# How to view security system on mobile App

First, before we want to view the security system on mobile app, we must make sure the system is connected to your router or switch with internet access. So, we need to connect the NVR recorder into your router/switch.

There is a LAN port beside the PoE port on the back of NVR panel, like below picture marked in red. Using a network cable connected to your router/switch and make sure the green light flashing.
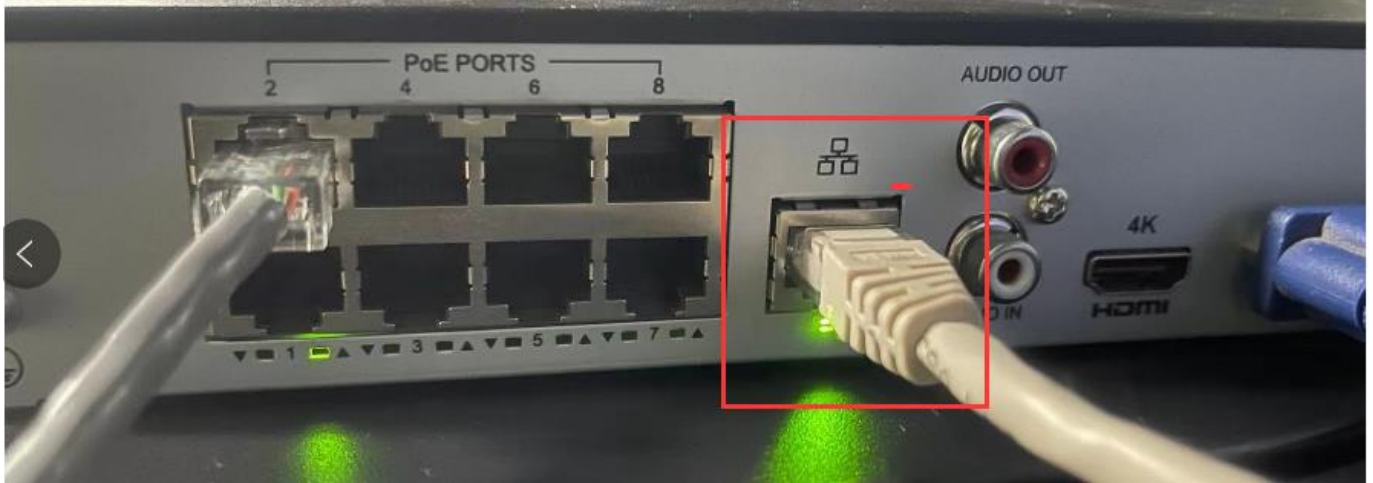
Second, after connecting your NVR recorder into your router/switch, please login your system, main menu>Network>Basic>TCP/IP and select the checkbox of "Enable DHCP". Then wait for 1 minutes or restart the recorder.

