Release Notes
Command Mobile Plus App 5.2.0

October 2023

Introduction

These release notes pertain to the software release version 5.2.0 for the Command Mobile Plus app.

March Networks Command™ Mobile Plus offers video viewing options combined with Transactions Reports from Searchlight, enabling user insights into transactions synchronized with video channels. It also integrates the enhancements to its reports and dashboards offered by the Searchlight Cloud service.

Command Mobile Plus continues to offers flexible viewing options from your mobile phone or Apple and Android tablets. Crop and stretch any view, and toggle between camera layouts. Zoom in and out on any scene and choose a multi-grid view to see several camera angles at once. Replay desired recorded footage by using the calendar icon on your device, and if you notice something suspicious, take a snapshot of your camera view and send it via email or through other communication applications on your phone. Fast forward and rewind recorded footage and switch between high, low and auto viewing mode based on the video quality you desire.

Command Mobile Plus Features

Command Enterprise Software

- Ability to view live and playback (recorded) video (MJPEG, H.264 and H.265)
- Digital zoom into images to view details (live and playback video)
- View up to 9 live (tablets) and up to 8 (smartphones) cameras simultaneously (stream quality dependent on camera settings)
- Quick and easy recorded video search by time and/or date
- Playback controls with fast rewind and fast forward features (up to 8x on Android and 8x on iOS)
- PTZ camera control (operated by gestures or virtual joystick)
- Dewarping for 360° cameras
- Direct connection to a recorder or to a server running the Command Enterprise Software
- Ability to view dewarped images in saved views
- Ability to view logical and personal maps
- Access to System, Logical, and Personal resources
- Audio support
- Text Insertion support
- Support for Single Sign-On, when enabled on the CES (v.2.17 or higher)
- Support for Two-Factor Authentication, when enabled on the CES (v.2.17 or higher)
- Real-time notifications when the configured alarms are triggered
  Note: This feature also requires the Alert Communication Tool Premium (v.1.5 and higher) application

Searchlight

- Ability to view transactions from Transactions Report section of Searchlight
  - o Ability to filter by start / end date / time
  - o Ability to pick report set on Command Enterprise / Searchlight client
- Access to the Business Rules page of Searchlight
  - o Ability to filter by start / end date / time
- Access to the Operations Audit page of Searchlight
  - o Ability to filter by start / end date / time
- Access to the Security Audit page of Searchlight
  - o Ability to filter by start / end date / time
- KPI badges displayed on the home page, with the ability to access access the report or the query related to the badge

Searchlight Cloud

- Ability to access and customize reports from the Searchlight Cloud service
  - Ability to view transactions
  - Ability to drill-down to receipts and granular data with filtering and search option
  - Ability to perform relative search by operator, by site, by terminal
  - Text insertion display – receipt text associated to a camera feed
  - Video provided by CES core system (on-prem or hosted)
  - Privileges provided by CES core system

What's New in Version 5.2.0?

- **Navigation by Map** — Command Mobile Plus now allows quick navigating to video resources by icons superimposed on the site, terrain map.
- **Searchlight Sites Navigation** — Command Mobile Plus now allows navigating in Searchlight sites, allowing users to easier access the resources associated to the sites and terminal.
- **Audio Controls** — Command Mobile Plus now allows switching the audio streams on and off from the options toolbar.
- **Audio Support on iOS Devices** — Command Mobile Plus now supports audio captured by microphones connected to the cameras also on iOS devices. This feature is currently supported for cameras that support the AAC o G.771 audio codecs.
- **Text Insertion Display** — Command Mobile Plus now supports displaying the text associated to a camera. It is possible to customize the text size and appearance.

Compatibility and Version Information

Supported Mobile Devices

- iPhone (iOS 15 and higher)
- iPad (iOS 15 and higher)
- Android (10 and higher)

Note: A minimum of 1 GB RAM is required on the mobile device to run the Command Mobile Plus app.

Supported Enterprise Management Services

- Command Enterprise Software — software version 2.10.0 and higher
  Notes:
  - To stream video using H.265 compression, you must upgrade your Command Enterprise system to version 2.15.1 or higher.
  - To access the Single Sign-On and Two-Factor Authentication features, you must upgrade your Command Enterprise system to version 2.17.0 or higher.

