User manual

MOBOTIX HUB Mobile 2025 R1

© 2025 MOBOTIX AG

BeyondHumanVision

MOBOTIX

Contents

Contents

Contents

Copyright

Overview

What's new?

In MOBOTIX HUB Mobile client 2025 R1

For Android users

- The navigation bar has moved to the bottom of the screen to match recent Android design updates.

For Android and iOS users

- The **Access requests** tab on the **Access control** tab has been renamed **Requests**.

- You can now see a notification for new alarms on the alarm icon in the alarm tab on both iOS and Android. The notification alerts operators on the go to check alarms and take appropriate action. Operators must have permissions and access to alarms and to receive notifications.

In MOBOTIX HUB Mobile client 2024 R2

For Android and iOS users

- On tablets, you can now change the grid layout to adjust how the app visually represents the cameras by changing the grid layout for cameras to one, two, or three columns.

In MOBOTIX HUB Mobile client 2024 R1

For Android and iOS users

Smart Map:

- MOBOTIX HUB Mobile client now supports the Smart Map feature.

In MOBOTIX HUB Mobile client 2023 R3

For Android and iOS users

Alarms:

- The Emergency Alert feature enables you to receive alarm notifications of the highest severity level when a potential threat is detected, view the alarm details, and immediately act. To save time, you can acknowledge this type of alarm directly on the alarm details screen. For more information, see Emergency Alert in MOBOTIX HUB Mobile on page 68.

- You can now play the video from the source camera directly on the alarm details screen. For more information, see View an alarm and take action on page 67.

In MOBOTIX HUB Mobile client 2023 R2

For Android and iOS users

Overview

Share live video:

- To collaborate easily and faster with your co-workers, you can now share live video from any camera in your VMS using the MOBOTIX HUB Mobile app. For more information, see Viewing live video on page 46 and Requirements for using Share on page 15.

In MOBOTIX HUB Mobile client 2023 R1

For Android and iOS users

Share bookmarks:

- You can now share bookmarks while using the MOBOTIX HUB Mobile app to collaborate easily and faster with your co-workers (see Bookmarks (usage) on page 51).

For Android users

Background picture-in-picture (PiP) mode:

- With the background picture-in-picture mode, you can continue viewing live video while browsing other content on your mobile device (see Picture-in-picture (usage) on page 58).

Extended use of biometrics or device credentials:

- To further improve the app security, you can use biometrics or your device credentials before you edit or delete a mobile server.

Screenshots are allowed:

- While in the app, you can take screenshots using your mobile device's power and volume-down buttons at the same time.

In MOBOTIX HUB Mobile client 2022 R3
For Android and iOS users

Log in with an external IDP:

- You can log in to the MOBOTIX HUB Mobile app using an external IDP. With this alternative login method you can be authorized to access the app without the required login credentials of a basic user or a Windows user. For more information, see External IDP and MOBOTIX HUB Mobile client (explained) on page 35.

New user experience:

- The login procedure splits into two:
    - On the **Add servers** screen, you can enter your server details and continue your login or choose to save the details and continue login later. For more information, see Connect your mobile device to a mobile server or disconnect a mobile server on page 29.
    - On the **Login** screen, you can enter your user credentials or choose to log in with an external IDP. For more information, see Logging in and out on page 42.

Overview

- The new user menu contains the following buttons and settings:

    - **Log out**

    - **Change password**

    - **Disconnect from server**

    - **Go to the app settings**.

        For more information, see .

Using biometrics or device credentials to secure the app:

- You can now use biometrics or your device credentials to verify your identity before you open the app. Quick authentication based on your fingerprint, facial recognition, or device credentials facilitates access to the MOBOTIX HUB Mobile client and improves the security of the app. For more information, see .

Mobile device management (MDM):

- The MOBOTIX HUB Mobile client now supports mobile device management (MDM). With MDM, you can manage and secure devices, apps, and data from a unified console. For more information, see .

Notifications:

- To receive notifications, you are no longer required to save your user credentials. If you haven't saved your user credentials, you'll be prompted to enter your credentials or use your external IDP login method each time before you open a received notification.

- To receive notifications, you must enable the notifications setting on the app level (Android), mobile device, and server level.

    For more information, see .

For Android users

Time picker (Android):

- The time picker has a new and simplified interface. For more information, see .

In MOBOTIX HUB Mobile client 2022 R2

Notifications:

- By default, notifications are disabled when you add a server. For more information, see .

In MOBOTIX HUB Mobile client 2022 R1

Bookmarks:

- You can edit the start time, the event time, or the end time of bookmarks.

- To find a specific bookmark, you can search and use filtering. There are three options for filtering bookmarks:

    - You can enter a keyword from the headline or description of the bookmark or enter the complete bookmark ID.

    - You can select specific cameras.

    - You can select a predefined time interval. You can also customize the time interval that you want to apply as a filter.

Video diagnostics overlay:

- You can enable this setting to view the FPS (frames per second), the codec, the resolution, and the type of streaming of the video stream in the selected view. The feature displays the information as an overlay to the video and can help you to troubleshoot MOBOTIX HUB Mobile client issues related to the video stream and performance issues.

Direct streaming:

- The feature is also available in MOBOTIX HUB L3 and MOBOTIX HUB L2.

Adaptive streaming:

- The feature is also available in MOBOTIX HUB L3 and MOBOTIX HUB L2.

Server and client components of MOBOTIX HUB Mobile (explained)

✅ In MOBOTIX HUB Mobile client, the time information displayed in the app inherits the time zone set on your mobile device. This includes the time shown in live and playback mode, alarms, bookmarks, and so on.

In the free MOBOTIX HUB Mobile app, you can do the following:

- View live video and video recordings. Share live video from any camera with your co-workers.

- Play incoming and outgoing audio in live video and video recordings.

    - Use the push-to-talk (PTT) feature while you are watching live video from one camera.

    - Play back incoming and outgoing audio in playback mode.

- Use video push to stream live video with audio from the camera on your mobile device to your MOBOTIX HUB surveillance system.

- Use bookmarks to quickly locate relevant video sequences in live videos and video recordings. Share bookmarks with your co-workers.

- Use the Smart Map feature to view and access devices (for example, cameras) of your VMS at multiple locations worldwide through your mobile device.

- Create investigations.

- Activate actions that trigger events in your video surveillance system.

- View videos for alarms that are triggered by various events.

MOBOTIX HUB Mobile has five components:

- MOBOTIX HUB Mobile client is a mobile surveillance app that you can install and use on your Android or iOS device. You can use as many installations of MOBOTIX HUB Mobile client as you need. For more information, see Installing MOBOTIX HUB Mobile Server components (administrators) on page 16

- MOBOTIX HUB Web Client lets you view live video in your web browser and lets you download recordings

- The MOBOTIX HUB Mobile server is responsible for giving the MOBOTIX HUB Mobile client and MOBOTIX HUB Web Client users access to the system

- MOBOTIX HUB Mobile plug-in

- Mobile Server Manager

In addition to acting as a system gateway for MOBOTIX HUB Mobile client and MOBOTIX HUB Web Client, the mobile server can transcode video as the original camera video stream, in many cases, is too large to fit the bandwidth available for the client users.

MOBOTIX HUB Mobile supports direct streaming and adaptive streaming in live mode.

For more information, see the administrator manual for the MOBOTIX HUB Mobile server system component.

MOBOTIX HUB Access and MOBOTIX HUB Mobile (explained)
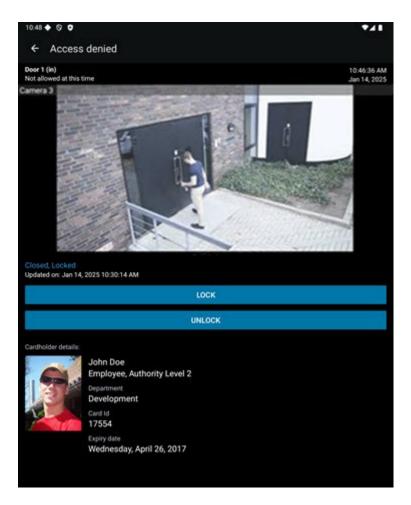
> You must purchase one base license for MOBOTIX HUB Access to enable it in your MOBOTIX HUB system. You must also purchase door licenses for each door you want to control in MOBOTIX HUB.

With MOBOTIX HUB Access and the MOBOTIX HUB Mobile app installed on your smartphone or tablet, you get:

- Live monitoring of events at access points

- Operator aided passage for access requests

- Investigation of events at access points

- Centralized overview and control of door states

- Cardholder information.

Access requests
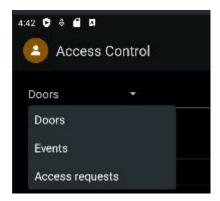
When you get an access request on your device, it may look like this:

Access requests let you:

- View the state of the door, for example, **Closed, Locked**.

- View live video.

- View the cardholder details, for example, picture and authority level.

- Lock doors and grant access to cardholders by unlocking doors.

- Listen to incoming audio in live mode.

- Use the push-to-talk (PTT) feature while you are watching live video from one camera.

Access requests are listed under **Access requests** for two minutes. After that, they appear only in the **Events** list, where you can watch the video recorded when the cardholder tried to gain access.

Requirements and considerations

Before you start (administrators)

To use the MOBOTIX HUB Mobile app for access control purposes, you need:

- A MOBOTIX Advanced Services Plus service agreement

- Licenses required for using MOBOTIX HUB Access. This includes a base license and a door license for each door

- An access control system that is configured and integrated with your VMS

- If you are using one of the products listed below, you must configure the user profiles to enable access control and access requests:

    - MOBOTIX HUB L5

    - MOBOTIX HUB L4

    - MOBOTIX HUB L3

    - MOBOTIX HUB L2

    - MOBOTIX HUB L1

    If you are using MOBOTIX HUB L1, also see Configure user profiles on server (administrators) on page 19.

- You must download the MOBOTIX HUB Mobile app from App Store℠ or Google Play and install it on your smartphone or tablet.

- In the MOBOTIX HUB Mobile app:

    1. You must specify the server settings of the mobile server (see Connect your mobile device to a mobile server or disconnect a mobile server on page 29).

    2. In the server settings, you must enable access request notifications (see Enable access request notifications in MOBOTIX HUB Mobile on page 33).

> 🖉 If you have enabled the **Operator login required** option, the access control system will not be available in MOBOTIX HUB Mobile client. For more information, see the administrator manual for the MOBOTIX HUB Mobile server system component.

Requirements for listening to audio

To listen to incoming audio from the cameras in your MOBOTIX HUB VMS through a mobile device, you must have:

- A microphone attached to a camera.

  > ✎ When a camera in your surveillance system has a microphone attached, you can play audio without any additional settings needed. The audio icon on the camera toolbar shows whether the audio feature is available.

- Sufficient user permissions.

  > ✎ Access to the incoming audio feature may be restricted depending on your user permissions. Ask your system administrator if in doubt.

- HTTP or HTTPS with CA certificate connection.

  If you want to use an HTTPS connection, a digital certificate from a certificate authority (CA) must be installed on your MOBOTIX HUB Mobile server.

  > ✎ CAs issue digital certificates that verify the identities of users and websites that exchange data on the internet. Examples of CAs are companies like Comodo, Symantec, and GoDaddy.

Requirements for using push-to-talk

To use the push-to-talk (PTT) feature on your mobile device in your MOBOTIX HUB VMS, you must have:

- Cameras that have speakers attached.
- Sufficient user permissions.

