

OpenEye Video

01/10/2024 2:34 pm EST

OpenEye can be added as a video device to accounts. This does not require the alarm integration piece. This article will discuss how to setup and use the video portion of the OpenEye product. OpenEye cameras can be viewed both through direct IP connection to the device, or through OpenEye's cloud web service.

OpenEye Account and Portal

You must have an OpenEye account and user credentials. OpenEye is a cloud-based product. We require a few pieces of information to set up the device on an account in Manitou.

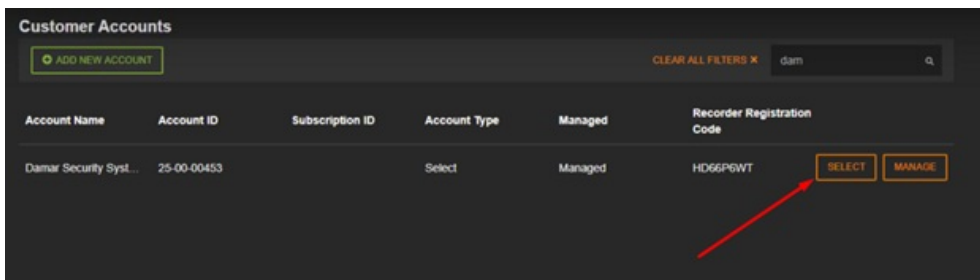
Connection Address

This is the base address where you log into the customer portal. It will typically be as shown below but some customers are provided a branded URL that should be used.

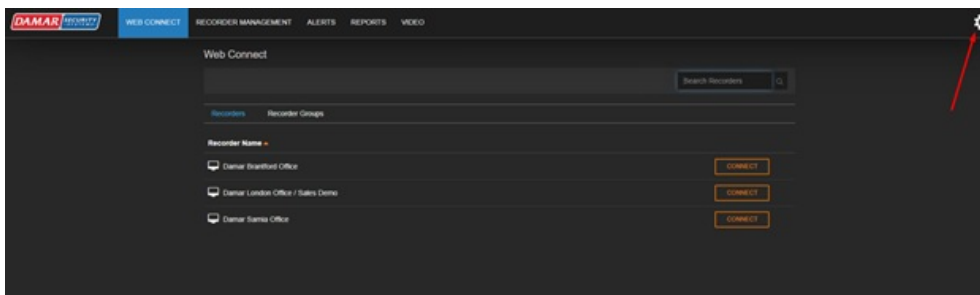
https://ows.openeye.net

Company ID

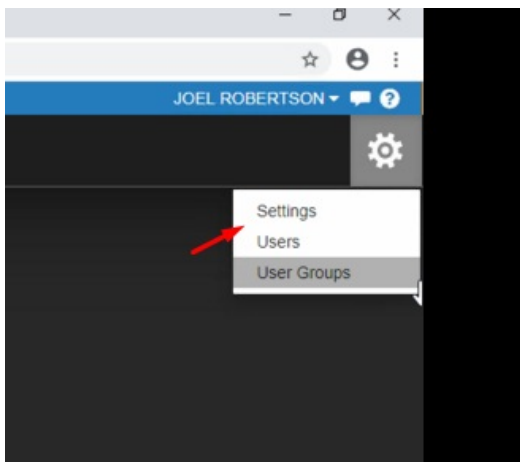
This is found under the Management Portal and Customer Accounts page. Here you can have multiple accounts. Select the one you want to connect to first.



