



VERIPATROL Client User Guide

INTRODUCTION

VERIPATROL is a secure software system for the storage, retrieval and management of video files from VIEVU cameras. This guide describes how to operate the VERIPATROL Client application. The Client application is designed for general users of the VERIPATROL system. Additional support material is available at www.viewu.com/support.

CONTACT US

If you need assistance or have any questions, contact us by phone at 888-285-4548 or email support@viewu.com.

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BEFORE YOU BEGIN

To be certain that your camera is operating at its optimal efficiency and ensure that you're getting the maximum benefits from your VIEVU camera's features and from the rest of your VIEVU equipment, it is critical that you regularly update camera firmware. You can update VIEVU camera firmware either automatically, generally through a Multi-Dock setup, or manually.

Updating Camera Firmware Automatic Firmware Update

If automatic camera firmware updates are enabled and there are updates currently available for a camera, the following window is displayed after downloading a video (Figure 1).

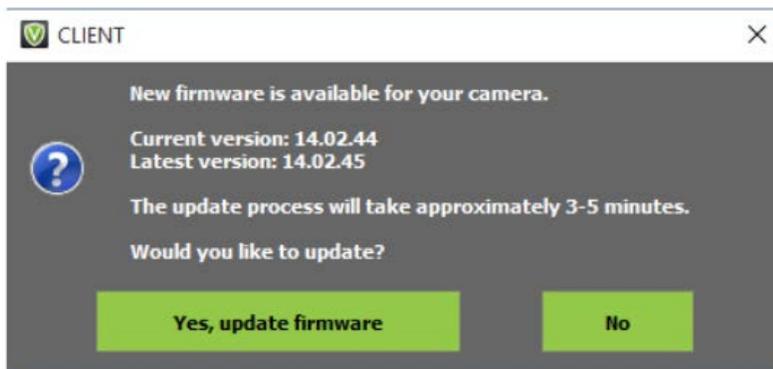


Figure 1

→ To update firmware:

1. Select **Yes**, update firmware to update to the latest version of your camera's firmware
2. Select **No** to complete the video download process without updating your camera's firmware.
3. After proceeding to update the firmware, the following status window is displayed (Figure 2):

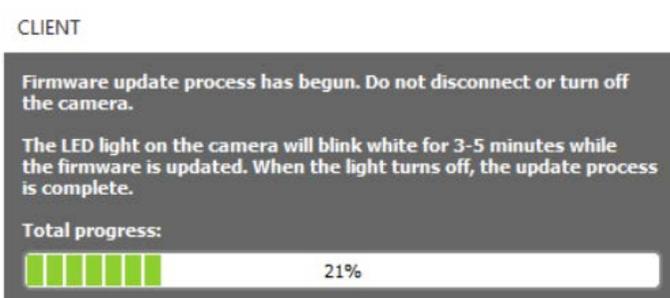


Figure 2

Note: Do NOT disconnect the camera or turn it off until the LED light on your camera turns off. When the LED light stops blinking, the following message is displayed

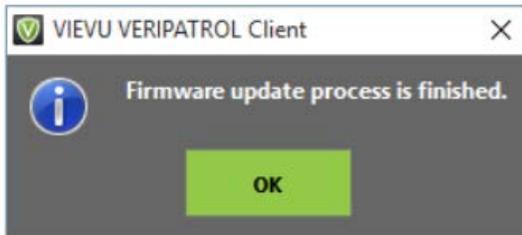


Figure 3

4. Click **OK** to finish the firmware update process (Figure 3).

Manual Firmware Update

→ To manually update VIEVU Camera Firmware:

1. Visit the VIEVU Camera Support page at <http://www.viewu.com/support/>
2. Select your camera model by clicking on the appropriate image (Figure 4).



