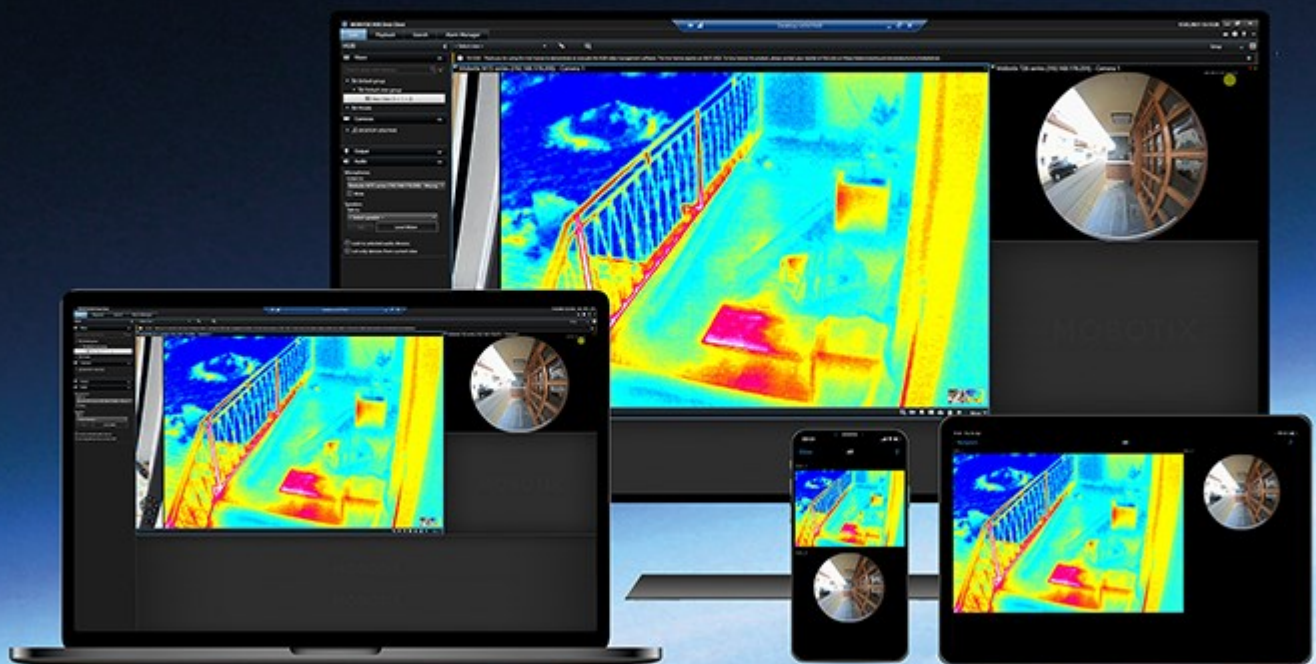


Fundamentals

MOBOTIX HUB Desk Client 2023 R3

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Introduction

What's new?

MOBOTIX HUB Desk Client 2023 R2

The first version of this document.

Other resources

You can find other documents with explanations to how to solve operator, investigator, and supervisor tasks in MOBOTIX HUB Desk Client.

