



Cloud management services integrate DW's security solution suite onto a single online platform for seamless real-time system management.

myDW Cloud Management Solution Quick Start Guide

Invitation and Use of the myDW Cloud Platform

myDW introduces a health monitoring solution designed to maximize the performance of surveillance systems, offers actionable alerts and reports, event sharing, and management tools that transform any system into a smart, proactive, and responsive solution.

We are going to quickly show you how to:

1. Invite an End User to myDW
2. Activate a myDW Account
3. Register a VMAX Recorder (NVR/DVR)
4. Register a DW Spectrum Server

Supported Devices

For a list of compatible devices for myDW, you may refer to [myDW – Product Compatibility Notice](#).

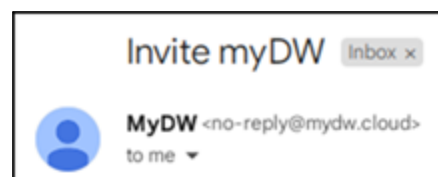
****NOTE:** This document is liable to change as the platform continues to myDW is available for Sites using DW Spectrum software version 6.0 and newer. End Users must be invited by an Administrator or Manager to create a myDW Account.

Attention: This document is intended to serve as a quick reference for End Users members of a DW Spectrum Enterprise Organization. See the full manual for more information on features and functionality.

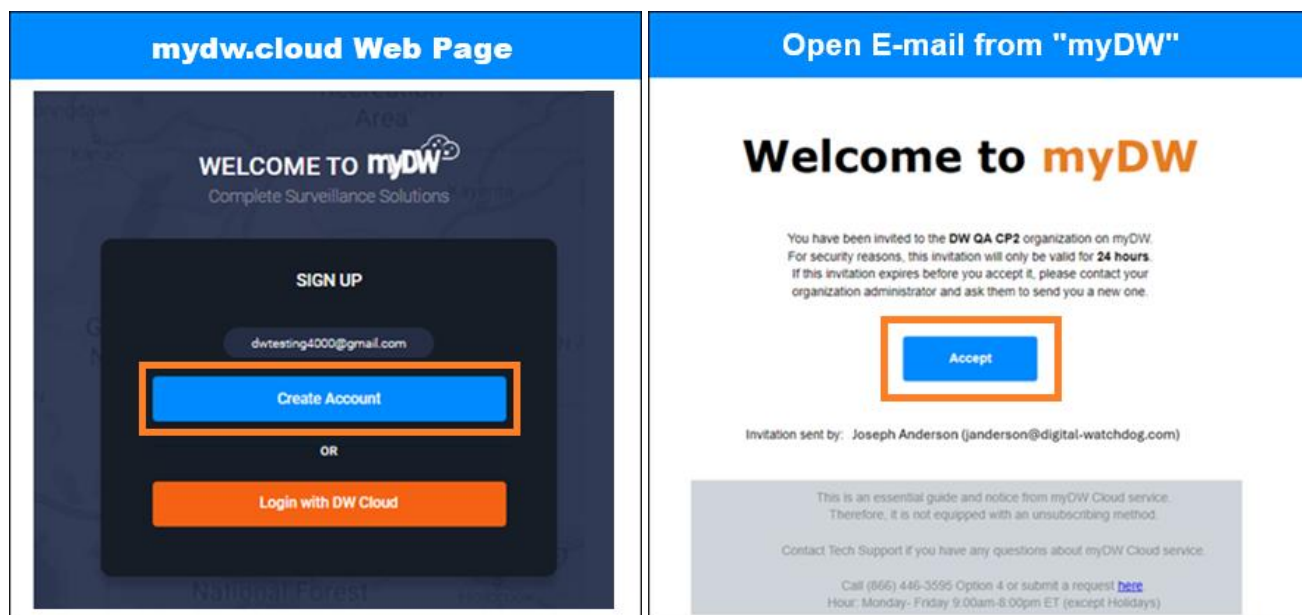
PART 1: ACTIVATING A myDW ACCOUNT

Users will primarily use a myDW Cloud account to monitor server and device health for DW Spectrum Sites. For users who do not have a myDW Cloud account, an Administrator can invite a new user to activate their own account.

