
COMPLETEVIEW ALARM CLIENT USER MANUAL

COMPLETEVIEW VERSION 4.8.1

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Introduction

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Overview

CompleteView™ is a Digital Video Management System that is comprised of a comprehensive suite of client-server software applications designed for operation in a Microsoft Windows environment.

The CompleteView Alarm Client is an application that has been designed to display video only when an alarm condition is present during user-definable time periods. In addition, the Alarm Client maintains a history of the one hundred most recent camera alarms. You may quickly recall the video for any of these alarms, which is then shown in a side-by-side display with live video from the associated camera.

System Requirements

Minimum Software Requirements

- Microsoft Windows 7 or later
- Microsoft DirectX 9.0 or later.

Minimum Hardware Requirements

- Intel Pentium 4 CPU, 2.0 Gigahertz (GHz) or faster.
- 512 Megabytes (MB) of system memory.
- Connection to a TCP/IP network.
- A graphics accelerator with a minimum of 32MB of video memory and capable of displaying 800 x 600 TrueColor (32-bit) resolution.

Configuration

Starting the Alarm Client

You may launch the CompleteView Alarm Client application by double-clicking on the icon labeled *Alarm Client*, as shown below:



Start » All Programs » CompleteView » Alarm Client

You may also find an icon for the *Alarm Client* located on your desktop, depending on the following factors:

1. The item "Create Desktop Icon" was selected during the installation of the application.
2. Windows has been configured to show desktop icons.

Menus

File Menu

Note: A *Session* is the currently loaded list of servers and schedules.

New Session – Create a new, blank session.

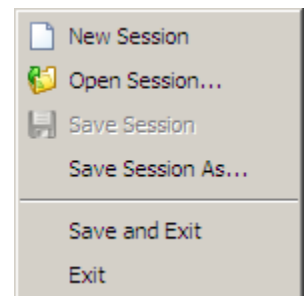
Open Session... – Open a previously saved session. If necessary, enter the password for the saved configuration.

Save Session – Save the current session. If necessary, enter a secure password that conforms to local security policies and store in a safe place. **Note:** Support Personnel cannot retrieve this password.

Save Session As... – Save the current session under a different filename or location. If necessary, enter a secure password that conforms to local security policies and store in a safe place. **Note:** Support Personnel cannot retrieve this password.

Save and Exit – Save the current session then exit the *Alarm Client*. If necessary, enter a secure password that conforms to local security policies and store in a safe place. **Note:** Support Personnel cannot retrieve this password.

Exit – Immediately exit the *Alarm Client*.



View Menu

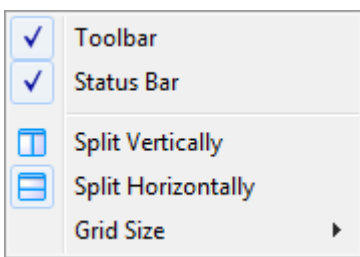
Toolbar – Enables/Disables the button bar. The icons in the button bar correspond to the icons for the menu list items.



Status Bar – Enables/disables the status bar.

Split Vertically – Arranges the main screen components in a vertical orientation.

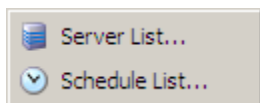
Split Horizontally – Arranges the main screen components in a horizontal orientation.



Session Settings Menu

Server List... – Opens the [Server List](#) configuration dialog.

Schedule List... – Opens the monitoring [Schedule List](#) configuration dialog.

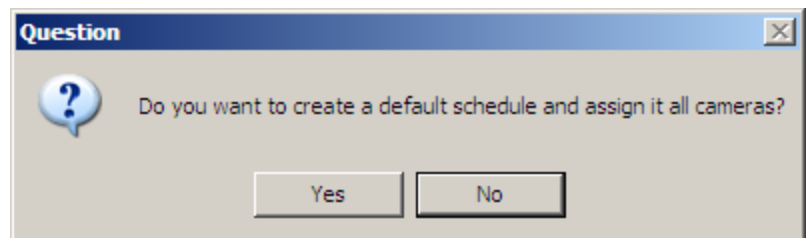


Layout – Selects video grid size from 1x1 to 8x8

Configuration Steps

The CompleteView Alarm Client requires a minimal amount of configuration prior to first use.

