



User Guide

1. Logging into the system

- Step 1. Go to <https://tienational.eagleeyenetworks.com>
- Step 2. Enter your email address in the field
- Step 3. Enter your password
- Step 4. Click the Sign In button which will log you into the system.



| | |
|--|--|
| Email Address | <input type="text" value="Email Address"/> |
| Password | <input type="password" value="Password"/> |
| <input type="button" value="Sign in"/> | |

Remember me?

Forgotten Password? [Reset your password](#)
Need support? helpdesk@tienational.com
630-301-7444

*If using system for the first time an email will be sent that will prompt you to create a password. This email will be sent by the administrator.

2. Layouts

Viewing a Layout

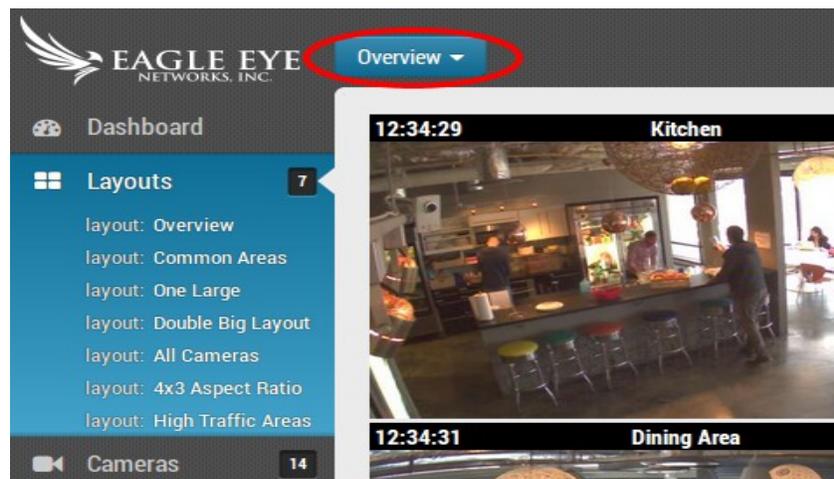
Step 1. Under the Layout tab on the left side of the screen click the layout you would like to view.



Creating a New Layout

Step 1. Click Layout on the left side of the main page.

Step 2. Click the blue button on top on the page and choose new layout.



Step 3. Click on the drop-down then Add Cameras and choose the cameras you want in the layout and click the Add Cameras button.

Add Cameras

Filter:

Show all cameras:

| | | |
|--------------------------|---|---|
| <input type="checkbox"/> |  | Co-working desks austin |
| <input type="checkbox"/> |  | Dining Area austin kitchen |
| <input type="checkbox"/> |  | Freight Elevator austin elevator entrances |

Step 4. Under the New Layout button choose the Edit button, drag cameras to the locations you would like and click Save Changes when done.

Step 5. Under New Layout button click Settings.

Step 6. Name the new layout, choose Aspect Ratio and number of Cameras Per Row. Click the Save Changes button when done.

Layout Settings ×

Name:

Camera Aspect Ratio:

Max Cameras Per Row:

Show Camera Title Bars:

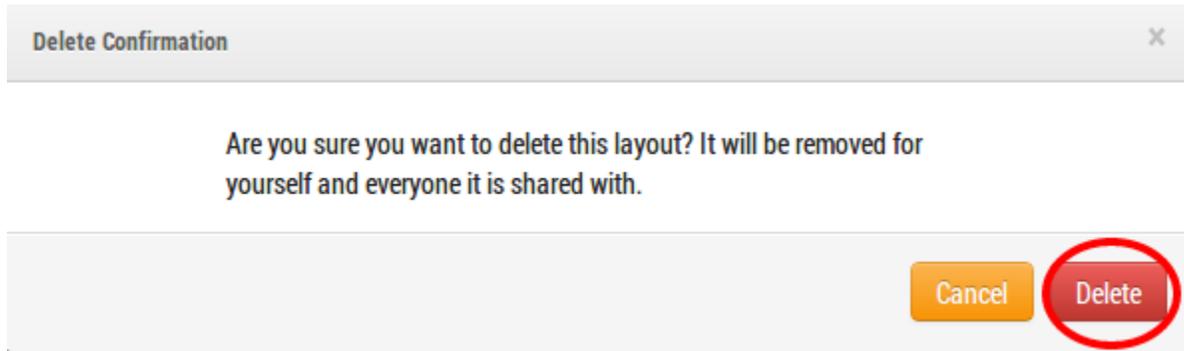
Show Camera Pane Borders:

Deleting a Layout

Step 1. Click on the layout you want to delete on the left side of the screen under layout tab.

