



Navigating the Sirix Mobile App

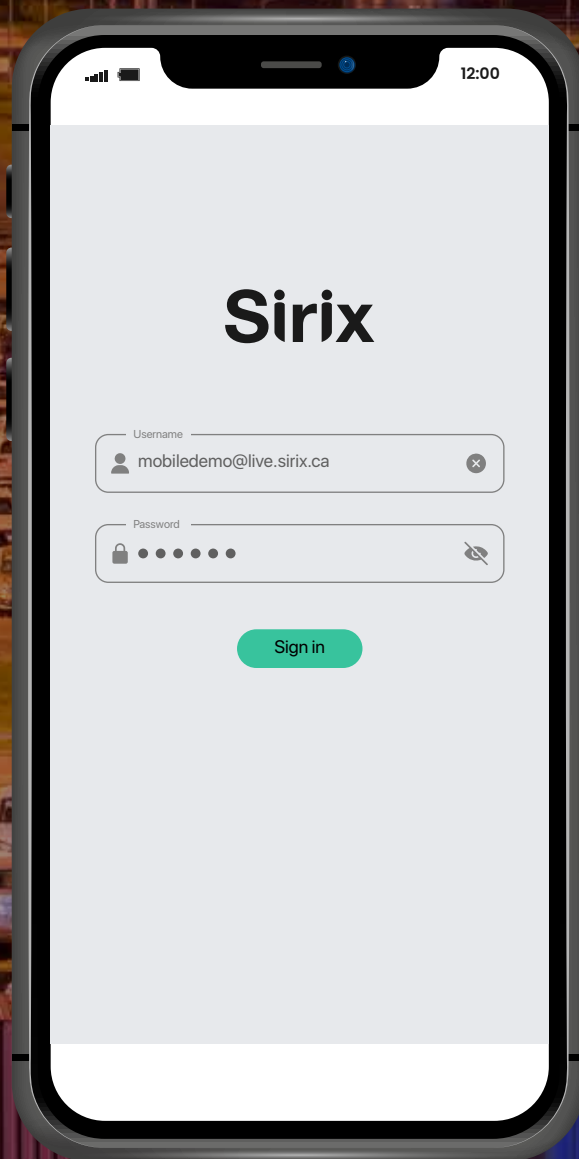


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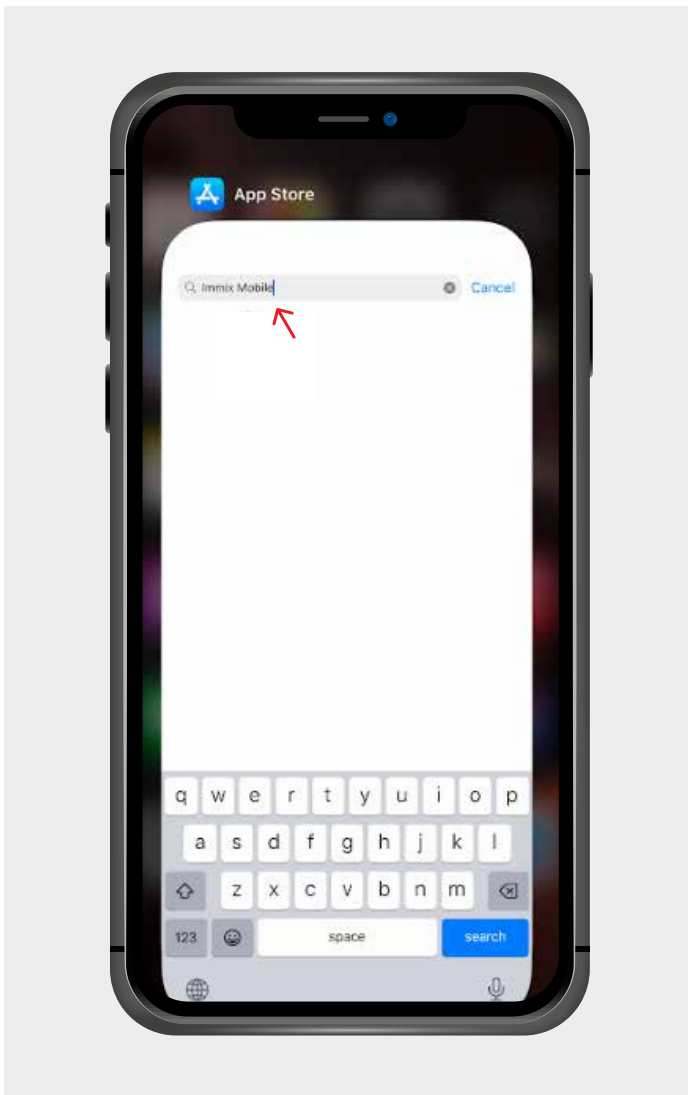
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Accessing the mobile application

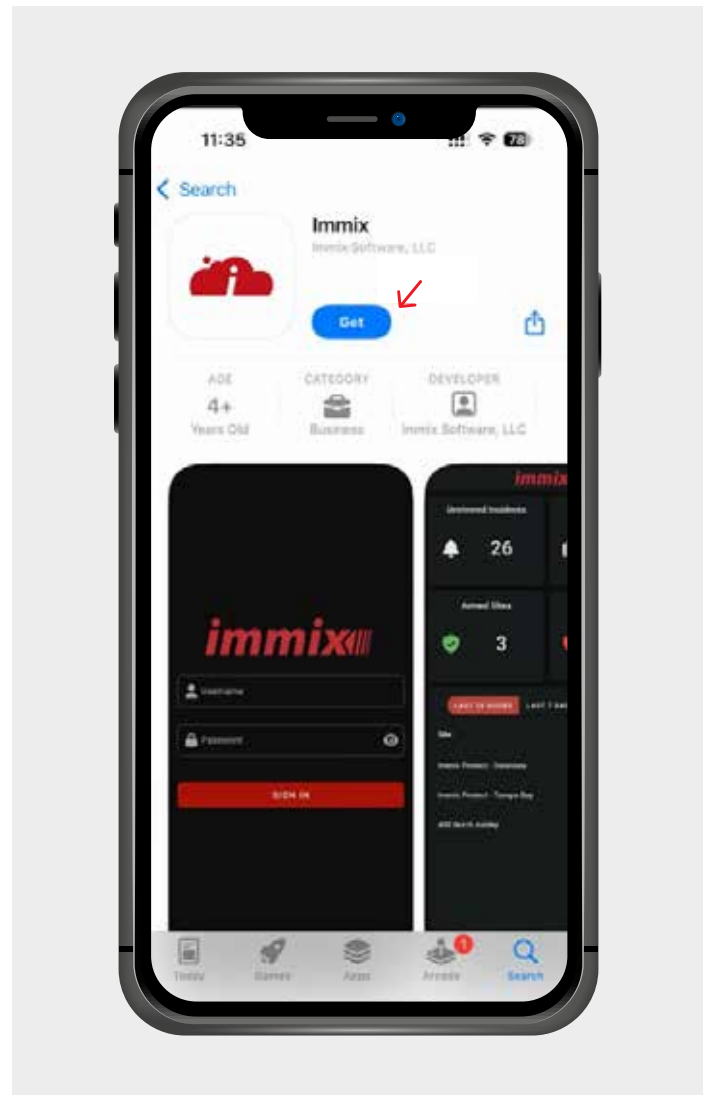
Your step-by-step guide

The portal can be accessed in the following two ways:

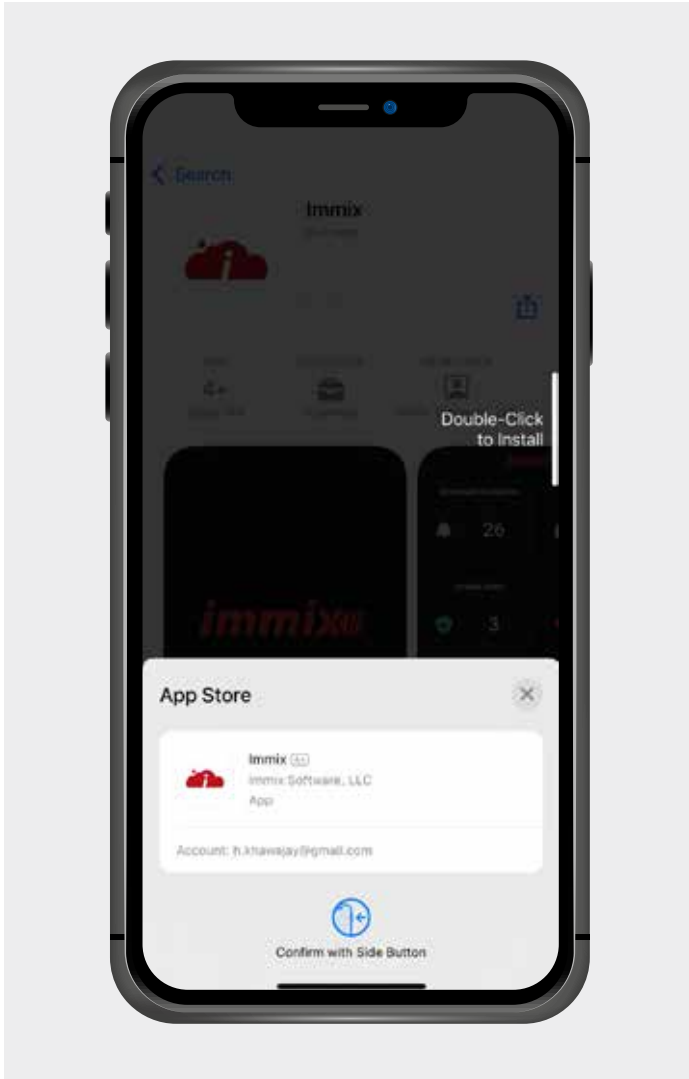
1. **iOS App** with push alerts on critical events
2. **Android Mobile App** with push alerts



Step 1. On your iOS device, launch the "App Store" app. Alternatively, on your Android device, open the "Google Play Store" app. In the search bar at the top of the screen, enter "Immix Mobile" to find the application.



Step 2. Once the search results appear, locate the "Immix Mobile" application. Tap the "GET" button next to it to start the download.



Step 3. When prompted, sign in with your iOS or Android account credentials to download the app.



Step 4. After the app has downloaded, tap on the Immix Mobile icon on your home screen to open it.

Step 5. Log in using your username and password. Your username will be in the format "username@live.sirix.ca," which has already been provided to you by the operations team via email.

Languages

The following languages are currently supported :



English



Spanish



French

The language used is automatically detected from your device settings. If your device is set to use an unsupported language, then English will be used by default.



A closer look at the Sirix Mobile App's sections & features

Navigation bar

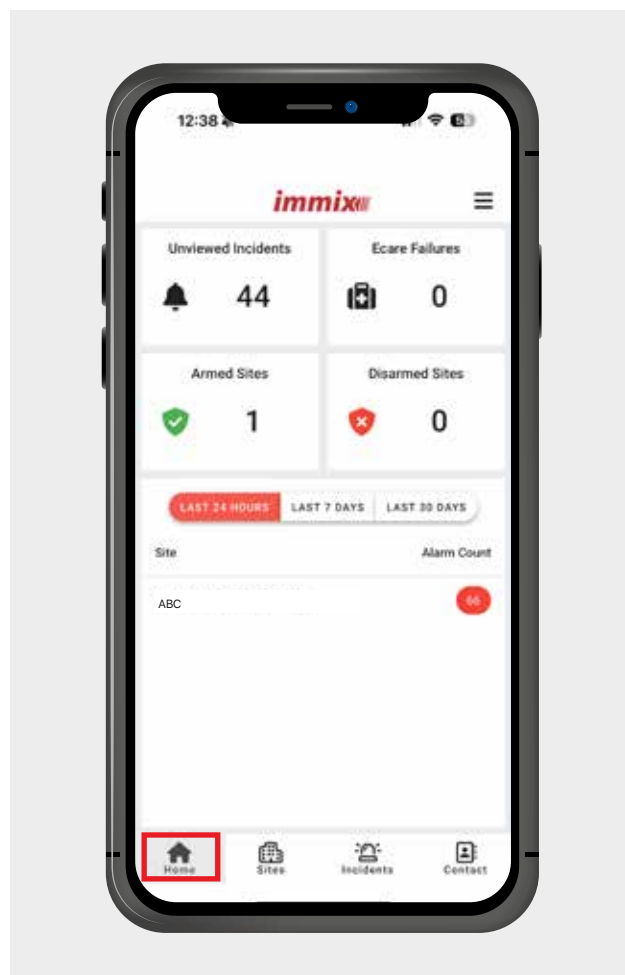
The mobile portal is divided into four main sections: "Home," "Sites," "Incidents," and "Contact." You can access these sections by tapping the corresponding buttons on the navigation bar at the bottom of the screen. This will take you directly to the section you select.



The Mobile Portal offers access to various features, which vary based on user permissions.

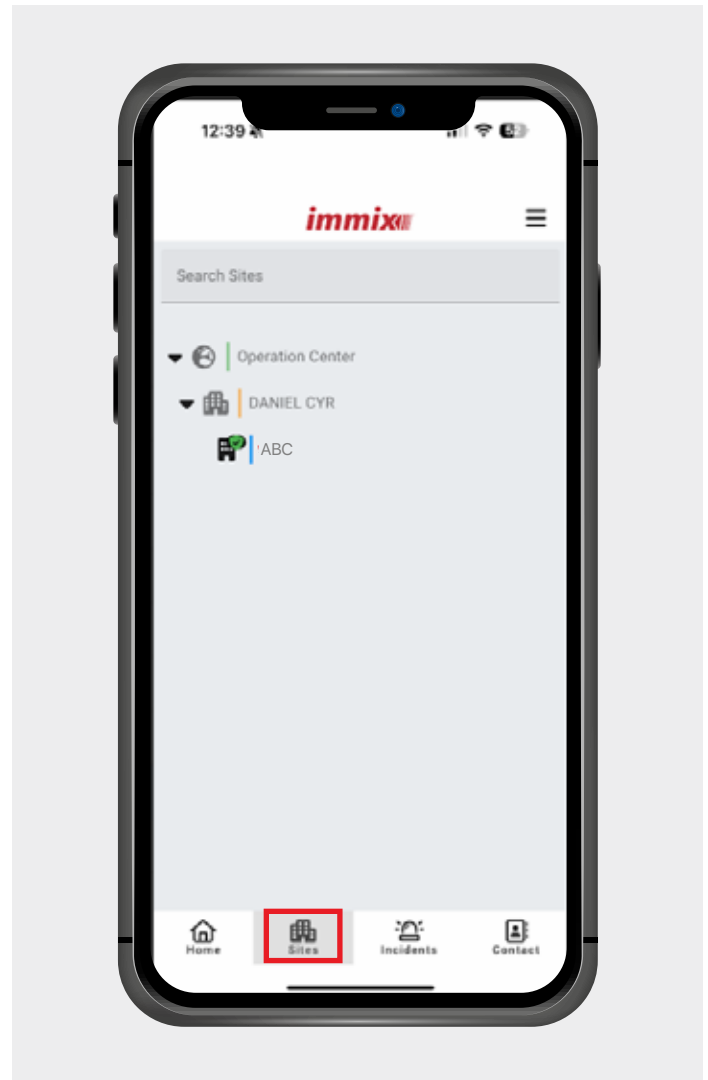
"Home" section

The dashboard offers a summary count of Armed/Disarmed sites, Ecare, and Unviewed incidents, tailored to the user's permission access. It also displays alarm counts based on 24-hour, 7-day, or 30-day increments. The primary purpose of the dashboard is to provide users with a quick overview of site statuses and activities without requiring them to review each site individually.



