March Networks

Command Mobile Plus 5.2

User Guide

MARCH networks

A Delta Group Company

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Chapter 1

Setting Up

This chapter contains information on setting up your Command™ Mobile Plus 5.0 smartphone app.

It contains the following sections:

- “Overview” on page 5
- “Command Mobile Plus 5.2 Features” on page 6
- “Setting Up Command Mobile Plus” on page 8
- “Setting Up the Recorder (Direct Connection)” on page 8
- “Setting Up the CES” on page 9

Overview

March Networks Command™ Mobile Plus is a smartphone app that allows you to view live and recorded video from the cameras added to Command Recording Software, 8000 Series, 9000 Series, X-Series, and RideSafe recorders on your mobile device. It also allows you to access the reports saved on the Transaction Reports page of a Searchlight application running on Command Enterprise. By accessing reports, you can see the transaction details and the video associated to it. It also allows you to access the Operation Audit and Security Audit pages of the Searchlight application. The Operations Audit page automatically creates an overview of the site/branch, allowing investigators to view grids of snapshots periodically saved by the cameras associated to a site. The Security Audit page allows you to access reports based on the alarms triggered in the sites/branches. Command Mobile Plus also allows you to access and customize the enhanced reports saved on the Searchlight Cloud service.

Command Mobile Plus also supports real-time notifications from selected alarms, and badges for Searchlight pages.

The March Networks Command Mobile Plus smartphone app runs on iPhones, iPads and Android devices and can be downloaded for free from the App Store or Google Play.

Note: The majority of the screenshots in this guide were taken on an iPad running iOS. Command Mobile Plus works almost identically on both Android and iOS platforms, however, some screens may appear differently. Separate procedures are included where there are notable differences.

Command Mobile Plus 5.2 Features

The Command Mobile Plus App includes the following features:

- Ability to view live and playback (recorded) video (H.264 and H.265, up to 4k resolution)

  Note: Command Mobile Plus supports video channels streaming in 4K only in single camera view. Please note that performance is dependent on your local network and mobile device or tablet.
- Digital zoom into images to view details (live and playback video)
- Display of privacy patches from cameras added to X-Series recorders and servers running Command Recording Software
- View up to 9 live cameras simultaneously (stream quality dependent on camera settings, see “Changing Video Quality” on page 39)
- Quick and easy recorded video search by time and/or date
- Playback controls with fast rewind and fast forward features (up to 32x)
- PTZ camera control
- Dewarping for 360° cameras
- Audio support
- Display of text associated to the video
- Support for maps created using the Command Client application
- 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
- 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)
- Access to System and Personal resources from recorders
- Access to System, Logical, and Personal resources from Command Enterprise
- Access to Searchlight sites
- Compatible with both the Searchlight for Retail and Searchlight for Banking applications
- Access to the reports saved on the Transaction Reports page of Searchlight
- Access to the triggered business rules on the Business Rules page of Searchlight
- Access to the Operations Audit page of Searchlight
- Access to the Security Audit page of Searchlight
- KPI badges for the Searchlight pages
- Access to the Searchlight Cloud service
- App is supported on iPhone and iPad (iOS15 or higher) and Android (version 10 or higher).
  Note: A minimum of 1 GB RAM is required on the mobile device to run the Command Mobile Plus app.
- Supports: English.

- Supported Enterprise Management Services:
  - Command Enterprise Software — software version 2.10.0 and higher

    Note: To access the Searchlight and real-time notifications features, you must upgrade your Command Enterprise system to version 2.14.0 and higher.
- Supported Applications:
  - Searchlight for Retail — software version 4.14.0 and higher (requires CES v.2.14.0 and higher)
  - Searchlight for Banking — software version 4.14.0 and higher (requires CES v.2.14.0 and higher)
- Supported Cloud Services:
  - Searchlight Cloud (requires CES v.2.14.0 and higher with the Searchlight for Retail application, v.4.14.0 and higher)
- Supported recording devices:

  Note: The recorders must be reachable using your mobile network, or must be registered to a server running the Command Enterprise Software with the NAT Traversal feature enabled.
  - Command Recording Software — 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
  - X-Series Hybrid Recorder for R6 - software version 6.1 and higher
  - X-Series All IP Recorder for R6 - software version 6.6 and higher
  - XT Series NVR - software version 6.4 or higher

Language

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

Other Available Publications

Additional March Networks publications are available in PDF from the March Networks Partner Portal website. If you do not have access to the Partner Portal, contact your March Networks representative.

What's Next

Using the Command Mobile Plus app, you can access the following actions:

- "Getting Started" on page 10
- "Viewing Video" on page 25
- "Using PTZ Cameras and Dewarping" on page 46
- "Managing Real-Time Notifications" on page 51
- "Accessing Transaction Reports" on page 57
- "Accessing Operations Audit" on page 63
- "Accessing Business Rules Reports" on page 68
- "Accessing Security Audit" on page 73
- "Accessing the Searchlight Cloud Service" on page 78

Setting Up Command Mobile Plus

Before installing Command Mobile Plus, ensure that the mobile device you want to install the app on has at least 1 GB of RAM. This is the minimum amount of RAM required to run the app properly.

If you are setting up a new Command Enterprise or Command Config user to use Command Mobile Plus, you must ensure that the user has the correct user rights so that they can see all their resources.

When connecting to Command Enterprise, you must also ensure that the resources (folders, views, cameras, and recorders) you want to view in Command Mobile Plus are added to the correct Navigation tree in the Command Client.

Note: Command Mobile Plus allows you to view folders, views, cameras, and recorders that have been set up in Command Client. You cannot view resources such as alarms, switches, talk channels, and maps (use Command Client to view these resources).

Setting Up the Recorder (Direct Connection)

Users directly connecting to a recorder through Command Mobile Plus must have the correct user rights in Command Config (CRS, X-Series, and RideSafe XT Series recorders). Resources are added to the Personal tree in Command Client. The recorder must be reachable on the mobile network: connect to the recorder's home page using the web browser to check the recorder's connectivity. For more information about setting up and configuring a recorder, please consult the *Configuration Guide* for your recorder, available for download from the March networks official website and the Partner Portal.

Setting Up the CES

Users connecting to a CES through Command Mobile Plus must have the correct user rights and resources set up in Command Client. For detailed information, please consult the *Command Mobile Plus - Setting Up the CES Application Note*, available for download from the March Networks Partner Portal. For more information about setting up and configuring a CES, please consult the *Command Enterprise and Client Installation Guide*, and *Command Enterprise and Client Installation Guide*, available for download from the March networks official website and the Partner Portal.

To access the Searchlight for Retail features on Command Mobile Plus, users must have the correct Searchlight user rights, sites and KPI badges set up in Command Client. For more information about setting up and configuring Searchlight for Retail, please consult the *Searchlight for Retail User Guide*, available for download from the March networks official website and the Partner Portal.

Chapter 2

Getting Started

This chapter describes the Command Mobile Plus user interface. It contains procedures for setting up and getting started with Command Mobile Plus.

It contains the following sections:

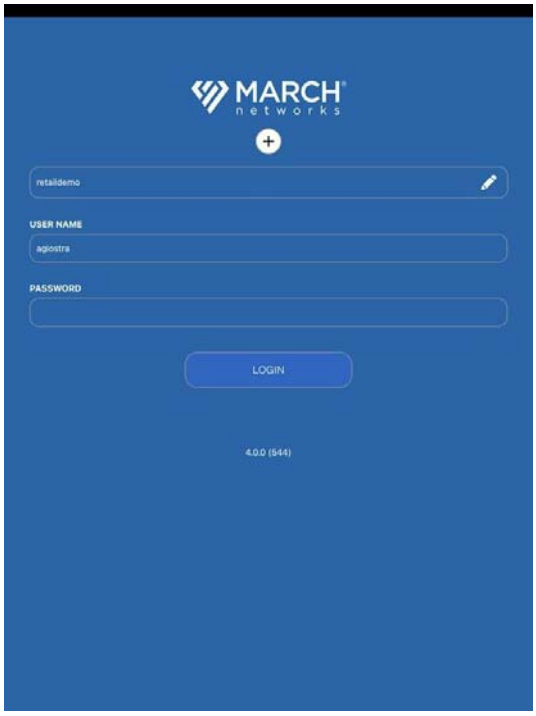
- “Main Screens” on page 11
- “Getting Started” on page 19
- “Adding a Connection” on page 20
- “Connecting to a Recorder or to a CES” on page 21
- “Deleting a Connection” on page 24

Main Screens

Navigate through the screens to view your available resources. The folders, views, cameras, and recorders you see depend on your user rights and what is set up in Command Client. For example, if there are no views set up, you do not see the Views section. If you do not have the user right to view the System tree, the System title is empty.

Select a Connection

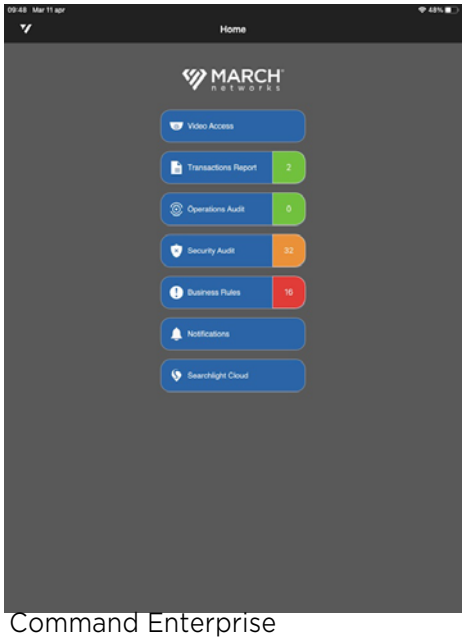
This initial screen contains the list of recorders and servers running Command Enterprise that you can connect to. You can edit the selected connection in Command Mobile Plus by tapping the icon.



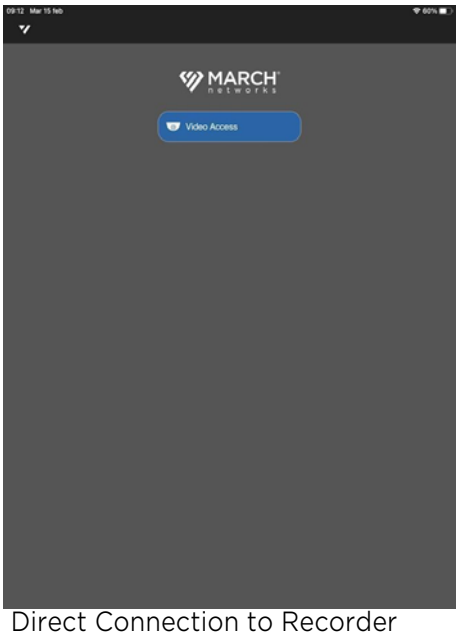
Initial Screen

Home Page

This screen allows you to quickly access the features available on the recorder or Command Enterprise server.



Command Enterprise (with apps)



Direct Connection to Recorder

Side Navigation Screen

The following screen allows you to sign out of the current device, access the Searchlight feature, or access other app information.

iOS

Android

Side navigation
Sign Out of current device
Links to documentation and training, legal information, version information, and more

Resource Screens

- **Personal** - The list of resources (folders, views, cameras) available to you (under the user name you sign in as). Also available when connecting to a recorder.
- **Logical** - The list of resources (folders, sites, views, maps, cameras) available to all users (with appropriate user rights) who connect to a CES.
- **System** - The list of resources (folders, recorders, maps, cameras) available to all users with appropriate user rights) who connect to a CES or a recorder.

System Resources

Logical Resources

Personal Resources

Comparing Resource Screens

Screen	Possible Resource Types	Who can View (with user rights)
System	Folders (CES), recorders (CES), cameras	All users
Logical	Folders, sites, maps, views, cameras	All CES users
Personal	Folders, maps, views, cameras	Exclusive to one user

Camera Screens

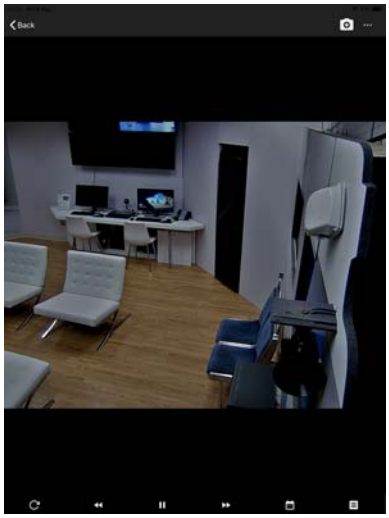
The following screens allow you to view cameras. See “Viewing Live Video From a Camera” on page 26.

Note: Landscape mode is supported on tablet devices only.

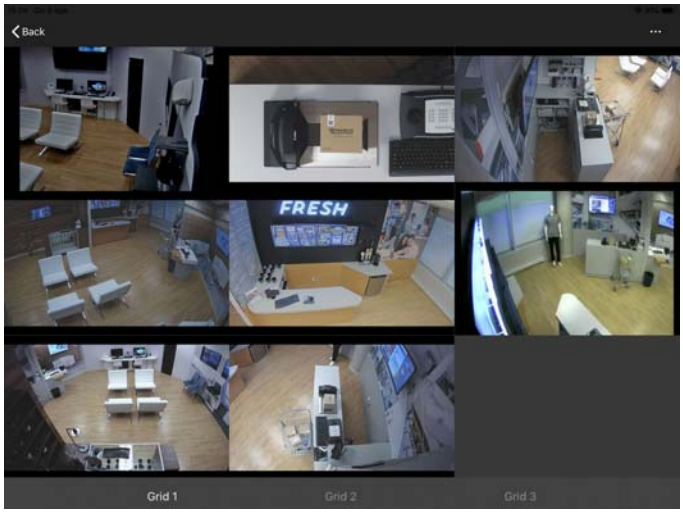
2 cameras view
(Portrait)

3 cameras view
(Portrait)

8 cameras view
(Portrait)



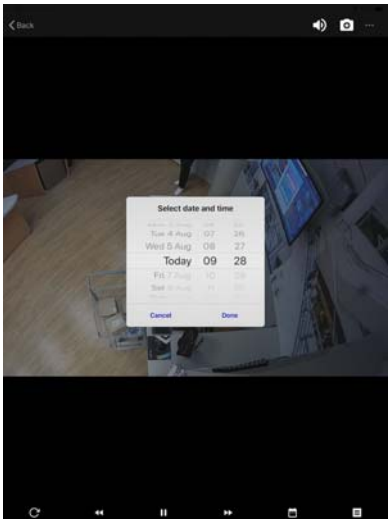
Single camera view
(Portrait)



8 cameras view
(Landscape - Tablet only)

Search for Recorded Video

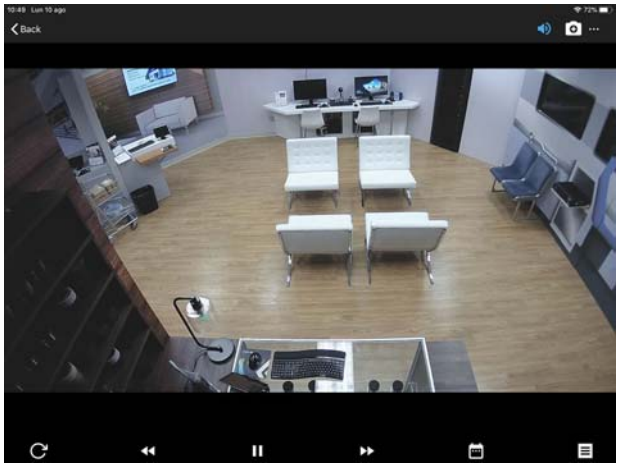
The following screen allows you to set a start time to search for recorded video. See “Viewing Archived Video Evidence” on page 29.



Set time and date to begin recorded video playback

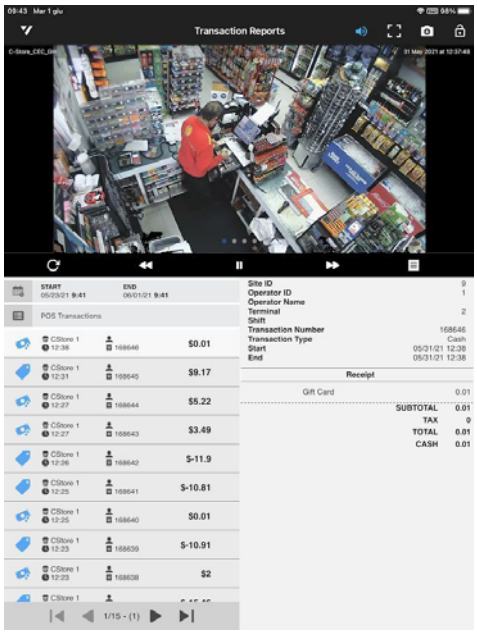
Video Playback

The following screen allows you to control video playback after tapping the image. See “Viewing Archived Video Evidence” on page 29.



