

Welcome to the Comcast Business SmartOffice™ Video Monitoring System

STAY INFORMED. STAY IN CONTROL.



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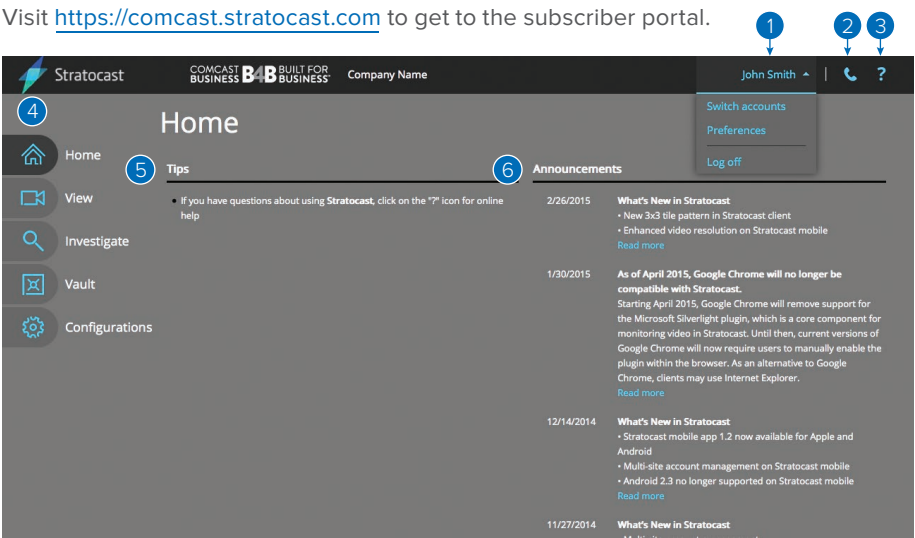
Monitor your business with the Comcast Business SmartOffice™ system – in the office or on the go.

The Comcast Business SmartOffice™ video monitoring system gives you the ability to monitor your business with 24/7 video recording – all with easy online system management. Comcast Business SmartOffice™ makes it easy to monitor your business anytime, from anywhere.

This guide will give you a quick overview of the business grade features that are available with the SmartOffice system.

Client Home Screen

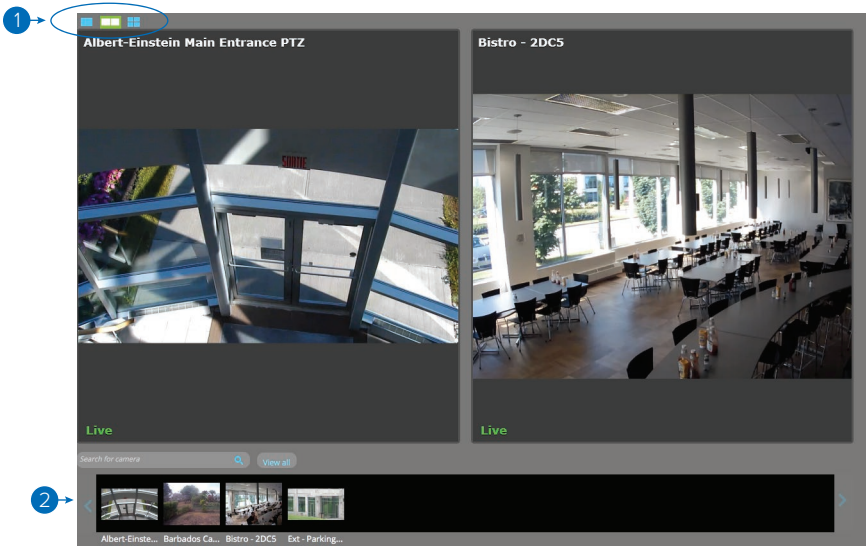
Visit <https://comcast.stratocast.com> to get to the subscriber portal.



