VIEVU Solution User Guide

INTRODUCTION

VIEVU Solution is the next generation, fully-hosted, cloud evidence management system. This guide describes how to operate VIEVU Solution. Additional support material is available at www.vievu.com/support

CONTACT US

If you need assistance or have any questions, please visit www.vievu.com/vievu-solution-support, contact us by phone at 888-285-4548 (select Option 2 for Support), or email support@vievu.com.

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OVERVIEW

VIEVU Solution is a fully hosted evidence management system. A minimal amount of setup, support, and maintenance is required, because it is fully hosted and accessed through an internet browser or smartphone app. The VIEVU Solution application includes many key features to enhance your video and evidence management processes:

- Easy to use and simple to deploy.
- Unlimited scalability.
- Stream video playback.
- Secure external video sharing.
- Add metadata and upload video from the field.
- Case file management for all digital evidence.
- Store all file types (video, pictures, documents, reports, etc.)
- A mobile app gives non-camera users the ability to upload pictures or videos from their mobile device and review video, cases, and files without having to access a web browser.
- Enhanced security controls, include IP whitelisting, multi-factor authentication, and other granular user security options.

Note: VIEVU Solution is compatible with the VIEVU LE3, LE4, LE4mini, LE5, and LE5 LITE cameras.

Software Compatibility

VIEVU Solution Website:

- Internet Explorer latest version.
- Edge latest version.
- Mozilla Firefox latest version.
- Google Chrome latest version.

VIEVU Solution Connector:

- Microsoft Windows 7, 8, and 10 in both 32 and 64 bit.

VIEVU Solution App:

- Android 4.1 and above.
- iOS 9 and above.

GETTING STARTED

Welcome to the VIEVU Solution evidence management system. Complete the procedures provided in this section to set up and configure your VIEVU Solution system.

Please contact VIEVU if you have any questions or need assistance completing these steps.

Updating Your Camera

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, see Working with Docking Stations section of this manual), Firmware.

Update to Latest Firmware

VIEVU camera firmware can be updated either automatically (by connecting to a Docking Station), or manually using the following procedure.

➔ To manually update VIEVU Camera Firmware:

1. Visit the VIEVU Support page at http://www.vievu.com/support
2. Select your camera model from the camera dropdown list under the Support menu (Figure 1).

