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Introduction

This user manual has been designed to provide complete, easy-to-use instructions for configuring and using the Remote Eyes Server, Player, and Client applications.

In the pages that follow, you will find out how to start using Remote Eyes, customize its wide variety of features, set it to record video when motion is detected, and monitor it remotely.

Finally, you will learn how to quickly and easily use the Remote Eyes Player to review any recorded video from the Server location.

Of course if you have a question about Remote Eyes that we have not covered, or if you need technical support for any aspect of the Remote Eyes software, you will find complete contact information for our technical support team on the last page of this manual.

Remote Eyes® Server

The core software of the Remote Eyes system, which controls all recording, archiving, remote access, and user administration, is the Server. Your Remote Eyes Server comes preset from Odyssey to **Auto Launch**; this means that the software will automatically start when the system is turned on.

After a moment, The Remote Eyes splash screen will appear. Depending on which version of Server you purchased (RTRES or RES) and whether or not you purchased the POS extension you will see one of four screens:

Real Time Remote Eyes Server (RTRES):

Without POS Extension

With POS Extension

Remote Eyes Server (RES):

Without POS Extension

With POS Extension

Next you will see the default camera display:

Before you can start configuring Remote Eyes, you will need to bring up the Menu Options by pressing the F6 key on your keyboard and clicking on the **lock icon** in the upper right-hand screen corner or click on a menu option.

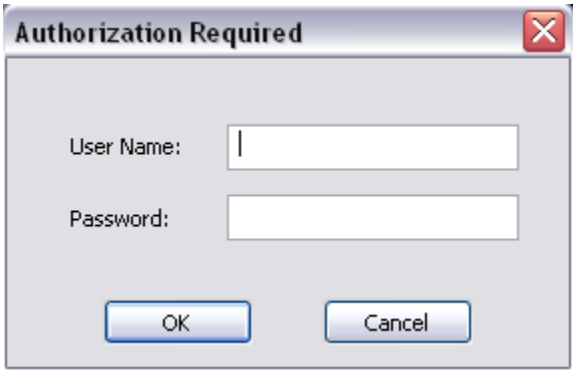
A ***User name*** and ***Password*** must be provided each time you want to make changes to your Remote Eyes settings. You will also have to log in each time you want to exit out of the server software. For your first login, you will need to use the default User: **admin** and the default Password: **admin.** As you can see, the Password always appears as a series of asterisks, to keep people from learning your password by watching you enter it.

Now that you have logged in, you can start setting up Remote Eyes. Let's start with the **Configure** menu.

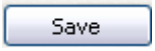
The Configure Menu

Most of what you will find in the configure menu are items that will help you customize your Remote Eyes settings to fit your individual needs. You will be able to schedule when Remote Eyes is armed to detect motion, set Remote Eyes to notify you automatically when motion occurs, and administer User IDs and passwords, among other things.

If a dialog called "Authorization Required" pops up, then you are currently logged in as a user that does not have permission to be in the configure menu. You must have the proper privilege to access the configure menu. If you have proper access, then the configure window will appear.

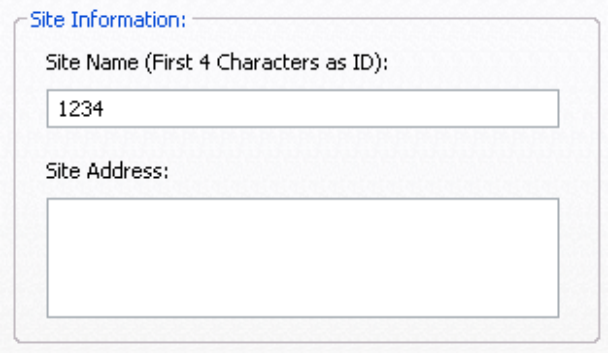


System

Below are the descriptions of each section under the System Tab. Once you are done making adjustments to the settings under System you must click on the 

Button.

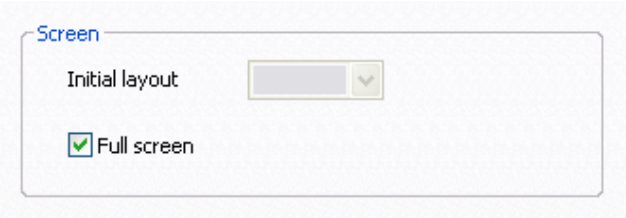
Site Info



Using the **Site Info** tab, you can enter an address and contact number for your Remote Eyes Server. The first four characters will be used as the Site ID, a unique marker for video recorded at this location. For instance the example to the left will tag all video with a Site ID of 1234.

The Address and Contact Phone Number will also be listed on the Access and Event logs. We will talk about them a little later.

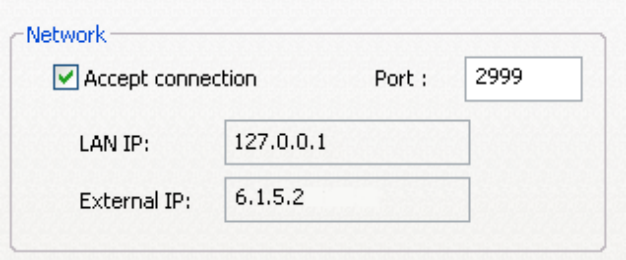
Screen



Initial Layout *(Coming soon)*

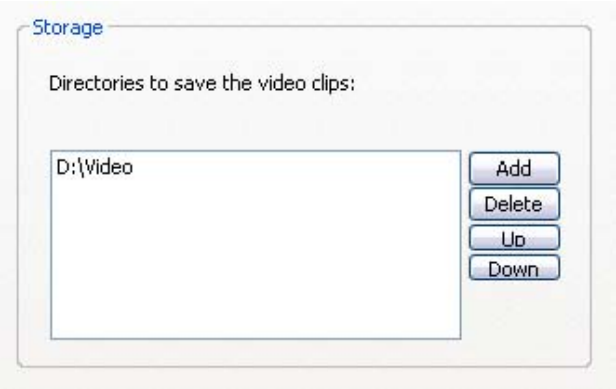
Full Screen checkbox allows you to determine if you want the Remote Eyes software to start in a full screen mode or to start with the menus visible at startup.

Network



To enable remote connections to Remote Eyes, you will need to have **Accept connection** checked. Remote Eyes uses **TCP/IP** (cable modem or LAN) connections, for remote connection. The **LAN IP** address is your internal local network address. The **External IP** addresses the address that you would use to connect from a remote location. Remote Eyes also supports the ability to change what **Ports** are used to connect to the server. This allows you to have more than one server under the same external IP address.

Storage



Within the **Storage** window, you can indicate what drive on your PC you want to use for clip storage. You can select multiple locations. Once the first location in the list gets full, Remote Eyes will automatically start recording to the next one on the list.

The **Add** button will allow you to search for a drive that you want to store clips on, including mapped network drives. The **Delete** button will allow you to remove a drive you no longer wish to store clips on.

The **Up** button moves the highlighted drive up on the priority list for which drive to store clips on first. The **Down** button moves the highlighted drive down.

Miscellaneous

Auto Reboot, Backup, E-mail, Spot Monitor

Selecting the Setup button will bring up the configuration screen for each feature.

Note: *If a spot card is not installed the Setup button will be grayed out.*

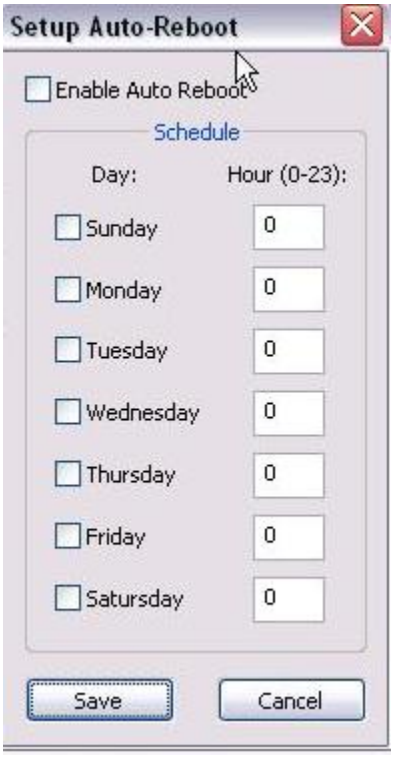
Auto Reboot

Auto Reboot can be used to schedule an automatic reboot of the server at a specified time.

To access Auto Reboot, just click the **Settings** button next to **Reboot** in the **Backup/Reboot** tab.

Then select the day or days of the week along with the hour of the day when you want to reboot your Server PC.

For security reasons, the actual reboot will randomly occur within 15 minutes of the hour you select. This feature prevents others from predicting when your video surveillance system will be unavailable.



Back-Up

If you would like to back-up important video clips, or if you just want to archive your recordings for later examination, the **Back-Up** feature can be used to move previously recorded clips to a specified location.

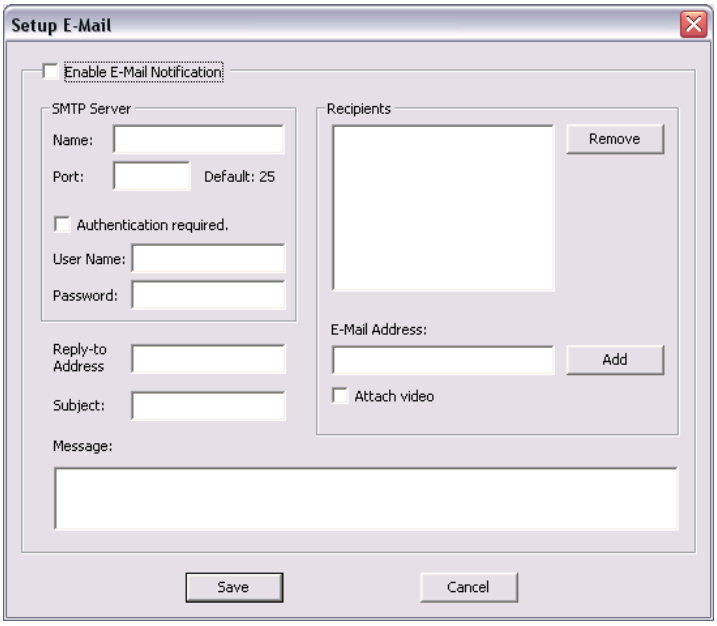
To access the disk back-up window, click the **Settings** button next to **Clip Back-Up**.

First select either **Manual** or **Automatic Backup** mode.

Manual is used to back-up files right now. Just choose the source folder (this should be the same one you chose in Disk Usage – see above) and the destination folder, which can be a removable hard drive, a network drive, or a CD-R/RW, just to name a few of the many possibilities. Then just click **Copy Now** to begin the backup. You can also select to keep your original files after backup is complete. If you do not choose to keep them then the files will be deleted.

Automatic back-ups are very similar to Manual, the difference being that you can schedule your backup operation to occur weekly or even daily.

Email



When "**Enable E-Mail Notification**" is checked, Remote Eyes will send an email whenever a motion clip is closed.

SMTP Server - The name and port of the outgoing mail server which is to be used is to be entered into this section.

Authentication Required – Check the box and enter the username and password to be used to access the mail server.

Recipients - Enter the email addresses to receive the notification and then select Add to insert the email address into the recipient list. To attach a copy of the clip, select **Attach Video**.

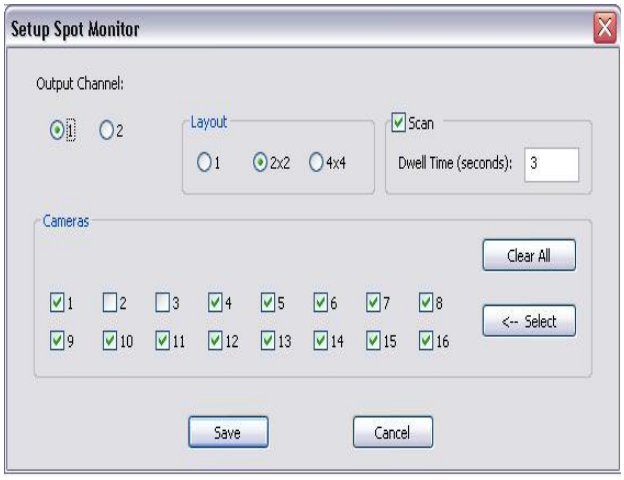
Message - Type a custom message to be displayed in the notification email.

Note: Please consider the size of your video clip files before choosing to enable the Attach Video feature.

Spot Monitor

Using the spot monitor setup, you can select the cameras to be displayed, as well as the layout, and scan time. The RES 10 Spot cards have the capability of streaming to two spot monitors.

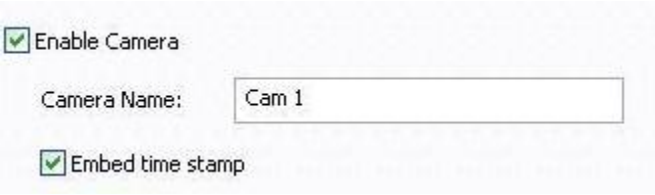
For security reasons, the actual reboot will randomly occur within 15 minutes of the hour you select. This feature prevents others from predicting when your video surveillance system will be unavailable



Camera

To the left of the Camera tab, you will see a list of radio buttons with numbers, which shows you which camera you are making changes to. Once you are done making changes to each individual tab (General, Schedule and Motion) click on the Save button. If you wish to have the settings from the camera selected carried to the other cameras, click on the Apply to All Cameras button.