Transaction Reports Screen

The following screen allows you to access the reports saved on the **Transaction Report** page of Searchlight. See “Accessing Transaction Reports” on page 57.

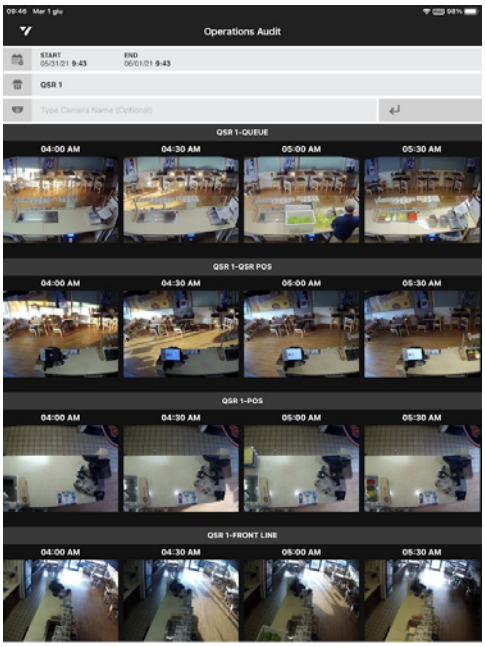


Tablet

Smartphone

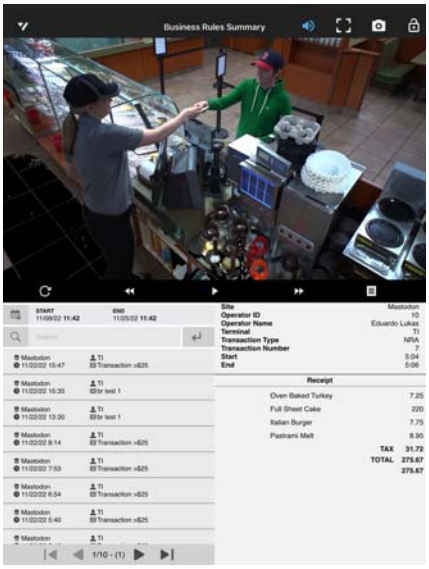
Operations Audit Screen

The following screen allows you to access the grid of images configured for each site on the **Operations Audit** page of Searchlight. See “Accessing Operations Audit” on page 63.

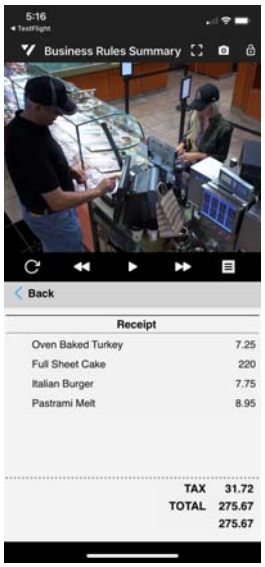


Business Rules Screen

The following screen allows you to access the business rules triggered on the **Business Rules** page of Searchlight. See “Accessing Business Rules Reports” on page 68.



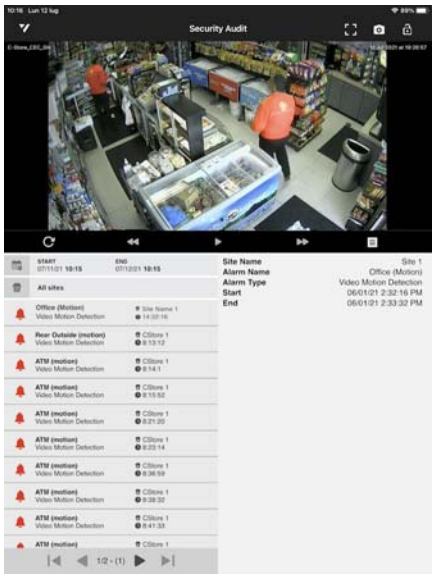
Tablet



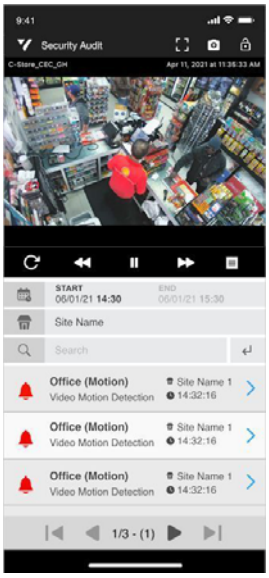
Smartphone

Security Audit Screen

The following screen allows you to access the alarms triggered on each site on the **Security Audit** page of Searchlight. See “Accessing Security Audit” on page 73.



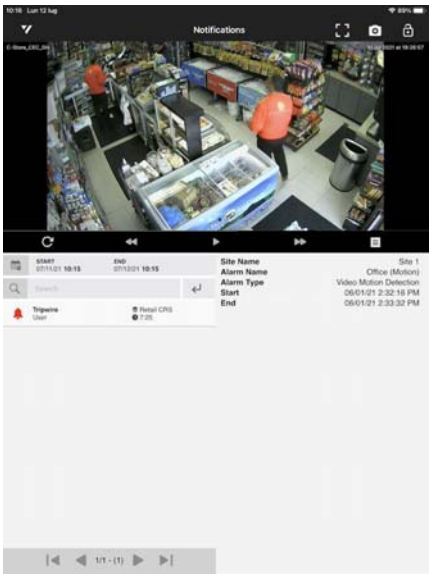
Tablet



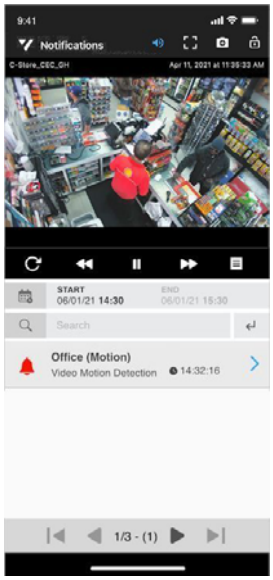
Smartphone

Notifications Screen

The following screen allows you to access the alarms that triggered a notification and to search for the notifications sent by the CES. See “Managing Real-Time Notifications” on page 51.



Tablet



Smartphone

Searchlight Cloud Screen

The following screen allows you to access and customize the reports from the Searchlight Cloud service. See “Accessing the Searchlight Cloud Service” on page 78.

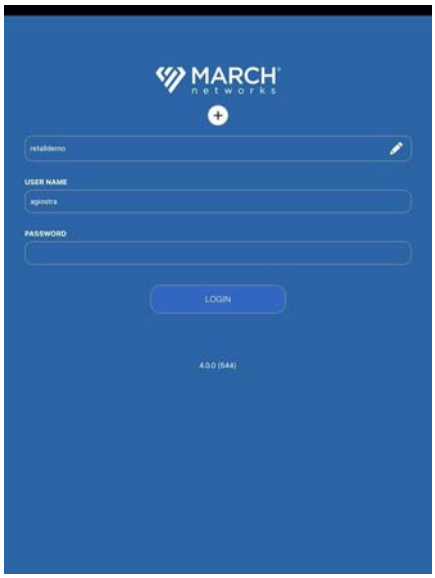
Tablet

Smartphone

Getting Started

When Command Mobile Plus is first installed, the **End User License Agreement** screen is displayed. Scroll to read the agreement. Tap **Accept** to accept the terms of the license agreement or tap **Cancel** to close the application. You must accept the **End User License Agreement** before you can use Command Mobile Plus.

After the license agreement, you are presented with the initial screen:



Initial Screen

To view video, you must connect to a recorder or a server running Command Enterprise with one or more compatible recorders registered.

From this screen, tap **Add Connection** to display the **Add Connection** screen. Follow the steps in the next section, “Adding a Connection”.

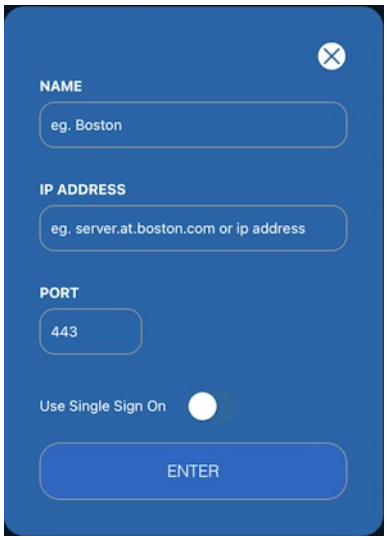
Adding a Connection

To view video, you must connect to the recorder or to the CES that is hosting your cameras.

To add a connection

1 From the initial screen, tap .

The **Add Connection** dialog box appears.



2 In the **Name** field, enter a name for the connection.

This is a descriptive name that helps you identify the connection when you want to sign in to it.

3 In the **IP Address** field, enter the IP address or hostname of the recorder or CES you want to access.

Note: See “Command Mobile Plus 5.2 Features” on page 6 for supported software versions.

4 In the **Port** field, enter the communication port of the recorder or CES you want to access.

5 If your are connecting to a CES (v.2.17 and higher) and the Single Sign-On feature is enabled on the server, tap the **Use Single Sign On** switch.

Note: When you activate the **Single Sign-On** for a connection, the **User Name** and **Password** fields are hidden on the initial screen.

6 Tap **Enter** to return to the initial screen.

7 Repeat steps 1-7 to add additional connections to Command Mobile Plus.

Follow the steps in the next section, “Connecting to a Recorder or to a CES” on page 21 to connect to the device after you have added it.

Connecting to a Recorder or to a CES

To connect to a recorder or a server, you can enter your user name and password.

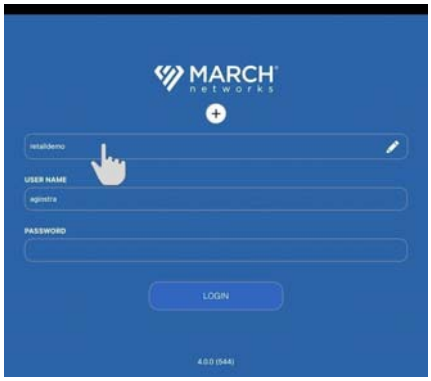
Notes:

- Command Mobile Plus supports the Two-Factor Authentication (2FA) feature, when connecting to a CES 2.17 or higher. Before connecting to the CES with a user with 2FA enabled using Command Mobile Plus, you must first connect to the CES using the Command Client application or the Web Client interface to scan the QR code required to generate the OTP code using applications like Google Authenticator and Microsoft Authenticator. Once the entry for the user is added to the authenticator app, he is able to log on to the CES using Command Mobile Plus.
- Command Mobile Plus supports the Single Sign-On feature, when connecting to a CES 2.17 or higher. Before connecting to the CES with a user with Single Sign-On enabled using Command Mobile Plus, you must first add the user on the Okta SAML service. Once the user is added to the service, he is able to log on to the CES using Command Mobile Plus.
- For more information about configuring the Two-Factor Authentication (2FA) and Single sign-On features on the CES, see the Installation and User Guides for Command Enterprise, available for download from the March Networks official website.
- Command Mobile Plus allows you to view the System tree (recorders and folders for CES users only, and cameras), the Logical tree (folders, views, and cameras for CES users only), and the Personal tree (folders, views, and cameras associated with your user name) of Command Client. You cannot view resources such as alarms, switches, talk channels, and maps (use Command Client to view these resources).

To connect to a recorder or a CES

1 From the initial screen, tap connection field to see the list of connections.

Note: See “Adding a Connection” on page 20 for how to add devices to this list.



2 Tap the recorder or CES you want to connect to.

Notes:

- If you need to modify the connection, tap the icon (See "Adding a Connection" on page 20).
- If you activated the **Single Sign-On** for the connection, the **User Name** and **Password** fields are hidden on the initial screen.

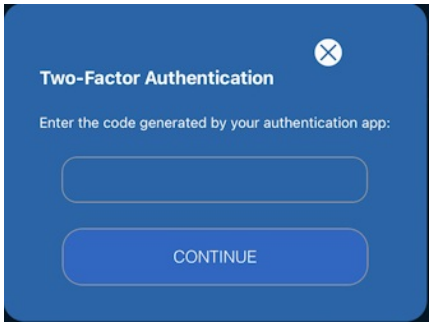
3 Enter your user name and password and tap **Login**. If supported, you can use fingerprint access or face recognition access to automatically enter the password for the user account.

If you select **Remember Me**, your user name and password are already entered the next time you want to sign in, so you just tap **Login**. If single Sign-On is activated for the connection, just tap **Login**.

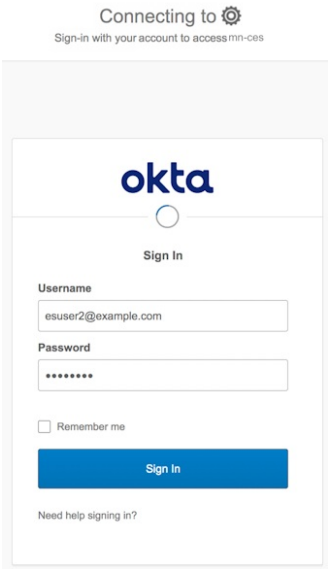
4 According to the device you are connecting to (CES or recorder) and to the login options configured on the CES, different screens appear.

Select your configuration:

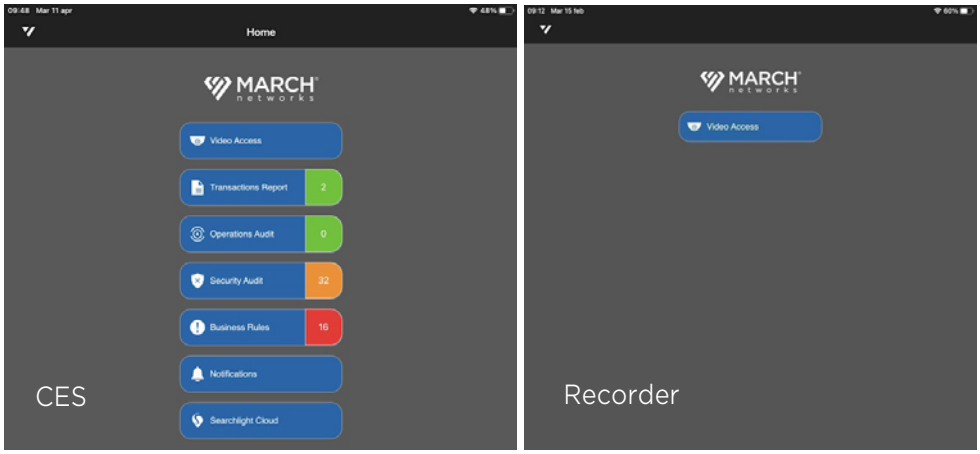
- If you are connecting to a CES with Two-Factor Authentication enabled, the **Two-Factor Authentication** dialog box appears. Open the authenticator app you used to scan the QR code, enter the OTP code generated for the CES user, and then tap **Continue** to log on to the CES.



- If you are connecting to a CES with Single Sign-On enabled, the **Sign In** screen for the Okta SAML service appears. Follow the instructions provided by your IT department to log on to the Okta SAML service and automatically log on to the CES.



- If Two-Factor Authentication or Single Sign-On are not enabled for the user, or if you are directly connecting to the recorder, the home page appears.



5 Tap the feature you want to access.

Deleting a Connection

You can delete a connection from the list.

To delete a connection

1 From the initial screen, tap connection field to see the list of connections.

2 Select the connection you want to delete and tap the icon.

The **Edit Connection** dialog box appears.

3 To delete the connection from the list, tap the icon.

The connection is deleted immediately.

Chapter 3

Viewing Video

Command Mobile Plus allows you to view live and recorded video. This chapter describes how to access and view video.

It contains the following topics:

- “Viewing Live Video From a Camera” on page 26
- “Viewing Archived Video Evidence” on page 29
- “Changing the Position of the Playback Toolbar” on page 31
- “Saving and Sharing Snapshots” on page 32
- “Displaying Video Information” on page 33
- “Enabling Audio” on page 35
- “Displaying Text Overlay” on page 36
- “Pinch to Zoom” on page 38
- “Changing Video Quality” on page 39
- “Managing Camera Views” on page 40
- “Viewing Maps” on page 44

Viewing Live Video From a Camera

You can view live video from cameras added to the recorders.

