



Detexi User Manual

Version 7.0.7

User Guide Introduction

Thank you for choosing Detexi Client. This is a unique software that allows the user to see live video, control cameras, search and play back archived footage.

Developed and shaped by the end users, the interface is intuitive and seamless. With over a decade of tweaking, and adjustment, we hope that you enjoy using the program as much as we enjoyed developing it for you.

This manual is structured in 2 sections. Part A) is a F.A.Q. page with the most commonly asked questions and answers for those who want to jump right in. This section will likely cover 80% of all usage requirements. Part B) is a comprehensive guide, for those who want to learn and maximize all features of Detexi, beyond the FAQ section.

We wish you well.

- Detexi Development Team

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Frequently Asked Questions

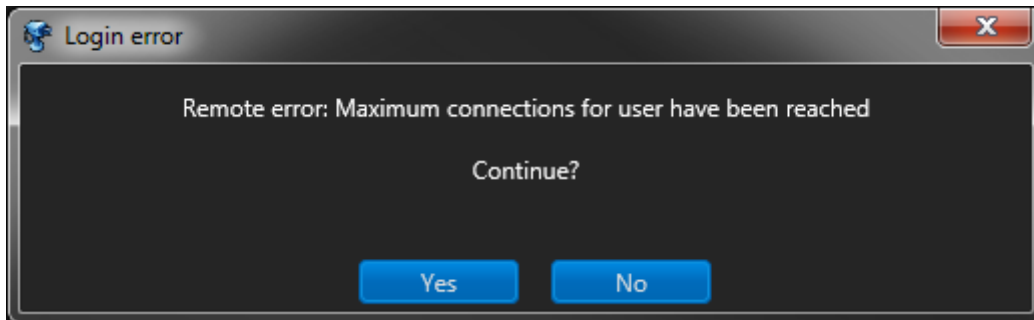
Here you will find answers to the most commonly asked questions. For most, the FAQ will be enough to get them started. For more detailed procedural instructions, please use the full manual that elaborates on features available.

General Tips

- Hit the larger pause button to stop all camera feeds. This will speed up your computer and give you time to adjust settings. You can easily resume once you are done.
- To quickly pull up all cameras for a group, double click the site. This option can be turned off in the options menu.

Error – Maximum Connection Reached

If you get the message “Maximum connections for user have been reached”, it is because number of users with this *username* exceeds the limit.



Error – Server Address

If you get the message “Either the server is down, or the server address is not configured correctly”, it usually means a firewall has blocked access. Please turn off the firewall and then make an exception for Detexi in the future. If you don’t know how to do this, please contact your IT department or service provider.

Troubleshooting Login Problems

If you are having trouble logging in, it could be due to several reasons but the four most common are listed below.

1) Login Issues

Please ensure that the login information you have entered is correct and case sensitive. Also please ensure that the server selected is also correct.

2) Internet Issues

Please contact your IT department or service provider to ensure you are connected.

3) Firewall Issue

Sometimes the firewall may have blocked access. Please turn off firewall and then make an exception for Detexi. Please contact your IT department or service provider for further assistance.

4) UCIT Server Issues

Contact UCIT's IT department and they will be able to verify if our servers are down.

905-405-9898 ext. 206

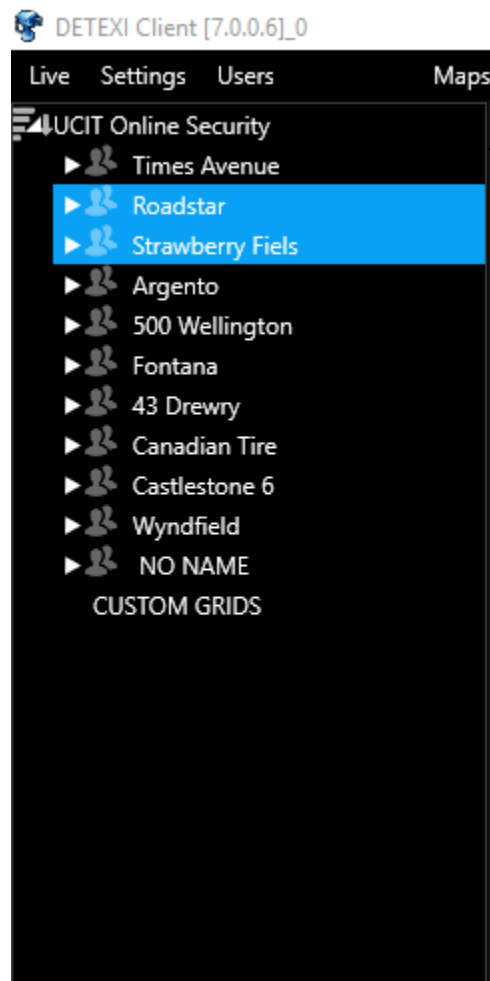
I Can't See The Live Video Feed?

Sometimes there may be fluctuations in internet connectivity and by default, Detexi will try to reconnect every 30 seconds. If this does not reconnect the cameras after a while, please ensure that you have loaded a site up to the viewing window by double clicking a site name on the left hand panel or by dragging individual cameras into available cells. If the video feed does not play, it may be due to internet connectivity issues A) on site or B) viewing station.

- A) If the server/internet is down on site, near the actual cameras, please contact your network provider for solutions.
- B) If the server/internet is down on the viewing station, please contact your network provider for solutions. You may have to dedicate more bandwidth for viewing needs.

How Do I View Several Groups at once?

If you have multiple sites, you can easily view them all at once. Hold your Control Key, and select multiple sites you wish to view. Still holding Control, double click on any of the highlighted sites to open up all cameras.



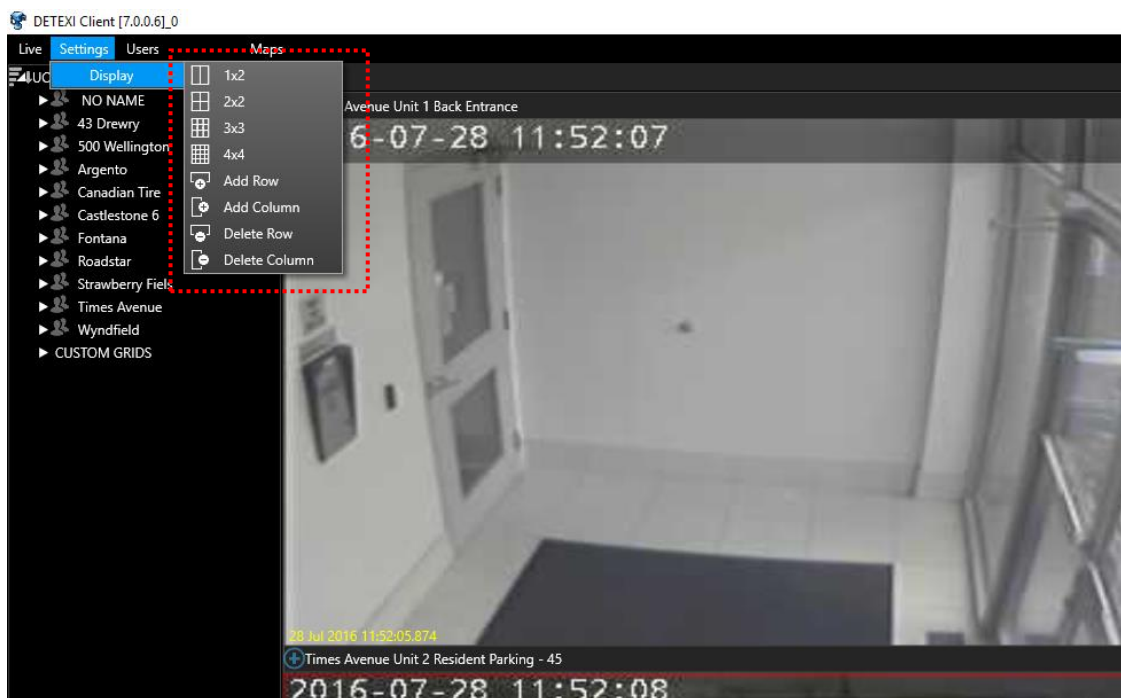
How Can I See Cameras Live?

When you double click a site name, Detexi by default brings up all cameras.

When you double click on Group name, Detexi brings up all cameras from this group.

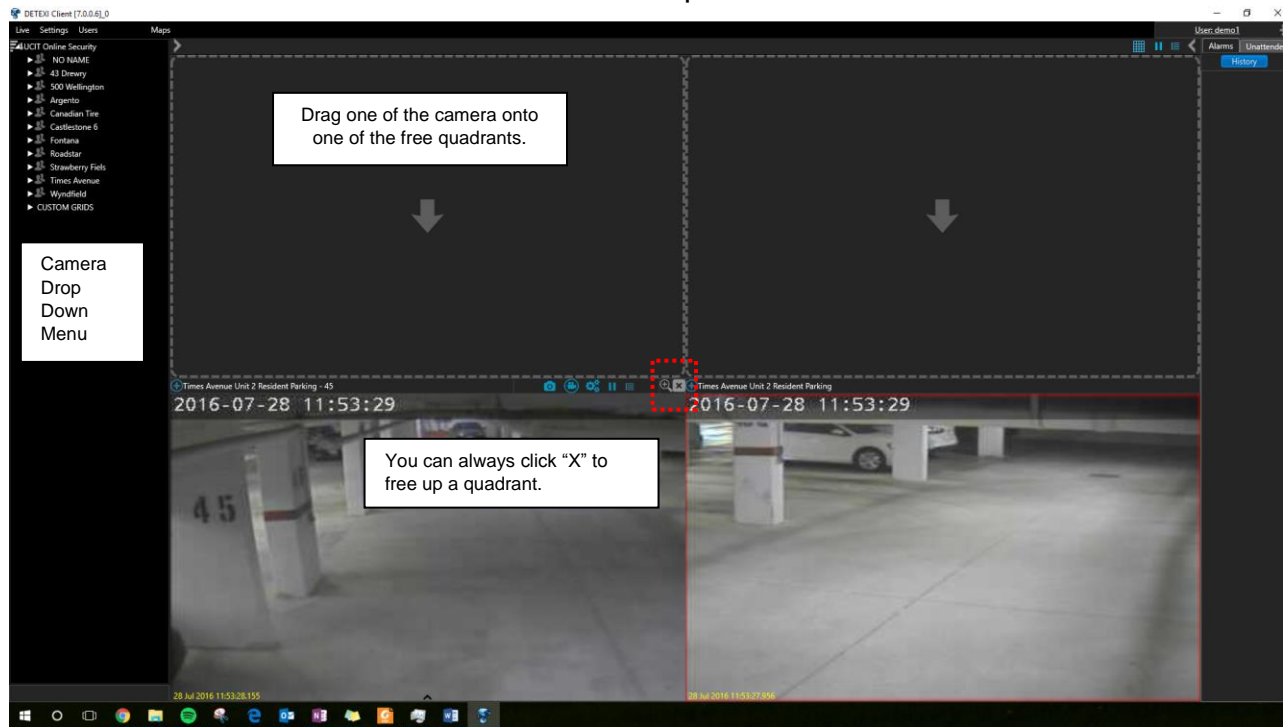
You also can drag-and-drop the camera into the empty cell in the grid.

You can customize the quadrants by adding rows or columns. Or you can select a pre-configured view format such as 3x3 or 2x2. Click on Settings -> Display. Then select the grid size you desire.



Once you have the quadrants configured as you desire, you can swap out cameras seamlessly by hovering over the site, and clicking the X button on the top right hand corner to free up a box. You can then navigate the drop down menu on the left hand side, to drag and drop your selected camera

onto the free quadrant.



Can I View Camera's From Different Groups At The Same Time?

Yes. Following the steps above, select the cameras you wish to view and drag and drop it individually on the grid.

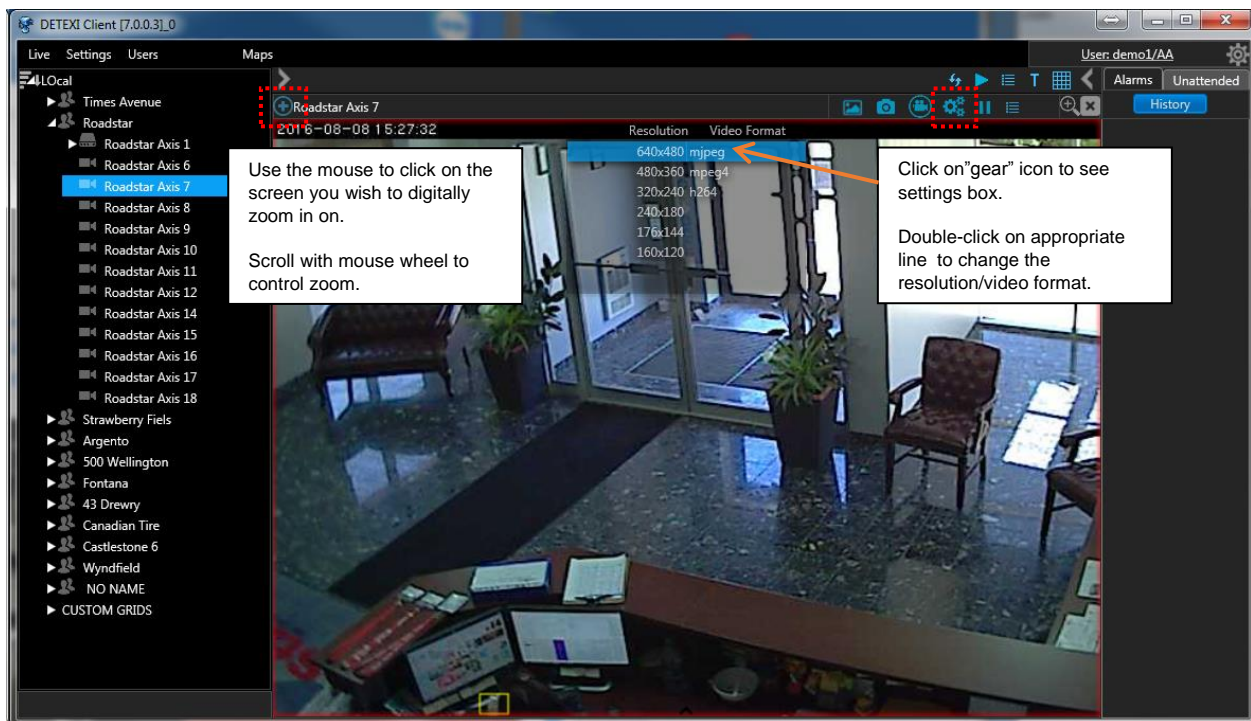
Or you can also open up all cameras from multiple sites. Please follow the above tutorial.

How Do I Change Live Video Quality? How Do I Control The Camera?

To change the live video quality click on 'Gear' icon select the resolution and double click on selected line.

Also: A) if you are using a Pan-Tilt-Zoom (PTZ) camera, it has an “optical zoom” option that focuses the camera. B) every camera including PTZs has a digital zoom feature. You can use “digital zoom” to enlarge the current viewing window.

