

# Aimetis Symphony™

Version 6.8

Client User Guide

December 15, 2011



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# Document History

Sym-6.7-P-304

Table 1. Changes to this manual

Date	Description
December 15, 2011	<p><b>Release 6.8.2</b></p> <p><b>Added:</b></p> <ul style="list-style-type: none"> <li>• Instructions for Video Export log file and using md5sum, see <a href="#">“Figure 19. Video Export log file” on page 74</a></li> <li>• <a href="#">“Figure 44. Aimetis Symphony Web Access” on page 104</a></li> <li>• <a href="#">“Figure 45. Web Login” on page 105</a></li> </ul> <p><b>Revised:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">“Exporting Video” on page 73</a>: The filename is saved as &lt;CameraName&gt; - &lt;Capture Resolution&gt; - &lt;Capture FPS&gt; - &lt;Capture Format&gt;_YYYYMMDD_HHMMSS</li> </ul>
December 6, 2011	<p><b>Release 6.8.1</b></p> <p><b>Revised:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">“Figure 1. Main Console” on page 1</a></li> <li>• <a href="#">“Figure 2. Timeline” on page 2</a></li> <li>• <a href="#">“Figure 4. Tool Strip button clicked to display the Address bar” on page 3</a></li> <li>• <a href="#">“Figure 33. Live Mode” on page 30</a></li> <li>• <a href="#">“Figure 34. Playback Mode with context menu options displayed” on page 31</a></li> <li>• <a href="#">“Figure 37. Multi View icons” on page 33</a></li> <li>• <a href="#">“Figure 2. Search button” on page 58</a></li> <li>• Introductory information to <a href="#">“View Search Results” on page 63</a></li> <li>• <a href="#">“Using Export” on page 73</a>: <a href="#">“Figure 18. AVI file type selected” on page 74</a></li> </ul> <p><b>Added:</b></p> <ul style="list-style-type: none"> <li>• Definition for <b>In Stock Counts</b> report in <a href="#">“Reports” on page 91</a></li> <li>• Information on <b>Sensitivity</b> tab for <a href="#">“Heat Map Image” on page 98</a> in <a href="#">“Reports” on page 91</a></li> <li>• <a href="#">“Using Export” on page 73</a>: <a href="#">“Figure 20. Segment large files using the Split Files at option” on page 75</a></li> </ul>

Table 1. Changes to this manual (Continued)

Date	Description
November 28, 2011	<p><b>Release 6.8</b> Revised:</p> <ul style="list-style-type: none"> <li>• “Camera Tree” on page 14</li> <li>• “Customizing the Camera Tree” on page 15</li> <li>• “Adding a Map” on page 18</li> <li>• “Placing Cameras on Maps” on page 19</li> <li>• “(Optional) Creating Map Hot Links” on page 20</li> <li>• “Deleting a Map, Removing a Camera Icon or a Hot Link” on page 23</li> <li>• “Adding Digital Input and Output to Maps (ADAM, Phoenix, and Axis Camera I/O devices only)” on page 26</li> <li>• “Activating an Output Device Using the Map Context Menu” on page 28</li> <li>• “Figure 51. Video tab” on page 47 - default renderer</li> <li>• “Figure 41. Line tab - extending and shaping the counting line” on page 97 in “Reports” on page 91</li> </ul> <p><b>Added:</b></p> <ul style="list-style-type: none"> <li>• “Figure 18. Device Tree Configuration dialog box with Options” on page 16</li> <li>• “Figure 19. Digital I/O displayed after Show Digital I/O option selected” on page 16</li> <li>• “Display Four Historical Video Streams Concurrently in Fast Forward Mode” on page 34</li> <li>• “Using Export” on page 73</li> <li>• Email reports to distribution list in various formats - “Figure 36. Distribution tab showing an email list for reports” on page 93 and “Figure 40. Send Report to Email distribution list” on page 95</li> </ul> <p>Removed: LPR Search - now in Aimetis Symphony - Automatic License Plate Recognition Guide. See <a href="https://www.aimetis.com/xnet/Support/documentation.aspx">https://www.aimetis.com/xnet/Support/documentation.aspx</a></p>
Sym-6.7-P-302	
October 3, 2011	<p>Added:</p> <ul style="list-style-type: none"> <li>• “Creating Two Heat Map Reports to Run from the Web” on page 106</li> </ul>
August 18, 2011	<p>Clarification <i>ADAM hardware devices only</i> for <b>Digital I/O on Maps</b> “Adding Digital Input and Output to Maps (ADAM, Phoenix, and Axis Camera I/O devices only)” on page 26</p> <p><b>Added:</b> “Example 1 ” on page 38 for “Activity Tab” on page 36 in “Customizing Video Panel Properties” on page 35</p>
August 2011	<p><b>Release 6.7</b> <b>Added:</b></p> <ul style="list-style-type: none"> <li>• “Icons on Map” on page 24</li> <li>• “Acknowledging Rules on Maps” on page 26</li> <li>• “Adding Digital Input and Output to Maps (ADAM, Phoenix, and Axis Camera I/O devices only)” on page 26</li> <li>• “Maps” on page 49 in “Symphony Client Settings” on page 44</li> <li>• “Support for AXIS T8310 Surveillance Control Board” on page 81</li> </ul>

Table 1. Changes to this manual (Continued)

Date	Description
Sym-6.6-P-300.2	
June 3, 2011	Icon change for Notes and Examples. Font change - highly readable for both online and print documents.
May 16, 2011	<a href="#">"LPR" on page 66</a>
Sym-6.5-P-300.4	
January 21, 2011	<b>Added:</b> <a href="#">"Running a Report from the Web" on page 104</a>
December 3, 2010	<b>Added:</b> <a href="#">"Recent Alarms/Motion" on page 68</a>
November 10, 2010	<p><b>Revised:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">"Figure 1. Main Console" on page 1</a></li> <li>• Options in <b>Lock</b> tab of <b>Symphony Client Settings</b> dialog box, see <a href="#">"Lock" on page 55</a></li> <li>• <a href="#">"Figure 7. View Search Results dialog box" on page 63</a></li> </ul> <p><b>Removed:</b></p> <ul style="list-style-type: none"> <li>• Server Sets</li> </ul> <p><b>Added:</b></p> <ul style="list-style-type: none"> <li>• <b>Refine Search</b> option, see <a href="#">"View Search Results" on page 63</a></li> <li>• Maximum size video clip, see <a href="#">"Exporting Video" on page 73</a></li> <li>• <a href="#">"Recurring Search" on page 65</a></li> <li>• <a href="#">"Monitoring with Symphony" on page 85</a></li> <li>• <a href="#">"Alarm Console" on page 87</a></li> <li>• <a href="#">"Enable or Disable Alarms for Server" on page 89</a></li> <li>• <a href="#">"Marking Alarms" on page 90</a></li> <li>• <a href="#">"Reports" on page 91</a></li> <li>• <a href="#">"Object Counts Across a Line" on page 96</a></li> <li>• <a href="#">"Heat Map Image" on page 98</a></li> <li>• <a href="#">"Object Counts" on page 101</a></li> <li>• <a href="#">"Object Statistics" on page 102</a></li> <li>• <a href="#">"Alarm Counts" on page 103</a></li> <li>• <a href="#">"Reporting Issues to Aimetis" on page 107</a></li> </ul>
October 6, 2010	First version of this document. Symphony v6.5.3

# Preface

## Conventions

Table 1. Symbols and formatting used in this manual

Icon	Caption/Format	Description
	Note	Additional information.
	Example	Example scenario.
	Important	Vital additional instructions or links.
	Caution	You could lose recording footage or you must pay close attention to setting changes.
	<b>Bold, Arial Font</b>	Graphic User Interface term (button, menu, window, option) or keyboard item.
	<i>Italic, Arial</i>	Emphasis, new term, or an external reference.

# Document Suite

**Table 2. AIMETIS documents and videos**

Document Name	Links
Symphony Release Notes	<a href="https://www.aimetis.com/Xnet/downloads/documentation.aspx">https://www.aimetis.com/Xnet/downloads/documentation.aspx</a>
Symphony Installation Guide	<a href="https://www.aimetis.com/Xnet/downloads/documentation.aspx">https://www.aimetis.com/Xnet/downloads/documentation.aspx</a>
Symphony Administration Guide	<a href="https://www.aimetis.com/Xnet/downloads/documentation.aspx">https://www.aimetis.com/Xnet/downloads/documentation.aspx</a>
Symphony Analytics Guide	<a href="https://www.aimetis.com/Xnet/downloads/documentation.aspx">https://www.aimetis.com/Xnet/downloads/documentation.aspx</a>
Symphony Client User Guide	<a href="https://www.aimetis.com/Xnet/downloads/documentation.aspx">https://www.aimetis.com/Xnet/downloads/documentation.aspx</a>
Knowledge Base Articles	<a href="http://www.aimetis.com/Support/knowledgebase.aspx">http://www.aimetis.com/Support/knowledgebase.aspx</a>
Case Studies	<a href="http://www.aimetis.com/Solutions/customers-case-studies.aspx">http://www.aimetis.com/Solutions/customers-case-studies.aspx</a>
White Papers	<a href="http://www.aimetis.com/Solutions/whitepapers.aspx">http://www.aimetis.com/Solutions/whitepapers.aspx</a>
Application Video Samples	<a href="https://www.aimetis.com/Xnet/Marketing/collateral-library.aspx">https://www.aimetis.com/Xnet/Marketing/collateral-library.aspx</a>
Recorded Webinars	<a href="http://www.aimetis.com/Events/webinars.aspx">http://www.aimetis.com/Events/webinars.aspx</a>
Product Tour	<a href="https://www.aimetis.com/Xnet/Marketing/collateral-library.aspx">https://www.aimetis.com/Xnet/Marketing/collateral-library.aspx</a>
Supported Video Devices List	<a href="http://www.aimetis.com/Support/supported-video-devices.aspx">http://www.aimetis.com/Support/supported-video-devices.aspx</a>
Licensing	<a href="http://www.aimetis.com/Symphony/default--licensing.aspx">http://www.aimetis.com/Symphony/default--licensing.aspx</a>
FAQ	<a href="https://www.aimetis.com/Xnet/Support/faqs.aspx">https://www.aimetis.com/Xnet/Support/faqs.aspx</a>

# AIMETIS Xnet Portal

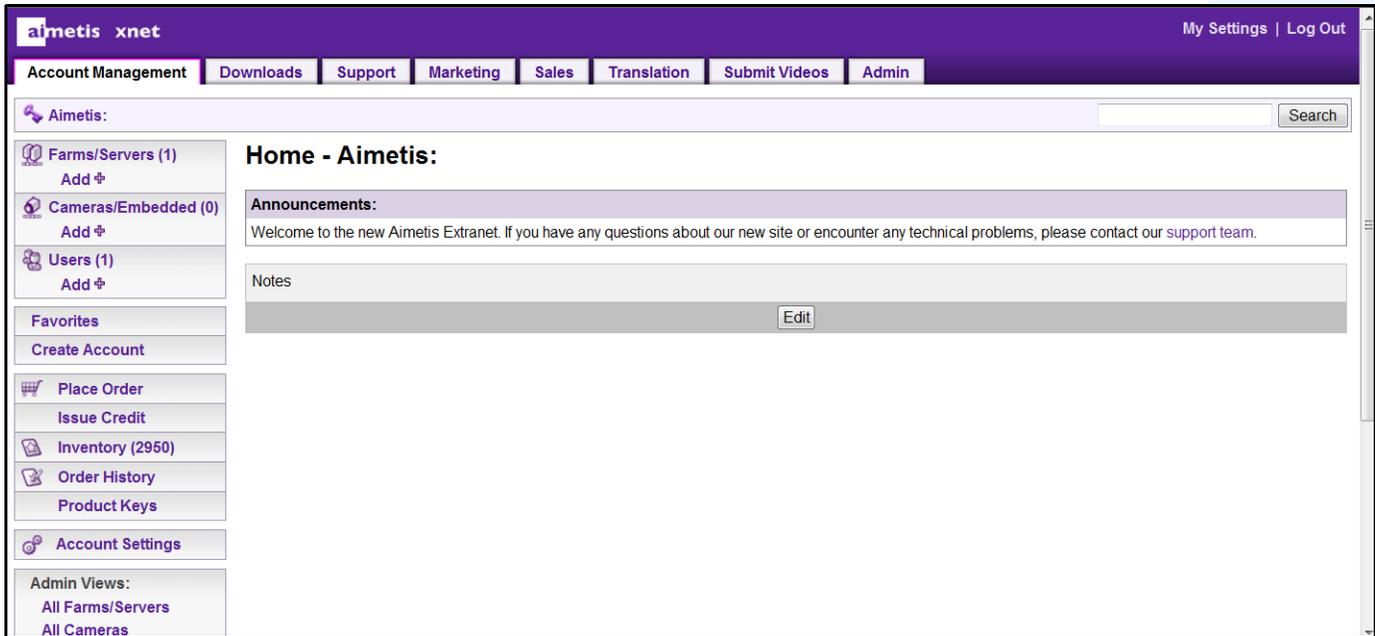


Figure 1. Aimetis Xnet home page

Xnet is the Aimetis Online Portal: [www.aimetis.com/Xnet](http://www.aimetis.com/Xnet)

You can :

- Order Licenses
- Manage Sub-Partner Accounts
- Access Technical Support & Downloads
- Access Sales & Marketing Tools
- Access Aimetis Software Translation



**Note:** Access to tools depends on account type, for example, Distributor, Certified Partner, Authorized Partner, End-User. For instructions, see [Table 3 on page viii](#).

Table 3. Instructions for using the Xnet

XnetXnet Instructions	Links
XnetXnet Training Manual - Resellers	<a href="https://www.aimetis.com/Xnet/Marketing/collateral-library.aspx">https://www.aimetis.com/Xnet/Marketing/collateral-library.aspx</a>
Recorded Webinar - Xnet Training - Distributors	<a href="https://www.aimetis.com/Xnet/Marketing/collateral-library.aspx">https://www.aimetis.com/Xnet/Marketing/collateral-library.aspx</a>

**Table 3. Instructions for using the Xnet**

<b>XnetXnet Instructions</b>	<b>Links</b>
Recorded Webinar - Xnet Training - Channel Partners	<a href="https://www.aimetis.com/Xnet/Marketing/collateral-library.aspx">https://www.aimetis.com/Xnet/Marketing/collateral-library.aspx</a>
Xnet Training Manual - Distributors	<a href="https://www.aimetis.com/Xnet/Marketing/collateral-library.aspx">https://www.aimetis.com/Xnet/Marketing/collateral-library.aspx</a>
Aimetis Symphony Architectural and Engineering Specification	<a href="https://www.aimetis.com/Xnet/Marketing/collateral-library.aspx">https://www.aimetis.com/Xnet/Marketing/collateral-library.aspx</a>
Hardware Benchmarks guidelines for 10, 20, 40 and 200 camera systems.	<a href="https://www.aimetis.com/Xnet/Marketing/collateral-library.aspx">https://www.aimetis.com/Xnet/Marketing/collateral-library.aspx</a>

# Contact Us

**Table 4. Contact links, addresses, phone numbers**

Contact Type	Description
About AIMETIS	<a href="http://www.aimetis.com/Company/default.aspx">http://www.aimetis.com/Company/default.aspx</a>
Contact link	<a href="http://www.aimetis.com/Company/contact.aspx">http://www.aimetis.com/Company/contact.aspx</a>
Support link	<a href="http://www.aimetis.com/Support/default.aspx">http://www.aimetis.com/Support/default.aspx</a>
Americas	Aimetis Headquarters 500 Weber Street North Waterloo, Ontario, Canada N2L 4E9 Phone: +1866-544-2804 or +1 519-746-8888 Fax: +1 519-746-6444
EMEA	Aimetis GmbH Am Prime Parc 7 65479 Raunheim Germany Telefon: +49 (0) 6142 207 98 60 Fax: +49 (0) 6142 207 98 89 <a href="http://www.aimetis.de">www.aimetis.de</a>
Asia - Pacific	Aimetis China 5/F Standard Chartered Tower 201 Shiji Avenue Pudong Shanghai China 200120 Phone: 86-21-6182-6916 Fax: 86-21-6182-6777

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# Chapter 1

## Symphony Client Main Console

The Main Console is the primary window that you will use within Symphony Client. The Main Console consists of typical Windows application items such as the Title Bar, Menu, Toolbars, and controls for minimize, maximize, and close. The Main Console also includes panels:

- Video panels for live mode, historical playback, and analyzing still frames
- Camera Tree panel listing devices
- Map panel representing camera location placement
- Alarm Log panel for a summary and detailed view of raised alarms
- Server List panel indicating IP addresses and server status
- Application Log panel listing messages and errors since Symphony Client started

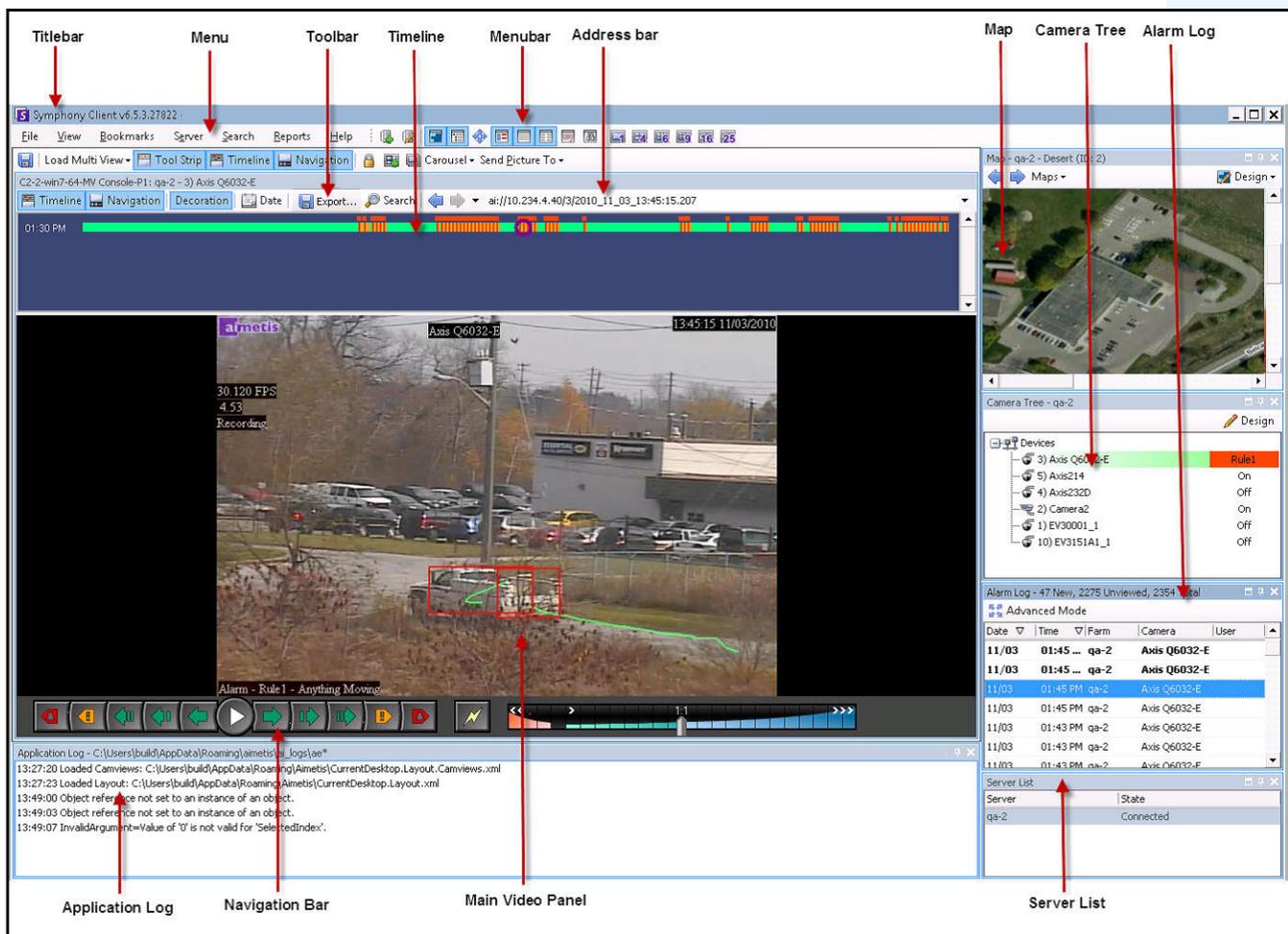


Figure 1. Main Console

## Timeline

The Timeline is a powerful way to view everything that has happened in a day at a glance. The Timeline is integrated in the main view of Symphony Client.

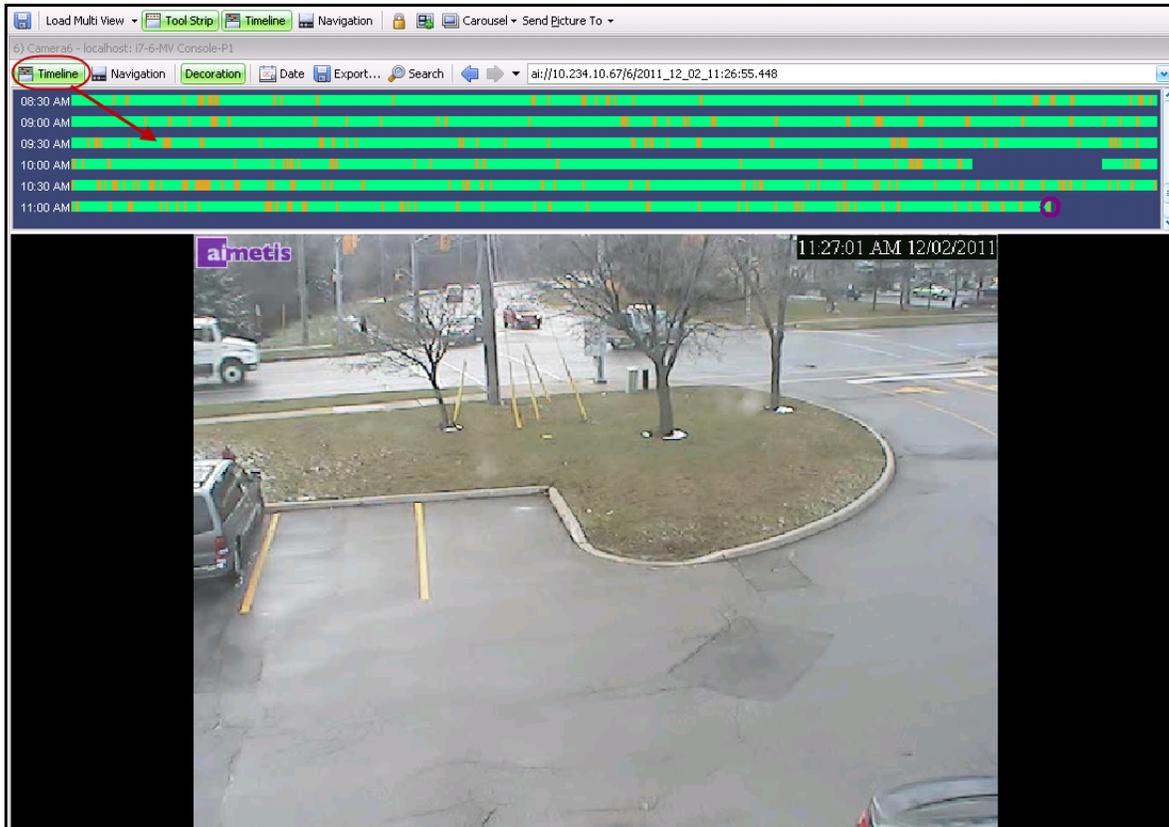


Figure 2. Timeline

## Procedure

### To display the timeline:

- Click the **Timeline** button  
OR
- Right-click on the Video Panel and select **Show Timeline**.

If you click anywhere on the **Timeline**, a still image for that time will appear in the main view.

## Timeline Colour Code

- Green - No relevant foreground activity was detected.
- Yellow - There is activity.
- Red - A Rule was broken that resulted in an alarm being raised. By default, rules are summarized on the Timeline using a red square. You can customize how rules are displayed on the Timeline from the **Alarms** tab in the **Symphony Client Settings** dialog box. See [“Symphony Client Settings” on page 44](#).
- Gray - No video signal.
- The purple circle always indicates the Timeline position for what is currently being viewed in the Video Panel.

## Address Bar

The address bar contains a Symphony link to the last selected video position. Each time you click on the Timeline or navigate to a different camera on a different server, this information is recorded. This allows you to navigate backwards or forwards from your current position.

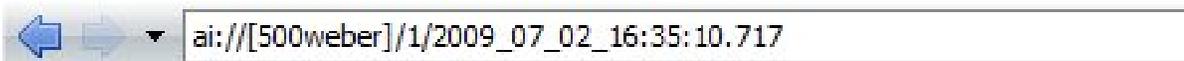


Figure 3. Address bar

## Procedure

### To display the address bar:

- Click the **Tool Strip** button. The address bar is displayed.

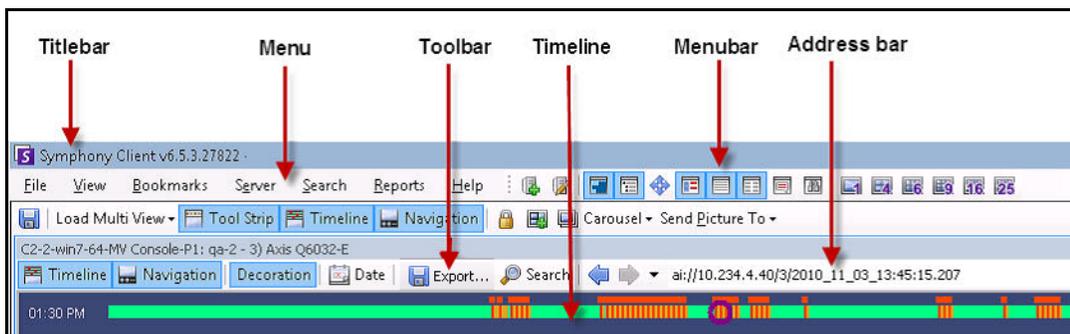


Figure 4. Tool Strip button clicked to display the Address bar

## Procedure

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### To navigate using the address bar:

- Use the **Forward** and **Back** arrow buttons on the address bar to navigate to camera sites.
- To view a location you have just visited, click the **Back** arrow button. You will return to the camera and time you were just viewing.
- If you have already installed Symphony Client on a computer, you can access the position from the Windows **Start** menu.
  - Click **Start** and then **Run**. Paste a Symphony link in the **Open** field and click **OK** (Figure 5 on page 4). Symphony Client opens at the link location.

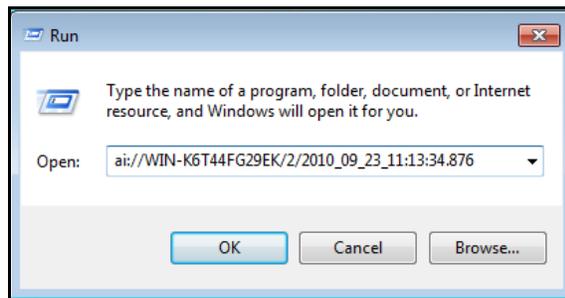


Figure 5. Windows operating system Run dialog box

## Alarm Log

The **Alarm Log** panel shows a list of alarms for connected servers.

### Procedure

#### To display the alarm log panel:

- From the **View** menu, select **Alarm Log**.

OR

- Click the **Alarm Log** icon on the Menu Toolbar.

Date	Time	Farm	Camera	User
09/28	06:16 PM	localhost	ACTI - 5611	
09/28	03:54 PM	localhost	AXIS 214	
09/28	03:07 PM	localhost	AXIS 214	
09/28	02:17 PM	localhost	AXIS 214	
09/28	02:11 PM	localhost	AXIS 214	
09/28	02:08 PM	localhost	AXIS 214	
09/28	01:40 PM	localhost	AXIS 214	

Figure 6. Alarm Log

## Customizing the Alarm Log

By default, the **Alarm Log** panel is docked inside the main view. However the **Alarm Log** panel can be dragged into a second monitor and configured to display more information. In **Advanced Mode**, the **Alarm Log** panel provides detailed information: camera view, alarm details, thumbnails of alarms.

### Procedure

#### To display the Alarm Log in Advanced Mode:

- Click the **Advanced Mode** button in the **Alarm Log** panel.

Date	Time	Farm	Camera	User
09/28	06:16 PM	localhost	ACTI - 5611	
09/28	03:54 PM	localhost	AXIS 214	
09/28	03:07 PM	localhost	AXIS 214	
09/28	02:17 PM	localhost	AXIS 214	
09/28	02:11 PM	localhost	AXIS 214	
09/28	02:08 PM	localhost	AXIS 214	
09/28	01:40 PM	localhost	AXIS 214	

Figure 7. Alarm Log panel with Advanced Mode button

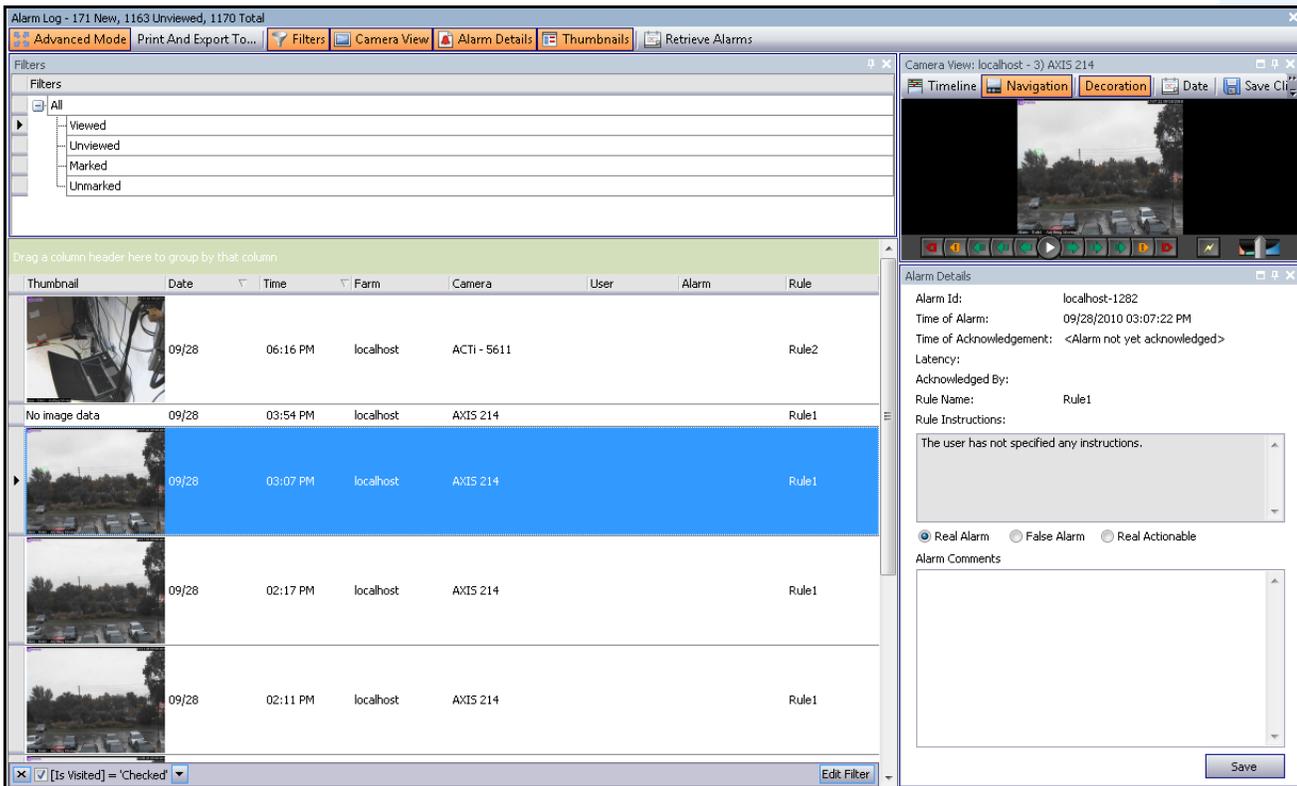


Figure 8. Alarm Log expanded to show Advanced Mode view

## Column Chooser

The **Column Chooser** menu option allows you to customize which columns are displayed.

### Procedure

#### To use the Column Chooser:

1. Right-click on one of the column headings in the **Alarm Log** panel and select **Column Chooser**.
2. Drag columns from the **Customization** dialog box to the column headings in the **Alarm Log** or drag column headings from the **Alarm Log** into the **Customization** dialog box.