Step 2. Click the blue drop down button at top of the screen and choose Delete.

Step 3. Click the red Delete button

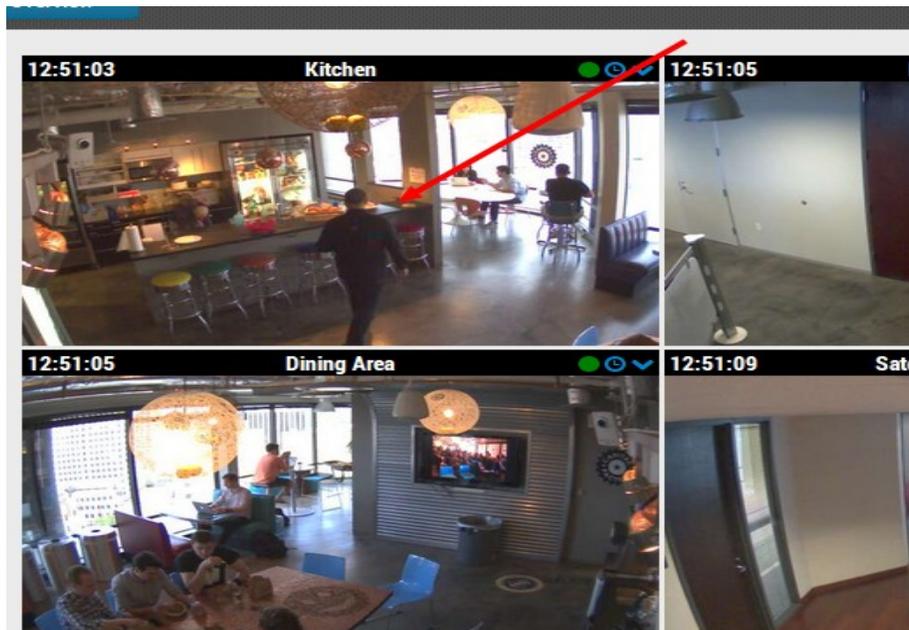


3. Live Viewing

Step 1. Click once any camera you want to view.

Step 2. This will bring a new window up with live streaming video

Step 3. Click the X to close the screen.



4. History Browser

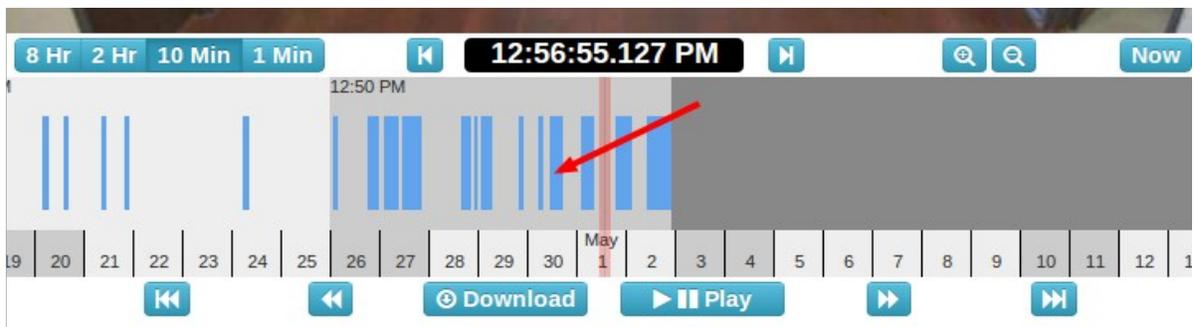
Viewing History

Step 1. Click the clock icon in the top right hand of any camera view.



