

ALICE Aware

Quick Start Guide

February 2016

Getting Started

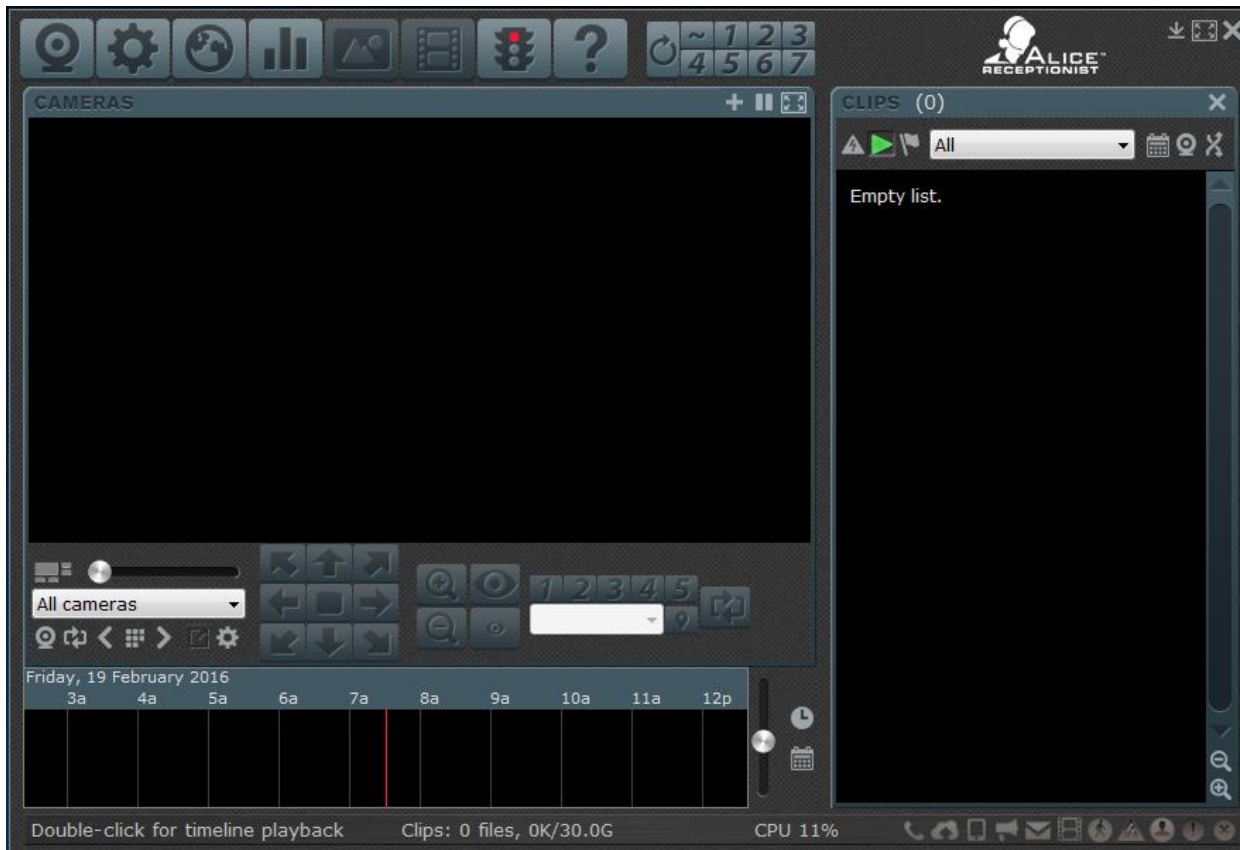
This ALICE Aware Quick Start Guide will assist you with first-time configuration and will guide you to other pages which will help to familiarize you with the basic features of Alice Aware.

Download Alice Aware (IP Camera Software) from here: <http://files.alicereceptionist.com/arip4-0/ALICEAware.exe>

To configure the ALICE IP Camera with the ALICE Aware software, follow these instructions:

ALICE Aware Overview

When you start Alice Aware for the first time, here's what you'll see:



At the top is the toolbar which contains several command buttons.

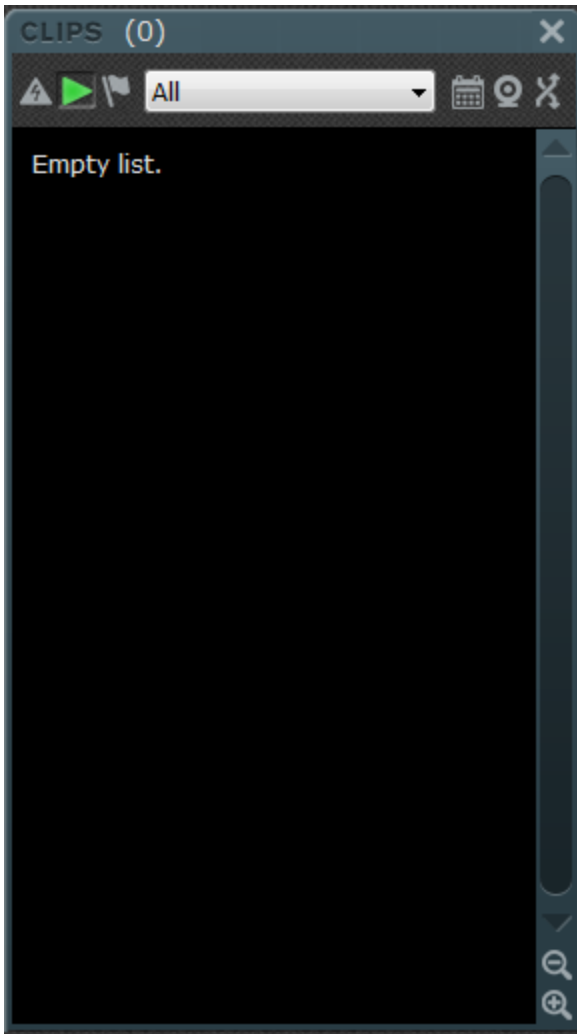


At the bottom is the status bar.