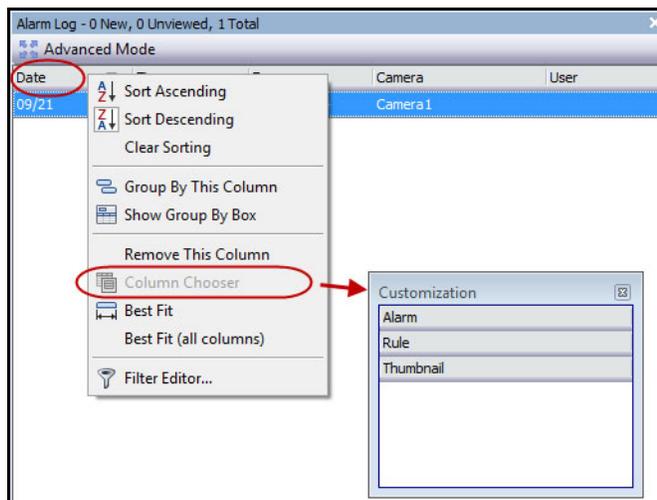


Figure 9. Column Chooser

## Grouping Columns in the Alarm Log

Grouping by columns is an effective way of organizing the potentially long list of alarms. A typical use would be to group all alarms by **Server**, then by **Camera** as shown in [Figure 10 on page 8](#).

### Procedure

#### To group by column:

- Drag the desired column heading into the area marked by the text **Drag a column header here to group by that column**.

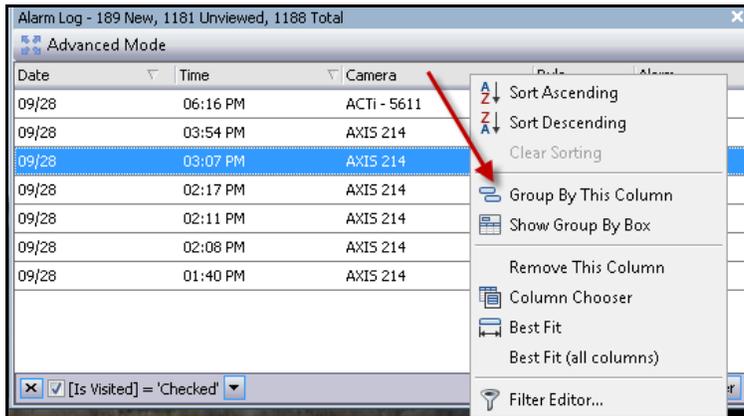


Figure 10. Before grouping

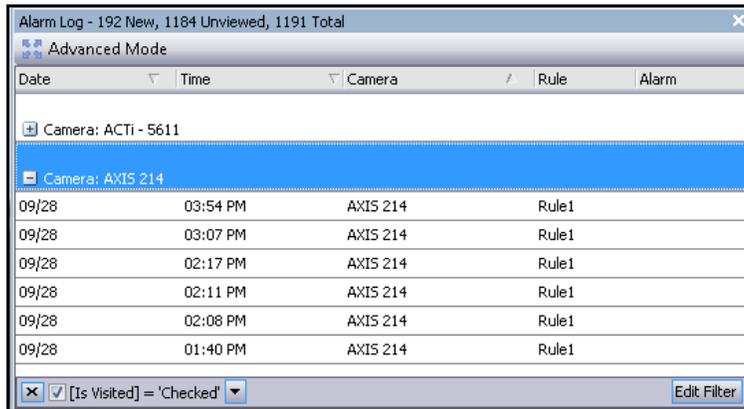


Figure 11. Grouping by Camera

## Tree View of Alarm Filtering Options

In the **Advanced Mode**, the alarm filter options are displayed.

### Procedure

#### To display a tree view of the alarm filtering options:

- Click the **Filters** toolbar button.
  - Select **Viewed** to show only those alarms that have already been viewed.
  - Select **Unviewed** to show only those alarms that have not yet been viewed.
  - Select **All** to show all alarms.
  - Select **Marked** to show only those alarms that have already been marked (acknowledged). See [“Alarm Details” on page 11](#).
  - Select **Unmarked** to show only those alarms that have not yet been marked (acknowledged). See [“Alarm Details” on page 11](#).

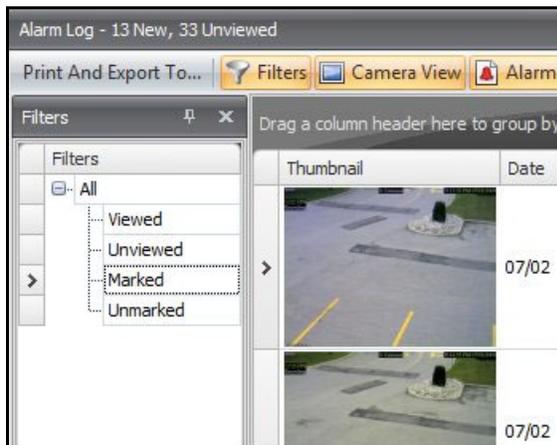


Figure 12. Filters for viewing alarms

## Camera View

A **Camera View** panel can be docked within the **Alarm Log** panel, or dragged onto another display monitor.

## Procedure

### To display a camera view:

- Click the **Camera View** toolbar button.

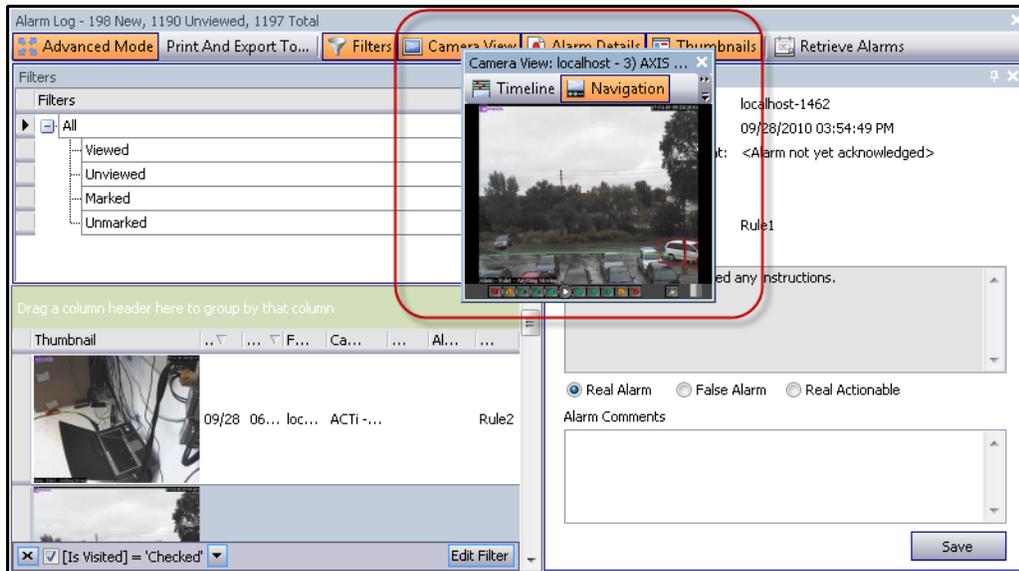


Figure 13. Camera View displayed

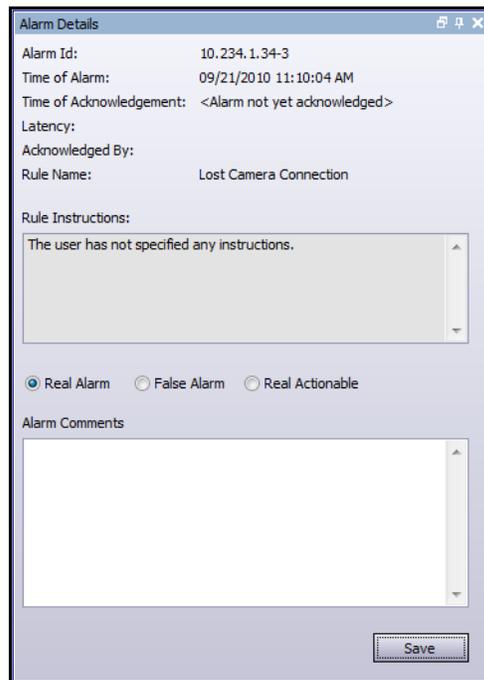
## Alarm Details

The **Alarm Details** panel can be docked within the **Alarm Log** or dragged onto another display monitor.

## Procedure

### To display alarm details:

1. Click the **Alarm Details** toolbar button.
2. (Optional) Enter any relevant details in the **Alarm Comments** area and click **Save**.



Alarm Details

Alarm Id: 10.234.1.34-3  
Time of Alarm: 09/21/2010 11:10:04 AM  
Time of Acknowledgement: <Alarm not yet acknowledged>  
Latency:  
Acknowledged By:  
Rule Name: Lost Camera Connection

Rule Instructions:  
The user has not specified any instructions.

Real Alarm  False Alarm  Real Actionable

Alarm Comments

Save

Figure 14. Alarm Details dialog box

## Date

The Calendar allows you to load alarms for all connected servers for a specific date. Days displayed in **bold** weight font contain video data.

## Procedure

### To display the calendar:

- Click the **Date** toolbar filter button.

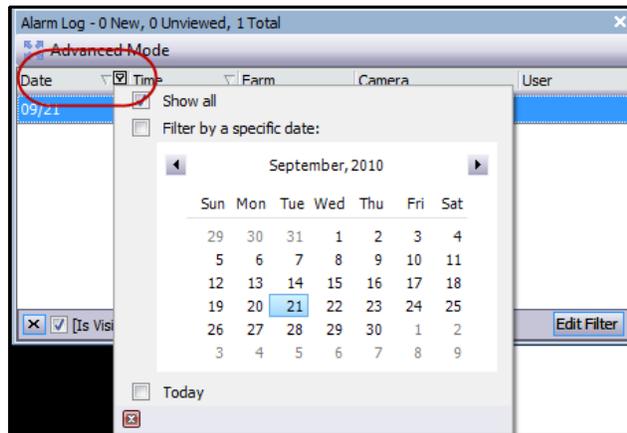


Figure 15. Calendar selection to view archived alarms

## Application Log

The **Application Log** panel is at the bottom of the Main Console. It lists errors and messages that have occurred since Symphony Client was started.

### Procedure

#### To activate the application log:

1. From the **View** menu, select **Application Log**.  
OR  
Click the **Application Log** icon in the Menu Toolbar.
2. Double-click on any entry in the **Application Log** panel and the entire message will be displayed.

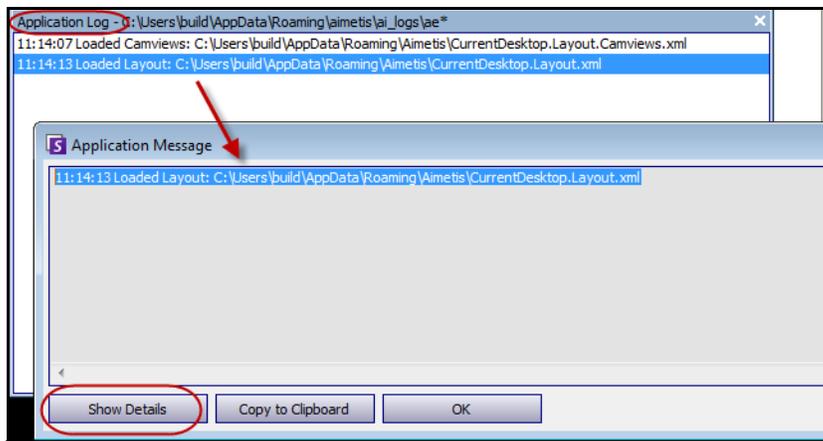


Figure 16. Application Log expanded to show details

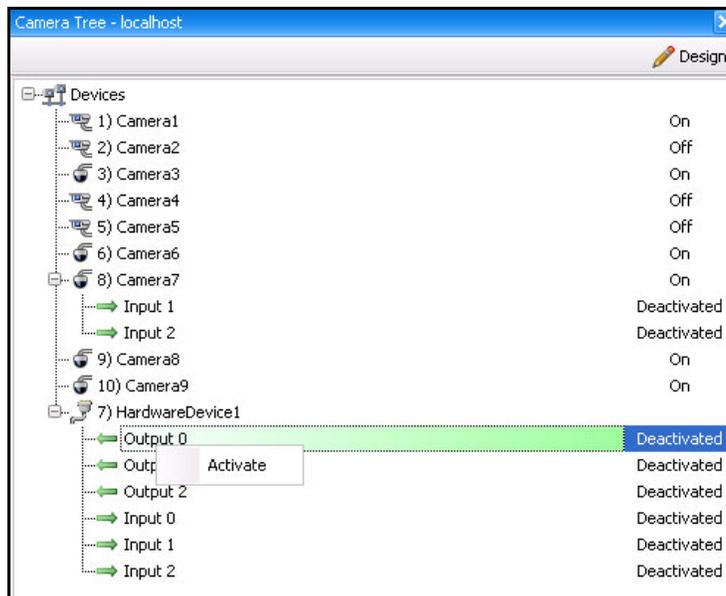
## Camera Tree

By default, the **Camera Tree** panel is shown in the top right of the Main Console. The Camera Tree is the default method of navigating in the user interface of Symphony Client between cameras. Like tree or folder organization of files in common Windows applications, all cameras are listed in a predefined order. In Symphony Client, the cameras are listed in order of camera ID. Each camera has a unique ID and is set automatically by the system as cameras are added.

## Procedure

### To display the Camera Tree:

- From the **View** menu, select **Camera Tree**. The **Camera Tree** can be docked to the main console, or undocked and dragged to any monitor.



**Figure 17. Camera Tree - How camera IDs are organized - I/O Devices with status displayed**

## Customizing the Camera Tree

### Procedure

#### To customize the Camera Tree:

1. Access the **Camera Tree** panel one of the following ways:
  - From the **Server** menu, select **Device Tree Configuration**. The **Device Tree Configuration** dialog box opens.OR
  - From the **View** menu, select **Camera Tree**. Click the **Design** button in the right corner of the **Camera Tree** dialog box. The **Device Tree Configuration** dialog box opens.
2. To add a folder to your camera tree, click **Add**.
3. To delete the currently selected object, either a camera or folder, click **Delete**.
4. Click **Options** in the upper right corner of the dialog box. You can select or clear the **Show Device Icons**, **Show Device Numbers**, and **Show Digital I/O** check boxes to modify the display of these items.
5. To add a camera to the tree, select a camera from the right pane. Drag and drop it with your mouse in the left pane.



**Note:** The Device Tree can be automatically generated and maintained from an external source. In this scenario, Symphony needs to query the source for changes in the camera tree structure. Define the time interval to query the source in the **Device Tree Synchronization** found in “Managing General Settings” in the Administration and Analytics Guide.

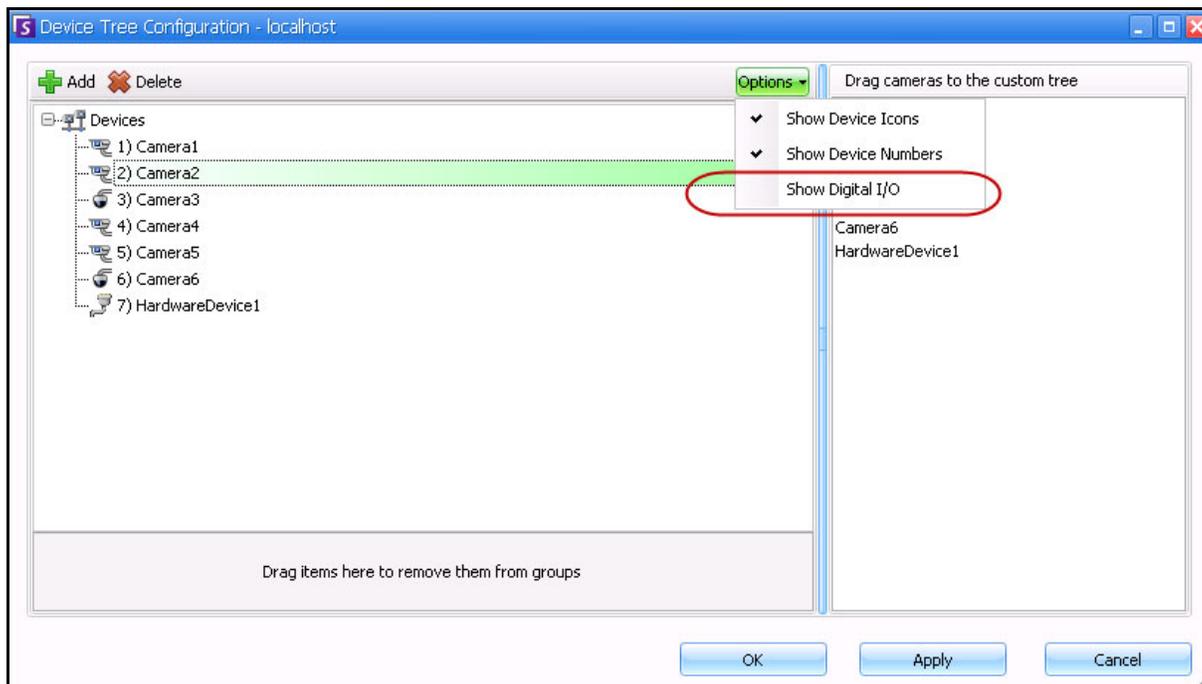


Figure 18. Device Tree Configuration dialog box with Options

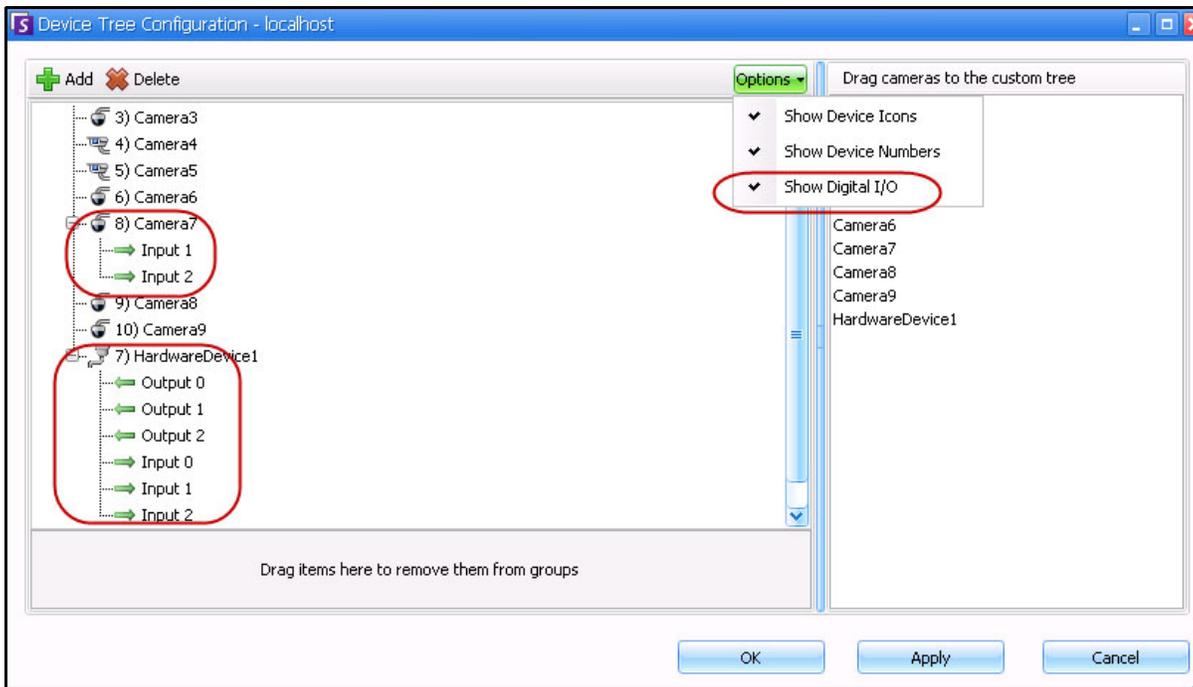


Figure 19. Digital I/O displayed after Show Digital I/O option selected

## Using Maps

Symphony allows you to upload an image (jpg, gif or bmp file) to be used as a map (visual representation) of your camera configuration.

- [“Viewing a Map”](#)
- [“Adding a Map” on page 18](#)
- [“Placing Cameras on Maps” on page 19](#)
- [“\(Optional\) Creating Map Hot Links” on page 20](#)
- [“Deleting a Map, Removing a Camera Icon or a Hot Link” on page 23](#)
- [“Icons on Map” on page 24](#)
- [“Acknowledging Rules on Maps” on page 26](#)
- [“Adding Digital Input and Output to Maps \(ADAM, Phoenix, and Axis Camera I/O devices only\)” on page 26](#)
- [“Activating an Output Device Using the Map Context Menu” on page 28](#)

## Viewing a Map

### Procedure

#### To display the map:

- From the **View** menu, select **Map Navigation**. Any maps already in your system are displayed. Use the left and right arrows to scroll through all maps.

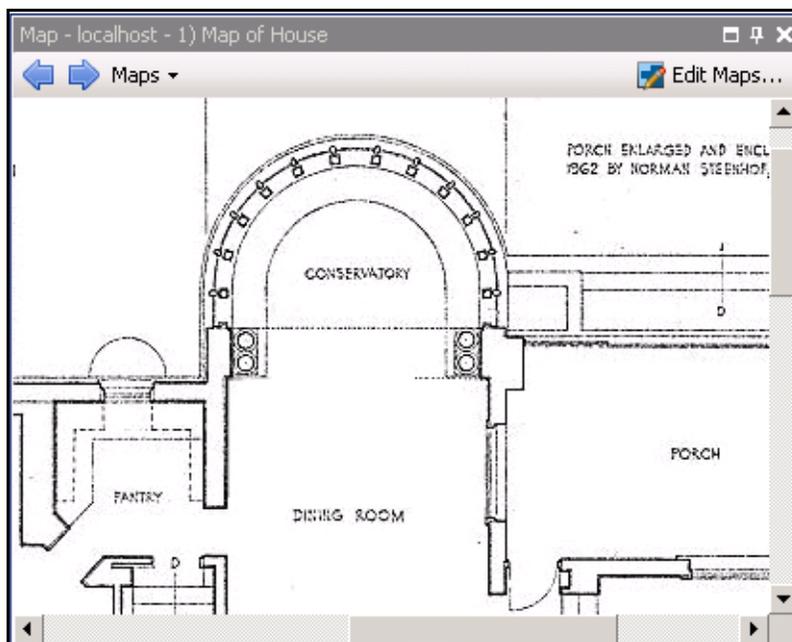


Figure 20. Map

## Adding a Map

### Procedure

#### To add a map:

1. From the **View** menu, select **Map Navigation**.
2. In the upper right corner of the **Map** dialog box, click **Edit Maps**. The **Edit Maps** dialog box opens.
3. Click **New Map** and then browse for the image file you want to use for the new map (jpg, gif or bmp) and click **Open**. The map is displayed.
4. Name the map: In the left panel under the **Map** column, highlight the word *New Map* and type a name to identify the map.
5. Click **OK**.

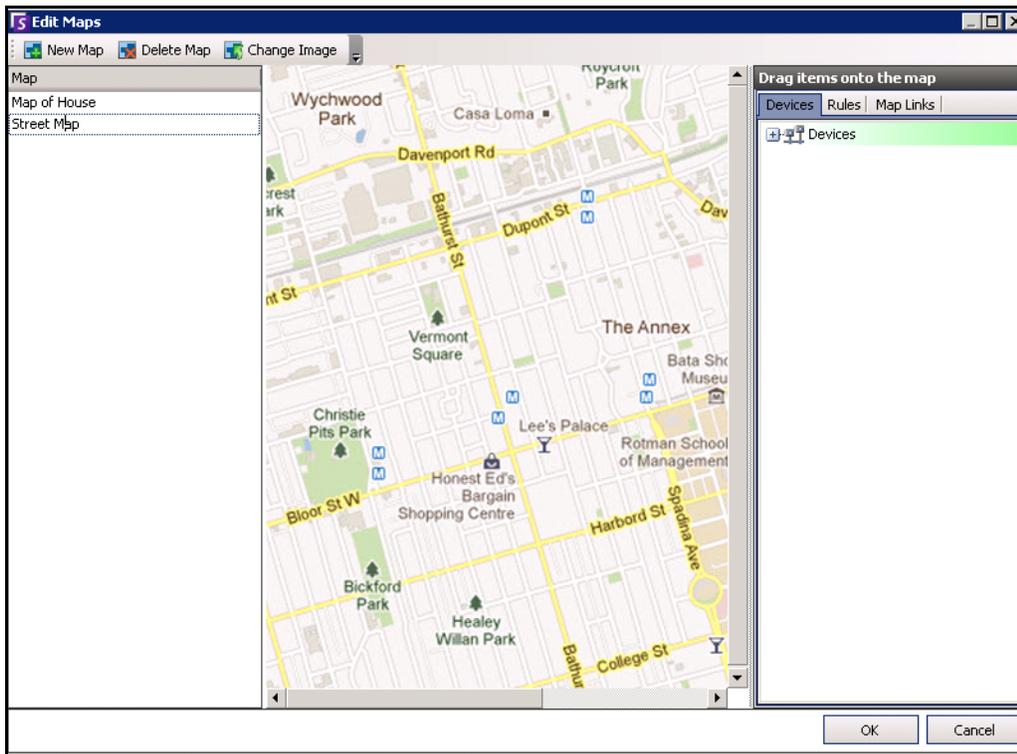


Figure 21. Edit Maps dialog box

## Placing Cameras on Maps

### Procedure

#### To place cameras on the Map:

1. From the **View** menu, select **Map Navigation**.
2. In the upper right corner of the **Map** dialog box, click **Edit Maps**. The **Edit Maps** dialog box opens.
3. From the right pane listing the cameras, drag and drop your cameras to the map with your mouse. (Cameras are not added to the map by default.)
4. (Optional) Rotate the icon so that the arrow represents the angle of the camera lens:
  - a. Right-click on a camera icon on the map and select **Rotate**.
  - b. Move your mouse and the arrow will rotate.
  - c. Left-click your mouse to accept the position.
5. (Optional) To remove a camera icon from the map, right-click on camera icon and select **Remove from Map**.
6. Click **OK** to save settings.

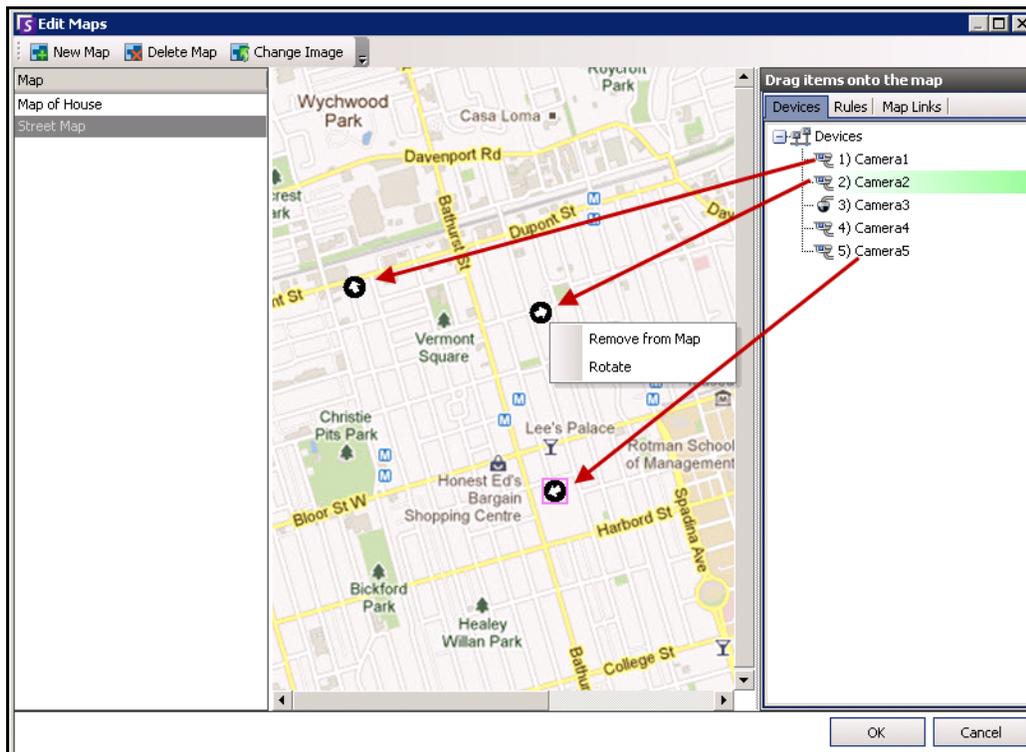


Figure 22. Drag cameras onto map

## (Optional) Creating Map Hot Links

In larger sites where you want to have more than one site map, you can layer maps by creating hot links. For example, one main map can contain hot links that open detailed maps of a particular area.

### Procedure

#### To create a map hot link:

1. From the **View** menu, select **Map Navigation**.
2. Scroll through the maps to select the one which will have hot links.

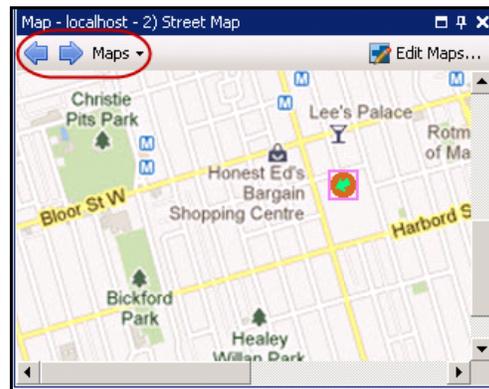


Figure 23. Scroll through maps

3. In the upper right corner of the **Map** dialog box, click **Edit Maps**. The **Edit Maps** dialog box opens.
4. Ensure that you have at least two maps to link. If not, follow "[To add a map:](#)" on page 18.
5. Select a primary map on which you want to add a hot link.
6. Click the **Map Links** tab. A list of all maps is displayed. Select a map that will open when the user clicks on a hot link in the primary map:
  - Select the map name and drag it onto the map. The link appears as a box on the map ([Figure 24 on page 21](#)).

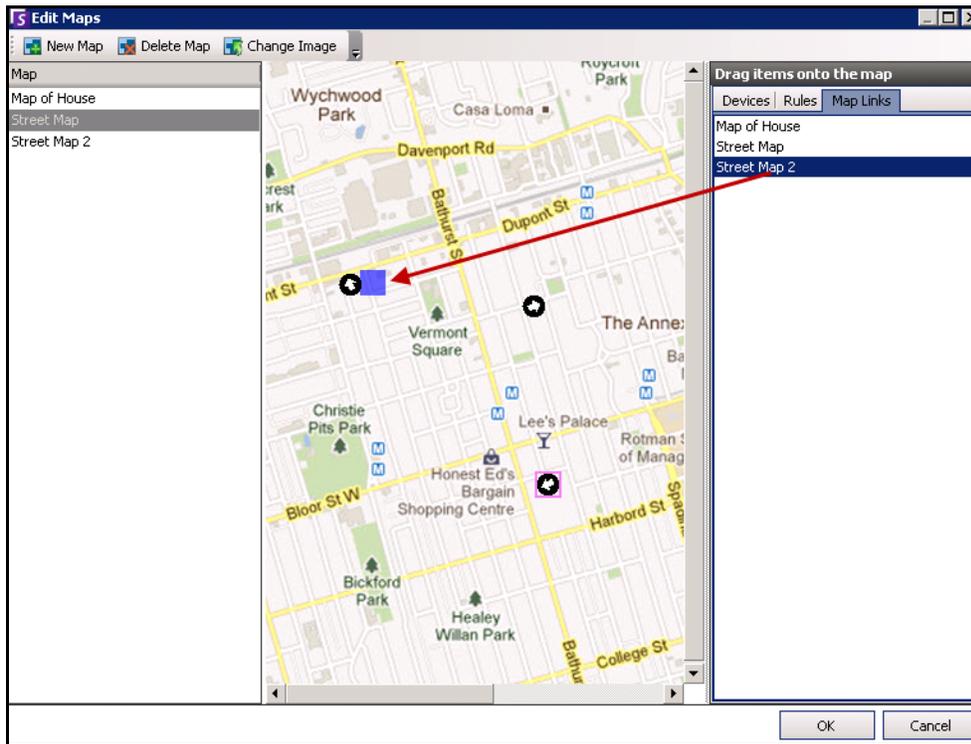


Figure 24. Drag Map Link to primary map

7. Right-click on the hot link box to display the context menu.
  - a. To resize the box to cover a larger area, select **Resize** and then move your mouse.
    - The box size decreases as you move your mouse pointer towards the box.
    - The box size increases as you move your mouse away from the box.
    - Left-click the mouse to accept a size.
  - b. To change the colour of the hot link box, select **Change Color**. The **Color** dialog box opens, displaying a range of colors.

