



# VIEVU Solution App User Guide

## INTRODUCTION

VIEVU Solution is the next generation, fully-hosted, cloud evidence management system. This guide describes how to operate the VIEVU Solution. Additional support material is available at [www.viewu.com/support](http://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](mailto:support@viewu.com).

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# OVERVIEW

VIEVU Solution is the next generation, fully-hosted, cloud evidence management system. This guide describes how to operate the VIEVU Solution Mobile Application. Additional support material is available at [www.vievu.com/vievu-solution-support](http://www.vievu.com/vievu-solution-support).

## Introduction

The VIEVU Solution app is an optional program you can use to access the VIEVU Solution platform from a smartphone or other mobile device.

The VIEVU Solution app will operate without a Wi-Fi or cellular internet connection. However, you will not be able to login or access evidence or cases in VIEVU Solution until an internet connection is established.

Access to the VIEVU Solution app is controlled by the **Use Mobile App** user role setting. This allows you to determine which users can login to the app.

All actions performed on a VIEVU Solution mobile app are logged in VIEVU solution.

## Camera Support

The VIEVU Solution Mobile App supports the following functionality with the VIEVU LE5 and LE4 cameras:

- Live Streaming of video from a camera.
- Preview of videos from on a camera.
- Adding metadata to videos on a camera.
- Uploading videos from the camera, using a cellular connection (iOS only).

## VIEVU Solution Evidence

The VIEVU Solution app gives the user access to:

1. Review evidence in VIEVU Solution.
2. Review cases in VIEVU solution.
3. Sharing evidence in VIEVU Solution (iOS only).
4. Upload video and files from a smartphone to VIEVU Solution.
  - This enables users who do not have body cameras to capture video/pictures with their smartphone and store them in VIEVU Solution.

## App Download

The VIEVU Solution App is currently available for download from the Apple App Store, and Google Play Store. You can also access the app from our [website](#).

## App Updates

VIEVU Solution App updates are made available to the appropriate app store, as they are released.

## Legal Notices

Information in this document is subject to change without notice.

# GETTING STARTED

This section details accessing the VIEVU solution app.

## Access To VIEVU Solution

Gaining access to the VIEVU solution app is done via VIEVU Solution.

### Logging In

To use the VIEVU Solution mobile app, you must have a user account with a VIEVU Solution web environment.

➔ To set up your account information:

1. An administrator of VIEVU Solution creates a role with **Use Mobile App** permission.
2. An administrator of VIEVU Solution creates your user account and assigns it to this role.
3. You must setup your VIEVU Solution password, by opening the link sent in the **Welcome to the VIEVU Solution** email (Figure 1).

noreply@vievusolution.com |  
[VIEVU Solution] Welcome to the VIEVU Solution

## Welcome to the VIEVU Solution!

Dear [REDACTED]

A new account has been created for you. Please click this [link](#) to set your password.

Please do not reply to this message. This email is an automated notification, which is unable to receive replies.

**VIEVU Solution Support Team**

Figure 1

4. You may now install and launch the appropriate VIEVU solution app for your mobile device.

➔ To login to the VIEVU solution mobile app

1. When the VIEVU Solution App is launched for the first time, you are prompted to input your VIEVU Solution *Username*, *Password* and *Account Name* (Figure 2).



Figure 2

---

**Note:** If the Account Name field is not displayed, tap the icon (...) beneath the Username and Password fields.

---

2. Enter your username and password (and if necessary, enter your Account Name).

---

**Note:** Your Account Name is the first word in the URL of your VIEVU Solution website. For example, if your website address were, <https://XYZcorp123.viewusolution.com>, your Account Name would be **XYZcorp123**.

**Note:** Do not connect to your camera prior to logging into the VIEVU Solution App. An active internet connection is required to successfully authenticate your credentials.

---

3. A request for where to send a verification code is displayed.

- If your agency is not using Multi-Factor Authentication, then the VIEVU Solution App main menu is displayed.
4. Select either email or text message
  5. The verification code screen is displayed (Figure 3).

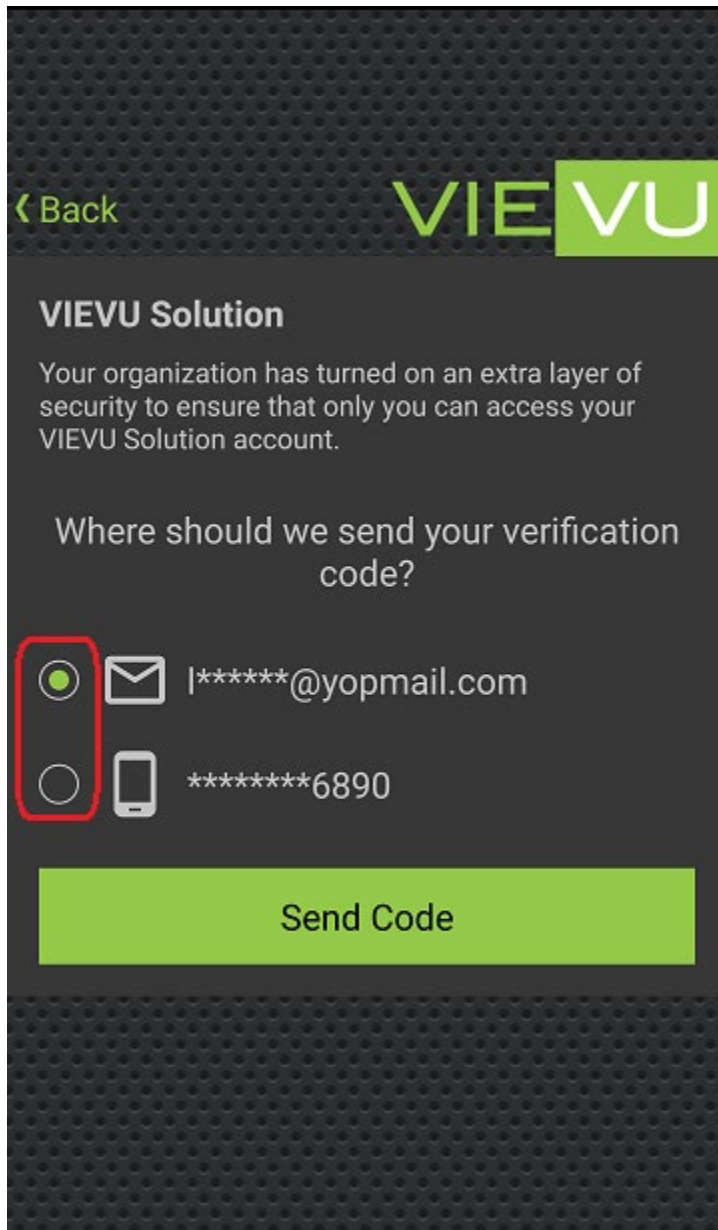


Figure 3

6. Select a method by which you wish to receive your verification code (email or text message), and tap on **Send Code**.
7. Retrieve the authentication code:
  - From a text message on your mobile device.
  - From the VIEVU Solution Verification Code email (Figure 4).

## VIEVU Solution Verification Code

Sender: [noreply@viewusolution.com](mailto:noreply@viewusolution.com)

Subject: [VIEVU Solution] Verification Code

Body:

Your VIEVU Solution verification code is **xxxxxx**

Please do not reply to this message. This email is an automated notification sent by an email address that cannot receive replies.

### VIEVU Solution Support Team

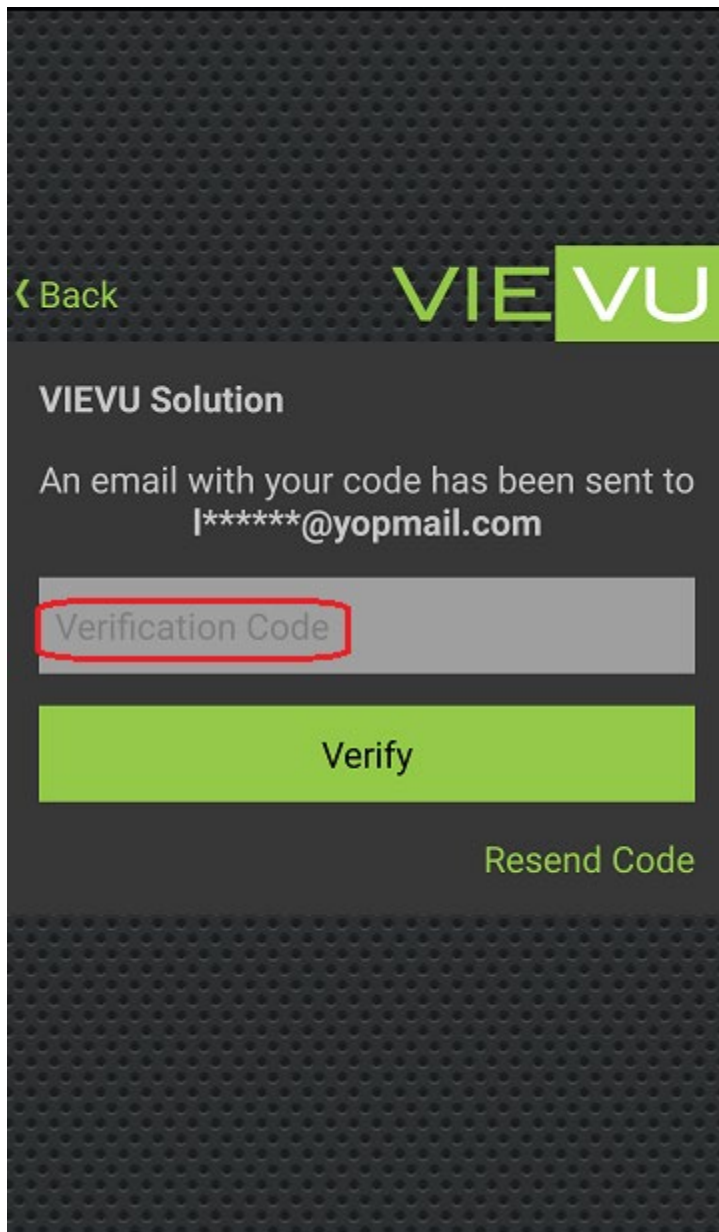
[support@viewu.com](mailto:support@viewu.com)

