



VIEVU Solution Deployment Setup 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.

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

Please review the following introductory information before starting the setup process.

Note: To be certain that your system is operating at its optimal efficiency and ensure that you're getting the maximum benefits from your VIEVU equipment, it is highly recommended that you complete any camera or Docking station firmware updates whenever they become available.

Welcome

Welcome to the VIEVU Solution evidence management system. Complete the procedures provided in this guide to set up and configure the VIEVU Solution system. Please contact VIEVU if you have any questions or need assistance completing these steps.

Introduction

This guide walks you through the procedures required to set up, configure, and deploy the VIEVU Solution hosted evidence management system. Additional support material is available at www.viewu.com/viewu-solution-support.

UPDATE TO LATEST FIRMWARE

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 and Docking Station Firmware.

Regular Updates for Equipment Firmware

VIEVU camera firmware can be updated either automatically, generally through a Docking Station setup, or manually using the following procedure.

➔ To manually update VIEVU Camera Firmware:

1. Visit the VIEVU Support page at <http://www.viewu.com/support/>
2. Select your camera model (Figure 1), by clicking on the corresponding red arrow.

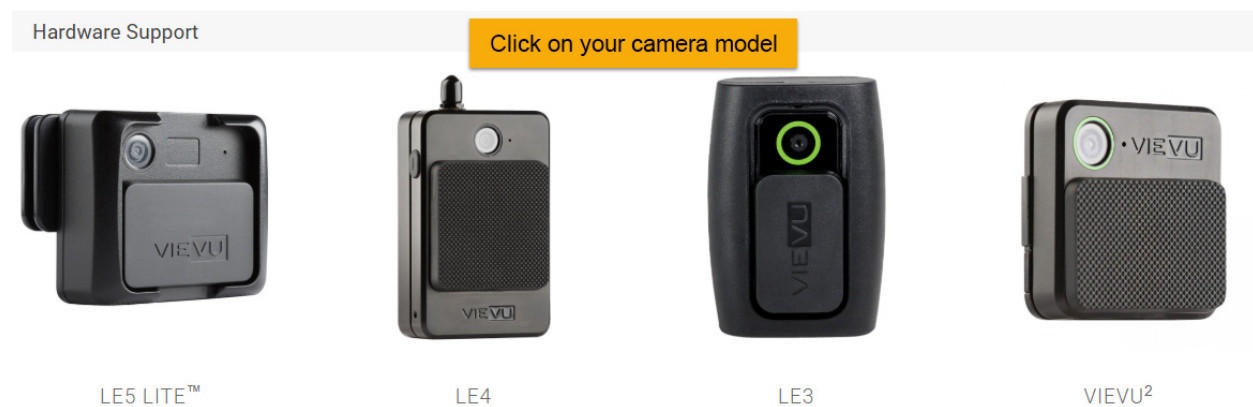
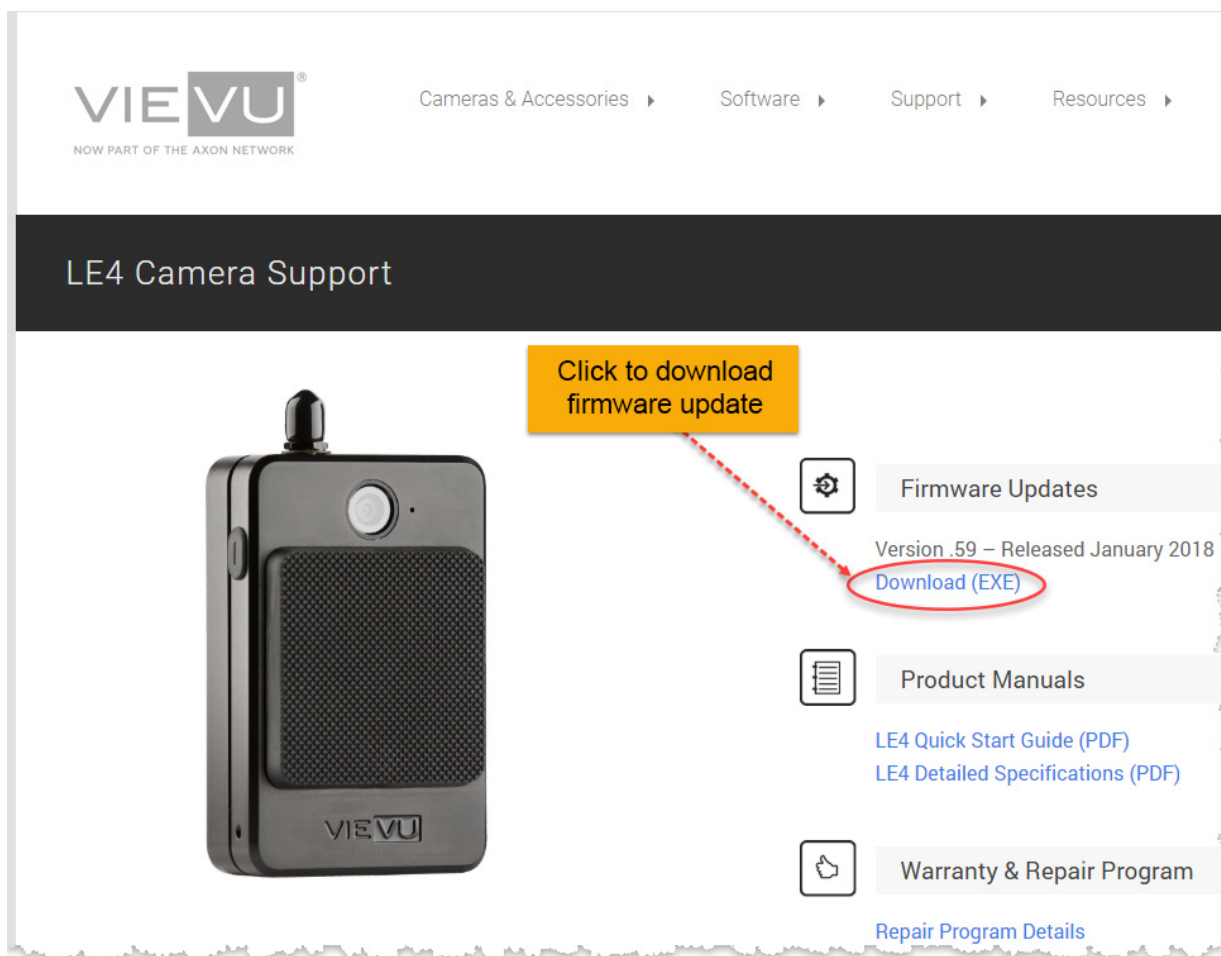
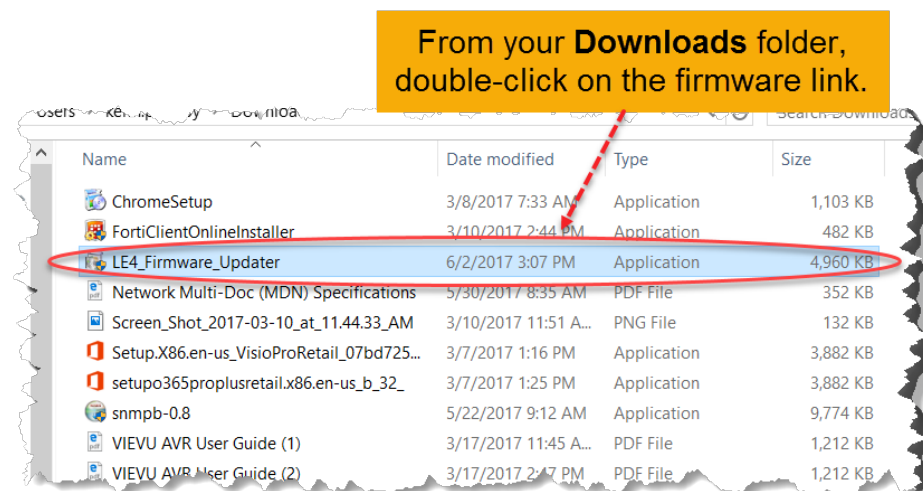