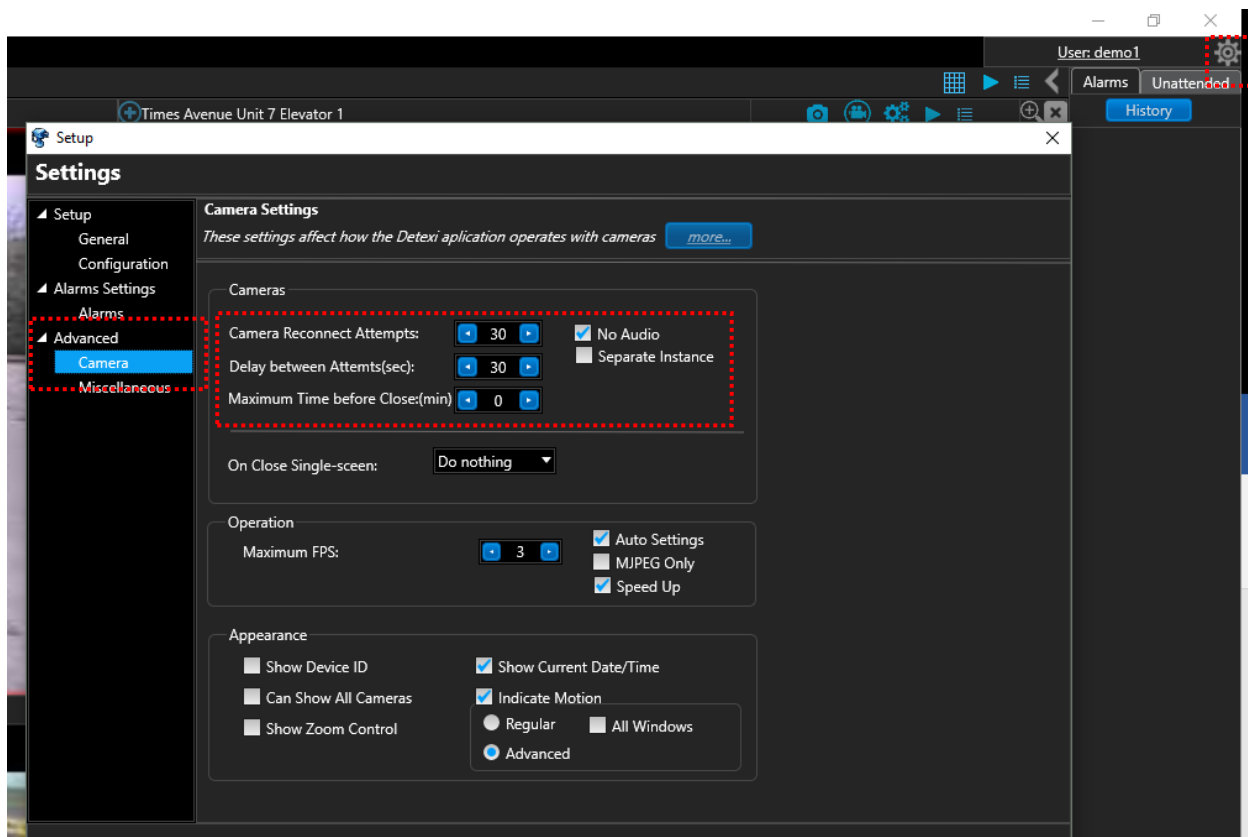
- A) PTZ cameras can “optically zoom” out since these cameras have a physical zoom function. Drag and drop an available PTZ camera onto the viewing pane. Click on the PTZ camera live view window to select it. Scroll up with the mouse wheel to zoom in, or scroll down with the mouse wheel to zoom out. You can also change the direction of the camera by panning. Drag and drop the image to change viewing direction.
- B) On the top left hand corner of every camera there is an “digital zoom” feature. The icon may differ if it is a PTZ vs. regular camera, but the functions are the same. Click on the icon to activate digital zoom. Now use the mouse scroll wheel to zoom in and out. Drag and drop the image to change viewing direction.



What If Some of My Cameras Freeze and Start Playing Again After Some Time?

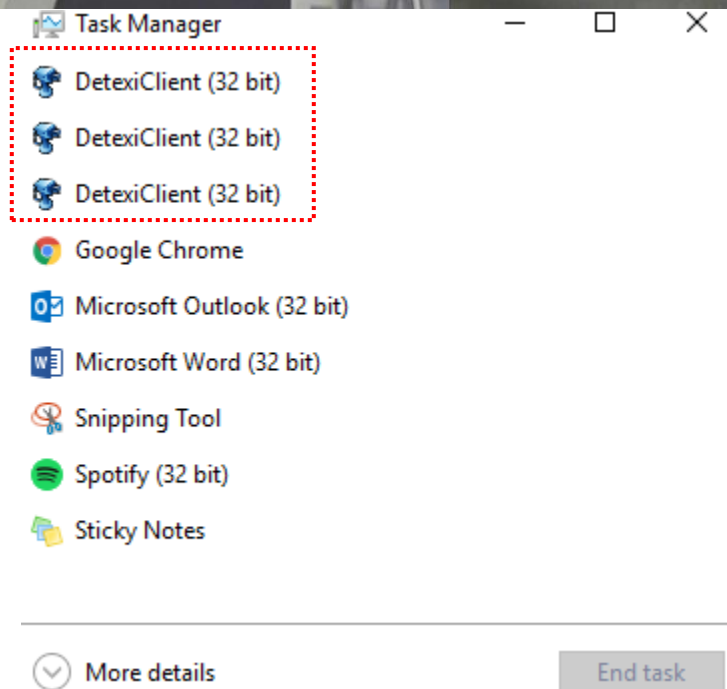
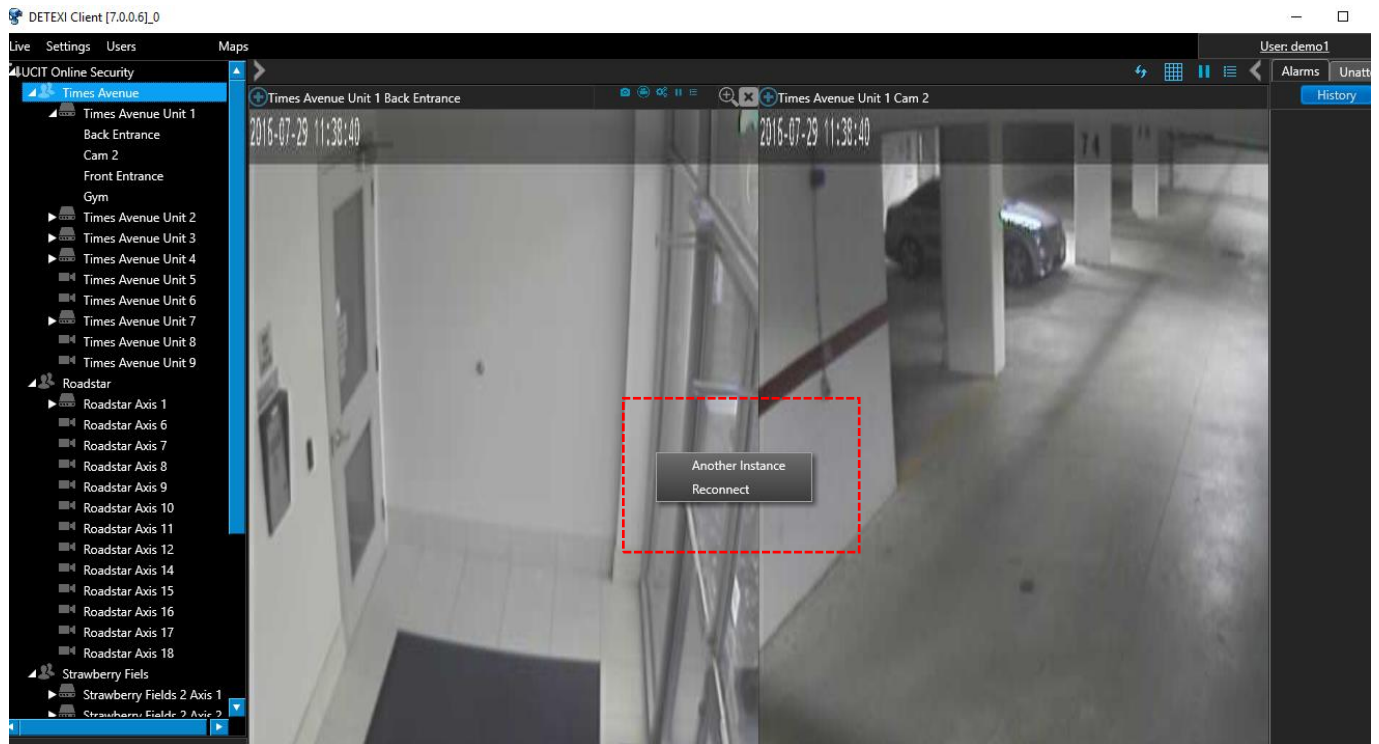
Sometimes cameras will disconnect due to a poor connection. Detexi will automatically try to reconnect in 30 seconds by default. This can be changed in the settings menu. If after some time the camera still does not connect, please trouble shoot your connection by referring to an earlier FAQ.

Click on the “gear” icon on the top right hand corner to pull up the menu. Then go to “Camera” on the left hand tab. You will see that the default reconnection time is 30s. You can change this to a shorter time and Detexi will attempt to reconnect faster. Alternatively you can right click the live view of the camera, and click “Connect Now”.



What Is The Difference From Camera “Dragged and Dropped” Out Of The Grid And “Another Instance”

By default, Detexi is only one program (one executable). By creating an instance, you make Detexi more stable, because now there are two programs running simultaneously. When you drag and drop, it is the same amount of cameras in one program and as such, it is less stable. If you have multiples instances, and one of them crashes, it will not crash all of the program, but only that instance. This is especially useful for large monitoring operations as it makes viewing more stable. It is highly recommended to create multiple instances if possible. The number of instances can be easily tracked in the task manager. To create another instance, right click a live view window and click “Another Instance”.



Is It Possible To Change The Quality of Cameras?

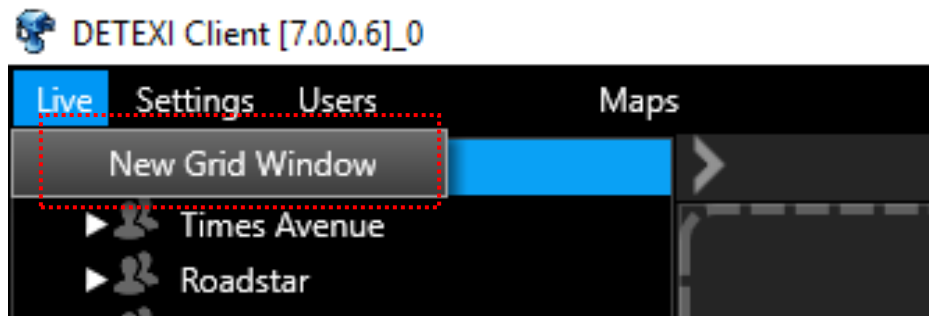
Through Detexi you can easily adjust the quality output and format of cameras. (The same as “[How Do I Change Live Video Quality?](#)” on page 12)



Clicking the “Gear” icon on any live feed camera will bring up the video options menu. The resolution is the highest on the top and lowest on the bottom of the drop down menu. For PTZ cameras, you can also click “Home Position” if you moved the location of the camera.

I Have Several Monitors, Can I see My Cameras On Different Displays?

Yes, Detexi can create numerous windows as long as your computer can handle the videos. On the top toolbar, click on “Live”, then “New Grid Window”.



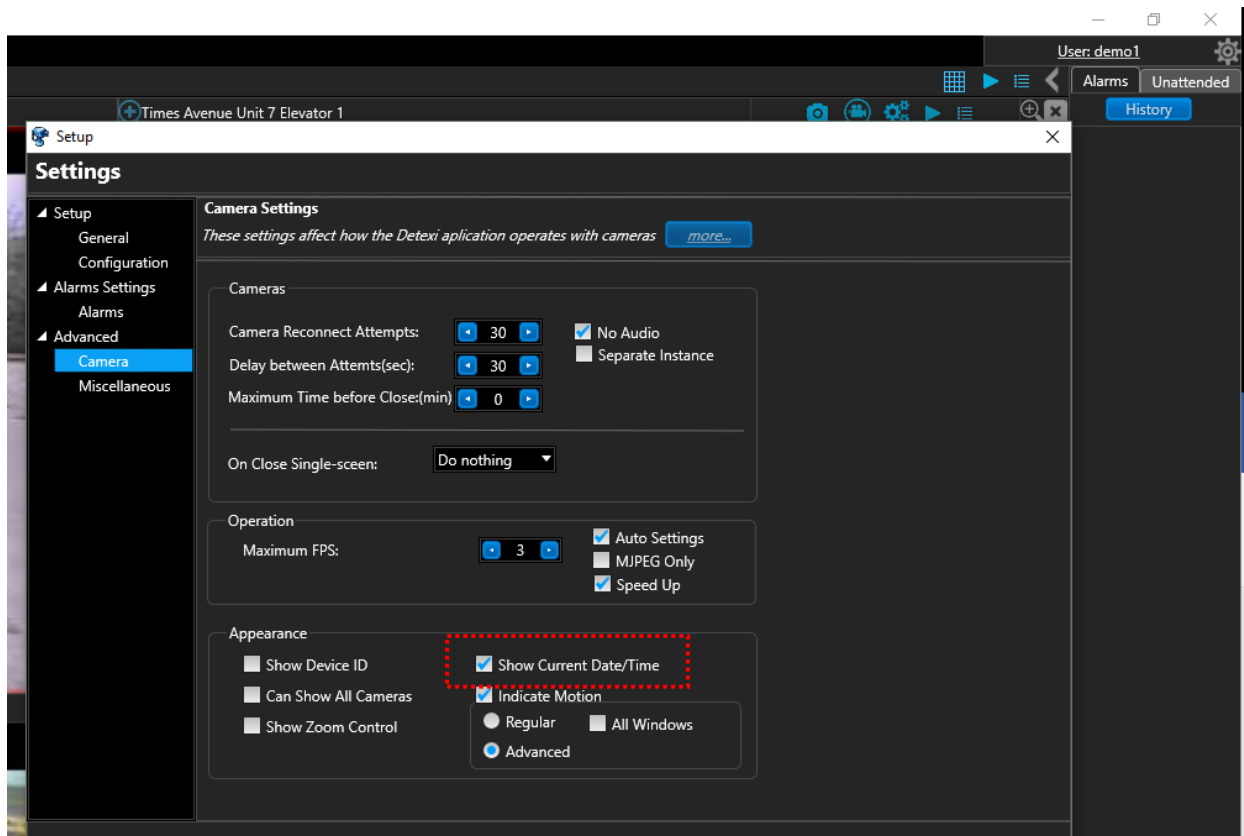
A new window will appear, at which point you can drag it onto another monitor display. This is not the same as creating another instance though.

Can I Always See Current Time On My Live View?

In terms of time, there are two options. A) camera time is the clock embedded on the camera and cannot be removed. The time on the camera is in the format of the physical camera and may be in different time zones. This is displayed on top of the live view screen. B) on the bottom, you can add current time to the view. Not every camera has an embedded clock, so UCIT's own clock layers over the bottom.

