Release Notes
Command Mobile Plus App 1.0.0

October 2020

Introduction

These release notes pertain to the software release version 1.0.0 for the Command Mobile Plus app.

March Networks Command™ Mobile Plus offers 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

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 (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 32x 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

Compatibility and Version Information

Supported Mobile Devices

- iPhone (iOS 13 and higher)
- iPad (iOS 13 and higher)
- Android (6 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

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	• 8000 Series • 9000 Series • RideSafe Series • X-Series	• 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)
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		✓

Known Issues and Limitations

Issue Description	Affects
When connecting using webRTC, the connection might take up to 30 seconds.	iOS/Android
When connected using webRTC, some playback controls (Fast Forward, Rewind and Pause) are disabled.	iOS
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
Offline NVRs and cameras are not disabled in the trees.	iOS/Android
The app does not display privacy patches. If one or more privacy patches are present, the entire field of view is hidden.	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 connecting using webRTC, it is not possible to control the movement of PTZ cameras.	iOS/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

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, and control PTZ cameras.
- **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.