



Installation Guide

Mobile Surveillance
Distance makes no difference

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The information in this manual was current when released. We reserve the right to revise or remove any content in this manual at any time. We do not warrant or assume any legal liability or responsibility for the accuracy, completeness, or usefulness of this manual. For the actual display & operation, please refer to your DVR in hand. The content of this manual is subject to change without notice.

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Further source codes which are subject to the GPL-licenses are available upon request.

We are pleased to provide our modifications to the Linux Kernel, as well as a few new commands, and some tools to get you into the code. The codes are provided on the FTP site, and please download them from the following site or you can refer to your distributor:

http://download.dvrtw.com.tw/GPL/076D_Series/arm-linux-2.6.tar.gz

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PREFACE

This guide is focused on where to download *EagleEyes*, and how to configure on your mobile phone for mobile surveillance.

EagleEyes is a mobile phone program used with our surveillance system (DVRs, NVRs and IP cams) for remote surveillance. It has several advantages:

- It's free (Except *EagleEyes Plus* for iPhone, *EagleEyesHD Plus* for iPad, and *EagleEyes Plus+* for Android).
- It's compatible with several popular mobile platforms, such as iOS devices and Android devices.
- It's easy to download, install and configure.

To visit *EagleEyes* official website and know more about operations, please go to:

<http://www.eagleeyesccctv.com>

To know more about feature applications, please visit:

<http://203.66.45.240/seo/video>

To know what's new for our products, please join:

<http://203.66.45.240/seo/facebook>

To seek for technical support, please visit:

<http://www.pushvideoclub.com/index.php>

To give us your precious suggestions and comments, please contact:

marketing@eagleeyesccctv.com

1. SOFTWARE INSTALLATION

1.1 Prerequisites

Before installing *EagleEyes* to your mobile phone for remote surveillance, make sure you have checked the following:

- ✓ Your mobile platform is iPhone, BlackBerry, Symbian, Windows Mobile & Android.
- ✓ Mobile Internet services are subscribed and available to use for your mobile phone.



You might be charged for Internet access via wireless or 3G networks. For the Internet access rate details, please check with your local network operator or service provider.

- ✓ Your DVR, NVR, or IP camera is powered on and connected to Internet.

- ✓ You have noted down the IP address, port number, user name and password used to access your DVR, NVR or IP camera from Internet.

1.2 Where to download

Connect to <http://www.eagleeyesctv.com> from your mobile phone, and sign in.



Please **DO NOT** try to download EagleEyes from your computer.

Then, select “Software” and the mobile platform of your phone to download *EagleEyes* to your phone.



It’s recommended to download EagleEyes for BlackBerry with the web browser of Opera.

- For *Android*, three versions of *EagleEyes* are available:

- EagleEyes Lite+
- EagleEyes Lite, and
- EagleEyes Plus+

Download Area



Version: 1.4.4
Updated: Aug. 22, 2013

Or scan to download from Play Store



Version: 1.2.7
Updated: Dec. 7, 2011

Or scan to download from Play Store



Version: 1.4.4
Updated: Aug. 22, 2013

Select the version you want, and start downloading the application.



For Push Video to work properly, your DVR or NVR must support Push Video, the platform version of your Android mobile phone must be Android 2.2 or later, and you need to install “EagleEyes Lite+”. For details, please refer to “APPENDIX 2. SET PUSH VIDEO” at page 11.

- For *iPhone*, two versions of *EagleEyes* are available:
 - EagleEyes Plus (US\$4.99), and
 - EagleEyes Lite (Free).
- For *iPad*, two versions of *EagleEyes* are available as well:
 - EagleEyesHD Lite, and
 - EagleEyesHD Plus (US\$4.99)



To know the differences between *EagleEyes Plus* and *EagleEyes Lite*, please refer to "APPENDIX 3. EAGLEEYES SUPPORT FOR IPHONE" at page 14.

Select the version you want, and you'll be directed to "App Store" to download the application.



You can also find *EagleEyes* on "App Store" from your iPhone. Go to "App Store", and select "Search". Enter the keyword "eagleeyes" to find and download the version you want.