888-285-4548

#### Figure 4

8. Enter the code into the **Verification Code** field (Figure 5).





**Figure 5**

9. Tap the **Verify** button.
10. The VIEVU Solution App main menu is displayed (Figure 6).

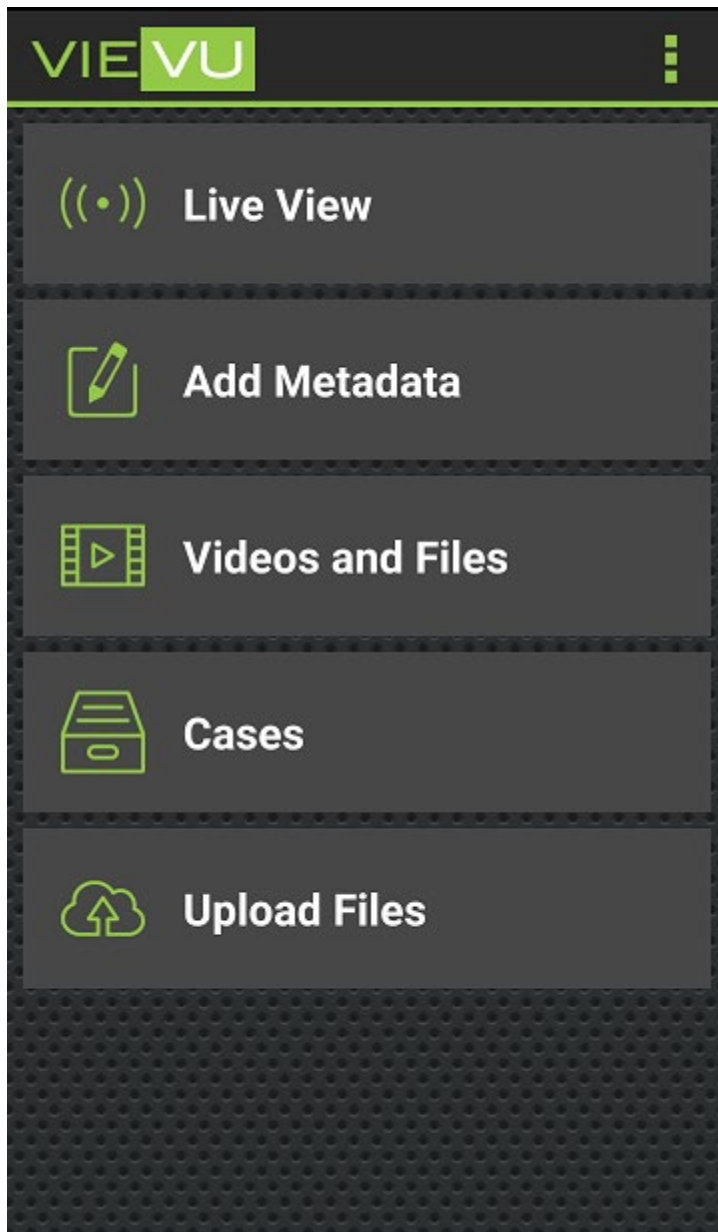


Figure 6

## Access To A Camera

The VIEVU Solution mobile app allows you to connect to a camera using your device's Wi-Fi capability. It also allows you to connect to the internet using your Wi-Fi (or wireless data on iOS devices only) connections. Using an Android device, your connection is to either camera or to the internet. With an iOS device you may connect to either camera or internet using Wi-Fi, or you may connect to both using a wireless data connection and Wi-Fi.

### Connect to Camera

You are able to connect your mobile device to your camera using the phone's Wi-Fi connection. You will need a camera password for this connection. Once a connection is established, your mobile device will automatically connect to your camera whenever there are no other Wi-Fi connections.

➔ To connect VIEVU Solution mobile to your camera:

1. If your mobile device is not automatically connecting to your camera, open the phone's Wi-Fi settings.
  - Alternatively, if you are using an Android device, you are able to display your devices Wi-Fi settings by opening the Live View or Add Metadata menu options and double-tapping the screen (Figure 7).

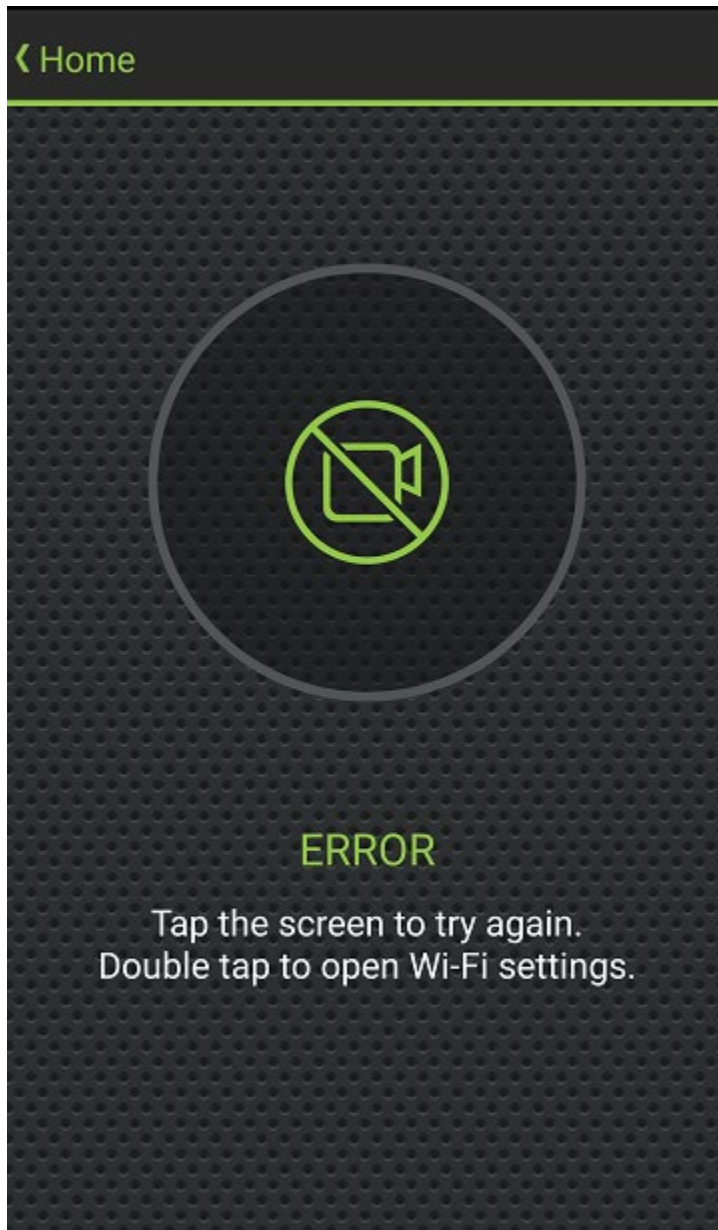


Figure 7

2. Connect the phone to the Wi-Fi network matching your camera's serial number.

---

**Note: To connect to the camera, Wi-Fi must be enabled on the phone.**

---

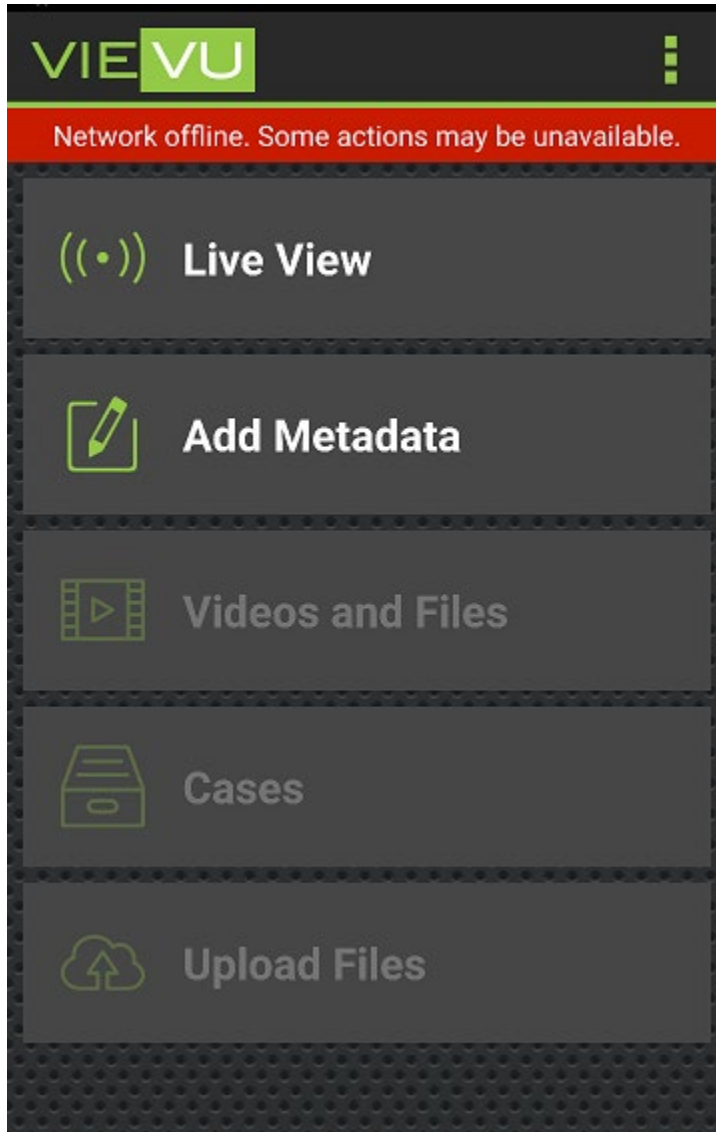
3. Enter the password for the camera.

- A password should be provided by your administrator.
4. Use your device's navigation method to return to the VIEVU Solution App.
  5. The main menu is displayed (Figure 6).

---

**Note:** That if by connecting to your camera via Wi-Fi, you lost your internet connection, then only the camera features (Live View and Add Metadata), are made available (Figure 8).

---



**Figure 8**

## MAIN MENU

The main menu is displayed when you have logged into VIEVU Solution through the mobile app ().

### Live View

The LE4 and LE5 model cameras are capable of real-time streaming of high quality, high frame-rate video and audio over secure Wi-Fi. With **Live View** mode, you can see what video you are capturing and adjust positioning as necessary.

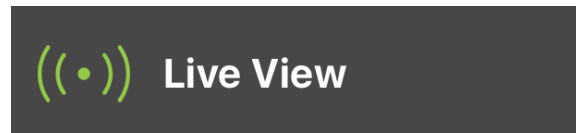


Figure 9

### View Live Video Stream

The VIEVU Solution App enables you to see real-time streaming of video from the LE4 and LE5 cameras over a secure, encrypted Wi-Fi connection.

➔ To view a live stream from your camera:

1. Connect your mobile device to your camera.
2. From the VIEVU Solution App main menu, tap the **Live View** button (Figure 9).

---

**Note:** When you tap on Live View and your mobile device is not connected to a camera, then you are prompted to tap the screen to open your Wi-Fi settings (Android devices only).

---

3. The real-time video stream from the camera is displayed.

---

**Note:** When using the Live View feature, no video is being recorded to the mobile device.

---

### Add Metadata

The Add metadata feature allows you to capture information about a video on your camera, from your mobile device.

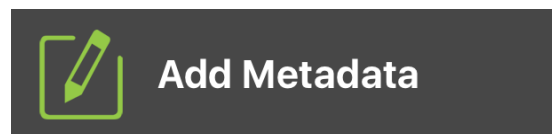


Figure 10

### Overview

The VIEVU Solution App enables you to review video stored on the LE4 and LE5 cameras over a secure, encrypted Wi-Fi connection. You may also add metadata to your video prior to uploading to the VIEVU Solution.