  > ✎ Access to the push-to-talk feature may be restricted depending on your user permissions. Ask your system administrator if in doubt.

- Allowed the MOBOTIX HUB Mobile app to use the microphone of your mobile device.
- HTTP or HTTPS with CA certificate connection.

  If you want to use an HTTPS connection, a digital certificate from a certificate authority (CA) must be installed on your MOBOTIX HUB Mobile server.

Requirements for using video push

To use video push and to stream video with audio, you must allow the MOBOTIX HUB Mobile app to access the camera and microphone of your mobile device.

Requirements for using Share

In the MOBOTIX HUB Mobile app, you can share items, for example, bookmarks or live videos, with your co-workers. The requirements for using the Share functionality are the following:

- To share an item, your system administrator must have enabled encryption on the management server.

- To view a shared item, you must have added the server it comes from to the server list in your MOBOTIX HUB Mobile app. You must also have user permissions to view the camera this video is coming from.

Requirements for direct streaming

MOBOTIX HUB Mobile supports direct streaming in live mode.

You can use direct streaming to monitor more than 100 concurrent live video streams at Full HD 30 FPS. To do this, you must:

- Use cameras that support the H.264 or H.265 codec.

- Allow direct streaming on your mobile device (see Buttons and settings overview on page 19).

For more information, see the administrator manual for the MOBOTIX HUB Mobile server system component.

Installation

Installing MOBOTIX HUB Mobile Server components (administrators)

This information is primarily for system administrators. For more information, see the administrator manual for the MOBOTIX HUB Mobile server system component.

You can install the MOBOTIX HUB Mobile Server component when you install version 2013 and all later versions of MOBOTIX HUB products:

- MOBOTIX HUB L5

- MOBOTIX HUB L4

- MOBOTIX HUB L3

- MOBOTIX HUB L2

- MOBOTIX HUB L1

To get the most out of MOBOTIX HUB Mobile, make sure that you're using the latest version of your VMS product. Information about the products is available on the MOBOTIX website (https://www.mobotix.com/en/products/vms/mobotixhub).

You can also download MOBOTIX HUB Mobile Server for free from the download page on the MOBOTIX website (https://www.mobotix.com/en/software-downloads).

Where to install the MOBOTIX HUB Mobile Server component

Install the MOBOTIX HUB Mobile Server component on the computer that runs your surveillance system or on a dedicated computer.

If you plan to have more than ten cameras in your system showing video simultaneously, MOBOTIX recommends that you install MOBOTIX HUB Mobile Server on a dedicated computer.

You can install the MOBOTIX HUB Mobile server in various ways:

MOBOTIX HUB product	Installation method	
	Installation on the same computer as the VMS	**Installation on a dedicated computer**
- MOBOTIX HUB L5 - MOBOTIX HUB L4	Complete a **Single Computer** installation of the MOBOTIX HUB VMS software. This installation includes the MOBOTIX HUB Mobile Server.	Run the separate MOBOTIX HUB Mobile Server installer.

MOBOTIX HUB product	Installation method	
	Installation on the same computer as the VMS	Installation on a dedicated computer
• MOBOTIX HUB L3 • MOBOTIX HUB L2 • MOBOTIX HUB L1		

Installing the MOBOTIX HUB Mobile plug-in component

You should install the MOBOTIX HUB Mobile plug-in on all computers that run the Management Client:

1. Run the MOBOTIX HUB Mobile installer.

2. Choose a **Custom** installation and select the plug-in (32-bit or 64-bit). It is safe to install both.

3. Restart Management Client.

Operating systems

MOBOTIX HUB Mobile supports the following operating systems for mobile devices:

Operating system	Devices
Android 10.0 or newer	Smartphones and tablets with Android installed
iOS 15.2 or newer	iPhone, iPad, and iPod Touch

Install MOBOTIX HUB Mobile on a mobile device

On your mobile device, download the free MOBOTIX HUB Mobile application from Google Play or App Store℠.

1. Find the app in the app store by searching for "MOBOTIX HUB Mobile" and then install it on your mobile device.

   The MOBOTIX HUB Mobile logo icon appears on the screen of your device.

2. To run MOBOTIX HUB Mobile, tap the icon.

Installation

To view videos from your cameras, connect the app to one or more mobile servers (see Connect your mobile device to a mobile server or disconnect a mobile server on page 29).

Configuration

Configure user profiles on server (administrators)

You must enable certain user permissions to ensure that users of MOBOTIX HUB Mobile can use access control and view and respond to access requests on their smartphones or tablets. Depending on your VMS, the setup differs slightly.

In Management Client:

1. Expand **Security** and select **Roles**.

2. Select the role that you want to modify.

3. In **Role Settings**, click the **Access Control** tab.

4. If not already selected, select these check boxes:

   - **Use access control** - Required to view access control features in MOBOTIX HUB Mobile

   - **Receive notifications** - Required to receive access requests as push notifications

5. For each required role, repeat the steps above.

6. Save the changes.

Select a language for the app

By default, the MOBOTIX HUB Mobile app uses the language of your device. For example, if your device uses French, the MOBOTIX HUB Mobile client displays in French.

To use a different language, change the language of your device. Then, restart the MOBOTIX HUB Mobile app to apply the change.

> ✎ To use the MOBOTIX HUB Mobile client in a specific language, your device must support that language.

Buttons and settings overview

This topic lists and describes buttons and settings in the MOBOTIX HUB Mobile app. If you see something in the app that you're not sure how to use, you can look it up here.

When you start the app, the **Servers** screen contains the following buttons and settings:

Name	Description
Add server (Android)	Scan the local network for available mobile servers. The MOBOTIX HUB Mobile client has a scanning functionality for finding MOBOTIX HUB Mobile servers based on UPnP.
⋮ (Android) **Edit** (iOS)	• **Add server** (iOS) - Scan the local network for mobile servers. • **Edit** - Edit settings for the server. • **Delete** - Delete the server from the list. • **Connect** or **Disconnect** (Android) - Connect to the mobile server or disconnect the server you are currently connected to.

⚙ (Android) **Settings** (iOS)	View or change:
	
	• **General** settings:
	
	  • **Stay awake** - Enable to keep the screen awake while streaming video.
	
	  • **Push notifications** (Android) - Enable to receive push notifications in the app. To receive push notifications, you must also enable the notifications setting for the app on your mobile device and on the mobile server (see Enable or disable notifications on page 33).
	
	  • **Enable use of biometrics or your device credentials for this app** - Use biometric sensors or your device credentials to unlock the app before you open it (Android and iOS) or before you edit or delete a mobile server (Android). To use the feature in the app, you must enable the setting about biometrics and security on your mobile device.

Name	Description
	• **Video quality** settings: • **Frames per second** - Lower FPS will reduce the bandwidth usage. • **Optimize bandwidth or image quality** - Enable to reduce bandwidth usage. Disable to increase image quality. • **Use lower video resolution** - Enable to allow for higher FPS rates. • **Allow direct streaming on device** - Allow to improve the video quality. Direct streaming is only available if enabled on the server. • **Use keyframes only in live video from multiple cameras** - Enable to use keyframes only and to reduce the usage of CPU power. Disable to use all frames and higher FPS rates. • **Video diagnostics overlay** - Enable to view the FPS (frames per second), the codec, the resolution, and the type of streaming of the video stream in the selected view. The feature displays the information as an overlay to the video and can help you to troubleshoot MOBOTIX HUB Mobile client issues related to the video stream and performance issues. • **Controls** settings: • **Autohide video controls** - Hide the video controls after a period without activity. • **Default PTZ controls** - Select the preferred default setting for the PTZ control. Find more information about using the MOBOTIX HUB Mobile app by tapping the **Help** link.

When you tap **Add server**, the **Add servers** screen contains the following settings:

Name	Description
Add server manually	Enter a name for the server, its IP address or its host name, and select the type of connection that you will use to connect the MOBOTIX HUB Mobile client to the mobile server. By default, the HTTPS connection is selected.

After logging in to a mobile server:

- The user menu in the upper left-hand corner contains the following:

  - Your user name and login authentication type.

  - **Log out** - Tap the button to log out from the server. Logging out will remove your saved user credentials for this mobile server (see Logging in and out on page 42).

  - **Change password** - As a basic user, you can change your password whenever you want to (see Change password in MOBOTIX HUB Mobile client on page 45).

  - The name of the mobile server your mobile device is currently connected to.

  - **Disconnect from server** - Disconnect from the server you are currently connected to. (see Connect your mobile device to a mobile server or disconnect a mobile server on page 29).

  - **Go to the app settings** - Tap the link to go to the MOBOTIX HUB Mobile app settings.

- The top bar in Android and the bottom tabs in iOS can contain the following options:

> The options are available only if you have been given permission to view them, which happens in Management Client.

Name	Description
(Android) (iOS)	Go to **Smart Map** to view and access devices (for example, cameras) of your VMS at multiple locations worldwide through your mobile device. This feature is only available in certain MOBOTIX HUB VMS products.
(Android) (iOS)	View your current location on the smart map visualized by the current location marker. On the smart map toolbar, the location button can show the following location states: • (Android) or (iOS) - The location is centered around your current location marker. • (Android) or (iOS) - The location is not centered around your current location marker. • (Android) or (iOS) - No current location is available on the smart map.
(Android) (iOS)	View live video in a grid view with all cameras in the area that is visible on the smart map. Find the grid view button on the smart map toolbar. To close the grid view, tap (Android) or **Close** (iOS).

Configuration

Name	Description
![filter icon] (Android) ![filter icon] (iOS)	Filter camera views or bookmarks. By default, all views and bookmarks are selected.
![search icon]	Search for a view or a specific camera. • Enter **ptz** to find all your PTZ cameras. • Enter **audio** to find all your cameras that have microphones attached. • Enter **ptt** to find all your cameras that have speakers.
Views (Android) ![views icon] (iOS)	View the available views of cameras on the **Home** screen. Select the view that you want to play video from (live or recorded). The available views are organized in folders: • ![folder icon] (Android) • ![folder icon] (iOS) These folders can contain other folders with views or separate views with cameras - ![grid icon] (Android) or ![grid icon] (iOS). The views can only contain cameras.
Cameras (Android) ![camera icon] (iOS)	View the available cameras listed in the **All cameras** view.
Investigations (Android) ![investigations icon] (iOS)	View investigations created in MOBOTIX HUB Web Client or MOBOTIX HUB Mobile client.
Bookmarks (Android) ![bookmark icon] (iOS)	View the list of bookmarks. You can also: • Edit the bookmark details - ![edit icon] (Android) or **Edit** (iOS). • Share the bookmark - ![share icon] (Android) or ![share icon] (iOS). • Delete the bookmark - ![delete icon] (Android) or **Delete** (iOS).
Actions (Android)	Access outputs and events to activate them.

Configuration

Name	Description
(iOS)	
Alarms (Android) (iOS)	View and react to alarms.
(Android) (iOS)	Video push lets you use the camera on your mobile device to stream video with audio to your surveillance system. On the **Video push** screen, go to (Android) or **Settings** (iOS) to view or change: • **Video resolution** - Select the resolution of the video stream to push. • **Automatic image quality** - Enable to adjust the image quality automatically. If you disable the setting, then you can set the image quality to **Low**, **Medium**, or **High**. • **Location data** - Add location data to the video stream. • MOBOTIX HUB L5 • MOBOTIX HUB L4 • MOBOTIX HUB L3 • MOBOTIX HUB L2 • MOBOTIX HUB L1

In live mode, you can use these buttons to do the following:

Name	Description
(Android) (iOS)	View a list of actions for the selected camera.
(Android) (iOS)	Go to PTZ mode. Shows PTZ controls on the screen so you can pan, tilt and zoom in on the selected camera. Dimmed for non-PTZ cameras.

