CompleteView™
AMAG Symmetry Integration Component
CompleteView Version 4.1
Table of Contents

Introduction ................................................................................................ 3
Installation .................................................................................................. 4
Configuration & Operation ......................................................................... 6
  Adding a CompleteView Server ................................................................. 6
  Adding Cameras ....................................................................................... 8
Accessing Live Video and Recordings ....................................................... 10
Troubleshooting ......................................................................................... 12
Additional Resources ............................................................................... 13
Introduction

The Salient CompleteView – AMAG Symmetry integration includes the following features:

- Receive video from an unlimited number of cameras, at multiple sites, connected to multiple servers.
- Support for IP cameras and encoders by leading manufacturers.
- Simultaneous support for Motion JPEG, MPEG4 & H.264 video formats.
- Per-camera configuration of all video streaming and recording parameters, including resolution, frame rate, schedule, motion and event recording and storage location.
- Display single cameras or groups of cameras on customized view layouts.
- Access control events can trigger recording on cameras.
- PTZ camera movement can be controlled automatically on event.
- Comprehensive live and recorded video display capabilities including advanced PTZ controls
- Playback of recorded video
- Trigger manual recording

This guide will provide the necessary steps to install and configure the CompleteView / AMAG Symmetry integration component.
Installation

The CompleteView - AMAG Symmetry Integration Component is installed on the computer hosting the AMAG Symmetry software as well as the AMAG client software. No other CompleteView components need to be installed on the AMAG Symmetry server.

Prior to installing the CompleteView - AMAG Symmetry Integration Component make sure the AMAG Symmetry software is installed on the target computer.

1. To begin installation run the CV-AMAG.exe installation program
2. You will be presented with the Welcome screen; click Next to continue.

3. Choose the folder to install the integration components to. The integration components must be installed in the same folder as the AMAG Symmetry software. By default the installer will populate the install path to the correct folder. Verify and click Next to continue.
4. The next screen allows you to verify the installation parameters before installing. Click Next to begin the installation.

5. The installation has completed. Click Finish to exit the installer.
Configuration & Operation

Adding a CompleteView Server

Prior to setting up the CompleteView server in AMAG Symmetry, ensure firewall settings on the CompleteView server are properly configured, or Windows Firewall is turned off. For Windows Firewall configuration details please refer to the CompleteView Quick Start Guide.

Setup a CompleteView Recording Server

1. Launch the AMAG Symmetry Security Management System.
| **Description:** | Enter a name for the CompleteView Recorder in the ‘Description’ field. |
| **IP Address:** | Enter the IP Address or Hostname of the CompleteView Recorder in the ‘IP Address’ field. |
| **Username:** | Enter the user name of the account AMAG Symmetry will use to access the CompleteView server. This is an account created on the CompleteView recording server. **Note: this account requires API access, which is configured under the "Advanced" tab of the user account in the CompleteView Server Configuration application.** |
| **Password:** | Enter the password associated with the user account. |
| **Connect** | Click Connect to verify the connection between AMAG Symmetry and the CompleteView system. **Note: you must click Connect before cameras can be added to the system.** |
| **Save** | Click Save to save the Server and return to the ‘Install – Video & Audio – Digital Video’ screen. |

**Note:** The account entered in the User Name field must have API Access enabled in CompleteView. This can be configured under the "Advanced" tab of the user account in the CompleteView Server Configuration application.

**Note:** If cameras are added or removed from the CompleteView server, after it has been configured in Symmetry, the CompleteView Recorder needs to be updated. To update the CompleteView Recorder’s camera count, simply open the CompleteView Recorder from the ‘Install – Video & Audio – Digital Video’ dialog.

**Note:** The CompleteView Recorder should be in the same time zone as the AMAG Symmetry server. If the CompleteView Recorder is set to a different time zone, access to recordings will be off by the number of hours the time zones differ. For example, if the Symmetry server is set to central time, and the CompleteView recorder is set to eastern time to retrieve recording from Symmetry, the time specified must be one hour ahead of the time on the Symmetry server.
Adding Cameras

Once a CompleteView recording server has been configured, cameras can be added to AMAG Symmetry.

1. From the ‘Install – Video & Audio – Digital Video’ dialog, Select ‘CompleteView Camera’.

2. Click ‘New’ to launch the ‘Install – Digital Video Device – CompleteView Camera’ dialog.
Enter a name for the camera in the ‘Description’ field.

