Mobile Companion User Guide

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European Union (EU) Waste of Electrical and Electronic Equipment (WEEE) directive

 The European Union's WEEE directive requires that products sold into EU countries must have the crossed out trash bin label on the product (or the package in some cases).

As defined by the WEEE directive, this cross-out trash bin label means that customers and end-users in EU countries should not dispose of electronic and electrical equipment or accessories in household waste.

Customers or end-users in EU countries should contact their local equipment supplier representative or service centre for information about the waste collection system in their country.

Contact Us

For inquiries, see https://www.motorolasolutions.com/en_us/support.html **> License Plate Recognition (Vigilant)** or contact our 24 hours support staff at:

- Tel: 925-398-2079

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Read Me First

Notations Used in This Manual

Throughout the text in this publication, you notice the use of **Warning**, **Caution**, and **Notice**. These notations are used to emphasize that safety hazards exist, and the care that must be taken or observed.

WARNING: An operational procedure, practice, or condition, and so on, which may result in injury or death if not carefully observed.

CAUTION: An operational procedure, practice, or condition, and so on, which may result in damage to the equipment if not carefully observed.

NOTICE: An operational procedure, practice, or condition, and so on, which is essential to emphasize.

Special Notations

The following special notations are used throughout the text to highlight certain information or items:

Table 1: Special Notations

| Example	Description
Menu key or **Camera** button	Bold words indicate a name of a key, button, or soft menu item.
The display shows `Settings Applied.`	Typewriter words indicate the MMI strings or messages displayed.
`<required ID>`	The courier, bold, italic, and angle brackets indicate user input.
Setup→Settings→All Settings	Bold words with the arrow in between indicate the navigation structure in the menu items.

Logging In

Figure 1: Default Login Screen
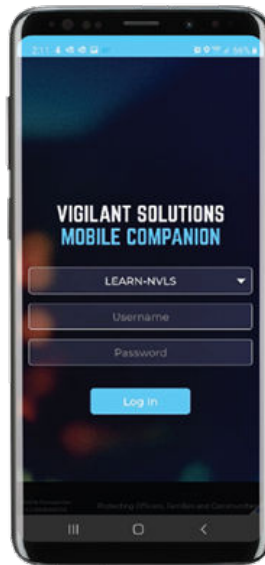
Procedure:

1 Choose the server from the drop down list.

Figure 2: Choose Server
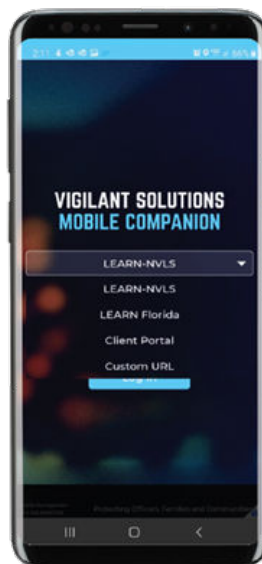
2 Enter your `username` and `password`.

> **NOTICE:** If you are logging in using pin number, enter your pin number in the login screen.

Figure 3: Enter Pin Number

3 Tap **Log In**.

Chapter 2

Homescreen Overview

2.1
Vigilant LEARN Users

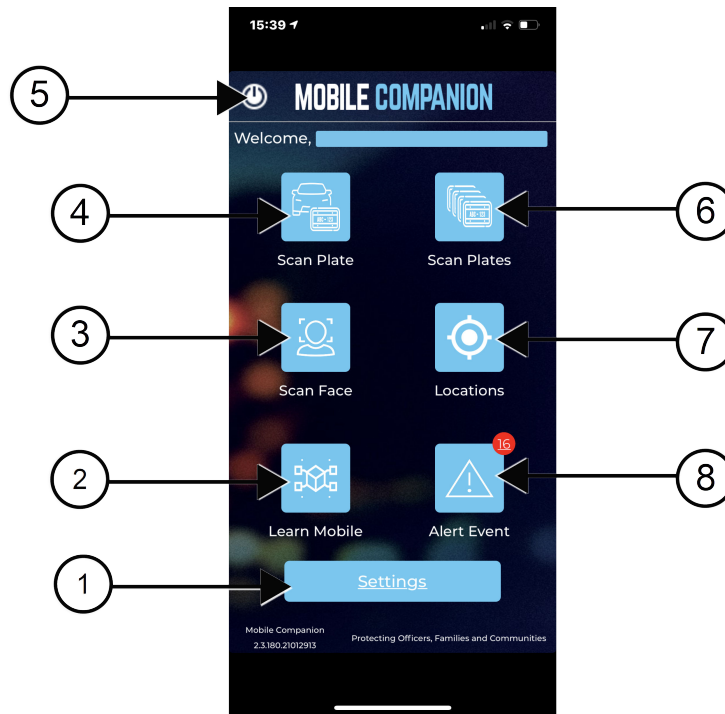**Figure 4: Homescreen Overview (Law Enforcement – Vigilant LEARN Users)**