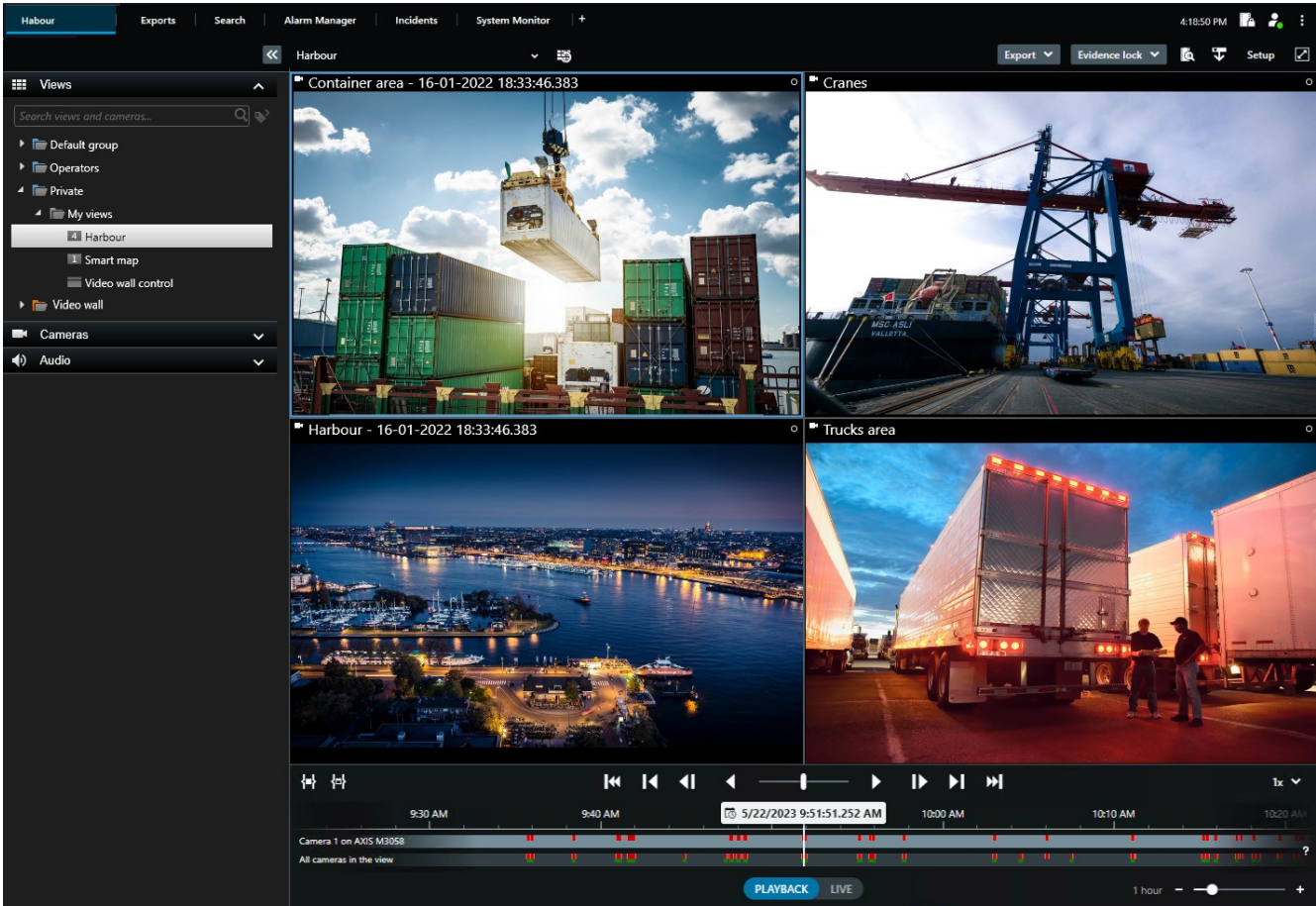


If the manuals and guides for MOBOTIX HUB Desk Client do not provide the information you need, contact your reseller.

MOBOTIX HUB Desk Client

MOBOTIX HUB Desk Client is a desktop application designed to help you manage and view video from the cameras connected to your MOBOTIX HUB VMS system. Through MOBOTIX HUB Desk Client you have access to live and recorded video, instant control of cameras and connected security devices. You can perform advanced searches to find any video data and supported metadata stored on the server.