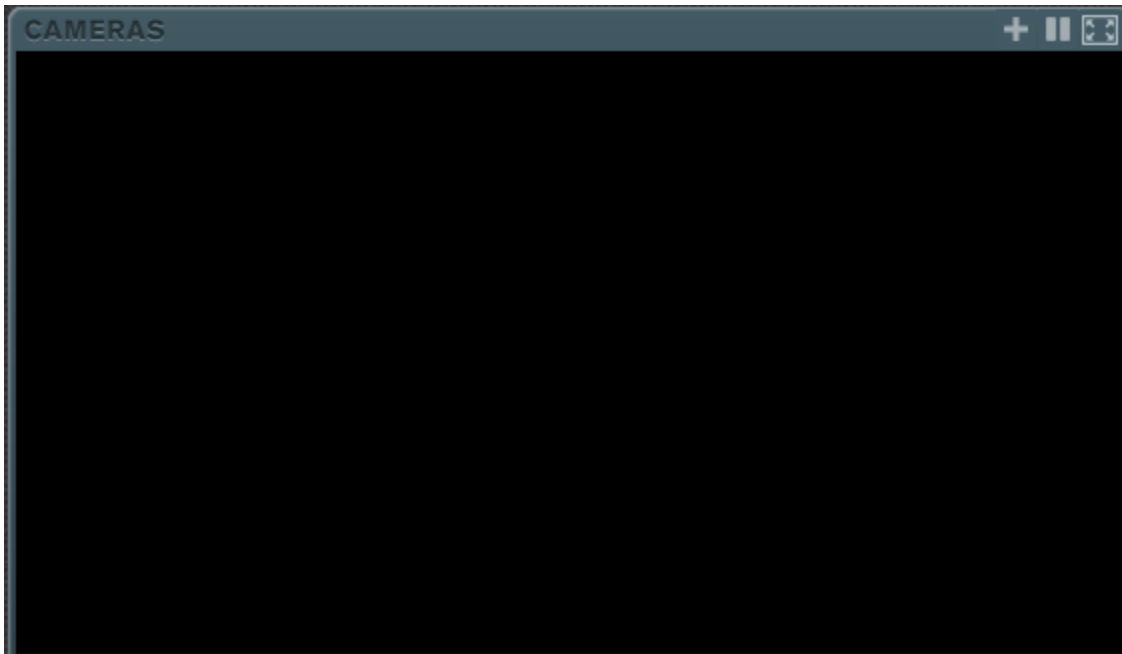
As you move the cursor over command buttons and other areas of the Alice Aware window, you will see that the status bar is updated with descriptive text. On the far right of the status bar you will notice several grey icons. These icons "light up" as Alice Aware performs various functions.

The black window on the right is called the "clip list."



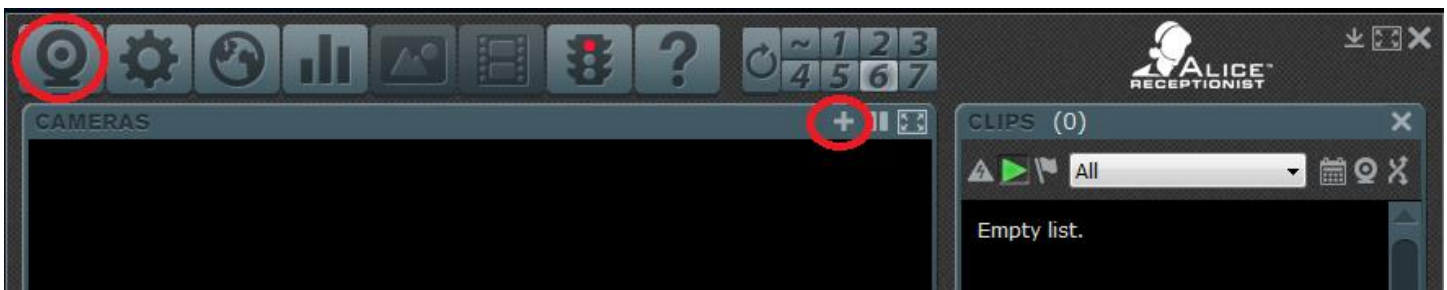
As Alice Aware creates images and movies, "thumbnail" images along with dates and times will appear on this list.

The area to the left of the clip list will be filled with "live" views from your camera or cameras.

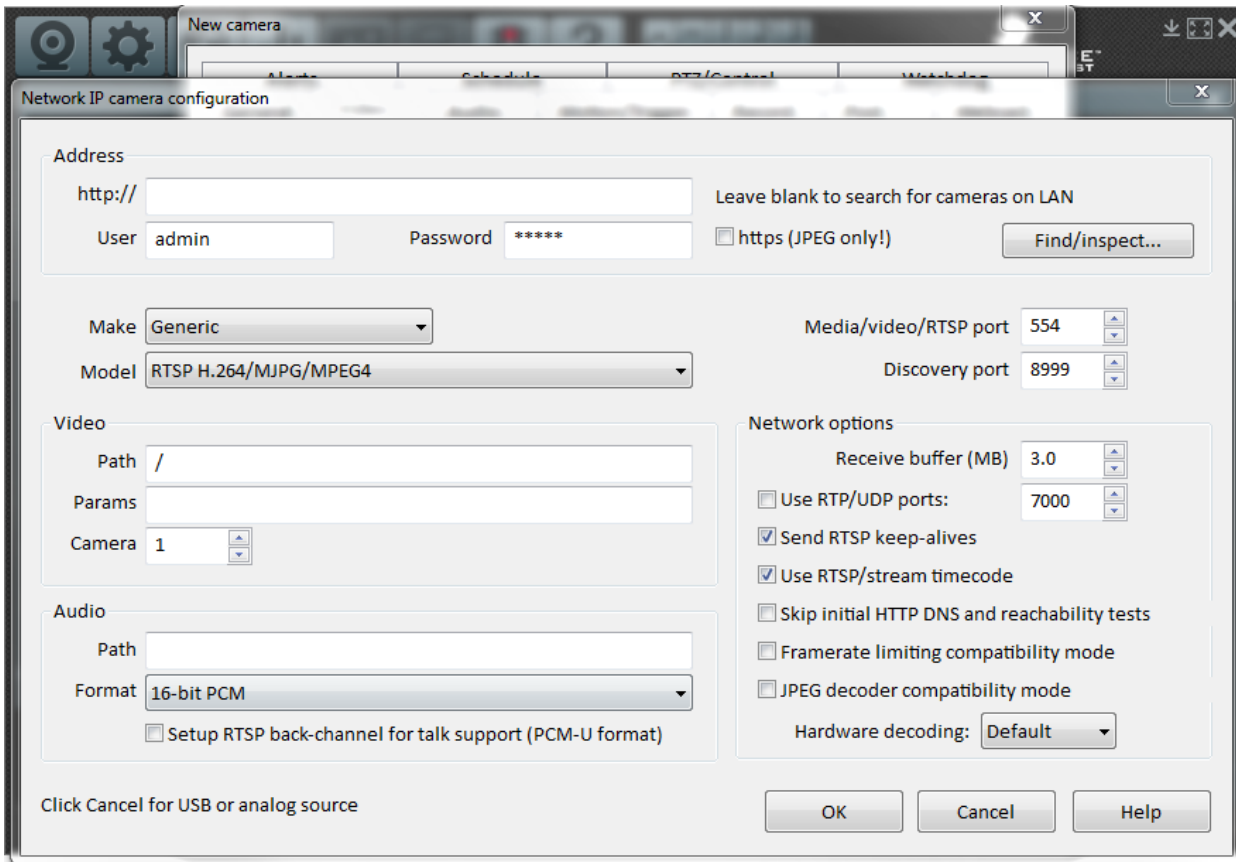


The following steps will assist you in configuring ALICE Aware in order to begin monitoring your Lobby:

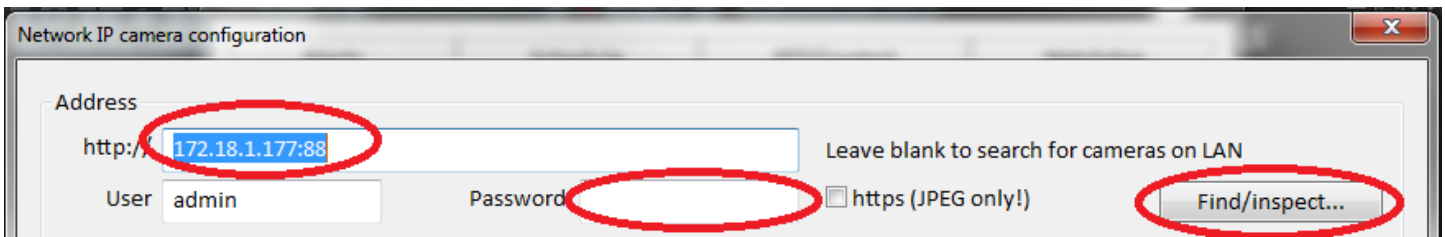
Step 1 - FINDING your CAMERA. Attach your camera to your computer and install its driver software according to the manufacturer's installation instructions; if you have a network camera, attach it to your network via Ethernet cable, or make sure it works with your wireless router. Be sure you know it's internal IP address and can access it in a browser. Now, click on the **webcam icon** or the **+** button at the top/right of the cameras window.



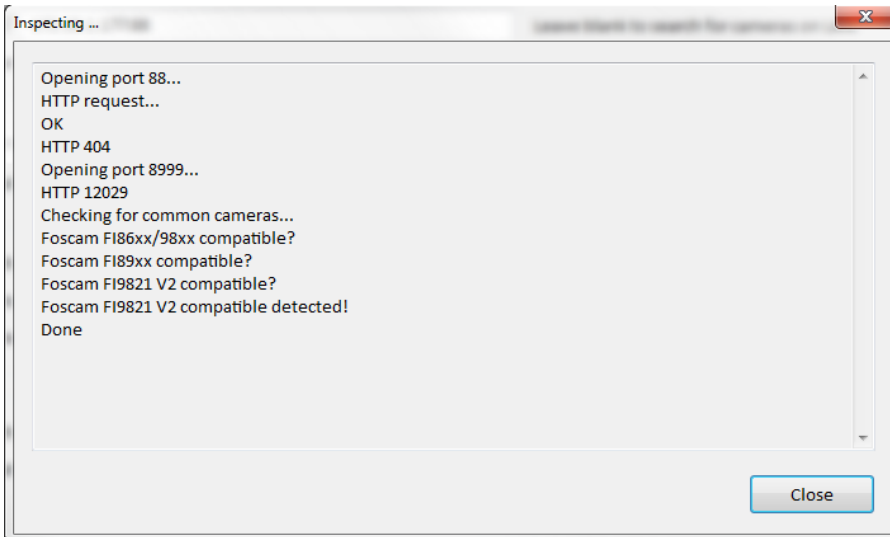
A Camera Properties window will appear.



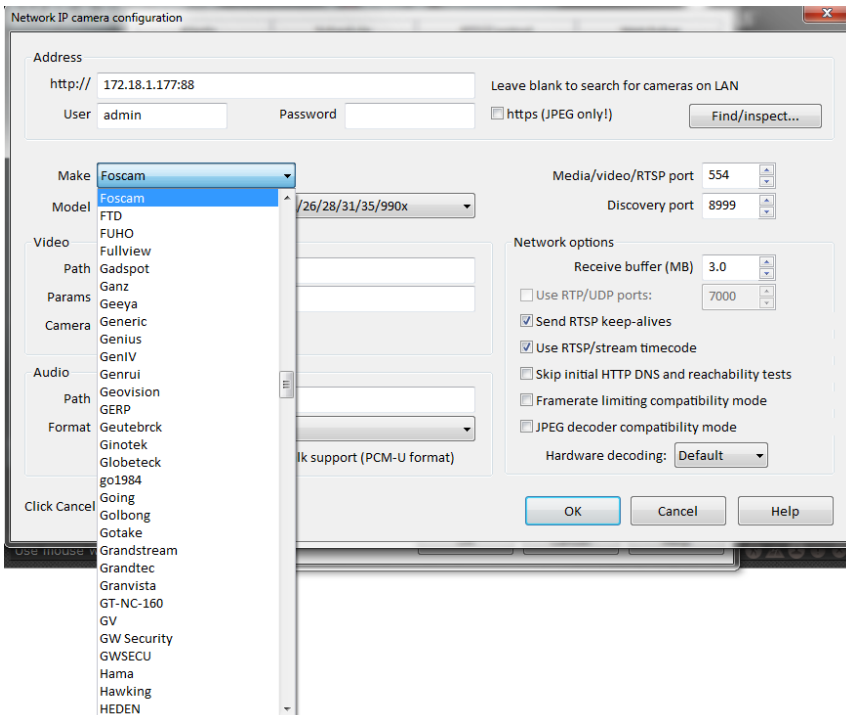
Step 2 - CONNECTING your CAMERA. Copy and paste a working URL for your camera from a browser address bar. Change the user/password from the default admin/admin if necessary. Press the Find/Inspect button.



Some cameras may be automatically configured with the Find/Inspect button.

