



Avigilon Control Center™ Player User Guide

Version 6.14

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What is the Avigilon Control Center™ Player?

The Avigilon Control Center Player is the video player for Avigilon Native Video Export (AVE) files and Avigilon Backup (AVK) files.

The Player displays video in image panels, and allows you to control their playback through the Timeline. The Player is able to authenticate video files against tampering, and can be used to re-export video into other formats. Both AVE and AVK video include event data embedded in the file, so you are also able to search for events that are linked to the video.

A copy of the Player can be downloaded from the Avigilon website, or exported with the AVE file from the Avigilon Control Center Client software (see *The Avigilon Control Center Client User Guide* for more information).

For More Information

Visit Avigilon at [avigilon.com](https://www.avigilon.com) for additional product documentation.

Technical Support

To contact Avigilon Technical Support, go to [avigilon.com/contact-us](https://www.avigilon.com/contact-us).

Upgrades

Software and firmware upgrades will be made available for download as they become available. Check for available upgrades at: [avigilon.com/support-and-downloads](https://www.avigilon.com/support-and-downloads).

Feedback

We value your feedback. Please send any comments on our products and services to feedback@avigilon.com.

Starting Up and Shutting Down the Avigilon Control Center Player

The Avigilon Control Center Player can be started up or shut down at any time.

Starting Up the Player

The Player can be opened in any of the following ways:



- Double-click the shortcut icon on the desktop.
- In Windows, select **All Programs** or **All Apps > Avigilon > Avigilon Control Center Player > Avigilon Control Center Player**.

When the application first opens, you will be prompted to open an AVE or AVK file:

- Double-click an Avigilon Native Video Export (AVE) file. If the file is password-protected, enter the password when prompted.

NOTE: To open password-protected files, you must have ACC Player version 6.8 or later.

- Double-click an Avigilon Backup (AVK) file.

The Player will open and display the video file.

Shutting Down the Player

- In the top-right corner of the Player software, click **✕**.
- Select **⚙ > Exit**.

Authenticating Video

All Avigilon Native Video Export (AVE) and Avigilon Backup (AVK) files contain an encrypted digital signature that is used to confirm that exported images have not been tampered with.

- To authenticate a video, select  > **Authenticate Images...**

The Authenticate Images dialog box appears and displays the progress as the application checks all the video images for tampering.

When the process is complete, the Authenticate Images dialog box displays the number of images that are authentic and the number of images that have been corrupted.

Organizing Views

A View tab is where you watch camera video. Inside the View tab is a set of image panels that allows you to organize how video is displayed.

You can arrange image panels into different layouts to take advantage of different camera angles and save View layouts that you like.

Making a View Full Screen

You can maximize a View to fill an entire monitor screen.


- On the toolbar, click .

Ending Full Screen Mode

- While the View is in full screen mode, click .


Selecting a Layout for a View

You can organize how video is displayed by selecting a View layout.

- On the toolbar, click  then select one of the layout options.
- If you select **Auto**, the View automatically selects the layout based on the number of camera video that are playing from the Timeline.

Editing a View Layout

If the default View layouts do not fit your surveillance requirements, you can customize a View layout.

1. On the toolbar, select  > **Edit Layouts....**
2. In the Edit Layouts dialog box, select the layout you want to change.
3. Enter the number of **Columns:** and **Rows:** you want in your layout.
4. In the layout diagram, do any of the following to further customize the layout.

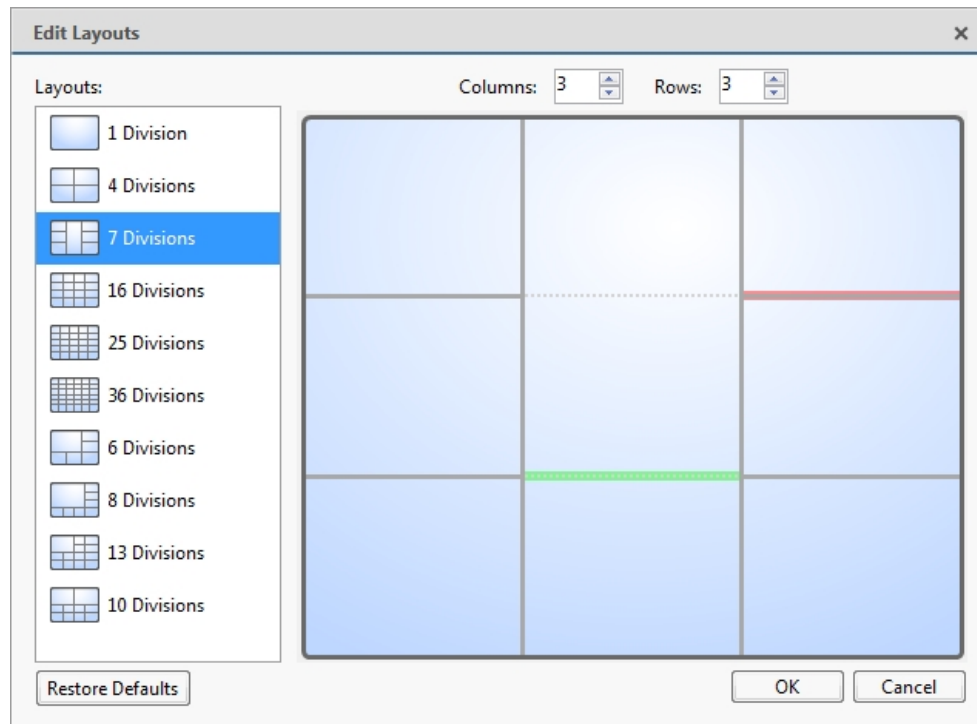


Figure 1: The Edit Layouts dialog box

- To create a larger image panel, select a gray line to delete the border between two image panels. When a line is highlighted in red, the line can be deleted.
- To restore an image panel, select a dotted line to divide a larger image panel into two. When a dotted line is highlighted in green, the line can be restored.
- To restore all default View layouts, click **Restore Defaults**. All custom layouts in the Layouts: list will be replaced.

NOTE: You can only add or subtract lines to create a rectangular shape.

5. Click **OK** to save your changes. The previous View layout has been replaced with your customized layout.

Tip: The keyboard commands used to access View layouts are linked to the layout's position in the Layouts: list. For example, if your custom layout is placed at the top of the Layouts: list (layout 1), you can press **Alt + 1** to use that layout.

Reviewing Video

The Avigilon Control Center Player allows you to watch exported Avigilon Native Video Export (AVE) video and Avigilon Backup (AVK) video in View tabs, similar to the Avigilon Control Center Client software.

If the video file contains video from multiple cameras, the video can be displayed in multiple image panels. You can zoom and pan the exported video images, and use the Timeline to control the playback of the recorded video.

Adding and Removing Cameras in a View

You can add and remove cameras from the View tab to focus on specific parts of the video file.

Adding a Camera to a View

Do one of the following:


- Drag the camera from the System Explorer to an empty image panel in the View tab.
- Double-click a camera in the System Explorer.
- In the System Explorer, right-click the camera and select **Add To View**.
- If your cameras are assigned a Logical ID:, press / and enter a logical id. For more information, see *cycling_cameras* on page 1.

The camera is added to the next empty image panel in the View layout.

