# Eagle Eye CameraManager
# User Guide

Tech Support: 512-301-9710

**Version 1.0**

# Table of Contents

# Overview

With CameraManager you can manage cameras and view footage on your computer, smartphone, or tablet. If an object, motion, or a passive infrared (PIR) signature is detected by your cameras, you can choose to receive push notifications and/or emails to always be aware of what's going on in your environment. You can view live video, review event-based historical footage, or download clips to share or view offline.

## Accessing CameraManager

CameraManager can be accessed through either the browser-based WebApp, or the mobile app available for iPhone and Android devices. While there are small differences to the CameraManager experience based on how you access it, you'll get full access to the available features regardless.

### WEBAPP

You can access the CameraManager WebApp wherever you have access to a modern web browser with an internet connection. Simply go to the following URL and login with your CameraManager credentials.

- [https://webapp.cameramanager.com](https://webapp.cameramanager.com)

### MOBILE APP

CameraManager has apps available for Android, iPhone, and iPad. You can find them in the respective app store by searching for CameraManager. Once you have downloaded the app, simply log in with your CameraManager credentials and you're ready to begin.

## How is Your Data Protected?

Security is crucial in cloud surveillance. All data is encrypted from the moment it leaves the camera until it is viewed through CameraManager. Your data is inherently safer and more secure because of this.

CameraManager encrypts all video, audio, and any other data that is transmitted to and from the cloud.

The Eagle Eye Cloud Data Center, although referred to as a single data center, is actually a series of data centers distributed throughout the world.

For browser and mobile app communications, Eagle Eye Cloud Data Center servers use a third-party digital certificate to establish the secure TLS connection. Most browsers allow viewing the contents of the certificate used to establish the connection, enabling users to verify that they are indeed connected to an actual Eagle Eye Cloud Data Center server. The Eagle Eye web application, mobile apps, and APIs communicate via HTTPS, using Transport Layer Security (TLS). The TLS protocol aims to provide privacy and data integrity between two communicating computer applications.
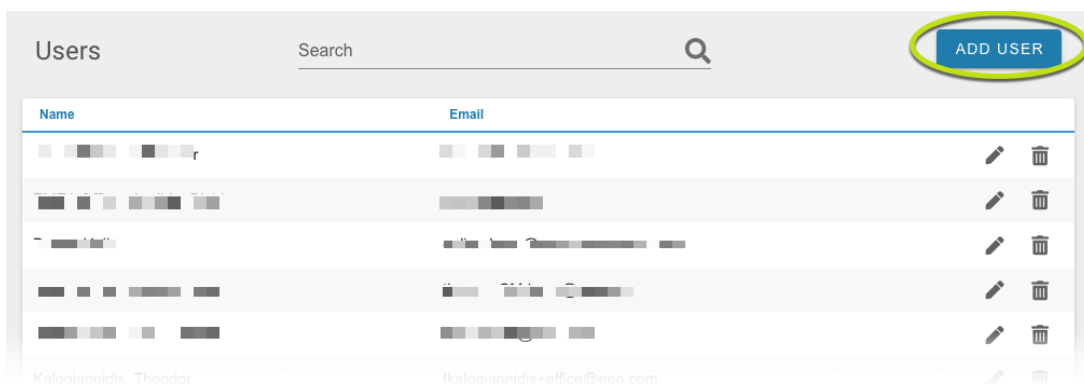
# Users

When a CameraManager account is created, it contains one user, who has complete admin control. Subusers can be created by the admin account with granular permissions that can be granted at a camera and setting level.

Users can only be added, edited, and deleted through the WebApp, so you will need to log in to CameraManager through a browser to add new users.
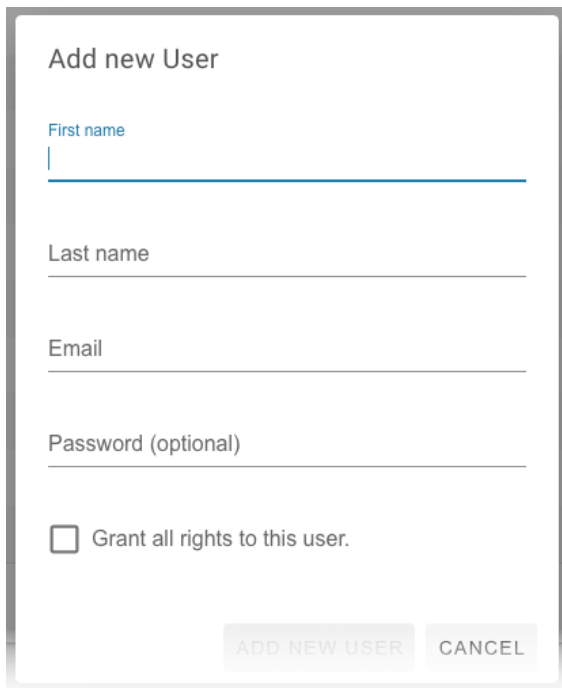
## Add Subusers
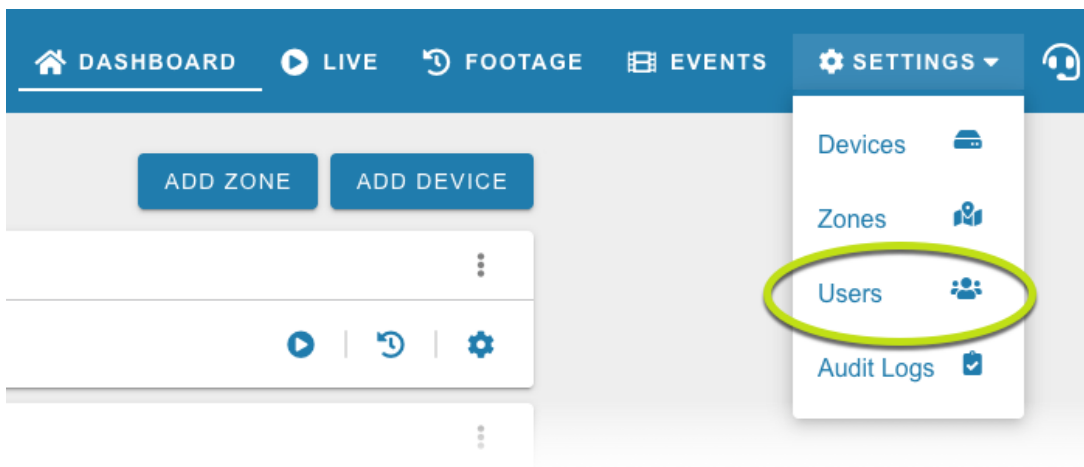


1. Click the **SETTINGS** drop-down and select **Users**.



2. Click the **ADD USER** button.

3. Enter the user's first and last name, email address, and password. You can leave the Password field blank to just allow the user to set a password for themself upon registration. If the user is to be an admin user, check the box to *Grant all rights to this user*. If the user needs to have specific permissions, you can set them later.

## Edit User

To access User Settings for a specific user, navigate back to Settings → Users and click the pencil icon next to the user's entry.
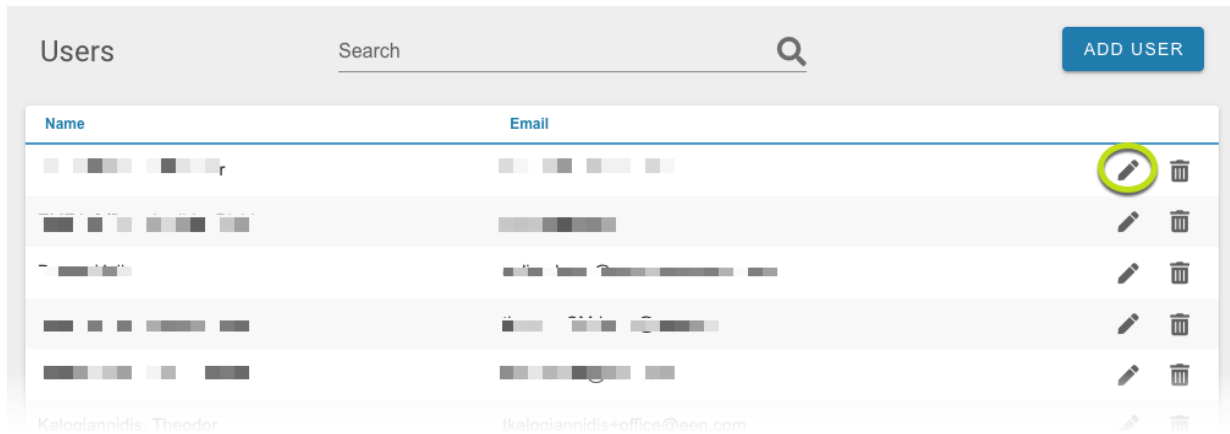


### DETAILS

This is the first screen you will see when editing a user's settings is the Details tab.

- **First Name** – Change the user's first name. If you change this value, remember to click the **Save Changes** button.
- **Last Name** – Change the user's last name. If you change this value, remember to click the **Save Changes** button.
- **Email** – Edit the user's email address in this field. If you change this field, you will be required to enter your password in the next field.
- **Your Password** – For security purposes, you will need to enter your password when changing anyone's email address. This is to make sure that a bad actor does not grant themselves access to your CameraManager account if they discover your workstation unlocked, or something similar.
- **Reset Password** – Click this button to send an email to the user to allow them to set a new password for themselves.

### PERMISSIONS

The Permissions tab allows you, as the admin, to determine what the user can access and what changes they are allowed to make. Use the toggle to enable/disable a permission. If the toggle switch is blue and positioned to the right, permission is granted. Grey/white and positioned to the left means permission is denied.

You can control the following options:

- **Live** – These permissions cover viewing live video in the Live tab.
    - **View** – The ability to view live video in CameraManager.

- ○ **PTZ** – The ability to control the pan, tilt, and/or zoom controls of cameras.
- **Recording** – These permissions cover viewing historical video in the Footage tab.
  - ○ **View** – The ability to view recorded video in CameraManager.
  - ○ **Delete** – The ability to delete recorded video.
  - ○ **Export** – The ability to export (download) recorded video.
- **Zones** – These permissions cover Zones on the Dashboard and Settings tabs.
  - ○ **View** – The ability to view the Zones overview on the CameraManager Dashboard.
  - ○ **Add** – The ability to create a new Zone.
  - ○ **Edit** – The ability to edit the Zone's name, phone number, and address.
  - ○ **Delete** – The ability to delete a Zone.
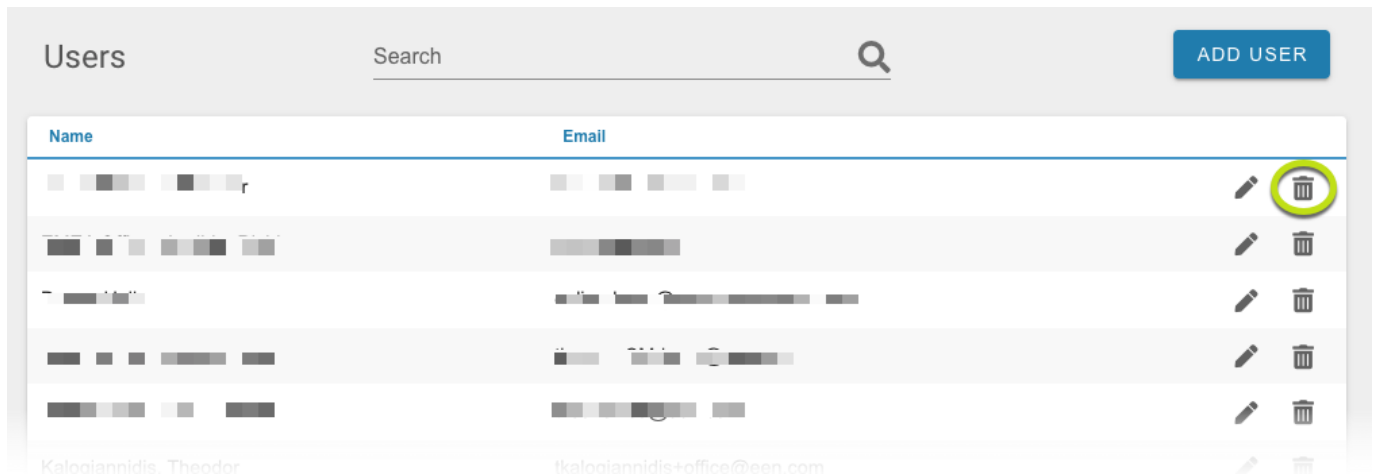- **Cameras** – These permissions cover cameras accessed through the Dashboard and Settings.
  - ○ **View** – The ability to view the list of cameras. This does not control the ability to view camera videos; only the list of cameras.
  - ○ **Add** – The ability to add new cameras to CameraManager.
  - ○ **Edit** – The ability to edit the settings for cameras. This includes everything from notification settings to resolution, fps, etc.
  - ○ **Delete** – The ability to remove cameras from your CameraManager account.
- **Users** – These permissions cover the Users list, accessed through the Settings drop-down.
  - ○ **View** – The ability to view the list of CameraManager users.
  - ○ **Add** – The ability to add a new user to the CameraManager account.
  - ○ **Edit** – The ability to edit a user. This includes their name and email address, and the option to send password reset emails.
  - ○ **Delete** – The ability to delete a user from the CameraManager account.
  - ○ **Demo user** – Enabling this option will make the user a "demo user" that can be publicly shared. Demo users are read-only, meaning that they cannot edit or save anything.
- **Account - Timezone** – The ability to change the timezone of the entire CameraManager account.

CAMERAS



The Cameras tab allows you to grant or deny the user access to specific Zones and cameras. Each Zone and camera is listed here. Use the toggle switch next to each entry to dictate the access. When the switch is positioned to the right and blue, access is granted, when it is positioned to the left and white/grey, access is denied.

## Delete User



To delete a user from your CameraManager account, navigate to **Settings → Users** and click the trash can icon next to the user's name and email address.

# Zones

Zones are what CameraManager uses to organize cameras within the application. You can think of Zones like locations. If you have several buildings that you are deploying CameraManager at, you can set each building as a zone to organize your cameras that way. Or, if you have several floors in one building, you can set each floor as a zone.

However you decide to set Zones, it's important to understand that every camera you add to your CameraManager account **MUST** be assigned to a Zone.

## Add New Zone

When you first log in to CameraManager, you are taken to the Dashboard page.  This page displays all of your Zones, and it is also where you can add new ones.

