



CAYUGA

User's Guide

Qognify Cayuga R14

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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 Cayuga R14 (Version 6.14.1).

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 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 Cayuga software and an overview of the frequently used functions.

Product lines

- Qognify Cayuga S50/S50X is a powerful entry-level solution for small-scale projects involving up to 50 cameras.
- Qognify Cayuga 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 Cayuga Infinity / Infinity X provides the most extensive functional scope. There is no limit on the size of the projects that can be implemented. Up to 5000 cameras are supported.

Introduction



Fig. 1: Product lines

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

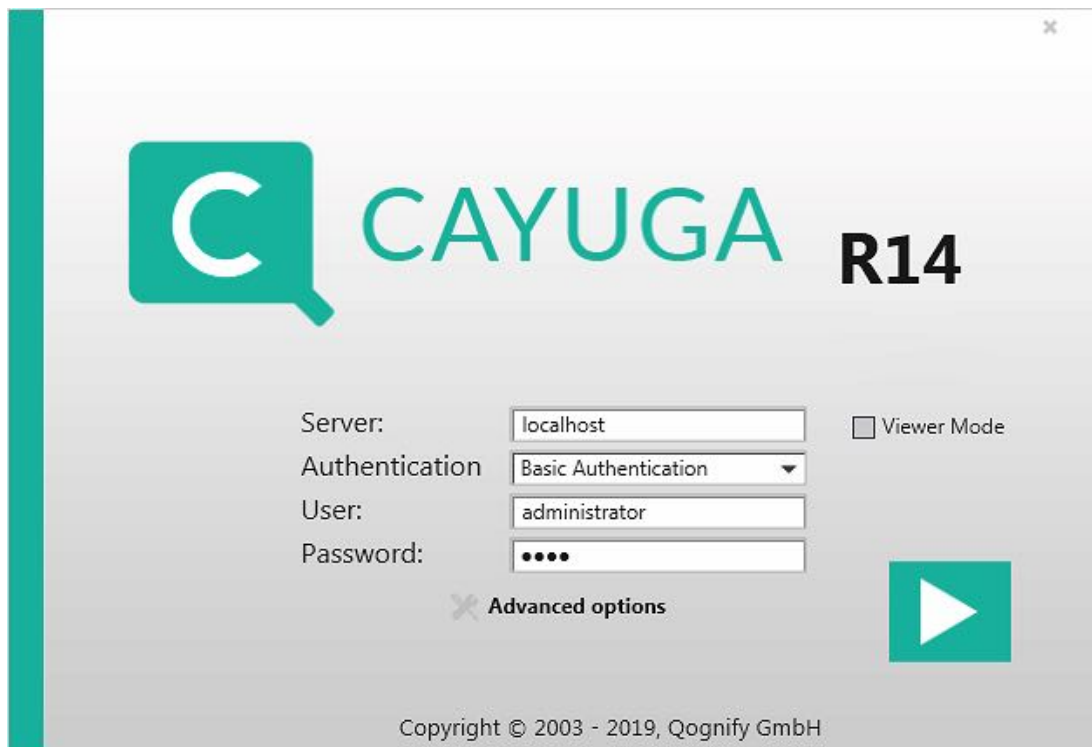


Fig. 2: Login

2. Select the **Authentication** method. The following authentication methods are available:
 - Basic authentication with user name and password as defined in the configuration within Cayuga.
 - 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 Cayuga 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. For viewing exported data in offline mode, select **Viewer Mode** instead of authenticating (see [Qognify Viewer, p. 115](#)).
5. Apply by clicking the arrow. The client is started in surveillance mode (see [Surveillance mode, p. 65](#)).

In Viewer mode, Cayuga is used for the display of exported data in Archive mode (see [Qognify Viewer, p. 115](#)).

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.

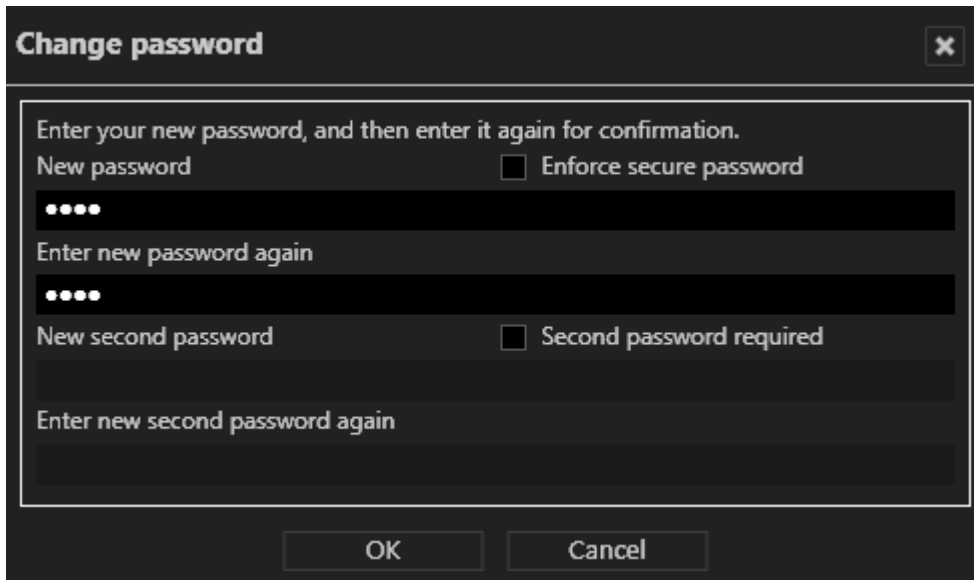


Fig. 3: Change password

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.

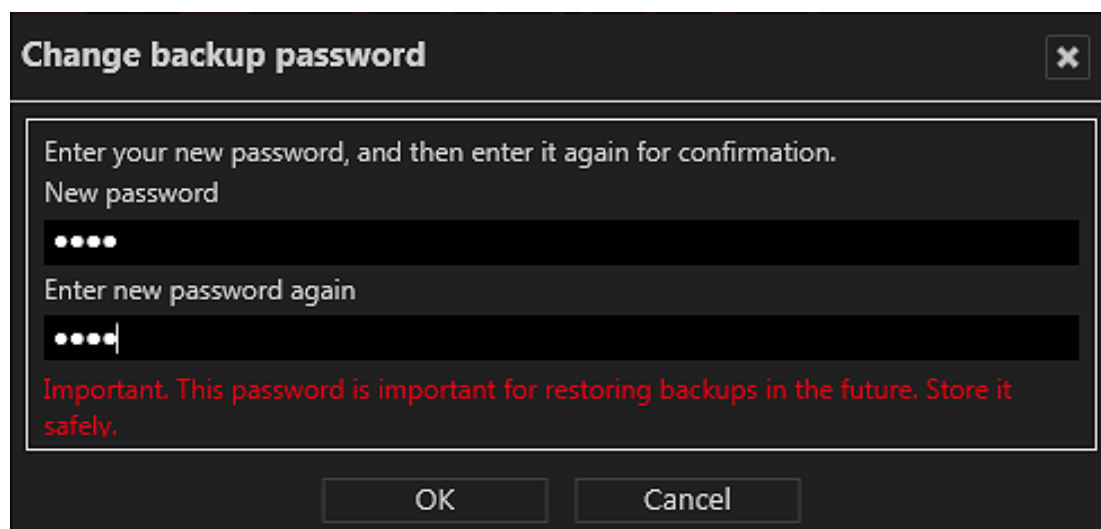


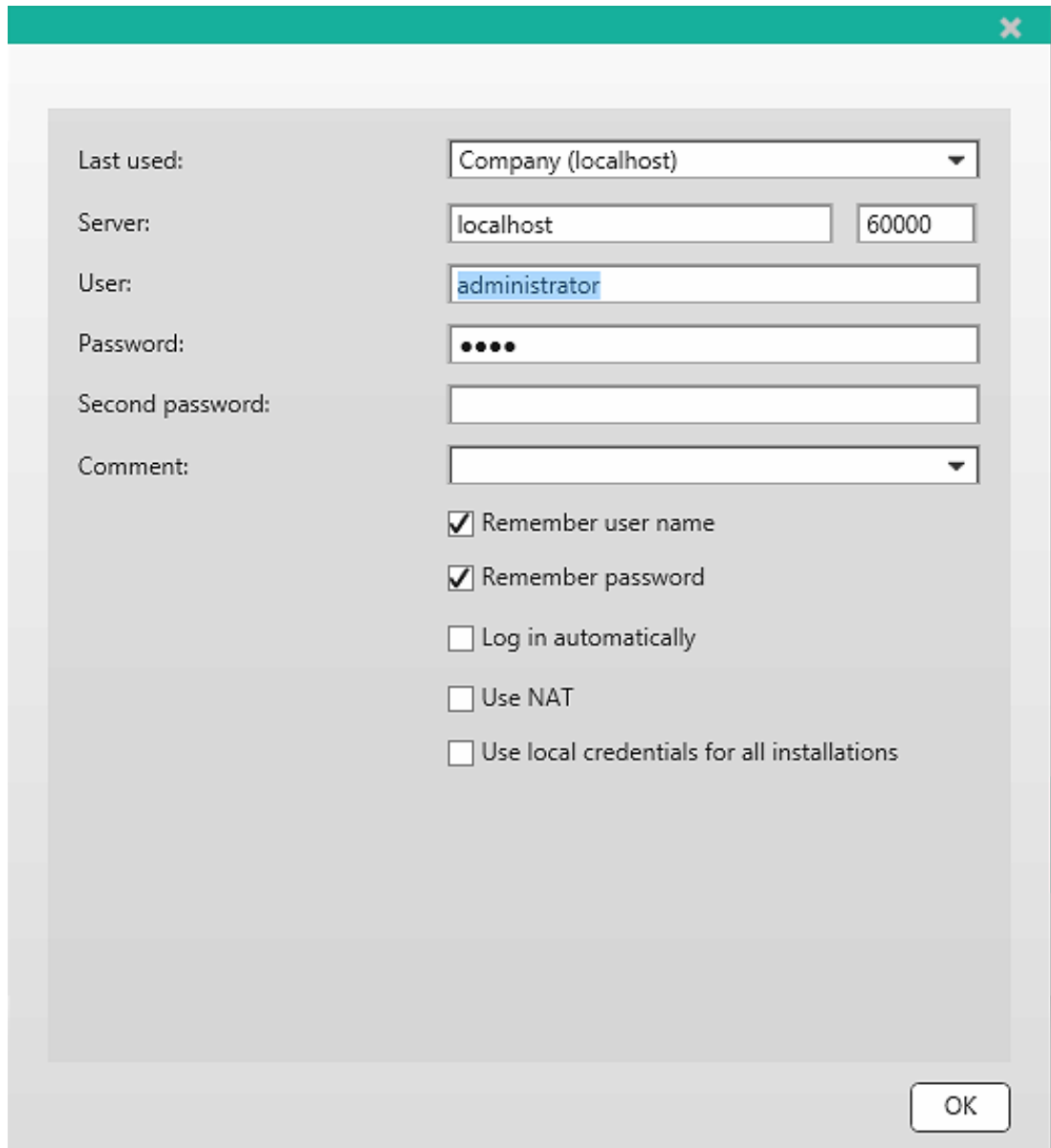
Fig. 4: Change the database backup password

1. Enter 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.



The screenshot shows a dialog box titled "Advanced login options" with a close button (X) in the top right corner. The dialog contains the following fields and options:

- Last used:** A dropdown menu showing "Company (localhost)".
- Server:** A text input field containing "localhost" and a port number input field containing "60000".
- User:** A text input field containing "administrator".
- Password:** A text input field with four dots representing a masked password.
- Second password:** An empty text input field.
- Comment:** A dropdown menu.
- Remember user name
- Remember password
- Log in automatically
- Use NAT
- Use local credentials for all installations

An "OK" button is located at the bottom right of the dialog.

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, p. 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.

3

The user interface

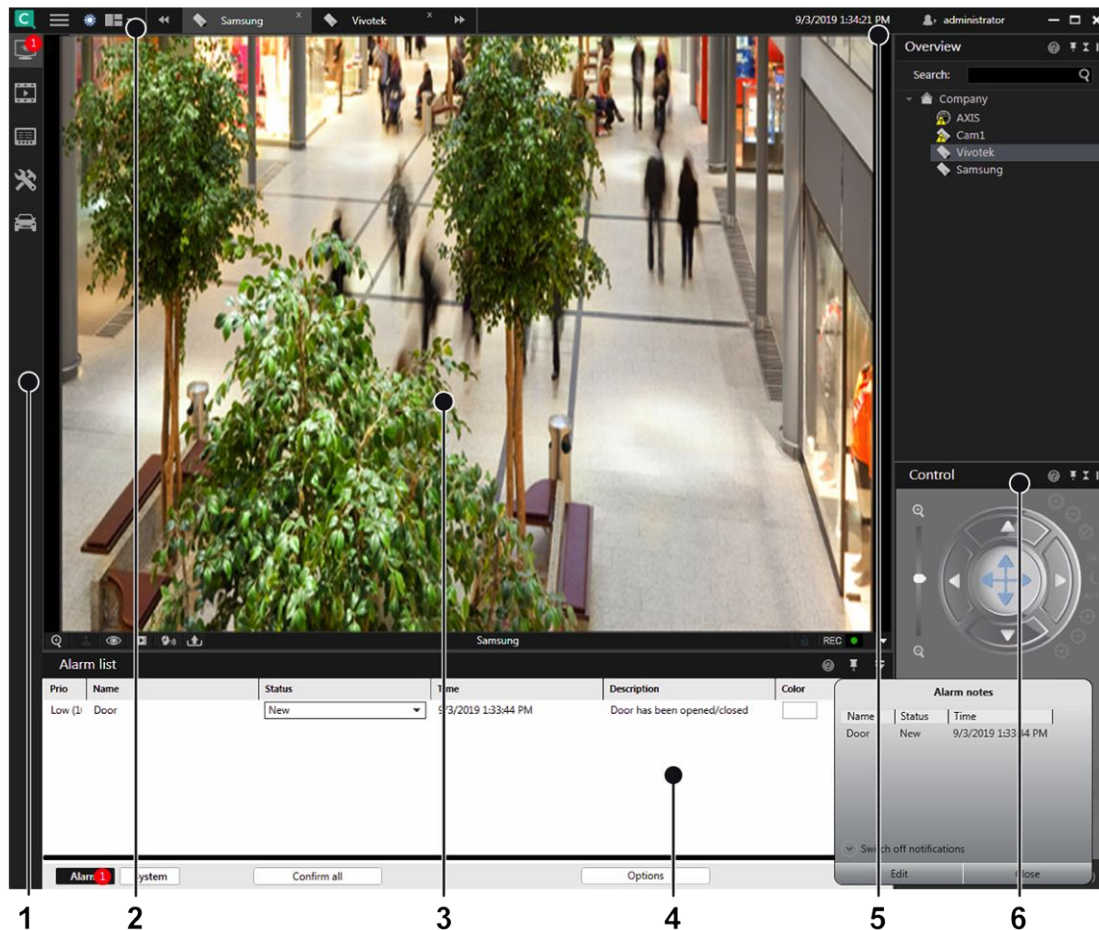


Fig. 6: The user interface

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, p. 61](#)).
- **The function bar (2)** provides basic operating functions that can vary depending on the mode used. (see [The function bar, p. 17](#)). The function bar also contains the menu (see [The menu items, p. 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, p. 66](#)).
- **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, p. 84](#)) 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, p. 60](#)).
- **The control bar (6)** contains the tabs for controlling the contents of the work area (see [The control bar, p. 61](#)).

The function bar

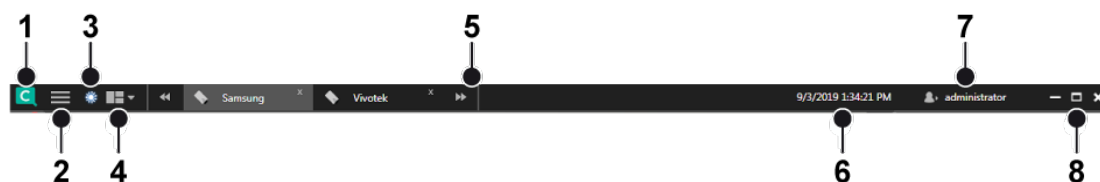


Fig. 7: The function bar

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, p. 51](#)).
- **Menus (2).** Opens the menus File, View, Tools, Info, Help (see [The menu items, p. 17](#)).
- **Day- / night mode toggle (3).** 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 (4).** This function allows the user to create and arrange custom layers in surveillance mode (see [Custom layers, p. 68](#)).
- **Tab selector (5).** Displays all opened layers in tabs for quick access (see [Creating layers, p. 67](#)).
- **Current time (6).** Displays the current client time and date.
- **User information (7).** Displays the current user and provides functions to log off or change the user (see [Changing the user, p. 60](#)).
- **Windows toggles (8.)** Displays clickable icons to minimize, maximize or quit the client.

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, p. 17](#)).
- **View.** Manages the settings of the connected monitors and the video wall as well as the LPR master data (see [View, p. 36](#)).
- **Tools.** Displays and removes the write protection of recordings, configures the multiple export of image data and defines the logo action (see [Tools, p. 47](#)).
- **Info** Displays information on the system and license (see [Info, p. 53](#)).
- **Help.** Calls the Help system and provides options for solving problems (see [Help, p. 59](#)).

File menu

The menu "File" displays the following options:

The user interface

The function bar

- 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

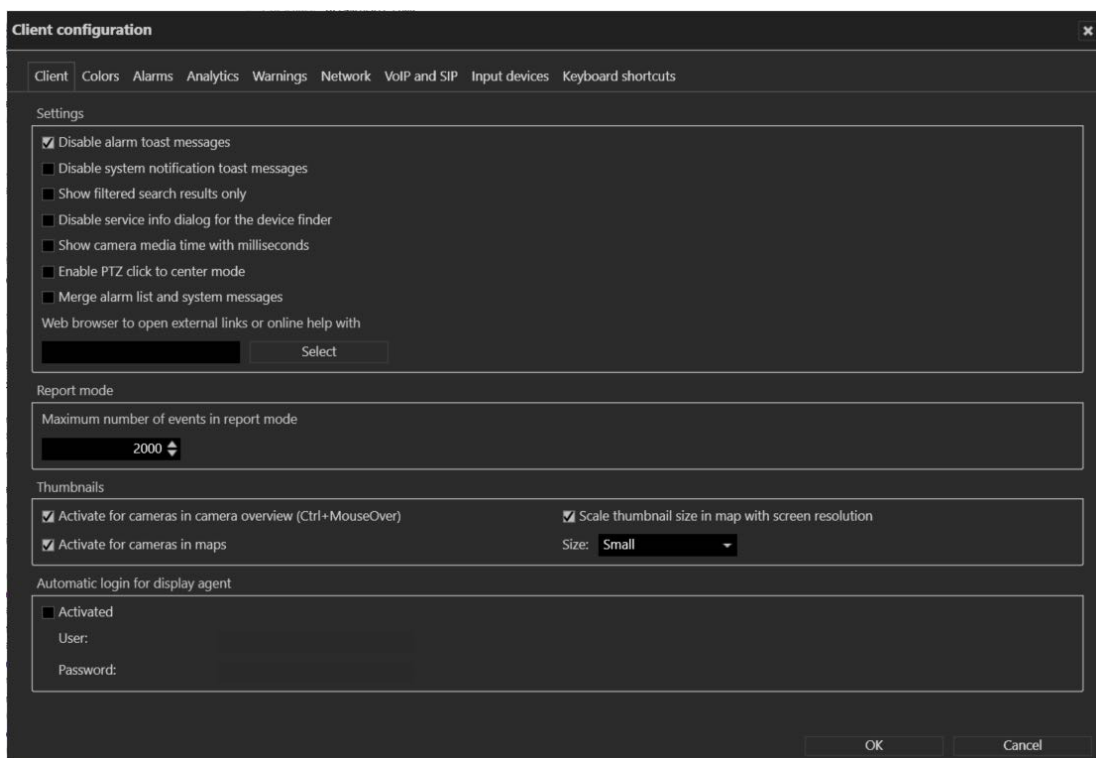


Fig. 8: Client configuration - Client

Settings

- **Disable alarm toast messages** to suppress alarm notification for toast messages (see [Alarm notification, p. 86](#)).
- **Disable system notification toast messages** to suppress system notifications for toast messages (see [Alarm notification, p. 86](#)).
- **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, p. 90](#)).
- **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, p. 84](#)).
- **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.

Automatic login for display agent

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

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

Alarms

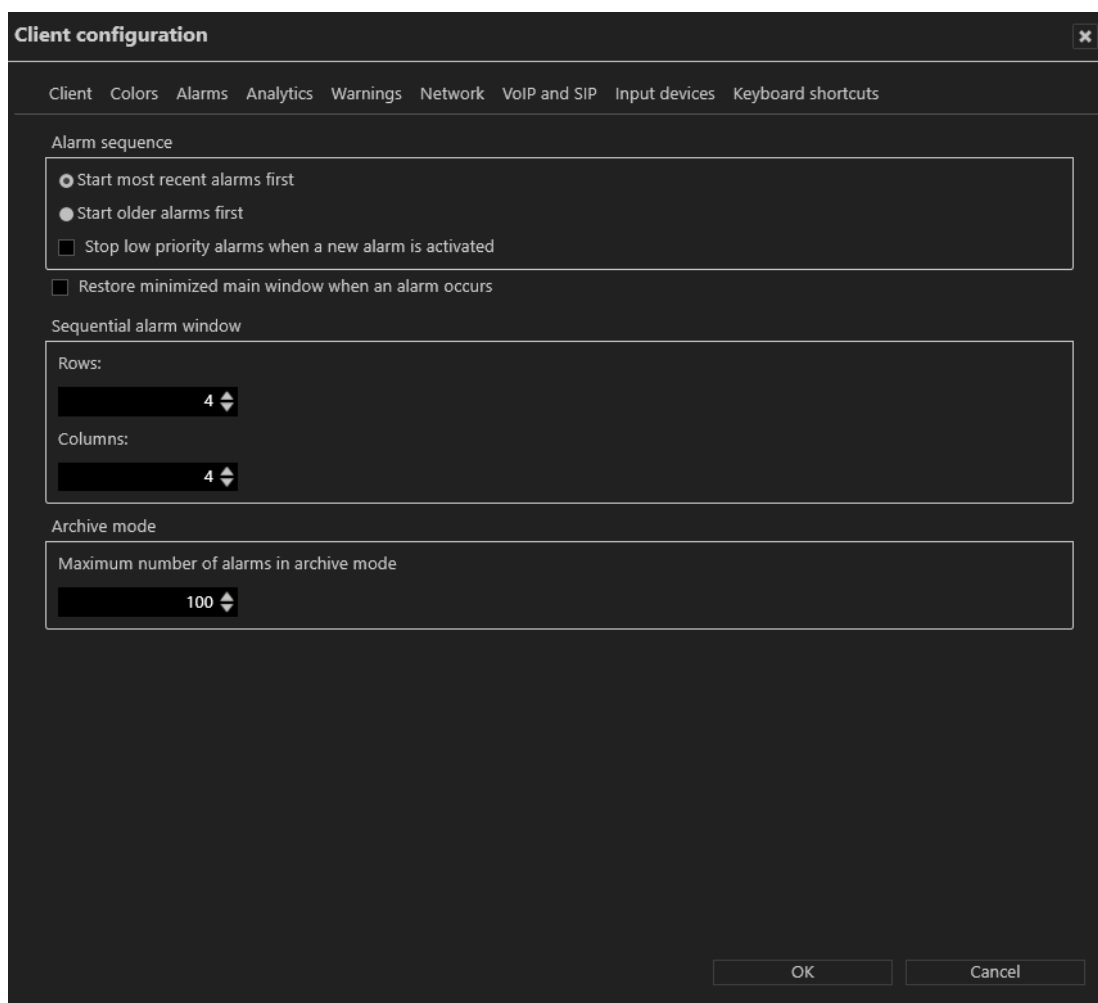


Fig. 9: Client configuration - Alarms

- **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, p. 37](#)).
- **Maximum number of alarms in archive mode** to specify the maximum number of alarms displayed in archive mode (see [Archive mode, p. 89](#)).

