



LNK360 RemoteView™ <-> Milestone XProtect User Guide



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1. EXECUTIVE SUMMARY

1.1. Scope

Trigger preconfigured Milestone XProtect-based video streams within Mutualink's LNK360™ RemoteView, in order to coordinate a response to a critical situation or emergency.

1.2. Anticipated Outcomes

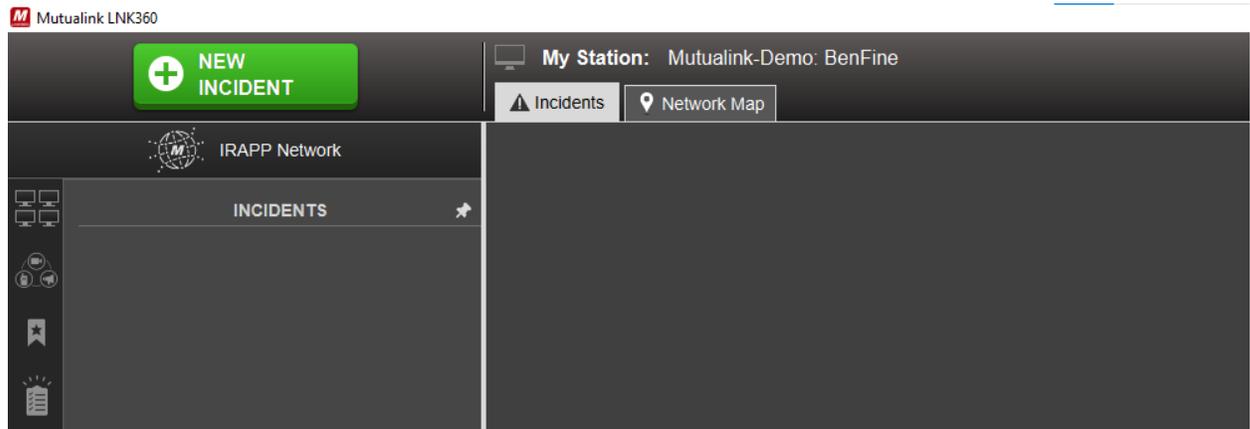
The responders can be better informed of details about emergency situations, along with pre-configured video streams overlaid onto a given building's floor plan, which will help them respond better.

1.3. Solution Overview:

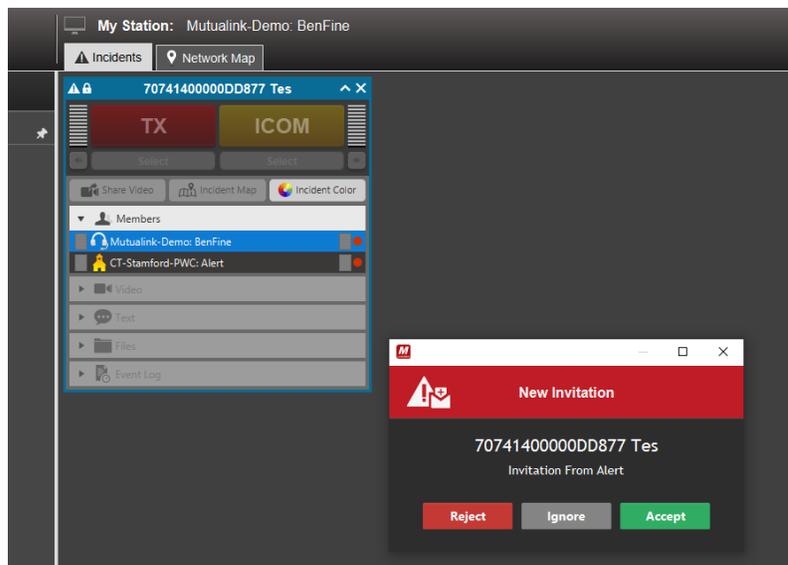
- Upon creation of a new incident, a predefined list of participants will be "invited" to an incident window within LNK360™ RemoteView.
- The LNK360 incident window allows invited users to:
 - view pre-configured on-site XProtect-based video streams, by clicking on the corresponding camera icons overlaid onto a given building's floor plan, superimposed onto a Google map layer and
 - view text messages related to the emergency situation.

