March Networks

Command Mobile Plus 2.1

User Guide

MARCH networks

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Chapter 1

Setting Up

This chapter contains information on setting up your Command™ Mobile Plus 2.1 smartphone app.

It contains the following sections:

- "Overview" on page 5
- "Command Mobile Plus 2.1 Features" on page 6
- "Setting Up Command Mobile Plus" on page 7
- "Setting Up the CES" on page 7

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 registered under Command Enterprise, on your mobile device.

Version 2.1 of Command Mobile Plus allows you to access the reports saved on the Transaction Reports page of a Searchlight for Retail 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 page of the Searchlight for Retail 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 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 2.1 Features

The Command Mobile Plus App includes the following features:

- Ability to view live and playback (recorded) video (H.264 only)
- Digital zoom into images to view details (live and playback video)
- View up to 9 live cameras simultaneously (stream quality dependent on camera settings, see “Changing Video Quality” on page 28)
- 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
- Access to System, Logical, and Personal resources from Command Enterprise
- Access to the reports saved on the Transaction Reports page of Searchlight for Retail
- Access to the Operations Audit page of Searchlight for Retail
- App is supported on iPhone and iPad (iOS13 or higher) and Android (version 6 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 applications:
  - Searchlight for Retail — software version 4.11 and higher
- Supported recording devices:
  Note: The recorders must be registered to a server running the Command Enterprise Software (v.2.11 and higher).
  - 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 NVR - software version 5.18.0 and 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.

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 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.

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 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 and sites 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:

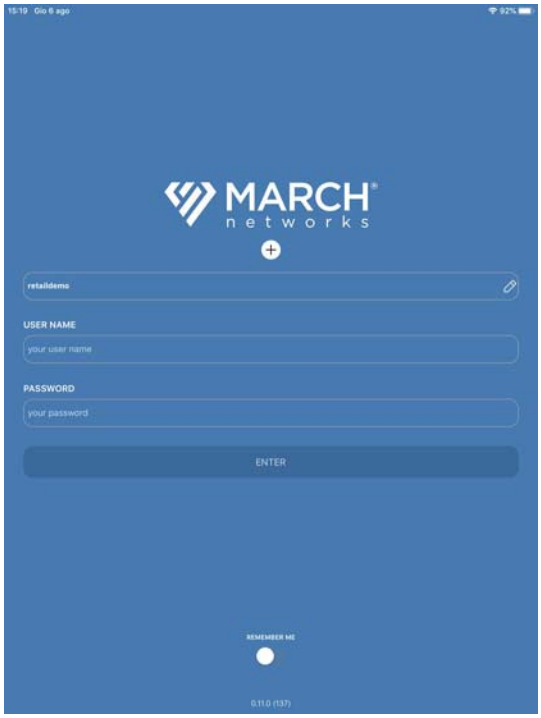
- “Main Screens” on page 9
- “Getting Started” on page 15
- “Adding a CES Connection” on page 16
- “Connecting to a CES” on page 16
- “Deleting a CES Connection” on page 18

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

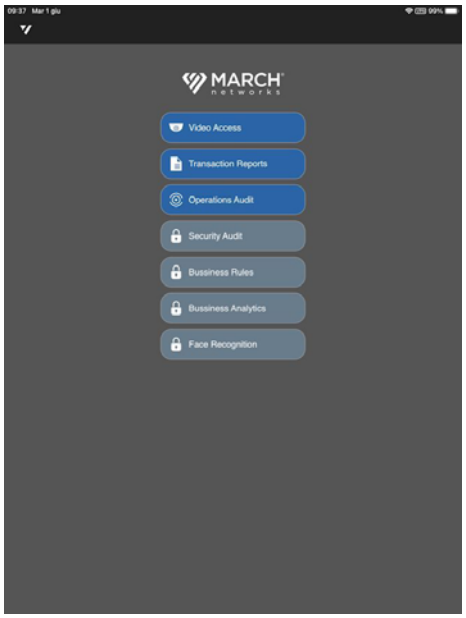
This initial screen contains the list of servers running Command Enterprise that you can connect to. You can edit the selected Command Enterprise connection in Command Mobile Plus by tapping the icon.



Initial Screen

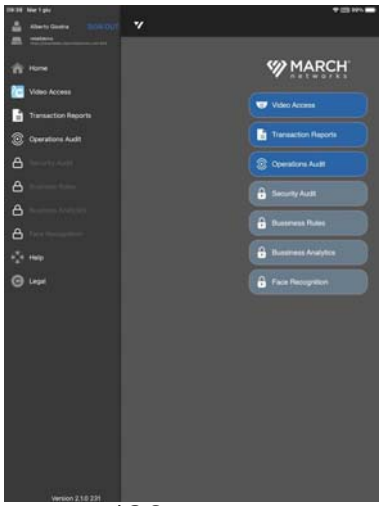
Home Page

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



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).
- **Logical** - The list of resources (folders, views, cameras) available to all users (with appropriate user rights) who connect to a CES.
- **System** - The list of resources (folders, recorders, cameras) available to all users (with appropriate user rights) who connect to a CES.

System Resources

Logical Resources

Personal Resources

Comparing Resource Screens

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

Camera Screens

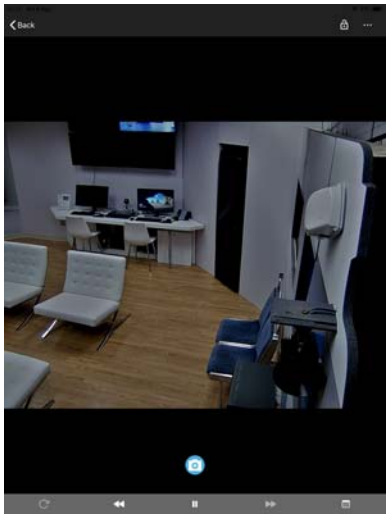
The following screens allow you to view cameras. See “Viewing Live Video From a Camera” on page 20.

Note: Landscape mode is supported on tablet devices only.

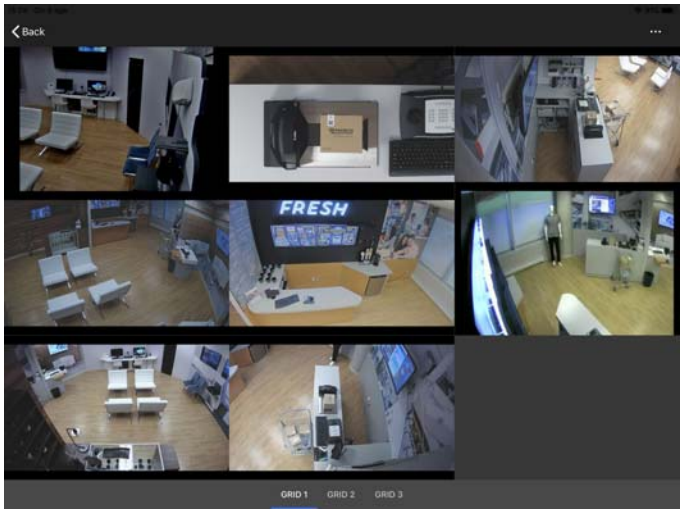
2 cameras view
(Portrait)

3 cameras view
(Portrait)

8 cameras view
(Portrait)