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

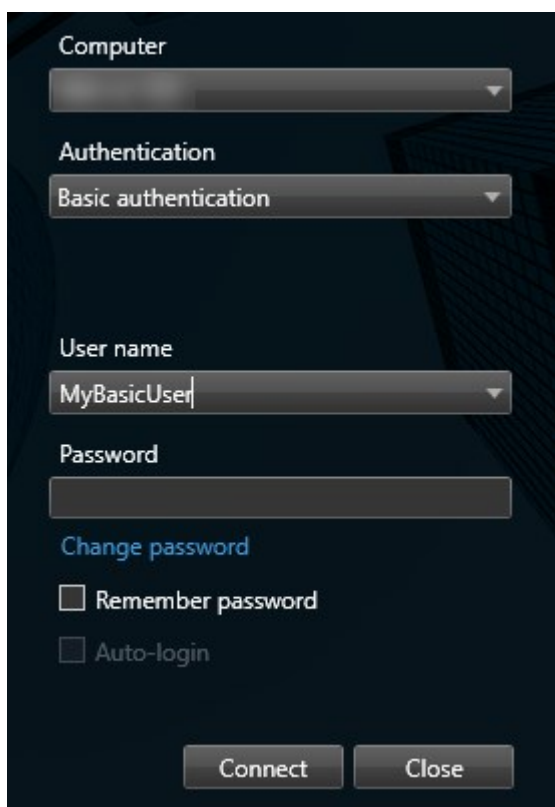


Logging in and changing language

Log in and log out

Log in

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

The image shows the login window of the MOBOTIX HUB Desk Client. It has a dark blue background with a subtle grid pattern. The window contains several fields and options: a 'Computer' dropdown menu, an 'Authentication' dropdown menu set to 'Basic authentication', a 'User name' dropdown menu with 'MyBasicUser' selected, a 'Password' text field, a 'Change password' link in blue, two checkboxes for 'Remember password' and 'Auto-login', and two buttons at the bottom: 'Connect' and 'Close'.

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

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

Logging in and changing language

4. Click **Connect**.
5. Depending on the configuration, you are asked if you want to restore the windows and tabs left open when you last logged out.
6. If your system administrator has set up login authorization, one of your colleagues must authorize your login before you can start MOBOTIX HUB Desk Client.

If a problem occurs during login, you receive an error message.

Log out

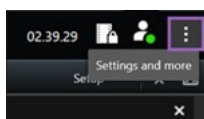
- On the global toolbar, select **User menu**. Select **Log out**.

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

Change the language of MOBOTIX HUB Desk Client

MOBOTIX HUB Desk Client is available in several languages.