2. LNK360™ REMOTEVIEW <-> MILESTONE XPROTECT VIDEO STREAMS - A WALKTHROUGH

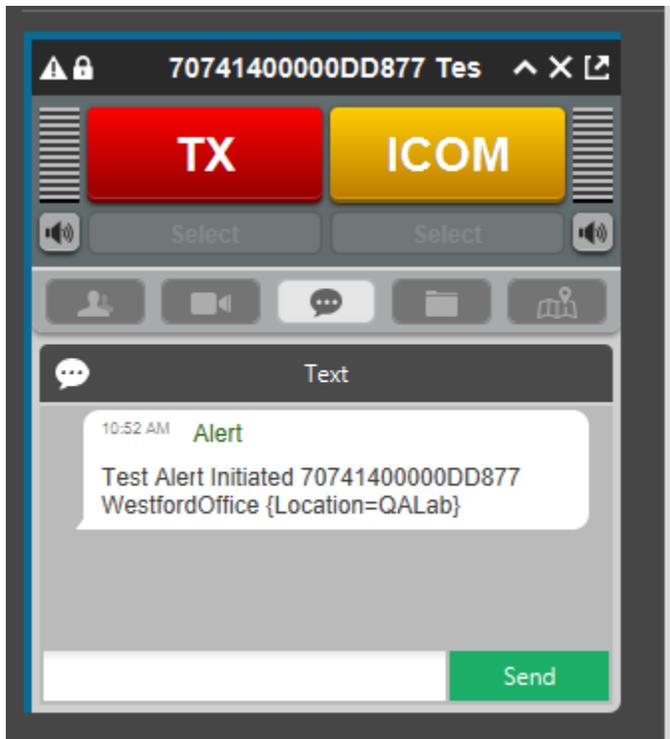
Step 1: The entire workflow can be initiated from Mutualink's LNK360™ RemoteView application. The Customer Facility Security, Police Department or other response agency will have the LNK360 RemoteView application open and ready to process incoming alerts.



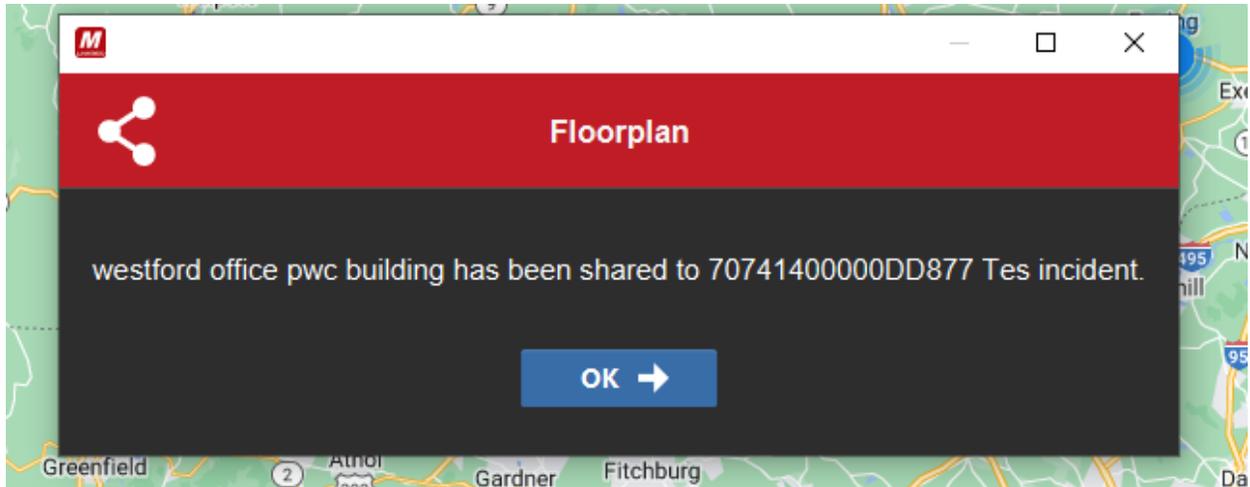
Step 2: When a new incident is created and a participant is invited, it will flash a popup screen within the invitees' LNK360 application.



