

# Creating Low Res Sub Streams for Exacq Mobile Application

## Description

This document will highlight the process to create and utilize the low res sub streams when monitoring cameras in the Exacq Mobile Application.

For optimal performance when using the Exacq Mobile application, it is recommended to configure a low-resolution sub-stream at the client level. While the mobile app can display a limited number of high-resolution cameras without issue, attempting to load multiple high-resolution streams simultaneously may impact performance. Configuring a dedicated low-resolution stream helps ensure consistent video quality, faster loading, and a more reliable overall experience.

## Product

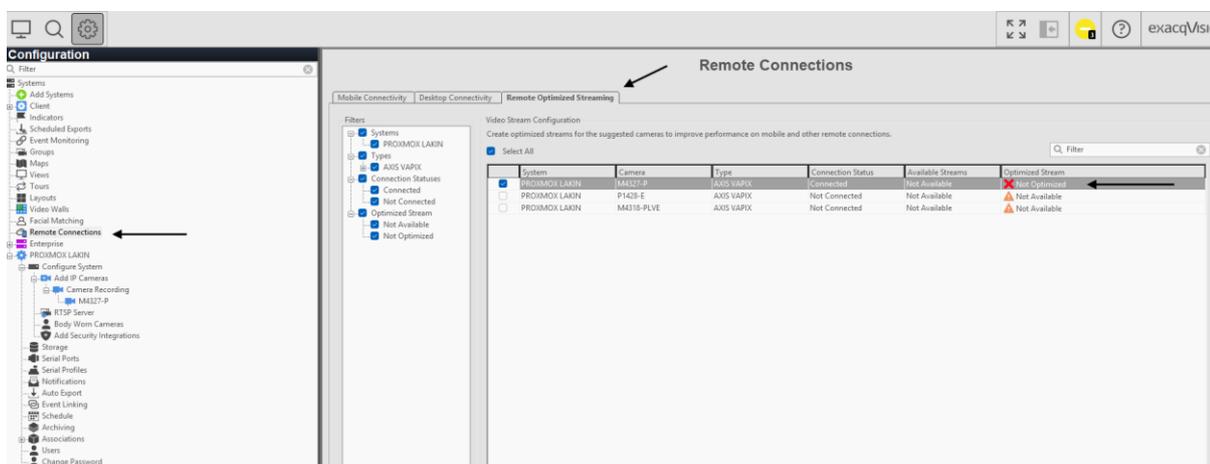
Exacq Mobile Application

Exacq Client

Exacq Server

### 1. Setting up the Client to use Low Res Sub Streams.

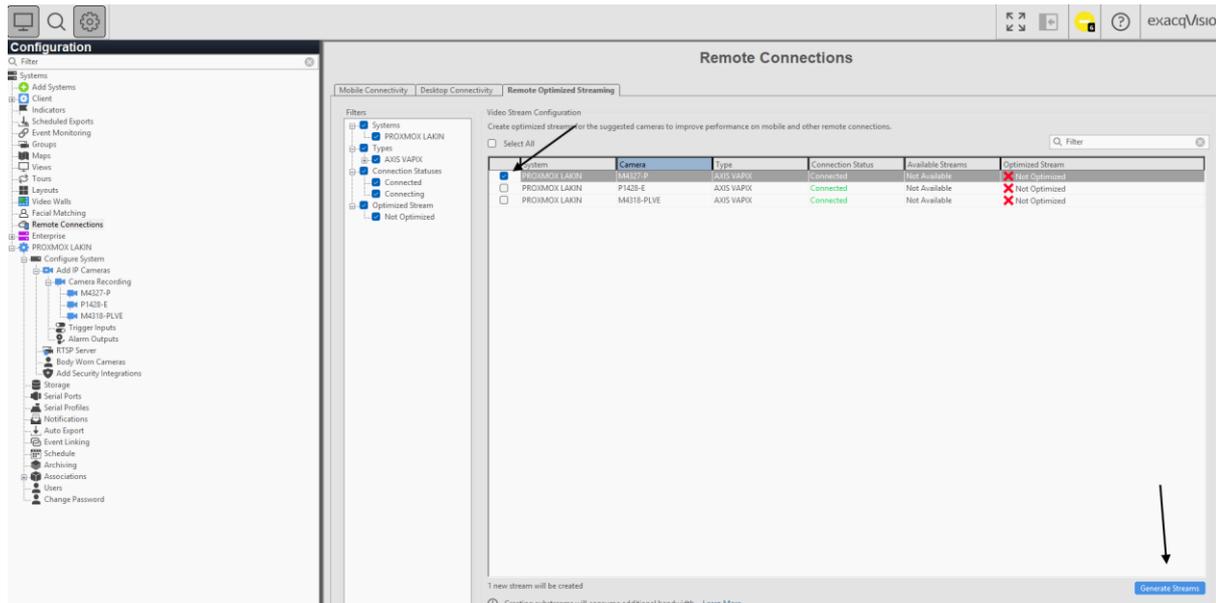
- A. In the client Navigate to the Remote Connection Tab in the Configuration section of the Client.