- 1 Drop down menu to access Preferences, log out, or switch accounts
- 2 Link to Comcast Business support
- 3 Click on the “?” to access the Help interface
- 4 Tab links to different functions
 - Home: View tips and announcements, or jump to other sections of the site via tabs
 - View: View camera feeds, Video zoom, create video bookmarks, etc.
 - Investigate: View your bookmarks
 - Vault: Preserve bookmarks permanently and download videos to your PC
 - Configurations: Set up new users, adjust privacy, and edit new camera settings
- 5 Tips
- 6 Announcements

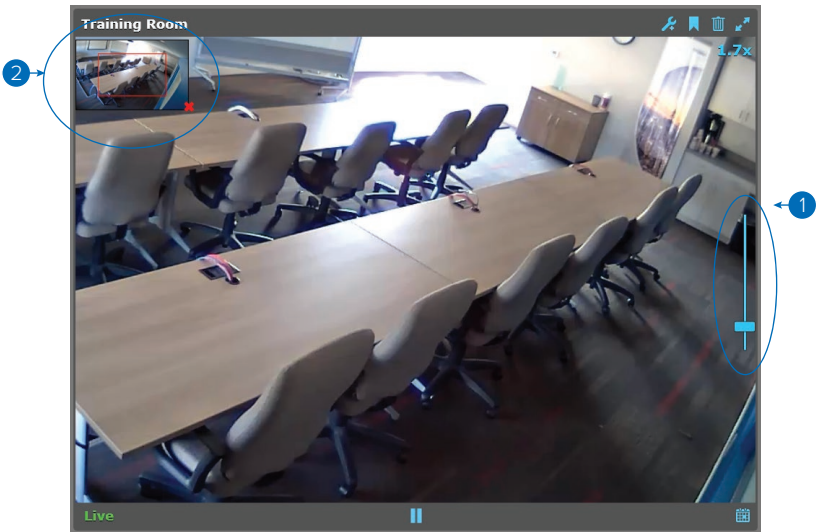
Video Tab | DISPLAY LIVE VIDEO TILES

You have the ability to view multiple live videos within one screen.



- 1 Switch the view from one camera to multiple cameras
- 2 Toggle between different cameras by dragging the thumbnail into the view pane

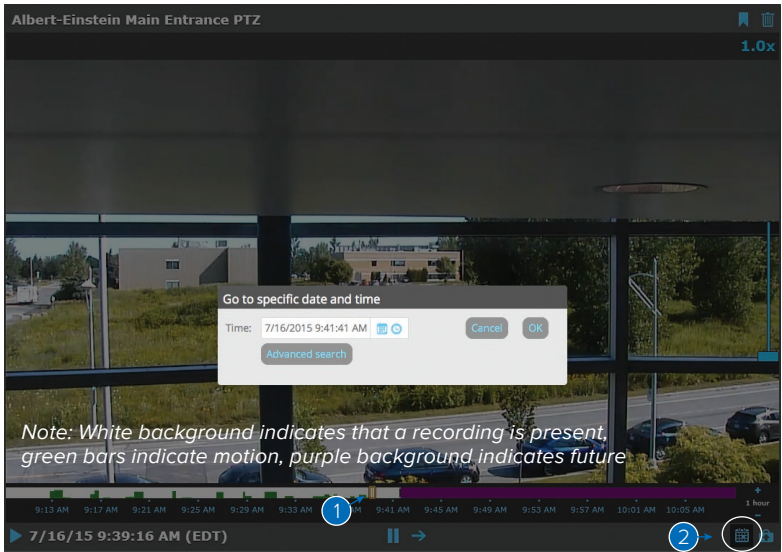
Video Tab | ZOOM AND FOCUS WINDOW



- 1 Allows for digital zoom
- 2 Picture-in-Picture window allows you to focus on a specific portion of video display while zoomed in

Video Tab | DATE/TIME PLAYBACK

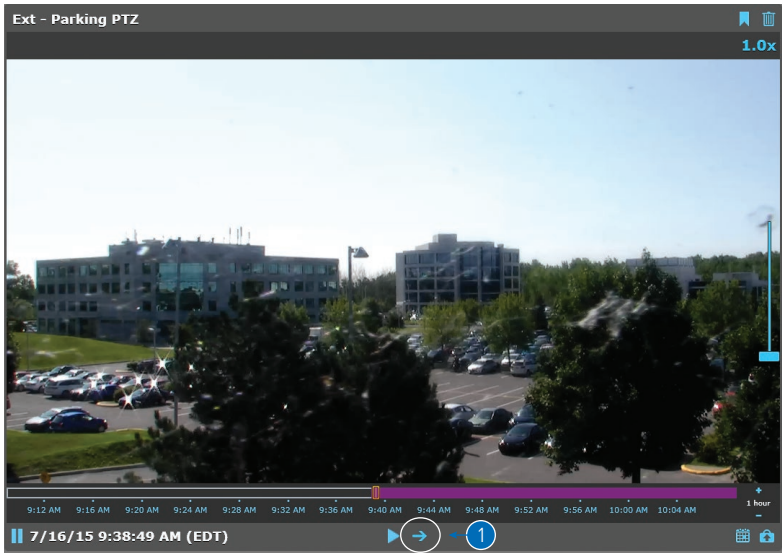
You can input a specific date and time to view recorded video for up to 30 days.