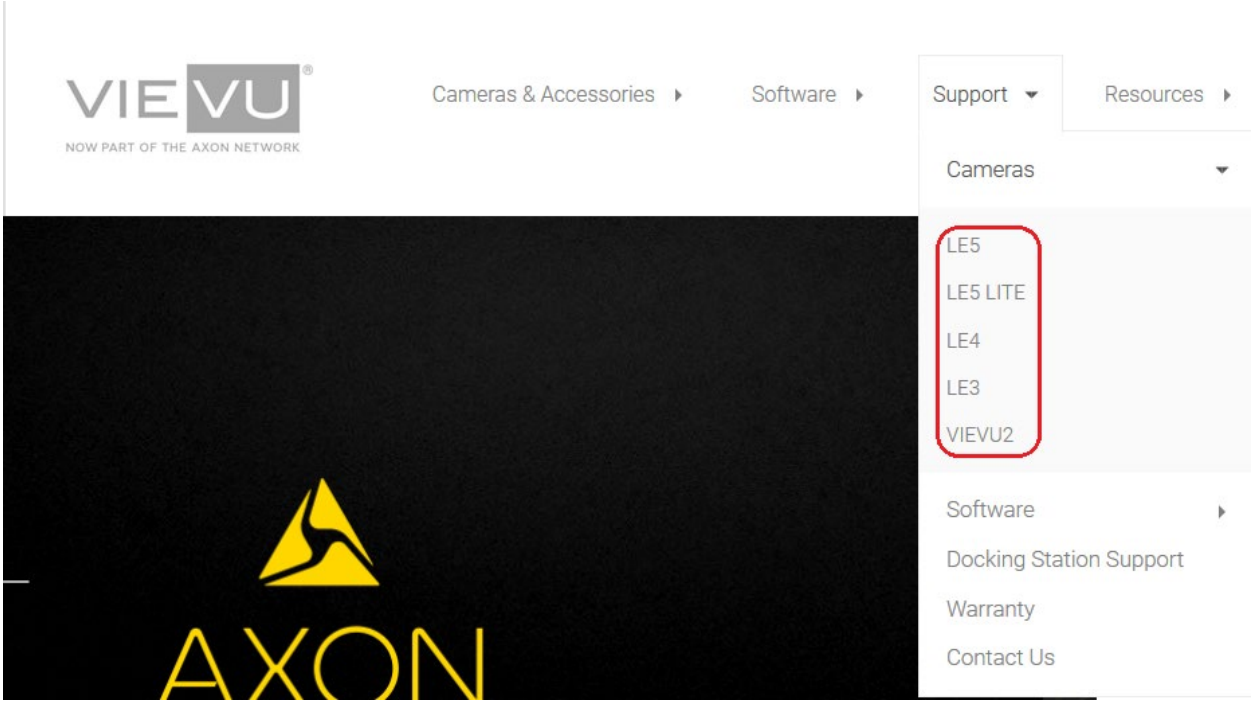


Figure 1

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

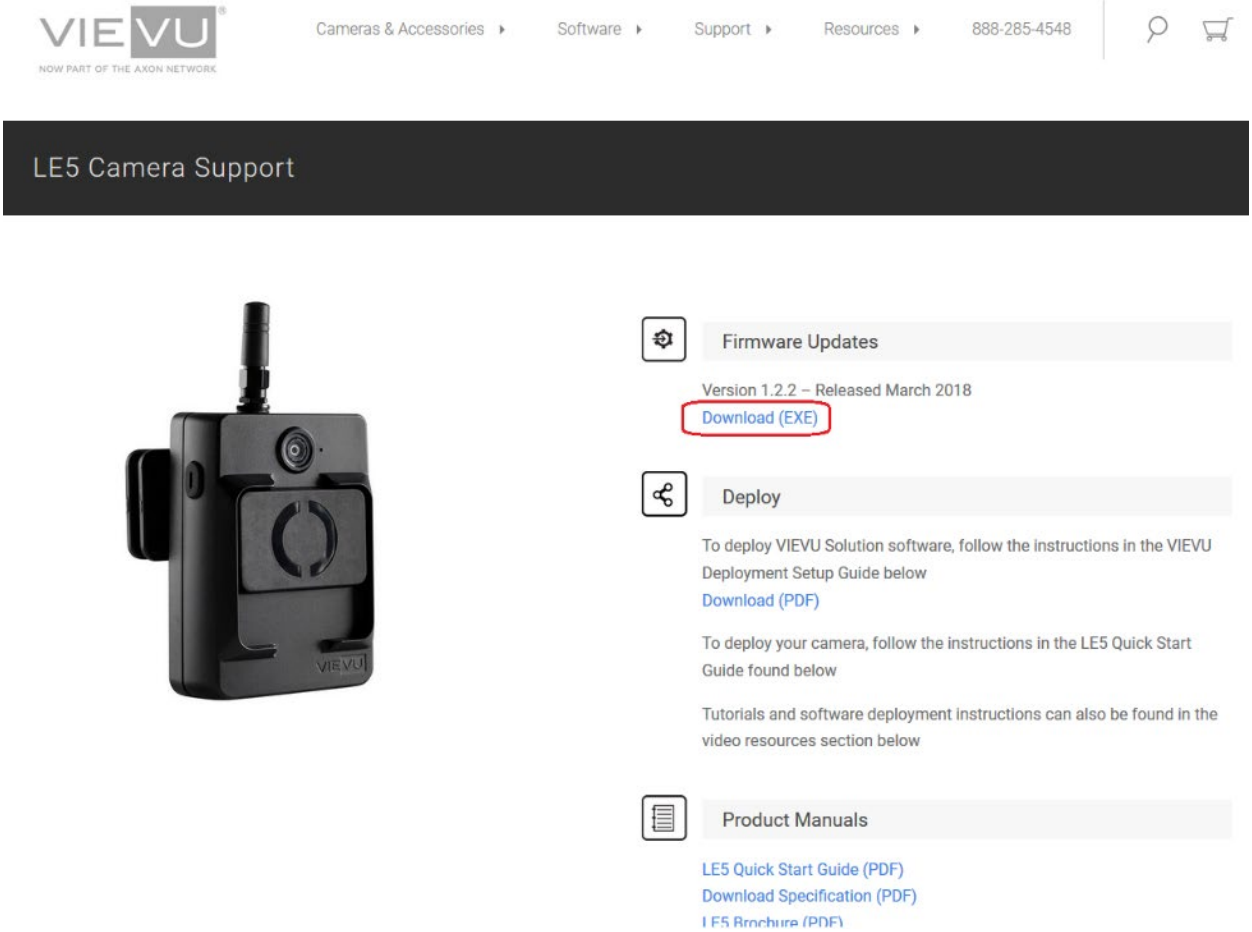


Figure 2

4. Open the executable file from a windows File Browser (Figure 3).

Figure 3

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

VIEVU SOLUTION SYSTEM

VIEVU Solution is a fully-hosted cloud management system. In order to access this system, you will need a compatible browser installed on your computer.