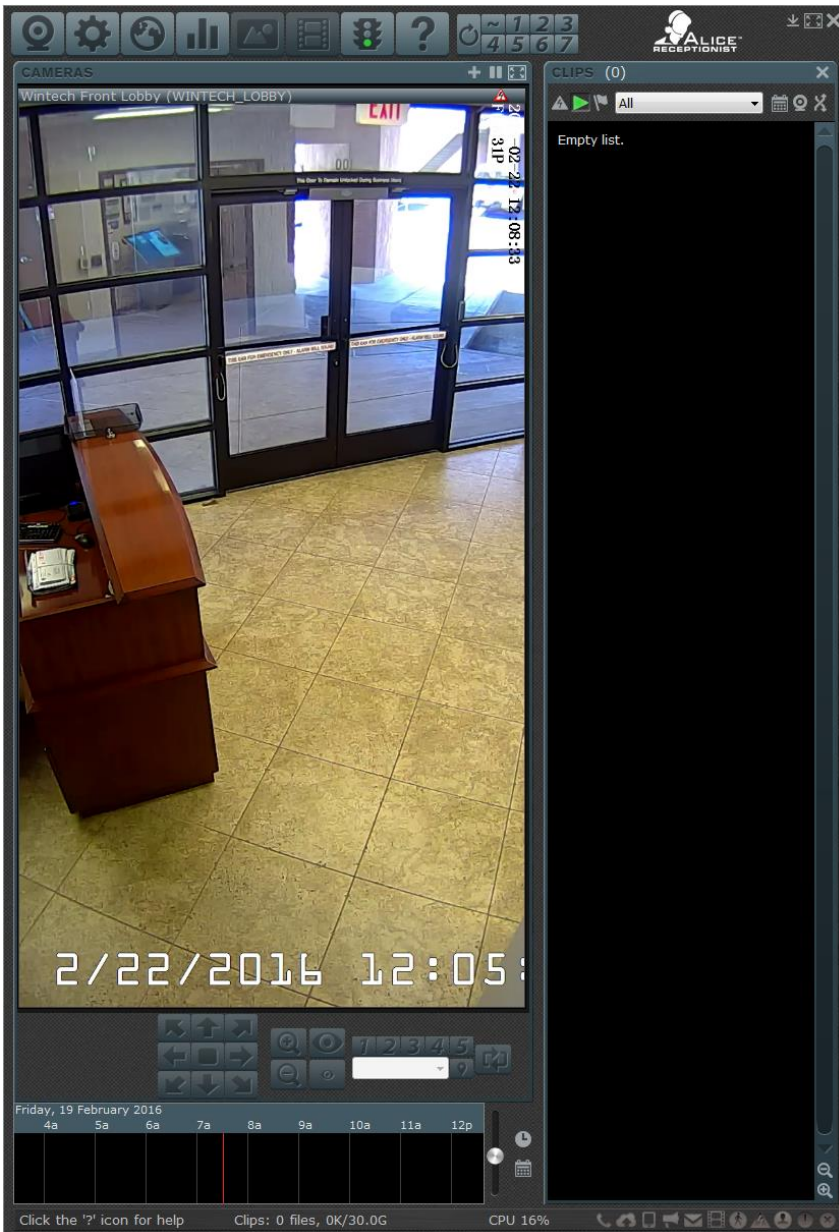


If your model is not found, search for your make/model on the list. If not listed, you can try a similar model, or select one of the generic methods at the top of the list if you know the video stream path.

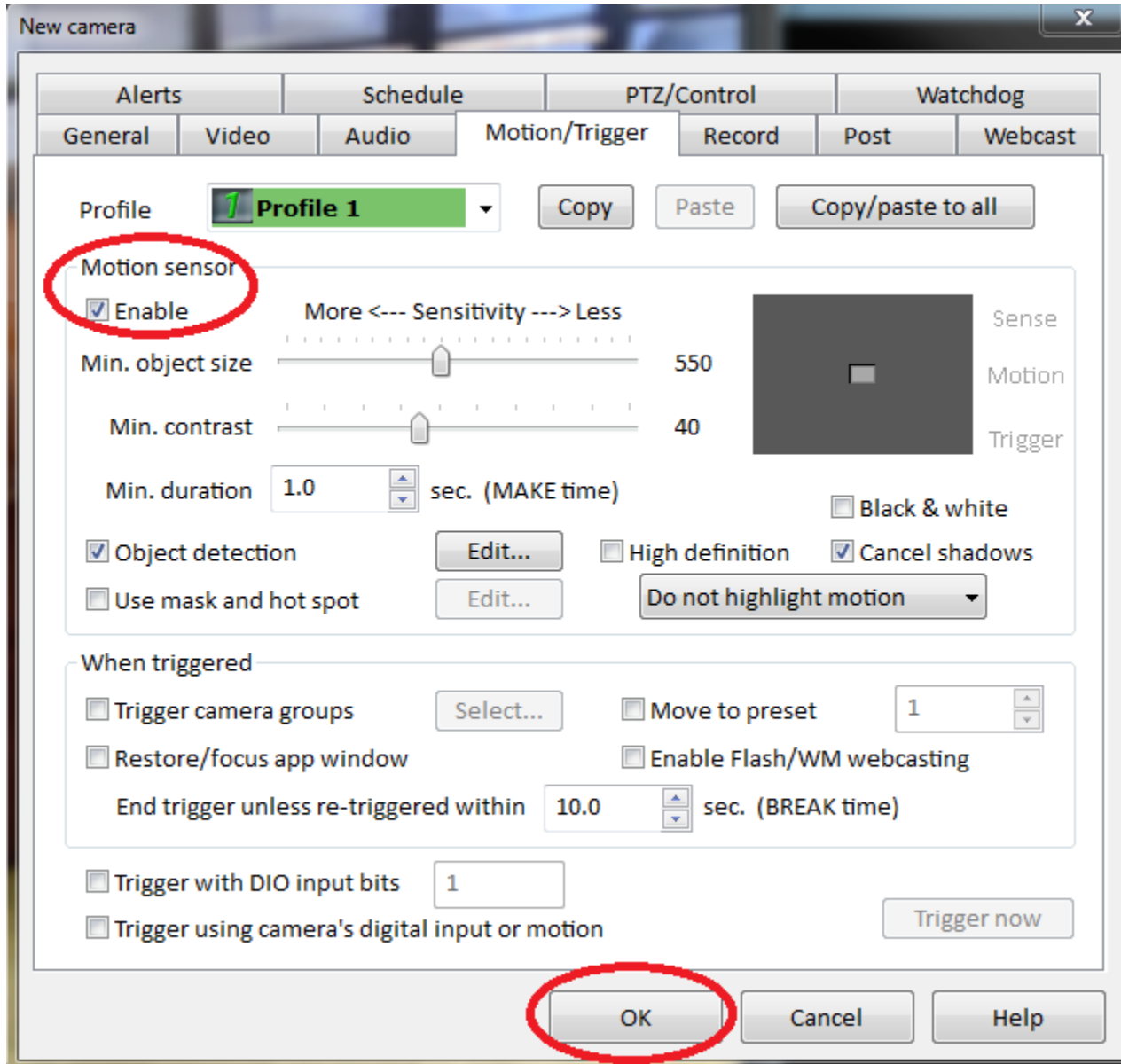


You may email Alice Aware support if you require assistance with this step. For a USB, Firewire or Analog camera, click Cancel and then select your camera's name in the device selection box, and click Ok. If the list is empty, be sure that you have installed the camera correctly, cancel the window, and return to step 1. Once the camera is created, you may return to the camera properties window later by again right-clicking the live camera image, or by clicking the webcam icon.

