

User manual

MOBOTIX HUB Video Wall 2024 R2

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Copyright

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Operation

Configuring MOBOTIX HUB Video Wall

After doing the initial configuration in MOBOTIX HUB Management Client, operators can start using the video wall by sending the Video Wall monitors onto the physical monitors connected to the system. This may include one or both of these options:

- Static views
- Views that change dynamically based on rules

Additional configuration is necessary if you want to:

- Enable operators to control and manually change what is being displayed on the physical monitors. In that case, you must add the Video Wall control to designated views. See also [Add Video Wall controls to views on page 4](#).
- Change the existing view layout of individual monitors. See also [Change view layout of Video Wall monitors on page 5](#).
- Reset or change the [presets](#)¹ already applied to the Video Wall definition.

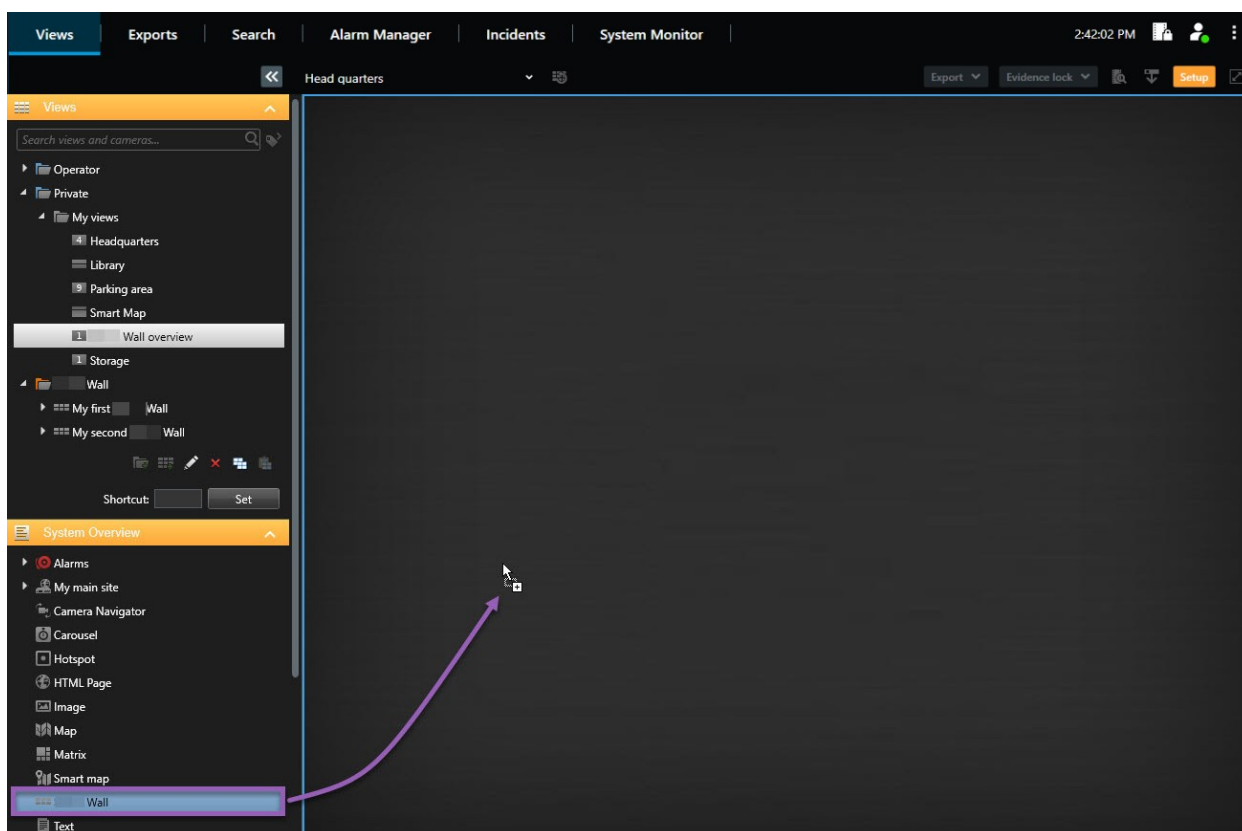
Add Video Wall controls to views

Before you can start pushing video and other types of content onto your video wall, you must add the Video Wall control to one or more views. The control is a graphical representation of the video wall.

¹A predefined layout for one or more Video Wall monitors in MOBOTIX HUB Desk Client. Presets determine which cameras are displayed, and how content is structured on each monitor on the video wall.

Operation

1. On the workspace toolbar, select **Setup**.
2. Select the view that you want to add the Video Wall control to.
3. In the **System overview** pane, drag the **Video Wall** element to the relevant view item.



4. Select **Setup** again to exit setup mode and save your changes.
5. Now you can start pushing cameras and other types of content to your video wall.

Change view layout of Video Wall monitors


You can change the preconfigured view layout of the Video Wall monitors. This is useful if you need to display additional cameras or other types of content.

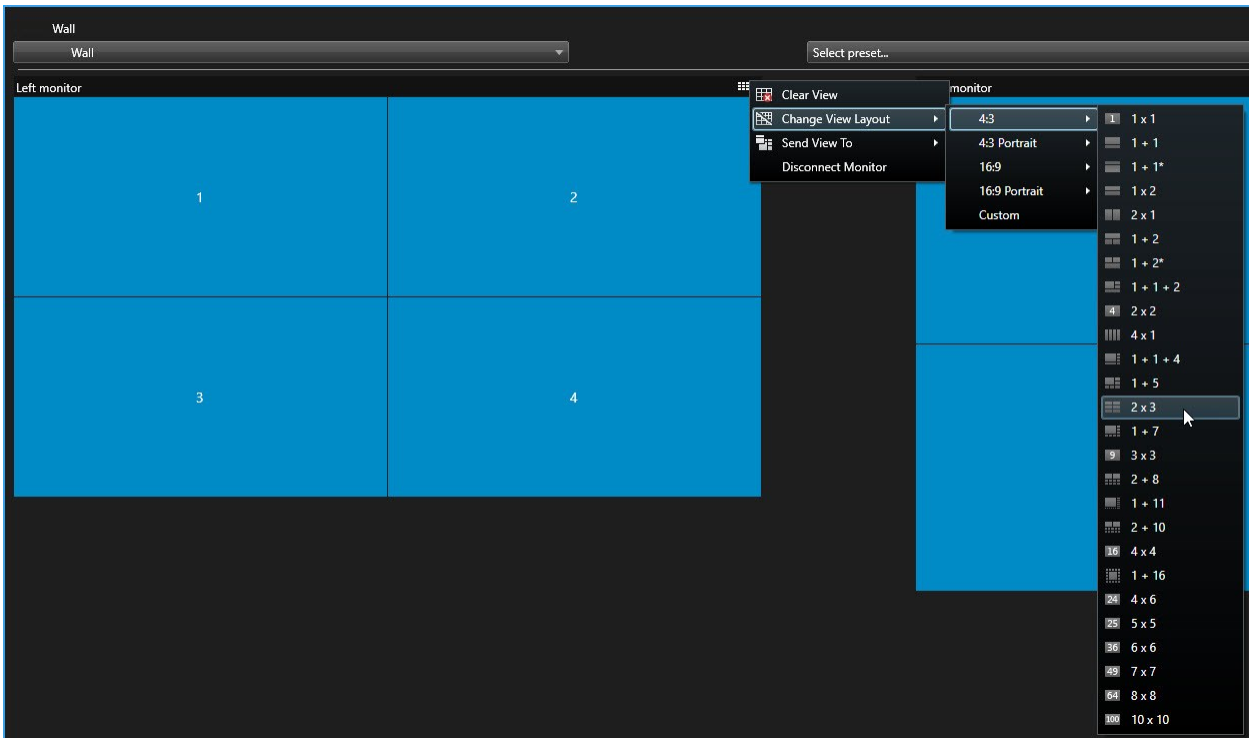
Example

An incident has been recorded on five cameras, and you even have a picture of a suspect. You want to display the video and picture on the video wall, so the security staff can view the incident and detain the suspect. Because the current monitors in your video wall are pre-configured to only show 2x2 cameras, you need to change the view layout to 2x3 to add the fifth camera and the picture.