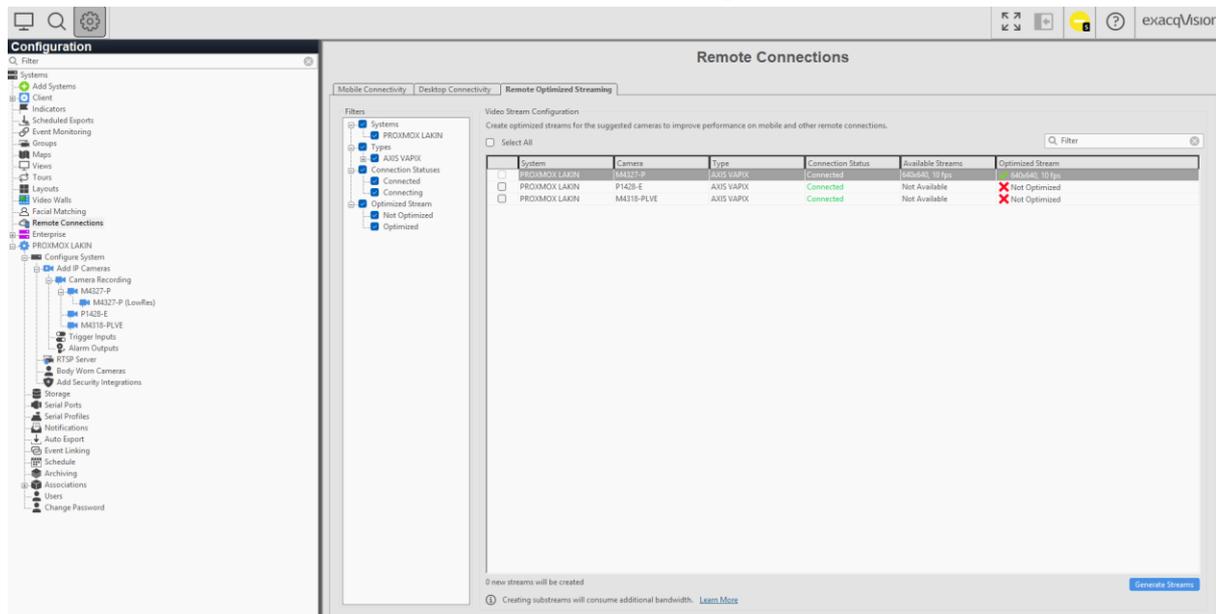
It should be noted that when adding cameras to the system, when you select

the Remote Connection tab the client might prompt you to set up the streams as sub streams. You can opt to allow this or decline.

- B. The Remote Optimized Streaming tab will allow you to enable the lower res sub streams and that process will attempt to pick a proper sub stream setting for that device. (Note: some camera models might need to be edited after generating the Optimized Stream.)  
Click the Box Next to the System name, and camera and in the lower Right corner of the client select Generate Streams.