Setting Up VIEVU Solution

This section 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.vievu.com/vievu-solution-support.

Update Administrator Password

Before you perform any of the other setup tasks, it is critical that you secure the system. To do this, you must change the default admin account password.

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.

➔ To change the admin password:

1. Login to VIEVU Solution using the provided admin username and password.
   - If this is the first time that the admin account has been used to login to VIEVU Solution you will be automatically prompted to change the admin account password.
   - Enter and confirm an acceptable password for the admin account (that satisfies the password requirements described in the Reset Password section of this guide).
   - Skip the rest of this section.
2. From the VIEVU Solution main window, click the **Admin** user on the right-hand side of the toolbar across the top of the window.
3. A dropdown containing commands that are specific to the logged in user, is displayed (Figure 4).

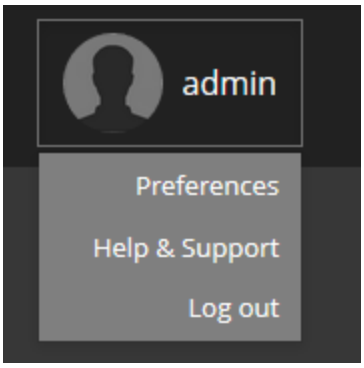


Figure 4

4. Select the **Preferences** option.
5. Your **Password** and **Security Question** options are displayed (Figure 5).

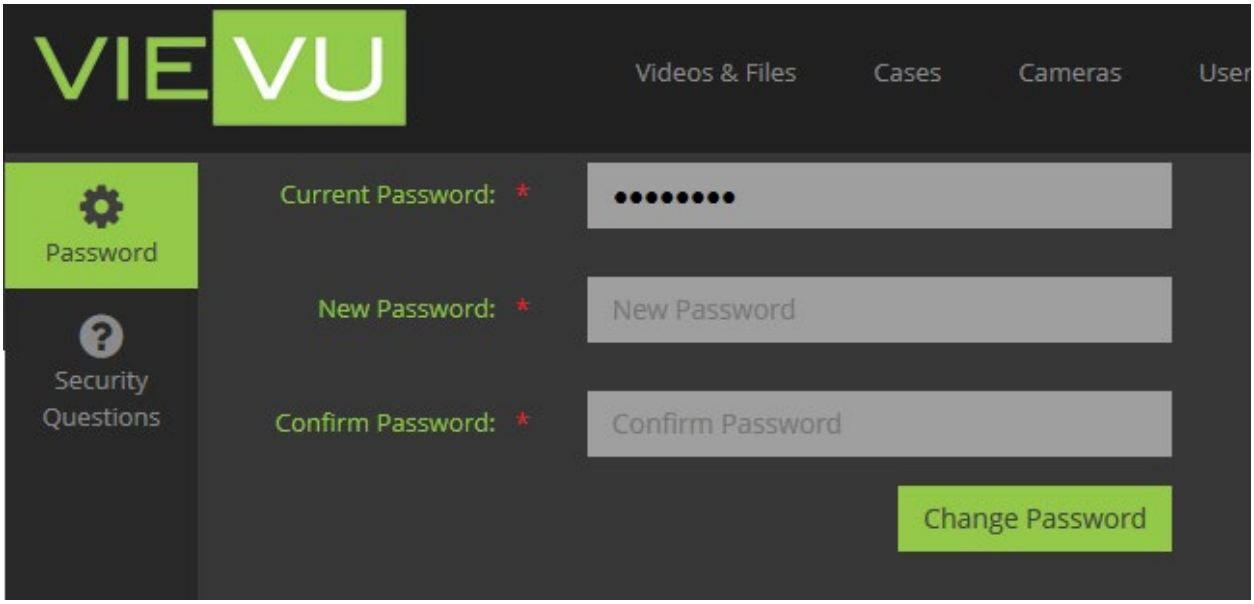


Figure 5

6. Select Password and enter the *admin* account **Current Password**, N**ew Password**, confirm the **New Password** and select **Change Password**.
7. If the entered information is accepted by the system, the *admin* password is changed to the value entered into the **New Password** field.

Note: See the Reset Password section of this guide for more information about passwords.

You may also change the admin password from the user's profile. See the Users section of this guide for more information about editing user accounts.

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

Adjust System Settings

The following system settings should be confirmed prior to using VIEVU solution. For a full description of the following systems settings, see the Settings section of this manual.

Note: Settings may be changed at any time.

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

➔ To adjust your initial system settings:

1. Make the necessary adjustments to camera settings, as described in the Cameras section of this guide.
2. Select your preferred file name format as described in the Select Download File options section of this guide.
3. Select your preferred time format as described in the General Settings section of this guide.
4. Select whether you wish to allow multiple report numbers per evidence item, or not, as described in the General Settings section of this guide.

