



Carbon

CathexisVision Carbon 5 Quick Start Guide (Site)

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1. Introduction

1.1 This Guide: Connecting to a Single Site with Carbon

The Carbon 5 user interface may connect to:

- a single site/s individually (a single CathexisVision site installation).
- multiple sites simultaneously (a CathexisVision **Multisite** installation).
- multiple sites simultaneously (a CathexisVision **Enterprise** installation).

This short guide provides basic instructions on how to set up **CathexisVision Carbon 5** to connect to a **single site and view cameras**. The purpose of this document is to help the user to start using the software as quickly as possible.

For detailed instructions on setting up Carbon 5, and information on specific Carbon features, such as Review, Search, Black Screen monitoring and Archiving, please refer to the [Carbon 5 Manual](#).

Consult the relevant manual for more detailed information or guidance on the CathexisVision server software (e.g. the **CathexisVision Setup Manual**), available on the Cathexis website (<https://cathexisvideo.com>). Alternatively, contact the Cathexis support team: support@cathexisvideo.com.

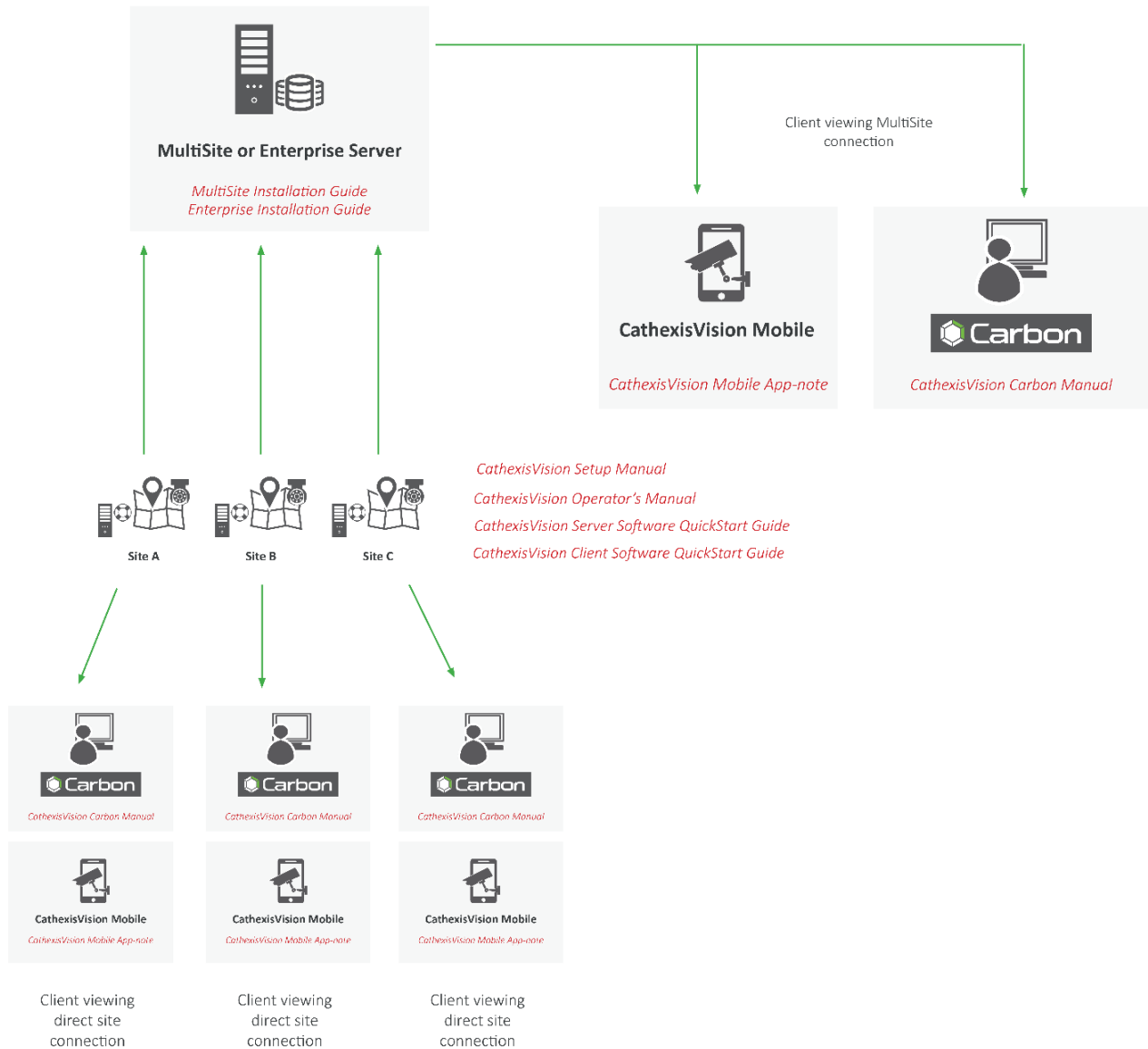
Note: To use this document and software, the user needs to have a basic understanding of the operating system. The user also needs to know how to do simple administrative tasks. These include adding disks, adding printers, or setting IP addresses.

While Cathexis has made every effort to ensure the accuracy of this document, there is no guarantee of accuracy, neither explicit nor implied. Specifications are subject to change without notice.

1.2 System Components

<p>Site</p> <p><i>Any single-server system or multi-server system is referred to as a site.</i></p>	<p>In a multi-server system, one of the servers is designated as the “Master”. If a site has more than one server, each server needs to have the CathexisVision software running.</p>
<p>CathexisVision Server software</p> <p><i>This is the software that runs on the recording servers.</i></p>	<p>The CathexisVision server software can be installed on a suitably specified hardware server platform for an advanced, comprehensive site video configuration and management system. It manages the interface to the cameras, storage, and interfaces to 3rd-party products.</p>
<p>CathexisVision Client software</p> <p><i>This is software that allows a connection to the site and its servers.</i></p>	<p>The CathexisVision client gives the ability to connect from a Windows OS PC into a CathexisVision server remotely, as a client station, without the need for a full server installation. Client access to the server depends on the login credentials as configured on the server. This can be from Administrator level with full site configuration rights, down to Operator level, with restricted access to site resources. It allows users to view and review footage, and manage the settings and configuration of the system to which it is connected.</p>
<p>Carbon (client)</p> <p><i>This is the latest version of our viewing client.</i></p>	<p>Carbon allows users to connect to a site and view video, review recorded footage, view integration databases, perform search functions, save footage to user-defined folders/devices, configure access rights, and several other functions. Note: The Carbon client does not enable users to change site or server settings, camera configurations, set up databases, or configure video analytics. To do this, use the CathexisVision client.</p> <p>Carbon can also connect to an Enterprise or a MultiSite.</p>
<p>CathexisVision MultiSite</p> <p><i>A MultiSite is a group of sites to which the Carbon client can connect.</i></p>	<p>CathexisVision MultiSite is configured via a MultiSite server (where CathexisVision MultiSite is installed). It allows users to view video from multiple sites on the same screens simultaneously via the Carbon client.</p>
<p>CathexisVision Enterprise</p> <p><i>An Enterprise is a group of sites to which the Carbon client can connect.</i></p>	<p>Enterprise is like MultiSite in that it groups multiple sites together. It is configured via an Enterprise server. The Enterprise server installation may run on a site, or at a central point (e.g cloud). Enterprise provides a sophisticated viewing, reviewing and management interface, with alarm management, centralised video wall capabilities, enterprise-wide dashboards, hardware reports and many other functions. One connects to the Enterprise server via the Carbon client.</p>