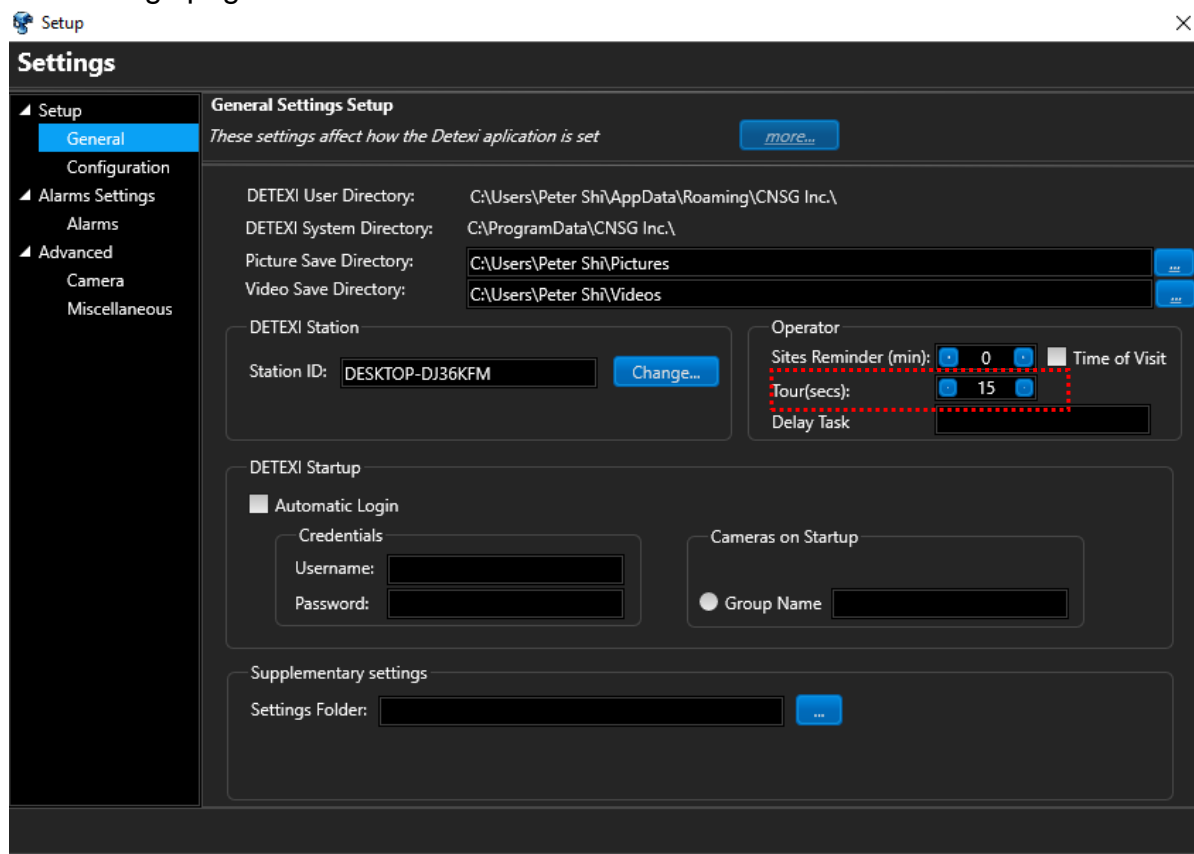


This option can be adjusted in the settings menu.



Can I Have A Tour Through All My Sites?

These features allow someone to cycle through the sites at a set interval. For example, every 30 seconds, the screen will refresh and show the next set of cameras. This option can be configured in the Settings page.

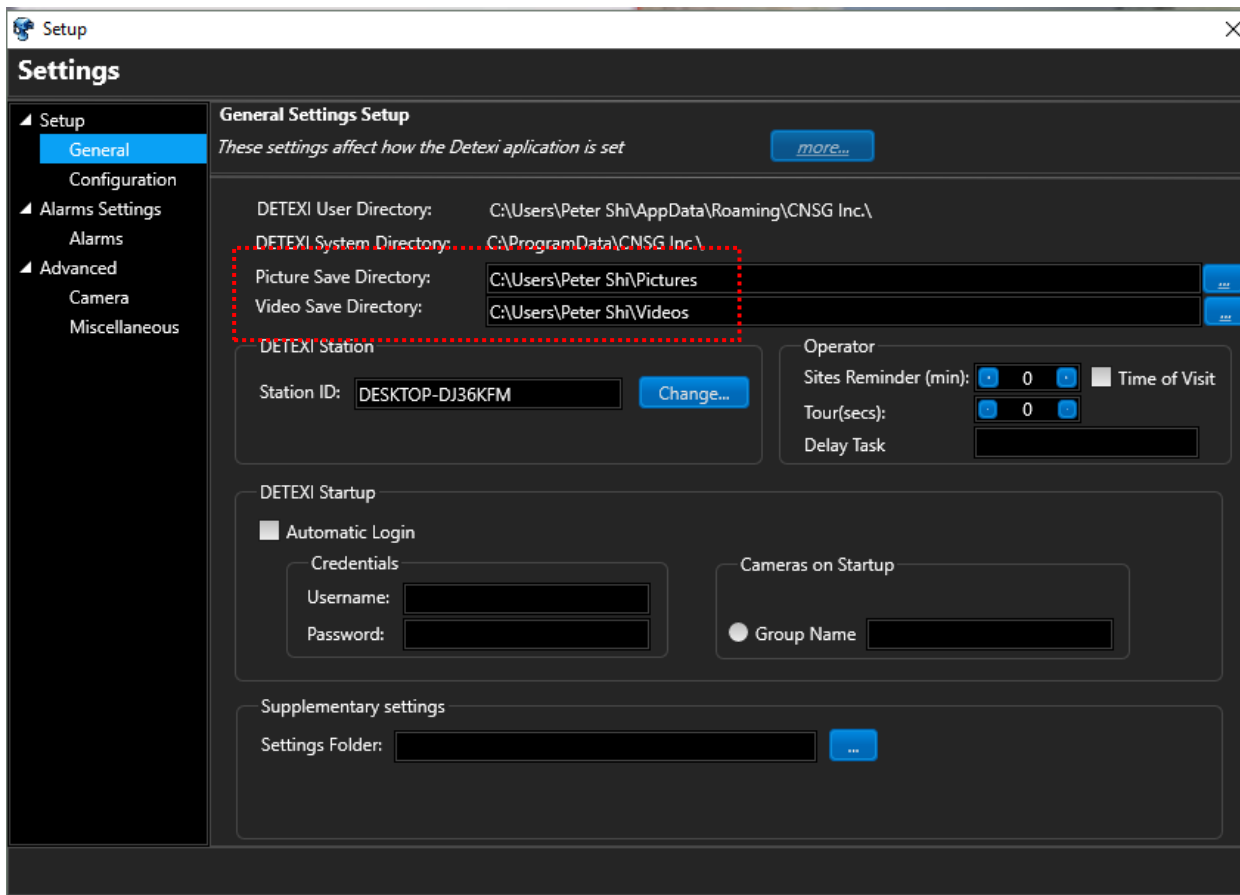


When feature is set you will see 'tour' button on the main screen



Where Can I Find All My Snapshots?

On the Settings Window -> “General” section, you will find the default save location for Snapshots. You can easily change the auto save location to the folder of your preference.

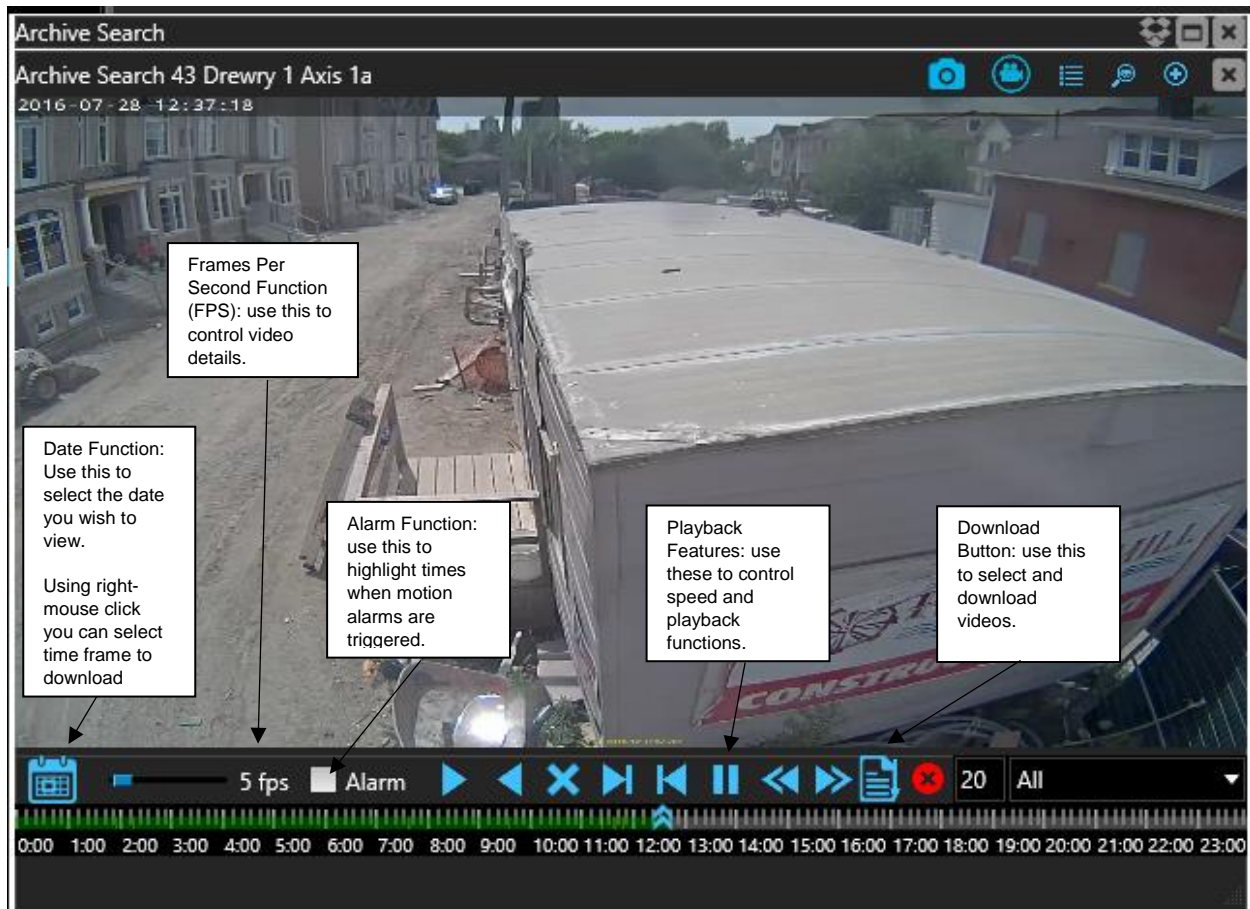


How Do I View Video Archives?

Click “Playback” on the top bar to open up the “Archive Search” feature. If you do not see it, you do not have rights to get the archive data.

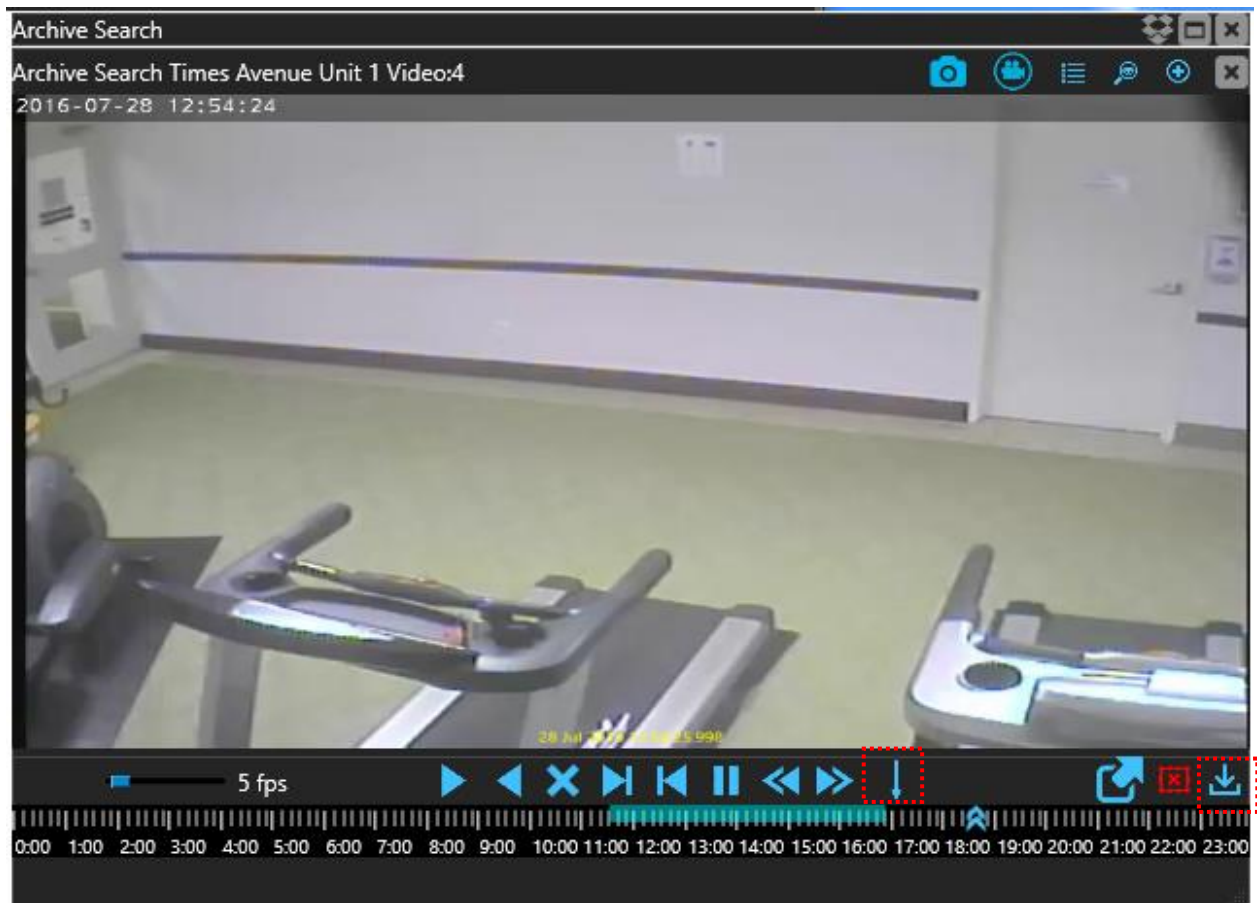


Drag the camera you wish to view on the “Archive Search” window. After you have successfully dragged a camera onto the window, you should see a screen like this:

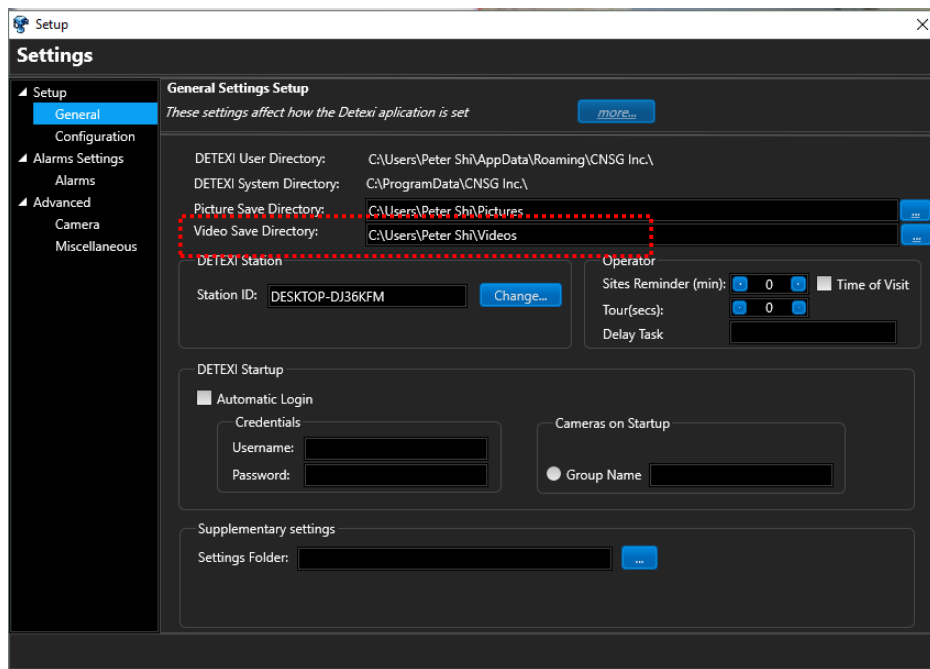


How Do I Download A Video Clip From The Archive?

