



**ES-VIEW & ES-Cloud**  
User Manual

Manual Version: V1.03

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- The illustrations in this manual are for reference only and may vary depending on the version or model. The screenshots in this manual may have been customized to meet specific requirements and user preferences. As a result, some of the examples and functions featured may differ from those displayed on your monitor.
- Due to uncertainties such as physical environment, discrepancy may exist between the actual values and reference values provided in this manual. The ultimate right to interpretation resides in our company.

## Symbols

The symbols in the following table may be found in this manual. Carefully follow the instructions indicated by the symbols to avoid hazardous situations and use the product properly.

Symbol	Description
 <b>NOTE!</b>	Means useful or supplemental information about the use of product.

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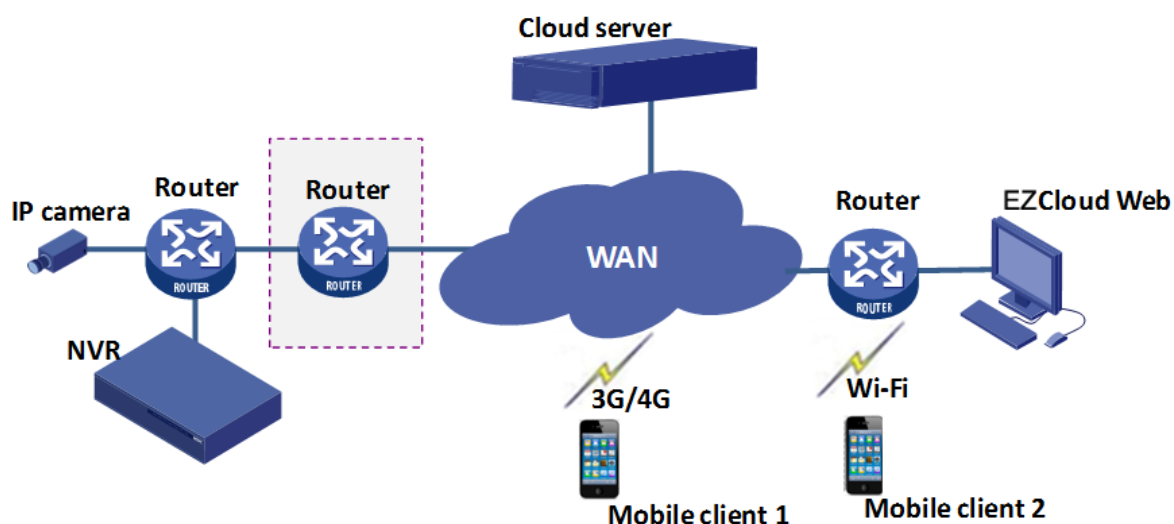
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# 1 Introduction

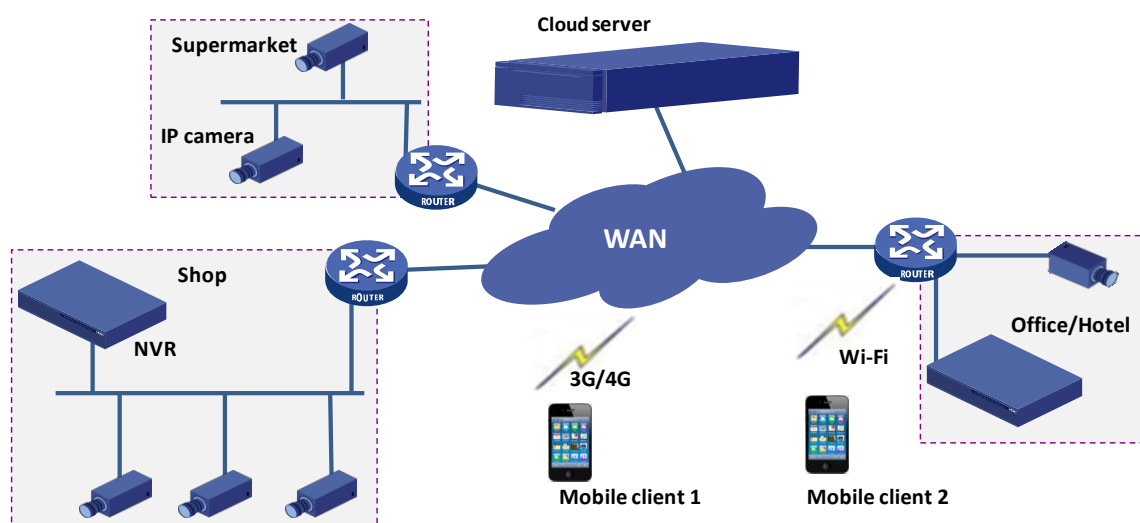
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## Typical Networking