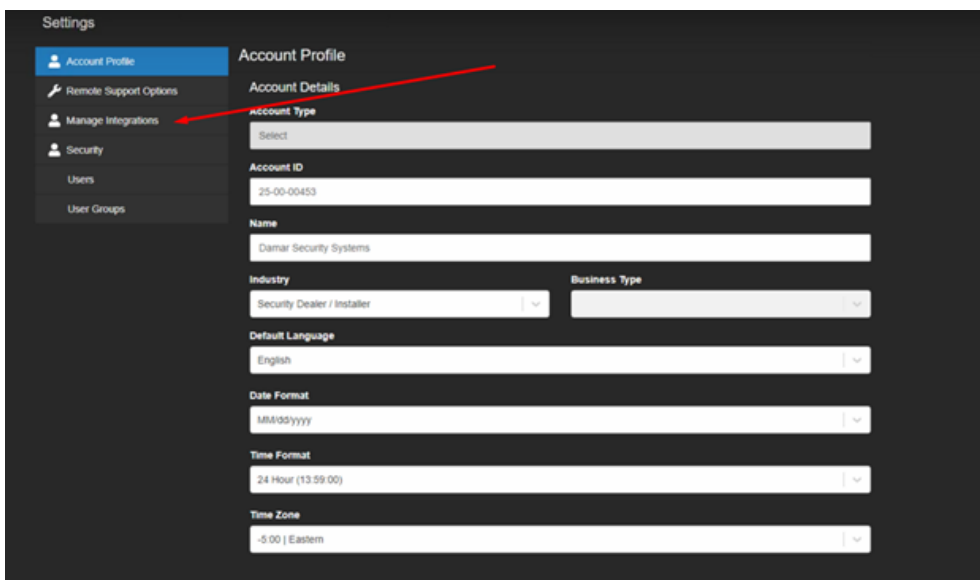
Click the Gear icon in the top right of the screen.



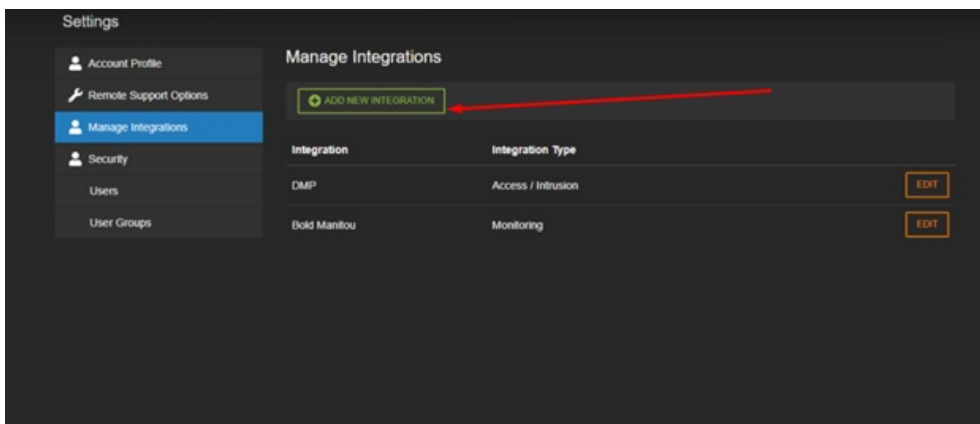
Select Settings.



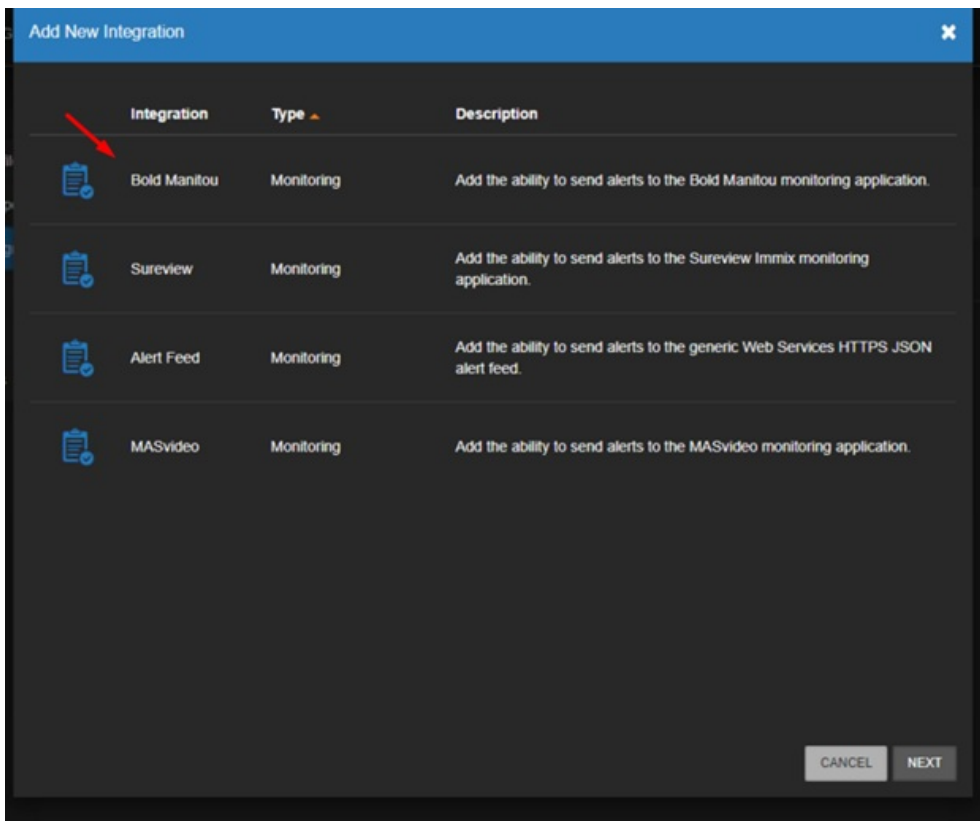
Select Manage Integrations.



