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Exacq Mobile User Manual

www.exacq.com

2020-12-15

Johnson Controls

Contents

New in version 20.12

Usage Statistics

Collection of application usage statistics to better target user needs.

Installing the Exacq Mobile app

Use the Exacq Mobile app to view live video, search for recorded video, and perform other security-related tasks on exacqVision servers.

You can install the Exacq Mobile app on the following devices:

- Apple devices, iOS version 12 or later
- Android devices, version 6 or later

ⓘ **Note:** For older system versions, you must install Exacq Mobile app version 9.8 or earlier.

Tap this link to install the Exacq Mobile app on an Apple device: https://itunes.apple.com/us/app/exacq-mobile-2/id416566873?mt=8.

Tap this link to install the Exacq Mobile app on an Android device: https://play.google.com/store/apps/details?id=com.exacq.nvrclient.

ⓘ **Note:** You cannot use Exacq Mobile to configure exacqVision systems.

Exacq Mobile interface overview

The following table provides an overview of the Exacq Mobile icons and their functions. Not all features are available to all users. The availability of the functions depends on the user's assigned permissions.

Table 1: Icon functions

Icon	Function	Icon	Function
	Menu		Add group items
	Camera layout		PTZ presets
	VideoPush		List search
	Auto-populate		Add View
	Search		Association
	Previous searches		Delete
	Restore the search selection to its initial state		Control handle
	Back		Search details
	Groups		Full screen
	Sort the list alphabetically, reverse the sort, and no sort		Events
	PTZ controls		Disconnect audio
	Configuration		Edit
	Collapse a group		Dismiss all alerts
	Expand a group		HTTPS transfer protocol
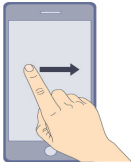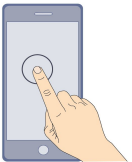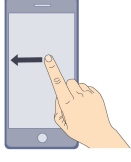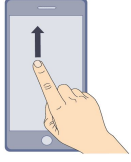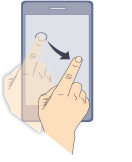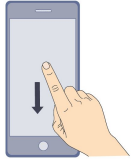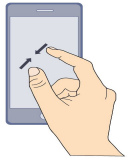
Table 1: Icon functions

Icon	Function	Icon	Function
	Web services		HTTP transfer protocol
	Server		Configuration: camera details
	Share		

Mobile gestures

The following table contains a list of mobile gestures that you can use when navigating through the Exacq Mobile application.

Table 2: Mobile gestures

Action	Gesture	Action	Gesture
	Swipe right		Tap
	Swipe left		Tap and hold
	Swipe up		Drag
	Swipe down		Pinch

Accessing the main menu

To access the main menu, complete the following step:
1. Swipe right, or tap the **Menu** icon.

Video panel status icons

Use the video status icons to quickly identify the condition for each video panel that you view.

The following table describes the icons that can appear when you open a video panel. The icons that display depend on the status of video attached. In addition, you can use the add icon to add a camera to a video panel.

Table 3: Video panel status icons

Icon	Description
	Indicates that the camera is disabled.
	Indicates that there is video loss.
	Indicates that you can add a camera. You can click the icon to add a camera to the panel.
	Indicates that the panel is acquiring video.
	Indicates that there is no video at this time. This icon displays in the **Search** view only.
	Indicates that there is a video playback error.

Configuration page functions

On the **Configuration** page, you can add web services to the mobile client, change the applications settings, access license and version information, and contact technical support. To access the **Configuration** page, on the **Live Cameras** page tap the **Menu** icon, and select **Configuration**.

Table 4: Functions on the Configuration page

Name	Description
General area	To add a web service to a mobile client, tap **Web Services**. For more information, see Adding a web service. To change application options, tap **Settings**.
Support area	To access the *Exacq Mobile User Manual*, tap **Documentation**. To access contact details for support, tap **Technical Support**. To open a support request form, tap **Contact Support**. To initiate a call to support, tap **Telephone Support**.
Information area	To access information about Exacq Mobile, tap **About Exacq Mobile**. To display exacqVision's privacy policy, tap **Privacy Policy**. To display a list of open source software, tap **Open Source Software**.

Web services

The Exacq Mobile app connects to the exacqVision web service and does not connect directly to exacqVision servers. The web service manages requests for video from mobile devices. In addition, the service performs transcoding work to re-encode video into a format suitable for mobile devices with limited CPU resources. For more information, see the *exacqVision Web Configuration User Manual*.

➤ **Important:** For Exacq Mobile to connect to an exacqVision web service, you must run an instance of the exacqVision web service that Excaq Mobile can reach. The exacqVision web service must also connect to one or more exacqVision servers.

Adding a web service

To add a web service, complete the following steps:
1. Open the Exacq Mobile app on a mobile device.
2. In the upper-left corner, tap the **Menu** icon, and select **Configuration.**
3. Tap **Web Services**.
4. On the **Web Services** page, in the lower-right corner, tap the **Plus** icon.
5. **Optional:** On the **Add Web Service** page, in the **Name** field, enter a web service name. For easy identification in the app, use a name that reflects the location or purpose of the web service.
6. In the **Address** field, type the host name or IP address, followed by the port number where the web service is deployed. The default port numbers are 80 for Hypertext Transfer Protocol (HTTP) and 443 for Hypertext Transfer Protocol Secure (HTTPS). Ensure the address starts with HTTPS or HTTP, for example: `https://myservice.com:443`
7. **Optional:** To connect the web service to all associated servers, in the **SERVER INFORMATION** pane, select the **Enable All Servers** check box.
8. **Optional:** Select the **Provide Default Credentials** check box, and then enter a server username and password. This password is used for all servers.
9. On the **Add Web Service** toolbar, tap **Save**.

