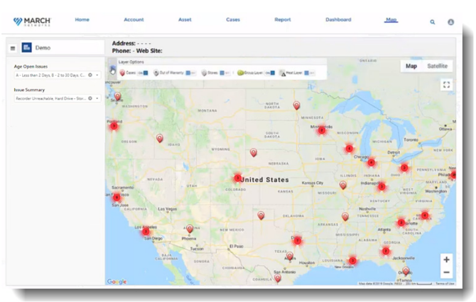
Insight Monitoring and Resolution Service
Quick Start Guide

March Networks® Insight is a subscription-based service that provides unmatched visibility into video surveillance network health and performance. Insight offers the following benefits and features:

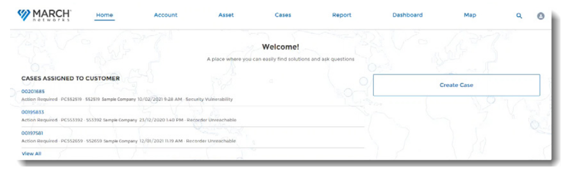
- Complete end-to-end support with views of all video devices and store/branch locations on an interactive map.
- Status of support tickets, to resolve outstanding issues faster.
- At-a-glance views of your video network's health, problematic areas, and more, plus clear steps and progress to resolution.
- Ticket lifecycle view: see age of tickets, time to close, and how long was spent with each party to stay on top of issues.
- Inventory and product information: Get an audit of your entire video network, including device configuration, model number, firmware version, warranty status, quantities, age of equipment, and the security compliance of March Networks recorders and cameras.
- Closed-loop workflow for your security and peace of mind.
- March Networks Managed Services can optionally host your Command Enterprise Server for you.

Note: This guide presents a typical view of the Insight portal, your portal may offer additional or slightly different functionality.



Insight Home Page and Cases

When you log in to Insight, the Home page is your landing page, where you get a quick view of any items that require your attention. Cases (tickets) assigned to you that require action are displayed. You can also create a new case from the Home page.



To view cases on the Home page

1. Log in to the Insight cloud portal at:
   https://insight.marchnetworks.com/
   using the user name (your email address) and your password (created when you activate your account).
2. A list of cases (tickets) assigned you and a **Create Case** button appear. Some cases in the list may specify that there is "Action Required". To view more detail, select the case number to open the details.
3. At the right of the Details page you can post updates or questions about the case.

Note: You can also access Case details on the **Cases** page.

To view the Cases page

1. At the top of the Insight portal, select the **Cases** link, then select **Cases Assigned to Customer** from the drop-down list at the top of the page.
2. You can use the **List View Controls** button to create filtered case lists. You can select **New** for a new list, or **Clone** to copy and customize an existing case list. There are multiple filter options, including case type, customer, and status.
3. You can also change the columns in the table using **List View Controls** **> Select Fields to Display**. A dialog allows you to add and remove visible fields.
4. You can edit cases in a filtered list instead of opening each case. To do this, **Case Record Type** must be one of the filters. Select **Edit List** at the top of the page, then select the icon in each field you want to edit. For example, change the **Status** field of cases in your list from **Action Required** to **Action Completed**.
5. Typical status workflow is: New, Work in Progress, Action Required, Action Completed, Case Closed. Managed Services audits the case after is completed, and if an issue still exists, the case goes into Audit Failed status and is re-opened.

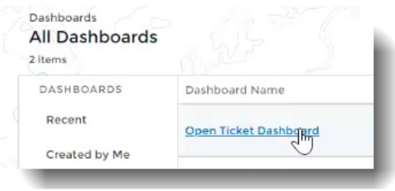
Dashboards

Dashboards allow you to view data on things like system health, case (ticket) lifecycle, inventory, products, and performance data in a convenient and intuitive format.

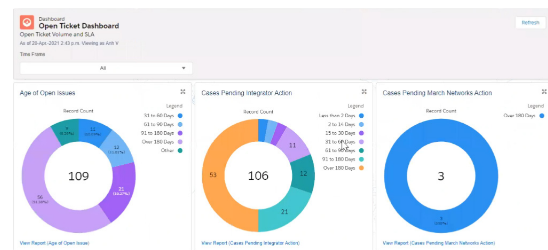
There are two default dashboards: **Open Ticket** and **Resolved Ticket**. You can also create your own custom dashboards.

To view the Dashboards

1. At the top of the Insight portal, select the **Dashboard** link. The page opens with a list of recent dashboards.
2. You can select **All Dashboards** to view every dashboard available to you.
3. Select a dashboard to view the details.



   The dashboard opens.
   The Open Ticket dashboard includes issues by age, cases pending Integrator action or March Networks action, cases by status, by type, and more.



