



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. This guide details the installation, configuration, and operation of the VERIPATROL Mobile software. Additional support material is available at <http://www.viewu.com/veripatrol-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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SYSTEM REQUIREMENTS

This section details requirements for installing VERIPATROL Mobile.

Mobile (Review Mode)

VERIPATROL System

VERIPATROL Mobile is an add-on to VERIPATROL.

- An existing installation of VERIPATROL is required.
- The existing VERIPATROL system must be the same version as the Mobile version being installed.

Note: If the version of VERIPATROL is not the same, upgrade the existing VERIPATROL software to the same version before installing VERIPATROL Mobile.

Workstations

- Windows compatible computer running Windows 7, 8.1, or 10
- 2 available USB ports

MOBILE DEPLOYMENT PROCESS

The VERIPATROL Mobile deployment process is as follows:

1. Enable **Log in to VERIPATROL Mobile** security for users via the VERIPATROL Admin program.
2. Install VERIPATROL Mobile on computers mounted in cars.

VERIPATROL Mobile Log in Security

Note: Access to VERIPATROL Mobile program is restricted. Users must be granted security to be able to utilize the VERIPATROL Mobile program. This is to ensure that only an authorized user can access videos on the camera while in the field.

→ To allow VERIPATROL Mobile access for a user:

1. Log in to the VERIPATROL Admin application.
2. Click on the **Officers** button.
3. Click the **Edit User** button.
4. Select the **Log in to VERIPATROL Mobile** check box in the security section, and then click **Ok** (Figure 1).

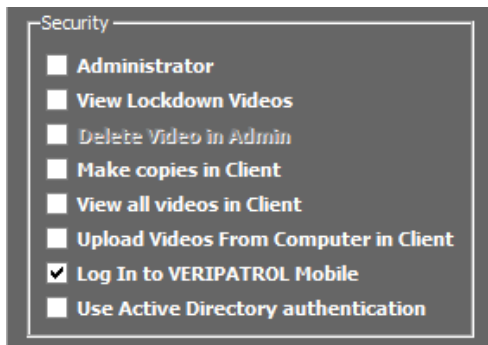


Figure 1

5. Repeat this process for all remaining users.

INSTALLATION INSTRUCTIONS

This section details the installation of the Mobile software.

Note: Verify the version of VERIPATROL Mobile matches the version of your VERIPATROL software before installation.

Review Mode Installation

➔ To install VERIPATROL Mobile:

1. Contact VIEVU to acquire the Mobile installation file (VERIPATROL_Mobile_Installer.exe).
2. Run the installer.
3. Click **I Agree** and **Accept** the license agreements after review.
4. Select the installation destination and click **Next**.
5. Select **Mobile** and click the **Next**.
6. Enter the VERIPATROL **Server IP Address** and the **Server TCP Port**.
7. Click **Install**.
8. The application installation begins.

Note: The installation will take several minutes. Please be patient. If any errors are received, please contact VIEVU support for additional assistance.

9. Click **Finish** when the installation is complete.
10. Click **Yes** to restart the computer.

Note: Before VERIPATROL Mobile can be used, information must be cached from the VERIPATROL Server. This process occurs automatically at regular intervals when a network connection between the remote computer and the VERIPATROL server exists. To update the cached information on demand refer to the "Updating Cached Information."

MOBILE 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 metadata additions to 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.

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

Starting the VERIPATROL Mobile Application

→ To start the VERIPATROL Mobile application:

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

Note: The Password field is case sensitive.

3. After entering your **Login** and **Password**, click **OK** (Figure 2).

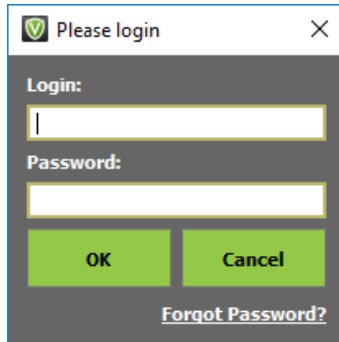


Figure 2

Note: If receiving 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.