    For more information about how to add a web service, contact the system IT administrator.

Editing a web service

You can edit the web service system and server information.

To edit a web service, complete the following steps:
1. In the upper-left corner, tap the **Menu** icon, and select **Configuration.**
2. Tap **Web Services** and then tap the web services that you want to modify.
3. **Optional:** In the **SYSTEM INFORMATION** pane, tap **Name**.

    - **Optional:** Edit the **Name** field.
    - **Optional:** Edit the **Address** field.

4. Tap **SAVE**.
5. **Optional:** In the **SERVER INFORMATION** pane, tap **Default Credentials**.

    - **Optional:** Clear or select **Enable All Servers**.

- **Optional:** Clear or select **Provide Default Credentials**. If you select **Provide Default Credentials**, you must enter the username and password credentials.

6. Tap **SAVE**.

Activating a web service

The **Web Services** page lists the available web services, addresses, and their connection status. A web service can connect to more than one exacqVision server. To ensure the best performance, activate only the services and server that you want to use.

To activate a web service, complete the following steps:

1. In the upper-left corner, tap the **Menu** icon, and then select **Configuration.**
2. On the **Web Services** page, select the check box for each web service that you want to activate.

Result The lock icon color indicates the type of security connection. When the lock icon is yellow, the transfer protocol is HTTP. When the lock icon is green, the transfer protocol is HTTPS.

Deactivating a web service

The **Web Services** page lists the available web services, addresses, and their connection status. A web service can connect to more than one exacqVision server. To ensure the best performance, activate only the services and server that you want to use.

To deactivate a web service, complete the following steps:

1. In the upper-left corner, tap the **Menu** icon, and select **Configuration.**
2. On the **Web Services** page, clear the check box for each web service that you want to deactivate.

Viewing the servers page

You can view the server name, the web service name, and the connection status on the **Server** page.

To view the **Servers** page, complete the following steps:

1. In the upper-left corner, tap the **Menu** icon, and then select **Servers**.

   ✓ **Tip:** On the **Web Services** page, tap the servers link for a web service to view the associated **Servers** page.

2. To search for a server, perform either or both of the following actions:

   - In the **Filter** field, enter the server name
   - Tap the **Sort** icon and select either the **Ascending (A to Z)** or **Descending (Z to A)** icon.

3. Tap the server name to open the server details page. This shows the **Connection Status** and the current **Login** type, which can be **Passthrough**, **Service Default**, or **Manual**.

   ✓ **Tip:** To add a new web service, in the lower-right corner tap the **Plus** icon. See Adding a web service for details.

Connecting a server

When you add a web service, you must connect to one or more exacqVision servers.

To connect to a server, complete the following steps:

1. In the upper-left corner, tap the **Menu** icon, and select **Servers**.
    - ✓ **Tip:** On the **Web Services** page, tap the servers link for a web service to view the associated **Servers** page.

2. From the list of servers, select the check box next to the server name for the servers that you want to connect to. The status changes to **Connected**.
    - ⓘ **Note:** To disable a server connection, clear the check box.

Editing a server configuration

You can select which logon method to use when accessing a server.

About this task: The **Login Type** options that display depend on the web service configuration.

1. In the upper-left corner, tap the **Menu** icon, and select **Servers**.
    - ✓ **Tip:** On the **Web Services** page, tap the servers link for a web service to view the associated **Servers** page.

2. On the **Servers** page, tap the server name to open the server details page for the server that you want to edit.

3. To change the **Login Type** , in the **SYSTEM INFORMATION** pane, tap **Login**.

4. Tap the **Login Type** arrow and select one of the following options:

Option	Description
Passthrough	This option is present only when you configure the web service to require no credentials when connecting to the server.
Manual	This option is present when you configure the web service to request server logon credentials. ⓘ **Note:** If you select **Manual**, you must enter the server user name and password credentials.
Service Default	This option is present when you configure the web service with default server credentials.

5. Tap **Save**.

Deleting a web service

You can delete a web service when they are no longer useful.

To delete a web service, complete the following steps:

1. In the upper-left corner, tap the **Menu** icon, and select **Configuration.**
2. Tap **Web Services** and tap the web services name that you want to delete.
3. On the toolbar, tap the **Delete** icon.
4. In the warning message, tap **DELETE**.

Cameras page

On the Cameras page, you can search for and select cameras that you want to view. A **Gold star** icon on a camera indicates that there is more than one stream available for that camera for you to select.

ⓘ **Note:** If all the video panels on the Live Cameras page display video, the next camera that you select replaces the camera in the upper left pane.

Searching for a camera using the search field

To search for a camera, complete the following step:

1. On the **Cameras** page, in the **Filter** field enter the camera name.

    ⓘ **Note:** You may use this step along with the step from Filtering Cameras.

Filtering Cameras

To search for a camera, complete the following step:

1. Tap the filter dropdown and select an option.

    ⓘ **Note:** You may use this step along with the step from Searching for a camera using the search field.

Recording status

On the Live **Cameras** page, a color-coded border around the video panel indicates the current recording status of a camera. For more information on what the colors represent, see the following table.

