

FAQ

1. How to download the Traffic Watch App?

- a. iOS Free download/update available on App Store
- b. Android Free download/update available on Google Play

2. The Aerial Drone View is not working?

- a. Drone view is not always available.
- b. It depends on drone flight schedule
- c. Schedule may be affected by weather condition.

3. There is a delay in the video transmission?

- a. Delay may be due to phone performance and network being used.
- b. If you are viewing on 3G or 4G, it might depend on signal strength.
- c. If you are viewing on Wi-Fi, the video transmission may be affected if you are far from the router or the number of people using the internet connection.

4. The app is not loading

Try close the application and re-launch the app.

5. How can I view the normal traffic conditions?

Click on the "Traffic View" tab in the main page

8. I am getting error: "Download VLC"

Your mobile phone does not support streaming and you will need to download VLC app from the Google Play store to view the cameras.

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

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

10. Will I be charged for the app?

The application in itself is free, but if you are using it over Mobile Data, the normal mobile data charge will apply.

11. The snapshots are not appearing or updating?

Kindly close the Traffic Watch app and restart

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 store for Android based devices or App Store for iOS devices and update the application.