IPVideo Corporation

Mosaic™ Enterprise VMS 2016 R2

Administrator Getting Started Guide

Contents

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This product may make use of third party software for which specific terms and conditions may apply. When that is the case, you can find more information in the file **3rd_party_software_terms_and_conditions**.**txt** located in your Mosaic system installation folder.

Guide contents

This guide briefly explains how to install your Mosaic Enterprise VMS system as well as how to configure some of its basic features.

The guide is valid for:

- **Mosaic^{TM} Enterprise**

Check the IPVideo Corporation website http://www.ipvideocorp.com/mosaic for updates to make sure that you install the most recent version of your system.

Installation

Minimum system requirements

For information about system requirements for the various components of your system, read the release notes available on the software DVD or on www.ipvideocorp.com/mosaic.

Administrator rights

When you install your system, it is important that you have administrator rights on the computer that should run your system. If you only have standard user rights, you cannot configure the surveillance system.

Install the software

Prerequisites: Shut down any existing surveillance software.

1. Run the installation file. Depending on your security settings, you may receive one or more security warnings. Click the **Run** button if you receive a warning.

2. When the installation wizard starts, select language for the installer and then click **Continue**.

3. Select if you want to install a trial version of your system or indicate the location of your software license file.

4. Read and accept the license agreement, and indicate if you want to participate in the IPVideo Corporation data collection program.

5. Select **Typical** or **Custom** installation. If you select **Custom** installation, you can select application language, which features to install and where to install them. Let the installation wizard complete.

You can now begin configuring your system through the Management Application.

Getting started

About the Getting started page

The **Getting started** page is always shown when you open the Management Application. The **Getting started** page serves as a place of reference for users. It also provides different wizards that help to configure your surveillance system quickly.

Under the **License** heading in the bottom-left part of the page, you can get an overview of your system's hardware device licenses and your number of device changes without activation.

Under the **Mosaic Software Upgrade Protection** heading you can see information about your current Mosaic Software Upgrade Protection™. To learn more about Mosaic Software Upgrade Protection, follow the links. If you decide to buy or renew a Mosaic Software Upgrade Protection subscription after you have installed your system, you must activate your licenses before the correct Mosaic Software Upgrade Protection information is shown.

Automatic configuration wizard

The **Automatic configuration** wizard is for easy configuration for first time use of the system. Use the wizard to automatically add cameras to your system using this step-by-step procedure.

Automatic configuration wizard: First page

When you open the Management Application for the first time, the Automatic configuration wizard opens to guide you through the process of adding hardware devices to your system.

If you are new to the system, click **Yes**, **configure** to scan your network for available cameras and configure your system. To exit and use a more advanced way of adding devices to your system, click **Skip** to leave the wizard and go to the Management Application to get more options for setting up your system's device configuration.

Automatic configuration wizard: Scanning options

Choose where you want your system to scan for cameras and devices.

By default, the **Scan local network** checkbox is selected, which means that you only scan your local network for devices. However, if you know the IP address or a range of IP addresses to which cameras and devices are attached, specify these by clicking the Plus icon next to **Add the IP addresses or IP ranges to be scanned**. You can add more than one range of IP addresses if you need to.

Automatic configuration wizard: Select hardware manufacturers to scan for

If you know the specific manufacturer of your hardware device(s), select these in the dropdown on this page. You can select as many manufacturers as you want to.

Note: By default, all manufacturers are selected. If you want to reduce the scanning time or know the specific manufacturers of your cameras, only select the checkboxes that represents these manufacturers.

Automatic configuration wizard: Scanning for hardware devices

Scanning for hardware devices that match your selected manufacturers begins. A status bar indicates how far in the scan process you are. Once scanning for cameras and devices is complete, you may need to provide user name and password for your selected devices or cameras. When you have typed in the relevant credentials, click the **Verify** button to add the device to your system.

Note: Not all devices and cameras need a user name and password. You can add such devices to your system without any need to type in credentials.

Automatic configuration wizard: Continue after scan

Once you have added the number of devices and cameras you want to add, your system sets up storage for you. Storage is the location to which your system saves recordings. By default, your system chooses the location with most available disk space.

When the system has finished configuring storage, you are given the option to automatically add new cameras to your system as they are detected on the network. Enabling this allows you to set up your system so that any devices or cameras are automatically set up for you in the future as soon as they are connected to your network. Note that not all devices and cameras support automatic discovery. If your device/camera does not show up automatically after you have connected it to your network, you must add it manually.

