

Getting started guide

MOBOTIX HUB Desk Client 2023 R2

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This documentation

This getting started guide is mainly for new operators of MOBOTIX HUB Desk Client. The guide aims to give an overview of the basic concepts and user interface of MOBOTIX HUB Desk Client so that the new operators can start completing their tasks as fast and efficiently as possible.

There are other manuals and guides to how to solve operator tasks in MOBOTIX HUB Desk Client.

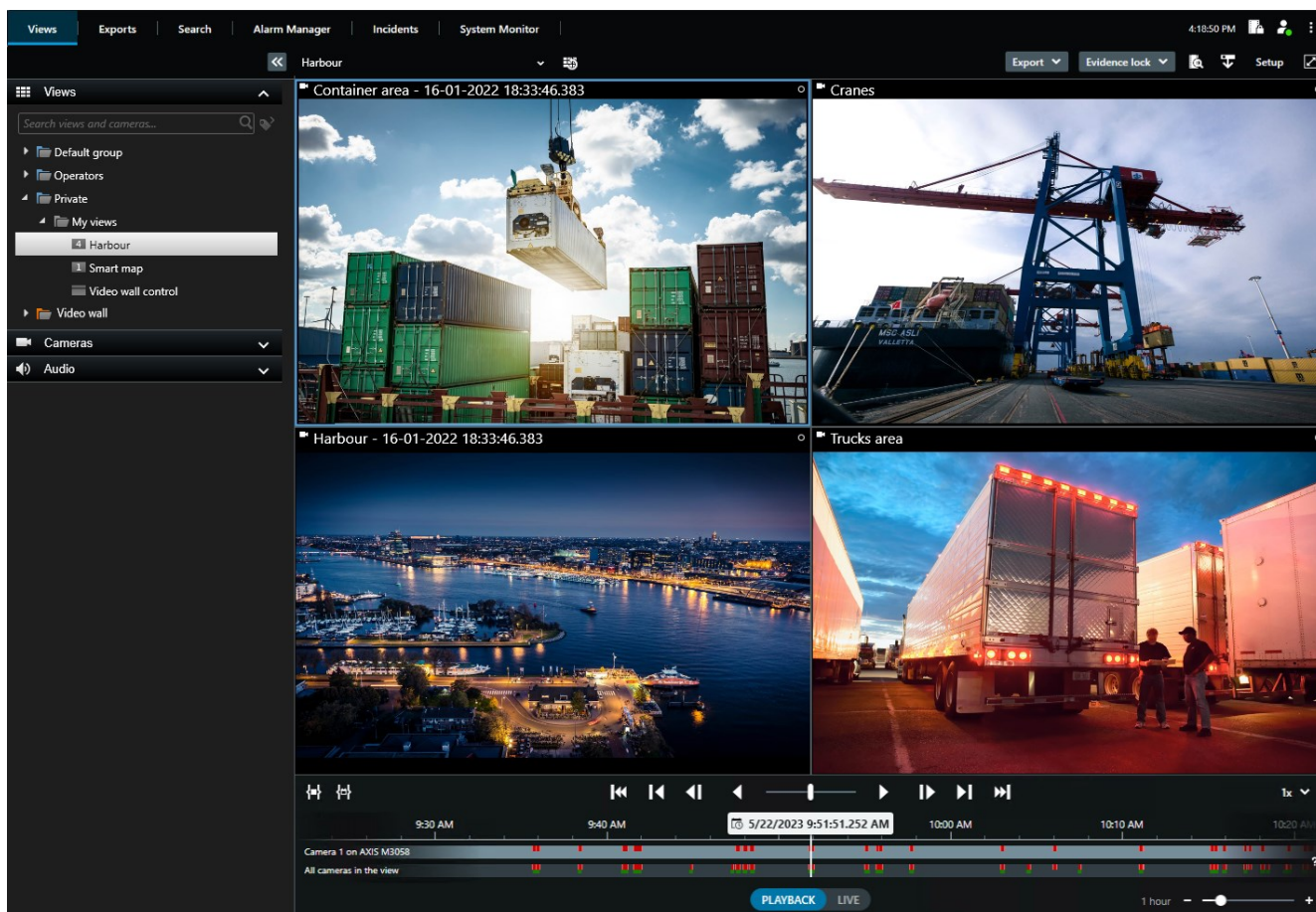


If the manuals and guides for MOBOTIX HUB Desk Client do not provide the information you need, contact your reseller.

