User's Guide

Qognify VMS 7.2

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Legal notice

This document is an integral part of the software shipped by Qognify (referred to hereinafter as the vendor) and describes how to use and configure the software and the associated components.

The English version of the document is the original version. All translations are based on the English original.

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Disclaimer

Subject to alterations without further notice. Suggestions regarding the improvement of this documentation are welcome. For suggestions, refer to Support.

Version

This manual corresponds to Qognify VMS 7.2 (Version 7.2.1).

1

Introduction

Qognify is a leading vendor of video management software and has been developing and distributing software solutions for security applications since the year 2000. Qognify also offers industry-specific solutions for transportation and logistics, retail and trade, financial services and critical infrastructure and cities.

The Multi Solution Platform system concept provides the basis for this. In addition to the core products Qognify VMS S50, S100 and Infinity, it includes a wide range of expansion options and interfaces to numerous third-party systems in the fields of access control and building management, for example. As a modular software construction kit, the Multi Solution Platform allows custom, industry-specific video solutions to be implemented that are infinitely scalable over time.

In this guide you will find information on the installation and configuration of the Qognify VMS software and an overview of the frequently used functions.

- Qognify VMS S50/S50X is a powerful entry-level solution for small-scale projects involving up to 50 cameras.
- Qognify VMS S100: This is the Qognify solution for medium-sized installations. It allows intelligent video analysis to be used and third-party systems to be integrated.
- Qognify VMS Infinity / Infinity X provides the most extensive functional scope. There is no limit on the size of the projects that can be implemented.

Product lines

Fig. 1: Product lines

2

Login

Once the system is installed, you have to log in on the client to use the installed services.

To automate the startup of the client, command line parameters can be defined, e.g. to start the client with a different language or with predefined passwords.

KEEP THE ADMINISTRATOR'S PASSWORD IN A SECURE PLACE!
If you forget the administrator's password and no additional users have been added to the administrator group, it is no longer possible to access the system configuration settings. The administrator password cannot be restored.

1. Start the **Qognify VMS client** in the **Qognify** folder in the Start menu or on the desktop.

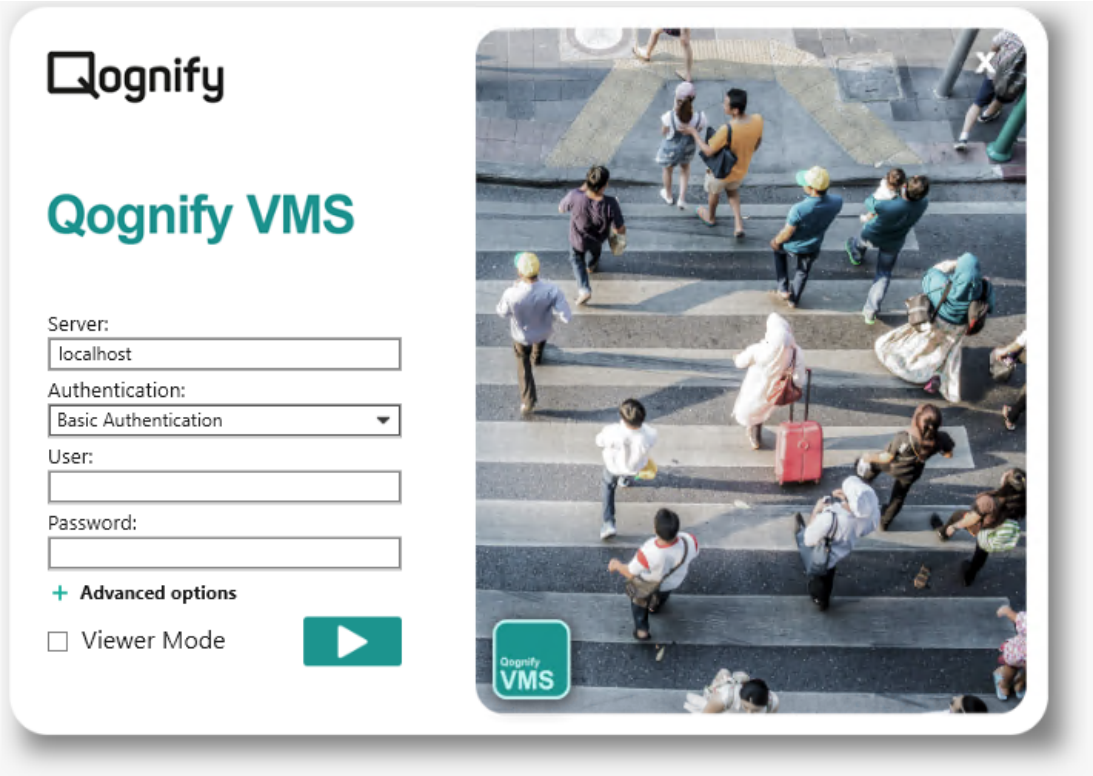


Fig. 2: Login

2. Select the **Authentication** method. The following authentication methods are available:
   - Basic authentication with user name and password as defined in the configuration within Qognify VMS.
   - Windows authentication with the current user credentials of the Windows operating system, i.e. the same login as required for logging into the system. The user will have the rights of the groups he is in.
   - Windows authentication with the user's Active Directory (AD) credentials. The user will have the rights of the groups he is in.

   This feature can only be used if the use of Active Directory (AD) is part of the Qognify VMS license.

3. If **Basic Authentication** is selected, enter the **user** name and the **password**.

   Make sure the user name and password are entered correctly, as the system distinguishes between upper and lower case (case-sensitive).

4. Apply by clicking the arrow. The client is started in surveillance mode (see Surveillance mode ↳71).

In Viewer mode, Qognify VMS is used for the display of exported data in Archive mode (see Anywhere Viewer ↳119).

All login attempts (successful and failed) are logged in the report view of the report mode together with the IP or name of the computer used.

The number of failed login attempts is defined in configuration mode by the administrator. Also, a failed login attempt can trigger an notification, which is also defined in configuration mode.

Logging in for the first time

Changing the password

When logging in for the first time, you are required to modify the default user password.

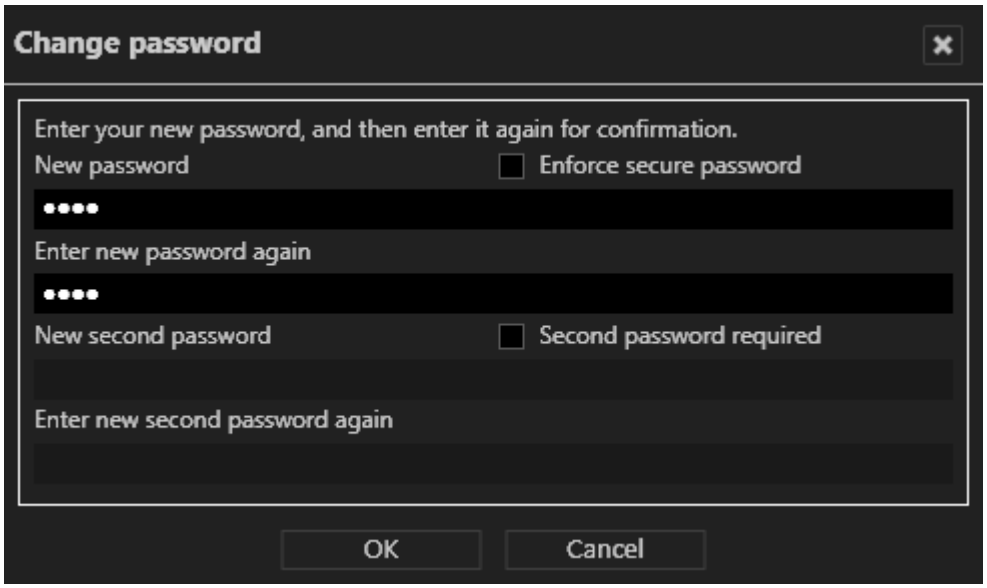


Fig. 3: Change password

1. Enter the **User** name ("administrator") and default **Password** ("pass").
2. Enter your new password.
3. Disable **Enforce secure password** if you do not require increased password security.
4. If necessary, enter a second password.
5. Click **OK**.

Changing the database backup password

Database backups are encrypted and require a password. When logging in for the first time, you are required to modify the default database backup password.

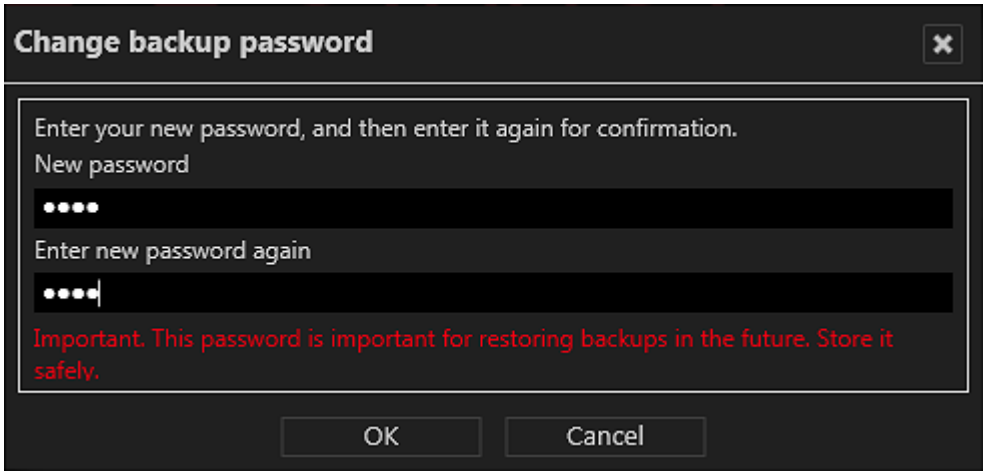


Fig. 4: Change the database backup password

1. Enter der the database backup password.
2. Repeat the new database backup password.
3. Click **OK**.

Advanced login options

In the advanced options of the login screen, additional user management functions or log in as a user with two passwords is configured.

1. Click **Advanced options** in the login window.

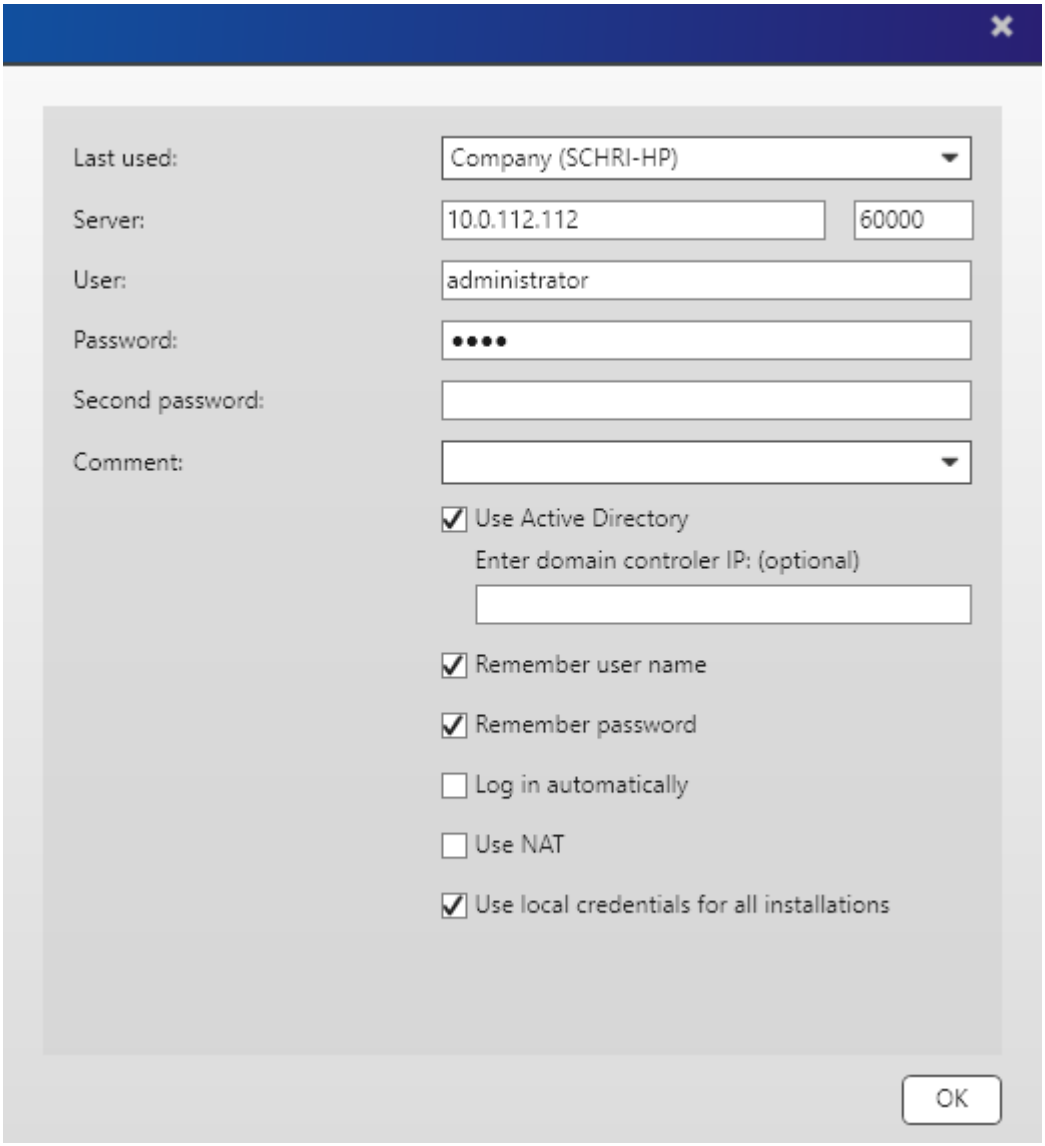


Fig. 5: Advanced login options

The following options are available:

- **Last used**: list of previously connected servers
- **Server**: name and port of a different server
- **Second password** if required for login
- **Comment**: additional information for the selected login.

- **Remember user name** and **Remember password**: avoids having to enter the user data for log in. The system enters the specified user name and password in the login window.

  Due to legal regulations, in France the user name and password may not be saved for installations.

- **Log in automatically**: displays the user interface when the program starts up (without log in).
- **Use NAT**: enables the client to access a different server over the internet. Deselect this option if no internet connection is required. This option requires NAT-settings in configuration mode.
- To login to all installations with the same user name and password, select **Use local credentials for all installations**. Optionally this option can be activated in the installation manager (see Disconnect and reconnect a Qognify installation ↳35).

In this case make sure that the remote user are the same as the local credentials.

KEEP THE ADMINISTRATOR'S PASSWORD IN A SECURE PLACE!
If you forget the administrator's password and no additional users have been added to the administrator group, it is no longer possible to access the system configuration settings. The administrator password cannot be restored.

Logging in Viewer Mode

The viewer mode provides a way of accessing a reduced set of features in Qognify VMS without connection to the database and the user directories for viewing exported data in offline mode.

1. Restart Qognify VMS and select **Viewer Mode**.
2. Apply by clicking the arrow. The client starts in Viewer Mode.

3

The user interface

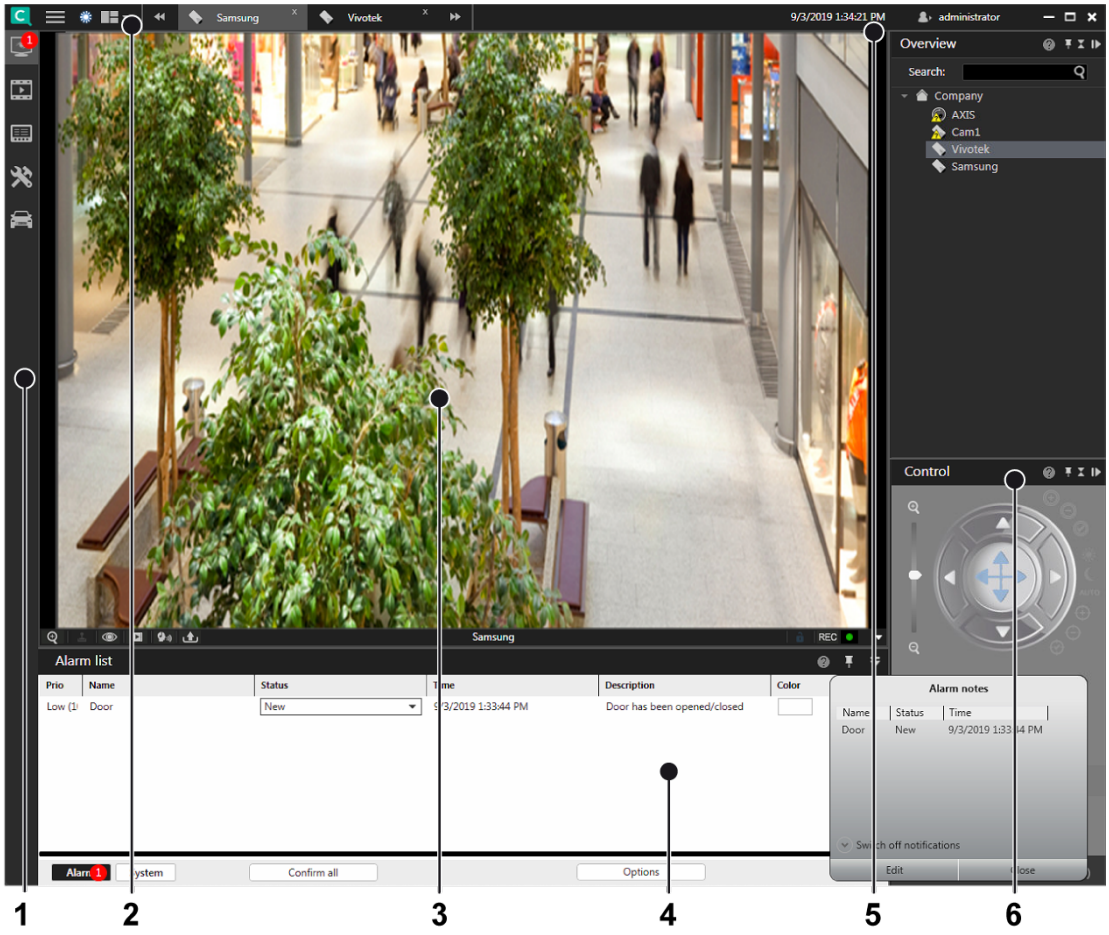


Fig. 6: The user interface

The user interface is divided into different sections:

- **The mode bar** (1) allows you to switch between surveillance mode, archive mode, report mode, configuration mode and LPR mode (see The mode bar ↳67).
- **The function bar** (2) provides basic operating functions that can vary depending on the mode used. (see The function bar ↳17). The function bar also contains the menu (see The menu items ↳17).
- **The Work area** (3) is the main window for displaying the selected mode functions. The work area can be divided in multiple tabs containing different contents like cameras, layers, LPR functions etc. (see Work area ↳72).
- **Information** control (4) is displayed in the lower part of the work area. The information control is used for the alarm list and system messages (see Alarm list and system messages ↳91) in surveillance mode, and for displaying search results in configuration mode (see Searching in configuration mode).
- **Login information** (5) displays which user currently logged in and provides user switching and easy logout (see Changing the user ↳66).
- **The control bar** (6) contains the tabs for controlling the contents of the work area (see The control bar ↳67).

The function bar

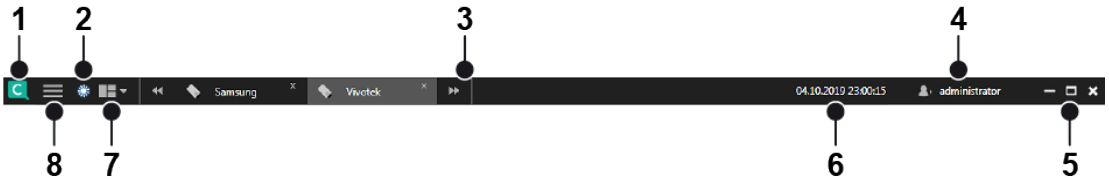


Fig. 7: The function bar

The function bar provides basic operating functions that can vary slightly depending on the selected mode:

- **Logo toggle** (1). Triggers an action when clicked. The logo action can be configured from the tools menu (see Configuring a logo action ↳56).
- **Day- / night mode toggle** (2). Switches the background of the user interface darker (night mode) or lighter (day mode). This function is available in all modes except the configuration mode.
- **Layer menu** (3). This function allows the user to create and arrange custom layers in surveillance mode (see Custom layers ↳75).
- **User information** (4). Displays the current user and provides functions to log off or change the user (see Changing the user ↳66).
- **Windows toggles** (5) Displays icons to minimize, maximize or quit the client.
- **Current time** (6). Displays the current client time and date.
- **Tab selector** (7). Displays all opened layers in tabs for quick access (see Creating layers ↳72).
- **Menus** (8). Opens the menus File, View, Tools, Info, Help (see The menu items ↳17).

The menu items

The menu items are available in all modes. The display of some menu items depends on user rights:

- **File**. Options for changing the settings of the client, the language, password, profile, installation, installation manager, and switches the user (see File menu ↳17).
- **View**. Manages the settings of the connected monitors and the video wall as well as the LPR master data (see View ↳36).
- **Tools**. Displays and removes the write protection of recordings, configures the multiple export of image data and defines the logo action (see Tools ↳46).
- **Info** Displays information on the system and license (see Info ↳59).
- **Help**. Calls the Help system and provides options for solving problems (see Help ↳65).

File menu

The menu "File" displays the following options:

- Client configuration
- Change language
- Change password
- Change profile
- Change user
- Switch installation
- Installation manager
- Exit

Client configuration

You can specify settings for visualization options, behaviors on user input, network load etc. with the client configuration.

Modification options for the following categories are available:

- Client
- Colors
- Alarms
- Analytics
- Warnings
- Network
- VoIP and SIP
- Input devices
- Keyboard shortcuts

The settings of the client are stored locally in the Windows user profile. They can only be changed by a user with administrator rights.

1. After changing the client configuration, restart the client for the changes to take effect.

Client

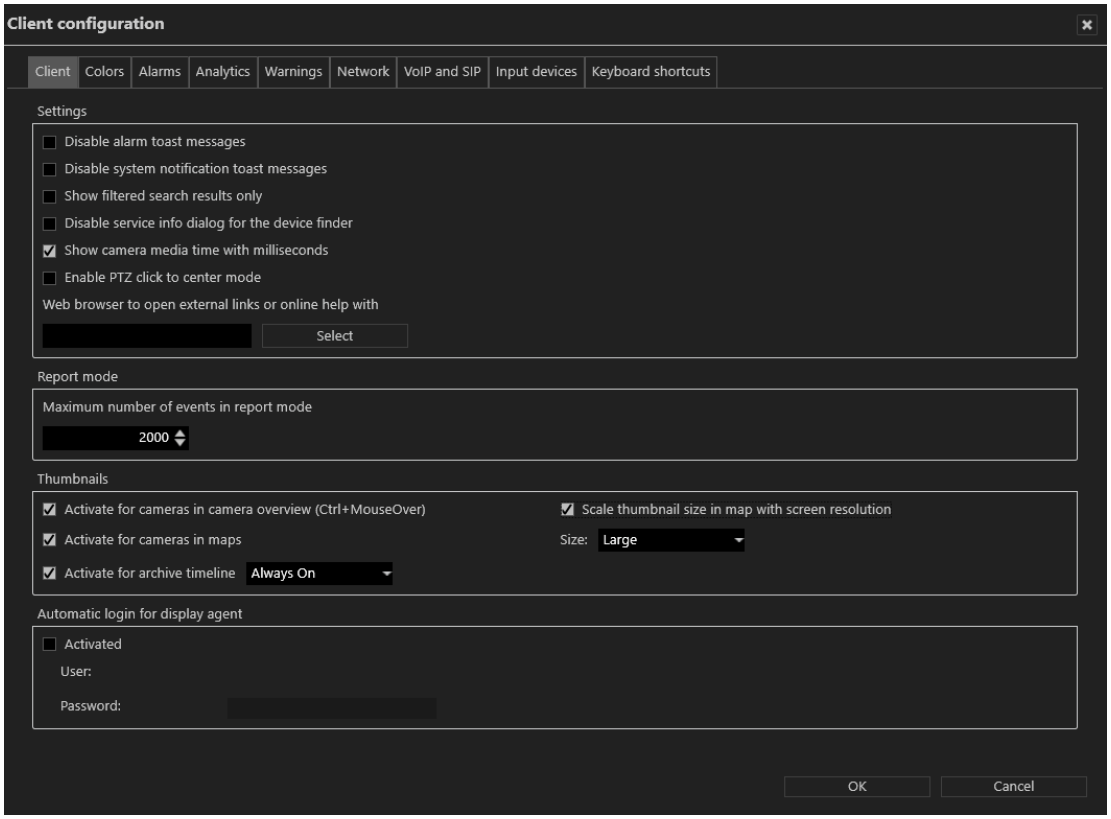


Fig. 8: Client configuration - Client

Settings

- **Disable alarm toast messages** to suppress alarm notification for toast messages (see Alarm notification ↳93).
- **Disable system notification toast messages** to suppress system notifications for toast messages (see Alarm notification ↳93).
- **Show filtered search results only** to display only the relevant search results in the search results list. (If deactivated, the search results will be highlighted in the control bar, but all items are displayed.)
- **Disable service info dialog for the device finder** to suppress the status information about the "SSDP Discovery" service (SSDPSRV), which may not be installed on the operating system. This service provides UPnP (Universal plug and play) support for the DeviceFinder. If the check box is activated, the user will be asked to install the service if not already available.
- **Show camera media time with milliseconds** to display the time in the archive player with more detail (see Archive player ↳98).
- **Enable PTZ click to center mode** to enable clicking into the live image of a camera to shift the selected point into the image center using physical pan/tilt.
- **Merge alarm list and system messages** to display alarms and system messages in a single list (see Alarm list and system messages ↳91).
- **Web browser** to open external links or the online help system.

Report mode

- **Maximum number of events in report mode** to limit the amount of events displayed in report mode.

Thumbnails

- **Activate for cameras in camera overview** to activate the thumbnail view of the camera image in the camera overview. You can open thumbnails by rolling the mouse cursor over the names of the cameras in the overview while holding down the CTRL key.
- **Activate for cameras in maps** to activate the thumbnail view of the camera image in the maps. You can open the thumbnail by using the mouse pointer to hover over the name of the camera in the map.
- **Scale thumbnail size in map with screen resolution**. The scaling adapts the thumbnail size to the screen resolution. The higher the resolution of the screen is, the higher will be the resolution of the thumbnails.
- **Activate for archive timeline** displays a small preview image of the selected time segment when moving the mouse over the timeline in archive mode. The options are "Off", "Always on" and "Control Key pressed", with "Always on" as the default setting.

Automatic login for DisplayAgent

- When **Activated**, the **user** name and **password** must be entered to start the DisplayAgent automatically when the client is started.

After confirming the changes, the Qognify VMS client must be restarted for the changes to take effect.

Colors

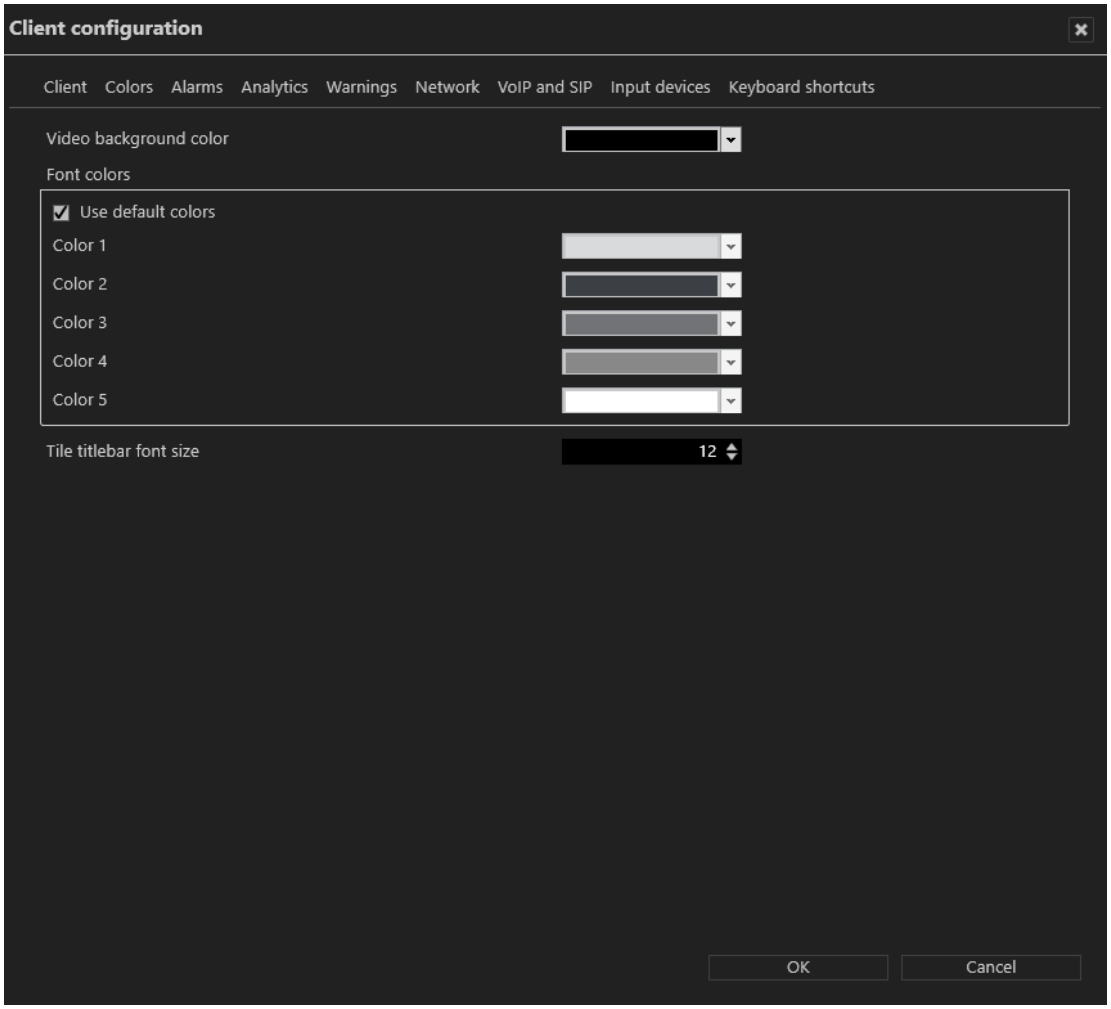


Fig. 9: Client configuration - Colors

- **Video background color** is displayed around a video image if its aspect ratio is not the equal to the aspect ratio of a view or tile.
- **Font colors**. The default font colors can be changed
  - **Color 1** on a dark background
  - **Color 2** on a light background
  - **Color 3** on a mixed background like the main menu
  - **Color 4** on a mixed background like table headings
  - **Color 5** on a video player border (black background)
- **Use default colors** reverts to the default settings.
- **Tile titlebar font size**: The font size in the title of layers or tiles can be changed.

After confirming the changes, the Qognify VMS client must be restarted for the changes to take effect.