WEBAPP
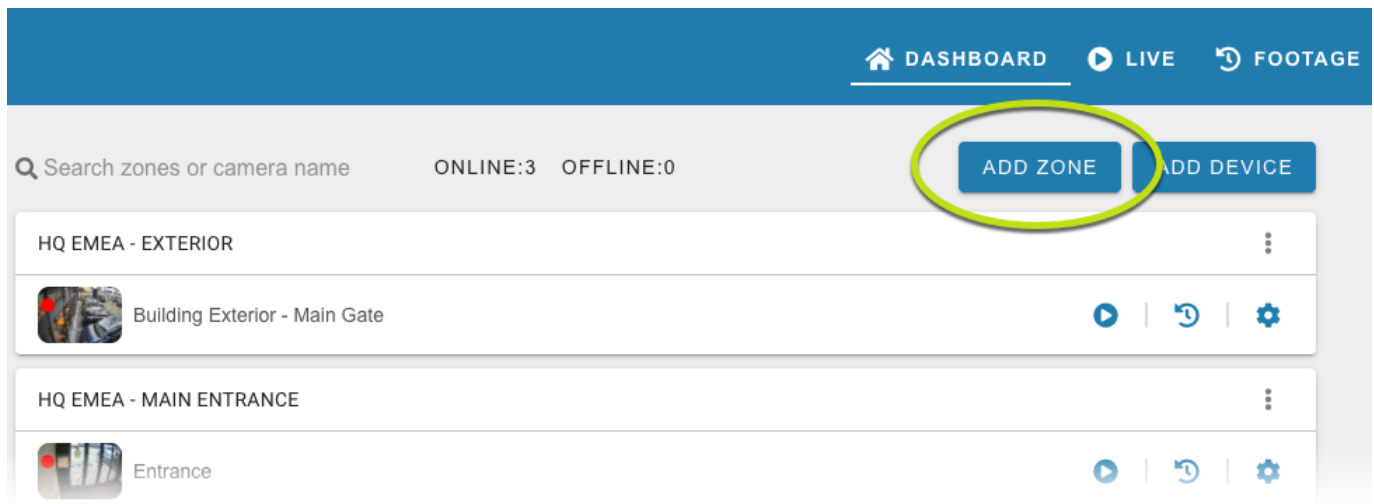


1. Click the **ADD ZONE** button at the top of the page.
2. Enter a name for the Zone and click **ADD NEW ZONE**.

MOBILE APP
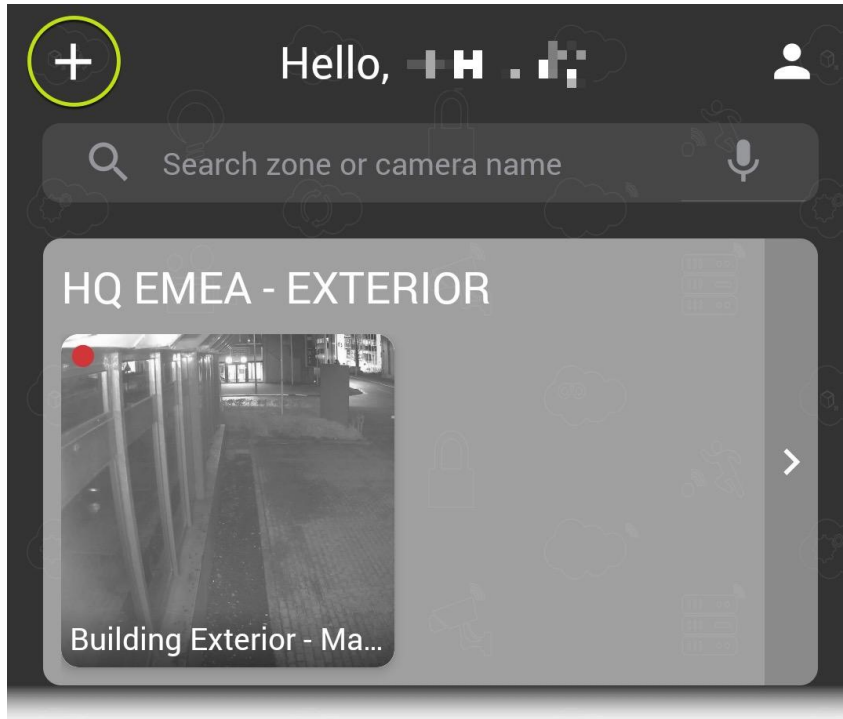


1. Click the **+** icon on the Dashboard page.
2. Enter a name for the Zone and click **Save**.

## Zone Settings

There aren't very many settings to change for a Zone. The Zone's name being the primary one. Other than that, you can add phone numbers and an address for each Zone, but only through the WebApp; the mobile app does not have this setting.

WEBAPP
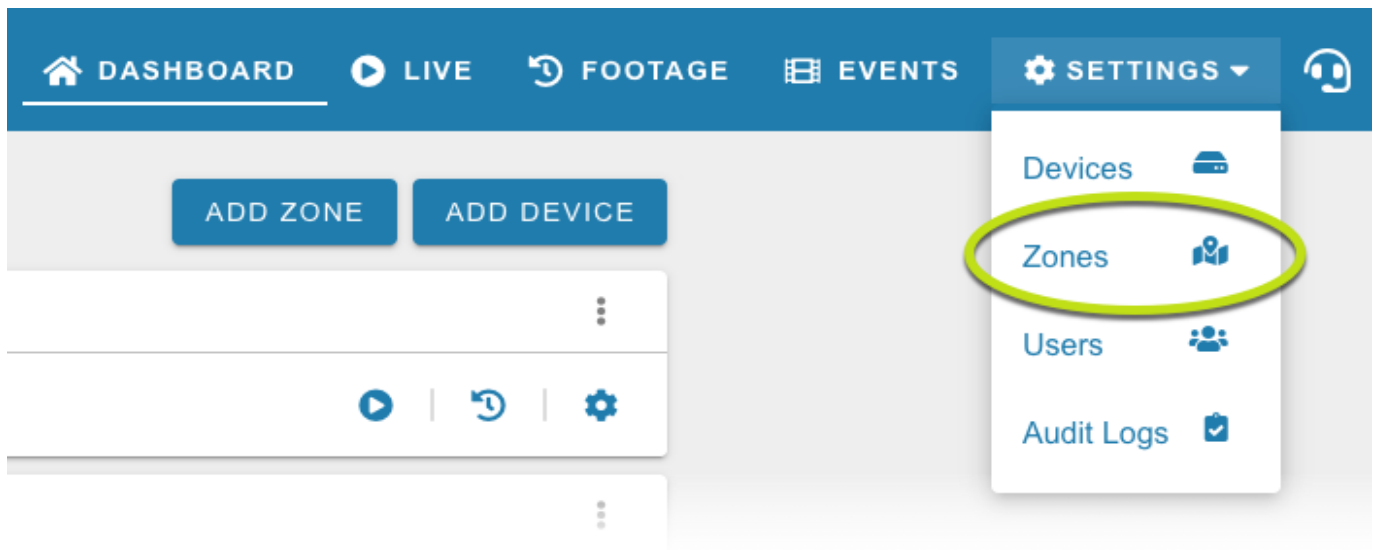


1. Click the **SETTINGS** drop-down then select **Zones**.



2. In the section displayed above, you can edit the Zone name and add phone numbers and addresses, if desired.
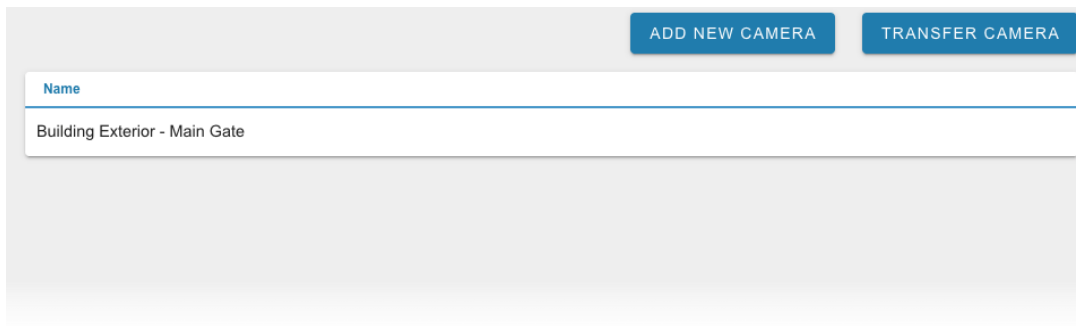
3. This section shows a list of all cameras in the Zone. You can also add a new camera to CameraManager here, and transfer a camera from another Zone to the Zone you are viewing.

MOBILE APP
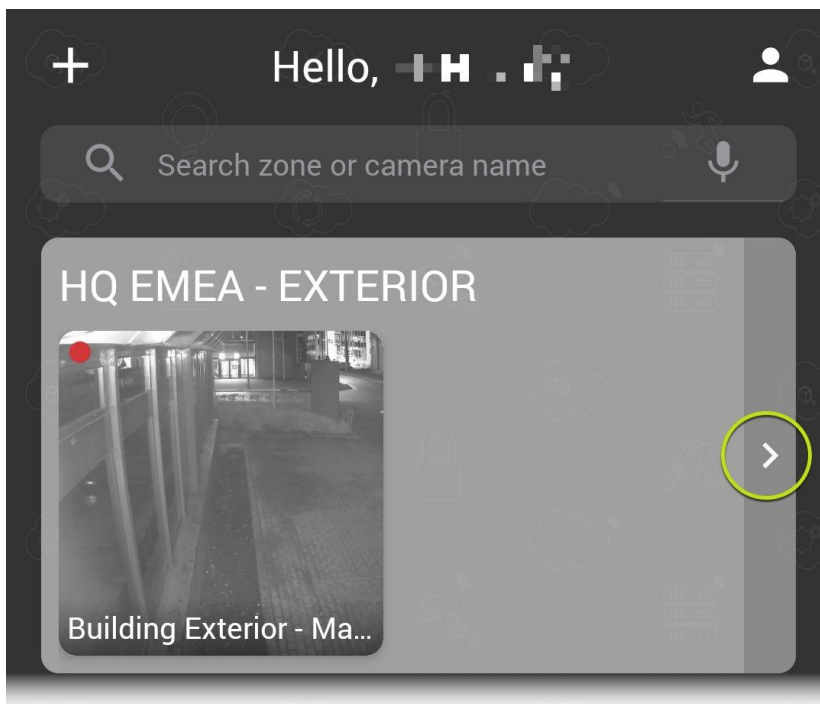


1. From the main screen in the mobile app, touch the arrow next to the Zone you want to edit.
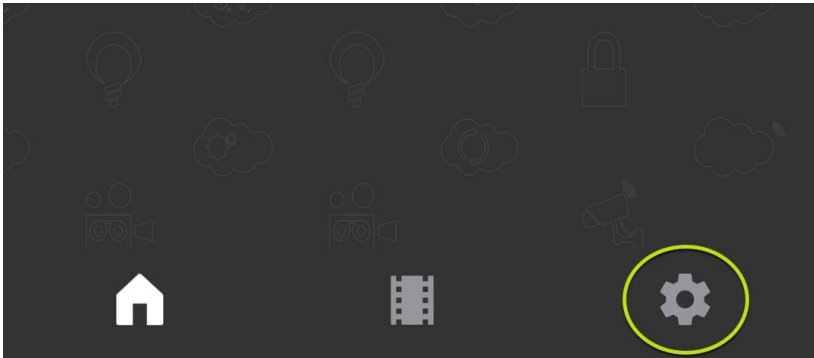
2. On the next screen, touch the gear icon to access the Settings.
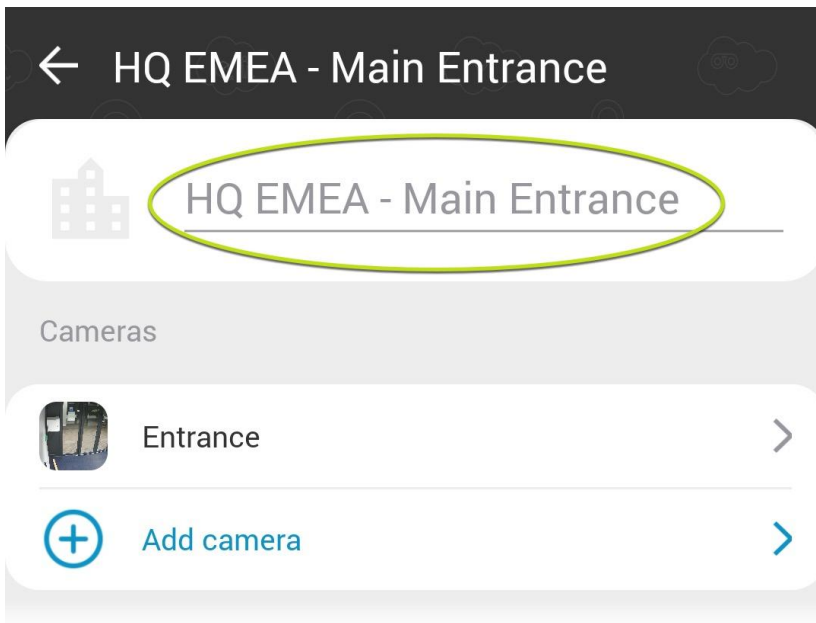


3. You can change the name of the Zone by changing the text at the top of the page.

## Delete Zone

If you need to delete a Zone, you first need to remove all cameras from the Zone. This is a security measure to keep Zones from being accidentally deleted. You can transfer cameras to a different zone so that you can delete it. See the Edit Zone section above.

WEBAPP
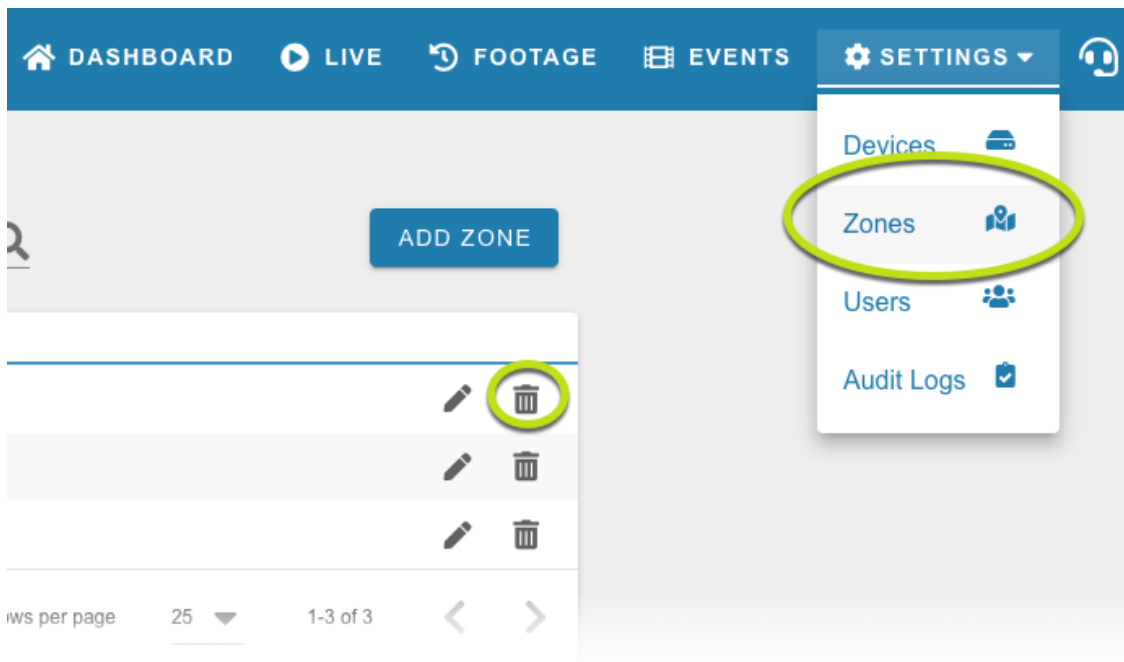


1. Click **Zones** in the **Settings** drop-down.
2. Click the trash can icon next to the name of the Zone you want to delete.

MOBILE
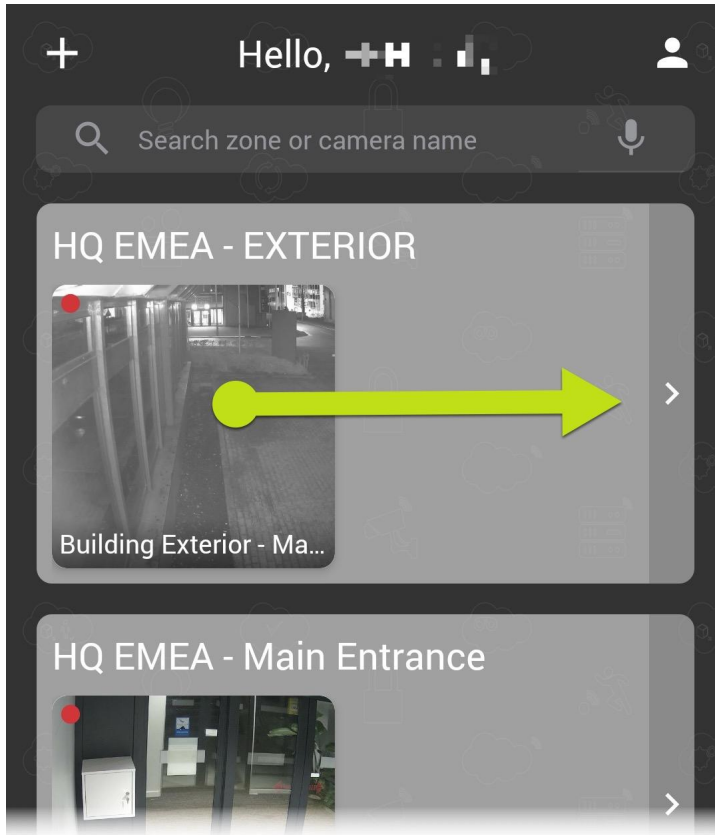


1. From the main screen in the mobile app, simply swipe the Zone you want to delete to the right.

# Cameras/Devices

## Digital IP Cameras

CameraManager uses the ONVIF standard to communicate with digital IP cameras.  Unfortunately, this does not mean that the system works with all cameras that claim to be ONVIF compliant. ONVIF is only a small part of the complexity of communicating with digital IP cameras.