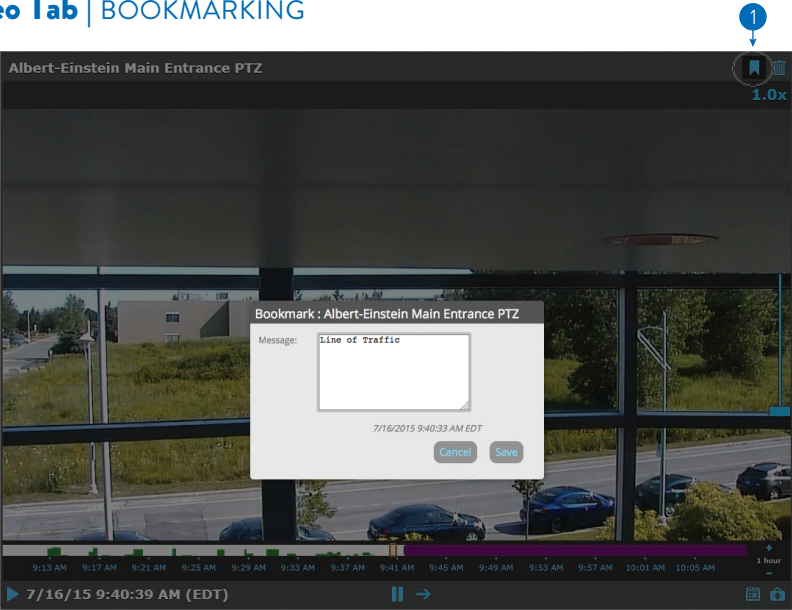
- 1 Drag the timeline bar forwards and backwards to locate recorded video
- 2 Click the calendar icon to go to a specific date/time

Video Tab | SWITCH TO LIVE VIEW

You can easily switch between live and recorded playback.

