



Qognify Mobile Client User Guide

Version 2.0

June, 2020

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Revision History

Revision	Purpose for Change	Date
00	GA	June 2020

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1 About This Guide

This document describes how to configure and use the Qognify Mobile Client app.

1.1 Related Documentation

Related documents are listed below.

Table 1-1: Related Documents

Document Name	Version	File Type	Date
Ocularis 5.8 Release Notes	5.8	PDF	October 2019

2 Introduction

Ocularis Media Server and Cayuga Gateway service bring the experience of desktop video surveillance to browsers and mobile video clients. It can deliver video over limited bandwidth networks such as 3G, 4G, and broadband.

Ocularis Media Server and Cayuga Gateway service allow security personnel in the field to perform live monitoring and playback of megapixel cameras through a standard web browser or mobile device. Alerts can be configured for the operator to be notified when an incident occurs and the operator can handle the alert in the field, providing quicker response times when needed.

Qognify Mobile Client also allows field operators to stream video from their mobile device to Ocularis. This allows others to view live and recorded video from personnel as it happens. Video is stored on the corresponding Ocularis Recorder.

3 Specifications

Qognify Mobile client is currently available on the following devices:

- Apple® iPad® (iPad 2, iPad (3rd generation), iPad (4th generation), iPad mini and Ipad Air)
- Apple® iPhone®
- Android™ devices

For Apple devices, download the app (requires iOS 9 or later) from the App Store.

For Android devices, download the app from the Google Play Store. Requires Android 6.0 or later.

In the current version, the following compressions are supported with Qognify Mobile Client: MJPEG, MxPEG, MPEG4, H.264, and H.265

4 Getting Started

Download the Qognify Mobile Client app from either the Google Play Store on Android devices or from the App Store on Apple devices.

NOTE: The previous Ocularis Mobile app will not work with this version of Ocularis Media Server and Cayuga Gateway service. Be sure to download the Qognify Mobile Client Client app.

5 Configuring Qognify Mobile Client

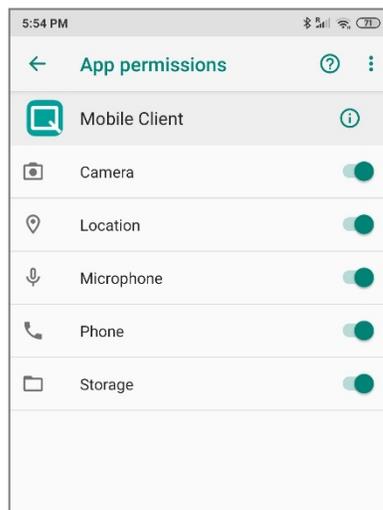
Use the following instructions to configure the Qognify Mobile Client app to work with Ocularis Media Server and Cayuga Gateway service so that users can:

- View live and recorded video
- Receive alert notifications
- Acknowledge configured alerts
- Create bookmarks (only available with Cayuga Gateway service)
- Stream video from the device to Ocularis (only available with Ocularis Media Server)
- Take snapshots of the camera image
- Launch camera-specific triggers
- Launch global triggers
- Export AVI video clips (only available with Ocularis Media Server)

5.1 Adding a Server (Android)

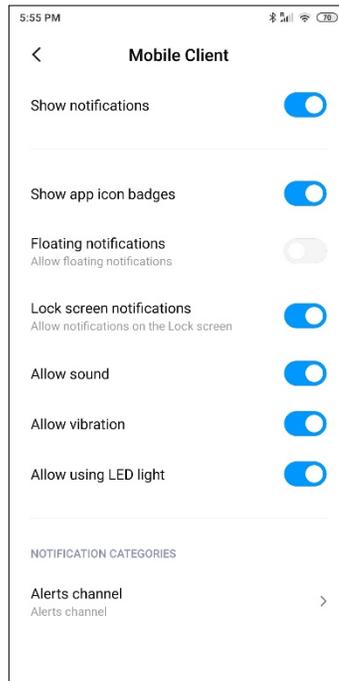
1. From the Google Play Store, download the Qognify Mobile Client app.
2. For Android version 6 and later, you will need to manually give the app permissions to your device. Android version 4 will do this automatically. The Configuration menu may vary when using a customized version of Android.
 - a) Select **Settings > Applications > Application manager > Qognify Mobile Client > Permissions**
 - b) Enable: Camera, Location, Microphone, Phone and Storage

Figure 1 App Permissions (Android)



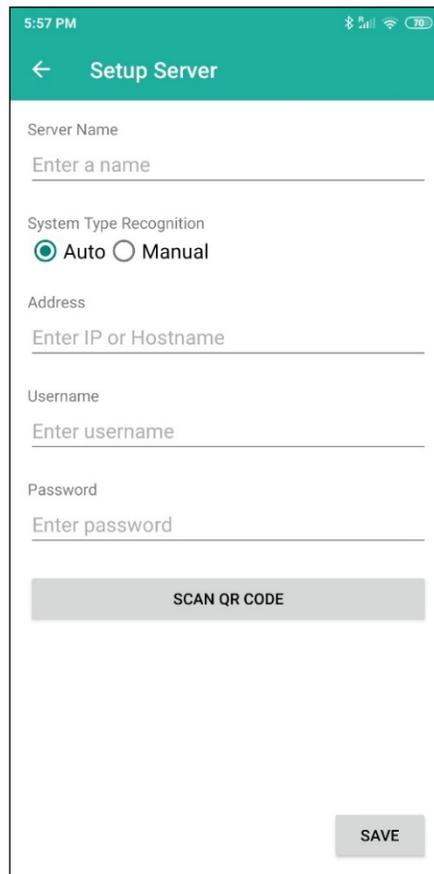
-
-
- c) You can also allow or deny alert notifications to this device.

Figure 2 App notifications (Android)



3. Open the mobile app. 
4. Tap the menu icon on the top left  and select the 'Settings' icon from the list.  Settings

Figure 3 Add a Server (Android)



5. Enter a name to identify the server you will connect to.
6. Enter the IP address or Hostname of the server. In most cases, you will want to use the outside or external IP address. You can add multiple servers of different types and include one that is internal and one that is external with the network topology of your installation.
7. Enter your username and password. This is the same account you use with Ocularis Client or Cayuga client. Active Directory users are supported only with Ocularis connection. Enter username: domain\username
8. Tap **Save**.

Alternatively, on Android devices, you can use the **scan** button to scan a QR code with the credentials. The format of the QR code string should be in the format:

[server_name]/[IP]/[username]/[password]

For example:

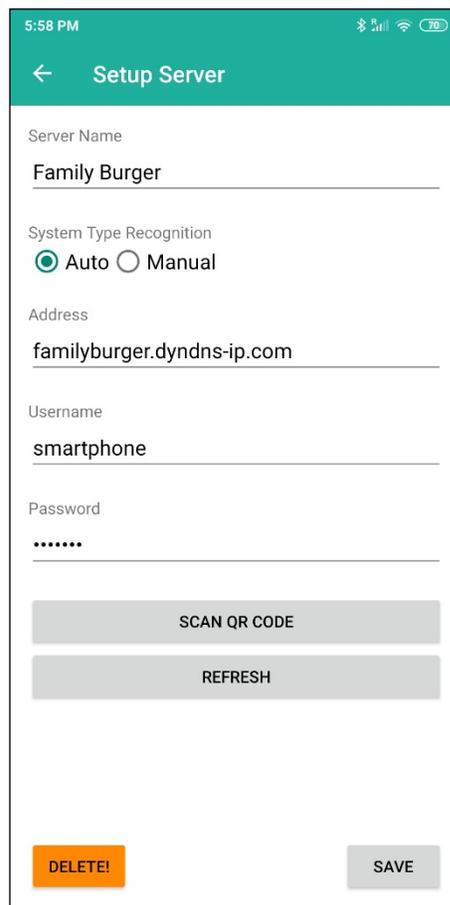
Acme Server/195.168.11.166/jdoe/abcdef54321

5.2 Removing a Server (Android)

▶ To remove a server:

1. Tap the menu on the top left  and select the 'Settings' icon from the list.
 Settings
2. Tap the server you wish to remove.
3. Tap the **Delete!** button.

Figure 4 Delete a Server (Android)

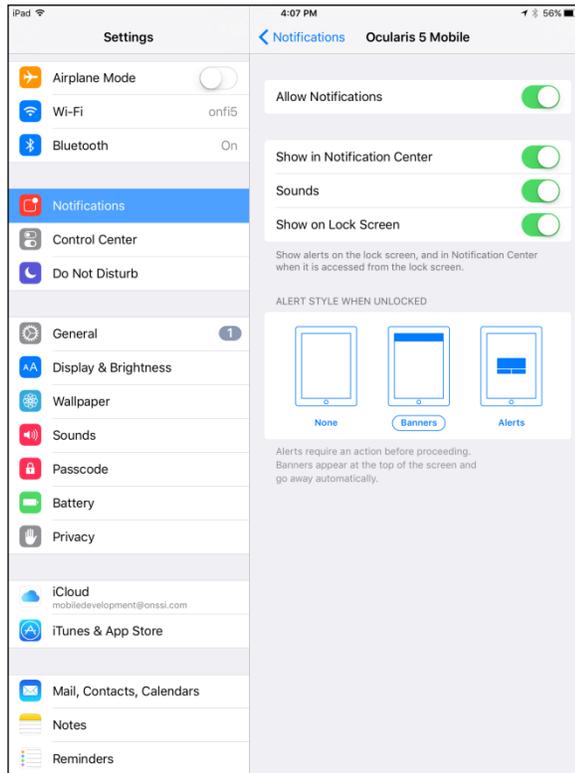


The server is removed.

5.3 Adding a Server (Apple)

1. From the Apple App Store, download the Qognify Mobile Client app.
2. During installation, you will be asked if you want to receive notifications from Qognify Mobile Client. Notifications can be changed in the Settings app.

Figure 5 Notifications (iOS)



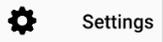
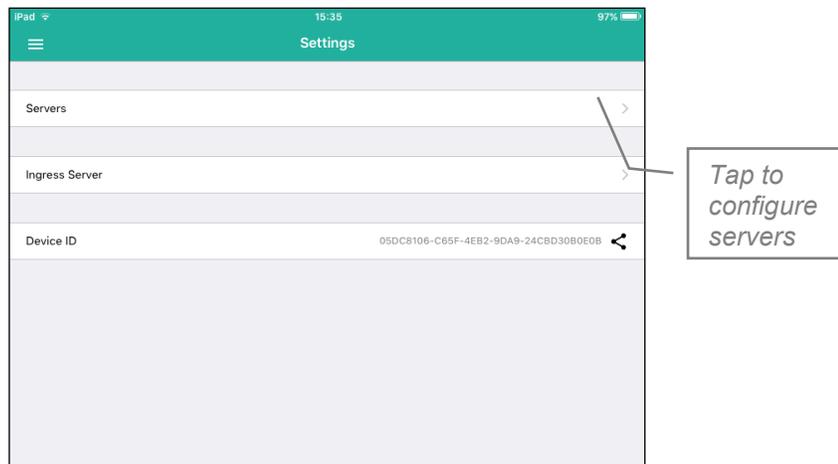
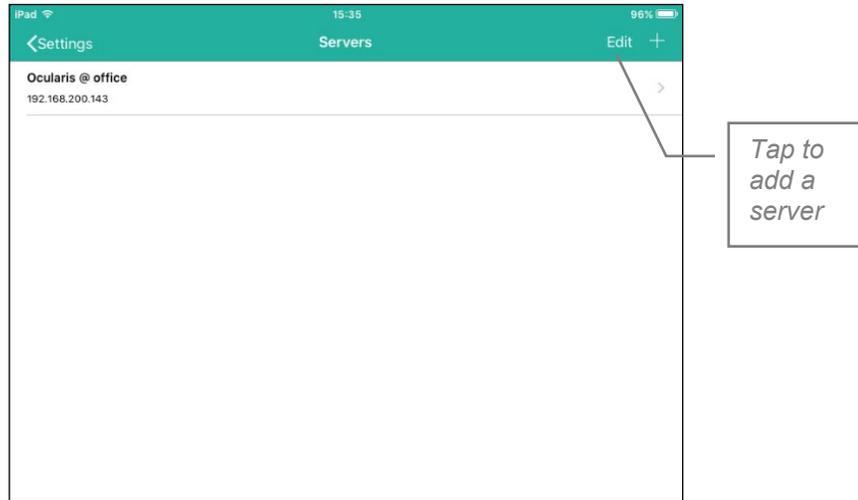
3. Open the mobile app. 
4. Tap the menu icon on the top left  and select the 'Settings' icon from the list. 
5. Tap the arrow to the right of 'Servers'.

