STALL WATCH

Equine Video Surveillance

Quick Start Installation Instructions
and
Troubleshooting Guide

Keep this information in your black box for reference!

System Name / User ID: SW

Password: ruffian

No spaces. All Lower Case.

24 Hour Call Center
844-919-2824

Your call will be directed to the first available StallWatch Representative.

Standard Technical Support is available
Weekdays from 7am – 7pm

Critical Incident Technical Support is available 24/7
for an additional charge of $150/hour.

After going through these Troubleshooting Tips, if you are unable to resolve your issue
and you have an EMERGENCY after hours or on the weekend, please contact the
24 hour Call Center and request "Critical Incident Support"
to escalate your tech support request.

www.StallWatch.com
sales@stallwatch.com   support@stallwatch.com

System Installation

Installation of your StallWatch Camera System is as easy as hanging a bucket in a stall! Simply plug in the black box and the cameras - they are pre-programmed to automatically connect. You should be up and running within about a half hour. ***Please allow the system 20-30 minutes to connect before trying to view them in your TouchView app.***

A full version of these instructions, as well as YouTube Video links, are available online at **www.StallWatch.com** Look under the **Customer Resources** tab .

Camera System Troubleshooting Tips:

If you are having trouble with your camera system, we must first isolate the source of the problem. It could be a simple power issue, a cellular connection issue, or a problem with the cameras connecting to the router.

POWER: First do a quick check that all the power cords are securely plugged in to the back of the cameras and into the outlet. (Horses do pull and chew on cords, and switches do get turned off.)

ROUTER SIGNAL: The black box should be located where it can get a strong signal. (This system works on a cellular connection, so if you are in a location where your cell phone isn't working well, the camera system probably won't work well either.) Open the box and look at the lights on the router. Green lights indicate a good connection. Amber or Red lights indicate a weak or failed connection. If you have Amber or Red lights, move the black box to a window or door opening to improve the signal strength. Remember, neither the black box nor the cameras should be exposed to rain or snow.

CAMERAS: The cameras should all be within 75-100 feet of the black box and not have solid obstructions (such as metal or concrete block walls) separating them from the box. Depending on which camera model you have, the lights on the cameras will vary:

◆ New systems with the AXIS 1045 cameras have a light at the base of the camera that will cycle through flashing Red/Amber lights then Green once connected, then the light goes off.
◆ Older systems with the AXIS 1033/1034 cameras have a green light ring around the lens on the front of the camera and green lights on the back of the camera when connected.

Power cycle any camera(s) that are not connecting and check the light indicators.

If you have a good signal strength and everything appears to be connecting, then your issue might be with the TouchView app.

See TouchView App Troubleshooting

Installing the TouchView App

1. Download the most up to date version of the app: **TouchView Mobile** by Salient Systems. If you have a previous TouchView App in your phone, delete it and reinstall the latest version.

2. Open the app and revel the **MENU**. (Iphone: bottom left   Android: top right)

3. Select **SETTINGS** from the Menu . Select **ADD SERVER:**
 - Select **Complete View Proxy Server**
 - Host Address: **watchcorp.net**
 - Change the Port from 4260 to **4534**

3. Your **Username** is printed on the front of this guide.

4. Your **Password** is printed on the front of this guide.

5. Click **SAVE**. You should get a message **"Server Added Successfully"**

6. Click **DONE** and return to the Menu.

7. Select **ADD** from the Menu. Your **System Name** should be listed. Click on it and your cameras should show up in a list. Click on each camera one at a time and a blue check mark will appear next to each one. Click **DONE** when all are selected. You will return to the main screen.

8. Click in the center of each black square and drop your cameras in for viewing.

TouchView App Troubleshooting

Automatic updates to your smartphone operating system or the TouchView app can some-times cause conflicts. If you receive an error message such as **"Permissions Error"** or **"Childserver Error"** that is an indication that the Touchview App is having some trouble connecting to the server and loading the cameras.

RESOLUTION: Delete the Camera System from the list of Servers and reinstall.

1. **Open TouchView**
2. Click bottom left of screen (iPhone) or upper right (Android) and reveal the **Menu.**
3. Click **Settings – Edit Server**
4. Find your SW System name and swipe left to **Delete**
5. Click **Done** and return to the Menu
6. Click **Add Server**
7. Follow original **Installation Instructions** (above) and reinstall your SW System in the app
8. If that does not resolve the issue, try deleting the TouchView app entirely and reinstalling it from the App Store, then follow the original app installation instructions.

NOTES