

Aimetis Thin Client 2.7

User Guide

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Aimetis A10D Thin Client

The Aimetis A10D Thin Client™ is a secure, reliable, and cost-effective PC alternative designed to display 1080p video from network video quickly and easily. View a single camera on demand as well as set up camera views, which are collections of camera layouts, for quick retrieval.

Get Started

Access the Web Interface

To install the Thin Client, see the Quick Start Guide supplied with the product.

Note: Make sure that overscan is turned off on the TVs or monitors being used. By default most TVs and monitors are set to use overscan, which crops the edges of the displayed video images. For details, see Aimetis Knowledge Base Article [10340](#).

The Thin Client web interface can be used with most standard operating systems and browsers.

1. Start a web browser.
2. Enter the **IP address** of the Thin Client device in a supported browser. Recommended browsers include: Microsoft® Internet Explorer®, Mozilla® Firefox®, and Google Chrome™.
3. The first time the device is powered on, you are prompted to [configure the device](#) by running the [Setup Wizard](#).
4. When initial setup is complete, [create a camera view](#) on the **Remote Control** page.

Note: After initial setup, the device password configured during setup is required to access the device through a web browser or a mobile device.

Learn How To:

- [Manage Cameras and Views Remotely](#)
 - [Connect to a Physical Security Appliance \(PSA\) and Mobile Bridge](#)
 - [Log Out of the Web Interface](#)
 - [Troubleshoot the Device](#)
 - [Perform a Factory Restore](#)
 - [Access the Thin Client Unit Interface](#)
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Manage Cameras and Views Remotely

To manage the Thin Client remotely via a smartphone or tablet, install Aimetis Remote for Android or iOS. See the Aimetis Remote App Help for more information.

Connect to a Physical Security Appliance (PSA) and Mobile Bridge

When connecting Thin Client to a PSA via the embedded Mobile Bridge, ensure you have the latest version of a licensed Aimetis Symphony Server and Aimetis Symphony Mobile Bridge.

Log Out of the Web Interface

Click **Log Out** in the top right corner to exit the web interface. You are redirected to the **Log In** page.

Troubleshooting

No Compatible Streams Detected

Thin Client can decode up to 1920 x 1080 at 30 fps in H.264, MJPEG, or MPEG4. Please ensure you have at least 1 camera stream configured at this resolution or lower. Camera streams above 1920 x 1080 resolution cannot be decoded to the camera. It is recommended to have 1 stream at 1920 x 1080 and another stream at 800 x 450 as the A10D will select the best stream automatically based on the camera view layouts.

Knowledge Base Articles

When troubleshooting your device, check the Xnet for Knowledge Base articles: [All Thin Client Articles](#).

Perform a Factory Restore

To restore the device to its factory settings via the web interface, select **Settings**, and from the **Maintenance** section click **Restore**.

Hardware Reset

If the web interface is not accessible, the device can be restored to its factory settings by performing a hardware reset.

1. Using the tip of a pen or a similar object, press and hold the **RST** button located at the back of the device.
2. Continue holding the **RST** button and:
 - a. Remove power from the device by disconnecting the PoE network cable.
 - b. Reconnect the PoE network cable to the device.
 - c. Wait 10 seconds and observe the device LED light flashing.
 - d. When the LED light changes from a flashing orange light to a solid orange light, release the **RST** button. The restore process is now complete and the device has been restored to its factory settings.

When the device reboots and initializes, access the [web interface](#) using a browser and run the [Setup Wizard](#) to configure the device.

Access the Thin Client Unit Interface

You can connect directly to the Thin Client unit without using a web browser to view and manage cameras.

- Use the interface to **view and export historical footage for each camera.**

Connect to the Thin Client Unit Interface

1. You will be initially connected to Thin Client via a web browser based on instructions in [Access the Web Interface](#).
2. Ensure that you have run Setup Wizard.
3. You may exit the browser. The Thin Client interface appears on your monitor. Move the mouse across the screen and all navigation buttons appear.

Activate Buttons

Move the mouse across the screen and all navigation buttons appear.

Button	Usage
Multi-view	View 1, 4, 6, 9,12, or 16 panels. You must save custom views in the web browser interface first (Create Camera View) and then the view appears as an option in the list of views in the interface.
Camera	Select cameras from the displayed list.
Expand	Expand panel to a full-screen 1-view.
Calendar	Select a date for historical video in a 1-view panel.

Button	Usage
Blank screen	Remove camera from the panel.
Basic controls	Navigate forward and backward 10 seconds, 1 second. Control video playback speed as well as reverse playback speed. Switch back to Live mode from playback mode
Export Video	Insert a USB stick. Files are saved to a USB stick in .mkv format. You can play the saved video in a VLC media player or Windows 8 or Windows 10.
PTZ	PTZ controls for PTZ cameras: Arrows move PTZ camera up and down, left and right. +/- (Plus and minus signs) Allow you to zoom in and out. Home icon - Brings the camera back to its user-defined Home Position. Preset icon – Represents camera tour locations and provide easy navigation. Preset locations have their full location name.