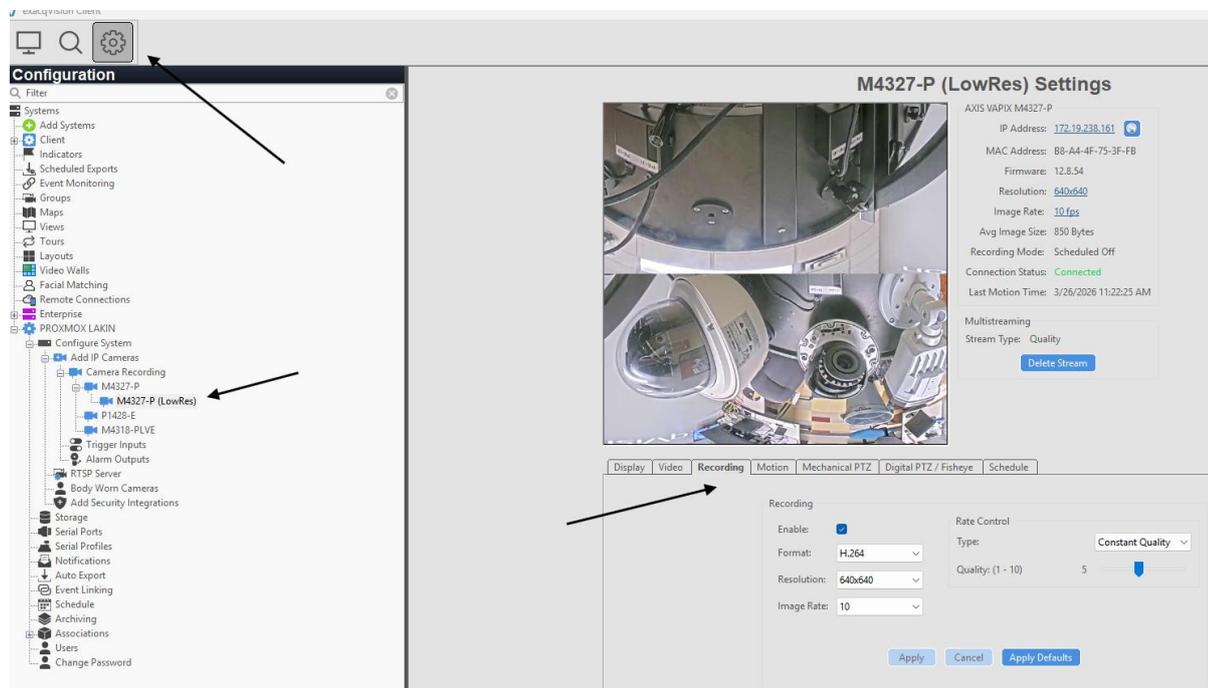
You can see below that the stream has now be configured.



You can now access the Camera Settings tab by double-clicking the camera from either the **Remote Optimized Streaming** tab or the **IP Camera List** on

the left side of the client. From there, select the **Low-Resolution** stream for your camera and adjust the settings as needed.

Seen Below:



In some situations, you may need to adjust the camera’s resolution or image rate (frames per second). These settings can be configured for recording if required, but it’s always important to verify that recording is enabled only when intended. Use the Schedule tab to confirm the current recording configuration.

Note: A recording schedule is not required for searching video in the Exacq Mobile application. When you select a focus view during playback, the mobile app will automatically request the main stream that is actively recording on the server.