General

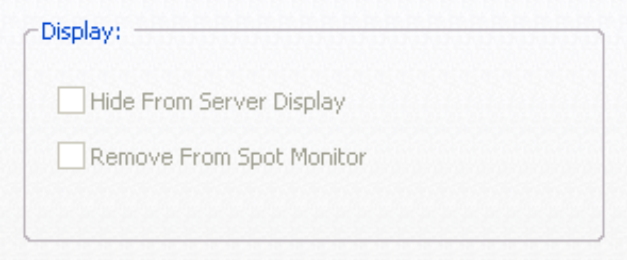


Camera Name - A name up to 16 characters (including spaces) can be assigned to each camera. This name will appear in the Client software as well as the Web page and Player once you have made a connection to this Server.

Enable Camera, turns on and off the camera. If disabled, the camera will not display and will not record.

Embed Time Stamp, turns on and off the date/time stamp on the image. If disabled, the camera name, date and time will not be embedded on the image.

Display *(Coming Soon)*



The **Resolution** option allows recording at **4CIF** (704x480) or **CIF** (352x240) resolution.

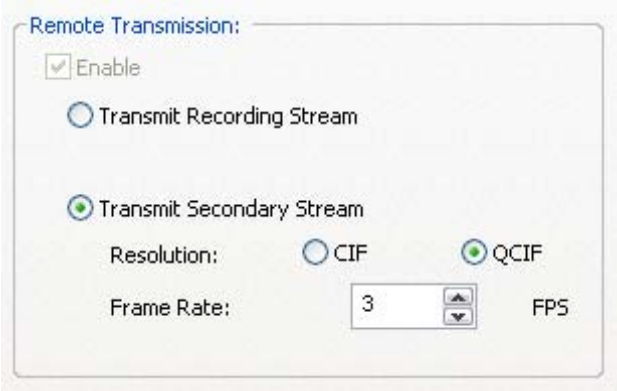
Normal Frame Rate determines how many frames per second are to record continuously. You can set the frame rate from 1 to as many as 15 (RES) or 30 (RTRES). **Event Frame Rate** determines the recording frame rate for motion clips; the maximum event frame rate is 15 (RES) or 30 (RTRES).

You can set the maximum clip duration for continuous recording under **Max Normal Clip.** Use **Max Event Clip** to determine duration for motion clips. In this way, larger periods of recording are broken up into small, more manageable clip files.

Pre Event determines how many seconds prior to the motion event will be recorded, and **Post Event** determines how many seconds will be recorded after the motion event has stopped.

Enable *(Coming Soon)*

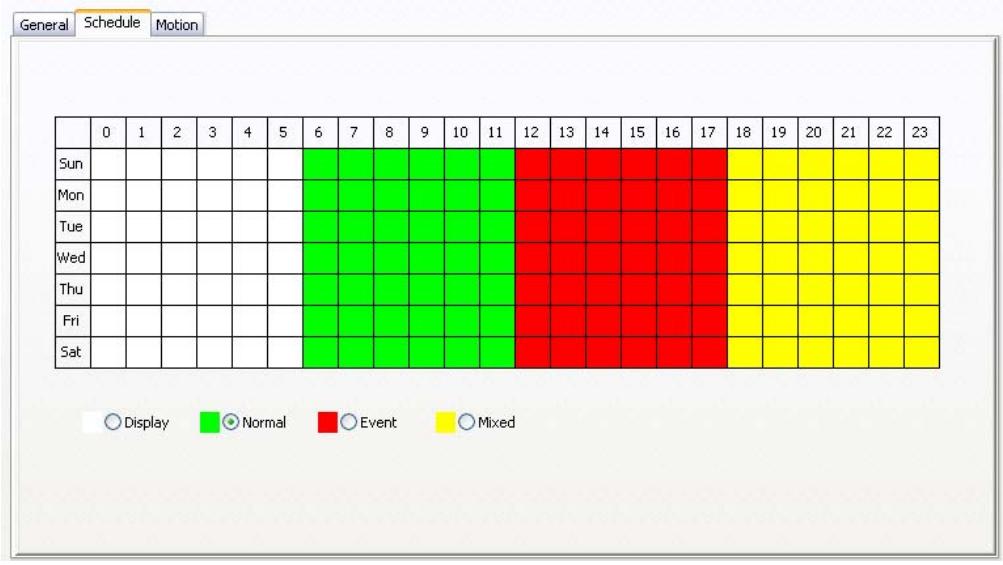
Checking **Transmit Recording Stream** will cause remote transmission to occur at the same resolution and frame rate as recording. Use **Transmit Secondary Stream** to transmit at a lower resolution and/or frame rate than the recorded video stream.



The

button is to reset the General Camera settings back to factory default.

Schedule



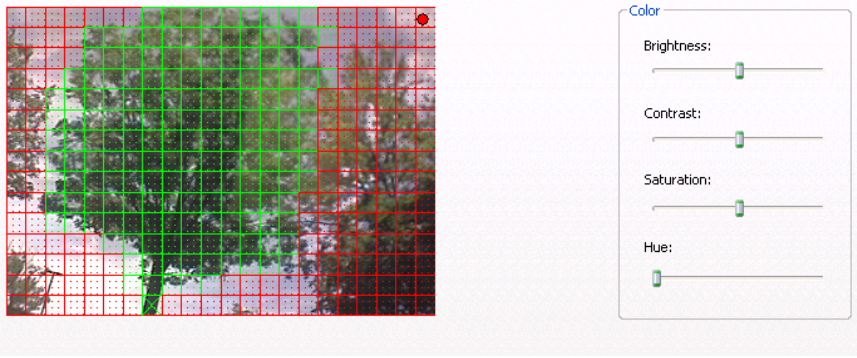
Display is for display only and does not record.

Normal is continuous recording and will follow the settings from the General Tab.

Event will record only if it is triggered by motion or any software or hardware event *(Hardware event management is coming soon)*.

Mixed will record continuously unless there is an event, in which case event recording will take over.

Motion



In the Motion Detection window, you can see the camera image and the areas where motion detection will be active. Red grid areas indicate the part of the image where motion detection is enabled, and green indicates disabled motion detection. Click on individual grid squares to toggle between green and red.

Sensitivity is for the detection of motion, the higher the setting for motion the more sensitive the program will be to motion events in the camera image.

In this section you can also adjust brightness, contrast, and hue for the camera selected.

Threshold is a setting that should be set at 0, unless specified differently by Remote Eyes Tech Support.

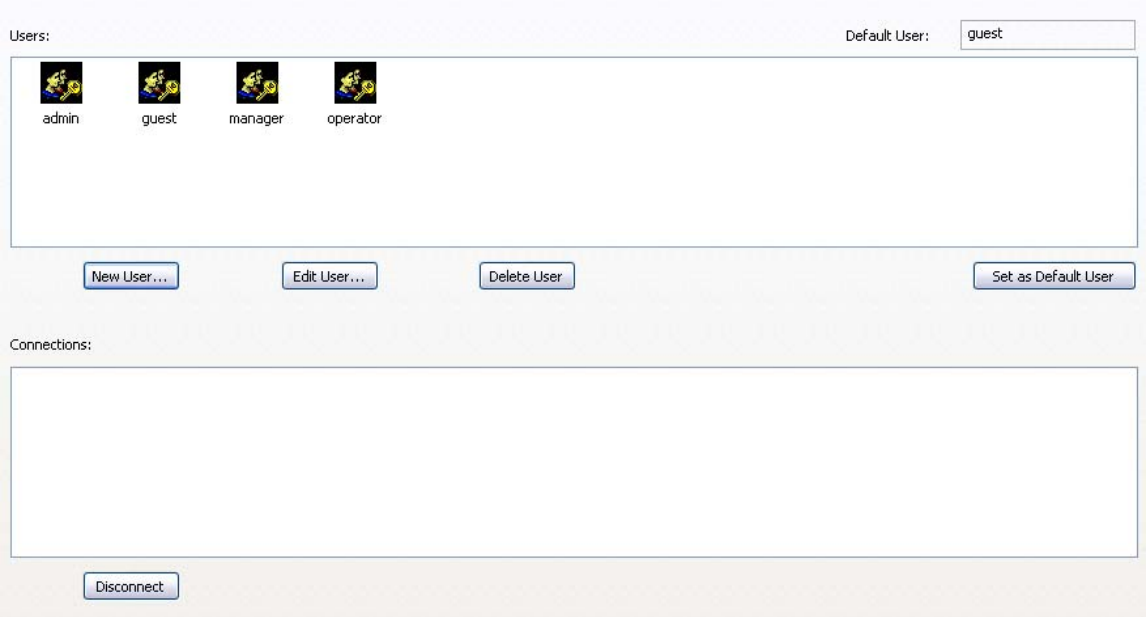
User Admin

If you want to allow more than one person to access your Remote Eyes Server locally or using the client, you can use the **User Admin** tab to set up additional Users and Passwords.

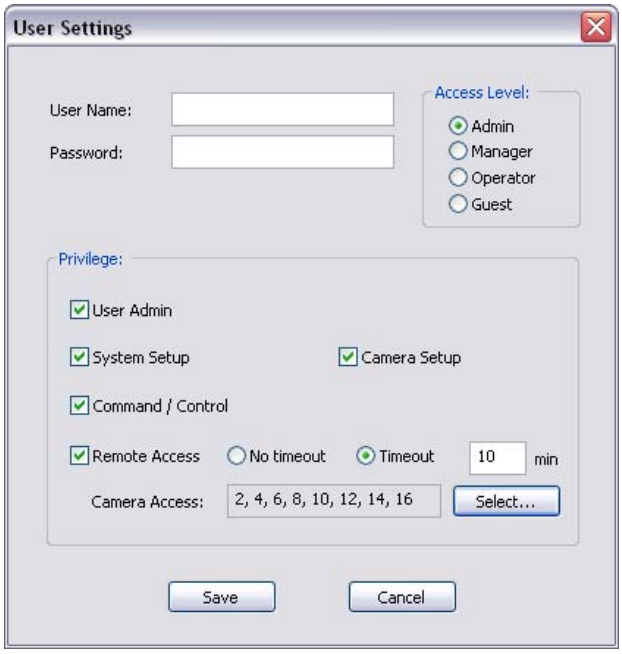
The Default User is the initial user that will be logged in on start up. The Guest account is set up only to view cameras and has no other privileges. We recommend keeping Guest as the default user.

To add a new user, click the **New User** button.

Connections *(Coming Soon)*



User Settings



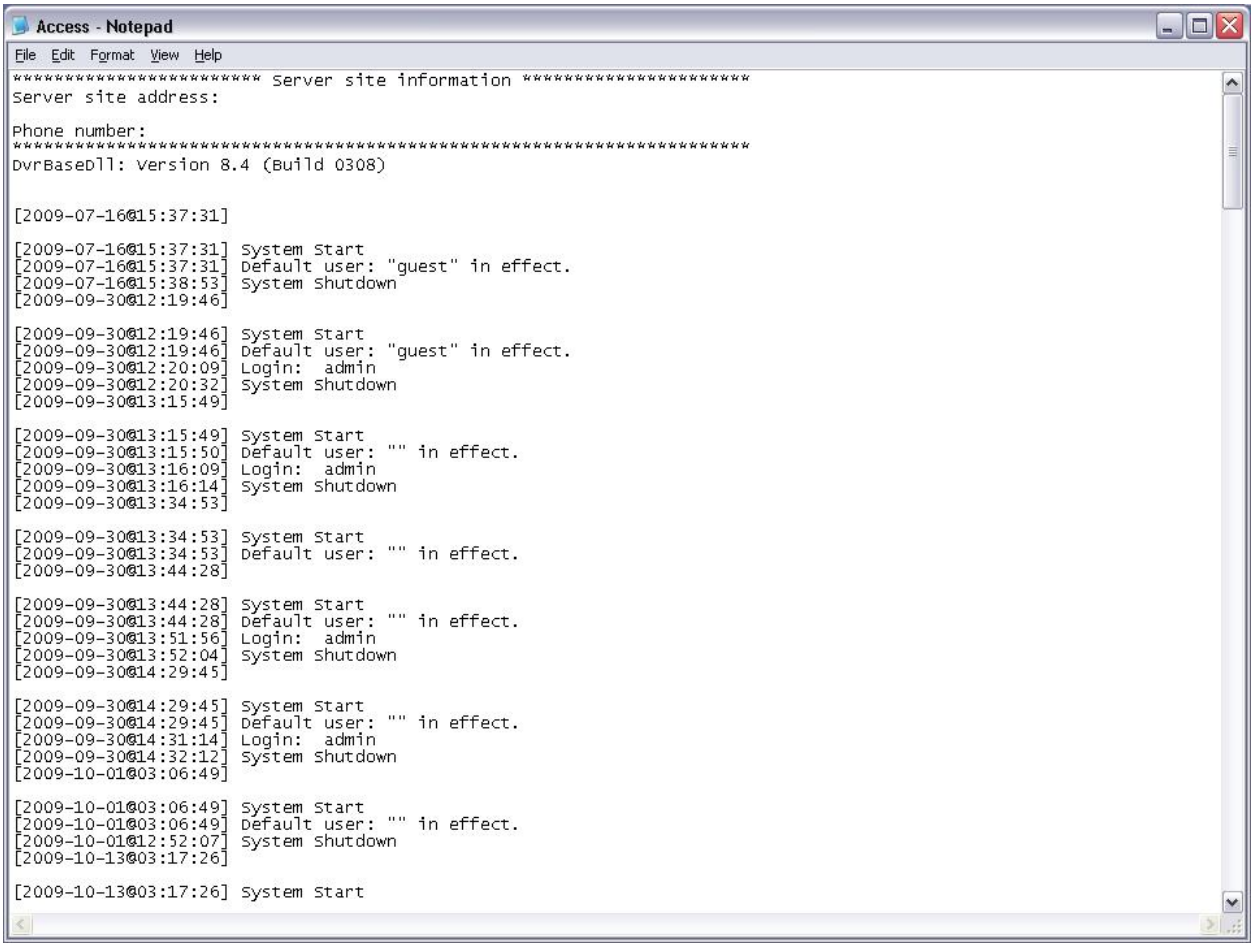
From the **User Settings** window, you can create a User Name and Password that will be used for logging in and access privileges. There are four kinds of Users: **Admin, Manager, Operators,** and **Guest**. Users can have their connection time limited by an administrator, be removed from areas to access, and be restricted regarding which cameras they are able to view.