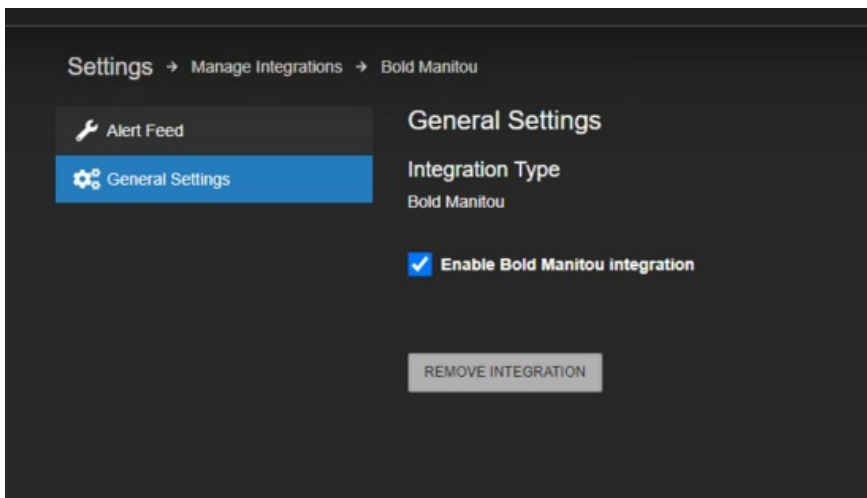
Select Add New Integration



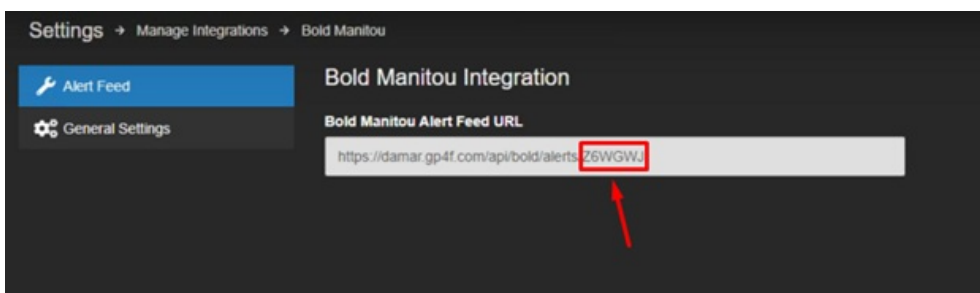
Select Bold Manitou and then select Next.



Click the Enable Bold Manitou Integration checkbox.