## 2. Setting up a view to use for the Mobile application.

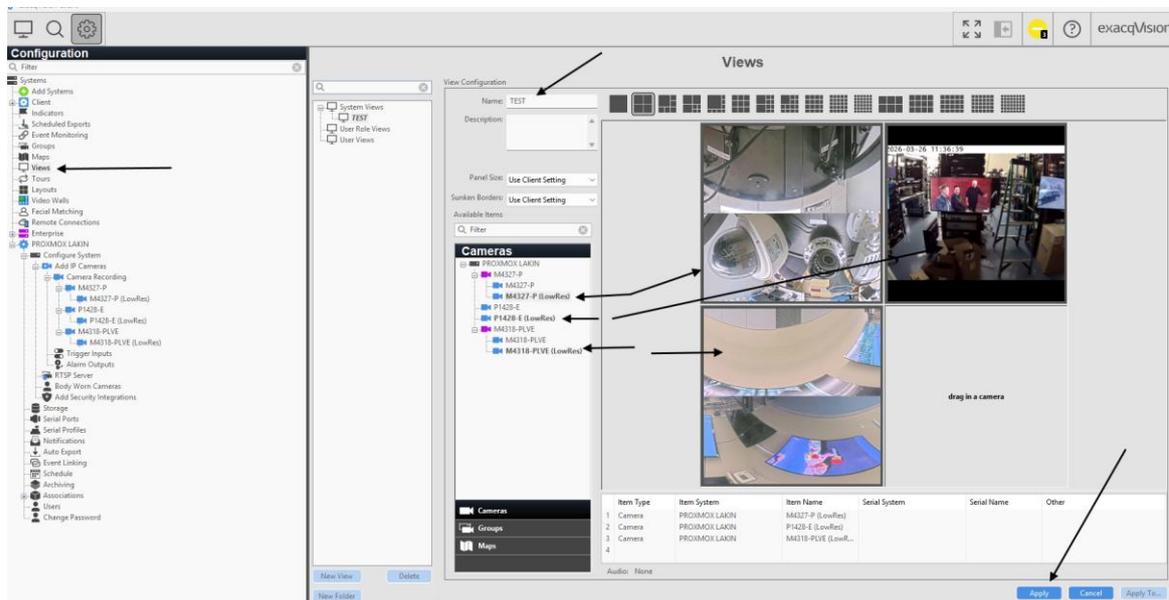
### A. Creating a View.

First navigate in the client to the Views in the client list on the left-hand side.

Click the New Tab in the lower left, Name the view you would like to use.

In the following example below we use 3 cameras with their sub stream in my view for the mobile application to use later.

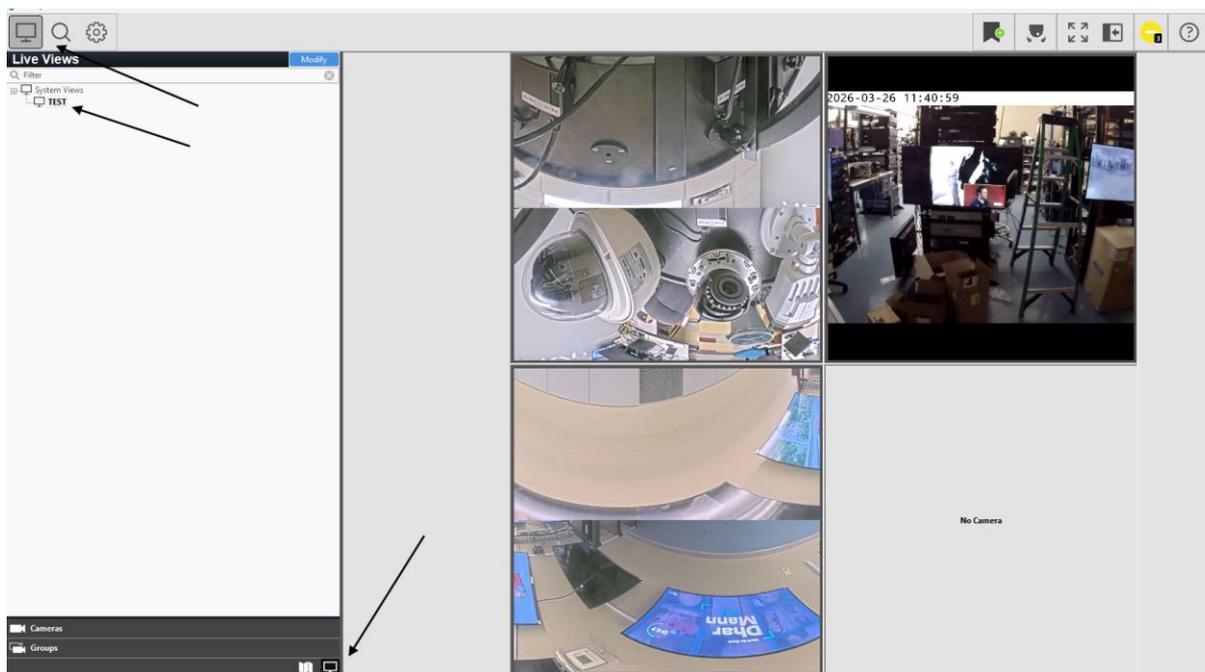
Make sure when adding the camera stream, you are using the Low Res Sub Stream created earlier to the view panels.  
 Make sure to hit apply once you have configured your view.