The diagram below illustrates the basic components of Carbon, CathexisVision sites, Enterprise servers, MultiSite servers, and the CathexisVision Mobile app.



1.3 Resources

For more information about CathexisVision, Carbon, CathexisVision Mobile app, or MultiSite and Enterprise products, consult the following documents, available on the Cathexis website (<http://cathesisvideo.com/>):

- **Carbon Suite 5 Release Notes**
- **Carbon 5 White Paper**
- **Carbon 5 Operator's Guide**
- **Carbon 5 Manual**
- **Carbon 5 Quick Start Guide (Site)**
- **Carbon 5 Quick Start Guide (MultiSite and Enterprise)**

- **CathexisVision MultiSite 5 Installation Guide**
- **CathexisVision Enterprise 5 Installation Guide**

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|--|
| • <i>CathesisVision Mobile 5 App-note</i> |
| • <i>CathesisVision Mobile 5 Quick Guide</i> |
| • <i>CathesisVision Mobile 5 White Paper</i> |

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|---|
| • <i>CathesisVision Setup Manual</i> |
| • <i>CathesisVision Operator's Manual</i> |
| • <i>CathesisVision Server Software Quick Start Guide</i> |
| • <i>CathesisVision Client Software Quick Start Guide</i> |

2. Requirements / Restrictions

2.1 General Requirements

- CathexisVision 2022.1 and later on the site to which the Carbon GUI is connecting.
- CathexisVision Carbon 3.1 or later.
- Windows 10 and later; Window Server 2019 and later.
- Minimum 8GB of RAM required.

2.2 License Requirements

License	Name	Description
None	Carbon	Local sites must be licensed as per existing requirements.

For information on the licensing requirements for MultiSite and Enterprise installations, consult the **CathexisVision Software Product Description and Licensing** document, available on the Cathexis website (<https://cathexisvideo.com>).

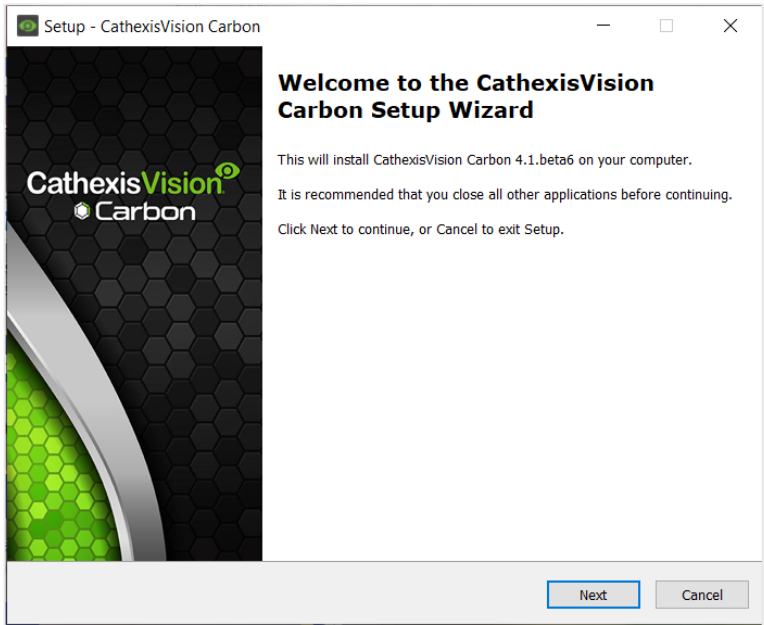
2.3 Ports to Open

Open the following ports on an NVR site for incoming connections from Carbon, CathexisVision, or CathexisVision Mobile	NVR site	TCP 30010 to 30100
Open the following ports on an Enterprise/MultiSite to allow incoming Carbon or site connections	MultiSite	TCP 28000 to 28019
	Enterprise	TCP 28000 to 28029

3. Installation of Carbon

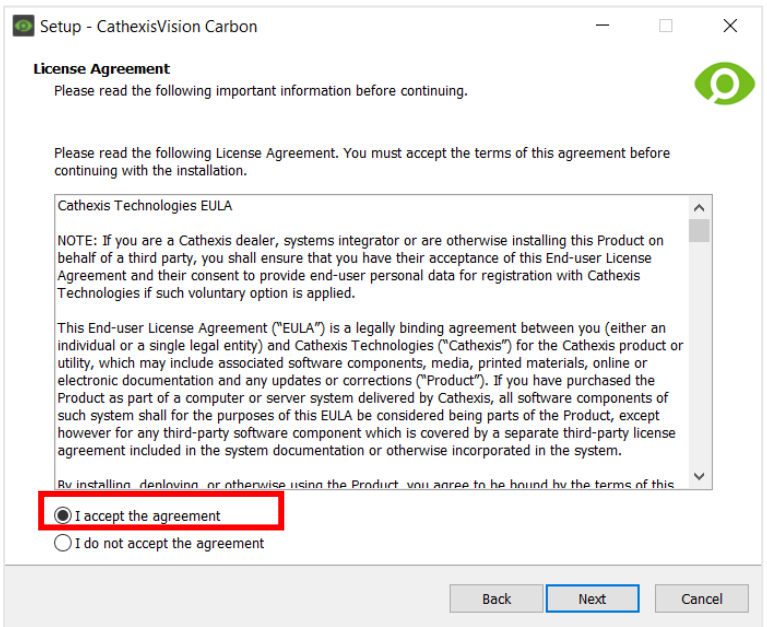
Download the CathexisVision Carbon desktop installation software from the Cathexis website at <https://downloads.cathexisvideo.com/> or contact Support at support@cathexisvideo.com

Once the software has been downloaded on the required client unit, run the installation, which will present the setup wizard. Follow the steps below.



