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# DIGIOP® Connect Quick Start Guide

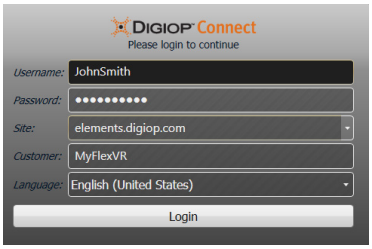
This document guides you through the basic features of the DIGIOP® Connect software. DIGIOP® Connect is the client software for your DIGIOP® server, which displays video and data on a single user interface. DIGIOP® Connect can also provide remote access to the DIGIOP server when installed on a client station. For more detailed information please refer to the *DIGIOP® Elements Full User Manual.*

## Step 1. Log in

### Using DIGIOP® Connect with a DIGIOP ELEMENTS™ hosted DIGIOP Server (default)

This login option is used when DIGIOP provides DIGIOP ELEMENTS™ hosted services for your DIGIOP® system. For hosted services, DIGIOP ELEMENTS™ will provide user credentials for access to your server.

Double click the **DIGIOP® Connect** icon. In the login dialog, the ***Site*** option includes **elements.digiop.com** by default. Enter your ***Username***, ***Password*** and ***Customer*** fields with the admin credentials for your customer. Click the **Login** button at the bottom of the dialog box.




### Using DIGIOP® Connect with a DIGIOP® server hosted locally (on the server)

Double click the **DIGIOP® Connect** icon. In the ***Site*** field of the login dialog, enter **localhost**. In both the ***Username*** and ***Password*** fields, enter *admin* (default username and password), then in the ***Customer*** field, enter *digiop*. Click the **Login** button at the bottom of the dialog box.

### Using DIGIOP® Connect with a DIGIOP® server hosted locally (on a remote PC)

Double click the **DIGIOP® Connect** icon. In the login dialog, enter the IP address of your server in the ***Site*** field (see example to the right). If you are on the same local network as the server, this will be the internal IP address; if you are accessing the server from outside the local network, the IP address will be the external IP address. (**NOTE**: You may need to configure your router for port forwarding. See *How to Remotely Access DIGIOP® on DIGIOP.com* for assistance with port forwarding.)

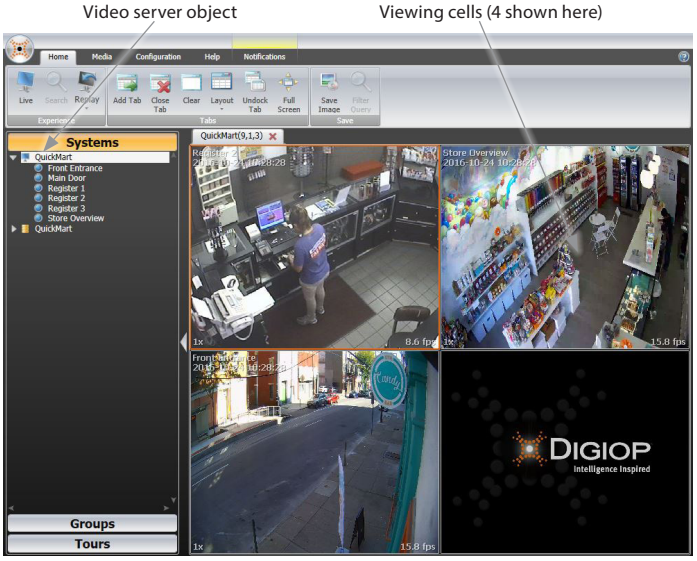
Enter your ***Username*** and ***Password*** in the appropriate fields (the default Username and Password are both admin). In the ***Customer*** field, enter **digiop**. Click the **Login** button.

**NOTE** *After logging in, DIGIOP® Connect will automatically check for a software update. Follow the on-screen instructions to install any updates available.*

## Step 2. View Video and Data Streams

### Video streams

To view live video from a camera, click the **Home** tab, open the list under the video server object in the left frame, select a camera in the list and drag it into a viewing cell. To view all of the cameras on a video server, select the video server object in the left frame and select **Live**.