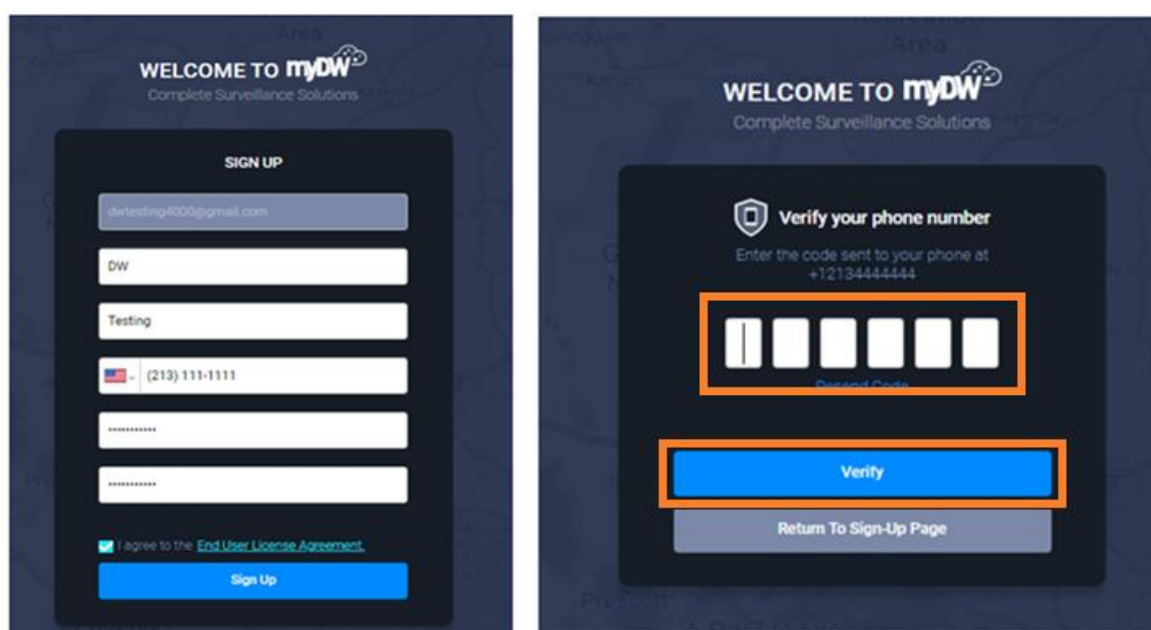
Step 1: An invitation will be sent to access myDW by email.
The email will be received from "myDW" (no-reply@mydw.cloud).
If the invitation email is not in your inbox, check your Junk Mail.



Step 2: Open the invitation email and click "Accept".
Click the "Create Account" button to create a new myDW account.