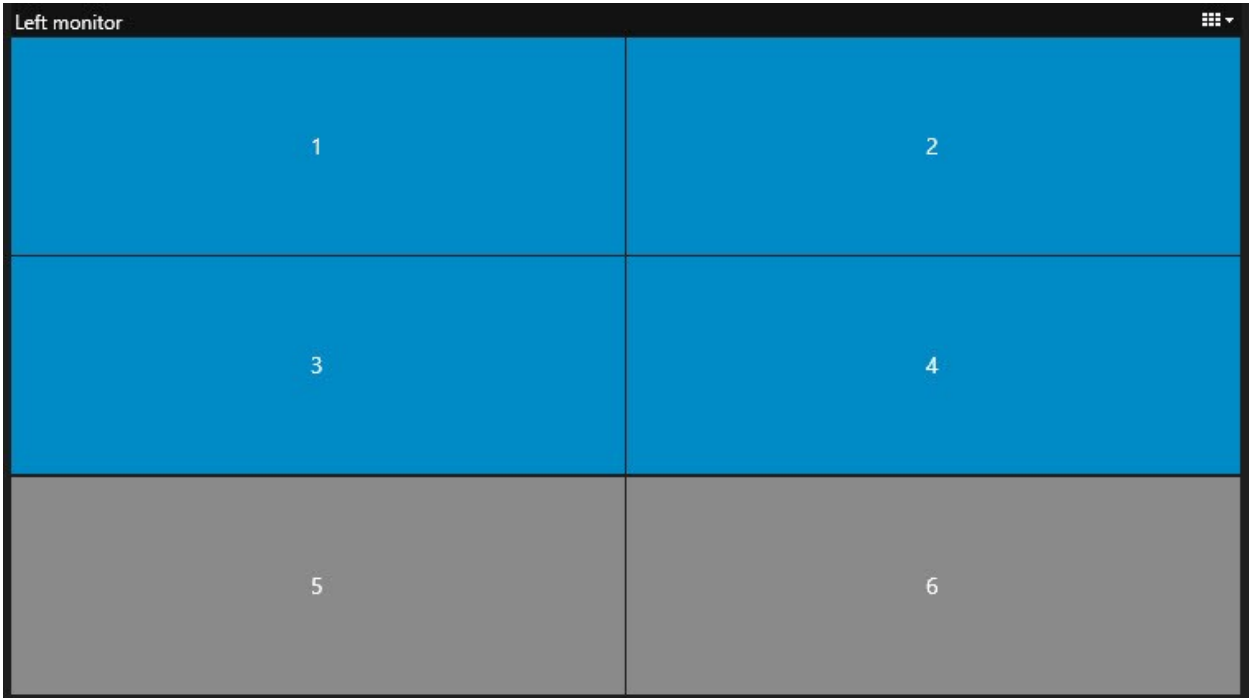
Steps:

Operation

1. In live or playback mode, open the view that contains your Video Wall control.
2. Click the  icon for the monitor, select **Change view layout**, and then the display format, for example **4:3**.



3. Select the view layout. In this example, select **2x3**. Two grayed out items are added to the view layout.



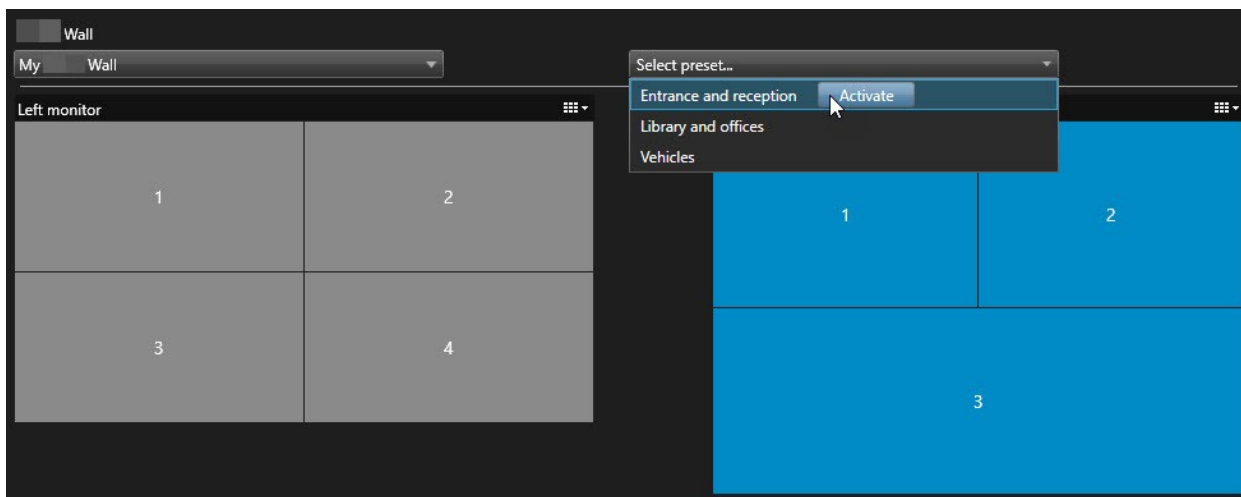
4. Now, you can add additional content. See also [Displaying content on video walls on page 16](#).

Reset or change Video Wall presets

Presets¹ are often changed according to rules or time schedules, or other operators can change the preset. However, sometimes you may want to reset the video wall, or apply a specific preset in the course of certain events.

Steps:

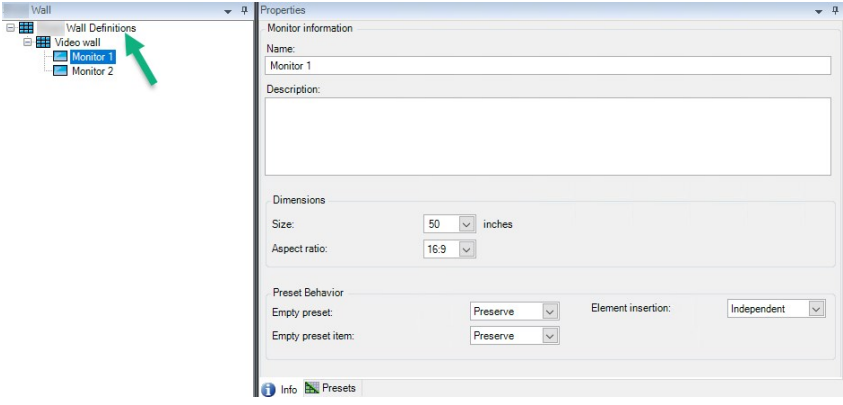
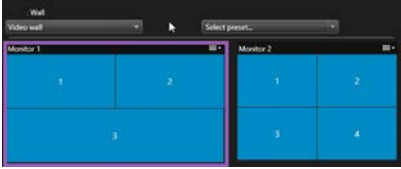
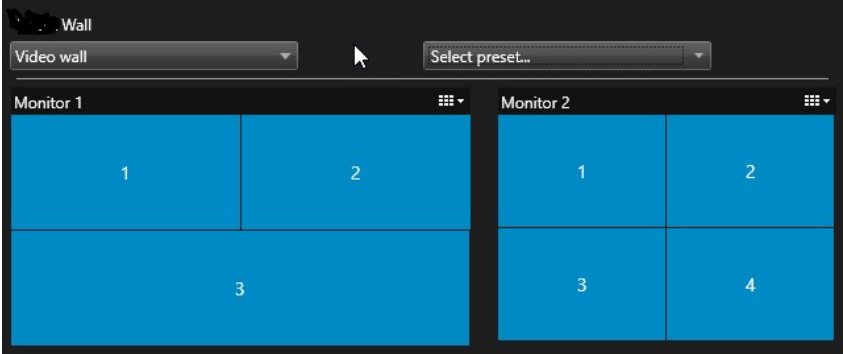
1. Open the view that contains the Video Wall control.
2. In the **Select preset** list, hover over the preset that you want to apply.
3. Click **Activate**. The affected physical monitors in the video wall are changed accordingly.

