

Exacq

exacqVision Mobile User Manual

www.exacq.com

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New in version 24.12

This release includes the following updates for exacqVision Mobile:

- Improved usability for tablets
- Added audio search
- Added audio-only focus view
- General improvements and bug fixes

exacqVision Mobile

You can use the exacqVision Mobile app to view live video, search for recorded video, and perform other security-related tasks on exacqVision servers. You cannot use exacqVision Mobile to configure exacqVision systems.

Installing the exacqVision Mobile app

Before you begin:

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

- Apple devices, iOS version 16.2 or later.
- Android devices, version 11 or later.

Getting started

To use the app you must use one of the following two methods to connect to a server:

- To connect remotely, enter a six character remote access code, followed by logon credentials.
- To connect locally, enter a URL and logon credentials.

Connecting with a remote access code

1. Open the app, on the initial logon screen, tap **Get Started**.
2. On the **Connect Server** screen, enter the six character remote access code. You can request a code from your system administrator.
 - ① **Note:** If your system administrator generates a code for multiple servers, you connect to all of those servers when you use the code. Codes are single use, and limited to one user.
3. Tap **Next**.
4. On the **Connect x Servers** screen, enter your credentials.

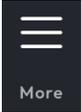
Connecting with a URL

1. Open the app, on the **Initial Log in** screen, tap **Get Started**.
2. On the **Connect Server** screen, tap **Enter a URL instead**.
3. Enter the **Server Address, Username** and **Password**. You can request the server address and logon credentials from your system administrator.
4. Tap **Connect Server**. A successful logon launches the **Live Views** screen where you can access live camera views.
5. To add additional servers, see [Editing a server](#).

exacqVision Mobile interface overview

The following table provides an overview of the exacqVision Mobile main menus and their functions. The features available in each menu depend on the role that an admin user has assigned to you.

Table 1: Main menu icons

Icon	Name	Description
	Live	Tap to display the live cameras screen. From this menu you can create custom views and access a focus view to view a specific camera.
	Devices	Tap to display the groups and devices screen, where you can find information on all devices, cameras, doors, partitions, audio, and triggers.
	Events	Tap to display a list of events for the camera views. You can search and view specific events from this menu.
	More	Tap to display the Bookmarks, Cases, Event Monitoring, and Settings menu options.

Mobile gestures

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

Table 2: Mobile gestures

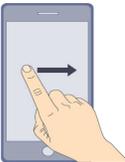
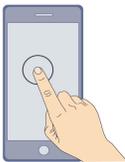
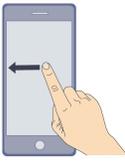
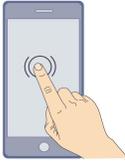
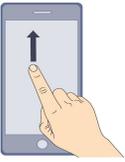
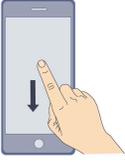
Action	Gesture	Action	Gesture
	Swipe right		Tap
	Swipe left		Tap and hold

Table 2: Mobile gestures

Action	Gesture	Action	Gesture
	Swipe up		Drag
	Swipe down		Pinch and spread

Live screen

When you log on to the app, the **Live** screen opens. Use the **Live** screen to access existing views and to view details for a specific camera in focus view. You can add cameras and audio devices to create your own views, or use **Quick View** to create a view which is not saved to the NVR.

Accessing live views

You can view live cameras that are defined in the exacqVision Client. You can also configure layouts for the views on the live screen. On the **Live** screen, choose from the following options:

- To add a device to quick view, in **Quick View**, tap **Add**. To reorder the devices, tap and drag.
- To create, edit or delete a view, tap the **Menu** icon. For more information, see [Creating views](#) and [Editing and deleting views](#).
- To see a list of all views, tap the **Menu** icon, then tap **See All Views**.
- To switch between different views, on the **Live** screen, swipe right or left.
- To edit the order in which views display on the **Live** screen, complete the following steps:
 - a. Tap the **Menu** icon, then tap **See All Views**.
 - b. On the **All Views** screen, tap the **Menu** icon, then tap **Reorder**.
 - c. Tap and drag the devices as required, then tap **Save**.