On the “Archive Viewer” window, use the “Trim” tool to select the clip you wish to download.



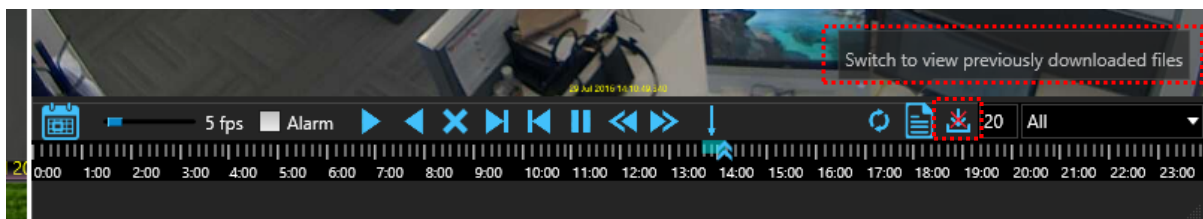
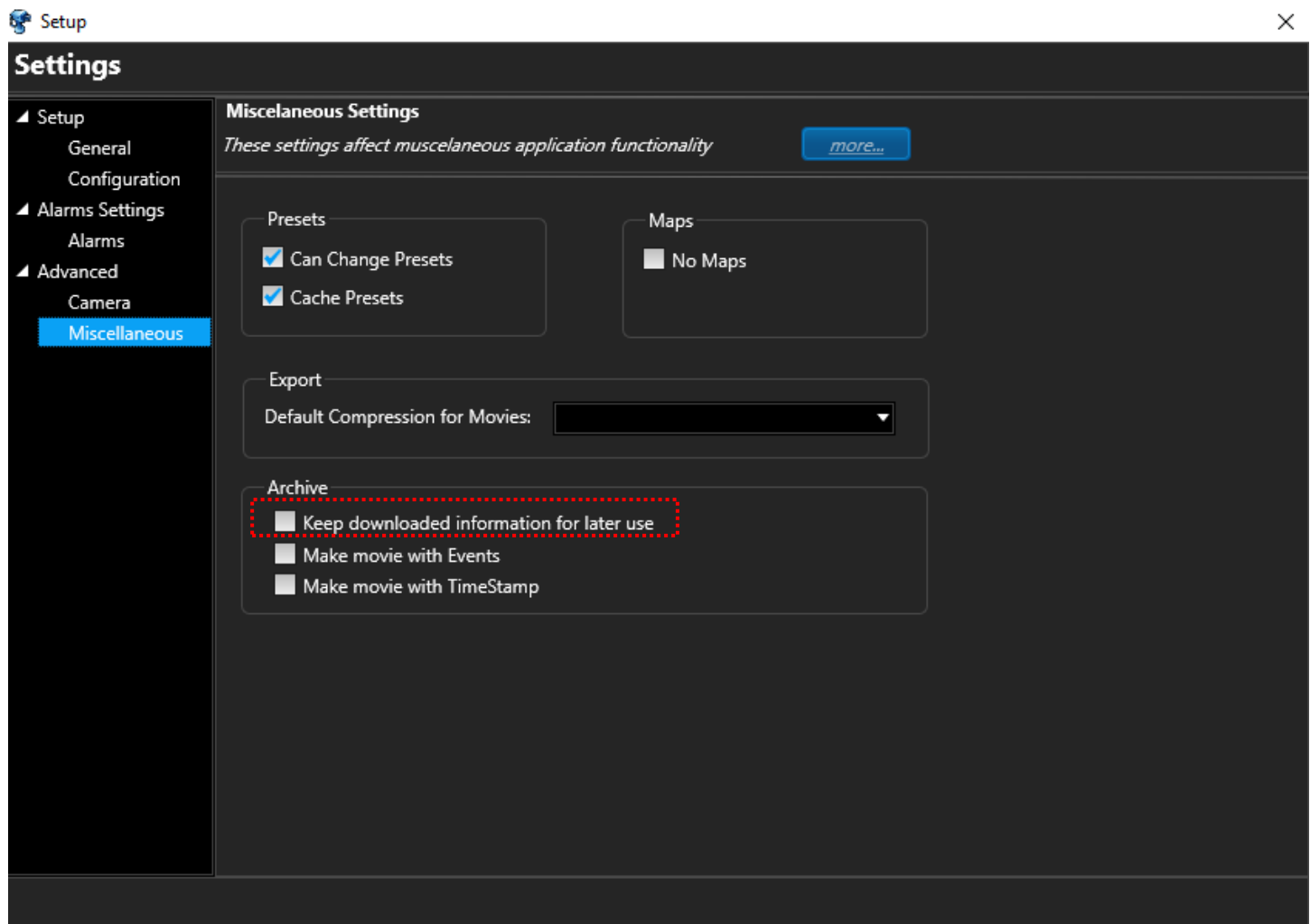
Click on the “Trim Tool” as highlighted to select the range of the video that you want to download. After you are satisfied with the video range, click the download icon to begin the download process. The file will be saved in the folder specified in the settings menu.



Can I Have My Downloaded Video Clip Saved In Order To Work With It When I'm Logged In Next Time?

Yes you can. Click on the gear icon on the top right hand corner to bring up the settings. Under Miscellaneous Settings, check the “Keep downloaded information for later use” box. This will ensure that downloaded clips will be saved and available even after you log off. In addition to being saved on the hard drive, you can also directly pull up the video in Detexi next time you login.

You should get a notification next time you login to see saved videos if you have followed instructions correctly.



Detexi Full Manual

The FAQ is intended to cover 80% of usage issues. However the other 20% could be found here.

Start

In order to function, the Detexi Client must be connected to the NVR Detexi Server by supplying credentials (See Figure 1).

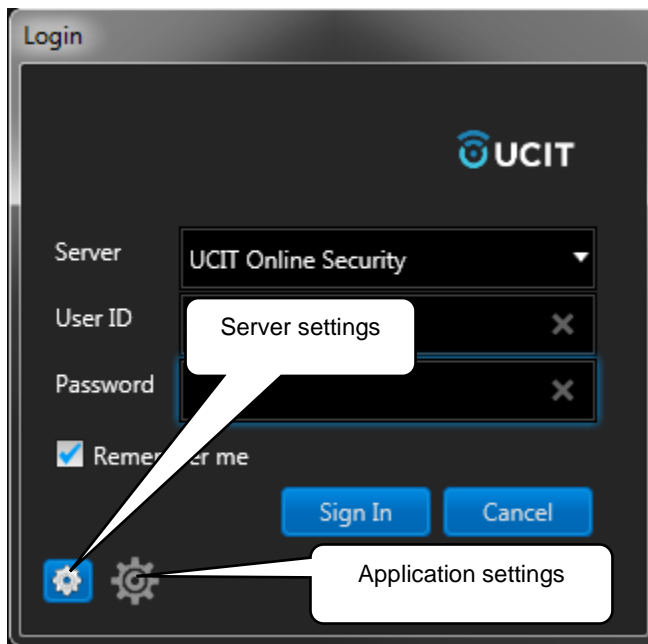


Fig.1

A list of the servers available is provided in the “Server Settings” list (See Figure 2). The Detexi Client will try to connect to first available server in the list. It is possible to have unlimited number of servers with several addresses each. Usually, each server has internal and external address.

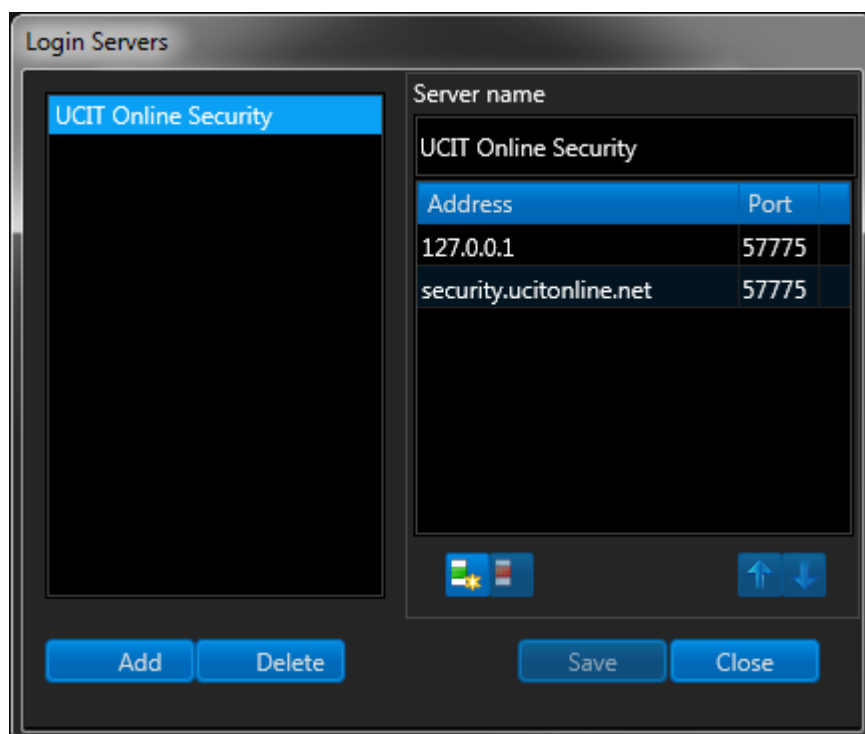


Fig.2

After successful authentication, Detexi will receive camera list. Now you can start to view cameras live, control cameras, receive & process alarms, view maps, and playback archives (if allowed by the server).

If you are using a personal computer, you can enable automatic login in Settings, under General Settings. In addition, when you login you have the option to enter a group name. If Detexi finds a group name match, it will bring up all the cameras in the group immediately after you login.

Settings

You can adjust Detexi's Settings by clicking the gear icon found in the top right hand corner of the interface.

General Settings

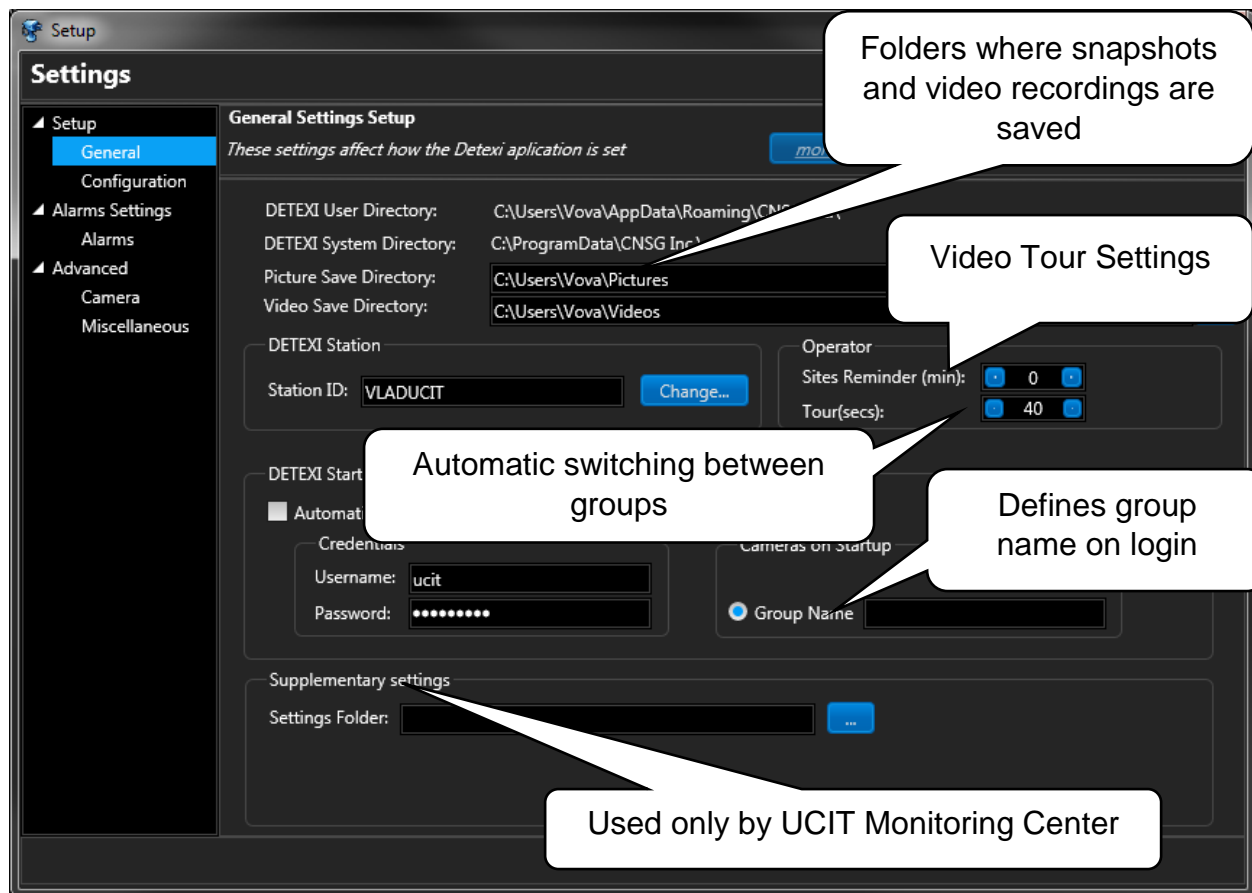


Fig. 3

Configuration

Use this section to configure monitors, displays and additional options.