Select the previously configured CompleteView Recorder from the drop down list.

Video Channel will display a list of camera numbers corresponding to all the cameras configured on the CompleteView Recorder. Select the camera number of the target camera.

Select to enable Pan and Tilt movement on a PTZ camera. Please note the camera must be configured for PTZ control on the CompleteView server. Refer to the CompleteView Administrator Manual for details on setting up PTZ camera control.

Select to enable Zoom control on a PTZ camera. Please note the camera must be configured for PTZ control on the CompleteView server. Refer to the CompleteView Administrator Manual for details on setting up PTZ camera control.

Select to enable Focus control on a PTZ camera. Please note the camera must be configured for PTZ control on the CompleteView server. Camera configured with the ‘Digital’ driver for digital PTZ control will not have focus control capability. Refer to the CompleteView Administrator Manual for details on setting up PTZ camera control.

Add a preset position to the camera. Please note the preset position must be configured in CompleteView prior to adding the preset to Symmetry. The ‘Set’ button in the Symmetry interface will not set the preset position. Refer to the CompleteView Administrator Manual for details on setting up PTZ preset positions.

Remove a preset position that has been previously added to AMAG Symmetry.

Click Save to save the camera and return to the ‘Install – Video & Audio – Digital Video’ screen.

Accessing Live Video and Recordings

Live Video

Live video is accessed from the ‘Virtual Matrix’ button.

1. Click ‘Virtual Matrix’ to enter live viewing mode.
2. Click ‘Change Layout’ to choose a view layout.
3. Drag and drop cameras from the ‘Cameras and Multimedia’ list to the view layout to begin display of live video from the camera.
4. Click the Save button to save the view layout.

Note: Please refer to the AMAG Symmetry documentation for details on live video viewing functionality.
Accessing Recorded Video

Check the camera in the ‘Select Cameras and Video to Include’ list that you want to retrieve recorded video from.

- **From** – Defines the start time to begin video retrieval.
- **To** – Defines the end time to of the retrieved video.
- **For** – Specified the length of the recorded video clip to retrieve.
- **Decrease Playback Speed** – Reduces the playback speed.
- **Play** – Begins playback of the recorded video.
- **Pause** – Pauses playback of recordings.
- **Increase Playback Speed** – Speeds up playback of recorded video.

Note: Please refer to the AMAG Symmetry documentation for details on recorded video retrieval and playback.
Troubleshooting

CompleteView server cannot be added to Symmetry

Ensure firewall settings on the CompleteView server are properly configured, or Windows Firewall is turned off. Please refer to CompleteView Quick Start Guide Appendix A for Windows Firewall setup details.

The account used by Symmetry to access the CompleteView server requires ‘API access’. This is configured under the "Advanced" tab of the user account in the CompleteView Server Configuration application.

When triggering manual recording from Symmetry, pre and post video recording is not working.

When triggering manual recording from the Virtual Matrix live viewing screen in Symmetry, on the ‘Record Video’ dialog, specify the ‘Pre-Period’ and ‘Post-Period’ in seconds rather than minutes. Also configure the target camera for pre alarm and post alarm recording on the CompleteView server. Please refer to the CompleteView Administrator Manual for pre / post alarm recording configuration details.

The correct recorded video clips are not being retrieved.

If the CompleteView server is located in a different time zone than the Symmetry server, recorded video will be off by the number of hours difference in the time zones. For example, if the Symmetry server is set to central time, and the CompleteView recorder is set to eastern time, to retrieve recording from Symmetry the time specified must be one hour ahead of the time on the Symmetry server.
Additional Resources

Visit the Salient website, www.salientsys.com, for additional support and CompleteView training:


- **Online Tech Support** ([www.salientsys.com/elearning](http://www.salientsys.com/elearning)) – Get quick access to online tech support modules that cover the most frequently asked product questions, such as “Adding and Moving IP Camera Licenses.”

- **Salient University eLearning** ([http://salientsys.latitudelearning.com](http://salientsys.latitudelearning.com)) – A convenient way to get trained on CompleteView. Register online for access to interactive, user training modules covering the Video, Alarm, Mapping and Web clients.

- **Classroom Training** ([www.salientsys.com/training](http://www.salientsys.com/training)) – Traditional, classroom training is available throughout the United States. Please visit the Salient website for training calendar, agenda and registration.

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