Tip: You can drag the same camera to multiple image panels to watch the video at different zoom levels.

Removing a Camera from a View

Do one of the following:

- Right-click the image panel and select **Close**.
- Inside the image panel, click .

Playing Recorded Video with the Timeline

The Timeline displays when video was recorded and lets you control video playback. Recorded video may be stored on the ACC Server or the archive storage location.

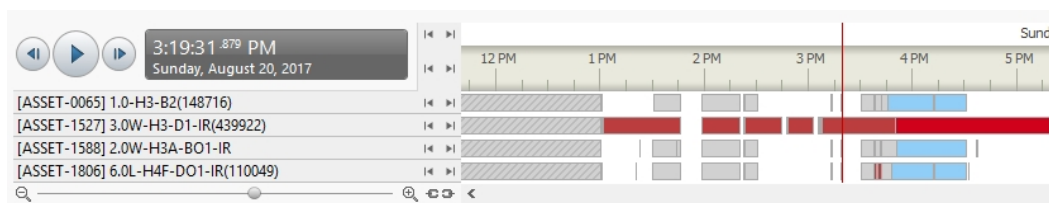






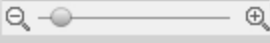
Figure 2: Playback controls on the Timeline

The colored bars on the Timeline show the camera's recording history:

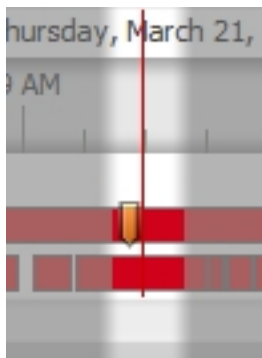
-  — shows the camera has recorded a motion event.
-  — shows the camera has recorded video.
- White areas show that there is no recorded video.

If your system uses failover connections and you view an export or archive file from around the time that failover occurred, the file will be shown as a single, seamless video with a single Timeline.

Using the Timeline

| To... | Do this... |
|--|---|
| Select a playback time | <ul style="list-style-type: none">• Click the dark gray date display and select a specific date and time.• Click a point on the Timeline. |
| Start playback | <p>Click .</p> <ul style="list-style-type: none">• Click  to fast forward. Tap the arrow again to increase the playback speed.• Click  to rewind. Tap the arrow again to increase the playback speed. <p>You can play the video up to eight times the original speed.</p> <p>As video plays, the Player automatically skips through white areas on the Timeline with no recorded content.</p> <p>If you are using the Auto View layout mode, the View automatically displays video from all the cameras with recorded content at the same point on the Timeline. As each recorded video segment ends, the View hides the video that is not playing.</p> |
| Stop playback | <p>Click .</p> <ul style="list-style-type: none">• Click  to step forward one frame.• Click  to step backward one frame. |
| Jump forward or backward on the Timeline | <div></div> <p>On the Timeline, click  or  to move to set points on the Timeline.</p> |
| Zoom in or out of the Timeline | <div></div> <ul style="list-style-type: none">• Move the slider on the bottom left to zoom in or out on the Timeline.• Place your mouse over the Timeline and use the scroll wheel to zoom in or out on the Timeline. |

| To... | Do this... |
|--|--|
| | You can zoom in to a quarter of a second, and zoom out to see years if recorded video exists. |
| Center the Timeline on the time marker | Right-click the Timeline, and select Center on Marker . |
| Pan the Timeline | <ul style="list-style-type: none"> Click and drag the time marker through the Timeline. Move the horizontal scroll bar under the Timeline. Right-click and drag the Timeline. |



Viewing Unusual Motion Events

When viewing video recorded from an Unusual Motion video analytics device, the Timeline displays both motion events and Unusual Motion events. You can filter the Timeline to display Unusual Motion events only.

NOTE: The Unusual Motion filter is only available if there is at least one camera in the View tab with the Unusual Motion analytics mode enabled.

1. In the top-left corner of the Timeline, select the **Unusual Motion** check box.

Only Unusual Motion events are displayed on the Timeline. To increase or decrease the number of events displayed, use the Unusual Motion filters. For more information, see *Filtering Unusual Motion Events* on the next page.

2. Use the Timeline controls to view the event video.

Unusual Motion is trailed by bounding boxes. Image panels without Unusual Motion are dimmed.

Tip: Select the **Skip Play** check box to skip to the next Unusual Motion event when playing video.

You can export Unusual Motion events like other video analytics events. For more information, see *Export* on page 32.

Filtering Unusual Motion Events

When the Unusual Motion check box is selected, you can interactively control the amount of Unusual Motion events displayed in the Timeline using the filters described below.



| Filter | Description |
|-------------------------|--|
| Anomaly Type | <p>From the drop-down menu, select which Unusual Motion anomalies are displayed:</p> <ul style="list-style-type: none">• All — All Unusual Motion events are displayed. This is the default setting.• Speed — Events with motion at an unusual speed are displayed.• Direction — Events with motion in an unusual direction are displayed.• Location — Events with motion in an area where motion does not typically occur are displayed. |
| Rarity | <p>Move the slider to set how rare an Unusual Motion event must be to be displayed on the Timeline. The further right the slider is, the more rare the event. To reduce noise, keep the slider towards the right.</p> |
| Minimum Duration | <p>Enter a value between 0 and 59 seconds to set the minimum amount of time an Unusual Motion event must last to be displayed on the Timeline. The default value is 2 seconds.</p> |

Zooming and Panning in a Video

Use the zoom and pan tools to focus on specific areas in the video stream.


Using the Zoom Tools

There are two ways to digitally zoom in and zoom out of a video image:

- Move your mouse over the video image, then rotate your mouse wheel forward and backward.
- On the toolbar, select  or , then click the image panel until you reach the desired zoom depth.

Using the Pan Tools

There are two ways to pan through the video image:


- Right-click and drag inside an image panel.
- On the toolbar, select , then click and drag the video image in any direction inside the image panel.

Maximizing and Restoring an Image Panel

You can maximize an image panel to enlarge the video display.


Maximizing an Image Panel

Do one of the following:

- Right-click an image panel and select **Maximize**.
- Inside the image panel, click .
- Double-click the image panel.

Restoring an Image Panel


In a maximized image panel, do one of the following:

- Right-click the maximized image panel and select **Restore Down**.
- Inside the image panel, click .
- Double-click the image panel.

Listening to Audio


If audio was included in the video file, you can listen to it through the video image panel. The audio is muted by default.

To control audio playback, do any of the following:


- In the lower-right corner of the image panel, click  to mute or activate the audio.
- Move the slider to change the volume.

Reviewing Recorded POS Transactions

While you watch recorded video, you can review POS transactions that occurred at the same time.

1. Select a camera that is linked to the POS transaction source and display the camera's recorded video
2. In the image panel, click .

If there is more than one POS transaction source linked to the camera, you will be prompted to select one. The POS transactions are displayed in the next image panel.

- Each transaction is separated by date and time.
 - When you select a transaction, the video jumps to that event on the Timeline.
 - Scroll up or down to see other recorded POS transactions.
3. To display cameras that are linked to the POS transaction source, click  in the POS transaction image panel.

If multiple cameras are connected to the POS transaction source, you will be prompted to select one.