Notes:

- If audio is enabled on the camera, you can automatically hear the audio captured by the microphone connected to the camera synchronized with the video. This feature is currently supported only on Android devices and for camera that support the AAC o G.771 audio codecs.
- When you connect to a CES, you can view video from cameras that are connected through NAT traversal.

To view live video from a camera

1 Open Command Mobile Plus and connect to a recorder or a CES (see “Getting Started” on page 19).

2 On the Home page, select **Video Access**.

Depending on your user rights and the device you are accessing, you see different results:

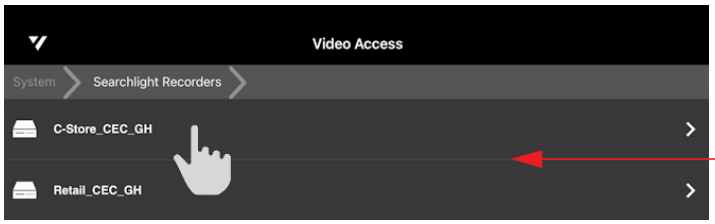
- By default the System resource list appears.
- If you do not have the user rights to view the System tree (CES only), the tree is empty,

You can switch to view the resources from any available resource list by tapping a title on the bottom of the screen.

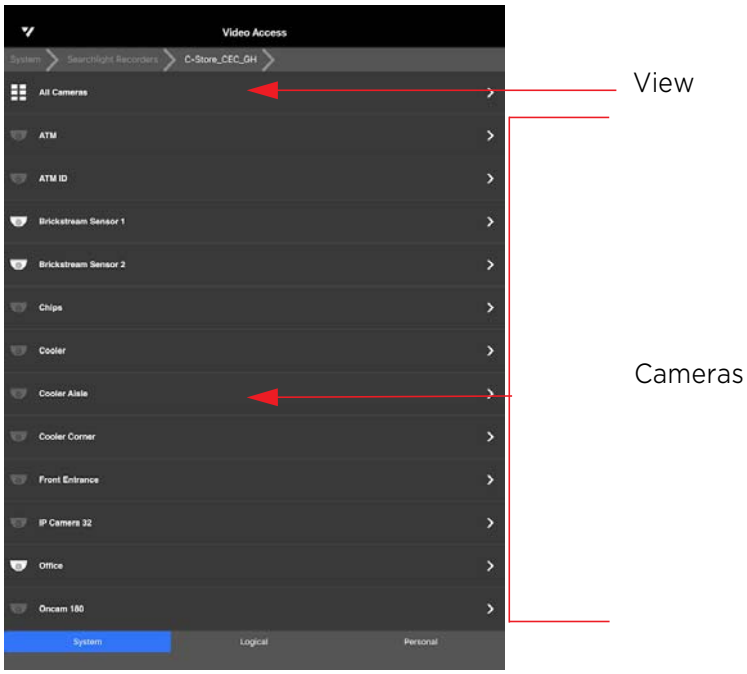
You can tap the titles corresponding to the trees on the bottom of the screen to change to the Logical list (the resources from your Logical tree in Command Client) or the Personal list (the resources from the Personal tree in Command Client).

3 Navigate in the tree by tapping the folder you want to expand. According to the selected tree, different resources appear:

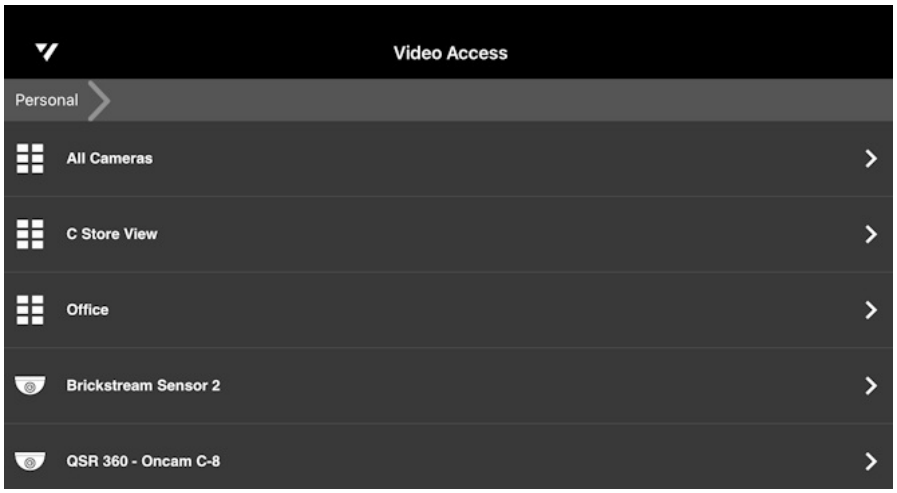
- In the System tree, if you connected to a CES, recorders appear. Tap the recorder you want to access.



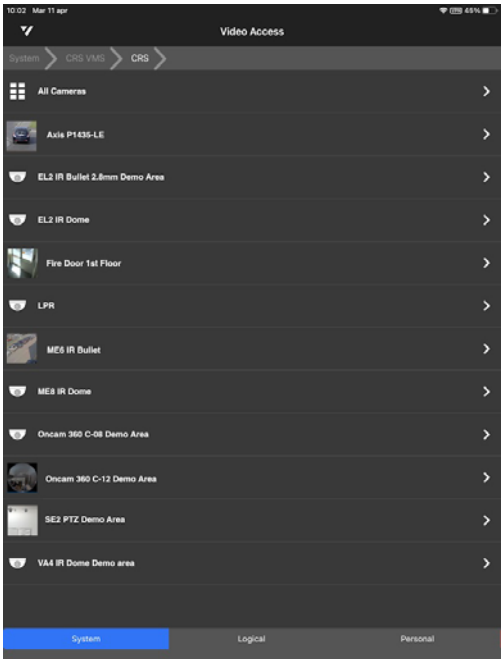
The cameras added to the recorder and a view including all the cameras appear. This is the screen that appears when you directly connect to a recorder.



- In the Logical (CES only) and Personal trees, Searchlight sites, saved cameras, maps and views appear. Also a view including all the cameras appears.



- If you are connecting to a CES with Searchlight and the Operations Audit feature properly configured, you can see a thumbnail preview of the cameras added to the feature.

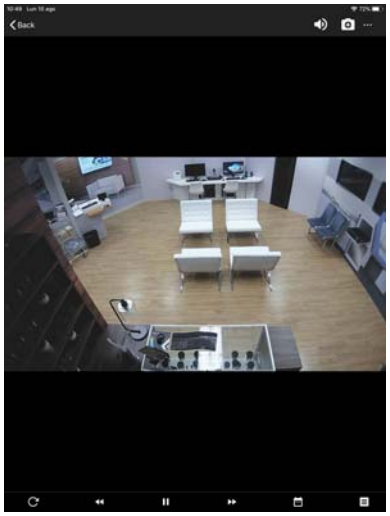


Note: To return to one of the previous folders, tap the breadcrumb on the top of the screen.

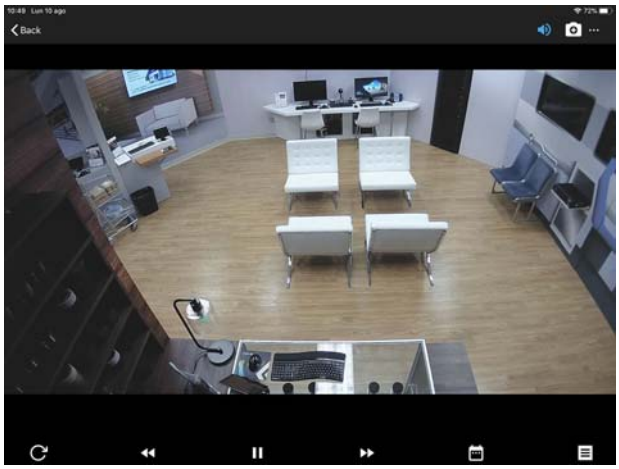
4 Tap the camera or camera view you want to display.
The video appears.

Notes:

- For tablet devices, the video changes to portrait or landscape mode as you move your mobile device.



Portrait Mode



Landscape Mode (Tablet only)

- In portrait mode, a maximum of 8 videos display on one screen. In landscape mode, a maximum of 9 videos display on one screen. If you are displaying a view with more cameras, swipe to the next screen to display the additional cameras. For more information about managing view, see “Managing Camera Views” on page 40.
- Sometimes the video from a camera cannot be displayed. There are various reasons for this, so Command Mobile Plus displays a message to help you diagnose the situation. For example, video streams that use an unsupported codec, or video streams from unsupported recorders.

5 If you opened a view, tap the camera you want to see.

6 Tap **Back** on the top-left corner of the screen to return to the previous screen (the tree if you selected a single camera or the view if you opened the video from a view).

Viewing Archived Video Evidence

You can set the starting point for viewing archived (recorded) video playback by displaying a single camera or by tapping a camera in a view. When the archived video is started, you can use the playback controls to fast rewind or fast forward the recorded video.

Note: If audio is enabled on the camera, you can automatically hear the audio captured by the microphone connected to the camera synchronized with the video. This feature is currently supported only on Android devices and for camera that support the AAC o G.771 audio codecs.

To search archived video

1 Open a single camera, or select a single video from a camera view, as described in “Viewing Live Video From a Camera” on page 26.

2 Tap the video.

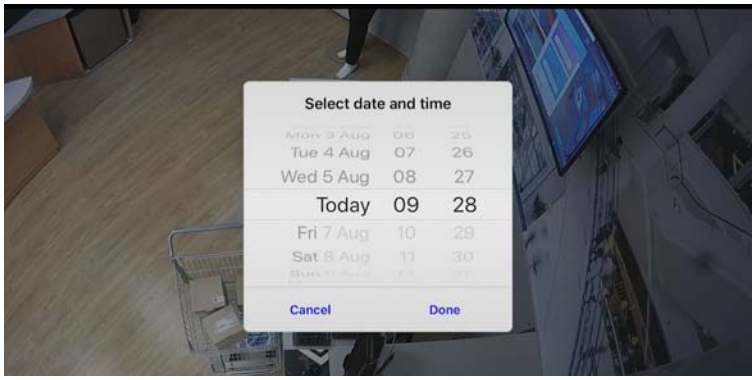
The options and playback toolbar appear on the screen with the video.

The following table shows the icons on the playback toolbar.

Icon	Purpose	Description
	Return to Live	Tap this icon to return to live video. **Note:** The icon is enabled only in playback mode
	Fast Rewind	Tap this icon to rewind the archived video evidence. The icon starts to flash. Continuously tap the icon to increase the speed (up to 32x)
	Play	Tap this icon to play the archived video evidence from the selected date and time.
	Pause	Tap this icon to pause the video playback.
	Fast Rewind	Tap this icon to fast forward the archived video evidence. The icon starts to flash. Continuously tap the icon to increase the speed (up to 32x)
	Search for archived video	Tap this icon to set the start date and time for archived video search. This opens the screen where you can set the start time and date for your video search.
	Show/Hide Text Insertion	Tap this icon to show or hide the text associated to the video. This icon also displays the text appearance settings.

3 To set a date and time for the starting point of the video, tap the icon.

The **Select date and time** dialog box appears.



4 Tap the date to set the date of the recorded video you want to view. Tap the time to set the start point of the recorded video you want to view. Each displays a new dialog box that allows you to pick the precise start of your video.

Note: Date and time selection screens are from the device OS (Android or iOS).

5 When you have your desired date and time, tap **Done**.

The recorded video starts to play at the date and time you set.

6 Control the video playback using the controls at the bottom of the screen.

7 To return to live mode, tap the icon.

Changing the Position of the Playback Toolbar

The options menu allows you to change the default position of the playback toolbar.

Note: This feature is supported on iOS devices only.

To change the position of the playback toolbar

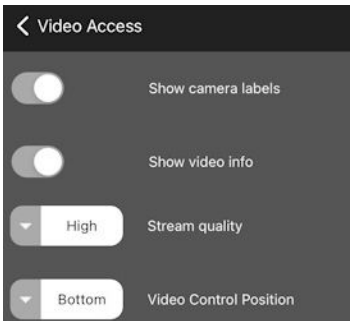
1 Open a single camera, or select a single video from a camera view, as described in “Viewing Live Video From a Camera” on page 26.

2 Tap the video.

The options and playback toolbar appear on the screen with the video.

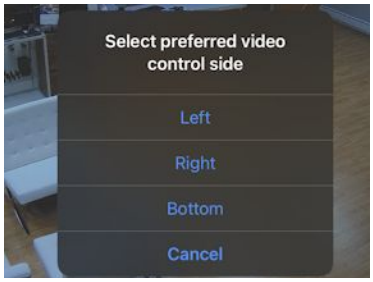
3 Tap the **Options** icon on the top-right corner of the screen.

The options menu appears.



4 Tap the **Video Control Side** button.

The **Select preferred video control side** dialog box appears.



5 Select a new position for the playback toolbar from the list.

The toolbar is moved to the desired position.

6 Tap the **Options** icon to close the options menu.

Saving and Sharing Snapshots

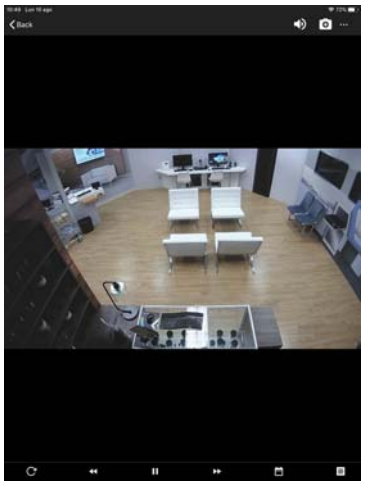
You can save and share snapshots from live and archived video using the selection screens from the device OS (Android or iOS) in use.

To save and share a snapshot

1 Open a single camera, or select a single video from a camera view, as described in “Viewing Live Video From a Camera” on page 26.

2 Tap the video.

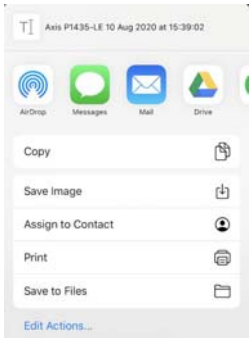
The options and playback toolbar appear on the screen with the video.



3 Tap the **Snapshot** icon on the top-right corner of the screen.

The selection screen appears.

Note: The selection screen is dependent from the device OS (Android or iOS) in use. The following image shows the selection screen for iOS mobile devices.

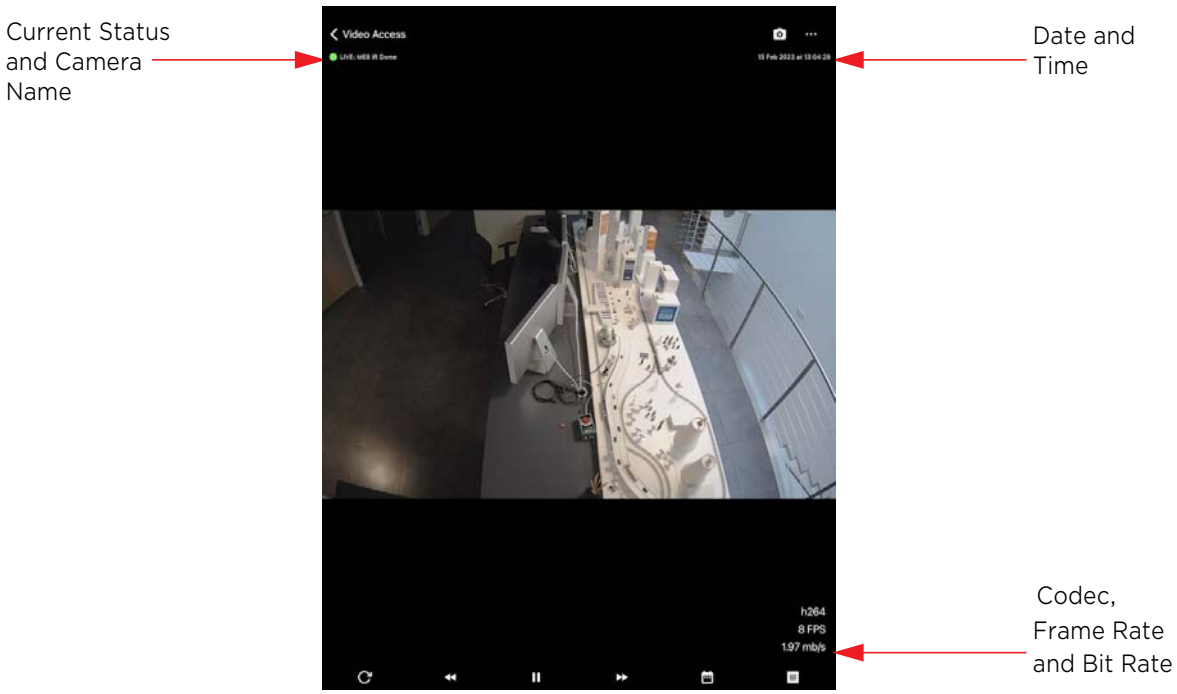


You can now save the snapshot in a folder or in a cloud service, or share it using messaging and email apps.