4. The VERIPATROL Mobile Application console is displayed (Figure 3).

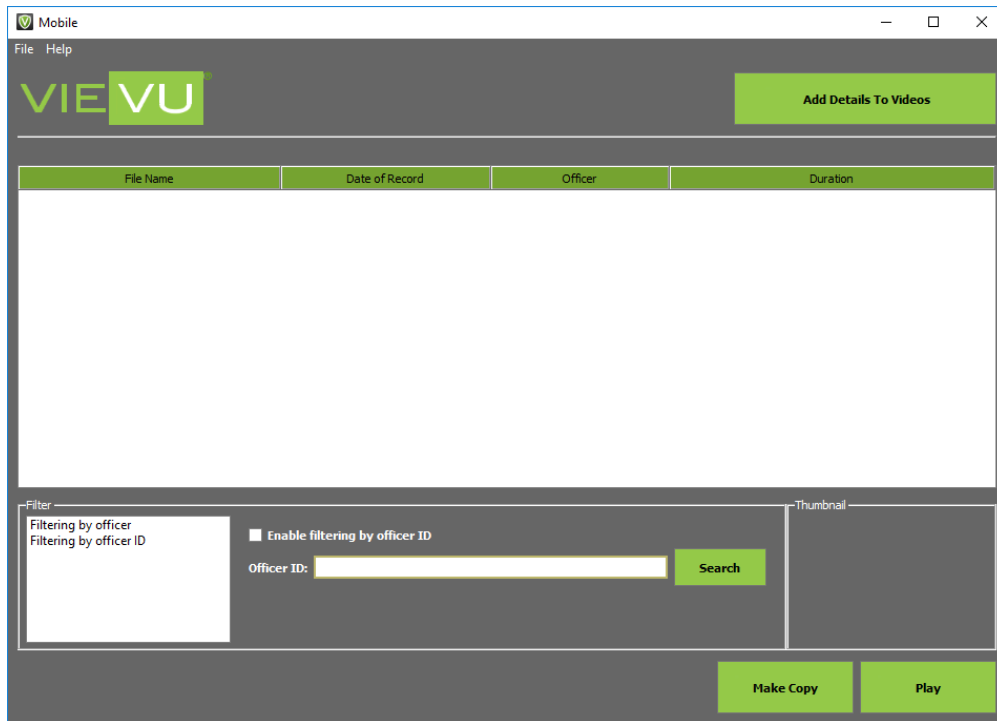


Figure 3

Playing Videos

➔ To play a video:

1. Highlight the video and click the **Play** button at the bottom of the window.
2. The video playback window is displayed (Figure 4Error! Reference source not found.).



Figure 4

- **Play, Fast Forward, Rewind** the video, or 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.

Adding Details to Videos

➔ 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**.

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

3. Click the **Add Details to Videos** button on 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 view only mode warning window is displayed (Figure 5).

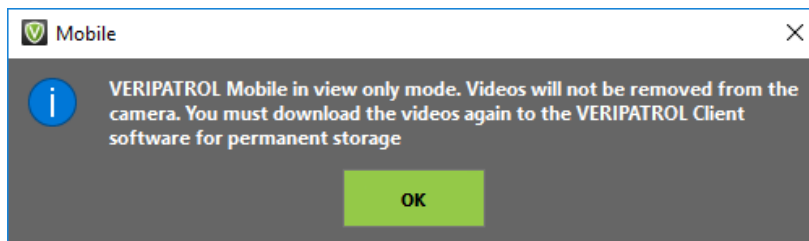


Figure 5

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

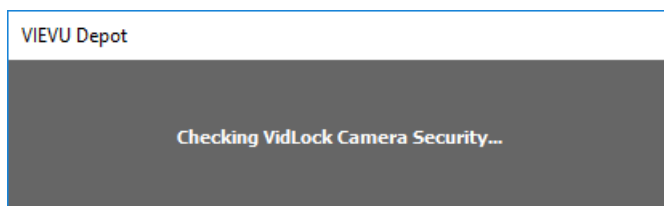


Figure 6

7. If a camera has not been assigned prior to download, the following message is displayed (Figure 7).

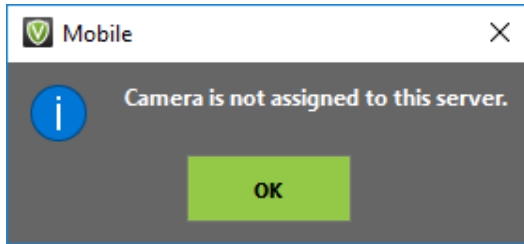


Figure 7

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.