Download Area



Version: 1.0.3.2
Updated: May 28, 2013

Or scan to download from App Store



Version: 1.0.3.2
Updated: May 28, 2013

Or scan to download from App Store



Version: 1.1.5.0 (Only for iPad)
Updated: Apr. 2, 2013

Or scan to download from App Store



When the download is completed, *EagleEyes* will be installed automatically to the location where all applications are saved in your phone by default, or where you specify.

2. HOW TO CONFIGURE

2.1 iPhone

Find  (EagleEyes Lite) or  (EagleEyes Plus) on the desktop of your iPhone depending on which version you've installed, and select to enter the address book of *EagleEyes*.

 The screen shots shown below are from EagleEyes Plus and may look different from EagleEyes Lite.

Step 1: In the address book, select  at the bottom to add new device connection, and select "Get Type" to check if you can get the correct device type.

 If you fail to get the correct device type, there might be some connection problems. For troubleshooting, please refer to "**APPENDIX 4. TROUBLESHOOTING**" at page 15.

Step 2: Then, select "Save" to save your settings and return to the address book. You'll see the icon representing the device you want to connect:

(A) 16 CH DVR

(B) 8 CH DVR

(C) 4 CH DVR

(D) PTZ IPCAM

(E) Normal IPCAM

(F) Unknown



Step 3: Select the item you just added to log into the device immediately.

2.2 BlackBerry

 The screen shots below are taken from **BlackBerry Bold 9000** as an operation example and may look different from the ones you have.

Step 1: Browse to where *EagleEyes* is installed by default on your mobile phone when the installation is completed.

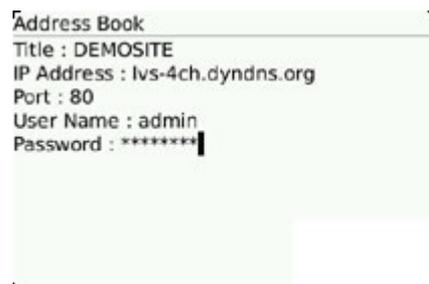
Taking BlackBerry Bold 9000 as an example, press “”, and select “Downloads”.

Step 2: Then, find  (EagleEyes), and select to enter the address book of *EagleEyes*.



Step 3: Press the menu key () to show the available options. Select “Add” to add new device connection.

Step 4: Fill in the information needed to access the device you want to add. Then, press the menu key again, and select “OK” to save and return to the address book.



Step 5: Select the item you just added to log into the device immediately.

 If you fail to get the correct device type, there might be some connection problems. For troubleshooting, please refer to “**APPENDIX 4. TROUBLESHOOTING**” at page 15.

 EagleEyes is not compatible with Blackberry 10 OS or later.

2.3 Symbian

 The screen shots below are taken from **Nokia N97** as an operation example and may look different from the ones you have.

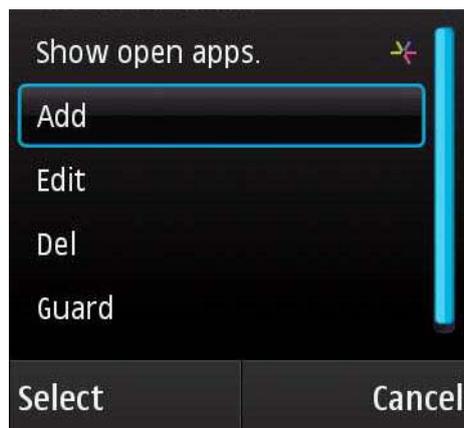
Step 1: Browse to where *EagleEyes* is installed by default on your mobile phone when the installation is completed.

Taking Nokia N97 as an example, go to the main menu, and select “Applications”.

Step 2: Then, find  (EagleEyes), and select to enter the address book of EagleEyes.

Step 3: Press “Options” to show the available options. Select “Add” to add new device connection.

Step 4: Fill in the information needed to access the device you want to add. Then, press “OK” to save and return to the address book.



Step 5: Select the item you just added to log into the device immediately.

 If you fail to get the correct device type, there might be some connection problems. For troubleshooting, please refer to “APPENDIX 4. TROUBLESHOOTING’ at page 15.

2.4 Windows Mobile



The screen shots below are taken from **HTC TyTN II** as an operation example and may look different from the ones you have.

