



# VERIPATROL Mobile User Guide

## INTRODUCTION

VERIPATROL Mobile is an optional software platform to support the playback and transfer of video files from a computer installed in a remote location such as a vehicle. VERIPATROL Mobile has two operating modes: View Only and Remote Transfer. View only mode is designed to provide secure access to the video files in the field without a direct connection to the VERIPATROL server. In View Only mode the video files remain on the camera and require download later for permanent storage. View Only mode is free and available to all VERIPATROL users. Remote transfer mode allows for the download of video files to a computer without an active connection to the VERIPATROL server. Video files can be viewed and comments/category can be completed. The video files will then be wirelessly transferred from the computer to the VERIPATROL server using the Bee Networkx LinkPro software. Remote transfer requires the purchase of a software license from Bee Networkx to support the movement of video files from the remote computer to the VERIPATROL server.

## CONTACT US

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

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# REVIEW MODE

## Using Review Mode

Review mode is designed to provide secure access to the video files on a camera in the field and allow video review or adding metadata to the videos without a direct connection to the VERIPATROL server. In review mode, the video files remain on the camera and metadata is placed on the camera. The camera will need to be downloaded later to store the video files and metadata in VERIPATROL. Review mode is free and available to all VERIPATROL users.


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**Note: Video files will only remain available in the Mobile application for 1 hour after download.**

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## Starting the VERIPATROL Mobile Application

➔ To start the VERIPATROL Mobile application:

1. Double-click on the **VIEWU Mobile**  icon on the desktop.
  - Alternatively, you can start the program by clicking **Start**, selecting **All Programs**, selecting **VIEWU VERIPATROL**, and clicking on **VERIPATROL Mobile**.
2. Contact your Program Administrator for a **Login** and **Password**.

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**Note: The Password field is case sensitive.**

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3. After entering your **Login** and **Password**, click **OK**.



Figure 1

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**Note: If you receive the error “Invalid Credentials,” it is possible the Mobile application has not been updated with the login information. More information can be found in the “Updating Cached Information” section of this manual.**

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4. The VERIPATROL Mobile Application console is displayed (Figure 2).

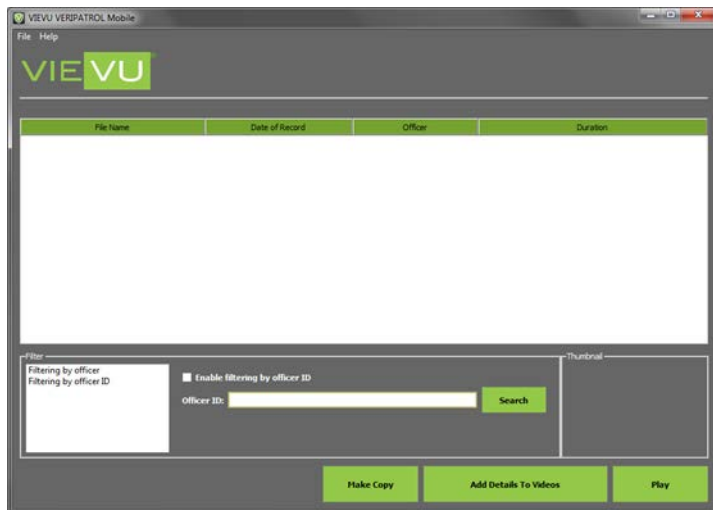


Figure 2

## Adding Details to Videos

➔ To review the video files currently stored on the camera or to add metadata to the videos:

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

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**Note: LE4, LE4 mini, LE5, and LE5 LITE cameras turn on automatically when connected to a computer via USB connection**

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3. Click the **Add Details to Videos** button on the bottom of the window.