Figure 6 Settings Screen (iOS)



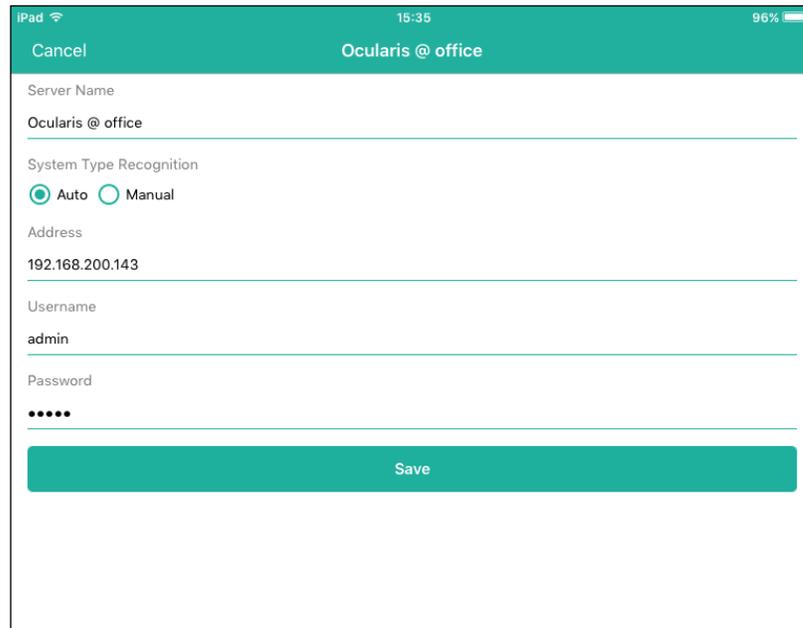
6. Tap the '+' to add a server.

Figure 7 Add a Server (iOS)



7. Enter a Server name to identify the server you will connect to.

Figure 8 EnterCredentials (iOS)



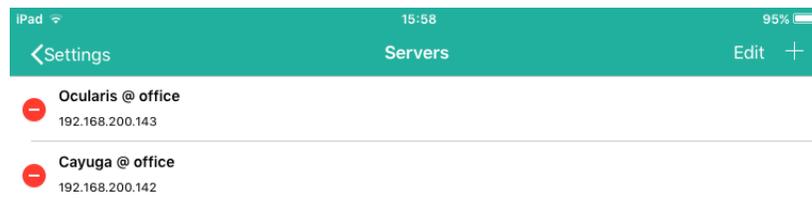
8. Enter the IP address or Hostname of the server. In most cases, you would want to use the external IP address. You can add multiple servers of different types and include internal and external with network topology of your installation.
9. Enter your username and password. This is the same account you use with Ocularis Client or Cayuga client. Active Directory users are supported only with Ocularis connection. Enter username as domain\username
10. Tap **Save**.

5.4 Removing a Server (Apple)

▶ To remove a server:

1. Tap the menu on the top left  and select the 'Settings' icon from the list.
 Settings
2. Tap the arrow to the right of 'Servers.'
3. Tap 'Edit'.
4. Tap the remove icon  next to the server you wish to remove.
5. A red 'Delete' icon appears to the right. Tap 'Delete' to remove the server.

Figure 9 Delete A Server (Apple)



The server is removed.

6 Viewing Live Video with Qognify Mobile Client

Qognify Mobile Client allows you to view live video from a single camera or from multiple cameras in the same view. You can scroll through live views of up to 16 cameras and view multiple live streams simultaneously. There is a limit to the number of live streams that can be viewed concurrently:

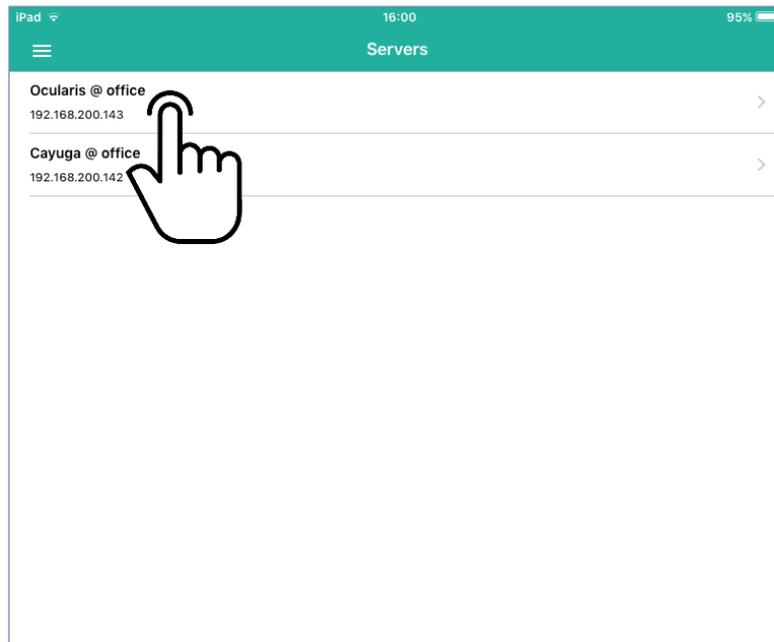
- For an iPhone, you can see six live cameras at a time in portrait or three in landscape
- For an iPad, you can see nine cameras streaming at a time in portrait or eight in landscape
- For an Android device, you can see eight cameras live at a time in portrait or four in landscape

Views with more than 16 cameras will not appear in the view list. Non-camera content (i.e. hotspots, web pages, blank screens, etc.) will not display when you select the view. Only the camera video will be visible.

▶ To View Live Video:

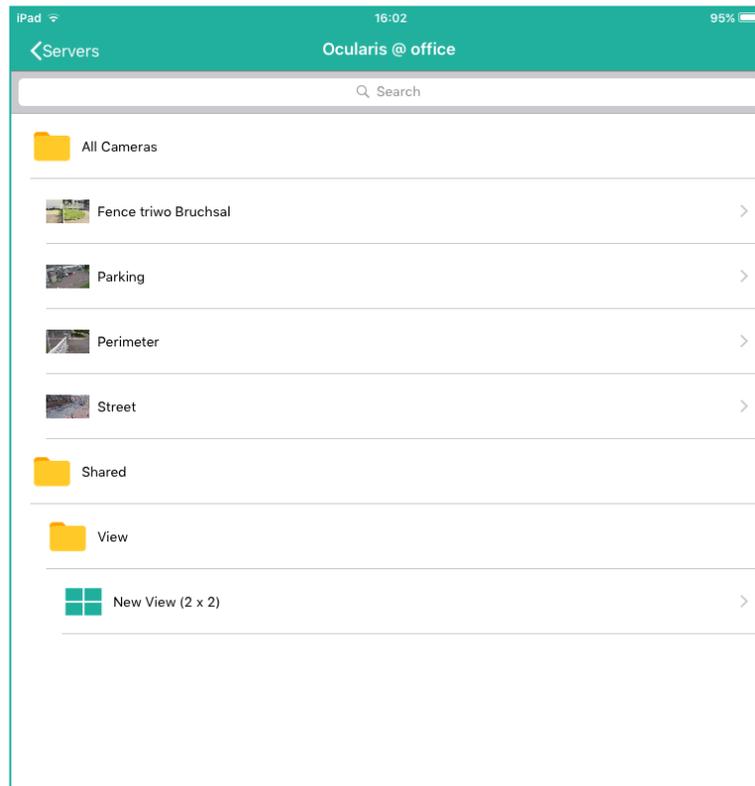
1. Open the Qognify Mobile Client app.
2. Tap the menu icon on the top left  and select the 'Cameras' icon from the list.
 Cameras
3. If you have more than one OMS and/or SGS configured, tap the server you would like to connect to. Otherwise, skip to the next step.

Figure 10 Select Server (iPad)



A list of folders appears.

Figure 11 Folder List



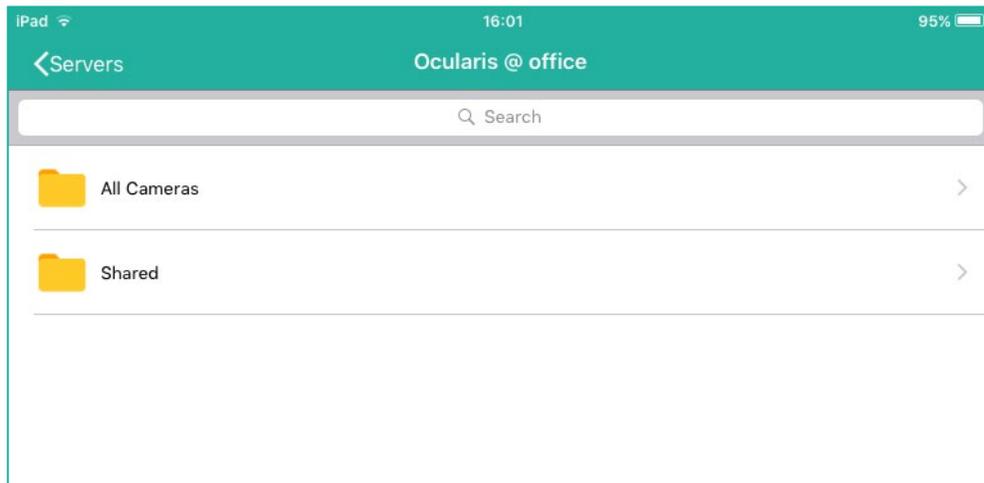
For Ocularis standard users, the display includes a folder called 'All Cameras' and another folder for your Ocularis user group (in the above example, the group is called 'View'). Administrator users will see all folders for all user groups.

For Cayuga users, the display includes a folder called "All Cameras" and below a tree structure similar to the one from a native client connection, with all branches, folders, cameras, and layouts.

For both Ocularis and Cayuga, the 'All Cameras' folder contains a list of all of your privileged cameras. Other view folders mimic the hierarchy that you would see in the Views menu within the Ocularis Client.

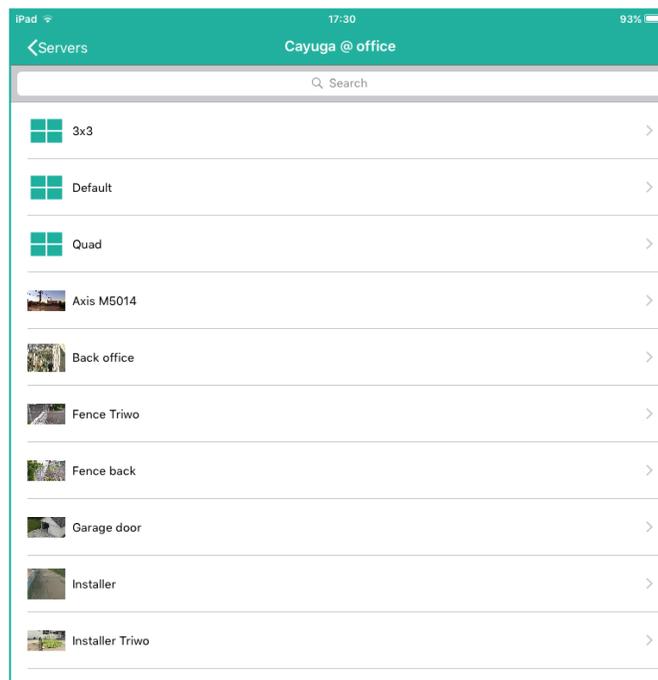
4. Tap the camera(s) you wish to view. For Ocularis users, If you tap the user group's folder, you will see a 'Private' folder and one or more additional folders based on your user group's view configuration.

Figure 12 User Group Level



5. Drill down until you see the folder's view list.

Figure 13 View List within a Folder



6. Tap the view containing the camera(s) you wish to view.

The screen is populated with the cameras from the view. The layout will vary depending on the device and orientation (portrait or landscape).

Here are some examples of a 4 x 4 view:

Figure 14 iPad Landscape 3 x 3

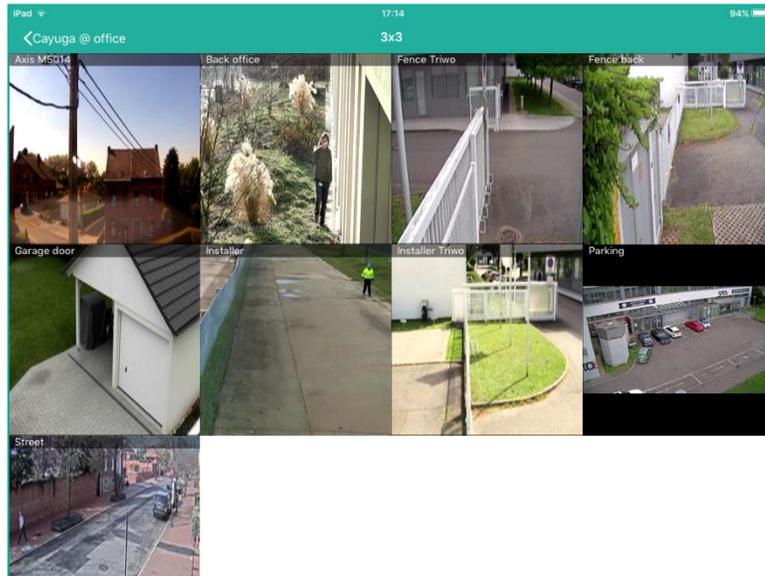


Figure 15 iPad Portrait 3 x 3

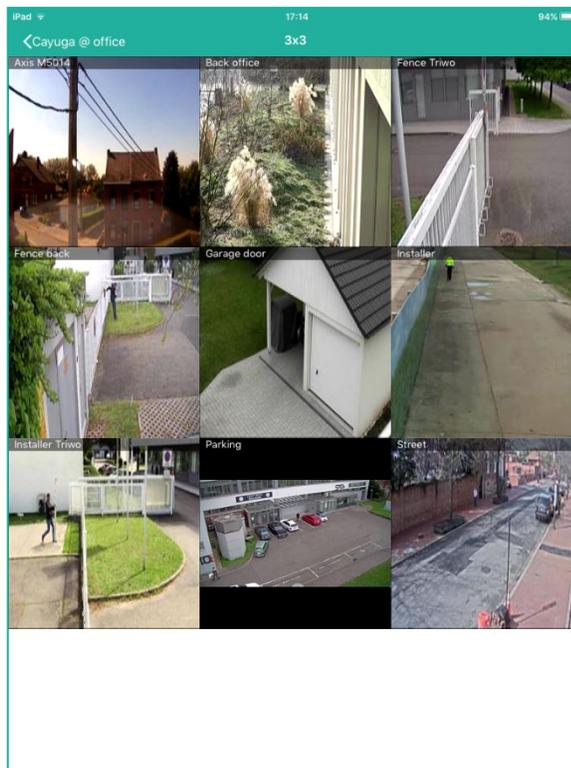


Figure 16 Android Landscape 3 x 3

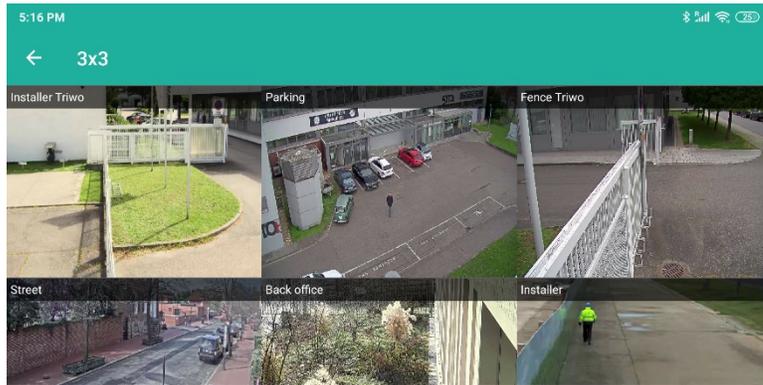
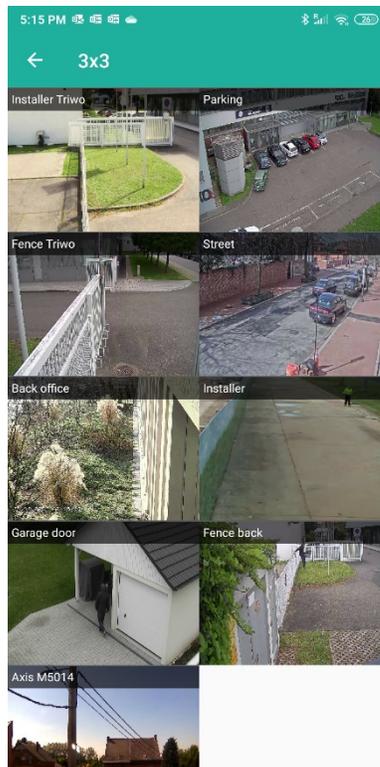
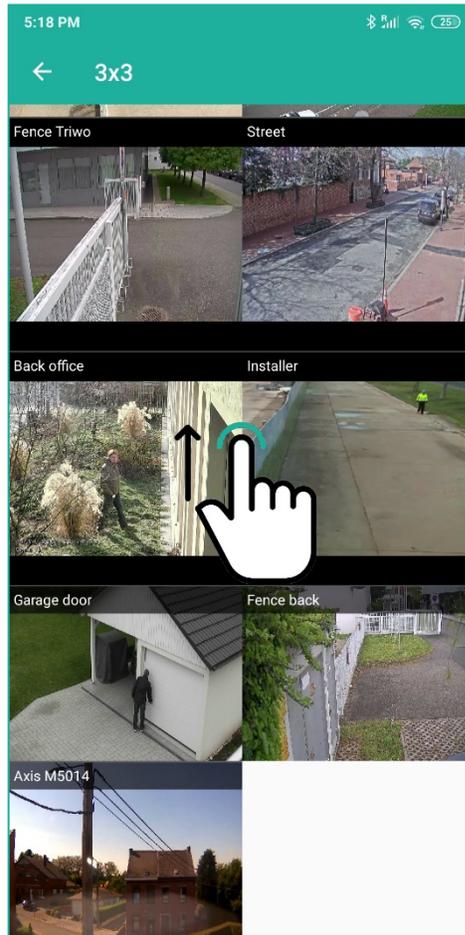


Figure 17 Android Portrait 4 x 4



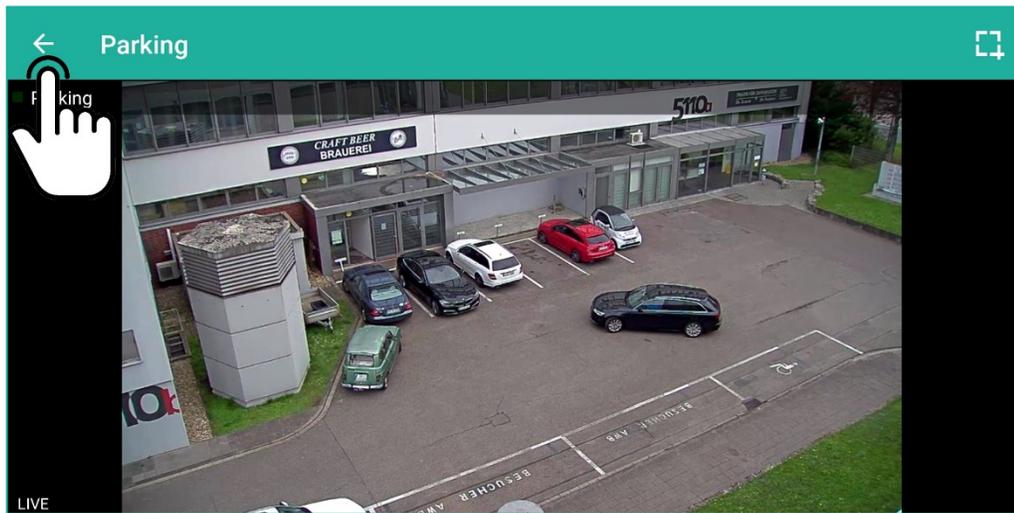
7. If the camera you wish to view is off-screen, use one finger to slide the view up or down in order to see the camera.

Figure 18 Swipe up or down to shift the view



- To Focus on a single camera from a view:
1. Tap the camera from the view.
iOs and Android: The image will zoom in.
 2. Do one of the following:
 - Proceed to Viewing Video From a Single Camera on page 18.
 - To return to the view from here, tap the back  button.

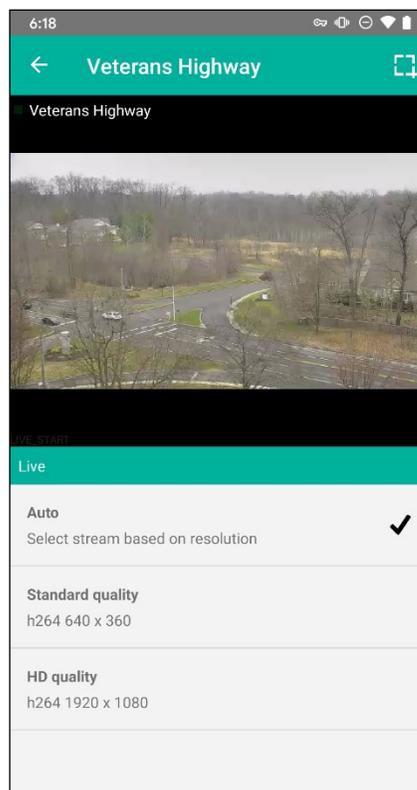
Figure 19 Tap the previous button to return to the view



6.1 Viewing Video From a Single Camera

Tap the camera from the camera list or view. The live camera stream appears:

Figure 20 Live mode Portrait (shown on Android)



In portrait orientation, you can see the streams listed. The stream's video classification depends on the server type connected - OMS or SGS. The checkmark indicates which stream is being displayed. [Auto] will be the stream displayed by default. The [Auto] selection will display the first stream that is smaller than the window size for the OMS server type and will request a transcoded stream to the resolution of the screen for an SGS server type. So, for example, you may see a different stream in portrait vs. landscape mode.

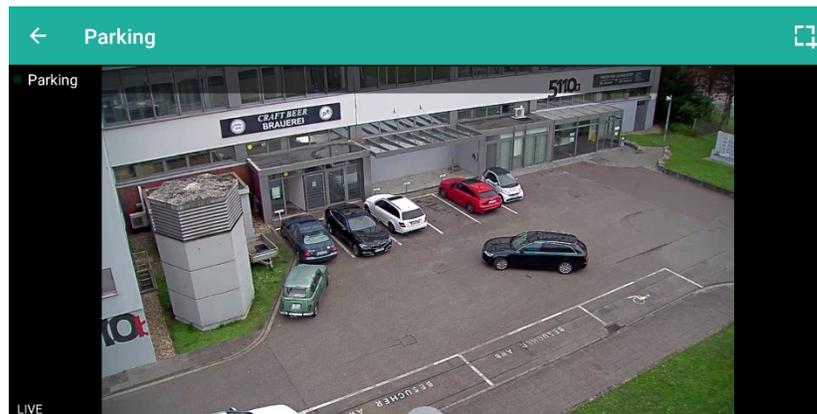
For Android:

- A heartbeat indicator appears to the left of the camera name. Green indicates that a new frame has been received within the last one to two seconds. Red means that no frame has been received for this duration.
- At the bottom of the image, the text 'LIVE_START' for OMS or 'Loading' for SGS may appear. This means that a live session with Ocularis Media Server or SGS has been established and the system is waiting for video. If you don't see 'LIVE_START' or 'Loading', it means that it is taking a long time to set up the live session.

NOTE: All camera streams are displayed in Qognify Mobile Client, even if the user's privilege to select a stream is set as 'Deny' in Ocularis Administrator.

Rotate the device to view the image in landscape mode:

Figure 21 Live Mode - Landscape (shown on Android)



- ▶ To Digitally Zoom In or Out:

For fixed cameras, it is easy to zoom in or out while viewing a live or recorded camera stream.

- **Zoom In:** Directly on the image, use two fingers to pinch and spread out to zoom in on that area.

Figure 22 Pinch and spread to zoom out (shown on Android)

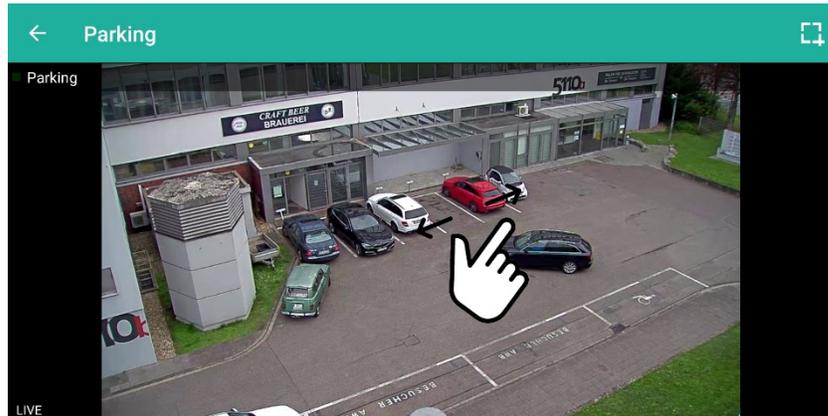
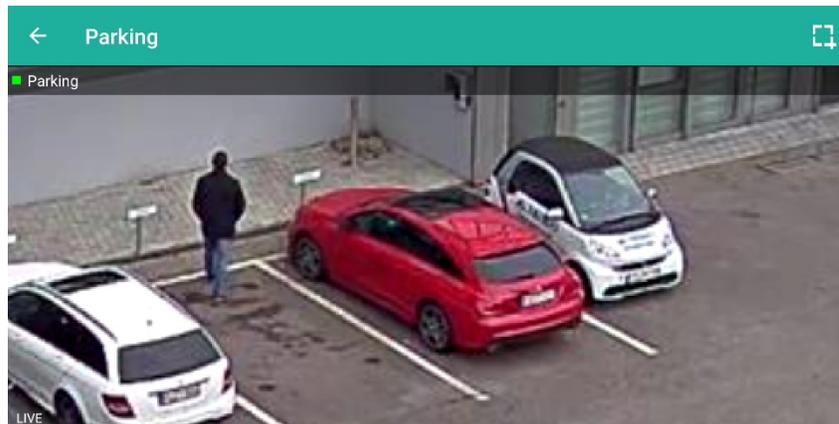
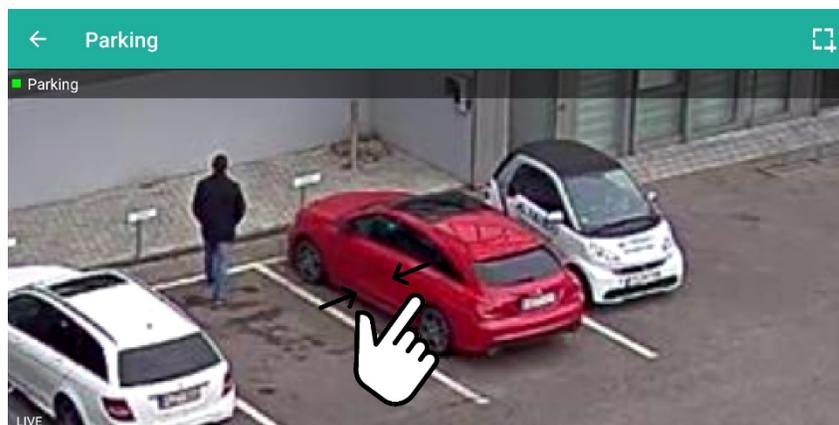


Figure 23 Zoomed In Area (shown on Android)



- **Zoom Out:** Directly on the image, use two fingers to pinch and spread in to zoom out on that area.