Table 5: Recording status

Color	Description
Blue	Motion
Red	Alarm
Green	Continuous recording
Orange	Event monitoring

Clearing a video panel

To clear a video panel, complete the following steps:

1. On the Live **Cameras** page, press and hold the video panel.
2. From the **Context** menu, select **Clear Panel**.

Accessing a group

To access configured groups on exacqVision servers, complete the following steps:

1. On the Live page, tap the **Menu** icon, and then select **Groups**.
2. On the **Groups** page, tap the group item to expand the group. Alternatively, tap the **Expand** icon to open a group. For more information, see Exacq Mobile interface overview.
3. Tap a camera name to select and display the camera on the Live **Cameras** page.
4. **Optional:** Tap the **Add Group Items** icon, next to the group name, to display all the items within the group on the live page.

ⓘ **Note:** A green bar before a name, indicates that the item is currently displayed on the live page.

Searching for a group

You can enter a text string to find a group and further refine the results returned.

To search for a group name, complete the following steps:
1. On the **Groups** page, in the **Filter** field, enter the group name.
2. **Optional:** Tap **VIEWING**, and from the list, select a specific Web service to refine the results.

Sorting a group list alphabetically

You can sort the group list, either from A to Z or Z to A.

To sort a group list alphabetically, complete the following steps:
1. On the **Groups** page toolbar, tap the **Sort** icon. For more information, see Exacq Mobile interface overview.
2. Select either the **Ascending (A to Z)** or **Descending (Z to A)** icon.

Focus page

From the **Live Cameras** page, you can select a panel and view the live video in full screen on the **Focus** page. On this page you can interact with the camera and camera associations.

Depending on the camera type, on the **Focus** page toolbar, you can select one of the following actions:

- VideoPush
- PTZ controls
- PTZ presets
- Share
- Camera details
- Clear Video panel

On the **Association** toolbar, you can interact with camera associations. To close and return to the **Live Cameras** page, in the upper-left corner of the **Focus** page, tap **Close**.

Viewing the camera details page

To view camera and server information, frame rate, resolution, status, and settings, access the **Camera Details** page. You can also access the camera details when a video panel is selected. Tap and hold the video to view camera details.

To view the **Camera Details** page, complete the following steps:
1. On the **Live** page, tap the video panel.
2. On the **Focus** page toolbar, tap **Configuration**.
3. On the **Camera Details**page, for PTZ cameras only, tap **PTZ Control Speed**, and adjust the speed using the **PTZ Control Speed** slider.
4. To return to the **Focus**page, tap **Back** on the toolbar.

Editing the camera name

Edit the camera name on the **Camera Details** page.

Before you begin: Log on to the server with admin credentials.

To edit the camera name in the **Camera Details** page, complete the following steps:
1. On the **Live** page, tap the video panel.
2. On the **Focus** page toolbar, tap **Configuration**.
3. Tap the camera name and edit it in the **Name** field.

Result The camera name updates on the server.

Editing display settings

Edit camera display settings on the **Camera Details** page.

To edit the **Display Settings** page, complete the following steps:
1. On the **Cameras** page, tap a live camera to access the **Focus** page.
2. Tap **Camera Details**.
3. Tap **Display Settings**.
4. Tap **Position**, **Template**, **Font**, **Font Size**, **Font Color**, or **Font Decoration** to edit settings.

Camera associations

Camera associations can link a camera with specific devices and actions, such as security integrations, audio inputs, soft triggers, and PTZ.

The following table shows the association types and their respective icons. These icons display over the live video and on the **Focus** page. The number of association icons that display is limited by the width of the device. Exacq Mobile can support the following camera associations:

- Soft Triggers
- Audio
- PTZ
- Kantech Entrapass access control devices
- DSC PowerSeries Neo intrusion devices

Table 6: Camera association icons

Control devices		Intrusion devices		Other	
🔒	Lock	▥	Zone	🔊	Audio Input
➡	Input	📟	Sensor	🔇	Audio Output
🚪	Door			📷	PTZ
✖	Rex	⊞	Partition	🔘	Soft Trigger on
				🔘	Soft Trigger off

ⓘ **Note:** For other camera association options, and to configure the camera associations, use the desktop version of the exacqVision Client. For more information on camera associations, refer to the *exacqVision User Manual*.

Interacting with a camera association

On the **Focus** page, you can use the **Association** toolbar to perform an action for an association.

To perform an action for an association, complete the following steps:
1. On the **Live** page, tap the video panel with the camera association.
2. On the **Focus** page, tap the relevant control icon on the **Association** toolbar at the bottom of the page. If present, tap **Expand** to see more associations.

   ⓘ   **Note:** Use the desktop version of the exacqVision Client to configure the **Association** toolbar display options. The display options specify how the **Associations** toolbar appears on the **Focus** page.

   - If set to **Always**, tap the page to hide or show the toolbar.
   - If set to **Auto-hide**, tap the page to show the toolbar. If the associated item is in an alert or alarm state, the toolbar is always present regardless of the setting.

Sharing images

When you view live video in full screen, you can take a snapshot of the current frame, save it to your device or email the image.

To save or email an image, complete the following steps:
1. On the **Live** page, tap the video panel.
2. On the **Focus** page toolbar, tap **Share**, and then select the relevant share option.