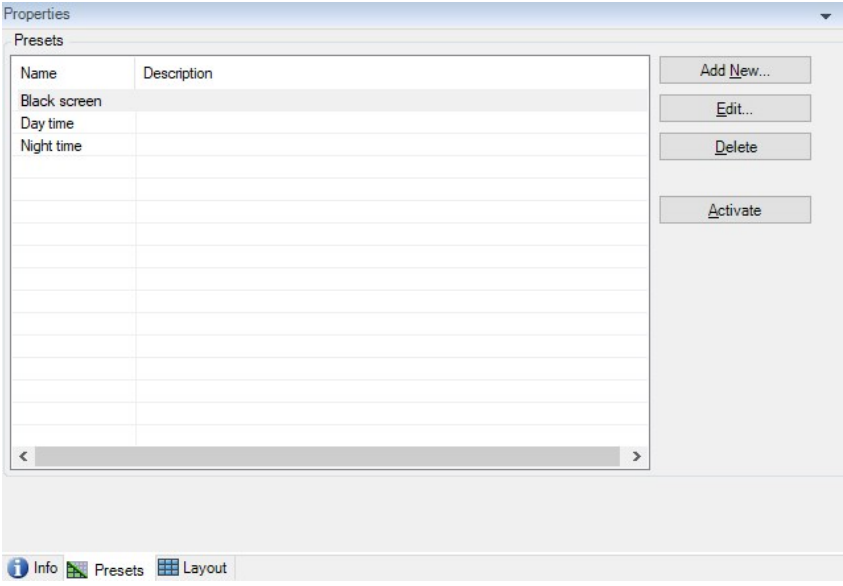



Terminology related to Video Wall

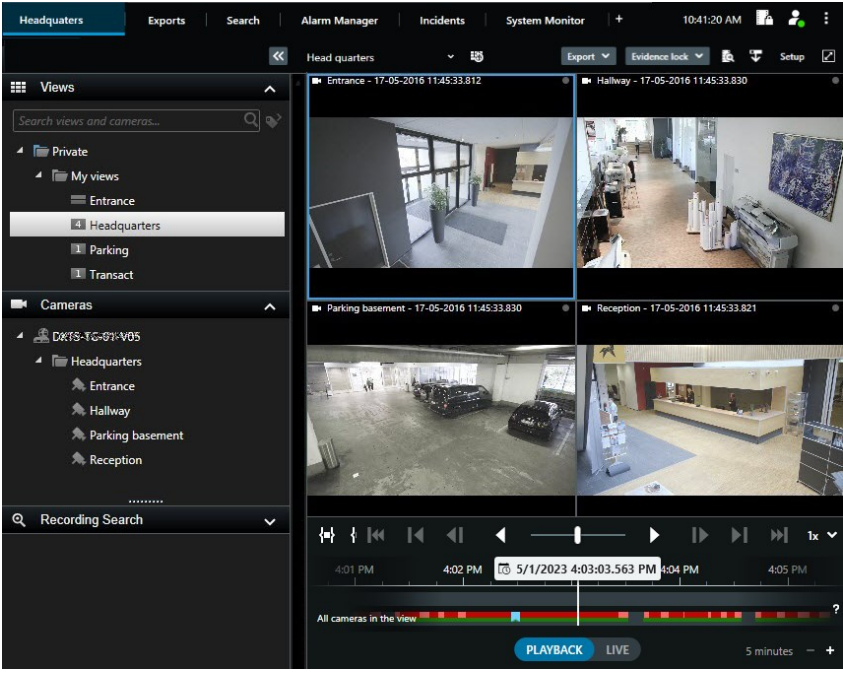
Term	Meaning
Video Wall definition	The configuration of a video wall in MOBOTIX HUB Management Client, including the setup of Video Wall monitors and presets.

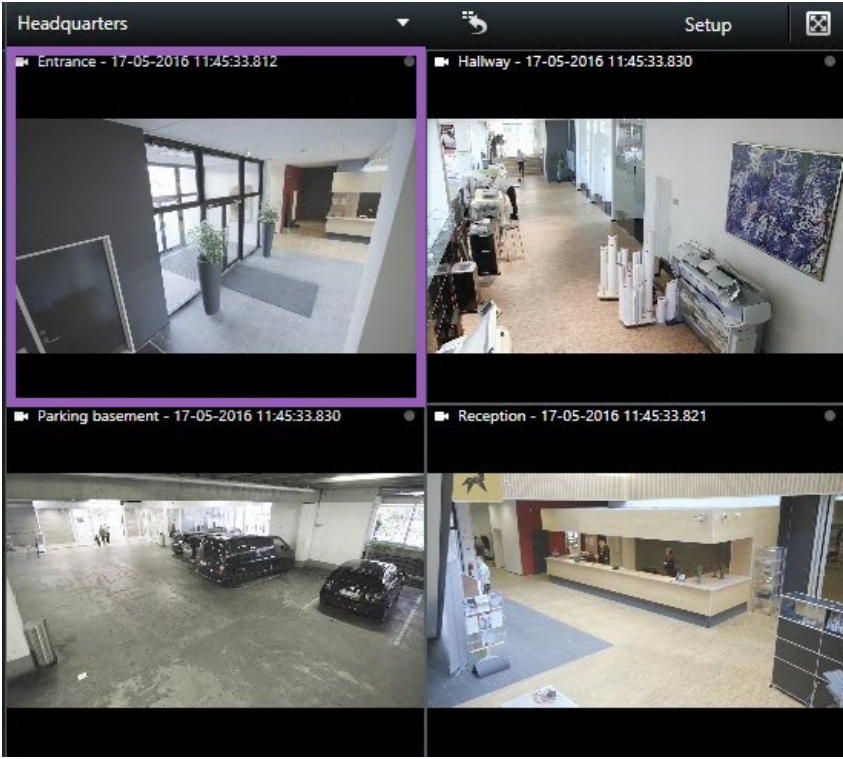
¹A predefined layout for one or more Video Wall monitors in MOBOTIX HUB Desk Client. Presets determine which cameras are displayed, and how content is structured on each monitor on the video wall.

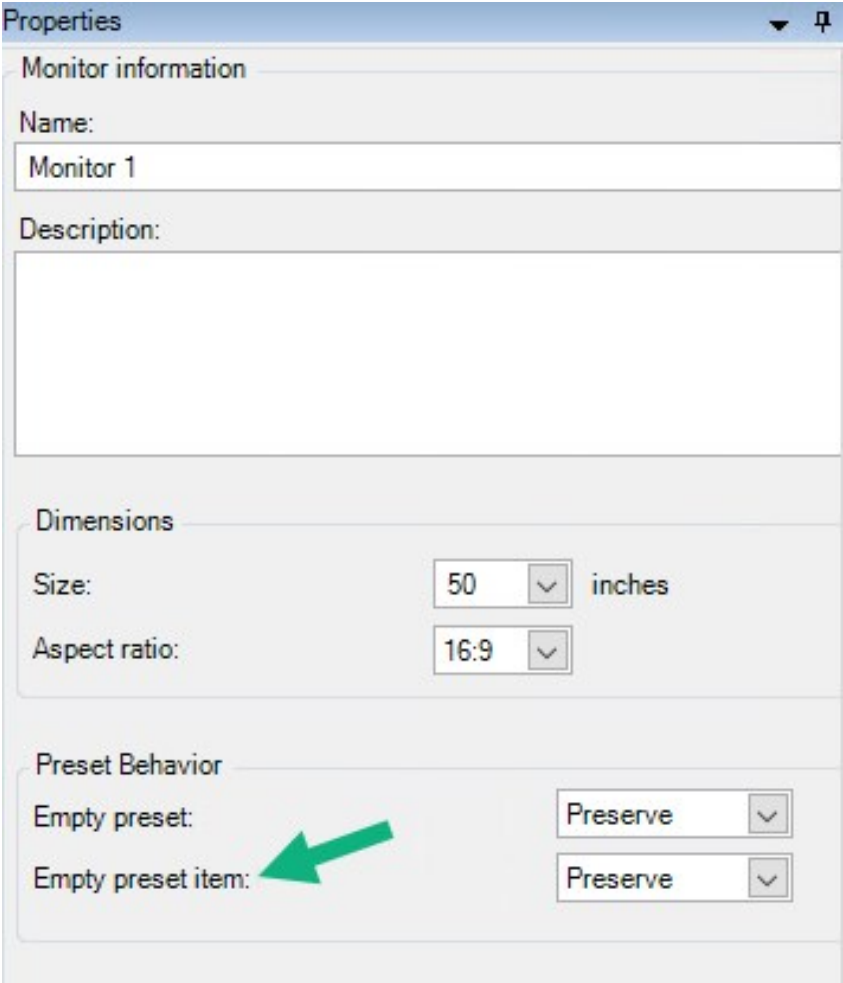
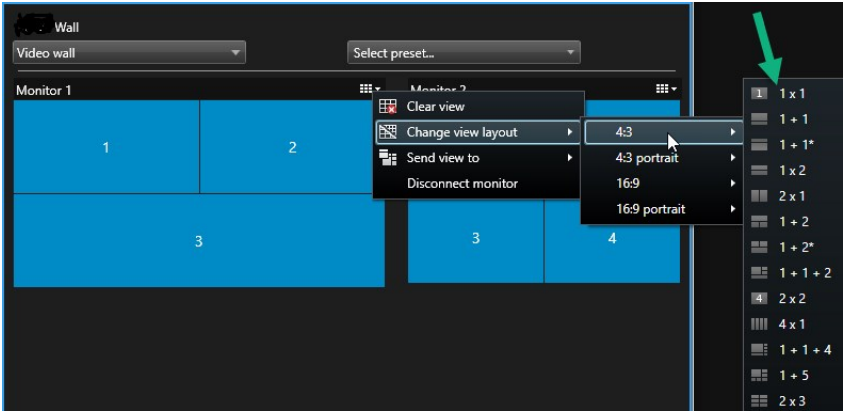
Term	Meaning
	