The list of supported cameras is located at: https://support.een.com/portal/en/kb/articles/supported-cameras

Some customers have attempted to utilize the multi-stream capabilities of cameras to feed two different VMS systems. We strongly advise against this. There is too much complexity and crossover in the communications with the cameras to do this reliably. A camera should only communicate with CameraManager.

# Add Cameras to CameraManager

Specific installation guides are included within each camera box, as well as in CameraManager itself.

1. Unpack the camera and check that all the components are present. The Quick Start Guide included with the camera contains a list of these components.
2. Mount the camera where desired using installation instructions.
3. Plug the power adapter into both the camera and a power outlet.
4. Plug the network cable into both the router and the camera's ethernet port.
5. Make sure your device (mobile/pc) and camera are connected to the same local network (if connecting via MAC address).
6. Now you can proceed on either the WebApp or mobile app. Follow the instructions in the applicable section below.

### WEBAPP

The WebApp currently only supports adding new cameras via MAC address. If your camera does not support this, please use the mobile app to add the camera to CameraManager.

**Device details**

| | |
|---|---|
| Device Name | New Device |
| Device Zone | ▼ |
| | ➕ ADD NEW ZONE |
| MAC Address | |

ADD DEVICE

7. Open a browser window and navigate to https://webapp.cameramanager.com/.
8. Log in with your email address and password. You should be taken to the Dashboard. If not, click **Dashboard** in the navigation.
9. Click **Add Device**.
10. Enter a **Device Name**. We recommend using a naming convention that will work for all devices.
11. Select an existing **Device Zone** or click **ADD NEW ZONE** to create a new one. Zones are location-like hierarchies that cameras are grouped under.
12. Enter the **MAC Address** of the camera. This value can be found on the camera label.
13. Click **Add Device** once all the fields are populated. This will return you to the Dashboard and the camera will be displayed if connected properly. This may take a few minutes.

MOBILE APP

The mobile app supports adding cameras by searching the network or directly using the MAC address.

7. If this is your first camera, or if you are adding the camera to a new Zone, click the **+** icon on the Dashboard to add a new Zone. Cameras are listed under the Zone they are added to, and, typically, Zones act as locations. For example, if the camera is mounted in the lobby, facing the entrance door, you can name the zone "Lobby" and then the camera name can be changed to "Lobby Entrance".

8. Select the Zone where you want to place the camera.
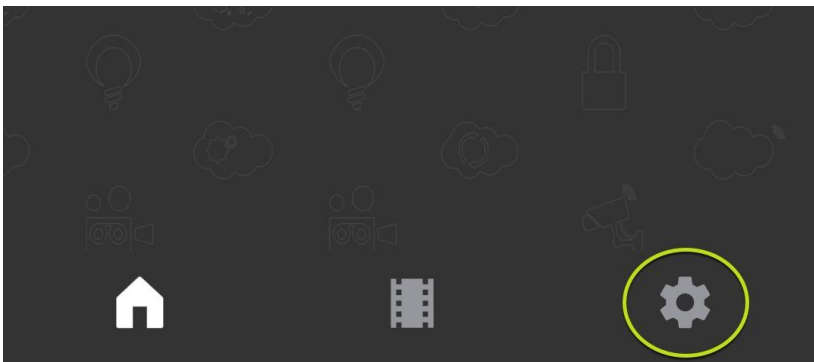


9. Click the Gear icon to access the Zone settings.
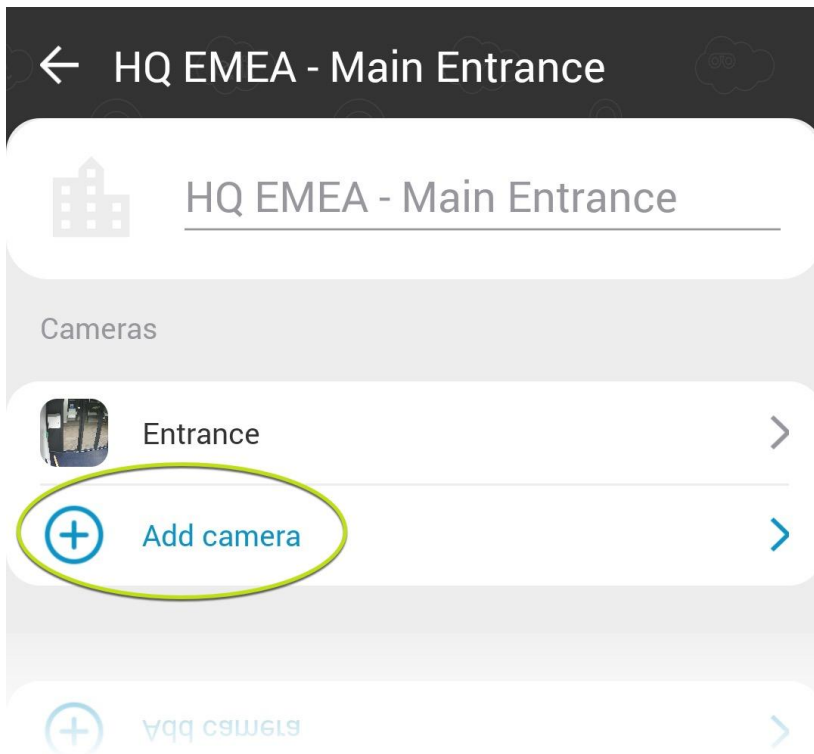
10. Click the **Add camera** option.
11. Click **Add camera** on the next page as well to add a new camera to the Zone.
12. Choose the type of camera you are adding (CloudCam or NuboCam), or select the MAC address option. Clicking the **i** icon shows a list of supported cameras.
    a. **CloudCam**
        1. If you've followed the instructions so far, you can just click **Continue** on the next screen.
        2. The app will display all cameras found on the local network.
            ● If the camera you're trying to install doesn't appear in the new camera list, perform a camera reset by <u>pressing and holding the reset button for a minimum of 10 seconds until the light changes</u>.
        3. Find your camera in the list. You can identify the camera by checking the text following **MAC**. The code should match that on the camera label. Touch the camera listing to select it.
        4. Give the camera a name. We recommend using a naming convention that can apply to all your devices. Then click **Continue**.
    b. **NuboCam**
        1. Select whether you are adding an **MC01** or **MC02** model.
        2. For MC01, follow the instructions presented in the mobile app. Location must be enabled and the NuboCam WiFi cannot be saved on your device.

3. For MC02, select whether you have the **EU** or **US** model. Then provide a name for the camera using a naming convention that will apply to all your devices. Finally, enter the MAC address to add your camera to CameraManager.

c. **MAC Address**
1. Make sure your device has powered up and connected to the internet, then click **Continue**.
2. Provide a name for your camera following a naming convention that can apply to all your devices. Then click **Continue**.
3. Use your device's camera to scan the device's QR code. If you do not have the QR code, click **Manually enter MAC address**. If you need to do this, enter the MAC address and then click **Continue**.

13. After adding the camera, a loading screen will appear. It may take up to a minute to finish setting up the camera.
14. Upon completion of these steps, your camera will be successfully added.

POSSIBLE ERRORS

When adding a camera to CameraManager, the following errors may occur:

| Error | Description |
|---|---|
| The camera was not able to make a connection to the cloud. Please make sure the camera is connected to a power source and has a stable internet connection. | The camera didn't connect to the cloud in time. This can happen because the power/network cables are not connected properly or because there is a firewall blocking the camera. The camera will connect to the cloud via TLS connection on port 8181. |
| Please factory reset your camera or make sure your camera has the default credentials. Try again after that. | The camera did not have the correct password, possibly because you changed the password away from the default. You can reset the camera and add the camera again. CameraManager will configure a strong and unique password on the camera as part of the automated setup process. |
| Problem detected with your camera. We detected a problem with your camera, please restart or factory reset the camera. | An error occurred on the camera. This might happen when the camera crashes, for example. Restart or factory reset the camera to fully recover it. |
| Unknown error. The application has encountered an unknown error, try again later. If the problem persists, contact support. | An unknown error occurred. Please open a ticket with support@een.com and include the error code. |

| Adding the camera failed. The camera is already added to a different account. Remove the camera from the current account before adding it to a new account. | Within CameraManager, it is not possible to add the same camera to multiple accounts. you need to remove it from the current account before you can add it to a new one. |
|---|---|

# Camera Settings

**WEBAPP**

You can access Camera Settings in 3 ways:
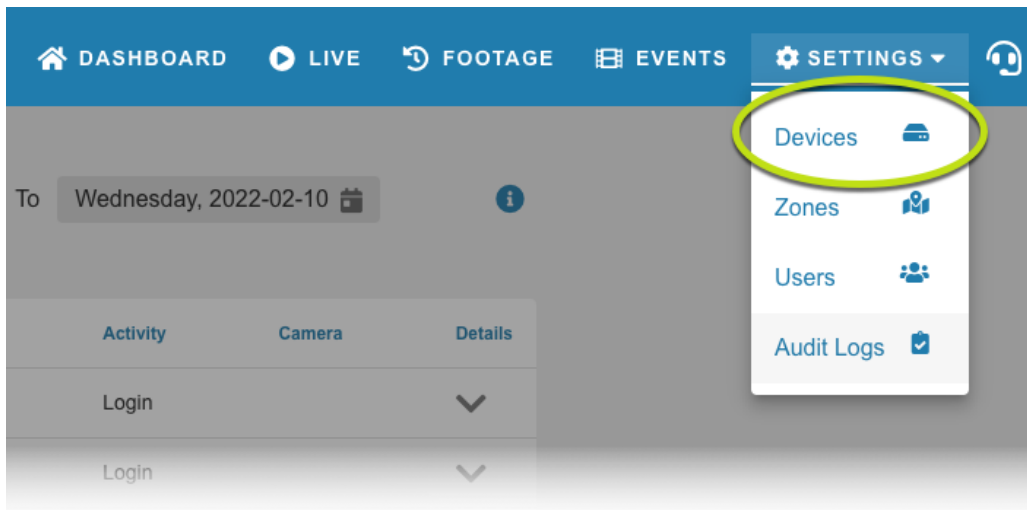


1.  Click **Settings**, select **Devices**, then choose the camera from the list.
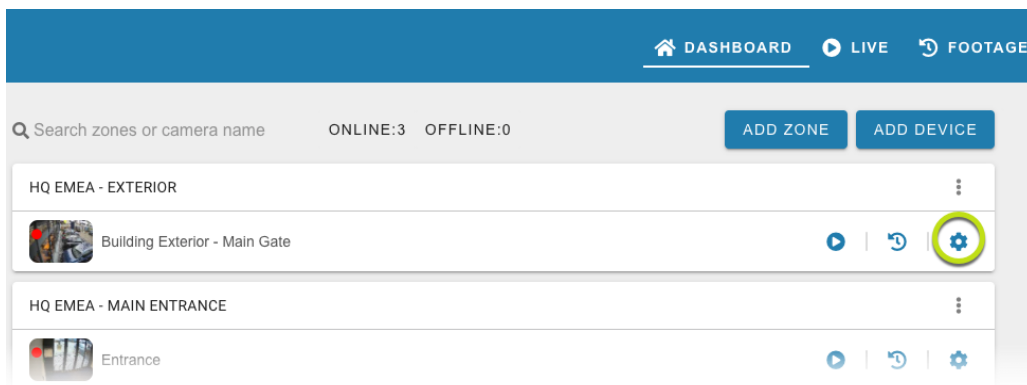


2.  From the Dashboard, find the camera and click the Gear icon next to it.
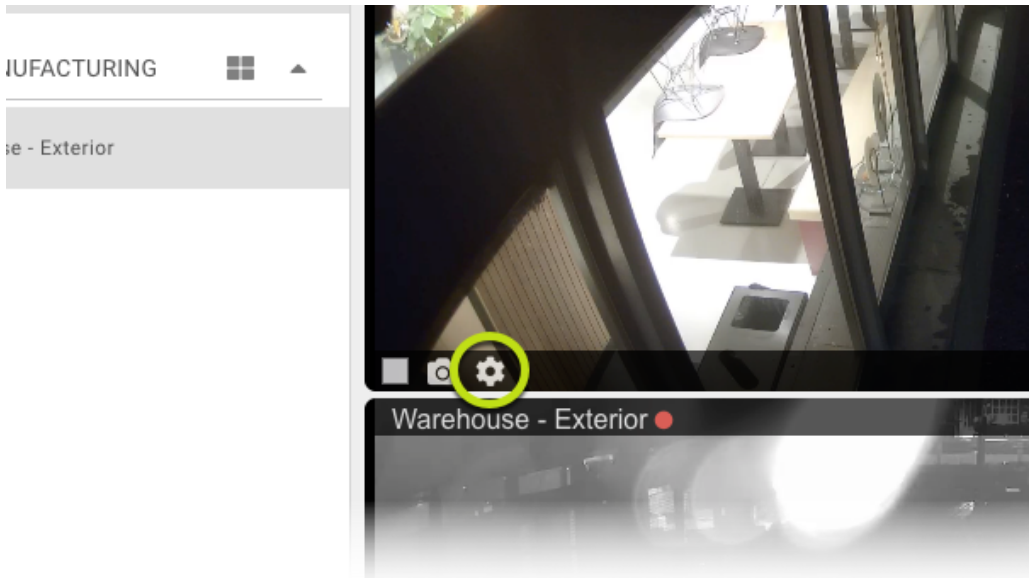
3. From the Live video, mouse over the video pane, and click the Gear icon.

The Camera Settings page offers a number of configurable fields, listed under different tabs.

When settings are changed, save the changes by clicking **Save** in the top-right corner. This option only shows up when a value has been altered.

**Camera Info**
- **General**
  - **Camera name** – Change the camera name by editing this field.
  - **Camera enabled** – Toggle this to turn streaming for the camera on/off. Note that this does not affect the power state of the camera.
- **Camera Mode**
  - This field shows you the current mode that camera is set to. It is just informational. If you want to change it, go to the Schedule & Notifications menu.
- **Camera Settings**
  - **Current zone** – You can change the value here to move the camera to a different Zone.
  - **Brand** – Non-editable field to just provide you with information.
  - **Type** – Non-editable field to just provide you with information. This is also the model number.
  - **MAC address** – Non-editable field to just provide you with information.
  - **IP address** – Non-editable field to just provide you with information.
  - **Time zone** – You can change the time zone for the camera.
  - **Firmware version** – Non-editable field to just provide you with information.