MOBOTIX HUB Desk Client

MOBOTIX HUB Desk Client is a desktop application designed to help you manage and view video from the cameras that are connected to your MOBOTIX HUB VMS system. It gives you access to live and recorded video, instant control of cameras and connected security devices, and allows you to perform advanced searches to find video data and metadata - if any - that is stored on the server.

Available in multiple local languages, MOBOTIX HUB Desk Client has an adaptable user interface that can be optimized for individual operators' tasks and adjusted according to specific skills and authority levels.



Additional functionality

Depending on the MOBOTIX HUB add-ons installed on your MOBOTIX HUB VMS system, you can:

- combine video with integrated access control systems, including restricting or allowing access to buildings
- read license plate information from vehicles and view the live or recorded video that shows the vehicles
- view and investigate transactional data from PoS¹ systems in combination with video from cameras that monitor the PoS systems

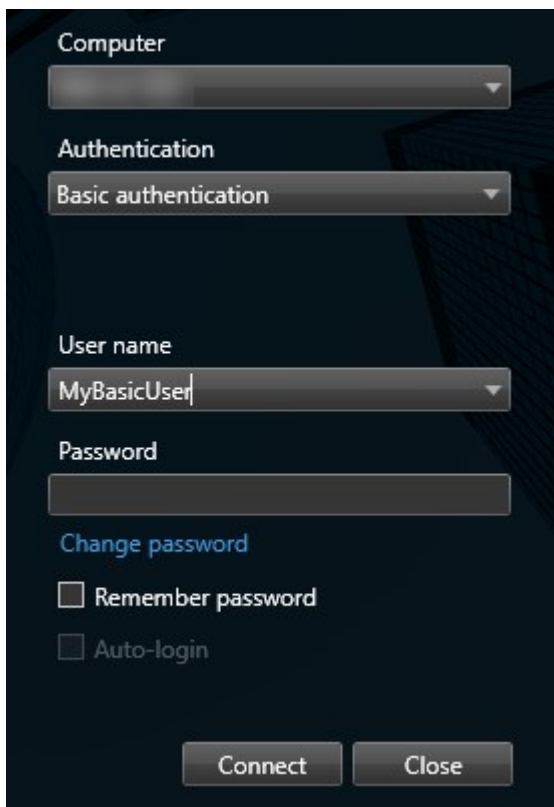
See also [Add-on products on page 19](#).

¹Short for "Point of Sale" and typically refers to a cash register or cashier counter in a retail shop or store.

Log in and log out

Log in

1. Start MOBOTIX HUB Desk Client. The login window appears.



2. Specify the name or address of the server that you want to connect to.
3. Select one of these authentication methods:
 - **Windows authentication (current user)** - select this option to log in with your current Windows user credentials
 - **Windows authentication** - select this option to log in with Windows user credentials that are different from your currently used Windows user credentials
 - **Basic authentication** - select this option to log in as a basic user. Basic users are defined by your system administrator in MOBOTIX HUB Management Client
 - [Name of [external IDP](#)¹] - select this option to log in with an external IDP. .
4. Click **Connect**. If a problem occurs during login, you may receive an error message.

¹An external entity that can be associated with the MOBOTIX HUB VMS to manage user identity information and provide user authentication services to the VMS.

Log in and log out

5. Depending on the configuration, you may be asked to restore the views used in the previous session:
 - **Main view** - this option restores the view that you used last time in the main window
 - **Detached views** - this option restores the view that you used last time in a floating window. Only available when connecting to specific MOBOTIX HUB VMS systems.



If you encounter a second dialog during login, you need additional login authorization to get access to MOBOTIX HUB Desk Client.

