SENSTAR®

Senstar Symphony Mobile Application

4.0

User Guide

Contents

Introduction

The Senstar Symphony Mobile Application allows you to access your Senstar Symphony Server on your iOS device or Android device.

In the application, you can view camera and alarms and you can toggle DIO devices and rules on and off. You can organize cameras and DIO devices from multiple sites into views.

Install the Senstar Symphony Mobile Application on your mobile device from the Apple App Store or the Google Play.

Installation requirements

The Senstar Symphony Mobile Application requires the following software and certificates.

Senstar Symphony Server

Required: Senstar Symphony Server 8.5.0 or later

Android devices

Recommended: Android 15

Unsupported: Android 11 and earlier

iOS devices

Recommended: iOS 17

Unsupported: iOS 14 and earlier

Certificates

Recommended: Certificate signed by a trusted root certificate authority

Minimum: Self-signed certificate

You need a valid certificate to secure the data transmission between the Senstar Symphony Mobile Application and the Senstar Symphony Server. The certificate must be in the `pfx` format.
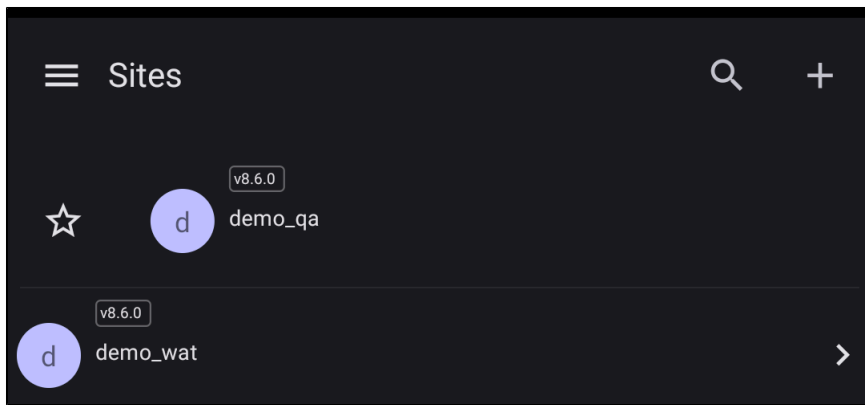
For more information see the Senstar Symphony Mobile Application 4.0 Security Guide.
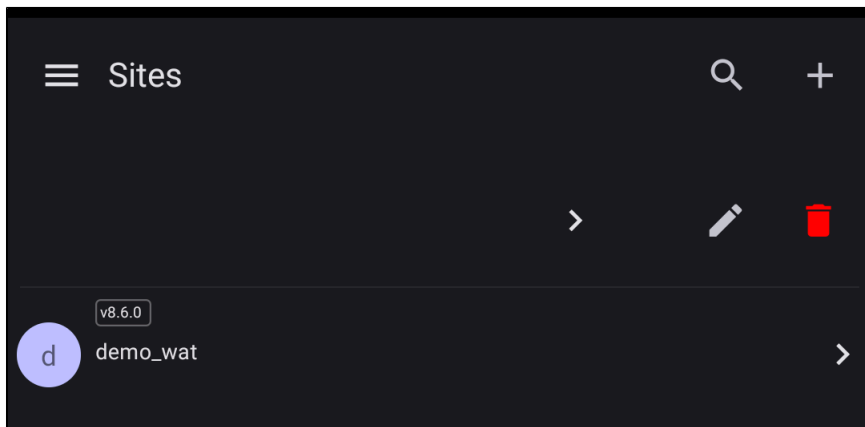
Navigation

The interface of the Senstar Symphony Mobile Application uses familiar controls to help you navigate the application.

Swipe left or right on a site or a view to access additional options.

Swipe right to expose the option to add the site or view to your favorites list.

SENSTAR

Swipe left to expose the options to edit or delete.

Pulling down refreshes the contents of the screen.

Notifications

The Senstar Symphony Mobile Application generates both OS notifications and in-app notifications for alarms.

The application can create push notifications for alarms on your mobile device. To turn on push notifications for alarms, tap the Alarms toggle switch on the site settings page. Tapping a notification, opens the application on your device.

The application also creates in-app notifications. When an alarm occurs, the application displays a banner at the bottom of the screen. To view the video from the alarm, tap the View (⌾) icon. To dismiss the notification, tap the Close (⊠) icon.

Setup

To get started using the Senstar Symphony Mobile Application, add a site to site to access your Senstar Symphony Server. set video, security, and notification settings. Then, you can add a site to site to access your Senstar Symphony Server.

Add a site

Add a site to connect the Senstar Symphony Mobile Application to the Senstar Symphony Server.

If you need to change the user that uses the site, you must remove the site and add it again with the credentials for the new user.

You cannot add multiple sites that connect to the same Senstar Symphony Server.