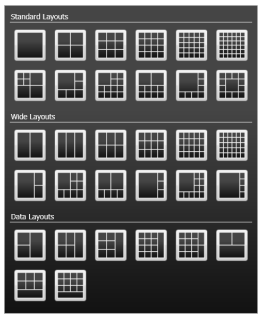

### Data streams

Drag data objects into viewing cells to monitor them.

### Layout Options

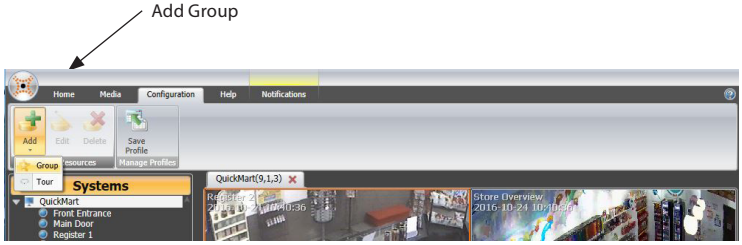
You can create layouts that fit your specific needs. Multiple tabs can be setup, with many layouts from a single cell grid to up to a 36 cell grid.

To select a layout, click the **Home** menu button at the top of the DIGIOP® Connect window, click the down arrow on the **Layout** icon, then click the layout pattern you want to use.




## Step 3. Create Groups

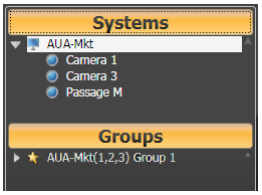
Select a layout and render the desired cameras in that layout. Open the **Configuration** tab, select **Add**, then click the **Group** button in the menu. **Note**: To create Groups and Tours, your username (Role) must have administrator privileges for the server you are connected to.




Enter a name in the **Group Name** field, then click **Save**.

To see the cameras in the list, click the **Groups** title bar, then click the triangle to the left of the group name you created.

To view the layout from a Saved Group, select the Group name and select **Live**.





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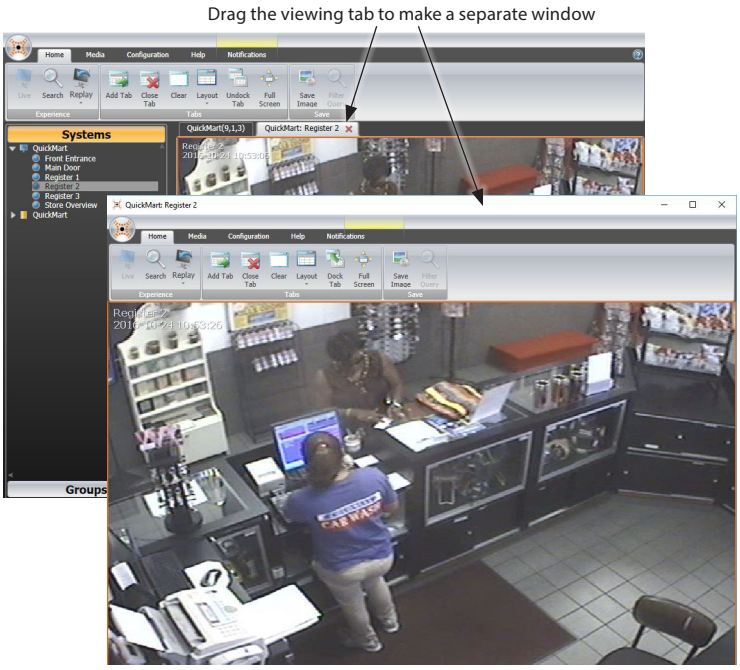
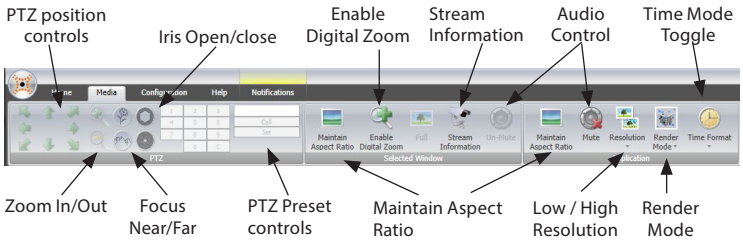
### Multi-Monitor Support

