myDW User Guide

End User Organization

DWM_myDW_2.0.80
REV0126

Table of Contents

Introduction to myDW

Welcome to the myDW End User Guide!

The purpose of this document is to provide a comprehensive document designed to help you navigate all aspects of the myDW Health Monitoring service .

Inside, you will find detailed instructions on how to make the most of your myDW experience including:

- Signing up and logging in to myDW
- Navigating the myDW Dashboard
- Exploring menu settings
- Utilizing all myDW features

About myDW

myDW is a cloud-based health monitoring platform for all things Digital Watchdog, including standalone recorders and DW Spectrum Servers. myDW accommodates multi-tiered businesses with its hierarchical structure and user group permission customization.

This platform allows End Users, System Installers, and security companies to actively monitor the health of their installations, receive alerts if something goes wrong, and generate various reports with the data received.

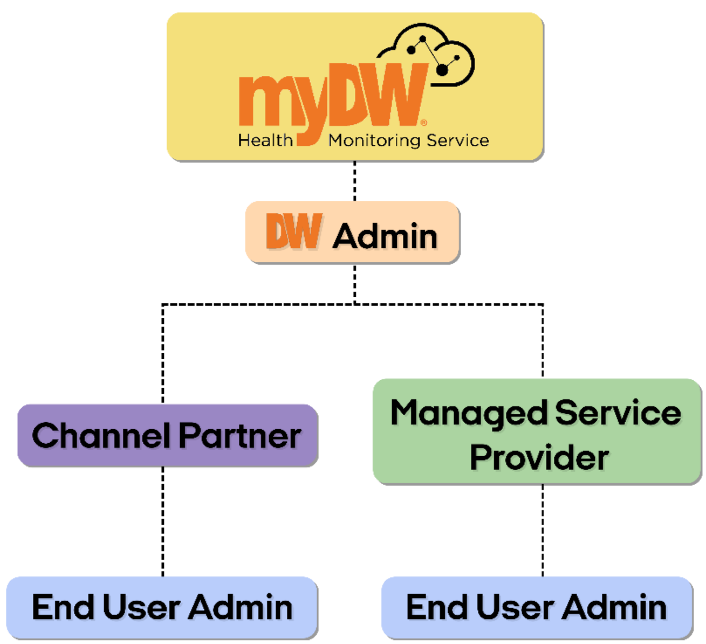
Organizations and User Terminology

End User Organizations

- End Users are defined as any businesses or individuals who have purchased DW products from DW Channel Partners.
- End User Organizations gain access to myDW through their installer via email invite or by signing up for the free trial.
- Can have cameras and recorders attached to the Organization.

Channel Partner Organizations

- Channel Partners are defined as system integrators, resellers, and security installers who are enrolled in the Digital Watchdog Channel Partner Program.
- Channel Partners enjoy several benefits. Such as enhanced margins and discounts on DW products.
- Channel Partners can offer myDW health monitoring as an additional paid service to their customers.
- Allow technicians to easily monitor the health of their customers' systems and can access any of their customers' Organizations at any time.



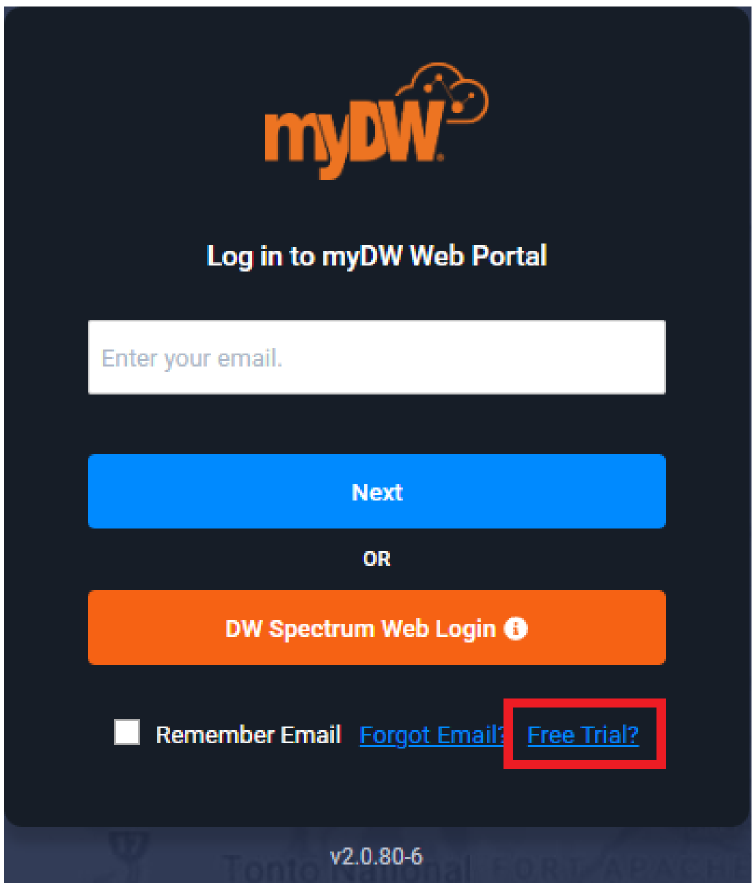
Part 1: Sign Up and Login for myDW

Section 1.1 – Sign Up for a Free Trial

To become a myDW End User, you can be invited through email by the Administrator of an existing Channel Partner Organization or End User Organization.

The invitation will be valid for up to 7-days once sent. If the invitation expires, you must contact your Organization Administrator to send a new invitation.

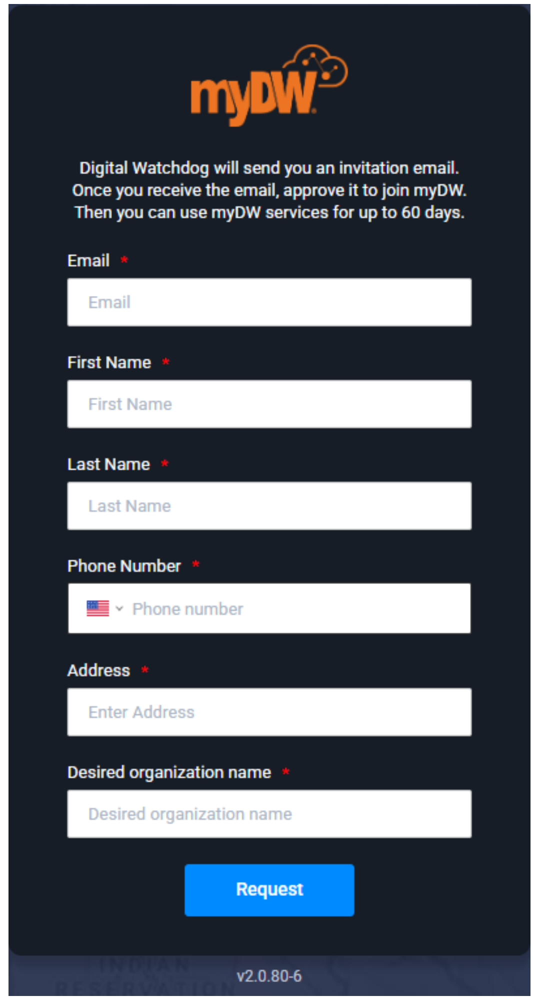
If you do not have a Channel Partner Organization Administrator, there is an option to sign up as a temporary End User Organization Administrator for a free 60-day trial. Your free trial can be activated on the myDW login page under "*Free Trial*".

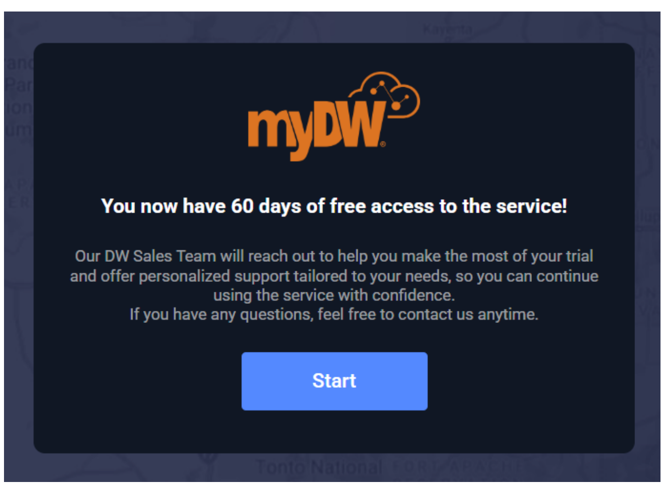


After clicking the "Free Trial" link, a signup form will display. Complete the following to create a new myDW End User Administrator account:

1) Enter your information in all required fields before continuing.
   - **Email** – enter the email address that will be associated with the account.
   - **First Name** – enter your legal first name.
   - **Last Name** – enter your legal last name.
   - **Phone Number** – enter your phone number. This is necessary for mobile notification and alert features.
   - **Address (City, State, Zip)** – enter your geographical address. This is necessary for integration with the myDW Dashboard Map feature.
   - **Desired Organization Name** – create a title for your new End User Organization.
2) Once the form is complete, click the Request button. A verification request will be sent to your email address.

   Check your spam folder if you do not see the email.
3) Click the "Verify" button found in the email to begin the sign up process.
4) After successfully completing the Free Trial signup process, you will have 60 days of free access to myDW's health monitoring and clip storage services.

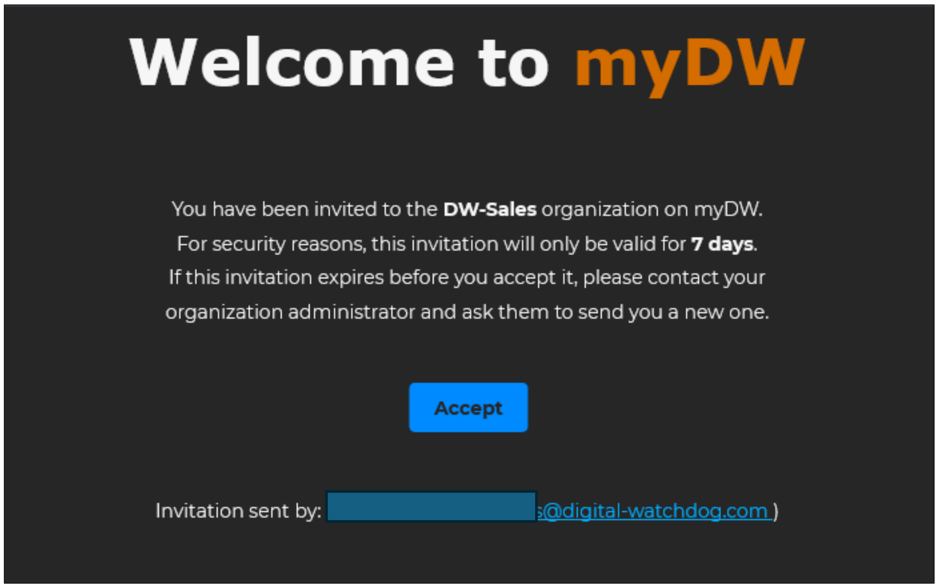




Section 1.2 – Sign Up Process

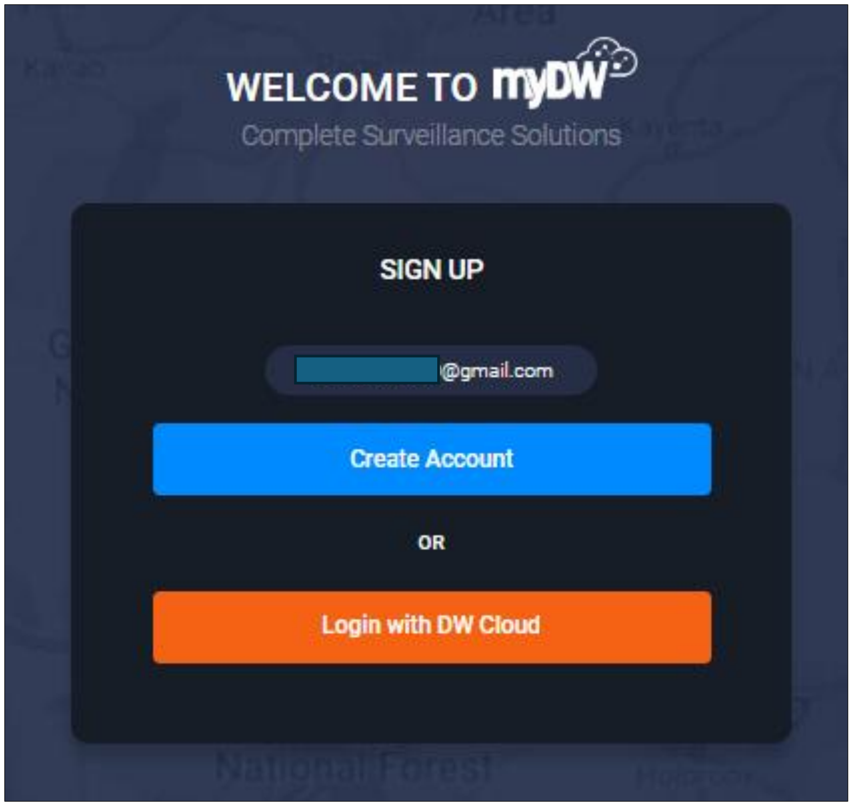
To sign up for myDW, you must first be invited through an email. In this email, you will receive an invitation to the Organization from the Organization Administrator.

The invitation will be valid for only 7 days once sent. If the invitation expires, you must contact your Organization Administrator to send a new invitation.



After receiving the invitation email, click the "Accept" button. Complete the following steps to create a new myDW End User Organization Administrator account:

1) There will be two options available in the resulting screen:
   - **Create Account** – Click to create a new myDW account.
   - **Login with DW Cloud** – Click to log in using an existing DW Cloud Account. The email and contact information used for the DW Cloud account will be implemented.



2) Click on “Create Account” to be directed to the “Sign Up” page. Here, you can input your information to create a myDW account.

   Complete the following details to create your myDW account:

   - **First Name** – Enter the legal first name of the user
   - **Last Name** – Enter the legal last name of the user
   - **Password** – Passwords should use at least 8-characters, contain at least two variations of lowercase, uppercase, numbers, or non-roman symbols (!@#$).
   - **Confirm Password** – Reenter your password.
   - **Phone Number** – (Optional) Used for mobile notifications.

   If you enter a phone number, click on the “Send Code” and you will be sent a text message (U.S and Canada numbers only) containing a 6-digit, two-factor authentication (2FA) code to verify the number.

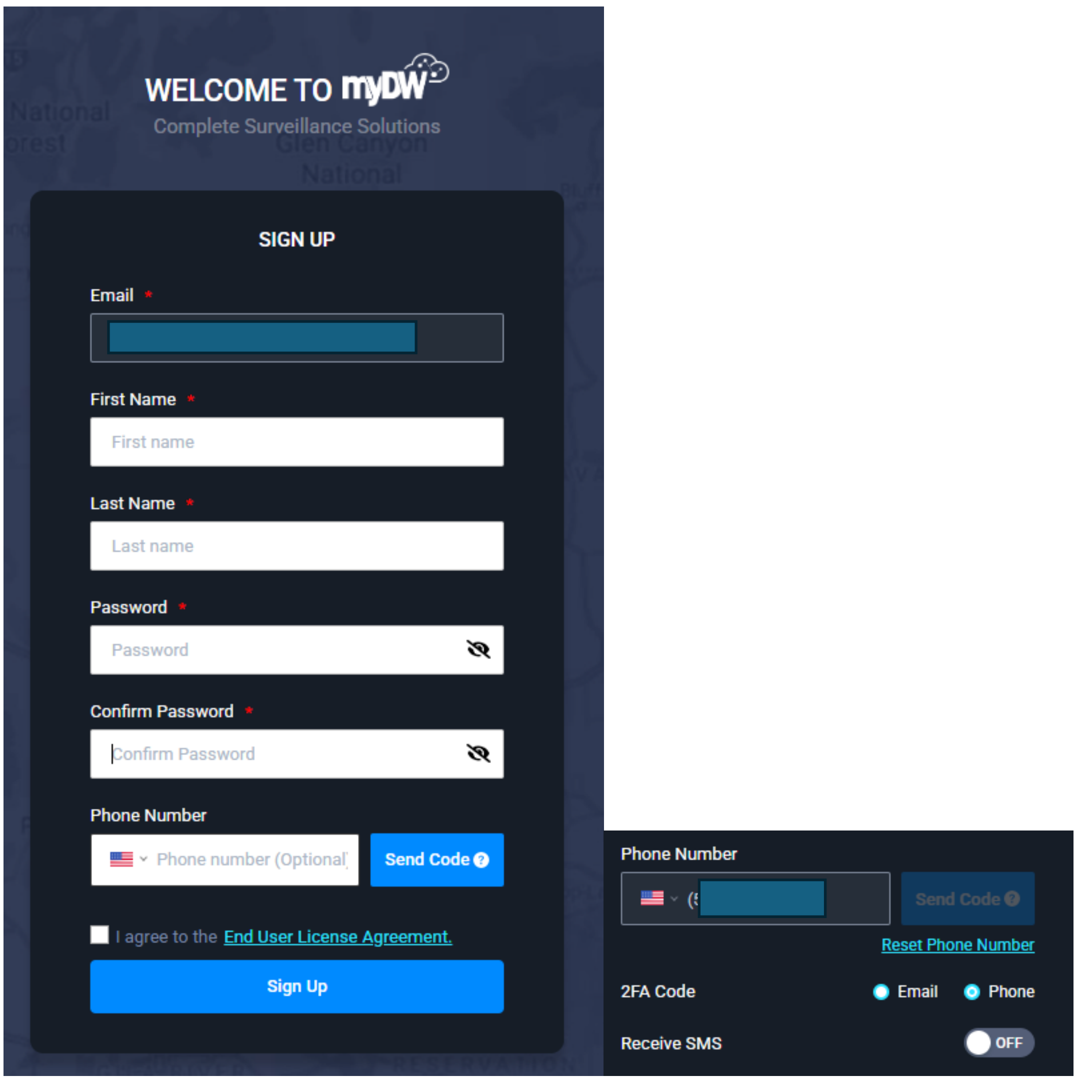
   Once you have received the 2FA code, enter the code in the field and click on the “Verify” button. If you did not receive a code or want to get a new 2FA code, you can click on the “Resend Code” to be sent a new 2FA code.

Once the phone number has been verified, additional options appear allowing you to choose how to receive 2FA codes during login (email or phone) and enable Receive SMS.

3) If you are not entering a phone number, skip this step, select the checkbox, and agree to the End User License Agreement. To learn more about our End User License Agreement, you can click on the hyperlink provided.

   Once complete, click on the "Sign Up" button to proceed to the next step.

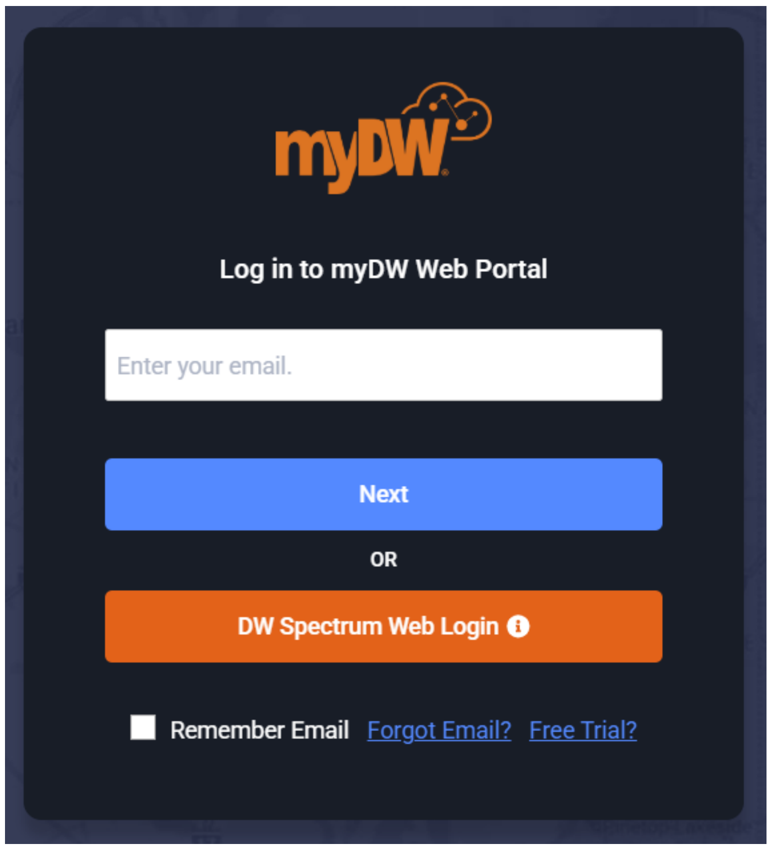
4) A confirmation page appears stating, "Your account has been successfully activated in the Organization" Select "Login" to continue to login page.



Section 1.3 – Login Process

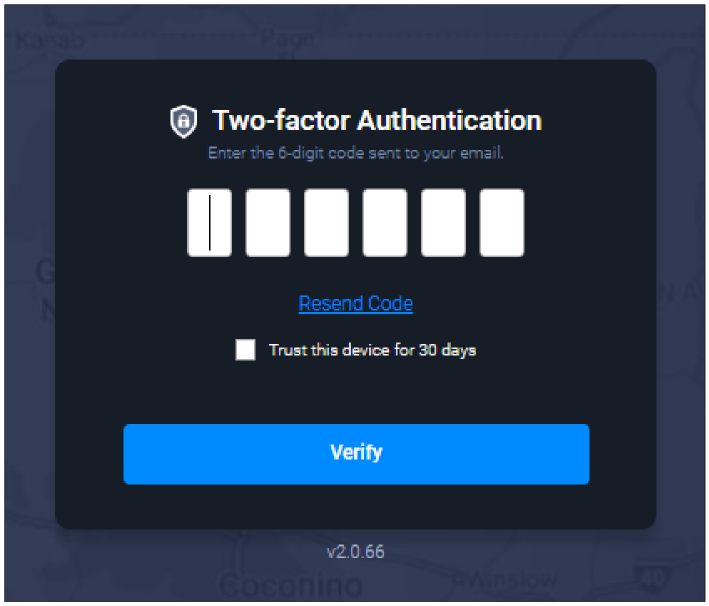
1) On the "Login" page, you will have two options lo log in to myDW:
   - Fill out the prompted email field and click on the "Next" button to proceed logging into myDW.
     - Check the "Remember Email" box if you would like myDW to remember your email.
   - Alternatively, click on the "DW Spectrum Web Login" button to log in using a DW Cloud account instead.

   Enter your password then click the "Login" button to proceed.



2) You will be prompted with a Two-Factor Authorization (2FA) challenge to log in to your myDW account. A 6-digit code will be sent to your preferred method set during sign up or in your profile settings.
3) Check the "Trust this device for 30 days" checkbox to have myDW recognize your device for up to 30-days before being prompted to verify your login again.

   If you did not receive a code or want to get a new 2FA code, you can click on "Resend Code" this will allow you to select email or phone.



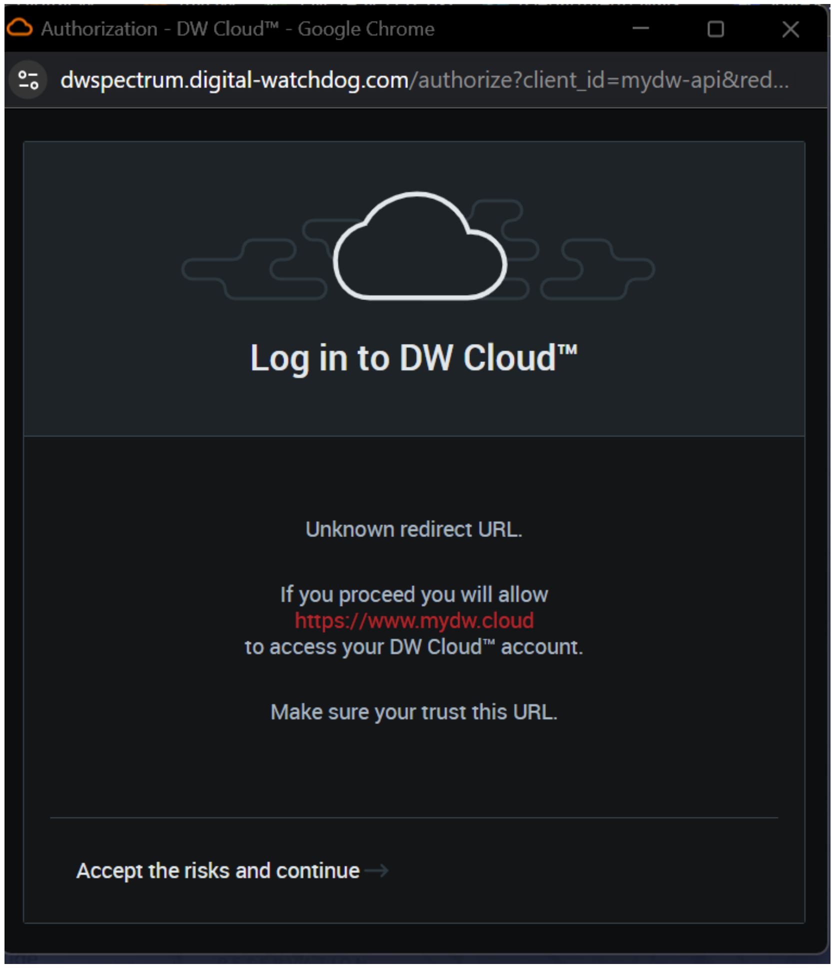
4) Click the "Verify" button to authenticate and log into myDW.

   After a successful login, you are directed to the starting page configured in your profile settings (the dashboard map by default).

NOTE: If you are registered with multiple Organizations, you will be logged into the Organization from your most recent session.

DW Spectrum Web Login

After clicking on the DW Spectrum Web Login, User will be promoted with the following warning message. Click "Accept the risks and continue" to proceed.

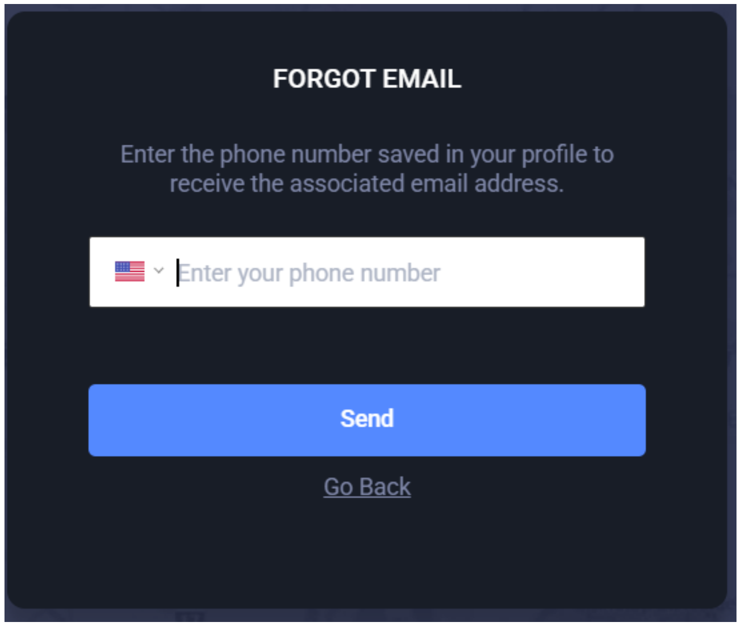


Enter your DW Cloud email address, select "**Next**" and enter your password. After a successful login, you will be directed to the starting page configured in your profile settings (the dashboard map by default).

NOTE: If you are registered with multiple Organizations, you will be logged into the Organization from your most recent session.

Forgotten Email

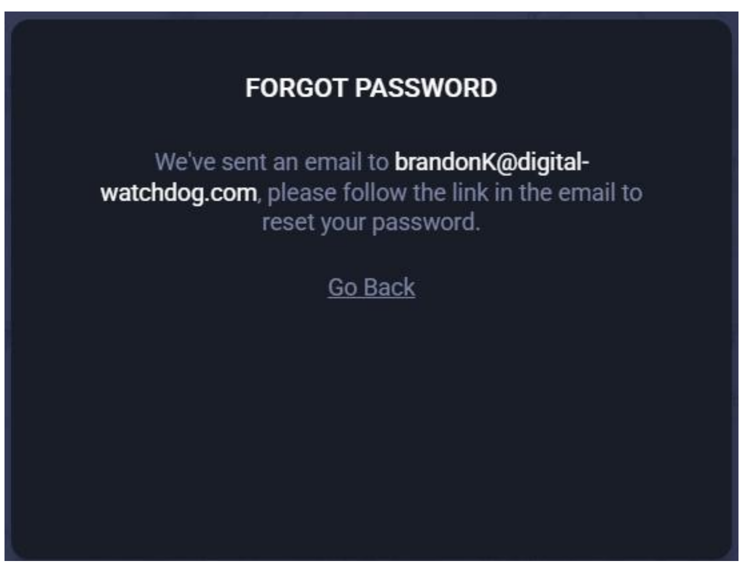
If you have forgotten the email used to log into myDW, click the "**Forgot Email**" link, enter the phone number saved in your profile settings to receive the associated email address via text message. Select "**Send**", then check your device for the text message.



Forgotten Password

If you have forgotten the password used to log into myDW, first enter your email address and select **Next**, then select the **Forgot Password** link. Enter your email address again to submit the request.

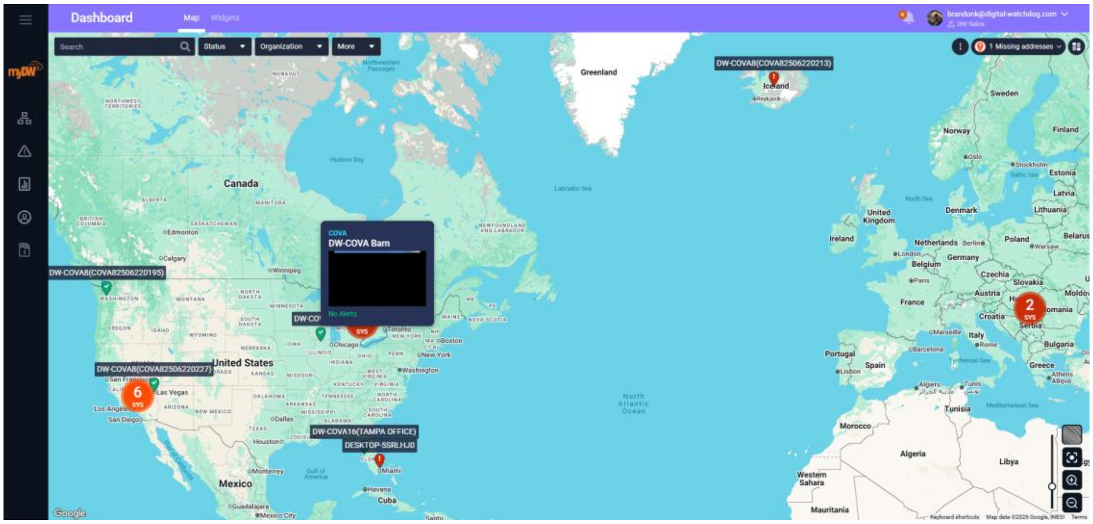
A password reset email is sent. Follow the link in the email to reset your password.



Part 2: Dashboard

Upon logging in to myDW, the Dashboard will display and provide an interactive user interface through which users can monitor recorder health, view cameras, and manage recorder sites for standalone VMAX analog DVRs or IP NVRs, COVA recorders, and DW Spectrum Server sites.

Click on the myDW logo icon in the left panel to return to the Dashboard at any time.



Section 2.1 – Map

The "Map" tab displays all recorders and systems connected to your myDW Organization.

To navigate around the map, click-and-drag the map with the mouse.

To zoom in or out, use the scroll wheel on your mouse or click the zoom in/out buttons (+/–) located in the bottom-right corner of the map.

- When using the scroll wheel to zoom in/out, the map will center on the position of the mouse cursor.
- When using the zoom in/out buttons, the map will center on the current positioning of the map.

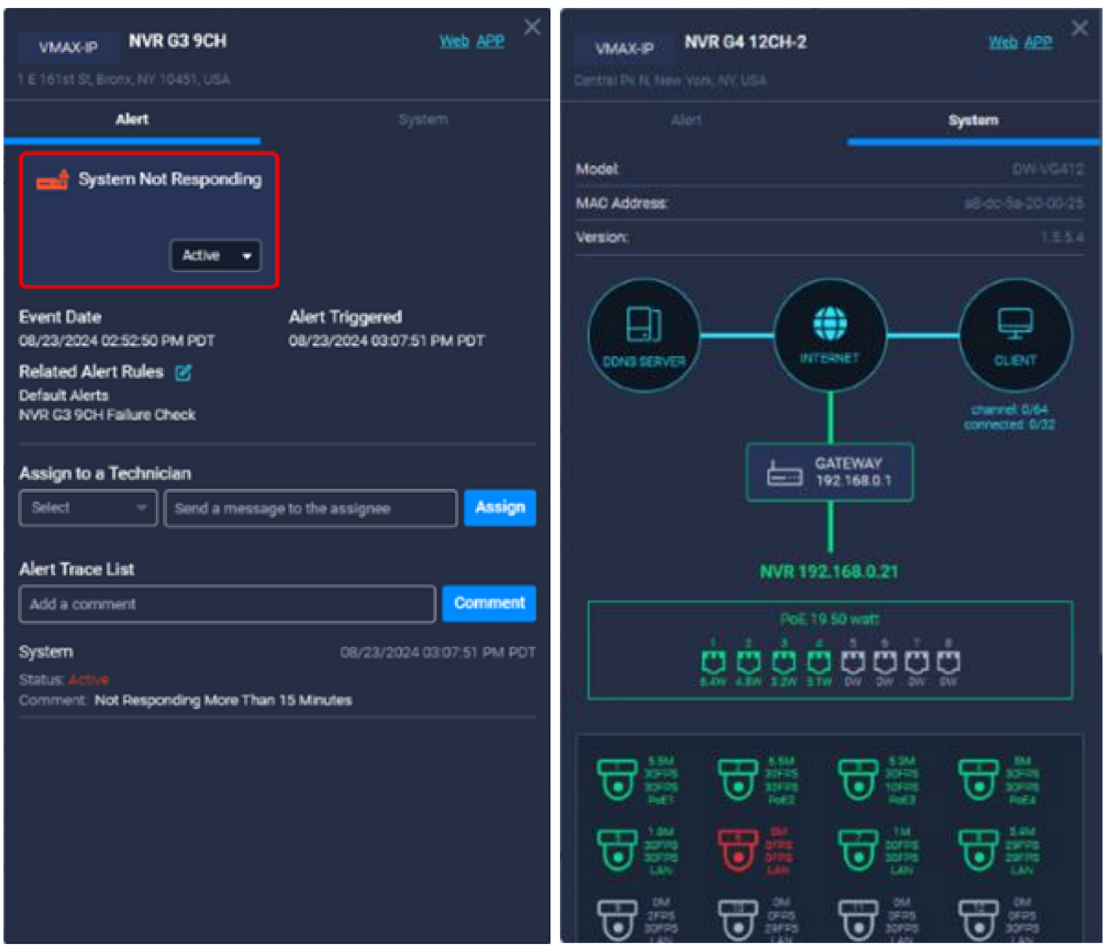
Recorders without registered addresses can be viewed and addressed in the "Missing Addresses" section.

When multiple Organization sites are in the same, nearby location, they will be combined and display on the map as a cluster. You can zoom in to refine and display sites individually on the map.