4. Use the Timeline to review the video in more detail.

For more information about Timelines, see *Playing Recorded Video with the Timeline* on page 11.

If you want to find a specific POS transaction, see *Performing Text Source Transactions Search* on page 30.

Initiating a Search

While reviewing recorded video, you can initiate a search to find other instances of an object or event.

- In the top-left corner of the image panel, click  then select one of the following search options:
 - **Appearances**
 - **Motion**
 - **Events**
 - **LPR**
 - **Thumbnails**
 - **Text Source Transactions**
 - **Bookmarks**

The search will only be performed on the selected camera video.

Video Display

You can adjust how video is displayed on your monitor. The settings only affect how video is displayed on your monitor and will not affect the contents of the video file.

1. In the top-right corner of the Player, select  **Player Settings....**

The Display dialog box is displayed.

2. Perform any of the following procedures to adjust how video is displayed in image panels.

Displaying Analog Video in Deinterlaced Mode

Select the **Display Deinterlaced Images** check box if the analog video you are watching is showing interlacing artifacts. This setting will help improve video image and smooth out some of the artifacts.

Looping Playback

If you want the Player to automatically repeat the video it is playing, select the **Loop Playback** check box.

Displaying Logical IDs

Select the **Display Logical IDs** check box if you need to see the Logical ID of all devices. Logical IDs must be unique numbers. This setting will display the device's Logical ID in brackets beside the device's name in the System Explorer.

When this setting is enabled, the device's name in the System Explorer is displayed in the following format:

<Device Name>(Serial Number) (Logical ID).

For example, *2.0-H3A-DP1(574065) (101).*

The Device Name and Serial Number can be changed in the device's General settings dialog box by editing the **Device Name:** field. Edit the **Logical ID:** field in the same dialog box to change the device's Logical ID.

Displaying Image Overlays

Select any of the Image Overlays: options to set the type of information that is displayed over video.

| Overlay | Description |
|--------------------------|--|
| Device Name | Displays the name assigned to the camera. |
| Device Location | Displays the location assigned to the camera. |
| Playback Timestamp | <p>(Recorded video only) Displays the exposure timestamp for the video.</p> <p>From the Timestamp Zone: area, select the time that should be displayed:</p> <ul style="list-style-type: none">• Show device time — If you have cameras installed at different locations in your system, select this option to display the time recorded at the camera location.• Show local time — Select this option to display the recorded video time in your local timezone. |
| Motion Activity | Highlights motion in red. |
| Video Analytics Activity | <p>For Classified Object Motion Detection, bounding boxes outline objects detected in the video. The color of the bounding box identifies the object type:</p> <ul style="list-style-type: none">• Red — a person• Blue — a vehicle <p>For Unusual Motion Detection, teal bounding boxes trail a moving object.</p> <p>The Video Analytics Activity overlay is only activated for video from a video analytics device.</p> <p>NOTE: The bounding boxes may not be displayed if the feature is disabled on the specific device.</p> |

Changing Display Quality

If your computer does not have enough network bandwidth or processing power, you may not be able to watch video at its full image rate and quality. You can configure the image panels to display video in high quality and low frame rate, or low quality and high frame rate.

Select a higher display quality setting if you need to see specific details or faces in the scene. Select a lower display quality setting if it's more important to see moving events as they occur.

The Display Quality: settings only affect the image panel display and do not affect the actual video quality or image rate between the camera and the server. Therefore, you can review recorded footage later to confirm what you saw in the image panel.

In the Display Quality: area, select one of the following options:

- **Maximum:** displays video at full resolution with the lowest image rate.
- **High (Default):** displays video at 1/4 resolution.
- **Medium:** displays video at 1/16 resolution.
- **Low:** displays video at 1/64 resolution with the highest image rate.

Changing Display Adjustment Settings

The Display Adjustment Settings: allow you to configure the default values that will be applied to all video displayed in the View tab.

NOTE: This setting does not affect recorded video. Options that are not supported by the device will be disabled or hidden.

1. In the **Display Adjustment Settings:** area, move the sliders to adjust the **Gamma:**, **Black Level:**, and **White Level:** settings.

By default, the **Gamma:** setting is set to 0.55, the **Black Level:** setting is set to 0.5%, the **White Level:** setting is set to 98%, and Auto-Contrast is disabled.

2. Select the **Enable Auto-Contrast** check box to allow the system to automatically adjust the contrast level for the video stream.

NOTE: When Auto-Contrast is disabled, the **Black Level:** and **White Level:** settings cannot be adjusted.

3. Click **Restore to Factory Default** to revert to the factory default Display Adjustment Settings: settings.
4. Click **OK** to save your changes.

If video is being displayed in a View tab, the new settings will not take effect until the **Restore Defaults** option is selected in the image panel.

Making Image Panel Display Adjustments

You can change the image panel display settings to bring out video details that are hard to see with the image panel's default settings.

1. Right-click an image panel and select **Display Adjustments....**

The Display Adjustments... settings are displayed in a floating pane immediately beside the image panel.

2. Move the sliders to adjust the **Gamma:**, **Black Level:** and **White Level:**.

By default, **Gamma:** is set to 0.55, **Black Level:** is set to 0.5%, **White Level:** is set to 98%, and Auto-Contrast is disabled.

The image panel displays your changes.

3. Select the **Enable Auto-Contrast** check box to allow the system to automatically adjust the contrast level for the video stream.

NOTE: When Auto-Contrast is disabled, the **Black Level:** and **White Level:** cannot be adjusted.

4. To clear your changes, click **Restore Defaults**.

If display adjustments have been made in the Client Settings, they will be applied to the image panel.

5. To set the selected levels as the default settings for all image panels going forward, click **Save as Defaults**.

Camera Properties

To see detailed information about any camera in the AVE file, you need to access the camera properties.

- In the System Explorer, right-click a camera and select **Properties...**

The Camera Properties dialog box displays the following information about the camera:

- Camera Name
- Model number
- Firmware Version:
- Location:
- MAC Address:
- Serial Number:
- Resolution:

Search

AVE and AVK files have embedded event data, so you can quickly search for events or motion that occur within the video file.

NOTE: If your video file does not contain a specific type of data, that search option will not be available.

Avigilon Appearance Search Query

While reviewing recorded video, you can perform an Appearance Search query.

NOTE: The search is limited to the video included in the export or archive file.

Initiating a Search



There are two ways to initiate an Avigilon Appearance Search query:

- Search for a person by their description at a certain time across your site.
- Search recorded video for a person or vehicle at a certain time and place.

Both methods are described below.

Searching by Description

If you have a description of a person of interest, you can start an Avigilon Appearance Search query based on the reported characteristics. The results will come from all cameras with the Avigilon Appearance Search feature enabled.

1. Start the search:
 - In the  New Task menu, click **Appearances**.
 - In a View tab, click  and select **Appearances**.

The Appearance Search Options dialog box is displayed.

2. Enter the person of interest's description. You can enter as many or as few descriptors as you want. The system will rank search results that match all descriptors higher.
 - In the **Personal Characteristics** section, select the icons that best represent the person's overall description.
 - In the **Clothing** section, select the icons that best represent what the person is wearing.

You can select multiple icons for most descriptors.