To go directly to Mosaic Client once you have completed the wizard, select the check box in the bottom-left corner of the wizard page.

Configure in Management Application

The Management Application is the server-side user interface. All management of your system is handled here.

Licensing

When you purchase your software and licenses, you receive:

- An order confirmation.

- A software license file (SLC) with the .lic extension and named after your SLC (Software License Code).

Your SLC is also printed on your order confirmation and consists of several numbers and letters grouped by hyphens similar to this:

- o Product version 2016 or later: xxx-xxx-xxx-xx-xxxxxx

The software license file contains all information about your purchased VMS products and licenses.

IPVideo Corporation recommends that you store the information about your SLC and a copy of your software license file in a safe place from which you can find them again.

To get started, you download the software from our website. While you are installing the software, you are asked to provide the software license file. If you have not yet received the software license file, you can still install the software and run it for a 30-day trial period with a maximum of eight added cameras and a retention time of maximum five days. To continue using your system, you must import your software license file before the end of the trial period.

When the installation of your system is complete and you have added your cameras, encoders and other relevant hardware, you must activate your licenses. If your system is online, your licenses are activated automatically and only in a few scenarios, you need to activate them manually. If your system is offline and you have used all of your device changes without activation, you must manually activate your licenses each time you make changes that affect your use of your licenses. It is important that you activate licenses in a grace period before the grace period ends because the then unlicensed hardware stops sending data to the system.

When the installation is complete, please refer to the help for your Enterprise VMS product, for more information about:

- how our license system works specific for your Enterprise VMS product

- how you activate your licenses manually

- when you need to activate your licenses manually even if your system is online

- what device changes without activation is

- where you see how many used and free licenses you have

Add hardware devices

To add more cameras after having run the **Getting Started** wizard, do the following:

6. On the **Getting started** page, start the **Add Hardware** wizard.

7. Select a hardware detection method, and follow the wizard.

Before you add hardware devices, make sure you have configured their IP addresses, user name and passwords as described by the manufacturers.

Configure user access

To quickly and easily configure how client applications should access your system server, and which users should be able to use the client applications, start the **Configure User Access** wizard. Note that the wizard gives users access to all cameras on your system. If you require different rights for individual users, you should use advanced configuration instead:

- Under **Advanced Configuration** > **Server Access**, specify port number to use, whether you want clients to be able to access the system server from the Internet, how many clients you want to be able to connect simultaneously and more.

- Under **Advanced Configuration** > **Users**, configure settings and rights for client access. You can add users from Active Directory, which allows you to use your organization's existing user data.

Configure a Mobile server

A Mobile server handles log-ins when a user wants to log into his/her Mosaic surveillance setup via the Mosaic Web, or the Mosaic Mobile client from a mobile device.

Upon correct login, the Mobile server distributes video streams from relevant recording servers to Mosaic Web or Mosaic Mobile client. This offers an extremely secure setup, where recording servers are never connected to the Internet. When a Mobile server receives video streams from recording servers, it also handles the complex conversion of codecs and formats allowing streaming of video on the mobile device.

Add a Mobile server:

1. Go to **Servers** > **Mobile Servers**. From the menu that appears, select **Create New**. Fill in/edit the needed properties.

Important: If you edit settings for **Login method**, **All cameras view** and **Outputs and events**, while you are connected to the Mosaic Mobile client, you must restart the Mosaic Mobile client for the new settings to take effect.

Delete a Mobile server:

1. Expand **Servers** > **Mobile Servers** in order to see existing servers.

2. Right-click the unwanted server and select **Delete**. Click **Yes**.

Rename a Mobile server:

1. Expand **Servers** > **Mobile Servers** in order to see existing servers.

2. Select the required Mobile server.

3. On the **Info** tab, which opens once the Mobile server is selected, change the name of the server by typing in the **Server name** and **Description** fields.

4. In the lower right corner, click **Apply**.

Clients

You can use these three client applications with your system:

- Mosaic Client

- Mosaic Web

- Mosaic Mobile client

Mosaic Client is installed automatically when you install your system. Mosaic Mobile client and Mosaic Web are available if you install the Mosaic Mobile server (included per default in a **Typical** installation). To use the Mosaic Mobile client, you must have a mobile device running iOS 5+ or Android 2.2+. You can download the application to your device from App Store or Google Play.

