

March Networks  
**Searchlight Cloud**  
*User Guide*



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# Chapter 1

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## Welcome to Searchlight Cloud

March Networks Searchlight™ Cloud works with the March Networks Searchlight application to provide additional features and functionality.

Searchlight Cloud provides features such as report card management, easy drag-and-drop report card navigation, and report card search. It has a flexible data grid with drill down to receipt and video. You can play associated video, flag and bookmark transactions.

This chapter contains the following topics:

- “Searchlight Cloud Features” on page 5
- “Searchlight Cloud High-Level System Overview” on page 6
- “Accessing Searchlight Cloud” on page 7
- “Using the Searchlight Cloud Menu” on page 13
- “Managing Your Profile” on page 16
- “Accessing the Support Page” on page 18



## Searchlight Cloud Advantages

Searchlight Cloud gives you a complete view of your business through video, while protecting profits and improving store operations.

By integrating high-quality surveillance video with POS transaction data and business analytics, Searchlight Cloud reduces investigation time from hours to minutes, and provides franchisees information such as instances of suspicious activity with refunds, discounts, voids, low value transactions, high value transactions, and more.

Searchlight Cloud allows you to identify trends and potential issues using intelligent dashboards and report cards. You can view and compare meaningful report summaries (voids, refunds, discounts) and identify potential issues based on transaction trends over time, across all locations.

View your transaction details paired with recorded video footage – drill down to granular data and review transaction details integrated with video. Quickly investigate potential instances of internal theft, and evaluate employee behavior at the POS.

## Searchlight Cloud Features

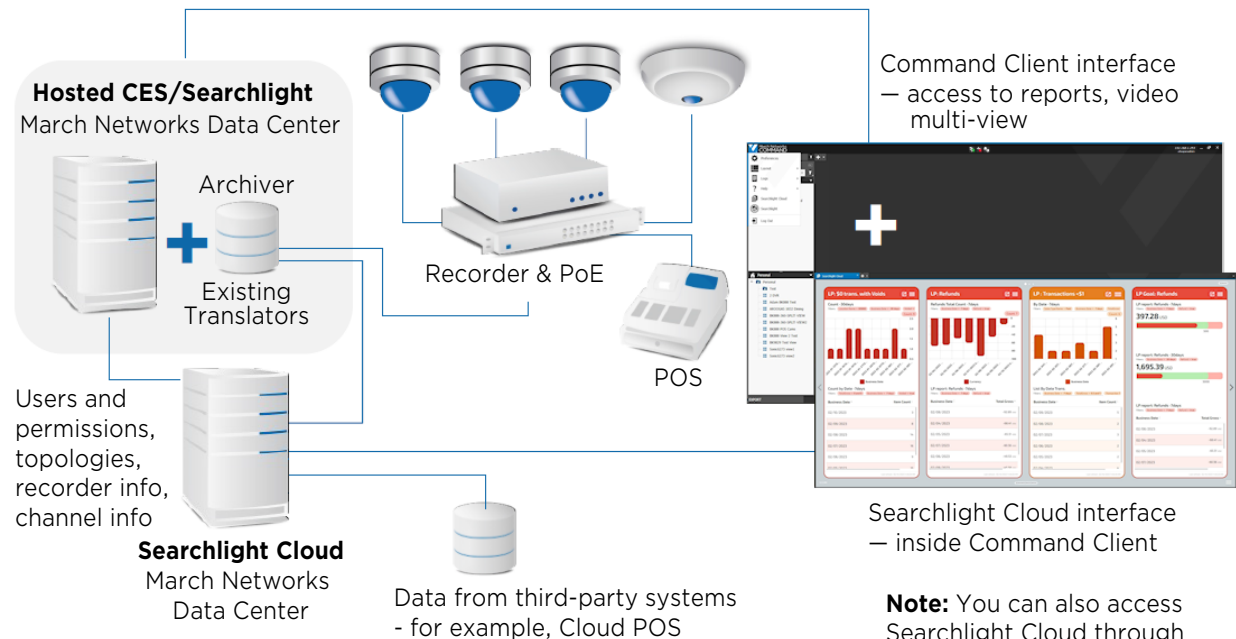
- Ability to work with CES on-premise
- Automatic data and topology mapping between CES/Archiver and Searchlight Cloud database
- Searchlight Cloud uses the same UI/UX running in PC, web, and mobile applications
- Sign on with your CES/Searchlight account
- Data/video access based on CES profiles
- Predefined Report Cards
- Predefined Dashboard Cards (wide-card)
- Mix-value Report Cards to compare data, for example, percentage of voids in all transactions
- Ability to add goal-driven thresholds
- Create New Reports
  - Use metrics and values to initiate a report
  - Use an existing report to initiate a new report
  - Share your reports (with the ability to read-only or read and edit)
  - Use multiple filters to adjust reports to narrow your view
  - Drill-down to granular data, to view transaction detail (receipt) and associated video
- Flexible Data Grid
  - Column management and endless scroll capability
  - Filter and search
  - Drill-down to receipt and video
  - Export to a CVS file
  - Save the view
- Receipt & Video Exploration
  - Play associated video or multiple video channels
  - Flag/bookmark transactions

- Relative transaction drill-down
- One way audio associated with the video stream
- Search cameras by name from all sites accessible to the user
- supports H.264 or H.265 (H.265 requires CES 2.16 and higher, web requires Chrome browser)
- Relative Transaction Search
  - Click button at the receipt level and display list +/- transactions
  - By Terminal, by Operator, by Site

**Note:** See the Searchlight Cloud release notes for compatibility details: supported applications and devices, required versions. Release Notes are available from the March Networks Partner Portal website.

## Searchlight Cloud High-Level System Overview

The following illustration shows a high-level overview of the Searchlight Cloud system.



**Note:** You can also access Searchlight Cloud through Command Mobile Plus and the Web Client.

## Accessing Searchlight Cloud

You can access Searchlight Cloud through multiple user interfaces: the Command Client, the Command Mobile Plus smartphone app, and the browser-based Web Client.

**Note:** To access Searchlight's Operations Audit, Business Rules, or Security Audit features, use either the Command Client or Mobile Plus interfaces. The Web Client does not offer these features at this time.

The following sections describe how to access Searchlight Cloud via Command Client, Command Mobile Plus, and the Web Client.

### Accessing Searchlight Cloud via Command Client

You can access Searchlight Cloud using the Command Client interface. All your Command Enterprise features and Searchlight features are also available, including the Searchlight Operations Audit, Security Audit and Business Rules.

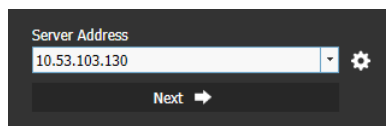
Searchlight Cloud offers a single sign-on through the Command Client.

For more information on using Command Client see the *Command Enterprise and Client User Guide*, available from the March Networks Partner Portal website.

#### To access Searchlight Cloud via Command Client

- 1 Open the Command Client application.

The Command Client appears, with the **Server Address** field.

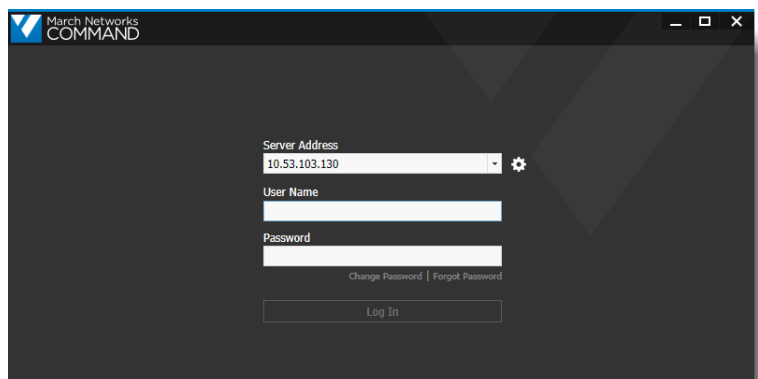


The screenshot shows a dark-themed window titled 'March Networks COMMAND'. It features a 'Server Address' label above a text input field containing '10.53.103.130'. To the right of the input field is a gear icon. Below the input field is a 'Next' button with a right-pointing arrow.

- 2 In the **Server Address** field, enter the IP address or host name provided to you (this is the server the Command Enterprise software is installed).

Select **Next**.

The **Server Address**, **User Name**, and **Password** fields appear.





The screenshot shows the same dark-themed window. The 'Server Address' field is at the top. Below it are 'User Name' and 'Password' text input fields. To the right of the 'User Name' and 'Password' fields is a gear icon. Below the 'Password' field are links for 'Change Password' and 'Forgot Password'. At the bottom is a 'Log In' button.

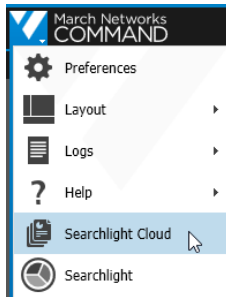
- 3 Enter the **User Name** and **Password** provided to you.

- 4 Select **Log In**.

The Command Enterprise interface appears.

- 5 Select the main menu  button, then select **Searchlight Cloud** .

You must be a registered Searchlight Cloud user for this option to appear. If you do not see this option, please contact technical support.



**Note:** You can also select the **Searchlight**  option. For more information on using Searchlight, see the *Searchlight for Retail User Guide*, available from the March Networks Partner Portal website.

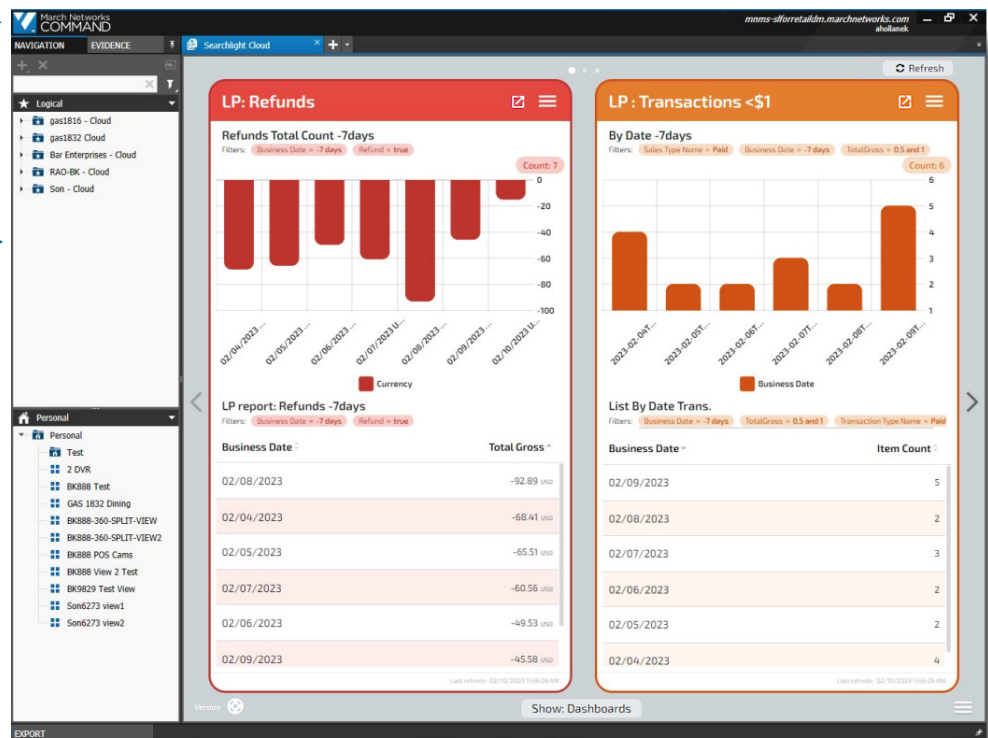
- 6 The Searchlight Cloud interface appears.

Main Menu →

You can navigate to a folder with your cameras.


**Note:**

If you have access to the **System** tree it appears at the top of the Navigation panel.



The Searchlight Cloud features are the equivalent of the **Transactions Reports** and **Transactions Summaries** from Searchlight.

**Note:** Operations Audit, Security Audit, and Business Rules are all available in Searchlight. To access these features, select Searchlight  from the Command Client main menu.

Select the Command Client main menu  to access other functions and features of your CES.


## Accessing Searchlight Cloud via Command Mobile Plus

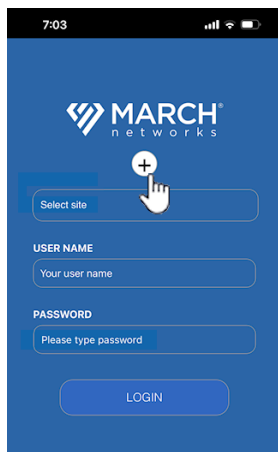
You can access Searchlight Cloud using the Command Mobile Plus smartphone app (iOS and Android).

Searchlight Cloud is supported on March Networks Command Mobile Plus application release 4.3 and higher, available from the App Store or Google Play.

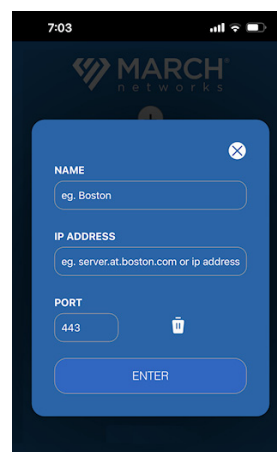
For more information on Command Mobile Plus, see the *Command Mobile Plus User Guide*, available from the March Networks Partner Portal website.

### To access Searchlight Cloud via Command Mobile Plus

- 1 Open the Command Mobile plus app.
- 2 If you are accessing the app for the first time, you must add your CES (the Command Enterprise Server that hosts Searchlight Cloud):
  - From the initial screen, tap the plus button  to display the **Add Connection** dialog box.

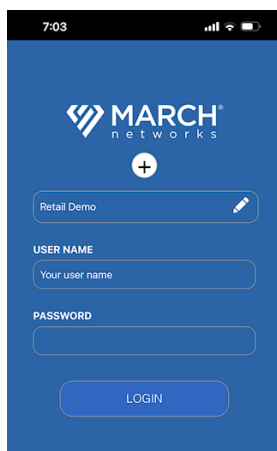


Tap the Plus button



Add a CES connection

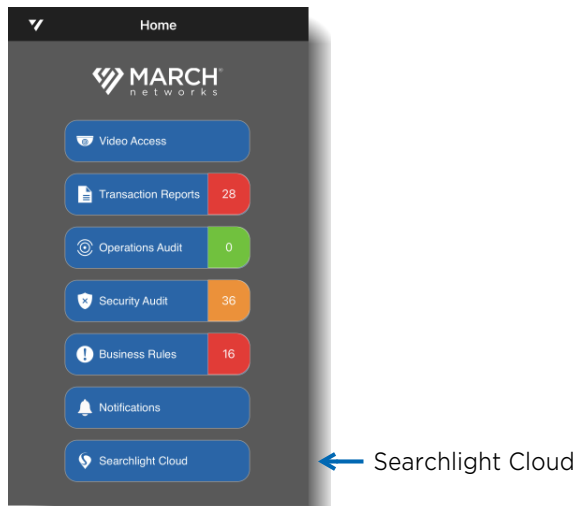
- Enter a **Name** for the CES connection, the **IP address** or hostname of the CES you want to access, and the communication **Port** of the CES you want to access.
  - Tap **Enter**.
- 3 In the initial screen select your CES, enter your user name and password, and tap **Login**.



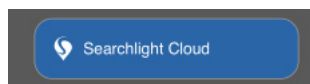
← Select your CES

Enter your user credentials

The Command Mobile Plus **Home** screen appears.



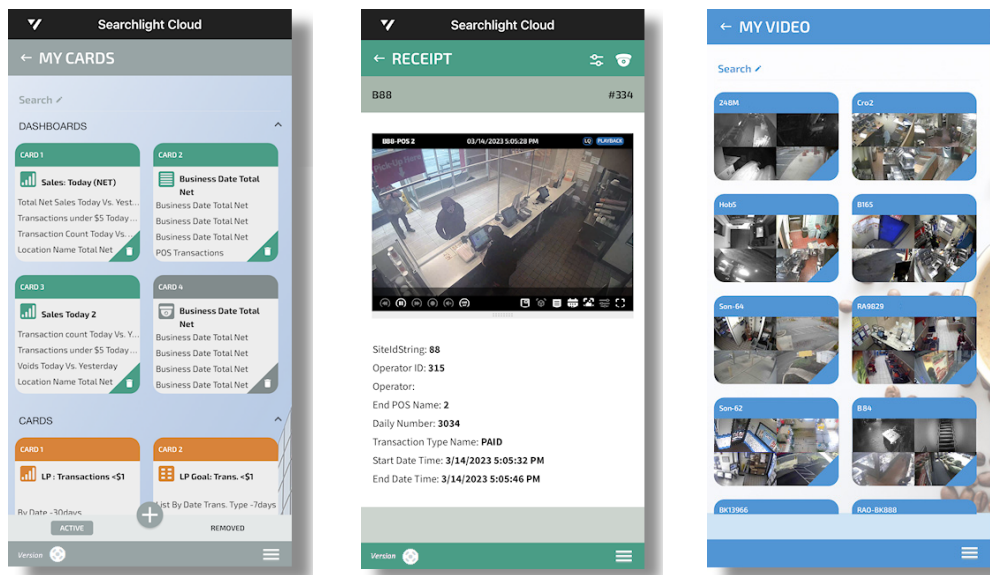
- 4 Tap to select the **Searchlight Cloud** option.



You must be a registered Searchlight Cloud user for this option to appear. If you do not see this option, please contact technical support.

**Note:** You can also access Searchlight features such as Operations Audit, Security Audit and Business Rules. For more information on using these features in the mobile app, see the *Command Mobile Plus User Guide*.

The **My Cards** screen appears. From this page, you can navigate to all the available Searchlight Cloud features. You can manage your report cards (see “Managing your Searchlight Cloud Report Cards” on page 19) and view video (see “Viewing Searchlight Cloud Video” on page 60)



## Accessing Searchlight Cloud via the Web Client

You can access Searchlight Cloud using the browser-based Web Client.

**Note:** Searchlight's Business Rules and Security Audit features are not available through the Web Client. To access these features, use either the Command Client or Mobile Plus interfaces.

For more information on using the Web Client, see the *Web Client User Guide*, available from the March Networks Partner Portal website.

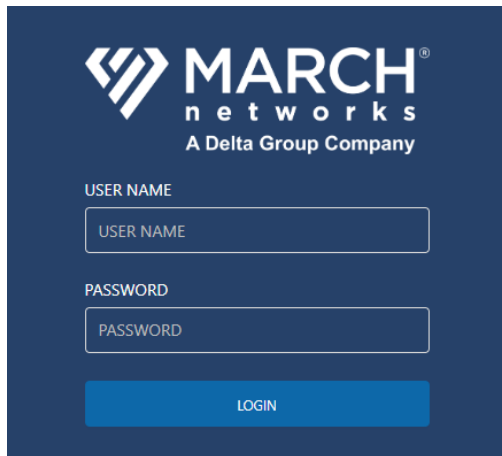
### To access Searchlight Cloud via the Web Client

- 1 In the Address bar of a Web browser (Chrome is the preferred browser), enter:

https://<CES address>/web

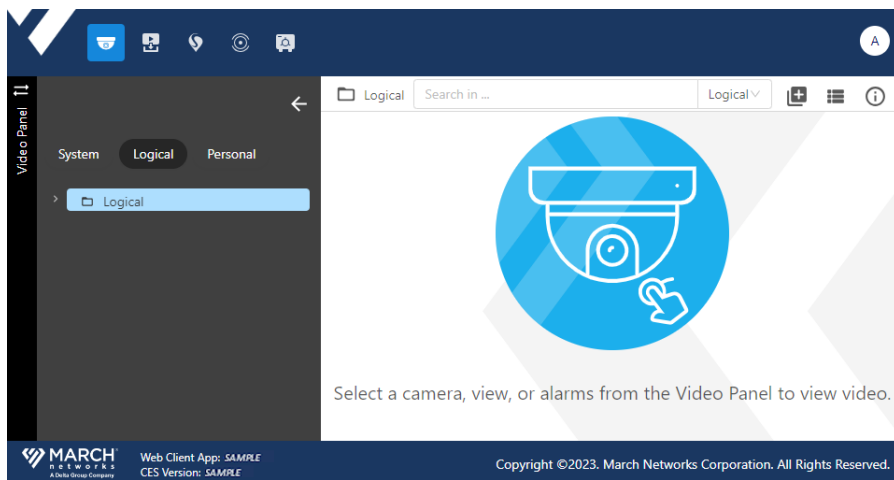
where <CES address> is the server host name or IP address of the Command Enterprise Software you want to connect to.

The Login page appears.

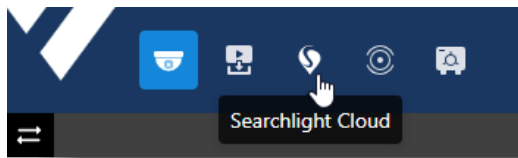


- 2 Enter a user name and password and click **Login**.

The Web Client interface appears.



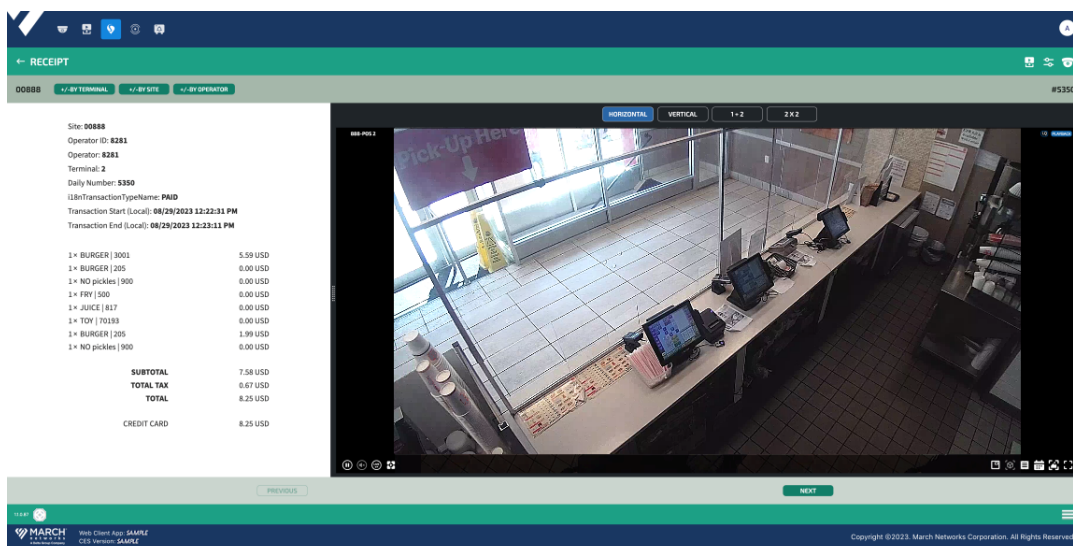
- 3 From the icons at the top, select the **Searchlight Cloud** option.



The **My Cards** page appears.



From this page, you can navigate to all of the available Searchlight Cloud features. You can manage your report cards (see “Managing your Searchlight Cloud Report Cards” on page 19) and view video (see “Viewing Searchlight Cloud Video” on page 60).





## Using the Searchlight Cloud Menu

Searchlight Cloud has its own menu to allow you to navigate to the available options, such as your video, your cards, and your profile. It works in a similar manner in Command Client, Command Mobile Plus and the Web Client. The following procedure shows it in Command Client.

### To access the Searchlight Cloud menu


- 1 Open Searchlight Cloud in your preferred application (Command Client , Command Mobile Plus , or Web Client ) as described in “Accessing Searchlight Cloud” on page 7.

**Searchlight Cloud** appears.

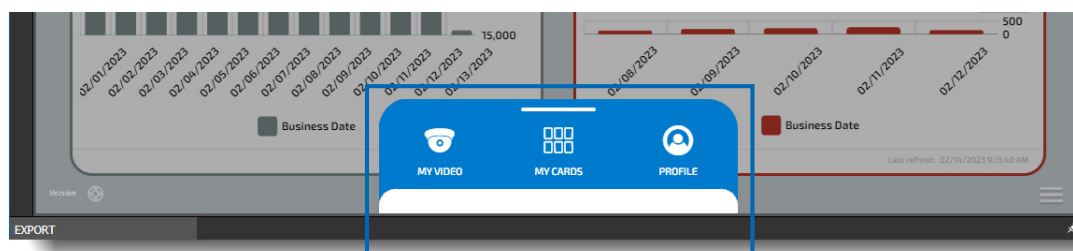
**Note:** In the following window from Command Client, the Navigation panel and the Dashboard are both pinned closed. Only the Searchlight Cloud interface is displayed.



Hamburger icon

- 2 To access the main menu for Searchlight Cloud, select the hamburger icon  at the bottom right of the Searchlight Cloud interface.

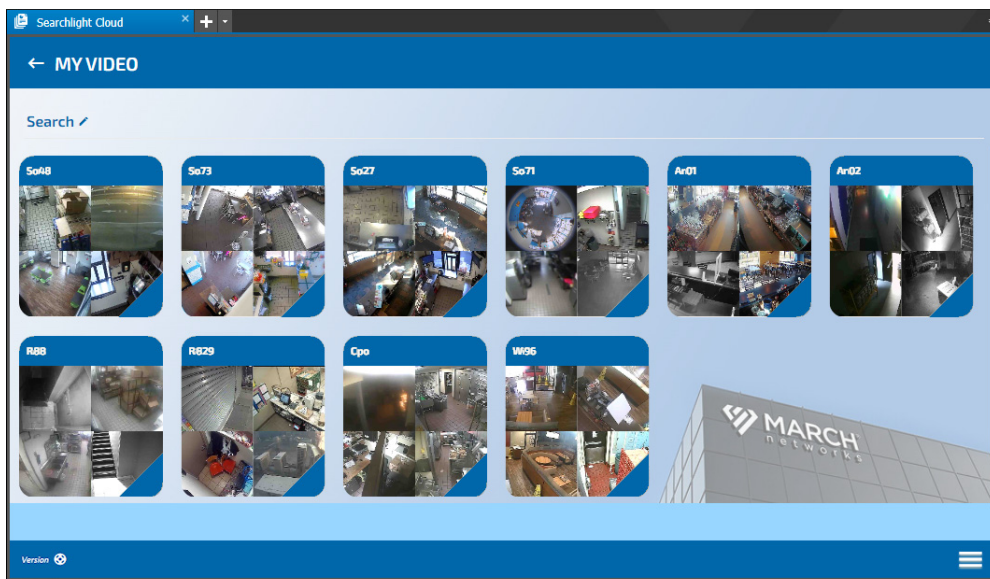
The menu appears at the bottom of the Searchlight Cloud interface.



