

Contacting Technical Support

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Installation Instructions

Note: The WPS-DVR Mac Application archive file is intended to run on a Mac, do not open the file on a PC.

From a PC

1. Download the WPS-DVR Mac Application archive (DMG) file from www.SnapAV.com.
2. After downloading, transfer from the PC to a Mac.
3. Open the archive file, an installer will open with a tool to install the application, follow the information on the screen.
4. The application will now be in the Applications folder and available for use.

From a Mac

1. Download the WPS-DVR Mac Application archive (DMG) file from www.SnapAV.com.
2. Open the archive file, an installer will open with a tool to install the application, follow the information on the screen.
3. The application will now be in the Applications folder and available for use.

Software Release 1.01 (B1) Details

Release Date: 9/26/12

Software Version: 1.01 (B1)

Applies to Products: WPS-100-DVR-4CH 7.80.53 (Build #1)
WPS-100-DVR-8CH 7.80.53 (Build #1)
WPS-300-DVR-9CH 7.80.53 (Build #2)
WPS-300-DVR-16CH 7.80.53 (Build #2)

Applies to Mac OS: OS X 10.7 or higher

The WPS-DVR Apple Mac application is released as "beta" software. It is feature-complete but some known issues remain. Its primary intended use is for end-user viewing of Wirepath DVR live and recorded video. Dealer-oriented configuration of Wirepath DVRs is supported but functionality may be limited or not yet fully developed.

It is recommended for use with DVRs that have been updated to the latest version of Wirepath DVR software as of this document (7.80.53 Build 1/Build 2).

Supporting Documents (on the SnapAV website)

- WPS-DVR Software Upgrade Instructions
- WPS-DVR Mac Application
- WPS-DVR Software

Features

Much like the Wirepath DVR Internet Explorer plugin DVR interface, the WPS-DVR Mac application offers remote access to the DVR, viewing of live and recorded video and options for setup and configuration of the DVR.

While the user interface of the WPS-DVR Mac application is significantly improved the core functionality has not changed. The "PC Remote Access" chapter of the Wirepath DVR manual is an excellent reference for the overall features of the WPS-DVR Mac application, which include:

- Remote display and operations from any Apple Mac computer running OS X 10.7 or higher.
- Support for Single and split-window camera views.
- Ability to take a "snapshot" of any Live camera view.
- Automatic cycling (SEQ) through multiple cameras.
- Full-screen view of the WPS-DVR application or streaming video.
- Ability to search and play back recorded video.

Known Issues

- Live and Playback video text colors do not match what is used in the DVR GUI or Internet Explorer DVR plugin.
- SEQ activation via camera view context menu can be erratic and cannot be deactivated.
- Camera view context menu "Iconize" option has no function.
- Configuration/DeviceProperties window has many screens with buttons at the bottom that may not be visible/available until scrolling to the bottom of the screen.
- Configuration/DeviceProperties – many screens do not have a specific "exit" or "back" method to exit the screen or return to the previous screen.
 - Select next desired screen from the menu tree on the left.
- Configuration/DeviceProperties window Setup / Password does not allow Deleting a User.
- Configuration/DeviceProperties Setup / Network does not allow configuring for wirepathdns.com DDNS server.
 - The DVR on-screen GUI or Internet Explorer interface may still be used to configure wirepathdns.com as the DDNS server.
- Configuration/DeviceProperties window – changing options in Device Setup may result in long "busy" times and/or crashing of the WPS-DVR application .
 - Restarting the app and ensuring the selected DVR is on-line usually resolves.
- Configuration/DeviceProperties screens "Copy" and "Paste" buttons do not work.
- Search results "Play" button begins video playback but does not automatically bring WPS-DVR window to the top.