NVR Mobile Device "Golden Rules"

1. **Your iPad/iPhone are NVR Work devices, please do not save/store personal materials on them.**
   a. Apps that do not apply to your work should not be on your iPad. This is monitored regularly.

2. **Have the latest approved iOS version on your device**
   a. Once approved by IT, make sure you have the most recent version of iOS. If you have an older version it is harder to solve your problem

3. **Have the latest approved WORX Home version on your device**
   a. Even if you do not use any WORXs app you need to have the correct version.
   b. If the device is lost or stolen NVR can locate or delete the data on the device.

4. **Wi-Fi is not always stronger**
   a. Wi-Fi is often shared when used in the model or division office, use your own hot spot, it tends to be stronger.
   b. More devices means slower speed, if you use your iPad hot spot for your phone, computer and personal phone it will cause your device to appear slow

5. **Pick a different service provider**
   a. If you are in an area that has a weak Verizon Data reception, request a different provider. It can make a big difference.

6. **Reset your iPad weekly**
   a. Resetting your iPad is like turning your computer off and on, it will take care of 60% of your issues without having to call the help desk.

7. **Don't max our your storage**
   a. You should not expect to save every photo you ever take on your device; you will have to transfer them to your PC periodically.
   b. If your storage is maxed out, it will slow down your device, it will also prevent you from downloading the correct version of iOS.

8. **Cellular data refresh**
   a. Make sure you are not refreshing all of your apps using Cellular data, this will slow down your device.

9. **Clear your history**
   a. Clearing your history on your mobile device works just like your PC, clear it weekly.

10. **Close unused apps**
    a. Having multiple apps running in the background will slow your device, close anything you do not need to use.

11. **Call the help desk**
    a. Changes will not be made to current support structure or devices if there is no data to back it up. You need to call the NVR help desk to log any issue you are having with your device

NVRT HELP DESK
877–898–4687
(703)–956–HELP (4357)