<p>Video Wall monitor</p>	<p>The virtual representation of a physical monitor. In most cases, we need to distinguish between physical monitors and Video Wall monitors.</p>  <p>The image shows the Video Wall control in MOBOTIX HUB Desk Client.</p>
<p>Video Wall control</p>	<p>The virtual representation of a video wall that allows operators to push content onto the video wall.</p> 
<p>Preset</p>	<p>A predefined layout for one or more Video Wall monitors. Presets determine which cameras are displayed, and how content is laid out on each monitor on the video wall.</p>

Term	Meaning
	 <p data-bbox="268 896 1394 1025">  If you come across the term "preset" in the context of PTZ cameras, then it has a different meaning and refers to the concept preset position¹. </p>
View	<p data-bbox="268 1070 1394 1137">A grouping of cameras or other elements, for example webpages, that allows operators to view video from related cameras and other types of content.</p>

¹Can be used for making the PTZ camera automatically move in different defined directions when particular events occur, and for specifying PTZ patrolling profiles.

Term	Meaning
	 <p>The screenshot displays a security camera management software interface. At the top, there are navigation tabs for 'Headquarters', 'Exports', 'Search', 'Alarm Manager', 'Incidents', and 'System Monitor'. The main area is divided into a left sidebar and a central grid. The sidebar contains 'Views' and 'Cameras' sections. The 'Views' section shows a tree structure with 'Private' and 'My views' (including 'Entrance', 'Headquarters', 'Parking', and 'Transact'). The 'Cameras' section shows a tree structure with 'D&S-TC-01-V05' and 'Headquarters' (including 'Entrance', 'Hallway', 'Parking basement', and 'Reception'). The central grid shows four camera feeds: 'Entrance - 17-05-2016 11:45:33.812', 'Hallway - 17-05-2016 11:45:33.830', 'Parking basement - 17-05-2016 11:45:33.830', and 'Reception - 17-05-2016 11:45:33.821'. Below the grid is a playback timeline with a play button, a '5/1/2023 4:03:03.563 PM' timestamp, and a '5 minutes' duration. The bottom of the interface has 'PLAYBACK' and 'LIVE' buttons.</p>
View item	A position within a view that typically holds a camera.

Term	Meaning
	 A screenshot of a video surveillance software interface. The interface has a dark header with the text 'Headquarters' on the left and 'Setup' on the right. Below the header, there are four camera feeds arranged in a 2x2 grid. The top-left feed is titled 'Entrance - 17-05-2016 11:45:33.812' and shows a modern office lobby with large windows and a reception desk. The top-right feed is titled 'Hallway - 17-05-2016 11:45:33.830' and shows a long, brightly lit hallway with a wooden floor and a wall-mounted map. The bottom-left feed is titled 'Parking basement - 17-05-2016 11:45:33.830' and shows an underground parking garage with several cars parked. The bottom-right feed is titled 'Reception - 17-05-2016 11:45:33.821' and shows a reception counter with a staff member behind it. The 'Entrance' feed is highlighted with a purple border.
Preset item	A view item where its default content depends on the configuration of the underlying preset.

Term	Meaning
	 <p>The screenshot shows the 'Properties' dialog box for a monitor. It is divided into three sections: 'Monitor information', 'Dimensions', and 'Preset Behavior'. In the 'Preset Behavior' section, the 'Empty preset item:' field is highlighted with a green arrow. Other fields include 'Name: Monitor 1', 'Description:', 'Size: 50 inches', and 'Aspect ratio: 16:9'. The 'Empty preset:' and 'Empty preset item:' fields both have a 'Preserve' dropdown menu.</p>
View layout	<p>The layout of a Video Wall monitor that defines how to arrange the view items, for example 2x3 or 1+2.</p>  <p>The screenshot shows a video wall interface with two monitors. Monitor 1 is on the left and Monitor 2 is on the right. A context menu is open over Monitor 2, showing options like 'Clear view', 'Change view layout', 'Send view to', and 'Disconnect monitor'. The 'Change view layout' menu is expanded, showing various grid and row configurations such as 4:3, 4:3 portrait, 16:9, and 16:9 portrait. A green arrow points to the '1 x 1' option in the menu.</p>

Using MOBOTIX HUB Video Wall

After configuring MOBOTIX HUB Video Wall, you can start working with it in MOBOTIX HUB Desk Client. The system administrator defines the monitors that the video wall consists of, the layout and size of the monitors, and possibly also what cameras are displayed on the monitors.

Using MOBOTIX HUB Video Wall is basically about the following:

- Start your video wall by opening the Video Wall monitors in different displays or floating windows. Then drag the floating windows onto the physical monitors. See also [View Video Wall content on page 13](#).
- Push cameras and other types of content to the video wall and share it with the other operators who are using the video wall. See also [Displaying content on video walls on page 16](#).
- When content on a monitor is changed, you may need to reset the Video Wall monitor back to its default state. You do this by reactivating the default [Video Wall preset](#)¹. See also [Reset Video Wall monitor after removing content on page 25](#).



You can also change the view layout of the Video Wall monitors, for example if you need to add more cameras.

View Video Wall content

You can view both live and recorded video on your video wall. If your video wall is not already up and running, you start the video wall by sending the Video Wall monitors to your computer displays or to new floating windows. You can then drag the floating windows onto the physical monitors that are connected to the computer that drives the video wall. See also [Video Wall display options on page 15](#).



- To change or control what is displayed on a video wall, you must use the Video Wall control. See also [The Video Wall control on page 14](#).
- Insufficient user permissions can prevent cameras from displaying video on your video wall

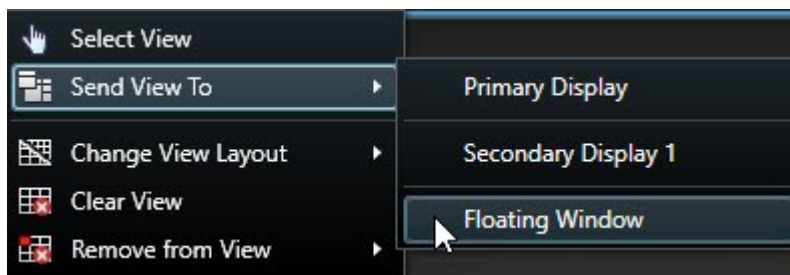
Steps:

1. In the **Views** pane, expand **Video Wall**.
2. Expand your preferred Video Wall definition.
3. To view Video Wall content in the main view, select the monitors one at a time.

¹A predefined layout for one or more Video Wall monitors in MOBOTIX HUB Desk Client. Presets determine which cameras are displayed, and how content is structured on each monitor on the video wall.

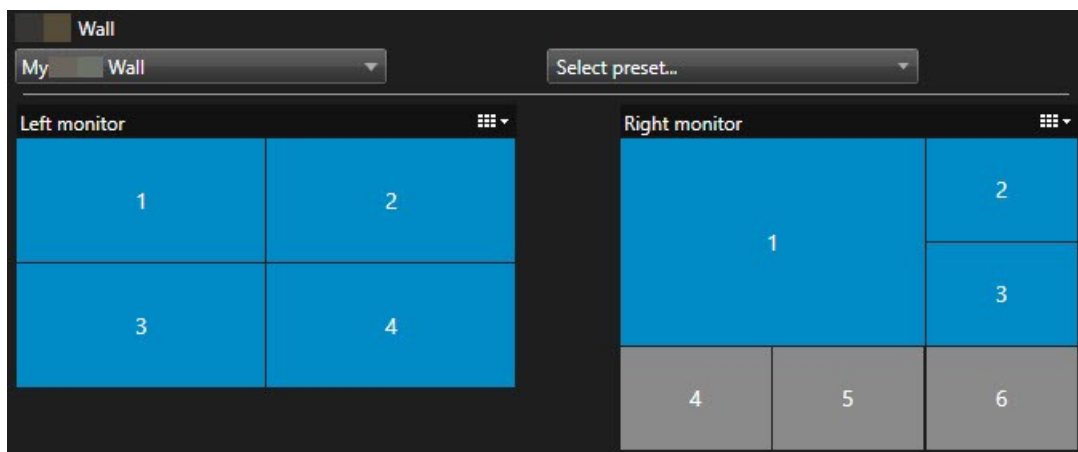
Operation

4. To view Video Wall content in any of your displays or in a new floating window:
 1. Right-click the monitors, one at a time.
 2. Click **Send view to** and select one of these options:
 - **Primary display** - opens in full screen mode in your current display
 - **Secondary display** - opens in full screen mode in your secondary display if any
 - **Floating window** - opens in a new floating window



The Video Wall control

The Video Wall control is a virtual representation of the video wall showing one Video Wall definition at a time and the Video Wall monitors that it consists of. The control allows operators to push cameras and other types of content onto the video wall.