Figure 4

3. Download and run the **Firmware Updater** executable file (Figure 5).

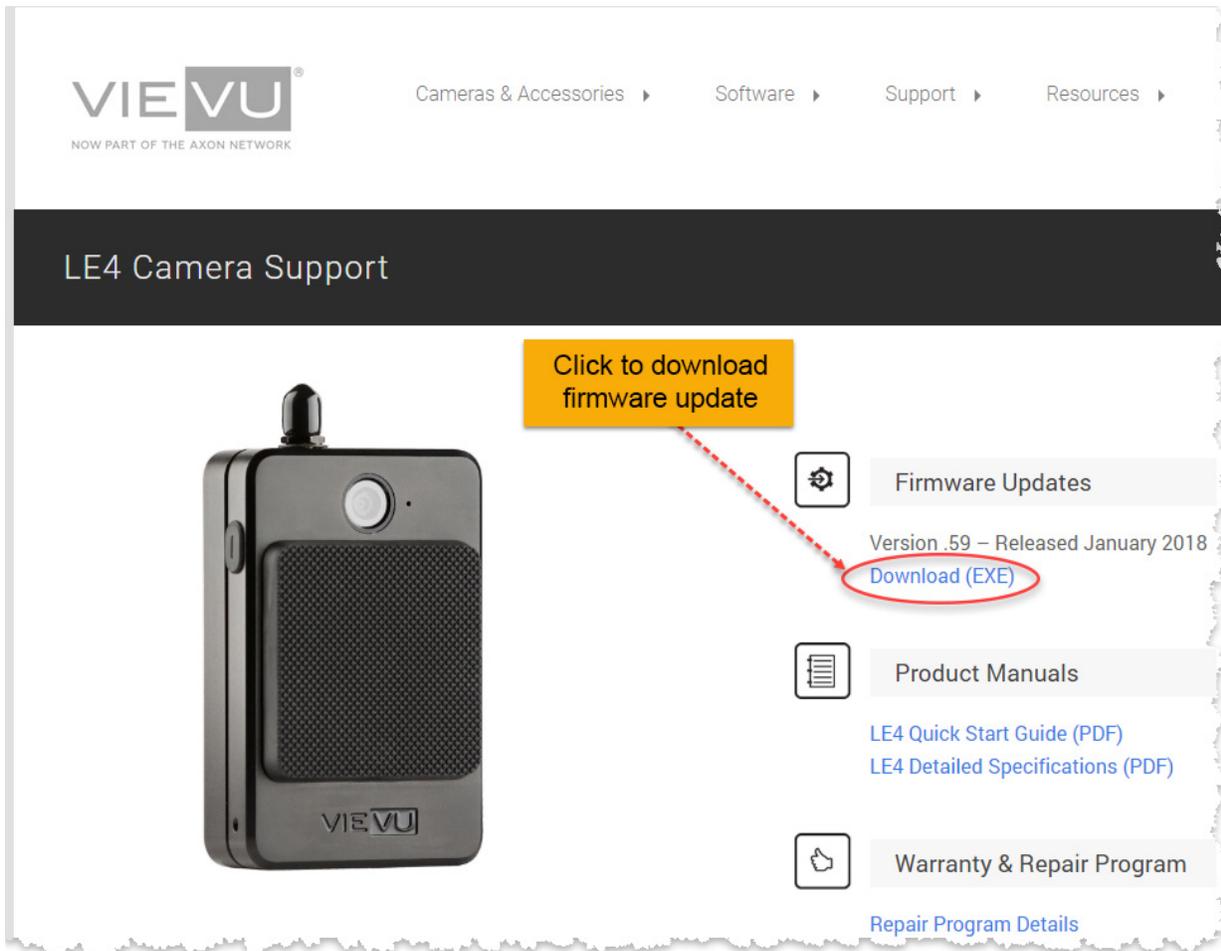


Figure 5

4. The file is downloaded to the Downloads folder (Figure 6).

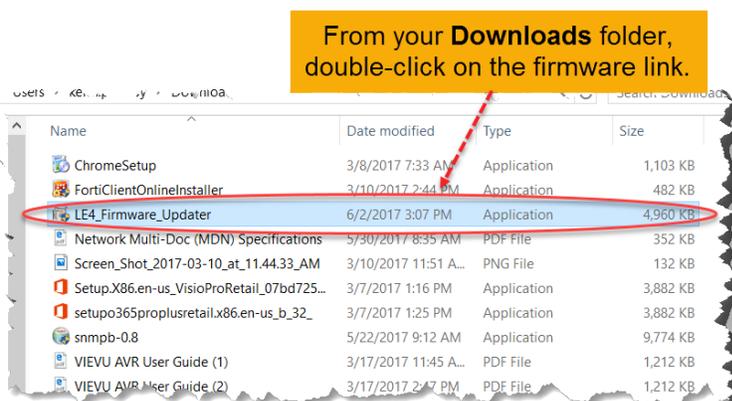


Figure 6

5. Follow the instructions to update the camera.

IMPORTANT NOTICE!

Attention: All cameras MUST be assigned in the VERIPATROL Admin application before recording any video. Failure to assign a camera before recording video will prevent the videos from being downloaded. If you have any questions about the camera assigning process or VidLock security, please contact VIEVU.

LOGGING IN

Starting the Veripatrol Client Application

➔ To start the VERIPATROL Client application:

1. Double-click on the VIEVU Client  icon on the desktop.
 - Alternatively, start the program by clicking Start, selecting All Programs, selecting VIEVU VERIPATROL, and clicking on VERIPATROL Client.

Note: Contact a Program Administrator for a Login and Password.

The password field is case sensitive.

2. After entering the **Login** and **Password**, click **OK**.
 - If you have forgotten your password, click the **Forgot Password?** link (Figure 7).