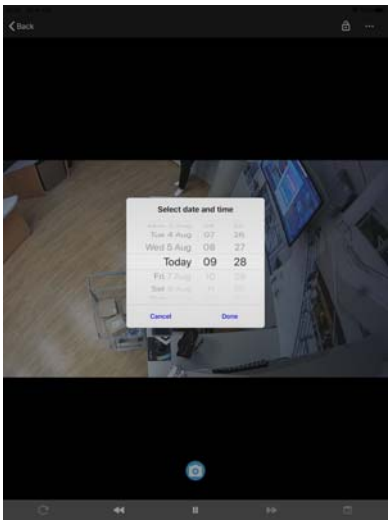
Single camera view
(Portrait)



8 cameras view
(Landscape - Tablet only)

Search for Recorded Video

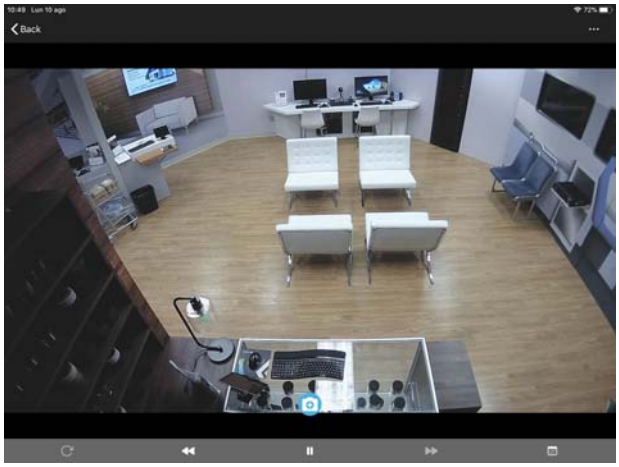
The following screen allows you to set a start time to search for recorded video. See “Viewing Archived Video Evidence” on page 23.



Set time and date to begin recorded video playback

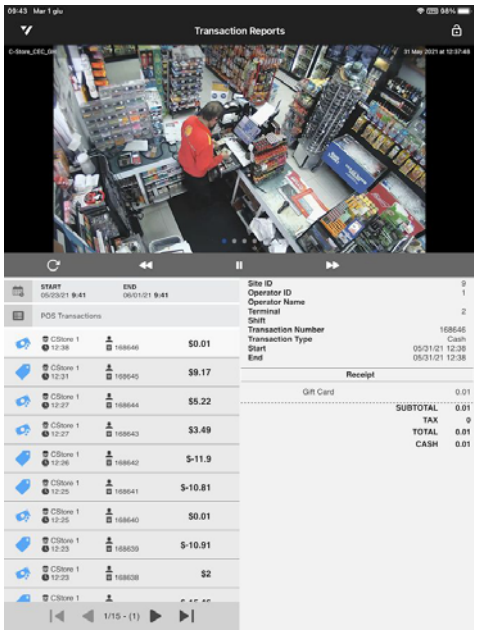
Video Playback

The following screen allows you to control video playback. See “Viewing Archived Video Evidence” on page 23.

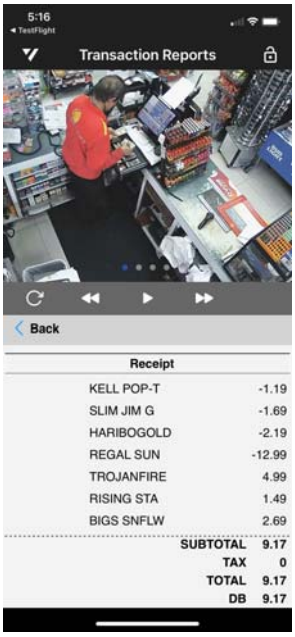


Transaction Reports Screen

The following screen allows you to access the reports saved on the **Transactions Report** page of Searchlight for Retail.



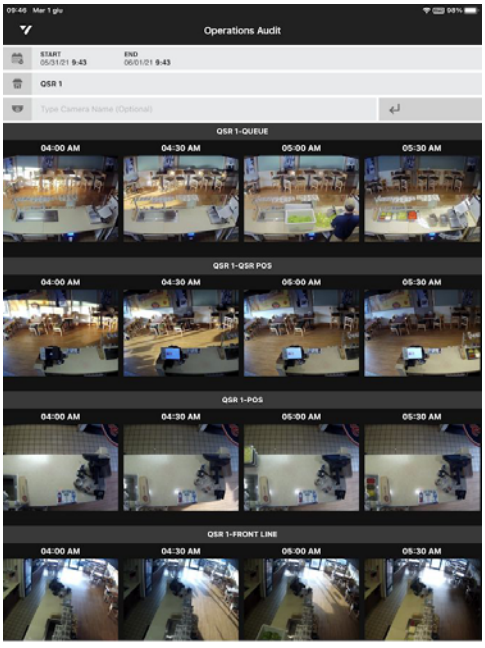
Tablet



Smartphone

Operations Audit Screen

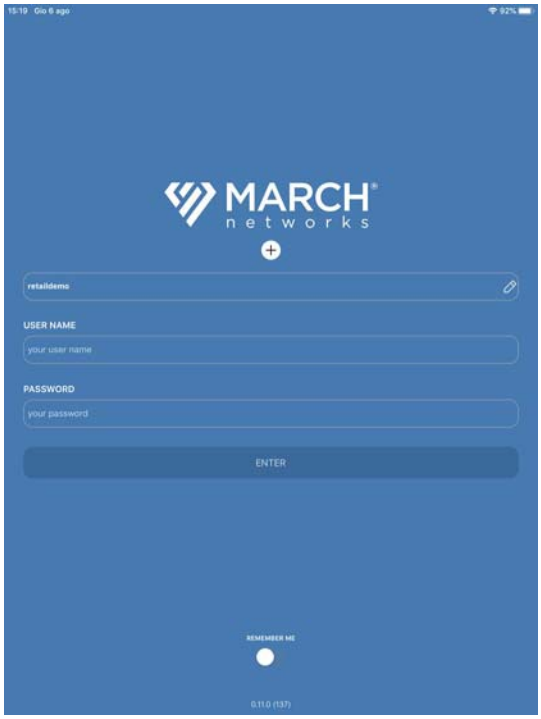
The following screen allows you to access the grid of images configured for each site on the **Operations Audit** page of Searchlight for Retail.



Getting Started

When Command Mobile Plus is first installed, the **End User License Agreement** screen is displayed. Scroll to read the agreement. You must select the check box stating that you have reviewed, understood, and agree to comply with the policy. When the check box is selected, you must tap **I Agree** to accept the terms of the 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 server running Command Enterprise with one or more compatible recorder registered.

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

Adding a CES Connection

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

To add a CES connection

1 From the initial screen, tap .

The **Add CES** dialog box appears.

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

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

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

Note: See “Command Mobile Plus 2.1 Features” on page 6 for supported software versions.

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

5 If you connect to the CES using a non-secure connection, tap the **Secured** button to disable it.

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

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

Follow the steps in the next section, “Connecting to a CES” on page 16 to connect to the device after you have added it.

Connecting to a CES

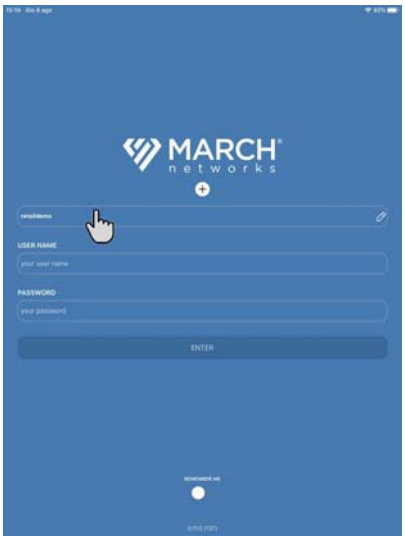
To connect to a server, you can enter your user name and password.