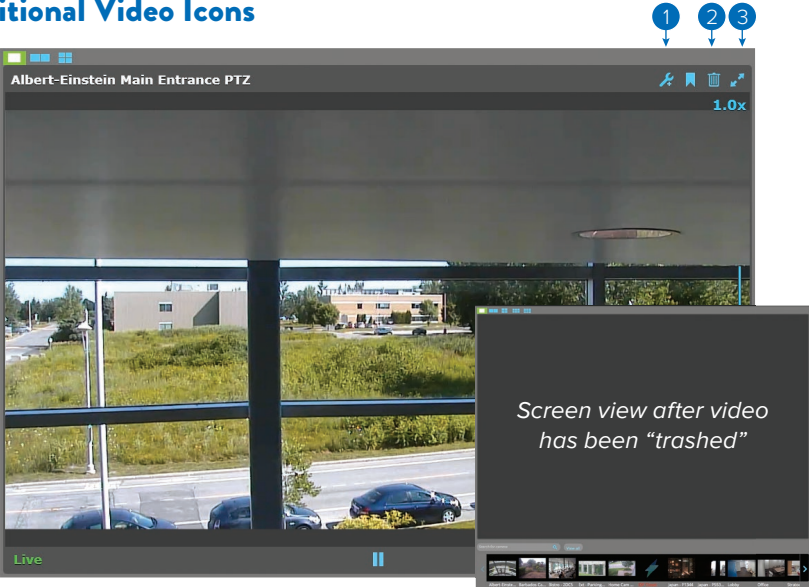


- 1 Clicking the arrow converts video back to live view



- 1 Click the “Bookmark” icon to tag specific events in a video

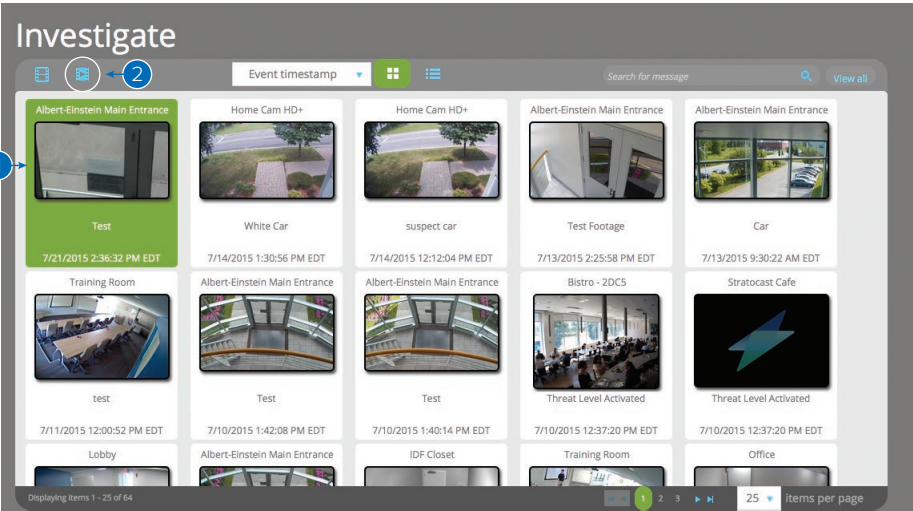
Additional Video Icons



- 1 The “Tool” icon is for technician use only
- 2 “Trash” icon, clears all video from the video display; you can then drag a new video into view
- 3 “Expand” icon, enlarges the video view by removing the tile options from view

Investigate Tab

This tab houses all of your bookmarked video clips. Bookmarks are saved for 30 days.



- 1 Select a bookmarked video clip
- 2 Click the “Play” icon to play back the video in the Video Tab

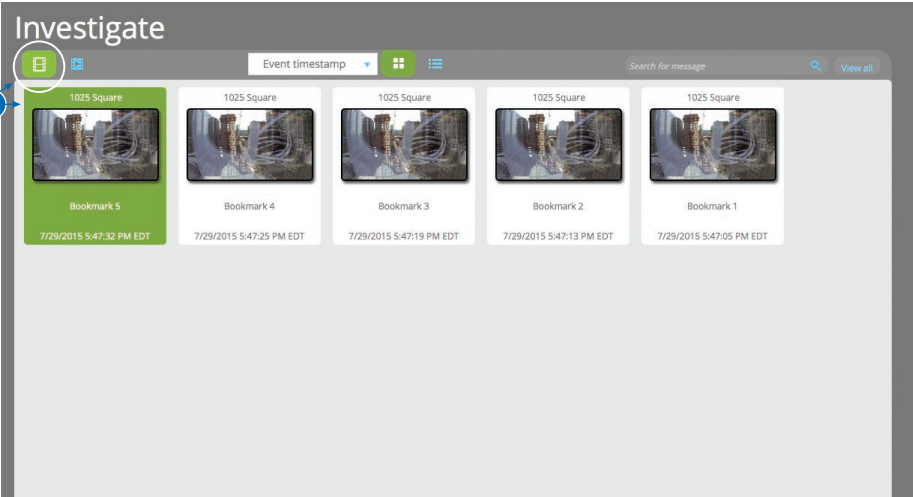
Vault Tab

The Vault stores your selected video clips until they are manually deleted. All Vault videos may be downloaded to your local desktop.