Step 6: Browse to where *EagleEyes* is installed by default on your mobile phone when the installation is completed.

Taking HTC TyTN II as an example, select “Start” → “Programs”.



Step 7: Then, find  (EagleEyes), and select to enter the address book of EagleEyes.

Step 8: Press “NEW DEVICE” to add new device connection.



Step 9: Fill in the information needed to access the device you want to add. Then, press “Apply” to save and return to the address book, or “Login” to directly log into the device.



You can also select the device you just added to log in the address book.

 If you fail to get the correct device type, there might be some connection problems. For troubleshooting, please refer to "APPENDIX 4. TROUBLESHOOTING" at page 15.

 EagleEyes is not compatible with Windows Phone 8 or later.

2.5 Android

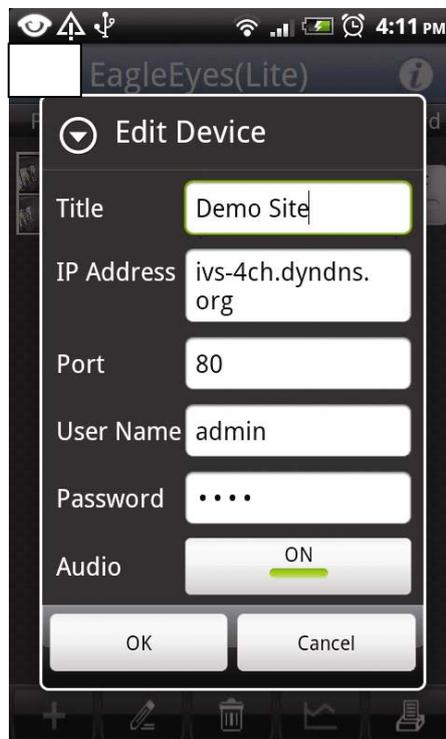
 The screen shots below are taken from *HTC Desire* as an operation example and may look different from the ones you have.

Step 1: Browse to where *EagleEyes* is installed by default on your mobile phone when the installation is completed.

Step 2: Then, find  and activate it.

Step 3: Select "+" on the screen to add a new device. Then, enter the information needed to access your device, such as the IP address, user name, password, and port number.

Select "OK" to confirm and return to the main screen of EagleEyes.



Step 4: Select the preview picture to enter the surveillance channel.

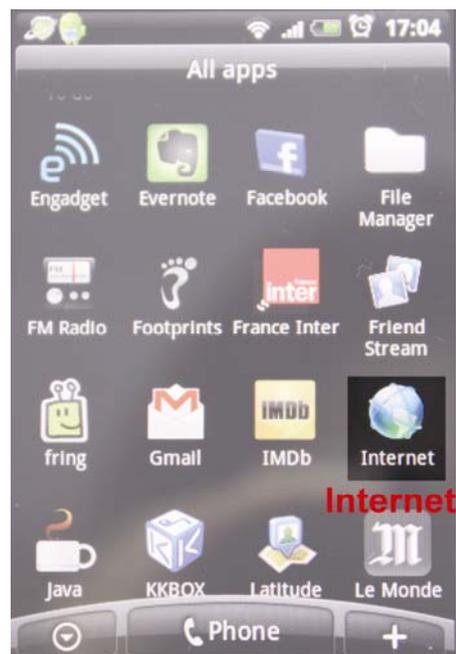
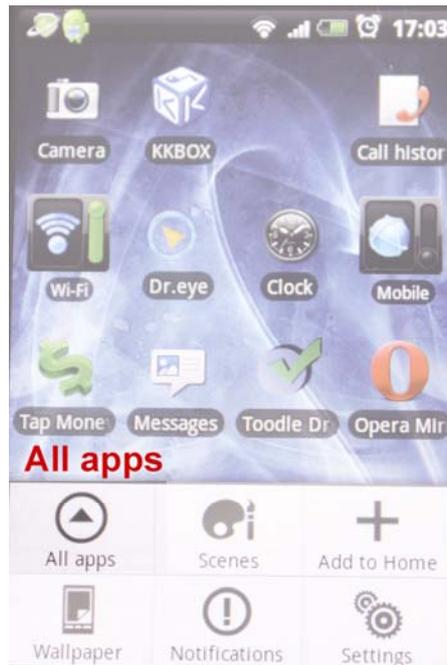
 If you fail to see the preview of your device, there might be some connection problems. For troubleshooting, please refer to "APPENDIX 4. TROUBLESHOOTING" at page 15.