Displaying Video Information

Command Mobile Plus allows you to display the following information about the video from each camera you are viewing by tapping the video:

- Current status (green=live; red=playback)
- Camera name
- Date and time
- Compression Codec
- Frame rate and bit rate

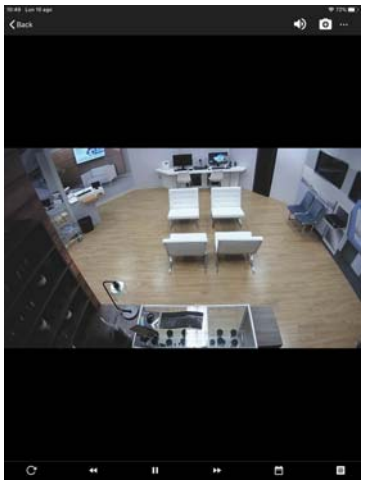


To display video information

1 Open a single camera, or select a single video from a camera view, as described in “Viewing Live Video From a Camera” on page 26.

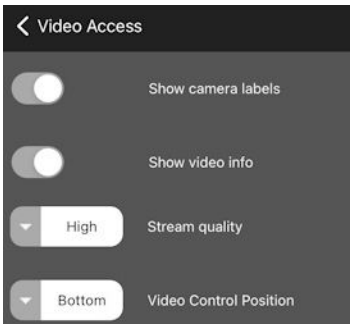
2 Tap the video.

The options and playback toolbar appear on the screen with the video.



3 Tap the **Options** ... icon on the top-right corner of the screen.

The options menu appears.



4 Tap the **Show camera labels** button to show the following information: camera status, current name (left side) and current date and time (right side).

5 Tap the **Show video info** button to show the following information on the bottom-right corner of the screen: compression codec, frame rate and bit rate.

6 Tap the **Options** ... icon to close the options menu.

7 To make the information appear, tap the video.

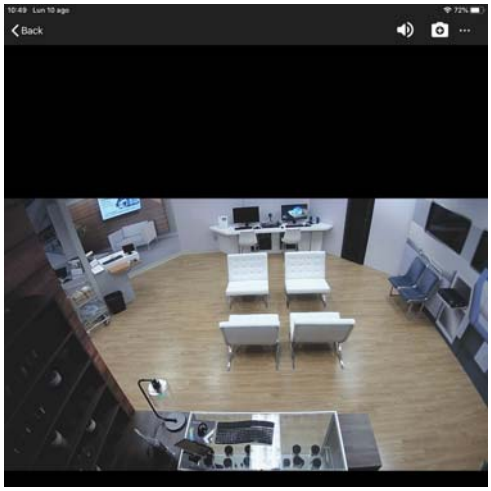
Enabling Audio

Command Mobile Plus is able to playback the audio tracks synchronized to the video. The options menu allows you to enable and disable audio playback.

To enable audio

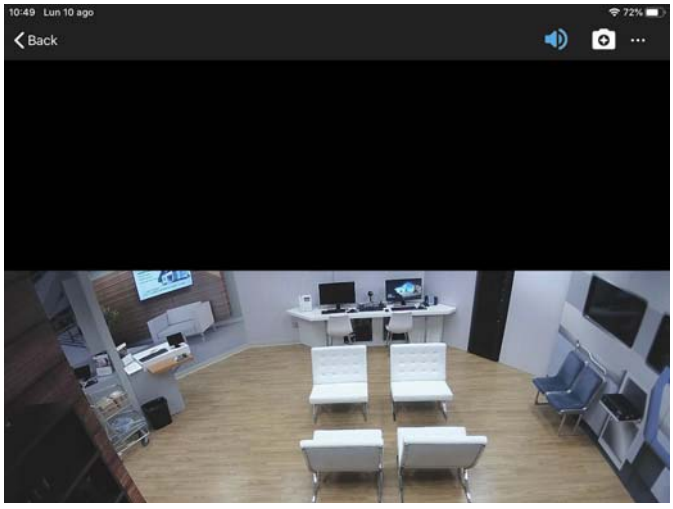
1 Open a single camera with audio, or select a single video with audio from a camera view, as described in “Viewing Live Video From a Camera” on page 26.

When a camera has audio available the **Audio** icon appears on the options and playback toolbar appear on the screen with the video.



2 Tap the **Audio** icon to enable the audio channel synchronized to the video (both in live and playback mode).

The **Audio** icon is highlighted in blue.



Displaying Text Overlay

You can use the Command Mobile Plus's text overlay feature to display associated text in a media cell, over the picture that the camera displays. To display text in a media cell, the camera displaying the video must be linked to a device that is streaming text.

To display text overlay

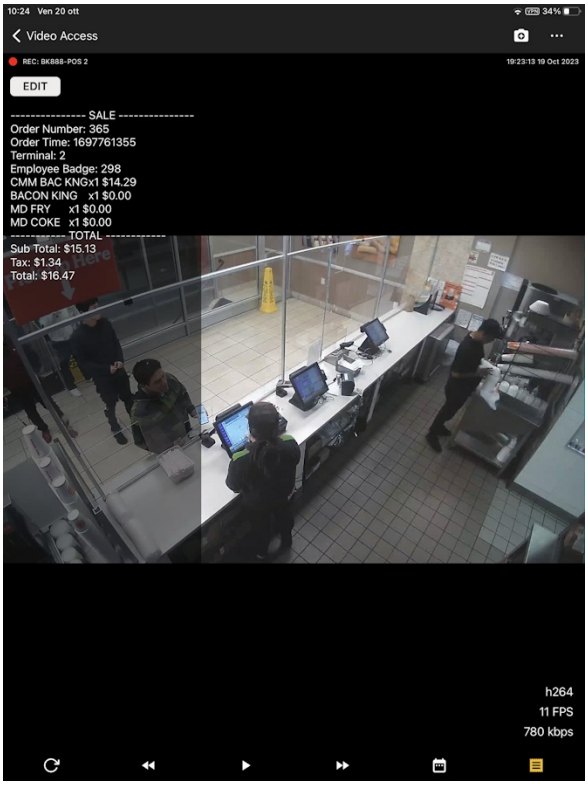
1 Open a single camera with tex overlay, or select a single video with text overlay from a camera view, as described in "Viewing Live Video From a Camera" on page 26.

2 Tap the video.

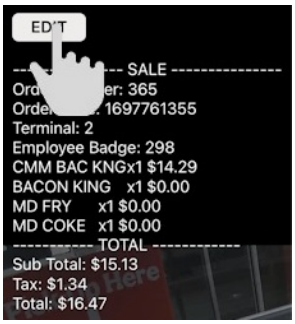
The options and playback toolbar appear on the screen with the video.

3 Tap the **Text Overlay** icon.

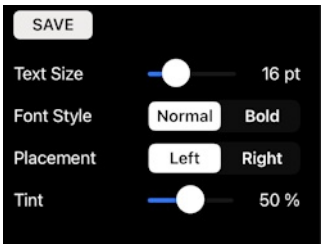
The icon turns to yellow and text overlay appears on the left side of the image.



4 To edit the text overlay settings, tap the **Edit** button.



The **Text Overlay Settings** menu appear.



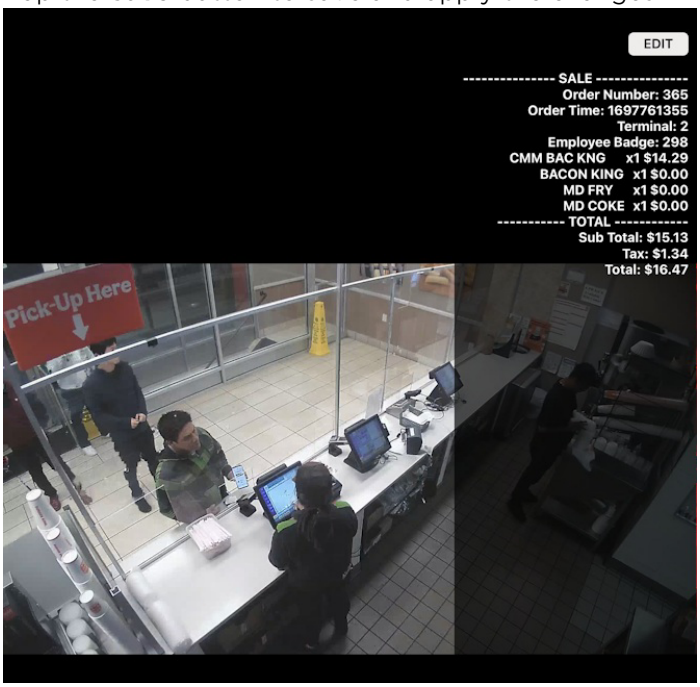
5 Move the **Text Size** slider to configure the text size on the screen.

6 Tap **Normal** or **Bold** to configure the **Font Style**.

7 Tap **Left** or **Right** to configure the text **Placement** on the screen.

8 Move the **Tint** slider to configure the text opacity.

9 Tap the **Save** button to save and apply the changes.



Pinch to Zoom

You can zoom in and out on any live or recorded video that appears in a single camera view. You cannot zoom in on a camera in a grid, but when you switch from grid view to single view, pinch to zoom becomes available.

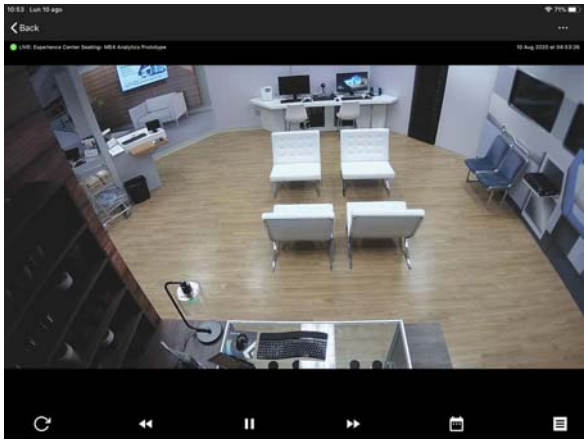
Notes:

- For Android devices, you must always tap the **Lock** icon to enable the zoom.
- For iOs devices, zoom is automatically enabled on single cameras, while you must tap the **Lock** icon to enable the zoom on a video grid.

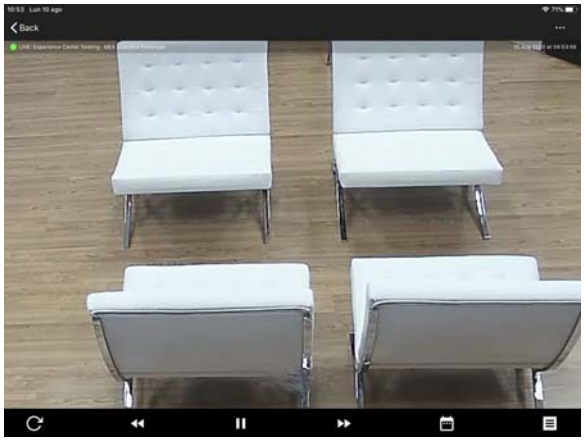
To zoom in, touch the screen with two fingers and drag your fingers apart. To zoom out, drag your fingers together.

When zoomed in, you can use your fingers to pan around the camera view (up/down, left/right, diagonal) to see the desired portion of the video.

No Zoom



Zoomed In



Zoom Level - switching from live to recorded video

Zoom level returns to default (no zoom) when you switch from live video to recorded video.

Zoom Level - switching from single camera to camera view

Zoom level returns to default (no zoom) when you return from a single camera to the camera view.

Zoom Level - rotation

Zoom level returns to default (no zoom) when you rotate a camera from landscape to portrait view or from portrait to landscape view. Pinch to re-apply the desired zoom level.

Changing Video Quality

Depending on your needs, you can adjust the quality of the live and recorded video you are viewing from the default setting to High, Medium, or Low quality video. This allows you to adjust the video quality to achieve the best quality and frame rate depending upon the available bandwidth.

The ability to change the video quality is useful in a scenario where recorded video is reviewed remotely. An investigator can use the low resolution video quality to search recorded video for an incident of interest. It is faster to retrieve the video when in the low setting. When the investigator finds the incident, they can use the high resolution video, which takes longer to retrieve, but displays better image quality.

Settings for Video Quality:

	Setting	Resolution	Stream (IP) or Frame Rate (analog)
IP Cameras	High	Per stream	Encoder 1 as configured on camera configuration page
	Medium	Per stream	Encoder 2 if configured or else Encoder 1 as configured on camera configuration page **Note:** The maximum allowed resolutions for Encoder 2 are: • D1 (720x480) @ 7 FPS • 720p HD (1280x720) @ 7 FPS
	Low	Per stream	Thumbnails only.
Analog Cameras	High	Full	Up to 30fps (NTSC)/ 25 fps (PAL) based on customer configuration
	Medium	Full	Less than 30fps (NTSC)/ 25 fps (PAL) based on customer configuration
	Low	Full	Thumbnails only

To change video quality

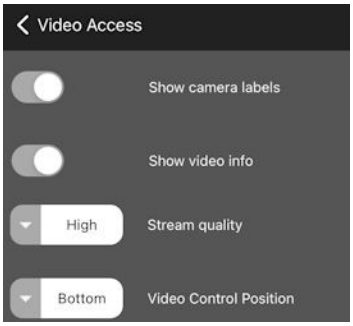
1 Open a single camera, or select a single video from a camera view, as described in “Viewing Live Video From a Camera” on page 26.

2 Tap the video.

The options and playback toolbar appear on the screen with the video

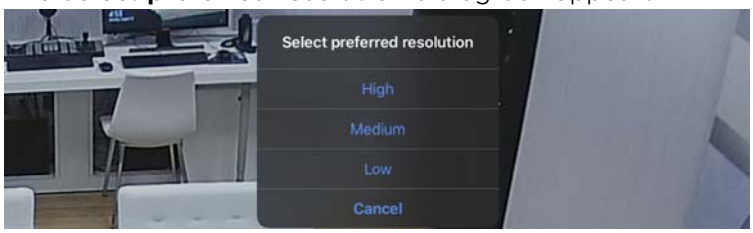
3 Tap the **Options** ••• icon on the top-right corner of the screen.

The options menu appears.



4 Tap the **Stream resolution** button.

The **Select preferred resolution** dialog box appears.



5 Select a video resolution from the list.

The video stream is refreshed to apply the new resolution.

6 Tap the **Options** ... icon to close the options menu.

Managing Camera Views

You can display camera views saved in the Logical and Personal trees of the CES. Command Mobile Plus also automatically creates a camera view with all the cameras added to a recorder in the System tree.

Notes:

- Cameras from unsupported recorders, with unsupported codecs or resolutions are displayed in camera views with a warning message.
- Landscape mode for camera views is supported only on tablet devices. Landscape mode for single cameras is also supported on smartphones.

Command Mobile Plus supports three different types of video grids: the number of maximum displayed camera on each page varies according to the device orientation (portrait and landscape).

The following table details the maximum number of displayed cameras according to the device orientation.