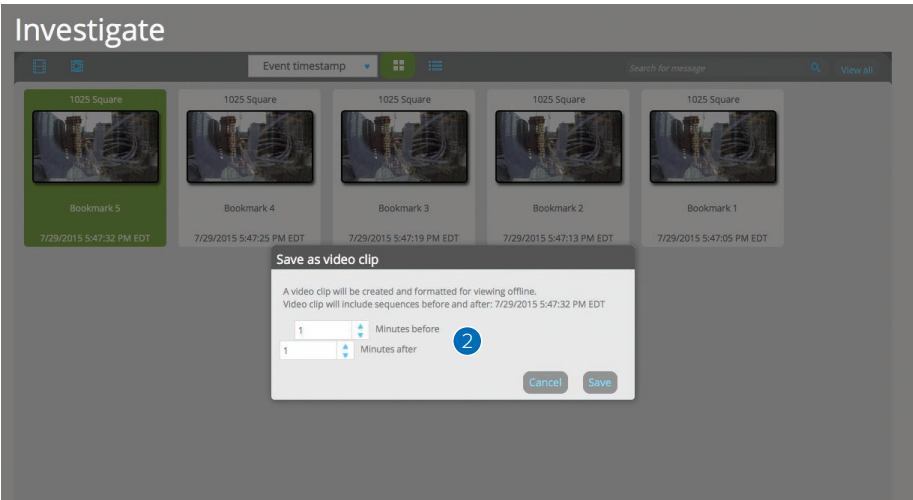
Vault							
Search for camera							
State	Camera	Type	Duration	Start	Requested at	File size	
▶	3024	Clip	00:02:00	6/22/2015 10:13:41 AM EDT	6/22/2015 10:15:33 AM EDT	4.74 MB	
▶	3004	Clip	00:02:00	6/12/2015 1:43:37 PM EDT	6/22/2015 9:48:33 AM EDT	0.13 MB	
▶	3004	Clip	00:02:00	6/12/2015 1:43:37 PM EDT	6/12/2015 2:13:46 PM EDT	0.13 MB	
▶	3004	Clip	00:02:00	6/12/2015 1:43:37 PM EDT	6/12/2015 1:47:57 PM EDT	0.13 MB	
▶	3024	Clip	00:02:00	6/12/2015 1:38:58 PM EDT	6/12/2015 1:42:37 PM EDT	3.59 MB	

Note: The Vault allows up to 1 GB of storage on the subscriber portal. There is no limit to the number of customer downloads.

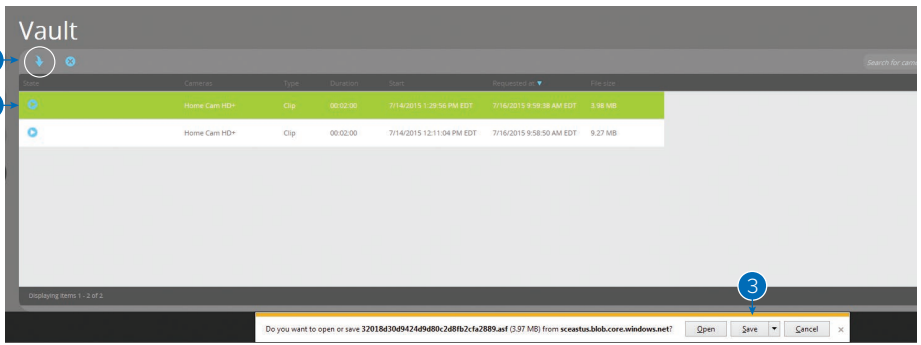
Download Video to Desktop



- 1 Select the bookmarked video you want to export and click the “Filmstrip” icon

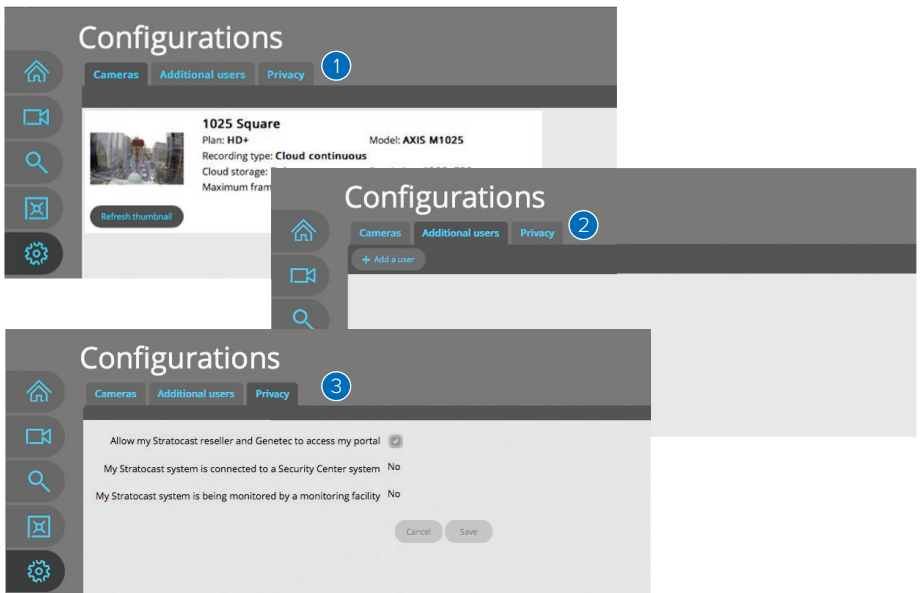


- 2 Select the length of time before and after the bookmarked time that you wish to save, then select Save – this places a copy of the video clip in the Vault