Figure 7

3. The VERIPATROL Client application console is displayed (Figure 8).

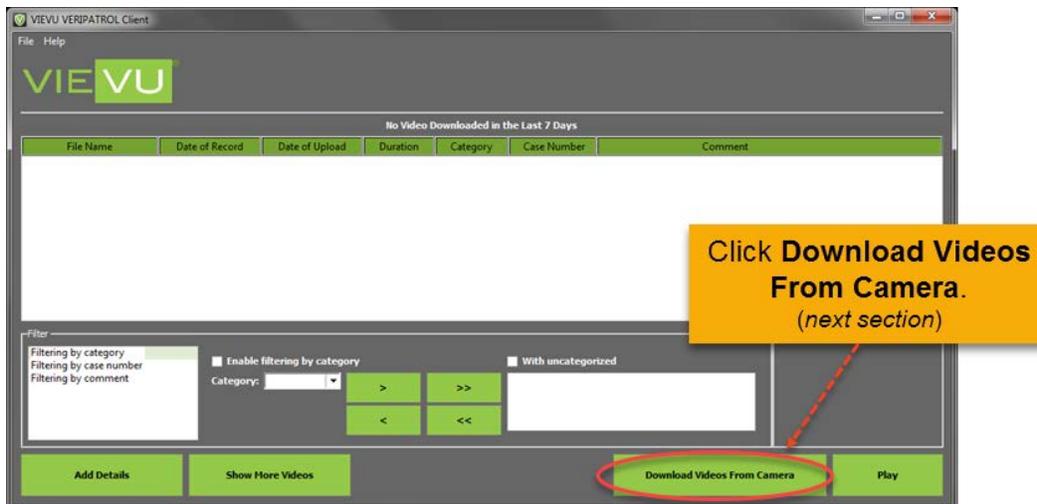


Figure 8

VIDEOS

Uploading Videos From Cameras

→ To upload video from a camera:

1. Connect all ends of the supplied cable to the camera and the computer.
2. Turn the camera ON.

Note: The LE4, LE4 mini, LE5 and LE5 LITE cameras turn on automatically when connected to the computer.

3. Click the **Upload Videos From Camera** button on the top of the window.

Note: The camera must be connected to the computer and in the ON position to be downloaded. The cable require one or two USB ports. You must connect all of the USB and RS-232 connectors to USB ports on the computer. Use a USB hub if needed.

4. The Video annotation window is displayed (Figure 9).

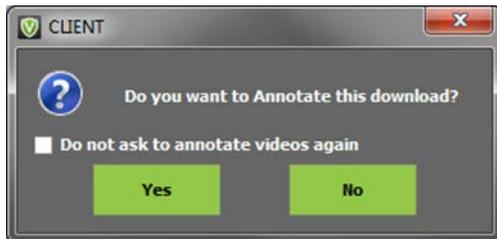


Figure 9

- To watch and document the video during download, select **Yes**.
- To skip this process, select **No**.

Note: Placing a checkmark in Do not ask to annotate videos again field stops the annotation question window from appearing in the future. You can re-enable this setting in the File>Settings menu.

5. The VidLock security window is displayed (Figure 10).

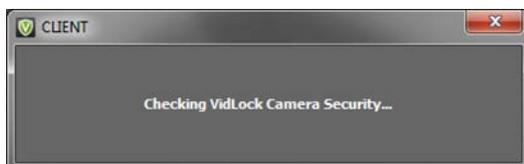


Figure 10

Note: Placing a checkmark in Do not ask to annotate videos again field stops the annotation question window from appearing in the future. You can re-enable this setting in the File>Settings menu

6. If the camera has not been assigned prior to download, the following message is displayed (Figure 11).

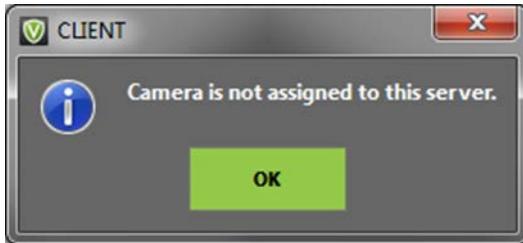


Figure 11

- Contact a program administrator for assistance.

7. If video annotation was selected, the annotation is displayed (Figure 12).

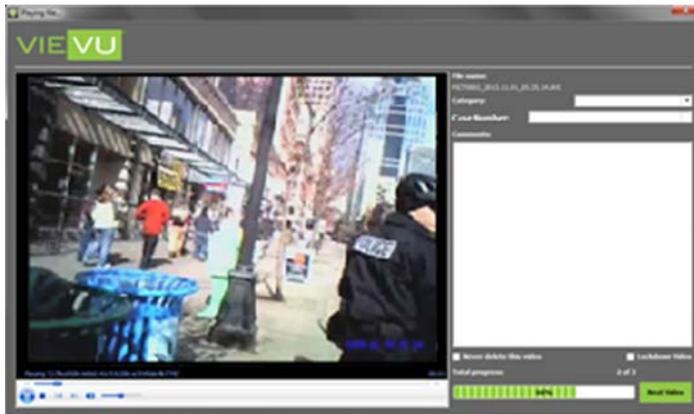


Figure 12

8. Select a **Category**, add a **Case Number**, add **Comments**, or select the **Never Delete This Video** or **Lockdown Video** options.
9. When finished, click the **Next Video** button to move to the next video.
10. If video annotation was not selected, the file download window is displayed (Figure 13).