Alarms

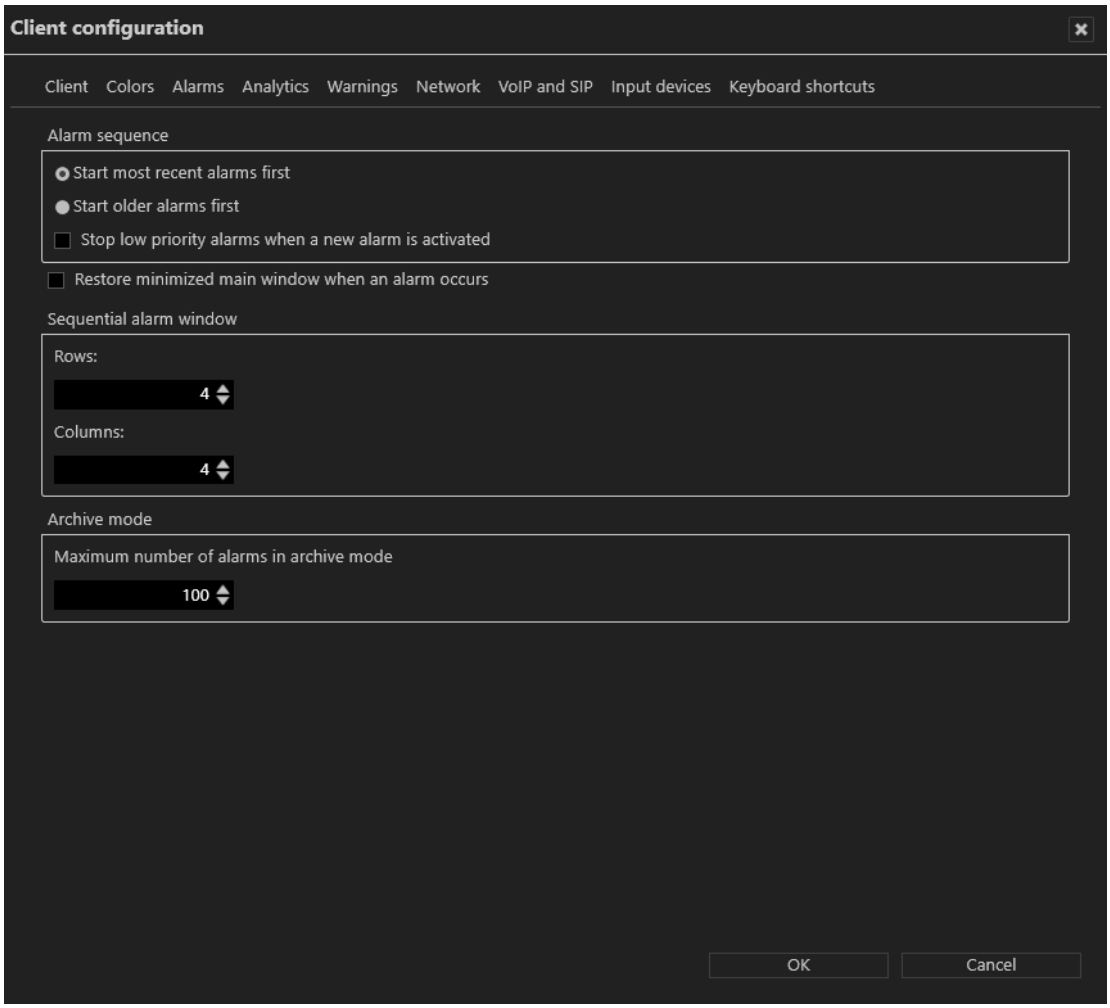


Fig. 10: Client configuration - Alarms

- **Alarm sequence** to specify starting with more recent or older alarms when processing the alarm list.
- **Stop low priority alarms when a new alarm is activated** to stop low-priority alarms (priority 1-4) before the end of the predefined alarm interval is reached.

  High priority alarms cannot be stopped.

- **Restore minimized main window when an alarm occurs** to restore the main window in case of an alarm. If this option is not activated, the main window will not be restored in case of an alarm.
- **Sequential alarm window** to specify the desired number of rows and columns to be displayed (see Adding a sequential alarm window ↳36).
- **Maximum number of alarms in archive mode** to specify the maximum number of alarms displayed in archive mode (see Archive mode ↳97).

After confirming the changes, the Qognify VMS client must be restarted for the changes to take effect.

Analytics

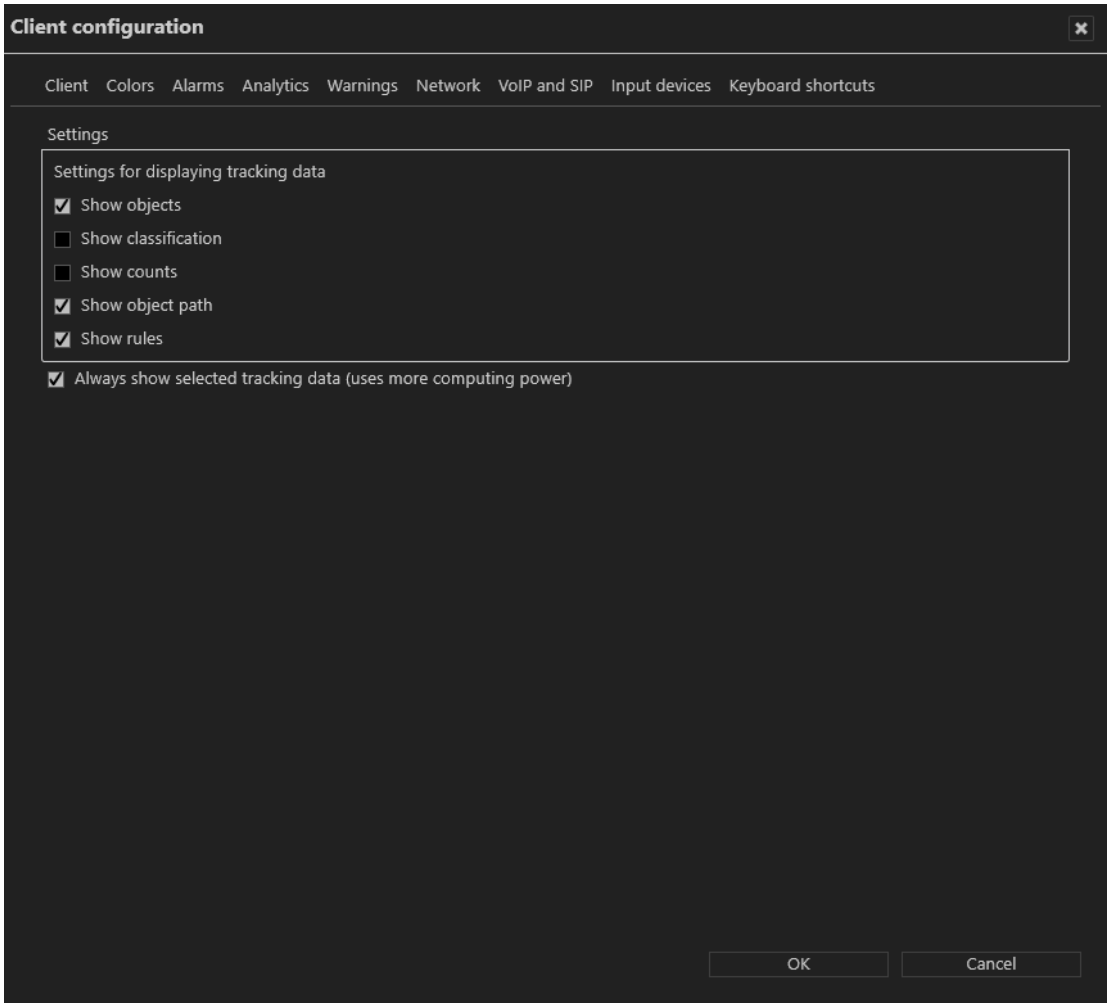


Fig. 11: Client configuration - Analytics

The tracking data settings are defined as global settings in configuration mode. They can be activated separately.

1. Select which tracking data should always be displayed in selected camera images:
   - Objects
   - Classification
   - Counts
   - Object path
   - Rules
2. Select **Always show selected tracking data** to display tracking data also in not selected camera images. This options needs more performance on the client.
3. Configure the **Maximum number of events in LPR mod**e when searching for license plates. When the maximum is reached, a warning is displayed.

   Increasing the number may lead to sluggish performance and longer loading times.

After confirming the changes, the Qognify VMS client must be restarted for the changes to take effect.

Warnings

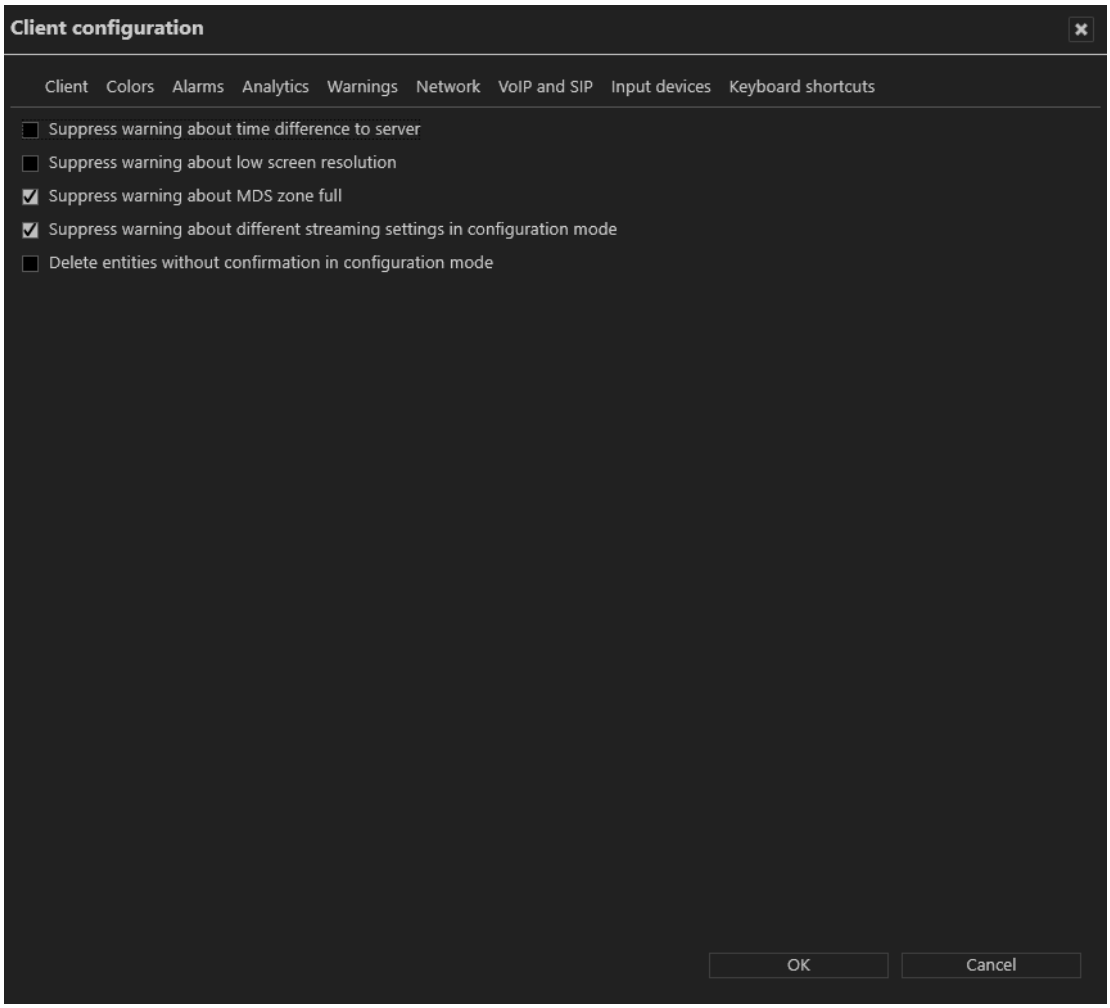


Fig. 12: Client configuration - Warnings

- **Suppress warning about time difference to server** to suppress a warning if there are more than ten seconds of time difference between client and server.
- **Suppress warning about low screen resolution** to suppress a warning if the screen used does not have a high enough resolution.
- **Suppress warning about MDS zone full** to prevent a warning when the storage depth limit of the multimedia database is reached.
- **Suppress warning about different streaming settings in configuration mode** to suppress the warning that recording losses can occur if there are discrepancies between the settings for standard and alarm recording if not using a second stream for alarm recording (see Video streams).
- **Delete entities without confirmation in configuration mode** to delete the entity (camera, time template, alarm, button, etc.) without receiving a request for confirmation when you click **Delete** in configuration mode.

After confirming the changes, the Qognify VMS client must be restarted for the changes to take effect.

Network

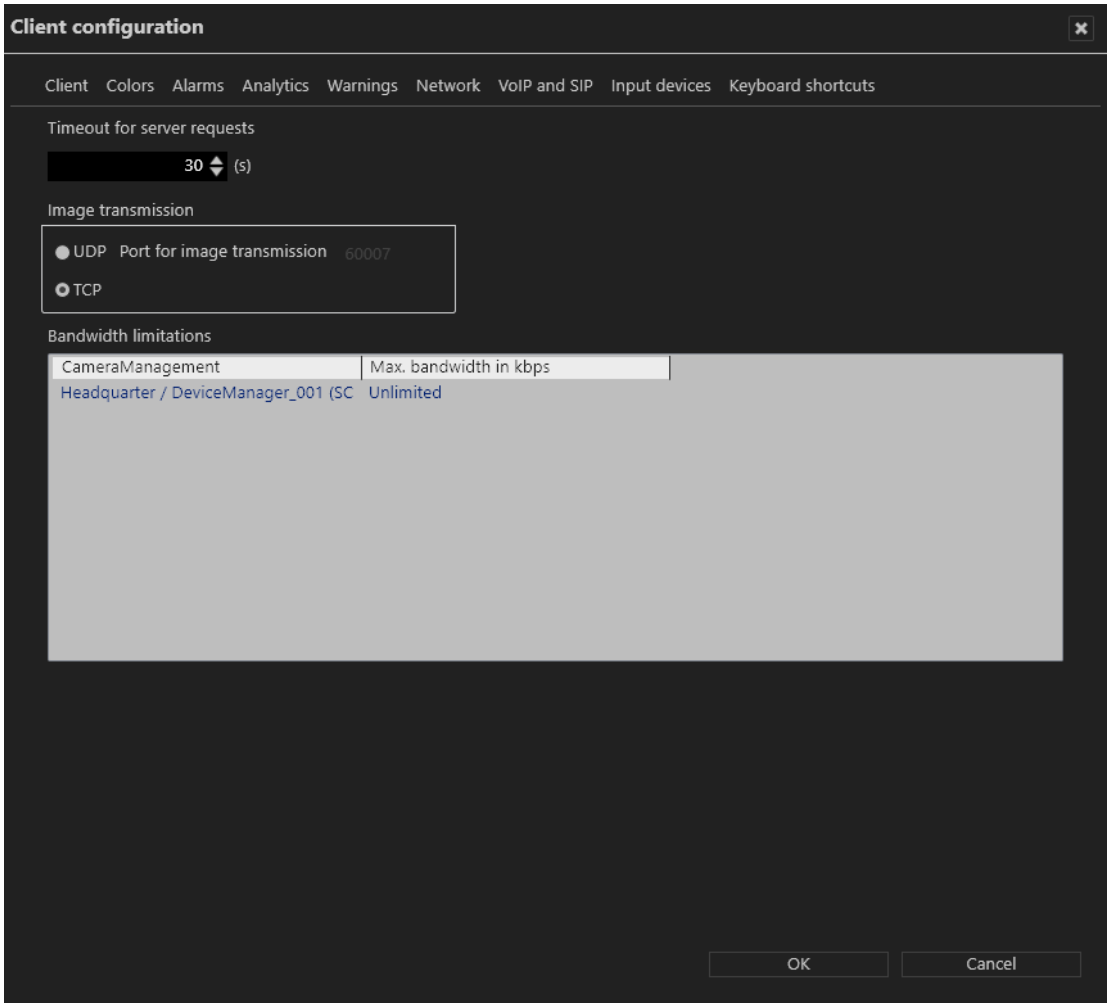


Fig. 13: Client configuration - Network

The following options are available:

- **Timeout for server request** to increase the time limit in seconds if the server does not respond quickly enough.
- **Image transmission** via the UDP or default TCP port. The UDP port is freely selectable.

  Select UDP only on 100% reliable network connections.

- **Bandwidth limitations** to limit the bandwidth when accessing DeviceManager servers with a low-bandwidth connection to avoid overloading the network.

  It is not recommended to limit the bandwidth between a client and the server. Frames will be dropped on a limited bandwidth.

After confirming the changes, the Qognify VMS client must be restarted for the changes to take effect.

VoIP and SIP

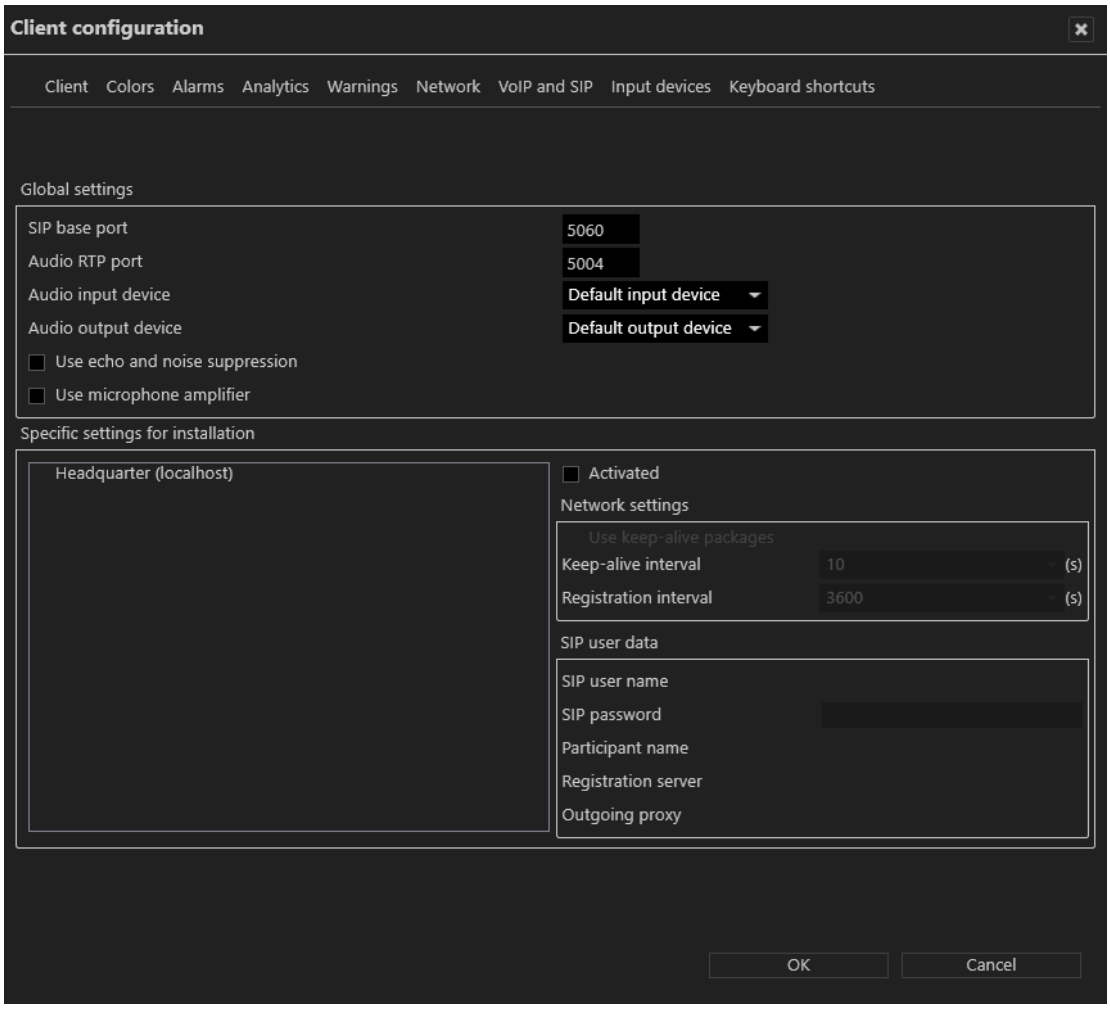


Fig. 14: Client configuration - VoIP and SIP

The Qognify VMS client can act as SIP client to communicate with other clients or voice units that support the SIP standard.

- **SIP base port** number (the default is "5060").
- **Audio RTP port** (the default is "7000").
- **Audio input device** and **audio output device**. Regardless of this, incoming calls go via the operating system's default audio output device.
- **Use echo and noise suppression** to improve the sound quality.
- **Use microphone amplifier** to increase the volume of the input device.
- **Specific settings for installation** displays all existing Qognify installations.
- **Use keep-alive packages** to adjust the intervals at which the client is to log in to the SIP or VoIP server. The default value for **Keep-alive interval** is 10 (s), and for **Registration interval** it is 3600 (s).
- **SIP user name** and **SIP password** for the SIP server.
- **Participant name**. The participant name is displayed as the called participant in archive mode.
- **Registration server** and **Outgoing proxy**: IP address of the SIP server.

  A SIP server is required.

After confirming the changes, the Qognify VMS client must be restarted for the changes to take effect.

Input devices

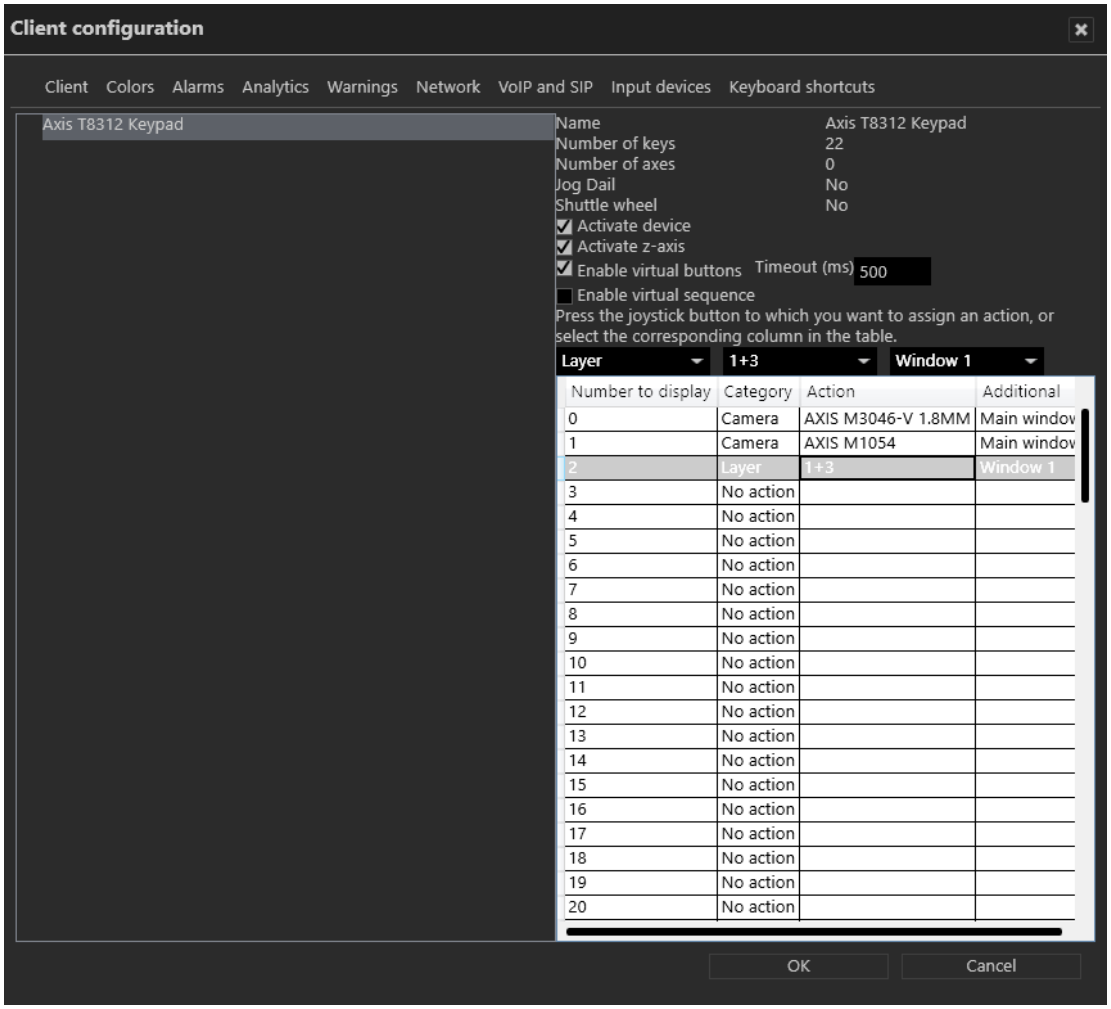


Fig. 15: Client configuration - Input devices

In this section of the client configuration, input devices like jog dials or joysticks or key pads are configured.

The input device or the corresponding device drivers must be installed on the Windows system before it can be configured.

The input device must be connected to the client computer before the client starts. Otherwise it will not appear in the client configuration.

Select and display entities with buttons of a input device

1. Connect the device to the USB port of the client computer.
2. Select the device. The device functions are listed on the right-hand side of the dialog box.
3. Enable **Activate the device**.
4. Enable the functions, e.g. virtual buttons or virtual sequences (see Configuring virtual buttons or sequences of the Axis T8312 keypad ↳28).

5. If necessary, activate the z-axis (depending on the hardware, usually available on joysticks).
6. Press the input device button to which you want to assign an action or select the buttons number from the list.
7. Select the desired action (for example, when a certain button of the joystick is pressed, a camera or a map is to be displayed in a certain window of the Qognify configuration).

After confirming the changes, the Qognify VMS client must be restarted for the changes to take effect.

Configuring virtual buttons or sequences of the Axis T8312 keypad

Using the Axis T8312 keypad, a camera can be displayed on a local Qognify window or on a Qognify GmbH DisplayAgent (see DisplayAgent ↳37). To reduce the number of buttons that must be configured, each camera is numbered. Refer to the manufacturer's documentation of the keyboard.

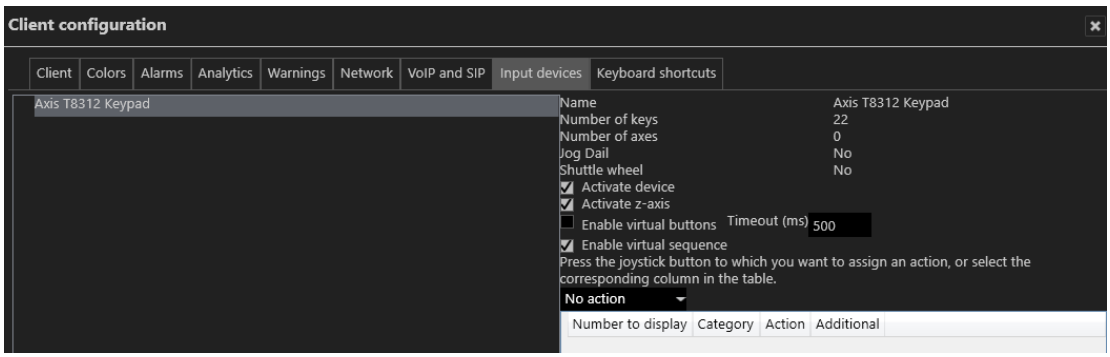


Fig. 16: Configuring virtual buttons or sequences of the Axis T8312 keypad

Only one of the following options can be assigned:

- With the option **virtual buttons**, up to 1000 virtual buttons can be configured for the Axis T8312 keypad to invoke up to 1011 actions.
- The use of **virtual sequences** requires a correctly configured entity numbering (see Configuring the entity numbering). In surveillance or archive mode virtual sequences can be started on the keypad (see examples below).

For a detailed description of the Axis T8312 keypad functions refer to the manufacturer's documentation.

1. Select **Enable virtual buttons** or **virtual sequences**.
2. With virtual buttons enabled, enter a value for the timeout (ms). Within this period, the user must press the buttons to execute the configured action.
3. For buttons or virtual buttons, select any button on the keyboard to display the assigned button in the list in the column “Number to display” and define the action from the drop-down menu.

After confirming the changes, the Qognify VMS client must be restarted for the changes to take effect.

The keys of the Axis T8312 keypad are assigned as follows:

- **First row:**
  - F1: Local display
  - F2: Display agent

- F5: Web page

- **Second row:**
  - : Predefined layer
  - : Camera
  - : Tile
  - : Temporary layer
  - : Maps
- **Keypad:**
  - 0 - 9: Predefined sequences, buttons or virtual buttons 0...999
  - : Toggle between buttons 0...999 and virtual buttons 1000...1011:
    - Alt: 1001
    - : 1002
    - : 1003
    - : 1004
    - : 1005
    - : 1006
    - F1: 1007
    - F2: 1008
    - F3: 1009
    - F4: 1010
    - F5: 1011

Assigning virtual buttons or sequences

1. Press the key combinations on the keypad. The first key selects the entity or number, the second number specifies the entity type or device type, e.g.:
   - Pressing the keys 0 - F1 - 5 - displays camera number 5 on display (F1) number 0, the local main display.
   - Pressing the keys 3 - F2 - 1 - displays the predefined layer number 1 on the display agent (F2) number 3.
   - Pressing the keys 1 - F1 - 5 - displays the layer number 5 (a 2x2 layer) on display (F1) number 1 (the local secondary display).
   - Pressing the keys 0 - F1 - 5 - - 4 5 - displays the camera number 45 on display (F1) number 0 (the local main display) in tile number 5.

For improved efficiency when assigning the virtual buttons or sequences, the software "remembers" the previously assigned location, e.g. windows or tiles.

Example

The keys 0 - F1 - 5 - have been assigned to display camera 5 on display 0 (see above). Entering next 6 - will display camera 6 on the same display.

Restrictions and special cases

- The jog dial and shuttle wheel are supported in archive mode for the Axis T8312 keyboard.
- The Videotec DCZ control unit is also supported with the following restrictions:
  - Only 32 of 38 buttons can be used.
  - Only the outer jog dial can be used in archive mode.

Keyboard shortcuts

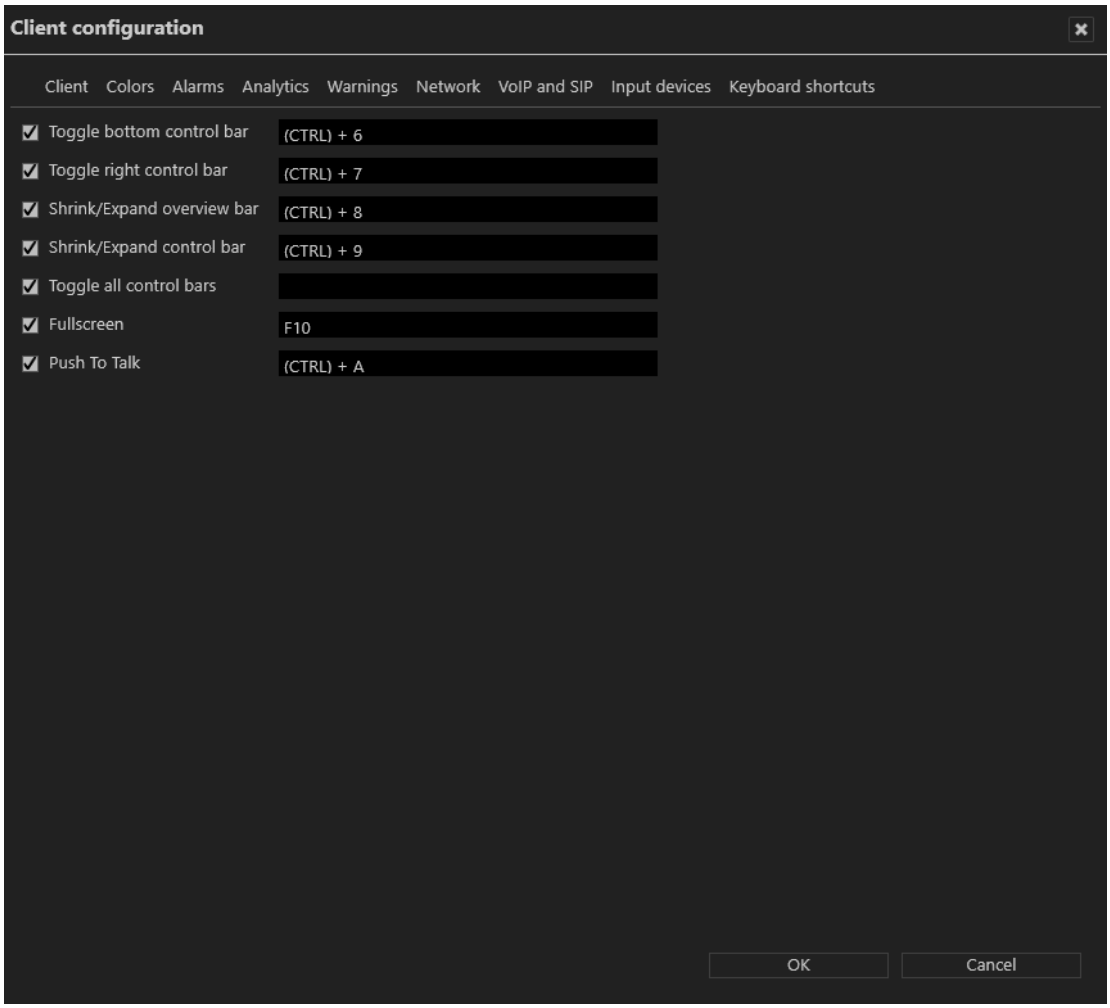


Fig. 17: Client configuration - Keyboard shortcuts

Custom keyboard shortcuts can be defined for rearranging the client surface.
The following functions can be configured:

- Toggle bottom control bar (default: (CTRL) + 6)
- Toggle right control bar (default: (CTRL) + 7)
- Shrink/Expand overview bar (default: (CTRL) + 8)
- Shrink/Expand control bar (default: (CTRL) + 9)
- Toggle all control bars (default: ESC)
- Full screen (default: F10)
- Push To Talk (default: (CTRL) + A)

For more shortcuts, see Shortcut keys ↳117.

After confirming the changes, the Qognify VMS client must be restarted for the changes to take effect.