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

Analytics

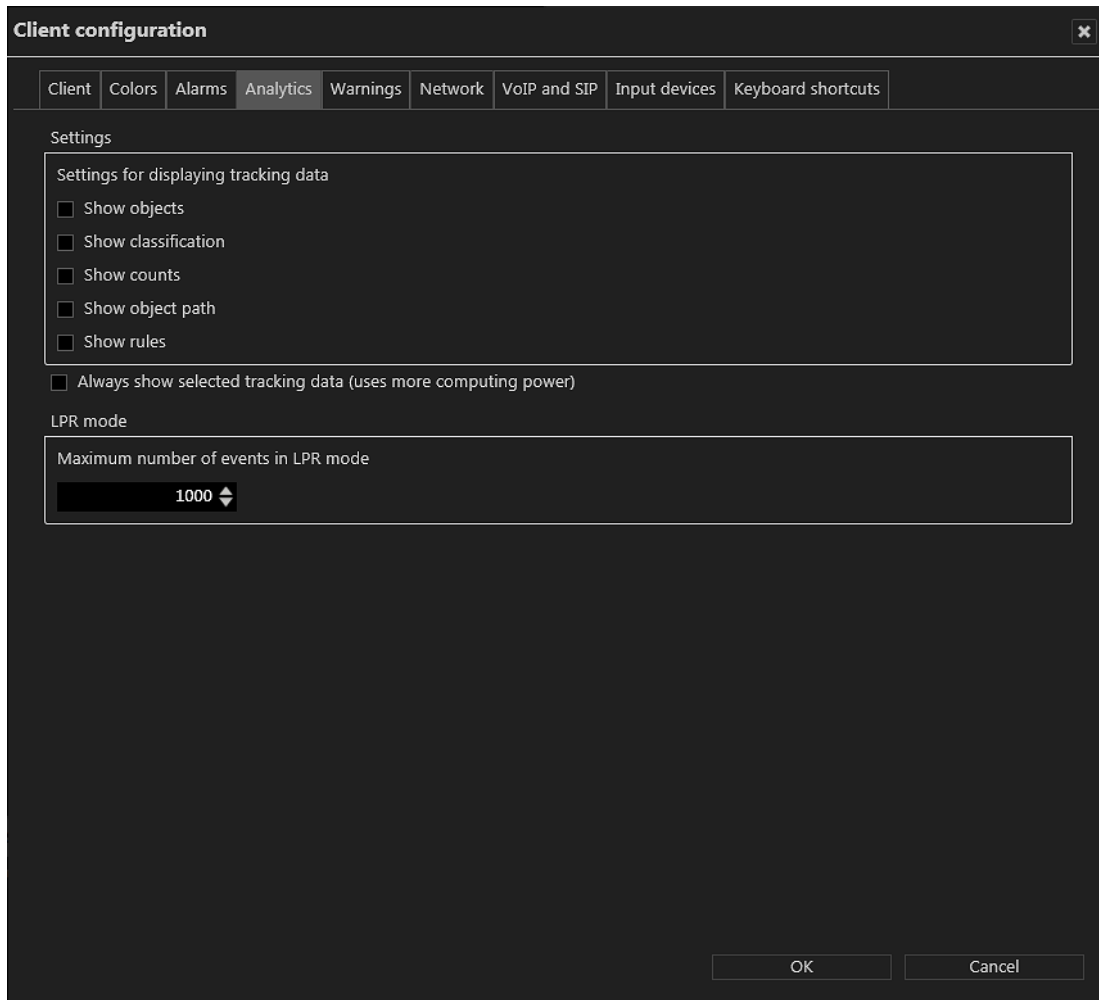


Fig. 10: Client configuration - Analytics

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 mode** 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 client must be restarted for the changes to take effect.

Warnings

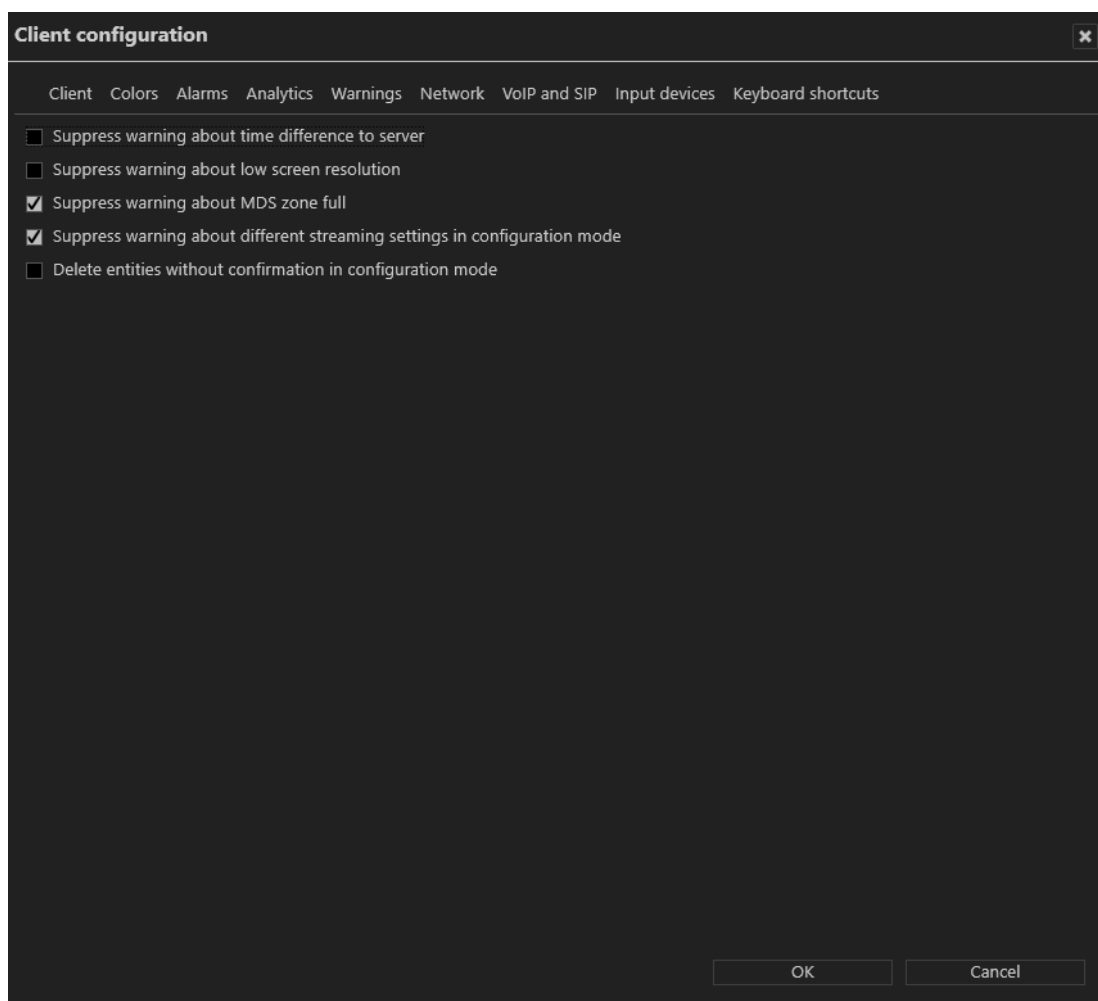


Fig. 11: Client configuration - Warnings

- **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 client must be restarted for the changes to take effect.

Network

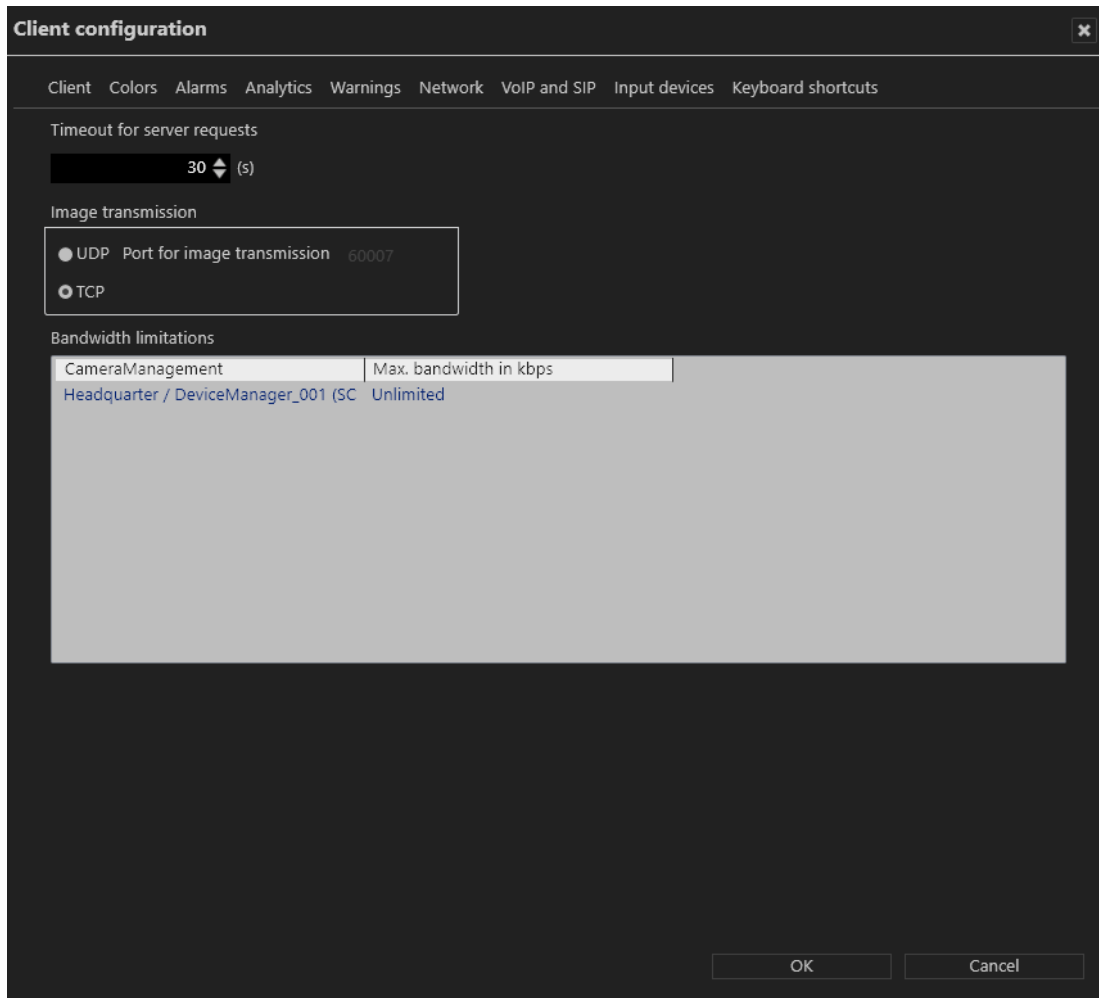


Fig. 12: Client configuration - Network

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 client must be restarted for the changes to take effect.

VoIP and SIP

The screenshot shows the 'Client configuration' dialog box with the 'VoIP and SIP' tab selected. The 'Global settings' section includes fields for 'SIP base port' (5060), 'Audio RTP port' (5004), 'Audio input device' (Default input device), and 'Audio output device' (Default output device). There are also checkboxes for 'Use echo and noise suppression' and 'Use microphone amplifier'. The 'Specific settings for installation' section shows a list of installations with 'Headquarter (localhost)' selected. To the right, there is an 'Activated' checkbox, 'Network settings' (with 'Use keep-alive packages' checked, 'Keep-alive interval' set to 10s, and 'Registration interval' set to 3600s), and 'SIP user data' fields for 'SIP user name', 'SIP password', 'Participant name', 'Registration server', and 'Outgoing proxy'. 'OK' and 'Cancel' buttons are at the bottom right.

Fig. 13: Client configuration - VoIP and SIP

The Cayuga 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 client must be restarted for the changes to take effect.

Input devices

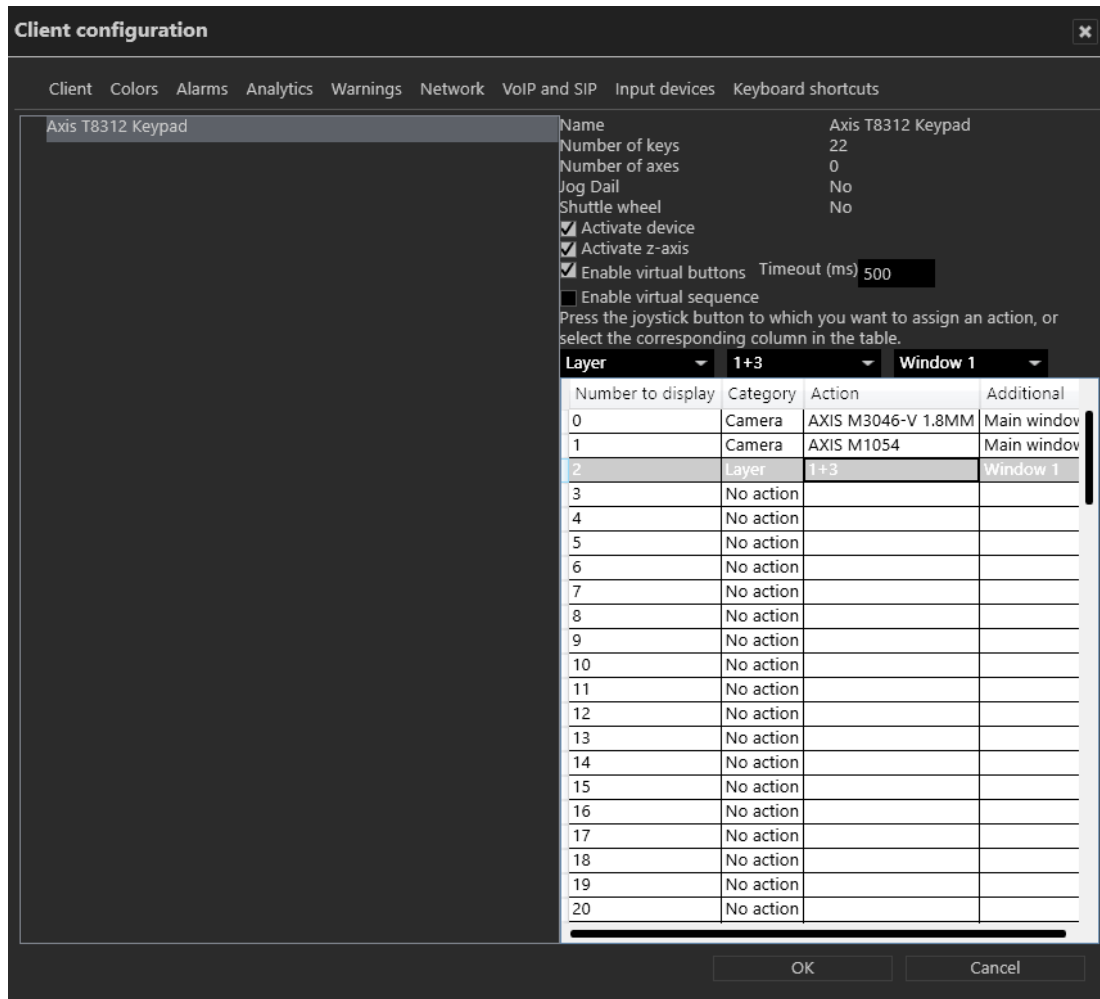


Fig. 14: Client configuration - Input devices

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. Select from the list the device you want to configure. The device's functions are listed on the right-hand side of the dialog box.
2. Activate the device.
3. If necessary, activate the z-axis (depending on the hardware, usually available on joysticks).
4. Press the input device button to which you want to assign an action or select the buttons number from the list.
5. 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 client must be restarted for the changes to take effect.

Select and display entities with virtual buttons of the Axis T8312 keypad

With the option **virtual buttons** enabled, up to 1000 virtual buttons can be configured for the Axis T8312 keypad to display entities on certain windows.

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

1. Select the Axis T8312 keypad from the list of devices. The device's functions are listed on the right-hand side of the dialog box.
2. Activate the device.
3. Enable **virtual buttons**.
4. Enter a value for the timeout (ms). Within this period, the user must press the key combination to execute the configured action.
5. Press the keypads key or key-combination to which you want to assign an action or click the virtual-buttons number on the list (see example below).
6. 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).

In virtual-button-mode keys of the Axis T8312 keypad are assigned as follows:

- **First row:**

- F1: 107
- F2: 108
- F3: 109
- F4: 110
- F5: 111

- **Second row:**

- B1: 102
- B2: 103
- B3: 104
- B4: 105
- B5: 106

- **Keypad:**

- 0 - 9: Buttons 0 -9 or virtual buttons 10 - 999
- Shift: 1000
- Alt: 101

Example¹

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

Select and display entities as virtual 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 [Display agent](#), p. 38)

The use of virtual sequences requires a correctly configured entity numbering (see [Configuring the entity numbering](#))

To reduce the number of buttons that must be configured, each camera is numbered. Refer to the manufacturer's documentation of the keyboard.

1. Select the Axis T8312 keypad from the list of devices. The device's functions are listed on the right-hand side of the dialog box.
2. Activate the device.
3. Enable **virtual sequence**. In surveillance or archive mode virtual sequences can be started on the keypad. (see examples below).

In the virtual sequence-mode the keys of the Axis T8312 keypad are assigned as follows:

- **First row:**
 - F1: Monitor
 - F2: Display Agent
 - F5: Webpage entity
- **Second row:**
 - B1: predefined layer
 - B2: camera
 - B3: Tile
 - B4: temporary layer
 - B5: map
- **Last row:**
 - Tab: Enter

Input pattern:

[B1, B2, B3, B4, B5, F5] (number of entity or temporary layer) → [F1, F2, F3, F4, F5] (number of monitor or display agent) → [optional: 3] (number of tile of temporary layer that has focus) → [Tab]

1

To assign an action to virtual button 56, button 5 and 6 must be pressed in rapid succession, and the desired action must be selected

Examples¹

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.

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

Keyboard shortcuts

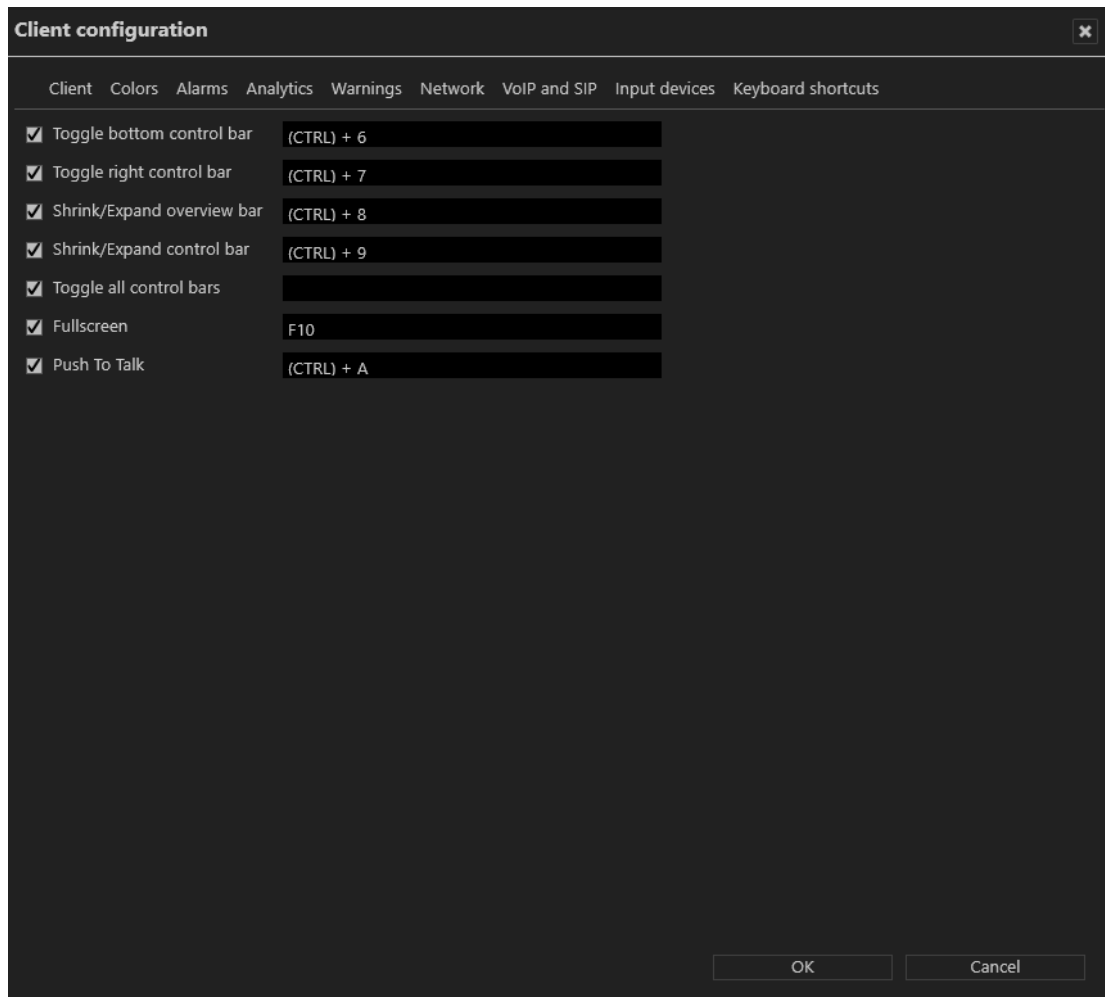


Fig. 15: Client configuration - Keyboard shortcuts

Custom keyboard shortcuts can be defined for rearranging the client surface.