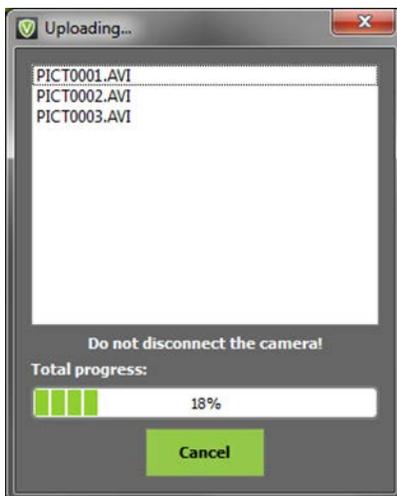


Figure 13

11. Once the download is complete, the video files are removed from the camera.
12. The VERIPATROL Client Application displays a window listing all videos that have been uploaded.

- It is now safe to turn off and disconnect the camera from the computer.

Uploading Videos From Computer

➔ To upload videos from computer:

1. Click the **Upload Videos From Computer** button on the top of the window (Figure 14).

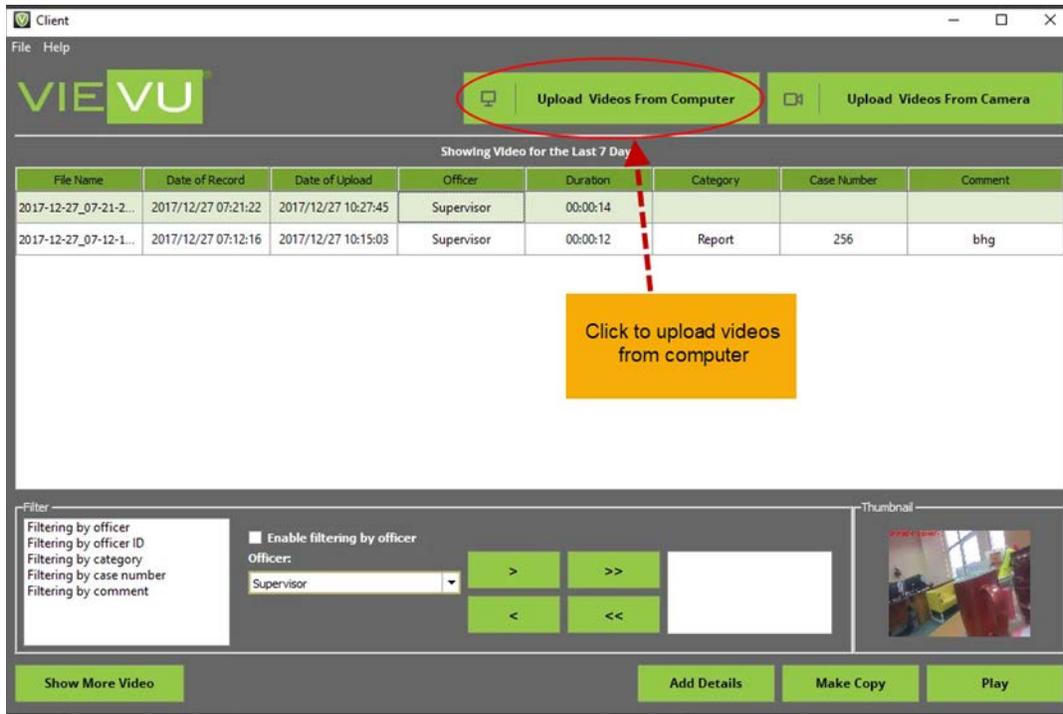


Figure 14

2. The dialogue window with browse existing .avi files is displayed.
3. The Video annotation window is displayed (Figure 15).

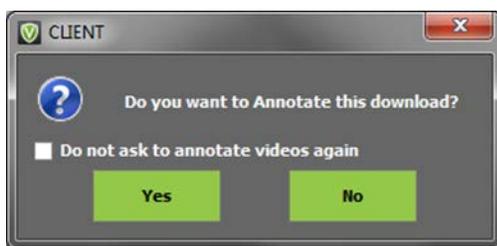


Figure 15

- To watch and document the video during upload, select **Yes**.
- To skip this process, select **No**.

Note: Placing a checkmark in **Do not ask to annotate videos again** field stops the annotation question window from appearing in the future. You can re-enable this setting in the **File>Settings** menu.

4. Select a **Category**, add a **Case Number**, add **Comments**, or select the **Never Delete This Video** or **Lockdown Video** options.