Table 2: Homescreen Overview and Description (Law Enforcement – Vigilant LEARN Users)

Number	Name	Description
1	Settings	Open the settings menu.
2	LEARN Mobile	Launch Vigilant LEARN Mobile using the default web browser.
3	Scan Face	Scan a face and state ID using the camera and upload directly to Vigilant FaceSearch gallery.
4	Scan Plate	Scan/upload a single plate.
4	Power Button	Exit the application.
6	Scan Plates	Scan multiple plates using the camera.
7	Locations	View Parking Locations (if there are no Parking Locations this button will not appear).
8	Alert Event	View the last 20 alerts available to the user.

2.2
Vigilant ClientPortal Users

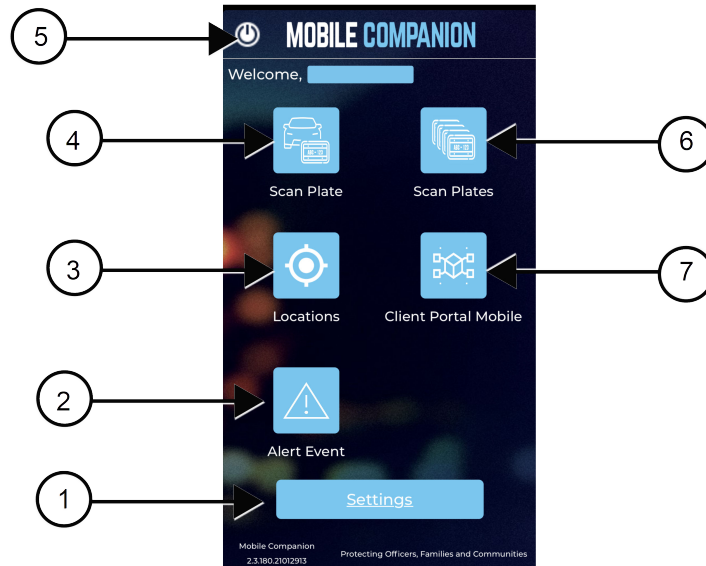**Figure 5: Homescreen Overview (Parking – Vigilant ClientPortal Users)**

Table 3: Homescreen Overview and Description (Parking – Vigilant ClientPortal Users)

Number	Name	Description
1	Settings	Open the settings menu.
2	Alert Event	View the last 20 alerts available to the user.
3	Locations	View Parking Locations (if there are no Parking Locations this button will not appear).
4	Scan Plate	Scan/upload a single plate.
5	Power Button	Exit the application.
6	Scan Plates	Scan multiple plates using the camera.
7	ClientPortal Mobile	Launch ClientPortal using the default web browser.

Chapter 3

Scanning Plate
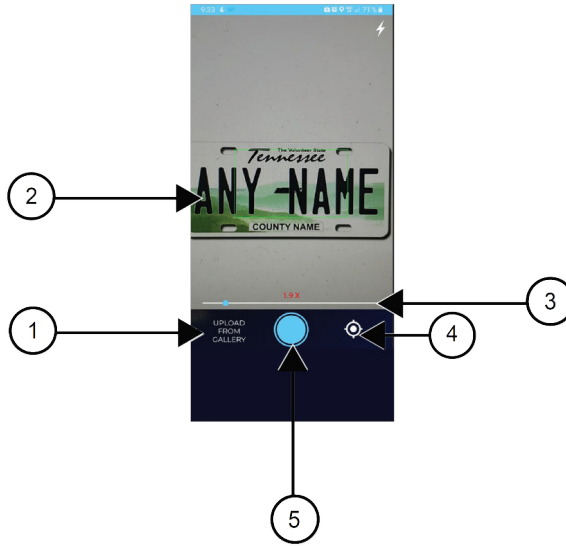
Figure 6: Single Plate Capture Screen