### Type A



### Type B

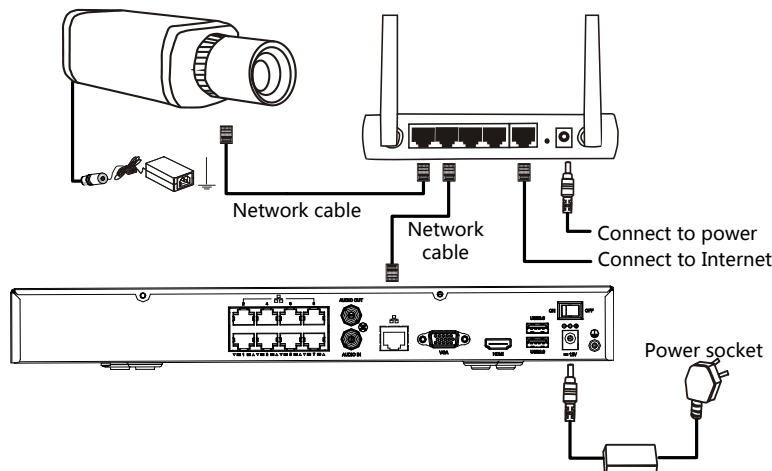


## Installation and Connection

The terminal devices mentioned in this manual refer to IP cameras or network video recorders (NVR).

For the installation of devices, please refer to the user document delivered with the devices.

The connection of devices is illustrated as follows.



## 2 Mobile Services

### How to Get the App



#### NOTE!

You are recommended to download the app via Wi-Fi.

#### Android

- Option one: Search "ES-VIEW" on Google Play.
- Option two: Scan the QR code on the device.
- Option three: Download from <http://www.eclipseview.com>
- Option four: Log in to the Web interface of the device, click **Setup > Network > ES-View**, and then scan the QR code on this page.

#### iOS

- Option one: Access the App Store and search "ES-VIEW".
- Option two: Scan the QR code on the device.
- Option three: Download from <http://www.eclipseview.com>
- Option four: Log in to the Web interface of the device, click **Setup > Network > ES-View**, and then scan the QR code on this page.



## NOTE!

The following takes iOS as an example to describe how to use the mobile app.

## Log In

After opening the app for the first time, you can choose to log in or try it for experience.

- **P2P Login:** Log in to the app using the P2P account, and then you can add, configure or operate the P2P device as required.



- **Start:** Quickly log in to the app without registration, and then you can add, configure or operate the local device as required.




## Start

Tap **Start** to enter the **Devices** page.

## P2P Login

Make sure you have registered a P2P account before login. For details about the registration, see [Sign Up for a P2P Account](#).