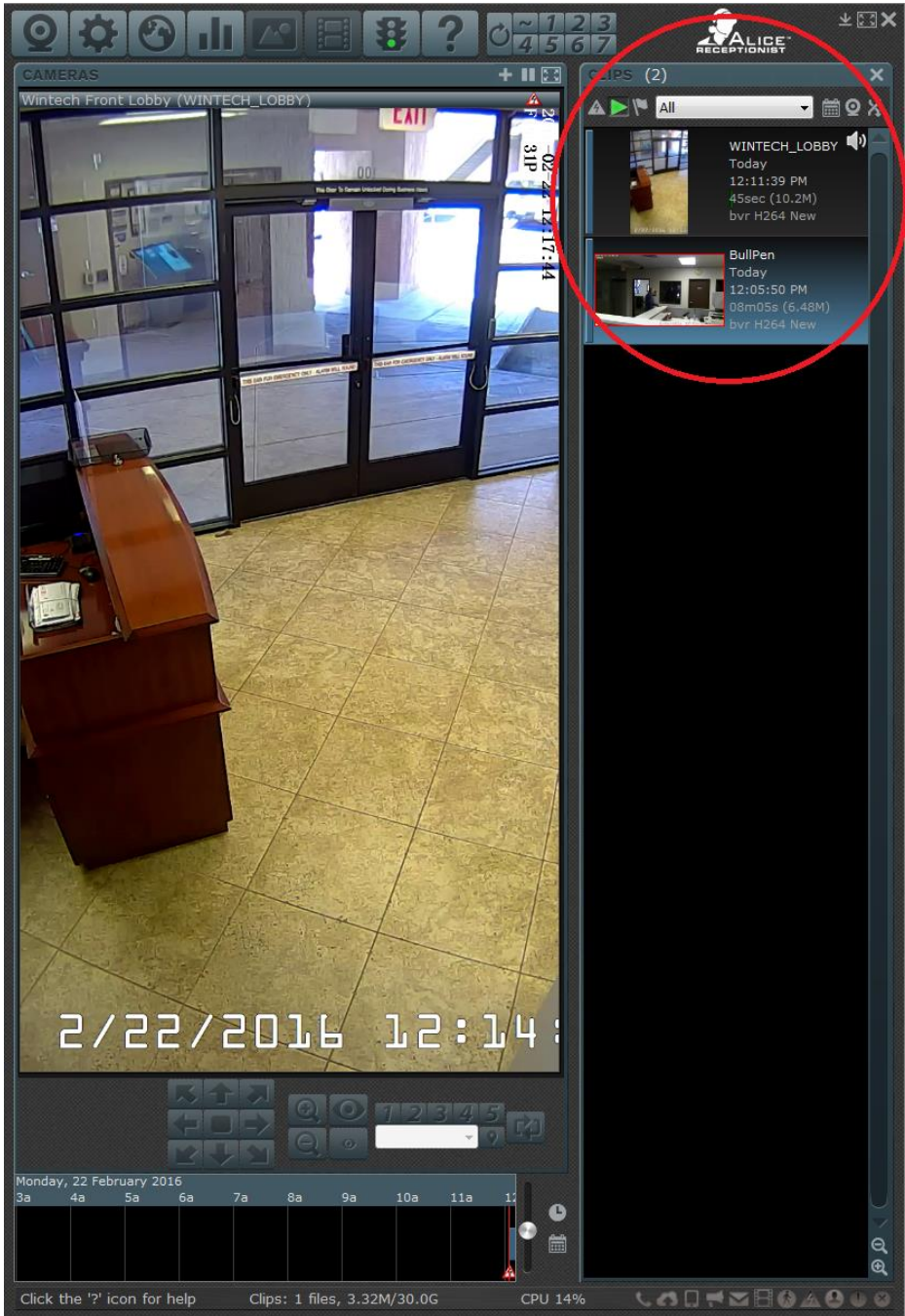
Step 3 – Viewing LIVE Video. Live video should now be displayed. If an error appears instead, verify that your camera is properly connected, and that no other camera software is running. For a network camera, Alice Aware must have access through any Windows firewall and **ALICEAware.exe** should be exempted from any Network/Web scanning by antivirus software--this software often filters out non-HTTP traffic and may attempt to cache the video stream. These topics are discussed on the network configuration and troubleshooting page. You may also try rebooting your computer. You may return to the Camera Properties window by clicking the webcam icon.



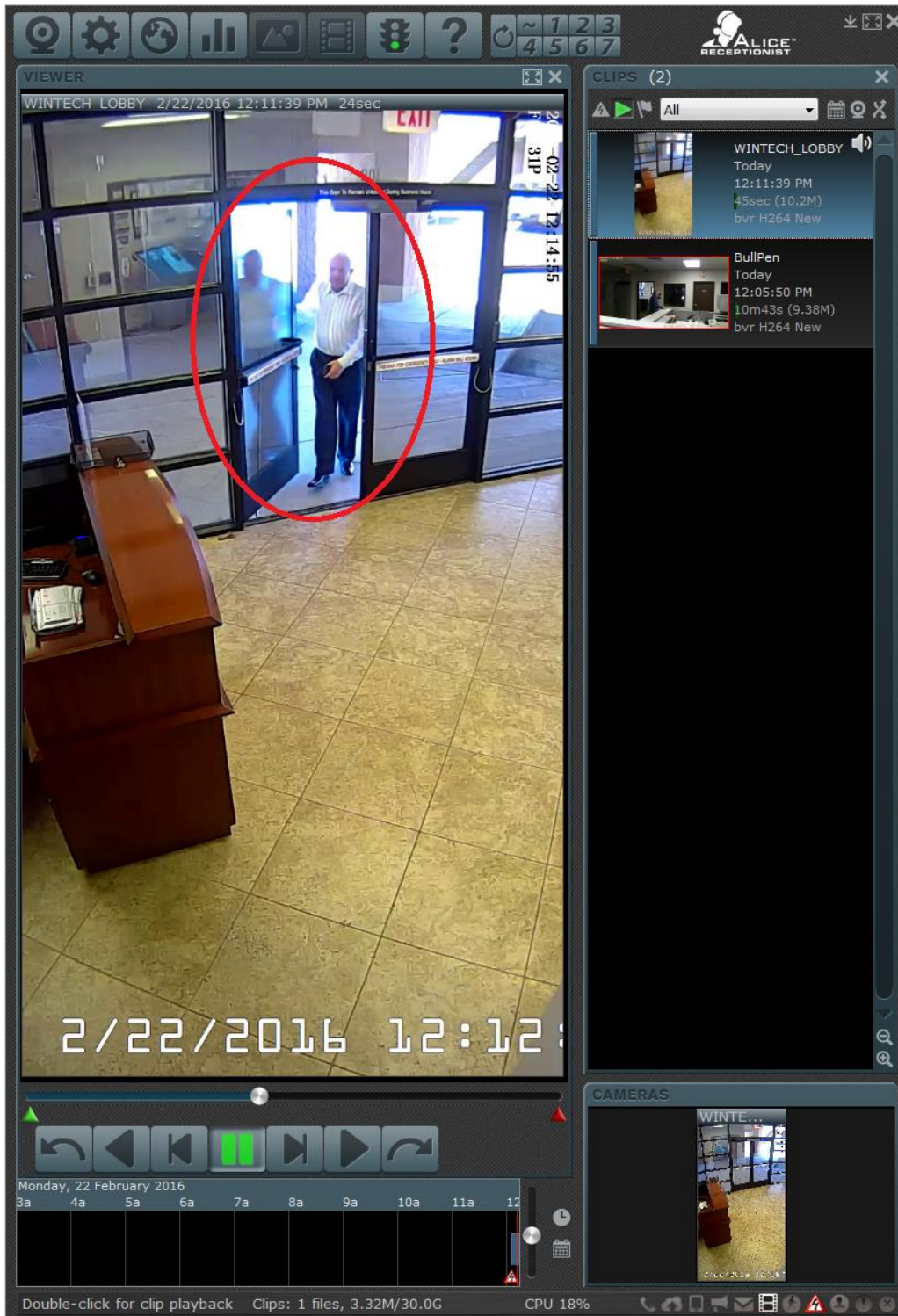
Step 4 - Enabling Motion Detection. Open the Camera Properties window by clicking on the webcam icon. Click on the Motion/Trigger page. Click to check "Enable motion sensor." Click Ok to close the window.