Table 4: Single Plate Capture Screen Description

Number	Name	Description
1	Upload From Gallery	Allows you to upload a plate from your phone gallery.
2	Plate Capture Box	Green box shows where the plate should be to capture correctly.
3	Zoom Bar	This allows you to zoom in on the plate.
4	Choose Location	Allows you to choose or view active location.
5	Capture Button	Allows you to capture the image.

Procedure:

1 Perform one of the following actions:

Option	Actions
Capture the plate image,	**a** Tap the **Capture** button. **b** To zoom in and out, use the **Zoom Bar**.
Upload the plate image from gallery,	**a** Tap **Upload From Gallery**. **b** To adjust the position of the image, tap either **Left** or **Right** button.

Option	Actions
	c Tap **Done**.

Once the plate image has been captured or uploaded, the review screen appears.

2 Verify the information on the **Review Screen**.

3 Perform one of the following actions:

- To capture or upload a better image, tap **Retake**.

- To confirm the scan, tap **Done**.

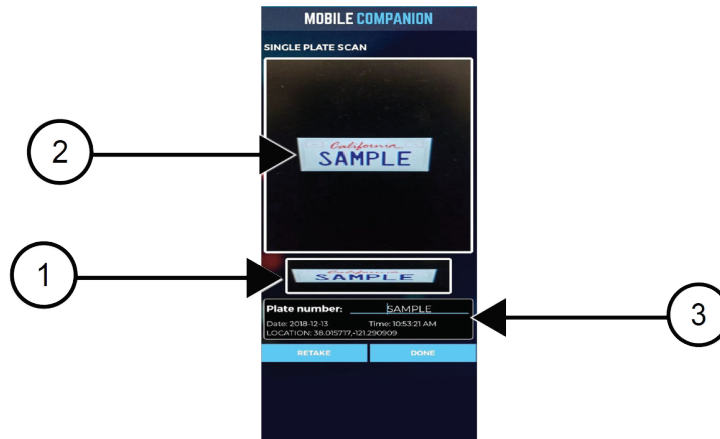**Figure 7: Single Plate Capture Review Screen**

Table 5: Single Plate Capture Review Screen Description

Number	Description
1	Cropped image.
2	Whole image.
3	Plate Data displays the OCR Read of Plate (editable), Date and Time of Scan and the GPS Coordinates.

Chapter 4

Scanning Multiple Plates

Figure 8: Multiple Plates Capture Screen
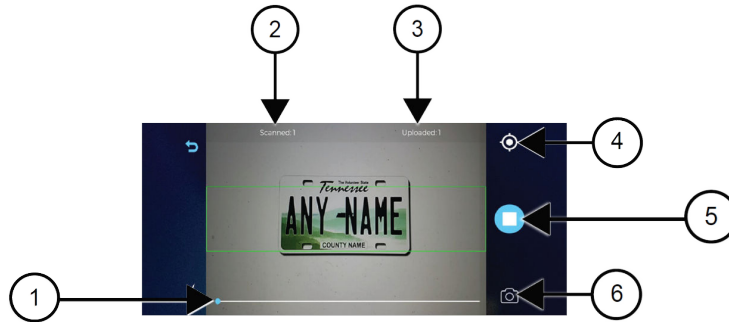
Table 6: Multiple Plates Capture Screen Description

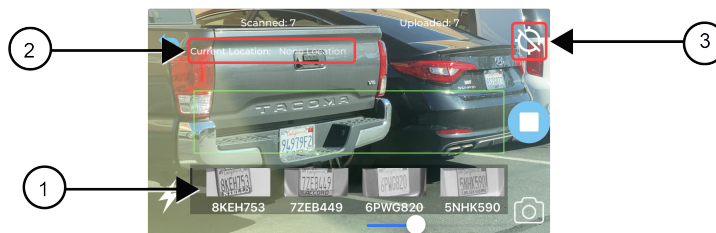| Number	Description
1	Zoom Bar
2	Scanned Plate Count
3	Uploaded Plate Count
4	Choose Location
5	Start and Stop Capture Button
6	Manual Capture Feature

Figure 9: Active Capture Scan Screen

Table 7: Active Capture Scan Screen Description

Number	Description
1	Scanned Plate Ribbon to show the previous scans
2	Location Name

Number	Description
3	Location Selection Button

NOTICE: This feature is only available with Parking permissions.