3. In the **Date Range** section, select a time, date, and duration of video to search.
4. In the **Cameras** section, select which cameras to search. By default, all cameras in your site with the Avigilon Appearance Search feature enabled are selected. You must select at least 1 camera.
5. Click **Search**.

A Search: Appearance tab opens with search results displayed. Search results that match all of the criteria appear first.

Only the first 30 minutes of results are shown in the Timeline window, although the selected time range may be longer. Move the window along the Timeline to view results from other times, or use the Search Results Graph. For more information, see *Using the Search Results Graph* on the next page.

On the left, the Appearance Description panel contains tags that show which descriptors were used.

6. In the Appearance Description panel, refine the search results by adding or removing descriptors.
 - To add a descriptor, expand a category and select a new descriptor.
 - To remove a descriptor, in its tag click **X** or clear the descriptor.

The search results update automatically.

Tip: In the Search Results Graph, slide the time box over clusters of peaks to view possible matches. For more information, see *Using the Search Results Graph* on the next page.


7. When you find an image of the person of interest, hover over the search result and click .

The search results display all instances of the selected person over the selected cameras and time range. The search results can be reviewed and refined. For more information, see *Reviewing Search Results* on the next page.


Searching Recorded Video

If you know where and when a person or vehicle of interest appeared, you can start an Avigilon Appearance Search query by searching recorded video.


1. Search for an instance of the person or vehicle:
 - Perform a Motion or Thumbnail search.
 - Use the Timeline to find the reported instance of the person or vehicle you are searching for.
2. Click the Classified Object bounding box around the person or vehicle of interest.
3. Select one of the following to view Avigilon Appearance Search results in a new tab:

-  **Find Appearances After This** — searches for an instance of the person or vehicle after the selected instance.

The first 15 minutes of results are shown in the Timeline window, although the Timeline spans 6 hours after the starting point.

-  **Find Appearances Before This** — searches for an instance of the person or vehicle before the selected instance.

The last 15 minutes of results are shown in the Timeline window, although the Timeline spans 6 hours before the starting point.

-  **Additional Search Options** — allows you to select a time range and cameras before performing the search.

The first 15 minutes of results are shown in the Timeline window, although your time range may be greater.

Reviewing Search Results

The search results populated on the screen may not always show an exact match of the person or vehicle you are looking for. For example, the search results may show other people with similar clothing, or different vehicle models of the same color.


Review search results to determine if they are relevant to the investigation. The following sections describe how to review search results.

Star relevant search results to improve the search accuracy. For more information, see *Refining Search Results* on page 24.

Reference Images

The Appearance Description panel displays a Full Profile reference image. It also displays Face Profile image if the original image or a starred result provides a clear reference image.

Refer to the Appearance Description panel to compare search results with the object of your search.

In the top-left corner, click  to show or hide the Appearance Description panel.

Using the Search Results Graph

The Search Results Graph shows when potential search results appeared. Peaks are more likely to match the search criteria. The yellow star identifies the original search object. More stars are added as you refine the search results and include additional reference images. For more information, see *Refining Search Results* on page 24.

Use the Search Results Graph to view potential results.

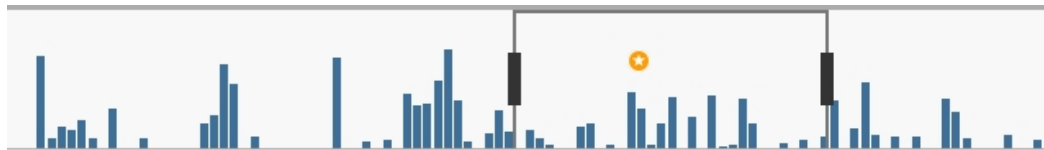


Figure 3: The Search Results Graph.

- The boxed area is a 15-minute segment from which search results are displayed. The time range of the boxed area is displayed above the Search Results Graph. This will typically be a smaller interval within the overall time range for your search.
- Drag the box over clusters of peaks to view search results from that time. You can also expand the time range by dragging the box handles.
- Use your mouse's scroll button to zoom in and out of the graph.
- To update the Search Results Graph time range, click **Edit Time Range**. Enter a new time range and click **Update** to refresh the search results.

NOTE: Only the first 15 minutes of results are shown in the Timeline window, although the selected time range may be longer. Move the window to see more results.

Sorting Search Results

By default, search results are sorted by **Relevance** and are displayed in decreasing confidence for each time interval.



To view search results grouped by camera:

- In the top-left area click **Camera**.

Search results are displayed in decreasing confidence from left to right for each camera.

Reviewing Search Result Video

The video associated with a search result is displayed in the image panel on the right. View the search result video to confirm that it relates to the search.

- To play the video associated with a search result, click  in the image panel.
- To view video zoomed in on the area of interest, hover over the search result and click  or double-click the search result.

The video associated with the search result is displayed in the image panel, zoomed in on the area of interest.

A white bounding box indicates the detected person or vehicle match. For example, if the video shows two people close together, the person detected will have a white bounding box. If the detected person is a true match, you can star the result. If the detected person is not a true match, you can remove the search result.

Changing Sites or Cameras

You can change which cameras to show results from to refine your search.

If you are logged into multiple sites that support the Avigilon Appearance Search feature and are running the same version of the ACC software, you can view results from different sites.

NOTE: You can only view search results from one site at a time. However, any starred results will remain in the results list.

To change which sites or cameras search results are from:

1. In the top-left area, click **Change Sites/Cameras** or **Change Cameras**.

A list of sites and cameras with the Avigilon Appearance Search feature enabled are displayed.

- To show search results from all cameras in a site, select the site check box.
- To show search results from a camera, select the camera check box.

2. Click **Update**.

The search results are updated based on the selected cameras.

Restarting a Search

If you're not satisfied with a person search, you can discard the current results and search for a new reference image:

1. In the Appearance Description panel, click **Modify Description**.

A warning is displayed.


2. Click **Continue**.

If you had previous descriptors, those results are displayed.

3. Add or update the descriptors and select a new reference image.

Refining Search Results


You can refine the search results by marking good matches with a star to confirm the person or vehicle you are looking for. Starred results are used as reference images to generate improved search results. This allows the system to better identify additional matches of the objects you are looking for.

- To star an image, hover over the search result and click .

The results are automatically updated with refined search results. The starred search result is displayed at the top of the list, and its associated clip is marked on the Timeline.

When searching for a person, if the starred result provides a reference image of a person's face, it is added to the Appearance Description panel. Use the image as a reference when reviewing other search results.

Tip: To show or hide the Appearance Description panel, in the top-left corner click .

- To star multiple search results:
 1. Click the check box in the top-left corner of each search result you want to star.
 2. Below the search results, click .

The results are automatically refreshed and refined. The starred clips are marked on the Timeline.

- To remove a star from an image, click .

The search result will no longer be used as a marker and the search results are updated.


- To view additional search results, click **Load More Results**.

Once the results have been refined, you can view the object's sequence of events and save the results.

Removing Search Results

To help you see the sequence of events more clearly, you can remove search results. Removing search results does not refine the search. It removes the search results from this instance of the search. If the same or similar search is performed again, the removed search results will be displayed again.

For example, if the search results show many instances of a woman instead of a man, or many instances of a red sedan instead of a truck, they can be removed.



