



Stratocast™ User Guide

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You can send your comments, corrections, and suggestions about this guide to documentation@genetec.com.

About this guide

This guide is intended for users of Stratocast™. It describes how to monitor your premises using the camera-related functions that are available in Stratocast™.

Notes and notices

The following notes and notices might appear in this guide:

- **Tip:** Suggests how to apply the information in a topic or step.
- **Note:** Explains a special case or expands on an important point.
- **Important:** Points out critical information concerning a topic or step.
- **Caution:** Indicates that an action or step can cause loss of data, security problems, or performance issues.
- **Warning:** Indicates that an action or step can result in physical harm, or cause damage to hardware.

IMPORTANT: Content in this guide that references information found on third-party websites was accurate at the time of publication, however, this information is subject to change without prior notice from Genetec Inc.

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Getting started

This section includes the following topics:

- ["What is Stratocast™?"](#) on page 2
- ["Stratocast™ accounts"](#) on page 3
- ["About usernames"](#) on page 5
- ["Firewall settings"](#) on page 7
- ["Logging on to the Stratocast™ client portal"](#) on page 9
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- ["Home page overview"](#) on page 11
- ["Changing your personal preferences"](#) on page 14
- ["About Stratocast™ mobile apps"](#) on page 15

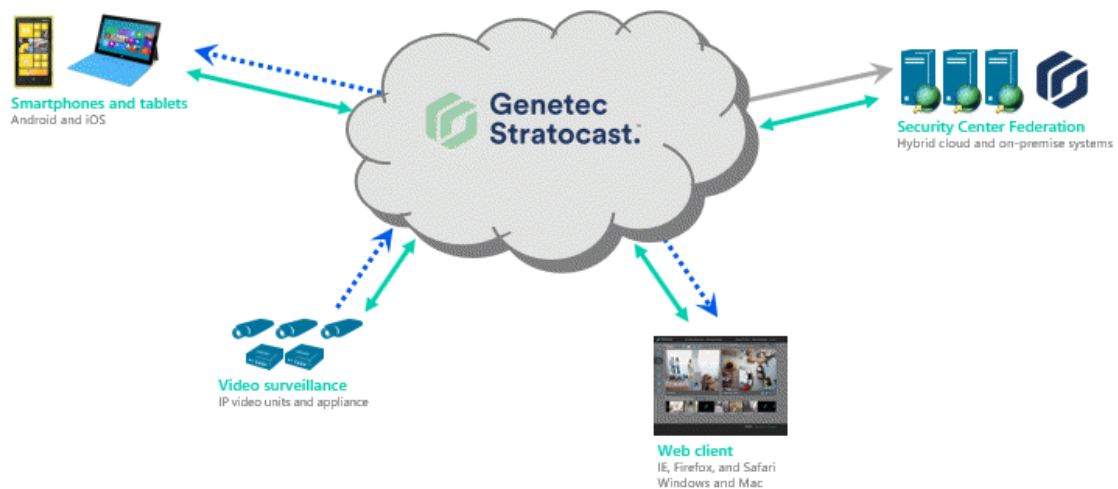
What is Stratocast™?

Stratocast™ is a cloud-based video monitoring system that makes the adoption of network video security solutions easy. With Stratocast™, you can connect to your business wherever you go. Using the Microsoft Windows Azure cloud-computing platform, Stratocast™ eliminates the need for on-site servers. As a result, installation time is reduced and you can begin monitoring your premises quickly.

How Stratocast™ works

Using video surveillance equipment such as IP (Internet Protocol) cameras or analog cameras, you can record video to your video unit or to the Stratocast™ cloud. If recording on your video unit, the video is recorded continuously; if recording to the Stratocast™ cloud, you can choose to record video either continuously or only when motion is detected. From your laptop, tablet, or smartphone, you can then watch live and recorded video that is safely stored in the cloud. In addition, through [Federation™](#), [Security Center](#) users can view and control their Stratocast™ cameras from their local installation of Security Desk.

The following diagram illustrates how Stratocast™ works to keep you connected to your business wherever you go.



Legend

..... Encrypted video stream (TCP)

———— Encrypted communication 128-256 bit SSL or TLS (RSA or AES) and password authentication

———— H.264 video stream

Related Topics

[Firewall settings](#) on page 7

Stratocast™ accounts

A Stratocast™ account is a collection of user-related and geographical information for a given company in a given location, and the arrangement with which that company can use the services offered by Stratocast™. There are two types of accounts: integrator accounts and client accounts.

In Stratocast™, every user is registered to one or more Stratocast™ accounts. To create a Stratocast™ account, every user must have a unique username, which is comprised of a valid email address from one of the following identity providers:

- Google
- Microsoft (only Windows Live ID)
- Yahoo!
- Organizational Account: An organization account is a Microsoft work account and should not be selected if your organization uses another provider.

After the user has been created, Stratocast™ sends an activation email to the email address defined in the username. The user must activate the account for it to be valid in Stratocast™. Within Stratocast™, the access privileges and tasks that a user is allowed to perform is defined by their assigned user level. This does not apply to the **Organizational Account** option since the account is automatically activated and no activation email is sent.

Related Topics

[About usernames](#) on page 5

[User levels](#) on page 73

Activating your Stratocast™ account

To be able to use Stratocast™, you must activate your Stratocast™ account once you receive your activation email.

What you should know

A user only receives an activation email once their username is assigned to an account for the first time. If the username gets assigned to another account subsequently, the user only receives an email confirming their registration to this new site, and activation is not required. Also, users who have been deleted and then added again must re-activate their Stratocast™ account.

To activate your Stratocast™ account:

- 1 Sign in to your user account from your identity provider (for example, Microsoft's Windows Live).
- 2 Click the activation link in your welcome email.

IMPORTANT: If you do not have this email in either your Inbox or Spam (or Junk) folders, contact your service provider.

You are redirected to Stratocast™'s activation page.

- 3 Click on the first step to sign out of your user account.
Your identity provider's sign-in page opens in a separate tab.
- 4 Reselect the browser tab with Stratocast™'s activation page, and then click on the second step to sign in to your user account again.

NOTE: If you are logging on for the first time, the Windows Azure Access Control Service (ACS) page is displayed. Select **Remember this approval** and then click **Allow**.

After a few seconds, your Stratocast™ account is active.

- 5 Click **Connect to Stratocast™** and then log on using your user account from your identity provider.

Related Topics

[Logging on to the Stratocast™ client portal](#) on page 9

[Firewall settings](#) on page 7

Logging on using Organizational Account

The first time you log on using an Organizational account, you must perform an initial set up in Stratocast™.

What you should know

Users in Organizational accounts do not need to be activated but will receive an email notifying them that they've been added to Stratocast™.

To set up your Organizational account log in:

- 1 Using your web browser, go to app.stratocast.com.
- 2 Log on to Stratocast™ by selecting **Organizational account**.
- 3 Sign in with your user account from your identity provider and click **Next**.
Your identity provider's sign-in page opens in a separate tab.
- 4 On the Permissions page, an administrator must **Accept** the terms of the application.

NOTE: The **Consent on behalf of your organization** check box will only appear once and must be selected by an administrator in your Azure Active Directory.

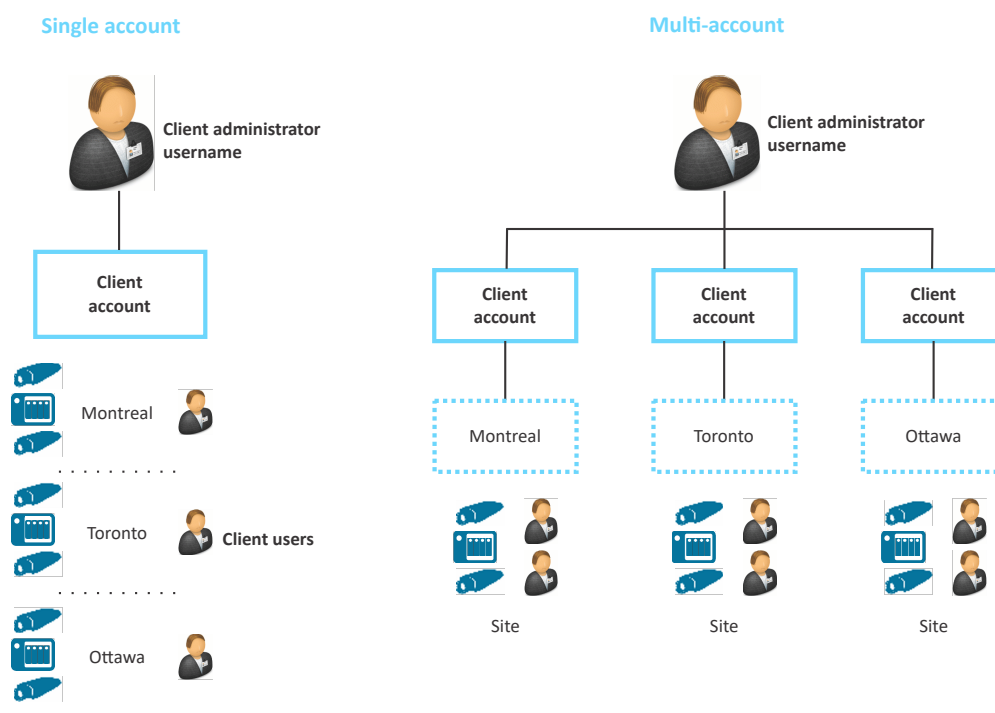
About usernames

A username is an access credential that is comprised of a valid email address from one of the supported identity providers. A username can be registered to multiple Stratocast™ accounts (multi-account username), and must be activated by the user only once before logging on to any of the accounts that the username is registered to.

Benefits of the multi-account username

A multi-account username is the use of an active username in more than one Stratocast™ account, and for either similar or different user levels. Because you are not limited in the number of accounts that a username is registered to, usernames allow you to be versatile in how you configure your accounts. Using the same username for multiple Stratocast™ accounts allows you to add the same client user to multiple client accounts that you manage. In doing so, the same client users can view all of the cameras across your client accounts and assist you in monitoring your premises.

As shown in the following image, adding client users that are dedicated to the sites located in Montreal, Toronto, and Ottawa is a more logical arrangement than having all client users under the same client account. Furthermore, in the multi-account illustration, finding video units and client users is much easier because they are organized based on the location of the site.



How do account activation emails work for multi-account usernames?

A user only receives an activation email once their username is assigned to an account for the first time. If the username gets assigned to another account subsequently, the user only receives an email confirming their registration to this new site, and activation is not required. Once a username is active, assigning that username to another account automatically forces the system to use the first and last names that were entered when first registering the username. As a result, although you must enter a name whenever creating

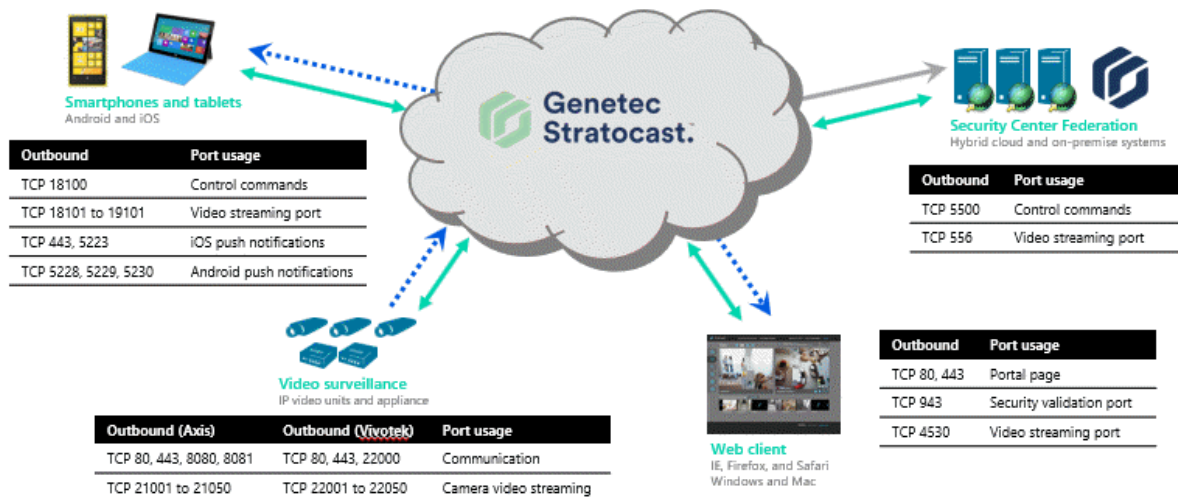
or modifying users, the user's name is not overwritten, regardless of what you enter in the **First name** and **Last name** fields.

Related Topics

[User levels](#) on page 73

Firewall settings

The ports must be open and redirected for firewall and network address translation purposes.
The following diagram illustrates the ports that you must open for each application.



Legend

..... Encrypted video stream (TCP)

———— Encrypted communication 128-256 bit SSL or TLS (RSA or AES) and password authentication

———— H.264 video stream

Ports used by web client

The following table lists the ports that you must open for outbound traffic, so that the web client can connect to Stratocast™.

Outbound	Port usage
TCP 80, 443	Portal page
TCP 943	Security validation port
TCP 4530	Video streaming port

Ports used by mobile apps (iOS and Android)

The following table lists the ports that you must open for outbound traffic, so that your mobile devices can connect to Stratocast™.

Outbound	Port usage
TCP 443, 5223	iOS push notifications
TCP 5228, 5229, 5230	Android push notifications
TCP 18100	Control commands
TCP 18101 - 19101 (inclusive)	Video streaming port

Ports used by video units

The following table lists the ports that you must open for outbound traffic, so that your *video unit* can connect to Stratocast™.

Video unit	Outbound	Port usage	Destination IP
Axis	TCP 80, 443, 8080, 8081	HTTP communication Axis dispatch servers	87.237.215.80, 124.35.144.186, 195.60.68.120, 195.60.68.121, 206.71.169.189
	TCP 21001 - 21050 (inclusive)	Camera video streaming	
Bosch, Hanwha, Mobotix, Vivotek	TCP 80, 443, 22000	Communication	
	TCP 22001 - 22050 (inclusive)	Camera video streaming	
All	TCP and UDP 53 direct to 8.8.8.8 and 8.8.4.4	Google DNS servers	

Ports used by Security Center Federation™

The following table lists the ports that you must open for outbound traffic, so that *Security Center* users can connect to Stratocast™.

Outbound	Port usage
TCP 5500	Control commands
TCP 556	Video streaming port

Logging on to the Stratocast™ client portal

After you have activated your user account through the activation link, you can log on to your Stratocast™ portal to monitor your premises.

Before you begin

Make sure that you have activated your Stratocast™ account by clicking on the activation link in your email.

NOTE: If you have problems connecting or logging on to Stratocast™, contact your service provider.

To log on to Stratocast™:

- 1 Using your web browser, go to app.stratocast.com.
- 2 On the Stratocast™ logon page, click on a user account.
You are redirected to your user account's Sign-in page.

NOTE: A valid user account from a supported identity provider is required whenever accessing Stratocast™.

- 3 Sign in to your user account.
If the Windows Azure Access Control Service (ACS) page is displayed. Select **Remember this approval** and then click **Allow**.

Your Stratocast™ home page is displayed and you are ready to use Stratocast™.

IMPORTANT: If an error message appears stating that your user account is not valid or that it has been suspended, contact your service provider. Suspended accounts take effect immediately. If your account is suspended while you are logged off of Stratocast™, access to your portal is denied upon your next login attempt. However, if your account is suspended while you are logged on to Stratocast™, the system automatically logs you off upon your first system action following the suspension (for example, opening a page), or once your session expires because you have surpassed 30 minutes of inactivity.

Example

Watch this video to learn more. Click the **Captions** icon (CC) to turn on video captions in one of the available languages.



Related Topics

[Home page overview](#) on page 11

[Monitoring your premises in real time](#) on page 31

Logging off from Stratocast™

To exit from Stratocast™, you can log off and then choose to go back to the home page or sign out of your user account.

What you should know

You are logged off from Stratocast™ after 480 consecutive minutes of inactivity, however, you remain signed in to your [identity providers](#).

To log off from Stratocast™:

- 1 At the top of the page, click your name, and then click **Log off** from the drop-down menu.
- 2 From the *Logged off* page, choose one of the following:
 - Go back to the home page and remain signed in to your user account. This allows you to log on to Stratocast™ again without first signing in to your user account.
 - Sign out of your user account and access its Sign-in page. This forces you to sign in to your user account before you log on to Stratocast™ again.

Example

Watch this video to learn more. Click the **Captions** icon (CC) to turn on video captions in one of the available languages.