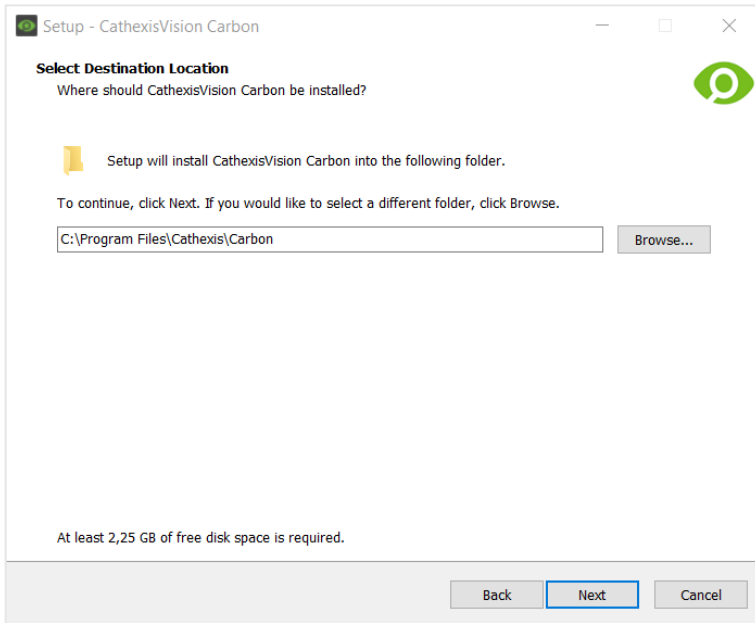
1. Read the information.

1. Click **Next**.

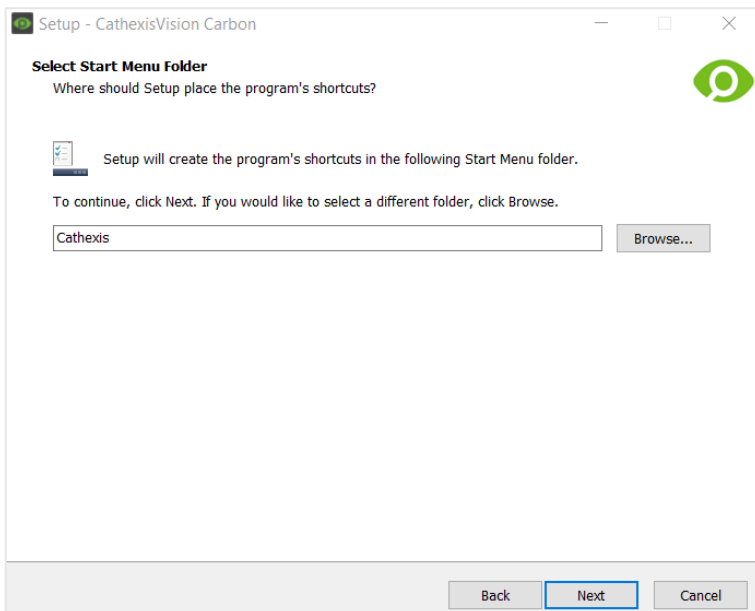


2. Read the agreement. Select the option to **accept**.

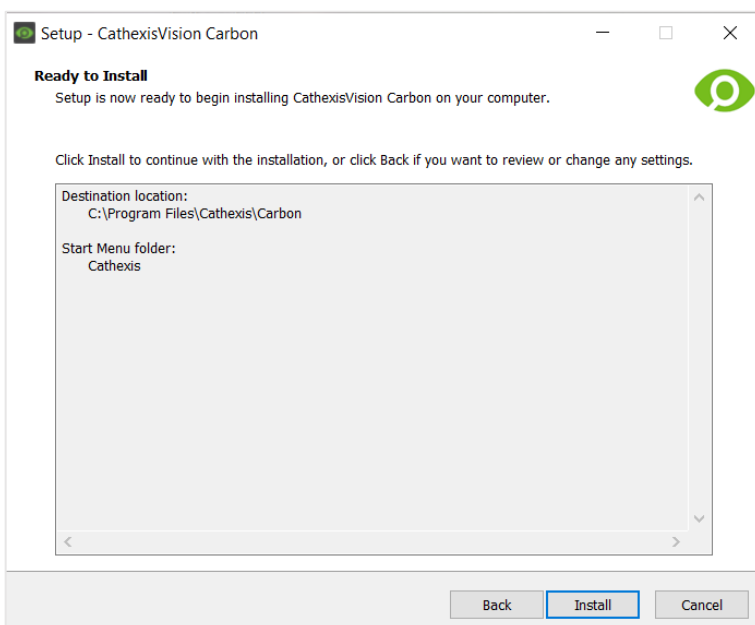
3. Click **Next**.



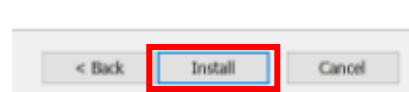
4. Select the folder into which CathesisVision Carbon will be installed.
5. Click **Next**.