Log out

1. On the global toolbar, select **User menu**.
2. Select **Log out**.

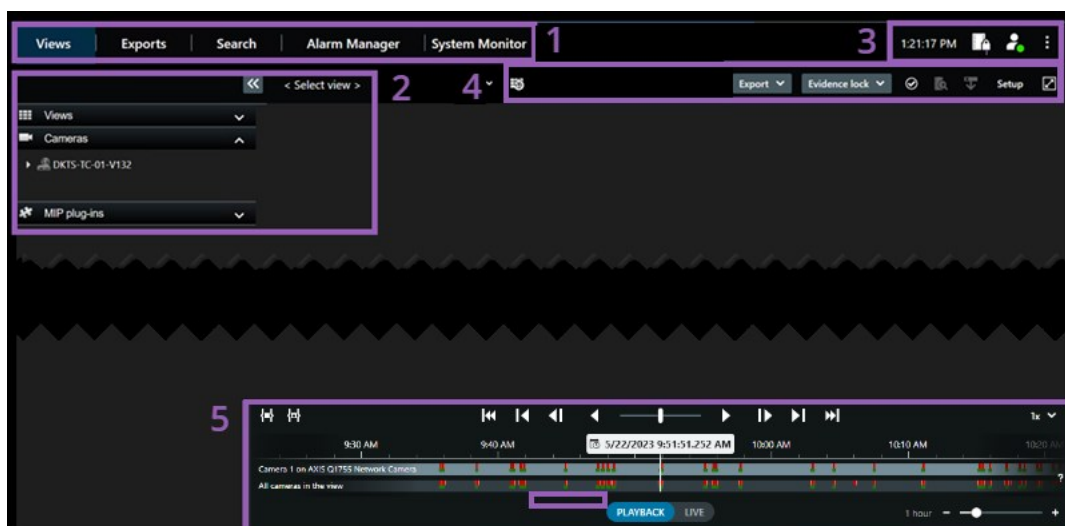
Desk Client restarts and the login window is shown so you can log in again.

User interface overview

References in our documentation made to the positioning of user interface elements presume that you are using MOBOTIX HUB Desk Client with a left-to-right language. See also [Changing the language of MOBOTIX HUB Desk Client on page 18](#).

From the MOBOTIX HUB Desk Client desktop app, you have access to workspaces and features such as:

1. Standard tabs like **Views**, **Exports**, **Search**, **Alarm Manager**, and **System Monitor**, located in the upper-left corner of the MOBOTIX HUB Desk Client. See [Standard tabs on page 9](#).
2. Standard panes for setting up views and cameras, located just below the standard tabs.
3. Global toolbar with access to **Evidence lock list**, **User profile**, and **Settings and more**, located in the upper-right corner. See [Global toolbar on page 11](#) and [Buttons on page 11](#).
4. Workspace toolbar with access to **Export**, **Evidence lock**, and **Setup**, located just below the global toolbar. The features in the workspace toolbar changes according to the selected tab.
5. Main timeline. The main timeline is available if you select the **Views** tab. It is located at the bottom of the application.



Standard tabs

MOBOTIX HUB Desk Client comes with a set of standard tabs allowing you to perform your daily surveillance tasks.

Some of the MOBOTIX HUB add-ons have tabs that are specific to the functionality of the add-ons.



If you can't see some of the standard tabs, it is because you do not have the permissions required to access the tabs.

The Views tab for viewing video in live and playback mode

When in live mode, you can view live video feeds, and work with audio, carousels, hotspots, Matrix, smart map, pan-tilt-zoom (PTZ) control, digital zoom, independent playback, and more.

When in playback mode, you can investigate recorded video by playing it back. The [main timeline](#) gives you advanced features for browsing recorded video. You can also start search from any camera or view, and then document what you find by exporting evidence. To protect the evidence from being deleted from the database, you can also add evidence locks to recorded video.

You can also:

- Listen to audio when connected to selected MOBOTIX surveillance systems
- If your MOBOTIX HUB VMS supports smart map, you can get access to the cameras in your system in a geographical interface, which is easy to navigate
- Use hotspots, digital zoom, or carousels, navigate fisheye lens images, print images, and more

When in live or playback mode, you can enter into setup mode, where you can set up views for your cameras and other types of content.

The Exports tab for exporting video data

First, when you want to export video data, you add the sequences that you want to export to the **Export list**. Next, for each item on the **Export list**, you can change the time span by clicking the **Start time** and the **End time**.

You can choose which formats to use for the export, and for each format, you can change the **Export settings**.