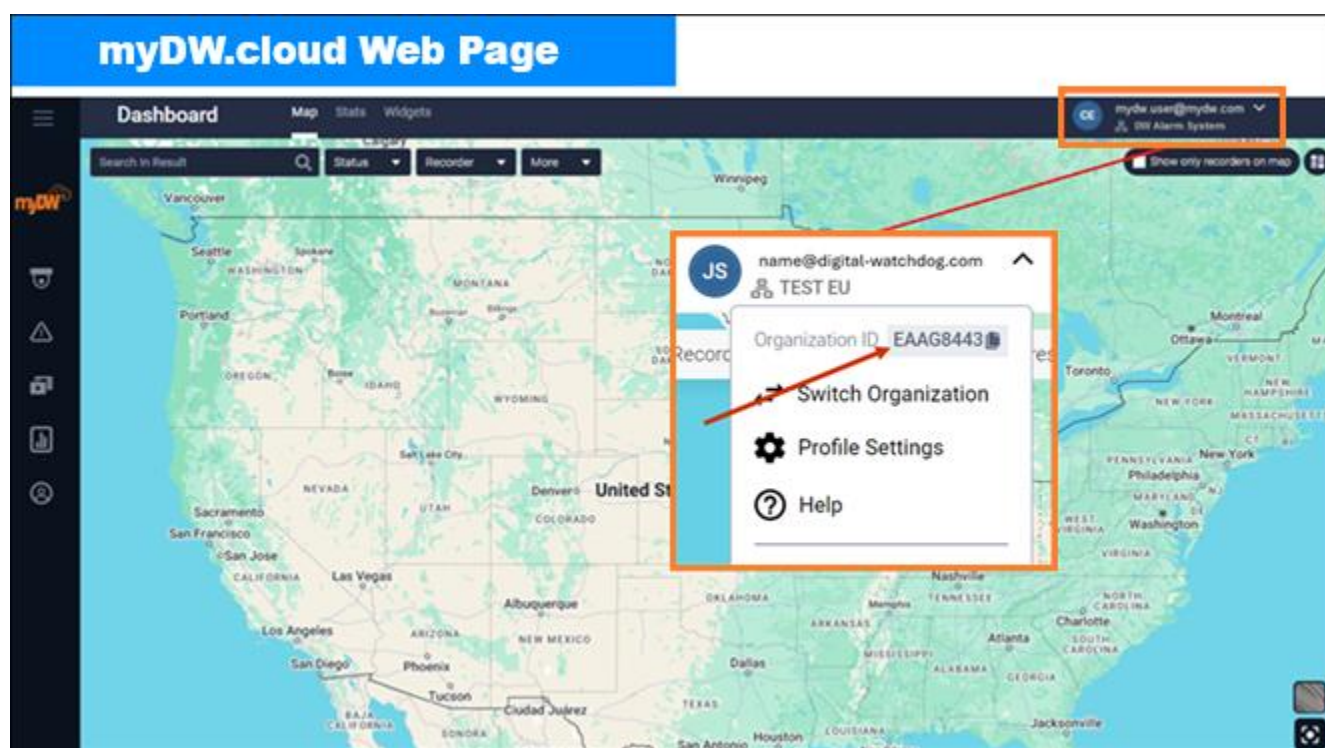
Step 3: Complete the sign-up form then click "Sign Up" to register the new account.
A code will be sent to your mobile phone. Enter the code then click "Verify" to authenticate.



Step 4: A confirmation request will display.
Click the "Login" button to continue.
Enter the email address and password that is now associated with your myDW account to log in.

Step 5: A Two-Factor Authentication (2FA) challenge will display. Retrieve and enter the authentication code from your email then click "Verify".