1. Tap Menu (▤).
2. Tap **Sites**.
3. Tap Add (⊞).
4. In the **Name** field, type your name for the site.

   The name that you type in this field only appears in the application.
5. In the **Address** field, type the address of the server or the server farm.

   For more information about the address of the server or the server farm, contact your IT department.
6. In the **Port** field, type the port over which you want the mobile application to connect to the server or server farm.

   For more information about the port for the server or the server farm, contact your IT department.
7. In the **User** field, type the username that the mobile application uses to authenticate with the server.
8. In the **Password** field, type the password that the mobile application uses to authenticate with the server.
9. To receive push notifications for alarms, tap **Alarms**.

   A check mark indicates that the push notifications are enabled.
10. To add a tag to the site, perform the following steps:
    a) Tap the plus button under the **Tags** heading.
    b) Type the tag.
    c) Tap the check mark to complete the tag.

    You can use tags to search for and filter sites. You can add multiple tags to each site.
11. To add this site to your list of favorites, tap Favorite (☆).
12. To save the site, tap Save (☑).

To delete a site, swipe left on the **Sites** page, tap Delete (🗑), and tap **Delete** to confirm.

To edit a site, swipe left on the **Sites** page, tap Edit (✎), make your changes, and tap Save (☑).

Use biometrics

Use biometrics to prevent unauthorized users from accessing the Senstar Symphony Mobile Application on your mobile device.

The Senstar Symphony Mobile Application uses the biometric authentication system on your mobile device, so you must configure biometrics on your mobile device to enable biometrics in the application.
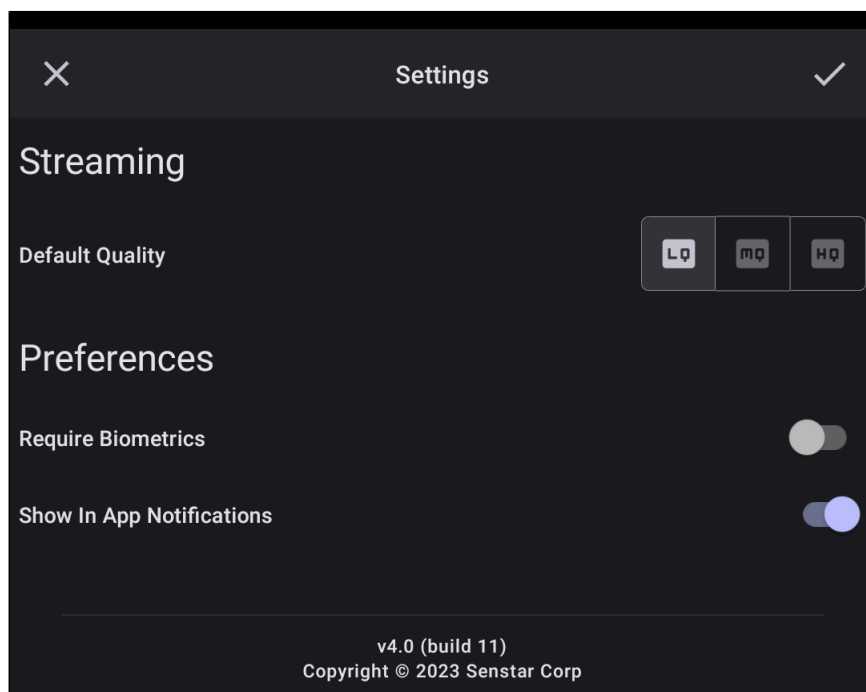
1. Tap Menu (▤).

2. Tap **Settings**.

3. Tap the **Require Biometrics** toggle to use biometrics.

    The name of this option changes to reflect the biometric security that is active on your mobile device. The name is **Require Face ID** if face identification is active on your iOS device or **Require Touch ID** if touch identification is active on your iOS device. The name is **Require Biometrics** for Android devices.

4. Authenticate using the biometrics on your mobile device.

5. Tap Save (☑).

Enable in-app notifications

Enable the in-app notifications to see pop-up messages about alarms in the Senstar Symphony Mobile Application.

1. Tap Menu (▤).

2. Tap **Settings**.

3. Tap **Show In App Notifications** toggle to enable notifications.

4. Tap Save (☑).

Sites

A site is a Senstar Symphony Server or Senstar Symphony Server farm to which you connect the Senstar Symphony Mobile Application.

Connecting the application to a site gives you access to the cameras, DIO devices, alarms, and rules that you have permission to view in the Senstar Symphony Client. You can connect the application to multiple sites.

View a camera

You can search for and view cameras in the Senstar Symphony Mobile Application.

When you view a camera, you can control the video using video controls that appear when you tap the screen. If the camera is a PTZ camera, you can control the orientation of the camera using the controls that appear when you tap the screen.

Tablets display the video from cameras beside the list of cameras.