After you click the **Export** button, you specify an **Export name** and an **Export destination**. Then, you can create the export.

The exports that you create are stored in the folder that you specified in the **Create export window > Export destination** field.

The Search tab for making advanced searches for video and metadata

On the **Search** tab, you can search across the different types of data available in your VMS system. This includes:

- Video recordings in general
- Recordings with motion
- Recordings with motion in selected areas
- Bookmarks

Standard tabs

- People
- Vehicles
- Video recordings with alarms
- Video recordings with events

For each search category, you can apply filters to refine your search.

From the search results, multiple actions are available.

The Alarm Manager tab for investigating and managing alarms

On the **Alarm Manager** tab, you can view and respond to incidents or technical problems that have triggered an alarm. The tab displays an alarm list, an alarm preview, and a smart map or map if one is available.

The System Monitor tab for viewing system information

On the **System Monitor** tab, you can get a visual overview of the current state of your system servers, cameras, other devices, and the computer running MOBOTIX HUB Desk Client.

By default, the tiles represent **Recording servers**, **All servers**, **Failover servers**, and **All cameras**. Your system administrator specifies the tiles and the threshold value for each state.

Here is a description of the colors used:

- Green: **Normal** state. Everything is running normally
- Yellow: **Warning** state. At least one monitoring parameter is above the defined value for the **Normal** state
- Red: **Critical** state. At least one monitoring parameter is above the defined value for the **Normal** and **Warning** state

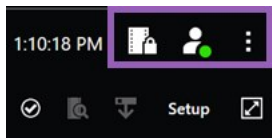
If a tile changes color and you want to identify the server or parameter that caused the change, click the tile. This opens an overview in the bottom of the screen. Click the **Details** button for information about why the state changed.



If a tile displays a warning sign, a data collector for one of your monitored servers or cameras may not be running. If you place your mouse above the tile, the system shows you when it last collected data for the relevant tile.

Global toolbar

From the Global toolbar, in the upper-right corner of the MOBOTIX HUB Desk Client, you have access to:



- Evidence lock list
The **Evidence lock list** shows evidence locks with devices that you have permissions to access. You can sort, filter, and search the evidence locks list and see detailed information about the evidence locks.
- User menu
From your **User menu**, you can see your **Login information**, and you can log out from the MOBOTIX HUB Desk Client. See [Log in and log out on page 6](#). **Login information** contains information about the status of the MOBOTIX HUB VMS servers that your MOBOTIX HUB Desk Client is connected to. This is useful if you are connected to an MOBOTIX HUB VMS system that is configured to use MOBOTIX Federated Architecture. MOBOTIX Federated Architecture enables organizations to connect related but physically separate MOBOTIX HUB VMS systems. For example, such a setup can be relevant for chains of shops.



A red circle on the **User menu**  indicates that one or more servers are unavailable.

Select **Login information** to view the server status.

- Available servers are displayed in green.
- Unavailable servers are displayed in red.
If servers are not available at the time you log in, you cannot use cameras or features belonging to those servers. When you have viewed the status, the red button will stop flashing even if the server is still unavailable.

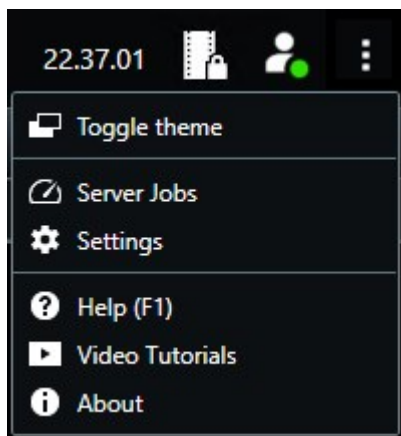
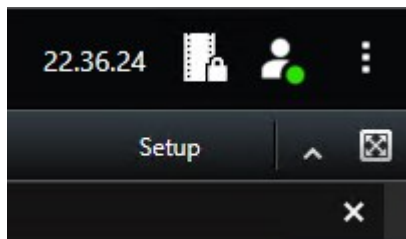
The number of servers you see reflects the number of servers retrievable from the MOBOTIX HUB VMS system at the time you logged in. Particularly if you connect to large hierarchies of servers, occasionally, more servers may become available after you log in. The server list is a static representation of server status. If a server is unavailable, it will display a reason in the **Status** field when you click it. To connect to the server, click the **Load Server** button. The server status for that server will then be updated. If a server continues to be unavailable for longer periods of time, contact your system administrator for advice.