**Recording**
- **Cloud Storage**

- ○ **Recording type** – You can select between Continuous recording and Event based recording. Event based will cause the camera to only record video when events are detected.
  - ○ **Retention** – Non-editable field to just provide you with information. To change this value, please contact your reseller.
- ● **Edge Storage Status** – Only visible if the camera supports edge storage (on an SD card, for example). You'll see the name of the card that's being used, the capacity and the amount of storage being used, and a status. The status values are explained below.
  - ○ **NotDetected** – No edge storage medium is detected.
  - ○ **Detected** – An edge storage medium has been detected and is ready to be formatted.
  - ○ **Error** – Shown when the card detected in the camera cannot be used. Click the **Format** button to attempt to resolve the error.
  - ○ **Busy** – The edge storage medium is currently in use.
  - ○ **Ready** – The edge storage medium is functioning correctly.
- ● **Edge Storage Cloud Sync** – Toggle this on to have saved footage from edge storage sync to the cloud for storage when adequate bandwidth is available.
- ● **Edge Storage Synchronization Jobs** – This field will show you the status of any synchronization job that is running, or has recently run.

### Detections

- ● **Camera Detections**
  - ○ **Video motion** –This toggle should be enabled to allow your camera to record events based on motion that it detects. Each motion event will be highlighted on the timeline in the camera's Footage, and, if supported by the camera, Smart Video Analytics will be triggered by this motion event.
- ● **Smart Detections**
  - ○ **Smart video analytics** – If supported by the camera, enable this to have the camera to run Smart Video Analytics on the video recorded based on the detected motion.
  - ○ **Object detections** – Enabling Object detections will cause the Smart Video Analytics to analyze the motion detected by the camera and attempt to detect the object causing the motion. It's important to note that the "object" can be a person. Object will tag anything causing motion.
  - ○ **Person detections** – Enable Person detections to have Smart Video Analytics look for a person causing motion and only generate an event if a person is detected.

### Detection Areas

- ● **New Area** – Add an area to the camera field of view to limit where motion detection and Smart Video Analytics are functional. This area does not apply, however, to infrared/PIR events. Overlapping areas are ok. Drawing an area over a tripwire, however, will disable the tripwire.
  - ○ Add a new area by clicking the **New Area** button. Then click on the image to add vertices for the shape of your new area. An area needs to have at least 3 vertices, but can have as many as you want to generate the shape that you need. Click the original vertex (white circle) to complete the shape and save the area.

- ○ Areas can be named by clicking the pencil icon that appears when you mouse over its entry to the right of the still image of the camera.
- **New Tripwire** – Add a tripwire to generate an event when an object/person crosses the line. These are especially useful at doorways or entries to forbidden areas. When drawing a tripwire, place it as close to the center of the camera field of view as possible to give the camera an opportunity to identify the object/person before the tripwire is crossed. Note that if you draw a tripwire within a marked area, the tripwire will be disabled.
  - ○ Add a new tripwire by clicking **New Tripwire**. You don't actually draw the tripwire on the image. Simply drag the endpoints of the line to where they need to be.
  - ○ Tripwires can be named by clicking the pencil icon that appears when you mouse over its entry to the right of the still image of the camera.

**Schedule & Notifications**

- **Camera Mode** – Set when your camera is recording and/or sending notifications. This goes along with "Recording Type" under the Recording tab. Recording Type defines when the camera records (continuous or event based) and Camera Mode determines when that recording type takes place.
  - ○ **Armed** – Recording and notifications are both on. If Recording Type is set to "Continuous" and Camera Mode is set to "Armed", the camera will record and send notifications 24/7.
  - ○ **Silent** – Recording is on and notifications are off.
  - ○ **Disarmed** –Recording and notifications are both off. You can still view the live video from the camera, though.
  - ○ **Scheduled** – Create a custom schedule for both recording and notifications.
- **Scheduling Days** – Set a custom schedule per day.
  - ○ **Days of the week** – Use this field to set a schedule for each day by selecting a day from this dropdown then setting the schedule for that day; or choose "Same schedule for all days" if you just want to run on a set schedule regardless of the day.
- **Recording Schedule** – Set the time of day the camera will record (continuously or event-based). Click and drag on the time range you want to set. Click the Eraser icon to remove the range.
- **Mobile Push Notification Schedule** – These settings apply to push notifications for each type of event. This correlates with the Scheduling Days value.
  - ○ **Smart Video Analytics** – Set the time range that mobile devices will receive push notifications (if enabled) for Smart Video Analytics events (object/person recognition). Only available on supported cameras.
  - ○ **Video Motion** – Set the time range that motion detection will generate push notifications on your mobile device (if enabled).
- **Email Notification Schedule** – These settings apply to email notifications for each event type.
  - ○ **Smart Video Analytics** – Set the time range that users will receive email notifications (if enabled) for Smart Video Analytics events (object/person recognition). Only available on supported cameras.
  - ○ **Video Motion** – Set the time range that motion detection will generate email notifications for users (if enabled).

**Networks**

- **Camera IP Address and Port** – This information is not editable and is shown for any kind of troubleshooting you might need to do.
- **Wireless** – Edit the wireless network the camera is attached to, or set up a new WiFi connection.

**Video & Sound**

- **Video**
  - **Resolution** – Set the resolution you want the camera's video to be shown in. If you have bandwidth restrictions and the video is buffering too much, you can set this to a lower value to increase reliability.
  - **Frames per seconds** – Set the frames per second (fps) you want your video to be shown in. This value can be up to 25. If you are experiencing performance issues, you could try lowering the frame rate.
  - **Maximum bandwidth** – You can set the maximum amount of bandwidth the camera will use to record footage into the cloud. A lower bandwidth will lower the footage quality, but will not affect resolution or frame rate.
- **Sound**
  - **Microphone disabled** – On applicable cameras, this toggle enables/disables the microphone. Local laws vary, so please confirm that you can legally record audio before enabling this.
- **Advanced Video Settings**
  - **Rotate image** – If your camera is mounted upside down, you can rotate the image 180°.
  - **Anti-flickering** – TVs or computer monitors in the camera field can lead to flickering that could be mistaken for motion. Use this setting to remove the flicker on those screens.
  - **Backlight compensation** – Manually adjust the backlight levels instead of having the camera automatically set it.
  - **Manual night view** – Night view is generally set to automatically detect nighttime and activate the IR light. Use this setting to manually force day or night mode.
  - **Restore defaults** – Click this button to restore **ALL** camera settings to the CameraManager default settings.

### MOBILE APP

You can access a camera's settings in the mobile app by following these steps:

1. On the main page of the mobile app, select the Zone containing the camera.
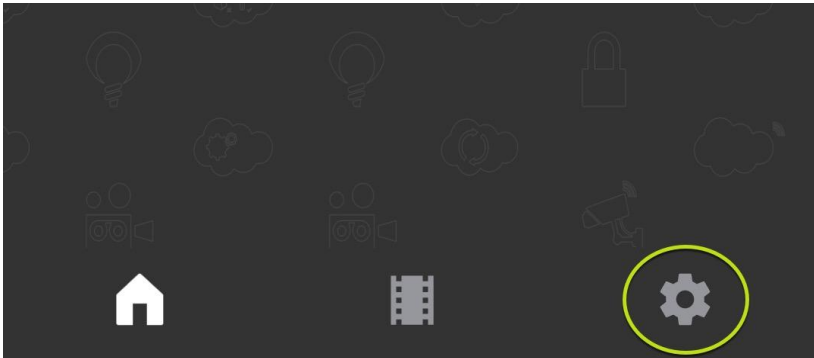
2. Touch the Gear icon at the bottom of the screen.
3. Find the camera in the list and select it.

The following settings are now available:

- **Camera name** – Change the camera's name by changing the name at the top of the screen.
- **Camera enabled** – Toggle this to turn streaming for the camera on/off. Note that this does not affect the power state of the camera.
- **Detection Settings**
    - **Camera detections** – This toggle should be enabled to allow your camera to record events based on motion that it detects. Each motion event will be highlighted on the timeline in the camera's Footage, and, if applicable to the camera, Smart Video Analytics will be triggered by this motion event. If disabled, no detections will be made.
    - **Smart video analytics** – If supported by the camera, enable this to have the camera to run Smart Video Analytics on the video recorded based on the detected motion.
        - **Object Detection** – Enabling Object detections will cause the Smart Video Analytics to analyze the motion detected by the camera and attempt to detect the object causing that motion. It's important to note that the "object" can be a person. Object will tag anything causing the motion.
        - **Person Detection** – Enable Person detections to have Smart Video Analytics look for a person causing the motion and only generate an event if a person is detected.
    - **Detection area** – This setting can only be configured in the WebApp.
- **Scheduling**
    - **Geofencing** – You can define an area that, when entered or exited, will affect the state of the camera's notifications (Armed, Silent, etc.). This will apply to the specific device used to create the geofenced area.
- **Notification Settings**
    - **Geofencing Notifications** – Choose what you want the camera's notifications to change to when the device enters or exits the geofenced area.
- **Video Streaming Settings**
    - **Recording** – You can select between Continuous recording and Detection based recording. Detection based will cause the camera to only record video when events are detected.

- ○ **Resolution** – Set the resolution you want the camera's video to be shown in. If you have bandwidth restrictions and the video is buffering too much, you can set this to a lower value to increase reliability.
- ○ **Frames per second** – Set the frames per second (fps) you want your video to be shown in. This value can be up to 25. If you are experiencing performance issues, you can try setting this value to a lower frame rate.
- ○ **Max Bandwidth** – You can set the maximum amount of bandwidth the camera will use to record footage into the cloud. A lower bandwidth will lower the footage quality, but will not affect resolution or frame rate.
- ○ **Advanced video settings**
  - ■ **Rotate image** – If your camera is mounted upside down, you can rotate the image 180º.
  - ■ **Day/Night mode** – This is generally set to automatically detect daytime and nighttime. Use this setting to manually force day or night mode.
  - ■ **Restore defaults** – Click this button to restore **ALL** camera settings to the CameraManager default settings.
- ● **Camera Settings**
  - ○ **Microphone** – On applicable cameras, this toggle enables/disables the microphone. Local laws vary, so please confirm that you can legally record audio before enabling this.
  - ○ **Zone** – You can change the value here to move the camera to a different Zone.
  - ○ **Mode** – Set when your camera is recording and/or sending notifications. This goes along with "Recording Type" under the Recording tab. Recording Type defines when the camera records (continuous or event based) then Camera Mode determines when that recording type takes place.
    - ■ **Armed** – Recording and notifications are both on. If Recording Type is set to "Continuous" and Camera Mode is set to "Armed", the camera will record and send notifications 24/7.
    - ■ **Silent** – Recording is on and notifications are off.
    - ■ **Disarmed** –Recording and notifications are both off. You can still view the live video from the camera, though.
    - ■ **Scheduled** – Create a custom schedule for both recording and notifications.
  - ○ **Firmware** – Non-editable field to just provide you with information.
  - ○ **Advanced camera info** – Touch this option to see the brand, type (model), MAC address, and IP address of the camera.
- ● **Storage**
  - ○ **Cloud** – Non-editable field to show your retention subscription.

# Delete Cameras

WEBAPP

There are 2 methods to delete cameras within the WebApp:
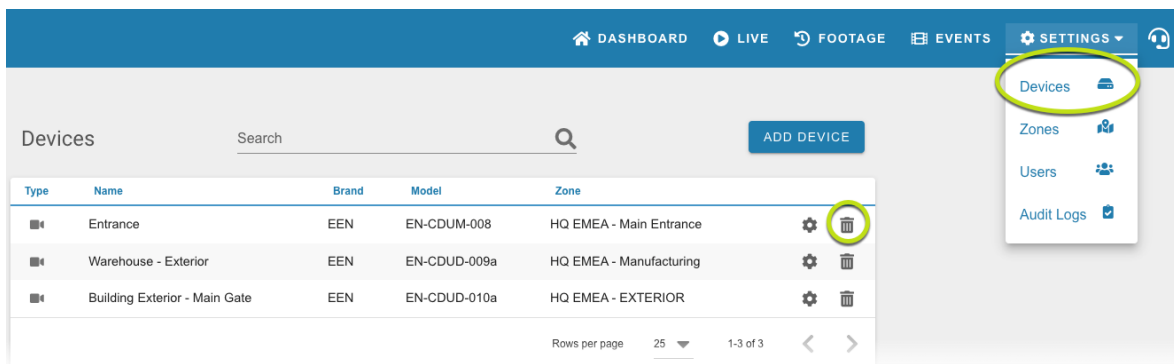


1. Click **Settings** and then **Devices**. Then you can click the trash can icon to delete the camera.
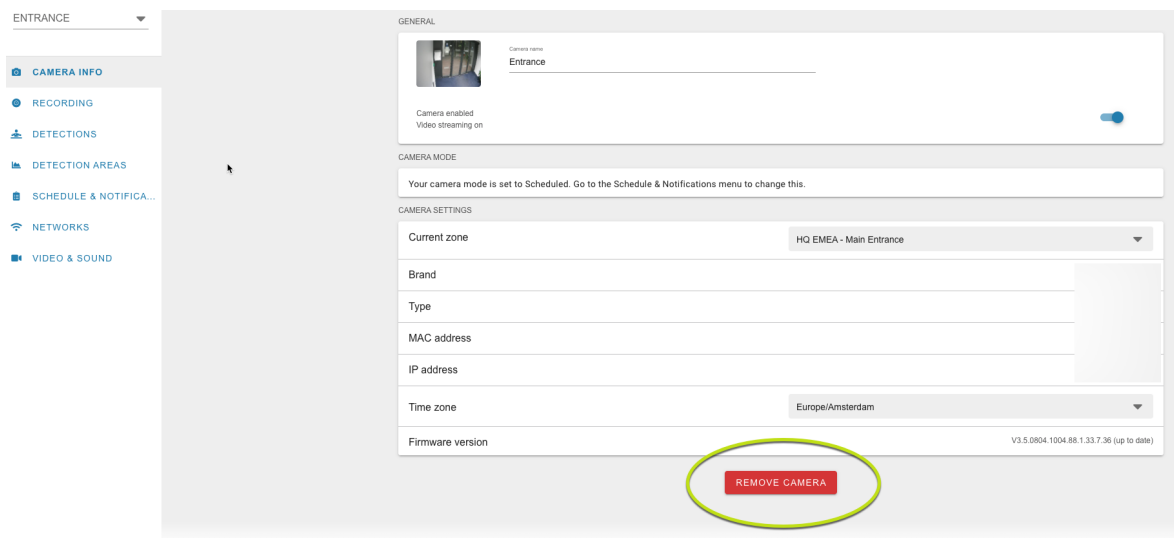


2. In the Camera Settings, click the **Remove Camera** button at the bottom of the page.

MOBILE APP

Cloud                                                      60 days
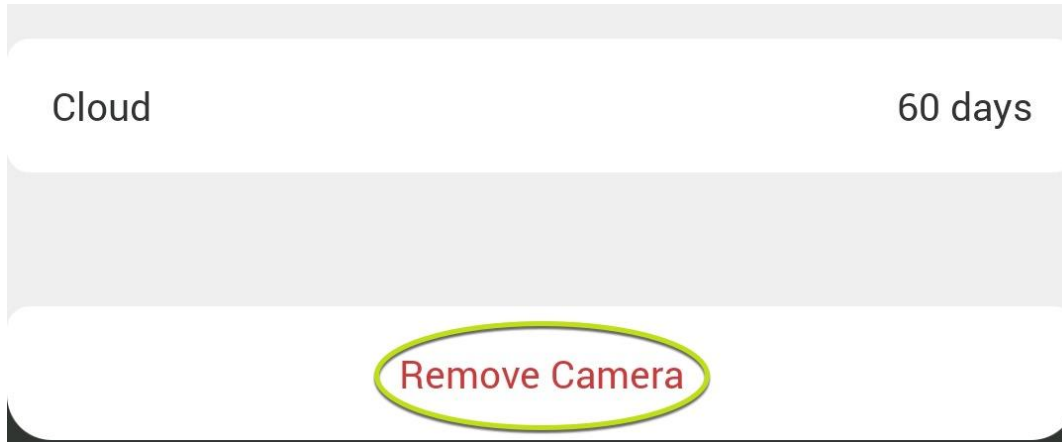
Remove Camera

Cameras can be deleted from the mobile app by navigating to the Camera Settings page, scrolling to the bottom of the page, and selecting **Remove Camera**.