1. Add a server that you wish to monitor for events to the [Server List](#).
2. Create a monitoring schedule from the [Schedule List](#).



Note: If no monitoring schedule exists, the Alarm Client will ask if you wish to automatically create and configure one as shown in the following dialog:

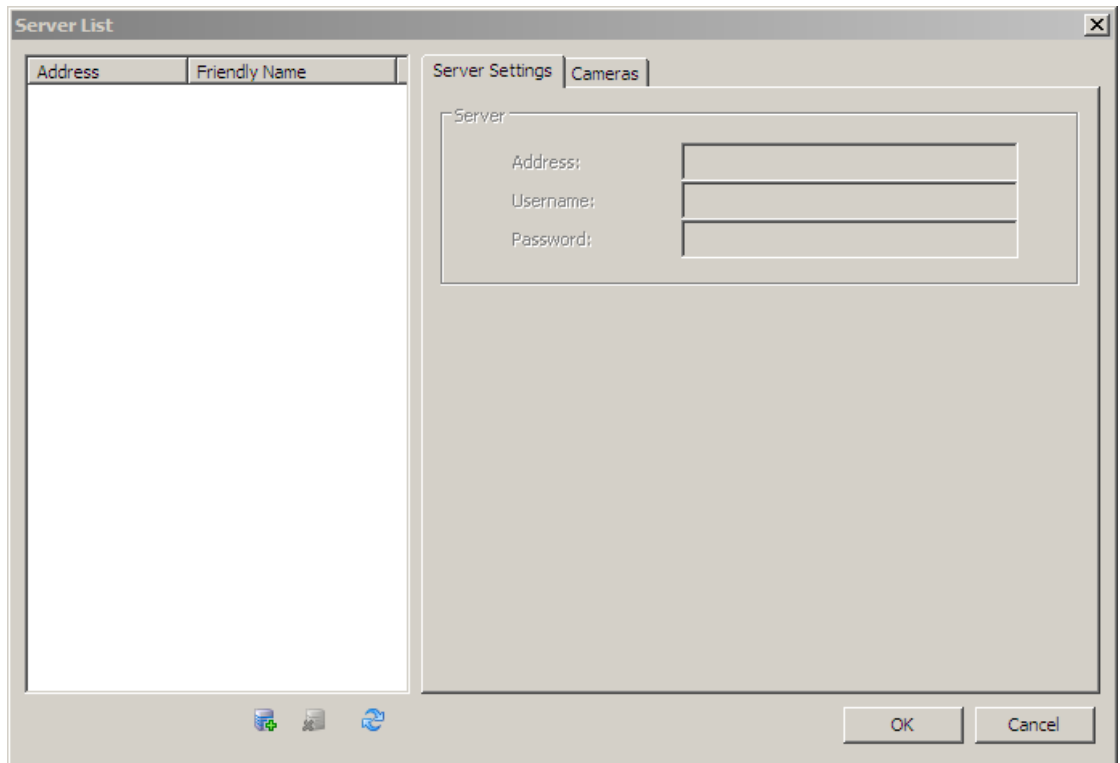
3. Assign one or more cameras to a monitoring schedule using the [Schedule List](#).

Once the above steps have been successfully performed, the Alarm Client will begin to automatic log and display real-time alarm events.

Server List

To add a server to the *Server List*, you must open the editor by clicking on the *Session Settings->Server List* menu item. The following dialog will be displayed:

On the left-hand side of the window are two columns, *Address* and *Friendly Name*. The *Address* item contains the IP address or hostname that the Alarm Client uses to connect to the server. The *Friendly Name* item is an administrator-configurable name that is displayed to users whenever they must select a server from a list.



The following icons are located in a button bar at the bottom of the server listing:



Add Server

Before you can select a camera from a server, the server must be present in the *Server* listing. Click on the *Add* icon to add a new server to the list. You will be presented with a dialog requesting the following information: *Address* (the IP address or hostname of the server that you wish to add), *Username* and *Password*. Click OK when you have finished entering the information. The Admin Console will attempt to contact the server using the information that you supplied in order to verify the connection and retrieve a list of all of the cameras that are available to you.