"Sites" section

The "Sites" section displays all sites with mobile access enabled. In this view, you can easily see which sites are armed or disarmed, indicated with a green tick on a shield, or a red cross to the left of the site name



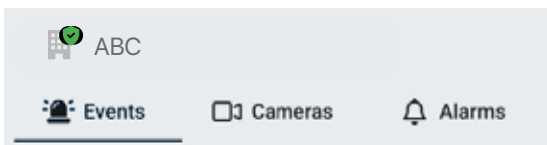


A red shield with a cross next to the site name indicates that the site is disarmed.

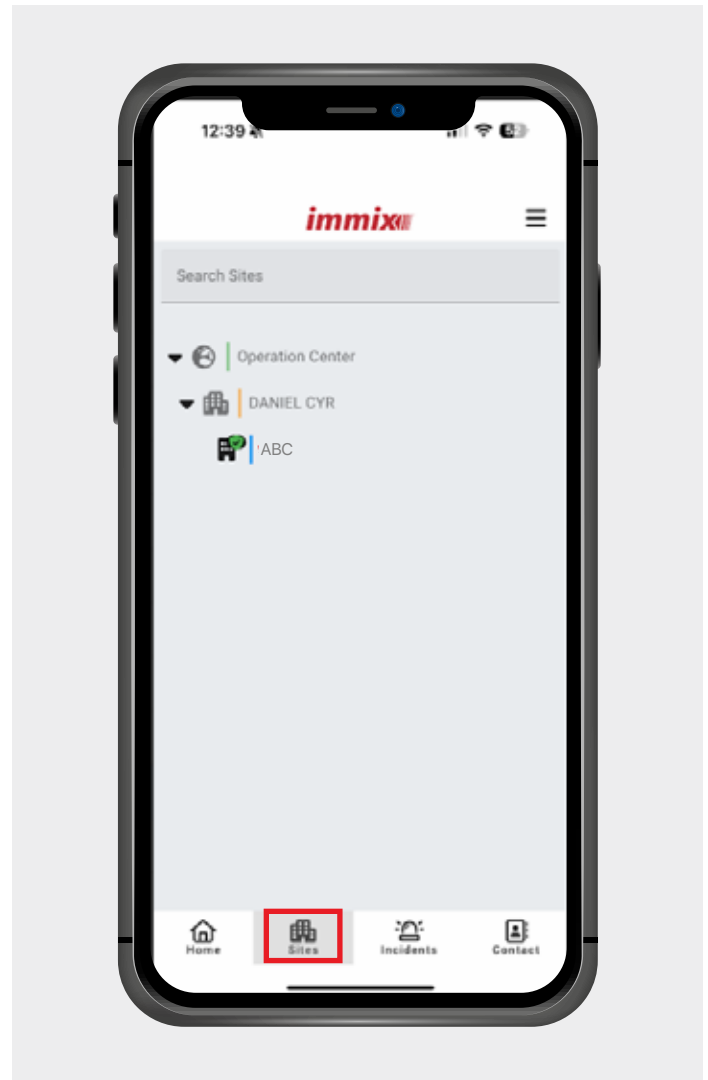


A green shield with a check next to the site name indicates that the site is armed.

Site's view

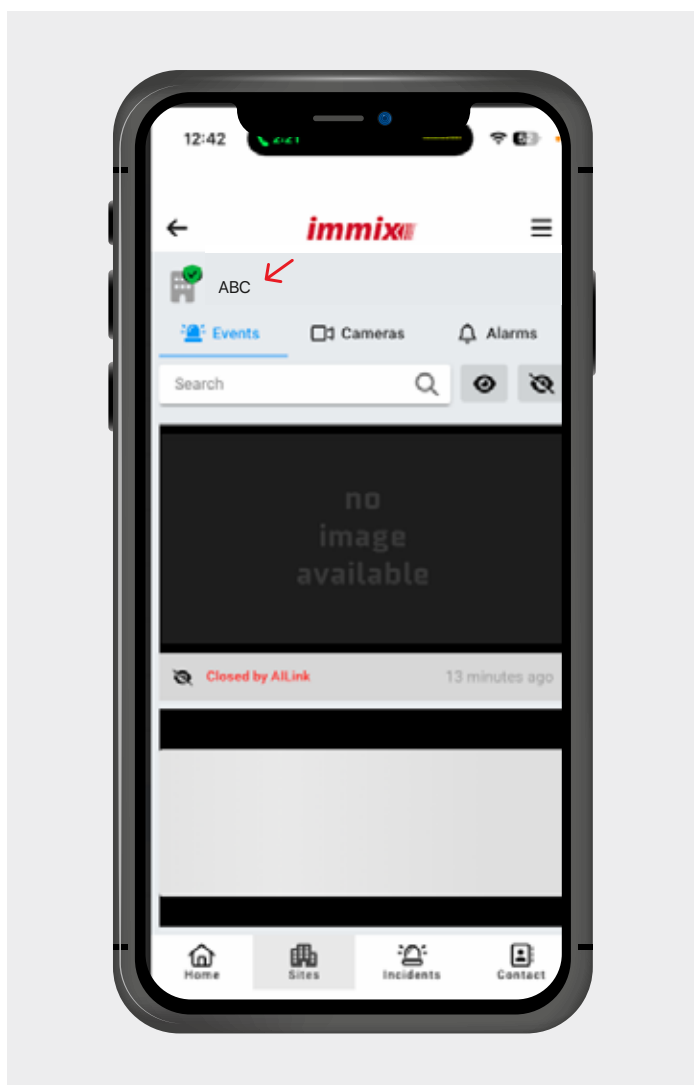


Selecting a site will take you to that site's view, which includes its own navigation menu to display relevant information. This menu includes "Events," "Cameras," "Alarms," and a feature that allows you to disable the site by clicking on its arm/disarm status.

