

«Phoenix-MK» application

1. Purpose

«Phoenix-MK» application (Mobile Keyboard) provides additional features for managing and monitoring of the protected object. It does not replace the regular display and control unit – key readers and RFID-tags. Main features of the application:

- View the status of the objects;
- View incoming events from the objects;
- Management of the object devices;
- PUSH notifications on the events.

The application is addressed to both private clients of security companies (1-2 projects), and corporate clients with a large number of protected sites.

Application is available for Android OS (version of Android 2.2 and above), and for iOS (version 7.1.1 or higher). Functionality similar in both versions, differences are in the details of the user interface. "Screenshots" in this guide will be given mainly for the Android devices.

Depending on the model of control panel installed on an object, the application can perform the control commands listed in Table 1.

Table 1. Commands available in «Phoenix-MK» application

Control Panel Command	Lun-11 mod.2/3/4/5/6	Lun-19/23/25	Lun-7T Lun-73T	Alet	LanCom rev.15	Lun-TK
Control Panel Status Report	✓	✓	✓	✓	✓	✓
Panic Button	✓	✓	✓	✓	✓	✓
Arming	✓	✓	✗	✓	✓	✗
Arming in "Stay Home" mode	✓	✓	✗	✗	✗	✗
Disarming	✓	✓	✗	✓	✓	✗
Photo Request	✓	✗	✗	✗	✓	✗
Output On	✓	✓	✗	✗	✓	✗
Output Off	✓	✓	✗	✗	✓	✗
Commands only available to the technician:						
GSM Signal Level Request	✓	✓	✗	✓	✗	✓
Fire Reset	✓	✓	✗	✗	✗	✗
Firmware Update	✓	✓	✗	✓	✓	✓

Note: For other control panels, application commands are not supported. From these devices is only possible view events (except for service events that appear only in engineering personal applications).

2. Installing application

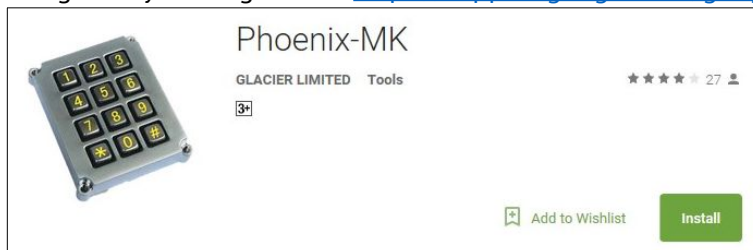
2.1. Android

You can install the app on your smartphone running Android version 2.2 or newer.

For this purpose, you must have a Google account for using a Google Play market.

- To create a Google Account, click on the link <https://accounts.google.com/signup>. If you have previously installed apps from Google Play, it's likely you have Google Account already. In this case, no need to create a new.
- Google Accounts Help Center is available at <https://support.google.com/accounts/?hl=en#topic=3382296> link. It is shown in detail, how to create an account, how to use it, possible problems and their solutions. In particular, the complete instructions for creating an account is available at https://support.google.com/accounts/answer/27441?hl=en&ref_topic=3382296 page.

For beginners, we recommend to read this section of the Google Help Center «Applications and games on Google Play for beginners» <https://support.google.com/googleplay/answer/4497741?hl=en>



For installation of the application open «Play Market» (app store) and search for the app «**Phoenix-MK**», producer «**Glacier Limited**» either click on the link https://play.google.com/store/apps/details?id=com.vvmaster.android.mobile_keyboard

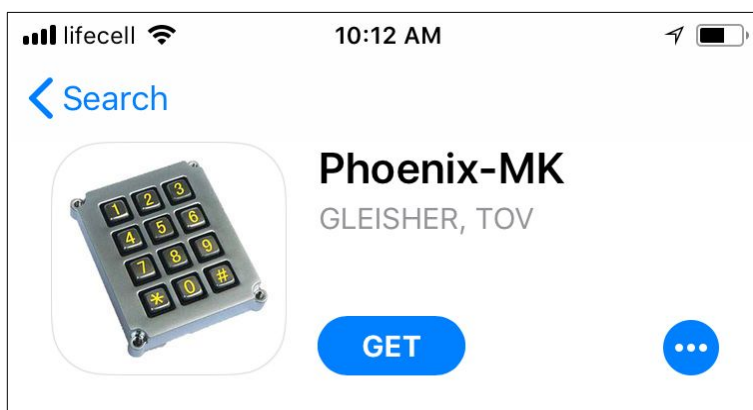
After clicking "**Install**", installation of the application will be performed.

2.2. iPhone

To install the app on your iPhone running iOS 10.2 or higher (optimized for the iPhone 5) you must have:

1. **E-mail.** It is necessary for the further creation of Apple ID account. You can create an e-mail on any service. For example, to create a Gmail account follow this link <https://www.google.com/gmail/about> Google Accounts Help Center is available at <https://support.google.com/accounts/?hl=en#topic=3382296> link. It is shown in detail, how to create an account, how to use it, possible problems and their solutions. In particular, the complete instructions for creating an account are available at https://support.google.com/accounts/answer/27441?hl=en&ref_topic=3382296 page.
2. **Apple ID** (Apple account). It is required to purchase apps in the AppStore.

To create an Apple ID, click on the link <https://appleid.apple.com> and click "**Create Your Apple ID**". Help Center is available here <https://support.apple.com/apple-id>. Reference article is available at <https://support.apple.com/en-us/HT204316>.



After creating Apple ID, enter it in the settings of your iPhone.