Creating views

You can create new views and edit existing views.

1. On the **Live** screen, tap the **Menu** icon, then tap **Create a View**.
2. On the **Create a View** screen, enter a name for your view, then tap **Add Devices**.
3. On the **Select Devices** screen, add devices or groups of devices to the view, tap the **Add** icon.
4. Tap **Done** > **Save**. The cameras display in the view.

Editing and deleting views

You can edit the layout and add or remove devices. You can also delete a view.

1. On the **Live** screen, tap the **Menu** icon, then tap **See All Views**.
2. In the **All Views** screen, use the **Search** field to find the view that you want to edit. To move the view between the **Visible** and **Hidden** lists, use the toggle switches.

3. To the right of the view that you want to edit, tap the **Menu** icon.
4. To delete the view, tap **Delete View**. To edit the view, tap **Edit View** and make the following changes:
 - Enter a new view name.
 - Use the **Add** and **Remove** icons to add or remove devices.
5. Tap **Save**.

Focus view

Use focus view to interact with the camera and view any events associated with the camera.

Depending on your user privileges and camera specifications, on the focus view toolbar, you can complete the following actions:

- Scroll back to see past events.
- View events associated with a camera.
- Create a bookmark.
- View device settings.
- View PTZ controls.
- Create PTZ presets.
- Download a file to a local device.

Table 3: Focus view icons

Icon	Name	Description
	Menu	Use to access the device options and device settings.
	Audio	Use to play audio associated with the camera. The audio icon displays only when audio is available.
	Microphone	Use to relay audio to the camera. The microphone icon displays only when a microphone is present.
	Bookmark tool	Drag to mark the area on the timeline that you want to save as a bookmark.
	Scrollable timeline	The upper bar displays when video has been recorded in the timeline. The lower bar displays when audio has been recorded in the timeline. The timeline colors denote the following: Blue: Motion events Red: Alerts Green: Free run recording

Viewing a camera in the focus view

1. In the **Live View**, tap the camera that you want to view in detail.
2. To view the camera across the timeline, scroll right and left on the scrollable timeline.
3. Use **Play** and **Pause** to start and stop the feed, and the skip forward and skip backward arrows to the view cameras at 10 second intervals.

4. Tap **Live** to view the live camera feed.
5. To jump to a point on the timeline, tap the time and date marker above the timeline.
6. In the **Focus View**, you can view events associated with the camera. For more information, see [Viewing an event from the focus view](#).

Viewing an event from the focus view

1. In the **Live View**, tap the camera that you want to view in detail.
2. In the **Focus View**, you can view events associated with the camera. The events associated with the camera for the previous twelve hours display in a list in the lower part of the screen.
 - ① **Note:** To load more events, drag up or down at the beginning or end of the list. If no events are found, use the [Jumping to a date and time in the focus view](#) feature.
3. Scroll right and left on the scrollable timeline to move through the camera feed.
4. The upper bar displays when video has been recorded in the timeline. The lower bar displays when audio has been recorded in the timeline. The timeline colors denote the following:
 - Blue: Motion
 - Red: Alerts
 - Green: Free run recording
 - ① **Note:** When you scroll to an event on the timeline, the event moves to the top of the event list and the event icon flashes in blue for a second. Events for the previous and following twelve hours are displayed.
5. In the **Events** list, tap the event to view the timeframe, the camera name, and any tags associated with the event.
6. Swipe down or tap the back arrow to return to the camera.

Playing and relaying audio

In the focus view, when you view a camera that has audio associated with it, you can send and receive audio. To access an audio device through the devices screen, see [Accessing audio devices](#).