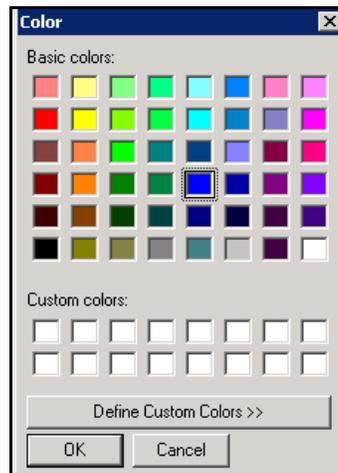


Figure 25. Color dialog box

- c. To change the opacity of the box, select **Change Opacity** and use the sliding scale to make the box more transparent or more opaque (Figure 26 on page 22).

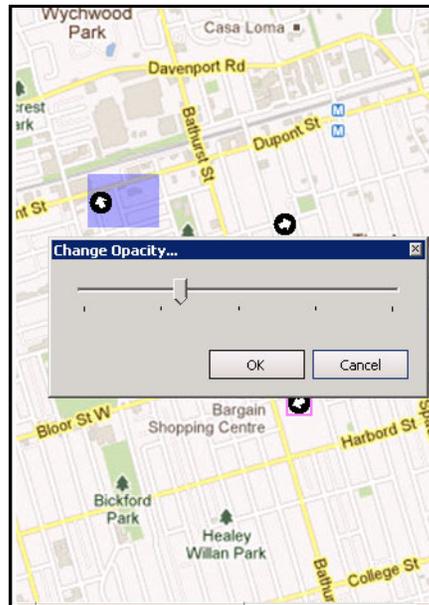


Figure 26. Change Opacity option on hot link

- 8. When the box is the right size, color, and opacity, click **OK**.
- 9. Test the link. Click on the hot box link in the primary map. The associated map should open.

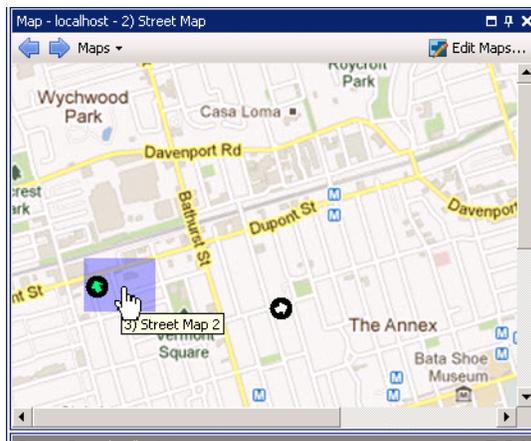


Figure 27. Area of the hot link box on the map

## Deleting a Map, Removing a Camera Icon or a Hot Link

### Procedure

---

#### To delete a map:

1. From the **View** menu, select **Map Navigation**.
2. In the upper right corner of the **Map** dialog box, click **Edit Maps**. The **Edit Maps** dialog box opens.
3. Under the **Map** column heading, select the map you want to delete.
4. Click the **Delete Map** button.
5. Click **OK**.

### Procedure

---

#### To remove a camera icon from a map:

1. From the **View** menu, select **Map Navigation**.
2. In the upper right corner of the **Map** dialog box, click **Edit Maps**. The **Edit Maps** dialog box opens.
3. Under the **Map** column heading, select the map containing the camera icon you want to remove.
4. Right-click on the camera icon. Select **Remove from Map**.
5. Click **OK**.

### Procedure

---

#### To remove a hot link from a map:

1. From the **View** menu, select **Map Navigation**.
2. In the upper right corner of the **Map** dialog box, click **Edit Maps**. The **Edit Maps** dialog box opens.
3. Under the **Map** column heading, select the map containing the hot link you want to remove.
4. Right-click on the hot link. Select **Remove from Map**.
5. Click **OK**.

## Icons on Map

Use the following legend to understand the icons placed on maps.

**Table 1. Map Icon Legend**

Icon	Icon Description	Represents	Colours Indicate
	Filled in circle	Rule on a camera	You can set colours to indicate various states as necessary
	Triangle pointing up in circle	Digital Input (e.g., person presses a button, which causes an appropriate action in the system)	Green arrow, white background - not activated Green arrow, yellow background - activated
	Triangle pointing down in circle	Digital Output (e.g., motion sensor detects motion and closes a gate)	Green arrow, white background - not activated Green arrow, yellow background - activated
	Circle containing an arrow	Camera	Green arrow - recording Orange arrow - activity Red arrow - alarm  Orange circle - camera currently selected
	Box around a circle containing an arrow	PTZ Camera	Green arrow - recording Orange arrow - activity Red arrow - alarm  Orange circle - camera currently selected
	Door	Access control device (e.g., key card or key fob)	Green - access granted Red - access denied

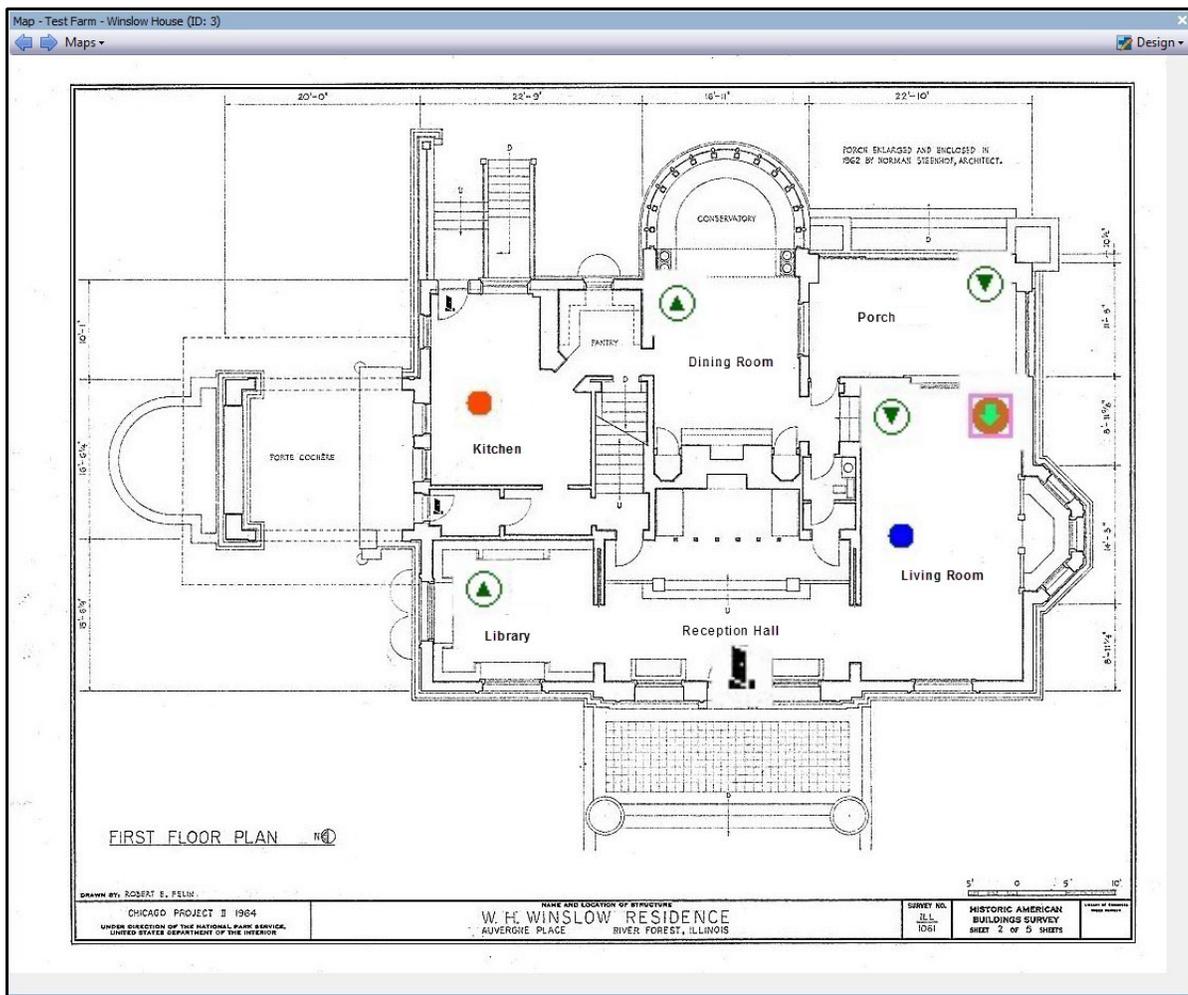


Figure 28. Example of a typical map with camera, PTZ camera, digital I/O, and control access device icons, and rules

## Placing Rules on Maps

### Procedure

#### To place rules on a map:

1. From the **View** menu, select **Map Navigation**.
2. Scroll through the maps to select the one which will have rules.
3. In the upper right corner of the **Map** dialog box, click **Edit Maps**. The **Edit Maps** dialog box opens.
4. Click the **Rules** tab. From the right pane listing the rules, drag and drop your rules to the map with your mouse.
5. Click **OK** to save settings.

# Acknowledging Rules on Maps

## Procedure

### To acknowledge an alarm (rule on map):

1. From the **View** menu, select **Alarm Log** OR click the **Alarm Log** icon on the Menu Toolbar.
2. Right-click on the alarm you want to acknowledge.
3. Select an action to perform:
  - **Mark As Alarm** - To mark as a real alarm without leaving comments.
  - **Mark as False Alarm** - To mark as a false alarm without leaving comments.
  - **Mark as Real Actionable** - To mark as Actionable.

## Adding Digital Input and Output to Maps (ADAM, Phoenix, and Axis Camera I/O devices only)

The **Map Configuration** dialog box contains a **Devices** tab, listing all cameras and digital input and output devices. You can customize digital input and output names to help identify them. For instructions, see the Administration and Analytics Guide.

Icon	Icon Description	Represents	Colours Indicate
	Triangle pointing up in circle	Digital Input (e.g., person presses a button, which causes an appropriate action in the system)	Green arrow up, white background = not activated
			Green arrow up, yellow background = activated
	Triangle pointing down in circle	Digital Output (e.g., motion sensor detects motion and closes a gate)	Green arrow down, white background = not activated
			Green arrow down, yellow background = activated



**Important:** The **Show Digital I/O** option on the must be enabled in **Device Tree Configuration** dialog box for the digital I/O to be displayed, regardless of which specific inputs/outputs are selected. See [“Customizing the Camera Tree” on page 15.](#)

## Procedure

### To place digital inputs/outputs on the Map:

1. From the **View** menu, select **Map Navigation**.
2. Scroll through the maps to select the one which will have rules.
3. In the upper right corner of the **Map** dialog box, click **Edit Maps**. The **Edit Maps** dialog box opens.
4. Click the **Devices** tab. From the right pane listing the devices, drag and drop the digital devices to the map with your mouse.
5. Click **OK** to save settings.

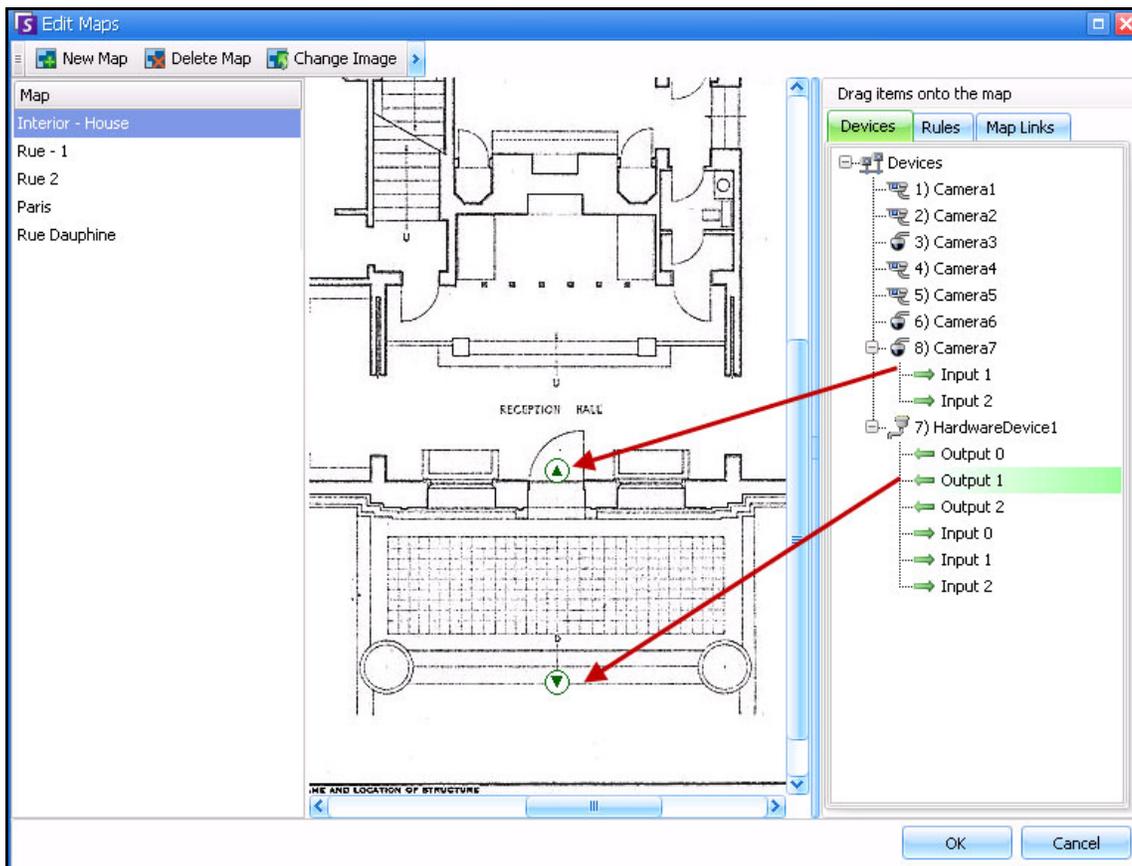


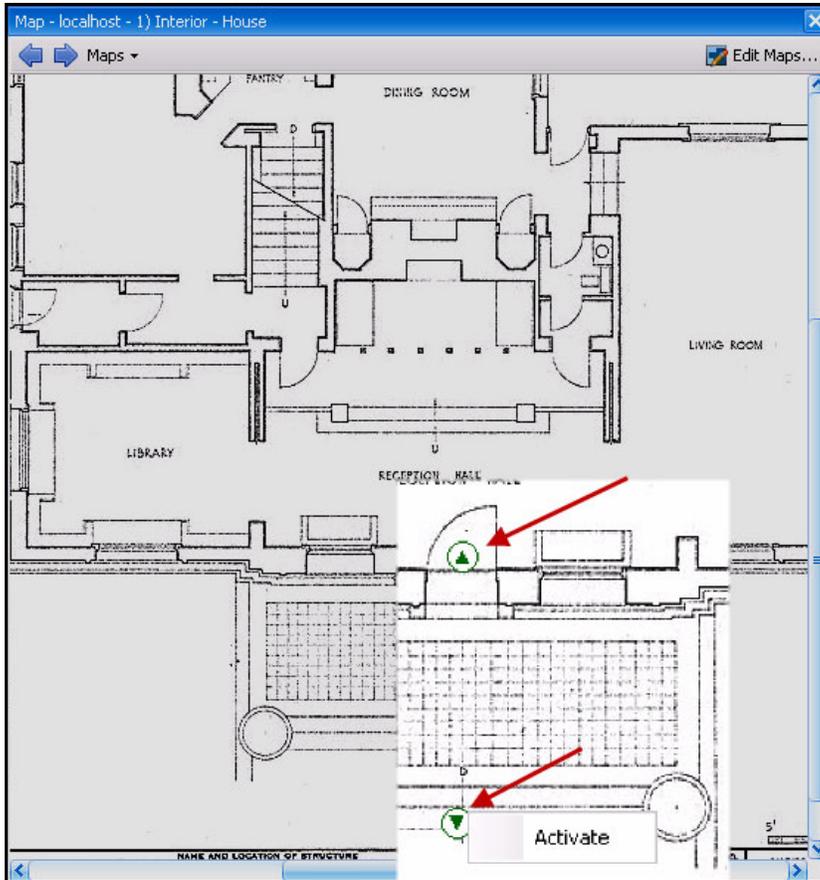
Figure 29. Digital I/O on map displayed with arrow icons

## Activating an Output Device Using the Map Context Menu

### Procedure

To activate output device using the context menu:

1. Right-click on the device. The context menu opens.
2. Click **Activate**. The icon turns yellow.



**Figure 30. Activating an Output device on a Map  
Only Output device has context menu for Activate**

## Server List

The Server List panel is on the right side of the Main Console. It lists the servers along with their connection status.

### Procedure

#### To display and customize the Server List panel:

1. From the **View** menu, select **Server List**. The currently selected server is highlighted, and any server operations that are performed via the Server menu will act on this selected server.
2. Right-click on the top title bar. The context menu appears where the **Column Chooser** allows you to customize which fields are displayed.

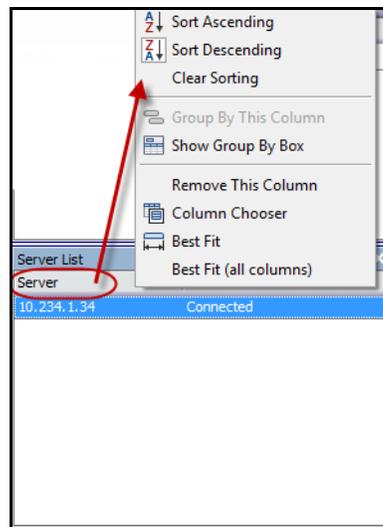


Figure 31. Right-click on Server List panel title bar

3. Right-click on a server from the **Server List** panel. A context menu pops up that allows you to **Add**, **Edit**, **Delete**, **Enable**, **Disable**, and view **Properties** of the selected servers.

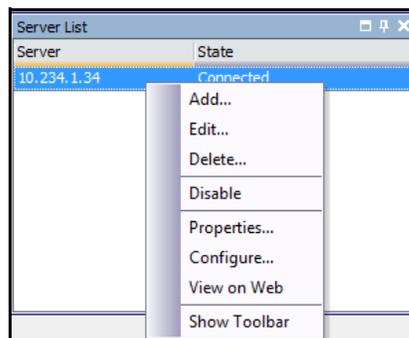


Figure 32. Right-click on a server

The **Server List** panel can be docked in the Main Console or undocked and moved to another monitor.

## Video Panels

Video Panels show live video, recorded video, and allow you to analyze still frames. All Video Panels, including the Main Video Panel, can optionally include a **Timeline** and a Navigation Bar. These options and others are available by right-clicking on the Video Panel to display the context menu.

### Live View Mode

By default, cameras show live images in the Main Console.

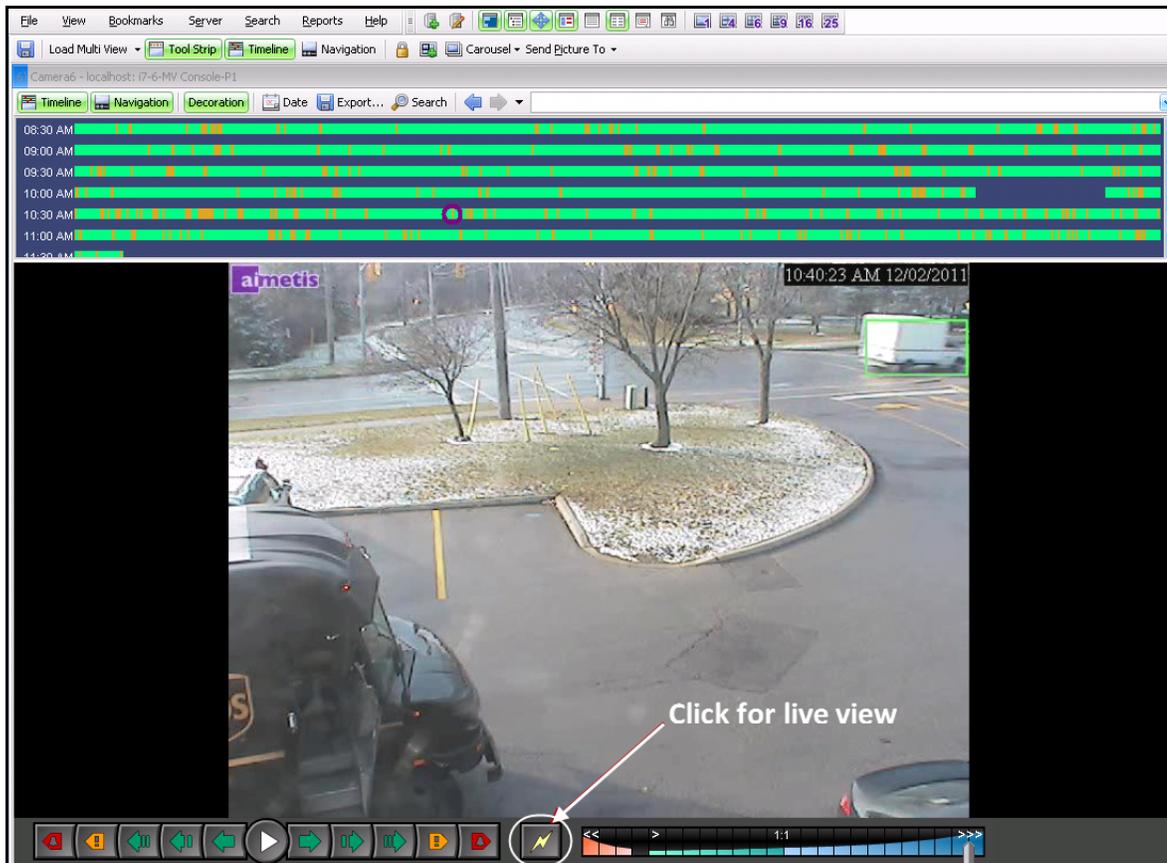


Figure 33. Live Mode

### Procedure

#### To navigate to different cameras:

- Click on a camera in the **Camera Tree** panel or **Map** to switch cameras.

#### To exit live mode:

- Click on **Timeline** and you automatically enter playback mode.

## Video Playback Mode

If **Timeline** or **Alarm Log** is clicked, video playback mode begins.

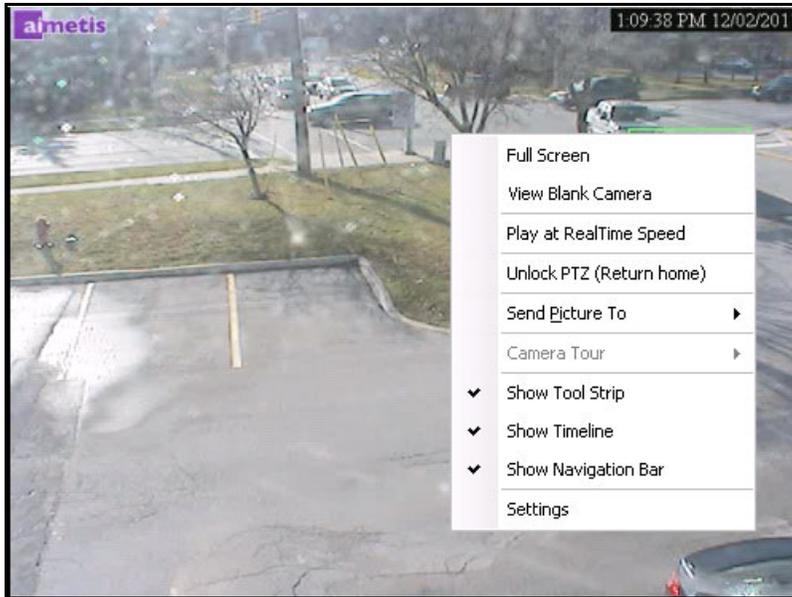


Figure 34. Playback Mode with context menu options displayed

## Procedure

### To select options for playback mode:

Right-click on the video panel in playback mode, to view other context menu options:

- **Full Screen** - Opens Main Console in Full Screen mode. Right-click to exit full screen.
- **Play at RealTime Speed**- Set the Speed Slider to real time speed.
- **Unlock PTZ (Return Home)**- Forces PTZ back to home position.
- **Send Picture To** - You can automatically send picture to Printer, Email Recipient as a Link, a File, the Clipboard, or to the Clipboard as a Link
- **Camera Tour** - Allows you to Edit (or Create) a Camera Tour, and Enable or Disable a Tour. If Enable or Disable is selected while playing historical video, the Video Panel will switch to Live mode.
- **Settings** - Launches the **Camera View Settings** dialog box with several settings for appearance, what to do when activity occurs, digital tracking, and other miscellaneous options. See [“Customizing Video Panel Properties” on page 35.](#)

## Navigation Menu Usage (in video playback mode)



Figure 35. Navigation buttons

- Navigates forward and backward by alarm, activity (motion), 10 seconds, 1 second, 1 frame.
- Controls video playback speed as well as reverse playback speed.
- Switches back to Live mode from playback mode.

## Multi View

Multi View allows you to view multiple cameras' views at the same time. Multi View can be configured to display 1 to 64 cameras at once. You can have more than one multi view dialog box open.

Since the Multi View is made up of individual Video Panels, it is possible to configure them individually for appearance, the activities to perform upon alarm events, whether or not to have Timelines, Navigation Bars, etc.

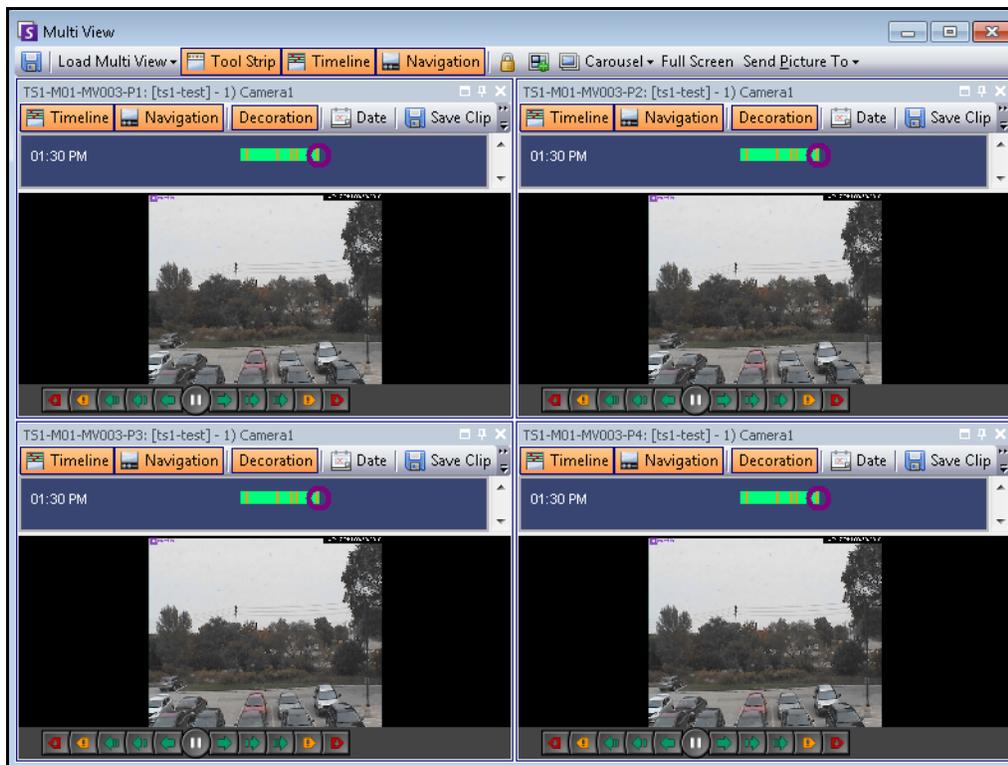


Figure 36. Multi View example

## Procedure

### To load a Multi View display:

1. In the Menu Toolbar, click one of the camera view icons (1, 4, 6, 9, 16, 25).
2. Drag cameras from the **Map** panel or **Camera Tree** panel onto panes in the Multi View.

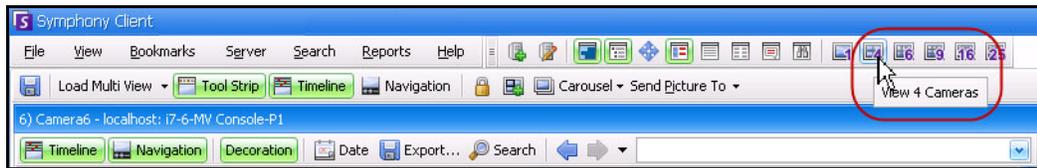


Figure 37. Multi View icons

### To save your currently configured Multi View for later use:

- Click the **Save** button in the **Multi View** toolbar.

### To load a saved Multi View:

- From the **View** menu, select **Load Multi View Layout**.

## Floating Multi View

Floating Multi View windows are typically used where the operator has more than one monitor. A floating Multi View can be dragged to the second monitor. The behavior of each video pane can be customized (see [“Customizing Video Panel Properties” on page 35](#)).

## Docked Multi View

- From the **View** menu, select **Docked Multi View**. The **Timeline** will be automatically hidden when docked Multi View is selected.

## Display Four Historical Video Streams Concurrently in Fast Forward Mode

You can play 4 historical synchronized video streams in Fast Forward mode or Reverse mode at 16 times real speed concurrently using the **Lock times on navigation** feature.

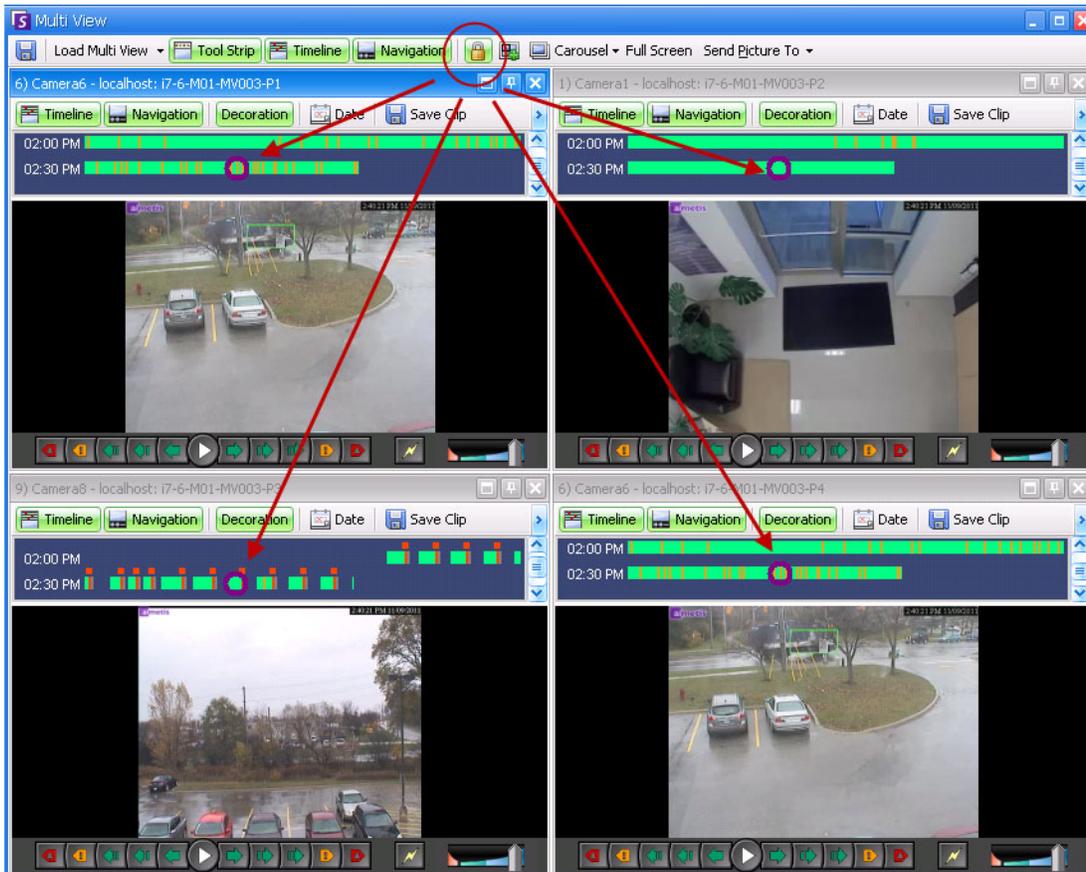


Figure 38. Four panels - Lock on time navigation enabled

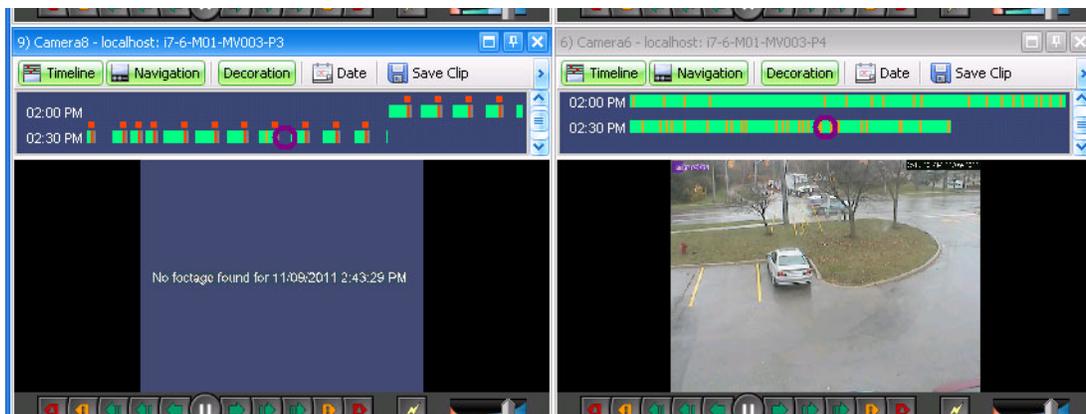


Figure 39. All 4 videos in Fast Forward mode  
 "No footage found message" displayed in panel of camera with no recorded video for a particular time

If some cameras do not have video for the start time the user has specified, one or more panels may display video for 1 second from a future time while the panels synchronize.