Orientation	Grid Type	Number of cameras displayed per page
Portrait (Smartphone and Tablet)	Grid 1	8 cameras per page
	Grid 2	5 cameras per page
	Grid 3	3 cameras per page
Landscape (Tablet)	Grid 1	9 cameras per page
	Grid 2	5 cameras per page
	Grid 3	2 cameras per page

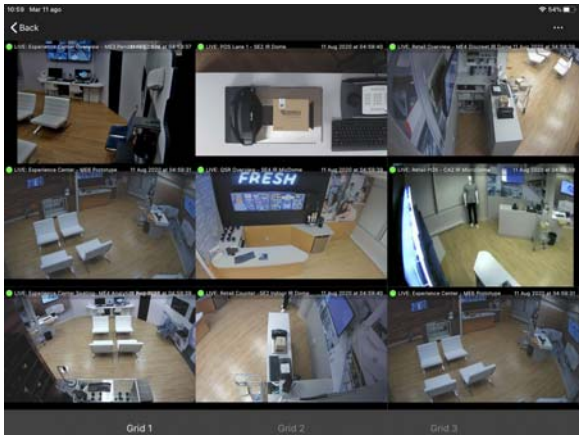
Portrait (Smartphone and Tablet)

Grid 1

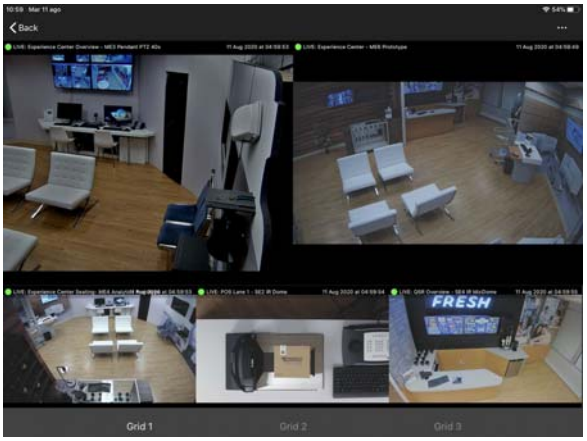
Grid 2

Grid 3

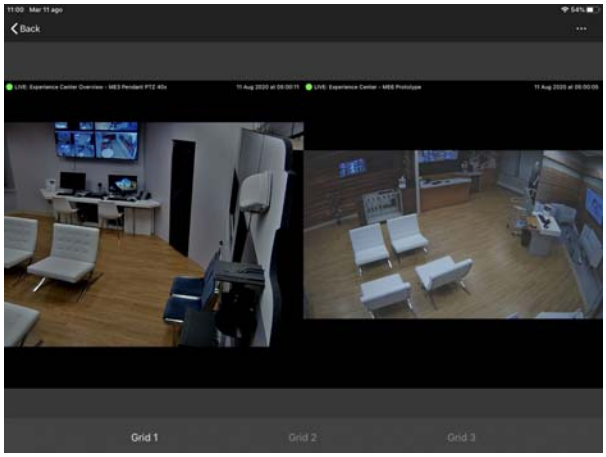
Landscape (Tablet Only)



Grid 1



Grid 2



Grid 3

To manage camera views

1 Open a camera view, as described in “Viewing Live Video From a Camera” on page 26.

2 Select a video grid type by tapping the title on the bottom of the page.

3 If you are displaying a view with more cameras, swipe to the next screen to display the additional cameras.

4 You can select the video proportions for the cameras in the view. Command Mobile Plus supports three different video proportions:

- **Original** - The images are resized with the same aspect ratio to fit the cell size. The entire field of view is always displayed with black bars.
- **Crop** - The images are displayed in the cells at the actual size with the same aspect ratio. According to the mobile device resolution, part of the field of view may be hidden.
- **Stretch** - The image are resized without keeping the original aspect ratio to fit the cell size. The entire field of view is always displayed, but with a different aspect ratio.

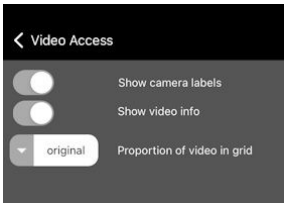
Original

Crop

Stretch

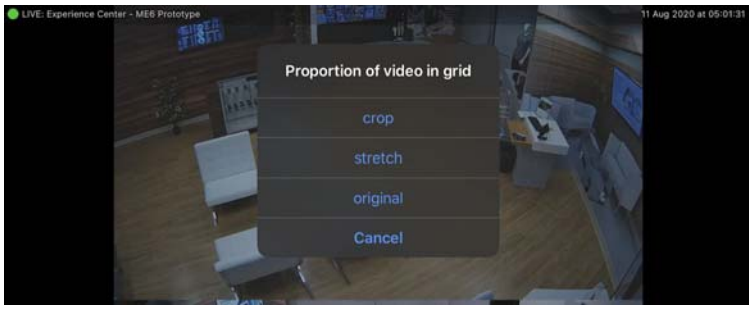
5 To select the video proportion, tap the video and then tap the **Options** ... icon on the top-right corner of the screen.

The options menu appears.



6 Tap the **Proportions of video in grid** button.

The **Proportions of video in grid** dialog box appears.



7 Select a video proportion from the list.

The camera view is refreshed to apply the new proportions.

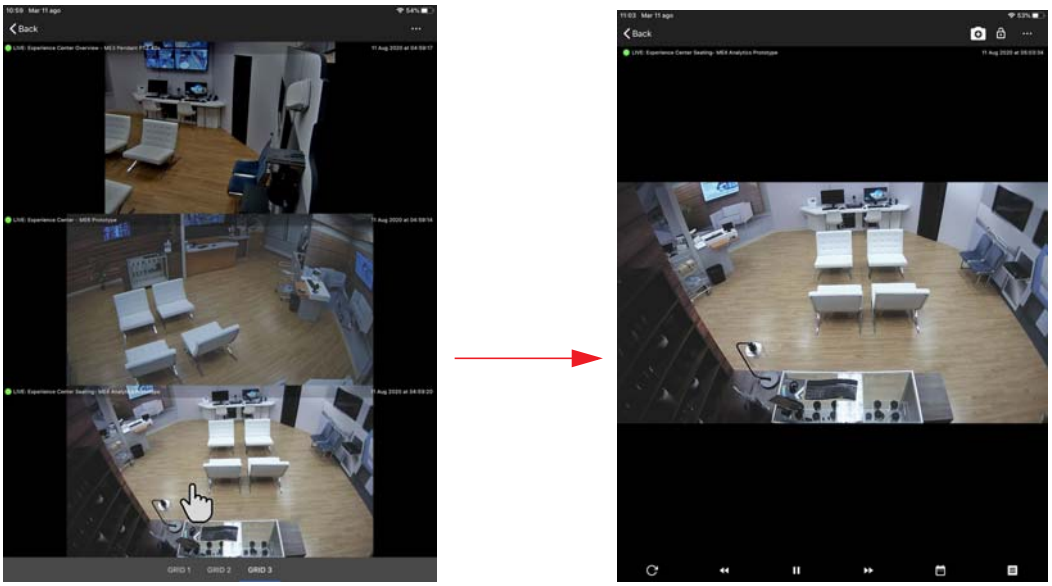
8 Tap the **Options** ••• icon to close the options menu.

9 Camera views always display live video and do not allow you to play archived video evidence, save snapshots, move PTZ cameras, dewarp 360 images, and change the digital zoom level of the cameras. To display a single camera from a view, tap the camera in the view.

Note: When dewarped images from a 360° camera are added to a view, Command Mobile Plus displays them in different modes, according to the type of view:

- If the view is populated only by dewarped images, video from the first dewarped view is displayed. To switch to the next image in the view, swipe to the left.
- If the view is populated by standard cameras and dewarped images, only the full 360° image is displayed. To display the dewarped images, tap the 360° image; to switch to the next image in the view, swipe to the left.

Video from the camera appears.



10 You can now review archived video evidence for the camera (see“Viewing Archived Video Evidence” on page 29), save snapshots (see“Saving and Sharing Snapshots” on page 32), move a PTZ camera (see “Using PTZ Cameras” on page 47), and dewarp 360° images see “Dewarping 360° Cameras” on page 49).

11 To zoom in on the image, move a PTZ camera or dewarp a 360° camera, tap the icon, and then pinch to zoom (see “Pinch to Zoom” on page 38).

12 To switch to the next camera in the view, swipe to the left. To switch to the previous camera in the view, swipe to the right.

Note: Grid Type 2, allows you to select the camera displayed in the upper half of the screen by dragging and dropping a camera from the view. It also allows to navigate in the view without changing the camera displayed in the upper half of the screen.

13 Tap **Back** on the top-left corner of the screen to return to the camera view.

Note: The digital zoom level is not preserved when returning to the camera view.

Viewing Maps

You can display maps saved in the Logical and Personal trees of the CES and directly open the cameras that are present on the map.

Note: Command Mobile Plus is able to display only resources that are supported by the app. Unsupported resources (such as alarms, switches, views, or other maps) are not displayed. Also the camera’s field of view that is present on Command Client maps, are not displayed as well by Command Mobile Plus.

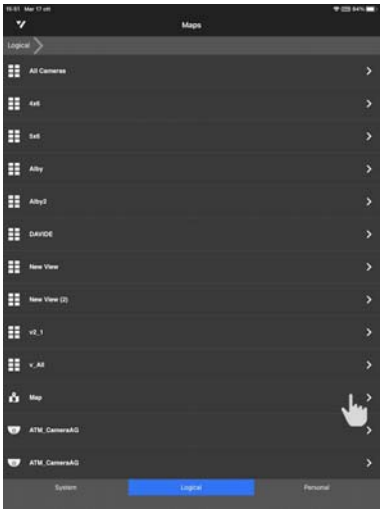
To view a map

1 Open Command Mobile Plus and connect to a recorder or a CES (see “Getting Started” on page 19).

2 On the Home page, select **Video Access**.

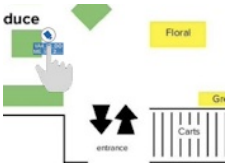
3 Tap the tile corresponding to the **Logical** or **Personal** tree, according to where the map is saved.

4 Tap the map you want to display.



The map appears.

5 Tap a camera present on the map to display video from it.



Chapter 4

Using PTZ Cameras and Dewarping

Command Mobile Plus allows you to use PTZ cameras and to automatically dewarp applicable panoramic cameras that support 360° views using the virtual PTZ feature.

This chapter contains the following topics:

- “Using PTZ Cameras” on page 47
- “Dewarping 360° Cameras” on page 49

Using PTZ Cameras

You can use Command Mobile Plus to control cameras that physically pan, tilt, and zoom (PTZ cameras).

Command Mobile Plus supports two different type of PTZ controls, **Joystick** and **Gestures**. The joystick control creates two virtual joysticks on the screen that you can use to move the PTZ camera and zoom in and out. The gestures control allows you to control the camera movement by swiping your finger on the screen and zoom in and out by pinching the screen.

Required User Rights

When using a PTZ camera you require the **PTZ Control** general user right to control a PTZ camera. For more information, see “Setting Up the Recorder (Direct Connection)” on page 8 and “Setting Up the CES” on page 9.

Selecting the type of PTZ control

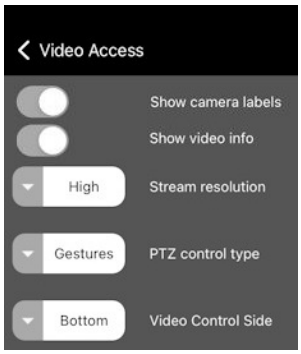
1 Connect to the PTZ camera you want to view, as described in “Viewing Live Video From a Camera” on page 26.

2 Tap the video.

The options and playback toolbar appear on the screen with the video.

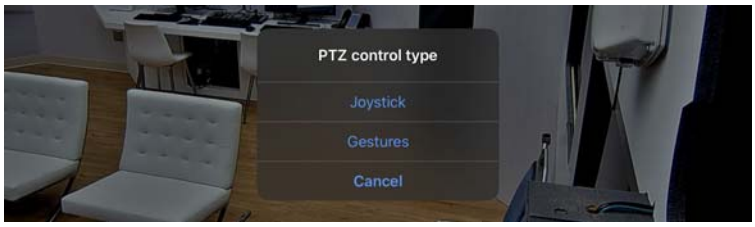
3 Tap the **Options** ••• icon on the top-right corner of the screen.

The options menu appears.



4 Tap the **PTZ control type** button.

The PTZ control type dialog box appears.



5 Select a control type from the list.

6 Tap the **Options** ••• icon to close the options menu.

To control a PTZ camera using gestures

1 Connect to the PTZ camera you want to view, as described in "Viewing Live Video From a Camera" on page 26.

Note: You can only control a PTZ camera when viewing live video. If you are viewing archive video from a PTZ camera, you can still pinch to zoom in on the recorded video.

2 To move the PTZ camera, gently swipe your finger across the video image on the screen. Swiping to the left pans the camera view to the right, swiping to the right pans the camera view to the left.

Swiping up (from bottom of image to top), tilts the camera view down, and vice versa.

You can use your finger gestures to pan the camera in any direction the physical camera can move.

3 To zoom the camera image, use the pinch-to-zoom gesture.

To control a PTZ camera using the virtual joystick

1 Connect to the PTZ camera you want to view, as described in "Viewing Live Video From a Camera" on page 26.

Note: You can only control a PTZ camera when viewing live video. If you are viewing archive video from a PTZ camera, you can still pinch to zoom in on the recorded video.

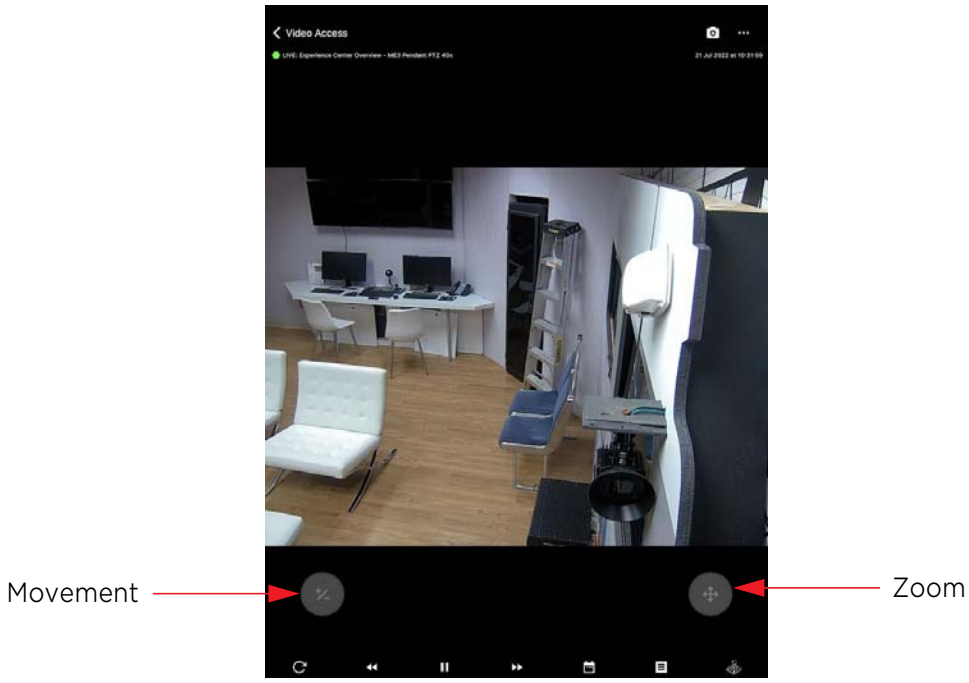
2 Tap the video.

The playback toolbar appears.

3 Select your device:

- (Android devices) Tap the icon to enable the joystick.
- (iOS devices) Tap the icon on the playback toolbar to enable the joystick.

The virtual joysticks appear over the playback toolbar.



4 To move the PTZ camera, place your thumb over the movement joystick.

Gently move your thumb over the virtual joystick: the camera follows the thumbs movements.

5 To zoom the camera image, place your thumb over the movement joystick.

Gently move the thumb up to zoom in on the image, or move the thumb down to zoom out on the image.

Dewarping 360° Cameras

Certain panoramic cameras with special lenses support 360° views. When you view the images from these cameras in a client application, they have a distorted appearance (often referred to as a fisheye view). To view the images without this distortion, you must use lens dewarping: Command Mobile Plus automatically uses lens dewarping when a supported camera is detected.

This feature allows you to dewarp the image and navigate around the entire 360° view using pinch to zoom and swiping with your fingers. You can dewarp live or recorded (archive) video.