Changing the language

Fig. 18: Changing the language

The following languages are available for the user interface and the help system:

- English
- Czech
- Danish (only user interface)
- Dutch
- French
- German
- Greek (only user interface)
- Hebrew
- Italian
- Japanese (only user interface)
- Norwegian (only user interface)
- Polish (only user interface)
- Portuguese (only user interface)
- Russian

- Romanian
- Spanish
- Swedish (only user interface)
- Turkish

Additionally, you can define the user interface with a user defined language (see "Technical_Guides_Qognify_Qognify VMS_7.2_EN.pdf").

1. Select **Change language** from the **File** menu, and select the desired language. If you select **Windows default**, the operating system language is used.
2. Click **OK** to apply the selection, and restart the client.

Changing the password

You can change the user's password at any time, depending on the user rights.

1. Choose **Change password** from the **File** menu.

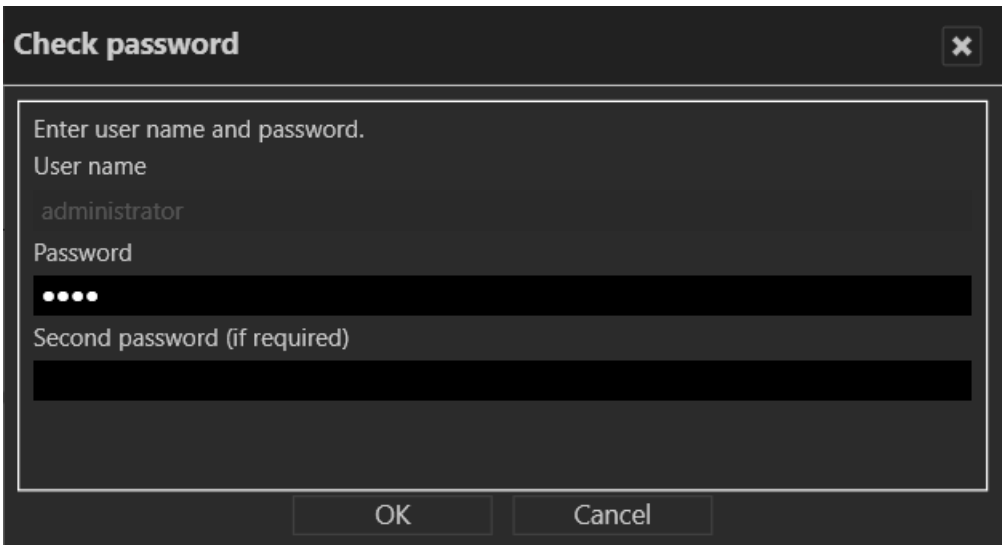


Fig. 19: Changing the password - 1

2. Enter the password for the current user and click **OK**.

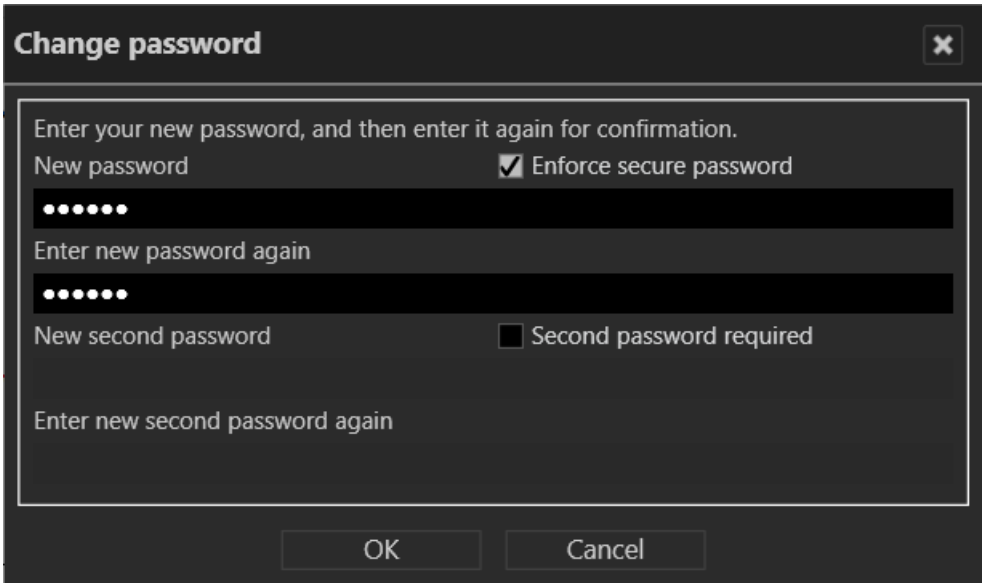


Fig. 20: Changing the password - 2

3. Enter the new password.
4. Click **OK** to apply the password.

Changing the profile

If multiple profiles are used (user profile, group profile, etc.), you can change to a different profile. The profiles can be managed in configuration mode.

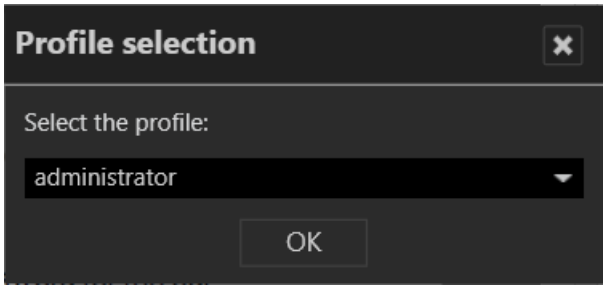


Fig. 21: Changing the profile

1. Select **Change profile** and the desired profile.
2. Click **OK** to confirm. The current profile is logged off, and the selected profile is activated.

Changing the user

A different user can log on without closing the Qognify VMS client.

1. Select **Change user** from the **File** menu, and select the user.
2. Click **OK** to confirm your selection. The current user is logged out, and the new user has to log in with a user name and password (see Login ↳9).

Alternatively, the user can also be changed via the user icon in the function bar (see Changing the user ↳66).

Switching Qognify VMS installation

If you have installed multiple independent Qognify servers, you can connect to a different Qognify server.

1. Choose **Switch installation** from the **File** menu. The login screen is displayed (see Login ↳9).
2. Enter the server name or IP address and the user name and password. The current installation is terminated, and the selected installation is started.

Installation manager

The installation manager manages and defines connections to multiple installations (CoreServers). The current connection status is displayed.

Connecting to multiple installations can result in huge client and network load.

When using bandwidth optimized archive playback from multiple installations, make sure all installations are appropriately configured (see Bandwidth optimization).

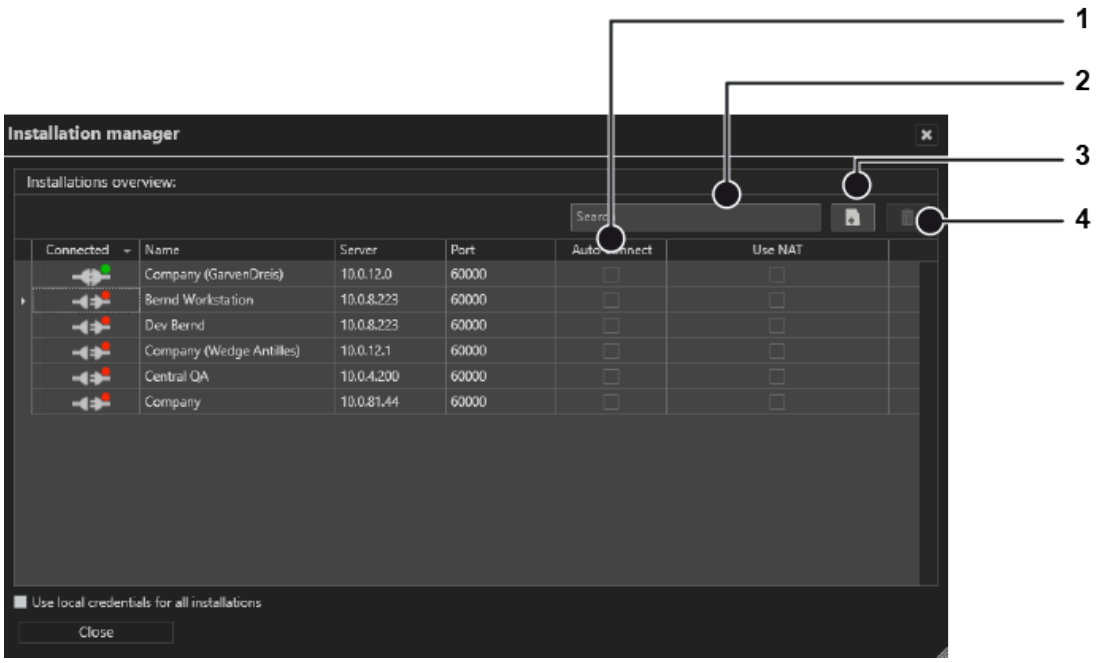


Fig. 22: Installation manager

- **Autoconnect** (1): Activates or deactivates the client to connect to the selected installation automatically.
- **Search** (2): Allows searching for available installations
- **New** (3): Allows adding a new installation
- **Delete** (4): Removes the installation from the list

1. To edit a connection, click on the respective installation name.
2. To add an installation, select **New** (3) and edit the connection. The new installation is not connected automatically.
3. To connect an available installation, enable **Autoconnect** (1).

Requirements

- The server version on all servers to which a connection will be established cannot be higher (newer) than the client.
- All servers must support multi-installation login. A license must be available for Qognify multi-installation login.

Add an installation

1. Select **Installation manager** from the **File** menu, and select the desired servers.
2. If the server is not displayed, add the installation by entering the installation name, the IP address or host name, and the port number of the server.
3. Click **Add**.

Reorder installations

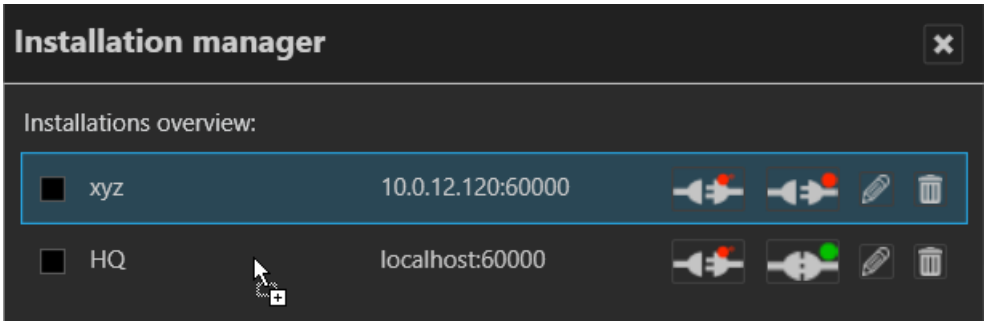


Fig. 23: Reorder installations

1. Reorder the list of installations by selecting one object and dragging it to the designated place in the list.

Disconnect and reconnect a Qognify installation

The color marker in the symbol indicates the connection state: a green dot indicates a connected system and red dot stands for disconnected.

1. Click **Autoconnect** (1) to connect the client to the selected server automatically when starting the client.
2. For manual connecting or disconnecting, click **Connect** or **Disconnect** (2).
3. To login to all installations with the same user name and password, select **Use local credentials for all installations**. Optionally this option can be activated on the login window (see Advanced login options ↳12).

In this case make sure that the remote users are the same as the local credentials.

Edit Qognify installations

Changes the IP address, host name and the port number of the selected server.

1. Click **Edit** (3) at the Qognify installation that you want to change. The selected server is displayed at the bottom of the window.
2. Edit the installation name, the IP address or host name, and the port number of the server.
3. Click **Apply**.

Delete saved Qognify installations

Tidies up the list of Qognify installations most recently called by the client (see Login ↳9).

1. Click **Delete** (4) at the Qognify installation that you no longer want to be available for selection.
2. To delete multiple installations at once, select the installations you want to delete and click **Delete selected objects**.

View

The menu view displays the following options:

- Adding a window
- Adding sequential alarm window
- Keep the aspect ratio
- Borderless display
- DisplayAgent
- Video wall dispatcher
- LPR master data editor
- Count analysis
- Access control data editor

The settings made in the View menu are stored locally and have to be made on each client and for each Windows® login profile individually.

Exceptions are:

- Settings for the LPR master data
- Count analysis data
- Access control data.

These data are saved on the server(s) by their corresponding services.

Adding a window

This function allows you to distribute the display of the work area to multiple connected monitors.

1. Choose **Add window** from the **View** menu. A second window opens.
2. Move the window to the connected monitor. The client saves the setting and makes it available when you log in again.
3. To use multiple connected monitors, repeat these steps.

Adding a sequential alarm window

In case of an alarm scenario, cameras that are defined as alarm cameras in an active alarm scenario are displayed in a separate alarm window. The name of the camera is displayed and the color of the image frame in the window corresponds to the color of the alarm scenario.

The camera images can be displayed either in **row mode** (one alarm per row) or in **continuous mode** (multiple alarms per row).

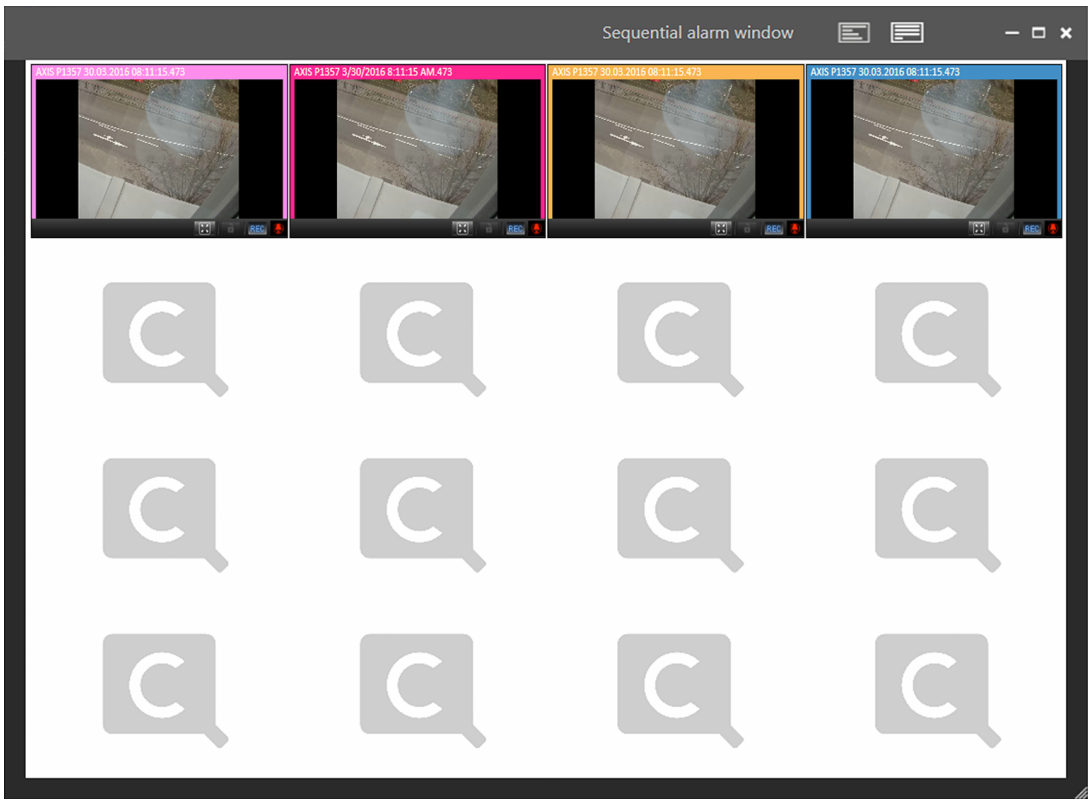


Fig. 24: Adding a sequential alarm window

1. Select **Add sequential alarm window** to display all alarm related cameras in a new dedicated window.

Keeping the aspect ratio

1. Select **Keep aspect ratio** to adapt the camera image to the layer window. The camera image may appear distorted.
2. Deselect **Keep aspect ratio** to display the camera image with the original aspect ratio.

Borderless display

1. Select **Borderless display** to hide the controls and the bars between the camera images in layers with multiple cameras. If a camera is selected, the border will be displayed.
2. Deselect **Borderless display** to hide the controls and the bars between the camera images in layers with multiple cameras.

DisplayAgent

The Qognify DisplayAgent allows you to use standard PCs and monitors to create a full-fledged remote-controlled video wall controlled by the video wall dispatcher.

A video wall dispatcher is required to control a DisplayAgent.

Video wall dispatcher

The video wall dispatcher can control associated monitors dynamically. You can drag and drop camera images, layers, maps and web pages to display them on video walls, e. g. Qognify Display Agents or eyevis video walls.

LPR master data editor

In the LPR (license plate recognition) master data editor you can add and delete license plates, as well as edit related data like driver's name, tickets, history and notifications.

The license plate recognition must be configured in the Qognify VA Administration Tool prior to usage.

The LPR master data editor is only available when at least LPR group with the appropriate rights has been configured.

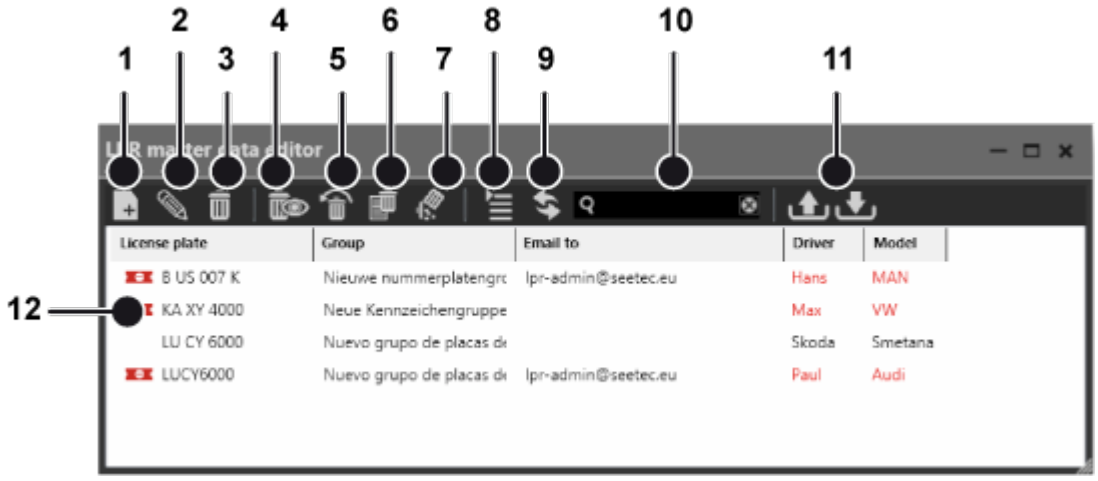


Fig. 25: LPR master data editor

To manage license plates, the following options are available:

- **Creating a new license plate** (1), see Creating a new license plate ↳38
- **Editing a license plate** (2), see Editing a license plate ↳39
- **Deleting a license plate** (3), see Deleting a license plate ↳43
- **Displaying** (4) and **restoring** (5) deleted license plates, see Displaying and restoring deleted license plates ↳44
- **Deleting a history** (6), see Deleting a history ↳44
- **Deleting a license plate permanently** (7), see Deleting a license plate permanently ↳44
- **Switching the view** (8), see Switching the view ↳45
- **Refreshing the view** (9), see Refreshing the view ↳45
- **Searching for a license plate** (10), see Searching for a license plate ↳45
- **Exporting and importing license plates** (11), see Exporting license plate master data ↳45

License plates in the list (12) can be sorted and displayed by license plate groups.

1. Click the arrow beside the name of the license plate group to close it.
2. Click the arrow again to open the license plate group again.

Creating a new license plate

Depending on the configuration, the window for entering new data is opened automatically as soon as a license plate is recognized by the camera.

You can start the LPR master data editor from the "View" menu.

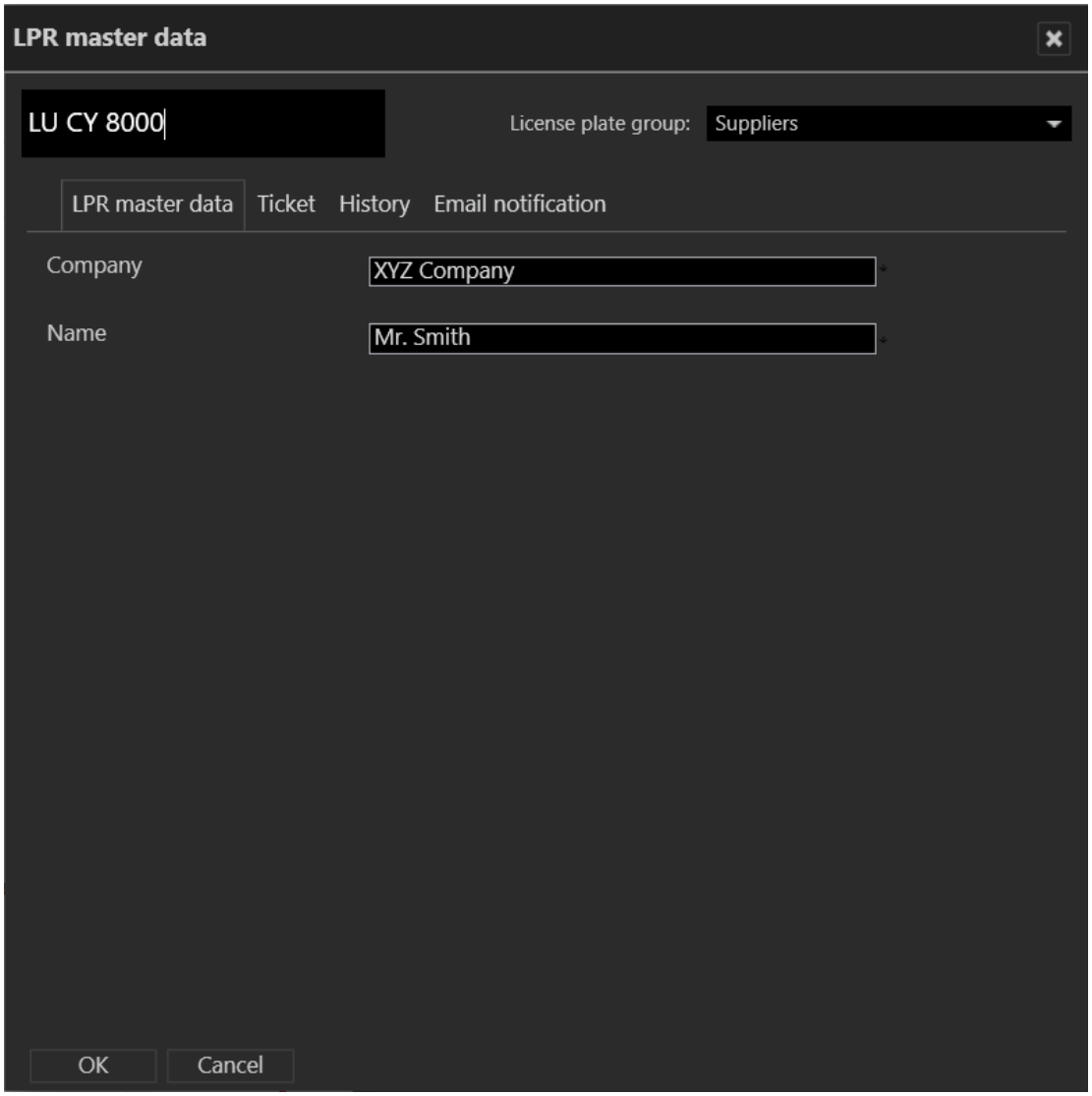


Fig. 26: Creating a new license plate

1. Enter the new license plate in the text box in the upper left if it is not yet displayed.
2. Assign the license plate to a **license plate group**. License plate groups are created in configuration mode in the license plate groups area.
3. Optionally, add descriptions for the license plate. The names and number of text fields are defined in the server area in configuration mode.
4. Click **OK** to apply the settings.

Editing a license plate

1. Select a license plate in the list of the master data editor
2. Click **Edit** to change the details for the license plate.

LPR master data

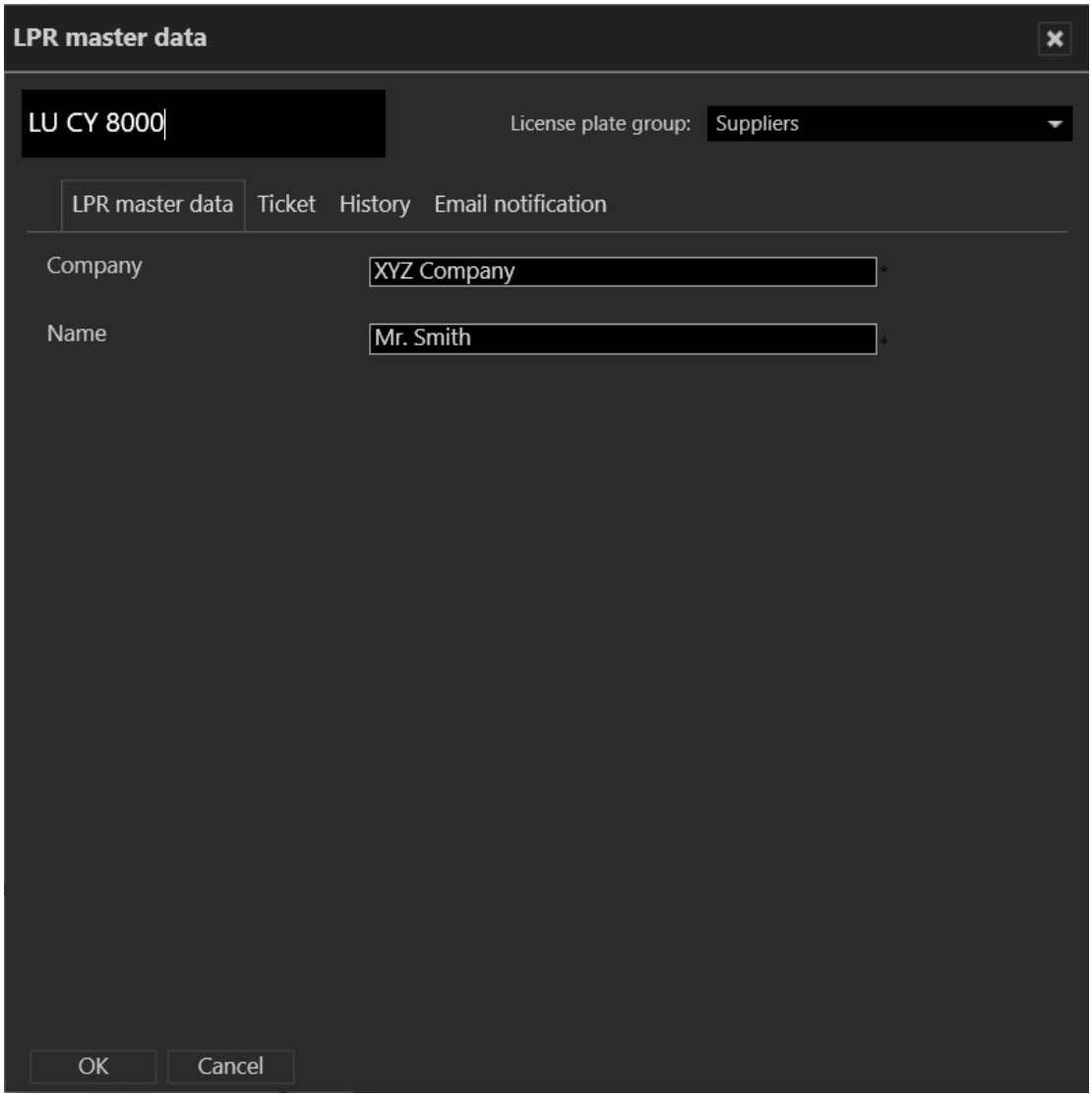


Fig. 27: LPR master data

1. Edit the license plate.
2. Click **OK** to apply the settings.

Ticket

Tickets define the validity time periods for certain licenses, e. g. a license plate is allowed to pass a barrier at office time only.

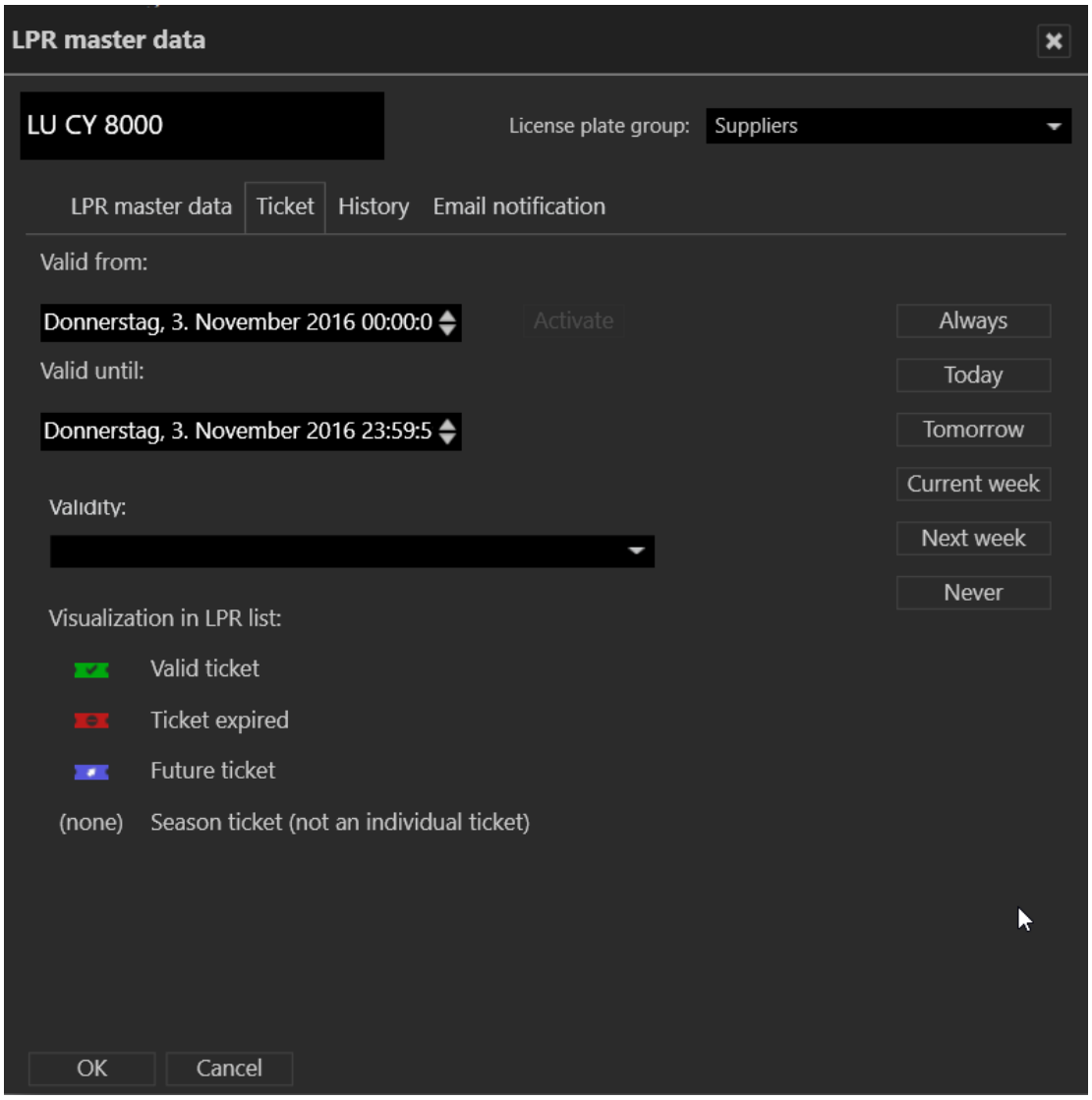


Fig. 28: Ticket

1. Select a predefined **Validity** period for the license plate. The predefined validity periods are displayed on the left.
2. To enter a specific time period, click **Activate** and enter the desired time period. The status of the ticket is indicated in the LPR list by a different font color and an icon. If a period is already defined, activation is no longer enabled.
3. Click **OK** to apply the settings.

History

The history tab shows the initial configuration of the license plate and all subsequent changes. The width of the columns can be adjusted to improve readability.

