Command Mobile
Quick Start Guide

This *Quick Start Guide* provides the steps you need to monitor cameras and view recorded video on your mobile device.

The Command Mobile Plus smartphone app provides the following key features/benefits:

- Live video streaming from multiple sites for comprehensive monitoring (supports H.264 video)
- Playback controls with fast rewind and fast forward features (up to 32x)
- Zoom in to see video details (live and playback video)
- Review archived video for any available time period
- View up to 9 live cameras simultaneously
- Quick, easy recorded video search by time and/or date
- Access to System, Logical, and Personal resources
- For iPhone/iPad (iOS13 or higher) and Android (6 or higher)
- CRS, 9000 series, 8000 series, X-series, and RideSafe series recorders registered under a server running the Command Enterprise Software (see User Guide for supported recorder versions)
- PTZ camera movement with two different type of controls (virtual joystick and gestures)
- Automatic dewarp of supported 360 cameras video using the virtual PTZ feature

Note: A mobile device requires a minimum 1 GB RAM to run the Command Mobile Plus app.

Setting Up the Server

If the **CES** list is empty, add a CES server by tapping ⊕. Enter the IP address/hostname, communication port and a name for the CES.

Tip: You can **Edit** or **Delete** a connection in the list by tapping 🖉.

Connecting to a CES

Tap the name of the CES in the list to connect to it, and enter your user name and password.

Tip: 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**.

When you first connect to a CES, your System resources (folders and recorders) are displayed by default. These are the resources from your System tree in Command Client. System resources are not available if you do not have the correct user rights.
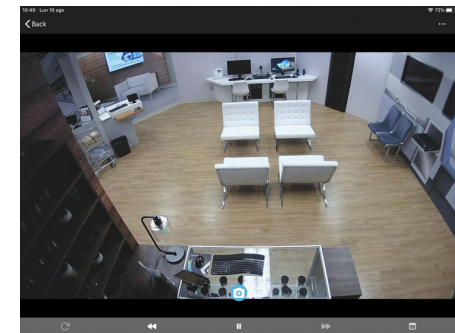
You can switch between lists by tapping the **Personal**, **Logical**, or **System** title at the top of the screen.

Viewing Live Video

Connect to a recorder and tap the name of a camera or a camera view (multiple cameras)**.**

When video appears, tap ⋯ on the top-right corner of the screen image to display the video options.

- You can display the camera name, status (live or playback), date, and time for each camera by tapping the **Show Camera Labels** button.
- Tap the Stream resolution button to adjust the quality of the live and recorded video you are viewing from the default setting to **High**, **Medium**, or **Low** quality video (see User Guide for detailed information about these settings).
- You can save and share a snapshot by tapping 📷.

Viewing Recorded Video

While viewing live video from a single camera:

1. Tap 🗓 to display the **Set Start Date/ Time** screen.
   Note: Date and time selection screens are from the device OS (Android or iOS). You cannot view recorded video from multiple cameras.
2. Tap the date to set the date of the recorded video you want to view.
3. Tap the time to set the start point of the recorded video you want to view.
   Time and date each display a new screen that allows you to pick the precise start of your video.
4. Tap **Done**.
   The recorded video starts to play at the date and time you set.
5. The playback toolbar allows you to control video playback.

   Tap ⏸ to **pause** the recorded video.

   Tap 🔄 to go back to **live** video.

   Tap ◀ and ▶ to fast rewind and fast forward (up to 32x) the video.
6. Tap 📷 to save and share a snapshot.

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. 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).

Note: Landscape mode for camera views is supported only on tablet devices.

| Grid 1 | Grid 2 | Grid 3 |

1. Open a camera view.
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. To select the video proportion, tap ⋯ on the top-right corner of the screen. 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. 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.
5. Select a video proportion from the list. The camera view is refreshed to apply the new proportions.
6. To display a single camera from a view (for example, to play archived video evidence or zooming in on the image), tap the camera in the view.
7. 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.

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.

Zoom Level

Zoom level is preserved when viewing the same camera and switching between live and archive (recorded) video.

Using PTZ Cameras

You can use Command Mobile to control cameras that physically pan, tilt, and zoom (PTZ cameras). You require the correct user rights to control a PTZ camera on a CES. PTZ control allows you to adjust the field of view of a PTZ camera or to move to a preset view of a particular location.

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.
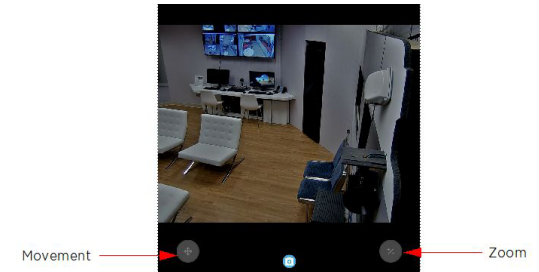
To select the PTZ control type, tap ⋯ on the top-right corner of the screen, and then tap the **PTZ control** type button.

Gestures

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

Joystick

Tap the image to display the virtual joysticks. 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.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.

Movement ⟵   ⟶ Zoom

Dewarping 360° Cameras

Certain panoramic cameras with special lenses support 360° views. 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.

1. When you connect to a 360° camera, The image is automatically dewarped using the virtual PTZ feature.

2. 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.
3. 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).