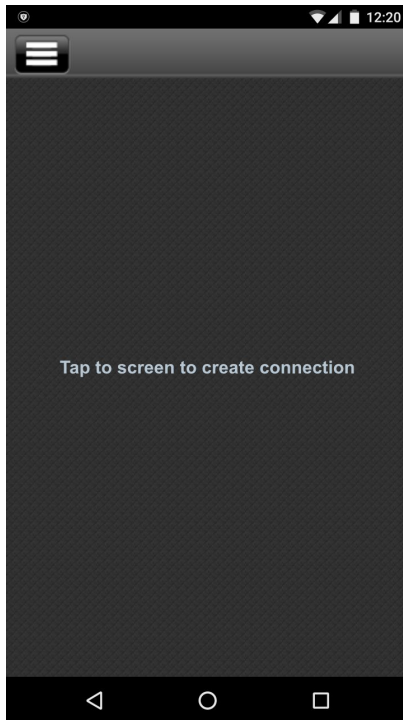
For installation of the application open «App Store» and search for the app «**Phoenix-MK**», producer «**GLEISHER, TOV**» either click on the link

<https://itunes.apple.com/us/app/mobile-naa-klaviatura/id893906975?mt=8>

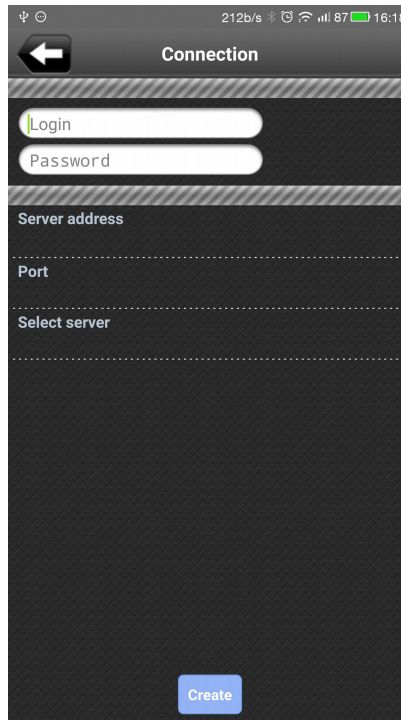
After clicking "**GET**", installation of the application will be performed.

3. Basic application setup

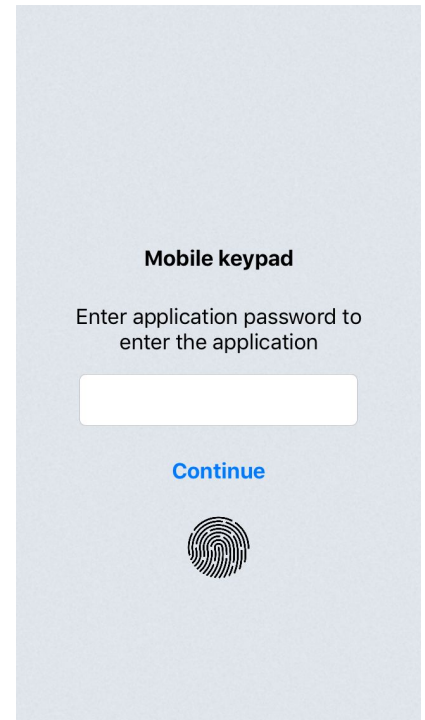
After installing the application it is necessary to set up. At the application first start, you will be prompted to create a new connection to connect to the server:



Android version



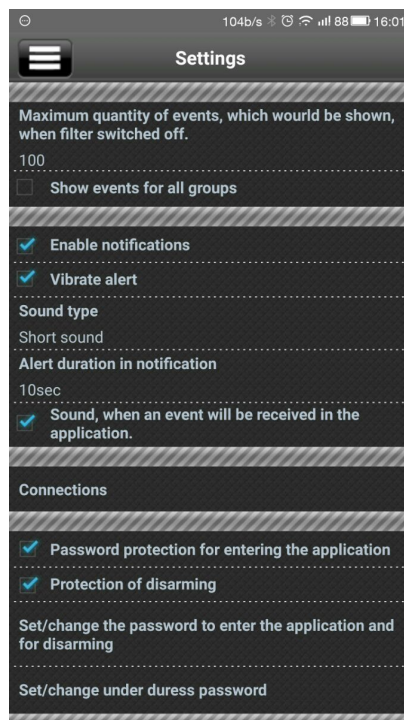
Connection creating (Android)



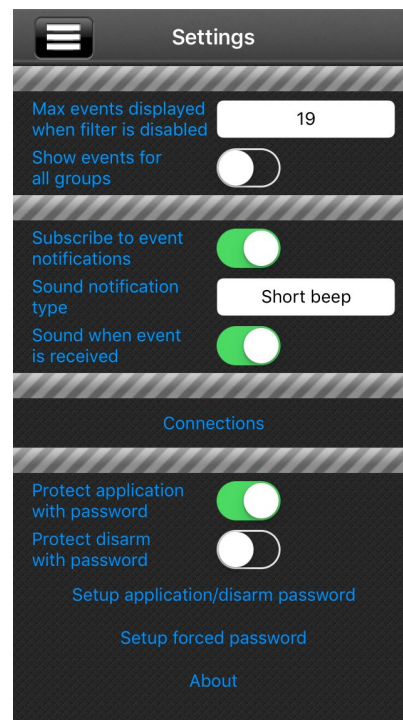
iOS version

You must specify the parameters of the "**Server Address**" and "**Port**":

- If the managed objects are protected by the security company, than tap to "**Select server**" and select your security company from the list will be opened. Appropriating values will be set automatically. If you did not find your security company name in the list, then contact your security company support and enter the data received from it manually.



Android version



iOS version

- If the objects operate in standalone mode, with the transmission of events to the user's monitoring center «Phoenix-Web», you must specify **server address *lun.ortus.io*** and **port 8087**.

Then you should enter your **login** and **password** as your security company gave (for “**Phoenix-Web**” – make it yourself at the server) and start to work.

The program supports the protection of the application's login and/or disarming commands using a password or fingerprint (iOS; Android 6.0 and higher). To disable password at start-up – you can set “**Remember me**” option. **However, any person who gains possession of your phone will be able to control the your facility's security system.**

There is an additional “password under duress” can be set besides to the usual password. If the “password under duress” will be entered then the alarm will be transmitted at the same time to the group's disarming.