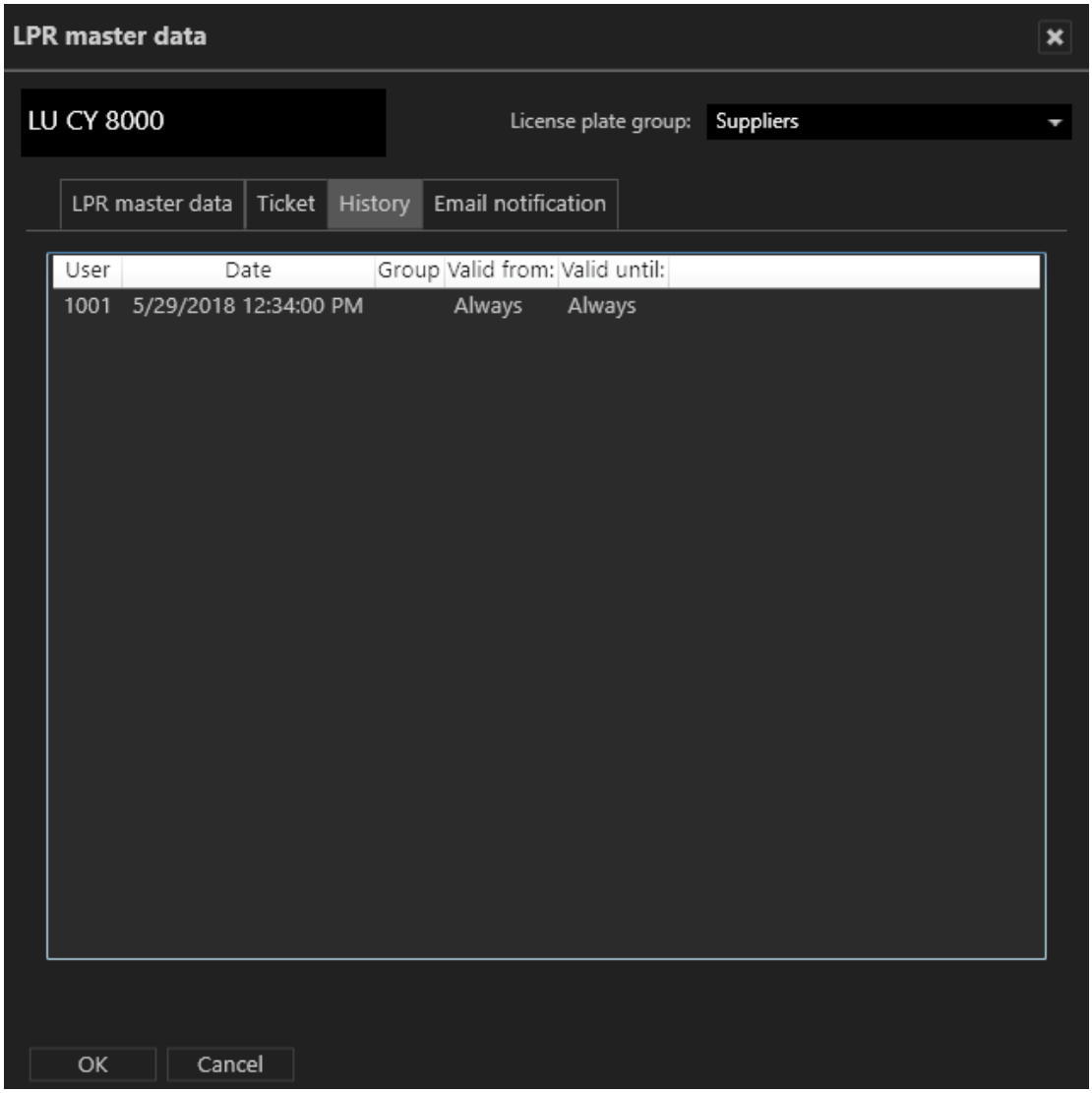


Fig. 29: History

1. Click **OK** to close the window.

Email notification

You can send email notifications to certain recipients as soon as the vehicle with the specific license number is recognized.

Fig. 30: Email notification

1. Enter the email addresses of the recipients separated by semicolons.
2. Enter the text for the email body. The numbers on the right are placeholders for variables (i.e. license plate details) that are sent automatically.
3. Click **OK** to apply the settings.

Example
The text in the message "License plate [1] was recognized [4] at [5]." is sent as "License plate LU CY 8000 was recognized 15.04.2010 at 4:25 pm." in the email.

Deleting a license plate

License plates can be removed from the list of valid license plates.

When removed from the list, the license plates lose their validity but are not removed from the database. Therefore deleted license plates can be restored.

1. Select a license plate from the list of the master data editor.
2. Click **Delete** to remove the selected license plate from the list. The license plate is hidden.

Displaying and restoring deleted license plates

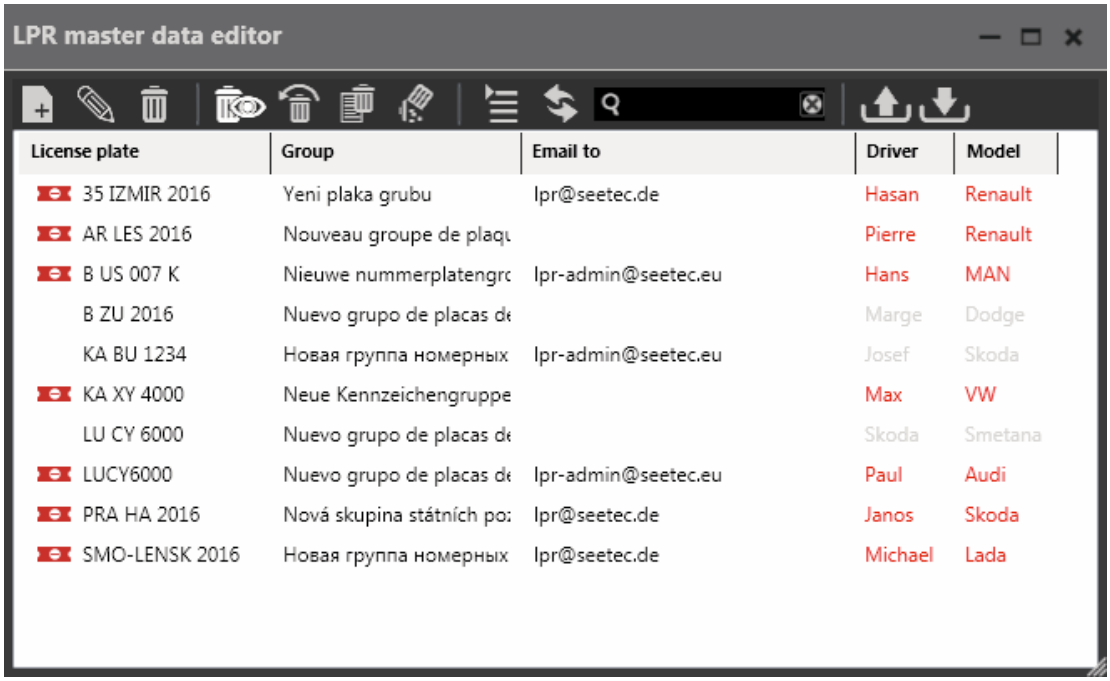


Fig. 31: Displaying and restoring deleted license plates

1. Click **Show deleted entries** to display the list including the deleted (i.e. hidden) license plates.
2. Select the deleted license plate (displayed with grayed-out text), and click **Restore**. The license plate is restored in the license plate list.

Deleting a history

If necessary, you can delete the history of a license plate (see History ↳42).

1. Select the license plate whose history you wish to delete, and click **Delete history.**
2. Click **Yes** to confirm the deletion.

Deleting a license plate permanently

To remove license plate from the database permanently, they first have to be deleted (i.e. removed from the list).

License plates can only be permanently deleted by members of the administrator group.

1. Select the license plate that is to be permanently deleted. To delete multiple license plates, select the license plates while pressing and holding the CTRL key.

2. Click **Delete permanently**, and confirm the deletion. The license plate is permanently deleted.

Switching the view

1. Click **Change view** to display license plates grouped or ungrouped.

Refreshing the view

1. Click **Refresh view** to display any hidden license plates in the list.

Searching for a license plate

1. To search for a license plate in the list, enter part of the master data set of the license plate into the search box (10). The search is started automatically, and the result is displayed in the list.
2. Click the **X** in the search box to clear the search and display unfiltered results.
3. When the configured maximum number of search results is exceeded, the result can be exported as a CSV file (see Exporting license plate master data ↳45).

Exporting license plate master data

You can export the master data of selected license plates as a CSV file (a text file with values separated by semicolons) in order to analyze or prepare it for further import into databases.

1. Select the license plate whose master data you wish to export. To export multiple license plates, select the license plates while pressing and holding the CTRL key.
2. Click **Export** (11) to export the master data as a CSV file (see Data fields for export and import ↳45).

Importing license plate master data

You can import the master data of license plates from a CSV file (a text file with values separated by semicolons) .

1. Click **Import** (11) and select a CSV file with the license plate master data to be imported (see Data fields for export and import ↳45).

Data fields for export and import

The export and import file must contain the following data fields:

```
LicencePlate;reserved;Group;...;AlwaysValid;ValidFrom;ValidTill;
Email;EmailText;ValidityName;modify
```

Field name	Value	Note
LicensePlate		The license plate
reserved		

Field name	Value	Note
Group	Text	Name of license plate group as configured If there is no entry the group will be defined as "unknown"
;;;;;	Text	Placeholders for user-defined master data fields
ValidFrom	Date-time value	Date/Time as Unix date-time-value (milliseconds since 1970)
ValidTill	Date-time value	Date/Time as Unix date-time-value (milliseconds since 1970)
AlwaysValid	1	"always valid" (same values in fields **ValidFrom** and **ValidTill**
	0	different values in fields **ValidFrom** and **ValidTill**
ValidityName	negative value, e.g. -1	Always
	positive value	**ID of related time template**
Modify	0	Value change is possible (see Importing license plate master data ↳45)

Access control data editor

Card holders in the list can be sorted and displayed by license plate groups.

For information about working with the access control system, see "Technical_Guides_Qognify_Qognify VMS_7.2_EN.pdf" or contact support (see Support).

1. Click the arrow beside the name of the card holder group to close it.
2. Click the arrow again to open the card holder group again.

Tools

This menu displays the following options:

- Multiple export of image data (see Multiple export of image data ↳51)
- Write protection of recordings (see Removing write protection from recordings of multiple cameras ↳56)

- Configure logo action (see Configuring a logo action ↳56)
- Status report for automatic image export (see Status report for automatic image export)
- Manual reference image comparison (see Manual reference image comparison ↳57)

The Export Designer

The Export Designer in Qognify VMS configures the image export, i.e. adding shapes to hide specific areas of the exported images to increase privacy or defining a time range.

Creating a new export

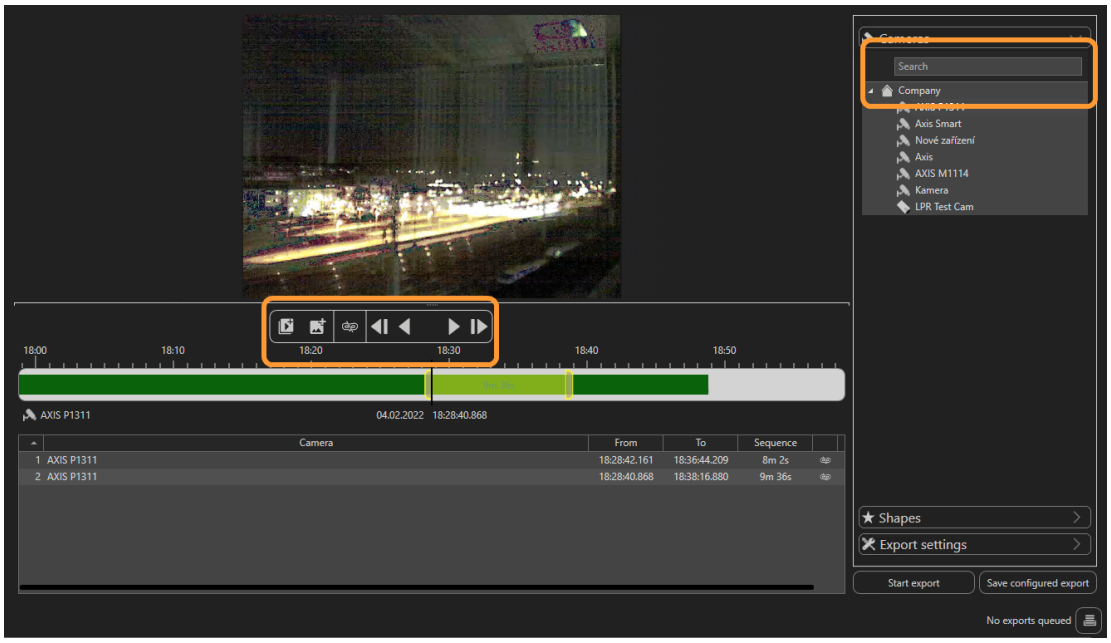
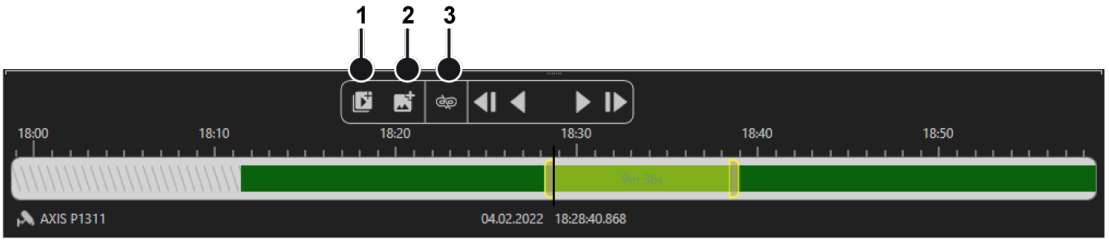


Fig. 32: The Export designer

Defining the image or image sequence

1. In the Export Designer, select **Create New** from the **Tools** menu.
2. Select a camera from the list or search for a camera in the search box above the list.
3. Move the timeline to the desired position. The corresponding frame is displayed. Zoom in or out of the timeline using the scroll wheel of the mouse for more detail.



4. Click **Add sequence** (1) to set the starting point of an image sequence.
5. Drag the handle of the sequence delimiter to the right. This defines the time frame for the export.
6. To mark only a single image for the export, click **Add single image** (2) and drag the marker to the position on the timeline.

Viewing privacy masks

To determine if privacy masks are used in an image, a privacy mask can be highlighted in the preview window before exporting.

Without permission to hide privacy masks (or in offline mode), the button is deactivated and privacy masks are always shown and exported.

1. To highlight a privacy mask in the image, select **Mask** (3) in the **Tools** menu. All privacy masks of the current image in the preview window are displayed.
2. Before exporting a file with privacy mask disabled or enabled, toggle the **Mask** for a selected camera in the list on or off (for exporting, refer to Defining the export settings ↳49).

Adding shapes

Areas of the image or image sequence can be hidden in the export to prevent information from being displayed in the export result, e.g. license plates or privacy sensitive objects.

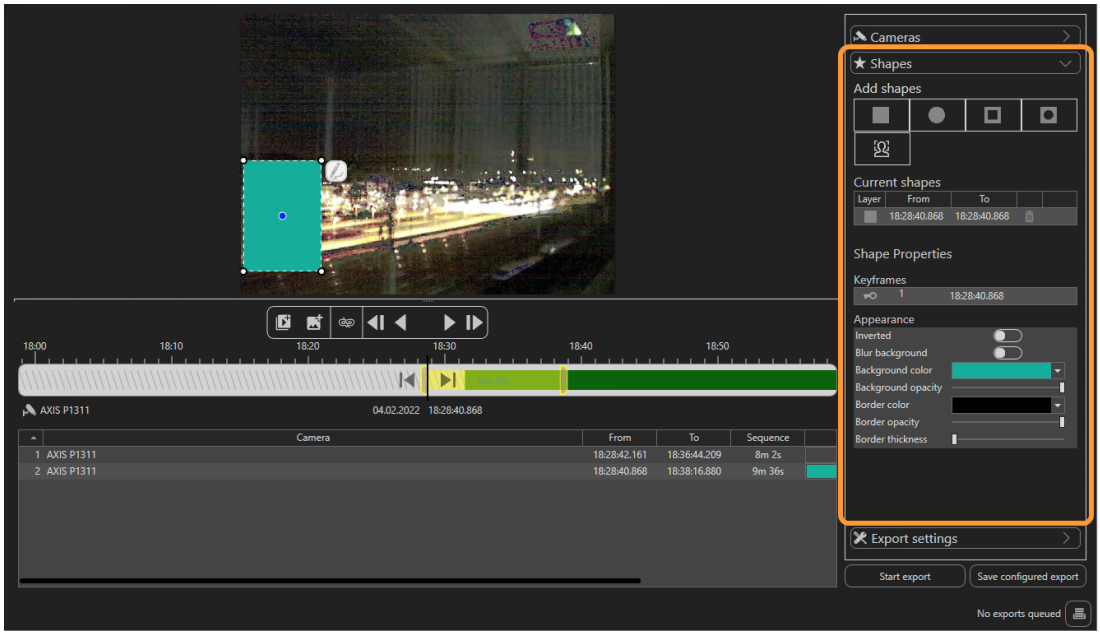


Fig. 33: Adding shapes in the Export designer

1. To add a shape, open **Shapes** in the toolbar on the right and select a shape. The selected shape is placed in the top left corner.
2. Drag the shape onto the image or sequence and resize.
3. Define the background color and transparency as well as the border color and transparency.
4. Move the shape icon on the timeline to define the object to be masked within the time range.
5. To delete a shape from the image, select **Delete** next to the shape in the list of "Current shapes".
6. To delete a keyframe, select **Delete keyframe** next to the keyframe in the list of "Keyframes".

Adding a mask with "Click2Mask"

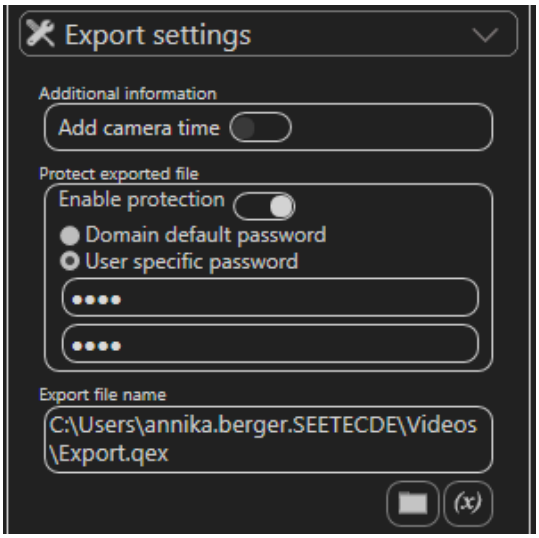
To confirm with privacy protection, persons in a scene can be masked automatically before exporting. This feature is called “Click2Mask”.

To use "Click2Mask", the BVI server module must be installed. This feature requires 64bit mode and cannot be used with the package Qognify VMS S50.

1. To add a mask, select a camera and add an image sequence.
2. Open **Shapes** in the toolbar on the right and select **Analyze** . Qognify VMS analyzes the sequence for a person. The resulting sequence is displayed in the section "Keyframes".
3. If necessary, adjust the shape.

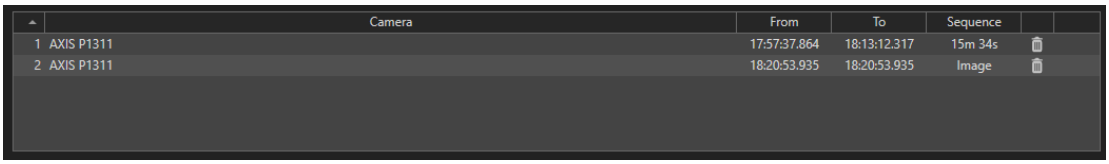
Defining the export settings

1. To define the export settings such as a password protection, open **Export settings** in the toolbar on the right.



2. Enable the display of the camera time as additional information in the image.
3. Enable the password protection if required, and set either a domain default password or a user specific password.
4. Click the folder icon and select the export location of the file.
5. To add a variable to the export file name, click ***(x)*** and select the variable. You can insert variables that will be included in the file name at the time of export, such as:
   - Insert a variable for camera name: The name of the selected camera is included in the exported file name.
   - Insert a variable for export time: The time of the export is automatically included in the file name and can be defined by a timestamp, the date, day, time, etc.
   - GUID: The global unique identifier of the file is included in the file name.
6. Save the export settings.
7. Select **Start export**.
8. Open the Export Manager to open the exported file.

Resuming the image export



Resuming the export

Exports are queued in the export designer. The export settings can be restored in case of failure. The settings file that has previously been configured in the export designer is reloaded into the export queue.

1. In the Export Designer, select **Resume** from the **Tools** menu.
2. Optionally, reconfigure the export settings.
3. Start the export.
4. Open the Export Manager to open or delete the exported file.

Loading any file for export

Any setting that has been configured and saved can be loaded into the export designer without the need to reconfigure. The setting will replace the current configuration in the queue.

1. In the Export Designer, select **Load** from the **Tools** menu.
2. Optionally, reconfigure the export settings.
3. Start the export.

Deleting a marker

1. To delete a marker from the file, select the **Delete** icon in the item's row.

Sharing a camera

Apart from a user with administrative rights, any user can share a camera if the user rights are set.

If a sharing or receiving party is deleted or deactivated, or loses the sharing or live view rights while sharing cameras, the sharing is stopped.

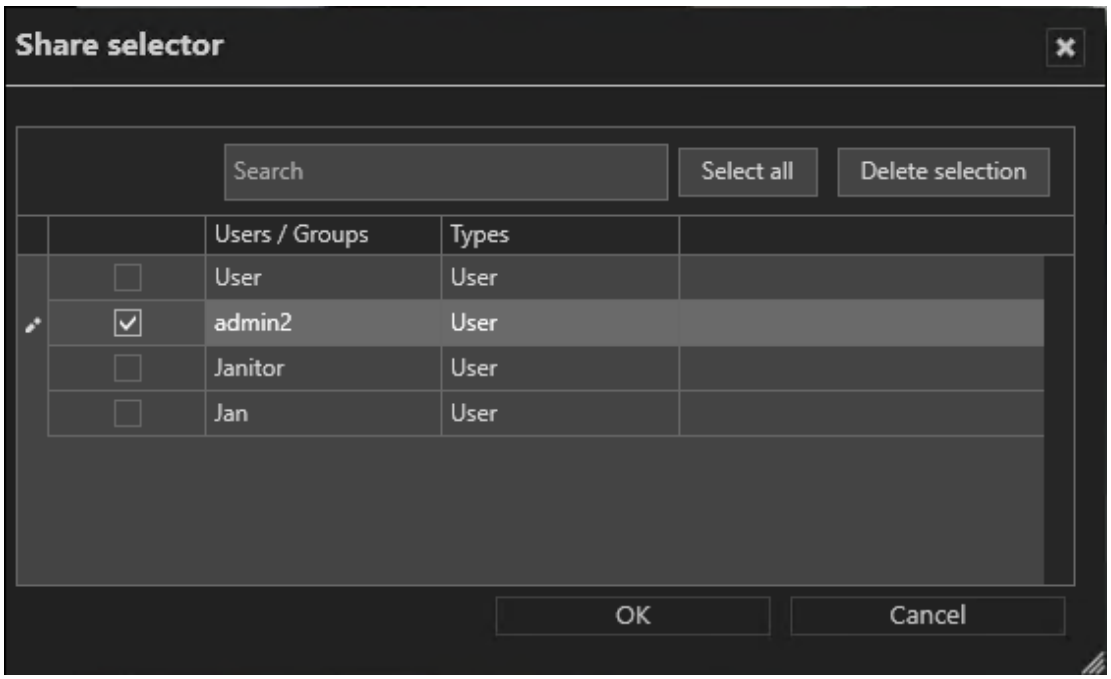


Fig. 34: Sharing a camera

Start sharing a camera

1. Activate the camera.
2. Select **Share manager** from the **Tools** menu.
3. Select **Start sharing**.
4. Select the user or group.
5. Click **OK** to confirm.

Stop sharing a camera

1. Select **Share manager** from the **Tools** menu.
2. Select **Stop sharing**.

Multiple export of image data

Image data can be exported with two different processes:

- Using “Multiple export of image data” in surveillance mode (see Exporting in surveillance mode ↳52).
- Exporting video from the opened tiles in archive mode (see Exporting recordings ↳101).

When exporting video recordings, the exported data are saved in encrypted form and can then be played back on a computer without a Qognify installation with the Qognify viewer. The **Qognify viewer** is found in the export directory.

The setup files for the **Qognify Viewer** and the burning tool for burning the exported video material onto a storage medium can also be found in the folder "Tools" of the Qognify installation (see Anywhere Viewer ↳119).

Exporting in surveillance mode

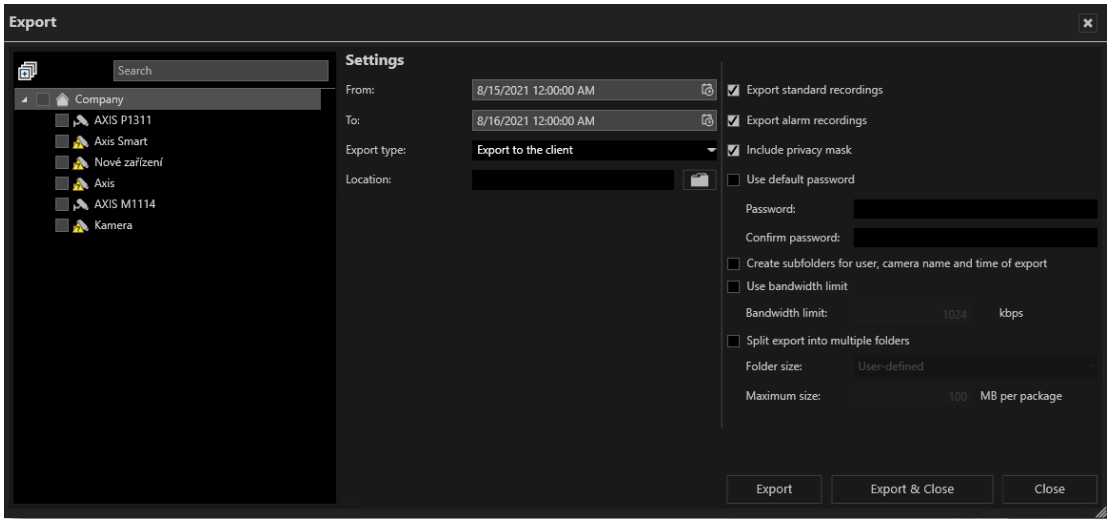


Fig. 35: Multiple export of image data

1. Select **Multiple export of image data** from the **Tools** menu.
2. To open or close the list, click .
3. Select or deselect either all of the installed cameras or specific cameras.
4. If necessary, search the camera by entering the name in the search field above the camera tree.
5. Enable the required parameters for export.

   Information such as pre- and post-alarm duration, hardware and software status, and the name of the VA module are exported automatically.

   - Export standard recordings
   - Export alarm recordings
   - Including privacy mask settings: the feature is enabled by default if the selected camera displays a privacy mask, otherwise it is disabled
   - Using a default password for protecting the exported data
   - Creating subfolders for users, camera name, and date and time of export
   - Bandwidth limit definitions when exporting in a narrow-bandwidth environment
   - Splitting of the exported files into multiple folders with a user-defined folder size
6. Select the export file format and target:
   - Exporting video recordings to the server
   - Exporting video recordings to the client

During the export process, the Qognify viewer installation file is copied to the export folder as well. This allows the files to be run on a computer without a Qognify VMS installation with only the Qognify viewer installed. The Qognify viewer will import the files and display them as separate time intervals.

Exporting image data to the client

When exporting image data to the client, the following options are available:

- AVI export to client ↳53
- JPEG export to client ↳53
- Native export to client ↳54

AVI export to client

1. Select "AVI export to client".
2. Make sure that a temporary folder for image data export to the client is configured and available.
3. Specify the location of the export file.
4. Drag and drop the cameras for export into the right column. For each camera, all marked timespans are displayed.
5. To delete a timespan, select **Delete selected items** in the corresponding row.
6. Specify if the image data is exported with or without **privacy masks**.

   Exporting without privacy masks can lead to a breach of privacy laws.
7. To store the exported image data in separate folders by user, camera name and time of export, select **Create subfolders for user, camera name and time of export**.
8. Select the video compression format:
   - Qognify Encoder
   - DV Video Encoder
   - MJPEG compressor
   - Source format
9. Specify if **only i-Frames** should be exported.
10. Enable **Audio** if the video source contains audio channels that should be included in the export.
11. To carry out the export immediately, click **Export**. The settings are saved after export or by closing the window.

The filename of the AVI file has following format:
<camera name>_<fromDate>-<fromTime>_<toDate>-<toTime>.avi
The name cannot be changed. If the name already exists, a sequential number is automatically appended.

JPEG export to client

1. Select "JPEG export to client".
2. Make sure that a temporary folder for image data export to the client is configured and available.
3. Specify the location of the export file.
4. Drag and drop the cameras for export into the right column. For each camera, all marked timespans are displayed.
5. To delete a timespan, select **Delete selected items** in the corresponding row.
6. Specify if the image data is exported with or without **privacy masks**.

   Exporting without privacy masks can lead to a breach of privacy laws.
7. To store the exported image data in separate folders by user, camera name and time of export, select **Create subfolders for user, camera name and time of export**.
8. Specify if **only i-Frames** should be exported.

9. To specify the number of exported frames, enable **Limit frame rate** and specify the number of images per second of video stream (default is 25 fps).
10. To carry out the export immediately, click **Export**. The settings are saved after export or by closing the window.

Native export to client

1. Select "Native export to client".
2. Make sure that a temporary folder for image data export to the client is configured and available.
3. Specify the location of the export file.
4. Drag and drop the cameras for export into the right column. For each camera, all marked timespans are displayed.
5. To delete a timespan, select **Delete selected items** in the corresponding row.
6. Specify if the image data is exported with or without **privacy masks**.

   Exporting without privacy masks can lead to a breach of privacy laws.
7. To store the exported image data in separate folders by user, camera name and time of export, select **Create subfolders for user, camera name and time of export**.
8. Specify the time period for the image data to be exported.
9. To secure the exported image data using the default password, select **Use default password.**
10. If you want to use your own **password** instead of the default password, enter this password and repeat it. The default password is set in configuration mode in the DeviceManager (DM) section.
11. Specify if only standard recordings are to be exported or if alarm recordings are to be exported as well.
12. To store the exported image data in folders of approximately the same size as the expected file size, select **Split export into multiple folders** and specify the **folder size** and **maximum size** of the image file. Image data that exceeds the specified size is split into multiple files so that they can be stored on data carriers such as CD-ROMs or DVDs.
13. If the image data is to be exported to a client that has only a low-bandwidth connection, select **Use bandwidth limit** and specify the bandwidth limit.
14. To carry out the export immediately, click **Export**. The settings are saved after export or by closing the window.

Viewing exported files

- For viewing the exported files, use the "VMS_PortableViewer". The Viewer allows opening an viewing the exported files without modification and without installation of Qognify VMS.
- Optionally, use the offline mode of the Qognify VMS client.

Exporting native image data to the server

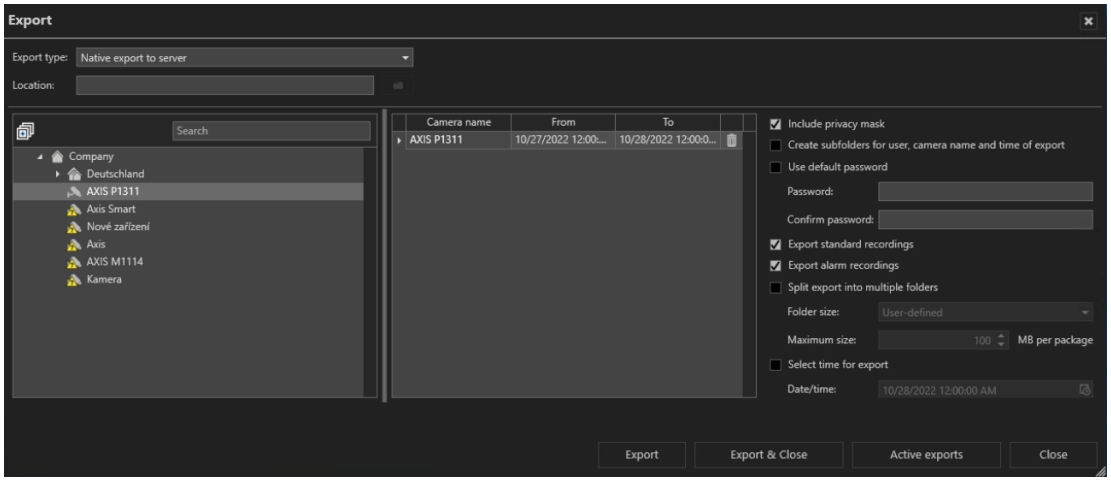


Fig. 36: Exporting native image data to the server

1. Select “Native export to server”.
2. Specify the location of the export file.
3. Drag and drop the cameras for export into the right column. For each camera, all marked timespans are displayed.
4. To delete a timespan, select **Delete selected items** in the corresponding row.
5. Specify if the image data is exported with or without **privacy masks**.