Site Thumbnails

Hovering over a recorder with your mouse will display a thumbnail. Clicking on the recorder itself will open a window on the left side where you can view the device's alerts and system information including:

- **Web** – Click to access to the device's web client via web browser. For more details, please refer to the Recorder section.
- **App** – (DW Spectrum Only) Click to view the site using the DW Spectrum desktop client application.
- **Alert Tab** – Provides an at-a-glance summary of ongoing alerts and response technician assignment. For detailed information about alerts, please refer to the *Alert* feature section of this guide.
- **System Tab** – Allows you to check the system status of the device. You can see how the system is structured and all connections visually, including the Model number, MAC Address, and Version number of the device.

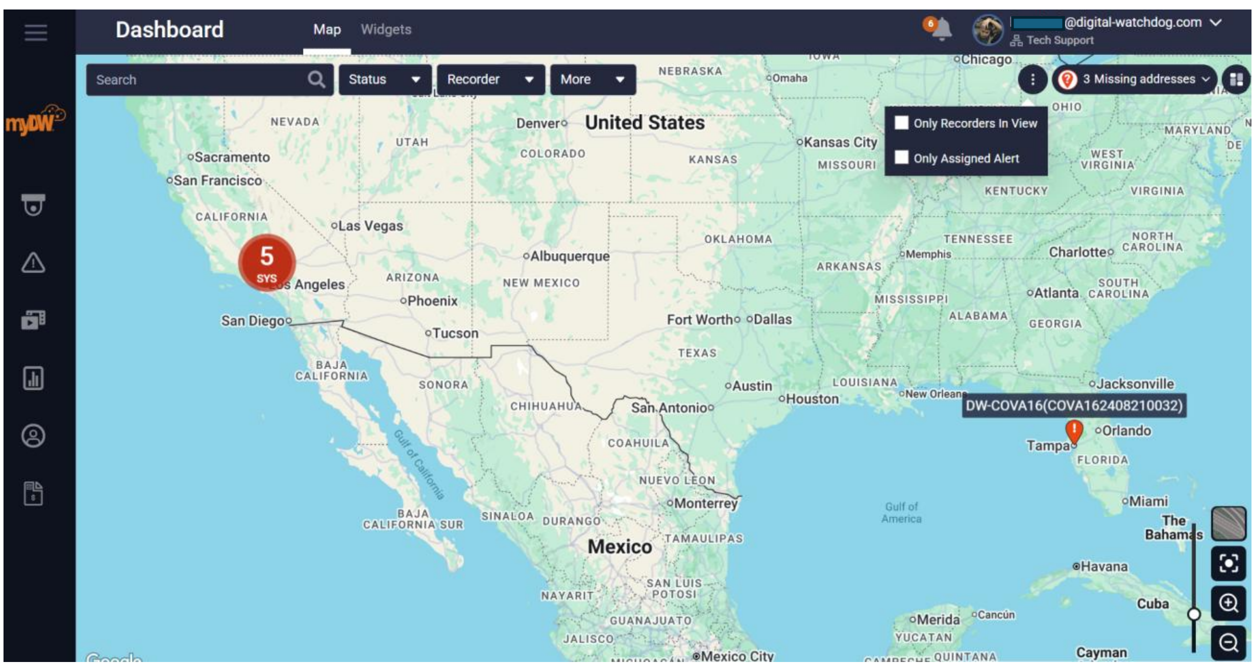


Map Tools Tab

In the "Maps" tab, the available tools allow users to analyze and interact with registered DW systems. These tools enhance your ability to look at everything in your system and make informed decisions based on information provided by myDW.

As an End User, you can view registered sites across your Organization, using a geographical map for visible and easy monitoring.

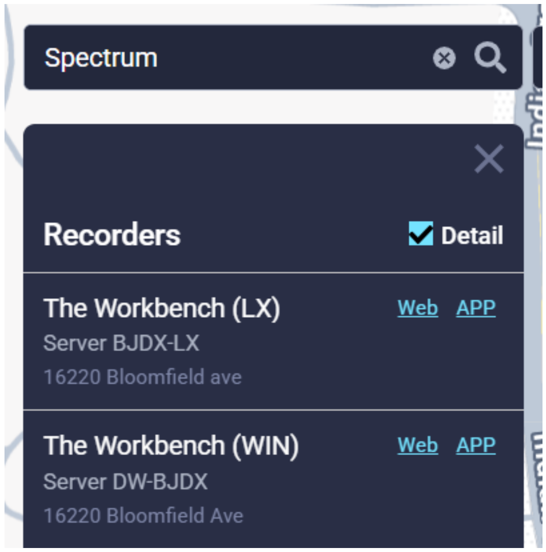
- **Search Bar** – Search for registered devices and systems by name or tag.
- **Status** – Use the drop-down to filter devices by system health status.
- **Recorder** – Use the drop-down to select specific recorders to display or hide.
- **More** – Use the drop-down to filter by recorder type (VMAX, COVA, Spectrum) and/or alert type (System, Disk, Video).
- **Missing Address** – This drop-down appears when a registered site is missing an address. Click the drop-down to select and resolve the missing information so that it may display on the Dashboard Map.
- **Options (3 dots)** – Select to filter and display "Only Recorders in View" and/or "Only Assigned Alerts" on the map.



Recorder Search Bar

Recorders can be searched by name, address, or recorder type including VMAX recorders, DW Spectrum Sites, and COVA recorders. Select a device from the search results to view Alerts and System information.

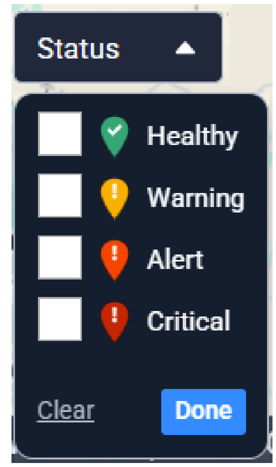
NOTE: To cancel a search, click the X to clear and end the search.



Status Alert Filter

Status Alerts for Organizations can be visibly monitored on the map.

Each site will be highlighted on the map depending on status including:



- **Healthy (Green)** – Indicates that the site is operating normally.
- **Warning (Yellow)** – Indicates that the site is experiencing an alert by has not met the set threshold. In this state, the warning is displayed in "*Widgets*".
- **Alert (Orange)** – Indicates that an Alert was triggered.

  Critical (Red) – Indicates a critical error has occurred.

To clear Status filters, manually deselect filters in the *Status* drop-down or use the "Clear" option to remove all "Status" filters.

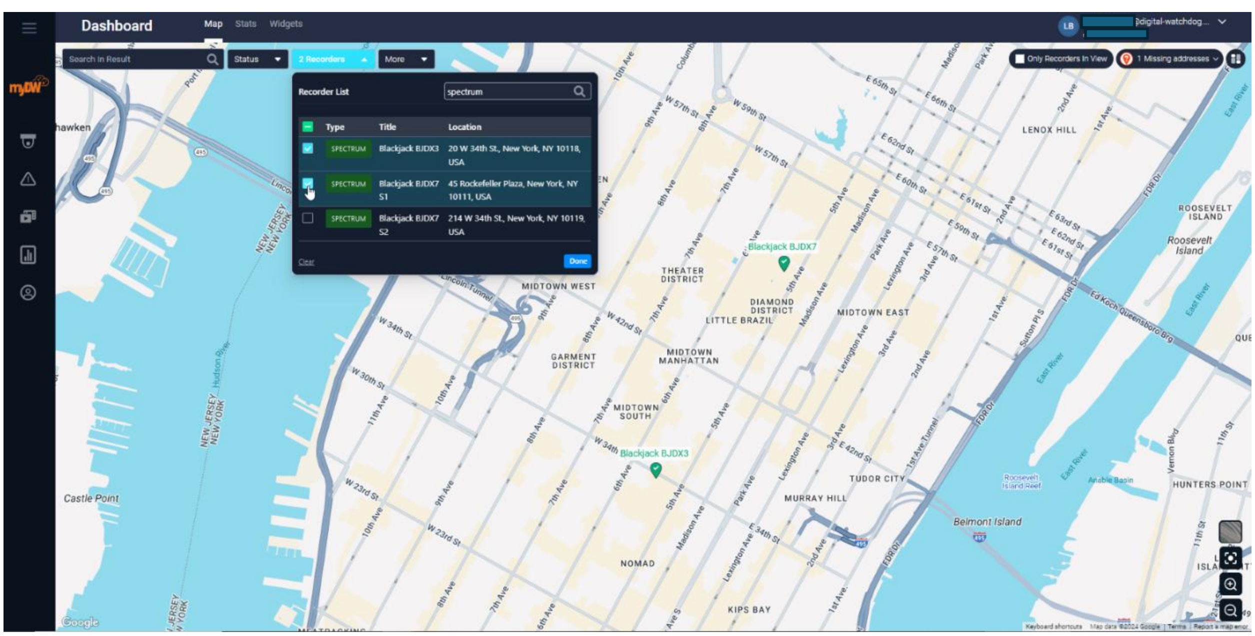
Recorder Filter

The "Recorder" filter provides a list of all recorders registered to your Organization.

Use the drop-down menu to search for a specific recorder by type (VMAX/Spectrum/COVA), title, or location address.

Selected (checked) recorders will display on the map, while any unselected recorders will not be shown.

To clear the Recorders filter, click "Clear" in the bottom-left of the filter.



More Filters (Type & Alert)

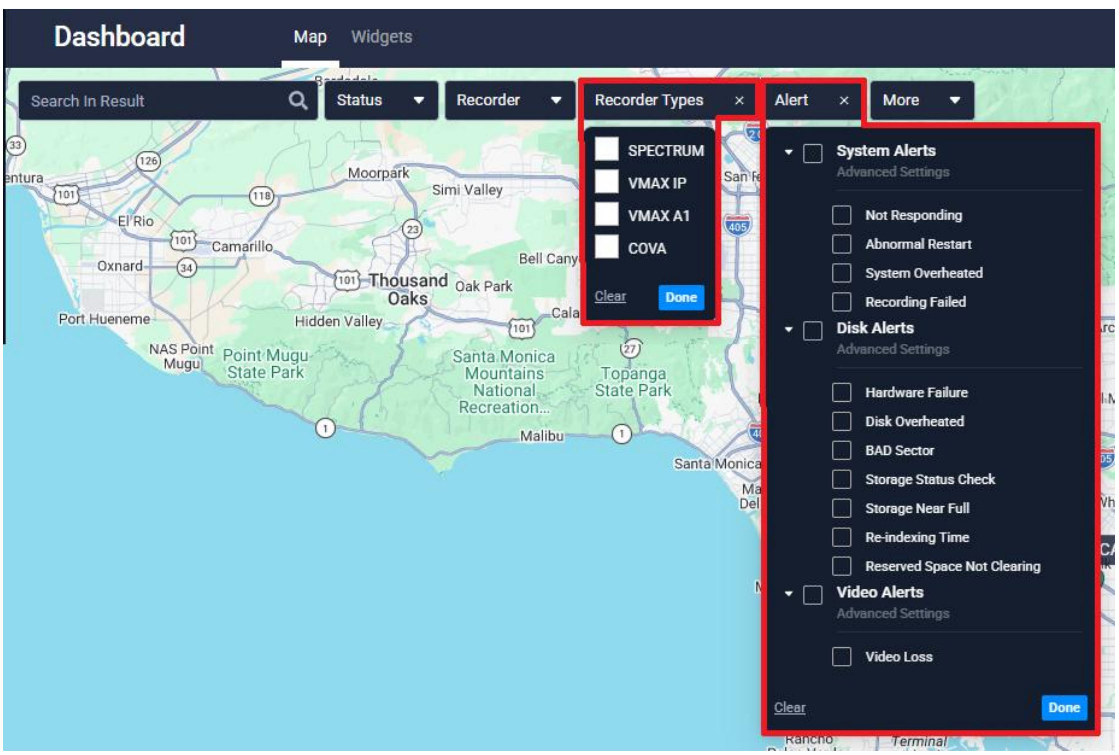
The "More" drop-down includes the following filters:

Type – The "Type" filter allows you to choose which recorders are displayed on the map including SPECTRUM, VMAX IP (NVR), VMAX A1 (DVR), and COVA. You can select an individual or multiple recorder types to display on the map.

- **Alert**: The "Alert" filter allows you to choose which recorders will are displayed, depending on alert type. When active, healthy sites will not be displayed.

  Alerts are broken down into three categories:

  - **System Alerts** – Alerts related to System operation (e.g., Not Responding, Abnormal Restart, System Overheated, Recording Failed).
  - **Disk Alerts** – Alerts related to site storage (e.g., Hardware Failure, Disk Overheated, BAD Sector, Storage Status Check, Storage Near Full, Re-indexing Time, Reserved Space Not Clearing).
  - **Video Alerts** – Alerts related to video streaming (e.g., Video Loss).

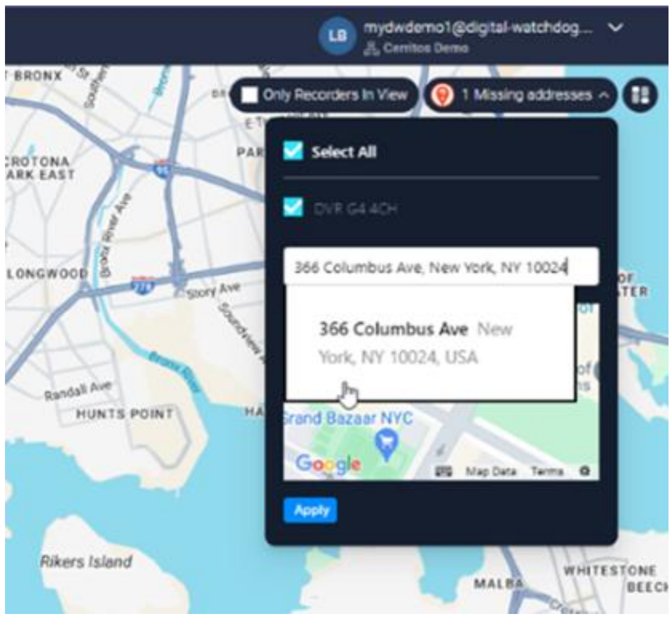


Missing Address Notifications

If a recorder has been registered without a geographical address, a drop-down tile will appear in the top-right corner of the map, labeled as "Missing Addresses".

Click the Missing Addresses tile to select devices that lack address information. Enter the missing address then click "Apply" to update the selected device's information.

You can use "Select All" to select and apply an address to all listed devices missing address information.



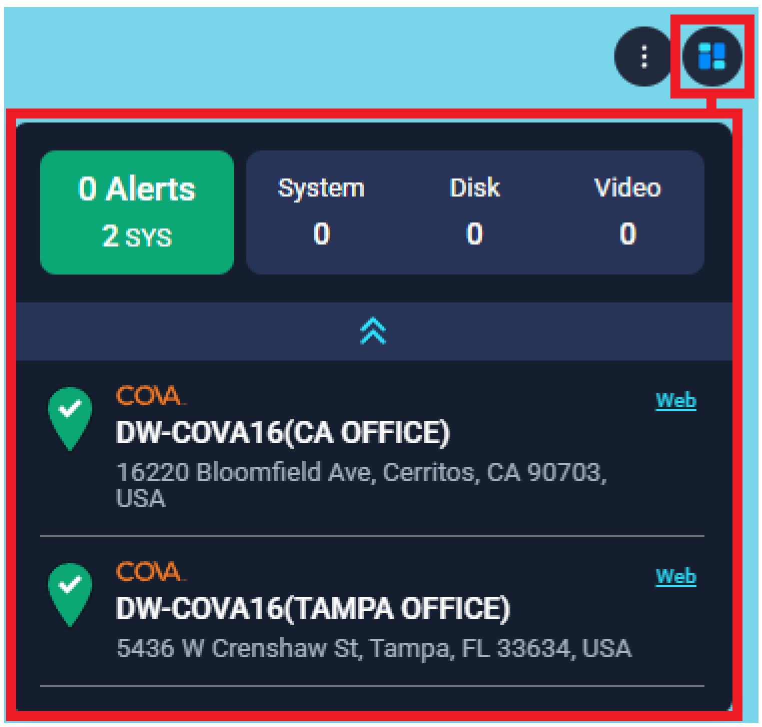
Recorders Overview Tab

Click the “Recorders Overview” icon in the top-right of the Dashboard Map to display a list of all registered recorders and their alert statuses.

Selecting a recorder from the list will focus the map on that recorder's location and display its site thumbnail.

Click on one or more alert type (System, Disk, Video) to filter what displays in the list and on the map.

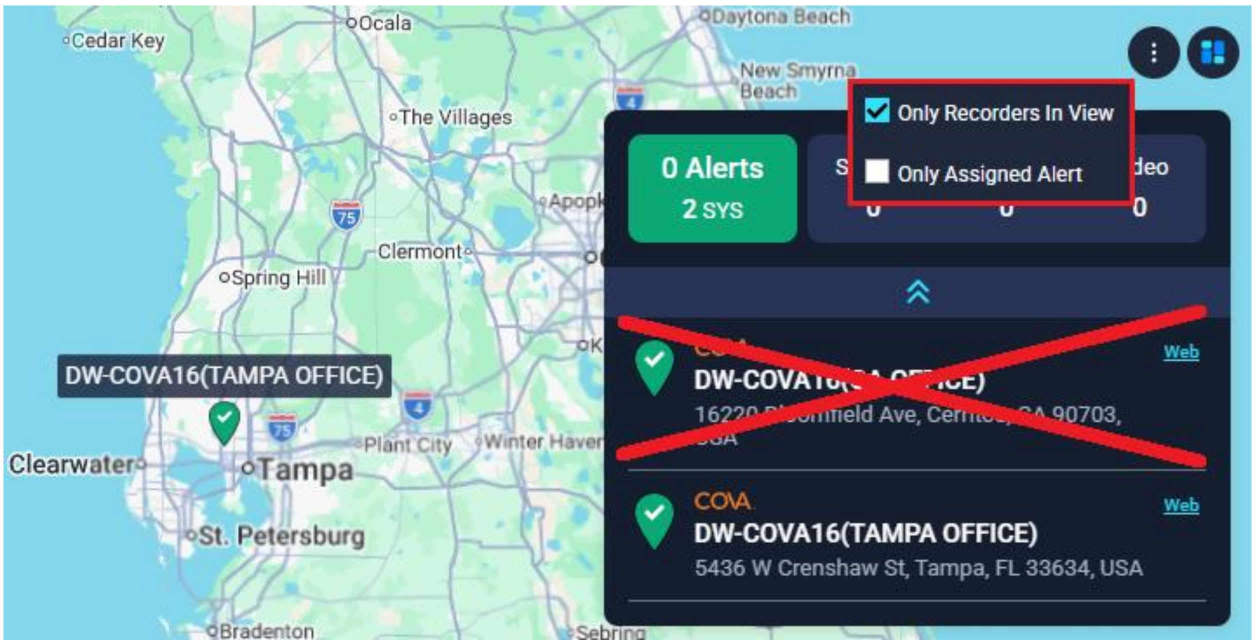
- **Web** – Click the link to access to the device’s web client via web browser. For more details, please refer to the Recorder section.
- **App** – (DW Spectrum Only) Click the link to view the site using the DW Spectrum desktop client application.



Only Recorders in View & Only Assigned Alert Tab

Click the vertical ellipses icon (⋮) in the top-right of the Dashboard Map to select "Only Recorders in View" and "Only Assigned Alert" options. Doing so will dynamically limit which recorders are listed.

- **Only Recorders in View** – Select this filter to only display recorders that are currently in view on the Map. Moving the map will dynamically change the results.
- **Only Assigned Alert** – Select this filter to only display recorders with alerts that have been assigned to your myDW profile for response.



Section 2.2 – Widgets

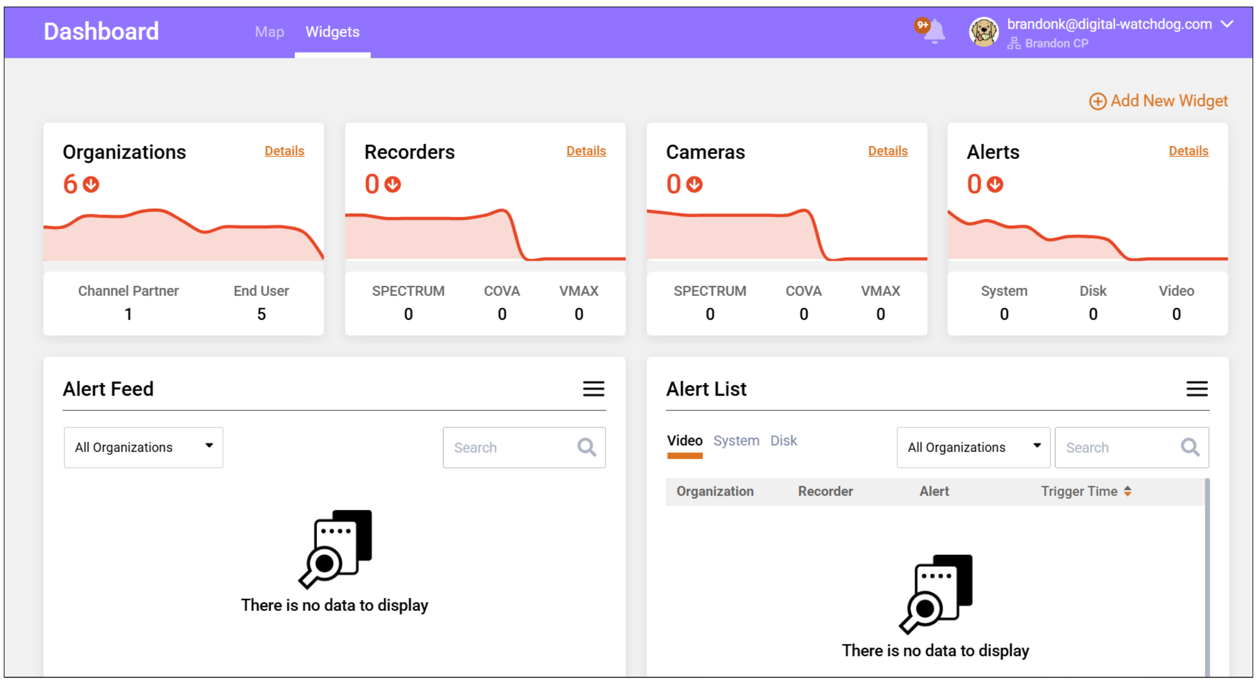
In the “Widgets” tab, monitoring tools provide valuable insight into your Organization that can be used to identify trends, improve response time, and enhance overall performance.

Each widget displays a variety of data including:

- **Organizations** (CP and EU) – Displays a count of the number of registered Channel Partners and End User Organizations.
- **Recorders** – Displays a count of recorders monitored by the myDW Organization. Recorder link – opens a breakdown of recorders by type or channel. VMAX and COVA are separated by channel count and display quantity, camera count, and active alerts, while DW Spectrum Sites are grouped by edition (Professional or Enterprise).
- **Cameras** – Displays a count of cameras monitored by the myDW Organization. by registered Spectrum, COVA, and VMAX sites.
- **Alerts** – Displays a count of active/ongoing system and device alerts in myDW.
- **Alert Feed** – Lists active/ongoing alerts within the myDW Organization.
- **Alert List** – Lists active/ongoing alert details.
- **Alert History** – Lists past system and recorder alerts.
- **CVV Detections** – Lists channel view verification alerts.
- **Inventory** – Displays a breakdown of myDW Organization assets.
- **Login History** – Displays the history and patterns for logins to the myDW Organization.
- **Cloud Storage** – Displays remaining myDW Video Share online storage.

Widget Management

- To add new widgets, click on "+Add New Widget" in the top-right corner of the widget tile.
- To change the position of widgets, click-and-drag the top of the widget tile to the desired area on the screen.
- To change the size of widgets, click-and-drag the bottom-right corner of the widget tile to the desired size.
- To refresh widgets with current information, use the refresh button located in the top-right corner of the widget tile.
- To close a widget, click the close button located in the top-right corner of the widget tile.



Active Count Widget

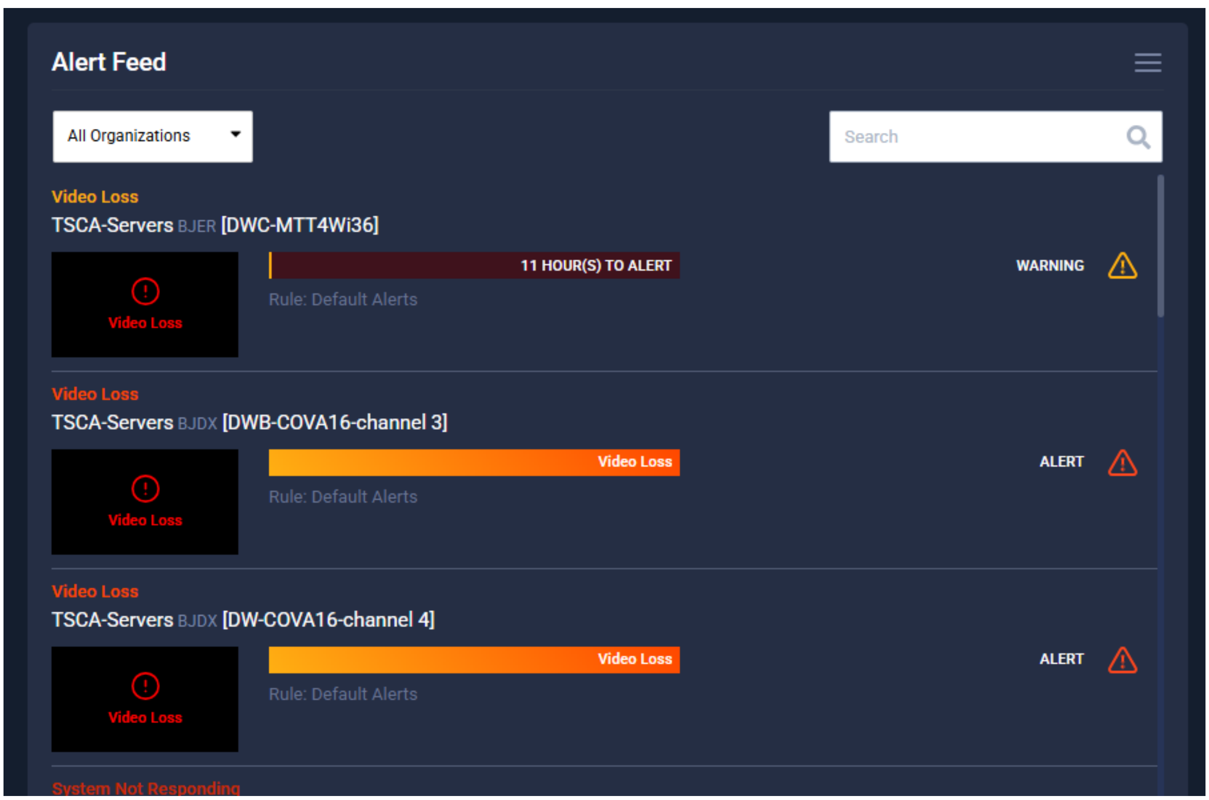
The "Active Count" widget allows users to track and visualize trends in the number of Organizations, Recorders, Cameras, and Alerts within an Organization.

Alerts are categorized into three recorder-specific categories including "System", "Disk", and "Video". The chart dynamically updates to display the active alert information in your Organization in a visual format.

Alert Feed Widget

The "Alert Feed" widget allows users to see a list of alerts and information including the type of alert, a thumbnail preview, name of device, status bar, rule information, and status of alert. With this information you can identify issues and execute a swift and timely response to alerts.

- **Status Bar** – Displays the progression of alerts if there is a rule configured with a time requirement. For example, a rule named "System Not Responding 30 minutes" can be configured to show when a device goes offline. After 10 minutes, it will enter a warning state. After 30 minutes have passed, the status will update to an "Alert" and/or "Critical" status (depending on the configuration).
- **Search Bar** – Use to search for past alerts. To search, type in the name of the device and filter out other devices. By providing detailed information and real-time updates, the Alerts widget serves as an essential tool for monitoring device statuses and managing alerts efficiently.

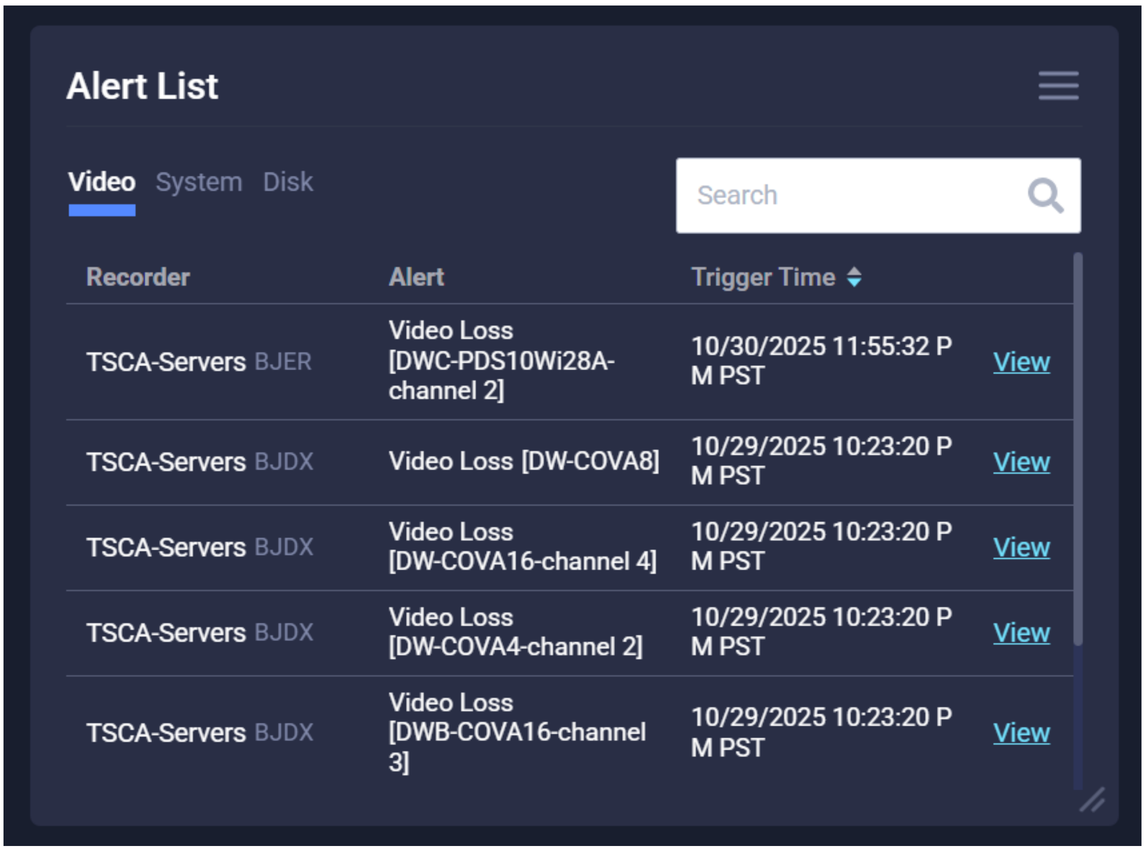


Alert List Widget

The "Alert List" widget provides a visual log of alerts from registered recorders, divided into three alert categories: Video, System, and Disk.

- **Video** – Lists the video related alerts (e.g., video loss).
- **System** – Lists system related alerts (e.g., system not responding)
- **Disk** – Lists storage related alerts (e.g., storage full)

Each tab is organized into columns that provide the recorder name, alert type, trigger time, and a link to view the alert.

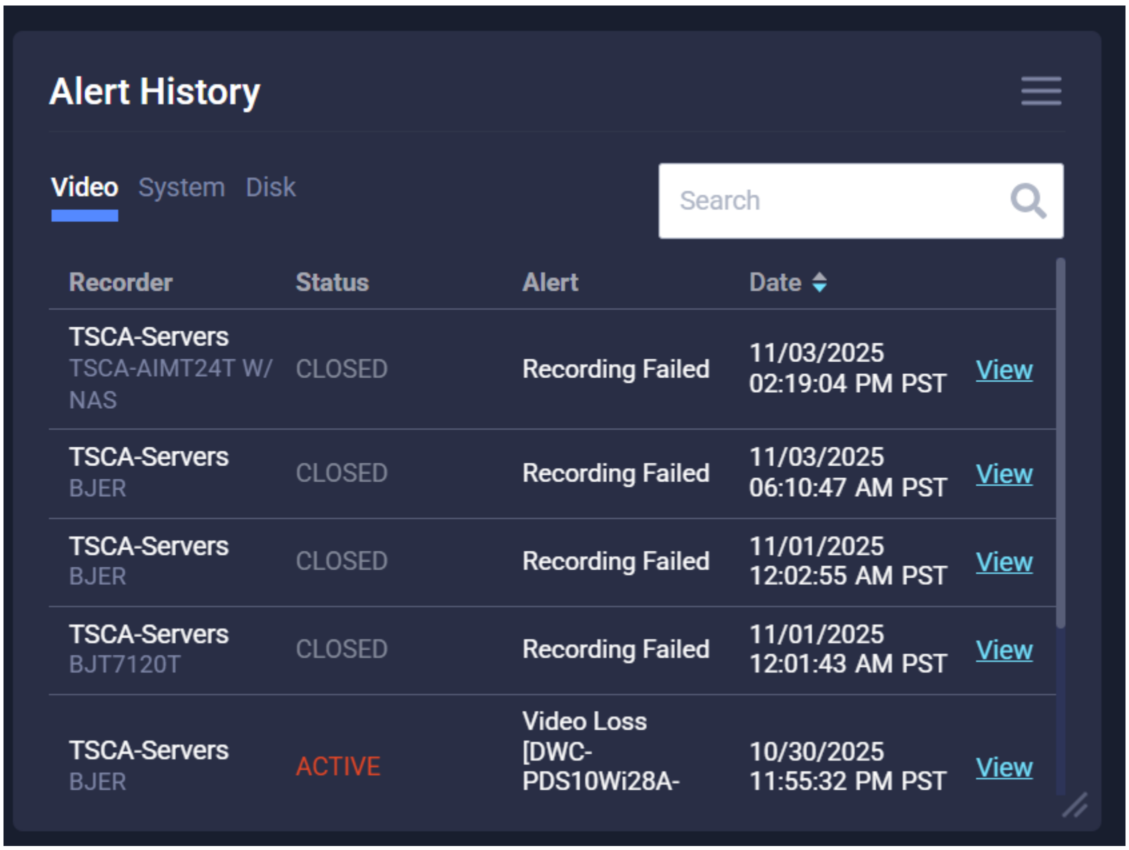


Alert History Widget

The "Alert History" widget provides a visual log of current and past alerts from registered recorders, divided into three categories: Video, System, and Disk.