Figure 1

3. The camera page will be opened. Download and run the **Firmware Updater** tool (Figure 2).

**Figure 2**

- The file is downloaded to your **Downloads** folder (Figure 3).

**Figure 3**

- Follow the instructions on the screen to update the camera.

THE SETUP PROCESS

This section describes how to setup VIEVU Solution for use by an agency.

Update Admin Password





Attention: If you have already updated your Admin Password, you can skip this step.

Before you perform any of the other setup tasks, it is critical that you secure the system. To do this, you must reset the default admin account password. Log in to your VIEVU Solution website and complete the following steps:

Note: If your Admin password has already been updated, skip to the following section, “Configure Website Settings,” to continue setting up and configuring the VIEVU Solution system.

Change Admin Password

➔ To Change the Admin Password

1. From the VIEVU Solution main window, click the **Users** tab on the toolbar across the top of the window.
2. From the left-side toolbar, click **Users** .
3. Type **Admin** in the search box.
4. In the search results, click the **Add**  icon to the right of **Admin**.
5. Click **Search**.
6. Click the **Edit**  icon to the right of **Admin**. The Edit User window is displayed.
7. Change the email address to an address that you can access and click **Save**.
8. Click the **Edit**  icon to the right of **Admin** again. The Edit User window is displayed.
9. Click **Reset Password**. A confirmation window is displayed.
10. Click **Yes**.
11. Within a few minutes, you will receive an email with the information to change the password. Click the link in the email. The VIEVU solution password change window is displayed.
12. Type in the **Current Password** you were provided. Type in a **New Password** and **Confirm Password**. Then, click **Save**.


Note: All passwords will expire and must be updated every 90 days.

Configure Website Settings

Log in to your VIEVU Solution website. At the top of the window, click on the **Settings** tab and complete the following steps:

Camera

➔ Adjust the settings for several models of VIEVU cameras using the steps below.