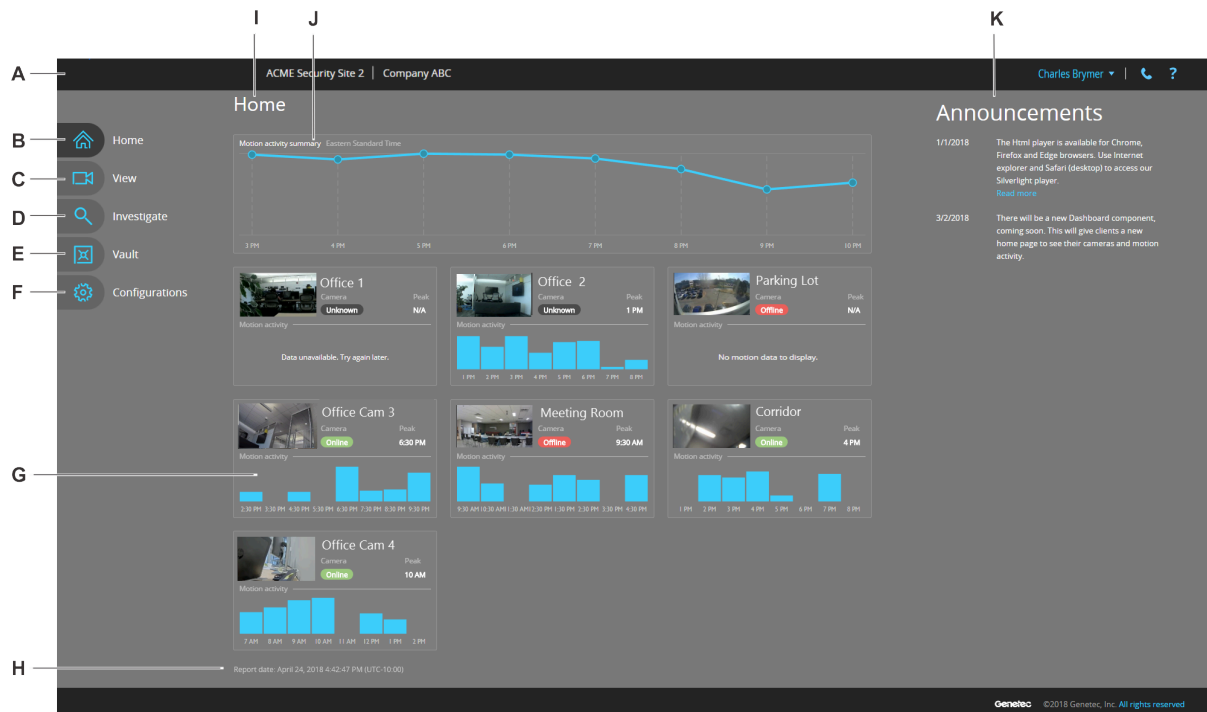


Related Topics

[Home page overview](#) on page 11

Home page overview

The home page is your starting point for all of your monitoring needs. You can access the home page from any page in Stratocast™.



A Taskbar

The taskbar contains the following:

- The name of your company as set up by your integrator.
- Your name along with a drop-down menu that allows you to do the following:
 - [Switch between Stratocast™ accounts.](#)
 - [Change your personal preferences.](#)
 - [Log off from Stratocast™.](#)
- Support (📞): Contact your service provider.
- Help (?): Open online help for Stratocast™.



Home: Go to the *home* page from any page.



View: Monitor your premises in real time and watch playback video.



Investigate: View existing bookmarks and export video sequences containing bookmarks.



Vault: View your exported videos and download them for viewing offline.



Configurations: View information about the cameras in your system and enable the privacy setting.

G	Camera tiles	<p>Camera tiles contain the following:</p> <ul style="list-style-type: none"> • Camera name: The name of the camera. TIP: Click the thumbnail or camera name to open the monitoring page for that camera. • Camera: A field that indicates the current status of the camera. Valid states include the following: Online, Offline, or Unknown. • Peak: Displays the hour when the peak activity occurred. • Motion activity¹: Displays a bar chart representation of the motion activity over the last 8 hours. TIP: Click the motion activity chart to open the <i>Monitoring</i> page in playback mode, starting at the beginning of the hour.
H	Report date	Indicates the date and time that the <i>Home</i> page dashboard data was requested.
I	Home	<p>The <i>Home</i> page dashboard includes a motion activity summary, camera tiles, and announcements.</p> <p>NOTE: The format of the dashboard and the number of tiles displayed across the page vary depending on your screen resolution and device type.</p>
J	Motion activity summary	<p>Displays a motion activity summary of all cameras over the last 8 hours as a line chart.</p> <p>NOTE: The time zone displayed is based on the most popular time zone across all cameras in the user account.</p>
K	Announcements	Displays news announcements for the end user account. The location of the announcements that are displayed varies depending on your screen resolution and device type.

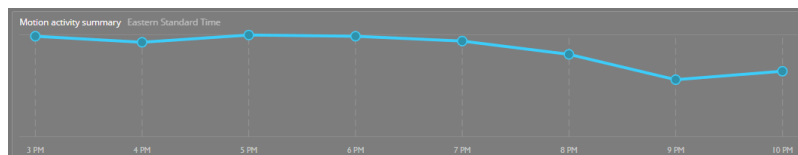
Motion activity¹: In situations where cameras use half hour time zones, motion activity will be displayed with a timeline that uses half hour values.

Camera tiles

After all camera motion data is loaded, camera motion charts are adjusted to use the same scale so that motion values can be compared to each other.

Motion activity summary

When the motion activity results are loaded, data points are drawn representing each hour of activity. After all camera data is loaded, the motion activity dots are connected to show a summary of the motion activity in the form of a line chart.



Example

Watch this video to learn more. Click the **Captions** icon (CC) to turn on video captions in one of the available languages.



Related Topics

[Exporting bookmarked video](#) on page 49

[Monitoring your premises in real time](#) on page 31

[Exporting video](#) on page 54

[Changing your personal preferences](#) on page 14

Changing your personal preferences

To change the language of the user interface or enable camera-related notifications, you can change your personal preferences once your Stratocast™ account is active.

To change your personal preferences:

- 1 At the top of the page, click your name, and then click **Preferences** from the drop-down menu.
- 2 Change the following parameters, as required:
 - **First name:** The user's first name (or given name).
 - **Last name:** The user's last name (or surname).
 - **Phone number:** The user's phone number.
 - **Email address:** Your email address. You can change the email address if you want to receive emails at a different email address than the one that appears in the **Username** field.
 - **Language:** The language of the user interface. The user must log off and then log on for this change to take effect.
 - **Mobile authentication key:** The key that authenticates you to the Stratocast™ mobile apps and allows you to connect to the apps from all of your mobile devices.
- 3 For your email notifications, change the following:
 - **Receive camera disconnected and camera reconnected notifications:** Select this check box if you want to be notified by email when a camera disconnects from the system and when it reconnects. Separate email messages are sent for each disconnect and reconnect notification.
IMPORTANT: The camera must be unreachable for 10 minutes for a notification to be sent.
 - **Receive motion detection notifications:** Select this check box if you want to be notified by email that a camera has detected motion based on the camera's current motion detection settings.
NOTE: If motion settings are too sensitive, you will receive an unnecessary number of email notifications.
 - **Receive email updates about Stratocast™ and provide feedback:** Select this check box if you want to receive email updates about Stratocast™ periodically. You are also invited to provide your suggestions and comments about Stratocast™.
- 4 Click **Save** or **Cancel**.

Example

Watch this video to learn more. Click the **Captions** icon (CC) to turn on video captions in one of the available languages.



Related Topics

[Home page overview](#) on page 11

[Creating an authentication key for your mobile devices](#) on page 83

[Modifying your mobile authentication key](#) on page 84

[Deleting your mobile authentication key](#) on page 85

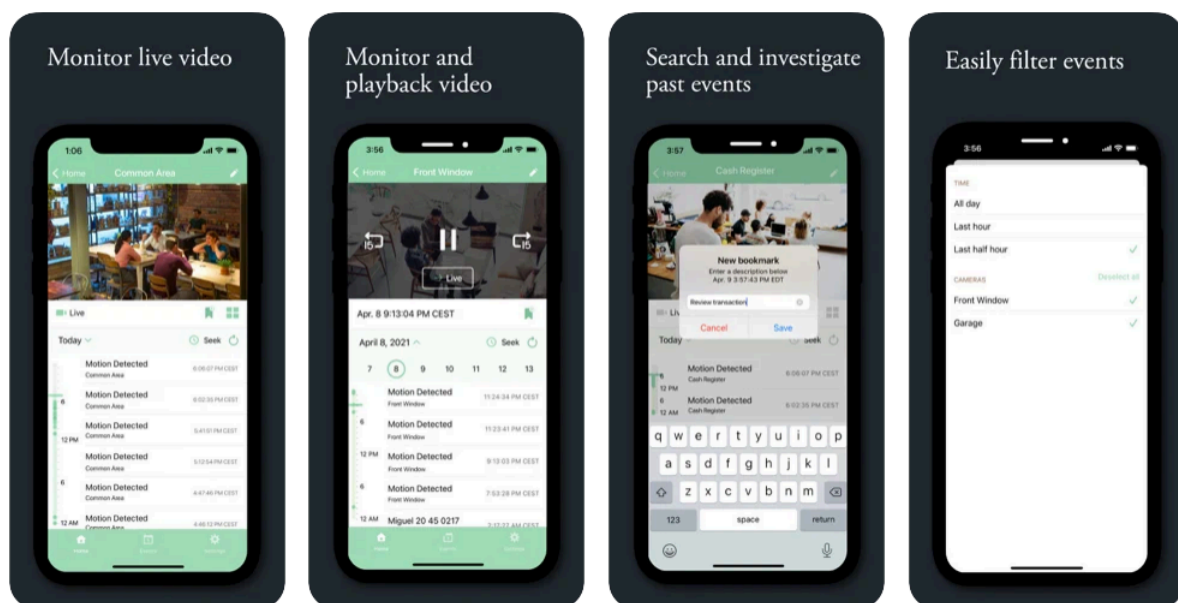
About Stratocast™ mobile apps

Stratocast™ mobile apps are the mobile version of Stratocast™ that you can use to connect to your system remotely over WiFi or cellular networks. With the Stratocast™ mobile apps, you can monitor your premises directly from your mobile devices.

Keep an eye on your business from anywhere, at any time. Using the Stratocast™ mobile app you can view live and recorded video, monitor multiple cameras, schedule notifications, and playback recorded video to review incidents 24x7.

Stratocast™ mobile app (new)

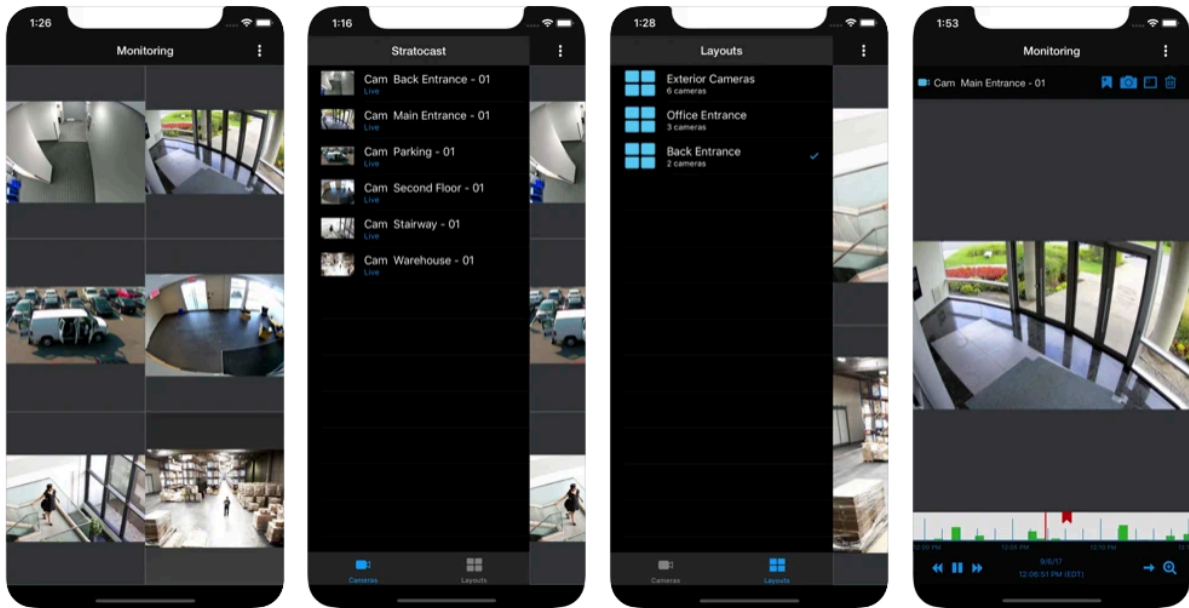
The following image shows the new version of the Stratocast™ mobile app.



The *new* version is available for download from the [App Store](#) and from [Google Play](#).

Stratocast™ Legacy mobile app

The following image shows the Stratocast™ Legacy version of the Stratocast™ mobile app.



The *legacy* version is available for download from the [App Store](#) and from [Google Play](#).

Related Topics

[Creating an authentication key for your mobile devices](#) on page 83

[Modifying your mobile authentication key](#) on page 84

[Deleting your mobile authentication key](#) on page 85

Release notes

Check out what's new in the latest release of Stratocast™

This section includes the following topics:

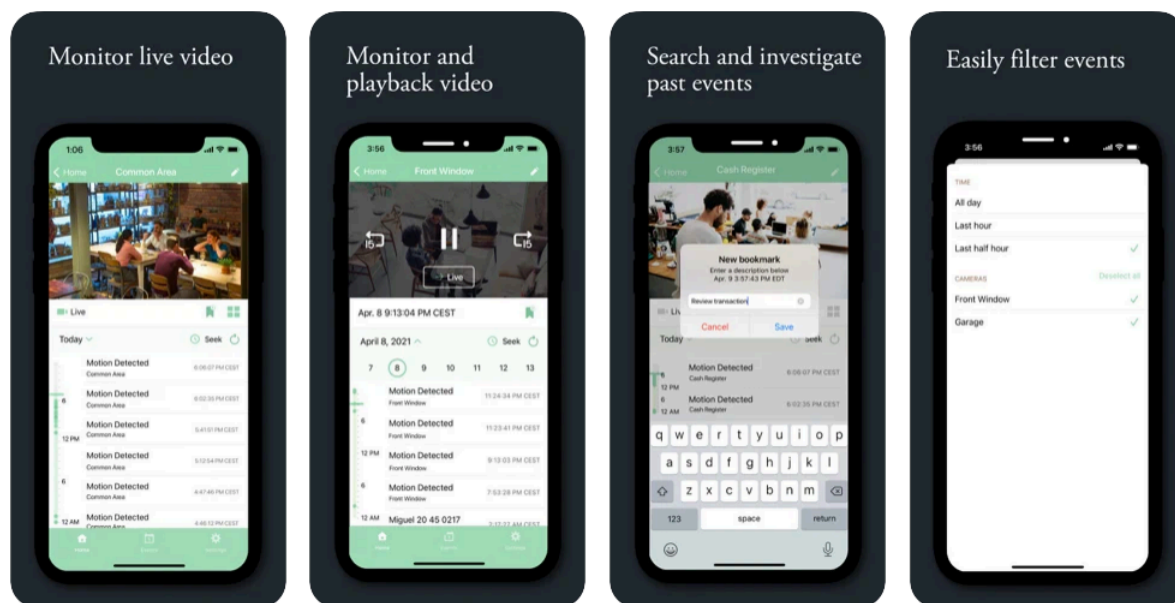
- ["What's new in Stratocast™"](#) on page 18
- ["Supported languages"](#) on page 19
- ["Supported devices"](#) on page 20
- ["End of support notices"](#) on page 21

What's new in Stratocast™

Stratocast™ includes the following new features and enhancements.

What's new: May 2021

- **Introducing the new Stratocast™ mobile app** : Revamped and redesigned from the ground up, the new mobile app lets users effortlessly keep up with their business from anywhere. Using an intuitive interface, users can monitor and playback video, filter incidents, investigate past events, and more.



For more information, see [About Stratocast™ mobile apps](#) on page 15.

Curious to see it in action? Download the new Stratocast™ mobile app from the Apple [App store](#) or [Google Play store](#).

What's new: January 2021

- **Removed SCP requirements:** Stratocast™ no longer requires Stratocast™ Control Protocol (SCP) capabilities for client accounts to be explicitly granted. They are now available to all configured, client accounts.

What's new: July 2020

- **Full Support for Organizational Account:** Stratocast™ now fully supports the identity provider **Organizational Account** and users are automatically active when this option is selected.

Supported languages

Stratocast™ is available in the following languages.

Stratocast™ software

- Danish
- Dutch
- English
- French
- German
- Italian
- Portuguese
- Spanish
- Swedish

Stratocast™ mobile apps

Stratocast™ mobile apps are only available in English.

Documentation

- Dutch
- English
- French
- Spanish

IMPORTANT: Translation of documentation is ongoing. Documentation in languages other than English might not be complete at the time of release. For the latest version of the documentation, see the [Genetec™ TechDoc Hub](#).

Supported devices

Stratocast™ supports many models of video units and NAS devices that are compatible with these video units.

For the latest list of supported devices and their respective firmwares, see [supported devices](#). To avoid potential issues, install the recommended firmware version for your device. For detailed information about your particular device, see your device's documentation or visit the manufacturer's website.

IMPORTANT: For the duration that your video unit is enrolled in Stratocast™, use your video unit's owner authentication key (OAK) as the password to log on to your video unit's Axis web page. If your OAK contains hyphens, omit them when entering your password.

End of support notices

It is important to know which versions of software products are no longer supported by Stratocast™.

Firefox end of support for Silverlight

Mozilla Firefox version 52 or later is not supported.

Mozilla has ended the Silverlight support in Firefox and is no longer a supported browser for the Stratocast™ application.

If you want to continue using Firefox, download the [Extended Support Release \(ESR\)](#).

For information about upcoming Firefox releases, see Firefox [Frequently Asked Questions](#).