# Audit Logs

Actions performed within CameraManager are recorded and written to the Audit Log, showing what user changed what setting, watched what video, or logged in at what time.

Audit Logs can only be accessed through the WebApp, so you will need to log in to CameraManager through a browser to gain access to the Audit Log.

## Access Audit Logs
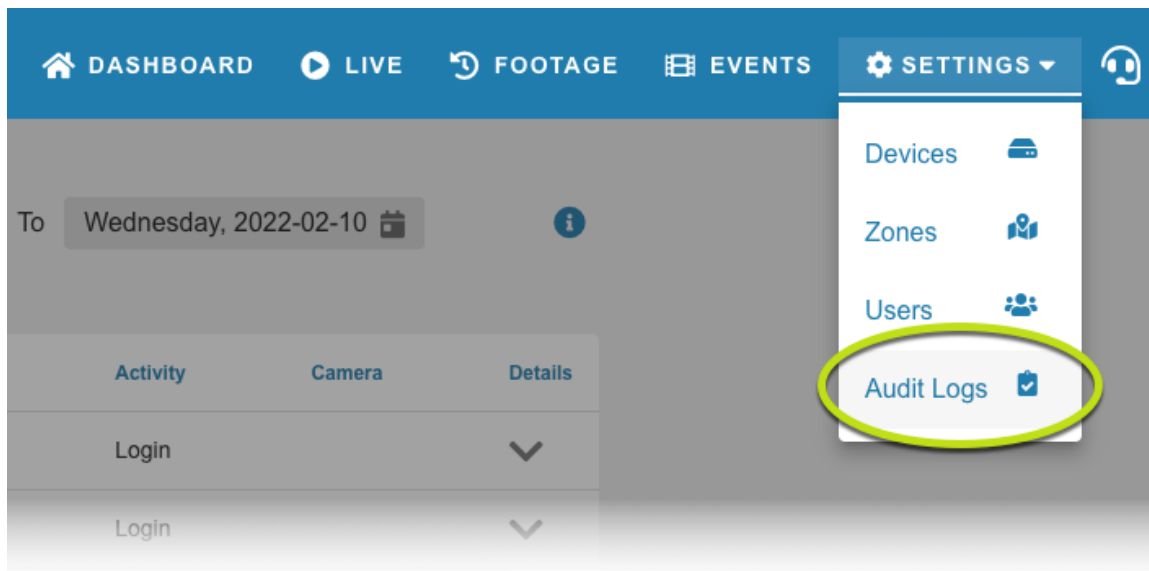


1. Log in to the CameraManager WebApp.
2. Click the **SETTINGS** drop-down and select **Audit Logs**.

## Logged Actions

The following actions are included in the Audit Log:

- **Zones**
    - Adding new Zones
    - Editing (updating) Zones
    - Deleting Zones
- **Cameras**
    - Adding new cameras
    - Editing (updating) cameras
    - Deleting cameras
- **Users**
    - Adding new users
    - Editing (updating) users
    - Deleting users
- **Footage**
    - Playing any footage
    - Exporting (downloading) footage
    - Deleting footage
- **Access**
    - Logging in to CameraManager
    - Logging out of CameraManager
- **Schedules**
    - Setting a recording schedule
    - Setting an email notification schedule
    - Setting a push notification schedule

## Using Audit Logs

| Time | User | Activity | Camera | Details |
|------|------|----------|--------|---------|
| 2022-02-10, 00:08:12 | | Login | | ⌃ |
| Ip Address : | | | | |
| 2022-02-10, 01:44:00 | | Login | | ⌄ |
| 2022-02-10, 05:51:38 | | Login | | ⌄ |

The main table (shown above) will show you the important information in the Audit Log, including the time the event occurred, the email address for the user who did it, the activity they performed, and what camera was involved (if applicable). Click the arrow in the Details column to get any additional information available.

| Search 🔍 | From | Wednesday, 2022-02-10 📅 | To | Wednesday, 2022-02-10 📅 | ⓘ |
|-----------|------|-------------------------|-----|-------------------------|---|

| Time | User | Activity | Camera | Details |
|------|------|----------|--------|---------|

Use the Search field to filter the Audit Log. You can search email address, camera name, Zone, activity, etc. The date fields allow you to limit your search to a certain date span if needed.

| 2022-02-10, 10:27:03 | | Login | | ⌄ |
|----------------------|--|-------|--|----|
| 2022-02-10, 10:42:29 | | Login | | ⌄ |
| | | | Rows per page 10 ▼ 1-10 of 34 ‹ › | |

Use the Rows per page and next/previous page arrows to view additional results in your Audit Log.

# My Account

To make edits to your own account, you'll need to access the My Account page within CameraManager.

The WebApp and mobile app have similar options available, but there are a few differences.

## WebApp
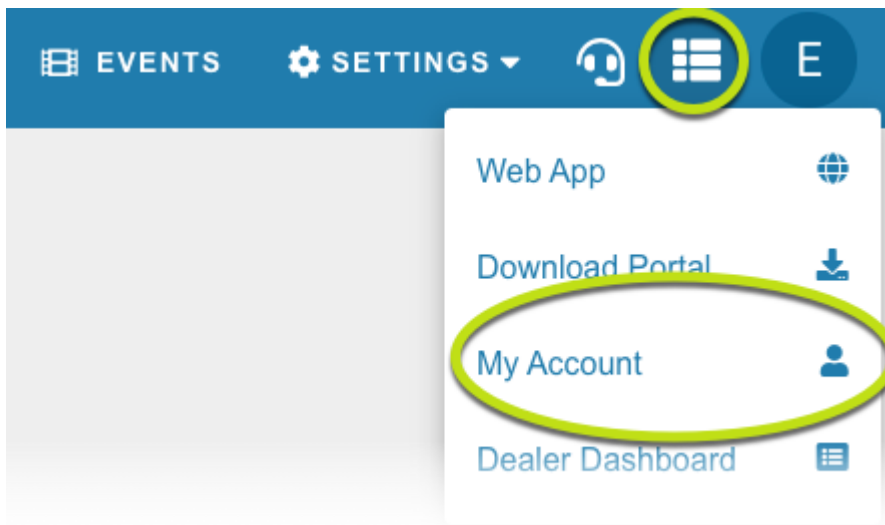


1. Access your personal account settings by clicking the app switcher icon, then **My Account**.

2. You can update any of your personal details in the fields shown above. Be sure to click **SAVE CHANGES** if any changes are made.
   a. Note that Time Zone can only be updated in the WebApp; this setting is not shown in the mobile app account settings.



3. To change your email address, enter the new email address in the Email field, then enter your password to verify it's actually you making the change. Once populated, click **CHANGE EMAIL**.

4. Easily change your password by entering the current one, then enter your new password and confirm it. Click **CHANGE PASSWORD** to finalize it.

## Mobile App
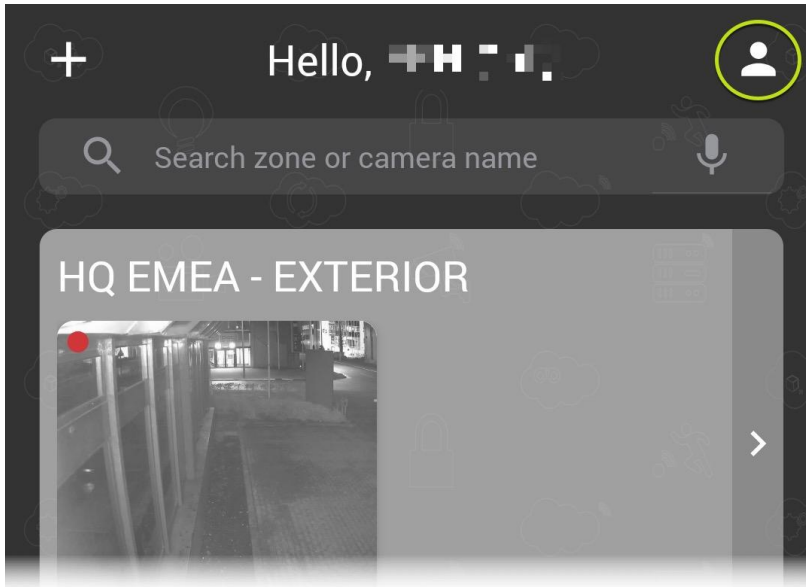


1. Access your account settings in the mobile app by clicking the User icon in the upper right.
2. You can toggle push notifications for your device in the Notification Settings here.
3. Account Settings
    a. **Password** – Touch Password to change your password. Enter the new one, confirm it, then click **Save changes**. For security reasons, you'll be logged out after changing your password.
    b. **Email** – Touch Email to change your email address. Enter the new email address and click **Save changes**. For security reasons, you'll be logged out after changing your email address.
    c. **Personal details** – Touch Personal details to edit your name, phone number, company, and country. Click **Save changes** when finished.
4. You can toggle fingerprint authentication (if applicable for your device) at the bottom of the account settings page.

# Watch Live Video

You can watch live video from your cameras in either the WebApp or the mobile app. This section of the User Guide will cover each method and discuss what options are available when viewing live video.

## WebApp

### ACCESS LIVE VIDEO

You can access live video two ways in the WebApp:
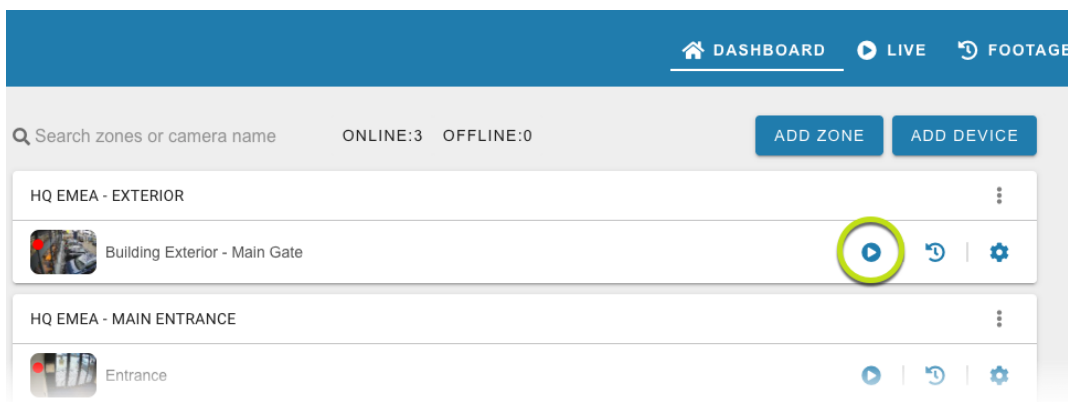


1. Click the Play icon next to the camera on your Dashboard.
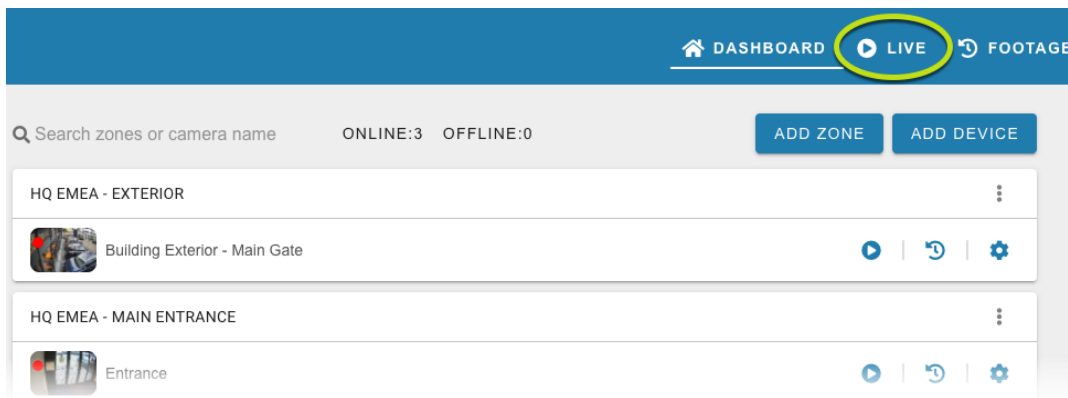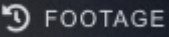


2. Click the Live tab in the navigation bar, then select the camera you want to view.

### VIDEO PANE OPTIONS

Mousing over the video pane presents you with several options, depending on the type of camera that is viewed.

- ▢ – Temporarily stop playback of the live video. This does not pause the video. When the Play button that replaces this button is clicked, playback will jump ahead to the live video.

- 📷 – Take a snapshot of the live video. A screen capture of the fullscreen video for that camera is taken and immediately downloaded to your device.

- ⚙ – Access the camera's settings page. For more information: Camera Settings

- 🕓 FOOTAGE – Access the historical footage for the camera. For more information: Footage

- ⛶ – Watch this camera feed in fullscreen mode. Press Escape to exit fullscreen.

- ✖ – Close this camera feed.

### MULTIVIEW

You're not limited to just a single camera when watching live video. You can use the multiview feature to view a grid of your cameras, up to 3x3, either by zone, or you can drag and drop your camera feeds to available panes.

Note that the 3x3 multiview requires a relatively fast computer processor and a lot of internet bandwidth. If you notice performance issues when using this grid, you might be better off changing to the 2x2 view.
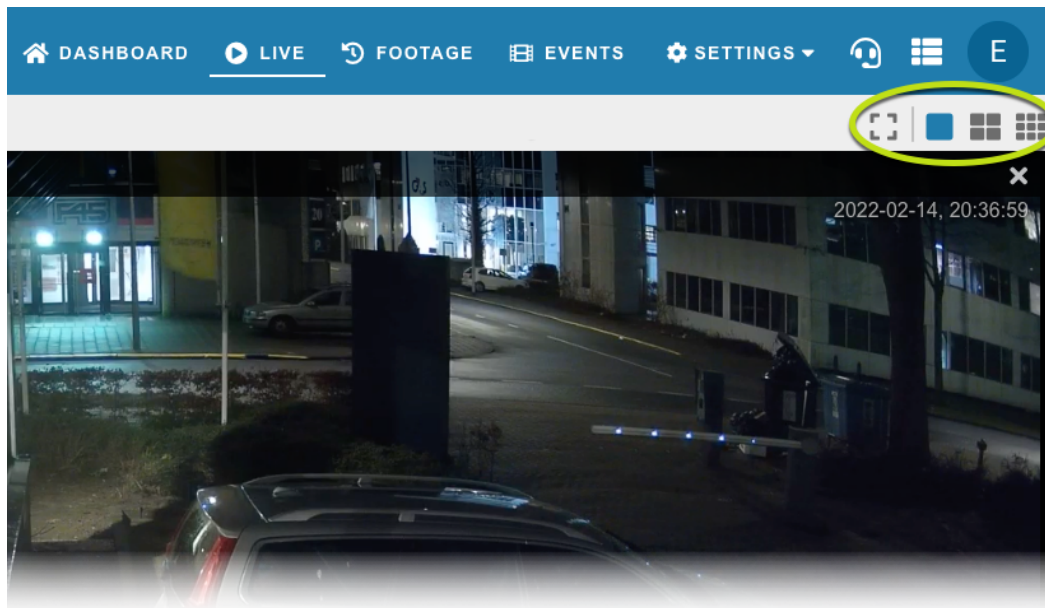
Control the size of your multiview using these icons. Choose between a single view, a 2x2 grid, or a 3x3 grid. You can also use the fullscreen icon to view the live video in fullscreen mode. Press escape to exit fullscreen.

