



# TOUCHVIEW MOBILE USER MANUAL

TOUCHVIEW MOBILE VERSION 1.5.X

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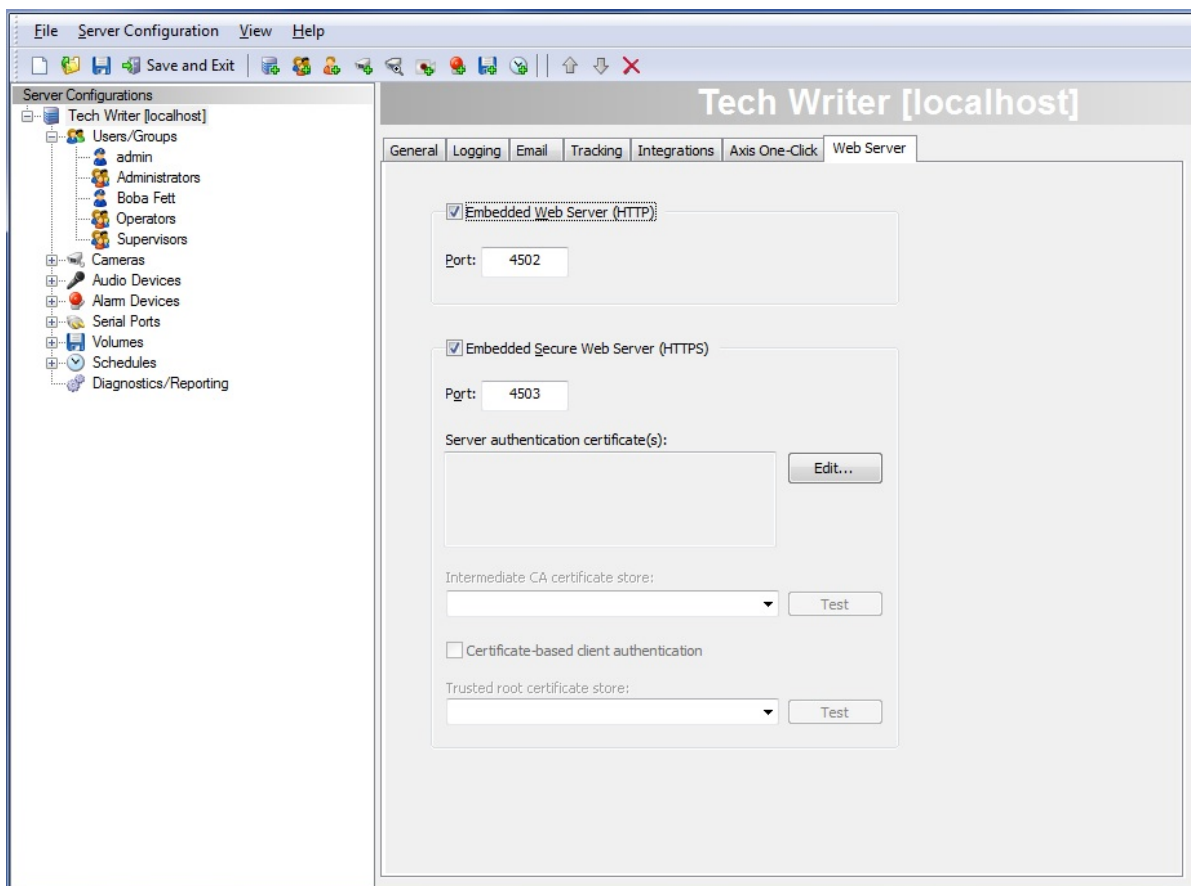
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# SERVER SETUP

## STEP ONE

In order for the TouchView™ Mobile App to run, the CompleteView Server's embedded web server must be enabled. Open the CompleteView System Configuration application, and select "Configure Servers." After entering appropriate credentials, select the desired server from the list in the left pane. Select the Web Server tab, and select the check box to enable either the "Embedded Web Server (HTTP)," "Embedded Secure Web Server (HTTPS)," or both. Microsoft Silverlight requires a port within the 4502-4534 range. Enter a port number within that range for your selection.