Name	Description
(Android) (iOS)	View the PTZ preset positions on the selected camera (for PTZ cameras only).
(Android) (iOS)	Take a snapshot of the current frame. Snapshots are saved as follows: • Snapshots are saved to your device's SD card at /mnt/sdcard/MOBOTIX (Android). • Snapshots are saved to your device's **Photo Library** and can be accessed by tapping **Photos** on your device (iOS). You cannot change the save locations.
(Android) (iOS)	Share live video from any camera with your co-workers.
(Android) (iOS)	Go to Smart Map to see the location of the camera you are viewing live video from. This feature is only available in certain MOBOTIX HUB VMS products.
(Android) (iOS)	Start or stop listening to incoming audio from cameras that have microphones attached.
	Start or stop using the push-to-talk (PTT) feature with cameras that have speakers.
(Android) (iOS)	Add a bookmark to live videos to quickly locate relevant video sequences (see Viewing live video on page 46).
(Android) (iOS)	Switch from live mode to playback mode.

In playback mode, you can use these buttons to do the following:

Name	Description
(Android) (iOS)	View a list of created video recordings.
(Android) (iOS)	Turn on and turn off a small picture-in-picture (PiP) for live mode. Tap the button again or double-tap the PiP view to return to live mode.
(Android) (iOS)	Create an investigation.
(Android) (iOS)	Play a video recording forward.
(Android) (iOS)	Play a video recording backward.
(Android) (iOS)	Pause playing a video recording.
(Android) (iOS)	Go forward to the next sequence or go back to the previous sequence.
(Android) (iOS)	Go one frame forward or one frame backward in the sequence.
	Drag the time scroller to go to a specific time in a video recording. Tap the time indicator to open the time picker.

Name	Description
X1	Open a selection of playback speeds.
◀◎ (Android) ◀◎ (iOS)	Play back audio from cameras that have microphones and speakers attached.
▣⁺ (Android) ▣⁺ (iOS)	Take a snapshot in playback mode.
▮ (Android) ▮ (iOS)	Add a bookmark to recorded videos to quickly locate video sequences (see Find and view video recordings on page 60).
← (Android) ‹ (iOS)	Go back to the previous screen.

Connection settings for a mobile server (explained)

When you add a mobile server to your MOBOTIX HUB Mobile app manually, you must configure a list of settings.

Settings on the Add servers screen

Setting	Description
Server name	The name of the server. The name displays in the list of servers on your device and can be anything you want.
Address	The address of the computer where MOBOTIX HUB Mobile Server is running. The server address can be an IP address or a host name.
https:// or	The type of connection that you will use to connect the MOBOTIX HUB Mobile client to the mobile server. By default, the HTTPS connection is selected.

Setting	Description
http://	⚠️ If you select the HTTP connection type, you must ensure that the mobile server also uses an HTTP connection. Otherwise, the MOBOTIX HUB Mobile app and the server cannot communicate. If in doubt, ask your system administrator.
Port number	The port number that the MOBOTIX HUB Mobile client uses to communicate with the server. For HTTP connections, the default port is 8081. For HTTPS connections, the default port is 8082. ⚠️ If you edit the port number, you must also edit the corresponding port number on the mobile server side. Otherwise, the MOBOTIX HUB Mobile app and the server cannot communicate.
Continue login	Go to the **Login** screen.
Save and log in later	Save the mobile server details and log in later.

✏️ If you use an MDM functionality on your mobile device, the mobile server details will be entered automatically.

Settings on the Login screen

Setting	Description
Windows user **Basic user**	Your login authentication type. Select whether you log in as a Windows user or as a basic user.
User name	A mandatory login credential.

Setting	Description
Password	A mandatory login credential. ✎ The user name and password can be based on either basic users set up in Management Client or on Windows users. Windows user credentials are specific to a machine or a domain.
Remember me	Indicate whether you want to remember your user name and password for the next time you connect to an already added server. By default, the setting is enabled.
Log in	Log in to the MOBOTIX HUB Mobile client.
Change password	As a basic user, you can change your password whenever you want to (see Logging in and out on page 42).
Log in with [Name of an external IDP]	If your system administrator has configured a login with an external IDP, use this option to log in to the MOBOTIX HUB Mobile client. For more information, see External IDP and MOBOTIX HUB Mobile client (explained) on page 35.

Connect your mobile device to a mobile server or disconnect a mobile server

You can connect your mobile device to more than one mobile server.

Requirements:

- Get server and user details from your system administrator.

- You have installed and opened the app.

- If you want to use an HTTPS connection, a digital certificate from a certificate authority (CA) must be installed on your MOBOTIX HUB Mobile server.

✎ You cannot connect to the mobile server through your MOBOTIX HUB Mobile app if you use a self-signed certificate. If in doubt, ask your system administrator.

Connect to a server that you have not used before

1. Open the MOBOTIX HUB Mobile app.

2. On the **Servers** screen:

   - Android - Tap **Add server** to scan the local network for mobile servers.

   - iOS - Tap **Edit**, then tap **Add server** to scan the local network for mobile servers.

   > The MOBOTIX HUB Mobile client has a scanning functionality for finding MOBOTIX HUB Mobile servers based on UPnP and it lists these servers under **New servers**.
   >
   > Select one or more servers, and then tap ✓ to save.

   > The **Already added servers** group lists the servers that you have connected to your mobile device before.

3. If you choose to add the server manually, tap **Add server manually**. On the **Add servers** screen specify the following settings:

   - In the **Server name** field, enter a name for the server. The server name shows in the list of servers on your device, and it can be anything you want.

   - In the **Address** field, enter the server IP address or the server host name.

   - Specify the connection type protocol. By default, the connection type is set to HTTPS.

   > To connect to a mobile server with an HTTP connection setting configured, you must set the connection type protocol to HTTP on the app side. If in doubt, contact your system administrator.

   > If you use an MDM functionality on your mobile device, the mobile server details will be entered automatically. For more information, see .

   - To continue login, tap **Continue login** and follow the instructions to log in to the server (see). To save the server details and log in later, tap **Save and log in later**.

Connect to a server that you have used before

1. Open the MOBOTIX HUB Mobile app.

2. From the list of servers in your network, tap the mobile server you want to connect to.

   - If you have previously enabled **Remember me** for this mobile server, tap the server to log in.

   - If you haven't enabled the **Remember me** setting, tap the server and follow the instructions to log in to the mobile server (see).

Connect from an email

> ✎ This connection method uses the Address book service and requires a MOBOTIX Advanced Services Plus subscription package.

Your system administrator can send you an email that contains a unique identifier for the server. Use the identifier to connect your mobile device to a mobile server.

1. On your mobile device, find the email from your system administrator.

2. If MOBOTIX HUB Mobile is not installed, tap the **Download MOBOTIX HUB Mobile** link to go to the store where you can download it. Then, install the app on your device.

3. In the same email, tap **Add your server to MOBOTIX HUB Mobile**.

4. To continue login, on the **Servers** screen, tap the mobile server. Then, follow the instructions to log in to the mobile server (see).

Disconnect a mobile server

If you want to disconnect your mobile device from a server:

- Android and iOS - After you log in to the mobile server, on the server screen:

   1. In the upper left-hand corner, tap the user menu.

   2. Tap **Disconnect from server**.

- Android - After you log in to the mobile server, go back to the **Servers** screen:

   1. In the servers list, go to the server you want to disconnect.

   2. Tap and then tap **Disconnect**.

> ✎ If you have enabled the **Remember me** setting, on your next login, your user credentials will remain saved for the disconnected server.

View and edit connections to mobile servers

If, for example, you want to change the type of connection or select another server as the default server, you can view and change settings for your connections to mobile servers.

1. On the **Servers** screen:

    - Android - In the list of servers, tap ⋮ for the relevant mobile server, then tap **Edit** to open the **Edit server** screen.

    - iOS - Tap **Edit**, then tap the relevant mobile server to open the **Edit server** screen.

2. On the **Edit server** screen, view or edit the server settings:

    - **Secure connection** - Use HTTPS when you connect to a server. By default, the HTTPS connection is enabled.

        > ✏️ If you want to use an HTTPS connection, a digital certificate from a certificate authority (CA) must be installed on your MOBOTIX HUB Mobile server. You cannot connect to the mobile server through your MOBOTIX HUB Mobile app if you use a self-signed certificate. If in doubt, ask your system administrator.

    - **Server connections** - Lists the available server addresses.
        - To add mobile server addresses manually, tap **Add address**. Enter the server address and the port number for the mobile server, and then tap **Add address** (Android) or **Save** (iOS).
        - To edit mobile server addresses:
            - Android - Tap ⋮ for the relevant server address and tap **Edit**. Edit the address and the port number, and tap **Save address**.
            - iOS - Tap **Edit**, tap the relevant server address, and tap **Edit**. Edit the address and the port number, and tap **Save**.
        - To delete mobile server addresses:
            - Android - Tap ⋮ for the relevant server address and tap **Delete**. Then, tap **Yes** to confirm.
            - iOS - Tap **Edit**, tap the red minus icon for the relevant server address, and tap **Delete**. Then, tap **Done**.
    - **Default server** - Enable the setting if you want to always connect to this mobile server when you start MOBOTIX HUB Mobile.
    - **Save server settings** - Tap the button to save your edits.

Enable access request notifications in MOBOTIX HUB Mobile

To receive notifications from your VMS, you have to purchase a MOBOTIX Advanced Services Plus license. Access request notifications are disabled by default.

In addition to the security settings on the server, you must also enable access request notifications in the server settings in the MOBOTIX HUB Mobile app. You must do this for all servers that the app is connected to.

1. Open your MOBOTIX HUB Mobile app, and then do the following:

   - Android - In the list of servers, go to the server you want to connect to, tap ⋮ , and then tap **Edit**.

   - iOS - In the list of servers, in the upper right-hand corner, tap **Edit**, and then tap the server that you want to connect to.

2. Under **Notifications**, enable the **Receive notifications** option per that server.

3. Tap **Notification settings** (iOS) or **Tap to configure** (Android) and enable **Access requests**.

4. Tap **Done**.

5. On the **Edit server** screen, tap **Save** (iOS) or **Save server settings** (Android).

If you have enabled the notifications setting but you haven't saved your user credentials, you are prompted to enter your credentials or use your external IDP login method each time before you open a received notification.

If you disable **Access requests**, you will not be notified about any access requests, and the list of access requests will disappear from the MOBOTIX HUB Mobile app.

Enable or disable notifications

If you have configured events and alarms in your surveillance system, MOBOTIX HUB Mobile can send you a notification when events trigger alarms or when something goes wrong with a device or server. If you have the app open, MOBOTIX HUB Mobile displays the notification in the app.

If you want MOBOTIX HUB Mobile to notify you even when you don't have the app open, you must enable push notifications. Push notifications are sent to your mobile device. Settings for notifications on your mobile device determine how you are notified. For example, it can display a banner or play a distinctive sound.

Push notifications are available only if you have purchased a MOBOTIX Advanced Services Plus license.

To receive notifications, you must enable the notifications setting on the app level (Android), mobile device, and server level.