   Exporting without privacy masks can lead to a breach of privacy laws.
6. To store the exported image data in separate folders by user, camera name and time of export, select **Create subfolders for user, camera name and time of export**.
7. To secure the exported image data using the default password, select **Use default password.**
8. If you want to use your own **password** instead of the default password, enter this password and repeat it. Optionally, use the default password. The default password is set in configuration mode in the DeviceManager (DM) section.
9. Specify whether only **standard recordings** are to be exported or whether **alarm recordings** are to be exported as well.
10. To split the exported files for storage on multiple data carriers such as CD-ROMs or DVDs, select **Split export into multiple folders**.

    The minimum size of the file is 100 MB.
11. Select the desired **folder size** according to the export medium (e.g. CD, DVD, Blue-ray disc).
12. Specify the **maximum size** of the image file.
13. To carry out the export at a specific time, select **Select time for export**, and then specify a date and time for the export.
14. Specify the **date/time** period for the image data to be exported.
15. Click **Select** and specify the **location** of the exported image data.

    If the selected cameras are connected with multiple DeviceManagers, make sure that the export path is accessible by each related DeviceManager.
16. To carry out the export immediately, click **Export**. The settings are saved after export or by closing the window.

Removing write protection from recordings of multiple cameras

The write protection of recorded image data can be deleted (see Write protection ↳103).

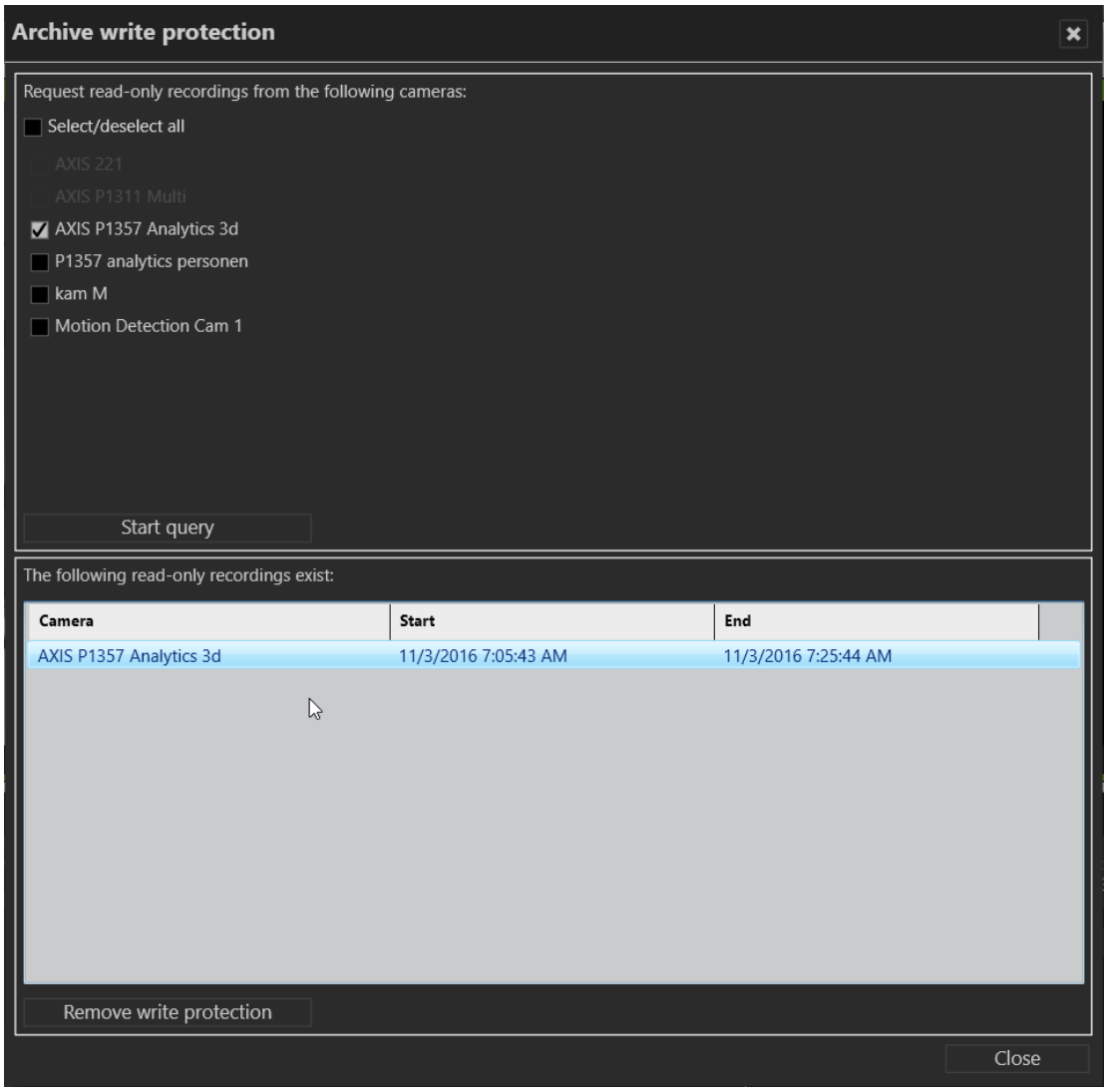


Fig. 37: Removing write protection from recordings of multiple cameras

1. Choose **Write protection of recordings** from the **Tools** menu.
2. Select the cameras to be checked to ascertain whether there is a write-protected recording area.
3. Click **Start query** to display any write-protected recordings of the selected cameras.
4. Select the areas in which write protection is to be removed from recordings.
5. Click **Remove write protection**.
6. **Close** the window.

Configuring a logo action

Logo action allows you to specify which layer is to be displayed when you click the Qognify logo at the top of the screen.

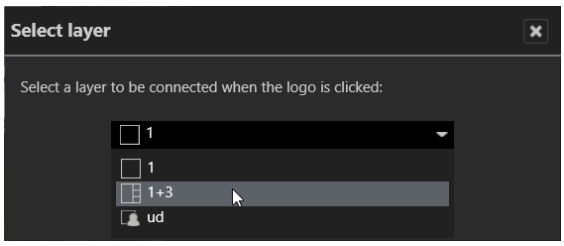


Fig. 38: Configuring a logo action

1. Select **Configure logo action** from the **Tools** menu.
2. Select the defined layers from the drop-down list. The layers are saved in the configuration menu.
3. Click **OK** to confirm.

Manual reference image comparison

To create reference camera images and compare camera images, the user must have the rights to see live images in surveillance mode.

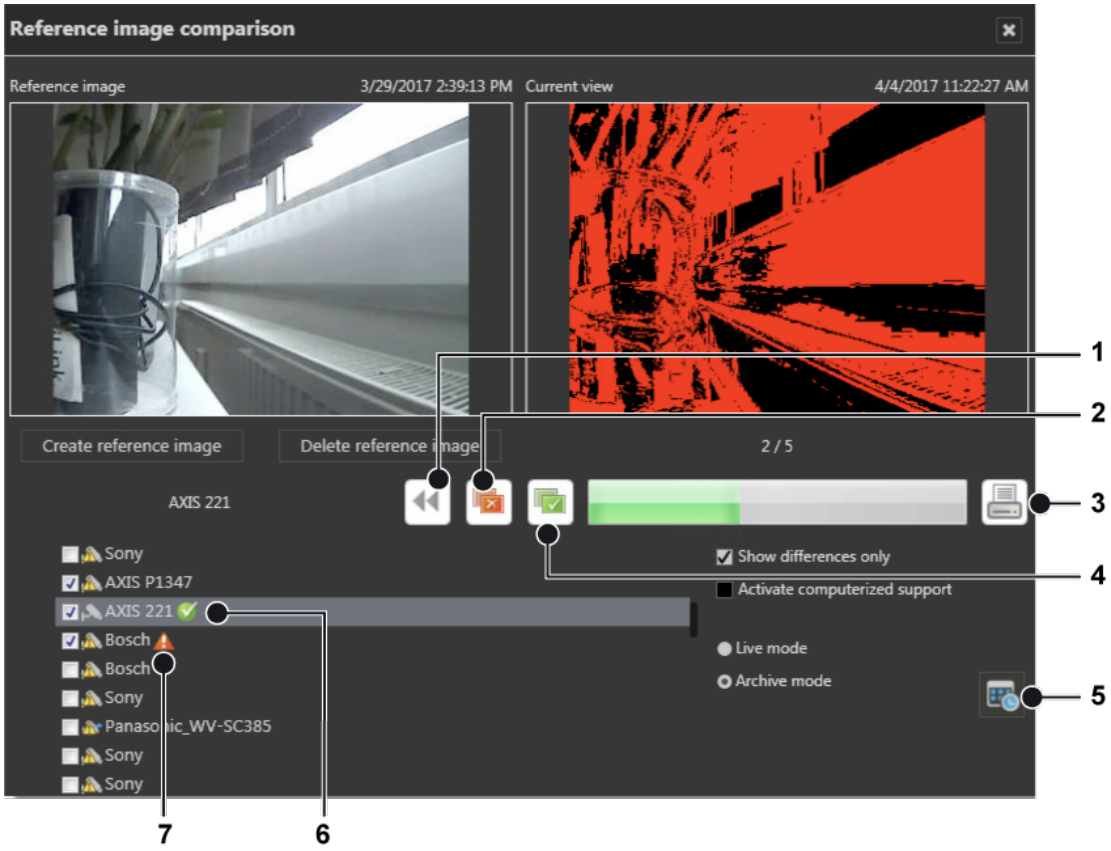


Fig. 39: Manual reference image comparison

The manual reference image comparison helps detect changes in the static object.

Mobotix cameras are only supported for Motion JPEG. Reference Image comparison does not work on images from fish-eye cameras.

1. Select a camera from the list and click **Create reference image**. The current camera image will be used as reference image. The current view displays the actual live image of the camera or an archived image.

2. To delete a reference image, select the camera from the list and click **Delete reference image**.
3. Select the camera and check both images for changes.
4. Click **Deviations** (2) to reject and mark the images as not identical. The red icon (7) is displayed behind the camera name.
5. Click **Congruence** (4) to accept mark the images as identical. The green icon (6) is displayed behind the camera name.
6. If the changes are difficult to see, select **Show differences only**. The changes detected by the image processing software will be displayed as highlighted areas in the current view. If no changes are detected, the current view turns black.
7. Deselect **Show differences only** to return to the actual camera image.
8. Select **Activate computerized support** to display a threshold scale. Move the pointer on the scale to change the threshold values. This changes the threshold values of the current image and helps discern possible changes in the image.
9. Select **Live mode** or **Archive mode**. When Archive mode is selected, the reference image can be compared to a recorded image.
10. Click **Calendar** (5) and select a date and time of the archived image.
11. To print a report of the results, click **Print** (3). Also see Printing the reference image comparison report ↳58.

Printing the reference image comparison report

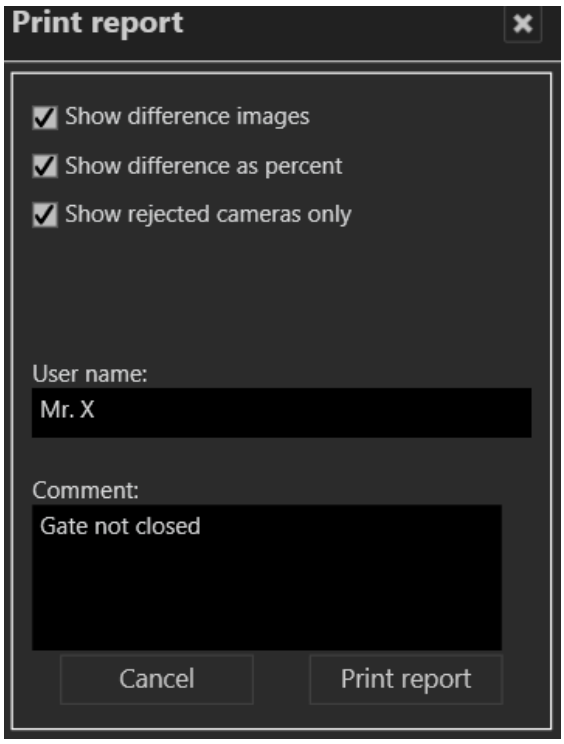


Fig. 40: Printing the reference image comparison report

1. In the print report dialog, select **Show difference images** to print the current views with the differences highlighted.
2. Select **Show difference as percent** to print the percentage of the detected differences within each image.
3. Select **Show rejected cameras only** to print the report without the accepted cameras.

4. Enter the **User name** and add a **Comment**, if necessary.
5. Click **Print report**.

Info

The menu **Info** displays information about the system and both procedures to obtain a license for Qognify VMS 7.2. The installation must be activated within 30 days. This requires sending an automatically generated activation key, the product ID, to Qognify.
This menu displays the following options:

- Activating the software
- Showing information about the software

Activate the Qognify VMS license online

The product is activated online to personalize a license or download a license file.

Online activation requires a connection to the internet.

Personalize a license

Fig. 41: Personalize a license

1. In the **Info** menu, select **Activate product**.
2. Select **Online**.
3. Select **Personalize license** if you want to register it with your user data, and the license has not yet been registered.
4. Enter your installation number (**INR**) and user details.

5. Click **OK** to confirm your entries. The client connects to the Qognify registration server and transfers the license key to the computer.

Download a license

You can download a new license file if an update has been carried out and the license is required again.

Fig. 42: Download a license

1. Select **Download license**.
2. Enter your installation number (**INR**).
3. Click **OK** to confirm your entries. The client connects to the Qognify registration server and transfers the license key to the computer.

If the product ID has changed (e.g. due to changes to the server hardware), contact the Qognify support.

Activate the product offline

If the client has no internet access, activate the client by first applying for a license via email. After receiving the license file per email, it has to be imported.

Applying for a license

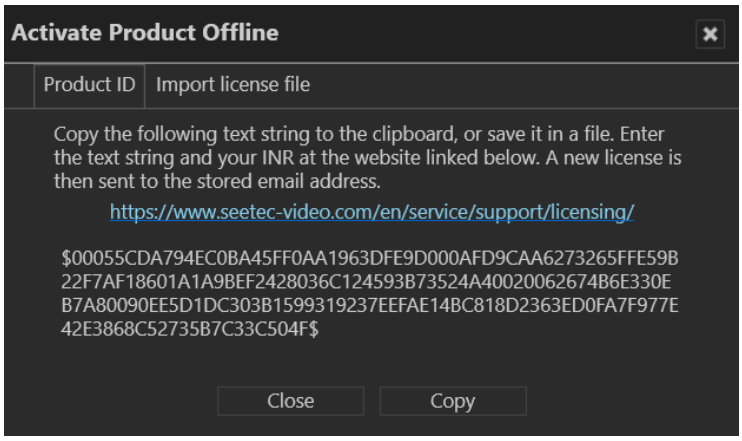


Fig. 43: Applying for a license

1. In the **Info** menu, select **Activate Product**.
2. Select **Offline**.
3. Select the tab **Product ID**. The software creates a unique product ID.
4. Click **Copy** to copy the displayed product ID to the clipboard.
5. Open the Qognify website and navigate to "Support" and "Licensing".
6. Select "New license code".
7. Enter your product ID and the other information requested there. You will receive the license file by email.

Importing a license file

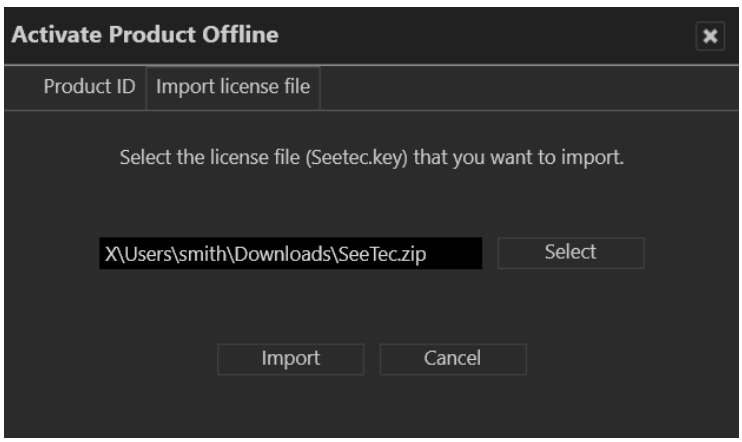


Fig. 44: Importing a license file

1. In the **Info** menu, select **Activate Product**.
2. Select **Offline**.
3. Select the tab **Import license file**.

4. Click **Select** and navigate to the storage location of the license file.
5. Select the license file. Upon import, the zipped file will be decompressed automatically.
6. Click **Import** to use the license key.

Show license

A test license will be installed during installation and is valid for 30 days. A demo license is valid until the displayed date. If no valid license is available, login is not possible. For further questions, contact the Qognify support.

1. In the **Info** menu, select **Show information**.
2. Select **Show license**. Information on the license is displayed in three tabs.
3. Select tab **Overview** to see general information of the product, e.g. the INR (Installation Number), SMA (Software Maintenance Agreement), the validity period of the license (if it is a demo license).

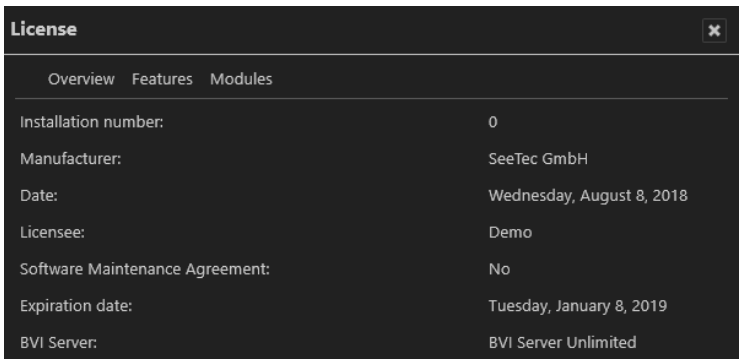


Fig. 45: Show license - overview

4. Select **Features** to see the features activated by the installed license file.

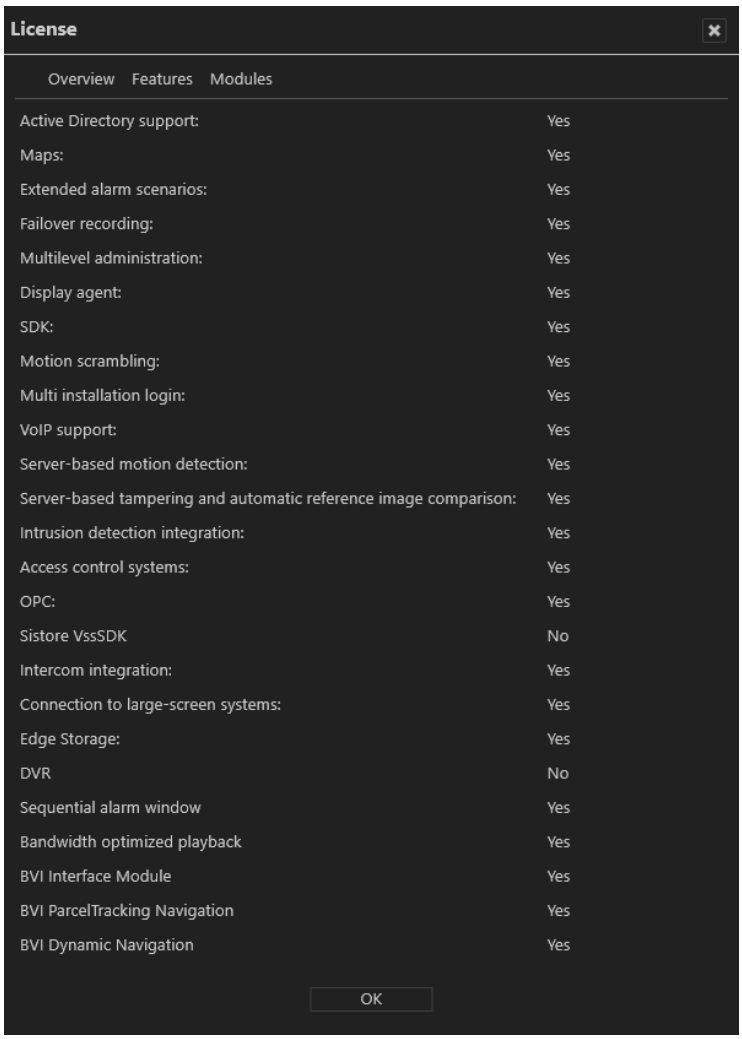


Fig. 46: Show license - features

5. Select **Modules** to see how many modules like cameras (devices), servers, analytics channels etc. are activated by the installed license file.

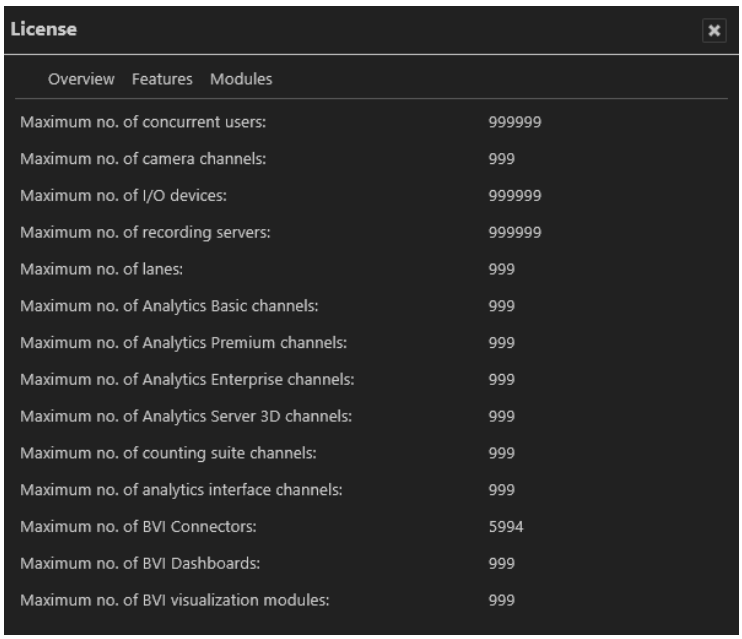


Fig. 47: Show license - modules

Show program information

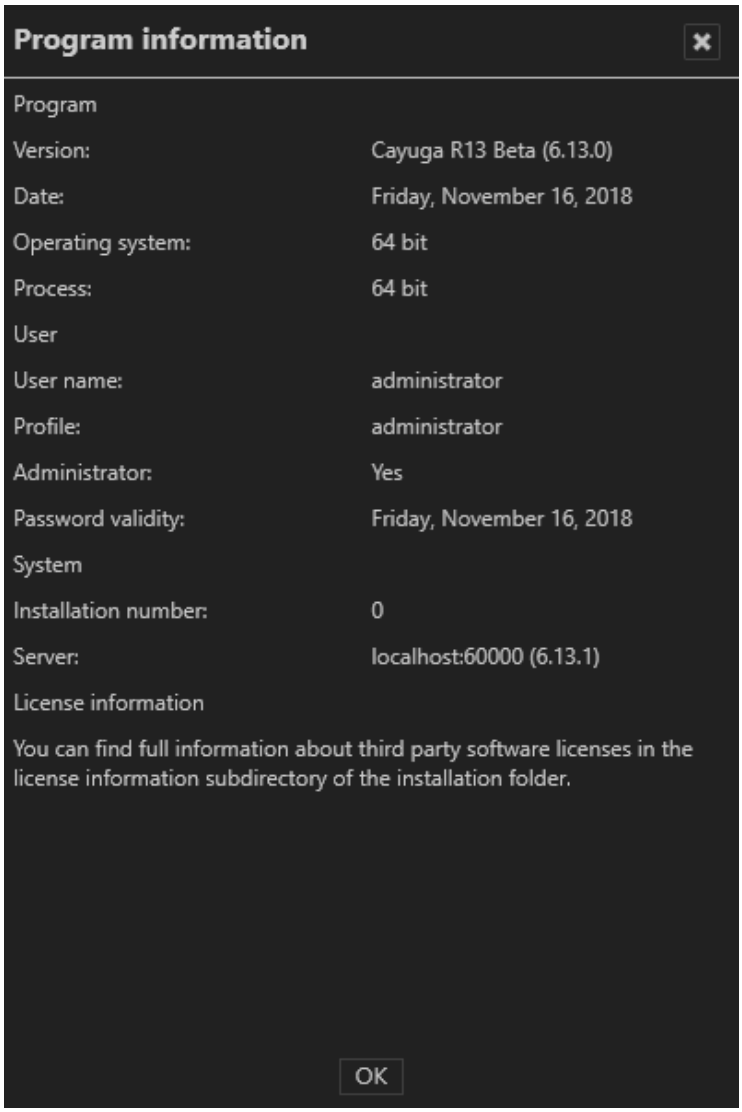


Fig. 48: Show program information

1. Select **Show program information** from the **Info** menu. The information on items such as the program version, current user and profile and also validity of password is displayed.

Show system information

Fig. 49: Show system information

1. Choose **Show system information** from the **Info** menu. The information on items such as the Core Service Main, the numbers of activated DeviceManagers, video sources (cameras) is shown.
2. Click **Copy** to copy the system information to the clipboard. You can paste the data from the clipboard to your email program to send it to support.

Help

The help menu displays the following options:

- Online help
- Start problem recording
- Display help icons

Online help

Starts the help system on the starting page. In addition, there are also links for accessing specific topics directly from the various controls and dialog boxes. The system automatically checks for current versions of the online help system. The user is notified if the installed version is not up-to-date.

When starting the help system for the first time, you may be prompted by the browser to activate ActiveX or allow JavaScript. The help system will not function properly, if those services are blocked.

Start problem recording

If problems occur during operation, you can use the "Start problem recording" function to record, comment on and save them. The "Problem Steps Recorder" is part of the operating system.

1. Select **Start problem recording** from the **Help** menu.
2. Select **Start recording** and carry out the steps that led to the problem.
3. As soon as you have carried out these steps, stop recording.
4. If you want to add a comment to the recording, click **Add comment** (e.g. the time, behavior of the client and devices, etc.).
5. Specify where the file is stored.

Display Help icons

1. The help icons are small gray circles with question marks in the program components that lead directly to the applicable section of the Online help system.
2. Choose **Display Help icons** from the **Help** menu. The function is activated (check mark) or disabled (no check mark).

Changing the user

The user interface displays the current user in the function bar.

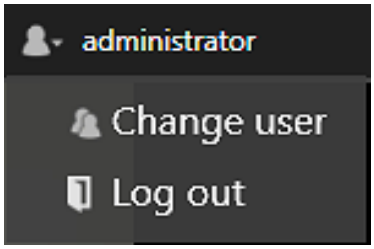


Fig. 50: Changing the user

1. Click the user icon in the function bar.
2. Click **Change user** to log on to the server as another user. Alternatively, change the user via the "File" menu (see Changing the user ↳33).
3. Click **Log out** to log out the current user from the server.

The mode bar

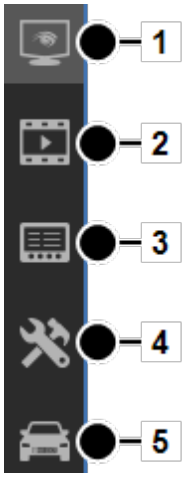


Fig. 51: The mode bar

The mode bar allows you to switch between display modes.

- **Surveillance mode** (1). After login, the system starts up in surveillance mode (see Surveillance mode ↳71). The number of alarms and system events that have occurred are indicated by a number in the icon. Additionally, the number of alarms and system events are indicated by a number in their respective tab in the alarm list (see Alarm list and system messages ↳91).
- **Archive mode** (2): Archive mode manages and displays recorded image data and search for alarm events (see Archive mode ↳97). The number of export operations that have occurred is indicated by a number in the **Archive** icon.
- **Report mode** (3). Report mode displays a list of the events that have occurred (see Report mode ↳113).
- **Configuration mode** (4). Configuration mode manages and configures the video sources, users and locations.
- **LPR mode** (5). LPR mode is used for license plate recognition in the image data of the corresponding cameras.

The control bar

The control bar contains the tabs required, depending on the mode, for controlling the display or for configuration. You will find descriptions of the tabs in the sections describing each mode. Tabs cannot be moved. They remain anchored in position on the control bar.

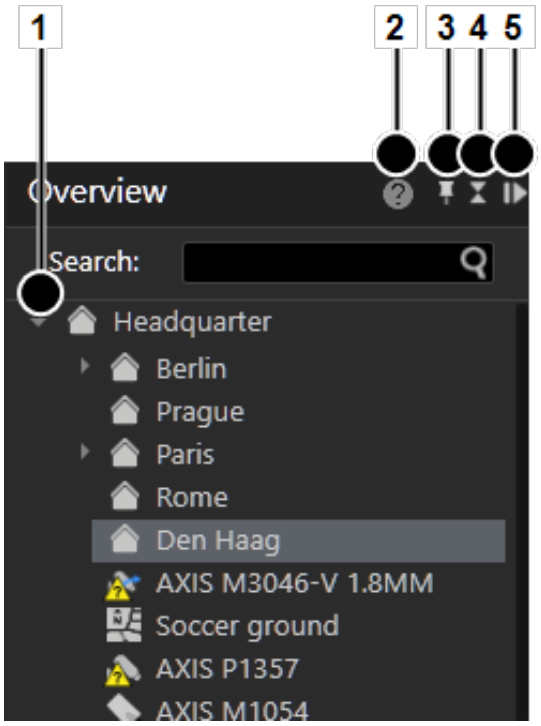


Fig. 52: The control bar

Displaying items in tree view

1. Click the triangle (1) on the left side of the upper item in the tab to display or hide the items beneath.

Opening the context sensitive help

1. Click **Help** (2) to open the online help in the default web browser. The web browser can be selected in the client configuration (see Client ↳19). The online help can also be started from the help menu (see Help ↳65).

Pinning the control bar

By default the control bar is always visible (pinned). An auto hide option is available.

1. Select the pin (3) to activate the auto hide function. In this state the control bar minimizes automatically to the right when the cursor moves away from the control bar. As soon as the cursor moves over the minimized control bar it appears automatically.
2. Select the pin (3) again to deactivate the auto hide function. In this state the control bar is always visible (default).

Minimizing and maximizing a control

1. Click the double triangle (4) to minimize a control to the top of the control bar.
2. Click the double triangle (4) to maximize a control.

Minimizing and maximizing the control bar

1. Click the gray triangle (5) in the upper-right corner of a control to minimize the control bar to the right. The size of the main window increases.
2. Click a gray triangle (5) on the minimized control bar to maximize the control bar.

Search

Qognify VMS provides mode-specific search and query functions:

- Searching in surveillance mode (see Searching in surveillance mode ↳94)

  Searching for items in the control bar is also available in Archive mode and LPR mode.

- Searching for alarms in archive mode (see Searching for alarms ↳104)
- Searching (query) in report mode (see Filtering the query ↳114)
- Searching in configuration mode
- Searching (query) in LPR mode

4

Surveillance mode

Surveillance mode allows live images, web sites, maps, layers, alarms and patrols to be displayed and PTZ cameras and other peripherals, such as door openers, that are to be controlled (see The user interface ↳15).

1. To change to Surveillance mode, click **Surveillance mode** on the mode bar.

Camera operation

You can handle the functions of the camera using the control bar (see Camera image controller ↳77) or using the **Control** (see Control ↳84).

To operate a camera, select the camera in the work area.

You can recognize a standard recording by a green dot below the lower right edge of the camera image in surveillance mode. You can recognize an alarm recording by a red dot below the lower right edge of the camera image.

If there is no recording, a black square instead a red or green dot is displayed.

Tabs

The tabs allow you to open and close the layers (see Work area ↳72).

Control bar

The control bar allows you to perform the following actions:

- Move the selected PTZ cameras and change the image detail (see PTZ control ↳85)
- Perform actions using buttons (see Buttons ↳87)
- Carry out patrols (see Patrol ↳88)
- Use the optionally installed communication options (camera and audio) (see Audio ↳89).
- Call dispatcher mode (if installed, see Video wall dispatcher ↳37). The dispatcher mode is switched on and off via the View menu.
- Select the cameras created for each location (see Overview ↳84)
- Search for specific installed cameras

Work area

The work area is the main window for displaying tiles with items such as camera images or maps (see The user interface ↳15) . The work area displays up to 64 tiles at the same time. The tiles can be arranged in different ways:

- Evenly as a grid
- With a main layer and smaller layers (e.g. "layer with focus tile")

Alarm notification ("Toast notification")

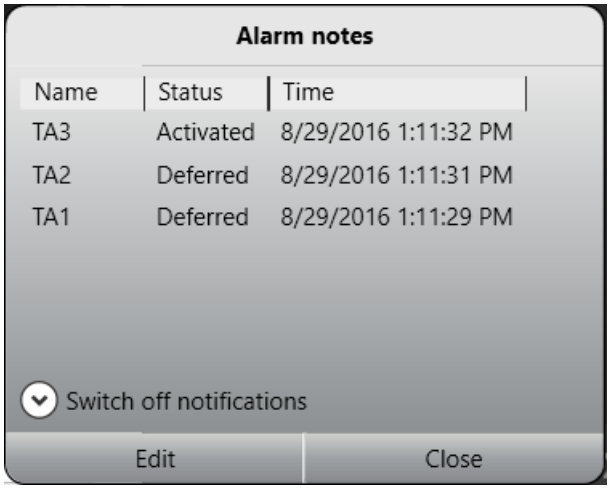


Fig. 53: Alarm notification ("Toast notification")

Depending on the setting, alarms and system messages are displayed as they occur in a separate message window (alarm notification) at the bottom of the screen. For further information, see the Alarm messages ↳92.