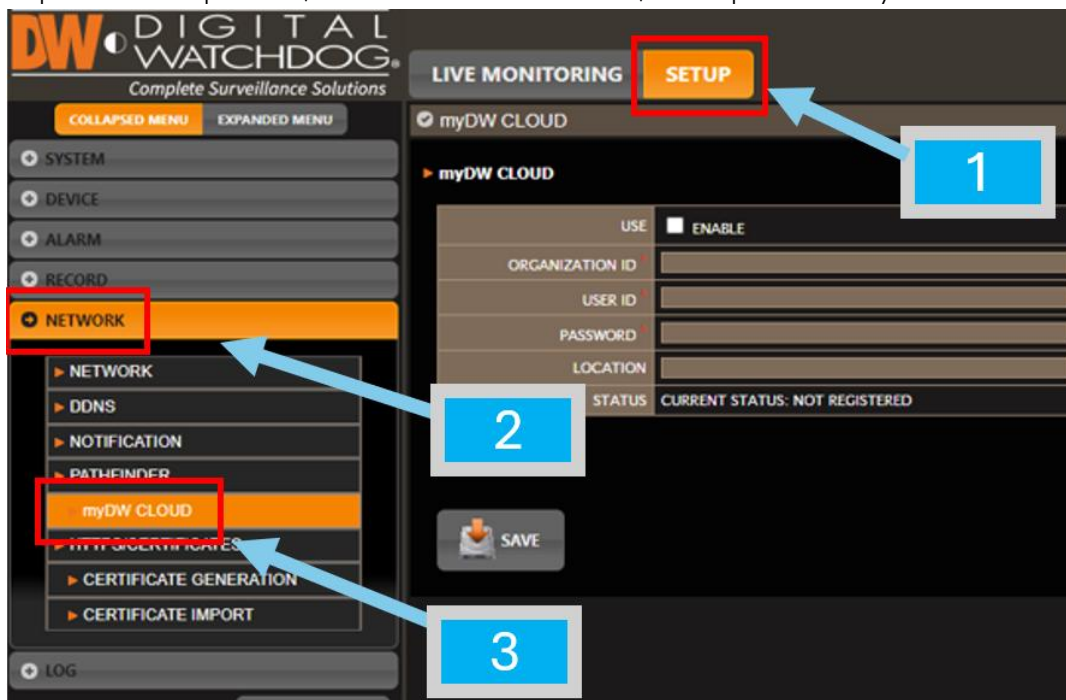
Step 6: The myDW Dashboard will open and display the Map menu tab.
In the top-right corner, open the dropdown menu and copy the "Organization ID". You will need the Organization ID to register your recorders.



Part 2 – Registering a VMAX NVR/DVR

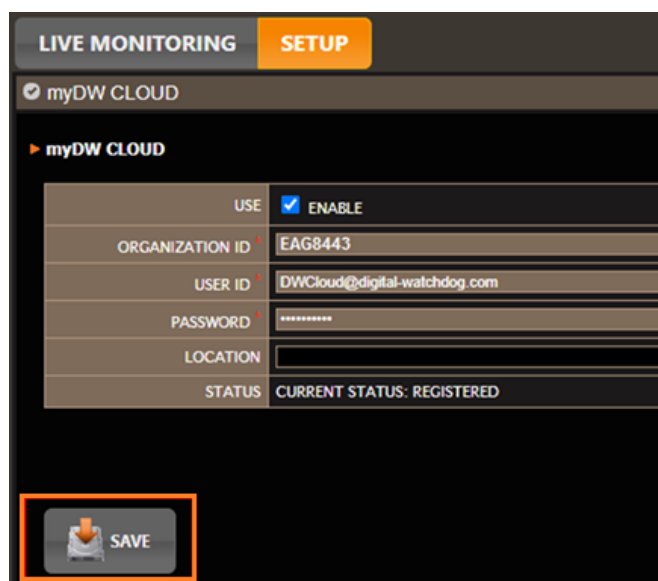
Step 1: Use a web browser to access the VMAX recorder's web client. Log into Pathfinder at "<https://pf.mydw.cloud>".

Step 2: Open the Setup Menu, select the "Network" tab, and open the "myDW Cloud" settings.



Step 3: In the myDW Cloud settings menu, configure the following then click the "Save" button when finished.

- **Enable:** check this box to enable.
- **Organization ID:** enter/paste the myDW Organization ID that was copied from the myDW web portal.
- **User ID:** enter your myDW Email.
- **Password:** enter your myDW password.
- **Location:** (optional) enter the geographic location of the recorder.
- **Status:** after saving, the status will say "Registered" if the integration is successful.



Part 3 – Registering a DW Spectrum Server

Before You Begin: The DW Spectrum Media Server will automatically stop and restart during the myDW Plugin installation.

****NOTE:** Skip to STEP 3 if you are using DW Spectrum 6.0.3 (or newer) installed.

Setup for a Windows OS Server

To set up the myDW Plugin for a Windows OS:

- Step 1:** Download the myDW Plugin to the computer that is hosting the DW Spectrum Server.
- https://digital-watchdog.com/mydw-beta/myDW_Plugin_Setup.exe

- Step 2:** Open the .exe file and run the installation wizard.
- Once the installation is complete, click the "Finish" button to close the wizard.