1. Select the check box in the top-left corner of each search result.
2. From below the search results, click .

Exporting Search Results

If the export file is not password-protected, search results can be re-exported for further investigation. You can export starred search results or specific search results.

Exporting Starred Results

Starred search results can be exported and used later to perform other searches. You can export all starred results at once for further investigation.

1. In the top-left area of the Search: Appearance tab, click   .
An Export tab opens.
2. Update the export settings and click **Start Export**. For more information, see *Export* on page 32.
The video is exported.

Blurring Exports

To address privacy concerns, you can blur irrelevant details in AVI video exports. This option is available when exporting starred search results, and blurs everything in the field of view around the bounding box for the detected person or vehicle.


If you export multiple starred results, you will blur the field of view surrounding the detected person or vehicle for all results.

NOTE: You cannot blur AVE video exports.

- In the AVI video Export tab, select the **Blur background** check box.
The export video is blurred.



Exporting Selected Results

Search results often show details of the reported incident, even if they are not starred. These clips can be exported for further investigation.

1. Select the check box in the top-left corner of each search result.
2. From below the search results, click  .
An Export tab opens.
3. Update the export settings and click **Start Export**. For more information, see *Export* on page 32.
The video is exported.

Performing an Event Search

The  Event Search allows you to search for specific events that the system is configured to identify.

1. Select the  **Search** menu from the toolbar then click  .
The Search: Event tab is displayed.
2. In the **Camera(s) to Search:** area, select all the cameras you want to include in the search.
3. In the **Time Range to Search:** area, set the date and time range of your search. The time range is highlighted on the Timeline by the black time range markers. You can also drag the time range markers to modify the time range.

4. In the **Events to Search For:** area, select the types of events to include in the search.
 - Select **Motion Events** to find events detected in the camera's Motion Detection area.
 - Select **Digital Input Events** to find events detected by digital inputs that are connected to the selected cameras.
 - Select **Classified Object Events** to find events detected in the camera's Analytic Events area.
 - Select **Arbitrary Events** to find events configured through the ONVIF compliant driver.
 - Select **Presence Events** or **Presence Dwell Events** to find events detected by the Avigilon Presence Detector (APD) sensor.
5. Click **Search**.

Viewing Search Results

1. In the **Search Results** area, select a search result. The event is highlighted on the Timeline and available video is displayed in the image panel. Details about the search result are displayed to the right.
2. Use the Timeline controls to review the event.

For more information, see *Playing Recorded Video with the Timeline* on page 11.
3. Click **Export this event** to export the selected event video.



For more information, see *Export* on page 32.
4. If you want to further refine your search, click **Perform a motion search on this event**. You can now search for detailed changes in the selected search result.

For more information, see *Performing a Motion Search* below.
5. Click **Add to new View** to display the search result video in a new View tab.
6. Click **Open View to Event Time** to display the search result video in a new View tab. If the device is not connected to a camera, the View tab will be empty. Add a camera to see video from that time.
7. To export all listed search results, click **Export results to a file** and save the file. The search results can be saved as either a text file or a comma-separated values (CSV) file.

Performing a Motion Search

The  Motion Search tab allows you to search for classified object motion and pixel motion.


NOTE: Classified Object Motion search is always displayed but only video from a self-learning video analytics device will generate meaningful search results.

1. Select the  **Search** menu from the toolbar then click  .

The Search: Motion tab is displayed.
2. In the **Camera to Search:** area, select a camera.
3. In the **Time Range to Search:** area, set the date and time range of your search. The time range is highlighted on the Timeline by the black time range markers. You can also drag the time range markers to

modify the time range.

4. Select the type of motion search that you would like to perform:

| Search Type | Description |
|--|--|
| Click Classified Object Motion to search for objects detected by a video analytics camera. | <div><div>a. In the Classified Object Motion area, check the  box to search for persons.</div><div>b. Check the  box to search for vehicles.</div><div>c. Move the Confidence: slider to set how certain the system must be that it identified the correct object type.</div><div>d. Enter a time in seconds in the Object Duration: field to define how long each result must be in the scene.</div><div>e. Select one of the following options:<ul style="list-style-type: none">• Individual objects — select this option to display each classified object as an individual search result.• Joined by time — select this option to display objects that appear simultaneously as one search result. Define the minimum number of seconds apart before the next search result is generated.</div></div> |
| Click Pixel Motion to search for tiny pixel changes in a specific area in the camera's field of view. | <div><div>a. In the Pixel Search Options: area, click the toggle to set the Motion Activity overlay on or off. If enabled, pixel motion in the search results are highlighted in red.</div><div>b. Drag the Threshold: slider to select the amount of motion required to return a search result. A high threshold requires more pixels to change before results are found.</div><div>c. Enter a number in the Join results less than field to set the minimum number of seconds between separate search results. You can enter any number between 1-100 seconds.</div></div> |

5. Define the green search area by using the tools above the image panel.

6. Click **Search**.

Viewing Search Results

Depending on the type of Motion Search you performed, some of the following options may not be available.

1. In the **Search Results** area, select a search result. The event is highlighted on the Timeline and available video is displayed in the image panel. Details about the search result are displayed to the right.

If you performed a Classified Object Motion search, the objects in the search result are highlighted in the image panel.

2. Use the Timeline controls to review the event.

For more information, see *Playing Recorded Video with the Timeline* on page 11.

3. Click **Export this event** to export the selected event video.

For more information, see *Export* on page 32.

4. Click **Add to new View** to display the search result video in a new View tab.

5. To export all listed search results, click **Export results to a file** and save the file. The search results can be saved as either a text file or a comma-separated values (CSV) file.

6. If you performed a Classified Object Motion search and chose to join the search results, you will have the option to **Find individual objects in this event**. Click this button to perform a new search to identify each individual object in the search result.

Performing a License Plate Search

The License Plate Search allows you to search for license plates that were detected in the exported video.

1. Select the  **Search** menu from the toolbar then click .

The Search: License Plates tab is displayed.

2. In the **Camera(s) to Search:** area, select all the cameras you want to include in the search.
3. In the **Time Range to Search:** area, set the date and time range of your search. The time range is highlighted on the Timeline by the black time range markers. You can also drag the time range markers to modify the time range.
4. In the **License Plate Search Options:** area, enter the license plate you want to find and a minimum confidence of a match.
5. Click **Search**.

Viewing Search Results

1. In the **Search Results** area, select a search result. The event is highlighted on the Timeline and available video is displayed in the image panel. Details about the search result are displayed to the right.
2. Use the Timeline controls to review the event.

For more information, see *Playing Recorded Video with the Timeline* on page 11.

3. If the search result is linked to multiple cameras, select a camera from the drop-down list above the image panel to change the video that is displayed.

4. Click **Export this event** to export the selected event video.



For more information, see *Export* on page 32.

5. Click **Add to new View** to display the search result video in a new View tab.

6. To export all listed search results, click **Export results to a file** and save the file. The search results can be saved as either a text file or a comma-separated values (CSV) file.

Performing a Thumbnail Search

The  Thumbnail Search is a visual search that displays search results as a series of thumbnail images.