APPENDIX 1. ACCESS FROM BUILT-IN WEB BROWSER

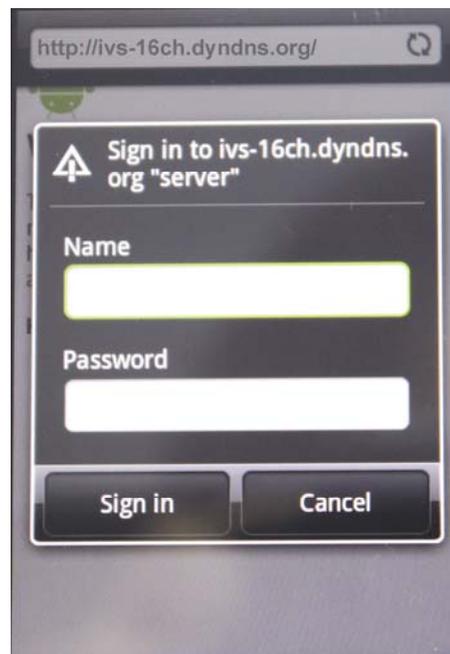
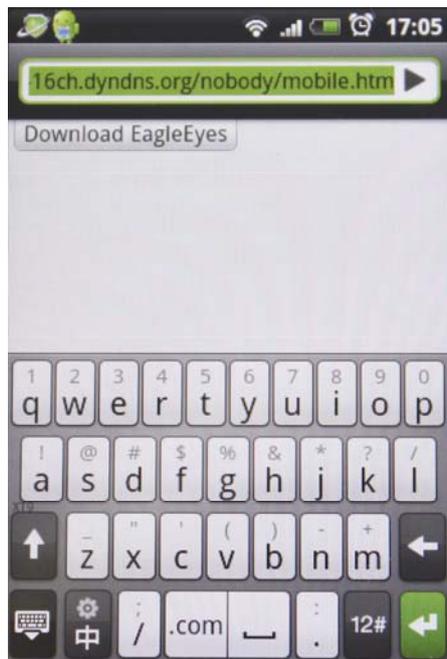
In addition to installing *EagleEyes* on the mobile phone for remote surveillance, you can also access your device from the built-in web browser of your phone.

 The screen shots below are taken from **HTC Aria** (Android) as an operation example and may look different from the ones you have.

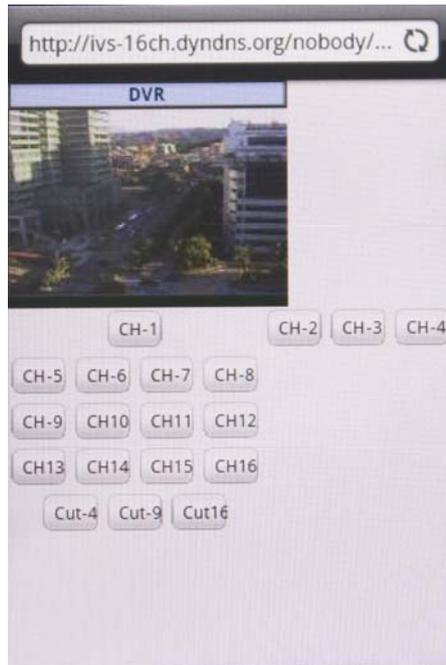
Step 1: Go to the web browser built-in in your mobile phone. Taking HTC Aria as an example, press “menu”, and select “All apps” → “Internet”.



Step 2: Then, enter the address of your device. The address format is `http://address:port`. You will be prompted later to key in the user name and password to access your device.



Step 3: Select “Sign in” to log into your device.



 If login fails, there might be some connection problems, or your recorder or IP camera doesn't support mobile surveillance. Please refer to **"APPENDIX 4. TROUBLESHOOTING"** at page 15.