Tabs in DIGIOP® Connect can be undocked for multi-monitor/window displays. Click the **Undock/ Dock** icon or click and drag the tab away from the main panel onto another area of the display, or to a secondary monitor. To re-dock a tab, click **Dock Tab** again.




## Step 4. Camera Remote Controls

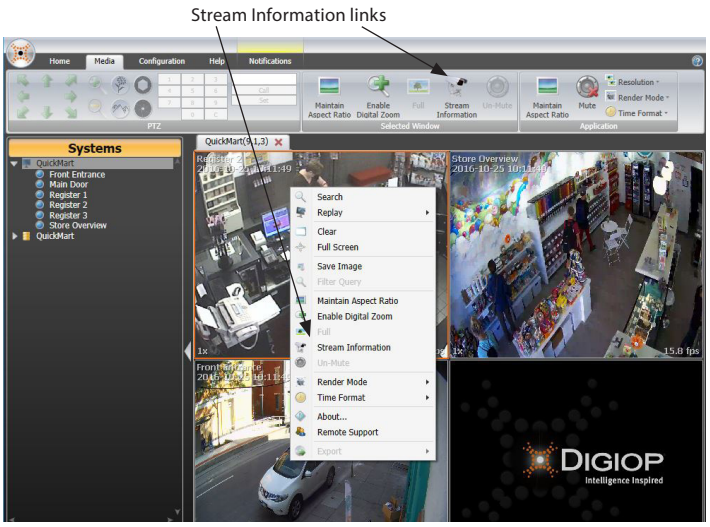
With the DIGIOP® Connect **Media** menu you can control PTZ, Digital Zoom and Audio functions if the camera provides remote control of those features. Click the **Media** tab button. The icons enabled in the menu reflect the features of the camera selected.

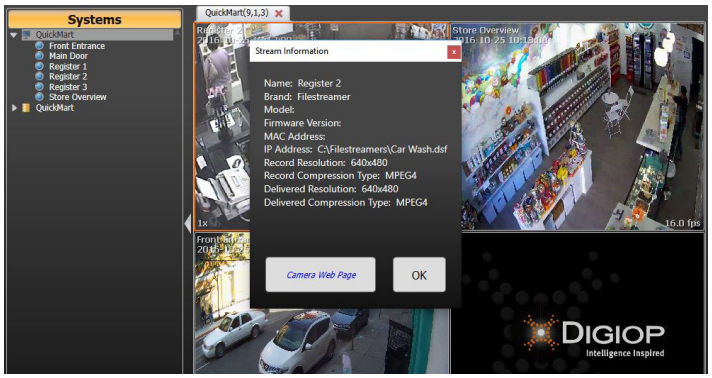



Click the viewing cell of the camera you wish to adjust. An orange border surrounds the frame that is selected. Click an icon in the **Selected Window** box to change settings for the selected camera only. Click an icon in the **Application** box to change settings for all cameras.

## Step 5. Video Stream information and resolution control

The video stream information can be displayed by right clicking on a Live view video frame, then selecting the **Stream Information** option in the menu (*"right click"* menu). A pop-up window will appear showing the Name, Brand, Model, Firmware Version, etc., of the camera and stream.



