

**Powered by Nayatel** 

# Customer Manual for using Nayatel NWatch Android TV Application

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## 1 NWatch for Android TV

When a trespasser invades our privacy, they don't just invade our premises but take our peace of mind as well. Nayatel introduces its very own IP Surveillance Camera Solution "Nwatch" hosted on Nayatel's cloud, which enables you to view & record all activities on your premises live 24x7 from anywhere.

#### 1.1 How to Download the App?

• Turn on your Android TV, go to Play Store and search for NWatch and click on Download:



#### 1.2 Recommendation

Below is some recommendation for using Nayatel NWatch Application on your Android TV.

Feature	Scale		
Android	7.0 and Above		
Network Connectivity	Ethernet		
Keyboard for typing	Recommended on Screen Keyboar		

#### 1.3 How to Login?

• Open the NWatch Application in your Android TV, the below screen will appear:



#### **Powered by Nayatel**

• After the above screen then the screen will appear which will prompt user to enter username and password.



		со	NFIRM	NWa Useri Pass	atch name sword	CANC	EL	>		NWat
1 1	2 <sup>@</sup>	3 <sup>#</sup>	4 <sup>\$</sup>	5 <sup>%</sup>	6	7&	8 *	9 (	0)	
q	w	е	r	t	у	u	i	0	р	YOUR PREI
а	S	d	f	g	h	j	k	l		
仑	z	x	С	v	b	n	m		$\otimes$	
?123	4	•		-				-	<b>≫</b> I	
				.90	ON V					

• Only On Screen Keyboard of Android TV for User\_ID and Password typing and correction

• After which the entered credentials will be matched with our database:

NWatch	III () 📑 ዾ User_ID
CarPorch	
Live C Please Wait Cameras	
序 CarPorch F Lawn 序 MainGate	

• After successful login the below screen will appear and **Userid** will appear on the top right corner of the screen.



## 2 Features offered by the Nwatch Android TV App?

Features offered by the NWatch App are described below:

#### 2.1 Live View

• This feature allows user to watch live view of the cameras.



#### 2.2 Multi View

• This feature allows user to see maximum up to 5 camera view at simultaneously.



• In Multi View feature we can see live view of maximum 5 cameras simultaneously. As, we can select maximum upto 5 cameras, if we add 6th camera, then it will show error which is shown below:

S	elect Cameras	
Kain a	Cam02	
	Cam01	
1'0	Cam03	
	Cam04	
	Cam05	
	] Cam06	Á
	CANCEL OK	
	You cannot select more than 5 cameras in multi view.	

#### 2.3 Nwatch Recording

This feature allows user to see the cameras recording according to the plan which can be 6, 12 and maximum up to 18 days.

🚰 CarPorch	Lawn 🍯 M	ainGate				
Thu, 20 Jan 2022						
			🕓 3AM to 4AM	() 4AM to 5AM		
 Wed, 19 Jan 2022						
🕓 12AM to 1AM	() 1AM to 2AM	() 2AM to 3AM	3AM to 4AM	() 4AM to 5AM	5AM to 6AM	0
Tue, 18 Jan 2022						
			🕓 3AM to 4AM			
Mon, 17 Jan 2022						
			SAM to 4AM	() 4AM to 5AM		

#### 2.4 New Smart Nwatch Events

This feature for New Smart Nwatch Cameras that allows user to see the events based according according to to the Nwatch plan which can be 6, 12 and maximum up to 18 days.