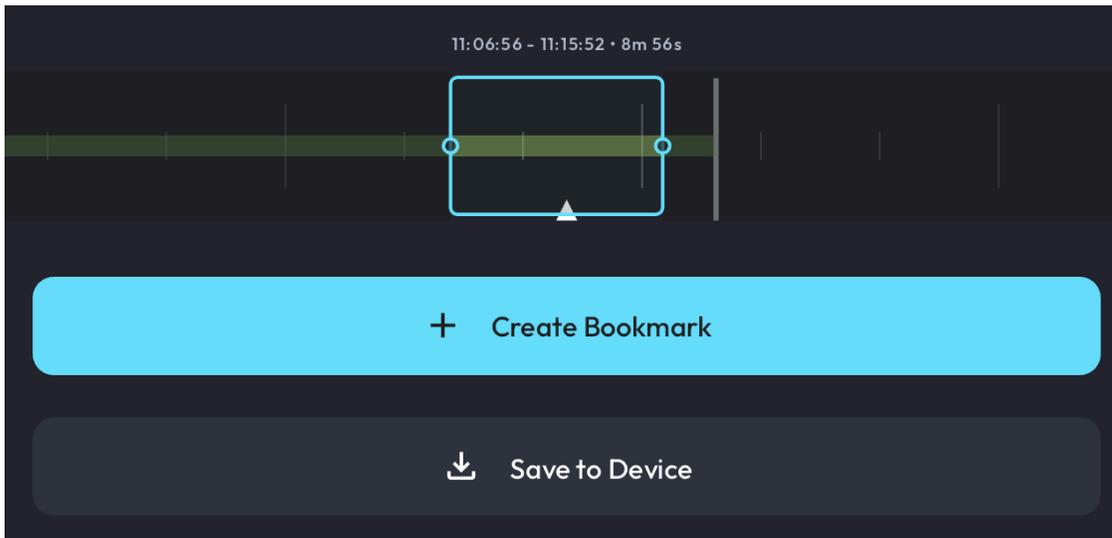
1. In the **Live View** screen, tap the camera that you want to view.
2. If there is one or more audio devices associated with the camera, a list of audio devices displays under **Device Associations**.
3. Tap the **Audio** icon to listen to an audio device. You can use the scrollable timeline to move through the audio feed
 - ① **Note:** You can listen to only one device at a time.
4. To send audio to the device's speaker, tap the **Mic** icon and relay your message.

Creating and saving a bookmark

You can save a bookmark from a camera or download it to a local device.

1. In the **Focus** view, tap the **Pause** icon, then tap **Save Footage**.
2. On the **Create Bookmark** screen, in the timeline, drag to mark the area that you want to save as a bookmark.
3. Choose from the following options:
 - To download the bookmark to your device, tap **Save to Device**.
 - To add the bookmark to your saved clips, tap **Create Bookmark** and complete the following steps:
 - a. In the **New Bookmark** area, in the **Bookmark Name** field, enter a name.

- b. In **Bookmark Name**, enter a name for your bookmark.
- c. To add a description, tap **Add Description**.
- d. To save the bookmark to the **Bookmarks** screen, tap **Save**.



Adding a bookmark to a new or existing case

You can add a saved bookmark to an existing case, or create a new case to add the bookmark to. For more information, see [Cases](#).

1. To view saved clips, on the **Live Screen**, tap **More > Bookmarks**.
2. On the **Saved Bookmarks** screen, tap the bookmark that you want to add to a case.
3. Tap **Menu > Add to Case**.
4. On the **Add to Case** screen, you can choose to add the bookmark to an existing case, or create a new case:
 - To add the bookmark to an existing case, tap the case that you want to add the bookmark to.
 - To create a new case, tap **New**, then enter a name and description for the case.
5. Tap **Save**. Case created with bookmark flashes at the bottom of the screen.

Jumping to a date and time in the focus view

1. In the **Focus View**, above the **Live** playhead, tap **Today**.
2. Select the date and time that you want to jump to.
3. Tap **Apply**.