This procedure is allowing your router/switch to assign available IP address and making the system can go internet for remote access.
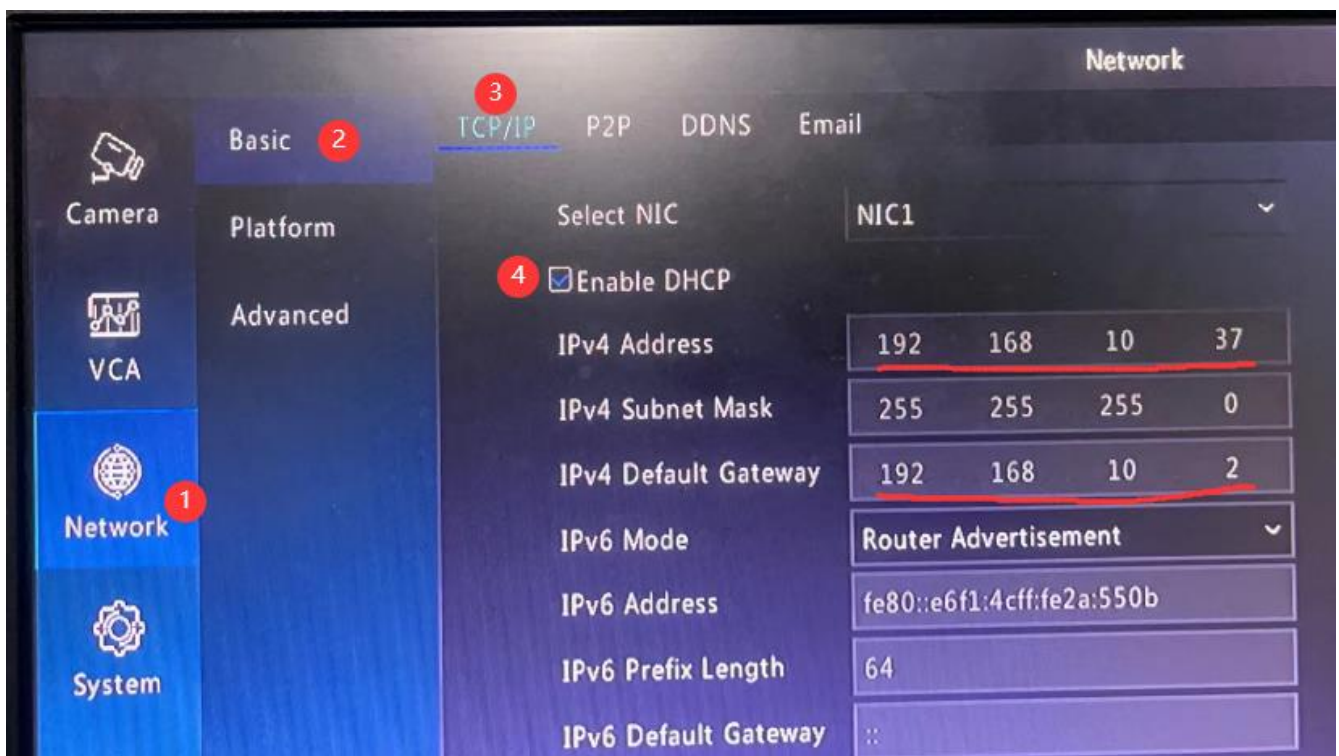
Note: If you prefer to set the IP manually, please make sure the IP address and Gateway exactly match your network. This can be found via computer, "Windows + R" combination commend, input "CMD" and type "IP config" command, like picture below. So, you can find IP address range for example 192.168.10.xx, and gateway.
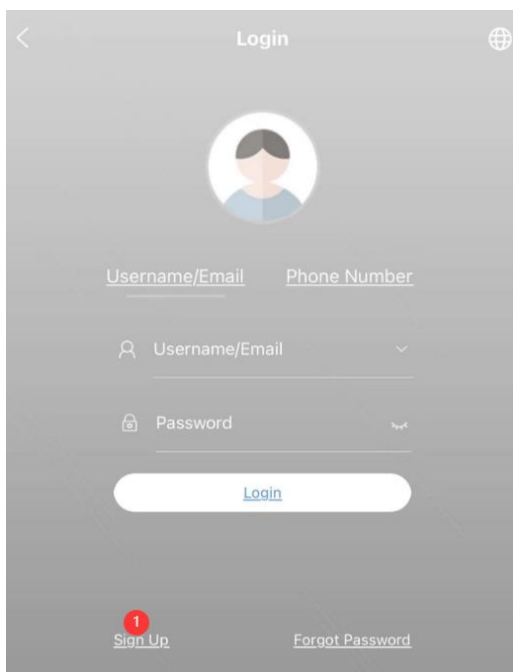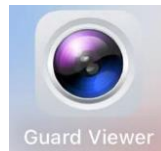
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. . . . . :