5. If video annotation was not selected, the file upload window is displayed (Figure 16).

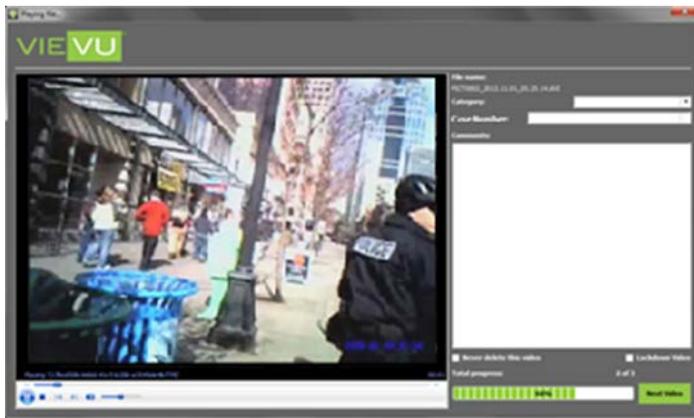


Figure 16

6. The VERIPATROL Client Application displays a window listing all videos that have been uploaded (Figure 17).

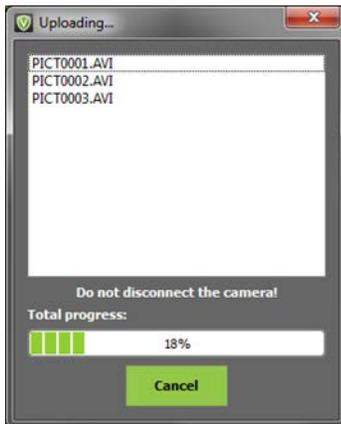


Figure 17

Note:

The creation date for videos from LE2 and LE3 camera may not correspond to the real date.

User may upload videos from computer even if the video was not recorded to the camera. Video must have correct name format and type - avi.

When a video is uploaded to the VERIPATROL with a codec that is not supported, then the video is not playable.

System does not make any check for duplicate files.

User can upload several videos, but not more than 100.

Playing Videos

➔ To play a video:

1. Highlight the video and click the **Play** button at the bottom of the window.
 - Alternatively, double-click on a video to play it.

Note: By default, the Client window only displays the last 7 days of video. To display older videos, click the Show More Videos button at the bottom of the window.

- The video playback window is displayed (Figure 18).



Figure 18

- You can play the video, fast forward, or rewind the video.
- Use the slider bar to navigate to the desired portion of the video.

- Click the red X in the top-right corner of the window to close the video and return to the video list.

Printing Video Screenshots

➔ To print a screenshot of a video file:

- Begin playback of the video file.
- Next, click the **Pause**  button at the lower-left corner of the screen at the desired point of the video.
- While the video is paused, click the **Print** button at the top-right corner of the window.
- A print dialogue window is displayed.
 - The print out will contain additional information such as the file name, the user who printed the document, and the time the document was printed.

Note: To obtain an electronic screenshot, use the Print Screen button on your keyboard.

Adding Video Metadata

Adding Video Categories

➔ To add a video category:

- Highlight the video and click the **Add Details** button in the lower-left corner of the window.
- The File Information window is displayed (Figure 19).

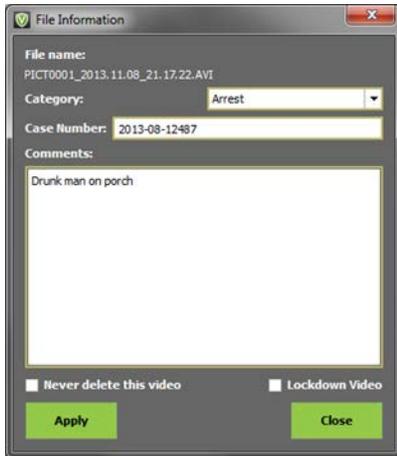


Figure 19

3. Select the desired **Category** from the drop-down list (Figure 20).



Figure 20

Note: File Categories are Added, Removed, and Renamed on the Server Setup tab in the VERIPATROL Admin console.

4. When finished, click the **Apply** button in the lower-left corner of the window.
5. The selected category is now displayed in the **Category** column.

Adding Case Numbers to Videos

➔ To add a case number to a video:

1. Highlight the video and click the **Add Details** button in the lower-left corner.
2. The File Information window is displayed (Figure 21).

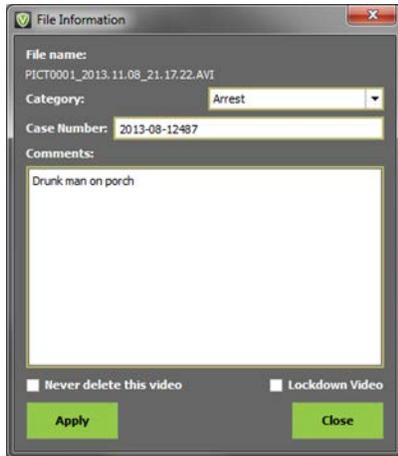


Figure 21

3. Enter a case number into the **Case Number** field.
4. When finished, click the **Apply** button in the lower-left corner of the window.
5. The case number is now displayed in the **Case Number** column.

Adding Comments to Videos

➔ To add comments to a video:

1. Highlight the video and click the **Add Details** button in the lower-left corner of the window.
2. The File Information window is displayed (Figure 22).