5. Enable multi-factor authentication, if necessary, as described in the Multi-Factor Authentication section of this guide.
6. Enable notification of uncategorized videos by email, if necessary, as described in the Uncategorized Videos Notification section of this guide.
7. Enable notification by email of when cameras are checked out, if necessary, as described in the Camera Checkout Notifications section of this guide.
8. Add categories for your evidence as described in the Categories & Retention section of this guide.
9. Add tags for filtering evidence as described in the Tags section of this guide.
10. Add a logo as described in the Logo and Disclaimer section of this guide.
11. Add a disclaimer as described in the Logo and Disclaimer section of this guide.
12. Add locations for your Docking stations, as described in the Locations section of this document.
13. Add units that can be assigned to evidence and to officers, as described the Units section of this guide.
14. Add Ranks for officers, as described the Ranks section of this guide.

Note: Ranks can only be added if AD synchronization is disabled.

15. Create groups, as described in the Groups section of this guide.
16. Refresh your system access token as described in the Access Token section of this guide.

Note: Any systems communicating with VIEVU Solution via this access token will lose their connection.

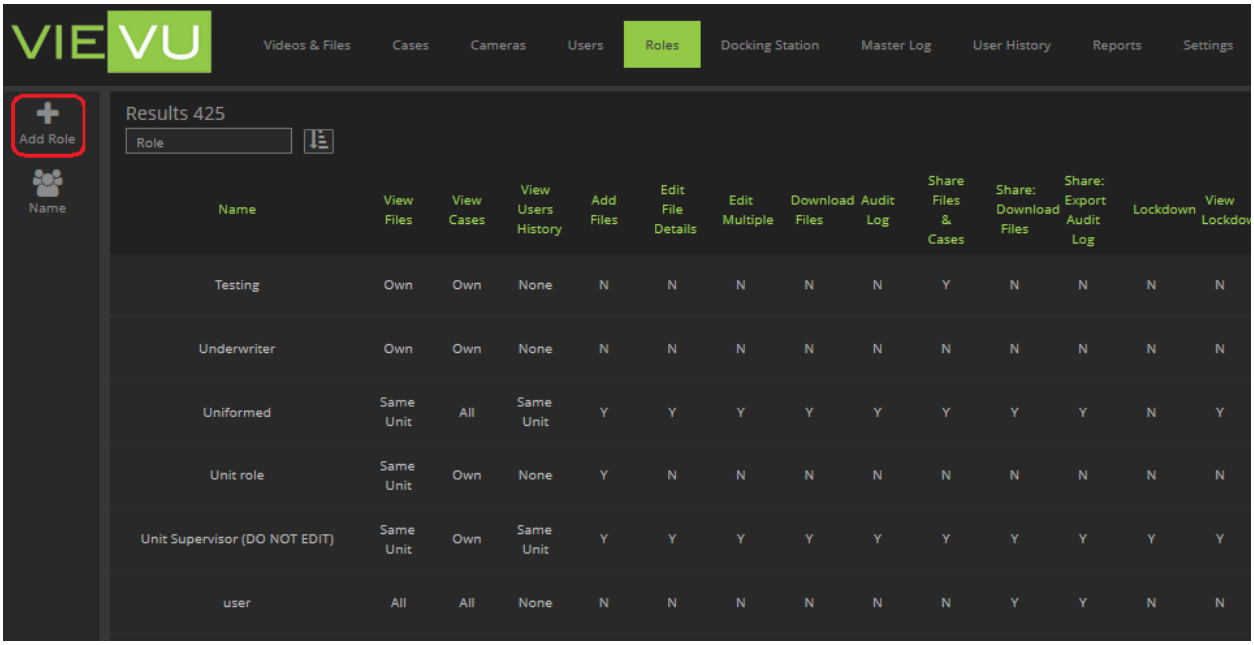
17. Setup Active Directory notifications as described in the Active Directory & ADFS section of this user's guide.
18. Setup your ADFS as described in the Active Directory & ADFS section of this user's guide.
19. Setup your CAD-RMS notifications as described in the CAD-RMS Sync section of this guide.
20. Select the number of days to keep deleted evidence in the recycle bin, as described in the Restore Deleted Files section of this guide.

Add Roles

Roles are required before users can be added to VIEVU Solution. A role defines users access rights to VIEVU solution information.

➔ To add a role to VIEVU Solution:

1. Click the **Roles** tab on the toolbar on the main menu.
2. The roles search results screen is displayed.
3. On the left-side toolbar, click the **Add Role** icon.