Procedure:

1 To scan multiple plates, tap the **Start Capture** button.

The camera starts the video recording of the plates.

2 If you do not enable auto-enter location in settings, you will be prompted that you are in a Geo-Zone location.

- To continue the scanning in the location, tap **Yes**.
- To stop the scanning in the location, tap **No**.

3 To manually capture a plate that the application is unable to capture, tap the **Manual Capture** button.

4 To stop the plates scanning, tap the **Stop Capture** button.

5 Perform one of the following actions:

- To review the Multiple Plates Scan, select **Multi Plate** from the drop-down list.
- To review the Manual Capture Scan, select **Manual Capture** from the drop-down list.

6 Verify the information on the **Review Screen**.

7 Perform one of the following actions:

- To recapture for better results, tap **Rescan**.
- To confirm the scan, tap **Done**.

8 To delete the scan information, tap **Delete**.

9 To edit the plate number and view the image information in the future, tap **Save**.

NOTICE: For manual capture, the plate number must be entered manually to complete the upload.

Chapter 5

Receiving Alerts

Procedure:

1 You can view the received alerts from one of the following actions:

- Tap **Alerts** icon from the main menu.

- Tap the alert notification banner.

2 To view the scanned plate closer, tap the image.

> **NOTICE:** Landscape or Portrait option is depending on the scan orientation selection.

3 To show the map and the detailed address of the scanned plate, tap on the address.

Figure 10: Scanned Plate Address
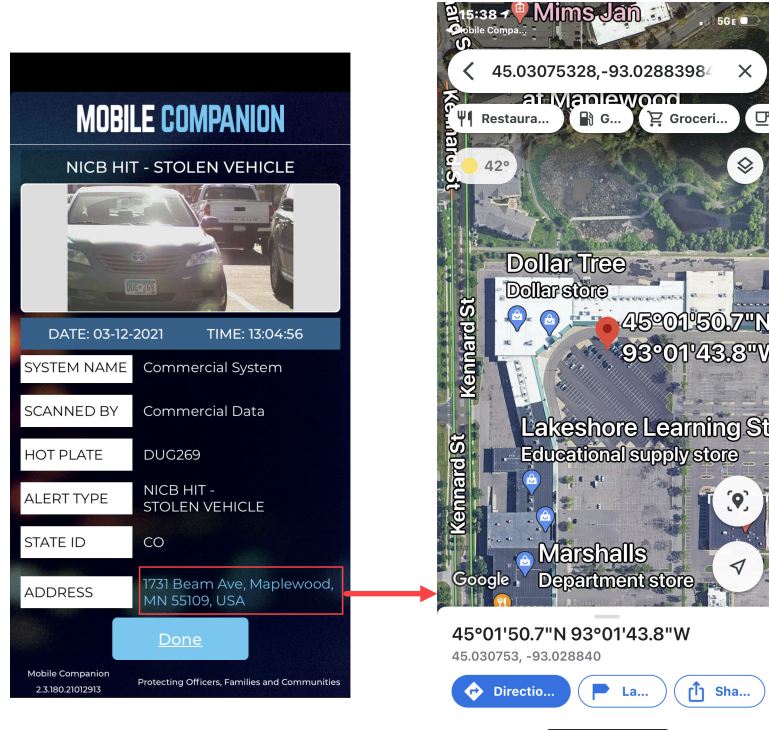
4 On the Alert Event screen, tap on any hit to view more details.