1. From the global toolbar, select the **Settings and more** button.



2. Select **Settings**.
3. On the **Language** tab, select the language you want to use.

Right-to-left languages

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

Understand the user interface

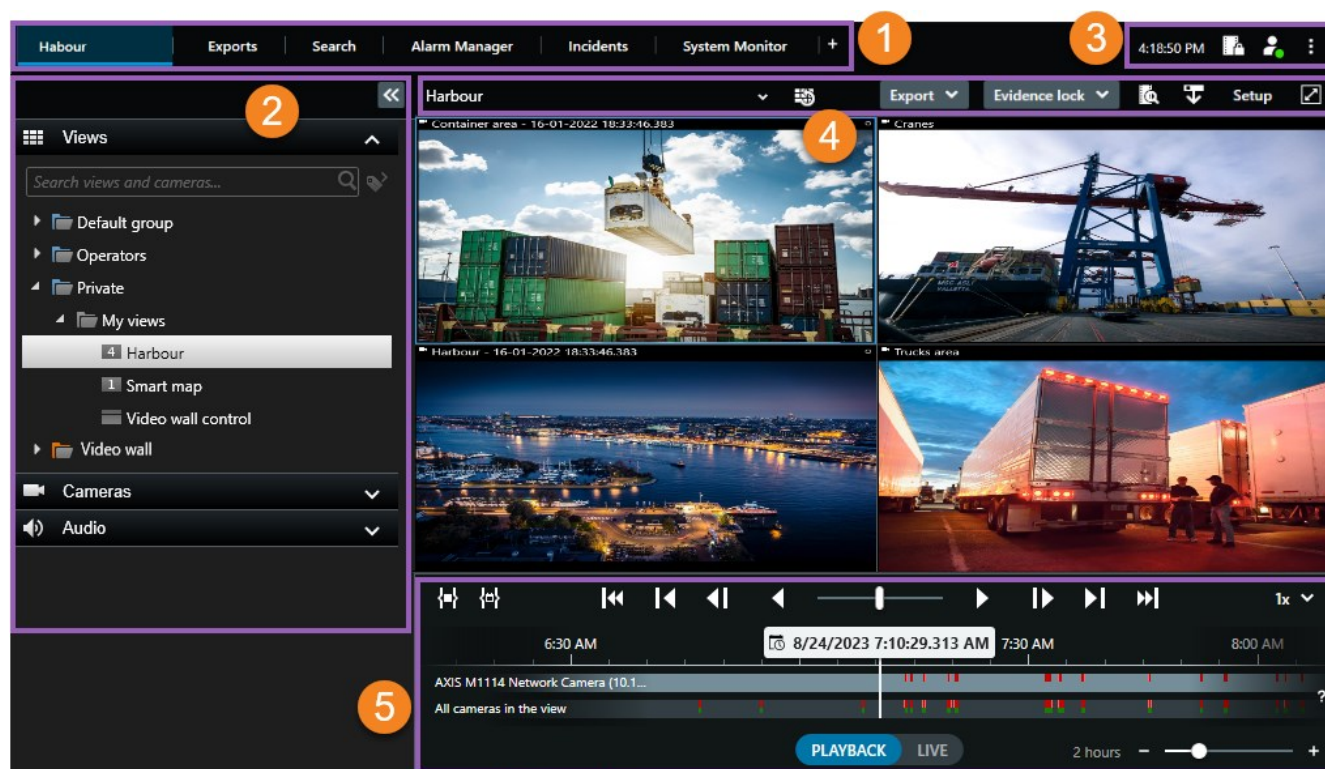
User interface overview

MOBOTIX HUB Desk Client is a desktop application designed to help you manage and view video from the cameras that are connected to your MOBOTIX HUB VMS system.

References in our documentation made to the positioning of user interface elements presume that you are using MOBOTIX HUB Desk Client with a left-to-right language layout. See also [Change the language of MOBOTIX HUB Desk Client on page 8](#).

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

1. Standard tabs like **Views**, **Exports**, **Search**, **Alarm Manager**, and **System Monitor**, located in the upper-left corner of the MOBOTIX HUB Desk Client. See [Standard tabs on page 10](#).
2. Standard panes for setting up views and cameras, located below the standard tabs.
3. The global toolbar with access to **Evidence lock list**, **User profile**, and **Settings and more**, located in the upper-right corner.
4. The workspace toolbar with access to **Export**, **Evidence lock**, and **Setup**, located just below the global toolbar. The features in the workspace toolbar changes according to the selected tab.
5. Main timeline. The main timeline is available if you select the **Views** tab. It is located at the bottom of the window.



Standard tabs

MOBOTIX HUB Desk Client comes with a set of standard tabs for your daily surveillance tasks.

Some of the MOBOTIX HUB extensions have tabs that are specific to their functionality.



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

The main views tab

You can create as many tabs with views as you want in MOBOTIX HUB Desk Client's main window and in detached windows. Tabs with views are named after the selected view.

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

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

Additionally, you can:

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

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

The Exports tab

When you want to export video data, you add the relevant sequences to the **Export list**. For each sequence in the **Export list**, you can change the time span by clicking the **Start time** and the **End time**.

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

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

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

The Search tab

From the Search tab you can search through all your recordings and apply filters to refine your search. For example, you can use filters to find vehicles, people, or recordings with motion detected in specific areas.

From the search results, multiple actions are available.

The Alarm Manager tab

Understand the user interface

On the **Alarm Manager** tab, you can view and respond to incidents or technical problems that have triggered an alarm. The tab displays an alarms list, an alarms preview, and any available maps.

The System Monitor tab

The color-coded tiles on the **System Monitor** tab provide an overview of the current state of the computer running MOBOTIX HUB Desk Client, your system servers, cameras, and additional devices.

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

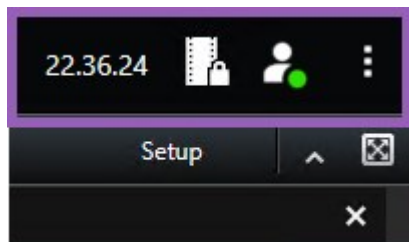
If a tile changes color and you want to identify the server or parameter that caused the change, click the tile. This opens an overview at the bottom of the screen. Click the **Details** button for information about why the state changed.