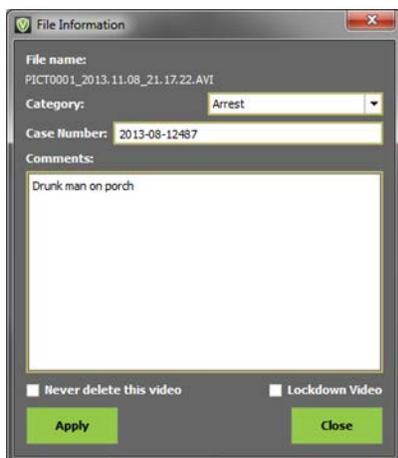


Figure 22

3. Enter any comments into the **Comments** field.
4. When finished click the **Apply** button in the lower-left corner of the window.
5. The comments entered are now displayed in the **Comments** column.

Marking Videos to Never be Deleted

➔ To mark a video to never be deleted:

1. Highlight the video and click the Add Details button in the lower-left corner of the window.
2. The File Information window is displayed (Figure 23).



Figure 23

3. Select the **Never Delete This Video** check box.
4. When finished, click the **Apply** button in the lower-left corner of the window.

Note: Videos not marked will be deleted based on the current retention period. Contact your Program Administrator if you are unsure about the length of the current retention period.

- If a video has been set to never be deleted, the video is listed in bold text in the video list, as shown (Figure 24).

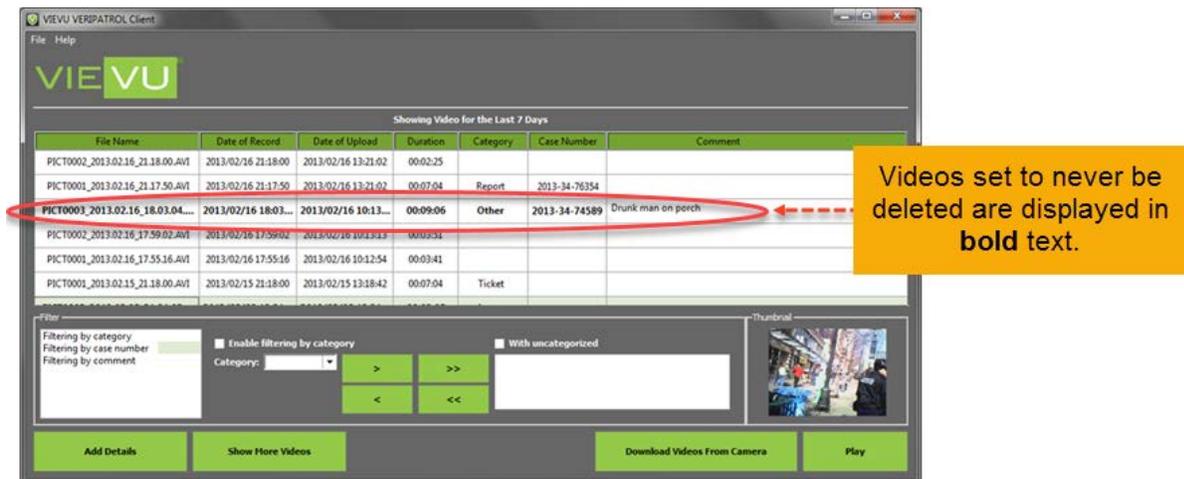


Figure 24

Marking a Video for Lockdown

➔ To mark a video for lockdown:

1. Highlight the video and click the **Add Details** button in the lower left corner of the window.
2. The File Information window is displayed (Figure 25).



Figure 25

3. Select the **Lockdown Video** check box.
4. When finished, click the **Apply** button in the lower left corner of the window.

Note: Videos marked for lockdown can only be viewed, modified, or copied by users with View Lockdown Video security. Only users with View Lockdown Video security can mark a video for lockdown or remove a video from lockdown status.

Viewing Videos

Loading Older Videos

When accessing the Client, only the last 7 days of video files are displayed.

➔ To display older videos stored in the system:

1. Click the **Show More Videos** button at the bottom of the window.
2. The Show More window is displayed from which you can select a time frame (Figure 26).

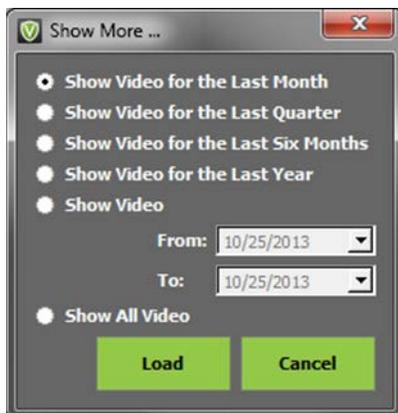


Figure 26

3. Select a set time frame from the options or enter a custom range in the **From** and **To** fields.
4. Click the **Load** button.
5. The videos from the selected range will be displayed.

Making Copies of Videos

➔ To make a copy of a video:

1. Click the **Videos** button at the top of the window.

Note: All copies of videos created from the VERIPATROL system require the *ffdshow* codec to be installed on the computer for the video to be played. This codec can be downloaded from www.viewu.com.