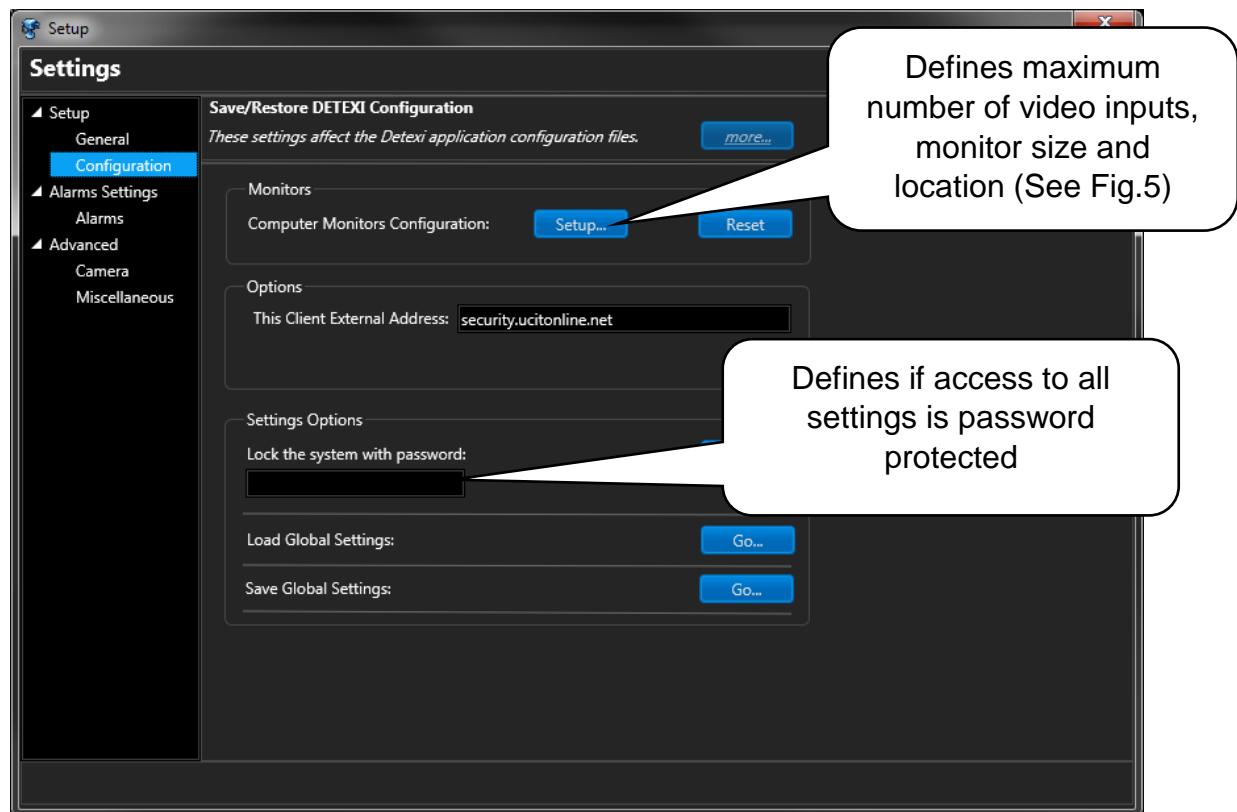


Fig.4

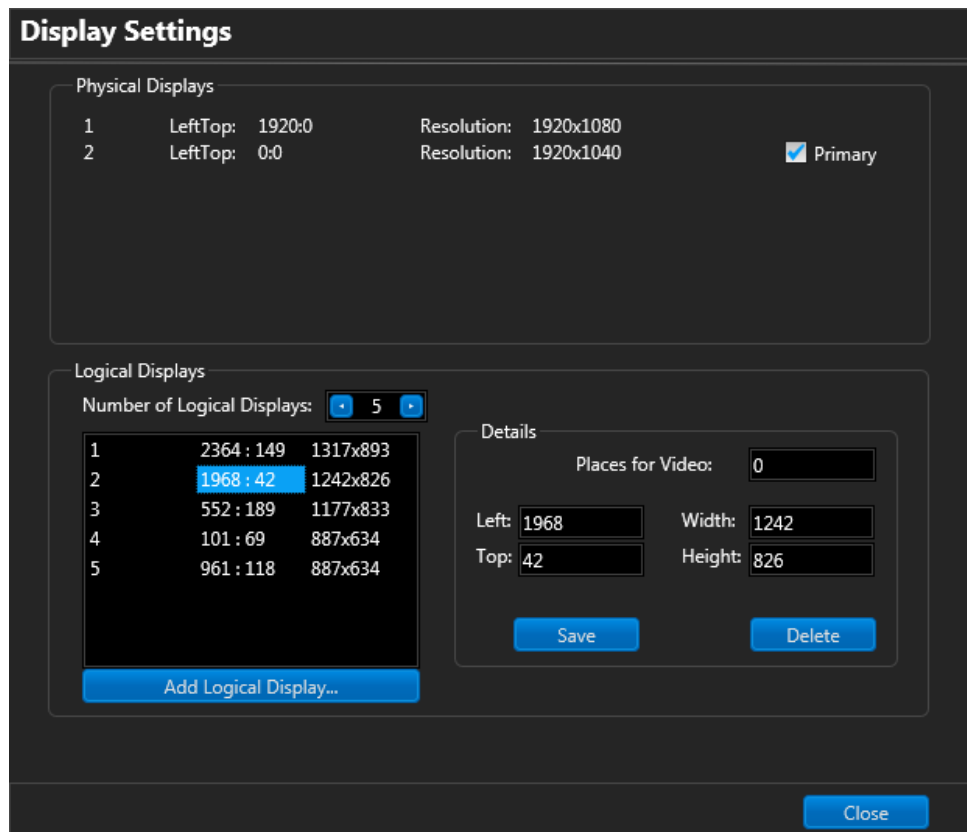


Fig.5

Alarm Settings

These settings affect how Detexi operates with alarms. It is only used by the UCIT Monitoring Center (see Figure 6).

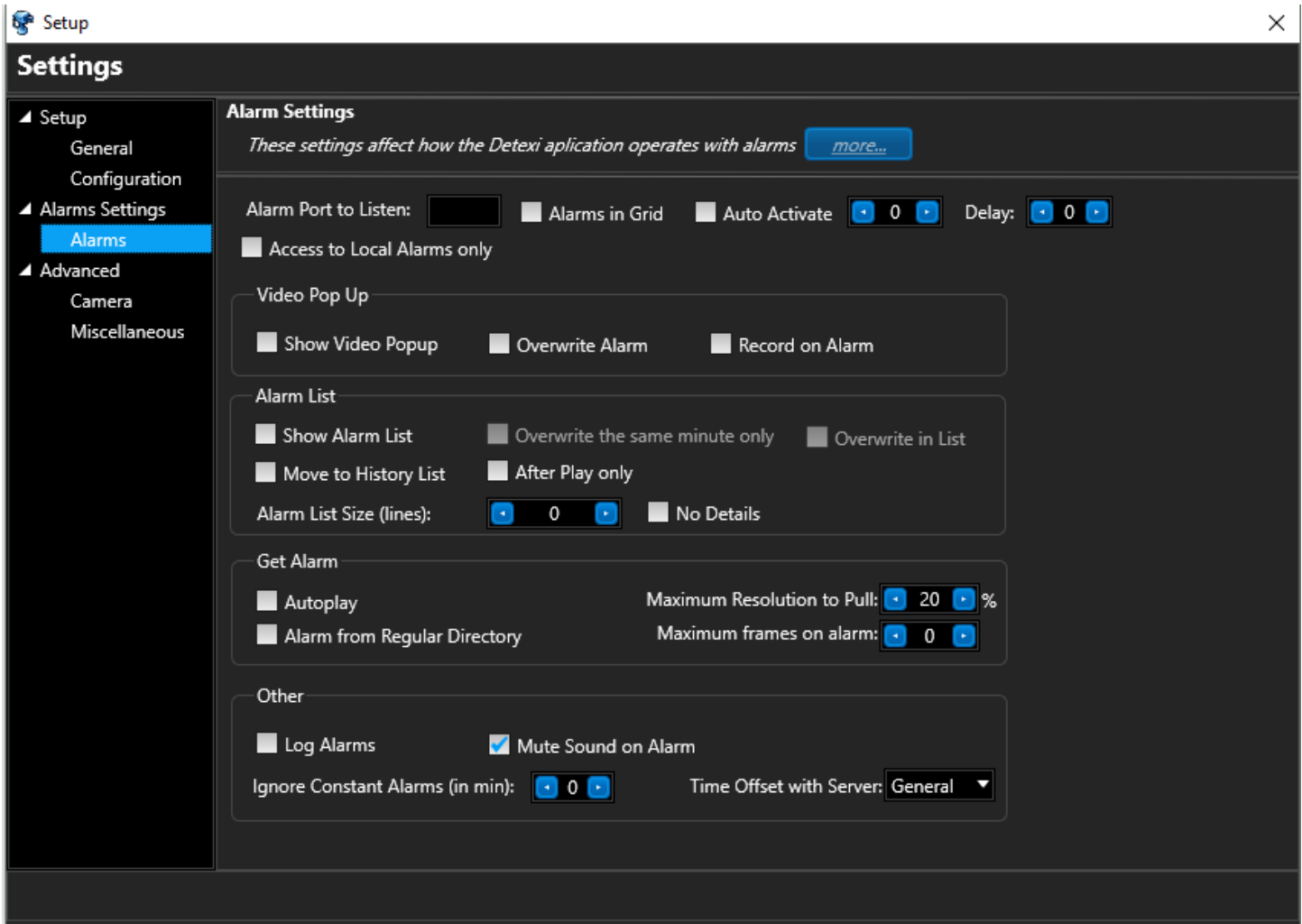


Fig.6

It is highly recommended to use default settings. Only parameters need to be adjusted are:

- **Alarm Port to Listen:** must be unique for each operator
- **Maximum Resolution to Pull:** adjust the percentage shrinkage before sending file to viewer. Shrinkage will speed up the process of delivering clips to the viewer.
- **Maximum Frames on Alarm:** that defines how many frames from the alarm should be delivered to the viewer. If frames on alarm is greater than zero only first “N” frames will be delivered.

Camera Settings:

This section defines how to connect and disconnect from the camera and what to show in live camera view mode. Again it is recommended that the average user leaves these settings unchanged.

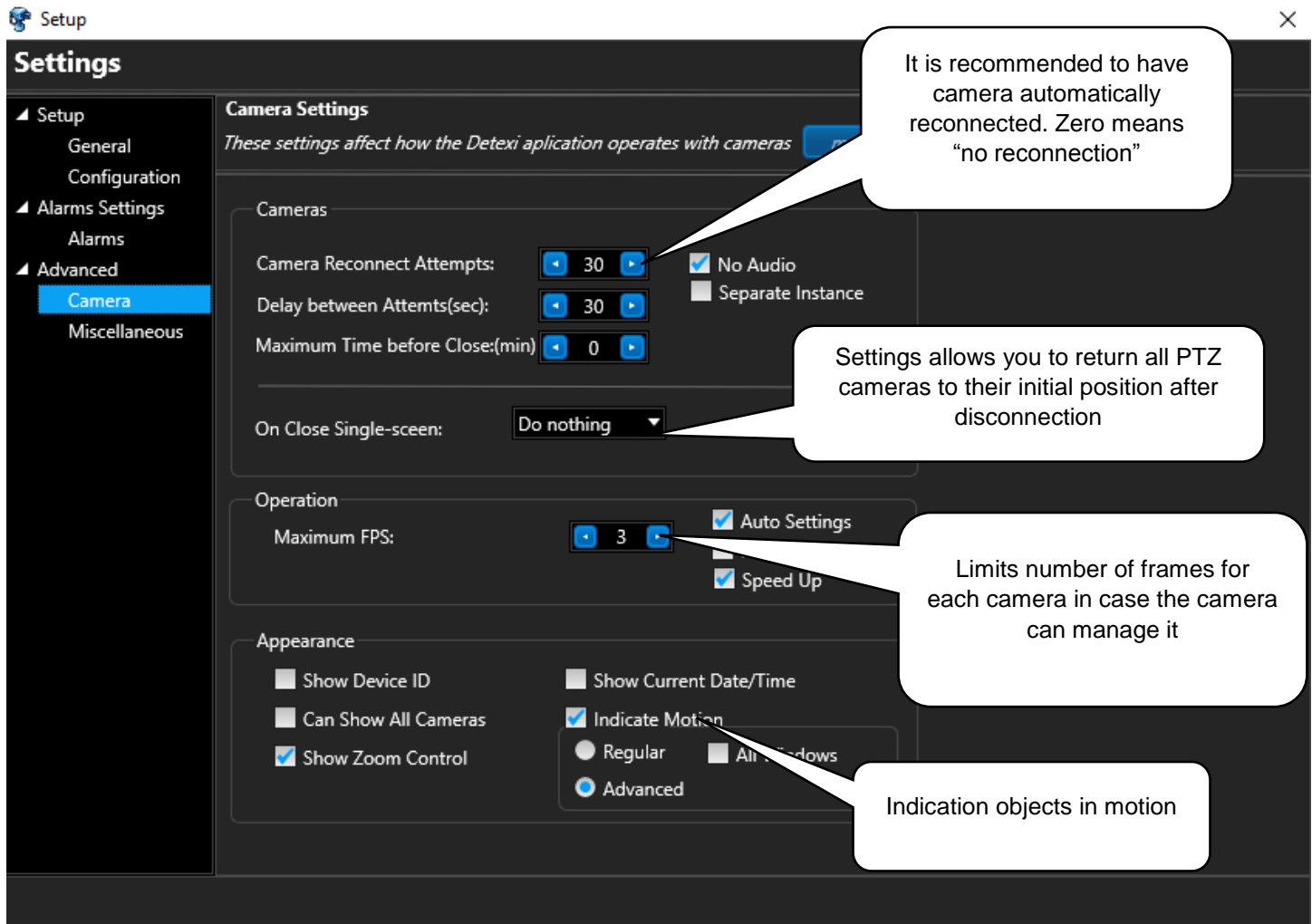


Fig.7

Miscellaneous Settings

We recommended keeping the default settings as is here. It's worth to mention the "Archive" settings here. You should check the box if you want to review previously downloaded archive video clip after you login again later.

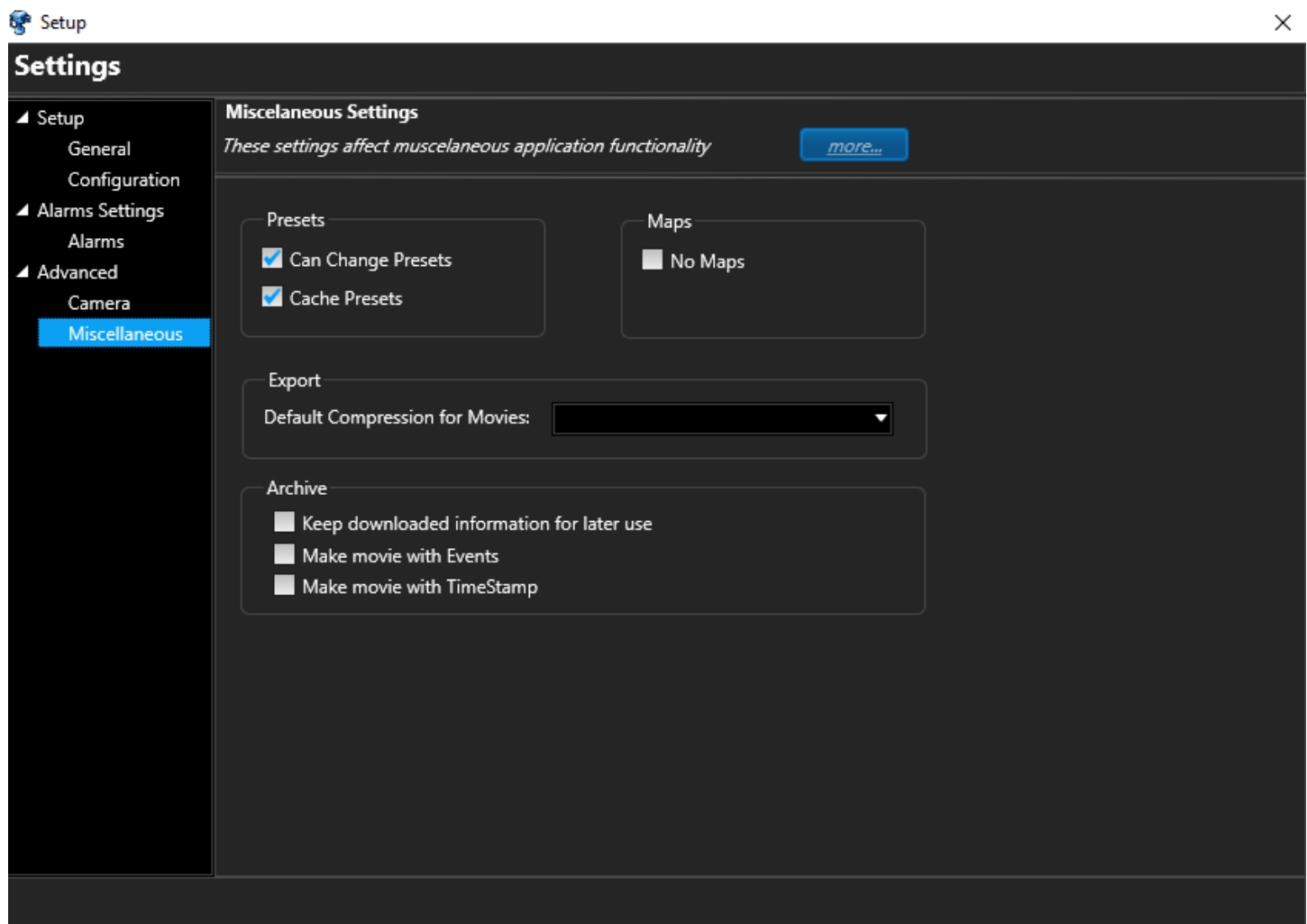


Fig.8

General Usage

Detexi is simple and intuitive. You can easily resize and view multiple cameras at once. The available cameras are located on the left hand side and can be dragged to open cells.