Name	View Files	View Cases	View Users History	Add Files	Edit File Details	Edit Multiple	Download Files	Audit Log	Share Files & Cases	Share: Download Files	Share: Export Audit Log	Lockdown	View Lockdow
Testing	Own	Own	None	N	N	N	N	N	Y	N	N	N	N
Underwriter	Own	Own	None	N	N	N	N	N	N	N	N	N	N
Uniformed	Same Unit	All	Same Unit	Y	Y	Y	Y	Y	Y	Y	Y	N	Y
Unit role	Same Unit	Own	None	Y	N	N	N	N	N	N	N	N	N
Unit Supervisor (DO NOT EDIT)	Same Unit	Own	Same Unit	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
user	All	All	None	N	N	N	N	N	N	Y	Y	N	N

Figure 6

4. Add roles to VIEVU Solution, as described in the Roles section of this guide.

Add Users

Users are people that are able to login to VIEVU Solution. Each user is assigned a role and a unit. Therefore, the user's *role* and *unit* must be defined in VIEVU solution prior to adding the user.

➔ To add a user to VIEVU Solution:

1. Click the **Users** tab on the main menu.
2. The users search results screen is displayed.
3. From the left-side toolbar, click the **Add User** icon (Figure 7).

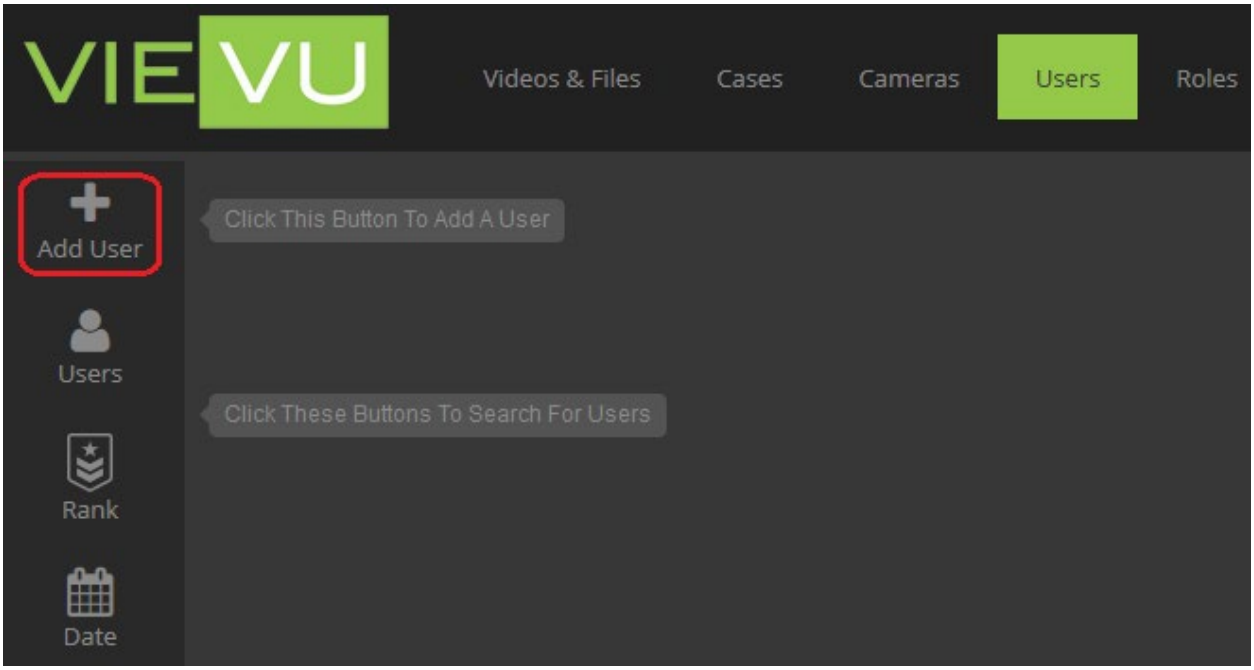


Figure 7

4. Add users as described in the Users section of this guide.

Note: The user will NOT be automatically informed of their login name or the website address needed to access the VIEVU Solution login screen. You will need to securely distribute this information to your users.

Assign Cameras

Once a user has been added to VIEVU solution you may now assign that user a camera. Cameras must be assigned to users of VIEVU Solution prior to recording video.

Note: If you have accidently recorded video on a camera before assigning to a user, and you need to retain the video, contact VIEVU for assistance.

➔ To assign a camera to a user:

1. Connect a camera to your computer, as described in the Connect A Camera To Computer section of this user's guide.
2. Loin to VIEVU Solution and select **Cameras** from the main menu.
3. From the left-side toolbar, click on the **Assign Camera** icon (Figure 8).