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**Note: The camera must be connected to the computer and in the ON position to be downloaded. The cable requires two USB ports. You must connect both the USB and RS-232 connectors to USB ports on the computer. A USB hub can be used if needed.**

---

4. The View Only Mode warning window is displayed (Figure 3).

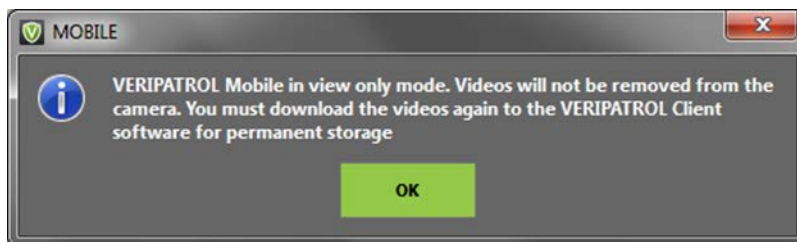


Figure 3

- This is to inform you the videos will remain on the camera.
  - The camera **must** be downloaded with the VERIPATROL Client application at a later time for permanent storage.
5. Click **Ok** to continue.
  6. The VidLock security window is displayed (Figure 4):



Figure 4

- If a camera has not been assigned prior to download, the following message is displayed (Figure 5):

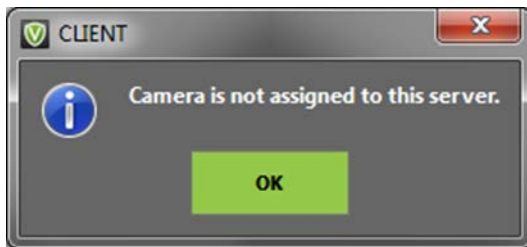


Figure 5

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**Note: If experiencing the error “Camera is not assigned to this server,” it is possible the Mobile application has not been updated with the camera information. Find more information in the “Updating Cached Information” section of this manual or contact your program administrator for assistance.**

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7. The File Annotation window is displayed (Figure 6).

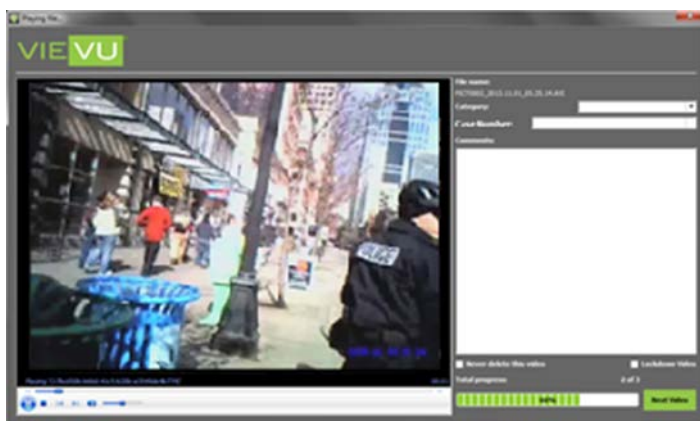


Figure 6

8. Select a **Category**, add a **Case Number**, add **Comments**, mark the video to **Never be Deleted**, or for **Lockdown**.
9. When finished, click the **Next Video** button to move to the next video.

---

**Note: Videos downloaded in View Only mode will only be available for playback for 1 hour. After 1 hour, the videos are removed.**

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- When complete, the video files are **NOT** removed from the camera.
- The video files and the metadata entered remain on the camera.

- The videos will need to be downloaded with the VERIPATROL Client software at a later time for permanent storage.

## Playing Videos

➔ To play a video:

1. Highlight the video and click the **Play** button at the bottom of the window.
  - Alternatively, double-click a video to play it.
2. The video playback window is displayed (Figure 7).



Figure 7

- **Play**, **Fast Forward**, **Rewind** the video, and use the **Slider Bar** to navigate to the desired portion of the video.
- Click the red **X** located on the top-right corner of the window to close the video and return to the video list.

## Print Video Screenshot

➔ To print a screenshot of a video file:

1. Begin playback of the video file.
2. Click the **Pause** button in the lower-left corner of the screen at the desired point of the video.
3. While the video is paused, click the **Print** button at the top-right corner of the window

A print dialog window is displayed. The print out contains additional information such as the file name, the user who printed the document, and the time the document was printed.