Delete Server

If you are no longer monitoring any cameras from a particular server, you can remove the server from the list. In the server listing, click on the name of the server that you wish to remove. Next, click on the *Delete* icon. You will be prompted with a confirmation dialog. Click OK and the server will be removed from the list.



Refresh

The Alarm Client maintains a local cache of camera names that were collected when each server was added to the server listing. If an administrator changes a camera name, you must *Refresh* the server information in order to update the local cache with the latest camera names. Click on the *Refresh* icon and the Alarm Client will attempt to update the local cache of each server in the server listing.

Server Settings

This tab displays the information that the Alarm Client uses to connect to the selected server (*Address*, *Username*, and *Password*.)

Server Settings | Cameras

Server

Address: demo.anysite.net

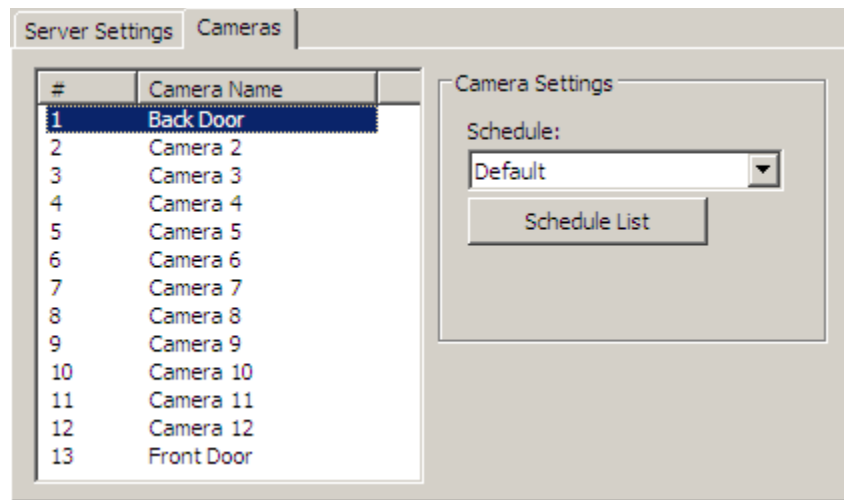
Username: admin

Password: ●●●●●

Cameras

The left-hand column within the *Cameras* tab, labeled as '#', contains the camera input number as it exists on the server. The second column indicates the *Camera Name* associated with each input.

To the right of the camera listing are *Camera Settings*. *Schedule* indicates the monitoring schedule that is associated with the currently selected camera. [Schedule List](#) quickly jumps to the schedule editor so that you may create, modify or delete a monitoring schedule.