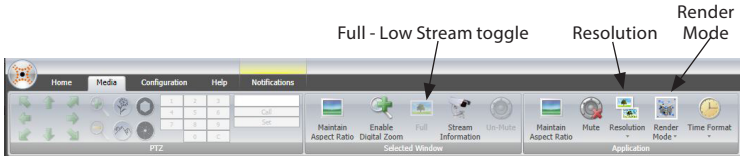



In the **Stream Information** window, click the **Camera Web Page** button to log directly into the camera through an Internet browser.

### Resolution controls

For dual-stream IP cameras, you can switch between the high-resolution stream and low resolution stream in three ways:

1. Select the video stream frame, then click the **Full - Low Stream toggle** icon on the **Media** tab.




2. Clicking the **Resolution** icon in the Application section of the **Media** tab. Clicking this icon offers the option to select either Low or Full stream resolution globally for all supported dual stream IP cameras.
3. Use the Right Click menu. (See the next step for more information on the right click menu.)

**NOTE** **Render Mode** *determines whether Connect uses only the computer hardware to render video, only software to render video, or a combination of both. Depending on the computer's hardware resources, different render modes will look better on different computers. It is dependent on the computer with Connect, not the server. Choose the mode (SW-SW, SW-HW, or HW-HW) that produces the best performance.*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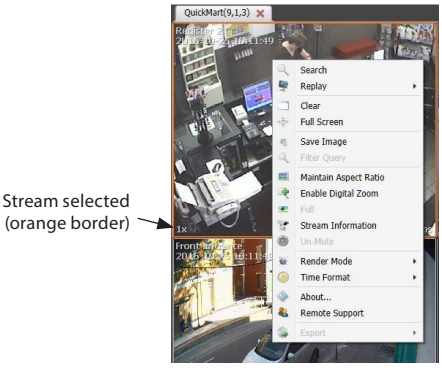
## Step 6. Using the stream *right click* menu

The *right click* menu provides quick access to common video and data stream options such as Search, Save Image (capture), Stream information, etc., for the stream selected. This menu is opened by right clicking anywhere within the stream. Only the options applicable to the stream are enabled (bold text). This feature is used with Live view and Search streams for video and data. In the example below, the user right clicked on the upper live view stream (indicated by the orange border).

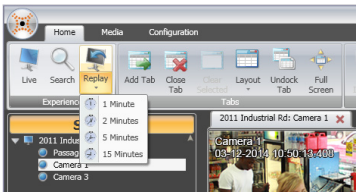



## Step 7. Search video

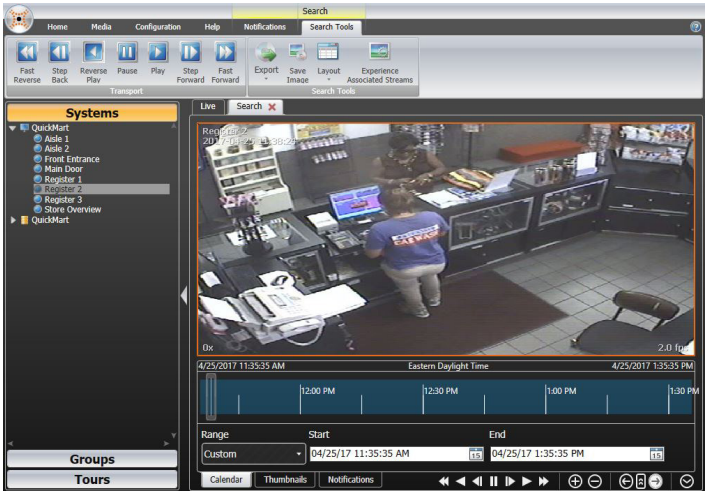
DIGIOP® Connect provides three basic ways to search recorded video from cameras connected to your server: Replay, Calendar, and Thumbnail. When you click Replay or Search, a new tab is created for reviewing recorded video.