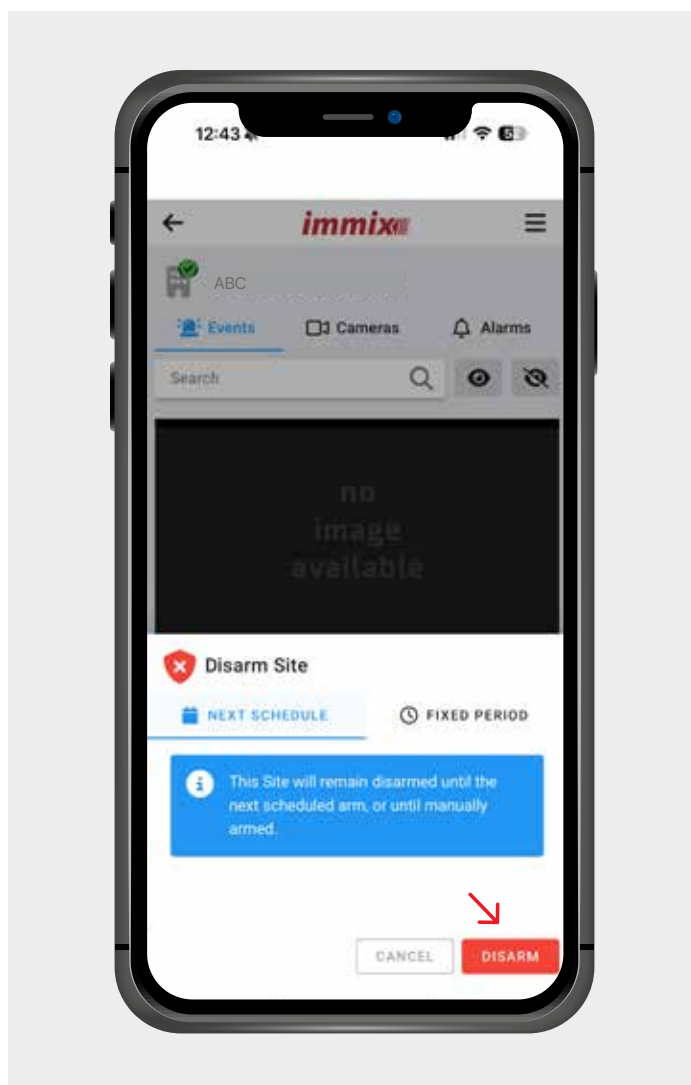


You can easily use the search bar to type in and find the specific site you want to access.

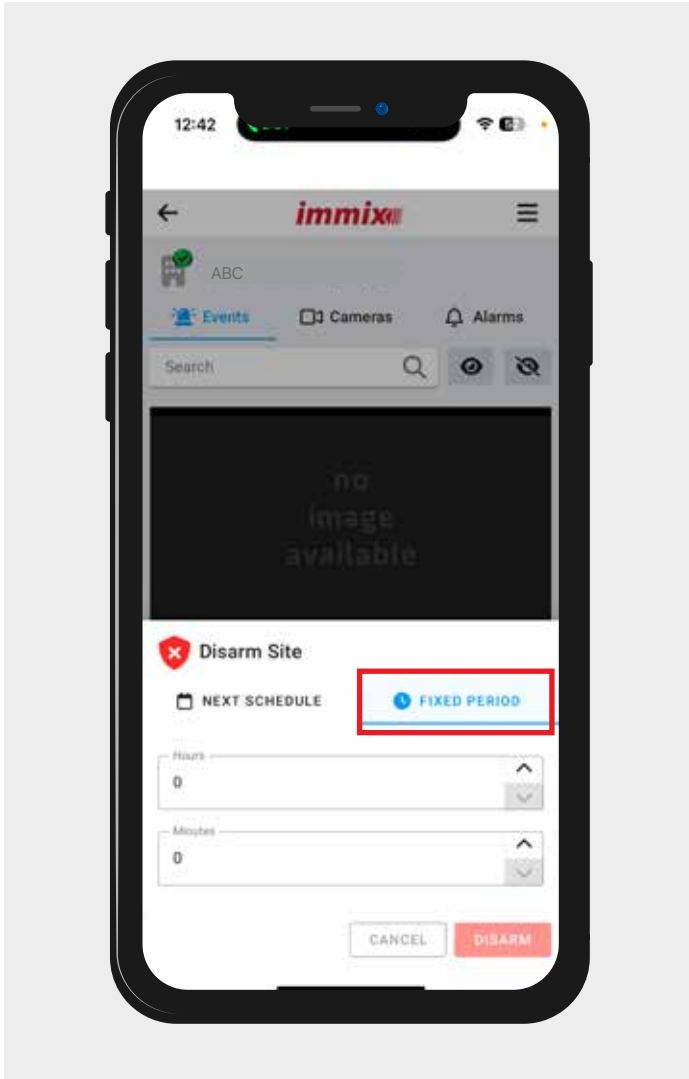
How to arm/disarm your site with the Sirix Mobile App



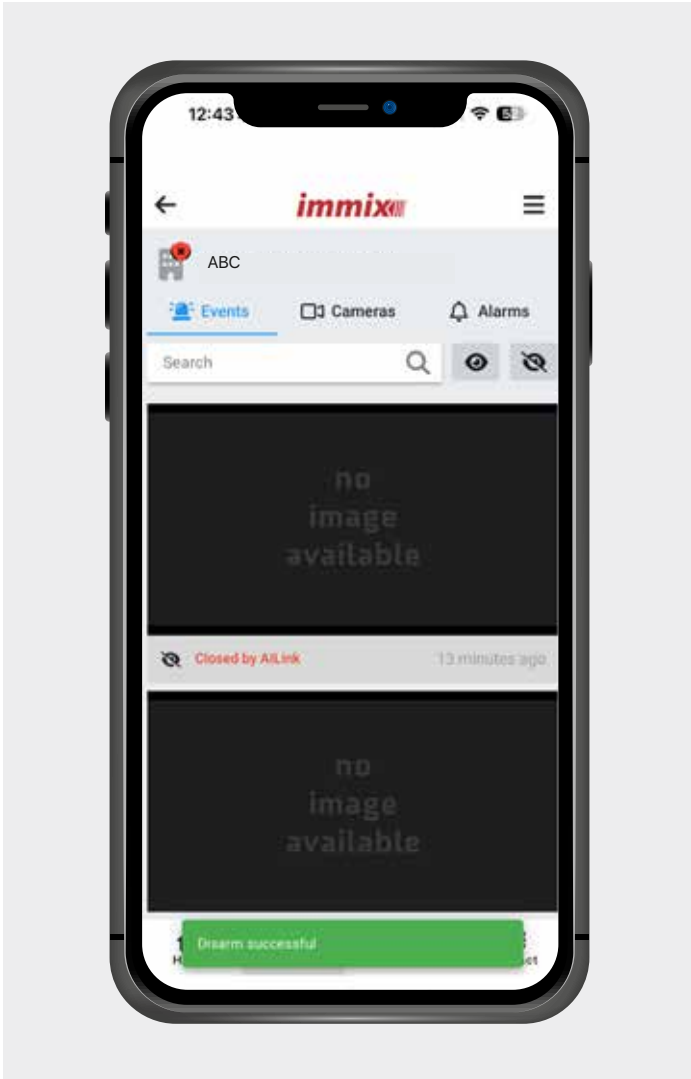
Step 1. Tap on the name of your selected site to access the option to arm/disarm.



Step 2. To disarm the site, tap the "Disarm" button. Please note that the site will remain disarmed until the next scheduled arming time or until you manually arm it again.