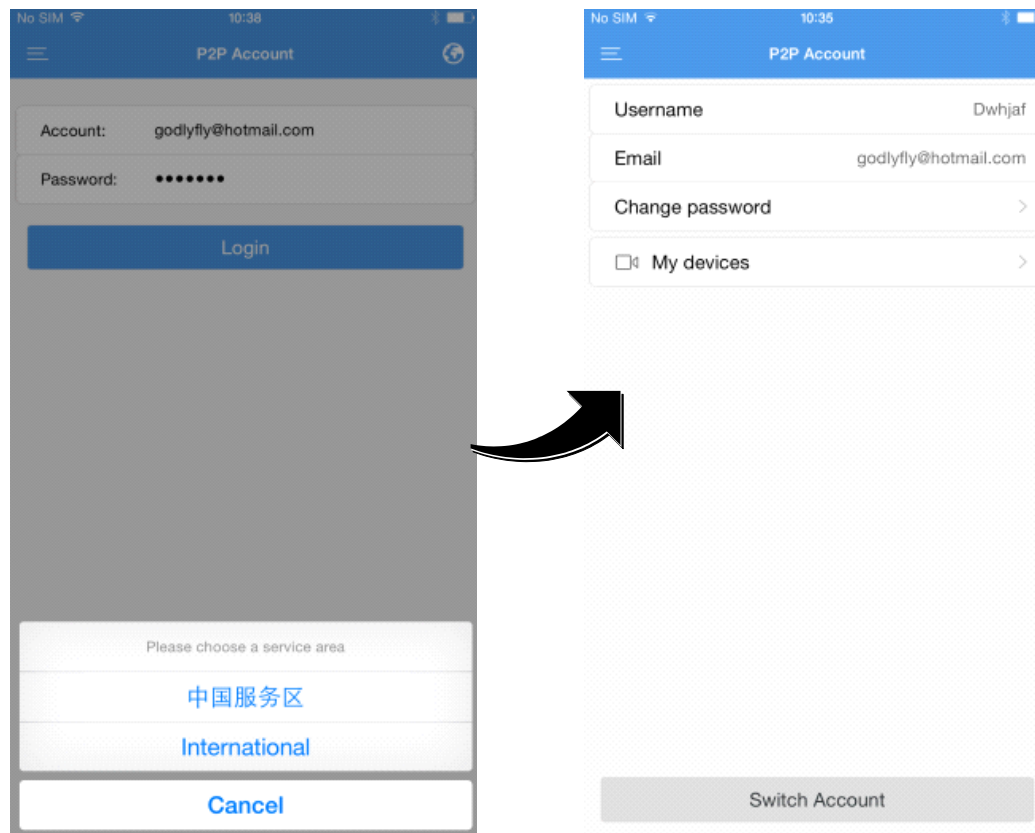
1. Tap **P2P Login** to enter the **P2P Account** page.
2. Tap  in the upper-right corner and then select the desired service area.



## NOTE!

You are recommended to choose 中国服务区 if your device is in Chinese Mainland. Otherwise, choose **International**.

3. Enter the username and password of the registered account and then tap **Login**.




## Sign Up for a P2P Account

You should sign up for a P2P account first before logging in to add, configure and operate a P2P device.