1. Select the  **Search** menu from the toolbar then click .
The Search: Thumbnails tab is displayed.
2. In the **Camera to Search:** area, select a camera.
3. In the **Time Range to Search:** area, set the date and time range of your search. The time range is highlighted on the Timeline by the black time range markers. You can also drag the time range markers to modify the time range.
4. In the image panel, move or drag the edges of the green overlay to focus the search on one area in the video image. Only the area highlighted in green will be searched.
5. Click **Search**.

Viewing Search Results

The search results display thumbnails at equal intervals on the Timeline.

1. To change the size of the search result thumbnails, select **Large Thumbnails**, **Medium Thumbnails** or **Small Thumbnails** from the menu above the search results.

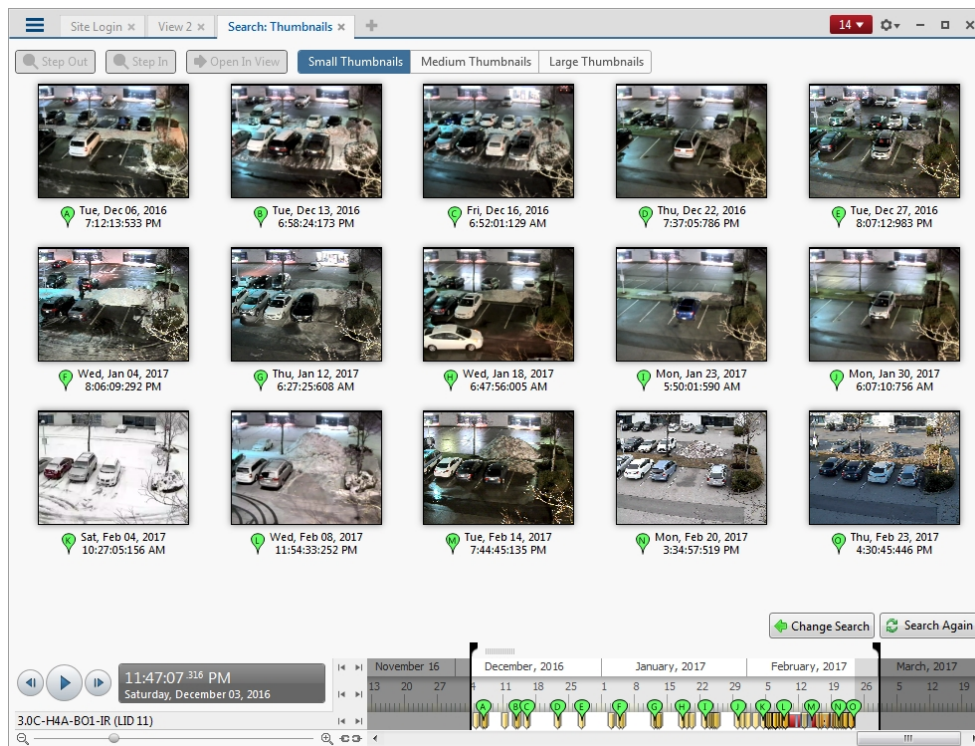





Figure 4: The Search: Thumbnails results tab

2. Select a thumbnail to highlight the video on the Timeline.

3. Click **Step In**, or double-click the thumbnail to perform another search around the thumbnail.
Click **Step Out** to return to the previous results page.
4. Click **Open In View** (after selecting a thumbnail) to open the recorded video in a new View.
5. Click **Change Search** to change the search criteria.

Performing Text Source Transactions Search

The  Text Source Transactions Search allows you to search for specific transactions recorded by the POS transactions feature.

1. Select the  **Search** menu from the toolbar then click .
The Search: POS Transactions tab is displayed.
2. In the **POS Transaction Sources to Search:** area, select all the POS transaction sources you would like to include in the search.
3. In the **Time Range to Search:** area, set the date and time range of your search. The time range is highlighted on the Timeline by the black time range markers. You can also drag the time range markers to modify the time range.
4. In the **Search Text:** area, enter any text that will help you filter the search results. For example, you can enter product names or transaction values.
Use **Wildcards** and **Regular expressions** search methods to find a range of results. Leave the **Text:** field blank to find all transactions.
5. Click **Search**.

Viewing Search Results

1. In the **Search Results** area, select a search result. The event is highlighted on the Timeline and available video is displayed in the image panel. Details about the search result are displayed to the right.
You can resize the image panel, search results and result details to see the information more clearly.
2. Use the Timeline controls to review the event.
For more information, see *Playing Recorded Video with the Timeline* on page 11.
3. If the search result is linked to multiple cameras, select a camera from the drop-down list above the image panel to change the video that is displayed.
4. Click **Export this event** to export the selected event video.
For more information, see *Export* on page 32.
5. To export all listed search results, click **Export results to a file** and save the file. The search results can be saved as either a text file or a comma-separated values (CSV) file.

Performing a Bookmark Search

The  Bookmark Search allows you to search for a specific bookmark.

1. Select the  **Search** menu from the toolbar then click .

The Search: Bookmark tab is displayed.

2. In the **Search:** field at the top of the tab, enter any text that may appear in the bookmark's title, description, linked camera name or the name of the user who created the bookmark.

The search is automatically performed on all the listed bookmarks until only the matches are displayed.

Viewing Search Results

1. In the Bookmark list, select a bookmark.

The bookmark is highlighted on the Timeline and the video is displayed in the image panel. Details about the bookmark are displayed under the image panel.

2. Use the Timeline controls to review the event.

For more information, see *Playing Recorded Video with the Timeline* on page 11.

3. If the search result is linked to multiple cameras, select a camera from the drop-down list above the image panel to change the video that is displayed.

4. To export the selected bookmark, click **Export this event**.

For more information, see *Export* on the next page.

5. If you want to further refine your search, click **Perform a motion search on this event**. You can now search for more detailed changes in the selected bookmarked video.

For more information, see *Performing a Motion Search* on page 26.

6. To export a list of all bookmarks in the system, click **Export results to a file** and save the file. The list can be saved as either a text file or a comma-separated values (CSV) file.

Export

You can export video in multiple video and image formats. The Export tab can be accessed from bookmark options, the New Task menu and any Search tab.


You can also export snapshots of an image panel as you monitor video.

Exporting a Snapshot of an Image

You can export a snapshot of any image panel with video. When you export a snapshot, you are exporting what the image panel is currently displaying.

NOTE: If the video is password-protected, you cannot export a snapshot from the Avigilon Control Center Player.

1. To export a snapshot, do one of the following:

- In the image panel, click .
- Right-click the image panel and select **Save Snapshot**.

The Export tab opens and your snapshot is displayed in the image panel.