5 To select Hot List Hits or Parking Hits, tap the drop-down list.
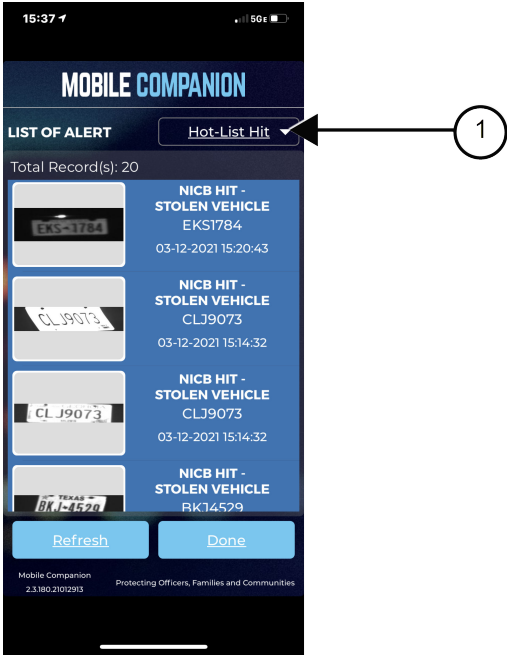
Figure 11: List of Alert

Table 8: List of Alert Screen Description

Number	Description
1	Hits selection drop-down list

Chapter 6

Scanning Face

Figure 12: Face Capture Screen
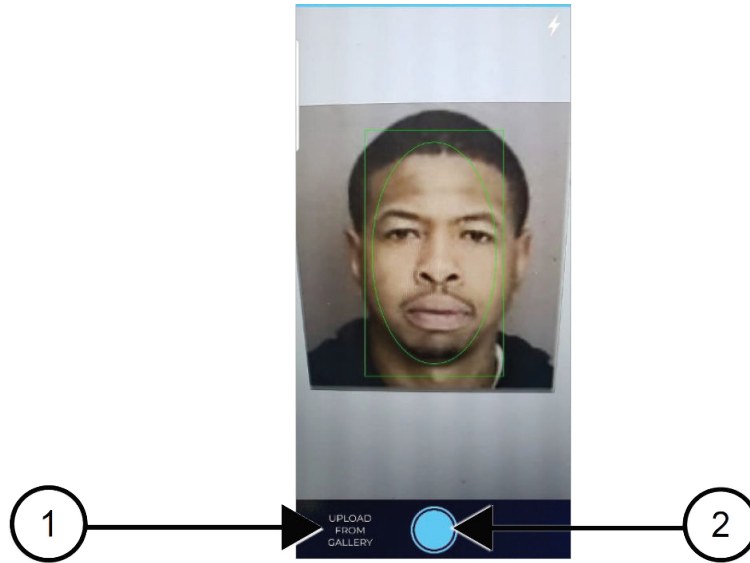
Table 9: Face Capture Screen Description

Number	Description
1	Uploaded Image From Gallery Button
2	Image Capture Button

Procedure:

1 Perform one of the following actions:

Option	Actions
Capture the face image,	**a** Tap the **Capture** button. **b** To zoom in and out, use the **Zoom Bar**.
Upload the face image from gallery,	**a** Tap **Upload From Gallery**. **b** To adjust the position of the image, tap either **Left** or **Right** button. **c** Tap **Done**.

2 To adjust the position of the image, tap either **Left** or **Right** button and tap **Done**.

3 To capture a better image, tap **Retake**.

4 From the input screen, perform one of the following actions:

  • To manually fill in the information, tap each field and start to fill in the related information.

- To automatically fill in the information, scan the QR Code on the back of the driver's license to input the information.