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

Global toolbar

From the global toolbar, in the upper-right corner of the MOBOTIX HUB Desk Client, you have access to information about your MOBOTIX HUB Desk Client and how to change the system settings. This includes:



Time zone

Set up time zone.

Shortcut to Evidence lock list

The **Evidence lock list** shows evidence locks you have created. You can sort, filter, and search the evidence locks list and see detailed information about each evidence lock.

User menu

From your **User menu**, you can see your **Login information**, and you can log out from the MOBOTIX HUB Desk Client. See [Log in and log out on page 7](#). **Login information** contains information about the status of the MOBOTIX HUB VMS servers that your MOBOTIX HUB Desk Client is connected to.



A red circle on the **User menu**



indicates that one or more servers are unavailable.

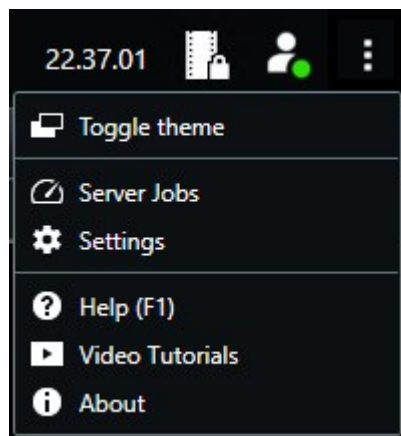
Select **Login information** to view the server status.

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

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

Settings and more window:

The **Settings and more** window covers:




- **Toggle theme**—you can switch the MOBOTIX HUB Desk Client theme to dark or light.
- **Server jobs**—depending on your user permissions to retrieve data from interconnected hardware devices or cameras that support edge storage, you can view the server jobs created for each data retrieval request for these devices.
- **Settings**—you can configure MOBOTIX HUB Desk Client settings and behavior, joysticks, keyboard shortcuts, language, and more.
- **Help**—you can access the help system, play online video tutorials, or view version number and plug-in

information.

- **About**—information about the latest MOBOTIX HUB Desk Client plug-ins and versions.

Workspace toolbar

From the workspace toolbar in MOBOTIX HUB Desk Client, you have access to several important features that help you perform your daily surveillance tasks. These features include:

Feature	Description
Select view	Shortcut to the Views pane to the left.
Reload view	Select Reload view to restore your original view.
Export	Export video evidence.
Evidence lock	Create evidence lock to prevent evidence from being deleted. View evidence locks with devices that you have permissions to access.
Retrieve data	Retrieve recordings from interconnected hardware devices or cameras that support edge storage.
Setup	Enter setup mode.
Toggle full screen mode 	Toggle between full screen and a smaller window that you can adjust to the size you want.
Lift privacy masks	Users with sufficient user permissions can temporarily lift privacy masks ¹ .

Timelines

Several timelines

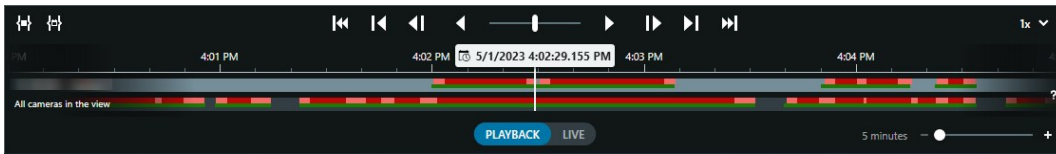
There are several timelines in MOBOTIX HUB Desk Client that you can use for navigating your recordings. The main timeline has the most features, but other less feature-rich timelines are available in specific contexts.

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

Understand the user interface

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

The main timeline



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

Select a views tab and switch to playback mode to show all the timeline controls.

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

The timeline tracks




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

If you have detached windows that are synced in time with the main window, recordings from cameras and devices in these windows are also shown on the lower timeline track.