- Settings and more
The **Settings and more** window covers **Toggle theme**, **Server jobs**, MOBOTIX HUB Desk Client **Settings**, **Help**, **Video tutorials**, and the **About** button. See also [Buttons on page 11](#).

Buttons

Buttons


MOBOTIX HUB Desk Client has multiple buttons that allow you to perform different actions. The buttons are located in the in the upper-right corner.



The buttons available vary depending on the tab you are standing on. For example, **Setup** is not available on all tabs.

Button	Description
Time zone	Set up time zone.
Evidence lock list	View evidence lock.
User menu - Login information	The status of your MOBOTIX HUB VMS servers that your MOBOTIX HUB Desk Client is connected to through MOBOTIX Federated Architecture.
Log out	Log out of MOBOTIX HUB Desk Client. See also Log in and log out on page 6 .
Toggle theme	Switch the MOBOTIX HUB Desk Client theme to dark or light.
Server jobs	Depending on your user permissions to retrieve data from interconnected hardware devices or cameras that support edge storage, you can view the server jobs created for each

Buttons

Button	Description
	data retrieval request for these devices.
Settings	Configure MOBOTIX HUB Desk Client settings and behavior, joysticks, keyboard shortcuts, language, and more.
Help	Access the help system, play online video tutorials, or view version number and plug-in information.
About	Information about the latest MOBOTIX HUB Desk Client plug-ins and versions.
Setup	Enter setup mode.
Toggle full screen mode 	Toggle between full screen and a smaller window that you can adjust to the size you want.
Export	Export video evidence.
Evidence lock	Create an evidence lock to prevent evidence from being deleted.
Retrieve	Retrieve recordings from interconnected hardware devices or cameras that support edge storage.
Lift privacy masks	Users with sufficient user permissions can temporarily lift privacy masks ¹ .

¹A blurred or solid color that covers an area of the video in the camera view. The defined areas are blurred or covered in live, playback, hotspot, carousel, smart map, smart search, and export modes in the clients.

Timelines

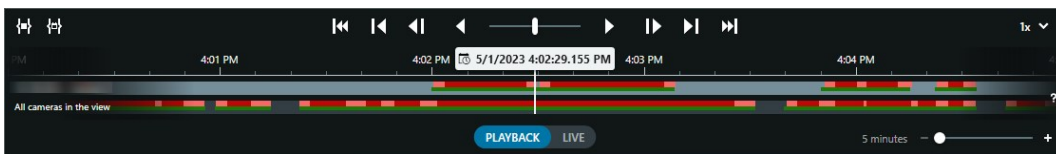
Several timelines

There are several timelines in MOBOTIX HUB Desk Client that you can use for navigating your recordings.

The main timeline has the most features but other less feature-rich timelines are available in specific contexts.

The timelines can look slightly different, but they have much in common.

The main timeline



The main timeline displays an overview of periods with recordings from cameras and other devices in your current view. It has various controls you can use to navigate your recordings during investigations or to select recording sequences for export, protection with evidence locks, addition of bookmarks, or others.

Select the **Views** tab and switch to playback mode to show all the timeline controls.

You can adjust how your timelines look and behave. Select which recording types and other elements to show on the timeline tracks. For example, would you like to show recorded audio and bookmarks? You can also select how to play back gaps between recordings. You can also hide the main timeline during inactivity to free as much of the display for viewing video in MOBOTIX HUB Desk Client.

The timeline tracks



- The upper timeline track shows the recording periods of the selected camera.
- The lower timeline track shows the recording periods of all the cameras in the view, including the selected camera.


If you have linked floating windows, recordings from cameras and devices in these windows are also shown on the lower timeline track.

Colors

On the timeline track, the different types of recordings have different colors. The most important colors to know are:

Timelines

- Light-red indicates recordings
- Red indicates recordings with motion
- Light green indicates recordings with outgoing audio
- Green indicates recordings with incoming audio

For a legend of all the colors currently shown on the timeline tracks, select the small question mark  to the right of the timeline tracks.



