



Calipsa® Email Alarm Notifications Reference Guide

Document number: C6748M

Publication date: 03/23

Table of Contents

Sending "True" alarms to your Gmail inbox 3

 Overview 3

 Enabling 2-step Verification in Gmail 3

 Setting up Access to the Email Server 4

 Forwarding Alarms to Gmail 5

Sending True Alarms into SureView Ops 6

 Configuration 6

 In Sureview 6

 In Calipsa 6

Whitelisting Calipsa's IP Addresses 8

 Whitelisting Calipsa's IP Addresses for Immix 8

Sending "True" alarms to your Gmail inbox

This is useful for testing purposes or if you are not using some sort of monitoring software and wish to receive true alarm alerts into your Gmail inbox instead.

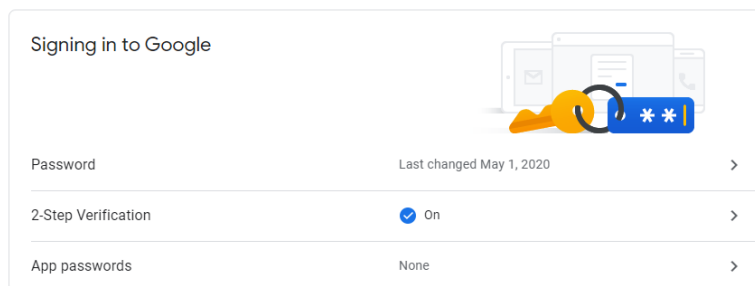
Note: Depending on your Gmail account you may have limitations on the number of emails you are able to receive in a given time period. Use caution when connecting sites that may have a high alarming frequency.

Overview

For any alarms that we process as true we will forward the original alarm email onto you and we will replace the original attachments with our modified images of the event which include our alarm analytics. Due to the security measures Gmail has in place, in order to forward alerts to you via your mail sever we require some security access to your account which is outlined in the process below. For security purposes this method requires you to enable 2-step verification on your Gmail account. This enables the ability to generate a unique password token to be used in place of your normal Gmail password in the setup.

Enabling 2-step Verification in Gmail

1. Go to the manage security section of your Gmail account <https://myaccount.google.com/security>
2. If you have not already enabled 2-step verification for your account then please do so before proceeding.
3. Click **App password** in the Signing in to Google section.

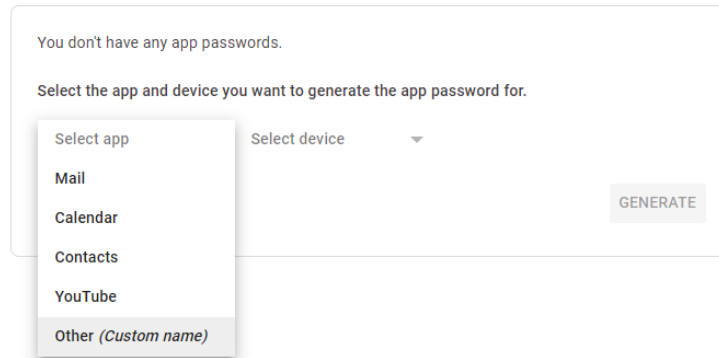


Signing in to Google		
Password	Last changed May 1, 2020	>
2-Step Verification	<input checked="" type="checkbox"/> On	>
App passwords	None	>

4. Click **Select app** and select Other (Customer name) from the dropdown menu.
5. It will ask you to input a device name, enter anything but Calipsa.

← App passwords

App passwords let you sign in to your Google Account from apps on devices that don't support 2-Step Verification. You'll only need to enter it once so you don't need to remember it. [Learn more](#)



The screenshot shows the Google App Passwords generation interface. At the top, it says "You don't have any app passwords." Below this, it says "Select the app and device you want to generate the app password for." There are two dropdown menus: "Select app" and "Select device". The "Select app" dropdown is open, showing options: Mail, Calendar, Contacts, YouTube, and Other (Custom name). The "Select device" dropdown is closed. To the right of the dropdowns is a "GENERATE" button.

6. Click **Generate**. This will generate a unique password to be used by Calipsa in order to email notifications onto you.
7. Copy this password as it will be used later in this setup.

Setting up Access to the Email Server

1. Log into your Calipsa account.
2. Depending on whether you want all alarms from your account sent to this email or only specific sites, you will go to the appropriate location in the Calipsa platform.
 - To apply to all site: Setting > Global settings.
 - To apply to a single site: Client > Click through to the appropriate site > Configuration > Monitoring station SMTP.
3. Enter the following details into the respective fields:
 - Host/IP: smtp.gmail.com
 - HTTP port: 587
 - Username: Enter your Gmail address
 - Password: Paste in the generated passwords from step 4
 - Test email: Enter your Gmail address

Calipsa® Email Alarm Notifications Reference Guide

The screenshot shows the 'Settings' page with a sidebar on the left containing 'Account Settings', 'Security', 'Operation', and 'Notification'. The main area is titled 'Global Configuration' and contains the following fields and controls:

- Host / IP**: A text input field with the value 'smtp.gmail.com'. A red 'Required' label is above the field.
- HTTP Port**: A text input field with the value '587'. A red 'Required' label is above the field.
- Username**: A text input field with the value 'john'.
- Password**: A text input field with the value 'secretphrase' and a toggle icon on the right.
- Use proper HELO?**: A toggle switch that is currently turned off.
- Test Email**: A text input field with the value 'notifyme@smtpserver'.
- Buttons**: 'Test' and 'Save' buttons at the bottom.