Note: Command Mobile Plus allows you to view the System tree (recorders, folders, and cameras), the Logical tree (folders, views, and cameras in the CES 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 CES

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

Note: See “Adding a CES Connection” on page 16 for how to add devices to this list.



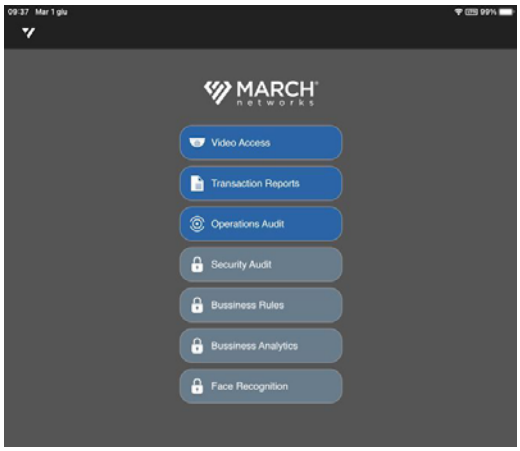
2 Tap the CES you want to connect to.

Note: If you need to modify the CES connection, tap the icon (See “Adding a CES Connection” on page 16).

3 Enter your user name and password and tap **Enter**. If supported, you can use fingerprint access or face recognition access.

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 **Enter**.

The home page appears.



4 Tap the feature you want to access.

Deleting a CES Connection

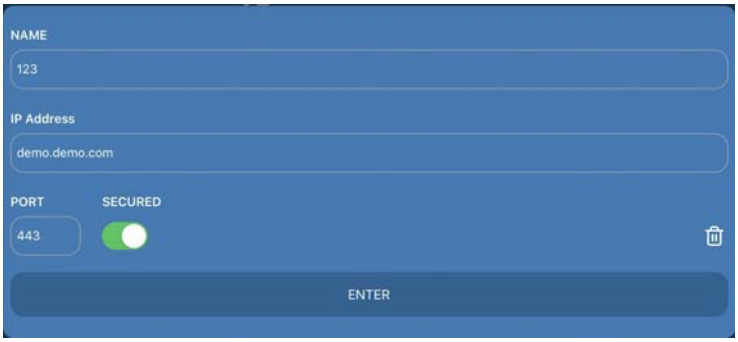
You can delete a device connection from the CES list.

To delete a CES connection

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

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

The **Edit CES** dialog box appears.



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

The CES 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 20
- “Viewing Archived Video Evidence” on page 23
- “Saving and Sharing Snapshots” on page 24
- “Displaying Video Information” on page 26
- “Pinch to Zoom” on page 27
- “Changing Video Quality” on page 28
- “Managing Camera Views” on page 29

Viewing Live Video From a Camera

You can view live video from cameras added to the recorders registered on a server running the Command Enterprise Software (CES).

Note: You can view video from cameras that are connected through NAT traversal. For more information on NAT traversal, see the *Command Enterprise and Client User Guide.*

To view live video from a camera

1 Open Command Mobile Plus and connect to a CES (see "Getting Started" on page 15).

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

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

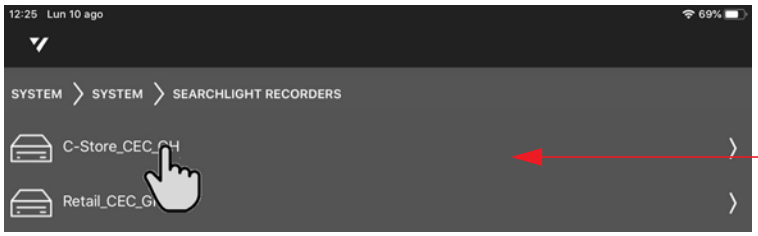
- By default the System resource list appears.
- If you do not have the user rights to view the System tree, the tree is empty,

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

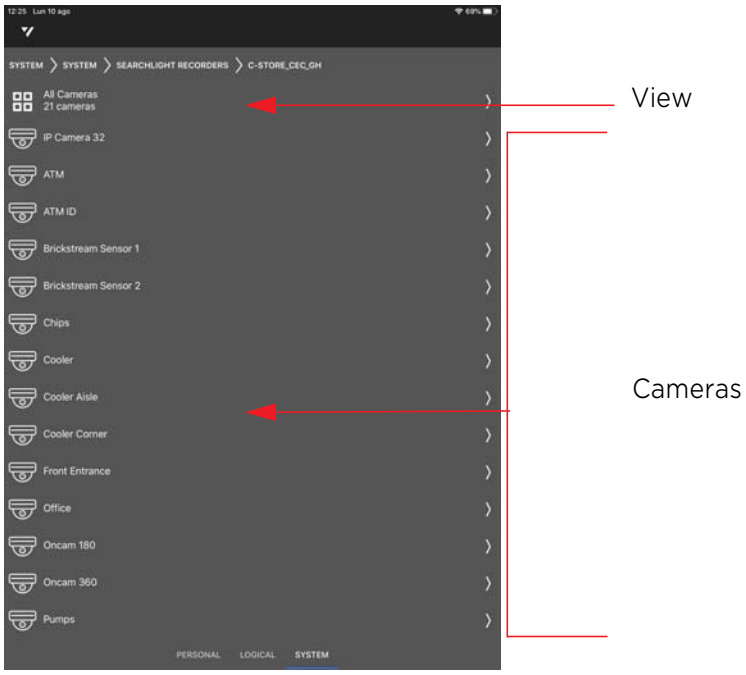
You can tap the titles corresponding to the trees on the bottom of the screen to change to the Logical list (the resources from your Logical tree in Command Client) or the Personal list (the resources from the Personal tree in Command Client).

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

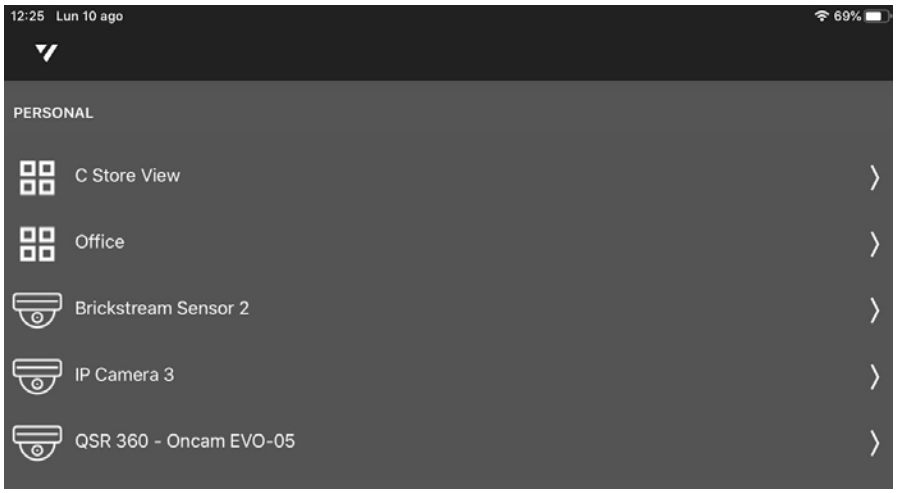
- In the System tree, recorders appear. Tap the recorder you want to access.



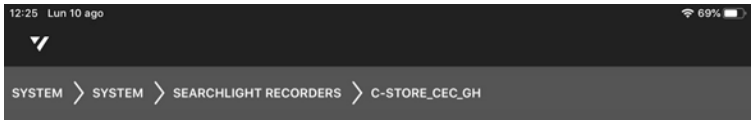
The cameras added to the recorder and a view including all the cameras appear.