## Customizing Video Panel Properties

Each video panel can be configured with advanced options. A video panel can be in the **Multi View** (see [“Multi View” on page 32](#)) or Main Console.

### Procedure

#### To customize camera view settings:

1. Right-click on the image in the video panel and select **Settings**.
2. The **Camera View Settings** dialog box opens with several settings for:
  - appearance (such as title, video information overlay)
  - views that can be displayed when an activity occurs
  - digital tracking (zooming in on an activity)
  - global settings (that is, applying changes to all video panels)

### Appearance Tab

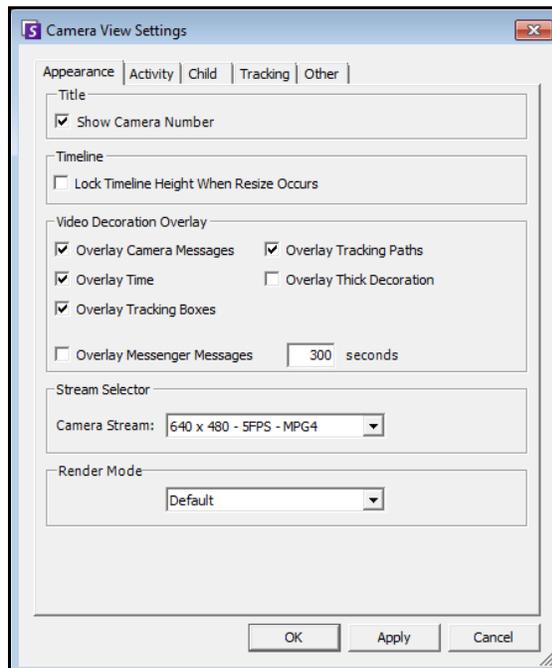


Figure 40. Camera View Settings dialog box with Appearance tab active

- **Title** - Displays camera number.
- **Timeline** - Enables whether Timeline height should be resized automatically.
- **Video Decorations Overlay** - Enables video annotations.
- **Stream Selector** - If camera accommodates multiple video streams, allows you to select which video stream to display.
- **Render Mode** - specifies how Symphony Client renders video for the camera in the panel. If video is not displaying properly, try changing the Render Mode. Some video cards do not support all video render modes. RGB render modes require more CPU power than the default render mode.

## Activity Tab

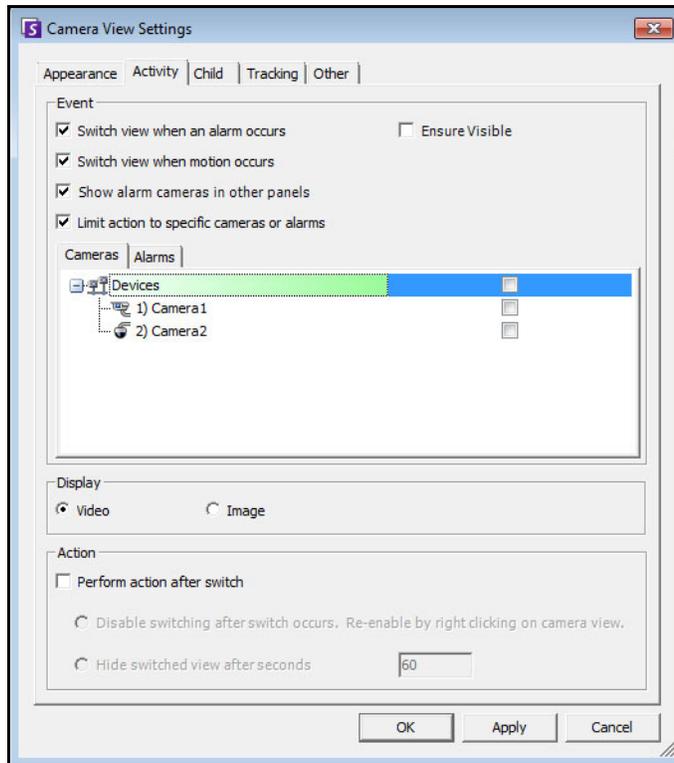


Figure 41. Camera View Settings dialog box with Activity tab active

- ["Event"](#)
- ["Display"](#)
- ["Action" on page 37](#)
- ["Example 1 " on page 38](#)

### Event

You can force a Video Panel to automatically switch to a specific view when an event occurs.

- The switching event can be an alarm (defined in Rules), or it can be motion (detected by motion analytics engines such as VE150, VE160, VE250). An alarm can be from an I/O device that is associated with a camera.
- **Limit action to specific cameras** - If you are connected to many farms/servers/cameras you may want a view to automatically switch only to a subset of all cameras. You select the cameras that should be in this set. This is useful if you have 4 Multi Views open and you are monitoring 1000 cameras where there is rarely activity. The 4 Video Panels within a Multi View window can be configured to always show video from the last 4 cameras that had activity.

### Display

Choose whether you want to automatically switch to the live video or to the still image.

## Action

An action can be performed after the switched view:

- **Disable switching after switch occurs** - As an example scenario, imagine a Video Panel switches and the operator watches the camera, then another alarm occurs on a different camera that causes a second switch to a new view. The operator may be frustrated that the view has automatically changed. In such a case, it might be useful to **Disable switching after one switch occurs**. However, if the operator needs to re-enable switching, the operator must right-click on the live view and select the **Enable Automatic Switching** menu option.
- **Hide switched view after seconds** - If the view should be blank unless an event of interest has occurred, then select this option. When no event has occurred, the panel will be black with the text "Waiting for event." When an event occurs, the video will pop up and a countdown timer will be displayed that shows how many seconds are left until the "Waiting for event" state. The number of seconds to wait before blacking out the live view can be specified in the text box.

---

**Note:** Symphony will not automatically switch a Video Panel to a camera that is already being displayed in another camera panel in that **Multi View**.

After a Video Panel automatically switches it will not automatically switch to another camera for 8 seconds.

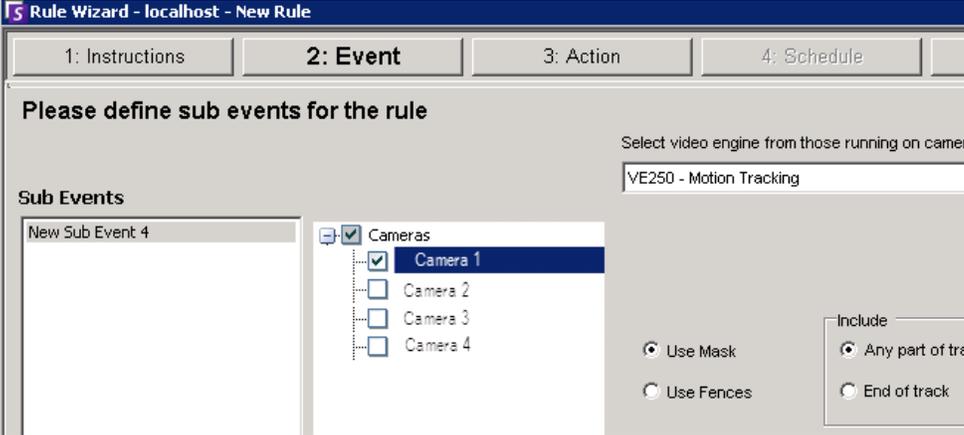


If multiple Video Panels within a **Multi View** switch based on activity, only one will switch - the one that switched furthest in the past. Each Multi View operates independently; therefore, if you have 2 cameras in different Multi Views set to automatically switch based on activity, they may both be showing the same camera.



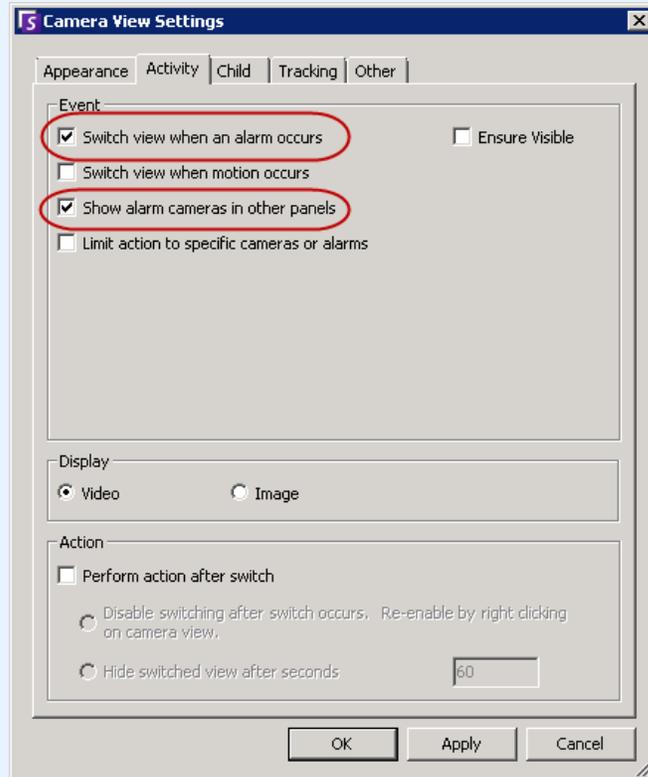
**Important:** To hide the view until next event, *one-time only*, right-click on the Video Panel and select **Hide view until next event**.

---

Example 1	Alarm Launching Multiple Cameras
	<p>An intruder breaks through door and enters room.</p> <ul style="list-style-type: none"> <li>• Camera 1 focused on door.</li> <li>• Cameras 2, 3, and 4 – all show interior space related to door.</li> <li>• In Symphony Client 2 x 2 multi-view panels with no cameras currently displayed</li> </ul> <p>Task:</p> <ul style="list-style-type: none"> <li>• Set up Symphony so that image from Camera 1 appears immediately in a multi-view panel when an alarm is raised and that cameras near the door are also displayed immediately when an alarm is raised on Camera 1.</li> </ul> <p><b>Set up rule in Rule Wizard</b></p> <ol style="list-style-type: none"> <li>1. In the <b>Rule Wizard</b>, Camera 1, which is focused on a door, is selected. The appropriate Video Engine and mask are set up as necessary.</li> </ol>  <p><b>Figure 42. Rule Wizard - Event</b></p> <ol style="list-style-type: none"> <li>2. Click <b>Next</b>.</li> <li>3. In the <b>Alarm</b> tab, you select all the cameras from which you want to see an image if an alarm occurs on Camera 1. In this example, you want to see images from Cameras 2, 3, and 4 if an alarm is triggered on Camera 1.</li> </ol>

<b>Example 1</b>	<b>Alarm Launching Multiple Cameras</b> (Continued)				
	<div style="border: 1px solid gray; padding: 5px; margin-bottom: 10px;"> <p><b>Rule Wizard - localhost - New Rule</b></p> <p>1: Instructions    2: Event    <b>3: Action</b>    4: Schedule</p> <p><b>Choose which actions you want this rule to take when an alarm occurs</b></p> <p>Create new action <input type="text"/> <input type="button" value="Edit"/> <input type="button" value="Remove"/> <input type="button" value="Reset"/></p> <p>Action name: <input type="text" value="View other cameras when alarm on Camera 1"/></p> <p>Alarm   Record   Relays   FTP   Email   TCP   Run Program   Sounds   Zoom   Instructions   Rule   OPC</p> <p style="border: 1px solid red; border-radius: 15px; display: inline-block; padding: 2px 5px;">View other cameras on alarm</p></div> <div style="border: 1px solid gray; padding: 5px; margin-bottom: 10px;"> <p><b>Figure 43. Rule Wizard - Alarm tab (View other cameras on alarm)</b></p> <p>4. Click <b>Next</b> and set up the <b>Schedule</b>.</p> <p>5. Click <b>Save</b> to save the <b>Rule name</b> for this scenario.</p> <p>6. Click OK to close the Server Configuration dialog box.</p> <p><b>Set up Multi-view panel:</b></p> <ol style="list-style-type: none"> <li>In a Multi-view panel (for example, 2x2), right-click <b>ONLY</b> on the first panel (Panel 1).</li> </ol> <table border="1" style="margin: 10px auto; border-collapse: collapse; text-align: center;"> <tr> <td style="padding: 5px;">Panel 1</td> <td style="padding: 5px;">Panel 2</td> </tr> <tr> <td style="padding: 5px;">Panel 3</td> <td style="padding: 5px;">Panel 4</td> </tr> </table> <ol style="list-style-type: none"> <li>From the context menu, select <b>Settings</b>. The <b>Camera View Settings</b> dialog box appears.</li> <li>Click the <b>Activity</b> tab.</li> <li>Select the <b>Switch view when alarm occurs</b> check box.</li> <li>Select the <b>Show alarm cameras in other panels</b> check box. (This option forces all the other panels in the Multi-view to display images from cameras associated with Camera 1. Recall, in the <b>Rule Wizard</b>, Cameras 2, 3, and 4 were selected to be viewed if an alarm was triggered on Camera 1.)</li> </ol> </div>	Panel 1	Panel 2	Panel 3	Panel 4
Panel 1	Panel 2				
Panel 3	Panel 4				

**Example 1**      **Alarm Launching Multiple Cameras** (Continued)



**Figure 44. Client View Settings dialog box - Activity tab**

When an alarm occurs on Camera 1, Panel 1 will now display the image from Camera 1 AND the other panels will display images from Cameras 2, 3, and 4.

Panel 1	Panel 2
Image from Camera 1	Image from Camera 2
Panel 3	Panel 4
Image from Camera 3	Image from Camera 4

## Child Tab

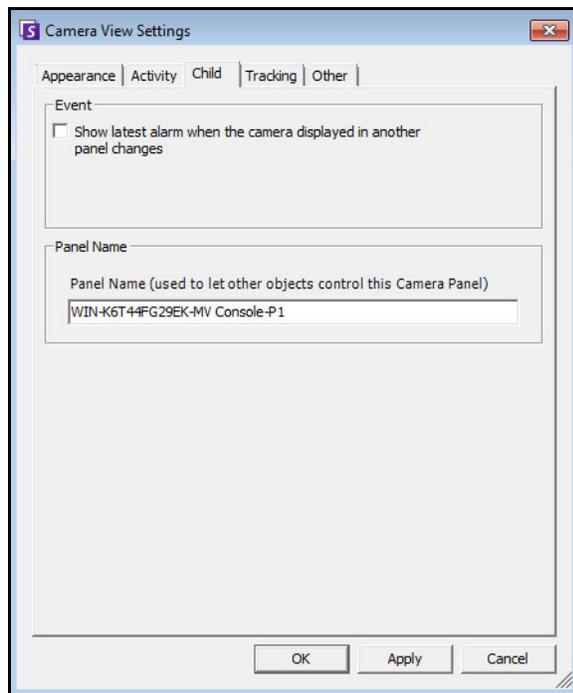


Figure 45. Child tab

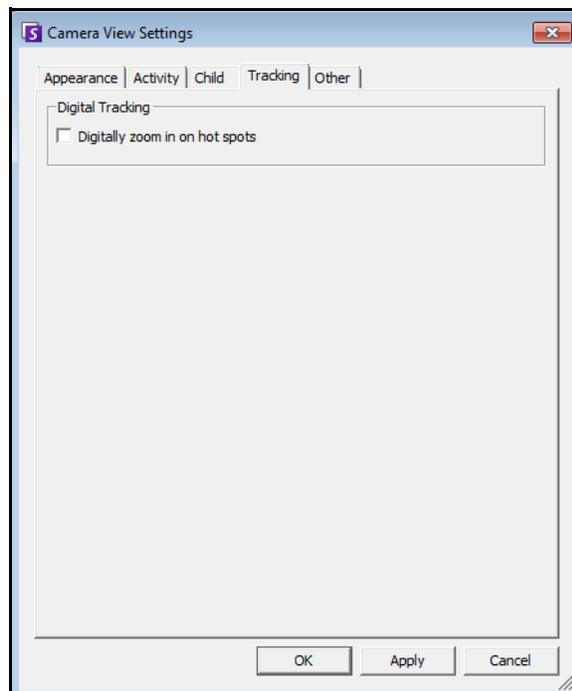
You can force a Video Panel to always show the latest alarm image for the camera being displayed in another Video Panel (Primary Video Panel). When you change the camera being shown in the Primary Video Panel (either automatically or manually) the Secondary Video Panel switches to the most recent alarm.

## Procedure

### To display a listing of the most recent alarm/motion images:

- From the **View** menu in the main console, select **Recent Alarm/Motion JPEGs**. The **Recent Alarms/Motion JPEGs** dialog box opens.

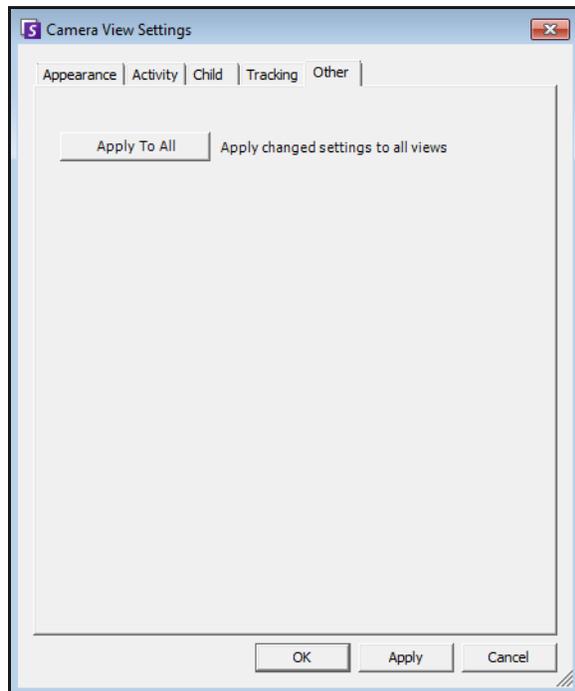
## Tracking Tab



**Figure 46. Tracking tab**

- Enable digital tracking whereby the client software will automatically digitally zoom in on activity.

## Other Tab



**Figure 47. Other tab**

- Applies changes selected in other tabs to all video panels.

# Symphony Client Settings

You can configure numerous Client side settings for individual users. These settings do not affect the Symphony Server directly, only how the information from the Symphony Server is presented. You can customize how Symphony displays information and behaves.

## Procedure

### To access the Settings dialog box:

- From the **View** menu, select **Settings**. The **Symphony Client Settings** dialog box opens with the **Startup** tab active.

## Startup

The default layout at startup for the current user can be defined.

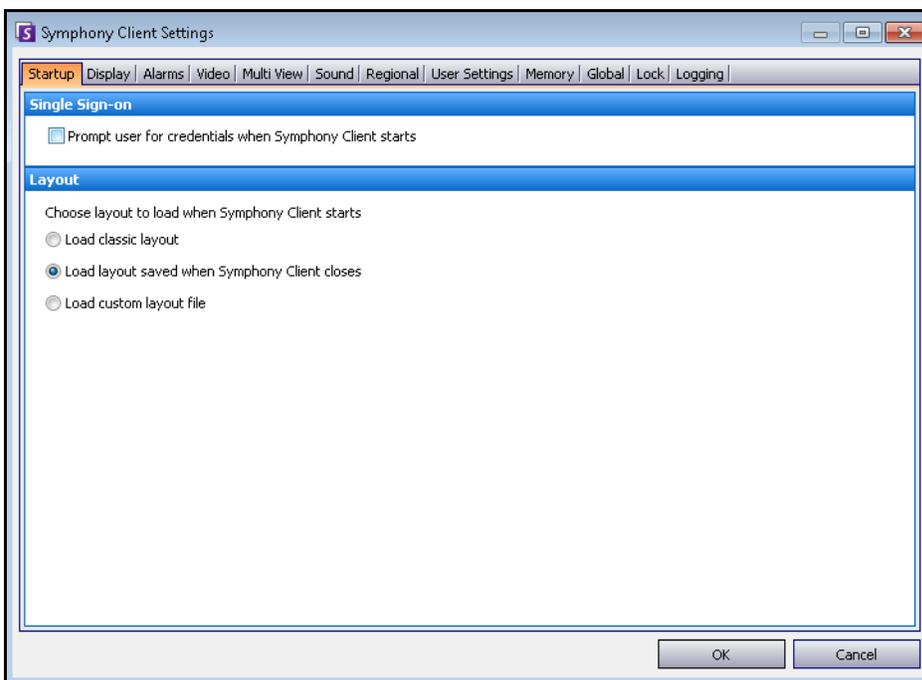


Figure 48. Startup tab for selecting layout

- You can require a user to enter credentials when Symphony Client starts by enabling the **Prompt user for credentials when Symphony client starts** check box.
- Classic layout displays the Main Console, **Map** panel, **Camera Tree** panel, **Alarm Log** panel, and the **Application Log** panel.

## Display

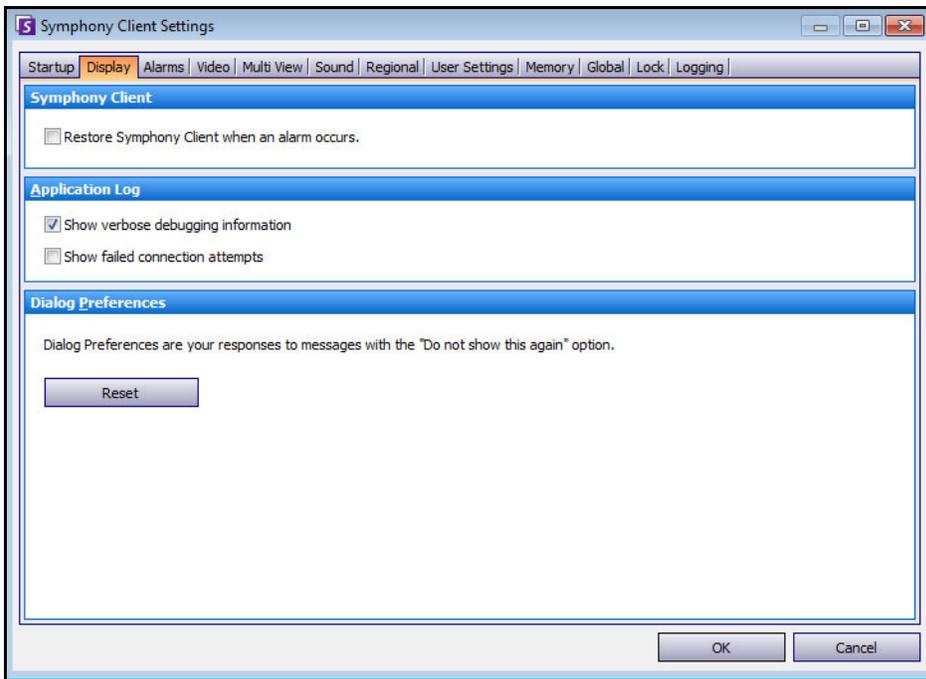


Figure 49. Display tab for setting dialog boxes

- The **Symphony Client** section allows you to control whether Symphony Client is restored to standard screen size when an alarm occurs.
- The **Application Log** section allows you to configure how messages are displayed in the **Application Log** panel. **Verbose** indicates a large quantity of information will be displayed.
- The **Dialog Preferences** section allows you to reset all the dialog boxes back to their initial set state, so that they will display the help information with the **Do not show this again** option.

## Alarms

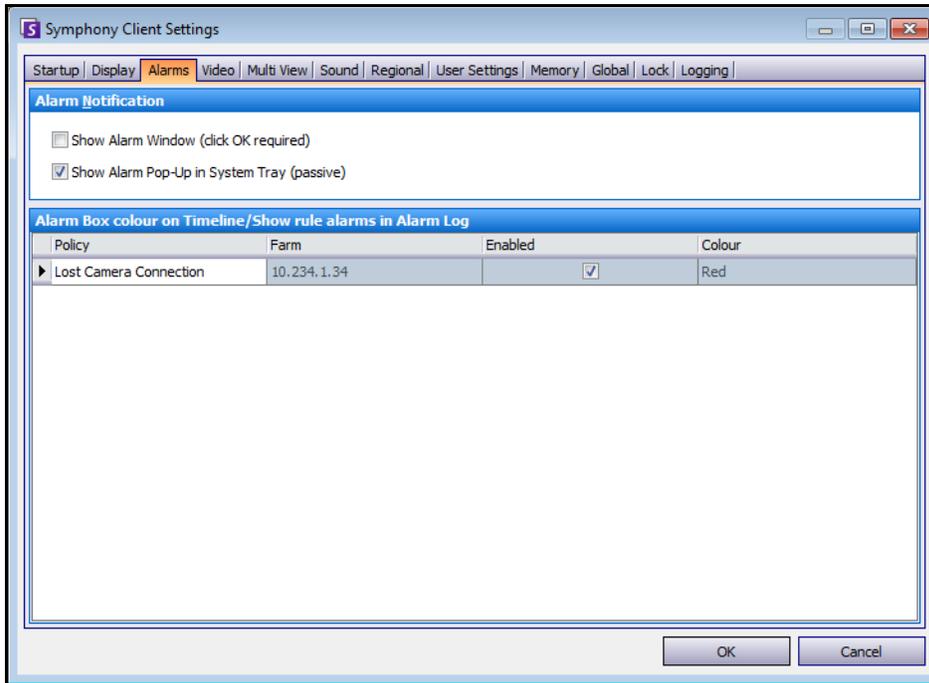


Figure 50. Alarms tab

- The **Alarm Notification** section allows you to specify if a dialog box should pop up after an alarm (Rule broken) occurs, or if an alarm icon should be added to the system tray.
- The **Alarm Box** section allows you to customize alarm colours displayed in the Timeline, and what alarms to show in the Alarm Log by Rule. By default, all alarms will create a Red Dot in the Timeline, and all Rules that are broken will appear in the Alarm Log. By customizing the Timeline, it is easier to locate specific events. You can configure what colour each Rule should represent in the Timeline.

## Video

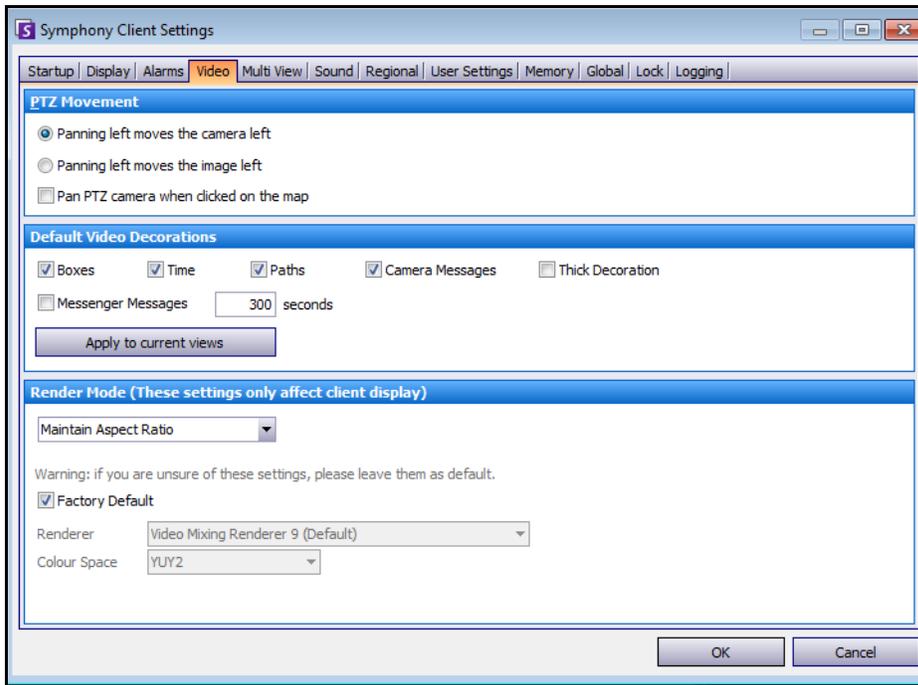


Figure 51. Video tab

- The **PTZ Movement** section allows you to define the PTZ movement behaviour in the live view.
- The **Default Video Decorations** section allows you to define how images are displayed with video annotations such as time information or messages. By default, Symphony overlays boxes and paths on the live video. You can switch whether Symphony should decorate (display the video annotation on) the image. This affects only how live video is displayed and does not change how Symphony records video.
  - Decoration information is always recorded separately and not written directly on the video images.
  - This is a client-side setting that does not affect other users. The same video can be viewed by one Symphony Client user with decorations enabled, and by another without decorations enabled.
  - This setting also effects video play back settings. You can choose to overlay decorations for recorded video you are playing back.
- The **Render Mode** specifies how Symphony Client renders video. If video is not displaying properly, try changing the Render Mode. Some video cards do not support all video render modes. RGB render modes require more CPU power than the default render mode.



**Important:** In releases before 6.8, the default was **Video Renderer Default**. If your video does not play with the **Video Mixing Renderer 9, custom presenter**, select **Video Renderer Default** from the **Renderer** drop-down list.

## Multi View

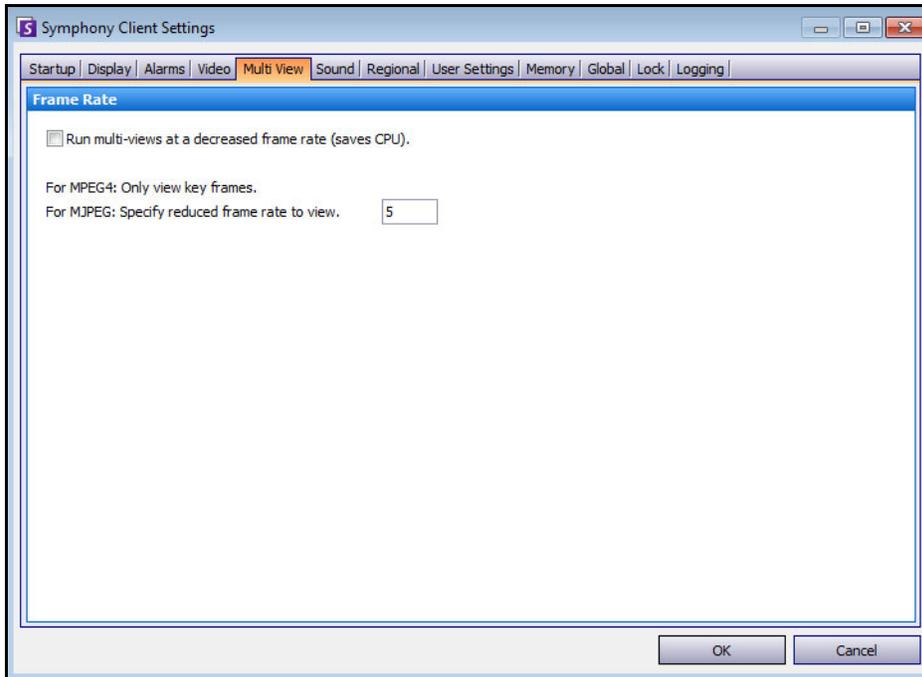


Figure 52. Multi View tab

- Symphony allows you to open a split screen or virtual video matrix window that can show 1 to 64 cameras simultaneously. This requires a lot of CPU resources on the client PC.
- The **Frame Rate** section allows you to configure whether to run **Multi View** windows at a decreased frame rate to reduce CPU load on the client PC.