. . . . . : fe80::f741:bcd9:6682:5cc2%3
. . . . . : 192.168.10.54
. . . . . : 255.255.255.0
. . . . . : 192.168.10.2
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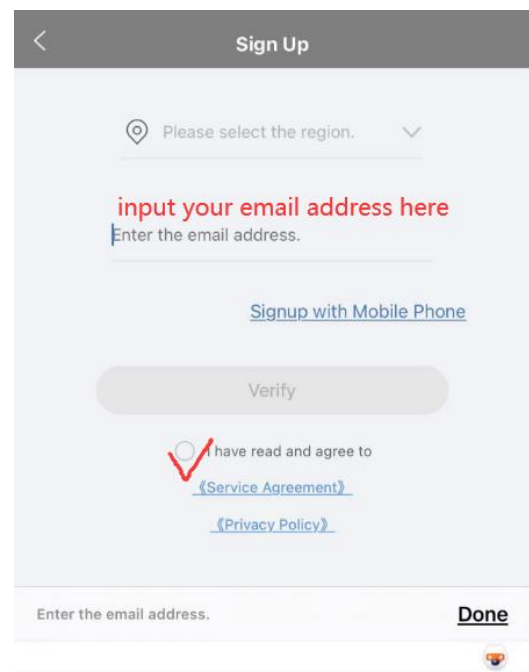
Third, download "Guard Viewer" App in Google market or App store. And register your account.
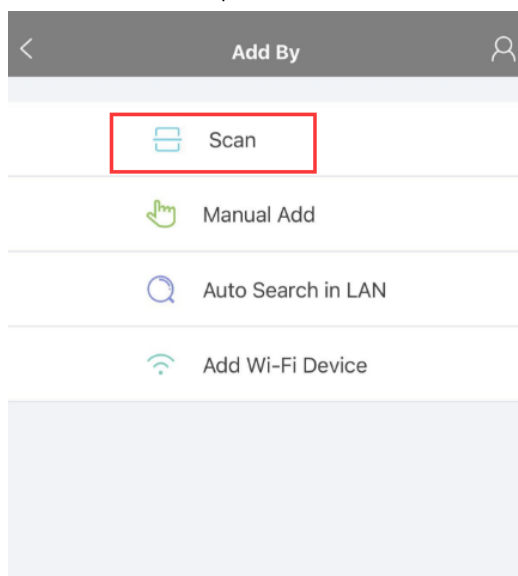
Note: when you register through email address, there will be a verification code send to your email account, it might be in your spam, so find it and input the verification code for registration.
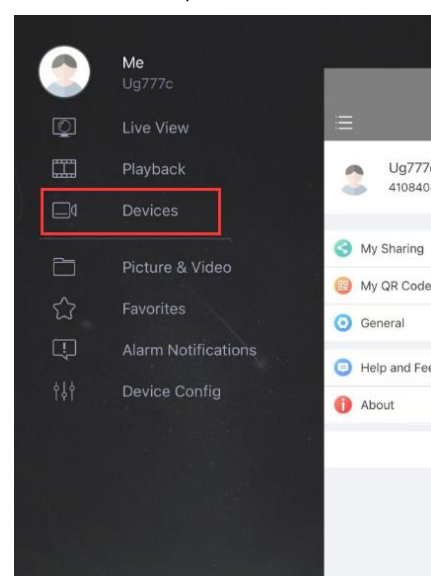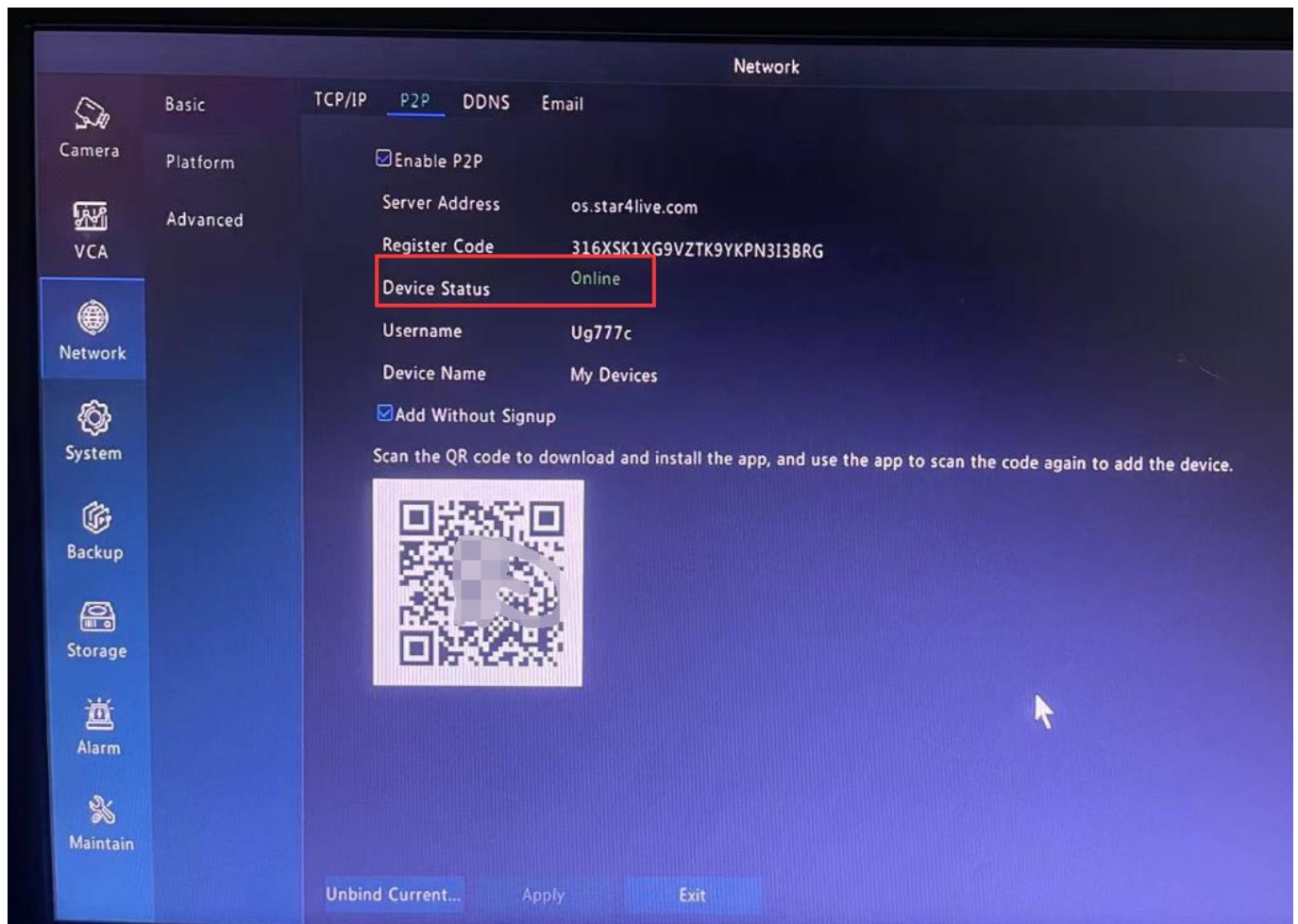