To use the application you need an Internet connection, it can be either GPRS, 3G or Wi-Fi connection.

4. Working with the application

After logging on, the application displays a list of your objects. If the objects are served by different security companies, then the objects of each company are displayed on a separate page. At the bottom of the screen, some dots show all the connections, the current connection is highlighted in color. The upper line of the screen shows a logo and name of the security company and a connection number.

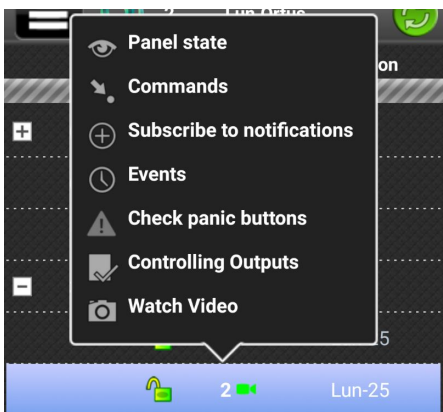
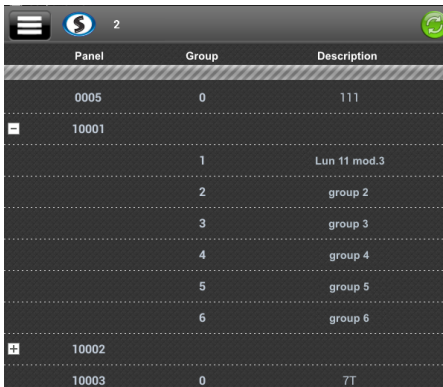
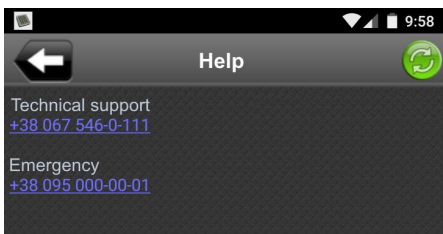
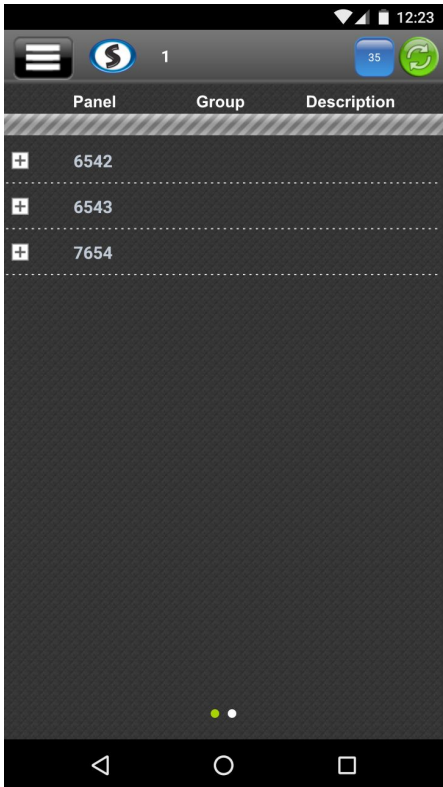
Switching between existing connections (pages) is performed with a right or left swipe.

Clicking on this line displays the help screen of this security company.

If there is a phone number on the help screen (the contents are formed by the security company), you can call this number by pressing it.

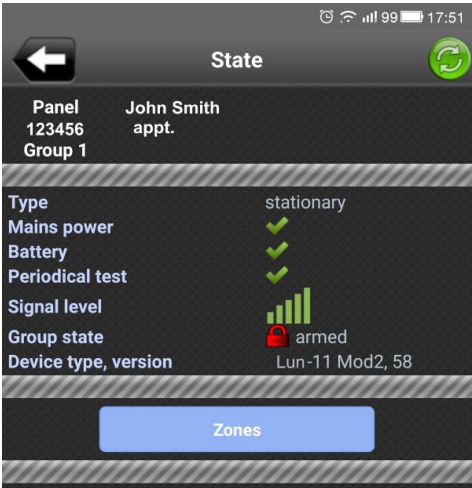
You can view general information and manage your object's state. The list of available objects is formed by a security company (for Phoenix-Web – by administrator). If the object is divided into groups – "+" is displayed opposite of the object (ⓘ icon for iOS). Clicking on it you will open object groups.

The action menu for the object group is displayed by touching the corresponding row of the table:

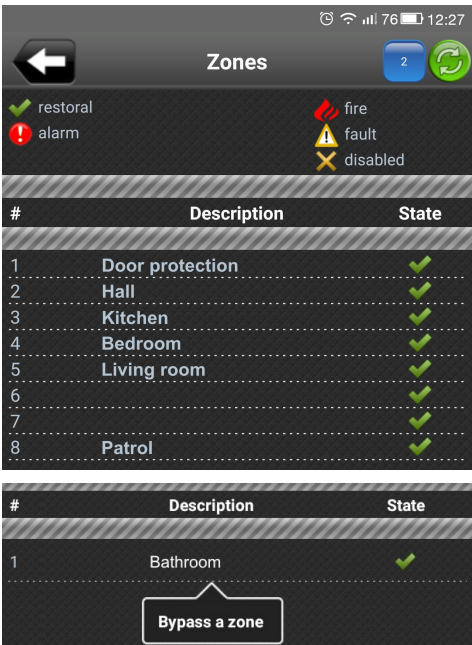


4.1. Panel state

The application will display the status of the current object:



By pressing the **"Zones"** button will display the status of all zones for the current object (the icons indicate the status of the zones):