1

Opening of cam 444 on monitor 3 in tile 12: B2 444 F1 3 B3 4 Tab

Opening of cam 444 on monitor 3 in full screen: B2 444 F1 3 Tab

Opening of predefined layer 555 on display agent 2: B1 555 F2 2 Tab

The user interface

The function bar

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, p. 113](#).

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

Colors

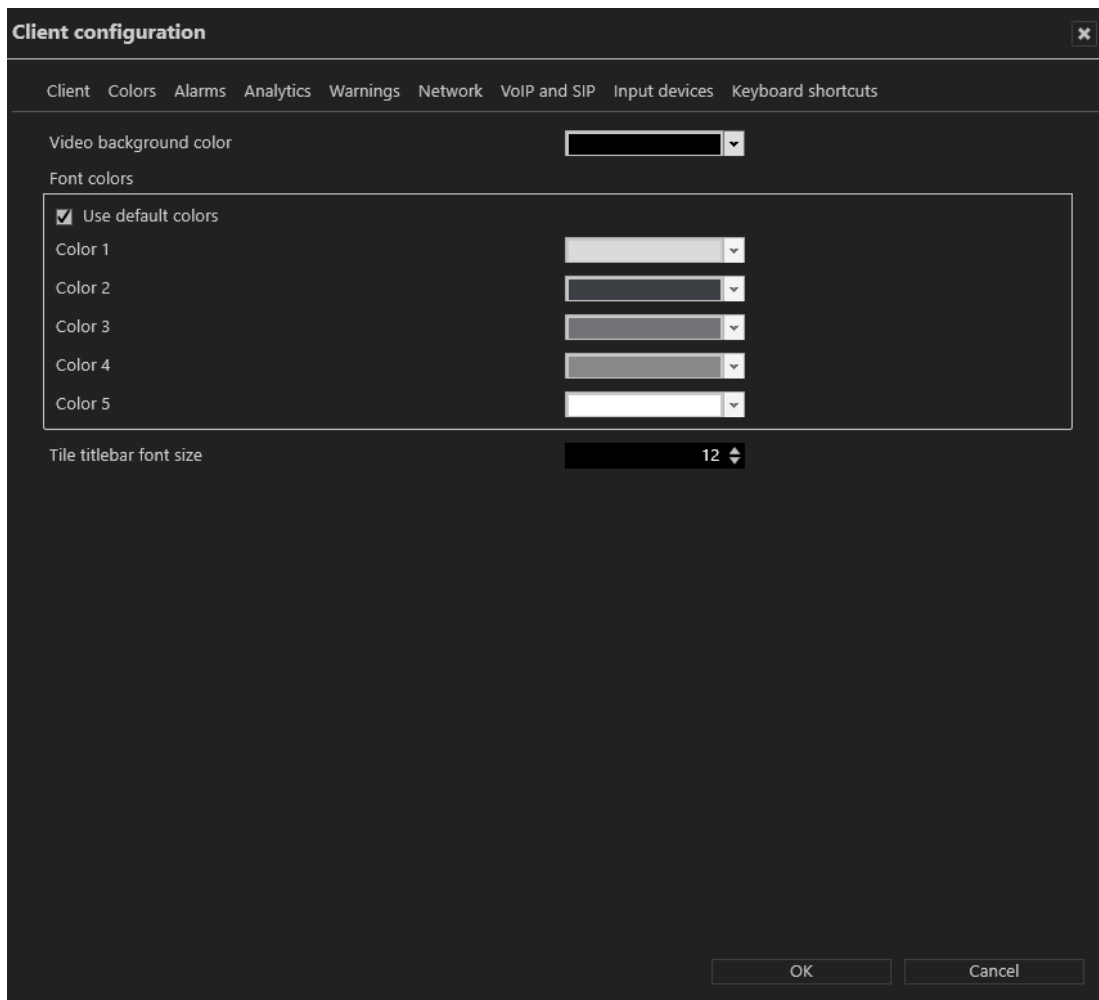


Fig. 16: Client configuration - Colors

- **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 client must be restarted for the changes to take effect.

Changing the language

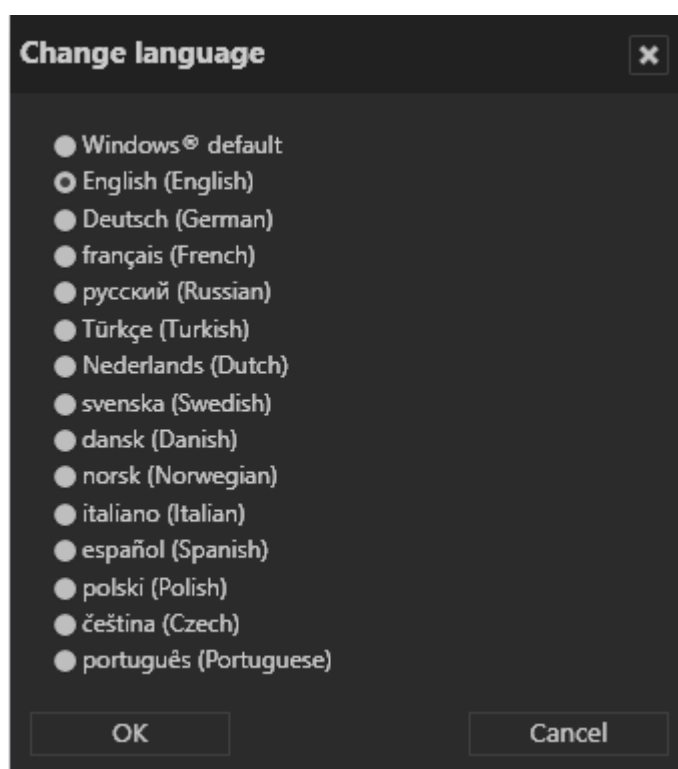


Fig. 17: Changing the language

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

- English
- German
- French
- Russian
- Turkish
- Dutch
- Czech
- Spanish
- Swedish (only user interface)
- Danish (only user interface)

- Norwegian (only user interface)
- Italian (only user interface)
- Spanish (only user interface)
- Polish (only user interface)
- Portuguese (only user interface)

Additionally, you can define the user interface with a user defined language (see "Technical_Guides_Qognify_Cayuga_R14_EN.pdf").

1. Select **Change language** from the **File** menu, and select the desired language. If you select **Windows default**, the operating system's language environment is used.
2. Click **OK** to apply your 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.

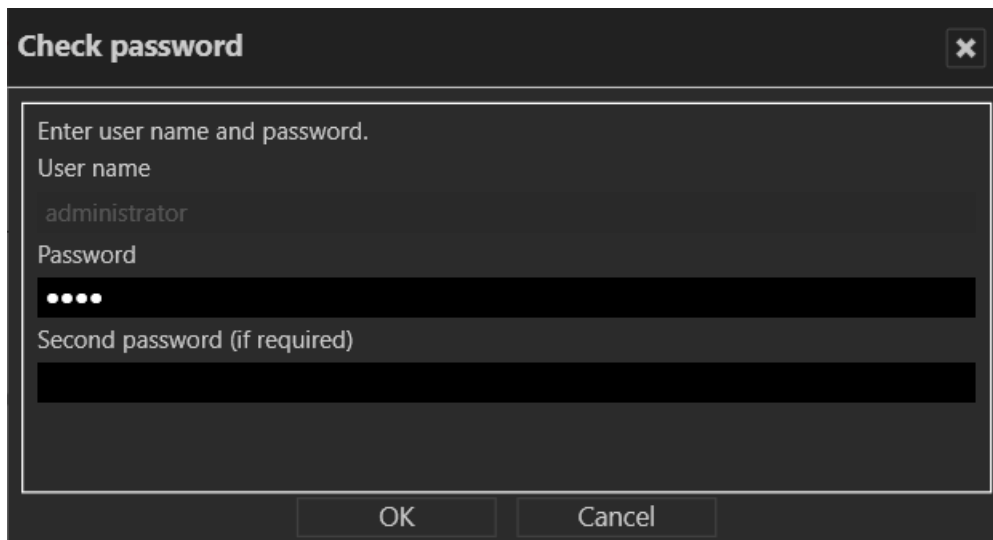


Fig. 18: Changing the password - 1

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

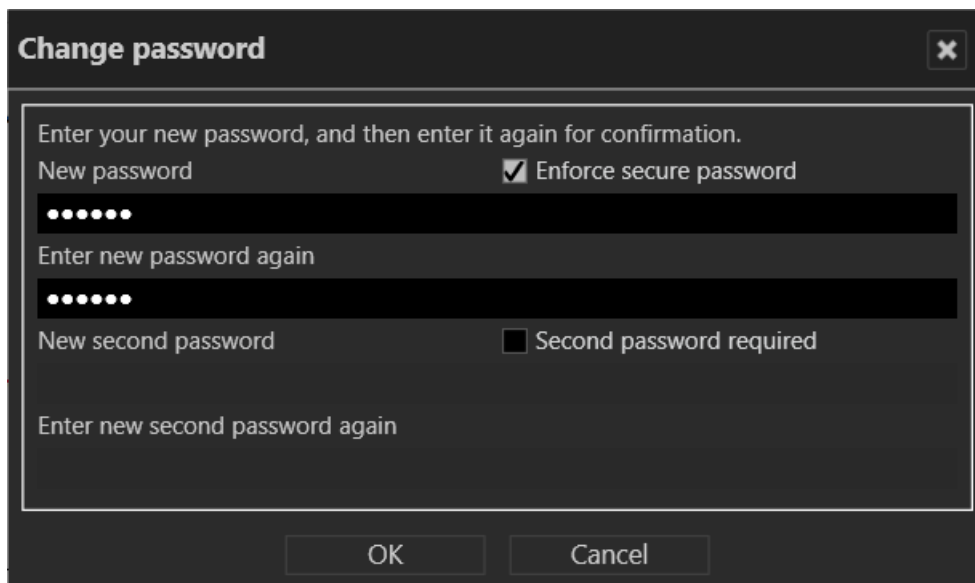


Fig. 19: Changing the password - 2

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.

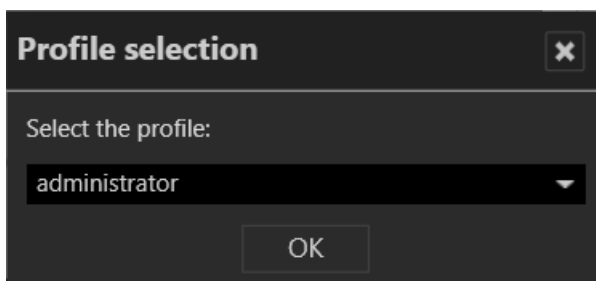


Fig. 20: Changing the profile

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 Cayuga 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, p. 9](#)).

Alternatively, the user can also be changed via the user icon in the function bar (see [Changing the user, p. 60](#)).

Switching Cayuga 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](#), p. 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](#)).

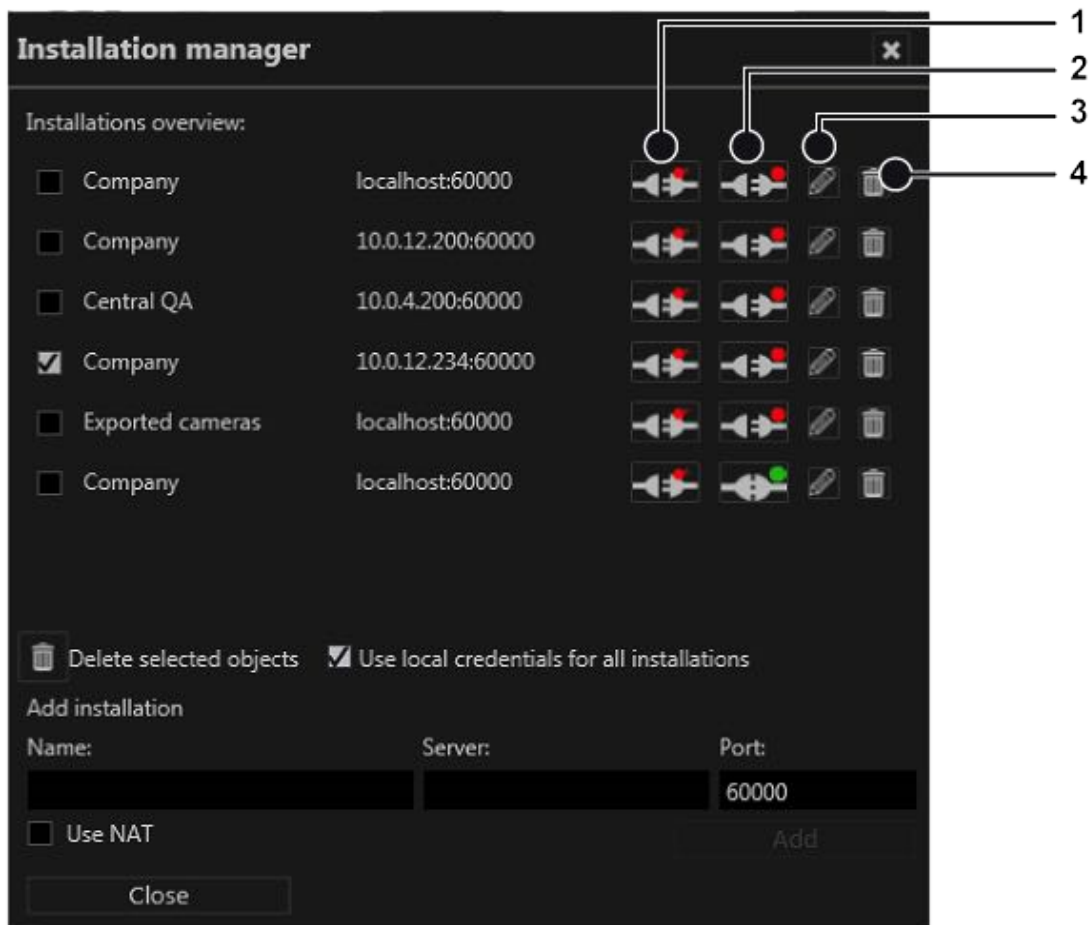


Fig. 21: Installation manager

- **Autoconnect** (1): Activates or deactivates the client to connect to the selected installation automatically.

- **Connect** (2): Connects the client to the selected installation
- **Edit** (3): Allows editing the installation's connection settings
- **Delete** (4): Removes the installation from the list

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

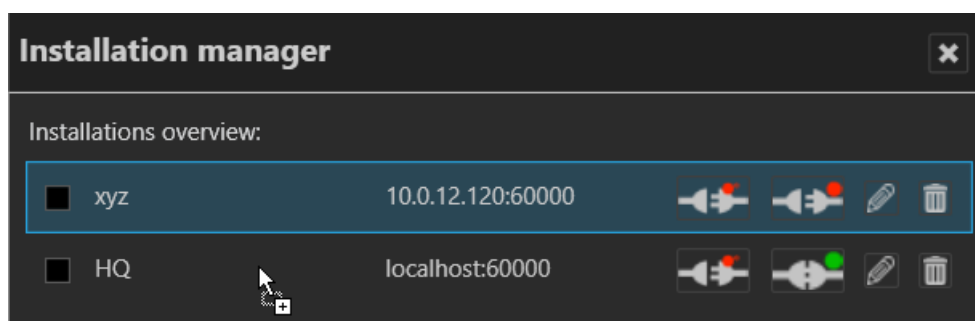


Fig. 22: Reorder installations

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](#), p. 13).

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, p. 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
- Display agent
- 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).

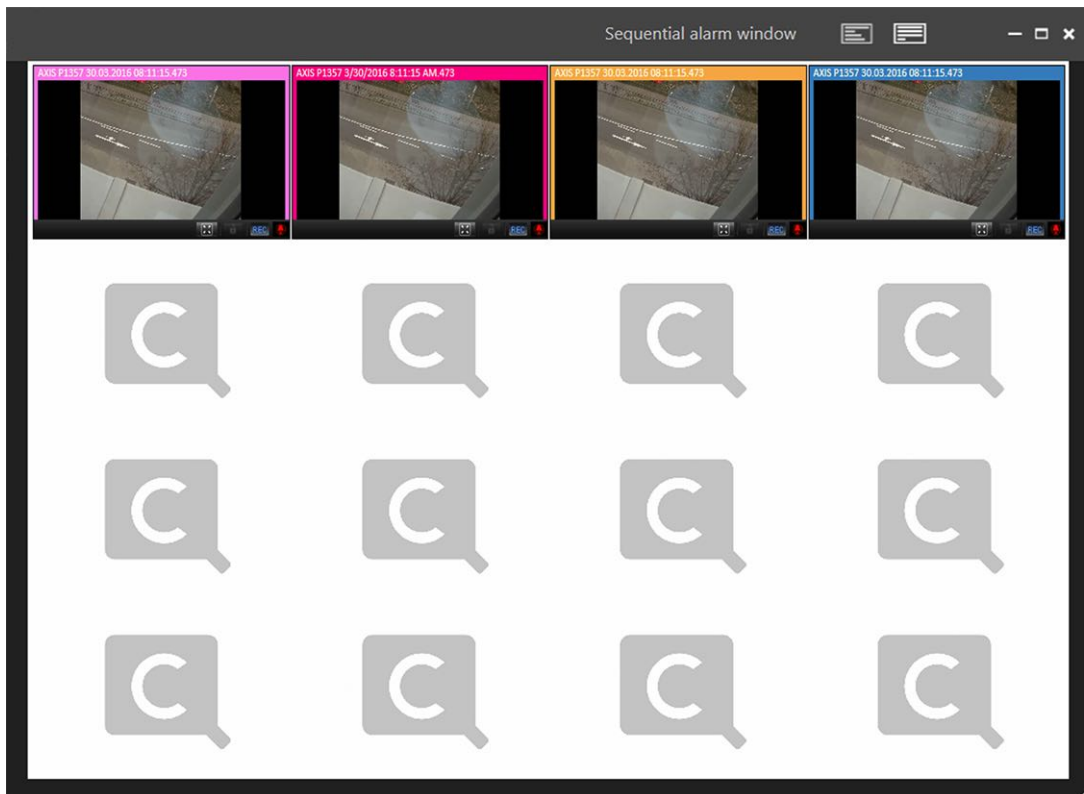


Fig. 23: Adding a sequential alarm window

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.

Display agent

The Qognify display agent 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 display agent.

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.

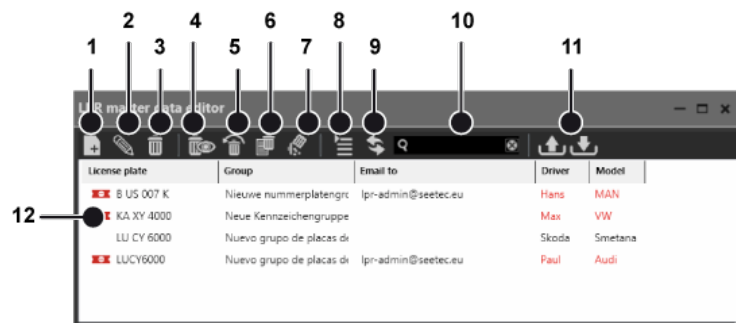


Fig. 24: LPR master data editor

To manage license plates, the following options are available:

- **Creating a new license plate** (1), see [Creating a new license plate, p. 39](#)
- **Editing a license plate** (2), see [Editing a license plate, p. 40](#)
- **Deleting a license plate** (3), see [Deleting a license plate, p. 40](#)
- **Displaying** (4) and **restoring** (5) deleted license plates, see [Displaying and restoring deleted license plates, p. 40](#)
- **Deleting a history** (6), see [Deleting a history, p. 40](#)
- **Deleting a license plate permanently** (7), see [Deleting a license plate permanently, p. 41](#)
- **Switching the view** (8), see [Switching the view, p. 41](#)
- **Refreshing the view** (9), see [Refreshing the view, p. 41](#)
- **Searching for a license plate** (10), see [Searching for a license plate, p. 41](#)
- **Exporting and importing license plates** (11), see [Exporting license plate master data, p. 41](#)

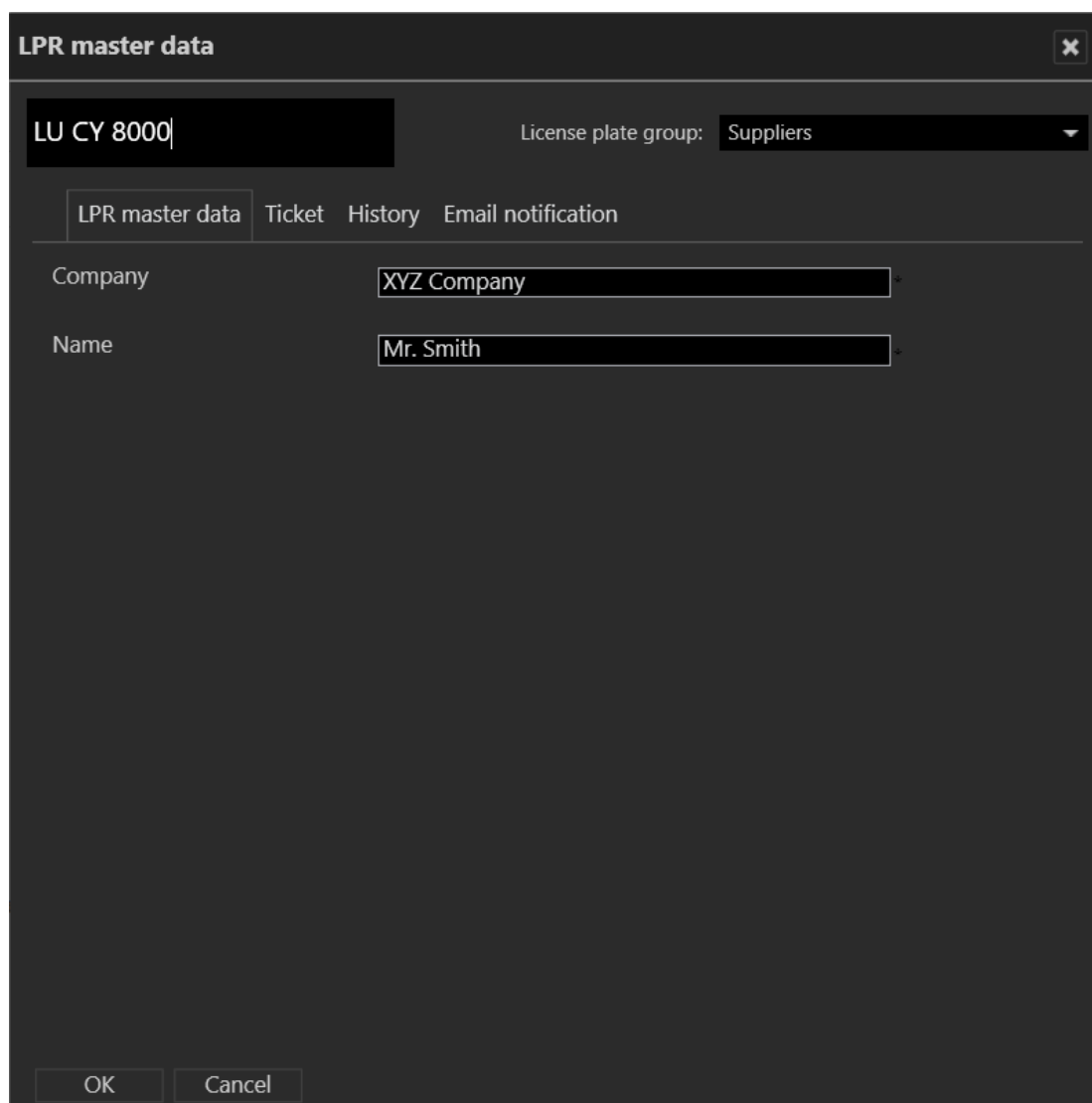
License plates in the list (12) can be sorted and displayed by license plate groups.