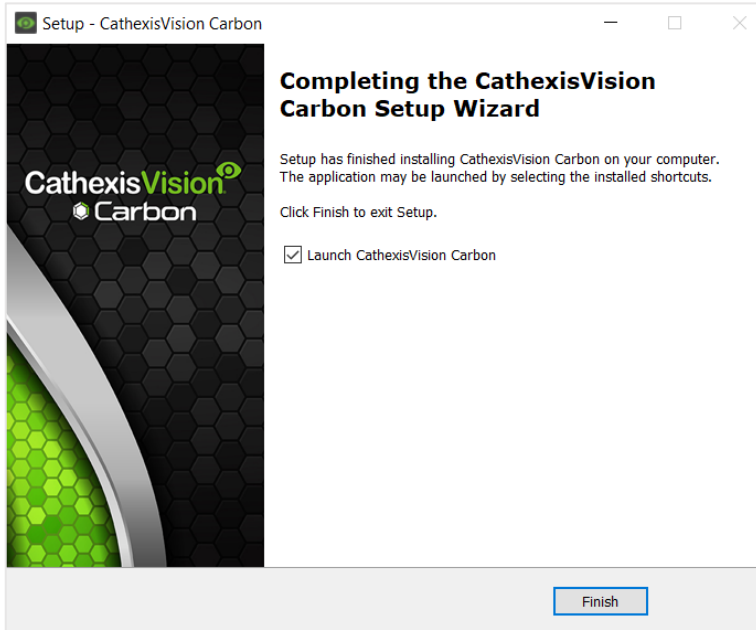


6. Select the Start Menu folder where the Carbon shortcuts will be placed.
7. Click **Next**.



8. Review the installation settings.
9. Click **Install**.

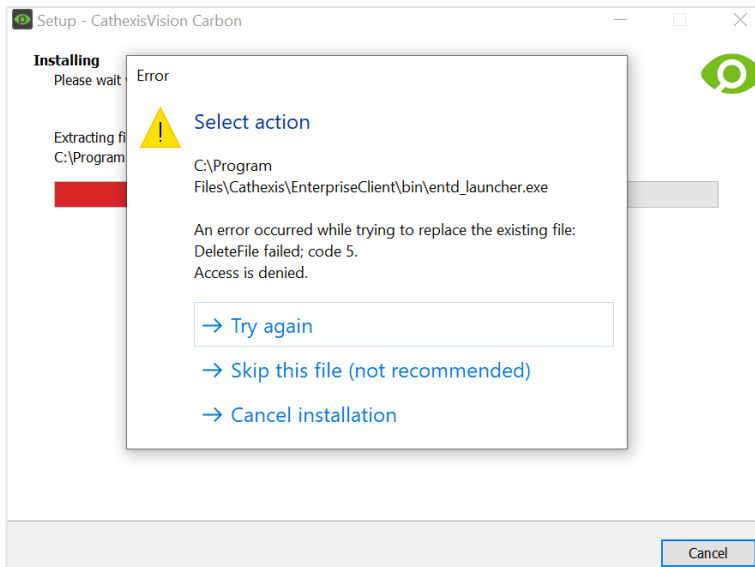




10. When installation is complete, click **Finish**.

3.1.1 Code 5 Error During Installation

If a Code 5 error occurs, resolve it by making sure the **app and launcher are closed**.



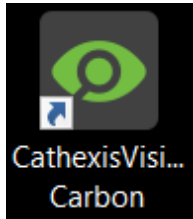
To do this from the Windows task manager:

1. Press Ctrl+Alt+Delete.
2. Select Task manager.
3. Search the options and close related applications.
4. Then return to the error message and select **Try again**.

4. Adding a Site Account

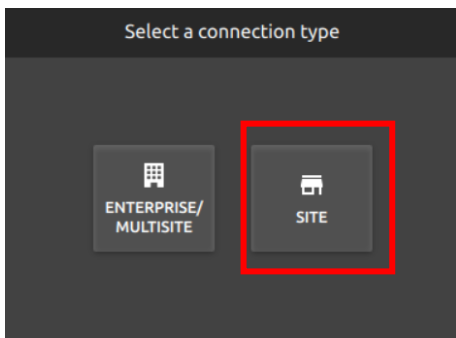
This chapter covers how to add a connection to a single site.

4.1 Add a New Site Account Type (Initial Connection)



1. Open Carbon by **double-clicking** the desktop icon.

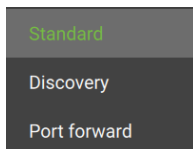
After opening the app for the first time, the new account type screen will open.



2. Choose the **Site** connection type.


This will allow the user to add a new site, and will take the user to the configuration screen.

(**Note:** See [1.1 System Components](#) for definitions of “site” and other terms.)



There are three types of site connections: [Standard](#), [Discovery](#) or [Port Forward](#).

The table below describes the differences between them.

Connection	Description
Standard	 <p>A Standard connection refers to a direct network connection, where the viewing station has a direct connection to the recording unit/s or site.</p> <p>Address: The IP address/host name of the master unit.</p>
Discovery	<p>A Discovery connection is to be used in the setup of a failover solution. If the site master is failed over and connection to the site master is lost, the client viewer can discover the IP address of the site master unit. This means that if the IP address of the site master changes, the client viewer will be able to rediscover the IP address and not lose its connection.</p>

<p>Port Forward</p>		<p>Port forwarding allows a remote client viewer to connect to a site from outside the local area network. The router is configured to route the inbound client connection to the site master unit. The master unit thus acts as a proxy to reach all the servers that make up the site.</p> <p>Address: This is the IP address/host name (FQDN) of the master unit.</p>
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4.1.1 Add a Site: Standard Connection

→ Type the site **Name** and **Address** supplied by the administrator.

(Address: This is the IP address/FQDN of the master unit.)

→ Select the **Standard connection type** from the drop-down menu.

→ Click **SAVE** (or **OK**, depending on whether this is an initial or subsequent login).

4.1.2 Add a Site: Discovery Connection

→ Enter the site **name**.

→ Click the Connection **drop-down menu** to see options.

→ Click **Discovery**.

The bottom row will now say "Site ID".

→ Click the **field** where the text reads "Get site ID".



This starts the process to fetch the Site ID from the site master unit.

A new dialogue will open ("Setup site discovery").

→ Fill in the **Site address**, **Login**, and **Password** provided by the administrator.

→ Click **NEXT>>**

The Site name and Site ID will be displayed.

→ Click **OK**.

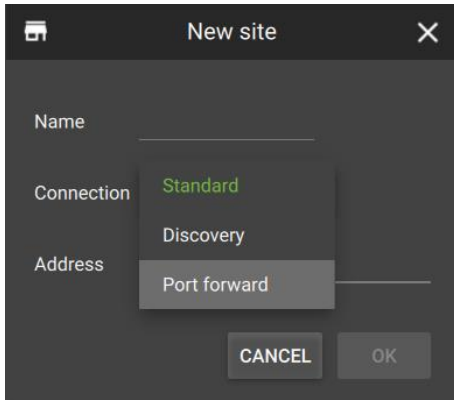
The configured site information will be displayed.

→ Click **OK**.

4.1.3 Add a Site: Port Forward Connection



In port forwarding, the master unit acts as a proxy to reach all servers that make up the site.



→ Select **Port forward** from the drop-down list.

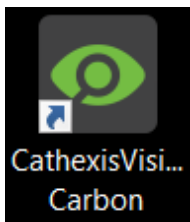
→ Enter the **name** into the field.

→ Enter the **address of the site master unit**.

→ Click **OK**.

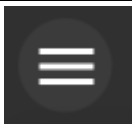
4.2 Add a Site: Subsequent Logins

The process for adding a site subsequent to the initial setup is very similar.

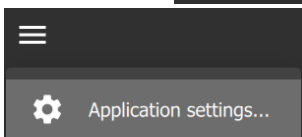


→ Open Carbon by **double-clicking** the desktop icon.