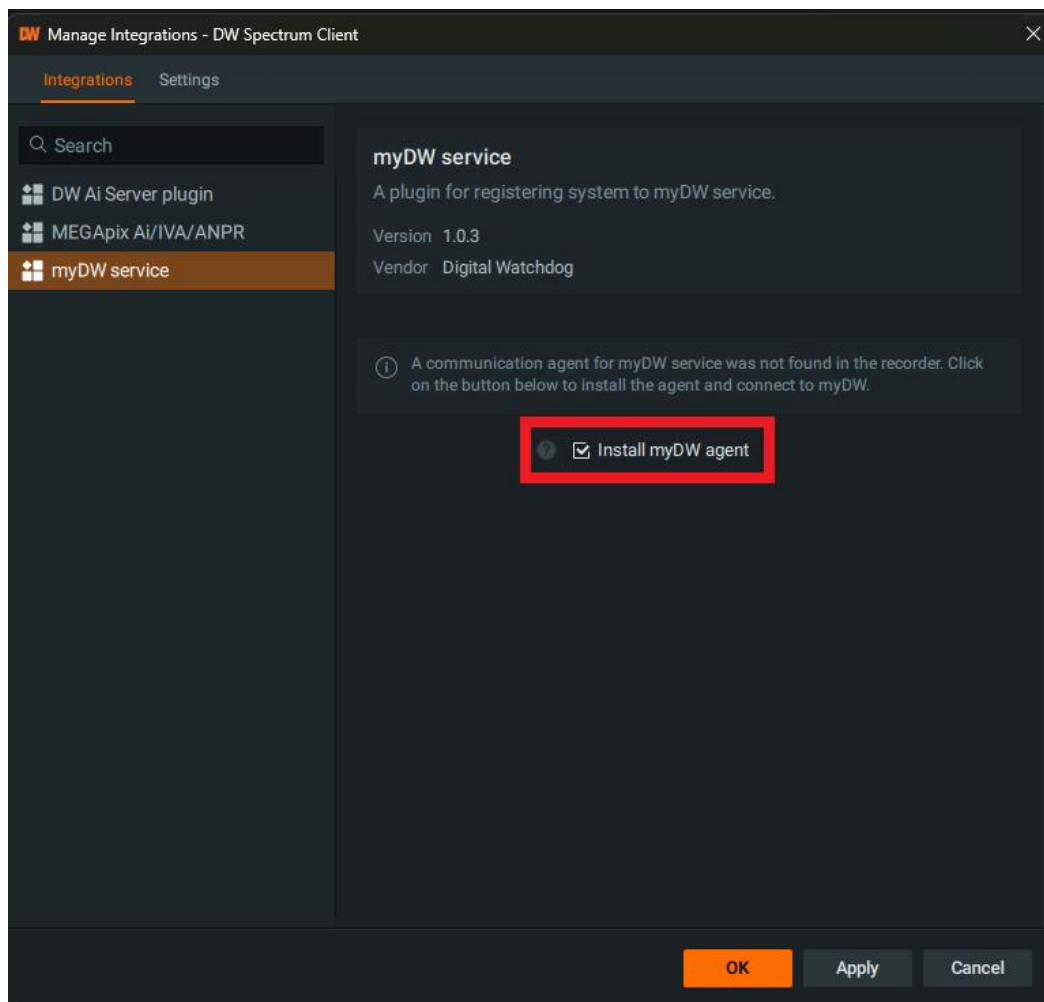
myDW_Plugin
_setup.exe

- Step 3:** Launch the DW Spectrum Client and connect with the Site that you are registering to myDW.

Open the Site Administration menu and click the "Integrations" tile.