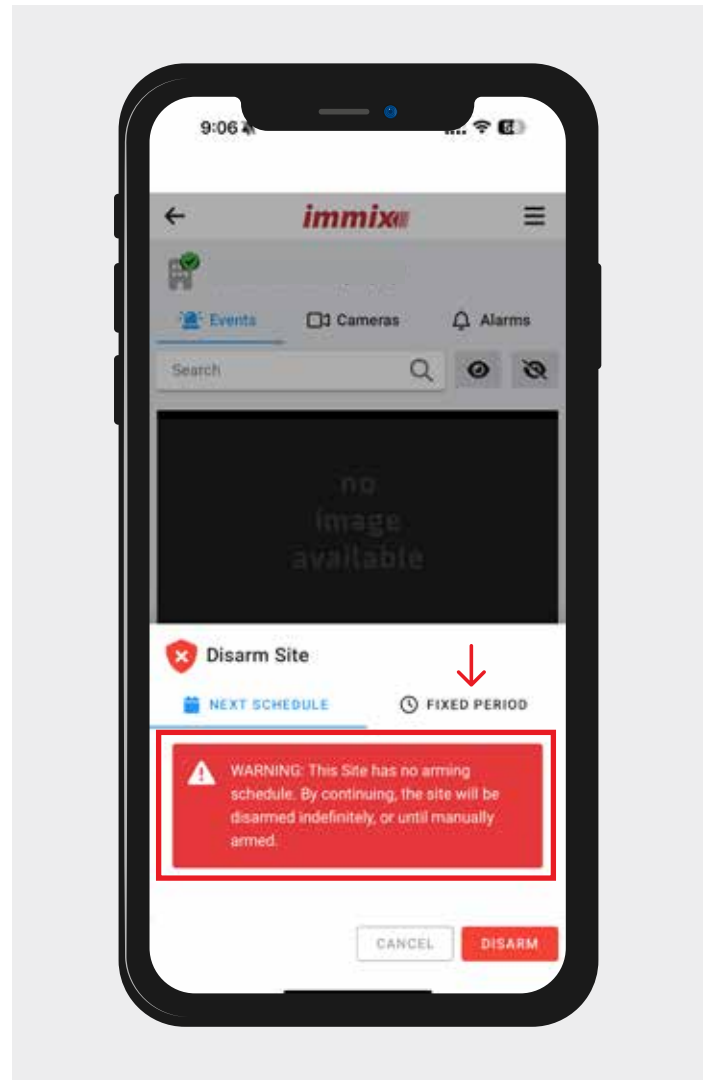
Step 3. To schedule an automatic rearm after a set time period, tap on "Fixed Period" and select the desired number of hours and/or minutes before the site automatically rearms. For instance, if you enter "3" in the hours box and "30" in the minutes box, the site will automatically rearm after 3 hours and 30 minutes.



Step 4. After disarming, look for the "Disarm successful" notification in green to confirm that the site has been successfully disarmed.

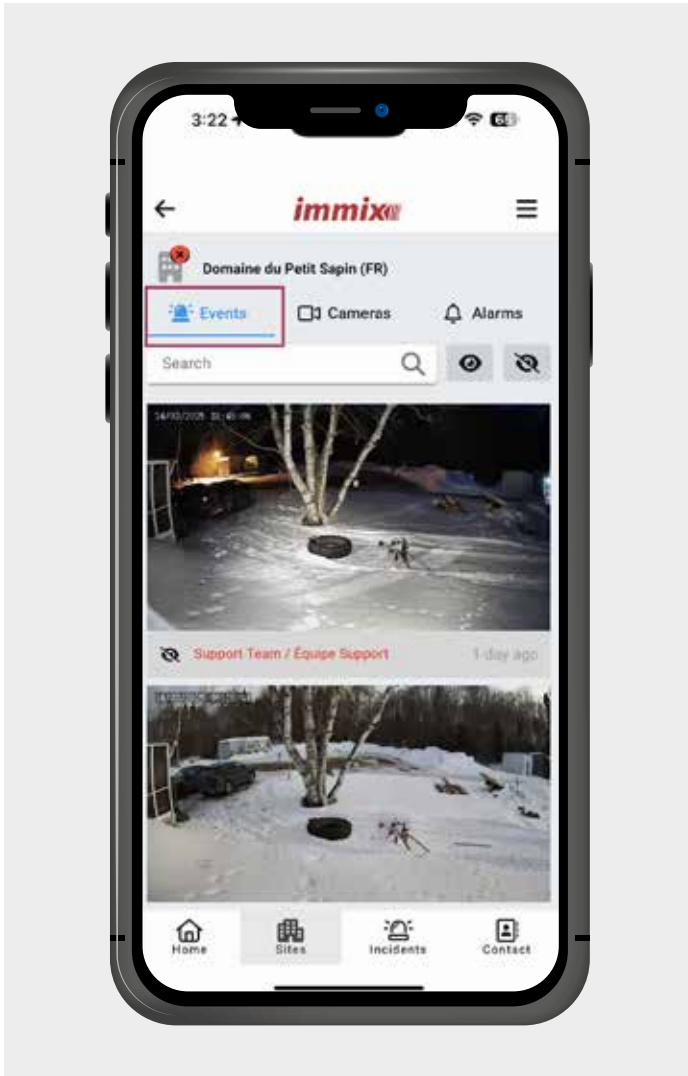
Caution. Managing sites without a preset schedule

Important note. If the site lacks a preset schedule, a warning will be displayed indicating that the site will remain in its current state (armed or disarmed) indefinitely until manually changed. To avoid this, please use the "Fixed Period" option to ensure the site automatically reverts to its previous state after a specified duration.

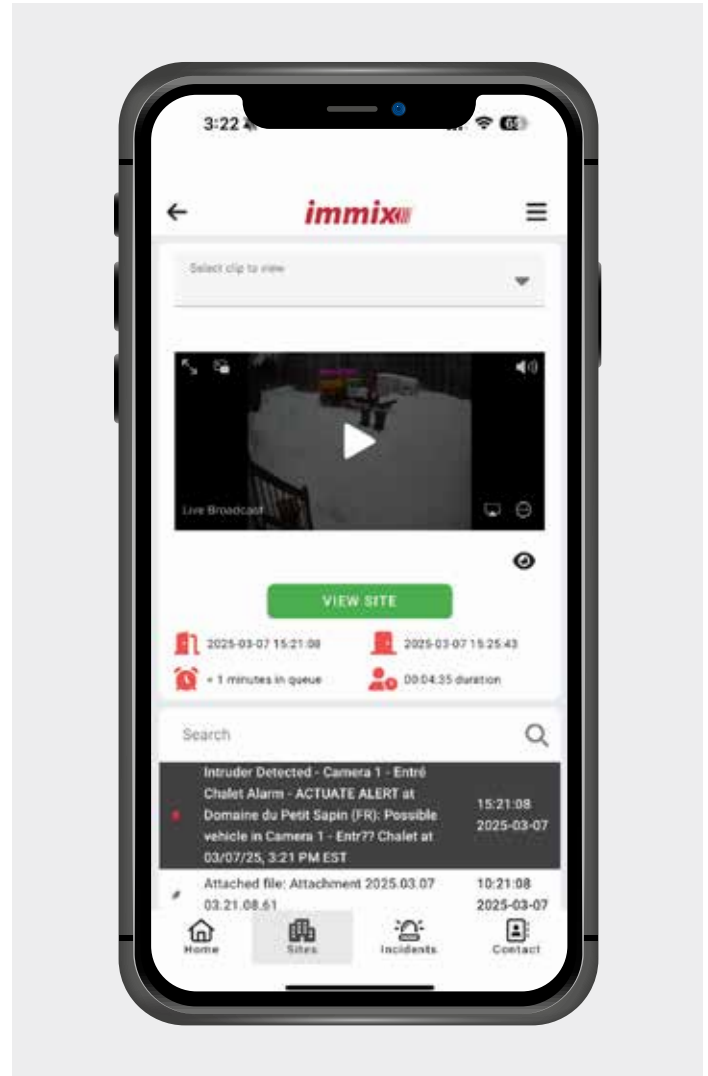


Events tab

The "Events" tab is located in the upper left corner of the screen, within the "Sites" section.