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.



The screenshot shows a dark-themed window titled "LPR master data" with a close button in the top right corner. The window contains a text input field with the value "LU CY 8000" and a dropdown menu labeled "License plate group:" with "Suppliers" selected. Below these are four tabs: "LPR master data" (active), "Ticket", "History", and "Email notification". Under the active tab, there are two text input fields: "Company" with the value "XYZ Company" and "Name" with the value "Mr. Smith". At the bottom of the window are "OK" and "Cancel" buttons.

Fig. 25: 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.

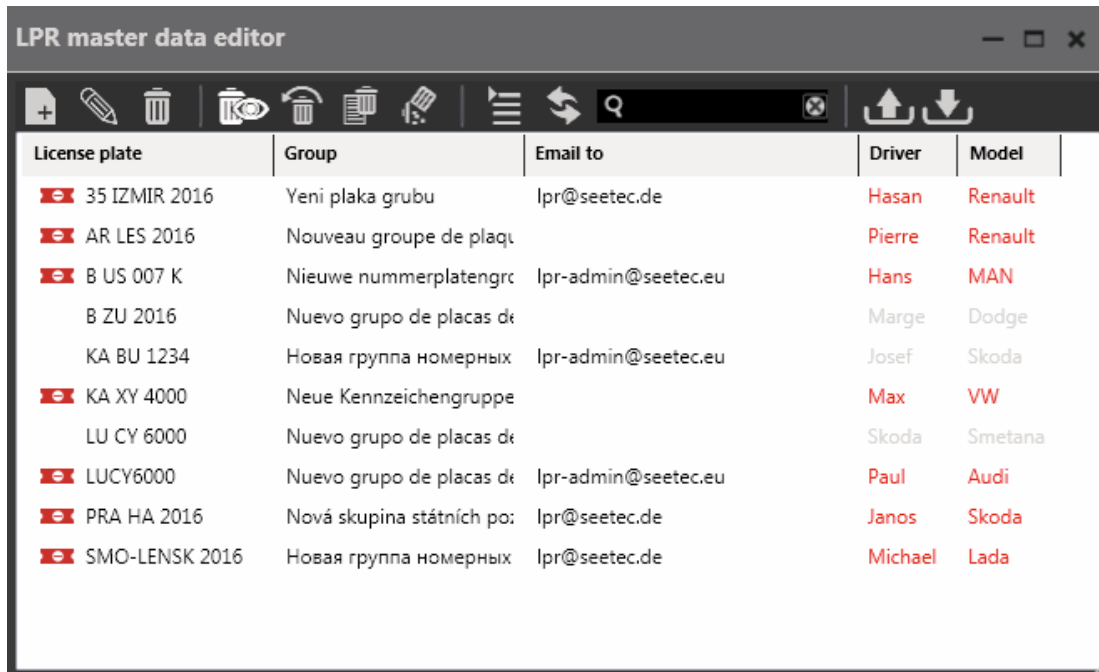
Deleting a license plate

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










License plate	Group	Email to	Driver	Model
 35 IZMIR 2016	Yeni plaka grubu	lpr@seetec.de	Hasan	Renault
 AR LES 2016	Nouveau groupe de plaqu		Pierre	Renault
 B US 007 K	Nieuwe nummerplatengr	lpr-admin@seetec.eu	Hans	MAN
B ZU 2016	Nuevo grupo de placas de		Marge	Dodge
KA BU 1234	Новая группа номерных	lpr-admin@seetec.eu	Josef	Skoda
 KA XY 4000	Neue Kennzeichengruppe		Max	VW
LU CY 6000	Nuevo grupo de placas de		Skoda	Smetana
 LUCY6000	Nuevo grupo de placas de	lpr-admin@seetec.eu	Paul	Audi
 PRA HA 2016	Nová skupina státních po	lpr@seetec.de	Janos	Skoda
 SMO-LENSK 2016	Новая группа номерных	lpr@seetec.de	Michael	Lada

Fig. 26: 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](#)).

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, p. 41](#)).

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](#)).

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](#)).

Count analysis

The Qognify counting suite is based on the classic Qognify Analytics feature, which is obsolete and no longer distributed since Qognify Cayuga R9. The feature is available for migration purposes only.

The count analysis provides a graphical analysis of the objects (people or vehicles) that have been in the selected area or have passed the tripwire.

1. Select **Count analysis** from the **View** menu. The following viewing options are displayed:
 - **Scenarios/templates:** Scenarios are defined rules, which describe fixed recurrent scenarios. Templates can be used for any rule in different combinations. Templates can be considered as "scenarios without rules". Thereby, they can be used for multiple rules and serve as predefined time frame and interval settings for a query.
 - **Complex scenarios:** Scenarios and rules can be combined using Boolean operators.
 - **Individual query:** Individual queries allow a broad range of search definitions and diagrams.
2. Select the desired option.

Adding a new scenario

1. Click **Add** in the Templates region in **Scenarios**.

The screenshot shows a dark-themed dialog box titled "Add new scenario". It contains the following elements:

- Scenario name:** A text input field containing "Default".
- Chann...:** A dropdown menu.
- Rule:** A dropdown menu.
- Last:** A dropdown menu.
- 1:** A text input field containing the number "1".
- Minutes:** A dropdown menu.
- Interval:** A section with four radio buttons: "Every minute" (selected), "Hourly", "Daily", and "Whole interval".
- Expert mode:** A radio button.
- Average:** A checkbox.
- Buttons:** "Save" and "Cancel" buttons at the bottom right.

Fig. 27: Adding a new scenario

1. In the Add new scenario window, enter a **name** for the scenario and select the counting channel.
2. Select a rule and specify the time frame in which the rule must have occurred.
3. Select the interval, for which the counted rules can be evaluated and visualized. On the server, counted rules will be stored in the following intervals:
 - Last 3 months: every minute
 - 3 - 6 months: every hour
 - Older than 6 months: daily
4. Click **Expert mode** to define the number of occurrences in which the rule has been met within the time frame. Additionally, you may specify the number with Boolean operators (larger than, equal to, etc.).
5. Click **Save**. The new scenario will be added to the list.

Editing a scenario

1. Select a scenario in the list. The details are displayed.
2. Click **Edit** and adjust the settings as required.
3. Click **Save**.

Searching occurrences of rules

1. Select the scenario and click **OK**. All occurrences are displayed in the counting data pane.

Deleting a scenario

1. Select the scenario in the Scenarios region and click **Delete**.

Configuring a complex scenario

In complex scenarios, existing scenarios can be combined using the Boolean operators (+, -, x, &).

When using the operators +, -, x the intervals of the combined time ranges have to be the same.

1. Select the Complex scenarios tab.

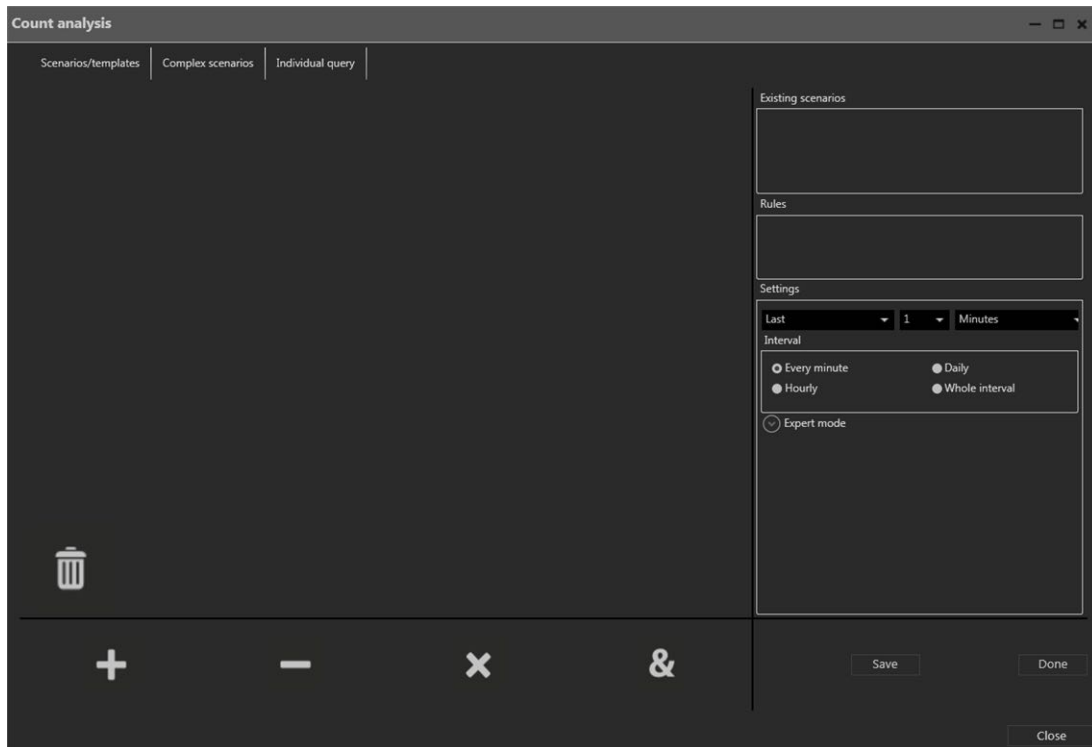


Fig. 28: Configuring a complex scenario

2. Select a scenario from the existing scenarios area. The scenario is displayed below.
3. Drag the scenario onto the pane below the tabs.
4. Drag a Boolean operator from the bottom of the window onto the pane.
5. Select an existing rule. The rule is displayed below.
6. Drag the rule onto the pane below the tabs.
7. Arrange the scenarios and rules according to the desired rule settings.
8. Define the settings and time intervals that have to be met.
9. Click **Expert mode** to define the number of occurrences in which the rule has been met within the time frame. Additionally, you may specify the number with Boolean operators (larger than, equal to, etc.).
10. To add rules or scenarios, click the required Boolean operator and connect with the respective settings.
11. Click **Save**.
12. Enter a name and click **OK**.

Removing an item

1. To remove an item, drag the item onto the trash can icon.

Deleting a complex scenario

1. In the Scenarios / Templates tab, select the scenario and click **Delete**.

Adding a new template

1. Click **Add** in the template region.

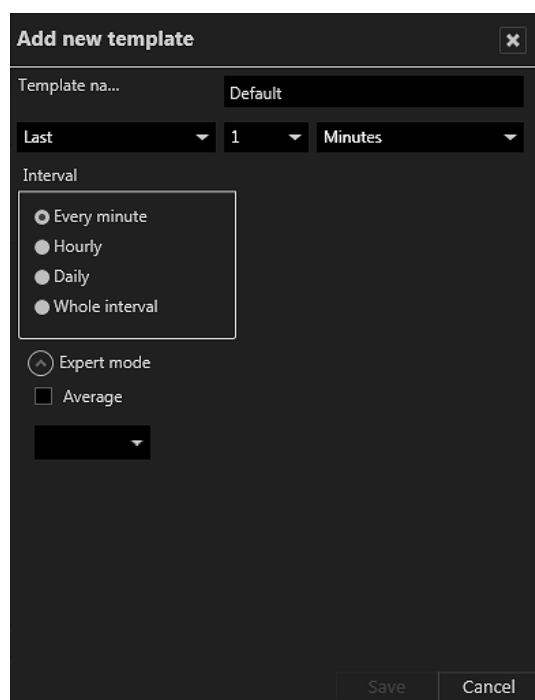


Fig. 29: Adding a new template

2. In the Add new template window, enter a **name** for the template and specify the time frame in which any rule must have occurred.
3. Select the interval in which the counted rules should be analyzed and visualized.
4. Click **Expert mode** to define the number of occurrences in which the rule has been met within the time frame. Additionally, you may specify the number with Boolean operators (larger than, equal to, etc.).
5. Click **Save**. The new template will be added to the list.

Editing a template

1. Select a template in the list. The details are displayed.
2. Click **Edit** and adjust the settings as required.

Searching occurrences according to the template

1. Select the template and click **OK**. All occurrences are displayed in the counting data pane.

Deleting a template

1. To delete a template, select the template and click **Delete**.

Configuring an individual query

Adding an individual query

1. Enter a **name** for the query.
2. Select the **channel** and **rule** for the filtering of the results.
3. Specify the **start time** and **end time** for the query.
4. Select the **interval** for the query.
5. Specify **start time** and **end time** of the time frame within the search will be conducted.
6. Select **expert mode**, and specify the query criteria.
7. Click **New query** to start the query.
8. Click **Save** to save the query.

Editing a query

1. Select the query in the Query region of the individual query tab and click **Edit** to change the settings.

Deleting a query

1. Select the query in the Query region of the individual query tab and click **Delete**.

Defining a report

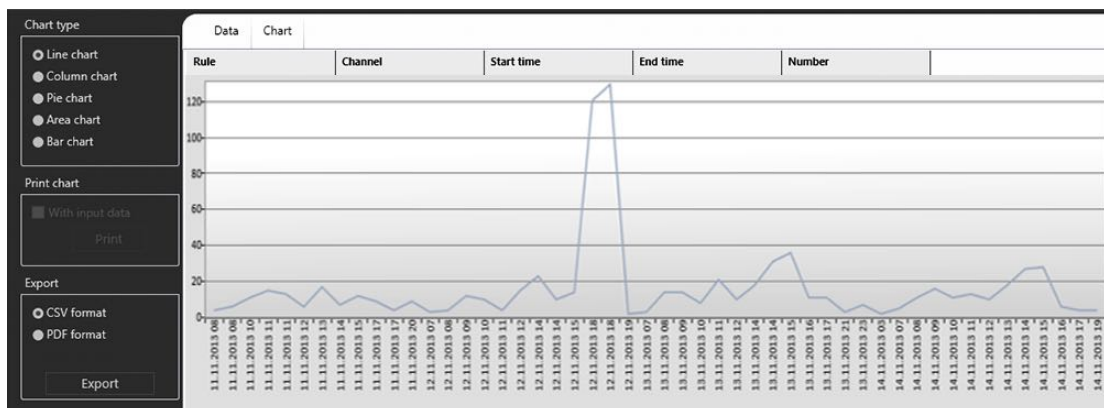


Fig. 30: Defining a report

1. Select a **chart type** for displaying the result of the query. The results are displayed as charts or data (numbers) in the counting data pane.
2. To print the chart, select **With input data** to print the chart with numerical values.
3. Select a query and click **Print** to print the selected query.
4. Select the export format, and click **Export** to export the selected query. The data can be exported as:
 - CSV (comma separated values) for importing into spreadsheet applications
 - PDF (portable document format) for easy distribution

Access control data editor

If the access control software "SiPass" is installed, the access control data editor allows the editing of card holders' access data.

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_Cayuga_R14_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 video recordings, p. 47](#))
- Write protection of recordings (see [Removing write protection from recordings of multiple cameras, p. 50](#))
- Configure logo action (see [Configuring a logo action, p. 51](#))
- Status report for automatic image export (see [Status report for automatic image export](#))
- Manual reference image comparison (see [Manual reference image comparison, p. 51](#))

Multiple export of video recordings

If you want to export a large volume of video recordings in a single operation, you can specify the settings required for this on this menu. 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. You will find the **Qognify viewer** 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 [Qognify Viewer, p. 115](#)).

1. Choose **Multiple export of image data** from the **Tools** menu.

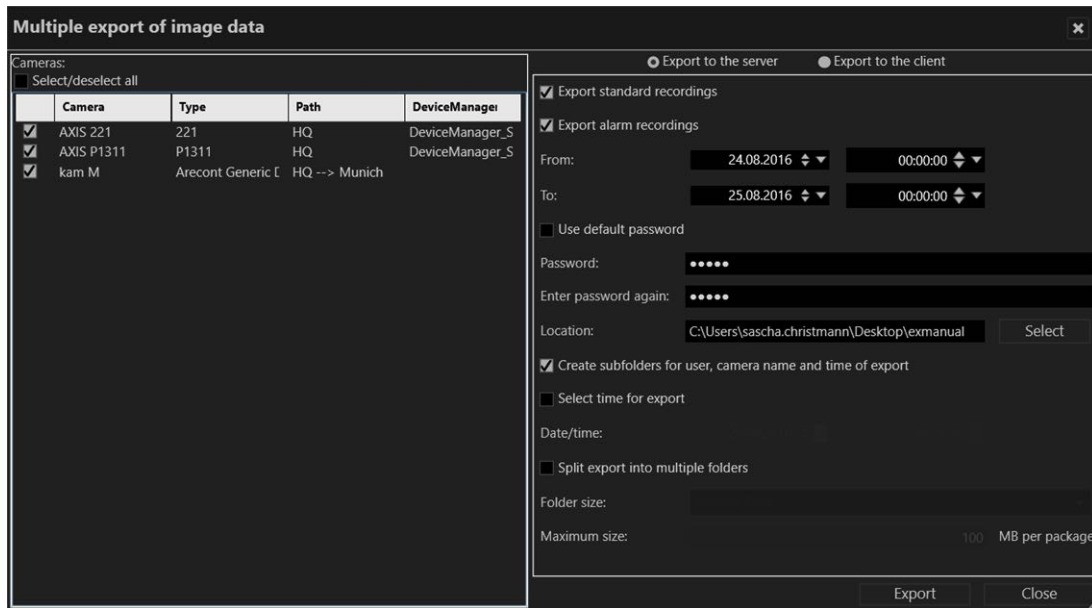


Fig. 31: Multiple export of image data

2. Select or deselect either all of the installed cameras or specific cameras.
3. Sort the list of cameras available by clicking on the table titles ("Camera", "Type", "Path" etc.).
4. Specify whether the image data is to be exported to the server or the client by either selecting **Export to server** or **Export to client**.

Exporting image data to the server

1. Specify whether only standard recordings are to be exported or whether alarm recordings are to be exported as well.
2. Specify the time period for the image data to be exported.
3. To secure the exported image data using the default password, select **Use default password**.
4. 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.
5. 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.

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 carry out the export at a specific time, select **Select time for export**, and then specify a date and time for the export.

8. 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.

9. Select the desired **folder size** according to the export medium (e.g. CD, DVD, Blue-ray disc).
10. Specify the **maximum size** of the image file.
11. To carry out the export immediately, click **Export**.

During the export process, the Qognify viewer installation file and a program for burning to CD / DVD (Totally Free Burner) are copied to the export folder as well. This allows the files to be run on a computer without a Qognify 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

1. Make sure that a temporary folder for image data export to the client is configured and available.
2. Specify if only standard recordings are to be exported or if alarm recordings are to be exported as well.
3. Specify the time period for the image data to be exported.
4. To secure the exported image data using the default password, select **Use default password**.
5. 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.
6. Click **Select**, and specify the **storage location** of the exported image data. If you know the folder path, you can also enter it in the text box directly.
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. 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.
9. 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.
10. To carry out the export immediately, click **Export**.

During the export process, the Qognify viewer installation file and a program for burning to CD/DVD (e.g. Totally Free Burner) are copied to the export folder as well. This allows the files to be run on a computer without a Qognify installation with the Qognify viewer. The Qognify viewer will import the files and display them as separate time intervals.

Viewing exported files

1. For viewing the exported files, start the “VMS_PortableViewer”. The Viewer allows opening an viewing the exported files without modification and without installation of Qognify Cayuga.

Removing write protection from recordings of multiple cameras

The write protection of recorded image data can be deleted (see [Write protection, p. 98](#)).

