



Powered by Nayatel

Customer Manual for using Nayatel NWatch Android TV Application

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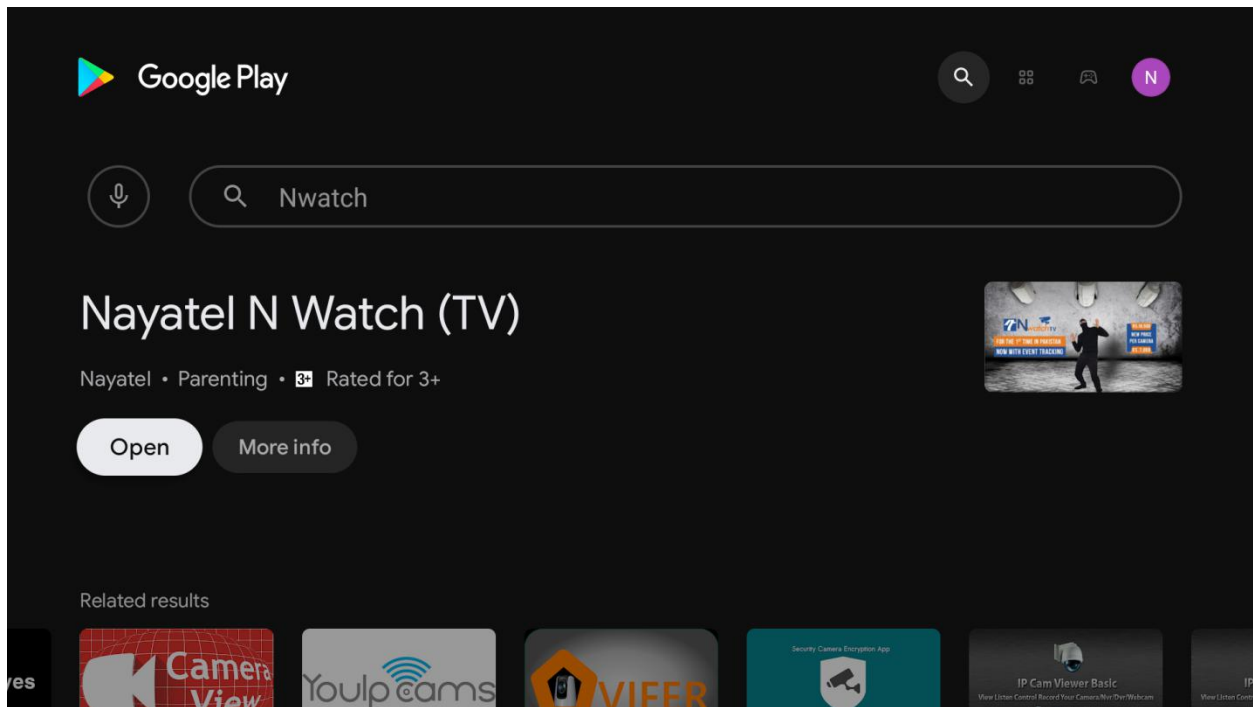
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1 NWatch for Android TV

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 Keyboard

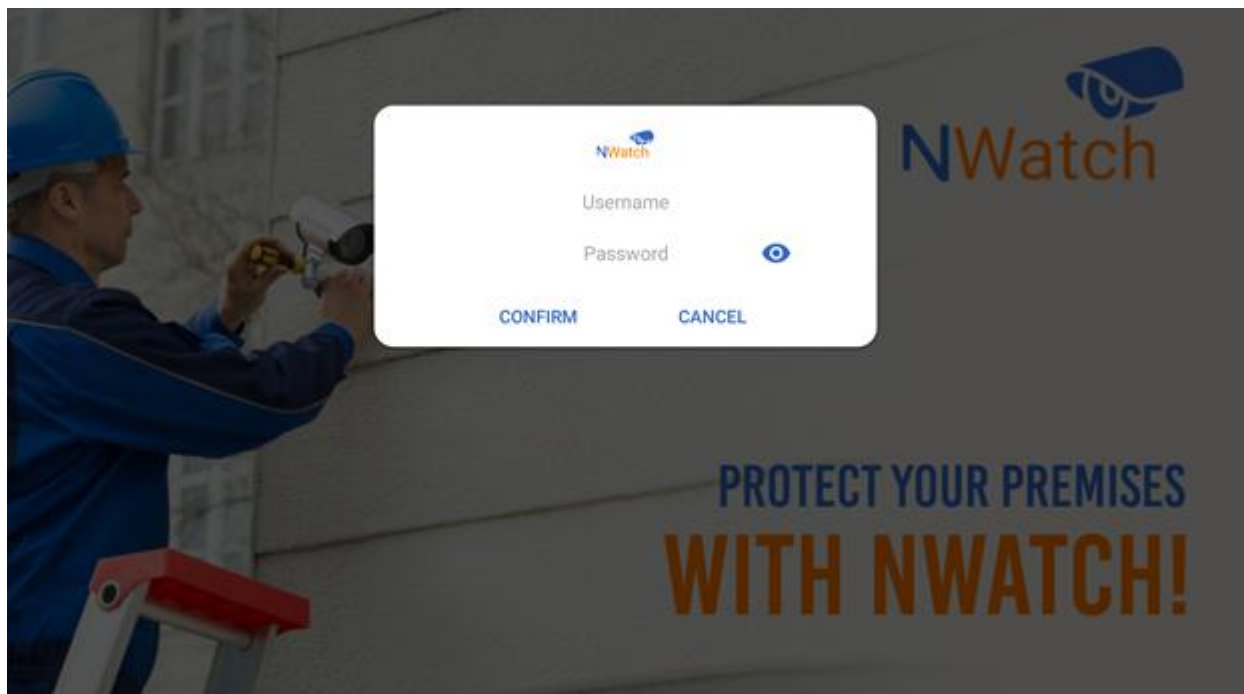
1.3 How to Login?