1. From the left-side toolbar, click **Cameras** . The camera adjustment screen is displayed as shown (Figure 4):

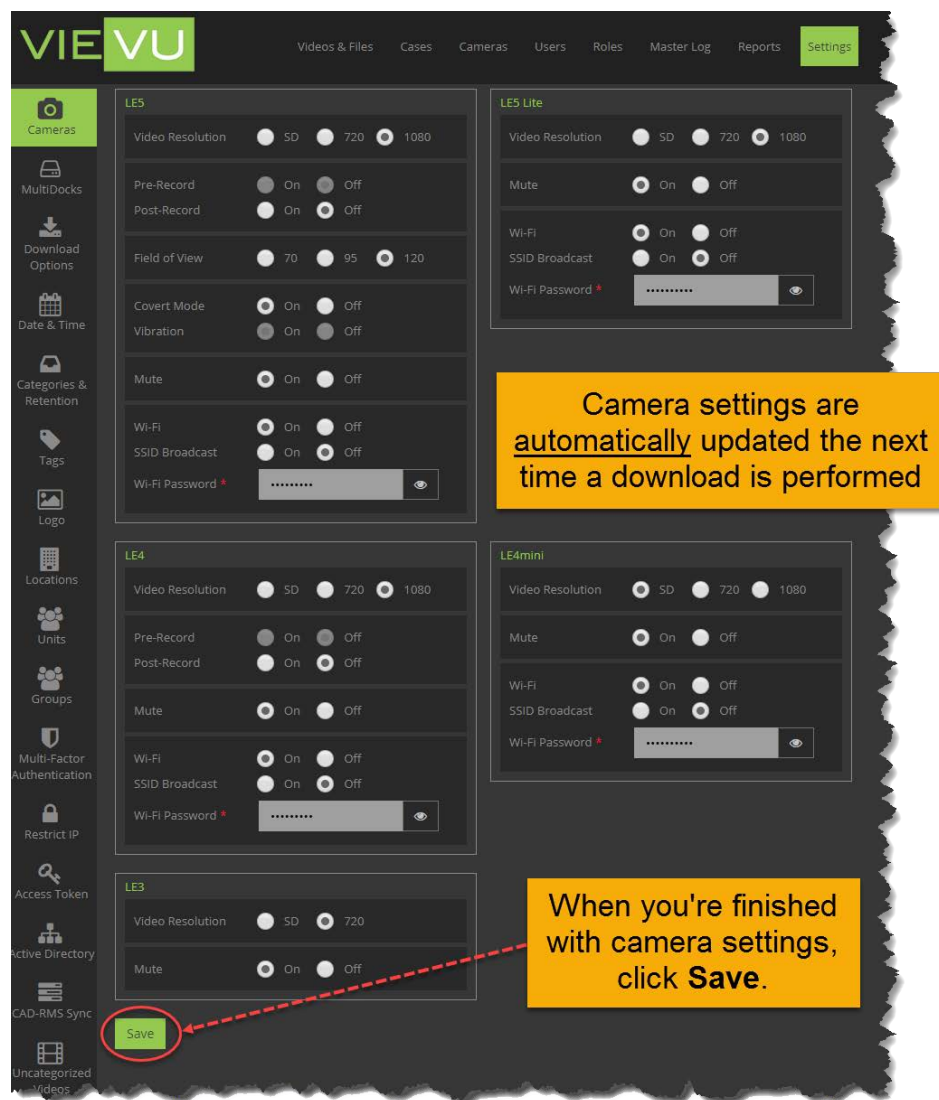


Figure 4

2. Adjust the settings as necessary in the section for your specific camera model.
3. When you're finished, click **Save**.

Note: The camera settings are automatically updated the next time you perform a download.

For a complete list of available settings for VIEVU cameras, refer to the “VIEVU Camera Settings Table” in the *VIEVU Solution User Guide*.

Date & Time

The **Date & Time** option lets you choose between using a 12-hour and a 24-hour time format.

➔ To adjust the date and time:

1. From the left-side toolbar, click **Date & Time** . The Date & Time adjustment screen is displayed as shown (Figure 5):

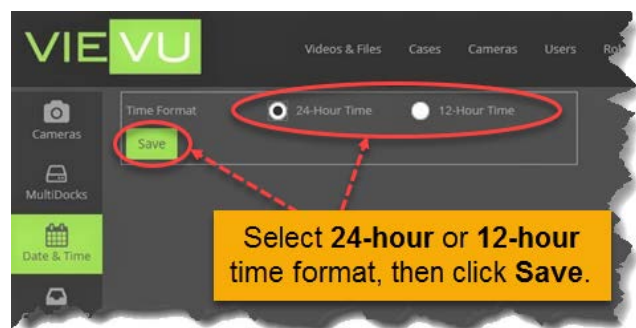


Figure 5

2. In the **Time Format** field, select whether to use **24-Hour Time** or **12-Hour Time**.
3. When finished, click **Save**.

Note: The camera's Date/Time will match the system time. The camera is automatically updated the next time a download is performed.

Add Video Categories & Retention Values

A *category* is assigned to individual videos and files based on the type of incident each video or file contains. The *retention value* is the period of time (in days) a video shall be saved in the VIEVU Solution system.

➔ To add categories to VIEVU solution:

1. From the left-side toolbar, click **Categories & Retention**. A Results window is displayed, similar to that shown (Figure 6):

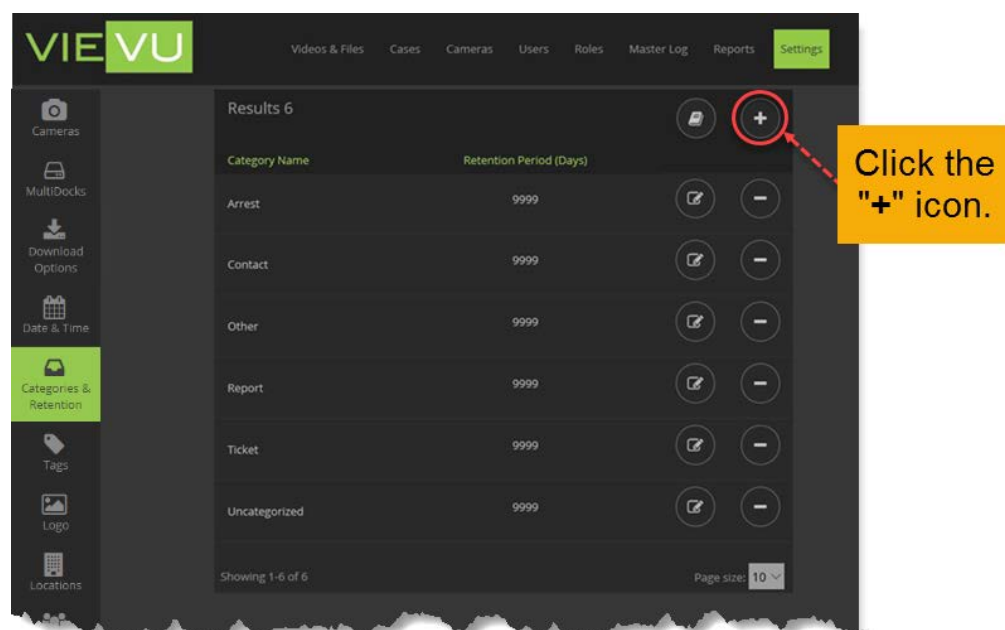

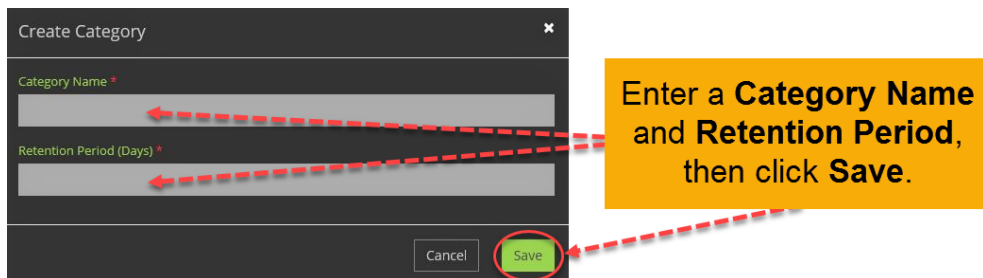


Figure 6

- Click the **Add**  icon in the top-right corner of the Results window. The Create Category window is displayed as shown (Figure 7):



Enter a **Category Name** and **Retention Period**, then click **Save**.

