



SECURICO CCTV

Self-Help Guides

Remote Viewing Problems

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Remote Viewing Problems (Smartphone, Tablet, Laptop)

Overview

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.

If you require our assistance we can offer a chargeable remote support session. [Contact us](#) if you would like more information: www.securicocctv.co.uk/support

How to Fix

Time to complete: 30-40 minutes approx.

What you will need:

1. **Be at the location where the CCTV is installed**
2. **The admin / settings password found on the label attached to your router.**
3. **A laptop or desktop computer, smartphone or tablet.**

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

Overview of Steps in this Guide

1. **Add Port Forwarding to Your Router.**
2. **Create a No-IP Hostname.**
3. **Add the No-IP Hostname to Your Router.**
4. **Update Your Mobile App.**

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Step 1 - Add Port Forwarding to Your Router

- **Log in to Your Router**

Locate your internet provider from the table below and use the IP to log into your router.

Open your browser, type the IP address into your browser's address bar, then press enter.

Enter the username and/or password that is found on the back of your router. This will be the admin or settings password, NOT the wifi password.

Internet Provider	Router IP
BT, EE, PlusNet	192.168.1.254
Sky, Virgin	192.168.0.1
TalkTalk	192.168.1.1

- **Find the Info You Will Need**

Once logged into your router, setting up your port forwarding rules requires two pieces of information:

1. The port numbers
2. The DVR local IP

The **port numbers** are unique to the DVR you have:

Your DVR	Ports (note yours down)
QVIS (OYN-X)	80, 90, 34567, 34667
SPRO	80, 90, 37777, 37778

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

Your Internet Provider	DVR Local IP (note this down)
BT, EE, TalkTalk, PlusNet	192.168.1.101
Sky, Virgin	192.168.0.101

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- **Note Down Your Port Forwarding Info**

We have created an example table below.

In this example my DVR is **QVIS** therefore my *ports* are **80, 90, 34567, 34667**

And my internet provider is **BT** therefore my *DVR local IP* is **192.168.1.101**

These four ports are added to the example table below, one rule per port.

Example table:

Rule No.	Start Port	End Port	TCP/UDP	DVR IP
1	80	80	Both	192.168.1.101
2	90	90	Both	192.168.1.101
3	34567	34567	Both	192.168.1.101
4	34667	34667	Both	192.168.1.101

Table template for your use (some standard info has been provided):

Rule No.	Start Port	End Port	TCP/UDP	DVR IP
1	80	80	Both	
2	90	90	Both	
3			Both	
4			Both	

With the information noted in your template, you are ready to add the port forwarding information into your router

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- **Find the Port Forwarding Page in Your Router**

Please use one of the links below which are official help pages from major internet providers.

Generally speaking, the port forwarding page on most routers is located under the advanced settings, then under firewall, but should have it's own page called "port forwarding".

Use the table template you filled in, and create your four rules, one rule at a time.

We have added links for the most common ISP websites below, but due to the vast number of routers and providers we cannot provide instructions for all ISPs and router models.

Search the internet for your router model and the words **port forwarding** if your internet provider is not listed below.

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/20030000001000/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

If you are having difficulty with the instructions above, please contact your internet service provider (ISP).

Your ISP will offer support for making changes to your router.

Advise them about the four rules you wrote down in the table template.

After applying your port forwarding rules to your router, please move on to step 2

Step 2 - Create a Free Dynamic DNS hostname with No-IP

NOTE: If your internet provider is business broadband or Virgin

Please note: Steps 2 and 3 are for all internet providers **except Virgin and business broadband suppliers that provide a static IP.**

If you use one of these, you will have a static public IP and so you **do not** need a dynamic DNS hostname.

What you will need to do is simply 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). Make a note of this and move on to step 4.

For all other internet providers:

- **Create a Free No-IP Hostname**

1. Click here: <https://www.noip.com/sign-up>
2. Enter your email address.
3. Enter a password that consists of letters and numbers and make a note of it (you will need it later).
4. Click the box "Create my hostname later".
5. Tick the box "Terms of Service and Privacy Policy".
6. Click the button "free sign up".
7. Open your email and click on the confirmation link in the email from No-IP.
8. A new window will open and will state "your account is now active"
9. Click on "Get started with Dynamic DNS".
10. A new window will open stating "Complete your Account Configuration".
11. Click "Add now".
12. Click "Change username".
13. Enter a username and make a note of it (you will need it later)
14. Scroll down to Security question, choose a question and type an answer in the adjacent box.
15. On the menu at the left of the screen, click on Dynamic DNS
16. Now click on the green "Create Hostname" button.
17. In the "hostname" box, choose a unique name without spaces. You could use your postcode, for example (as long as it's not been taken already).
18. From the domain box, select "ddns.net".
19. Leave all other options as they are.
20. Click "Create Hostname".
21. Under the heading "Hostname" you will see the hostname you created. e.g. it would look something like xyz.ddns.net
22. Make a note of your hostname.

Step 3 - Add the Hostname to Your Router

Internet Provider	Router IP
BT, EE, PlusNet	192.168.1.254
Sky, Virgin	192.168.0.1
TalkTalk	192.168.1.1

1. Please find your internet provider and router IP from the list above. Open your browser type the IP address into your browser's address bar, then press enter.
2. Enter the username and/or password that is found on the back of your router. This will be the admin or settings password, NOT the wifi password.
3. Log into your router, and navigate to the Dynamic DNS page. Typically this will be under Advanced and then DDNS or Dynamic DNS.
4. Add the NO-IP Dynamic DNS hostname you created earlier.
5. Type your NO-IP username and password.
6. Click save.

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

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

If you need more assistance with this please contact your internet provider who supports your router. You need to ask for help with adding a **dynamic DNS hostname** to your router.

Alternatively search for your router brand and model along with the words Dynamic DNS or DDNS.

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Step 4 - Reconfigure your mobile devices

DVR	App	Instructions
QVIS (OYN-X)	Explorer CCTV	<ol style="list-style-type: none">1. Open the Explorer CCTV app2. Tap Local Login3. Delete the current “Away” setting (tap the pencil icon then delete)4. Tap the plus sign in the top right corner5. Name the device Away6. On the Manual Add screen tick both the ‘Higher’ and ‘DDNS’ boxes. (These buttons may differ slightly depending upon whether you are using Android or iPhone)7. IP/Domain is the No-IP hostname you created (or your Virgin public IP).8. Port: 345679. Username: admin10. Password: This is the system password - contact Support if you do not know this.11. Save the changes.
SPRO	Easyviewer Lite	<ol style="list-style-type: none">1. Open the Easyviewer Lite app2. Delete the current “Away” setting (tap the pencil icon then delete)3. Tap the plus sign in the top right corner4. Name the device Away5. On the Manual Add screen tick both the ‘Higher’ and ‘DDNS’ boxes. (These buttons may differ slightly depending upon whether you are using Android or iPhone)6. IP/Domain is the No-IP hostname you created (or your Virgin public IP).7. Port: 377778. Username: admin9. Password: This is the system password - contact Support if you do not know this.10. 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 and change the static local IP of the DVR / NVR

[Log a support case](#) and 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.