



Release Notes

Command Mobile Plus App 2.0.0

March 2021

Introduction

These release notes pertain to the software release version 2.0.0 for the Command Mobile Plus app.

March Networks Command™ Mobile Plus offers video viewing options combined with Transactions Report from Searchlight for Retail, enabling user insights into POS transactions synced with video channels.

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

Command Mobile Plus Features

Command Enterprise Video

- 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 (tablets) and up to 8 (smartphones) cameras simultaneously (stream quality dependent on camera settings)
- Quick and easy recorded video search by time and/or date
- Playback controls with fast rewind and fast forward features (up to 8x on Android and 8x on iOS)
- PTZ camera control (operated by gestures or virtual joystick on iOS or virtual joystick on Android)
- Dewarping for 360° cameras
- Access to System, Logical, and Personal resources from Command Enterprise

Searchlight for Retail

- Ability to view transactions from Transactions Report section of Searchlight for Retail
 - Ability to filter by start / end date / time
 - Ability to pick report set on Command Enterprise / Searchlight client
- Additional Searchlight features will be covered by next releases

Compatibility and Version Information

Supported Mobile Devices

- iPhone (iOS 13 and higher)
- iPad (iOS 13 and higher)
- Android (7 and higher)

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

Supported Enterprise Management Services

- Command Enterprise Software — software version 2.10.0 and higher

Note: To access the Searchlight features, you must upgrade your Command Enterprise system to version 2.12.0 and higher.

Supported Applications

- Searchlight for Retail — software version 4.12.0 and higher
- Command Enterprise Software — software version 2.12.0 and higher

Supported Recorders

- Command Recording Server — software version 2.10.0 and higher
- 8000 Series Hybrid NVR — software version 5.8.5 and higher
- 8724 V Tribrid NVR — software version 5.10.0 and higher
- 9000 Series IP recorder — software version 5.9.0 and higher
- RideSafe GT Series Hybrid NVR — software version 5.8.5 and higher
- RideSafe MT Series IP recorder — software version 5.11.0 and higher
- RideSafe RT Series IP recorder — software version 5.11.0 and higher
- X-Series Hybrid NVR — software version 5.18.0 and higher

Notes:

- ✓ The recorders must be registered to a server running the Command Enterprise Software.
- ✓ Command Mobile supports live and archive (recorded) video using H.264 compression.

Supported Encoding Profiles

- **SE2 Series – SE2 PTZ – ME3 PTZ**

Primary encoder (for single streaming): 2MP / 15 FPS / LBR / GOV 30 / Bitrate: ~1.5Mbps

Secondary encoder (for multi-view): 720P / 10 FPS / LBR / GOV 60 / Bitrate: ~750Kbp

- **SE4 Series – ME6 Series**

Primary encoder (for single streaming): 4MP / 15 FPS / LBR / GOV 30 / Bitrate: ~2.5 Mbps

Secondary encoder (for multi-view): 720P / 10 FPS / LBR / GOV 60 / Bitrate: ~750Kbps

Supported Languages

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

Command Mobile Plus - Command Mobile App Comparison

Feature	Command Mobile App	Command Mobile Plus
Compatible recorders	<ul style="list-style-type: none">• 8000 Series• 9000 Series• RideSafe Series• X-Series	<ul style="list-style-type: none">• 8000 Series• 9000 Series• RideSafe Series• X-Series
Compatible recording software	Command Recording Software (v.2.2 and higher)	Command Recording Software (v.2.10 and higher)
Compatible management software	Command Enterprise Software (v.2.2 and higher)	Command Enterprise Software (v.2.10 and higher – For Searchlight features v.2.12 and higher)
Simultaneous camera display	4	8 on smartphone, 9 on tablet
Full HD for iPad and Android tablets		✓
Video controls for single view		✓
Tap to view camera		✓
Multi-screen viewing mode (original, stretch, crop)		✓
Save and share snapshot		✓
Fast forward and rewind		✓
Multiple layouts		✓
Transaction Reports		✓

Known Issues and Limitations

Issue Description	Affects
When connecting using webRTC, the connection might take up to 30 seconds.	iOS/Android
Fast forward and rewind are limited to the speed of 4x on iOS devices.	iOS
Sometimes the logical tree in the topology is not displayed properly in the app.	iOS
It is possible to experience some stability issues when connecting using an old device.	iOS/Android
Landscape mode is disabled for camera views on smartphones.	iOS/Android
Streams are limited to 1 FPS when displaying a camera view on old devices.	iOS/Android
It is possible to experience issues with the app layout using Google Pixel devices.	Android
On Android devices only the PTZ joystick control mode is currently supported.	Android
When viewing archived video evidence, the video playback might jump a few seconds after switching from pause to play.	Android
Sometimes the video quality settings does not work properly on Android devices.	Android
The app might randomly crash when swiping through cameras in single mode if you are using high-resolution cameras (i.e. Oncam EVO 12 or ME6 cameras).	iOS
Oncam cameras might show a green globe while swiping in single mode	Android

For More Information

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

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

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