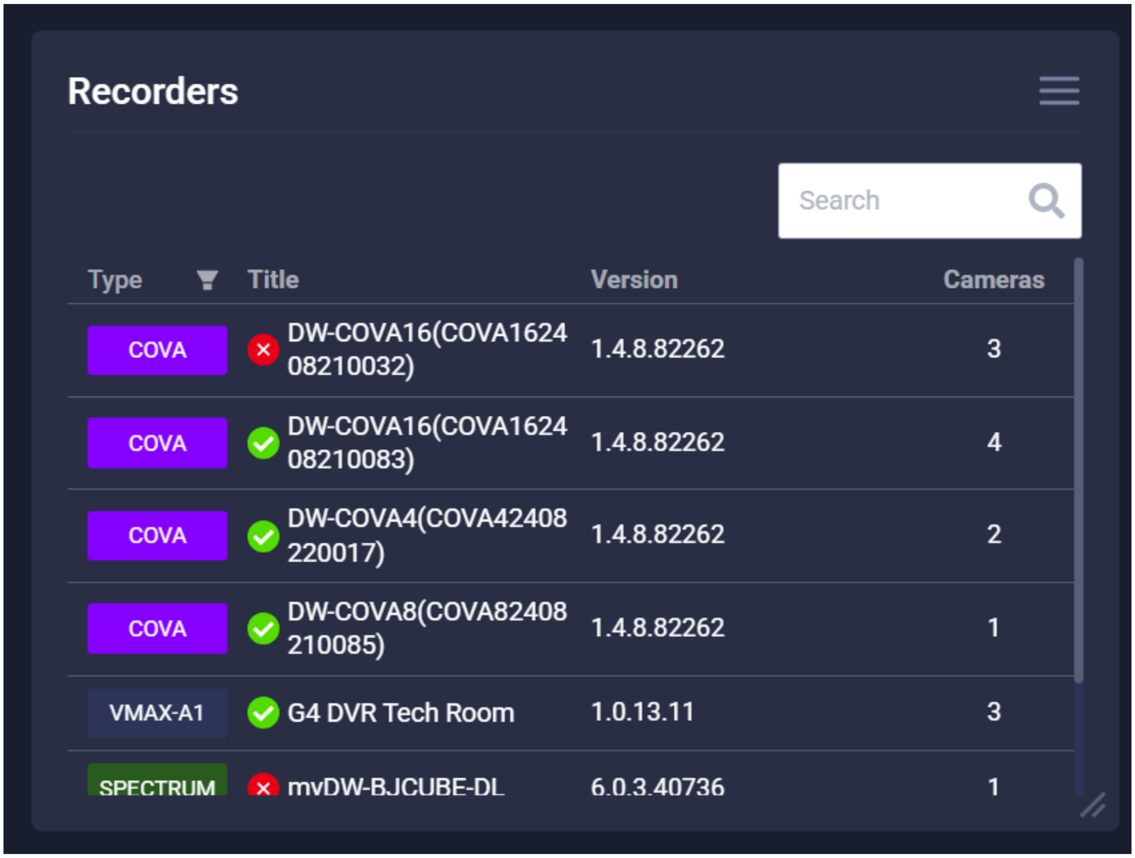
- **Video** – Lists the video related alerts (e.g., video loss).
- **System** – Lists system related alerts (e.g., system not responding)
- **Disk** – Lists storage related alerts (e.g., storage full)

Each column displays information such as the recorder name, alert status (Active, Closed, or Assigned), alert type, date of alert, and a link to view the alert.



Recorders Widget

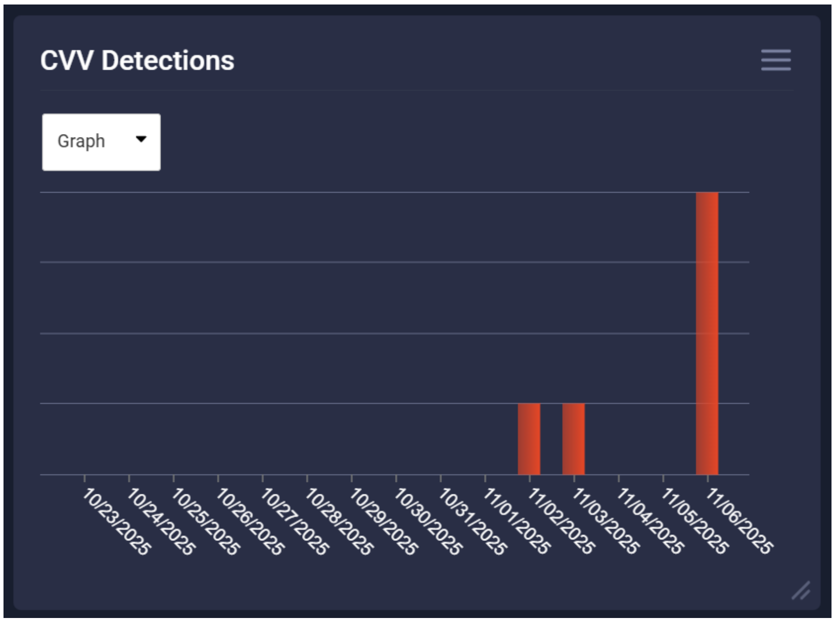
The Recorders widget displays a list of the recorders registered to the myDW Organization. Columns provide details about each recorder including the recorder type (Spectrum, VMAX A1, VMAX IP, or COVA), site name/title, firmware version, and the number of connected cameras.

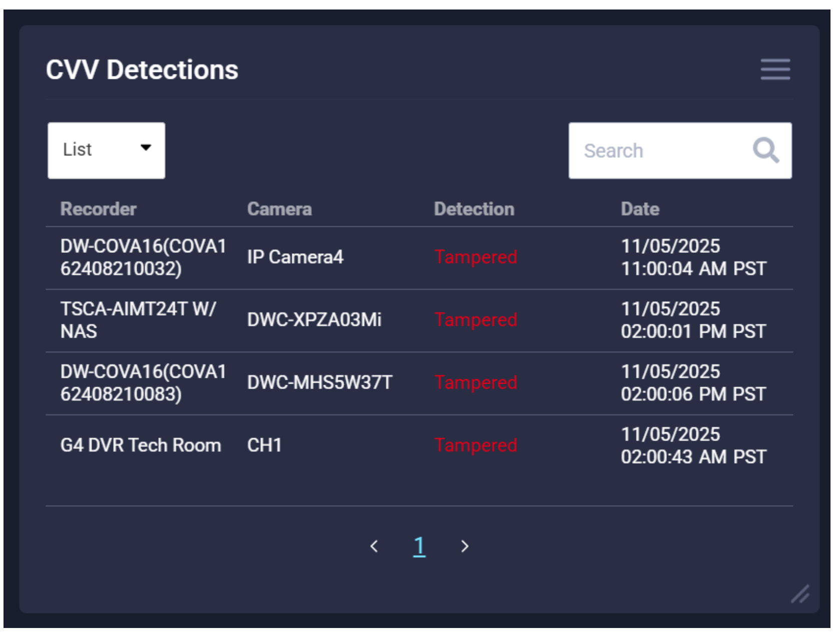


CVV Detections Widget

The “CVV Detections” widget displays a log of CVV events in either a graph or list format.

- **Graph** – View that shows the number of CVV alerts recorded within a selected range of previous days.
- **List** – View that provides detailed information about CVV events including the recorder name, camera, detection type, and timestamp.

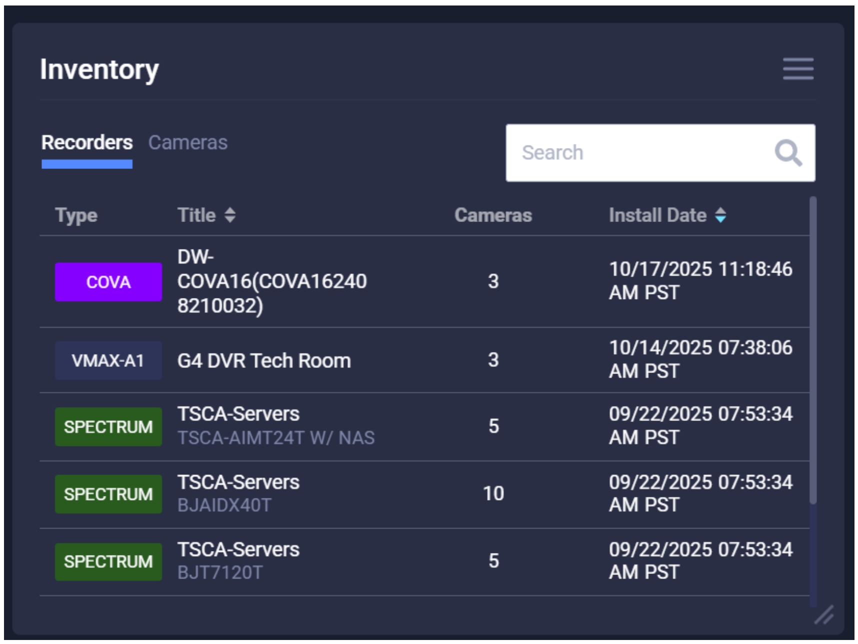




Inventory Widget

The "Inventory" widget provides a list of all recorder and camera assets that are registered to the myDW Organization. This list is divided into Recorders and Cameras.

- **Recorders** – Displays details such as the recorder type, title, number of connected cameras, and installation date.
- **Cameras** – Lists information including the associated recorder, camera name, manufacturer, and model.



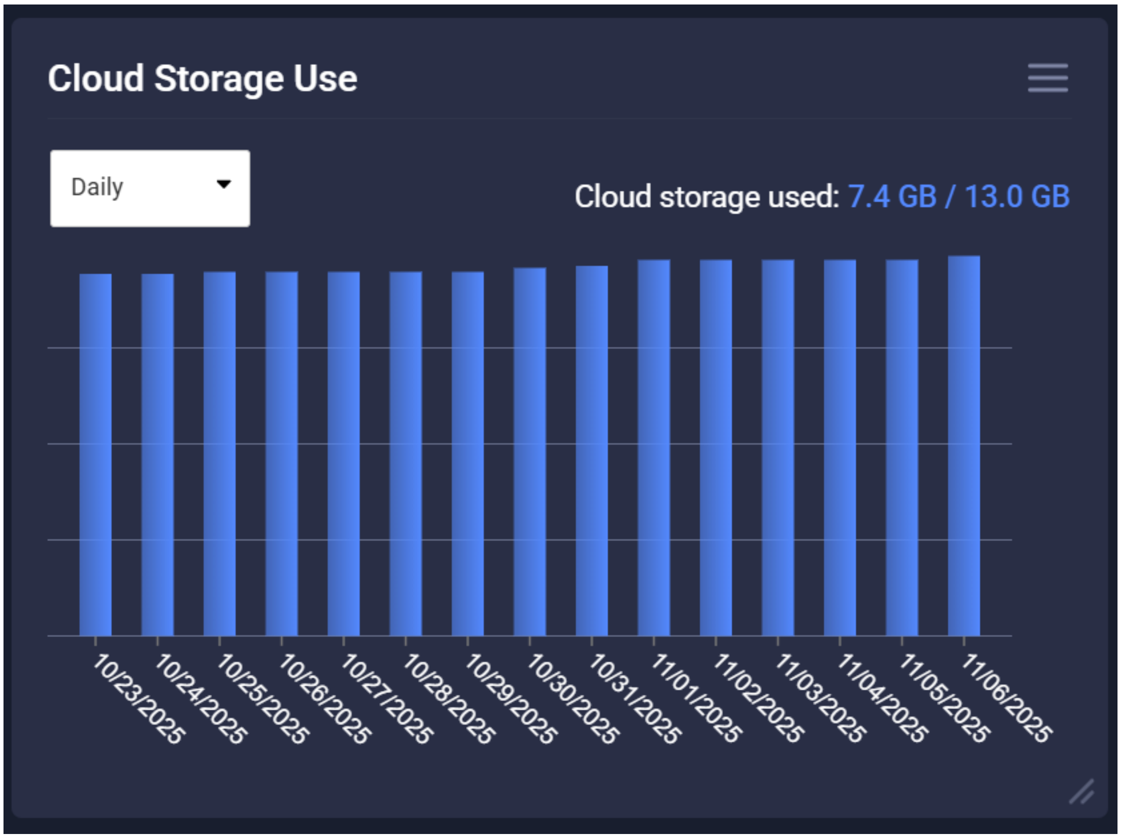
Login History Widget

The “Login History” widget provides a log of myDW user logins including the username, user group, and time of login.

Cloud Storage Use Widget

The "Cloud Storage" widget displays the amount of remaining cloud storage and how much it is used each day. Data can be filtered to show All Organizations or by individual Organizations, viewed on a daily or weekly basis.

Users can filter the widget's information by using the drop-down to switch between viewing Daily and Weekly usage reports.

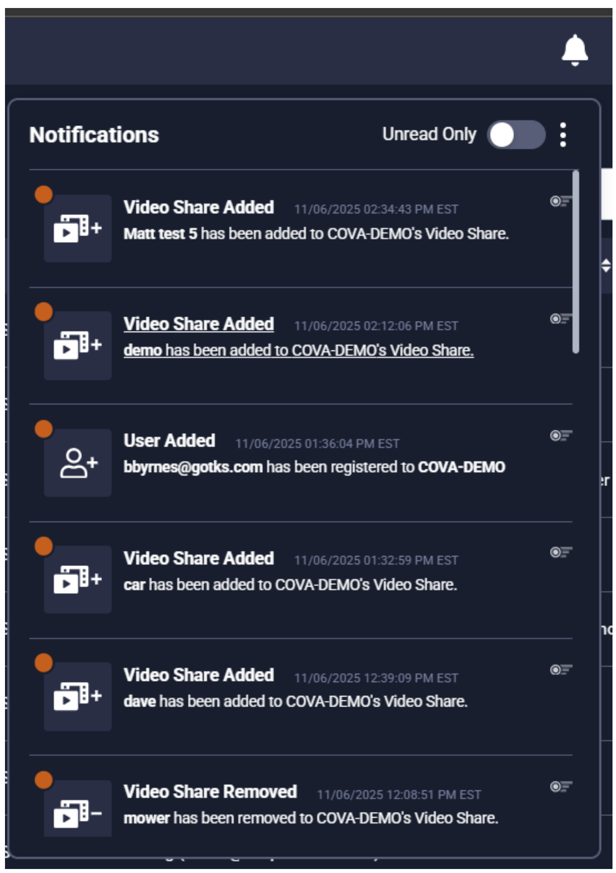


Section 2.3 – User Notification List

Notifications (Bell Icon) – Click on the bell icon (🔔) in the top-right of the Dashboard to display a record of notifications for all users and the date and time of each event.

Notifications can be filtered by using the "Unread Only" slider status. Such notifications can include:

- Added or removed recorders
- Missing address for registered recorders
- Added or removed users
- Added or removed reports
- Added or removed video share uploads
- Added or removed cameras
- Comments on a video share
- Alerts assigned
- Organization settings updates or changes



Part 3: User Drop-down Menu

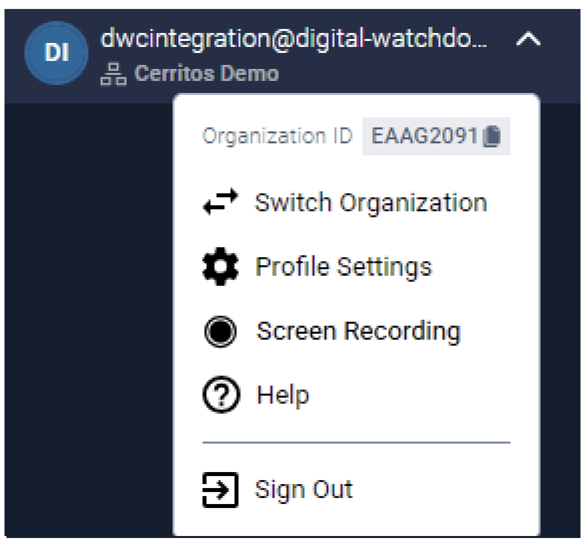
All myDW users will have access to a user drop-down menu.

The user drop-down menu includes:

- **Organization ID** – Lists the unique, 8-digit identifier of the Organization.

  NOTE: Only EU Organization Administrators can register recorders to a myDW End User Organization using the Organization ID.

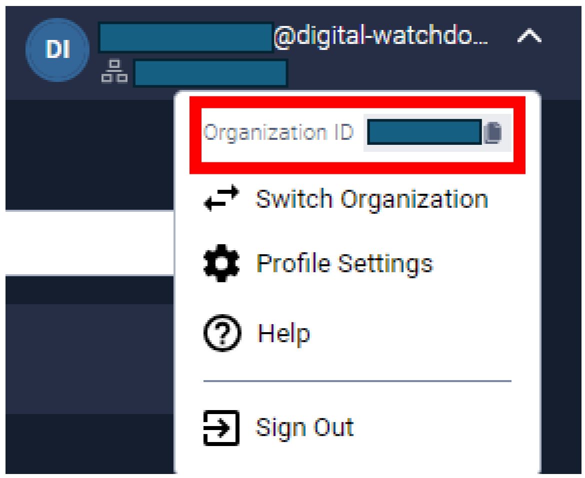
- **Switch Organization** – Click to change myDW Organizations. Note: Must be a registered user for Organization to be displayed.
- **Profile Settings** – Click to adjust myDW user settings.
- **Screen Recording** – Click to begin recording the browser tab, window, or the entire screen. The maximum recording time is five (5) minutes. Do not resize the window during screen recording. Click the Stop Recording button to end the recording and to select the share location.
- **Help** – Click to open the virtual myDW help guide.
- **Sign Out** – Click to log out of myDW.



Section 3.1 – Organization ID

The "Organization ID" is an 8-character key identifier that uniquely represents the Organization. This ID is required to add recorders to the myDW Organization.

NOTE: Only EU Organization Administrators can register recorders to a myDW End User Organization using the Organization ID.

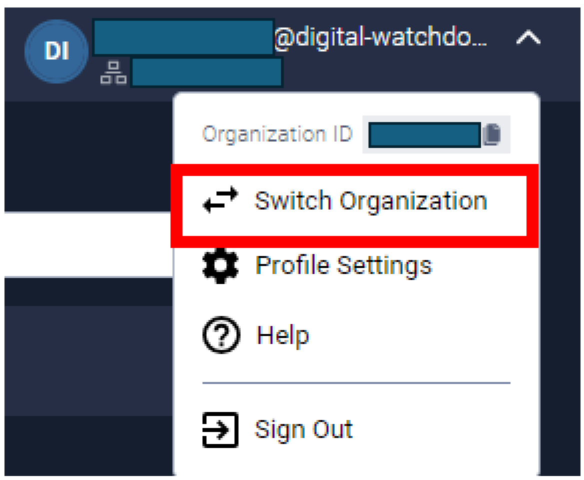


Section 3.2 – Switch Organization

Users can switch between multiple Organizations using the Switch Organization feature. This allows users to manage multiple Organizations at once.

NOTE: The Switch Organization is only available for users with access to multiple Organizations.

To switch Organizations, click on the drop-down menu in the top-right corner and select "Switch Organization". You will be prompted with a pop-up window that lists the Organizations you are associated with.

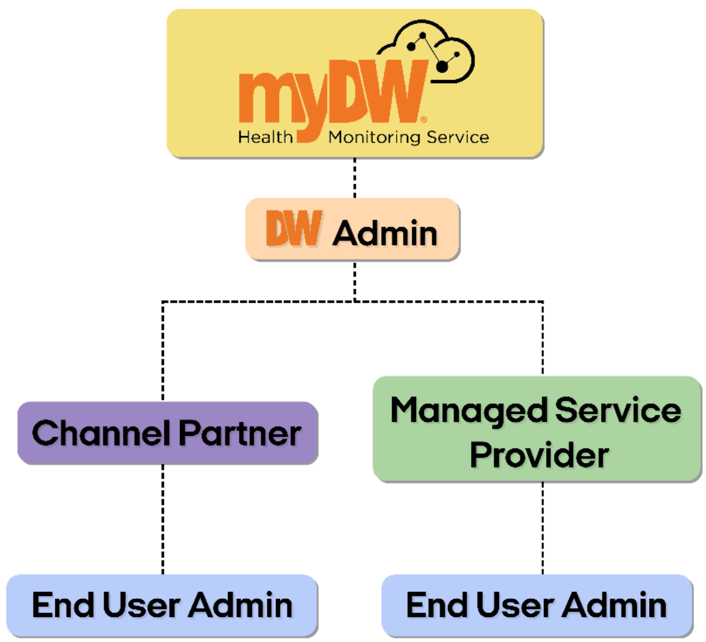


Organization Hierarchy

Organizations are arranged into the following hierarchy:

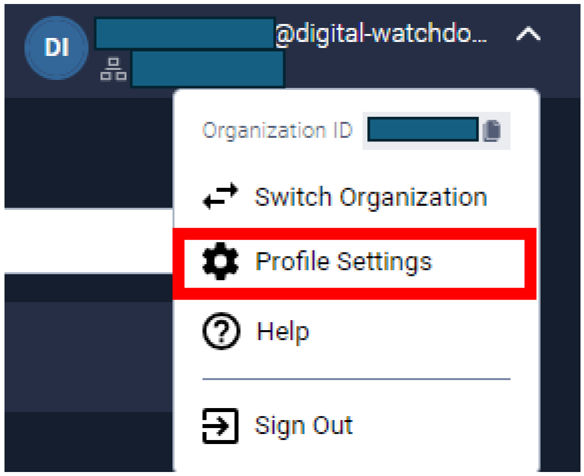
- **Channel Partners (CP)** – Digital Watchdog dealers, distributors, and partners who can create and managed myDW Organizations.
- **Sub Channel Partners** – users who can create and manage myDW Organizations under the supervision of a Channel Partner.
- **End Users (EU)** – users who manage and operate systems from within an Organization.

You can search for a specific Organization using the search bar, located in the pop-up window. Once you have found the desired Organization, Select an Organization from the search results to change Organizations.



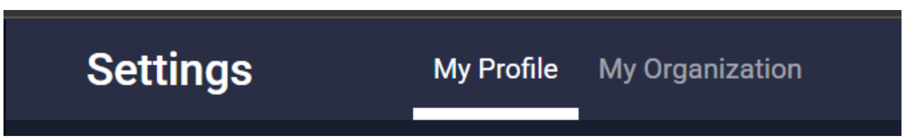
Section 3.3 – Profile Settings

Users can access their profile settings through the drop-down menu in the top right corner. This allows users to add personal information and customize their profile for their own needs.



The settings page contains tabs for different sections:

- My Profile
- My Organization



My Profile Tab

In the “My Profile” tab, users can modify their personal information including:

- **Email** – Email that is associated with the account. This cannot be modified.
- **Password** – Current password used for the account. This can be changed by clicking the “Change” button right of the password field. Once selected, a pop-up window will appear requesting your current password, new password, and to confirm your new password by typing it in again. Once all fields are filled out click the “OK” button to save and change password.

  Phone – Current phone number that is associated with the account. This is optional, but if filled out will be used for push notifications if enabled. To change the phone number, click on the “Change” button right of the phone number field. Once selected, a pop-up window will appear displaying the current phone number and a field to enter the new phone number. Once filled out, select the “OK” button to save and change the phone number.

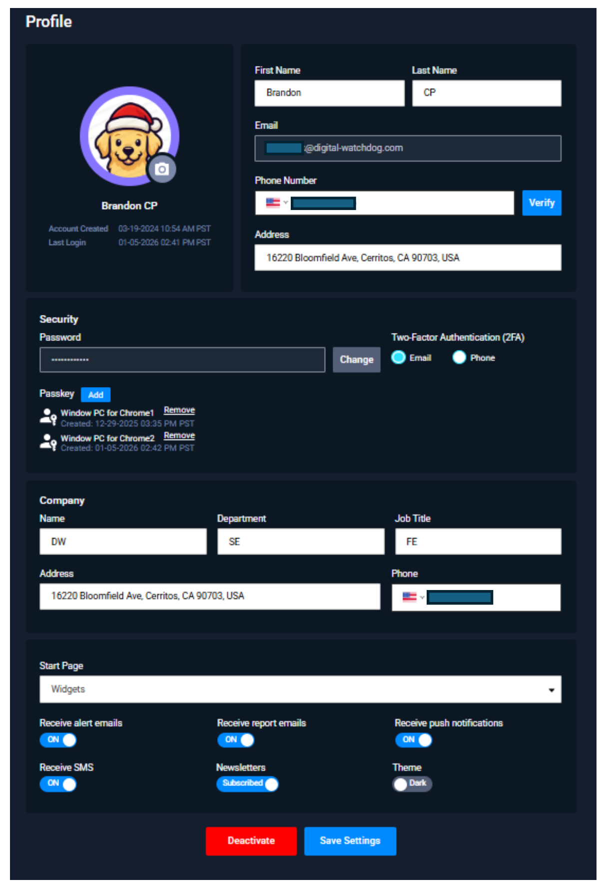
NOTE: Phone number must be verified before being added to myDW.

IMPORTANT: Enabling push notifications may result in data usage. Standard data rates may apply based on your mobile carrier plan.

- **Address** – Optional field to save the user’s address.
- **Profile Image Option** – Shows user level and profile image. Users can customize their profile image. There are certain requirements for pictures to be used:
  - Supported File Types: JPEG and PNG
  - Maximum File size: 2 MB

  The options for the profile image can be accessed by clicking on the camera icon on screen. The options include:
  - Upload Photo: Allows the user to browse their device to upload a new photo
  - Remove Photo: Deletes the current profile image
- **Account Created** – Shows the date and time the account has been created. This cannot be modified
- **Last Login** – Shows the date and time the last login was for this account. This cannot be modified.
- **Profile Name** – Users can enter their full name for the account. This is required.
- **Company Name** – Users can enter the company name for the account
- **User Address** – Users can enter their address
- **Company Address** – Users can enter their company address for the account

- **Start Page** – Users can change their preferred start page when they login. They can choose from: Map, Widgets, States, and Organization Lists
- **Two-Factor Authentication (2FA)** – Select the method for receiving your verification code.
- **Passkey** – Add or remove passkeys. Up to three passkeys can be saved per user account.
- **Receive Alert Emails** – Enable or disable the delivery of email alerts.
- **Receive Report Emails** – Enable or disable the delivery of report emails
- **Receive Push Notifications** – Enable or disable the delivery of push notifications
- **Receive SMS** – Enable or disable the delivery of SMS.
- **Newsletters** – Users can choose toggle whether to be subscribed or not
- **Company Phone Number** – Users can add a company phone number; US only.
- **Theme** – Users can toggle between light/dark mode



Once the profile has been filled out, you can save this information by clicking on the "Save Settings" button. myDW will notify you if your information has been updated successfully.

To deactivate your profile, click the "Deactivate" button. A pop-up window will appear to confirm that you want to deactivate your profile.

To confirm, enter your password in the password field and then click the "OK" button.

IMPORTANT: If a profile is deactivated, that profile will be removed from every myDW Organization.

My Organization Tab

In the "My Organization" tab, users can manage and update the following Organization information:

- **Name** – Users can modify the name of the Organization. This is a required field.
- **Time Zone** – Users can set the primary time zone for the Organization. This time zone will be used for all alerts, reports, videos, and user invites.
- **Date Format** – Users can set the main date format for the Organization. This format will be used for all alerts, reports, videos, and user invites.
- **Time Format** – Users can set the main time format for the Organization. This format will be used for all alerts, reports, videos, and user invites.
- **Company Name** – Users can enter the company name of the Organization.
- **Company Address** – Users can enter the company address of the Organization.
- **Organization ID** – Users can view the permanent, unique ID associated with the Organization. This ID is also used to register any recorders. This is static and cannot be changed.
- **Additional Account ID** – Enter any additional ID information here. If this Organization has a DW CPP (Channel Partner Program) number provided to them, you may enter that number here so that you can view it on myDW. If you are not sure what the number is, please contact your accounting administrator or Digital Watchdog.
- **Owner** – Select the user who owns the myDW Organization.

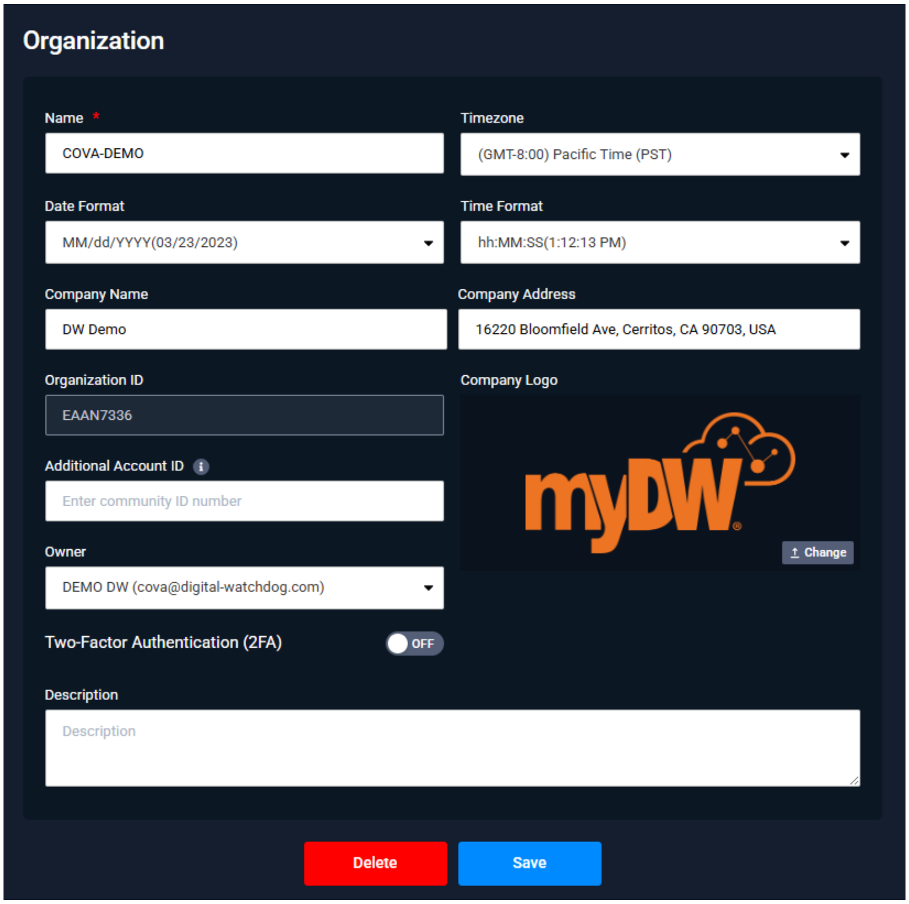
  NOTE: The owner profile cannot be deleted.
- **Two-Factor Authentication (2FA)** – Users can toggle ON/OFF to require Two-Factor Authentication when logging in.

  NOTE: Enabling or disabling this setting will apply to all users within the Organization.
- **Company Logo** – Users can upload their own logo to be displayed on the left-hand side of myDW. To upload click the "Change" button located on the bottom right corner of the section and browse your local storage for the photo you would like to upload. Once selected, select "Open" to upload it to myDW.
- **Description** – Users can add a description to the Organization about their company/Organization as well as any additional information they would like to have.

Once the form has been updated, click the "Save" button located on the bottom right-hand side. myDW will notify you when your information has been updated successfully.

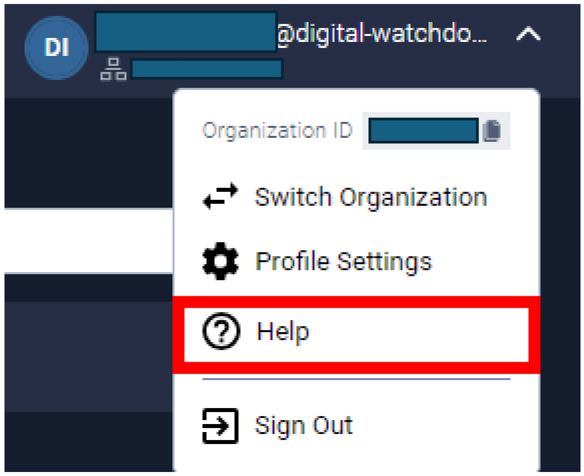
To delete the Organization, click the "Delete" button. This will prompt a pop-up window to appear asking you if you are sure you want to remove this Organization. To confirm, enter your password in the password field and then hit the "OK" button.

IMPORTANT: Once a myDW Organization has been deleted, you will no longer be able to access the Organization. Organizations with a recorder cannot be deleted.



Section 3.3 – Help

Users can access the Help page from the drop-down menu in the top-right corner of the myDW Dashboard.



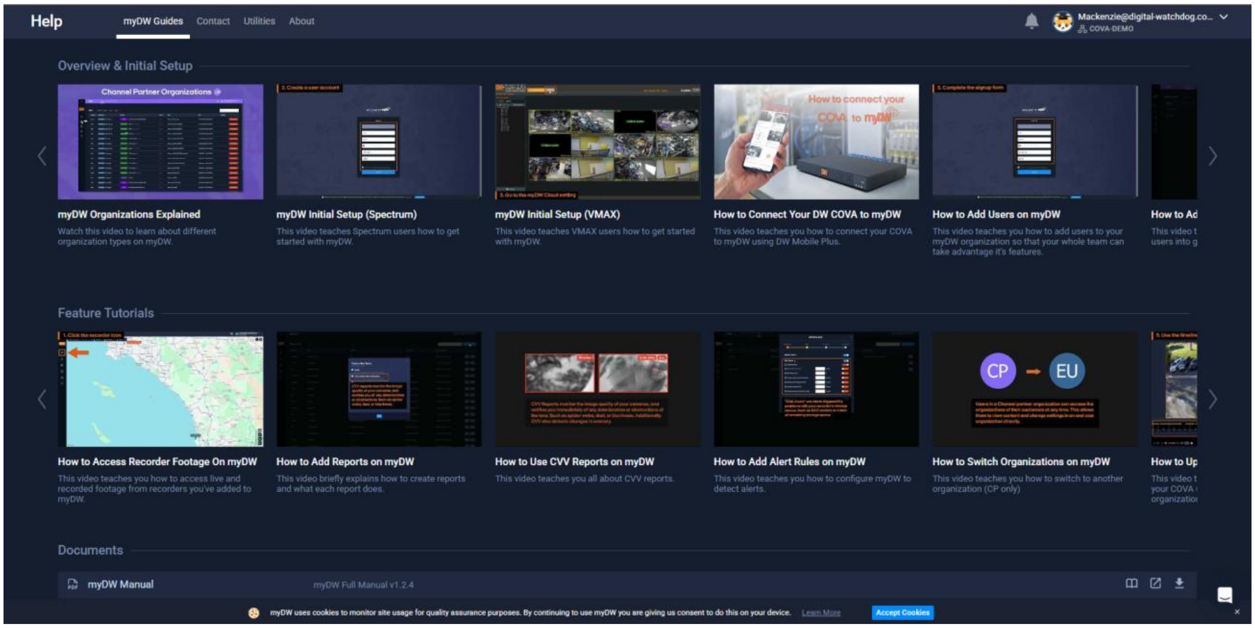
The Help page can help users find answers to any questions they might have about myDW. It includes insightful information and resources that can help users navigate including:

- **DWAIN** – DW Chatbot support that can answer basic user questions about myDW.
- **myDW Guides** – Provides different Video Guides that can help users start and guide them through myDW.
- **Feature Tutorials** – Provides in-depth instructional videos that provide different How to Guides for myDW features.
- **Documents** – This section allows you to view or download the myDW and COVA manuals. Options available include Open in Modal, Open in New Tab, or Download.
- **Contact** – This tab displays contact information provided by the CP Organization.

NOTE: The page is updated based on information manually entered by the Channel Partner (CP). Possible fields include Sites, Phone Numbers, Emails, and Custom Utilities.

myDW Guides Tab

Provides video tutorials and support documents to assist with initial Organization setup and feature navigation.