The Log Button

The **Log** button is used to display the **Access Log** and the **Event Log**. These two reports keep track of who has been using the server and also what has occurred on the server.

The Access Log

The **Access Log** is a text file that includes a record for each time someone successfully or unsuccessfully tries to login to your Remote Eyes Server. It also shows the method of the connection (Local or IP), the IP address used, if applicable, and when the User logged off.



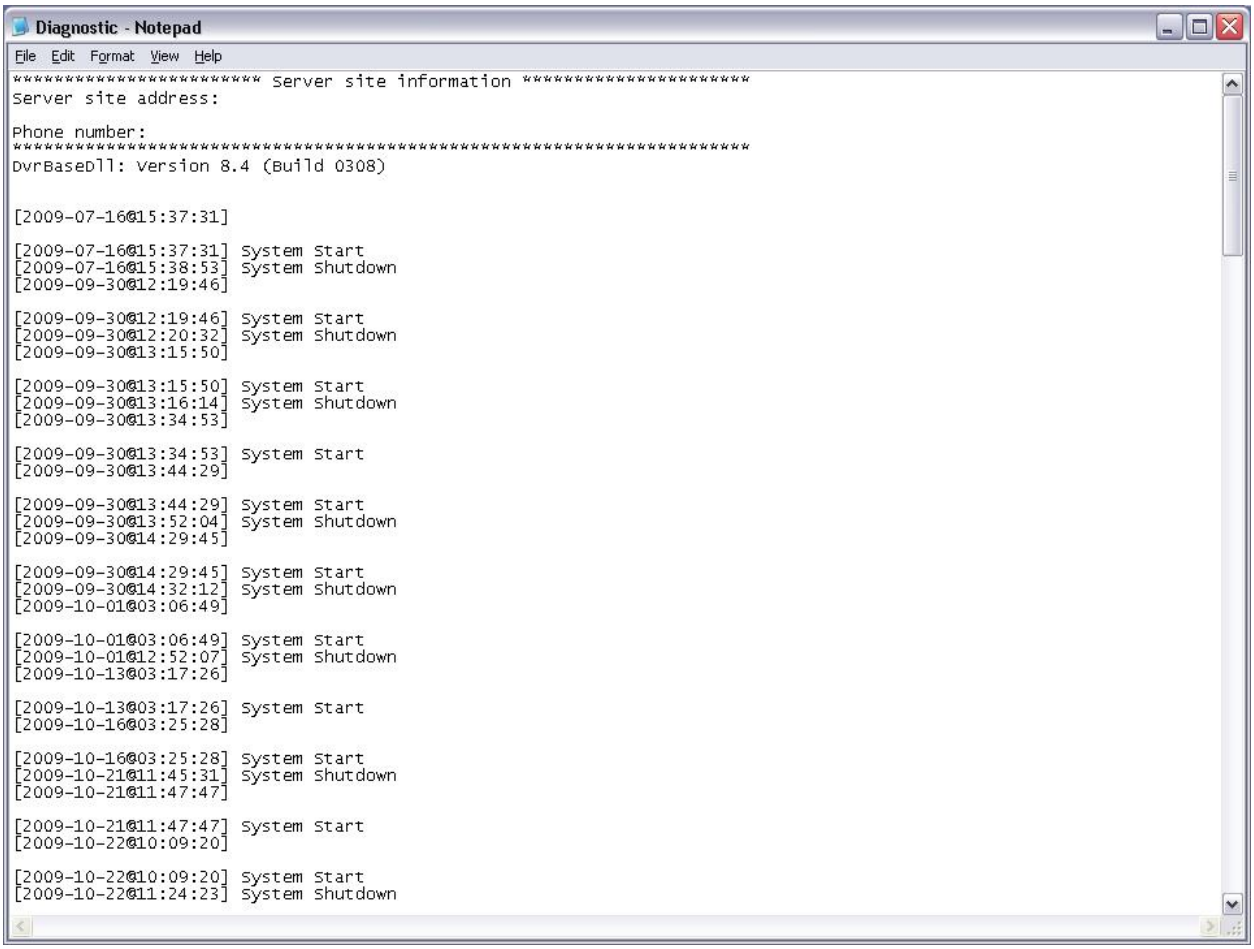
Access - Notepad

File Edit Format View Help

```
************************ Server site information ************************
Server site address:

Phone number:
*************************************************************************
DvrBaseDll: Version 8.4 (Build 0308)


[2009-07-16@15:37:31]

[2009-07-16@15:37:31] System Start
[2009-07-16@15:37:31] Default user: "guest" in effect.
[2009-07-16@15:38:53] System Shutdown
[2009-09-30@12:19:46]

[2009-09-30@12:19:46] System Start
[2009-09-30@12:19:46] Default user: "guest" in effect.
[2009-09-30@12:20:09] Login:  admin
[2009-09-30@12:20:32] System Shutdown
[2009-09-30@13:15:49]

[2009-09-30@13:15:49] System Start
[2009-09-30@13:15:50] Default user: "" in effect.
[2009-09-30@13:16:09] Login:  admin
[2009-09-30@13:16:14] System Shutdown
[2009-09-30@13:34:53]

[2009-09-30@13:34:53] System Start
[2009-09-30@13:34:53] Default user: "" in effect.
[2009-09-30@13:44:28]

[2009-09-30@13:44:28] System Start
[2009-09-30@13:44:28] Default user: "" in effect.
[2009-09-30@13:51:56] Login:  admin
[2009-09-30@13:52:04] System Shutdown
[2009-09-30@14:29:45]

[2009-09-30@14:29:45] System Start
[2009-09-30@14:29:45] Default user: "" in effect.
[2009-09-30@14:31:14] Login:  admin
[2009-09-30@14:32:12] System Shutdown
[2009-10-01@03:06:49]

[2009-10-01@03:06:49] System Start
[2009-10-01@03:06:49] Default user: "" in effect.
[2009-10-01@12:52:07] System Shutdown
[2009-10-13@03:17:26]

[2009-10-13@03:17:26] System Start
```

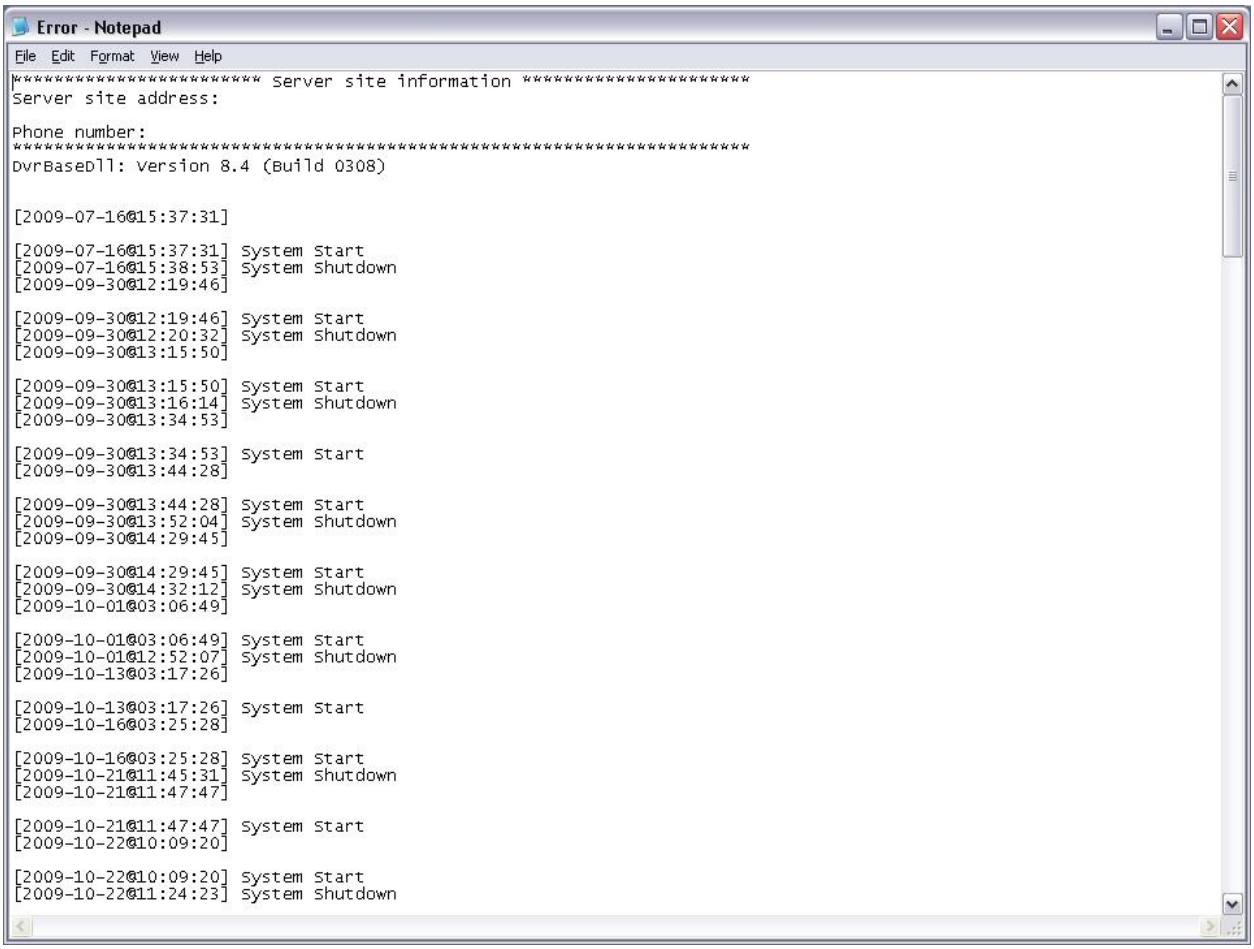
The Diagnostic Log

The **Diagnostic Log** is a text file that includes a record of system access and updates.



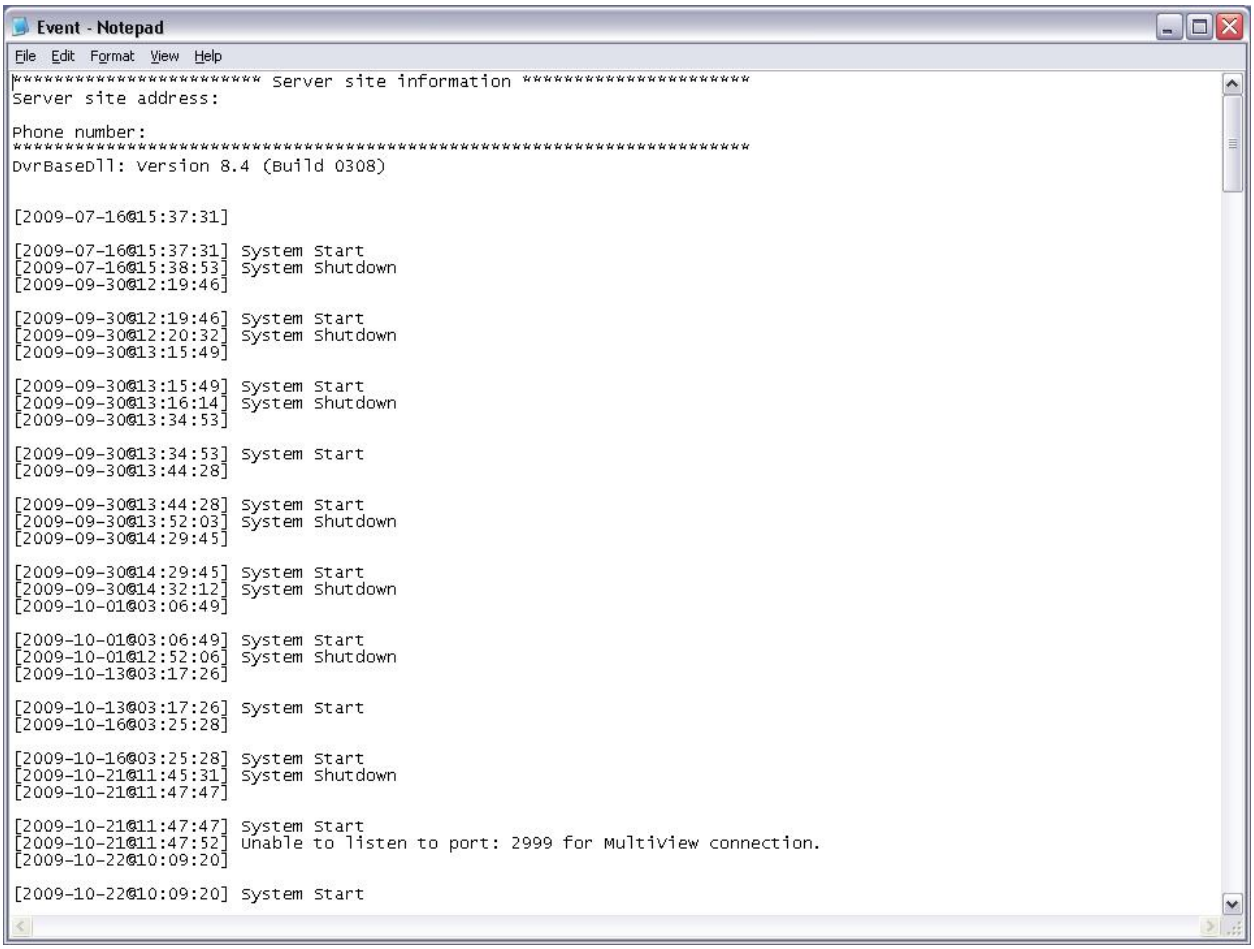
The Error Log

The **Error Log** records occurrences at the Remote Eyes Server, including startup and shutdown. The log is useful for observing abnormal shutdowns or system restarts.