After you select a multiview layout, some video panes in the grid may be pre-populated. You can remove camera feeds by clicking the X
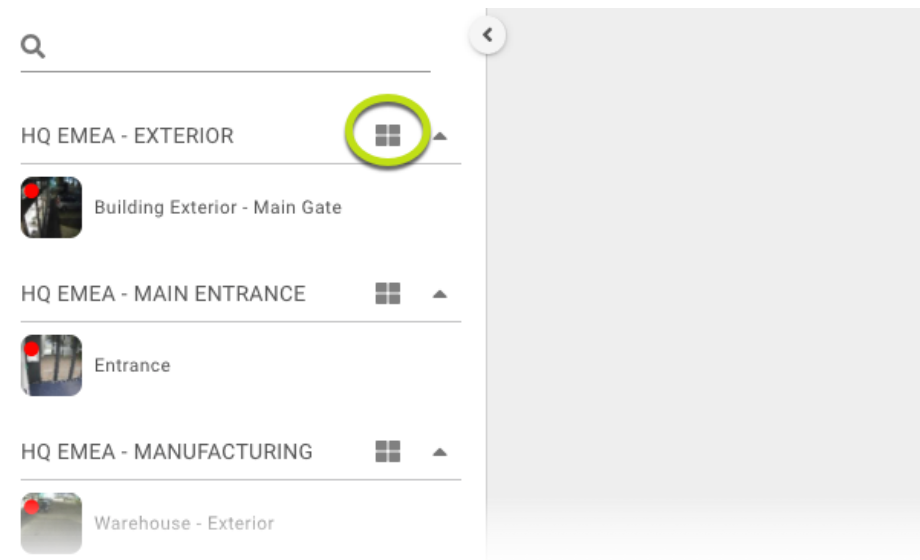


Click this icon to create a 2x2 multiview of only the cameras in that Zone. You can change which camera feeds you see by dragging a new one onto the one you want to replace.

# Mobile App

### ACCESS LIVE VIDEO
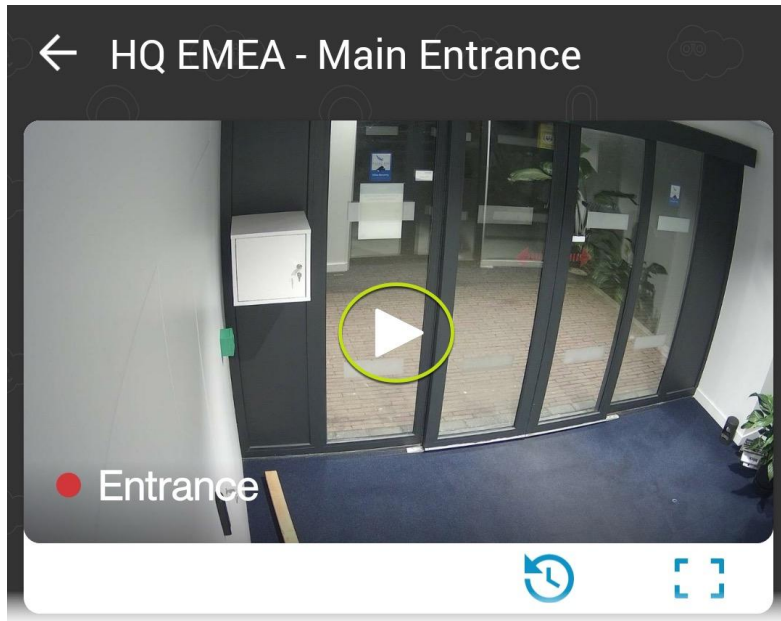


Access live video in the mobile app by selecting the Zone containing the camera you want to view, then finding the correct camera and pressing the Play icon.

### VIDEO PANE OPTIONS
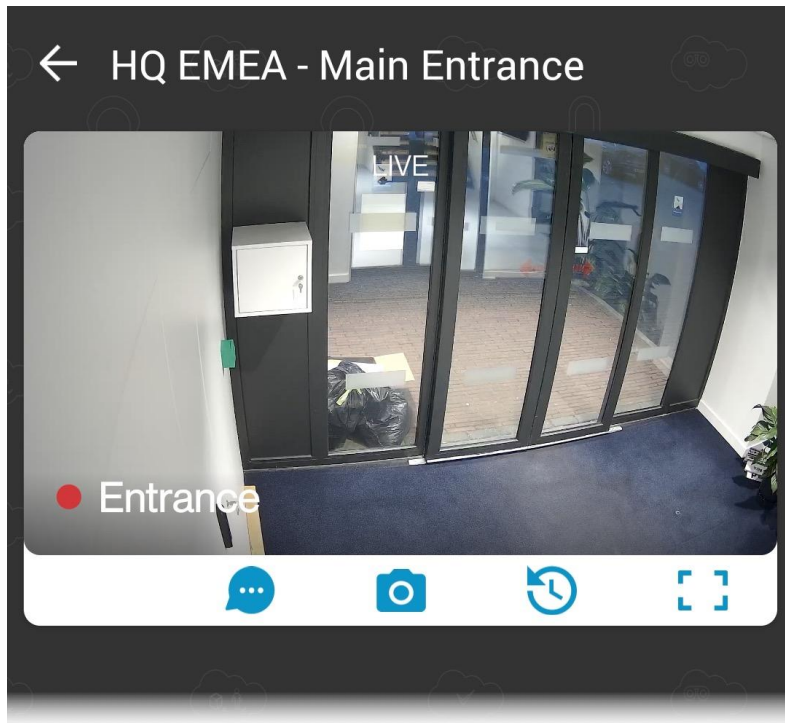


You are presented with the following options when viewing the live video feed:

-  – Talk through the camera's speaker. This option is only available in the mobile app, and only works if the microphone is enabled on your speaker. Please check local laws before enabling the microphone.

-  – Download a still image of what is currently shown in the camera feed.

-  – Access the historical footage of the camera.

-  – View the camera's live feed in fullscreen mode.

-  – Exit fullscreen mode.

# Watch Historical Footage

Historical footage lets you go through the footage of a camera to view the important events that were detected. You can then choose to download, share, or delete the footage surrounding the events.

## WebApp

### ACCESS FOOTAGE

Footage can be accessed multiple ways: Through the navigation menu, from the Dashboard, or directly from a camera.
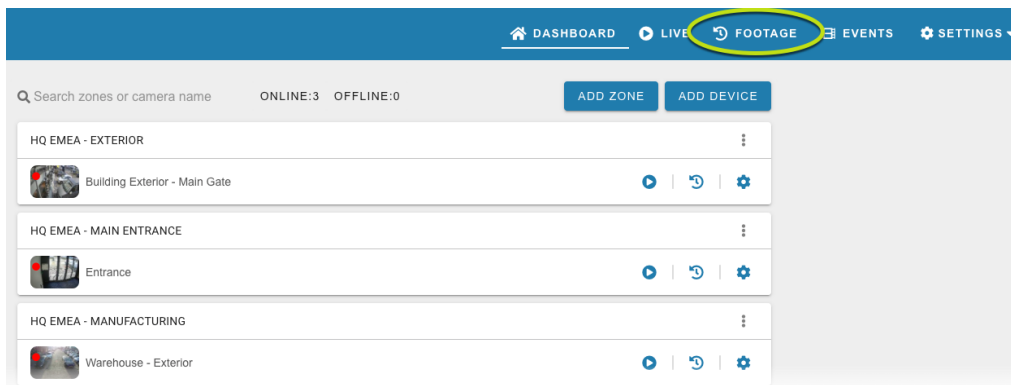


1. Click **Footage** in the navigation bar from anywhere within CameraManager. This will take you to the Footage page, where you can select the camera you want to view.
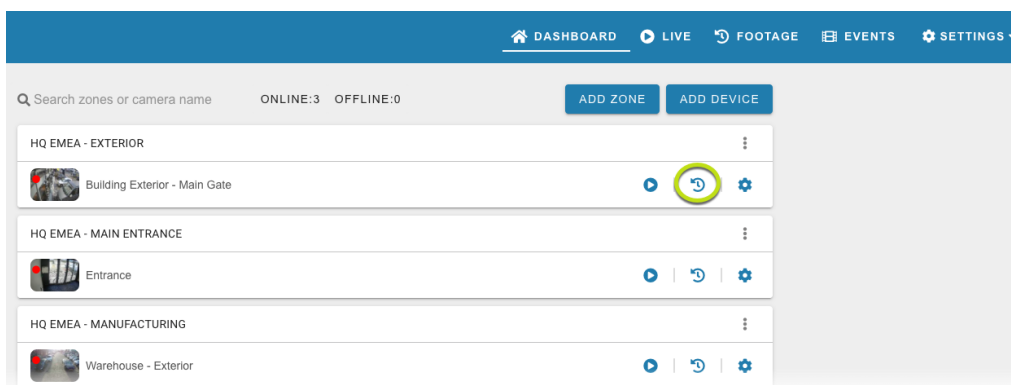


2. Click the Footage icon next to a camera on the Dashboard to go directly to the historical footage for that camera.
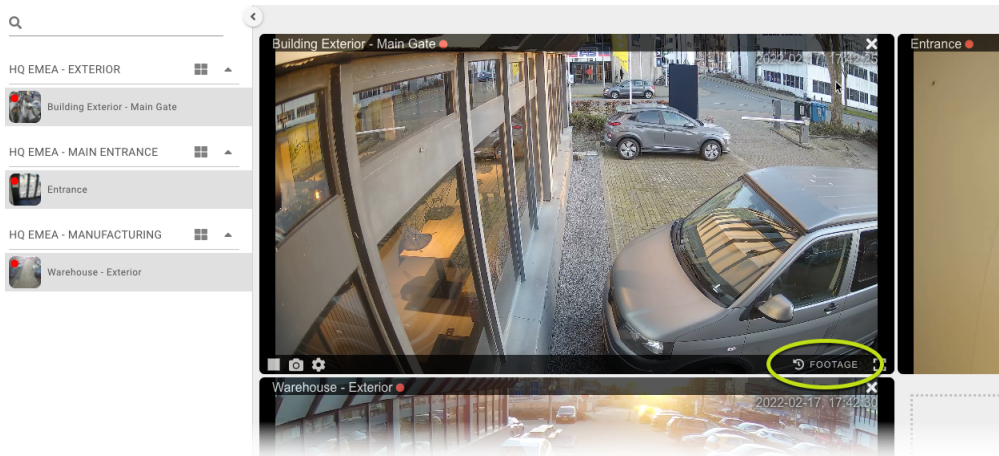
3. Click the Footage link in the live video feed (shown when you mouse over the video feed).

### FIND FOOTAGE

The historical footage is saved based on events detected by the camera. These events could be detected motion or a detected object/person (for Smart Video Analytics).
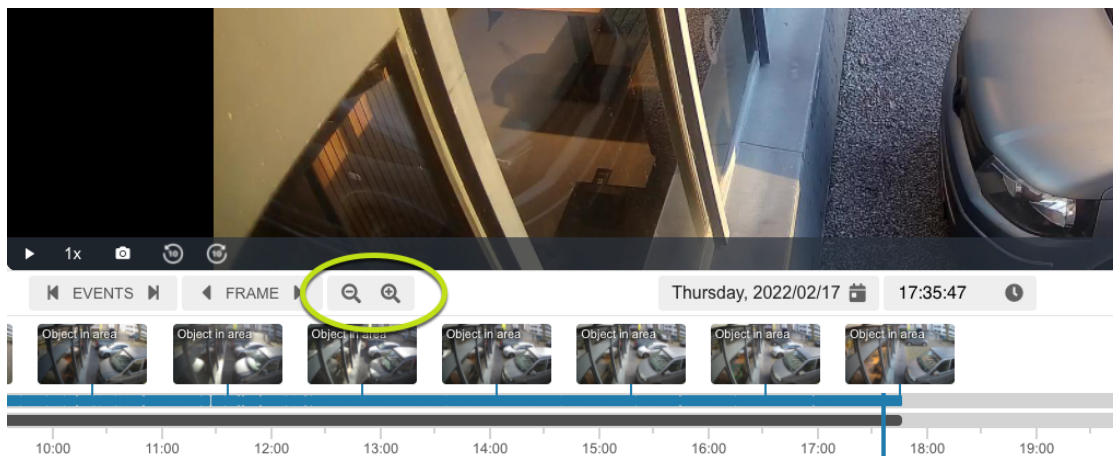


The bar at the bottom of the viewer is called the Timeline. You can click and drag this bar to move to a different time. Use the Zoom icons to zoom in and out on the timeline to make it easier to drag through large spans of time or fine tune your selection.
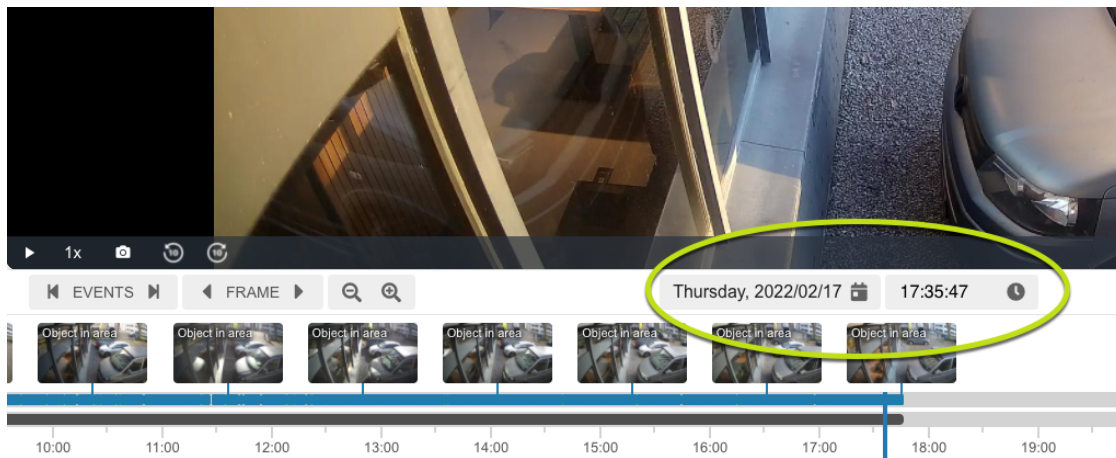
You can jump to a specific date and/or time by using the Calendar and Clock icons.
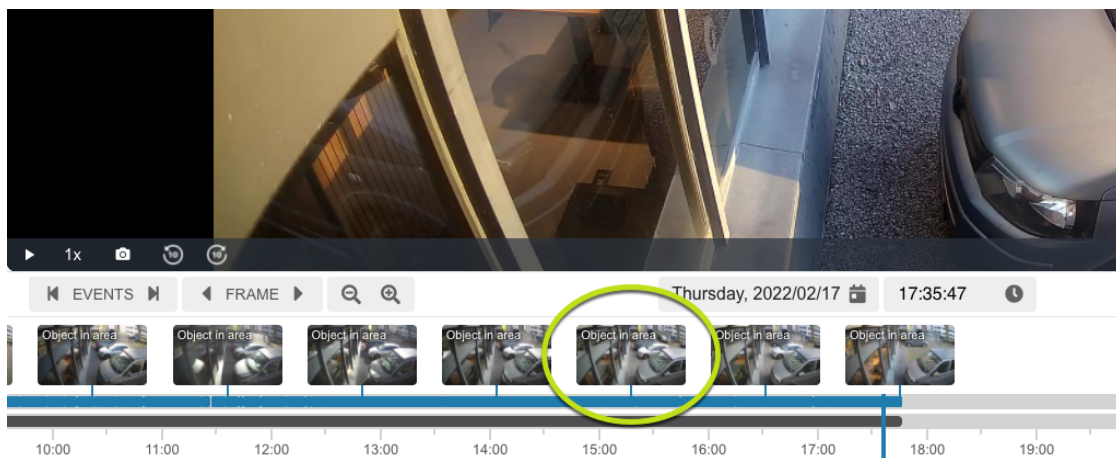