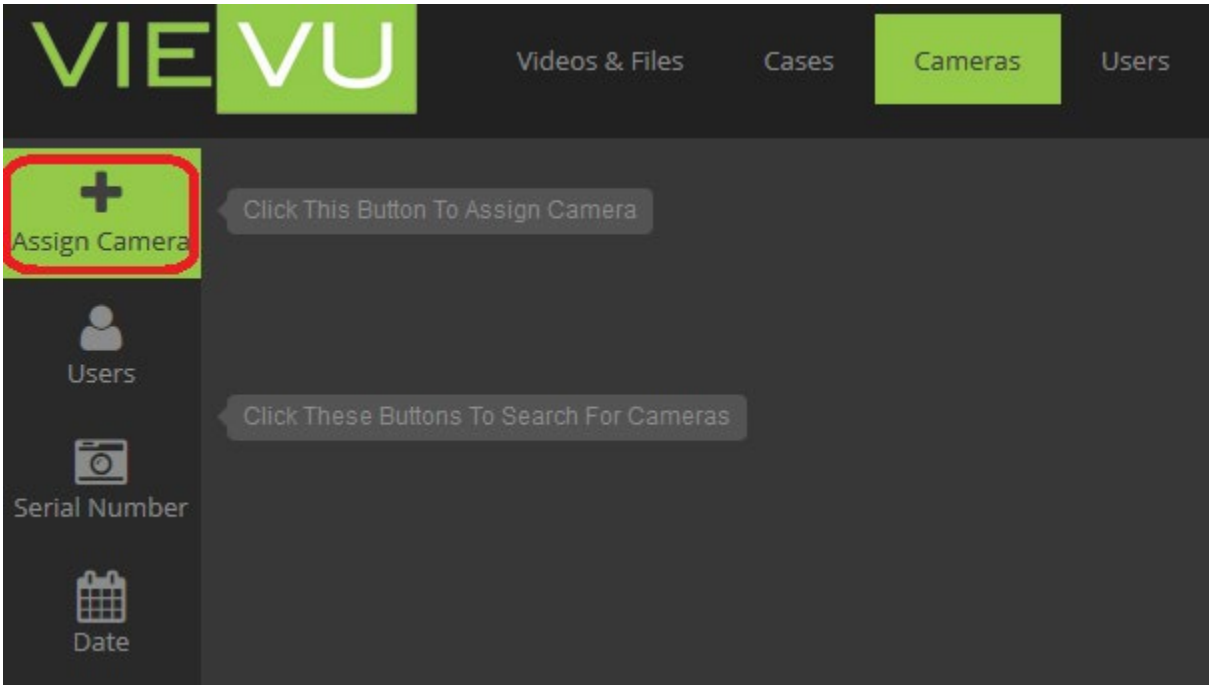


Figure 8

4. Assign the camera to a user, as described in the Assign Camera section of this guide.

Accessing VIEVU Solution

To access information managed by VIEVU Solution, you must login to the application using your username and password.

Login

When the URL to an instance of VIEVU Solution is first opened in a browser, the VIEVU Solution login screen is displayed. If your administrator has enabled multi-factor authentication, you will also need to be able to access the email address or (a mobile device with) the phone number, that was entered into your profile.

Note: Once you have logged into VIEVU Solution, there is a time-out after 15 minutes of inactivity. If you close and re-open a connection to VIEVU solution within this time-out period, you will still be logged into VIEVU Solution.

➔ To login to Vievu Solution:

1. Enter the URL of your domain into a web browser (the URL will be of format https://XXXXXX.vievusolution.com/Account/Login, where XXXXXX is your account name).
2. The VIEVU Solution **Login** screen is displayed (Figure 9).

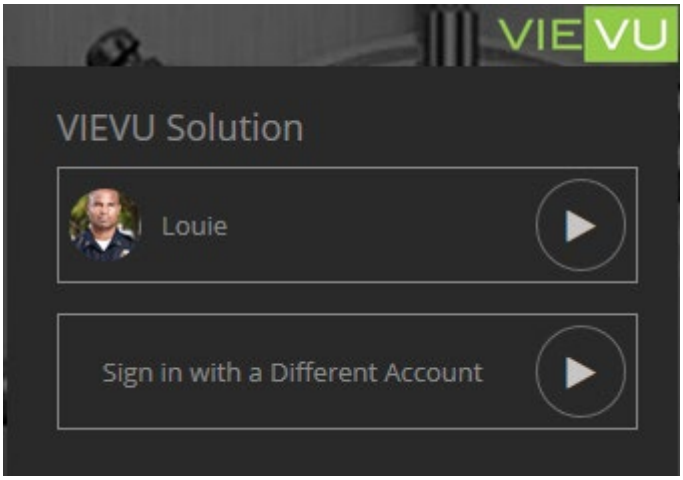


Figure 9

3. Enter your username and your password.
4. If multi-factor authentication is enabled (and this your first login in from this computer), you are requested where to send a login verification code (Figure 10).