The Video Wall control in the image above displays a Video Wall definition with two monitors:

- **Left monitor** has a 2x2 layout
- **Right monitor** has a 1+5 layout

Blue items in the Video Wall control are currently displaying content. Gray items are empty.

How does it work? Some elements you can drag directly onto the Video Wall monitors in the Video Wall control, or to specific view items within a Video Wall monitor. Other elements you need to send to a video wall, for example images. See also [Displaying content on video walls on page 16](#).

Examples

Operation

Example 1: Suppose you have a view containing the Video Wall control and the **Alarm List**. An alarm goes off, and immediately you drag the alarm from the list onto any view item within Monitor 1. Operators who are looking at the video wall will now see the alarm on Monitor 1.

Example 2: Suppose you have a view containing the Video Wall control and your smart map. You select four cameras on the smart map and drag them onto Monitor 2, which has a 2x3 view layout. Operators who are looking at their video wall will now see those four cameras in the first four view items of Monitor 2.

If your organization has multiple video walls, you can select the video wall you need in the **Video Wall** list.

The **Select preset** list allows you to select and activate preconfigured Video Wall presets.

Identify the type of content that a view item is displaying

- Hover the cursor over a view item. The number of the view item changes to an icon that indicates the type of content. For example, a camera would indicate that the view item is showing video
- Click a view item to preview the content. The toolbar in the **Preview** window provides options for printing the content, or sending it to another video wall

Video Wall display options

The following table describes ways to view Video Wall content in a detached window.

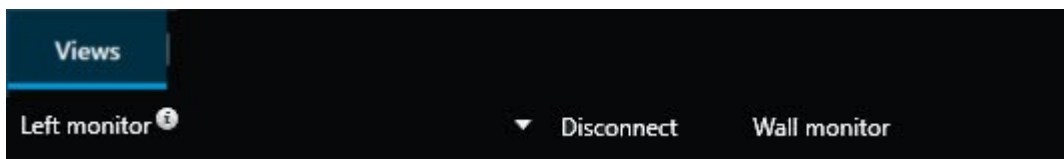
Option	Description
Primary display	View content in full screen mode on the display that you are currently viewing. MOBOTIX HUB Desk Client remains open behind the Video Wall content.
Secondary display	View content on another display and continue to view existing content on the current display.
Floating window	View content in a new floating window. This is useful, for example, if your video wall consists of multiple monitors.

Disconnect Video Wall monitors

You can disconnect your Video Wall monitors, so that you can work with the video without interfering with what other operators are viewing on the video wall.

Operation

1. On the computer that is driving the video wall, go to the Video Wall monitor that you want to disconnect.
2. Click **Disconnect Video Wall monitor**.



Changes you make are reverted when you reconnect.

Displaying content on video walls

Your video wall may be preconfigured to display video from certain cameras. However, you can use the Video Wall control to push cameras and other types of content to the video wall, for example [alarms](#)¹, [hotspots](#)², images, and the [smart map](#)³.

Depending on the situation and the environment, you can combine different types of content to improve response times and effectiveness. For example, if you want to display a picture of a suspect so that people on patrol know who to look for, you can add an image. If you want to provide guidance for response measures, you can add text.

What can you display?

- Alarms
- Bookmarks
- Cameras or whole views
- Carousels
- Images and [snapshots](#)⁴
- Hotspots
- HTML pages
- Maps
- Smart map
- Text

¹Incident defined on surveillance system to trigger an alarm in MOBOTIX HUB Desk Client. If your organization uses the feature, triggered alarms are displayed in views that contain alarm lists or maps.

²A particular view item for viewing magnified and/or high quality camera images in MOBOTIX HUB Desk Client views.

³A map functionality that uses a geographic information system to visualize devices (for example, cameras and microphones), structures, and topographical elements of a surveillance system in geographically accurate, real-world imagery. Maps that use elements of this functionality are called smart maps.

⁴An instant capture of a frame of video at a given time.

Operation

Most of these elements, you must add to the video wall through the toolbar of the view item.



Display or change cameras on video walls

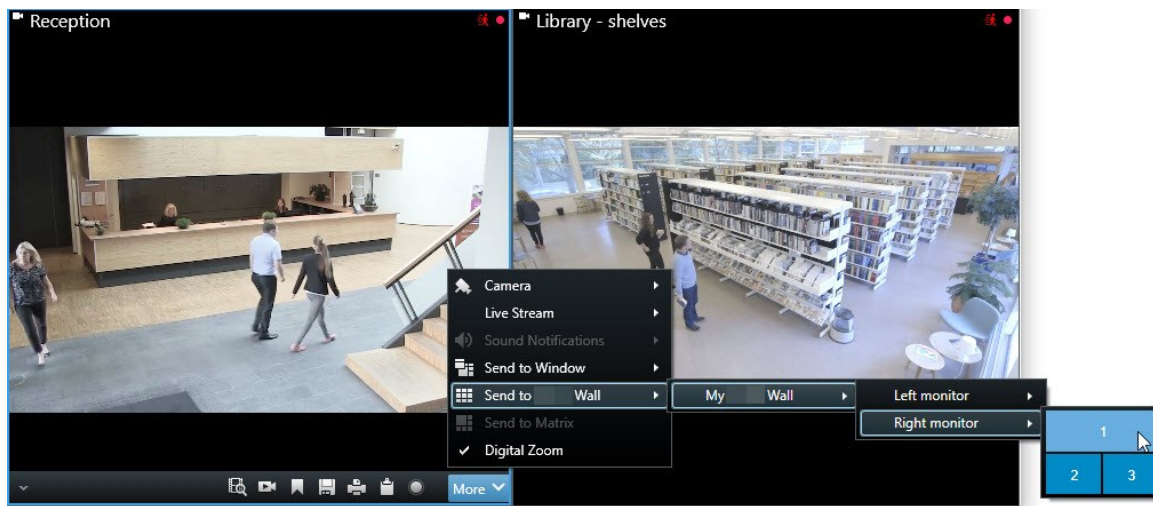
You can change the cameras that are being displayed on the video wall. Immediately, other operators¹ who are watching the same video wall will see the changes.

Requirements:

You have set up a view that contains your Video Wall control. See also [Add Video Wall controls to views on page 4](#).

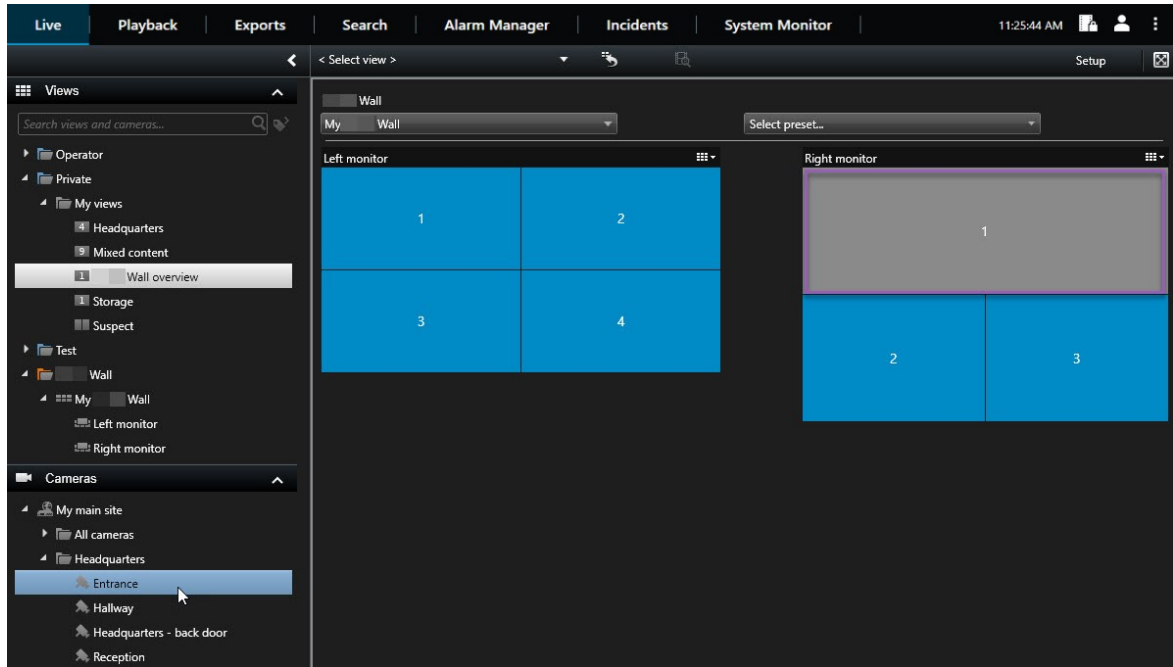
Steps:

1. Make sure that your video wall is running. See also [View Video Wall content on page 13](#).
2. Switch to live or playback mode.
3. To add a camera from a view:
 1. Open the view that contains the camera that you want to add.
 2. In the camera view item, click **More > Send to Video Wall**. Then select the Video Wall definition, the Video Wall monitor, and finally the view item.