Figure 7


- Input a **Name** and **Retention Period** (in days).
- When you're finished, click **Save**.

Note: Videos or files are automatically deleted based on the retention value.

Add Tags

Tags are keywords used to help describe videos and files. You can use tags to search for similar videos or files.

➔ To add tags to VIEVU Solution:

- From the left-side toolbar, click **Tags** . A Results window is displayed, similar to the one below (Figure 8):

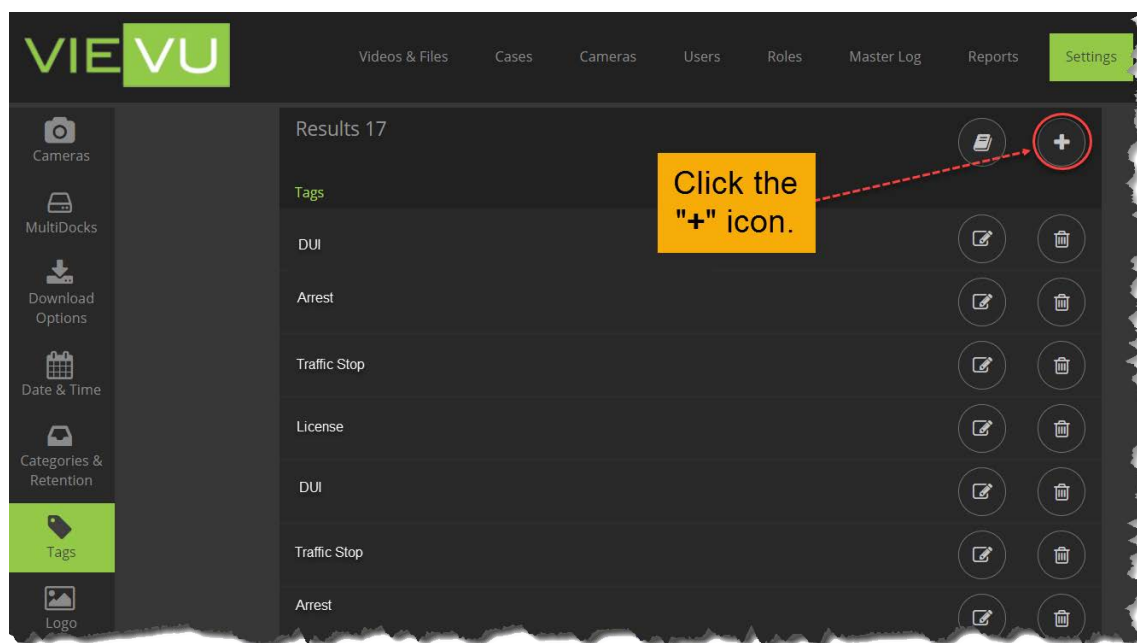



Figure 8

2. Click the **Add**  icon in the top-right corner of the Results window. The Create Tag window is displayed as shown (Figure 9):

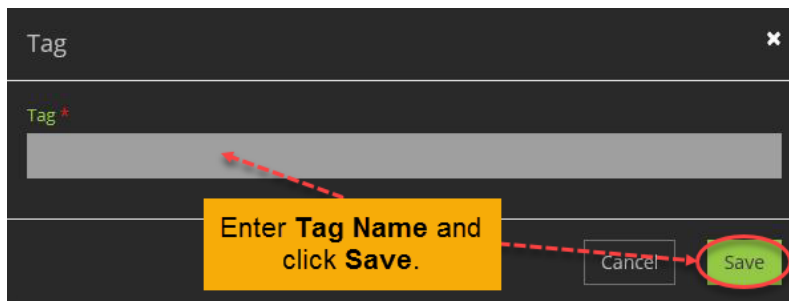


Figure 9

3. In the **Tag** field, enter a tag name.
4. When finished, click **Save**.

Tip: Use tags to add additional structured metadata to searchable files.


Add Logo

The VIEVU Solution software provides the ability to include your unique company or department logo in the display area of the screen.

➔ To add your logo to VIEVU Solution:

1. From the left-side toolbar, click **Logo & Disclaimer**. The Logo window is displayed as shown (Figure 10).

**Figure 10**

2. Click the **Add**  icon on the lower-right portion of the Logo window.
3. Browse to select an Image file to use for your logo.
4. When you are satisfied, click **Save**.

Note: The logo is displayed at the top of all webpages.

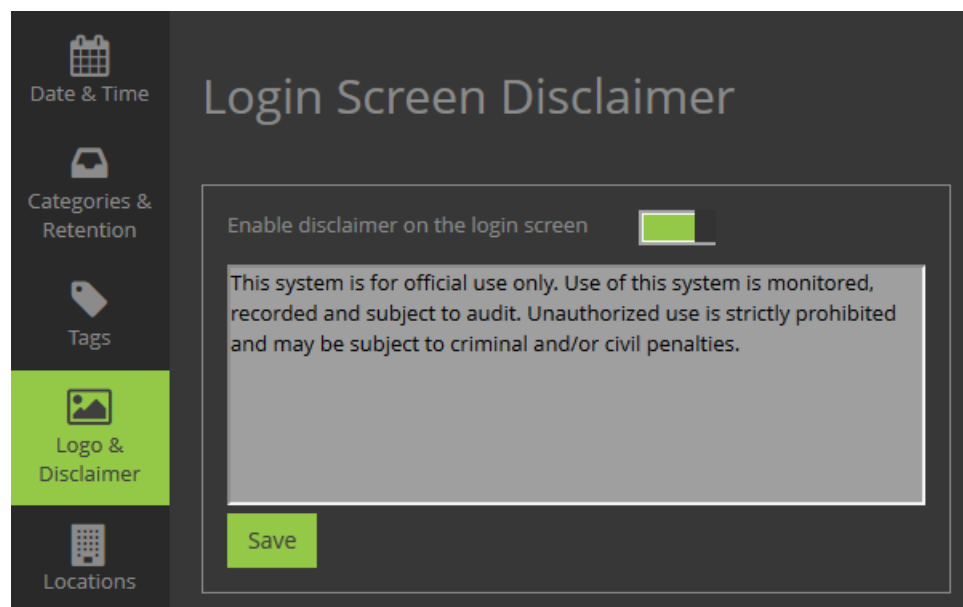
For the best appearance, use an image file with a transparent background.