### View Camera Videos

➔ When a camera is connected to your mobile device, you can see a list of videos on the camera:

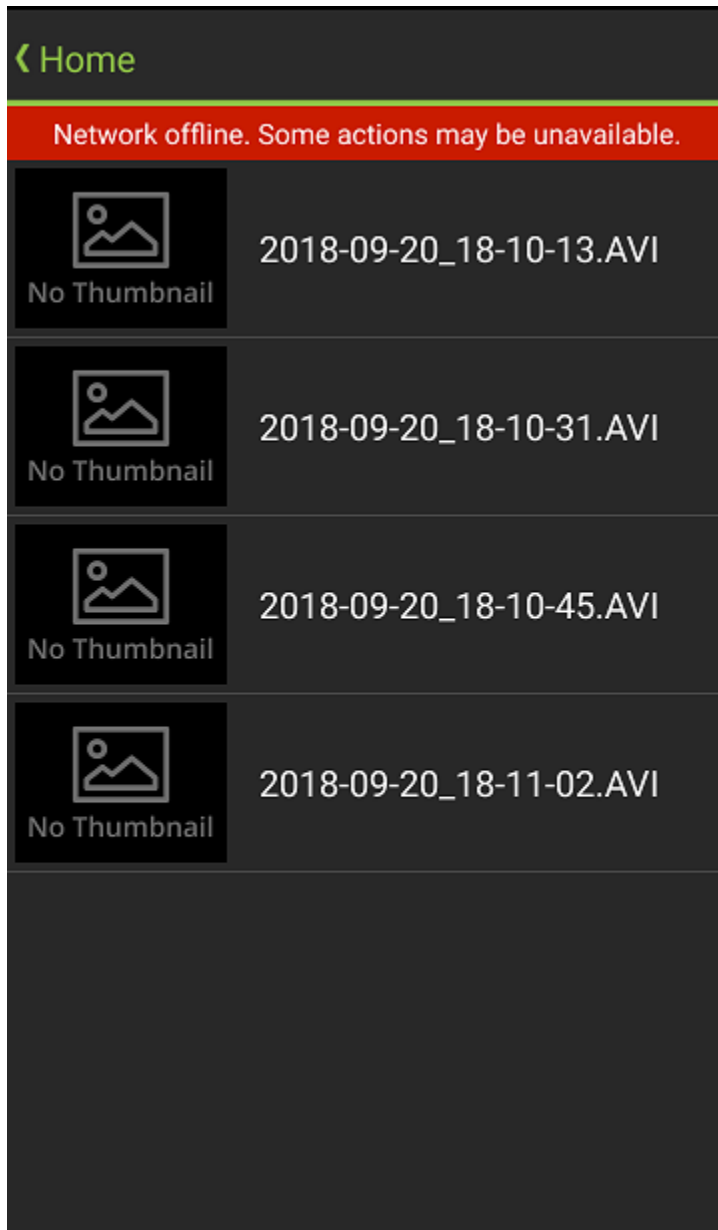
1. Connect your mobile device to your camera.
2. From the VIEVU Solution App main menu, tap the **Add Metadata** button (Figure 10).

---

**Note: When you tap on Add Metadata and your mobile device is not connected to a camera, then you are prompted to tap the screen to open your Wi-Fi settings (Android devices only).**

---

3. A list of video files on the camera, (Figure 11).



**Figure 11**

4. Tap on a video file to select it.
5. The **Camera Video Details** screen is displayed (Figure 12).

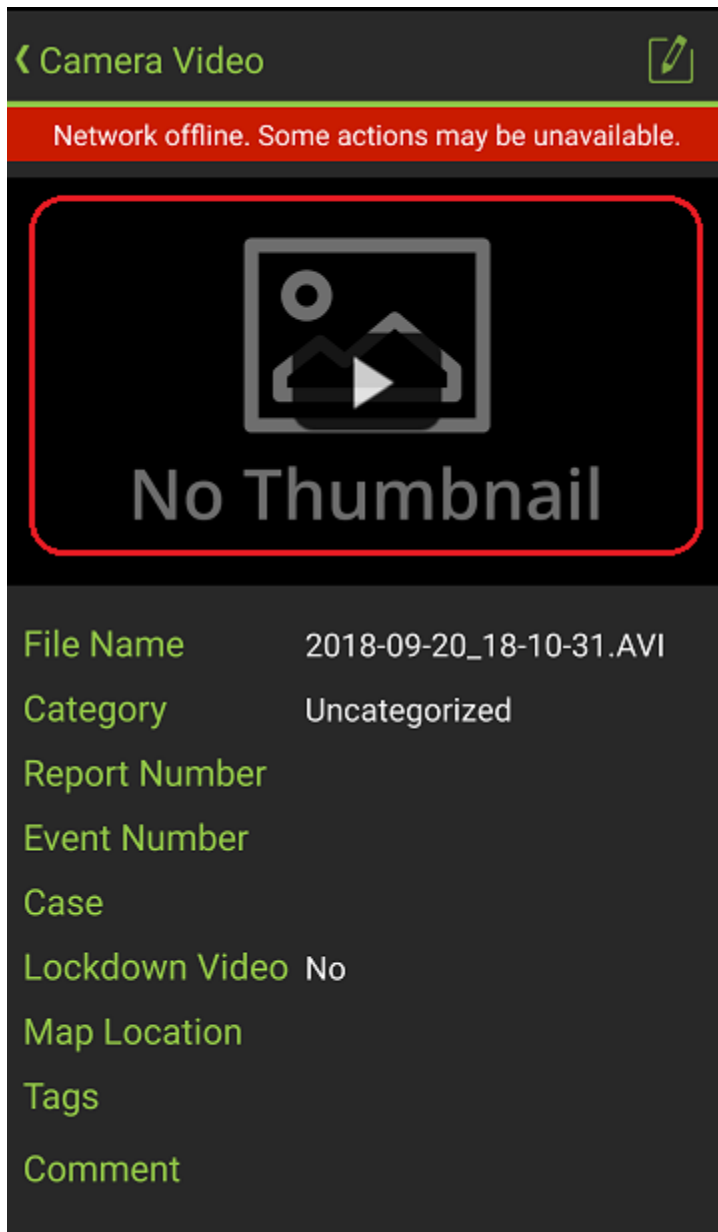


Figure 12

6. Tap on the video image to play the video.

## Edit Metadata

You are able to add information to videos on your camera (metadata), from your mobile device.

➔ To add or edit metadata for a listed video using your mobile device:

1. From the list of videos on the camera, tap on the video for which you wish to edit metadata.
2. Tap the **Edit Metadata** icon.
3. The **Edit Metadata** screen is displayed (Figure 13).

← Camera Video Details Save

Network offline. Some actions may be unavailable.

Category

Uncategorized

Report Number

Unique Report Number

Add Report Number

Event Number

Event Number

Extend Retention (Never Delete)

Off

Lockdown Video

No

Tags

Add +

Figure 13

4. Select a category from the dropdown list next to the **Category** field.
5. Add report numbers:
  - Enter a report number into the **Report Number** field.
  - Add report numbers as needed, by tapping the **Add Report Number** button.
  - Remove report numbers by tapping the 'X' next to report number.

---

**Note:** For the 'Add Report Number' button to be visible, the 'Multiple Report Numbers' option must be enabled in VIEVU Solution.

---

6. Type an event number into the **Event Number** field.
7. Select whether to extend retention:
  - Select **Off**, **Choose Date** or **Never Delete**.



- If **Choose Date** was selected, a date field is displayed containing the default delete date given by the category.
- Tap on the calendar to the right of the date field to select a deletion date.

---

**Note: Changing the category of the evidence item will not change the extended retention date. It can however, extend the deletion date of the evidence past the retention date.**

---

8. Tap the slider icon below the **Lockdown Video** to select a lockdown video option.
9. Add tags to your evidence item:
  - Tap on the **Add +** icon.
  - A list of available tags is displayed.
  - Enter a tag name into the **Tags** field to display a list of matching tag names.
  - Select tags by tapping on the box the right of the tag name.
  - Tap on **Save** when done.
10. Type text into the comment field.
11. Tap **Save**.
12. The Camera Video Details screen is displayed.

## Videos and Files

The **Videos and Files** menu option allows you to see evidence that is stored in VIEVU Solution.

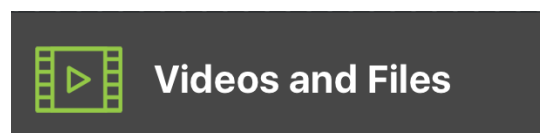


Figure 14

## Overview

The VIEVU Solution App provides the ability to review video and files stored in your VIEVU Solution system.

---

**Note: No connection to the camera is necessary to review video stored in VIEVU Solution. You must however, be connected to the internet.**

---

## Search for Videos and Files by Criteria

➔ To find an evidence item:

1. From the VIEVU Solution App main menu, tap the **Videos and Files** button (Figure 14).
2. The Evidence Search screen is displayed (Figure 15).

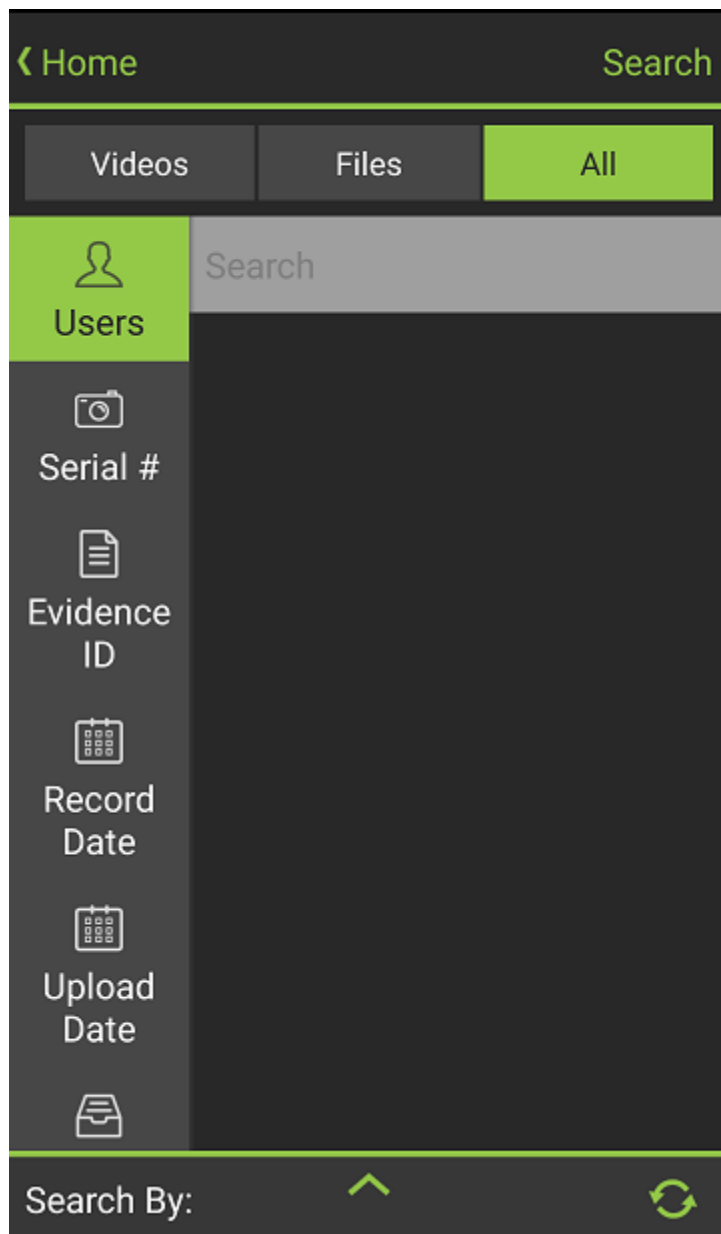


Figure 15

3. From the left-side toolbar, select a filter option (for example, **Users**).
4. From the tabs above the filter text box, select **Videos**, **Files**, or **All**.
5. Enter a value for the filter into the **Search** box.
6. Tap the Search key on your *mobile device keyboard*.

