

January 7, 2025

**Re: CMS Mobile v3.8.2.0 Release Notice**

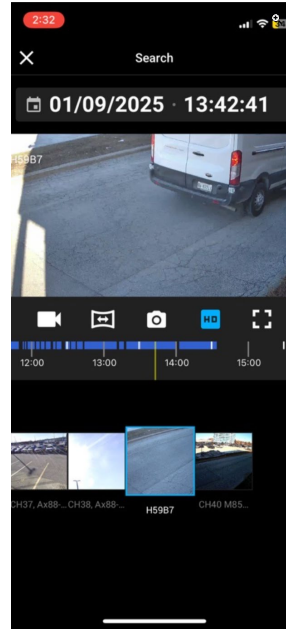
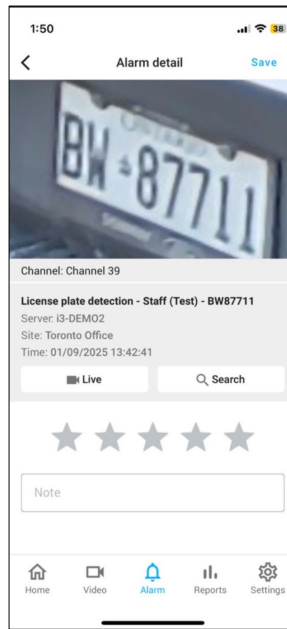
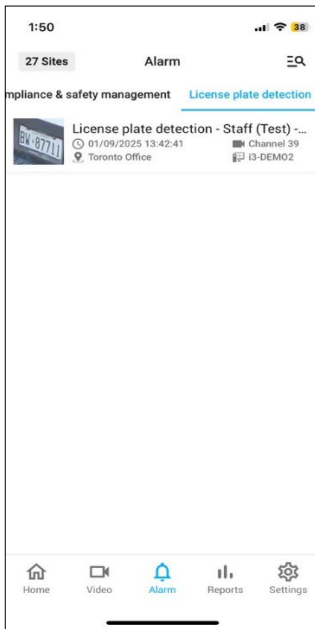
This bulletin is the official notice of the upcoming CMS Mobile app **v3.8.2.0** release, iOS and Android versions. The updated iOS and Android versions of the CMS Mobile app are now available for download from the Apple App and Google Play stores, respectively. CMS Mobile app gives the users of i3's Cloud Managed Services (CMS) access to live video streaming, health monitoring, alarms, video streaming, exception reporting, and more.

**New Features:**

- Video Streaming support for VEO24/LS16 Linux-based Media Bridge servers. (pending release) (#75655)
- Support No Engagement alarm (#79696). CMS Web v6.7 and i3Ai Cloud subscription or i3Ai v7.3.2.90 or above required.

The i3 Engagement solution enhances retail operations by using AI to monitor self-checkout zones and track customer interactions with employees to reduce shrink and improve customer satisfaction. It provides detailed engagement reports to help managers optimize staffing and scheduling. The system differentiates staff by uniform color, measures the distance between employees and customers, and counts interactions as "engagement" when within a set threshold.

- Support LPR detection alert. CMS Web v6.7 is required. Vehicle Analytics & LPR module of the CMS Web (v6.7 and above) allows storing and sorting employee license plates into groups. CMS alerts are configured per Group. (#78502)



- Updated and reorganized Alarm screen. (#76266, #76750, #76752)
  - Alarms list is now organized by Alarm type. Alarm types that will appear on the main live Alarm screen are configured under Settings > Alarm Settings.
  - Scroll through the Alarm Type categories at the top of the Alarms list. Only alarms from the current calendar day will be shown in the list.
  - To show alarms from select sites, click on the **Sites** icon in the top left corner.
  - To review older alarms as well as acknowledged alarm events, click on the **Search** icon in the top right corner.