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

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## Making Copies of Videos

➔ To make a copy of a video:

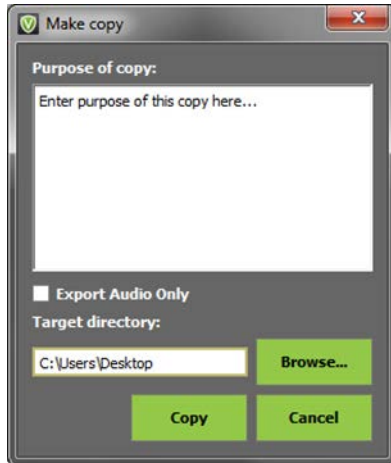
4. Click the **Videos** button at the top of the window.

---

**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. You can download this codec from [www.viewu.com](http://www.viewu.com).**

---

5. Highlight the video and click the **Make Copy** button.
6. The Make copy window is displayed (Figure 8).



**Figure 8**

- Enter the purpose for making the copy in the **Purpose of copy** field.
  - The **Target directory** field shows the destination where the video copy will be created.
7. Click the **Browse** button to select a different location.
  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 target directory chosen.

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**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.**

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## Export Audio Copy for Transcription

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

➔ 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 9).

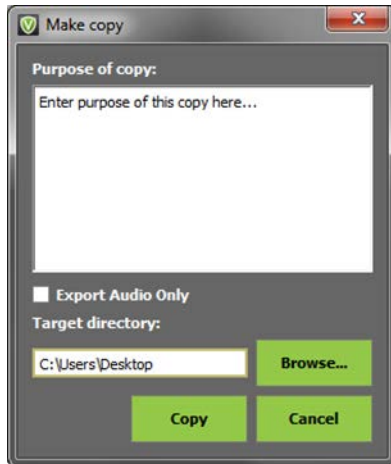


Figure 9

4. Enter the purpose for making the copy in the **Purpose of copy** field.
  - The **Target directory** field shows the destination where the audio only copy will be created.
5. Select the **Export Audio Only** check box.
6. Click the **Browse** button to select a different destination for the file.
7. Click on the location where the audio only copy should be created and click **OK**.
8. Click the **Copy** button to create the video copy.
9. A new video file is displayed in the selected target directory.
10. Visit <http://nettranscripts.com/viewu/viewu-client-registration.htm> and login with your secure credentials.
  - If you have not signed up with Net Transcripts, use the same link to begin the registration process.
11. Upload the Audio Only copy to request transcription services.

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

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# MOBILE+

## Mobile+ Remote Transfer Mode

Mobile+ Remote transfer mode allows for the download of video files to a computer without an active connection to the VERIPATROL server. Video files can be viewed and comments/category can be completed. The video files will then be wirelessly transferred from the computer to the VERIPATROL server using the Bee Networkx LinkPro software. Remote transfer requires the purchase of a software license from Bee Networkx to support the movement of video files from the remote computer to the VERIPATROL server.


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**Note: To purchase a LinkPro software license, contact VIEVU Sales at 888-285-4548**

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## Starting the VERIPATROL Mobile+ Application

→ To start the VERIPATROL Mobile application:

1. Double click on the **VIEVU Mobile**  icon located on the desktop.
  - Alternatively, you can start the program by clicking **Start**, selecting **All Programs**, selecting **VIEVU VERIPATROL**, and clicking on **VERIPATROL Mobile**.
2. Contact your Program Administrator for a **Login** and **Password**.

---

**Note: The password field is case sensitive.**

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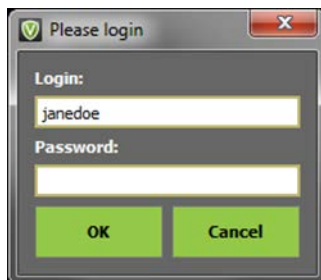


Figure 10

3. Click on **OK** after entering your **Login** and **Password**.
4. The VERIPATROL Mobile application console opens (Figure 11).