Notes:

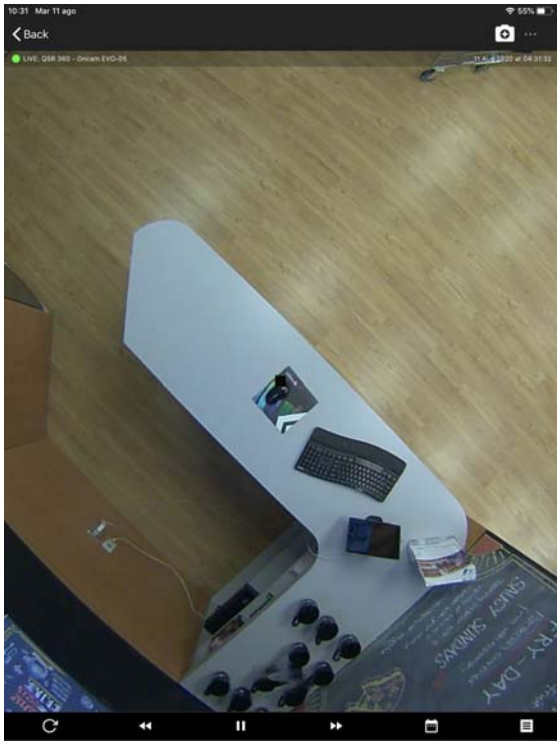
- This feature is currently supported for Oncam 360° cameras and other supported 360° cameras.
- You cannot use the virtual PTZ feature a camera in a grid, but when you switch from grid view to single view, it becomes available.
- The view provided by the camera differs depending on where the camera is mounted. A camera mounted on the ceiling (or floor) provides a 360° view, whereas a camera mounted on the wall provides a 180° view.

To dewarp an Oncam 360° camera

1 Connect to the Oncam 360° camera, as described in “Viewing Live Video From a Camera” on page 26 or “Viewing Archived Video Evidence” on page 29.

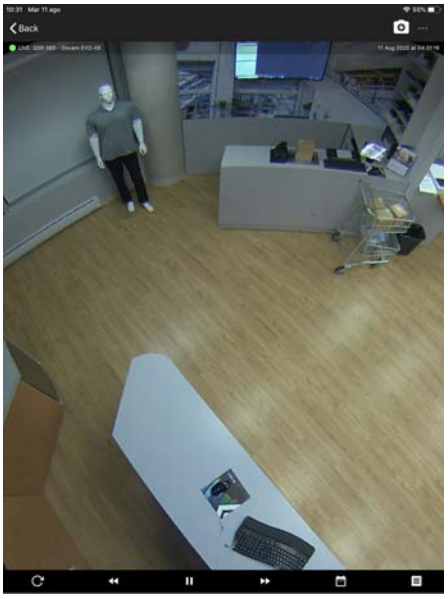
2 When you have successfully connected, the video image appears. The image is automatically dewarped using the virtual PTZ feature.

3 To navigate in the field of view, use your fingers to pinch and zoom in on the part of the video that you are interested in.



Center of image

4 When you pan around the image, you can view the sides of the video in dewarped view as well (part of the screen shows as black when you are dewarping the edge of the image).



Side of image

5 Continue using your fingers to swipe around the image to see all the details in dewarped view.

Chapter 5

Managing Real-Time Notifications

Command Mobile Plus also allows you to receive real-time notifications from alarms configured on Command Enterprise. The notifications can be received only by the selected user.

Important Notes:

- Notifications are not supported when directly connecting to a recorder.
- You must upgrade Command Enterprise Software to version 2.14.0 (or higher) to receive real-time notifications. If you connect to a lower CES version, a warning appears when trying to access the **Notifications** screen.
- Command Mobile Plus does not allow you to configure real-time notifications. To receive real-time notifications from Command Mobile Plus, you must first install, license and properly configure the Alert Communication Tool Premium application (v.1.5 and higher) in your system. For all the information about setting up Alert Communication Tool Premium, consult the latest *Alert Communication Tool Premium User Guide*, available for download from the March Networks Parter Portal.
- To receive real-time notifications on Command Mobile Plus, it is also required that you add the alarms that generate real-time notifications to the **Logical** tree on the CES.
- After configuring the user on the Alert Communication Tool, if the user has still not logged on to the CES using the Command Mobile Plus application, ACT is not be able to retrieve the token. The user is saved and ACT will retrieve the token as soon as the user logs on to the CES using CMP. This procedure may take up to 15 minutes and the user will not be able to receive notifications in that time frame.
- The Alert Communication Tool sends a notification to Command Mobile Plus for each alarm instance. Alarms that tend to generate a high number of instances (for example, a motion alarm on a scene with lots of moving subjects or a face detection analytic on an ATM) will generate a huge number of notifications.

It contains the following topics:

- "Managing Real-Time Notifications" on page 52
- "Accessing the Notifications Screen" on page 53
- "Searching for Notifications" on page 54

Managing Real-Time Notifications

Real-time notifications for Command Mobile Plus are received by your mobile device, allowing you to access the app and automatically access the **Notifications** screen by expanding the notification.

To manage real-time notifications

1 When an alarm configured for real-time notifications is triggered the notification appear on the mobile device. For iOS devices, swipe down the notifications and select **Show Alarm Details**; for Android devices, tap the arrow to see more details, and then tap the notification.

According to the Command Mobile Plus connection status, this action has different results:

- The Command Mobile Plus app is open and the user is logged on the CES that sent the notification.

  After selecting **Show Alarm Details** (iOS) or tapping the notification (Android), the **Notifications** screen is automatically accessed.

- The Command Mobile Plus app is open and the user is logged on a CES different than the one that sent the notification.

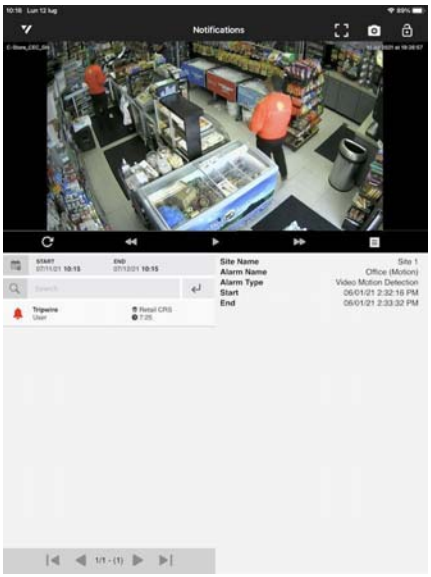
  After selecting **Show Alarm Details** (iOS) or tapping the notification (Android), the user is automatically logged out the CES he was connected to and redirected to the initial screen with the CES that sent the notification already selected. After logging on to the CES, the **Notifications** screen is automatically accessed.

- The Command Mobile Plus app is closed.

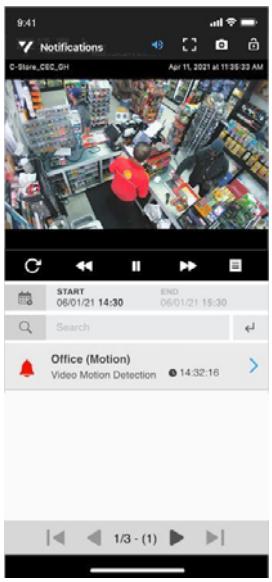
  After selecting **Show Alarm Details** (iOS) or tapping the notification (Android), the Command Mobile Plus app is automatically launched and the CES that sent the notification already selected in the initial screen. After logging on to the CES, the **Notifications** screen is automatically accessed.

2 Tap the notification.

The alarm details and the video associated to the alarm appear.



Tablet



Smartphone

3 Tap the video and then tap the **Play** button to play back the archived video evidence associated to the alarm.

4 Use the controls on the playback toolbar to control the video playback.

5 If more than one camera is associated to the alarm, swipe the video to the left to see the other cameras.

Note: You can also view the video in full screen, if required.

6 To return to the home page, tap the button to access the side navigation screen and then select **Home**.

Accessing the Notifications Screen

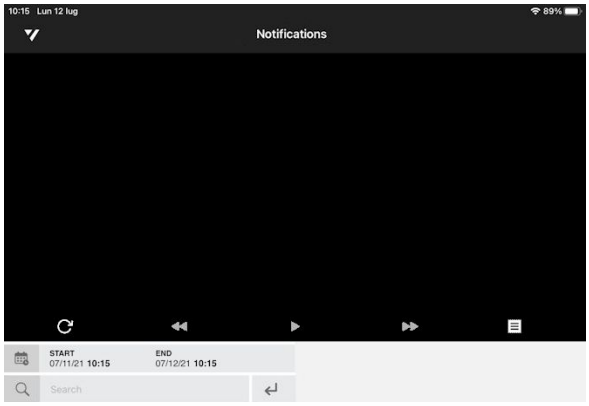
If you want to review all the notifications sent by the CES, including the notifications sent to other users, you can access the **Notifications** screen from the home page or the Side Navigation Screen.

To access the Notifications screen

1 Open Command Mobile Plus and connect to a CES (see “Getting Started” on page 19).

2 From the home page, select **Notifications**.

The **Notifications** screen appears.



Searching for Notifications

From the **Notifications** screen, you can select a time interval and see all the notifications sent by the CES in the selected time frame.

To search for notifications

1 From the **Notifications** screen, tap the **START** button to select the query start time.

The date and time selector appears.

2 Tap the date to set the start date and time of the images you want to display.

3 Tap **OK** to confirm the selection.

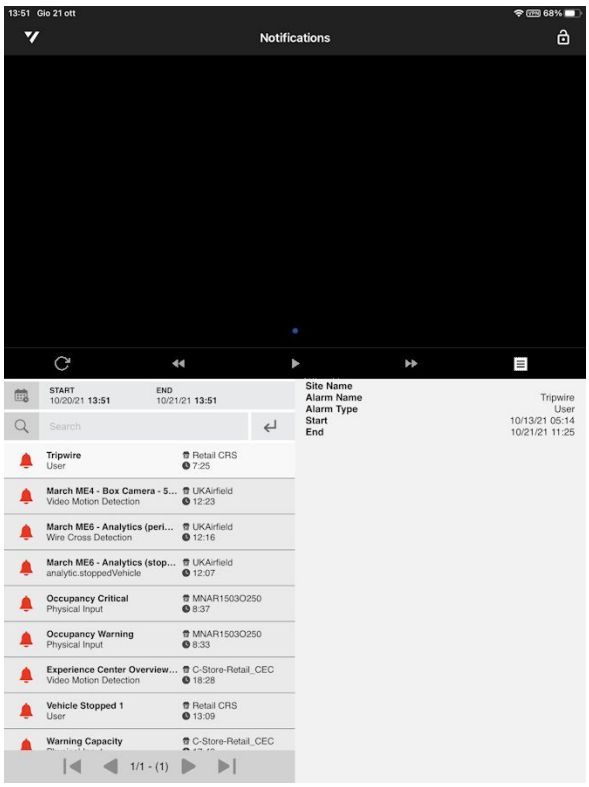
4 Tap the **END** button to select the query end time.

The date and time selector appears.

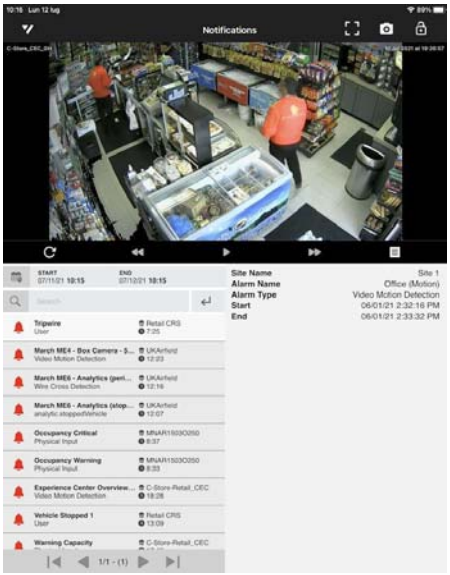
5 Tap the date to set the end date and time of the images you want to display.

6 Tap **OK** to confirm the selection.

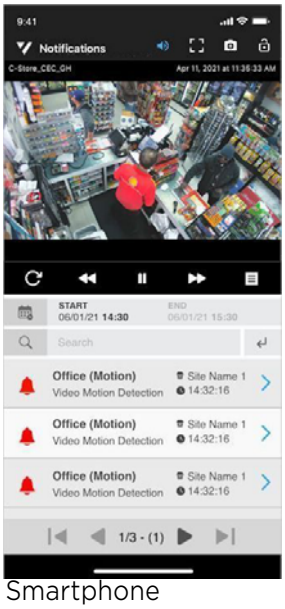
7 Tap **Done** to perform the query on the selected timeframe.
The query results appear on the **Notifications** screen.



8 To select a notification, tap the notification you want to review.
The alarm details and the video associated to the alarm appear.



Tablet



Smartphone

9 Tap the video and then tap **Play** button to play back the archived video evidence associated to the alarm.

Note: To view the video in full screen, tap the **Full Screen** icon on the options and playback toolbar; to enable audio, if available, tap the **Audio** icon on the options and playback toolbar; to save and share a snapshot, tap the **Snapshot** icon on the options and playback toolbar.

10 Use the controls on the playback toolbar to control the video playback.

11 If more than one camera is associated to the alarm, swipe the video to the left to see the other cameras.

Note: You can also view the video in full screen, if required.

12 To return to the home page, tap the button to access the side navigation screen and then select **Home**.

Chapter 6

Accessing Transaction Reports

Command Mobile Plus also allows you to access the reports saved on the **Transaction Reports** page of a Searchlight application running on Command Enterprise. By accessing reports, you can see the transaction details and the video associated to it. This chapter describes how to access the Searchlight page, and see the transaction details and the video associated to them.

Important Note: Command Mobile Plus can access the transaction reports, but it is not possible to customize or save reports using the app. Before accessing the reports using Command Mobile Plus, you must customize and save reports by accessing the Searchlight application on Command Enterprise.

It contains the following topics:

- "Accessing the Transaction Reports Screen" on page 58
- "Performing Queries on Saved Reports" on page 58
- "Using the KPI Badge on the Home Page" on page 61

Accessing the Transaction Reports Screen

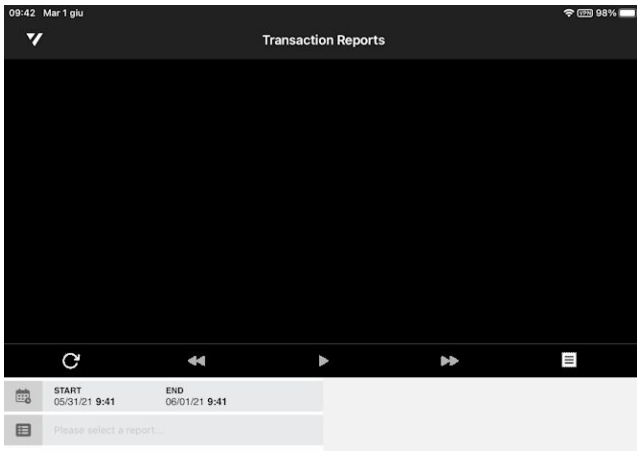
You can access the **Transaction Reports** screen from the Side Navigation Screen.

To access the searchlight screen

1 Open Command Mobile Plus and connect to a CES (see “Getting Started” on page 19).

From the home page, select **Transaction Reports**.

2 The **Transaction Reports** screen appears.



Performing Queries on Saved Reports

From the **Transaction Reports** screen you can select any of the public reports or reports saved by your user on the Searchlight application.

Important Note: Command Mobile Plus allows you to access the reports, but it is not possible to filter or sort the transactions. Before accessing Searchlight on Command Mobile Plus, ensure you saved your customized reports on the Searchlight application.

To perform a query on a saved report

1 From the **Transaction Reports** screen, tap the **START** button to select the query start time.

The date and time selector appears.

2 Tap the date to set the start date and time of the report you want to view.

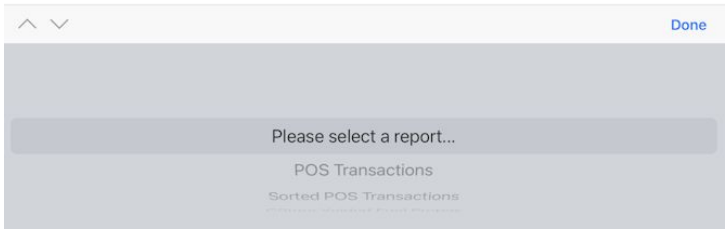
3 Tap **OK** to confirm the selection.

4 From the **Transaction Reports** screen, tap the **END** button to select the query end time.
The date and time selector appears.