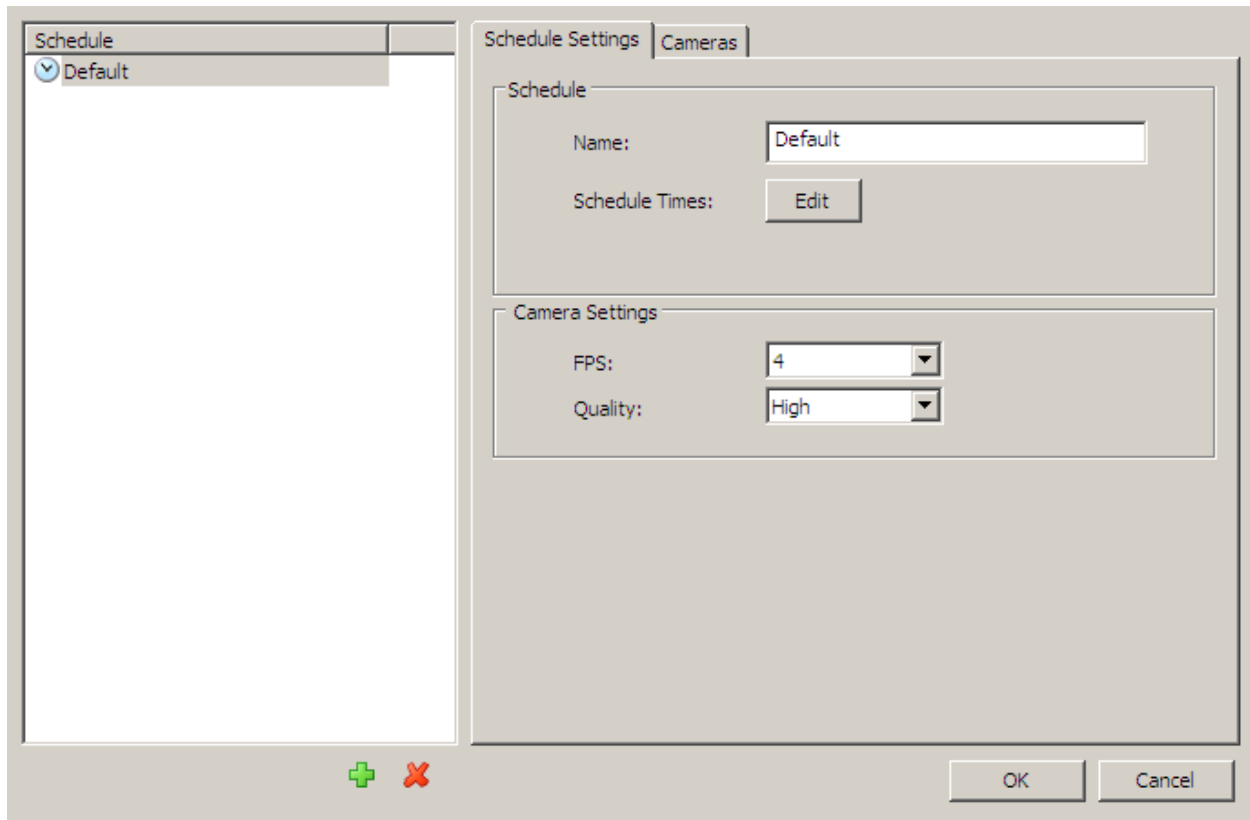


Schedule List

A monitoring schedule is a list of time periods when the Alarm Client should process alarms and display video.

Schedule List contains a listing of all of the monitoring schedules that you have created. Each monitoring schedule can have one or more cameras assigned to it and can also be independently configured to display live video at differing frame rates and video compression quality levels.

Selecting *Session Settings*->*Schedule List* brings up the following dialog:



On the left-hand side of the window is a single column, *Schedule*, which displays a list of all of the monitoring schedules that have been configured.

The following icons are located in a button bar at the bottom of the schedule listing:

 **Add Schedule**

You must create at least one schedule for the Alarm Client. You can add as many monitoring schedules to the system as you like. In order to lessen the complexity of the scheduling, however, it is recommended that you create the minimum number of monitoring schedules that it requires to accomplish your monitoring goals.

 **Delete Schedule**

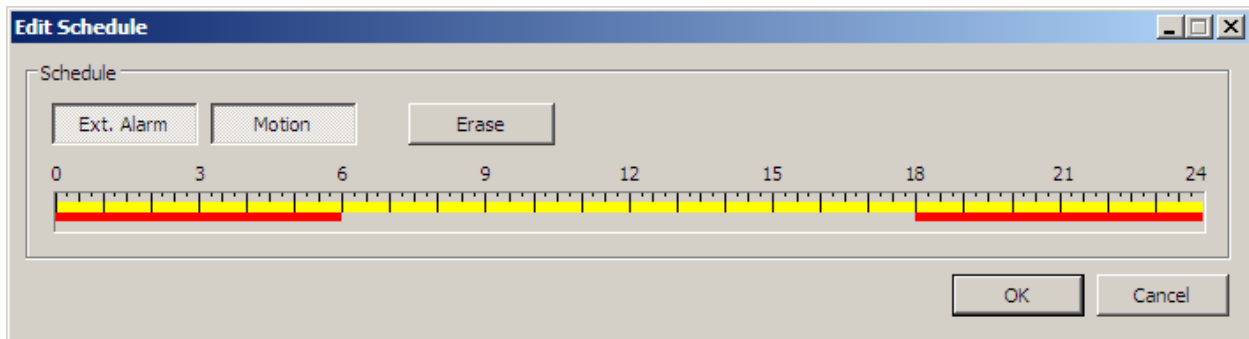
Permanently removes the selected schedule.

Schedule Settings

Schedule

The *Name* field allows you to change the display name of the currently selected monitoring schedule.