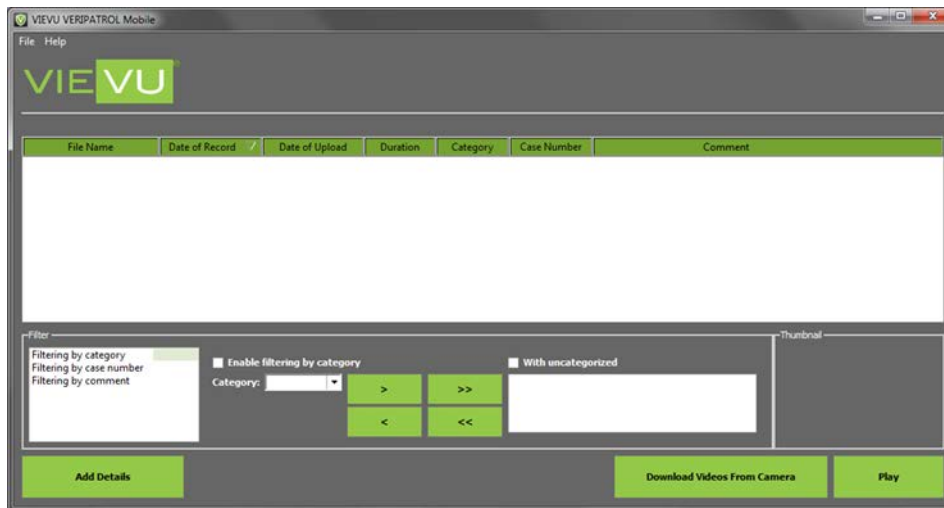


Figure 11

**Note:** If you receive the error “Invalid Credentials,” it is possible the Mobile application has not been updated with the login information. You can find more information in the “VERIPATROL Cached Information” section of this manual.

## Downloading Video

➔ To download videos 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 turn on automatically when connected to the computer

3. Click the **Download Videos From Camera** button at the bottom of the window.

**Note:** The camera must be connected to the computer and in the ON position to be downloaded. The cable requires two USB ports. You must connect both the USB and RS-232 connectors to USB ports on the computer. A USB hub can be used if needed.

4. The VidLock security window is displayed (Figure 12).

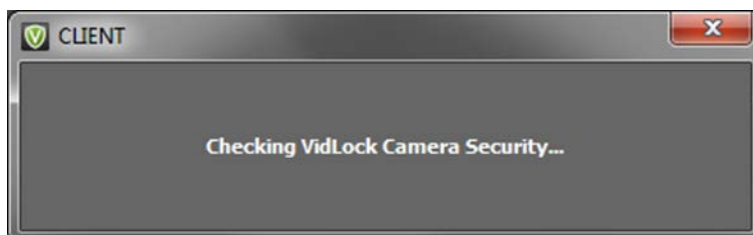


Figure 12

5. If the camera has not been assigned prior to download, the following message will appear (Figure 13):

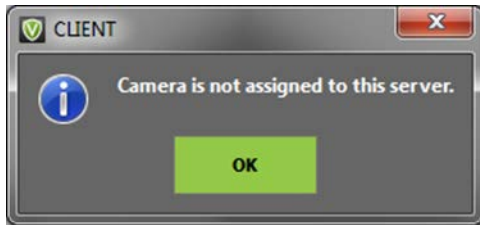


Figure 13

---

**Note:** If you receive the error “*Camera is not assigned to this server,*” it is possible the Mobile application has not been updated with the camera information. Find additional information in the “VERIPATROL Cached Information” section in this manual or contact your program administrator for assistance.

---

6. If video annotation was selected, the annotation window is displayed (Figure 14).

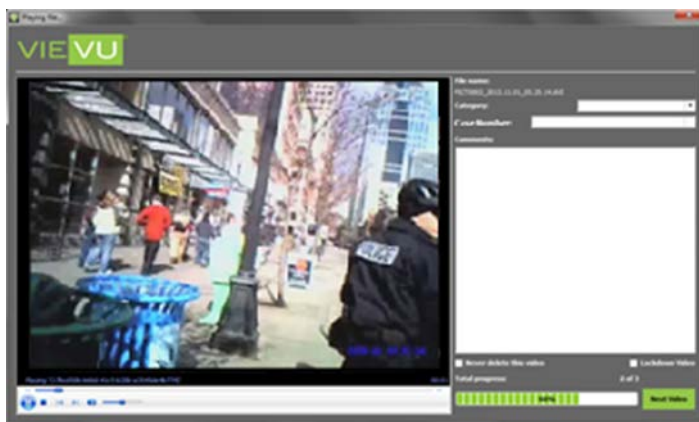


Figure 14

7. Select a **Category**, add a **Case Number**, add **Comments**, mark the video to **Never be deleted** or for **Lockdown**. When finished, click the **Next Video** button to move to the next video.
8. If video annotation was not selected, the file download window will appear (Figure 15).