4. Click **Test** and check your email account for the test email.
5. If the test is unsuccessful and you require assistance, click **Submit Request** at the top of the page.
6. If the test email is successful, click **Save**.

Forwarding Alarms to Gmail

To have alarms forwarded to your Gmail you need to ensure that it is entered into the notification email section for all relevant sites. This is usually done when first adding a site to Calipsa. If you are making this change to existing sites you will need to go into each camera for these sites to fill in the notification section with your Gmail address.

The screenshot shows the 'Configure' page with the following fields and controls:

- Name**: A text input field with the value 'test camera'. A red 'Required' label is above the field.
- Notification email**: A text input field with the value 'user@myserver'.
- Configuration email**: A text input field with the value '4pcb5nm5nh@monitoring.calipsa.io' and a copy icon on the right.
- Buttons**: 'Cancel' and 'Save' buttons at the bottom.

Sending True Alarms into SureView Ops

This guide outlines how to set up a connection from Calipsa to your SureView Ops command centre.

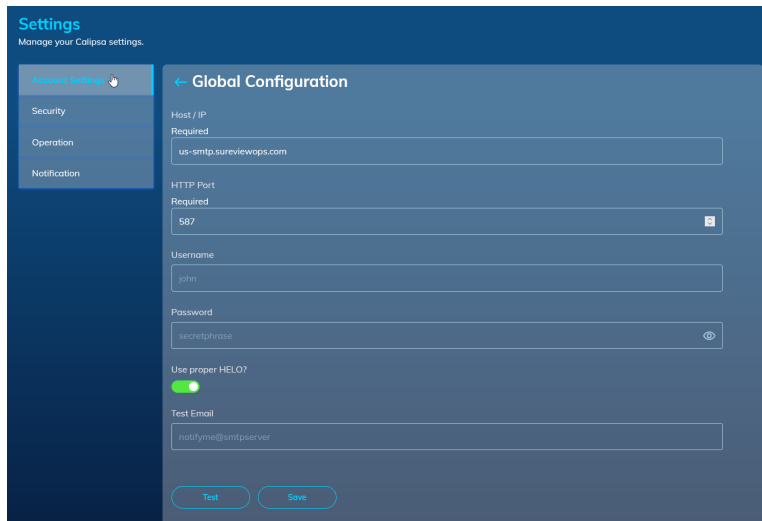
Configuration

In Sureview

1. Login and create your [email alarm points](#) for the cameras as normal.
2. Copy the unique SureView Email Address for the camera you are setting up with Calipsa. It will look something like this **t3p45bc4gr@us.sureviewops.com** or **t3p45bc4gr@eu.sureviewops.com**.

In Calipsa

1. Follow the [Calipsa User Guides](#) for setting up your cameras to send their alarms into Calipsa.
2. Once your devices are set up to send video alarms into Calipsa, you can configure Calipsa to send the verified alarms into SureView Ops.
3. Go to your [Calipsa Settings](#) page.
4. Click on **Global Configuration**.
5. Enter the SureView Ops [SMTP Technical Details](#)
 - Host/IP (if your Ops account is held in the US) `us-smtp.sureviewops.com`
 - Host/IP (if your Ops account is held in the EU) `eu-smtp.sureviewops.com`
 - Port: 587
 - Username (leave blank)
 - Password (leave blank)
 - Use proper HELO? Enabled

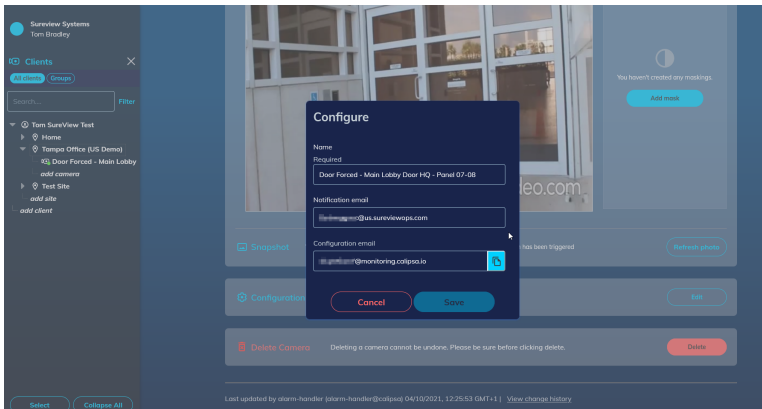


The screenshot shows the 'Settings' page in Calipsa, specifically the 'Global Configuration' section. On the left, there is a sidebar with 'Account Settings' selected. The main area contains the following fields: 'Host / IP' (Required) with the value 'us-smtp.sureviewops.com', 'HTTP Port' (Required) with the value '587', 'Username' with the value 'john', 'Password' with the value 'secretpassword', 'Use proper HELO?' (Enabled, indicated by a green toggle), and 'Test Email' with the value 'not@yme@smtpserver'. At the bottom, there are 'Test' and 'Save' buttons.

