More Information and Troubleshooting

For more information on operation or troubleshooting tips, please contact your reseller or use the information below to contact Eagle Eye Networks.

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A Brivo Solution

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Eagle Eye 441fm
Face Match Unit
Quick Start Guide

The Eagle Eye Face Match Unit is an edge device that connects to an Eagle Eye bridge or CMVR to pull a high-quality video feed via QL Stream to support up to eight cameras. The system detects people and compares them across all the people seen, continually creating unique (per-person) signatures.

① Network Connection

- Connect the **WAN port** to the same network switch as the Bridge WAN port.

IMPORTANT: Do NOT connect an Ethernet cable to the CamLan port of the 441fm. Leave this port empty
- Ensure the connection allows for **DHCP**. Static IPs are not supported.

2 Configure the Firewall

If there are any firewalls in place, ensure the following ports are allowed:

Outbound (Required):

- UDP 51820 to wg.verifyfaces.com (WireGuard VPN connection)

Inbound (via VPN interface):

- TCP 22 – SSH (for support access)
- TCP 6901 – noVNC (video-scan service)
- TCP 6904 – noVNC (command and control service)
- TCP 30002 – VideoScan API
- TCP 30003 – Command & Control API
- TCP 30004 – Video Buffering API
- TCP 801 – Command & Control Admin Panel

3 Connect the System to Power

Plug in the device power.

4 Verify the Device is Working

- Wait for the device to boot up and connect.
- Verify the device shows **online** in the account at dashboard. verifyfaces.com.
- Navigate to **System > Registered FMU's**.

5 Configure the Eagle Eye Bridge

- Ensure that **QL Stream (RTSP)** is enabled for the Eagle Eye Networks bridge where the Face Matching cameras will be enrolled.

6 Important Notes

- The CamLan Port must remain empty.
- DHCP is required – Static IPs are not supported.
- Allow adequate time for device initialization before checking online status.