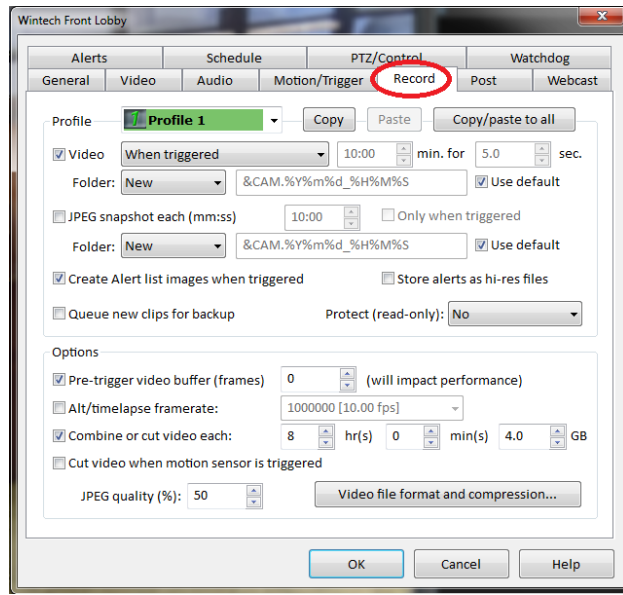
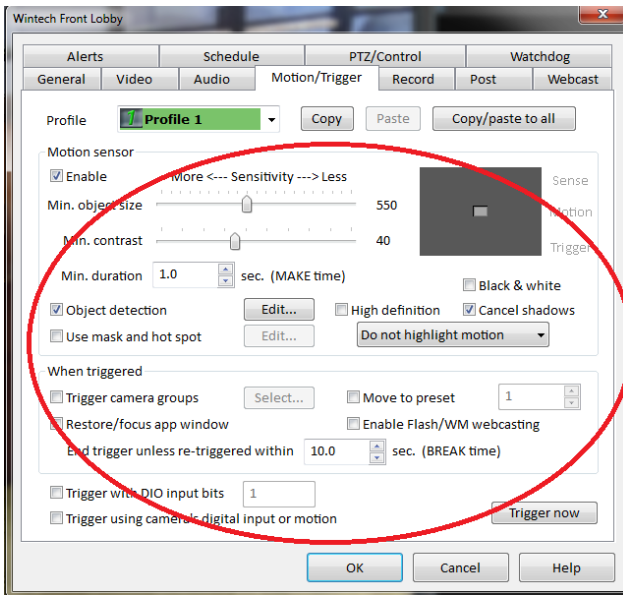
Step 5 – Recording Motion. By default, Alice Aware will record a video when motion is sensed. Try waving your hand in front of the camera. You will see a Clip created in the Clip List. Alice Aware will continue to record for several seconds once the motion stops. When recording stops, the Clip in the Clip List will now show a "thumbnail" image.



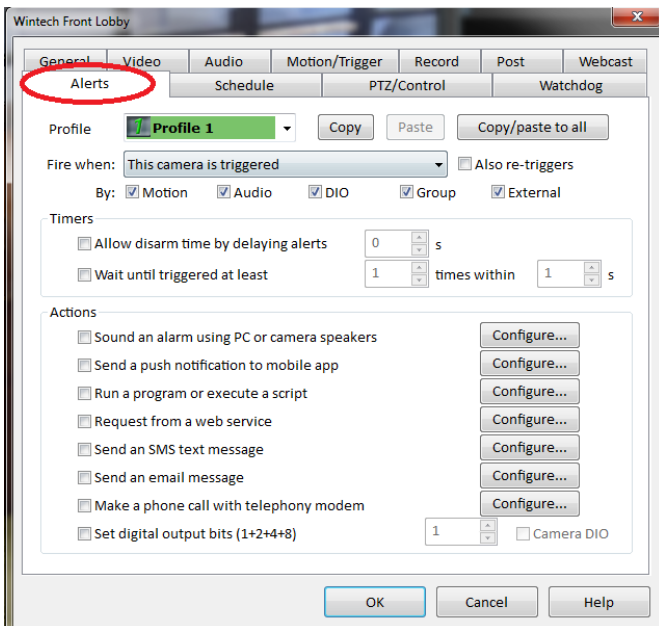
Step 6 – Reviewing Video CLIPS. Double-click on the thumbnail image in the Clip List to open the Clip in the Clip Viewer. Use the various clip viewer tools to playback the movie. Close the clip viewer by clicking on the live camera image, or clicking the "X" box at the top-right corner of the viewer.



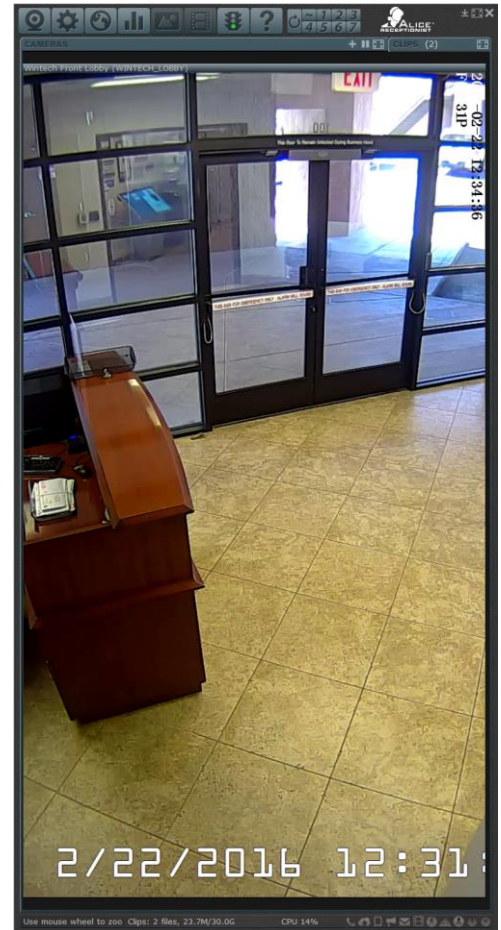
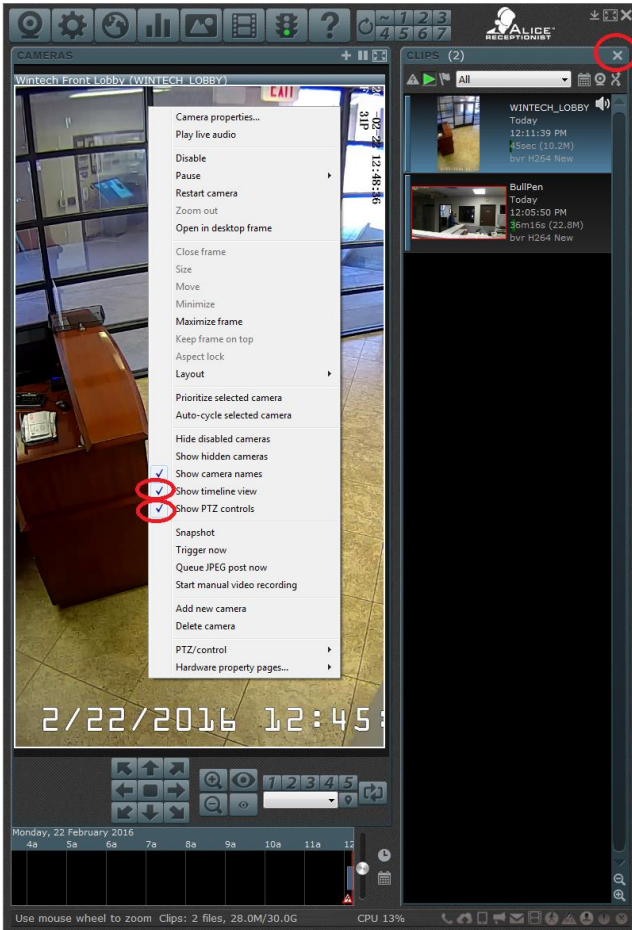
Step 7 – Fine Tuning Motion Detection and Recording Properties. Return to the Trigger profiles page to adjust the sensitivity as necessary. Visit the Camera Properties Record page to change recording properties as necessary.