---

**Note: If you tap the Search button on the screen before adding a filter to your search criteria, then all results that you can view will be displayed.**

---

7. A list of results matching your filter is displayed.
8. Tap on a filter result to add it to your search criteria (Figure 16).

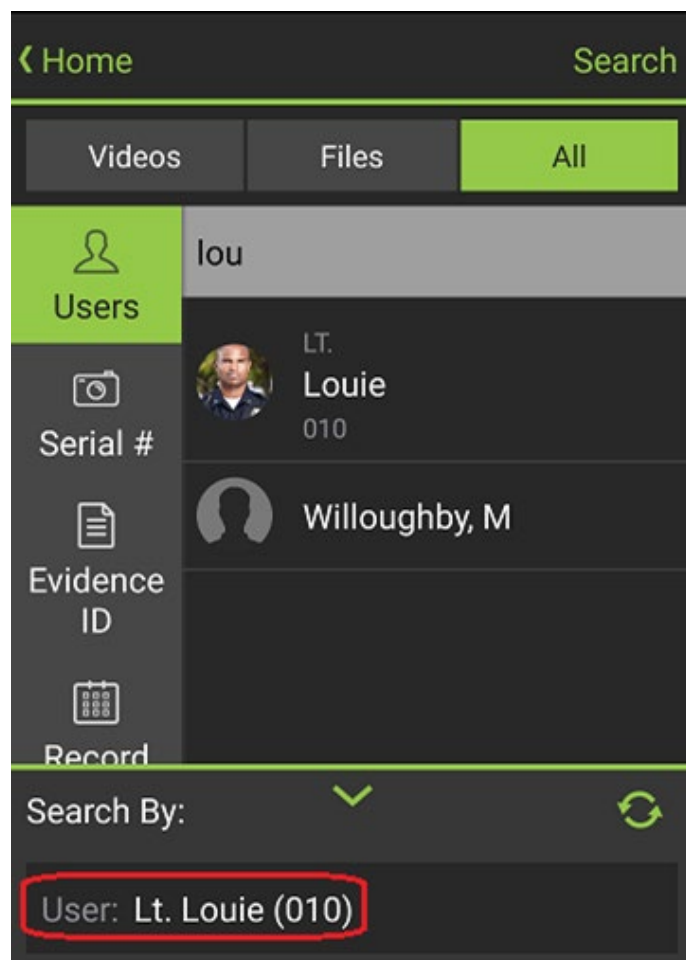


Figure 16

9. Add more filters to your search criteria, as described above.
10. When you have added enough filters to narrow down your search, tap the **Search** button.
11. Evidence items matching your search criteria are displayed.

---

**Notes:** For faster search results, create complex searches by selecting multiple search criteria before tapping the **Search** button.

---

## Edit Evidence Items in VIEVU Solution

You are able to edit the attributes of an evidence item in VIEVU Solution, from your mobile device.

➔ To edit an evidence item in VIEVU Solution:

1. From the VIEVU Solution App main menu, tap the **Videos and Files** button and complete a search.
2. From the list of displayed evidence, tap on the video you want to edit.
3. The **Evidence Details** screen is displayed.
4. Tap on the edit command:
  - If using an Android device, the **Edit** icon is in the top right-hand corner of the **Evidence Details** screen. (Figure 17).

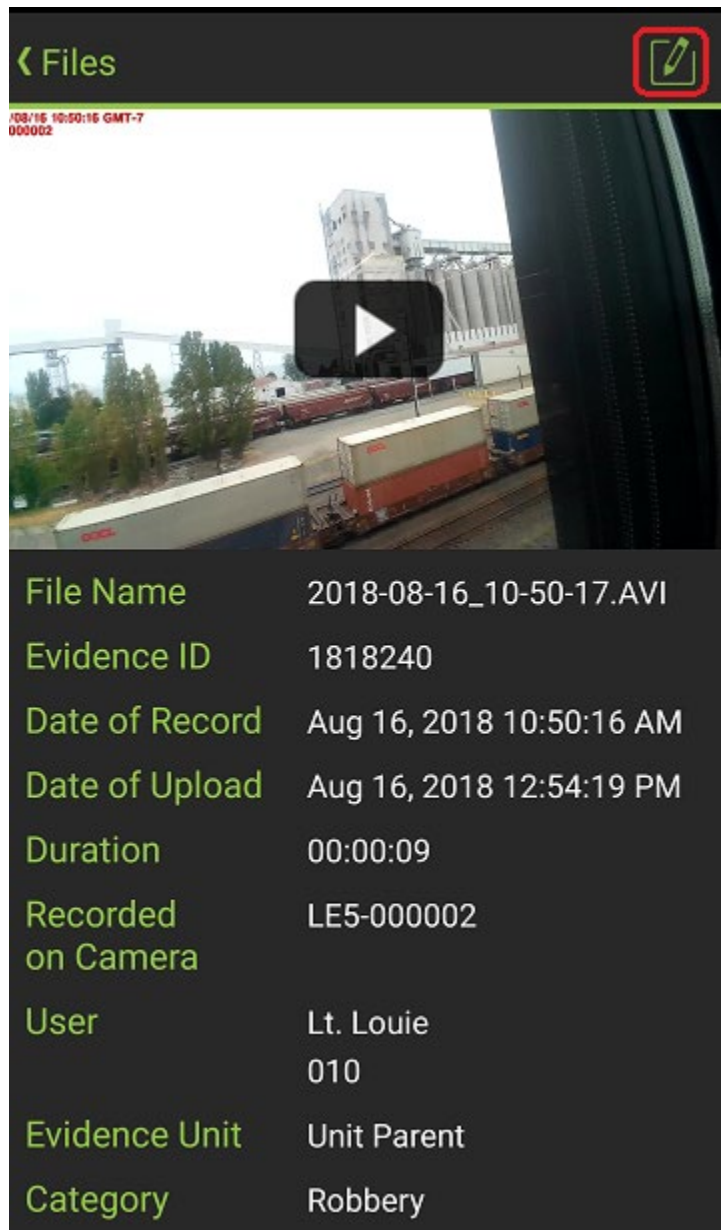


Figure 17

- If using an iOS device, the Edit Details command is displayed by tapping on the drop-down menu in the top right-hand corner of the **Evidence Details** screen. (Figure 18).

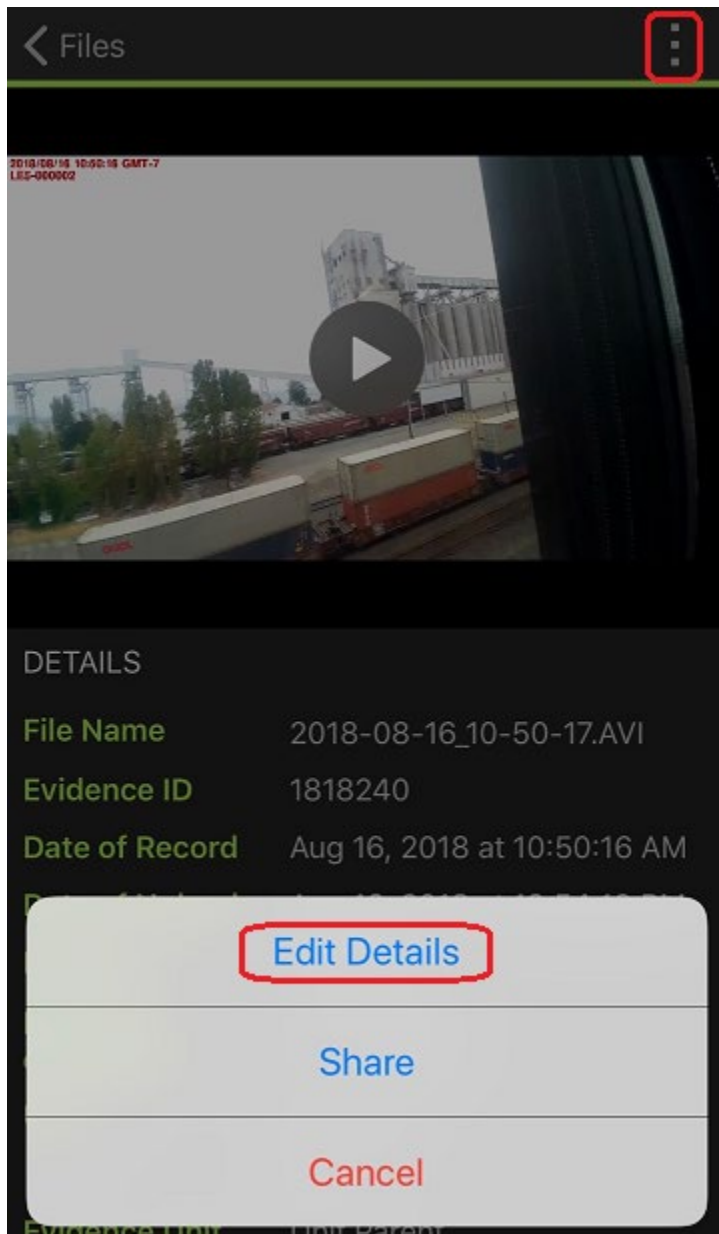


Figure 18

5. The **Edit Evidence Details** screen is displayed (Figure 19).

Figure 19

6. Select a category from the dropdown list next to the **Category** field.
7. Select an assigned user:
  - Tap on the assigned user image.
  - A **User** field is displayed.
  - Enter a username and tap Search on your device keyboard.
  - Select a user from those that are displayed.
8. Add report numbers:
  - Enter a report number into the **Report Number** field.
  - Add report numbers as needed, by tapping the **Add Report Number** button.
  - Remove report numbers by tapping the 'X' next to report number.
9. Type an event number into the **Event Number** field.
10. Enter a case number:
  - Tap on the Folder icon to the right of the **Case** field.
  - A **Case Number** field is displayed.
  - Enter a case number and tap Search on your device keyboard.
  - Select a case from those that are displayed
11. Select whether to extend retention:
  - Select **Off**, **Choose Date** or **Never Delete**.

- If **Choose Date** was selected, a date field is displayed containing the default delete date given by the category.
- Tap on the calendar to the right of the date field to select a deletion date.

---

**Note: Changing the category of the evidence item will not change the extended retention date. It can however, extend the deletion date of the evidence past the retention date.**

---

12. Tap the slider icon below **Lockdown Video** to select a lockdown video option.

13. Enter a map location:

- Tap the **Map Location** field.
- A map is displayed.
- Tap on the map to select a location.
- Tap on **Save**.
- The coordinates of the selected map location are displayed in the **Map Location** field.