Clearing a video panel

To clear the video panel, complete the following steps:
1. On the **Live** page, tap the video panel.
2. On the **Focus** page toolbar, tap **Delete** and then tap **YES** at the confirmation message.

Live page

You can use the Live page to view live cameras and layouts. For more information on the functionality of the Live Cameras page, see Live page functions.

Live page functions

Table 7: Functions on the Live page

Function	Description
Opening the Focus page	To view live video in full screen, tap the video panel. On the **Focus** page, you can interact with the camera and camera associations.
Opening the Context menu	To open the **Context** menu for a camera, tap and hold the camera video panel.
Zooming in on a camera	To zoom in, tap the camera video panel and then pinch the page.
Populating the video panels	To populate video panels with the next available cameras on the list, tap the **Auto-populate** icon in the upper-right corner of the Live Cameras page.
Changing the video layout	To change the video layout, tap the **Camera Layout** icon.
Repositioning the video panels	To reposition the video panels, drag the panel into another pane. If there is already a camera in that pane, the cameras switch places.
Removing a camera	To remove a camera, drag the video panel to the **Delete** icon.

Selecting a layout

To select a layout, complete the following steps:

1. On the Live **Cameras** page, tap the **Camera Layout** icon.
2. On the **Layouts** page, select the layout you want.
3. On the Live **Cameras** page, in the video panel, tap the **Add** (+) icon.
4. On the **Cameras** page, select a server, and then select the camera you want to view.

   ⓘ **Note:** A green bar before a camera item in a camera list indicates that the camera is currently selected.

PTZ control and Fisheye cameras

A Pan-tilt-zoom (PTZ) camera is a camera that you can physically adjust remotely. For information on the functionality of a PTZ camera, see PTZ functions.

Accessing PTZ cameras

To access a list of PTZ cameras from the cameras on the live page, complete the following steps:
1. On the live page, tap the **Menu** icon, and then select **PTZ**.
2. Type PTZ in the searchbar to show PTZ cameras.
3. **Optional:** To sort the PTZ cameras alphabetically, in the upper-right corner of the PTZ Cameras page, tap the **List Alphabetically** icon.

Accessing a PTZ camera from a server

To access a PTZ camera from a server, complete the following steps:
1. In the Live **Cameras** page, tap the **Menu** icon, and select **Cameras**.
2. Select a server. In the **Camera** list, you can identify a PTZ camera by the **PTZ** icon.

PTZ functions

Table 8: PTZ functions

Function	Description
Moving the camera	To move the camera, in the toolbar tap the **PTZ controls** icon.
Adjusting the PTZ control speed	To adjust the PTZ control speed, in the toolbar tap the **Configuration** icon and then drag the **PTZ Speed** slider. To dismiss the **PTZ Speed** slider, tap the page.
Showing the PTZ presets	To show the PTZ presets, in the toolbar tap the **PTZ preset** icon.

Digital PTZ cameras

A digital PTZ camera does not physically move, but you can zoom and navigate the camera's viewpoint. For information on the functionality of a digital PTZ camera, see .

Table 9: Digital PTZ camera functions

Function	Description
Zooming	To zoom in, pinch the screen.
Panning and tilting	To zoom out, place two fingers together on the screen and spread them apart. To pan or tilt, zoom in and then drag the camera in the direction you want.

Opening a digital PTZ camera

To open a digital PTZ camera, complete the following step:
1. On the Live **Cameras** page, tap the video panel of the digital PTZ camera.

Fisheye cameras

When you open a fisheye camera, the icons in following table display in the toolbar. See the Fisheye camera functions table for more information.

Table 10: Fisheye camera icons

Icon	Function
	Dewarp mode (disabled)
	Dewarp mode (enabled)
	Panorama mode
	Dual view mode

Table 11: Fisheye camera functions

Function	Description
Moving the camera	To move the camera, in the toolbar tap the **PTZ controls** icon.
Adjusting the PTZ control speed	To adjust the PTZ control speed, in the toolbar tap the **Configuration** icon and then drag the **PTZ Speed** slider. To dismiss the **PTZ Speed** slider, tap the page.

Views page

Views contain predefined video panel layouts that you can easily access. You do not need to reconfigure video panel layouts.

Accessing a view

To access a view, complete the following steps:

1. On the Live **Cameras** page, tap the **Menu** icon, and select **Views**.
2. On the **Views** page, select a view from the list.

   On the left side of the view, an icon displays the number and layout of the cameras that use this view. Shading over a panel in the icon indicates which panels have items connected.

3. **Optional:** Tap and hold the icon to the left of the view to open a window with a list of the cameras included in the view. The list of camera are arranged by their position in the layout.

Searching for a view using the search field

To search for a view, complete the following step:

1. On the **Views** page, in the **Filter** field enter the view name.

   ⓘ **Note:** You may use this step along with the step from Filtering views.

Filtering views

To filter views, complete the following step:

1. Tap **VIEWING** and select an option.

   ⓘ **Note:** You may use this step along with the step from Searching for a view using the search field.

Saving a view to a mobile device

To save a view locally to your mobile device, complete the following steps:

1. On the Live **Cameras** page, tap the **Menu** icon, and select **Views**.
2. Tap the **plus sign (+)** in the upper-right hand corner.
3. In the **Save View** window, enter a name in the **Save the current live layout as a client view** field.
4. Tap **Save**.

Creating a client view

You can add a predefined camera layout, assign cameras to a layout, and add audio when creating a client view.