Select "myDW service" from the *Integrations* tab and enable the "Install myDW agent" setting.

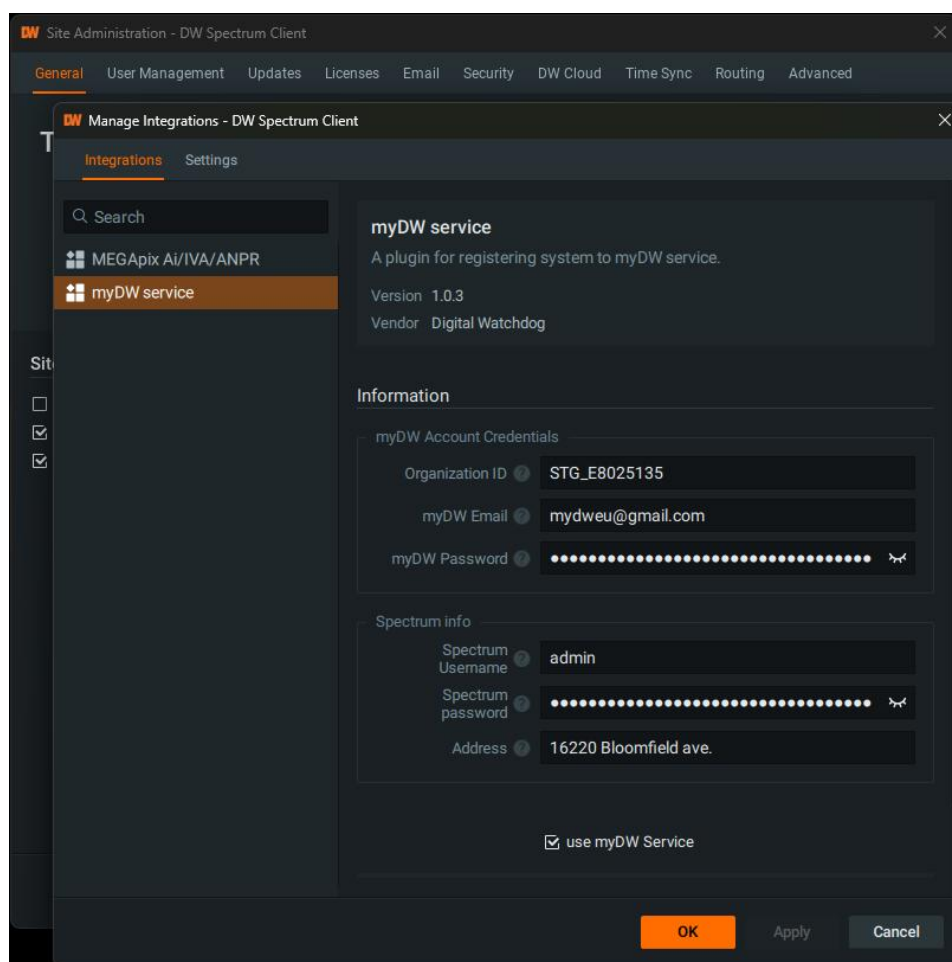
Click "Apply" to save the settings.



Step 4:

Configure the following:

- **Organization ID:** Copy from myDW Organization.
- **myDW Email:** myDW user ID (email)
- **myDW Password:** myDW password
- **Spectrum Username:** Username to login to DW Spectrum (Administrator or Power User)
- **Spectrum Password:** Password of the Spectrum username.
- **Address (optional):** Mailing Address of the Recorder
- Check the box **"Use myDW Service"** and click **"Apply"**.
 - Status should change to **"The Site is registered to {Organization ID}"**

**Step 5:**

Recorders will be registered to myDW in the Recorder List.