NWatch				<b>Ⅲ</b> () ⊑	면 💄 User_ID	)
ک Test Live	Events			No Image Ava	nilable	
Cameras						
्र 📑 Test 📑 Si	mart	🚰 Nwatch		SmartNwatchł	Test	<u>1</u>
Thu, 20 Jan 2022						
() 12AM to 1AM			() 3AM to 4AM	() 4AM to 5AM	SAM to 6AM	



#### 2.5 To Change the Picture

Note: This can be done from Nwatch Mobile App



Go to Nwatch Mobile App: Click on Triple Dots present against Cam Name:

🖬 🛛 🕹 🕸 🖓 at 📼	10:53 am	<b>F</b> <sup>1</sup>	*** 〒	iun 💳 🖬 10:53 am
Nwatch	€	Nwatch		Э
Live Streaming		Live Streamin	g	
CarPorch Lawn	MainG	CarPorch	Lawn	MainG
Latest Recordings	<b>(</b>	Latest Record	lings	<b>e</b>
CarPorch		CarPorch		
12AM 1AM 2AM 3AM	4AM	12AM 1AM	2AM 3	AM 4AM
Lawn		Lawn		
12AM 1AM 2AM 3AM	4AM	12AM 1AM	2AM 3	AM 4AM
Lawn		<	Lawn	Î
Change Camera Image				
SAVE		Camera	Gallery	Library

The following points need to be considered:

- This recording is shown down the main page in the above image.
- It is available on hourly basis.
- Auto Login option is also available.
- Event Option will only appear against those Cams that are on New New Smart Nwatch

To logout from the App option is available at the top of the main page:

NWatch				٢	Ĩ	<b>-</b> (	Jser_ID	
ත් CarPorch					10.1	ALC.		
Live			· (					
Cameras								
Thu, 20 Jan 2022	MainGate							

#### 2.6 Services Suspends Due to Non-Payment

Account Locked Please pay your bill to continue using NWatch.		
	CLOSE	

## 3 Troubleshooting

#### 3.1 Cases

- If login is failed.
- If the camera steam is stuck.
- If camera stream is not running.
- If the camera steam is freezing.
- If the camera steam is cutting.

#### 3.2 What to do?

Check your Android TV Internet Connection.

• Go to Settings

🏓 📟 Search movies, TV, and more	② ④ ③ 11:55 Settings
System software update Select to learn more and install	Details Dismiss

The logo selected in previous image is of **Setting**, click on this icon using your TV remote and then check for the details described below.

Check Ethernet section status in Network and Internet, if it is connected then network connection is 'ok'.

NWatch	Network & Internet
	See all
Camera List	Other options
Multi View     CAM5     CAM6     CAM7     CAM2	Add new network
Live	Scanning always available Let Google's location service and other apps scan for networks, even when Wi-Fi is off
Live	Ethernet
Tue, 14 Dec 2021	Connected fe80::48dd:1df5:c767:49ac 192.168.18.88
	Proxy settings
Mon, 13 Dec 2021	IP settings

Now, go to IP Setting as shown in above image and click on **DHCP**.

IP settings	DHCP Static	

If the internet Connection is okay, then:

• Clear Data of **NWatch** Application by going in the **Setting** option of your Android TV as shown in below image:



• After going in **Settings** click on Apps option:



• Now, click on **NWatch** application:



#### • Click on Clear Data:



• Now, click on Ok:

	NWatch	
	Clear data All this app's data will be deleted permanently. This includes all files, settings, accounts.	ок
	databases, etc.	Cancel

After, following all above steps the data Cached and Store in App will be erased and then user will have to login to the App again, which he can do by following the steps at the start of this manual.

#### 3.3 Reinstall the App

If the problem still remains, then uninstall the App by following the below steps:

• Go to Settings:



• Click on Uninstall:

		Search movies. TV. and more			NWatch	
				Version 2.4 com.nayatel.hp.nwatch		
Syst Select	System software update Select to learn more and install					Open
						Force stop
	Apps		Drime video	Google Pla	Uninstall	
Арг				Store	Store	Storage used 147 MB used in Internal shared storage
		A	١	Price in the		Clear data 578 kB
YouTube						Clear cache 160 kB
						Clear defaults

- Download the App again from the Play Store and then follow this manual from start to Login into the App.
- If the problem still remains, contact Nayatel Customer Support.

## 4 Summary

This document explains the prerequisites of using **Nwatch** Android TV application. How to login into the application as well as the initial troubleshooting steps for different cases.