Enable a Disclaimer

The disclaimer is displayed to users on the login screen. It may be customized for your agency.

➔ To add a personalized disclaimer to VIEVU Solution:

1. From the left-side toolbar, click **Logo & Disclaimer**. The Disclaimer window is displayed as shown (Figure 11).


**Figure 11**

2. Set the **Enable disclaimer on the login screen** slider above the disclaimer window, to *enabled*.
 3. Enter your personalized disclaimer text into the disclaimer window.
 4. When you are satisfied, click **Save**.
 5. This text is displayed whenever the login screen is displayed.
- To stop the disclaimer text from being displayed, set the **Enable disclaimer on the login screen** slider to *disabled*, and click **Save**.

Add Units

A *unit* is a logical grouping of users that usually relates to job function or a physical location.

➔ To add units to VIEVU Solution:

1. From the left-side toolbar, click **Units** . A Results window, similar to the following, is displayed (Figure 12).

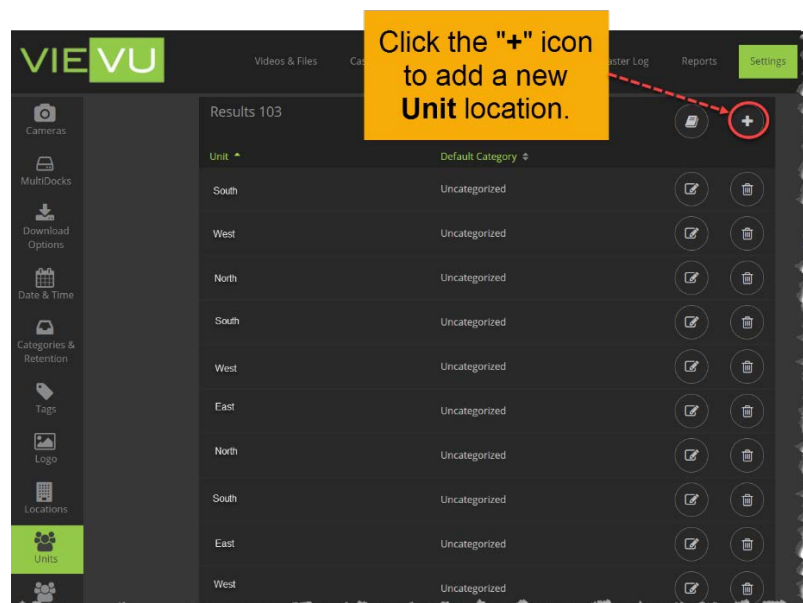



Figure 12

2. In the top-right corner of the Results window, click the **Add**  icon. The Unit window is displayed as shown (Figure 13):

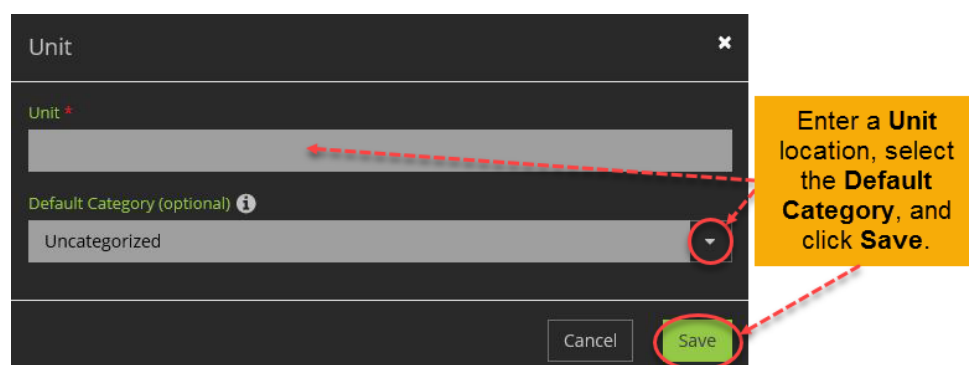


Figure 13

3. Enter a **Unit**.
4. Select a **Default Category** for videos with this location. (*Optional*)
5. When finished, click **Save**.

Note: You can use Units as a video security option to make security management easier and more effective.

A Default Category is used to automatically apply a category to videos that are uncategorized after 24 hours. This is useful for users who frequently apply the same category to their videos like those in Patrol.

Add Locations

➔ To add locations to VIEVU Solution:

1. From the tabs at the top of the VIEVU Solution main screen, click on **Settings**.

- From the left-side toolbar, click on **Locations** . The Locations window is displayed as shown (Figure 14).