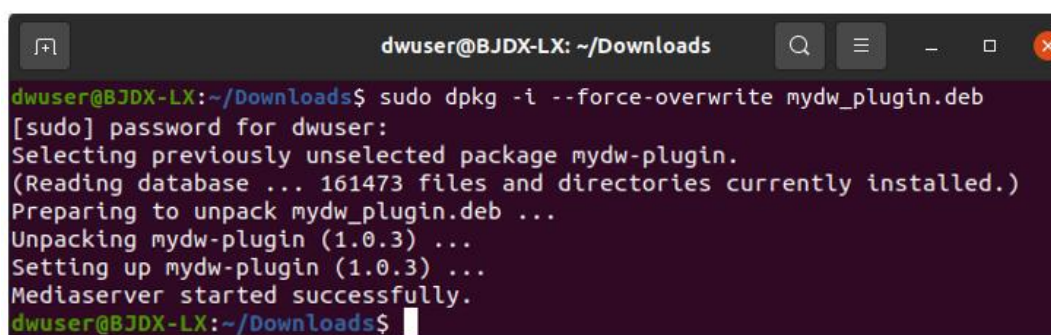


Setup for an Ubuntu/Linux Server

To set up the myDW Plugin for an Ubuntu/Linux OS:

- Step 1:** Download the myDW Plugin to the computer that is hosting the DW Spectrum Server.
- <https://drive.google.com/file/d/1O5ecP5yXTZmlO0hK8JisWlq7Yc03Yz1d/view?usp=sharing>
- Step 2:** Open the Terminal (CTRL+ALT+T) and navigate to your downloads folder. Log in as a superuser (sudo su/Dw5pectrum) and enter the command:

```
sudo dpkg -i --force-overwrite mydw_plugin.deb
```

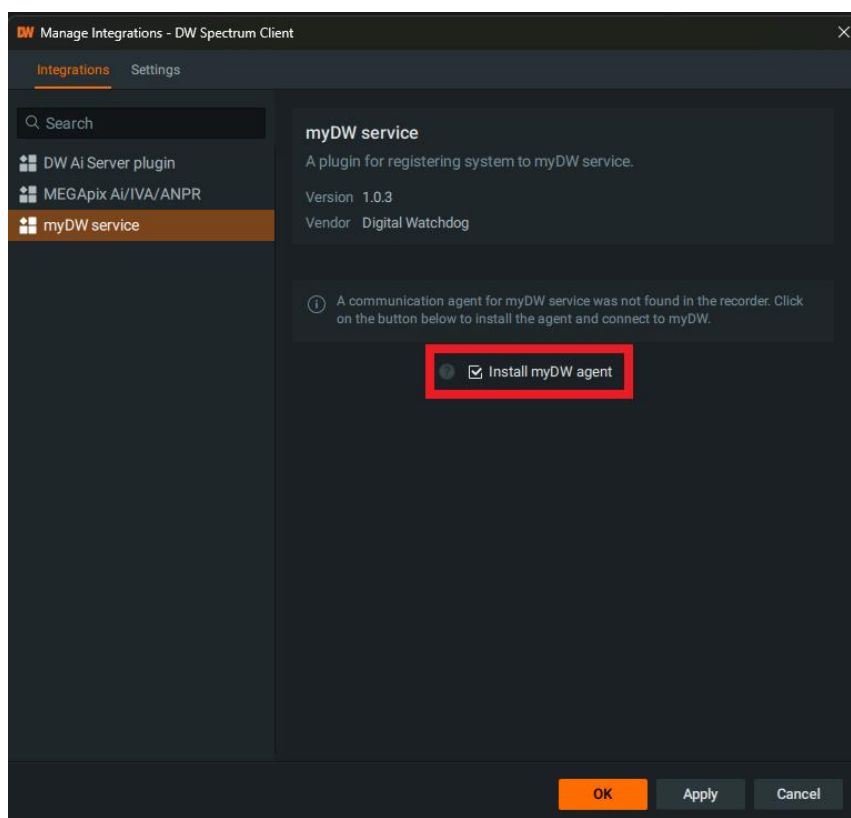


```
dwuser@BJDX-LX: ~/Downloads
dwuser@BJDX-LX:~/Downloads$ sudo dpkg -i --force-overwrite mydw_plugin.deb
[sudo] password for dwuser:
Selecting previously unselected package mydw-plugin.
(Reading database ... 161473 files and directories currently installed.)
Preparing to unpack mydw_plugin.deb ...
Unpacking mydw-plugin (1.0.3) ...
Setting up mydw-plugin (1.0.3) ...
Mediaserver started successfully.
dwuser@BJDX-LX:~/Downloads$
```