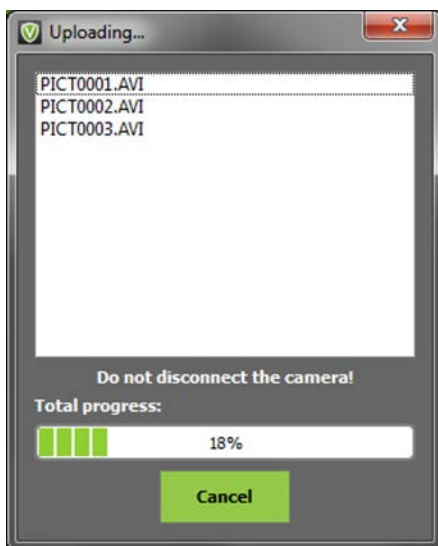


Figure 15

9. After the download is complete, the video files are removed from the camera.

---

**Note: Videos downloaded in View Only mode will only be available for playback for 1 hour. After 1 hour, the videos are removed.**

---

10. The VERIPATROL Mobile Application window now displays a list of all the videos that have been uploaded.
11. It is now safe to turn off and disconnect the camera from the computer.

## Playing Videos

→ To play a video:

1. Highlight the video and click the **Play** button at the bottom of the window. Alternatively, you can double-click a video to play it.
2. The video playback window is displayed (Figure 16).




Figure 16

- You can **Play**, **Fast Forward**, or **Rewind** the video. Use the **Slider Bar** to navigate to the desired portion of the video.
- Click the **Emergency Transfer to Server** button to immediately begin transferring the video to the VERIPATROL server.
- Click the red **X** at 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:

1. Begin playback of the video file.
2. Click the **Pause**  button in the lower-left corner of the window at the desired point of the video.
3. While the video is paused, click the **Print** button at the top-right corner of the window.
4. A print dialogue window is displayed.

- The printout 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.**

---

## Selecting a Video Category

➔ To select a video category:

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 17).

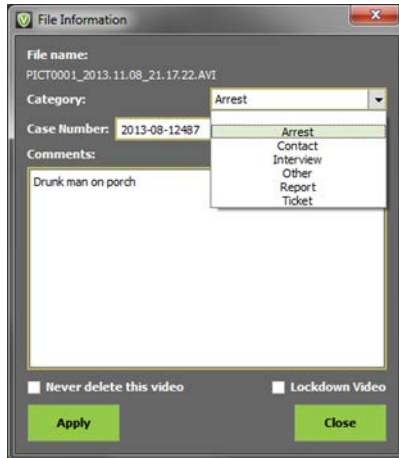


Figure 17

3. Select the desired category from the **Category** drop-down list.
4. When finished click the **Apply** button located in the lower left corner.
5. The category that was selected is now displayed in the **Category** column.

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**Note: File Categories are Added, Removed, or Renamed on the Server Setup tab in the VERIPATROL Admin application.**

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## Adding a Case Number 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 of the window.
2. The File Information window is displayed (Figure 18).

