



SECURICO CCTV

Securico CCTV System

Remote Viewing Problems

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Remote Viewing Problems – Securico CCTV

Troubleshooting Guide

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About this Manual

This manual is applicable to Securico CCTV Systems using Hikvision hardware and software.

The manual includes instructions for using and managing the product. Pictures, charts, images and all other information hereinafter are for description and explanation only. The information contained in the Manual is subject to change, without notice, due to firmware updates or other reasons.

Please use this user manual under the guidance of professionals.

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Remote Viewing Problems (Smartphone, Tablet, Laptop)

Problem:

I cannot view CCTV when I'm away from home.

Why has this happened?

Your router no longer has the settings that allow your mobile device to connect to it over the internet.

Important note:

Your router is not managed or supplied by Securico. Therefore the change that has happened on your router, or the change of router, is not covered by your warranty.

How to Fix:

Option A. The no hassle way - let us help

Email the support team and we'll call you back to arrange a remote session and telephone support and take payment of £35.

We'll arrange a time for a remote session and phone call to take care of the router settings and ensure your mobile device is now able to view your CCTV when away.

Note: You will need a PC or Mac and to be on your home WiFi (or wherever the CCTV system is fitted) when the remote session takes place.

Contact Securico Support: support@securicocctv.co.uk

Option B. Do it yourself

Time to complete: 30-40 minutes approx.

What you will need:

1. The admin / settings password found on the label attached to your router.
2. A laptop or desktop computer, smartphone or tablet.
3. A dynamic DNS hostname (Not needed if you are using Virgin)

You will need to log into your router via a browser. This will be easier to do on a desktop or laptop computer, but is possible via smartphone or tablet.

Step 1

Add the port forwarding

Using the instructions supplied by your internet provider in the links table below, creating port forwarding rules for the ports and local IP found in the tables further below.

Remote Viewing Problems – Securico CCTV

Internet Provider	Link to Help Page
BT	http://bt.custhelp.com/app/answers/detail/a_id/8790/~how-do-i-set-up-port-forwarding-on-my-bt-hub%3F
Sky	https://helpforum.sky.com/t5/How-to/How-to-set-up-port-forwarding/ba-p/2662260
Virgin	https://help.virginmedia.com/system/templates/selfservice/vm/help/customer/locale/en-GB/portal/200300000001000/article/HELP-2306/Setting-Up-Port-Forwarding-and-Port-Triggering-on-your-Virgin-Media-Hub
TalkTalk	https://community.talktalk.co.uk/t5/Articles/Set-up-port-forwarding/ta-p/2205382
EE	https://ee.co.uk/help/phones-and-device/home-broadband/bright-box-2-wireless-router/bright-box-2-advanced-user-guides/bright-box-2-wireless-router-set-up-port-forwarding
PlusNet	https://www.plus.net/help/broadband/router-user-guides/
Vodafone	https://forum.vodafone.co.uk/t5/Pay-monthly/Broadband-Port-Forwarding/m-p/2538956#M25710

Follow the guides as per your internet provider in the table above.

As a basic overview, what you are looking to do is create one port forwarding rule for each port number, and each rule points to the same DVR local IP.

The ports are unique to the DVR / NVR you have. And the DVR / NVR local IP is dependent upon your internet provider.

Example Rule for port 80:

External Start Port **80**, External End Port **80**, Internal Start Port **80**, Internal End Port **80**, pointing at the DVR / NVR local IP **192.168.0.101**, using both **TCP and UDP**.

Create additional rules in the same way for the other ports.

Port numbers:

DVR / NVR	Ports	TCP / UDP
Hikvision	80, 90, 8000, 8001	Both
QVIS (OYN-X)	80, 90, 34567, 34667	Both

The **local IP** for your DVR/NVR is dependent upon your internet provider:

Internet Provider	DVR / NVR Local IP
BT, EE, TalkTalk, PlusNet	192.168.1.101
Sky, Virgin	192.168.0.101

Remote Viewing Problems – Securico CCTV

Step 2

Create a free Dynamic DNS hostname with NOIP and add it to your router

Please note: This step is for all internet providers **except Virgin and business broadband suppliers that provide a static IP**. If you use one of these you have a static public IP and so **do not** need a dynamic DNS hostname. You will need to find your public IP, here's how: whilst connected to your WiFi visit www.whatsmyip.org and note down the IP given on screen (TIP: it'll look something like 123.123.123.123)

For all other internet providers:

- Create a free **Dynamic DNS hostname** using NOIP <https://www.noip.com/sign-up>
TIP: the dynamic DNS hostname will look something like this: **xyz.ddns.net** where xyz can be any letters or numbers you like (providing it's not already taken).
- Log into your router again, and navigate to the **Dynamic DNS** page. Typically this will be under **Advanced** and then **DDNS** or **Dynamic DNS**.
- Add the NOIP Dynamic DNS hostname you created earlier along with your NOIP login details and save the changes.

This link offers some help on adding Dynamic DNS to your router:

<https://www.noip.com/support/knowledgebase/how-to-configure-ddns-in-router/>

Step 3

Reconfigure your mobile devices

App	Instructions
IVMS-4500 Hik-Connect	Edit the "Away" setting. Under IP/Domain enter the NOIP hostname you created in Step 2 (or your Virgin public IP). Save the changes.
Explorer CCTV	Delete the current "Away" setting. Add a new device and name it Away. IP/Domain is the NOIP hostname you created (or your Virgin public IP). Port: 34567 Username: admin Password: contact Support if you do not know this. Save the changes.

Additional Information

In some cases where internet providers have been changed, you also will need to temporarily connect a PC monitor or TV (with HDMI or VGA) to the DVR. Let us know which internet provider you changed from and to, and if any further steps are required we will send details on what needs to be done.

If you prefer to have Securico provide this support please refer to **Option A** above.