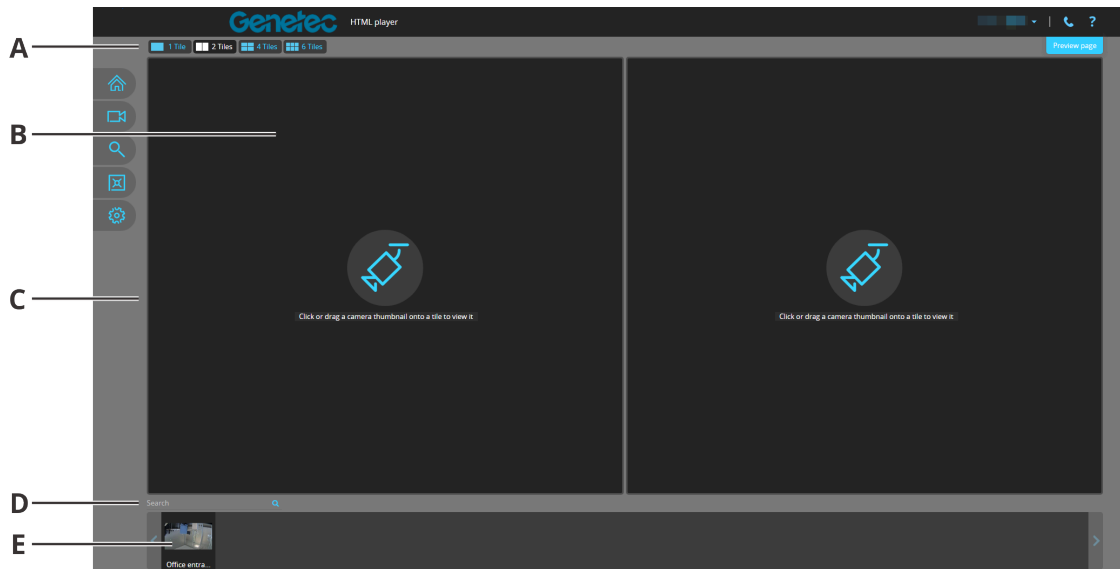
Basic monitoring

This section includes the following topics:

- ["Overview of the View page"](#) on page 23
- ["About video controls"](#) on page 25
- ["Overview of the video timeline"](#) on page 28
- ["Searching for cameras"](#) on page 30
- ["Monitoring your premises in real time"](#) on page 31
- ["Watching playback video"](#) on page 32
- ["Zooming in and out of video"](#) on page 34
- ["Creating position presets for your PTZ camera"](#) on page 37
- ["Searching for videos by time and date"](#) on page 38

Overview of the View page

On the *Monitoring* page, you can monitor your premises in real time, watch playback video, and use the video controls to control and export video that appears in a tile.



A	Tile pattern	Select a tile pattern to view live and playback video. The default pattern is 2x1.
B	Tile	View live and playback video by dragging a camera from the selector bar into a tile.
C	Canvas	Contains tiles that are used to view live and playback video.
D	Search box	Search for a camera by name. View All Clear your search and reset your list of cameras that appears in the selector bar. NOTE: View all option is only available in the Silverlight video player.
E	Selector bar	Contains a thumbnail for each camera. Use the arrow buttons at each end of the selector bar to view all cameras.

Example

Watch this video to learn more. Click the **Captions** icon (CC) to turn on video captions in one of the available languages.



Related Topics

[Monitoring your premises in real time](#) on page 31

[Watching playback video](#) on page 32

[Searching for videos by time and date](#) on page 38

[About tile patterns](#) on page 24

[About video controls](#) on page 25

About tile patterns

A tile pattern is the arrangement of tiles in a canvas. Tile patterns are used to select the preferred layout that a user wants to use when viewing live or playback video.

Persistent tile layout (HTML5 video player only)

When the user navigates from page to page the system remembers what was displayed before.

NOTE: The last tile pattern layout and session information is stored in the local browser storage and is specific to the account that is logged in.

The last layout including the number of tiles and the cameras in each tile are remembered in the following situations:

- When logout occurs
- When switching views (investigate, vault, and so on)
- When the page is refreshed
- When the browser is closed

IMPORTANT: When **Switch to playback** is clicked from the *Investigate* page, only the selected camera is displayed in one tile. When an integrator clicks **Play** from the devices list in client accounts, only the selected camera is displayed in one tile.

Responsive tile layout (HTML5 video player only)

When using a mobile device, the tile pattern layouts that are available vary depending on your device and the number of cameras. The number of tiles is dynamically updated and the tiles are reorganized depending on your device size and resolution. Landscape mode can display more tiles, whereas portrait mode displays a single row.

Related Topics

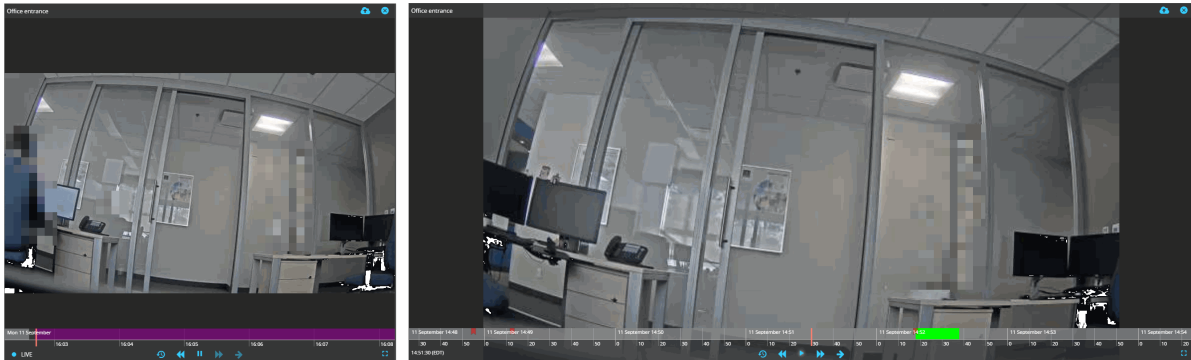
[Overview of the View page](#) on page 23

















[Overview of the video timeline](#) on page 28










About video controls

If you select a tile that contains a camera, you can control live and playback video by using the video controls that appear.

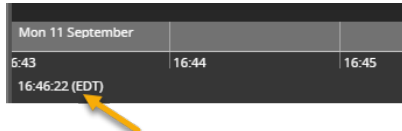
The following image shows the video controls in the live video and playback video modes (HTML5 video player).



	Pause	In live mode, click to launch playback mode with the video paused at the current time. In playback mode, click to pause the video at the current frame. TIP: When video is paused you can right-click the video, then click Save image as... to save a snapshot (HTML5 video player only).
	Play	Play the recording at normal speed.
	Fast forward	Fast forward the recording at 4 times, 20 times, or 50 times the normal speed.
	Rewind	Rewind the recording at 20 times or 50 times the normal speed.
	Switch to live	Switch from playback to live video.
	Seek	Go to a specific date and time in the video that appears in a tile. NOTE: In the Silverlight video player, the Seek icon () is displayed as Go to date and time ()
	Export video	Export video so that you can download it for offline viewing (only available in playback mode). NOTE: The Export video icon () is displayed as  in the Silverlight video player.
	Clear tile	Clear the camera from the tile. NOTE: In the Silverlight video player, this zoom control is shown as  .
	Add bookmark	Add a bookmark to live or playback so that you can review it later. In live mode, clicking this button also forces the camera to begin recording if it is not currently doing so (for example, recording only on motion).
	Zoom slider	Digitally zoom in and out of live or playback video that is being displayed. NOTE: In the Silverlight video player, this zoom control is shown as  .








	Camera options	Silverlight video player only: Select a camera option. Only the options supported by your camera appear. Available options include auto focus, controlling the IR-cut filter, and triggering actions. This menu only appears for cameras that support at least one of the available camera options.
	Enable PTZ mode	Silverlight video player only: Enter PTZ mode so that you can control a PTZ camera in a tile (only available for PTZ cameras).
	Disable PTZ mode	Silverlight video player only: Exit PTZ mode (only available for PTZ cameras).
	PTZ home	Silverlight video player only: Click to go to the PTZ camera's home position preset, or click and hold to save the current view as the home position preset (only available for PTZ cameras).
	PTZ zoom	Silverlight video player only: Zoom in and out of live video that is being captured by a PTZ camera (only available for PTZ cameras).
	Maximize tile size	Expand the selected tile to fill the canvas and hide all other tiles. NOTE: In the Silverlight video player, this control is shown as  .
	Reset tile size	Reset a tile that has been expanded back to its normal size and show all other tiles. NOTE: In the Silverlight video player, this control is shown as  .

IMPORTANT: The date and time that appears at the bottom left corner of a tile in playback mode, are set according to the camera's time zone, not your time zone.



Digital zoom mode

HTML video player only: In digital zoom mode, you can control digital zoom for a video in a tile as follows:



- Using the digital zoom controls (, , or dragging the zoom slider with the mouse).
 - Digital zoom in  - increases the level of zoom applied to the selected area.
 - Digital zoom out  - reduces the level of zoom applied to the selected area.
 - Reset digital zoom  - reinstates the default video without digital zoom applied.
- Using the mouse's scroll wheel, with the tile selected.
- Using the digital zoom thumbnail controls (, ) you can move the digital zoom thumbnail out of the way.

NOTE: The number of tiles that are displayed affects the size and the location of the digital zoom thumbnail. You can click and drag the red digital zoom box inside the digital zoom thumbnail to apply the zoom to a new area of the view.

PTZ mode

This applies to Silverlight only.

In PTZ mode, you can position the PTZ camera by clicking the mouse pointer in the direction that you want the camera to move. Also, you can zoom in and out of the video in a tile as follows:

- Using the PTZ zoom controls (, )
- Drawing a zoom area (blue rectangle) around the area that you want to zoom in on
- Using the mouse's scroll wheel, with the tile selected

Related Topics

[Monitoring your premises in real time](#) on page 31

[Adding bookmarks to video](#) on page 46

[Exporting video](#) on page 54

[Searching for videos by time and date](#) on page 38

[Zooming in and out of video](#) on page 34

Overview of the video timeline

The timeline appears below the video in a tile and provides a graphical representation of the contents in a video sequence.

With the video timeline, you can do the following:

- Move to a specific position within the timeline by clicking and dragging the timeline either left or right.
- Watch video that was recorded at a specific date and time by clicking and dragging the playback cursor either left or right on the timeline.
- Zoom in and out of the timeline to view the contents in your video sequence. You can zoom in and out of the timeline as follows:
 - ¹By moving the mouse pointer over the timeline and using your mouse's scroll wheel
 - ¹By using the timeline's zoom control buttons (+ and – Silverlight video player only) to change the timeline scale
- After browsing backwards or forwards in the video you can recenter the timeline on the current time by using the center timeline buttons (◀ and ▶ HTML5 video player only).



A Timeline scale. In this example, the timeline scale is in increments of 5 minutes. The timeline scale is displayed in seconds by default.

NOTE: ¹The timeline scale changes according to the chosen zoom level.

B Green bars indicate motion. The bigger the bar, the more motion is present.

C Grey background indicates that a recording is present.

NOTE: In the Silverlight video player this background is white.

D Black background indicates that no recording is present. The black background appears in the following situations:

- If you switch to playback video immediately after dragging a camera into a tile and video has not been recorded yet.
- If your camera is set to record only when motion is detected. Adding a bookmark also forces the camera to begin recording.

E Playback marker (orange). Slide the blue line to watch video sequences at different points on the HTML5 video player timeline.

NOTE: In the Silverlight video player timeline, drag the orange box to watch video sequences at different points.

F Red ribbon icon (📌) indicates the presence of a bookmark. Red ribbon icon with a + (📌+) indicates the presence of nested bookmarks.

TIP: Moving the blue marker in the timeline near to a bookmark or below a bookmark on the timeline causes the cursor to jump to that bookmark in the timeline. The red ribbon icon (📌) turns bright red (📌) indicating that it is the currently active bookmark and displays the bookmark description. This is particularly useful when the timeline is zoomed out and you have a lot of bookmarks to review.

G Bookmark message and time stamp. Move the mouse pointer over the bookmark to make it appear.

H Purple background indicates the future.


Related Topics

[About tile patterns](#) on page 24



Searching for cameras

If the list of cameras is long and it is difficult to find a particular camera, you can search for the camera name to find what you are looking for quickly.

What you should know

You can only search for a camera by name. For client administrators, you can also view the complete list of all cameras by clicking the **Configurations** () tab.

To search for a camera:

- 1 Click **View** () .
- 2 In the **Search** box, enter the name or one or more sequential letters within the camera name that you are searching for, and then click  .

The camera names and their associated thumbnails appear in the selector bar.

- 3 To clear your search and reset your list of cameras, click **View all**.

Example

You have a long list of cameras and you are searching for the camera name *CafeteriaCam1*. If you are unsure of its spelling, you can type C A and press **Enter**. All camera names that contain the letter sequence C A are displayed.


Watch this video to learn more. Click the **Captions** icon (**CC**) to turn on video captions in one of the available languages.



Monitoring your premises in real time

Once your cameras have been installed, you can monitor your premises by dragging a camera to a tile and watching the live video stream.

To monitor your premises in real time:


- 1 Click **View** () and drag a camera from the selector bar to a tile.

TIP: To search for a camera by name, enter the name or one or more sequential letters within the camera's name, in the **Search** box. To clear your search and reset your list of cameras, click **View all**.

Live video appears in the tile.

- 2 Drag additional cameras into available tiles or drag the same camera into multiple tiles. You can also replace an occupied tile with a different camera.

NOTE: If you exit the *View* page, your tile display is saved as you left it, so that you do not have to drag your cameras back into tiles when you return.

- 3 To zoom in and out of video in a tile, select the tile and use the zoom features that are supported by the camera that is capturing the video. The zoom features differ between fixed cameras and PTZ cameras.
- 4 To clear a tile, select it and click .

Example

Watch this video to learn more. Click the **Captions** icon (CC) to turn on video captions in one of the available languages.



Related Topics

[Adding bookmarks to video](#) on page 46

[Overview of the View page](#) on page 23

[About video controls](#) on page 25

[Changing your camera's thumbnail image](#) on page 82

[Viewing your camera settings](#) on page 80



[Zooming in and out of video](#) on page 34


Watching playback video

When a camera is dragged to a tile and is streaming live video, you can watch playback video captured by that camera.

To watch playback video:





- 1 On the *View* page, do one of the following:

- Select a tile whose camera is streaming live video and click .
- To go to a specific time and date in a video recording, click **Seek** , and enter a range or a specific time and date for that video recording.



NOTE: In Silverlight video player the **Seek** button is displayed as .

The selected tile is maximized and the timeline is displayed at the bottom of the tile.

- 2 In the video timeline, do one of the following:



- Move to a specific position within the timeline by clicking and dragging the timeline either left or right.
- Watch video that was recorded at a specific date and time by clicking and dragging the playback cursor either left or right on the timeline.
- Zoom in and out of the timeline to view the contents in your video sequence. You can zoom in and out of the timeline as follows:
 - ¹By moving the mouse pointer over the timeline and using your mouse's scroll wheel
 - ¹By using the timeline's zoom control buttons ( and  Silverlight video player only) to change the timeline scale
- After browsing backwards or forwards in the video you can recenter the timeline on the current time by using the center timeline buttons ( and  HTML5 video player only).

The time and date of the playback video appears at the bottom left corner of the tile, alongside the time zone corresponding to the camera's location.

- 3 To fast forward or rewind the video sequence, click  or .

The video plays as fast as the network connection allows, which might be below the selected playback speed.

NOTE: You can only fast forward and rewind video recordings that are stored in the cloud. NAS volumes and SD memory cards are not supported.

- 4 To resume playback at normal speed, click .
- 5 To zoom in and out of video in a tile, select the tile and use the zoom features that are supported by the camera that is capturing the video. The zoom features differ between fixed cameras and PTZ cameras.
- 6 To switch back to live video, click .

The tile returns to its normal size and live video is displayed.

IMPORTANT: If you navigate away from the *View* page and the video is paused, the playback video that you were watching before leaving the page does not keep its paused state and starts to play automatically when you return to the page.

Example

Watch this video to learn more. Click the **Captions** icon (CC) to turn on video captions in one of the available languages.



Related Topics

[Searching for videos by time and date](#) on page 38

[Adding bookmarks to video](#) on page 46

[Viewing your camera settings](#) on page 80

[Zooming in and out of video](#) on page 34

Zooming in and out of video

To get a better view of the finer details of what you are monitoring, you can zoom in on the live or playback video that is displayed in a tile, regardless of whether you are using fixed cameras or PTZ cameras.

What you should know

There are two types of zoom mode as follows:

- Digital zoom mode (software zoom)
- PTZ mode (hardware zoom)

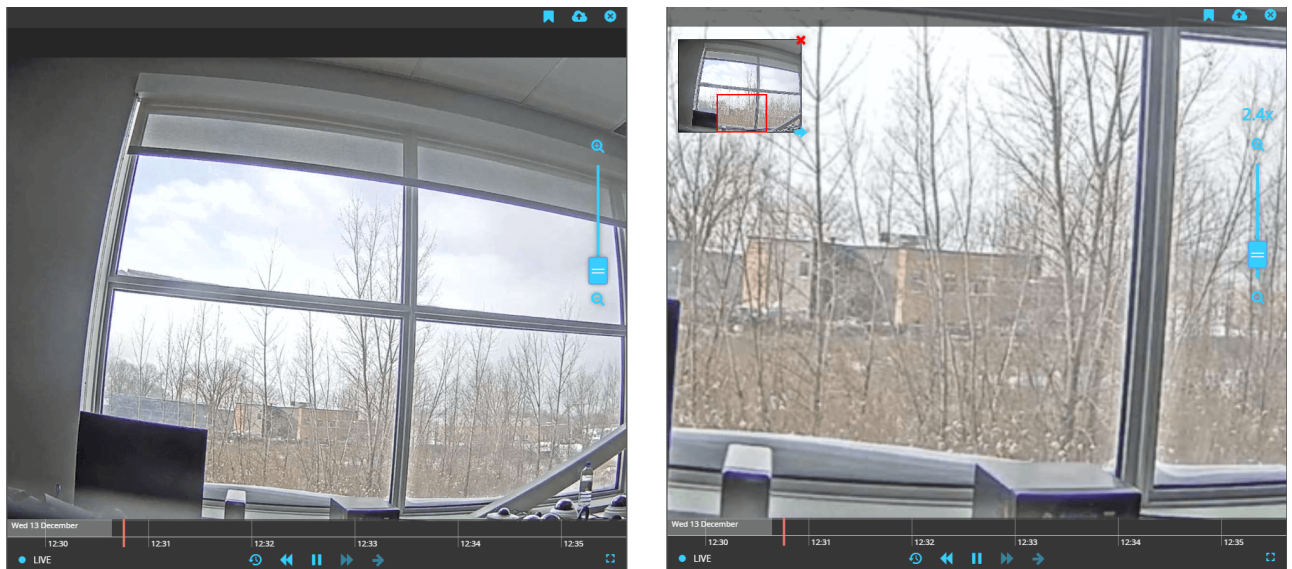
The maximum zoom level that a camera can attain depends on the model of camera that you have. For more information about the zoom capacity of your camera, contact your service provider.