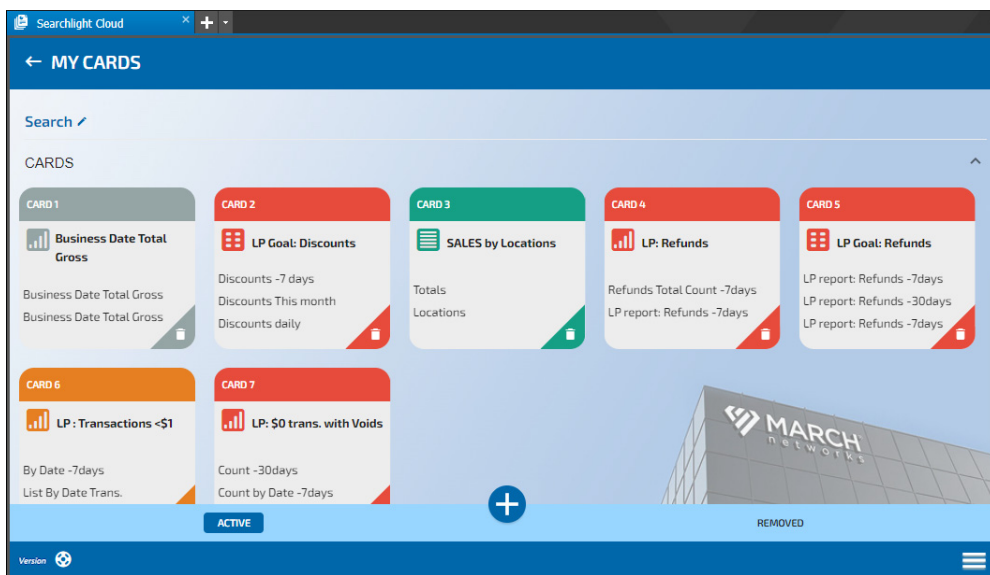
Menu

3 You can select from:

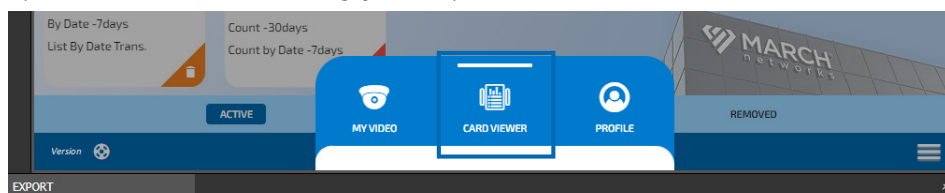
- **My Video** - access your available video



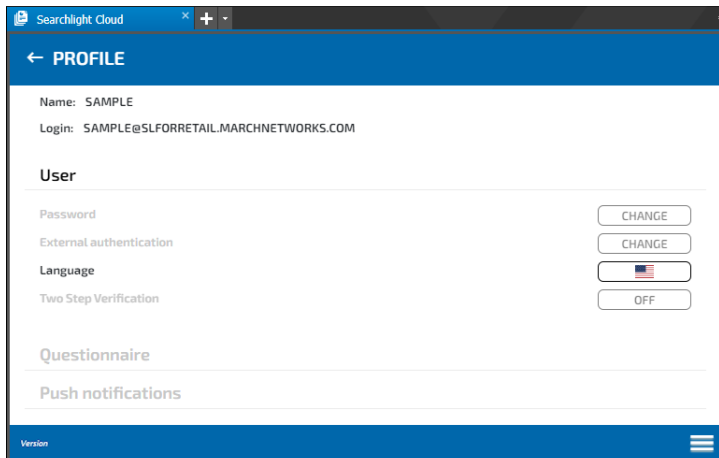
- **My Cards** - access your available report cards and dashboards



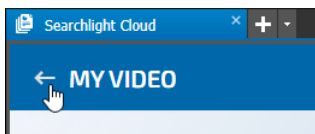
**Note:** When in the **My Cards** window, the main menu displays the **Card Viewer** as an option, to return to viewing your report cards.



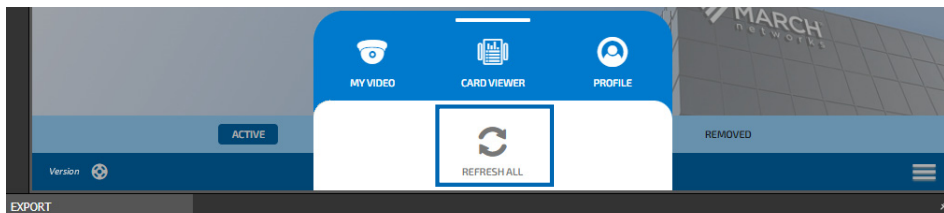
- **Profile** - access your user profile information



- 4 In any of these windows you can select the arrow in the top left corner to return to the Card Viewer window.



- 5 You can also click and drag the main menu up to reveal the **Refresh All** option.



- 6 For more information on the My Video, My Cards, and Profile sections, see:
- “Viewing Searchlight Cloud Report Cards” on page 20
  - “Viewing Searchlight Cloud Video” on page 61
  - “Managing Your Profile” on page 16

# Managing Your Profile


You can view and manage your user profile information in Searchlight Cloud.

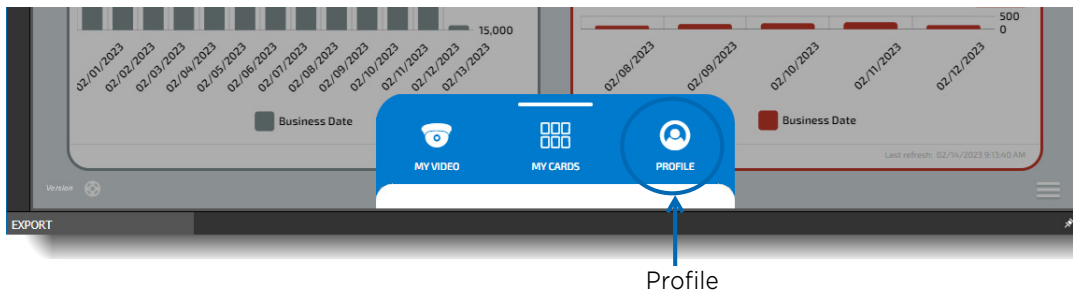
**Note:** Some options may not be available in the Profile window.

## Accessing your profile information

- 1 Open Searchlight Cloud in your preferred application (Command Client , Command Mobile Plus , or Web Client ) as described in “Accessing Searchlight Cloud” on page 7.

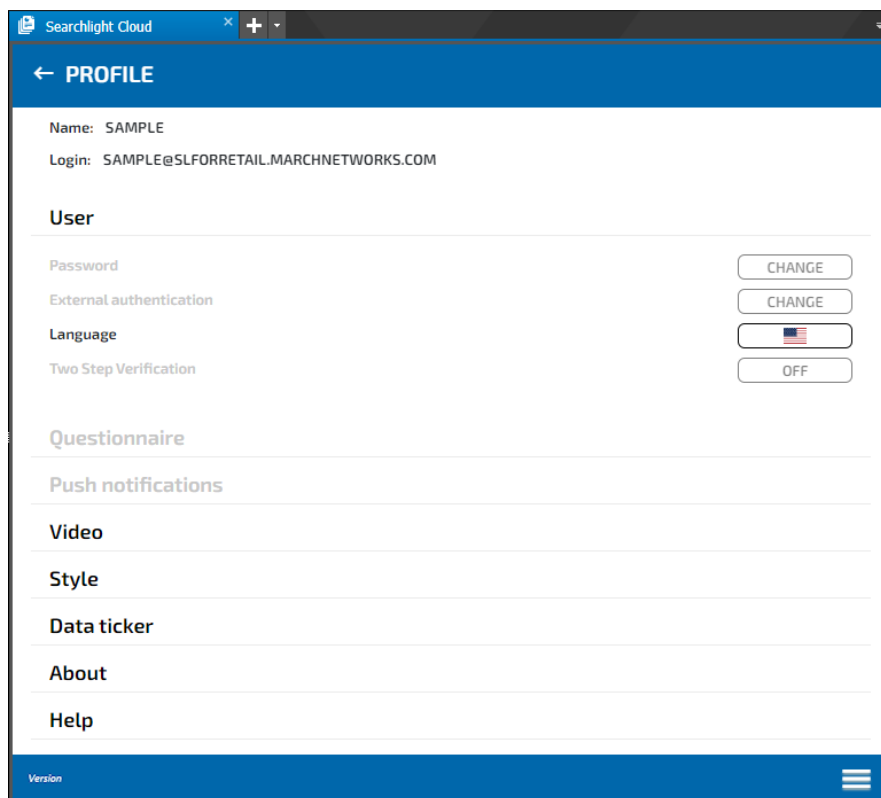
**Searchlight Cloud** appears.

- 2 Select the hamburger icon  at the bottom right of the Searchlight Cloud interface and select **Profile**.



The **Profile** window appears with your information.

**Note:** Some Profile options may not be available to you.



- 3 In the **User** section, you can change your password, view external authentication data, select your language from the listed options, and apply two step verification.

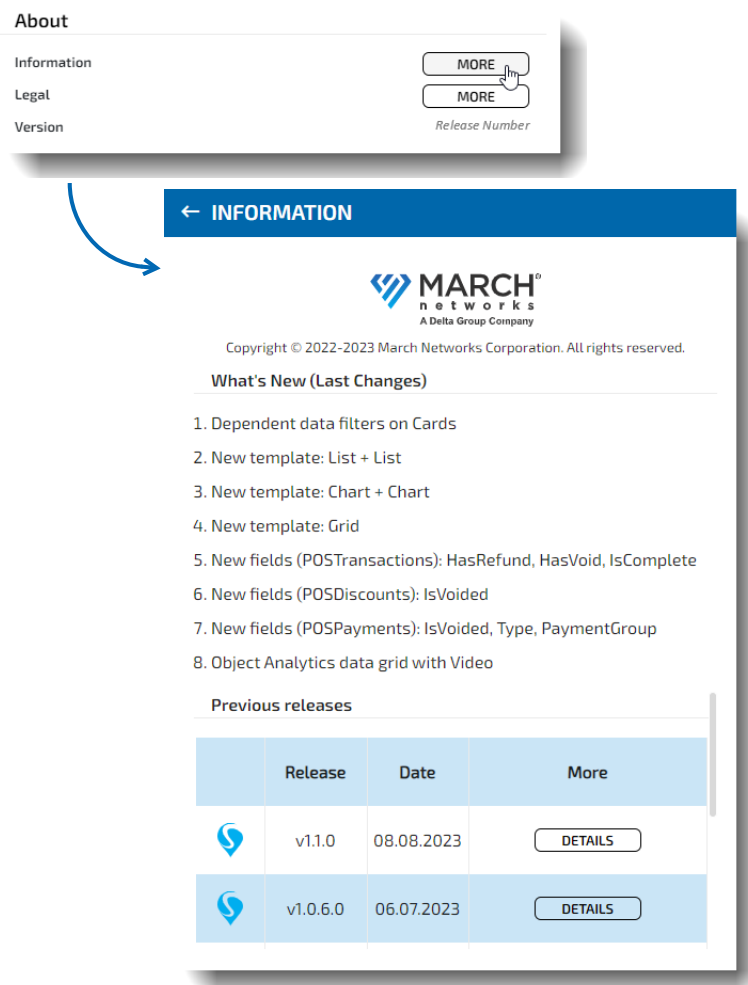
**Note:** Some options may not be available to you.

- 4 The **Questionnaire** will be available in a future release.

- 5 Other profile options include:

- **Push Notifications** — edit which notifications you want to see
- **Video** — set your video options (auto play, show video with receipt, set video padding)
- **Style** — set your default view (the window that appears when you open Searchlight Cloud) and wallpaper (background inside Searchlight Cloud)
- **Data Ticker** — enable and configure your data ticker
- **About** — view more information (legal, version) about the Searchlight Cloud application

From **Information**, you can select the **More** button to view the **What's New** section, which shows the latest changes for the current release and previous releases.



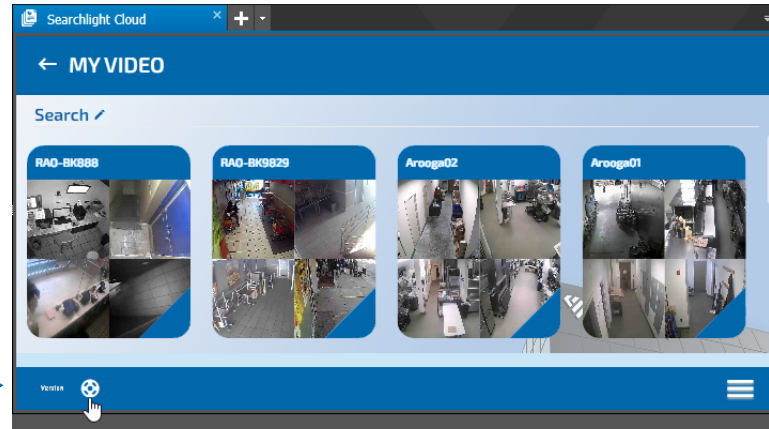
- **Help** — view support phone numbers, email addresses, and a link to the Partner Portal website

## Accessing the Support Page

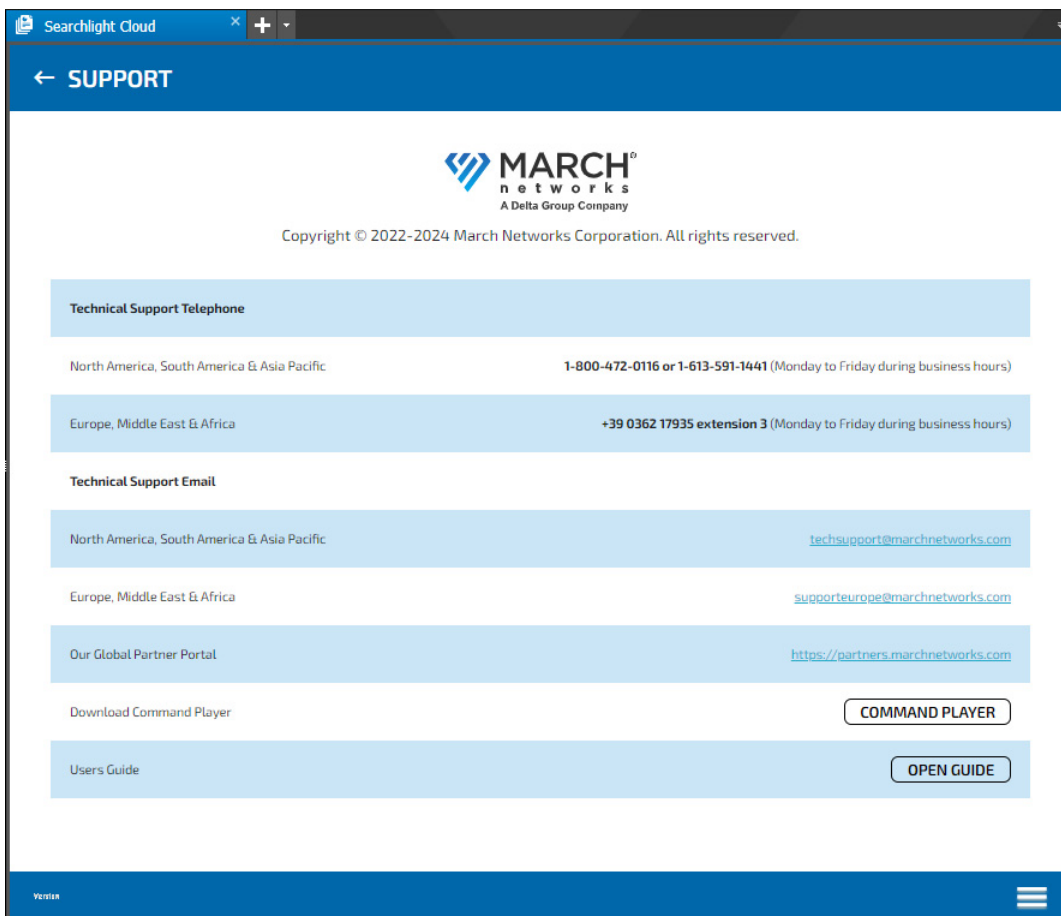
Quick access to the Support page is available throughout most of the Searchlight Cloud interface via a button at the bottom left of the screen.



Select the Support button at the bottom left of the Searchlight Cloud interface.



This button opens the **Support** page, with contact information for technical support, a download link for the Command Player (to view CME video files), and access to this User Guide.



## Chapter 2

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# Managing your Searchlight Cloud Report Cards

This chapter describes how to view, create, share, and manage your Searchlight Cloud report cards.

It contains the following topics:


- “Viewing Searchlight Cloud Report Cards” on page 20
- “Viewing Receipts” on page 23
- “Adding Notes, Bookmarks, and Flags to Receipts” on page 26
- “Filtering Flagged Receipts” on page 29
- “Printing Receipts” on page 31
- “Exporting Receipts” on page 32
- “Organizing Your Report Cards” on page 36
- “Searching for Report Cards” on page 37
- “Creating a New Report Card” on page 38
- “Editing a Report Card” on page 43
- “Adding Relative Data to Existing Tables” on page 46
- “Adding Relative Data to Existing Charts” on page 49
- “Sharing a Report Card” on page 53
- “Sending an Image of a Report Card” on page 59

# Viewing Searchlight Cloud Report Cards

Each Searchlight Cloud card is a separate report. These cards allow you to drill-down to view the granular data grid and the receipt associated with the recorded transaction video.

On the receipt, you can search for related transactions and view multiple cameras in various grid views.

You can view the report cards in the Card Viewer window and organize them in the My Cards window (see “Organizing Your Report Cards” on page 36).

Searchlight Cloud has two types of card: report cards and dashboard cards. Dashboard cards are wider - they can contain more information. Both reports and dashboards have a full screen option .

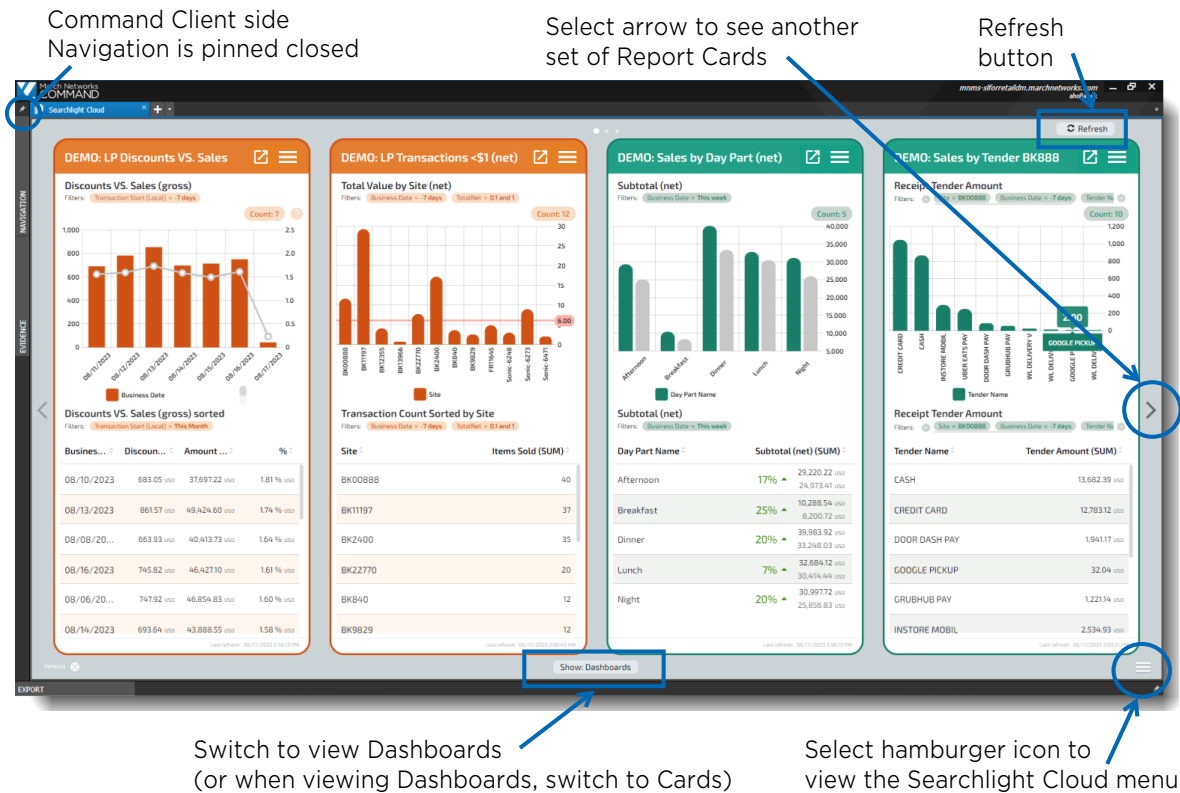
## To view your report cards

- 1 Open Searchlight Cloud in your preferred application (Command Client , Command Mobile Plus , or Web Client ) as described in “Accessing Searchlight Cloud” on page 7.

Searchlight Cloud appears, with your report cards in the **Card Viewer** window.

**Note:** If you have changed your default view to a different window (in Profile > Style > Default view), you can open the Card Viewer from the hamburger menu (see “Using the Searchlight Cloud Menu” on page 13).

Your report cards can include cards that you create, shared cards, and copies of cards shared with you.




The screenshot shows the Searchlight Cloud Card Viewer interface with several report cards. Annotations point to various UI elements:

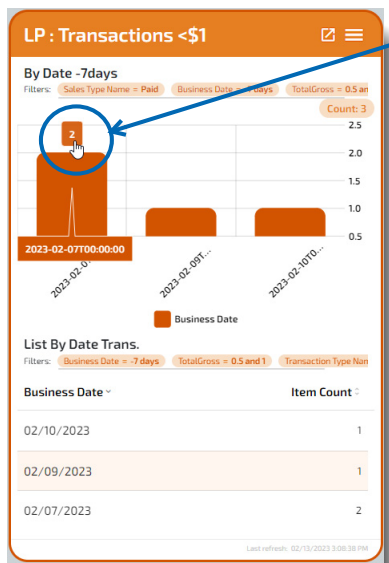
- Command Client side Navigation is pinned closed:** Points to the top-left navigation bar.
- Select arrow to see another set of Report Cards:** Points to a right-pointing arrow icon on the right side of the first card.
- Refresh button:** Points to a circular arrow icon in the top-right corner of the interface.
- Show Dashboards:** Points to a button at the bottom center of the interface.
- Select hamburger icon to view the Searchlight Cloud menu:** Points to a hamburger menu icon in the bottom-right corner.

The interface displays four report cards:

- DEMO: LP Discounts VS. Sales:** A bar chart showing discounts vs. sales over time.
- DEMO: LP Transactions <\$1 (net):** A bar chart showing transaction counts by site.
- DEMO: Sales by Day Part (net):** A bar chart showing sales by day part.
- DEMO: Sales by Tender BK888:** A bar chart showing sales by tender.



- When you move your mouse over a report card, at various points your cursor changes to indicate an available selection . You can click to drill down and access more details.



Select various points on the Report card to drill down for more details.

### Report Details

You can also drill down on the Details page, for example, to view the receipt.

- In the **Details** page, you can filter and drill-down to find the information you want.
  - The following sample **Details** page shows a table with receipts.

Filters applied at Report level

Select to apply flags/relative data/additional filters

Select 3 dots to open the Commands and Columns menu

Export to Excel

Save View - saves column width changes

Change column order

Select/clear to show/hide columns

Drill down to Receipt details

Column filters and sorting menu

**Note:** See “Adding Relative Data to Existing Tables” on page 46 for more information on adding relative data.

- The following sample **Details** page shows a table with cameras.

Report Details

Filters applied at Report level

Select to apply relative data / additional filters

ID	Site	Class Type	Class Detail	Confidence	Enter Time	Exit Time	Duration
1	UK Analytics	Vehicle	Car --	0.99	08/17/2023 2:51:01	08/17/2023 2:56:13	313.00
2	UK Analytics	Vehicle	Car --	0.99	08/17/2023 2:45:46	08/17/2023 2:51:00	314.00
3	UK Analytics	Vehicle	Car --	0.99	08/17/2023 1:58:43	08/17/2023 2:04:01	318.00
4	UK Analytics	Vehicle	Car --	0.99	08/17/2023 1:16:02	08/17/2023 1:21:21	320.00

Select a camera icon to view available video

- When you select a camera icon, the available video is displayed, with analytics if available.

Video analytics, identifying vehicle


Video controls

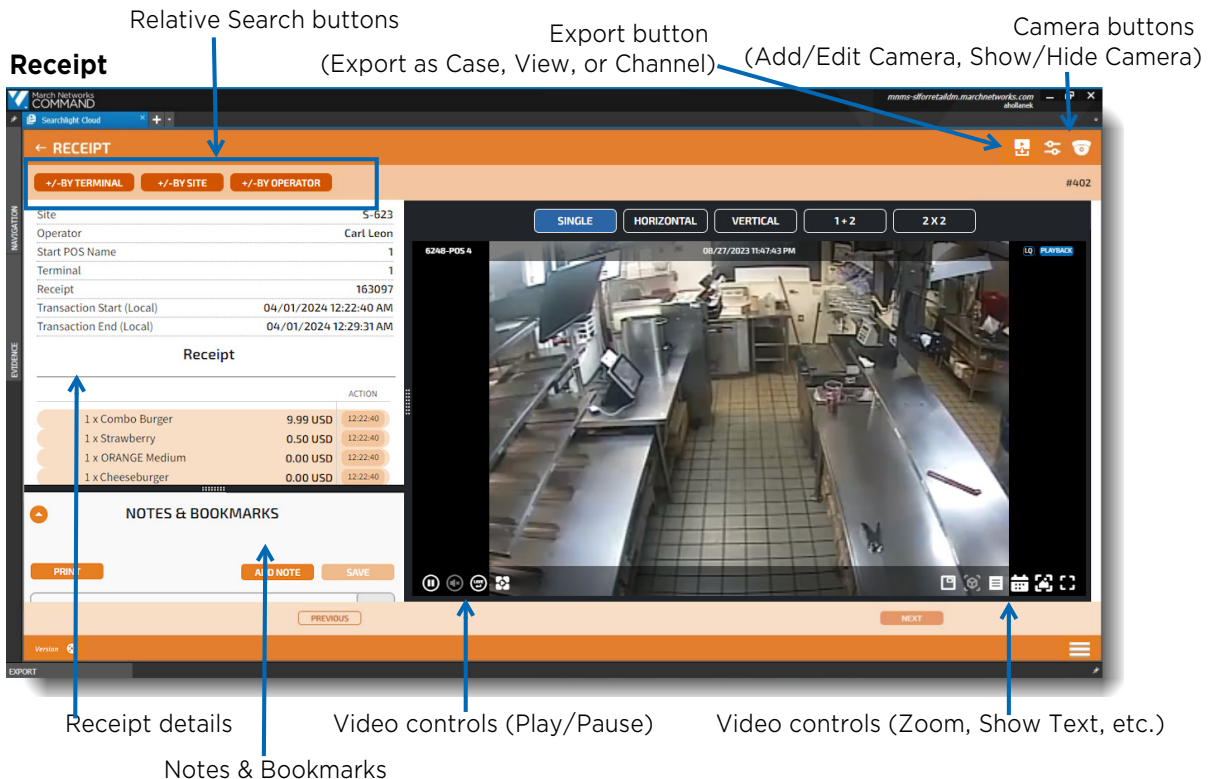
**Note:** For more information on the video controls, see “Viewing Searchlight Cloud Video” on page 61.

## Viewing Receipts

Report and dashboard cards offer access to receipts, which offer more detail for individual transactions. For example, you can view video of the transaction from multiple cameras, and you can search for related transactions.

### To view receipts

- 1 As described in “Viewing Searchlight Cloud Report Cards” on page 20) drill down to access the **Details** page of the card you are interested in.
- 2 From the **Details** page, you can select the **Receipt**  icon to drill down and view the receipt. From the receipt, you can view a single camera view (default) or multiple cameras with video related to the receipt, you can add cameras, and view the cameras in different grids. You can display any text related to the receipt, you can add notes, bookmarks and flags, and you can perform a search for related transactions using the relative search buttons.



The screenshot shows the 'Receipt' interface in Searchlight Cloud. Annotations point to various features:

- Relative Search buttons**: Located at the top left, including '+/-BY TERMINAL', '+/-BY SITE', and '+/-BY OPERATOR'.
- Export button**: Labeled '(Export as Case, View, or Channel)', located at the top right.
- Camera buttons**: Labeled '(Add/Edit Camera, Show/Hide Camera)', located at the top right.
- Receipt details**: A sidebar on the left containing transaction information such as Site (S-623), Operator (Carl Leon), Start POS Name (1), Terminal (1), Receipt (163097), Transaction Start (Local) (04/01/2024 12:22:40 AM), and Transaction End (Local) (04/01/2024 12:29:31 AM).
- Notes & Bookmarks**: A section below the details with a table of items (e.g., 1 x Combo Burger for 9.99 USD) and buttons for 'PRINT', 'ADD NOTE', and 'SAVE'.
- Video controls (Play/Pause)**: Located at the bottom center of the video player.
- Video controls (Zoom, Show Text, etc.)**: Located at the bottom right of the video player.

