
Failed to connect to NVR/DVR or IP camera via P2P

Possible Scenarios:

- ✓ Unable to add the NVR/DVR or IP camera to the app or CMS client via P2P or QR code.
- ✓ NVR/DVR or IP camera can be accessed locally but having issues accessing it using the app or CMS client – intermittently or not accessible at all times.

Troubleshooting

1. **Ethernet cable was connected to the incorrect port in the NVR/DVR.**
 - For single-network port NVR/DVR, plug the Ethernet cable to the **LAN** port.
 - For dual-network port NVR/DVR, plug Ethernet cable to the **WAN** port.

Note: Some NVR/DVRs have POE ports at the back. These POE ports do not support internet capability.
2. **Rusted or bent pins in the NVR/DVR or IP camera Ethernet port.** Abnormal or defective pin can lead to unstable P2P connection.
3. **P2P is not enabled.** Make sure that P2P is turned ON by going to **Setting > Network > P2P**.
4. **NVR/DVR or IP camera is not reliably connecting to the internet.**
 - *Verify that the computer (CMS client) or phone (app) is connected to an active internet connection.*
 - *Turn off certain security or network software.*
Examples are firewall, antivirus software, VPN and proxy settings in the mobile phone, computer and router.
 - *Change the network configuration of the NVR/DVR.*
Turn on DHCP or make the IP static. When the NVR/DVR or IP camera is set to static, be sure to use the correct default gateway and DNS servers.
 - *Verify that the router, where the NVR/DVR or IP camera is connected to, has an active internet connection.*
Connect a mobile phone or computer to the same router as the NVR/DVR or IP camera and verify internet access by visiting websites like google.com and youtube.com.
 - *Open UDP ports 1-65535 in the router settings.*
To communicate with the P2P server, make sure that the router's full UDP ports are open for the NVR/DVR or IP camera. To check it, get in touch with the ISP.

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- *Power cycle the devices.*
Switch off the NVR/DVR or IPC and the router. After a few minutes, turn them back on.
 - *Replace the Ethernet cable and use another port.*
Use a different Ethernet cable and connect the NVR/DVR or IP camera to a different network port in the router or network switch.

5. If the above suggestions didn't work, contact Support and provide the below information.

- QR code or P2P ID
- Network Topology
- Screenshot of the network setting
- Steps taken to troubleshoot the issue