1. Download and install the app following the instructions.
2. Start the app, and then enter the **P2P Account** page.

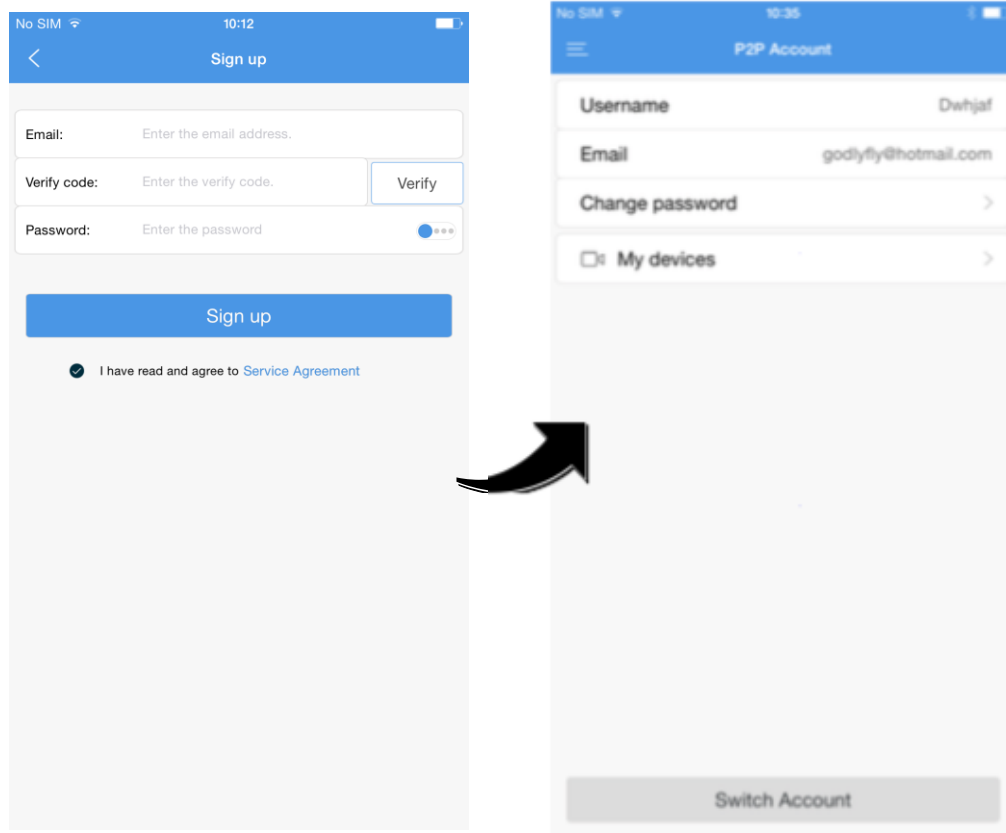


### NOTE!

You may also register an account later by tapping **Menu** >  **P2P Account**.

3. Tap **Sign up** and complete the registration according to the instructions.
4. You are logged in automatically after the registration succeeded.



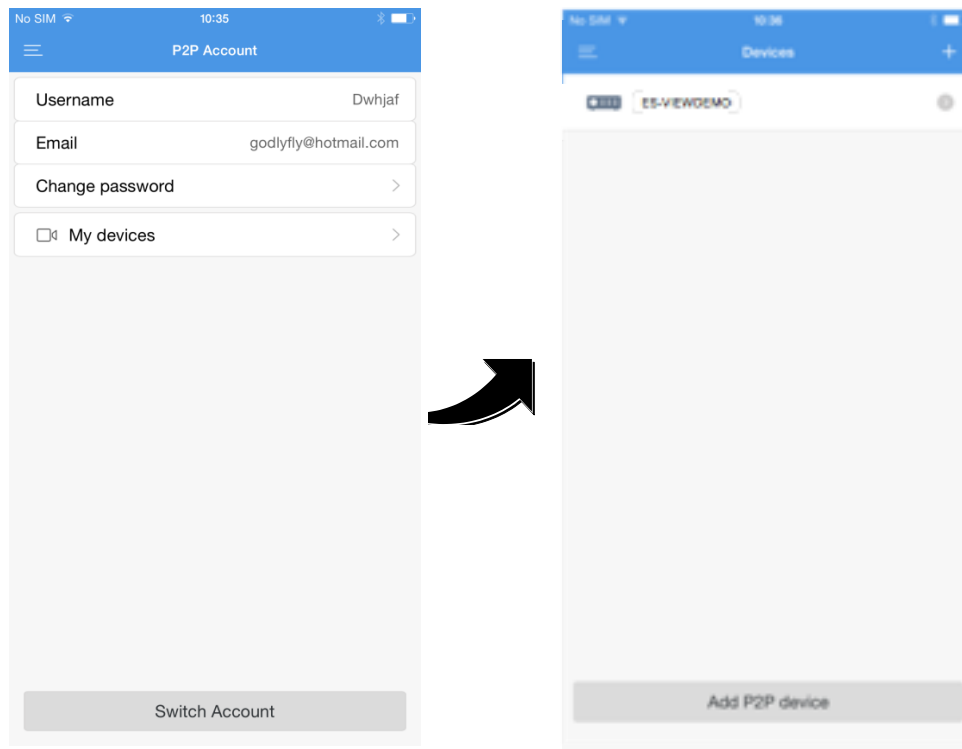


## Add Devices

If you tap **Start**, the **Devices** page is displayed. Then the step 1 and step 2 can be skipped.