Step 3: The customer's Security Center can adjudicate an "incident invite" to decide whether the Police Department's involvement is deemed necessary. This incident invite and the "incident name" are configurable.

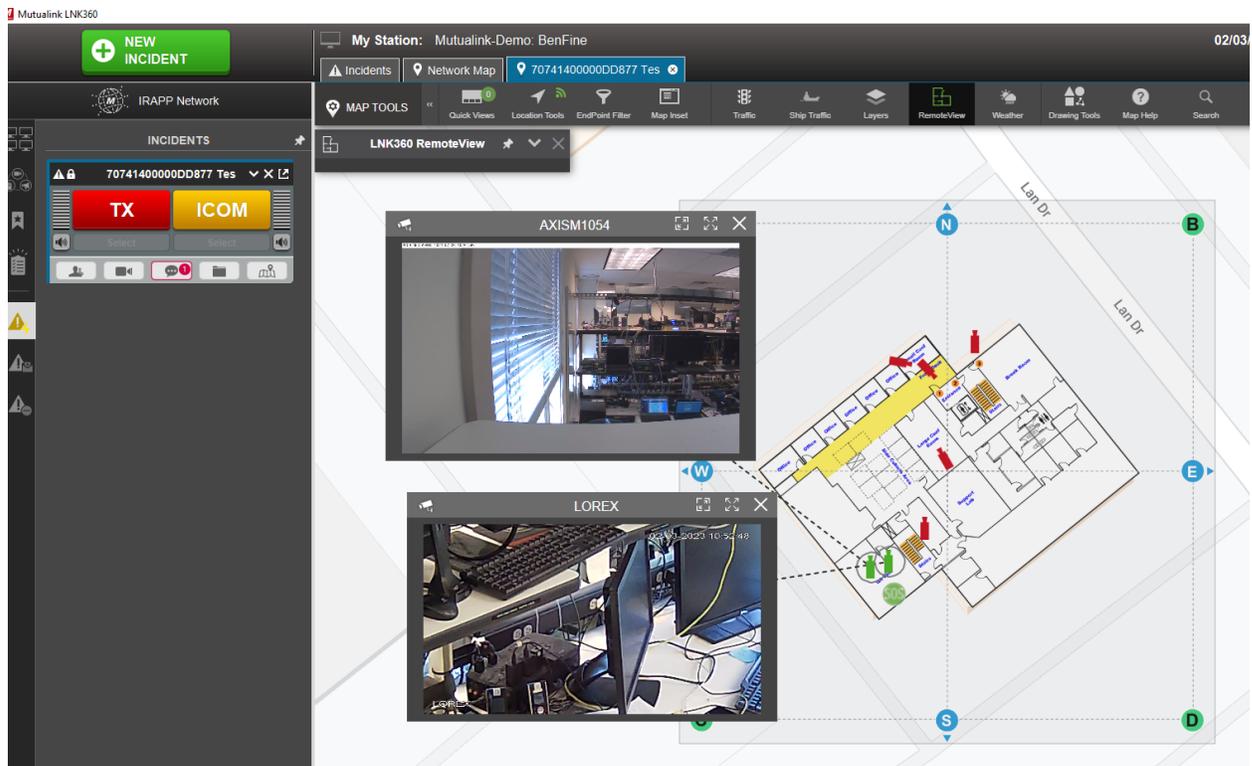


Step 4: Shortly after the invitee accepts the invite, the initiator will be notified that a floor plan has been shared to the incident (below). This happens automatically based on the specific building and the specific location that the incident was initiated from.



