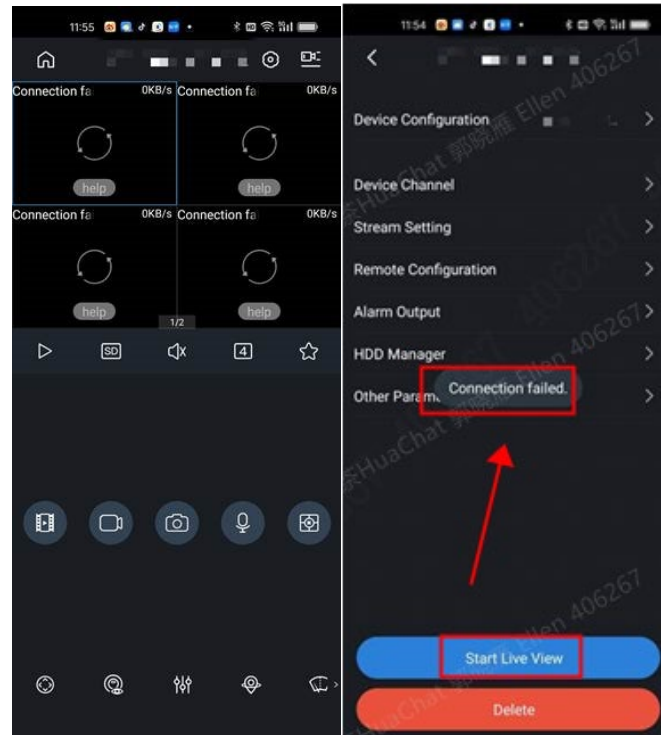


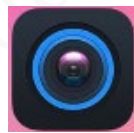
Solution to Device Operation Issues on iDMSS/gDMSS

Issue Description: Error message “connection failed” prompts when customers try to preview device, add device, playback, configuration on iDMSS/gDMSS.

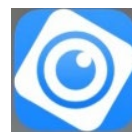
Error Example:



If you are not sure whether you are using iDMSS or DMSS, please check the corresponding APP icons on your phone:



iDMSS/gDMSS



DMSS

Solution: Transfer iDMSS/gDMSS to DMSS

1. On the iDMSS/gDMSS homepage, click "Download Now" on the pop-up to be redirected to the app store download page, or directly visit the app store (App Store or Google Play) and search for "DMSS." Then click to download the DMSS app.

You can also scan the QR code below to download DMSS directly.



2. Open DMSS and log in using your original iDMSS/gDMSS account.
3. If you receive an "Account Upgrade" prompt, click "Upgrade Account." After the upgrade, all device information from your original iDMSS/gDMSS account will be transformed to your DMSS account. If you do not receive an "Account Upgrade" prompt, you can still log in to DMSS, but some functions (e.g., adding new devices, and device sharing) may not work correctly.
4. You can also add devices in batch without logging into your DMSS account by directly scanning the QR code of device information on DMSS after exporting device information on the device page via iDMSS/gDMSS. You can access the link to check "[How to move devices from iDMSS/gDMSS to DMSS](#)"

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