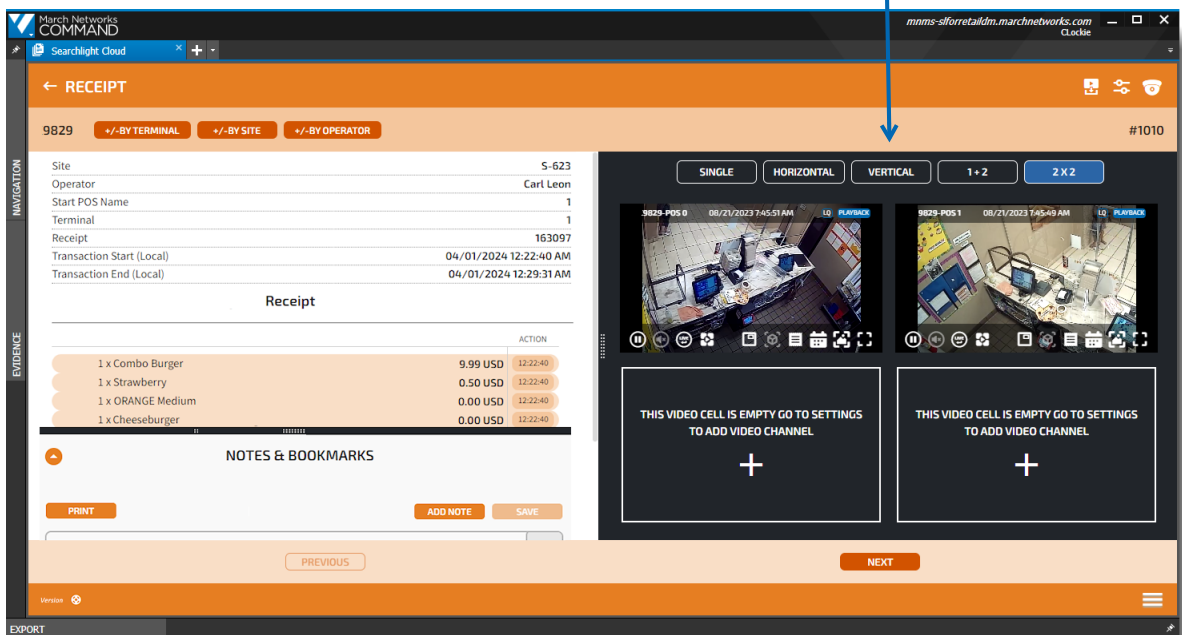
### Note:

For more info on video controls, see “Viewing Searchlight Cloud Video” on page 61.  
For more info on notes and bookmarks, see “Adding Notes, Bookmarks, and Flags to Receipts” on page 26.

Receipts offer multiple camera grids. You can add additional cameras and edit the view grid.

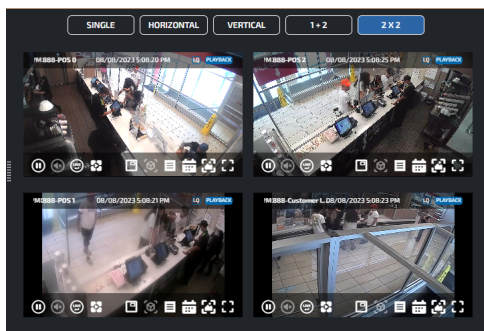
## Receipt

Multiple camera view grid, with grip options

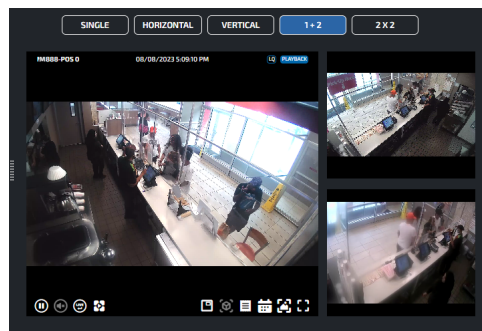


You can change the way the cameras are displayed, showing the cameras arranged horizontally (with a scrollbar, if required to see all cameras), vertically (with a scrollbar if required), in a 1+2 format, or a 2x2 format.

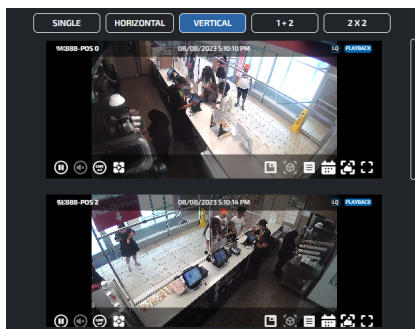
### 2x2



### 1+2

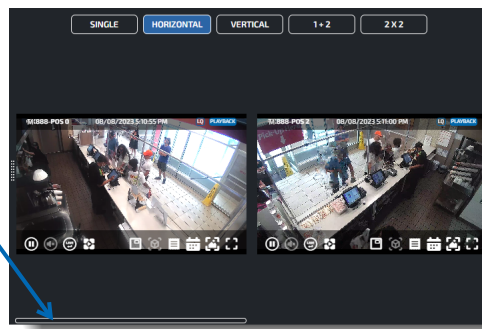


### Vertical



scrollbars  
to see  
additional  
cameras

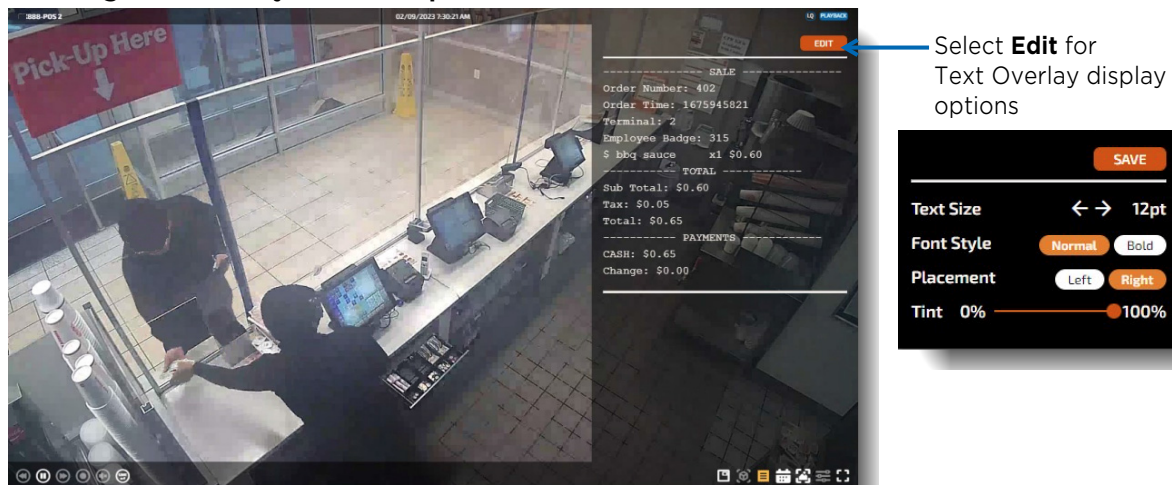
### Horizontal





- If available, you can display text over the video, to provide more detail.

### Showing Text Overlay on a Receipt



Text Overlay button selected

**Note:** For more information on video, see “Viewing Searchlight Cloud Video” on page 61.

- You can perform a **Relative Search**, which filters the transaction on the receipt by terminal, by site, or by operator. You view the current transaction with the 5 previous and 5 next transactions from the same terminal, at the same site, or by the same operator.

For example, if you select the **+/- BY OPERATOR** button, you get a list of the 5 transactions before and after the current transaction, from the operator of the current transaction.

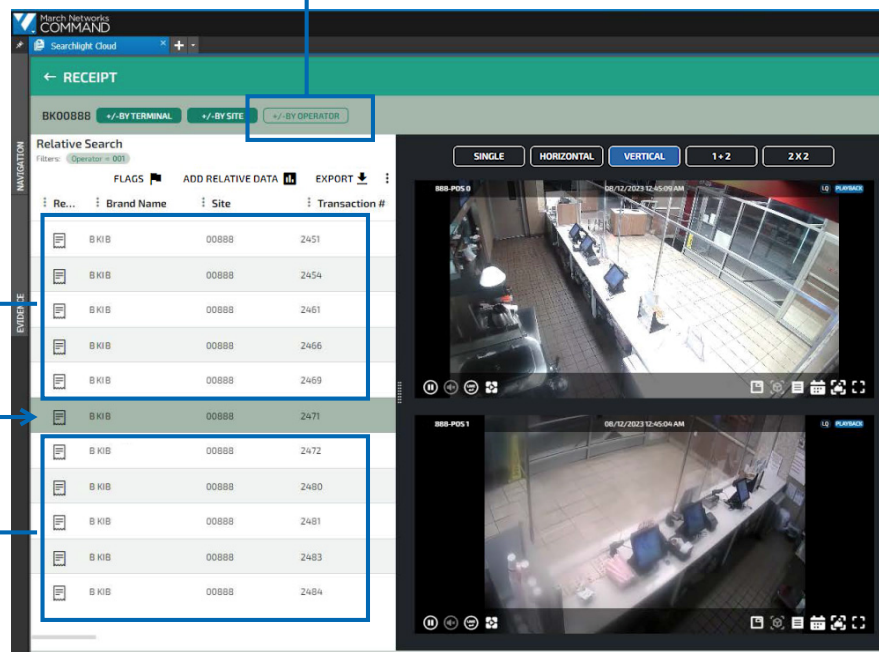
Filter by operator selected

### Relative Search: Transactions filtered by Operator

Previous transactions  
from this operator  
(before the current  
transaction)

Current transaction

Next transactions  
from this operator  
(after the current  
transaction)



# Adding Notes, Bookmarks, and Flags to Receipts

You can add notes, bookmarks, and/or flags to receipts to help you organize your information.

Notes allow you to add information to the receipts, and bookmarks/flags allow you to categorize and filter your receipts.

## To add a note to a receipt

- 1 In the **Notes & Bookmarks** section of the Receipt page, select **Add Note**.

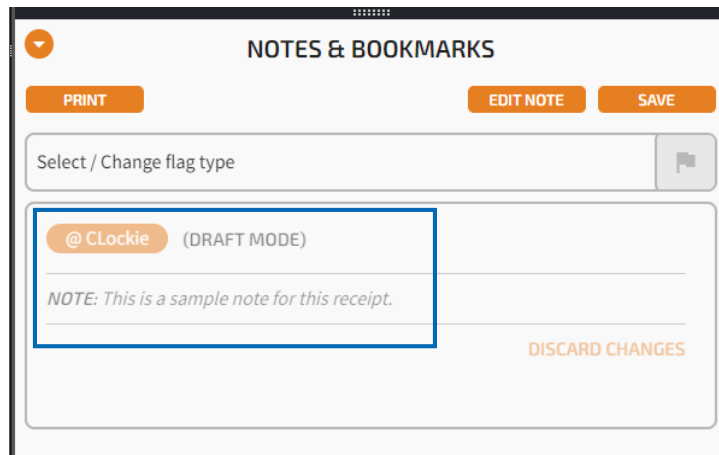
The screenshot shows the 'RECEIPT' page with a header bar containing a back arrow and the title 'RECEIPT'. Below the header are three filter buttons: '+/- BY TERMINAL', '+/- BY SITE', and '+/- BY OPERATOR'. A table displays receipt details: Site (S-623), Operator (16), Start POS Name (1), Terminal (1), Receipt (163098), Transaction Start (Local) (04/01/2024 1:41:51 PM), and Transaction End (Local) (04/01/2024 1:47:29 PM). Below the table is the 'NOTES & BOOKMARKS' section, which includes a 'PRINT' button, an 'ADD NOTE' button (highlighted with a blue box and a hand cursor), and a 'SAVE' button. A dropdown menu for 'Select / Change flag type' is also present. The main area of the section displays 'No notes to display.' with a document icon.

A blank note appears with your user name above it. You can type any text you want in the note.

This screenshot shows the 'NOTES & BOOKMARKS' section after clicking 'ADD NOTE'. It features a 'PRINT' button, 'CANCEL' and 'APPLY' buttons, and the 'Select / Change flag type' dropdown. A new note is displayed with the user name 'CLOCKIE' in an orange box. Below the name is a text input field containing the text 'This is a sample note for this receipt.' The entire note area is highlighted with a blue box.

- 2 Select **Apply**.

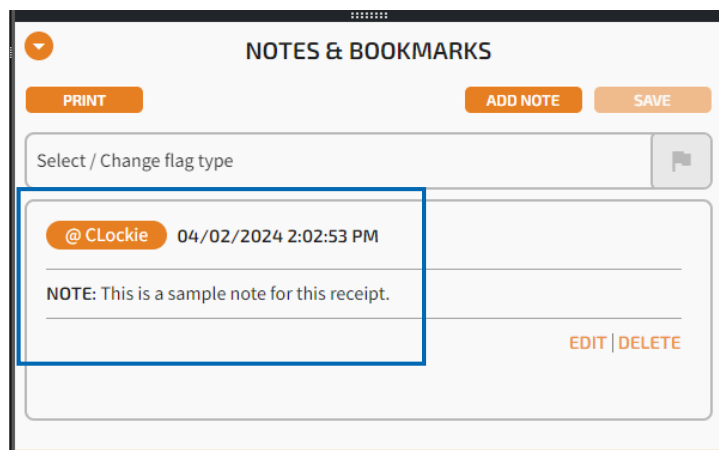
The new note appears in draft mode.



The screenshot shows the 'NOTES & BOOKMARKS' interface. At the top, there are buttons for 'PRINT', 'EDIT NOTE', and 'SAVE'. Below these is a dropdown menu labeled 'Select / Change flag type'. The main area contains a note card for '@ CLockie' in '(DRAFT MODE)'. The note text is 'NOTE: This is a sample note for this receipt.' A blue box highlights the note card. To the right of the note card is a 'DISCARD CHANGES' button.

- 3 If you do not want to save the note, you can select **Discard Changes**. A dialog asks if you are sure, select **Yes** to discard the note.

To save the note, select **Save**. A date is added to the note, and it is saved.



The screenshot shows the 'NOTES & BOOKMARKS' interface after saving the note. The buttons at the top are 'PRINT', 'ADD NOTE', and 'SAVE'. The note card for '@ CLockie' now includes a timestamp '04/02/2024 2:02:53 PM' next to the name. The note text is 'NOTE: This is a sample note for this receipt.' A blue box highlights the note card. To the right of the note card are 'EDIT' and 'DELETE' buttons.

**Edit** and **Delete** buttons also appear for the note.

- 4 You can add additional notes as desired.

### To add a flag or bookmark to a receipt

- 1 In the **Notes & Bookmarks** section of the Receipt page, select the **Select / Change flag type** list to display the flag and bookmark options.

The screenshot shows the 'NOTES & BOOKMARKS' section of a receipt page. At the top, there are buttons for 'PRINT', 'ADD NOTE', and 'SAVE'. Below these is a dropdown menu labeled 'Select / Change flag type', which is highlighted with a blue box and a hand cursor. Below the dropdown is a list of flag options, each with an unchecked checkbox:

- ☐ Suspicious
- ☐ Suspicious - potential employee fraud DISCOUNT
- ☐ Suspicious - potential employee fraud UNDER RINGING
- ☐ Suspicious - potential employee fraud DELETED/CANCELED
- ☐ Suspicious - potential employee fraud REFUND/VOID

At the bottom of the section are 'CANCEL' and 'APPLY' buttons.

- 2 Select a flag or bookmark from the list.  
You can apply multiple flags at the same time, if desired.

The screenshot shows the 'NOTES & BOOKMARKS' section with the dropdown menu now displaying 'BOOKMARK'. Below this, there is a list of options with checkboxes:

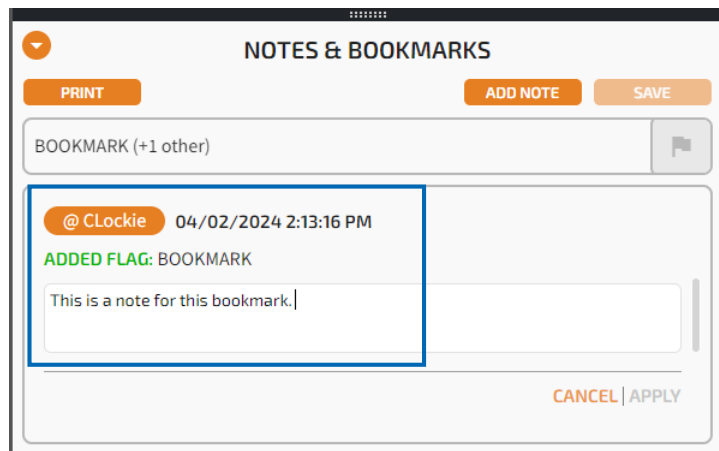
- ☐ Not suspicious
- ☐ NOTE
- ☒ BOOKMARK (highlighted with a blue box and a hand cursor)
- ☐ For review
- ☐ Resolved

The 'APPLY' button is now highlighted in blue, indicating it is the active action.

- 3 Select **Apply**.  
The new flag or bookmark appears in draft mode.
- 4 If you do not want to save the flag/bookmark, you can select **Discard Changes**. A dialog asks if you are sure, select **Yes** to discard it.  
To save the flag/bookmark, select **Save**. A date is added to it, and it is saved.  
**Note:** You can remove the flag by displaying the list of flags again, and removing the check mark beside the selected flag.



- 5 An **Edit** button also appears for the flag/bookmark. You can select this to add notes to the flag/bookmark, if desired.



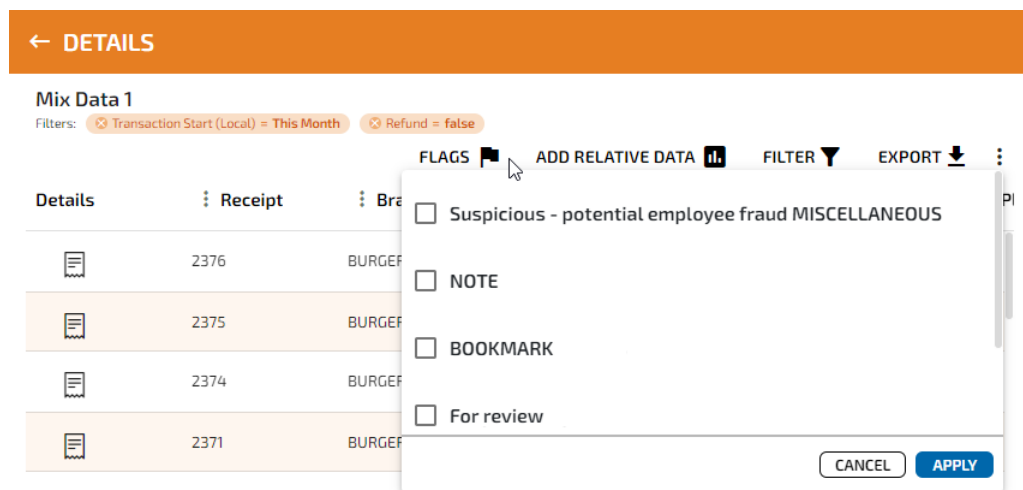
- 6 Select **Apply**, and then select **Yes** in the dialog that appears to confirm your edit. The note is added to the flag/bookmark, with **Edit** and **Delete** buttons. You can add additional flags/bookmarks as desired.

## Filtering Flagged Receipts

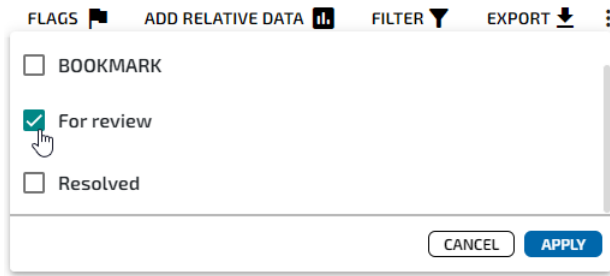
After you have added flags to receipts, you can filter your receipt list to show only the receipts with selected flags applied.

### To filter for flagged receipts

- 1 In a report details page, select the **Flags** icon to display the list of available flags to filter on.



- 2 Select the flag you want to view receipts for.



- 3 Select **Apply**.

The list refreshes to show only receipts with the selected flag applied.

**Note:** You can move your mouse over the icon in the **Flag** column to view the name of the flag. If a receipt has multiple flags applied, all the flags appear in the **Flag** column.

← DETAILS

Mix Data 1

Filters: Transaction Start (Local) = This Month Refund = false

FLAGS 1 ADD RELATIVE DATA FILTER EXPORT

Flag	Details	Receipt	Brand Name	Site	Transaction #
1		2376	BURGER KING	BK9829	2,376
1 1		163098	SONIC	Sonic-6273	163,098

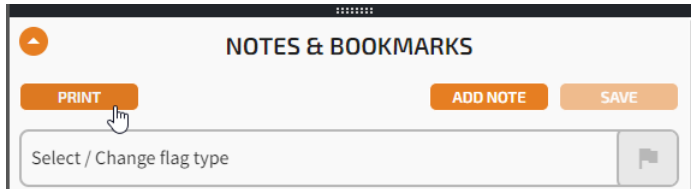
For review

## Printing Receipts

You can use the print function to save a receipt to your local computer as a PDF. If notes have been added to the receipt, you can choose whether to include them in the PDF or not.

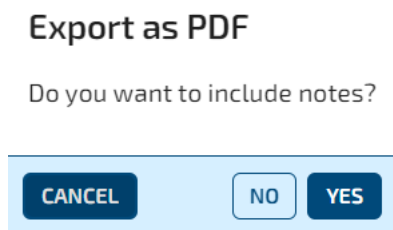
### To print a receipt (save as PDF)

- 1 From a receipt, select the **Print** button in the **Notes & Bookmarks** section.



**Note:** If there are notes added to the receipt, a dialog appears, asking if you want to include the notes in your PDF.

(If there are no notes, this dialog does not appear, only the **Save As** dialog.)



Select **Yes** or **No** to export the PDF with or without the notes.


- 2 A **Save As** dialog opens, allowing you to browse to a location on the computer and save the file as a PDF.

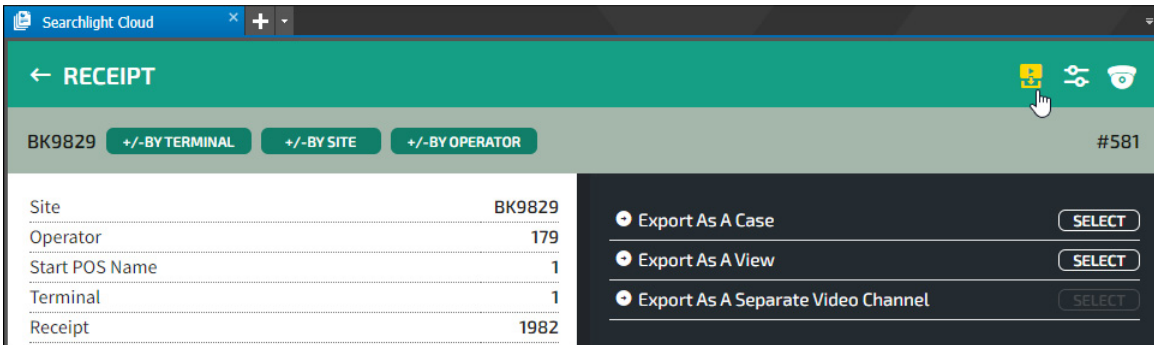
The PDF is saved to the location you selected.

## Exporting Receipts

You can export a receipt and save the receipt video to a new or existing case file, a view, or as a separate video channel.

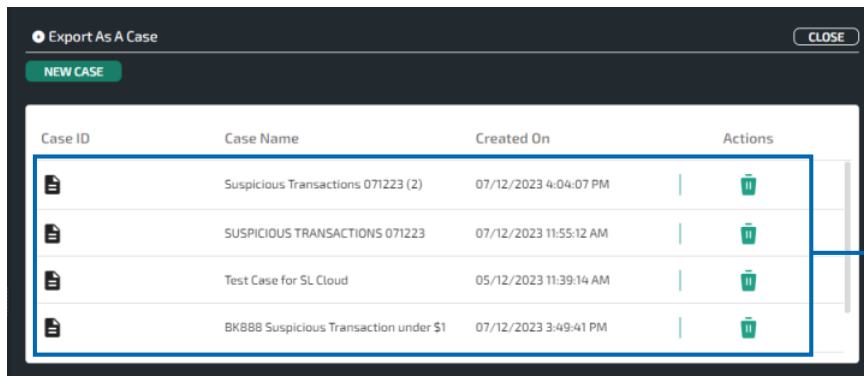
### To export a receipt

From a receipt, select the Export  button to save your receipt video to a new or existing case file (multiple video files, snapshots and notes), or a view (multiple video channels in the March Networks proprietary CME format), or as a separate video channel (available in Web Client only).



When exporting, you can save:

- 1 To an existing case (if there is a list of existing case available).  
Select the case that you want to save to.



Select from the  
list of existing  
cases

## 2 To a new case.

Select the **New Case** button, and enter a name for the new case,

**Export As A Case** CLOSE

Case Name  
New Case

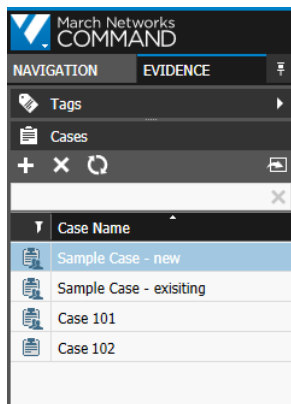
File Name / Type	Details
New Case Note	
Receipt 08/12/2023 12:41:40 AM	
888-POS 0	Site: 00888
888-POS 2	Operator ID: 1
888-POS 1	Operator: 001
888-Customer Line	Terminal: 0
	Daily Number: 2471
	i18nTransactionTypeName: PAID
	Transaction Start (Local): 08/12/2023 12:41:40 AM
	Transaction End (Local): 08/12/2023 12:41:40 AM

BACK SAVE

DOWNLOAD CME

Details to be added to the new case

**Note:** When you save to a new or existing case, the video and details are added and you can view the new or existing case in the Command Client's Evidence panel.



For more information about cases, see the *Command Enterprise and Client User Guide*

## 3 As a view to a CME (Command Multimedia Evidence) file.

To export as a view, you must specify a name for the file, the start and end time for the video, and the format.

You can export in CME or encrypted CME format.

- CME is the Command proprietary video file format. You can view CME files using the Command Player, a standalone app. Saving video in this format prevents the unwanted upload of the video to the Internet.
- Encrypted CME is the same as CME, but it is in an encrypted format, so that a password is required to play it.

If you select encrypted CME, you must specify a password that the end user must enter to play the video after it is exported.

- 4 If you are accessing Searchlight Cloud through the Web Client user interface (see “Accessing Searchlight Cloud via the Web Client” on page 11), you can export a separate video channel to an MP4 video file.

**Note:** Exporting to MP4 on other user interfaces will be supported in future releases.

To export a separate video channel, you can accept the default name for the file or edit the file name, and you can edit the start and end time for the video. The format is MP4.

- If there are multiple cameras associated with the receipt, you can select which camera channels you want to download.

Export As A Case SELECT

Export As A View SELECT

Export As A Separate Video Channel CLOSE

	Name	Filename
<input checked="" type="checkbox"/>	K982-POS 1	POS-1
<input checked="" type="checkbox"/>	K982-POS 0	POS-0

Start: 01/08/2024 10:41:06 AM 📅 End: 01/08/2024 10:46:06 AM 📅 Interval: 5 ▼

EXPORT

When you select **Export**, the progress of the download(s) is displayed.

Export As A Case SELECT

Export As A View SELECT

Export As A Separate Video Channel CLOSE

Download in progress. Do not close this window!