- In the Logical and Personal trees, saved cameras and views appear.

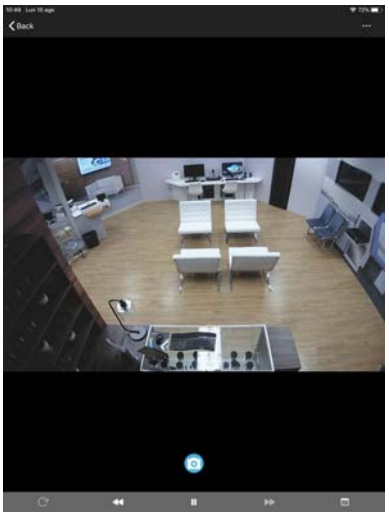


Note: To return to one of the previous folders, tap the breadcrumb on the top of the screen.

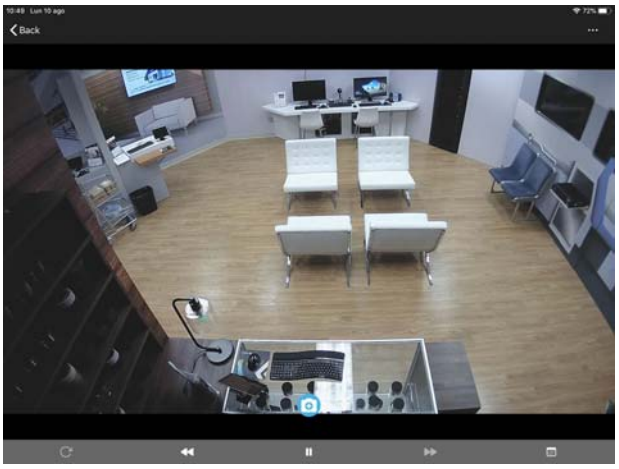


4 Tap the camera or camera view you want to display.

The video appears. It changes to portrait or landscape mode as you move your mobile device.



Portrait Mode



Landscape Mode

Notes:

- 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 29.
- 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, video streams from unsupported recorders or video streams with active privacy patches.

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).

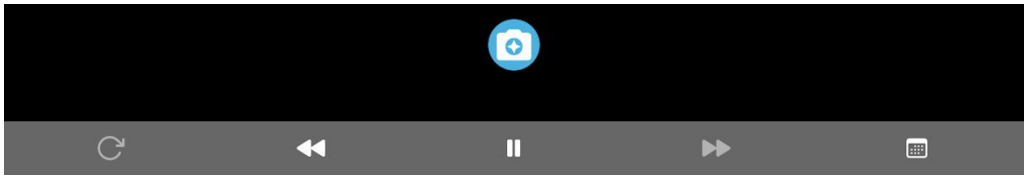
Viewing Archived Video Evidence

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.

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 20.

The playback toolbar automatically appears on the bottom of the screen with the video.

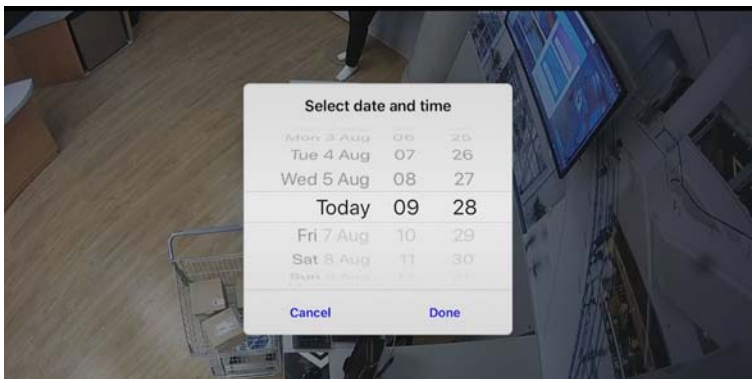


The following table shows the icons on the playback toolbar.

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.

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

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



3 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).

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

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

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

6 To return to live mode, tap the icon.

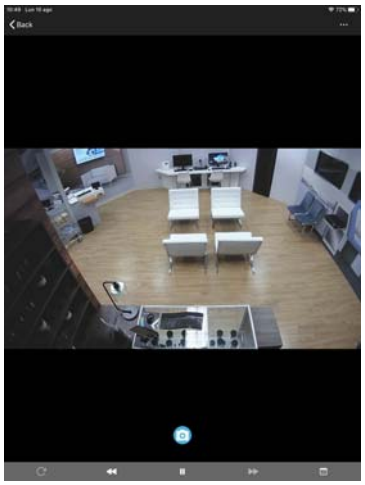
Saving and Sharing Snapshots

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 20.

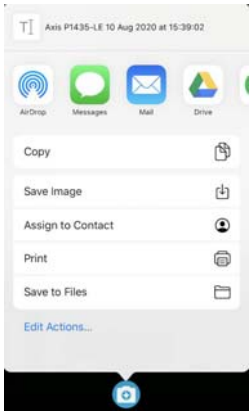
The video appears.



2 Tap the icon over the playback toolbar.

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.

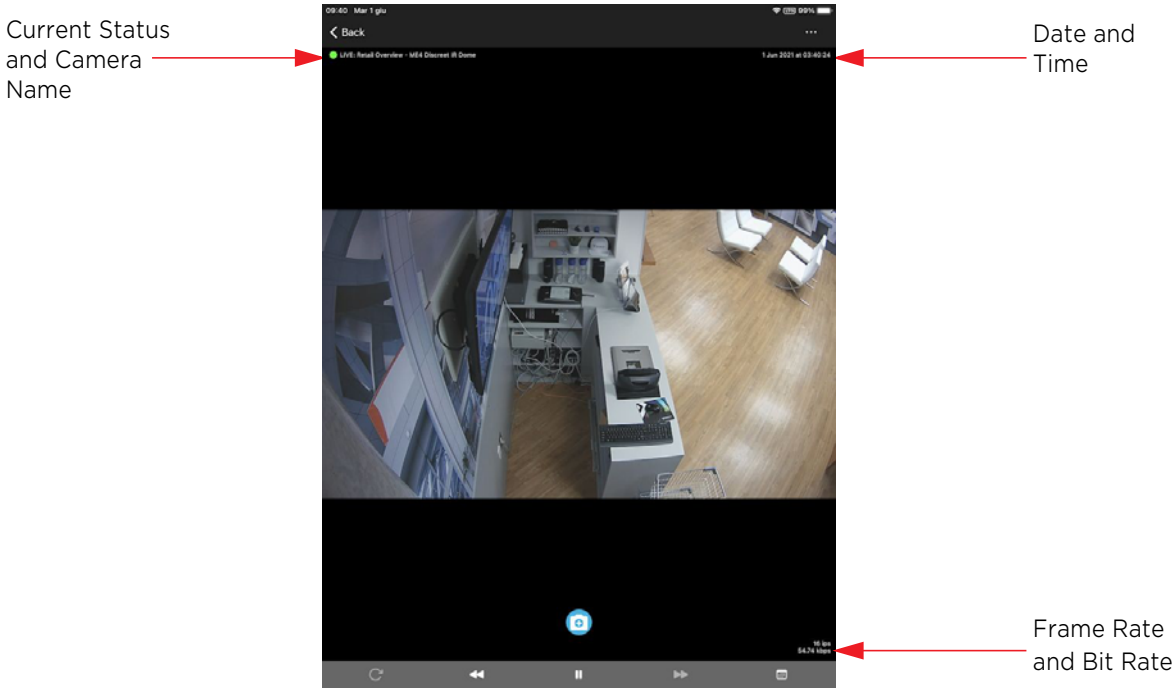


You can now save the snapshot in a folder or in a cloud service, or share it using messaging and email apps.