The Event Log

The **Event Log** is similar, but records any occurrence at the Remote Eyes Server, including startup, shutdown, motion detection, and system arm/disarm.

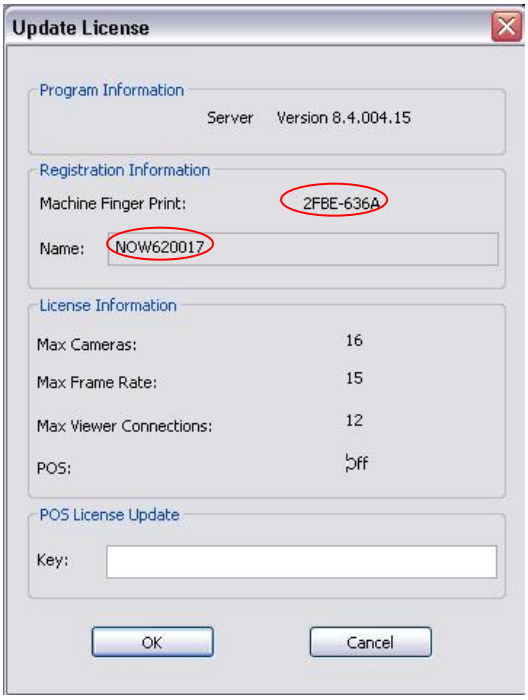


The Help Button

The **Help Button** allows you to choose between the Remote Eyes Manual and other Manuals.

When you click on the Help button, it will open up the Remote Eyes 8 user manual.

The License Button



The **License Button** is used to enter new license information and to let you know if you have the POS extension activated.

When contacting Odyssey Technologies, Inc. to update your license, you will be asked to provide the system's unique **Machine Finger Print and Name**, as shown in the picture to the left.

The About Button

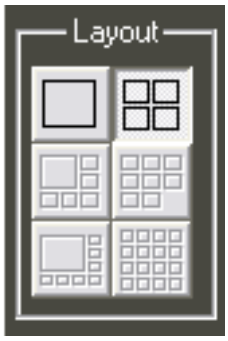
The **About** button is used to access the version and build number of the software to allow Odyssey Technologies, Inc. technical support staff to better help you with your questions.

The About window includes contact information for Odyssey Technologies, Inc., information about whether or not the POS Extension is activated, and the version number of your Remote Eyes software.

The Exit Button

The **Exit** button is used to shut down the program. When pushed, the button will prompt for a user login before shutting down. Only a user with an Admin access level can shutdown the program.

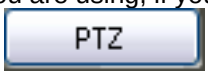
Changing Camera Layout



At the Remote Eyes Server, there are several **Camera Layouts** to choose from, all located at the right-hand side of the main Remote Eyes screen. You can choose from six different camera layouts. Some, however, can only be used with 8, 12, or 16 channel servers.

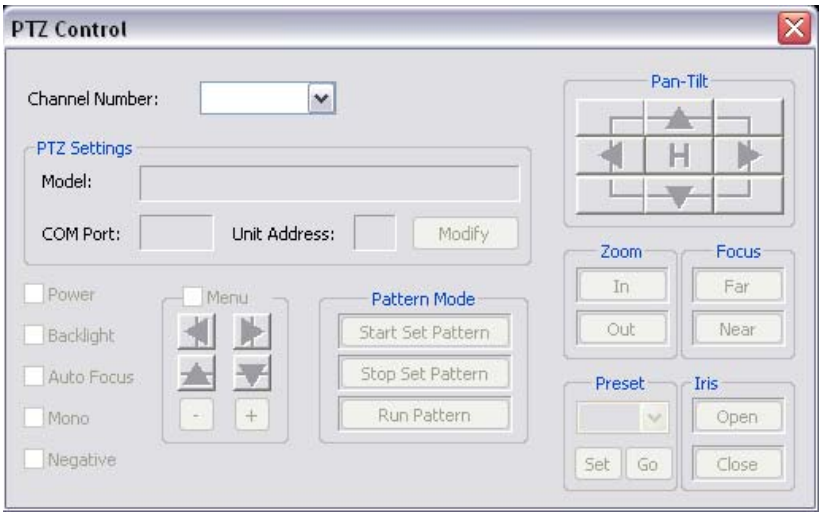
Camera Layout Examples

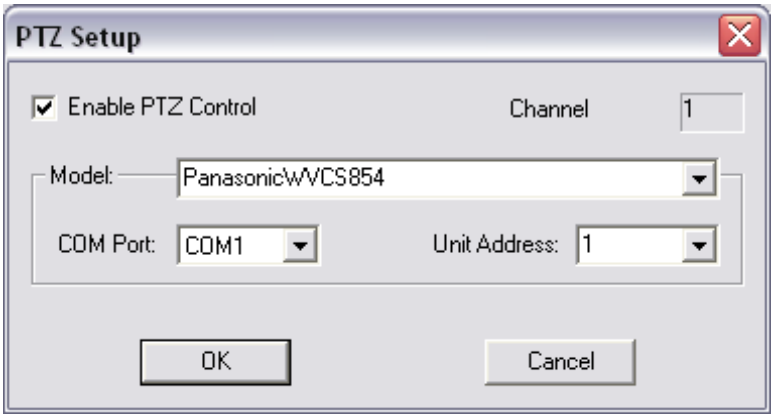
Pan, Tilt, Zoom (PTZ) Control

From the main screen, you can select the type of **PTZ** camera(s) you are using, if you have one or more PTZ cameras connected to the Server. Clicking on the **PTZ** button 

enables PTZ set up.

These controls allow you to control various types of PTZ cameras. Functions such as pan, tilt and zoom are available along with other features such as patterns, auto focus and preset positions. The **Channel Number** allows you to control the camera if it is a PTZ camera.





The **Modify** button allows you to choose the type of camera that you have as well as the COM port that it is attached to and the unit address if you have more than 1 camera attached to the COM port.

Audio Recording

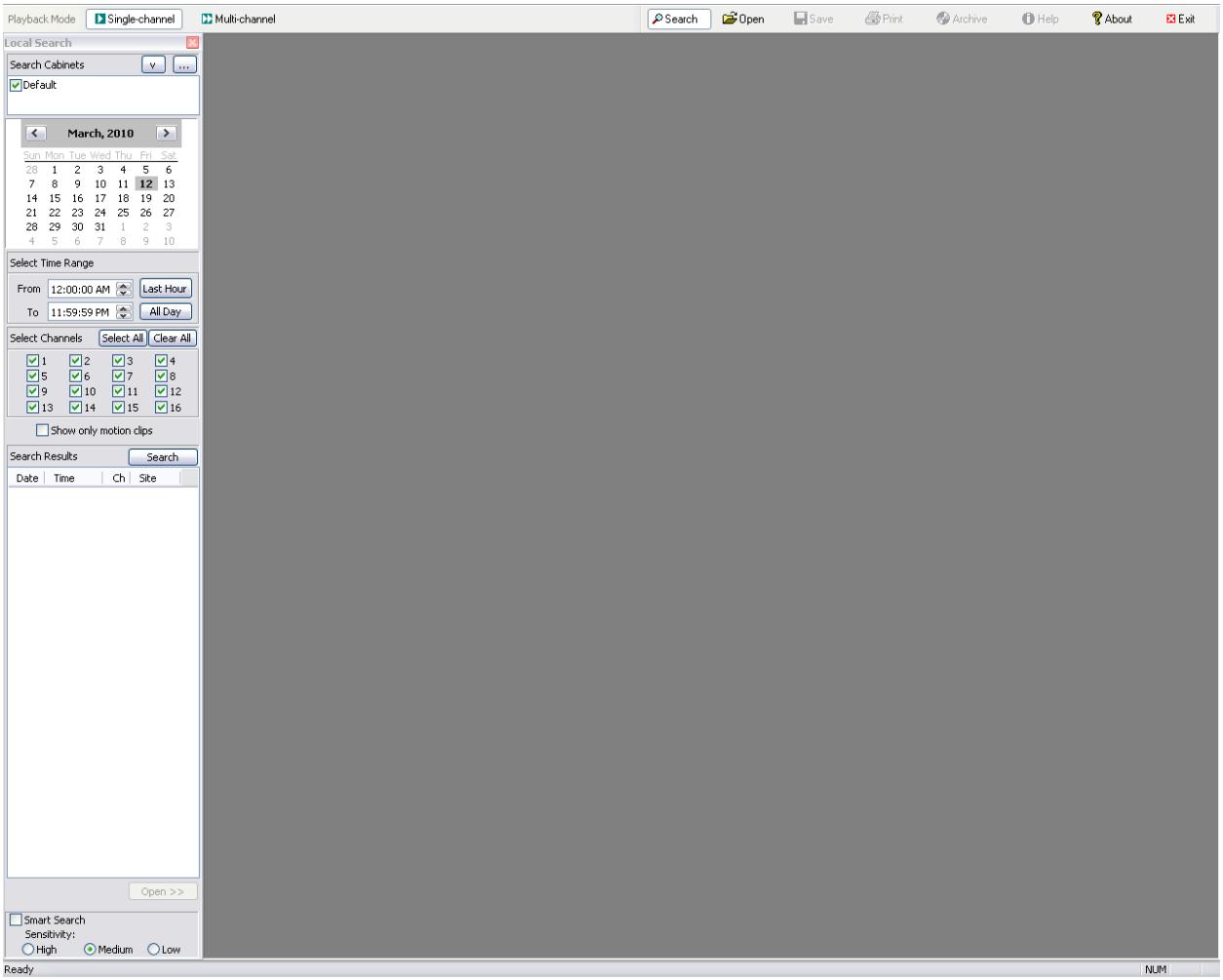
Remote Eyes features integrated audio recording on all channels. This feature allows clips to be recorded with synchronized audio and video playback. You can listen to the audio live by right clicking on the camera image and selecting **Turn On Audio Monitoring**. To turn off the live audio, right click the camera image and select **Turn Off Audio Monitoring.**

****PLEASE CHECK WITH LOCAL LAW ENFORCEMENT FOR LAWS REGARDING AUDIO RECORDING IN YOUR STATE****
****ODYSSEY TECHNOLOGIES, INC. IS NOT LIABLE FOR MISUSE OF AUDIO RECORDING IN STATES AND LOCALITIES WHERE SUCH USE IS PROHIBITED BY LAW****

Run Player

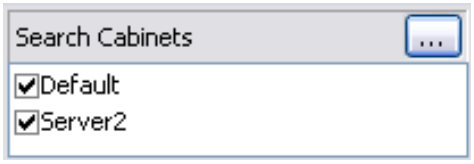
The Player is the component of Remote Eyes that lets you review previously recorded video clips. To start using the Player, click on **Run Player** on the right hand side of the main Remote Eyes screen**.**

After clicking the button, the Remote Eyes Player will come up on the screen.

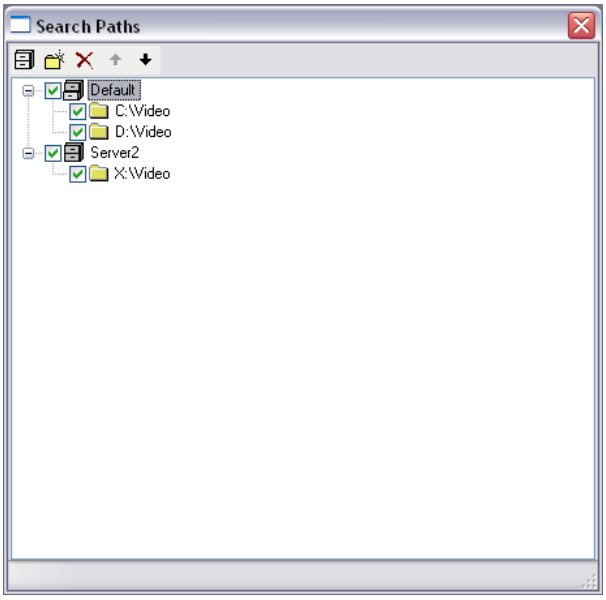


Search

The Remote Eyes Player comes configured to search all directories that are being recorded to. However, you have the choice of searching only directories you choose by clicking the checkmark on or off of the directories listed. If you have any other directories or servers that you want to look for clips on you can add them in the **Search Cabinets** box.



To add a new cabinet or directory, click the **New Cabinet**, button. To add a new cabinet to search in, click on the **Add Cabinet** button and name the new cabinet. You can then add a new search directory to that cabinet by clicking on the **New Search Directory** button and selecting the Video folder that you wish to add.