To make changes to time periods for the currently selected monitoring schedule, select the *Edit* button. The following dialog will appear:



Select one or more schedule buttons from the *Edit Schedule* dialog and then use your mouse to select the time period(s) in which the alarms will be active. Select the *Erase* button to clear alarm monitoring for a time period.

Ext. Alarm refers to external dry-contact or software-based alarm inputs. *Motion* refers to video motion detection performed by the CompleteView Server software.

In the example shown above, both *Ext. Alarm* and *Motion* alarm events will cause the Alarm Client to log the alarm and display live video for any associated camera during the time periods from 12:00am to 6:00am and from 6:00pm until 12:00am. During the time period of 6:00 am until 6:00pm, where high levels of motion are expected, *Motion* alarm events will be ignored by the Alarm Client.

Note: Alarm Client monitoring schedules have no effect whatsoever on video recording.

Camera Settings

FPS allows you to specify the number of frames-per-second at which live video will be displayed.

Note: The maximum number of frames-per-second delivered to the Alarm Client will never exceed the rate configured by the administrator on the server. For example, if you select 30 FPS in an Alarm Client monitoring schedule, but an administrator has set a maximum of 10 FPS for each of the cameras on the server, then the Alarm Client will display live video alarms at 10 FPS

Quality allows you to specify the image quality for live video from the associated cameras.

Cameras

The *Cameras* tab contains a listing of every camera that is available to you. From this screen, you can easily associate one or more cameras with the currently selected monitoring schedule.

The column labeled *Schedule*, on the right-hand side of the dialog, contains a list of each monitoring schedule that you have created. On the *Cameras* tab are three columns, *Server*, *Camera Name* and *Schedule Name*.

- **Server** – The server's *Friendly Name* and [*IP address or hostname*]
- **Camera Name** – The camera name
- **Schedule Name** – The name of the monitoring schedule that is currently associated with the camera
-

Associating Cameras with Monitoring Schedules

To associate a camera with a monitoring schedule, perform the following steps:

1. Click on the monitoring schedule that you wish to assign cameras to.
2. Click on one or more cameras that you wish to associate with the schedule selected in step 1. You can use [SHIFT]-click to select a range of cameras, or [CTRL]-click to independently select multiple cameras.
3. Click on the button labeled *Assign Selected Cameras to this Schedule*.

Removing Monitoring Schedules from Cameras

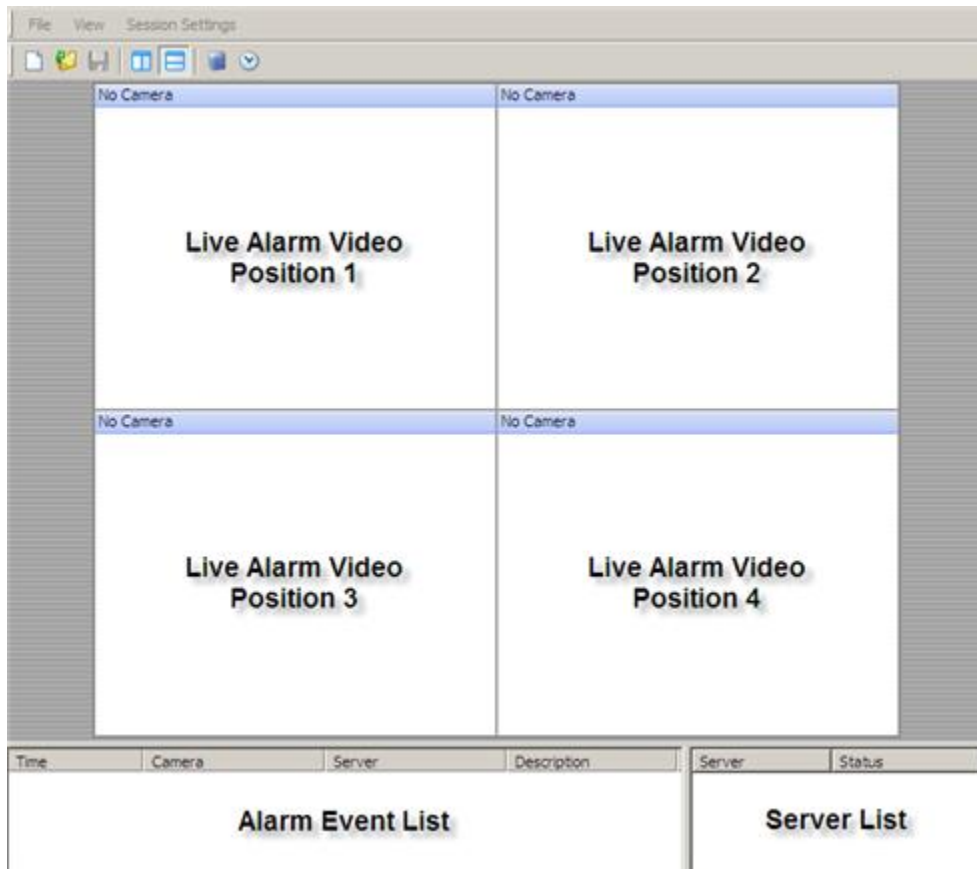
To remove a monitoring schedule association from a camera, perform the following steps:

1. Click on one or more cameras that you wish to remove the monitoring schedule from. You can use [SHIFT]-click to select a range of cameras, or [CTRL]-click to independently select multiple cameras.
2. Click on the button labeled *Clear Schedule for Selected Cameras*.

Operation

Main Screen

The primary operational window of the CompleteView Alarm Client is composed of three key sections: the *Live Alarm Video* quadrant, *Alarm Event* list and *Server* list.



- **Live Alarm Video** – displays live video for cameras that are associated with an active [monitoring schedule](#). Video events are displayed in the quadrant using a first-in, first-out (FIFO) procedure. As implemented, the *Alarm Client* will display the *most recently received* alarm using the position of the *oldest currently displayed* alarm. For example, if the oldest currently displayed alarm event is in Position 3, when a new alarm event occurs, the live video feed for that position will switch to the new camera.

Note: Because the *Alarm Client* processes live video using a FIFO procedure, cameras will normally appear in different quadrant positions.

- **Alarm Event List** – displays a list of the last 500 alarm events monitored by the *Alarm Client*. The alarm list is comprised of four columns of data: *Time*, *Camera*, *Server* and *Description*.

Time – The date and time at which the event occurred.

Camera – The camera name associated with the event.

Server – The server name on which the camera is located.

Description – An optional text description of the event.

- **Server List** – displays the list of servers that you have added using the [Server List](#) configuration dialog. The connection status for each server is shown using a colored circle that appears to the left of the server name and through message text appearing in the column titled *Status*. For the graphical indicator, the color of the circle indicates the connection status:

Green – Successfully connected.

Yellow – Attempting to connect.

Red – Disconnected.