Events are shown as thumbnail images of the camera feed when the event occurred. Click one of these thumbnails to go directly to that event.
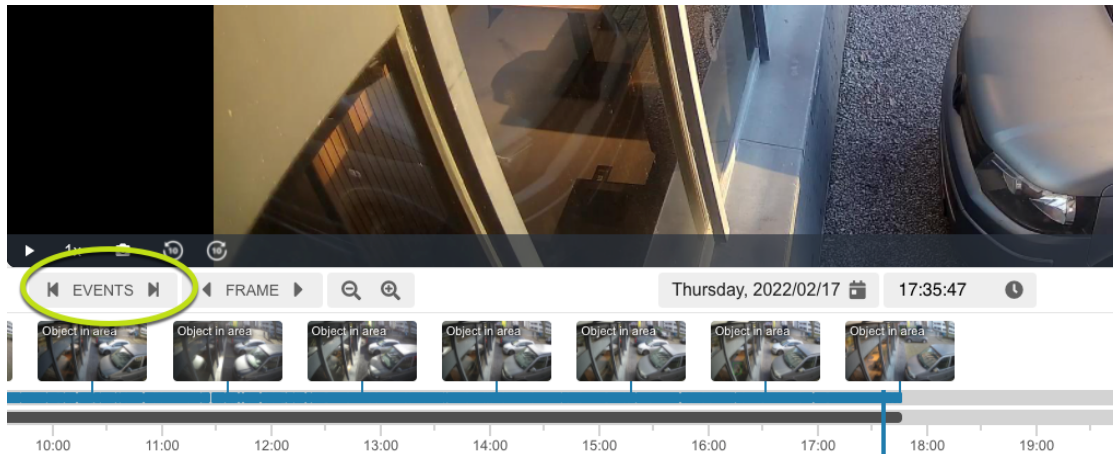
You can cycle through events using the forward and backward buttons highlighted above. These buttons will take you to a couple of seconds before the documented event and start playing this video automatically.
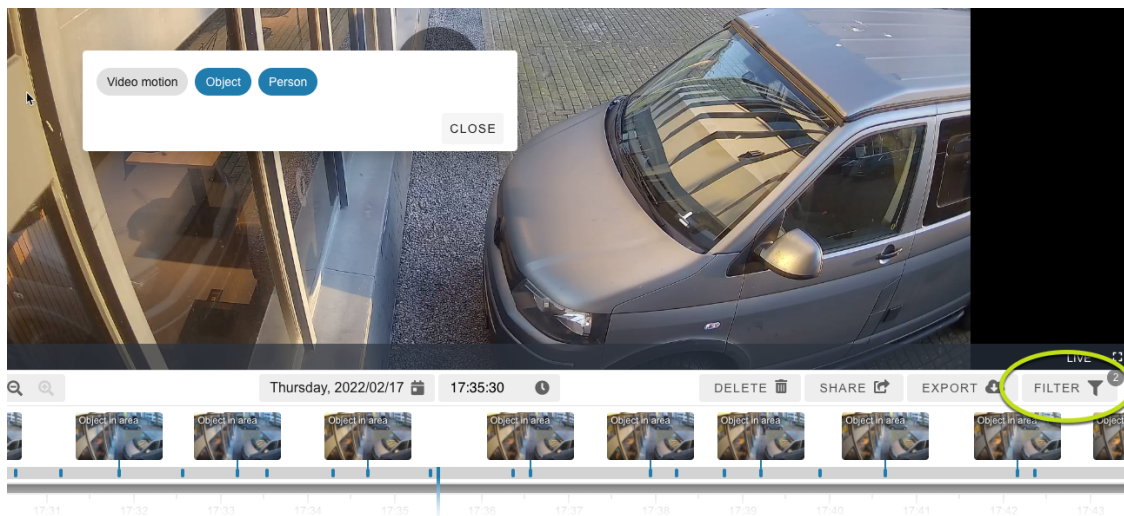


Use the Filter button to choose which events are shown on the Timeline. You can choose between Video Motion, Object, and Person.

### PLAYBACK OPTIONS

When playing the Footage video, you can use the following buttons:

-  – Begin playback.
-  – Adjust the playback speed. You can select between 0.5x, 1x, 2x, 5x, 10x.
-  – Jump forward or backward 10 seconds.
-  – Move a single frame forward or backward.

- **LIVE** − Watch Live video for the camera. This will leave the Footage area.
- ⛶ − Watch the video in fullscreen mode. While in fullscreen mode you will not see the Timeline and the buttons that are visible there (export, frame forward, delete, etc.).

### SHARE VIDEO
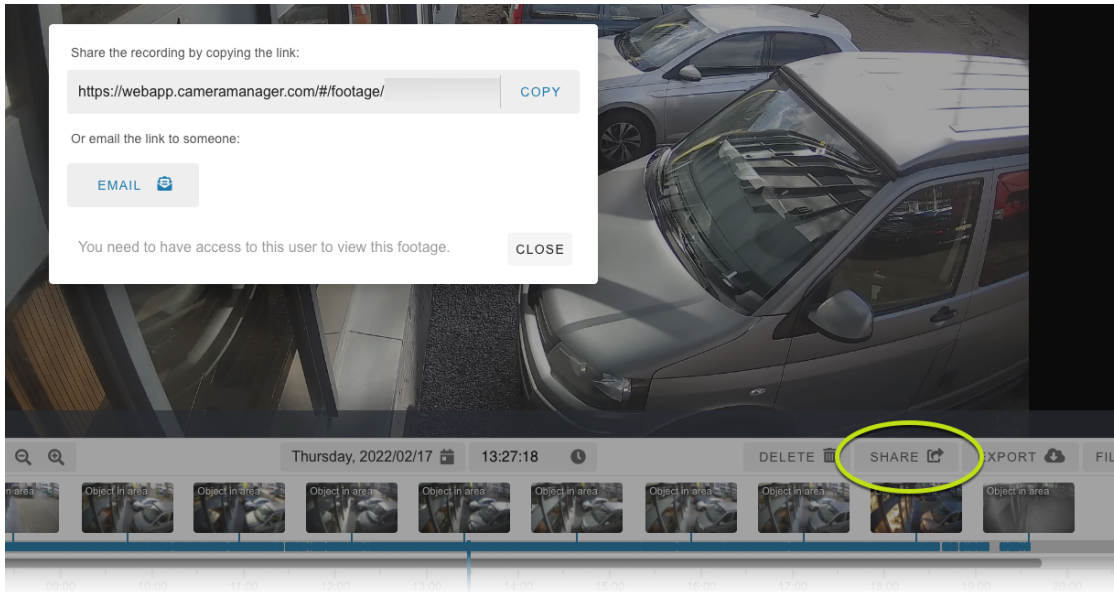


Click the **Share** button to share a clip with a colleague. A window will open with a link you can copy to provide to someone, or you can send an email using the **Email** button. This will use whatever email application your system defaults to.

It's important to note that clips can only be viewed by someone with access to CameraManager and permissions for the camera granted. If someone without access to your CameraManager account attempts to view a shared video clip, they will get stuck at a login screen.

## EXPORT VIDEO
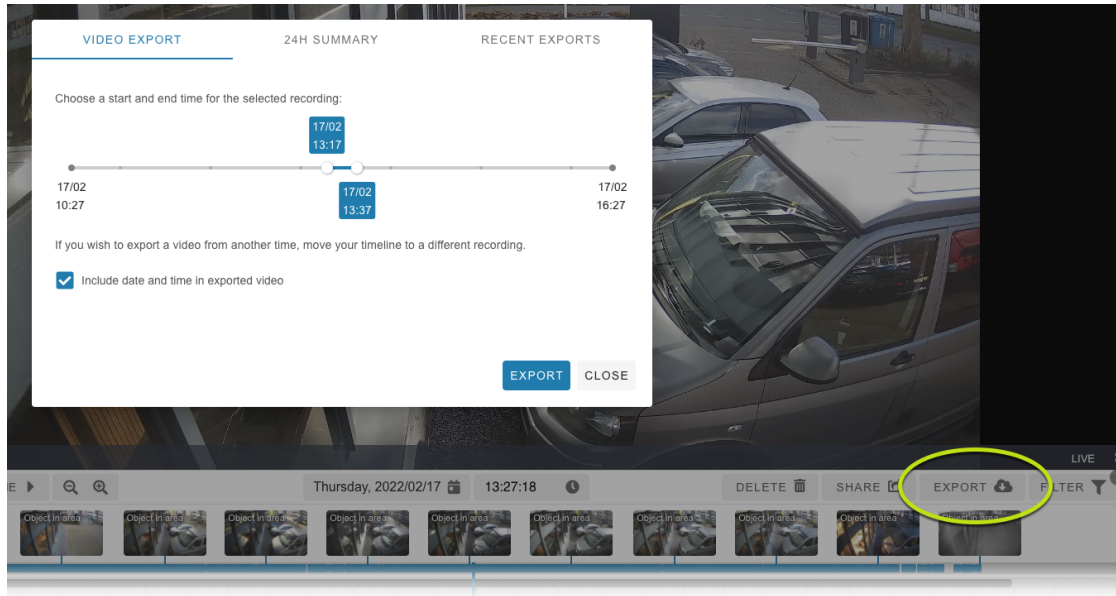


Clicking the **Export** button will allow you to generate video clips to download to your computer.

Alternatively, if you're just looking to capture and download a screenshot of what's being displayed at the moment on the camera feed, you can just use the Camera icon (visible when mousing over the image).

There are 2 types of video exports you can do:

- **Video Export** – Create a clip (up to 6 hours) of a day and time of your choosing.
    - Use the day/time chooser or slide the Timeline to get near the time where you want to create the clip.
    - Click **Export**.
    - Fine-tune your time range for the clip you want to make.
    - If you want to timestamp the video, check the box for "Include date and time in exported video".
    - Click the **Export** button.
    - Depending on the size of the clip, it may take several minutes to create the clip.
    - The download should begin automatically when the clip is ready.
- **24H Summary** – The 24H Summary will generate a 30 second clip highlighting the events of the **previous** 24 hours from the time selected.
    - Click the **24H Summary** tab.
    - Choose the date at the **end** of the 24 hour range you want to view.
    - Choose the time that the 24 hour clip will start and end.
    - Click **Export** to start the process.
    - It will take several minutes to generate the clip.
    - The download should begin automatically.

If your download failed to begin automatically, or if you want to see if any clips have been created recently, click the **Recent Exports** tab. Here you'll see any recent exports that were created. If the clips are still available (they expire after 30 minutes), you can download them again from this page.
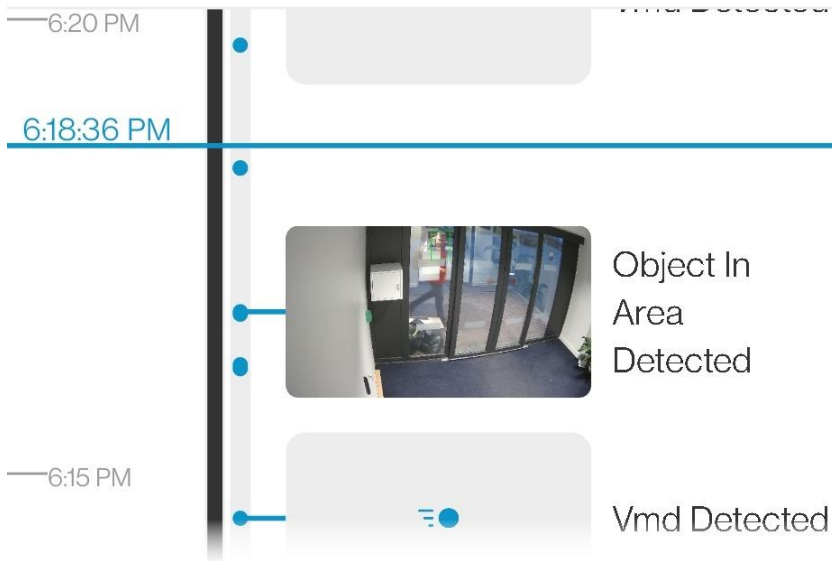
# Mobile App

### ACCESS FOOTAGE

1. On the app's home screen, select the Zone for the camera you want to view.
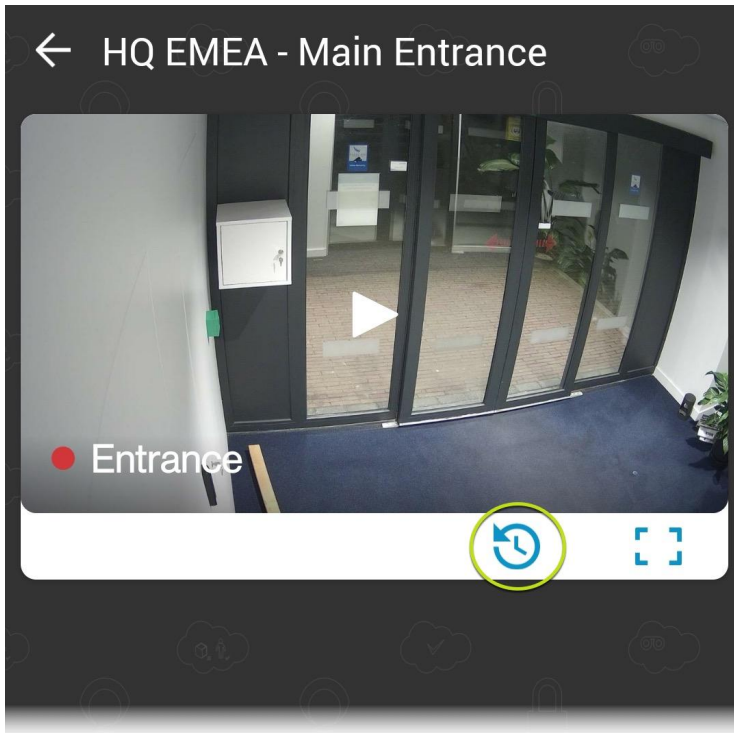


2. Find the camera you want to view and then touch the history/clock icon.

### FIND FOOTAGE

The historical footage is saved based on events detected by the camera. These events could be detected motion or a detected object/person (for Smart Video Analytics).

The bar at the bottom of the viewer is called the Timeline. You can drag this bar up and down to move to a different time.
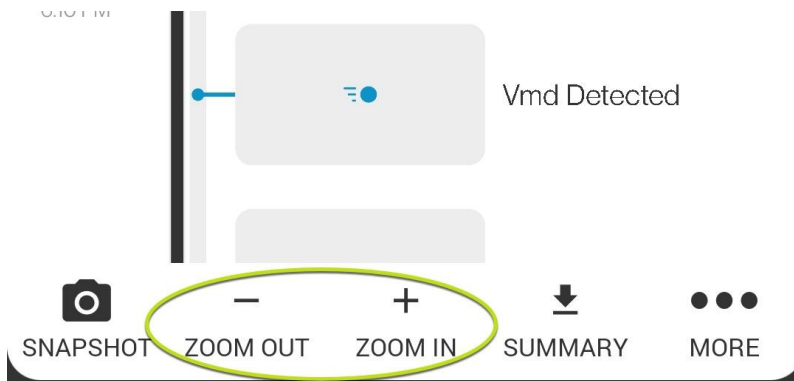


Use the Zoom buttons at the bottom of the page to zoom the timeline in and out to make it easier to drag through large spans of time or fine tune your selection. You can view the timeline in 1, 5, or 15 minute increments, based on the zoom level.
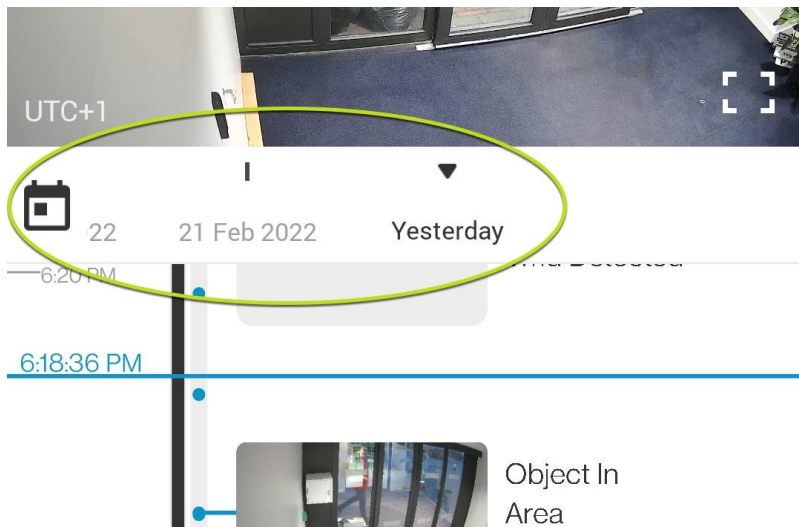
Slide the date picker (above the timeline) left and right to choose the day you're viewing. You can also use the Calendar button to select a specific date.