---

**Note: Your device location setting must be enabled for you to select a map location.**

---

14. Add tags to your evidence item:

- Tap on the '**Add +**' icon.
- A list of available tags is displayed.
- Enter a tag name into the **Tags** field to display a list of matching tag names.
- Select tags by tapping on the box the right of the tag name.
- Tap on **Save** when done.

15. Type text into the comment field.

16. Tap on **Save** to save the changes that you made to the evidence item.

17. The Evidence Details screen is displayed showing your changes.

## Share Videos with Users Using the iOS App

Users with Share permission can share files from their iOS mobile device.

➔ To share evidence from the iOS VIEVU Solution app:

1. From the VIEVU Solution App main menu, tap the **Videos and Files** button and complete a search.
2. From the list of displayed evidence, tap on the video you want to share.
3. The Evidence Details window is displayed.
4. From the Evidence Details window, tap on the drop-down menu in the top right of the screen.
5. A list of available commands is displayed.
6. Select **Share** from the menu that appears towards the bottom of the screen (Figure 20).

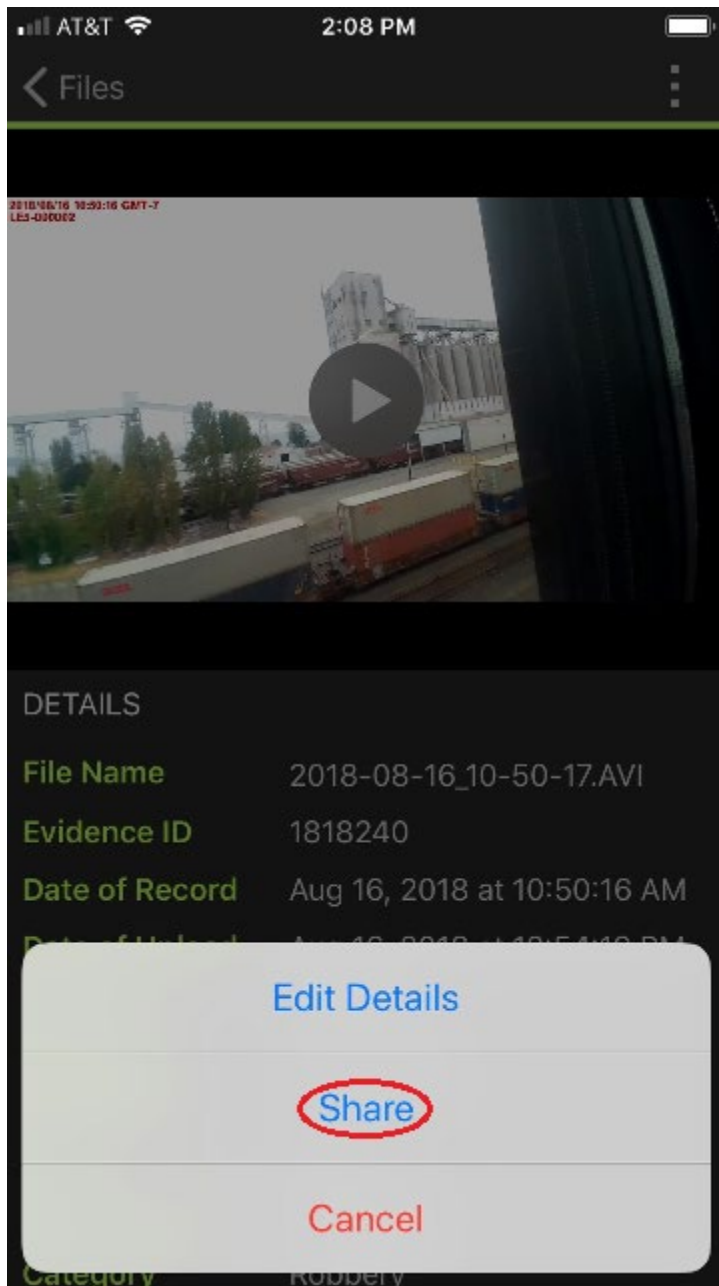


Figure 20

7. The Share window is displayed (Figure 21).



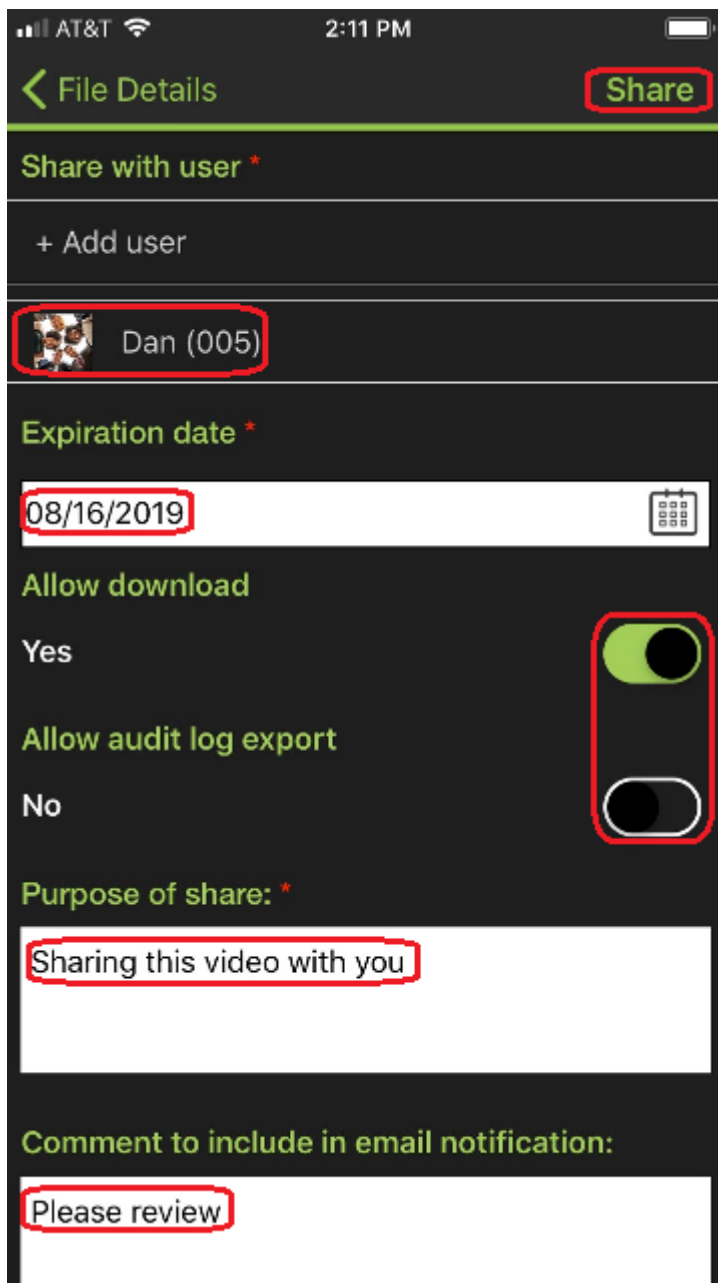


Figure 21

8. From the Share window, select the users or groups with whom to share the video evidence.
9. In the **Expiration date** field, select the date for this share to end.
10. In the **Allow download** field, choose whether the user(s) with whom you are sharing this evidence should be allowed to download the file.
11. In the **Allow audit log export** field, choose whether the user(s) with whom you are sharing this evidence should be allowed to export the audit log.
12. In the appropriate fields, enter the purpose of the share and optional comments to include in the email notification.
13. Click **Share** when done.
14. A confirmation window is displayed.
15. Click OK.

16. The current shares and their expiry dates, are listed at the bottom of the window as shown (Figure 22).

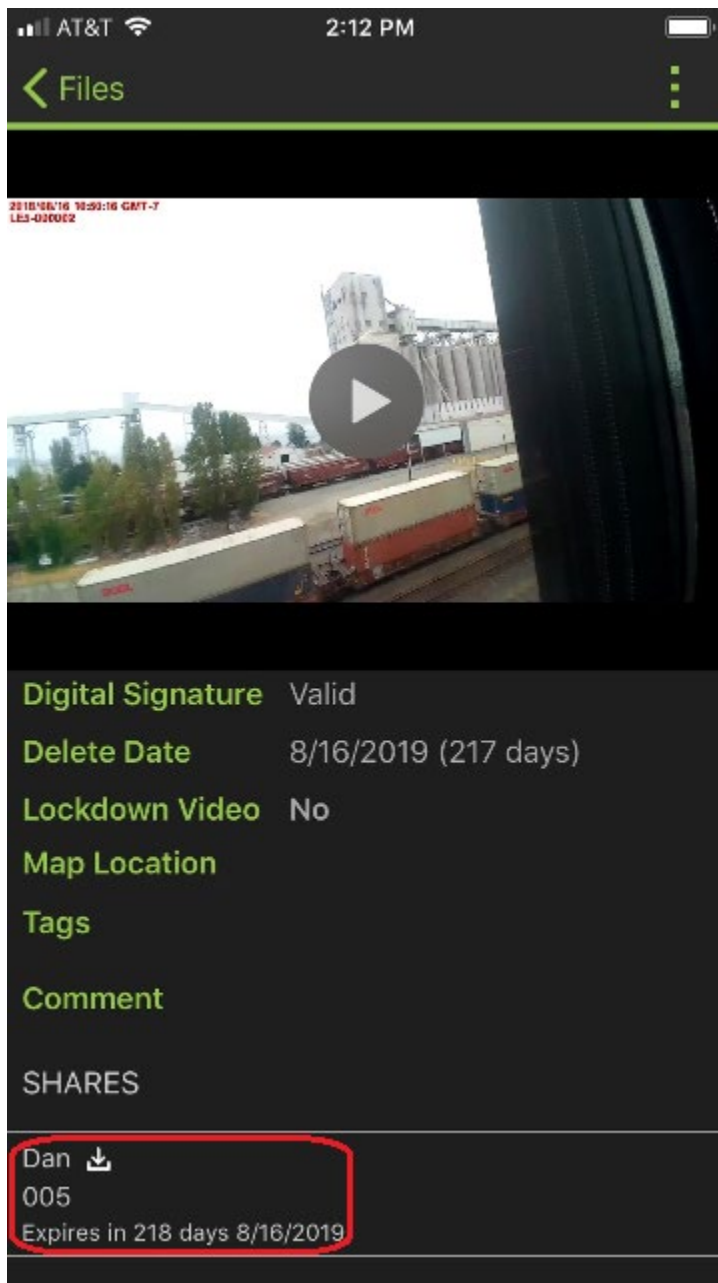


Figure 22

## Locate and View Video Clips

From a mobile device, a user can view and update metadata for video clips created in VIEVU Solution. Mobile device users can view clips using the same process they use for viewing original videos.

