Tech Trouble Shooting List

One camera shows remotely. UPnP Need to be disabled on all the IP Cameras which are not plugged directly into the unit. If all cameras showing are the same – it will also be uPNP turned off – or port forwarding isn’t correct.

Newly Added cameras are not showing, but all other cameras are visible – Make sure you have re-saved the configuration in the phone app or web client so all cameras populate and, if adding in CMS you have added the cameras as an Administrator within CMS into a group. The camera will always show up if physically connected, but needs to be specifically imported into a group for live view to work. It can also be renamed specially clicking on the camera and modifying, changing the name and clicking ok.

No Resource - This will happen direct unit interface. The sub stream of the cameras needs to be turned down a little bit (i.e. from 4CIF to CIF, etc). Do this under Video Settings.

Not Enough Bandwidth – the NVRs have a max bandwidth (i.e. 4ch NVR has max 20 Mbps). If they are receiving this message when adding a camera they will need lower the bitrate on existing cameras.

Camera isn’t showing – this could be a lot of issues. Bad RJ45 connection, Run is over 328 feet, line isn’t tested, Bad Camera, Bad POE port on back of NVR. Attempt troubleshooting (i.e. try working camera on port, etc).

Cameras Intermittently dropping off Network - Re-enter Passwords.

Check camera protocols.

Make sure network settings are correct including DNS Internal Gateway as Primary, and 8.8.8.8 as secondary.

Make sure cameras have most up to date firmware.

Check all cabling between cameras and switches, and check that building has no power issues.

Adding cameras though separate switch through NVR POE. There is a document on how to do this –cameras will need to be plugged in and set to manual on the NVR POE, then the Switch will have to plug into one of t hose manual ports, then the IP cameras plug into switch.

Port Forwarding: use canyouseeme.org 80/8000/554. Use CMD and “tracert” to see how many jumps. Two routers require two port forwards.

Mobile App (internal and external IP Address) Use different for WiFi and 4G. Guarding Expert for

Smartphone, Guarding Expert HD for Tablets/iPads. HD does not mean High Def, just a version.

VGA/HDMI resolution not supported – You will need to log into the unit, under configuration, Device Parameters, and Menu Output to adjust to a resolution the Monitor does support. If the Recorder does not have this option – the customer will have to update their 1990s monitor. This is HD video, would think you would want an HD display…

How do I stop this beeping!? Format the HDD, HD management is in configuration (or its own on the unit). You can also turn this off in Configuration -> Exceptions.

3rd Party Cameras - Cameras need to be on independent POE switch, same network (i.e. LAN of NVR 10.1.1.1 and the IP CAM needs to be 10.1.1.x – for example) You will need to manually add the cameras. ONVIF protocol – user/pw is the user/pw of the camera you are adding. Port 80. cameras. ONVIF protocol – user/pw is the user/pw of the camera you are adding. Port 80.

Audio Camera not playing back audio. Make sure the input sensitivity is turned up in the web browser. Also make sure if trying to listen in guarding expert that mic is turned off on the phone app and speaker is enabled. If you do both it will overload the audio system of the phone as you are recording and playing back at the same time.

DVR/NVR not getting to login / Menu. Make sure Hard drive is good, make sure building has no power issues.

The unit still displayed “Offline error x1003”.  We were dealing with a Comcast Residential Modem. Problem:  Modem/Router was set higher than “standard security” resulting in direct blocking of “any P2P service”. Solution:  Set Modem/Router to standard security settings, this allowed P2P to function correctly.