Color legend


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

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

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



Bookmarks

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

Additional markers

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



The vertical line



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

Navigating the recordings from the timeline

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

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

The timeline controls

Controls	Description
	Switch between playback or live mode.
	Navigate the video in different directions and speeds. The further you drag the control to the sides, the faster the playback speed.
	Play backward  or forward  in time. When you select one of the play buttons, the button turns into a pause button  .
	Move to the frame just before  or after  the one currently viewed.
	Move to the start of the previous sequence  or the next sequence  .
	Move to the first sequence  or last sequence  in the database.
	<p>There are two ways of selecting a period of recordings for export, creation of evidence lock or other.</p> <p>Select start and end time in timeline : Select to switch the timeline and view into selection mode. Select which view items to include and drag the time selection brackets on the timeline tracks to change the start and end time for the video sequences you want to select.</p> <p>Select start and end time in calendar : Select to specify the start and end date and time from a calendar. The timeline track jumps to the selected start time, and the time selection brackets surround the selected period.</p>
	Change the playback speed.
	Specify the timespan of the timeline tracks. Alternative: use CTRL + scroll wheel.

The context-specific timelines

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

Understand the user interface

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

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

Extensions

General about extensions

MOBOTIX has developed various extensions. Extensions are products that extend the MOBOTIX HUB VMS products' functionality with additional specialized functionality. Your MOBOTIX HUB license file controls the access to extensions.

Because MOBOTIX HUB is an open platform also third-party extensions can also be integrated with your MOBOTIX HUB VMS and add functionality to MOBOTIX HUB Desk Client.



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

In MOBOTIX HUB Desk Client, access to functionality from extensions also depends on your user permissions.

MOBOTIX HUB Access

MOBOTIX HUB Access integrates events from one or more access control systems with the features of the MOBOTIX HUB video management software. You can use MOBOTIX HUB Access with access control systems from vendors that offer a vendor-specific plug-in for MOBOTIX HUB Access.



If you have an **Access control** tab in MOBOTIX HUB Desk Client, you have access to features from the MOBOTIX HUB Access extension.



The incidents registered by access control systems generate events in the MOBOTIX HUB system.

- In live mode, you can monitor access control events in real time from the cameras associated with a door. In setup mode, you can customize your **Access monitor** view items with overlay buttons. In a map view item, you can drag access control units onto the map.

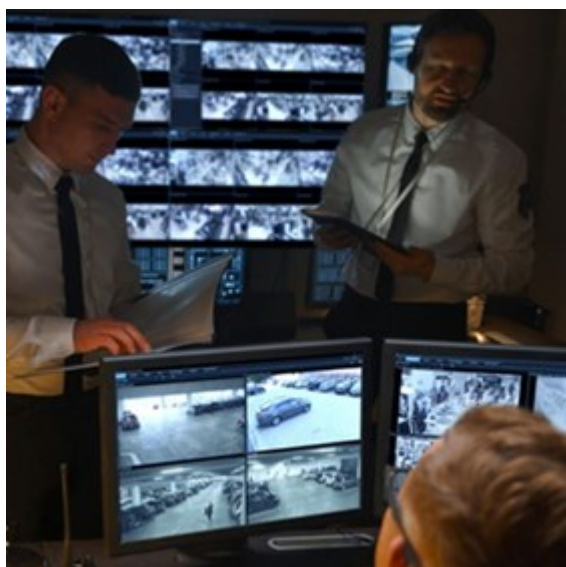
- On the **Access control** tab, you can view and investigate events, door states, or cardholders. You can search or filter on events and review any related footage. You can create a report of the events for exporting.
- When a person requests access and if your system is configured for it, a separate notification pops up with a list of related information next to the camera feed. You can trigger access control commands, such as locking and unlocking of doors. Available commands depend on your system configuration.

MOBOTIX HUB Incident Manager

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



If you have access to MOBOTIX HUB Incident Manager functionality in MOBOTIX HUB Desk Client, you can among others start an incident project under the **MIP plug-ins** pane and find incidents project on the **Incidents** tab. The presence of an **Incidents** tab alone does not indicate if you have access to the functionality offered by the MOBOTIX HUB Incident Manager extension.