Step 5: Any user who's a part of an incident can open up the Google-based map layer tab, and the floor plan being shared will become visible, superimposed onto the map. The user can click on specific camera icons overlaid onto the floorplan to open up the corresponding XProtect-based video streams from the preconfigured cameras.

This map view supports zoom-in/zoom-out and pan functionality, and the video windows are undocked and can be moved around and re-arranged on the screen.

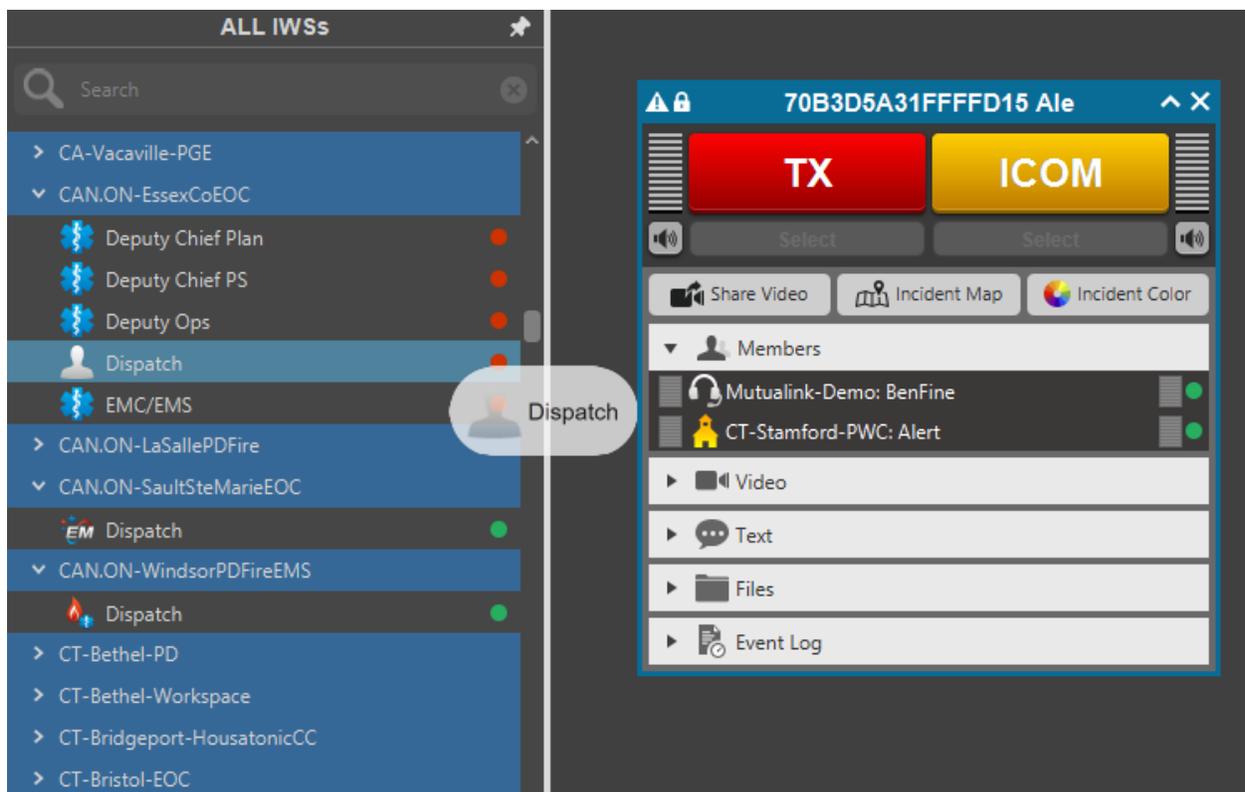


3. GENERAL OVERVIEW OF RELATED LNK360™ FUNCTIONALITY:

3.1. Incident Creation and Inviting Users

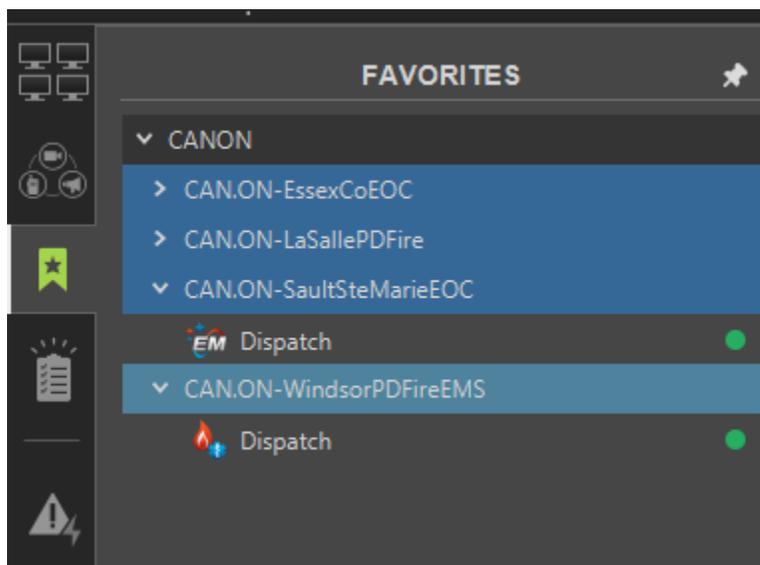
When a panic button is pressed, an incident is created, and a predefined list of users is automatically invited to the incident. Additionally, other LNK360 users can also be invited to the incident, manually, by dragging their names from the hierarchical tree view list (left most column the picture below) into an active incident, resulting in an 'incident invite' to be sent to all such users.

The red/green status indicators to the very right of the user/endpoint name indicate the online/offline status of the user(s). Inviting 'offline' users will result in them receiving an incident invite automatically, once they log in.