2. In the **Format:** drop-down list, select the export file format then define your preferences:

| Format | Export Options |
|--|--|
| Native NOTE: The Native format requires the Avigilon Control Center Player to view. | This is the recommended export format because the exported image maintains its original compression and can be authenticated against tampering in the Avigilon Control Center Player software. |
| PNG image | <ol style="list-style-type: none">1. In the Resolution: field, select a resolution for the video image. You can manually enter the resolution or click the drop-down arrow to select a standard resolution. NOTE: The Resolution: field automatically maintains the image aspect ratio.2. Select the image overlays you want: Timestamp, Device name and Device location.3. Click Display Adjustments... to adjust the Gamma, Black Level: and White Level:. |
| JPEG image | <ol style="list-style-type: none">1. In the Quality: drop-down list, select the exported image quality level.2. Set the image Resolution:.3. Select the image overlays you want.4. Click Display Adjustments... to modify the image quality. |

| Format | Export Options |
|--------------------|--|
| TIFF image | <ol style="list-style-type: none"> 1. Set the image Resolution. 2. Select the image overlays you want. 3. Click Display Adjustments... to modify the image quality. |
| Print image | <ol style="list-style-type: none"> 1. Select the image overlays you want. 2. Click Display Adjustments... to modify the image quality. 3. Click Printer Settings... to change the selected printer and paper size. 4. Click Add Export Notes... to add notes about the snapshot. The notes are printed below the image. |
| PDF file | <ol style="list-style-type: none"> 1. Select the image overlays you want. 2. Click Display Adjustments... to modify the image quality. 3. Click Add Export Notes... to add notes about the snapshot. |

3. Adjust the image region that is exported. You can zoom, pan, or crop the image to only export the region of interest. Depending on the camera, you can adjust the image region in the following ways:
 - If available, use the zoom and pan tools above the image panel to adjust the video image that is exported.
 - Otherwise, click **Change Image Region...**. In the **Change Image Region...** dialog box, move and resize the green overlay to select the region you want to export, then click **OK**. Only areas highlighted in green will be exported.
4. Click **Start Export**.
5. In the Save As dialog box, name the export file and click **Save**. If you are printing the snapshot, the image is sent to your printer instead.



The Preview area displays the snapshot you are exporting.

6. When the export is complete, click **OK**.

Exporting Native Video

The Native (AVE) format is the recommended format for exporting video. You can export video from multiple cameras in a single file, and the video maintains its original compression. AVE video export also includes the original video metadata so you can search the exported video, including video analytics data.

NOTE: If the video is password-protected, you cannot export it from the Avigilon Control Center Player.

1. At the top-left corner of the application window, select  >  . The Export tab opens.
2. In the **Format:** drop-down list, select **Native**.
3. To allow only authorized viewers to see the exported video, select the **Password protect export** check box.
 - Enter a new password and then confirm the new password.

The strength bar indicates how easy it is for an unauthorized user to guess your password.

4. From the **Cameras:** drop-down explorer, select the camera video that you want to export.

A preview of the video is displayed in the image panel. Use the Timeline controls to playback the video. For more information, see *Playing Recorded Video with the Timeline* on page 11.

Tip: You can select more than one camera for this type of export.

5. Enter the Time Range you want to export. The Time Range is highlighted on the Timeline by black time range markers. You can also drag the time range markers to modify the time range.
6. If you want to add another video clip to the export, click **Add clip** then select the required cameras and time range.

The Add clip feature allows you to export video from different combinations of cameras and different time ranges as one export file.

For example, there is a person that is suspected of stealing from a store. During the investigation, you discover that the same person visits the store multiple times over one week. The Add clip feature allows you to export one file that includes all video of the suspect from the week.

Repeat this step until you've added all the clips that you need. You can remove a clip from the export by clicking the **X** button in the top-right corner of the clip area.

7. From the **Image Rate:** drop-down list, select how many images per second are exported.

For example, the video is streaming at 30 images per second. If you select **1/2**, only 15 images for that second will be exported.

To define a specific image rate, select **Custom (ips)** then enter the image rate in minutes and seconds. If you enter 1 minute and 0 seconds, one frame of video is exported for each minute of the export.

NOTE: If you are exporting video from H.265 or H.264 cameras, use the default **Full** image rate setting. Partial and custom image rate exports only apply to cameras using MJPEG or JPEG2000 compression.

8. If the export duration is long or includes many cameras, select a **Maximum file size:** to automatically divide the export into separate files.

This option lets you export smaller files for storage on a flash drive or on optical media, and minimizes exporting and loading issues.

This setting is automatically disabled if you choose to burn the export to disc because the system auto-detects the disc size.

9. To export the file, do one of the following:

- To save the file locally, click **Start Export**.
 - In the Save As dialog box, name the export file and click **Save**.
- To burn the file directly to disc media, click **Burn to Disc**.
 - a. When the dialog box appears, insert a disc and select the media burning drive.
 - b. Name the export file. The file name is automatically given a numbered suffix to help identify which file you are playing if the export spans multiple discs.
 - c. Click **Burn to Disc** to start the export. If this button is disabled, the disc may be corrupt or full.
 - d. Monitor the export progress to see if extra discs are required. When a disc is full, the export automatically pauses and you are asked to insert a new disc. After you insert a new disc, click **Resume Export**.

The number of discs required to export a video varies widely depending on the type of camera and disc used. Video is stored on the server with lower compression to enhance the function of HDSM technology, so the size of an export can be quite large due to the camera's high megapixel resolution and frame rate.



Generally, if you export a 2 minute video from a 2MP H.264 HD camera into AVE format, you will export a 93 MB file.

10. When the export is complete, click **OK**.

Exporting AVI Video

Video exported in Audio Video Interleave (AVI) format can be played in most media players. You can only export one video per tab in this format, but you can have several export tabs active at the same time. If you choose to export to a disc, you can simultaneously export one video for each DVD-R drive on your machine.

NOTE: If the video is password-protected, you cannot export it from the Avigilon Control Center Player.

1. At the top-left corner of the application window, select  > . The Export tab opens.
2. In the **Format:** drop-down list, select **AVI video (legacy)**.
3. From the **Cameras:** drop-down explorer, select the camera video that you want to export.

A preview of the video is displayed in the image panel. Use the Timeline controls to playback the video. For more information, see *Playing Recorded Video with the Timeline* on page 11.
4. Enter the Time Range you want to export. The Time Range is highlighted on the Timeline by black time range markers. You can also drag the time range markers to modify the time range.

The export will automatically skip any recording gaps in the selected time range.
5. In the **Resolution:** field, select a resolution for the video image. You can manually enter the resolution or click the drop-down arrow to select a standard resolution.

NOTE: The Resolution: field automatically maintains the image aspect ratio.

6. To automatically divide the export into separate files, select a **Maximum file size:**.

This option allows you to export smaller files for storing in a flash drive or on optical media.

7. Select the **Skip recording gaps** check box to avoid pauses in the video caused by gaps in the recording.
8. Select the image overlays that you want to display in the export: **Timestamp**, **Device name** and **Device location**.

NOTE: The Timestamp displays the time that was recorded by the server that the camera is connected to.

Select the **Video analytics activity** check box to include classified object and unusual motion bounding boxes in the export. The bounding boxes will be embedded in the video and cannot be removed from the export.

9. Adjust the image region that is exported. You can zoom, pan, or crop the image to only export the region of interest. Depending on the camera, you can adjust the image region in the following ways:
 - If available, use the zoom and pan tools above the image panel to adjust the video image that is exported.
 - Otherwise, click **Change Image Region....** In the **Change Image Region...** dialog box, move and resize the green overlay to select the region you want to export, then click **OK**. Only areas highlighted in green will be exported.

10. Click **Display Adjustments...** to adjust the **Gamma**, **Black Level**, **White Level**, or **Enable Auto-Contrast**.