Steps to enable or disable notifications on app level (Android) and mobile device level

> ✏️ By default, in the MOBOTIX HUB Mobile client, the notifications setting is enabled on the app (Android) and device level.

For Android users

1. Open your MOBOTIX HUB Mobile app.

2. On the **Servers** screen, tap ⚙️.

3. On the **Settings** screen, go to **Push notifications** and enable or disable the setting. To receive push notifications, you must also enable the notifications setting for the app on your mobile device.

For Android and iOS users

1. Go to the settings of your device. Tap **MOBOTIX HUB Mobile**, then tap **Notifications**.

2. Enable or disable the **Allow Notifications** setting.

Steps to enable or disable notifications on server level

> ✏️ By default, in the MOBOTIX HUB Mobile client, the notifications setting is disabled when you add a server.

1. Open MOBOTIX HUB Mobile, and then do the following:

   - Android - From the list of servers, go to the server you want to connect to, tap ⋮, then tap **Edit**. On the **Edit server** screen, under **Notifications**, enable or disable **Receive notifications** per that server. If you haven't enabled the **Push notifications** setting in the app, tap the **Go to the app settings** link. To receive push notifications, you must also enable the notifications setting for the app on your mobile device.

   - iOS - From the list of servers, in the upper right-hand corner, tap **Edit**. Tap the server that you want to connect to, and then under **Notifications**, enable or disable **Receive notifications** per that server. If you haven't enabled the notifications setting for the MOBOTIX HUB Mobile app on your mobile device, tap the **Go to the mobile device settings** link.

     > ✏️ If you disable **Receive notifications**, you will receive server status notifications only. If you have enabled the notifications setting but you haven't saved your user credentials, you are prompted to enter your credentials or use your external IDP login method each time before you open a received notification.

2. To specify the alarms that you will be notified about, tap **Notification settings** (iOS) or **Tap to configure** (Android), and then do one of the following:

   - Enable **Alarms**:

     - Select **All alarms** - You will be notified when any alarm is triggered, regardless of the alarm's owner or source.

     - Select **My alarms** - You will be notified when an alarm that you own is triggered or when someone assigns an alarm to you.

   - Disable **Alarms** - You will not be notified when events trigger alarms. However, you will be able to see those alarm events listed under **Alarms**.

3. To save your changes:

   - Android - Tap **Save server settings**.

   - iOS - Tap **Done**.

External IDP and MOBOTIX HUB Mobile client (explained)

MOBOTIX HUB Mobile client supports login with an external IDP.

IDP is an acronym for Identity Provider. An external IDP is an external application and service where you can store and manage user identity information and provide user authentication services to other systems. You can associate an external IDP with the MOBOTIX HUB VMS.

You can log in to the MOBOTIX HUB Mobile client via an external IDP with MOBOTIX HUB 2022 R3 and later.

> To log in with an external IDP to the MOBOTIX HUB Mobile client, you must use an HTTPS connection.

For more information, see the topic about the login with an external IDP in the administrator manual about the MOBOTIX HUB VMS.

Using biometrics or device credentials to secure the app (explained)

The MOBOTIX HUB Mobile client supports using biometrics or device credentials for identity verification.

To easily and securely verify your identity before you open the app (Android and iOS) or before you edit or delete a mobile server (Android), you can use:

- Biometric authentication - Using your fingerprint or facial recognition

- Your device credentials - PIN, passcode, or other unlock pattern.

You can enable or disable the feature anytime from the app settings.

> To use the feature in the app, you must enable the setting on your mobile device.

Steps to enable the feature for the MOBOTIX HUB Mobile app

In the app, on the **Settings** screen:

1. Under the **General** settings, go to the **Enable use of biometrics or your device credentials for this app** setting.

2. Enable the setting. By default, the setting is disabled.

Streaming video from your mobile device (explained)

Video push lets you stream live video with audio from the camera on your mobile device to your MOBOTIX HUB surveillance system.

This is useful, for example, to collect evidence when you examine an incident.

	"When would I want to stream video from my mobile device?"

- A crowd is forming at an entrance, and you want to show the control room.

- You have witnessed a crime and want footage of the perpetrator.

- You are interviewing a witness and want to record the response.

- A guard is handling a situation, and you want to document his actions.

Your administrator must set up video push

Before you can use video push, your administrator must do the following in Management Client:

- Add a channel to the mobile server.

- Add the Video Push Driver as a hardware device.

- Enable the microphone related to the camera that you use for video streaming.

- Specify the users who can stream video from a device.

	Video push is available in landscape and portrait mode.

For more information, see the administrator manual for the MOBOTIX HUB Mobile server system component.

Set up video streaming on your mobile device

Settings for Android

On the **Video Push** screen, tap ⚙ .

On the **Video push settings** screen, specify the following:

- **Video resolution** - The options for setting the resolution of the video stream are **Low**, **Medium**, **High**, or **HD**.

- **Automatic image quality** - Enable to adjust the image quality of the video stream automatically.

- You can also set the image quality of the video stream to **Low**, **Medium**, or **High**.

- **Location data** - Enable to include details about where you are while you stream the video. This requires that you turn on location information on your device. Only available for:

    - MOBOTIX HUB L5

    - MOBOTIX HUB L4

    - MOBOTIX HUB L3

    - MOBOTIX HUB L2

    - MOBOTIX HUB L1

Settings for iOS

On the **Video Push** screen, tap **Settings**.

On the **Video push settings** screen, specify the following:

- **Video resolution** - The options for setting the resolution of the video stream are **Low**, **Medium**, **High**, or **HD**.

- **Image quality** - Select whether to allow MOBOTIX HUB Mobile to adjust the image quality automatically or to set it to **Low**, **Medium**, or **High**. By default, the **Automatic** image quality is enabled. This can affect the quality of the video.

> 🖊 The MOBOTIX HUB Mobile client will change the compression of the images trying to maintain a stable number of frames per second even on slow connections. This is different from the server-side quality of service, which is used when viewing live video.

- **Location data** - Enable to include details about where you are while you are streaming the video. Only available for:

    - MOBOTIX HUB L5

    - MOBOTIX HUB L4

    - MOBOTIX HUB L3

    - MOBOTIX HUB L2

    - MOBOTIX HUB L1

Listening to incoming audio (explained)

MOBOTIX HUB Mobile client supports incoming audio when you:

- View live video (see Viewing live video on page 46).

    > You can play the incoming live audio from microphones attached to cameras even when there is no live video streaming from these cameras.

- Play back video recordings (see Find and view video recordings on page 60).

The incoming audio is also available in:

- Investigations (see View or create an investigation on page 64)

- Alarms (see View an alarm and take action on page 67)

- Access control (see View doors and take action on page 70, Respond to access requests on page 71, Investigate access control events on page 72)

- Bookmarks (see Bookmarks (usage) on page 51).

Push-to-talk (explained)

The feature enables you to communicate through the MOBOTIX HUB VMS from the microphone of your mobile device with people near a video camera with audio equipment. You can also listen to the recorded conversations in playback mode.

MOBOTIX HUB Mobile client supports the push-to-talk (PTT) feature:

- While you are watching live video from one camera (see Viewing live video on page 46).

- When you play the recorded outgoing audio in video recordings (see Find and view video recordings on page 60).

- In investigations (see View or create an investigation on page 64).

- In alarms (see View an alarm and take action on page 67).

- In access control (see View doors and take action on page 70, Investigate access control events on page 72, Respond to access requests on page 71).

Configuration

> ✏️ You must allow the MOBOTIX HUB Mobile app to have access to the microphone of your mobile device (see Requirements for using push-to-talk on page 14).

When the push-to-talk (PTT) feature is available for use, you will see the **Push-to-talk** button on the camera toolbar. Its icon has the following states:

Icon	Description
🎤 (Available)	In live mode, it shows that the push-to-talk (PTT) feature is available and that you fulfilled the necessary requirements for using it. Tap and hold to start using push-to-talk. Release the button to end transmitting audio.
🎤 (Active)	In live mode, it shows that you are currently using the push-to-talk (PTT) feature. The microphone of your mobile device and the speaker of the video camera are in an active state. The blue pulsating circle indicates the sound level.
🎤 (Disabled)	In live mode, it shows that the push-to-talk (PTT) feature is available but that you did not fulfill the necessary requirements for using it (see Requirements for using push-to-talk on page 14).
(Android) (iOS)	In playback mode, when you tap 🔇 (Android) or 🔇 (iOS), it shows that you can listen to incoming and outgoing recorded audio while playing back a video recording and that you can select the audio source that you want to listen to.

Rules for interrupting push-to-talk

Based on the level of your user permissions (Administrators or Operators), there are two rules for interrupting a push-to-talk session in live mode:

- Users with the same level of user permissions cannot interrupt each other.
- Users with a lower level of user permissions (Operators) cannot interrupt users with a higher level of user permissions (Administrators).

Mobile device management (MDM) (explained)

MOBOTIX HUB Mobile client supports mobile device management (MDM).

Mobile device management (MDM) is a software that secures, monitors, manages, and supports mobile devices deployed across mobile operators, service providers, and enterprises.

Typically, the MDM solutions include a server component, which sends out the management commands to the mobile devices, and a client component, which runs on the managed device and receives and implements the management commands.

> To use the MDM functionality on your mobile device, the administrator of your MOBOTIX HUB VMS must configure the mobile server details on the MDM software platform. The mobile server details include the server name, the server address, the server port, and the connection type protocol.

> ⚠ If the administrator has updated the details of an already added mobile server, you must delete this server from the servers list manually and restart the MOBOTIX HUB Mobile app.

For more information, see the topic about configuring the mobile server details on the MDM platform in the manual about the mobile server.

Direct streaming (explained)

MOBOTIX HUB Mobile supports direct streaming in live mode.

Direct streaming is a video streaming technology that transfers video from an MOBOTIX HUB system to the clients directly in H.264 codec, which is supported by most modern IP cameras. MOBOTIX HUB Mobile client also supports the use of the H.265 codec. Direct streaming does not require any transcoding and, therefore, removes some of the stress on the MOBOTIX HUB system.

The direct streaming technology is in contrast to the transcoding setting in MOBOTIX HUB, in which an MOBOTIX HUB system decodes video from the codec that is used on the camera into JPEG files. Enabling the feature results in reduced CPU usage for the same configuration of cameras and video streams. Direct streaming also increases streaming performance for the same hardware - up to five times as many concurrent video streams compared to transcoding.

You can use direct streaming in the single-camera view, the grid view, and picture-in-picture (PiP).

The video stream falls back from direct streaming to transcoding if:

- The direct streaming feature has been disabled in Management Client, or the requirements have not been fulfilled (see Requirements for direct streaming on page 15).

- The codec of the streaming camera is different than H.264 or H.265.

- The video cannot start playing for more than four seconds.

- The connection with the server or with the camera has been lost.

- You use the privacy masking feature during live video.

Adaptive streaming (explained)

MOBOTIX HUB Mobile supports adaptive streaming in live mode.

Adaptive streaming is useful when you view multiple live video streams in the same view of cameras. The feature optimizes the performance of the MOBOTIX HUB Mobile server and improves the decoding capability and performance of devices that are running MOBOTIX HUB Mobile client and MOBOTIX HUB Web Client.

To take advantage of adaptive streaming, your cameras must have multiple streams defined with different resolutions. In this case, the feature enables you to:

- Optimize video quality - selects the stream with the lowest available resolution that is equal to or higher than the requested resolution.

- Optimize server performance - reduces the requested resolution and then selects the stream with the lowest available resolution that is equal to or higher than the reduced request.