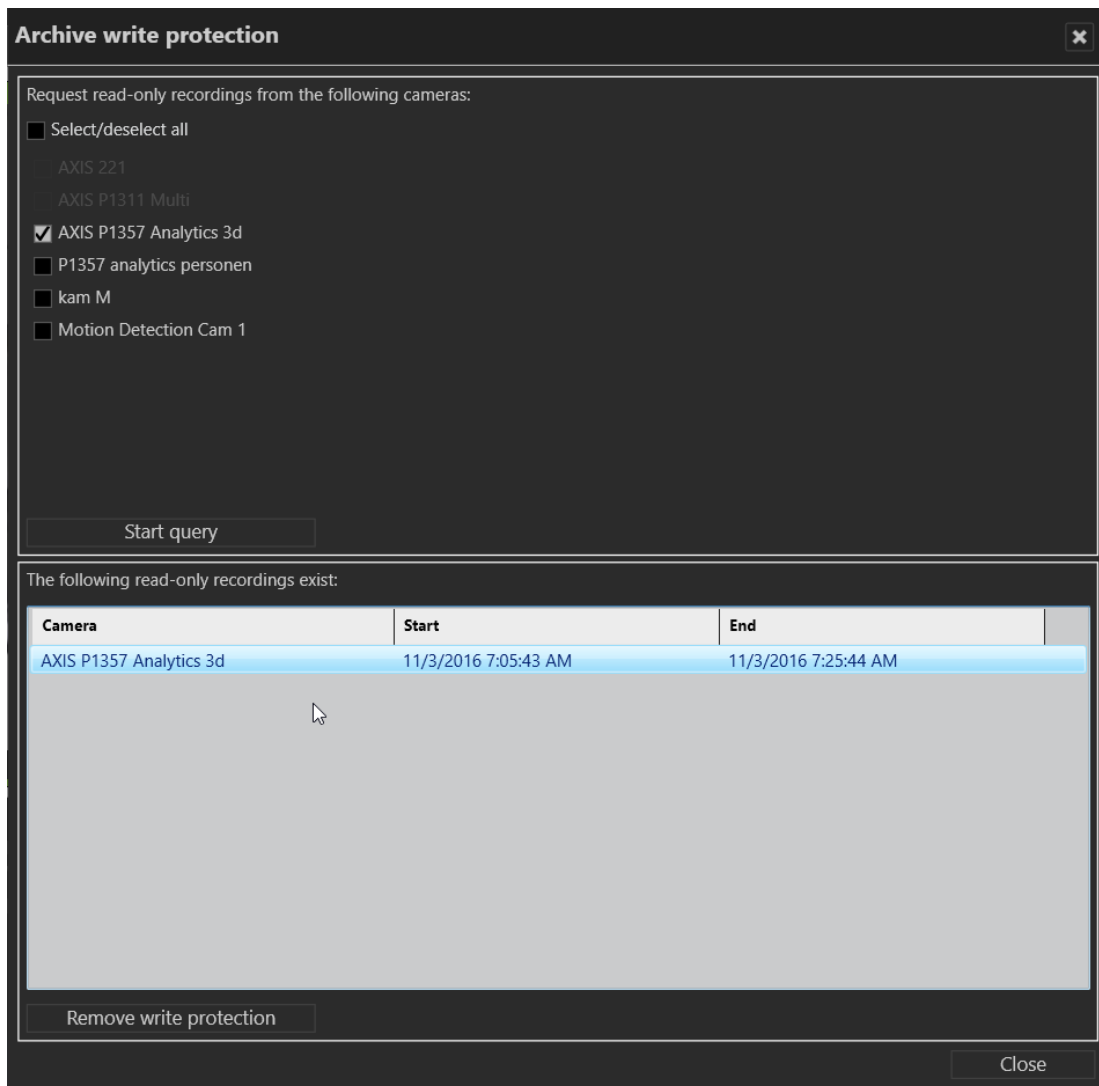


Fig. 32: Removing write protection from recordings of multiple cameras

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.

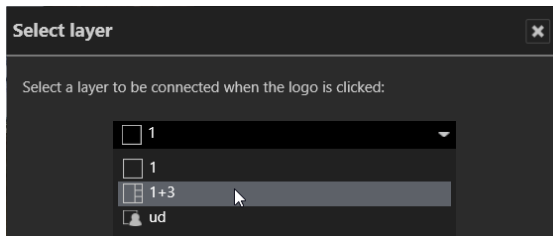


Fig. 33: Configuring a logo action

1. Choose **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.

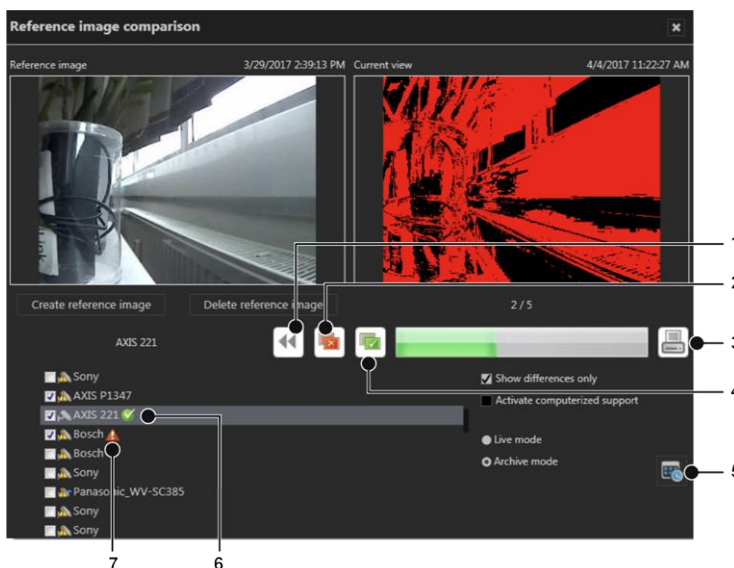


Fig. 34: Manual reference image comparison

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

Robotix 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, p. 52](#).

Printing the reference image comparison report

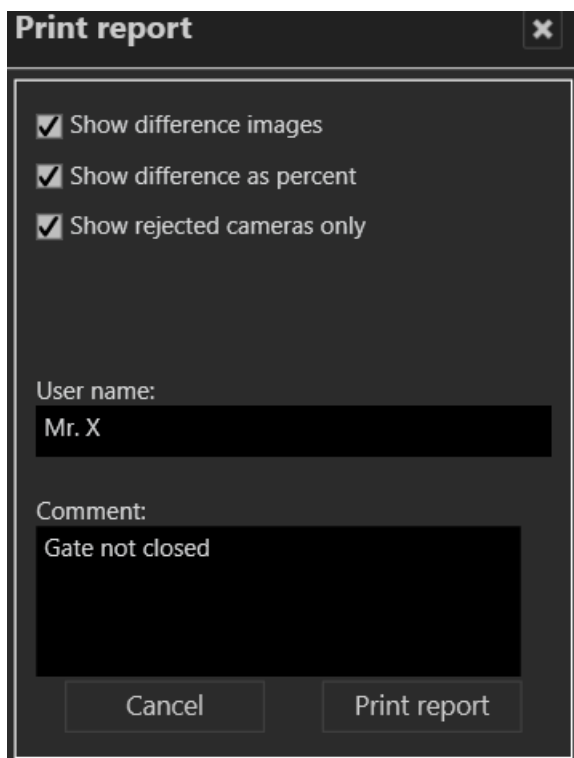


Fig. 35: Printing the reference image comparison report

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 Cayuga R14. 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 Cayuga 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

License activation: HQ	
<input type="radio"/> Personalize license	<input type="radio"/> Download license
INR	132465
Name	Mr. Smith
Email	smith@smith.qq
Phone	001-123 456
Address 1	Runa way 12
Address 2	
Postal code	12345
City	Berlin
Country	Germany
OK Cancel	

Fig. 36: Personalize a license

The user interface

The function bar

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.

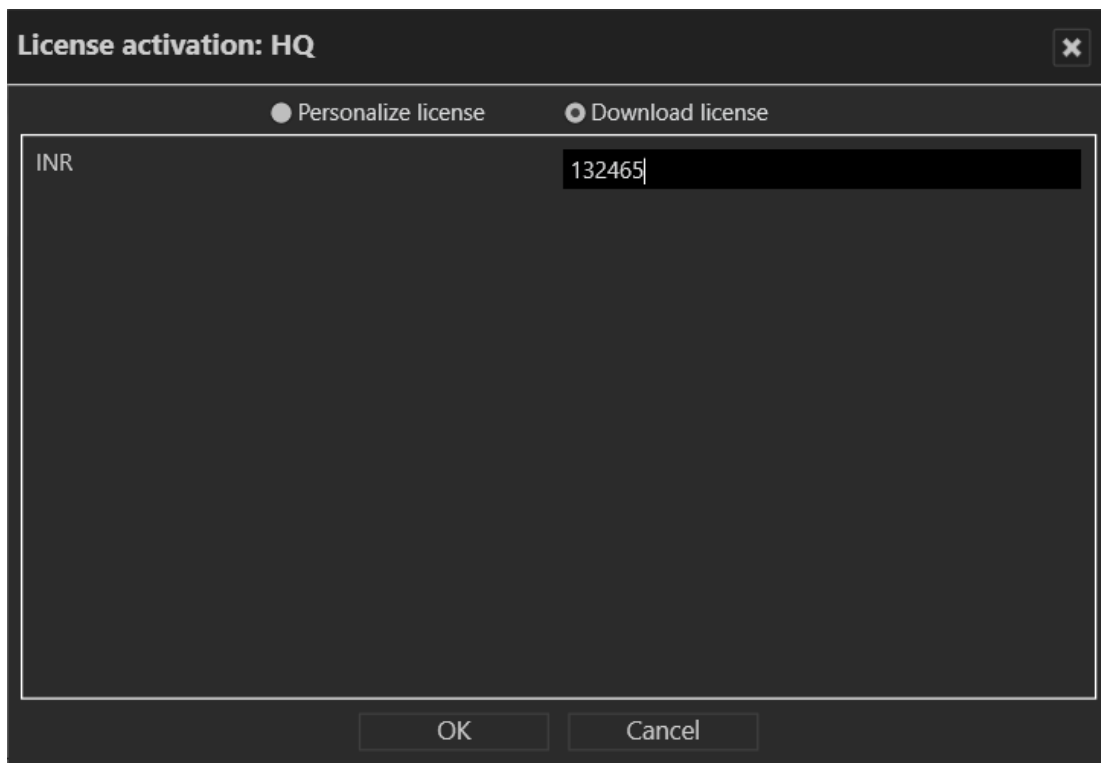


Fig. 37: Download a license

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

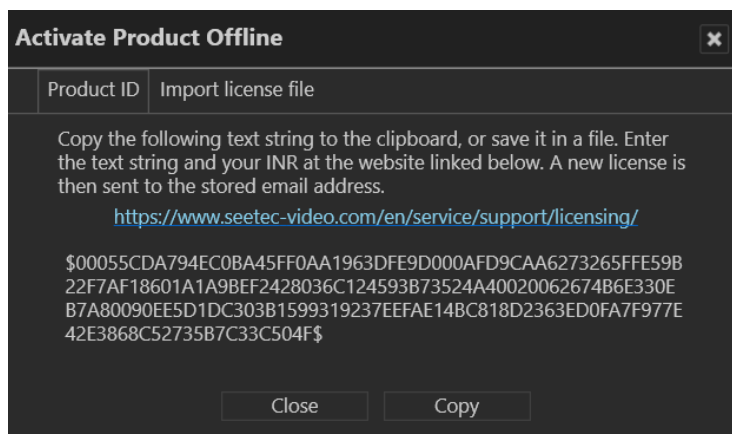


Fig. 38: Applying for a license

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](https://www.seetec-video.com/en/service/support/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

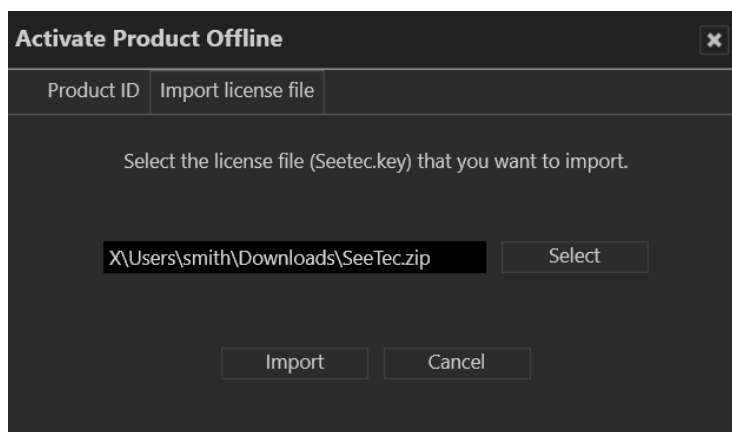


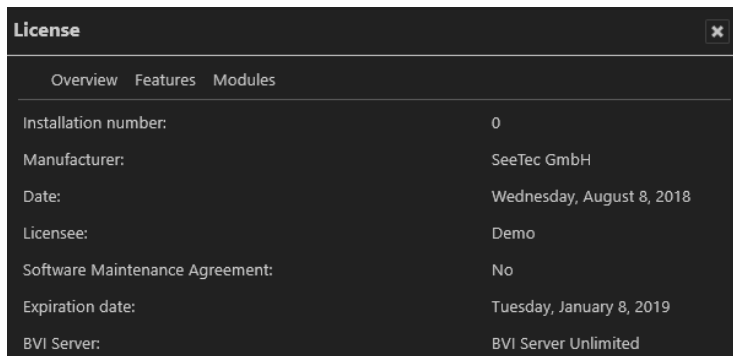
Fig. 39: Importing a license file

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.

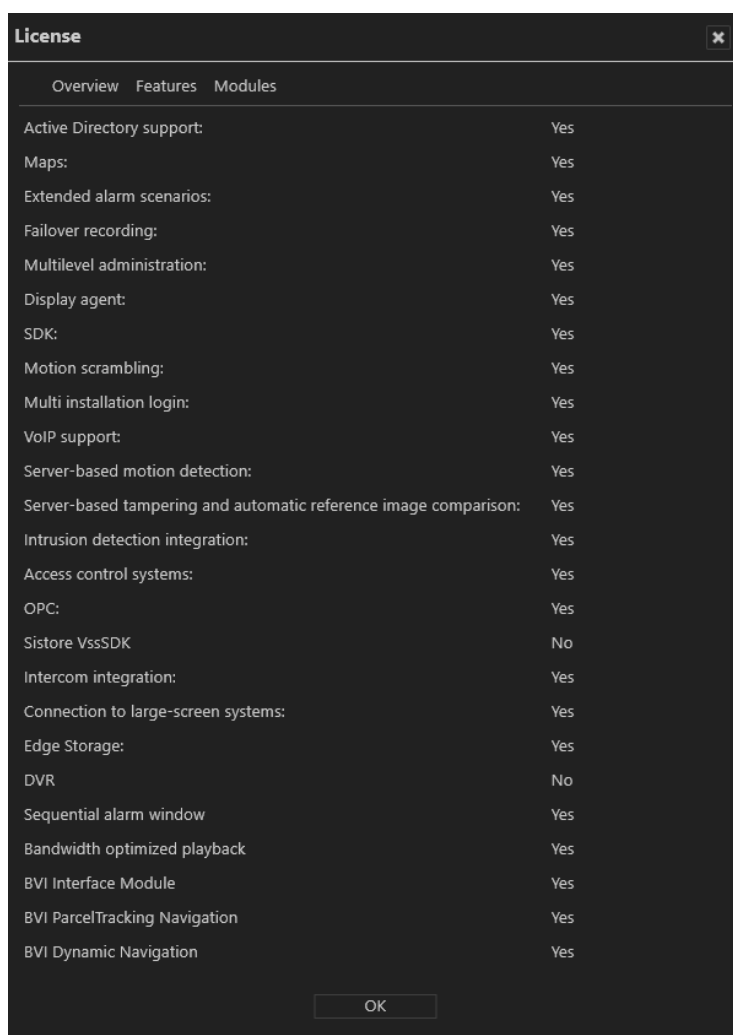
1. In the **Info** menu, select **Show information**.
2. Select **Show license**. Information on the license is displayed in three tabs.
3. Select tab **Overview** to see general information of the product, e.g. the INR (Installation Number), SMA (Software Maintenance Agreement), the validity period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



License		
Overview	Features	Modules
Installation number:	0	
Manufacturer:	SeeTec GmbH	
Date:	Wednesday, August 8, 2018	
Licensee:	Demo	
Software Maintenance Agreement:	No	
Expiration date:	Tuesday, January 8, 2019	
BVI Server:	BVI Server Unlimited	

Fig. 40: Show license - overview

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



S

Fig. 41: 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.

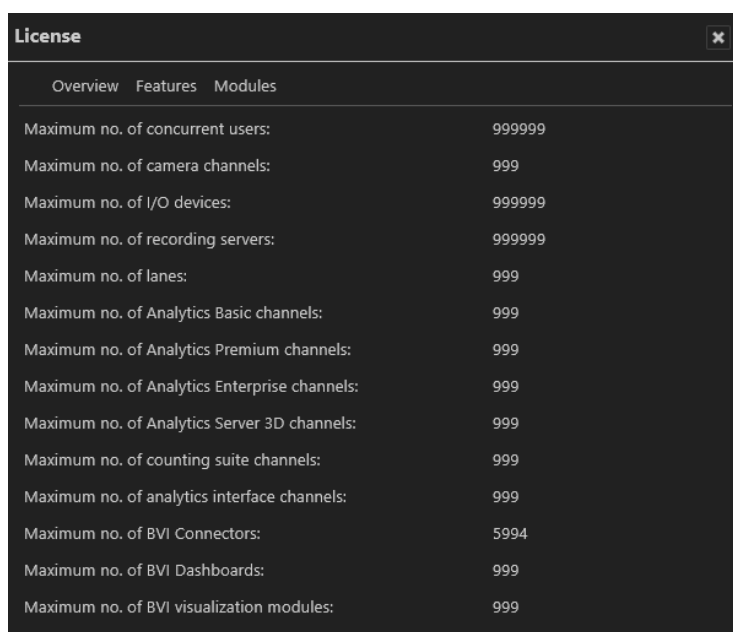


Fig. 42: Show license - modules

Show program information

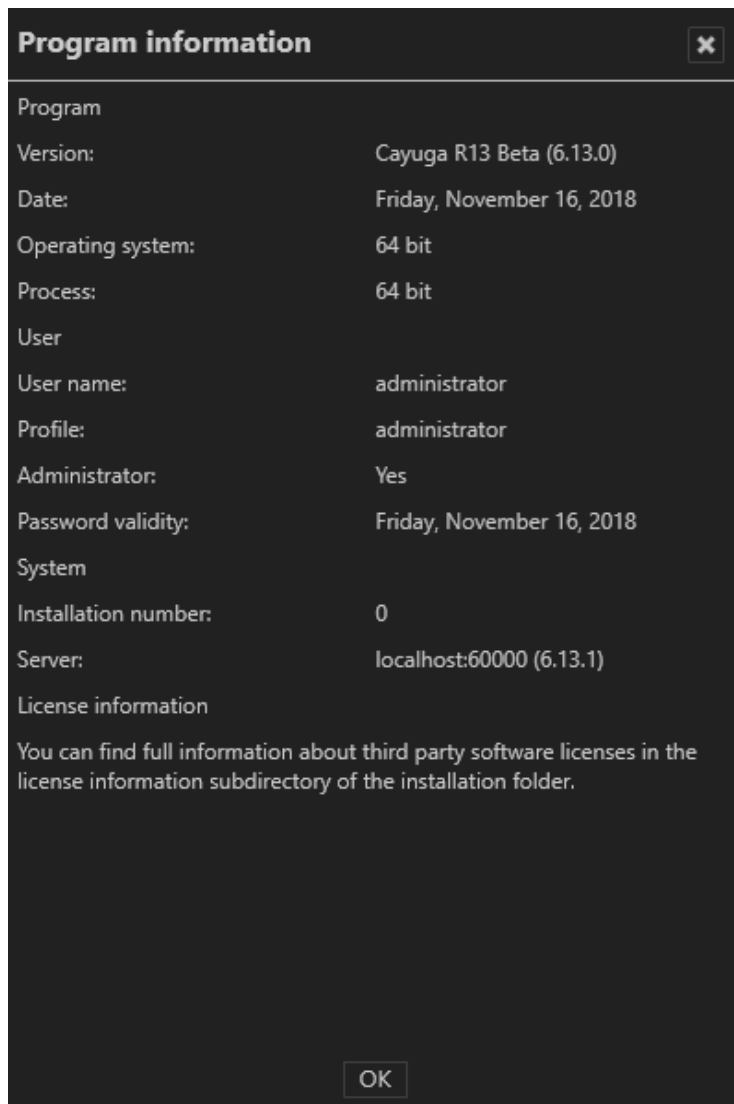


Fig. 43: Show program information

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. 44: Show system information

1. Choose **Show system information** from the **Info** menu. The information on items such as the CoreServiceMaster, 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.

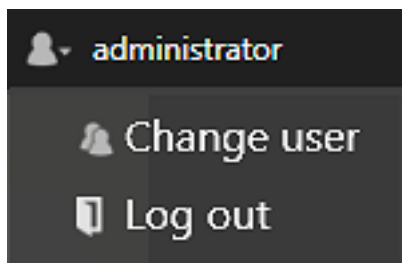


Fig. 45: Changing the user

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, p. 33](#)).
3. Click **Log out** to log out the current user from the server.

The mode bar

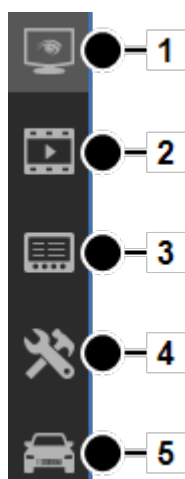


Fig. 46: The mode bar

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, p. 65](#)). 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, p. 84](#)).
- **Archive mode** (2): Archive mode manages and displays recorded image data and search for alarm events (see [Archive mode, p. 89](#)). 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, p. 109](#)).
- **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.

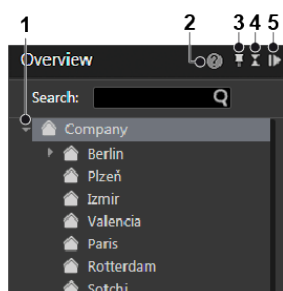


Fig. 47: The control bar

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 the help icon (2) to open the online help in the default web browser. The web browser can be selected in the client configuration (see [Client, p. 19](#)). The online help can also be started from the Help-menu (see [Help, p. 59](#)).

Pinning the control bar

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

1. Click the pin icon (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. Click the pin icon (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 Cayuga provides mode-specific search and query functions:

- Searching in surveillance mode (see [Searching in surveillance mode, p. 87](#))

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, p. 100](#))
- Searching (query) in report mode (see [Filtering the query, p. 110](#))
- Searching in configuration mode
- Searching (query) in LPR mode

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, p. 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, p. 70](#)) or using the **Control** (see [Control, p. 78](#)).

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, p. 66](#)).

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, p. 79](#))
- Perform actions using buttons (see [Buttons, p. 80](#))
- Carry out patrols (see [Patrol, p. 80](#))
- Use the optionally installed communication options (camera and audio) (see [Audio, p. 82](#)).
- Call dispatcher mode (if installed, see [Video wall dispatcher, p. 38](#)). The dispatcher mode is switched on and off via the View menu.
- Select the cameras created for each location (see [Overview, p. 78](#))
- 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, p. 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")

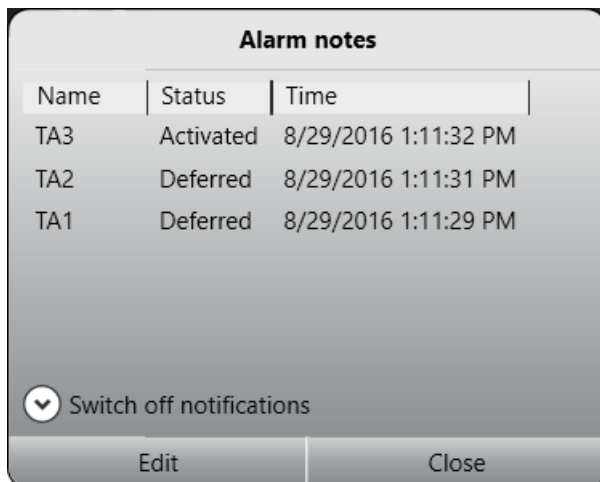


Fig. 48: Alarm notification ("Toast notification")

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, p. 85](#).