### Verify the View in the Client

1. Navigate to the Live page in the exacqVision Client.
2. In the upper-left corner, click the Monitor icon to open the navigation panel.
3. At the bottom of the panel, select Views.
4. Confirm that the newly created view appears in the list.

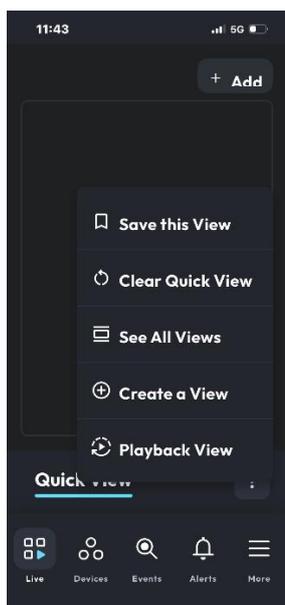
We can see that the view was successfully created and shows my sub streams.



### 3. Locating Views in the Exacq Mobile Application.

Launch the mobile application. Once loaded you will land on the Quick View tab.

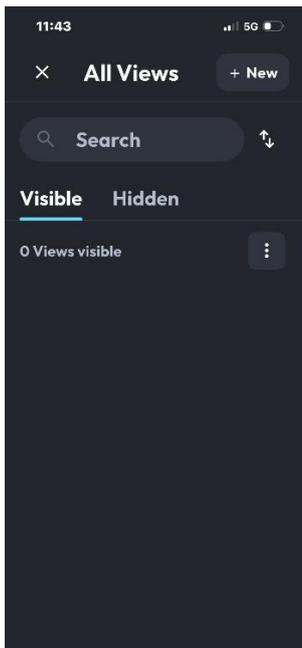
To allow the newly created View created in the client you can navigate to the 3 DOTS stacked on top of each other to the right of the QUICK VIEW Bar. Select the dots and this will pull up a Menu that will allow you to SEE ALL VIEWS. Click on See All Views.



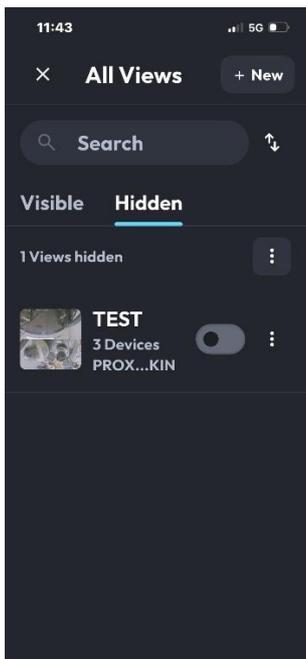
You will land on ALL Views tab in the Mobile APP seen below.

**Note:** That the Visible Tab wont show any views unless they are enabled.

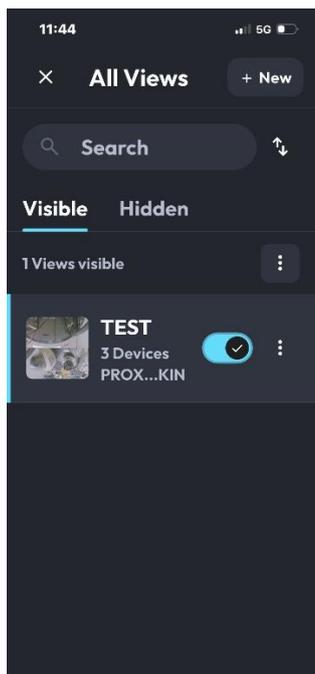
To enable the view click on the Hidden tab.