Clicking on the "Events" tab will give you access to all event details.



Event start date. The date and time when the event began.

Ex.:  2025-03-07 15:21:08

Event end date. The date and time when the event was closed.

Ex.:  2025-03-07 15:25:43

Event time in queue. The duration an event remained in the queue before being picked up by an operator.

Ex.:  < 1 minutes in queue

Event duration. The time taken by an operator to close the event.

Ex.:  00:04:35 duration

Each event record has a timestamp showing when it was created. All timestamps are displayed in the site's local time zone, determined by its location.

Search

Started Processing by operator

06:30:14
2025-03-07

Alarm acknowledged : Intruder Detected
- Camera 3 - Avant - ACTUATE ALERT at
Domaine du Petit Sapin (FR): Possible
vehicle in Camera 3 - Avant at 03/07/25,
6:30 AM EST

06:30:20
2025-03-07

Event record details

Search

Camera Viewed Cam 3 - Avant

06:30:20
2025-03-07

Vieded audit media '1/2 PreAlarm
Attached (Clip 1)'

06:30:23
2025-03-07

Vieded audit media '2/2 PostAlarm
(Cam 3 - Avant)'

06:30:28
2025-03-07

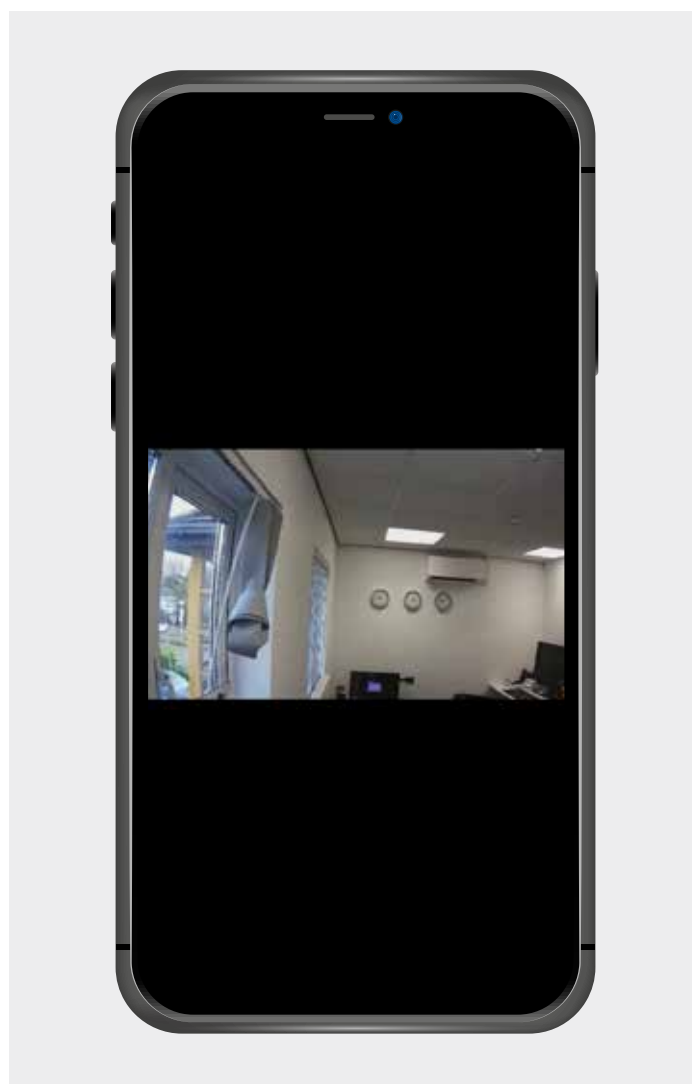
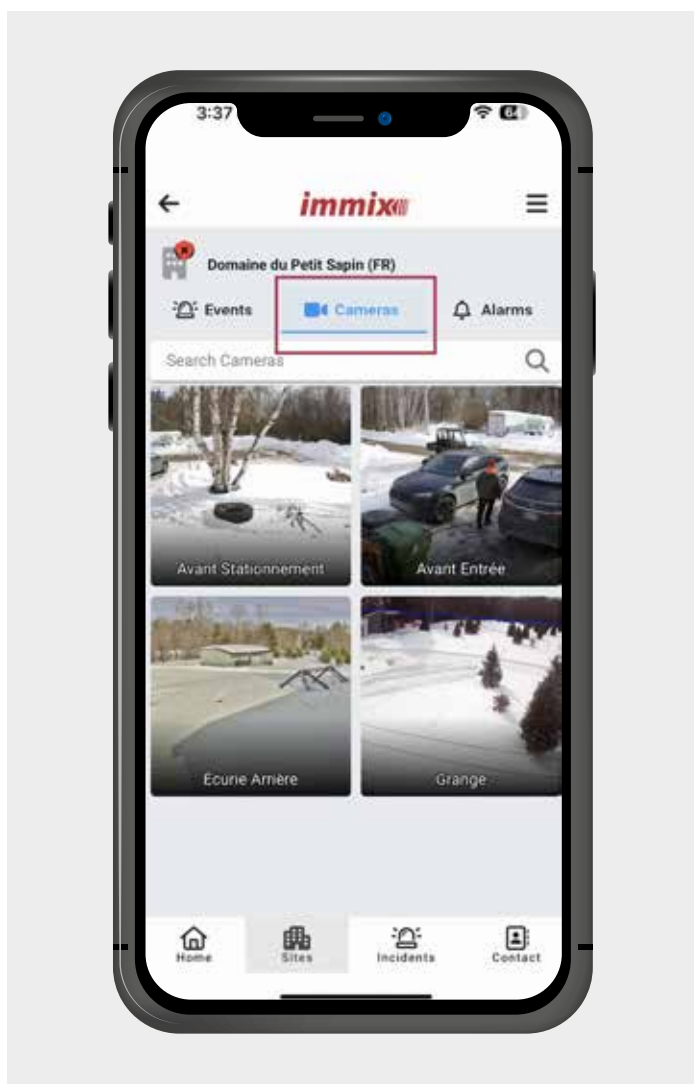
Event record details



Clicking the **View Site** button returns the user to the site events view.

Cameras tab

- The **Cameras tab** lists all cameras associated with the selected site.
- Each camera displays a snapshot. If a snapshot is unavailable, a "No image found" message will appear instead.
- The camera name is displayed below the snapshot.