- 1 To download, select the video clip you want to export in the Vault Tab
- 2 Click “arrow” icon to initiate download
- 3 Select Save to download to your desktop
Note: Downloaded video may automatically be saved to your downloads folder – if you’d like to select the download location, choose the drop down button to the right of Save and select “Save As”

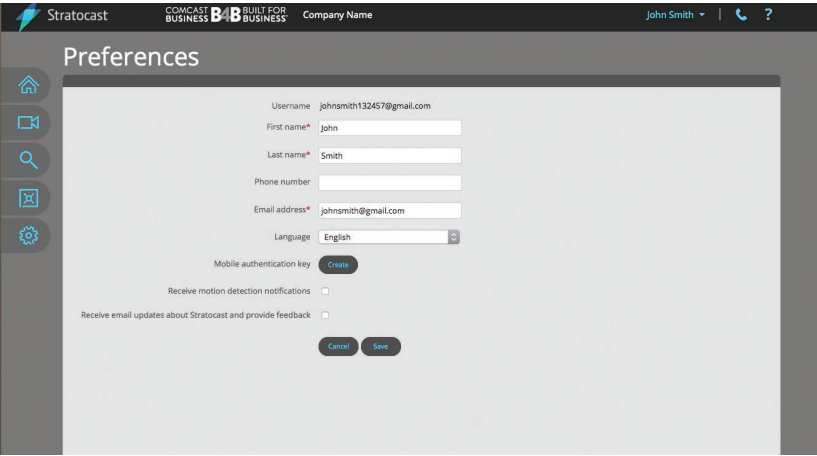
Administrative Functions



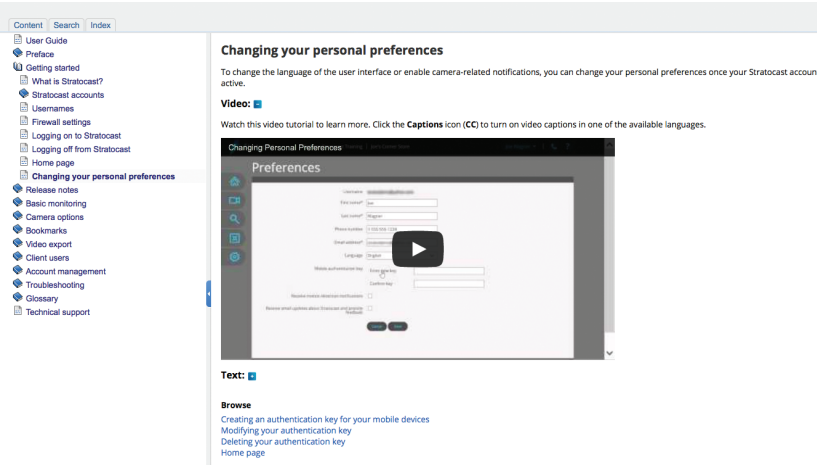
- 1 View camera configurations
Note: These can only be modified by a technician
- 2 Add up to 4 additional users to your account (e.g., managers on site)
- 3 As part of the installation process, the technician will configure your account so that Comcast and Genetec do not have access to your video

Preferences and Help

From the Preferences screen, you can change your name, email and other contact information, and choose to receive email updates.