To zoom in and out of video (HTML5 video player):

- 1 Click a tile that is displaying live or playback video.
- 2 Do one of the following:
 - Click and drag the digital zoom slider up or down to zoom the video in or out. Use this slider to choose your desired zoom level for the image inside the tile.
 - In Digital zoom mode, you can position the digital zoom by moving the red rectangle in the digital zoom thumbnail or by clicking and dragging the cursor in the tile. Also, you can zoom in and out of the video in a tile as follows:
 - Using the Digital zoom controls (🔍, 🔍)
 - Using the mouse's scroll wheel, with the tile selected


Example: HTML5 video player

The following example shows the digital zoom mode at default 1.0x and 2.4x resolution.



A zoom thumbnail of the full image is displayed in the upper-left corner of the tile, and the zoom level is displayed in the tile.

- 3 In the zoom thumbnail, you can do the following:
 - Click and drag the red box to reposition the zoom area.
 - Click and drag the mouse cursor on the zoomed-in image to reposition the zoom area.
 - Use the zoom slider to increase or decrease the zoom level.

- 4 To stop zooming, do one of the following:
 - Click  in the digital zoom thumbnail.
 - Click and drag the zoom slider down to its default zoom level (1.0x).

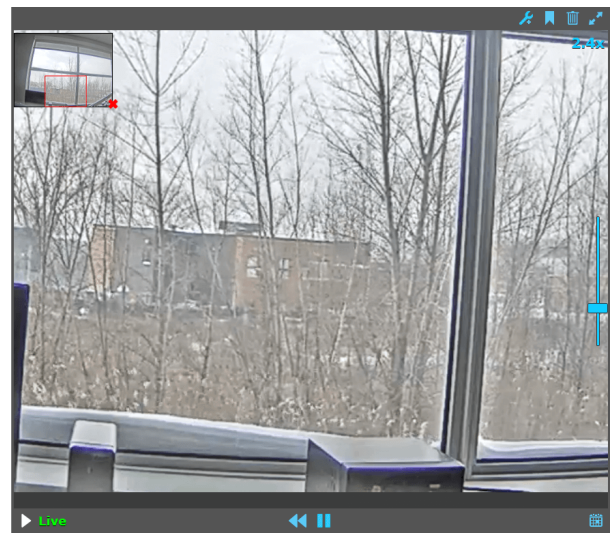
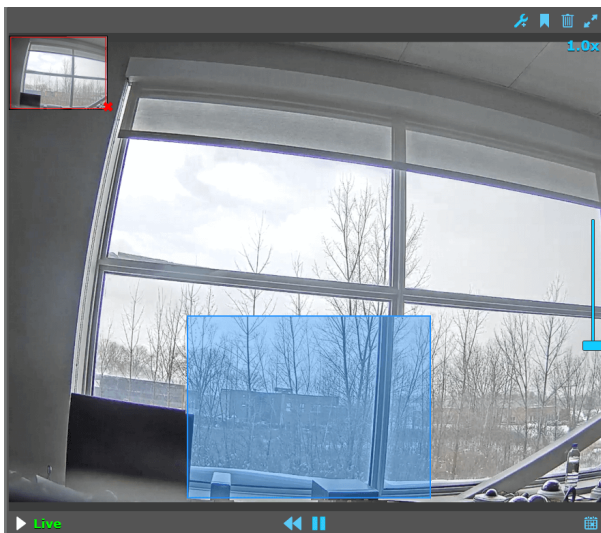
The zoom thumbnail disappears and the image in the tile returns to its default zoom level.

To zoom in and out of video (Silverlight video player):


- 1 Click a tile that is displaying live or playback video.
- 2 Do one of the following:
 - Click and drag the zoom slider up or down to zoom the video in or out. Use this slider to choose your desired zoom level for the image inside the tile.
 - Click and drag your mouse to create your desired zoom area (blue rectangle), and then release the mouse button.

Example: Silverlight video player




The following example shows the zoom mode at default 1.0x and 2.4x resolution.



A zoom thumbnail of the full image is displayed in the upper-left corner of the tile, and the zoom level is displayed in the tile.

- 3 (Optional) Click  to enable PTZ mode.

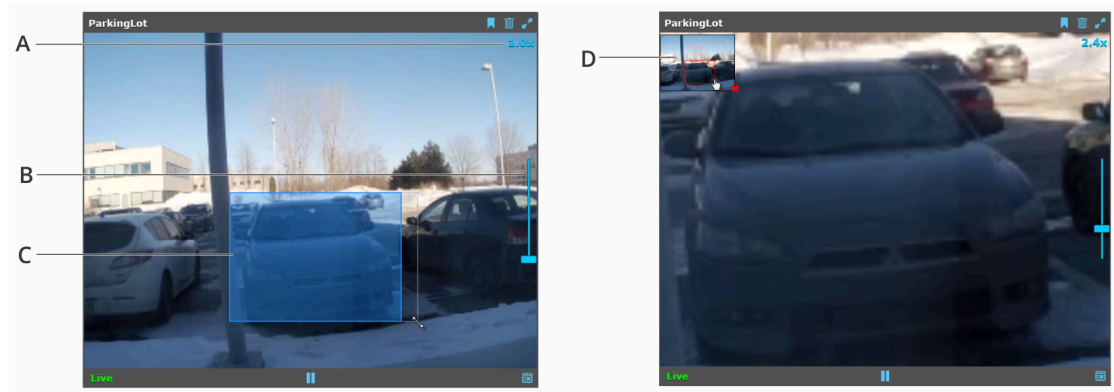
In PTZ mode, you can position the PTZ camera by clicking the mouse pointer in the direction that you want the camera to move. Also, you can zoom in and out of the video in a tile as follows:

 - Using the PTZ zoom controls (, )
 - Drawing a zoom area (blue rectangle) around the area that you want to zoom in on
 - Using the mouse's scroll wheel, with the tile selected
- 4 In the zoom thumbnail, you can do the following:
 - Click and drag the red box to reposition the zoom area.
 - Click and drag the mouse cursor on the zoomed-in image to reposition the zoom area.
 - Use the zoom slider to increase or decrease the zoom level.
- 5 To stop zooming, do one of the following:
 - Click  in the zoom thumbnail.
 - Click and drag the zoom slider down to its default zoom level (1.0x).

The zoom thumbnail disappears and the image in the tile returns to its default zoom level.

Example

As shown in the following image, if you want to zoom in to the car at the center of the image, you can click and drag your mouse to create your desired zoom area. The zoom area is defined by the blue rectangle that appears in the tile once you click and drag your mouse cursor. Once you release the mouse button, the zoom thumbnail appears at the upper-left corner of the tile.



- **A.** Zoom level
- **B.** Zoom slider
- **C.** Zoom area
- **D.** Zoom thumbnail

Watch this video to learn more. Click the **Captions** icon (CC) to turn on video captions in one of the available languages.



Related Topics

[About video controls](#) on page 25

[Creating position presets for your PTZ camera](#) on page 37







Creating position presets for your PTZ camera

If you have many locations to monitor with your PTZ (pan-tilt-zoom) camera, you can create memorized position presets so that you can quickly switch between these presets when monitoring your premises. This only applies to Silverlight video player.

What you should know

You can create a maximum of eight presets for your PTZ camera. Upon restarting your PTZ camera, the live view in a tile always shows the home position preset, regardless of whether a different preset was selected before the restart.

To create a PTZ camera preset:

- 1 Click **View** () and drag a PTZ camera from the selector bar into a tile.
- 2 In the tile displaying the PTZ camera, click  to enable PTZ mode.
The PTZ controls appear in the tile, indicating that you are in PTZ mode.
- 3 Position the PTZ camera by clicking the mouse pointer in the direction that you want the camera to move. Use the zoom controls (, ) or the mouse's scroll wheel to zoom in and out, as required.
- 4 With the PTZ camera at the required position, do one of the following:
 - To save the home position preset, press and hold the **1** key on your keyboard or the keyboard's numeric keypad, or click and hold  until a preset confirmation message appears.
 - To save a preset other than the home position preset, press and hold a number key from **2** to **8** on your keyboard or the keyboard's numeric keypad until a preset confirmation message appears.
 The PTZ camera's current view is saved to the assigned preset.
- 5 To create additional presets or overwrite an existing one, repeat the steps above.
- 6 To move your PTZ camera to one of the saved presets (with PTZ mode enabled), press the preset's corresponding number key on your keyboard. For the home position preset, press the **1** key or click .

Example

Watch this video to learn more. Click the **Captions** icon (CC) to turn on video captions in one of the available languages.



Related Topics


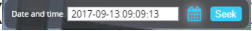

[About video controls](#) on page 25

[Zooming in and out of video](#) on page 34

Searching for videos by time and date


After a camera is dragged to a tile, you can search for videos that were recorded by that camera at a specific time.

To search for video by time and date (HTML5 video player):

- 1 On the *View* page, select a camera in a tile and click .
- 2 In the **Date and time** dialog box, do one of the following:
 - Manually enter the date and time () that the video was recorded on and click **Seek**.
 - Click **Select date and time** () to select the date and time that the video was recorded on and click **Seek**.

IMPORTANT: If entering the time and date manually, ensure that you follow the format that is displayed (year-month-day hour:minutes:seconds).

To search for video by time and date (Silverlight video player):

- 1 On the *View* page, select a camera in a tile and click .
- 2 In the **Go to date and time** dialog box, select the time and date that the video was recorded on and click **OK**.
- 3 (Optional) For more search options, click **Advanced search** and proceed as follows:
 - a) In the **Time range mode** drop-down list, select one of the following:
 - **Relative:** A time range mode that allows you to choose the last number of seconds, minutes, hours, days, weeks, months, or years. Considering that this mode is based on the current time, you can select this mode to generate different results each time you run the query.
 - **Absolute:** A time range mode that allows you to specify a *from* and a *to* date and time. You can select this mode if you want to generate the same results each time you run the query.
 - b) Click **Search**.

Video sequences recorded by that camera, in the time range you specified, appear on the right.

- c) Select a video and click **OK**.

IMPORTANT: If entering the time and date manually, ensure that you follow the format that is displayed (month/day/year hour:minutes:seconds, am or pm).

The dialog box closes and the video recording jumps to the start of the selected video sequence.

Example

Watch this video to learn more. Click the **Captions** icon (CC) to turn on video captions in one of the available languages.



Related Topics

[Watching playback video](#) on page 32

[Adding bookmarks to video](#) on page 46

[About video controls](#) on page 25

Camera options

This section includes the following topics:

- ["Fixing poorly lit live video"](#) on page 40
- ["Focusing cameras from your Stratocast™ portal"](#) on page 42
- ["Playing audio clips from your camera"](#) on page 43
- ["Activating external devices from your camera"](#) on page 44

Fixing poorly lit live video

If the live video stream that you are viewing is dark or you are recording at night, you can fix poorly lit frames by turning off the infrared-cut filter on cameras that support infrared imaging.

What you should know

For more information about the options available on your camera, contact your service provider.

To fix poorly lit live video:

- 1 Click the tile that is displaying the poorly lit live video, and then click **Camera options** (🔧) (Silverlight video player).

Only camera options that are supported by your camera appear in the *Camera options* drop-down menu. If your camera does not support any of the available options, this menu does not appear.

- 2 Click one of the following settings:

- **Turn off IR-cut filter:** Turns off the camera's infrared-cut filter, so that the camera can see infrared (IR) light. As a result, black and white video is produced. Use this setting at night or when there is not enough light in the scene that is being recorded.
- **Turn on auto IR-cut filter:** Turns on automatic mode of the camera's infrared-cut filter. In this mode, infrared (IR) light is automatically filtered out when there is ample light in a scene, and then used when the scene is poorly lit. Use this setting when you do not want to manually control the IR-cut filter, and you want the ambient light of a scene (or the rising and setting of the sun) to dictate whether or not infrared light needs to be filtered out. For most installations, it is recommended to turn on the automatic mode.

After a few seconds, the infrared light turns the scene to black and white. During the day or when there is ample light in the scene that is being recorded, click **Turn on IR-cut filter** to record video in color.

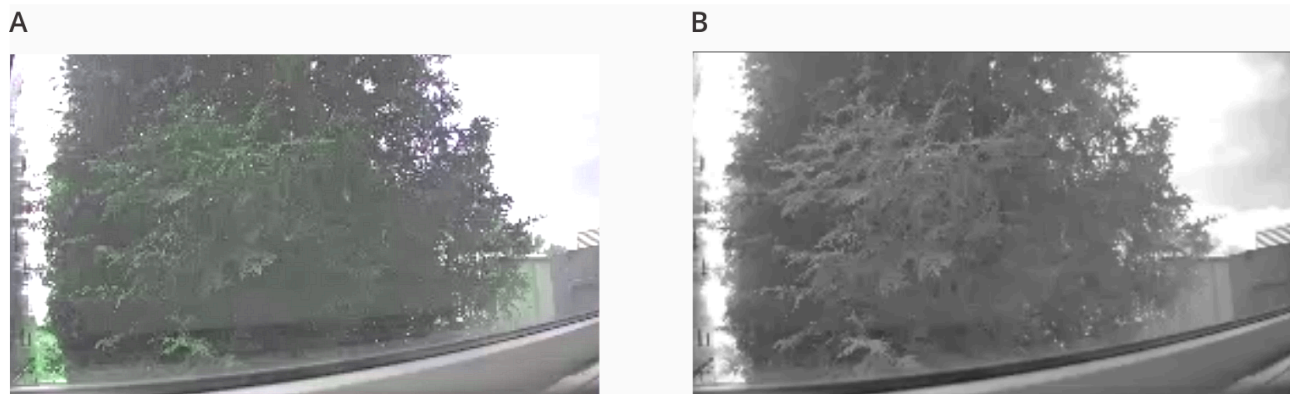
IMPORTANT: By default, the automatic mode is turned on for cameras that support the IR-cut filter option.

- 3 To add additional light to a poorly lit scene, click the following:

- **Turn on white light:** Turns on the white LED light that is embedded within the camera. Use the white light when the ambient light is insufficient and you need to add light to a scene. It is recommended to turn on the white light only when required and not to keep it on permanently.

Example

The following image shows how turning off the IR-cut filter changes the video stream from full color video to black and white, thus making it easier to see images at night or in low light. In this example, image A has the IR-cut filter turned on; image B has the IR-cut filter turned off.



Watch this video to learn more. Click the **Captions** icon (CC) to turn on video captions in one of the available languages.



Focusing cameras from your Stratocast™ portal

If you see that the video stream from one of your cameras has lost its focus, you can focus the camera directly from your portal, without having to manually adjust the focus in person.

What you should know

Your camera can lose focus for any number of reasons. Typically, a change in the lighting conditions, or moving the camera to monitor a new scene, are the main reasons why a camera needs to be refocused. Being able to automatically focus your camera remotely is ideal for cameras that are installed in locations that are not easily accessible.

For more information about the options available on your camera, contact your service provider.

To focus a camera from your Stratocast™ portal:

- 1 Click the tile that is displaying the live video which is out of focus.
- 2 Click **Camera options** (🔧) > **Perform auto focus** (Silverlight video player).
Only camera options that are supported by your camera appear in the *Camera options* drop-down menu. If your camera does not support any of the available options, this menu does not appear.
After a few seconds, the video appears focused, and you can continue to monitor your premises.
- 3 If the video is still out of focus, try performing another auto focus. If that still doesn't work, the focus might need to be adjusted manually.
Contact your service provider for more information.

Example

Watch this video to learn more. Click the **Captions** icon (CC) to turn on video captions in one of the available languages.



Playing audio clips from your camera

If you want to notify others when someone enters your premises, you can play audio clips that are stored on your camera, directly from your Stratocast™ portal.

What you should know

You can only have a maximum of three audio clips per camera. Audio clips are differentiated by a numbered suffix that appears in the label of each audio clip button.

With multiple audio clips, you can designate an audio clip per event or type of action. For example, always click **Play audio clip1** when someone enters your premises. Also, from your Stratocast™ portal, you cannot replace the audio clips that are stored in the camera. If you want to replace or delete audio clips, contact your service provider.

For more information about the options available on your camera, contact your service provider.

To play audio clips from your camera:

- 1 On the *View* page, select a tile whose camera is streaming live video, and then click **Camera options** (🔧) (Silverlight video player).
Only camera options that are supported by your camera appear in the *Camera options* drop-down menu. If your camera does not support any of the available options, this menu does not appear.
- 2 Click one of the available **Play audio clip** buttons.
The camera plays the audio clip through the camera's integrated speaker.