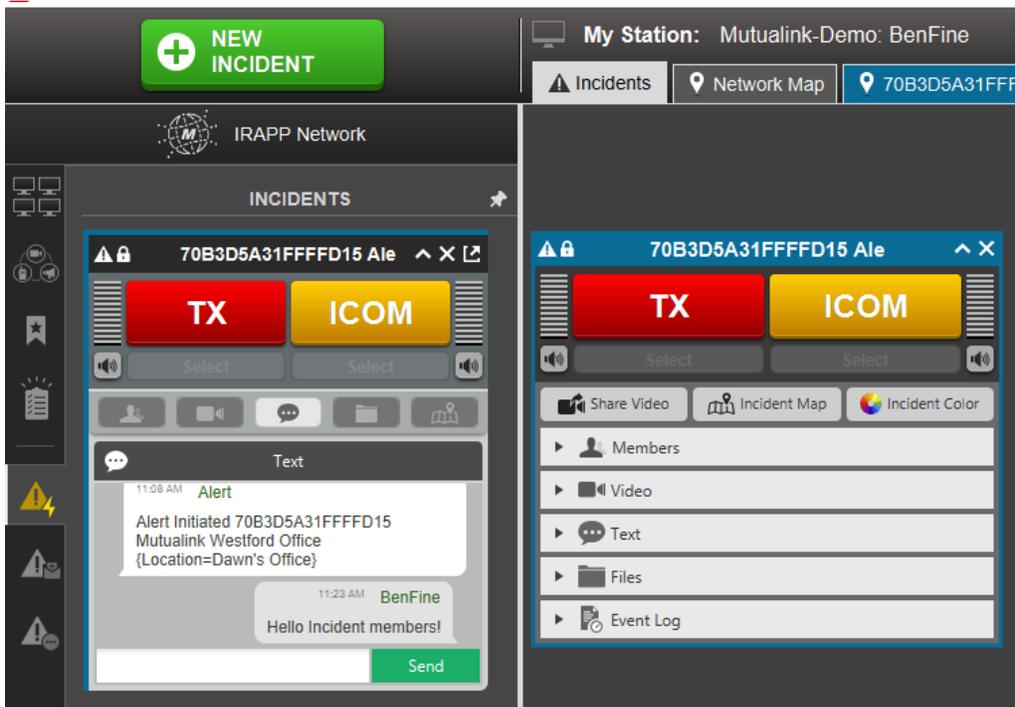
3.2. Favorites and Smartlists

The user list tree view can be collapsed/expanded for ease of navigating across various agencies. Users can be added to the 'Favorites' in advance for the additional convenience of grouping frequently contacted users, or subsets of users belonging to the same agency, department, or group, etc. 'Smartlists' allow creation of specific rules to support filtering the user list to make it more manageable.



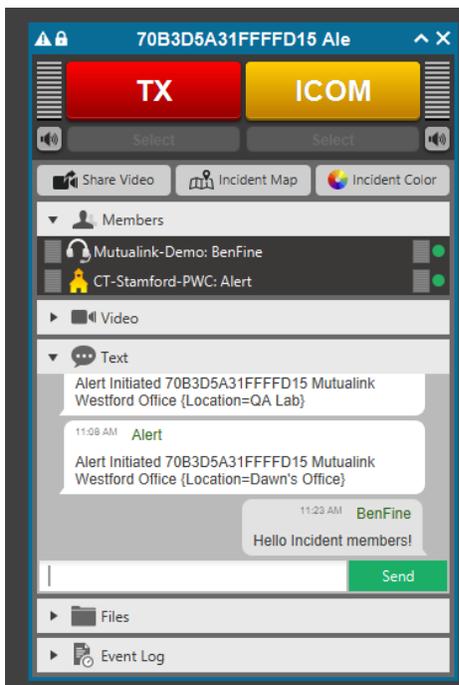
3.3. Incident Tabs - Docking/Undocking, Multiple views