- Optimize resolution for low bandwidth - selects the stream with the lowest available resolution (recommended if you use 3G or an unstable network).

> When zooming, the live video stream requested is always the one with the highest available resolution.

> Bandwidth usage is often reduced when the resolution of the requested streams is reduced. Bandwidth usage also depends on other settings in the configurations of the defined streams.

For more information, see the administrator manual for the MOBOTIX HUB Mobile server system component.

Changing the grid layout on tablets

If you use the MOBOTIX HUB Mobile client on tablets, you can adjust how the app visually represents the cameras by changing the grid layout for cameras. Depending on whether you're in portrait or landscape mode, you can choose between one, two, or three columns.

- To change the grid layout, go to the specific view, tap the grid icon in the upper-right corner, and choose the grid layout you need.

You cannot change the grid layout on smartphone versions of the MOBOTIX HUB Mobile client.

Operation

Logging in and out

You can log in to the MOBOTIX HUB Mobile client as a basic user or as a Windows user, or you can log in with an external IDP. Your system administrator defines the authentication login method in MOBOTIX HUB Management Client.

> ⚠️ MOBOTIX recommends that you use a secure connection when you manage your user credentials.

Steps to log in as a basic user for the first time

To log in as a basic user for the first time, you must change the temporary password that your system administrator has given you:

1. Tap the MOBOTIX HUB Mobile app icon. Then, tap **Add servers**.

2. From the list of servers in your network, tap the mobile server you want to connect to.

3. On the **Add servers** screen, enter the server details and tap **Continue login**.

4. On the **Login** screen:

    1. Select **Basic user** as your authentication login method.

        > ✏️ Your system administrator must define the user profile in the surveillance system.

    2. Enter your user name and temporary password and tap **Log in**. A dialog box appears.

    3. Tap **Continue** to open a new window.

5. Follow the instructions in the **Set a new password** wizard and save your new password.

6. After saving your changes, you will be redirected back to:

    - Android - The **Login** screen to continue your login as a basic user.

    - iOS - The **Servers** screen to continue your login as a basic user. On the **Servers** screen, tap the relevant server to open the **Login** screen.

7. On the **Login** screen, enter your user name and new password. By default, the **Remember me** setting is enabled.

8. Tap **Log in**.

Steps to log in as a basic user

1. Tap the MOBOTIX HUB Mobile app icon.

2. On the **Servers** screen:

   - If you want to log in to a new mobile server, tap **Add server** to open the **Add server** screen. Follow the instructions to connect your mobile device to the mobile server (see Connect your mobile device to a mobile server or disconnect a mobile server on page 29). Then, continue with step three of this procedure.

   - If you want to log in to an already added server, from the list of servers, tap the relevant mobile server.

     - If you have enabled the **Remember me** setting, you log in to the server directly.

     - If you haven't enabled the **Remember me** setting, continue with step three of this procedure.

3. On the **Login** screen:

   1. Select **Basic user** as your authentication login method.

      > ✎ Your system administrator must define the user profile in the surveillance system.

   2. Enter your user credentials. By default, the **Remember me** setting is enabled.

   3. Tap **Log in**.

4. (Optional) If your system administrator has set up two-step verification for your user account, you are asked for a verification code, which the system sends to your email address. If in doubt, ask your system administrator for the email address.

   1. Open your email program and make a note of the numbers.

   2. Enter the code in the MOBOTIX HUB Mobile app and tap **Log in**.

      > ✎ If you do not use the verification code within a specific period of time (the default period of time is five minutes), the verification code times out. You can then request a new code on the screen where you enter the code.

      > ✎ If you exceed the number of allowed code entry attempts (the default number is three), you will be blocked from making more attempts. In that case, you must log out of the MOBOTIX HUB Mobile app and log in again.

> ✎ If your system administrator forces you to change your password on the next login, follow the steps listed above to log in.

> If you use an MDM functionality on your mobile device, the mobile server details will be entered automatically and after you tap on the relevant mobile server, you'll go to the **Login** screen directly. For more information, see Mobile device management (MDM) (explained) on page 40.

Steps to log in as a Windows user:

1. Tap the MOBOTIX HUB Mobile app icon.

2. On the **Servers** screen:

   - If you want to log in to a new mobile server, tap **Add server** to open the **Add server** screen. Follow the instructions to connect your mobile device to the mobile server (see Connect your mobile device to a mobile server or disconnect a mobile server on page 29). Then, continue with step three of this procedure.

   - If you want to log in to an already added server, from the list of servers, tap the relevant mobile server.

     - If you have enabled the **Remember me** setting, you log in to the server directly.

     - If you haven't enabled the **Remember me** setting, continue with step three of this procedure.

3. On the **Login** screen:

   1. Select **Windows user** as your authentication login method.

      > Your system administrator must define the user profile in the surveillance system.

   2. Enter your user credentials. Windows user credentials are specific to a machine or a domain. By default, the **Remember me** setting is enabled.

   3. Tap **Log in**.

> If you use an MDM functionality on your mobile device, the mobile server details will be entered automatically and after you tap on the relevant mobile server, you'll go to the **Login** screen directly. For more information, see Mobile device management (MDM) (explained) on page 40.

Steps to log in with an external IDP

1. Tap the MOBOTIX HUB Mobile app icon.

2. On the **Servers** screen:

   - If you want to log in to a new mobile server, tap **Add server** to open the **Add server** screen. Follow the instructions to connect your mobile device to the mobile server (see Connect your mobile device to a mobile server or disconnect a mobile server on page 29). Then, continue with step three of this procedure.

   - If you want to log in to an already added server, from the list of servers, tap the relevant mobile server.

3. On the **Login** screen, tap **Log in with** [Name of an external IDP] (see .

> ✏️ If you use an MDM functionality on your mobile device, the mobile server details will be entered automatically and after you tap on the relevant mobile server, you'll go to the **Login** screen directly. For more information, see .

Steps to log out from the MOBOTIX HUB Mobile server

1. In the app, go to the server screen.

2. In the upper left-hand corner, tap the user menu.

3. Tap **Log out**.

> ⚠️ Logging out will remove your saved user credentials for this mobile server.

Change password in MOBOTIX HUB Mobile client

Changing your password often increases the security of your MOBOTIX HUB VMS system. If you log in as a basic user, you can change your password whenever you want to, or your system administrator can force you to change your password. If you use the Windows authentication method, only your system administrator can change your password.

> ✏️ To be able to manage your user credentials, you must use MOBOTIX HUB VMS 2021 R1 or later.

To change your password for an already added mobile server:

1. Open the MOBOTIX HUB Mobile app, then on the **Servers** screen, tap the relevant mobile server.

    - If you have saved your user credentials, the server screen displays.

        1. In the upper left-hand corner of the server screen, tap the user menu.

        2. In the user menu, tap **Change password** to open a new browser window.

    - If you haven't saved your user credentials, on the **Login** screen:

        1. Select the **Basic user** authentication.

        2. Tap **Change password** to open a new browser window.

2. Follow the instructions in the **Set a new password** wizard and save your new password.

3. After saving your changes, you'll be redirected to the **Servers** screen in the MOBOTIX HUB Mobile app.

4. Tap the relevant mobile server. The **Login** screen displays.

5. On the **Login** screen, in the **User name** and **Password** fields, enter your user credentials. By default, the **Remember me** setting is enabled.

6. Tap **Log in**.

> ✅ If you have forgotten your current password, you must contact your system administrator. The system administrator will force you to change your password on your next login.

> ✅ Your account will be locked out if you have made many unsuccessful login attempts. You can either wait for the lockout time to expire or contact your system administrator. The administrator can enable your account again and, in addition, may force you to change your password on the next login.

Viewing live video

You can view video only on cameras that are set up in views in MOBOTIX HUB Desk Client. You cannot create views in MOBOTIX HUB Mobile. Also, the MOBOTIX HUB Mobile client displays only video. If a view in MOBOTIX HUB Desk Client contains other types of content, such as maps, text, or HTML pages, the content does not display.

When you connect to a server, the MOBOTIX HUB Mobile client lists your views.

- Android - To access your views, tap **Views**.

- iOS - To access your views, tap ▦.

On the **Home** screen, the available views are organized in folders:

- ▢ (Android)

- ▤ (iOS)

These folders can contain other folders with views or separate views with cameras - ▦ (Android) or ▦ (iOS). The views can only contain cameras.

The list of views offers the following information:

- The name of the folder. This can be **Shared** - with views that everyone can access, or **Private** - with views that you have set up in MOBOTIX HUB Desk Client, and only you can access.

- The name of the view. For example, Building A.

- The number of cameras available in the view.

Start viewing live video from a camera

1. Tap a view to display the cameras that it contains.

2. Tap the preview image for the camera.

3. Optional. Tap 🔇 (Android) or 🔇 (iOS) to start playing audio. Tap 🔊 (Android) or 🔊 (iOS) to stop playing audio (Only for cameras that have microphones attached).

4. Optional. Tap and hold ![mic] to start push-to-talk. Release the icon ![mic] to end transmitting audio (Only for cameras that have speakers).

5. Optional. Tap ![bookmark] (Android) or ![bookmark] (iOS) to add a bookmark to quickly locate relevant video sequences (see).

6. Optional. Tap ![share] (Android) or ![share] (iOS) to share the live video link using your preferred communication app.

> ![pencil icon] To open a live video link shared with you, you must have added the server it comes from to the server list in your MOBOTIX HUB Mobile app. You must also have user permissions to view the camera this video is coming from.

7. Optional. Tap ![map] (Android) or ![map] (iOS) to see the camera's location on the smart map.

Stop viewing live video from a camera, or view another camera

To stop viewing live video:

- Android - Tap ![back arrow]

- iOS - Tap ![back arrow]

To view video from another camera in the view:

- Swipe right or left.

Camera indicators

The camera indicators show you if the camera is detecting motion, recording video, or both. The camera indicators are visible in the camera title bar.

Symbol	Is motion being detected?	Is the video being recorded?
![symbol]	⊗	⊗
![symbol]	⊘	⊗
![symbol]	⊗	⊘
![symbol]	⊘	⊘

Search for a specific camera

If you have lots of views and cameras, you can find a camera by searching for the camera name.

1. Above the list of views, tap ⬛.

2. Enter the name of the camera.

Smart Map in MOBOTIX HUB Mobile client (usage)

Smart Map (explained)

You can now view and access devices (for example, cameras) of your VMS at multiple locations worldwide through your mobile device. This feature is only available in certain MOBOTIX HUB VMS products.

Navigate to Smart Map

1. Connect to a mobile server.

2. On the **Views** tab, tap ⬛ (Android) or ⬛ (iOS) on the top bar. The **Smart Map** screen opens.

3. To close the screen, tap ← (Android) or **Close** (iOS).

Cameras on Smart Map (explained)

On the smart map, you can view all cameras of your VMS in one big picture. When cameras are placed close to each other, on zoom-out, they are grouped in clusters and displayed visually as circular icons. Each cluster shows:

- The number of devices (for example, cameras) inside the cluster (Android and iOS)

- The type of devices (for example, cameras) inside the cluster (Android).

Each camera icon points in the direction as the actual camera points.

Zoom in or zoom out

You can zoom out of the smart map to see your camera locations in multiple cities, regions, countries, and continents, and you can zoom in to quickly go to each location and view live video from the different cameras.