Displaying Video Information

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

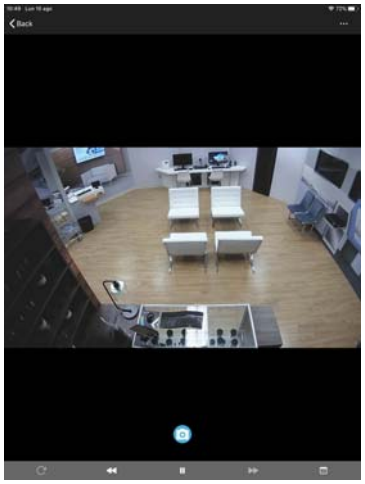
- Current status (green=live; red=playback)
- Camera name
- Date and time



To display video information

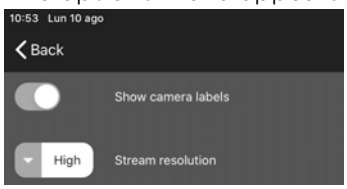
1 Open a single camera, or select a single video from a camera view, as described in “Viewing Live Video From a Camera” on page 20.

The video appears.



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

The options menu appears.



3 Tap the **Show camera labels** button to show video information.

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

Pinch to Zoom

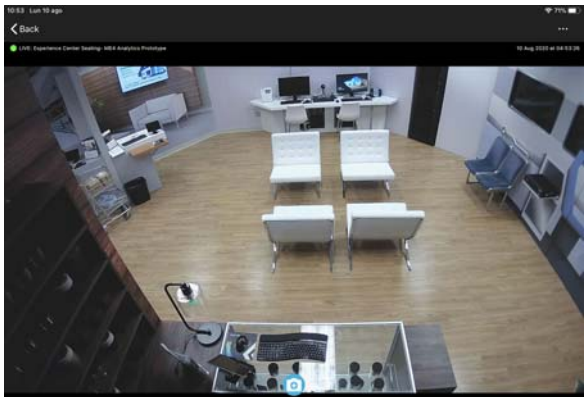
You can zoom in and out on any live or recorded video that appears in a single camera view. You cannot zoom in on a camera in a grid, but when you switch from grid view to single view, pinch to zoom becomes available.

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

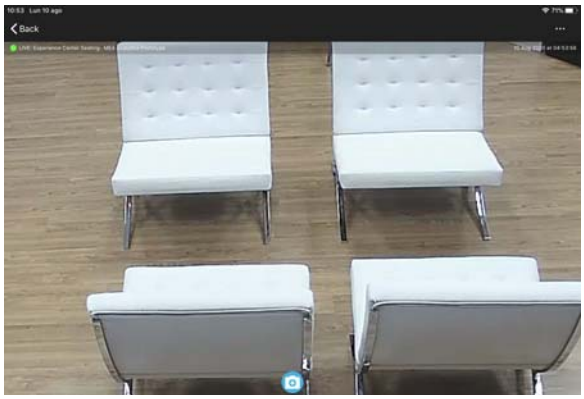
When zoomed in, you can use your fingers to pan around the camera view (up/down, left/right, diagonal) to see the desired portion of the video.

When zoomed in, you can double-tap the screen to return to normal view (no zoom).

No Zoom



Zoomed In



Zoom Level - switching from live to recorded video

Zoom level is preserved when viewing the same camera between archive and live view.

For example, if you zoom into the video image of a camera, then switch between live and archive video, the zoom level remains the same.

If you select a different camera, the zoom returns to normal view (no zoom).

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.

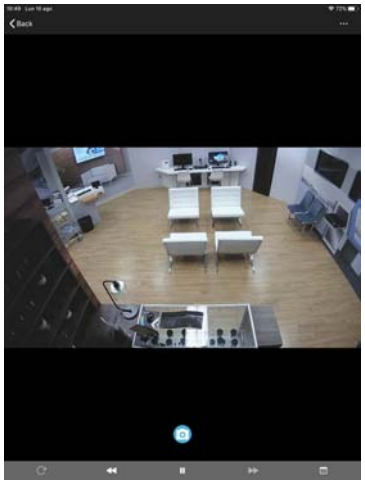
Settings for Video Quality:

	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

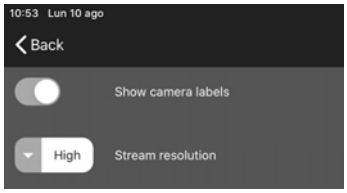
To change video quality

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 20.

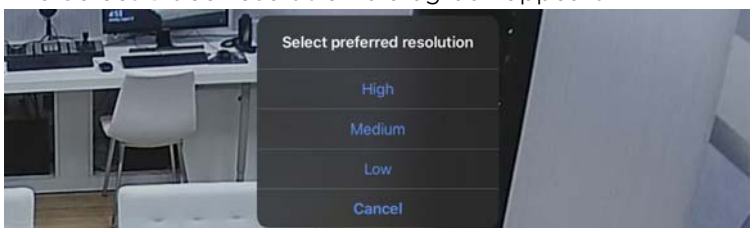
The video appears.



2 Tap the **Options** ... icon on the top-right corner of the screen.
The options menu appears.



3 Tap the **Stream resolution** button.
The **Select video resolution** dialog box appears.



4 Select a video resolution from the list.
The video stream is refreshed to apply the new resolution.

5 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, resolutions or with privacy patches are not displayed in camera views.
- Landscape mode for camera views is supported only on tablet devices.

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

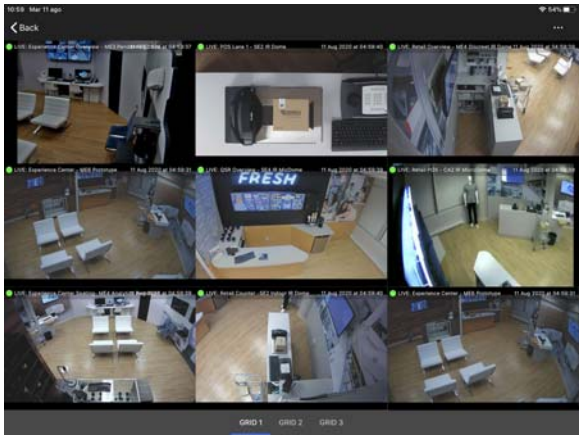
Portrait (Smartphone and Tablet)

Grid 1

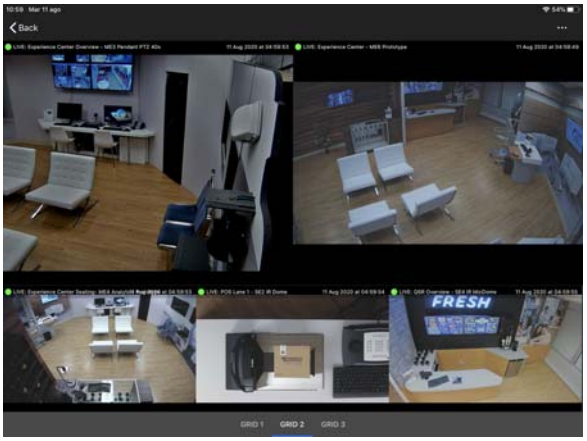
Grid 2

Grid 3

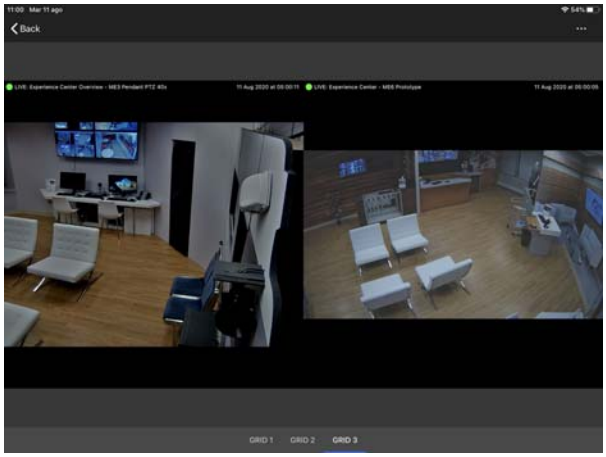
Landscape (Tablet Only)



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 20.