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 the layer menu icon on the function bar (see [The function bar, p. 17](#)) and choose **Add layer**. You can select the desired number of tiles or create a user-defined layer. Or choose **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, p. 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. 49: 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, click on the monitor icon **"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, click on 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](#), p. 37).

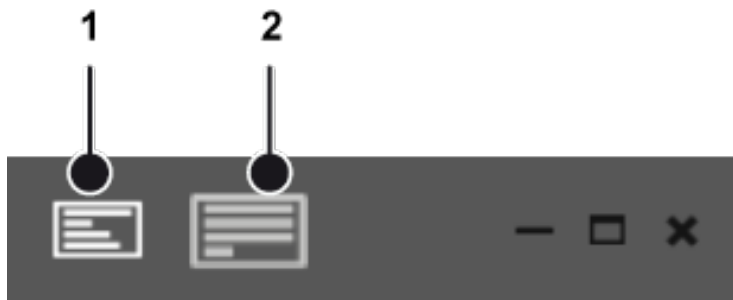


Fig. 50: Sequential alarm window

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.

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.

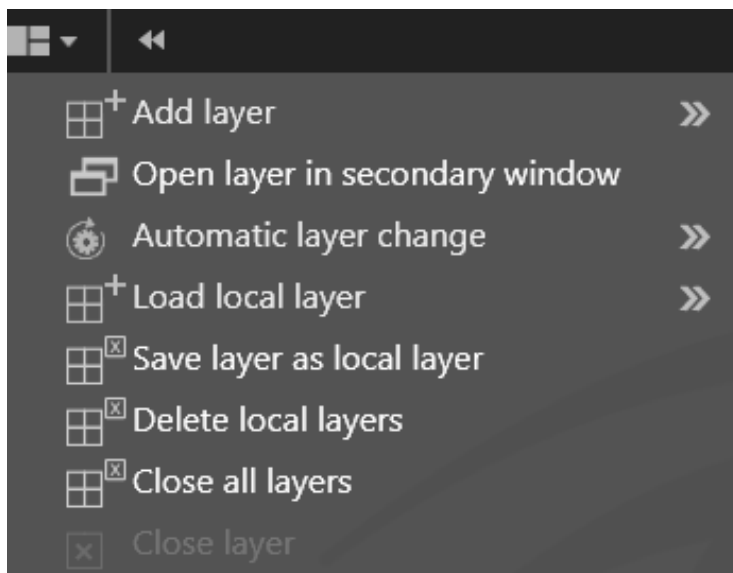


Fig. 51: Custom layers

1. Click the **layer-icon** in the top bar of the surveillance mode bar.

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.

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

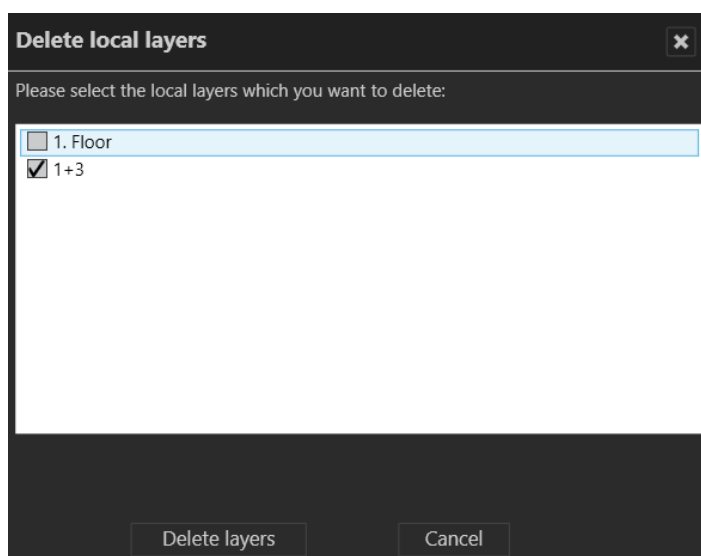
1. Click **Automatic Layer change** and select a time interval after which the next open layer is displayed.

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 Cayuga.

Camera image control icons

PTZ cameras are operated using the [Control](#), p. 78.

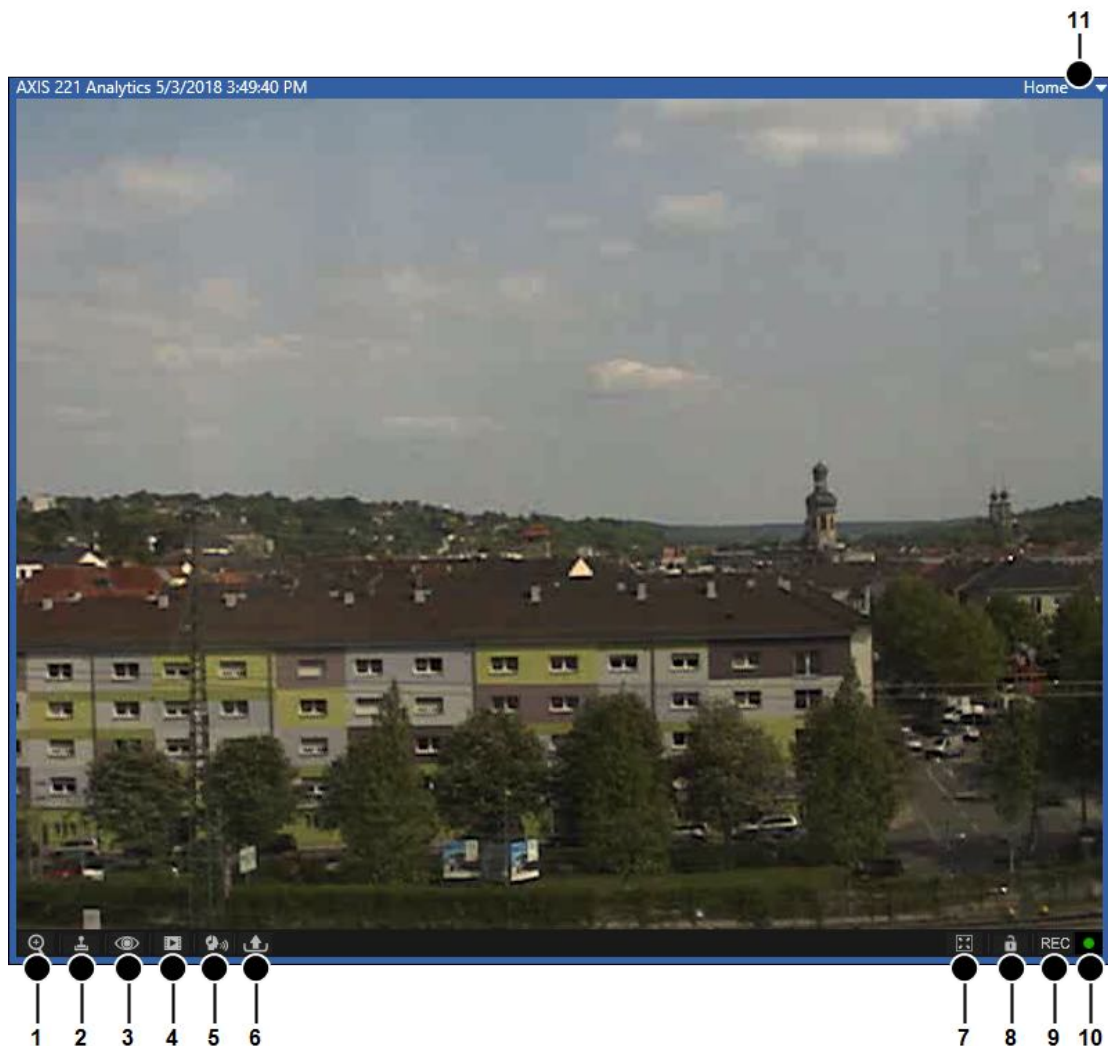


Fig. 52: Camera image control icons

- **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](#), p. 70). 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. trip-wires) 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, p. 75](#)).
 - **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, p. 72](#)).
 - 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.
- **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, p. 78](#).

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, p. 89](#)).

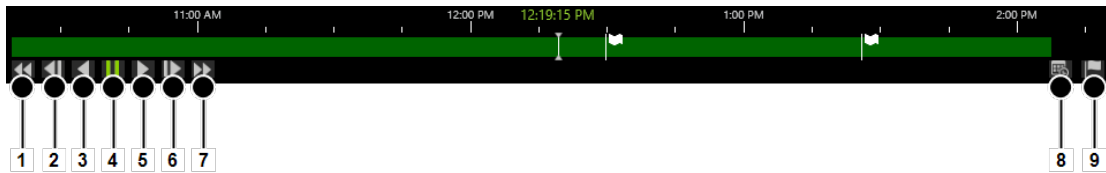


Fig. 53: Mini archive player

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](#), p. 102).

Manual alarm recording

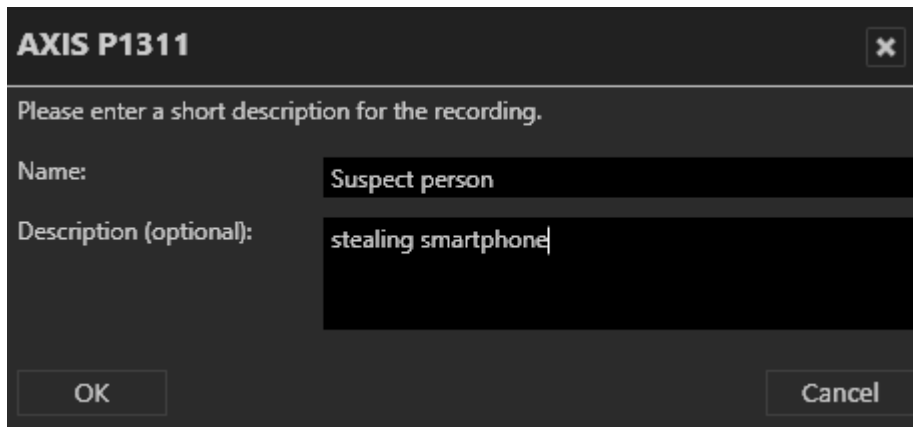
Alarm recordings can be started and stopped manually by the user who has started them. Additionally, bookmarks can be added to the recording. Bookmarks can be used for the search in archive mode (see [Searching for alarms](#), p. 100).

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.



AXIS P1311 [X]

Please enter a short description for the recording.

Name: Suspect person

Description (optional): stealing smartphone

OK Cancel

Fig. 54: Comment for manual alarm recording

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

AXIS P1311 4/27/2018 11:43:35 AM	
Client:	
Motion JPEG 640x480	
Decoding (fps)	4.5
Rendering (fps):	4.5
Server:	
Video:	
Frame rate (fps):	5.0
Bandwidth (kbps):	380
Audio:	
Frame rate (fps):	0.0
Bandwidth (kbps):	0
Network:	
Packet loss (%):	0.00
Max. jitter (ms):	8

Fig. 55: 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.

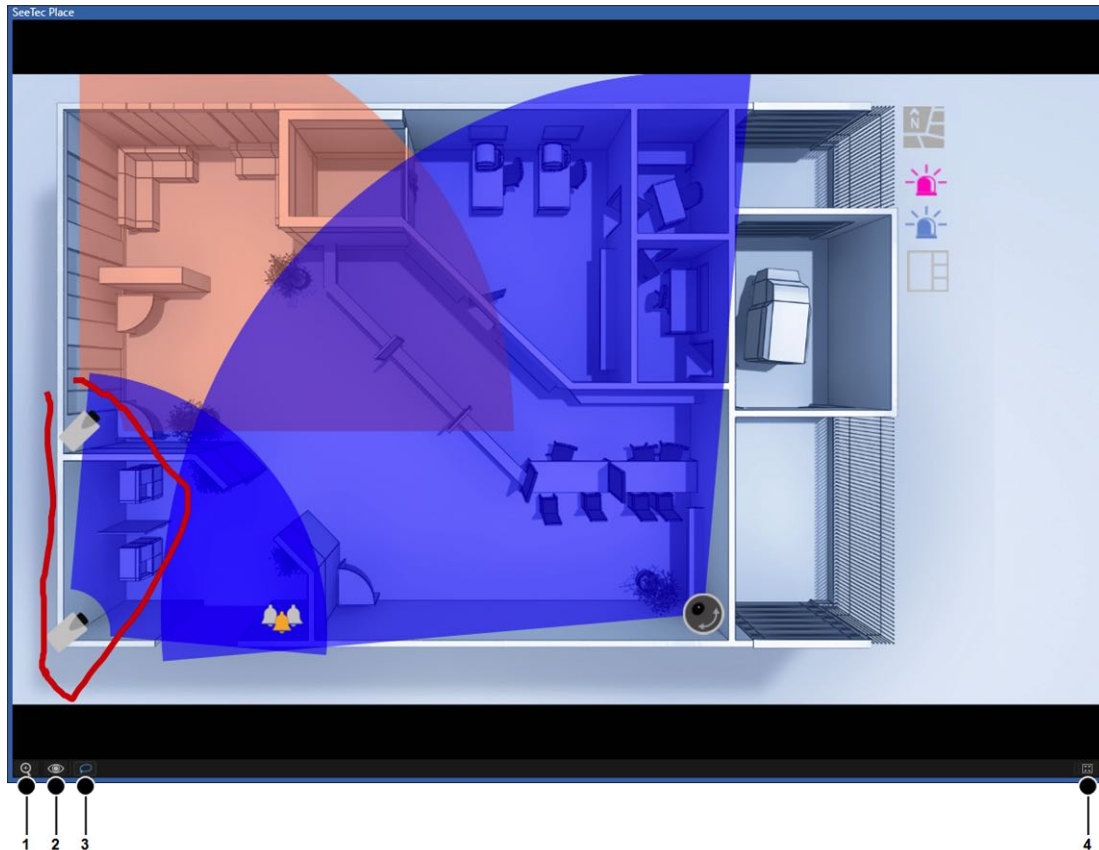


Fig. 56: Maps

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, p. 77](#)).
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

1. Click the **Create lasso selection** icon (3) 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.

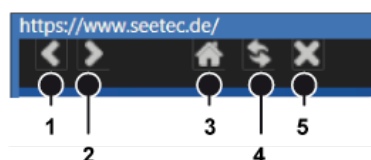


Fig. 57: Web pages

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 the **Full screen** icon. The following navigation controls are available:
 - **Back** (1): Pages back to the previous page.
 - **Next** (2): Pages forward to the next page.
 - **Start page** (3): Jumps back to the start page. The start page is the page specified in configuration mode.
 - **Reload** (4): Calls the displayed page again.
 - **Cancel loading** (5): Interrupts loading.

Overview

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

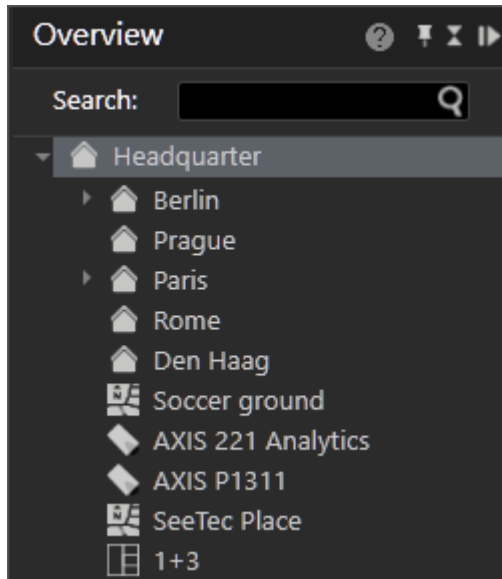


Fig. 58: Overview

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 object

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

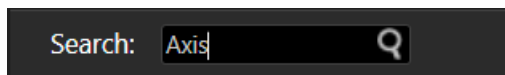


Fig. 59: Searching for an object

1. To search for a specific object, enter the name of the object in the **Search** text box (see [Searching in surveillance mode, p. 87](#)).

Control

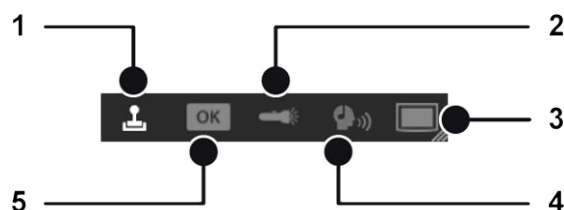


Fig. 60: Control

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

- [PTZ control, p. 79](#) (1)
- [Buttons, p. 80](#) (5)
- [Patrol, p. 80](#) (2)
- [Audio, p. 82](#) (4)
- [Dispatcher mode, p. 83](#) (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. 61: PTZ control

Buttons

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

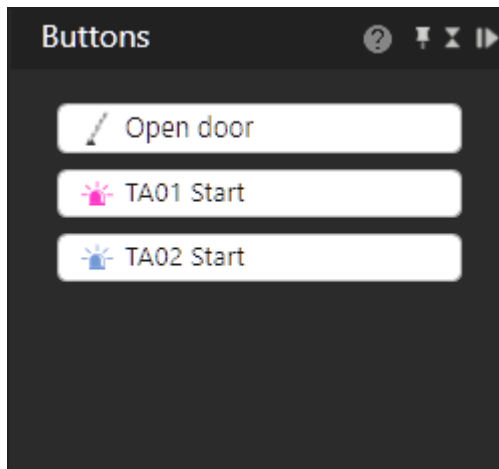


Fig. 62: Buttons

1. On the menu bar of the **Control** control, click the **OK** icon 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.

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.

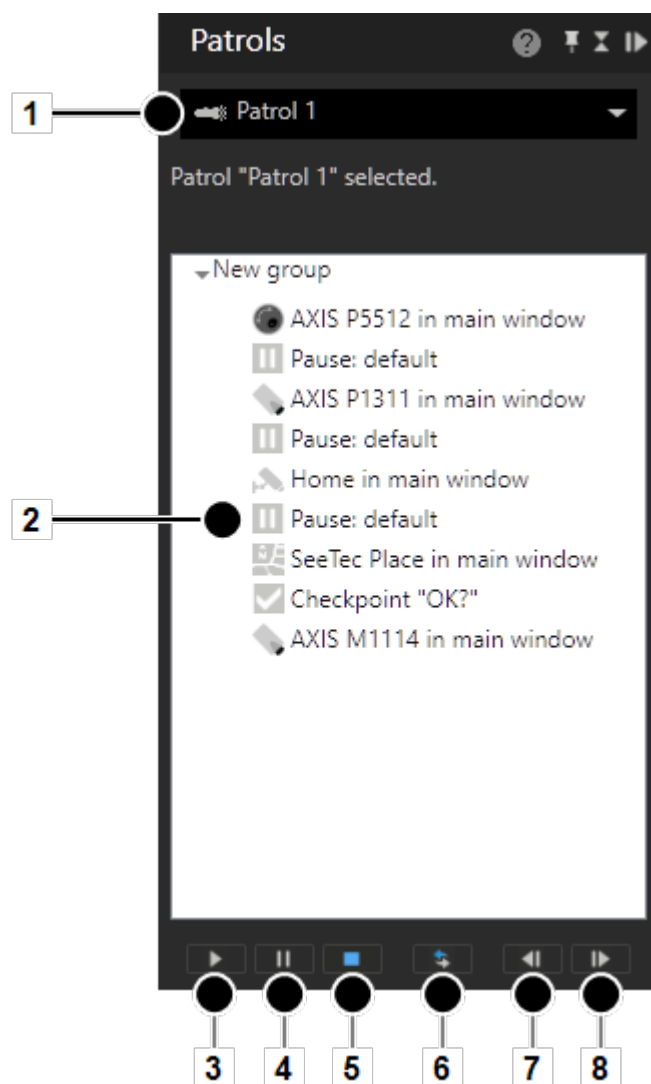


Fig. 63: Patrol

1. On the menu bar of the **Control** control, click the **Patrol** icon 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. 64: VoIP

1. Select **VoIP** to select voice output over the network (Voice over IP).
2. Move the sliders for the **microphone** (1) and **loudspeakers** (3) 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 the **green phone** (3) icon to start the call.
5. Click the **red phone** (4) icon 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 the **DTMF** (5) icon 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.

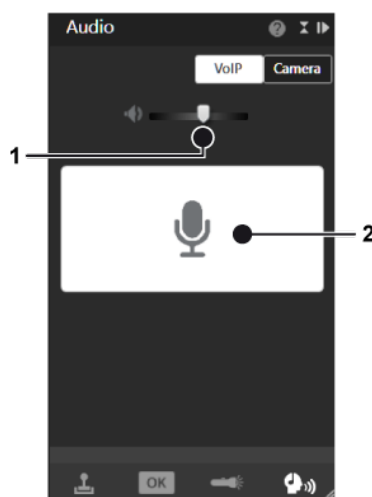


Fig. 65: Camera

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](#), p. 38). In addition, at least one video wall must have been created in configuration mode.

