

Problems downloading incident on my LAN/WAN

Applies to: VDC/VDM, Vi-Series DVR

I am able to connect to my DVR but I am not able to download the incident.

Make sure your DVR has the latest firmware installed, this can be download from <http://www.oceansystems.co.uk/FirmwareUpdates.asp>

Make sure you are using the latest Vi-Viewer on your PC, this can be downloaded from <http://www.oceansystems.co.uk/FreeSoftware.asp>

Try rebooting the DVR by switching off for 10 seconds, then switching back on again.