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

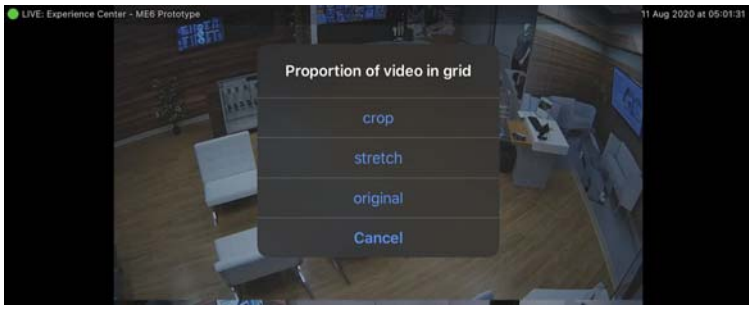
Crop

Stretch

5 To select the video proportion, tap the **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.



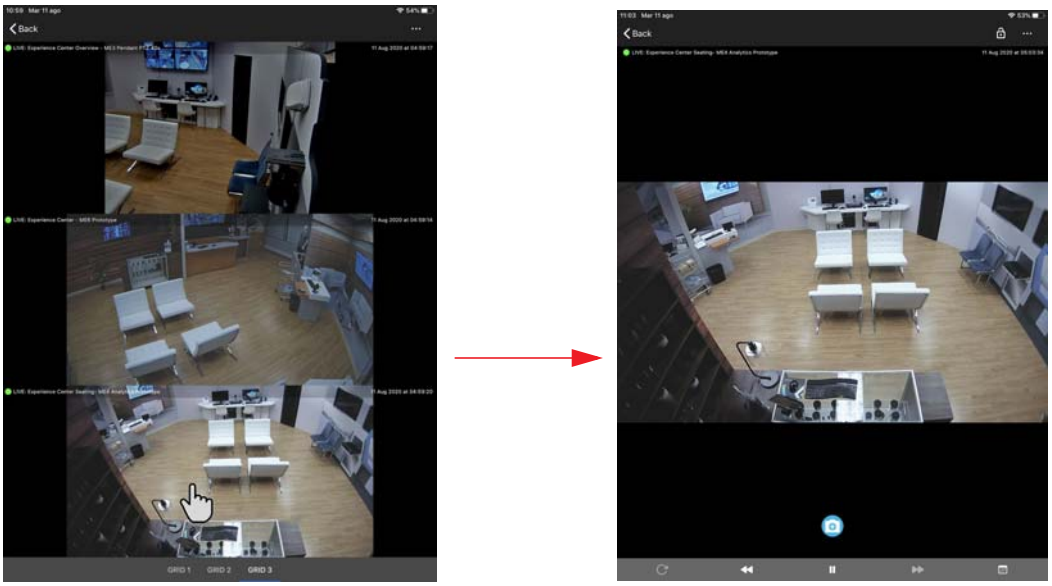
7 Select a video proportion from the list.

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.

Video from the camera appears.



10 You can now review archived video evidence for the camera (see“Viewing Archived Video Evidence” on page 23), save snapshots (see“Saving and Sharing Snapshots” on page 24), move a PTZ camera (see “Using PTZ Cameras” on page 35), and dewarp 360° images see “Dewarping 360° Cameras” on page 37).

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 27).

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.

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 35
- “Dewarping 360° Cameras” on page 37

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 connected to a CES, you require the **PTZ Control** general user right to control a PTZ camera. For more information, see "Setting Up the CES" on page 7 or the *Command Enterprise and Client User Guide*.

Selecting the type of PTZ control

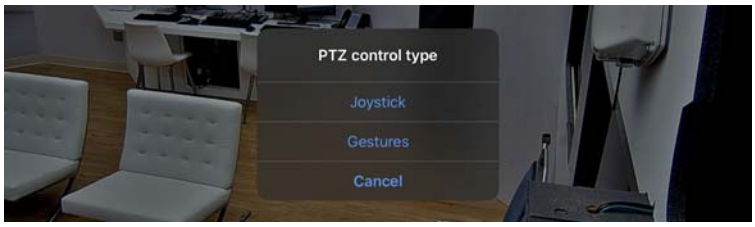
1 Connect to the PTZ camera you want to view, as described in "Viewing Live Video From a Camera" on page 20.

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

The options menu appears.

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

The PTZ control type dialog box appears.



4 Select a control type from the list.

5 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 20.

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.

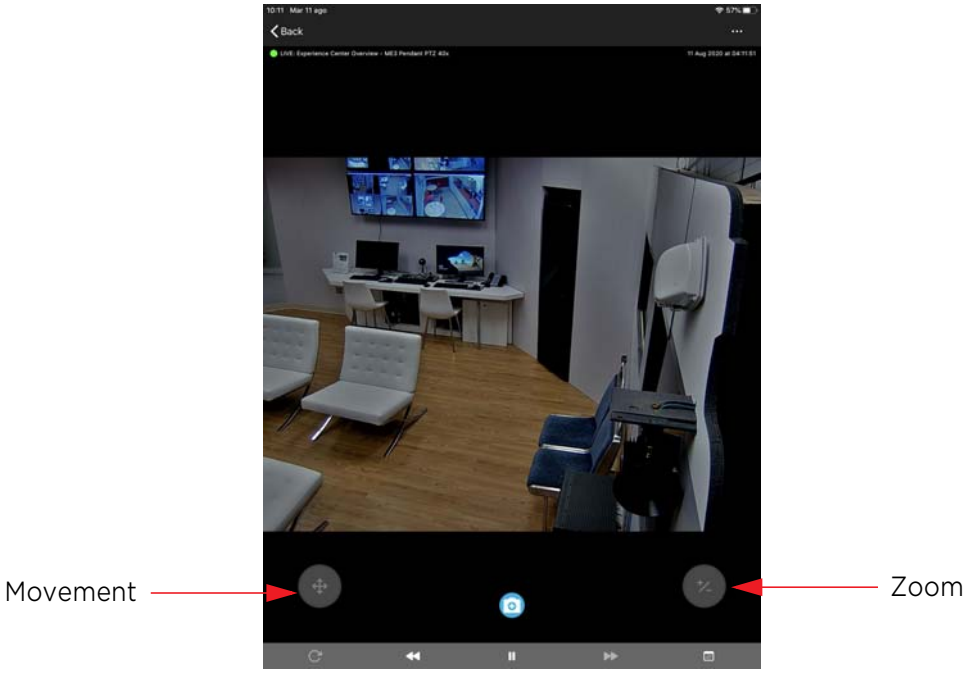
To control a PTZ camera using the virtual joystick

1 Connect to the PTZ camera you want to view, as described in “Viewing Live Video From a Camera” on page 20.

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 virtual joysticks appear over the playback toolbar.