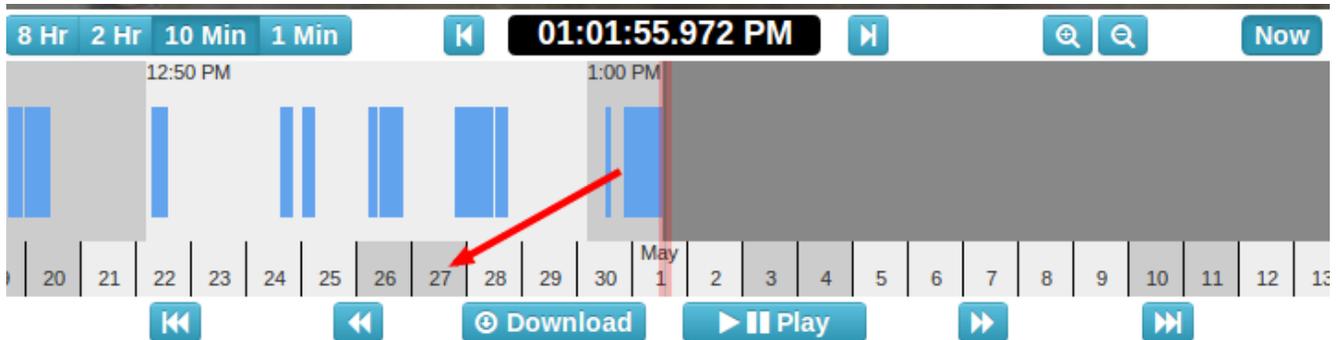
Step 2. This will open up the history browser

Step 3. To move video back in time simply click on the blue bar and drag to the right.



Step 4. To move back from event to event use the arrows on the side of the page.

Step 5. To access a specific day simply click on the date at the bottom of the page where the calendar is located.



Step 6. To view a group of clips together, highlight the section you choose to view. To highlight, click where you want to start and press the shift button. Hold the shift key and click where you want it to stop. You will then see the area highlighted and can download.

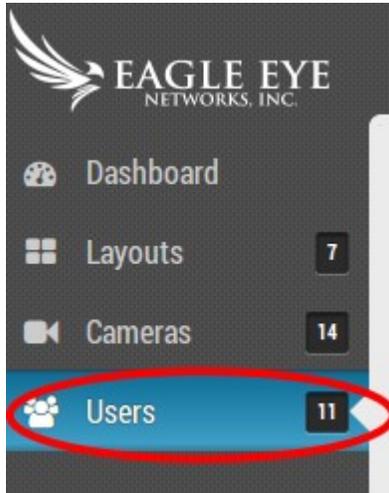


Step 7. To download the video mark the area you want and click download.

Step 8. To download multiple clips follow the steps discussed in step 6, to highlight a section.

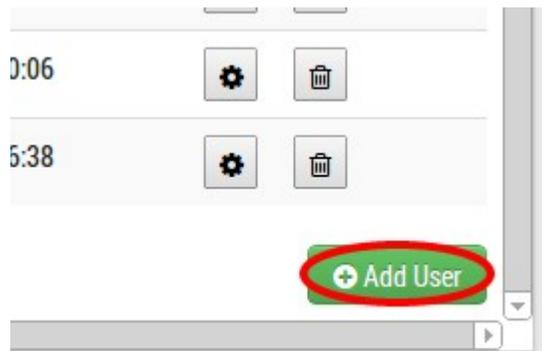
5. User Management

To manage access rights and edit new users click on the Users tab on the left side of the page.



Adding Users

Step 1. To add a user click the green button marked Add User.



Step 2. Enter the email address, first name and last name in the boxes.

Step 3. Click the green button marked Add User once more.

Add User X

Email

Name

Managing User Settings

Step 1. Under Actions click on the gear icon on the user you wish to edit.



Step 2. Under User Settings disable user if you need to.

Step 3. Edit the access period on the drop down menu for the time you wish the user to be able to access the cameras.

User Settings **Cameras** Layouts

Disable User:

Access Period:

Permissions:

Step 4. Under the Permissions drop down menu, choose which admin rights you would like the user to have.

Step 5. To choose which cameras can be accessed by the user, click the Camera Tab.

Step 6. Choose cameras by using the arrow buttons moving cameras from no access to access.

User Settings **Cameras** Layouts

You can control this user's access to individual cameras. Giving access to layouts automatically gives them access to all cameras in their layouts

| No Access | | Access |
|--------------|-----|------------------|
| Library | > | Training Room |
| Waiting Area | all | Co-working desks |
| | < | Dining Area |
| | all | Freight Elevator |
| | | Kitchen |
| | | Lobby |

Cancel

Save changes

Step 7. To choose the layouts that the user may view click the Layout tab.

Step 8. Choose the layouts by using the arrow buttons which move layouts from no access to access.

User Settings Cameras **Layouts**

You can control this user's access to individual cameras. Removing access to a camera also removes access to layouts that include that camera.

| No Access | | Access |
|--------------------|-----|--------------|
| One Large | > | Overview |
| Double Big Layout | all | Common Areas |
| All Cameras | < | |
| 4x3 Aspect Ratio | all | |
| High Traffic Areas | | |

Cancel

Save changes

Step 9. Click Save Changes to save the settings