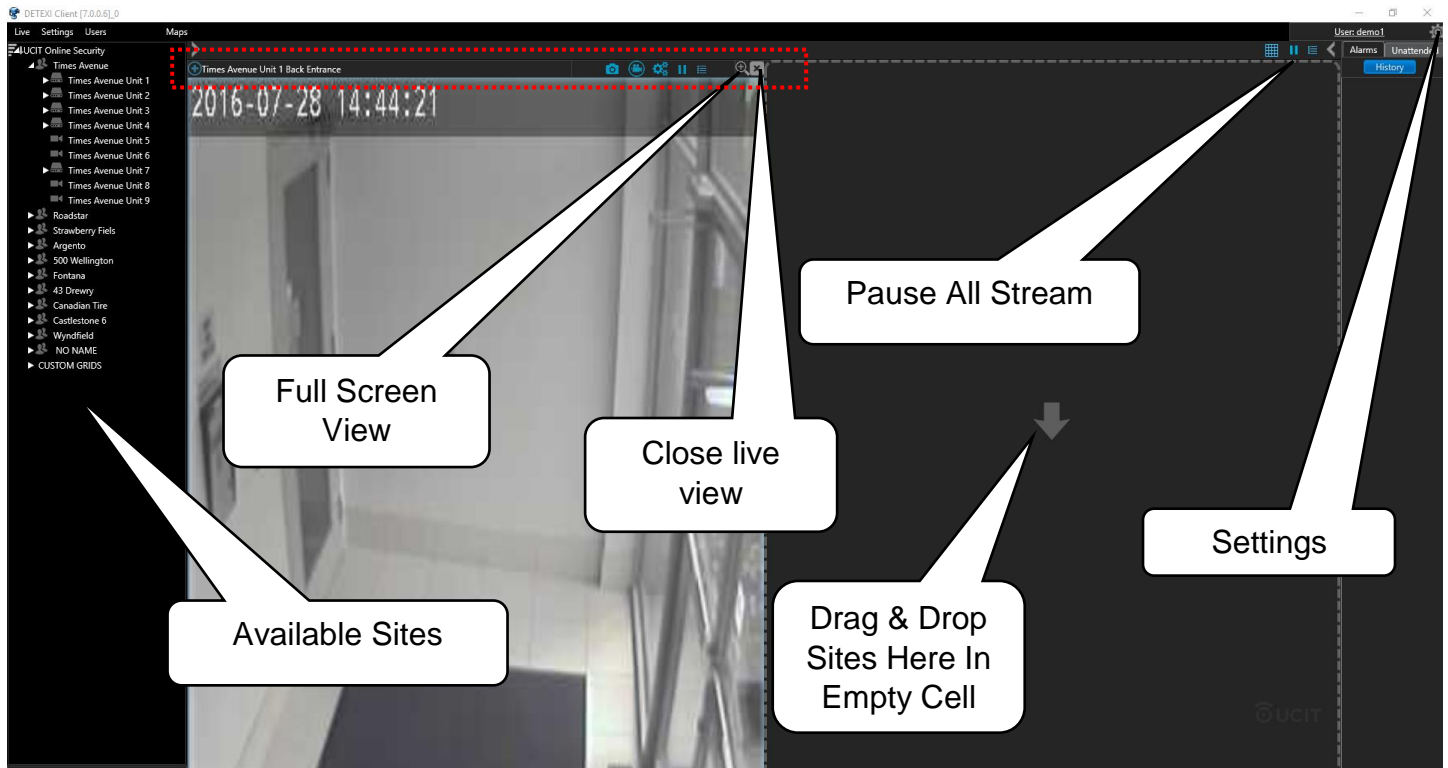








Fig.9

When you roll your mouse over a site you will see several options (highlighted in red above):

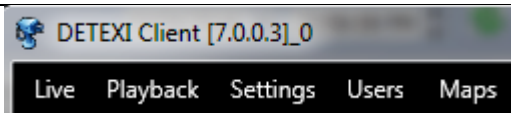
- **Plus Sign** : Activate Digital Zoom
 - o To use optical zoom (if available on PTZs), click anywhere on the live view window
- **Snapshot** : take a photo of the site. This tool also allows you to draw, copy to clipboard and also save. Photos are saved in a location defined in the settings (usually your Windows photo folder). See Figure 10.
- **Video** : you can start/stop recording by clicking the video icon. The clip will be saved in a location defined in the setting (usually your Windows video folder). This is a quick video maker, for the more comprehensive suite, check out the “Video Archive” tool.
- **Display Settings** : management video resolution and format
- **Pause/Play** : pause or restart live view
- **Mask** : allows you to show current mask or region of interest

If a camera is a Pan-Tilt-Zoom (PTZ) camera you will be able to zoom in optically with the scroll wheel and move around the view by dragging the view window.



Fig.10

Menu Options



On the top left hand corner, there are five features.

Note: Sometimes you will not see 'Playback' or/and 'Maps'. It depends on user's rights settings.

- **Live:** gives you an option to open a new window. This is useful if you have multiple monitors
- **Playback:** pulls up archived videos and allows user to download clips
- **Settings:** allows you create grids on your screen that show multiple videos
- **Users:** allows you to see other viewers and communicate with them in instant message
- **Map:** shows a site map of the location, with cameras. You can double click on a camera to pull up the view. See figure 11.

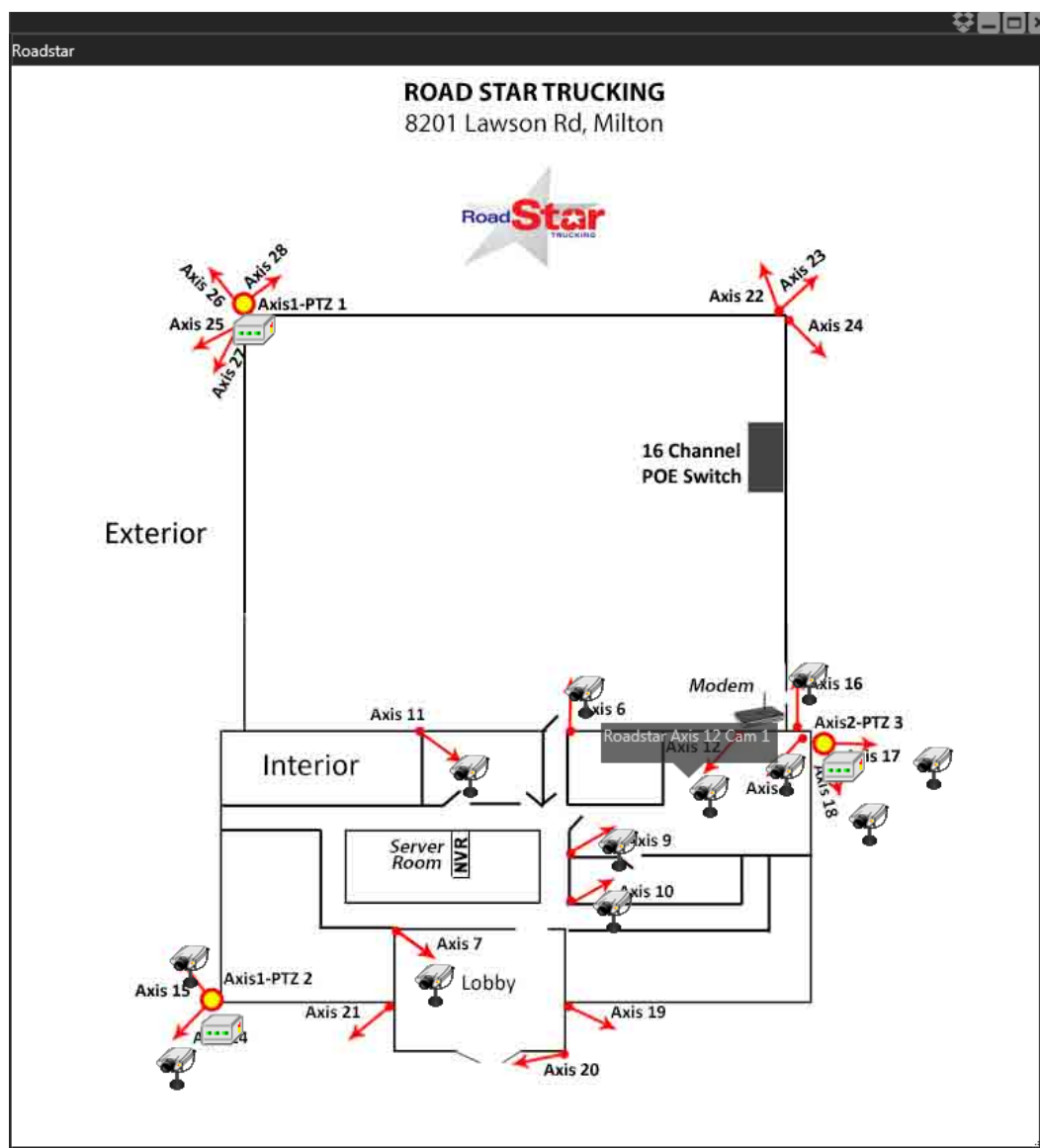



Fig.11

Custom Grids

You can create a custom grid with the icon  and save it for later use. Give the grid a unique name and click “OK”. To delete grids, click on the icon and select the grid you want to remove.

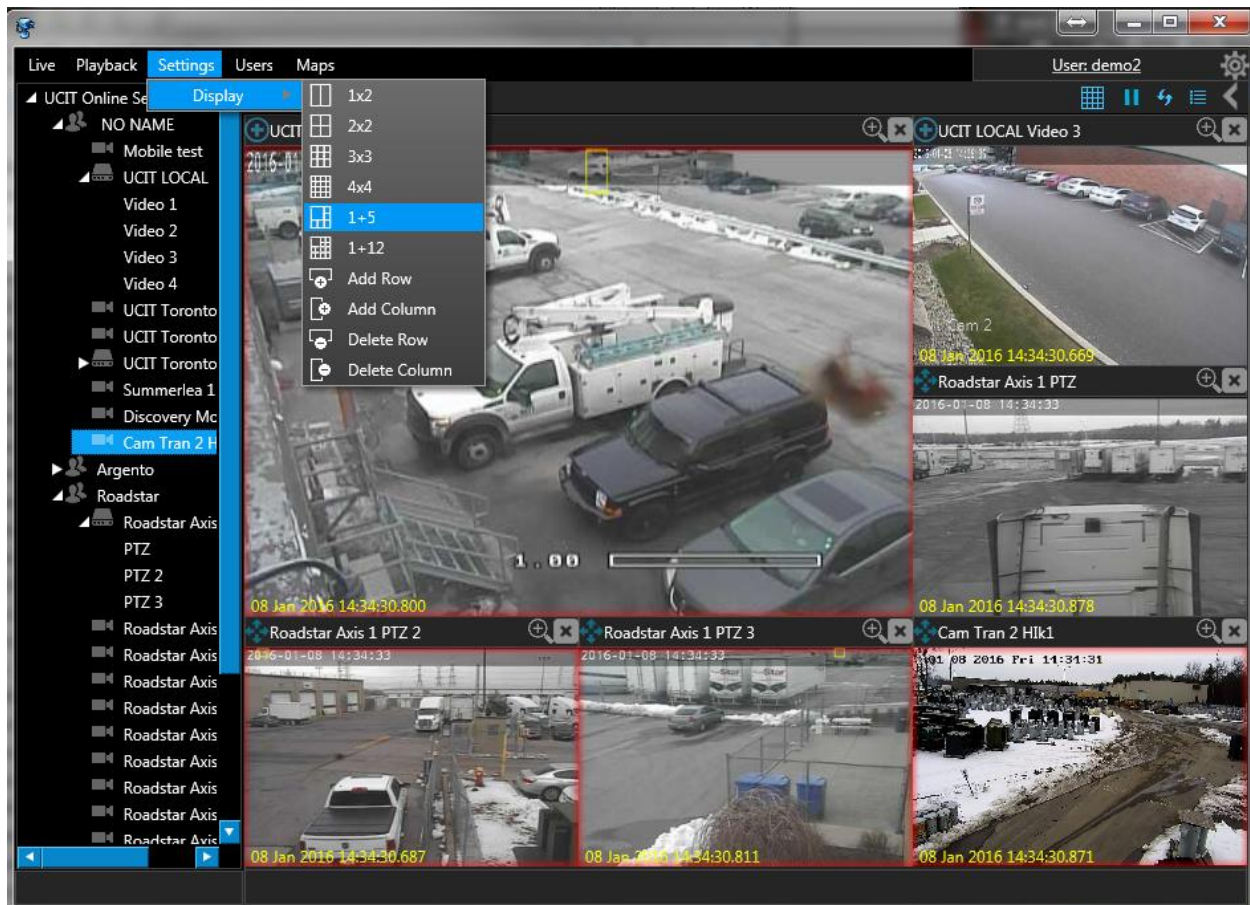


Fig.12

Archive Playback

Click “Playback” on the top bar to open up the “Archive Search” feature.



Fig.13

Drag the camera you wish to view on the “Archive Search” window. After you have successfully dragged a camera onto the window, you should see a screen like this:

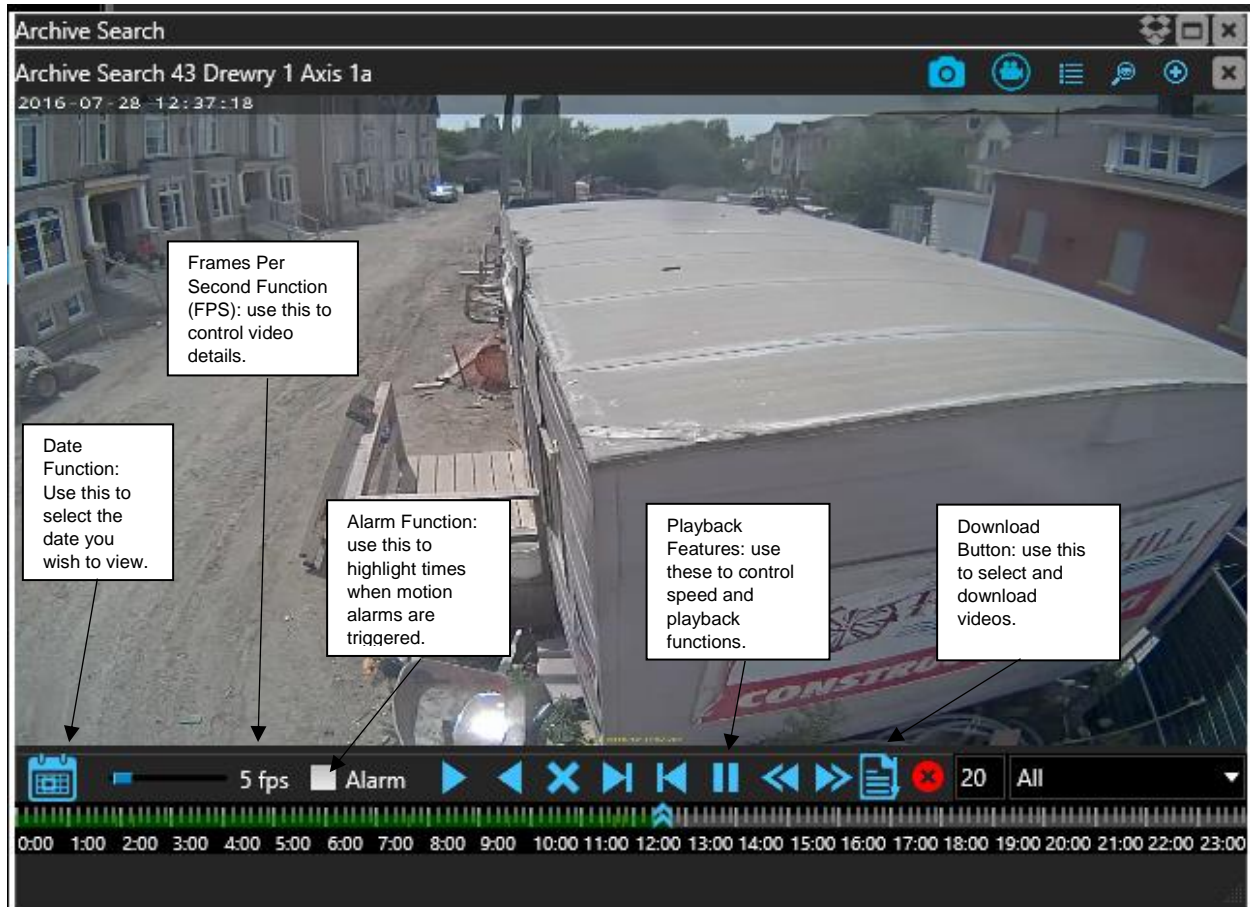


Fig.14

On the “Archive Viewer” window, use the “Trim” tool to select the clip you wish to download.