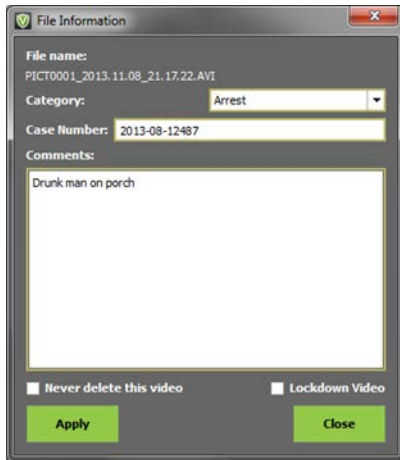


Figure 18

3. In the **Case Number** field, enter a case number.
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 19).

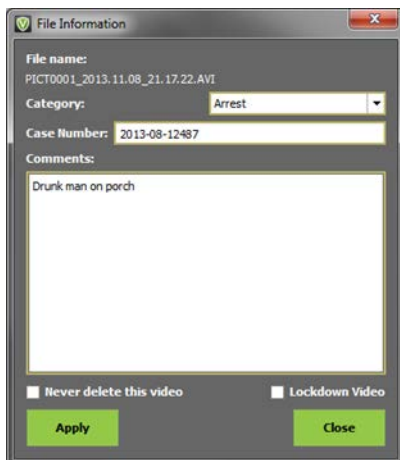


Figure 19

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 that were entered are now displayed in the **Comment** column.

## Marking a video 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 20).

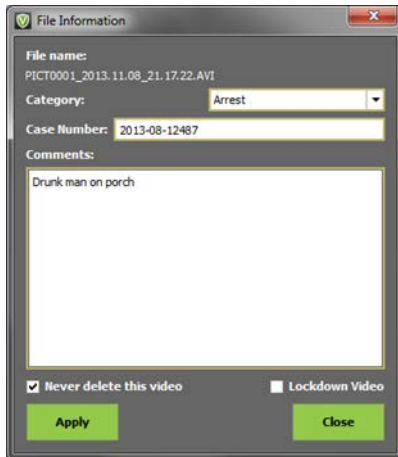


Figure 20

3. Select the **Never delete this video** check box.

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

---

4. When finished, click the **Apply** button in the lower-left corner of the window.

---

**Note: If a video has been set to never be deleted, the video is listed in bold text in the video list.**

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## 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 21).

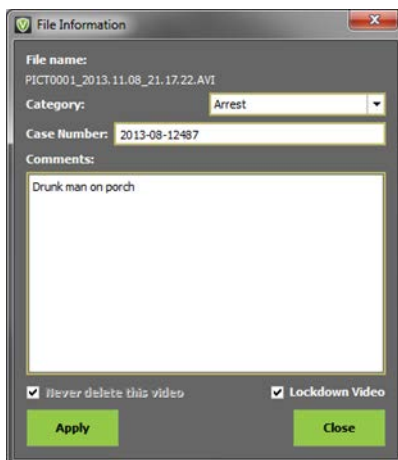


Figure 21

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

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**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 remove a video from lockdown status. Any user can mark a video for lockdown status.**

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## Making Copies of Videos

→ To make a copy of a video:

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 22).

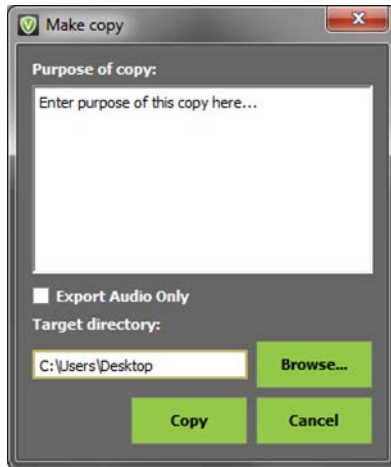


Figure 22

---

**Note: All copies of videos created from the VERIPATROL system require that the *ffdshow* codec is installed on the computer for the video to be played. This codec can be downloaded from [www.viewu.com](http://www.viewu.com).**

---

4. Enter the purpose of the copy into the Purpose of copy field.
  - The **Target directory** field shows the location where the video copy will be created.

---

**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.**

---

5. Click the **Browse** button to select a different location for the video copy.
6. Click on the location where the video copy should be created and click **OK**.
7. Click the **Copy** button to create the video copy.
8. The new video file is displayed in the target directory chosen.