Mosaic Client

You view live and recorded video with clients such as Mosaic Client. Users and administrators can get Mosaic Client in two ways: Either from the software DVD or from the surveillance system server. You must download and install Mosaic Client on users' computers.

To install Mosaic Client from the server:

1. Open an Internet Explorer browser (version 6.0 or later), and connect to the IP address of the Mosaic server with the port number specified under **Advanced Configuration** > **Server Access** (default is port 80). Example: If the server's IP address is 123.123.123.123 and you use the default port number 80, connect to http://123.123.123.123:80.

2. When you connect to the server, you see a welcome page. On the welcome page, click the relevant link to get Mosaic Client.

Mosaic Mobile client

1. Access Google Play or App Store℠ on your device.

2. Search for and download the application Mosaic Mobile. Once the download of the application is completed, the Mosaic Mobile client is ready for use on your mobile device.

For detailed information about how to set up your Mosaic Mobile client, visit the IPVideo Corporation website at www.ipvideocorp.com/mosaic.

Mosaic Web

If you have a Mosaic Mobile server installed on your computer, you can use the Mosaic® Web Client to access your cameras and views. Since you do not need to install Mosaic Web, you can access it from the local computer on which you installed the Mosaic Mobile server or any other computer you want to use for this purpose.

To access the Mosaic Web:

1. Set up the Mosaic Mobile server in the Management Application.

2. Open an Internet browser (Internet Explorer, Mozilla Firefox, Google Chrome or Safari) or click **Open Mosaic Web** in the Mobile Server Manager.

3. Type in the IP address (that is, the external address and port of the server on which the Mosaic Mobile server is running.

   Example: The Mosaic Mobile server is installed on a server with the IP address 127.2.3.4 and is configured to accept HTTP connections on port 8081 and HTTPS connections on port 8082 (default settings of the installer).

   In the address bar of your browser, type: ***http://127.2.3.4:8081/Mosaic Mobile/Web*** or ***https://127.2.3.4:8082/Mosaic Mobile/Web***, depending on whether you want to use a standard HTTP connection or a secure HTTPS connection. You can now begin using Mosaic Web.

4. Add the address as a bookmark in your browser for easy future access to Mosaic Web. If you use Mosaic Web on the local computer on which you installed the Mosaic Mobile server, you can also use the desktop shortcut created by the installer. Click the shortcut to launch your default browser and open Mosaic Web.

Additional features

Mosaic Download Manager

Manage which system features your organization's users can access from a targeted welcome page on the surveillance system server. Access Mosaic Download Manager from Windows' **Start** menu. Mosaic Download Manager comes with a default configuration ensuring that users get access to the Mosaic Client. To make special language versions, plug-ins or similar available to users.

Matrix

The Matrix feature allows distributed viewing of live video from any camera to any Matrix recipient on a network operating with your system. A computer on which you can view Matrix-triggered video is known as a Matrix recipient. In order to become a Matrix recipient, the computer must have Mosaic Client installed.

Built-in help system

To access the help system from anywhere within the Management Application, click the **Help** button in the toolbar or press **F1** on your keyboard.

For more information

For information about how to back up your system as well as how to change advanced settings in your system, read the Administrator's Guide for your relevant Mosaic product. You can always find the latest Administrator's Guides at www.ipvideocorp.com/mosaic.

About IPVideo Corporation

An industry pioneer since its introduction of one of the first network-based surveillance recording solutions in 1996, IPVideo Corporation is now at the forefront of developing unique, innovative solutions that harness the power of IP video technology. Today, the Company's systems are trusted by Fortune 500 companies, government agencies and municipalities, utilities, healthcare facilities, school districts and leading universities to mitigate risk while protecting people and property. A commitment to an open-standards philosophy and delivering best-in-class performance and value underlies all offerings—from physical security solutions that bridge to the Internet of Things, to purpose-built HD audio/video recording solutions for education, law enforcement, healthcare, and beyond. The company's worldwide client base is served by a network of certified distributors, dealers and system integrators, who benefit from ongoing corporate support and training. IPVideo Corporation is headquartered in Bay Shore, NY. For more information, visit. www.ipvideocorp.com/mosaic