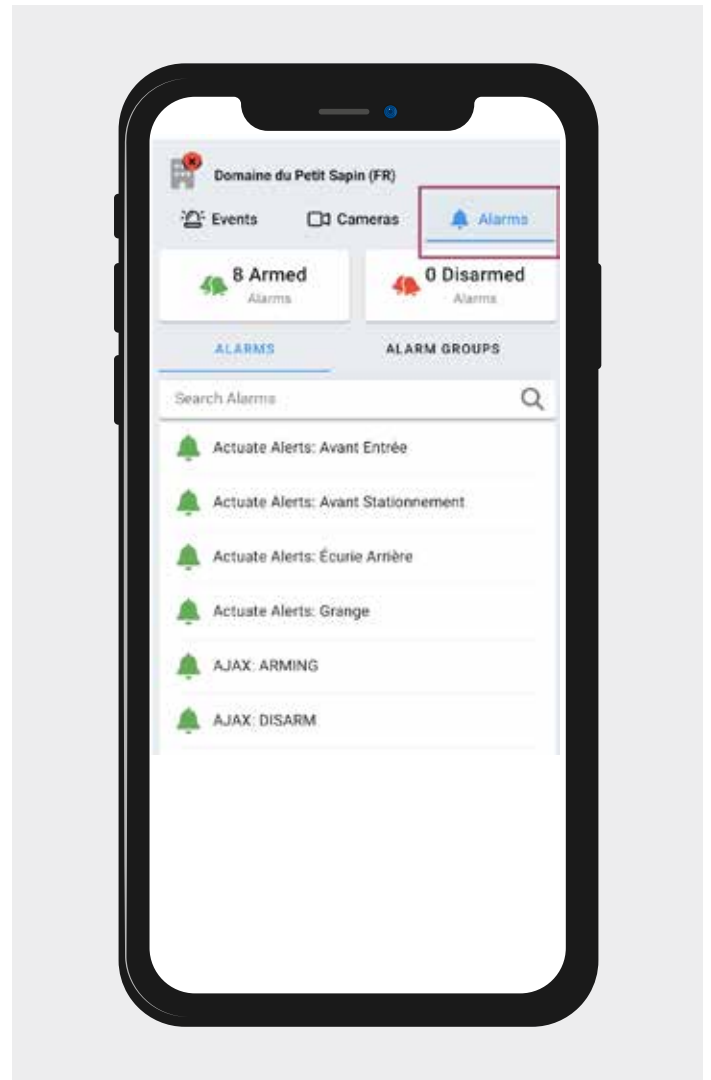
When a user selects a camera, its live video feed will start playing.

Live video feed

Alarms tab

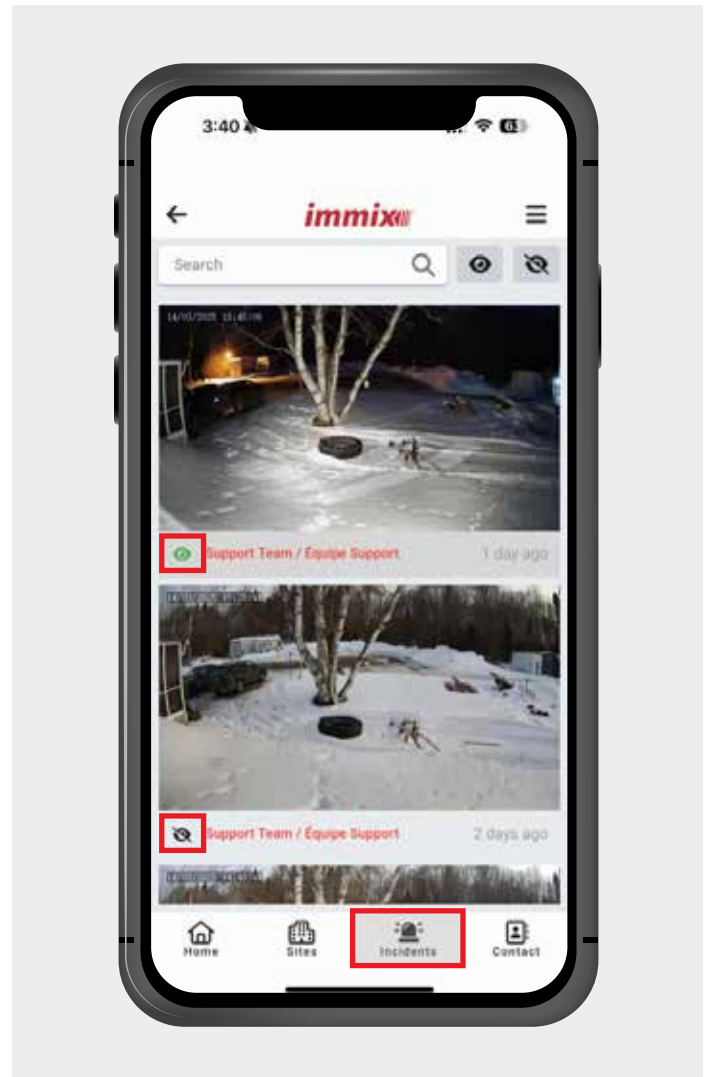
Click the Alarms tab in the upper-right corner of the screen to access it.

Important note. Never disarm cameras individually. Disarming cameras can compromise your site's protection. Ensure all cameras always remain armed.

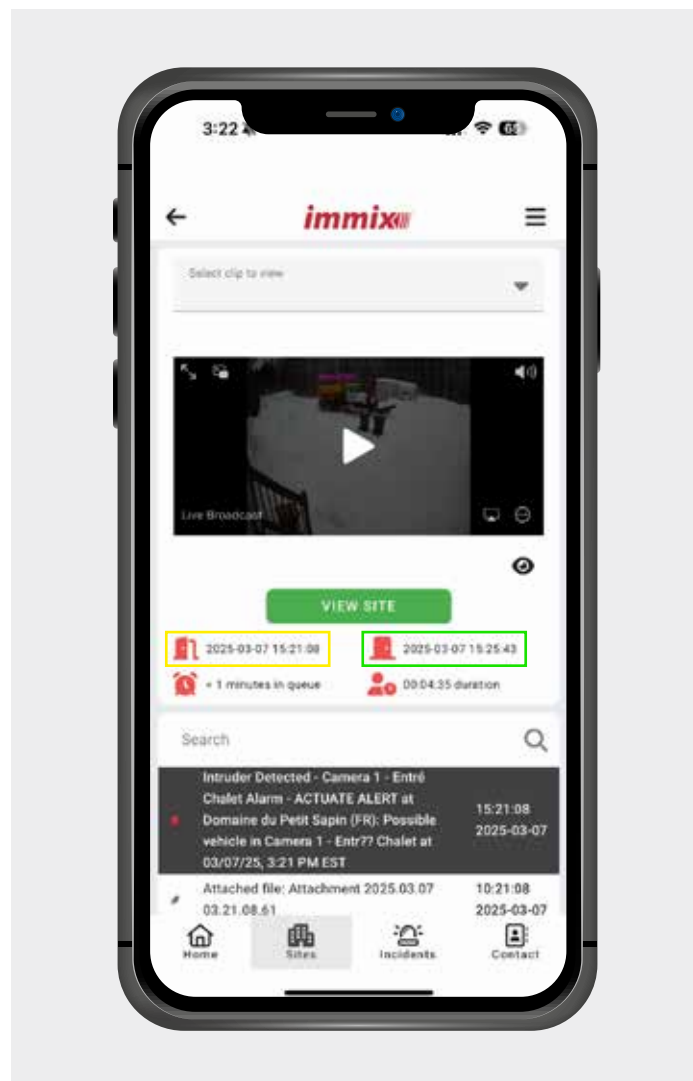


"Incidents" section

Each incident displays the following information: the site name in white, the outcome title in red, the incident's age in minutes or days, and whether it has been seen or remains unseen. A green eye icon on the left indicates the incident has been seen. A black eye icon with a cross through it indicates the incident has not been seen.