Note: If your account profile does not include a telephone number, you will not be requested to select where the verification code is sent. It will automatically be sent to your email address.

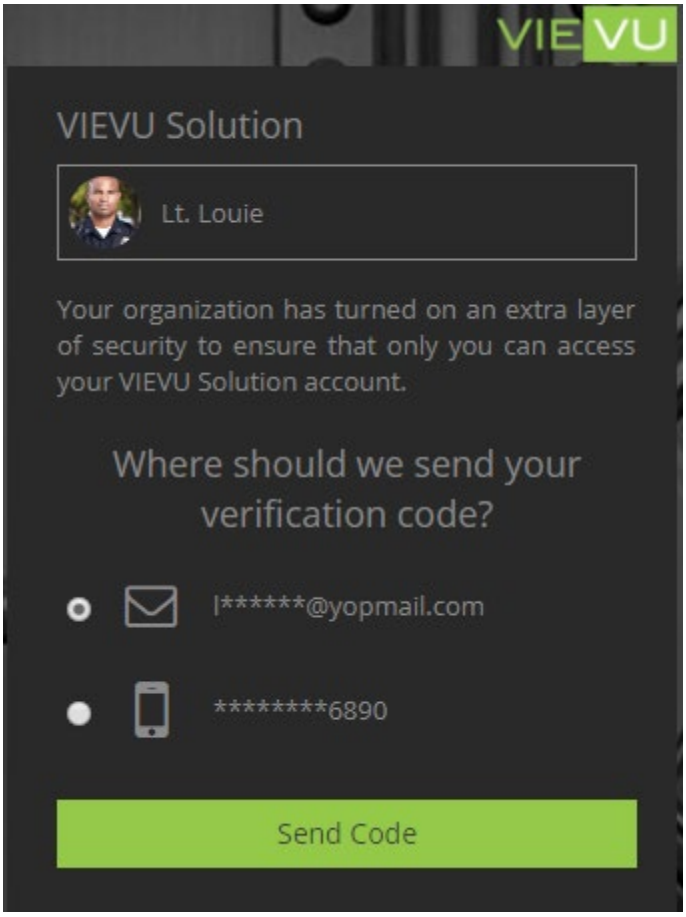


Figure 10

5. Copy the verification code that was sent to you and paste it into the next screen that is displayed (Figure 11).

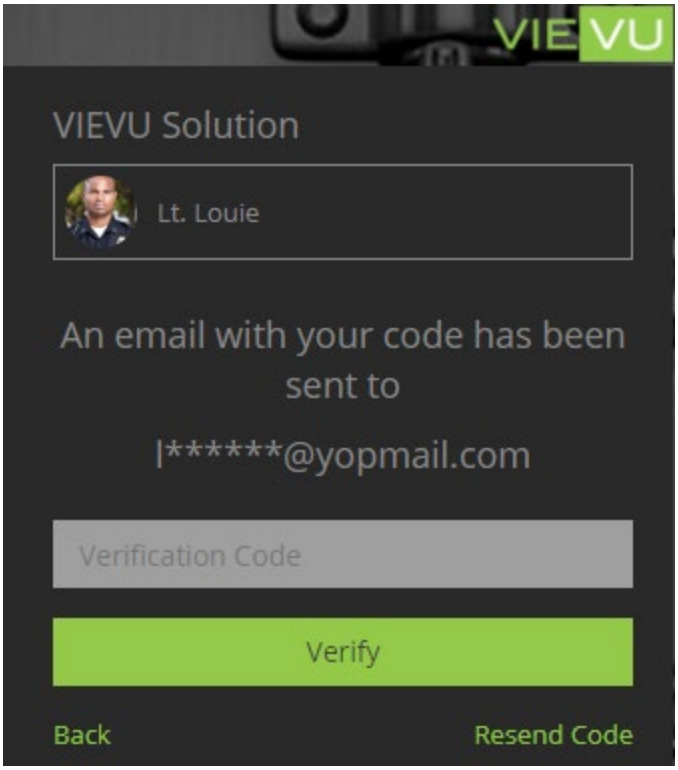


Figure 11

6. Click on **Verify**.
7. The VIEVU Solution main menu is displayed with the Videos and Files tab selected.

VIDEOS & FILES

Videos and files refers to evidence that can be managed by VIEVU Solution.

