

DW TECH BULLETIN

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subject: Channel Setup on Apple Mobile App

In the new Digital Watchdog mobile app, when setting a new device, user needs to manually enter the channel group they wish to see.

The application's Channel information will be empty by default. If the Channel information is left blank, the registered device will display only Channel 1.

If you are trying to connect to a multi-channel DVR, 16 channels for example, then in the initial setup you need to enter 1-16 to view all 16 channels.

Good Example:	1-16. This will display all 16 channels.
Bad Example:	16. This will display video only from the camera connected to channel 16 in the DVR.



The screenshot shows the 'Add Device' screen in the Digital Watchdog mobile app. The 'Ch.' field is highlighted with a red box, indicating the channel group selection. The placeholder text for this field is 'Channel ex) 1-16 or...'. Other fields include Name (Site Name), Address (Network URL), TCP Port (9010), Web Port (80), User ID, Password (User Password), and Model (VMAX480).

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