Touch Screen Controls

You can calibrate your monitor for touch screen controls. See [Manage Device Settings Manually](#).

Note: The touch screen monitor must be on before powering on the Thin Client. If your monitor is not working, restart Thin Client with the monitor on.

Manage Cameras and Views using a Browser

The **Remote Control** page displays real-time still images of what is currently displayed on the HDMI monitor connected to the Thin Client. This page enables you to create and manage camera views, view different cameras and camera layouts, and view cameras full screen.

Create Camera View

1. Select a camera view (1, 4, 6, 9, 12, 16) option from the camera **View** list.
2. Click on each panel to specify the cameras for that view.
3. Click **More [...]** > **Save**.
4. Enter a camera layout name and click **Save**.

View Different Camera Layouts

Select a different camera view from the camera **View** list.

Rename Camera Views

1. Select the camera view you want to rename from the camera **View** list.
2. Click **More [...]** > **Save As**.
3. Rename the camera view and click **Save**.

Delete Camera Views

1. Click **More [...]** > **Delete..**
2. **Select the check box** beside the specific view you want to remove and click **Delete**.

Smart 2-View

Ideal for trains requiring split-screen view of passengers entering/exiting doors.

1. Enable this feature. Go to **http://<your Thin Client IP address here>/System/EnableSmartTwoView**.
2. Click your Browser back button to return to the Thin Client interface.
3. Select **Smart 2-View** from the camera **View** list.
4. Click on each panel to specify the camera for that view.
5. For both panels:
 - a. Click on the left-right arrow icon. The **Adjust Crop** dialog opens.
 - b. Use the bottom slide bar to position the view as necessary and click **Save**.
6. Click **More [...]** > **Save**.
7. Enter a camera layout name and click **Save**.

To disable the **Smart 2-View** feature, go to: **http://<your Thin Client IP address here>/System/DisableSmartTwoView**.

Change Cameras

Tip: The cameras available via the Thin Client depend on the devices configured in Aimetis Symphony or the cameras you connect to directly. See the Aimetis Symphony Online Help at Aimetis.com and the [Troubleshooting](#) section for more information.

Click on any camera panel to select a different camera.

View Camera Full Screen

On a multiple-camera view, click the **Full Screen** icon to view the camera in full screen mode. Click the icon again to return to the previous camera view.

View Stream Profile

On a multiple-camera view, click the **Stream Profile** icon to view the resolution and frame rate of the Thin Client. This is available when connecting through Mobile Bridge and direct connect.

Clear Cameras

To clear a camera panel, click the **Clear Camera** icon.

Select Carousels

The carousels that have been setup and defined in Aimetis Symphony will appear in the Thin Client **Carousel** tab when connecting through Mobile Bridge. For details, see the Aimetis Symphony Online Help at Aimetis.com.

1. Click on a camera panel to open the **Select Camera or Carousels** window.
2. Select the **Carousel** tab.
3. Select the specific carousel from the list to apply to the selected camera panel.

Add Carousels in Direct Camera Connections Mode

1. Click **Remote Control**.
2. Click a camera panel.
3. Click **Carousels** and then **Add**.
4. Enter a name for the carousel, select the cameras to include in the carousel, and set the amount of time for each camera.
5. Click **Save**.

Delete Carousels in Direct Camera Connections Mode

1. Click **Remote Control**.
2. Click a camera panel.
3. Click **Carousels** and then click the delete icon next to the carousel that you want to delete.
4. In the **Remove Carousel** dialog, click **OK**.

Configure the Device

If you plan to use a touch screen monitor, ensure that the monitor is on before powering on the Thin Client.

The first time the Thin Client is powered on, you are prompted to run the Setup Wizard to configure the device. After initial configuration, you can manage device settings manually or re-run the Setup Wizard via the **Settings** page.

Important: Changes made to device settings can impact device operation. Use caution when modifying device settings. Your network administrator may need to provide some of these details.

Manage Device Settings Manually

On the **Settings** page, you can access the following device settings:

- **About:** Displays device details including name, model number, serial number, and firmware version. You can also select the language displayed in the Thin Client interface on your monitor (**On-screen interface language**).
- **Network Setup:** Displays the IP address and network details for the device. By default, the device is configured for DHCP; however, a static IP address can be manually configured. In a multiple-device environment, manually assign each Thin Client a static IP address to avoid IP address collisions.
- **Security:** Displays the device password used to access the Thin Client through a web browser or mobile device.
- **Video Source:** Displays Aimetis Symphony Mobile Bridge server connection details, including secure SSL via HTTPS when the Mobile Bridge server includes a valid SSL certificate. If directly connecting to cameras, click **Direct camera connection**.
- **Display Options:** Displays date, time, and camera name. Maintain aspect ratio of video image, fit video image to panel.
- **Server Time:** Displays time zone and NTP synchronization configuration details. Set manually options now available.
- **Management:** To manage Thin Client through Aimetis Enterprise Manager (AEM), select **Enable Management**. When Thin Client is managed through AEM it will send health packets to the AEM, which includes firmware version and device name.
- **Maintenance:**
 - **Calibrate:** Click to run calibration tool for touch screen monitors.
 - **Restart:** Click to restart this device.
 - **Restore:** Click to restore this device to its factory settings.
 - **Update:** Click to check online for software updates available for this device. When an update is available, click **OK** to install the latest firmware. After a firmware update, you must log in to the web interface.
 - **Upload:** Click to specify device firmware to upload to this device.

