

Eagle Eye Application Note - AN005

Always Know What's Happening With Real-time Notifications and Alerts

2022-06-02 Revision 1.2

Target Audience

This Application Note is intended for all end users of the VMS. Anyone who might receive notifications from the VMS will benefit from understanding why they are receiving notifications and knowing how to configure them. No prior background knowledge is needed.

Introduction

Eagle Eye Cloud VMS System Notifications and Alerts provide real-time notification of device offline events in the VMS and Event-based alerts like motion detected. Both can be presented as either email and/or push notification via the Eagle Eye Viewer App.

Notifications and Alerts were designed to provide status updates and to notify Service and Support personnel in the event of an offline device or when a Motion Event or Analytic Activity is detected.

Notifications and alerts are available to all Editions of the VMS (Standard, Professional, Enterprise).

Background

System Notifications and Alerts are standard across all Eagle Eye VMS Accounts.

- Notifications are device related events: Device Offline, Device Online, Internet Lost
- Alerts are Event based: Motion Detection, Analytic activated

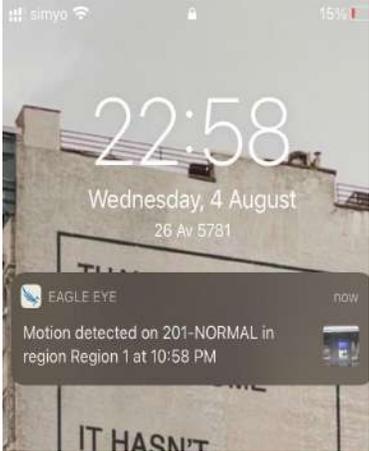
Email Notification of offline camera	Push Alert of Motion Event
	

Table 1: Example images of a Notification (left) and Event-based alert (right)

Application

Users determine the type, frequency, and delivery method in the Notifications Tab found under My Profile.

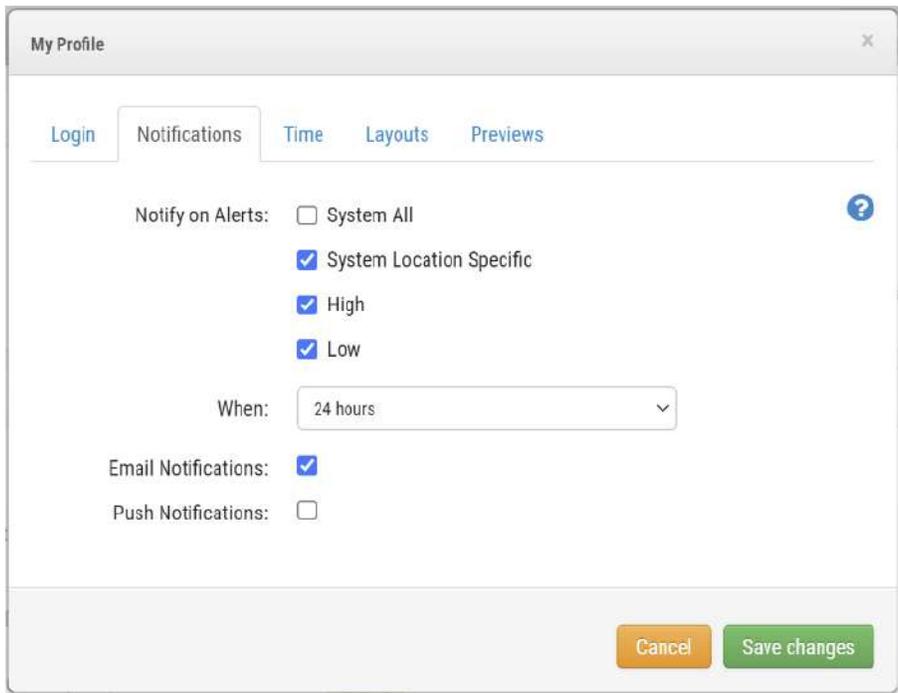


Image 1: Notifications tab found under My Profile

System Notifications must be enabled within Account Settings in order for the Account to generate Notifications and/or Alerts. This option is disabled by default to prevent false alerting during installation. An Account administrator must enable this setting within Account Settings under the Reseller Dashboard.

