

FAQ

1. How to download the Traffic Watch app?

Traffic Watch app is available for free download on Google Play, App Store and Huawei AppGallery.

2. Is the Drone View available 24/7?

Drone view is available at specific time schedule and depends on weather conditions.

3. There may be a delay in the video transmission.

This delay may be due to phone performance and network, if you are viewing on a 3G or 4G mobile network.

If you are using Wi-Fi, the video transmission may be affected by how far you are from the router or on the number of people using the internet connection.

4. The app is not loading.

Try to close the application and re-launch it.

5. How to view video in full screen mode?

Click on the video and then, on the maximize icon on the bottom right then rotate your smartphone in landscape mode.

6. How to close a full screen video?

Simply click on or touch the screen.

7. How to add a video to my Favourites?

Click on the heart icon in the camera list to add a video to your Favourites. You can view all your favourite videos in the Favourites section.

8. How to remove a video from my Favourites?

Click on the heart icon then reload the Favourites section.

9. How can I choose a camera from the Map View?

Click on the camera icon on the map to select the camera you wish.

10. I am not able to find the app in Google Play or App Store or App Gallery.

You may be running an old version of Android/iOS or your phone does not support the application.

Minimum requirements:

iOS – minimum 8.0

Android (for both Google Play and App Gallery) – minimum 4.4

11. Will I be charged for the app?

You can download the Traffic Watch app free. However, if you are using the app to view live videos, mobile data will be charged.

12. At night the video is not sharp and clear.

Night vision is dependent on weather conditions and the level of lighting.

13. I am still getting the old version of Traffic Watch.

- Open Google Play for Android based devices or App Store for iOS or AppGallery for Huawei devices and update the application.