



EZView Cameras Show Offline

1. Check to make sure that the network light and cloud light on the NVR are lit up blue.
2. You can also plug a monitor directly into the NVR to see if the cameras are online locally. **If the cameras are online locally, but not showing up on the EZView app, then please follow the directions below.**

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1. It's best practice to give your phone a refresh.
 2. Start by closing the application EZView fully, and re-opening it.
 3. Within EZView, click the menu button.
 4. Click Live View.
 5. In the lower left hand corner, click the close all button.
 6. In the lower left hand corner, click resume.
 7. If there is not a resume button, click the add camera button in the upper right hand corner.
 8. Select your NVR.
 9. Select all cameras (easiest option is to click the check box next to the NVR name).
 10. Click Start Live View button (bottom of the screen).
 11. If you still cannot see the cameras on your phone, please give us a call at the number below.

We are an installation company in Columbus, Ohio. Please do not call us for tech support if you are not already one of our customers.