If you have logged in to your P2P account, follow the steps below to add devices.

1. On the **P2P Account** page, tap **My Devices**.



2. Tap . You can also tap **Add P2P Device** on the bottom directly to add P2P devices.

3. Select a way to add the device and then enter the device information.

The devices can be added in the following two ways.

- P2P: Scan the QR code on the device or enter the register code manually. This function is available only for the device that supports the P2P function. You can also access the Web interface of the device and click **Setup > Network > ES-Cloud**. The QR code is displayed on the **ES-Cloud** page.
- IP: Add the device by entering its IP address.

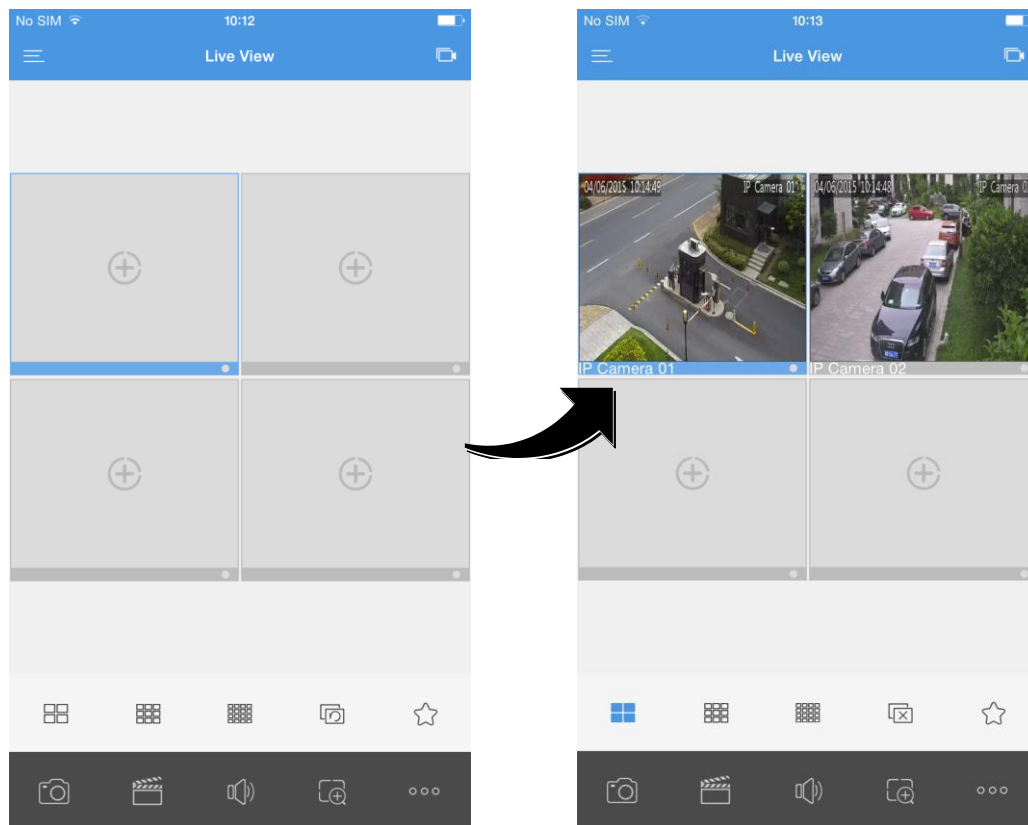
4. Tap to save the device information or tap **Start Live View** to view the live video.