# Maps



**Important:** Aimetis Symphony 6.7 and later includes a new tab, **Maps**, where you set up how alarms on maps are displayed. For example, flashing for a given amount of seconds when an alarm occurs, or continuous flashing until alarms are acknowledged.

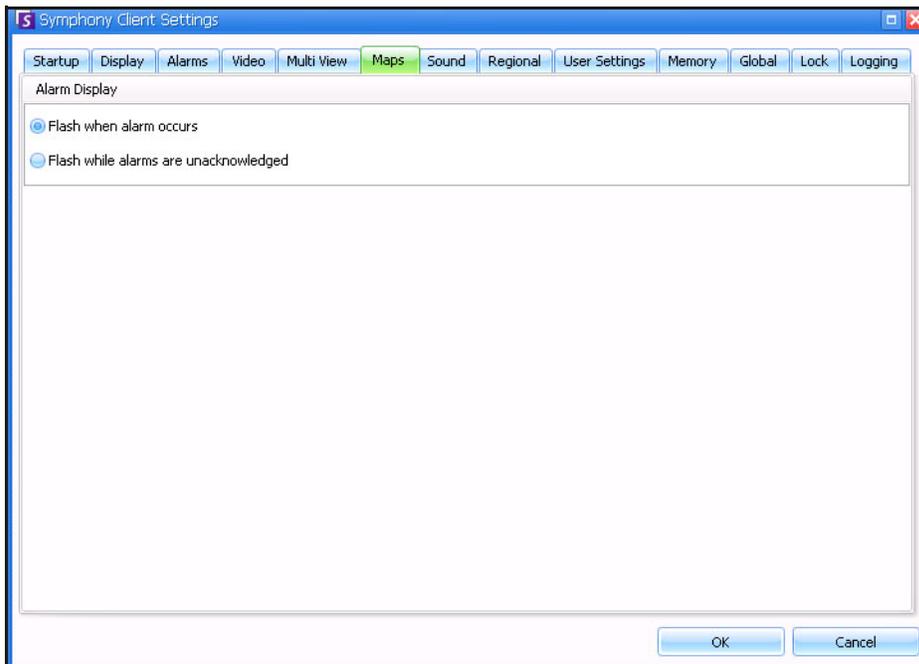


Figure 53. Maps tab

## Sound

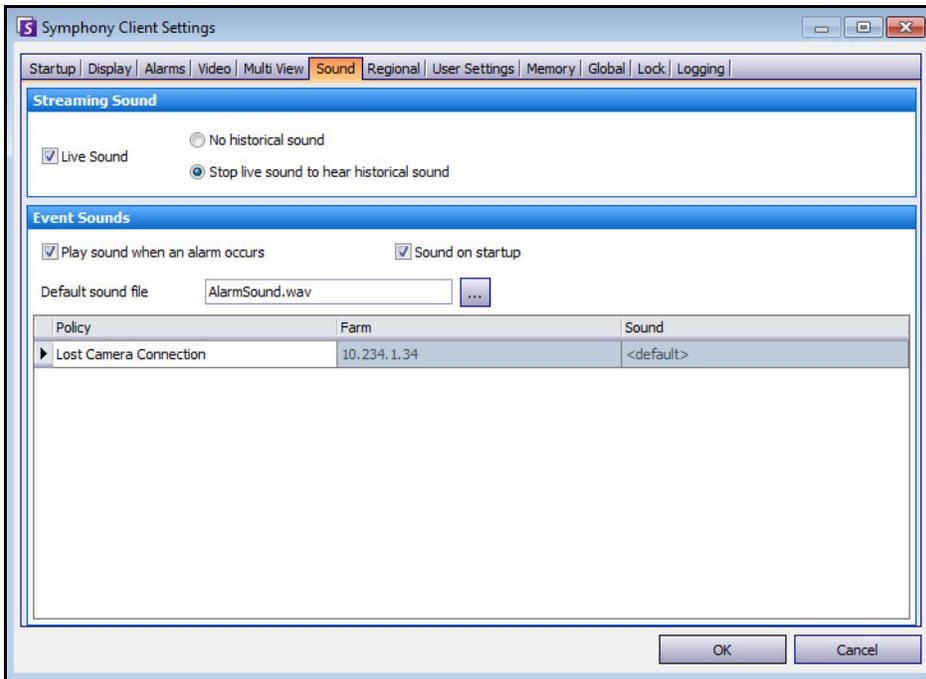
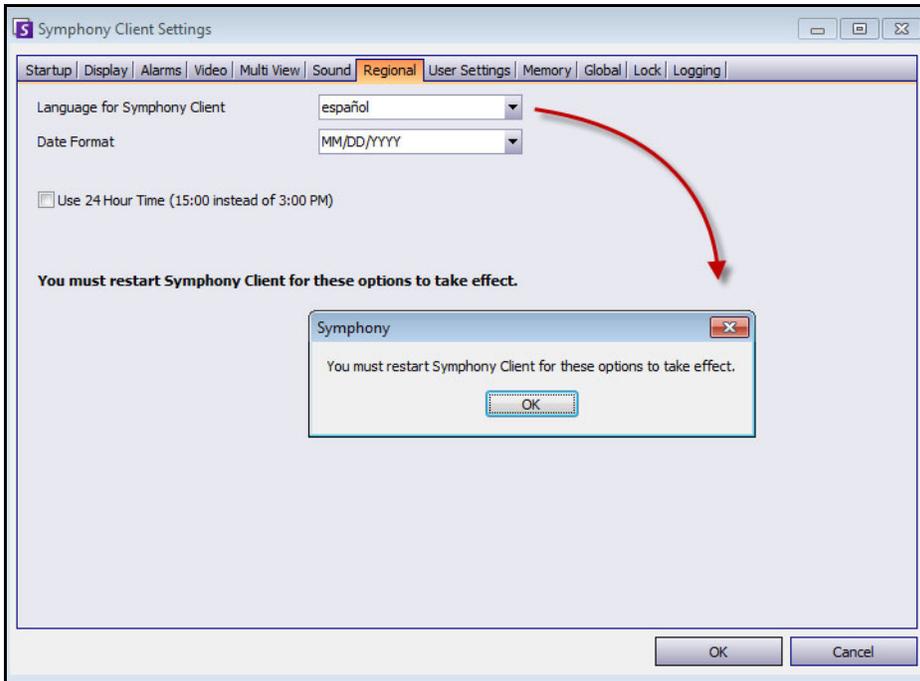


Figure 54. Sound tab

You can customize sound configuration within Symphony Client.

- In the **Streaming Sound** section, you can specify how Symphony Client will play audio for live and recorded video.
- In the **Event Sounds** section you can specify a default sound to be played for alarms.
- **Continuous sound on alarms** - Each policy may (in addition to the existing sound), have a continuous sound that plays until all alarms based on the given policy have been acknowledged. The sound (.wav) file will play continuously. You must have the **Play sound when an alarm occurs** check box selected for any sound to play. If any existing sounds are being played, clearing the **Play sound when an alarm occurs** check box stops the sound.

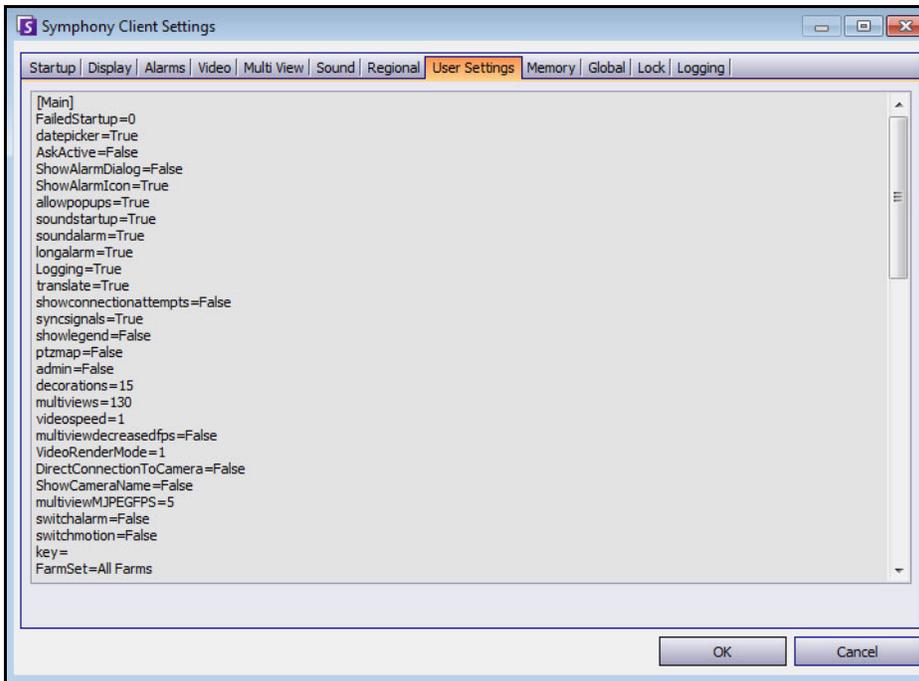
## Regional



**Figure 55. Regional tab**

- You can specify the language of Symphony Client. By default, Symphony Client will use your Windows system language. If your Windows is using a language not supported by Symphony Client, it will automatically select English.
- You can also customize how the date and time are displayed in Symphony Client by selecting a format from **Date Format** drop-down box and, if necessary, selecting the **Use 24 Hour Time** display check box.

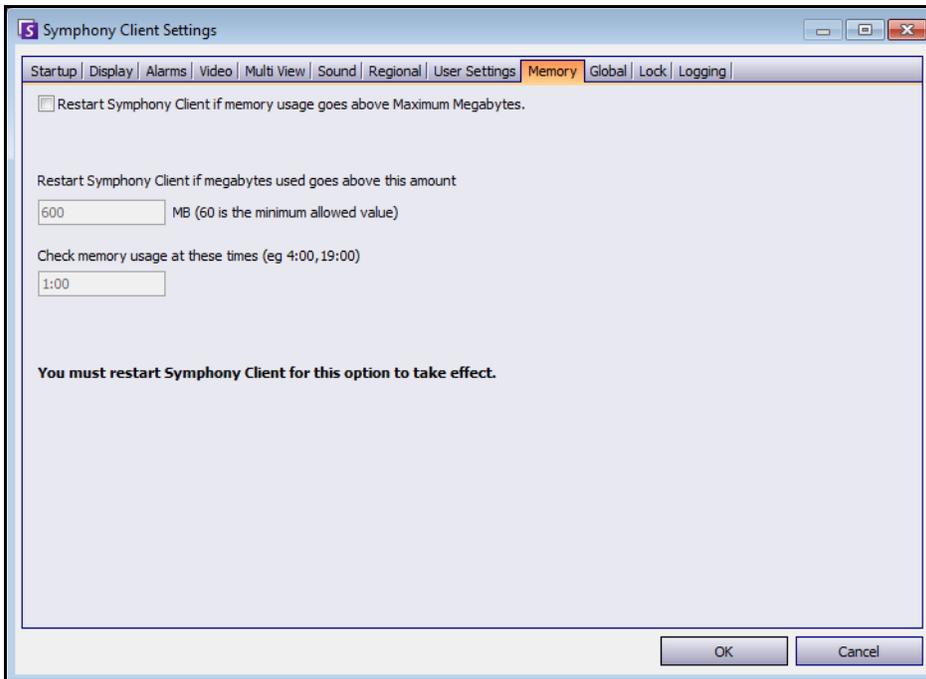
## User Settings



**Figure 56. User Settings**

- You can directly edit the initialization (.ini) file which stores all the user-specific settings of Symphony Client. We do not recommend that you change these advanced settings.

## Memory



**Figure 57. Memory tab**

- You can configure memory usage conditions under which Symphony Client will restart.

## Global

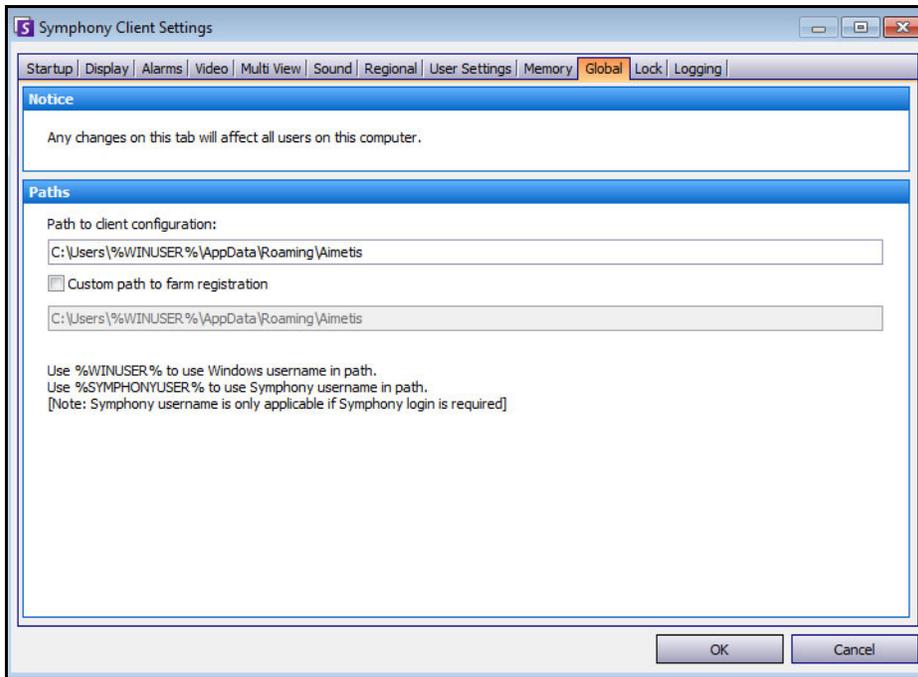
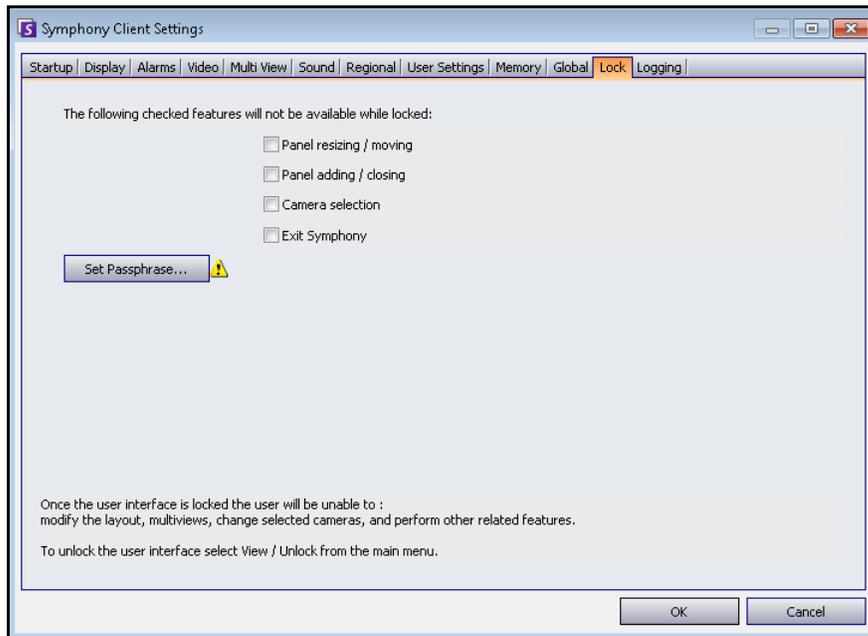


Figure 58. Global tab

- **Paths** define where to store client configuration and farm registration.

## Lock



**Figure 59. Lock tab**

In some cases, you may want to lock the user interface to prevent users from changing the configuration.

- **Panel resizing/moving** - Prohibits user changing size of panels as well as moving and docking the panels.
- **Panel adding/closing** - Prohibits user adding panels to the user interface or closing them in the current layout.
- **Camera selection** - Prohibits user changing camera in the view through the camera tree or through the map.
- **Exit Symphony** - Prohibits user from exiting Symphony.
- **Set Passphrase** button - Creates a password to lock/unlock the interface. The user will be prompted for a password.

## Procedure

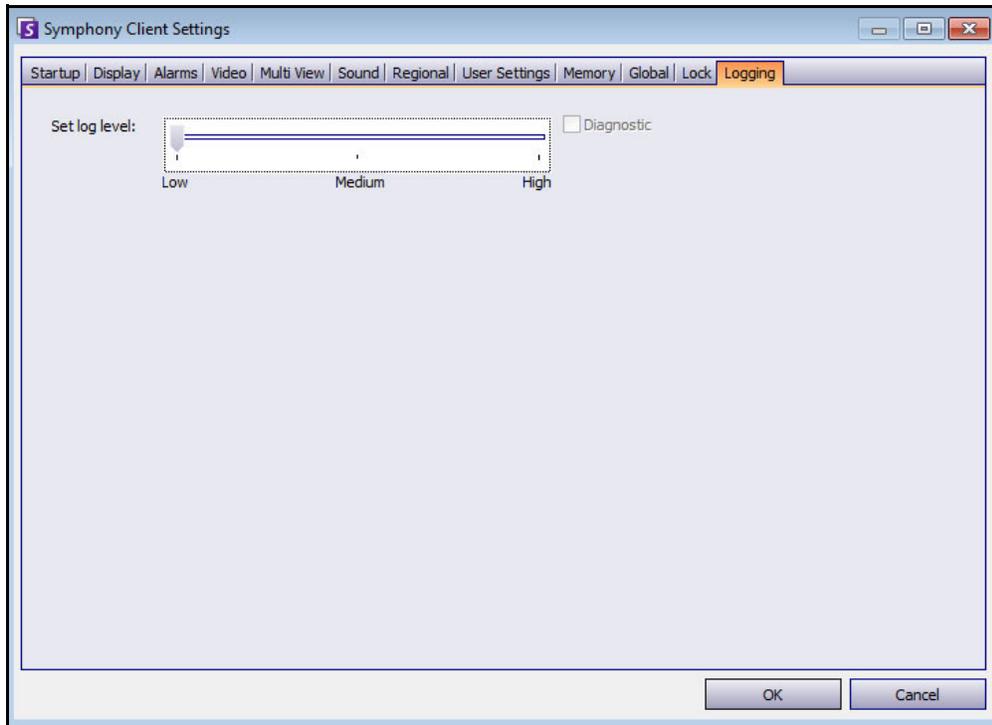
### To lock the user interface:

1. In the **Lock** tab of the **Symphony Client Settings** dialog box, select the interface features you want to lock.
2. Click the **Set Passphrase** button. Enter a passphrase that the user must enter (if necessary) to later unlock the interface and lick **OK**.
3. From the **View** menu of the Main Console, select **Lock**.

### To unlock the Symphony Client:

1. From the **View** menu on the Main Console, select **Unlock**. The **Unlock Symphony** dialog box opens.
2. Enter the pass phrase that was defined when locking the interface and click **OK**. The interface is now unlocked.

## Logging



**Figure 60. Logging tab**

You can set the level of information (low, medium, high) that Symphony Client should log for system functions. If you select **Low**, the client logs will contain less detail, but system performance will be better. Increasing the log level provides more detailed information if a problem is encountered, but can impact system performance. If unsure, leave the default selection.

## Chapter 2

### Searching Video by Using the Search Tool

Symphony provides two methods of searching video: using the **Timeline** or the **Search** tool.

- The **Timeline** is integrated in the main interface of Symphony Client and summarizes a full day's activity. This is useful if you want an overview of the entire day on the current camera. See ["Timeline" on page 2](#).
- The **Search** tool allows you to query video for specific events in specific parts of the video.

#### Search Tool

The Search tool allows you to search recorded video for motion or alarms in specified areas of interest. Symphony will search based on your criteria and create a mini movie and thumbnails showing the results. For example, you may search for all activity around a car for the last 24 hours. Symphony will create a video containing only activity that occurred in an area of an image designated by you. The result may be a five minute movie, depending on how much activity was found.

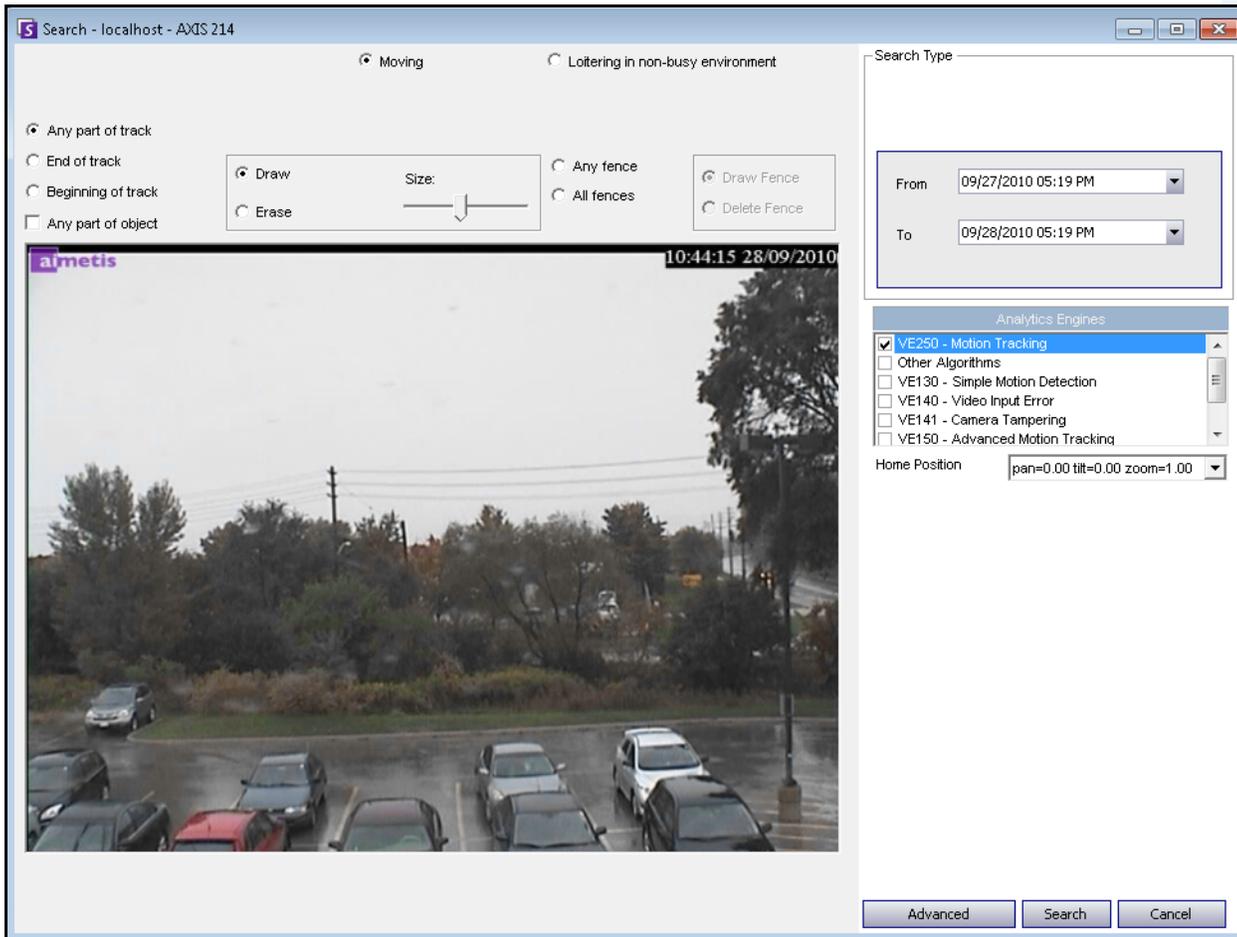


Figure 1. Search dialog box

## Procedure

### To perform a search:

1. From the toolbar, click the **Search** button (Figure 2). The **Search** dialog box opens (Figure 1 on page 58).

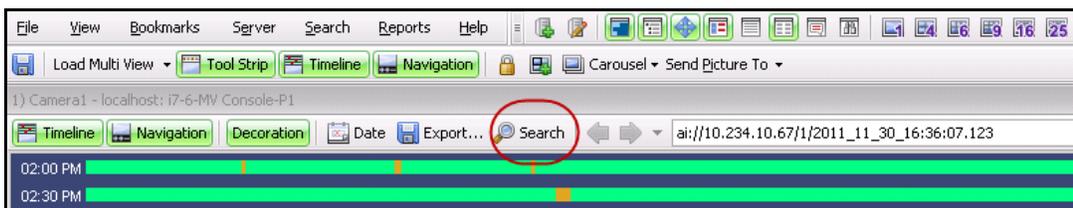
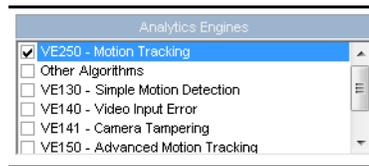


Figure 2. Search button

2. From the **Analytics Engines** list, select the engine. Depending on the analytics engine you choose, you can mark the area of interest for searching or select a class of objects to search for such as people or vehicles. Each engine has different search options that you can use.



**Figure 3. Analytics Engines selection list**

Some options might be:

- Using the displayed image from the video, you define the area in blue (a mask) where objects in motion should be detected. [Figure 4 on page 60](#)
  - Select the **Erase** option to erase the blue mask.
  - Select the **Draw** option to draw the blue mask.
  - The **Size** slider adjusts the pen thickness.
- Alternatively, digital fences can be used as the search criteria. Select **Any fence** to draw a digital fences. Selecting **All fences** denotes that the object must pass through all fence lines to result in resulting search video. [Figure 5 on page 60](#)
- Select the **Class** of object you wish to search for, such as **People**, **Vehicles** or **Unknown** objects (unknown objects are objects that were tracked but were not classified as people or vehicles). [Figure 5 on page 60](#)
- Select the **Behavior** to filter by, such as loitering. [Figure 5 on page 60](#)

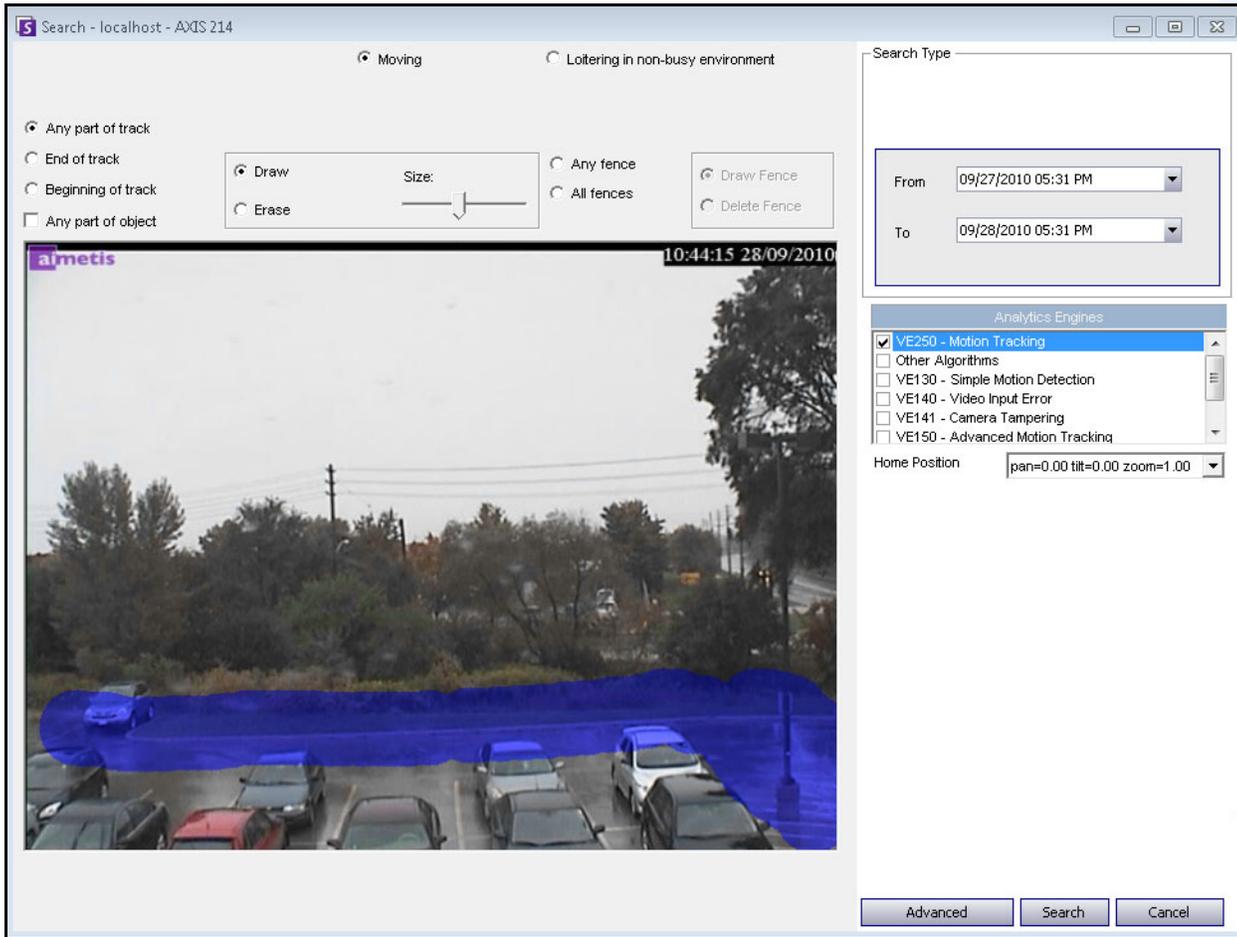


Figure 4. Search dialog box

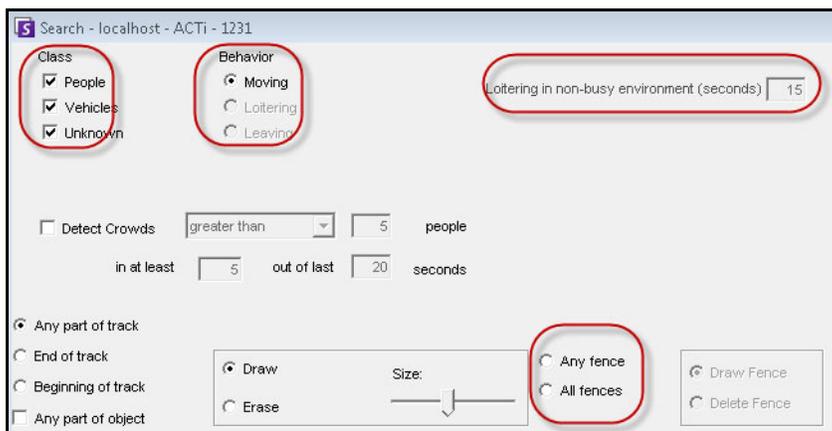
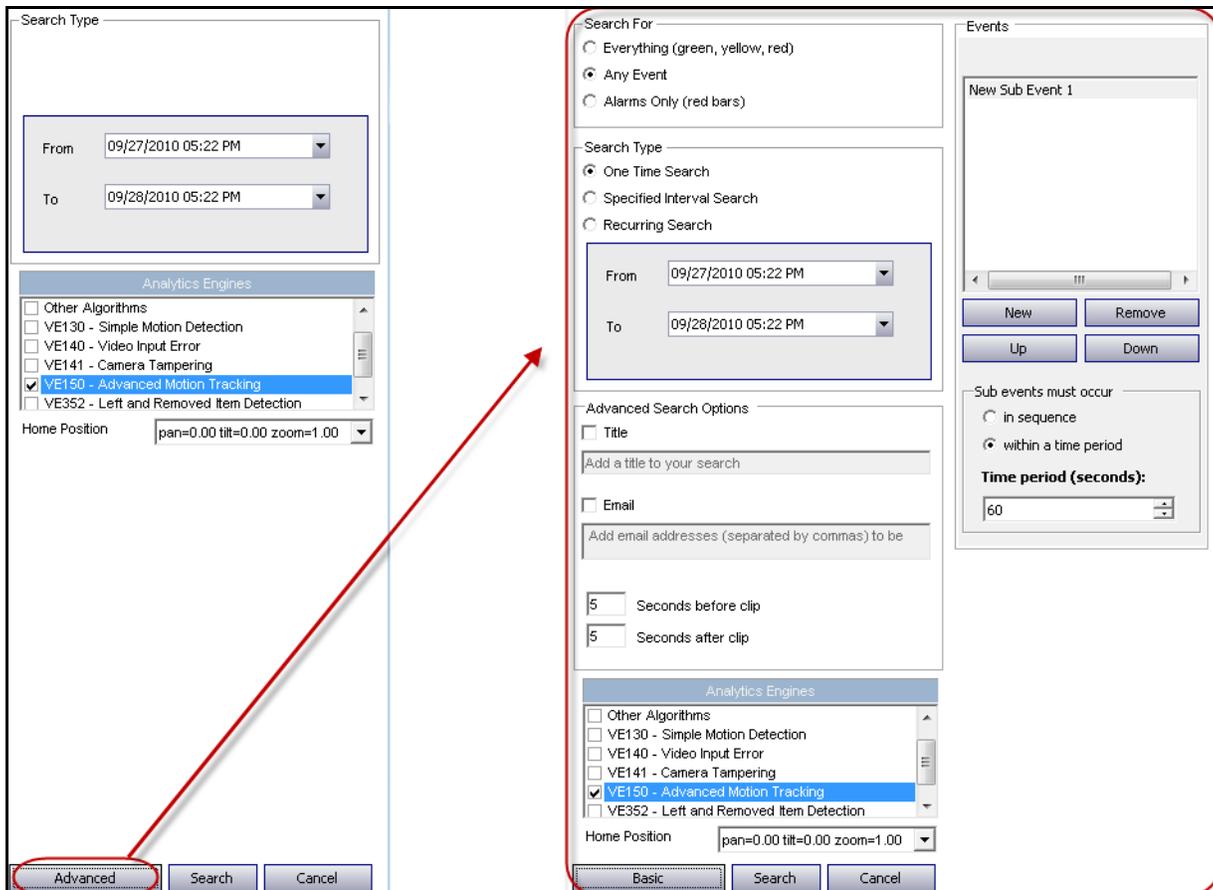


Figure 5. Search options

- Specify your search **From** and **To** dates. For more advanced settings, click the **Advanced** button (Figure 6).