Creating layers

Layers can be set in the layer area in configuration mode. Temporary layers, which are only available for the user and are not saved, can optionally be combined.

In some layers, the available objects such as cameras or maps can be assigned to any tile in the work area.

1. Drag the desired layer from the **Overview** control to the work area..
   Optionally, click **Layer menu** on the function bar (see The function bar ↳17) and select **Add layer**. You can select the desired number of tiles or create a user-defined layer. Or select **Load local layer** to load a previous saved user defined layer. The selected layer is displayed right to the layer menu icon in the tab selector.
2. Click the cross on the tab to close this layer.
3. Drag the selected object to the desired tile in the work area. To move an object in the work area, drag it to the tile in which it is to be displayed. If there is an object there already, it is moved to the previous tile of the moved object.
4. Select **Open layer in secondary window** to display the new layer on a second screen (see View ↳36).
5. Select **automatic layer switching** and the desired **interval** to switch automatically between the opened layers after a certain interval.

Automatic layer switching is stopped in the event of an alarm scenario and automatically resumed after an alarm.

Setting the viewing mode on multiple windows

The viewing mode feature is available when using multiple client window to keep the windows in different states. If multiple displays are connected to the client, client windows can be distributed to them. The viewing mode of each window can be set separately, so displays can remain in surveillance mode even if the main display is switched to another mode (e.g. archive mode or configuration mode).

Fig. 54: Viewing mode icon "Keep window in surveillance mode"

1. Switch to surveillance or archive mode and drag the required camera view onto the secondary window. The drag & drop feature works between surveillance and archive mode and vice versa.
2. On the secondary window, select **Keep window in surveillance mode**. The camera view on the secondary window will remain in surveillance mode with live image even if the primary window is switched to another mode.
3. To remove the viewing mode on the secondary display, select the monitor icon again.
4. When clicking on the monitor icon on the secondary window **after** switching the viewing mode on the primary window, the last live image view will be restored on the secondary window.

Sequential alarm window

The settings for the sequential alarm window are defined in the View menu (see Adding a sequential alarm window ↳36).

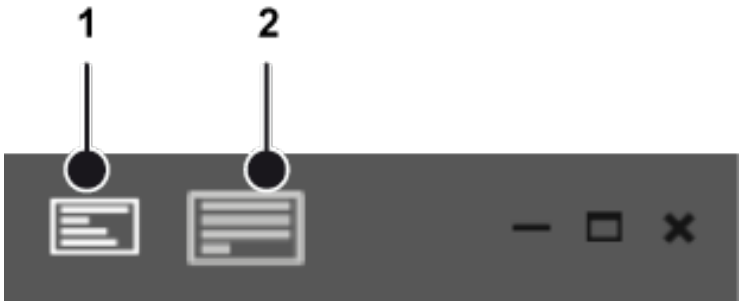


Fig. 55: Sequential alarm window

1. To switch to the sequential mode, click (1). The alarms will be displayed in a single row. If the number of alarm cameras exceeds the number of columns defined, the remaining alarm cameras will be ignored.
2. To switch to continuous mode, click (2). If the number of alarm cameras exceeds the number of columns defined, the additional cameras will be added in the row below.

Click-2-Track

A person or object that moves across different camera views can be followed even without specifying the camera name of the following view. Instead, the person or object path is defined in surveillance mode by activating the area covered by the adjacent camera.

This feature is also available in archive mode (see Click-2-Track 100) and can be invoked with the mini archive player (see Mini archive player 79).

This feature requires an appropriate license and is not included in the standard package.

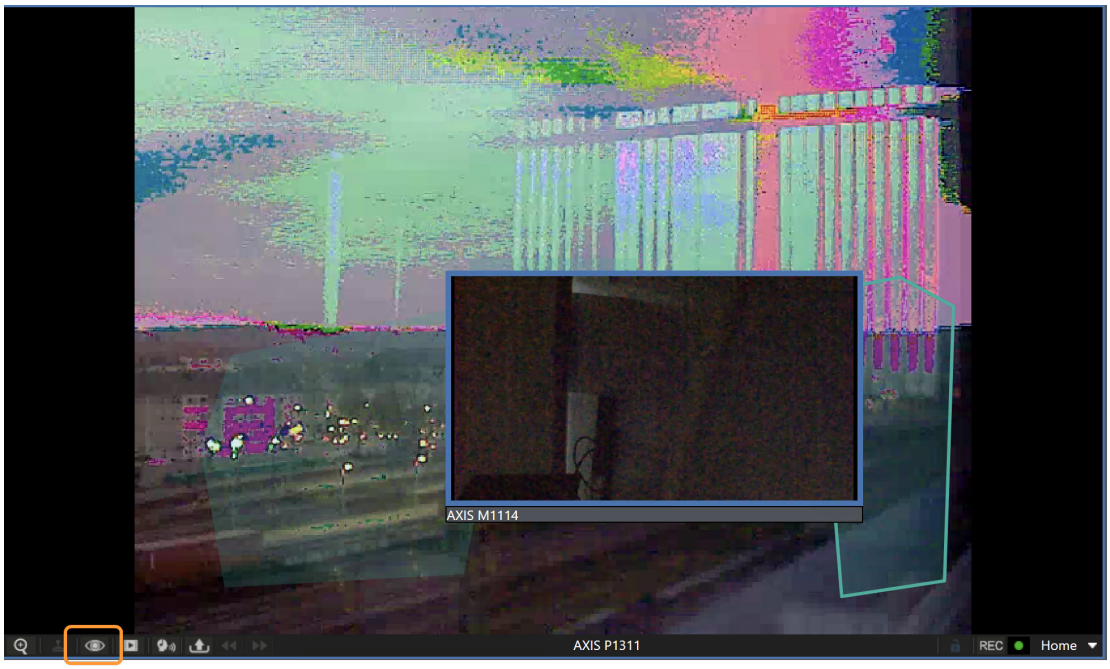


Fig. 56: Click-2-Track in surveillance mode

1. To start Click-2-Track, select the tile and click on the camera options.
2. Select **Activate**.

3. Select the region on the image where the person or object moves to. The linked camera image is displayed in the preview inset.
4. To bring the image in the inset into the tile, click on the preview. Click-2-Track remains activated.

History

Once multiple camera regions have been visited, the history buttons are active. They are used to navigate forward and backward through the history of this tile, since each tile has a separate history.

When using the Click-2-Track history in surveillance mode, the tile is switched to mini archive player.

Preview cameras shown while in mini archive mode display the same time as the mini archive player.

Custom layers

When working in surveillance mode, custom layers can be added and stored locally. Unlike layers configured in the configuration mode, the custom layers can be defined and deleted by the user.

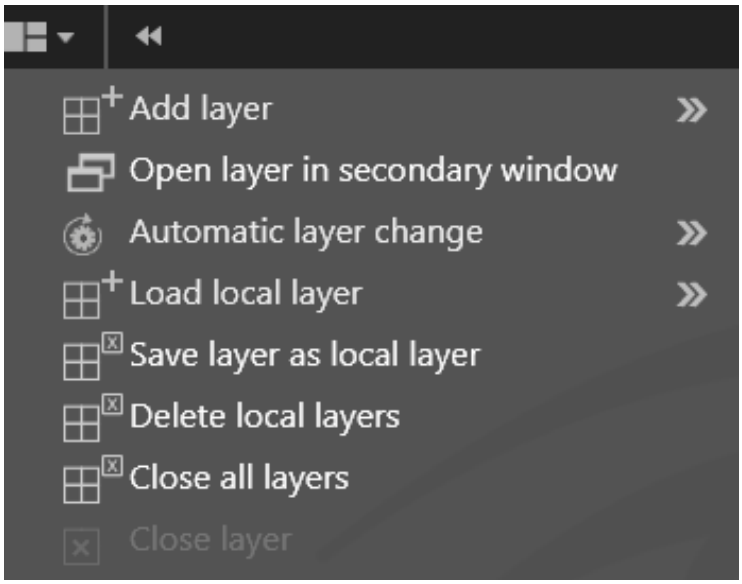
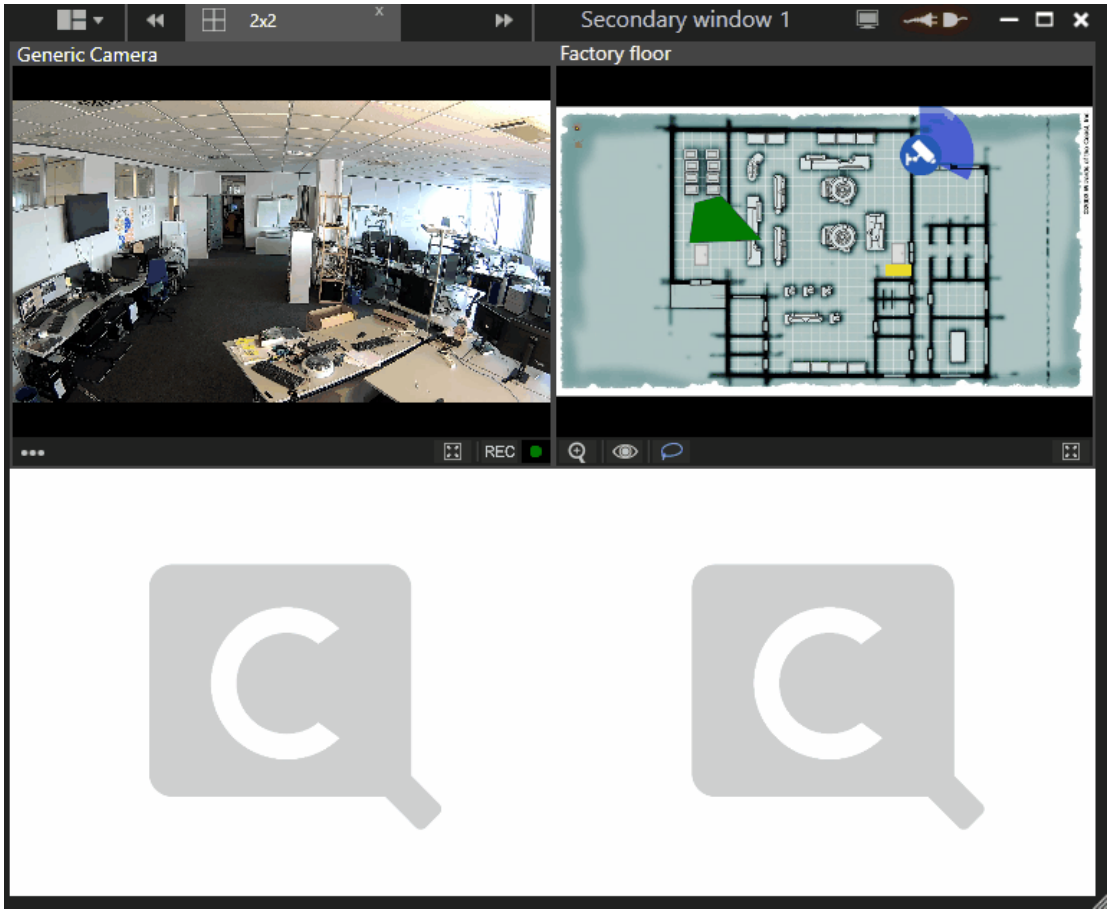


Fig. 57: Custom layers

1. Select the **Layer** in the top bar of the surveillance mode bar.

Opening and closing a layer directly in a custom layer



1. Double click on a window to enlarge the layer.
2. Double-click on an enlarged layer to reduce its size to the preset state.

Adding a layer

1. Click **Add layer** and select the required arrangement of the layer fields or select a user-defined arrangement of rows and columns. The new layer is displayed.
2. Drag the camera views from the control bar into the fields and click **Save layer as local layer** to save the new layer view for the current user on the client.

Expanding a layer

1. Click **Add layer** and select the required arrangement of the layer fields or select a user-defined arrangement of rows and columns. The new layer is displayed.
2. Click **Edit layer** and select any optional layout the provides additional tiles (unavailable tiles are disabled). The current layer tab is set to the new layout.

Opening a layer in the secondary window

1. Click **Open layer in secondary window** to move the new layer to a secondary window if a second display is available.

Changing a layer automatically

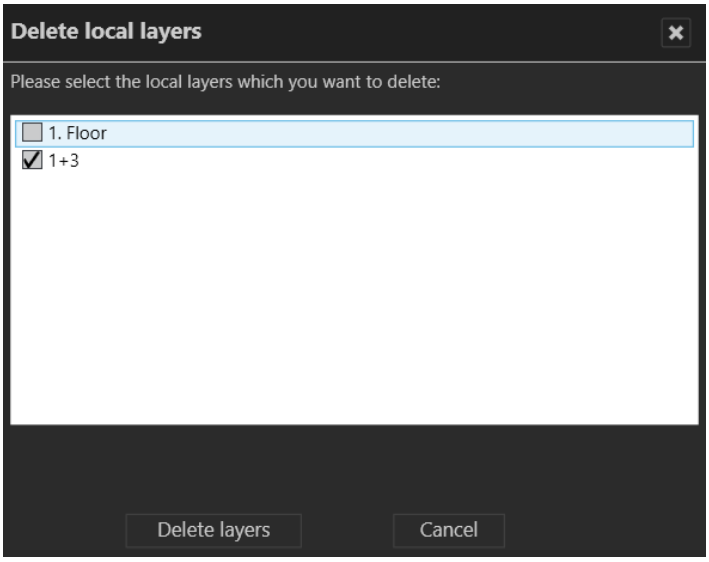
1. Click **Automatic Layer change** and select a time interval after which the next open layer is displayed.

Loading a local layer

1. To open an existing layer, click **Load local layer** and select the layer.

Deleting local layers

1. To delete a locally saved layer, click **Delete local layers**.



2. Select the layer(s) to be deleted and click **Delete layers**.

Closing layers

1. To close a single layer, click **Close layer**.
2. To close all open layers, click **Close all layers**. Unsaved layers will close without further notice.

Camera image controller

You work with the images of the connected and configured cameras directly in the camera layer in the work area.

These functions refer only to the control options offered by Qognify VMS.

Camera image control icons

PTZ cameras are operated using the Control 84.

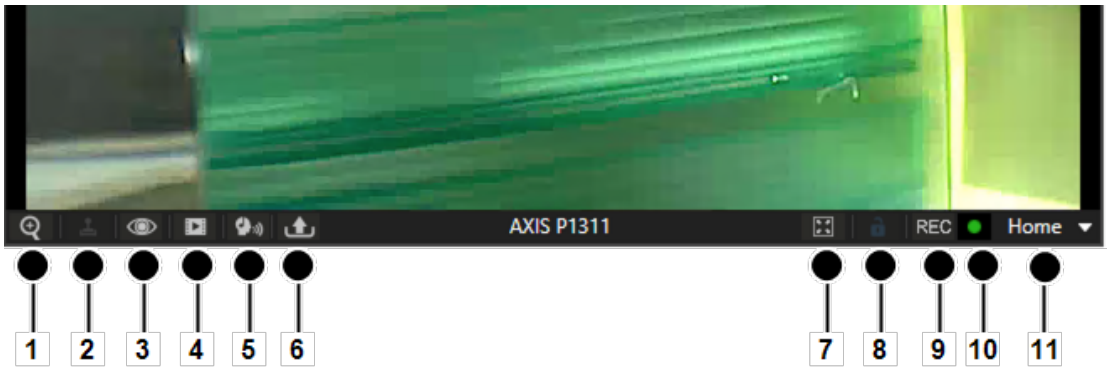


Fig. 58: Camera image control icons

- **Zoom** (1). Enlarges the image detail with the help of the digital or optical zoom function.
  - The image detail is enlarged or reduced in size using the scroll wheel on the mouse.
  - You can move the zoomed image by holding down the middle mouse button.
  - Optionally, when drawing a rectangle in the image while pressing the left mouse button, the enclosed area will be zoomed into.
  - PTZ cameras can be operated using the controller or a connected joystick. For some PTZ cameras, zooming into a defined rectangular area in an image by optical zoom is enabled.

Optical zoom is only possible if supported by the camera model.

- **PTZ** (2). Moves the image detail in the layer. The image detail can be changed by clicking and moving the mouse pointer in the image (see Camera image controller 77). PTZ cameras can be operated using the controller or a connected joystick.
- **Layer options** (3). Shows additional options:
  - **Tracking data**: Displays the specified rules and detected for this camera (e.g. tripwires) in the view.
  - **Display statistics**: Displays statistical data on the image stream between the camera and the DeviceManager server and between the DeviceManager server and the client (see Camera image statistics 81).
  - **Activate privacy masking**: Activates or disables privacy masking. The settings for the camera are made in configuration mode in the Cameras area.
  - **Deselect**: Deselects the selected camera.
  - **Rotate Image (180°)**. Displays the camera image rotated by 180° rotation when the original camera image is displayed upside-down.
  - **Open in new tab**: Displays the camera in a separate layer.
  - **Open in side window**: Displays the camera in a separate layer in the first secondary window.
  - **Close**: Closes the active layer

- **Mini Archive mode** (4). Shows the recordings of the selected interval (see Mini archive player ↳79).
  - The interval can be between 5 and 60 seconds and is displayed or selected by clicking the icon.
  - When selecting **Jump to time** you can easily jump to a certain time point of the recording.
- **Audio mode** (5). Controls the cameras' audio feature (volume / mute / permanent on)
- **Export** (6). Exports the current still image (video frame) as a JPEG file or prints the still image displayed.
- **Tile on 1x1 layer** (7). Enlarges the tile so that it fills the full screen of the work area. This option is only available when the tile is not in full screen display.
- **Camera lock** (8): Locks the camera for the user. Clicking the icon again releases the camera for other users. The camera lock function must be enabled in the Users settings in configuration mode.
- **REC** (9). Starts and stops manual recording. A red button on the right indicates if an alarm recording has started.
- **Recording status** (10): Indicates the recording behavior for the camera. A green dot stands for standard recording , a red dot stands for alarm recording . Just the black background stands for no recording.
- **Positions** (11). Indicates the preset positions of the selected camera. The camera positions are set in configuration mode in the Cameras area. To control the set positions, see Control ↳84.

Mini archive player

The mini archive player allows control of the playback from a selected camera. More extensive archive functions are available in archive mode (see Archive mode ↳97).

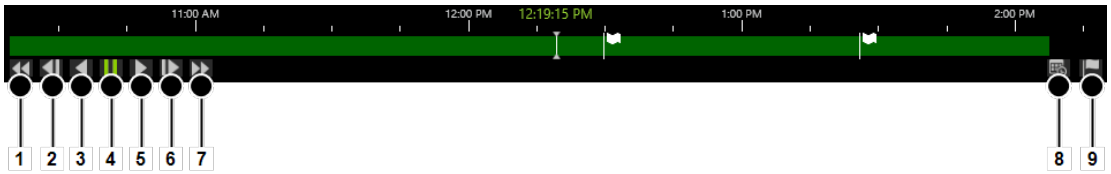


Fig. 59: Mini archive player

The mini archive player provides the following functions:

- **Fast rewind** (1): Click once to play the recording backwards at double speed. Click twice for four times the speed.
- **Previous frame** (2): Jumps to the event's previous frame or JPEG image.
- **Play backward** (3): Plays the archived video stream in reverse chronological order.
- **Pause** (4): Pauses the playback.
- **Play forward** (5): Plays the archived recording in the correct chronological order.
- **Next frame** (6): Jumps to the event's next i-frame or JPEG frame.
- **Fast forward** (7): Click once to play the recording forward at double speed. Click twice for four times the speed.
- **Calendar** (8): Opens a calendar window in order to jump to a specific point in time.

- **Add bookmark** (9): Adds a bookmark to the current frame (see Working with bookmarks ↳106).

Manual alarm recording

Alarm recordings can be started and stopped manually by the user who has started them. Additionally, bookmarks can be added to the recording. Bookmarks can be used for the search in archive mode (see Searching for alarms ↳104).

Starting manual alarm recording

1. Click the **REC** button (10, see above). A red bell on the right indicates whether alarm recording has started.

   To prevent unlimited recording, the maximum post-alarm duration must be specified in configuration mode in the camera settings.

2. Optionally, click **Add bookmark**. A bookmark information window is displayed.

3. Enter the name and a short description of the bookmark.
4. Click **OK** to add the bookmark to the recording.

Stopping manual alarm recording

1. Click the **REC** button again. The recording is stopped.
2. Optionally, add an additional bookmark.

Swiveling the camera in the image

The camera can be moved in pan and tilt mode in the image. Swiveling the camera sideways is called "panning" (creating a panoramic effect), whereas swiveling the camera up and down is called "tilting".

1. Click **PTZ** (2). A red cross appears in the center of the image.
2. Click a point next to the cross. The distance of the point you click from the center of the cross determines the speed of the swivel operation in the relevant direction.

3. If you like, you can activate the zoom function of the PTZ camera. Using the mouse wheel, zoom in or out of the image.
4. Click **PTZ** again to deactivate the swivel function in the image.

Camera image statistics

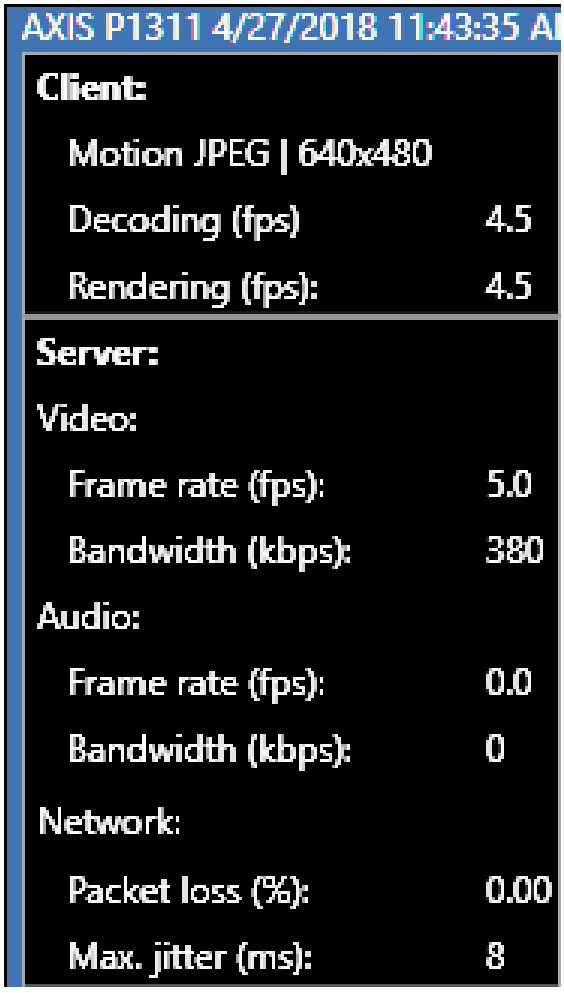


Fig. 60: Camera image statistics

The camera image statistics show information about the following details:

- The video images which are rendered by the client. The **Decoding (fps)** should be similar to the **Rendering (fps),**
- The video images which are recorded on the server,
- The quality of the audio stream,
- The network quality. The **Packet loss (%)** ratio as well as the **Max. Jitter (ms)** value should be as low as possible. High values indicate network problems. E. g. jitter may be caused by electromagnetic interference and crosstalk with carriers of other signals.

Maps

A map shows an area to be monitored. In configuration mode it is added to the software as a simple graphic. The various cameras and other functional icons are then integrated into this graphic. The map can thus show a variety of different parts of the company: from the company site to fully automated production lines.

The map shows the cameras that the user can only.

If a camera has failed (due to power failure, no connection to the network, etc.), the camera icon is shown as a yellow warning sign.

Fig. 61: Maps

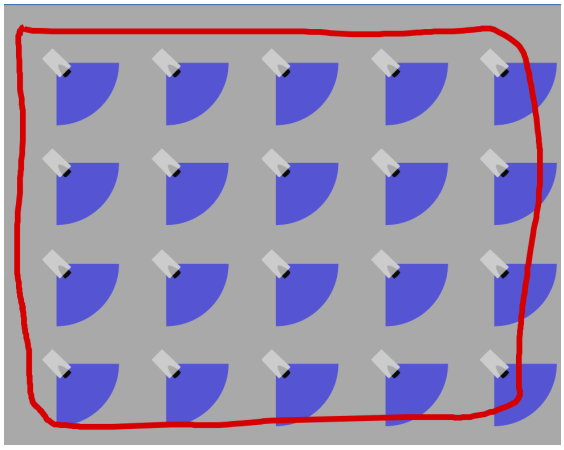
1. Click **Digital zoom** (1) to activate the zooming function for the map.
2. Zoom the map detail by turning the mouse wheel while the mouse pointer is on the map area.
3. Click **Layer options** (2) to open the map on a new tab or in a new window or to close the layer.
4. Click **Create lasso selection** (3) to activate the lasso function. The lasso function is activated by default.
5. Draw a lasso around the cameras to be displayed in a layer (see Using the lasso function ↳83).
6. Click **Window on 1x1 layer** (4) to increase the size of the image to fill the whole work area.

Displaying a camera preview

1. Move the mouse pointer in the map to the desired camera. A preview of the camera image is displayed.
2. Click the camera symbol to open the camera image in a new layer.

Using the lasso function

Up to 16 cameras can be "caught" by the lasso function.



1. Click **Create lasso selection** to activate the lasso function.
2. Hold the left mouse button pressed and move the mouse pointer around the cameras you want to select. The movement of the mouse pointer is highlighted by means of a red line.
3. Release the mouse button. The selected camera images are displayed in a new layer.

Web pages

In the web page layer, the user can call specific web pages in specified tiles in order to receive information on the company, for example. The (Internet or intranet) web pages displayed are specified in configuration mode.

1. Navigate in the web pages as in a browser. The navigation bar typically found in browsers is not displayed.
2. To display the page in its own layer, click **Full screen**. The following navigation controls are available:
   - **Back** : Returns to the previous page.
   - **Next** : Moves forward to the next page.
   - **Start page** : Returns to the start page. The start page is the page specified in configuration mode.
   - **Reload** or **Cancel loading** : Reloads the displayed page or stops loading the page. Reloading is only possible after the page is loaded. If the page loads too slowly, the loading can be canceled.

Overview

The **Overview** control displays all available cameras, maps, layers and web pages classified by the locations of the company.

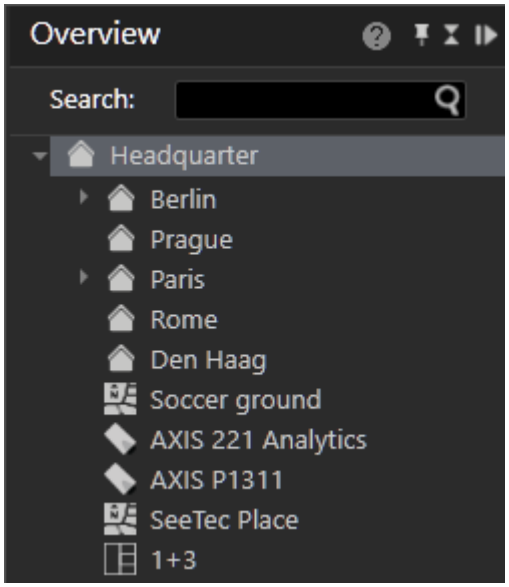


Fig. 62: Overview

1. Click the small triangle in front of the name of the site to display all of the objects assigned to this site.
2. Select an object from the list to display only this object.

Searching for an item

In the system's configuration settings, each item should have been given its own name.

Fig. 63: Searching for an object

1. To search for a specific item, enter the name of the item in the **Search** text box (see Searching in surveillance mode ↳94).

Control

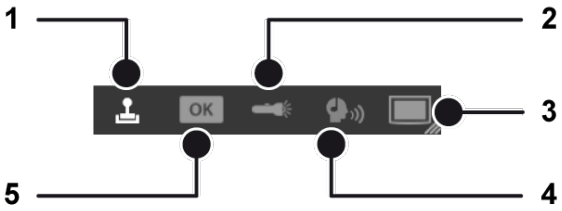


Fig. 64: Control

The **Control** control allows you to control the active cameras displayed in the work area. The following sub-menus are available:

- PTZ control ↳85 (1)
- Buttons ↳87 (5)
- Patrol ↳88 (2)
- Audio ↳89 (4)
- Dispatcher mode ↳90 (3)

PTZ control

Selected PTZ cameras are operated with the PTZ control. PTZ-related functions are available for PTZ cameras only. If no PTZ camera is selected or the PTZ function of the camera is deactivated, only digital zoom and digital preset selection is possible.

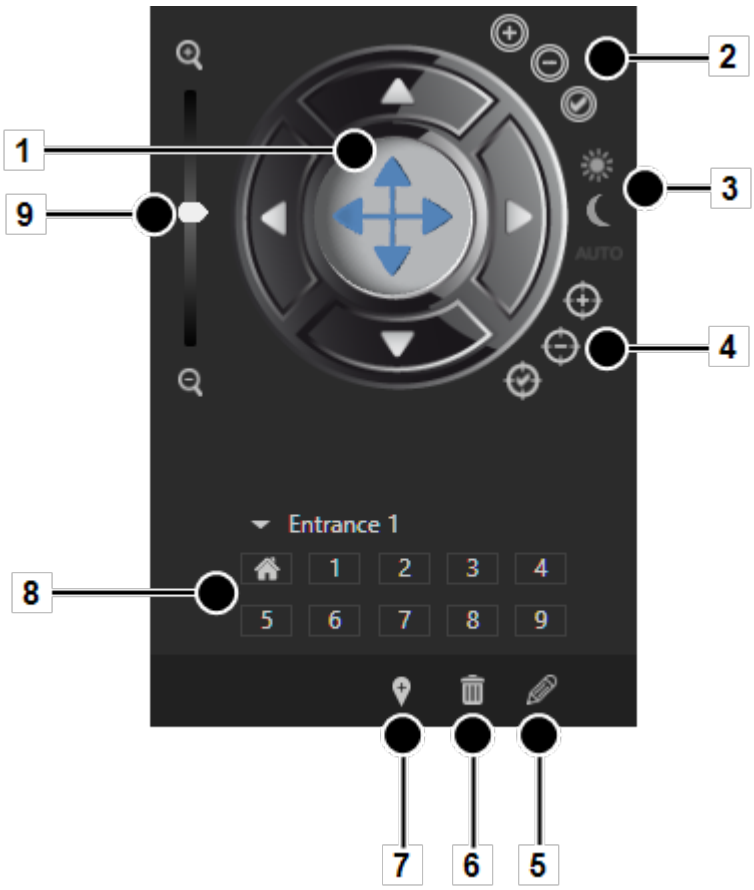


Fig. 65: PTZ control

Using the PTZ control

1. On the menu bar of the control, click **PTZ control** to switch to the operating mode of the cameras.
2. Select the camera image, and use **PTZ control** (1) to move the camera by moving the bright spot in the desired direction.

3. Drag the **Zoom** slider (9) up or down to make the camera zoom in or out of the image. Optionally, click the four direction arrows at the PTZ control to move the camera incrementally.

Using preset positions

Including the default position, ten preset positions are available by direct selection on the number field (8). More can be available in the drop down menu. The maximum number of presets depends on the camera. To edit preset positions in surveillance mode see Editing camera preset positions ↳86. In general positions are set in the configuration mode by an administrator in the **Camera** area.

1. Click the required camera position on the number field (8) to pan the camera to the selected position.
2. Optionally, click the triangle beside the position name, and select the desired position from the drop-down list. The position is immediately approached.

Using multiple preset positions of a single camera in a single layer

Instead of using a fish-eye camera for a 360° view, multiple fixed camera images can be combined in a single layer (for layers in surveillance mode, see Custom layers ↳75).

Saving a layer remembers the camera position (digital preset, digital zoom, dewarping position) and when opening again will resume at the same position.

This applies to saved layers in configuration mode as well as for local layers. Layers that are inserted into a video wall by drag & drop will retain the digital camera position on the video wall.

Exposure and focus setting

The following exposure and focus settings are available only if supported by the camera.