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

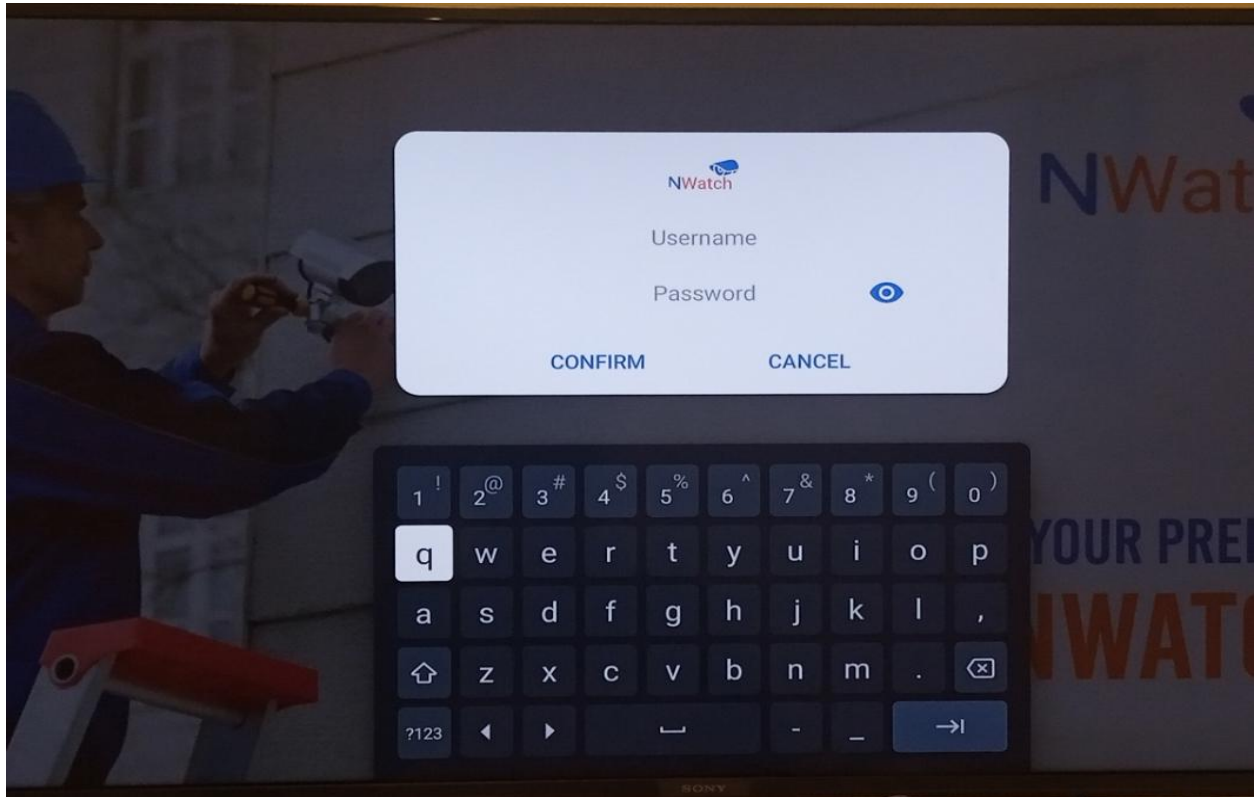


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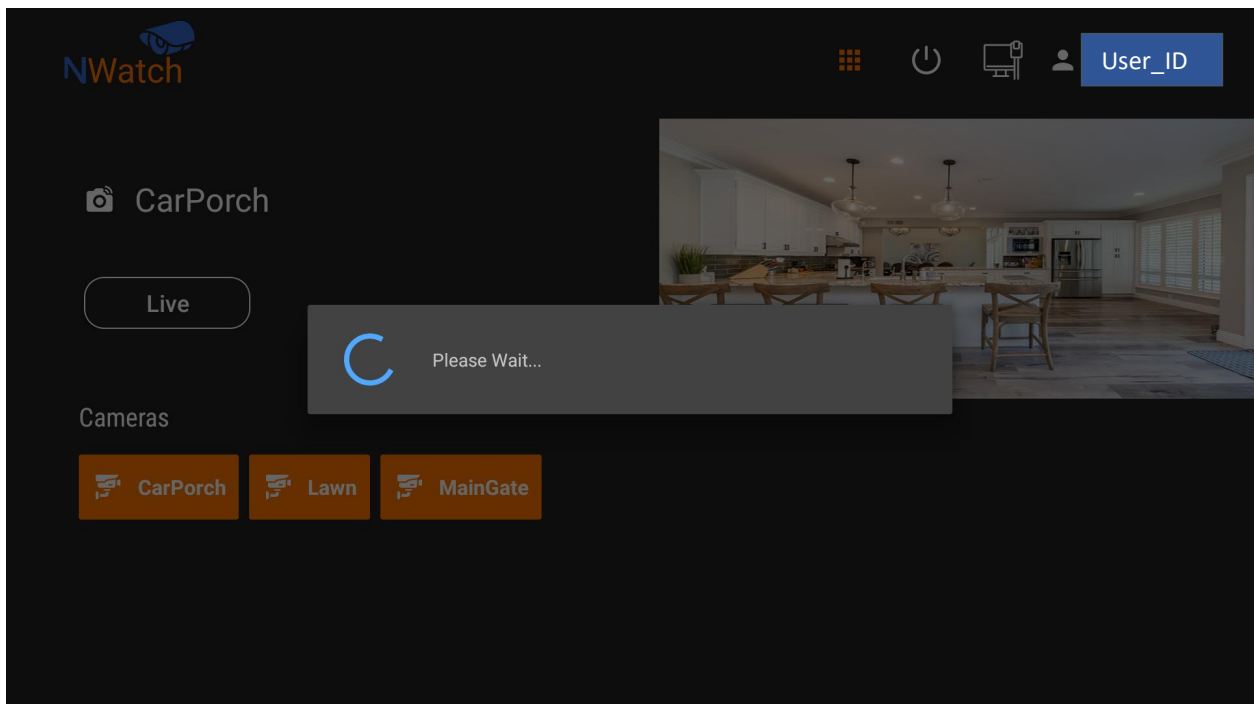
- After the above screen then the screen will appear which will prompt user to enter username and password.



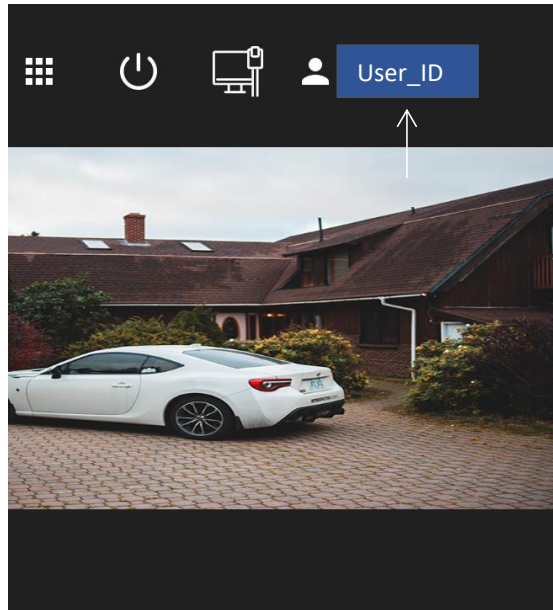
- Only On Screen Keyboard of Android TV for User_ID and Password typing and correction



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



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

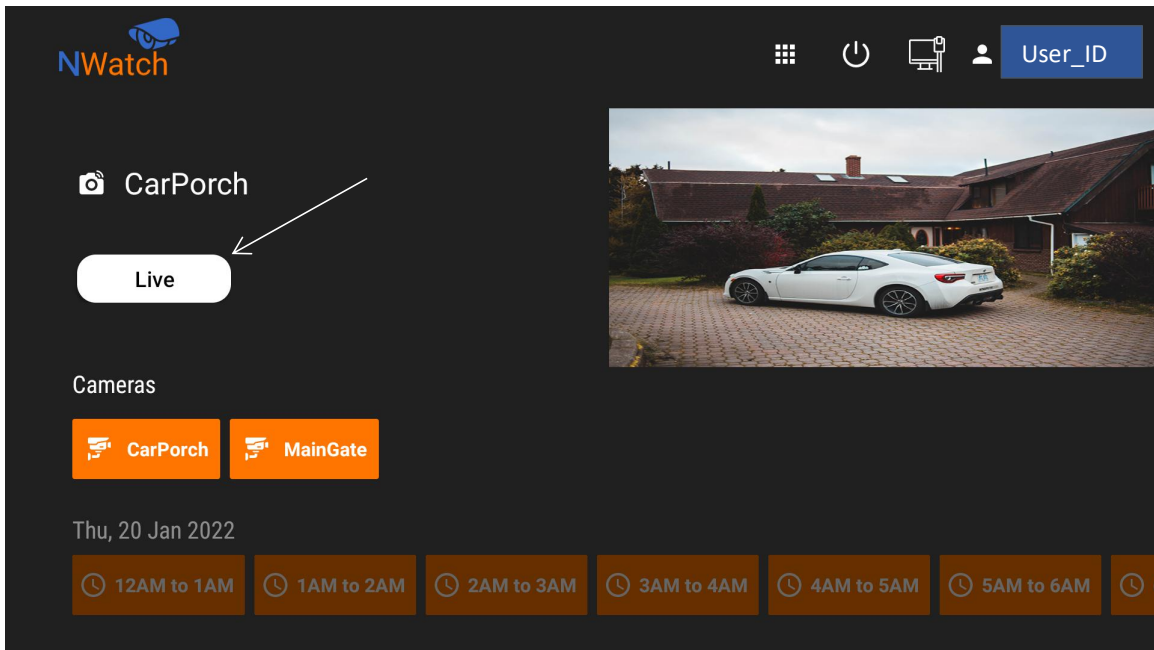


2 Features offered by the Nwatch Android TV App?

Features offered by the NWatch App are described below:

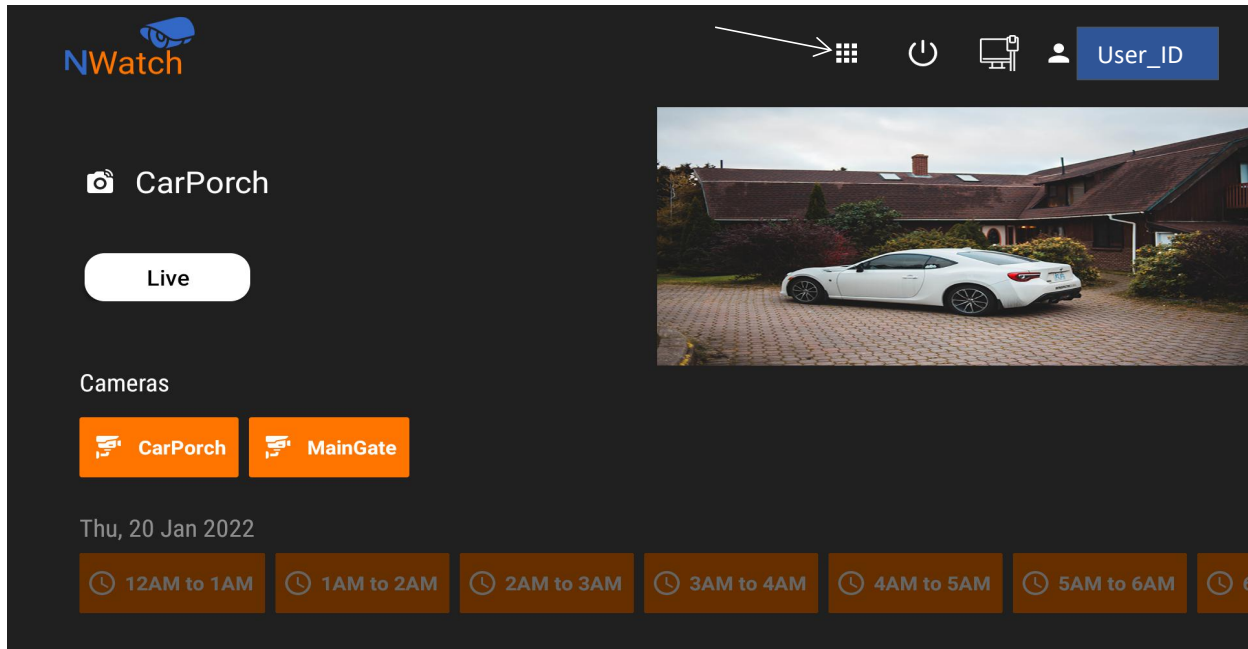
2.1 Live View

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

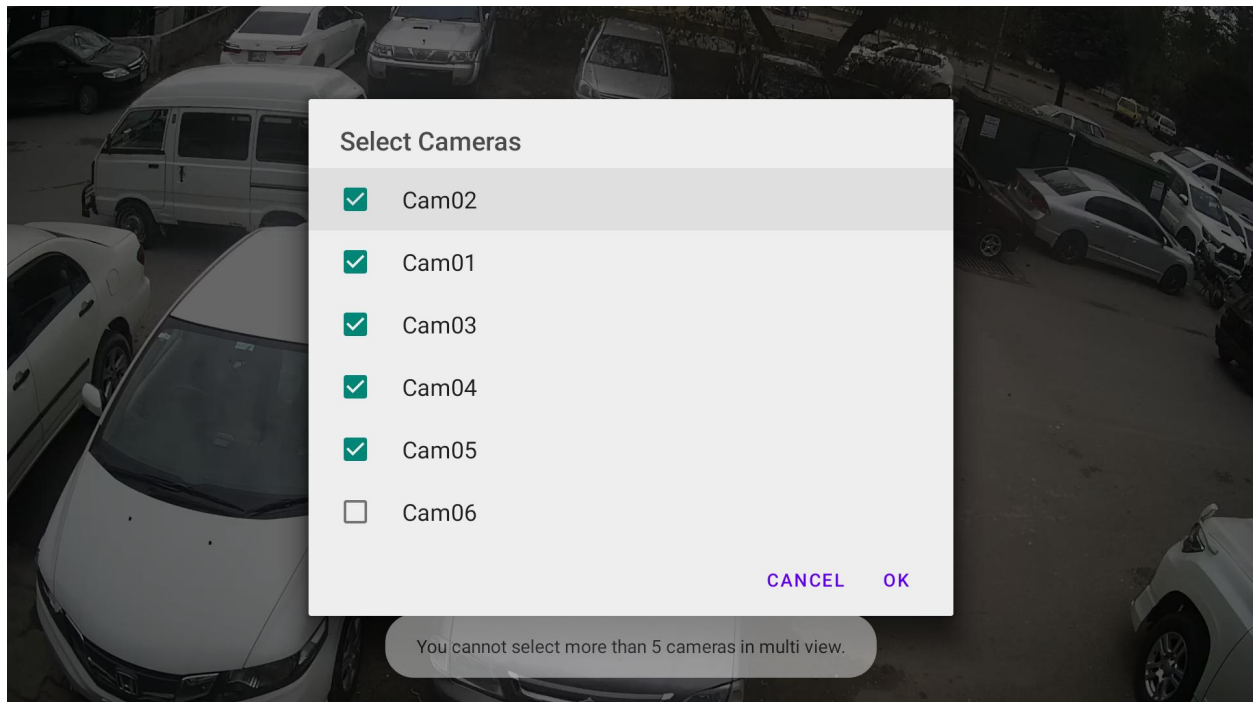


2.2 Multi View

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

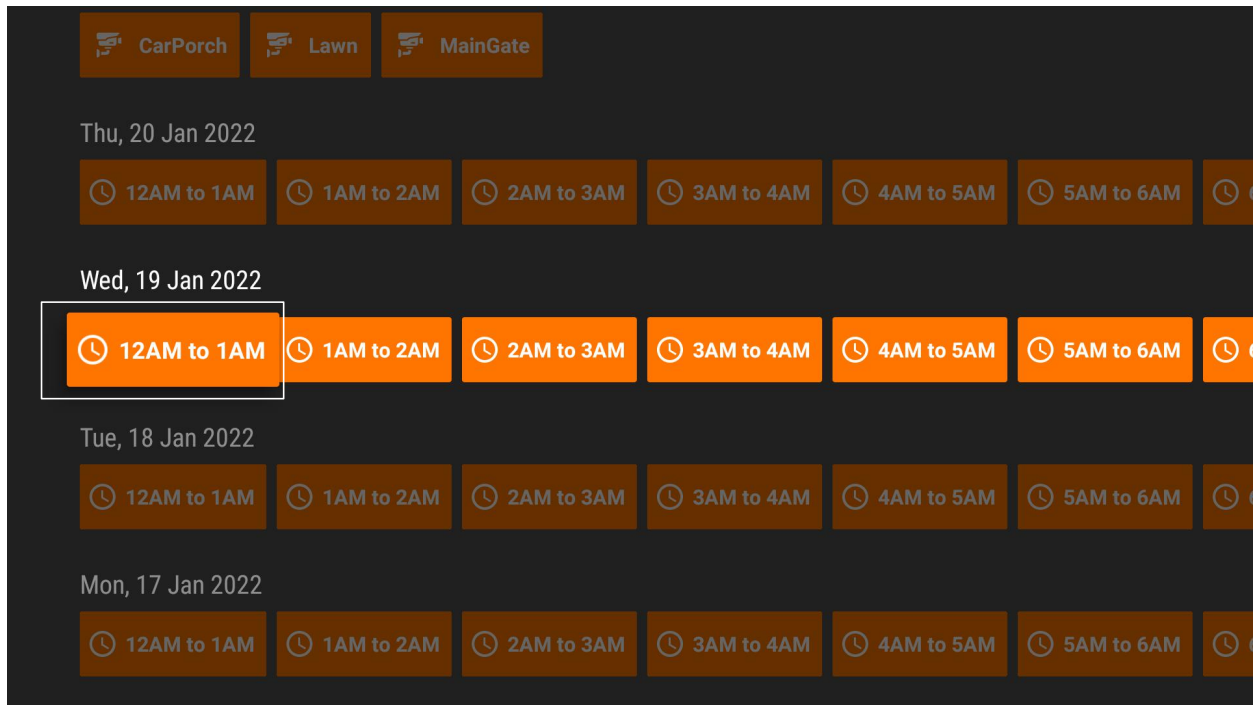


- In Multi View feature we can see live view of maximum 5 cameras simultaneously. As, we can select maximum upto 5 cameras, if we add 6th camera, then it will show error which is shown below:



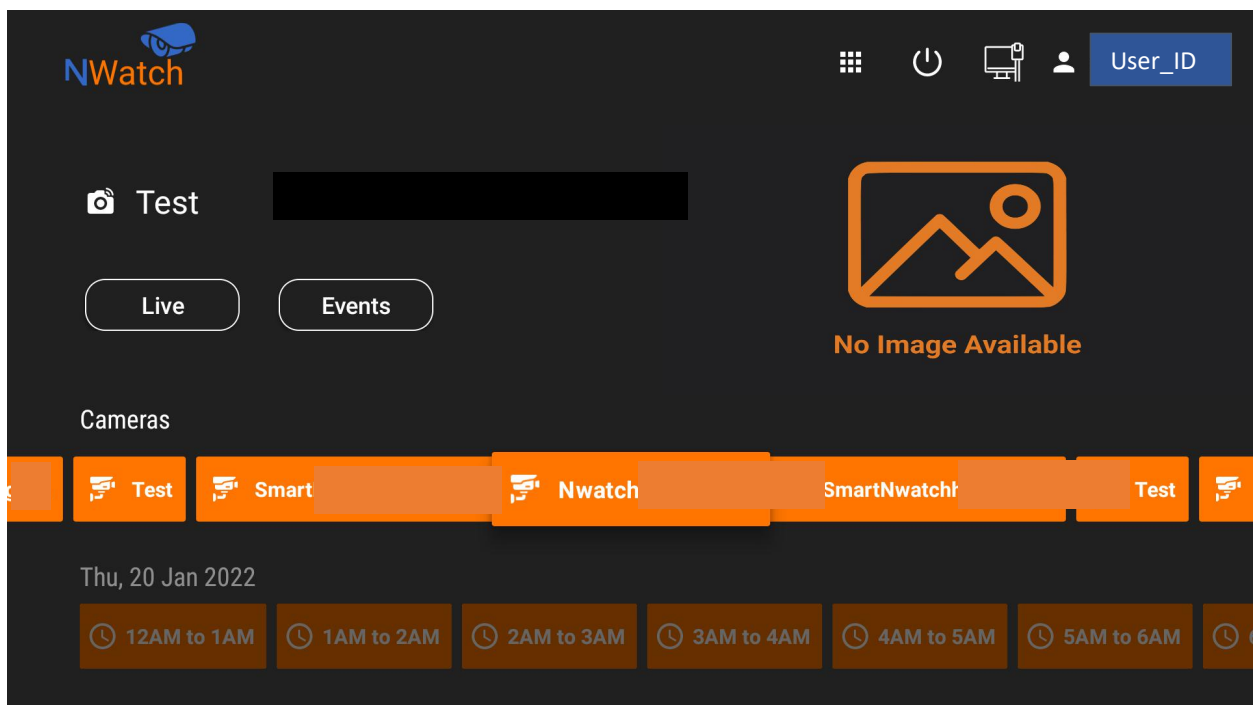
2.3 Nwatch Recording

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



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.