Step 8 – Setting ALERTS. Visit the Alerts page to have Alice Aware sound an alarm, send an email, or alert you in some other way that motion is occurring.



Step 9 – SIMPLIFYING your ALICE Aware window. To minimize the amount of buttons and controls that are displayed on the ALICE Aware window, Right-mouse click anywhere on the camera feed and UN-check the Show timeline view and the Show PTZ controls options. To hide the Video VLIPS window on the right side of the screen, Click on the X icon in the upper-right –hand corner of the CLIPS window.



Your ALICE Aware system is now configured and ready to begin 24/7 monitoring of your lobby.

ADDENDUM: Determining the IP Address

You can determine the IP Address for the ALICE AWARE IP Camera on a LAN can be done using the DOS command: **ARP** as well as a freeware software package called: **Angry IP Scanner**

ARP

In order to determine the IP address of the FOSCAM camera, you must first know the MAC address which is listed on the sticker on the bottom of the camera.

(Note that there is a Wireless MAC address and a Wired MAC address. Be sure you look for the correct one.)

This is the DOS command that will allow you to determine the IP address of the camera by first locating the MAC address in the following output.

```
Arp -a > temp.txt & sort /+25 temp.txt /o tempSORTED.txt & more tempSORTED.txt
```

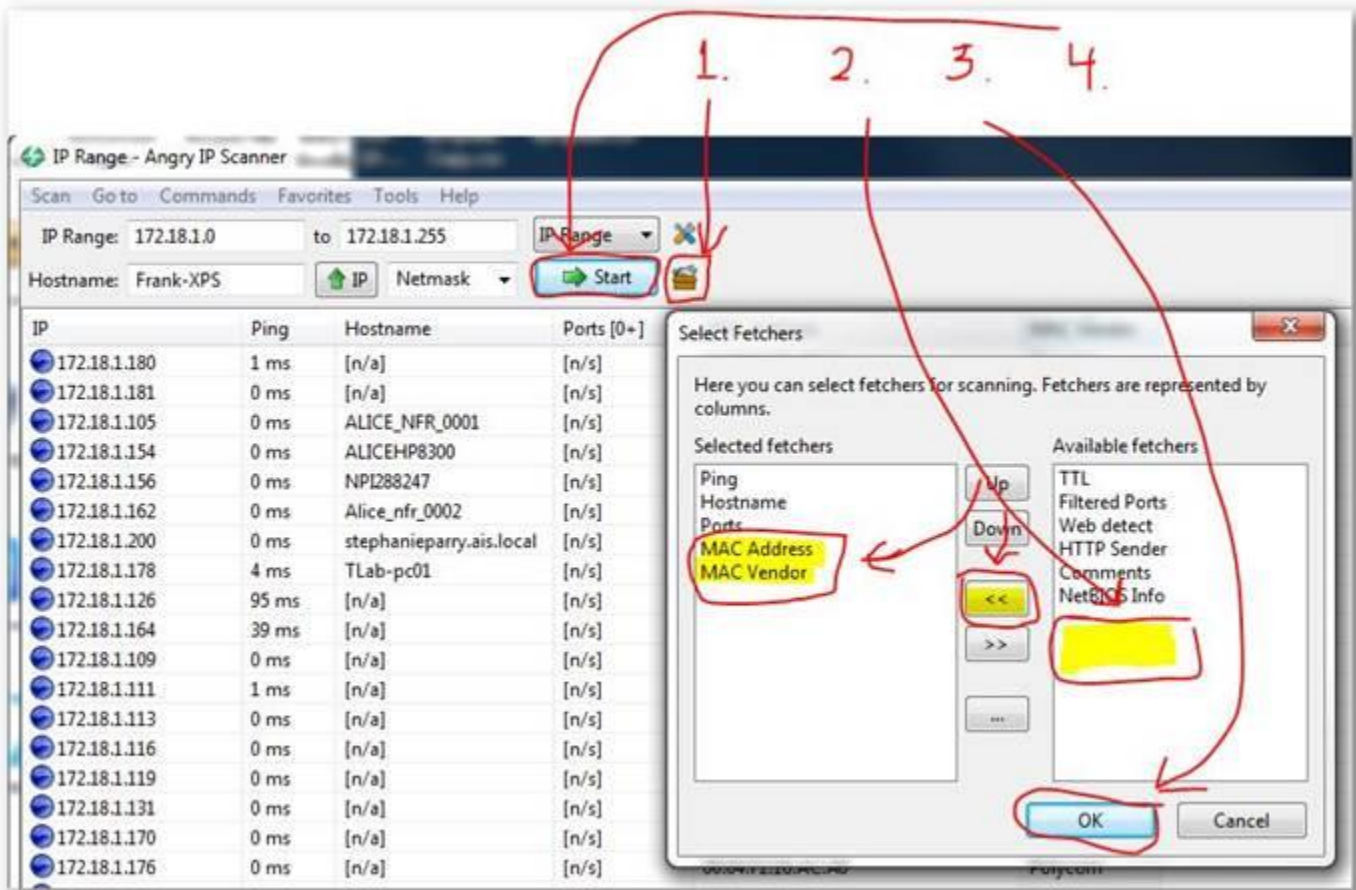
This DOS command gets the ARP listing, sorts it and displays it on the screen in page or line increments so you can see the **E8:AB:F?:?:?:??** MAC addresses that the FOSCAM cameras use.

ANGRY IP SCANNER

Using AngryIPScanner (<http://angryip.org/download/#windows>),

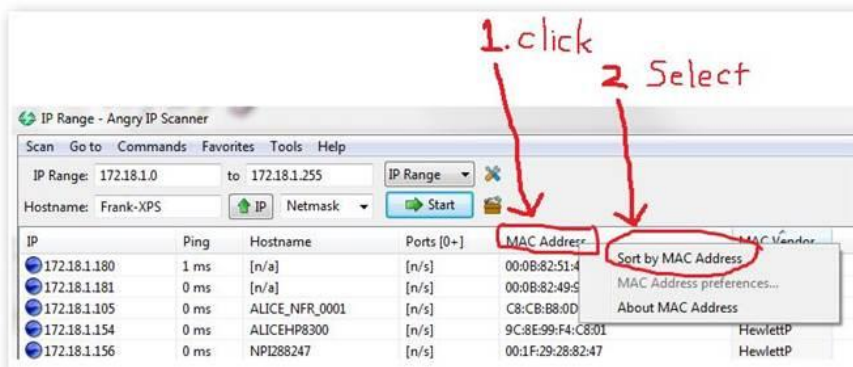
we can add the **MAC Address** and **MAC Vendor** filters to the IP scan and then find the camera by its MAC address if we already know the MAC address.