Figure 24 Pinch and spread in to zoom out (shown on Android)

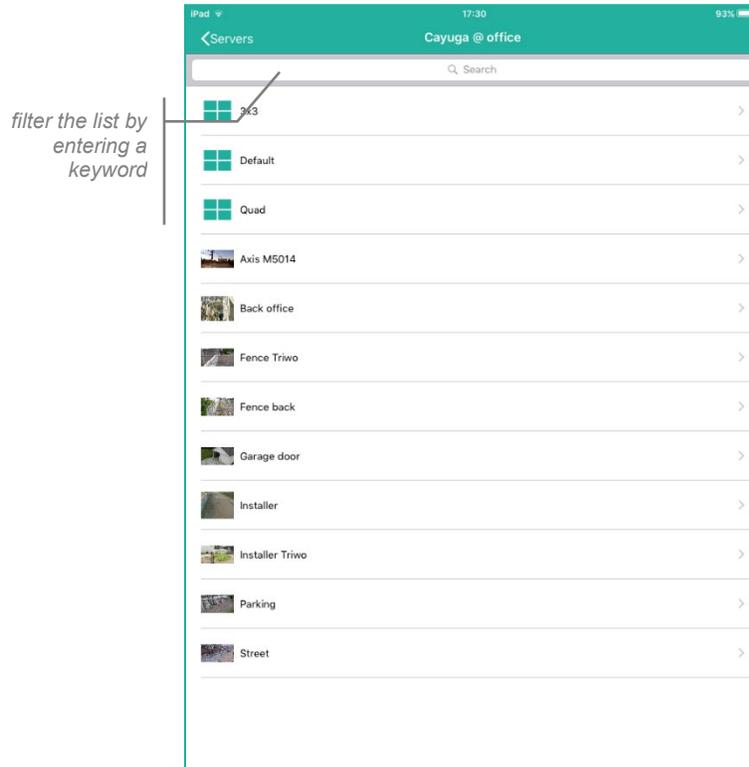


6.2 Filtering the View List

When navigating through camera or view lists, you may want to narrow your selection. This is called 'Filtering'. By entering a keyword or partial text of what you seek, the list will update to reflect all items that meet the criteria.

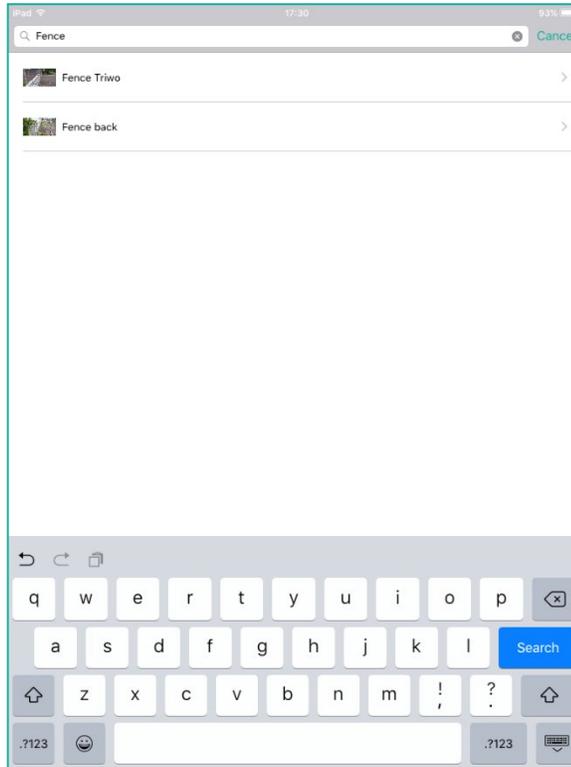
To filter a list, enter a keyword (or portion thereof) in the 'filter' field (for Android) or 'Search' field (for iOS).

Figure 25 Filter list (iOS)



The results appear as you type:

Figure 26 Filtered List (iOS)



6.3 Viewing Recorded Video with Qognify Mobile Client

From a live portrait view, swipe your finger to the left in the white area beneath the image.

Figure 27 Swipe left to view a recorded video (shown on Android)

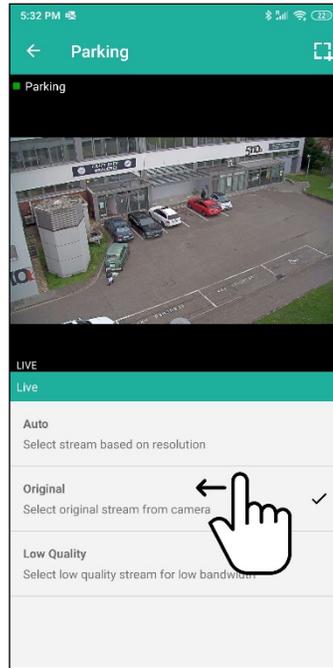
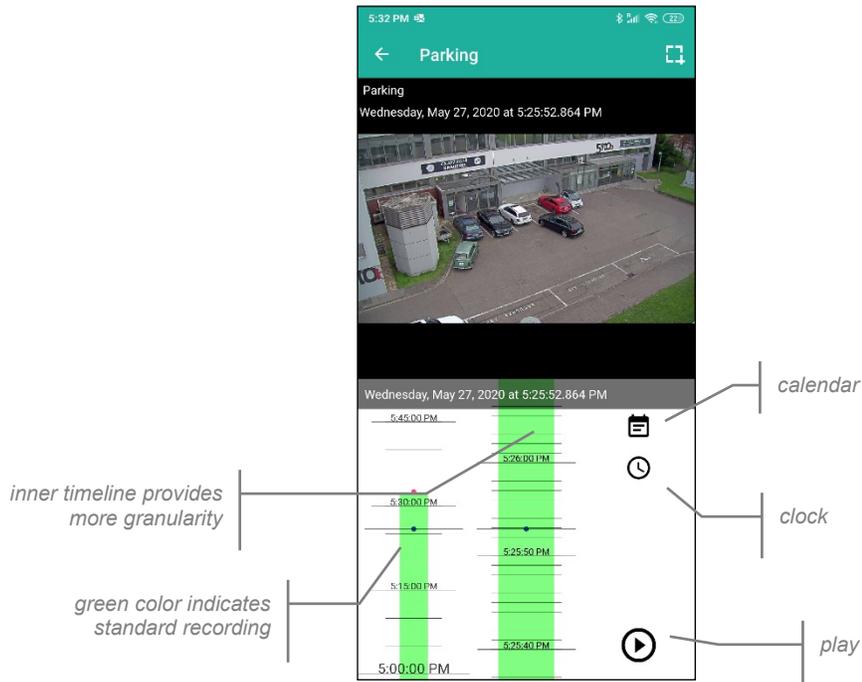
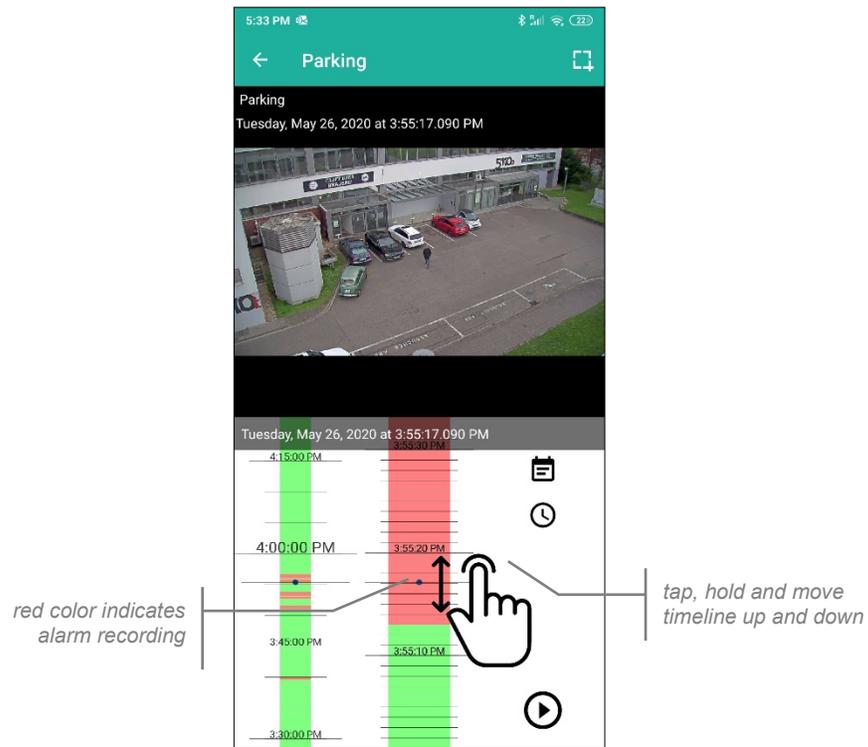


Figure 28 Browse Mode (shown on Android)



The video displayed is actually the stream that was recorded and transcoded to MJPEG for OMS and SGS up to R14 release, transcoded to H.264 from R15 release. The recorded video will display in color-coding similar to the Kinetic Timeline in Ocularis Client or archive Timeline in Cayuga client. Green indicates video recorded due to Standard Recording and red indicates Alarm Recording. The timeline on the left is broad while the timeline in the middle is more granular. Use your finger to move the timeline up (reverse) and down (forward).

Figure 29 Color-coded timeline (shown on Android)



Tap the Play button  to play video forward and the Pause button  to stop.

Figure 30 Landscape Browse (shown on Android)



In landscape mode, the timeline is superimposed over the video on the right.

Tap the previous button to return to Live video.

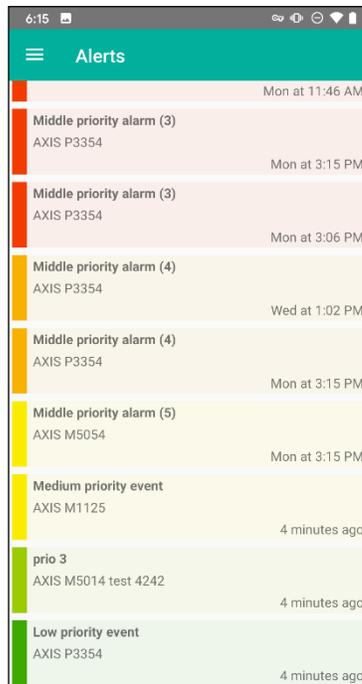
7 Viewing Alerts with Qognify Mobile Client

If alerts are configured on Ocularis Base or Cayuga SGS and the user is included in the event distribution group or profile, an alerts list will appear on the device. If notifications are allowed, the device notifies an alert. When there is an active alert, a red dot is also displayed on either the

menu icon itself or on the Previous icon  .

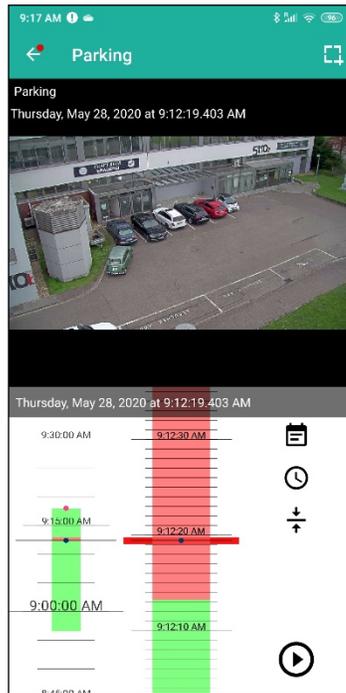
1. Tap the menu on the top left  and select the Alerts icon from the list  Alerts
2. Swipe up or down to move the alert list.

Figure 31 Alerts List (shown on Android)



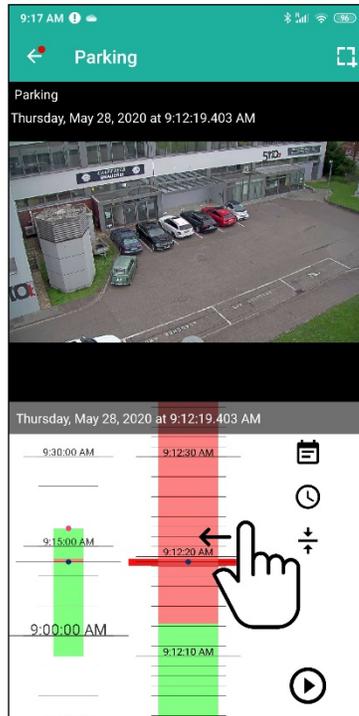
3. Tap the alert you wish to view.
A recorded video from the alert is displayed. When using an SGS connection and if multiple cameras are linked to the selected alert, a list appears where you can choose which one to review.