View Events

Test

Thu, 20 Jan 2022

Wed, 19 Jan 2022

Tue, 18 Jan 2022

Mon, 17 Jan 2022

Sun, 16 Jan 2022

Sat, 15 Jan 2022



User_ID

10:51:08 AM

10:13:15 AM

10:02:59 AM

09:40:41 AM

09:04:41 AM

08:54:40 AM

08:43:18 AM

08:27:16 AM

08:13:10 AM

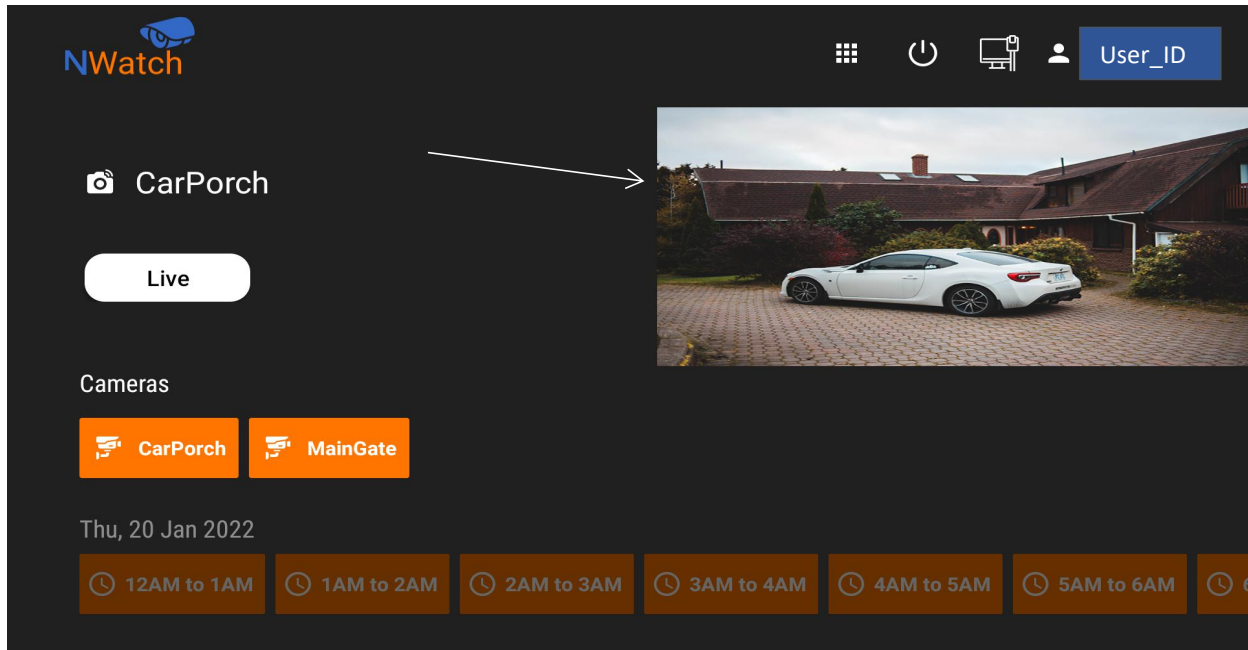
07:40:01 AM

07:25:35 AM

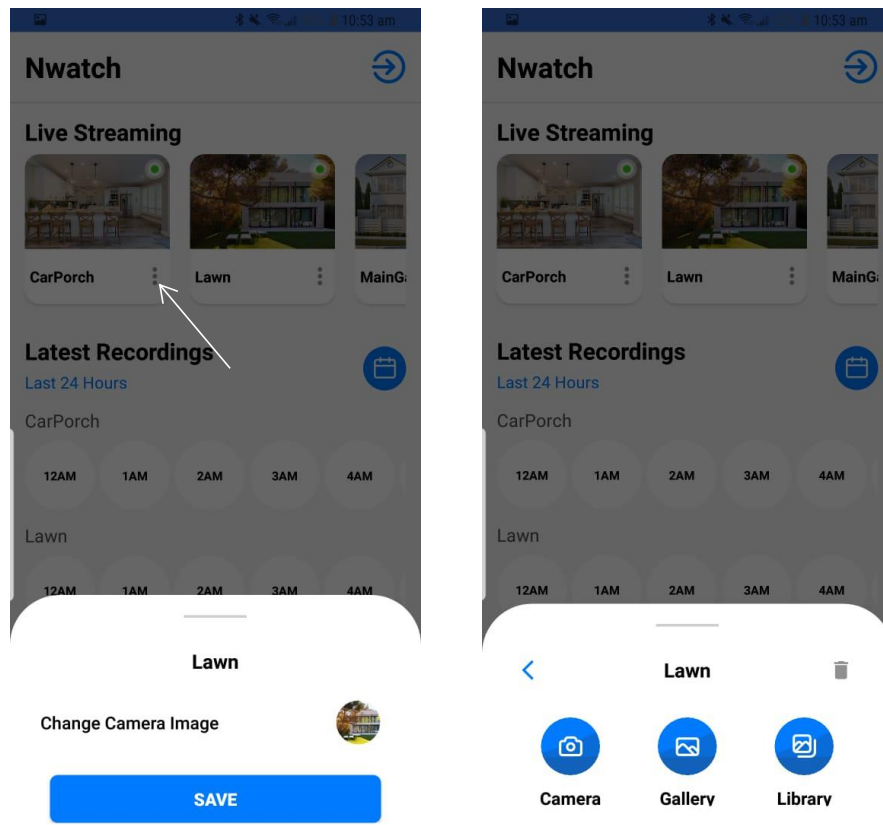
07:02:26 AM

2.5 To Change the Picture

Note: This can be done from Nwatch Mobile App



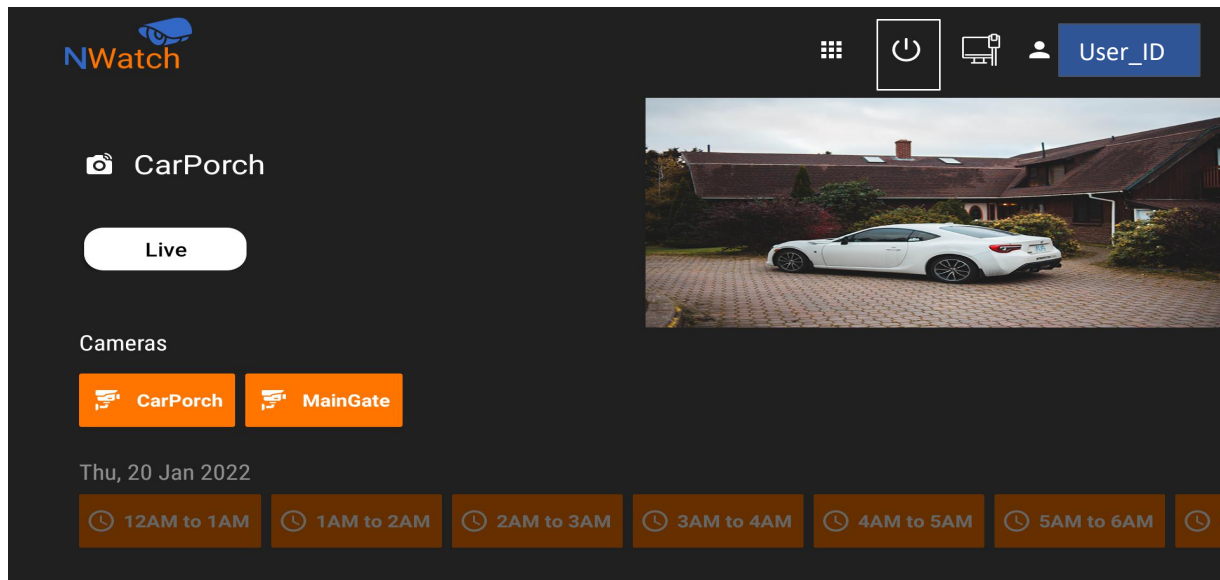
Go to Nwatch Mobile App: Click on Triple Dots present against Cam Name:



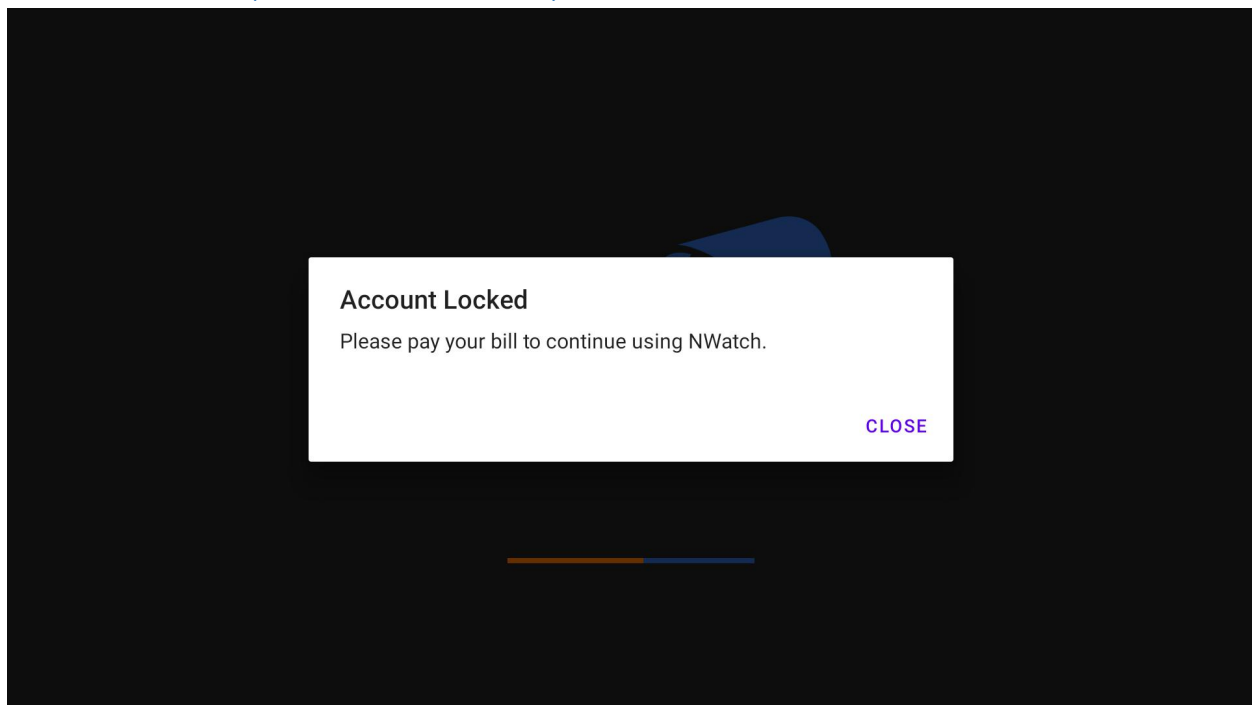
The following points need to be considered:

- 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:



2.6 Services Suspends Due to Non-Payment



3 Troubleshooting

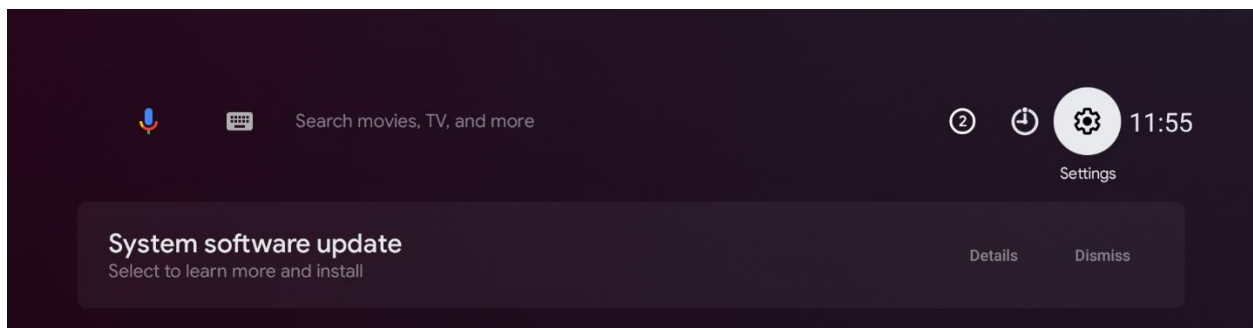
3.1 Cases

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

3.2 What to do?

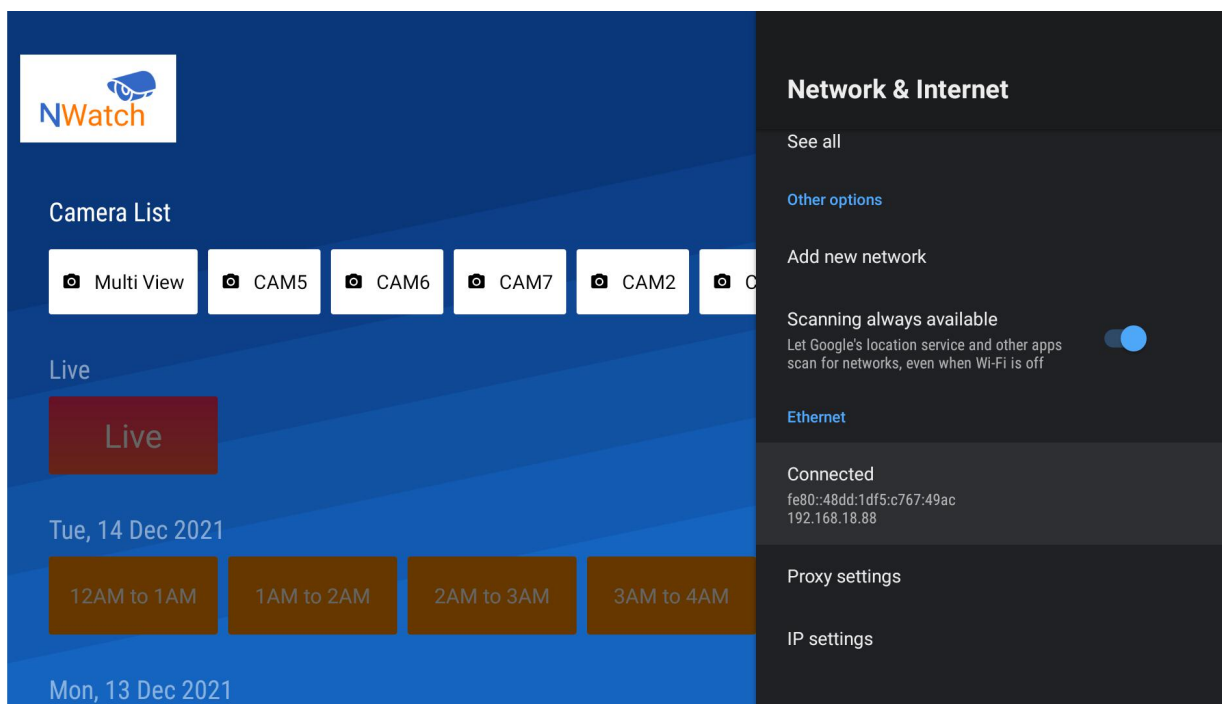
Check your Android TV Internet Connection.

- Go to **Settings**

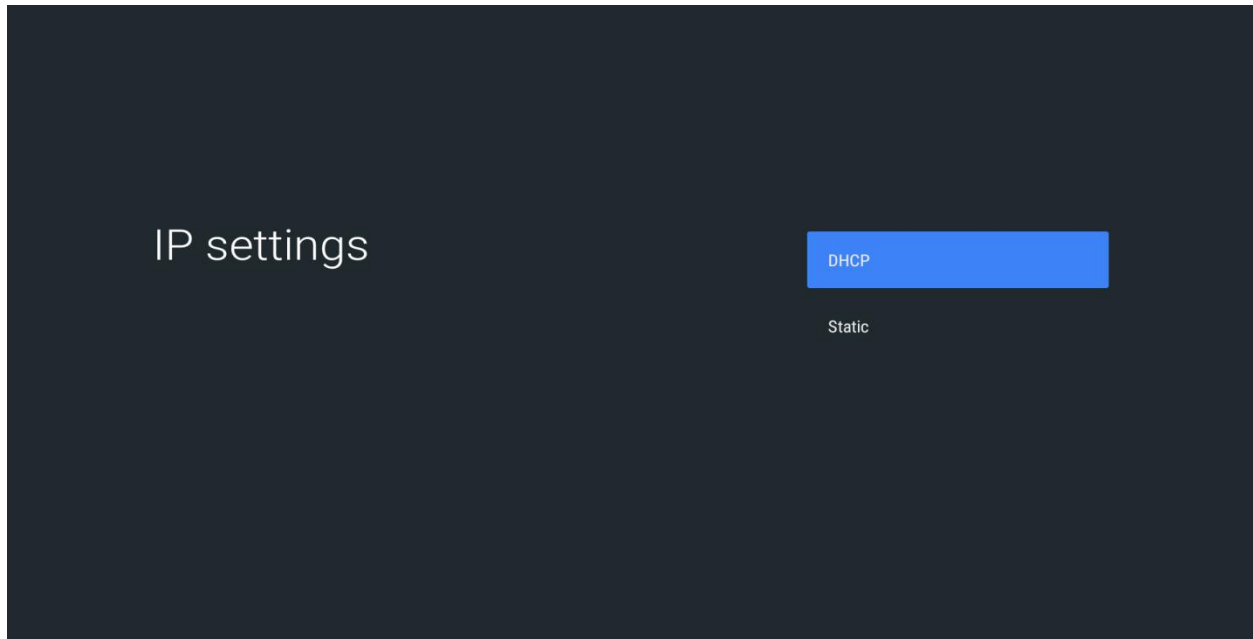


The logo selected in previous image is of **Setting**, click on this icon using your TV remote and then check for the details described below.

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

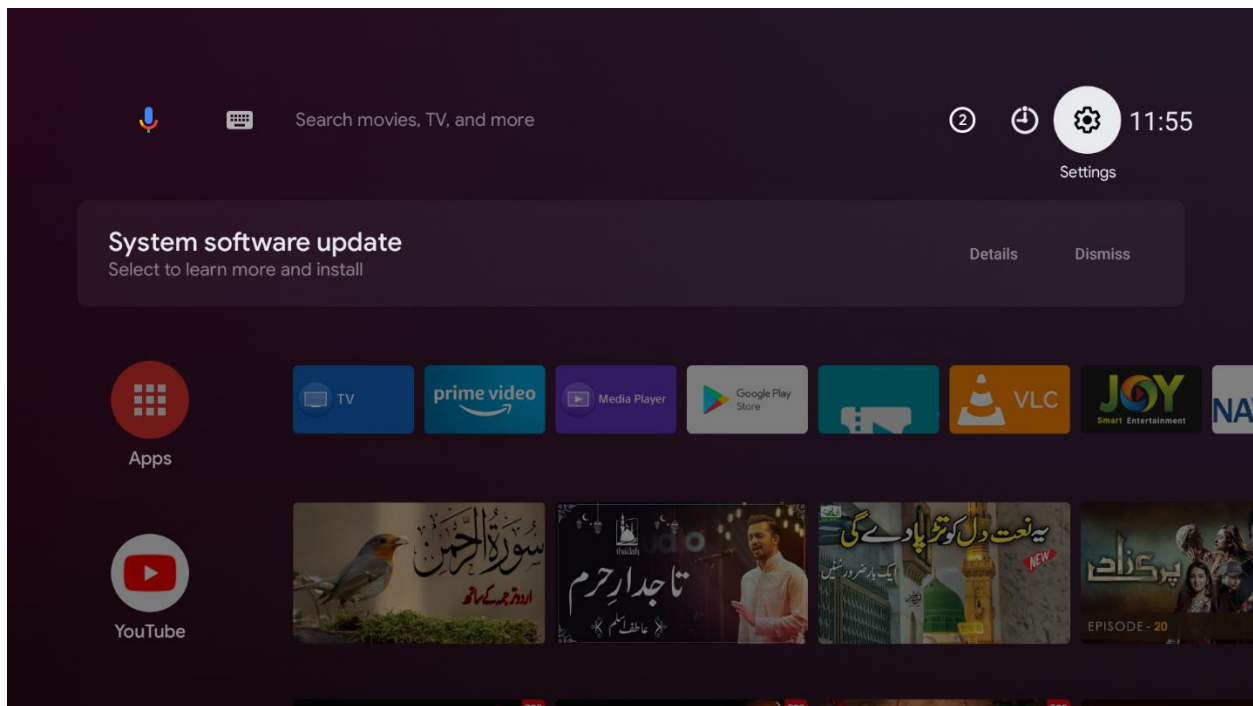


Now, go to IP Setting as shown in above image and click on **DHCP**.

