



To: DW[®] customers
Date: March 5, 2019
Re: DW[®] Witness[™] app update

DW[®] Witness[™] app update

New Features

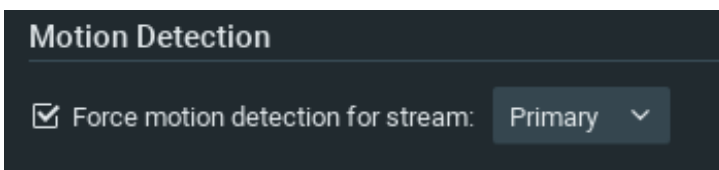
DW[®] Witness[™] is now compatible with DW Spectrum[®] IPVMS and can be added as a camera for live monitoring and recording.

Requirements for adding DW[®] Witness[™] as a camera to DW Spectrum[®] IPVMS:

1. DW Spectrum[®] IPVMS 3.2.0.28261 or higher, running on Windows[®] or Ubuntu[®] Linux[®] OS.
2. Plug-in file needs to be added to the “plug-in” folder of the DW Spectrum[®] media server library.
 - The plug-in should be added while the DW Spectrum[®] media server is stopped.
 - Restart the DW Spectrum[®] media server once the file is copied successfully to the folder.
3. TCP ports 7001 and 32201 must be port forwarded. TCP port 32201 is to be used by DW[®] Witness[™].
4. TCP ports 7001 and 32201 must be open in both the network and OS’ firewall.

Comments:

1. Initial connection between the DW Spectrum[®] media server and the DW[®] Witness[™] mobile application may take 10~30 seconds.
2. Users must enable recording once a connection with the DW[®] Witness[™] mobile app is established.
3. Continuous recording at max 15fps is available.
4. For motion detection recording:
 - Go to “Camera Settings” and open the “Expert” tab.
 - Under “Motion Detection”, check the box “Force motion detection for stream”.
 - Make sure “Primary” is selected from the drop-down menu options.



5. Reconnecting to the DW[®] Witness[™] app after a disconnect from the DW Spectrum[®] media server may take 5~15 seconds.



Dedicated to those who sell the complete line of DW[®] video surveillance solutions.



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DW[®] Witness[™] app update (cont.)

Troubleshooting:

1. If the DW[®] Witness[™] mobile app connection is deleted from the resource tree, it will not re-appear when attempting to connect to it. The connection will not show on the resource tree even after the connection is made.
 - Solution: DW Spectrum[®] media server must be restarted. It may take up to 30~60 seconds to reestablish the DW[®] Witness[™] mobile app connection and showing on the resource tree.
2. If the DW[®] Witness[™] mobile app connection is not set to record, the camera icon will have **X** even it is connected.



The **X** will disappear once the connection is opened in the layout.

3. Depending on the mobile device, live video may experience long delays due to the video's native resources.

For more information or technical support

DW technical support
Toll free: 866.446.3595
digital-watchdog.com/contact-tech-support/



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