

Understanding the Technology Involved – what the customer needs to know

From the user point of view operation of the camera is very simple. There are 3 items to use:

1. **The Camera:** Plug it in and switch it on via the single button located on the front of the camera. Point it at what you want to see or mount it on the wall with the bracket included.
2. **The Customer's Phone:** Install the Iris Player (the application used to view the camera) on the phone by following the simple instructions sent via text message, literally just a couple of button clicks. Then access the camera from their phone at will.
3. **The Web:** Customers can log on to the 3rdisecure website to manage all aspects of their account, from adding extra phones to view their camera, adding extra cameras, viewing their bill and all sorts of other fun things to come.

One Time Requirement

When the customer first uses the camera they will need to register with 3rdisecure to activate the Mobile Data Connection with the camera. They will need seven pieces of information before they start:

1. The IMEI number for the camera (found on the label of the box the camera was delivered in or behind the battery in the battery compartment).
2. The serial number for the camera (found next to the IMEI number).
3. Their mobile phone make and model number.
4. Their mobile phone number.
5. Their mobile service provider (e.g. Orange, T-Mobile etc)
6. Payment details, either credit card or bank details for direct debit, for monthly airtime usage charges.
7. A memorable PIN number which they will enter every time they log on their camera.

There are two choices, either call the 3rdisecure Customer Service centre, and one of our highly trained and super helpful staff will talk them through the registration process, or log on to the 3rdisecure website and follow the simple online registration process entering the information they have collected above.

But what actually happens when the customer registers?

Although from the customers perspective the whole process will seem easy and seamless there is actually some very clever techie stuff going on. Here is a brief overview which will help you understand what happens and will assist you with customer questions.

When the customer registers either by phone or on our website 3rdisecure take all billing information to activate their account. Also during the process by collecting their mobile phone number and make & model 3rdisecure then WAP push data settings to their phone. Obviously they need to be able to send and receive mobile data on their phone in order to view mobile content and most users do not have data access set up on their phone.

This WAP push arrives as a SMS text message which contains simple instructions to allow the settings to be automatically set to their phone. These settings are specific to the model of the phone and the network they use.

Now that the phone is able to connect to the mobile data network 3rdisecure then send another WAP push via SMS text which is a link to the java application, Iris Player, which allows them to view the camera. These settings are again specific to their phone and matched to their account only allowing access to the cameras on their account, this is part of the security built in to the 3rdisecure system to protect users.

The user again just follows the instructions in the message which will just be a couple of confirmation button clicks and the application will be installed and ready to use.

The Iris Player is then accessed on the phone, normally through the applications or games menu.

Every time the Iris Player is started the user will need to agree to a data protection license statement which reads:

I agree to use this software in accordance with all applicable local laws governing privacy, data protection, digital media rights & viewing of content.

Once they have agreed to the statement they will be requested to enter the PIN number they gave at registration. This protects the user from other people viewing their camera or recordings in the event of the mobile phone being lost or stolen.

The connection is then made with one of the 3rdisecure web servers which will allow access to recordings already stored on the server or relay a link live to the camera. It is this type of link to the camera that uses the GPRS data connection which forms part of the monthly airtime bill the customer pays to 3rdisecure.

Full instructions are included in the box with the camera.