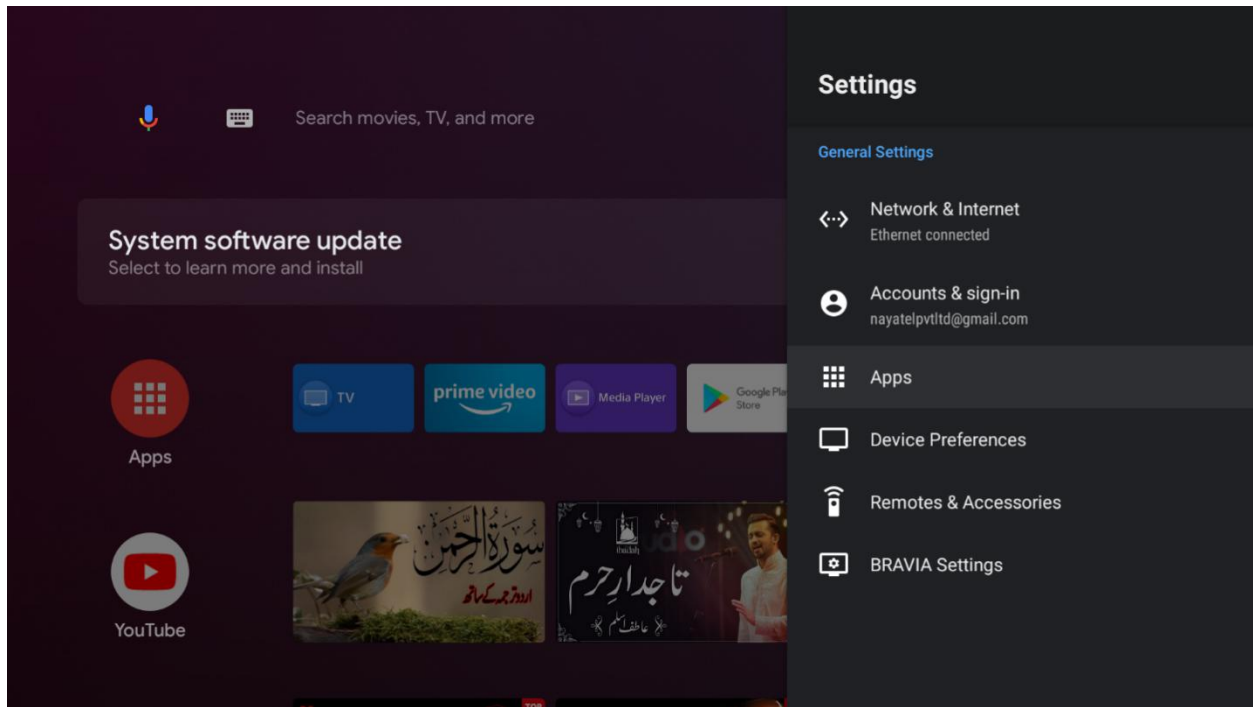


If the internet Connection is okay, then:

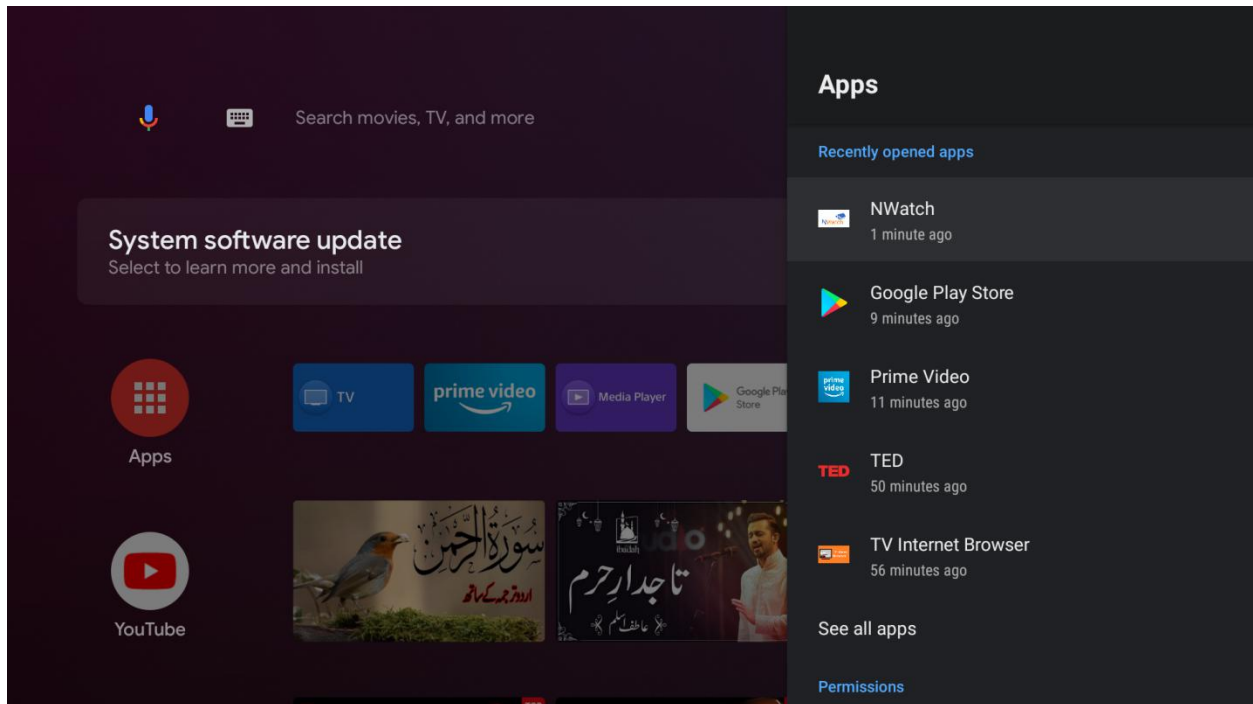
- Clear Data of **NWatch** Application by going in the **Setting** option of your Android TV as shown in below image:



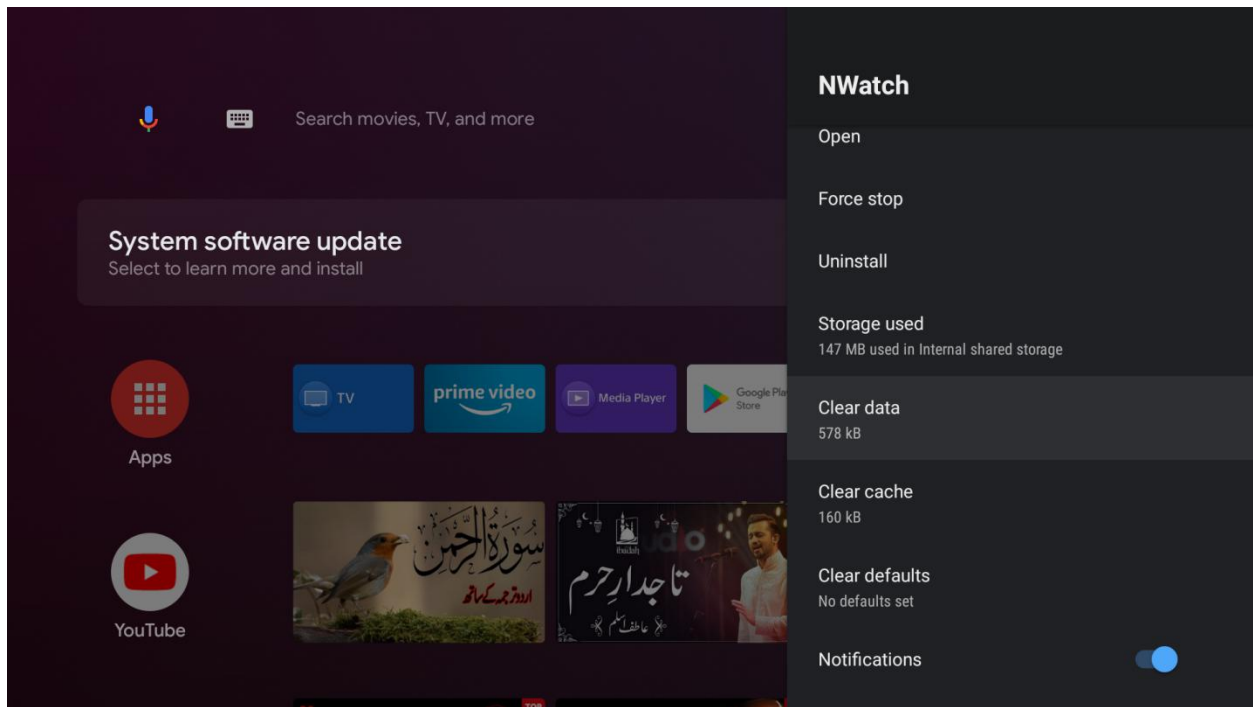
- After going in **Settings** click on Apps option:



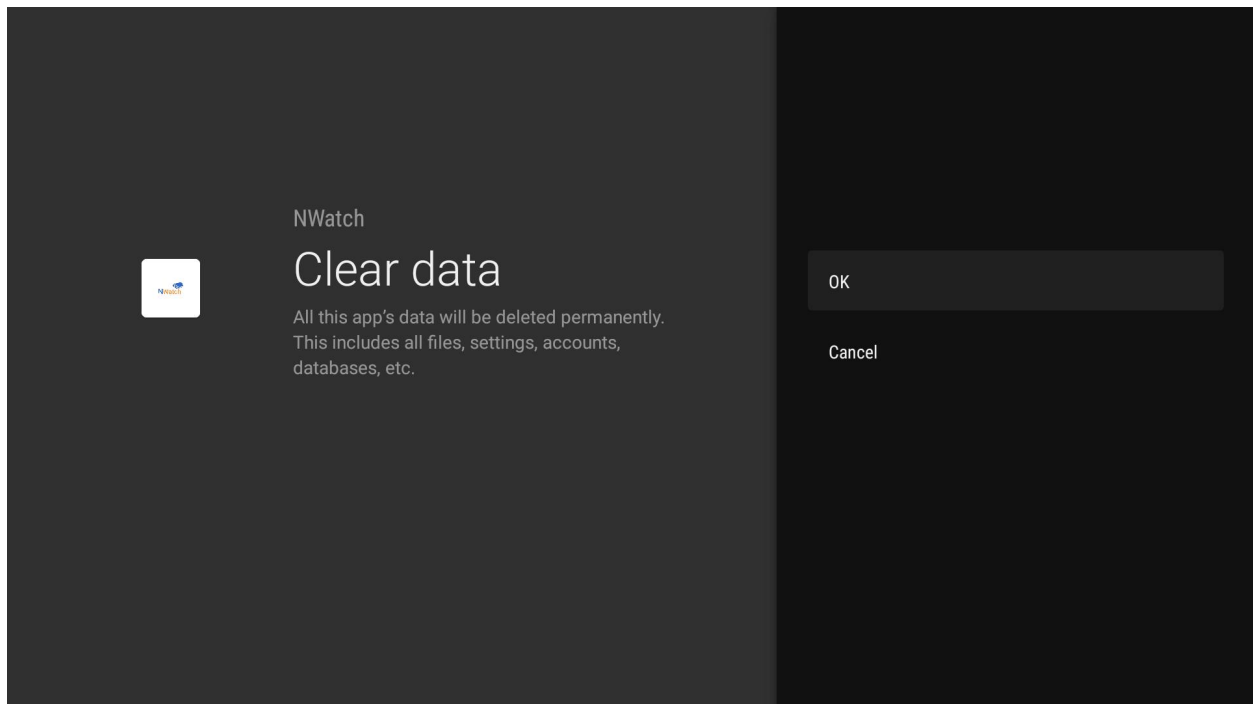
- Now, click on **NWatch** application:



- Click on **Clear Data**:



- Now, click on Ok:

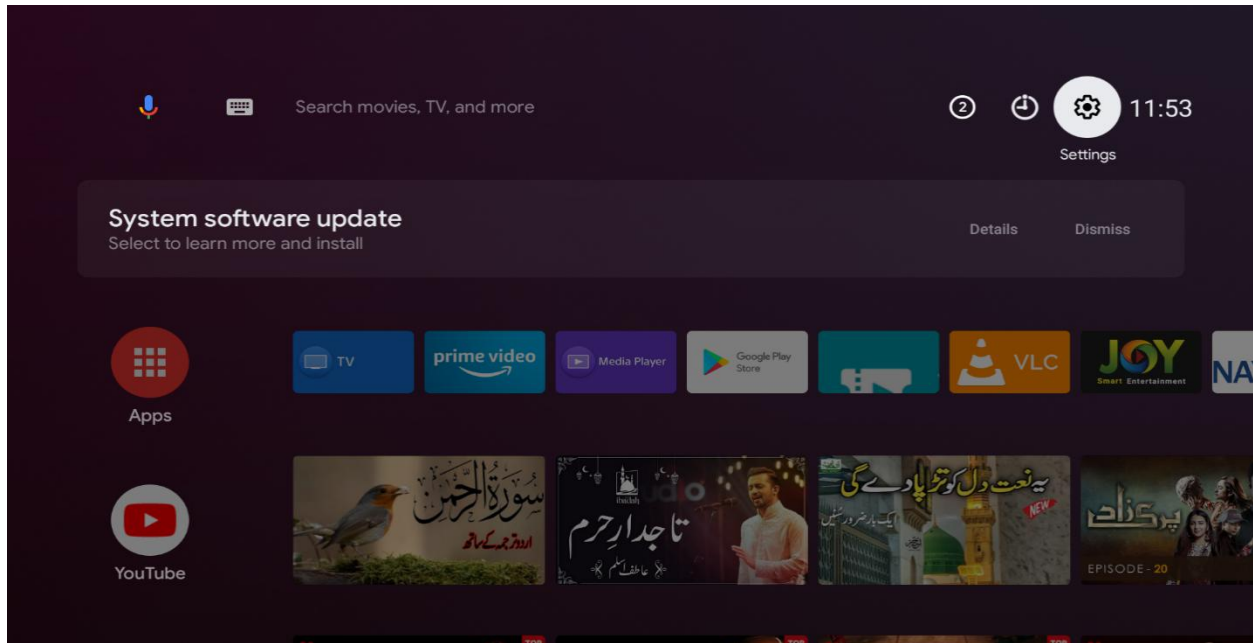


After, following all above steps the data Cached and Store in App will be erased and then user will have to login to the App again, which he can do by following the steps at the start of this manual.

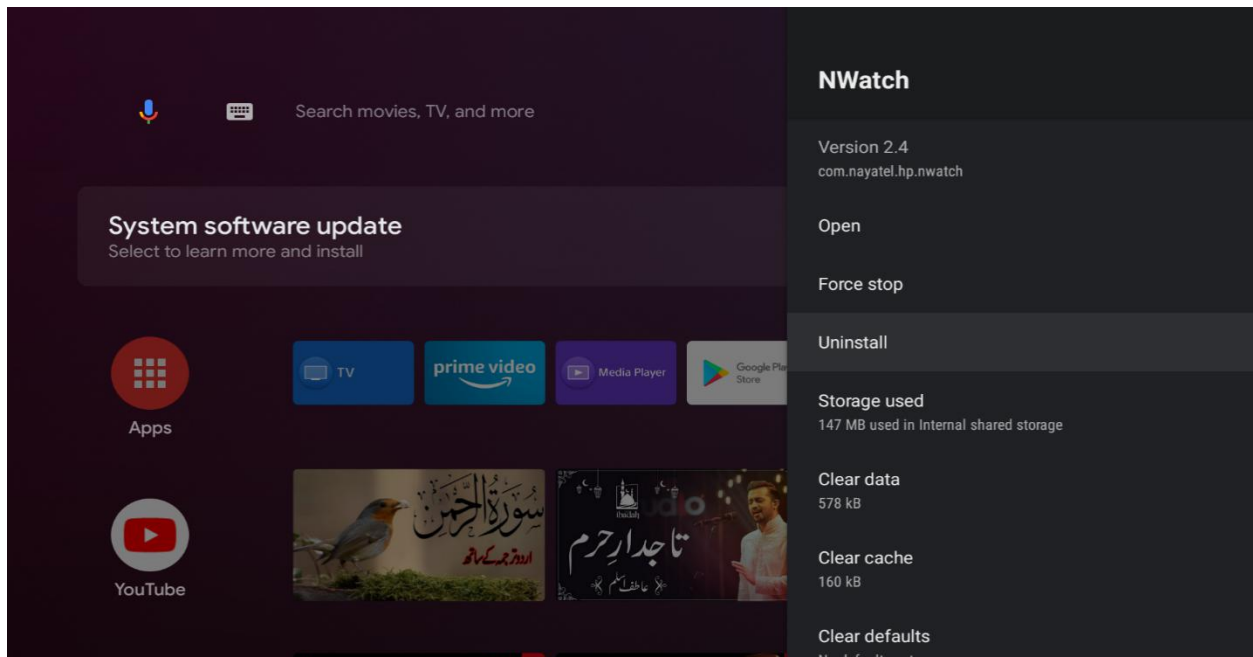
3.3 Reinstall the App

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

- Go to **Settings**:



- Click on **Uninstall**:



- 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.