



# Troubleshooting Guide

## SETTING UP THE ANDROID APP FOR THE VMAX™ SERIES



### Step 1.

Go to the Google Play Store. Search for “DW VMAX” and install the “DW VMAX” app. This app is used by the following models:

VMAX | VMAXFLEX | VMAX480 | VMAX960HFLEX | VMAX960HPREMIUM |  
VMAX960HCORE | VMAXIP | VMAXHD | VMAXD1



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### Step 2.

Open the app. It will create a shortcut on your phone's screen. It is the icon with the dome camera and blue color.



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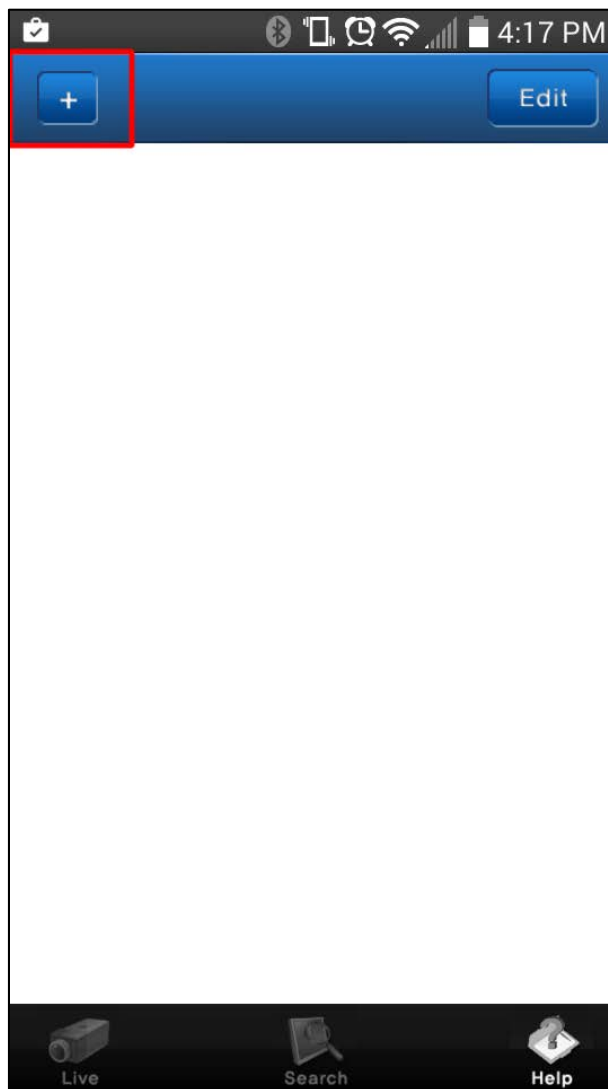


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### Step 3.

After you select the icon, you will see a blank screen with some options on the top and bottom. Select the plus button (+) to add a new site.



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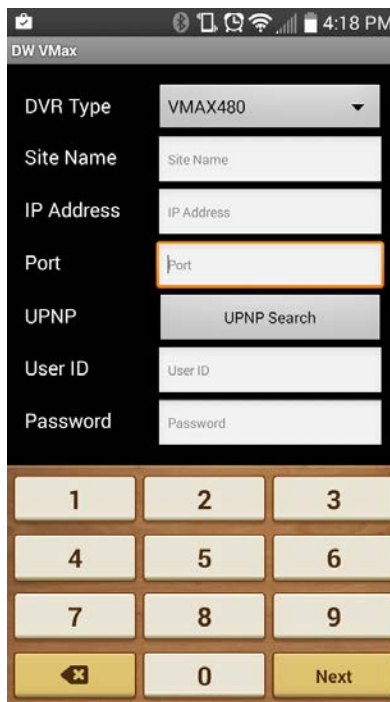
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### Step 4.