Example

Watch this video to learn more. Click the **Captions** icon (CC) to turn on video captions in one of the available languages.



Activating external devices from your camera

Once an external device has been connected and configured to an output port on your camera, you can manually activate the device directly from your Stratocast™ portal.

What you should know

For more information about the options available on your camera, contact your service provider.

To activate an external device from your camera:

- 1 On the *View* page, select a tile whose camera is streaming live video, and then click **Camera options** (🔧) (Silverlight video player).

Only camera options that are supported by your camera appear in the *Camera options* drop-down menu. If your camera does not support any of the available options, this menu does not appear.

- 2 Click one of the available **Activate output relay** buttons.

NOTE: The button's label includes a numbered suffix, which corresponds to the port on the I/O terminal connector that the relay is connected to.

The external device is activated. For example, if a light is connected to a your camera's output port and it is configured to turn on upon activating the output relay, the light turns on once you click **Activate output relay**.

- 3 To deactivate the external device, click the **Deactivate output relay** button that corresponds to the device.

Example

Watch this video to learn more. Click the **Captions** icon (CC) to turn on video captions in one of the available languages.



Bookmarks

This section includes the following topics:

- ["Adding bookmarks to video"](#) on page 46
- ["Viewing bookmarked video"](#) on page 47
- ["Exporting bookmarked video"](#) on page 49




Adding bookmarks to video

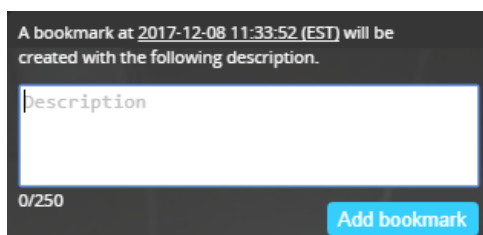
If you see something worth noting, you can add a bookmark to the live or playback video that you are watching, so that you can review it later.

What you should know


If a camera is currently not recording (for example, it is set to record only when motion is detected), adding a bookmark forces the camera to begin recording. Also, if your camera is set to record when motion is detected (on motion mode), a five-minute video sequence is recorded when you add a bookmark.

To add a bookmark to video:

- 1 On the *View* page, do one of the following:
 - Select a tile whose camera is streaming live video and click .
 - Select a tile whose camera is streaming live video, click  to enter playback mode, and then click .
- 2 (Optional) In the **Bookmark** dialog box, type a short text in the **Description** field.
The time stamp of the bookmark is fixed at the time that is indicated in the dialog box.



TIP: From the *Investigate* page you can search for bookmarks using the text in the bookmark **Description** field, enter a bookmark description that can be used later on to help refine the search results.

- a) (Optional) If you no longer require a bookmark, you can close the *Add bookmark* dialog by clicking .
- 3 Click **Add bookmark**.

NOTE: In Silverlight video player, this option is displayed as **Save**.

A bookmark is added to the video sequence. You can later search for the bookmark, and then watch and export video that was recorded at the time the bookmark was added.

Example

Watch this video to learn more. Click the **Captions** icon (CC) to turn on video captions in one of the available languages.



Related Topics


[Searching for videos by time and date](#) on page 38

[About video controls](#) on page 25

Viewing bookmarked video

To search for bookmarked video, you can apply filters or search for the message that was entered when the bookmark was created. When you find the bookmark you want to view, you can play the video in Stratocast™ or export it.


To view bookmarked videos:

- 1 Click **Investigate** ().
- 2 Specify the time range you want to cover for the bookmark search. You can choose from the following:
 - **Last hour:** Searches for bookmarks created in the last 60 minutes.
 - **Today:** Searches for bookmarks created on the current day.
 - **Yesterday:** Searches for bookmarks created on the previous day.
 - **Custom date/time range:** Enter a date and time to search for bookmarks created at a specific date and time. You can also use the calendar and date icons to specify a precise date and time.
 - **Any time:** Includes all bookmarks.
- 3 Select the cameras you would like to include in the search. You can select either a specific camera or **All cameras**.
- 4 (Optional) If you entered a message when you created the bookmark, type the message in the **Search for message** box.



The bookmarks that correspond to your search criteria appear on the page as thumbnails.

- 5 Specify how you want the bookmarks to be sorted on the page:
 - **Newest to Oldest:** The latest bookmark thumbnails appear first.
 - **Oldest to Newest:** The oldest bookmark thumbnails appear first.
- 6 From the thumbnails, select the bookmark that you want to view and click the **Playback preview** button in the center of the thumbnail.

NOTE: In Silverlight video player, this button is displayed as **Play**.

A 30-second preview of the bookmarked video will play back. Playback begins five seconds before the time that the bookmark was added (provided that there is enough recorded video). If you want to see the full clip, click the **Switch to playback** () button.

NOTE: In Silverlight video player, the **Switch to playback** button is displayed as .

TIP: Moving the blue marker in the timeline near to a bookmark or below a bookmark on the timeline causes the cursor to jump to that bookmark in the timeline. The red ribbon icon () turns bright red () indicating that it is the currently active bookmark and displays the bookmark description. This is particularly useful when the timeline is zoomed out and you have a lot of bookmarks to review.

- 7 (Optional) Click **Clear search results** to clear the applied filters and reset your list of cameras.


Example


You have applied filters to find a specific bookmark. From the search results, you can either click the Play button in the bookmark thumbnail for a 30-second preview of the video, or click **Switch to playback** to view the full video.

Watch this video to learn more. Click the **Captions** icon (CC) to turn on video captions in one of the available languages.



After you finish

You can click  to export video that was recorded at the time the bookmark was added.

NOTE: In Silverlight video player, the **Export** button is displayed as .

Related Topics

[Exporting video](#) on page 54

[About video controls](#) on page 25

Exporting bookmarked video




To create video files that can be played in media players such as Windows Media Player, you can export bookmarked video recordings and then store the files in Stratocast™, or download them to your local drive.

What you should know

Video is exported in the *Advanced Systems Format (ASF)*. The maximum length of video that you can export is 60 minutes.

IMPORTANT: Provided that your portal account remains active, exported video files are stored in the Stratocast™ vault until you delete them.

To export a bookmark:

- 1 Click **Investigate** (.
- 2 Specify the time range you want to cover for the bookmark search. You can choose from the following:
 - **Last hour:** Searches for bookmarks created in the last 60 minutes.
 - **Today:** Searches for bookmarks created on the current day.
 - **Yesterday:** Searches for bookmarks created on the previous day.
 - **Custom date/time range:** Enter a date and time to search for bookmarks created at a specific date and time. You can also use the calendar and date icons to specify a precise date and time.
 - **Any time:** Includes all bookmarks.
- 3 Select the cameras you would like to include in the search. You can select either a specific camera or **All cameras**.
- 4 (Optional) If you entered a message when you created the bookmark, type the message in the **Search for message** box.
The bookmarks that correspond to your search criteria appear on the page as thumbnails.
- 5 Specify how you want the bookmarks to be sorted on the page:
 - **Newest to Oldest:** The latest bookmark thumbnails appear first.
 - **Oldest to Newest:** The oldest bookmark thumbnails appear first.
- 6 From the list of bookmarks, select the bookmark that you want to export and click **Export** (.
- 7 In the **Save as video clip** dialog box, set the following to define the duration of your exported video:
 - **Minutes before:** The number of minutes to include before the time indicated in the dialog box.
 - **Minutes after:** The number of minutes to include after the time indicated in the dialog box.
- 8 Enter a **Description** for the exported video.
The maximum is 2000 characters. If the **Description** is left blank, the camera name is used as the description.
- 9 Click **Save**.
On the *Vault* page, a progress bar for the exporting process appears in the list of exported video files.
NOTE: Only two video exporting processes can be in progress at the same time, per user. Also, the exporting status is refreshed every five seconds.
- 10 Click **Vault** to confirm whether the bookmark was exported successfully. To cancel the exporting process or delete the video once it has been exported, select the video from the list of exported video files and click **Delete** (.
- 11 (Optional) To edit the **Description** of your exported video:
 - a) Hover your mouse over the **Description** you want to modify, and click it when the underline appears.
 - b) In the **Edit** dialog box, modify the **Description** text.
 - c) Click **Save**.

Example

You have added a bookmark on 4/22/2019 (April 22, 2019) at 4:26:45 PM EDT, and you have chosen a buffer of one minute before and one minute after for the exported video. As a result, the duration of the exported video is two minutes, starting at 4:25:45 and ending at 4:27:45.

Watch this video to learn more. Click the **Captions** icon (CC) to turn on video captions in one of the available languages.



After you finish

Download the exported video that contains the bookmark so that you can view it offline.

IMPORTANT: Each user is given a maximum of 1 GB of storage space in the Stratocast™ vault. As a result, it is recommended that you download your exported video files regularly.

Related Topics

[Viewing exported video files](#) on page 57

[Video export states](#) on page 56

Video export

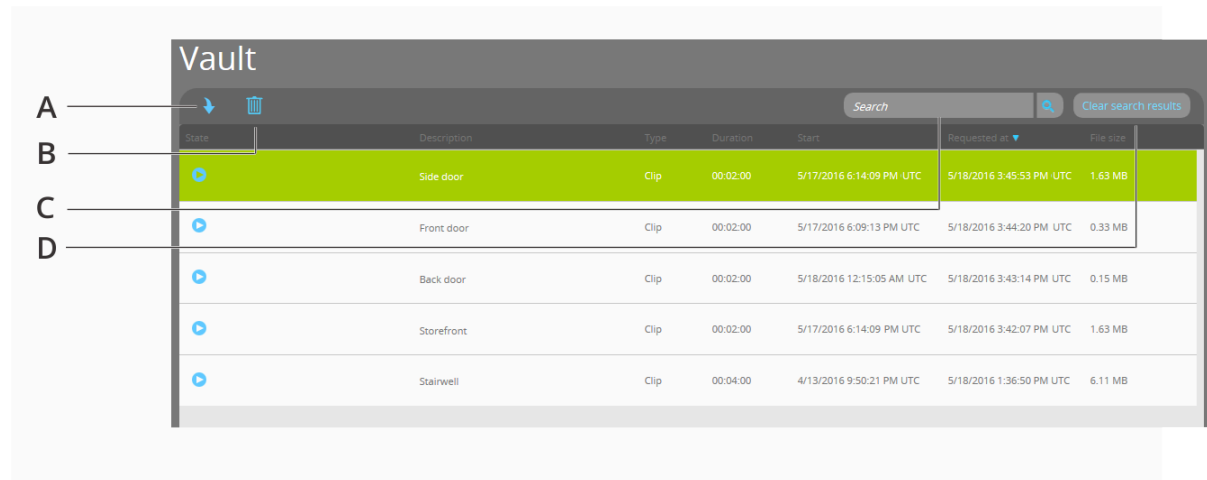
This section includes the following topics:



- ["Overview of the Vault page"](#) on page 52
- ["Exporting video"](#) on page 54
- ["Video export states"](#) on page 56
- ["Viewing exported video files"](#) on page 57
- ["Deleting exported video files"](#) on page 58

Overview of the Vault page

The *Vault* page stores all of the exported video that you can download and view offline.

IMPORTANT: Provided that your portal account remains active, exported video files are stored in the Stratocast™ vault until you delete them.



A		Download the exported video file that is selected.
B		Delete the exported video file that is selected, or cancel the exporting process while it is in progress.
C	Search	Search for text used in a description or a camera name.
D	Clear search results	Clear the Search for camera filter to display the complete list of exported videos.

Information about the exported video files

The list of exported videos contains the following information:

- **State.** The export state of the exported video.
- **Description.** Description of the exported video clip. If no **Description** was entered for the exported video clip, the name of the camera that exported the video is listed.
- **Type.** The type of video file that was exported.
- **Duration.** The duration of the exported video file. The duration includes the number of *minutes before* and number of *minutes after* that were chosen at the time of exporting.
- **Start.** The date and time that marks the beginning of the exported video. The start time includes the number of *minutes before* that was chosen at the time of exporting.
- **Requested at.** The time and date that the video sequence was exported.
- **File size.** The file size of the exported video.

IMPORTANT: Each user is given a maximum of 1 GB of storage space in the Stratocast™ vault. As a result, it is recommended that you download your exported video files regularly.

Example

Watch this video to learn more. Click the **Captions** icon (CC) to turn on video captions in one of the available languages.



Related Topics

[Video export states](#) on page 56

[Viewing exported video files](#) on page 57

Exporting video

To create video files that can be played in media players such as Windows Media Player, you can export video recordings when watching playback video, and then store them in Stratocast™ or download them to your local drive.

What you should know

Video is exported in the [Advanced Systems Format \(ASF\)](#). The maximum length of video that you can export is 60 minutes.

IMPORTANT: Provided that your portal account remains active, exported video files are stored in the Stratocast™ vault until you delete them.

To export video:

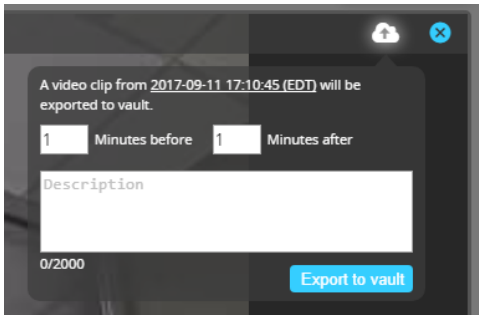
- 1 On the *View* page, do one of the following:
 - Select a tile whose camera is streaming live video and click **||**.
 - To go to a specific time and date in a video recording, click **Seek** (🔍), and enter a range or a specific time and date for that video recording.

NOTE: In Silverlight video player the **Seek** button is displayed as 📅.

The selected tile is maximized and the timeline is displayed at the bottom of the tile.

- 2 Click **Export** (📤).

NOTE: In Silverlight video player the **Export** button is displayed as 📤.



- 3 In the **Save as video clip** dialog box, set the following to define the duration of your exported video:
 - **Minutes before:** The number of minutes to include before the time indicated in the dialog box.
 - **Minutes after:** The number of minutes to include after the time indicated in the dialog box.
- 4 Enter a **Description** for the exported video.
The maximum is 2000 characters. If the **Description** is left blank, the camera name is used as the description.
- 5 Click **Save**.
On the *Vault* page, a progress bar for the exporting process appears in the list of exported video files.
NOTE: Only two video exporting processes can be in progress at the same time, per user. Also, the exporting status is refreshed every five seconds.
- 6 Click **Vault** to confirm whether the bookmark was exported successfully. To cancel the exporting process or delete the video once it has been exported, select the video from the list of exported video files and click **Delete** (🗑️).
- 7 (Optional) To edit the **Description** of your exported video:
 - a) Hover your mouse over the **Description** you want to modify, and click it when the underline appears.
 - b) In the **Edit** dialog box, modify the **Description** text.
 - c) Click **Save**.

Example

The video sequence that you want to export was recorded on 4/22/2014 (April 22, 2014) at 4:26:45 p.m. EDT, and you have chosen a buffer of one minute before and one minute after for the exported video. As a result, the duration of the exported video is two minutes, starting at 4:25:45 and ending at 4:27:45.

Watch this video to learn more. Click the **Captions** icon (CC) to turn on video captions in one of the available languages.



After you finish

Download the exported video so that you can view it offline.

IMPORTANT: Each user is given a maximum of 1 GB of storage space in the Stratocast™ vault. As a result, it is recommended that you download your exported video files regularly.

Related Topics



[Viewing exported video files](#) on page 57

[Searching for videos by time and date](#) on page 38

Video export states

When exporting sequences of video, the exporting process goes through different states before being available for download.

The export state of a video file is indicated in the list of exported video files (*Vault* page). The *Vault* page also includes all bookmarks that were exported. The following table lists the possible export states of your video files.

Export state	Description
Pending	The exporting process is queued but has not started.
Exporting	The exporting process is in progress. The progress is indicated by the number of bytes that are transferred.
Converting	This step follows the exporting step. The progress is indicated by the percentage of work that is completed.
Cancelled	The exporting process has been canceled.
Failed ()	The exporting process failed.
Completed ()	The exporting process has been completed successfully and the file can be downloaded.

Related Topics

[Exporting video](#) on page 54

[Overview of the Vault page](#) on page 52

[Exporting bookmarked video](#) on page 49

[Viewing exported video files](#) on page 57

Viewing exported video files

To view video that was exported, you can download the exported video from your web browser and then play it in media players such as Windows Media Player.

What you should know

You can only download exported video files that are in the *Completed* (🔵) state.

IMPORTANT: Provided that your portal account remains active, exported video files are stored in the Stratocast™ vault until you delete them.

To view exported video files:

- 1 Click **Vault** (🔒).
- 2 Select an exported video file from the list and click **Download** (⬇️).

The exported video file appears in either one complete ASF file, or a ZIP file containing multiple ASF files, which together, make up your exported video file.

- 3 Follow the onscreen instructions to open the downloaded file or save it to your local drive.

Example

Watch this video to learn more. Click the **Captions** icon (CC) to turn on video captions in one of the available languages.



After you finish

Play the downloaded video in media players that support ASF video files, such as Windows Media Player.

Related Topics

[Video export states](#) on page 56

[Overview of the Vault page](#) on page 52

Deleting exported video files



If an exported video file is no longer required, you can delete the video file so that it is permanently removed from the vault in Stratocast™.

What you should know

You can only delete exported video files that are in the *Completed*, *Failed*, or *Cancelled* states.

IMPORTANT: Provided that your portal account remains active, exported video files are stored in the Stratocast™ vault until you delete them.

To delete exported video files:

- 1 Click **Vault** .
- 2 Select an exported video file from the list and click **Delete** .

The video file is deleted without a confirmation request.