- Step 3:** Launch the DW Spectrum Client and connect with the Site that you are registering to myDW. Open the Site Administration menu and click the “Integrations” file.

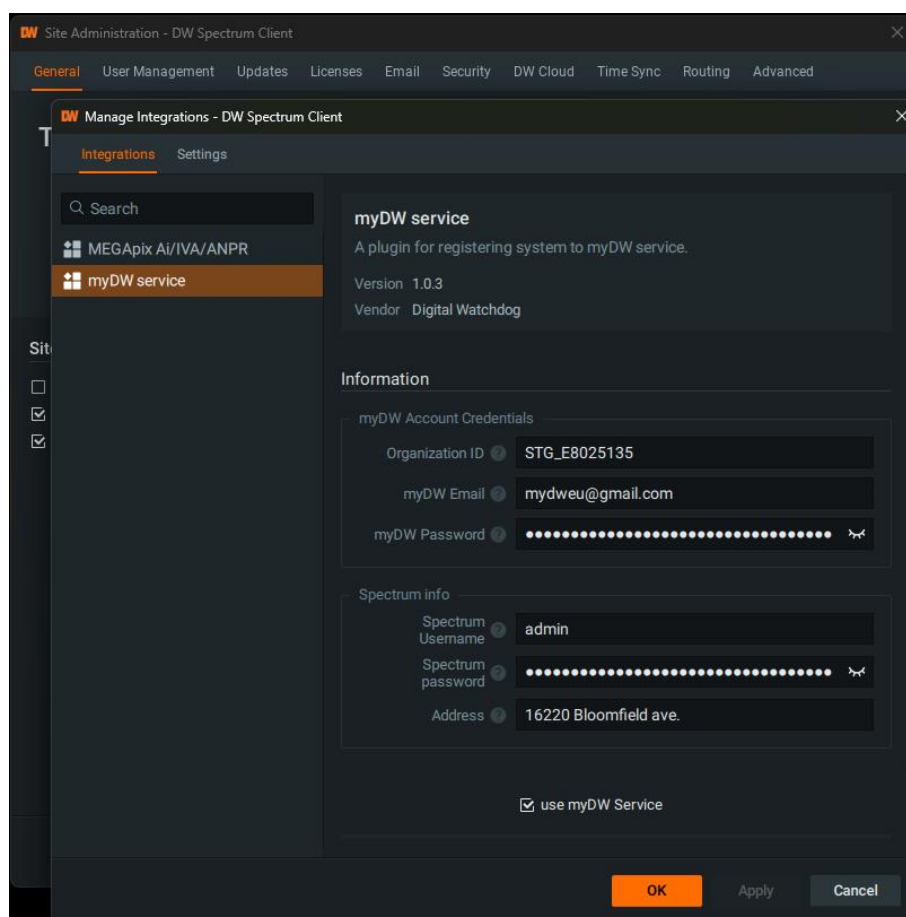
Select “myDW service” from the *Integrations* tab and enable the “Install myDW agent” setting.

Click “Apply” to save the settings.



Step 4: Configure the following:

- **Organization ID:** Copy from myDW Organization
- **myDW Email:** myDW user ID (email)
- **myDW Password:** myDW password
- **Spectrum Username:** Username to login to DW Spectrum (Administrator or Power User)
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- **Address (optional):** Mailing Address of the Recorder
- Check the box **“Use myDW Service”** and click **“Apply”**.
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