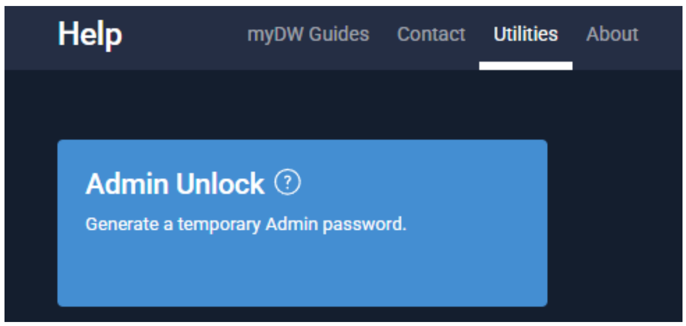
Contact Tab

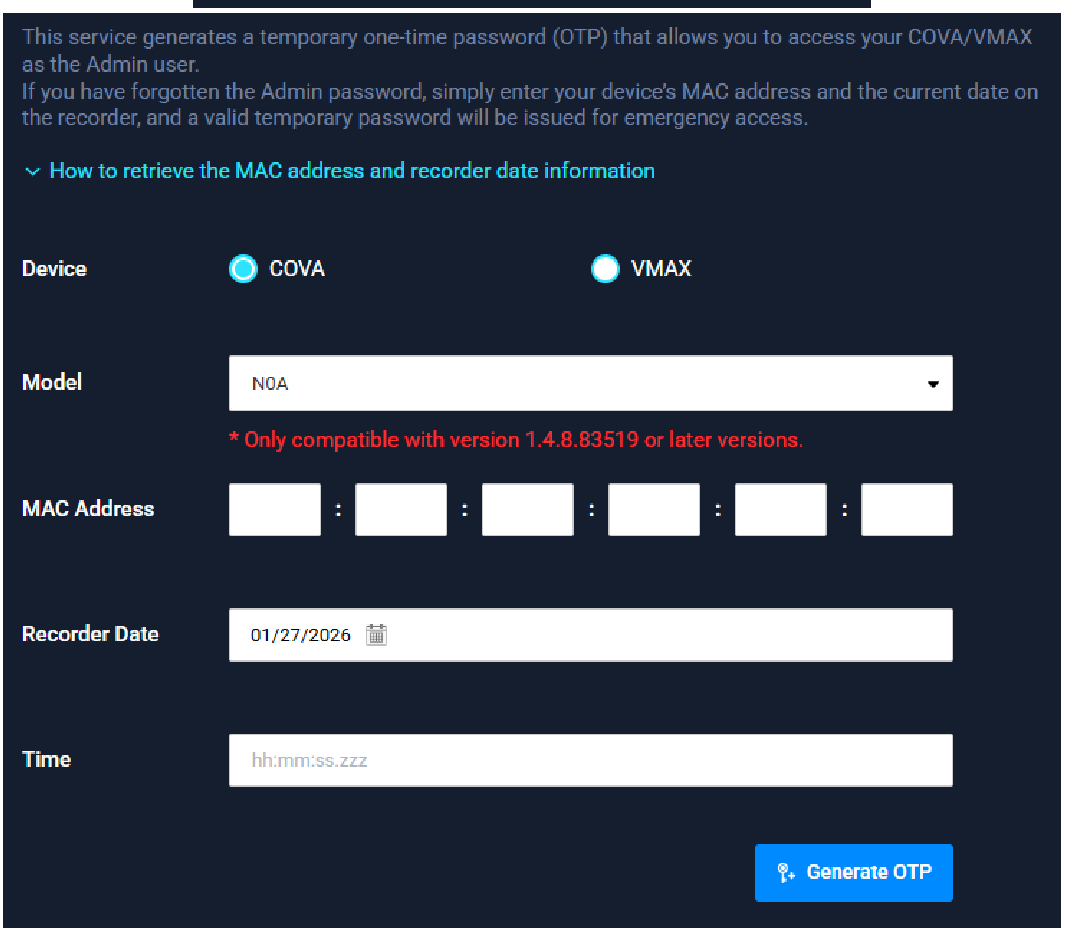
Provides the contact information as provided by the Channel Partner Organization's Administrator. These details must be configured through the CP Organization Administrator's account.

Utilities Tab

This service generates a temporary one-time password (OTP) that allows you to access your COVA/VMAX as the Admin user.
If you have forgotten the Admin password, simply enter your device's MAC address and the current date on the recorder, and a valid temporary password will be issued for emergency access.

- **COVA Requirements** – You must provide the Model (channel count), MAC address, current recorder date and time information of the COVA recorder.
- VMAX Requirements: You must provide the MAC Address and current date of the VMAX recorder.

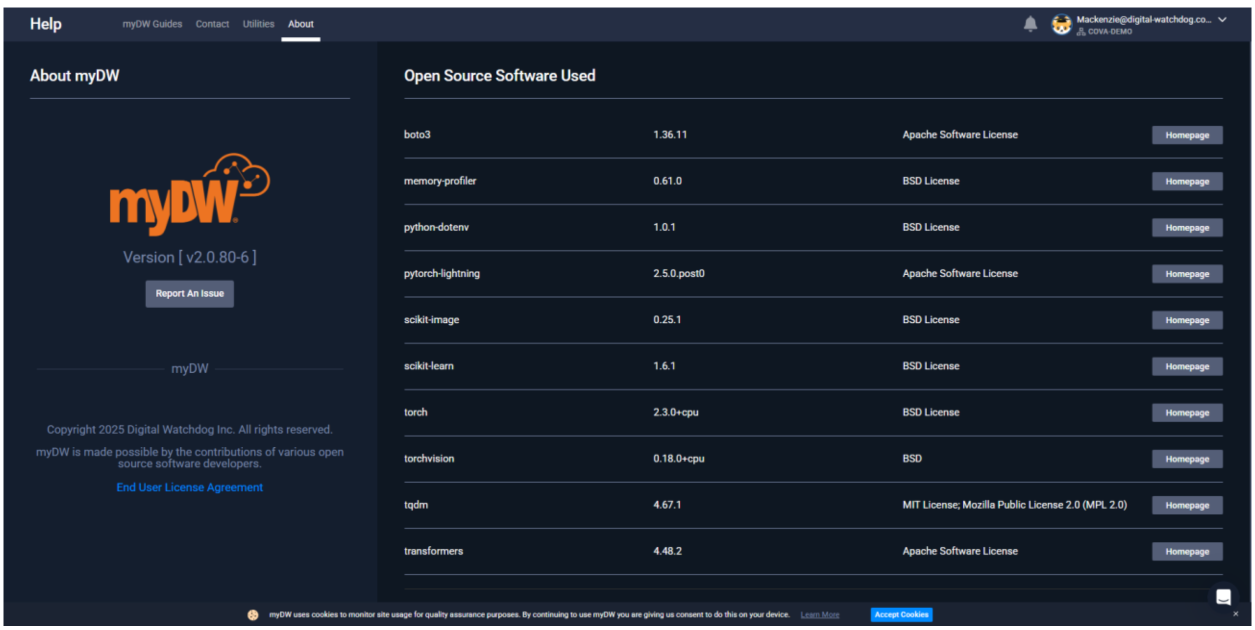




About Tab

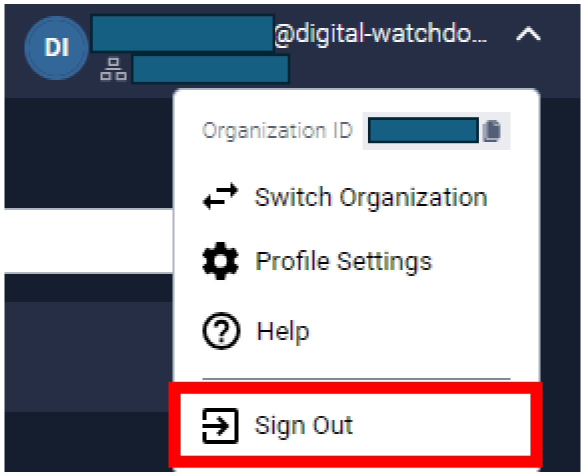
Provides detailed information about myDW including:

- **About myDW** – Displays the current version of myDW and Terms of Service.
- **Report an Issue** – Click this button to report any serious issues or bugs with myDW.
- **End User License Agreement** – Click this link to view the EULA for myDW users.
- **Open-Source Software Used** – Lists the open-source software used to create myDW including:
    - Name of developer software
    - Version of developer software
    - License of developer software
    - Homepage Button – When clicked, a new browser tab will open to the download location of the selected developer software.



Section 3.4 – Sign Out

To sign out of myDW, click open the user drop-down menu and select "Sign Out".



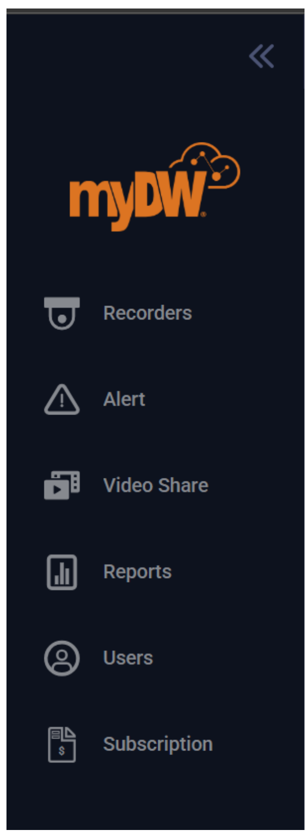
Part 4: myDW Main Menu

In the left panel of the Dashboard, click the Main Menu icon (≡), located in the top-left corner of the screen to expand the Main Menu. To minimize the Main Menu, click the collapse icon (<<).

The featured menus and Organization configuration tools include:

- **Company Logo** – Click the icon to return to the Dashboard Map. Administrators can upload logo images by navigating to *Profile Settings > My Organization*.
- **Recorders** – lists affiliated recorders that have been registered to the EU Organization.
- **Alert** – Lists site (recorder/camera) alerts from within an Organization.
- **Reports** – View and manage system and health reports for sites.
- **Users** – Manage myDW user profiles.
- **Subscription** – Manage myDW Subscription and activate license keys.

NOTE: Depending on the myDW user's permission settings, trial status, or billing account status, some features may be hidden or disabled.



Section 4.1 – Recorders Menu

The Recorders menu displays all registered recorders for a given End User Organization in a list. Through this feature you can group recorders into Recorder Groups for easier management.

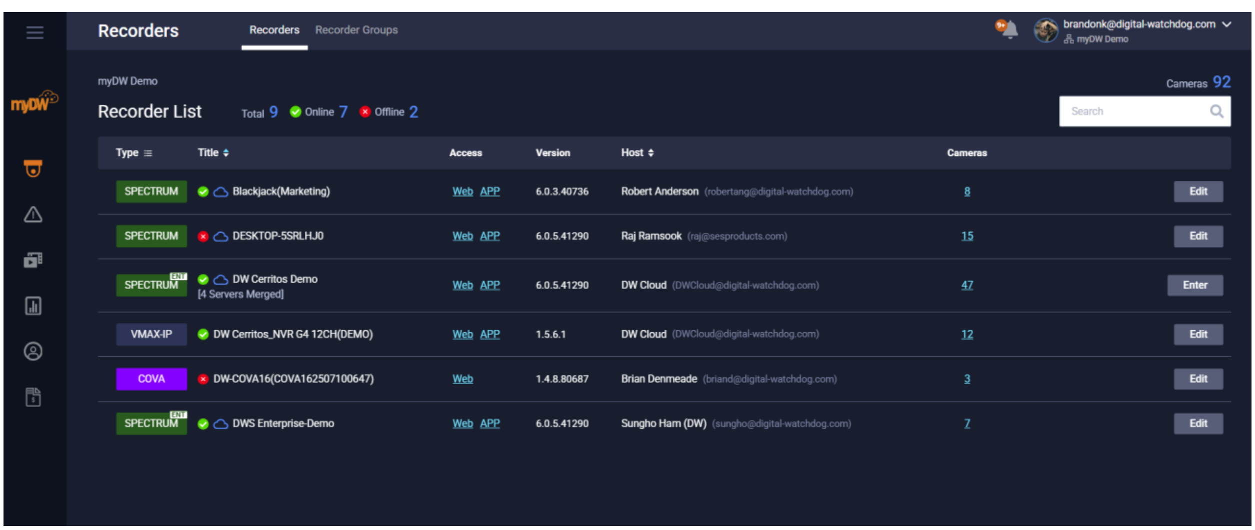
Recorders List Tab

With the Recorders List view, we can display the list of recorders within the Organization through the myDW application.

- **Recorder Inventory** – At the top of the list, the total number of Online and Offline recorders will be displayed. This is in reference to how many total recorders are within the Organization and their respective operating status.
- **Type** – Shows type of recorder (e.g., Spectrum, Spectrum Enterprise, VMAX IP G4, COVA).
- **Title** – Lists the registered name of the recorder or DW Spectrum Site.
- **Web/App links** – Allows you to setup and view the recorder and its cameras/components from either the web or respective client application.

NOTE: If you are viewing myDW using a mobile browser, clicking the "App" link will launch the DW Spectrum Mobile or DW Mobile Plus app, depending on the recorder.

- **Host** – Indicates the owner's name and email.
- **Cameras** – Shows the total number of cameras per recorder. Click on the camera link to display detailed information on the camera inventory list: firmware version, manufacturer, model, mac address, and resolution.
- **Edit** – Click to view and edit recorder details.



Editing Recorder Registration

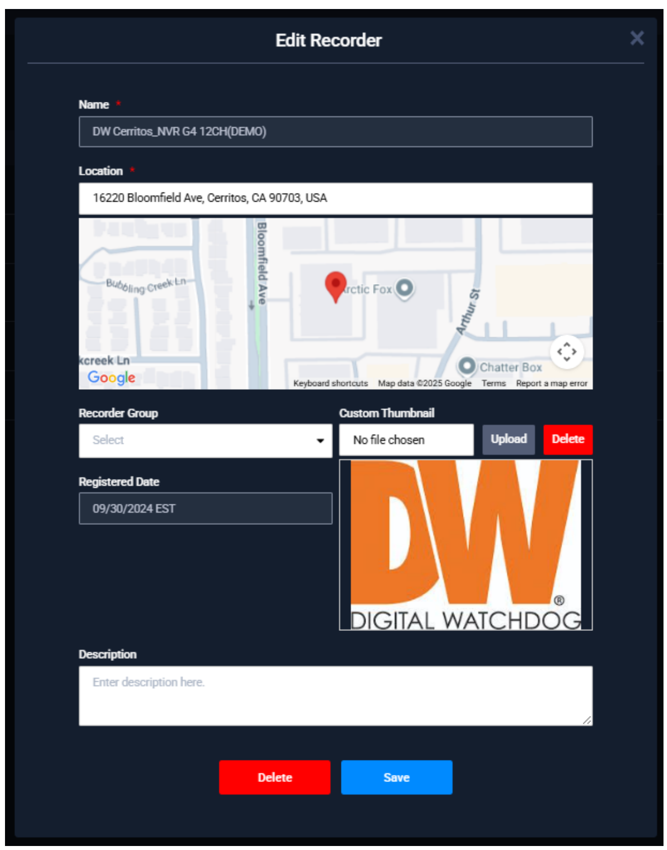
Click the "Edit" button in a listed recorder's row to prompt a pop-up window and edit recorder details and registration information.

This information includes:

- **Name** – Name of the recorder. This field cannot be modified.
- **Location** – Address where the recorder is located. This field can be modified.
- **Recorder Group** – Select a recorder group to add to the recorder group.
- **Custom Thumbnail** – Click the "Upload" to upload a thumbnail for the recorder group. Once selected, click "Open" to upload the thumbnail.
- **Registered Date** – The date when the recorder was registered and installed. This field cannot be modified.
- **Description** – Enter any other information and/or description of the recorder.

When you are finished modifying the information of the recorder click on the "Save" button to save the changes made. Afterwards, myDW will notify you if the changes have been updated successfully.

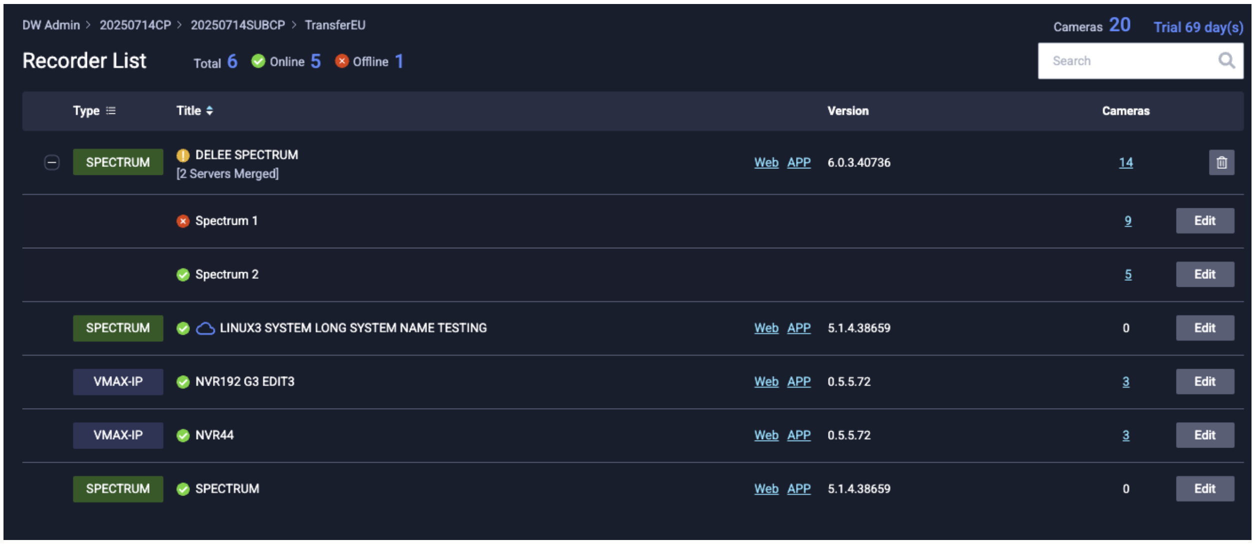
The "Delete" button allows users to remove the recorder from the Organization.



Editing DW Spectrum Site Registration

For Spectrum merged servers, a "+" button may be displayed instead of "Edit".

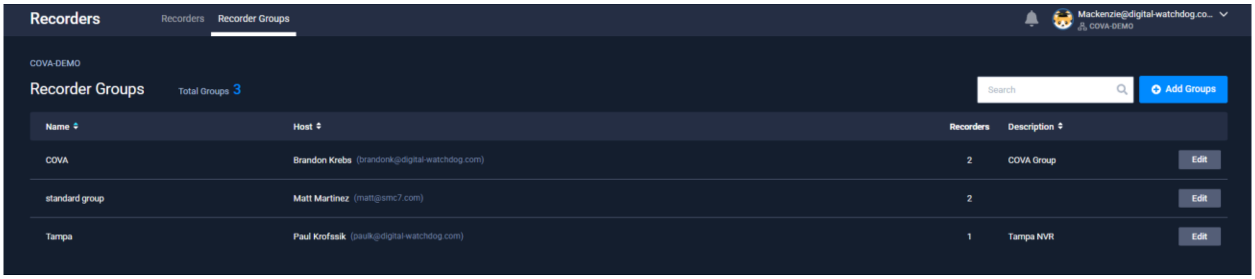
Click the "+" button to view the recorders individually. Merged servers cannot be deleted as a group; they must be deleted individually. The Delete button is located to the right of the system with the trash bin icon.



Recorder Groups Tab

In the Recorder Groups tab, you can create different groups to organize recorders based on specific needs.

To create a Recorder Group, click on the "+Add Groups" button.

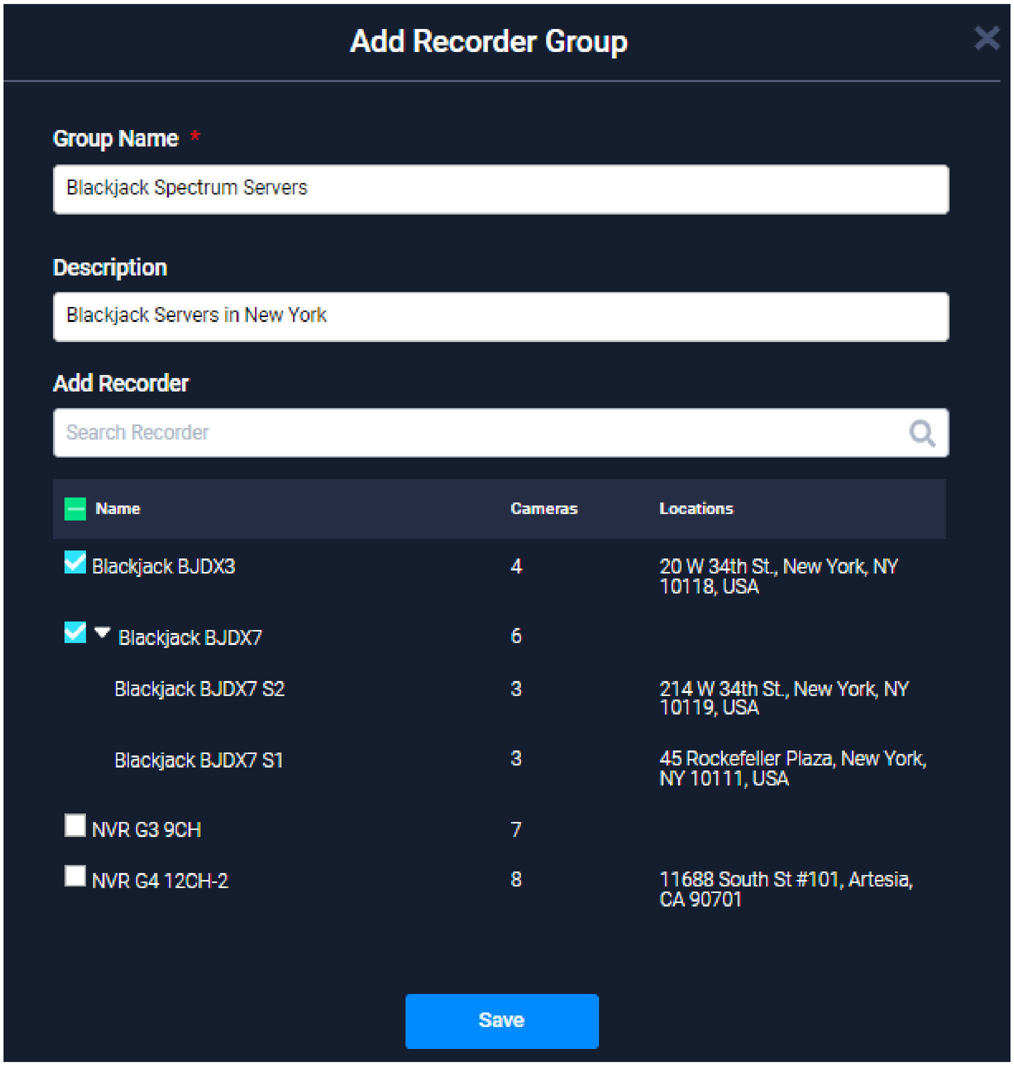


Adding a Recorder Group

When adding a Recorder Group, a pop-up window will appear. In this window, complete the following :

- **Group Name** – Enter a group name for the recorder group. This field is required.
- **Description** – Enter a description for the group.
- **Add Recorder** – To add a recorder, you can either search for a recorder in the search bar or select from the list below. To select a recorder, you can check off the checkmark box next to its name to add it to the Recorder Group.
- **Save** – Once finished creating/modifying the Recorder Group, click on the "Save" button to save the recorder group.

NOTE: Merged DW Spectrum Servers cannot be split and must be added to recorder groups together.

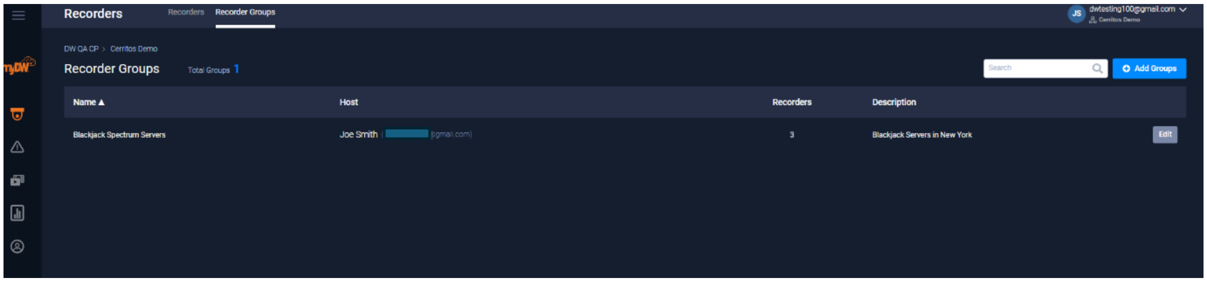


Editing a Recorder Group

To edit any existing Recorder Groups, you can either click on the Recorder Group in the list or select the "Edit" button. Once selected, a pop-up window will appear allowing you to edit the Recording Group including:

- Editing the Group Name
- Editing the Description
- Adding/Removing Recorders from the group

Once you are finished with modifying the Recorder Group, you can select the "Save" button on the window to save any modifications. myDW will notify you when the Recorder Group has been updated successfully.



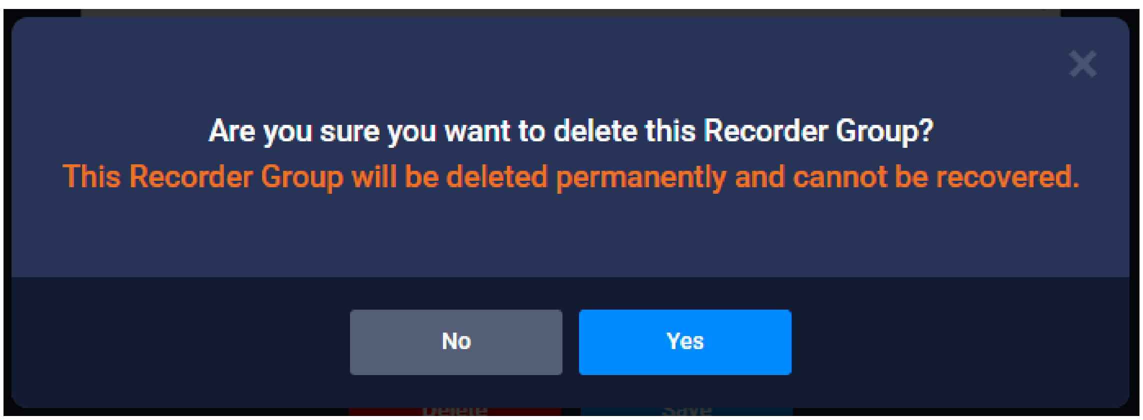
Deleting a Recorder Group

If you would like to delete a Recorder Group, click the "Delete" button in the Edit Recorder Group window. A confirmation window will display.

To confirm, click the "Yes" button.

myDW will notify you when the Recorder Group settings have been updated successfully.

IMPORTANT: Once deleted, the Recorder Group cannot be recovered.



Section 4.2 – Alert Menu

With the Alert feature, myDW can display all alerts associated with your Organization. With this feature, not only do you have every alert available in one place, but you can also see the alert history of every recorder.

Alerts Tab

In the Alerts tab, you can get a list view of all the alerts associated with this Organization.

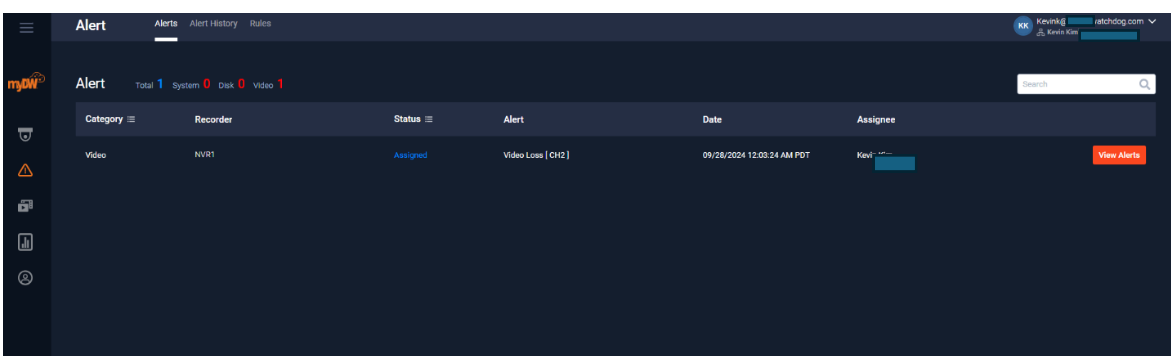
At the top of the page, you can see the total number of alerts as well as the different categories of alerts and the number of occurrences for each.

You can use the search bar located at the top right of the "Alerts" tab to search for specific alerts using key words.

The Alerts list is divided into the following columns:

- **Category** – Shows the type of alert.
  - System – system related alerts such as power loss, reboot, etc.
  - Disk – storage related alerts such as full storage, bad sectors, etc.
  - Video – video stream related alerts such as video loss.
- **Recorder** – Name of the recorder.
- **Status** – Shows the alert status of the recorder. You can see if they are active or have been assigned or closed.
- **Alert** – Shows the name of the Alert as well as camera channel.
- **Date** – Shows the date of when the alert was made.
- **Assignee** – Shows who has been assigned the alert.

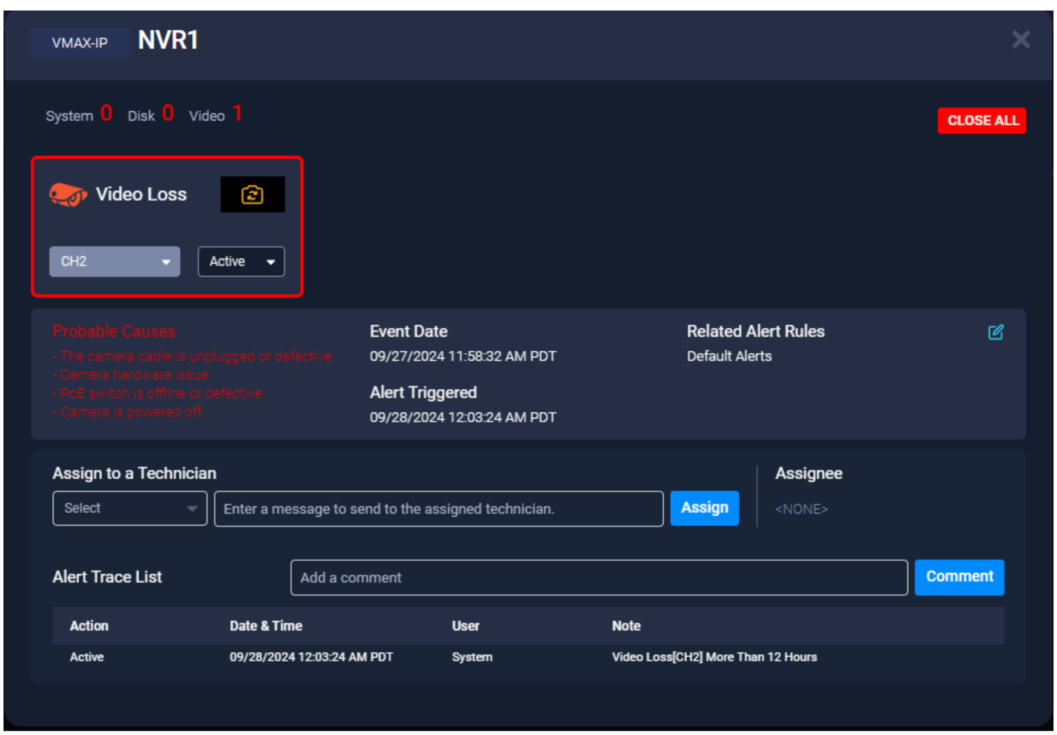
  View Alert – Click to view more detailed information about an alert.



View Alerts Feature

When using the "View Alert" feature, myDW provides various pieces of information about alerts, including:

- **Alert Type** – In the red box, you will be given the type of the alert, the related camera channel, and the option to close the alert once resolved.
- **Probable Causes** – lists the most likely cause of the alert.
- **Event Date** – The date and time that the event occurred.
- **Alert Triggered** – The date and time the alert triggered based on the alert rule.
- **Related Alert Rules** – Displays all rules that meet the condition for the alert.
- **Assign to a Technician** – Assign the alert to a specific user. Click the "Select" drop-down button to choose a user and enter a message to be sent with the alert. Once ready click the "Assign" button to email the assignment to the user.
- **Assignee** – Once assigned, the assigned user will be displayed in the assignee section, on the right. By clicking the email button next to their name, you can send a message to the assignee via email at any time.
- **Alert Trace List** – You can view the logs for this alert here.
- **Comment** – Can add any additional comments or notes for this alert and will be inputted into the Alert Trace List.

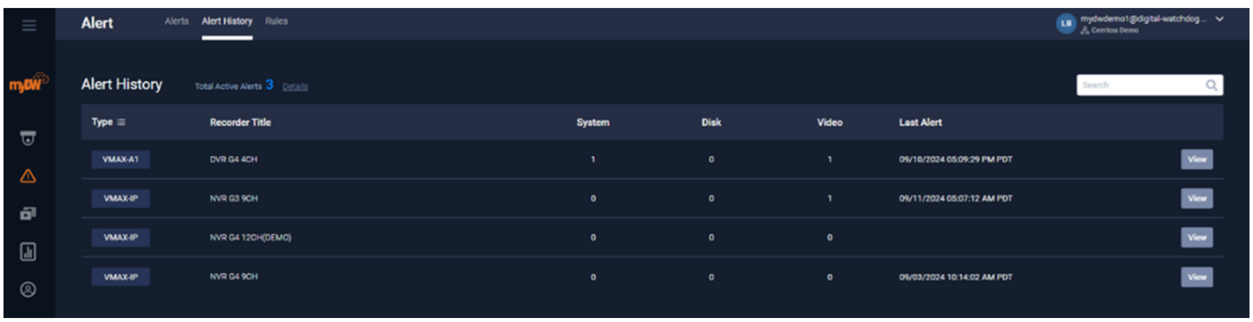


Alert History Tab

In the Alert History tab, you can view currently active alerts and the alert history for each device.

- **Type** – Shows the type of recorder (Spectrum, COVA, VMAX-IP, VMAX-A1).
- **Recorder Title** – Shows the title of the recorder.
- **System** – Shows the number of currently active system alerts.
- **Disk** – Shows the number of currently active disk alerts.
- **Video** – Shows the number of currently active video alerts.
- **Last Alert** – Shows the date and time of the last alert made.
- **View** – Shows an alert history that displays information on the alerts that occurred on that recorder.

The numbers displayed for each category represent only the count of active alerts.

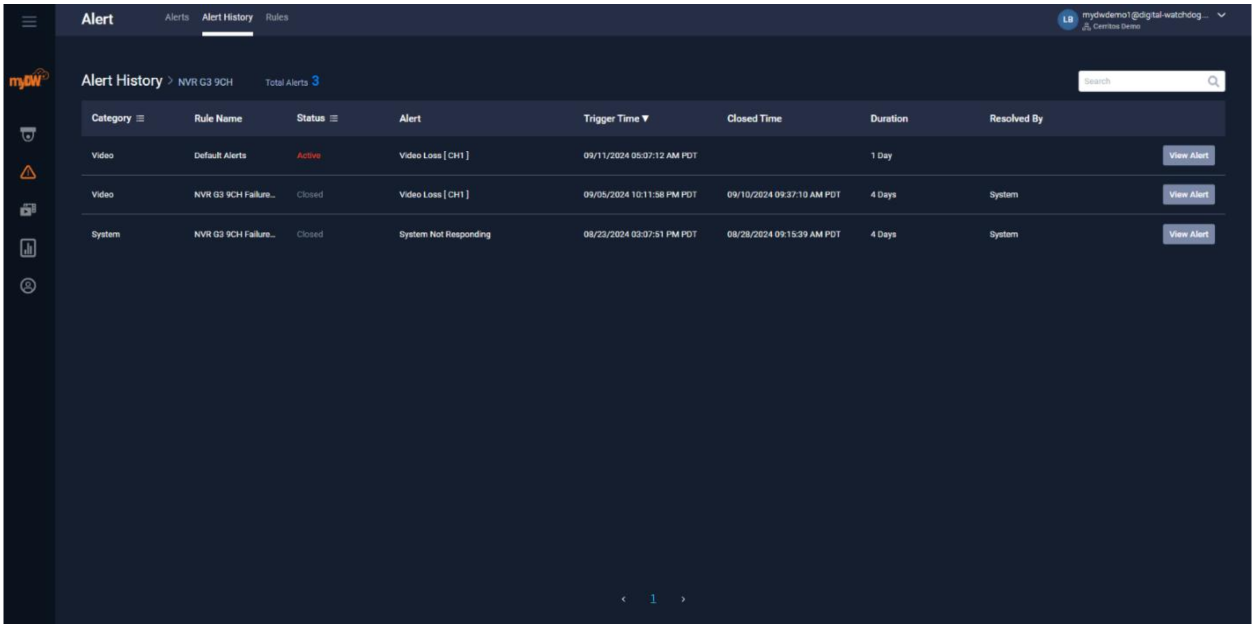


While viewing an individual recorder's alert history, you will see an alert list for the recorder.