File1 POS-1 Generating...65%

File2 POS-0 Waiting...

Summary


START	📅	1/8/2024, 10:41:06 AM
STOP	📅	1/8/2024, 10:46:06 AM
INTERVAL: 5min		

CANCEL

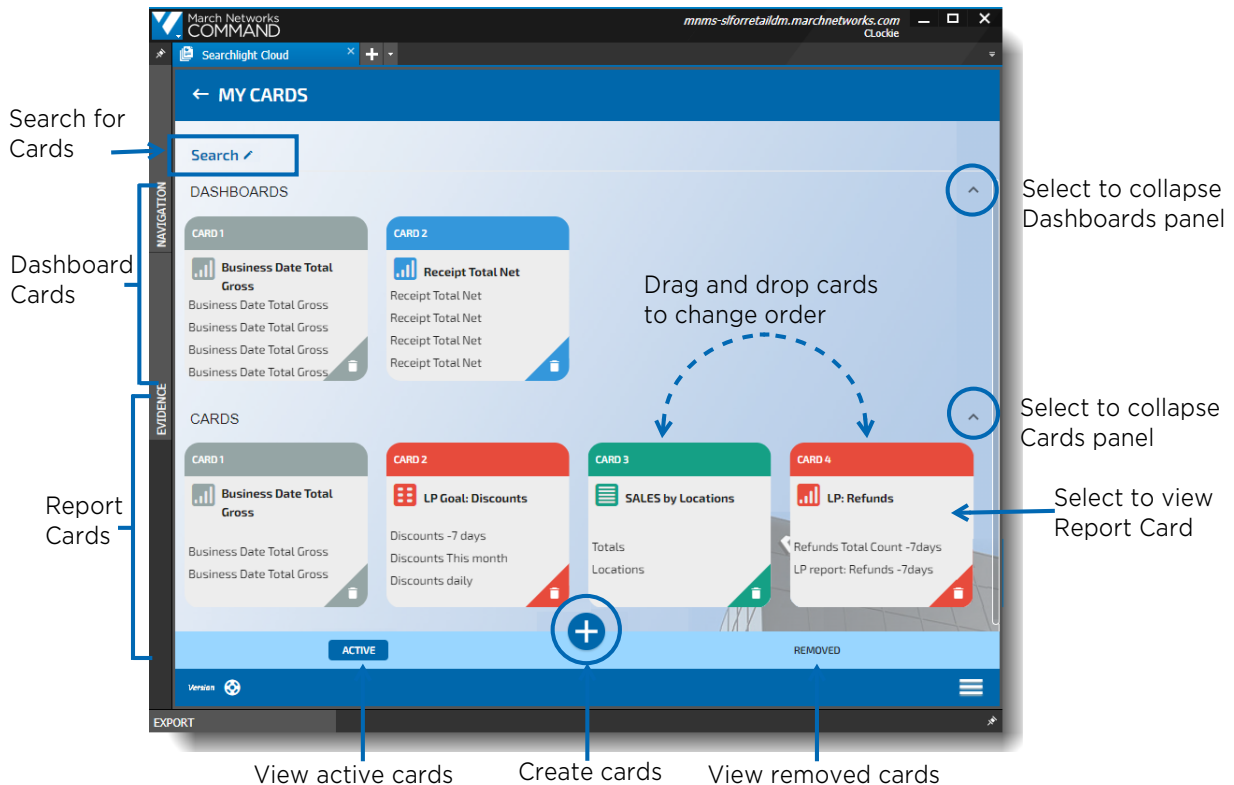
# Organizing Your Report Cards


You can organize your cards in the My Cards window by changing the order of the cards.

## To organize your report cards in the My Cards window

- 1 Select the hamburger icon  at the bottom right of the Searchlight Cloud interface and select **My Cards**.

The **My Cards** window appears.




- 2 From this window, you can:
  - Drag and drop the dashboard cards and the report cards to change their order.
  - Select any card to view the card in the Card Viewer window.
  - View **Active** cards, or select **Removed** at the bottom right to view cards that have been removed.
  - Collapse either the Dashboards or the Cards panel to hide cards you are not interested in.
  - Use the text search to find cards. See “Searching for Report Cards” on page 37.
  - Select the **Create New Card**  button to add new cards. See “Creating a New Report Card” on page 38.



## Searching for Report Cards

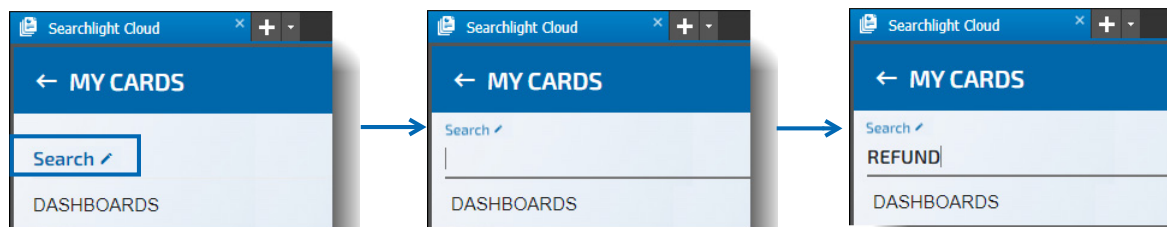
In the My Cards window, you can perform a text search to find any Report cards or Dashboard cards.

### To search for cards in the My Cards window

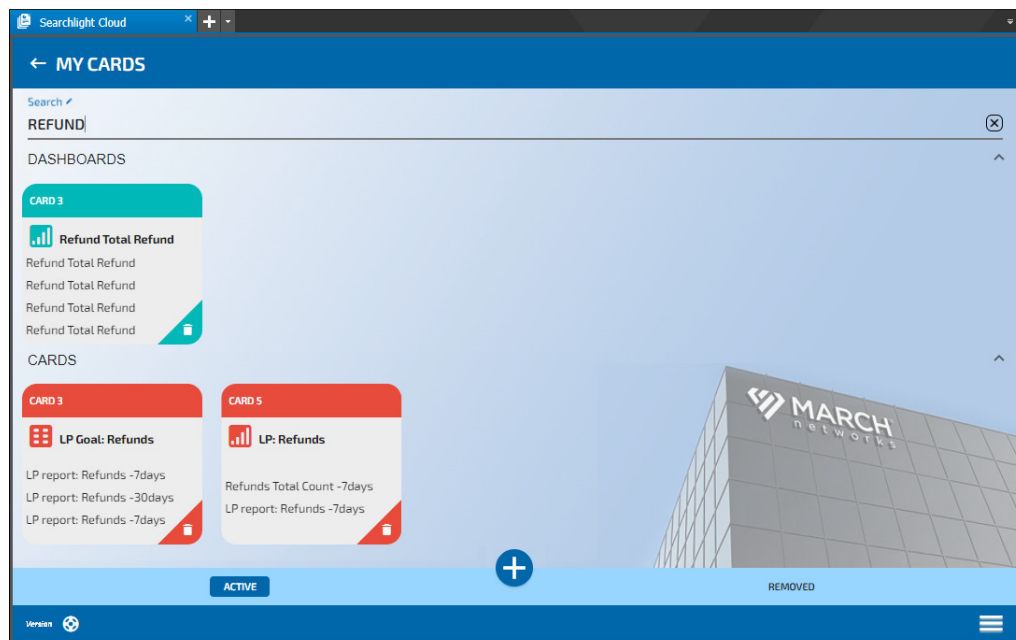
- 1 Select the hamburger icon  at the bottom right of the Searchlight Cloud interface and select **My Cards**.

The **My Cards** window appears.

- 2 At the top of the window, select **Search** to display the search text box, and enter the text that appears on the card or cards you are searching for.



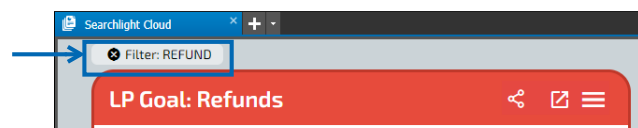
As you type, cards that do not match the text are removed from the display, and only matching cards are left.



- 3 Select a card to view it in the **Card Viewer** window.

In the **Card Viewer** window, the filtered cards are displayed with a button at the top left, so that you can quickly clear the filter and show all cards again.


Use this button to clear the filter



# Creating a New Report Card

You can create new report cards (and dashboard cards) from the My Cards window.

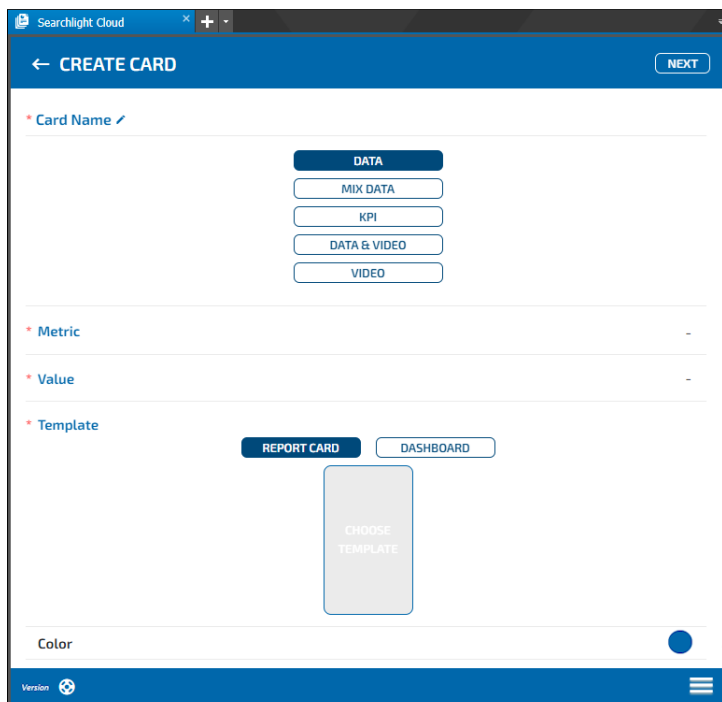
## To create a new report card from the My Cards window

- 1 Select the hamburger icon  at the bottom right of the Searchlight Cloud interface and select **My Cards**.

The **My Cards** window appears.

- 2 At the bottom of the window, select the **Create New Card**  button.

The **Create Card** window appears.



The following table describes the information required to create a new report card.

Information	Description
<b>Card Name</b>	Enter a name for your new card.
<b>Card Type</b>	Select a report type for your new card: <ul style="list-style-type: none"> <li>• <b>Data</b> - select data to report on</li> <li>• <b>Mix Data</b> - select 2 different types of data to report on</li> <li>• <b>KPI</b> - report on Key Performance Indicators</li> <li>• <b>Data &amp; Video</b> - available in an upcoming release</li> <li>• <b>Video</b> - available in an upcoming release</li> </ul>

Information	Description
<b>Metric</b>	<p>Select a metric, which is your data vantage point.</p> <p>This determines what kind of data is analyzed and from what perspective.</p> <p><b>Note:</b> Not applicable if you select the KPI, Video, or Audit card type.</p> <p>When you select <b>Metric</b>, the <b>Set Metric</b> window opens, and you can choose a metric from the following data groups:</p> <ul style="list-style-type: none"> <li>• POS transactions</li> <li>• POS products</li> <li>• POS discounts</li> <li>• POS payments</li> <li>• POS tips</li> </ul> <p>Additional data groups may be available, such as Clock-in/Clock-out, Object Analytics, Alarms, and more.</p>
<b>Value</b>	<p>Select a value, which represents how you would like to see your data.</p> <p>This determines how the selected metric is measured.</p> <p><b>Note:</b> Not applicable if you select the Video or Audit card type.</p> <p>When you select <b>Value</b>, the <b>Set Value</b> window opens, and you can choose a value from the list.</p> <p>The list of available Values depends on the Metric you selected.</p>
<b>Template</b>	<p>Choose <b>Report Card</b> or <b>Dashboard</b> (wide card).</p> <p>You can accept the default template based on your data set, or select <b>Choose Template</b> to open the <b>Set Template</b> window, where you can view and select the available templates for the card type.</p>
<b>Color</b>	<p>You can customize the appearance of your card by choosing a different color for the card's frame.</p> <p>When you select <b>Color</b>, the <b>Set Style</b> window opens, and you can choose a color for the report frame.</p> <p>Select the <b>Apply</b> button to set the new color.</p>

**Note:** Some options may not work with your data access privileges, or your POS system integration may need updating if data is not visible to you. For questions about your data availability or system integration, please contact your sales engineer or March Networks support.

- 3 Select the **Next** button, at the top right of the window.  
The **Edit Card** window appears, with the new card you just created.

← EDIT CARD

CREATE

\* Card Name

Transaction # Total Gross

Transaction # Total Gross

396,626.46 1,150,189.87

USD USD

Sum This Month Sum Last Month

66%

Transaction # Total Gross

Transaction #

Column Chart

Select Create when complete

Container 1 - select to edit

Container 2 - select to edit

Select to edit the graph type

- 4 You can select the available containers to open the **Edit Container** window, and change the information included in the container, with options such as Calculation, Sort, Filters, Comparison, Group by, and Styles.

**Note:** Available options in this window depend upon the options you selected previously.

← EDIT CONTAINER

APPLY

\* Container name

Transaction # Total Gross

396,626.46 1,150,189.87

USD USD

Sum This Month Sum Last Month

66%

Value

Total Gross

Calculation

Sum

Filters

Start Date Time

DATE This Month

Comparison

Start Date Time


DATE Last Month

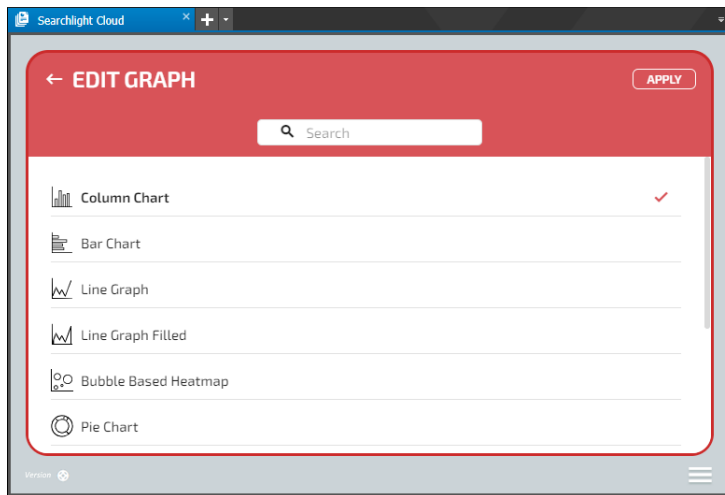
Styles

Positive trend

Select available options to edit the information in the container

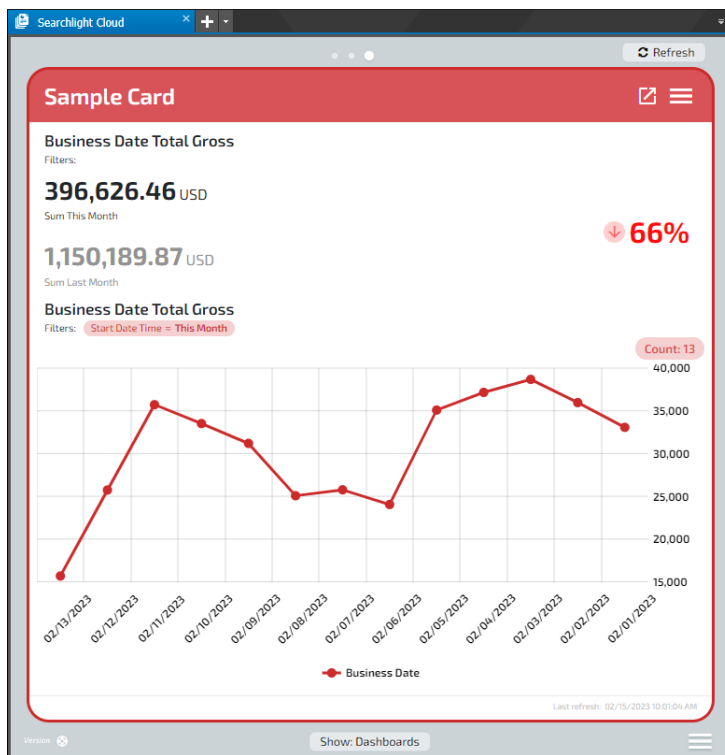
Select **Apply** when finished editing the container.

- 5 You can select the settings  icon to change the type of chart or graph, where applicable. Options include column chart, bar chart, line graph and more.



Select **Apply** when finished editing the graph.

- 6 When you are finished editing your card, select **Create** in the **Edit Card** window. Your new card appears in the Card Viewer.

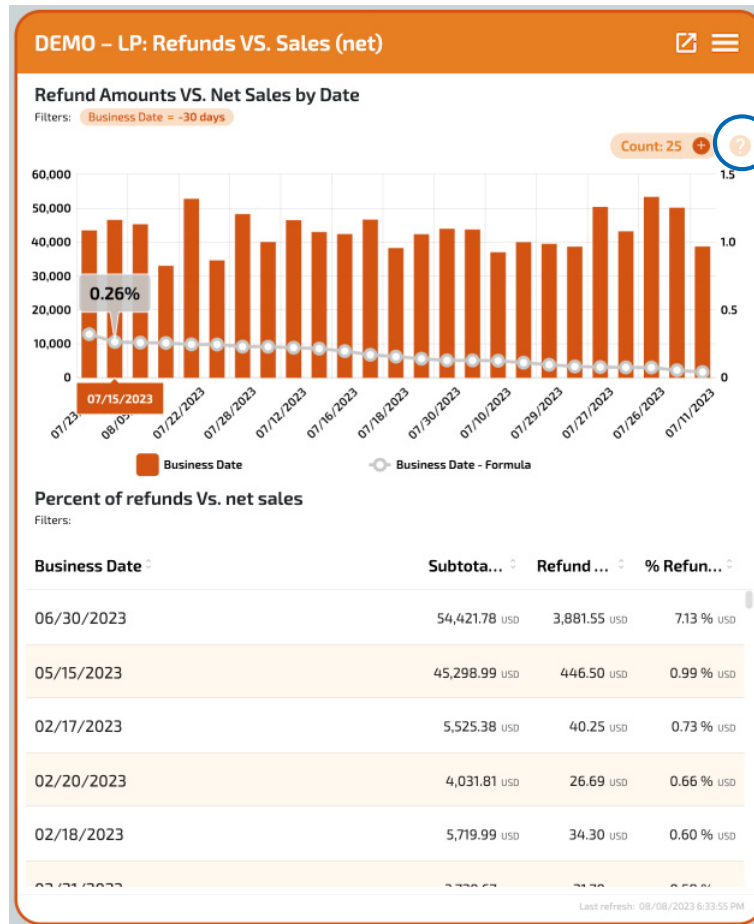


**Note:** Your new card appears as the last in the Card Viewer or the My Cards window. You can drag and drop cards in the My Cards window to change the order.

The complexity of the information available on your card can vary. The following card shows an example of a mixed data card.

This card shows refunds vs. all net sales for all locations by one operator. It is sorted from the highest refund percentage to the lowest.

### Mixed Data card



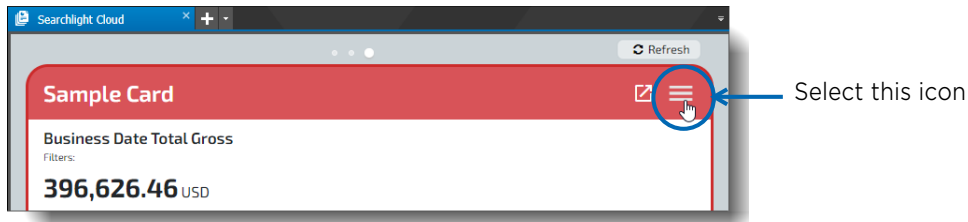
When you hover over the question mark icon, the formula for the information is displayed.

## Editing a Report Card

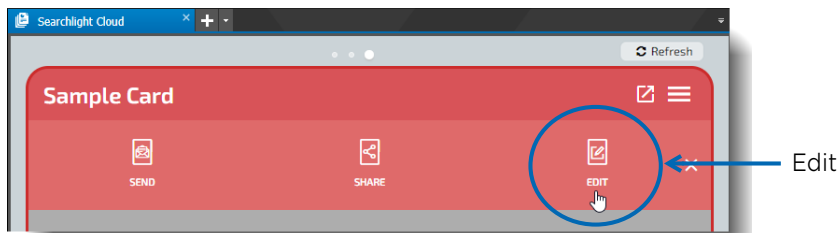
You can edit existing report cards (and dashboard cards) from the Card Viewer window.

### To edit a report card from the Card Viewer window

- 1 In the **Card Viewer** window, select the hamburger icon at the top right corner of the report card you want to edit.

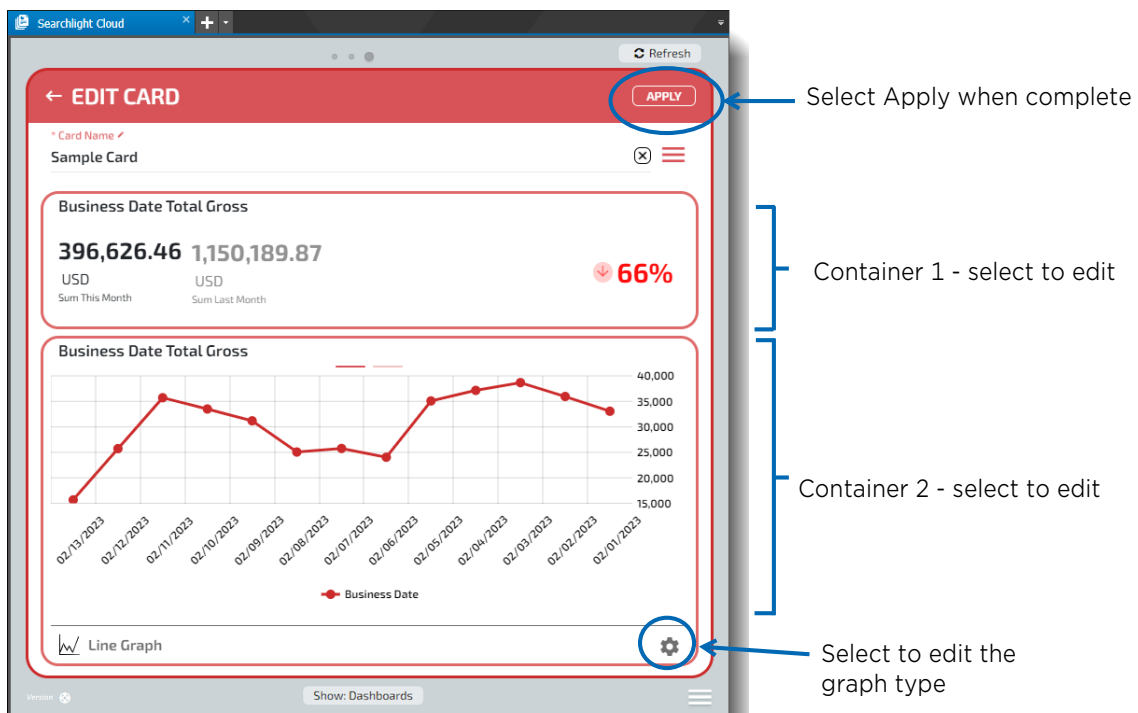


A menu appears.



- 2 Select **Edit**.

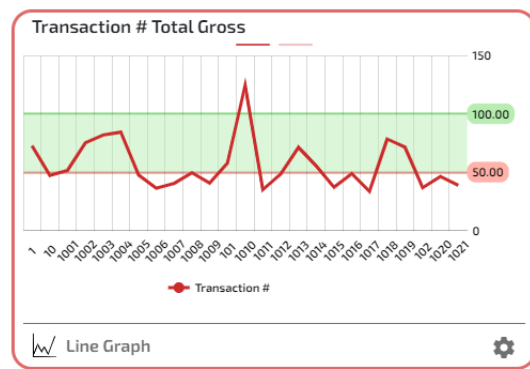
The **Edit Card** window appears.



- 3 You can select and edit items in the containers and the graph type, in the same way you could edit them when creating the card.

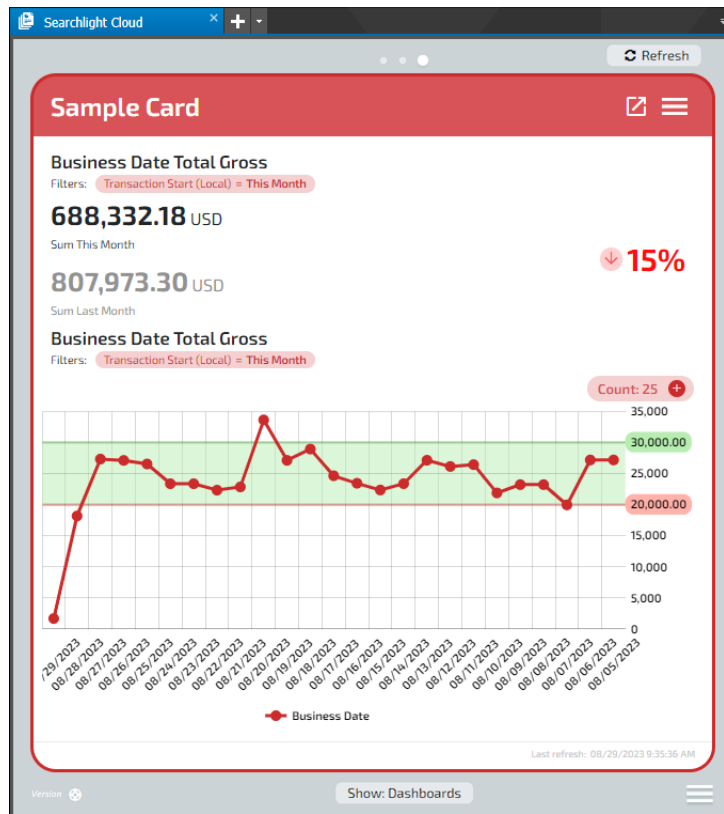
When you edit the container, there are many options you can edit. For example, you can edit Filters, which opens the **Set Filters** window.

You can edit the graph container by clicking in it, and add details such as a highlighted trend. Select **Highlight Value**, then in **Highlight trend**, enter a **Max Value** and a **Min Value**. This adds a highlight of the min and max values you selected to the graph.





- 4 When you are finished editing your card, select **Apply** in the **Edit Card** window. Your edited card appears in the Card Viewer.



## Adding Relative Data to Existing Tables

If your card or dashboard contains a table (grid) container, you can add relative data in temporary or permanent filtered columns to the table, allowing you to sort that table with additional information.