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CANADA

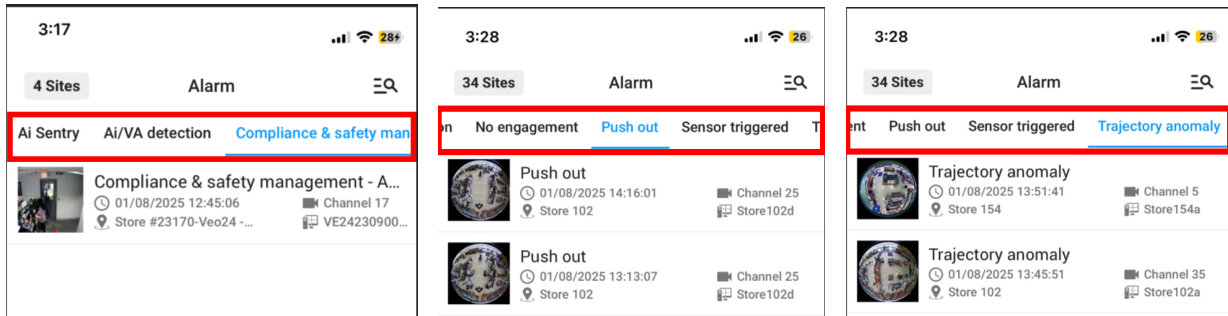
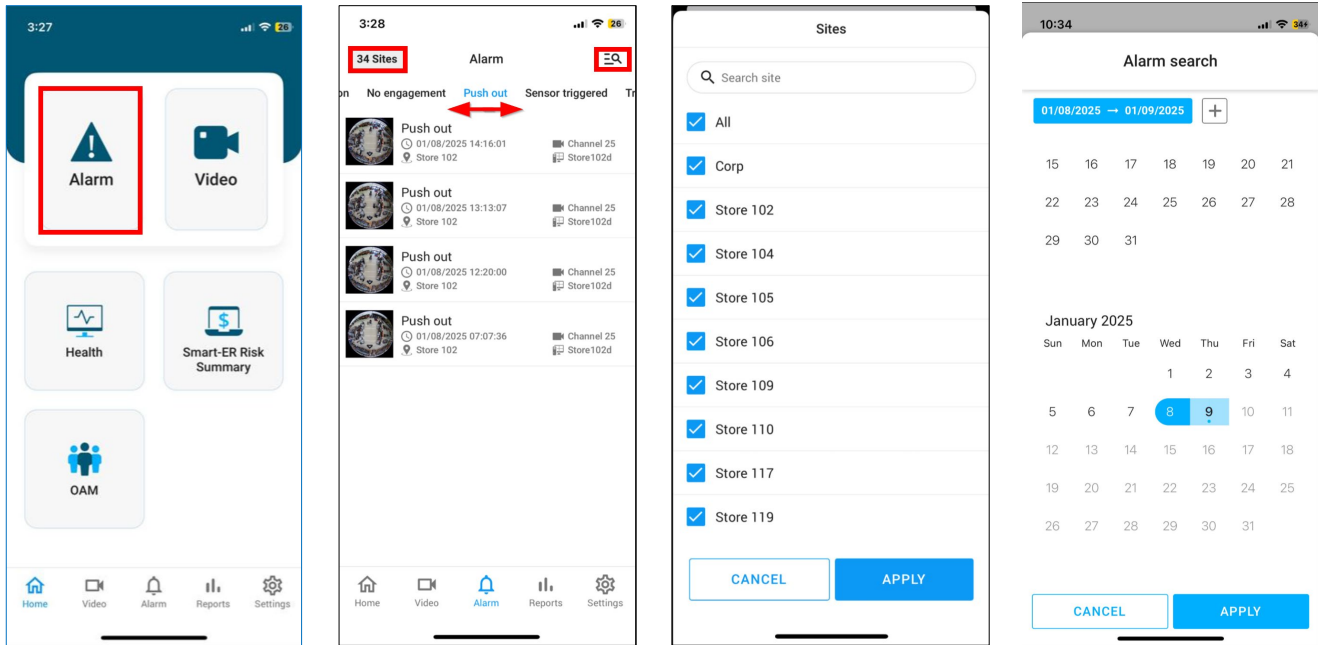
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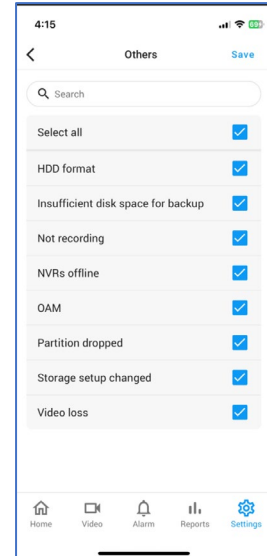
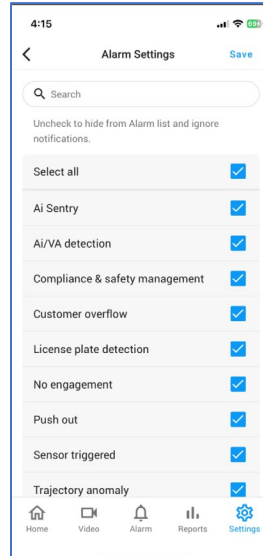
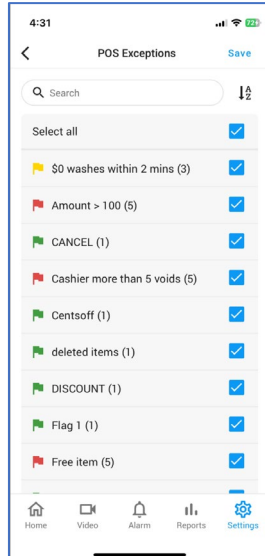
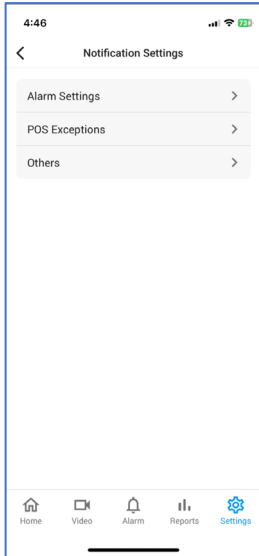