8. The File Annotation window is displayed (Figure 8).

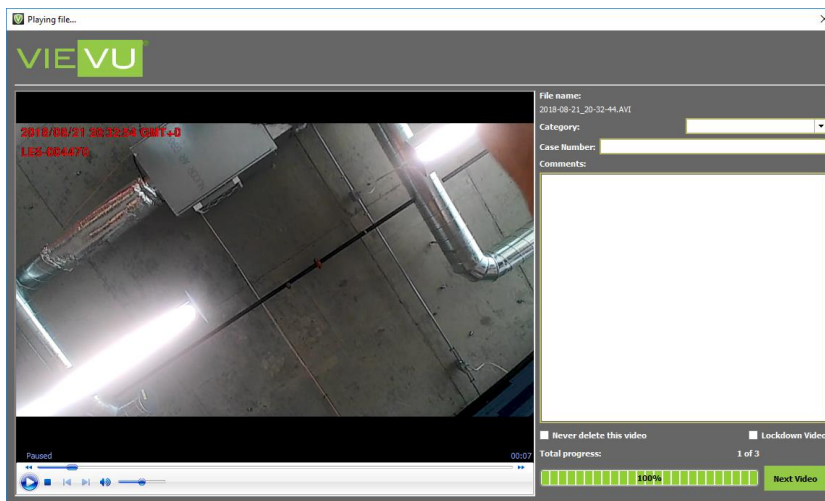


Figure 8

9. Select a **Category**, add a **Case Number**, add **Comments**, mark the video to **Never be Deleted**, or for **Lockdown**.
10. 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.

11. 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.

Categories

➔ 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 9).

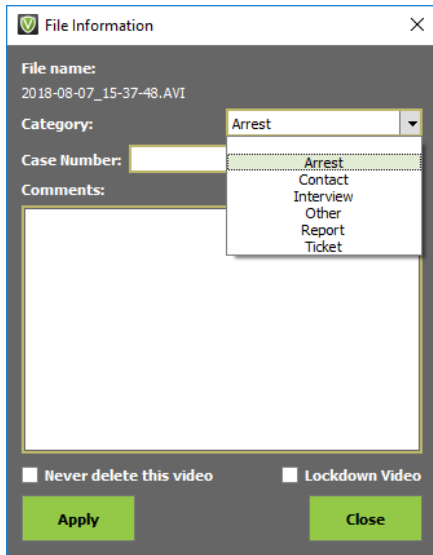


Figure 9

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.

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

Case Number

➔ 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 10).

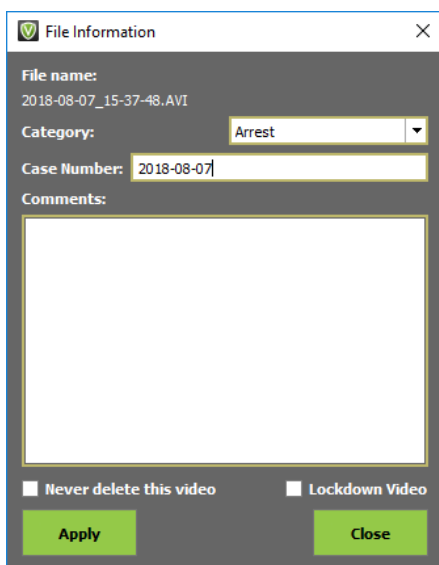


Figure 10

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.

Comments

➔ 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 11).