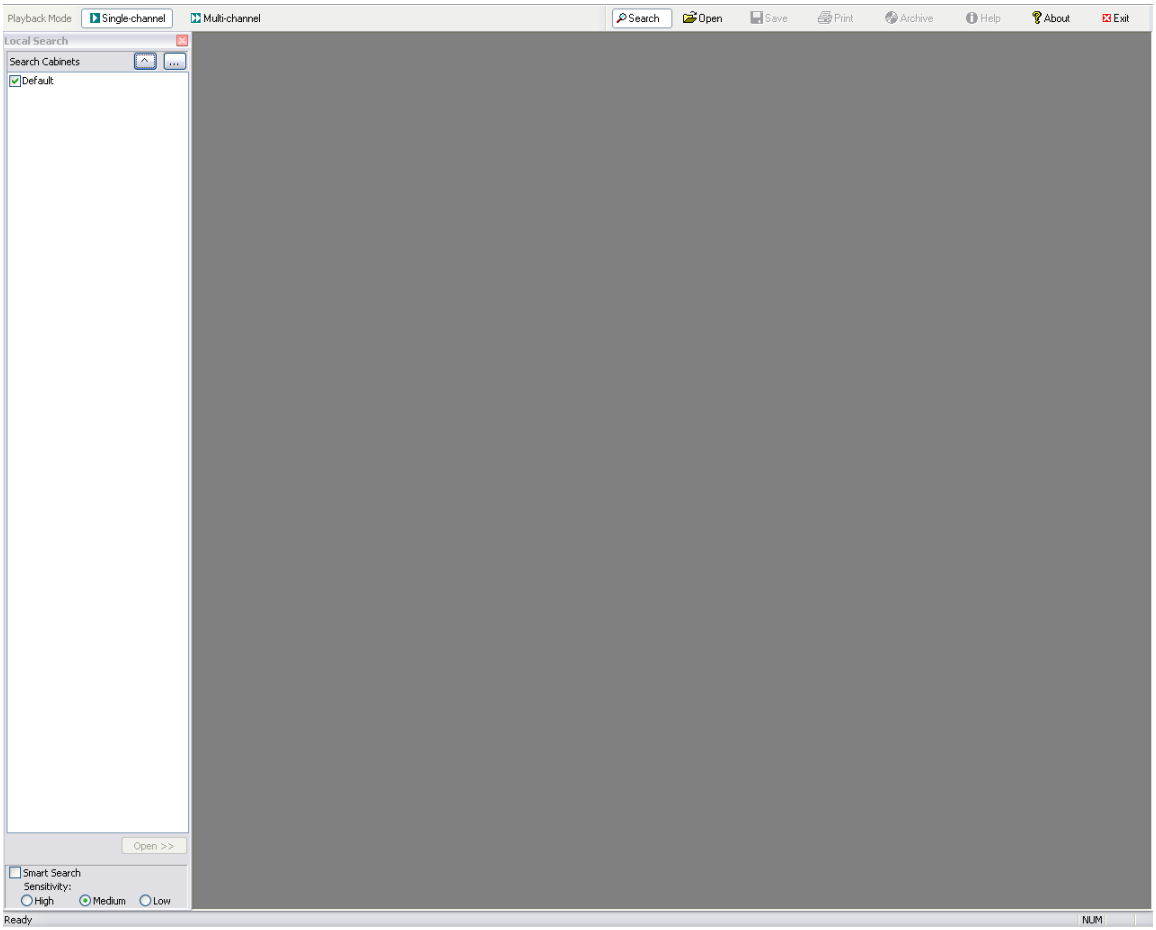
NOTE: The new search directory will be added to the highlighted cabinet.

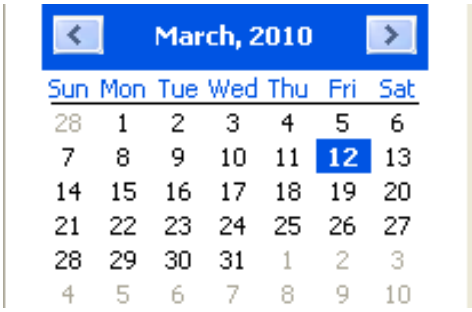
This feature allows you to use one player at a centralized location to view multiple servers' video clips (by mapping the Server archive drives across the network and adding them to different search cabinets).

By default, Remote Eyes records to D:\Video, but if you changed your default folder under **Disk Usage** at the Server (see above for more information), you will need to search on the folder or folders you specified for recording.

Any cabinets that you specified will now be listed in the **Search Directories** box in the upper left corner of the main player screen.

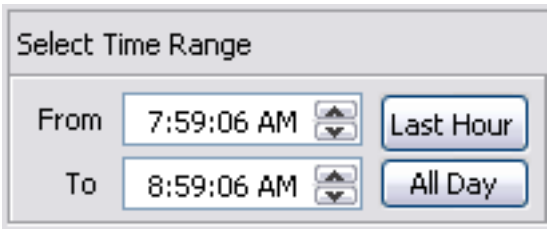
To expand or collapse the search options click the down, button. The search options by default are displayed when first opening the player, when you click the button it will clear the options only displaying the cabinets which are selected for search. To display the search options, click the button.

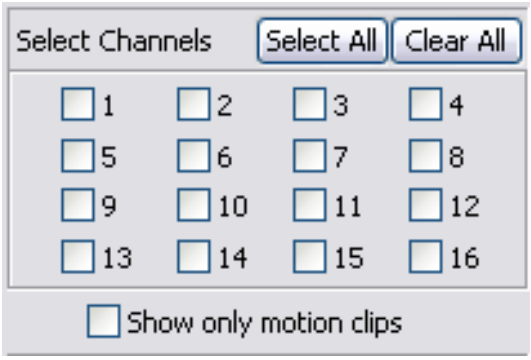




Next, using the calendar, select the day that you want to search for clips. The days that have clips stored for that day will be **BOLD**.

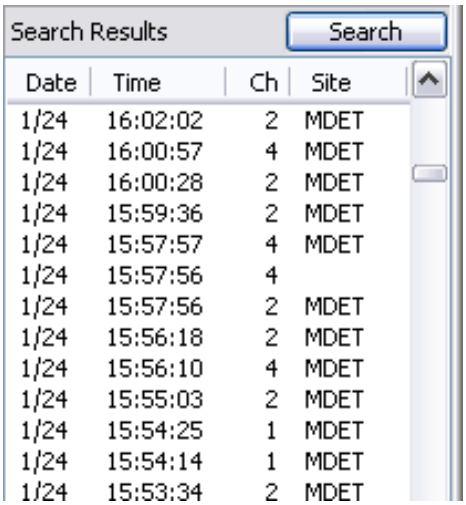
You will also need to enter a **Time Range** which you want to search for clips. You can choose any time of the day to search for clips or use the convenient buttons to search the **Last Hour** or **All Day**.



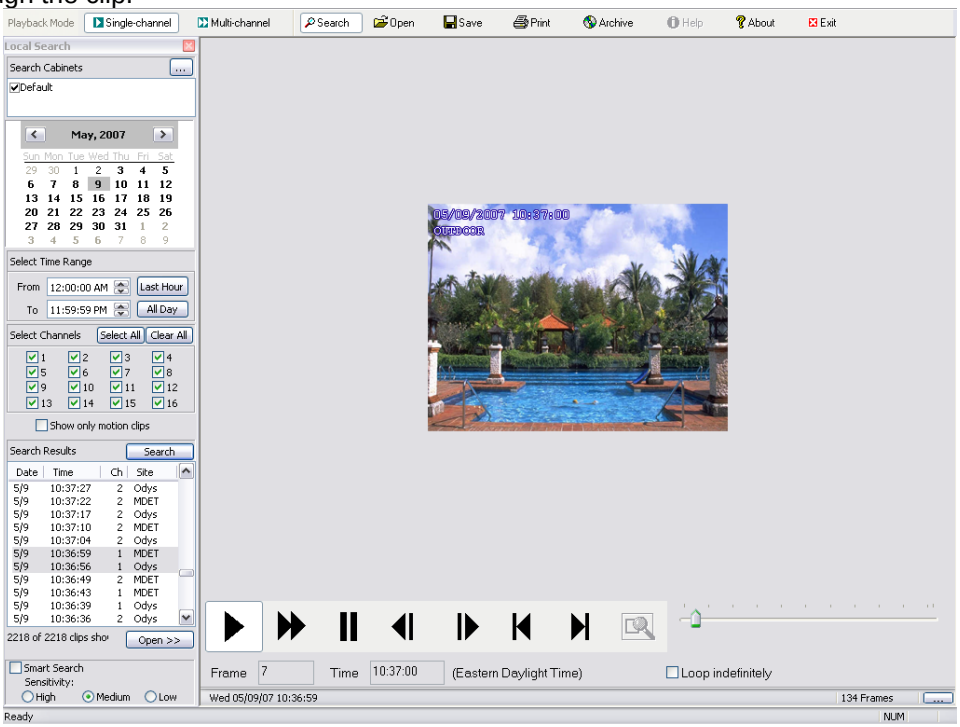


Now choose which cameras that you would like to review. You can choose a specific camera or use the button to **Select All** of the cameras. Here you can also decide whether or not you want to look at only motion clips by checking the box next to **Show only motion clips**.

After choosing all of your options, click the search button, and a list of clips matching your criteria will be displayed so that you can review them. Double click the first clip that you want to review, and it will open and start playing.

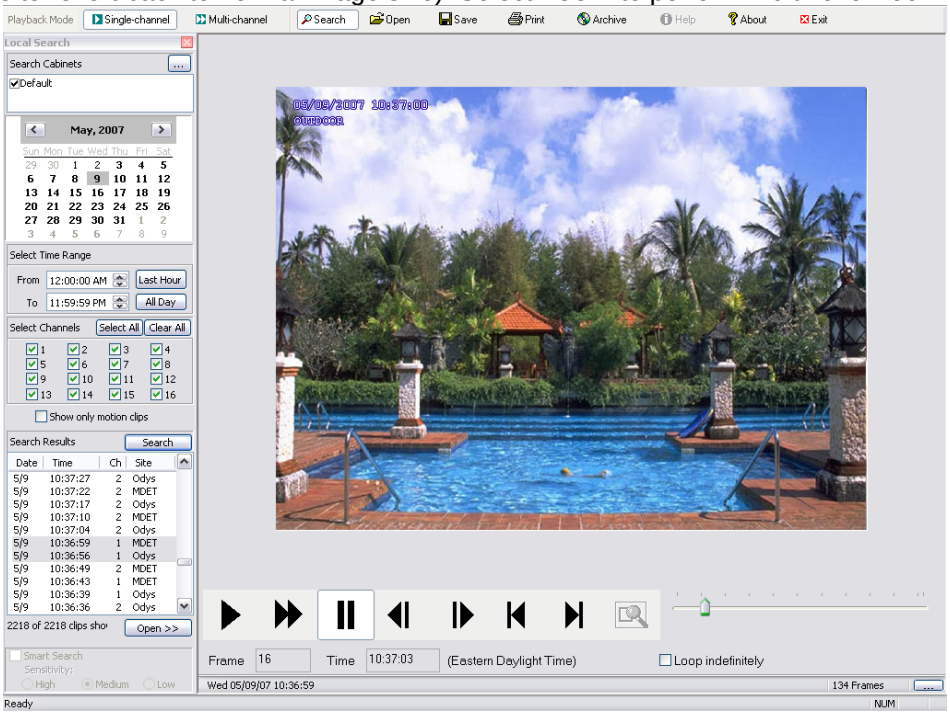


Now you should see the clip on the screen, and it will be playing. You can click **Pause** to pause the clip, **Fast Forward** to search the clip faster; you can also **Step Forward** and **Backward** frame by frame through the clip, as well as go to the **Previous** or **Next** clip. Or you can use the slider to rapidly skip search through the clip.



You will see that each clip has its own time and date stamp. If the time stamp is not present right-click on the image and select **Draw Time Stamp**, to insert date and time.

Right-click the clip you are reviewing and select **Double Size** to make the size of the clip larger (use **Original Size** to revert back to normal image size). Select **Zoom** to perform multi-level zooming.

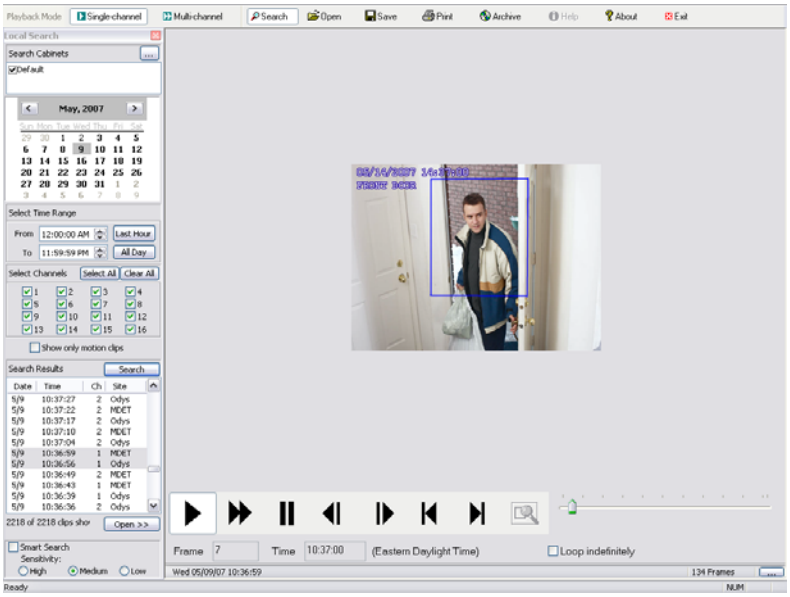


Smart Search

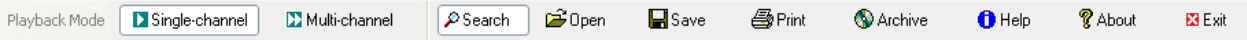
This feature allows you to select an area within a clip to look for changes. The Player will look for changes in a pre-selected area and stop when there is a change in that section.