Each incident can be viewed on the main incidents tab (below, right). In addition, a smaller incidents tab (below, left) allows viewing the map/floorplan layer and the incident simultaneously.



3.4. Text Messaging between users in an incident

The 'incidents' pop-up window has a text box (below) that allows text messages to be entered manually, upon which they are available for all incident members to view. Messages can also be auto-generated, such as from panic buttons.



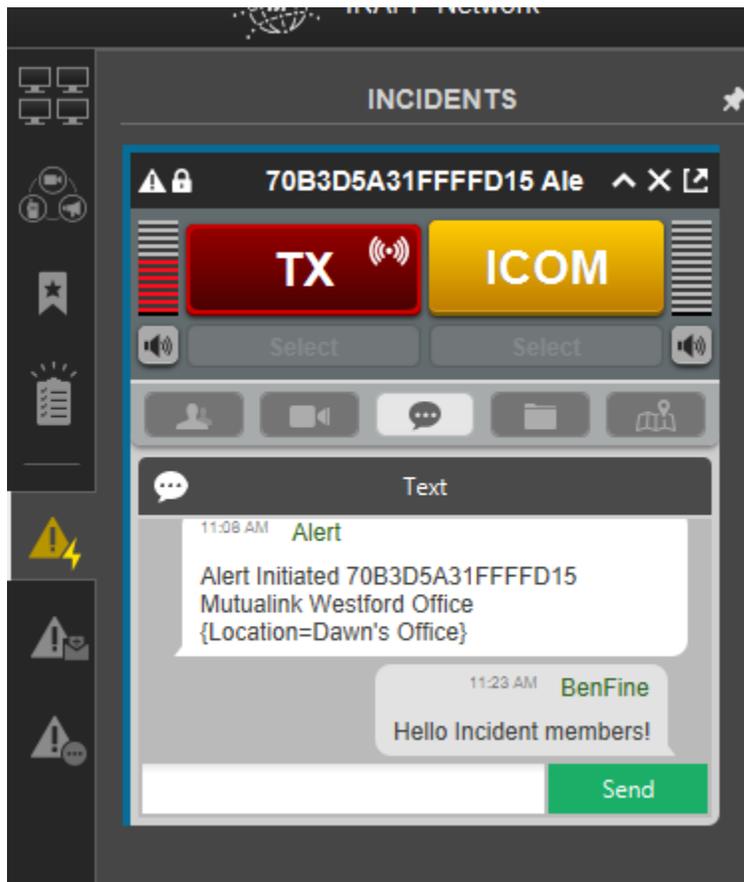
Text messages can also be viewed and sent directly from the map layer, as shown below.