**Figure 6. Basic to Advanced settings in the Search dialog box**

- **One Time Search** - The search will be performed only once using the date range you selected.
- **Specified Interval Search** - You can specify to search between a date and time range. For example, between July 26 and July 30, but only between 6:38pm and 7:38pm.
- **Recurring Search** - Allows you to specify a search that Symphony will continuously perform until you end it. For example, between 18:00 and 8:00 each day. This option may be useful if you want automated searches done at specific times for review.
- **Title** - A user defined tile for the search can be defined.
- **Email address** - To notify a user the search is complete.
- **Seconds before clip** and **Seconds after clip** - Can be modified by entering a numeric value that represents the seconds before or after the event Symphony should begin to play the resulting video.
- **Everything** - Will not filter any video. The resulting movie will include all frames between the **From** and **To** search times.
- **Any Movement** - Symphony will search for all activity between a specific date and time.
- **Alarms Only** - Allows you to select the specific events to search for as defined by the Rules.

- **Events** (group area) - Allows you to combine different search events in order to further filter the results. For example, you can search for people loitering AND cars parking within 60 seconds, and only these combined events would be displayed in the search results.
4. If the search is being conducted against a PTZ camera, select the Home Position to search in. Home Positions are configured in the Camera Tour. See [“Using PTZ Cameras” on page 78](#).
  5. Click **Search** to start search. The **View Search Results** dialog box opens. See [“View Search Results” on page 63](#).

## View Search Results

After you perform a **Search**, the **View Search Results** dialog automatically opens.

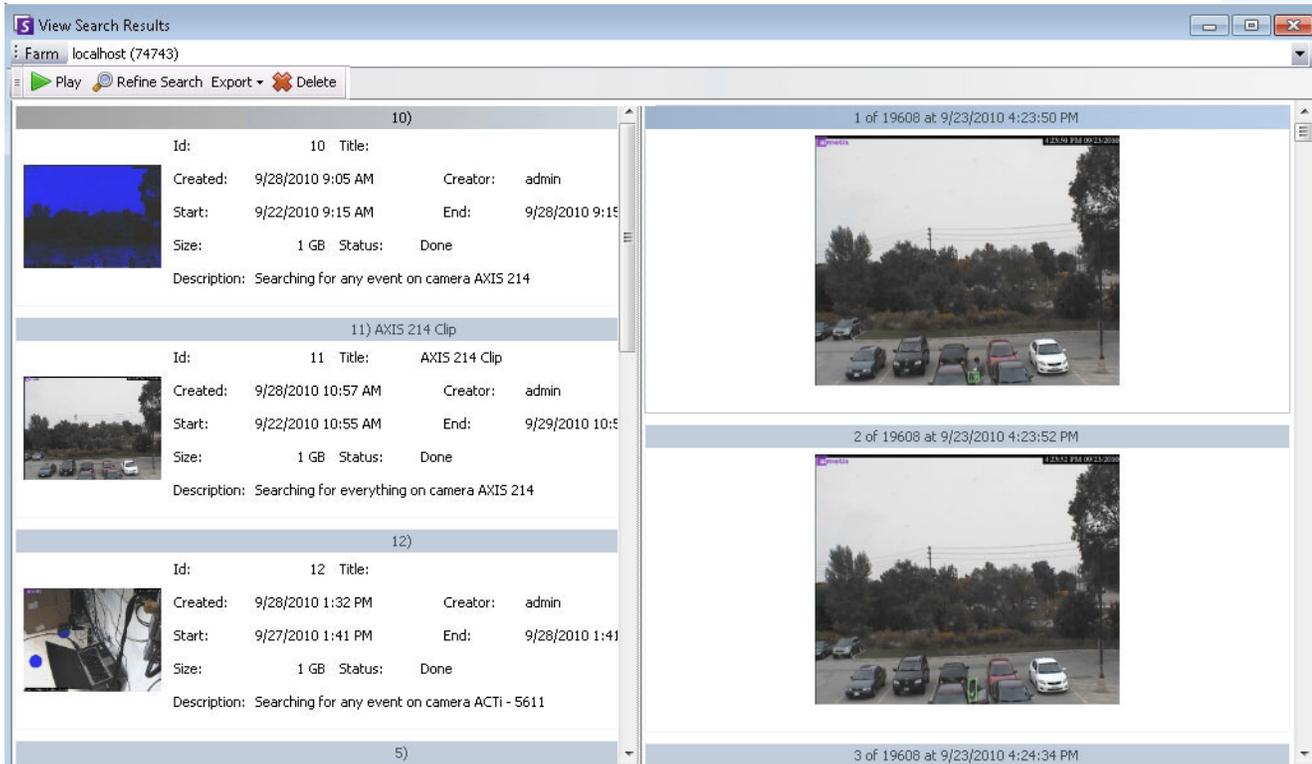


Figure 7. View Search Results dialog box

## Procedure

### To manually open the View Search Results dialog box:

1. From the **Search** menu select **View Search Results**, or if you have the **Search** dialog box open, click the **Search** button. The **View Search Results** dialog box displays all your previous searches.
2. You have several options once a search result is selected from the list:
  - The right pane of the **View Search Results** dialog box displays snapshots of each event for the currently selected search.
    - To get a better view of the image, click on the snapshot in the right pane and the image will be displayed in the main video panel. (Note that the selected snapshot must be an existing archived image in the system in order for it to be displayed.)
  - **To play a search** - Click the **Play** button in the toolbar. Symphony Player will automatically open and play the video of the selected result.
  - **To refine a search** - Click the **Refine Search** button in the toolbar. The **Search** dialog box opens. See [“Search Tool” on page 57](#).
  - **To delete a search** - Click the **Delete** button (X) in the toolbar. The corresponding .aira and .mpeg files will be deleted from the server.

- **To save a search to your computer** - Click the **Export** button and select **Download AIRA**. The video will be saved in .aira format to your PC. You require Symphony Player to play .aira files.
- **To save as an .mpeg format** - Click the **Export** button and select **Download MPEG**. This will save it as MPEG4v2 format which can be played in a wide variety of media players including Microsoft Media Player.
- **To email a search result video** - Click the **Export** button and select **E-Mail Link**.

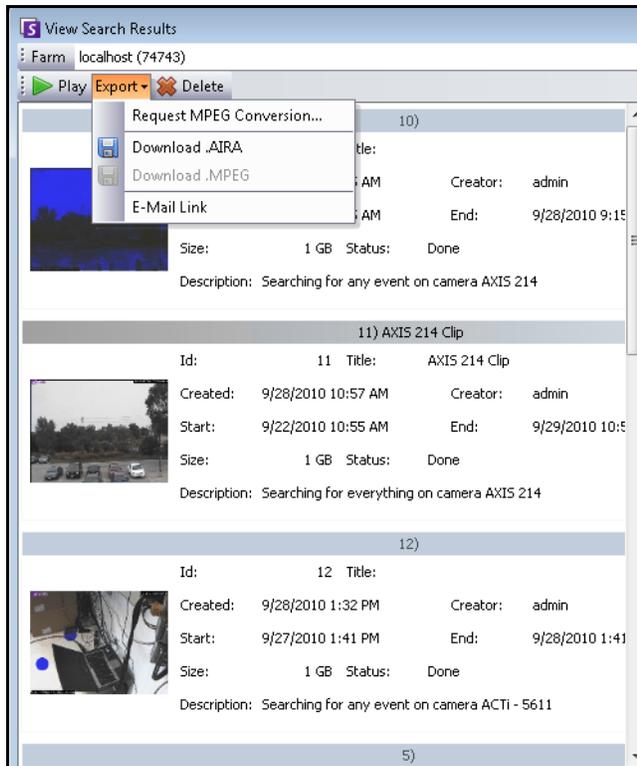


Figure 8. Menu options in View Search Results dialog box

## Recurring Search

Recurring searches are set up in the **Advanced** search options. For details, see [“Search Tool” on page 57](#).



Figure 9. Recurring Search

You can manage your recurring searches from the **Recurring Search Definitions** dialog box.

## Procedure

### To manage recurring searches:

1. From the **Search** menu, select **Manage Recurring Searches**. The **Recurring Search Definitions** dialog box opens showing a list of your named search recurring search types. Server farms are listed in a drop-down box.
2. Click on the named search. The **Refine Search** and **Delete** buttons become active.
3. If you click **Refine Search**, the **Search** dialog box opens where you can adjust settings. See [“Search Tool” on page 57](#).

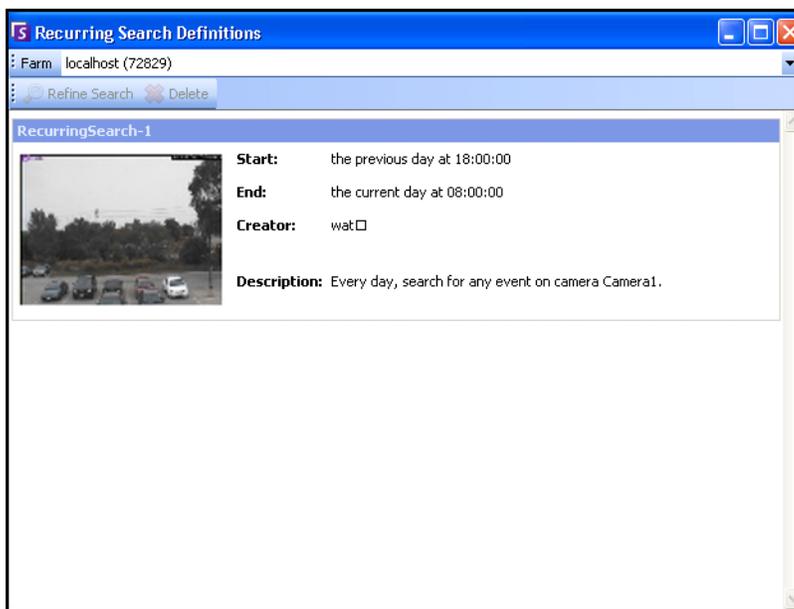
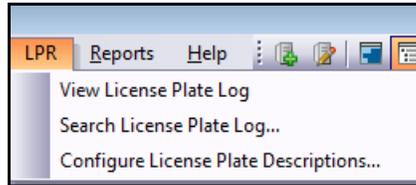


Figure 10. Recurring Search Definitions

## LPR

This menu option is available only if you have purchased and completed the **License Plate Recognition (LPR)** installation.



**Figure 11. Main menu access in Symphony Client for LPR**

Automatic License Plate Recognition is available as a video engine inside Aimetis Symphony. The VE410 allows you to detect and index license plates. It is designed for vehicle access control applications as well as traffic control and enforcement applications.

For complete instructions on field installation and planning, software installation, and analytics configuration, see the **Aimetis Automatic License Plate Recognition (ALPR) Guide**.  
<https://www.aimetis.com/xnet/Support/documentation.asp>

## Activity for All Cameras

The **Activity For Cameras** view makes it easy to compare the Timelines for all or a group of cameras on all servers for the specified date range. It is also useful if you want a snapshot of all activity on all your cameras for a day

### Procedure

#### To see activity for all cameras:

1. From the **View** menu in the main console, select **Activity for Cameras**.
2. (Optional) Click on the **Timeline** and the corresponding image is loaded in the Main View.

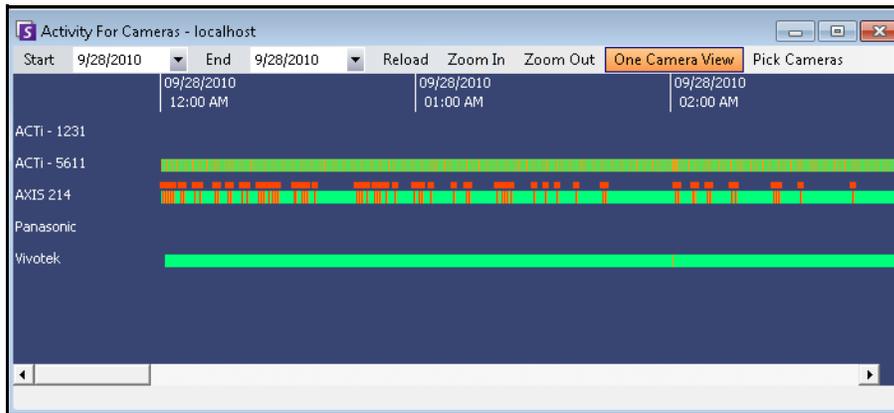


Figure 12. Activity For Cameras dialog box

- Upon altering the date range, clicking **Reload** will load all the cameras' timeline information for the new date range.
- **Zoom In** and **Zoom Out** allow you to quickly change the granularity of the time bars shown.
- **One Camera View** button uses one Video Panel to show the result of navigating with the timelines. If not depressed, then each time you click on a timeline a new Video Panel will be created.

## Recent Alarms/Motion

The **Recent Alarms/Motion** feature is ideal for the following scenarios when you want to:

- see which alarms happened around a given time to determine what is going on
- prioritize alarms so that you know which of the most recent you should be dealing with
- see where there was motion to determine if an alarm setting is necessary in certain areas
- learn to differentiate between a true alarm and activity-only in your monitored area
- see recent activity/alarms if you have stepped away from your monitor for any reason

## Procedure

### To display the Recent Alarm/Motion JPEGs feature:

- From the **View** menu in the main console, select **Recent Alarm/Motion JPEGs**. The **Recent Alarms/Motion JPEGs** dialog box opens.

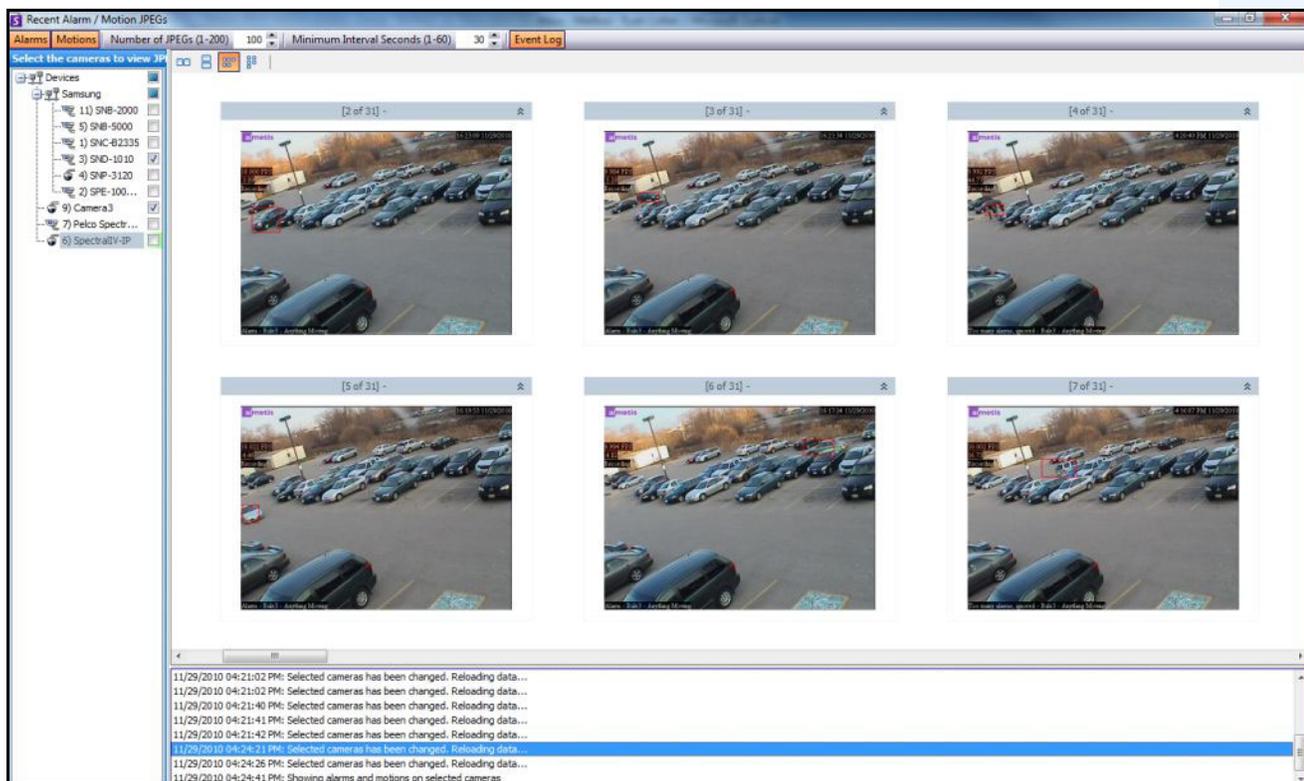


Figure 13. Recent Alarm/Motion JPEGs panel

This feature allows you to view images (JPEGs) of alarm or motion instances based on the selected cameras.

Table 1. Feature Usage

Button/Field	Description
<b>Alarms</b>	View unique alarm JPEGs of the selected cameras in reverse-chronological order (starting with most recent) in a sequence of instances with <b>Minimum Interval Seconds</b> between the alarm occurrences.
<b>Motions</b>	View unique motion JPEGs of the selected cameras in reverse-chronological order (starting with most recent) in a sequence of instances with <b>Minimum Interval Seconds</b> between the motion occurrences.  This is specific to the redundant alarms that are ignored by the <b>Alarm Log</b> and <b>Timeline</b> because they have occurred within quick succession of a unique alarm. These alarms can be identified when Symphony tags them as “Too many alarms, ignored” in the Live View panel.  Both Alarms and Motions can be selected at the same time, enabling both unique and redundant alarms to be displayed. Each image will have the <b>Minimum Interval Seconds</b> between them.
<b>Number of JPEGs (1-200)</b>	Limit the number of JPEGs displayed between 1 and 200, and arrange the images in different layouts, each staying consistent with the reverse-chronological ordering.
<b>Minimum Interval Seconds (1-60)</b>	<b>Minimum Interval Seconds</b> determines the number of seconds in between a set of adjacent images for a unique alarm (or motion).  Reducing this setting will display a larger, more granular set of JPEGs, as there will be less time between the displayed alarm instances. Increasing the setting will, in contrast, reduce the set.  <b>Note:</b> Changing the <b>Minimum Interval Seconds</b> from, for example 60 to 3, will not change the snapshots in the displayed set, but will affect new snapshots that are displayed. New snapshots will be set at the new <b>Minimum Interval Seconds</b> .
<b>Event Log</b>	View the listed changes to the cameras selected, as you click the <b>Alarms</b> or <b>Motions</b> button.
<b>Select the cameras to view JPEGs</b>	Select the cameras from which to view images (JPEGs).
rows/column icons representing display layout	2 medium size images in a row 2 medium size images, one above the other small images in a row - use horizontal scroll bar to view all small images in a column - use vertical scroll bar to view all

## Bookmarks

You can add a bookmark for what is currently showing in the Main Video Panel. This could either be live playing video, historical playing video, or a still image. After you have added a bookmark it will appear on the **Bookmarks** menu, just like Favorites in Microsoft Internet Explorer.

### Procedure

#### To add a bookmark:

1. From the **Bookmarks** menu, select **Add Bookmark**.
2. Enter a name for the bookmark.
3. (Optional) To make the bookmark visible to all connected users, select the **Shared** check box.
4. Click **OK**.

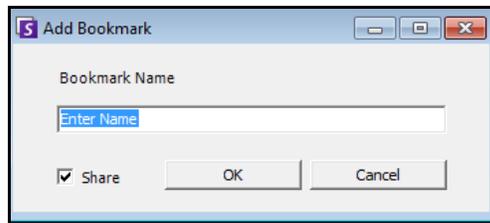


Figure 14. Add Bookmark dialog box

### Procedure

#### To manage bookmarks:

1. From the **Bookmarks** menu, select **Manage Bookmarks**.
2. Select a bookmark to delete or share. Shared bookmarks are visible to all connected users.
3. Click **OK** to complete the action and close the dialog box.

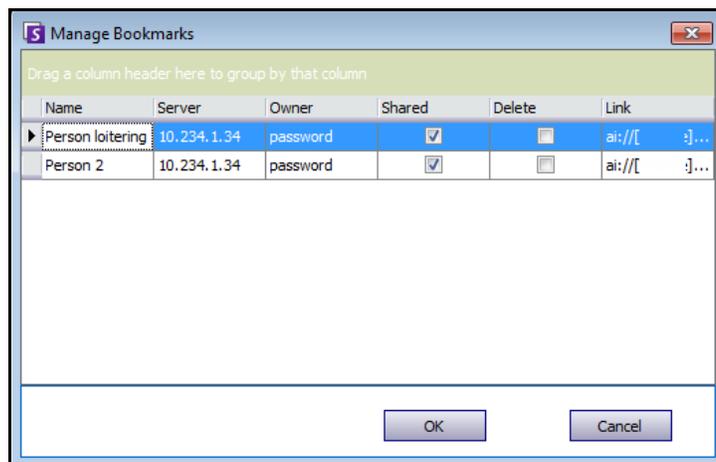


Figure 15. Manage Bookmarks dialog box



## Procedure

---

### To create a new carousel:

1. In the **Carousels Summary** dialog box, click **New**.
2. In the **Sequence Name** field, enter a descriptive name for the carousel.
3. In the **Available Cameras on Servers** group area, expand the **Devices** tree.
4. Select the check box associated with each camera you want in the carousel and then click the arrow to move the cameras into the **Cameras in Current Carousel** group area.



**Note:** The same camera can be added multiple times.

---

5. Define a pause time in seconds. Click in the field under the **Pause (Sec)** column to activate the field.
6. Click **OK** to save.

## Working with Carousels

### Procedure

---

#### To access carousels from Symphony Client:

- From the **View** menu, select **Carousels**, and then your carousel name.

#### To dock a carousel directly inside a Multi View:

- From the **Multi View** navigation bar, select **Carousel**.

## Exporting Video

You can export video from the Symphony server two ways:

- You can perform a **Search** and save it to disk from the **View Search Results** dialog box.
- You can export video by selecting a time period to export using the **Export** button in the toolbar.

## Using Search

1. Perform your search. For details, see [“Searching Video by Using the Search Tool” on page 57](#).
2. Right-click a search result from the list. Save the result in one of the following formats.
  - Click the **Export** button and select **Download AIRA**. The video will be saved in .aira format to your PC. You require Symphony Player to play .aira files.
  - Click the **Export** button and select **Download MPEG**. This will save it as MPEG4v2 format which can be played in a wide variety of media players including Microsoft Media Player.

## Using Export

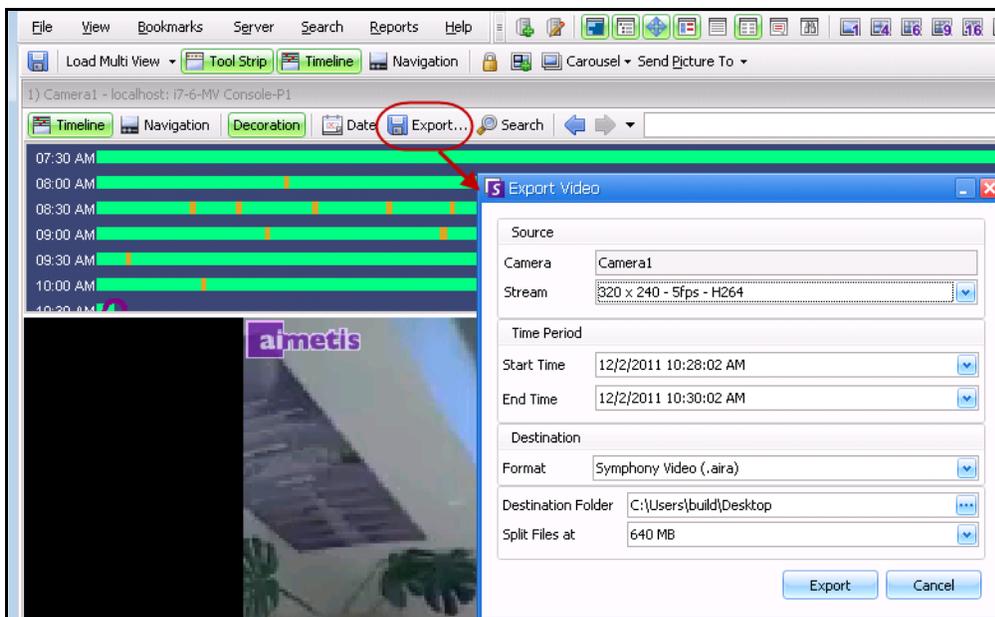


Figure 17. Export Video dialog box

1. Click on the **Timeline** to the location you want to begin the export.
2. Click the **Export** button in the toolbar. The **Export Video** dialog box opens.
3. By default Symphony sets parameters for a movie clip starting 60 seconds before the timeline clicked time, until 60 seconds after it. Alter these settings as necessary in the **Start Time** and **End Time** fields.
4. Select **Symphony Video** or **AVI** from the **Format** field.
  - a. If you selected AVI, the Export Video dialog box expands to display more options.

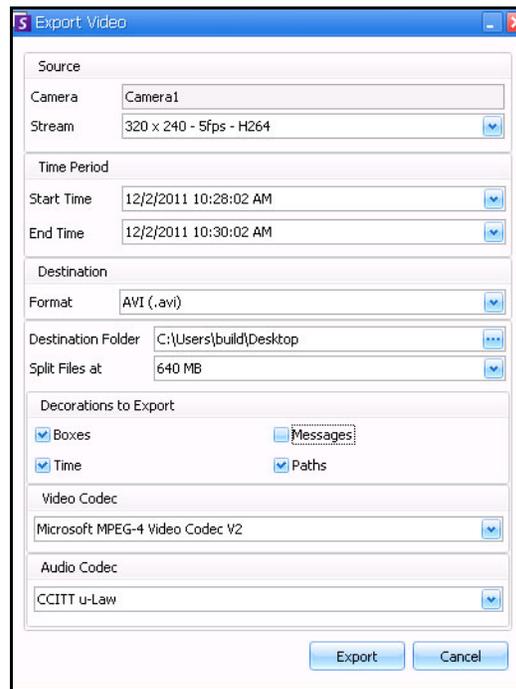


Figure 18. AVI file type selected

- b. (Optional) By default, decorations are included on the exported video. You can clear the check boxes to remove the decorations.
  - c. By default, **Video** and **Audio Codecs** are selected. Use the drop-down lists to select other codecs that are installed on your Windows system.
5. By default, the video file and a log file will be saved on your Desktop. If necessary, change the location of the saved files by altering the path in the **Destination Folder** field.
    - The video filename is saved as **<CameraName> - <Capture Resolution> - <Capture FPS> - <Capture Format>\_YYYYMMDD\_HHMMSS** with the **.avi** or **.aira** extension. The date and time reflects the start of the recorded clip.
    - The video log file is named in the same manner as the video file but with a **.txt** extension. The exported video file contains an MD5 checksum (a digital signature). It is used to verify that the video file has not been altered.

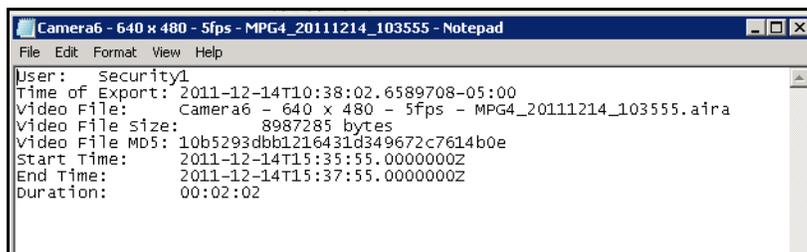


Figure 19. Video Export log file

- To verify the checksum, you must run **md5sum** against the video file and verify that the number matches the value in the log file. See the Aimetis Knowledge Base for instructions: <http://www.aimetis.com/Support/kbarticle.aspx?ID=10086>

6. From the **Split Files at** drop-down list in the **Export Video** dialog box, you can select file size segment: 10, 100, 640, 700, or 2000 MB. You can also enter any value in the field between 2 and 2000 MB.
  - Files are created by default in approximately 640 MB segments.
  - Consecutive files have a timestamp that represents the start of that file.

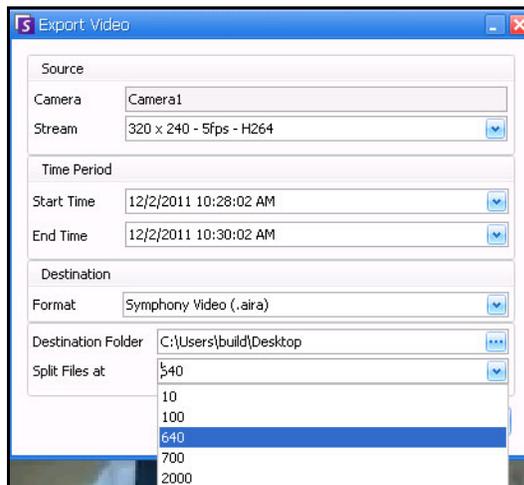


Figure 20. Segment large files using the Split Files at option

7. Click **Export**. A message is displayed indicating that your file has been saved. You have the option of opening the directory where the video file has been stored.

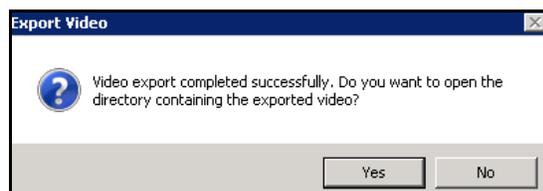


Figure 21. Export Video - successful export message

## Alarm ID, Camera ID, and Keyboard Navigation

In addition to navigating cameras using the Camera Tree or Site Map, Symphony supports navigation by Alarm ID, Camera ID, and keyboard navigation.

### Procedure

#### To navigate cameras:

1. From the **View** menu in the Main Console, select **Go to**. The **Enter Address** dialog box opens. (Selecting F5 on the keyboard also opens this window.)
2. Enter the camera ID or alarm ID and click **OK**.