## Export Audio Copy for Transcription

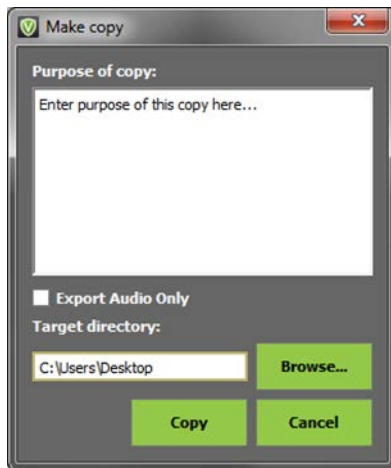
VERIPATROL provides the ability to export an audio only copy of a video file to submit for transcription through Net Transcripts.

→ 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 23).



**Figure 23**

4. Enter the purpose of the copy into the **Purpose of copy** field.
  - The target directory lists the location where the audio only copy will be created.
5. Select the **Export Audio Only** check box.
6. Click the **Browse** button to select a different location.
7. Click on the location where the audio only copy should be created and click **OK**.
8. Click the **Copy** button to create the video copy.
9. The new video file is displayed in the **Target directory** field.

---

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

---

10. Visit <http://nettranscripts.com/viewu/viewu-client-registration.htm> and login with your secure credentials.

---

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

---

11. Upload the audio only copy to request transcription services.

## Setting Video Transfer Priority

VERIPATROL Mobile+ provides 3 separate video transfer priorities. These priority levels are used to define the order in which to transfer the videos and the connection methods to use. The priority levels are: **Normal**, **High**, and **Emergency**. All videos are uploaded at the lowest (**Normal**) priority level. The user can choose to enable **High** or **Emergency** priority if necessary. When a video is in **Normal** or **High** priority, the video is held on the computer for 1 hour and is available for playback and for adding comments/category information. When a video is placed in **Emergency** priority, the transfer begins immediately and the video is no longer available for playback or for adding comments/category information.

➔ To set the High priority:

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 24).

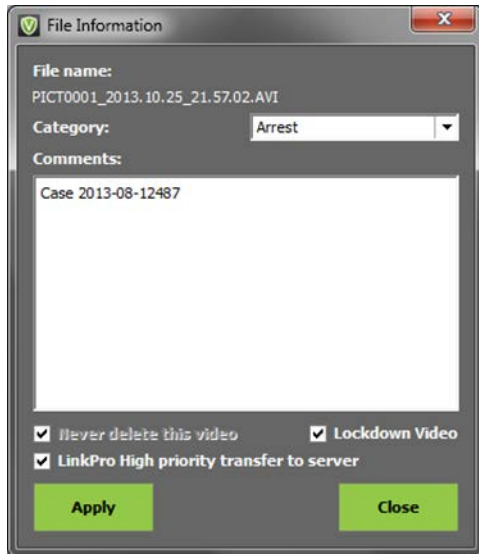


Figure 24

3. Select the **LinkPro High priority transfer to server** check box.
4. Click the **Apply** button in the lower-left corner of the window.
5. After approximately 1 hour, the video is transferred to the server using **High** priority.

➔ To set emergency priority:

1. Highlight the video and click the **Play** button at the bottom of the window. Alternatively, you can double-click a video to play it.
2. The video playback window is displayed.
3. Click the **Emergency Transfer to Server** button to select **Emergency** priority and immediately begin transferring the video to the VERIPATROL server.
  - The video will no longer be available for playback or adding comments/category information.

## Viewing BOLO Messages

VERIPATROL Mobile+ has a **Be on The Look-Out** (BOLO) function to deliver a picture, video, or any type of file to all the VERIPATROL Mobile+ remote computers. This can be helpful for quickly distributing a piece of information such as a photo of a suspect or vehicle.

- When a BOLO message is received, a pop-up message is displayed (Figure 25).

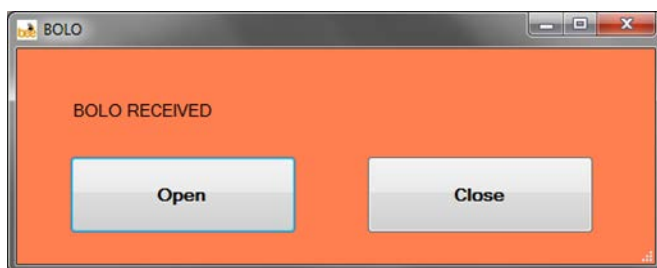


Figure 25

- Click Open to view the file or Close to ignore the BOLO message.