4. You can select elements of the dashboard to drill down for more in-depth information.

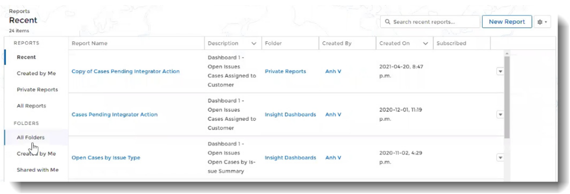
5. You can filter the dashboard by time frame, to see only information from the time that interests you.
6. You can view each dashboard element as a report which can be saved and exported.

Reports

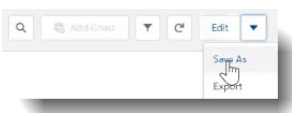
You can run reports based on your schedule and export them to share them with stakeholders. You can also create your own reports.

To view existing Reports and create your own

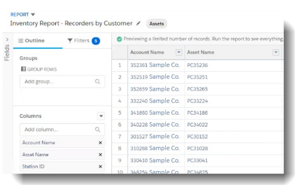
1. From the navigation titles at the top of page, select **Report** to display the list of recent reports. The **AMS Reports** (Advanced Managed Services) folder contains the relevant reports.



2. You can open any of the available reports to view more details. You can export the reports in Excel format.
3. To create your own report, the easiest way is to select an existing report and edit it. Select **Save As**, and save a copy of the existing report in your **Private Reports** folder.



4. Open the new report from your Private Reports folder and select **Edit** to add or remove columns from the report.



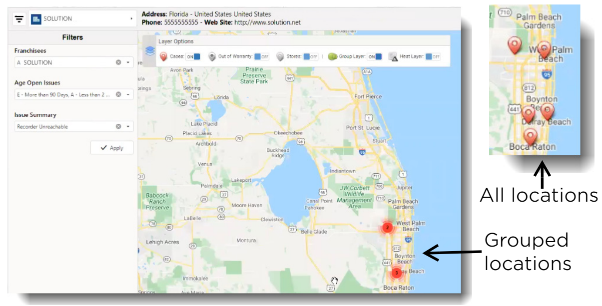
5. When you have edited the report content, select **Save & Run** to view your report with the new information.
6. You can also create a totally new report by selecting **New Report** from the top of the Reports page. You then select your report type, add the columns of information you want, add filters, save it to your Private Reports folder. Then select **Save & Run** to view your new report.

Using the Map

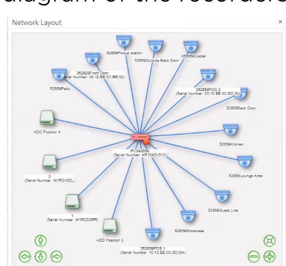
Maps provide a visual overview of all of your sites.

To use the Map

1. At the top of the Insight portal, select the **Map** link to display the map of your video network.



2. On the left, you can filter the map by **Franchisees** (if applicable), **Age Open Issues**, and **Issue Summary** to refine the issues displayed on the map.
3. You can select the **Layer Options** button to view and apply map layer options. You can use this to group or ungroup locations based on proximity, or view only locations with cases, or all locations. Locations in red have active cases (tickets) associated with them, locations in green do not.
4. Select a location in red to view the issues at the location. **Store/Branch Information** appears, with Case and Asset details.
5. Select the **Cases** tab to view the cases open for that location. You can select a case to open the **Case Details** page.
6. Select the **Assets** tab to view all the assets (recorders, cameras) associated with that location. If any asset has an issue, the asset is highlighted in red and you can select it for more information.
7. In the Assets tab, you can also select the **Visualize Network Layout** button, to view an interactive diagram of the recorders, cameras and hard drives.



Assets

All your assets (such as recorders, cameras, and hard drives) are listed in the Insight portal with all their details.

If you have the details of a case open, the assets are listed, and you can select the asset link from the case to view all the details.

To find and view any asset, use the Asset page.

To view the Asset page

1. At the top of the Insight portal, select the **Asset** link. The list of assets appears.
2. You can use the Asset page's Search box to find the asset you are looking for.
3. If you know the name of the asset, you can enter it into the Search.
   The Asset details page contains all the information relevant to that asset, for example: serial number, health status, org path, warranty end date, model, software version, and more.
   The **Related** tab on the asset details page shows all the cases (tickets) that are related to that asset.

Accounts

The **Account** page shows a list of all your sites. You can select a site to view all its details, such as the billing address.You can also view related information, such as all the assets registered to that site.

Field of View Add-On

Field of View monitoring is an optional service. A baseline filed of view (FOV) for each camera allows March Networks to continuously monitor for changes. If a change in the camera view occurs, March Networks alerts you and helps to determine the cause, so that action can be taken and any camera view problems are quickly resolved.