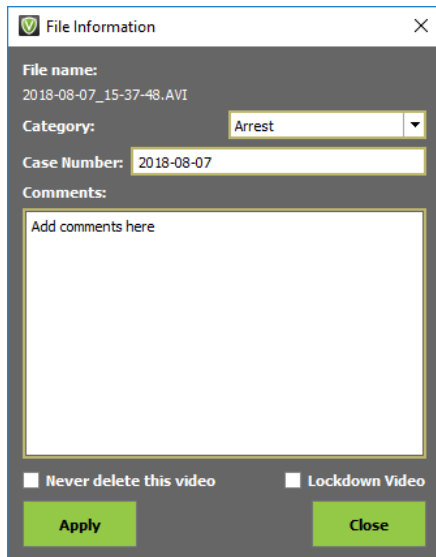


Figure 11

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 12).

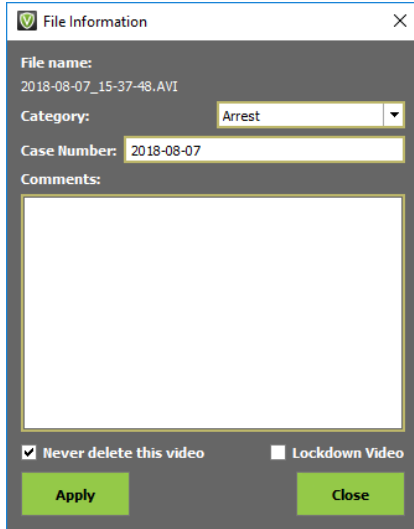


Figure 12

3. Select the Never delete this video check box.

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.

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 13).

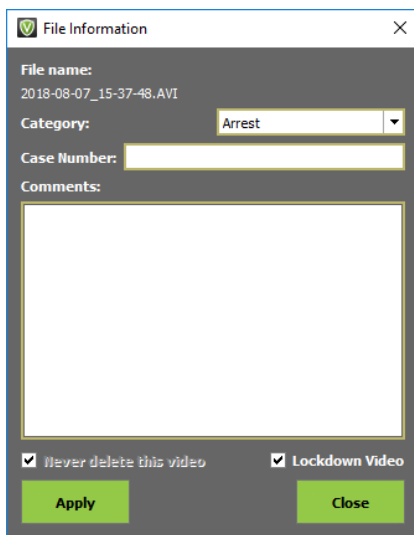


Figure 13

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

Copy Functions

This section details the copy functions that are available in the VERIPATROL Mobile application.

Note: The Make Copies in Client security is required in order to make copies in the VERIPATROL Mobile application. Add it to a user in the VERIPATROL Admin application.

Video Copies

➔ 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 *ffds* codec to be installed on the computer for the video to be played.

2. Highlight the video and click the **Make Copy** button.
3. The Make copy window is displayed (Figure 14Error! Reference source not found.).

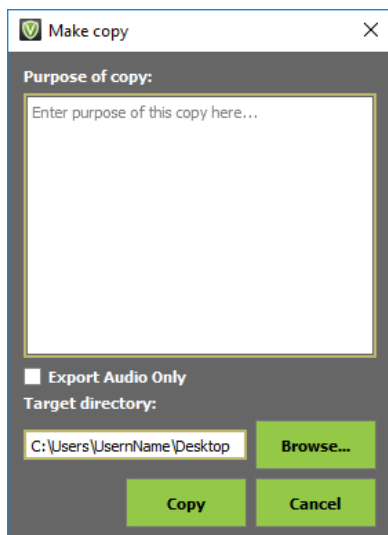


Figure 14

4. Enter the purpose for making the copy in the **Purpose of copy** field.
5. Select the location where the video copy should be created and click **OK** (Figure 15).