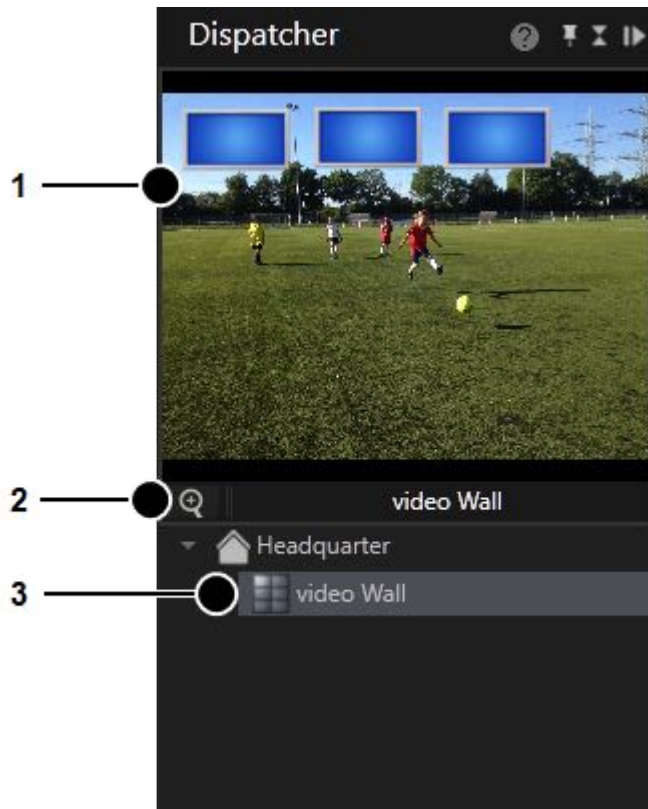


Fig. 66: Dispatcher mode

1. On the menu bar of the **Control** control, click the **Dispatcher mode** icon 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 the **Digital zoom** icon (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

Alarm list					
Prio	Name	Status	Time	Description	Color
Low (8)	TA1	Activated	8/31/2016 12:18:33 PM		Blue
Low (8)	TA2	Deferred	8/31/2016 12:18:31 PM		Red
Low (8)	TA3	Deferred	8/31/2016 12:18:30 PM		Pink

Fig. 67: 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 current and previous alarm and system messages. The Alarm list control displays the alarms

that have occurred 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. Switch between alarm and system messages by selecting **Alarm** or **System**. For alarm and system messages see [Alarm messages, p. 85](#) or [System messages, p. 87](#).
2. Click the column headings to sort the alarm or system messages by the column category.
3. Click the gray triangle in the upper-right corner of the alarm list to minimize the control at the bottom of the screen.
4. Click the gray triangle on the tab in the lower right corner of the screen to show the control.

The alarm list and system messages can be merged in client configuration (see [Client, p. 19](#)).

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.

Message window (pop-up)

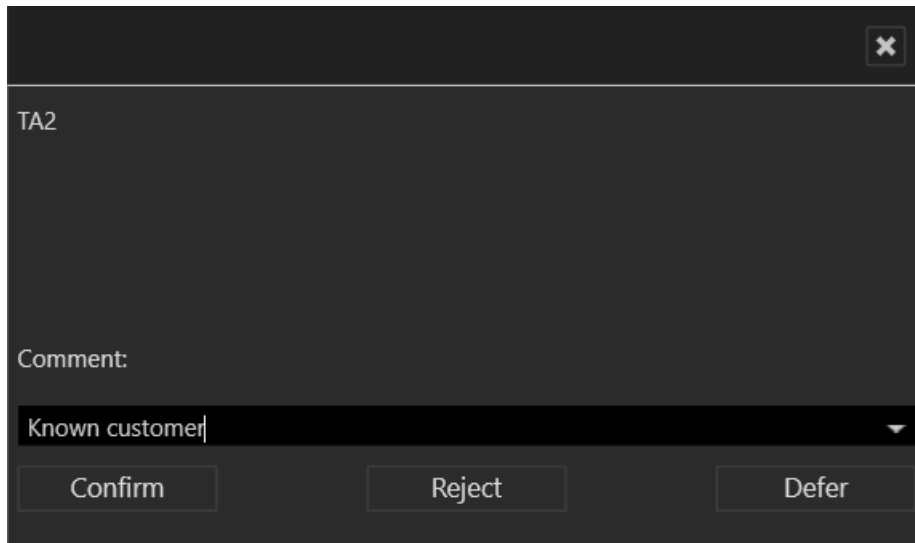


Fig. 68: Message window (pop-up)

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).

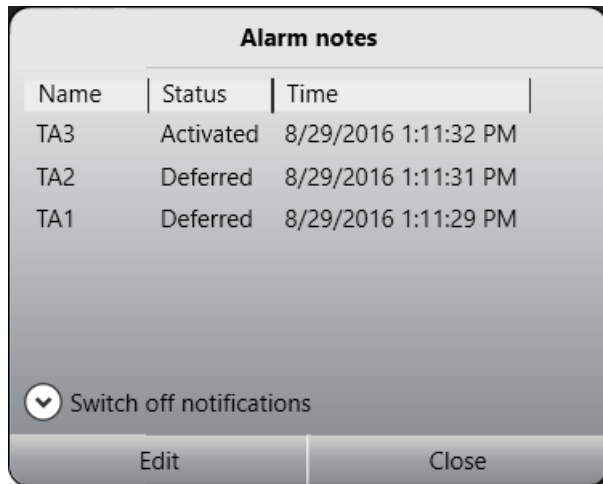


Fig. 69: Alarm notification

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.

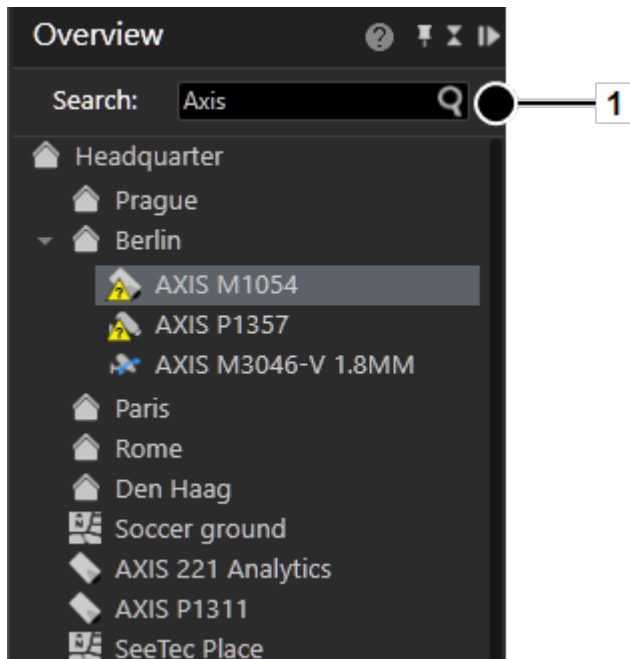


Fig. 70: Searching in surveillance mode

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

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, p. 84](#).

The recording periods for the selected camera (green frame) are displayed in a time line in the [Archive player, p. 90](#). 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 the **Archive mode** icon on [The mode bar, p. 61](#).
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 relevant camera. The camera images are displayed in the main window.

Archive player

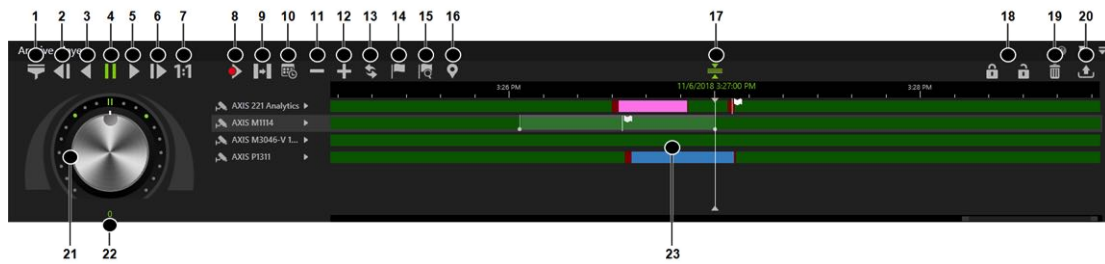


Fig. 71: Archive player

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, p. 102](#)).
- **Bookmark overview (15):** Displays the overview of all bookmarks (see [Working with bookmarks, p. 102](#)).
- **Set marker (16):** Sets the start and end markers for a selected area of the timeline (see [Editing an area, p. 91](#)).
- **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, p. 98](#)
- **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](#), p. 92)
- **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](#), p. 91.

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 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.

Editing an area

1. Click the camera icon 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 the **Set markers** icon again to specify the area.
5. Click the **Delete area** icon to remove the area from the timeline.
6. Click the **Export area** icon 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 video recordings](#), p. 47).

Exporting recordings

Recordings can be exported in different formats to the server (DM) or to the client, e.g. for long-time archiving or further analytics.

1. After selecting a time span in a recording by setting the start marker and the end marker, click **Advanced export**.

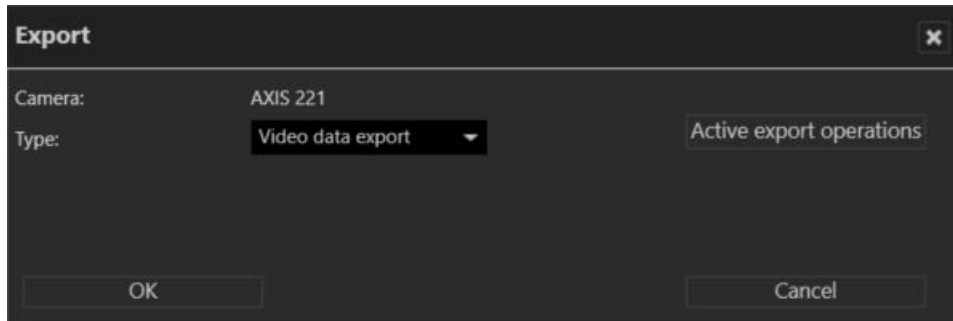


Fig. 72: Exporting recordings

2. 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 (see [Exporting video recordings to the server, p. 93](#)) or to the client (see [Exporting video recordings to the client, p. 94](#)). If AVI export is selected (see [AVI export, p. 95](#)), the recordings can only be exported to the client.

If the export process is interrupted, e.g. due to a network error, it will automatically be resumed as soon as possible.

3. Proceed according to the required targets.

Exporting video recordings to the server

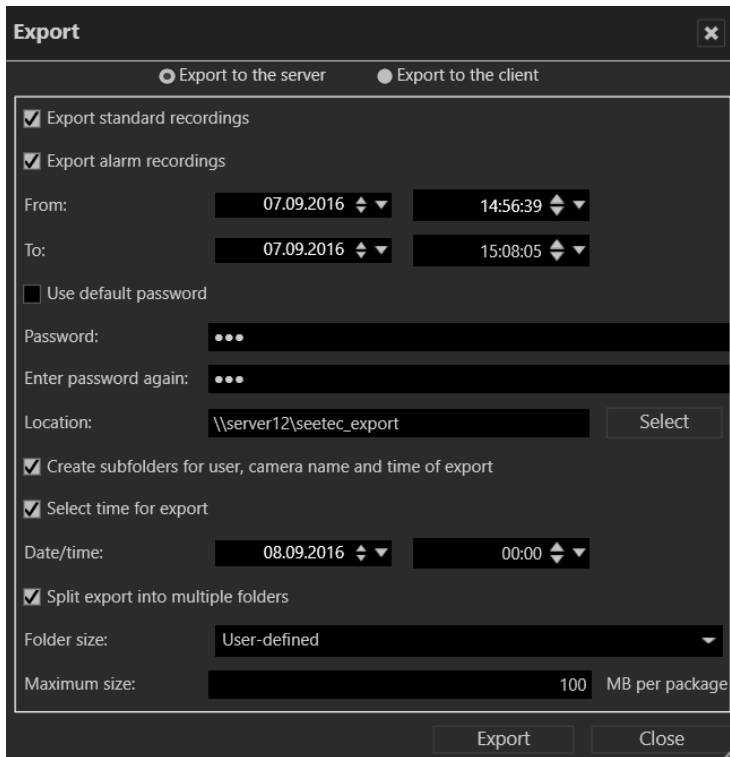


Fig. 73: Exporting image data to the server

1. Select **Export to server**.
2. Specify if only standard recordings will be exported or if alarm recordings will be exported as well.
3. Specify the time period for the image data to be exported.
4. Define a password for encryption of the exported recordings.

Without a password recordings cannot be exported.

- To secure the exported image data using the default password, select **Use default password**.
- 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 .

5. Click **Select** and specify the storage location of the exported image data.

The storage location path must be accessible from DeviceManager server. If a FailOver DeviceManager is configured, the location must exist on all servers otherwise the export will not work for the server without this location.

6. To store the exported image data in folders separated by user name, camera name and time of export, select **Create subfolders for user, camera name and time of export**.
7. To trigger the export at a specific time, activate **Select time for export**, and specify a date and time for the export.
8. Activate **Split export into multiple folders** to split the exported files for a specific target medium (e.g. CD, DVD, Blue-ray disc).

9. Select the desired folder size according to the target medium or define a maximum file size. The minimum size of the file is 100 MB.
10. To trigger the export immediately, click **Export**.

During the export process, the Qognify viewer installation file and a program for burning to CD / DVD (Totally Free Burner) are copied to the export folder as well. This allows the files to be run on a computer without a Qognify installation with only the Qognify viewer installed. The Qognify viewer (see [Qognify Viewer, p. 115](#)) will import the files and display them as separate time intervals.

Exporting video recordings to the client

For the export of video recordings to the client, a temporary path on the DeviceManager must be defined.

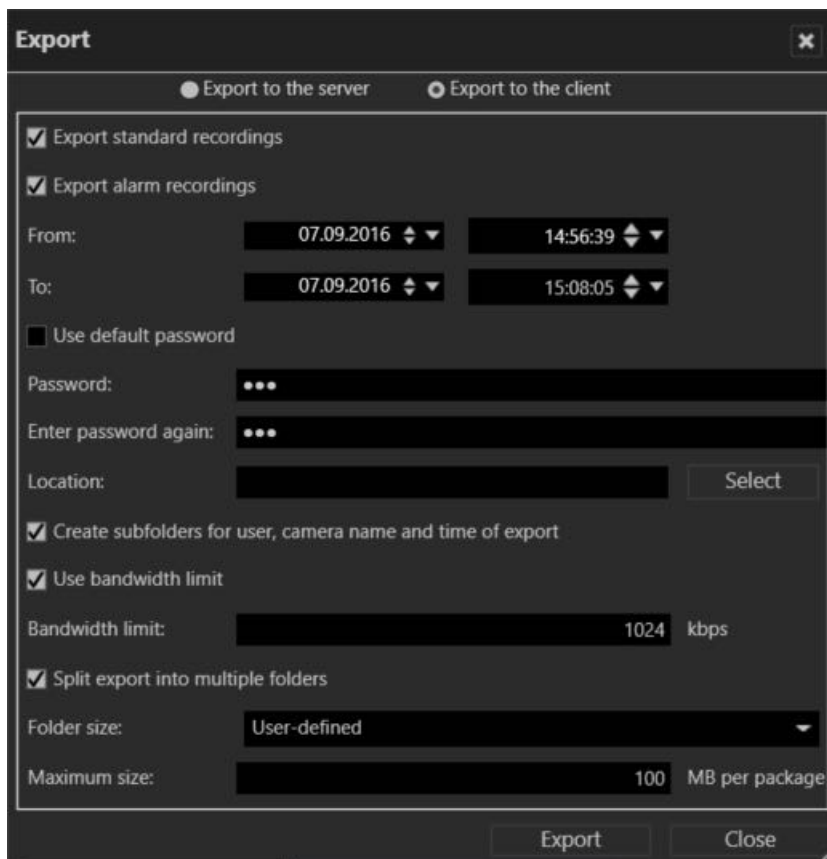


Fig. 74: Exporting video recordings to the client

Make sure that a temporary folder for video data export to the client is configured and available, because otherwise an export to the client is not possible.

1. Select **Export to the client**.
2. Specify if only standard recordings will be exported or if alarm recordings will be exported as well.
3. Specify the time period for the image data to be exported.

4. Define a password for encryption of the exported recordings.

Without a password recordings cannot be exported.

- To secure the exported image data using the default password, select **Use default password**.
 - 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.
5. Click **Select**, and specify the storage location of the exported image data. If you know the folder path, you can also enter it in the text box directly.

The storage location path must be accessible from the client computer.

6. To store the exported image data in separate folders for user, camera name and time of export, activate **Create subfolders for user, camera name and time of export**.
7. If the image data is to be exported to a client that has only a low-bandwidth connection, activate **Use bandwidth limit** and specify the bandwidth limit.
8. Activate **Split export into multiple folders** to split the exported files for a specific target medium (e.g. CD, DVD, Blue-ray disc).
9. Select the desired folder size according to the target medium or define a maximum file size.
10. To trigger the export immediately, click **Export**.

During the export process, the Qognify viewer installation file and a program for burning to CD / DVD (Totally Free Burner) are copied to the export folder as well. This allows the files to be run on a computer without a Qognify installation with only the Qognify viewer installed. The Qognify viewer (see [Qognify Viewer, p. 115](#)) will import the files and display them as separate time intervals.

AVI export

AVI export should only be selected if the export period is shorter than 10 minutes because AVI files in general are huge. The exported AVI file(s) can only be stored on the client.

1. To select the required export period, drag the time line to the required position and set the start and end markers (16). The period to be exported is highlighted on the time line.

2. Select the **AVI export** format and click **OK**.

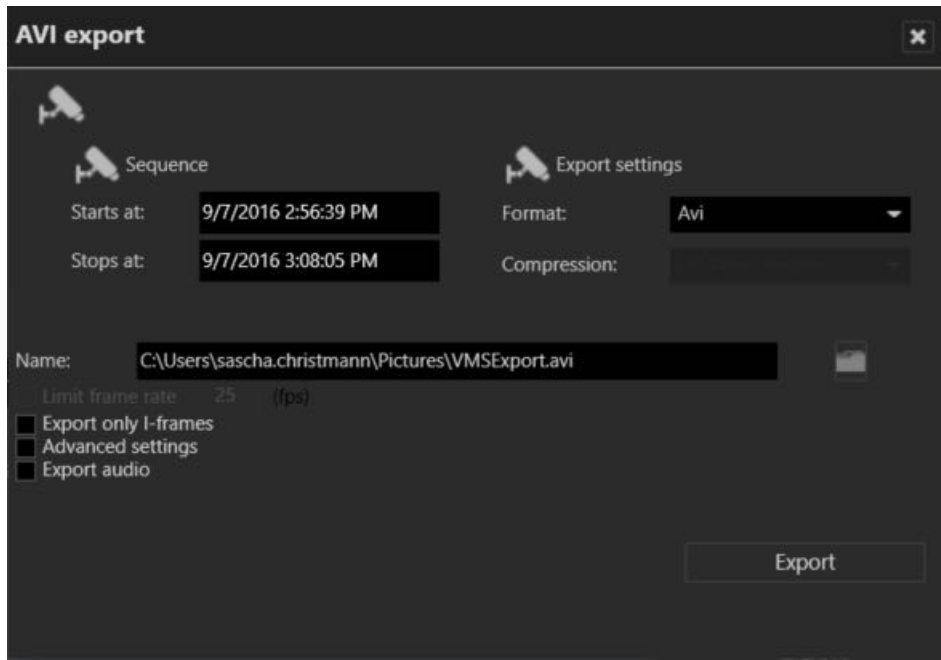


Fig. 75: AVI export

3. Specify the **Name** of the file export path and select the export codec. By default, the best codec available on the system is used.
4. Activate **Export only i-frames** to limit the size of the exported video to the keyframes.
5. Activate **Advanced settings** and choose the required compression setting in the **Compression** menu. The following compression settings may be available (depending on the operating system mode - 32-bit or 64-bit - only the matching codecs are available, i.e. 32-bit codecs for 32-bit systems and 64-bit codecs for 64-bit systems):
 - **Microsoft Video 1:** a lossy video compression and decompression algorithm (codec) that was released with version 1.0 of Microsoft Video for Windows.
 - **Xvid MPEG-4 Codec:** a video codec library following the MPEG-4 standard
 - **DV Video Encoder:** uses lossy compression of video while audio is stored uncompressed.
 - **M-JPEG compressor:** Motion JPEG (M-JPEG or M-JPEG) is a video compression format in which each video frame or interlaced field of a digital video sequence is compressed separately as a JPEG image.
 - **Cinepak codec by Radius:** primary lossy video codec of early versions of QuickTime and Microsoft Video for Windows. Video compressed with Cinepak is generally still playable in most media players.
 - **Source format:** Original data format, only playable with the [Qognify Viewer, p. 115](#).

Be aware that some codecs need to be licensed and have to be installed before they can be used.
6. Activate **Export audio** to export the audio stream with the video stream.
7. Click **Export**. All options defined in the archive mode (e.g. tracking, privacy masks, and positions of virtual PTZ cameras) are exported.

Exporting as JPEG image sequence

Optionally, JPEG still images can be exported. Exporting as JPEG will export the selected video as a sequence of images.

1. To select the required export period, drag the time stream to the required position and set the start and end markers (16). The period to be exported is highlighted on the time stream.
2. Select the **AVI export** format and click **OK**.
3. For **Export settings**, select JPEG.

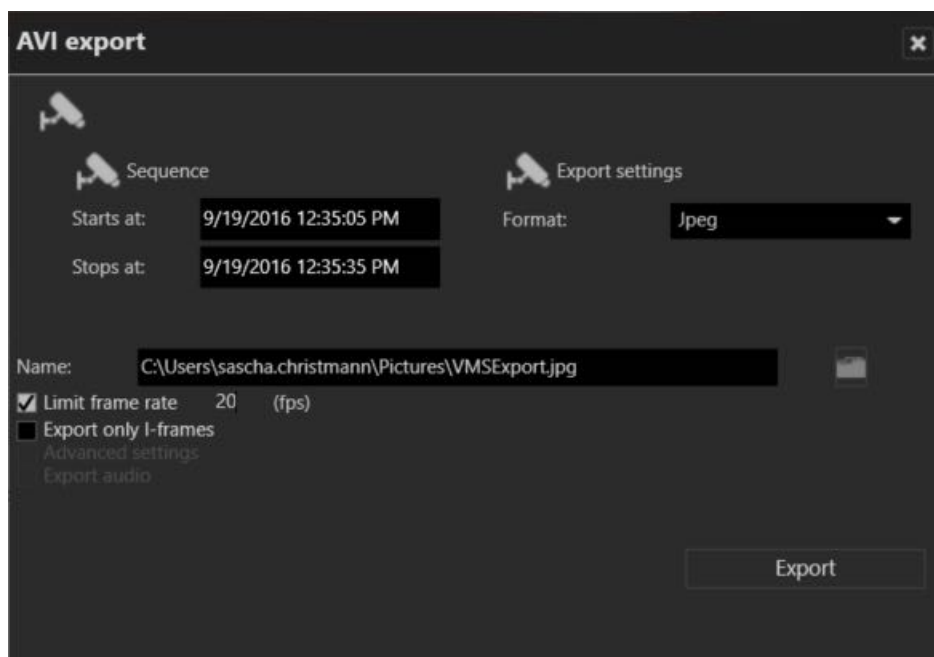


Fig. 76: Exporting as JPEG image sequence

4. Optionally, activate **Limit time frame rate** and change the number of frames per second that will be exported as separate images.
5. Optionally, activate **Export only I-frames** to limit the number of the exported images to the keyframes.
6. Click **Export**.

Evaluating exported video data

There are two options for evaluating the exported video data:

- On a system without a Qognify installation, the video data can be evaluated using the Qognify Cayuga Viewer (see [Qognify Viewer](#), p. 115).
- To integrate the video data within a Qognify 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

1. On the timeline, click **Set markers** to mark the beginning of the section to be protected.
2. Move the time bar to 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 on open **padlock** icon in the Archive player.