5 Tap the date to set the end date and time of the report you want to view.

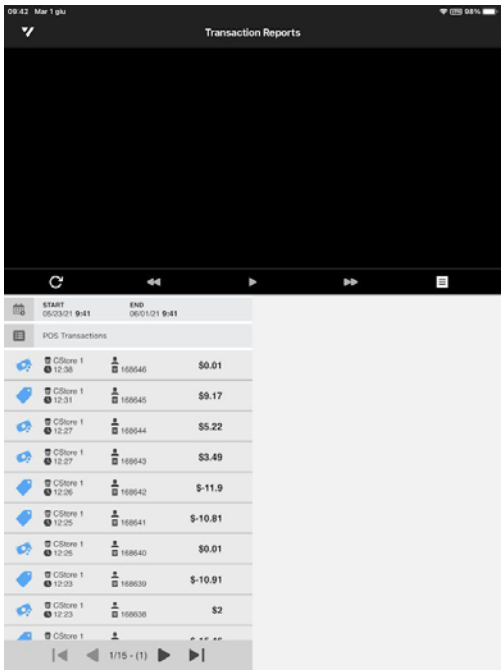
6 Tap **OK** to confirm the selection.

7 To select a saved report, tap **Please select a report**.
The report selector appears on the bottom of the screen.



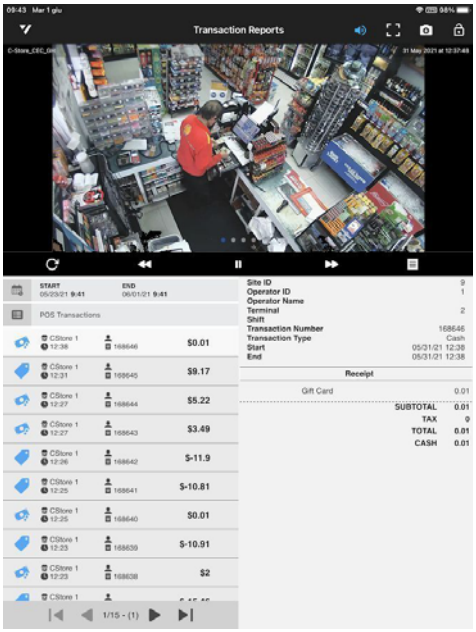
8 Select a report by swiping the report list up and down or by tapping the arrows on the selector.

9 Tap **Done** to perform the query on the selected report.
The query results appear on the **Transaction Reports** screen.



10 To select a transaction, tap the transaction you want to view.

The transaction details and the video associated to the transaction appear.



Tablet

Smartphone

11 Tap the **Play** button to play back the archived video evidence associated to the transaction.

Note: To view the video in full screen, tap the **Full Screen** icon on the options and playback toolbar; to enable audio, if available, tap the **Audio** icon on the options and playback toolbar; to save and share a snapshot, tap the **Snapshot** icon on the options and playback toolbar.

12 Use the controls on the playback toolbar to control the video playback.

13 If more than one camera is associated to the transaction, swipe the video to the left to see the other cameras.

14 To return to the home page, tap the button to access the side navigation screen and then select **Home**.

Using the KPI Badge on the Home Page

Command Mobile Plus allows you to view the KPI Badge on the home page for the **Transactions Report** page. A KPI Badge is associated to a saved report and automatically displays the number of transactions that have been added to the report in the last 24 hours. According to the thresholds set on the Searchlight applications the KPI badge reports the current status for the report (green=good; yellow=warning; red=critical).

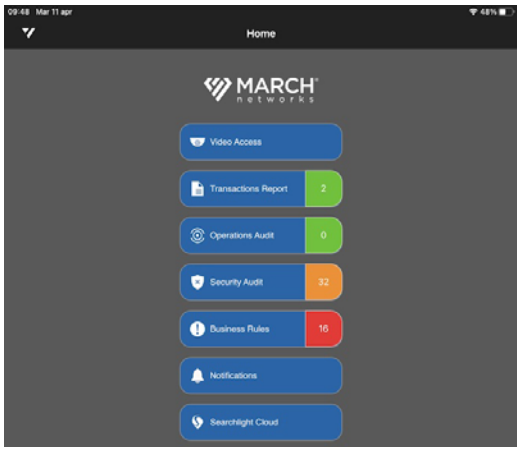
Notes:

- KPI badges are configured on the Searchlight application.
- To refresh the KPI badge, access one of the pages, and then return to the home page.

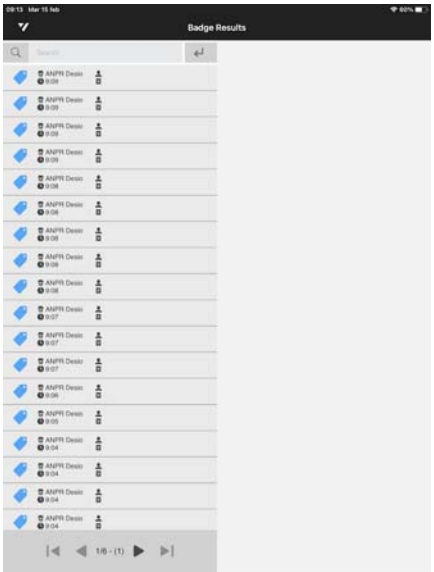
To use the KPI badge

1 Open Command Mobile Plus and connect to a CES (see “Getting Started” on page 19).

The home page appears and the **Transaction Reports** tile features the KPI badge on the right.



2 Tap the KPI Badge to automatically perform the query for the Past 24 Hours timeframe on the report associated to the badge.



3 (Optional) Enter a text filter for the transactions, and then tap **Done**.
The list of transaction is automatically filtered.

4 To select a transaction, tap the transaction you want to view.
The transaction details and the video associated to the transaction appear.

Chapter 7

Accessing Operations Audit

Command Mobile Plus also allows you to access the **Operations Audit** page of a Searchlight application running on Command Enterprise. The **Operations Audit** page automatically creates an overview of the site/branch, allowing investigators to view grids of snapshots periodically saved by the cameras associated to a site. This chapter describes how to access the page, see the video grid of images and accessing the recorded video associated to each image.

Important Note: Command Mobile Plus can access the **Operations Audit** page, but it is not possible to customize the cameras using the app. Before accessing the page using Command Mobile Plus, you must configure sites, cameras and schedules by accessing the Searchlight application on Command Enterprise.

It contains the following topics:

- "Accessing the Operations Audit Screen" on page 64
- "Using Operations Audit" on page 64
- "Using the KPI Badge on the Home Page" on page 66

Accessing the Operations Audit Screen

You can access the **Operations Audit** screen from the home page or the Side Navigation Screen.

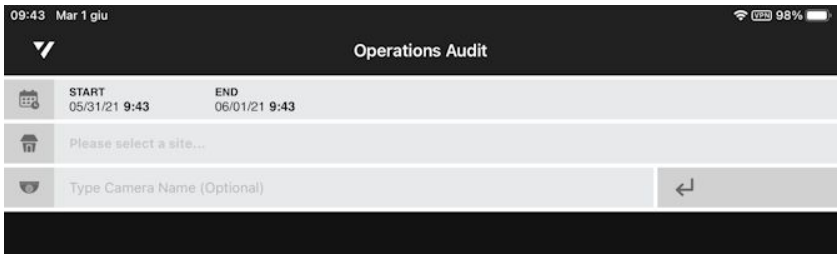
Note: This release of Command Mobile Plus is compatible only with the Searchlight application.

To access the Operations Audit screen

1 Open Command Mobile Plus and connect to a CES (see “Getting Started” on page 19).

2 From the home page, select **Operations Audit**.

The **Operations Audit** screen appears.



Using Operations Audit

From the **Operations Audit** screen, you can select a site and a time interval and see a grid of snapshots periodically saved by the cameras associated to a site.

To use Operations Audit

1 From the **Operations Audit** screen, tap the **START** button to select the query start time.

The date and time selector appears.

2 Tap the date to set the start date and time of the images you want to display.

3 Tap **OK** to confirm the selection.

4 From the **Operations Audit** screen, tap the **END** button to select the query end time.

The date and time selector appears.

5 Tap the date to set the end date and time of the images you want to display.

6 Tap **OK** to confirm the selection.

7 To select a site, tap **Please select a site**.

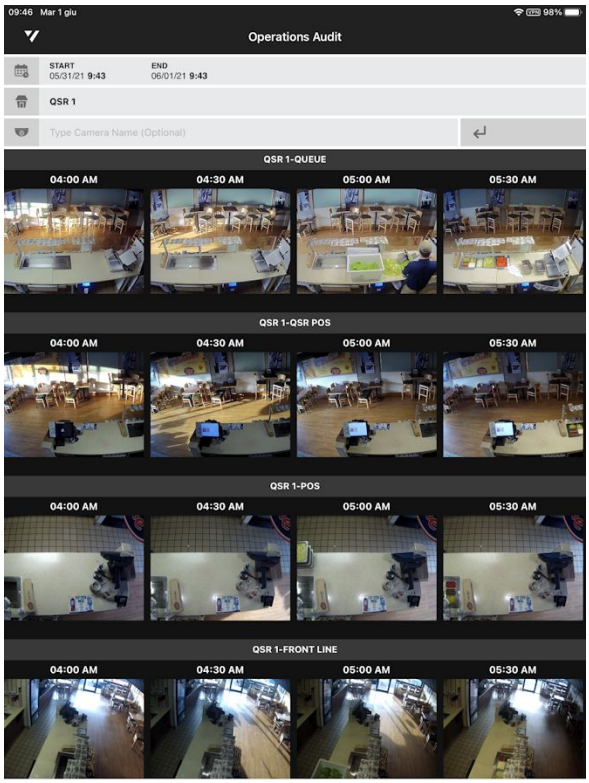
The site selector appears on the bottom of the screen.

8 Select a site by swiping the site list up and down or by tapping the arrows on the selector.

9 Tap **Done** to confirm the selection.

10 Tap the **Enter** button to access the snapshot saved for the selected site.

The snapshots appear. Each camera has its own film strip.



11 If the list of cameras is too large, you can filter the results by tapping **Type Camera Name**.

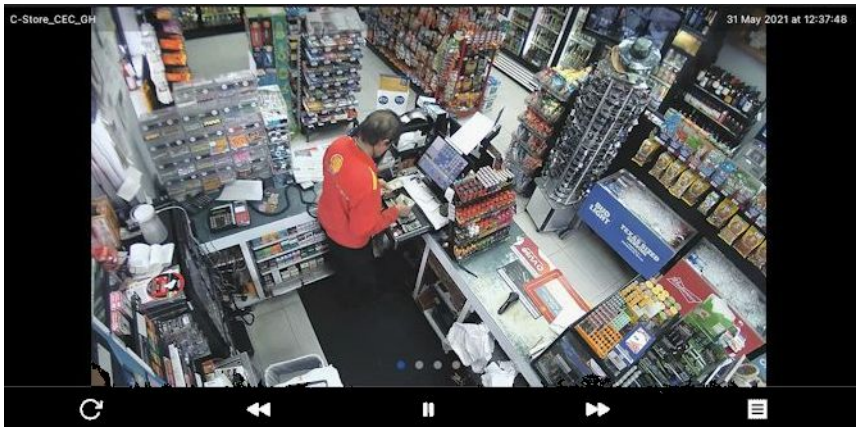
The keyboard appears.

12 Enter a text filter, and then tap **Done**.

The list of cameras is automatically filtered.

13 To view all the snapshot saved in the selected time frame for a camera, swipe the film strip to the left or right.

14 Tap a snapshot to play back the archived video evidence associated to it.



15 Use the controls on the playback toolbar to control the video playback.

16 To return to the home page, tap the button to access the side navigation screen and then select **Home**.

Using the KPI Badge on the Home Page

Command Mobile Plus allows you to view the KPI Badge on the home page for the **Operations Audit** page. A KPI Badge automatically displays the number of snapshots that have been tagged with a specific label in the last 24 hours. According to the thresholds (number of snapshot with the label) set on the Searchlight applications the KPI badge reports the current status for the report (green=good; yellow=warning; red=critical).

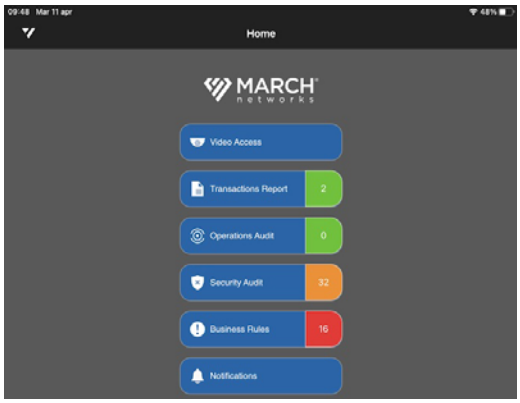
Notes:

- KPI badges are configured on the Searchlight application.
- To refresh the KPI badge, access one of the pages, and then return to the home page.

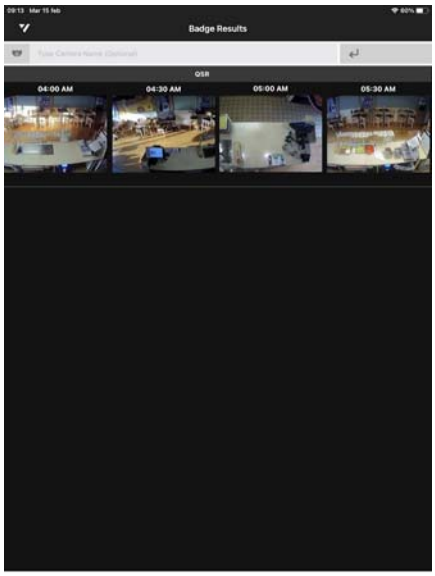
To use the KPI badge

1 Open Command Mobile Plus and connect to a CES (see “Getting Started” on page 19).

The home page appears and the **Operations Audit** tile features the KPI badge on the right.



2 Tap the KPI Badge to automatically perform the query for the Past 24 Hours timeframe on the label associated to the badge.



3 (Optional) Enter a text filter for the cameras, and then tap **Done**.

The list of cameras is automatically filtered.

4 To view all the snapshot saved in the selected time frame for a camera, swipe the film strip to the left or right.

5 Tap a snapshot to play back the archived video evidence associated to it.

Chapter 8

Accessing Business Rules Reports

Command Mobile Plus also allows you to access the **Business Rules** page of a Searchlight application running on Command Enterprise. The **Business Rules** page allows you to view reports based on the business rules triggered in the configured sites.

Important Note: Command Mobile Plus can access the **Business rules** page, but it is not possible to customize the rules using the app. Before accessing the page using Command Mobile Plus, you must configure sites, cameras and business rules by accessing the Searchlight application on Command Enterprise.

It contains the following topics:

- "Accessing the Business Rules Summary Screen" on page 69
- "Performing Queries on Business Rules Reports" on page 69
- "Using the KPI Badge on the Home Page" on page 71

Accessing the Business Rules Summary Screen

You can access the **Business Rules** screen from the home page or the Side Navigation Screen.

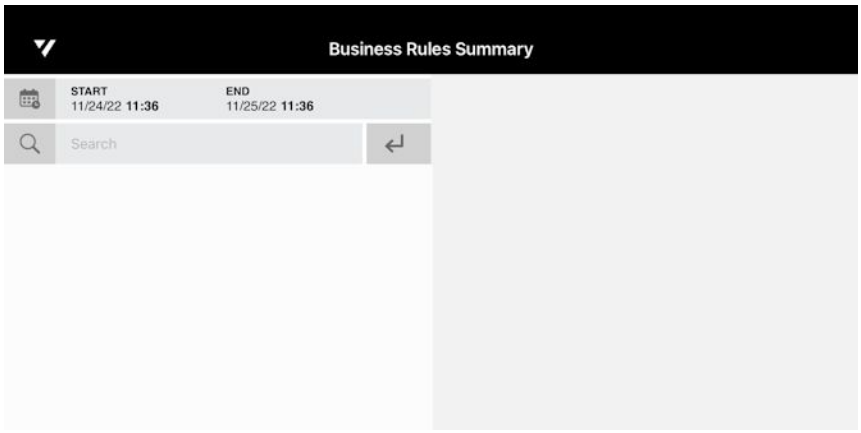
Note: This release of Command Mobile Plus is compatible only with the Searchlight application.

To access the Security Audit screen

1 Open Command Mobile Plus and connect to a CES (see “Getting Started” on page 19).

2 From the home page, select **Business Rules**.

The **Business Rules Summary** screen appears.



Performing Queries on Business Rules Reports

From the **Business Rules Summary** screen, you can select a time interval and see all the business rules triggered in the selected time frame.

To perform a query on a Business Rules report

1 From the **Business Rules Summary** screen, tap the **START** button to select the query start time.

The date and time selector appears.