When you check the **Smart Search** option, the cursor changes to a magnifying glass, and you can select a section of a clip, by clicking and dragging, in which Smart Search will look for changes.

You can select an area to watch by clicking and dragging the magnifying glass, and you will see a blue outline. This is the area that Smart Search will monitor for changes. When you click on the Smart Search button that is located to the right of all of the playing buttons, the Smart Search will look for changes in that area and then stop when the first change occurs. When you click on the Smart Search button again the Player will stop on the next change.



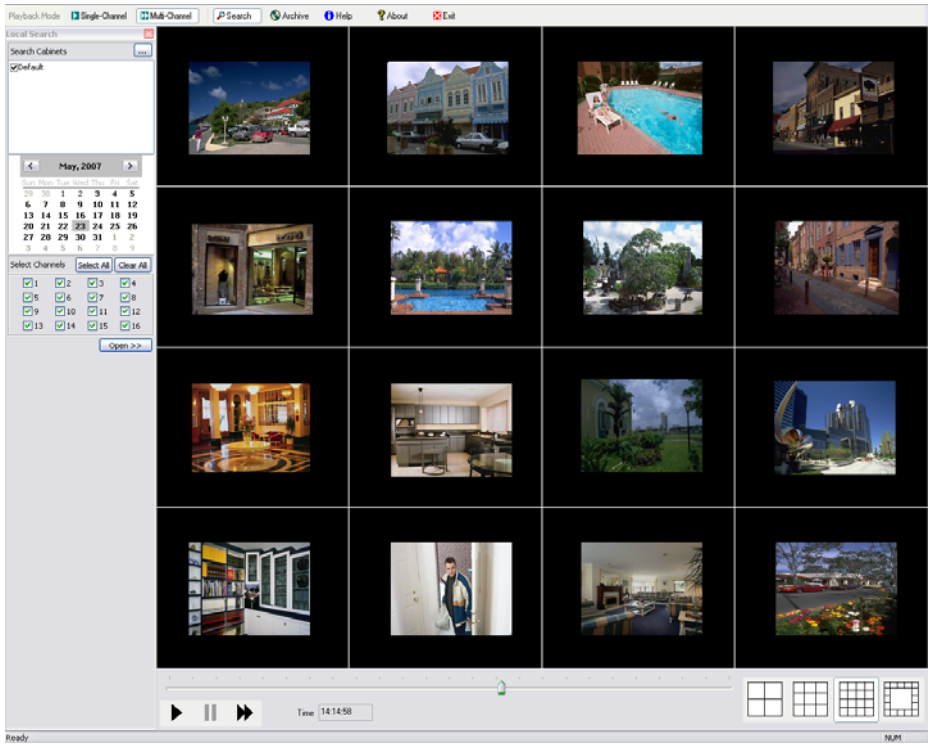
Other options for the Player are located in the tool bar at the top of the Player Screen.



Multi-Channel

The **Multi-Channel** button

is used for synchronized multi-channel playback. This is used for playback of all channels so that you may follow an event that occurs on multiple cameras. You can see an example below.



Open

The **Open** button

is used to open clips manually. This is used when opening clips from a CD or other location that is not included in your search directories.

Save

The **Save** button

is used to save the clip that you are currently viewing to another location. This is used to save videos either compressed, so that only the Remote Eyes Player can play them back, or uncompressed, so they are readable by third-party programs.

Print

To print out the current frame of your clip, just choose the **Print**

button. Please make sure you have a printer connected and installed before you try to print. **Frames can only be printed in the single channel mode.**

Archive

The **Archive**

feature allows you to copy the current clip along with a copy of the Remote Eyes Player that you are currently using (single or Multi) onto a flash drive or formatted CD or DVD. In the multi-channel Player all clips that are active at the point of reference you are looking at will be copied to the flash drive or CD. You can also highlight which clips you want from the Search Results list and copy those selections to the flash drive or CD as well. In previous Remote Eyes Player versions, you needed to format the disk before saving or archiving clips to a disk. This step is **no longer needed**. Simply insert a blank disk and you can save or archive to a disk with auto-formatting.

This dialog box shows the options you have to archive clips. You can choose the DVD-RW, Floppy, or Removable drive to archive your clips.

Help

Clicking on **Help**

will bring up this manual, so that you will have easy access to it when you are working with the player.

About

The **About** button

will bring up the version and build number of your Remote Eyes Player so that Odyssey Technologies, Inc. technical support staff will know better how to support you.

Exit

Finally, the **Exit** button

closes the Remote Eyes Player.

Multi-View Client

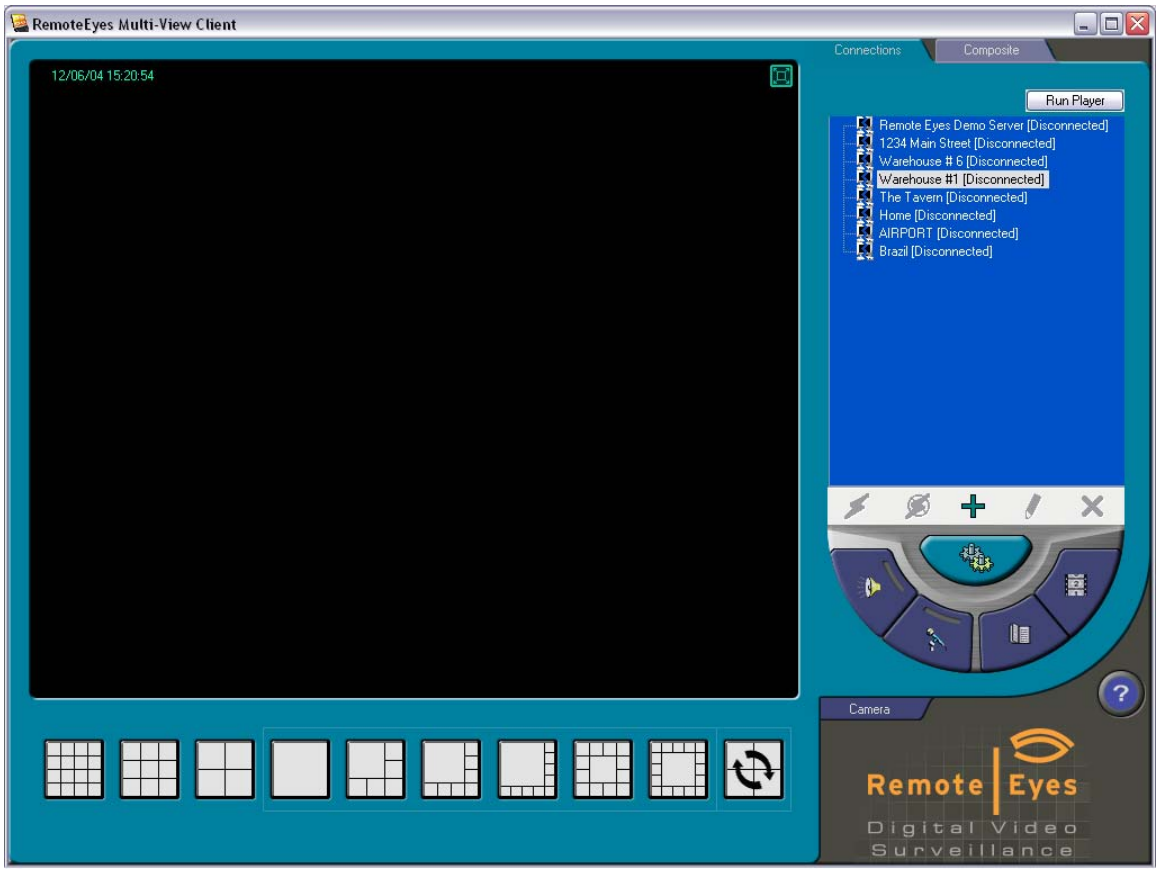
The Remote Eyes® Multi-View Client is used for remote viewing of the Remote Eyes Server. The Client can view live and recorded video, monitor live audio, and move PTZ cameras.

To install the Multi-View Client, insert your Remote Eyes CD in your client workstation CD drive and wait for the install screen to appear. Then click on **Install Multi-View Client Software** and follow the prompts.

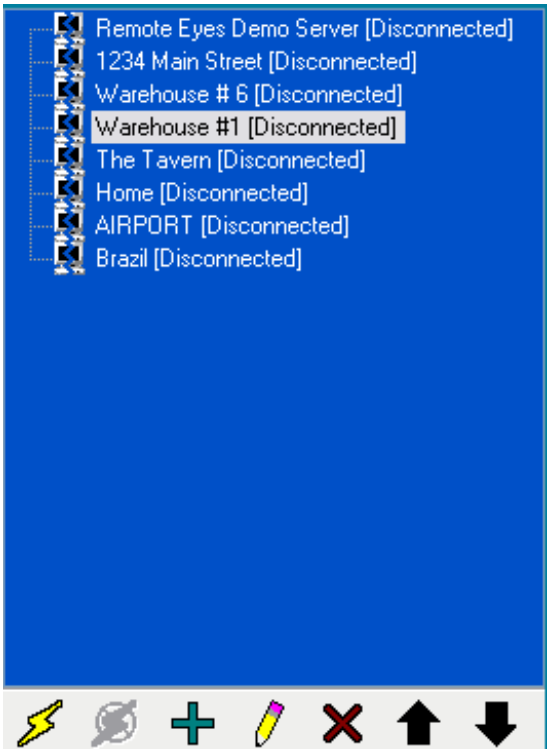
To Launch the Multi-View Client you will need to click on the **Start** menu, and then **Programs**, then, **Remote Eyes** , followed by **Multi-View Client**, and finally **Launch Multi-View Client**.

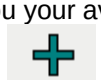
The first screen you will see is the Remote Eyes Multi-View Client Splash Screen:

Followed by the main Multi-View Client Screen:



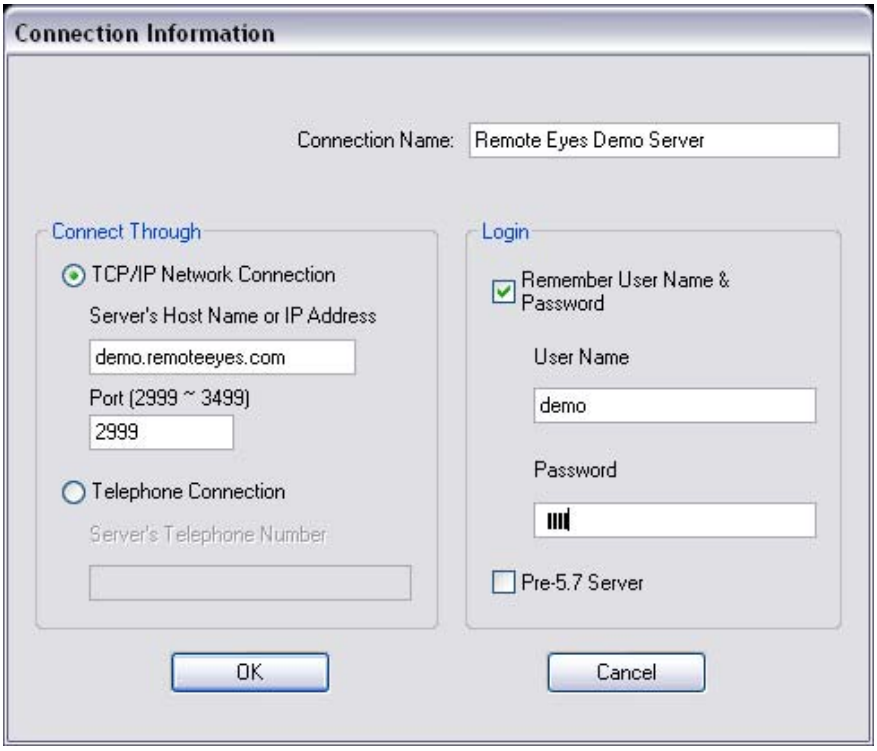
First, to the right of the screen you'll see the **Connection** window.



This panel shows you your available connections once you set them up. To begin setting up a connection, click the  button.

The **Connection Information** screen will appear.

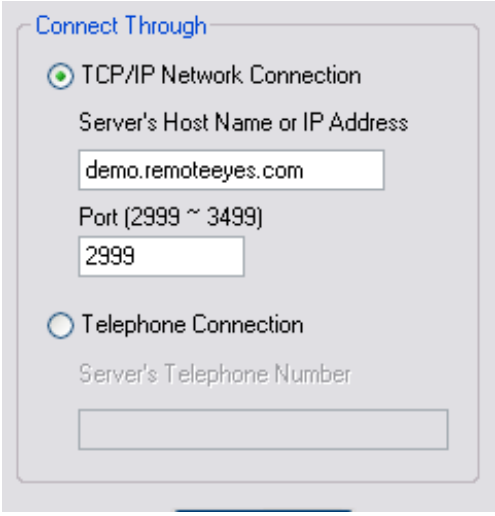
Making a New Connection



Now you can enter the connection settings for your Remote Eyes® Server. First, type a name for your connection. You may want to choose a name that uniquely identifies this connection, especially if you are setting up a large number of connections.