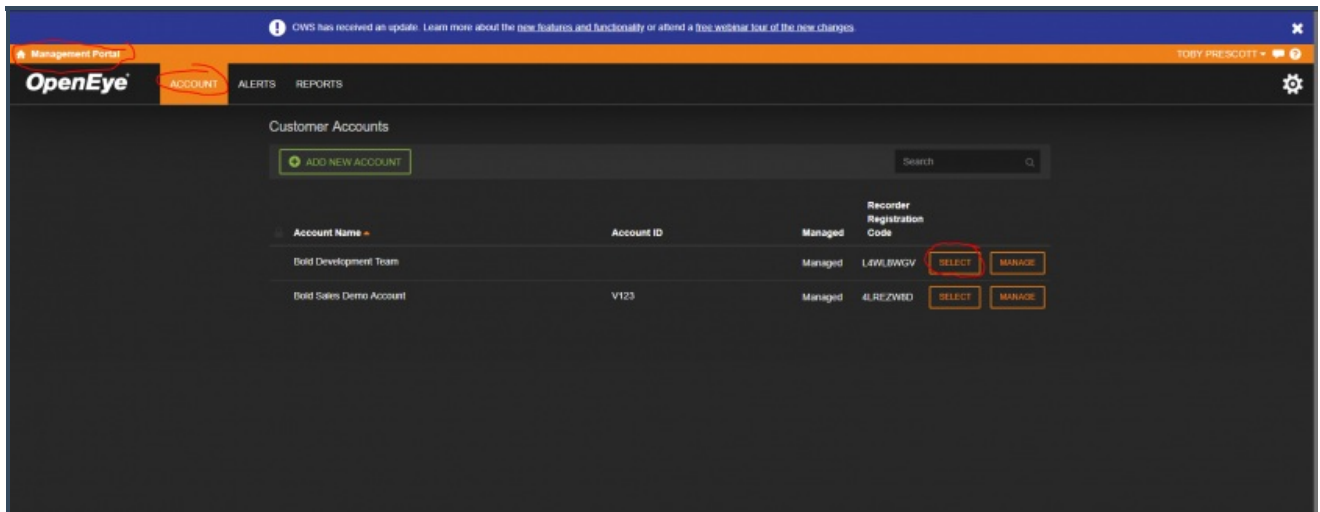


Then you select the Alert Feed option. The code after the alerts/ is what we use for the Company