Figure 32 Recorded video from the triggered alert (shown on Android)



4. Tap the  icon to go to the start of the alert video. Click Play  to play the video forward.

Figure 33 Swipe left to acknowledge the alert (shown on Android)



- 5. Swipe left to display the Handle Event screen.

Figure 34 Handle Alerts Screen (shown on Android for OMS)

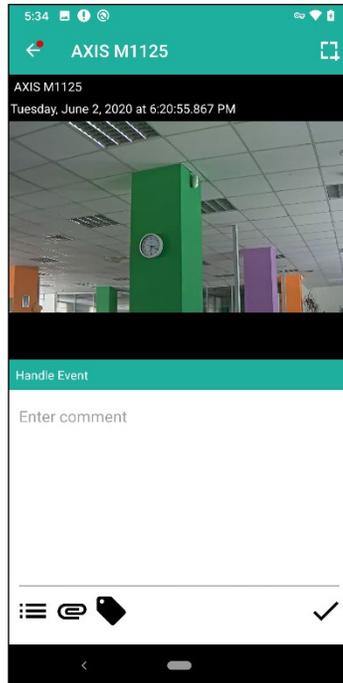


Figure 35 Handle Alerts Screen (shown on Android for SGS)

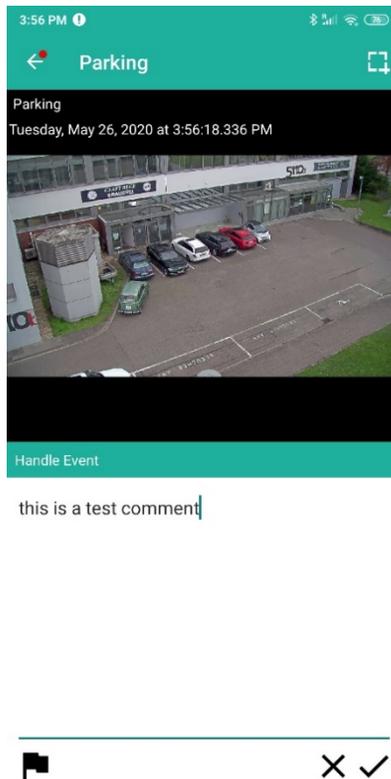


Figure 36 Handle Multiple Alarm Camera per Alert Screen (shown on Android for SGS)

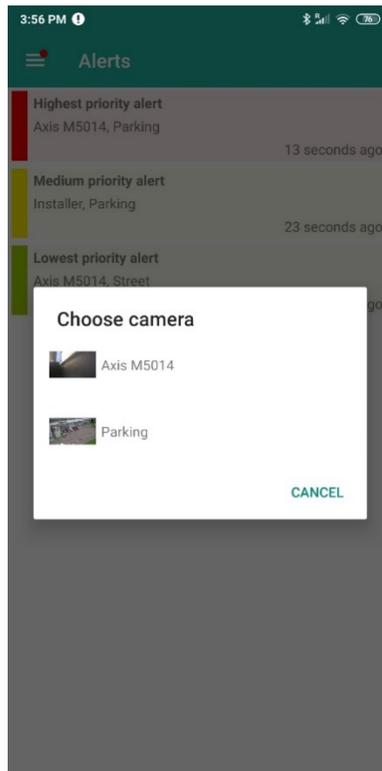
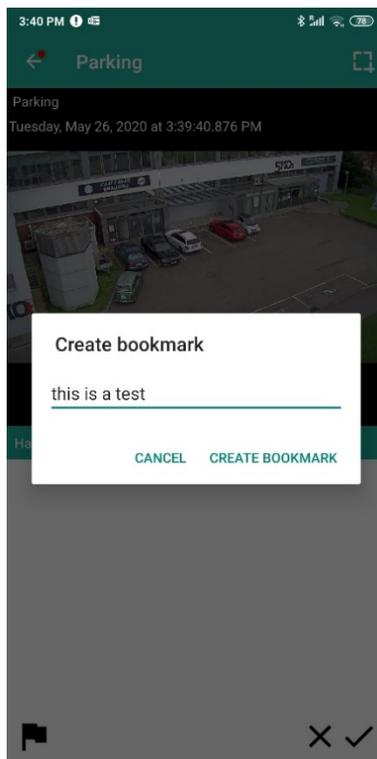


Figure 37 Handle Bookmark Screen (shown on Android for SGS)



▶ To Acknowledge (handle) an alert:

All items are optional. When the alert is coming from OMS:

1. Enter a comment regarding the event.
2. Tap the 'Category' icon to select a category for the event.  (for Apple devices, tap 'Done')
3. Tap the 'Case' icon to assign the alert to an incident case.  (for Apple devices, tap 'Done')
4. Tap the 'Tags' icon to enter associated tags.  (for Apple devices, tap 'Done')
5. When done, tap the checkmark. 

The alert should be cleared from the alert list and is now stored in the Handled Alerts database.

When the alert is coming from SGS, comments are optional up to priority 5. For higher priority alerts, a comment must be entered. Bookmark creation is optional:

1. Enter a comment regarding the event for alerts with a priority higher than 5.
2. When done, tap the checkmark.  to acknowledge the alarm or if you want to reject it.
3. Optionally, create a bookmark using the icon so that the content can be reviewed by an operator with the native Cayuga client.

The alert is cleared from the alert list and is now stored in the Handled Alerts database.

8 Using PTZ with Qognify Mobile Client

Qognify Mobile Client supports PTZ (pan / tilt / zoom) with corresponding cameras.

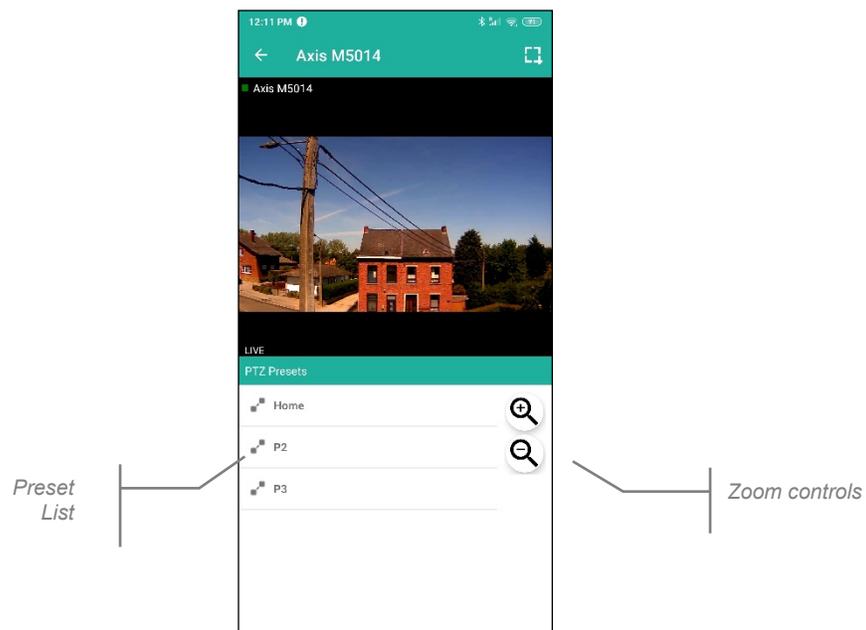
▶ To use Pan or Tilt on a PTZ camera:

1. Tap the image in the direction where you want the lens to move.
The image moves in the indicated direction.
2. Repeat as needed.

▶ To optically zoom a PTZ camera:

Tap the plus or minus icons to zoom in or zoom out.

Figure 38 PTZ Camera (shown on Android)



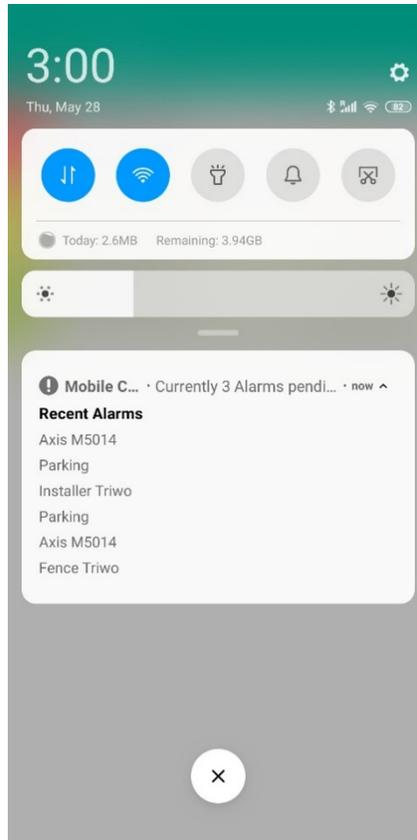
▶ To use PTZ presets:

PTZ presets are configured on the recorder component using *Ocularis Recorder Manager* for the OMS system and in the configuration mode for the SGS system. Configured presets appear below the Live image for a PTZ camera.

Tap the listed preset. The camera should move to that preset position.

9 Notifications

If you have allowed the device to receive notifications (see Configuring Qognify Mobile Client on page 5), they will be presented on the device in accordance with other notifications based on the notification settings. When a configured Ocularis alert or Cayuga alarm occurs that you are assigned privileges to receive, the device will announce (via sound or visual) the arrival of the alert. Notifications may also be listed on the devices' lock screen depending on your notification settings.



10 Stream Video from Qognify Mobile Client (M2O™ only for Ocularis)

Qognify Mobile Client supports streaming from a mobile device to Ocularis (not supported with Cayuga) using M2O™ or Mobile to Ocularis. The streaming video can be viewed live with Ocularis Client, Ocularis 5 Web, or another Qognify Mobile Client device. Recordings from the device will be saved in the Ocularis recorder. Operators can view the recorded video as well.

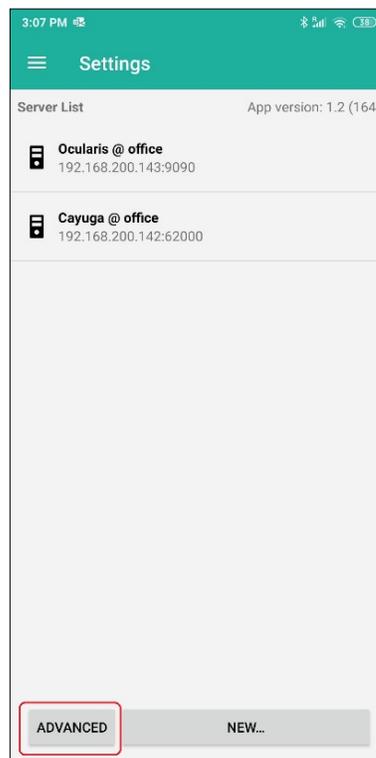
10.1 Configuration for Streaming Video (Android)

▶ To configure an Android device to be able to stream video:

1. On the Android device, start Qognify Mobile Client

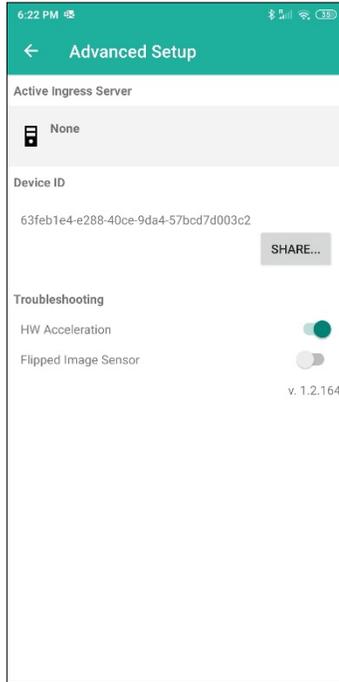
2. Tap the menu icon  and select the Settings icon.  Settings

Figure 39 Configure Streaming



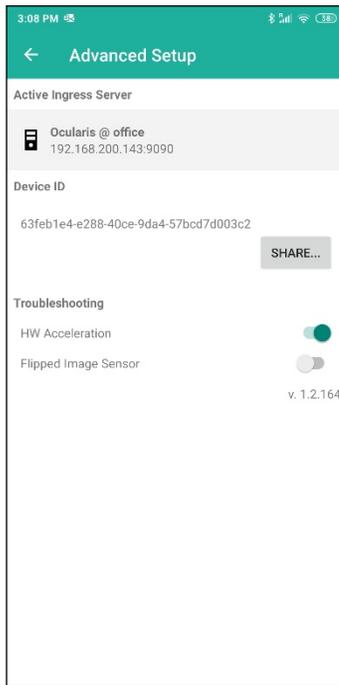
3. Tap the 'Advanced' button.

Figure 40 Additional Settings



4. Under 'Active Ingress Server', if it is the first time you configure this option, the display is 'None'. Tap 'None' to view the list of available Ocularis Media Servers. Tap the server you would like to stream to. Preferably, select the server with an external IP address for access outside of the office.

Figure 41 Select OMS Ingress Server



A new icon is added to the main menu. This is the stream icon.  Streams

The system administrator needs to set up this device on an Ocularis Recorder, using the Device's ID. The Device ID is either the 15 digit IMEI number (for cellular devices) or a uniquely generated GUID (for Wi-Fi-only devices). An easy way to provide the Device ID is to tap the 'Share...' button and use the devices onboard tools (email, text, etc.) to send it to the Ocularis System Administrator.