Viewing the device information

From the camera focus view, you can access the device information page to view server and camera information such as connection status, video format, frame rate, and resolution.

1. On the **Live Screen**, tap the video to view the **Focus View**.
2. In the upper right corner, tap the **Information** icon to view the **Device Information** page.
3. To return to the **Focus View** screen, tap **Done** or swipe down.

PTZ control and Fisheye cameras

A Pan-tilt-zoom (PTZ) camera is a camera that you can physically adjust remotely. You can use the arrows to move the camera to the right, left, up and down. You can also use the controls to pan tilt and zoom the camera in and out.

Viewing a PTZ camera

Use this feature to view and use the PTZ controls, choose from a list of preset views, or to dewarp a fisheye camera view. To use the dewarp options, you must enable dewarping in the exacqVision desktop client. A preset is a user-defined position of the camera's pan, tilt, and zoom settings. You can also use **Playback Settings** to choose a PTZ preset. For more information, see [Playback Settings](#).

1. On the **Live Screen**, tap the camera to access the **Focus View**.
2. In the **Camera Controls** section, tap **View**.
3. In the **PTZ Controls** area, you can use the directional controls to pan, tilt and zoom the camera, or tap **PTZ Presets** to choose from a list of preset positions.
4. Tap the **Modes** arrow to view **Dewarp Options** for the camera. Choose from the following options:
 - **Dewarp**
 - **Panorama**
 - **Dual View**
5. Tap **Back > Done** to return to the **Focus View**.

Playback Settings

You can use **Playback Settings** to choose from a list of PTZ presets or switch streams to change the video resolution.

1. On the **Live Screen**, tap the camera to access the **Focus View**.
2. In the upper left corner, tap the **Gear** icon to view the **Playback Settings**. Choose from the following options:
 - To choose from a list of preset positions, tap **PTZ Presets**.
 - To change to a higher or lower resolution, tap **Change Stream**.
3. Tap **Back > Done** to return to the **Focus View**.

Devices screen

Use this screen to view system alerts, to create and edit groups, and to add devices to groups.

From this screen, you can access the following features:

- **System:** Tap to display system alerts or errors.
- **Devices:** Tap to display device issues or errors.
- **Search:** Search for a specific device, group, door, partition, trigger, or audio.
- **Servers:** Tap to display a list of all devices on a server.
- **Cameras:** Tap to display a list of cameras that you can access.
- **Doors:** Tap to display a list of doors that you can interact with.
- **Partitions:** Tap to display a list of partitions that you can arm or disarm.
- **Audio:** Tap to display a list of audio devices that you can access and add or remove from groups.

- **Triggers:** Tap to display a list of triggers that you can activate or deactivate.
- **Groups:** Tap to display all of the groups that you can view and edit.
- **All Devices:** Tap to display all devices in one list.

Viewing system alerts

For system level updates, a notification appears on the devices screen.

1. To view system alerts, on the **Home** screen, tap **Devices**.
2. On the **Devices** screen, the **System** area displays the number of alerts that have occurred.
3. Tap **Alerts** to view the **System Alerts** screen which lists the alert messages.
4. To review an alert, read the alert information and decide on an action that you want to complete, then tap the relevant button that displays after the message.

Example: A new version of exacq Server is available. Some details about the update here.

5. Tap **Update** or **Dismiss**.

Viewing device issues

1. To view device issues, on the **Home** screen, tap **Devices**.
2. On the **Devices** screen, the **Devices** area displays the number of device issues that have occurred.
3. Tap **Issues** to view the **Device Alerts** screen which lists the device errors.

Searching for a device

1. On the **Home** screen, tap **Devices**.
2. On the devices screen, choose from the following options:
 - Swipe right to view the list of devices in each tab and select the device manually.
 - In the **Search** field, start typing the name of the device to filter the list of devices. Then tap on the device to view the device **Focus Screen**. Depending on the device, different options are available on the device screen.

