

Eagle Eye Application Note - AN066

Increasing Situational Awareness in an Emergency with Eagle Eye 911 Camera Sharing

2024-04-01 Revision 1.0

Target Audience

This Application Note is intended for Eagle Eye Cloud VMS users responsible for enabling cameras for Eagle Eye 911 Camera Sharing. Working knowledge of the VMS is required making any changes to configuration settings. This document is to be used when setting up 911 Camera Sharing for installations of any size, and with all Eagle Eye Cloud VMS Editions.

Eagle Eye 911 Camera Sharing works for existing Eagle Eye Cloud VMS users and can also be utilized by alternate VMS users. Contact your sales representative to learn more about the Eagle Eye 911 Public Safety Camera Sharing Complete product, specifically for alternate VMS users or visit the website at <https://www.een.com/911-camera-sharing/>.

Introduction

Eagle Eye 911 Camera Sharing is a powerful feature of the VMS designed to improve emergency response coordination and increase situational awareness for 911 call centers and telecommunicators that handle 911 calls.

Eagle Eye 911 Camera Sharing allows end customers to choose which cameras to share proactively and prior to an emergency situation. When a 911 call is placed, the emergency communication center (ECC) will be able to access live video from designated cameras (currently, the 10 closest shared cameras). The ECC system automatically determines the caller's GPS coordinates and identifies shared cameras within a radius of approximately 1000 meters. These cameras appear as icons within the ECC software/user interface. Selecting a camera icon displays live video and aids the telecommunicator with real-time, situational awareness that can then be relayed to first responders during emergencies and prior to their arrival on site.

Background

The core functionality of Eagle Eye 911 Camera Sharing is its ability to seamlessly integrate with the ECC's software platform to share live video during an emergency call. When a 911 call is placed, the system captures the GPS coordinates of the caller and identifies nearby cameras that were proactively shared by the end customer. The live feeds from these cameras are instantly shared with the ECC, providing real-time visual information crucial for an effective emergency response. Camera sharing persists until the incident is resolved and closed at the ECC (up to 4 hours).

Due to the limited number of cameras that will populate in an emergency event, choose cameras to share carefully. We recommend sharing cameras covering high-traffic areas and areas where groups of people gather. Good examples of cameras to share include those covering entrances, cafeterias, hallways, and lobbies.

This feature is intended to be implemented proactively, and therefore requires specialized setup and configuration by an Eagle Eye Activation Team member.

911 Camera Sharing Activation Process

Please note that the 911 Camera Sharing feature requires activation, which must be coordinated through Eagle Eye Networks. For detailed activation instructions and any specific requirements, please reach out to your sales representative or reseller to take next steps. ECCs are actively being trained and educated on this feature and may require time to become approved and ready. This is why it is imperative to work through our 911 Camera Sharing Sales and Activation Team members.

Please note that the ECC approval process may take up to 6 weeks, depending on their specific requirements and test procedures.

Additional installation and/or activation steps are required for customers currently using an alternate VMS.

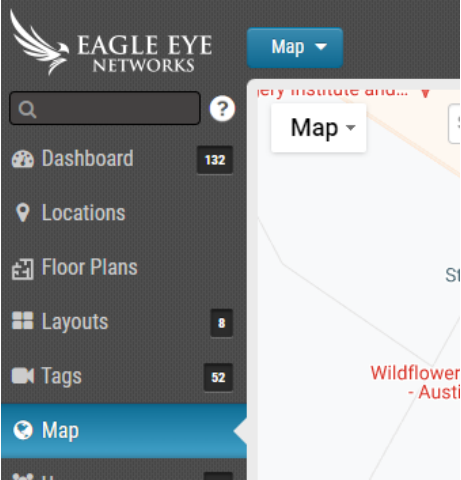
911 Camera Sharing Setup and Activation

Prior to taking any of the steps listed below, you must have an education and expectation setting call with your sales representative and a kick-off call with an Eagle Eye 911 Camera Sharing Activation Agent. After this call, the Activation Agent will enable the feature and engage with your associated ECC. The steps outlined below will be done in close coordination with your Activation Agent.