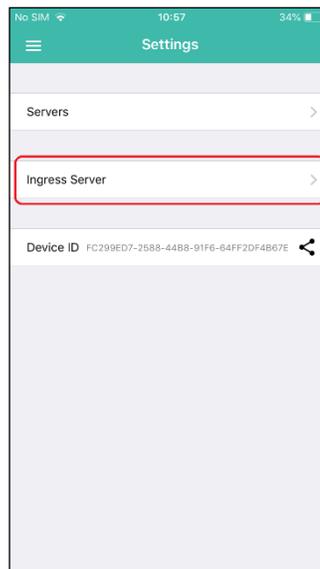
NOTE: If you configure this device using the GUID for Wi-Fi -only devices and later uninstall and reinstall the Qognify Mobile Client app, a new GUID will be generated. You will need to update the URL for the device in the recorder.

5. Proceed to [Create A Camera for the Mobile Device](#) below.

10.2 Configuration for Streaming Video (Apple)

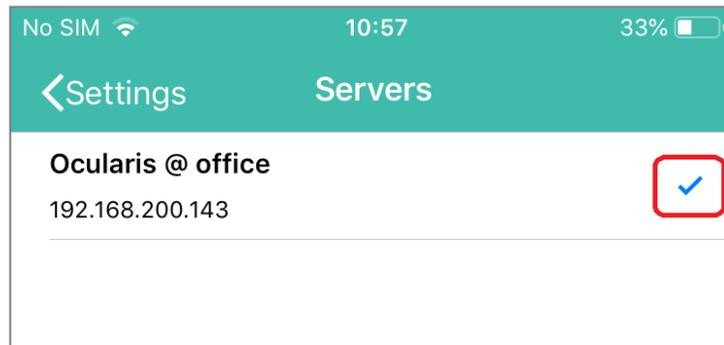
- ▶ To configure an Apple device to be able to stream video:
 1. On the Apple device, start Qognify Mobile Client
 2. Tap the menu icon on the top left  and select the Settings icon from the list  Settings
 3. Tap the arrow to the right of 'Ingress Server'.

Figure 42 Configure Streaming



4. Tap the server you would like to stream to. Note that you most likely want to select the server with an external IP address for access outside of the office. A checkmark indicates the selected server.

Figure 43 Select the Ingress Server



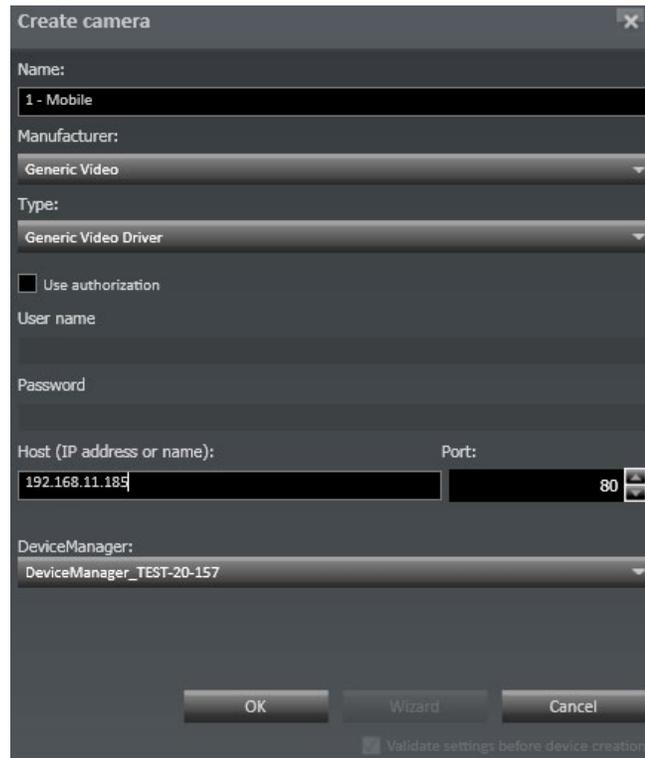
5. Tap '< Settings' in the upper left to return to the previous screen.
6. The system administrator needs to set up this device on an Ocularis Recorder using the Device's ID. The Device ID is shown on the screen (see Figure 39) and it is a uniquely generated ID for this device. An easy way to provide the Device ID is to tap the 'Share...!' button and use the devices onboard tools (email, text, etc.) to send it to the Ocularis System Administrator.
7. Proceed to [Create A Camera for the Mobile Device](#) below.

10.3 Create A Camera for the Mobile Device

Using either an Android or Apple device, you must create a camera to represent the device on a recorder. This will consume one camera license.

1. The Ocularis System Administrator must now create a camera in a recorder (DM) to represent the mobile device. Using the *Ocularis Recorder Manager*:
 - a) Create a new camera for the mobile device
 - b) Provide a name for the device
 - c) Select 'Generic Video' driver
 - d) Uncheck 'Use authorization'
 - e) For Host (IP address or name) use the IP address of the Ocularis Media Server
 - f) Assign the device to a DM
 - g) Click OK

Figure 44 Create a Camera for the Mobile Device

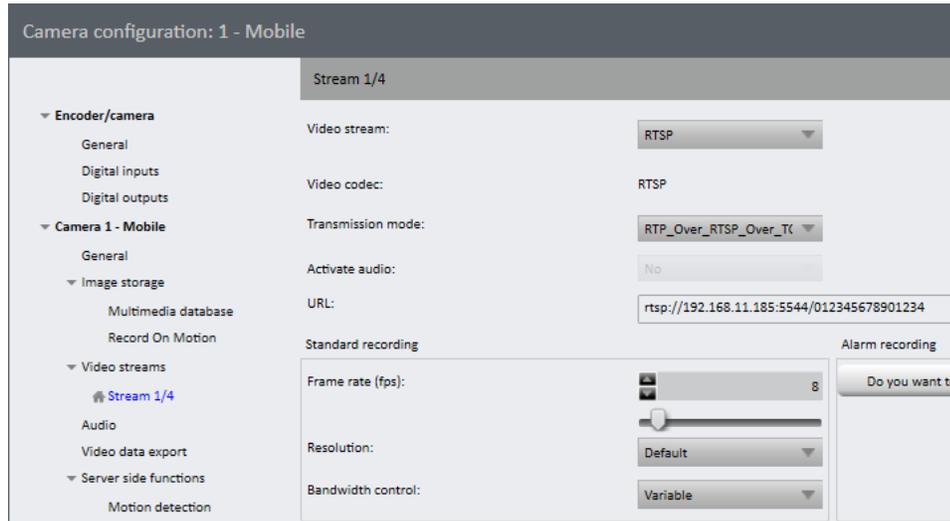


2. Configure the device's stream 1.
 - a) Select the new device to open its 'Camera configuration' screen
 - b) Select 'Stream 1/4'
 - c) Set the 'Transmission mode' to 'RTP_Over_RSTP_over_TCP'
 - d) Set the URL to:
`rtsp://{IP of OMS}:5544/{Device_ID# of device}`

You can also modify other configuration settings (such as Standard and Alarm recordings) at this time.

- e) When done, click 'Save'

Figure 45 Configure Stream 1 for the Mobile Device



3. Refresh the recorder in Ocularis Base. This is done by an Ocularis System Administrator.
 - a) Open the Ocularis Administrator application.
 - b) Refresh the recorder in the **Servers / Events** tab by right-clicking on the recorder name and selecting 'Refresh server'.
 - c) Assign privileges to a new device in the **Users / Privileges** tab.
 - d) (Optional) add the new device to a view in **Views** tab.

NOTE: Reminder, this device will consume one camera license in Ocularis Base.

4. On the Ocularis Media Server, a settings.ini file identifies the Ingress Server. The file is located at:
C:\Program Files\OnSSI\Ocularis Media Server\OcularisMediaServer

The line: **IngressAddress=rtmp://{IP}/live** identifies the Ingress Server to Ocularis Media Server. Should you need to change the IP address be sure to save the file and restart the Ocularis Stream Server service located on the Ocularis Media Server.

The video quality is determined by the following values:

IngressResolution=640x480

IngressBitrate=500000

IngressFramerate=10

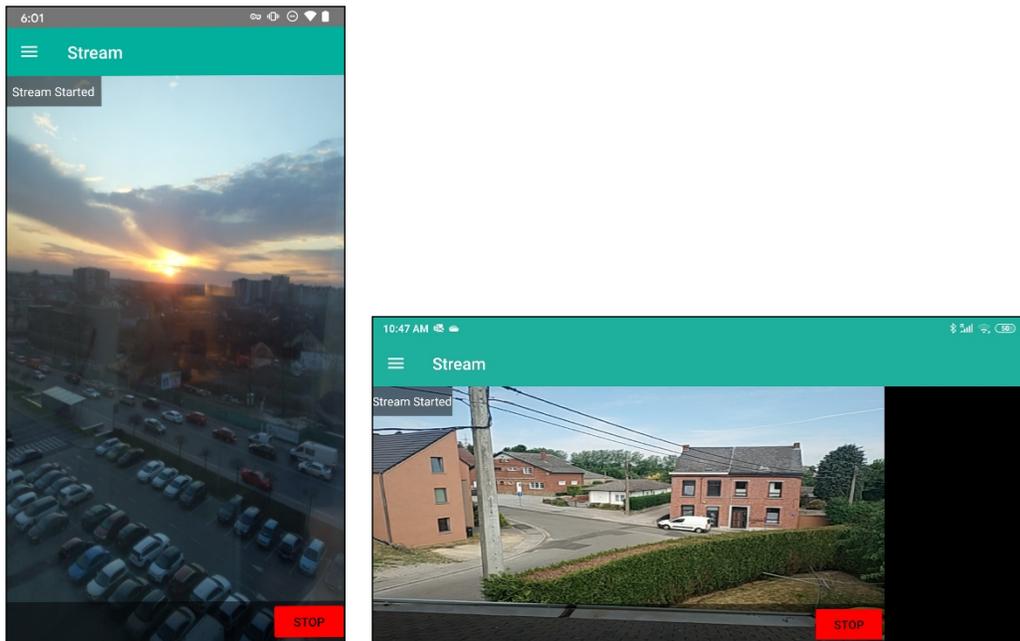
IngressKeyframeInterval=30

The IngressBitrate of 500000 is the maximum desired value. If the network cannot offer this bandwidth, the encoder will increase compression (i.e. lower the quality) to achieve the framerate.

10.4 Stream Video with Qognify Mobile Client (Android)

1. Open the Qognify Mobile Client app.
2. Tap the menu icon.
3. Tap the stream icon. 
4. Tap the 'Stream' button. 
5. You may now capture local videos through the device's camera.

Figure 46 Stream video from an Android device to Ocularis



6. When you want to stop streaming, tap the 'Stop' button. 

The video stream from the device will cease but recorded video will be saved and visible using Ocularis Client, Ocularis 5 Web, or Qognify Mobile Client.

NOTE: Audio is not supported in this version when streaming video from a mobile device to Ocularis.

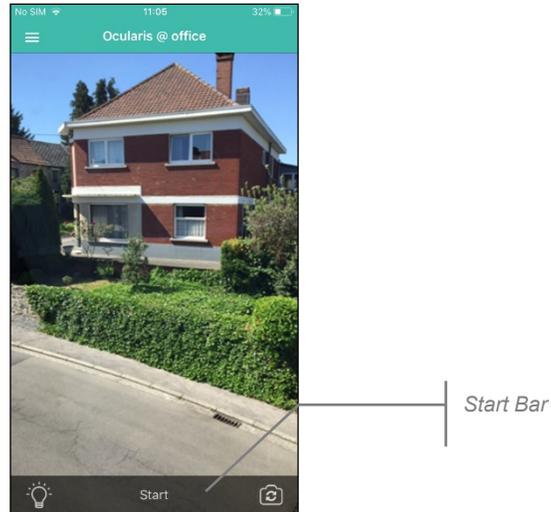
NOTE: The stream will be recorded using the orientation of the device when you first initiate the stream. Therefore, if you start the stream in portrait mode, it will record and display in Ocularis Client in portrait mode. Rotating the device after starting the stream does not work despite appearances. You should begin the stream in the orientation (portrait or landscape) you want the video to be recorded in and the Operator to view.

10.5 Stream Video with Qognify Mobile Client (Apple)

1. Open the Qognify Mobile Client app.
2. Tap the menu icon.
3. Tap the stream icon.
4. Tap the 'Start' bar.

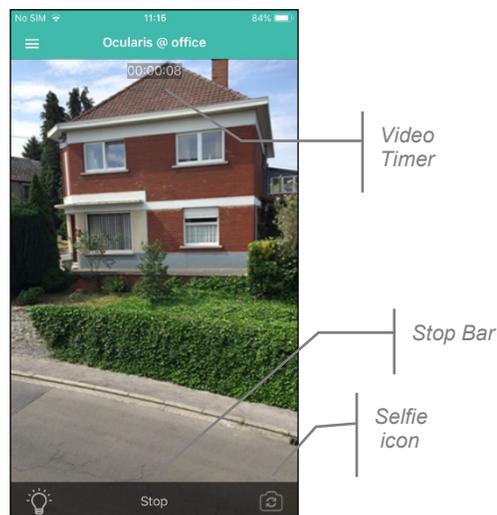


Figure 47 Start Bar on Apple Devices



5. You may now capture local videos through the device's camera.

Figure 48 Stream video from an Apple device to Ocularis



While the video is streaming, you'll see a Video Timer at the top of the screen, indicating the length of the video clip.