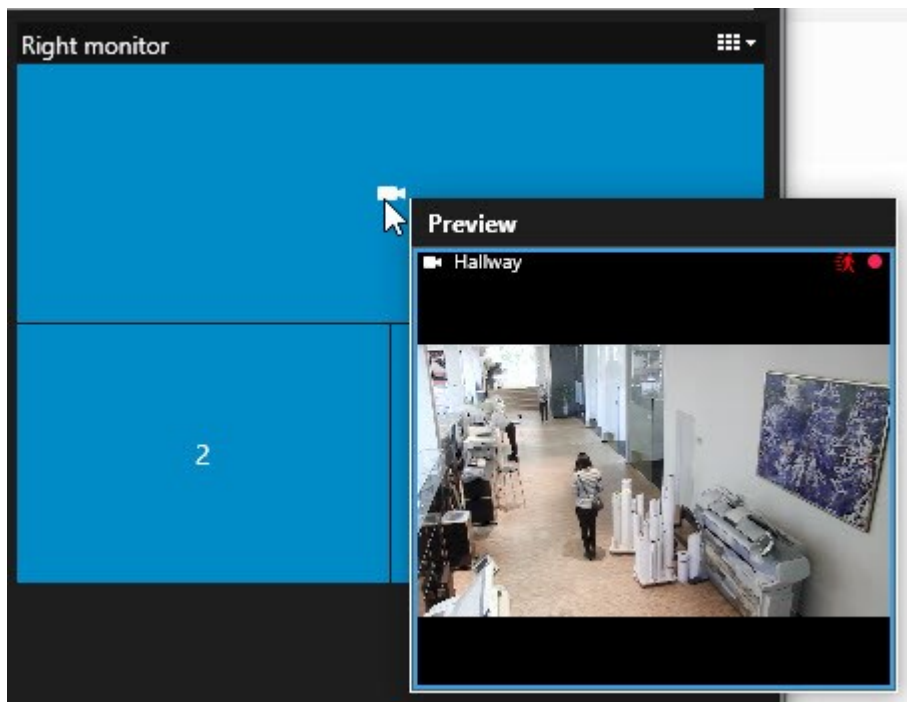


¹A professional user of an MOBOTIX HUB client application.

4. To add a camera from the **Cameras** pane:
 1. Open a view that contains the Video Wall control.
 2. In the **Cameras** pane, find the camera that you want to add.
 3. Drag the camera to a view item in the Video Wall control.



4. To verify that you added the correct camera, check the video wall or click the camera icon in the Video Wall control. A preview appears.



Operation

Add entire views to video walls

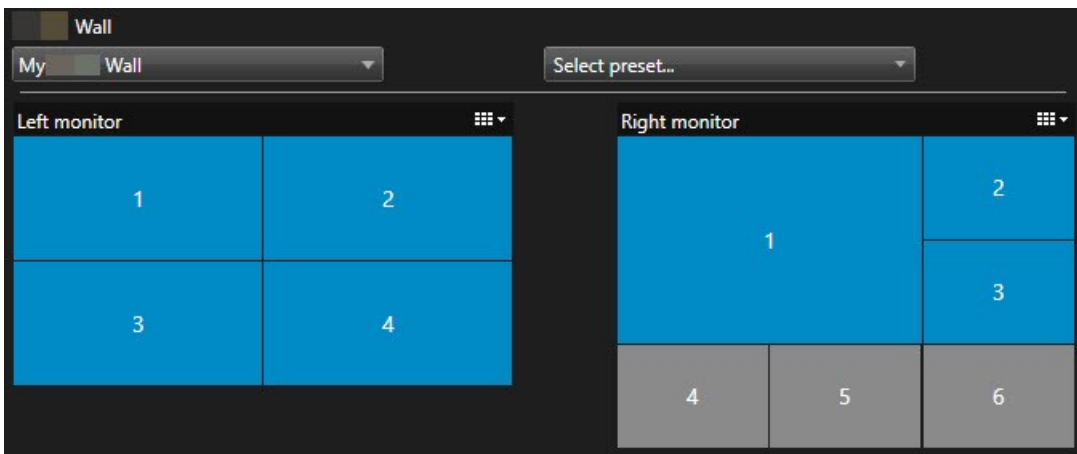
You can share an entire view with other Video Wall operators by sending the view to a Video Wall monitor. What is currently being displayed on that monitor is then replaced by the content of the view.

Requirements:

You have set up a view that contains your Video Wall control. See also [Add Video Wall controls to views on page 4](#).

Steps:

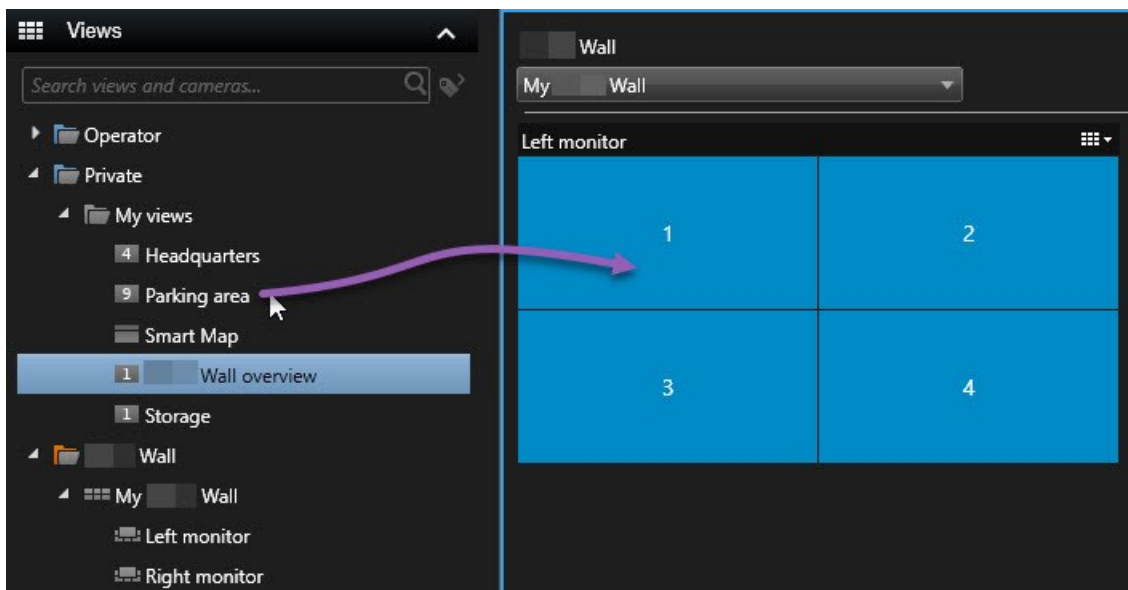
1. Make sure that your video wall is running. See also [View Video Wall content on page 13](#).
2. In live or playback mode, open the view that contains your Video Wall control.



MOBOTIX recommends that you open the Video Wall control in a new floating window.

Operation

3. In the **Views** pane, find the view that you want to send to the video wall.
4. Drag the view into a view item in the preferred Video Wall monitor and then release.



Display text on video walls

Displaying text on your video wall is useful when you want to provide information to operators who are using the video wall.

Requirements

- To send text from an existing view, first you must add the text to a view. See also [Add text to a view](#).
- To add text using drag-and-drop, make sure that your text editor supports drag-and-drop operations

Steps:

1. To add text from a third-party text editor:
 1. Open the view that contains your Video Wall control.
 2. Write the text in your preferred text editor.
 3. Select the text.
 4. Drag and drop the text into a view item in a Video Wall monitor.
 5. In the window that appears, you can edit the text even further. Click **Save**.
 6. Immediately after, the text appears on the associated display or physical monitor.

