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 smartphone app provides the following key features/benefits:

- Live video streaming from multiple sites for comprehensive monitoring (supports H.264 video)
- Zoom in to see video details (live and playback video)
- Review archived video for any available time period
- View up to 4 live cameras simultaneously
- Quick, easy recorded video search by time and/or date
- Access to System, Logical, and Personal resources
- For iPhone/iPad (iOS10 or higher) and Android (6 or higher)
- Supports: English, French, Spanish, Simplified Chinese, Traditional Chinese, Italian, Portuguese, Finnish.
- Connects to CES, CRS, 9000 series, 8000 series, and RideSafe series recorders (see User Guide for supported versions)
- PTZ camera control and preset views
- Dewarp Oncam 360 camera video

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

Setting Up the Server

If the **CES/Recorders** list is empty, add a server (CES, CRS, or recorder) by tapping +. Enter the IP address/ hostname and a name for the CES or recorder.

You can choose the **Save this Connection** option (selected by default) to add the server to your list on the CES/Recorders screen, so you can sign in again without reentering the server information.

Tip: You can **Edit** or **Delete** a connection in the list by swiping from right to left on the name of the CES/ recorder to display .

Connecting to a CES/Recorder

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

Tip: If you have fingerprint or face recognition access, and the **Remember Me** setting on, you can sign in using either feature.

When you first connect to a device, your Personal resources (folders, views, and cameras) are displayed by default. These are the resources from your Personal tree in Command Client. The Logical list (CES only) is displayed by default if no Personal resource list is available, then if there is no Logical list (CRS and recorders do not have a Logical list), the System list is displayed. A list is 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.

After first access, with **Remember Me** selected, the app recalls which resource list you last accessed, and opens to that list the next time.

Tip: If not using a VPN to remotely access recorders, you may have to consider port forwarding when connecting through a firewall or router (set up by a Command Administrator). See the *Command Mobile User Guide*.

Viewing Live Video

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

When video appears, tap the image to display option icons.

You can display the camera name, frame rate, data rate, date, and time for each camera by tapping . Tap again to hide details.

If you open a view with multiple cameras, you can tap to see each camera in a single view. Tap to return to grid view.

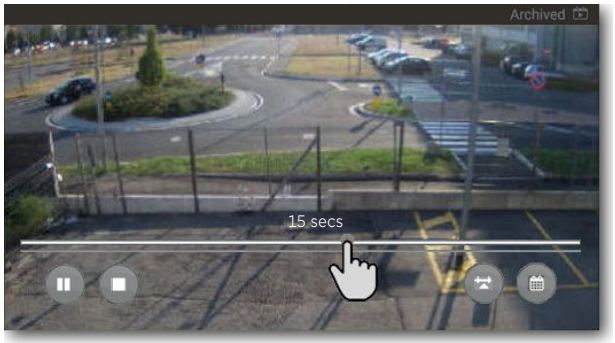
Tap to switch between icon displays:

- Info icon and camera view icon
- High/Medium/Low video quality icons (Quality setting change persists during current server session. It returns to default at sign out.)

Viewing Recorded Video

While viewing live video from a single camera:

1. Tap to display the **Set Start Date/ Time** screen.
   Note: 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 **Set**.
   The recorded video starts to play at the date and time you set.
5. Tap anywhere to display the option icons for recorded video.
   Tap to **pause** the recorded video.
   Tap to go back to **live** video.
   Tap to hide or display the **timeline slider** at the bottom of the video. It allows you to quick scan the video back and forward in time, up to 10 minutes at a time each way.



Note: If you view a single camera from a View in archived mode, then swipe to a different camera in the View, the video reverts to live mode.

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Quick Reference - Icons

The following icons allow you to navigate camera video.

- Open side navigation menu
- Search recorded video
- Display camera info (toggle on/off)
- Display single camera
- Display camera grid
- View high quality video
- View medium quality video
- View low quality video
- Switch icon display between info/grid and video quality icons
- Next screen, when viewing multiple cameras
- Previous screen, when viewing multiple cameras
- Back
- Pause
- Go to live video (when viewing recorded video)
- Timeline slider - show slider to quick scan back and forward in the video
- Display list of available preset PTZ views for a PTZ camera.

Refresh Resource List

If a change to your resources is made through the Command Client, you are prompted to update by Command Mobile. You can also refresh the list manually by swiping down from the top of the list, until you see the refresh timer icon .

Note: Command Mobile shows resources such as folders, views, and cameras set up in Command Client. The resources you have access to in Command Mobile depend upon your user access rights. See the *Command Mobile User Guide* for more information.

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.

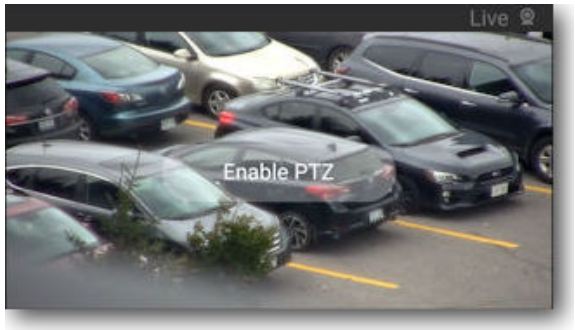
Zoom level is also preserved in each camera when viewing cameras from a grid view and viewing each camera in single view . When you change the zoom on one camera, you can scroll to the next camera and when you scroll back, the zoom level is where you left it in the first camera. Zoom returns to default when you close the view.

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 or CRS.

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.

1. When you open a live PTZ camera in the Mobile app, an **Enable PTZ** icon appears in the center of the image. Tap this to take control of the camera.



Note: If another user is already controlling the camera, a message informs you that control of the camera is unavailable. You can try again later by tapping the image to show the Enable PTZ icon.

2. To move the camera, swipe your finger across the image. Swiping left pans the camera view to the right, swiping right pans the camera view to the left.
3. 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.
4. When done, tap the image to show the **Disable PTZ** icon. This allows other users to control the camera.

PTZ Preset Views

PTZ cameras can offer preset views, which are a combination of the current camera's position, zoom, and focus. These settings are saved so that you can instantly recall them. Preset views are set up in the Administrator Console for an R5 recorder (all preset views) or in the Command Config for a CRS (favorite preset views).

Dewarping Oncam 360 Cameras

Certain panoramic cameras support 360° views. When you view these cameras, they have a distorted appearance (a *fisheye* view). To view the images without distortion, Command Mobile uses lens dewarping.

1. When you connect to an Oncam 360 camera, the edges of the video image are rounded, and the image is warped.



2. Use your fingers to pinch and zoom in on the part of the video that you are interested in. As you zoom into the image, the area in focus is dewarped.
3. When you zoom into the center of the image, it fills the screen in a dewarped view.

