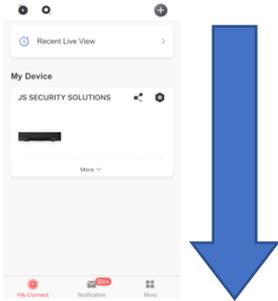


1. If your CCTV is showing a greyed-out image (offline) On the main screen “Hik-connect” tab on the app, place your finger in the centre of the screen and whilst holding your finger down, swipe down and release to refresh the connection to your device. If your CCTV is still offline, proceed to instruction 2.



2. Check your internet (router) is working. Log on to your Wi-Fi, can you surf the web? If possible, please check your speed by heading to GOOGLE on your device and search for “test my internet speed” scroll down to see a big blue button that says, “RUN SPEED TEST” Click that button and wait for the result. Anything above 5 megabits per second is fine.

*I have no Wi-Fi and can't log onto my router* – Please contact your service provider

*I can log on to my Wi-Fi, but the speed results are below 5 Megabits per second* - Please contact your service provider

*I have completed the above and all seems well* – Head to instruction 3.

3. Turn OFF your internet router (normally located near your phone line)  
Turn OFF your CCTV (Locate where it is plugged in and switch it off)  
Turn ON your internet router (normally located near your phone line)  
Turn ON your CCTV (Locate where it is plugged in and switch it back ON)  
wait 5 minutes before repeating instruction 1. If you are still offline, please proceed to Instruction 4.
4. If your system is set up by a power-line adaptor, they come in different shapes and sizes, but the principle is the same (shown below)



**continue to the next page**

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double check both units are showing 3 lights (power, connection, and paired) if not then please follow these instructions.

**Method 1.** (Best done with 2 people)

Locate both units (one will be near your router the other will be near the CCTV)

Locate the pair button on the unit.

Press the pair button on one of the units for 3 seconds and release (it should start flashing)

Within 10 seconds of pushing the 1<sup>st</sup> pair button. Press the pair button on the other unit for 3 seconds and release (it should start flashing)

Wait for all 3 lights go solid, if all lights go a solid green, revert to instruction 1.

If all 3 lights DO NOT go a solid green, try method 2.

**Method 2.**

Locate both units (one will be near your router the other will be near the CCTV)

Remove the data cable from both units

Unplug both units and take them to a free double electrical socket

Turn off both switches on the double socket and plug both the powerline units in

At the same time, switch both units on and wait for all 3 lights to show.

If all 3 lights show, return them to the original locations and plug the data cable back in.

Revert to instruction 1, this should have resolved the issue.

If you plug them in side by side and only 1 or 2 lights are showing, press the pair button on one of them for 3 seconds and release, repeat this method on the other unit.

If all 3 lights show, return them to the original locations and plug the data cable back in.

Revert to instruction 1, this should have resolved the issue, if not, go to instruction 5.

5. Make sure you're running the latest version of your app.

Head to your desired store (iPhone – app store) (Android – Google play) and search for “Hik-connect, for end user” Find the app and click on “UPDATE” if there is one available.

If you have the app on multiple devices, please update the app on all devices.

**continue to the next page**

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### Still offline

If you feel you have followed the instructions above and your CCTV is still showing offline on your application, a call out would be advised.

If you wish to have an engineer attend your site please email us on [info@jssecuritysolutions.co.uk](mailto:info@jssecuritysolutions.co.uk) or alternatively call us on 0330 133 4811 , they will also follow the procedure above to try and rectify the connection.

If you are still in your first 12 months from installation, a call out will be arranged, free of charge, any equipment found faulty onsite will also be replaced free of charge.

If you are out of your first 12 months, a call out charge of £80 + VAT will be applied.

If you are within your 24-month EQUIPMENT warranty and part of the system is to be found faulty when the engineer is onsite, the faulty equipment will be replaced free of charge separate to the call out charge of £80 + VAT

If your system is over 24 months and the warranty has expired, a call out charge of £80 + VAT will be applied. The customer will be advised on what rectifications are needed to be made to fix the fault along with the cost.

**PLEASE NOTE; Although you can't access your cameras via the app, if there is power to your CCTV recorder, your CCTV is still working.**

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