There are different ways of zooming in or out:

- Android and iOS - Double-tap anywhere on the screen except the navigation bar to zoom in. Tap and drag two fingers to move around the screen. Pinch with two fingers to adjust the zoom level.

- iOS - If there is a cluster on the smart map, double-tap anywhere close to the cluster. The map zooms to a level where all the cameras within the cluster are visible as individual camera icons.

- Android - If there is a cluster on the smart map, tap its icon. The map zooms to a level where all the cameras within the cluster are visible as individual camera icons.

- Android - At the bottom of the **Smart Map** screen, tap the plus sign to zoom in or the minus sign to zoom out.

Location on Smart Map

> To fully use this app functionality, you must turn on your device's location setting and allow the app to access your device's precise location.

Before you start interacting with the smart map, the location marker ⬤ shows your current location in the center of the **Smart Map** screen, even if there are no cameras nearby. On maximum zoom in, the circle around the blue dot shows the accuracy of the smart map for your current location. The accuracy diameter is set to 200 meters.

On the smart map toolbar, you can find the location button in the lower-right corner (Android) or the upper-right corner (iOS). Depending on whether the location setting and location permissions are enabled, the location button may have the following states:

Location button	State	What does the state indicate?
(Android) (iOS)	Inactive	The location feature is not available on the smart map. You have not turned on your device's location setting or you haven't allowed the app to access your device's precise location.
(Android) (iOS)	Active	The location feature is available on the smart map, but your current location marker is not in the center of the screen. You may have started scrolling the smart map. To re-center, tap the location button.
(Android) (iOS)	Active	The location feature is available on the smart map, and your current location marker is in the center of the screen. If there are cameras close to your location, you can find and view video from these cameras.

Field of view of the cameras on Smart Map (Android)

On the smart map, you can see the width and depth of the camera field of view. The field of view of the camera icon reflects the field of view of the actual camera and shows the area covered by this particular camera.

Your system administrator enters the values for the width and depth of the camera field of view in MOBOTIX HUB Management Client. Once the values are saved, the camera field of view automatically shows up the next time you open the smart map in MOBOTIX HUB Mobile client. For more information, ask your system administrator or see the section about configuring smart maps in the administrator manual for your MOBOTIX HUB VMS.

> ✅ If you are zoomed out on the smart map, you may have to zoom in until the camera field of view is displayed.

Alarms on Smart Map

On the smart map, you can see the new alarms associated with the cameras and view the alarms' details. This feature is only available in certain MOBOTIX HUB VMS products.

On the smart map, you can see new alarms triggered after you have opened Smart Map visualized with pulsating red circles around the source cameras. Tap the source camera to view live video from this camera and to see the alarm details. You can also tap **View all alarms** to open the **All alarms** list. If the alarm is associated with a source camera that is in a cluster, then tap the cluster to zoom in until you see that particular camera. While you are on the smart map, the update of the alarms state happens automatically once it's been changed by any of your co-workers. On the **Alarms details** screen, tap ▣ (Android) or ▥ (iOS) to go to Smart Map and see the location of the source camera.

View live video from one camera on Smart Map

1. On the smart map, go to the location of the camera you want to view live video from. If, on zoom-out, the camera is in a cluster, zoom in until you see the individual camera icon.

2. Tap the camera icon. A preview with the live video and the camera name inside pops up.

3. Tap the preview popup. The camera view opens, and you can continue viewing the live video feed on the screen.

4. To return to the **Smart Map** screen, tap ← (Android) or ‹ (iOS).

View live video from all cameras in a cluster on Smart Map

1. On the smart map, zoom in to the maximum zoom level and locate the cluster of cameras you want to view live video from.

2. Tap the circular cluster icon to view the live video feed from all cameras on the **All cameras in the cluster** screen.

3. To close this screen and return to the **Smart Map** screen, tap ✕ (Android) or **Close** (iOS).

View live video from all cameras visible on Smart Map

1. On the smart map, go to the location of the cameras you want to view live video from.

2. On the smart map toolbar, tap ▦ (Android) or ▦ (iOS) to open a grid view with all cameras in the area that is visible on the smart map. The live video feed from all cameras starts playing on the screen.

3. To return to the **Smart Map** screen, tap ✕ (Android) or **Close** (iOS).

Bookmarks (usage)

This feature is only available in certain MOBOTIX HUB VMS products.

You can use bookmarks to quickly locate relevant video sequences. You can use the feature in both live mode (see Viewing live video on page 46) and playback mode (see Find and view video recordings on page 60) or while you use video push (see Stream video from your device to your surveillance system on page 66).

Bookmarks (explained)

A bookmark is, essentially, a small video clip. When you bookmark an incident, the system automatically assigns it an ID and adds the user who created the bookmark.

A bookmark video clip typically contains video from a few seconds before and a few seconds after the bookmarked incident (the time interval is specified by the system administrator) to ensure that the incident is recorded, regardless of any delays.

> Depending on your user permissions, you may not be able to add bookmarks from certain cameras due to restrictions. You may be able to view bookmarks even if you cannot add them, and the other way around.

Play bookmark video clip, share bookmark or view bookmark details

1. On the **Home** screen, tap **Bookmarks** (Android) or ▮ (iOS) to open the bookmarks list.

2. On the **Bookmarks** screen, select **All bookmarks** to open the complete list of bookmarks created by all users or **My bookmarks** to open a list of bookmarks that only shows those bookmarks that you have created yourself.

3. Optional. If the list of bookmarks is too long, tap **Load more**.

4. Optional. To make the search easier, you can filter the list of bookmarks (see Filter your bookmarks on page 55).

5. Navigate to the bookmark that you want to view, then tap on it. The **Bookmark details** screen opens.

6. To share the bookmark, tap ⤵ (Android) or ⬆ (iOS). Share the bookmark link using your preferred communication app.

    > To open a shared bookmark, you must have added the server it comes from to the server list in your MOBOTIX HUB Mobile app.

7. To play the bookmark video clip, tap on the video.

8. To view the bookmark video clip in full screen, tap ![icon] (Android) or ![icon] (iOS). Use the playback timeline to go to a specific time in the bookmark video clip (see). Tap ![icon] (Android) or ![icon] (iOS) to take a snapshot. Tap ![icon] (Android) or ![icon] (iOS) to play back audio in the bookmark video clip. Tap ![icon] (Android) or ![icon] (iOS) to go back to the **Bookmark details** screen.

On the **Bookmark details** screen, you can also view:

Name	Description
Headline	The headline of the bookmark that must contain a maximum of 50 characters. The field is required.
Description	The additional description of the bookmark. The field is optional.
Start time	The suggested start time of the bookmark clip is a number of seconds before the time of the bookmark event. The start time is specified by the system administrator.
Bookmark event	The time in the video clip that shows when the bookmark event was triggered.
End time	The suggested end time of the bookmark clip is a number of seconds after the time of the bookmark event. The end time is specified by the system administrator.
Bookmark ID	A unique ID number that is assigned to the bookmark automatically.
Added by	The user who has created the bookmark.
Camera name	The name of the camera that streams the bookmark video clip.
Duration	The duration of the bookmark video clip.
See live video	Tap to return to the video in live mode.

Add or edit bookmarks

You can add bookmarks to live videos and video recordings.

Steps to add bookmarks to videos in live mode:

1. Tap **Views** (Android) or ▦ (iOS), then select the required camera in the view.

2. Tap ▢ (Android) or ◪ (iOS). The bookmark is added with the name **Quick bookmark** assigned by the system automatically.

3. Optional. To change the bookmark name, tap **Edit** on the success message. The **Edit bookmark** screen opens.

   1. In the **Headline** field, enter a name for the bookmark. You can also change the name later.

   2. Optional. Describe the incident. You can also change the description later.

   3. Tap **Save**.

> ✎   The **Duration** of a bookmark clip is determined on the surveillance system server.

Steps to add bookmarks to videos in playback mode:

1. Select the required camera in the view and switch to playback mode.

2. Tap ▢ (Android) or ◪ (iOS). The **Add bookmark** screen opens.

3. In the **Headline** field, enter a name for the bookmark. You can also change the name later.

4. Optional. In the **Description** field, describe the incident. You can also change the description later.

5. Tap ✓ (Android) or **Save** (iOS).

> ✎   The **Duration** of a bookmark clip is determined on the surveillance system server.

> ✎   Depending on your user permissions, you can find the added bookmarks on the timeline of the video recording.

Steps to edit bookmarks

1. On the **Bookmarks** screen, navigate to the bookmark that you want to edit, then tap on it. The **Bookmark details** screen opens.

2. To edit the bookmark, tap ✎ (Android) or **Edit** (iOS). The **Edit bookmark** screen opens.

3. In the **Headline** field, enter a name for the bookmark.

4. Optional. Describe the incident.

5. Optional. Although the time of the bookmark event and the start and end time of the video clip are specified by the system administrator, you can adjust these settings. To do that, navigate to the time setting that you want to edit and tap . The **Edit time frame** screen opens. The time setting that you want to edit is highlighted in yellow.

   1. Drag the time indicator of the setting to the desired position on the timeline. You can also edit the time frame by tapping on the timeline to open the time picker.

   2. Optional. On the **Edit time frame** screen, repeat the step above to edit the other two time settings of the bookmark. The bookmark event time must be between the start time and the end time of the video clip.

6. Tap (Android) or **Save** (iOS).

> The **Duration** of a bookmark clip is determined on the surveillance system server.

Delete bookmarks

Depending on your user permissions, you can delete bookmarks created by yourself or others. If you delete a bookmark, it is removed from the database, and you can no longer access it.

Steps to delete bookmarks:

1. On the **Edit bookmarks** screen, tap (Android) or **Delete** (iOS).

2. On the confirmation message, tap **Delete.**

3. Optional. Tap the bookmark you want to delete and swipe it to the left.

Use the filter

Filter your views

If you want to see a particular type of view only, or if you want to display fewer views, you can apply a filter. All views are displayed when you tap the filter, regardless of whether they are shown or filtered. You can always choose to include a view again.

How you filter views depends on the operating system on your device. To filter views:

1. On the **Home** screen:

   - Android - In the upper-right corner, tap . If a filter is already applied, the icon has a check mark .

   - iOS - In the upper-right corner, tap . If a filter is already applied, the icon is blue .

2. To include or exclude a view, tap the view or use the slider.

3. To apply the filter and return to the list of views:

    - Android - In the upper-right corner, tap ✓ .

    - iOS - In the upper-right corner, tap **Done**.

Discard filter selections

If you haven't saved your selections yet, you can discard them:

- Android - In the upper-left corner, tap ✕ .

- iOS - Undo your selections manually.

Filter your bookmarks

To find a specific bookmark, you can search and use filtering. There are three options for filtering bookmarks:

- You can enter a keyword from the headline, the description, or the complete ID of the bookmark.

- You can select specific cameras.

- You can select a predefined time interval. You can also customize the time interval that you want to apply as a filter.

Steps to filter bookmarks by a keyword

1. On the **Bookmarks** screen:

    - Android - In the upper-right corner, tap ▽ . If a filter is already applied, the icon has a check mark ▽ .

    - iOS - In the upper-right corner, tap ☰ . If a filter is already applied, the icon is blue ☰ .

2. On the **Filter bookmarks** screen, in the **Keywords** field, enter a keyword from the headline or description of the bookmark or enter the complete bookmark ID.

3. To apply the filter and return to the list of bookmarks:

    - Android - In the upper-right corner, tap ✓ .

    - iOS - In the upper-right corner, tap **Apply**.