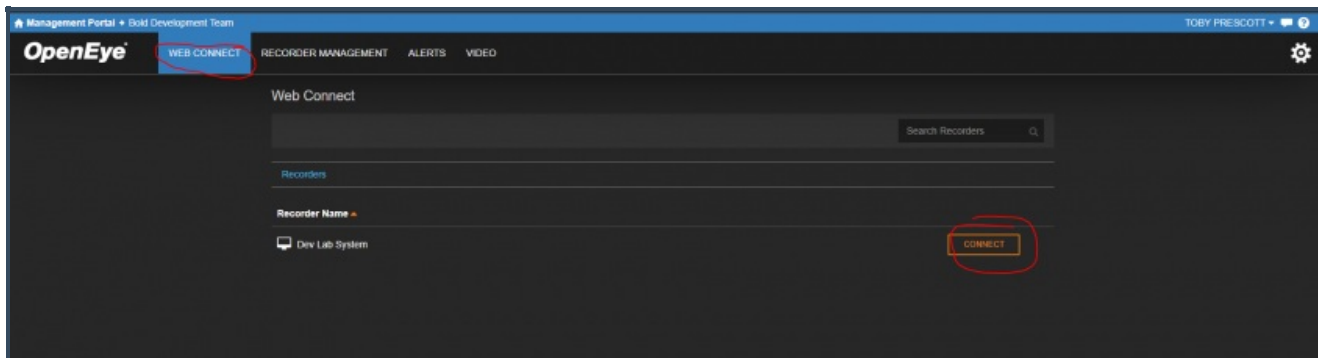


Device ID

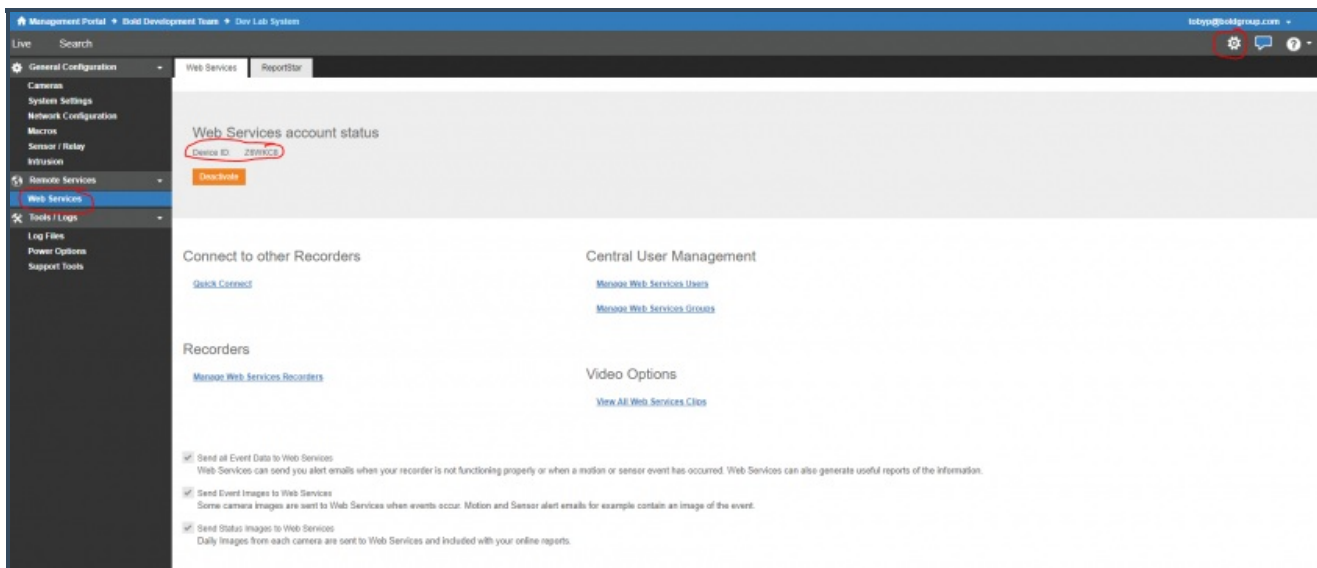
Now we need to gather the Device number for a specific NVR. To do this, go back to the Customer Accounts page and press the Select instead of Manage.



Click the Connect button



Open the Settings and go to Web Services



The Device ID is shown on this page.

Manitou Customer

Navigate to a customer account and select Systems > Event Monitoring > {System} > Devices. Add a new Camera device. To access the camera using OpenEye's cloud service, you will need to populate the Address, USERNAME, PASSWORD, COMPANYID, and DEVICEID fields with the values you obtained above. If connecting directly to the device without using OpenEye's cloud service, enter the devices IP address in the Address field, and set the USERNAME and PASSWORD fields as defined on the device. The company, device, and stun options are not needed for direct connections. Connecting directly to a device requires the device be accessible over the current network connection. Direct connections will not tunnel through firewalls like the cloud service will. Be sure to set the Video Type to OPENEYE as well. Once this is done, you should be able to connect to and view the cameras.

OpenEye device using their cloud service:

Device Add

DEVICE
DETAILS

Device ID	Type	Description
C19	Camera	Sales OE
Copy From		
C13 - OpenEye - Dev Common		
Unit ID	Unit Sub-ID	
Area	Zone	
No Area	No Zone	
Address	Video Type	
https://ows.openeye.net	OPENEYE - OpenEye Oscar VCC	
Options		
camera=1&user={USERNAME}&password={PASSWORD}&company={COMPANYID}&device={DEVICEID}&stun=stun.u5fgb.com		
Link ID	Reverse Route	
<input type="checkbox"/> Disabled		
Web Portal	User Id	
	Password	

CANCEL CONNECT DONE

OpenEye device using direct connect:

OPENEYE - OpenEye Cam 1
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Device ID	OPENEYE
Type	Camera
Unit ID	
Unit Sub-ID	
Address	[IPADDRESS]
Options	camera=1&user={USERNAME}&password={PASSWORD}
Area	
Zone	
Link ID	
Reverse Route	
Video Type	OPENEYE - OpenEye Oscar VCC
Disabled	false
Web Portal	

If you set an Area and/or Zone on the device, when handling an alarm for those the Manitou Web Client will automatically launch the VCC for this device. Setting to * for both will cause the device to always be launched with an alarm.