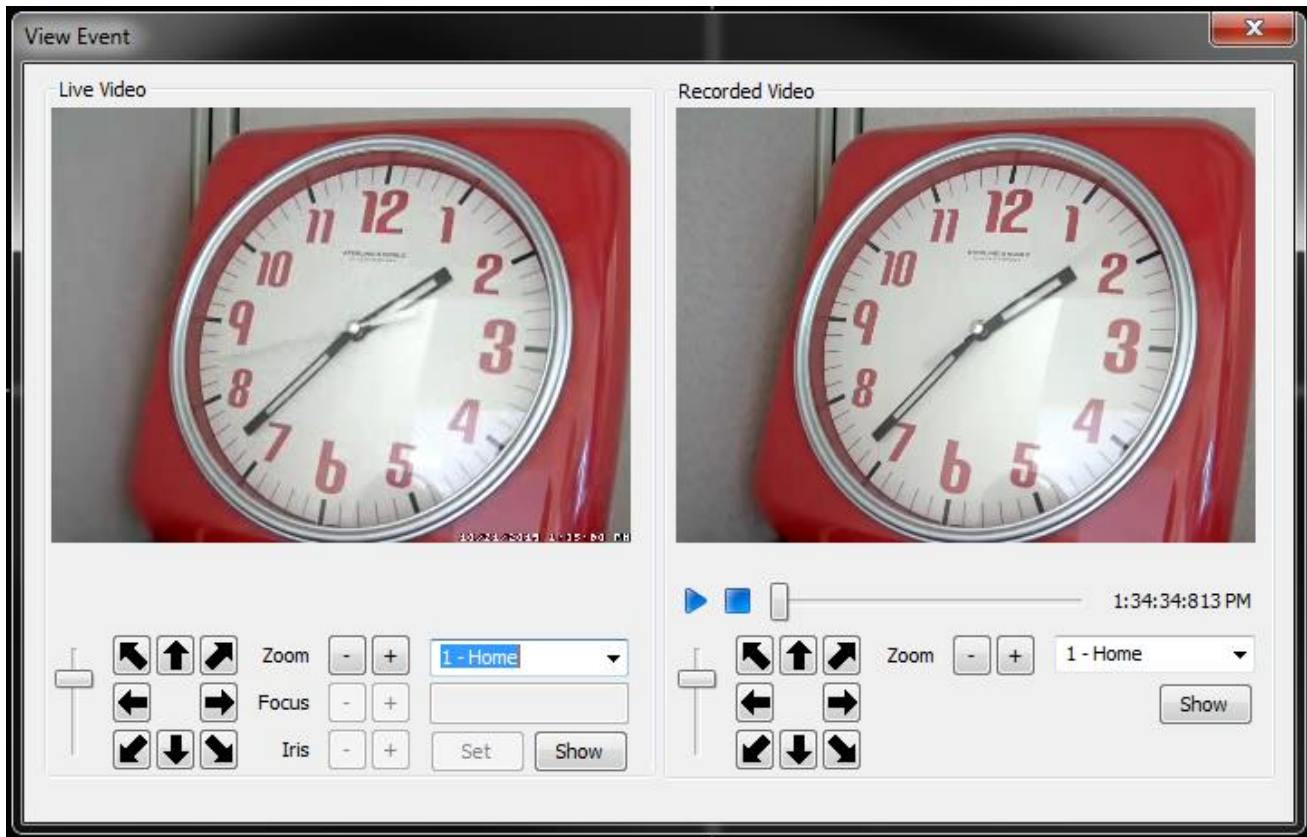
Reviewing Alarm Events

The *Alarm Client* allows you to quickly recall video for any entry in the *Alarm Event* list.

Double-click on any event in the *Alarm Event* list to open a new *Alarm Review* window. This window displays both the live and recorded video for the camera associated with the alarm event. If the associated camera is capable of being controlled and you have the appropriate permissions, then you will also be able to move the camera using a PTZ button panel.

The *Alarm Review* window is divided into two sections.

- **Live Video** displays a live video stream from the camera associated with the alarm event. The panel also contains a button bar for *PTZ control* located underneath the video window. For mechanical PTZ cameras, PTZ presets and preset names may be set here. Direct the camera to the desired location, select the preset number, enter a preset name, and click *Set*.
- **Recorded Video** displays a video stream containing the video recorded during the alarm event. The panel also contains a button bar for *playback control* located underneath the video window as well as a button bar for *PTZ control* located underneath the video window.



Note: For PTZ to operate a fixed camera in the Live Video window, the camera must be configured as a PTZ camera using the 'Digital' protocol (please reference the *Administrator's Manual* for setup instructions). Digital PTZ controls will function for recorded video on any camera, even if the camera is not configured as a PTZ camera using the 'Digital' protocol.

Additional Resources

Visit the Salient website, www.salientsys.com, for additional support and CompleteView training:

- **Manuals & Documentation** (<https://support.salientsys.com/hc/en-us/categories/115000292747-Knowledge-Base>) – Includes Administrator’s Manual, Client User Manuals (including Video, Alarm and Web clients), How To Guides and Tips.
- **Online Tech Support** (<https://support.salientsys.com/hc/en-us>)– Get quick access to online tech support modules that cover the most frequently asked product questions, such as “Adding and Moving IP Camera Licenses.”
- **Training** (<https://support.salientsys.com/hc/en-us/categories/115000302988-Training>)– we offer both online and classroom training.
 - CompleteView™ Online Certification - Register online for access to interactive training modules covering the Video, Alarm, Mapping and Web clients
 - CompleteView™ Classroom Certification - Our traditional classroom training is available throughout the United States. Please visit the Salient website for link to online training, training calendar, agenda and registration.

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