4. Optional. To undo your filter selection, tap **Clear all filters**.

Steps to filter bookmarks by selected cameras

1. On the **Bookmarks** screen:

   - Android - In the upper-right corner, tap [icon] . If a filter is already applied, the icon has a check mark [icon] .

   - iOS - In the upper-right corner, tap [icon] . If a filter is already applied, the icon is blue [icon] .

2. On the **Filter bookmarks** screen, tap **Select cameras**. The **Cameras** screen opens, and the list of all available cameras is displayed.

3. Optional. To quickly find specific cameras, use the **Search** option.

4. From the camera list, select the cameras that you want to apply as a filter. To undo your selection, tap the selected cameras.

5. Optional. To select all cameras in the list, use the **Select all** option. To undo your selection, tap **Deselect all**.

6. To navigate back to the **Filter bookmarks** screen after you have finished your selection, tap [icon] (Android) or **Filters** (iOS).

7. To apply the selected cameras as a filter and return to the list of bookmarks:

   - Android - In the upper-right corner, tap [icon] .

   - iOS - In the upper-right corner, tap **Apply**.

8. Optional. To undo your filter selection, tap **Clear all filters**.

Steps to filter bookmarks by predefined or custom time intervals

You can filter the list of your bookmarks by using a specific time frame with predefined or custom time intervals between the start time and the end time of the video sequences that you have bookmarked. The default duration of the time frame is set to **2 hours**.

1. On the **Bookmarks** screen:

   - Android - In the upper-right corner, tap [icon] . If a filter is already applied, the icon has a check mark [icon] .

   - iOS - In the upper-right corner, tap [icon] . If a filter is already applied, the icon is blue [icon] .

2. On the **Filter bookmarks** screen, to specify the time frame:

   - Android - Select the **Show specific time frame** check box.

   - iOS - Enable the **Show specific time frame** setting.

3. To open the list of predefined time intervals:

   - Android - Tap the **Predefined time intervals** list.

   - iOS - Tap the **Predefined time intervals** link.

4. Select one of the following time intervals:

   - **Last 2 hours**

   - **Last 6 hours**

   - **Last 12 hours**

   - **Last 24 hours**

   - **Yesterday**

   - **Last 7 days**

5. Optional. To customize the time interval between the start time and the end time of the video sequence that you have bookmarked, tap .

6. To apply the filter and return to the list of bookmarks:

   - Android - In the upper-right corner, tap .

   - iOS - In the upper-right corner, tap **Apply**.

7. Optional. To undo your filter selection, tap **Clear all filters**.

Interact with live video in full screen

Use pan-tilt-zoom controls and PTZ presets

If you're viewing video from a pan-tilt-zoom (PTZ) camera, tap (Android) or (iOS) to use the PTZ controls. Tap controls once to pan or zoom one step.

If your administrator created PTZ presets for the PTZ camera in Management Client, you can use PTZ presets on your device in PTZ mode. PTZ presets are predefined positions in the view.

How you access PTZ presets depends on the operating system on your device.

- Android - Tap .

- iOS - Tap .

From the **PTZ presets** list, select a preset to start using it.

Zoom in or out

You can zoom in or out to get a better look at the video.

- To zoom in, pinch out or tap .

- To zoom out, pinch in or tap .

MOBOTIX HUB Mobile uses digital zoom.

Crop or fit images to the screen

You can resize images to fit them to your screen, or you can crop them. By default, images are fitted to the screen.

The outer parts of images are removed. Tap twice to crop images to fill the screen and preserve the image's aspect ratio.

Display other cameras in the view

If your view contains other cameras, you can swipe right or left to display their video.

Switch to playback mode

If you are recording and something happens that you want to review, you can switch to playback mode to review the footage or start an investigation.

To switch to playback mode:

- Android - Tap ▧ .

- iOS - Tap ▧ .

> ✅ To keep an eye on the live video while you are investigating, turn on picture-in-picture by tapping ▧ . To turn off the picture-in-picture option, tap ▧ again.

Picture-in-picture (usage)

Using picture-in-picture in playback mode

If you see something that you want to investigate, but you don't want to stop observing the current situation, you can display live video using picture-in-picture (PiP) and play back video at the same time.

1. Switch from live mode to playback mode by tapping ▧ (Android) or ▧ (iOS).

2. Depending on the operating system on your device:

   - Android - Tap ▧ .

   - iOS - Tap ▧ .

> ✎ Incoming audio is not available in PiP when you use the feature while you view video

> ✎ recordings.

> ✎ To move the PiP window, tap and hold, and drag the PiP window to the preferred place on the screen.

Return to live video

To view the live video in full screen:

- Double-tap the PiP window.

- Tap ← (Android) or ⟨ (iOS).

Using background picture-in-picture

For Android users

To continue viewing live video, while you browse other content on your mobile device:

1. Minimize the app. The picture-in-picture (PiP) window displays at the bottom-right corner of the screen. Double-tap the PiP window to enlarge it.

> ✎ To move the PiP window, tap and hold, and drag the PiP window to the preferred place on the screen.

2. To use the PiP action buttons, tap the PiP window. Then, you can do the following:

    - To enable or disable the background picture-in-picture, tap ⚙.

    - To add a bookmark, tap 🔖.

    - To return to full screen, tap ⛶.

    - To close the PiP window, tap ✕.

Take a snapshot

When you view a video in live or playback mode, or when you start playing an investigation or a bookmark video clip and find something of interest, you can take a snapshot of that content on your device.

> ✎ If you don't have sufficient user permissions, you will not be able to take snapshots when using the MOBOTIX HUB Mobile app. If in doubt, ask your system administrator.

Snapshots are saved on your mobile device. You cannot change the save locations.

- Android - View snapshots on your device's SD card at `/mnt/sdcard/MOBOTIX`.
- iOS - View snapshots in the **Photo Library**.

To take a snapshot:

- Android - Tap the snapshot button ⊞.
- iOS - Tap the snapshot button ⊞.

The snapshot button is disabled during playback if there are no recordings available.

Find and view video recordings

In playback mode, you can access the recorded video from a camera.

View video recordings from a camera

How you access recordings depends on the operating system of your device.

1. In the view that contains the camera, tap the preview image for the camera.
2. Tap ▶ (Android) or ▶ (iOS).
3. To view a list of recordings from the camera:
   - Android - Tap ▶.
   - iOS - Tap ▶.

Playing back recorded video

Use the timeline controls to play back the recorded video. Controls are shown or hidden depending on what you are doing.

- ▦ - Tap to open the time picker or scroll the timeline to go to a specific time in the recording (see).

- x1 - Speed up or slow down the playback.

- ◀ ▶ (Android) or ◁ ▷ (iOS) - Play the video backward or forwards, and pause the video by tapping ⏸ (Android) or ⏸ (iOS).

- ⏮ ⏭ (Android) or ⏮ ⏭ (iOS) - Go to the previous or next sequence.

- ↺ ↻ (Android) or ↺ ↻ (iOS) - Go one frame forward or one frame backward in the sequence.

In playback mode, you can also:

- ▣ - Hide or display live video from the camera in a picture-in-picture window (see).

- 🔖 (Android) or 🔖 (iOS) - Add a bookmark to quickly locate relevant video sequences (see).

> ✎ Depending on your user permissions, you can find the added bookmarks on the timeline of the video recording.

Playing back audio in video recordings (For cameras that have microphones and speakers attached)

To listen to recorded incoming audio and outgoing audio, tap 🔇 (Android) or 🔇 (iOS) to open the **Audio sources** list and select the audio device that you want to listen to while playing back the video recording.

The options are:

- 🔊 **All sources** - Listen to both the recorded incoming and outgoing audio.

- 🎤 **Microphone** - Listen to the incoming audio only.

- 🔊 **Speaker** - Listen to the outgoing audio only.

- 🔇 **Audio off** (default)

> ✎ You can play back audio only when there is a video recording, and you play the recording forward at normal speed.
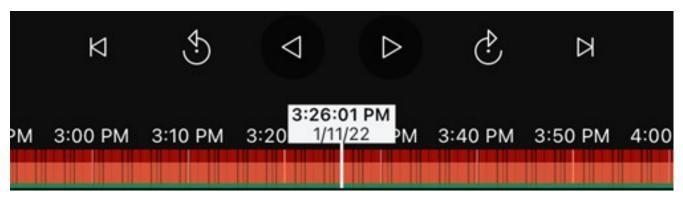
Load more recordings

In the **Recent history** (iOS) or **History** (Android) lists, if you don't find the sequence that you want and more recordings are available, you can load more and keep investigating.

- Android and iOS - Tap **Load more**.

Using the playback timeline (explained)

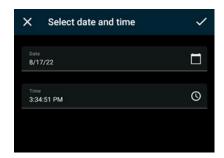The playback timeline is available in playback mode, investigations, and bookmarks.

On the timeline bar:

- Use the timeline controls to play the video forward or backward, to go forward to the next sequence, go back to the previous sequence, or go one frame forward or backward in the sequence.

- Speed up or slow down the playback speed.

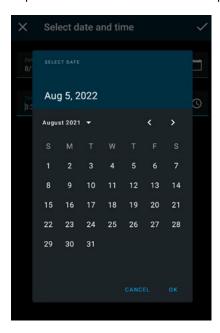- Specify the date and time of the recording.

For Android users:

1. On the timeline bar, tap the time indicator to open the time picker.

2. On the **Select date and time** screen:

- Tap to select the date and then tap **OK**. You can also type the desired date into the **Date** field.

- Tap to select the start time and then tap **OK**. You can also type the desired start time into the **Time** field.

- Tap to save your changes. The recording loads at the selected start time and date.

For iOS users:

1. On the timeline bar, tap the time indicator to open the time picker.

2. Select the start time of that part in the recording that you want to play back.

3. Tap **Confirm**. The recording loads at the selected start time.

For Android and iOS users:

- On the timeline bar, drag the time scroller to the right or to the left to adjust the start time of that part in the recording that you want to play back. In the center of the time scroller, the time indicator shows the selected time in the recording. While you drag the time scroller, you see the frames currently selected in the recording. When you stop dragging the time scroller, the recording that you want to play back loads at the selected start time.

> The maximum time period displayed on the timeline is 24 hours, with a four-hour time interval between frames. The minimum time interval between frames is one minute.

Colors in the timeline

- Light red indicates recordings.

- Red indicates motion.

- Light green indicates incoming audio.

- Green indicates outgoing audio.

View or create an investigation

If you are using investigations in MOBOTIX HUB Web Client, you can use MOBOTIX HUB Mobile to view and create investigations. You can preview video from investigations, but you cannot download it to your mobile device.

View ongoing and completed investigations

How you access investigations depends on the operating system of your mobile device.

Operation

> ✅ You can quickly refresh the list of investigations by swiping down from the top. You need to be at the top of the list. Otherwise, you will scroll instead.

1. To go to investigations:

   - Android - Tap **Investigations**.

   - iOS - On the **Navigation** pane, tap .

2. Optional: On the **Investigations** screen, you can filter investigations:

   - **My investigations** - View your investigations.

   - **All investigations** - View your investigations and those that other people created. Your administrator must enable you to do this.

3. To see the details of an investigation, tap the investigation.

4. To view the video in the investigation:

   - Tap **See camera**.

5. To go to a specific time period in the investigation, on the timeline bar, tap to open the time picker or scroll the timeline to go to a specific time in the recording (see).

Create an investigation

When you create an investigation, the video is saved on the mobile server that you are connected to, not on your mobile device. To view the video on your device, you must connect to the server.