See below:



Then **Sort by Mac address** or **Mac Vendor** to find the FOSCAM cameras.

See below:

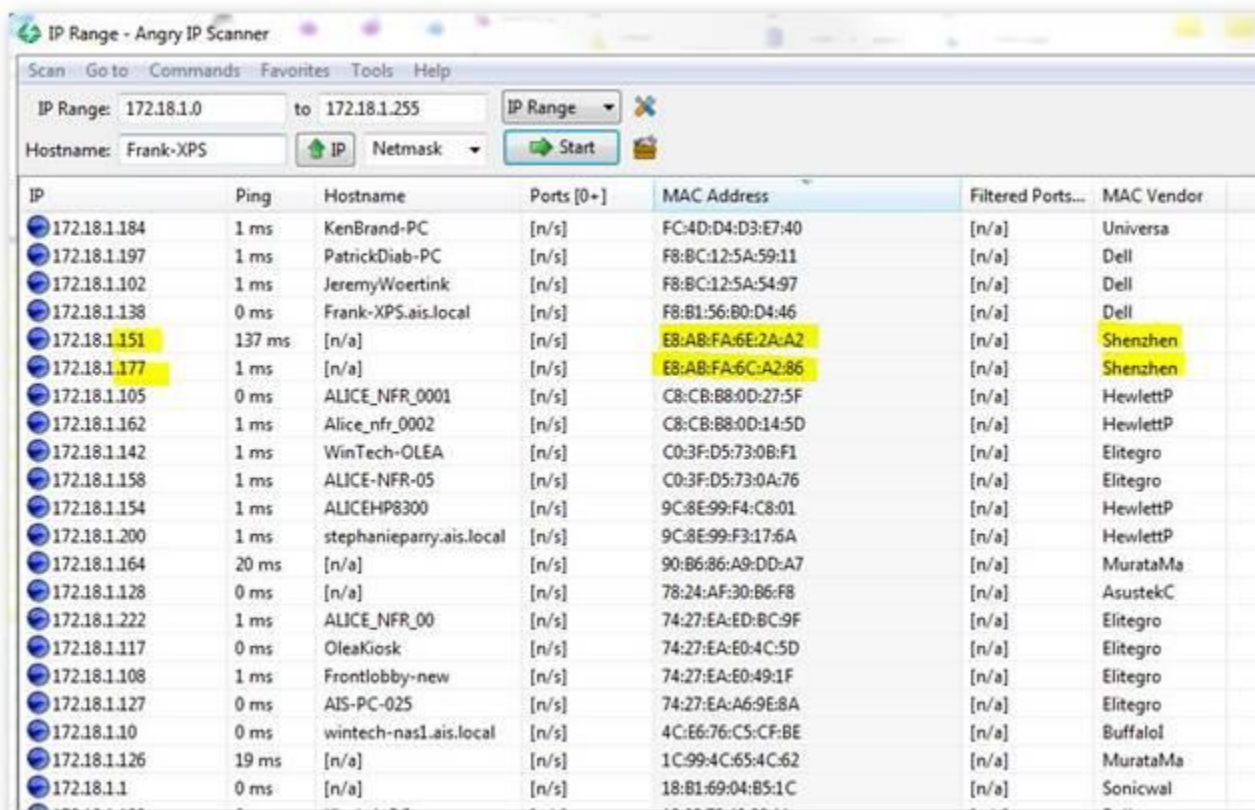


The Foscam cameras in these examples have **MAC addresses** in the same range (**E8:AB:FA:XX:XX:XX**).

Also, the **MAC Vendor** always appears to be “**ShenZhen**”.

Therefore, using this tool and method, we should be able to find them pretty easily on a customer’s LAN.

See below:



IP	Ping	Hostname	Ports [0+]	MAC Address	Filtered Ports...	MAC Vendor
172.18.1.184	1 ms	KenBrand-PC	[n/s]	FC:4D:D4:D3:E7:40	[n/a]	Universa
172.18.1.197	1 ms	PatrickDiab-PC	[n/s]	F8:BC:12:5A:59:11	[n/a]	Dell
172.18.1.102	1 ms	JeremyWoertink	[n/s]	F8:BC:12:5A:54:97	[n/a]	Dell
172.18.1.138	0 ms	Frank-XPS.ais.local	[n/s]	F8:B1:56:80:D4:46	[n/a]	Dell
172.18.1.151	137 ms	[n/a]	[n/s]	E8:AB:FA:6E:2A:A2	[n/a]	Shenzhen
172.18.1.177	1 ms	[n/a]	[n/s]	E8:AB:FA:6C:A2:86	[n/a]	Shenzhen
172.18.1.105	0 ms	ALICE_NFR_0001	[n/s]	C8:CB:88:0D:27:5F	[n/a]	HewlettP
172.18.1.162	1 ms	Alice_nfr_0002	[n/s]	C8:CB:88:0D:14:5D	[n/a]	HewlettP
172.18.1.142	1 ms	WinTech-OLEA	[n/s]	C0:3F:D5:73:0B:F1	[n/a]	Elitegro
172.18.1.158	1 ms	ALICE-NFR-05	[n/s]	C0:3F:D5:73:0A:76	[n/a]	Elitegro
172.18.1.154	1 ms	ALICEHP8300	[n/s]	9C:8E:99:F4:C8:01	[n/a]	HewlettP
172.18.1.200	1 ms	stephanieparry.ais.local	[n/s]	9C:8E:99:F3:17:6A	[n/a]	HewlettP
172.18.1.164	20 ms	[n/a]	[n/s]	90:B6:86:A9:DD:A7	[n/a]	MurataMa
172.18.1.128	0 ms	[n/a]	[n/s]	78:24:AF:30:B6:F8	[n/a]	AsustekC
172.18.1.222	1 ms	ALICE_NFR_00	[n/s]	74:27:EA:ED:BC:9F	[n/a]	Elitegro
172.18.1.117	0 ms	OleaKiosk	[n/s]	74:27:EA:E0:4C:5D	[n/a]	Elitegro
172.18.1.108	1 ms	Frontlobby-new	[n/s]	74:27:EA:E0:49:1F	[n/a]	Elitegro
172.18.1.127	0 ms	AIS-PC-025	[n/s]	74:27:EA:A6:9E:8A	[n/a]	Elitegro
172.18.1.110	0 ms	wintech-nas1.ais.local	[n/s]	4C:E6:76:CS:CF:BE	[n/a]	Buffalol
172.18.1.126	19 ms	[n/a]	[n/s]	1C:99:4C:65:4C:62	[n/a]	MurataMa
172.18.1.1	0 ms	[n/a]	[n/s]	18:B1:69:04:B5:1C	[n/a]	Sonicwal

The illustration above shows two FOSCAM IP Cameras on our network.