- Updated and reorganized **Notification Settings** screen (#78202)  
The Notification settings are now categorized into three main groups: “Alarm Settings”, “POS Exceptions”, and “Others”.
  - Search Field: Each tab features a convenient **Search** field for quick navigation.
  - Independent Save buttons: Each tab has its own **Save** button to apply changes, which appears only when modifications are made.
  - Select All option: Each tab includes a **Select All** option to choose all available settings at once.
- **Group options:**
  - **Alarm Settings:** Ai Sentry, Ai/VA detection, Compliance & safety management, Customer overflow, License plate detection, No engagement, Push out, Sensor trigger, Trajectory anomaly.
  - **POS Exceptions:** A list of all exception types, including canned exceptions (e.g. CANCEL, VOID, etc.) and ad hoc exception reports.
  - **Others:** HDD format, Insufficient disk space for backup, Not recording, NVRs offline, OAM, Partition dropped, Storage setup changed, Video loss.

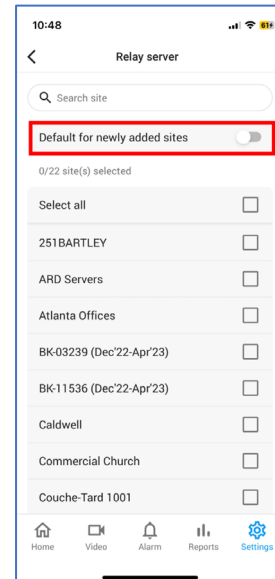
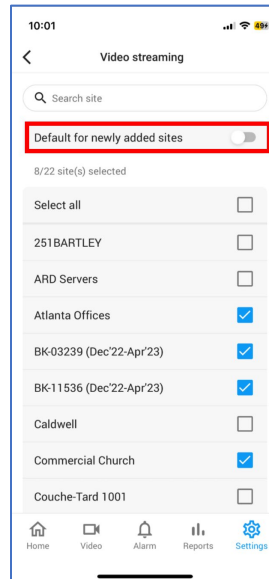
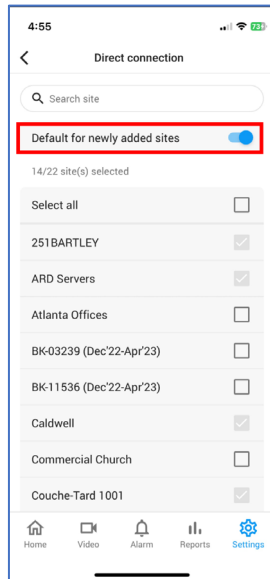
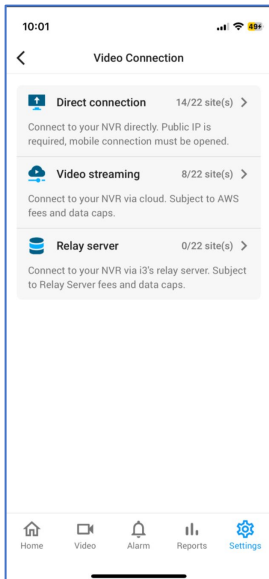
**Alert Behavior:**

(Ensure notifications are enabled in your device's OS settings for the CMS Mobile app).

