BIG DOG SURVEILLANCE REMOTE ACCESS AND DEFAULT LOGIN CREDENTIALS:

Default credentials used to log into your NVR/DVR locally and via remote access applications:

USER NAME: **admin**
PASSWORD: **bigdog@89 (before 2025: bigdog1234)**

Install LTS Connect - Android & iPhone

Open the app store application on your device, search for **LTS Connect**, and install the application.
Region: Open the app and set the appropriate region
Register: Optionally, register an account - *highly recommended*
Camera Roll: This permission allows the application to access the camera roll to store snapshots and videos.

_____

PT Cloud Option - Remote access via PT Cloud   LTS Connect App
- Open the LTS Connect App on your device.
- Press the plus sign in the top right, select Add Device then Scan QR Code.
- Verify your DVR/NVR has an internet connection.
- On your DVR/NVR, you'll need to navigate to System>Network>PTCloud (which may also be under "Platform Access" on older systems), make sure PTCloud is enabled, scan the QR code shown with your phone, and name the device.
  - **NOTE**: QR Code must be scanned from the LTS Connect App - scanning with your phone's standard camera app will not work.
  - The first account to scan the QR code will become the admin account.
  - All future accounts added will need approval from the admin account.
  - The admin account can be removed through the PT Could menu in the DVR/NVR interface. Select **Unbind** and follow the instructions on the DVR/NVR to remove the current admin account if needed.
- From the Home screen, select the "Me" tab on the bottom right for account management and to access saved pictures and audio. Open the file you wish to export, then press the share option in the bottom right next to the trash can to be given options where you would like to export your files.
- To add a device, on the main page tap the PLUS button at the top right of the screen.

_____

Static IP/DDNS Option - Remote Access via Public IP or DDNS   LTS Connect App
- Open **LTS Connect**
- On the Main page, tap the **PLUS** button to add a device at the top right of the screen.
- Tap **Manual Adding**.
- Change the Adding Type to **IP/Domain**

- On the New Device page enter the following:
  - Adding Type   Make sure it is set as **IP/Domain**
  - Alias   Enter a short name for your reference (example: **STORE# XXXX**)
  - Address   Enter your **Public IP Address** or **DDNS hostname**
  - Port   Default is: **8000**
  - User Name   Default is: **admin**
  - Password   Before Jan 2025:   **bigdog1234**
                                       After Jan 2025:   **bigdog@89**

- Tap the SAVE button (floppy disk icon) located at the top right of the screen.
- Wait for the spinning circle in the middle of the screen to clear.
- You may receive a message indicating you have a weak or risky password. If you choose to change your password it must be changed on the DVR before changing it in the app.
- Camera No. should now show the number of cameras your system can support
- Tap Start Live View to view all active cameras

TIP: You can find your public IP address by going to the website WhatsMyIP.org from a computer on the same local network. The IP address will be displayed at the top of the web page. *Note*: Your Public IP Address must be static. If you are unsure if you have a static IP address, you must contact your internet service provider or IT department.

Remote Access via Desktop Windows NVMS V3 Application
- Get the application via the Software Downloads at ShopBigDog.com/Support
- Get the setup instructions via the Documentation Links at ShopBigDog.com/Support