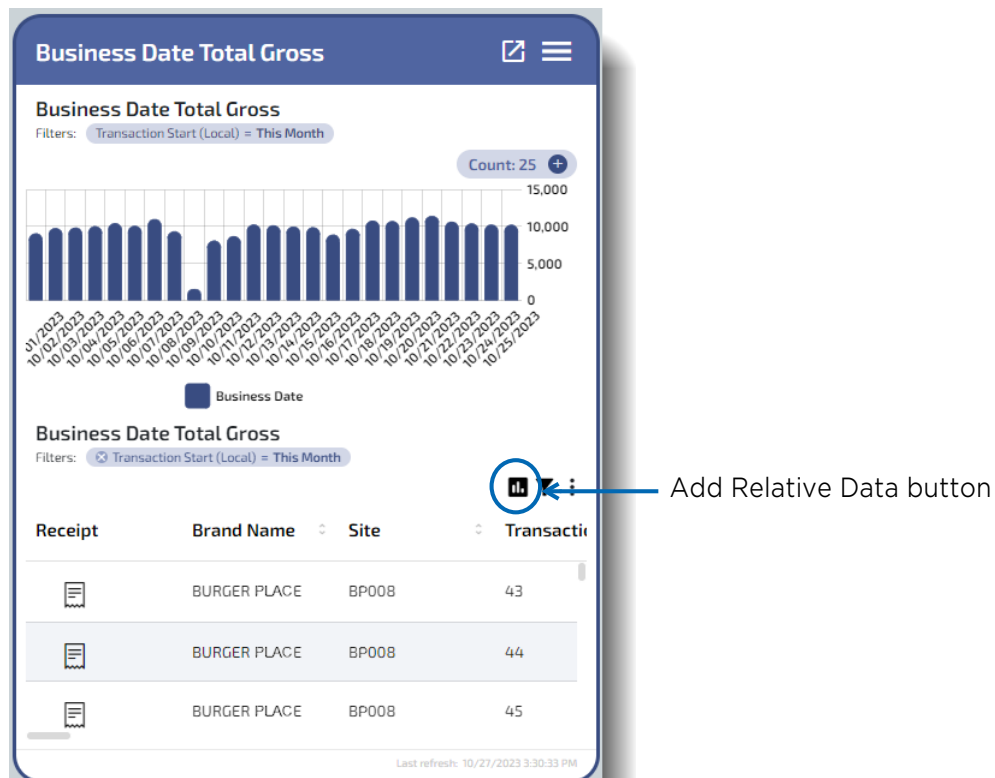
For example, if you have a list of transactions, you can add an additional column to show how many “Delete” operations appeared in each transaction. The new column can feature any additional data available.

This means that you do not always have to re-create an existing card or create a new card, you can just add new information to a table on an existing card. If someone shares a card with a table but has not included available data that you are interested in, you can add it, temporarily or permanently.

### To add relative data to an existing table

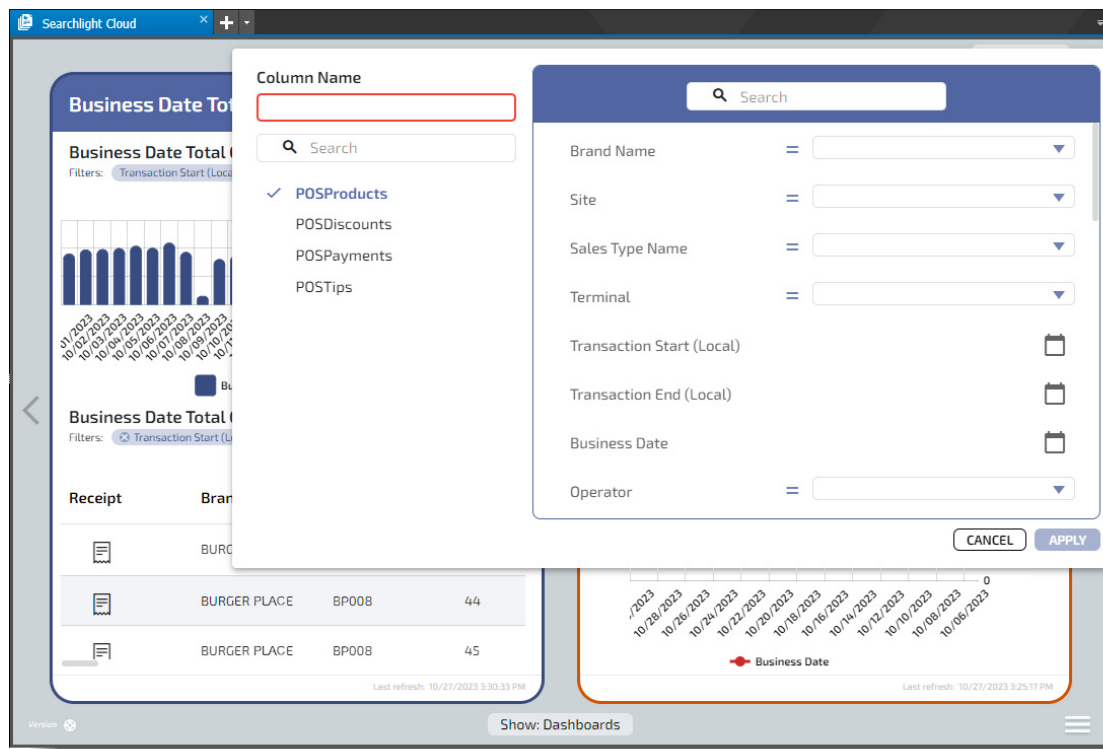
- 1 Locate a card with a table.

Above the table, to the right, the **Add Relative Data**  button appears.



- 2 Select the **Add Relative Data** button.

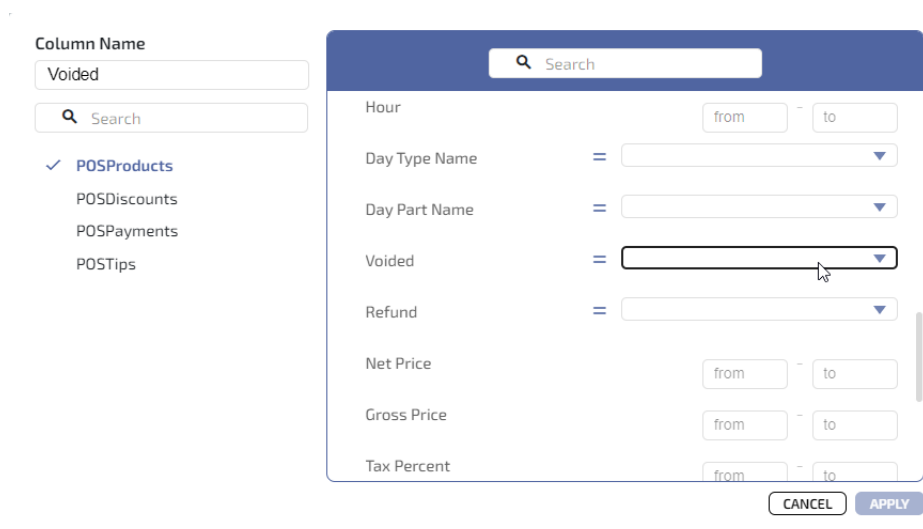
The relative data dialog opens, where you can configure the column for your new data.



- 3 Enter a name for the new column.
- 4 Configure the parameters for the new column so that it shows the data you want.

The available parameters depend upon the card and the available data.

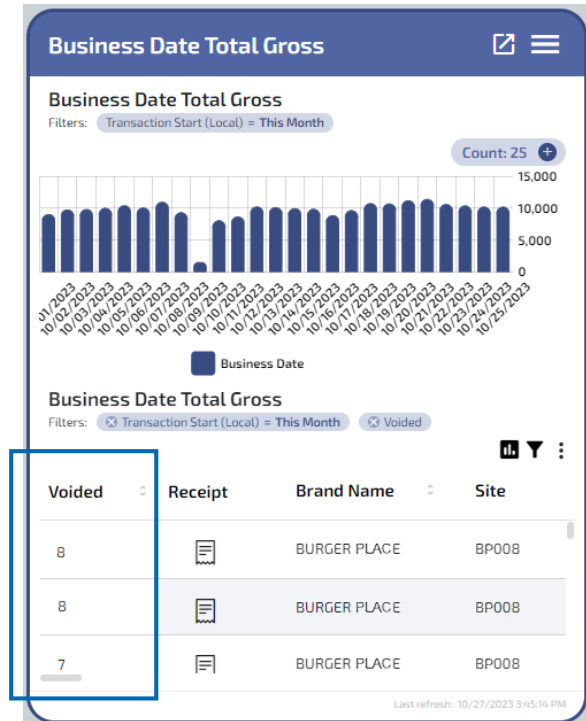
You can scroll through the options or use the **Search** field to find a specific parameter you want.



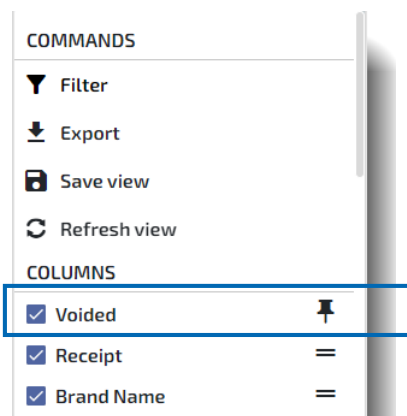
5 Select **Apply**.

A new column with the relative data you configured is added to the table.

For example, the following new column shows information about voided transactions.



The new column is automatically pinned to the beginning of the table. You can see this if you select the three dot button at the top right of the table to open the table menu.



New column is pinned

**Tip:** From the table menu, you can also remove the column by selecting its check box.

6 If you want to save the card with the new column, select the 3 dot button to open the table menu, and select **Save view**.

The card is saved with the new relative data column.

You can repeat this procedure to add multiple new columns to the table.

## Adding Relative Data to Existing Charts

If your card or dashboard contains a chart container, you can add relative data to the chart.

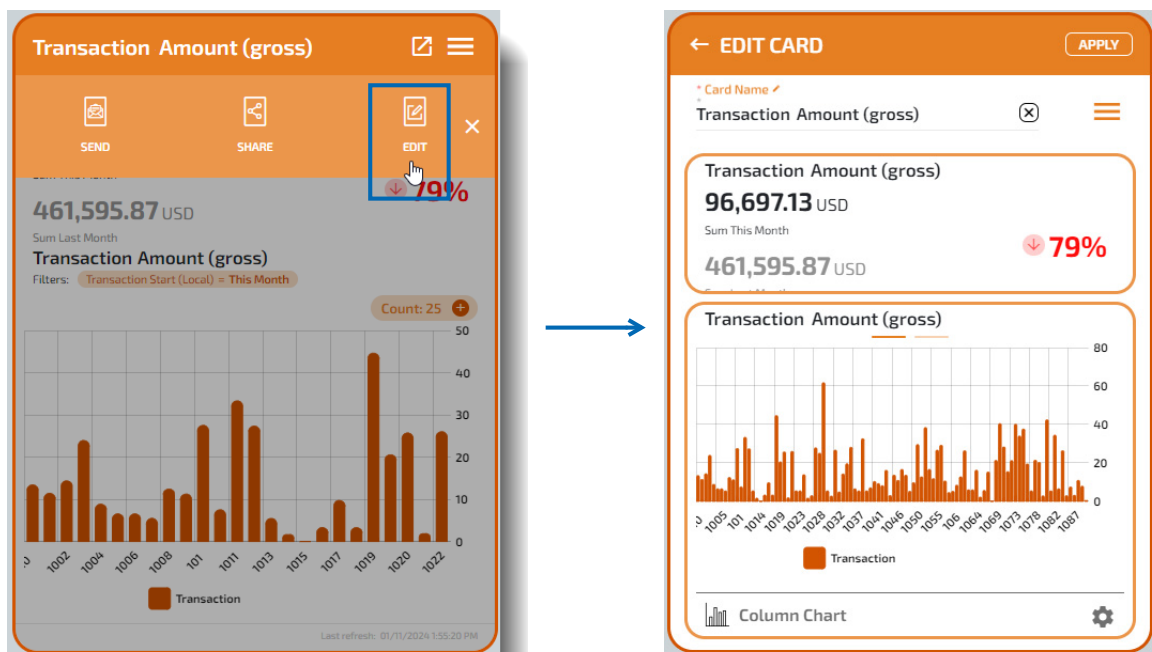
For example, if you have a chart showing transactions, you can add “Delete” operations as relative data, which will appear on the chart so that you can compare the dependent data in a visual medium.

This means that you do not always have to re-create an existing card or create a new card, you can just add new information to a table on an existing card. If someone shares a card with a table but has not included available data that you are interested in, you can add it, temporarily or permanently.

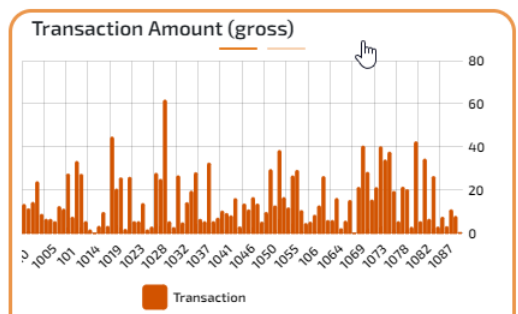
### To add relative data to an existing chart

- 1 Locate a card with a chart that you want to add relative data to.
- 2 At the top right corner of the card, select the hamburger icon, then select **Edit**.

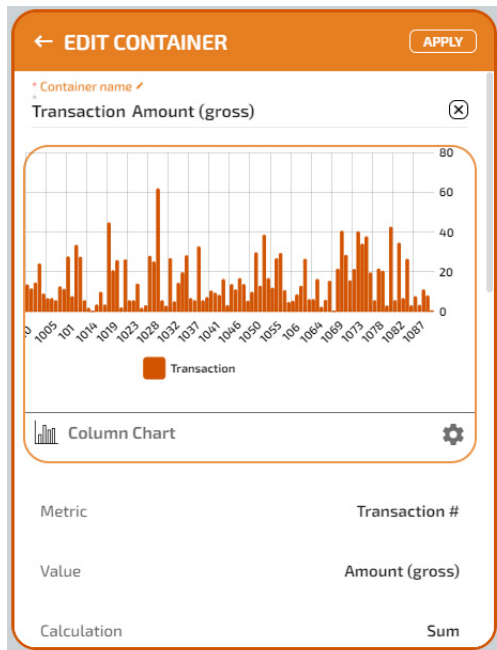
The Card appears in Edit mode.



- 3 Click anywhere in the chart container to edit the chart.



The chart appears in edit mode.



- Find the **Relative Data** option, and select it.

The Relative Data dialog opens, where you can configure the column for your new data.

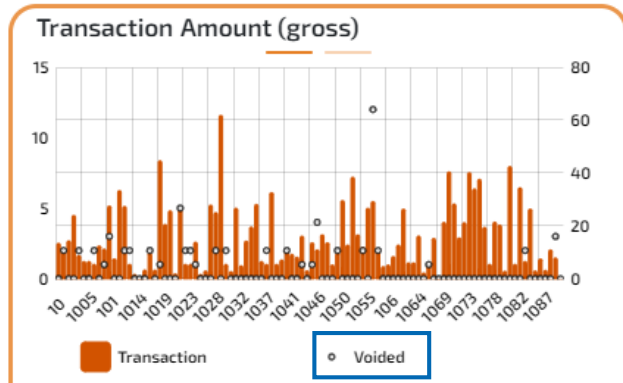
The screenshot shows the 'RELATIVE DATA' dialog with an orange header. It features a 'Column Name' input field at the top, followed by a search bar. Below this is a scrollable list of data sources, each with a search bar and a dropdown menu:

- Brand Name = [dropdown]
- Site = [dropdown]
- Sales Type Name = [dropdown]
- Terminal = [dropdown]
- Transaction Start (Local) [calendar icon]
- Transaction End (Local) [calendar icon]

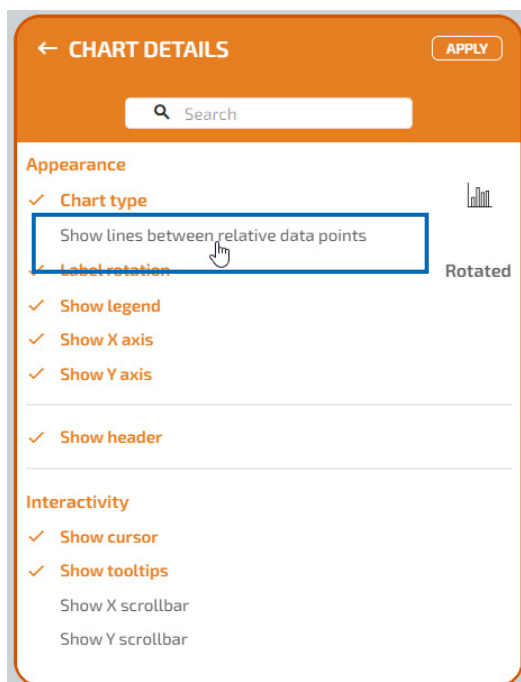
At the bottom right, there are 'CANCEL' and 'APPLY' buttons.

- Enter a name for the new column.

- 6 Configure the parameters for the new column so that it shows the data you want.  
The available parameters depend upon the card and the available data.  
You can scroll through the options or use the **Search** field to find a specific parameter you want.
- 7 Select **Apply**.  
New points appear on the chart, to illustrate the relative data you added. A key shows the column title you added at the bottom of the chart.  
For example, the following chart shows data points for voided transactions.

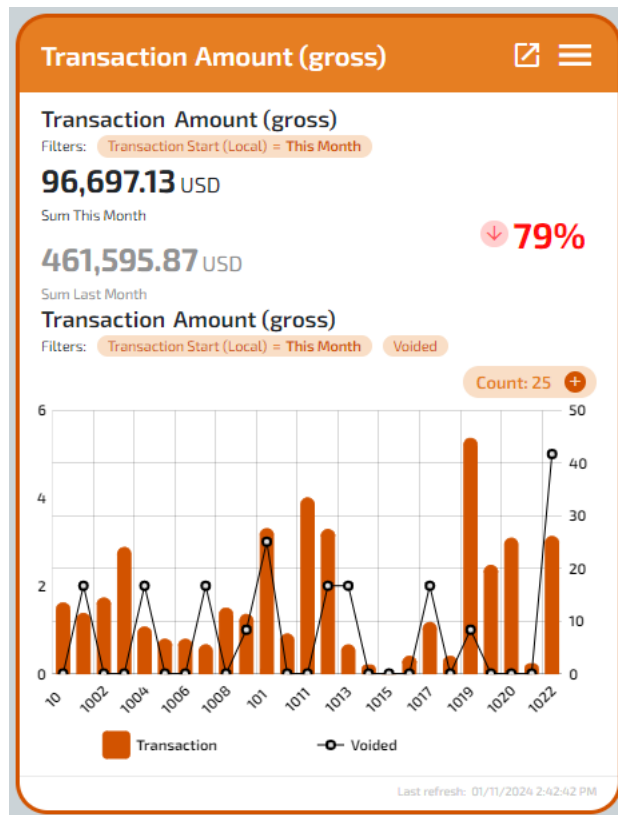


- 8 Optional: You can connect the data points to make the chart easier to read, by clicking anywhere in the chart container to edit the chart again, and selecting the **Styles** option.  
This opens the **Chart Details**, where you can select the “Show lines between relative data points” option.



- 9 Select **Apply** to save your changes.

The card is updated with the relative data you added displayed on the chart.



In this example, the voided transactions show as connected data points over the orange columns of the transaction amount.

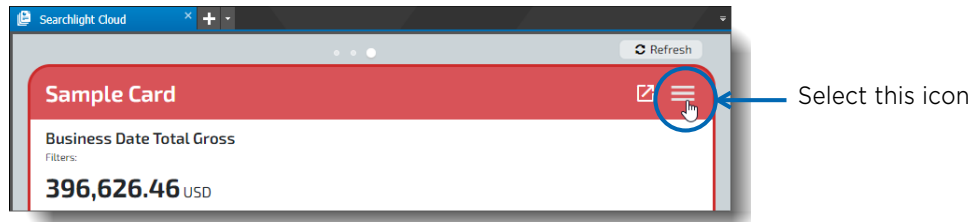


## Sharing a Report Card

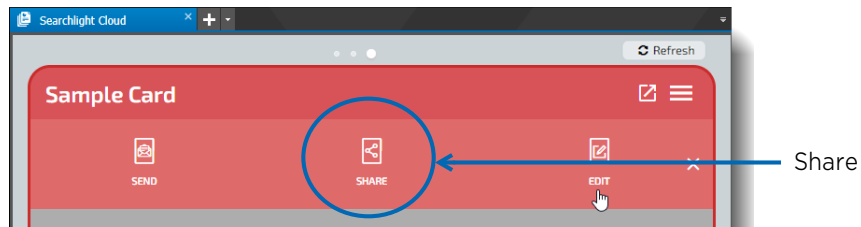
You can share one or more report cards (and dashboard cards) with other users. See “To share a single report card” on page 53 or “To share a single report card” on page 53 “To share multiple report cards” on page 55.

### To share a single report card

- 1 In the **Card Viewer** window, select the hamburger icon at the top right corner of the report card you want to edit.

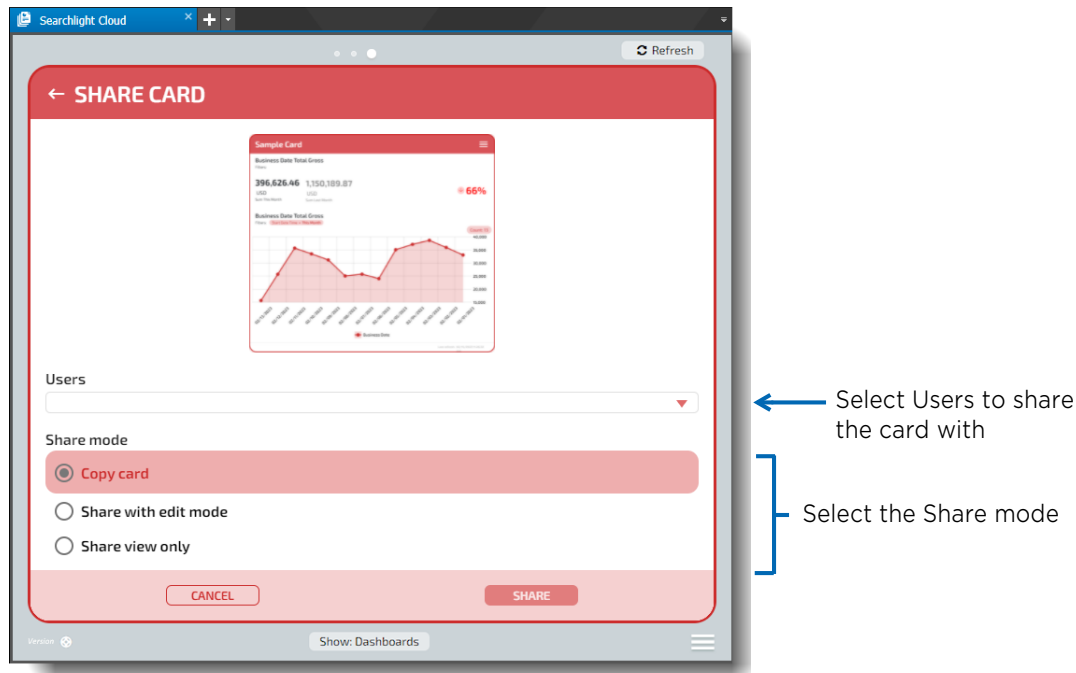


A menu appears.

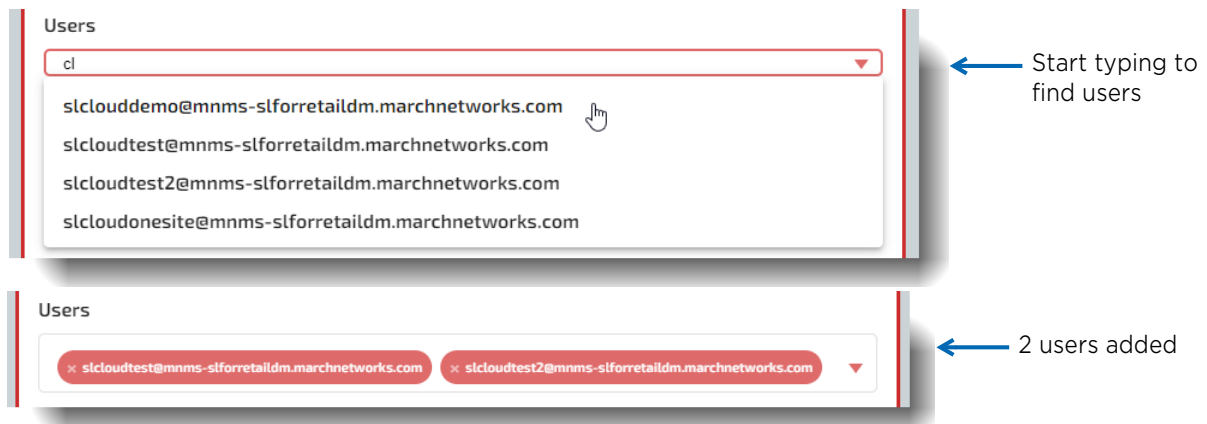


- 2 Select **Share**.

The **Share Card** window appears.

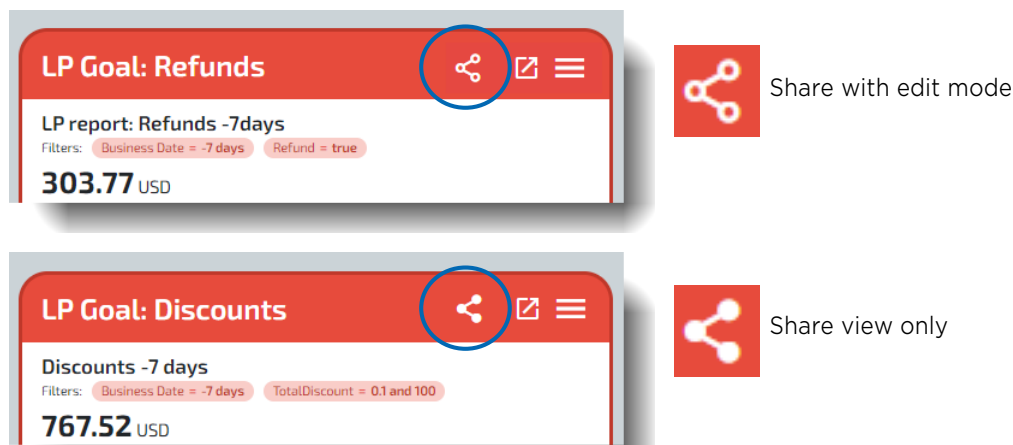


- 3 Select the **Users** list to choose who to share the report card with. You can add multiple users to share with.



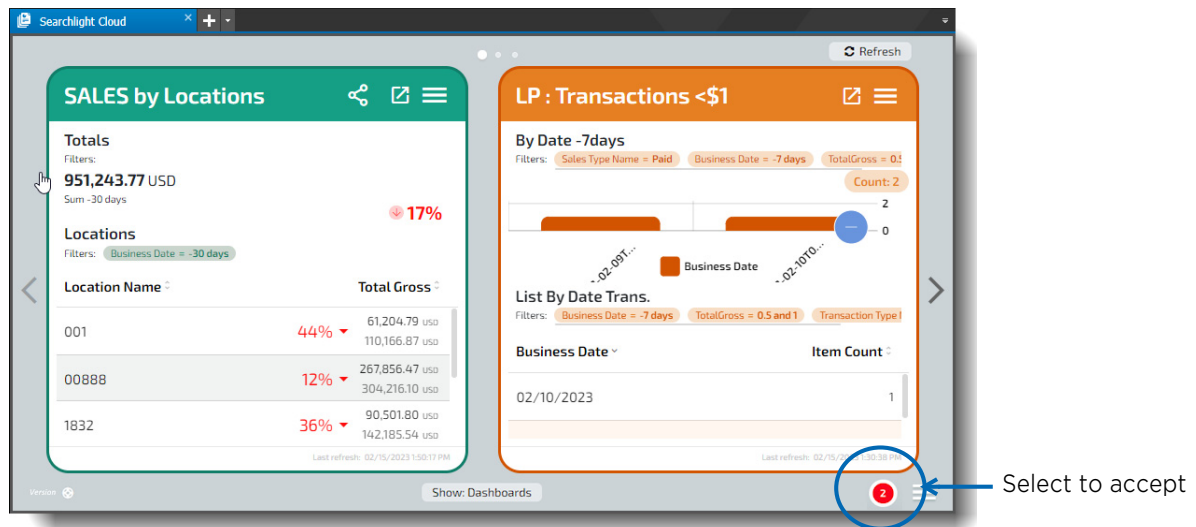
- 4 In **Share mode**, you can select how to share the card:
- **Copy card** — A separate copy of the card is shared with the user you selected. The user can edit their copy of the card, and you will not see their edits. They will not see any edits you make to your card.
  - **Share with edit mode** — The card is shared with the user you selected. You can both edit the card, and you will see each other's edits.
  - **Share view only** — The card is shared with the user you selected. They cannot edit the card, only view it. If you edit the card, they can see your edits.
- 5 Select **Share**.