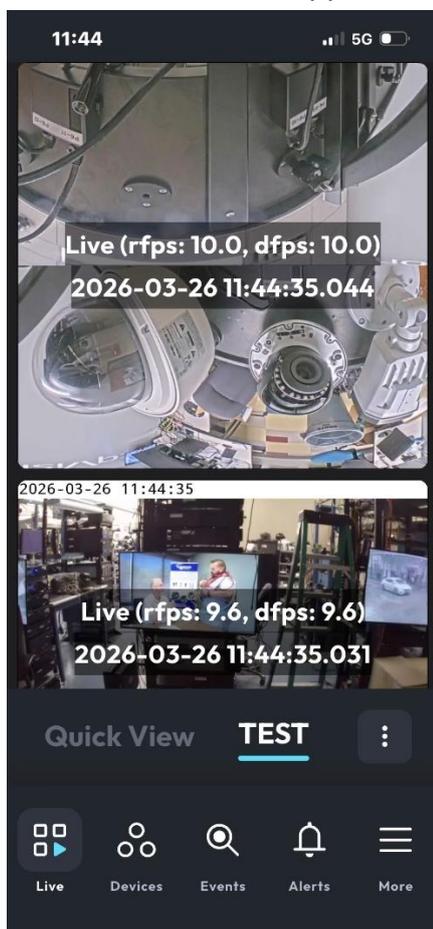
Here you can see the disabled View we Created in the Client of the server. To enable this view for use in the mobile application tap the slider button next to the view.



Navigate back to the Visible tab and you will see the view as enabled.



At this time, you can Navigate back to the LIVE tab in the mobile application and should see the View name next to the Quick View. If you have several views created, you can swipe right or left to see the enables views in the application.

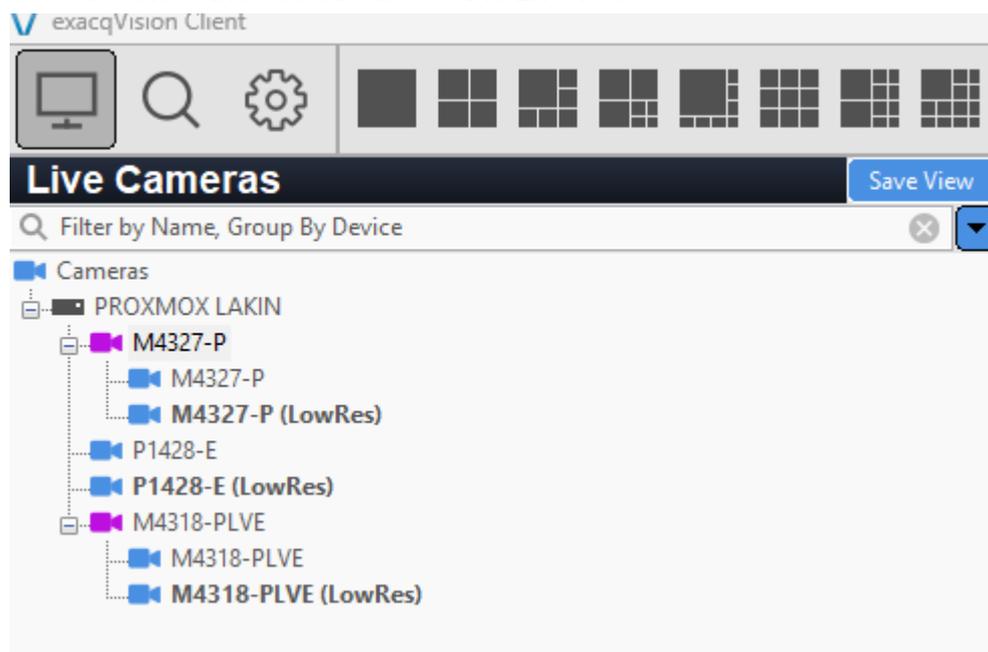


### IMPORTANT INFORMATION:

When viewing video in **Live**, you have the option to hide the low-resolution sub-streams from the camera list. This helps keep the view clean when you're only monitoring.