Example

Watch this video to learn more. Click the **Captions** icon (CC) to turn on video captions in one of the available languages.



Related Topics

[Video export states](#) on page 56

Client users

This section includes the following topics:

- ["Adding users to your client account"](#) on page 60
- ["Modifying client users"](#) on page 62
- ["Searching for client users"](#) on page 64
- ["Deleting client users"](#) on page 65
- ["About push notifications"](#) on page 66
- ["Configuring push notifications"](#) on page 67

Adding users to your client account

As a client administrator, you can add users to one or more of the accounts that you manage, so that they can view your cameras and assist you in monitoring your premises.

Before you begin

Make sure that you have the required contact information for each client user that you want to add.

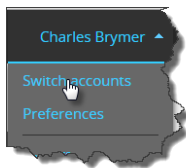
What you should know

Only integrators and the client administrator can add client users. You can only add a maximum of nine client users per client account, not including the client administrator, and they can each be assigned unique usernames or the same username.

If you are adding a username that is already registered with another Stratocast™ account, the username's account information such as the first and last names, language preference, and mobile authentication key is not overwritten. By entering the username, Stratocast™ is able to determine whether the user is new or has already been registered to other accounts.

To add a user to your client account:

- 1 If your username is registered to multiple Stratocast™ accounts, [select an account](#).



- 2 Click **Configurations** (⚙️), and then click the **Additional users** tab.
- 3 Click **Add a user**.
- 4 In the **Add a user** dialog box, enter the client user's full name and the following:
 - **Language:** The language of the user interface. The user must log off and then log on for this change to take effect.
 - **Identity provider:** The Internet site that provides the user with their user account, which enables single sign-on access to the system.
 - **Username:** The username of the valid user account that is required to log on to the system. To better manage your accounts, you can add the same username to multiple Stratocast™ accounts and for different user levels. For example, the same username can be assigned for an integrator user in one account and a client administrator in another account.

NOTE: The **Username** field can only be edited after the user has activated their account.

- 5 (Optional) Clear the **Same as username** check box, and enter an email address if you want the user to receive emails at a different email address to the one in the **Username** field. Select this check box if you want the **Username** and **Email address** values to be the same.
- 6 Click **Create**.

The status message changes from *Creating* to *Activation required*. The client user is created.

Example

Watch this video to learn more. Click the **Captions** icon (CC) to turn on video captions in one of the available languages.



After you finish

If the user's Stratocast™ account is not active, inform the user to activate their account. If the username is already active in Stratocast™, an email confirming their registration to the new site is sent.

Related Topics

[User levels](#) on page 73

[About usernames](#) on page 5

Modifying client users

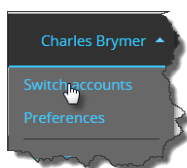
After client users have been added to your integrator account, you can modify their information even if they have not yet activated their Stratocast™ account.

What you should know

If the user is in the *Waiting for Activation* state, you can still modify or delete the user. This means that you can correct mistakes that you might have made when creating the user without having to wait for them to activate their account.

To modify a client user:

- 1 If your username is registered to multiple Stratocast™ accounts, [select an account](#).



- 2 Click **Configurations** (⚙️), and then click the **Additional users** tab.
 - 3 Search for or select a user, and then click **Edit details**.
 - 4 In the **Edit** dialog box, modify the following, as required:
 - **First name:** The user's first name (or given name).
 - **Last name:** The user's last name (or surname).
 - **Phone number:** The user's phone number.
 - **Language:** The language of the user interface. The user must log off and then log on for this change to take effect.
 - **Identity provider:** The Internet site that provides the user with their user account, which enables single sign-on access to the system.
 - **Username:** The username of the valid user account that is required to log on to the system. To better manage your accounts, you can add the same username to multiple Stratocast™ accounts and for different user levels. For example, the same username can be assigned for an integrator user in one account and a client administrator in another account.
- NOTE:** The **Username** field can only be edited after the user has activated their account.
- 5 (Optional) Clear the **Same as username** check box, and enter an email address if you want the user to receive emails at a different email address to the one in the **Username** field. Select this check box if you want the **Username** and **Email address** values to be the same.
 - 6 (Optional) If the user cannot find the original activation email that you sent, click **Resend activation email**. The activation email includes information on how to activate your Stratocast™ account.
 - 7 Click **Save**.

Your changes to the client user are saved.

Example

Watch this video to learn more. Click the **Captions** icon (CC) to turn on video captions in one of the available languages.



Related Topics

[User levels](#) on page 73

[About usernames](#) on page 5

Searching for client users

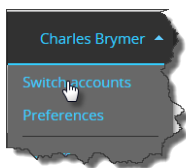
If the list of client users is long and it is difficult to find a particular one, you can search for the user by name to find what you are looking for quickly.

What you should know

You can only search for users by their names. Entering text from the user's username does not yield results.

To search for a client user:

- 1 If your username is registered to multiple Stratocast™ accounts, [select an account](#).



- 2 Click **Configurations** (⚙️), and then click the **Additional users** tab.
- 3 In the **Search** box, enter the name or one or more sequential letters within the user's name that you are searching for.

The users that correspond to your search criteria appear.

NOTE: To display the complete list of users again, clear the **Search** box and press **Enter** on your keyboard.

Example

Watch this video to learn more. Click the **Captions** icon (CC) to turn on video captions in one of the available languages.



Related Topics

[User levels](#) on page 73

[About usernames](#) on page 5

Deleting client users

If a client user is no longer required, you can delete them so that they are permanently removed from your account.

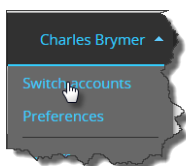
What you should know

If the user is in the *Waiting for Activation* state, you can still modify or delete the user. This means that you can correct mistakes that you might have made when creating the user without having to wait for them to activate their account.

If a username is registered with multiple Stratocast™ accounts, you can delete it from one account without affecting the other accounts. For example, if a username is assigned to a client user in one Stratocast™ account and a client administrator in another account, deleting the client user does not delete the client administrator.

To delete a client user:

- 1 If your username is registered to multiple Stratocast™ accounts, [select an account](#).



- 2 Click **Configurations** (⚙️), and then click the **Additional users** tab.
- 3 Search for or select a user, and then click **Edit details**.
- 4 In the **Edit** dialog box, click **Delete** and then **Continue**.

The status message *Deleting* is displayed onscreen until the user is deleted.

Example

Watch this video to learn more. Click the **Captions** icon (CC) to turn on video captions in one of the available languages.



Related Topics

[User levels](#) on page 73

[About usernames](#) on page 5

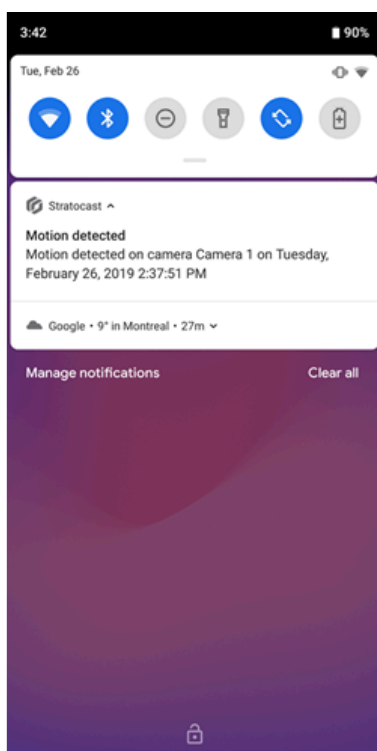
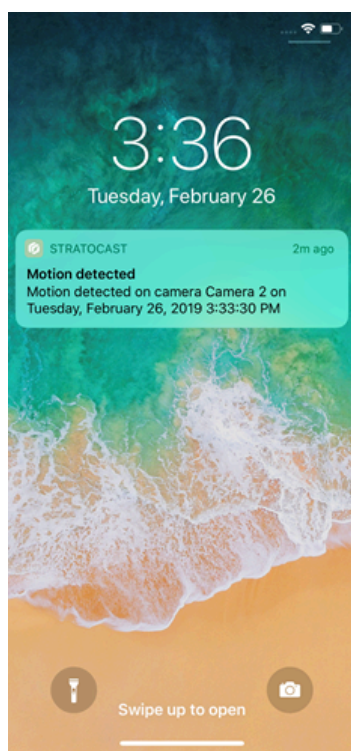
About push notifications

A push notification is the delivery of information or a message from a software application to a mobile device, without a specific request from the client. Push notifications can notify an end user about *motion detected* events on their phone or mobile device.

When a camera associated with your account detects motion, your phone or other mobile device receives a notification about the event. The notification includes when the event happened and which camera detected movement.

- Push notifications can be set up for each camera, and you can assign a notification schedule to the camera so that you only receive notifications during the specified days and times.
- Each camera can have multiple notification schedules, which are easily modified, enabled, or disabled as required.
- Push notifications can be used to quickly open the video at the motion detected bookmark in the Stratocast™ mobile app.

The following examples show the iOS or Android push notifications that are sent (if configured) when a camera detects motion.



Example

Watch this video to learn more. Click the **Captions** icon (CC) to turn on video captions in one of the available languages.



Configuring push notifications

To receive notifications about your cameras on your phone or mobile device, you must configure the push notification settings in your Stratocast™ mobile app.


Before you begin

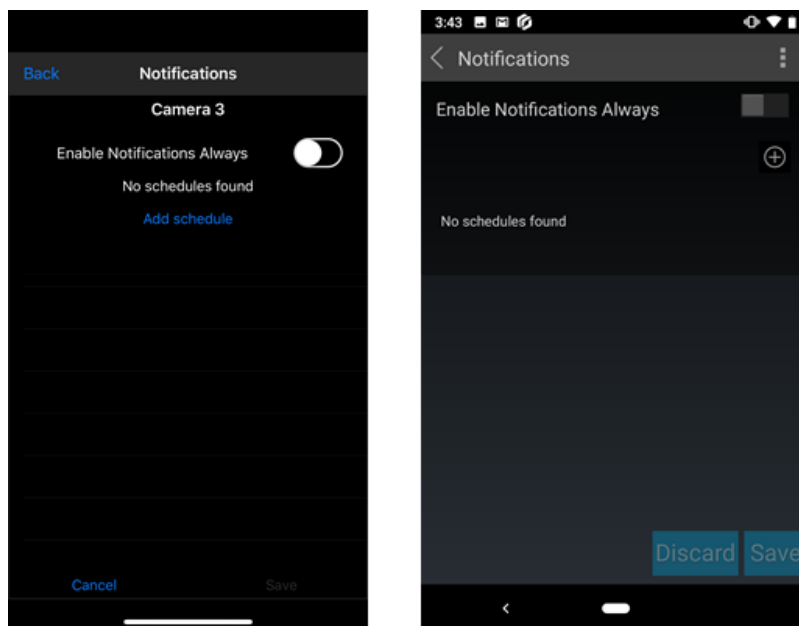
- [Set up your mobile authentication key for your user account.](#)
- Ensure that you can log on to the Stratocast™ mobile app.
- Contact your service provider to enable motion detection for the cameras that you want to receive push notifications.
- Contact your service provider to adjust the sensitivity and threshold settings according to the camera's environment.

What you should know

- Push notifications are only accessible for Stratocast™ mobile app end users. Integrators cannot access notifications or configuration settings from the end-user accounts they manage because notifications are configured on the mobile device.
- The time it takes to receive a push notification on your mobile device might vary depending on the connection between your device and the mobile service provider, and also your device configuration settings.
- The time shown in the notification text is when the *motion detected* event occurred. If the camera is in another time zone, the event time refers to that time zone.
- If a camera is replaced by your integrator, the push notification schedule in the mobile application must be setup again.
- If a user logs off from the Stratocast™ mobile app, push notifications are no longer received.

To configure push notifications:

- 1 Enable push notifications:
 - a) Launch the Stratocast™ mobile app, log on, and then go to the *Monitoring* page.
 - b) Tap  and select **Notifications**.
 - c) In the *Notifications* page, tap a camera to start configuring notifications for that device.
By default, the **Enable Notifications Always** option is disabled for all cameras.



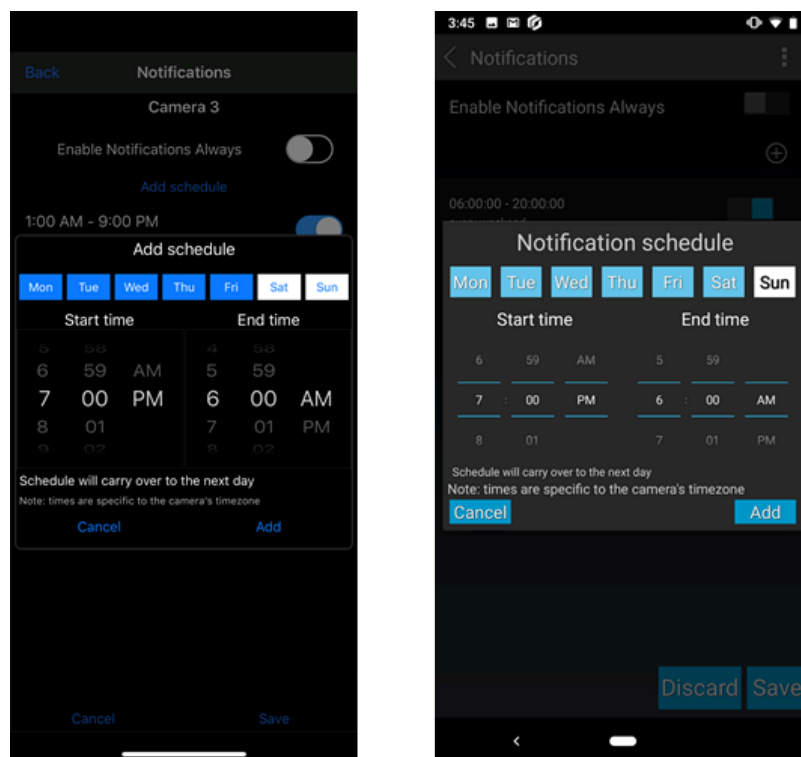
- d) Tap **Enable Notifications Always** or swipe to the right to enable notifications for the selected camera.
When this option is enabled, push notifications for the selected camera can be received at any time during the *Always* schedule.
- e) To save your changes, tap **Save** and tap **Yes** to confirm the change.

TIP: You can set one or more notification schedules for your camera. This is useful when you do not want notifications from a camera at all times, such as when you are physically in the same room as the device.

2 Add a notification schedule:

- a) In the *Notifications* page, Tap **Add Schedule** (iOS) or tap **+** to add a schedule.
- b) In the *Add schedule* (iOS) or *Notification schedule* (Android) dialog box, choose the days of the week that you need, and set the start time and end time of the schedule.

Selected days are displayed in blue and unselected days are displayed in white. The times are specific to the time zone of the camera, not your Stratocast™ mobile app or the time zone set in the client account information.

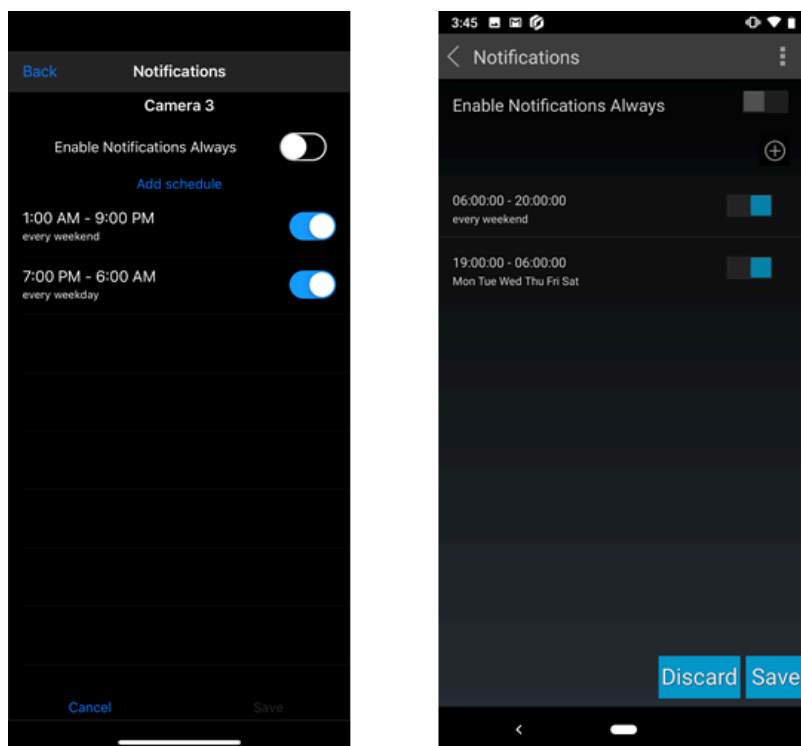


- c) Tap **Add** when you have the schedule set the way you want, and then tap **Save**.

NOTE: If the end time is earlier than the start time, the schedule is processed as an overnight time range. For example, if Monday is selected, with a start time of 9:00 pm and an end time of 6:00 am, *motion detected* notifications are sent to your mobile devices between 9:00 pm on Monday until 6:00 am on Tuesday morning.