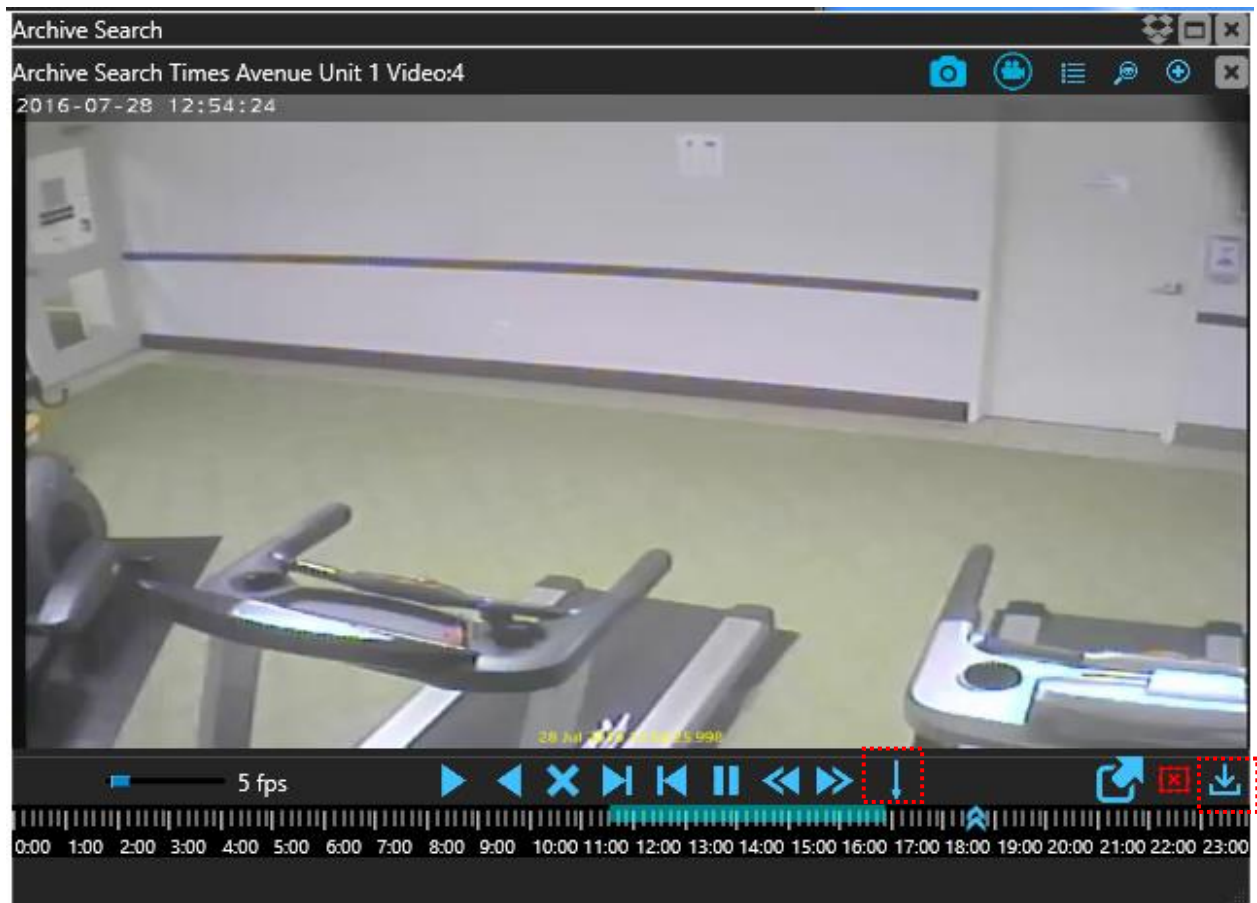


Fig.15

Click on the “Trim Tool” as highlighted to select the range of the video that you want to download. After you are satisfied with the video range, click the download icon to begin the download process. The file will be saved in the folder specified under the settings menu.

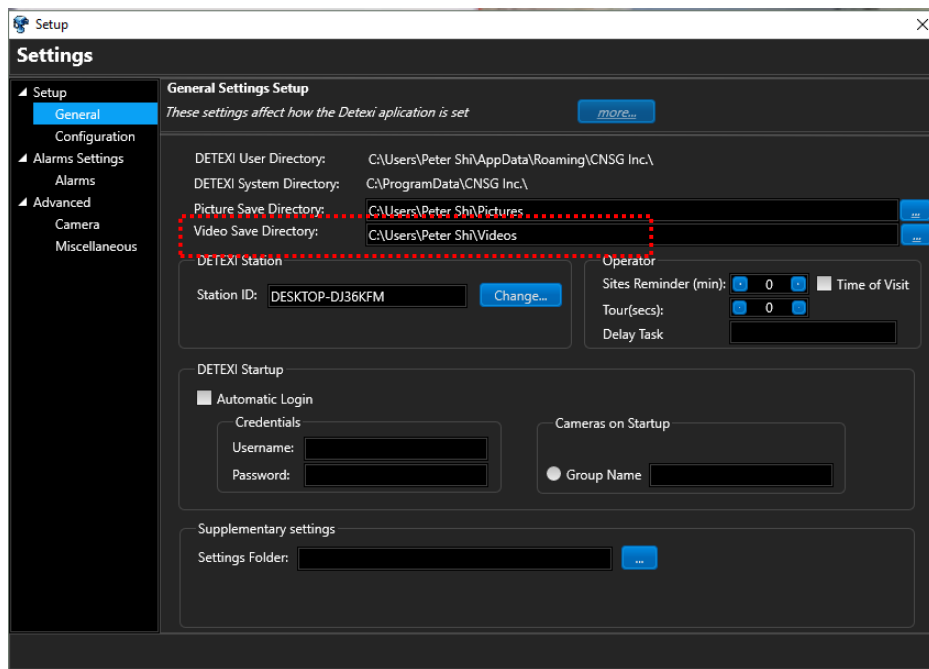


Fig.16

You can also keep downloaded clips saved on Detexi so you can view it later. Click on the gear icon on the top right hand corner to bring up the settings. Under Miscellaneous Settings, check the “Keep downloaded information for later use” box. This will ensure that downloaded clips will be saved and available even after you log off. In addition to being saved on the hard drive, you can also directly pull up the video in Detexi.

You will get a notification next time you login to see saved videos if you have followed instructions correctly.

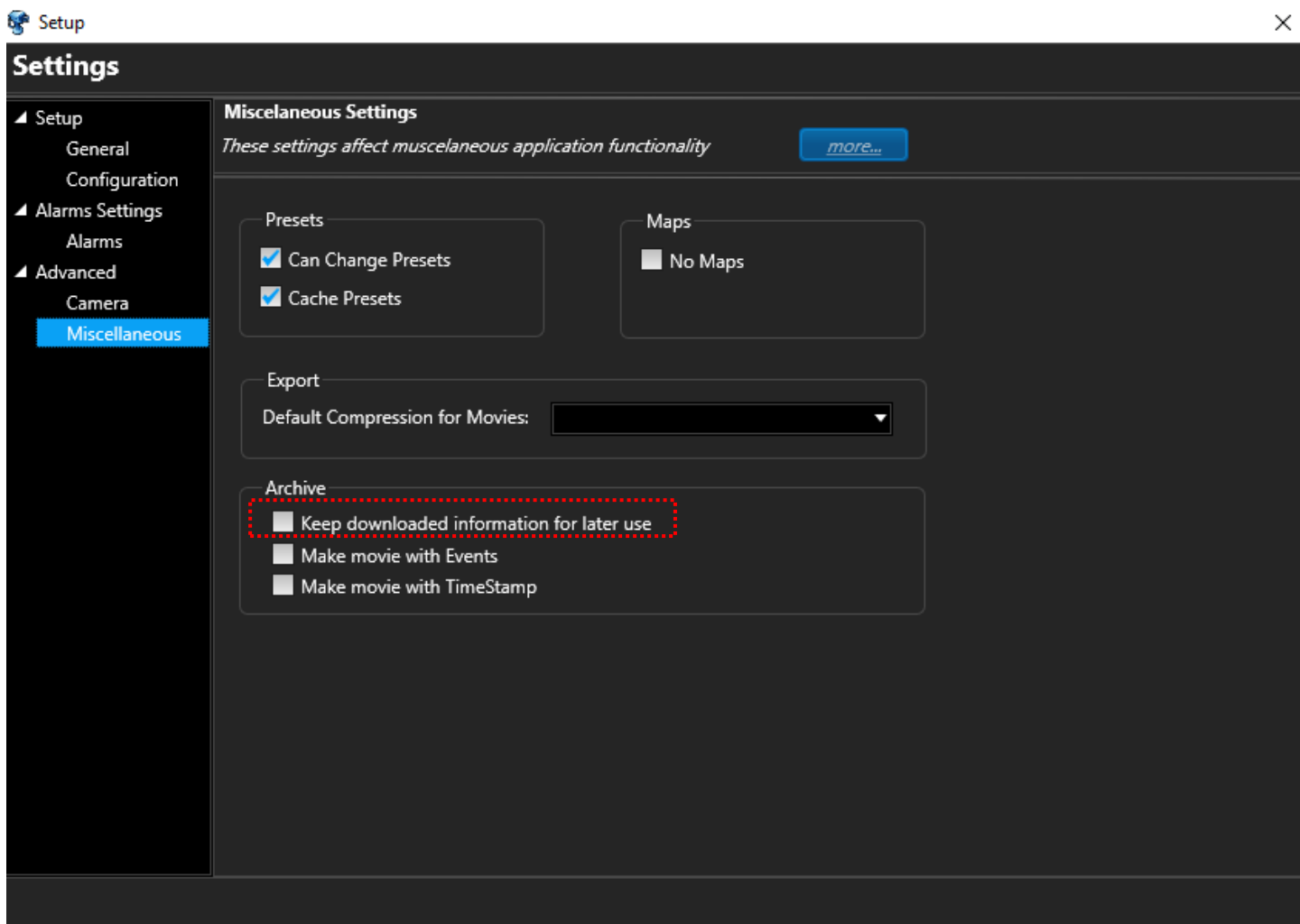


Fig.17

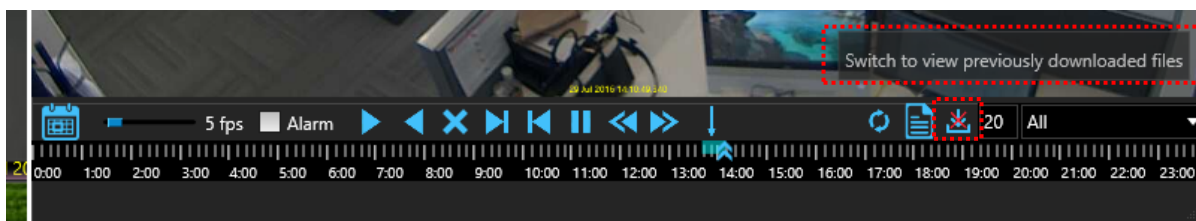


Fig.18

Option Combo Box / Smart Search

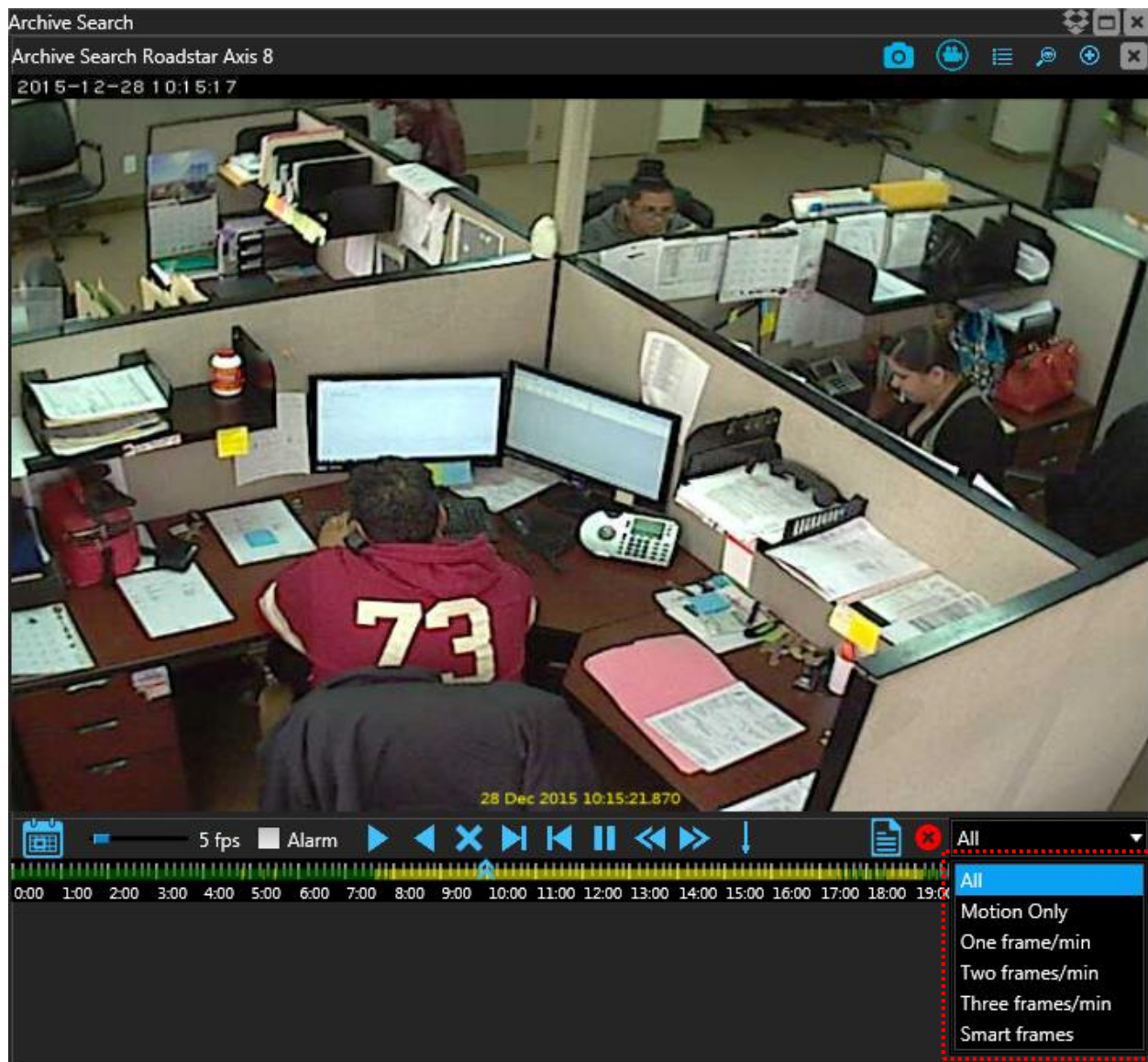


Fig.17

The option combo box allows you to play back videos with different frame by frame options.