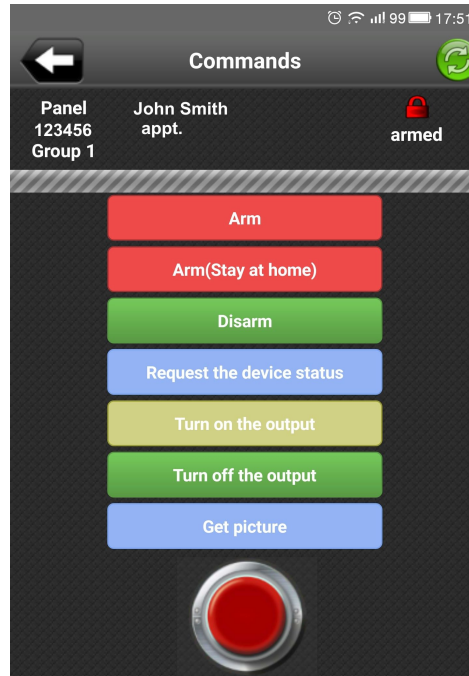


If the group is not armed, an additional command **"Bypass a zone"** appears on clicking on a zone – to bypass this zone (for example, if it is faulty) or the **"Activate a bypassed zone"** command (if it was previously turned off).

Remember that bypassing the zone makes the protection of your object vulnerable and only valid until the next disarming of the group.

4.2. Commands

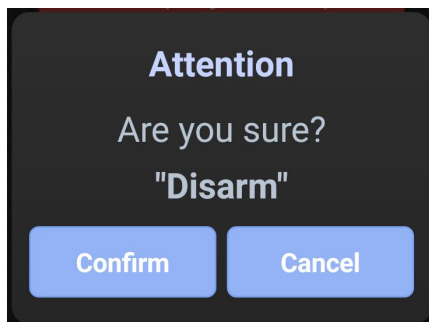
This menu is intended to control the object. To call commands list, click on desired object/group (command list differs depending of the installed Control Panel):



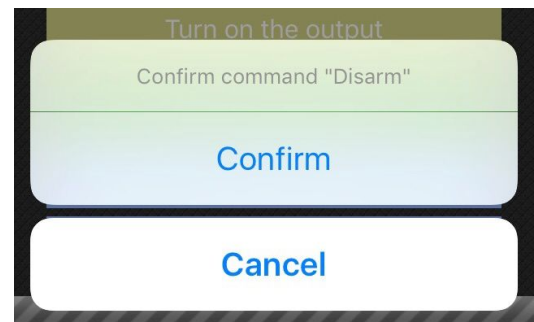
The list of available remote control commands you can see in Table 1 (only Ortus control panels are supported).

“Mobile panic button” command is available in the application (for any Control Panel) by special user’s request (as an additional service) to the security company.

After clicking the command, you must confirm its execution (protection against accidental pressing):

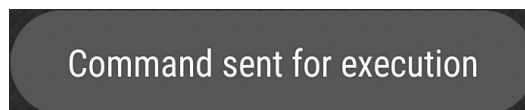


Android version

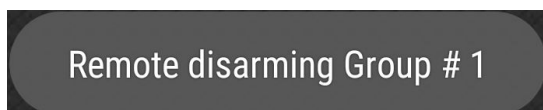


iOS version

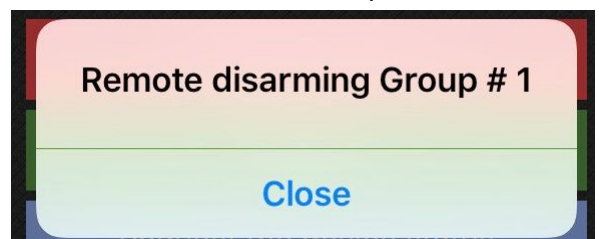
For Android version the next message will be displayed (iOS version will not show this message):



The result of the command execution will be displayed as a notification, for example:



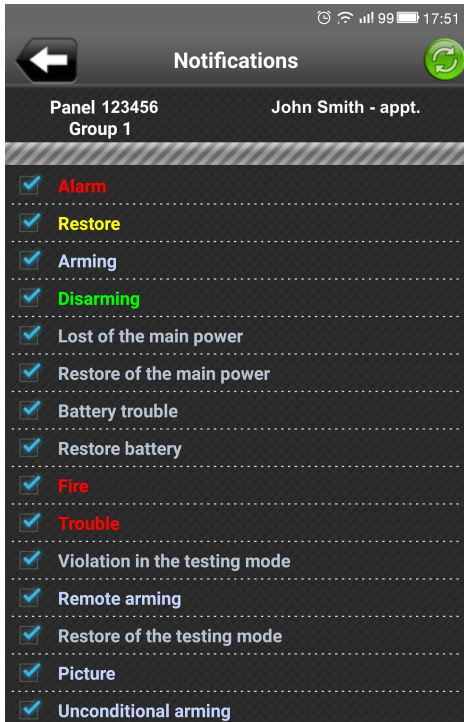
Android version



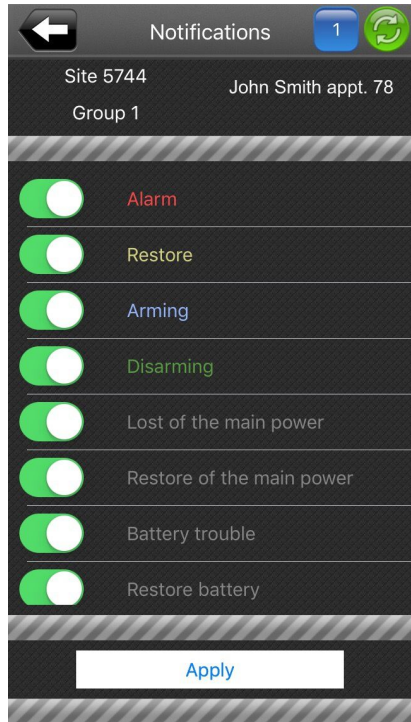
iOS version

4.3. Subscribe to Notifications

The application informs the user about all the events taking place at his facilities. Filtering necessary notifications is carried out in this menu.