Iris settings (2)

- **Iris +**, **Iris -**: Opens or closes the iris of the camera to control the brightness.
- **Auto Iris**: Automatically adjusts the iris opening to the optimum brightness of the environment.
- **Autofocus**: automatically adjusts the image sharpness to the objects in the camera focus.

Day- and night mode settings (3)

- **Day mode**, **night mode**: The camera sets a filter when light conditions are poor.
- **Auto**: The camera switches between daytime and nighttime vision automatically.

Focus settings (4)

- **Close-up focus**, **Close-up focus**: adjusts the image sharpness to the objects in the camera focus, depending on the distance of the object to the camera sensor chip.
- **Autofocus**: automatically adjusts the image sharpness to the objects in the camera focus.

Editing camera preset positions

Camera (preset) positions can be defined (4), deleted (5) and edited (6) depending on user rights.

Creating a preset camera position

1. With the PTZ control (1) move the camera to the required position.
2. Click **Add new camera position** (7). The new camera position is added at the next free position number.
3. Enter a name for the position and click **OK**. The new camera position is added at the next free position number.

Deleting a preset camera position

1. Select the position from the number field or from the drop down menu.
2. Click **Delete** (6). The deleted camera position is released, and subsequent positions are shifted to compensate.

Example [1]

Editing a preset camera position

1. Select the position from the number field or from the drop down menu.
2. Click **Edit current preset** (5).
3. Edit the positions by means of changing the position name, PTZ-settings, focus settings etc.
4. Click **Save current changes**.

Buttons

Actions or defined processes such as camera recordings or alarm scenarios are started with buttons.

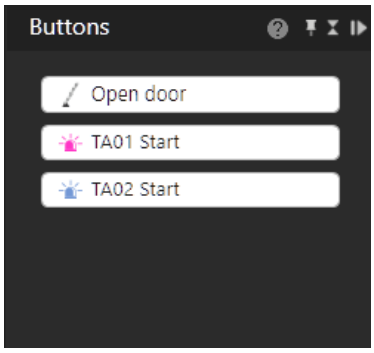


Fig. 66: Buttons

1. On the menu bar of the **Control** control, click **OK** to switch to the display of the buttons created.
2. The buttons that the user is authorized to use are displayed.
3. Activate the desired action by clicking the button.

[1] Position 3 is deleted. Position 4 is then shifted to position 3, position 5 to position 4 and so on.

Patrol

Patrols can display cameras, set positions, maps and layers one after the other for a specific period. It is also possible to open or close digital outputs in a patrol and confirm checkpoints.

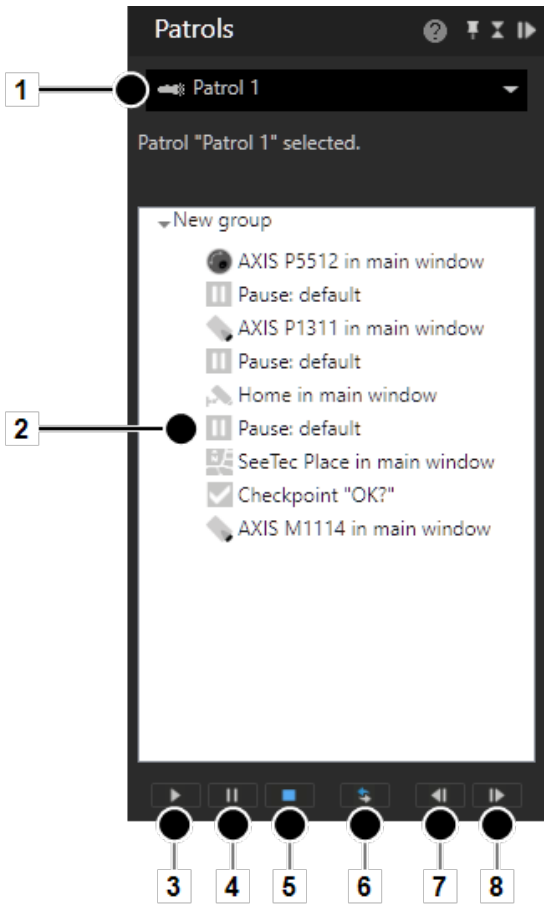


Fig. 67: Patrol

1. On the menu bar of the control, click **Patrol** to switch to the overview (2) of the patrols configured.

Starting a patrol

1. Select the desired patrol (1), and click **Play** (3). The defined cameras, preset positions, maps and layers are displayed one after the other for the specified period.

Stopping a patrol

1. Click **Stop** (5) to cancel the selected patrol.

Pausing a patrol

1. Click **Pause** (4) to interrupt the patrol. The patrol is paused.

Repeating a patrol

1. Click **Loop** (6). The patrol is repeated.
2. Click **Loop** (6) again. The repetition is canceled, and no more patrols are carried out once the current patrol is finished.

Navigating between points in the patrol

1. Click **Back** (7) or **Next** (8) to go to the previous or next item in the list.

Audio

1. On the menu bar of the **Control** control, click **Audio** to switch to audio mode.

For audio, two options are available (if supported by the hardware):

- VoIP
- Camera

VoIP

Fig. 68: VoIP

1. Select **VoIP** to select voice output over the network (Voice over IP).
2. Move the sliders for the **microphone** (1) and **loudspeakers** (2) to adjust the volume. The volume setting is saved locally for each client.
3. To speak to a person from the address book of the existing users, enter the name of the person in the text box, and click the magnifying glass icon or select a person from the list.
4. Click **green phone** (5) to start the call.
5. Click **red phone** (4) to finish the call. The name of the person you are talking to, the person's location and the duration of the call are displayed (2).
6. Click **DTMF** (3) to send a DTMF-sequence or call a button action. The sequence or button action is set by an administrator in the VOIP configuration.

Camera

If supported by the camera, audio transmission from the client to the camera is possible.

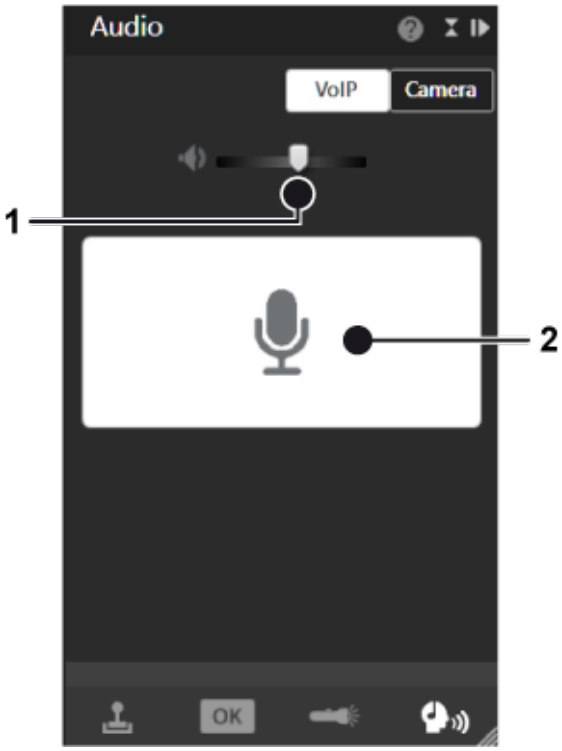


Fig. 69: Camera

1. Select **Camera** to select the direct audio system of the camera (if available).
2. Move the slider for the loudspeaker (1) to adjust the volume. The volume setting is saved locally for each camera.
3. To start audio communication to the camera press and hold the talk-button (2).
4. To stop audio communication to the camera release the talk-button (2).

Dispatcher mode

Dispatcher mode is displayed only if the video wall dispatcher is activated in the View menu (see Video wall dispatcher ↳37). In addition, at least one video wall must have been created in configuration mode.

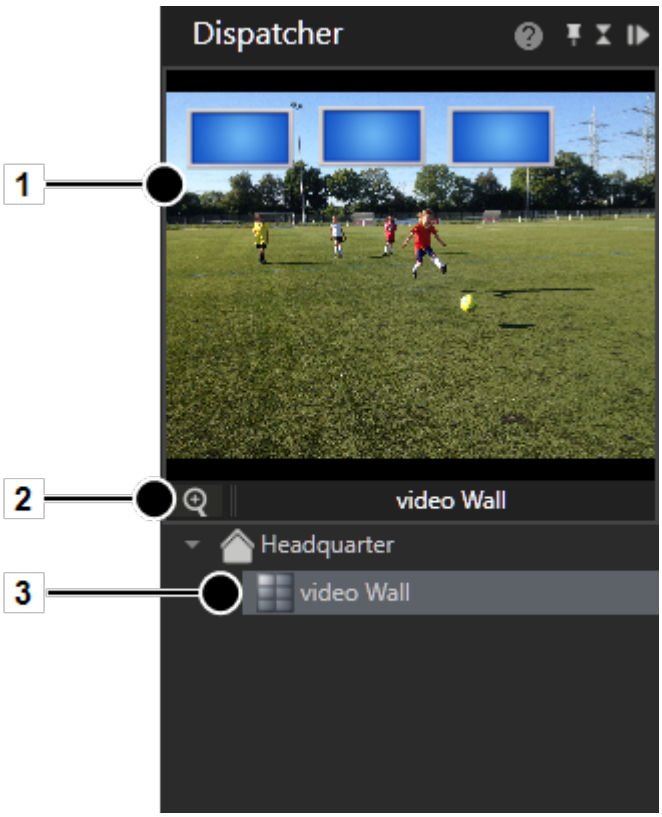


Fig. 70: Dispatcher mode

1. On the menu bar of the control, click **Dispatcher mode** to switch to video wall control.
2. Select the set video wall (3). The video wall is displayed , including the monitors (1) it contains.
3. Click **Digital zoom** (2) and scroll with the mouse wheel to zoom in or out.
4. Press the mouse button and drag the display icons left or right to see adjacent displays.
5. Drag the desired video sources, layers and maps to the monitor in the thumbnail (1).
6. If necessary, open the display of the monitor by-clicking it. The monitor with the active layers is displayed in the work area. You can drag the video sources, layers and maps directly into the work area if the video wall monitor is displayed.

Alarm list and system messages

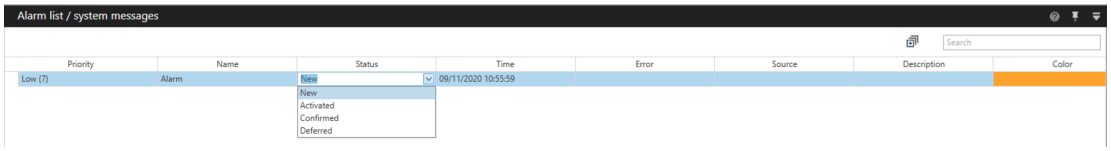


Fig. 71: Alarm list and system messages

The alarm list is at the bottom of the screen and can be opened or closed as required. It displays the combined list of alarm and system messages in the order of their occurrence. The most recent alarms are displayed first. In addition, the number of alarms that have occurred is shown in the surveillance mode icon on the mode bar.

1. To sort the alarm or system messages by the column category, click the column headings.
2. To change the status of an alarm, select the object in the column **Status** and select the status from the drop-down menu.
3. To collapse or expand the alarm list, click **Expand / collapse all** .

Alarm messages

All open alarms that have been assigned to the current logged-in profile are displayed in the alarm messages. The type of alarm can be recognized by the color-code. The color in which the alarm is displayed can be set in configuration mode in the alarms control.

Changing the alarm status

An alarm has the following statuses:

- **Activated**: This alarm is currently active.
- **Confirmed**: These alarms have been viewed and will be removed from the alarm list. These alarms are removed from the alarm list for all users.
- **Deferred**: These alarms have been viewed and declared as important by the applicable user (e.g. security guard), because they will be required at a later time (e.g. for the patrol report). These alarms are retained in the alarm list. Deferred alarms are declared open at the next start.
- **Rejected**: These alarms are removed from the alarm list and considered unimportant or not applicable by the user.

1. Click the entry in the **Status** column of the alarm list to change the status of the alarm messages.
2. Optionally, click **Confirm all** to acknowledge the alarms and remove the red circle displaying the number of unconfirmed alarms.

Classifying an alarm

Every alarm on the alarm list can be classified according to the categories defined.

1. Select the alarm in the alarm list.
2. Select the category from the drop-down list in the column **Classification**.

Message window (pop-up)

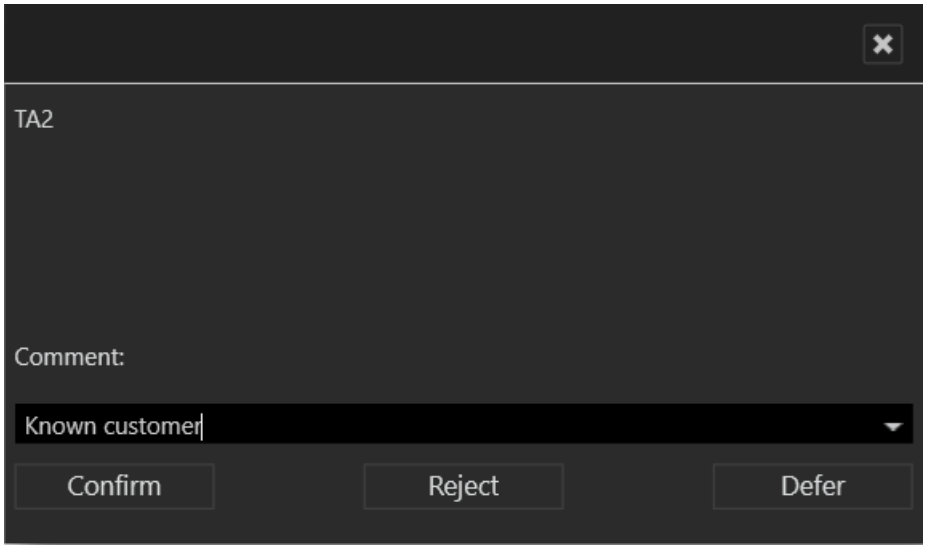


Fig. 72: Message window (pop-up)

As soon as an alarm occurs, a message window is displayed for high or medium priority alarms.

Low priority alarms are removed from the alarm list at the end of the alarm if they are acknowledged and another alarm occurs. Low priority alarms do not have an alarm status.

You can add a comment for this alarm. The comment is displayed in report mode and archive mode.

1. Click **Confirm** to acknowledge the alarm. The alarm is deleted from the alarm list and the next alarm is displayed.
2. **Reject** the alarm. The alarm is deleted from the alarm list and the next alarm is displayed.
3. **Reset** the alarm. The alarm is marked as deferred in the alarm list. No further alarm is displayed until an alarm is either called from the alarm list or acknowledged. This allows multiple alarms to be acknowledged simultaneously.

Alarm notification

A new alarm is displayed in a highlighted pop-up window that opens from the bottom of the screen (alarm notification).

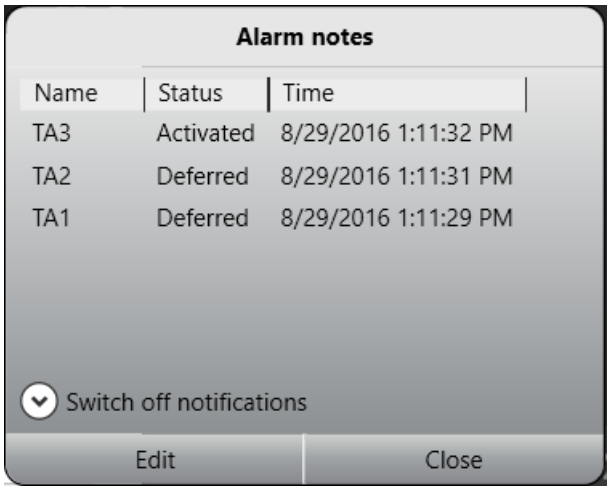


Fig. 73: Alarm notification

The notification window displays the alarm name, its status and the time of occurrence.

1. Click **Switch off notifications** to prevent the alarm notifications appear on the screen.
2. Select the time interval for the alarm message to be hidden ("snooze"). After the selected interval has elapsed, the alarm notification will be displayed again.
3. Select the alarm and click **Edit** to display the message window for editing.
4. Click **Close** to close the message window.

System messages

The system messages show the errors that have been reported by the system, such as failure of a server, database or camera and also losses of connection.

The errors are displayed in descending order by time of occurrence with a description, the internal error number, the message and the cause of the error.

1. Select one or more system messages and click **Remove selected** to remove the message from the list. The number in the red circle displaying the number of unconfirmed messages is reduced.
2. Optionally, click **Remove all** to remove all system messages from the list and to remove the red circle displaying the number of unconfirmed system messages.

Searching in surveillance mode

The search below the overview tab in the control bar helps you to find the contents of the active control bar more quickly.

If labels have been assigned to entities such as cameras, they can be used for searching, helping to narrow the search.

Searching for labels is not displayed if no labels are configured or no entities have been assigned to any label

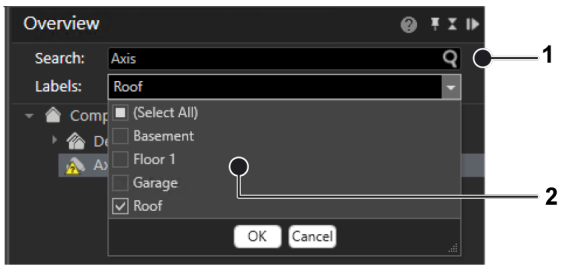


Fig. 74: Searching in surveillance mode

1. Enter the search term into the search field (1). The first term found in the overview is highlighted.
2. Click the magnifying glass on the right of the search field or click [Enter] on the keyboard to highlight the next term in the overview.

3. If configured, select one or more labels from the drop-down list “Labels” (2) and click **OK**. You can combine searching in the search field and filtering by labels to narrow down the results. Only results that contain both the search text and the labels are displayed (AND relationship).
   - Filtering for an entity using a label displays the entities for that label even if they are also labeled with more than one label.
   - Filtering for an entity using multiple labels displays the entities that have one or multiple labels assigned.
   - Using the search term and labels at the same time displays the entities with the search term and the entities with the labels assigned.

   You can only see labels for entities for which you have the appropriate user rights.

Displaying search results in a temporary layer

1. Drag and drop the entity or its containing folder or branch onto the work area. The search result opens a new layer. When the results are within a folder or branch, you can drag & drop the whole branch or folder onto the work area. Only the filtered results are displayed, however.

   When 4 layers are populated with up to 16 search results each, you are required to consent to adding more layers. Opening more than 64 results may take considerably longer.

5

Archive mode

Archive mode is used for the retrospective evaluation of recordings. Only recorded data can be displayed in archive mode. To select the relevant image data, a camera must be selected in the camera overview or in the Alarm list and system messages ↳91.

The recording periods for the selected camera (green frame) are displayed in a time line in the Archive player ↳98. The icons for digital zoom and volume control are also displayed (only for cameras with audio recording activated).

1. To switch to archive mode, click **Archive mode** in The mode bar ↳67.
2. Select the camera or layer whose archived image data is to be displayed, or select an alarm from the alarm list.

Camera overview

The camera overview displays all installed cameras, maps and layers you are permitted to access. Cameras having integrated exported image data are displayed as "<camera name> [archive]".

1. Click the corresponding camera. The camera images are displayed in the main window.

Archive player

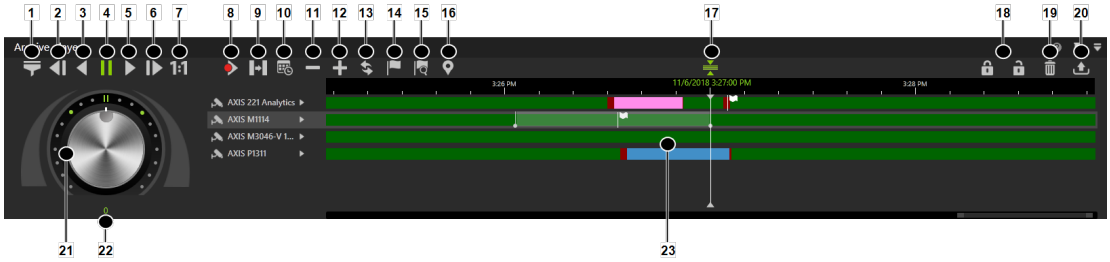


Fig. 75: Archive player

The archive player allows control of the playback from a selected camera. The player is divided into two sections. The actual archive player is shown on the left and timeline on the right.

The archive player has the following functions:

- **Bandwidth optimization options** (1): Depending on the license and configuration an optimized video stream can be selected to reduce client and network load.
- **Previous frame** (2): Jumps to the recordings previous video frame.
- **Play backward** (3): Plays the archived video stream in reverse chronological order.
- **Pause** (4): Pauses the playback.
- **Play** (5): Plays the recorded video in the correct chronological order.
- **Next frame** (6): Jumps to the recordings next video frame.
- **Real time** (7): Plays the event in real time.
- **Next alarm recording** (8): Jumps to the selected camera's next alarm recording.
- **Skip pause** (9): Skips the pause between two recordings in playback mode.
- **Calendar** (10): Opens a calendar window in order to navigate to a specific calendar time (date and time).
- **Zoom out from timeline** (11) or **Zoom in to timeline** (12): Enlarges or reduces the size of the display of the timeline. You can also zoom within the recording period by clicking the timeline and then turning the scroll wheel on the mouse.
- **Update timeline** (13): Updates the camera's timeline. For manual synchronization with edge storage recordings, hold down the CTRL key when clicking the icon.
- **Add bookmark** (14): Adds a bookmark to the current frame (see Adding a bookmark ↳107).
- **Bookmark overview** (15): Displays the overview of all bookmarks (see Working with bookmarks ↳106).
- **Set marker** (16): Sets the start and end markers for a selected area of the timeline (see Editing an area ↳99).
- **Synchronized mode** (17): All visible cameras are synchronized to the time of the selected camera by default. If the synchronized mode is deactivated, each camera can show a different point in time.
- **Write protection** (18): Sets write protection for the marked area of the timeline. See Write protection ↳103
- **Delete area** (19): Deletes the marked area from the timeline.
- **Export area** (20): Starts the AVI export or the Qognify video data export (see Exporting recordings ↳101)

- **Jog dial** (21): Plays the sequence forward and backward. The further you turn the jog dial to the right or left, the faster the sequence is played forward or backward. The playback speed is displayed in the number field (22).
- **Timeline / time stream** (23): See Timeline / time stream ↳99.

Using the jog dial

1. Turn the jog dial with the mouse to the left or right to play the sequence backwards and forward. When releasing the jog dial, it will return to the center position.
2. Click on a dot around the jog dial to position it there.
3. Click on the double bar above the dial to release.

Timeline / time stream

The time displayed in the timeline may differ from the time displayed in the video due to the way Qognify VMS stores the timestamp information (refer to Time zone handling).

The timeline / time stream allows you to search across the entire recording period for relevant image material. The important color markings are:

- Green (standard recording)
- Red (alarm recording) - or any other color than green

1. Zoom into the recording period by clicking the timeline and turning the scroll wheel on the mouse. This improves the overview of the recording start of the camera.
2. Double-click any point in the timeline to move the selected point to the timeline center.

Preview

1. Move the mouse over the timeline or move the timeline to display the preview of the camera image at the selected time. The setting in the client configuration must be defined as “Always On” (see Client ↳19).
2. Optionally, keep the control key pressed when moving the mouse over the timeline or moving the timeline. This will only display the preview with the control key pressed. For this, the setting in the client configuration mus be defined as "Ctrl + MouseOver" (see Client ↳19).

The preview feature is not available in the mini archive mode of a tile.

Editing an area

1. Click the camera next to the jog dial. If one camera is played or multiple cameras are played synchronously, the current time of the archive is displayed next to the playhead. If multiple cameras are played asynchronously, the current time of the archive is not displayed.
2. On the timeline, click **Set markers** (16) to mark the beginning of the section to be edited.
3. Move the time bar to the of the end of the section to be protected.
4. Click **Set markers** again to specify the area.
5. Click **Delete area** to remove the area from the timeline.

6. Click **Export area** to export the area.
7. Select the required data format (**Type**), and click **OK**. The following export formats are available:
   - Qognify data format: The exported data are password-protected and can only be viewed with the viewer.
   - AVI: The exported data are not password-protected and can be viewed with any film software. This represents a high data protection risk.
8. Specify the required export settings (see Multiple export of image data ↳51).

Click-2-Track

The feature is used in archive mode to navigate from one camera to the next by clicking on the Click-2-Track regions in the image.

The preview of the Click-2-Track region shows the same point in time as the current archive timeline. If the archive is in playback mode, the preview inset plays at the same speed as the main image. The current speed and direction remains the same even when switching between Click-2-Track regions and changing the camera.

The feature works with playback forward and backward at different speeds as well as still images.

The history feature

Click-2-Track stores a history of the camera according to the following criteria:

- Each camera stores the time when it was opened and the time when it was replaced by the next camera.
- When navigating to the next entry in history, the camera shows the opening time.
- When navigating to the previous entry in history, the camera shows the closing time.
- Only the Click-2-Track uses from the current tile are saved in the history feature. All tiles have their own history.

Example

1. Camera A is viewed from 8:00 to 8:01, then the region for Camera B is selected.
2. Camera B is viewed from 8:01 to 8:02, then the region for Camera C is selected.
3. Camera C is viewed from 8:02 to 8:03, then the button **Back** in the history is used. The view jumps to Camera B at 8:02 with a still image, regardless of the previous speed.
4. When the button **Back** in history is used again, the view will jump to Camera A at 8:01 with a still image.
5. Using the button **Forward** in history, the view jumps to Camera B at 8:01, using it again jumps to Camera C at 8:02.

Exporting recordings

Exporting a single frame

1. In the frame tile, select **Export** in the tile bottom.
2. Select the export format:
   - **Save video frame in file**. This saves the selected frame as a static image file (JPG).
   - **Print video frame**. This prints the selected frame as hardcopy with additional information such as camera and recording time.

Exporting a video file

1. Set the time range for the export by moving the recorded section and setting the marker at the start and end points.
2. Use the multiselect marker to select multiple timelines at once by placing it on the timeline of one camera. All camera timelines at the same vertical selection are marked.
3. To remove a time range, select **Delete marking** and select the time range(s) to be removed.
4. Select **Export** in the archive player controls.
5. Select the export type **Video data export** (password encrypted Qognify-specific format) or AVI export (unencrypted data format).

   If video data export is selected, the recordings are exported to the server or to the client (see Multiple export of image data ↳51).

   If the export process is interrupted, e.g. due to a network error, it will automatically be resumed as soon as possible.
6. Proceed according to the required targets (for the following procedures, refer to Multiple export of image data ↳51).

Exporting the Click-2-Track history with the Export Designer

When exporting an event with the Export Designer, the Click-2-track history can be exported as well.

For the cameras with Click-2-Track enabled, this handover feature also works in the Anywhere Viewer ↳119.

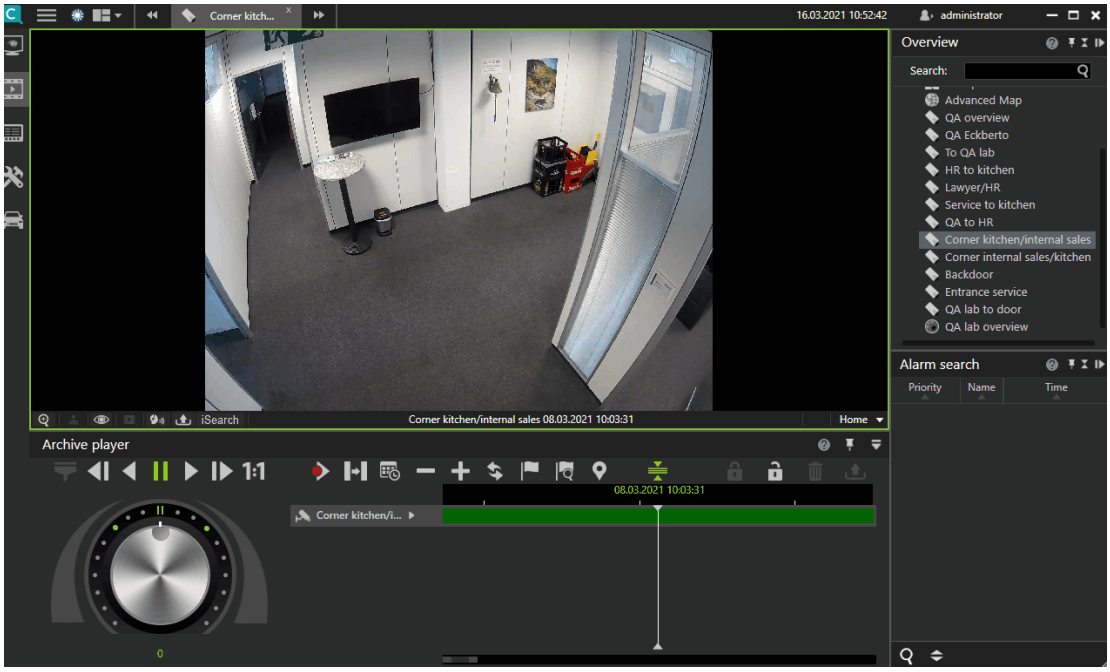
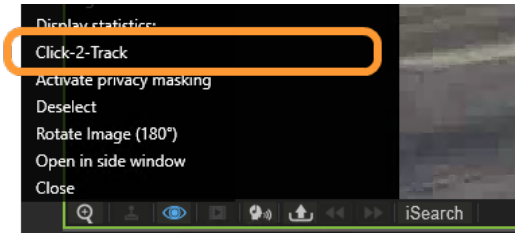


Fig. 76: Example of following a person in archive mode with Click2Track

1. Open the camera in the archive player.
2. Select **Click-2-Track** in the camera options.



3. Select **Activate** and follow the shapes in the image sequence by clicking on the respective shape. This opens the camera sequence of the assigned camera.
4. Select **Click-2-Track > Open history in Export Designer** to start the Export Designer (see The Export Designer ↳47). The Click-2-Track history of the camera is displayed in a list as sequences.

5. Click on a privacy mask to include or exclude the privacy mask in the export.

   Privacy masks cannot be hidden in offline mode.

6. To delete a sequence from the export, select the sequence and click **Delete** . By default, all sequences are exported.

Evaluating exported video data

There are two options for evaluating the exported video data:

- On a system without a Qognify VMS installation, the video data can be evaluated using the Qognify VMS Viewer (see Anywhere Viewer ↳119).
- To integrate the video data within a Qognify VMS installation, an "archive camera" must be created in the configuration mode.

Write protection

Write protected recordings remain in the zone directory and will not be deleted. Make sure that sufficient disc space on the zone partition is available.
Due to legal regulations, write protection may not be used for installations in France.

Set write protection

The protected range in the timeline is at least as wide as the range selected by the user, as Qognify VMS may protect a wider range, for example to optimize the performance of the Multimedia Database (mdb). The actual protected time range is displayed after setting the write protection.

1. On the timeline, click **Set markers** to mark the beginning of the section to be protected.
2. Move the time bar to the of the end of the section to be protected.
3. Click **Set markers** again to specify the section.
4. Click on the closed **padlock** to protect recordings from being overwritten or deleted.

