

## What if my System show offline?

Make sure the NVR is ONLINE status:

Connect the WAN port of NVR to LAN port of router with Ethernet cable, then the NVR will be ONLINE within minutes. Please see the network status in the lower right corner of the monitor.

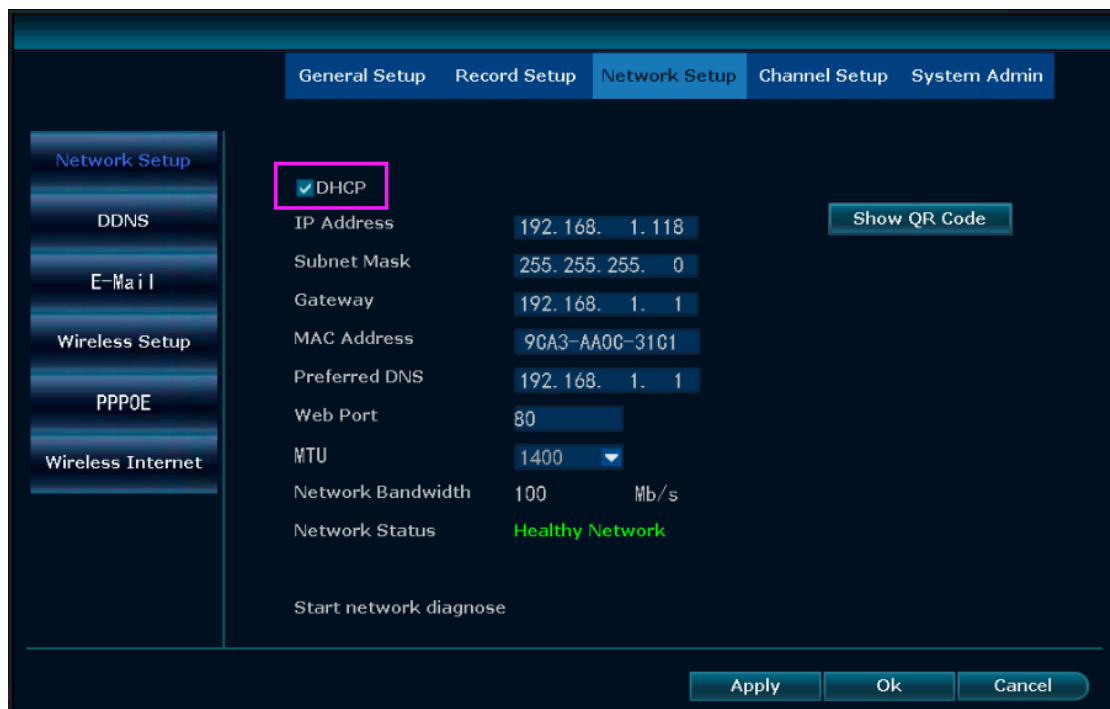


“Offline”

“Online”

If NVR still not online:

① Right click mouse to enter the menu “system setup” > network setup, enable the DHCP option and restart NVR system.

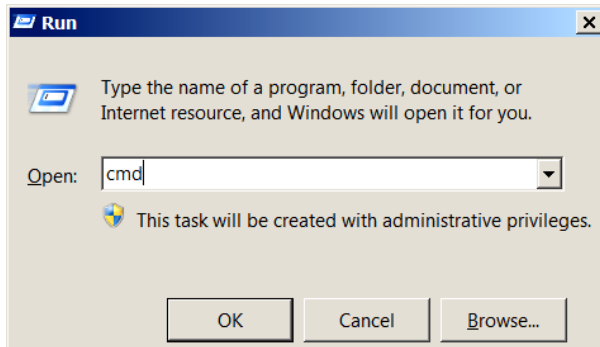


② If still show offline, please have a check at the Ethernet cable and see if the Ethernet cable has the problems. Try to use the Ethernet cable for other device and see if it works.