Android version

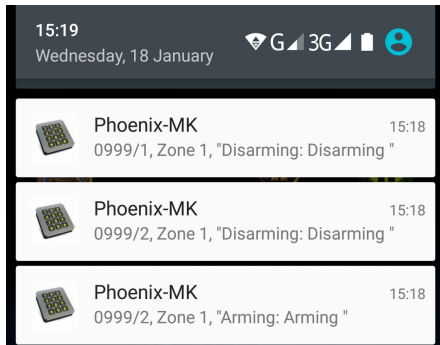


iOS version

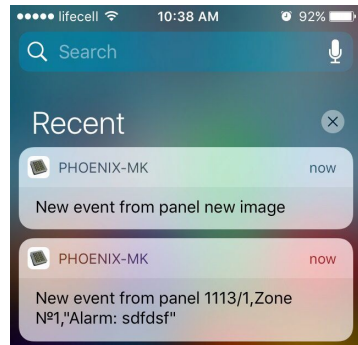
Select appropriate check box if you want to receive some notifications.

Events related to the testing mode, displaying only in engineers mobile application.

When application is running in a background – notifications appear in the notification bar:



Android version



iOS version

All new notifications are accumulated and displayed by pressing the blue button at the top of the application (the number of messages shown on the button)



Example of the notifications:

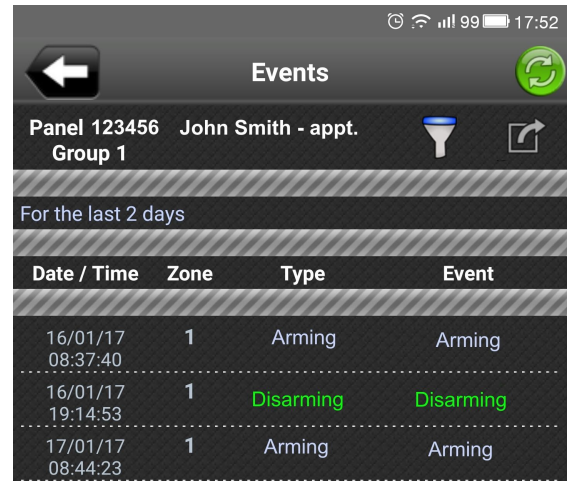
Events				
Date / Time	Panel / group	Zone	Type	Event
17/01/17 19:30:41	12931/1	1	Disarming	Disarming
18/01/17 08:38:51	12931/1	1	Arming	Arming

Close Clear

If the notification list is cleaning – the counter is resets. All events are stored in the object **"Events"** section (as an archive)

4.4. Events

This menu section is used to display an archive of all the events from objects:



Date / Time	Zone	Type	Event
16/01/17 08:37:40	1	Arming	Arming
16/01/17 19:14:53	1	Disarming	Disarming
17/01/17 08:44:23	1	Arming	Arming

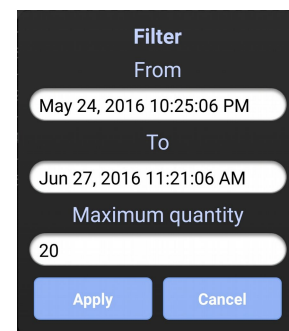
You can **filter events** by pressing the button:



Then the **Filter criteria** window will be displayed:

After specifying parameters, click **"Apply"** to implement the filter settings.

*Note. The local option **"Maximum quantity"** overrides the same global option (menu **"Settings"**). For example, if the option in the **"Settings"** menu is set to the 5 events, and in the filter it is set to 10 events, then 10 events will be displayed. The maximum value is 300.*



You can **export events** by pressing the button:

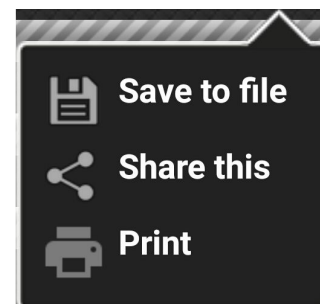


Then the **Export menu** will be displayed:

Save to file – is used to export the events list as a **csv** Android file.

Share this – to send the events list to the application you want (Viber for example). In the iOS version you can save the events list to a file.

Print – to print the events list to the wireless printer. The printer driver and the print service for your phone operating system are required.

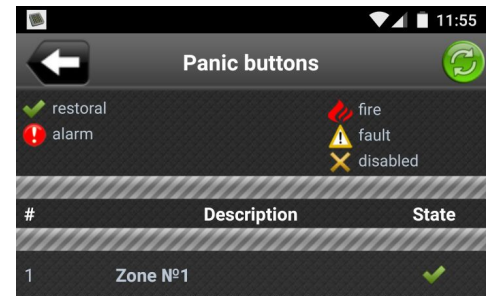


4.5. Panic buttons testing

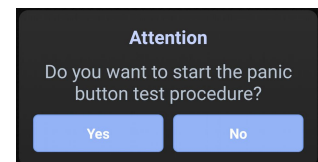
The command is used to verify the operability of the connected panic buttons by the user without the participation of the security company technician. In this case, the software of the security company does not generate an alarm, but only sends a notification to the user about the result of the check – whether the alarm was received by the central monitoring panel if the alarm button was pressed.

To start testing, select the desired group of the object by clicking on it and tap to the command **"Check panic buttons"**.

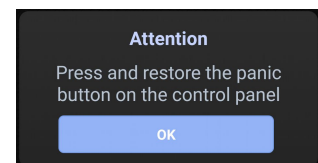
A list of available alarm buttons for this group will be displayed.



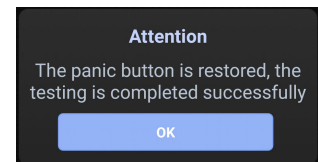
Touch the name of the alarm button to start the test.
Select **Yes** to confirm.



The application prompts you to press and then release the alarm button.



If pressing and restoring the alarm button is successfully received at the CMS, the application will report this. If the corresponding events are not received at the monitoring station within 2 minutes, the application will report an error.