Supported Applications

- Searchlight for Retail — software version 4.14.0 and higher
- Searchlight for Banking — software version 4.14.0 and higher
- Alert Communication Tool Premium — software version 1.5 and higher
  Note: To access the ACT features, you must upgrade your Command Enterprise system to version 2.13.1 or higher

Supported Services

- Searchlight Cloud
  Note: To access the Searchlight Cloud features, you must upgrade your Command Enterprise system to version 2.17 or higher

Supported Recorders

- Command Recording Server — software version 2.10.0 and higher
- 8000 Series Hybrid NVR — software version 5.8.5 and higher
- 8724 V Tribrid NVR — software version 5.10.0 and higher
- 9000 Series IP recorder — software version 5.9.0 and higher
- RideSafe GT Series Hybrid NVR — software version 5.8.5 and higher
- RideSafe MT Series IP recorder — software version 5.11.0 and higher
- RideSafe RT Series IP recorder — software version 5.11.0 and higher
- RideSafe XT Series IP NVR — software version 6.4.0 and higher
- X-Series Hybrid Recorder — software version 6.4.0 and higher
- X-Series All IP Recorder — software version 6.6.0 and higher

Supported Encoding Profiles

- **VA2 Series – SE2 Series – SE2 PTZ – ME3 PTZ – EL2 Series**
  Primary encoder (for single streaming): 2MP / 15 FPS / LBR / GOV 30 / Bitrate: ~1.5Mbps
  Secondary encoder (for multi-view): 720P / 10 FPS / LBR / GOV 60 / Bitrate: ~750Kbp
- **VA5 Series – VA4 Series – SE4 Series – ME6 Series – ME8 Series**
  Primary encoder (for single streaming): 4MP / 15 FPS / LBR / GOV 30 / Bitrate: ~2.5 Mbps
  Secondary encoder (for multi-view): 720P / 10 FPS / LBR / GOV 60 / Bitrate: ~750Kbps

Supported Languages

- Command Mobile Plus is available in English. Additional languages will be supported with future releases.

Command Mobile Plus – Command Mobile App Comparison

Feature	Command Mobile App	Command Mobile Plus
Compatible recorders	• 8000 Series • 9000 Series • RideSafe Series • X-Series	• 8000 Series • 9000 Series • RideSafe Series • X-Series
Compatible recording software	Command Recording Software (v.2.2 and higher)	Command Recording Software (v.2.10 and higher)
Compatible management software	Command Enterprise Software (v.2.2 and higher)	Command Enterprise Software (v.2.10 and higher – For Searchlight features v.2.12 and higher)
Simultaneous camera display	4	8 on smartphone, 9 on tablet
Full HD for iPad and Android tablets		✓
Video controls for single view		✓
Thumbnails on navigation tree		✓
Tap to view camera		✓
Multi-screen viewing mode (original, stretch, crop)		✓
Save and share snapshot		✓
Fast forward and rewind		✓
Multiple layouts		✓
Transaction Reports		✓
Operations Audit		✓
Security Audit		✓
Searchlight KPI Badges		✓
Real-Time Notifications		✓
H.265 Support		✓
Audio Support		✓
Text Insertion Support		✓
Logical and Personal Maps Support		✓
Searchlight Sites Navigation		✓
Searchlight Cloud Integration		✓
Single Sign-On Support		✓
Two-Factor Authentication Support		✓

Known Issues and Limitations

Issue Description	Affects
When connecting using webRTC, the connection might take up to 30 seconds.	iOS/Android
It is possible to experience some stability issues when connecting using an old device.	iOS/Android
Landscape mode is disabled for camera views on smartphones.	iOS/Android
Streams are limited to 1 FPS when displaying a camera view on old devices.	iOS/Android
In the Transaction Reports page, the icon associated to the transaction might not represent the transaction type (credit card, cash, etc.).	iOS/Android
In the Notifications page, sometimes results are not displayed. **Workaround:** Tap the Search button to make the results appear.	iOS/Android
Fast forward and rewind are limited to the speed of 4x on iOS devices.	iOS
Sometimes the logical tree in the topology is not displayed properly in the app.	iOS
The app might randomly crash when swiping through cameras in single mode if you are using high-resolution cameras (i.e. Oncam EVO 12 or ME6 cameras).	iOS
It is possible to experience issues with the app layout using Google Pixel devices.	Android
When viewing archived video evidence, the video playback might jump a few seconds after switching from pause to play.	Android
Sometimes the video quality settings do not work properly on Android devices.	Android
Oncam cameras might show a green globe while swiping in single mode	Android
The Searchlight pages might not give results. **Workaround:** Log out the CES and then log on to the server.	Android
Snapshot for a zoomed image contains the image the default zoom level.	Android
Zooming it on a video in playback mode on a Searchlight page might cause the page title and left menu to disappear. **Workaround:** Zoom out to make the page title and left menu reappear.	Android
When pausing a video in playback mode, the zoom level might return to the default level.	Android

For More Information

The following publications are available on the March Networks Partner Portal and on the March Networks official website:

- **Command Mobile Plus User Guide**, which outlines how to set up your Command Mobile Plus app, connect to a recorder or a server running the Command Enterprise Software, access live and recorded videos from supported recorders, manage views, dewarp images from 360° cameras, control PTZ cameras, and access Searchlight features.
- **Command Mobile Plus Quick Start Guide**, which quickly outlines all the app features.

For more information about the March Networks product portfolio, please visit the March Networks official website.