The card is shared with the selected users. An icon is added to the top of the card to indicate the type of sharing.



- When another user shares a card with you, a red circle with a number appears next to the main menu hamburger icon at the bottom of the window.

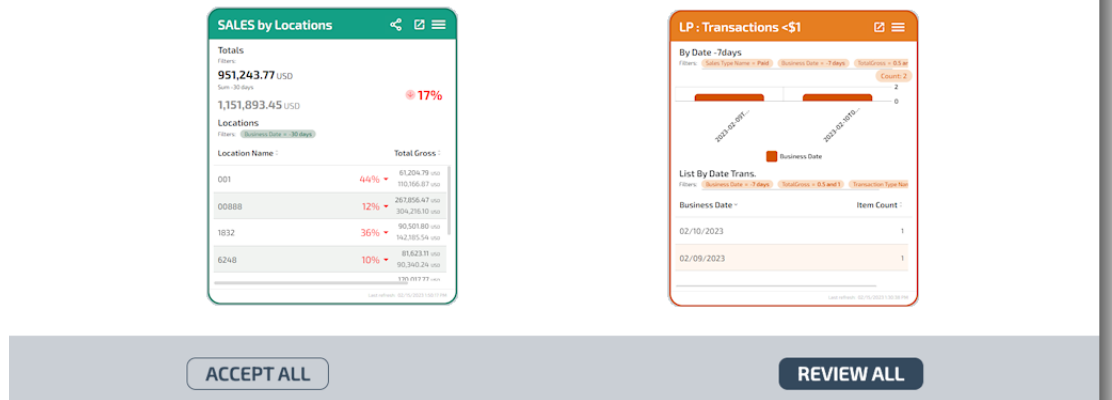
Select the red circle to accept the shared card(s).



- A new window opens where you can review the cards or select **Accept All** to add the shared cards to your own cards.

### SHARED CARDS

Select card to review

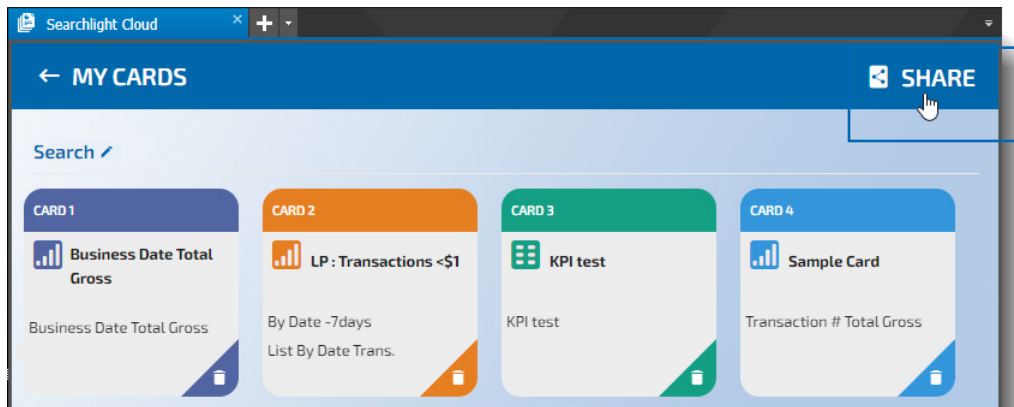


### To share multiple report cards

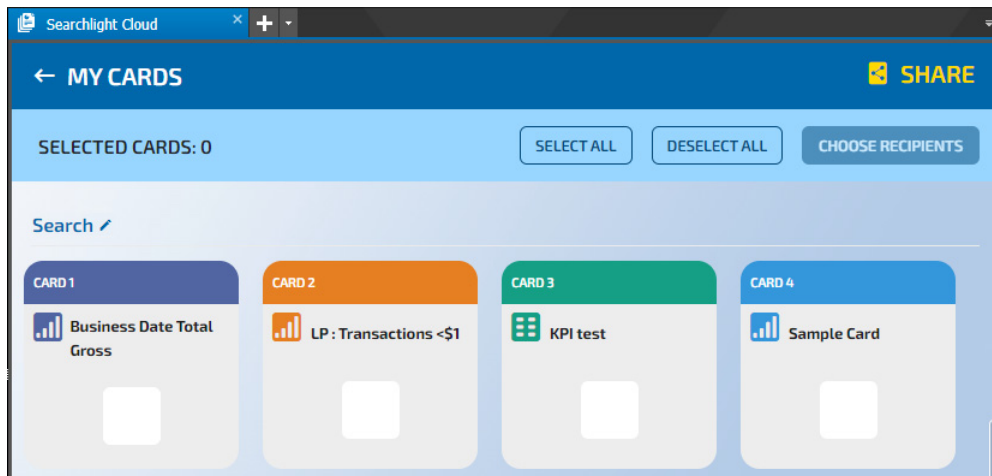
- Select the hamburger icon at the bottom right of the Searchlight Cloud interface and select **My Cards**.

The **My Cards** window appears.

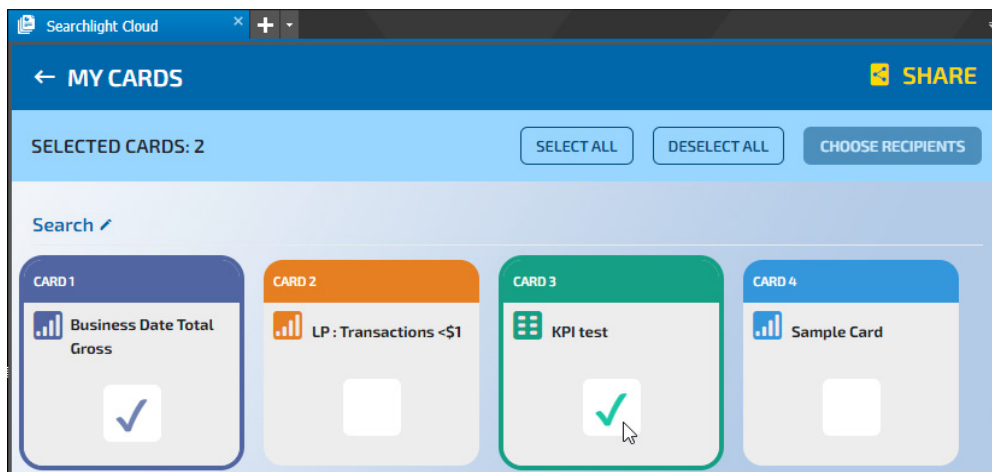
- 2 At the top right of the window, select **Share**.



New buttons appear and your cards all show a check box.

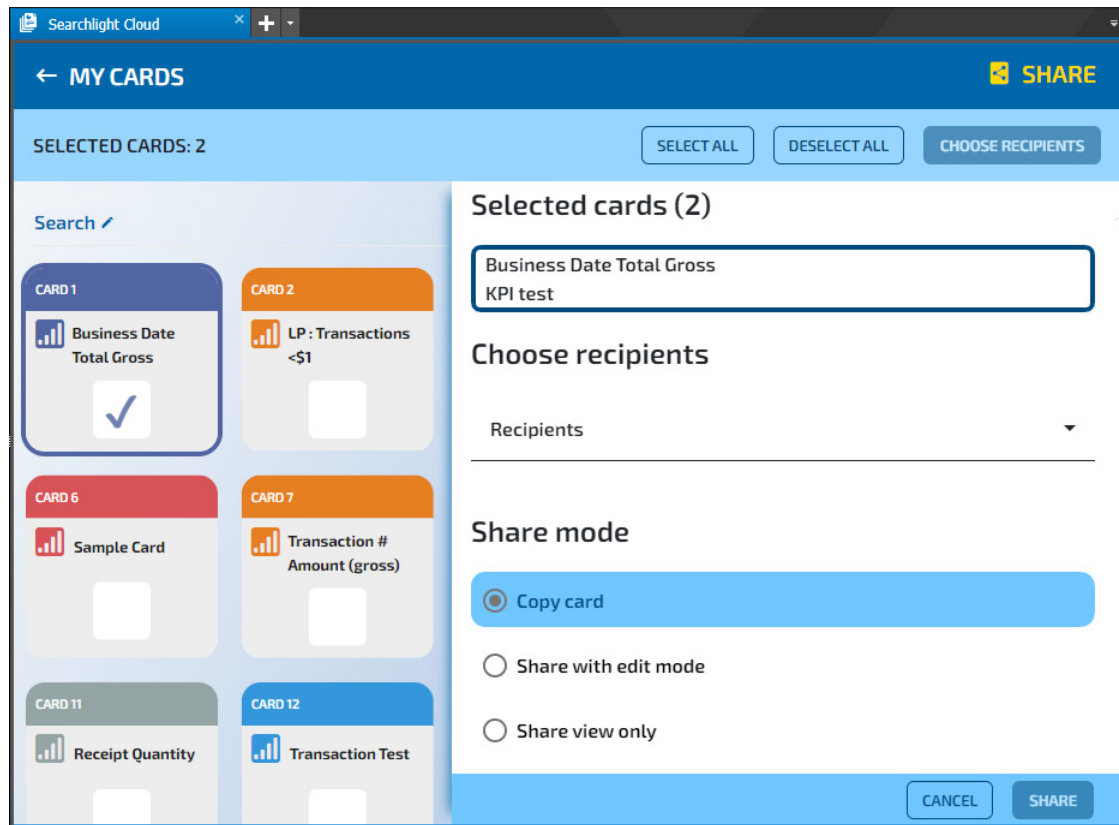


- 3 Select the check box of the cards you want to share (or choose the **Select All** button if you want to share all your cards).

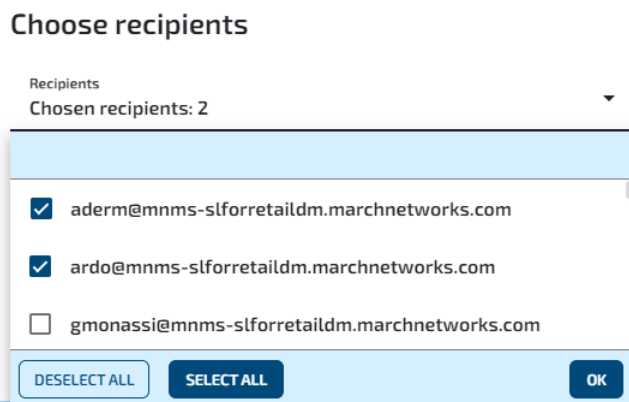


- 4 Select the **Choose Recipients** button.

A new screen appears, where you can choose the recipients (who to share the cards with), and the share mode.



- 5 In the **Choose recipients** section, you can start typing an email address to find the user or users you want to share with, and select the check boxes of the ones you want.



- 6 In the **Share mode** section, you can select how to share the card:
- **Copy card** — A separate copy of the card is shared with the user you selected.  
The user can edit their copy of the card, and you will not see their edits. They will not see any edits you make to your card.
  - **Share with edit mode** — The card is shared with the user you selected. You can both edit the card, and you will see each other's edits.
  - **Share view only** — The card is shared with the user you selected. They cannot edit the card, only view it. If you edit the card, they can see your edits.
- 7 Select **Share**.

All the selected cards are shared with the selected users. An icon is added to the top of the cards to indicate the type of sharing.

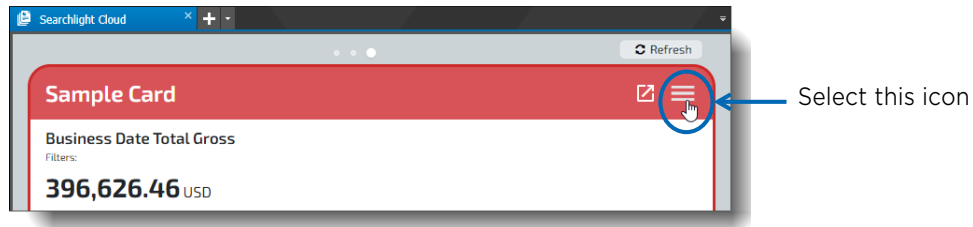


## Sending an Image of a Report Card

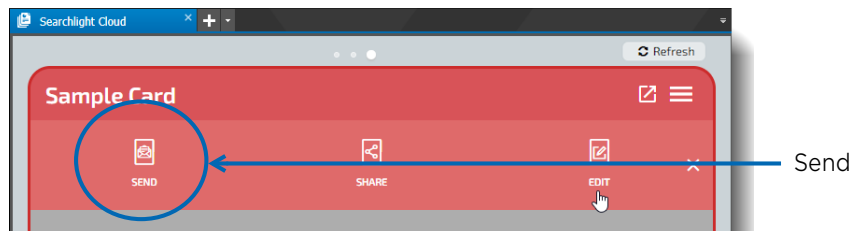
You can send the image of a report card (or dashboard card) to other users by email.

### To send the image of a report card

- 1 In the **Card Viewer** window, select the hamburger icon at the top right corner of the report card you want to edit.

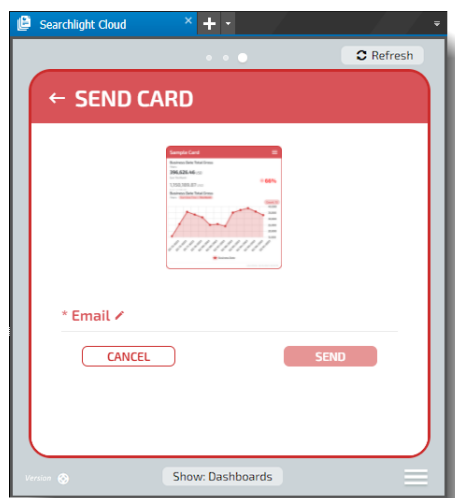


A menu appears.

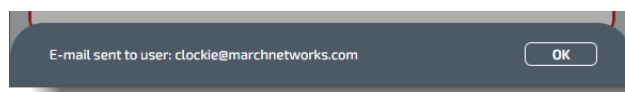


- 2 Select **Send**.

The **Send Card** window opens.



- 3 In the **Email** section, enter the email address you want to send the image to.
  - 4 Select **Send**.
- A notification at the bottom of the window informs you that the email has been sent.



# Chapter 3

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## Viewing Searchlight Cloud Video

Searchlight Cloud allows you to view video.

This chapter describes how to access, view, and manipulate video.

It contains the following topics:

- “Viewing Searchlight Cloud Video” on page 61
- “Searching for Sites or Cameras” on page 65



# Viewing Searchlight Cloud Video

You can view video in the Searchlight Cloud interface.

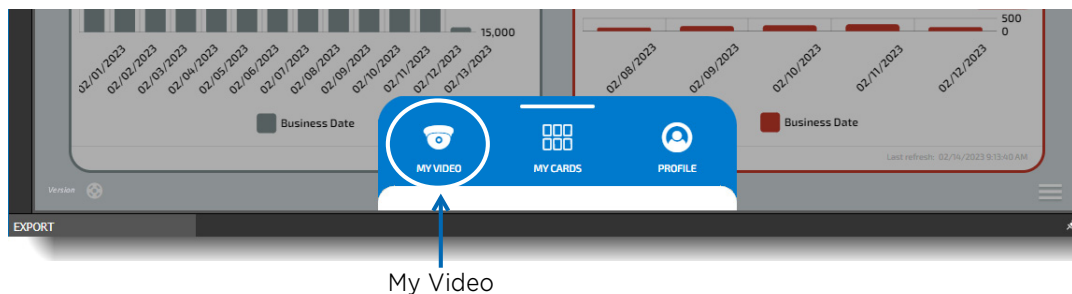
## To view video in Searchlight Cloud

- 1 Open Searchlight Cloud in your preferred application (Command Client , Command Mobile Plus , or Web Client ) as described in “Accessing Searchlight Cloud” on page 7.

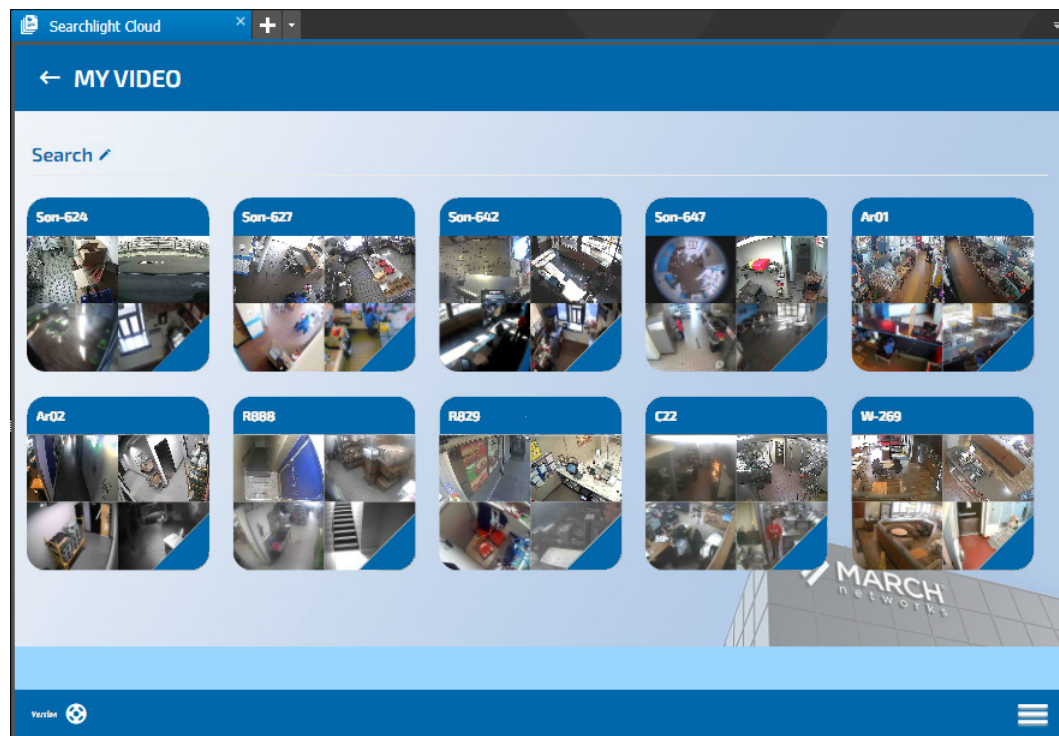
**Searchlight Cloud** appears, with your report cards in the **Card Viewer** window.

**Note:** If you have changed your default view to a different window (in Profile > Style > Default view), you can open the Card Viewer from the hamburger menu (see “Using the Searchlight Cloud Menu” on page 13).

- 2 Select the hamburger icon  at the bottom right of the Searchlight Cloud interface and select **My Video**.

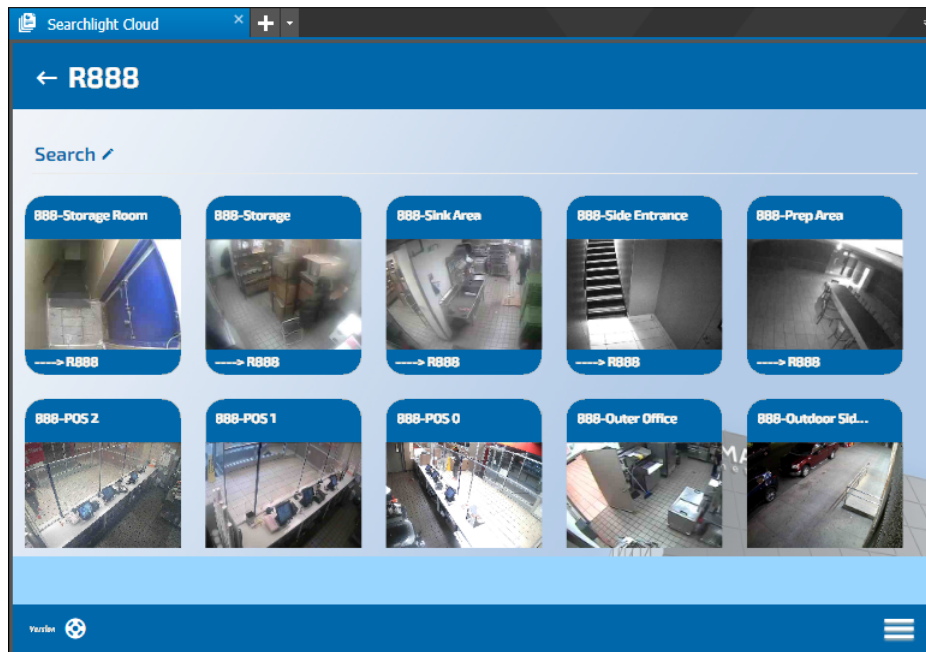


The **My Video** window appears, showing the sites you have permission to view.



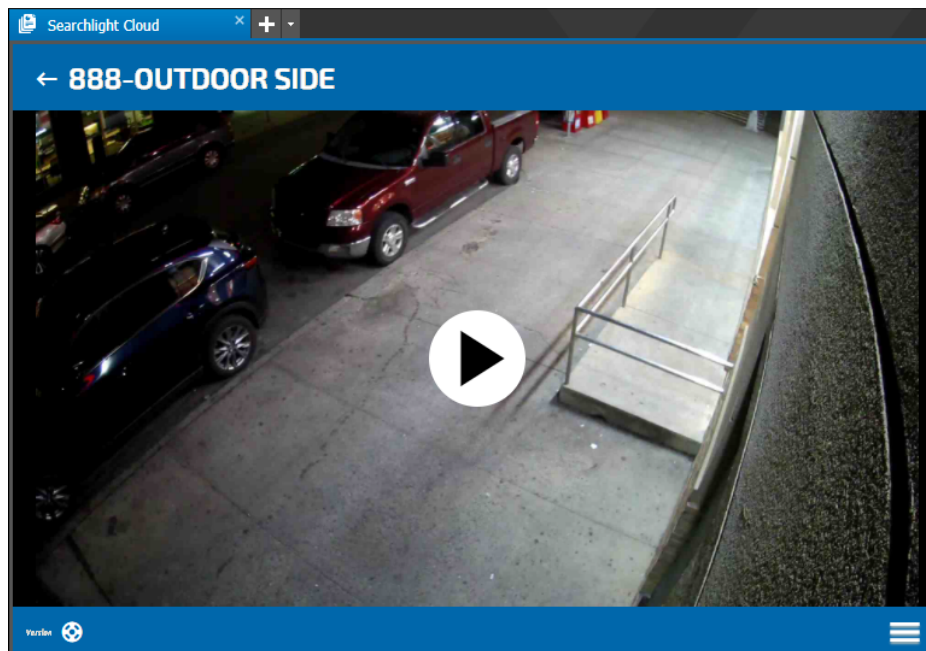
- 3 Select a tile representing a site.

A site window appears showing all the available cameras associated with that site.

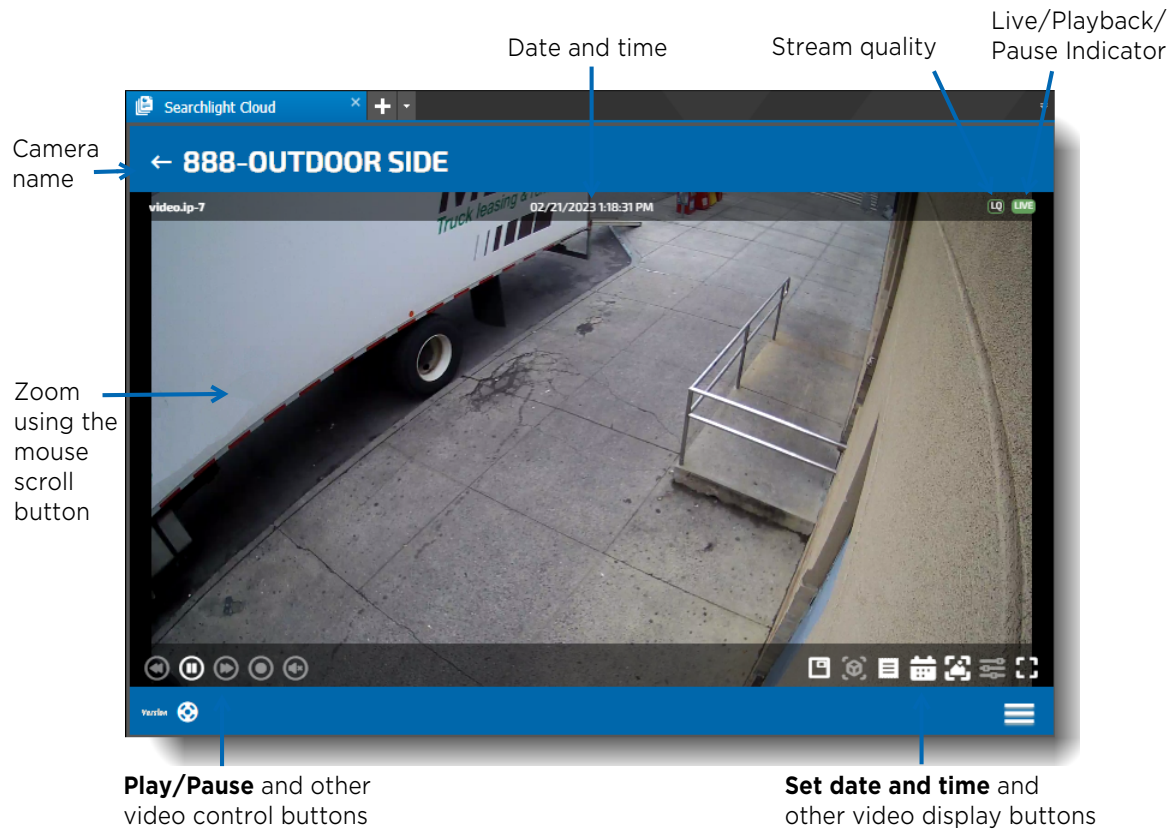


- 4 Select a tile representing a camera.

The video from that camera appears.

















- 5 Select the Play button in the center to play the video.  
The video begins to play in Live mode.



You can use the buttons described in the following table to control the video.

**Note:** Not all buttons are available at all times. If a button appears in gray it is not available.


Button	Description
	<b>Rewind</b> If available, select to rewind the video.
	<b>Play</b> Select to play the video.
	<b>Pause</b> Select to pause the video.
	<b>Fast Forward</b> If available, select to fast forward the video.
	<b>Record</b> If available, select to start local recording.

Button	Description
	<b>Audio</b> If audio is available from the camera (and it is enabled in Command Enterprise), this button allows you turn audio on and off, and to adjust the volume.
	<b>Live</b> This button only appears when video is in playback mode. Select to return to live mode.
	<b>Digital Zoom</b> To zoom in on the video, select this button, then click and drag your mouse to select the section of video you want to zoom in on. A mini window shows where the zoomed area is located. Select this button again to return to the non-zoomed image. <b>Note:</b> You can also zoom in and out by hovering your mouse over the video and using the scroll button.
	<b>Video Analytics</b> If available on the camera, this button displays video analytic options.
	<b>Text Overlay</b> Select this button to display any available text data over the video.
	<b>Set Date and Time</b> Select this button to open a calendar, where you can set a date and time to start playing recorded video from this camera.
	<b>Snapshot</b> If available, select this button to take a snapshot of the current video.
	<b>View Settings</b> If available, this button allows you to adjust view settings such as stretch, crop, and show/hide labels.
	<b>Full Screen</b> Select this button to set the video to play in the full screen of the Command Client window.

