

Eagle Eye Application Note - AN050

Understanding the OLED Display on Eagle Eye Compact Bridges and CMVRs

2023-03-03 Revision 1.0

Target Audience

This Application Note is intended for installers and technicians that perform on-site installations of Eagle Eye Bridges and CMVRs for the Eagle Eye Cloud VMS, as well as Cloud VMS Resellers and account administrators who need to troubleshoot Bridge/CMVR issues.

Introduction

Compact Plus Model Eagle Eye Bridges and CMVRs include an OLED display to show useful information to installers or technicians to make setup, troubleshooting, and networking easier. This Application Note will cover what models include this display, how to operate the display, what information is presented, and how to use this information effectively.

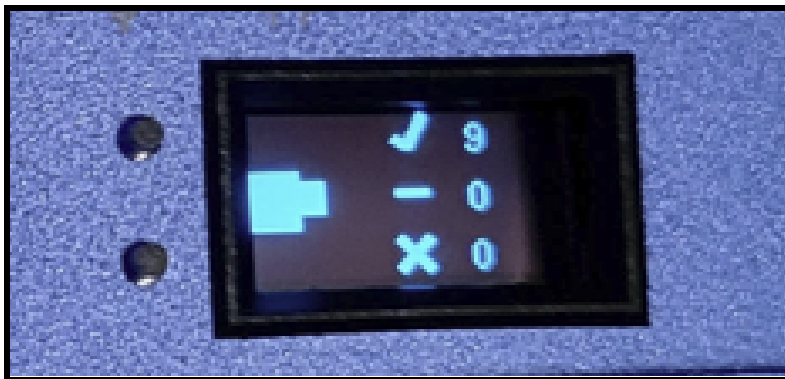
Supported Models

The OLED display panel is included on plus (“+”) model Bridges/CMVRs. As of the writing of this application note, this includes the following:

Bridges	CMVRs
304+	224+
306+	324+
404+	426+
406+	524+
504+	

Operation

The OLED display panel provides multiple pages of data. To cycle through the available data, use the buttons to the left of the display.



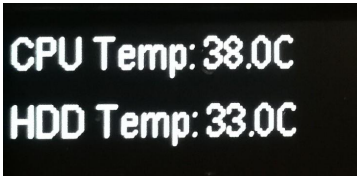
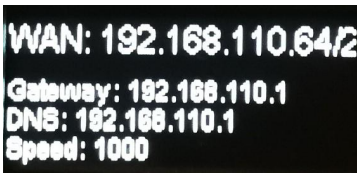
Press either button to cycle through the screens to display different information


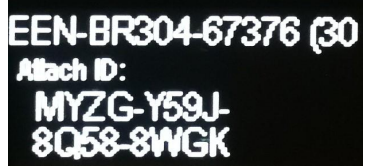
Rotating the Display

The display can be rotated 180° for ease of reading, if the mounting option necessitates it. To do so, simply press both buttons simultaneously. This can be very practical for installations where the Bridge/CMVR is wall-mounted rather than mounted to a shelf.

Content

This status display shows the following information:

	Temperature	CPU and storage drive temperature
	WAN	WAN IP address, Gateway, DNS, and speed (Mbps)

	<p style="text-align: center;">CamLAN</p>	<p style="text-align: center;">CamLAN IP address and speed (Mbps)</p>
	<p style="text-align: center;">Bridge ID</p>	<p style="text-align: center;">Bridge's serial number and Attach ID (for adding the device to the VMS)</p>

How to Use The Information Provided

The information provided by the OLED display can help you with everything from setup to troubleshooting.

Temperature

The CPU and/or HDD overheating can lead to device failure and data loss. Typical operating temperature for the CPU should be below 50° Celsius, and 55° Celsius for the HDD. Please note that typical operating temperature ranges vary by model and are impacted by the current workload of the device.

If you notice that your Bridge/CMVR is exceeding recommended temperature ranges, there are a few steps you can take to correct this. First, check the physical location of the Bridge to ensure proper airflow. See if there is something obvious and easy to fix. This could include books or paper stacked on top of the device, a Bridge that was moved into a cabinet or area with no airflow, if other electronics are positioned in close proximity, or another factor that could impact temperature.

WAN

The WAN IP address, Gateway, and DNS can help with troubleshooting network problems your Bridge/CMVR might be experiencing. The Speed Value represents the detected nic speed. It is not an actual representation of upload bandwidth. Actual Bandwidth available will be determined by your network configuration and ISP circuit speeds.

CamLAN

The CamLAN is by default a DHCP server and its address is shown here. If there is a requirement to troubleshoot connectivity issues, it should first be confirmed that the cameras are within the same network of the address listed.

Bridge ID

The Bridge/CMVR serial number might be requested by support, should you run into any issues. The OLED display provides an easy way to obtain this value.

The Attach ID is used to add the device to your Eagle Eye Cloud VMS. It is included in the Bridge/CMVR package and is attached to the device itself. If you lose this paper and need to re-add the device, the OLED display provides a much easier way to access the Attach ID.