To create a client view, complete the following steps:

1. On the Live **Cameras** page, tap the **Menu** icon, and select **Views**.
2. On the **Views** page toolbar, tap the **Add View** (+) icon to open the **Add View** page.
3. Enter a name for the view in the **Unnamed View** field.
4. Directly opposite the **Camera layout** icon, select **EDIT**. From the list of panel layouts, select the required panel layout.

   ⓘ **Note:** Each layout differs by the number of panels, and the name of the layout indicates this number.

5. Directly opposite the **Audio Inputs/Outputs** icon, select **EDIT**. From the list of the audio devices, select the required audio device.

   ⓘ **Note:** All exacqVision systems ship with the audio inputs in a deactivated state. This is due to legal restrictions on audio recording in some countries.

6. Tap the **Camera List** icon to expand and view the panels. For each panel, select **ADD** and from the list, select the camera to add.
7. On the **Add View** toolbar, tap the **Save** icon.

Editing a client view

You can change the camera layout, the cameras assigned to a layout, and edit the audio when editing a client view.

To edit a client view, complete the following steps:

1. On the Live **Cameras** page, tap the **Menu** icon, and select **Views**.
2. From the list of views, tap the **pen** icon directly opposite the name of the view that you want to edit.
3. Edit the view by completing any of the following actions:

Option	Description
Edit the camera layout	Directly opposite the **Camera layout** icon, select **EDIT**. From the list of panel layouts, select the new panel layout.
Edit the Audio Inputs/Outputs	Directly opposite the **Audio Inputs/Outputs** icon, select **EDIT**. From the list of the audio devices, select the required audio device.
Edit the camera list	Tap the **Camera List** icon. • To remove a camera from a layout panel, directly opposite the panel name, select **REMOVE**. • To add a camera to an empty layout panel, directly opposite the panel name, select **ADD**. From the list, select the camera to add.

4. On the **Edit View** toolbar, tap the **Save** icon.

Tours page

You can view, filter, search, and sort the tours list from the Exacq Mobile app **Tours** page. To create or configure tours, use the desktop version of the exacqVision client. For more information on how to configure tours, see the *exacqVision User Manual*.

Starting a tour

To access a configured tour of a camera, complete the following steps:

1. On the **Live Cameras** page, tap the **Menu** icon, and then select **Tours**.
2. On the **Tours** page, select a tour from the list.

   ⓘ **Note:** On the live page, you can see the active tour. While the tour runs, you can see a progress bar that indicates the progression through the views dwell time, before you can see the next view in the tour.

3. **Optional:** Tap the Tours progress bar at the bottom of the page, to pause the tour.

   From the paused progress bar, complete one or more of the following actions:

   - Tap the **>** icon to move to the next view in the tour.
   - Tap the **<** icon to view the previous view in the tour.
   - Tap the **X** icon to end the tour.

Stopping a tour

To stop a tour, complete the following step:

1. On the **Live Cameras** page, tap the **Exit the tour** icon.

Searching tours

You can enter a text string to find a tour.

To search for a particular tour, complete the following steps:

1. On the **Tours** page, in the **Filter** field, enter the tour name.

   ⓘ **Note:** The results that are returned, show the tour names under their corresponding server name and relevant folder name.

2. **Optional:** Tap **VIEWING**, and select an option from the list to refine the search results. For more information, see Filtering tours

Filtering tours

You can filter the list of tour names, by selecting a filter that matches a certain criteria, for example the most live or recent tours.

To filter the tour list, complete the following steps:

1. On the **Tours** page, tap **VIEWING** and select an option.

   The results that are returned, show the tour names under their corresponding server name and relevant folder name.

2. **Optional:** In the Filter field, enter the tour name to refine the results further.

Sorting a tour list alphabetically

You can sort the tours list, either from A to Z or Z to A.

To sort the list of tour names alphabetically, complete the following steps:

1. On the **Tours** page toolbar, tap the Sort icon. For more information, see Exacq Mobile interface overview.
2. Select either the **Ascending (A to Z)** or **Descending (Z to A) icon**.

Video Push function

You can use Video Push to receive and send views to and from exacqVision client users and Exacq Mobile clients. You can also receive or send any view with an audio device playing. For more information on audio devices, see Playing live audio.

Sending a view

To send a view, complete the following steps:

1. On the Live **Cameras** page, drag the camera view that you want to send into the **VideoPush** icon. Alternatively, on the **Focus** page toolbar, tap **VideoPush**.
2. On the **VideoPush Send** page, select one or more exacqVision clients.
   - ⓘ **Note:** The **VideoPush Send** page lists only the server clients that have the **VideoPush** option.
3. Tap the **Video Push** button, in the lower-right corner of the **VideoPush Send** page.
4. **Optional:** To send the view in full screen, in the client name field, tap the **Full screen** icon.

Receiving a view

To receive a view, activate the **Enable Receiving display** setting.

To receive a view, complete the following step:

1. On the **Settings** page, enable **Enable Receiving Display**.
   - ⓘ **Note:** When you receive a view from another client, a message displays. To clear the message, tap the **Back** icon.
2. Enter a name for the mobile client. This name displays on the title bar of the connecting exacqVision client.
3. Tap **Save**.

Push notification function

To receive notifications, even when you do not have the Exacq Mobile app open, enable push notifications. Depending on the type of notification, you can apply and view an event monitoring profile for an event, or view an analytic event.