APPENDIX 2. SET PUSH VIDEO

Push Video is an active event notification function provided by iPhone and Android mobile platforms.

Our IVS series is designed to send instant event notifications to your iPhone or Android mobile phone with our self-developed program, “EagleEyes”, installed.

You need to finish some settings in your iPhone or Android mobile phone for this function to work properly. For details, please refer to “A2.2 Enable Push Video” at page 12.

A2.1 Prerequisites

Before setting this function, make sure you have checked the following:

- ✓ You have an iPhone or Android mobile phone with our self-developed program, “EagleEyes”, installed. For details, please refer to “1.2 Where to download” at page 2.
- ✓ For Android users, your platform needs to be Android 2.2 or later, and you need to install the version of “EagleEyes Lite+”.
- ✓ You have configured the IP address of your device in the EagleEyes address book, and it's accessible from your mobile phone.

If your recorder is a DVR, you have to do the following as well.

- ✓ A human detection camera is connected to a DCCS video channel of your IVS DVR, or a human detection sensor is connected to your IVS network camera.
- ✓ The event record function of your IVS device is not disabled.
- ✓ The motion detection function of your IVS device is not disabled.
- ✓ Your IVS device is connected to Internet. For details, please refer to http://www.surveillance-download.com/user/Network_Setting.pdf.

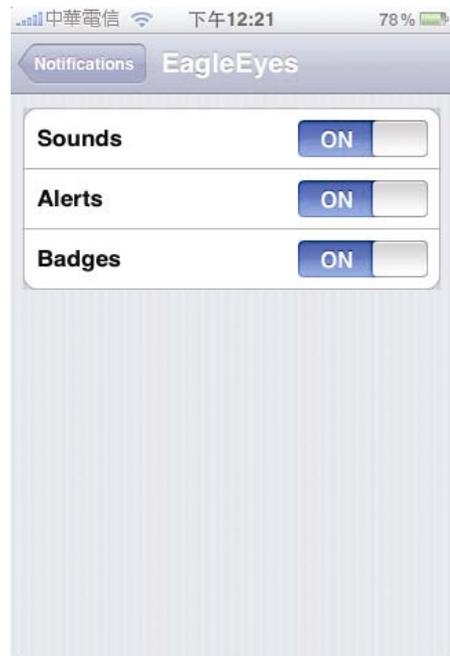
A2.2 Enable Push Video

A2.2.1 iPhone

Step1: In the iPhone main menu, select “Settings” → “Notifications”.

-- Make sure “Notifications” is set to “ON”.

-- Select “EagleEyes”, and make sure its settings are set to “ON”.



Step2: Then, return to the iPhone main menu, and select “EagleEyes” to enter the address book.

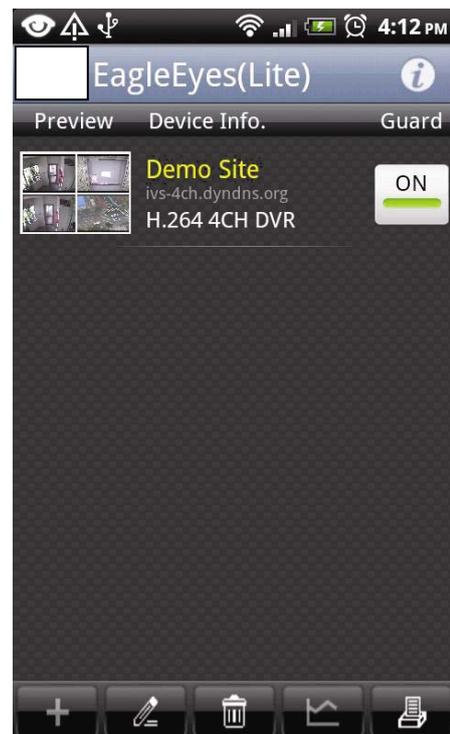
Select the device you just added, and make sure the button is set to “ON” to enable the Push Video support of this IVS device.



Step3: Try to trigger the human detection alarm and see if you will be notified.

A2.2.2 Android

In the address book, switch Guard from “OFF” to “ON”.