The Alert History is organized into the following columns:

- **Category** – lists the type of alert.
    - System – system related alerts such as power loss, reboot, etc.
    - Disk – storage related alerts such as full storage, bad sectors, etc.
    - Video – video stream related alerts such as video loss.
- **Rule name** – Shows the name of the rule that triggered the alert.
- **Status** – Shows the alert status of the recorder. You can see if they are active or have been assigned or closed.
- **Alert** – Shows the name of the Alert.
- **Trigger Time** – Shows the time of when the alert was triggered
- **Closed Time** – Shows the time of when the alert was closed.

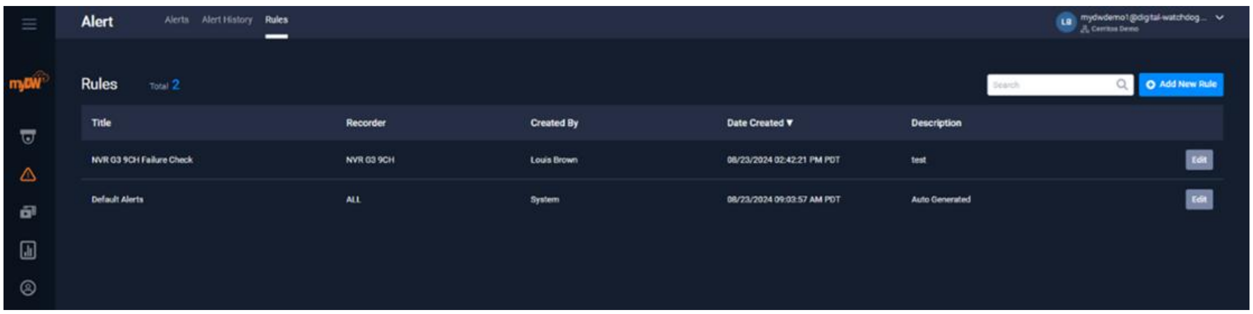
- **Duration** – Shows how long the alert has been active.
- **Resolved By** – Shows the name of the person who resolved the alert
- **View Alert** – Click able to view more detailed information about alert.



Rules Tab

In the "Rules" tab, you can add and modify alert rules that can be used to alert you for various specific circumstances. On the main page of the rules tab there are multiple columns that allow you to see key details of the rules made. This includes:

- **Title** – Shows the title of the rule.
- **Recorder** – Shows the recorders that have the rule applied to.
- **Created By** – Shows the name of who created the rule.
- **Date Created** – Shows the date and time the rule was created.
- **Description** – Shows a brief description of what the rule does.
- **Edit** – Click to view rules details and edit any rule.



Adding a New Rule

To add an Alert Rule, start by clicking the "Add New Rule" button in the upper right corner of the Rules tab. You will then be prompted with a new pop-up window called "Add New Rule". This window will have four sections:

- Recorders – Select the registered recorders that will be associated with the rule.
- Rule – Set the conditions for the alert rule.
- Recipients – Select the user(s) who will receive the notification(s).

  Preferences – Enter a name and/or description for the rule.

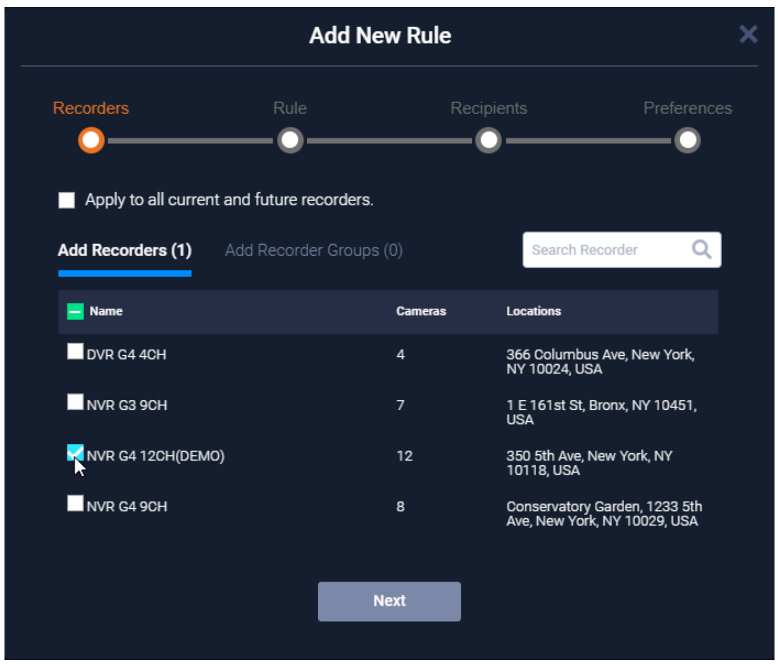
New Rule – Recorders Section

In the "Recorder" section of the rule setup, you can select Recorder(s) to which the rule will be applied to. You can find individual Recorders by using the Add Recorders list in the pop-up window.

To search for a specific Recorder, you can either scroll through the list, or you can use the search bar provided to look for the name of the Recorder. You can also add Recorder Groups by selecting the Add Recorder Groups tab in the pop-up window.

To select an option, check off the checkmark box on the left of the Recorder's name.

If you choose "Apply to all current and future recorders". The rule will be applied to all existing recorders as well as any recorders that are added to the Organization in the future.

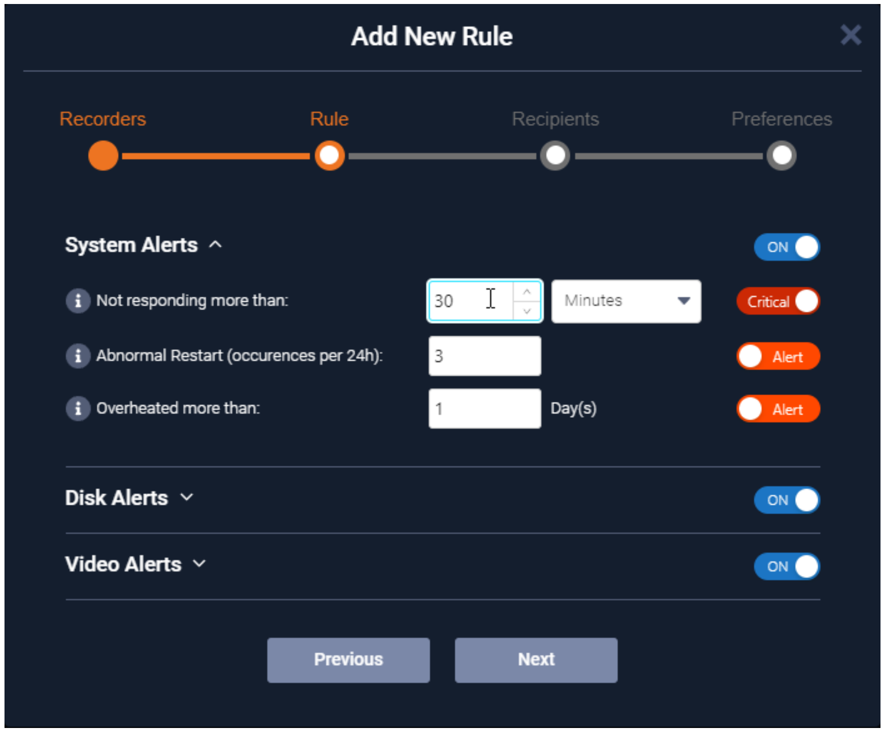


New Rule – Rule Section

In the "Rule" section, you can set the conditions for each alert and whether it should be classified as "Alert" or "Critical" when a specific alert occurs. To view more information on what each alert means you can hover over the information icon (ℹ). You also have the option to toggle alerts ON/OFF to focus or expand your rule. The types of alerts that myDW provide are:

- **System Alerts**
  - **Not Responding more than** – Triggered when the recorder remains offline for the specified period.
  - **Abnormal Restart (occurrences per 24h)** – Triggered when a device reboots abnormally the specified number of times within a 24-hour period.
  - **Overheated more than** – for VMAX only; Triggered when the system temperature exceeds 158° F (70° C).
- **Disk Alerts**
  - **Hardware failure** – VMAX only; Disk error or HDD smart error detected.
  - **Overheated more than** – VMAX only; Triggered when disk temperature exceeds 158° F (70° C).
  - **BAD Sector Over** – VMAX only; Triggered when a percentage of bad sectors exceeds a specific value.
  - **Storage status checked more than** – (Spectrum only) Triggered when one or more storage devices are being scanned by the media server for longer than the specified time.
  - **Reindexing is taking more than** – (Spectrum only) Triggered when the recorder is reindexing one or more storage devices for longer than the specified time.
  - **Storage space near full** – (Spectrum only) Triggered when free disk space falls below 20 GB and remains below this level longer than the specified time.
  - **Reserved space not clearing for over** – (Spectrum only) Triggered when the reserved space on the disk exceeds 110% of the free space and this condition persists for the specified time.

- **Video Alerts**
    - **Lost connection to camera for more than** – Triggered when the video loss or offline condition of the camera connected to the recorder lasts for the specified time.
    - **Recording Failed** – Triggered if the recording software is suspected of malfunctioning.



New Rule – Recipients Section

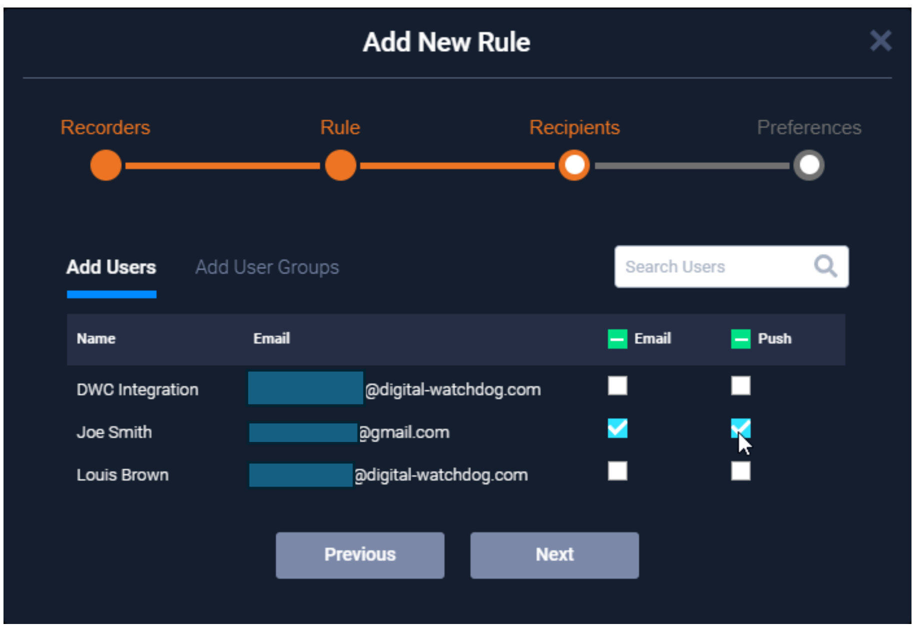
In the "Recipients" section, you can select user(s) who will receive an email or push notification when a rule is triggered.

To add a specific user, you can use the "Add Users" tab and find specific users to add by either looking through the list provided or searching with the search bar provided. For every user you have the option to either send an email or send a push notification or you can do both.

Use the checkboxes to select which users will receive the notifications. You can also add user groups by using the "Add User Groups" tab.

- **Email** – Checking this box will select users who will receive notifications via email.

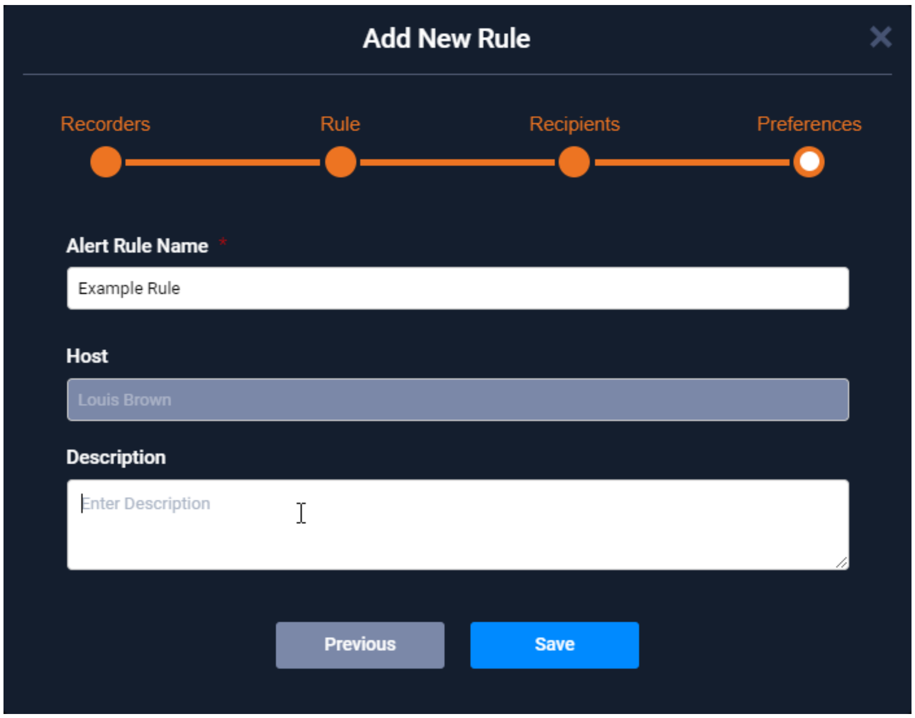
  Push – Checking this box will select users who will receive notifications via mobile app.



New Rule – Preferences Section

In the "Preferences" section, you can enter an Alert Rule Name and a description of the rule. Once you are finished, you can click the "Save" button to save the Rule.

- **Alert Rule Name** – (Mandatory) Enter a custom title for the rule.
- **Host** – This field will be automatically filled with the name of the user who created the rule.
- **Description** – (Optional) Enter a brief description of the rule.



Section 4.3 – Reports

With the Reports feature, myDW can use data supplied by your Organization to create reports that give you valuable information you can use to see trends, optimize operations, and enhance overall performance. This can help in identifying key points in your Organization to improve efficiency across your Organization.

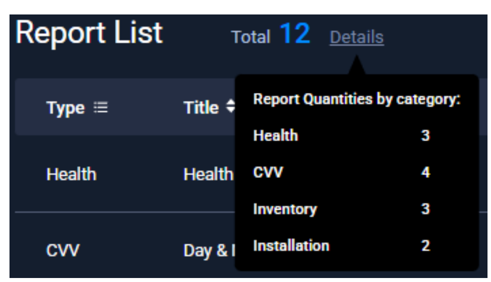
Reports List

When arriving at the Reports page, you will see a Report List that will hold your reports for your Organization. At the top there is a Total showing the total count of reports. Right next to that there is "Details" which displays the report quantities by category by hovering your cursor over "Details". The list has columns to help highlight key points of the reports you may need. This includes:

- **Type** – Shows the type of report.
- **Title** – Shows the title of the report.
- **Recorder** – Shows which recorders are being used for the report.
- **Created By** – Shows the user who created the report.
- **Date Created** – Shows the date and time the report was created.
- **Edit** – Can edit the basic information about the report.
- **View** – Use to view more information about the report.

Report options available for End User (EU) Organizations include:

- **Health** – Default report titled "Health Report". Provides a usage summary of recorders, displaying health information and statistics.
- **CVV (Camera View Verification)** – Default report titled "Day and Night Report". Use CVV (Camera View Verification) to notify you of any scenery changes. Displays comparable images from the day and at night scenery.
- **Inventory Report** – Default report titled "Inventory Report". Displays a list of recorders and cameras.
- **Installation Report** – Provides installation confirmation with recorder and camera information.



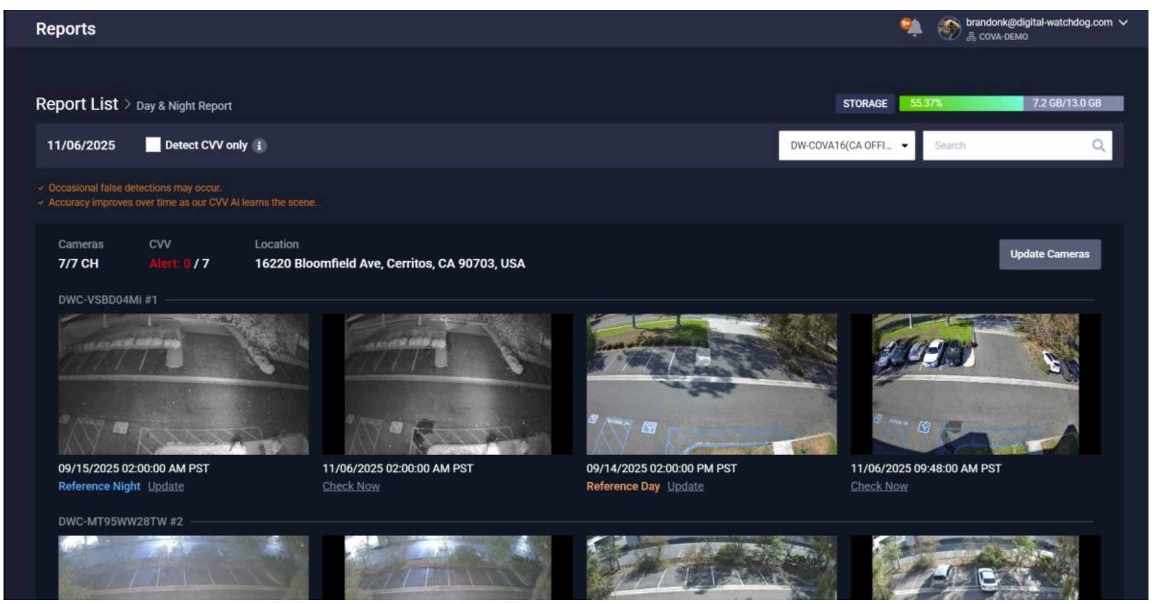
Auto generated Report: Day and Night Report

The "Day and Night Report" is one of the three default reports generated by the system for every End User (EU) Organization. This report shows you a side-by-side comparison of a camera's view during daytime and nighttime conditions. When selecting the report from the report list, it will show a detailed report showcasing storage and storage status.

- **Date** – Shows the date of the report being shown.
- **Detect CVV only** – Displays any camera images that fit the CVV criteria. CVV uses Artificial Intelligence (AI) to monitor the quality of the image. It will notify you of any image deterioration such as any changes in scenery.
- **Recorder** – use the drop-down to select the recorder for the report.
- **Search** – Can be used to search for specific cameras by filtering by name.

Reports can contain the following information:

- **Cameras** – lists total number of channels for report.
- **CVV Alerts** – lists total number of CVV alerts.
- **Location** – lists the site location of the recorder.
- **Update Cameras** – use this button to push camera firmware updates.
- Camera thumbnails – provides thumbnail previews and day/night reference images.



Auto Generated Report: Inventory Report

The "Inventory Report" is one of the three default reports generated by the system for every End User (EU) Organization. This report shows you a full inventory of all recorders and devices connected to your Organization. When selecting the report from the report list, it will bring up an inventory of all the recorders and devices connected to your Organization.

There are two tabs for the inventory report: Recorders and Cameras. Using the search bar located at the top right of the page allows you to search for a specific Recorder or Camera at the same time by typing in the name or keywords.

You can export the inventory report using the "Export" button located at the top right of the report. This will export an Excel file that will contain the contents of your report. You can also send an email of the report by clicking on the "Send Email" button located on the top right of the report. When clicked, a popup window will appear where you can select a user to send to or type an email address to send to as well.

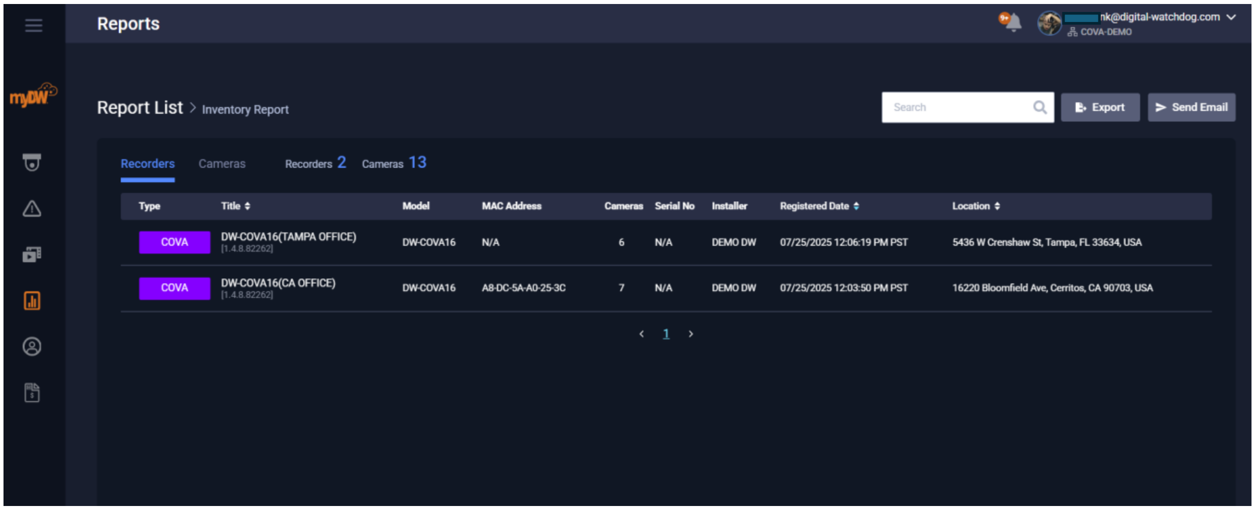
You can change the title and include a message to the recipient. Once ready to send, click the "Send" button at the bottom of the window to send the email. Afterwards, myDW will notify you if the email has been sent successfully.

Below is the inventory of the Organization, split into two tabs: Recorders and Cameras.

Recorders Tab

In the "Recorders" tab, a list of recorders belonging to the Organization will be displayed including:

- **Type** – Shows the Recorder Type (Spectrum/VMAX/COVA)
- **Title** – Shows the name of the recorder. You can click the column head to sort by title either descending or ascending.
- **MAC Address** – Shows the MAC Address that uniquely identifies the recorder.
- **Cameras** – Shows the number of cameras attached to the recorder.
- **Serial No** – Displays the recorder's Serial Number if available.
- **Installer** – Shows the name of the person who installed the recorder.
- **Registered Date** – Shows the date of when the recorder was registered to myDW. You can click the column head to sort by installation date either descending or ascending.
- **Location** – Shows the location of the recorder. You can click the column head to sort by location either descending or ascending.



Cameras Tab

In the Cameras tab, a list of cameras belonging to the Organization will be displayed including:

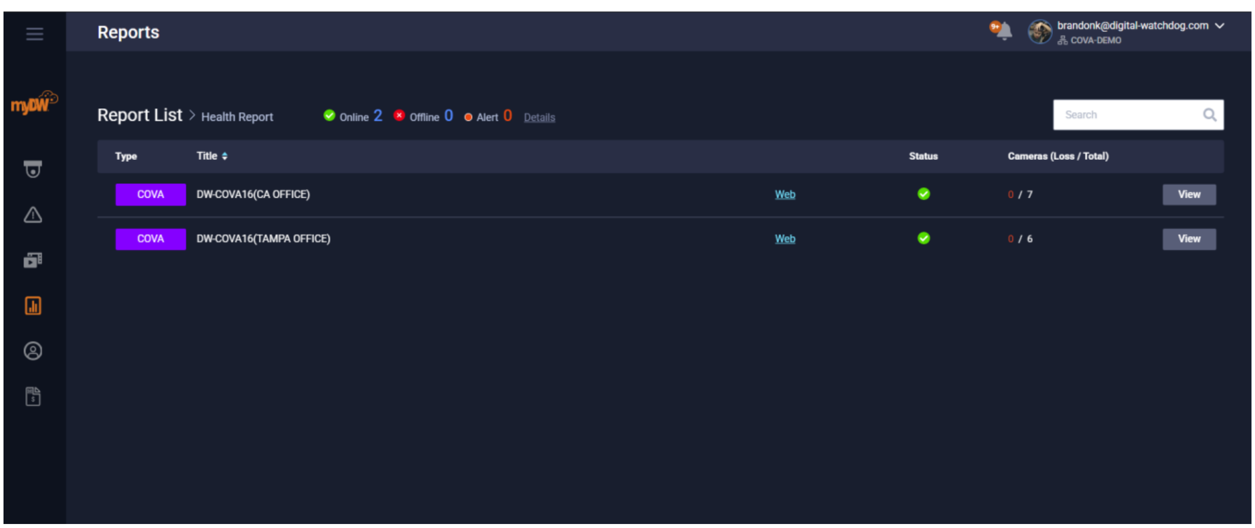
- **Recorder** – Shows the name of the recorder attached to the camera. You can click the top of the column to sort by recorder name either descending or ascending.
- **Camera** – Shows the name of the camera. You can click the column head to sort by camera name either descending or ascending.
- **Version** Shows the camera firmware version.
- **Manufacturer** – Shows the name of the camera manufacturer.
- **Model** – Shows the Model name of the camera.
- **MAC Address** – Shows the MAC Address of the camera that uniquely identifies it.
- **Storage** – Shows the amount of storage the recorder that it is attached to has.
- **Resolution** – Shows the maximum resolution of the camera.

Auto Generated Report: Health Report

The "Health Report" is one of the three default reports generated by the system for every End User (EU) Organization. This report presents an overview of the health of the Organization. When selecting the report from the report list, it will bring up a report on the health of the whole Organization. At the top of the report, you can see a "Healthy" counter counting the total healthy recorders in your Organization. There is also an "Alert" counter counting the total amount of alerts in your Organization. Next to it there is also "Details" that when you hover over it with your cursor, you can see the number of health problems by categories. At the top right of the report there is a search bar where you can filter through different recorders by using keywords to find specific recorders.

Below is a list of all the recorders that are a part of the Organization. There are various columns that help highlight key information pertaining to the recorders and their health. This includes:

- **Type** – Shows the Recorder type (Spectrum/VMAX/COVA)
- **Title** – Shows the name of the recorder. Underneath the name you can also see the firmware version as well. You can click the column head to sort by recorder name either descending or ascending.
- **Web/App Links** – Hyperlinks that once clicked will open the recorder webpage or App where you can view the system and cameras.
- **Status** – Shows the status of the recorder whether it is online or offline. Green indicates online, Red indicates offline.
- **Cameras (Loss / Total)** – Shows the status of cameras. The first number indicates any cameras with lost footage. The last number indicates the total number of cameras.
- **View** – Button that shows the Recorder health details.

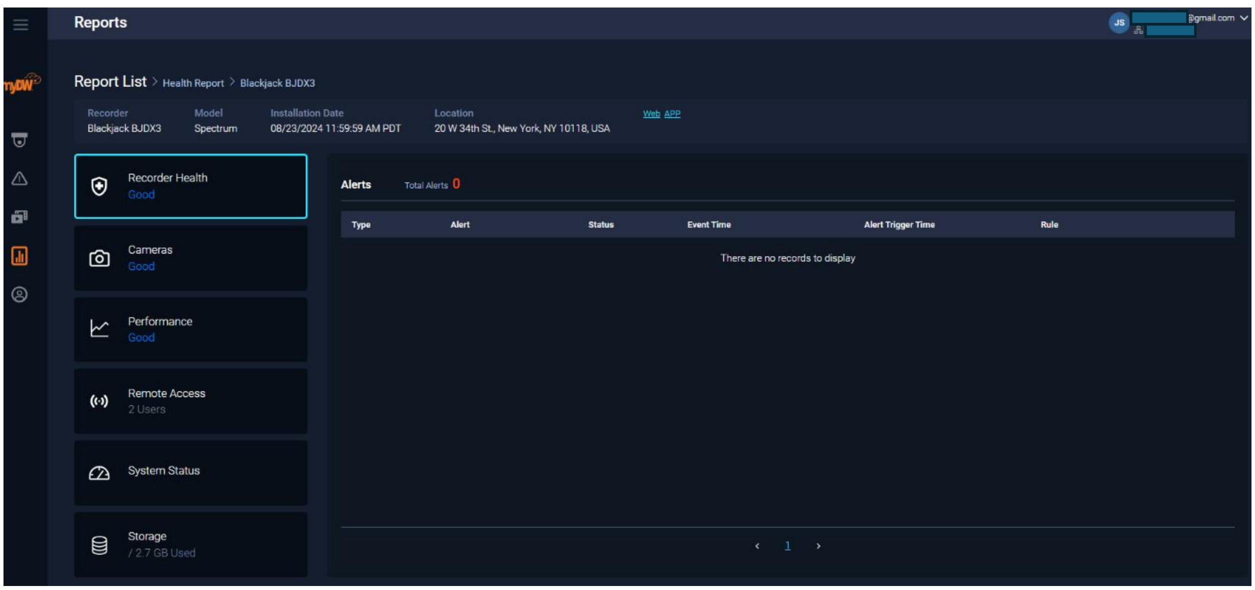


To view the Recorder Health details, you can either click on the recorder or click on the "View" button. Once clicked, you will be directed to a more detailed report of the selected recorder. At the top of the Recorder Health Details report you will see:

- **Recorder** – Shows the name of the recorder.
- **Model** – Shows the Model type of the recorder.
- **Installation Date** – Shows the date and time the recorder was added to myDW.
- **Location** – Shows the address of the recorder.
- **Web/App Links** – Hyperlinks that when clicked open the recorder Webpage or App where you can view the system and cameras.

Recorder Health Report

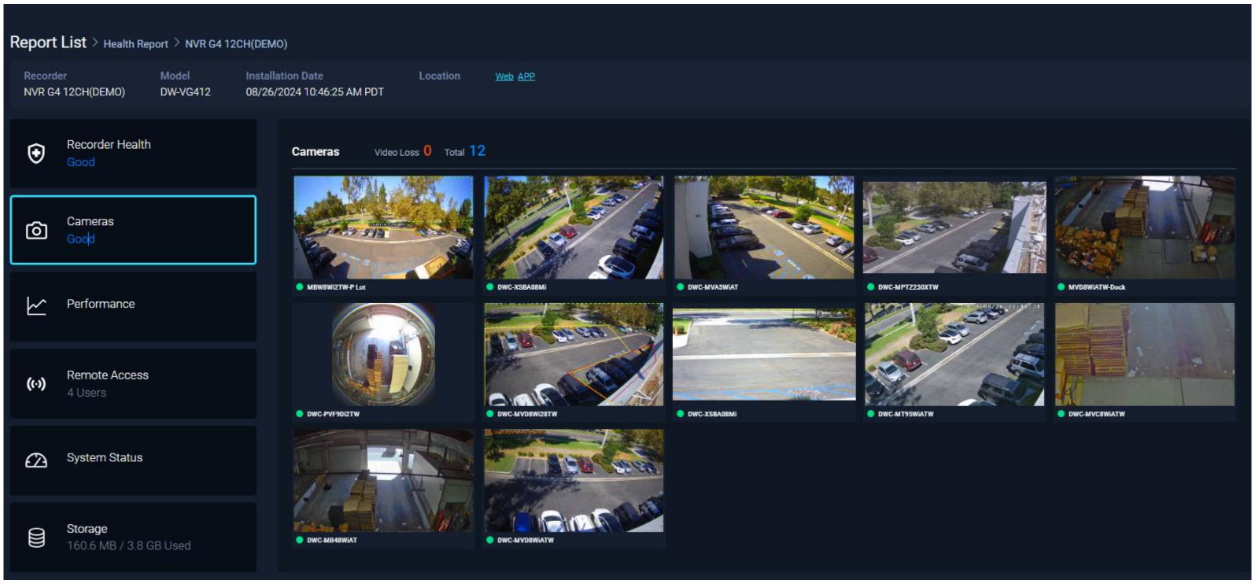
Displays any alerts associated with the recorder's health. Will also display in the left side box the condition of the recorder.



Cameras Report

Displays images for the cameras attached to the recorder.

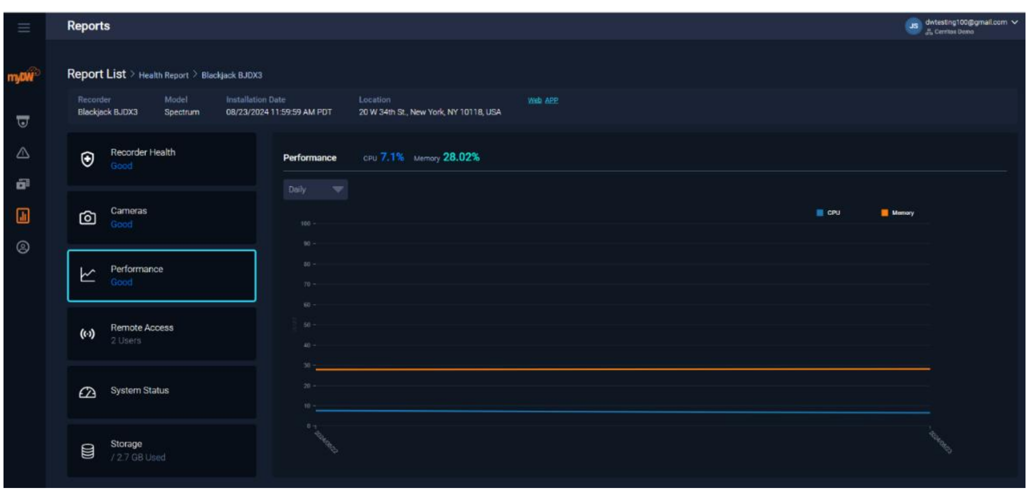
- **Video Loss** – counter that shows the number of cameras with Video Loss
- **Total** – counter that shows the total number of cameras attached to the recorder.



Performance Report

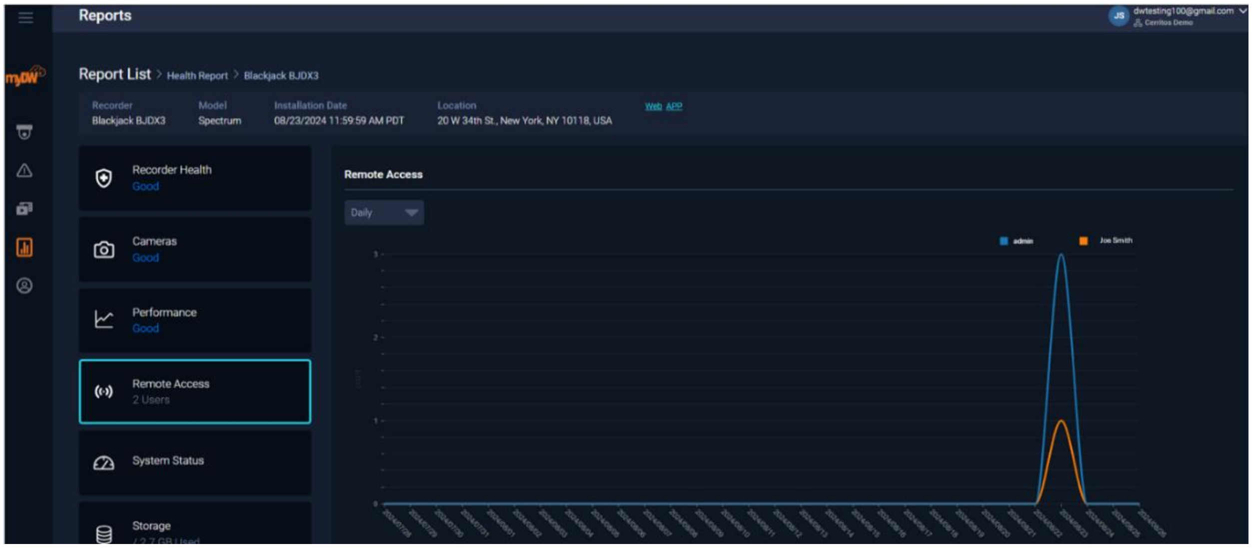
Displays a chart showing the performance of the recorder's CPU and Memory run time. You can see the exact percentage at the top of the section and can change the time metric by using the drop-down menu (Daily, Weekly, Monthly).