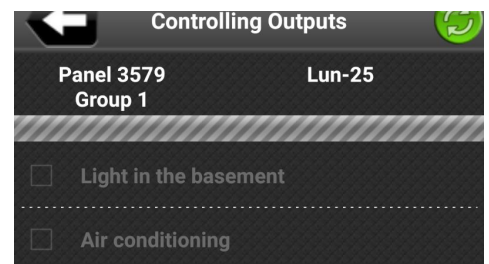


4.6. Outputs control

The command is used to switch the outputs state. Outputs should be set as "Control from CMS or by user" type in the Control Panel configuration.

To control the outputs, select the object group by clicking on it and touch the **"Controlling outputs"** command.

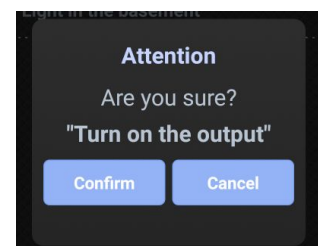
A list of available group outputs and their status will be displayed (the checkbox indicates that output is enabled).



Touch the output you want to turn on/off.

A confirmation message will appear.

After you confirmed it, the command will be sent for execution and the application will expect the result from the Control Panel.



After execution, a popup message appears.



4.7. Video watching

This command is used to watch video from connected IP-based network cameras. You need to configure and connect video cameras previously (see Section 5.1.1).

Video cameras are displayed in the list of objects as follows:

The color of the camera indicates the presence of alarms:

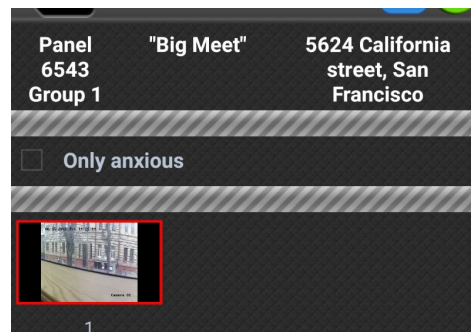
- green – no alarms
- flashing red – there is an alarm
- yellow – the alarm was previously

To watch a video, select the object group by clicking on it and touch the **“Watch video”** command.

The connected cameras will be displayed on the screen as a small preview windows. Each window displays a low-resolution video stream in real time.

The **“Only anxious”** checkbox displays the cameras where alarm events are detected (other cameras are not displayed).

A colored frame around the preview window indicates an alarm (colors legend see above).

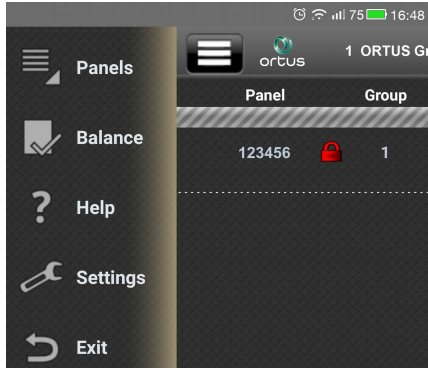


If you touch any preview, it opens a high-resolution video stream.

Landscape orientation is also supported.

To exit the view, click the arrow button.

5. The main menu and additional information

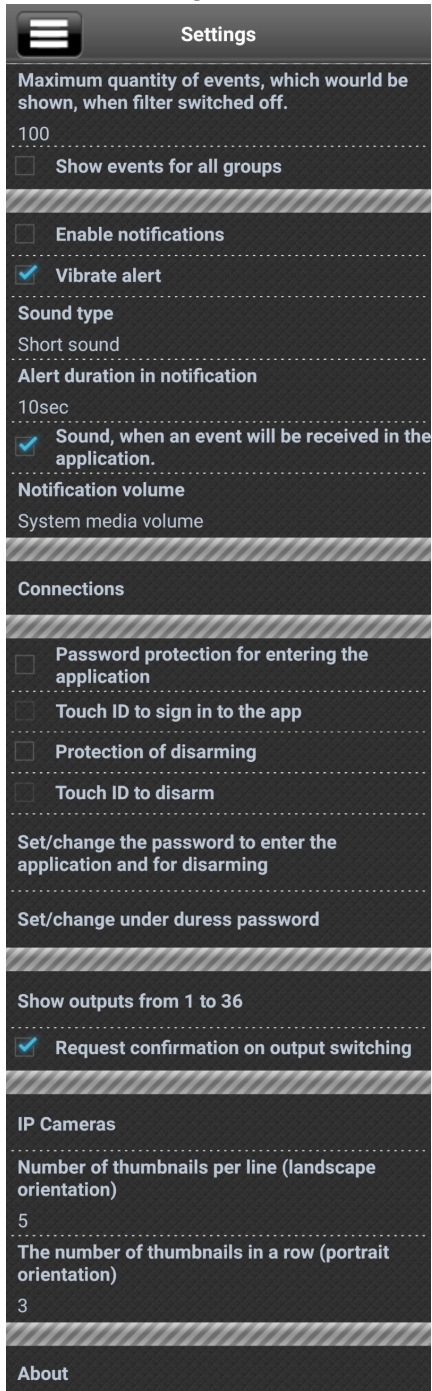


Press the menu button to open the application main menu with the next items:

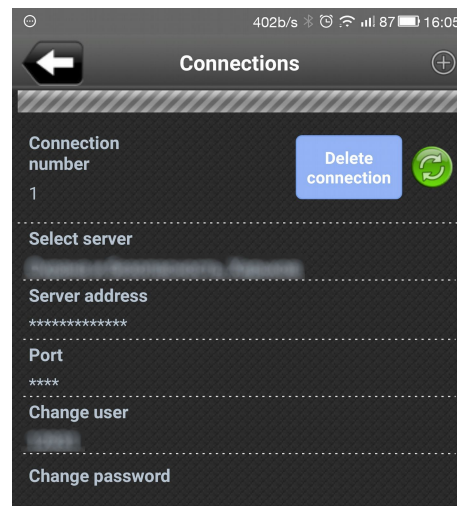
- **Panels** – the application main content;
- **Balance** (billing) – displays the balance of payments on assets;
- **Help** – displays help;
- **Settings** – application help;
- **Exit**.


