# Welcome to your new Surveillance System!

Thank you for purchasing your system through Colorado Complete Security. Here are some basic instructions on how to view, playback and change settings.

If you have questions, please feel free to call us anytime! 719-505-2347

## Live Viewing:

You can view the cameras on the main screen. To switch from single view to multi view you can just left double click on any camera.

## Play Back:

Right click anywhere on the screen. Click playback on the screen menu. First click the box of the camera or cameras you would like to view. Then click the date you wish to view. The clock will show at the bottom of the screen in 24-hour block. You can zoom in on time or out of time by using the wheel on the mouse. Press play.

## Downloading an Incident:

Right click on the screen. Then go to menu. Click backup. Next pick the camera. Then change the date and time you wish to view. Click search. Next click on the boxes of where the event happened and click backup. Then input a flash drive in the USB slot on the NVR. At the top will show your flash drive. Then click backup.

## View on Mobile Phone

### Download Guard Viewer App

If you have not clicked setup and have an account do so now. If you have an account just sign in with your username and password. When installed click on three dashes on top left. Then click devices. Then click on the three dots next to our system. Now click on start live view. You can also playback and add different cameras from here.

## Troubleshooting:

If your cameras are not working, please call us to let us know. It maybe as simple as your internet was interrupted and now you IP addresses have changed. We may be able to walk you through fixing it or we can schedule a time to help in person.

If your app is not working, first try uninstalling it and re-installing it. If that does not work. Call us and we can schedule a time to come out to help.