Bookmarks

Timeline tracks show bookmarks with a blue bookmark icon . To view the bookmarked video, place your mouse over the icon.

Additional markers

If additional data sources are available in your MOBOTIX HUB VMS system, incidents from these sources are shown as markers in colors other than blue. The incidents can appear as pop-ups in the timeline tracks.



The vertical line

The vertical line shows the location of the playhead from where recordings are currently played back. This is called the main playback time, and the text above shows the exact date and time for the video currently played back. The main playback time applies to all the cameras in the view and any linked views unless you are viewing independent playback from some of the cameras. If there is no recorded video from one or more cameras in the view matching the main playback time, the last frame from the camera database before the main playback time is shown, but the frame is dimmed.

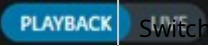

















Timelines



Navigating the recordings from the timeline

The main timeline offers many ways to navigate to other recordings. You can drag the timeline tracks to the right or left. If you press the CTRL key while dragging, the movement is slower.

You can use the timeline controls, your mouse scroll wheel, or select the date above the playhead to go to another time in your recordings.

The timeline controls

Controls	Description
	Switch between playback or live mode.
	Navigate the video in different directions and speeds. The further you drag to the sides, the faster the playback speed.
	Play backward  or forward  in time. When you select one of the play buttons, the button turns into a pause button  .
	Move to the frame just before  or after  the one currently viewed.
	Move to the start of the previous sequence  or the next sequence  .
	Move to the first sequence  or last sequence  in the database.
	There are two ways of selecting a period of recordings for export, creation of evidence lock or other. Select start and end time in timeline  : Select to show the time selection brackets on the timeline tracks. Drag the time selection brackets to select another start and end time. Select start and end time in calendar  : Select to specify the start and end date and time from a calendar. The timeline track jumps to the selected start time, and the time selection brackets surround the selected period.

Controls	Description
	Change the playback speed.
	Specify the timespan of the timeline tracks. Alternative: use CTRL + scroll wheel.

The context-specific timelines

There are several timelines that help you investigate and navigate your recordings in specific contexts.

These context-specific timelines often only have one timeline track and a few to none of the controls available in the main timeline. But when they have timeline controls, they work the same way as the ones on the main timeline.

Context	Purpose
Independent playback	While viewing live video, you can decide to view and navigate the recordings from one of the cameras in your view.
Bookmark	If a sequence of recordings has a bookmark, you can easily find and navigate this sequence.
Search	If you have searched for something on the Search tab, the search timeline gives you an overview of recordings matching your search. You can select the different found recordings to view them.
Export	If you have selected recordings for export, you can navigate the selected recordings and change the start and end times of the export.

Changing the language of MOBOTIX HUB Desk Client

MOBOTIX HUB Desk Client is available in several languages.

You can change the language in the **Settings** window > **Language** tab from the **Setting and more** button in the global toolbar.

Some of the languages available in MOBOTIX HUB Desk Client are right-to-left languages. If you select a right-to-left language, the entire user interface is changed to right-to-left. This means that buttons, toolbars, and panes are reversed compared to, for example, English.

Add-on products

MOBOTIX has developed add-on products that fully integrate with MOBOTIX HUB to give you extra functionality. Your MOBOTIX HUB license file controls the access to add-on products.



Available functionality depends on the system you are using. See the complete feature list, which is available on the product overview page on the MOBOTIX website (<https://www.mobotix.com/en/products/vms/mobotixhub>).

MOBOTIX HUB Video Wall (explained)



See also the Video Wall manual (<https://www.mobotix.com/en/manuals>).

MOBOTIX HUB Video Wall is an advanced add-on tool that enables organizations to create video walls that meet their specific security demands. MOBOTIX HUB Video Wall provides an overview of all the video data in the MOBOTIX HUB VMS¹ system and supports any amount or combination of monitors.



¹Short for "Video Management Software".

MOBOTIX HUB Video Wall allows operators to view static video walls as defined by their system administrator with a fixed set of cameras and monitor layout. However, the video wall is also operator-driven in the sense that operators can control what is being displayed. This includes:

- Pushing cameras and other types of content to the video wall, for example images, text, alarms, and smart map
- Sending entire views to the monitors
- In the course of certain events, applying alternate [presets](#)¹

Finally, display changes can be controlled by rules that automatically change the presets based on specific events or time schedules.