5.1. Application Settings

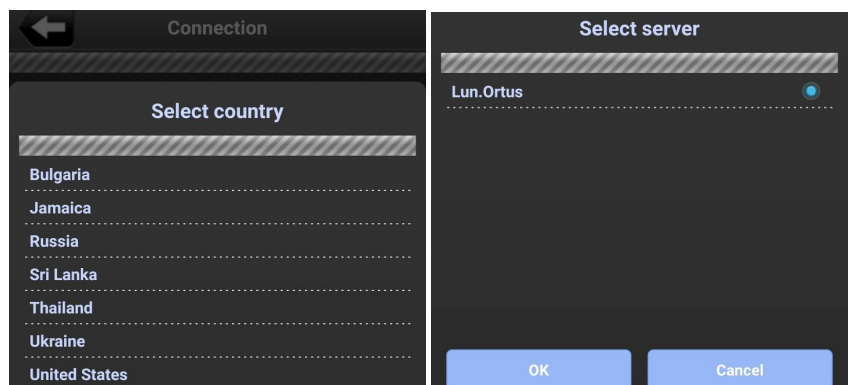
Application settings you can see below.




Connection – is used to create/delete a new connection. Each connection contains user objects that is served by the same security company. It is recommended to use no more than 50 objects in each connection. A larger number can lead to slower application performance. The number of connections in the application is recommended to be limited to 10...12 for the same reason.



Use the button  to create a new connection. The address and port of the server can be specified manually – as the information of the security company gave (see Section 3) or automatically, by touching the country name and security company name from the "Select server" list:



5.1.1. IP-cameras settings

To configure the cameras, tap the “IP Cameras” item in the “Settings” menu and in the window that opens, click  to add a new IP camera.

Enter the IP-camera **name**. In the “**Notes**” field you can add a description of the IP-camera.

To enter **links** to low and high resolution streams, tap the corresponding input field.

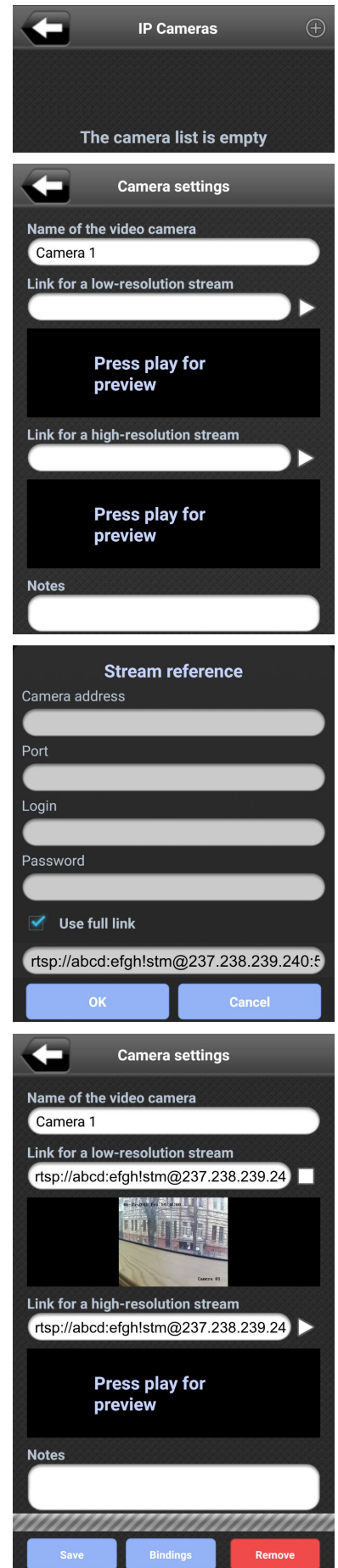
In the window that opens, fill in the camera **address**, **port**, **login** and **password** or check the “**Use full link**” box and copy the full link that you know into the line below. The link can be found in the documentation of the camera manufacturer, for example, a general link for Hikvision:

`rtsp://admin:12345@192.168.200.11:554/Streaming/Channels/101`

Similarly, create a link for a high-resolution video stream. When both links are entered, you can check each of them by pressing the corresponding play button. If the link is correct, then the video stream will be played in the field below the link.

Invalid/broken links need to be corrected.

When the links are entered and verified, click the “**Save**” button.




The image displays four sequential screenshots of a mobile application interface for configuring IP cameras.

- Top Screenshot:** The "IP Cameras" screen shows a list that is currently empty. A back arrow is on the top left, and a plus icon is on the top right.
- Second Screenshot:** The "Camera settings" screen for "Camera 1". It includes input fields for the camera name, a low-resolution stream link, and a high-resolution stream link. Below each link field is a "Press play for preview" button. There is also a "Notes" field at the bottom.
- Third Screenshot:** The "Stream reference" dialog box. It contains fields for camera address, port, login, and password. A checkbox labeled "Use full link" is checked, and a text field below it contains a sample RTSP link: `rtsp://abcd:efgh!stm@237.238.239.240:554/Streaming/Channels/101`. "OK" and "Cancel" buttons are at the bottom.
- Bottom Screenshot:** The "Camera settings" screen after configuration. The low-resolution stream link field now contains the RTSP link and has a play button icon. The high-resolution stream link field also contains the RTSP link and has a play button icon. A video preview window is visible between the two link fields, showing a street scene. At the bottom, there are three buttons: "Save" (blue), "Bindings" (blue), and "Remove" (red).

Then you should to bind the created camera to the object/group/zone. It will focused the user's attention on the cameras where an alarming event occurs.