## STEP TWO

Next, ensure that the embedded web server is accessible from your computer and your device. First, launch a web browser on your computer, and type in "http://address:port/cameras" where address is the server address and port is the port on which

the embedded web server was set to listen in Step One. For example, if your server's IP address is 192.168.2.2 and listens on port 4502, you would type in "http://192.168.2.2:4502/cameras". When prompted for a username and password, enter the credentials of the CompleteView user. You should see something similar to the following:



The image shows a screenshot of a web browser window. The address bar contains the URL "http://192.168.2.2:4502/cameras". The main content area displays a JSON object representing the server configuration. The JSON is formatted with indentation and line breaks for readability. It includes a "servers" array with one server object, a "utcOffset" string, and a "cameras" array with one camera object. The camera object contains various settings such as "id", "name", "state", "audioEnabled", "lightAvailable", "disableStreamProcessing", "ipStreamType", "permissions", and "dimensions".

```
{
  "servers": [
    {
      "address": "ScottU-Laptop",
      "name": "Tech Writer",
      "serialNumber": "0ddc6c31168ebd8355189becaabeca10",
      "license": "enterprise",
      "dptzPlayback": true,
      "product": {
        "name": "CompleteView",
        "version": "4.5.0.101"
      }
    }
  ],
  "utcOffset": "-05:00",
  "cameras": [
    {
      "id": 1,
      "name": "Teller 1",
      "state": "online",
      "audioEnabled": false,
      "lightAvailable": false,
      "disableStreamProcessing": false,
      "ipStreamType": "mjpeg",
      "permissions": {
        "live": true,
        "recorded": true,
        "exportable": true,
        "allow_snapshot": true,
        "allow_light_control": true,
        "quickTrackCamera": false
      },
      "dimensions": {
        "width": 1280,
        "height": 1024
      }
    }
  ]
}
```

If you can repeat Step Two using your device's web browser, then you have successfully setup the CompleteView server for TouchView™ Mobile.

## *USING THE APP*

When you first launch TouchView™ Mobile, you will be prompted to add a server. Enter the information about the server and click "Save". If there is a problem connecting to the server, you will be notified. If no problems occur, you must then choose a layout. To do so, simply select the desired layout from the list of layout types. Finally, you will be taken to the main screen.

When you launch TouchView™ Mobile for the first time, you will be presented with an empty live view screen. To configure the app, you can either add servers manually or a configuration file can be imported. These settings, along with other settings, can be accessed by pressing the menu button on your device and selecting the "Settings" option. To learn more, read the "Settings" and "Configuration Import / Export" sections below.

## *SETTINGS*

To add, delete, or edit a server, change PTZ speed, or change the camera frame rate or quality, first hit the menu button on your device. When the menu appears, hit the "Settings" button. You can then choose to edit your servers, PTZ speed, camera frame rate, or camera quality. To add a server, click the "Add Server" button under the "Servers" header. To edit or delete a server, first click the "Edit Servers" button. You will then be brought to a list of your servers. Clicking on one of the listed servers will allow you to edit that server's information or delete it.

## *CONFIGURATION IMPORT / EXPORT*

As of version 1.5, the entire configuration of the app can be imported and exported. This includes all servers, proxy servers, custom layouts, and miscellaneous settings. This configuration file can then be used on any iOS or Android device running the TouchView Mobile app, as well as the CompleteView 4.X Web Client.

To export the current configuration, select the "Export Configuration" option under the "Support" header in the main Settings menu. You will then be prompted to name the file. Once a file name is entered and "Export" is pressed, you may enter an optional password to protect the configuration file. If forgotten, the password cannot be retrieved and the configuration file would be rendered useless. After entering a password and pressing "Export", the file will be saved to the "TouchView Mobile" directory on the SD card of your device. The configuration file can then be saved to your computer's hard drive and

used on other Android or iOS devices, as well as imported into the CompleteView 4.5 Web Client. The configuration file can also be shared using a file management app on the device.

To import a configuration file, the configuration file needs to be copied to the "TouchView Mobile" directory on the SD card of the device into which you would like to import the configuration. Once the configuration file is copied to the device, select the "Import Configuration" option under the "Support" header in the main Settings menu. You will then be prompted to enter the optional password that was used to protect the configuration file. After entering the password and pressing "Import", the configuration file will be imported. If the import is successful, the app will restart with the new configuration. If the import fails, ensure the password is correct and that the configuration file exists on the device.

## *EDITING LAYOUTS*

To change to a different layout or edit your existing layout, first hit the menu button on your device. When the menu appears, hit the "Settings" button. You can then choose whether you want to select a new layout type or edit or clear your current layout. Selecting a new layout is as easy as clicking the layout that you desire. In the layout editing mode, you can swap cameras around by first clicking on an image and then selecting its destination. To save or cancel, press the menu button on your device and choose the appropriate option.