The Display Adjustment Settings: can be adjusted for each image panel or for all image panels from the **Display Adjustments...** floating pane. For more information, see *Making Image Panel Display Adjustments* on page 18.

11. To export the file, do one of the following:
 - To save the file locally, click **Start Export**.
 - In the Save As dialog box, name the export file and click **Save**.
 - To burn the file directly to disc media, click **Burn to Disc**.
 - a. When the dialog box appears, insert a disc and select the media burning drive.
 - b. Name the export file. The file name is automatically given a numbered suffix to help identify which file you are playing if the export spans multiple discs.
 - c. Click **Burn to Disc** to start the export. If this button is disabled, the disc may be corrupt or full.
 - d. Monitor the export progress to see if extra discs are required. When a disc is full, the export automatically pauses and you are asked to insert a new disc. After you insert a new disc, click **Resume Export**.

The number of discs required to export a video varies widely depending on the type of camera and disc used. Video is stored on the server with minimal compression to enhance the function of HDSM technology, so the size of an export can be quite large due to the camera's high megapixel resolution and frame rate.

Generally, if you export a 2 minute video from a 2MP H.264 HD camera into uncompressed AVI format, you will export a 2.7 GB file.

To reduce the file size you can reduce the video resolution, or focus the export on a specific image region. Note that reducing the resolution may result in blurriness.

If it is important to have a high quality export, use the AVE export format instead. AVE export intelligently compresses the video to create a smaller export file while maintaining video data so that you can search, re-export video, and authenticate the video against tampering through the Avigilon Control Center Player software.



12. When the export is complete, click **OK**.

Exporting Still Images

Video can be exported as a series of still PNG images, JPEG images, or TIFF images. When you export a series of still images, you are exporting each frame of video as an independent file.

If you only want one photo of the video you are watching, take a snapshot. For more information, see *Exporting a Snapshot of an Image* on page 32.

NOTE: If the video is password-protected, you cannot export still images from the Avigilon Control Center Player.

1. At the top-left corner of the application window, select  > . The Export tab opens.
2. In the **Format:** drop-down list, select **PNG images**, **JPEG images**, or **TIFF images**.
3. From the **Cameras:** drop-down explorer, select the camera video that you want to export.

A preview of the video is displayed in the image panel. Use the Timeline controls to playback the video. For more information, see *Playing Recorded Video with the Timeline* on page 11.
4. Enter the Time Range you want to export. The Time Range is highlighted on the Timeline by black time range markers. You can also drag the time range markers to modify the time range.
5. (JPEG only) In the **Quality:** drop-down list, select the exported image quality level.
6. In the **Resolution:** field, select a resolution for the video image. You can manually enter the resolution or click the drop-down arrow to select a standard resolution.

NOTE: The Resolution: field automatically maintains the image aspect ratio.

7. From the **Image Rate:** drop-down list, select how many images per second are exported.

For example, the video is streaming at 30 images per second. If you select **1/2**, only 15 images for that second will be exported.

To define a specific image rate, select **Custom (ips)** then enter the image rate in minutes and seconds. If you enter 1 minute and 0 seconds, one frame of video is exported for each minute of the export.

8. To limit the number of images that are exported, enter a maximum number in the **Images to Export:** field or use the default Unlimited setting.

The export stops when the maximum number is reached, or when the end of the export time range is reached.

9. Select the image overlays that you want to display in the export: **Timestamp**, **Device name** and **Device location**.

NOTE: The Timestamp displays the time that was recorded by the server that the camera is connected to.

10. Adjust the image region that is exported. You can zoom, pan, or crop the image to only export the region of interest. Depending on the camera, you can adjust the image region in the following ways:
 - If available, use the zoom and pan tools above the image panel to adjust the video image that is exported.
 - Otherwise, click **Change Image Region....** In the **Change Image Region...** dialog box, move and resize the green overlay to select the region you want to export, then click **OK**. Only areas highlighted in green will be exported.
11. Click **Display Adjustments...** to adjust the **Gamma**, **Black Level**, **White Level**, or **Enable Auto-Contrast**.

The Display Adjustment Settings: can be adjusted for each image panel or for all image panels from the **Display Adjustments...** floating pane. For more information, see *Making Image Panel Display Adjustments* on page 18.
12. Click **Start Export**.
13. In the Save As dialog box, name the export file and click **Save**.



The Preview area displays the video you are exporting.
14. When the export is complete, click **OK**.

Exporting a Print Image

You can export a frame of video directly to your printer or as a PDF. The export can also include any notes you may have about the image.

Tip: You can perform a similar export by taking a snapshot. For more information, see *Exporting a Snapshot of an Image* on page 32.

NOTE: If the video is password-protected, you cannot export a print image from the Avigilon Control Center Player.

1. At the top-left corner of the application window, select  > . The Export tab opens.
2. In the **Format:** drop-down list, select **Print image** or **PDF file**.
3. From the **Cameras:** drop-down explorer, select the camera video that you want to export.

A preview of the video is displayed in the image panel. Use the Timeline controls to playback the video. For more information, see *Playing Recorded Video with the Timeline* on page 11.
4. On the Timeline, move the red time marker to locate the video image that you want to export.
5. Select the image overlays that you want to display in the export: **Timestamp**, **Device name** and **Device location**.

NOTE: The Timestamp displays the time that was recorded by the server that the camera is connected to.
6. Adjust the image region that is exported. You can zoom, pan, or crop the image to only export the region

of interest. Depending on the camera, you can adjust the image region in the following ways:

- If available, use the zoom and pan tools above the image panel to adjust the video image that is exported.
 - Otherwise, click **Change Image Region....** In the **Change Image Region...** dialog box, move and resize the green overlay to select the region you want to export, then click **OK**. Only areas highlighted in green will be exported.
7. Click **Display Adjustments...** to adjust the **Gamma**, **Black Level**, **White Level**, or **Enable Auto-Contrast**.

The Display Adjustment Settings: can be adjusted for each image panel or for all image panels from the **Display Adjustments...** floating pane. For more information, see *Making Image Panel Display Adjustments* on page 18.
 8. (Print Image Only) Click **Printer Settings...** to change the printer and paper size.
 9. Click **Add Export Notes...** to add notes about the exported image. The notes are added below the image.
 10. Click **Start Export**.
 - If you are exporting a Print image, the image is sent to the printer.
 - If you are exporting a PDF file, save the image.



The Preview area displays the video you are exporting.
 11. When the export is complete, click **OK**.

Exporting WAV Audio

If you want to export audio with video, simply export the video in Native or AVI format. Any audio that is linked to the video is automatically included in the export file.

This procedure exports the audio alone.

NOTE: If the video is password-protected, you cannot export audio from the Avigilon Control Center Player.

1. At the top-left corner of the application window, select  >  . The Export tab opens.
2. In the **Format:** drop-down list, select **WAV audio**.
3. In the **Cameras:** drop-down list, select the camera that the audio is linked to.
4. Enter the Time Range you want to export. The Time Range is highlighted on the Timeline by black time range markers. You can also drag the time range markers to modify the time range.
5. Click **Start Export**.
6. In the Save As dialog box, name the export file and click **Save**.

The Preview area displays the video that is linked to the audio you are exporting.
7. When the export is complete, click **OK**.