# UPDATING CACHED INFORMATION

## Updating Cached Information

VERIPATROL Mobile caches information locally on the computer to support secure access to the system without an active connection to the VERIPATROL server. The cached information is automatically updated when VERIPATROL Mobile can access the server across the network.

The following pieces of information are cached locally:

- User Login Information
- Camera Security Keys
- File Categories

If changes are made to these pieces of information, they may not be immediately reflected in the Mobile application.

For example, if a user's password is changed in the Admin application, the user is not able to log in to the Mobile application with the new password until the cached information has been updated.

The cached information is automatically updated at regular intervals; however, a manual process has been built to force the information to be updated immediately.

→ To manually update the cached information:

1. Access the VERIPATROL Mobile Configuration application by clicking **Start**, selecting **All Programs**, selecting **VIEWU VERIPATROL**, and clicking on **Mobile Configuration**.
2. The VERIPATROL Mobile Configuration application window is displayed (Figure 26).



Figure 26

3. Confirm you have a network connection to allow access to the VERIPATROL server. You may need to activate a corporate VPN or other program to allow access to the network.
4. Click the **Update Cached Information** button at the bottom of the window.

---

**Note: If an error message is received, confirm you have a network connection to the VERIPATROL server.**

---

5. When the update is complete, a confirmation window is displayed (Figure 27).

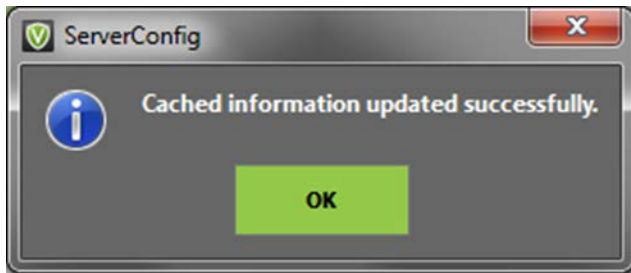


Figure 27

6. Click **OK**.

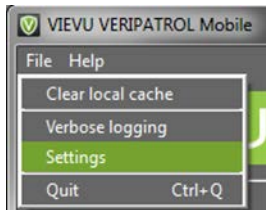
# VIEW PREFERENCES

## Change View Preferences

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

→ To change the view preferences:

1. Click the **File** menu button on the top-left corner of the window and select **Settings**.
2. The Settings window is displayed (Figure 28).



**Figure 28**

3. Click the **File List Columns** tab.
4. Add or remove checkmarks as necessary.
5. When finished, click the **OK** button.
6. The settings changes are immediately applied.

# ACTIVATING MOBILE+

## Activating Mobile+ (Remote Transfer Mode)

To activate Mobile+ Remote Transfer mode an activation process must be performed to configure the LinkPro software.

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**Note: The LinkPro server must be set up and configured prior to activating VERIPATROL Mobile+.**

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➔ To activate Mobile+:

1. Access the VERIPATROL Mobile Configuration application by clicking **Start**, selecting **All Programs**, selecting **VIEVU VERIPATROL**, and clicking on **Mobile Configuration**.
2. The VERIPATROL Mobile Configuration application window is displayed (Figure 29).



Figure 29

Confirm you have a network connection to allow access to the LinkPro server. You may need to activate a corporate VPN or other program to allow access to the network.

3. Click the **Activate LinkPro** button.
4. The LinkPro activation window is displayed (Figure 30).



Figure 30

5. Enter the Bee Networkx **Customer Number**, **LinkPro Server Address**, and the **LinkPro Server Port** into the appropriate fields.
6. Click the **Activate** button at the bottom of the window.

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**Note: If an error message is received, confirm you have a network connection to the VERIPATROL server that is running the LinkPro server software.**

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7. The LinkPro activation process begins.
  - When activation is complete, a confirmation window is displayed. VERIPATROL Mobile is now in Mobile+ Remote Transfer mode.