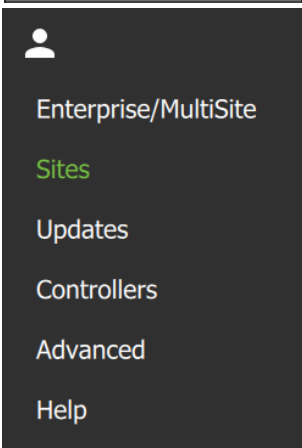
→ Or, if Carbon is already open, sign out of the current site.



→ Click the **menu icon** in the top left corner.



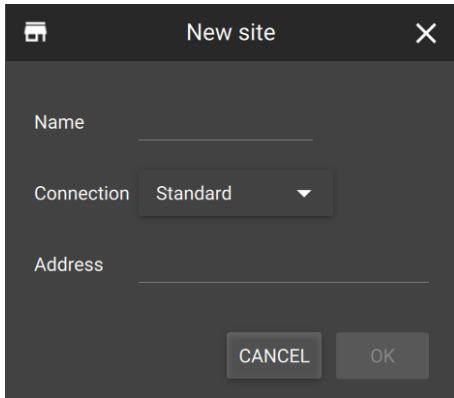
→ Select **Application settings**.



→ Click **Sites** on the menu.



→ Click the **plus icon**.



The screenshot shows a dark-themed dialog box titled "New site". It features a title bar with a home icon on the left, the text "New site" in the center, and a close button (X) on the right. The main area contains three input fields: "Name" (empty), "Connection" (a dropdown menu with "Standard" selected), and "Address" (empty). At the bottom, there are two buttons: "CANCEL" and "OK".

This will open the **New site** dialog.

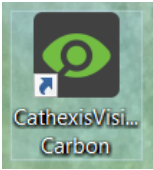
Follow the steps outlined above to add a new site connection:

[4.1.1 Add a Site: Standard Connection](#)

[4.1.2 Add a Site: Discovery Connection](#)

[4.1.3 Add a Site: Port Forward Connection](#)

5. General Interface



Double-click the icon to open CathexisVision Carbon.

5.1 Start Screen

Once Carbon has been opened, the start screen will display:

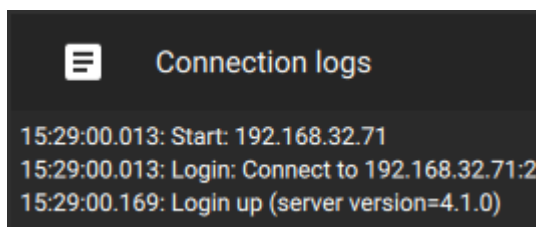
Further options menu in the top left

Login area

Connection log button in the bottom right corner

5.1.1 Connection Logs

→ Click the Connection log button to display information about the recent connections that have been made through Carbon.

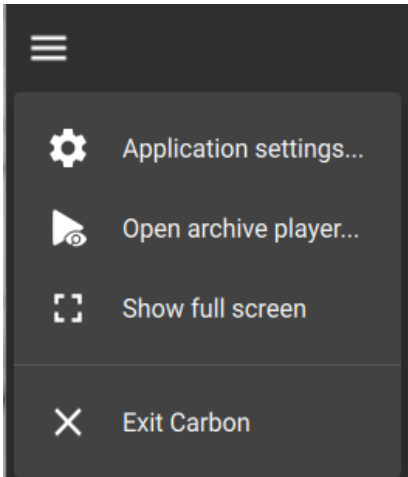


5.2 Further Options Menu



Click the **menu icon** in the top-left corner.

The following menu will appear.



Click the **gear icon** to open [Application settings](#).



Click to open the [Archive player](#) directly.



Click to **show full screen** or **exit** full screen.



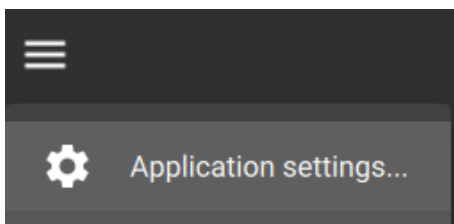
Exit and close Carbon.

5.2.1 Application Settings



Note: It is not necessary to set up Carbon prior to logging in, but the operator may wish to configure updates or other settings.

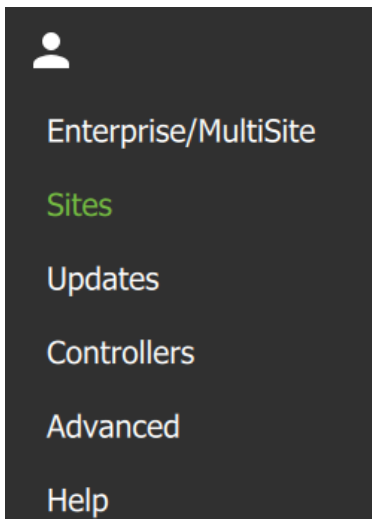
The user must log out in order to access these settings.



→ Click the **menu icon**.

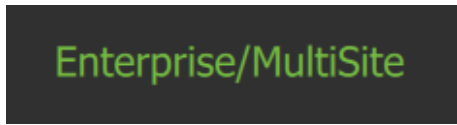
→ Then, **select "Application settings"** from the drop-down menu.

A new menu will appear and the main window will change.



To return to the login screen, select the user icon.

5.2.1.1 Application Settings: Enterprise/MultiSite (Edit Connection Properties)



→ To edit Enterprise or MultiSite connections, select “Enterprise”.



→ Click the **ID** field to edit the name of the Enterprise connection.

→ Click the **save** icon.

→ Click the **Address** field and edit the IP address.

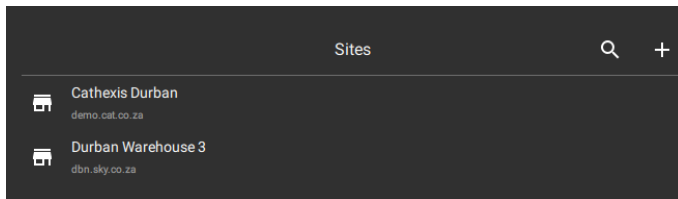
→ Click the **save** icon.

5.2.1.2 Application Settings: Sites (Edit Connection Properties)



→ To edit Sites connections, select “Sites”.

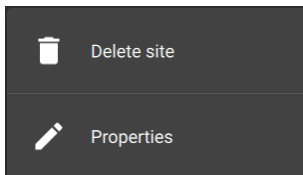
Available site names and addresses will appear in the main panel in the centre of the screen.



→ To edit a site, **hover** over the field until the **menu icon** appears.

→ Click the icon to select.