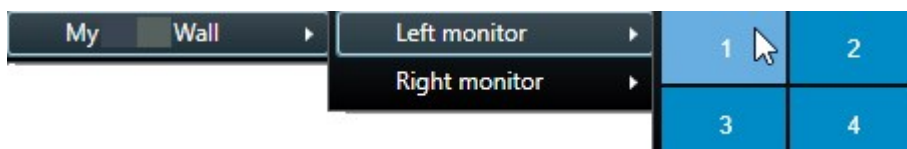
Operation

2. To add text that has already been added to a view:

1. Open the view that contains the text.
2. Hover over the view item. The camera toolbar appears.



3. Click **More > Send to Video Wall** and then select the preferred video wall.
4. Select the Video Wall monitor and finally the view item inside the monitor.

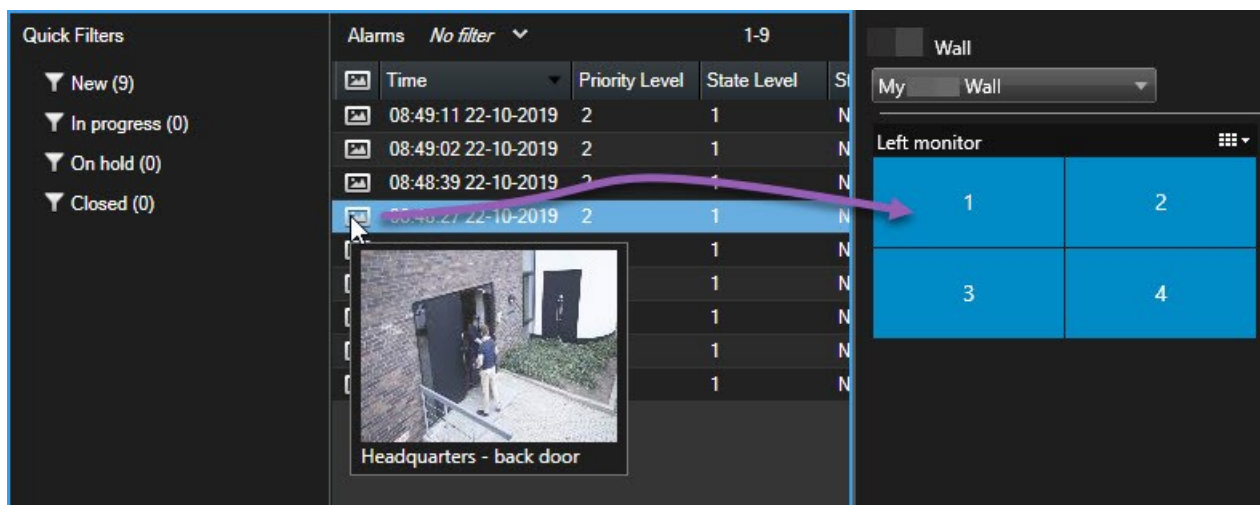


Immediately after, the text appears on the associated display or physical monitor.

Display alarms on video walls

You can share a prioritized overview of all alarms by adding the **Alarm List** to a video wall. This allows you to view and work with details about the alarm directly from the video wall.

You can also display individual alarms on your video wall by dragging and dropping the alarm from the **Alarm List**.



Display bookmarks on video walls

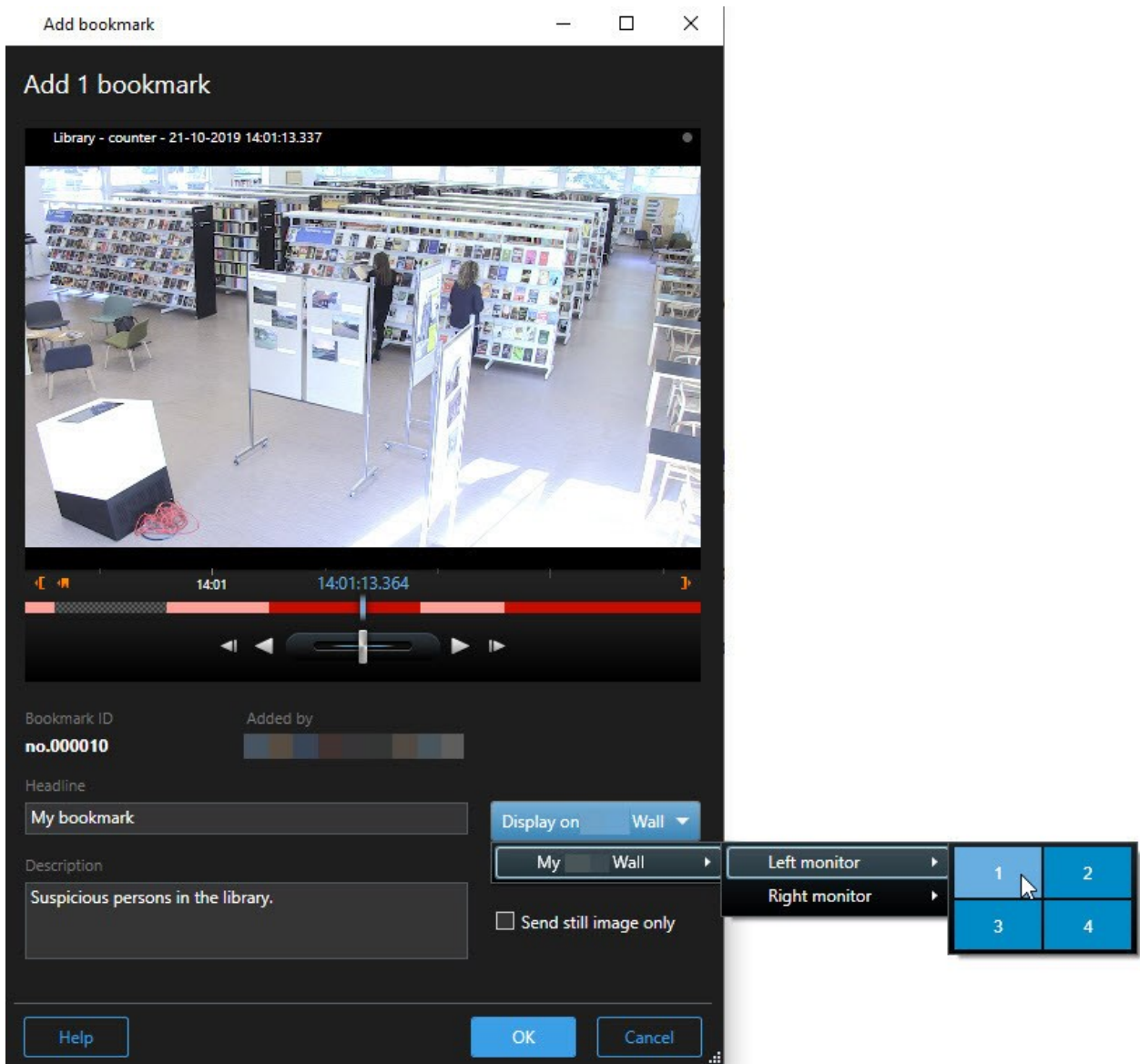
Sending a [bookmark](#)¹ to a video wall can help you quickly share a still image or a video sequence of an incident, for example a suspicious person, with operators who are watching the video wall.

Steps:

¹An important point in a video recording, marked and optionally annotated so that you and your colleagues will easily be able to find it later.

Operation

1. Create a bookmark. See also [Add or edit bookmarks](#) or [Bookmark search results](#).
2. In the window that appears, click **Display on Video Wall** and select the preferred video wall.



3. Select a Video Wall monitor and then a view item within the monitor.
4. To send a still image instead of the video sequence, select the **Send still image only** check box.
5. Click **OK** to save your changes. The bookmarked video sequence appears on the associated physical monitor.