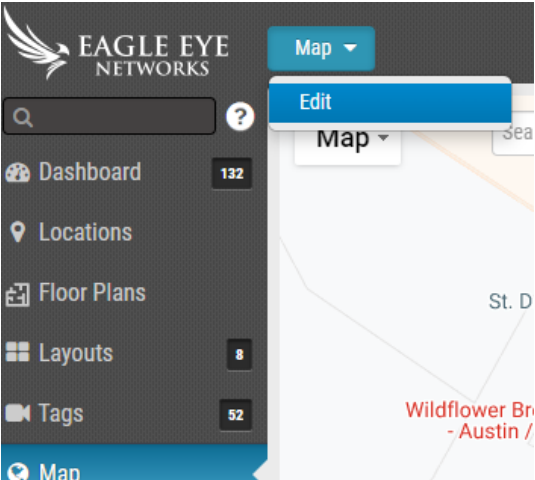
Add Camera Locations

Camera Location Settings

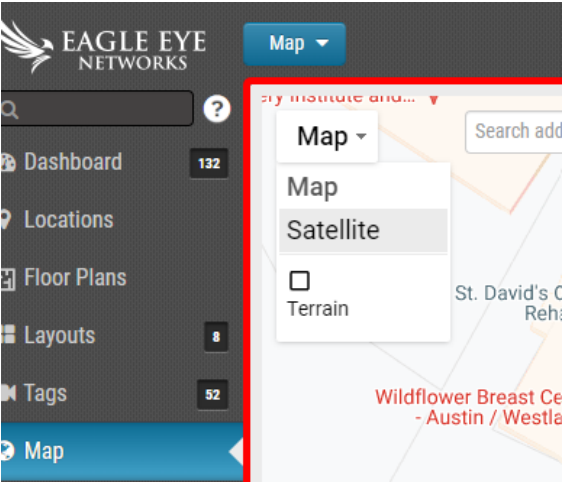
1. In the Eagle Eye Cloud VMS, navigate to the **Map** feature.



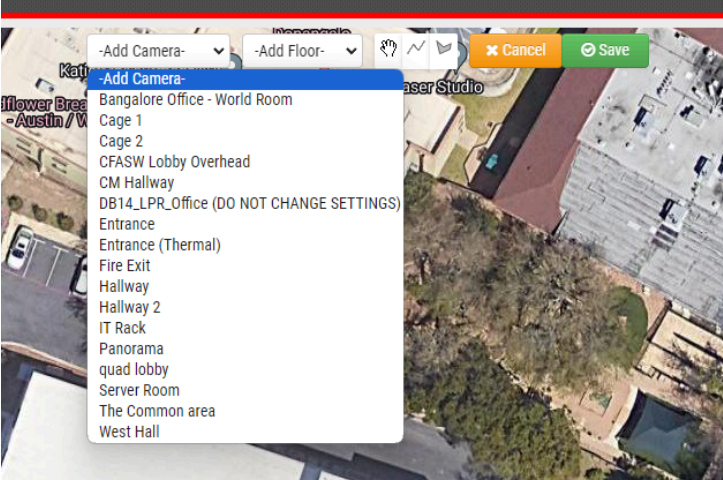
2. From the **Map** drop-down button in the top-left corner, select **Edit**.



3. Select **Map** → **Satellite**.



4. Use the **Add Camera** drop-down menu to select cameras on the account. Note that cameras with coordinates will not be shown on this list. They will need to be looked up and confirmed or repositioned if inaccurate.

