

Dear valued customers,

Please find below the [KB912812 patch fix instructions for the DVR remote view](#).

*This is the fix for the DVR software already installed in your DVR.*

**THIS PROCEDURE IS TO BE EXECUTED INSIDE YOUR DVR!!!!**

- 1- press " **CTRL+ALT+M** " to enter maintenance mode
- 2- type " **cd /tmp** " and press " **enter** "
- 3- type " **ftp 61.218.22.50** " and press " **enter** "
- 4- login name : **dvr** and press " **enter** "
- 5- password : **dvr419** and press " **enter** "
- 6- type " **bi** " and press " **enter** "
- 7- type " **get patch\_KB912812-5.sh** " and press " **enter** "
- 8- type " **exit** " and press " **enter** "
- 9- type " **sh patch\_KB912812-5.sh** " and press " **enter** "
- 10- It will run patch and reboot your DVR

Kind regards

COP-USA Inc. (Tech Support Dept.)