Servers

Use the servers tab to tap on a server name and see a list of all devices that are on that server.

Cameras

Use the cameras tab to see a list of cameras that you can access, rename, and add to views and groups.

Editing cameras

1. On the **Home** screen, tap **Devices**.
2. On the **Devices** screen, tap **Cameras**.
3. In the **Search** field, type the name of the camera that you want to edit, or scroll through the list.
4. To the right of the camera in the list, tap the **Menu** icon.
5. Choose from the following options:
 - To rename the camera, tap **Rename**, enter a new name, then tap **Save**.

- To add the camera to a view, tap **Add to View** and in the **Add to View** screen, tap the **Add** icon next to the views that you want to add the camera to. Tap **Save**.
- To add the camera to a group, tap **Add to Group** and in the **Add to Groups** screen, tap the **Add** icon next to the groups that you want to add the camera to. Tap **Save**.

Doors

Use the doors tab to interact with access control and sensor devices.

Interacting with access control and sensor devices

1. On the **Home** screen, tap **Devices**.
2. On the **Devices** screen, tap **Doors**.
3. In the **Search** field, type the name of the door that you want to edit, or scroll through the list.
4. Tap the door that you want to access.
If there is a camera associated with the door, the camera displays automatically.
 - In the upper right corner, to view the time the door last closed, tap the **History** icon
 - Tap the **Menu** icon for more options:
5. In the lower section of the screen, the access controls associated with the door display.
Choose from the following options:
 - To lock or unlock a door, tap the **Lock** icon.
 - To enable or disable a reader, tap the **Reader** toggle switch.
 - To bypass a Request to Exit (REX), tap the **Request to Exit** toggle switch.
 - To disable a door input, tap the **Door Input** toggle switch.
 - To activate or deactivate a relay on a door, tap the **Relay** toggle switch.
6. In the dialog box that displays, enter your third party access control **Username** and **password**.
7. **Optional:** Select one of the following check boxes to manage your credentials:
 - **Save for 30 Days**
 - **Save (This session only)**
8. Tap the action button. For example, **Lock**.

Partitions

Use the partitions tab to arm and disarm intrusion systems, and bypass a zone.

Arming and disarming an intrusion system

1. From the main menu, tap **System**, in the **Groups & Devices** screen, tap the **Partitions** tab.
2. In the **Search** field, type the name of the partition that you want to edit, or scroll through the list.
3. From the **Partitions** list, select a device.
4. In the top-right corner, tap the **History** icon to view the date and time that the partition was armed.
5. On the **Partitions** screen, select the device that you want to arm or disarm.
6. Tap the **Arm** or **Disarm** icon.
7. In the **Access Code** field, type the access code for the intrusion system. The access code is the code that you use for the physical control panel.

8. Select one of the following check boxes.
 - **Save for 30 Days**
 - **Save (This session only)**
9. Tap **Arm** or **Disarm**.

Bypassing a zone

1. From the main menu, tap **System**, in the **Groups & Devices** screen, tap the **Partitions** tab.
2. In the **Search** field, type the name of the partition, or scroll through the list.
3. From the **Partitions** list, select a device.
4. From the list that displays, select the zone that you want to bypass.
5. In the **Access Code** field, type the access code for the intrusion system. The access code is the code that you use for the physical control panel.
6. Select one of the following check boxes.
 - **Save for 30 Days**
 - **Save (This session only)**
7. Tap **Bypass Zone**.

Audio

Use the audio tab to access audio devices or add audio devices to views and groups.

Accessing audio devices

1. On the **Home** screen, tap **Devices**.
2. On the **Devices** screen, tap **Audio**.
3. In the **Search** field, type the name of the audio device that you want to listen to, or scroll through the list.
4. The live audio from device plays. You can use the scrollable timeline to move through the audio feed.
5. In the **Device Associations** area, you can see the cameras associated with the device. To jump to the **Focus View** of a camera, tap **View**.