On the **Configuration** side, this option is intentionally disabled. All sub-streams must remain visible so you can review, adjust, and manage stream settings as needed. Keeping them exposed ensures proper configuration and prevents accidental mis-steps.

Seen below is the sub stream on the Live view.



We have a feature to disable all sub streams if needed:

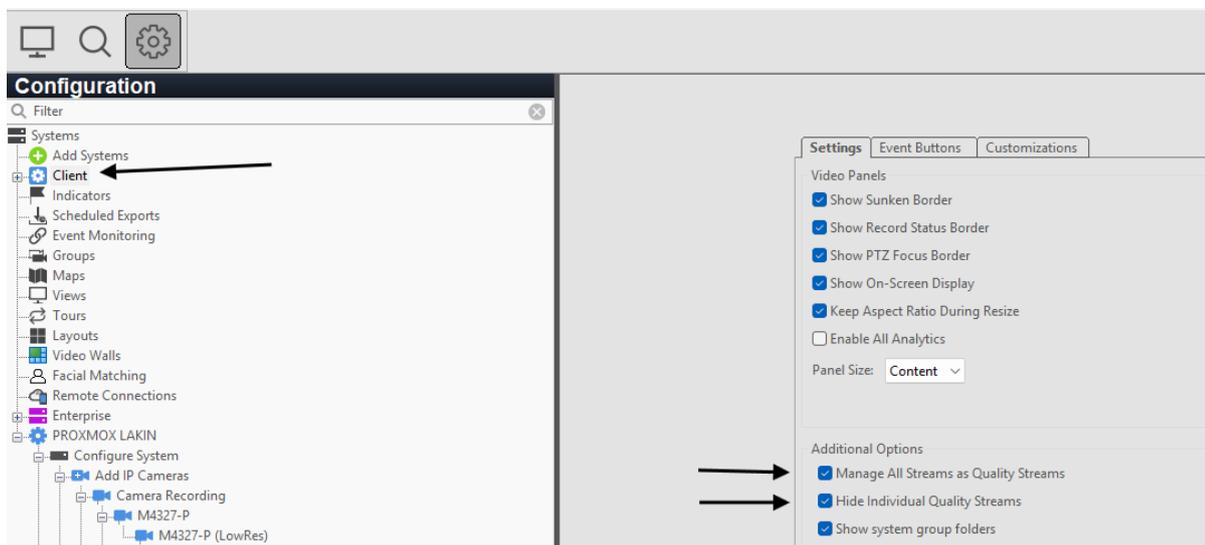
- Go to Client in the Configuration Settings,
- Look for Additional Options
- Check the Manage All Streams as Quality Streams
- Hide Individual Quality Streams

### NOTE:

To ensure all secondary streams are treated as if they are quality streams,

select the **Manage All Streams as Quality Streams** check box.

To hide camera secondary streams in the **Live** window, select the **Hide Individual Quality Streams** check box.



After Enabling those features in the Client, the Live page will no longer show the Low Res Sub Streams.



RELATED KBS:

Enabled Debug Logging on Mobile APP

<https://support.exacq.com/#/knowledge-base/article/23705>

Views Video

<https://support.exacq.com/#/knowledge-base/article/11640>

Creating Views:

<https://docs.johnsoncontrols.com/exacq/r/Exacq/en-US/exacqVision-Client-User-Manual/22.03/System-configuration/Views-window/Creating-a-view>

Accessing views in the client-

<https://docs.johnsoncontrols.com/exacq/r/Exacq/en-US/exacqVision-Client-User-Manual/22.03/Live-window/Live-window-overview/Accessing-a-View>