Guard Viewer

Step 1

Step 2

Step 3

Step 4

Fourth, when you finish above settings, then let's check in network>basic>p2p, and if it says device status "Online", it means the network connection successfully. Then we can scan the QR code like below.

FAQ:

Q: I have registered on App and scan the device but says "device offline".

A: Check the status if it's "network disconnection", please check first and second step and make sure the network connected successful. Because App view your system by internet, the network connection is the most important step before app viewing.

Q: When I scan the QR code, it says the device already been added by other account.

A: The QR code scan consider the first scanner as administrator, if you or your family member use other account scan it firstly, the rest members can only be shared by the administrator. If you want to change into new account, please select "**Unbind Current Account**" and restart it. Then add it again.

Q: How to share the device to my family.

A: 1- Select Device,

2- Click the option on device and it will pop up more options, like picture below

3- Select device that you want to share

4- Share to the user: here input the user's email address that you want to share and select the type.
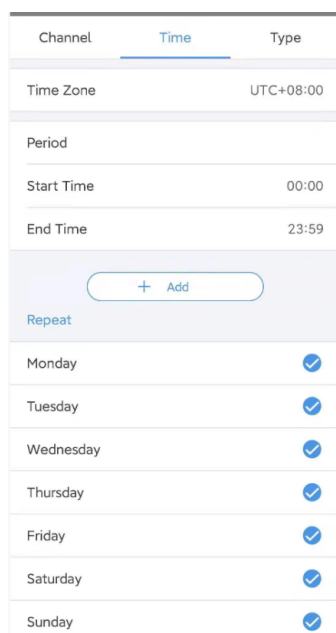
Pictures as below:
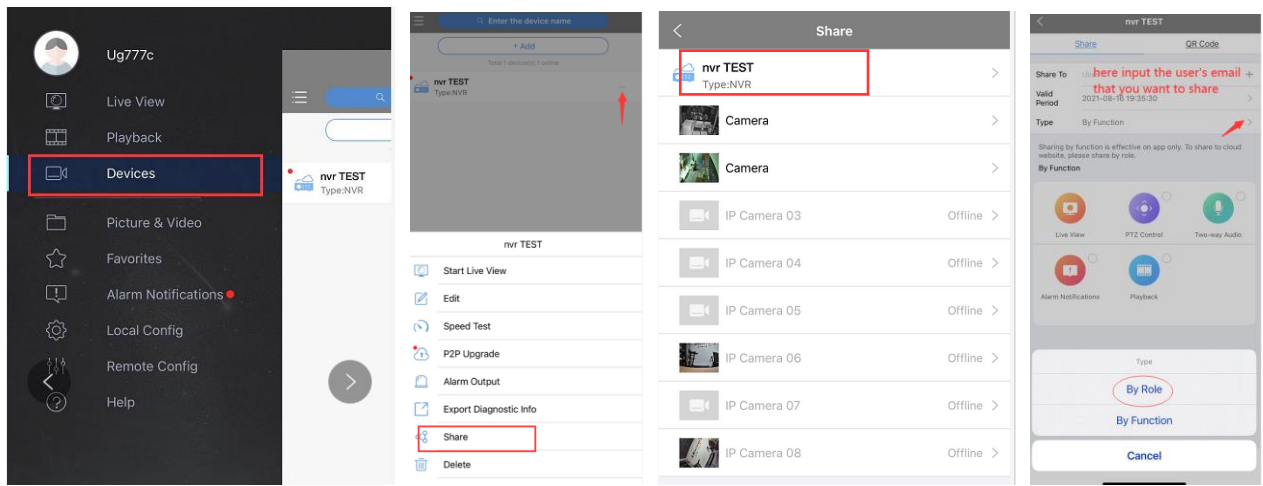
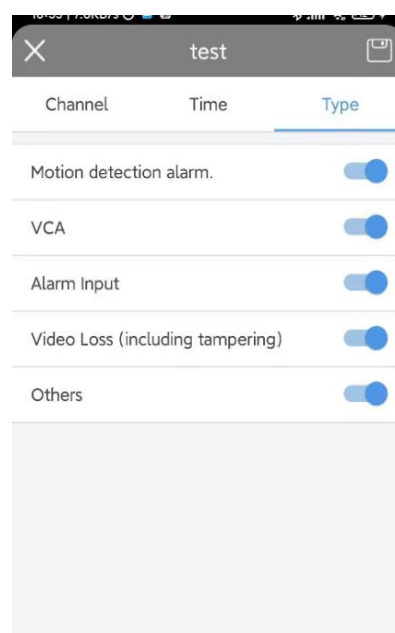Q: How to enable alarm notification on mobile APP