3 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.

4 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:

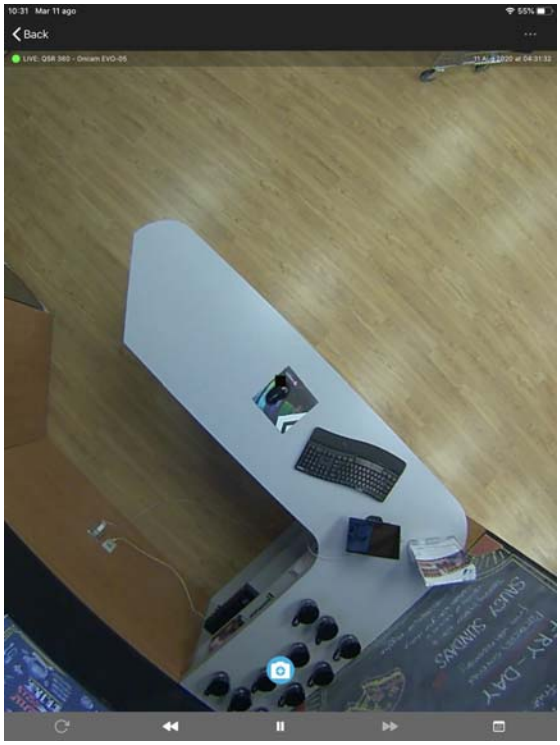
- This feature is currently supported for Oncam 360° cameras and other supported 360° cameras.
- You cannot use the virtual PTZ feature a camera in a grid, but when you switch from grid view to single view, it becomes available.
- The view provided by the camera differs depending on where the camera 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 20 or “Viewing Archived Video Evidence” on page 23.

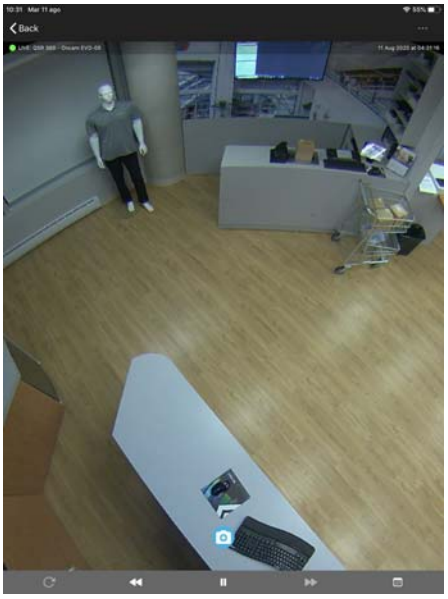
2 When you have successfully connected, the video image appears. The image is automatically dewarped using the virtual PTZ feature.

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

Accessing Transaction Reports

Version 2.1 of Command Mobile Plus also allows you to access the reports saved on the **Transaction Reports** page of a Searchlight for Retail 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 for Retail application on Command Enterprise.

It contains the following topics:

- "Accessing the Transaction Reports Screen" on page 40
- "Performing Queries on Saved Reports" on page 40

Accessing the Transaction Reports Screen

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

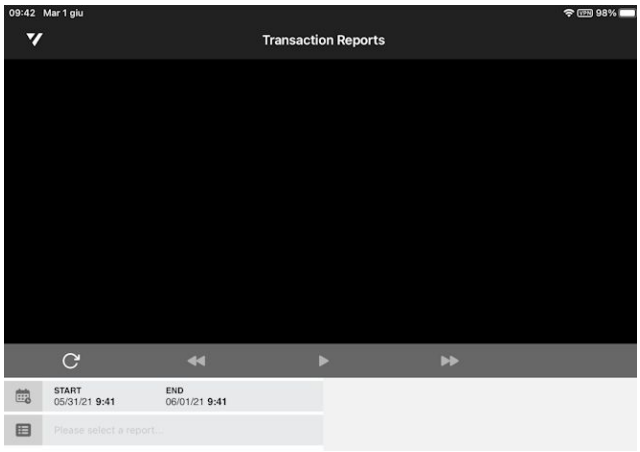
Note: This release of Command Mobile Plus is compatible only with the Searchlight for Retail application.

To access the searchlight screen

1 Open Command Mobile Plus and connect to a CES (see “Getting Started” on page 15).

From the home page, select Operations Audit

2 The **Transaction Reports** screen appears.



Performing Queries on Saved Reports

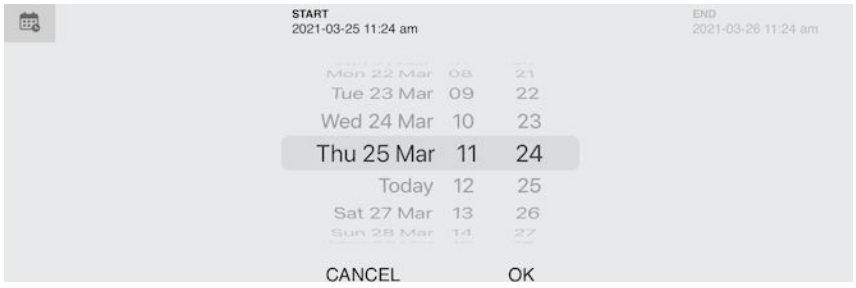
From the **Transaction Reports** screen you can select any of the public reports or reports saved by your user on the searchlight for Retail app.

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 for Retail 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.

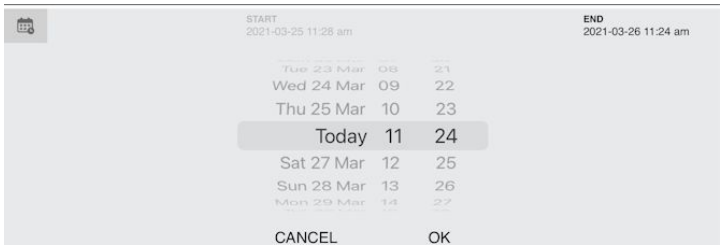
The date and time selector appears.



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.

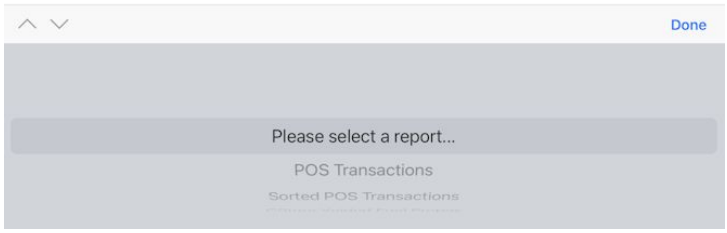
4 From the **Transaction Reports** screen, tap the **END** button to select the query end time.
The date and time selector appears.



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

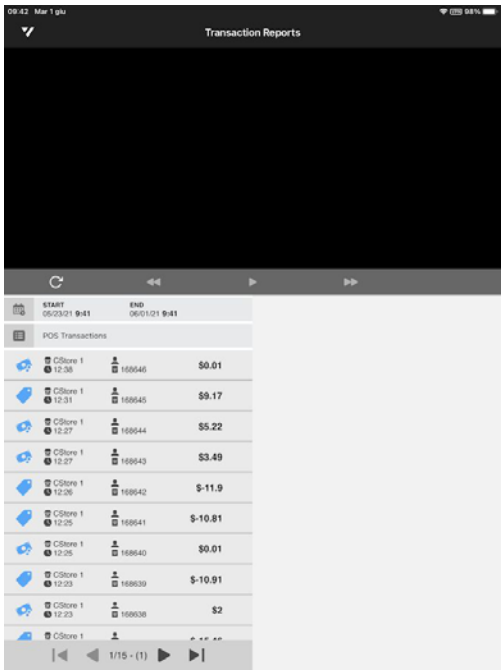
6 Tap **OK** to confirm the selection.

