

Remote Access FAQs

What is Universal Plug and Play (UPnP)?

UPnP is a set of networking protocols that permits networked devices, such as your DVR, personal computer, and mobile devices to seamlessly discover each other's presence on the network and establish functional network services for data sharing and communications.

How do I use UPNP?

On your DVR monitor right click and go to Setup -> Network -> Ports -> check the box next to UPNP -> click UPNP Test. If it is successful it is ready for use. If not, then you will need to follow the steps under port forwarding.

Do I need an onsite computer to remote camera access?

A desktop or laptop is needed along with having access to the internet in order to setup port forwarding from your device.

Can I use Magic IP to connect into my cameras?

Yes, but it is unstable. We suggest using DDNS or a static IP.

Will a dynamic IP address work for port forwarding?

Yes, but you may have to repeat the port forwarding process. We suggest purchasing a static IP from your internet provider to avoid this. There is a small fee, but your IP address would never change so you will not have any troubles connecting to your network externally.

What App do you use to connect into your camera feed?

Mr. Patrol. It's a free app and will give you access. To add the DVR to your network, please see our Port Forwarding step by step page.

Can I connect my DVR via Wi-Fi?

No, you will need to connect using an ethernet cable.

How do I access my cameras from my phone?

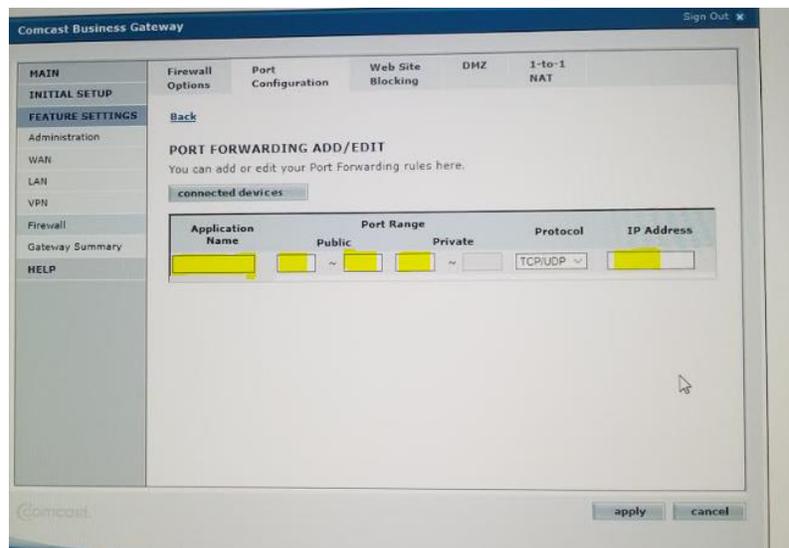
Once you've completed the port forwarding steps; Download the "MR. Patrol" app. Click on "Live View", then click the "+" at the top right-hand corner, click "Manual Register". From there add your WAN address next to "IP Address" → (You can find your WAN address by going to www.whatismyip.com using your onsite computer. It will list a number next to IPV4 which is the number you will be using to add into your Mr. Patrol App.)



Edit Device	
Server Info	
Name	DVR Test
Magic IP	<input type="checkbox"/>
IP Address	192.168.1.15
Port	8000
Login Info	
ID	admin
Password	Optional
Option	▼
QR Code	
	

How do I Port Forward?

1. Plug in DVR with ethernet cord to router/modem.
2. Power DVR Monitor.
3. On the DVR monitor right click and go to setup -> Network -> Address.
4. Under the address tab it will list the IP Address and Gateway Address. Write down each of these numbers which will be used on a further step.
5. Now log into your router/modem using your onsite computer by typing your gateway number (found in step 4) into your internet browser address bar.
6. Log in using your credentials (if you do not have these credentials, check your router/modem or contact your internet provider).
7. Once your logged in, look for Port configuration or Port forwarding which may be found under an advanced tab or firewall tab depending on modem manufacturer.



Application Name	Port Range	Protocol	IP Address
	Public		
	Private		
	~	TCP/UDP	

- Add a name for your DVR
- Under "public" type 8000-8000 then under private type 8000
- Under IP Address add the DVR IP address (found in step 4)

I've downloaded the Mr. Patrol app, but it's not showing on my phone, now what?

Confirm that you have completed all the steps to port forward. Be sure to use the appropriate IP address on the app. The IP address that should be used is the WAN address which can be found by going to www.whatismyip.com. It'll list a number next to IPV4 which is the number you will be using for the Mr. Patrol app.

What if my monitor screen is blue and isn't showing the live feed?

If the monitor is blue then the DVR is connected and working. The issue is most likely with your camera connection. Check your BNC connectors to ensure that they are connected properly to the camera and DVR. Also check to ensure that the cameras are powered on.

What if my monitor screen is black and isn't showing the live feed?

If the monitor screen is black, make sure the DVR and Monitor resolution matches. Also check your video connection on your DVR and monitor. Confirm that the DVR is on.

If you continue to have issues, please call and have the following information with you so that we can better able to assist you:

- Internet Provider Name
- Model number from your Modem/Router
- ID & Password for your Modem/Router
- WAN address (this can be found at www.whatismyip.com use *IPV4* **NOT** IPV6)
- LAN address found on DVR (Right click on DVR monitor and go to Setup -> Network -> Address)