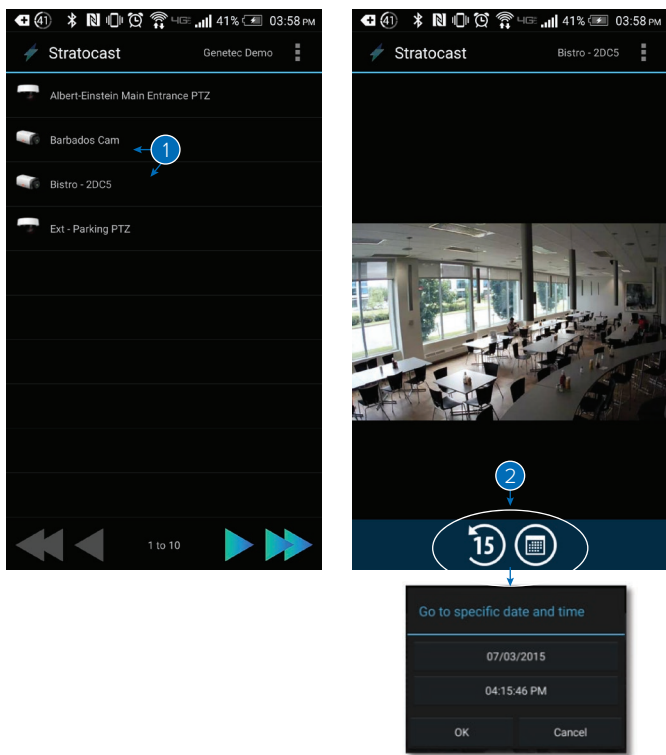


The Help screen shows a list of FAQ solutions for your quick reference.

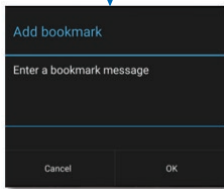
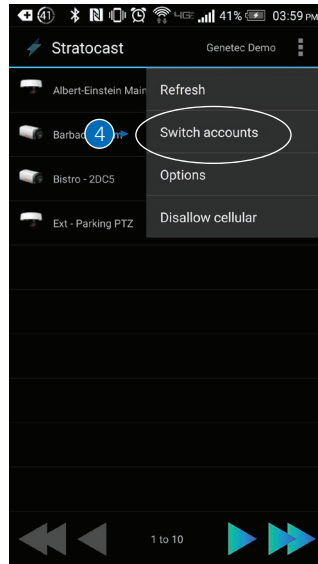
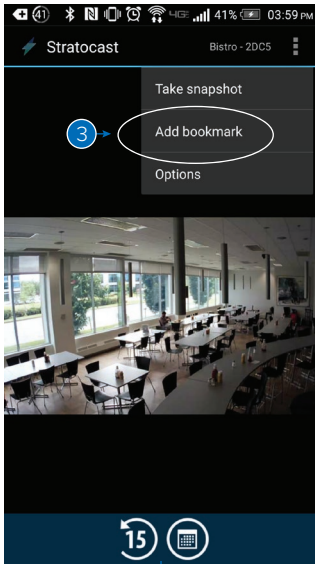


Mobile App Overview

Enjoy the ease of monitoring your business anytime, anywhere with the Comcast Business SmartOffice™ Mobile App. You can download the app for your mobile devices by visiting the Apple, Andriod and Windows stores and entering “Stratocast” in the search field.

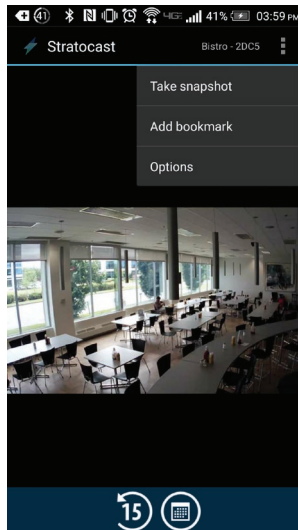
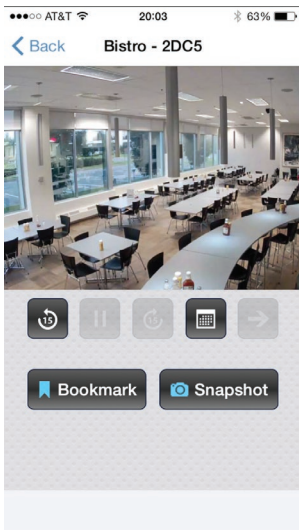


- 1 Select camera to view; snapshot video image and send using mobile email or text
- 2 Go to specific date and time



3 Bookmark video

4 Switch accounts (e.g., switch between different locations)



Note: As shown, there will be slight display differences between the iPhone App and the Android App.