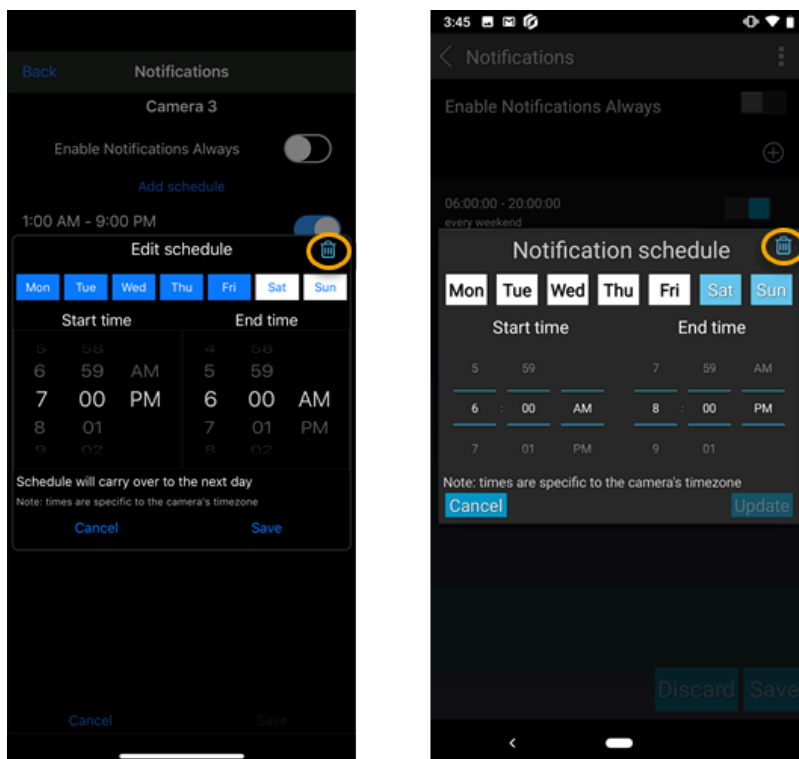
3 Enable or disable schedules as required:


- a) On the **Notifications** page, use the slider controls to enable or disable any of the listed schedules.



- b) Tap **Save**, or tap **Discard** or **Cancel** to revert to the previously saved state.

4 (Optional) Modify or delete a schedule.



- a) Tap a schedule to modify the selected days or the start time and end time of the schedule.
- b) Tap  to delete any schedules that you no longer require.

You will start to receive the notifications on your mobile device.

Notifications continue to be received even if the Stratocast™ mobile app is closed or your device is locked.

Example

Watch this video to learn more. Click the **Captions** icon (CC) to turn on video captions in one of the available languages.



After you finish

To view video associated with the *motion detected* event, tap the notification to open it. The Stratocast™ mobile app opens with the camera already selected and the video queued up to the time of the *motion detected* event notification.

Account management

This section includes the following topics:

- ["User levels"](#) on page 73
- ["Switching between Stratocast™ accounts"](#) on page 75
- ["Restricting access to your video"](#) on page 76
- ["Verifying whether remote users can monitor your Stratocast™ portal"](#) on page 77
- ["Adding a remote monitoring user to your client account"](#) on page 78
- ["Deleting the remote monitoring user from your client account"](#) on page 79
- ["Viewing your camera settings"](#) on page 80
- ["Changing your camera's thumbnail image"](#) on page 82
- ["Creating an authentication key for your mobile devices"](#) on page 83
- ["Modifying your mobile authentication key"](#) on page 84
- ["Deleting your mobile authentication key"](#) on page 85

User levels

A user level is an access requirement that defines a user's ability to perform certain tasks once logged on to Stratocast™. Excluding the cloud administrator of Genetec Inc., there are four user levels with varying privileges in Stratocast™.

How it works

Users are categorized in one of the following user levels:

- [Integrator administrator](#)
- [Integrator user](#)
- [Client administrator](#)
- [Client user](#)

The following table outlines the prominent tasks that each user level is allowed to perform.

	Integrator administrator	Integrator user	Client administrator	Client user
Adding integrator users	Yes	No	No	No
Modifying integrator users	Yes	No	No	No
Adding client accounts	Yes	Yes	No	No
Modifying client accounts	Yes	Yes	No	No
Adding client users	Yes ¹	Yes ¹	Yes	No
Modifying client users	Yes ¹	Yes ¹	Yes	No
Replacing the client administrator	Yes	Yes	No	No
Suspending and restoring client accounts	Yes	Yes	No	No
Adding cameras	Yes	Yes	No	No
Modifying camera settings	Yes	Yes	No ²	No
Monitoring in real time	Yes ¹	Yes ¹	Yes	Yes
Watching playback video	Yes ¹	Yes ¹	Yes	Yes
Adding bookmarks	Yes ¹	Yes ¹	Yes	Yes
Exporting video	Yes ¹	Yes ¹	Yes	Yes
Creating mobile authentication keys	Yes	Yes	Yes	Yes
Modifying mobile authentication keys	Yes	Yes	Yes	Yes

	Integrator administrator	Integrator user	Client administrator	Client user
Restricting portal access	No	No	Yes	No
Adding Federation™ users	Yes	Yes	No	No
Adding a remote monitoring user	Yes	Yes	Yes ³	No

¹ The integrator administrator and integrator user cannot perform these tasks if the client administrator has restricted access to their Stratocast™ portal.

² The client administrator can update the thumbnail associated with the camera.

³ The client administrator can add a remote monitoring user if Stratocast™ support have enabled the function for the client account(s).

Related Topics

[Restricting access to your video](#) on page 76

[About usernames](#) on page 5

Switching between Stratocast™ accounts


If your username is registered to multiple Stratocast™ accounts, you can easily access each of these accounts from a single location within your Stratocast™ portal.



What you should know

The same username can be registered to multiple Stratocast™ accounts and assigned to different user levels. For example, with a single username, a user can be a client administrator for one Stratocast™ account and a client user for another account.

To switch between Stratocast™ accounts:

- 1 Log on to your Stratocast™ portal.
The account that you accessed before last logging off is displayed. If that account is no longer available (for example, it has been suspended, deleted, or access is restricted), the account you had accessed previous to that one is displayed.
- 2 At the top of the page, click your name, and then click **Switch accounts** from the drop-down menu. If your username is only registered to one account, the **Switch accounts** button is not available.
The *Switch accounts* dialog box opens, and a list of all accessible Stratocast™ accounts is displayed. The account site that you are currently logged on to is indicated in the *Previous logon* column.





NOTE: If one or more of your accounts have been suspended,  is displayed next to each account.

- 3 If there are too many entries, click  to filter the list by the type of Stratocast™ account. You can also sort the list by clicking on the column heading you want to sort by.
- 4 Click  for the account you want to switch to.

The Stratocast™ account opens on the page that is equivalent to the page in the previous account. For example, if you were monitoring your premises on the *View* page for Store Site A, and you switch to Store Site B, you will land on the *View* page for Store Site B.

Example

As shown in the following image, the client administrator for Store Site A is also the client user for the other store sites that are listed. To help monitor the premises of Store Site B, the client administrator switches to this account without having to log off from the current account and log on to Store Site B.

Switch accounts ×			
 Account name	User level 	Last accessed	
Store Site B	Client user	6 minutes ago	
Store Site C	Client user	6 minutes ago	
Store Site A	Client administrator	Currently logged on	

Related Topics

[Stratocast™ accounts](#) on page 3

[About usernames](#) on page 5

[User levels](#) on page 73


Restricting access to your video

If you do not want your service provider or Genetec™ personnel to view your cameras or export video, you can restrict access to your Stratocast™ portal and then re-establish access when you need technical support.

What you should know

Only the client administrator has the required privileges to restrict access to your portal. Once set, your service provider cannot access your Stratocast™ portal from either their web client or their Stratocast™ mobile apps.

To restrict access to your video:

- 1 Click **Configurations** () and then click the **Privacy** tab.
- 2 Clear the **Allow my service provider and Genetec™ to access my portal** check box. By default, this check box is selected, and therefore, access to your portal is open when your client account is created.

Once cleared, your service provider and Genetec™ personnel cannot access your portal. If they are already inside your portal at the time you enabled privacy, access to all web pages (except for the support and online help pages) is immediately restricted.

- 3 To re-establish access, select the **Allow my service provider and Genetec™ to access my portal** check box.

Access to your Stratocast™ portal is immediately re-established. Users that are accessing your portal from their Stratocast™ mobile apps must refresh the client page of their app.

IMPORTANT: Enabling privacy restricts others from accessing your portal only for the duration that the privacy setting is in effect. When access is granted again, video that was recorded during the restriction period can be viewed by your service provider and Genetec™ personnel.

Example

Watch this video to learn more. Click the **Captions** icon (CC) to turn on video captions in one of the available languages.



Verifying whether remote users can monitor your Stratocast™ portal

To ensure transparency between you, your service provider, and Genetec™ personnel, as a client administrator you can verify whether others can monitor your Stratocast™ portal through remote monitoring features such as Federation™.

What you should know

Remote monitoring features such as Security CenterFederation™ provides added security to your system, and allows others to watch your video recordings and monitor your premises from their local version of Security Desk.

To verify whether remote users can monitor your Stratocast™ portal:

- 1 Click **Configurations** (⚙️) and then click the **Privacy** tab.
- 2 The following fields indicate whether remote users can monitor your portal:
 - **My Stratocast™ system is connected to a Security Center system:** Indicates whether a Security Center Federation user has been added to the client's account. Clients that are assigned as Federation users can view and control their Stratocast™ cameras from their local version of Security Desk. Only your service provider can add you as a Federation users.
 - **My Stratocast™ system is being monitored by a monitoring facility:** Indicates whether a remote monitoring user has been added to a client's account. Users that are assigned as remote monitoring users can manage their client accounts from their local installation of Security Desk. Only service providers can add remote monitoring users.

IMPORTANT: For security purposes, these settings cannot be modified. In addition, these two settings are displayed only if your service provider has the required privileges to add Federation™ users and remote monitoring users, respectively.

Example

Watch this video to learn more. Click the **Captions** icon (CC) to turn on video captions in one of the available languages.



Adding a remote monitoring user to your client account

As a client administrator, you can add a remote monitoring user to one or more of the accounts that you manage, so that the remote monitoring connection details can be provided to a Community Connect administrator, a local authority, or remote monitoring facility.

Before you begin

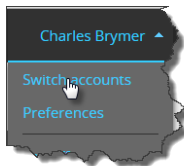
Ensure that remote monitoring has been enabled for each client account where you want to add a remote monitoring user.

What you should know

- You can only add one remote monitoring user.
- Only integrators and client administrators can add a remote monitoring user.
- Client administrators can only manage the remote monitoring user when the **Manage remote monitoring user** option has been enabled on client accounts by an integrator.

To add a remote monitoring user to your client account:

- 1 If your username is registered to multiple Stratocast™ accounts, [select an account](#).



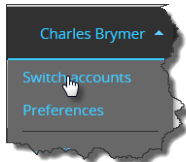
- 2 Click **Configurations** (⚙️), and then click the **Privacy** tab.
- 3 Click **Create remote monitoring user**.
The **My Stratocast™ system is being monitored by a monitoring facility** field status changes to **Yes**.
NOTE: If the **My Stratocast™ system is being monitored by a monitoring facility** field is not displayed, contact Stratocast™ support.
- 4 Click **Download connection details** and follow the onscreen instructions to open the text file or save it to your local drive.
A text file that contains Security Center credentials for the remote monitoring user is generated. For example, *Client-8d5e7352b7b604f-Credentials.txt*.
- 5 Send the downloaded connection details in an email to the Community Connect administrator, a local authority, or the remote monitoring facility that you want to give access to.

Deleting the remote monitoring user from your client account

A client administrator can delete the remote monitoring user when remote access to the client account is no longer required.

To delete a remote monitoring user:

- 1 If your username is registered to multiple Stratocast™ accounts, [select an account](#).



- 2 Click **Configurations** (⚙️), and then click the **Privacy** tab.
- 3 Click **Delete remote monitoring user** and then **Continue**.

The status message *Deleting* is displayed onscreen until the remote monitoring user is deleted.

Viewing your camera settings

To find information such as the resolution that your camera is recording at, or the maximum frame rate that you can obtain when recording, you can view your camera settings and then contact your service provider if changes are required.

What you should know

The camera settings are read-only and cannot be modified. For changes to any of these settings, contact your service provider. For example, if you know that the camera resolution is set too low for a particular camera, or you want the retention period to be increased for video recordings that are stored in the Stratocast™ cloud, contact your service provider and have them make the required changes.

To view your camera settings:

- 1 Click **Configurations** (⚙️) and then click the **Cameras** tab.

All of your cameras and their respective thumbnails are listed onscreen.

- 2 The following information is displayed for each camera:

- **Plan:** The camera plan for your video recordings. For information about camera plans, see www.genetec.com/solutions/all-products/stratocast/overview#Plans. Camera plans apply to cameras, not video encoders. Each camera that is connected to a video encoder can have its own individual plan. As a result, video encoders are billed according to the number of channel inputs that it has. For example, if you add a video encoder that has four channel inputs, you are charged for all four, regardless of whether you are using all four.
- **Recording type:** The storage medium (cloud, video unit, or NAS volume) and recording mode (continuous or on motion) for your video recordings. If you choose a recording type for video unit storage (for example, *Camera continuous*), make sure that your video unit has an SD memory card.

NOTE: If the **Cloud on motion** recording type is used and **Dual recording** is enabled, the following occurs:

- Video recordings that are triggered when movement occurs are stored in the cloud.
- Continuous recording is stored on the SD card.

For sites with limited bandwidth, users can select the Edge Recording plan, so that they can record video from any camera to a Network Attached Storage (NAS) device, or directly onto the camera's SD card storage. As video is stored to devices on the local network, no bandwidth is used to record video in the cloud. This plan requires cameras that support NAS devices or Edge Recording.

On average, a 64GB SD card can typically store more than a month of video. Stratocast cannot see the SD card's storage usage, and no defined retention period can be chosen. The camera will record until the card is full and then overwrite the oldest footage.

- **Cloud storage:** The retention period. The number of days that the video recordings are stored in the cloud. Once the retention period expires, recordings are deleted.

NOTE: **Cloud storage** does not appear for cameras that are recording in the *Camera continuous* recording type.

- **Model:** The model of your device. Refer to product documentation that is provided by your device manufacturer for information about your device.
- **Maximum frame rate:** A read-only field that indicates the maximum number of frames per second (fps) that you can obtain when recording video. A high frame rate (10 fps or more) produces fluid video and is essential for accurate motion detection.
- **Resolution:** The image resolution of your video recordings. The available choices depend on your camera model and your plan.

Example

Watch this video to learn more. Click the **Captions** icon (**CC**) to turn on video captions in one of the available languages.



Related Topics

[Changing your camera's thumbnail image](#) on page 82


Changing your camera's thumbnail image

If you have difficulty identifying a camera by its current thumbnail, you can change the camera's thumbnail image so that the image accurately represents the location that the camera is viewing.

What you should know

A camera's thumbnail image is automatically generated when the camera is added. Thumbnails are visual indicators of their respective cameras, and they appear in the selector bar on the *View* page. As a result, thumbnails are helpful when you need to drag a particular camera to a tile to monitor your premises or watch playback video.

To change your camera's thumbnail image:

- 1 Click **Configurations** () and then click the **Cameras** tab.
All of your cameras and their respective thumbnails are listed onscreen.
- 2 Find the camera whose thumbnail you want to change, and then click **Refresh thumbnail**.
The thumbnail changes to an image of what the camera is currently viewing.

Example

Watch this video to learn more. Click the **Captions** icon (CC) to turn on video captions in one of the available languages.



Creating an authentication key for your mobile devices

To authenticate your identity and connect to the Stratocast™ mobile apps from all of your mobile devices, you must create a mobile authentication key in your Stratocast™ portal.

What you should know

You must have a valid mobile authentication key to connect to the Stratocast™ mobile apps. Once your mobile authentication key is entered, your key is stored on your device. You only need to enter the key again if you modify it, or if you delete the key and then create a new one.

To create an authentication key for your mobile devices:

- 1 At the top of the page, click your name, and then click **Preferences** from the drop-down menu.
- 2 In the **Mobile authentication key** field, click **Create**.
- 3 Enter a key and then enter it again to confirm your entry.

IMPORTANT: Keys must have at least eight characters and must only contain a combination of numbers and letters. To help protect yourself, make sure that you choose a key that is complex and cannot be easily guessed.

- 4 Click **Save** or **Cancel**.

If you saved your changes, **Delete** and **Modify** appear in the **Mobile authentication key** field. Your mobile authentication key is created.

Example

Watch this video to learn more. Click the **Captions** icon (CC) to turn on video captions in one of the available languages.



After you finish

Using your mobile device, download the Stratocast™ mobile app and log on. When prompted, enter your Stratocast™ username (email address) and mobile authentication key.

Related Topics

[Changing your personal preferences](#) on page 14

[About Stratocast™ mobile apps](#) on page 15

Modifying your mobile authentication key

If you have forgotten your mobile authentication key or simply want to change it occasionally for security purposes, you can modify the key in your Stratocast™ portal and then update the Stratocast™ mobile apps.

What you should know

You must have a valid mobile authentication key to connect to the Stratocast™ mobile apps. Once your mobile authentication key is entered, your key is stored on your device. You only need to enter the key again if you modify it, or if you delete the key and then create a new one.

To modify your authentication key:

- 1 At the top of the page, click your name, and then click **Preferences** from the drop-down menu.
- 2 In the **Mobile authentication key** field, click **Modify**.
- 3 Enter a key and then enter it again to confirm your entry.

IMPORTANT: Keys must have at least eight characters and must only contain a combination of numbers and letters. To help protect yourself, make sure that you choose a key that is complex and cannot be easily guessed.

- 4 Click **Save** or **Cancel**, and then confirm or cancel your changes in the confirmation window that appears.

Example

Watch this video to learn more. Click the **Captions** icon (CC) to turn on video captions in one of the available languages.



After you finish

Update the Stratocast™ mobile apps by entering the new mobile authentication key on each of your mobile devices.