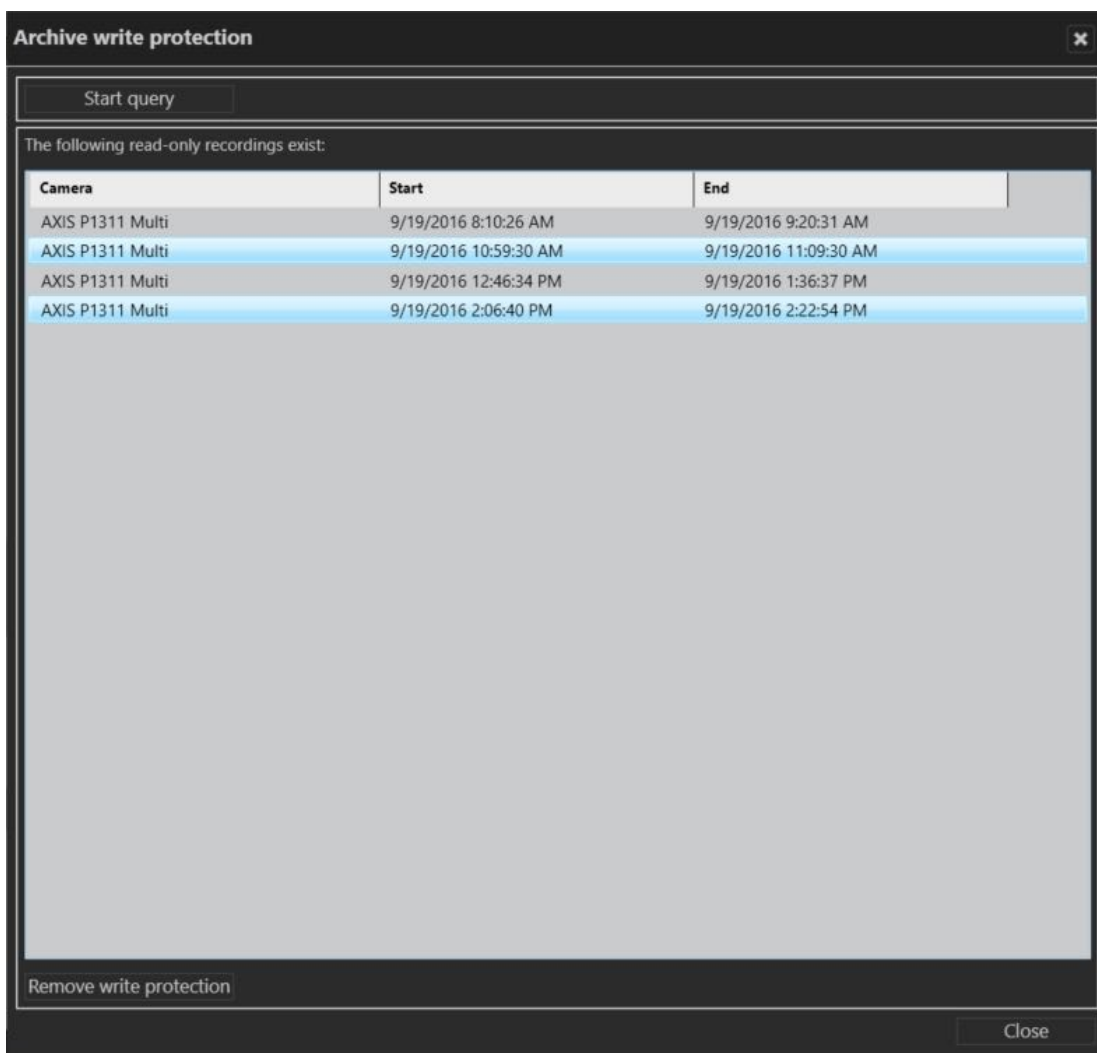


Fig. 77: Remove write protection

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

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

Creating an alarm query

1. Click **New request** in the Alarm search control. The Alarm query is displayed.

Alarm query

Request alarms from the server that meet the following conditions:

Time period

From: 29.08.2016 08:20 1 hour 1 week

To: 29.08.2016 09:20 24 hours Today

Alarm scenario

Select alarm scenarios by name

Select alarm scenarios by priority

TA1

TA2

TA3

TW Alarm

Select all

Delete selection

Additional info:

Manual alarm recording

Manual alarm recording

Select all

Delete selection

OK Cancel

Fig. 78: Searching for alarms

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.
5. Selecting by name displays all scenarios within the selected time interval by name.
6. Selecting by priority displays a slider showing the lowest priority (1) and highest priority (11) to be searched for. Move the slider to specify the range.
7. Enter the information that is obtained by network triggers (e.g. Network IO or SiPass) to be searched for.
8. Select **Manual alarm recording** to include manual recordings in the search.

9. To search for comments, type the words into the comments text field.
10. Select the recordings of the camera or cameras to be searched.
11. To select all cameras, click **Select all**.
12. To deselect, click **Delete selection**.
13. Click **OK** to start the search.

Alarm search results

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

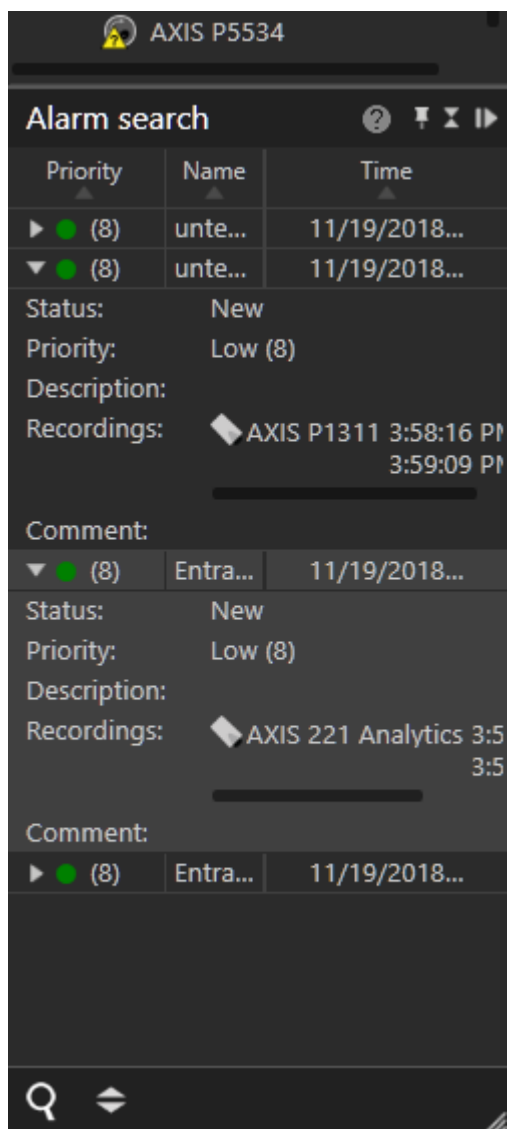


Fig. 79: Alarm search results

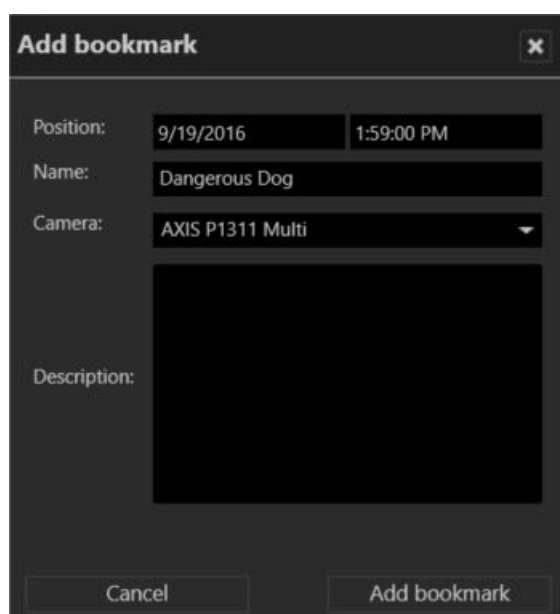
- Click on one of the column headings **Priority**, **Name** or **Time** to sort the results accordingly.
- Click on the on the arrow icon on the left of an alarm to display details.

Working with bookmarks

Bookmarks can be set in archive mode or when starting or ending a manual alarm recording (see [Manual alarm recording, p. 73](#)).

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.



The screenshot shows a dark-themed dialog box titled "Add bookmark" with a close button (X) in the top right corner. The dialog contains the following fields:

- Position:** A date and time field showing "9/19/2016" and "1:59:00 PM".
- Name:** A text input field containing "Dangerous Dog".
- Camera:** A drop-down menu showing "AXIS P1311 Multi".
- Description:** A large, empty text area.

At the bottom of the dialog, there are two buttons: "Cancel" on the left and "Add bookmark" on the right.

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 icon 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.

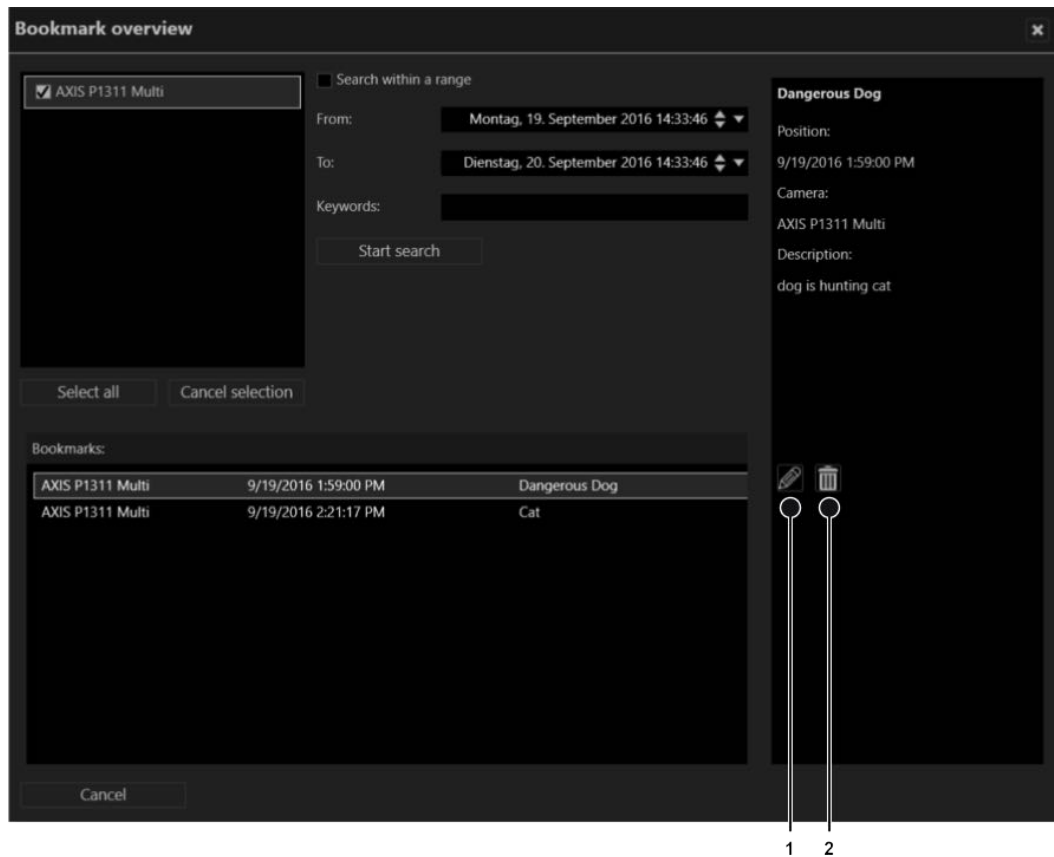


Fig. 81: Bookmark overview

2. Select one or more cameras in the top left area or click **Select all** to select all cameras displayed (i.e. cameras with bookmarks attached).
3. To deselect, click **Cancel selection**.
4. Activate **Search within a range** to narrow the time window for the search and specify the time interval.
5. Click **Start search** to display only the bookmarks within the specified time interval. The bookmarks are displayed in the "Bookmarks" section.
6. 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.
7. Double-click on the bookmark to navigate to the corresponding time marker.
8. To **edit** the information, click on the edit icon (1) (see [Adding a bookmark, p. 102](#)).
9. To **delete** the bookmark, click on the trash icon (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).

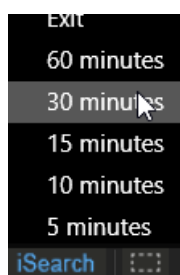
iSearch

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

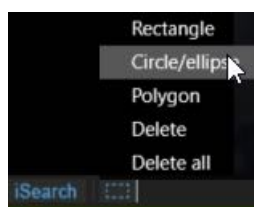
The performance of iSearch depends on the performance capability of the client hardware, since the search is carried out exclusively on the client.

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.

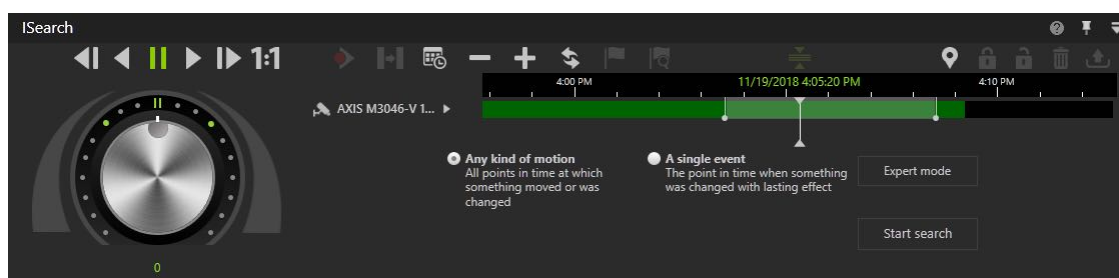


Fig. 82: Configuring iSearch

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

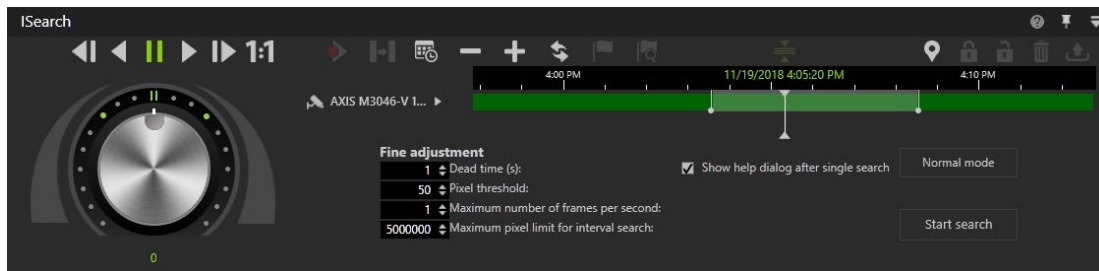


Fig. 83: iSearch in expert mode

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

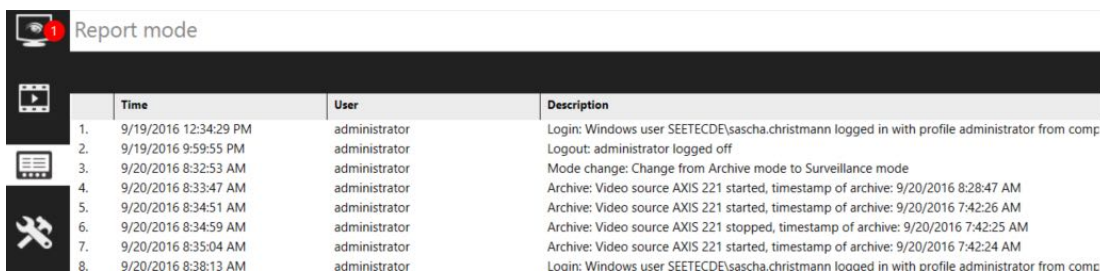
1. Click the search area, and select **Delete** to delete only the selected area.
2. Optionally, select **Delete all** to delete all areas.

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 screenshot shows a window titled 'Report mode' with a table of events. The table has four columns: 'Time', 'User', and 'Description'. The events listed are:

	Time	User	Description
1.	9/19/2016 12:34:29 PM	administrator	Login: Windows user SEETECDE\sascha.christmann logged in with profile administrator from comp
2.	9/19/2016 9:59:55 PM	administrator	Logout: administrator logged off
3.	9/20/2016 8:32:53 AM	administrator	Mode change: Change from Archive mode to Surveillance mode
4.	9/20/2016 8:33:47 AM	administrator	Archive: Video source AXIS 221 started, timestamp of archive: 9/20/2016 8:28:47 AM
5.	9/20/2016 8:34:51 AM	administrator	Archive: Video source AXIS 221 started, timestamp of archive: 9/20/2016 7:42:26 AM
6.	9/20/2016 8:34:59 AM	administrator	Archive: Video source AXIS 221 stopped, timestamp of archive: 9/20/2016 7:42:25 AM
7.	9/20/2016 8:35:04 AM	administrator	Archive: Video source AXIS 221 started, timestamp of archive: 9/20/2016 7:42:24 AM
8.	9/20/2016 8:38:13 AM	administrator	Login: Windows user SEETECDE\sascha.christmann looood in with profile administrator from comp

Fig. 84: Report mode

The maximum number of events to be displayed can be specified in the client configuration (see [Client configuration](#), p. 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 (data/time, alarm, 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

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**.

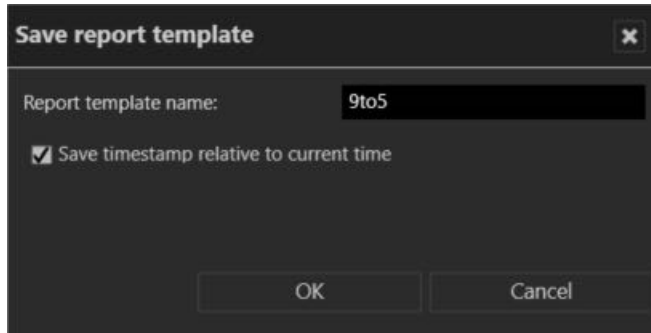


Fig. 85: Saving a query as report template

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**.

¹The 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.

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](#), p. 29).

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

Qognify Viewer

The 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 Cayuga 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 Cayuga client must be quit to prevent conflicts.

1. Quit Cayuga if running as a normal client connected to a database.
2. Restart Cayuga and select **Viewer Mode** (see [Login, p. 9](#)).
3. Apply by clicking the arrow. The client starts in Viewer mode, i.e. without connection to the database and the user directories.
4. Optionally, start the Viewer from within the export folder.

Switching the interface language

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

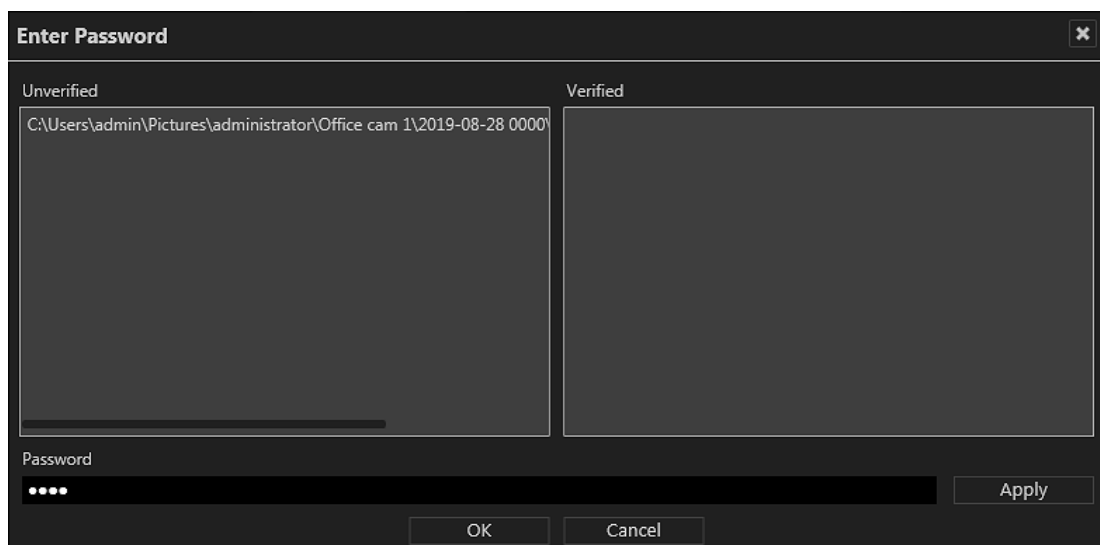
1. Exit the Qognify Viewer and start the Cayuga client.
2. Change the interface language in the **File** menu of the function bar in the Cayuga client (see [Changing the language, p. 31](#)).
3. Exit the Cayuga client and start either the Cayuga client in Viewer mode or the Qognify Viewer.

Import and play recording

Import recording into the Viewer

1. Start the Qognify Viewer (see [Login, p. 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.



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

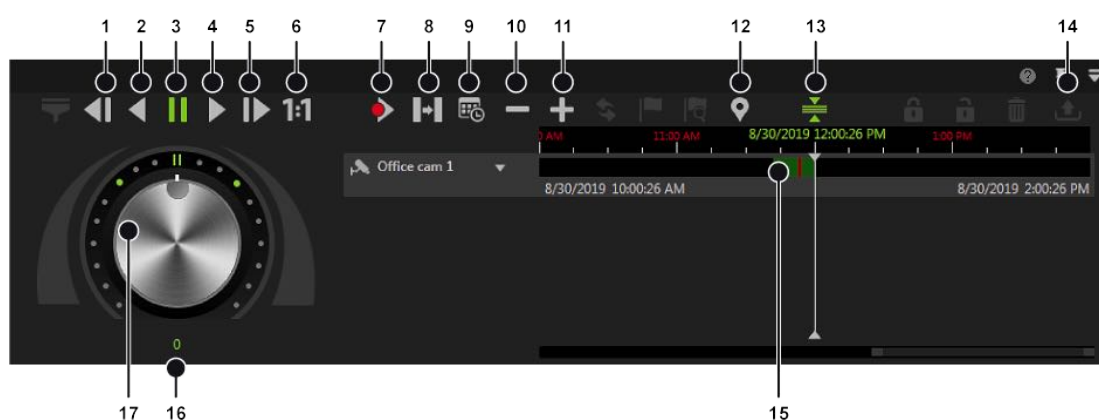


Fig. 86: The Qognify Viewer controls

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 Cayuga 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, p. 91](#).
- **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 to a different format than the native format, refer to [Exporting recordings, p. 92](#).

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.