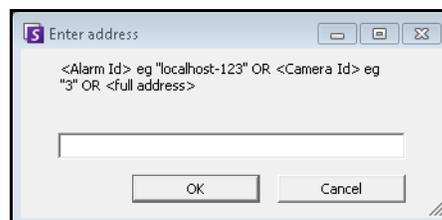


Figure 22. Navigating by Alarm ID or Camera ID

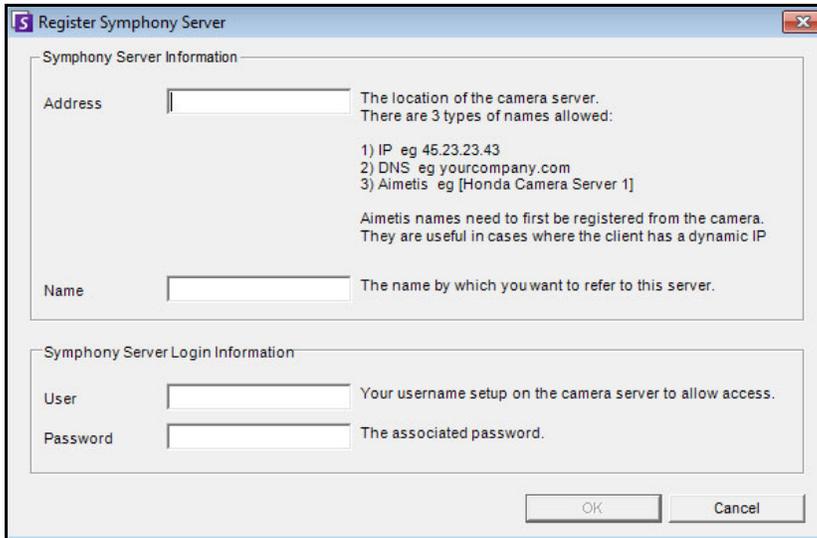
# Register New Server

Symphony Server Registration allows Symphony Client to connect to a Symphony Server over a network. You need at least one server registered because the server houses the database and all configuration settings.

## Procedure

### To register the symphony server:

- From the **File** menu, select **New Symphony Server Registration**.



**Figure 23. Register Symphony Server dialog box**

- Address** - Enter the address of the Symphony Server you want to connect to. You can enter the IP address of the Symphony Server, or the Symphony Dynamic name, which was defined during installation. Aimetis provides support for Symphony Servers that are on dynamic IP addresses.
  - Dynamic names must be enclosed in square brackets. If you do not enclose the name in square brackets standard DNS resolution will be attempted.
  - If the Symphony Server is running on a nonstandard TCP port, you can suffix the address with a colon followed by the TCP port number. If you do not suffix with a port, it will try the default port, 50,000.
- Name** - This the name will appear in Symphony Client for this address. This information is not actually used to connect. Enter any descriptive name.
- User** - A username with access to connect to the server.
- Password** - The password that is set up for the User.

Example 1	Valid Addresses
	symphony1.toyotacentral.com - standard DNS 65.43.45.25 - IP address [constructix] - dynamic name jakescomp.fire.com:9080 - standard DNS with TCP port [constructix2]:80 - dynamic name with TCP port

## Using PTZ Cameras

When working with PTZ cameras, you can set multiple home positions (for a camera tour), and pan, tilt and zoom right from Symphony Client using a standard keyboard and mouse.

To move the camera you can:

- Use the PTZ navigation controls (PTZ button on the toolbar)
- Left-click the mouse to zoom in on a region and right-click to pan. See [“Using the Mouse to Control a PTZ Camera” on page 79](#).
- Connect a USB joystick to the client PC running Symphony Client. See [“Using a USB Joystick” on page 80](#).

## Using the PTZ Controls

### Procedure

#### To open the control dialog of the dome or PTZ camera:

- Click the **PTZ** toolbar button, or from the **View** menu, select **PTZ Controls**. PTZ Navigation is summarized as follows.
  - The arrows move a dome or PTZ camera up and down, left and right. A fixed camera will be digitally moved (must be digitally zoomed first).
  - The +/- allows you to digitally zoom in or out (fixed camera), or optically zoom in and out (dome or PTZ cameras).
  - Clicking the **Home** icon will automatically bring the camera back to its user-defined Home Position.
  - The numbers represent camera tour locations and provide easy navigation.
  - **Lock/Unlock** icons
  - **Rabbit** and **Tortoise** slider controls speed.

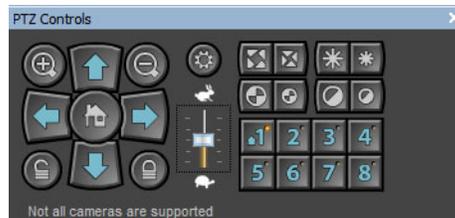


Figure 24. PTZ Camera Controls

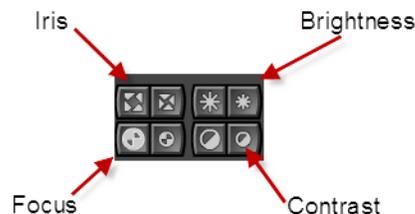


Figure 25. PTZ controls for Iris, Brightness, Focus, and Contrast

## Using the Mouse to Control a PTZ Camera

### Procedure

---

#### To zoom in on an area using your mouse:

1. Left click on the live view to re-center to this position.
2. Drag your mouse around the object you want to zoom on. A green box appears around the area as you drag your mouse.
3. Release the mouse button and the PTZ camera zooms on the area of interest.

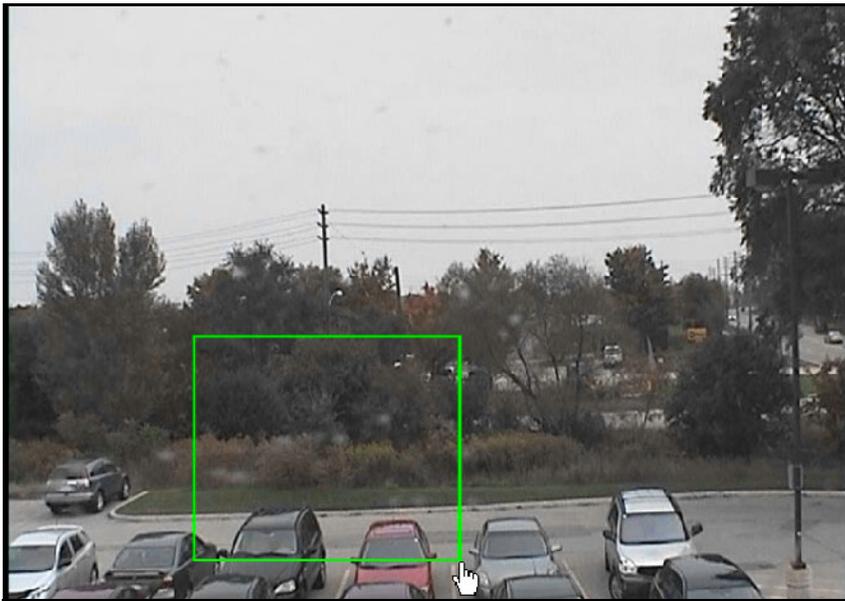


Figure 26. Zooming with mouse

## Procedure

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### To pan using your mouse:

1. Right-click the live view to simulate a joystick control.
2. Drag the mouse in the direction you want to move the camera. A red arrow is drawn on the image.
3. Adjust the length of the line to control speed of the camera.
4. Release the mouse button and the PTZ camera pans to the area of interest.



Figure 27. Panning with mouse

## Using a USB Joystick

1. Connect a USB joystick to the client PC running Symphony Client.
2. From the **View** menu, select **Joystick**.

### Advanced Usage Only

1. If the joystick sensitivity is not high enough, edit `%appdata%\aimetis\acc.ini` and change the following parameters with the default values:

```
[joystick]
maxpan=100
maxtilt=100
maxzoom=100
```
2. If response is too sensitive, then try lowering the values.
3. Save the `acc.ini` and then restart Symphony Client for the changes to take effect.

## Support for AXIS T8310 Surveillance Control Board

You can use the joystick, keypad, and jog dial units of the AXIS T8310 Surveillance Control Board with Symphony. All units interact with the Main View.

To access all units in the control board from within Symphony:

- From the **View** menu, select **Joystick**.



The modules do not control Multi-View or Video Wall.

---

### Joystick Buttons

**Table 2. Joystick functions**

Button	Live View Mode
J1	Go to Preset ID 1
J2	Go to Preset ID 2
J3	Go to Preset ID 3
J4	Go to Preset ID 4

If PTZ control through joystick is too fast, you can limit the speed by editing the acc.ini file.

1. Edit %appdata%\aimetis\acc.ini and change the following parameters with the default values:

```
[joystick]
maxpan=100
maxtilt=100
maxzoom=100
pollinterval=100
deadzone=20
```

- maxpan, maxtilt, and maxzoom values can range from 0 to 100
  - pollinterval values are in milliseconds
  - deadzone value is a percentage of physical x, y, and z range
2. If response is too sensitive, try lowering the values.
  3. Save the acc.ini file and restart Symphony Client for the changes to take effect.

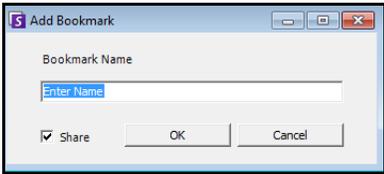
## Keypad Buttons

**Table 3. Keypad functions**

Button	Function	Action
	Starts live video for the current camera.	Enter camera ID and click button.
	Moves PTZ camera in preset pattern.	Enter Preset ID and click button.
	Shows a historical jpeg image for a given time in the current day. (Does not start automatically.)	Enter a time (hhmm) and click button. Example: Enter 1300 and click button. A jpeg image is shown for 13:00 (1:00 pm) for the current day.

## Jog Dial

**Table 4. Jog Dial functions**

Button	Function	Action
	Opens the <b>Add Bookmark</b> dialog box.	Click to add a bookmark.
		
	Shows a jpeg image of the previous foreground activity from the current location in the time line.	Click to go back to previous foreground activity.
	Plays or pauses video.	Click Play/Pause as necessary.
	Shows a jpeg image of the next foreground activity from the current location in the time line.	Click to go forward to next foreground activity.
Outer dial	Changes video speed.	Turn right to play video faster. Turn left to play video at slower rate. Turn to red portion of slide to play video backwards.
Inner dial	Shows a video frame.	Turn clockwise to show next video frame. Turn counterclockwise to show previous video frame.

## Quick Find

This tool allows you to search for cameras. The search text you enter can match partly or completely with the Name, Description or ID/Code of the camera. Those additional parameters are configured per camera in the **Device** configuration. The Quick Find will look for instances in the selected parameters for a match and the result will display a list of cameras.

## Procedure

### To open the Quick Find dialog box:

1. From the **View** menu in the Main Console, select **Quick Find**.
2. Click the drop-down arrow next to the **Find** button to reveal all search parameters.
3. Select the check boxes for the parameters you want your search to cover.
4. Click **Find**. A list of possible matches is displayed.

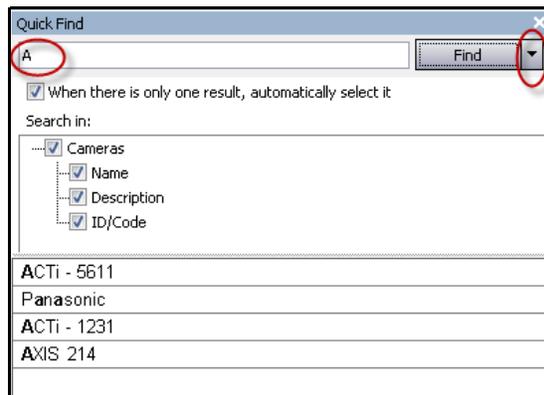


Figure 28. Quick Find dialog box

# Messenger

This tool allows you to send messages to any user or user group in the system. Anyone who is logged in will see this message as a popup in Symphony Client or at the top of an Internet Explorer page.

## Procedure

### To use the Messenger tool:

1. From the **View** menu, select **Messenger**. The **Messenger** dialog box opens.
2. Select the users or groups to send the message to.
3. Enter your message in the message box and click **Send**.

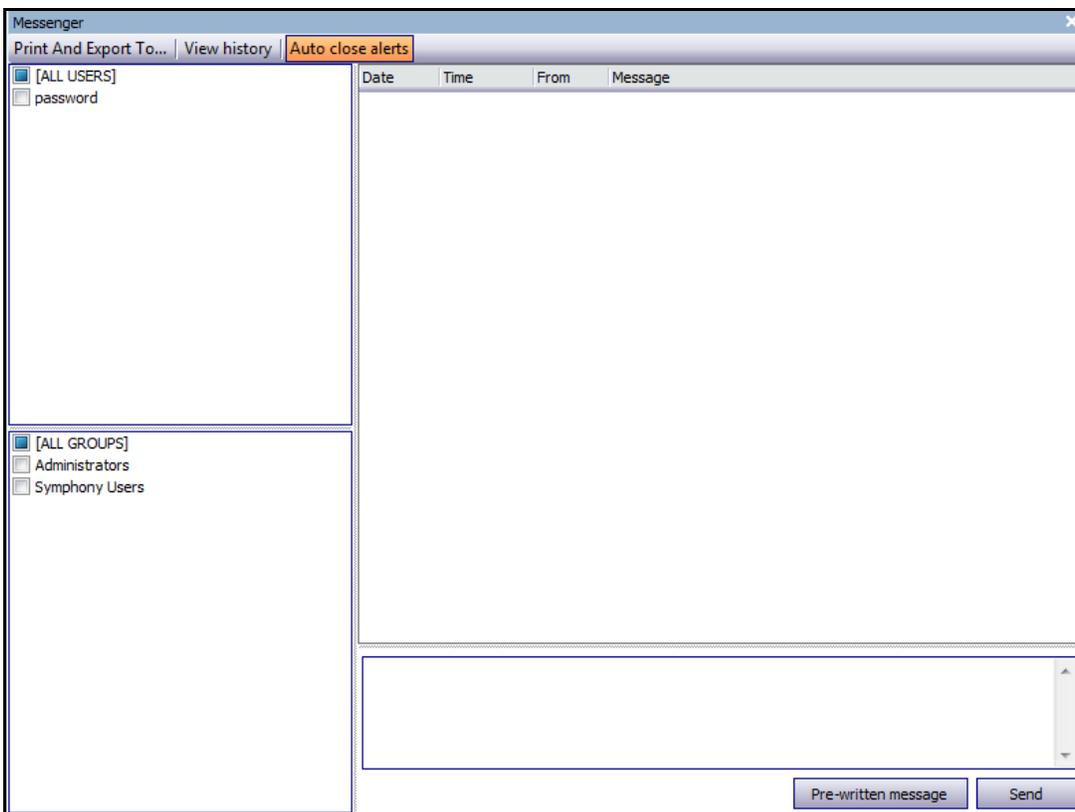


Figure 29. Messenger dialog box

# Monitoring with Symphony

Monitoring alarms with Symphony is easy and efficient. Symphony has been designed to maximize human attention on the cameras that need it most. The following are guidelines as to how you can maximize the monitoring experience in Symphony.

- [“Using Multiple Monitors”](#)
- [“Using the Site Map”](#)
- [“Using Alarm Log”](#)
- [“Marking Alarms” on page 86](#)
- [“Using the Alarm Console” on page 86](#)
- [“Using the Timeline” on page 86](#)
- [“Viewing Activity for all Cameras” on page 86](#)
- [“Using a Carousel” on page 86](#)
- [“Disabling Alarms” on page 86](#)

## Using Multiple Monitors

For most users, using one monitor with Symphony Client is fine. The Main Console displays and summarizes activity across your enterprise adequately. For more advanced users or monitoring stations, the ability to see multiple windows and cameras at once may be a requirement. Symphony Client supports multiple monitors (the number of monitors depends on your PC's ability to decompress multiple video streams). This gives you the ability to display the Main Console in one screen, and the Multi-Live on the other display. The Multi-Live view can be configured to automatically update which cameras are displayed, focusing your attention on only those cameras where activity is detected by Symphony. It is also easy to manually drag and drop cameras into a Multi-Live view window, by left clicking a camera and dragging it into a Multi-Live view pane. Using two monitors with Multi-live and the Main Console makes this less awkward and more efficient.

## Using the Site Map

To navigate to different cameras (to see a live view) simply left click on the Site Map on the camera you wish to see. You can also drag a camera from the Site Map into a Multi-Live view pane.

The colours of the camera indicate camera status.

- Green - a normal video signal is detected, but no activity is detected
- Yellow - activity is detected
- Red - an alarm has occurred on the camera
- Grey - the camera signal is lost
- White - problem with Symphony on that camera

## Using Alarm Log

The **Alarm Log** in the Main Console is much like your email inbox. Symphony Client can be connected to multiple Symphony Servers at once. Each time an Symphony Server causes an alarm, it pushes a message to Symphony Client, and a new alarm entry appears in the Alarm Log. Simply click on new Alarms as they come in, and Symphony will automatically jump to the correct server and camera which caused the Alarm, allowing you to quickly inspect the video content.

## Marking Alarms

After a new alarm comes in, and you have inspected the alarm, you can mark the alarm as a real alarm, or a false alarm, with your additional notes. This allows security administrators to generate reports on how many alarms were detected by Symphony, the response time by security personnel, and keep track of real alarms to false alarms.

## Using the Alarm Console

The **Alarm Console** enables you to respond to alarms through your Internet connection, provided that you have a speaker configured on the remote location. When alarms arrive through the **Alarm Log**, and you have assessed the alarm, marked it as false or real and added comments, you may choose to use the **Alarm Console** to engage a perpetrator. With the **Alarm Console**, you can speak, play sounds and more.

## Using the Timeline

The **Timeline** is an integrated display within the Main Console. The **Timeline** summarizes the activity per bar on a 30 minute basis. It is a quick way to know whether activity was detected before or after the alarm, without having to manually review video. If there is some activity summarized on the **Timeline**, simply click on it to view a still image of that event. To watch video playback, simply click **Play** on the bottom navigation bar.

## Viewing Activity for all Cameras

The **View Activity for all Cameras** dialog box allows you to see a merged Timeline of multiple cameras. Through the Main Console, the currently selected camera's Time Graph is visible, but if you want to compare that with other cameras, you can see this summary through the **View Activity for all Cameras** dialog box.

## Using a Carousel

A carousel is a user-definable group of cameras that will loop through on a pre-determined schedule.

## Disabling Alarms

If too many alarms are coming in from a particular server or camera, you can temporarily disable alarms so the **Alarm Log** is not flooded with nuisance alarms.

## Alarm Console

The **Alarm Console** lets you manually speak or play a sound at a remote Symphony server installation. This is useful when manually responding to an alarm event in real-time, where you may wish to ward off trespassers.

### Procedure

#### To access the Alarm Console:

- From the **Server** menu, select **Alarms Console**.

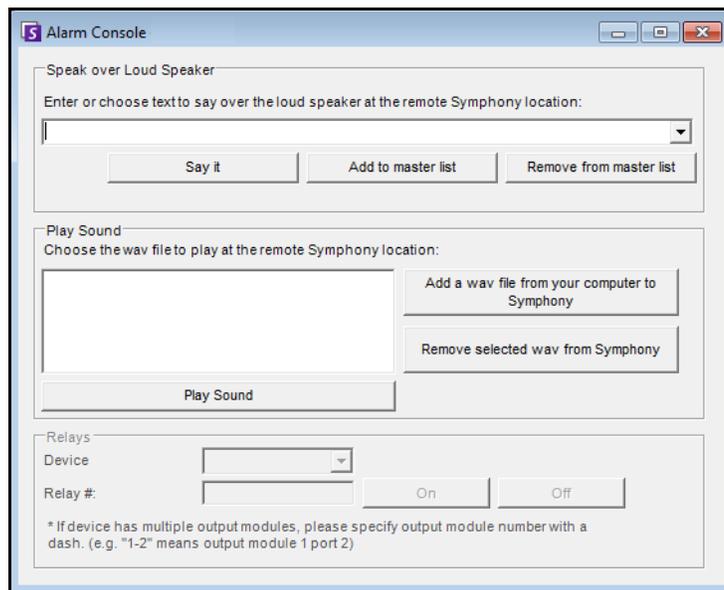


Figure 30. Alarm Console

Feature	Description
Speak over Loud Speaker	You can enter text that will be played at the remote location. The master list is a text file that contains different spoken strings, and it appears in the <b>This is private property</b> field. This content is specific to each installed Symphony Client. If you have multiple people connecting to the Symphony server from different locations, they will each have their own list of things that they can say.
Say it	After entering new text in the <b>Speak over Loud Speaker</b> drop-down box, or selecting existing phrases from the drop-down box, click <b>Say it</b> to play the text at the remote location. Symphony converts the text string into voice at the remote site.
Add to master list	You can add text to the master list, which will be available as an option in the <b>Speak over Loud Speaker</b> drop-down list for future use.
Remove from master list	You can remove stored text from the master list.

Feature	Description
Add a .wav file from your computer to Symphony	Upload a .wav file from your local PC to the Symphony Server.
Play Sound	Symphony will play the sound you have selected in the Play Sound field.
Remove selected .wav from Symphony	Delete a sound file from the Symphony Server.
Relays	It may be useful to manually turn a relay on or off. A siren or other audible alarm can be connected to Relay inputs or outputs, or doors could be opened or closed by triggering a relay. Select the <b>Device</b> and <b>Relay#</b> (number) of the device and click <b>On</b> to turn on the relay or <b>Off</b> to turn off.

## Enable or Disable Alarms for Server

### Enable

The **Enable Alarms for Server** dialog box allows you to enable all alarms for the currently selected server, if they were previously disabled using the Disable Alarms for Server dialog.

### Procedure

---

**To access the Disable Alarms for Server dialog box:**

- From the **Server** menu, select **Enable Alarms for Server**.

### Disable

The **Disable Alarms for Server** dialog box allows you to disable all alarms for the currently selected server. This is useful in cases where all alarms should be disabled for a period of time on the server. This is faster than manually disabling individual Rules.

### Procedure

---

**To access the Disable Alarms for Server dialog:**

1. From the **Server** menu, select **Disable Alarms for Server**.
2. Specify the amount of time to disable the alarms for the current server.

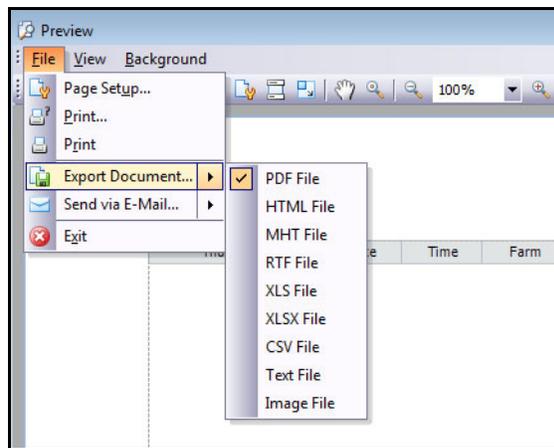
# Marking Alarms

The **Alarm Log** dialog box shows a list of alarms for connected servers.

## Procedure

### To mark an alarm:

1. Right click on the alarm you wish to mark. (Multiple alarms can be marked simultaneously if you select a range of alarms using standard Windows click followed by **Shift**-click or **Ctrl**-click.)
2. Select an action to perform:
  - **Print and Export To** - The **Preview** dialog box opens. You can export to various files types, print the alarm information or send the information via email.



- **Mark As Alarm** - To mark as a real alarm without leaving comments.
  - **Mark as False Alarm** - To mark as a false alarm without leaving comments.
  - **Mark as Real Actionable** - To mark as Actionable.
  - **View Alarm Details** -To add comments to the alarm.
  - **Highlight New Alarm** - To automatically select new alarms when raised and switch cameras and show the alarm image in the main view.
3. Click **Save** when finished.

# Reports

Symphony comes standard with the following reports.

- **Object Counts Across a line** - Textual report which shows counts across a user definable line per camera
- **Heat Map Image** - Graphical report which overlays traffic patterns on image
- **Object Counts** - Textual report which summarizes in table form object counts across many cameras
- **Object Statistics** - Graphical report which compares object traffic and dwell time
- **Alarm Counts** -Textual report which summarizes alarm totals
- **In Stock Counts** - Report which provides stock levels of products as a percentage

## Procedure

### To access the Reports dialog:

1. From **Reports** menu, select **Manage**. The **Reports** dialog box opens.

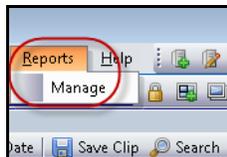


Figure 31. Main menu - Reports>Manage

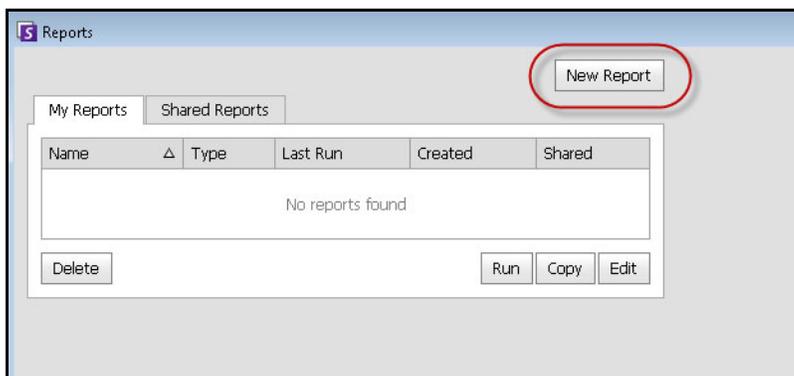


Figure 32. Reports dialog box

- **New Report** - Click New Report to create a new Report.
  - **Edit** - To modify an existing Report, select it on the list and click **Edit**.
  - **Delete** - To delete an existing Report, select it on the list and click **Delete**.
  - **Run** - To generate an existing Report.
  - **Copy** - To copy an existing Report.
  - **Shared Reports** - Denotes whether the Report is accessible for other users or private to the current user.
2. You can design reports by clicking the **New Report** button. The **Report Designer** dialog box opens.

3. Enter a **Name** for the report and select the **Report Type**. You may also select a **Default View** of **Table** or **Graph**.

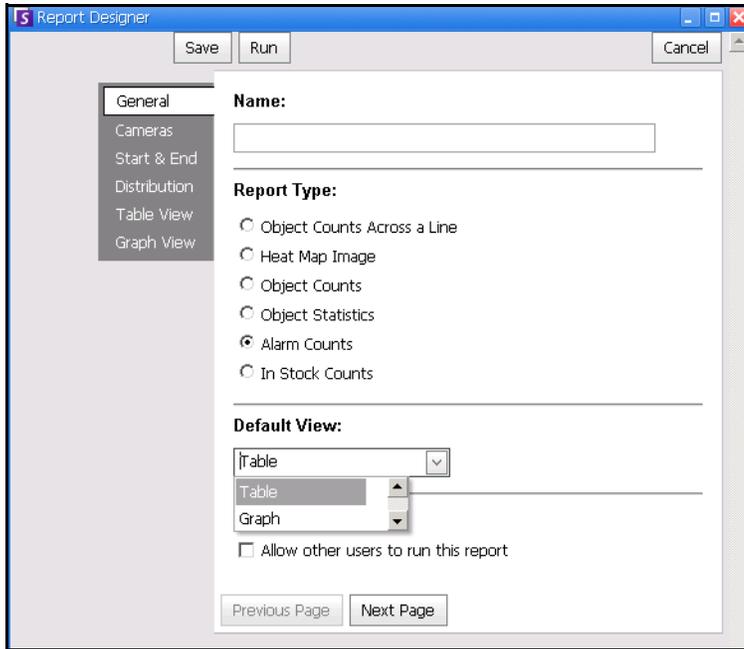


Figure 33. New Report button launches Report Designer

4. You select devices in the **Camera** tab.

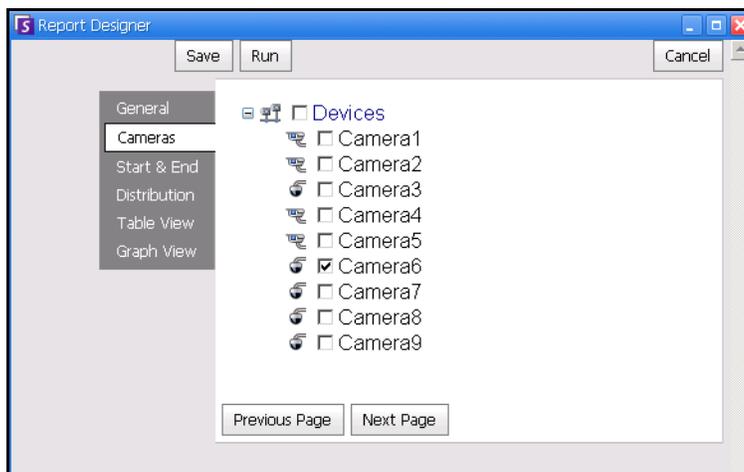


Figure 34. Selecting devices in Report Designer dialog box

- Dates for reports are selected in **Start** and **End** tab.

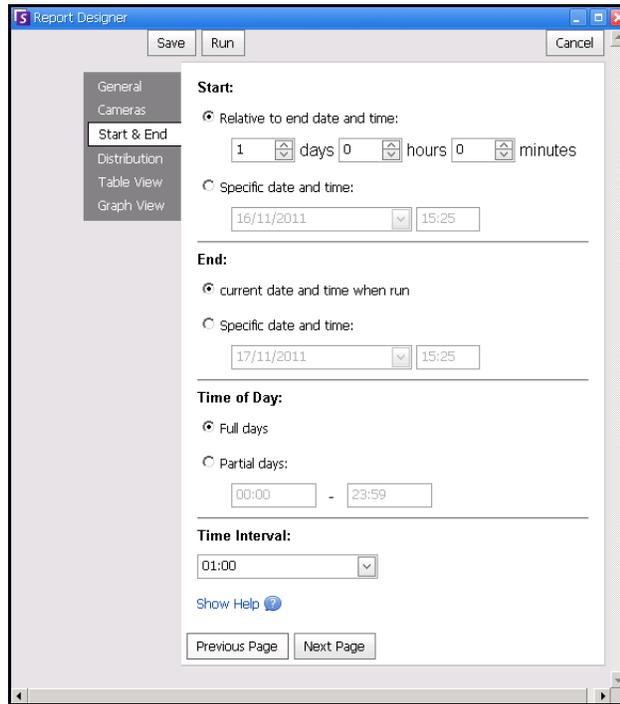


Figure 35. Selecting dates in Report Designer dialog box

- Select the format and email recipient list of the report in the **Distribution** tab. Formats include: PDF, CSV (comma separated document), and XML.

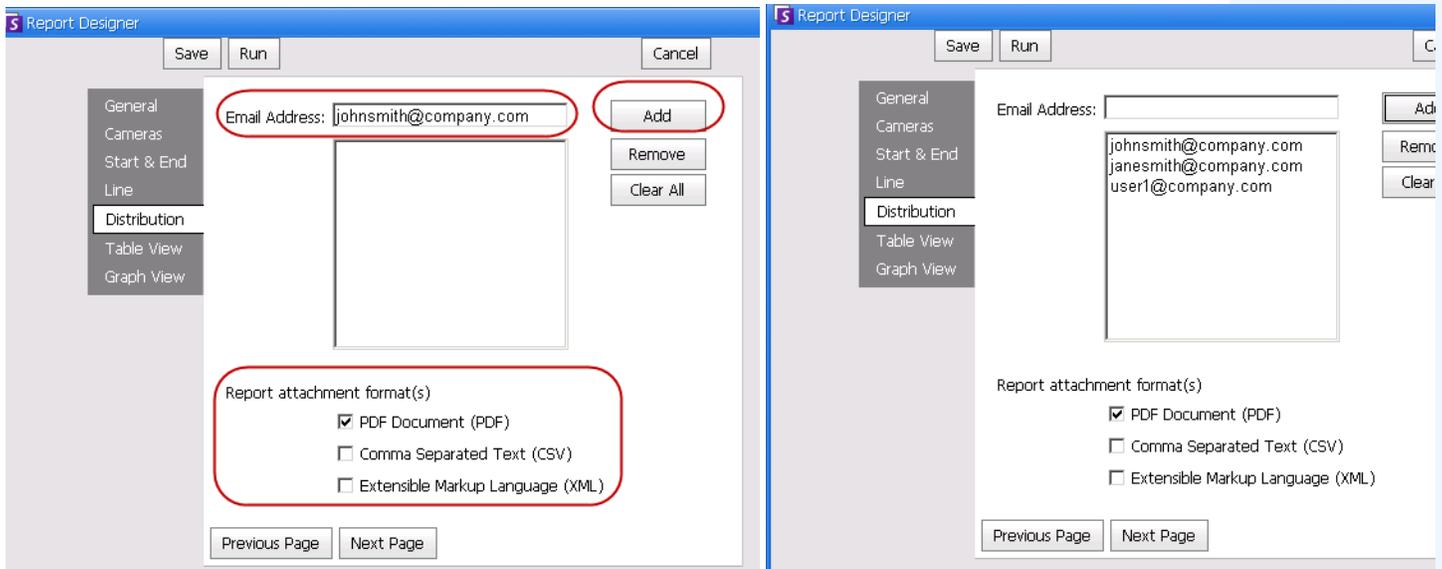
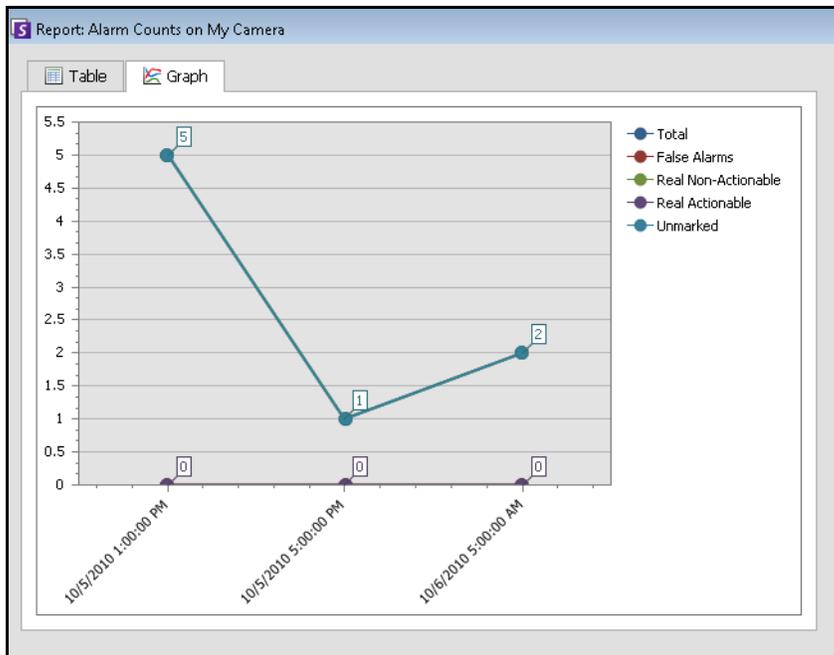


Figure 36. Distribution tab showing an email list for reports

- You can run the report to be displayed in table or graph format. Click the **Table View** or **Graph View** tabs and then click **Run** to generate the report.

