

FREQUENTLY ASKED QUESTIONS

1. Where can I get a pricelist?

The majority of our products are priced on our website.

Trade pricing is available for our Installers when they login to My Account.

2. Lost or misplaced passwords for NVR/ DVR?

In order for us to be able to reset a password the following is requirements need to be met:

- The product should have been bought through Skynatics (otherwise we CANNOT assist)
- A copy of the purchase invoice
- A photo of the model and serial number
- We will need the “Dynamic Password” here is how to acquire it:
 - On the Login screen, click the tab that states “Retrieve Password”
 - WARNING: do NOT close this screen until you enter the dynamic password as it is directly linked date and time stamp
 - Select “Dynamic Password”
 - Take a photo or screen shot of the screen reflecting the Device Model, MAC address, Date & Time stamp
 - Email this photo or screen shot to technical@skynatics.com along with your name, surname and contact number
 - DO NOT CLOSE this screen until you enter the Dynamic Password.
 - IF YOU DO CLOSE this screen before entering the Dynamic Password this process will have to be repeated.

3. Do you provide training?

We do provide training to our installers on CC TV, Paradox and Vector Point-of-Sale items.

Training is administered on two levels namely; First-Time or an Advanced installer level.

Fill-in in a Request for Training Schedule and we will reserve you a temporary seat.