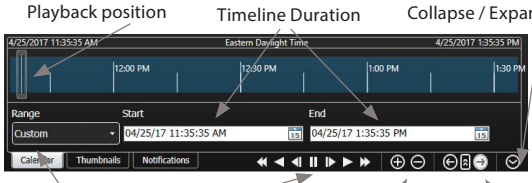
Standard Play, Pause, Fast Forward and Rewind buttons help you quickly find the video you need.

**Replay** – With Replay search you can opt to replay the previous 1, 2, 5, or 15 minutes of recorded video.

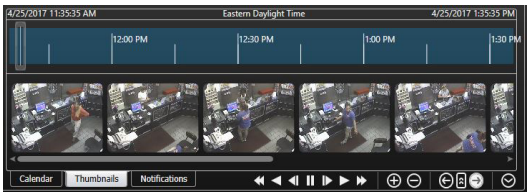



**Calendar (Timeline) search** – Calendar search allows you to review video recorded during a specific increment of time.




**Thumbnail search** – Thumbnails search presents up to 10 thumbnails of video frames, spaced across a defined time range, to help locate the detail or event of interest.



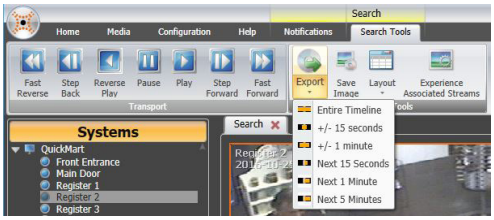

If you position the mouse cursor over a thumbnail image, a pop-up will open with a larger picture of the thumbnail.

## Step 8. Save image, export video

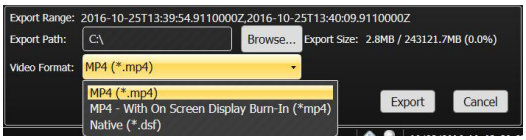
**Save image:** After displaying the image from a camera you want to save, right click on the image and then select **Save Image**. A **Save Image** file window will open wherein you can name the file (.jpg format) and browse to the location where you want to save it.

**Video Export**: To Export a video clip:

1. With the **Search Tools** tab selected, adjust the timeline so that it contains the section of video you want to export.
2. Click the **Export** icon in the **Search Tools** tab to open the Export drop-down list. In the drop-down list, click the option you prefer to identify the segment of video to export.




3. In the Export menu, verify the Export Range of the video segment, browse to the location where you want to save the video, then select the format from the **Video Format** drop-down list. Click the **Export** button to save the video.




## Step 9. Viewing Data Server data

DIGIOP® can display many types of data including Cash Registers, Video Analytics, System Health and Digital Inputs and Outputs. This data can appear in several different ways in DIGIOP® Connect, depending on the device you are viewing data from. For instance, many devices such as cash registers can display the volume of data or the actual data. Some examples are shown below. Refer to the *DIGIOP® Elements Full User Manual* for more information.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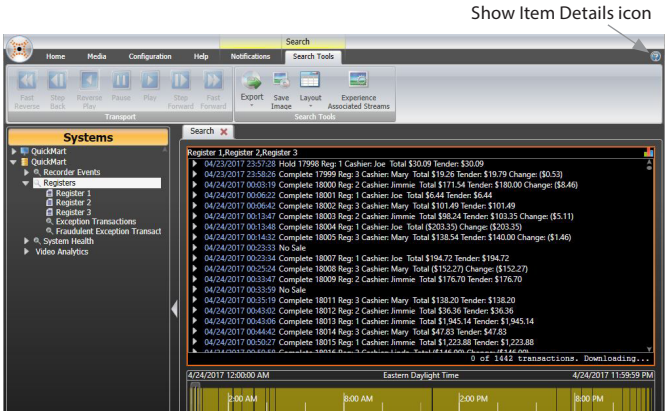
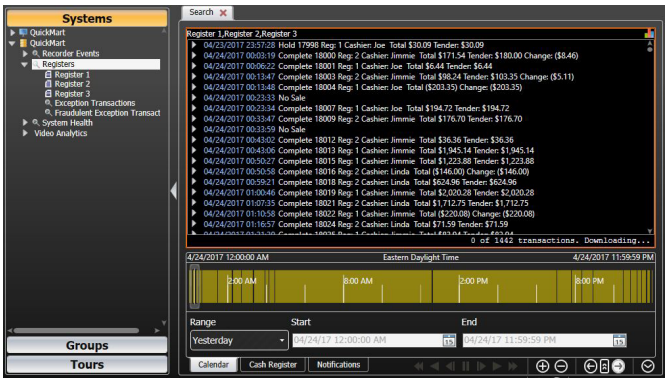
### Viewing cash register data