The following dop-down menu will appear:



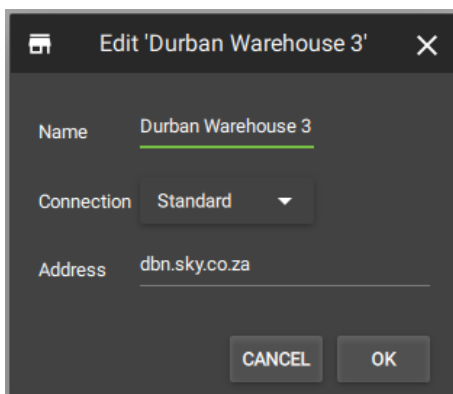
Click **Delete site** to remove a site.



Select **Properties** to edit.

Properties

A new dialogue box will open.



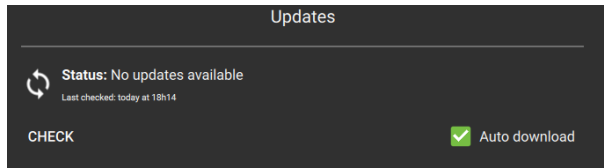
Change the **Name** and **Address** by re-entering details in the fields.

Click OK to save changes.

5.2.1.3 Application Settings: Updates



→ Select **Updates** from the menu.



Click Check to see whether a new update is available.



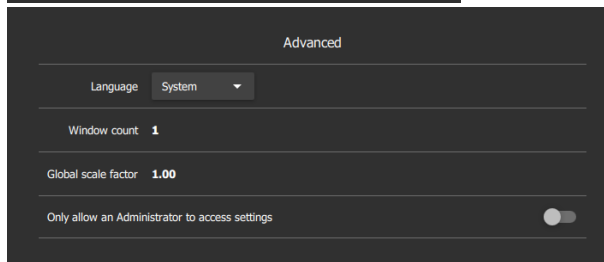
Check **Auto download** to set up **automatic downloads** of updates, or uncheck the box to manage updates manually.

Note: When automatic downloads are selected, each update will need to be added to the Enterprise server manually by an administrator.

5.2.1.4 Application Settings: Advanced

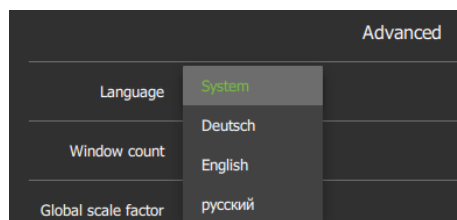


Select **Advanced** from the menu.



The Advanced settings options will appear in the main panel in the centre of the screen.

Change Language



From this Advanced Settings menu, click the drop-down menu to select a **Language**.

Choose between System, Deutsch, English, and Russian.

Changes will save upon exit.

Change Window Count

Window count can increase the total number of windows open on the desktop.



To **edit** Window count, **hover** over the field until the edit icon appears, and **click it**.

The field will become active:



Use the **plus and minus signs** to increase or decrease the window count.



Then, click the **save icon** to keep changes.

Change Global Scale Factor (Size)

Global scale factor increases the size and appearance of the everything in the user interface.



To **edit** Global Scale factor, **hover** over the field until the edit icon appears, and **click**.

The field will become active:



Use the **plus and minus signs** to change the scale factor.



Then, click **the save icon** to keep changes.

Increase by 1.25 will show the display at 125% of the standard size.

To increase the size of the timeline only, see [3.3.5.2 Global Settings](#).

Administrator Access Settings



Toggle the switch on the **Administrator access** to enable this feature. This will allow only operating system administrators to be change settings.

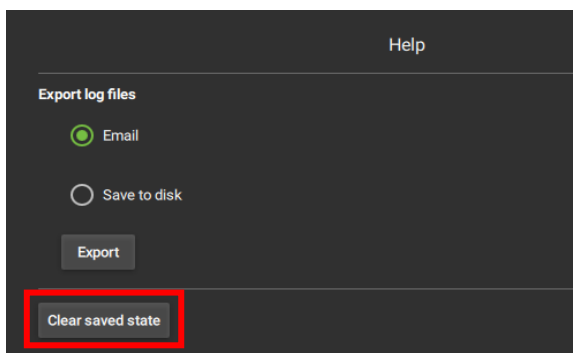
A dialogue box will pop up asking permission for the app to make changes to device.

Click Yes to enable the administrator-only feature.

5.2.1.5 Application Settings: Help



→ To configure help settings, select **Help** from the drop-down menu.



Select from options to

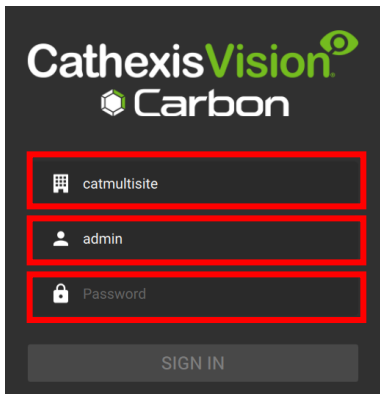
- Email log files or
- Save to disk.

→ Click **Export**.

Use the **Clear saved state** button to Reset the saved tabs from the previous session.

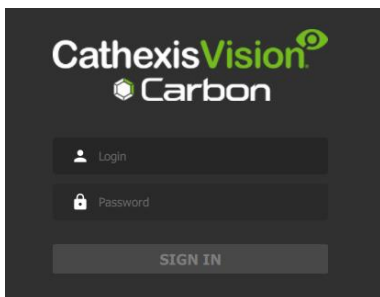
5.3 Log In

The layout of the **Log in** area is as follows:



- Type of connection (site, MultiSite or Enterprise)
- Login
- Password

To log in:



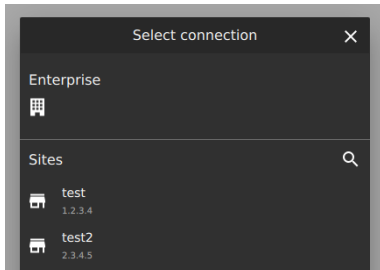
- Enter the credentials for **login and password**.
- Click **SIGN IN**.



To choose a different site or connection at login:

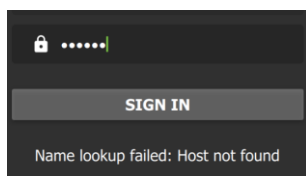
If the additional field is displayed in the top row, **clicking the field** (the installation name) will present more options.

A new dialogue will open.



- Select the desired **connection** from the preconfigured options.

5.3.1 Error Message: Name Lookup Failed

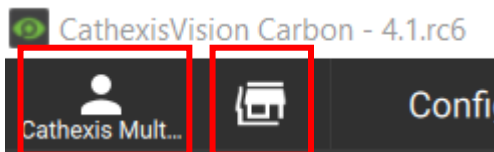


If the **Name lookup failed** error message is received, there may be a problem with the internet or network **connection**.