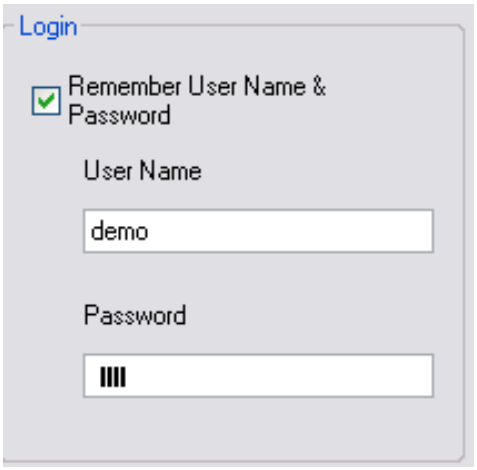
Under **Connect Through**, choose your connection method.

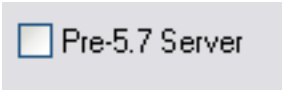
If you are connecting by IP over a LAN or cable modem, choose **TCP/IP Network Connection**, and enter the IP address for your Server. If you have changed the port that you connect through on your Remote Eyes Server to something other than the default port (2999), you will also need to change the port in this screen to match.



Next, if you would like Multi-View Client to store the **User Name** and **Password** needed to connect to the server, place a check next to **Remember User Name & Password**, and enter the appropriate information in the spaces provided. If you don't check the box, you'll be prompted to enter this information each time you connect.

As you can see the Password always appears as a series of asterisks, to keep people from learning your password by watching you enter it.





Check this box if you are trying to connect to a server that has a version below 5.7. If this box is not checked you will get a username/password error when attempting to connect to a pre-5.7 server.

Now click **OK** to save your new connection. You'll see it listed in the connections window as **[Disconnected]**.

Repeat this process to set up a connection listing for each server you want to connect to.

Managing your Connections

Other than the **Connect** and **Disconnect** buttons, the Connections panel of Multi-View Client has several tools that you can use to manage your connections.

The **Edit Connection** button lets you make changes to an existing connection.

The **Delete Connection** button lets you remove an old or unused connection.

Also, note that all of your connections will be sorted in alphabetical order so that you can easily find your connections.

Connecting to a Remote Eyes Server

Let's take another look at the Connections panel. To begin your connection, just highlight your newly created connection and click the button. If you saved your User Name and Password in the connection setup, the Multi-View Client will attempt the connection immediately. If not, you will be asked to enter the Server's User Name and Password. After you do, click **OK**.

The camera images for your server should appear once the connection has been established, and in the Connections panel, you will see this connection listed as **[Connected].**

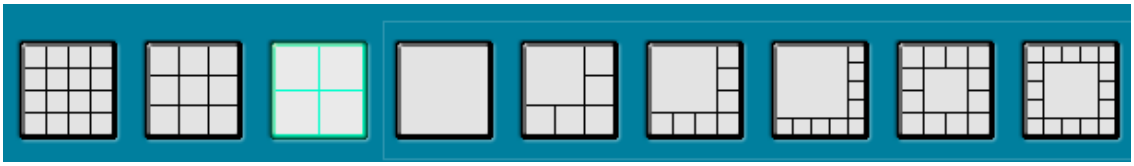
You can continue establishing connections, up to 32 in total.

After connecting to multiple servers, you can move between server views using the tabs at the top of the window. Each Server is identified by its connection name (from the address book entries).

To disconnect from a server, just highlight the connection and click the button.

Viewing your Server

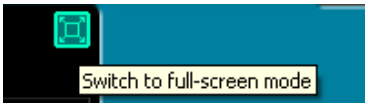
Each server view can be customized to meet your individual needs. For instance, you can select from nine different camera layouts.



A tenth option, **Scan**, can be used in conjunction with any of the other views that have one large display and several smaller ones. With Scan enabled, the smaller display images will switch out with the larger image at a set interval.

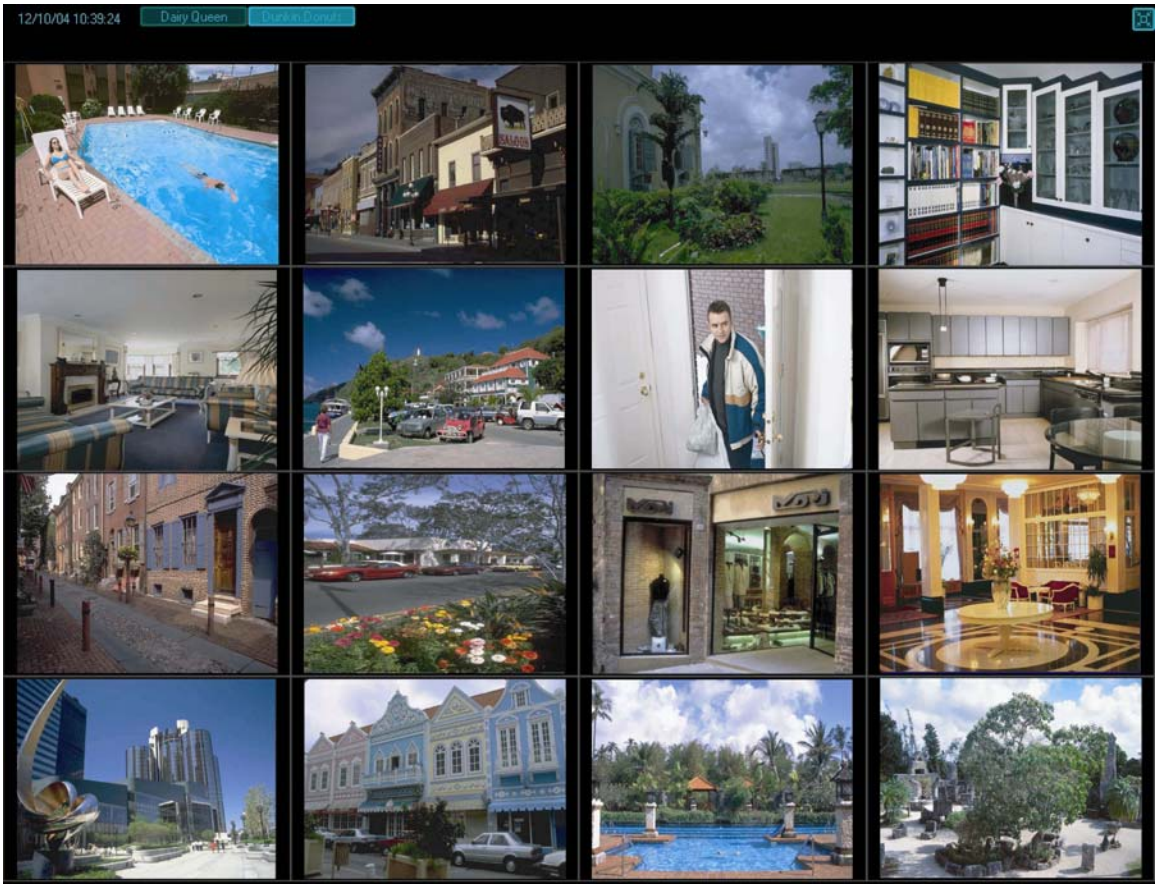
You can also arrange a server's cameras in whatever order you would like. To switch one camera with another, just right mouse-click on the position that you would like to switch, choose **Switch With** and then select the camera you want to switch it with.

Finally, you can also view your cameras in **Full Screen Mode**, which removes the server/camera menu from the right hand side of the screen.



To enter Full Screen Mode, click the **Full Screen** icon, located to the upper right of the camera display.

Now you will see your cameras at Full Screen size as shown below.



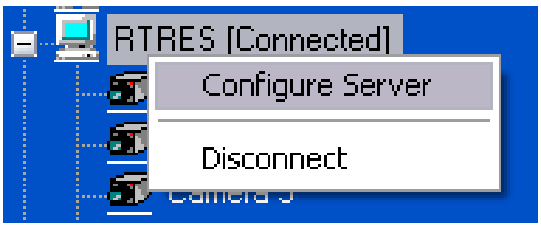
Note that you can still use the tabs at the top to switch between servers. To return to the normal view, click the reduce button in the upper right corner of the display.

Listen to Audio

To listen to Audio from the camera, right click the image and select

, to turn off the audio, right click the same image and select

Configuring Your Server



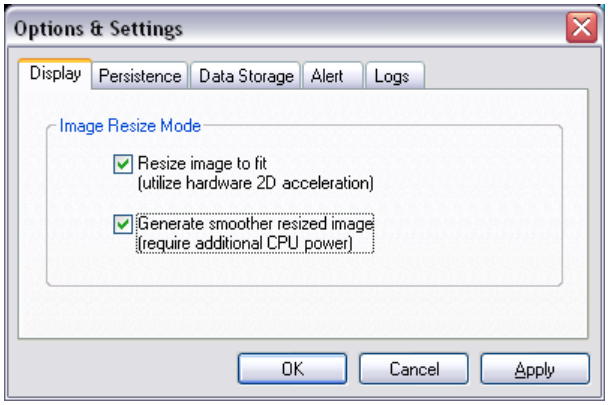
When connected to a Remote Eyes 8.0 server, you can configure the server through Multi-View. Right click on the connection and select **Configure Server**. If you have access to the settings you will get the same configure window as if you were in front of the DVR. If you do not have access you will be prompted for a user name and password.

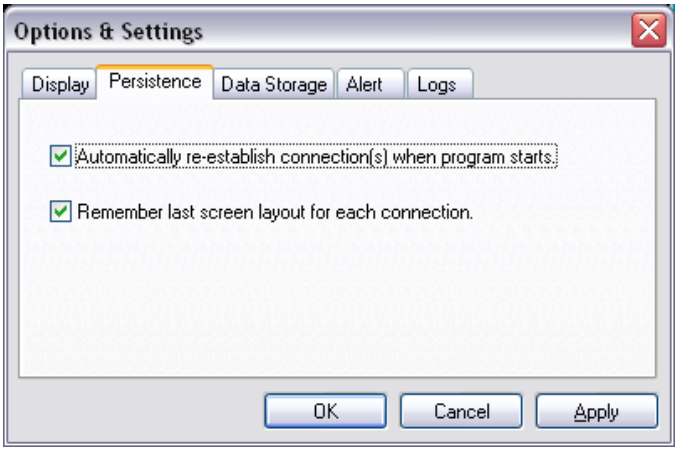
Settings and Features

Once you are connected to a server or servers, there are a number of settings you can adjust using the Multi-View Client.

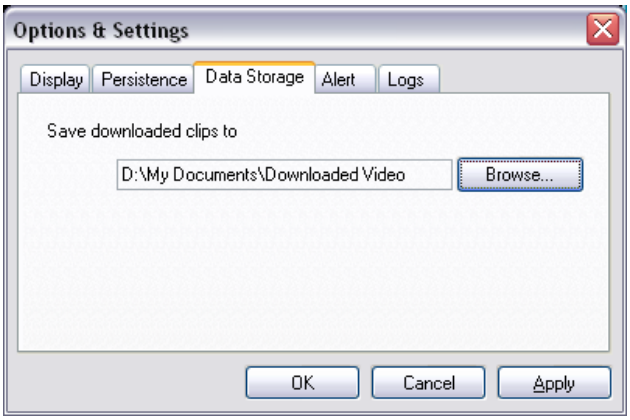
First is the button, which launches the **Options & Settings** window.

The first tab is the **Display** tab. This allows you to adjust the size of the images to better fit the screen. It also allows you to generate smoother resized images.



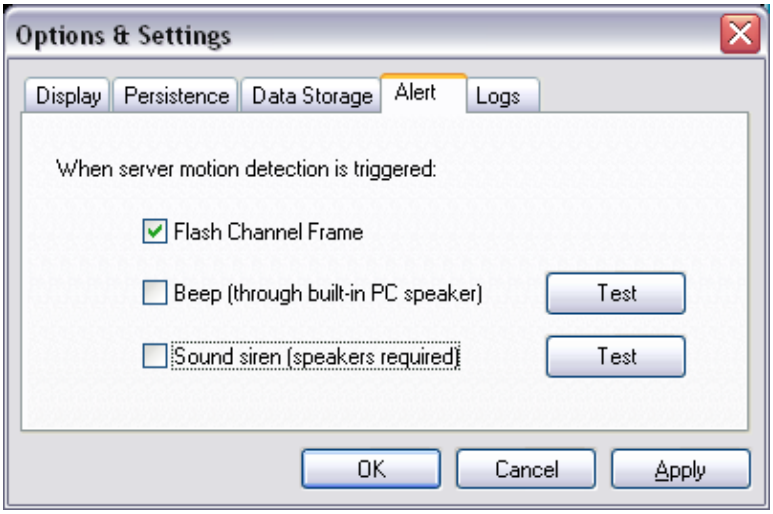


The next tab is the **Persistence** tab. Here you can automatically re-establish any previously used connections on startup and remember the layout you used the last time you were connected.

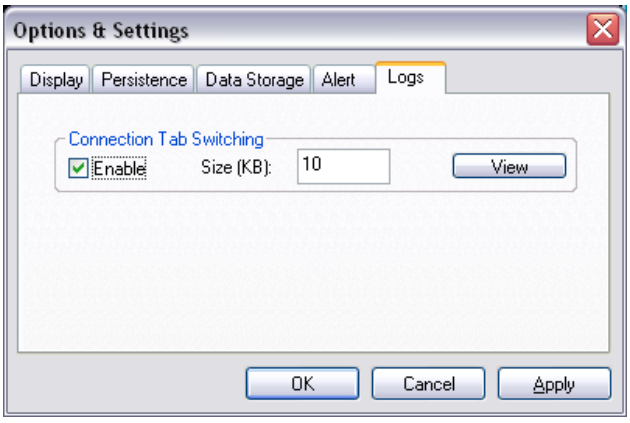


The third tab, **Data Storage**, lets you select where you'll save any video clips downloaded from the Server. We will discuss this feature in more detail in **View Server Clips** on page 35.