Editing audio devices

1. On the **Home** screen, tap **Devices**.
2. On the **Devices** screen, tap **Audio**.
3. In the **Search** field, type the name of the audio device that you want to edit, or scroll through the list.
4. To the right of the audio device in the list, tap the **Menu** icon.
5. You can add the audio device to views or groups. Choose from the following options:
 - To add the audio device to a view, tap **Add to View** and in the **Add to View** screen, tap the **Add** icon next to the views that you want to add the device to. Tap **Save**.
 - To add the audio device to a group, tap **Add to Group** and in the **Add to Groups** screen, tap the **Add** icon next to the groups that you want to add the device to. Tap **Save**.

Triggers

Use the triggers tab to activate and deactivate soft triggers. Soft triggers are preconfigured actions that you implement to link to events in the exacqVision client. You cannot use the mobile app to configure soft triggers.

Activating and deactivating soft triggers

1. From the main menu, tap **System**, on the **Groups & Devices** screen, tap the **Triggers** tab.
2. In the **Search** field, type the name of the trigger that you want to edit, or scroll through the list.
3. From the list, turn on or turn off the toggle switch for the trigger that you want to activate or deactivate.

Note: Active triggers display in blue, inactive triggers are grayed out.

Groups

Use the groups tab to create groups and devices, edit group names and descriptions, and add and remove devices to and from groups.

Creating groups and devices

Administrator and power users can use this feature to logically organize cameras and other associated devices into groups to locate them and for live monitoring and searching. You can also organize devices according to their respective business environment.

1. Tap the **System** icon to view the **Groups & Devices** screen.
2. Tap the **Groups** tab to view a list of existing groups.
3. To search for an existing group, in the **Search** field, type the name of the group or scroll through the list of groups.
4. To add a group, at the upper-right corner of the screen, tap the **Add** icon.
5. On the **Create a Group** screen, enter a **Group Name**.
6. To add a description, tap **Add Description** and enter a description.
7. Tap **Add Devices**.
8. On the **Select Devices** screen, use the **Search** to locate the devices, or select the **All Devices**, **Cameras**, and **Audio** tabs to view lists of devices and select the devices that you want to add.
9. Tap the **Add** icon next to the devices that you want to add to the group.
10. Tap **Back**, then tap **Save**.

Editing a group name and description

Administrator users and power users can edit groups names and descriptions and remove groups.

1. Tap the **System** icon to view the **Groups & Devices** screen.
2. Tap the **Groups** tab to view a list of existing groups.
3. To search for an existing group, in the **Search** field, type the name of the group or scroll through the list of groups.
4. Tap the group name.
5. To edit the name or description of the group, in the top-right corner of the group menu, tap the **Menu** icon. Choose from the following options:
 - To rename the group, tap the **Rename** icon.
 - i. In the **Group Name** field, edit the name.
 - ii. Tap **Add Description** to edit the description.
 - iii. Tap **Save**.
 - To delete the group, tap **Delete Group**, then tap **Remove**.

Adding and removing devices to and from groups

Administrator users and power users can add or remove, cameras, doors, partitions, audio, and triggers to and from a group.

1. Tap the **System** icon to view the **Groups & Devices** screen.
2. Tap the **Groups** tab to view a list of existing groups.
3. To search for an existing group, in the **Search** field, type the name of the group or scroll through the list of groups.
4. Tap the group name to view the existing devices in the group.
5. Tap the **Menu** icon to the right of the device name and choose from the following options:
 - To rename the device, tap the **Rename** icon.
 - To add devices to a view, tap **Add all devices to a view**, and complete the following steps:
 - i. On the **Add to View** screen tap the **Add** icon next to the devices that you want to add a view.
 - ii. Tap **Save**.
 - To move to another group, tap **Move to another group**, tap the button next to the group that you want to add the device to, then tap **Save**.
 - To delete a group, tap **Delete Group**, then tap **Remove**.