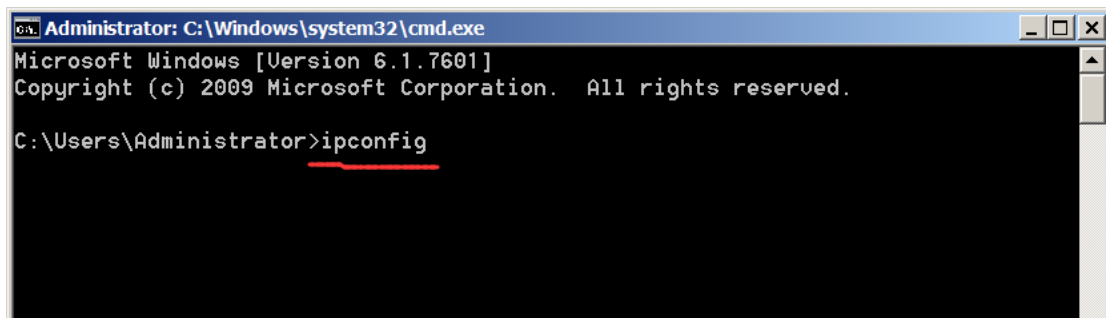
- ③ Please have a check at your home router and try to restart the router again and see if it work?
- ④ If you have check the Ethernet cable and router is OK but NVR still not online, please find out the IP Address and DNS of your router and type it in the NVR system manually.

You can find out the IP Address and DNS in the following ways:

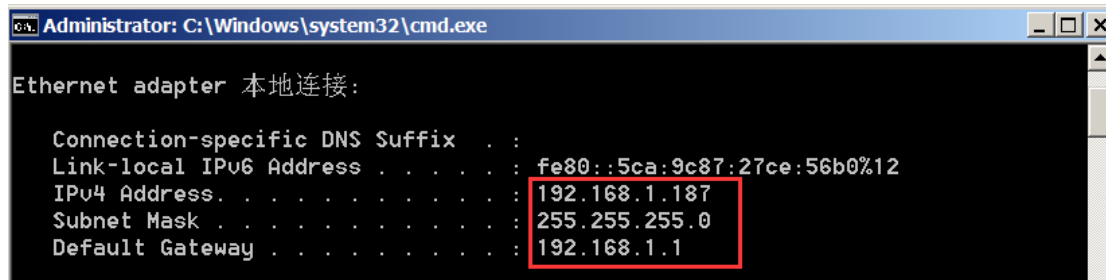
- A You can find the IP Address and DNS on your computer.
- I Press" win "and "R" in your keyboard, and input "cmd".



- II Please input "ipconfig" in the new page.



- III Press the "Enter" key and the following interface will pop up, you will find the coputer IP address and DNS.