MOBOTIX HUB Video Wall and smart maps

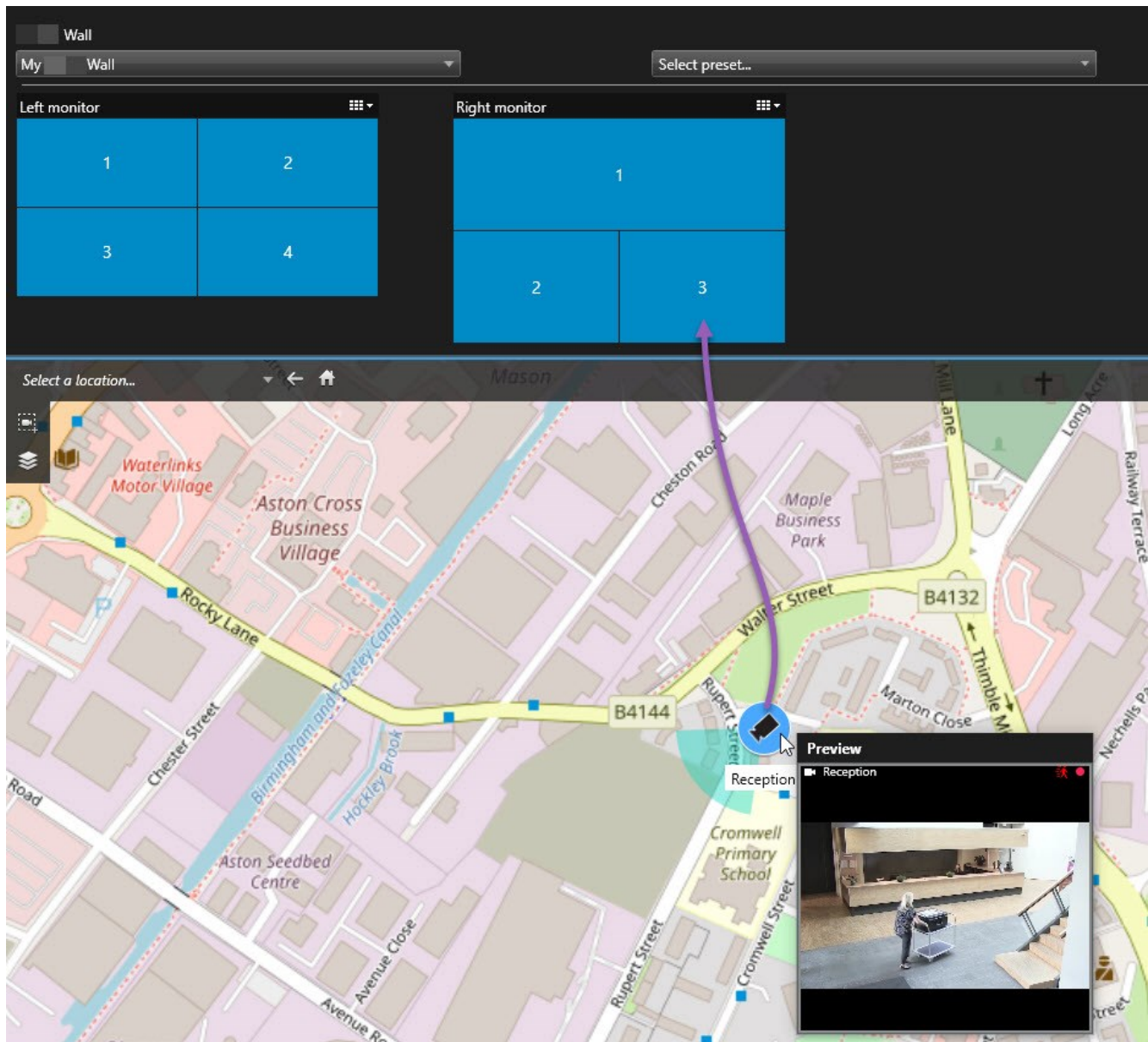
If you are using MOBOTIX HUB Video Wall, you can view the [smart map](#)¹ on your video wall and share it with other operators who are using the same video wall. The current zoom level, the location that you have navigated to, and the layers that are visible are maintained when sent to a video wall.

Drag cameras from maps or smart maps to video walls

If a particular camera on your map or [smart map](#)² recorded an incident, and you want to share the video from that camera, you can drag the camera from the map to the monitors of your video wall.

¹A map functionality that uses a geographic information system to visualize devices (for example, cameras and microphones), structures, and topographical elements of a surveillance system in geographically accurate, real-world imagery. Maps that use elements of this functionality are called smart maps.

²A map functionality that uses a geographic information system to visualize devices (for example, cameras and microphones), structures, and topographical elements of a surveillance system in geographically accurate, real-world imagery. Maps that use elements of this functionality are called smart maps.




You can also drag cameras from maps in floating windows and secondary displays.

Stop displaying content on the video wall

You can stop displaying content on a video wall, for example when an incident is under control or the content is no longer relevant.

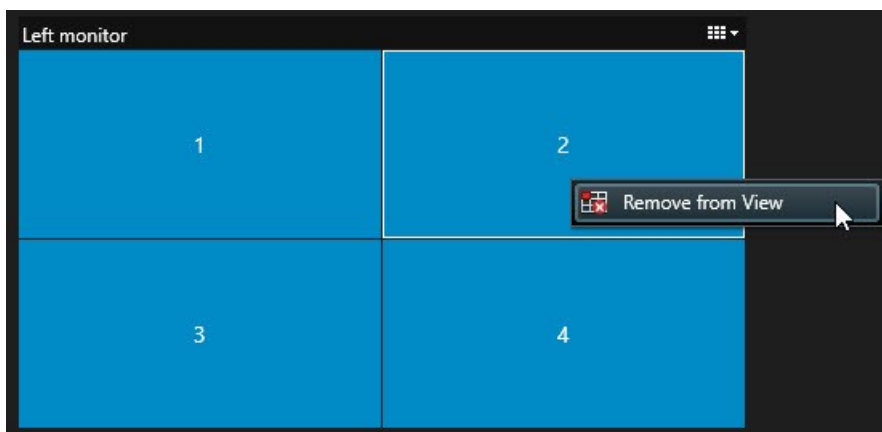
Stop displaying all content on a Video Wall monitor

Operation

1. In your Video Wall control, go to the monitor that you want to clear.
2. Click the  icon.
3. Select **Clear view**. On the Video Wall control, the view items turn gray, and all content is removed from the Video Wall display.

Remove specific content from a Video Wall monitor

1. In your Video Wall control, go to the monitor that you want to remove specific content from.
2. Right-click the item that you want to clear and select **Remove from view**.



The item turns gray, and the content is removed from the associated view item in the Video Wall display.



Other [operators](#)¹ can manually change the content on a Video Wall, and the content can change according to a schedule or rules. This means that the content that you remove can reappear later.

Reset Video Wall monitor after removing content

If you have removed content from a monitor, you can make it reappear by re-applying the [Video Wall preset](#)² that is associated with the monitor.

¹A professional user of an MOBOTIX HUB client application.

²A predefined layout for one or more Video Wall monitors in MOBOTIX HUB Desk Client. Presets determine which cameras are displayed, and how content is structured on each monitor on the video wall.

Troubleshooting

Troubleshooting: MOBOTIX HUB Video Wall

My monitors do not display the layout that I specified for my Video Wall

Typically, this occurs because your system administrator did not activate the [preset](#)¹ for the monitor. Ask your system administrator to verify that the preset is active in Management Client.

My camera is not part of a preset. Why isn't it removed when I activate the preset?

This can be because the **Empty preset item** setting is not selected for the preset. Ask your system administrator to verify the setting for the preset in Management Client.

I cannot drag an item, for example a camera, to a view. When I click the item, nothing happens

This is a known issue in Microsoft Windows that can also occur in MOBOTIX HUB Video Wall. The workaround is press ESC one time, and the drag functionality should work again.

When I drag an image from a view to my Video Wall, it isn't displayed.

You probably did not embed the image in the view, and the computer that is running the Video Wall cannot access the image file. To ensure that everyone can see an image, it's a good idea to embed it in the view.

My Video Wall monitors are displayed on top of each other

When your system administrator added monitors to your Video Wall, he or she did not define the layout of the monitors. When your administrator adds monitors, the system automatically stacks them in the layout in the order in which they were added. Your administrator must then arrange them according to your needs.

I cannot drag an image from Windows Explorer to my Video Wall monitor. The cursor does not change to the Allow Drop icon

This occurs when your Desk Client is not running under the same user profile as Windows Explorer. For example, you are running Desk Client under the Local administrator user profile, but you are running Windows Explorer as a Standard user. To resolve this issue, ensure that both programs are running under the same user profile.

I have added the Alarm List to a view item, but I cannot use the scroll bar to view details

This is a known issue in MOBOTIX HUB Video Wall. To use the scroll bar, position the pointer outside the view item, and then press and hold the CTRL key. This prevents the view item's toolbar from covering the scroll bar. You can now move the pointer into the view item and use the scroll bar.

¹A predefined layout for one or more Video Wall monitors in MOBOTIX HUB Desk Client. Presets determine which cameras are displayed, and how content is structured on each monitor on the video wall.

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