**Downloading Remote Video from DVR**

* Login into your account.
* Go to PLAYBACK tab.
* Select Vehicle and Date: (Vehicle Must be ONLINE to Download)
* File Location: On Terminal / File Type: Record / Record Type: All.
* Click Search: Can take up to 60 -120 seconds download from DVR depending on how much recording for the day.
* Wait until Records Show in Blue in Time/File and Channel Select section.
* Select the File Tab and select Segment to Download, enter date and time in Calendar. Note: Maximum download **30 seconds** segment otherwise it will take a long time to download.
* Once Successfully Saved go to Download Task Tab (far right-hand side arrow pointing down)
* Query in Video Download Task window (dates permitting). May take a few minutes to download to PC (Refresh Page if required).
* If required PLAY the File before downloading.
* Download the segment by clicking the downward facing arrow next to Play button.
* On Prompt OPEN (Do Not Save), this will open in MDVR Player.
* To save the recording Select AVI CONVERTOR Button.
* Change OUTPUT path to Desktop, then Click START Button.
* Close all windows after downloaded to desktop.
* To Play file on Desktop right Click the downloaded file and Open with VLC Player.

Note

Software Required: PLAYBACK MDVR Player and VLC PLAYER download from Neatcom.co.uk.