



CCTV QUICK FIX

Follow these steps before calling a technician:

- 1) Did you change the Internet provider? If yes, connect Wi-Fi to your laptop or phone.
- 2) Did you reset the router? If yes, check the IP address is still the same.
- 3) Check both ends of the cables to see if they are connected properly. Including the Internet cable in the DVR and the router. Check if now is working.
- 4) Unplugged the power from the DVR for a few minutes, wait 5 minutes and try again. Check if now is working.
- 5) Check the IP address. Using the same Wi-Fi network, open Google from a laptop and search “what’s my IP address“. It has to match the one you have in your phone. Before changing it, write down the old one just in case. Another way is: in Google, search for “port checker”, and select the canyouseeme.org link. You’ll find your IP there.

If none of these steps helped you, call P&O Global Technologies, Inc. for assistance.