



Steps to fix connection error to your camera system

1. Go to www.ipchicken.com on your web browser
 - This can be done on your mobile device, laptop or Mac
 - Must be on the local Wi-Fi at the same location as the system
2. Step 1 will display the IP address of the premise, copy this IP address
3. Open the "Guarding Expert" mobile app on your mobile device
4. Select the circle with 3 lines; top left corner (Settings)
5. Select "Devices" in the list of options
6. Select "*the name of your DVR*" in the list of devices
7. Select the pencil inside the circle; top right corner (Edit Mode)
8. Under the "Address" field, type in the new IP address you copied from step 1
9. Select the disk inside the circle; top right (Save)
10. Select "Start Live View" at the bottom of the screen

If this does not fix the issue and you still cannot connect,

- Ensure your camera system (DVR) is turned ON by checking for blinking/solid activity lights, hearing the fans, etc.
- Ensure your Router/Modem is turned ON by checking for blinking/solid activity lights
- Ensure the cable between the camera system (DVR) and the Router is plugged in
- Reboot the Router/Modem and wait 30 seconds, see if the mobile app works
- If this still does not solve the problem, please email service@securcom.ca for help
 - State your first and last name, issue and contact info to reach you
 - After hours service rates may apply. General service hours: M-F 8am-4:30pm