1. Tap Menu (▤).
2. Tap **Sites**.
3. Tap a site.
4. Tap the **Cameras** icon at the bottom of the screen.

    By default, the application opens to the cameras page when you open a site.
5. To search for the name of the camera, tap the magnifying glass and start typing the name of the camera.
6. To filter the list of cameras, perform the following tasks:

    a) Tap Filter (▽).

    b) Tap all of the tags that apply.

    c) To apply the filter, tap Save (☑).
7. Tap the camera.

To view footage from a specific date a time, you can tap Calendar (▣) and select the day that you want to see. To return to live video, tap the lightning icon.

View an alarm

You can search for and view alarms in the Senstar Symphony Mobile Application.

When you view an alarm, you can control the video using video controls that appear when you tap the screen.

1. Tap Menu (▤).
2. Tap **Sites**.
3. Tap a site.
4. Tap the **Alarms** icon at the bottom of the screen.
    The application displays a list of alarms.
5. To view an alarm on a specific date, use the calendar slider or tap the Calendar (▣) and select a date.
6. To filter the list of alarms, perform the following tasks:

    a) Tap Filter (▽).

    b) Tap all of the tags that apply.

    c) To apply the filter, tap Save (☑).

7. Tap the alarm.

Toggle a DIO device

You can activate or deactivate a DIO device from the Senstar Symphony Mobile Application.

When you turn a DIO device on or off, it will stay in that state until you toggle the device or until a rule on the Senstar Symphony Server toggles it automatically.

1. Tap Menu (▤).
2. Tap **Sites**.
3. Tap a site.
4. Tap the **DIOs** icon at the bottom of the screen.
   The application displays a list of DIO devices.
5. To search for the name of a DIO device, tap Search (🔍) and start typing the name of the DIO device.
   The list updates with each character that you add to the search field.
6. To filter the list of DIO devices, perform the following tasks:
   a) Tap Filter (▽).
   b) Tap all of the tags that apply.
   c) To apply the filter, tap Save (☑).
7. Tap the toggle switch to turn the DIO device on or off.

Toggle a rule

You can activate or deactivate a rule in the Senstar Symphony Mobile Application to make the Senstar Symphony Server start or stop monitoring the conditions defined by the rule and generating alarms when the conditions of the rule are met.

When you activate or deactivate a rule, that rule is activated or deactivated for all the users of the Senstar Symphony Server.

1. Tap Menu (▤).
2. Tap **Sites**.
3. Tap a site.
4. Tap the **Rules** icon at the bottom of the screen.
   The application displays a list of rules.
5. To search for the name of the rule, tap Search (🔍) and start typing the name of the rule.
   The list updates with each character that you add to the search field.
6. To filter the list of rules, perform the following tasks:
   a) Tap Filter (▽).
   b) Tap all of the tags that apply.
   c) To apply the filter, tap Save (☑).
7. Tap the toggle switch to activate or deactivate the rule.

Views

A view is a custom collection of cameras and DIO devices from the Senstar Symphony Server in the Senstar Symphony Mobile Application. You access your views by tapping Menu (▤) and then tapping Views.

You can use views to collect cameras and DIO devices together into logical groups, such as location or purpose. For example, you can create a view that includes all the cameras and DIO devices around the perimeter of a facility to control and monitor access or you can create a view that includes cameras and DIO devices along a common route through a facility to control and monitor the passage of people through a facility. You can add cameras and DIO devices from multiple sites.

You can adjust the density of the items in the view by tapping (▦) in the top right of the screen.

Views that you create in the application are independent of views in the Senstar Symphony Client interface.

Add a view

Add a view to collect specific cameras and DIO devices into a single view.

You can add multiple cameras and DIO devices to a view. In addition, you can add cameras and DIO devices from multiple sites to a view.

1. Tap Menu (▤).
2. Click **Views**.
3. Tap Add (⊞).
4. In the **View Name** field, type your name for the view.
   The name that you type in this field only appears in the application.
5. Perform one of the following tasks:To add a camera, tap the **Cameras** heading.
   - To add a camera, tap **Cameras**.
   - To add a DIO device, tap **DIOs**.
6. If you have multiple sites, tap the site button to add cameras and DIOs from that site.
7. In the list, tap Add (⊞) beside the camera or DIO device to add it to the view.
8. To save the view, tap Save (☑).

Favorites

The favorite list allows you to easily access sites and views from the menu in the Senstar Symphony Mobile Application.

You can view your favorites in the menu. Tap a favorite to open it in the application.

Add a favorite

You can add sites and views to you list of favorites.

1. Tap the menu button (▤).
2. Click **Sites** or **Views**.
3. On the site or view that you want to add to your list for favorites, swipe right.
4. To add the site or view to your list of favorites, tap the star icon.
   When you select a site or view as a favorite, the star icon changes from an outline to a filled-in star.

To remove a site or view from your list of favorites, tap the star icon again to clear it.