NOTE: If you are logged on to a Stratocast™ mobile app when you modify your key, you must refresh the app and then enter your new key.

Related Topics

[Changing your personal preferences](#) on page 14

[About Stratocast™ mobile apps](#) on page 15

Deleting your mobile authentication key

If your mobile device is lost or has been stolen, or you want to stop using the Stratocast™ mobile apps, you can delete the key from your Stratocast™ portal.

What you should know

You must have a valid mobile authentication key to connect to the Stratocast™ mobile apps. Once your mobile authentication key is entered, your key is stored on your device. You only need to enter the key again if you modify it, or if you delete the key and then create a new one.

To modify or delete an authentication key:

- 1 At the top of the page, click your name, and then click **Preferences** from the drop-down menu.
- 2 In the **Mobile authentication key** field, click **Delete**.
- 3 In the confirmation window, confirm or cancel your changes.

If you confirmed your changes, **Create** appears in the **Mobile authentication key** field. Your mobile authentication key is deleted.

Example

Watch this video to learn more. Click the **Captions** icon (CC) to turn on video captions in one of the available languages.



After you finish

If you delete your mobile authentication key but you still want to use the Stratocast™ mobile apps, you must create a new key. Once created, you must update the Stratocast™ mobile apps by entering the new mobile authentication key on each of your mobile devices.

NOTE: If you are logged on to a Stratocast™ mobile app when you delete your key, you must refresh the app for the changes to take effect.

Related Topics

[Changing your personal preferences](#) on page 14

[About Stratocast™ mobile apps](#) on page 15

Troubleshooting

This section includes the following topics:

- ["Email notifications"](#) on page 87
- ["Push notifications"](#) on page 88
- ["Cannot access my suspended Stratocast™ client account"](#) on page 89
- ["No motion data on home page for Stratocast™ client account"](#) on page 90
- ["Motion data unavailable on home page for Stratocast™ client account"](#) on page 91
- ["Technical support"](#) on page 92

Email notifications

To notify you about the status of your cameras, Stratocast™ sends email notifications when a fault condition or event has been detected or resolved. To help you troubleshoot email notification issues, learn about the possible causes and solutions.

Camera Disconnected

Description of cause: A camera is unreachable. An email notification is sent when Stratocast™ detects that a camera is unreachable for 10 minutes.

Solution:

If you receive this email notification, contact your service provider.

Camera reconnected

Description of cause: An email notification is sent when a camera, that was previously unreachable, reconnects to Stratocast™.

Solution:

If you receive this email notification, log on to Stratocast™ and make sure that the camera is working properly.

Motion detected on camera

Description of cause:

This email notification is sent each time the camera detects motion.

Solution:

If you receive this email notification and you feel that your camera is detecting motion incorrectly, contact your service provider.

Push notifications

The Stratocast™ mobile app can receive push notifications to notify you when a camera detects motion. To help you troubleshoot push notification issues, learn about the possible causes and solutions.

Inaccurate notifications received

Description of cause: Inaccurate *motion detected* event notifications received.

This Stratocast™ mobile app sends this push notification when the camera detects motion. If *motion detected* events occur close to each other, a push notification is only sent for the first occurrence.

Solution:

If you receive this push notification and you think that your camera is detecting motion incorrectly, contact your service provider.

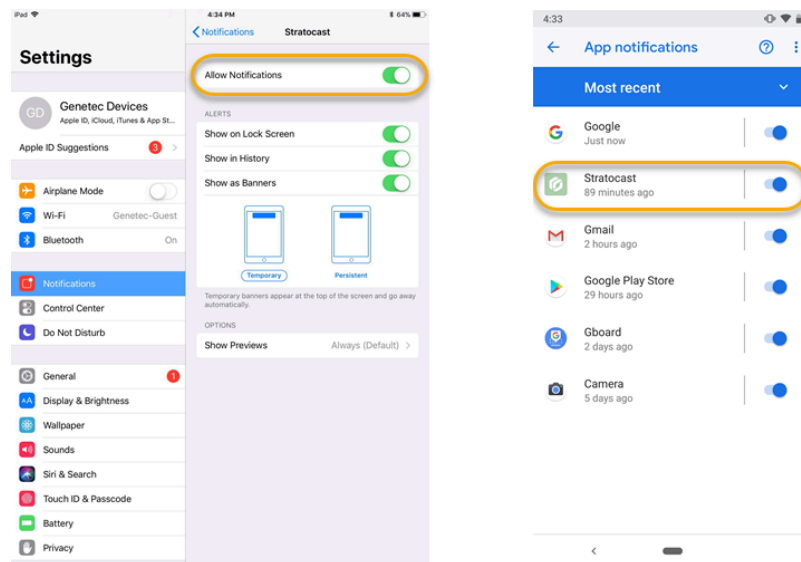
If you keep receiving false or inaccurate *motion detected* push notifications, you can modify the push notifications configuration settings in the Stratocast™ mobile app.

TIP: Do not log off the Stratocast™ mobile app to ensure that you keep receiving notifications.

Notifications disabled

Description of cause: iOS or Android settings for notifications are not enabled for the Stratocast™ mobile app.

Solution: Make sure that the iOS or Android settings for notifications are enabled for the Stratocast™ mobile app.



Firewall configuration issues

Description of cause: Unable to receive push notifications due to firewall configuration issues.

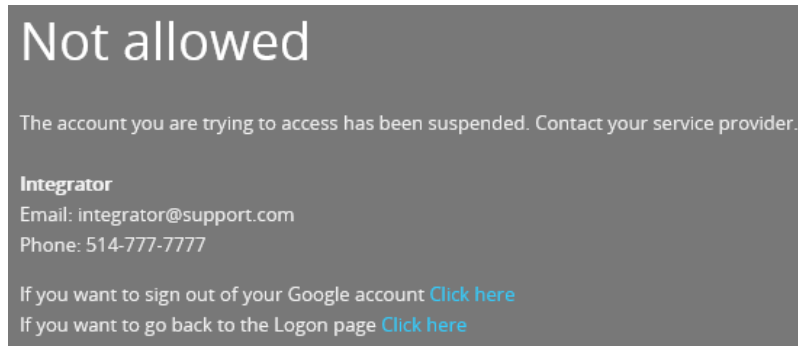
Solution: Check your [firewall settings](#) are configured correctly.

Cannot access my suspended Stratocast™ client account

Your client account is suspended. Contact your service provider to get your access restored.

Cause

Your service provider has suspended your account. The following message is displayed during logon:

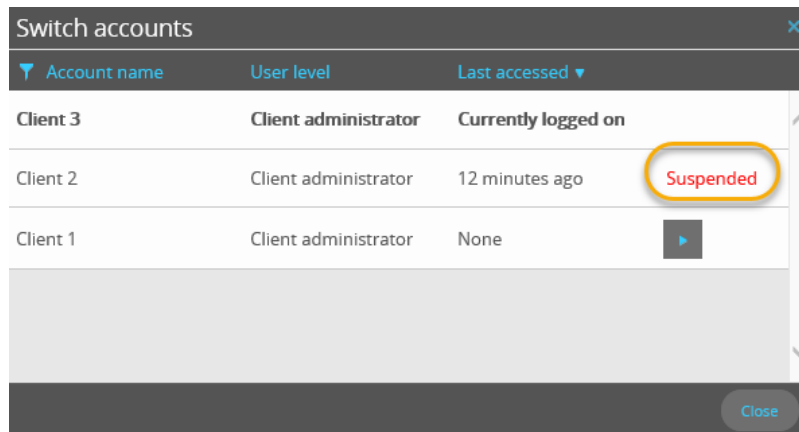


Solution

To restore a suspended client account:

1. If you encounter the **Not allowed** message, your account has been suspended. Contact your service provider to get your access restored.
2. (Optional) If your user name is registered to multiple Stratocast™ accounts that have not been suspended, the last active account is displayed.

TIP: If you are logged on and you try to switch to the suspended account, **Suspended** appears next to the account.



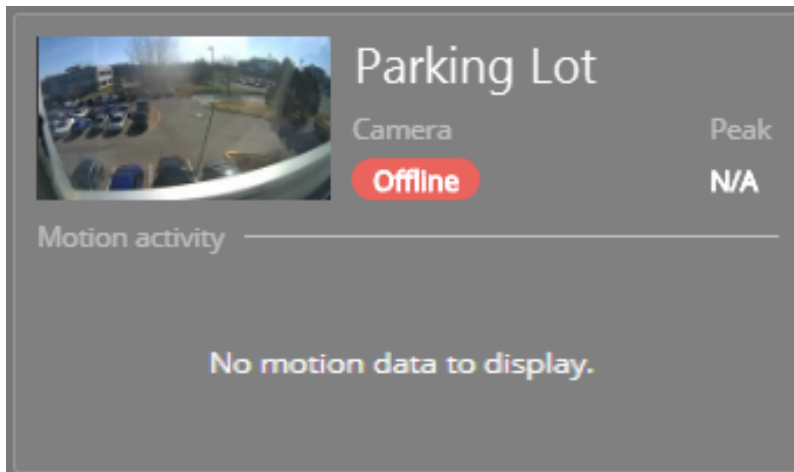
No motion data on home page for Stratocast™ client account

The *No motion data to display* error message is displayed in a camera tile on the *Home* page dashboard for client account.

Cause

There was no motion data in the last 8 hours.

The following message is displayed in the camera tile on the *Home* page dashboard.



There are several situations where the *No motion data to display* message can appear in a camera tile:

- The camera subscription is using edge recording.
- Motion detection is disabled for the camera.
- The camera did not detect any motion.
- The camera was offline.
- Any combination of the above.

Solution

To restore motion data:

1. If the camera subscription is using edge recording, no motion data is available.
NOTE: The *Home* page dashboard does not support motion results for edge recording.
2. If motion detection is disabled, contact your System Integrator to enable motion detection.
3. If there was no motion, contact your System Integrator to adjust the motion threshold so that motion data is received.
4. If the camera was offline, ensure the camera is online, by checking the connection to the router.

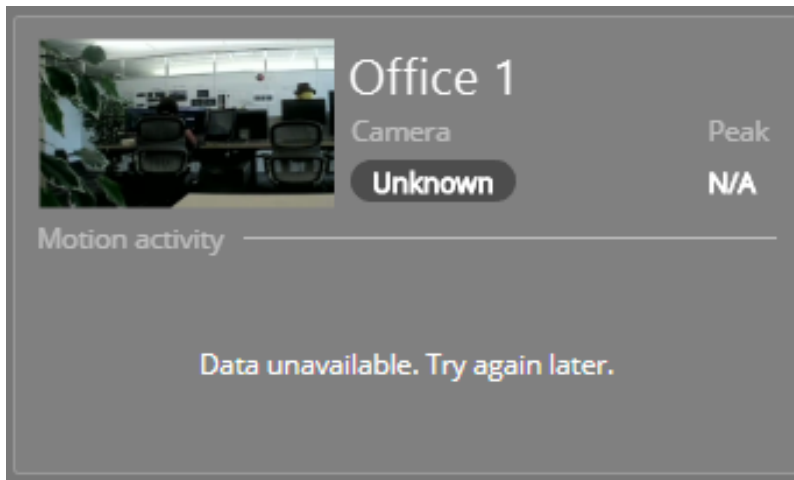
Motion data unavailable on home page for Stratocast™ client account

The *Data unavailable* error message is displayed in a camera tile on the *Home* page dashboard for client account.

Cause

Motion data is unavailable.

The following message is displayed in the camera tile on the *Home* page dashboard.




Solution

To resolve data unavailable:

If the *Data unavailable* message is displayed, wait a few minutes before reloading the page.

Technical support

If you have questions, comments, or feedback, click  to contact your Stratocast™ reseller.

Glossary

Advanced Systems Format	The Advanced Systems Format (ASF) is a video streaming format from Microsoft. The ASF format can only be played in media players that support this format, such as Windows Media Player.
bookmark	A bookmark is an indicator of an event or incident that is used to mark a specific point in time in a recorded video sequence. A bookmark also contains a short text description that can be used to search for and review the video sequences at a later time.
camera	A camera is a video unit that represents a single video source in the system. The video source can be an IP camera, or an analog camera that is connected to a video encoder.
client administrator	User level that is assigned by either the integrator administrator or integrator user. The client administrator does not have all of the privileges that the integrator user levels have, but the client administrator can allow or restrict client user or remote monitoring user access to the Stratocast™ portal. You can only have one client administrator per client account, but you can register the same username to multiple users.
client user	User level that is assigned by either the integrator administrator, integrator user, or the client administrator. You can only add a maximum of nine client users per client account, not including the client administrator, and they can each be assigned unique usernames or the same username.
day-and-night camera	A day-and-night camera is a camera that can be used to record during the day and at night, because it adapts to the amount of ambient light in a given scene. As a result, users can easily make out the images in a scene, regardless of the amount of light that is present.
Federation™	The Federation™ feature joins multiple, independent Genetec™ IP security systems into a single virtual system. With this feature, users on the central Security Center system can view and control entities that belong to remote systems.
identity provider	An identity provider is a trusted, external system that administers user accounts, and is responsible for providing user authentication and identity information to relying applications over a distributed network.
integrator administrator	User level that is assigned by the Stratocast™ cloud administrator. The integrator administrator level has the most privileges. You can only have one integrator administrator per

	integrator account, but you can register the same username to multiple accounts.
integrator user	User level that is assigned by the integrator administrator. The integrator user has the same privileges as the integrator administrator, except for the ability to add other integrator users. You can have an unlimited number of integrator users per integrator account, and they can each be assigned unique usernames or the same username.
mobile authentication key	A string of user-defined characters that is used to authenticate a user's identity for mobile applications. When connecting to the Stratocast™ mobile apps from a mobile device, users must enter a valid mobile authentication key.
network attached storage	A network attached storage (NAS) is an edge recording storage device that has a dedicated network address and IP address, and provides file storing and sharing capabilities to other devices on the same network. With a NAS, you can expand the hard disk space of your local network and securely store more recordings from more cameras.
NAS volume	A NAS (network attached storage) volume is a formatted section on the hard disk of a NAS, which represents a logical storage device that is independent from the other volumes on the same NAS. You can store video recordings from a single camera to a designated NAS volume on your NAS device.
Owner Authentication Key	An Owner Authentication Key (OAK) is a security key that is used to ensure that only the owner or authorized user(s) of a device are able to register the device with a service.
push notification	A push notification is the delivery of information or a message from a software application to a mobile device, without a specific request from the client.
Security Center	Security Center is a truly unified platform that blends IP video surveillance, access control, automatic license plate recognition, intrusion detection, and communications within one intuitive and modular solution. By taking advantage of a unified approach to security, your organization becomes more efficient, makes better decisions, and responds to situations and threats with greater confidence.
Security Desk	Security Desk is the unified user interface of Security Center. It provides consistent operator flow across all of the Security Center main systems, Omnicast™, Synergis™, and AutoVu™. The unique task-based design of Security Desk lets operators efficiently control and monitor multiple security and public safety applications.
site	A site is a virtual branch of a Stratocast™ account (client or integrator), which represents an actual geographical location.

By creating two Stratocast™ accounts and registering the same usernames to both accounts, you create two sites that can be accessed by each of those usernames.

Stratocast™

Stratocast™ is a cloud-based video monitoring system that makes the adoption of network video security solutions easy. With Stratocast™, you can connect to your business wherever you go. Using the Microsoft Windows Azure cloud-computing platform, Stratocast™ eliminates the need for on-site servers. As a result, installation time is reduced and you can begin monitoring your premises quickly.

Stratocast™ account

A Stratocast™ account is a collection of user-related and geographical information for a given company in a given location, and the arrangement with which that company can use the services offered by Stratocast™. There are two types of accounts: integrator accounts and client accounts.

Stratocast™ mobile apps

Stratocast™ mobile apps are the mobile version of Stratocast™ that you can use to connect to your system remotely over WiFi or cellular networks. With the Stratocast™ mobile apps, you can monitor your premises directly from your mobile devices.

timeline

A timeline is a graphic illustration of a video sequence, showing where in time, motion and bookmarks are found. Thumbnails can also be added to the timeline to help the user select the segment of interest.

Transmission Control Protocol

A connection-oriented set of rules (protocol) that, along with the IP (Internet Protocol), is used to send data over an IP network. The TCP/IP protocol defines how data can be transmitted in a secure manner between networks. TCP/IP is the most widely used communications standard and is the basis for the Internet. In Stratocast™, all video streams and communication between the cameras, web client and the Stratocast™ cloud use TCP for communication.

user level

A user level is an access requirement that defines a user's ability to perform certain tasks once logged on to Stratocast™. Excluding the cloud administrator of Genetec Inc., there are four user levels with varying privileges in Stratocast™.

username (Stratocast)

A username is an access credential that is comprised of a valid email address from one of the supported identity providers. A username can be registered to multiple Stratocast™ accounts (multi-account username), and must be activated by the user only once before logging on to any of the accounts that the username is registered to.

video sequence

A video sequence is any recorded video stream of a certain duration.

video unit	A video unit is a video encoding or decoding device that is capable of communicating over an IP network and that can incorporate one or more video encoders. Video units are available in a variety of brands and models, some of which support audio and others support wireless communication. The high-end encoding models also include their own recording and video analytics capabilities. Cameras (IP or analog), video encoders, and video decoders are all examples of video units.
video encoder	A video encoder is a video unit that converts an analog video source to a digital format by using a standard compression algorithm, such as H.264, MPEG-4, MPEG-2, or M-JPEG. Using a video encoder with multi-channel inputs, you can digitize the analog video of multiple cameras at the same time.
web client	The client component of a software system that provides access to the system's features from a web browser on the user's machine.

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