3.5. TX and ICOM communication between Incident members

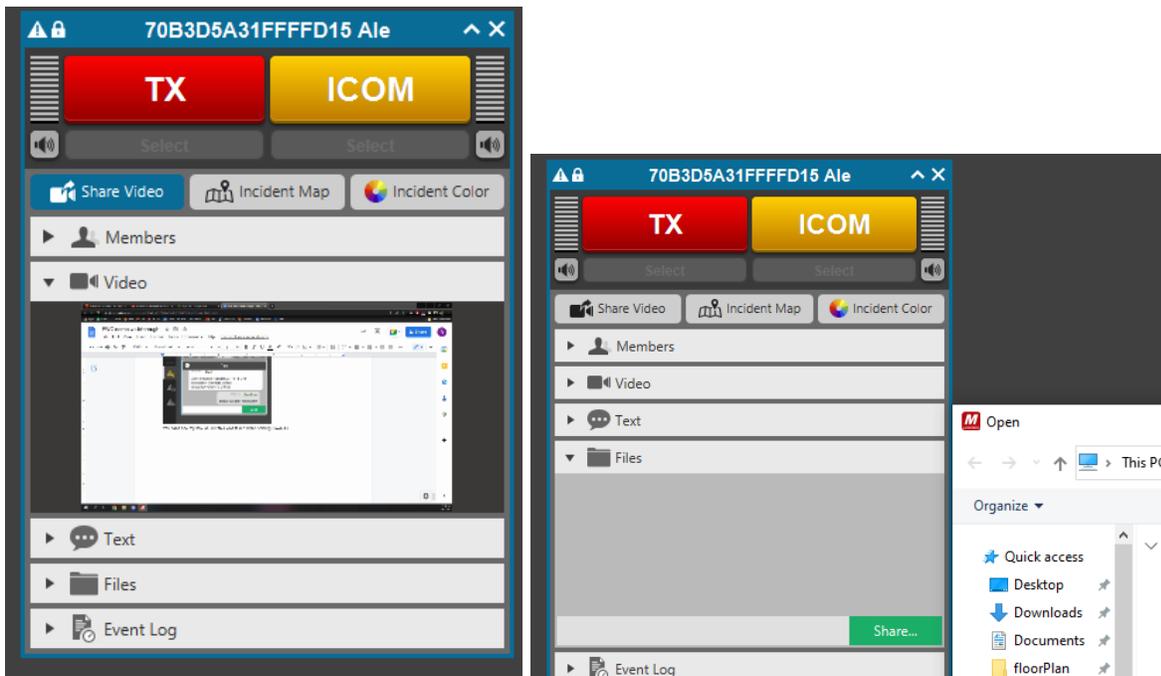
The 'TX' and 'ICOM' buttons on the Incident pop-up allow communication with other incident members through the in-built microphones on user devices, similar to a Zoom call. 'ICOM' allows 'Intercom' like communication with other LNK360 users, while 'TX' leverages our radio interoperability and allows communication with internal radio networks.

Further, a wide range of Mutualink Gateways can be pulled (invited) into an incident to facilitate cross-communication across various interconnected networks. For example, a Mutualink Radio gateway can be invited into an incident to allow all incident members to talk to, and hear from, physical radios on a given network, such as an extended police radio network.