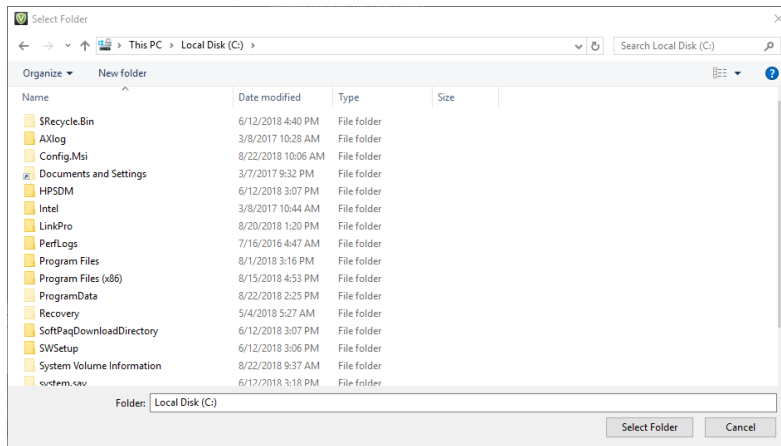


Figure 15

- The **Target directory** field shows the destination where the video copy will be created.
 - Click the **Browse** button to select a different location.
6. Click the **Copy** button to create the video copy.
 7. A new video file is displayed in the target directory chosen.

Note: The Make Video Copies feature is only available to users with the permission to make them. These permissions are granted in the VERIPATROL Admin Application.

Audio Copies

VERIPATROL provides the ability to export an audio only copy of a video file.

➔ 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. Enter the purpose of the copy into the window.
4. The Target directory field lists the location where the audio-only copy is created.
5. Select the **Export Audio Only** check box.
 - By default, they will be saved onto the current user's desktop.
 - Click the **Browse** button to select a different location.
6. Click the **Copy** button to create the video copy.
7. A new video file is displayed in the selected target directory.

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 screen at the desired point of the video.
3. While the video is paused, click the **Print** button.
4. A print dialog window is displayed.

5. The print out contains additional information such as the file name, the user that printed the document, and the time the document was printed.

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

ADDITIONAL OPTIONS

This section details miscellaneous options available in the VERIPATROL Mobile application.

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> All Programs>VIEVU VERIPATROL> Mobile Configuration**.
2. The VERIPATROL Mobile Configuration application window is displayed (Figure 16).

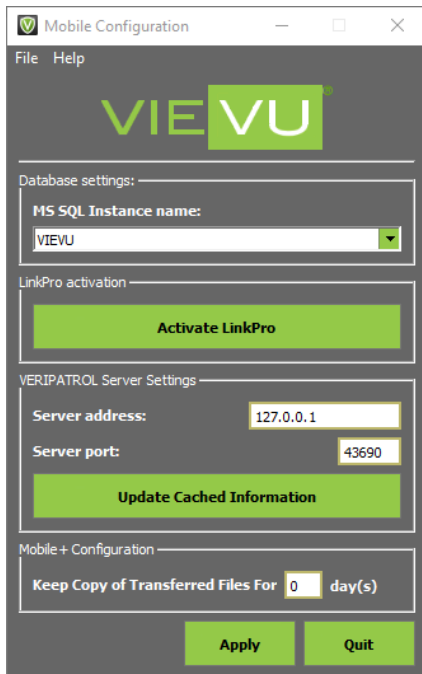


Figure 16

3. Confirm an existing network connection can allow access to the VERIPATROL server.
 - It may be necessary 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 17).

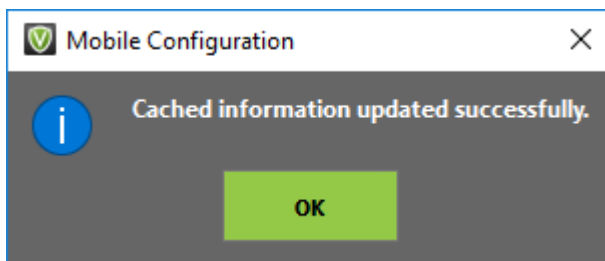


Figure 17

6. Click **Ok**.

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 18).

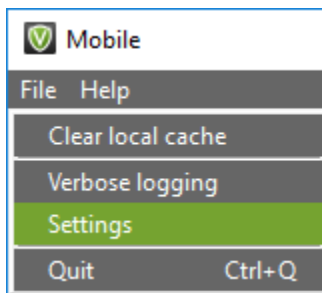


Figure 18

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.