1. Find the camera that recorded the video, then tap the preview image to maximize it.

2. Tap (Android) or (iOS), then:

   - Android - Tap .

   - iOS - Tap .

3. Specify the time to define the period to investigate.

4. Tap **Create**.

Listen to audio in an investigation

If you create an investigation from a camera with audio devices (microphone and speaker) attached, you can listen to incoming and outgoing recorded audio when you play the recording forward at normal speed (see).

Stream video from your device to your surveillance system

If your system administrator has set up video push in Management Client and has enabled you to use video push, you can stream video with audio from your device to your surveillance system. For more information, see Streaming video from your mobile device (explained) on page 36 and Requirements for using video push on page 14.

How you access and use video push depends on the operating system on your device:

1. Access video push:

    - Android - In the bottom-right corner, tap [icon].

    - iOS - In the navigation bar, tap [icon].

2. Stream the video from the front-facing or back-facing camera of your device:

    - Android and iOS - tap [icon].

3. Start streaming video:

    - Android - Tap [icon].

    - iOS - Tap [icon].

4. Optional. Start audio in the video push:

    - Android and iOS - Tap [icon].

5. Optional. Stop audio in the video push:

    - Android and iOS - Tap [icon].

6. Stop recording:

    - Android - Tap [icon].

    - iOS - Tap [icon].

Bookmark an interesting moment

If you see something that you will want to investigate later, you can bookmark the moment in the video while you are streaming the video from your device to your surveillance system.

To add a bookmark:

- Android - In the upper-right corner, tap [icon].

- iOS - In the upper-left corner, tap **Bookmark**.

On the **Bookmarks** screen, you can view, edit, or delete the bookmark that you have added. For more information, see Bookmarks (usage) on page 51.

Investigate the video you streamed

MOBOTIX HUB Mobile records the video that you stream so that you can investigate it.

1. Go to the view with the video push camera.

2. Tap the camera to go to full screen.

3. To play back the recording, tap ▶ (Android) or ▶ (iOS).

4. Use the timeline controls to investigate the video.

View an alarm and take action

Alarms can be triggered by various events, such as a camera stopping working, a pane of glass getting shattered, or a blacklisted license plate being seen on camera.

> ✏ To view alarms, ask your system administrator to set up alarms and give you the required user permissions.

1. Open **Alarms**:

   - Android - Tap **Alarms**.

   - iOS - Tap 🔔.

2. From the **All alarms** list, find the alarm you want to view and tap it to open the alarm details screen.

On the alarm details screen:

1. You can view or change:

   - The state of the alarm

   - The person to whom the alarm is assigned

   - The priority of the alarm.

2. You can also view:

   - The event that has triggered the alarm

   - The time of the occurrence

   - Additional instruction text, if any

   - The name of the source action related to the alarm.

3. To play the video from the source camera directly on the alarm details screen, tap ▶ on the video thumbnail.

4. If there is more than one camera associated with this alarm, you can tap the message about seeing the associated cameras to open the grid view and check the recordings from all cameras.

5. You can also play the video from the source camera in playback mode and use the timeline controls. To do that, tap ▶ (Android) or ▶ (iOS) to open the screen with the video playback.

6. To see where the source camera is located on Smart Map, tap ▮ (Android) or ▥ (iOS).

On the screen with the video playback:

1. You can use the timeline controls to play the video backward or forward. You can also add a bookmark to quickly locate sequences in the recording.

2. If the camera has audio devices (microphone and speaker) attached, you can listen to incoming and outgoing recorded audio when you play the video forward at normal speed (see Find and view video recordings on page 60).

3. You can create an investigation to save the video for later or share it with others. To do that, tap ⧉ (Android) or ⧉ (iOS). You can also specify the time to define the period you want to investigate. Then, tap **Create**.

4. To take a snapshot of the video you are viewing, tap ⊞ (Android) or ⊞ (iOS).

5. To enable the picture-in-picture mode, tap ◰ (Android) or ◰ (iOS).

6. To go to the list of all recordings from this camera, tap ▷ (Android) or ▷ (iOS).

Acknowledge an alarm

1. On the alarm details screen, tap ← (Android) or ‹ (iOS) to go back to the **All alarms** list and find this particular alarm.

2. Swipe the alarm left or right and tap **Acknowledge**.

> ⚠ To learn about the Emergency Alert feature, see Emergency Alert in MOBOTIX HUB Mobile on page 68.

Emergency Alert in MOBOTIX HUB Mobile

> ✎ For this functionality to work, it requires push notifications. Push notifications are available only if you have purchased a MOBOTIX Advanced Services Plus license.

> ⚠️ Emergency Alert is a type of alarm triggered when a set of conditions is met. These conditions are based on policies defined by your organization and reflected in the alarm category and definition set in MOBOTIX HUB Management Client by your system administrator. For more information, ask your system administrator or see the section about configuring alarm data settings in the administrator manual for your MOBOTIX HUB VMS.

> ✏️ If in doubt about your user permissions, contact your system administrator.

When a potential threat is detected, Emergency Alert enables you to receive alarm notifications of the highest severity level, view the alarm details, and immediately act.

When you receive an Emergency Alert, on the alarm details screen, do the following:

1. Tap ▶ on the video thumbnail to play the video from the source camera.

2. Take the necessary action on the same screen:

    - Tap **Acknowledge the alarm** to change the alarm state to **In progress**. You can also view the alarm details and tap 🎬 (Android) or ▶️ (iOS) to play the video in playback mode and use the timeline controls. For more information, see .

    - Tap **Mark as false positive** to reject and close the alarm. Only choose this option if you are certain the alarm is a false positive. Use with caution.

3. To see where the source camera is located on Smart Map, tap 📍 (Android) or 🗺️ (iOS).

Using actions in MOBOTIX HUB Mobile

If your system administrator has given you permission, you can trigger actions if you need to. In the clients, actions are outputs and events that you can activate. For example, you can:

- Start or stop recording.

- Switch to a different frame rate.

- Trigger SMS and email notifications.

- Move PTZ cameras to PTZ preset positions.

- Activate hardware output.

View and trigger actions

You can view and trigger actions in several places:

- The list of views

- When you view live video

- The **Actions** screen

View actions on the Actions screen

1. To view the list of actions that are grouped by **Outputs** and **Events**:

    - Android - Tap **Actions**.

    - iOS - Tap ⚡.

Trigger an action

1. There are two ways to trigger an action:

    - Android and iOS - In the list of actions, tap the action, and then confirm that you want to trigger the action.

    - Android and iOS - In live mode, on the camera toolbar, tap ▤ (Android) or ▤ (iOS) and select the action that is associated with the camera and that you want to trigger.

React to a notification

MOBOTIX HUB Mobile can notify you when something requires your attention even when you're not using the app. For example, the system can notify you when an alarm is triggered.

React now or later

To react immediately, tap the notification to open MOBOTIX HUB Mobile and investigate what happened. When you do this, MOBOTIX HUB Mobile does not store the notification.

If you don't want to react immediately, you can view the notification later:

- Android - Go to the **Notification Area**. Open the notification drawer to see the details.

- iOS - Go to the lock screen or the **Notification Center**.

View doors and take action

You can check the door's state, for example, **Closed**, **Unlocked**, and view live video or play back recorded video from the cameras monitoring the door. If the cameras have audio devices attached, you can also:

- Listen to the incoming audio and use the push-to-talk (PTT) feature in live mode.

- Listen to the incoming and outgoing audio in playback mode.

Based on the state of the door, you can either lock or unlock it.

> ✏️ **Lock** and **Unlock** are the standard options, but other commands may be defined in your access control system.

1. Open **Access control**:

   - Android - Tap **Access Control**, then tap ▼ and select **Doors**.

   - iOS - Tap 🚪, then tap **Doors**.
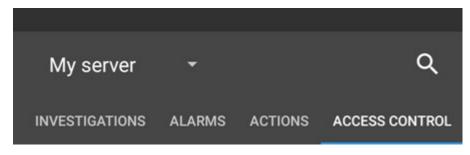
     A list of doors appears.

2. Tap the door that you want to view.

3. View video in live mode from the camera monitoring the door.

4. Optional. Tap 🔇 (Android) or 🔇 (iOS) to start playing incoming audio. Tap 🔊 (Android) or 🔊 (iOS) to stop playing audio (Only for cameras that have microphones attached).

5. Optional. Tap and hold 🎤 to start push-to-talk. Release the icon 🎤 to end transmitting audio (Only for cameras that have speakers).

6. If required, **Lock** or **Unlock** the door. The state of the door changes.

7. To play back the video, tap the live image and then tap 🎬 (Android) or 🎬 (iOS). You can see the video stream in live mode even when you are in playback mode.

8. Optional. If the camera has audio devices (microphone and speaker) attached, you can listen to incoming and outgoing recorded audio when you play the video recording forward at normal speed (see).

Respond to access requests

When someone tries to enter a building using a door controller and access is denied, an access request is sent to your app. Depending on your access control system, you can respond by, for example, unlocking the door to let the person enter.

1. If you are using a VMS that supports push notifications, open the access request from the notification bar. This example is from an Android tablet. It may look different on iOS.

Or:

1. Open the app, and in the list of servers, tap the server that you want to connect to.

2. Open **Access control**:

   - Android - Tap the **Access Control** tab, then tap ▼ and select **Access requests**.

   - iOS - Tap ⬛, then tap **Access requests**.

3. Tap an access request to open it. After opening the access request, you will see:

   - Live video from the cameras at the door.

   - Details about the person who tries to enter.

   > ✎ After two minutes, access requests disappear from the list. You can find them in the **Events** list.

4. To switch cameras, swipe the live image left. If there are more than two, swipe several times.

5. Optional. Tap 🔇 (Android) or 🔇 (iOS) to start playing incoming audio. Tap 🔊 (Android) or 🔊 (iOS) to stop playing audio (Only for cameras that have microphones attached).

6. Optional. Tap and hold 🎤 to start push-to-talk. Release the icon 🎤 to end transmitting audio (Only for cameras that have speakers).

7. Now you can either **Lock** or **Unlock** the door.

8. To play back the video before or at the time when the cardholder tried to enter:

   1. Tap the live image. The live video feed displays in a bigger view.

   2. Tap 🎬 (Android) or 🎬 (iOS) to switch to playback mode. In the changed view, you can still view the live video at the top.

   3. Optional. If the camera has audio devices (microphone and speaker) attached, you can listen to the incoming and outgoing recorded audio when you play the video recording forward at normal speed (see Find and view video recordings on page 60).

Investigate access control events

You may want to check who entered a building during the last hour or who was denied access. Other examples of access control events are **Door controller tampering** and **Door controller power failure**. Such events are defined in the access control system.

> ✎ By default, all access control events from the last 30 days are displayed.

1. Open **Access control**:

   - Android - Tap the **Access Control** tab, then tap and select **Events**.

   - iOS - Tap , then tap **Events**.

2. Optional. If the event is not in the list, tap **Load more** at the bottom of the list to view more events.

3. Tap an event to view details about it. For example, if the event is **Door Locked**, tap **View door** to check the state of the door or to lock or unlock the door.

4. To play back the video recorded at the time of the event:

   - Android - Tap .

   - iOS - Tap .

5. Optional. If the camera has audio devices (microphone and speaker) attached, you can listen to two-way recorded audio when you play the video recording forward at normal speed (see).

MOBOTIX

BeyondHuman**Vision**