Viewing an analytic event push notification

To view an analytic event push notification, if you are not using the app, complete the following steps:

1. To view the notification immediately, go to the **Notification Center**, and tap the notification to open the Exacq Mobile app.

   ⓘ **Note:** If you are using the Exacq Mobile app, in the notification window, tap **View** to see the event. Alternatively, tap **Dismiss** to ignore the event.

2. In the **Analytics Event** page, the area that triggers an event appears as a zoomed-in image. You can also see the associated metadata, the camera's name, event time, and object ID.

   ⓘ **Note:** Depending on the type of analytic rule, there may not be a video image.

3. **Optional:** To see the entire frame, in the upper-right corner of the image, tap the **Zoom** icon. A bounding box displays around the area of interest. Tap **Zoom** again to switch back to the original view.

   ⓘ **Note:** Depending on the type of analytic rule, the entire frame may appear and not a section of the frame.

4. **Optional:** To view live video, tap **VIEW IN LIVE**, or tap **SEARCH** to search within a time interval of thirty seconds, before and after the event time.

Viewing an event monitoring profile push notification

To view an event monitoring push notification, if you are not using the app, complete the following steps:

1. To view the notification immediately, go to the **Notification Center**, and tap the notification to open the Exacq Mobile app.

2. On the **Live** page, you see the event monitoring profile for the event. Tap the **Back** arrow icon to return to what you were viewing before the event occurred. See Event monitoring function for more details.

   ⓘ **Note:** If you are using the Exacq Mobile app, in the **Event Monitoring Profile** notification window, tap **Apply** to see the event. Alternatively, tap **Dismiss** to ignore the event.

Event monitoring function

Event monitoring associates events that happen on an exacqVision server with actions that you implement on the exacqVision client. You cannot create event monitoring profiles on the Exacq Mobile app. You must create event monitoring profiles with the exacqVision client. Once you create an event monitoring profile, you can activate it on the Exacq Mobile app.

Activating an event monitoring profile

To activate an event monitoring profile, complete the following steps:

1. On the Live **Cameras** page, tap the **Menu** icon, and then select **Event Monitoring**.
2. On the **Profiles** page, select a profile from the list.

Viewing an event

To view and event, complete the following steps:

1. Activate an event monitoring profile. For more information, see Activating an event monitoring profile.
2. On the Live **Cameras** page, in the lower toolbar tap the **Events** icon. You can dismiss an event by swiping left.

   ⓘ **Note:** The **Events** icon turns green if there are no acknowledged events. If there are events that need acknowledgement, the **Events** icon turns red.

   When you view an event, a toolbar displays in the lower part of the Live **Cameras** page. If more events occur while you monitor an event, the number of events and the number of new active events, displays in the right corner of the lower toolbar. You can continue to view video and use the Exacq Mobile app while the profile is active. When another event occurs, the view switches to the cameras that you configure to that event.

System alerts

For available system level updates, a notification appears on the **System Alerts** page.

Configure alert

To access suggested updates, tap **Configure**.

Remove an alert

To remove an alert, on the **System Alerts** page, swipe the alert you want to remove to the left, or tap **DISMISS**.

ⓘ　**Note:**　To remove all alerts, tap the **Dismiss All** button in the upper-right corner of the **System Alerts** page.

Searching for recorded video and audio

You can search for recorded video and audio from one or more cameras by selecting **Search** from the menu. From the **Search** page, you can view all previous searches and restore the search selection to its initial state, when you tap the **Restore** icon from the toolbar.

To select the search criteria, complete the following steps:
1. Tap the **Menu** icon and select **Search** to open the **Search** page.
   - ⓘ **Note:** To view previous searches, tap the **Previous searches** icon on the toolbar.
2. Tap **Start** and select a start time and date.
3. Tap **End** and select an end time and date.
   - ⓘ **Note:** The time interval must be within a one day time range.
4. Tap **Timezone** to switch between client time or server time and their corresponding GMT timezones.
   - ⓘ **Note:** This option is available only when the mobile client and the server are in different time zones.
5. To select a camera, tap **ADD** and complete the following steps:

   a. From the **Cameras** list, select one or more cameras.
   b. Tap the green check mark icon.

6. To add an audio device, tap **ADD** and from the **Audio devices** list, select one audio device.
   - ⓘ **Note:** This option is available only for cameras that support audio input.
7. Tap **Search**.

Performing a search

To perform a search, complete the following steps:
1. On the Live **Cameras** page, tap the **Search** icon.
2. From the **Search** list, select how far back from the current live video you would like to search.
3. Select the cameras and associated audio that you want to search.
4. Tap the **Ok** icon in upper-right corner.
   - ⓘ **Note:** You can search cameras only on one exacqVision server at a time. If cameras from multiple servers are displaying in the Live Cameras page, the system displays the *Search* page for you to select cameras from one server. For information on the *Search* page, see Searching for recorded video and audio.

Using list search

After you search for an event, you can view a still for each collection of events that trigger a recording. You can also select and view the event. Use List Search to see this alternative view.

To see a list and further refine a search, complete the following steps:
1. On the Live **Cameras** page, tap the **Search** icon.
2. From the **Search** list, select how far back you want to search.
3. In the toolbar, tap the **List Search** icon.
4. In the right corner of the **List Search** page, select **SORTING BY**.
5. In the *Filter* window, in the **Result Filters** area, select **Motion**, or **Alarm**, or **both**.