You will see a list of settings appear for you to manually adjust for your DVR. The list is as follows:

- DVR Type: The model DVR you have.
- Site Name: The name you decide to give this connection.
- IP Address: The address use to connect to your DVR.
- Port: The port number your DVR sends video information through.
- UPnP Search: Universal Plug-n-Play. Not needed in most cases.
- User ID: The login User ID from your DVR (defaulted at admin).
- Password: The password to login to your DVR (no password by default).

This information is easily found under the “Network” menu on your DVR.



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### Step 5.

In our example, we will use the settings that we used on the “Network Setup” guide. If you compare the settings here with the settings on the DVR’s network page, you will find a lot of similarities! In the next picture, the top half contains the settings on the app while the bottom compares the settings on the DVR we are connecting to.

NetworkType	Static IP
IP Detect Progress	<div style="width: 100%;"></div>
IP Address	192.168.1.190
Subnet Mask	255.255.255.0
Gateway	192.168.1.1
DNS Server 1	192.168.1.1
DNS Server 2	0.0.0.0
Network Port	80
Bandwidth Limit	100 Mbps

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#### Step 6.

After applying your settings to the app, press the “Menu” button on the bottom of the screen. Then select “Save”. (If the menu button does not show on the bottom, upgrade your “DW VMAX” application). After you save the settings, the app will go back to the first screen, but now you will see the name you’ve given your site! Checkmark the site you’ve just created and press the “live” button in the bottom left.



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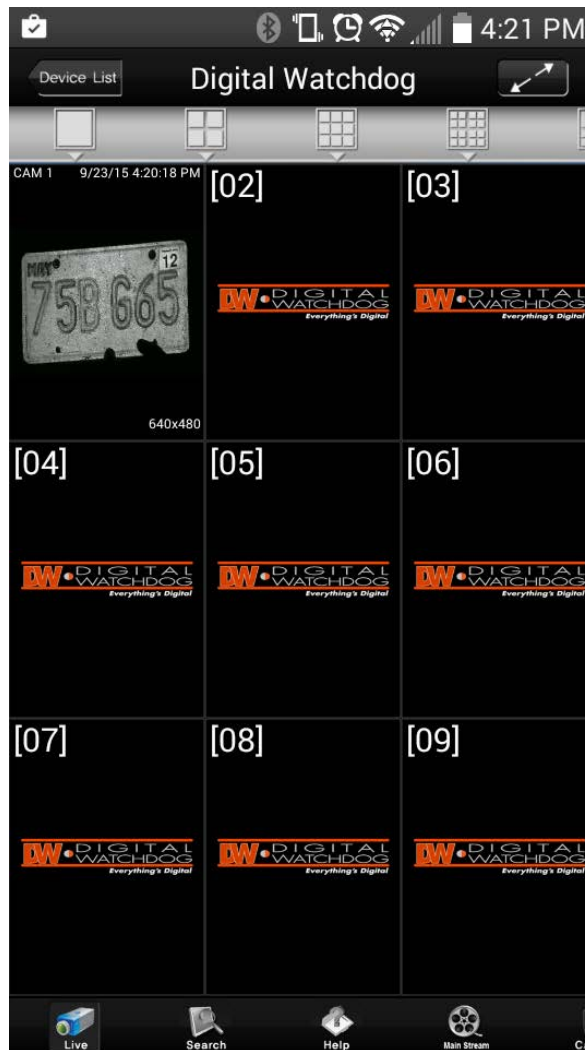


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### Step 7.

You should see your cameras populate! In our example, we have one of our DWC-LPR550 cameras on channel 1. If you wish to search from your phone, select “Search” instead of “Live” and it will show you playback instead!



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### Additional notes

- Normally, the app will need two sites created: one for a local connection and one for a remote connection.
- The app has a lot of features and functions that can be quite useful. Select the “Help” button on the app’s main menu for detailed information regarding these features
- It is common for our users to download the “DW VMAX HD” or “VMAX HD FLEX” apps by accident. These are for very specific models, so double check that you have the correct app!

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