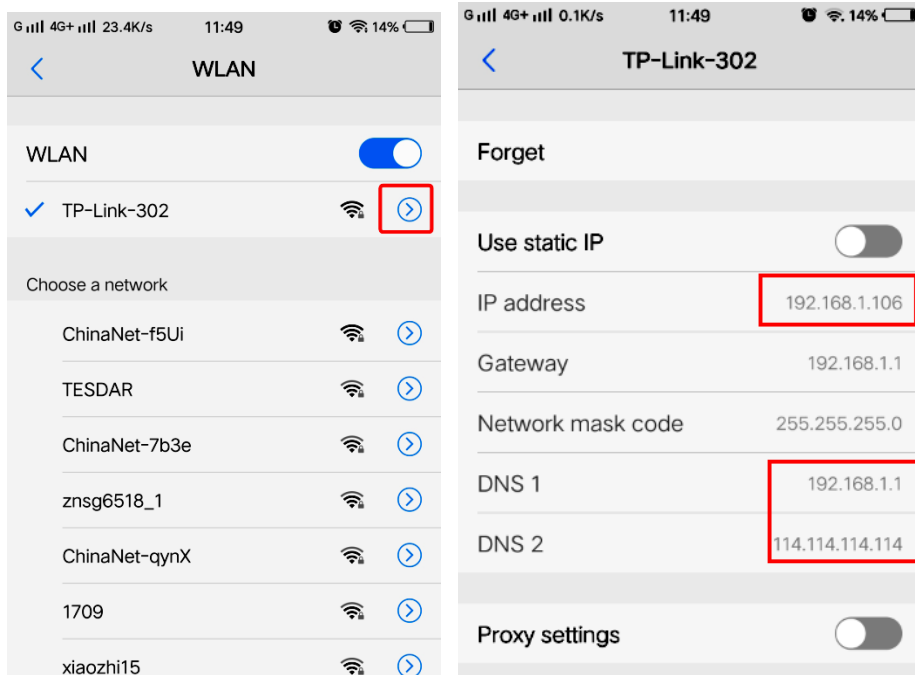


**Note:**

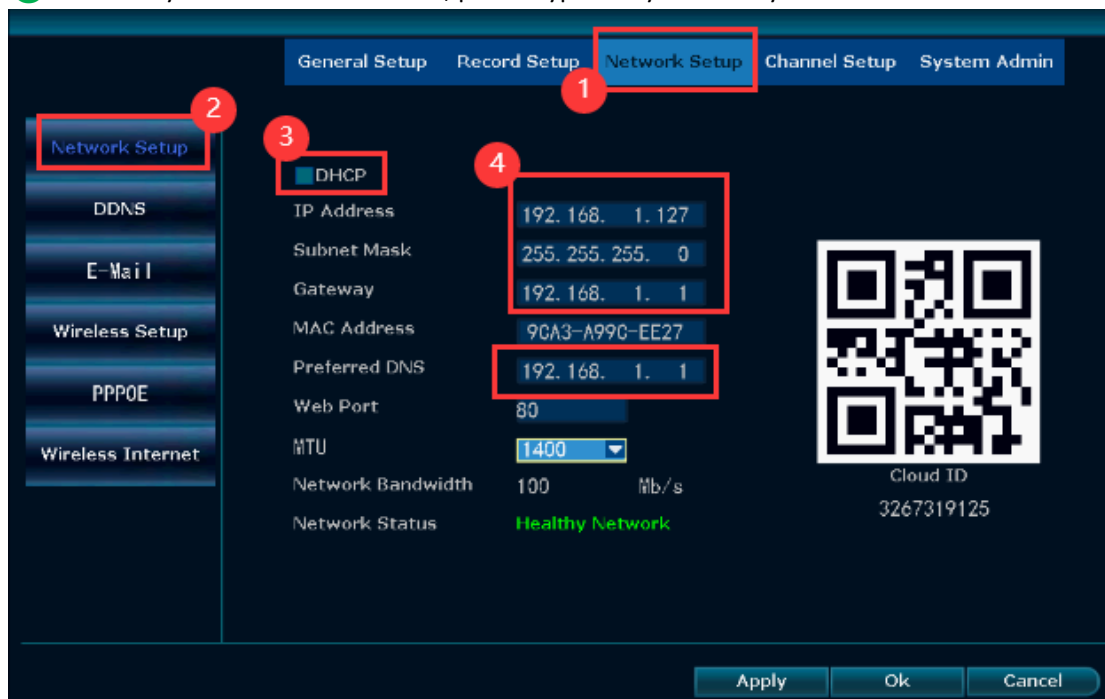
For example, computer IP address is 192.168.1.187, you can set IP 192.168.1.188 for NVR.

The DNS of the NVR is the same as the computer.


- B The other way to find the IP Address and DNS on your mobilephone: Please enter your phone setting then click WLAN, connected WIFI, Click on the icon next to wifi, and then you will see the ip address and DNS of your home router.



5 After find your IP Address and DNS, please type it in your NVR system.



- a Right click mouse to enter the menu "system setup" > network setup.
- b Disable the DHCP option and please amend the original ip address to be 192.168.1.X(X is a number you need to type it yourself, it must within the number 255. You can type like these 192.168.1.127).
- c As for the gateway, it is the same as the IP Address that you have find on your computer, please amend it the same as your ip address.
- d As for the Preferred DNS, it is the same as gateway.
- e After you have type all these information, please click apply to save the setting. Then please see if your system is in online status.

 If you have done these and no working, please email us at [cckcamera@163.com](mailto:cckcamera@163.com) and we will help you about this.