Smart Search: use the trim tool to set boundaries. Then use the option combo box drop down to select smart frames. You will see several frames spread evenly. You can double click on a frame to “dig in” to the next level. You can also “dig out” with the button.

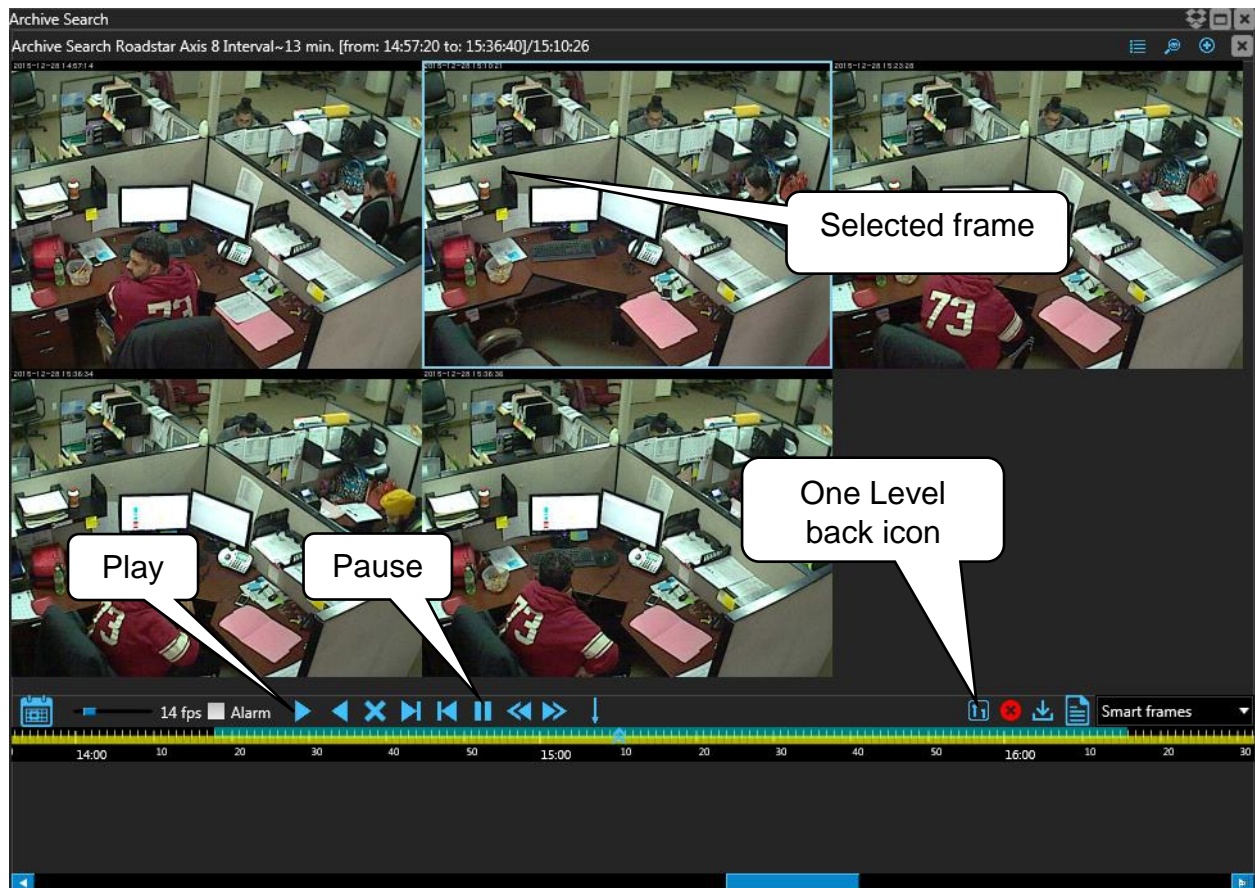


Fig.18

Supplementary Features: Monitoring Center Only

To use additional features, you have to reference a file in the “Supplementary Settings” page. This will give you access to subsystems such as: A) Ticketing B) eNotes.

To see supplementary options on live view, hover your mouse over the screen and you will see an options chevron. Click on it to bring up additional features.

Tickets

You can issue a ticket for any video using the label. Then proceed to describe the issue on the drop down menu (See Figure 19).

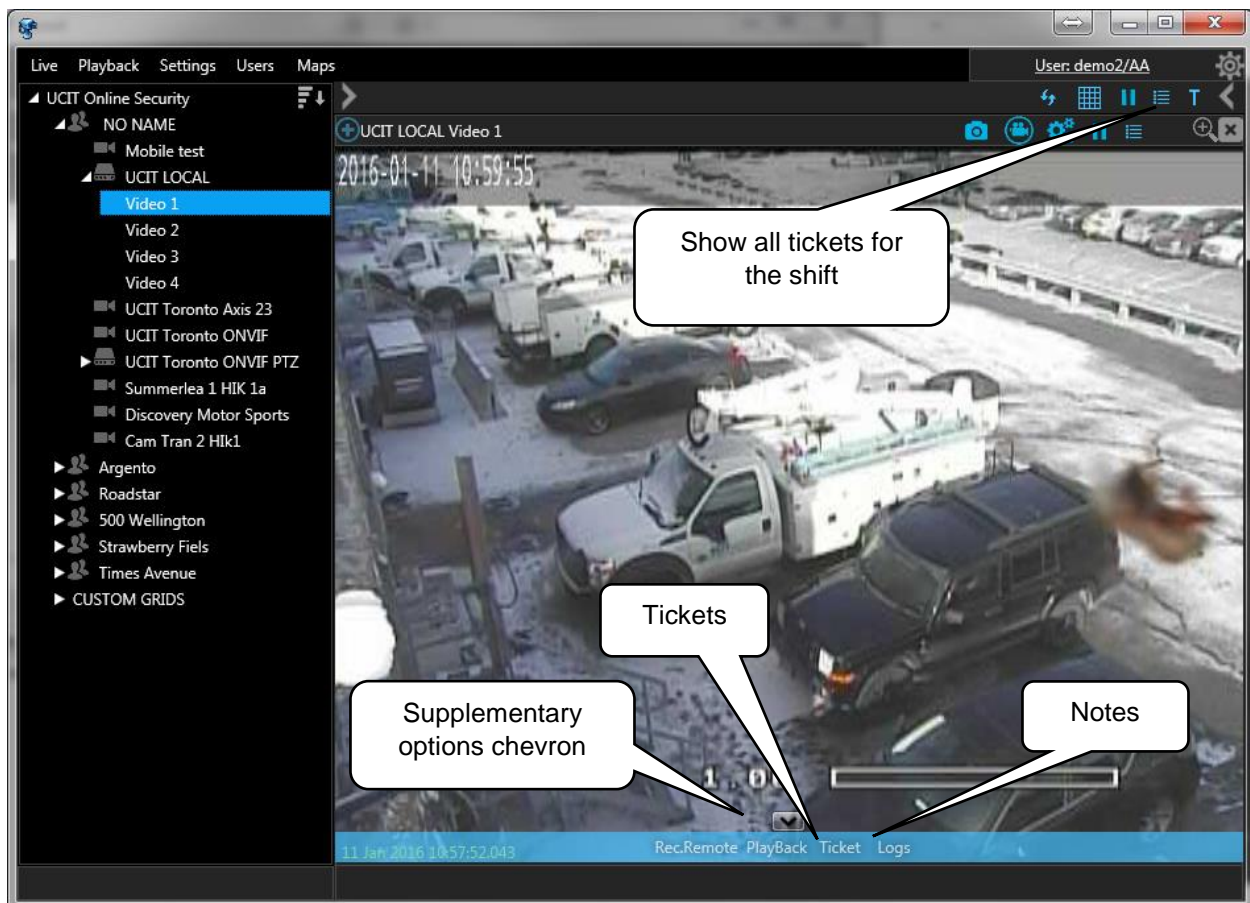


Fig. 19

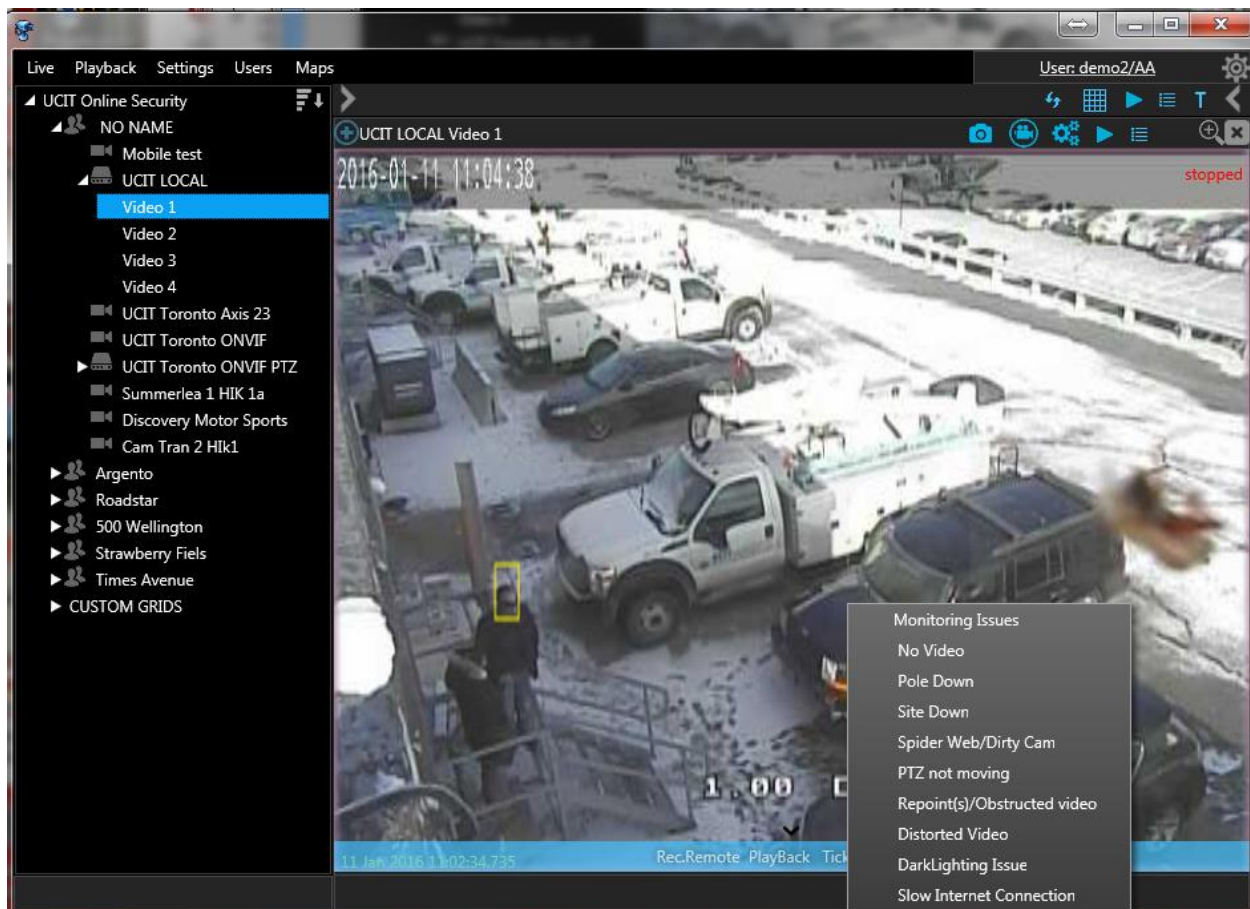


Fig. 20

Notes

In the additional features chevron, you can click on “Logs” to take notes. This will be recorded in the eNotes database (See Figure 21).

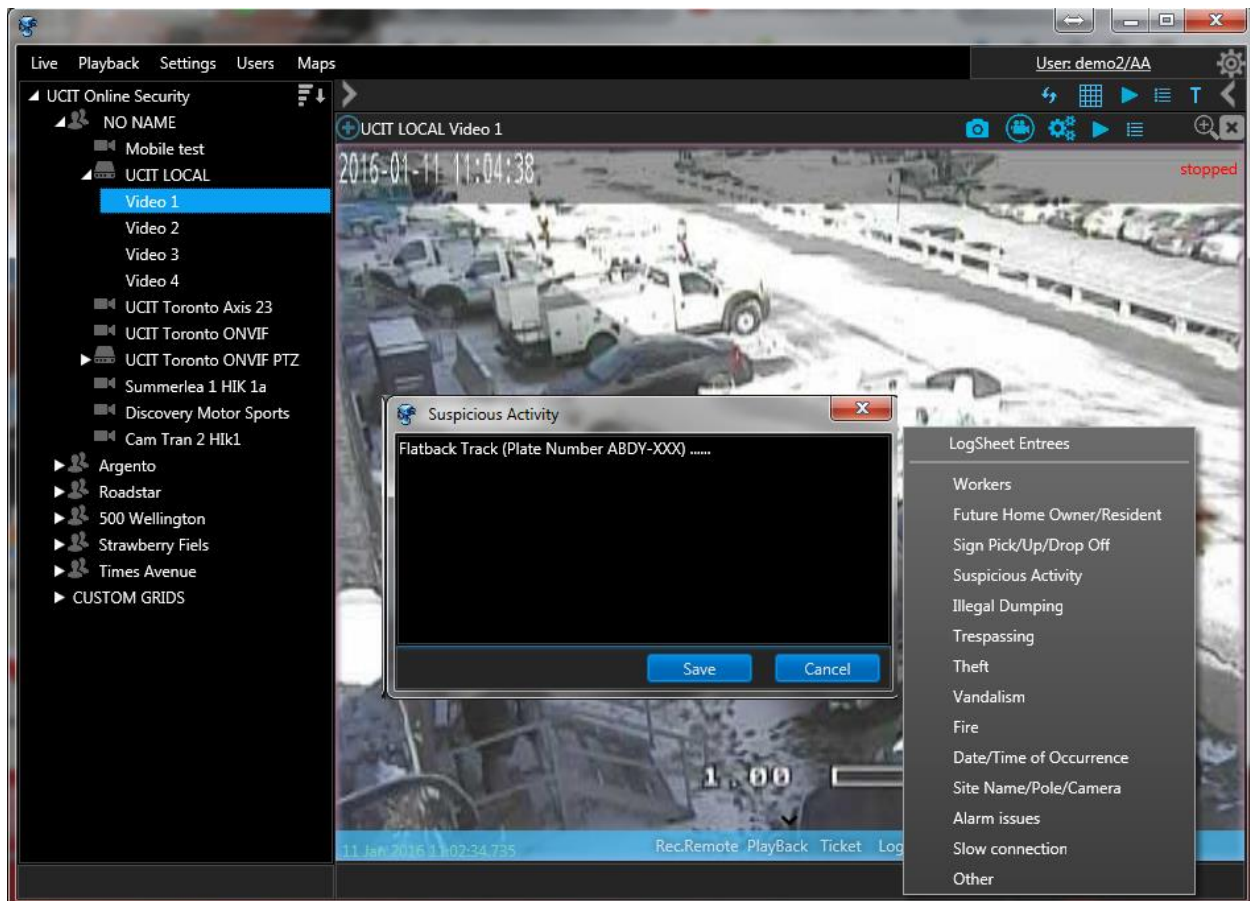


Fig. 21

you can see on Figure 21, the operator selected “Suspicious Activity” and started to type a note about the incident.