APPENDIX 3. EAGLEEYES SUPPORT FOR IPHONE

Two versions of EagleEyes are designed for iPhone: One is free (*EagleEyes Lite*), and the other is charged with \$4.99 (*EagleEyes Plus*).

To know the differences between these two versions, please refer to the table below, and select the one you need to download.

	 Lite	 Plus
Address Book	4	200
Time search and playback	N	Y
Auto playback after an event alarm is triggered*	Y	Y
People counting*	Y	Y
Smart zoom control	Y	Y
IR on / off control	Y	Y
PTZ auto tracking control	Y	Y
PTZ preset point setting	Y	Y
Real time video streaming	Y	Y
Real time audio streaming	Y	Y
Video quality control	Y	Y
Auto re-login after disconnected	Y	Y
Push Video*	Y	Y
PTZ Hot Point control	Y	Y
Touch to zoom in / out in PTZ mode	Y	Y
Double-click to zoom max. in PTZ mode	Y	Y

* These functions are for IVS DVR models only.

APPENDIX 4. TROUBLESHOOTING

Below shows the five steps you should follow for remote access from your mobile phone. If you get stuck in any of the steps, please refer to its possible solution(s).

If your problem is not related to any of them, please visit <http://www.eagleeyesccv.com> for more details.

Step	You should be able to ...	If not ...
1.	Download and install <i>EagleEyes</i> to my mobile phone successfully.	<p>Make sure you have checked all items listed in “1.1 Prerequisites” at page 1.</p> <p>Please write to us from http://www.eagleeyesccv.com including the IP address, user name & password of your device.</p>
2.	Run <i>EagleEyes</i> and go to its address book.	Please write to us from http://www.eagleeyesccv.com including the IP address, user name & password of your device.
3.	Configure our demo site in your address book, and access successfully: <ul style="list-style-type: none"> ■ Address: avc792pv1.ddns.eagleeyes.tw:80 ■ User name / Password: guest 	<p>Please configure another demo site in your address book, and try to access:</p> <ul style="list-style-type: none"> ■ Address: avm571-fae.ddns.eagleeyes.tw:228/ ■ User name / Password: guest <p>If it works, that means your mobile network operator might block specific ports for mobile network services (At least, port 80 is blocked.) Please check with your mobile network operator for more details and avoid using these ports on your recorder or IP camera.</p> <p>If it still fails, and your phone is BlackBerry, please go to “APPENDIX 5. APN SETTINGS FOR BLACKBERRY” at page 16. You might need to finish APN settings.</p> <p>If it still fails, and your phone is not BlackBerry, please write to us from http://www.eagleeyesccv.com including the brand and model no. of your mobile phone.</p>
4.	Access your recorder or IP camera when its access information is configured in your address book.	<ol style="list-style-type: none"> 1. Make sure you have checked all items listed in “1.1 Prerequisites” at page 1. 2. The IP information set in your address book is the same as your recorder or IP camera. 3. If it still fails, Please write to us from http://www.eagleeyesccv.com including the IP address, user name & password of your device.
5.	See the live view of your recorder or IP camera via <i>EagleEyes</i> .	Please write to us from http://www.eagleeyesccv.com including the IP address, user name & password of your device.

APPENDIX 5. APN SETTINGS FOR BLACKBERRY

When using 3G connection, please make sure that Wi-Fi is off and APN is on. Then, continue the APN settings.

When using Wi-Fi, there is no need to set APN.

A5.1 Where is APN

On most of the devices, it is in “Options” → “TCP”.

On 7100 BlackBerry 7100 series, it is in “Tools” → “Settings” → “TCP”.