## Searching for Sites or Cameras

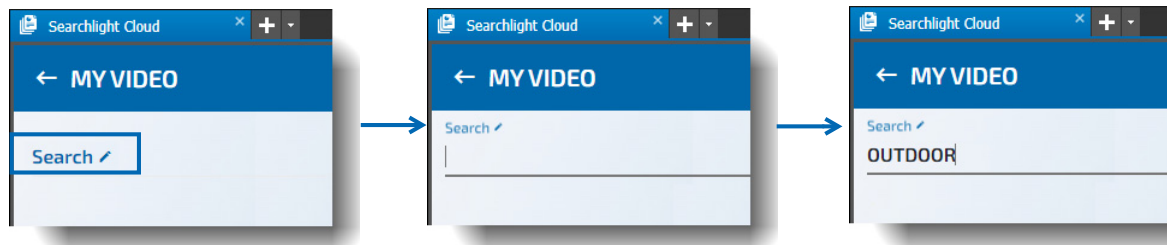
In the My Video window, or in the window displaying cameras for a specific site, you can perform a text search to find sites and cameras.

### To search for sites or cameras

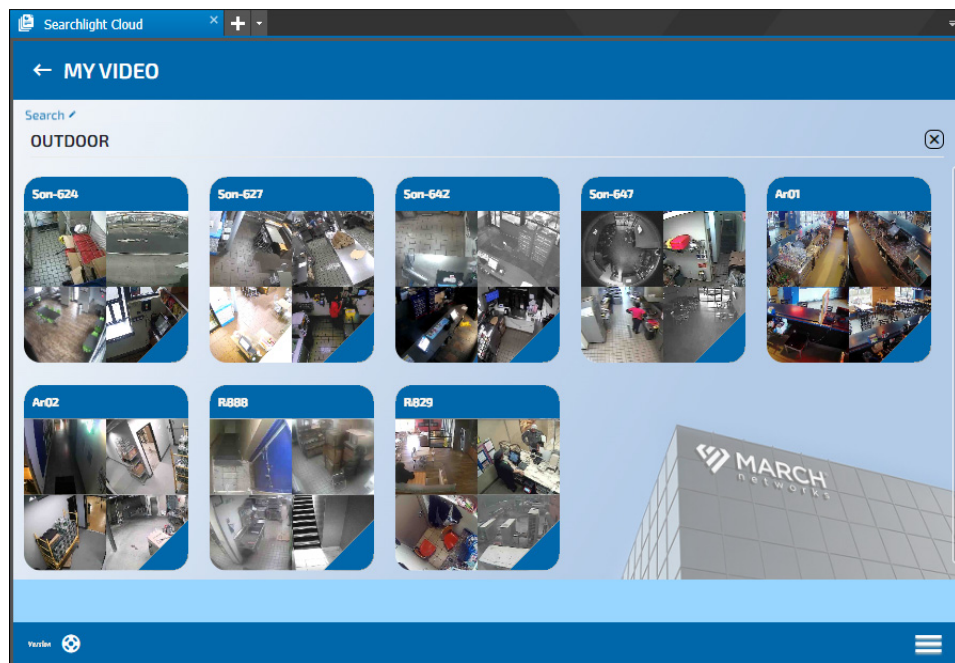
- 1 Select the hamburger icon  at the bottom right of the Searchlight Cloud interface and select **My Video**.

The **My Video** window appears.

- 2 At the top of the window, select **Search** to display the search text box, and enter the text that appears on the sites or cameras you are searching for.

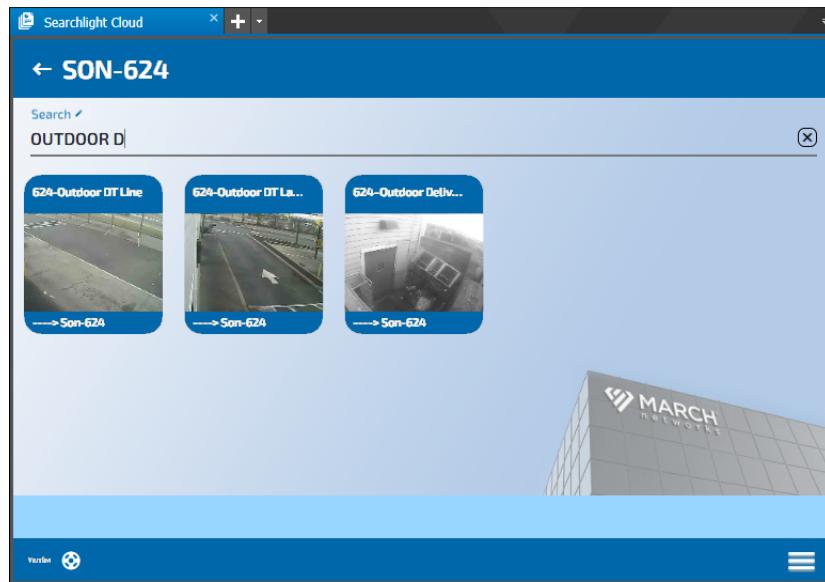



As you type, sites that do not match the text or that do not contain cameras that match the text are removed from the display, and only matching sites and/or cameras are left.



- 3 Select a site to view the matching cameras.

You can edit the search or perform a new search to find other cameras in this site.



- 4 To clear the search results, select the clear search  button at the far right of the text box.

# Chapter 4

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## Managing your Smart Rules

Smart Rules is an optional feature in Searchlight Cloud that allows you to set up and configure email and/or real-time mobile app push notifications when certain events occur.

Only administrator users that have been granted access can view and configure the Smart Rules.

**Important:** The Smart Rules feature is an add-on. If you do not have this feature, you can contact your March Networks representative to enable it.

This chapter describes how to view, manage, and create rules for notifications.

It contains the following topics:

- “Viewing Smart Rules” on page 68
- “Managing Smart Rules” on page 70
- “Creating a New Smart Rule” on page 72
- “Customizing the Triggering Conditions” on page 79

## Overview

Smart Rules is a cloud-based system that analyzes incoming data and generates actions (such as push notifications and/or emails) when configured rules are met. The rules define the conditions that must be met in order to trigger an event and send a notification.

For example, a rule can be set up to notify you when the first POS transaction of the day occurs, or when an emergency exit door is blocked for too long.

Rules are highly customizable so that they meet the needs of your business.



# Viewing Smart Rules

With access to the My Rules page, you can view the Smart Rules that have been set up in Searchlight Cloud.

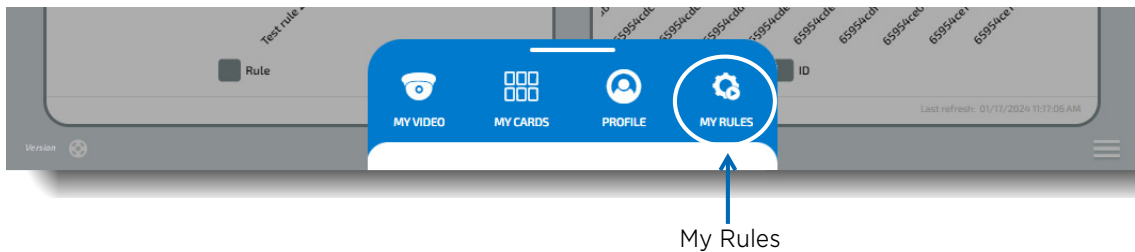
## To view and manage Smart Rules

- 1 Open Searchlight Cloud in your preferred application (Command Client , Command Mobile Plus , or Web Client ) as described in “Accessing Searchlight Cloud” on page 7.

**Searchlight Cloud** appears, with your report cards in the **Card Viewer** window.

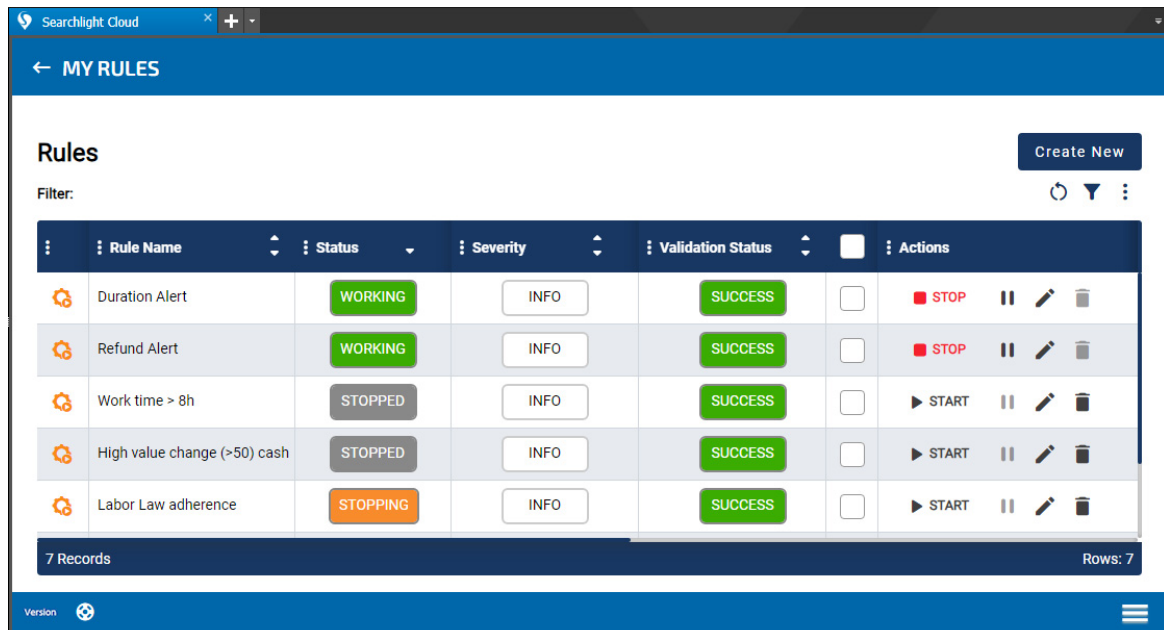
**Note:** If you have changed your default view to a different window (in Profile > Style > Default view), you can open the Card Viewer from the hamburger menu (see “Using the Searchlight Cloud Menu” on page 13).

- 2 Select the hamburger icon  at the bottom right of the Searchlight Cloud interface and select **My Rules**.



My Rules




The **My Rules** window appears, showing the list of available rules.

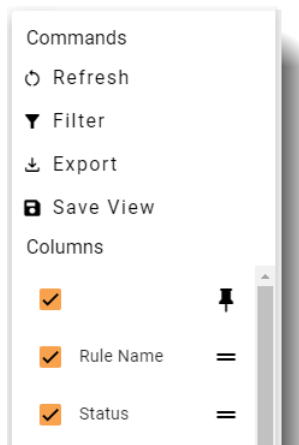





The following information is available in the table columns of the **My Rules** page.

Information	Description
<b>Rule Name</b>	The name assigned to the rule.
<b>Status</b>	The status of the rule, for example: working, pausing, paused, starting, stopping, stopped.
<b>Severity</b>	The severity assigned to the rule, for example: info, warning, action, alert. This appears as a label in the notification, so that users can gauge the seriousness of the notification, and decide what action to take.
<b>Validation Status</b>	When a rule is created, it is also validated. This column displays the result of the validation: unknown, in progress, success, or fail.
<b>Created By</b>	Displays the name of the user that created the rule.
<b>Created On</b>	Displays the date and time that the rule was created.
<b>Modified By</b>	Displays the name of the user that last modified the rule.
<b>Modified On</b>	Displays the date and time that the rule was last modified.
<b>Bulk action check box</b>	Allows you to select multiple rules, and apply the same action on them all.
<b>Actions</b>	The available actions for the rule. These include: <ul style="list-style-type: none"> <li>• <b>Start/Stop</b> - start or stop the rule. When started, the rule performs an action when a configured event occurs. You can stop it when you do not want to perform the configured action (for example, stop sending notifications).</li> <li>• <b>Pause</b> - temporarily suspend the rule.</li> <li>• <b>Edit</b> - edit the configuration of the rule.</li> <li>• <b>Delete</b> - remove the rule.</li> </ul>

- 3 You can also **Refresh**  the content of the page, **Filter**  the table columns, use the **More**  button to access the **Export** feature (export the table contents to an Excel (xlsx) file), the **Save View** feature (save the changes you make to the table), and configure how the table columns are displayed.




Select the **More**  button to open a menu with more configuration options.

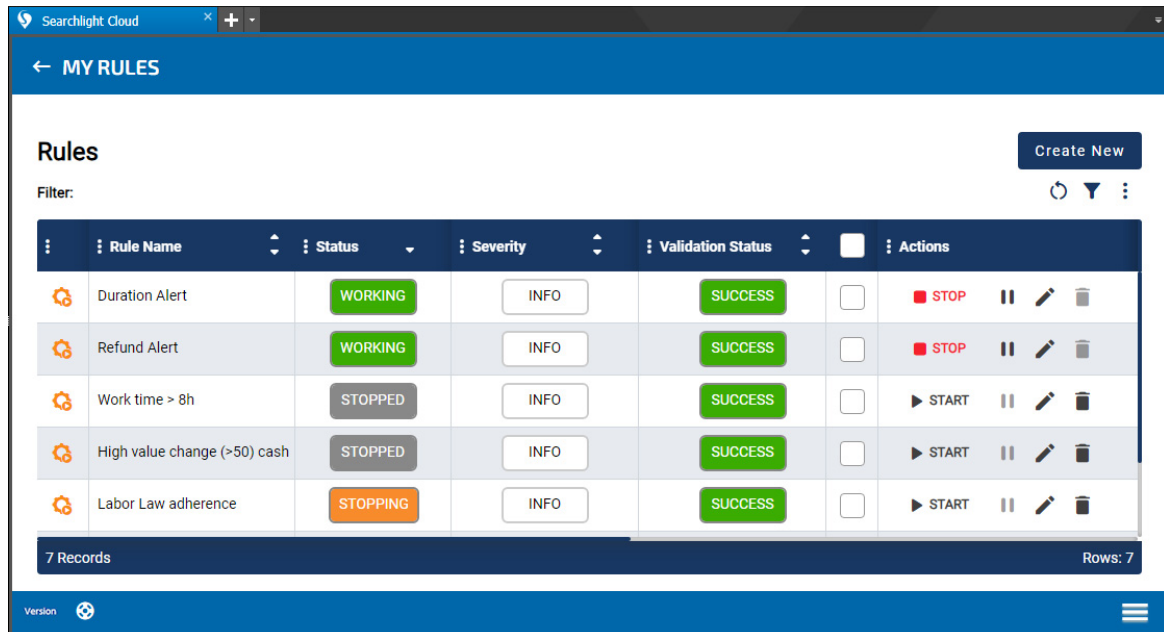
# Managing Smart Rules

If you have the correct user permissions, you can manage the Smart Rules. You can start, stop, pause, or delete them. You can also edit existing rules.

## To manage Smart Rules

- 1 Select the hamburger icon  at the bottom right of the Searchlight Cloud interface and select **My Rules**.


The **My Rules** window appears, showing the list of available rules.



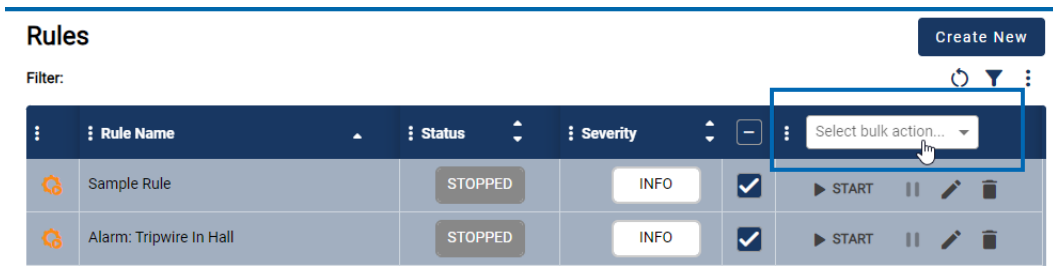
Rule Name	Status	Severity	Validation Status	Actions
Duration Alert	WORKING	INFO	SUCCESS	STOP, Pause, Edit, Delete
Refund Alert	WORKING	INFO	SUCCESS	STOP, Pause, Edit, Delete
Work time > 8h	STOPPED	INFO	SUCCESS	START, Pause, Edit, Delete
High value change (>50) cash	STOPPED	INFO	SUCCESS	START, Pause, Edit, Delete
Labor Law adherence	STOPPING	INFO	SUCCESS	START, Pause, Edit, Delete

7 Records Rows: 7

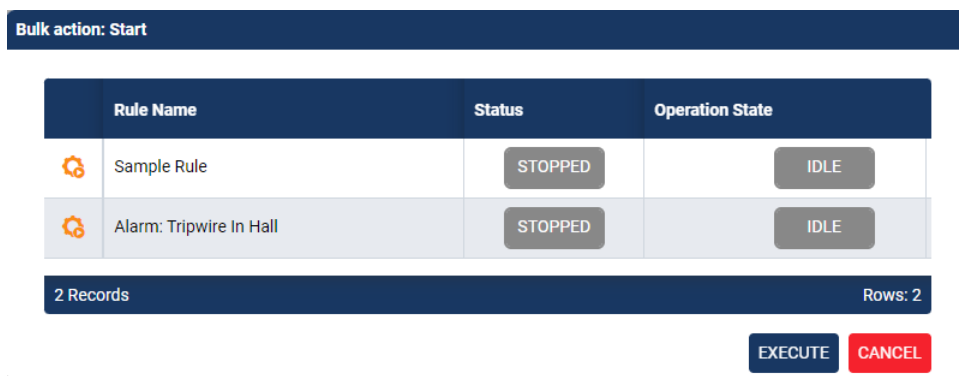
- 2 Find the rule you want to manage in the table.
 

**Tip:** You can use the **Filters**  button to filter the table columns to help find a rule.
- 3 In the **Actions** column, you can **Start**, **Stop**, or **Pause** the rule.
  - A newly created rule requires you to start it after creation.
  - You can pause a rule to temporarily stop it, for example, if you want to edit it.
  - You can stop a rule if you do not want to use it at the moment.

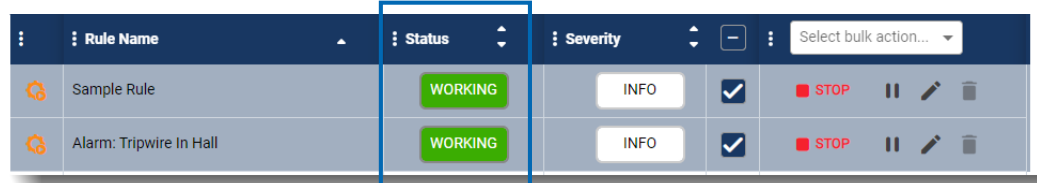
- 4 You can select multiple rules to perform bulk actions.
- When you select multiple rules, the **Bulk Action** list box appears. Choose the action you want to perform.



- The **Bulk Action** dialog appears. Select **Execute** to perform the action on the selected rules.



The Status of the selected rules changes to reflect the change.



- 5 You can also edit a rule by selecting the **Edit**  button.
- This opens the Library panel and rule configuration page. You can edit the rule as desired, as described in “Creating a New Smart Rule” on page 72.

## Creating a New Smart Rule

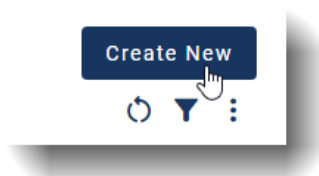
If you have the correct user permissions, you can create new rules to trigger a notification when an event occurs. Notifications can be configured to send an email and/or a real-time push notification from the Command Mobile Plus mobile app. (For more information on Command Mobile Plus, see the *Command Mobile Plus User Guide*.)

For example, you can create a rule to send a push notification when a transaction over a certain value occurs, or when an alarm indicates that a door is blocked.

When creating a new rule, the Editor offers a Library panel with the configuration options for your rule. You can use the Search field in the Library panel to find the option you are looking for.

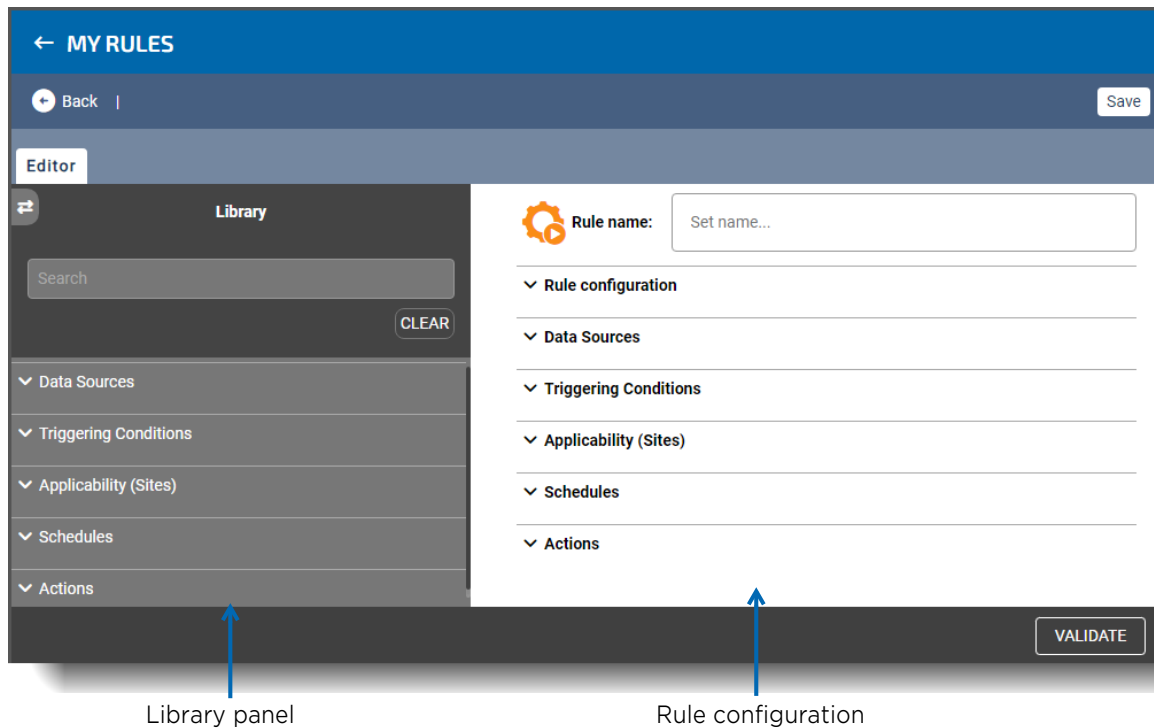
### To create a new rule

- 1 In the **Smart Rules** page, select the **Create New** button, at the top right of the page.



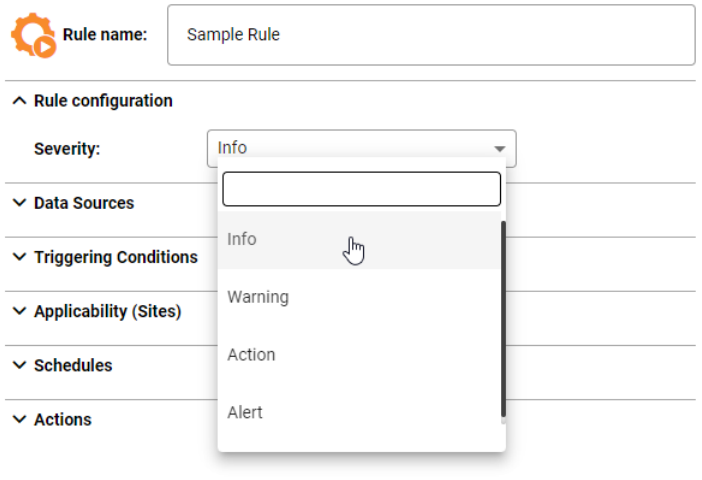
The rules **Editor** page appears, with the **Library** panel on the left, and the configuration for your new rule on the right. You can find the elements for your new rule (data sources, triggering conditions) in the Library, and add them to your new rule.


You can use the **Search** field in the **Library** panel to find the element you are looking for.

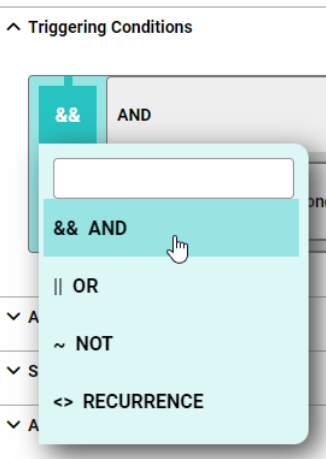


- 2 Enter a name for your new rule in the **Rule name** field.
- 3 In the **Rule configuration** section, select the **Severity** level for your rule.

This determines the label for the notification (email or Command Mobile app), and indicates the urgency of the notification. The least urgent is “Info”, and the most urgent is “Alert”.



- 4 **Important:** We recommend that you do not manually add a **Data Source**, as the required data source is automatically added when you select a default **Triggering Condition**.
- 5 In the **Triggering Conditions** section, note that you can select operators for your condition by selecting the operator  button to view the options.



The Triggering Condition is the event that triggers the system to send a notification (an email or a real-time notification from the Command Mobile Plus app).

For example, the “Refund Alert” Triggering Condition sends a notification when a refund over a configurable dollar amount occurs.

The following table lists the default Triggering Conditions. You can customize these conditions so that they provide the notification you want. When you add a Triggering Condition, the required Data Source is automatically added.

For information on customizing the triggering conditions, see “Customizing the Triggering Conditions” on page 79.

Triggering Condition	Description	Data Source Added
Transaction with Payment	Notify when a transaction with a payment occurs. For example, a cash payment, greater or equal to \$50.	<ul style="list-style-type: none"> <li>• POS Transactions</li> <li>• POS Payments</li> </ul>
Transaction with Product	Notify when a transaction with a product occurs. For example, a payment greater or equal to \$100, for a product like coffee.	<ul style="list-style-type: none"> <li>• POS Transactions</li> <li>• POS Products</li> </ul>
Transaction with Discount	Notify when a transaction with a discount occurs. For example, a payment greater or equal to \$100, with a discount like a promotion.	<ul style="list-style-type: none"> <li>• POS Transactions</li> <li>• POS Discounts</li> </ul>
Duration Alert	Notify when a transaction remains open for longer than a default time.	<ul style="list-style-type: none"> <li>• POS Transactions</li> </ul>
Labor Law adherence	Notify when a labor law is broken. For example, if the duration of an employees' shift is over the maximum consecutive time allowed.	<ul style="list-style-type: none"> <li>• Clock In Clock Out</li> </ul>
Refund Alert	Notify when a refund greater than a configurable value is granted. For example, a refund greater than \$0.	<ul style="list-style-type: none"> <li>• POS Transactions</li> </ul>
Alarm	Notify when a Command Enterprise alarm is triggered.  <b>Note:</b> For an alarm to trigger a notification, it must be associated to a Site in the Command Client Logical tree. The exact name of the alarm must be entered into the triggering condition, as described in “Customizing the Triggering Conditions” on page 79.	<ul style="list-style-type: none"> <li>• Alarms</li> </ul>

Select a triggering condition from the Library panel. You can drag and drop it or select the **Add to Rule** button.

The screenshot displays the Smart Rules configuration interface. On the left is the **Library** panel, which includes a search bar and a list of triggering conditions: Transaction with Payment, Transaction with Product, Transaction with Discount, Duration Alert, and Labor Law adherence. Each item has an edit icon and an **Add to Rule** button (a green circle with a plus sign). A blue arrow points from the **Add to Rule** button of 'Transaction with Discount' in the Library to the right panel.

The right panel is the **Rule configuration** area for a rule named 'Sample Rule'. It contains sections for **Data Sources** (with a 'Drop data source here...' placeholder), **Triggering Conditions**, **Applicability (Sites)**, and **Schedules**. The **Triggering Conditions** section shows an **AND** logic block. Inside this block, there is a 'Select condition operator' dropdown and a 'Drop here...' placeholder. The 'Transaction with Discount' condition from the Library is being dragged into this placeholder.

When you add the Triggering Condition, the required Data Sources are automatically added in the **Data Sources** section.