If the device has a flash, you can tap the Flashbulb icon to illuminate the outward camera's field of view.

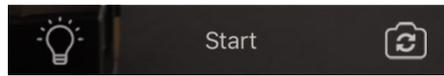


Figure 49 Flashbulb icon (Apple)

6. When you want to stop streaming, tap the 'Stop' bar.

The video stream from the device will cease but recorded video will be saved and visible using Ocularis Client, Ocularis 5 Web, or Qognify Mobile Client.

NOTE: Audio is not supported in this version when streaming video from a mobile device to Ocularis.

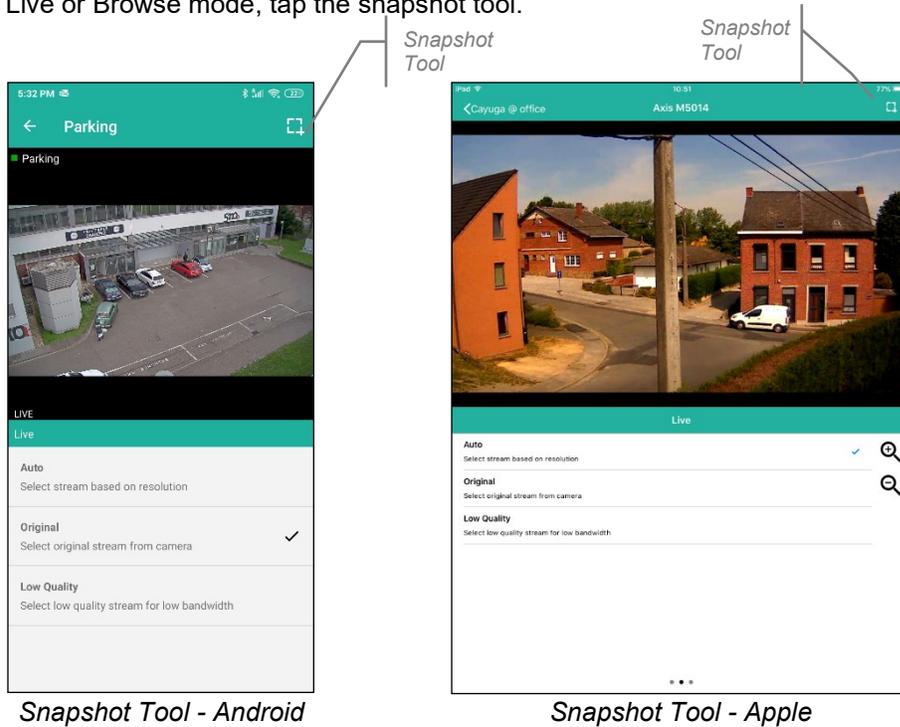
NOTE: The stream will be recorded using the orientation of the device when you first initiate the stream. Therefore, if you start the stream in portrait mode, it will record and display in Ocularis Client in portrait mode. Rotating the device after starting the stream does not work despite appearances. You should begin the stream in the orientation (portrait or landscape) you want the video to be recorded in and the Operator to view.

Apple devices support the use of the 'Selfie' camera. If you want to use this camera, tap the Selfie Icon  prior to tapping the Start bar. Similar to the orientation limitation above, once you start the stream using the Selfie camera you cannot switch to the outwardly facing camera midstream. You must stop the stream, switch cameras and then restart the stream.

10.6 Snapshot

Similar to the snapshot feature available in Ocularis and Cayuga Client, Qognify Mobile Client also supports the ability to take a snapshot in one-click (or tap). This feature is available on both Android and Apple devices for live or recorded video. Snapshots can either be saved locally as a regular picture or be shared through the local apps that are available on the mobile device.

1. Open a camera on either device.
2. In Live or Browse mode, tap the snapshot tool.



Notice in the example above that you can take a snapshot viewing the PTZ Presets list as well. If there are camera Triggers, snapshot works on that screen too.

When tapping the Snapshot tool, you are prompted what app you want to use to save or send your image.

3. Select the desired target app for the image.

When you view the image, it will include the camera name as well as the date and time the snapshot was taken.

Figure 50 Snapshot



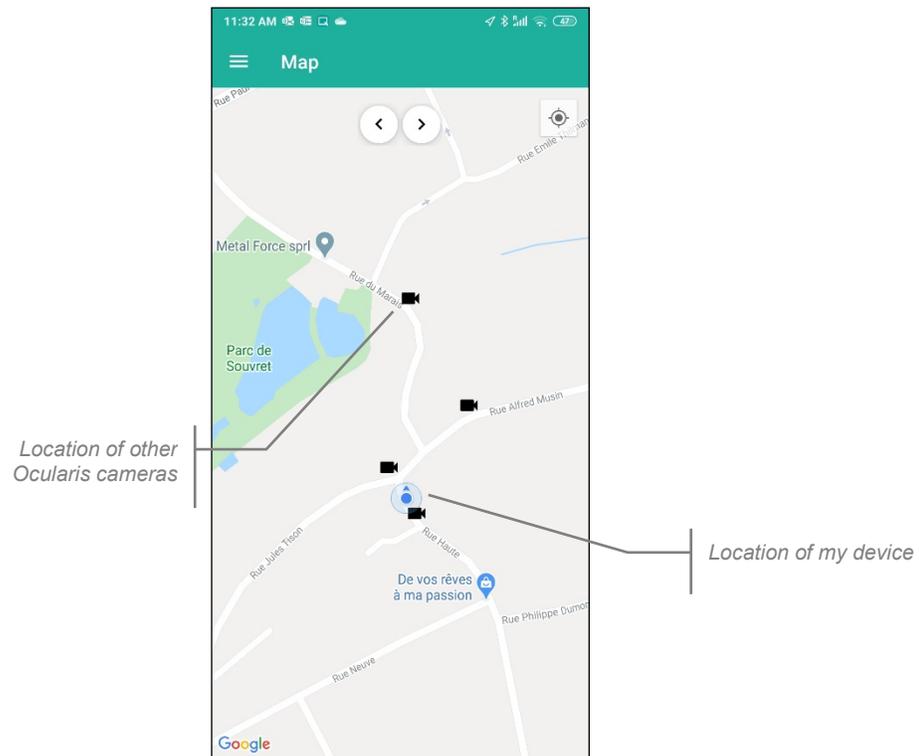
If you save snapshots to the local device, they will remain until manually deleted.

11 Camera Location (only for Ocularis)

1. Tap the menu icon and select the map icon  to open Google maps. The location of the current position is displayed geographically with a blue pin.

Other cameras that have GPS coordinates assigned to them (in *Ocularis Administrator* Camera Properties) also appear geographically on the map using a camera icon.

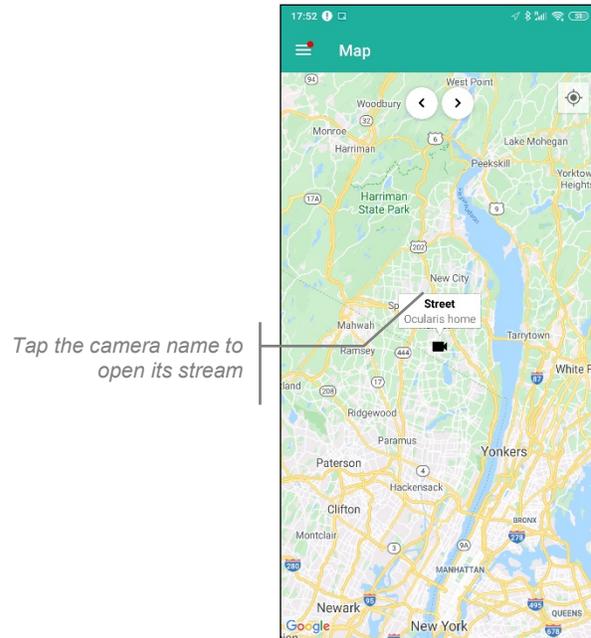
Figure 51 Camera Locations on a Map



2. Do one or more of the following:
 - Move the map by tap, hold, and move.
 - Zoom in by pinching and spreading two fingers on the map.
 - Zoom out by pinching and closing two fingers on the map.

- ▶ To view a camera from the map:
 1. Tap on a camera's (red) pin. Its name appears.

Figure 52 View a Camera from the map



2. Tap on the name to open the stream for that camera.
- ▶ To navigate between cameras from the map:
 - Tap on the left or right arrow on the map.
 - The display will switch to the next left or right camera from either current position or currently selected camera

12 Idle Timeout (for Ocularis only)

When using Qognify Mobile Client over a cellular network, standard data rates will apply when streaming. For the iOS version, if the device's screen is locked or the app is in the background, the app will act like it is not running and not use up cellular data. Only if the device is unlocked and the app is visible in the foreground will the data stream be used. This applies to Live video. Also, on iOS, you may want to extend the timeout for 'Auto-Lock' in the General section of the Settings App. If, for example, you are streaming video and the duration extends beyond the 'Auto-Lock' time limit (and nothing on the screen has been pressed), the device will lock, and video streaming will cease. Using 'Never' is a good option to avoid this from happening but keep in mind that it will consume data minutes.

Data rates apply when viewing Live video or when streaming video. With this version, the default is no limit to the amount of data streaming. You may, however, configure an idle timeout to help manage the amount of cellular data used.

- ▶ To configure the idle timeout:

The system administrator needs to modify a configuration file on the Ocularis Media Server.

3. On the Ocularis Media Server, open the file **settings.ini** located at *c:\Program Files\OnSSI\Ocularis Media Server\Ocularis Media Server*.
4. Add the following line to the file:
`mobile_idle_timeout=[seconds]`

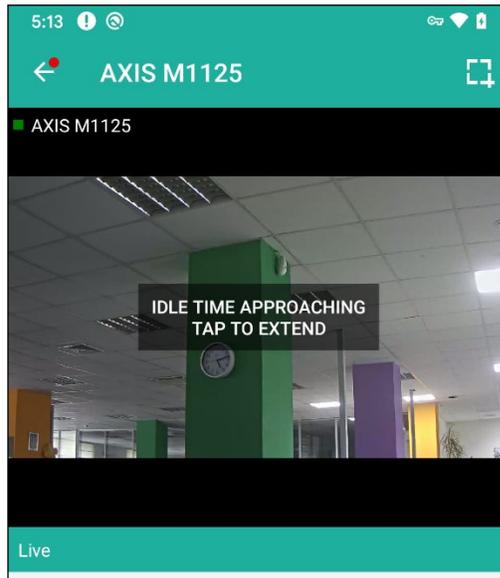
The minimum number of seconds is 30 (even if set to less). The maximum number is 2^{32} . We recommend a value between 30 and 3600 (one hour). For example:

```
mobile_idle_timeout=600           ←for a ten-minute timeout
```

5. Save the file.
6. Restart the following services on the Ocularis Media Server:
`Ocularis Stream Server`
`EvoStream Media Server`

When you are viewing Live video or streaming video over cellular, you will see the following warning ten seconds prior to when the timeout period is approaching with no activity on the device:

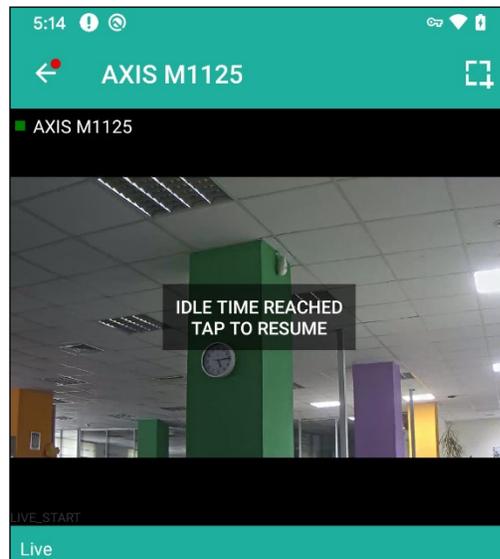
Figure 53 Idle Timeout Approaching



Tap anywhere on the screen to reset the timer.

Once the idle time is reached, the following message appears:

Figure 54 Idle Timeout Reached



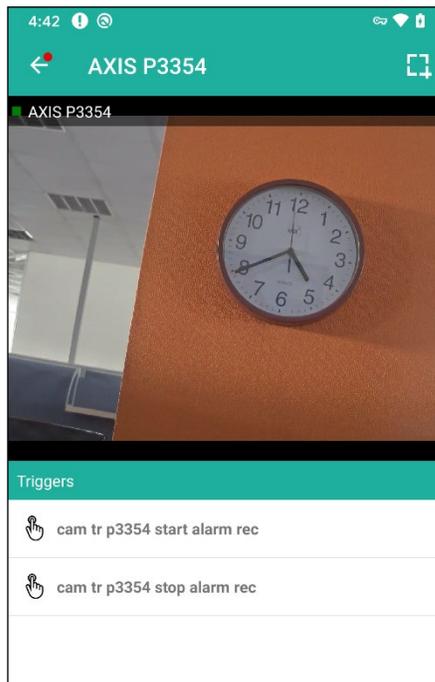
Tap the screen to resume.