Click the **“Bindings”** button (see the previous picture) to display all the existing bindings of this camera.

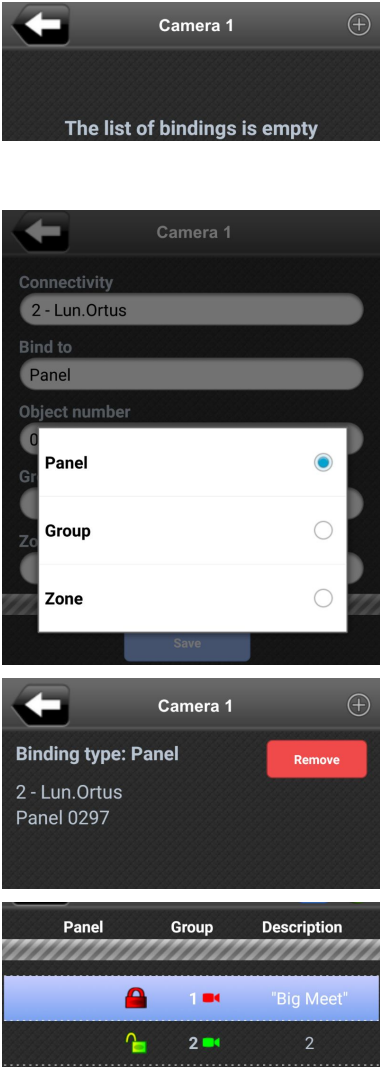
Click the  button to create a new binding.

In the window that opens, select one of the existing connectivity to the CMS, then select an entity (panel, group or zone), specify additional parameters (object/group/zone number).

Click the **“Save”** button

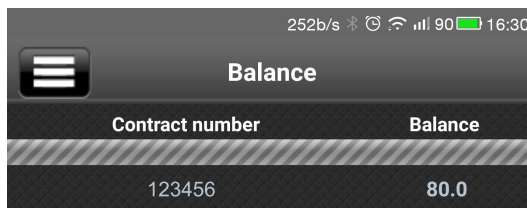
You can add other bindings (by the  button) or delete the existing one with the **“Remove”** button.

Binded cameras are displayed in the list of objects as follows:



5.2. Balance

When this menu item is selected, user objects and the current balance status are displayed:



Contract number	Balance
123456	80.0

5.3. Additional information

Connection status indicator. The **green** status indicator is displayed at the top right corner of the application screen. If there is no connection with the CMS, the status indicator will be **red**:



The system automatically communicates with the CMS, but if you need, you can update the connection and objects status manually by pressing the indicator.

If there is no connection with the CMS – check Internet access (for example, by running web browser). If you have Internet access, then check **server address** and **port** in the “**Settings**” section. If the settings are correct – please contact the technical support of your security company.

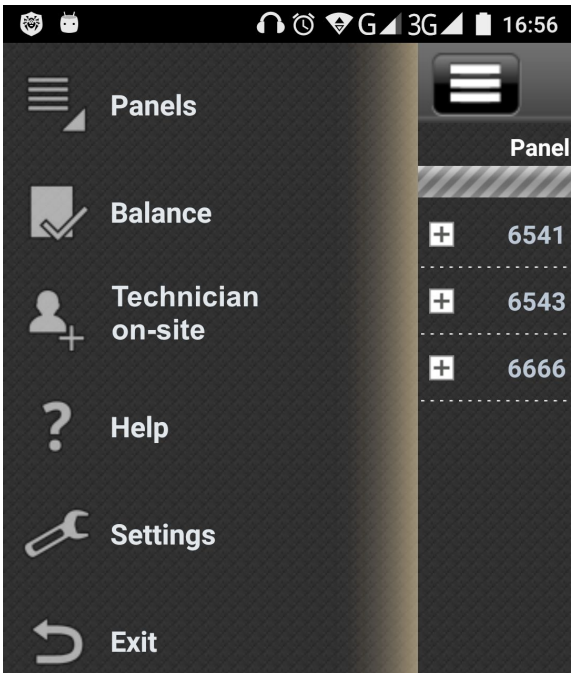
The simultaneous login from multiple devices. The server provides only one user entrance from a single device, simultaneous login is not permitted. If login carried out the same user from another device, a message will appear on the entry impossibility.

Disable notifications on the Android system. If notification is disabled in Android applications manager – application will not be able to display notifications, even if this option is set an in the app “**Settings**” section! Be careful.

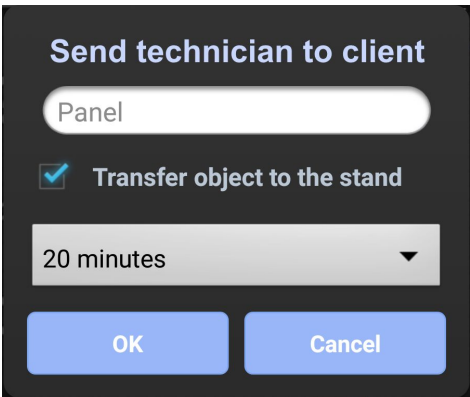
6. Features for engineering personnel

If the current user is assigned to "Technicians" group in "Phoenix 4" software (see. Section "Reference" in "Database Administrator" software) and **"Is a user of Phoenix-MK"** is checked for him, then additional service commands will be available.

The main menu section of the application for an engineer looks like this:



An additional menu item **"Technician on-site"** allows you to convert the selected object into stands when the technician arrived on the object and is required to access the services of the device without causing the alarm. When it is selected, you will be asked:



When filling out the request fields and pressing **"OK"** button, the object is switched into the stands for a specified time, and a technician will be considered as present at the selected facility for service. All events from an object will be sent to the **"Duty operator"** software and is monitoring by the CMS operators.

The technician can use any command for remote management available for this Control Panel, (see Table 1).

At the end of the service, technician executes the command **"Technician left the object"**, then the object is switched to the normal service mode (removed from the stands):