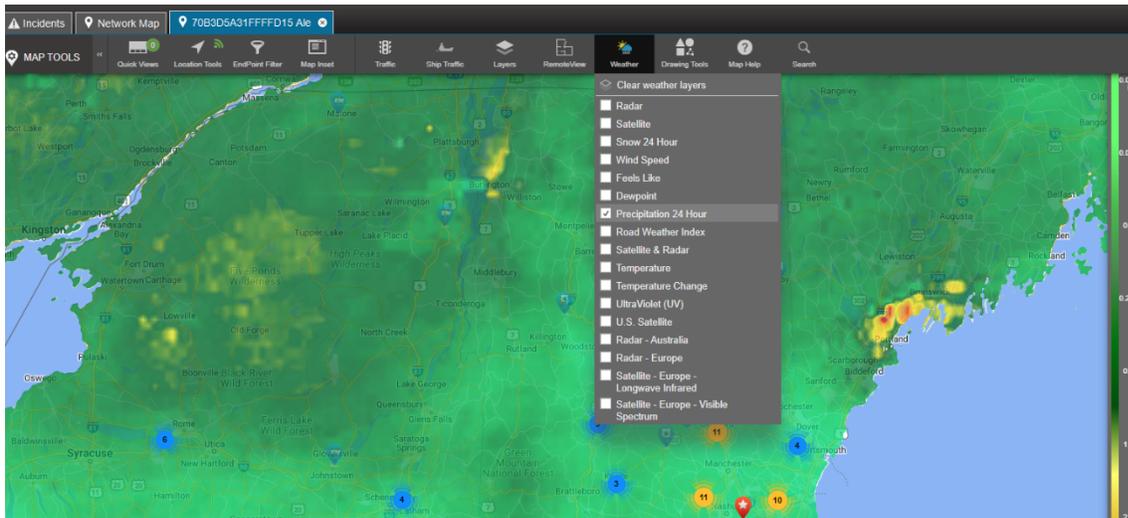


3.6. Sharing Device-based Videos, Files, Screenshare

Upon joining an incident, all incident members can share local device-based videos, files and/or screenshares to all other incident members

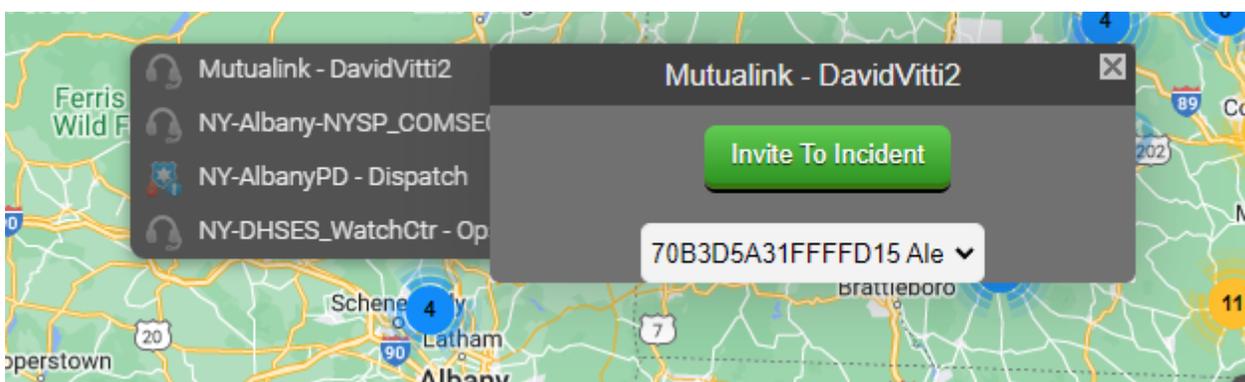


3.7. Locating other users currently logged into the LNK360 network, systemwide



Numbered clusters show where other logged in Mutualink users are located. User location map supports zooming in and out to view the specific user locations precisely. Once located, users can then be invited into an incident directly from the map, instead of dragging them in from the tree view selection list.

The map layer includes various other helpful tools, such as a Weather layer, that might help for situational preparedness and awareness.



(The weather layer has been turned off for this picture)