13 Triggers

Qognify Mobile Client supports camera level triggers as well as global triggers. Triggers, formerly called 'Buttons', allow Operators to manually initiate a command or action. For example, you can configure a trigger to stop the camera from streaming, start the camera stream, start or stop an alarming scenario, open or close output, and more! Triggers are configured using *Ocularis Recorder Manager* under the 'Buttons' section. They are privileged via *Ocularis Administrator*.

Camera triggers are available for Ocularis system only, Global triggers are available for both Cayuga and Ocularis.

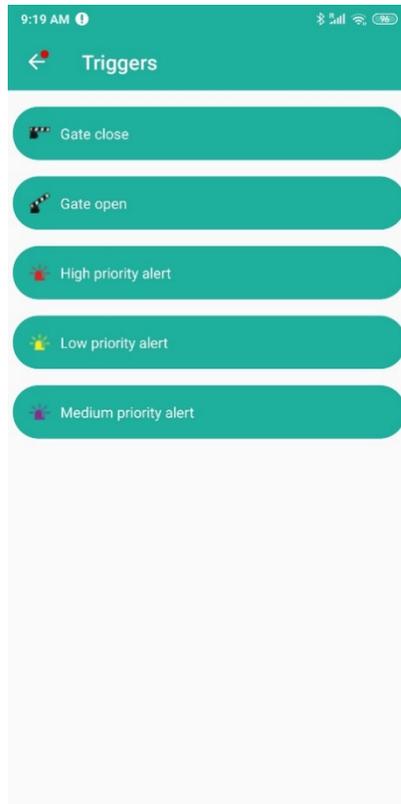
Figure 55 Camera Triggers (shown on Android)



Camera triggers are available only when displaying a camera. In portrait mode, if you don't see the Triggers list, swipe the bottom of the screen left until you do. Tap a trigger to execute it.

- ▶ To use global triggers:

Tap the menu icon on the top left  and select the Triggers icon from the list  Triggers

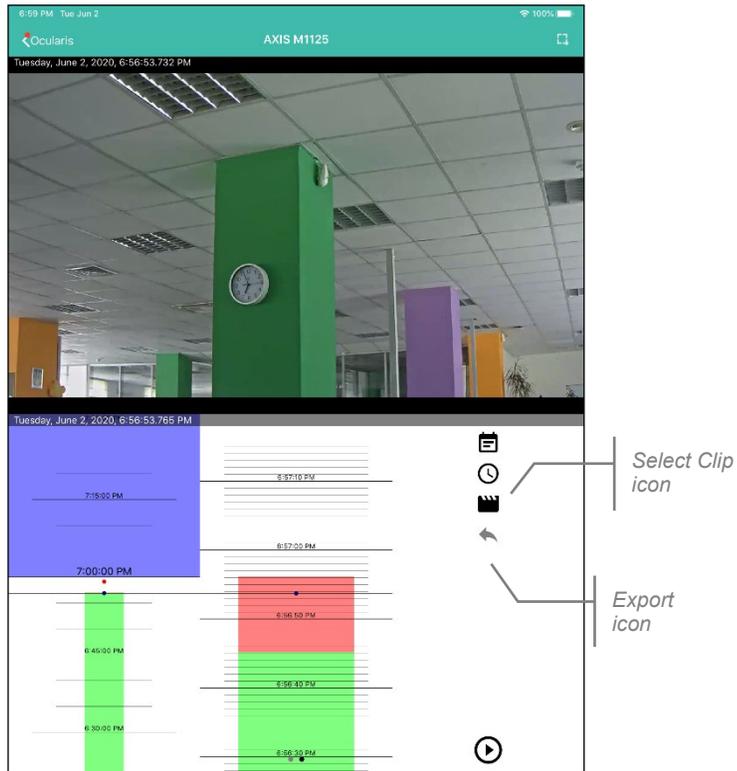


14 Video Exports (for Ocularis only)

Qognify Mobile Client supports the exporting to video clips. The following applies to exports:

- The exporting of the video, while initiated via phone or tablet, is performed and saved on the Ocularis Media Server.
 - The default location for the storage of exported video files is located on the Ocularis Media Server but may be modified by the system administrator.
 - The AVI file format is the only supported format and the Xvid codec is required. This codec must be installed on the Ocularis Media Server. The Xvid codec is free and is available online at www.xvid.com.
 - To preserve space and maximize efficiency, there is a maximum time length limit per video clip. The default length is ten minutes. If you choose a clip longer than the specified time, the app will indicate this at the time of export. The maximum length of the clip may be modified by the Ocularis system administrator.
 - Also to preserve space, exported files will be saved on the server for a specified duration. The default is fourteen days. After this duration, the oldest file(s) is deleted (FIFO). The duration for saving files may be modified by the Ocularis system administrator.
 - If there is low disk space available on the Ocularis Media Server, no exporting will be allowed. The default setting is 10% of the drive or 10 GB. These values may be modified by the Ocularis system administrator.
 - If the camera supports audio, the audio will automatically be included in the video clip.
 - Once the video export is completed, the operator may download the exported file to their local device or share the link to the clip with others.
 - Exporting video is a privileged function. If the export icons are disabled, you likely do not have the ability to perform exports on the camera.
- ▶ To export video with Qognify Mobile Client:
1. Open the camera for which you want to export video.
 2. In portrait mode, swipe left until you see the Kinetic Timeline for recorded video.
 3. Position the timeline at the start of the video clip and tap the 'Select Clip' icon. 

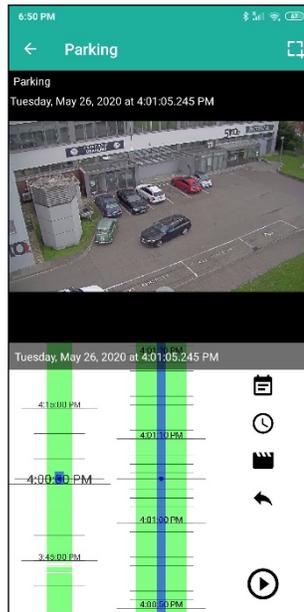
Figure 56 Identify Export Clip (shown on iOS)



Position the timeline at the end of the clip and tap the 'Select Clip' icon again. This enables the Export icon. ↗

NOTE: With Android, a purple bar appears to represent the video clip. In some cases, the Export icon may not be visible on the device due to its resolution. Swipe up to uncover the Export icon.

Figure 57 Identify Export clip (shown on Android)



4. Tap the 'Export' icon.

With iOS, you will be presented with two options:

- **Confirm & Share** - this option initiates the export and opens the device's shareable apps (email, etc.) where you can transmit (or copy) the link to the exported file.
- **Confirm** - this option initiates the export on the server. Open the AVI export files list to view the status.

With Android you have 3 options:

- **OK** - this option initiates the export on the server. Open the AVI export files list to view the status.
- **Confirm and Share** - this option initiates the export and opens the device's shareable apps (email, etc.) where you can transmit (or copy) the link to the exported file.
- **Cancel** - cancels the export

If the size of the export file (by duration or disk space) exceeds the amount configured on the Ocularis Media Server, an error message will be displayed, and the export is canceled. If you need to export lengthy video clips, we recommend using the desktop Ocularis Client.

NOTE: The hard drive space dedicated to storing exports is finite. If you have a lot of export files stored, you may be restricted from exporting additional files if the space dedicated to export storage is full.

NOTE: The export will not proceed if the maximum duration of the video clip identified by the user exceeds the defined maximum value even if the amount of actual video is less. This is possible in cases where only motion recording is configured.

▶ To view the status of exports:

The **Exported AVI Files** list displays all exports on the server either in progress or already complete that were initiated by you or your user group. The exports remain listed for the configured duration. The list identifies the name of the camera, the date and time of the export, the length of the export, and the size of the export.

- Apple

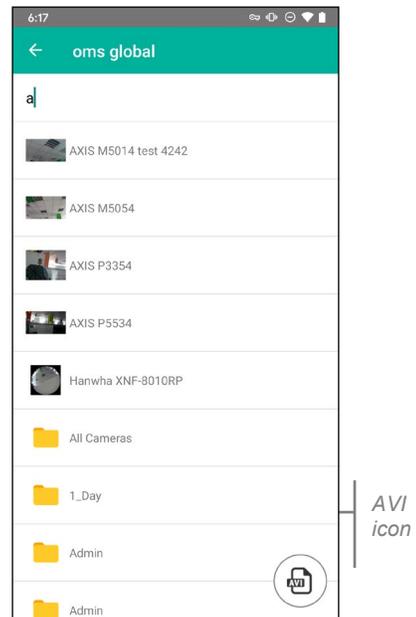
Tap the AVI Exports icon at the bottom of the app. This icon is visible while viewing the camera list, alerts list, setting screen, or even while streaming. Then, select the Ocularis Media Server.



- Android

From the cameras list, tap the AVI icon.

Figure 58 AVI icon (Android)



14.1 Accessing Exports

Once complete, exports can be accessed from Qognify Mobile Client or Ocularis Web. Exports are in AVI format and the Xvid codec must be installed on the Ocularis Media Server to perform the exports.

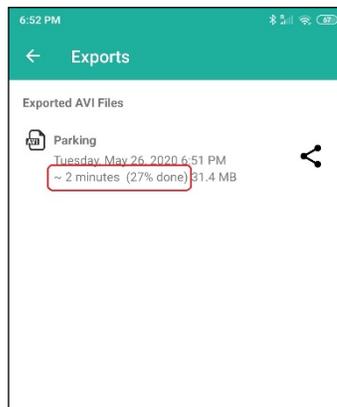
▶ To accept exports – Android:

1. From the Exported AVI Files list:

If the exports are not completed, the list will display the status of the export. The Share icon is available so that the operator can share the link to the export using the device's onboard sharing apps. When the Share icon is used, a link to the file is shared. The video will not be available until the export is complete.

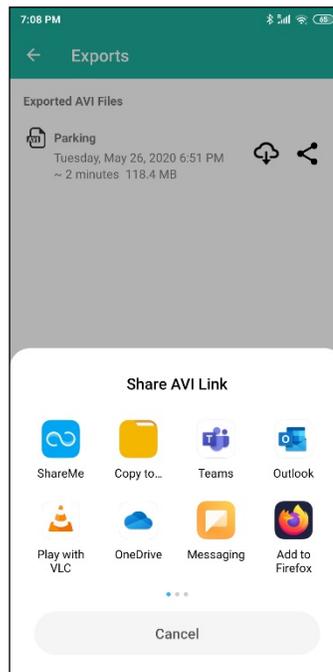


Figure 59 Incomplete Exports (Android)



When the exports are completed a Download icon appears.

Figure 60 Completed Export Files (Android)



2. Tap the 'Download' icon to download the AVI file to the device.
The file is downloaded to the device's default download location.
3. Use the device onboard tools to locate the download. Tap the Download to launch the AVI file for playing.

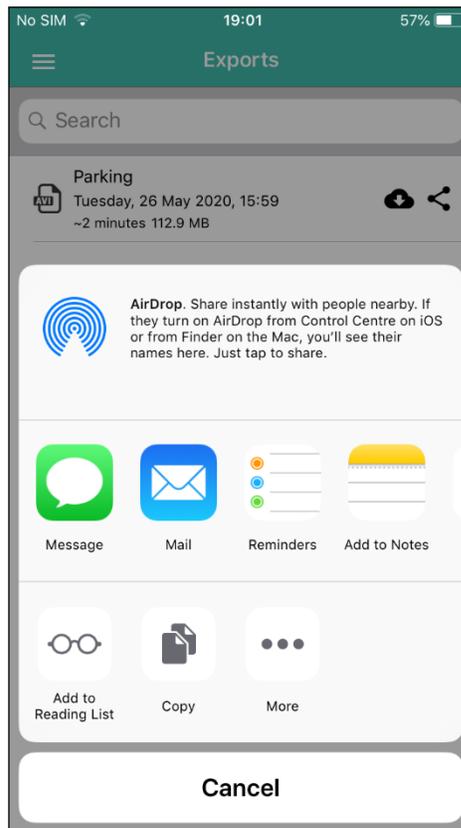
► To accept exports – Apple:

Apple devices cannot inherently play files in AVI format. Therefore, the options on these devices are limited. Operators can share the link for exports initiated on these devices so that the exports can be played on other equipment (PCs for example).

From the Exported AVI Files list:

If the exports are not completed, the list will display the status of the export. A 'Share' link is available so that the operator can share the link to the export using the device's onboard sharing apps. When the Share link is used, a link to the file is shared. The video will not be available until the export is complete.

Figure 61 Exported AVI Files List (Apple)



14.2 Expired Exports

After the configured file save duration (default is 14 days), the exported AVI files on the server are deleted and the file is removed from the Exported AVI Files list on Qognify Mobile Client apps. If the user attempts to access the file via a shared link, they will receive a message that the requested AVI Download has been deleted. This error message will appear only for a short duration. The duration for the message is twice the length of the configured save-file duration. So, assuming default values, the expired download message will appear for 28 days after which the link will no longer display anything if clicked. Therefore, it is important to save any important export files to a location other than the Ocularis Media Server.