2 Tap the date to set the start date and time of the images you want to display.

3 Tap **OK** to confirm the selection.

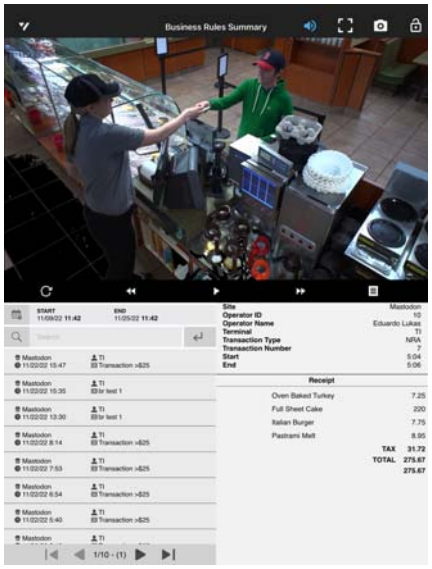
4 From the **Business Rules Summary** screen, tap the **END** button to select the query end time.
The date and time selector appears.

5 Tap the date to set the end date and time of the images you want to display.

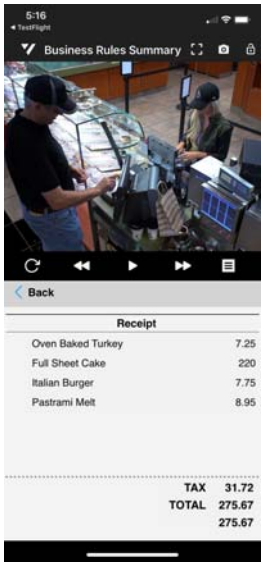
6 Tap **OK** to confirm the selection.
The query results appear on the **Business Rules Summary** screen.

7 (Optional) Enter a text filter for the triggered business rules, and then tap **Done**.
The list of business rules is automatically filtered.

8 To select a triggered business rule, tap the business rule you want to review.
The triggered business rule details and the video associated to the related transaction appear.



Tablet



Smartphone

9 Tap the **Play** button to play back the archived video evidence associated to the transaction.
Note: To view the video in full screen, tap the **Full Screen** icon on the options and playback toolbar; to enable audio, if available, tap the **Audio** icon on the options and playback toolbar; to save and share a snapshot, tap the **Snapshot** icon on the options and playback toolbar.

10 Use the controls on the playback toolbar to control the video playback.

11 If more than one camera is associated to the transaction, swipe the video to the left to see the other cameras.

12 To return to the home page, tap the button to access the side navigation screen and then select **Home**.

Using the KPI Badge on the Home Page

Command Mobile Plus allows you to view the KPI Badge on the home page for the **Business rules** page. A KPI Badge is associated to a saved report and automatically displays the number of business rules that have been triggered in the last 24 hours or in a specific timeframe of the last 24 hours. According to the thresholds set on the Searchlight applications the KPI badge reports the current status for the report (green=good; yellow=warning; red=critical).

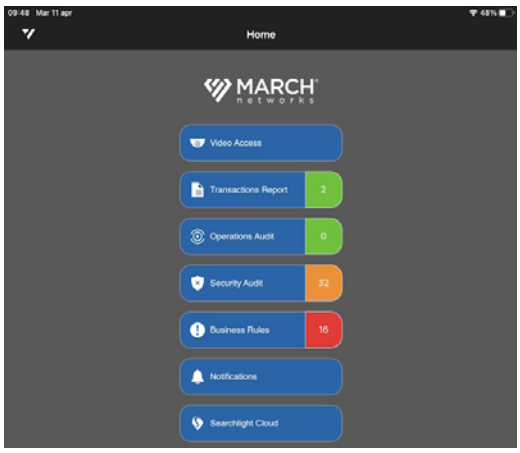
Notes:

- KPI badges are configured on the Searchlight application.
- To refresh the KPI badge, access one of the pages, and then return to the home page.

To use the KPI badge

1 Open Command Mobile Plus and connect to a CES (see “Getting Started” on page 19).

The home page appears and the **Business Rules** tile features the KPI badge on the right.



2 Tap the KPI Badge to automatically perform the query for the Past 24 Hours timeframe on the report associated to the badge.

3 (Optional) Enter a text filter for the triggered business rules, and then tap **Done**.

The list of business rules is automatically filtered.

4 To select a triggered business rule, tap the business rule you want to view.

The transaction details and the video associated to the transaction appear.

Chapter 9

Accessing Security Audit

Command Mobile Plus also allows you to access the **Security Audit** page of a Searchlight application running on Command Enterprise. The **Security Audit** page allows you to view reports based on the alarms triggered in the configured sites.

Important Note: Command Mobile Plus can access the **Security Audit** page, but it is not possible to customize the alarms using the app. Before accessing the page using Command Mobile Plus, you must configure sites, cameras and alarms by accessing the Searchlight application on Command Enterprise.

It contains the following topics:

- "Accessing the Security Audit Screen" on page 74
- "Using Security Audit" on page 74
- "Using the KPI Badge on the Home Page" on page 76

Accessing the Security Audit Screen

You can access the **Security Audit** screen from the home page or the Side Navigation Screen.

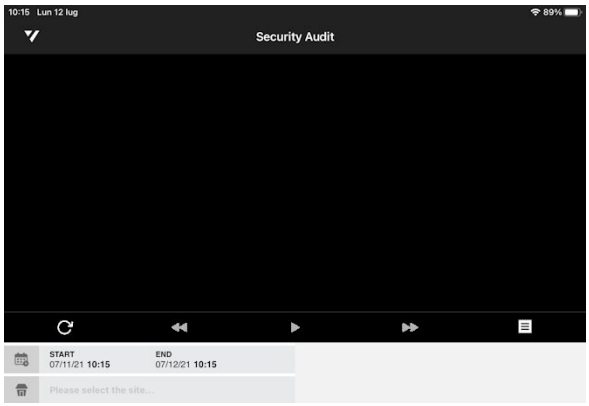
Note: This release of Command Mobile Plus is compatible only with the Searchlight application.

To access the Security Audit screen

1 Open Command Mobile Plus and connect to a CES (see “Getting Started” on page 19).

2 From the home page, select **Security Audit**.

The **Security Audit** screen appears.



Using Security Audit

From the **Security Audit** screen, you can select a site and a time interval and see all the alarms triggered on that site and in the selected time frame.

To use Security Audit

1 From the **Security Audit** screen, tap the **START** button to select the query start time.

The date and time selector appears.

2 Tap the date to set the start date and time of the images you want to display.

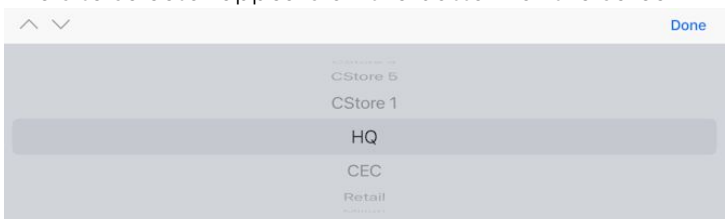
3 Tap **OK** to confirm the selection.

4 From the **Security Audit** screen, tap the **END** button to select the query end time.
The date and time selector appears.

5 Tap the date to set the end date and time of the images you want to display.

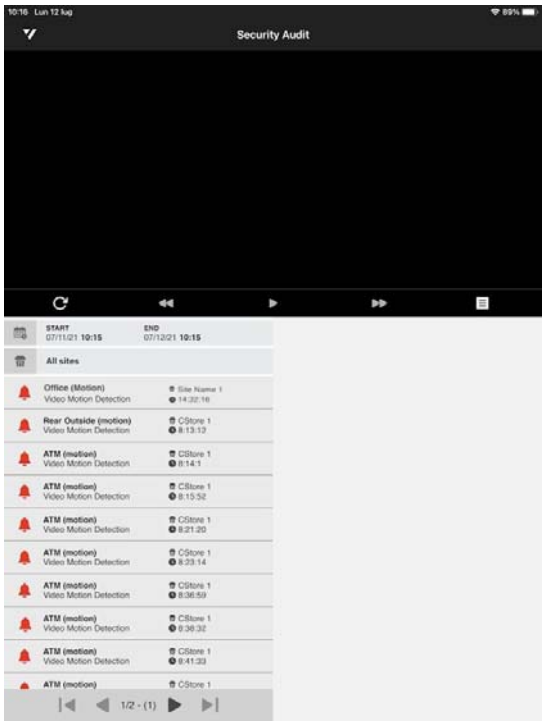
6 Tap **OK** to confirm the selection.

7 To select a site, tap **Please select a site**.
The site selector appears on the bottom of the screen.



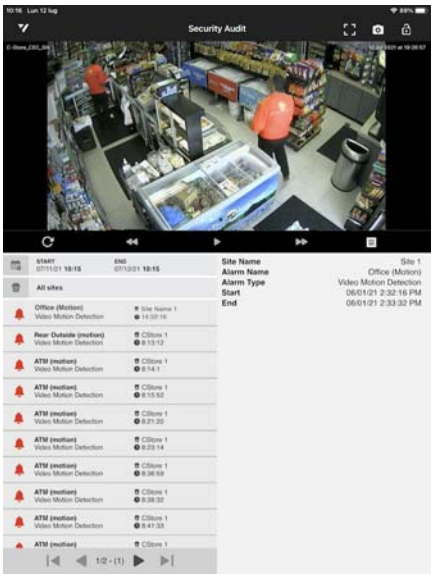
8 Select a site by swiping the site list up and down or by tapping the arrows on the selector.

9 Tap **Done** to perform the query on the selected site.
The query results appear on the **Security Audit** screen.

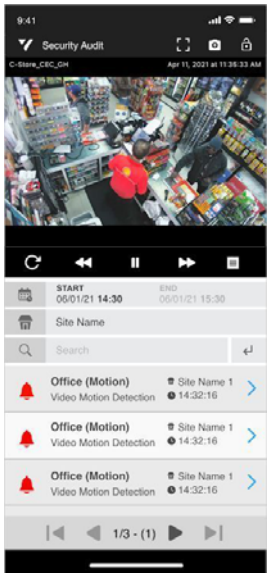


10 To select an alarm, tap the alarm you want to review.

The alarm details and the video associated to the alarm appear.



Tablet



Smartphone

11 Tap the **Play** button to play back the archived video evidence associated to the alarm.

Note: To view the video in full screen, tap the **Full Screen** icon on the options and playback toolbar; to enable audio, if available, tap the **Audio** icon on the options and playback toolbar; to save and share a snapshot, tap the **Snapshot** icon on the options and playback toolbar.

12 Use the controls on the playback toolbar to control the video playback.

13 If more than one camera is associated to the alarm, swipe the video to the left to see the other cameras.

14 To return to the home page, tap the button to access the side navigation screen and then select **Home**.

Using the KPI Badge on the Home Page

Command Mobile Plus allows you to view the KPI Badge on the home page for the **Security Audit** page. A KPI Badge is associated to a saved report and automatically displays the number of alarms that have been triggered in the last 24 hours or in a specific timeframe of the last 24 hours. According to the thresholds set on the Searchlight applications the KPI badge reports the current status for the report (green=good; yellow=warning; red=critical).

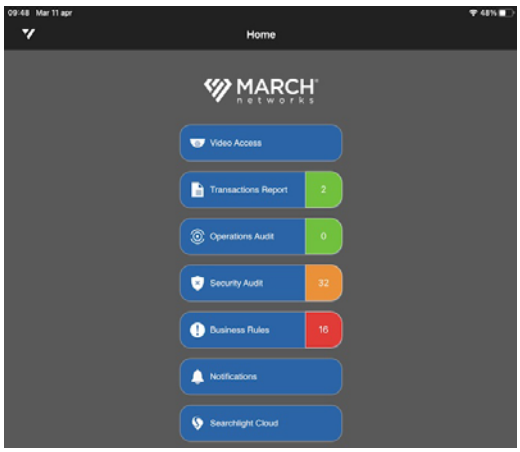
Notes:

- KPI badges are configured on the Searchlight application.
- To refresh the KPI badge, access one of the pages, and then return to the home page.

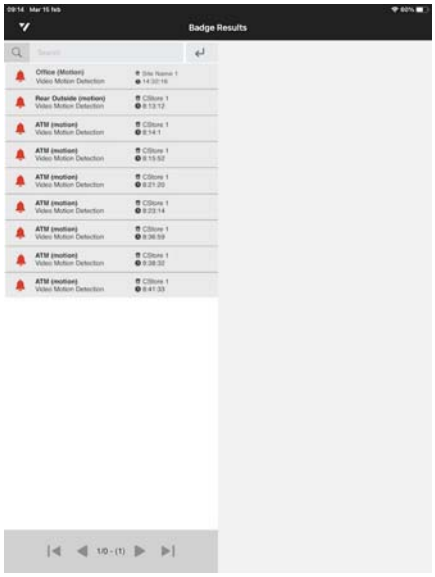
To use the KPI badge

1 Open Command Mobile Plus and connect to a CES (see “Getting Started” on page 19).

The home page appears and the **Security Audit** tile features the KPI badge on the right.



2 Tap the KPI Badge to automatically perform the query for the Past 24 Hours timeframe on the report associated to the badge.



3 (Optional) Enter a text filter for the alarms, and then tap **Done**.

The list of alarms is automatically filtered.

4 To select a alarm, tap the alarm you want to view.

The alarm details and the video associated to the alarm appear.

Chapter 10

Accessing the Searchlight Cloud Service

Command Mobile Plus also allows you to access and customize the reports from the **Searchlight Cloud** service. Searchlight Cloud is a subscription service that builds upon the features of the existing Searchlight solution with enhancements to its reports and dashboards. With Searchlight Cloud, users can access a multitude of pre-designed reports as well as customize new reports that meet their needs. To access the Searchlight Cloud service using Command Mobile Plus, you must connect to a CES with the Searchlight and Searchlight Cloud applications licensed and configured. A valid Searchlight Cloud account is also required.

Important Note: This user guide describes how to access to Searchlight Cloud service using Command Mobile Plus, but do not describe how to configure and use the service. Searchlight Cloud is an online service that can be accessed seamlessly using Command Mobile Plus, Command Client, or the Web Client. For detailed instructions about how to view and customize reports using Searchlight Cloud, see the *Searchlight Cloud User Guide*, available for download from the March Networks Partner Portal.

You can access the **Searchlight Cloud** screen from the Side Navigation Screen.

To access the Searchlight Cloud - My Cards screen

- Open Command Mobile Plus and connect to a CES (see “Getting Started” on page 19).

  From the home page, select **Searchlight Cloud**.

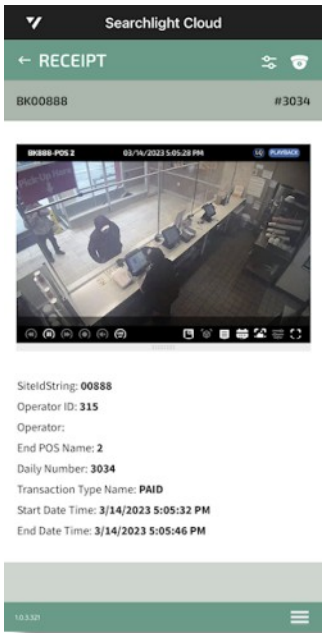
  The **My Cards** screen appears.

Tablet

Smartphone

From this page, you can navigate to all the available Searchlight Cloud features. You can manage your report cards and view video.

Note: For detailed instructions about how to view and customize reports using Searchlight Cloud, see the *Searchlight Cloud User Guide*, available for download from the March Networks Partner Portal.



Company Overview

March Networks® helps organizations transform video into business intelligence through the integration of surveillance video, analytics, and data from business systems and IoT devices. Companies worldwide use our software solutions to improve efficiency and compliance, reduce losses and risk, enhance customer service and compete more successfully. With deep roots in video security and networking, March Networks is also recognized as the leader in scalable, enterprise-class video management and hosted services. We are proud to work with many of the world's largest financial institutions, retail brands, cannabis operators and transit authorities, and deliver our software and systems through an extensive distribution and partner network in more than 70 countries. Founded in 2000, March Networks is headquartered in Ottawa, Ontario, Canada. For more information, please visit *www.marchnetworks.com*.

Customer Support and Assistance

Certified partners can telephone our Technical Support team Monday to Friday during business hours or email at any time.

North America, South America, & Asia Pacific

Telephone – 1 613 591 1441
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Email – techsupport@marchnetworks.com

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If you have purchased a March Networks solution through one of our Certified Partners, please contact your representative directly for first level technical support and assistance with RMA services.