On the left side under the performance section, it will also display if the performance of the recorder is good.



Remote Access Report

Displays a graph that shows the count of remote users who have accessed the recorder over time. The time metric can be by selecting the drop-down menu above the graph.

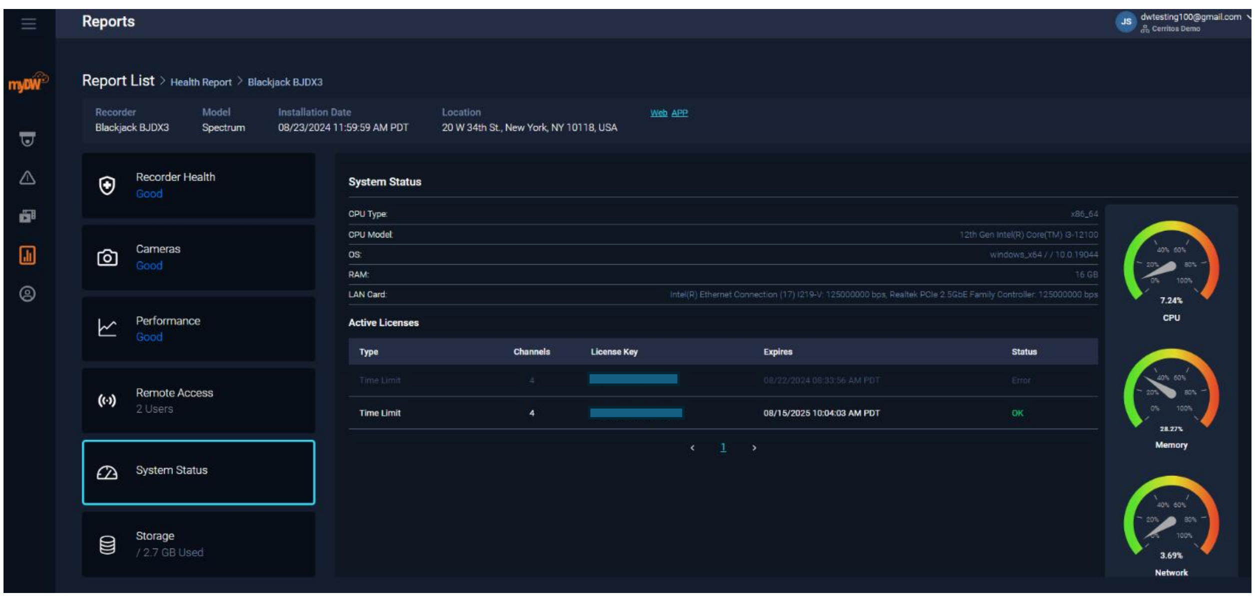


Spectrum System Status Report

For DW Spectrum Professional sites that have been added to the Organization, the System Status Report allows administrators to monitor the use of CPU, Memory, and Network by the system.

Within System Status, information about the system is displayed including:

- **CPU Type** – Shows the type of CPU.
- **CPU Model** – Shows the Model type of the CPU.
- **OS** – Shows the type of OS.
- **RAM** – Shows how much RAM is available.
- **LAN Card** – Shows the type of LAN Card.
- **Active Licenses or Active Services Usage** – for DW Spectrum Enterprise; Shows a list and the total number of active licenses that are being used:
    - Type – Shows the type of subscription license.
    - Channels – Shows how many channels are supported by the subscription.
    - License Key – Shows the unique key to activate the subscription license.
    - Expires – Shows the expiration date of subscription.
    - Status – Shows the status of the subscription.
    - Enterprise – Will display total and used license.

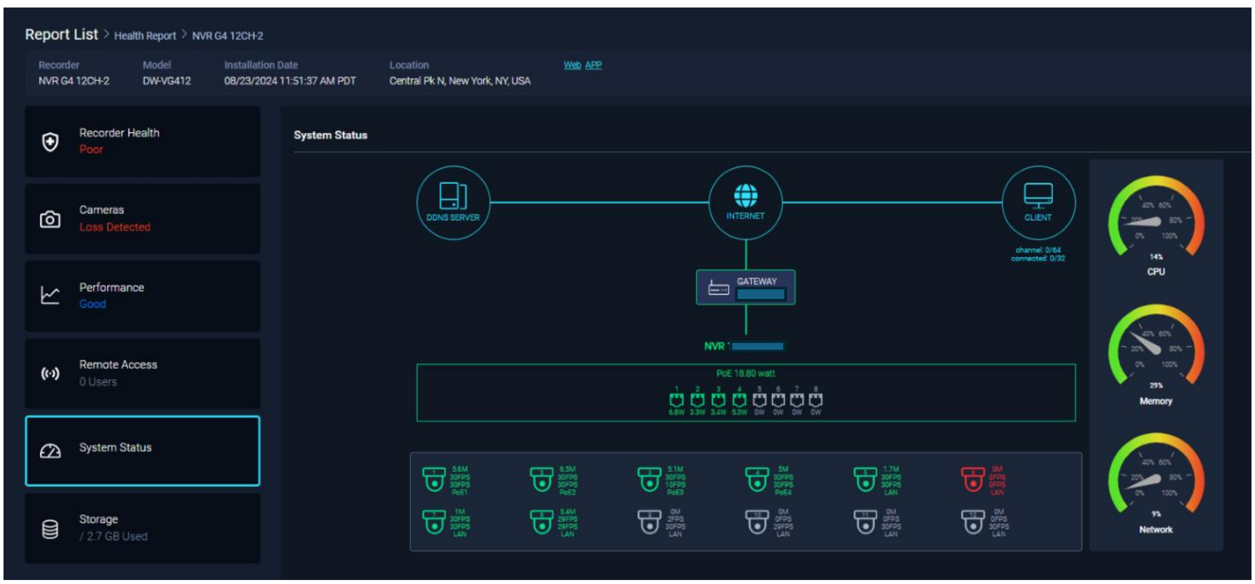


VMAX & COVA System Status Report

For VMAX & COVA recorders that have been added to the Organization, the System Status Report an overview of the system architecture.

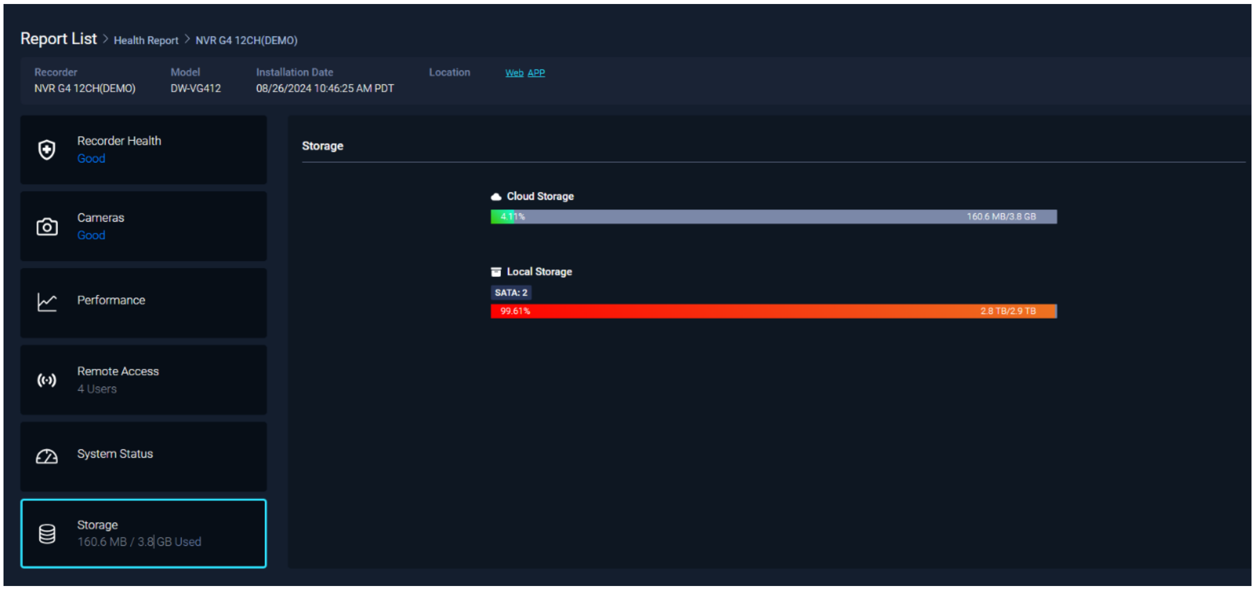
Some key points shown are:

- **Client** – represents the client computer connection status.
- **Internet** – represents the WAN (Internet) connection status.
- **Gateway Address** – represents the IP information of the recorder's Gateway device.
- **Recorder IP Address** – represents the recorder's network information.
- **PoE** – represents the Power-over-Ethernet switch status and occupied ports.
- **Cameras** – represents camera streaming and connection status with the recorder.



Storage Report

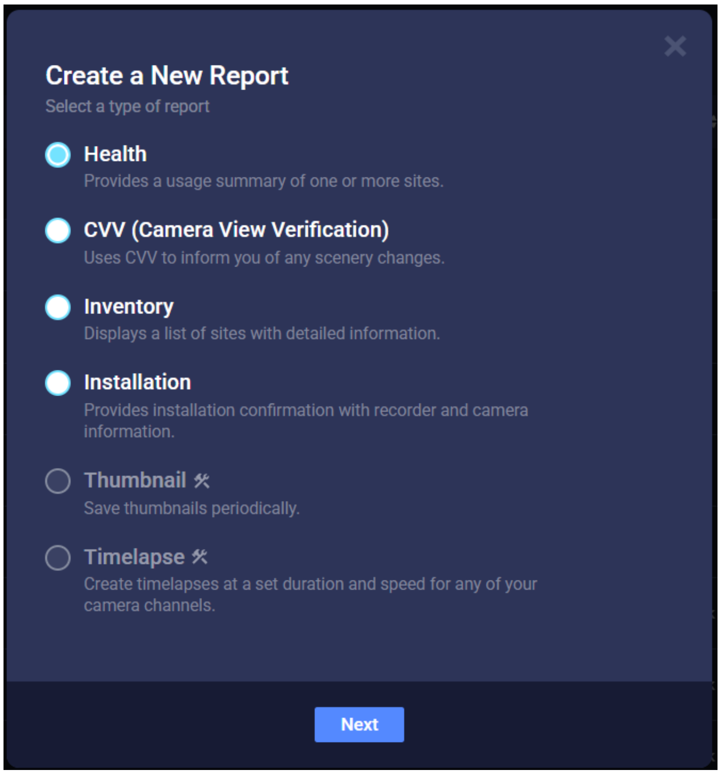
Displays the amount of myDW cloud storage available and Local Storage for the specific recorder. The indicator bar is used to display the used storage versus the total amount of storage.



Create a New Report

To add a report, on the Reports List page on the top right click on the "+ Add Report" button. A popup window will appear labeled "Create a New Report". You will need to select a type of report to create a new report. The options are as follows:

- **Health** – Provides a report containing a usage summary of one or more recorder sites.
- **CVV (Camera View Verification)** – Uses CVV to inform you of any scenery changes.
- **Inventory** – Displays a list of sites with detailed information.
- **Installation** – Provides installation confirmation with recorder and camera information.



Creating a Health Report

To create a Health Report, select the “Health” option then click the “Next” button.

The “Add Report” window will display, divided into three sections :

- Recorders
- Notification
- Preferences

Health Report – Recorders

In the “Recorders” section, determine which registered recorders to include in the Health Report.

Add Recorders Tab

Select recorders to add to the report.

- Name – Shows the name of the recorder.
- Cameras – Show the number of cameras attached to the recorder.
- Locations – Shows the address of the recorder.

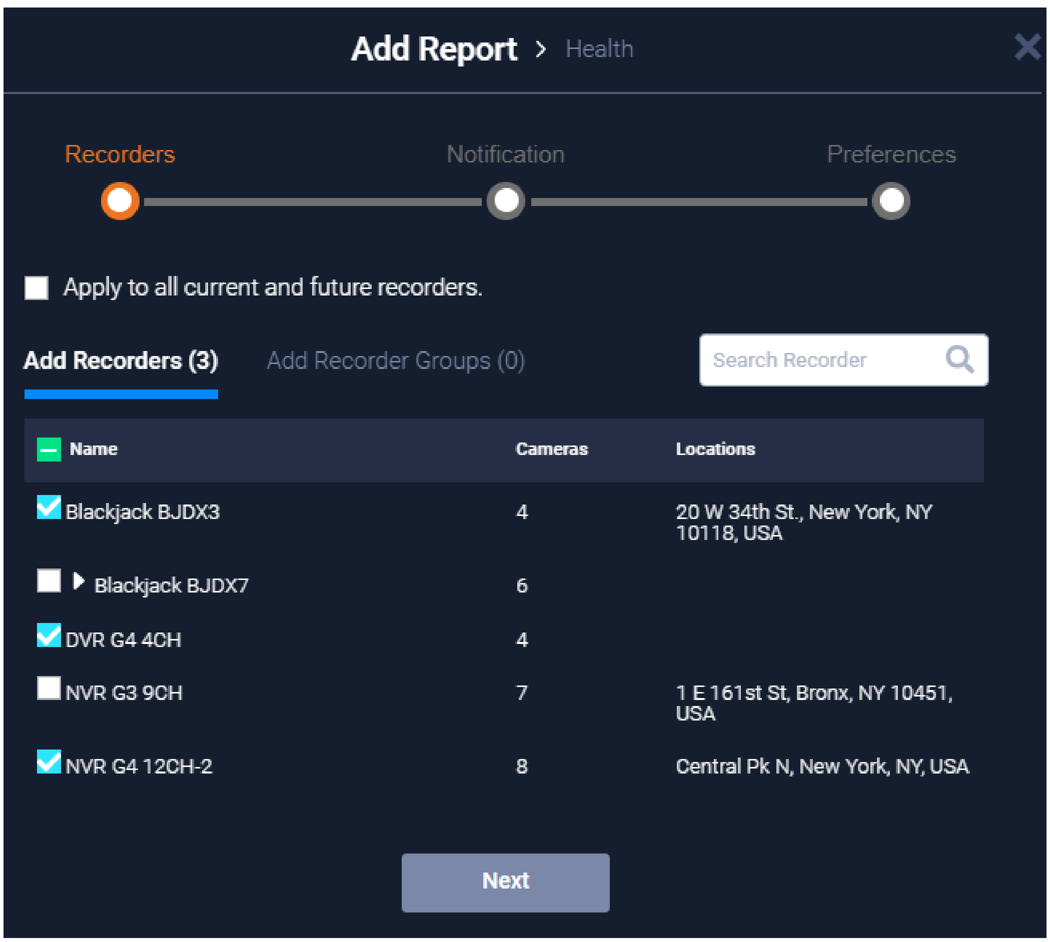
Add Recorder Groups Tab

Select any recorder groups to add to the report.

- Name – Shows the name of the recorder group.
- Recorders – Shows the number of recorders attached to the recorder group.
- Description – Shows a brief description of the recorder group.

Select the recorder using the checkmark box to add it to the report. To select all recorders, you can select the topmost checkmark box next to the "Name" column.

Enable "Apply to all current and future recorders to apply the rule to all existing recorders as well as any recorders that are added to the Organization in the future. Once you have selected the recorders for the report click on the "Next" button to proceed to the next section.

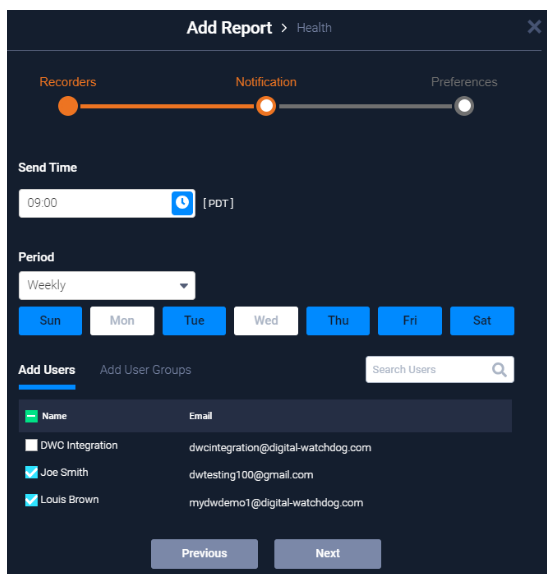


Health Report – Notification

In the "Notification" section you can set up what day and time the reports are generated and sent. The fields that need to be configured are:

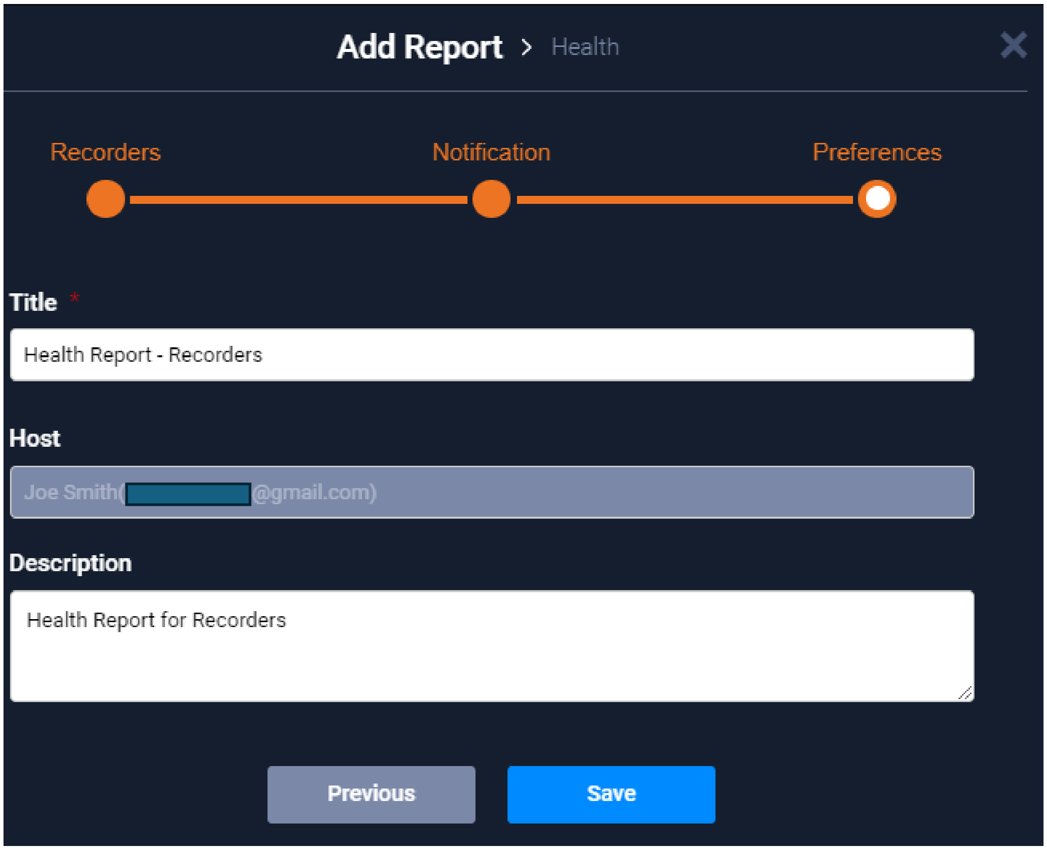
- **Send time** – Can set a specific time to generate and send reports. Time is set to PDT, Pacific Daylight Time, 24-hour clock system. and can be chosen from 30-minute intervals. To set time you can click the clock icon in the search bar. You then get a drop-down menu showing you the time intervals that can be set for your report. You can either scroll to find the specific time or write into the search bar to filter and find the specific time.
- **Period** – Able to change the notification period between Weekly and Monthly. You can also select different days of the week to send the report. To toggle ON/OFF a specific day, click on the day itself. If it is blue that means it is on. If it is white, then that means it is off. If you would like to make it daily you can choose Weekly and then toggle every day in the week on.
- **Add User/Add User Groups** – There are two tabs, "Add Users" and "Add User Groups". In the "Add Users" tab you can select from one-to-many users to send the report to.
    - Checkmark box: Use to select user recipients of the report.
    - Name: Shows the name of the user
    - Email: Shows the email address of the user
- **Add User Groups** – Select different user groups to send the reports to. Checkmark box: Use to select user groups to receive the report.
    - Name: Shows the name of the user group.
    - Description: Shows a brief description of the user group.

  To add a specific user/user group, check off the checkmark box corresponding to the user/user group.



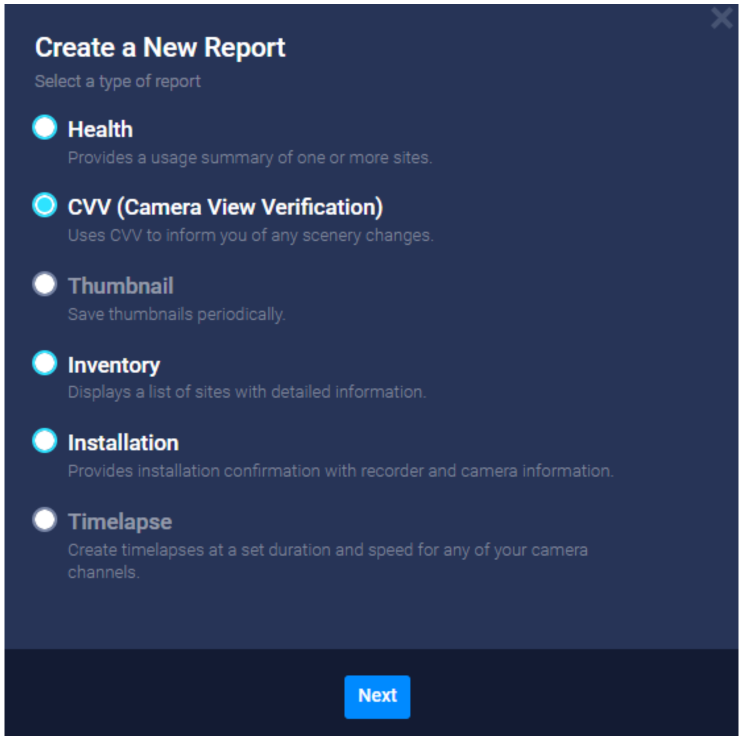
Health Report – Preferences

With the "Preferences" section, you can enter a title and a description for the report. The "Title" field is required. Once filled out, click on the "Save" button to add the report to the report list. It will now appear within the report list.



Creating a CVV (Camera View Verification) Report

To create a CVV report, select the "CVV (Camera View Verification)" option and click on the "Next" button to proceed.



CVV Report – Recorders

With the "Recorders" section you can add different recorders to the report. You can add recorders individually by either looking at the "Add Recorders" tab or you can also use the search bar to filter through the recorders to find a specific recorder.

Add Systems

In the "Add Systems" tab there are columns that highlight key details that pertain to the recorder. These are:

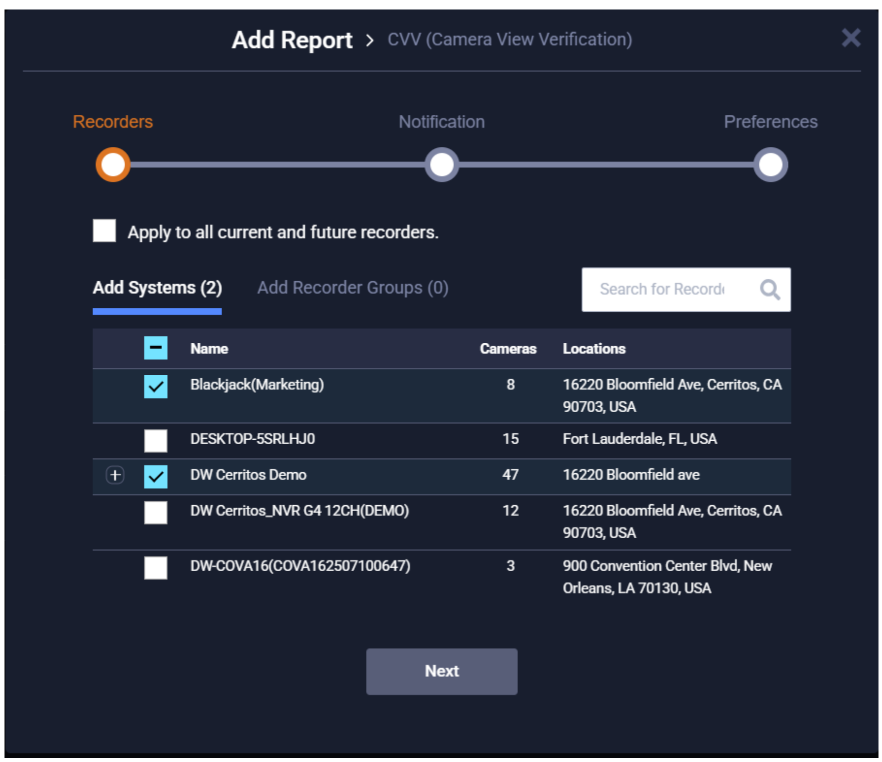
- Checkmark box - Can check off if you want to add recorder to report.
- Name - Shows the name of the recorder.
- Cameras - Show the number of cameras attached to the recorder.
- Locations - Shows the address of the recorder.

Add Recorder Groups

To add recorder groups to the report, you can select the "Add Recorder Groups" tab to select any recorder groups and add them to the report. In the "Add Recorder Groups" tab there are columns that highlight key details that pertain to the recorder group. These are:

- Checkmark box - Can check off if you want to add recorder to report.
- Name - Shows the name of the recorder group.
- Recorders - Shows the number of recorders attached to the recorder group.
- Description - Shows a brief description of the recorder group.

Once found, select the recorder by checking off the checkmark box next to the name of the recorder to add the recorder to the report. To select all recorders, you can select the topmost checkmark box next to the "Name" column. You can select the "Apply to all current and future recorders.", the rule will be applied to all existing recorders as well as any recorders that are added to the Organization in the future. Once you have selected the recorders for the report click on the "Next" button to proceed to the next section.



CVV Report – Notification

With the "Notification" section you can set up what day and time the reports are generated and sent. The fields that need to be configured are:

- **Send time** - Can set a specific time to generate and send reports. Time is set to the Organization time zone setting. and can be chosen from 30-minute intervals. To set time you can click the clock icon in the search bar. You then get a drop-down menu showing you the time intervals that can be set for your report. You can either scroll to find the specific time or write into the search bar to filter and find the specific time.
- **Period** - Set the notification period for how often the report is sent. You can also select different days of the week and the interval frequency of the report.
- **Add User** - Select from one-to-many users to send the report to. There are columns that highlight key details that pertain to the users.

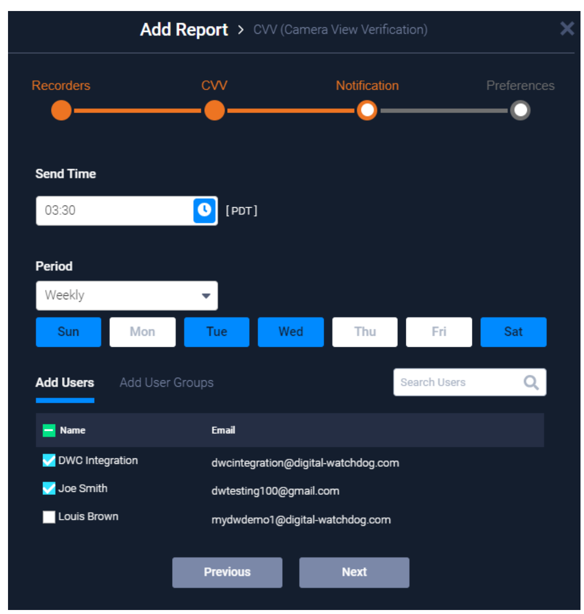
  This includes:

  - Checkmark box - Can check off if you want a user to receive the report.
  - Name - Shows the name of the user
  - Email - Shows the email address of the user
- **Add User Groups -** Select different user groups to send the reports to. There are columns that highlight key details that pertain to the user groups.

  This includes:

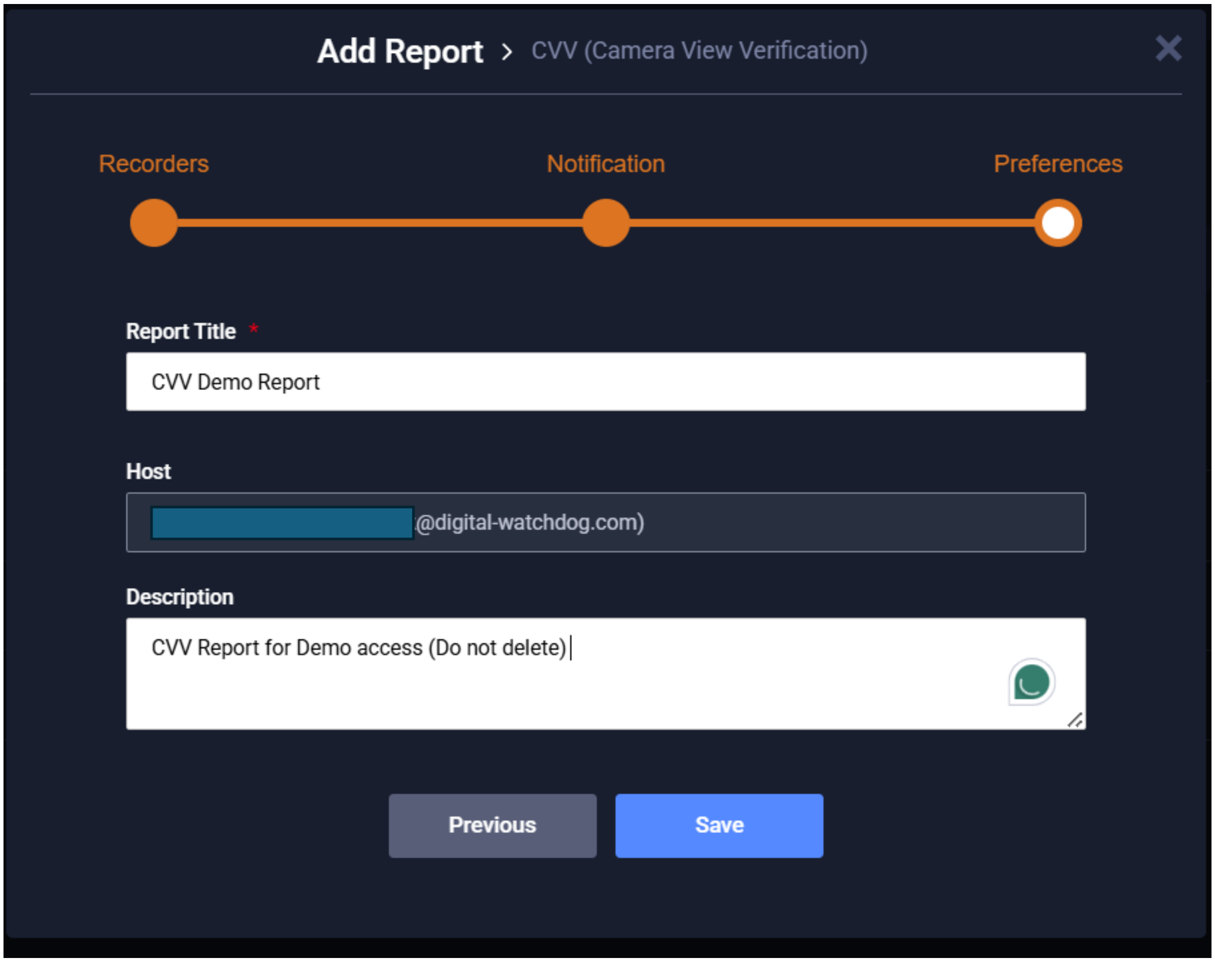
  - Checkmark box - Select user groups who will receive the report.
  - Name - Shows the name of the user group.
  - Description - Shows a brief description of the user group.

  To add a specific user/user group, check off the checkmark box corresponding to the user/user group.



CVV Report – Preferences

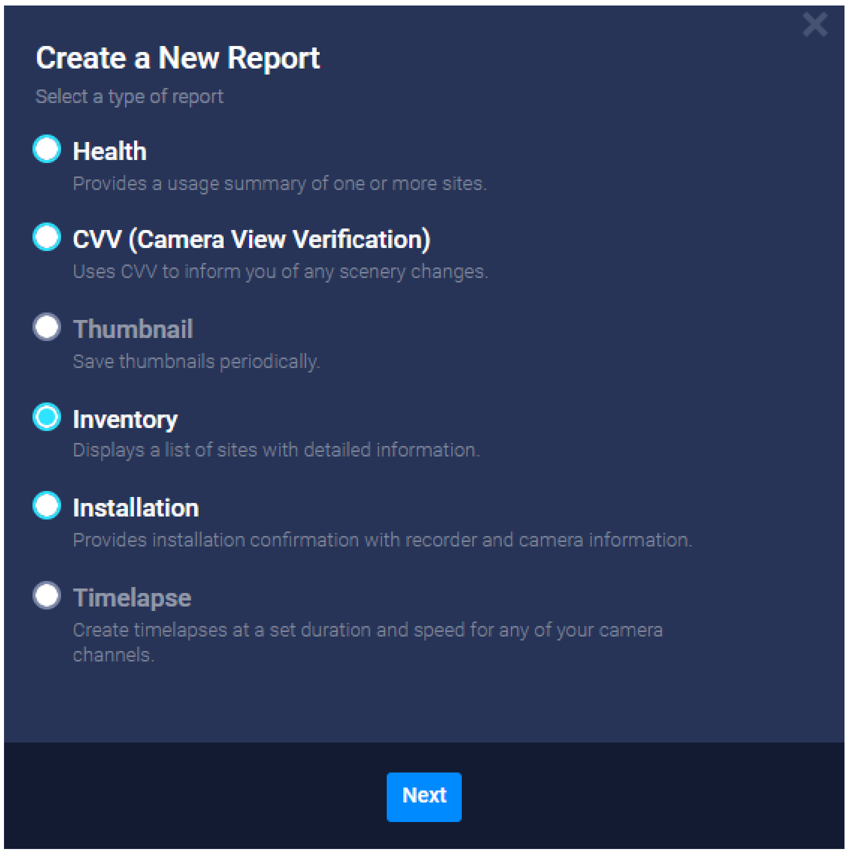
In the "Preferences" section, you can enter a title and a description for the report. The "Title" field is required. Once filled out, click on the "Save" button to add the report to the report list. It will now appear within the report list.