A: Procedures like below: 1. Select "Alarm notifications" in Guard Viewer APP.   2. Choose "Allow Notifications".   3. Enable your device and choose "Advanced Settings".   4. Check if you've enabled all channels.
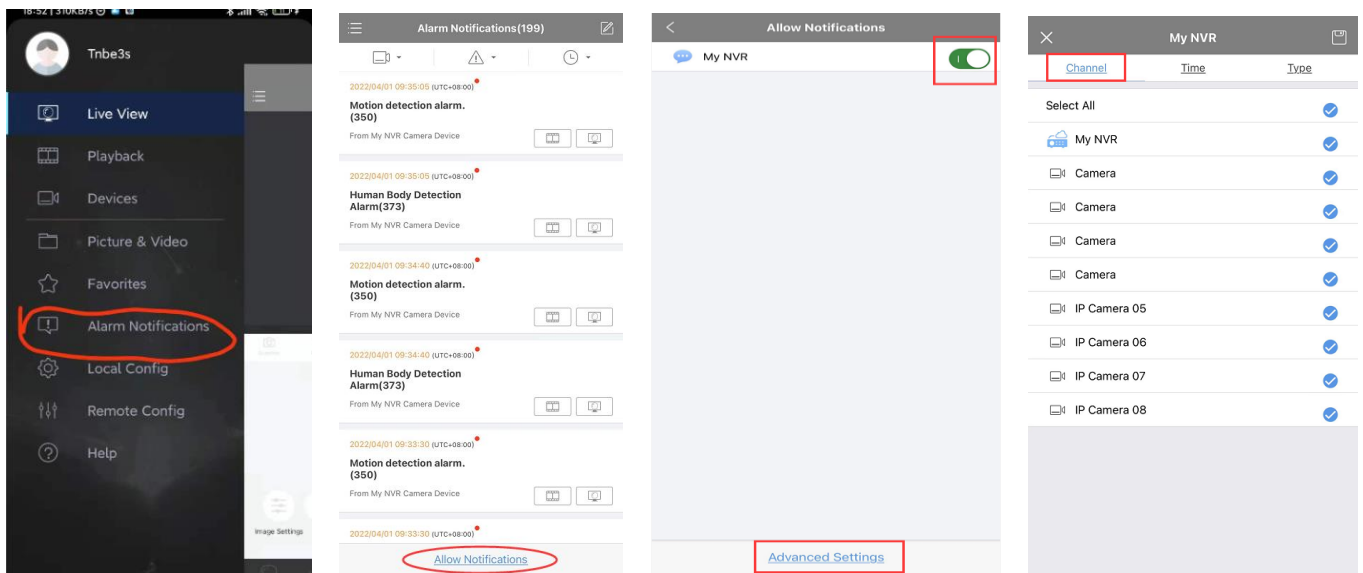
5. Check if you had selected a time or date disabled.   6. Check if all type of the notifications allowed.

Q: How to reduce the alarm notification on mobile APP

A: 1. Select "Alarm notifications" in Guard Viewer APP.

2. Choose the date and time that don't need

3. Turn off the related alarm type that you don't want.