FAQ

1. How to download the Traffic Watch App?

Traffic Watch App is available for free download on Google Play and App Store.

2. The Drone View is not working.

Drone view is not always available; it depends on drone flight schedule.

Schedule may also be affected by weather conditions.

3. There is a delay in the video transmission.

Delay may be due to phone performance and network being used.

If you are viewing on 3G or 4G, it might depend on signal strength.

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

4. The app is not loading.

Try to close the application and re-launch the app.

5. How to view video in full screen mode?

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

6. How to close a full screen video?

Simply click on the screen.

7. How to add a video to my Favourites?

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

8. How to remove a video from my Favourites?

Click on the heart icon then reload the Favourites section.

9. Can I view cameras from the Map View?

Yes, click on the camera icon on the map to view the camera.

10. I am not able to find the app in Google Play.

You are running an old version of Android or your phone does not support the application.

11. Will I be charged for the app?

Traffic Watch is free. However, if you are using it over Mobile Data to view live videos, the normal mobile data rate will apply.

12. At night the video is not appearing well.

Vision at night is dependent on weather conditions and lighting.

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

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