## Service Application


### Live View

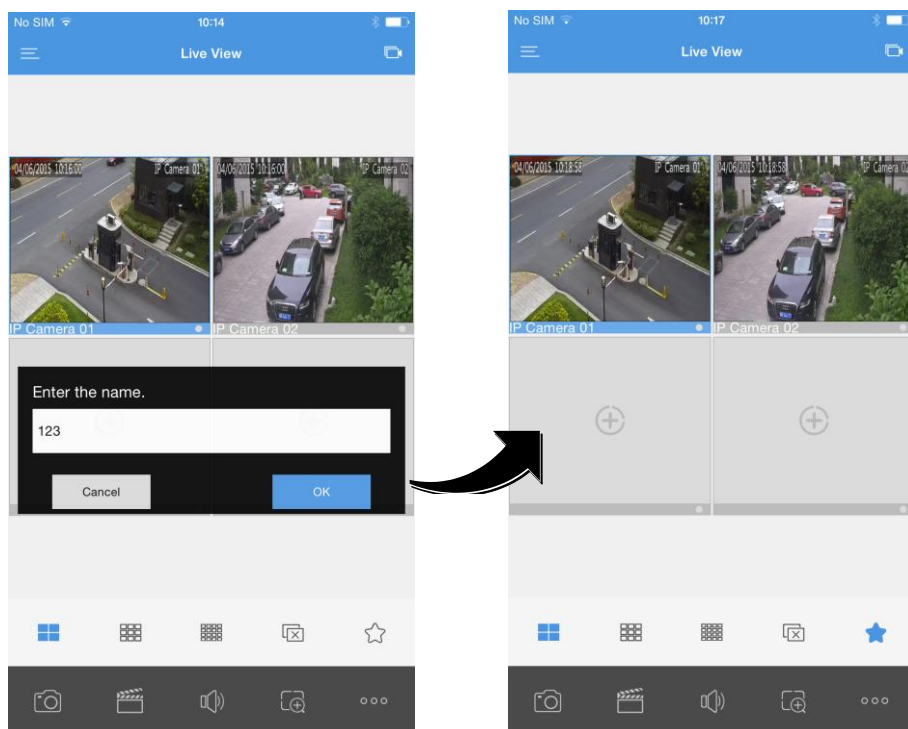
1. Start the app and enter the **Live View** page.

2. Tap or to open the camera list, select the desired camera(s), and then tap **Start Live View**. You can also operate your device as required by tapping the bottom buttons on the **Live View** page.



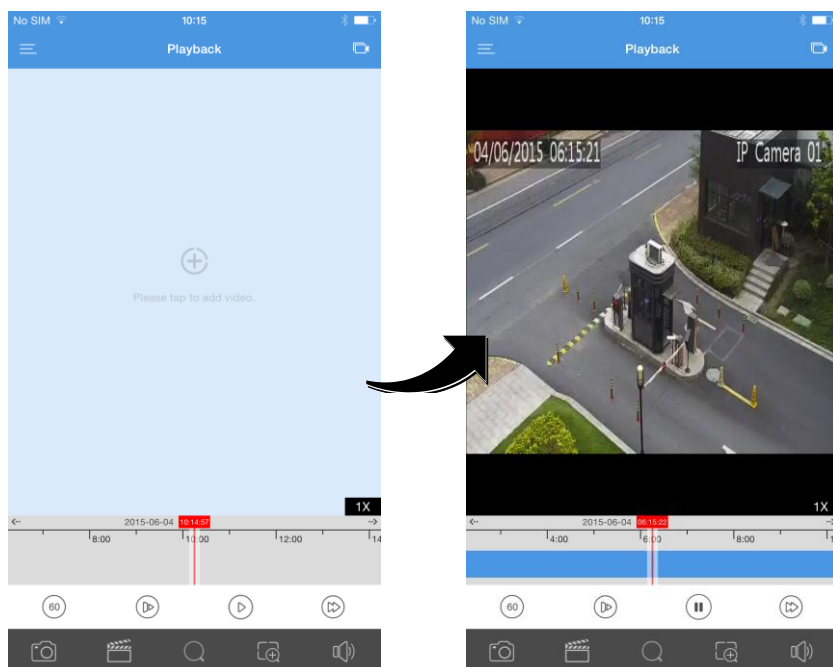
## Favorites

1. Start the app and enter the **Live View** page.
2. Tap  to add the current view to the Favorites.



## Playback

1. Start the app, and then tap **Menu** > **Playback** to enter the **Playback** page.
2. Tap or to open the camera list, select the desired camera(s), and then set the start time.