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



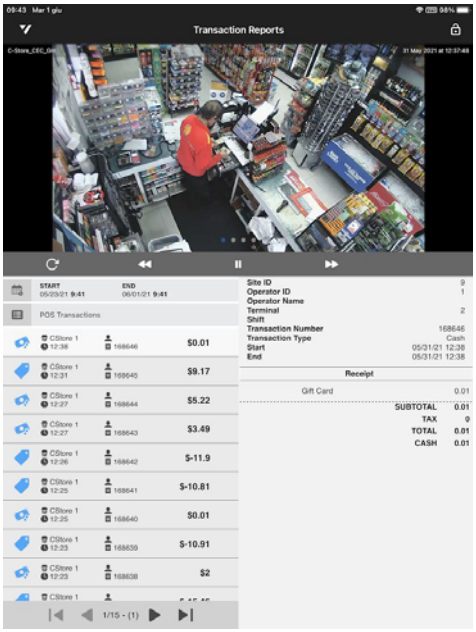
8 Select a report by swiping the report list up and down or by tapping the arrows on the selector.

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

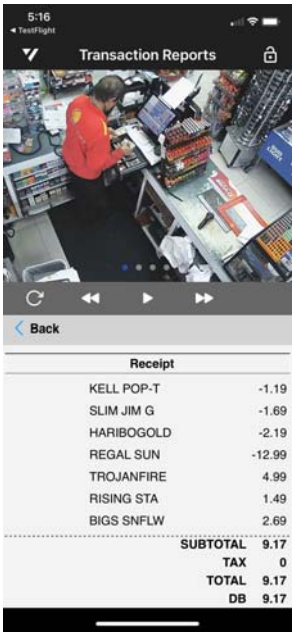


10 To select a transaction, tap the transaction you want to view.

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.

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**.

Chapter 6

Accessing Operations Audit

Version 2.1 of Command Mobile Plus also allows you to access the **Operations Audit** page of a Searchlight for Retail 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 for Retail application on Command Enterprise.

It contains the following topics:

- "Accessing the Operations Audit Screen" on page 44
- "Using Operations Audit" on page 44

Accessing the Operations Audit Screen

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

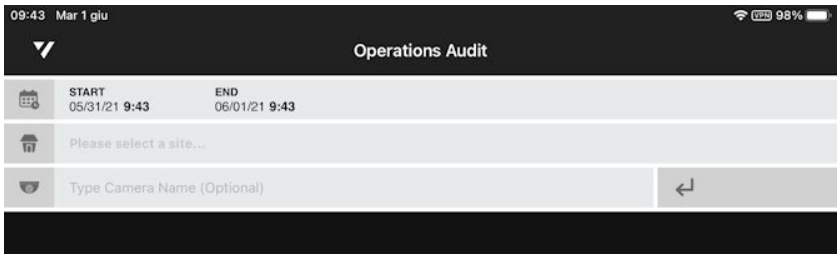
Note: This release of Command Mobile Plus is compatible only with the Searchlight for Retail application.

To access the Operations Audit screen

1 Open Command Mobile Plus and connect to a CES (see “Getting Started” on page 15).

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

The **Operations Audit** screen appears.



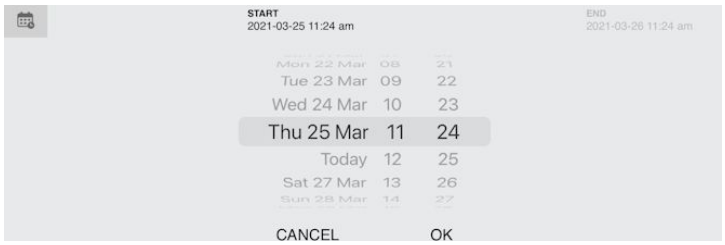
Using Operations Audit

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.

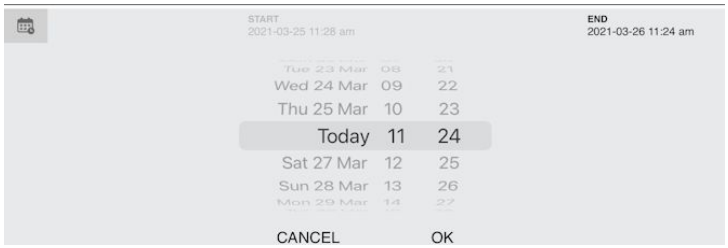


2 Tap the date to set the start date and time of the images you want to display.

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**.

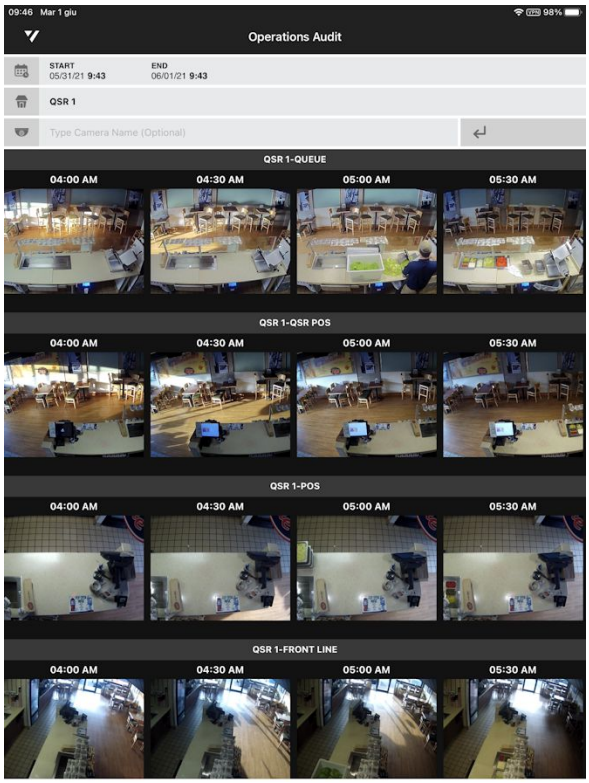
The site selector appears on the bottom of the screen.

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**.

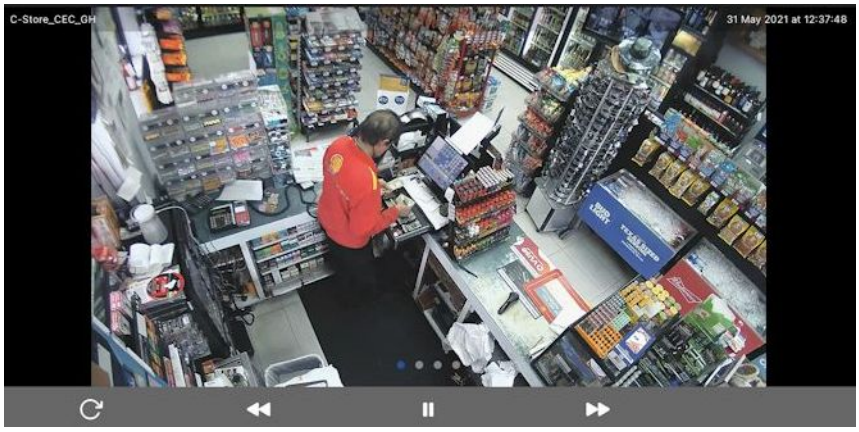
The keyboard appears.

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**.

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*.

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