The final tab, **Alert**, includes settings related to motion detection. With **Flash Channel Frame** enabled, a red frame will appear around any channel where motion has been detected at the server. You can also choose to have the PC speaker **Beep**, or to have the **Sound Siren** cause an audio alarm to sound when any motion detection is triggered at the server.



Please note that the **Sound Siren** feature requires speakers in order to function.



The **Logs** tab allows you to keep a log of each time a connection tab is switched in the Multiview Client software. You must check the **Enable** box to start logging.

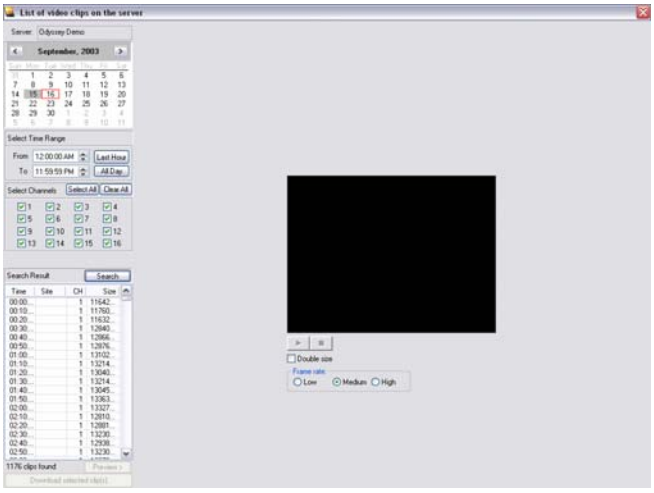
Once you have adjusted your settings, click **Apply** and then **OK** to close the window.

The **Listen to Server** and **Talk to Server** buttons, and , allow two-way single-channel audio communications between the Multi-View Client and the Server you are currently viewing through the audio in and audio out ports on the Server.

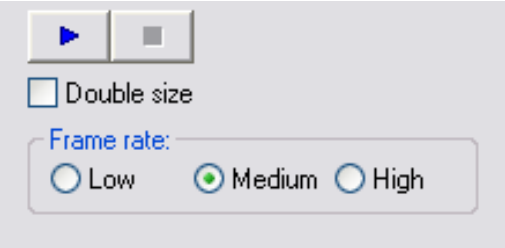
The **View Server Logs** button lets you view the Access and Event logs from the Server.

If you are remote from the Server, you can still review archived video using the Remote Eyes client. To use this option, click on the **View Server Clips** button.

The following screen will appear...

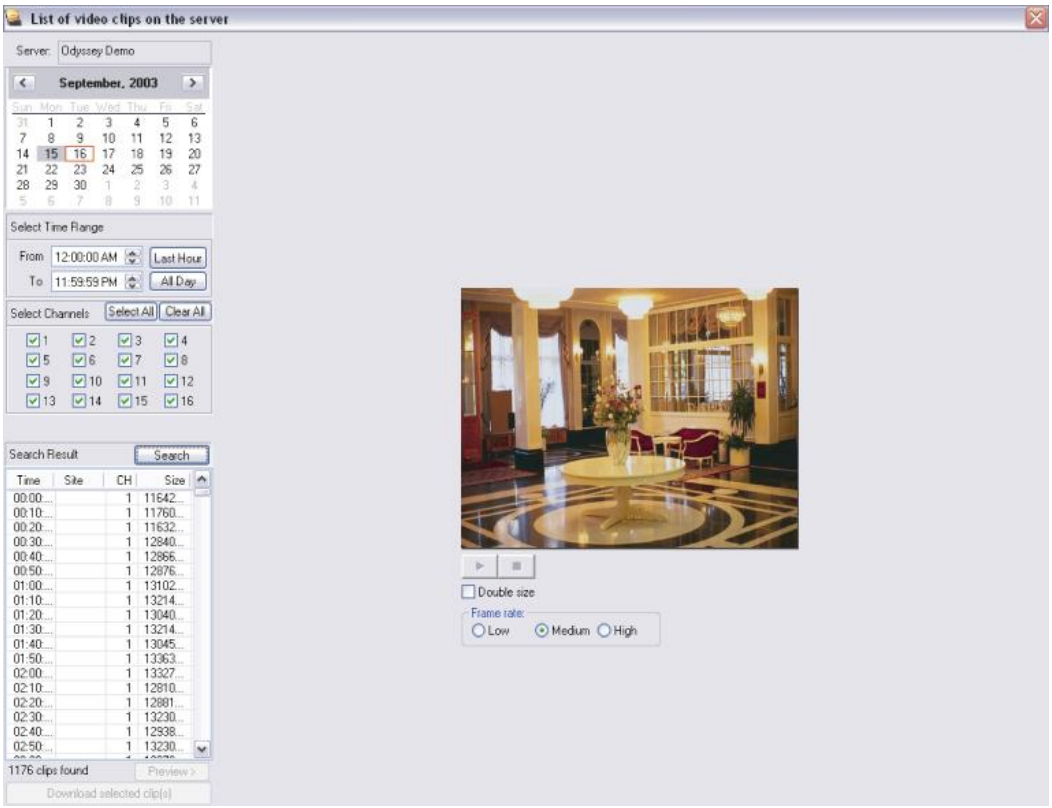


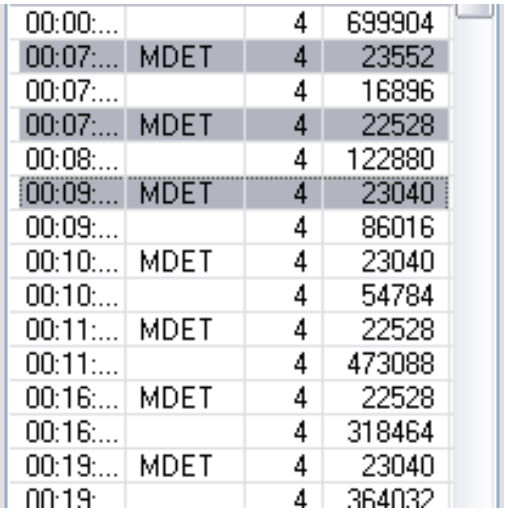
Just like with the Remote Eyes Player, you will need to select the **Date**, **Time**, and **Camera(s)** that you want to search. Click on the **Search for clips** button and select from the list on the right which clips you want to look at.



Click on the

button to view the first frame of a clip from the Server. To stream the actual clip from the Server, you will need to use the controls below the image to begin playback. This will allow you to look at the video from the clip without downloading the entire clip. This helps to ensure that you have the correct clip before downloading it to your system. You can use the blue play button to start streaming the clip. Use the **Double size** checkbox to enlarge the image. You can also choose low, medium, or high frame rate for up to 30fps playback.





You can download the clips you have previewed to the remote PC. To do this simply highlight the clip or clips that you want to download and select **Download selected clip(s)**.

Once you have downloaded the clips, the Player will open automatically and you will have all of the Player functions as if you were viewing clips on the server.

PTZ Camera Control

You can also control PTZ cameras from the Multi-View Client. By right clicking on the camera and selecting

or clicking the **Camera Tab**

, you will change to the PTZ control screen.

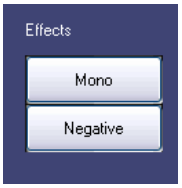
From this screen, you have all of the control over the PTZ camera that you would have at the Remote Eyes Server.

The following PTZ controls may not be available depending on what type of PTZ camera you have:

The power button will turn the camera on and off.

The backlight button will allow you to turn the backlight on or off if your camera supports this option.

The menu buttons will allow you to access the on-screen camera menu and navigate through that menu.



The effects buttons will allow you to choose if you would like a mono (black and white) image or a negative image. These will only work if your camera supports these options.

You also have the option to move the camera to one of 16 different preset positions.

The pattern button will allow you to set a pattern that the camera will follow.

You can zoom in with the **Tight** button

. And you can zoom out with the **Wide** button

You can focus near with the **Near** button

. And you can focus far with the **Far** button

.

You can also use **Auto Focus**

if your camera supports this option.

You can use these buttons to move your cameras.

Note that servers are multi-user, so PTZ control is shared. Inability to control a camera may be due to another user having control

If you receive errors while trying to control cameras, please contact your system administrator

Creating a Composite Layout

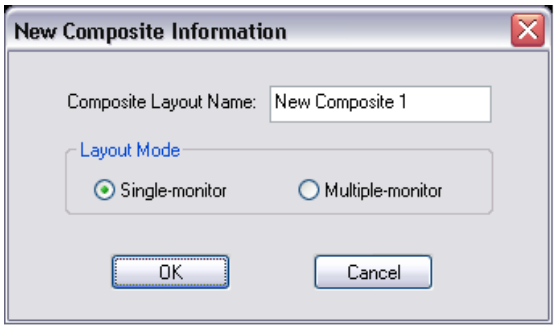
After establishing connections to multiple Remote Eyes Servers, you may want to view select cameras from each server, all on one screen. To do so, you can create a **Composite Layout**.

To start, click the **Composite** tab.

You will notice that when you click on **Composite** the color changes from purple to blue.

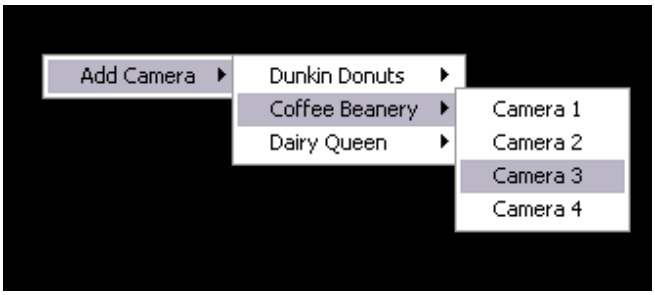
The next step is to click on the new connection button.

The next screen that you see is where you will name your new composite layout as well as choose Single or Multiple Monitors for viewing up to 32 cameras at the same time.



Please Note: 32 Camera Viewing is available only with multiple monitors – for more information on using multiple monitors, please contact Odyssey Technical Support.

Once you have named your composite layout, you will see a new tab at the top of your screen with the name of the composite that you just created.



The next step is to add cameras. You can do this by right-clicking on the screen and selecting which connection and which cameras you would like to have in the composite layout. Single Monitor layouts will allow up to 16 cameras while multiple monitor layouts will allow up to 32 cameras. To remove a camera, right-click the camera and select **Remove**.

Note that once you have created a composite layout, it will be saved, and you can connect to it at any time that you wish.

About Remote Eyes Multi-view Client

If you need to see the version information about your Multi-View Client, click on the **Remote Eyes Logo** in the lower right hand corner of the software.

You will see the **About** window. Along with the software version, you will also see contact information for technical support.

Getting Technical Support

Have a question about Using Remote Eyes? Odyssey Technologies, Inc. is committed to providing superior Technical Support. If you need help setting up or using Remote Eyes, don't hesitate to give us a call or email us.

So that we can better assist you, please have the following information available.

- A complete description of the problem, including any error message you've received and instructions for how to duplicate the problem
- The version of Remote Eyes you are using (found under the About button)
- The serial number of the server
- End users should contact their installing dealer

Here is how to reach us:

By US Mail

Odyssey Technologies, Inc.
7526 Connelley Drive
Suite A
Hanover, MD 21076
Attn: Technical Support

By Telephone

301-256-0000 ext. 3

By Fax

301-362-9704

By Email

support@remoteeyes.com

Web Page

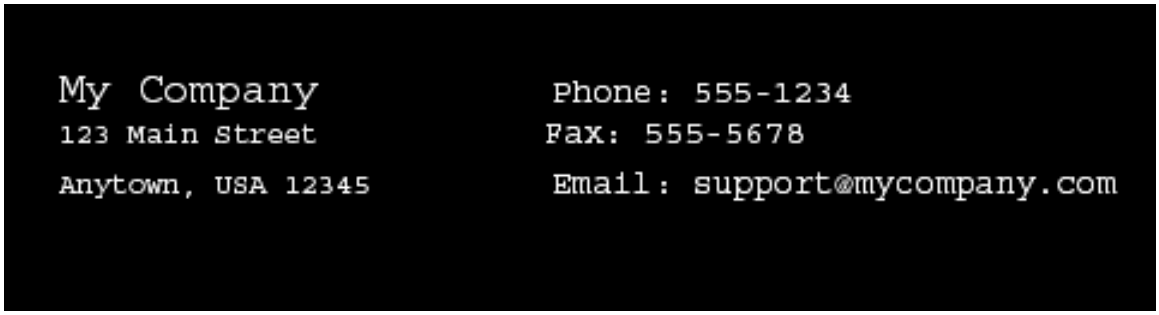
http://www.remoteeyes.com
http://www.remoteeyes.com/remote_eyes_downloads.html
http://www.remoteeyes.com/support.html

NOTE: Technical Support Hours are 8:00A.M. – 5:00P.M. ET Monday-Friday (Except for Holidays)

Appendix B: Dealer Splash Page

Dealers can add a customizable splash screen to any Remote Eyes software product to display dealer contact information. This allows you to put your contact information into the **About** screen so that your customers can contact you.

To do this, create a 16-bit color bitmap image that is 480x128 and name it “dealer.bmp”. Place this file in the Remote Eyes software directory that you want it to appear in, and your information will appear in the top portion of the **About** screen.



**** This will work with Remote Eyes Server, MultiView Client, and Admin Client****

EXAMPLES:

Remote Eyes Server: C:\Program Files\Remote Eyes\Server
Multi-View Client: C:\Program Files\Remote Eyes\Multi-View Client
Admin Client: C:\Program Files\Remote Eyes\Admin Client