# 3 Web Services

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## Sign Up



### NOTE!

You can use the account registered through the mobile app to access the ES-VIEW website, and vice versa.



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1. Open your Web browser, go <http://www.eclipseview.com> and then click **Sign up**.
2. Complete the sign-up according to the instructions.

## Log In

1. Open your Web browser, go to <http://www.eclipseview.com> and then click **Login**.
2. Enter the email address and password to enter the **Devices List** page.

## Add Device

1. On the **Devices List** page, click  or  to enter the **Add Device** page.
  2. Enter the register code and the device name.
- 



### NOTE!

You can get the register code of your device by logging in to Web interface of the device. For details about the operation, please refer to the user document.

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**Add Device**

Register Code:

Device Name:

- When the device is added successfully, click **Back**. Then the added device is displayed on the **My Cloud Devices** page.



## NOTE!

To delete a device, select the device in the device list and then click .

## Service Application

Select the desired device(s) and then you can share your device, change the device name, retrieve your password or access the device.

My Cloud Devices <span>+ -</span>										
Select	No.	Device Name	Device Type	Device IP	Latest Online Time	Status	Share Device	Change Name	Retrieve Password	Access Device
<input type="checkbox"/>	1	25	NVR	61.164.52.175	8/17/2015 5:48:04 PM	Online	<a href="#">Share</a>	<a href="#">Change</a>	<a href="#">Retrieve</a>	<a href="#">Access</a>
all / inverse		1 in total     1 / 1			per page 10 ▼					

- Share Device: Click **Share** and then enter the device information.

**Fill in sharing device information.**

Device Name:

Share To:

Valid Till:

User Rights:

Description:

- Change Name: Click **Change** to change the device name.

▶ **Change Device Name**

Original Name: 25

New Name: Device001

**Save** **Back**

- Retrieve password: Click **Retrieve** > **Acquire** for a verification code and then submit the verification code. A temporary password will be displayed on the interface.

▶ **Retrieve Password**

Device Name: 25

Serial Number: 210235C1MP3155000002

Valid Date: 20150817

Email: 236 .com **Acquire**

Verification Code:

**Retrieve** **Back**

- Access Device: Click **Access** to enter the Web interface of the device and operate as required.

## 4 FAQs


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### Why can't I access my device (NVR/IP camera) through the WAN?

Check according to the following steps:

1. Check whether you have registered a P2P account. If not, sign up for an account first.
2. Check whether the device is bound to the P2P account according to the following steps:

Open your Web browser, go to <http://www.eclipseview.com> and then log in using the registered

account. Then check whether the device is listed under **My Cloud Devices**. If not, click  on the Web page to add the device again or add it through the mobile app.

3. Check whether ES-View function is enabled for the device according to the following steps:

- For IP Cameras

Go to the Web interface of your device and click **Setup** > **Network** > **ES-VIEW**. Make sure ES-View is enabled and the device status is online. If the device status is displayed as **Online**, ES-View device is connected to the ES-Cloud server; if displayed as **Offline**, the device is disconnected from the ES-View server.

ES-VIEW	
ES-VIEW	<input checked="" type="checkbox"/> Enable
Register Code	210235C0T131460000101724792489
Register Status	Online <button>Logout</button>
Username	z00168

- For NVRs

Go to the Web interface of your device and click **Setup > Network > ESView**. Make sure ES-CLOUD is enabled and the device status is online. If the device status is displayed as **Online**, ES-CLOUD Service is connected to the ESView server; if displayed as **Offline**, the device is disconnected from the ES-CLOUD server.

ES-VIEW	
EZCloud	<input checked="" type="radio"/> On <input type="radio"/> Off
Domain Name	<a href="https://www.eclipseview.com">https://www.eclipseview.com</a>
Register Code	1724792489210235C0T121312479T7
Device Status	Online
myCloud Protocol	<a href="http://www.eclipseview.com/doc/termservice.html">www.eclipseview.com/doc/termservice.html</a>
Scan QR Code	