## How to view video from EyeSoft on Internet Explorer:

The basic requirements for viewing remote video in Internet Explorer (IE) requires a number of steps:

  a) start the video & web server
  b) apply port forwarding for external remote access
  c) ensure compression tab is enabled
  d) ensure channel is running.

1) Click settings tab and click the Applications Module setting. Then click the 'add button' and add the 'Video Server' and 'Web Server' and ensure you note the port numbers.

   Note: 'Web Server uses port 80 as default, it is recommended to change the port number to 81 to ensure no other devices like a router blocks access to port 80.
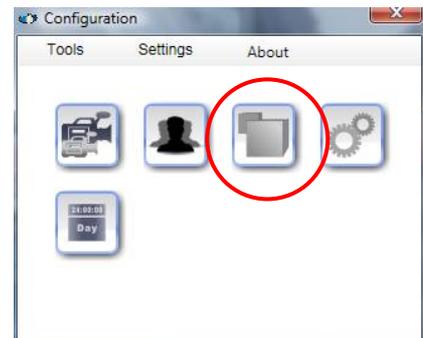
2) On your router, forward the ports for the Web Server & Video Server to the IP address of the NVR. This is required for remote access from outside the local network only or if a firewall is in place.

   (to find the IP address of the NVR, click the start button in windows, click run, type cmd, then enter ipconfig /all and press enter. Look for your wired or wireless adaptor and note the ip address)

3) In EyeSoft, return to the settings dialogue box (pictured above) and click the camera settings icon, then select a camera, and then select the 'compression tab' and ensure that the 'Bind Module' checkbox is checked.
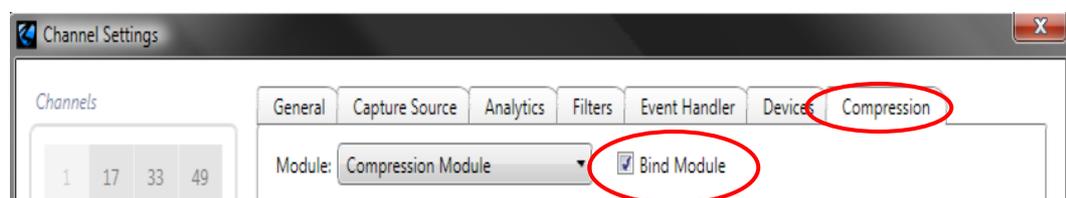
4) Now you need to 'Run' the channel which is effectively putting it into record mode. You can do this by clicking the eye icon above each camera screen,

   e.g. Run/stop channel – Stopped , Running or by clicking the 'Run Channels' button to select some or all cameras to run.

5) Open IE on another computer and type in the IP address of the NVR. Please note that the IP address on the local network is the IP address of the NVR, (e.g. 192.168.0.10) and the external IP address is the Internet connections address (e.g. 217.213.155.117:81) where the NVR is.

   Note on the external address we added :81 which is required to connect to the right PC/NVR from an external connection. If you do not know what your external IP address is, go to www.whatsmyip.org and look at the numbers at the top of the page, this would be your external IP address.

6) When the page loads, accept & install the Active X control. By now you should see a page like the one below, but you must first enter the username and password to connect to video.

Note, if you have a small or wide screen, you may have to scroll to top of page to view (activate) the video, e.g. the grey squares most be fully visible to you.

Trouble Shooting

The IE page requires an Active X control, ensure that your browser is able to install this Active X control to view the video.

Some cameras require a special codec to view it on a remote computer, these include cameras with h.264 or jpeg streaming. If you still cannot view any video on remote PC download & install the codec pack to the remote PC from the EyeSoft support page http://www.bikal.co.uk/support or download direct http://www.bikal.co.uk/downloads/codec_installer.zip

Do NOT use "localhost" even if you are connecting on the same computer. Use your domain name, WAN IP or LAN IP.

Fill in the ID/Password with "administrator"/"administrator" (if you have already setup your own account, you can use yours), and click the "Connect" button.
Note: If you see the web interface but you cannot see video after clicking the "Connect" button, the computer to connect may not have Microsoft WVC1 codec installed. Please refer to http://www.bikal.co.uk/network-surveillance/eyesoft-support.html#Q6

Default broadcast settings in eyesoft are quite high. If you have many cameras, the video may be getting blocked, you may need to reduce your streaming bandwidth. Refer to the document 'How to achieve best frame rate for remote access' to improve remote video.

Remote CCTV Access
EyeSoft Surveillance Software

BiKal IP CCTV
www.bikal.co.uk

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