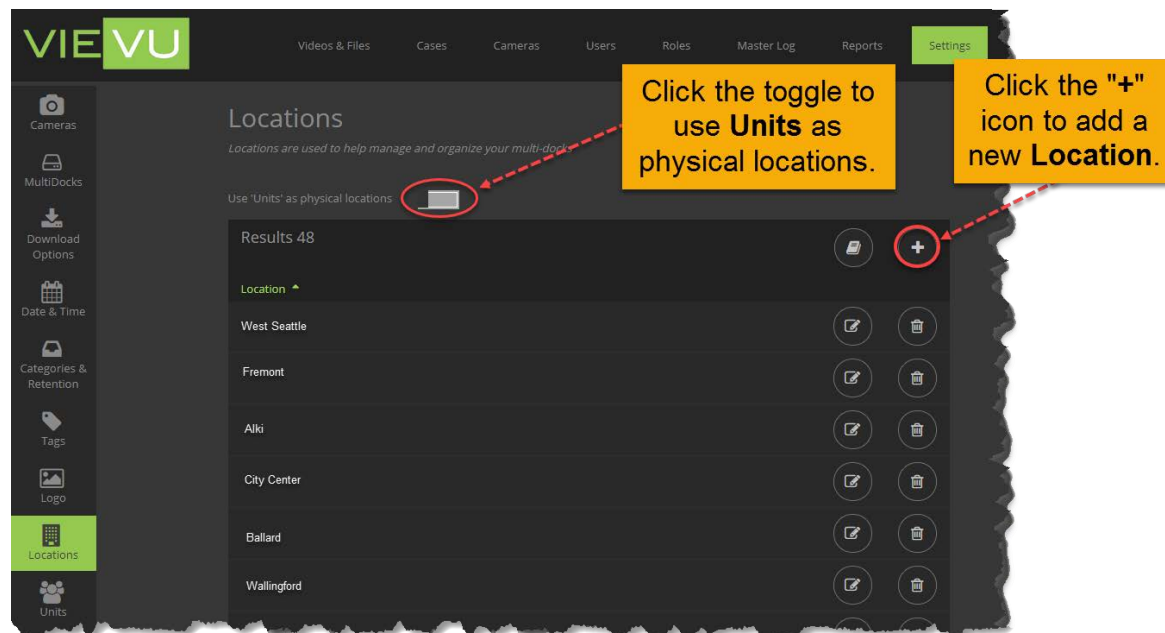



Figure 14

Note: Optionally, you can use Units as physical locations by clicking the toggle on the Locations window.

- In the top-right corner of the Results window, click the **Add**  icon. The Add Location window is displayed as shown (Figure 15).

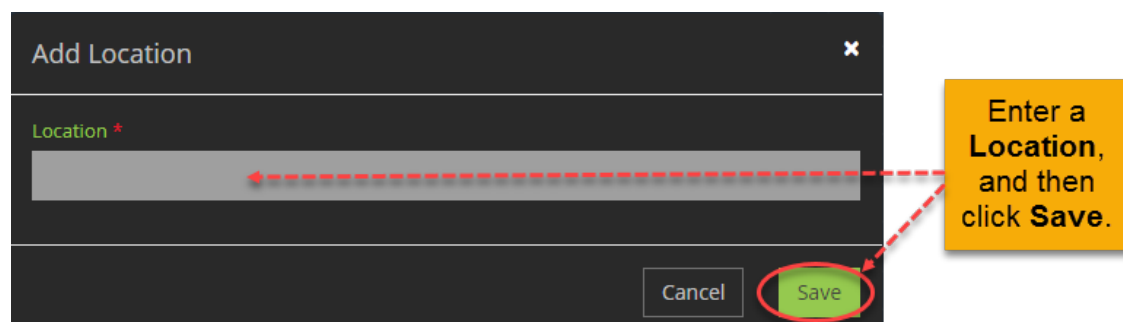



Figure 15

- In the **Location** field, enter a location.
- When you are finished, click **Save**.

Add IP Restrictions (optional)

When you add an IP restriction, only computers with that public IP address can access the system.

➔ To add IP restrictions to VIEVU Solution:

1. From the left-side toolbar, click **Restrict IP** . A Results window, similar to the following, is displayed (Figure 16).

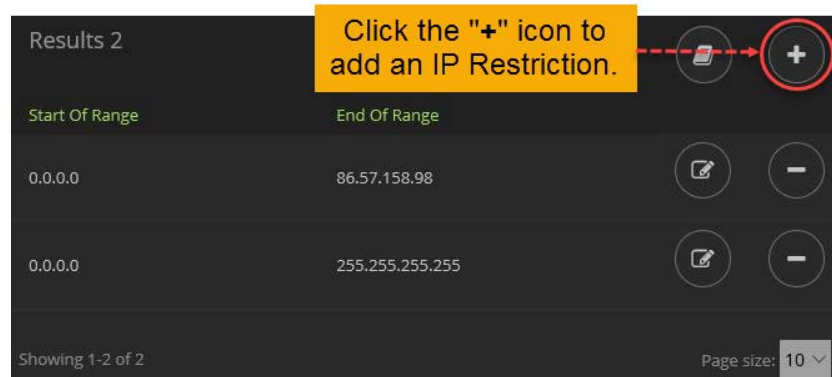



Figure 16

2. In the top-right corner of the Results window, click the **Add**  icon. The IP Restriction window is displayed as shown (Figure 17):

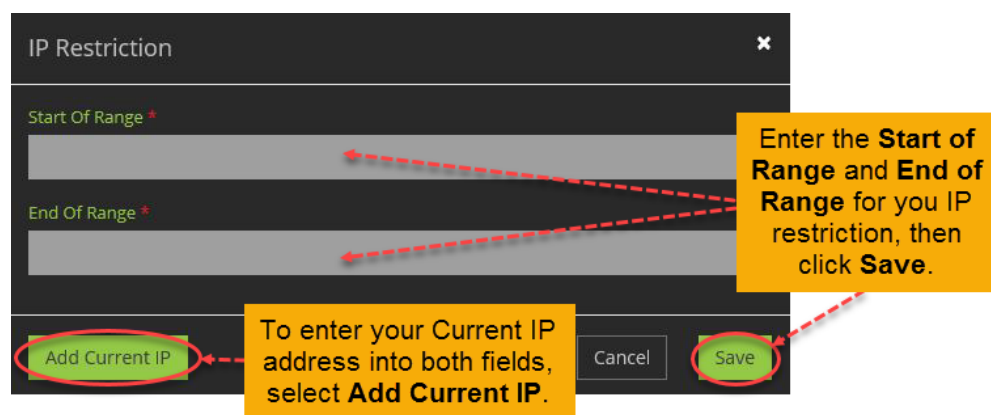



Figure 17

3. Enter **Start of Range** and **End of Range** values for this IP Restriction.
4. When finished, click **Save**.

Note: If an IP restriction is added, only computers with that public IP address will be able to access the system. Care must be taken to ensure that the IP address entered is correct or you may be locked out of the system. Contact VIEVU if you have any questions.

Configure Video Trash Can

➔ To configure the storage of deleted files:

1. From the left-side toolbar, click **Restore Deleted Files** .
2. In the **Store Deleted Files for:** field, use the drop-down list to select the number of days to keep video files in the trash can before deleting forever.
3. When finished, click **Save**.

Note: The trash can feature allows you to recover a video file after it has been deleted.


Add Roles

Security in the VIEVU Solution is controlled by *Roles*. Each Role provides specific security rights and each user is assigned a Role. There is no limit to the number of roles that you can create. Two roles have already been created: the **Admins** role will have full access to the system, while the **Users** role provides only the average security level appropriate for most users. If you need additional security roles to control security in your organization, complete the steps in this section.