Cash register data can be viewed as a bar graph that shows counts of data received, or you can view the actual data in readable format.



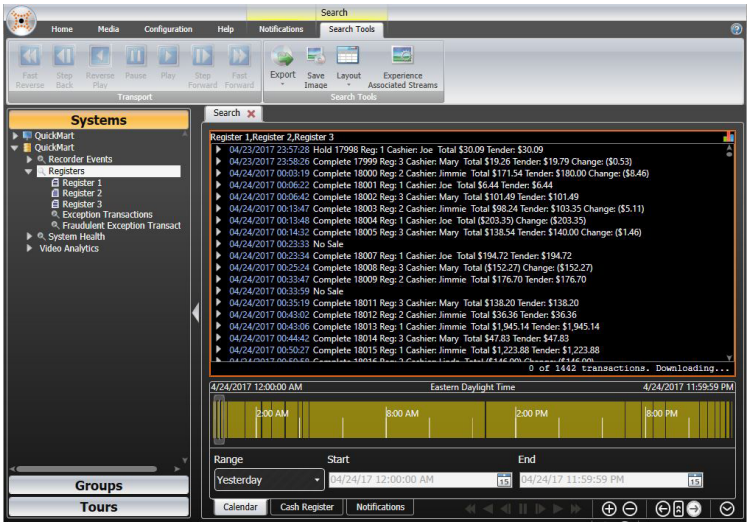

Click the **Show Item Details** icon to switch between the bar chart and the data received in readable format:



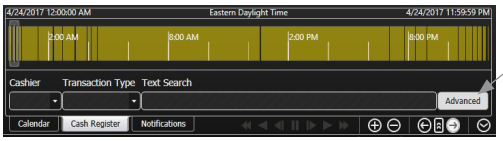
### Filtering Register data

DIGIOP® Connect's Filter Query allows you to create Boolean expression search filters to extract specific information from the data. The following example shows how to search the data for transactions that include items over $200.00. To setup this filter and export the data:

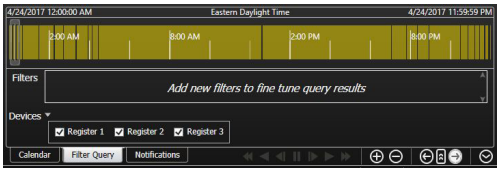
1. Select the Register 1 data device then click the **Search** icon.
2. Drag over additional registers as desired to search across multiple registers.
3. Click the **Show Item Details** icon to display the readable data.



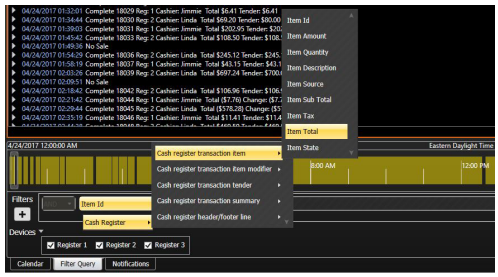
4. Adjust the timeline using the search field controls (**Start** and **End**) to define the time span over which you want to search for specific data.
5. Click the **Cash Register** tab in the search controls section (at the bottom of the pane), then click the **Advanced** button on the right.