2. Highlight the video and click the **Make Copy** button.
3. The Make Copy window is displayed (Figure 27).



Figure 27

4. Enter the purpose of the copy into the window.
5. The **Target Directory** field lists the location where the video copy is created.
6. Modify the **Target Directory** field to change the copy location.

Note: VERIPATROL does not include CD/DVD authoring software. If CD/DVD authoring software has been installed on the computer, you may need to make a copy of the video to the desktop. Then use the CD/DVD authoring software on the computer to burn the video file to the disc.

7. Click the **Browse** button to select a different location (Figure 28).



Figure 28

8. Select the location where the video copy should be created and click **OK**.
9. Click the **Copy** button to create the video copy.

10. A new video file is displayed in the selected target directory.

Exporting Audio Copies for Transcription

VERIPATROL provides the ability to export an audio-only copy of a video file to submit for transcription through Net Transcripts.

Note: Net Transcripts is VIEVU's exclusive transcription partner. Contact VIEVU or Net Transcripts for more information.

→ To export an audio-only copy:

1. Click the **Videos** button at the top of the window.
2. Highlight the video and click the **Make Copy** button.
3. The **Make Copy** window is displayed (Figure 29).



Figure 29

4. Enter the purpose of the copy into the window.
5. The **Target Directory** field lists the location where the audio-only copy will be created.
6. Select the **Export Audio Only** check box.
7. Click the **Browse** button to select a different location.
8. Select the location where the audio-only copy should be created and click **OK** (Figure 30).

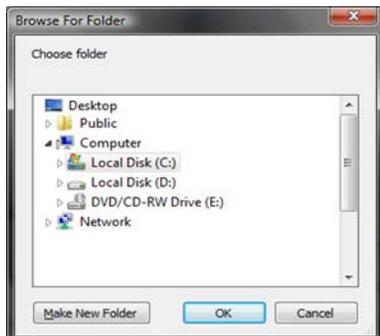


Figure 30

9. Click the **Copy** button to create the video copy.
10. A new video file is displayed in the **Target Directory** field.

→ To request transcription:

1. Visit <http://nettranscripts.com/viewu/viewu-client-registration.htm> and log in with your secure credentials.

Note: If you have not signed up with Net Transcripts, use the same link to begin the registration process.

2. Upload the audio-only copy to request transcription services.

Creating Secure Video Links

You can create secure links for any video file stored in VERIPATROL Cloud. These secure, expiring links allow for effortless sharing of video files without burning disc copies.

➔ To create a video link:

1. Begin playback of a video file.
2. Click the **Pause**  button in the lower-left corner of the screen.
3. At the top of the Playback window, enter the desired link **Expiration Date/Time** into the Video Link field.
4. Click the **Generate Link** button (Figure 31).

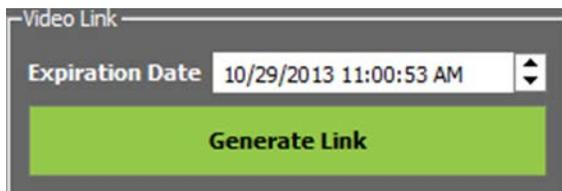


Figure 31

5. A message is displayed indicating the link has been copied to the clipboard.
6. You can now paste the link into an email or other desired location.

Note: Secure links allow playback of the video from any computer with internet access and the *ffdshow* codec installed. If you cannot watch the video, you may need to install the *ffdshow* codec, available for download at www.viewu.com.

View Filtering

You can filter videos displayed on the Videos window by **Officer**, **Officer ID**, **Category**, **Case Number**, or **Comment**.

View Filtering by Officer

➔ To enable filtering by officer:

1. From the filter box, select **Filtering by officer**.

Note: Only users with View all videos in client security can filter by Officer and Officer ID.

2. Select the officer in the **Officer** drop-down list (Figure 32).



Figure 32

- Click on the > button to add the officer to the officer list box to the right.
- To remove an officer, highlight the officer and click the < button.
- You can use the >> and << buttons to add all users and remove all users.

3. Select the **Enable filtering by officer** check box.

- With the check box enabled, only videos uploaded by the selected officer are displayed.

View Filtering by Officer ID

→ To enable filtering by Officer ID:

1. From the filter box, select **Filtering by officer ID** (Figure 33).

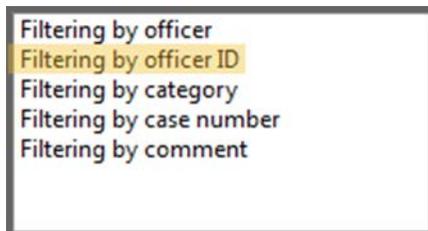


Figure 33

2. Enter the Officer ID into the **Officer ID** field, and then click **Search** (Figure 34).



Figure 34

View Filtering by Category

→ To enable filtering by category:

1. From the filter box, select **Filtering by category** (Figure 34).

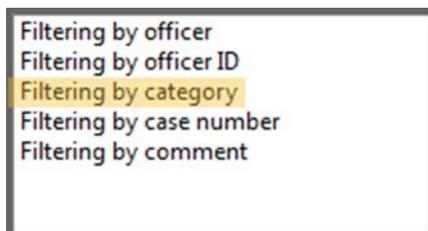


Figure 35

2. Select a category from the drop-down list (Figure 36).

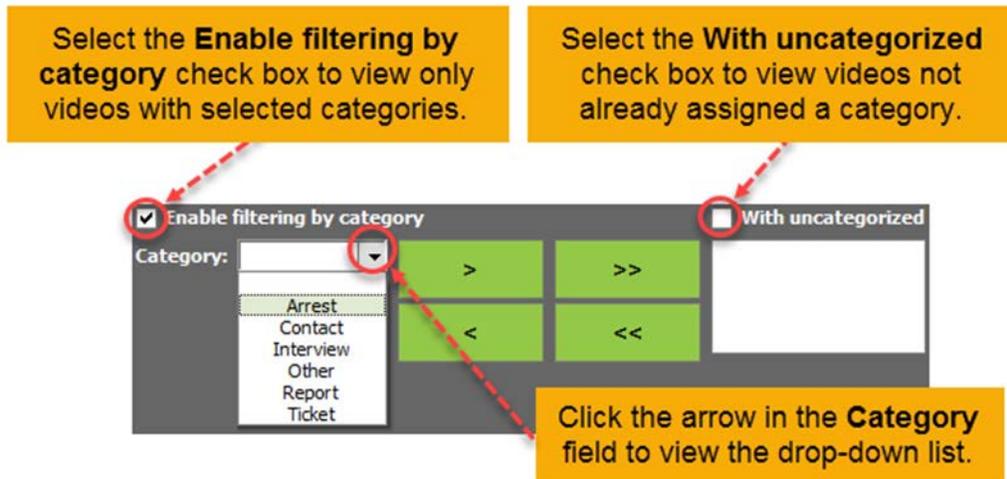


Figure 36

- Click the > button to add the category to the box listed on the right.
- To remove a category, highlight the category and click the < button.
- Use the >> and << buttons to add and remove all categories.

3. Select the Enable filtering by category check box.

- With the check box enabled, only videos containing the selected categories are displayed.
- Selecting the **With Uncategorized** check box includes videos that have not been assigned a category.

View Filtering by Case Number

➔ To enable filtering by case number:

1. From the filter box, select **Filtering by case number** (Figure 37).

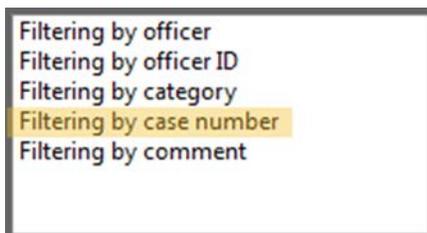


Figure 37

2. Type the case number into the **Case Number** field and click **Search** (Figure 38).



Figure 38

View Filtering by Comment

→ To enable filtering by comment:

1. From the filter box, select **Filtering by comment**.
2. Enter your comment into the **Comments** field and click **Search** (Figure 39).



Figure 39

View Preferences Changing View Preferences

The Client program allows for customization of the user interface. Each user can decide which columns are displayed as well as how the thumbnails are presented in the file list.

→ To change the view preferences:

1. Click the **File** menu button on the top left corner and select **Settings**.
2. The Settings window is displayed (Figure 40).

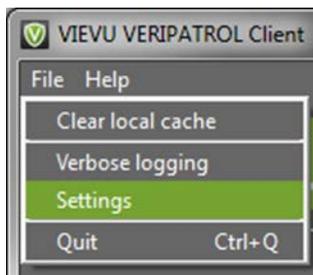


Figure 40

3. Click the **File List Columns** tab at the top of the window.
4. Select or clear the check boxes as necessary (Figure 41).

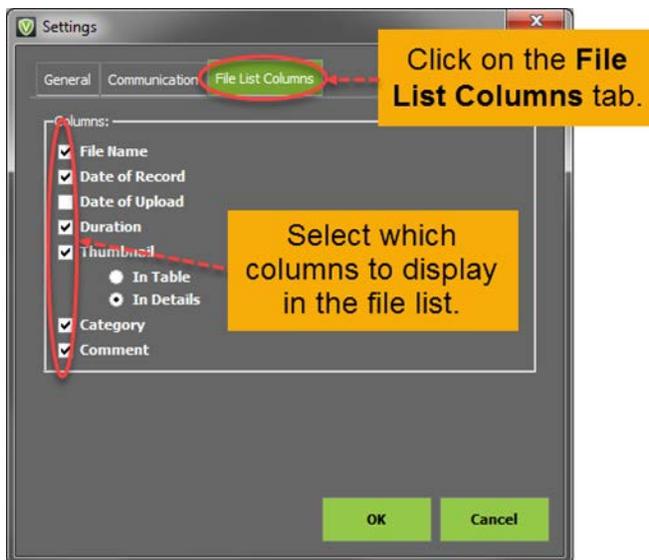


Figure 41

5. When finished, click **OK**.
6. The Settings changes are immediately applied.