FORTLINE Help sheet

Dahua CCTV and the DMSS app

Covers: Dahua NVR/DVR with the DMSS app

Stop and call us

- If you need footage for a crime, report it to the police first and keep the recording safe.
- Don't factory reset the recorder or change its network settings. You can lose footage.
- Never share your app password, or any verification code, with anyone who calls you unexpectedly.

Saving a clip to your phone

1. In DMSS, open Playback and choose the camera and date. Days with recordings are marked.
2. Select the video and tap the clip (scissors) icon.
3. Drag the time bar to the start and tap to set the start point, then set the stop point.
4. Clips are saved to File in the app (under Me). From there you can save or share them.

Recorder showing offline

1. If the recorder is offline, you can't play back or download remotely.
2. Check your internet is working, and that the recorder and router have power. If they have and it's still offline, call us.

3. If it's still offline, call us. Don't change network settings or reset the recorder.

Can't log in

1. Use the account you were set up with. If you can't get in, call us.

Not sure, or it hasn't worked? Call **01635 938998**
Mon–Fri 8:30am–5:30pm. Out of hours, call 01635 938998

User steps only. Use your own user code or key and never write it on this sheet. More help: fortline.co.uk/help.html