6. In the **Filters** section, click the line ***Add new filters to fine tune query results***.

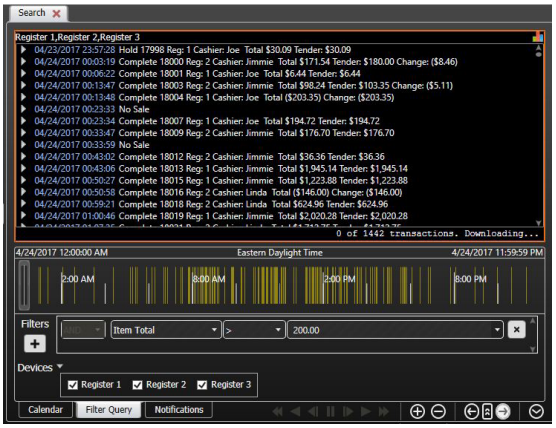


7. In the **Filters** section, open the drop-down list in the **Item ID** field and select the following:
**Cash Register ▶ Cash register transaction item ▶ Item total**.



8. In the operator field, open the drop-down list and select the ">" (greater than) symbol.

9. In the data field, enter **200.00**. (You can also click the "+" icon to add additional filter criteria. All filter criterion you define will be "anded" together to produce a single filter applied to the data recorded during the time span.)



Notice that the data shown above was sorted by your filter, and the timeline reflects when data resulting from the filter occurred.

**NOTE** *Custom filter queries can also be preconfigured in DIGIOP Control. See the* DIGIOP Elements Full User Manual *for more information.*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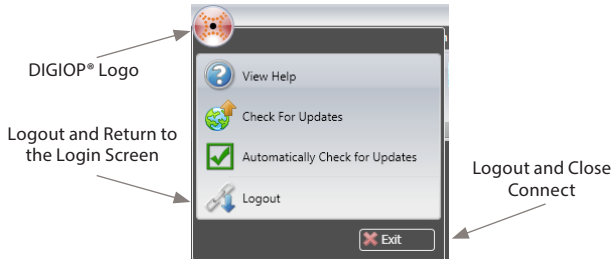
## Step 10. Logout of Connect

There are 3 ways to log out of DIGIOP® Connect:

1. Select the DIGIOP® logo and select **Logout**. This will logout the user and return them to the login screen.
2. Select the DIGIOP® logo and select **Exit**. This will logout the user and exit the application.
3. Click the Windows close icon in the upper right corner of the DIGIOP® Connect application window. This will logout the user and exit the application.

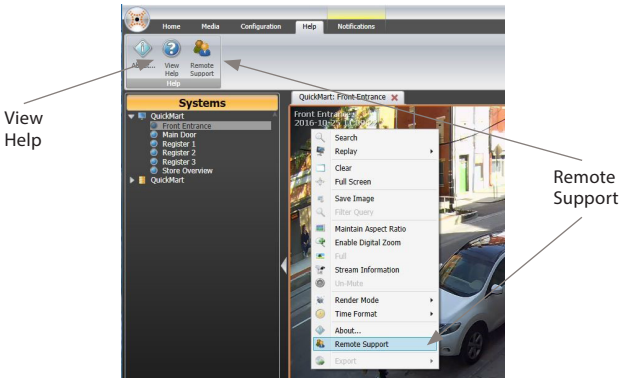
**NOTE** If *DIGIOP® Connect* is in Kiosk mode, users without admin permissions will not be able to exit out of *DIGIOP® Connect*. They will only be able to logout and return to the login screen.




## Step 11. Help and Support

This document guides you through the basic steps to install and use basic features of the DIGIOP® Connect software. For detailed information about DIGIOP® Elements, refer to the *DIGIOP® Elements Full User Manual.*

There is also a help menu available within DIGIOP® Connect. **View Help** will take you to an interactive help menu with additional tips on how to use DIGIOP® Connect. **Remote Support** will launch a Remote Support Agent that will allow the technical support team to assist you remotely. You can also access **Remote Support** by right-clicking in any active window.





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