5 To confirm the scan, tap **Done**.

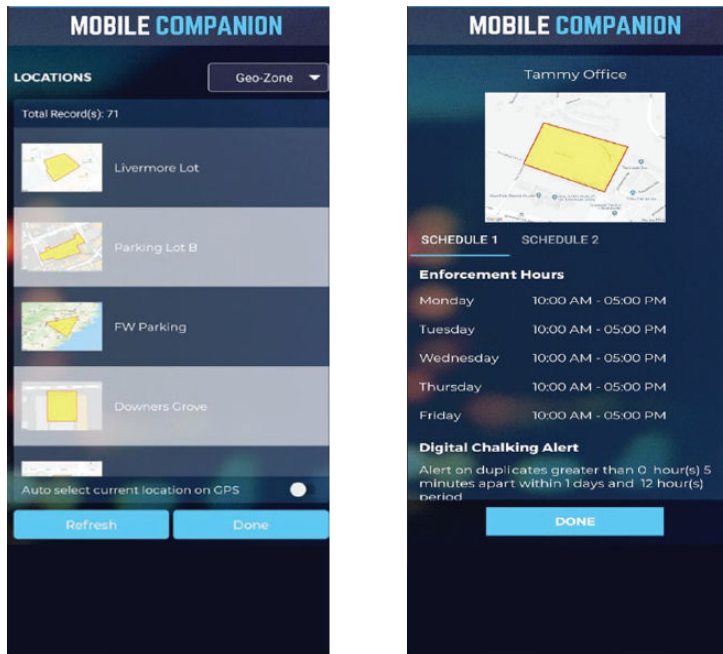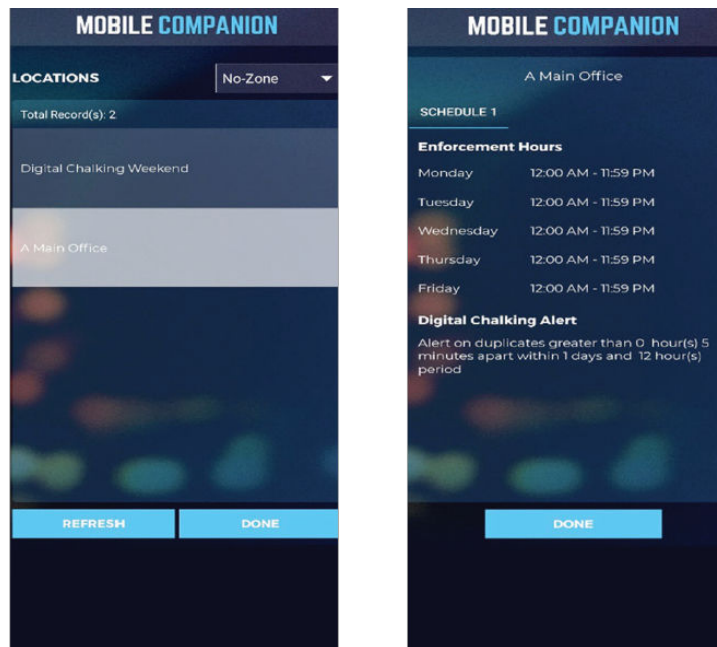**Chapter 7**

Locations

> **NOTICE:** This feature is only available with Parking Permissions.

Figure 13: Geo-Zone Location View

For Geo-Zone Location view, you will see a list of all Geo-zone locations for your agency listed here.

Figure 14: No-Zone Location View

For No-Zone Location view, you will see a list of all No-Zone locations for your agency listed here.

Chapter 8

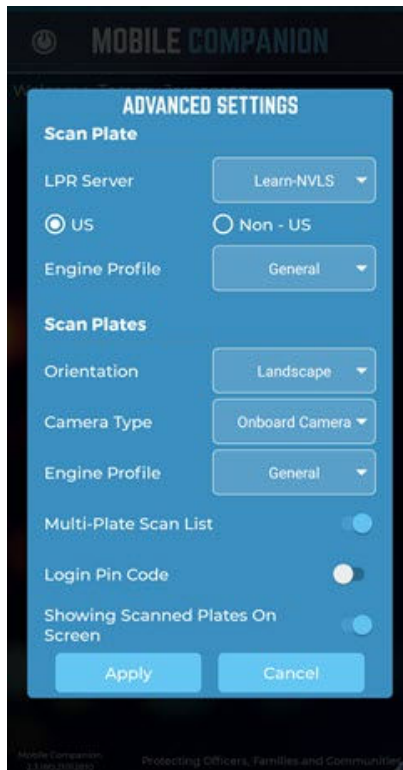# Adjusting Settings

Procedure:

1 To adjust the buffer settings, tap **Buffer % of Number**.

2 Set the **Limit Record** and the **Limit MB**.

> 📝 **NOTICE:** The buffer settings allows you to configure the storage settings you would like in the event of a connection loss while using the Scan Plates feature.

3 To adjust the settings, tap **Advanced Settings**.

Figure 15: Advanced Settings Screen

4 To adjust the alert settings, tap **Alert Settings**.

Figure 16: Alert Settings Screen