## *MULTIPLE LAYOUTS*

A new layout system was added in version 1.3.0.0 that allows multiple layouts to be added. By default, a layout named "Default Layout" is created. After pressing the menu button on your device and entering the settings menu, you will see multiple options under the "Layout" section. To add a layout, press the "Add Layout" option. You can then name the layout and select a size for the layout. To edit the order, name, or size of a layout, select the "Edit Layouts" option. You will be presented with a list of all of your layouts. The order of the list of layouts can be changed by dragging a layout list item up or down with the handle on the left of the item. To change the name or size of a layout, or delete a layout, select the layout in this list, and proceed to make your changes. To edit the camera positions in the current layout, select the "Edit Camera Positions" option. In the layout editing mode, you can swap cameras around by first clicking on an image and then selecting its destination. Selecting which layout is displayed in live view can be changed in two ways. The first way is through the settings menu option "Select Layout". The second way is to perform a one finger swipe gesture to the right or left on the main

live view camera grid. The layouts will swipe in the order that you have set in the settings "Edit Layouts" menu.

## *ADDING A CAMERA*

To add a camera, first hit the menu button on your device. When the menu appears, hit the "Add Camera" button. You will be presented with a list of servers to choose from. After selecting a server, you will be presented with a list of cameras from that server. Any camera that is highlighted in this list is already present in your current view. You can select as many cameras as spaces you have in your current view. Hit the "Done" button when you are finished select cameras. You will then be taken back to the main screen where you will be prompted to select where to place each camera you selected.

## *VIEWING A CAMERA*

To view a single camera in full screen, hit the camera you would like to view from the main camera display. While in full screen view, you can use DPTZ functionality by pinching to zoom and move around using pan gestures. You can also switch from one camera to another in this view by swiping either to the left or right of the screen with a single finger. A vibration response indicates the end of the cameras in that particular direction.

## *REMOVING A CAMERA*

To remove a camera from the layout, simply hold down on the camera you want to remove while you are at the main camera screen. After pressing "Clear Camera", you will be prompted to confirm or cancel the removal of the camera.

## *TAKING SNAPSHOT*

If your user permissions allow, you can take a snapshot of a camera. You can either save the snapshot to an album in your photos or send the snapshot. To take a snapshot, first long press on the camera you would like to take a snapshot of (this can be done in the main live view or in fullscreen view). When the menu appears, select "Save Snapshot" to save a snapshot to your device. Press "Send Snapshot" to send the snapshot.

## *SEARCH & PLAYBACK*

There are a few different ways to search for video. If you are on the main screen, you can simply hit the search button on your device or select the "Search" option from the menu. You will then be prompted to select which server and camera you would like to search. If you are viewing a camera full screen and press the search button on your

device or select the "Search" option from the menu, you can bypass the selecting server and camera step. After specifying which server and camera to search, you will be prompted to select a date and time to start the search on. You will then be prompted to select a date and time to end the search, as well as choosing if you would like to search "Alarm", "Motion", and/or "Scheduled" events. After hitting the "Search" button, you will be presented with a list of events meeting the search criteria. Clicking on any of these events will playback the associated video.

Play, pause, skip to beginning or end of clip and frame-by-frame advance and reverse playback controls are available. Additionally, the playback progress bar, or scrub bar, can be moved to seek any location in the recording. Playback speed can be adjusted using the rightmost button in the playback controls.

## ***PTZ & PRESETS***

To use the PTZ functionality, first pull up a single camera view by hitting a camera that has PTZ capability. Next, hit the menu button on your device and select the PTZ button. If the PTZ button cannot be clicked, then the selected camera does not have PTZ capability. Otherwise PTZ controls will be overlaid onto the screen. You can then proceed to click and hold down a control to make the camera move in that direction. When you are done, you can dismiss the PTZ controls by hitting the back button on your device. Alternatively, you can select the Presets menu option which will present you with a list of presets on the PTZ camera. Hitting one of the presets will move the camera to the location if a preset was set.

## ***LIGHT CONTROL***

If a camera is equipped with a light and the current user has the "Light" permission set, the light on the camera can be turned on or off. To do this, long press on the camera that you would like to control (this can be done in the main live view or in fullscreen view). After selecting the "Control Light" option in the long press menu, you will be presented with options to turn the light on or off.

## ***AUDIO SUPPORT***

If a camera is equipped with audio support, audio may be enabled in both live view and playback. To enable audio on a camera in live view, long press on the camera that you would like to hear (this can be done in the main live view or in fullscreen view). If the selected camera has audio support, you will see a "Toggle Audio" option in the long press menu as well as a speaker icon on the right side of the camera title indicating if audio is enabled or disabled. In playback, camera audio can be toggled using the speaker icon in

the playback controls. Please note that audio will be disabled when playback speed is anything other than 100%.