Contact the Administrator to check the connection.

5.4 User Settings

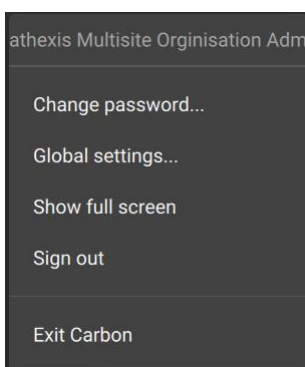
After logging in, some user settings can be changed from the home screen. These settings modify how the interface is used.



Click the **user icon** to configure further settings.

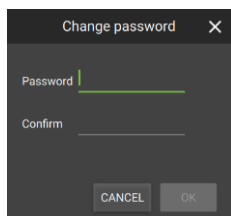
Click the **server icon** to check server details.

5.4.1 Further Settings: Change Password



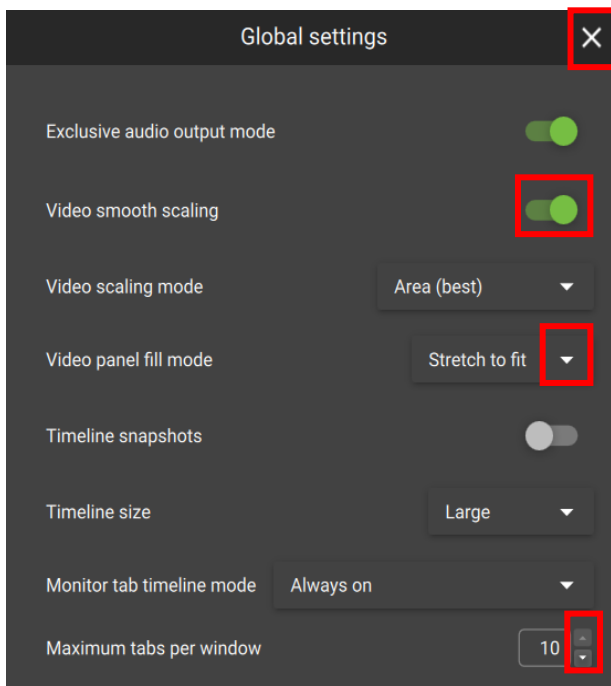
Select **Change password...** from the drop-down menu.

A new dialogue box will open.



5.4.2 Further Settings: Global Settings

Select **Global settings...** from the menu to make changes to the appearance of the interface and the way it is used.



Click the **cancel icon** at any time to **exit**. This will **save changes**.

Toggle the switches to enable or disable features.

Click the drop-down menus to see more options. Then click to select.

Click the arrows to increase or decrease quantities.

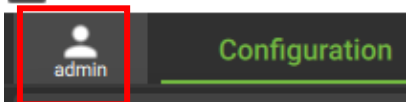
GLOBAL SETTINGS OPTIONS	DETAILS
Exclusive audio output mode	This allows audio to play for only one camera at a time.
Video smooth scaling	This fits cameras into displays using a higher performance mode. It offers better picture quality and takes more processing power.
Video scaling mode	Choose between options for better video image quality or faster performance. <ul style="list-style-type: none"> • Area (best) • Bilinear (fastest)
Video panel fill mode	Choose how the video feed fills the display panels. <ul style="list-style-type: none"> • Normal • Crop to fit • Stretch to fit
Timeline snapshots	This shows a thumbnail on the timeline of the footage when the mouse hovers over a point in time.
Timeline size	Change the size of the timeline when viewing or reviewing footage. Choose from: <ul style="list-style-type: none"> • Small • Medium • Large
Monitoring tab timeline mode	Choose to see the timeline in the Monitoring tab at certain times only, or at all times: <ul style="list-style-type: none"> • Always on • Review only • Always off • Review on, live auto
Maximum tabs per window	This will change the total tabs that can be opened from the home screen, where 10 is the maximum.

Note: For settings regarding resources, roles and permissions, see instructions in [8. Configuration Tab](#).

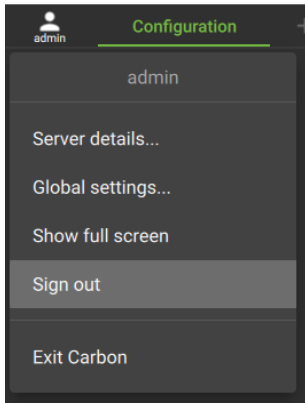
5.4.3 Signing Out: Return to Menu

In order to sign in to another account, it is necessary to log out first and return to the main menu.

CathexisVision Carbon - 4.1.



→ Click the user icon at the top of the screen.



A drop-down menu will appear.

→ Click **Sign out**.

The user will be logged out and returned to the Sign in screen.

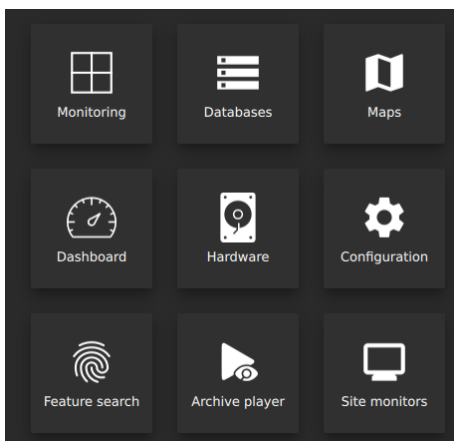
5.5 Home Menu Tab

Navigate the Carbon interface by opening tabs from the home menu.

- Tabs remain open during a session and will automatically be saved for the next session.
- Tabs are accessed by a mouse left-click on the “+” in the top bar of the GUI next to the “admin” icon.

A Site connection displays the following tabs:	A MultiSite connection displays the following tabs:	An Enterprise connection displays the following tabs:
<ul style="list-style-type: none"> ✓ Monitoring ✓ Databases ✓ Maps ✓ Configuration ✓ Feature search ✓ Archive player ✓ Site monitors 	<ul style="list-style-type: none"> ✓ Monitoring ✓ Databases ✓ Maps ✓ Configuration ✓ Feature search ✓ Archive player ✓ Site monitors 	<ul style="list-style-type: none"> ✓ Monitoring ✓ Databases ✓ Maps ✓ Configuration ✓ Feature Search ✓ Archive player ✓ Site monitors ✓ Dashboard ✓ Hardware

5.5.1 Using Tabs

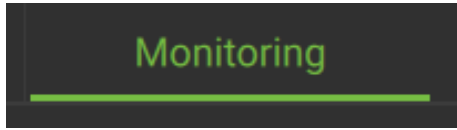


→ **Select an option** from one of the menu items, and it will open as a new tab.

