

## PCCW EasyWatch Enterprise Solution FAQ list

### 1. How secure is the system?

In addition to the portal's password-control security, all the IP cameras are connected to a centralized server hosted by PCCW and protected by our corporate firewalls. The same goes for all recorded files, so only authorized users can view through the camera and recorded files.

### 2. What is the difference between this system and a DIY network IP camera?

As well as the security aspect mentioned in #1, the camera can be viewed through via **quadruple platforms, such as Internet on your PC, mobile handset (2.5G/3G mobile phone WAP browser and a 3G video call) or even now TV and the PCCW eye multimedia service**, to keep an eye on business day and night. Together with the **sms alert** to notify you when there is out of storage or the motion-triggered function is on.

### 3. What is the difference between this system and a traditional CCTV monitoring system?

In addition to the fact that the cost of overall implementation is significantly lower, setting up is relatively simple, with minimal construction work necessary. You simply need to ensure that your wireless IP camera is within 100 meters of your wireless router – and you can also view through your camera through the quadruple platform from anywhere at any time.

### 4. Do I need to purchase my own storage hardware for recording images?

No. The system provides network storage. Of course, if required, you can download recorded images and store them on your own server.

### 5. What is the approximate file size of a 10-minute recording?

5M.

### 6. Can I access the platform from overseas with my mobile handset?

Yes, provided you have subscribed to roaming service with your mobile operator and the country you are in provides GRPS or 3G coverage.

### 7. How much data is consumed when viewing via my mobile phone?

For 2.5G WAP streaming 🕒📶 30 M ~ 120 minutes

For 3G WAP streaming 🕒📶 10 M ~ 16 minutes

For 3G video call 🕒📶 1 video call minute = 1 viewing minute

### 8. How much bandwidth is required for one IP camera?

Upload/download – 400k/400k.

### 9. What player should I use to play archived video?

Use Apple QuickTime Player 6.0. You can download it from <http://www.apple.com/quicktime/download/win.html>

10. Which web browser should I use to access Remote Monitoring System?  
The recommended web browser is Microsoft Internet Explorer 6.0.

11. Do I need to configure the firewall in order to use the camera via web access?

Web access requires HTTP (port 80), as well as RTSP streaming port (554). These two ports are usually enabled in most networks, but you should consult your network administrators to confirm.

12. Which handset should I use to access Remote Monitoring System via GPRS (2.5G/3G – WAP)?

A handset with a 3GPP-compliant player is required, such as Real Player One.

13. Must I use PCCW Mobile SIM to access Remote Monitoring System via 3G video calls?

No. However, the GPRS connection must be able to perform RTSP streaming from a public streaming server. In short, the mobile service provider's GPRS service must be capable of being accessed externally. Please check with your mobile service provider.

14. Which handset should I use to access Remote Monitoring System via 3G video calls?

Any W-CDMA 3G handset that can make video calls.

15. Which mobile operator should I use to access Remote Monitoring System via 3G video calls?

We would recommend the PCCW mobile SIM to access Remote Monitoring System via 3G video calls. Otherwise, please check with your mobile service provider.

16. Why is there no pan-tilt-and-zoom function with my camera?

Not every camera model offers that function. Only the PT7137 model is able to provide that.

17. Why can't I view camera images at the Remote Monitoring web-page?

Please make sure you have downloaded Active-X from the Remote Monitoring web page.

18. What is "Camera Label"?

Remote Monitoring Service allows you to assign a label to each camera. For example, you may label the camera "front door", "back door" etc.

19. Why can't I view all the cameras?

Remote Monitoring Service allows your service administrator to assign a list of cameras that each user account is allowed to view.

20. What is the best screen size for Remote Monitoring web service?

The best is 1024x768.

21. What is the streaming format for Remote Monitoring web service?

The camera video streams at screen size 320x240 at 10 frames per second maximum.

22. What is the streaming format for recording?

Camera video is stored at screen size 320x240 and 2 frames per second.

23. What is the streaming format for Remote Monitoring GPRS service?

Camera video is streaming at screen size 176x144 at 10 frames per second maximum.

24. What is the streaming format for Remote Monitoring 3G video call service?

Camera video is streaming at screen size 176x144 at 10 frames per second maximum.

25. How long will archived video be stored in the system?

All archived video is automatically deleted after 3 months.

26. What is "scheduled recording"?

Remote Monitoring Service allows you to set a calendar schedule for automatic recording of camera video. You can set "one-off", "daily", "weekly" or "monthly" schedules.

27. What is "Motion-Triggered Recording"?

Remote Monitoring Service allows you to set a camera to detect motion and record automatically. You may also define a calendar schedule for motion-triggered recording.

28. What is "Ad-hoc Recording"?

Remote Monitoring Service allows ad-hoc recording on the web-page.

29. What is "Continuous Recording"?

Remote Monitoring Service allows you to set a camera to record indefinitely, even when you have logged off the system. If the recording exceeds the storage quota, the oldest records will be automatically over-written.