Remove write protection

1. Click open **padlock** in the Archive player.

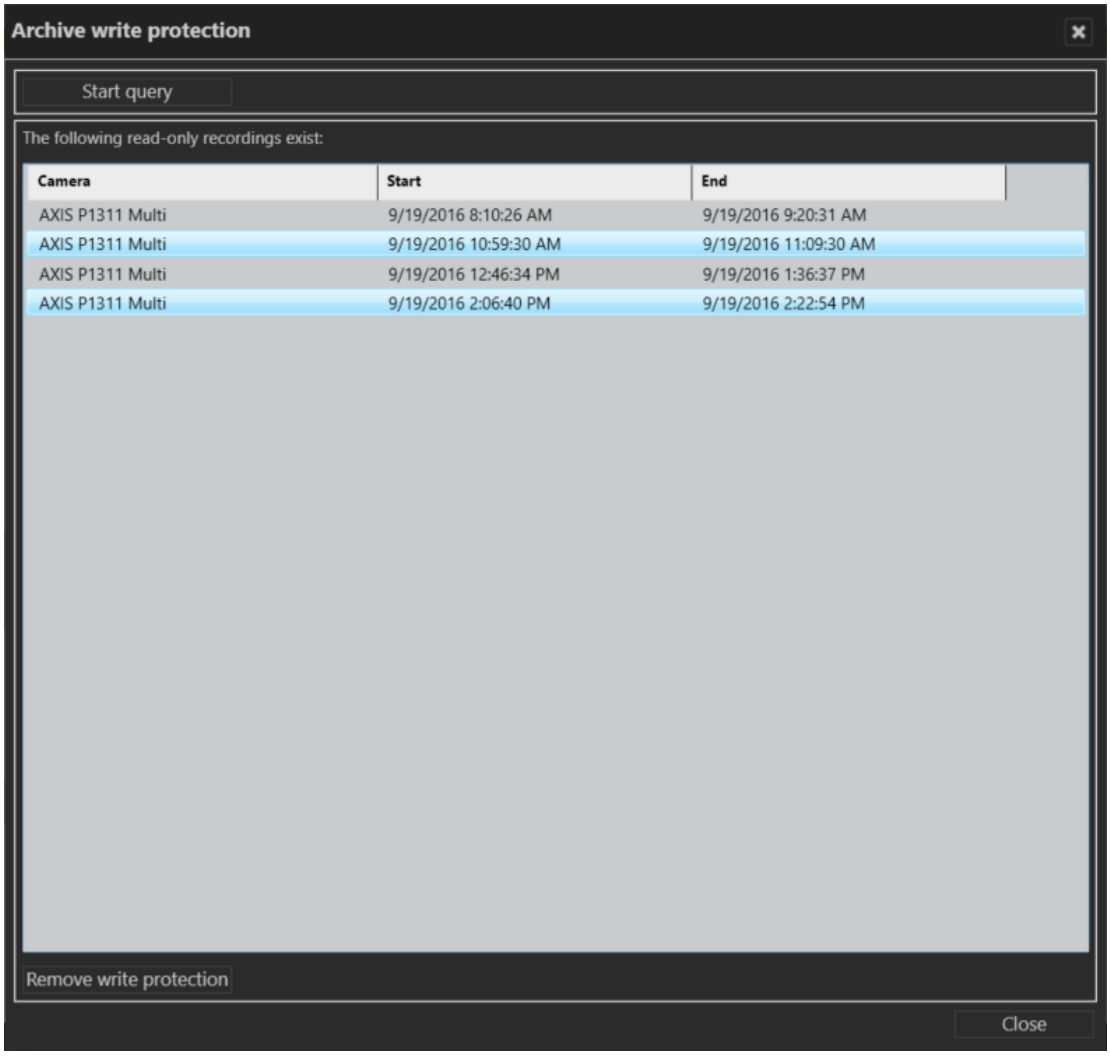


Fig. 77: Remove write protection

2. In the displayed window click **Start query**.
3. Select the write protected sequences. Hold the CONTROL-key to select multiple sequences.
4. Click **Remove write protection**.

Searching for alarms

The time displayed in the timeline may differ from the time displayed in the video due to the way Qognify VMS stores the timestamp information (refer to Time zone handling).

With the alarm search you can search for specific alarm depending on configurable conditions.

Creating an alarm query

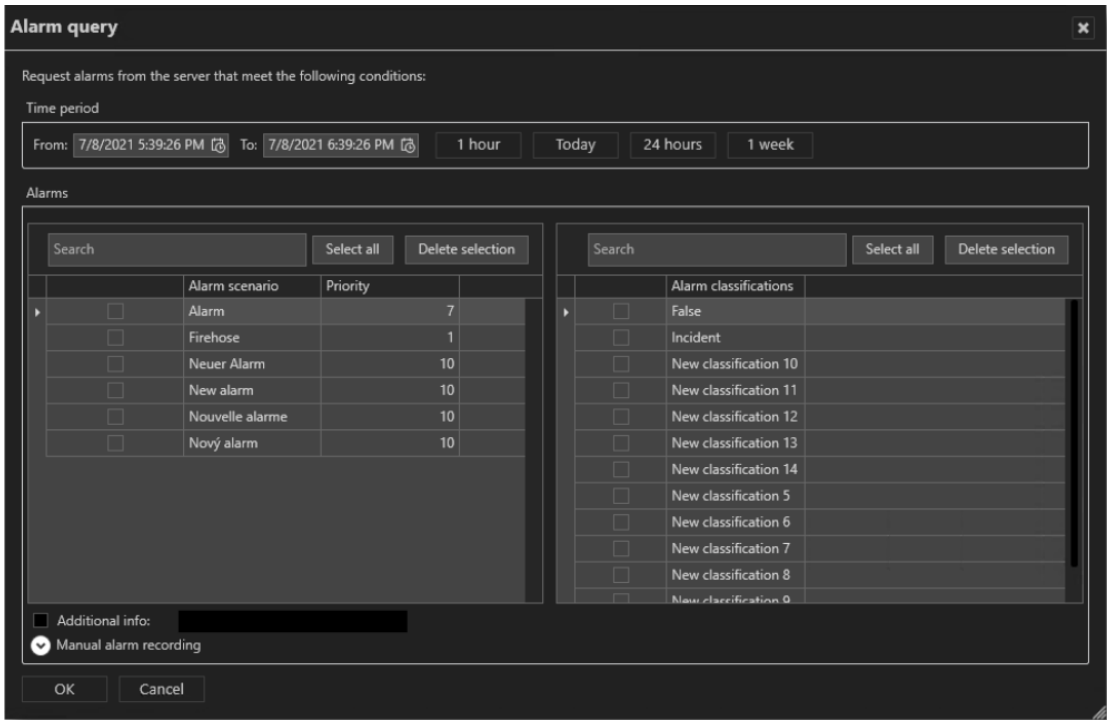


Fig. 78: Searching for alarms

1. Click **New request** in the Alarm search control. The Alarm query is displayed.
2. Specify the **Time period** for the alarm to be searched.
3. Optionally, select the recent time intervals of the last hour, the last 24 hours, the last week, or the current day.
4. Select the “Alarm scenario”, either by name or by priority.
   - To select all items, click **Select all**.
   - To deselect, click **Delete selection**.
5. Select the “Alarm classification” either by direct selection or by searching the classification term.
6. If available, enter the additional information that is obtained by network triggers (e.g. Network IO) to be searched for.
7. Select **Manual alarm recording** to include manual recordings of the available video sources in the search.
8. Select the recordings of the camera or cameras to be searched.
9. Click **OK** to start the search.

Alarm search results

The results of your alarm query are displayed in the Alarm search control.

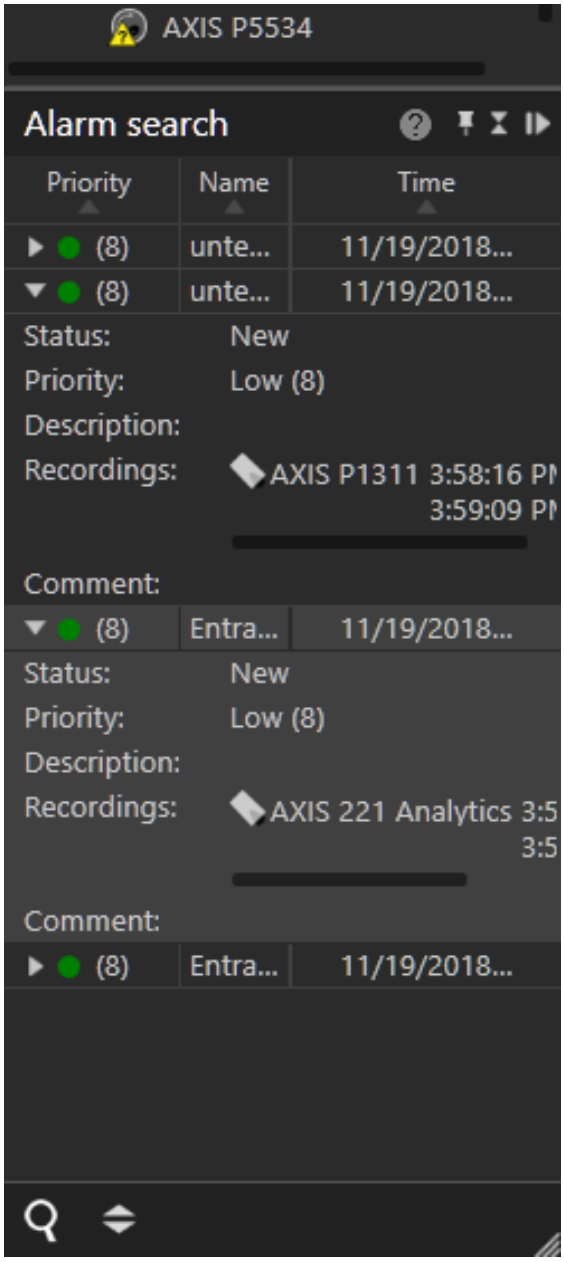


Fig. 79: Alarm search results

1. Click on one of the column headings **Priority**, **Name** or **Time** to sort the results accordingly.
2. Click on the on the arrow on the left of an alarm to display details.

Working with bookmarks

Bookmarks can be set in archive mode or when starting or ending a manual alarm recording (see Manual alarm recording ↳80).

Adding a bookmark

1. Move the timeline to the position where you want to set the bookmark.
2. Click **Add bookmark** (15) in the Archive player.

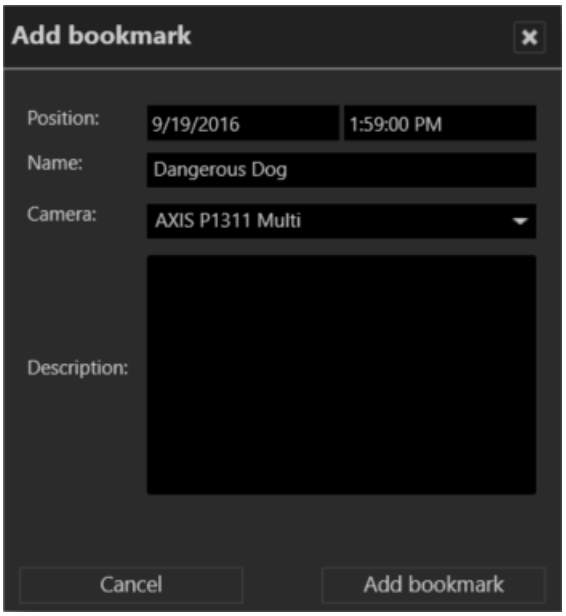


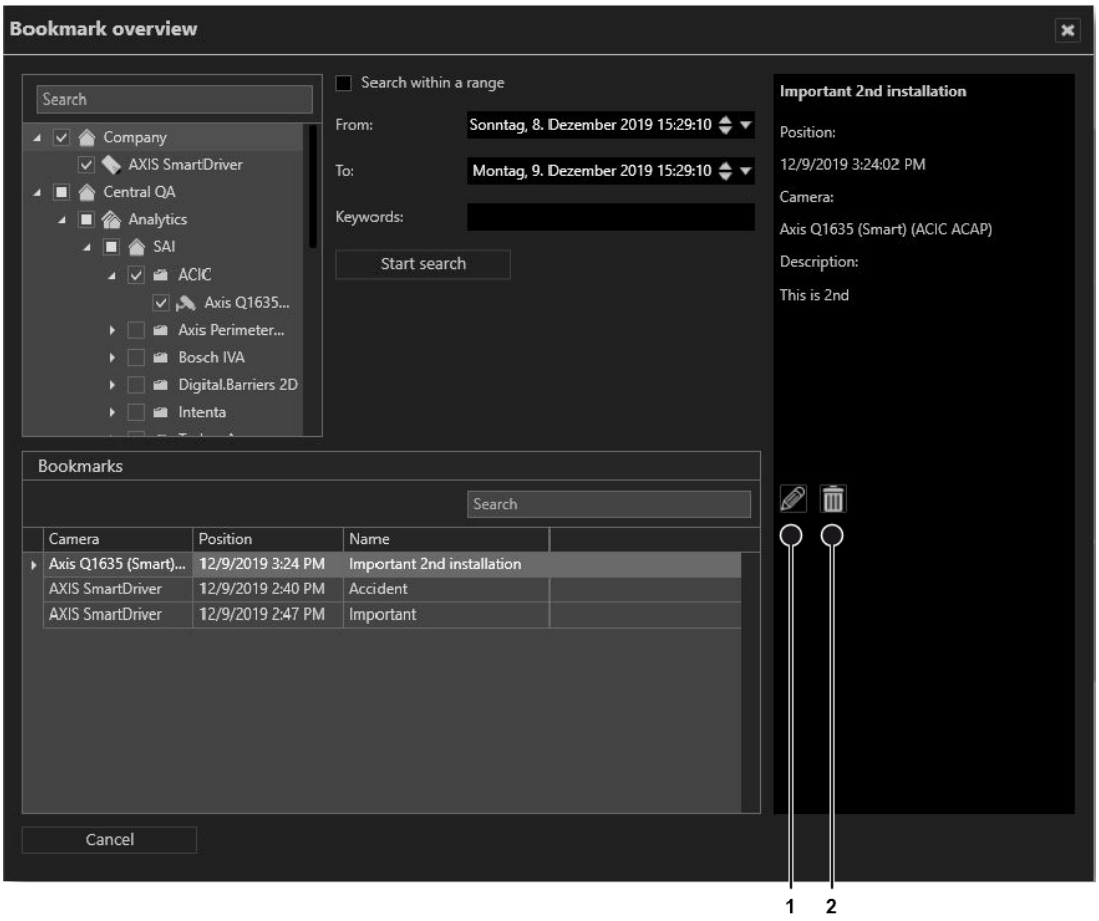
Fig. 80: Adding a bookmark - 2

3. Enter a **Name** for the bookmark.
4. Select the **Camera** for which you want to bookmark the recording from the drop-down menu. The drop-down menu contains all cameras in that are currently displayed in the archive player. By default, the currently active camera in the archive player is selected.
5. Enter a description, if required.
6. Click **Add bookmark**. A flag will be added to the time line of the selected camera.

Bookmark overview

In the bookmark overview, bookmarks can be displayed, edited and deleted.

1. Click **Bookmark overview** in the Archive Player.



2. Select one or more cameras or click **Select all** to select all cameras displayed (i.e. cameras with bookmarks attached).
3. Optionally, search for the camera name or the bookmark.
4. Search bookmarks for all cameras even if only visible in the archive. Bookmarks from cameras of different installations can be searched simultaneously.
5. To deselect, click **Cancel selection**.
6. Activate **Search within a range** to narrow the time window for the search and specify the time interval.
7. Click **Start search** to display only the bookmarks within the specified time interval. The bookmarks are displayed in the "Bookmarks" section.
8. Select a bookmark from the "Bookmarks" section. The information associated with the bookmark (time, the assigned camera and the description) is displayed in the right area.
9. Double-click on the bookmark to navigate to the corresponding time marker.
10. To edit the information, select **Edit** (1) (see Adding a bookmark ↳107).
11. To **delete** the bookmark, select **Delete** (2).

Bookmarks are not deleted with the video data, because they are stored in a separate event database. They are deleted automatically, once the oldest video image is newer than the time stamp of the bookmark.

Edge storage import

Edge storage uses the camera to store images on an internal storage media (e.g. SD card) to cover connection failures between the camera and the database server. If the connection between the camera and the server is interrupted, recording gaps on the DeviceManager will result.

After the connection is reestablished, the recording gaps on the server can be filled with the recordings from the camera's internal storage media. Time schedules for recording and maximal recording size are taken into consideration..

Depending on the configuration of the camera, edge storage data can be imported automatically or manually.

Manual edge storage import

1. For manual edge storage import, hold down the CTRL key when clicking **Update timeline** (13).

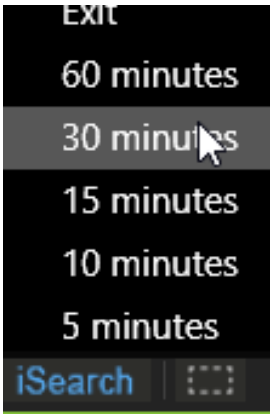
iSearch

iSearch in archive mode searches recordings for motion in specific image regions. The searchable time period is 5 to 60 minutes.

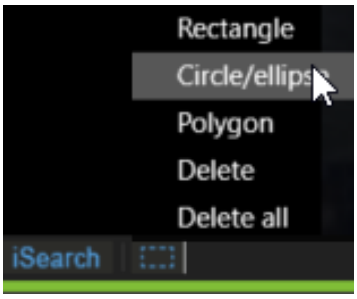
The performance of iSearch depends on the performance capability of the client hardware, since the search is carried out exclusively on the client.

Configuring iSearch

1. Select the related camera.
2. Click **iSearch** at the bottom of the video image and select a time range between 5 and 60 minutes. The maximum selectable time range depends on the access restrictions of the user for the archive.



A dotted rectangular icon is displayed on the right side of the iSearch button.



3. Click on the **area** icon and select the shape of the search area. The following shape options are available:
   - Rectangle
   - Circle / ellipse
   - Polygon
   - Delete shape
   - Delete all shapes
4. In the camera image drag the selected shape to the desired position. A semi-transparent area is laid over the image in the selected position.

If you selected the polygon for this purpose, click a point in the image for each corner and close the polygon by double-clicking the last point.

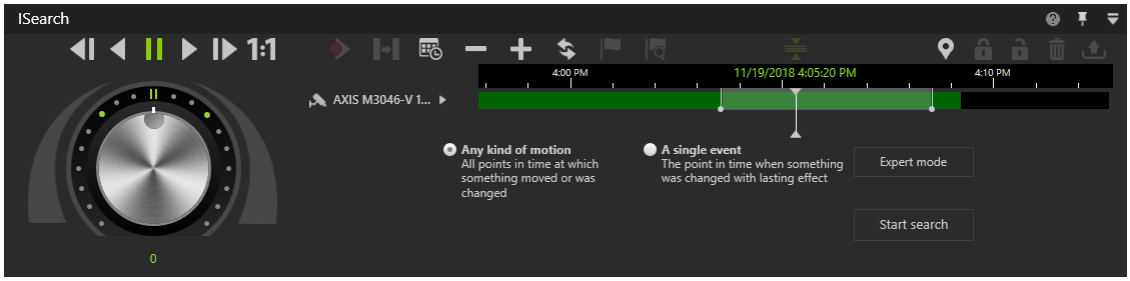


Fig. 81: Configuring iSearch

5. Within the selected area, select either **Any kind of motion** (default) or **A single event**.
   - **Any kind of motion**: This search method searches for all changes within the image in the specified period. The search can be performed for the whole image or for parts of the image as specified by the user. The search may take some time depending on the selection.
   - **A single event**: This search method is particularly quick. It is possible to search through several days of image material in a few seconds. However, this method only works if a single, lasting event has occurred in the camera's selected field.
6. Optionally select **Expert mode** to fine tune the search.

iSearch in expert mode

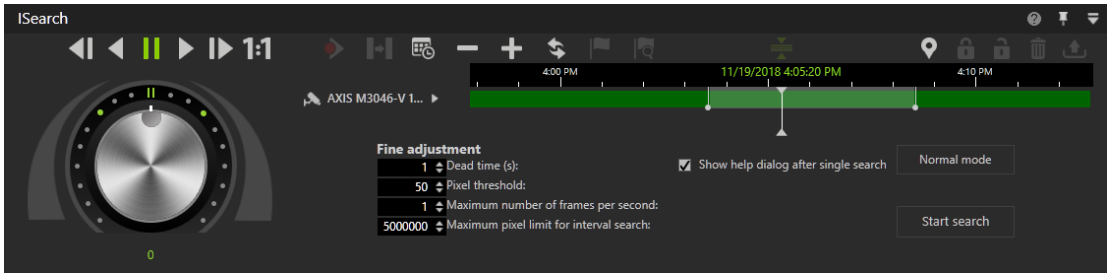


Fig. 82: iSearch in expert mode

In Export mode the following fine adjustments are available:

- **Dead time** in seconds specifies how much time has to elapse after motion detection in the image or part of the image before another hit is displayed in the result list.
- **Pixel threshold** detects changes in the image when the camera is operating in extreme light conditions. A change in the image is interpreted as motion if it exceeds the threshold. The higher the threshold, the greater the change in the image has to be before it is considered to be motion.
- **Maximum number of frames per second** if not all of the recorded frames have to be searched. This can speed up the search significantly.
- **Maximum pixel limit for interval search**: The maximum pixel limit for an interval search only has an impact on searches for a lasting change. The specified start and end points of the period in which the search is to be carried out are compared continuously. If the two points currently diverge by more than the specified pixel limit, interval bisection is interrupted, and a serial search with greater increments is started until the pixel limit is adhered to again. The interval search is then resumed from this point. This setting improves the search under extreme lighting conditions (strong contrast between light and dark areas or objects passing).
- **Show help dialog after single search**, if appropriate. On completion of the search, you can specify in a dialog whether or not the event has been found and whether you want to switch to archive mode with the event found.

1. Specify the desired settings and start the search.
2. To exit expert mode, click **Normal mode**.

Deleting a search area

1. Click the search area, and select **Delete** to delete only the selected area.
2. Optionally, select **Delete all** to delete all areas.

6

Report mode

Report mode gives you an overview of the events that have occurred in the form of a list. Distinctions are drawn between:

- User events (display of events that concern specific users)
- Alarm events (events that have occurred)
- Camera usage (display of events that a specific camera)
- System messages (display of events that concern specific services)

In addition, the camera usage of users can be tracked.

The maximum number of events to be displayed can be specified in the client configuration (see Client configuration ↳18).

1. To switch to report mode, click the **Report mode** icon on the mode bar.
2. Click a column header in the main window to sort the events in ascending or ascending order based on the column's category (date / time, user, description).

Filtering the query

In report mode, the following event types can be evaluated:

- Alarms can be filtered for alarm scenarios
- Users can be filtered for:
  - Camera configuration
  - Archive
  - Export
  - Patrols
  - Actions
  - Log on or log off
  - Change mode
- Camera usage can be filtered for:
  - Camera (only if the DeviceManager records camera usage)
  - Users
- System can be filtered for:
  - Core services
  - Image storage

Depending on the area, the query results can be filtered.

1. To filter the events on the basis of specified criteria, select the type of event you are searching for on the **Query for** control bar.
2. Select the user or users related to the events to be searched for.
3. Select the desired events. The items are displayed in the list below.
4. Select specific items by clicking the check box in front of the item's name or click **select all**.
5. To deselect, click **Delete selection**.
6. To further narrow the selection, specify dates and times to define the time period.
7. **Start** the query. Only the events that meet the selected criteria are displayed in the main window.

Exporting the analysis as spreadsheet file

You can also export the result as a comma-separated file (*.csv).

1. **Export** the result in order to analyze it in a spreadsheet program.

Saving a query as report template

Additionally, the search criteria can be saved for future queries.

1. Click **Save**.

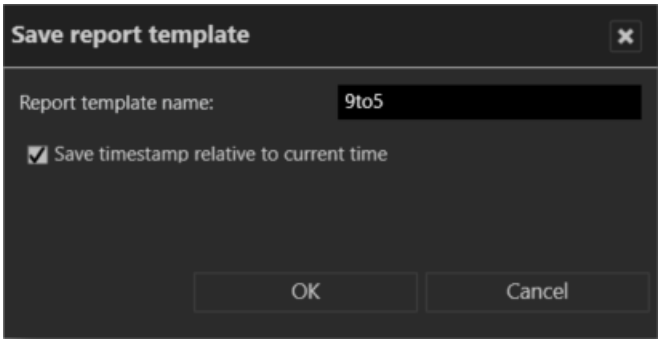


Fig. 83: Saving a query as report template

2. Enter the **Report template name**.
3. Optionally, select **Save timestamp relative to current time**. This option will use the time interval of the current query for the next query.

Example [1]

4. Click **OK** to save the query.
5. To use a previously saved query, select the name of the query in the drop-down menu and click **Start query**.
6. To delete the saved query, select the query from the drop-down menu and click **Delete**.

[1]The current query searches for events within the last 24 hours. When the query is saved with a relative time stamp, the next query will also search within the last 24 hours - relative to the next query.

7

Shortcut keys

The following keyboard shortcuts are available for users in the client to speed up function calls.

More shortcuts are available and configurable in the client configuration (see Keyboard shortcuts ↳30).

Shortcut key	Meaning
CTRL+1	Switch to surveillance mode
CTRL+2	Switch to archive mode
CTRL+3	Switch to report mode
CTRL+4	Switch to configuration mode **(only possible as administrator)**
CTRL+5	Switch to LPR mode
CTRL-Y	Display statistics in video image in Surveillance and Archive mode
F10	Switch full-image mode on or off
F1	Show Qognify User's Guide
F2	Moves all windows to primary display (only when multiple displays are connected)
ESC	Hide all controls
+/-	When digital zoom is active, pressing + or - zooms in or out

8

Anywhere Viewer

The Anywhere Viewer can be used to access exported image data that are in the Qognify image format without connection to the database.

The Viewer displays recorded data only in Archive mode. All other modes are not accessible as they require database access.

- The Viewer is automatically installed as a subset of the Qognify VMS client installation. It can also be installed separately in a user-defined installation.
- The Viewer is exported to the export folder with any video data export.
- The Viewer manual is installed in the manual folder during installation.

When viewing files that are exported to the local hard drive of the client with the Viewer, any local installation of the Qognify VMS client must be quit to prevent conflicts.

1. Quit Qognify VMS if running as a normal client connected to a database.
2. Start the Viewer from within the export folder.

Switching the interface language

Without a Qognify VMS client installed on the local hard drive, the language can only be changed using command line parameters.

1. Exit the Qognify Viewer and start the Qognify VMS client.
2. Change the interface language in the **File** menu of the function bar in the Qognify VMS client (see Changing the language 31).
3. Exit the Qognify VMS client and start either the Qognify VMS client in Viewer mode or the Qognify Viewer.

Import and play recording

Import recording into the Viewer

1. Start the Qognify Viewer (see Login 9). The overview panel with the available recordings is displayed.
2. To add additional exported camera sequences, select **Add exported cameras** in the overview panel.
3. Optionally, navigate to the export folder of the recording and start the Qognify Viewer in the folder.
4. Navigate to the folder where the files are located.
5. Click **OK** to import the selected data into the viewer.

When opening a folder that contains multiple exported camera sequences (even in subfolders), all files will be imported.

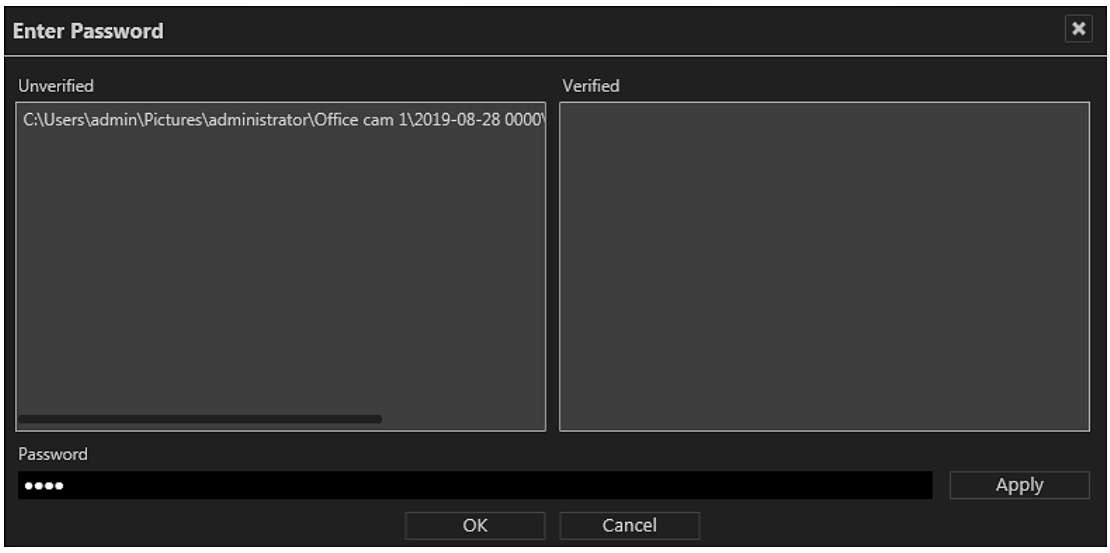


Fig. 84: File selection for importing into the Viewer in offline mode

6. Enter the **password** specified during export.
7. **Apply** the password and click **OK**. Any exported video sequence that matches the password moves to the "Verified" section on the right. You can enter and apply further passwords for additional video sequences.

Importing data into the Qognify Viewer may take some time.

8. Click the exported camera that you wish to view. Alternatively, you can drag the desired camera to the previously occupied tile. If you imported multiple sequences from the same camera they will be shown as one camera in the tree. If you open this camera all the sequences of this camera can be found in the same timeline.

Play recording

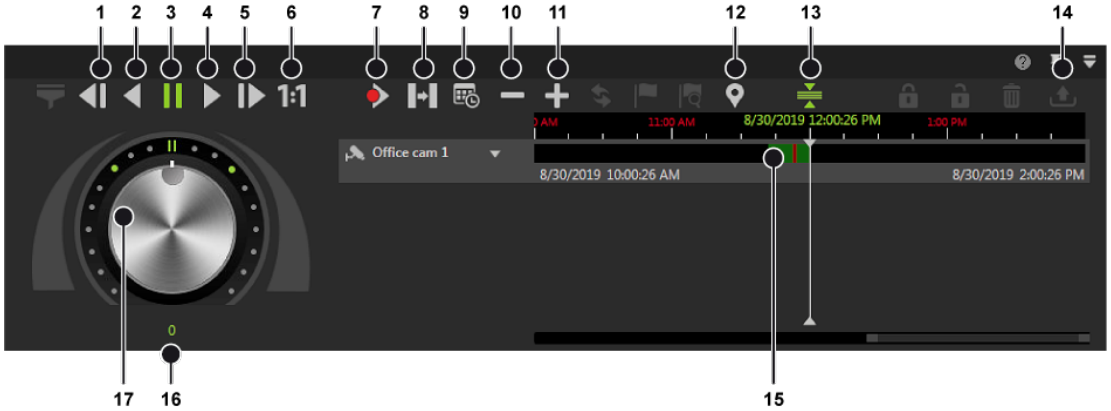


Fig. 85: The Qognify Viewer controls

The Viewer allows limited control of the playback from one or multiple exported recordings in a single timeline. In Viewer Mode or in the Viewer you can use layers to simultaneously display multiple cameras in a grid. Multiple timelines are displayed just as in the regular Qognify VMS client.

The Viewer has the following functions:

- **Previous frame** (1): Jumps to the recordings previous video frame.
- **Play backward** (2): Plays the archived video stream in reverse chronological order.
- **Pause** (3): Pauses the playback.
- **Play** (4): Plays the recorded video in the correct chronological order.
- **Next frame** (5): Jumps to the recordings next video frame.
- **Real time** (6): Plays the event in real time.
- **Next alarm recording** (7): Jumps to the selected camera's next alarm recording.
- **Skip pause** (8): Skips the pause between two recordings in playback mode.
- **Calendar** (9): Opens a calendar window in order to navigate to a specific calendar time (date and time).
- **Zoom out from timeline** (10) or **Zoom in to timeline** (11): Enlarges or reduces the size of the display of the timeline. You can also zoom within the recording period by clicking the timeline and then turning the scroll wheel on the mouse.
- **Set start/end marker** (12): Sets start and end markings (e.g. when exporting the selection to an AVI files afterwards).

  Bookmarks are not supported in Viewer Mode / Qognify Viewer.

- **Synchronized mode** (13): All visible cameras are synchronized to the time of the selected camera by default. If the synchronized mode is deactivated, each camera can show a different point in time.
- **Export area** (14): Starts the AVI export.

  Exporting in Qognify file format is not supported.

- **Timeline / time stream** (15): See Timeline / time stream ↳99.
- **Jog dial** (17): Plays the sequence forward and backward. The further you turn the jog dial to the right or left, the faster the sequence is played forward or backward. The playback speed is displayed in the number field (16).

Export a recording

For information on exporting the recordings, refer to The Export Designer ↳47.

Save sequence as AVI file

1. Right-click the camera image and select **Save images as AVI files**.
2. Select the start and stop time, the export format and the name of the file.
3. The export settings can be used to influence the properties of the video to be created. By default, the best codec available on your system is used.
4. If you want to use a different codec and/or change the settings of the selected codec, select the **Advanced settings** option. You can also select the audio export option.
5. Click **Select** to select the name and the export path for the film sequence.
6. Click **Export** to start the export.

The size of the AVI file is restricted to 4 GB.

Limitations and known issues

- Do not export uncompressed images as film. Ten seconds of exported image material uncompressed is about 350 MB. If possible, do not use Windows® default codecs. They yield a poor-quality export result.
- MOBOTIX cameras can only be exported in the MOBOTIX format. The XviD codec is recommended.
- If there are different frame rates and resolutions in the time period that is to be exported (e.g. change from standard to alarm recording), check the film sequence, because the selected codec may yield a distorted image from the time of the change in some cases.

Selecting multiple layers

1. Select the desired multiple layer in the **Layer** menu. The layers 1x1, 2x2, 3x3 and 4x4 are available for selection.
2. Select the desired time period that you wish to view in the first tile of the multiple layer.
3. Repeat the above step for the remaining empty tiles. Alternatively, you can drag the recordings into the tiles by drag & drop.

4. Right-click the current camera and select **Delete camera from layer** to select a different recording.
5. Click the new time period that you wish to view. Alternatively, you can drag the desired time period to the previously occupied tile.