Creating an Inventory Report

To create an Inventory Report, select the "Inventory" option and click the "Next" button to proceed. The window will change, now titled "Add Report > Inventory". Here there are four sections to complete to set up the report:

- Recorders
- Notification
- Preferences



Inventory Report – Recorders

With the "Recorders" section you can add different recorders to the report. You can add recorders individually by either looking at the "Add Recorders" tab or you can also use the search bar to filter through the recorders to find a specific recorder. In the "Add Recorder" tab there are columns that highlight key details that pertain to the recorder. These are:

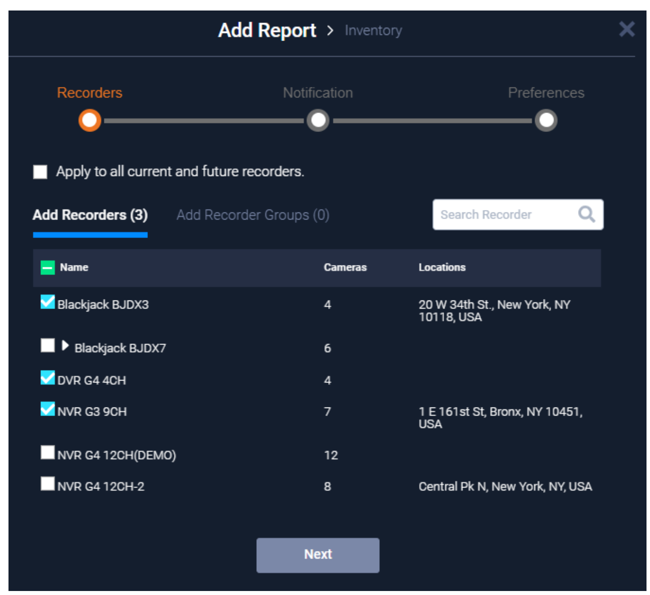
- Checkmark box - Can check off if you want to add recorder to report.
- Name - Shows the name of the recorder.
- Cameras - Show the number of cameras attached to the recorder.
- Locations - Shows the address of the recorder.

Add Recorders

To add recorder groups to the report, you can select the "Add Recorder Groups" tab to select any recorder groups and add them to the report. In the "Add Recorder Groups" tab there are columns that highlight key details that pertain to the recorder group. These are:

- Checkmark box - Can check off if you want to add recorder to report.
- Name - Shows the name of the recorder group.
- Recorders - Shows the number of recorders attached to the recorder group.
- Description - Shows a brief description of the recorder group.

Once found, select the recorder by checking off the checkmark box next to the name of the recorder to add the recorder to the report. To select all recorders, you can select the topmost checkmark box next to the "Name" column.



You can select the "Apply to all current and future recorders." The selection will be applied to all existing recorders as well as any recorders that are added to the Organization in the future. Once you have selected the recorders for the report click on the "Next" button to proceed to the next section.

Inventory Report – Notification

With the "Notification" section you can set up what day and time the reports are generated and sent. The fields that need to be configured are:

- **Send time -** Can set a specific time to generate and send reports. Time is set to PDT, Pacific Daylight Time, 24-hour clock system. and can be chosen from 30-minute intervals. To set time you can click the clock icon in the search bar. You then get a drop-down menu showing you the time intervals that can be set for your report. You can either scroll to find the specific time or write into the search bar to filter and find the specific time.
- **Period -** Able to change the notification period between Weekly and Monthly. You can also select different days of the week to send the report. To toggle ON/OFF a specific day, click on the day itself. If it is blue that means it is on. If it is white, then that means it is off. If you would like to make it daily you can choose Weekly and then toggle every day in the week on.
- **Add User/Add User Groups -** There are two tabs, "Add Users" and "Add User Groups". In the "Add Users" tab you can select from one-to-many users to send the report to. There are columns that highlight key details that pertain to the users.

  This includes:

  - Checkmark box - Can check off if you want a user to receive the report.
  - Name - Shows the name of the user
  - Email - Shows the email address of the user

  In the "Add User Groups" tab you can select different user groups to send the reports to. There are columns that highlight key details that pertain to the user groups.

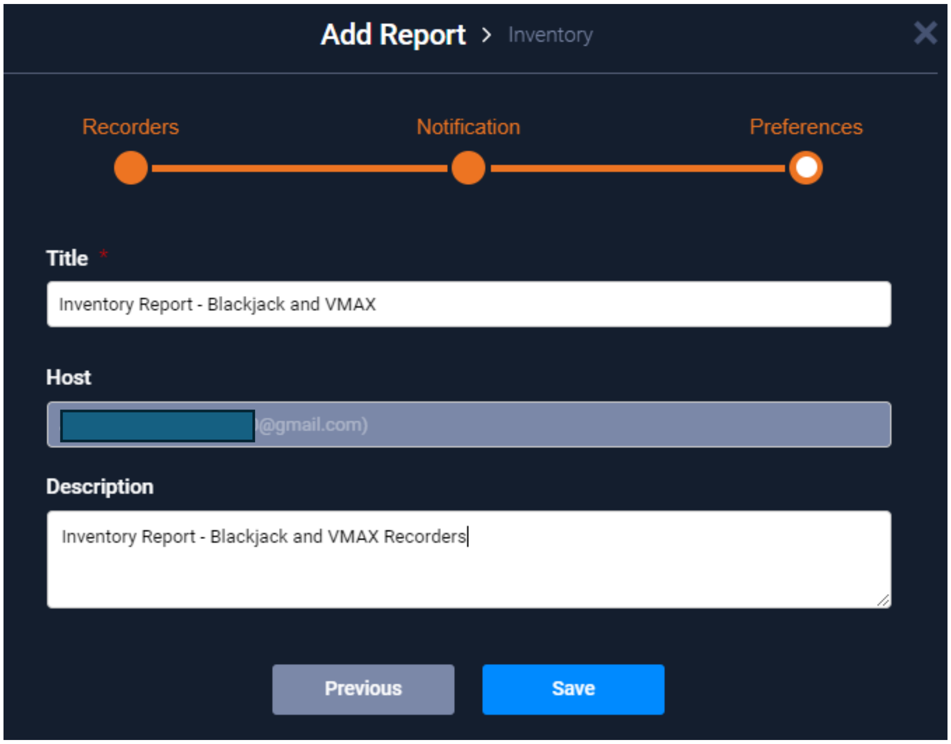
  This includes:

  - Checkmark box - Can check off if you want a user group to receive the reports.
  - Name - Shows the name of the user group.
  - Description - Shows a brief description of the user group.

  To add a specific user/user group, check off the checkmark box corresponding to the user/user group.

Inventory Report – Preferences

With the "Preferences" section, you can enter a title and a description for the report. The "Title" field is required. Once filled out, click on the "Save" button to add the report to the report list. It will now appear within the report list.



Creating an Installation Report

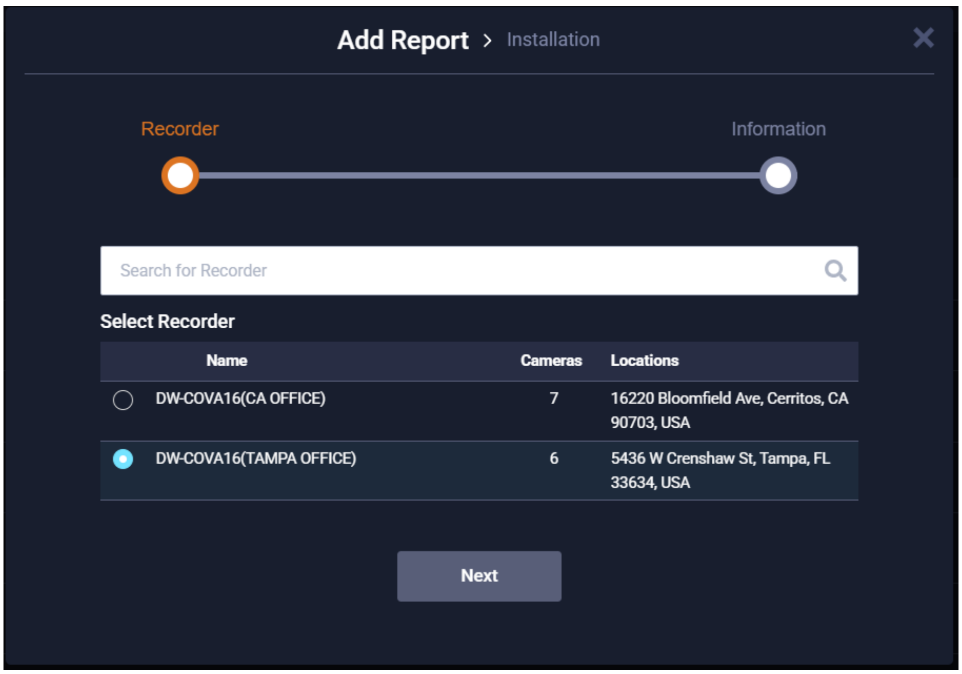
To create an Installation report, select the "Installation" option and click on the "Next" button to proceed.

This report provides installation confirmation with recorder and camera information.

Installation Report – Recorder

Select the recorder to provide installation confirmation with recorder and camera information.

- Name - Lists the registered name of the recording site.
- Cameras - Lists the total number of cameras registered to the site.
- Locations - Lists the location address of the recording site.



Installation Report – Information

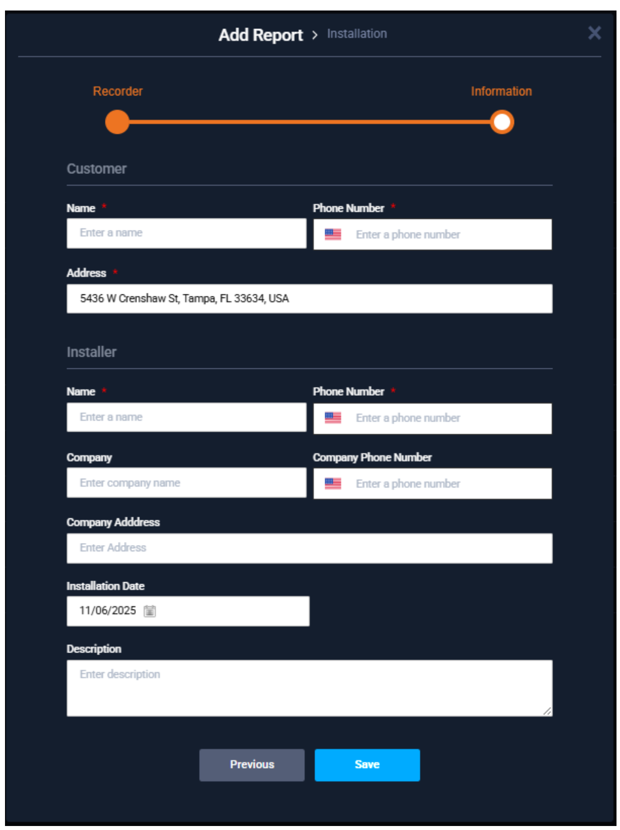
The information page form will request the Customer and Installer information. Continue by filling out the required and optional fields then Save to continue.

Customer Information

- Name: Enter the name of the End User Administrator of the recorder.
- Phone Number: Enter the telephone number of the End User Administrator.
- Address: Enter the address of the recording site or of the EU Administrator.

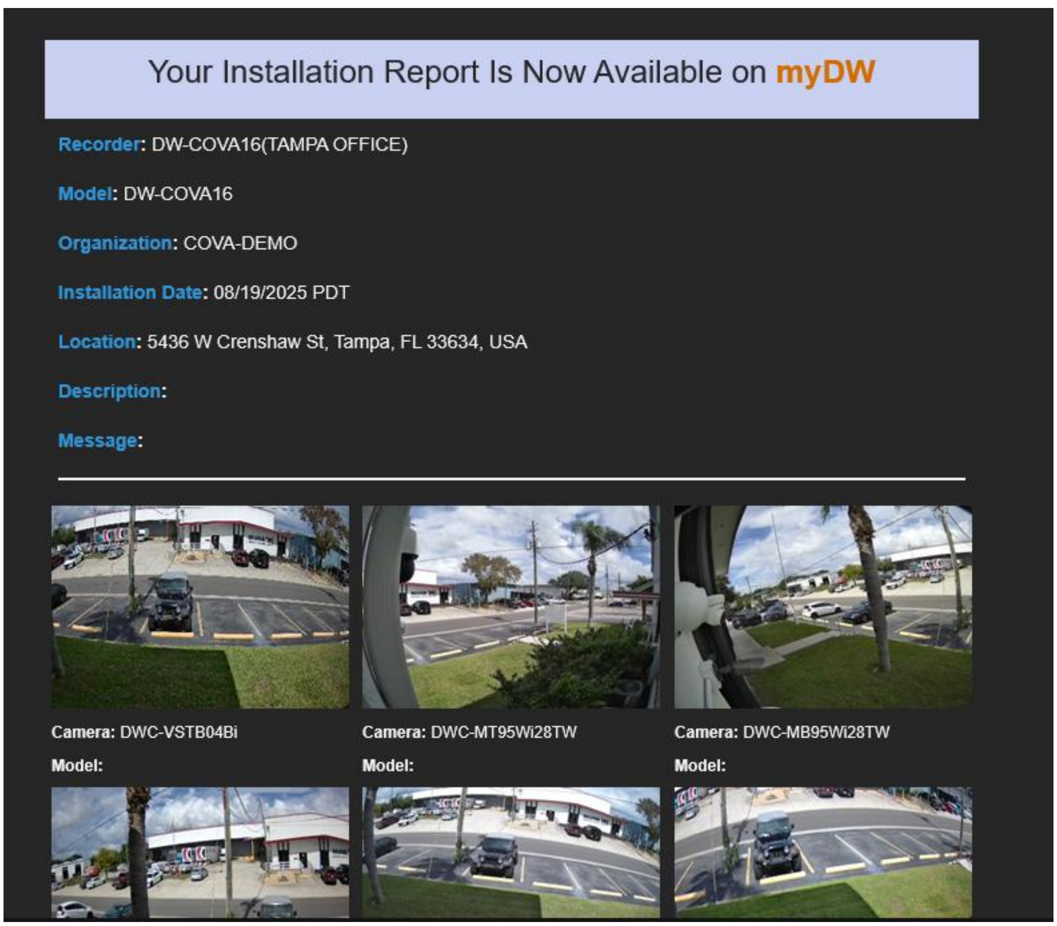
Installer Information

- Name: Enter the name of the Channel Partner or Installer.
- Phone Number: Enter the direct phone number of the CP or Installer.
- Company: Enter the company name of the CP or Installer.
- Company Phone Number: Enter the business phone number of the CP or Installer.
- Company Address: Enter the address of the CP or Installer's business.
- Installation Date: Enter the date of installation for the recorder.



An Installation Report will display the following information:

- Recorder – lists affiliated recorder.
- Model – lists recorder model number.
- Installation Date – lists the registered date of installation of the recorder.
- Location – lists the location address of the recorder site.
- Camera Thumbnail – displays a thumbnail preview of each camera.
- Camera Name – lists the name of the camera.
- Camera Model – lists the camera model number.
- Customer and Installer Information – Lists any additional notes or comments about the site.
- Send Email - This option allows you to select a user or enter an email address to send the report to recipients inside or outside the myDW Organization.
- Print - This option provides a printable report that includes the Installation information and thumbnail previews.



Section 4.4 – Users Menu

In the Users menu, Organization Administrators can add users, manage users, and assign user permissions.

When arriving at the Users page, you will see two tabs on top: "Users" and "Users Groups".

Users Tab

In the "Users" tab, you can see a "User List" displaying all the users associated with the Organization. At the top of the user list there is "Total Users" that keeps the total count of users associated with the Organization. At the top right of the user list there is a search bar you can use to search for a specific user and a "+ Add User" button that allows you to add new users to your Organization. With the search bar you can search for users with keywords. These include:

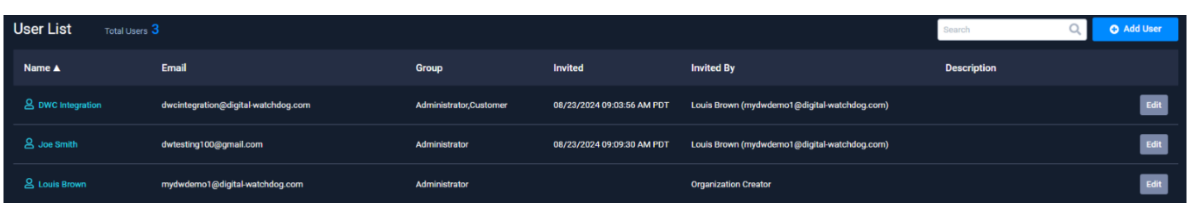
- Name
- Email
- Invited By

NOTE: Administrators can only edit the **User Group** and **Description** of other users.

User List

The "User List" has columns that highlight key details pertaining to every user. This includes:

- **Name** – Shows the username of the user.
- **Email** – Shows the email address of the user.
- **Group** – Shows permission level assigned to the user.
- **Invited** – Shows the date and time the user was invited to join the Organization.
- **Invited By** – Shows the name of the member who invited the user.
- **Description** – Shows custom notes and additional details about the user
- **Edit** – Can click to edit information about the user.



Edit a User

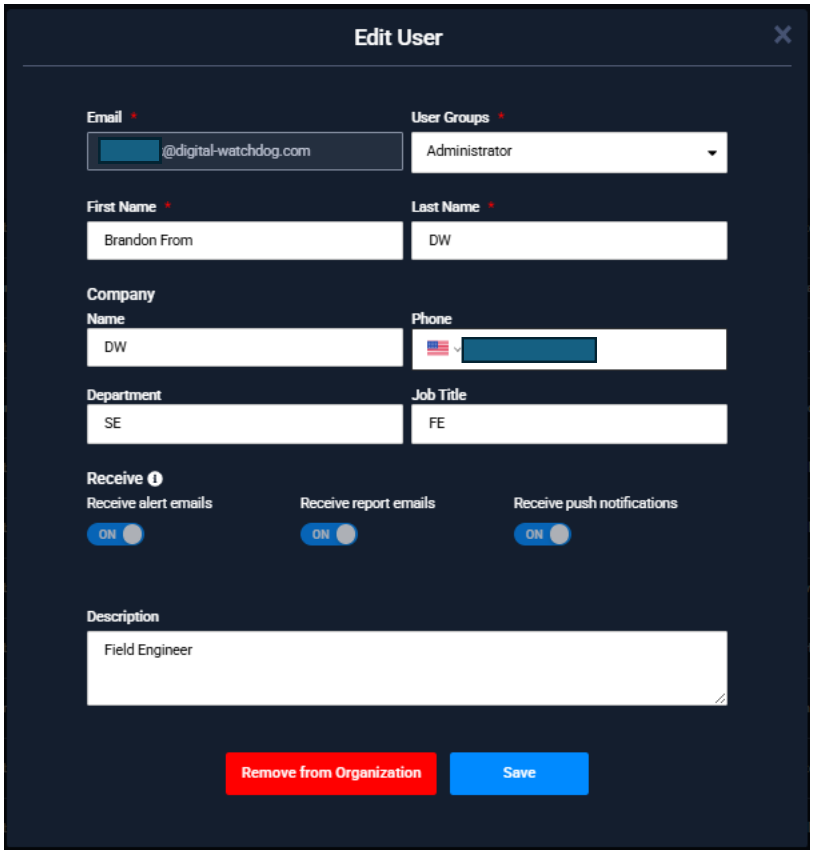
To edit a user, click on the “Edit” button associated with the appropriate user.

Once clicked, a popup window will appear titled “Edit User”. Here, you can view, manage, and update select user information.

This includes:

- **Email** - Shows the user’s email address. This is a required field. This cannot be updated.
- **User Groups** - Shows the permission level assigned by user group to the user. This is a required field. This can be updated by adding/removing different user groups.
- **First Name** - Field to enter the user’s first name. Changes can only be made through the user’s own account or in their profile settings.
- **Last Name** - Field to enter the user’s last name. Changes can only be made through the user’s own account or in their profile settings.
- **Company Name** - Field to input the company name. Changes can only be made through the user’s own account or in their profile settings.
- **Company Phone** - Field to input the company phone number. Changes can only be made through the user’s own account or in their profile settings.
- **Department** - Field to input the department name. This can be updated.
- **Job title** - Field to enter job title. This can be updated by the user’s own account or in their profile settings.
- **Description** - Field to add custom notes and additional details about the user. This can be updated.
- **Receive Alert Emails** - Option to receive any alert emails assigned to the user. This can be toggled ON/OFF. Changes can only be made through the user’s own account.
- **Receive Report Emails** - Option to receive any report emails assigned to the user. This can be toggled ON/OFF. Changes can only be made through the user’s own account.
- **Receive Push Notifications** - Option to receive any push notifications assigned for the user. This can be toggled ON/OFF. Changes can only be made through the user’s own account.

You can remove a user from the Organization by clicking the “Remove from Org” button located at the bottom of the window. To save any changes and updates, click the “Save” button located at the bottom of the window.

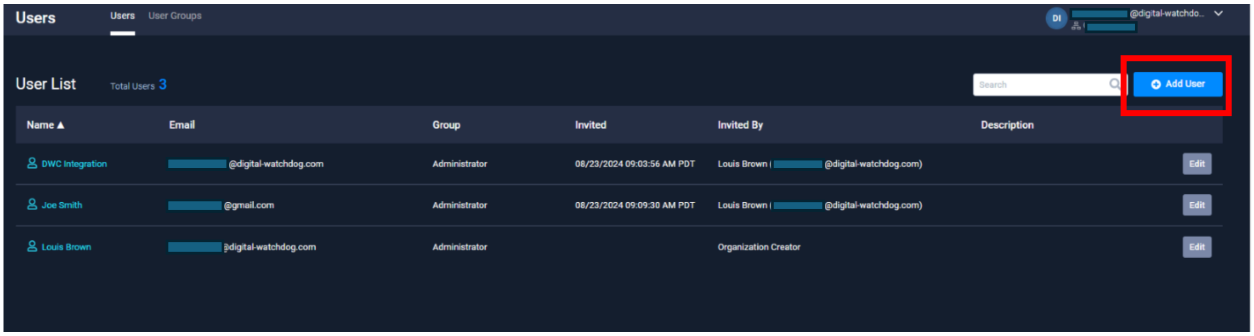


Resend

If a user has not accepted their invitation, the Administrator or Manager can resend the invitation email.

Add User

To add a user, click on the "+Add User" button located at the top right corner of the "User List".



Once clicked, you will be prompted with a popup window titled "Add User" with multiple fields and options to fill out and choose from. These include:

- **Email (ID)** – Enter the user's email address in this field. This is required.
- **User Groups** – Drop-down menu that allows you to choose different permission levels based on the user group. This is required.
- **First Name** – Enter the first name of the user.
- **Last Name** – Enter the Last Name for the user.
- **Description** – Enter any custom notes or additional details about the user.

Once finished, click the "Save" button to save the information and send an invitation to be added to the Organization. Afterwards, myDW will notify you if the user has been registered successfully and will appear on the user list.

User Groups Tab

In the "User Groups" tab, you can create, manage, and delete user groups. User groups allow you to designate permission levels to the users within the user groups. In the "User Groups" tab you have a "User Groups" list that allows you to see all the user groups in the Organization.

At the top of the "User Groups" list, there is "Total Groups" that displays the count of the total amount of user groups that exist in the Organization. At the top right side of the list there is a search bar you can use to find specific user groups and a "+Add Group" button to create custom user groups with custom permission levels.

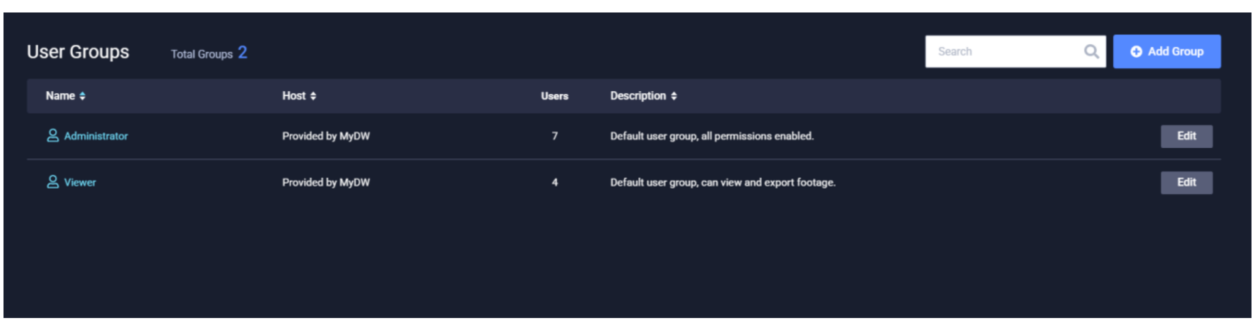
The "User Groups" list has columns that highlight key details pertaining to every user group. This includes:

- **Name** – Shows the name of the user group.
- **Host** – Shows the name of who created the user group.
- **Users** – Shows the total number of users who have been assigned to this user group.
- **Description** – Shows a brief description of the user group.
- **Edit** – can click to edit and update the information of the user group.

By default, there are two user groups automatically created:

- **Administrator** – Default user group, all permissions enabled.
- **Viewer** – Default user group, can only view and view footage; Available to End User Organizations only.

You can also create new custom user groups with the appropriate level permissions for a user-created group.



Add Group

To add a user group, click the "+Add Group" button located at the top right of the "User Groups" list in the "User Groups tab. Once clicked, a popup window will appear titled "Add User Group". Here, there are five sections to complete to create a user group.

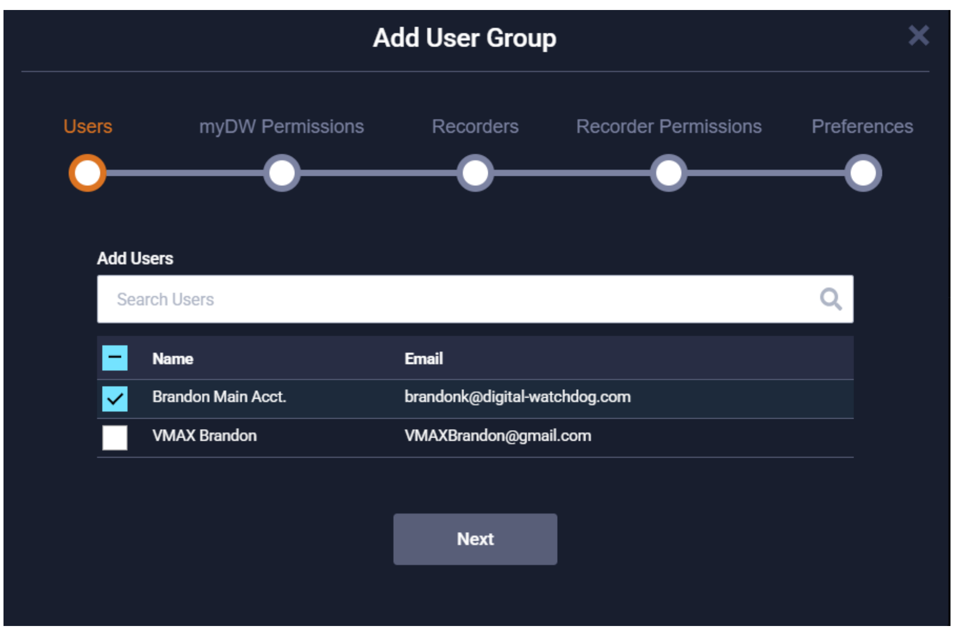
User Group – Users

With the "Users" section, you can add users to the user group once it is created. To find a user you can use the user list provided in the section below. The list includes columns that highlight key details pertaining to adding a user to the user group. This includes:

- **Checkmark** – select the users to include in the group.
- **Name** – Shows the name of the user.
- **Email** – Shows the email address of the user.

There is also a search bar to search for a specific user using key words such as their username or email address.

To add an individual user, you can check off the checkmark box in the user row. You can add multiple users to the user group by checking off multiple checkmark boxes. To add all users, check off the checkmark box located at the top left of the user list next to the "Name" column title. Once finished, click the "Next" button to proceed to the next section.



User Group – myDW Permissions

With the "myDW Permissions" section, you can customize permissions for the user group. Arriving to this section, the option of "Administrator" is already checked off allowing the user group to have all user permissions and grant administrator user permissions.

If you would like to customize the user permissions, then deselect the "Administrator" option. This will then show you all available permissions you can select from and customize the user permissions for the user group. The options for user permissions include:

User Management Permissions

- **Manage Users and Groups** – Enables the group with the ability to create, edit and delete myDW users.
- **View Users and Groups** – Enables the group with the ability to view existing myDW user profiles and user groups.

Alert Permissions

- **Manage Alert Rules** – Enables the group with the ability to create, edit and delete Alert Rules.
- **View Alerts** – Enables the group with the ability to view alert notifications and related logs.

Recorder Permissions

- **Manage Recorders and Groups** – Enables the group with the ability to add, configure and delete recorders and recorder groups.
- **View Recorders and Groups** – Enables the group with the ability to view recorder and recorder group information.

Report Permissions

- **Manage Report Rules** – Enables the group with the ability to create, edit and delete Report Rules.

  View Reports – Enables the group with the ability to view reports in myDW.

Video Share

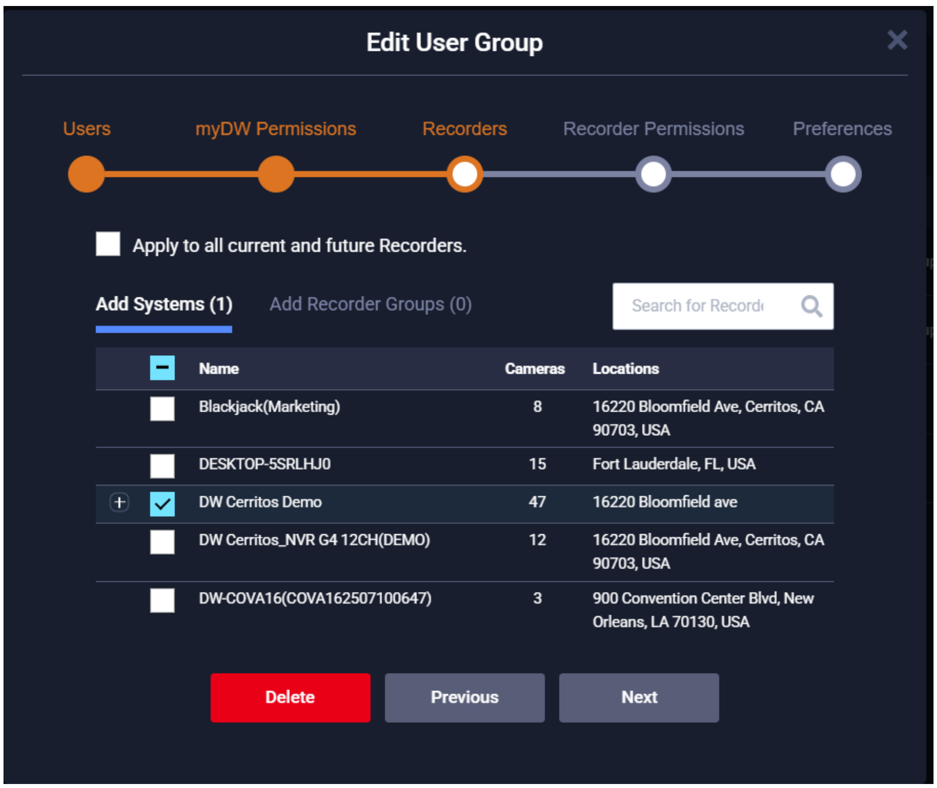
- **View** – enables the group to view saved video clips.

Once you have selected the user permissions you would like to have applied to the user group, click on the "Next" button to proceed to the next section.

User Group – Recorders

With the "Recorders" section you can add different recorders to the user group to have access to. You can add recorders individually by either looking at the "Add Recorders" tab or you can also use the search bar to filter through the recorders to find a specific recorder. In the "Add Recorder" tab there are columns that highlight key details that pertain to the recorder. These are:

- **Checkmark box** – Can check off if you want to add recorder to report.
- **Name** – Shows the name of the recorder.
- **Cameras** – Show the number of cameras attached to the recorder.
- **Locations** – Shows the address of the recorder.



Add Recorder Groups

To add recorder groups to the report, you can select the “Add Recorder Groups” tab to select any recorder groups and add them to the report. In the “Add Recorder Groups” tab there are columns that highlight key details that pertain to the recorder group. These are:

- **Checkmark box** – Can check off if you want to add recorder to report.
- **Name** – Shows the name of the recorder group.
- **Recorders** – Shows the number of recorders attached to the recorder group.
- **Description** – Shows a brief description of the recorder group.

Once found, select the recorder by checking off the checkmark box next in the recorder row to add the recorder to the report. To select all recorders, you can select the topmost checkmark box next to the “Name” column title.

If you select “Apply to all current and future recorders”, the rule will be applied to all existing recorders as well as any recorders that are added to the Organization in the future. If user permissions are set to “Administrator” this option will be forced on. Once you have selected the recorders for the user group click on the “Next” button to proceed to the next section.

User Group – Recorder Permissions

With the "Recorder Permissions" section, you can select the type of role and permissions a user group has on the associated recorders. In the section, you will see a field titled "Role". The "Role" field allows you to select the role of the user group. Options include:

- Administrator
- Viewer
- Custom

To see all the options click on the down arrow on the right side of the role field. This will display all the options previously mentioned. Once you have selected a new role the field will automatically update to show the new role.

Another field to fill out is the "Recorder Permissions" field. Here, you can set the recorder permissions of the user group by selecting from the options provided. The available permissions also depend on the role previously chosen in the field above.

Permissions can be modified by recorder type selecting the following:

Spectrum Permissions

- **Camera Settings** – Allows the management of camera settings and configurations.
- **View Archive** – Allows the viewing of video playback.
- **View Bookmarks** – Allows the use of saved Bookmarks in the Server Archive.
- **Camera User Input (PTZ, Output, 2-Way Audio)** – Allows the use of context controls while viewing camera live streams.
- **View Event Log** – Allows the use of the Site Event Log.
- **Export Archive** – Allows the downloading of saved video footage.
- **Modify Bookmarks** – Allows the ability to configure and manage Bookmarks.

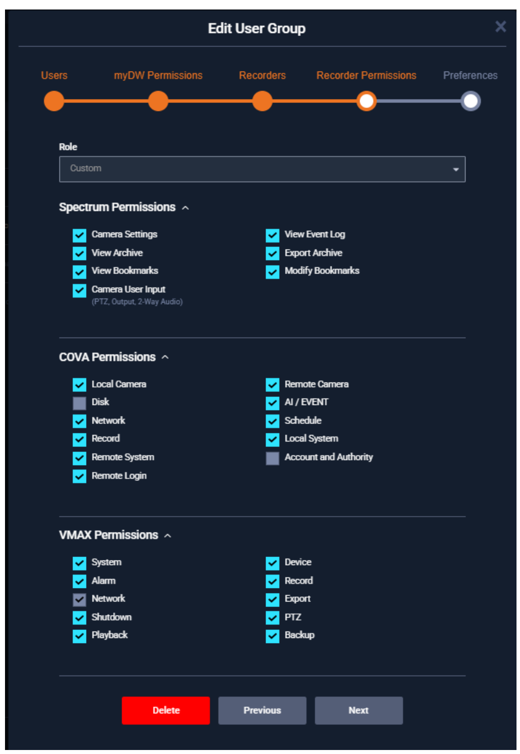
COVA Permissions

- **Local Camera** – Allows the viewing and management of connected cameras.
- **Disk (Can not be modified)** – Allows the viewing of local storage status.
- **Network** – Allows the viewing of device network status.
- **Record** – Allows the viewing of device recording status.
- **Remote System** – Allows the use of remote access.
- **Remote Login** – Allows the remote access to the recorder; Must be checked for remote access.
- **Remote Camera** – Allows remote camera management through the recorder.