Events screen

Use the events screen to view a list of recorded events. You can view or search for events from this view.

Searching for events

1. Tap the **Events** icon to view the **Events** screen. A list of recent searches displays at the bottom of the screen.
2. To search for an event, tap **Choose Devices**.
3. On the **Select Devices** screen, tap the **Add** icon next to the devices that you want to add to the search, then tap **Done**.
4. Select an event type to search for, then tap **Save**.
5. Select the timeframe that you want to use in the event search, then tap **Save**.
6. Tap **Search <number> Events** to view the results of the search in the **Event History** screen. The search criteria including the number of results displays at the top of the screen.

More screen

The more screen includes the following features:

- **Bookmarks:** Displays a list of saved bookmarks. You can also add and remove bookmarks to and from cases, and download bookmarks to a local device.
- **Cases:** Displays a list of cases that contain bookmarks related to the case. You can add and remove bookmarks to and from the cases, and create and remove cases.
- **Event Monitoring:** Use to configure push notification preferences.
- **Settings:** Use to configure servers, security integrations, application logs, privacy, and system alerts.

Bookmarks

You can see a list of saved bookmarks and view, edit, download, and add or remove bookmarks to or from cases.

Viewing and editing saved bookmarks

1. Tap the **More** icon, then tap **Bookmarks** to view a list of saved bookmarks.
2. To add a new bookmark, tap the **Add** icon to open the **Events** screen. To create a bookmark, see [Creating and saving a bookmark](#).
3. To search for a bookmark, in the **Search** field, type the name of the bookmark to filter the results, or manually scroll through the list of bookmarks.
4. Tap the bookmark to view the details of the bookmark.
5. Press **Play** to view the bookmark.
6. In the upper-right corner of the screen, tap the **Menu** icon and choose from the following options:
 - To edit the bookmark details, tap **Edit details**. You can edit the name and description of the bookmark.
 - To add the bookmark to a case, tap **Add to a case** to view a list of cases that you can add the bookmark to. In the **Search** field, type the name of the case to filter the list or manually select the case that you want to add the bookmark to, then tap **Done**.
 - To download the bookmark to a device, tap **Download to Device**.
 - To delete the bookmark, tap **Delete bookmark**, then tap **Remove**.

Cases

You can see a list of cases, edit case details, and add or remove bookmarks to or from cases. Cases are available only to users who have an enterprise license.

Viewing and editing cases

1. Tap the **More** icon, then tap **Cases** to view a list of existing cases.
2. To search for a case, in the **Search**, field type the name of the case to filter the results or manually scroll through the list of cases.
3. Tap the case that you want to view. The case details and a list of saved bookmarks associated with the case display. Choose from the following options:
 - To view any bookmark associated with the case, tap the bookmark.
 - To add a bookmark to the case, tap the **Add** icon. In the **Add to Case** screen, tap the **Add** button next to the bookmark to add it to the case, then tap **Save**.
4. To edit the case, in the upper-right corner of the screen, tap the **Menu** icon. Choose from the following options:
 - On the **Edit Case** screen, edit the case name and description.
 - To add or remove a saved bookmark, tap the **Add** or **Remove** button, then click **Done**.
 - To delete a case, tap **Delete Case**, then tap **Remove**.

Event monitoring

⚠ CAUTION: Delivery of push notifications is not guaranteed. For critical events, use an alternative means of communication, such as email.

Event monitoring profiles are groups of notification events. You can use the Event Monitoring screen to configure push notification preferences. Tap a notification to see the Focus View.

Settings

You can add and configure servers, view security integrations, and configure application logs, privacy settings, and system alerts. Tap the More icon to access settings. On the settings screen, you can access the following menu options:

- **Servers:** Use to add, edit, and remove servers.
- **Security Integrations:** Use to set credentials and view status to use with third party equipment.
- **Application:** Use to access advanced settings, view and export log levels, access usage statistics, and reset data.
- **Privacy:** Use to share usage data information.
- **System:** Use to receive system notifications for what's new and system updates.