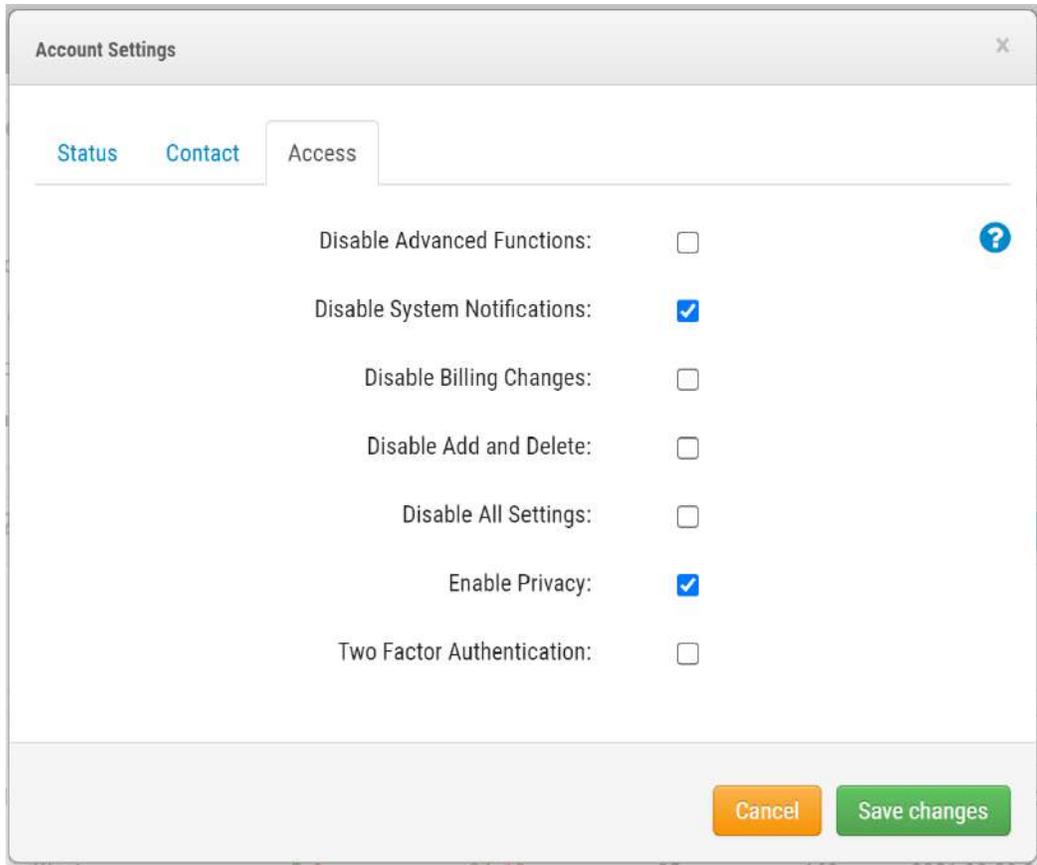


Image 2: Notifications and Alerts are disabled by default and must be enabled within Account Settings under the Access tab

Notes and Other Helpful Details

Event Alerts are configured in Camera Settings under either the motion tab (for Motion/Region based alerts) or the Analytics Tab (for Analytic based activation). See Application Note AN003 on Analytics more information.

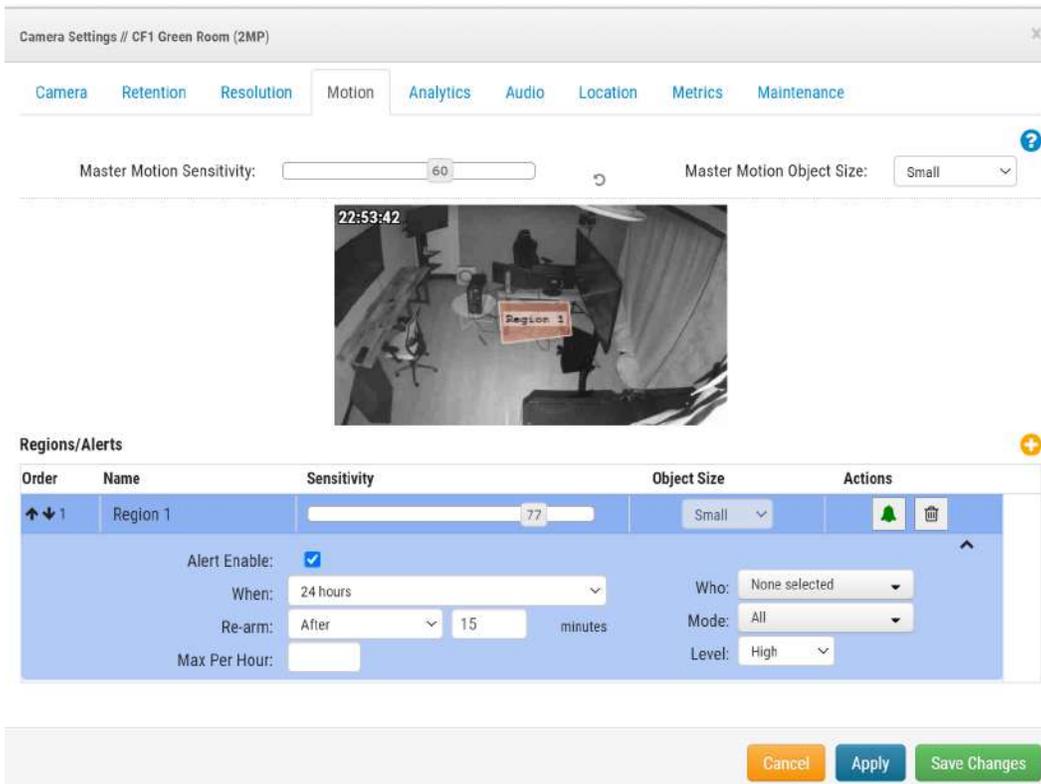


Image 3: Configure event alerts within the Motion tab under Camera Settings and use the Bell icon will open the alert configuration fields

Selecting the BELL ICON will open the Alert Configuration Fields.