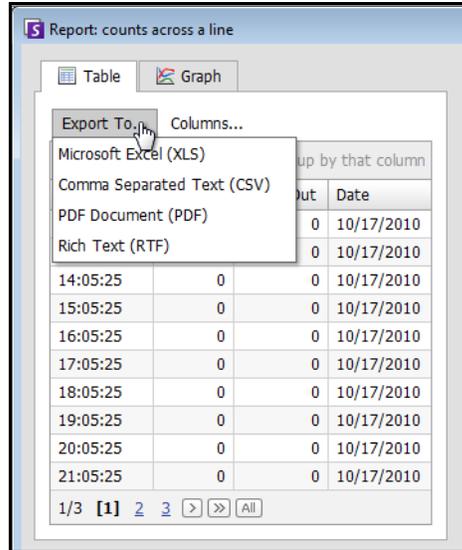
Date	Interval End	Time	Camera	Rule	Analytics Engines	False Alarms	Real Non-Actionable	Real Actionable	Unmarked	Thumbnail
10/5/2010	13:00:00	12:28:48	Camera1	Lost Camera Connection	Intel_VE352	0	0	1	1	
10/5/2010	13:00:00	12:45:05	Camera1	Lost Camera Connection	Intel_VE352	0	0	1	1	
10/5/2010	13:00:00	12:49:47	Camera1	Lost Camera Connection	Intel_VE352	0	0	1	1	

**Figure 37. Results of running a report in Table format**



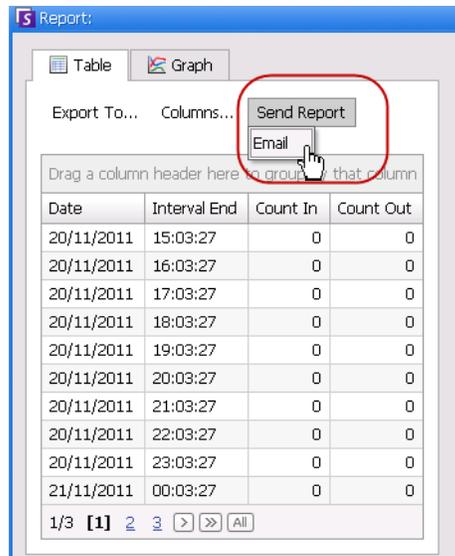
**Figure 38. Results of running a report in Graph format**

- In Table format, you can export the data to Excel, CSV, PDF, or RTF format. Click the **Table** tab and then **Export to**.



**Figure 39. Exporting options**

- To send the data to the recipient list you created in the **Distribution** tab, click **Send Report** and then **Email**.



**Figure 40. Send Report to Email distribution list**

## Object Counts Across a Line

This report allows you to generate statistics regarding the number of objects crossing a user defined line.

### Procedure

#### To access the Object Counts Across A Line report:

1. From **Reports** menu, select **Manage**. The **Reports** dialog box opens.
2. Click **New Report**. The **Reports Designer** dialog box opens.
3. From the **General** tab, enter a description for the report in the **Name** field.
4. Under **Report Type**, select the **Objects Counts Across a Line** option.
5. Select a **Default View** of **Table** or **Graph**.
6. To share this report with other users, select the **Allow others to run this report** option. Do not select this option if you want this report to remain accessible only by you.
7. Click **Next** to navigate to the **Cameras** tab. Select one or more cameras to be included in the report and click **Next**.
8. In the **Start & End** tab, define the start and end time of the report.

Option	Description
Start	Select whether to use a Relative time to execute the report or a specific date and time. For example, if this Report was saved with the intention of running it in the future, selecting a Relative start of 7 days would mean the report start time would be 7 days from each time the report is executed. Using a specific date and time is only useful if this report is intended to be run only once and not in the future.
End	If a Relative time was selected in the Start section, selecting Now would set the report time dynamically to the time the report was run. If a specific data and time was selected it is most likely that a specific date and time for the end of the report is appropriate.
Time of Day	Searching by Full Days will include all 24 hours in a day. In cases where a search should spend multiple days but only a certain period of time per say, Partial days should be selected. For example, we may search across 7 days but only 10:00 - 20:00 each day, to filter out results that happened outside of store hours.
Time Interval	Select the Time Interval to be used in the Report.

9. Click **Next** to open the **Line** tab. Move the line to where objects should be counted.
  - To extend the line: Click on the background image to create a new line segment from the existing line to the point clicked.
  - To delete a segment: Click the **Delete Segment** button, which removes the last segment. **Delete Segment** will not remove the last (original) line segment to ensure there is at least one line segment for the report.
  - To reshape the line: Hover the mouse over the box segment end-point: the cursor changes to a hand. Click and drag. The cursor changes to the move shape icon (arrows) and allows you to drag the vertex.

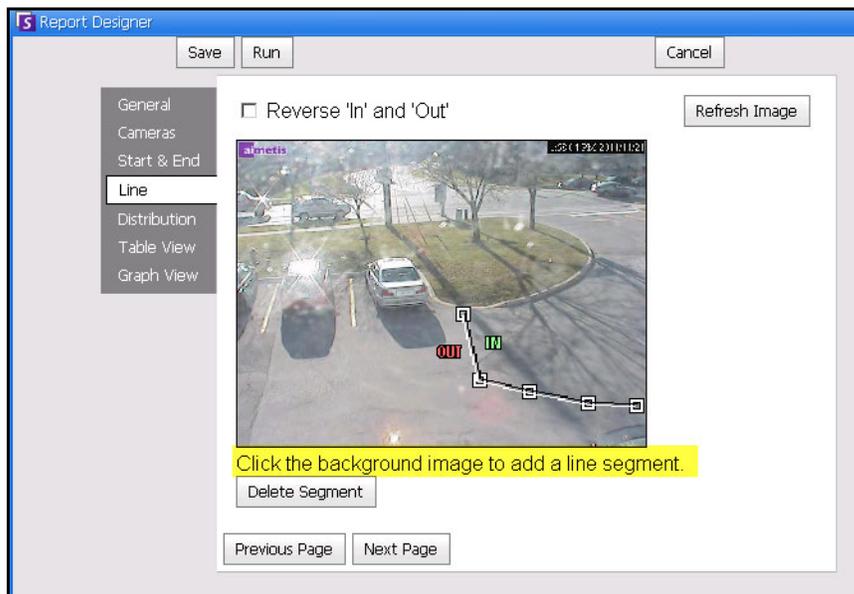


Figure 41. Line tab - extending and shaping the counting line

10. Click **Next** to continue. On the **Table View** tab, define which columns should be included in the report. Select the **Column** link and drag a column header into top header. This causes information to be grouped by the column category. By default, all available column are shown in the **Table View** unless manually removed. Click **Next** to continue.

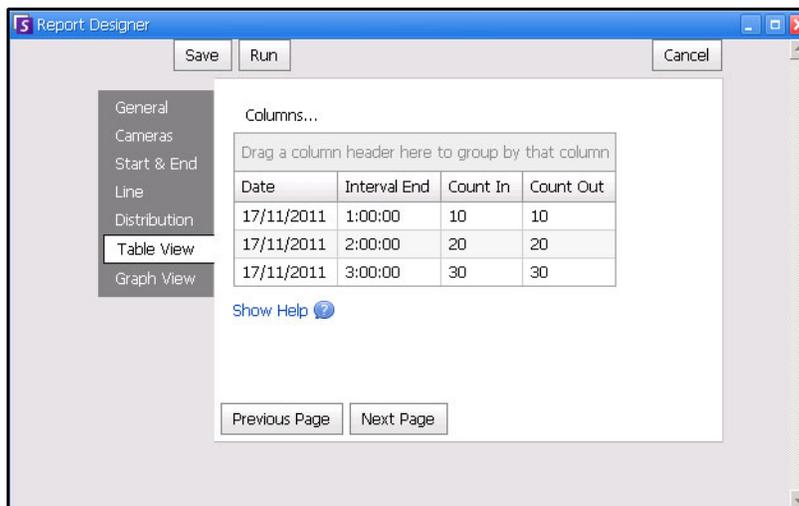


Figure 42. Columns in Report Designer

11. Define **Graph Type** and the **Graph Size** (the Graph Size is the image size of the report graphic).
12. Select **Save** and then **Run** to finish the report.

## Heat Map Image

This report allows you to generate a report on the number of objects that were in different parts of the image.

### Procedure

#### To access the Heat Map Image report:

1. From **Reports** menu, select **Manage**. The **Reports** dialog box opens.
2. Click **New Report**. The **Reports Designer** dialog box opens.
3. From the **General** tab, enter a description for the report in the **Name** field.
4. Under **Report Type**, select the **Heat Map Image** option.
5. Select a **Default View** of **Table** or **Graph**.
6. To share this report with other users, select the **Allow others to run this report** option. Do not select this option if you want this report to remain accessible only by you.
7. Click **Next** to navigate to the **Cameras** tab. This report type only supports one camera per report.
8. Select one camera to be included in the report and click **Next**.
9. In the **Start & End** tab, define the start and end time of the report.

Option	Description
Start	Select whether to use a Relative time to execute the report or a specific date and time. For example, if this Report was saved with the intention of running it in the future, selecting a Relative start of 7 days would mean the report start time would be 7 days from each time the report is executed. Using a specific date and time is only useful if this report is intended to be run only once and not in the future.
End	If a Relative time was selected in the Start section, selecting Now would set the report time dynamically to the time the report was run. If a specific data and time was selected it is most likely that a specific date and time for the end of the report is appropriate.
Time of Day	Searching by Full Days will include all 24 hours in a day. In cases where a search should spend multiple days but only a certain period of time per say, Partial days should be selected. For example, we may search across 7 days but only 10:00 - 20:00 each day, to filter out results that happened outside of store hours.
Time Interval	Select the Time Interval to be used in the Report.

10. Since the **Heat Map Image** report was selected, the **Sensitivity** tab is enabled.

The Sensitivity information actually relates to the **Heat Map View** tab. In the **Heat Map View** tab, you select whether the **Object Paths** or the **Object Dwell Time** will be the default graphic shown when the report is finished.

- **Object Paths** - view by number of objects that have passed through a location
- **Object Dwell Time** – view by total amount of time objects spent at a location

**Intersections** - Points in the image which more than one path passed through

A range of colors is used to define how many paths passed through a point. This helps you see the most common paths for objects even in an area where there was at least one object at every point. BUT some areas of the image, which you are not interested in, may have an unusually low or high number of intersections. This can cause the range of colors used in other areas to be too small to see meaningful differences.

- Set **Use Minimum Intersections** to the bottom of the color range. Any area with fewer than this number of intersections will be hidden.
- Set **Use Maximum Intersections** to the top end of the color range. All areas with more than this number of intersections will be in the same color.

**Intersections** - Points in the image which more than one path passed through

A range of colors is used to define how many paths passed through a point. This helps you see the most common paths for objects even in an area where there was at least one object at every point. BUT some areas of the image, which you are not interested in, may have an unusually low or high number of intersections. This can cause the range of colors used in other areas to be too small to see meaningful differences.

- Set **Use Minimum Intersections** to the bottom of the color range. Any area with fewer than this number of intersections will be hidden.
- Set **Use Maximum Intersections** to the top end of the color range. All areas with more than this number of intersections will be in the same color.

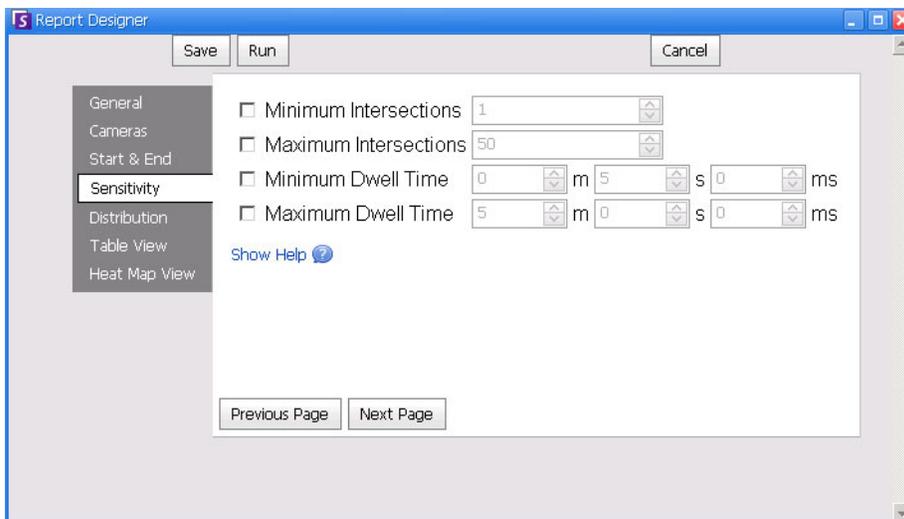


Figure 43. Sensitivity tab

11. On the **Table View** tab, define which columns should be included in the report. Select the **Column** link and drag a column header into top header. This causes information to be grouped by the column category. By default, all available column are shown in the **Table View** unless manually removed. Click **Next** to continue.
12. In the **Heat Map View** tab, define if the **Object Paths** or the **Object Dwell Time** will be the default graphic shown when the report is finished.  
If the image is too large, select the **Resize image for screen resolution** check box. (If the image does not fit to the screen resolution, the check box will be displayed regardless of whether the window is maximized.)
  - **Object Paths** - view by number of objects that have passed through a location
  - **Object Dwell Time** – view by total amount of time objects spent at a location
13. Click **Add Zone** each time a specific area in the scene is to be included in the report.
  - a. Click the **Zone** name, such as **Zone 0** to edit the name of the box
  - b. Click **Update** to save changes.
  - c. (Optional) To delete a zone, click the zone name (for example, click on the name **Zone 0**) and click **Remove Zone**.
14. Select **Save** and then **Run** to finish the report.

## Object Counts

This report allows users to generate a report on the number of objects that were tracked inside the Motion Mask of the camera.

### Procedure

#### To access the Object Counts report:

1. From **Reports** menu, select **Manage**. The **Reports** dialog box opens.
2. Click **New Report**. The **Reports Designer** dialog box opens.
3. From the **General** tab, enter a description for the report in the **Name** field.
4. Under **Report Type**, select the **Object Counts** option.
5. Select a **Default View** of **Table** or **Graph**.
6. To share this report with other users, select the **Allow others to run this report** option. Do not select this option if you want this report to remain accessible only by you.
7. Click **Next** to navigate to the **Cameras** tab.
8. Select one or more cameras to be included in the report and click **Next**.
9. In the **Start & End** tab, define the start and end time of the report.

Option	Description
Start	Select whether to use a Relative time to execute the report or a specific date and time. For example, if this Report was saved with the intention of running it in the future, selecting a Relative start of 7 days would mean the report start time would be 7 days from each time the report is executed. Using a specific date and time is only useful if this report is intended to be run only once and not in the future.
End	If a Relative time was selected in the Start section, selecting Now would set the report time dynamically to the time the report was run. If a specific data and time was selected it is most likely that a specific date and time for the end of the report is appropriate.
Time of Day	Searching by Full Days will include all 24 hours in a day. In cases where a search should spend multiple days but only a certain period of time per say, Partial days should be selected. For example, we may search across 7 days but only 10:00 - 20:00 each day, to filter out results that happened outside of store hours.
Time Interval	Select the Time Interval to be used in the Report.

10. On the **Table View** tab, define which columns should be included in the report. Select the **Column** link and drag a column header into top header. This causes information to be grouped by the column category. By default, all available column are shown in the **Table View** unless manually removed. Click **Next** to continue.
11. Define **Graph Type** and the **Graph Size** (the Graph Size is the image size of the report graphic).
12. Select **Save** and then **Run** to finish the report. After the report is run, select the **Table** tab to Export the data if necessary to Excel, CSV, PDF, or RTF format.

## Object Statistics

This report allows users to generate a report on the number of objects that were in different parts of the image.

### Procedure

#### To access the Object Statistics report:

1. From **Reports** menu, select **Manage**. The **Reports** dialog box opens.
2. Click **New Report**. The **Reports Designer** dialog box opens.
3. From the **General** tab, enter a description for the report in the **Name** field.
4. Under **Report Type**, select the **Object Statistics** option.
5. Select a **Default View** of **Table** or **Graph**.
6. To share this report with other users, select the **Allow others to run this report** option. Do not select this option if you want this report to remain accessible only by you.
7. Click **Next** to navigate to the **Cameras** tab.
8. Select one or more cameras to be included in the report and click **Next**.
9. In the **Start & End** tab, define the start and end time of the report.

Option	Description
Start	Select whether to use a Relative time to execute the report or a specific date and time. For example, if this Report was saved with the intention of running it in the future, selecting a Relative start of 7 days would mean the report start time would be 7 days from each time the report is executed. Using a specific date and time is only useful if this report is intended to be run only once and not in the future.
End	If a Relative time was selected in the Start section, selecting Now would set the report time dynamically to the time the report was run. If a specific data and time was selected it is most likely that a specific date and time for the end of the report is appropriate.
Time of Day	Searching by Full Days will include all 24 hours in a day. In cases where a search should spend multiple days but only a certain period of time per say, Partial days should be selected. For example, we may search across 7 days but only 10:00 - 20:00 each day, to filter out results that happened outside of store hours.
Time Interval	Select the Time Interval to be used in the Report.

10. On the **Table View** tab, define which columns should be included in the report. Select the **Column** link and drag a column header into top header. This causes information to be grouped by the column category. By default, all available column are shown in the **Table View** unless manually removed. Click **Next** to continue.
11. Define **Graph Type** and the **Graph Size** (the Graph Size is the image size of the report graphic).
12. Select **Save** and then **Run** to finish the report.

## Alarm Counts

This report allows users to generate a report on the number of alarms that occurred for a given time period. Alarms are defined by Rules.

### Procedure

#### To access the Alarm Counts report:

1. From **Reports** menu, select **Manage**. The **Reports** dialog box opens.
2. Click **New Report**. The **Reports Designer** dialog box opens.
3. From the **General** tab, enter a description for the report in the **Name** field.
4. Under **Report Type**, select the **Alarm Counts** option.
5. Select a **Default View** of **Table** or **Graph**.
6. To share this report with other users, select the **Allow others to run this report** option. Do not select this option if you want this report to remain accessible only by you.
7. Click **Next** to navigate to the **Cameras** tab.
8. Select one or more cameras to be included in the report and click **Next**.
9. In the **Start & End** tab, define the start and end time of the report.

Option	Description
Start	Select whether to use a Relative time to execute the report or a specific date and time. For example, if this Report was saved with the intention of running it in the future, selecting a Relative start of 7 days would mean the report start time would be 7 days from each time the report is executed. Using a specific date and time is only useful if this report is intended to be run only once and not in the future.
End	If a Relative time was selected in the Start section, selecting Now would set the report time dynamically to the time the report was run. If a specific data and time was selected it is most likely that a specific date and time for the end of the report is appropriate.
Time of Day	Searching by Full Days will include all 24 hours in a day. In cases where a search should spend multiple days but only a certain period of time per say, Partial days should be selected. For example, we may search across 7 days but only 10:00 - 20:00 each day, to filter out results that happened outside of store hours.
Time Interval	Select the Time Interval to be used in the Report.

10. On the **Table View** tab, define which columns should be included in the report. Select the **Column** link and drag a column header into top header. This causes information to be grouped by the column category. By default, all available column are shown in the **Table View** unless manually removed. Click **Next** to continue.
11. Define **Graph Type** and the **Graph Size** (the Graph Size is the image size of the report graphic).
12. Select **Save** and then **Run** to finish the report.

## Running a Report from the Web

Aimetis Symphony includes a web interface. Each server has its own web interface. The web interface is designed to mimic the windows rich client (Symphony Client) as much as possible. All core features such as Alarm Log, Timeline, Reporting and live video streaming are included.



**Important:** To view a Heat Map report for both **Object Paths** and **Object Dwell Times**, you must first create 2 reports in Symphony Client. See [“Creating Two Heat Map Reports to Run from the Web”](#) on page 106.

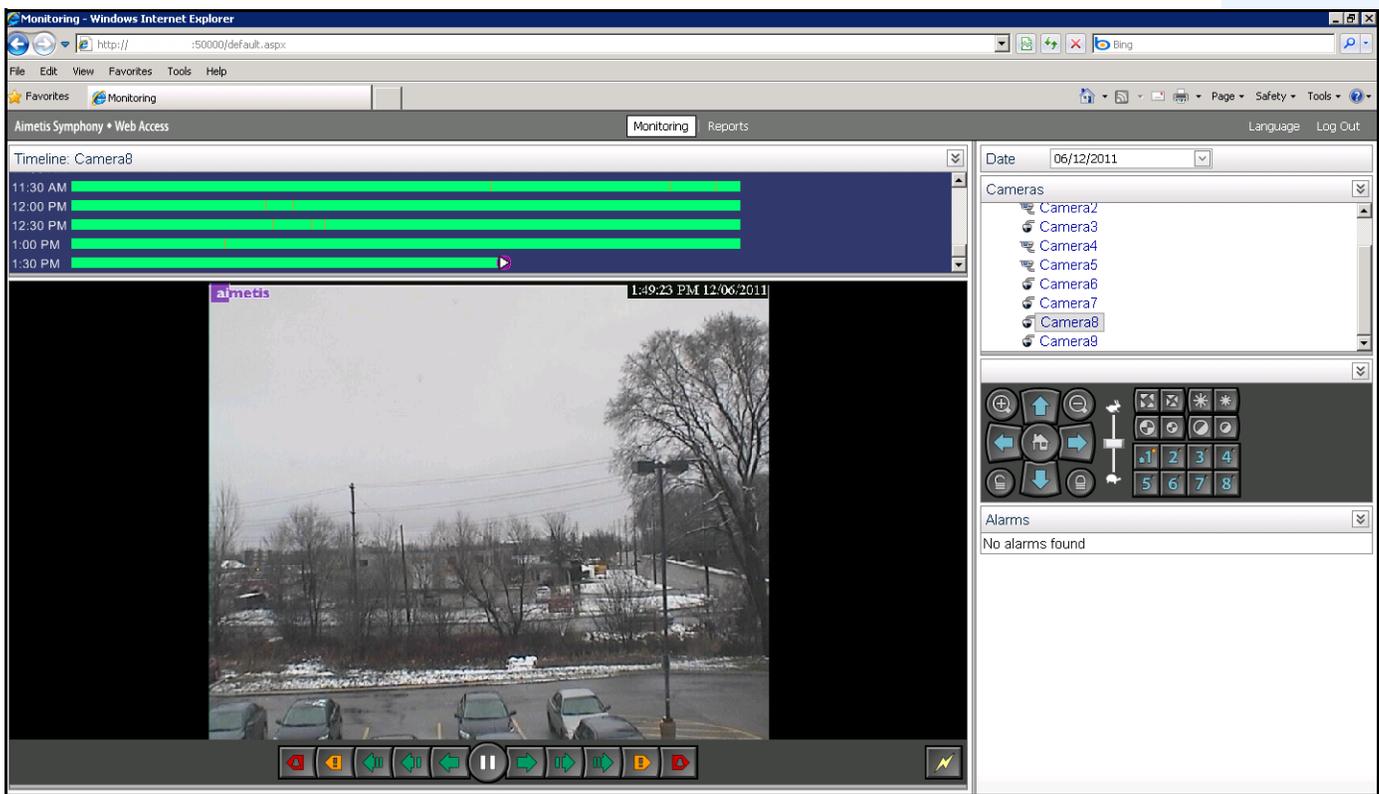


Figure 44. Aimetis Symphony Web Access

## Procedure

---

### How to run reports from the Web:

#### Task 1: Access the web interface:

1. Navigate to **http://SERVERNAME:50000** (where SERVERNAME can be your windows hostname or the IP address of the server).
2. Log in.



Figure 45. Web Login

#### Task 2: Obtain the report ID:

1. Click the **Reports** link.
2. Select the report you want to run and click **Edit**. Notice that the report ID appears in the URL displayed in your Web Browser. Remember the ID.

#### Task 3: Prepare the report URL:

1. Enter this URL  
**http://SERVERNAME:50000/Reports/ReportOutput.aspx?username=<name>&password=<password>&report=<reportID>** where
  - SERVERNAME is the name of host running the symphony server or IP address of the server
  - <username> is the username you used to log into Aimetis Symphony web version Task 1, step 2
  - <password> is the password you used to log into Aimetis Symphony web version Task 1, step 2
  - <report ID> is the ID you obtained in Task 2, step 2
2. Depending on the type of output you want, append one of the following format variables to the URL:
  - XLS - **&format=XLS**
  - CVS - **&format=CVS**
  - PDF - **&format=PDF**
  - RTF (rich text format) - **&format=RTF**



**Note:** A heat map or graph is output as a bitmap image (.bmp).

---

#### Task 4: Invoke the URL in the command line:

Use a command line program to invoke the URL to output the report. You can use a program such as CURL (<http://curl.haxx.se/download.html>)

1. For example, in the command line, enter:  

```
curl -L -O <URL>, where <URL> is the URL specified in Task 3  
(<http://SERVERNAME:50000/Reports/ReportOutput.aspx?username=<name>&password=<password>&report=<reportID>
```
2. The script runs and the corresponding file is saved locally. You can create a batch script to run all the desired reports at once.

## Creating Two Heat Map Reports to Run from the Web

To view a **Heat Map Report** for both **Object Paths** and **Object Dwell Times** from the Web, you must first create 2 reports in Symphony Client.

### Procedure

---

#### How to set up heat map reports to be run from the Web:

1. From **Reports** menu, select **Manage**. The **Reports** dialog box opens.
2. Click **New Report**.
3. Select the **Heat Map Image** option and for convenience, name the first report *Heat Map Object Paths*.
4. Set up the report as you want, but in the Heat Map View screen, ensure that you select **Object Paths** from the **Default Map** drop-down list.
5. Save the map.
6. Create another new **Heat Map Image** report, this time naming it *Heat Map Object Dwell Time*.
7. Set up the report as you want, but in the Heat Map View screen, ensure that you select **Object Dwell Time** from the **Default Map** drop-down list.
8. Save the map.
9. To view the information from the Web, you must run 2 reports. As such you will use the report IDs for the *Heat Map Object Paths* and for *Heat map Object Dwell Time*. Follow the Web instructions "[How to run reports from the Web:](#)" on page 105.

# Reporting Issues to Aimetis

You can log issues with Aimetis through the Symphony Client.

## Procedure

### To report an issue:

1. From **Help** menu, select **Report an Issue**. The **Aimetis Symphony Error Report** dialog box opens.

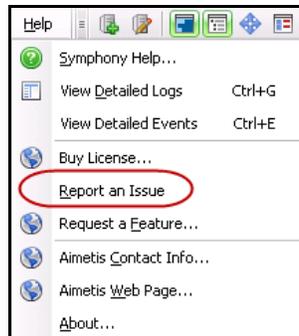


Figure 46. Main menu - Help>Report an Issue

2. Enter details and then click **Submit Report**.

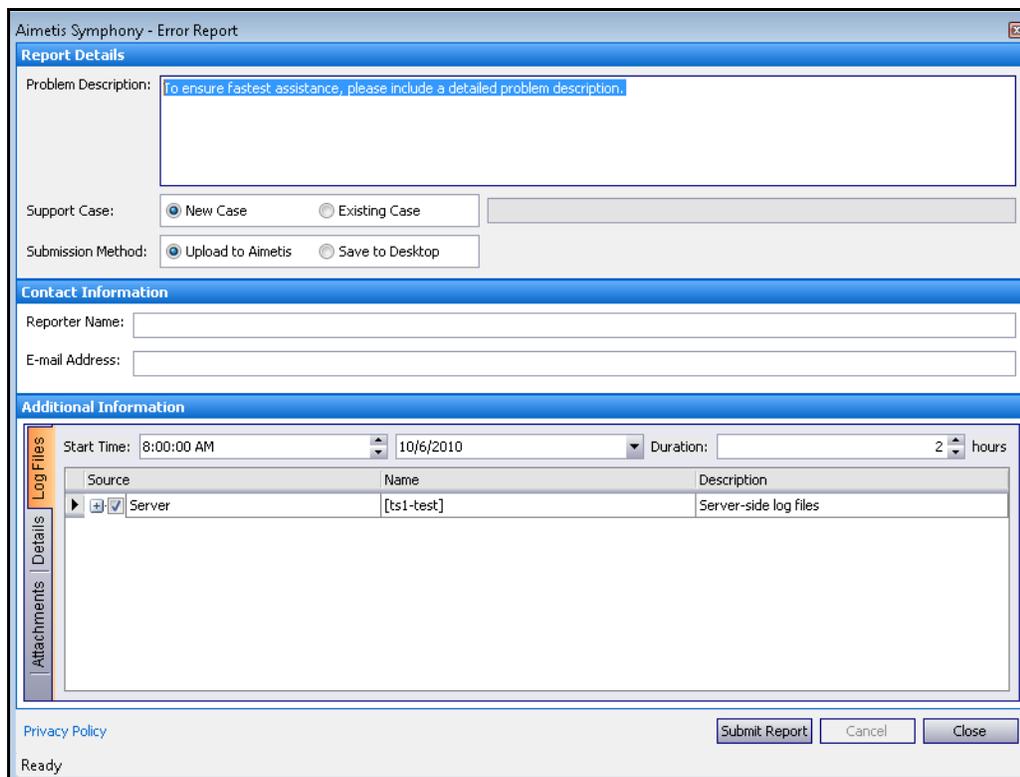
A screenshot of the 'Aimetis Symphony - Error Report' dialog box. The dialog is divided into several sections: 'Report Details' with a text area for 'Problem Description' and radio buttons for 'Support Case' (New Case, Existing Case) and 'Submission Method' (Upload to Aimetis, Save to Desktop); 'Contact Information' with text boxes for 'Reporter Name' and 'E-mail Address'; and 'Additional Information' with a table for log files. The table has columns for 'Source', 'Name', and 'Description'. The 'Start Time' is set to 8:00:00 AM on 10/6/2010, and the 'Duration' is 2 hours. The 'Log Files' section shows a table with one entry: Source: Server, Name: [ts1-test], Description: Server-side log files. At the bottom, there are 'Submit Report', 'Cancel', and 'Close' buttons, and a 'Privacy Policy' link.

Figure 47. Aimetis Symphony Error Report dialog box

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