➔ To locate and view video clips:

1. From the VIEVU Solution App main menu, tap the **Videos and Files** button and complete a search.

2. Clips are indicated with a **Clip** label at the bottom of the thumbnail image, as shown (Figure 23).

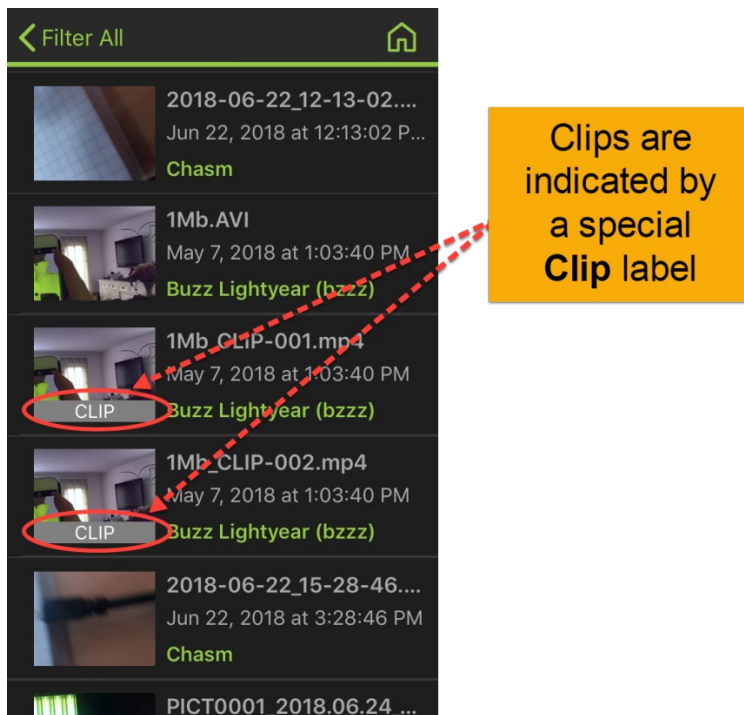


Figure 23

3. To view a video clip, tap on the clip in the same manner as you would with an original video.
4. The clip details are displayed.
5. When you tap on the **Edit** icon and the Edit Video Details screen is displayed, you will see that only a subset of the video details fields is displayed (Figure 24).

← File Details Save

Report Number

BNSF

Add Report Number

Event Number

Event Number

Case

2018-00148

Map Location

Map Location

Tags

Add +

Comment

Figure 24

## Viewing Video

Whenever a video image is displayed in the app (containing a *Play* button), you are able to open the VIEVU Solution app video player and view that video.

➔ To play a VIEVU solution video on your mobile device:

1. From the VIEVU Solution App main menu, tap the **Videos and Files** button
2. Complete a search for videos.
3. From the list of displayed evidence, tap on a video you want to view.
  1. From the Evidence Details window, tap on the image of the video.
  2. The video is displayed in the video player and starts playing from the beginning.

➔ Play Video

While viewing a video on your camera, you can play the video and easily navigate to any specific point within that video.

To play a camera video on your mobile device:

3. From the list of videos on the camera, tap on the video you wish to view.
4. The video metadata screen is displayed.
5. Tap on the video image.
6. The video player is displayed, and the video is played.

➔ To play a video:

7. With a video image displayed tap on the image of the video (Figure 25).

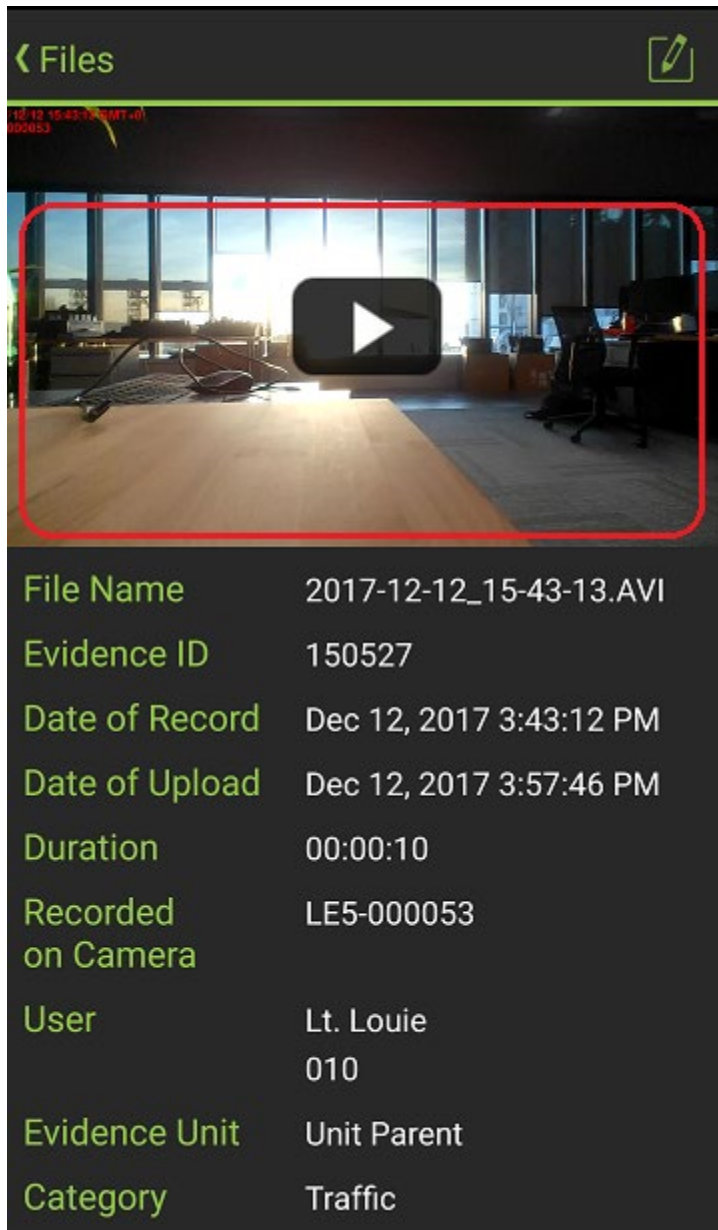


Figure 25

8. The video is displayed in the video player and starts playing from the beginning.

➔ To play a video in full-screen mode:

1. With the video player displayed, tap on the full-screen icon (Figure 26).

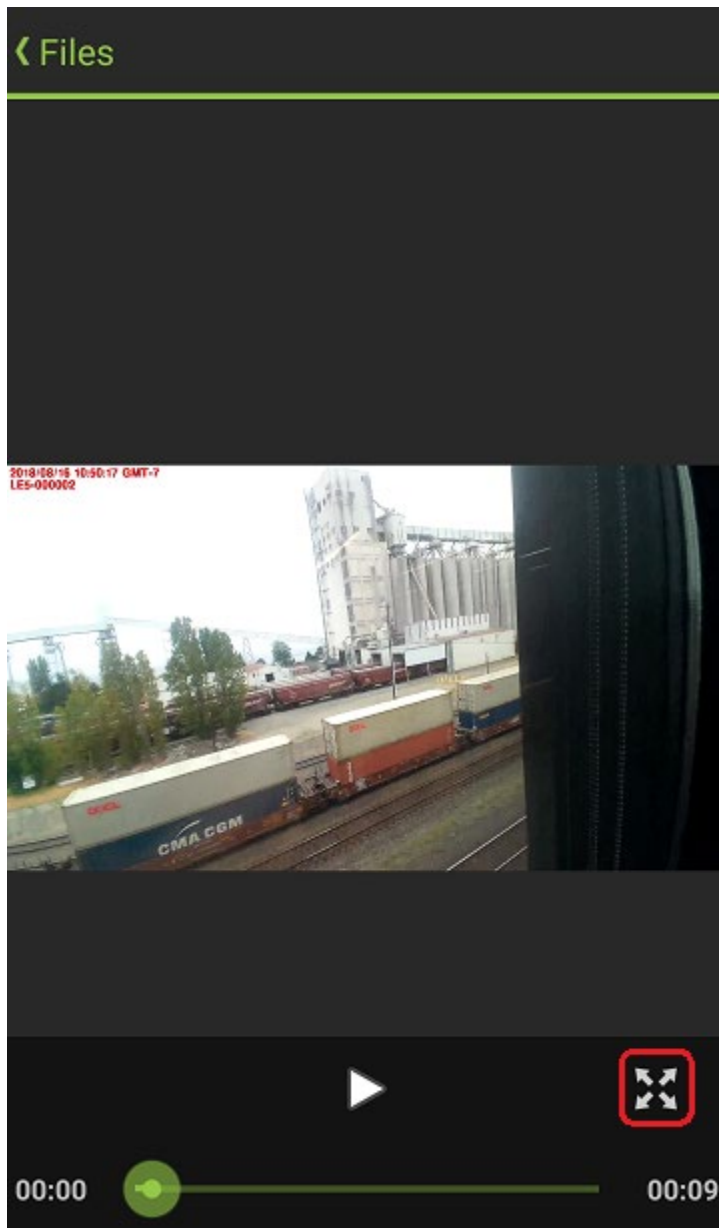


Figure 26

2. Turn the phone screen horizontally to view the video in full-screen mode.

---

**Note: Turning the device horizontally to view videos only works when the phone's auto rotation feature is enabled.**

---

➔ To navigate a video:

1. While playing a video, you can navigate to any point within the video by lacing the progress marker at a desired point in the video (Figure 27).

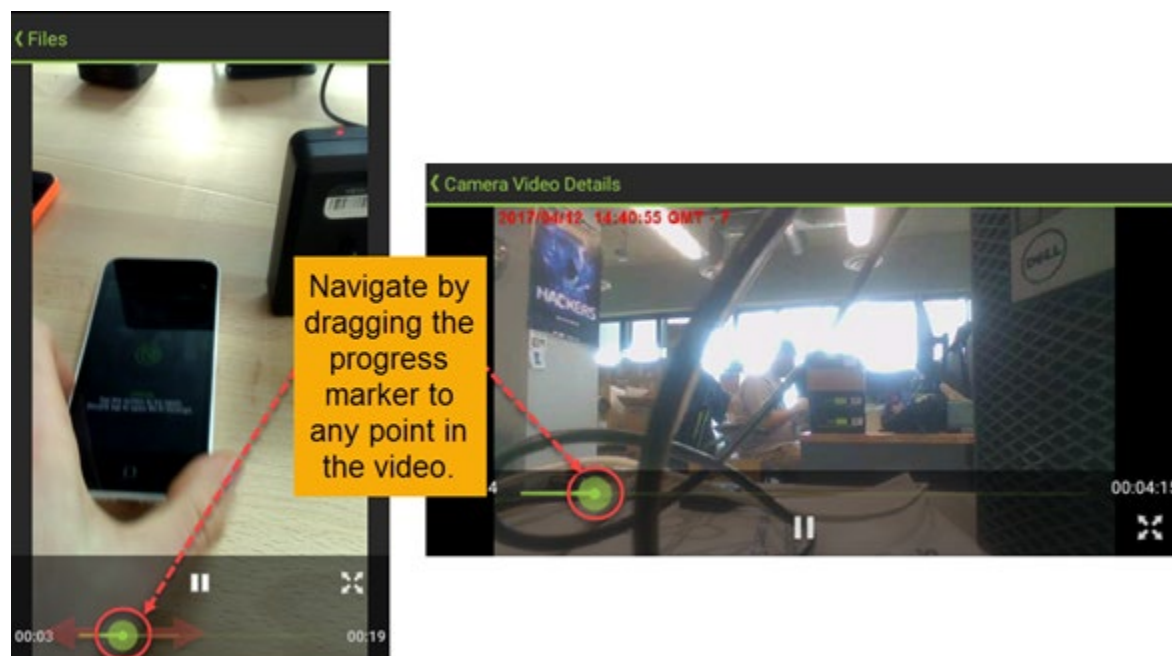


Figure 27

**Note:** You can generate a screenshot of a still image from any point in a video. The process for creating a screenshot is different for each mobile device type.. (Refer to the instructions for your device to determine the appropriate method for generating screenshots.)