Note: You can also use AD Sync under Settings to create Roles. See the VIEVU Solution AD Sync Guide or contact VIEVU for more information.

Add Role

➔ To add a role to VIEVU Solution:

1. **Log In** to your VIEVU Solution website.
2. Click the **Roles** tab on the toolbar across the top of the window.
3. From the left-side toolbar, click **Add Role** .
4. In the **Name** field, enter a name for this role.
5. Use the drop-down list in the **View Files** field to select which files to view.
6. Use the drop-down list in the **View Cases** field to select the cases to view.
7. Use the toggles to make your selections for each of the security options.
8. When you're finished, click **Save**.


Add Users

There is no limit to the number of users that can be added to the system.

Note: You can also use AD Sync under Settings to create Users. See the VIEVU Solution AD Sync Guide or contact VIEVU for more information.

Add User

➔ To add a user to VIEVU Solution:

1. Click the **Users** tab on the toolbar across the top of the window.
2. From the left-side toolbar, click **Add User** .
3. Type a **Name**, **Username**, and **Email Address** into the designated fields.
4. Use the drop-down lists in the **Security Role** and **Unit** fields to make your selections.
5. Optionally, you can upload a **Photo** and add an **ID**.
6. Click **Save**. The user receives an email with a link to choose their password.

Note: The email will NOT contain a Login ID or the website address to access your site. You will need to securely distribute this information to your users.

Install VIEVU Solution Connector

For security reasons, websites cannot talk directly to VIEVU cameras. To support the camera assignment and download processes, a software application called *VIEVU Solution Connector* must be installed.

The VIEVU Solution Connector is your source for the following functions:


- Assign cameras.
- Review video and add metadata to videos stored on the camera. The metadata is automatically imported when the videos are downloaded later.
- Download videos directly from a camera to the cloud.

It is required that you install the VIEVU Solution Connector software on any computer used to assign cameras or download videos. To download and install this software, complete the following steps:

Note: If your system already has the VIEVU Solution Connector installed, skip to the following section, “Assign Cameras,” to continue setting up and configuring the VIEVU Solution system.

Download & Install

➔ To download and install VIEVU Solution Connector:

1. Log In to your VIEVU Solution website.
2. At the top of the window, click on the **Settings** tab.
3. From the left-side toolbar, click **Software & Documentation** . Multiple software links are displayed.
4. Click the **VIEVU Solution Connector Installer** download box as shown (Figure 18).

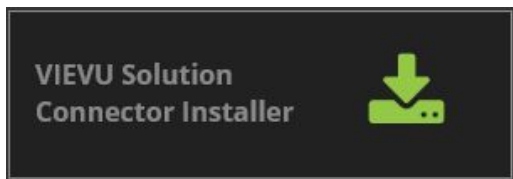


Figure 18

5. When the app has finished downloading, click **Run**.

Note: Depending on your permissions in the system, you may be asked for an Administrator login and password to continue this procedure.

6. Click the **I agree** radio button to accept the VIEVU Software License Agreement and click **Next**. You are prompted to enter your VIEVU Solution account name as shown (Figure 19).

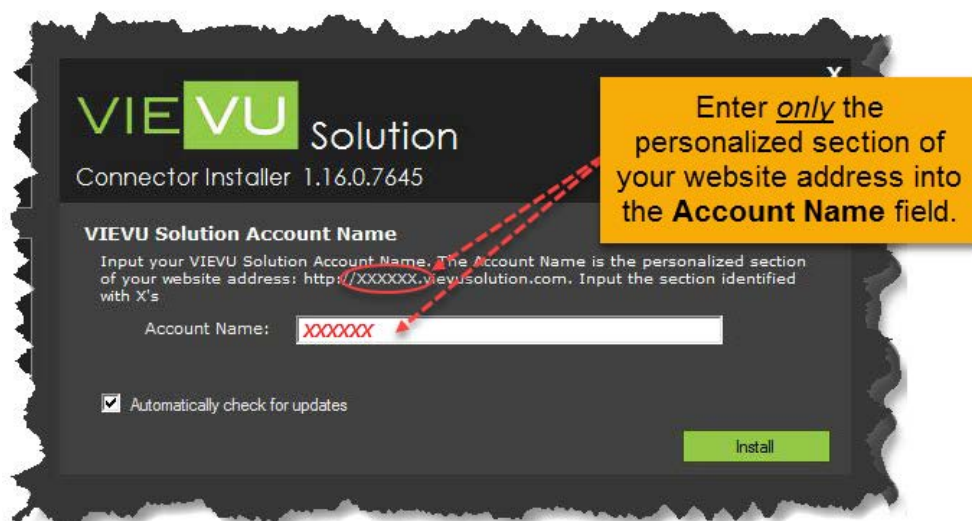


Figure 19

7. Enter your account name and click **Install**. The installation process begins.
8. When the installation process is complete, the following is displayed (Figure 20).

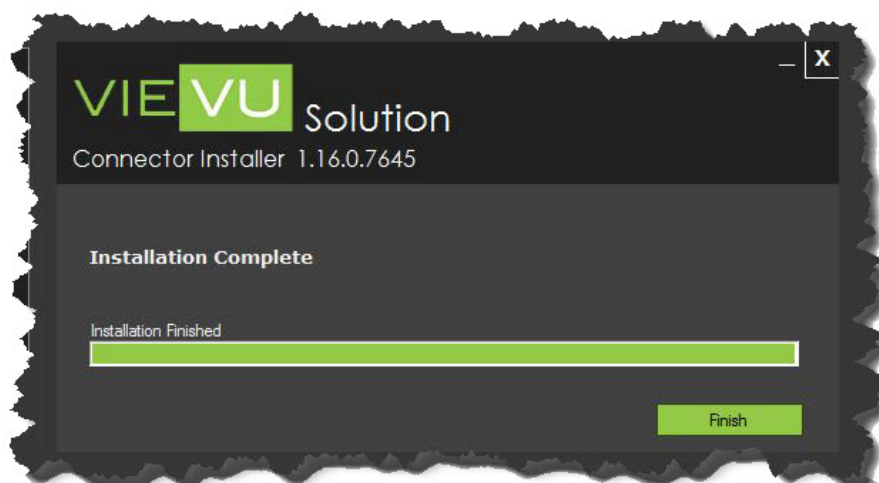


Figure 20

9. Click **Finish** to complete the VIEVU Solution Connector installation.
10. Restart the computer. When the restart has completed, a new icon for **VIEVU Solution Connector**



is displayed on your desktop.