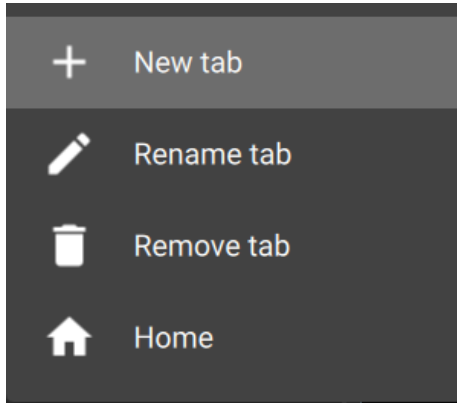
All open tabs can be viewed along the top of the screen.

5.5.1.1 Right-click on a Tab: New, Rename, or Remove Tab

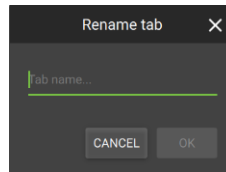
Right-clicking on a tab will open a menu where the user can add a new tab, rename a tab, remove the tab, or return to the Home Menu.



- Right-click on a tab.
- A menu will appear.

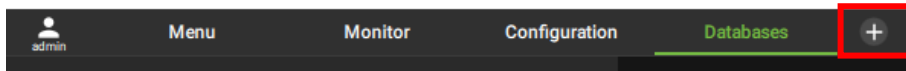


- Click on **New tab** to open a new tab, which will show the Home Menu.
- Select **Rename tab** to rename the selected tab.



- Select **Remove tab** to remove the selected tab.
- Select **Home** to return to the Home Menu in the selected tab.

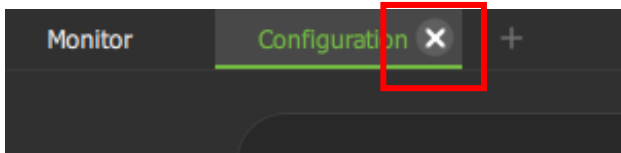
5.5.1.2 Return to Home Menu



To return to the *home menu tab* at any time, **click** the **plus icon** at the top of the screen.

This will open a new *home menu tab*, and allow the user to add new tabs from the main menu.

5.5.2 Closing Tabs



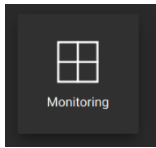
To close a tab, **hover** the mouse over the tab label until the cancel icon appears.



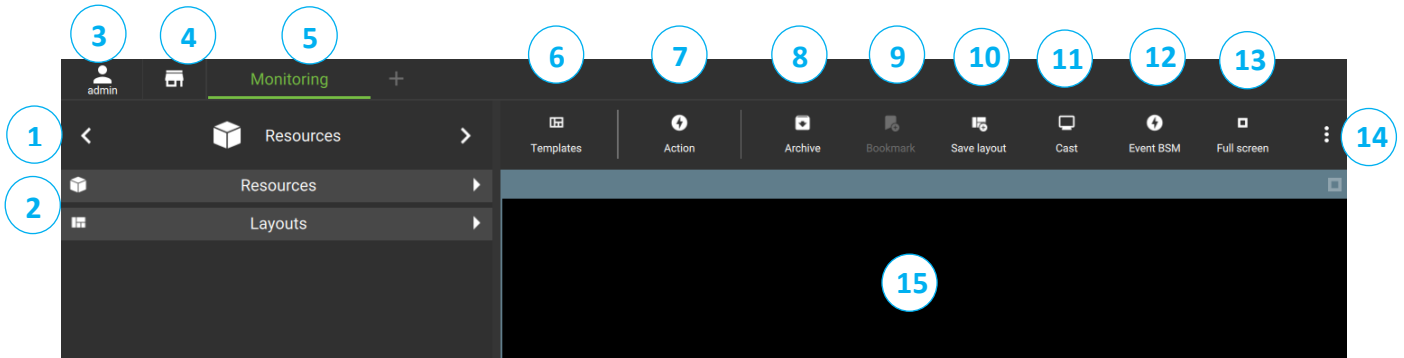
Click the cancel icon to close the tab.

6. Viewing Cameras

The Monitoring tab is where cameras and resources and can be viewed, reviewed, searched, and archived.



From the home menu, click the Monitoring icon to create a new Monitoring tab.



	Description
1	Click the arrows on the left and right to move between Resources, Bookmarks, Layouts, and Cameras with Activity . Alternatively, click on the name to display a drop-down menu.
2	Click to view saved layouts and resources .
3	Click the user icon to configure Global settings, Show full screen, Sign out, or Exit Carbon.
4	Click on the site/installation icon to view server details.
5	The selected tab will be highlighted in green.
6	Click to select a template , open the template editor, or remove a template.
7	Click to switch all feeds to live, review all live fees, pause/unpause all feeds, or clear all panels.
8	Click to open the Archive builder .
9	Click to open Bookmarks .
10	Click to save a layout .
11	Click to send/cast a layout to a site monitor .
12	Click to open Event black screen monitor .
	Click to open Alarm black screen monitor .
13	Click to make the monitor panels full screen.
14	Monitoring Tab Settings Menu
15	Camera Panel Display

7. Uninstall

To uninstall, simply follow the uninstallation process of the operating system on which Carbon is installed.

8. Conclusion

Note: This is a brief guide to getting started with the Carbon UI client software.

For full instructions on setting up Carbon, consult the **Carbon Manual**. For operators using Carbon (once an administrator has set up Carbon), consult the **Carbon Operator's Guide**.

For more information on CathexisVision, consult the **CathexisVision Setup Manual**.

Manuals and technical documents can be found on the Cathexis website: <http://cathexisvideo.com/>

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| • Carbon Suite 5 Release Notes |
| • Carbon 5 White Paper |
| • Carbon 5 Operator's Guide |
| • Carbon 5 Manual |
| • Carbon 5 Quick Start Guide (Site) |
| • Carbon 5 Quick Start Guide (MultiSite and Enterprise) |

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| • CathexisVision MultiSite 5 Installation Guide |
| • CathexisVision Enterprise 5 Installation Guide |

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| • CathexisVision Mobile 5 App-note |
| • CathexisVision Mobile 5 Quick Guide |
| • CathexisVision Mobile 5 White Paper |

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|---|
| • CathexisVision Setup Manual |
| • CathexisVision Operator's Manual |
| • CathexisVision Server Software Quick Start Guide |
| • CathexisVision Client Software Quick Start Guide |

For support, contact support@cathexisvideo.com