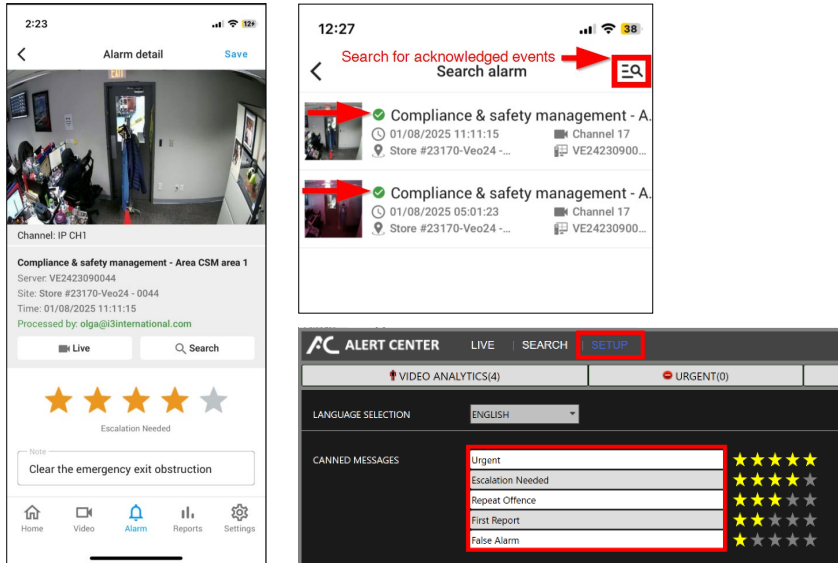
- Alarm Settings: Alerts here trigger both live notifications and create an Alarm event record in the Alarm tab for later review.
- POS Exceptions and Others: Alerts in these tabs trigger live notifications when activated.



- Add the 'Default for newly added sites' toggle to each connection option tab under Video Settings. This can only be enabled for one of the following: **Direct connection**, **Video Streaming** (subscription only), or **Relay connection** (subscription only). If unsure, choose **Direct connection**.

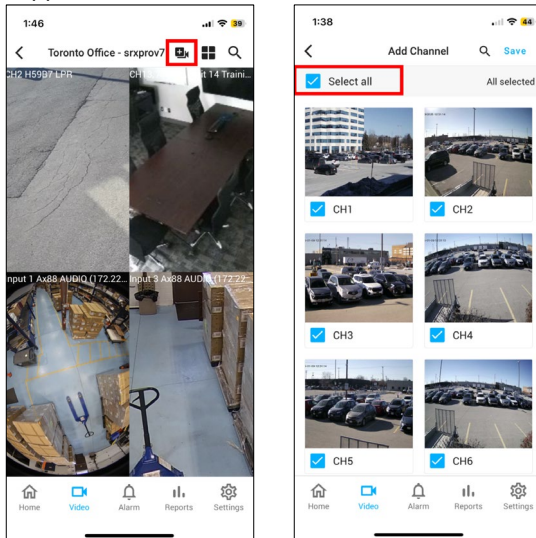


- New Alarm detail screen. (#79882)  
 In the Alarm tab, select an alarm event. Acknowledge it by assigning a 1-5 star rating and adding a custom note. Click **Save** to record your login email as 'Processed by'. Acknowledged events are marked with a green checkmark. To review acknowledged events, use the **Search** function. Each star rating has a default canned message. Text for the canned messages can be customized in the Alert Center setup.



**Fixes & Improvements:**

- New Notification libraries for all modules. (#79881)
- Miscellaneous improvements (#75838, #80375, #80600)
- HALO integration: show linked channel thumbnail immediately for HALO sensor trigger events in Alarm tab. (#79361)
- Support “**Select all**” under Add Channel for sites set to Video Streaming connection type (#77764)





**About Version:**  
Version 3.8.2.0

**Release History**

Version	Build date
<b>3.8.2.0 (this version)</b>	December 13, 2024
<b>3.7.2.0</b>	September 4, 2024
<b>3.6.2.11</b>	March 26, 2024
<b>3.5.2.0</b>	August 18, 2023
<b>3.3.2.0</b>	January 13, 2023
<b>3.2.2.0</b>	November 14, 2022
<b>3.1.2.0</b>	August 5, 2022
<b>3.0.2.4</b>	April 27, 2022
<b>3.0.2.2</b>	April 20, 2022

Please get in touch with technical support if you have any questions or issues.  
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