## Cases

Cases contain related evidence items. They can be viewed from the VIEVU Solution app (Figure 28).



Figure 28

## Overview

The VIEVU Solution mobile app enables you to review cases created in VIEVU Solution web.

## Search for Cases by Criteria

You are able to find cases in VIEVU Solution from your mobile device.

➔ To find a case from your mobile device:

1. From the VIEVU Solution App main menu, tap the **Cases** button (Figure 28).
2. The Cases Search screen is displayed.
3. From the left-side toolbar, select a filter option (for example, **Users**).
4. Enter a value for the filter into the **Search** box. (Figure 29).

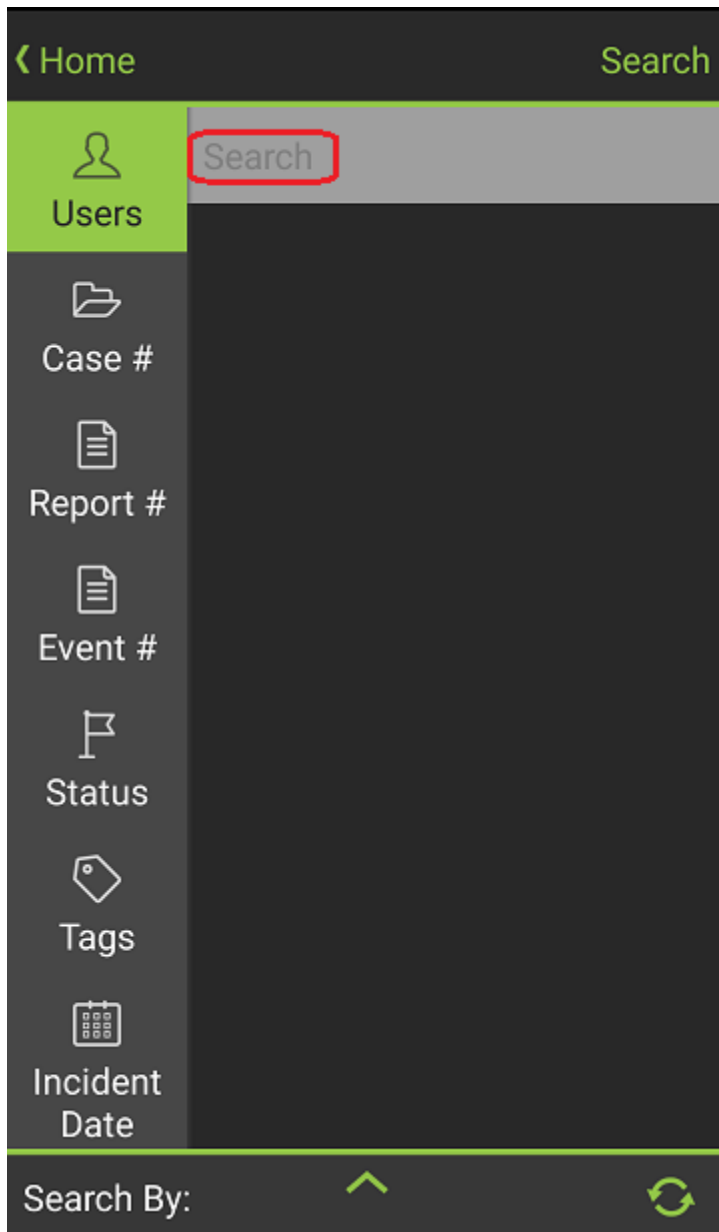


Figure 29

5. Tap the **Search** key on your *mobile device keyboard*.

---

**Note:** If you tap the **Search** button on the screen before selecting adding a filter to your search criteria, then all results that you can view will be displayed.

---

6. A list of filter results is displayed.
7. Tap on a filter result to add it to your search criteria.
8. Add more filters to your search criteria (Figure 30).



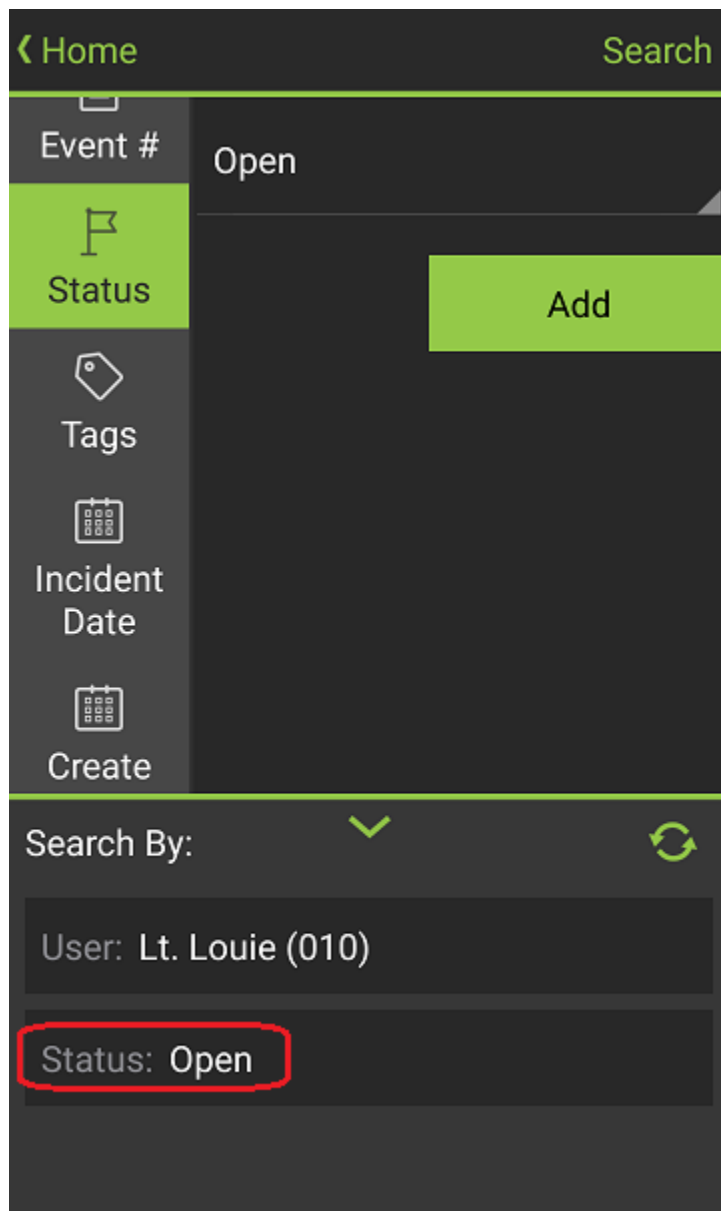


Figure 30

9. When you have added enough filters to narrow down your search, tap the **Search** button.
10. The cases matching the search criteria are displayed (Figure 31).


Filter Cases		
2018-00150	Open	
Aug 21, 2018 4:05 PM	Collection Of Birthday Items	
Lt. Louie 010		
2017-00245	Open	
Aug 1, 2017 9:26 AM	All The Goals	
Lt. Louie 010		
2017-00156	Open	
Jun 23, 2017 7:56 AM	qavievu	
Lt. Louie 010		
2017-00140	Open	
Jun 12, 2017 1:14 PM	New Case	
Lt. Louie 010		
2016-00055	Open	
May 12, 2016 2:29 AM	2121	
Lt. Louie 010		
2016-00048	Open	
Apr 21, 2016 3:26 AM	ADASD	

Figure 31

---

**Notes: For faster results, create more complex searches by selecting multiple search criteria before tapping the Search button.**

---

## Edit A Case

You are able to edit cases using your mobile device.

➔ To edit a case using a mobile device:

1. From the VIEVU Solution App main menu, tap the **Cases** button and complete a search.
2. From the list of displayed cases, tap on the case you want to edit.
3. The Case Details screen is displayed.
4. From the top right-hand corner of the screen select **Edit Case** from the dropdown menu (Figure 32).



Figure 32

5. The Edit Case Details screen is displayed (Figure 33).

**Case Details** Save

**Status**

Open

LT. Louie 010

**Summary \***

All The Goals

**Incident Date \***

Aug 1, 2017 9:26 AM

**Report Number**

#1

**Event Number**

#1

**Tags**

Add +

**Comment**

Figure 33

6. Select a Status of **Open**, **Pending** or **Closed**, from the dropdown list below the **Status** field.
7. Select an assigned user:
  - Tap on the assigned user image.
  - A **User** field is displayed.
  - Enter a username and tap Search on your device keyboard.
  - Select a user from those that are displayed.
8. Type text into the **Summary** field.
9. Tap the calendar icon to the right of the **Incident Date** field to select an incident date.
10. Type a report number into the **Report Number** field.
11. Type an event number into the **Event Number** field.
12. Add tags to your case:
  - Tap on the **Add +** icon.

- A list of available tags is displayed.
- Enter a tag name into the **Tags** field to display a list of matching tag names.
- Select tags by tapping on the box the right of the tag name.
- Tap on **Save** when done.

13. Type text into the comment field.

14. Tap on **Save** to save the changes that you made to the case.

15. The Case Details screen is displayed showing your changes

## Add File to A Case

You are able to add files to cases using your mobile device.

➔ To add a file to a case using a mobile device:

1. From the VIEVU Solution App main menu, tap the **Cases** button and complete a search.
2. From the list of displayed cases, tap on the case you want to add a file to.
3. The Case Details screen is displayed.
4. From the top right-hand corner of the screen select **Add File** from the dropdown menu (Figure 34).



Figure 34

5. A list of recent files and videos found on your device is displayed.
6. Select a file and upload to the case as described in Upload Video and Files.
7. The Case Details screen is displayed showing the file that was added.

## Upload Files

Upload refers to copying a video or file from your mobile device to VIEVU Solution.

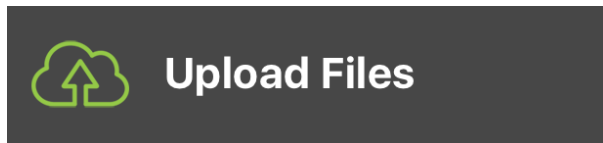


Figure 35

## Overview

The VIEVU Solution App enables users to upload files stored on their mobile device to VIEVU Solution. With this feature you are able to upload videos and images to VIEVU solution, from a mobile device even if you are not using an VIEVU camera.