Detected events (motion or object/person, if applicable) are displayed in the Timeline. You can also cycle through events by using the forward and backward buttons in the video playback area, where you can also pause and play the video.
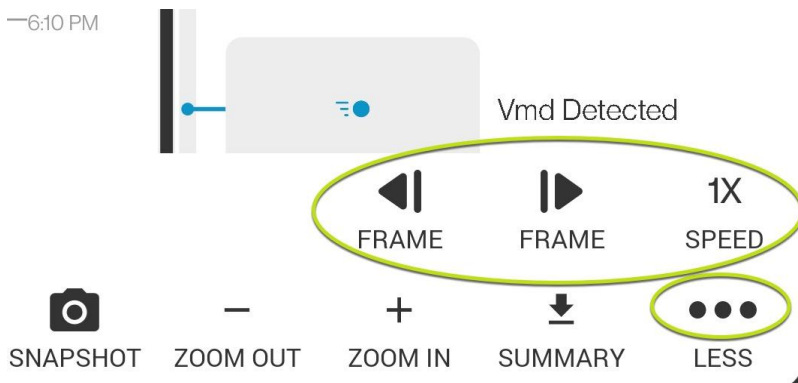


During video playback, touch the 3 dot icon to bring up additional options. Here you can adjust the playback speed to 1x, 2x, 5x, or 10x, or go through the footage frame by frame, forwards or backwards.
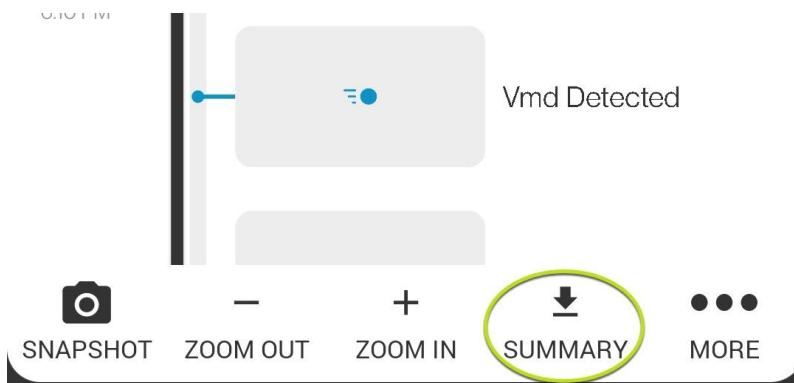
Use the fullscreen icon to switch to fullscreen mode. While in fullscreen mode, icons for playback speed and frame forward/backward appear on the screen without having to open the More menu.

### SAVE SNAPSHOT
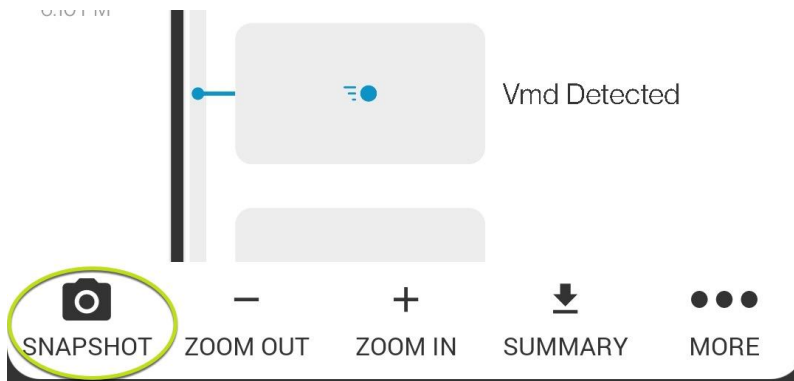


While viewing an event, you can save a snapshot of the screen by touching the Snapshot icon. This will immediately save an image to your device.

### SAVE 24H SUMMARY



Touch the Summary icon to create a summary video of recorded events from the 24 hours previous to the currently selected time. Depending on the number of events that were recorded, this video could take a few minutes to prepare.

If your camera has not recorded at least 15 events, the summary cannot be generated.

After CameraManager creates the summary video, you can watch the video in the app, share the mp4 file directly with someone through the app of your choice, or download the mp4 file to your device.

# View Recorded Events

Events are things that happen that your cameras deem noteworthy. More specifically, these are motion detection events and Smart Video Analytics (object/person detection) events. Events make it easy to quickly review your historical video footage to find the parts that matter.

## WebApp

The CameraManager WebApp has a convenient Events tab to let you view all recent events and filter them based on time, date, camera, and event type.

Click **Events** in the navigation bar to go to the Events listing. Here you see thumbnail previews of all events detected by your cameras (for the specified date and time), sorted from newest to oldest.

Selecting an Event will take you to the Footage viewer where you can watch the clip.
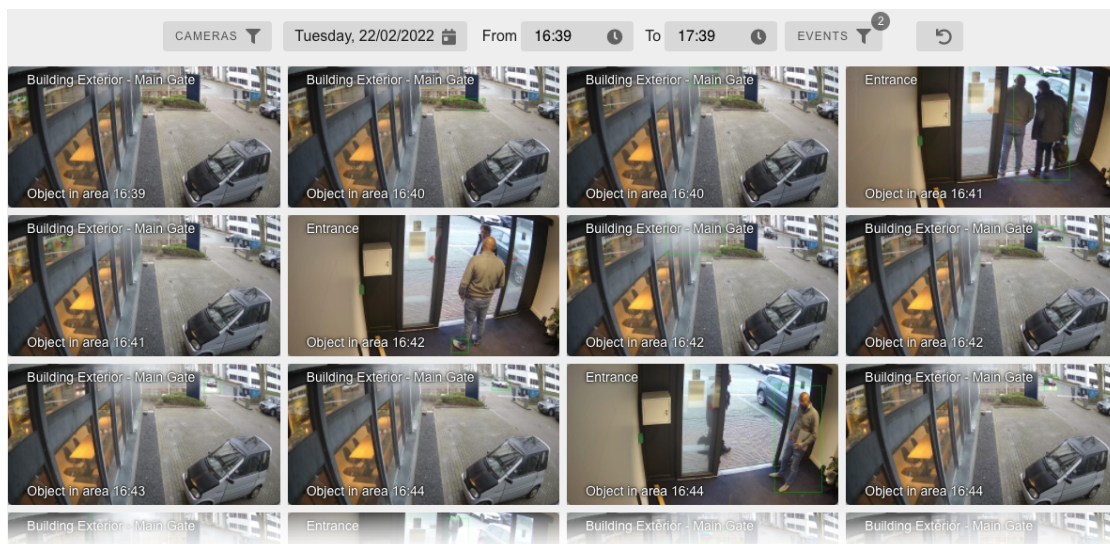


- ![CAMERAS button] – Click the **Cameras** button to bring up a list of the cameras in your account, where you can select which ones to include in the Events list.

- ![Tuesday, 22/02/2022 button] – Use this button to select a date. The list will update to show Events that occurred on this day.

- ![From 16:39 To 17:39 button] – Choose the start and end time of your Event range.

- EVENTS ⏳² – Filter which types of Events you want to see. You can select between Video Motion, Sound, Infrared, object, Person, and Animal. All options are selectable, but if you don't have a camera that supports infrared, for example, you won't see any results for that.

- ↺ – Refresh the Events list.
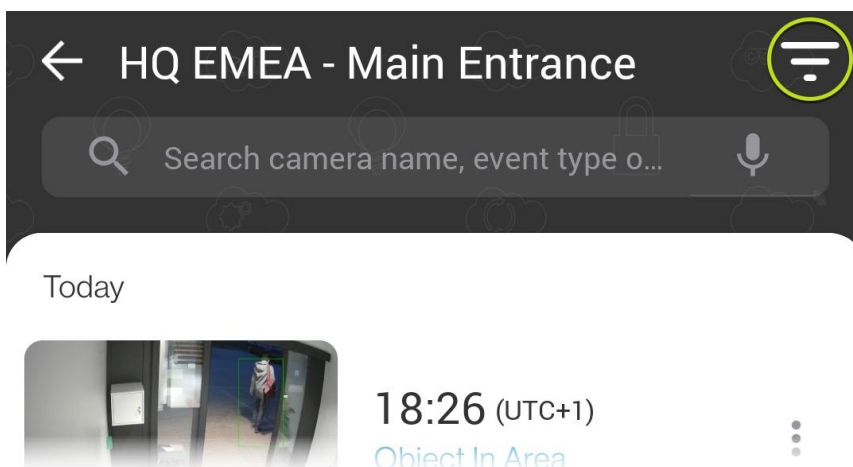
## Mobile App

On the CameraManager mobile app, Events can be accessed on a per Zone basis.
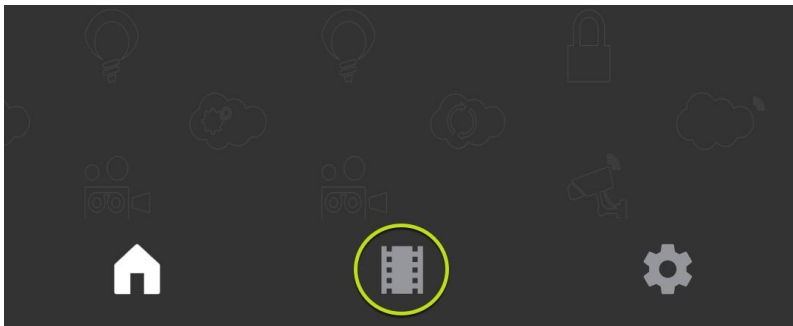


To access Events for a Zone, start by touching the Zone you want to view, then touch the Film icon at the bottom of the screen. This will show you a list of all Events detected by cameras in that Zone from most recent to oldest.
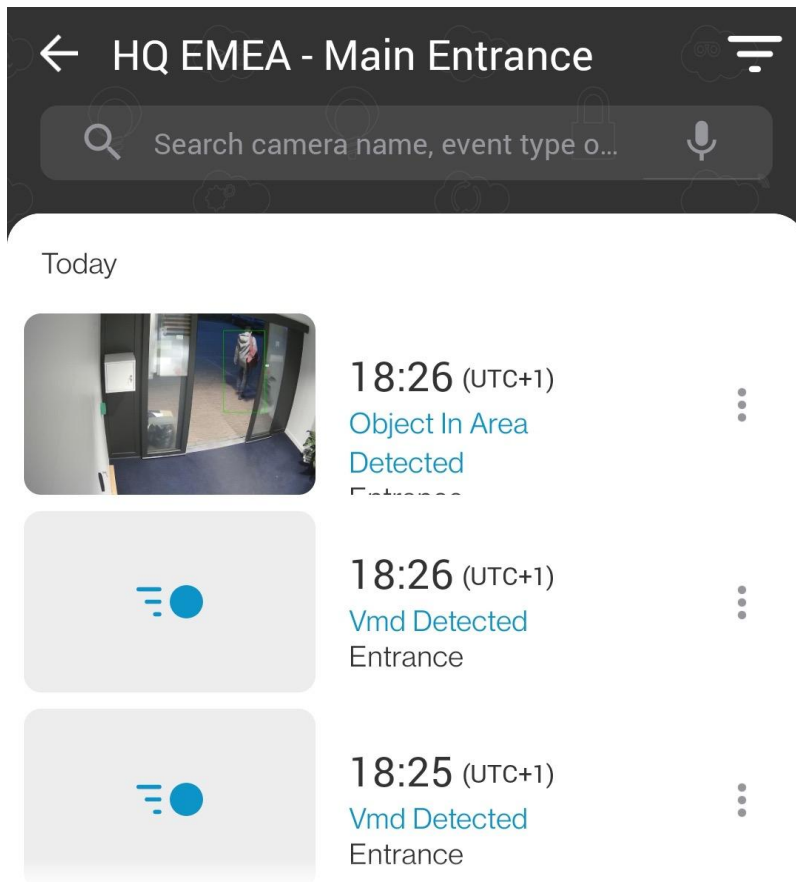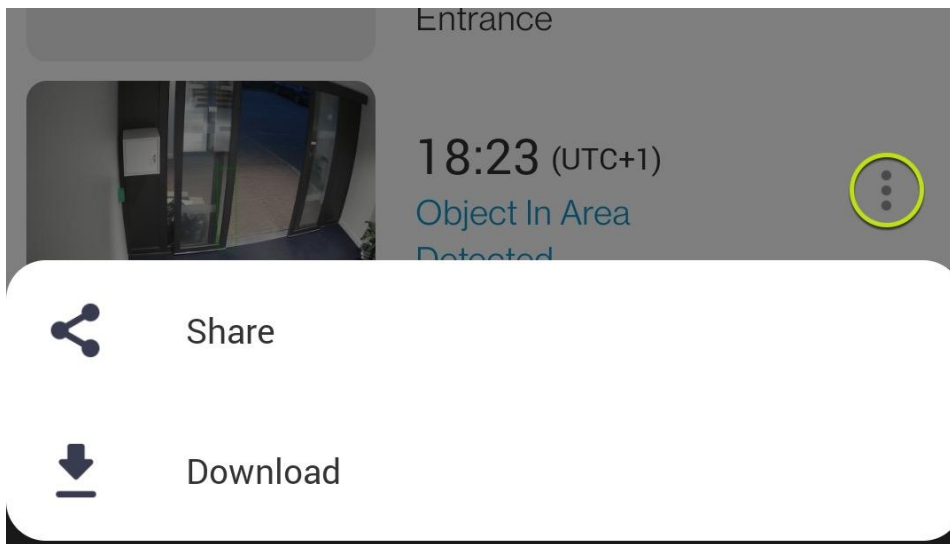
Touch an Event to watch it in the Footage viewer.

- Use the 3 bars icon to filter the Events list. You can filter by individual cameras contained in that Zone, and types of Events (Video Motion, Object, Person, and Animal Detected). Use the **Clear All** button to reset the view.
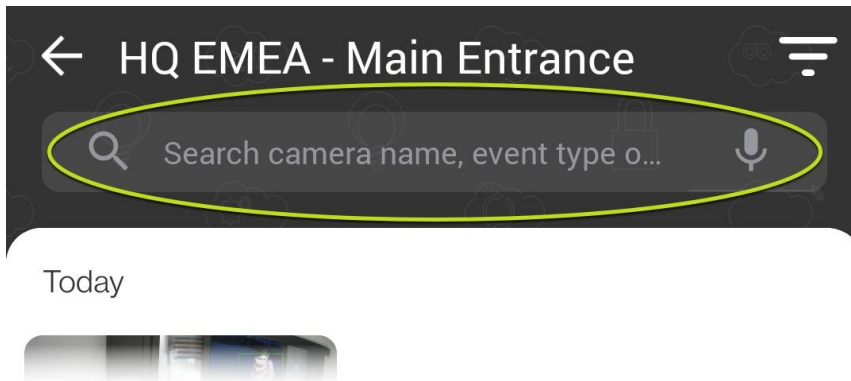


- The search bar will let you search for specific cameras or event types in the results.



- Touch the 3 dots next to the Event entry to create a clip of the Event and Share it through an app on your device or Download it directly to your device.