- **AI / EVENT** – Allows interaction and access to recorded analytic events.
- **Schedule** – Allows viewing and management of configured recording schedule.
- **Local System** – Allows local system access.
- **Account and Authority** – Cannot be modified

VMAX Permissions

- **System** – Allows access to the recorder's System settings.
- **Alarm** – Allows access to the recorder's Alarm settings.
- **Network** – Allows access to the recorder's local Network settings; Cannot be modified.
- **Shutdown** – Allows remote shutdown of the recorder.
- **Playback** – Allows the viewing of recorded video.
- **Device** – Allows access to the recorder's Device settings.
- **Record** – Allows access to the recorder's local recording settings.
- **Export** – Allows the downloading of saved video footage.
- **PTZ** – Allows the input of PTZ camera controls while viewing live video.
- **Backup** – Allows the exporting of system settings.

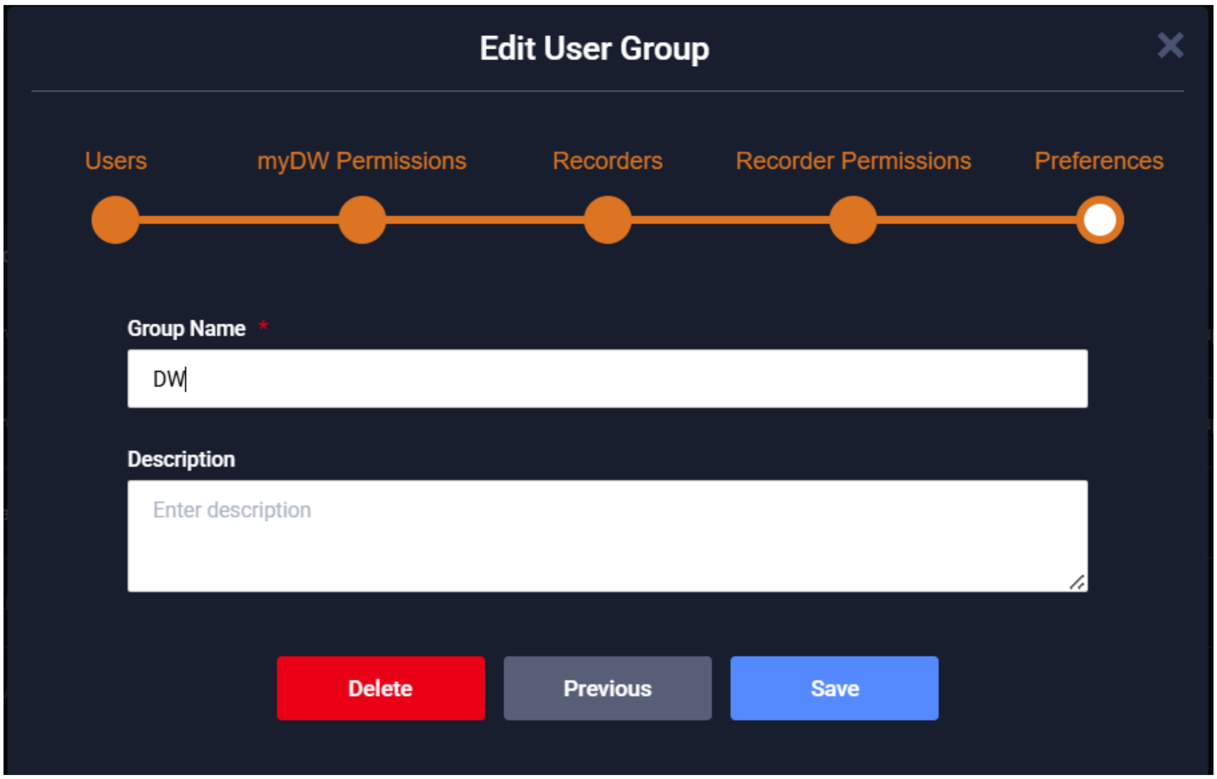


User Group – Preferences

In the "Preferences" section, you can set a name and description for the user group.

- **Group Name** – enter a name for the user group. This field is required.
- **Description** – enter additional notes and information about the user group. Optional.

Once you are finished, click the "Save" button to save the user group and add it to the "User Groups" list. myDW will notify you if the user group has been created successfully. myDW will notify you if the user group has been created successfully.



Section 4.5 Video Share

With the Video Share feature, myDW allows users to maximize the benefits of cloud storage by enabling the upload, search, and sharing of video clips from your devices. This enables you to watch and share your recordings from any device, anytime.

NOTE: It is essential to purchase the appropriate storage capacity that meets your user's needs.

Searching for Video Clips

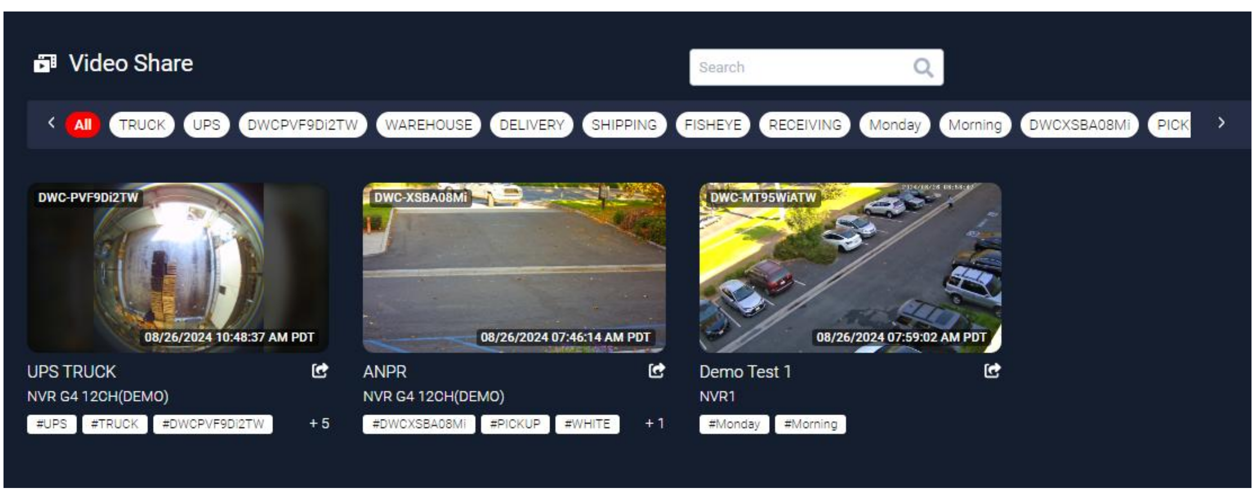
All recorders, including DW Spectrum, VMAX, and COVA models, can upload video recordings to their myDW Organization's Video Share storage.

When arriving at the Video Share page, a video archive of all previously uploaded video clips will display. To browse the video archive, use the Search Bar at the top of the page to find specific videos.

The search bar can use keywords such as:

- **Video Name** – Search for uploaded clips by title.
- **Recorder Name** – Search for clips by associated recorder or Spectrum Site title.
- **Channel Name** – Search the camera channel name or number.
- **Created by Name** – Search the name of the user who uploaded video clips.
- **Tag(s)** – Uploaded video clips can be tagged with key phrases such as Truck, Warehouse, etc., to make searching stored video clips easy.

To the right of the Search Bar is the Storage Bar, which displays how much cloud storage space is remaining (total space used and total capacity), represented as a percentage.

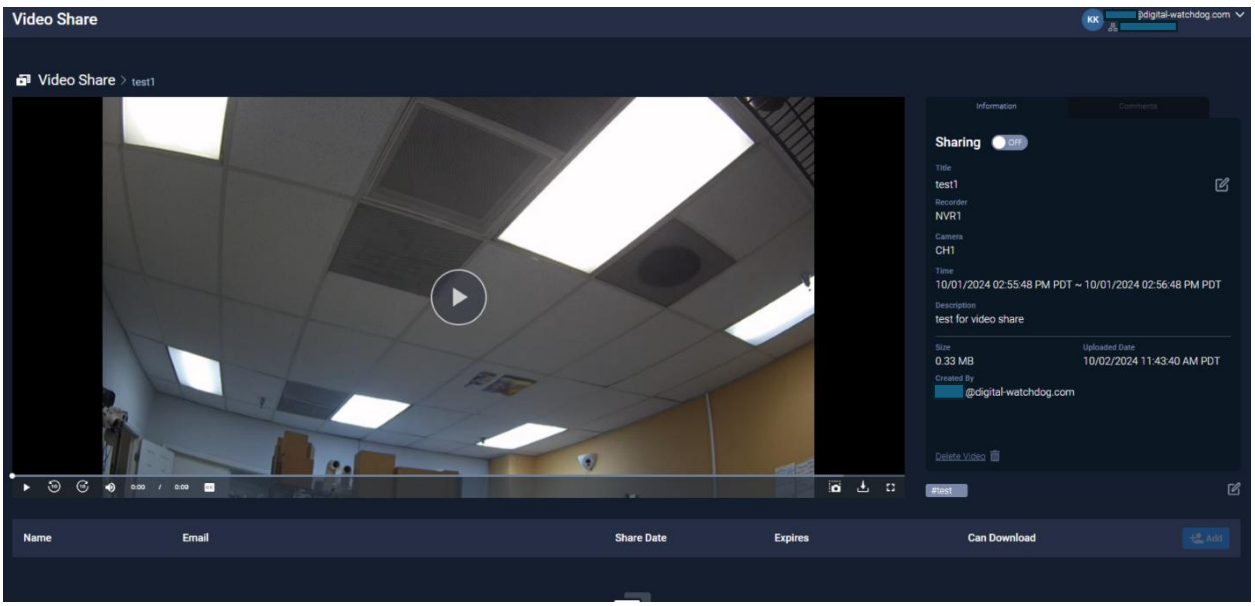


Viewing Video Clips

To view an uploaded video clip, click on the thumbnail to begin viewing the video and to see additional information about the video.

Once a video has been selected, you will be directed to a new page displaying the video and other attributes related to the video including:

- **Video Player** – Software that allows users to play and view video clips.
- **Information** – Shows information about the video. Can also toggle Sharing ON/OFF and delete the video from the Video Share page.
- **Comments** – Allow users to view and add comments related to the video.
- **Access List** – Allows users to easily manage and review who has access to the video and what permissions they have.



Video Player

When using the integrated video player, users can navigate playback using the video functions/controls located at the bottom of the player.

- **Play/Pause** – Start or stop the video at any time.
- **Back 10 Seconds** – Move 10 seconds back into the video.
- **Forwarding 10 Seconds** – Move 10 seconds forward into the video.
- **Audio Control** – Able to adjust the volume of the video.
- **Timestamp** – Displays the playback timestamp and the total length of the video.

- **Share Video Clip** – If sharing is enabled, a Share icon will appear, allowing the video to be shared with one or more recipients.
- **Captions** – Toggle and display clip timestamp appearance and information at the bottom of the video.
- **Snapshot** – Capture a snapshot of the video at any moment.
- **Download** – Save the video to local storage on your PC.
- **Fullscreen** – Expand the video player to full screen for an immersive viewing experience.

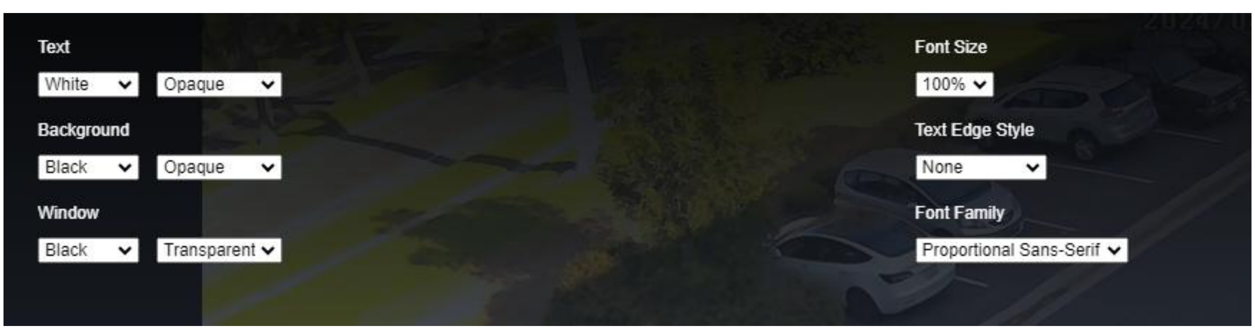
Clip Captions

One key feature of the video player is the Clip Captioning feature. By clicking the "CC" toggle at the bottom of the player, users can configure the appearance of text including the following information about the clip:

- Recorder Name – Lists the affiliated video recorder or DW Spectrum Site name.
- Channel Name – Lists the title/name that was assigned to the affiliated camera channel.
- Date – Lists the date of the video clip's recording.
- Time – Lists the timestamp of the video clip.
- Captions Off – Toggle to deactivate/hide the appearance of the caption text.

Caption Settings

- **Text** – Modify the text display settings.
- **Background** – Modify the text background display settings.
- **Window** – Customize the caption window appearance.
- **Font Size** – Modify the size of the text.
- **Text Edge Style** – Modify the edge style of the text.
- **Font Family** – Change font style to suit user preference.



Snapshot Feature

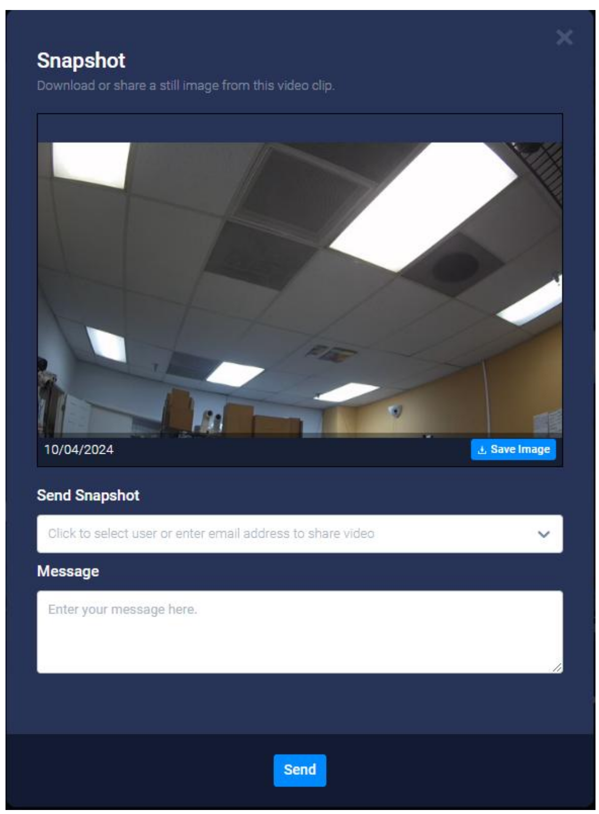
The “Snapshot” feature allows users to capture a still image from uploaded video clips, which can then be downloaded and shared as needed.

A Snapshot consists of:

- **Image** – Displays the still image that was captured from the video clip.
- **Save Image** – Saves the still image to local storage on your PC.
- **Send Snapshot** – Select a user or type an email address to send the “Snapshot” to.
- **Message** – Write additional notes and comments about the still image and send it along with the image.

To save the image locally, click the “Save Image” button to download the image to local storage on your PC.

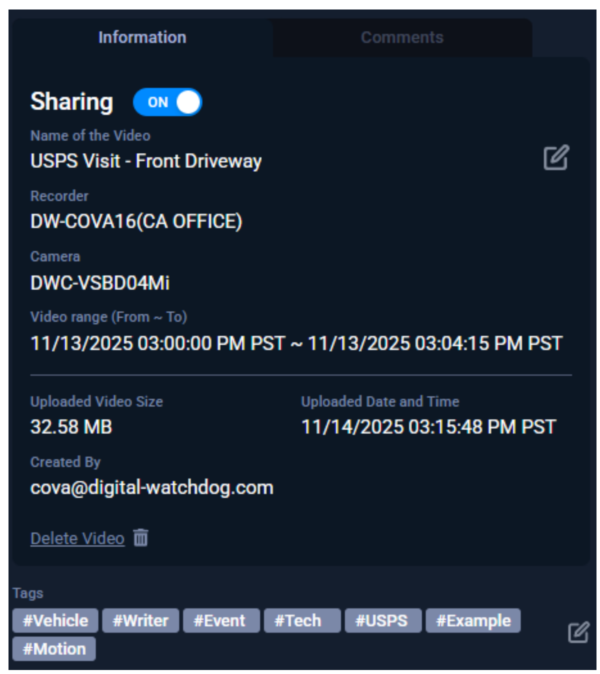
Once you have completed the form in the “Snapshot” window, click the “Send” button to send the image to the recipient(s) via email.



Information Tab

When viewing a video clip, the "Information" tab allows users to see information pertaining to the video including:

- **Sharing** – Toggle permission ON/OFF for sharing videos with users both inside and outside of myDW.
- **Name of the Video** – Shows the name of the video clip. To edit the name, click the edit icon (✐) to the right side of the Information tab.
- **Recorder** – Displays the name of the recorder associated with the video.
- **Camera** – Shows the name of the camera associated with the video.
- **Video Range (From ~ To)** – Shows the start and end time/date of the video clip.
- **Description** – (VMAX only) Available during upload process only, displays a description provided by the user who uploaded the video.
- **Uploaded Video Size** – Shows the size of the video file.
- **Uploaded Date and Time** – Shows the date and time that the clip was uploaded.
- **Created By** – Shows the email of the person who uploaded the video clip.
- **Delete Video** – Click to delete the clip from the "Video Share" page.
- **Tag(s)** – Lists the tag(s) associated with the video. Users can add and remove tags by clicking the adjacent edit icon (✐).
    - To add tags, click the edit icon (✐) located to the right side of the tag(s) field. Enter tags phrases then click "Enter" to add the tags to the video clip.
    - To remove tags, select the edit icon (✐) located to the right of the tag(s) field.

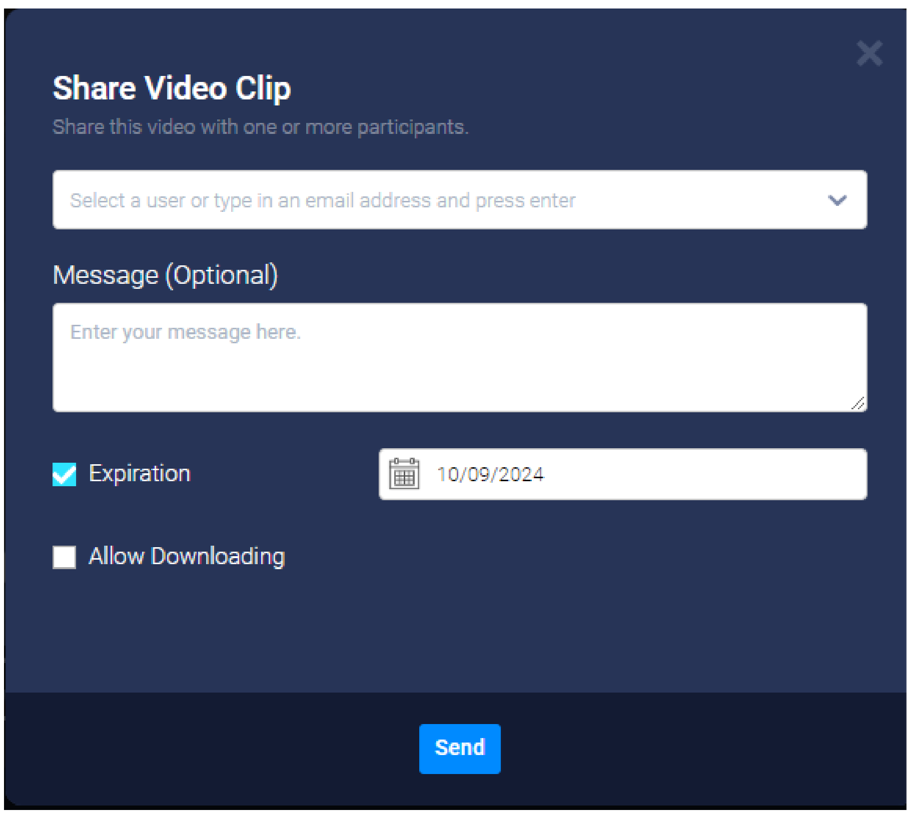


Sharing Clips

To share a saved video clip with users both inside and outside of the myDW Organization, the "Sharing" toggle must be enabled.

To share a clip, click the "Add + 👤 " button. A the "Share Video Clip" window will display. Configure the following:

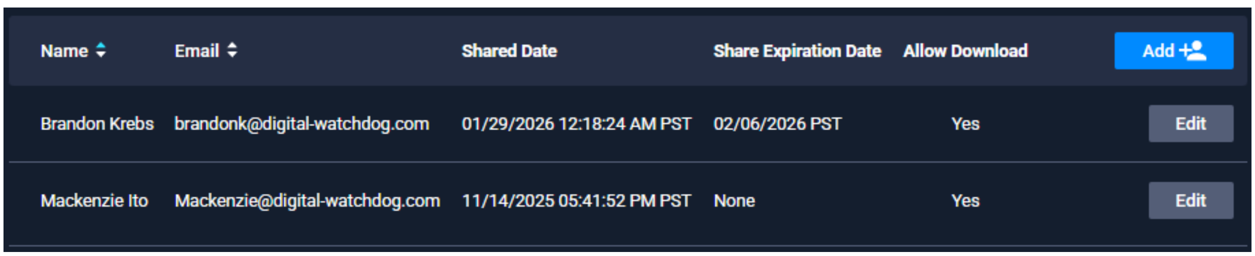
- **Select User(s)** – Use the drop-down to select the recipient(s) of the video clip. Users must have a myDW account registered to the affiliated Organization to be selected.
- **Message** – (Optional) Compose a custom message to accompany the clip.
- **Expiration** – Enable this toggle and set an expiration date. Once the designated date has come to pass, the video clip will no longer be accessible for viewing with the selected recipients.
- **Allow Download** – Enable this toggle to allow recipients to extract a copy of the video clip to their local device.



Shared Access List

Users who have been invited to view a shared video clip will be listed at the bottom of the video player. This list provides a detailed table of all users who have been granted access to the video as well as permission details including:

- **Name** – Lists the name of the invited user.
- **Email** – Lists the email address of the invited user.
- **Shared Date** – Lists the date when the video was shared with the user.
- **Share Expiration Date** – Lists the expiration date of the user's access.
- **Allow Download** – Indicates whether the user has permission to download the video.
- **Edit** – Click to modify or revoke the user access, change download permissions, or alter access expiration dates.



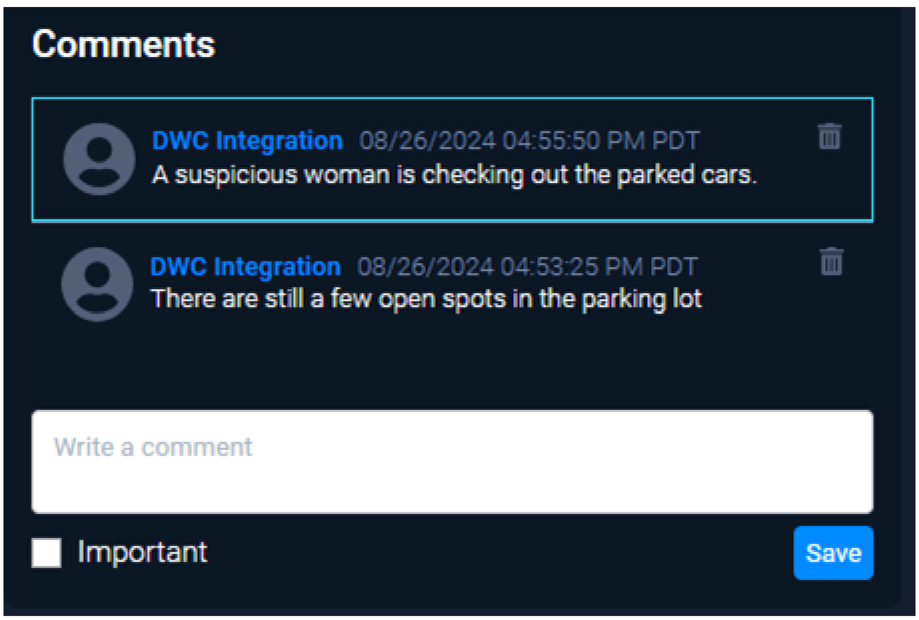
Name	Email	Shared Date	Share Expiration Date	Allow Download	Add
Brandon Krebs	brandonk@digital-watchdog.com	01/29/2026 12:18:24 AM PST	02/06/2026 PST	Yes	Edit
Mackenzie Ito	Mackenzie@digital-watchdog.com	11/14/2025 05:41:52 PM PST	None	Yes	Edit

Comments Tab

In the "Comments" tab, users can view and add comments related to the video. The "Comments" also provides a space for discussion, feedback, or notes about the video content. This is a great collaboration tool to communicate important details and information about the video content.

To add a comment, users can go to the "Comments" and type in the provided comment field to submit their input. Comments are displayed in chronological order, allowing for easy discussion and pacing.

Comments can be highlighted by commentators by enabling the "Important" toggle. Marking a comment as "Important" can increase visibility for critical feedback.



Section 4.6 – Subscription Menu

In the "Subscription" menu, the Organization's Standard, Storage, and Request History details pertaining to myDW subscription validity are listed so that Administrators can track active subscription keys, expiration dates, remaining cloud storage, and subscription key requests.

Standard Tab

The Standard Camera Licenses tab displays the active and expired subscription keys, registered channel count, key duration, date of creation, date of activation and the Unified Expiration Date.

Unified Expiration and Co-Termination

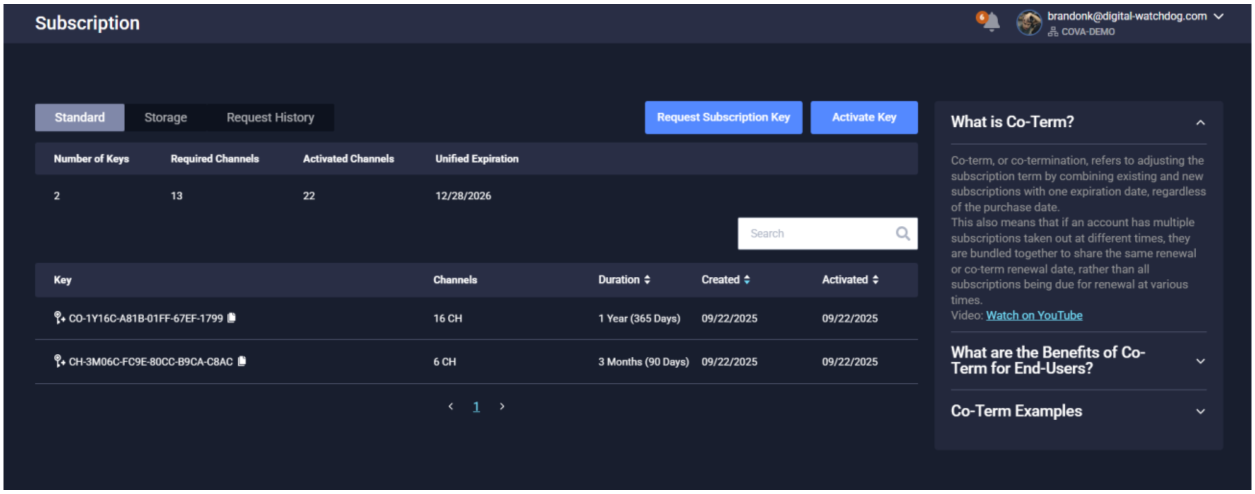
The unified expiration date is determined through "Co-Termination", which refers to the adjusted subscription period by aligning all existing and new subscriptions to a single, shared expiration date.

This means that if an account has multiple subscriptions that were activated at different times, they are automatically combined to require renewal on the same date, regardless of when each key was activated, instead of having separate renewal dates for each subscription.

The Co-Termination date is a weighted average of the licenses purchased and activated by the Organization. The intention of this methodology is to simplify the subscription renewal process and billing cycle by reducing the risk of individual subscriptions expiring without the Administrator's knowledge.

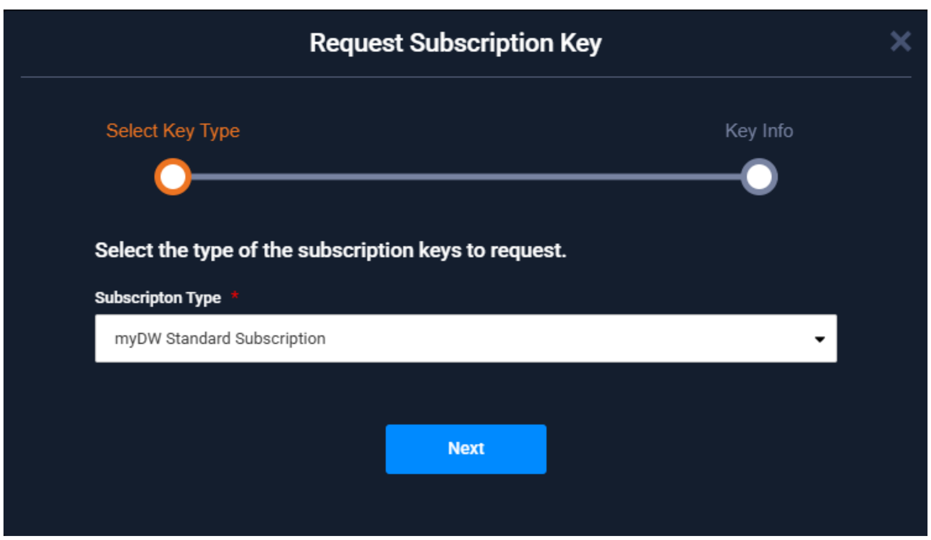
COVA Recorders automatically receive a free one-year Standard trial key during registration. The applied key corresponds to the recorder's channel size:

- **COVA16** – 16-channel key
- **COVA8** – 8-channel key
- **COVA4** – 4-channel key



Requesting Subscription Keys

The myDW End User Organization Lead Administrator (Owner) can request new subscription keys by clicking the "Request Subscription Key" button. A request form can then be submitted to the affiliated Channel Partner Organization Administrator, including type of subscription key required, the requester's contact email, the EU Organization Administrator's contact email, key duration requirements, and the required channel count coverage.



Standard Key Type Request

myDW Standard Subscription form displays the Organization Name and ID, Requester, and Installer information.

The user must select the required fields from the drop-down menus — Duration and

Number of Channels — and may optionally include a Message to send to the installer. Click Request key to continue. The request will be sent to your Installer.

Storage Key Type Request

myDW Cloud Storage - form displays the Organization Name and ID, Requester, Installer information, and key type.
The user must select the required fields from the drop-down menus — Duration and Capacity — and may optionally include a Message to send to the installer. Click Request key to continue. The request will be sent to your Installer.

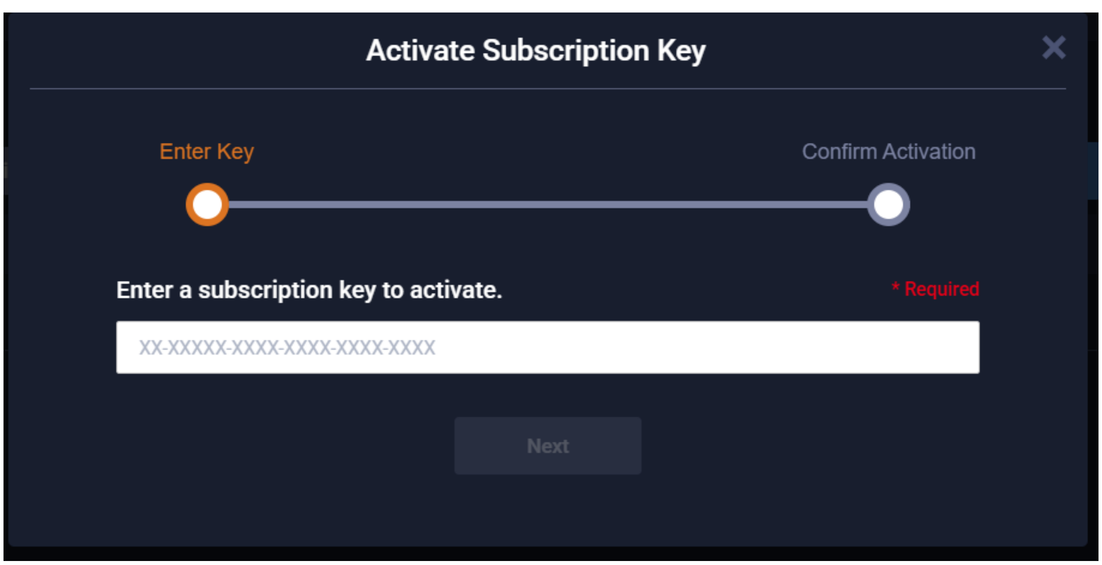
Activate Key

Once the request is completed, the key will be distributed to the *CP Organization*, which will then provide it to the EU Administrator who requested the key.

To activate a key, the EU Organization Administrator can click the "Activate Key" button and enter the unique, alphanumeric subscription key code once it has been generated and received from the affiliated Channel Partner.

1. Click the Activate Key button.
2. Copy and paste the key, or manually enter it into the field.
3. Confirm activation.

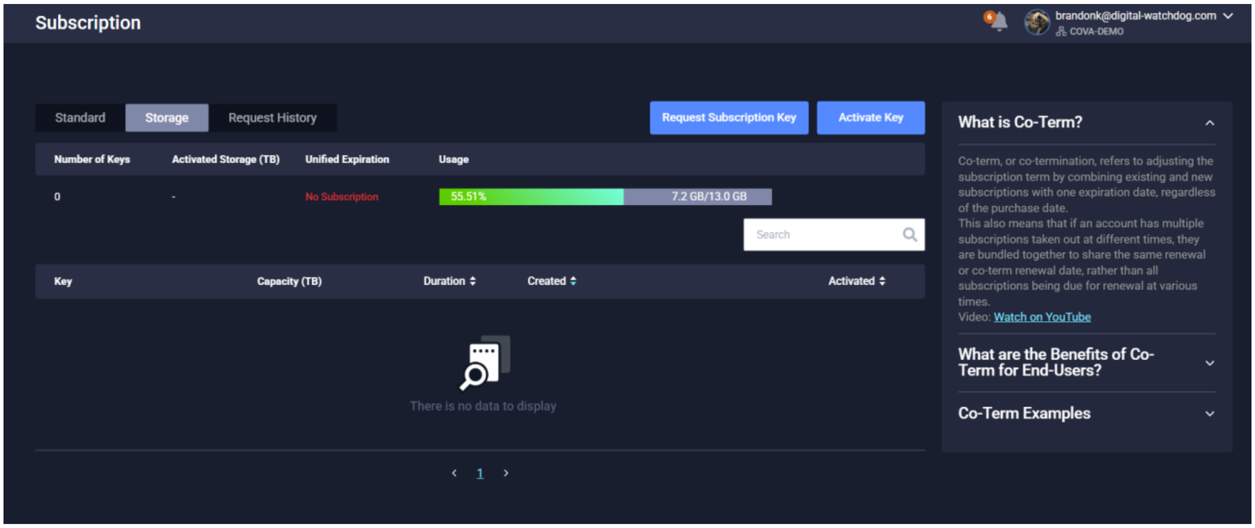
The key will then be applied to the appropriate section: Check the "Activated Channels" for standard keys and "Activated Storage" for cloud storage status.



Storage Tab

The "Storage" tab displays the Number of Keys, Activated Storage (TB), Unified Expiration Date, and Current Usage.

NOTE: Each free myDW trial also includes 1 GB of cloud clip storage per channel.



Request History Tab

The "Request History" tab displays all past and current subscription requests. The table lists the Type (Standard or Storage), Requester's name, Installer, Quantity (QTY), Duration, Created At, and any custom messages in the request.