11. Log in



12. Double-click on the **VIEVU Solution Connector** icon on the desktop.
13. Enter your **Username** and **Password**.
14. Enter your **Account Name**. Your Account Name is the personalized section of your website address: <http://XXXXXX.viewusolution.com>, where **XXXXXX** is your Account Name.
15. Click **Login**.

Note: The Account Name is saved after login so you won't need to enter it every time you log on.

Assign Cameras

Cameras must be assigned to the system before you can download video. If you have accidentally recorded video on the camera before assigning and you need to retain the video, contact VIEVU for assistance.

Assign Camera to User

Attention: If your cable has 2 USB connectors, you must connect both larger USB cable ends to standard USB ports on the computer.

➔ To assign a camera to a user:

1. Connect the download cable to the computer. Connect the larger USB cable connectors to standard USB ports on the computer as shown (Figure 21).

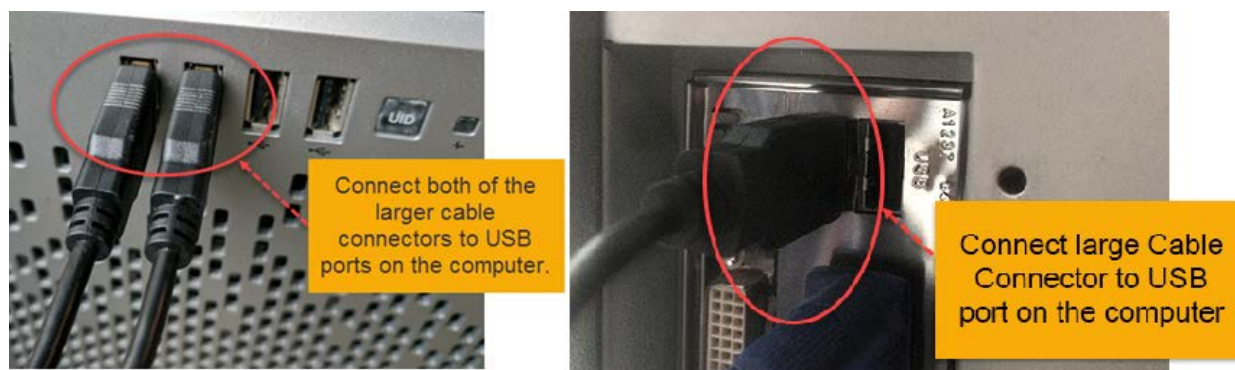


Figure 21

2. Swivel the rubber USB cover on the bottom of the camera to reveal the mini-USB port or USB-C port (Figure 22).

Note: A rubber cover protects the camera port when not in use. Simply rotate or slide the rubber cover to reveal the port.

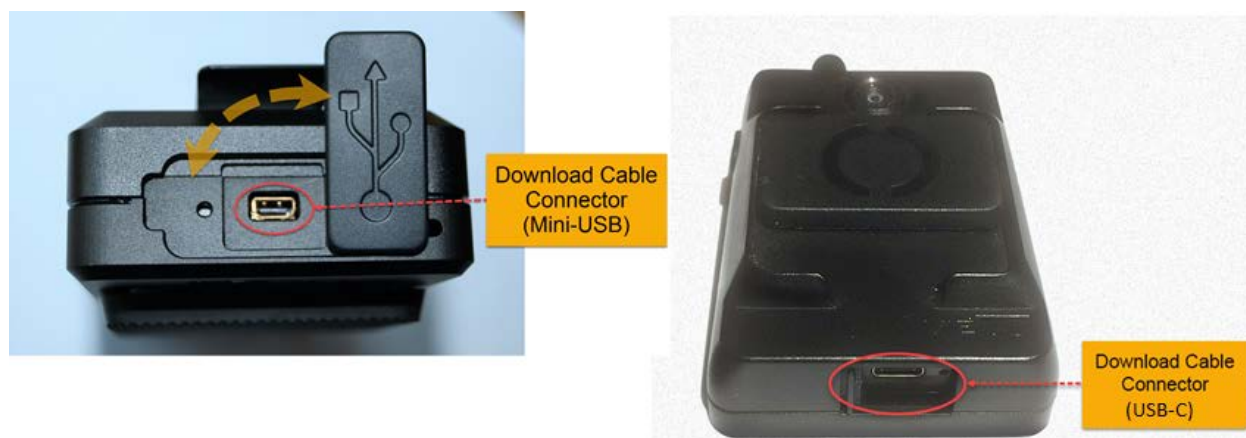


Figure 22


Note: The mini-USB connector is keyed so that the connected cable has the proper orientation. Do not force this connector, as it could damage the connector or the camera port.

The USB-C connector may be inserted in either orientation.



3. Connect the smaller end of the download cable to the camera (Figure 23).



Figure 23

4. Turn the camera **On**.
5. Log In to your VIEVU Solution website.
6. Click the **Cameras** tab on the toolbar across the top of the window.
7. From the left-side toolbar, click **Assign Camera** . The VIEVU Solution Connector application is displayed and you are prompted to enter a user name.

Note: VIEVU Solution Connector must be installed on the computer. Do NOT turn off or disconnect camera while assigning.

8. Enter the **Name** to whom you want the camera assigned and click the **Magnifying Glass**  icon. The selected user name is displayed.
9. Click the **Add**  icon next to the correct user.
10. At the bottom of the screen, click **Assign**. The camera is assigned to the user and you are returned to the VIEVU Solution Connector main window (as shown), from which you can assign additional cameras, add metadata to videos, or download video from cameras.

Once the camera is assigned, you can immediately begin recording with it to familiarize yourself with its features.

You have successfully completed the setup and configuration process. You are now ready to begin using the system. For additional information, download and review the *VIEVU Solution User Guide* from **Software & Documentation** under **Settings** on your VIEVU Solution website, or visit www.viewu.com/viewu-solution-support.