

Issue:

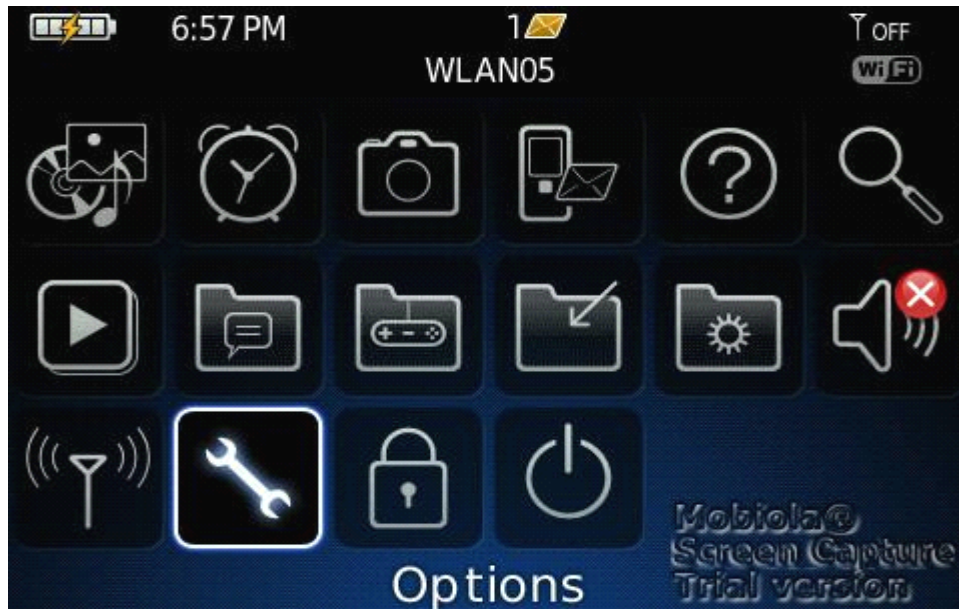
1. Eagleeyes is able to connect DVR through Wi-Fi but not 3G connection.
2. "Connection Fail" message shown, when connecting through mobile network.

Solution:

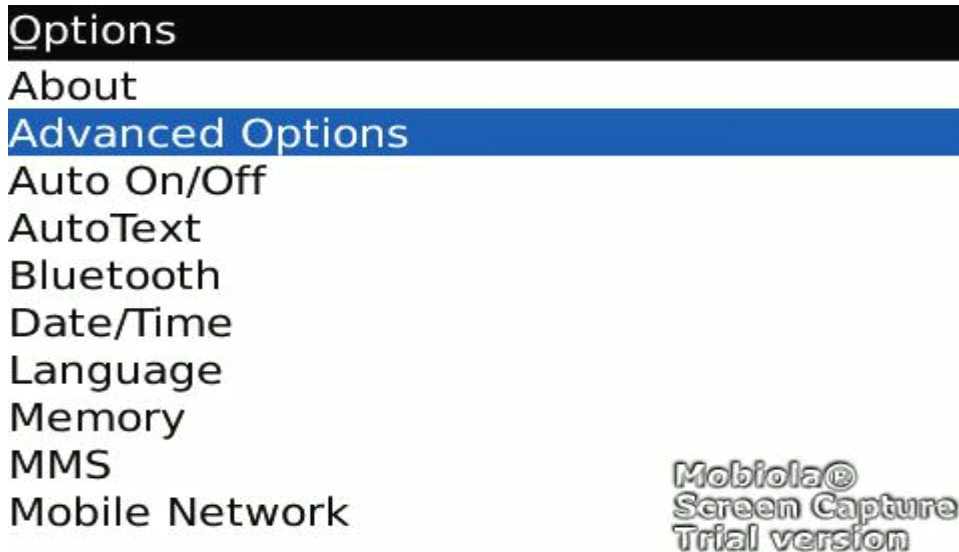
1. Please turn off Wi-Fi connection and enable APN feature on Blackberry.
2. Follow the instruction below and check APN settings on the phone

APN Configuration (take Blackberry Bold 9000 as example) :

1. Go to "Options" on Blackberry menu.



2. Go to "Advanced Options"



3. Select "TCP/IP"

Advanced Options

Browser Push
Cell Broadcast Settings
Default Services
Enterprise Activation
GPS
Host Routing Table
Maps
Service Book
SIM Card
TCP/IP

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4. Under "TCP/IP", check on "APN Settings Enable" and key in "APN" address. Some mobile service provider will request APN authentication. Please consult with the tech support of your service provider for user name and password if needed.

You may also find the APN settings of your mobile service provider from the link below.

http://forums.pinstack.com/f24/tcp_apn_wap_gateway_port_carrier_settings-360/

TCP/IP

APN Settings Enabled

APN: internet

APN Authentication Enabled

Username for APN:

Password for APN:

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