MOBOTIX HUB Incident Manager (explained)

MOBOTIX HUB Incident Manager is a MOBOTIX add-on that enables organizations to document incidents and combine them with sequence evidence (video and, potentially, audio) from the MOBOTIX HUB VMS.

Users of MOBOTIX HUB Incident Manager can save all the incident information in incident projects. From the incident projects, they can track the status and activities of each incident. In this way, the users can manage incidents effectively and easily share strong incident evidence, both internally with colleagues and externally with authorities.

MOBOTIX HUB Incident Manager helps organizations gain an overview and understanding of the incidents happening in the areas they survey. This knowledge enables the organizations to implement steps to minimize the chance that similar incidents happen in the future.

In MOBOTIX HUB Management Client, the administrators of an organization's MOBOTIX HUB VMS can define the available incident properties in MOBOTIX HUB Incident Manager to the organizations' needs. The operators of MOBOTIX HUB Desk Client start, save, and manage incident projects and add various information to the incident projects. This includes free text, incident properties that the administrators have defined, and sequences from the MOBOTIX HUB VMS. For full traceability, the MOBOTIX HUB VMS logs when administrators define and edit incident properties and when operators create and update the incident projects.

The MOBOTIX HUB Incident Manager add-on is compatible with:

- MOBOTIX HUB L5 version 2022 R2 and later
- MOBOTIX HUB L4, MOBOTIX HUB L3, and MOBOTIX HUB L2 version 2022 R3 or later
- MOBOTIX HUB Desk Client version 2022 R2 and later

See also the user manual for MOBOTIX HUB Incident Manager.

¹A predefined layout for one or more Video Wall monitors in MOBOTIX HUB Desk Client. Presets determine which cameras are displayed, and how content is structured on each monitor on the video wall.

MOBOTIX HUB Access (explained)



You can use MOBOTIX HUB Access with access control systems from vendors where a vendor-specific plug-in for MOBOTIX HUB Access exists.

MOBOTIX HUB Access integrates events from one or more access control systems with the features of the MOBOTIX HUB video management software. The incidents from an access control system generates events in the MOBOTIX HUB system.

- In live mode, you can monitor access control events in real time from the cameras associated with a door. In setup mode, you can customize your **Access monitor** view items with overlay buttons. In a map view item you can drag access control units onto the map.
- On the **Access control** tab, you can view and investigate events, door states, or cardholders. You can search or filter on events and review any related footage. You can create a report of the events for exporting.
- When a person requests access and if your system is configured for it, a separate notification pops up with a list of related information next to the camera feed. You can trigger access control commands, such as locking and unlocking of doors. Available commands depend on your system configuration.

XProtect LPR (explained)

On the **LPR** tab, you can investigate **LPR**¹ events from all your LPR cameras and view the associated video recordings and license plate recognition data. Keep match lists updated and create reports.

The tab includes an LPR event list and an LPR camera preview. In the preview, you can view video associated with LPR event details. Below the preview, information about the license plate appears together with details from the match list and the license plate style that it is associated with.

You can filter the event list according to the period, country module, LPR camera, match list, or license plate style. Use the **Search registration number** field to search for a particular license plate registration number. By default, this list shows LPR events from the last hour.

You can specify and export a report of relevant events as PDF.

You can make updates to the existing match lists by using the **Match list** function.

XProtect Transact (explained)

XProtect Transact is an add-on to MOBOTIX's IP video surveillance solutions that lets you observe ongoing transactions and investigating transactions in the past. The transactions are linked with the digital surveillance video monitoring the transactions, for example to help you prove fraud or provide evidence against a perpetrator. There is a 1-to-1 relationship between the transaction lines and video images.

¹Short for "license plate recognition".

Add-on products

The transaction data may originate from different types of transaction sources, typically point of sales (PoS) systems or automated teller machines (ATM). When selecting a transaction line, a video still frame from each of the associated cameras is displayed in a preview area that allows you to review the recordings. Below the preview area, the transaction associated with the selected line is displayed as a receipt.

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