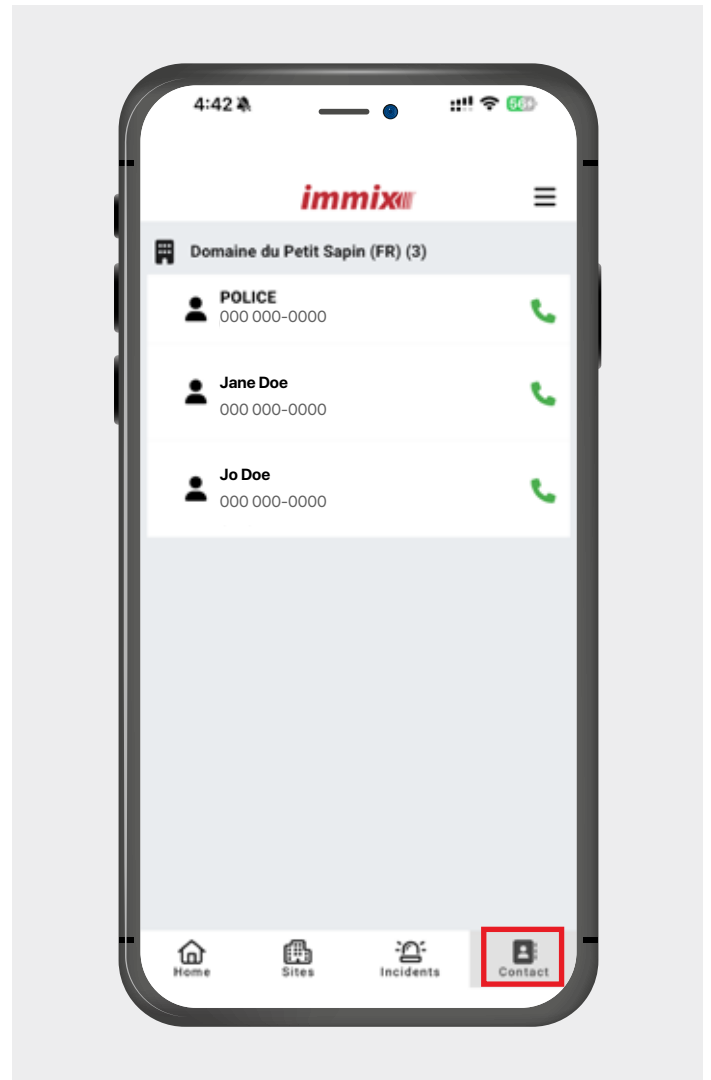


Processing time statistics for the incident are also displayed. The time the incident entered the queue is highlighted in **yellow**, while the time it was closed by the operator is highlighted in **green**.



"Contact" section

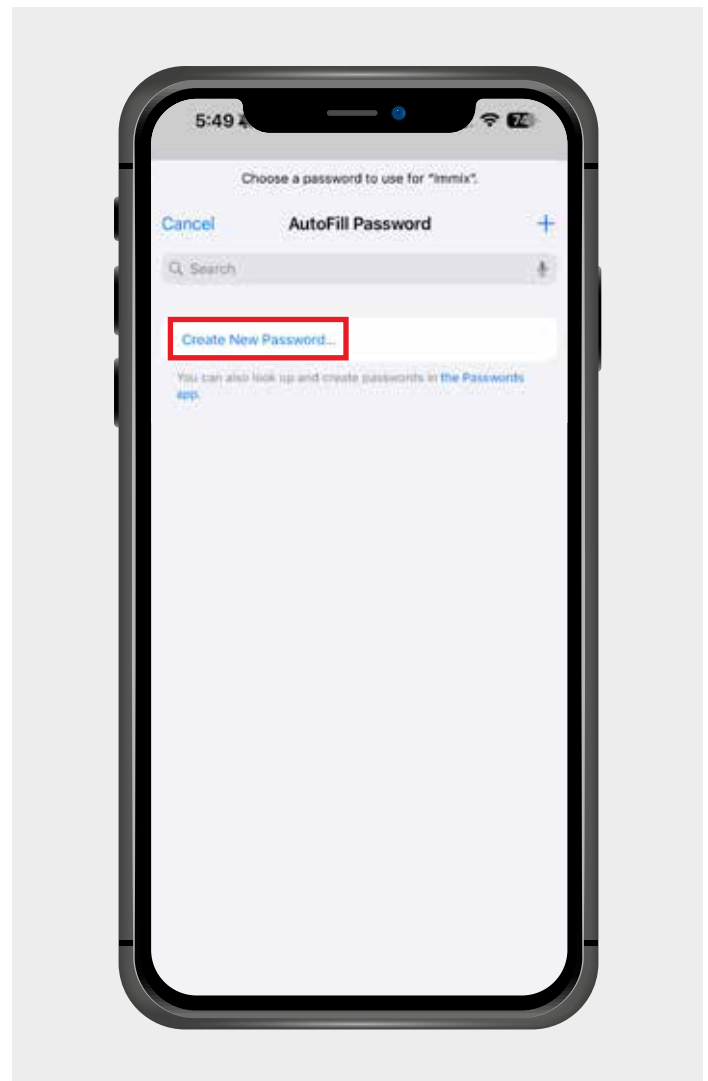
The Contact tab displays call list information for all sites.



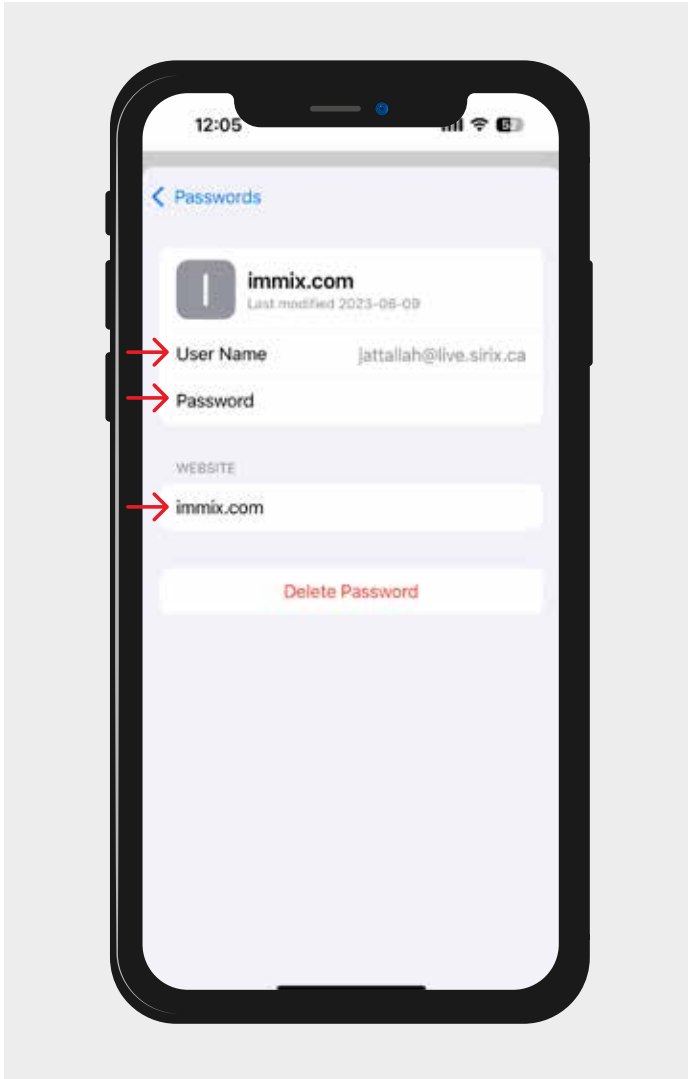
How to save your login credentials



Step 1. Open the app and tap on "Key Password."



Step 2. Click on "Create New Password..."



Step 3. Enter your domain username and password. Add the application name for reference.



Step 4. After completing the setup, you'll return to the main page, and Face ID will be enabled for faster login.