The screenshot shows the 'Rule configuration' section of a Smart Rule editor. At the top, the 'Rule name' is 'Sample Rule'. Below it, the 'Data Sources' section is expanded, showing two data sources: 'POS Transactions' and 'POS Discounts', each with a 'TTL' field and a 'View' icon. A dashed box indicates where to 'Drop data source here...'. The 'Triggering Conditions' section is also expanded, showing an 'AND' condition with a 'Transaction with Discount' condition. A dashed box indicates where to 'Drop triggering condition here...'. Two blue arrows point to the 'POS Transactions' and 'POS Discounts' data sources, with the text: 'The two required Data Sources are automatically added when you add the Triggering Condition.' Another blue arrow points to the 'Transaction with Discount' condition, with the text: 'Adding the Triggering Condition auto adds the required Data Sources above.'

You can add additional triggers with different operators, if desired. You can customize the conditions, as described in “Customizing the Triggering Conditions” on page 79.


- For the **Data Sources** section, you can select an option from the **Data Sources** section of the **Library** panel at the left of the Editor, and drag it to your new rule.

**Important:** For the default Triggering Conditions, when you add a condition, the system automatically adds the required Data Source(s) for you. We recommend that you add the default Triggering Conditions first, and allow the system to add the data sources for you.

The Data Source is where the information for your rule comes from.

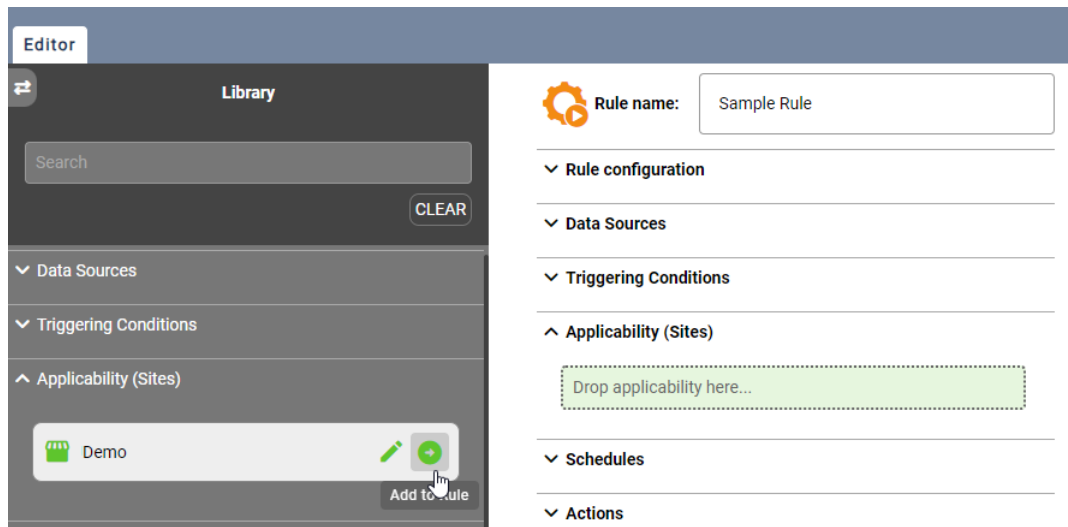
For example, if you want a rule based on discounts at your Point of Sales, select POS Discounts.


The screenshot shows the 'Data Sources' section of the Smart Rule configuration. On the left, a 'Library' panel lists four data sources: 'POS Transactions', 'POS Products', 'POS Discounts', and 'POS Payments'. Each has a 'View' icon. On the right, the 'Data Sources' section is expanded, showing a 'Drop here...' area. A blue arrow points from the 'POS Discounts' data source in the Library panel to the 'Drop here...' area. Below the 'Data Sources' section, there are sections for 'Triggering Conditions', 'Applicability', 'Schedules', and 'Actions'. A 'VALIDATE' button is at the bottom right.


**Note:** You can select the **View**  button in a data source to see the metadata associated with the data source.

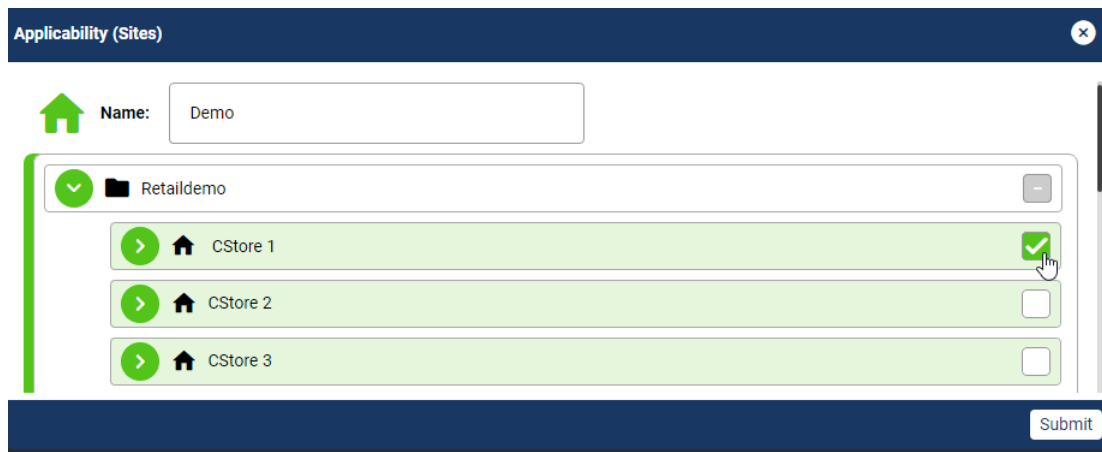
- 7 The **Applicability (Sites)** section allows you to select the site or sites where you want your Smart Rules to run.

Drag and drop or select the **Add to Rule** button to move your selected site folder to the rule.



After you move the site folder to the rule, if you select the **Edit**  button, you can view the sites contained within it.

If there are multiple sites, you can select the ones you want to include in your rule, and select **Submit**. Sites are identifiable by looking for the site icon .

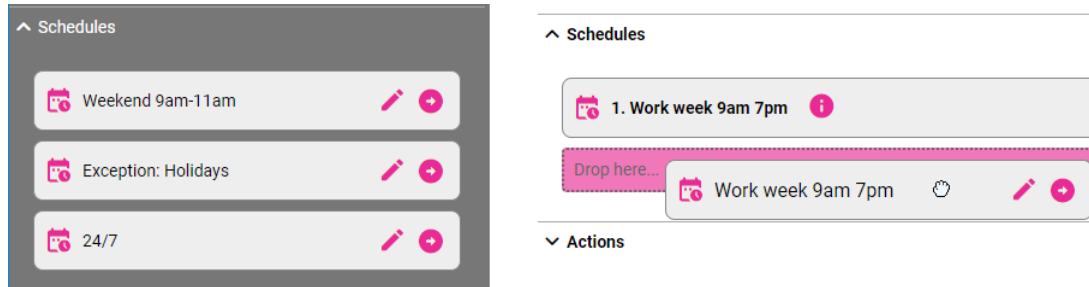


**Note:** At this time we recommend that you only select sites, do not select elements within the sites.

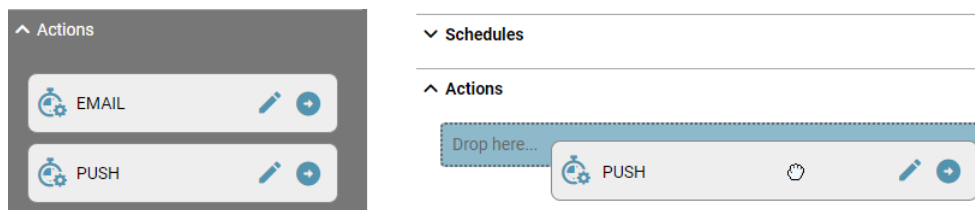


- 8 In the **Schedules** section, select a schedule from the Library panel and add it to your new rule. This dictates when the rule is active, for example, you may only want notifications during store opening hours, or only after hours.

**Note:** If you do not select a schedule for the rule, it is active all the time.



- 9 In the **Actions** section, select the action you want to occur when the event is triggered, either an **Email**, or a real-time **Push** notification (from the Command Mobile Plus app).



After you add the action to your rule, you must configure the details, such as which users will receive the notifications.

- a Select the **Edit** button to display the configuration page for the action.

**Action**

Action Name: PUSH Action Type: Push

Email	Username	Full Name		Actions
jsmith@marchnetw	jsmith	Jen Smith	<input type="checkbox"/>	
ewong@marchnetw	ewong	Ed Wong	<input type="checkbox"/>	
vjones@marchnetw	vjones	Vick Jones	<input type="checkbox"/>	

12 Records Rows: 12

Subject: Smart Rule Alert

**Included Notification Details**

- ☒ Rule Name
- ☒ Severity
- ☒ Result Details

Message: Smart Rule Alert

Submit

**Important:** For the Push action, users must log into the Command Mobile Plus app at least once for their email addresses to appear in the email list on the configuration page. For the email action, all users with a valid email appear in the list.

- b From the list of email addresses, select the check box of the users you want to receive the notification.

	Email	Username	Full Name		Actions
	jsmith@marchnetw	jsmith	Jen Smith	<input checked="" type="checkbox"/>	
	ewong@marchnetw	ewong	Ed Wong	<input checked="" type="checkbox"/>	
	vjones@marchnetw	vjones	Vick Jones	<input type="checkbox"/>	

12 Records Rows: 12

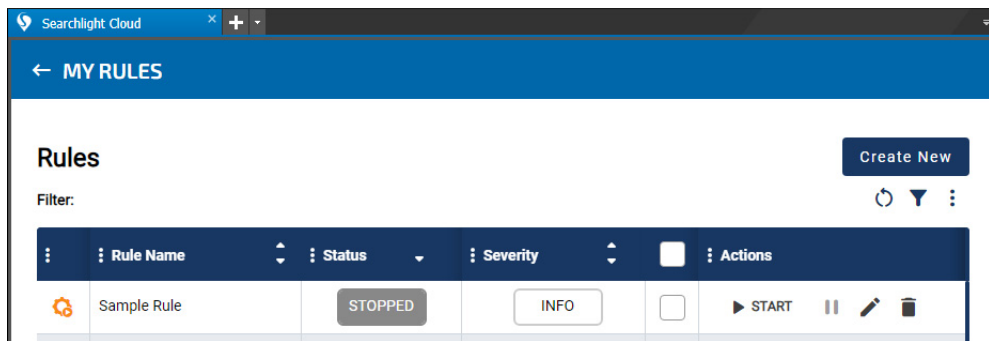
- c Optionally, you can edit the Subject, the Included Notification Details, and the Message for the notification.
- d Select **Submit**.
- 10 When you have finished configuring your new rule, select the **Validate** button. A notification displays the results of the validation.



If there are issues, the notification will inform you.

- 11 Select **Save**.

The rule is created. When you return to the **My Rules** page, you can see the new rule in the list.



You can start, stop, or pause the rule, as described in “Managing Smart Rules” on page 70.

If there are notifications associated with the rule, you can start it and users will receive their notifications when the rule is triggered.

## Customizing the Triggering Conditions

You can customize the triggering conditions that initiate the notification from your Smart Rule.

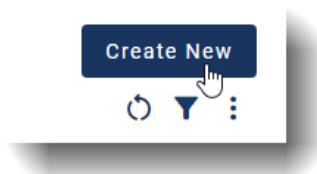
You can customize the conditions for existing rules, or for a new rule that you are creating.

**Important:** Customizing the Triggering Conditions is for advanced users with an understanding of the metadata. We recommend that you contact the March Networks customer success team for complex customizations.

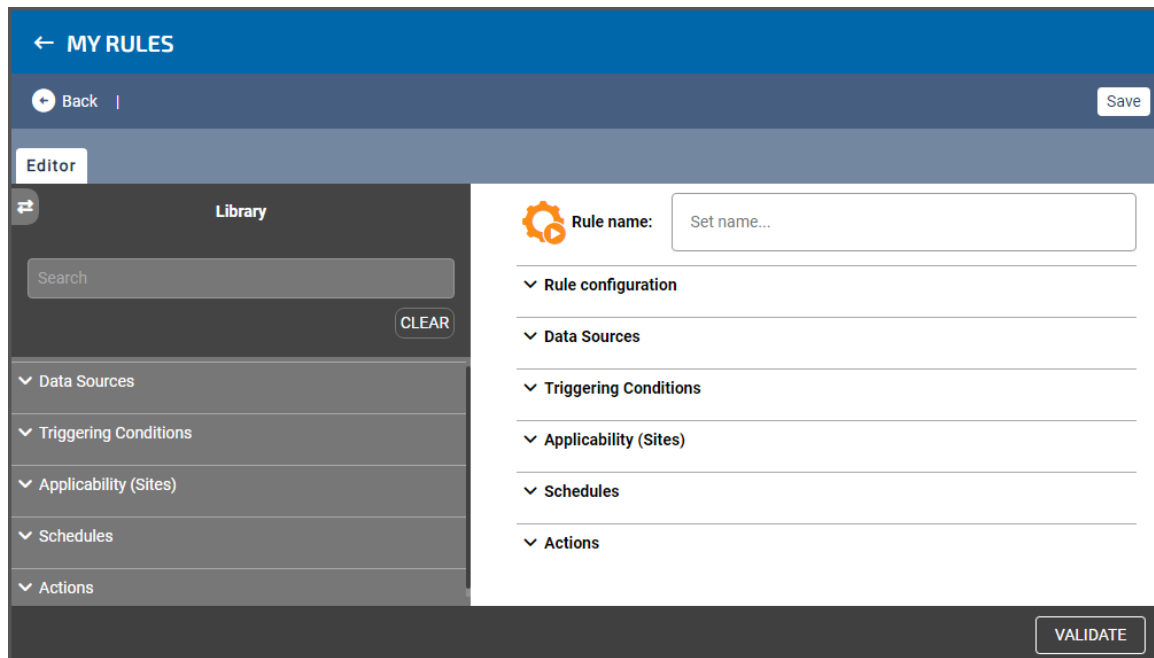
**Note:** The Alarm Triggering condition requires that you enter the exact name of an alarm associated with a Searchlight site, as described in “Alarm” on page 84.

### To customize triggering conditions

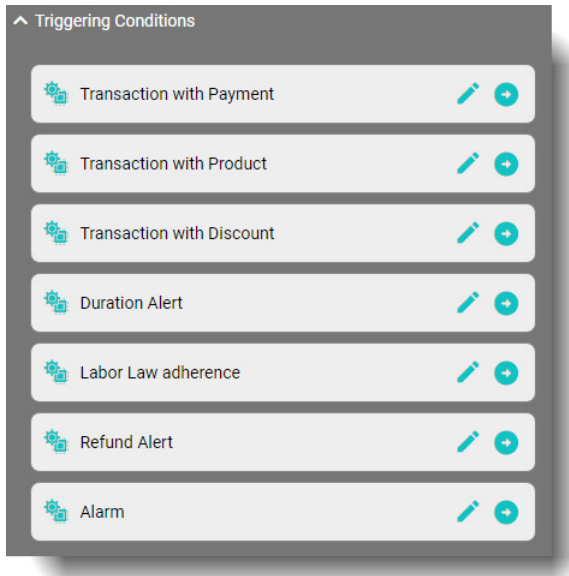
- 1 In the **Smart Rules** page, either select the **Create New** button to create a new rule, or select the **Edit**  button of an existing rule.




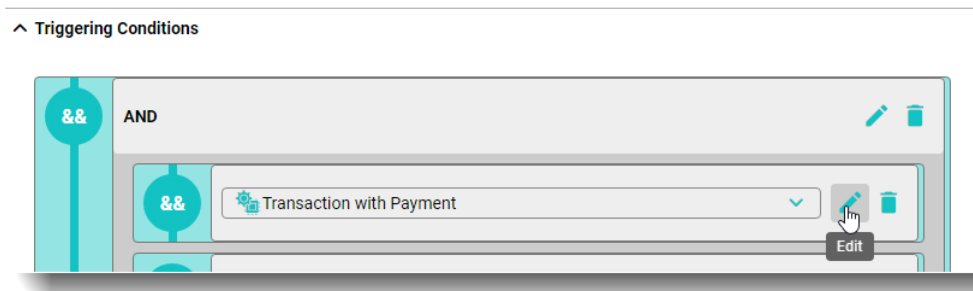
The rules **Editor** page appears.



- 2 Open the Triggering Conditions section. The conditions shown below are the default conditions.



- 3 Add a triggering condition to your rule, using drag and drop or the **Add to Rule**  button. After you have added the condition is added, you can customize it by select the **Edit** button in the condition:



Each condition has its own customizations. The following sections outline the default settings for each of the default triggering conditions. You can edit these settings to customize the triggering conditions for your needs.

**IMPORTANT:** Customizing the Triggering Conditions assumes an understanding of the metadata. This section outlines the basics, but we recommended that you contact the March Networks customer success team for complex customizations. Also, some of the required metadata will be specific to your business, and you must know the exact name of your products in the system.

### a Transaction with Payment

The default value is a POS transaction greater or equal to \$50, in cash, with a POS payment receipt.

You can edit the amount (50) and you can edit the tender type, but you must know the correct metadata terms that your business uses for alternate tender types. For example, some businesses might use CASH, DEBIT, or CREDIT.

The screenshot shows the 'Triggering Condition' dialog box for a rule named 'Transaction with Payment'. The dialog is titled 'Triggering Condition' and has a close button (X) in the top right corner. Below the title bar, there is a 'Name' field containing 'Transaction with Payment'. The main area of the dialog is divided into two sections: a left sidebar with a teal background and a right main area. The sidebar contains a teal circle with 'AND' and a teal circle with a plus sign. The main area is titled 'AND' and contains three rows of conditions. The first row is 'VALUE GREATER OR EQUAL' with a teal circle containing '≥'. The second row is 'VALUE EQUAL' with a teal circle containing '=='. The third row is 'EQUAL' with a teal circle containing '=='. Each row has a dropdown menu for the condition type, a dropdown menu for the field, and a text input field for the value. The first row has 'POS Transactions' for the condition type, 'Change' for the field, and '50' for the value. The second row has 'POS Payments' for the condition type, 'Tender Name' for the field, and 'CASH' for the value. The third row has 'POS Transactions' for the condition type, 'Receipt' for the field, and 'POS Payments' for the value. There is also a 'Receipt' dropdown menu for the third row. At the bottom of the main area, there is a teal circle with a plus sign and the text '← Select condition operator'. A blue circle highlights the '50' value in the first row and the 'CASH' value in the second row. At the bottom right of the dialog, there is a 'Submit' button.

### b Transaction with Product

The default value is a POS transaction with a subtotal greater or equal to \$100, with a product like coffee, and a POS product receipt.

You can edit the amount (100) and you can edit the product, but you must know the correct metadata terms that your business uses for its products. For example, a business selling donuts might have a product named Donut. A business selling clothing might have a product named Hat.

The screenshot shows the 'Triggering Condition' dialog box for a rule named 'Transaction with Product'. The dialog is titled 'Triggering Condition' and has a close button (X) in the top right corner. Below the title bar, there is a 'Name' field containing 'Transaction with Product'. The main area of the dialog is divided into two sections: a left sidebar with a teal background and a right main area. The sidebar contains a teal circle with 'AND' and a teal circle with a plus sign. The main area is titled 'AND' and contains three rows of conditions. The first row is 'VALUE GREATER OR EQUAL' with a teal circle containing '≥'. The second row is 'VALUE LIKE' with a teal circle containing '%%'. The third row is 'EQUAL' with a teal circle containing '=='. Each row has a dropdown menu for the condition type, a dropdown menu for the field, and a text input field for the value. The first row has 'POS Transactions' for the condition type, 'Subtotal (Net)' for the field, and '100' for the value. The second row has 'POS Products' for the condition type, 'Product' for the field, and 'Coffee' for the value. The third row has 'POS Transactions' for the condition type, 'Receipt' for the field, and 'POS Products' for the value. There is also a 'Receipt' dropdown menu for the third row. At the bottom of the main area, there is a teal circle with a plus sign and the text '← Select condition operator'. A blue circle highlights the '100' value in the first row and the 'Coffee' value in the second row. At the bottom right of the dialog, there is a 'Submit' button.

### c Transaction with Discount

The default value is a POS transaction with a subtotal greater or equal to \$100, with a discount like promo, and a POS discount receipt.

You can edit the amount (100) and you can edit the discount, but you must know the correct metadata terms that your business uses for its discounts. For example, your business may have a discount for people over a certain age named SeniorRebate.

The screenshot shows the 'Triggering Condition' configuration window. The name is 'Transaction with Discount'. The conditions are set to 'AND' and include:

- Condition 1:** VALUE GREATER ☒ OR EQUAL, POS Transactions, Subtotal (Net), >= 100.
- Condition 2:** VALUE LIKE, POS Discounts, Discount, like Promo.
- Condition 3:** EQUAL, POS Transactions, Receipt, == POS Discounts, Receipt.

A blue circle highlights the '100' value in the first condition and the 'Promo' value in the second condition. A 'Submit' button is at the bottom right.

### d Duration Alert

The default value is a POS transaction with a duration greater than 600 minutes (10 hours) and less than or equal to 28,800 minutes (20 days).

You can edit the duration of the alert.

The screenshot shows the 'Triggering Condition' configuration window. The name is 'Duration Alert'. The conditions are set to 'AND' and include:

- Condition 1:** VALUE GREATER ☐ OR EQUAL, POS Transactions, Duration min, > 600.
- Condition 2:** VALUE LESS ☒ OR EQUAL, POS Transactions, Duration min, <= 28800.

A blue circle highlights the '600' value in the first condition and the '28800' value in the second condition. A 'Submit' button is at the bottom right.

### e Labor Law Adherence

The default value is a clock in/clock end shift with a duration greater than 240 minutes (4 hours).

You can edit the Clock In Clock Out type, but you must know the correct metadata terms that your business uses for Clock In Clock Out. You can enter the duration by editing the number of minutes (240).

The screenshot shows the 'Triggering Condition' dialog box for a rule named 'Labor Law adherence'. The dialog has a dark blue header with a close button. Below the header, there's a 'Name' field containing 'Labor Law adherence'. The main area is titled 'AND' and contains two conditions. The first condition is 'VALUE EQUAL' with a dropdown menu set to 'Clock In Clock Out' and another dropdown set to 'Type', followed by a text field containing 'END SHIFT'. The second condition is 'VALUE GREATER' with a checkbox for 'OR EQUAL' and a dropdown menu set to 'Duration (min)', followed by a text field containing '240'. A blue circle highlights the 'END SHIFT' text field. At the bottom right, there is a 'Submit' button.

### f Refund Alert

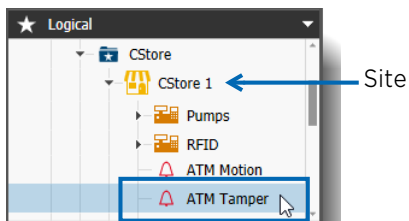
The default value is a POS transaction of a refund amount greater than 0. You can edit the refund amount.

The screenshot shows the 'Triggering Condition' dialog box for a rule named 'Refund Alert'. The dialog has a dark blue header with a close button. Below the header, there's a 'Name' field containing 'Refund Alert'. The main area is titled 'AND' and contains one condition. The condition is 'VALUE GREATER' with a checkbox for 'OR EQUAL' and a dropdown menu set to 'POS Transactions', followed by a dropdown menu set to 'Refund Amount', and a text field containing '0'. A blue circle highlights the '0' text field. At the bottom right, there is a 'Submit' button.

## g Alarm

The default value is “Alarm”. You must change the value at the end to a real alarm name.

The alarm must be associated with a Searchlight site (the alarm must appear under the site in the Command Enterprise Software topology). You must enter the exact name of the alarm in the field.



Name of alarm in CES

Name of alarm entered in Smart Rules

For more information on sites and alarms in Searchlight, see the *Searchlight for Retail User Guide*. For more information on the CES and topology in Command Client, see the *Command Enterprise and Client User Guide*. Both guides are available from the March Networks Partner Portal website.



# Glossary

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## Card or Report Card

A report card is a data container featuring table charts, KPIs, and graphs. It is designed in a shape reminiscent of a playing card and is tailored to fit your mobile device screen. If you are using a device larger than a regular smartphone, the screen can accommodate more than one card — for example, a tablet can fit at least 2 cards in landscape position and a laptop can fit 3 to 5 cards, depending on screen resolution.

## CME

Command Multimedia Evidence. This is the Command proprietary video file format. You can view CME files using the Command Player, a standalone utility that can be automatically copied with the video files to external media, such as a USB stick. Saving video in this format prevents the unwanted upload of the video to the Internet. There is also a CME Encrypted file format, which requires a password to open.

## Command Client

The primary user interface application for Command, it allows users to review and export recorded video evidence, and to view video from cameras connected to recording devices. Allows administrators and users to manage the Command video surveillance network. For more information, see the *Command Enterprise and Client User Guide*.

## Command Mobile Plus

A smartphone app that allows you to view video from Command and use various Searchlight features on your mobile device. For more information, see the *Command Mobile Plus User Guide*.

## Dashboard or Dashboard Card

Similar to the report card, the dashboard card is a collection of data containers with table charts, KPIs, and graphs, but it always occupies the entire available screen space. If you view it on a laptop, it consumes almost the entire screen. If you view it on a smaller device, like a smartphone, the data widgets inside are stacked on one another, and you are able to scroll up or down to view content that is not immediately visible.

## Data Source

This term usually refers to the location, file, or object where the data originates. It may include a database, spreadsheet, API, disk file, or even user input. Essentially, it is the origin from which data is retrieved for analysis, processing, or decision-making. In the context of Searchlight Cloud, it is a data container within the Searchlight Cloud database system, where specific data is stored and prepared for exploration. Examples include Point of Sales (POS) Transactions, POS Payments, and Object Analytics.

Some data sources may come from one type of data system, such as Point of Sale, while others may originate from a completely different source. Understanding this distinction is vital for future analyses that may pair data based on common parameters such as location/site, or recorder, or edge device/camera.

## Metric

This refers to a standard or system of measurement used in various contexts such as mathematics, business, and science. Generally, a metric provides users with a consistent and standardized way to evaluate or measure a particular attribute or characteristic.

In the context of Searchlight Cloud, the user defines a metric to determine what kind of data is analyzed, and from what perspective.

For example, you can analyze sales (Data Source: POS Transactions) from the perspective of date (Metric: Business Date).

## Text Overlay

Text that has been superimposed over an image file or a video file.

## Value

In Searchlight Cloud, setting this parameter determines how to measure the metric.

For example, you can analyze sales (Data Source: POS Transactions) from the perspective of date (Metric: Business Date) and measure it by Sales Net values (Value: Subtotal (Net)).

## View

A grid with multiple video files displayed at the same time.

## Web Client

A web browser based application that allows you to view, search, and export live and recorded video from Command Enterprise, on any computer connected to the Internet. Includes additional video management features. For more information, see the *Web Client User Guide*.

## Zoom

The zoom feature allows you to move to a close-up shot of an object in the video or image file, to move the view of the zoomed area, and to move back out of the close-up.

## Company Overview

March Networks® helps organizations transform video into business intelligence through the integration of surveillance video, analytics, and data from business systems and IoT devices. Companies worldwide use our software solutions to improve efficiency and compliance, reduce losses and risk, enhance customer service and compete more successfully. With deep roots in video security and networking, March Networks is also recognized as the leader in scalable, enterprise-class video management and hosted services. We are proud to work with many of the world's largest financial institutions, retail brands, cannabis operators and transit authorities, and deliver our software and systems through an extensive distribution and partner network in more than 70 countries. Founded in 2000, March Networks is headquartered in Ottawa, Ontario, Canada. For more information, please visit [www.marchnetworks.com](http://www.marchnetworks.com).

## Customer Support and Assistance

Certified partners can telephone our Technical Support team Monday to Friday during business hours or email at any time.

### North America, South America, & Asia Pacific

Telephone – 1 613 591 1441  
Toll Free (US & Canada) – 1 800 472 0116  
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Telephone – +39 0362 17935 extension 3  
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*If you have purchased a March Networks solution through one of our Certified Partners, please contact your representative directly for first level technical support and assistance with RMA services.*