6. In the **Sort Options** area, select one of the following options:

- **Start**
- **End**
- **Duration**
- **Type**

7. Tap **Close**.

Search controls

Table 12: Search controls

Function	Description
Displaying search metadata	To display the timeline, tap **Search metadata** in the toolbar. ⓘ **Note: Search metadata** is available if your web service supports metadata display.
Hiding search metadata	To remove the timeline, tap **Search metadata** in the toolbar. ⓘ **Note: Search metadata** is available if your web service supports metadata display.
Playing video forward	To play the video, tap **Play** to the right of the timeline.
Playing video back	To play the video back, tap **Play** to the left of the timeline.
Fast-forwarding	To fast-forward, tap the double arrow that points to the right.
Rewinding	To rewind, tap the double arrow that points to the left.
Zooming	To zoom in, pinch the page. To zoom out, place two fingers together on the screen and spread them apart.

Table 13: Timeline indicators

Color	Description
Green	Time lapse video
Blue	Motion
Red	Alarm
White	No video recorded

Customizing a search

To customize a search, complete the following steps:

1. Tap the **Search Details** icon to open the **Search Details** page.
2. In the **Start** field, enter a start date and time.
3. In the **End** field, enter an end date and time.

   ⓘ **Note:** If the mobile client and the server are in different time zones, you can select the time zone you want to use on the **Search Details** page.

4. From the **Active Sources** list, select the cameras and audio that you want.
5. **Optional:** To add additional cameras, from the **Cameras** list, select the cameras you want to add.

6. From the **Audio** list, select whether you want to include audio in your search

   ⓘ **Note:** This option is available only for cameras that support audio input.

7. Tap **Search**.

Playing live audio

To play live audio on a device, complete the following steps:

1. On the Live **Cameras** page, tap the **Menu** icon and select **Audio Devices**.

2. On the **Audio Devices** page, select an audio device. You can change the list of audio devices on the **Audio Device** page. Tap **VIEWING** and then select a search option. For more information about search options, see Searching for a camera using the search field.

   ⓘ **Note:** The **Audio Device** page displays any cameras that are associated with the audio device.

3. Choose one of the following options:

   - **Listen**: Plays the device's audio in the **Audio Devices** page. Press and hold **Listen** to talk.

   - **Listen in live**: Plays the device's audio in the **Live Cameras** page.

     When you play audio in the Live **Cameras** page, you can display a **Dial** menu in the lower-right corner of the page. You can use this menu to disconnect the audio and to display a list of other audio actions available for the device. To open the **Dial** menu, tap the **Dial** icon and tap and drag the dial to display action options.

   ⓘ **Note:** You can play back only one device at a time.

Soft trigger controls

Soft triggers are preconfigured actions that you implement in the exacqVision client. You can use Exacq Mobile to activate and deactivate soft triggers. However, you cannot configure soft triggers with the mobile client.

Table 14: Soft triggers controls

Function	Description
Activating a soft trigger	To activate a soft trigger, on the **Soft Triggers** page select the soft trigger you want to activate.
Deactivating a soft trigger	To deactivate a soft trigger, on the **Soft Triggers** page select the soft trigger you want to deactivate. ⓘ **Note:** When a soft trigger is active, a red **ALARM** button displays. When a soft trigger is not active, a green **NORMAL** button displays.
Locating a soft trigger	To find a soft trigger, on the **Soft Triggers** page enter the name of the soft trigger in the **Filter** field.

Arming an intrusion system

Use the Partitions page to arm and disarm intrusion systems, and bypass a zone. To arm an intrusion system, complete the following steps:

1. On the Live **Cameras** page, tap the **Menu** icon and then select **Partitions**.
2. On the **Partitions** page, select the device that you want to disarm.
3. Tap **Arm**, and then enter the access code for the intrusion system.

   ⓘ **Note:** The access code is the code that you use for the physical control panel.

4. Tap **Ok**.

Disarming an intrusion system

To disarm an intrusion system, complete the following steps:

1. On the Live **Cameras** page, tap the **Menu** icon and then select **Partitions**.
2. On the **Partitions** page, select the device that you want to disarm.
3. Tap **Disarm**.

Bypassing a zone

To bypass a zone, complete the following steps:

1. On the Live **Cameras** page, tap the **Menu** icon and then select **Partitions**.
2. On the **Partitions** page, select a device.
3. Tap **Bypass Zone** next to the system you want to bypass.
4. Enter the access code for the intrusion system.
   ⓘ **Note:** The access code is the code that you use for the physical control panel.
5. Tap **Ok**.

Interacting with access control and sensor devices

Use the **Doors** page to interact with access control and sensor devices.

To interact with a device, complete the following steps:

1. On the Live **Cameras** page, tap the **Menu** icon, and select **Doors**.
2. On the **Doors** page, select the device you want to interact with, and then select an action.
3. In the *Enter Credentials for Exacq* window, enter your third party access control username and password.
4. Select one of the following options:

    - **Save Credentials for 30 Days**
    - **Log In (This Session Only)**

5. Tap **Ok**.

Settings page

To access the Settings page, tap **Settings** on the **Configuration** page.

On the **Settings** page, you can perform the following tasks:

- Configure the VideoPush feature to receive views.
- Modify the system alert options.
- Access security integrations.
- Configure Exacq Mobile to receive push notifications.
- Access the **Advanced Setting** page.
- Back up the configuration settings for Exacq Mobile.
- Enable, or disable, the collection of usage statistics.
- Reset the configuration parameters.