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

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

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

The MOBOTIX HUB Incident Manager extension is compatible with:

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

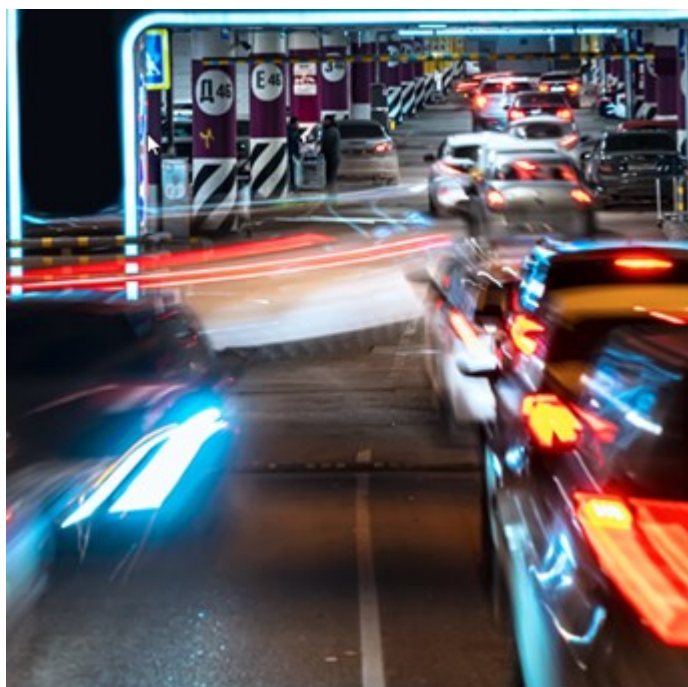
See also the user manual for MOBOTIX HUB Incident Manager.

XProtect LPR

A MOBOTIX extension that is designed for recognizing license plates in cameras' video feed.



If you have an **LPR** tab in MOBOTIX HUB Desk Client, you have access to features from the XProtect LPR extension.



On the **LPR** tab, you can investigate [LPR¹](#) events from all your LPR cameras and view the associated video recordings and license plate recognition data. Keep match lists updated and create reports.

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

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

¹Short for "license plate recognition".

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

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

MOBOTIX HUB Video Wall

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



If your organization uses the MOBOTIX HUB Video Wall extension, there are several physical displays that constitute a video wall. You can also send content to the video wall by selecting the camera's view item, then select **More** and **Send to Video Wall**.



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

¹Short for "Video Management Software".

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

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



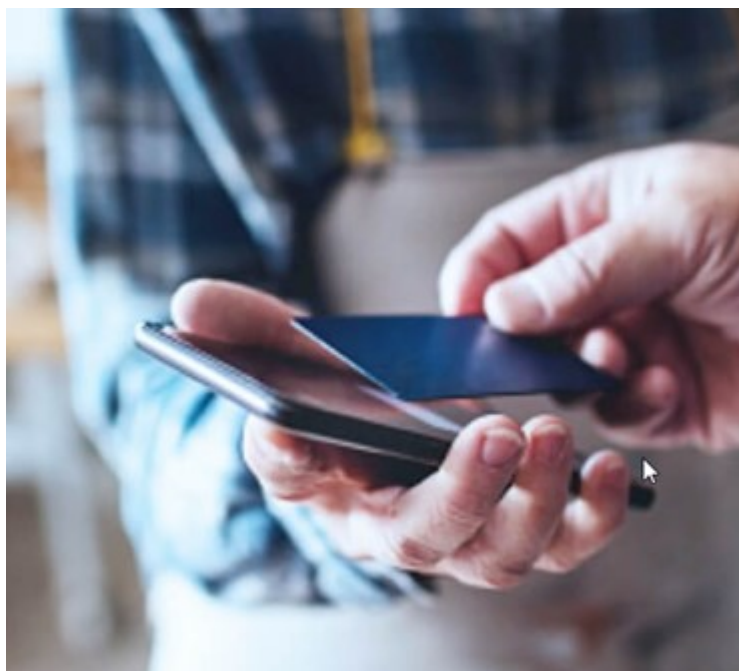
See also the separate MOBOTIX HUB Video Wall manual.

XProtect Transact

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



If you have a **Transact** tab in MOBOTIX HUB Desk Client, you have access to features from the XProtect Transact extension.



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

Extensions

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