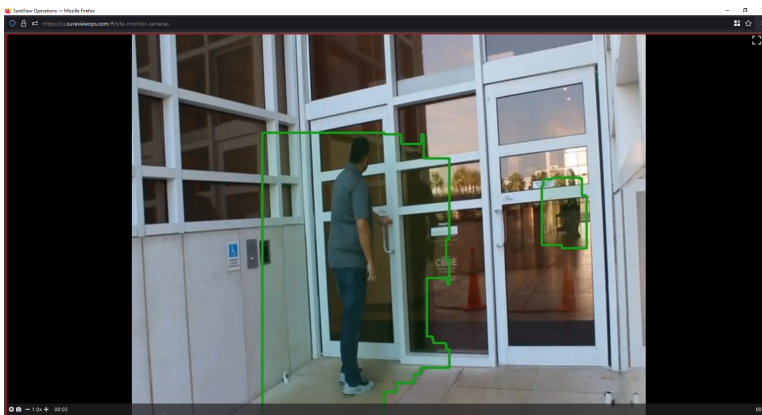
6. Click **Save**.
7. Go to your Camera Settings page (Clients > Site > Camera).
8. Scroll down to Configuration and click **Edit**.
9. Enter your Camera/Alarm name in the **Name** field.

Calipsa® Email Alarm Notifications Reference Guide

10. Enter your unique SureView Alarm Email Address into the **Notification** field. As mentioned previously, it should look something like this: **t3p45bc4gr@us.sureviewops.com** or **t3p45bc4gr@eu.sureviewops.com**
11. Click **Save**.



True alarms for this camera now be sent into SureView Ops from Calipsa. This includes the annotated bounding box as part of the clip. False alarms will be automatically filtered out before being sent to SureView Ops.



Whitelisting Calipsa's IP Addresses

This guide outlines what IP addresses must be whitelisted on your monitoring station servers in order to receive alarms from Calipsa. If this is not done it is possible that alarms sent from Calipsa may get blocked by your servers.

True alarms that are forwarded from Calipsa will be sent from one of two IP addresses. Please ensure these are whitelisted on your server so that the your system does not block incoming traffic from Calipsa, otherwise you may not receive any alarms.

IP Addresses:

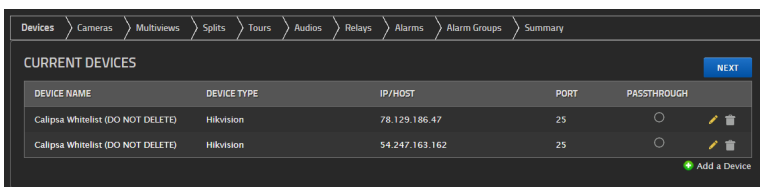
- 78.129.186.47
- 54.247.163.162

The first IP address is the main one you will receive traffic from while the secondary one is used as a backup if the connection for the first IP does not work for whatever reason.

Whitelisting Calipsa's IP Addresses for Immix

1. Create a test site in Immix .
2. Create two devices within the test site .
3. Enter the IP addresses listed above.
4. Under port number, enter **25**.

Note: we recommend the device name include something like "DO NOT DELETE" to ensure no one in your team accidentally removes the site.



CURRENT DEVICES					NEXT	
DEVICE NAME	DEVICE TYPE	IP/HOST	PORT	PASSTHROUGH		
Calipsa Whitelist (DO NOT DELETE)	Hikvision	78.129.186.47	25	<input type="radio"/>		
Calipsa Whitelist (DO NOT DELETE)	Hikvision	54.247.163.162	25	<input type="radio"/>		
Add a Device						

Note: This site you have created will not receive any alarm traffic into it, it simply allows traffic from these IP addresses to your Immix server.

Once this process is complete, Calipsa will be able to send alarms through to your monitoring station.

Calipsa® Email Alarm Notifications Reference Guide



Pelco, Inc.
625 W. Alluvial Ave., Fresno, California 93711 United States
(800) 289-9100 Tel
(800) 289-9150 Fax
+1 (559) 292-1981 International Tel
+1 (559) 348-1120 International Fax
www.pelco.com

Pelco, the Pelco logo, and other trademarks associated with Pelco products referred to in this publication are trademarks of Pelco, Inc. or its affiliates. ONVIF and the ONVIF logo are trademarks of ONVIF Inc. All other product names and services are the property of their respective companies. Product specifications and availability are subject to change without notice.

© Copyright 2023, Pelco, Inc. All rights reserved.