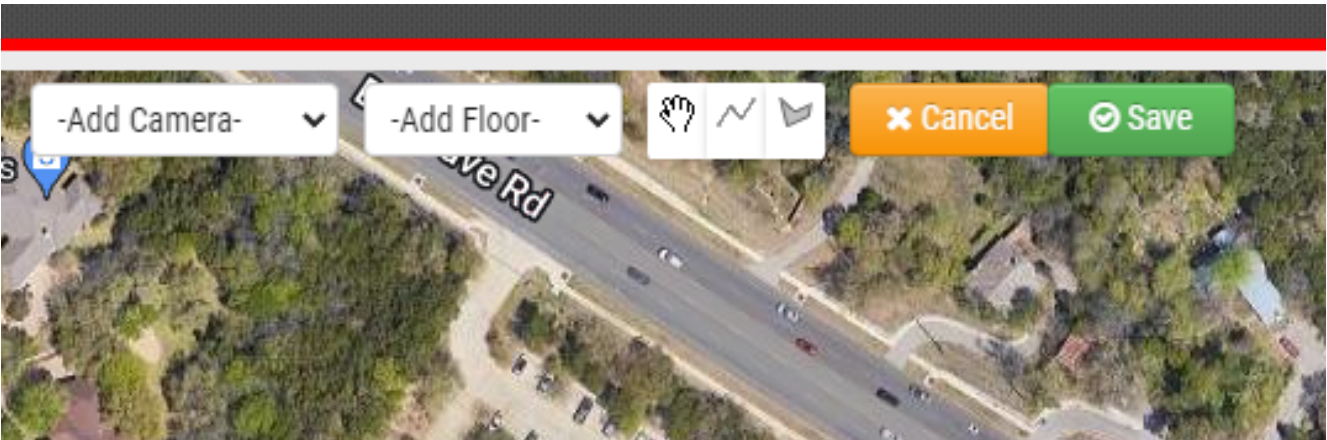


5. **Select a camera** by name from the list. The selected camera will appear on the map. Then drag and drop the camera to its corresponding location.



Note: The camera's location settings are linked to its location on the map. Any changes in the location settings will affect its location on the map.

Repeat this process for each camera to include the 911 Camera Sharing feature. Select **Save**.



6. Enabling 911 Camera Sharing

Navigate to the **Camera** tab under **Camera Settings**. Select **911 Camera Sharing** for each camera you wish to enable.

Camera Settings // ATX1 - 1st - Back Door

Camera Retention Resolution IO Motion Audio Location Metrics Maintenance

On: 24 hours

Name: ATX1 - 1st - Back Door

Login: Username Password

Time Zone: US/Central

Tags: 1st floor x austin hq2 x back door x **911 camera sharing x** add a tag

Notes: 30.269444 -97.794868 30.269451 -97.794851

911 Camera Sharing:

Information:

- Manufacturer: Eagle Eye Networks
- Model: EN-CDUM-008b-3
- Firmware: v3.6.1602.1006.88.1.18.6.5.D01
- MAC Address: 00:1C:27:1D:7E:75
- IP Address: 10.143.57.33
- ESN: 10038f7d
- Bridge: EEN HQ (US) 620 (ESN: 10041dec)
- Default Web Username: admin
- Default Web Password: 6831817210

Cancel Save Changes

7. **Add a tag to the camera** with the text “911 camera sharing” for increased visibility in the dashboard as well as to improve grouping within Camera Reports. This step is not mandatory but recommended

Camera Settings // ATX1 - 1st - Back Door

Camera Retention Resolution IO Motion Analytics Audio Location Metrics Maintenance

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Delete Camera

Cancel Save Changes

8. Select Save Changes.

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On: 24 hours

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MAC Address:	00:1C:27:1D:7E:75
IP Address:	10.143.57.33
ESN:	100387fd
Bridge:	EEN HQ (US) 620 (ESN: 10041dec)
Default Web Username:	admin
Default Web Password:	6831817210

Delete Camera

Cancel Save Changes

Optional Step: Confirm Updated Configuration

For each of the cameras with 911 Camera Sharing enabled, confirm the configuration is updated accurately by following the steps below.

- From your Eagle Eye Cloud VMS dashboard, navigate to the **Camera** tab under **Camera Settings**
- Confirm the 911 Camera Sharing box is selected and the “911 camera sharing” tag has been added.

Camera Settings // ATX1 - 1st - Back Door

Camera Retention Resolution IO Motion Analytics Audio Location Metrics Maintenance

On: 24 hours

Name: ATX1 - 1st - Back Door

Login: Username Password

Time Zone: US/Central

Tags: 1st floor x austin hq2 x back door x 911 camera sharing x add a tag

Notes: 30.269444 -97.794868 30.269451 -97.794851

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Bridge:	EEN HQ (US) 620 (ESN: 10041dec)
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Delete Camera

Cancel Save Changes

Camera Settings // ATX1 - 1st - Back Door

Camera Retention Resolution IO Motion Analytics Audio Location Metrics Maintenance

On: 24 hours

Name: ATX1 - 1st - Back Door

Login: Username Password

Time Zone: US/Central

Tags: 1st floor x austin hq2 x back door x 911 camera sharing x add a tag

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Delete Camera

Cancel Save Changes

Appendix

Related App Notes:

- Considerations for Connecting Cameras Using RTSP:
<https://www.een.com/docs/app-notes/an011/>
- How to Implement Locations in the Eagle Eye VMS:
<https://www.een.com/docs/app-notes/an030/>
- How to Implement Eagle Eye Networks Floor Plans:
<https://www.een.com/docs/app-notes/an047/>