



SECURICO CCTV

Self-Help Guides

Cannot See CCTV Cameras on App

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Cannot See CCTV Cameras on App

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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Introduction

This guide will walk you through various checks and troubleshooting steps in order to restore the CCTV live view on your mobile phone / tablet or personal computer.

The checks are broken down into small steps which makes this guide very easy to follow.

We'll take you through checking all the components that allow your CCTV system to send video to your phone/computer.

You do not need to be a qualified engineer to do this and we do not ask you to perform any overly complicated tasks.

Using this Guide

Start with **Check #1** and follow the related **troubleshooting step**.

Then see the **next action** which will tell you how to proceed once the troubleshooting step is completed.

Please follow the instructions carefully and perform all checks, steps and actions that are advised.

Completing these steps will help our support technicians determine if a hardware fault exists and therefore if a site visit is required or not.

If you do not understand any of the steps or terminology used please email support@securicocctv.co.uk and we will be more than happy to help.

Error Messages

This guide will help fix the following error messages in your CCTV app:

1. "No Video" on one or more of your cameras.
2. "Device Offline"

Please begin with **Check #1** on the next page.

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Checks to Make	Troubleshooting Steps	Next Action to Take
<p>Check #1. Is the problem still there when you connect a TV or monitor?</p>	Using a TV or monitor with HDMI cable, connect it to the recorder box. Can you now see the cameras?	If the problem is still there on the TV/monitor please continue with Check #2 and Check #4 only.
<p>If you cannot connect a TV/monitor please begin with Check #2</p>		<p>If the problem is no longer there on the TV/monitor but still there on your other devices, then the problem is related to another device (mobile, computer, network adapters, or router). Proceed with:</p> <ul style="list-style-type: none"> • Check #3 • Check #5 • Check #6/#7
Check #2	Troubleshooting Steps	Next Action to Take
<p>Are there any lights on the front of the recorder box? If no, complete troubleshooting steps starting at (2A). If there are lights on, proceed to Check #3</p>	<p>(2A). Locate the switch on the back of the recorder box and switch to the ON position. Wait to see if any lights come on the box.</p>	<p>If power lights are still not on, proceed with next troubleshooting step (2B)</p>
	<p>(2B). Check the rear of the recorder box and ensure the power cable is fully pushed in.</p>	<p>If power lights are still not on, proceed with next troubleshooting step (2C)</p>
	<p>(2C). Follow the power cable back to the power supply unit and ensure any removable connection is fully pushed into its socket.</p>	<p>If power lights are still not on, proceed with next troubleshooting step (2D)</p>
	<p>(2D). Follow the cable from the power supply unit to the mains power outlet and check the plug is fully pushed into the socket and is turned on.</p>	<p>If power lights are still not on, proceed with next troubleshooting step (2E)</p>
	<p>(2E). Is the mains plug from the power supply unit connected to an extension cable? Disconnect the mains plug from the extension and plug directly into a mains power outlet on the wall.</p>	<p>If power lights are still not on, complete our support form at securicocctv.co.uk/support and reference "DVR PSU faulty" or reply to our last email if you already have a support case.</p>

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Check #3	Troubleshooting Steps	Next Action to Take
<p>Router working? Is your router plugged in, powered on and able to return webpages to your phone or computer?</p>	<p>(3A) From a device on your network visit google.co.uk and perform any search.</p>	<p>If you can reach the results page and other webpages move on to Check #4</p>
		<p>If you cannot view the results page and other webpages, please contact your internet provider.</p>
Check #4	Troubleshooting Steps	Next Action to Take
<p>Camera power supply. Check the camera power supply (applies to DVRs, not NVRs). Locate any separate power supply unit(s) for the cameras.</p>	<p>(4A). Ensure the removable connection on the power supply unit is fully pushed in.</p>	<p>Continue to next troubleshooting step (4B)</p>
<p>If you have an NVR proceed to Check #5</p>	<p>(4B). Ensure the power supply unit is plugged into the mains power outlet.</p>	<p>Continue to next troubleshooting step (4C)</p>
	<p>(4C). Turn the mains power for the camera power supply unit off, wait 15 seconds, then turn back on.</p>	<p>If the problem still exists complete our support form at securicocctv.co.uk/support and reference "camera PSU faulty" or reply to our last email if you already have a support case</p>
Check #5	Troubleshooting Steps	Next Action to Take
<p>Do you use Network Adapters? (TP-Link)</p> <p>If you do not know what these are click here to see a picture</p>	<p>If you do NOT use these then, move on to Check #6 as your final check.</p>	<p>If you DO use these, skip Check #6 and proceed with Check #7.</p>

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Check #6	Troubleshooting Steps	Next Action to Take
<p>Network connection. Check the network connection (Where you have one single cable between the recorder box and your router).</p>	<p>(6A). If you have one network cable that runs from the recorder to the wifi router: Locate the network cable on the back of the recorder box. Disconnect the cable and then reconnect it.</p>	<p>Wait for 30 seconds and check the live view. If still a problem, move on to the next troubleshooting step (6B).</p>
	<p>(6B). Follow the network cable from the recorder box to your wifi router. Disconnect the cable from the back of the router and then reconnect it to a different yellow socket on the router.</p>	<p>Wait for 30 seconds and then check the live view. If still a problem complete the form at: securicocctv.co.uk/support or reply to our last email if you already have a support case.</p>
Check #7	Troubleshooting Steps	Next Action to Take
<p>Network connection. Check the network connection (Where TP-Link powerline network adapters are used).</p>	<p>(7A). Where network adapters are being used (i.e. a network cable runs from the recorder box to a plug-in unit directly connected to a mains power outlet). Ensure all network cables are connected to your wifi router, network plugs, and recorder box. Disconnect and immediately reconnect each cable.</p>	<p>Wait for a minute or two and check the live view. Move on to troubleshooting step (7B) if you still cannot see the CCTV.</p>
	<p>(7B). Pair the network home plugs by pressing the connect button on one of the home plugs and within 2 minutes, press the connect button on the other home plug. It doesn't matter which home plug you start with.</p>	<p>You should now have 3 lights on your network plugs. Wait for a minute or two and check the live view. If you still cannot see the CCTV complete the form at at: securicocctv.co.uk/support or reply to our last email if you already have a support case</p>