- **System Log:** Click to download system log files for this device.

After making device changes, click **Save**.

Run Setup Wizard

To launch the Setup Wizard, click **Run Setup Wizard** from the **Settings** page.

The Setup Wizard includes the following configuration pages:

- **Language:** Select the language for the web interface.
- **Network Setup:** By default, the device is configured for DHCP; however, a static IP address can be manually configured. In a multiple-device environment, manually assign each Thin Client a static IP address to avoid IP address collisions.
- **Regional:** Specify the device time zone, or configure the device to synchronize with a specific NTP server.
- **Configure Password:** Specify a password to access and manage the Thin Client through a web browser or mobile device. Confirm the password to continue configuration.
- **Video Source:** The Thin Client can either connect to an Aimetis Symphony Mobile Bridge server or directly to cameras via an IP address and user credentials.

Optional recommended setup:

- **Device Name:** Assign a name to identify the device on the network.
- **Register:** Register the device with Aimetis by clicking **Register Now**. An internet connection is required. Registration can be completed at a later time.

Click **Back** to modify previous pages.

Click **Finish** to complete the Setup Wizard. Re-run the Setup Wizard any time via the web interface by clicking **Settings > Run Setup Wizard**.

Setup Video Source

Thin Client can either connect via an IP address and user credentials to an Aimetis Symphony Mobile Bridge server or directly to ONVIF-enabled cameras.

Note: These instructions refer to using the Setup Wizard.

Connect via Mobile Bridge

1. Click **Settings>Run Setup Wizard**.
2. On the **Video Source** page, select **Connect through Mobile Bridge**.
3. To automatically detect Mobile Bridge servers, click **Detected Mobile Bridges** and select a server from the list.

4. To manually specify a Mobile Bridge server define the server details. Select the **Use HTTPS** check box when the Mobile Bridge server includes a valid SSL certificate.
5. Click **Finish**.

Connect Directly to Cameras

Tip: An ONVIF Profile S–video stream is required for a direct camera connection. See Aimetis Knowledge Base Article [10317](#) for details on creating an ONVIF video stream if this is not provided by the camera manufacturer. Some camera manufacturers require that an ONVIF user account is set up and enabled. See the camera documentation and [test ONVIF compliance](#).

1. Click **Settings>Run Setup Wizard**.
2. On the **Video Source** page, select **Direct camera connection**.
3. To automatically find ONVIF-enabled cameras, click **Find Devices**. You can also filter the list of detected cameras by matching user credentials.
or:
 1. To manually connect to ONVIF-enabled cameras, click **Manually Add Device**. Specify the camera details and click **Connect**.
 2. If cameras are detected with one or more compatible video stream(s) **Camera Status** displays **OK**, a video thumbnail image appears, and the cameras are automatically selected in the list. Directly connect to the selected camera(s) by clicking **Next**. If **Camera Status** displays **Mismatch**, re-enter the camera credentials and click **Reconnect**.
 3. Click **Next** to complete the Setup Wizard.

Test ONVIF Compliance

Important: If the ONVIF compliance test fails contact the camera manufacturer.

1. Click **Settings**.
2. Click **Manage Cameras** from the Video Source section.
3. Click the **Test ONVIF Compliance** icon button to the left of the camera image.
4. When the test is done a popup window appears displaying the test results.

Edit Direct Camera Connections

1. Click **Settings**.
2. Click **Manage Cameras** from the Video Source section.
3. Click the **Edit** icon button to the left of the camera image.
4. Make any required changes to the credentials and address fields.
5. Click **Connect**.
6. Click **Save Devices**.

Delete Direct Camera Connections

1. Click **Settings**.
2. Click **Manage Cameras** from the Video Source section.
3. Clear the check box beside the camera connection you want to delete.
4. Click **Save Devices**.

Import Camera List in Direct Camera Connections Mode

1. Click **Settings**.
2. Click **Import Cameras** from the Video Source section.
3. Navigate to the camera list and click **Open**.

Export Camera Lists in Direct Camera Connections Mode

1. Click **Settings**.
2. Click **Export Cameras** from the Video Source section.
3. Download and save the camera list .

Connect to AEM

1. Click **Settings**.
2. Scroll down to the **Management** section.
3. Select **Enable Management**. Once selected the default **Address** is pre-populated.
4. Enter the correct information in the **Organization Name** and **Passphrase** fields.
5. (Optional) Select **Enable Proxy** to connect to AEM through a proxy server.
6. Click **Save** to manage Thin Client through AEM.

NOTE: When **Enable Management** is selected, device updates are handled remotely by the management server. To update the firmware manually, disable **Enable Management**.

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