---

**Note: Depending on how VIEVU Solution is configured, some users will not have permission to upload files. In this case, the Upload Files button is not displayed.**

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## Upload Video and Files

➔ To upload evidence items from your mobile device to VIEVU Solution

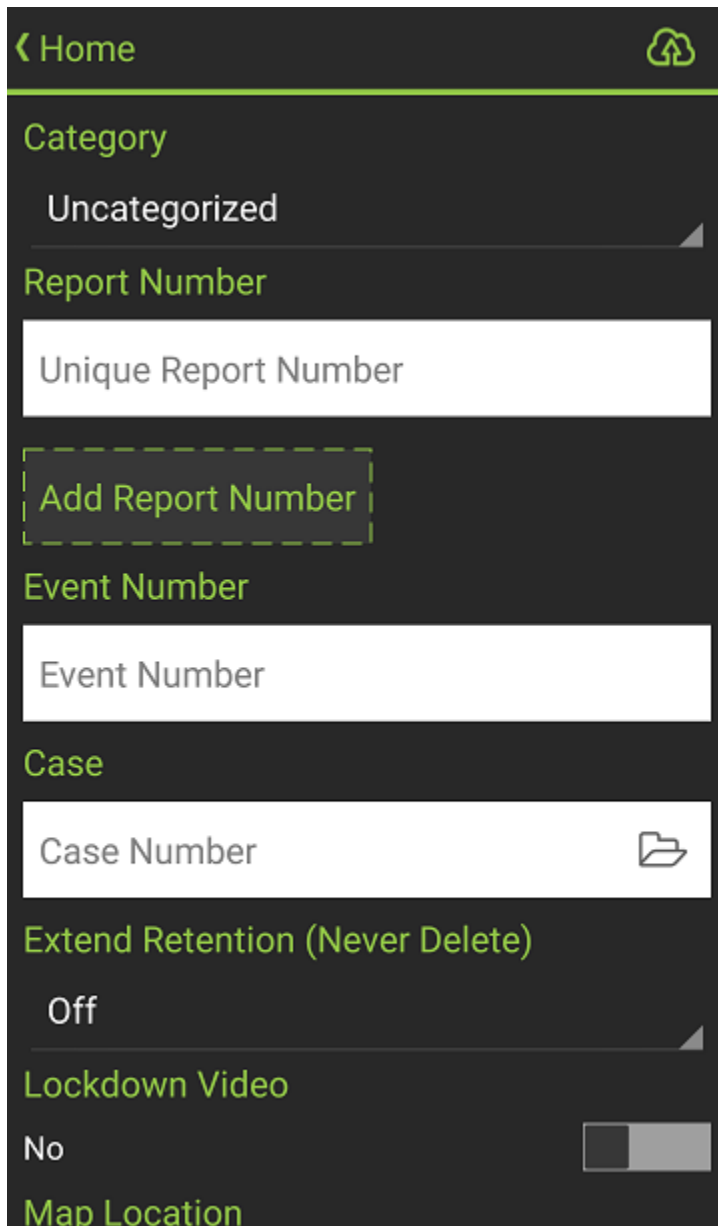
1. From the VIEVU Solution App main menu, tap the **Upload Files** button (Figure 35).
2. A list of recent files and videos found on your device is displayed.

---

**Note: You may be asked to confirm access to files on your device.**

---

3. Navigate the list of displayed files to locate the file to upload and tap to upload that file.
4. The Upload Metadata screen is displayed (Figure 36).



The screenshot shows the home screen of the VIEVU Solution App. At the top, there is a navigation bar with a back arrow and the word 'Home' on the left, and a cloud icon on the right. Below the navigation bar, the screen is divided into several sections, each with a green title. The 'Category' section has a dropdown menu currently showing 'Uncategorized'. The 'Report Number' section has a text input field with the placeholder 'Unique Report Number' and a dashed green box around an 'Add Report Number' button. The 'Event Number' section has a text input field with the placeholder 'Event Number'. The 'Case' section has a text input field with the placeholder 'Case Number' and a folder icon. The 'Extend Retention (Never Delete)' section has a dropdown menu currently showing 'Off'. The 'Lockdown Video' section has a toggle switch currently set to 'No'. The 'Map Location' section is partially visible at the bottom.

**Figure 36**

5. Select a category from the dropdown list next to the **Category** field.
6. Add report numbers:
  - Enter a report number into the **Report Number** field.
  - Add report numbers as needed, by tapping the **Add Report Number** button.
  - Remove report numbers by tapping the 'X' next to report number.
7. Type an event number into the **Event Number** field.
8. Select whether to extend retention:
  - Select **Off**, **Choose Date** or **Never Delete**.
  - If **Choose Date** was selected, a date field is displayed containing the default delete date given by the category.
  - Tap on the calendar to the right of the date field to select a deletion date.



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**Note: Changing the category of the evidence item will not change the extended retention date. It can however, extend the deletion date of the evidence past the retention date.**

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9. Tap the slider icon below the **Lockdown Video** to select a lockdown video option.
10. Add tags to your evidence item:
  - Tap on the **Add +** icon.
  - A list of available tags is displayed.
  - Enter a tag name into the **Tags** field to display a list of matching tag names.
  - Select tags by tapping on the box the right of the tag name.
  - Tap on **Save** when done.
11. Type text into the comment field.
12. Tap on the **Save** icon.
13. A progress bar is displayed while the file is saved to VIEVU Solution (Figure 37).

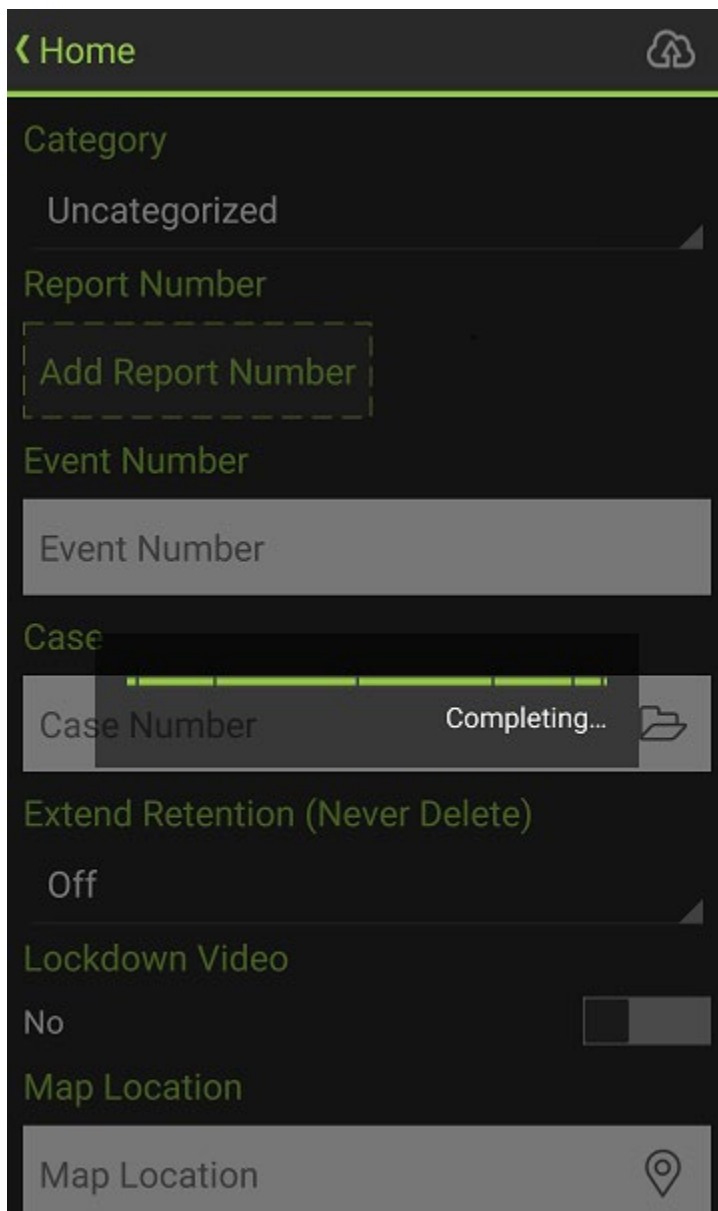
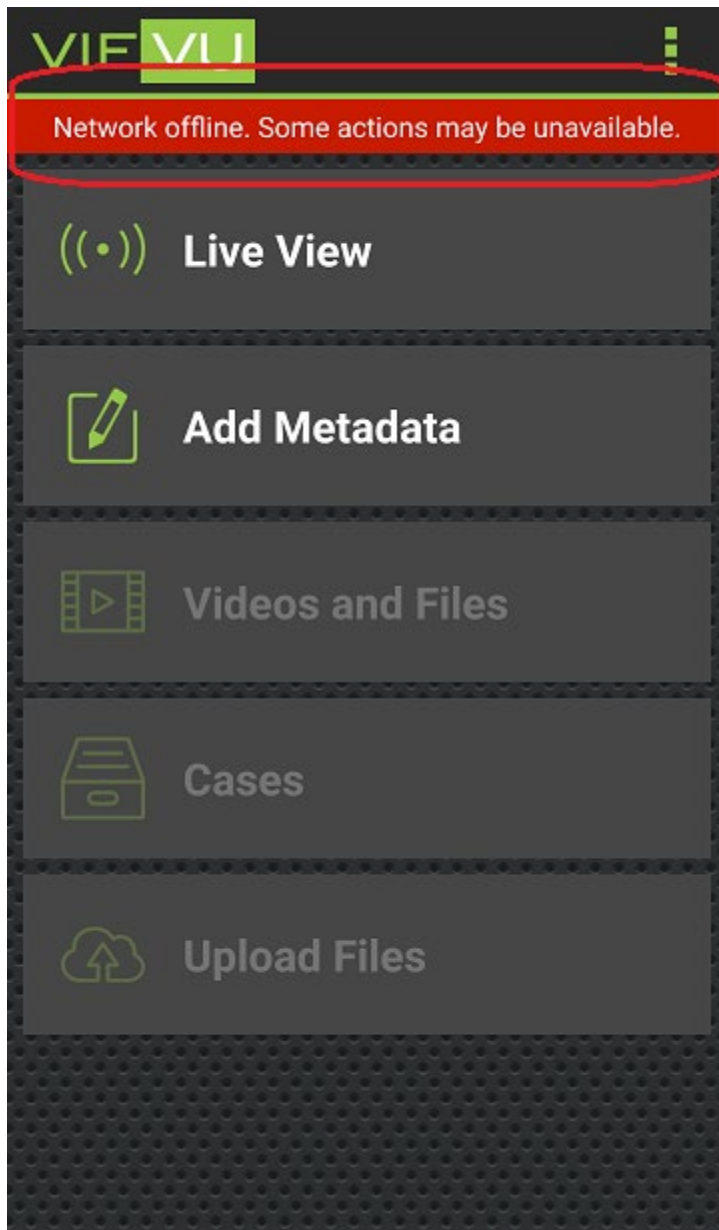


Figure 37

14. When the file and its metadata has finished uploading, the Main Menu is displayed.

## Offline Mode

When no internet connection is available to the app, a red banner is displayed with the message '*Network offline. Some actions may be unavailable.*' (Figure 38).



**Figure 38**

When offline, you are able to connect to a camera and access the Live View and Add Metadata features of the app.