

# **NVR and IP Cameras**

## **Remote viewing quit working**

If you could see your dvr from another location on your computer or phone and it quit working then most likely your external ip address changed.

To find out what your new ip address is you will need to go back to the location where the dvr is. Connect a computer to the same router that your dvr is connected to and go to the website [www.whatismyip.com](http://www.whatismyip.com).

You will want to right down that ip address and that will be the new number you will use on your phone and to view it on a computer from another location. DO NOT change any settings in the network section on your dvr or in the router or you will need to set you network up all over again.

On a computer you will still have to have http:// before the ip address just like before.

Unique solution ID: #1099

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