Configuring Video Push

To configure video push to receive views to and from exacqVision clients and mobile clients, complete the following steps:

1. On the **Settings** page, enable **Enable Receiving Display**.
2. Enter a name for the mobile client. This name displays on the connecting exacqVision client title bar.
3. Tap **Save**.

Security integrations

You can use security integrations to control and view the status of third-party security equipment. You cannot use Exacq Mobile to configure security integrations; you must use an exacqVision server.

ⓘ **Note:** To access security integrations with Exacq Mobile, enter the user account credentials for the third party system you want to access.

Enable push notifications

You can select the type of push notification to receive from a device. There are two types of push notifications: Analytics and Event Monitoring. You can receive both, even if you close the Exacq Mobile app.

Push notifications require configuration on the following platforms:

- exacqVision network video recorder
- exacqVision web service

For more information on how to configure push notifications, see the *exacqVision User Manual* and the *Web Service Configuration User Manual*.

Selecting analytic event push notifications

To receive push notifications from analytic rules, complete the following steps:

1. On the **Configuration** page, tap **Settings**.
2. In the **Push Notifications** area, tap **Analytics**.

3. From the **Analytic Rules** list, selects one or more rules. Each rule shows the name, type of rule, and the server name.
4. Tap the **Green check mark** icon.

Selecting event monitoring profile push notifications

To receive push notifications from event monitoring profiles, complete the following steps:
1. On the **Configuration** page, tap **Settings**.
2. In the **Push Notifications** area, tap **Event Monitoring**.
3. From the **Event Monitor Profiles** list, select one or more event monitoring profiles.
4. Tap the accept icon.

Backup configuration

To backup the settings in the Exacq Mobile application, complete the following steps:
1. On the **Settings** page, tap **Backup Configuration**.
2. **Optional:** To backup the application's credentials, tap **Include credentials**, and enter a password in the **Passphrase** field.
3. Tap **BACKUP**.
4. Select an application for how you want to save the backup configuration.

   When you are restoring the configuration on a device, you are automatically prompted to restore the settings when you open the file.

Advanced settings

The following table provides information on the camera settings that you can configure on the **Advanced Settings** page.

Table 15: Camera Settings on the Advanced Settings page

Name	Function
Display Camera List Thumbnails	To display thumbnails on the **Cameras** page, enable **Display Camera Lists Thumbnails**.
Display Association Overlay	To display association overlays, enable **Display Association Overlays**.
Image Quality	To increase or decrease the video quality, tap **Image Quality**, and move the slider to increase or decrease the video quality. ⓘ **Note:** Increasing the image quality can consume additional bandwidth, and can reduce the frame rate.

Table 15: Camera Settings on the Advanced Settings page

Name	Function
Increase Requested Image Size	To increase the image size, tap **Increase Requested Image Size** and move the slider to adjust the quality of compressed video.
PTZ Controls Opacity	To adjust the PTZ control overlay, tap **PTZ Controls Opacity**, and move the slider to make the PTZ control overlay lighter or darker.
INACTIVITY TIMEOUT	To disconnect the live streams, complete the following steps: 1. Enable **Disconnect Live Streams**. 2. Tap **Disconnect Time** and enter the number of minutes after which the live stream is disconnected.

Adjusting the sleep options on the device

The following tasks details how to adjust the sleep options in Device Settings on the Advanced Settings page.

To adjust the sleep options on a device, complete the following steps:

1. Tap the **Sleep Options** area.
2. Select one of the following options:

   - **Do not prevent sleep**
   - **Prevent sleep when playing video:** Overrides the sleep setting on the device's operating system when playing any video.
   - **Always prevent sleep:** Overrides the sleep setting on the device's operating system.

Usage Statistics

Application usage statistics are collected in order to improve the user experience. At startup, a one-time dialog prompts you to allow the collection of these statistics. This selection can be changed at any time on the Settings page.

To enable the collection of user statistics complete the following steps:

1. In the *Usage Statistics* window review the privacy policy by tapping **Privacy Policy**.
2. Tap **Allow** to enable collection of usage statistics, or **Cancel**.

Amending usage statistics

To enable, or disable the collection of Usage Statistics, complete the following step:

1. On the **Settings** page, toggle **Usage Statistics**.

Resetting the configuration parameters

To reset all the configuration parameters to their default settings, complete the following steps:

1. On the **Setting** page, tap **Reset All Data**.
2. In the *Reset All Data* window, tap **Yes**.

Managing log files

You create log files to save the informational, warnings, or error messages about the system.

Setting the logging level

Log settings define the type of information that is logged.

To set the logging level, complete the following steps:
1. On the **Setting** page, tap **Log Level**.
2. Set the log level to one of the following options:

Option	Description
Debug	Generates log statements for all error types, useful for technical support troubleshooting.
Info	Generates log statements for general usage and incorporates warning and error messages.
Warn	Generates log statements for possible issues that are not errors. Warning is the default setting and incorporates error messages.
Error	Generates log statements for issues that have caused errors.

Exporting log files

You can initiate a log export and send the file to a preferred location.

To export the log file, complete the following steps:
1. On the **Setting** page, tap **Export Logs**.
2. On the social sharing pane, choose an option for sending the log file. Depending on your device configuration, you can send the log file for example by email, or save the log file to a drive.

Result To view the log file, open the file with a text editor.