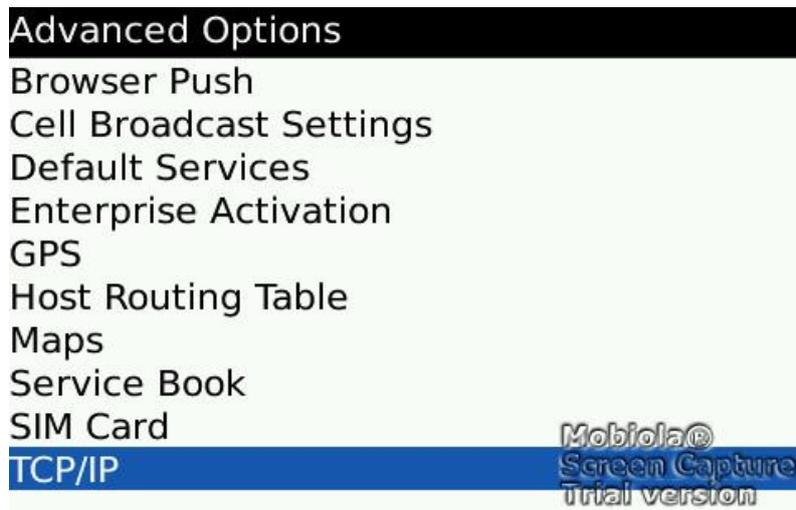
On 8700 BlackBerry 8700 series, it is in “Settings” → “Options” → “Advanced Options” → “TCP”.

A5.2 APN Settings

 Take “Blackberry Bold 9000” as an example.

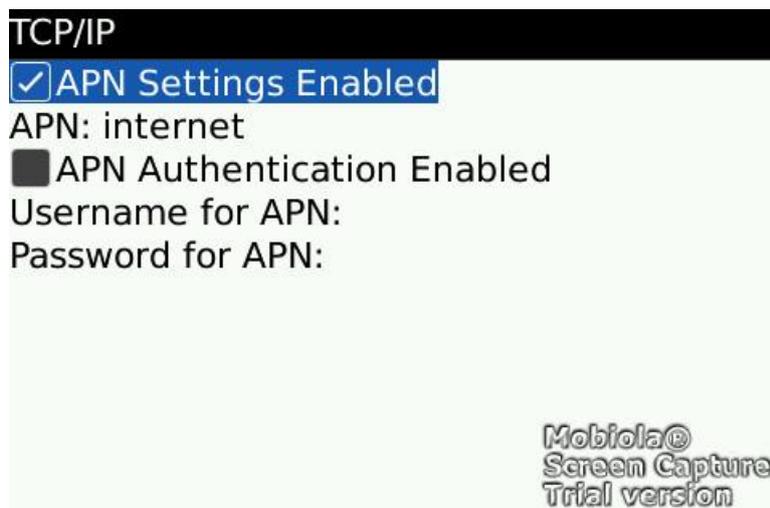
1. Click “Option”, and select “Advanced Option” and then “TCP/IP”.





2. As you are in the TCP/IP page, turn on APN.

Then, enter the name, gateway and the port of your mobile service provider if it is needed.



To learn more about APN setting for different service providers in different countries, please check with your mobile service provider, or one of the following websites:

http://forums.pinstack.com/f24/tcp_apn_wap_gateway_port_carrier_settings-360/

TCP, APN, WAP, Gateway and Port Carrier Settings
Last updated: Feb 6th 2010 PM me any corrections

AT&T
APN: wap.cingular
Username: WAP@CINGULARGPRS.COM
Password: CINGULAR1

AT&T Expanded
Name: AT&T
APN: wap.cingular
Proxy: leave blank
Port: leave blank
Username: WAP@CINGULARGPRS.COM
Password: CINGULAR1
Server: leave blank
MMSC: <http://mmsc.cingular.com>
MMS Proxy: wireless.cingular.com
MMS Port: 80
MCC: 310
MNC: 410 (note. this could also be 310, 41 or 15)
APN Type: leave blank

<http://www.webmessenger.com/support/APN.jsp>

Choose your country of location and get your Access Point Name settings.

USA

Carrier: **AT&T** ([USA](#))
APN: **proxy**
User name:
Password:

Carrier: **AT&T (VPN)** ([USA](#))
APN: **public**
User name:
Password:

Carrier: **Bell Mobility** ([USA](#))
APN: **internet.com**
User name:
Password:

Carrier: **Cincinnati Bell** ([USA](#))
APN: **wap.gocbw.com**
User name: **cbw**
Password:

Carrier: **Cingular** ([USA](#))
APN: **isp.cingular**
User name: **ISPDA@CINGULARGPRS.COM or ISP@CINGULARGPRS.COM**
Password: **CINGULAR1**