Servers

Add, edit, and remove servers, view server configuration details, and enable or disable servers.

Adding a server

1. In the bottom-right corner, tap the **More** icon, then **Settings**.
2. Tap **Servers**.
3. To add a server, in the upper-right corner, tap the **Add** icon.
4. On the **Connect Server** screen, choose the appropriate connection method:
 - To connect with an access code, see [Connecting with a remote access code](#).
 - To connect with a URL, see [Connecting with a URL](#).

Editing a server

You can view configuration details, edit the server details, and enable or disable servers.

1. On the **Servers** screen, tap the server that you want to view or make changes to.
2. To search for an existing server, in the **Find in Servers** field, type the address of the server, or use the up and down arrows to scroll through the servers.
3. To edit the server, tap the **Right Arrow** to the right of the server name.
4. **Optional:** To enable or disable the server connection, complete the following steps:
 - a. In the **Configuration** area, tap the **Connection** toggle switch.
 - b. Tap **Confirm**.

Note: When you disable the connection, you remove the server connection temporarily from the mobile app
5. **Optional:** To edit the **User Name** and **Password** fields for the server, tap the **Edit** icon.
6. Tap **Connect Server**.

Removing a server

You can remove a server and all of the associated devices from your mobile application when it is no longer needed.

1. In the bottom-right corner, tap the **More** icon, then **Settings**.
2. Tap **Servers**, and tap the server name that you want to remove.
3. Tap **Remove Server**, then **Confirm**.

Security integrations

You can use security integrations to control and view the status of third-party security equipment such as door and partitions.

Viewing security integrations

1. From the **View** screen, tap **More**, then **Settings**.
2. Tap **Security Integrations**.
A list of security integrations displays with saved credentials. The screen shows if the integrations are connected and if you are logged on.
3. **Optional:** To clear all credentials for all devices, tap **Clear All Credentials**.

Application

On the application screen, you can complete the following tasks:

- Configure log level
- Display frames per second (FPS) overlays
- Export system logs
- Reset the application data

Configuring log file levels

Create log files to save information, warnings, or error messages about the system. Log settings define the type of information that is logged.

1. Tap **More > Settings > Application**.
2. On the **Application** screen, to view the log level, tap **Info**.
3. Set the log level to one of the following options:
 - **Error:** Generates log statements for issues that have caused errors.
 - **Warning:** Generates log statements for possible issues that are not errors. Warning is the default setting and incorporates error messages.
 - **Info:** Generates log statements for general usage and incorporates warning and error messages.
 - **Debug:** Generates log statements for all error types, useful for technical support troubleshooting.
 - **Verbose:** Use only in conjunction with the Technical Support team to debug a specific issue.

Displaying FPS overlay

Use to display a frames per second overlay.

- On the **Application** screen, turn on the toggle switch **Display FPS overlays**.

Exporting log files

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

1. On the **Application** screen, tap **Export System 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 by email or save the log file to a drive.
3. To view the log file, open the file with a text editor.

Resetting the configuration parameters

Use this option to reset all data to the system default settings.

1. On the **Application** screen, tap **Reset all data to system defaults**.
2. On the confirmation message, tap **Reset**.

Privacy

You can choose to share usage data information.

Configuring privacy settings

1. Tap **More > Settings > Privacy**.
2. Read the sharing usage data information and switch on the **Share usage data** toggle switch if you want to share usage data.

System

Use the **System** screen to configure system notifications and view software licenses.

Configuring the system screen

1. Tap **More > Settings > System**
2. To receive updates, turn on the **What's New** toggle switch.
3. Turn on the **System Updates** toggle switch to receive system updates.
4. To view a list of software licenses, tap **Licenses**.

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