Note: Your View Files permission must be set to a value other than 'None', in order to see evidence.

Uploading Videos

After a video has been recorded on a VIEVU camera, you'll need to upload the video and any associated data and files to VIEVU Solution where it can be categorized, archived, and used for evidence.

Add Video from a Camera (Using a Computer)

You can initiate uploading of camera video from within VIEVU Solution. This procedure automates opening VSC, connecting VSC to a camera and uploading video from that camera.

➔ To begin the upload process:

1. Ensure that a camera is connected to your computer and that the latest version of VSC is installed.
2. From the left-side toolbar, click the **Add** icon.
3. A popup window is displayed to the right of the icon.
4. Select **From Camera** (Figure 42).

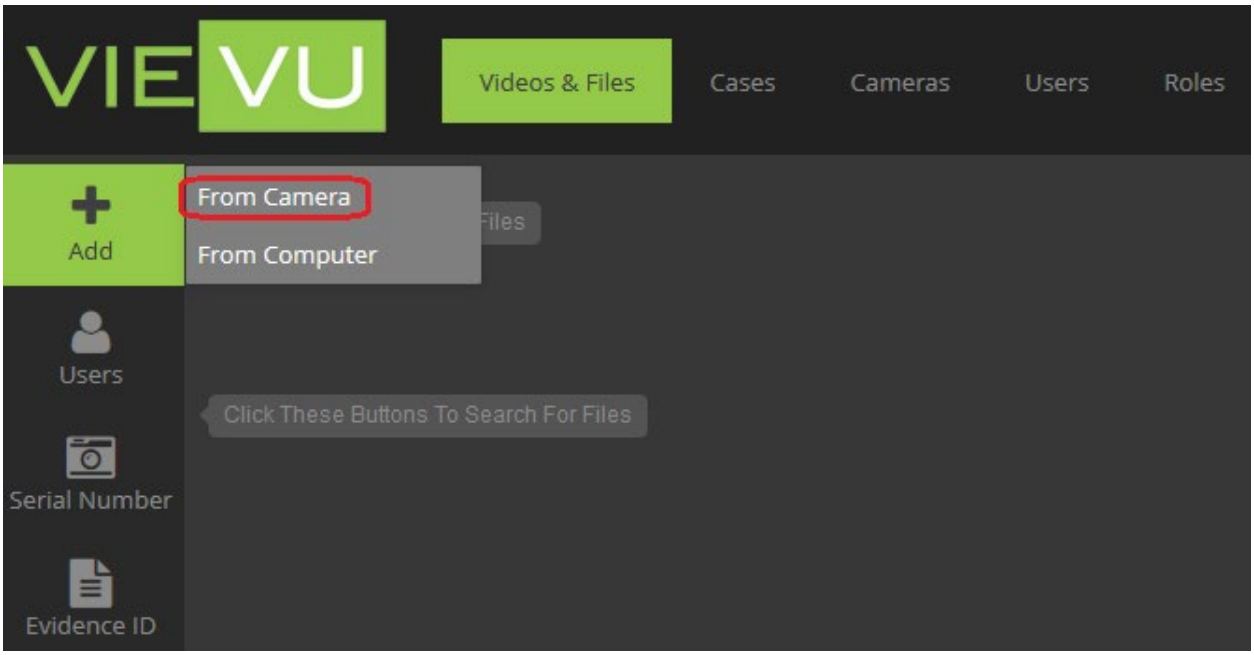


Figure 12

5. You are prompted to open VIEVU Solution Connector.
6. Confirm opening of VIEVU Solution Connector.
7. All videos on the connected camera are uploaded automatically.

Note: Do not turn off or disconnect the camera while uploading.

8. When finished, close VIEVU Solution Connector.

Upload Video from Camera (Using a Docking Station)

You can upload video without logging into VIEVU solution, by simply plugging a camera into a Docking Station.

➔ To upload video from a camera using a Docking Station:

1. Gently insert the camera into a bay on the Docking Station.
2. If the camera is an LE3, turn the camera *on* (LE4 and LE5 cameras turn on automatically).
3. The upload process begins automatically. (You do not need to be logged into the VIEVU Solution website to upload from a Docking Station.)

Note:The camera must be assigned to user of VIEVU Solution otherwise no videos will be uploaded.

Add Video & Files from Computer

Evidence that you wish to manage with VIEVU solution may not be available from a recognized VIEVU camera. In this case the evidence can be uploaded from your computer, directly into VIEVU Solution.

➔ To add evidence from your computer:

1. From the left-side toolbar, click the **Add** icon.
2. A popup window is displayed to the right of the icon.
3. Select **From Computer**, (Figure 43).

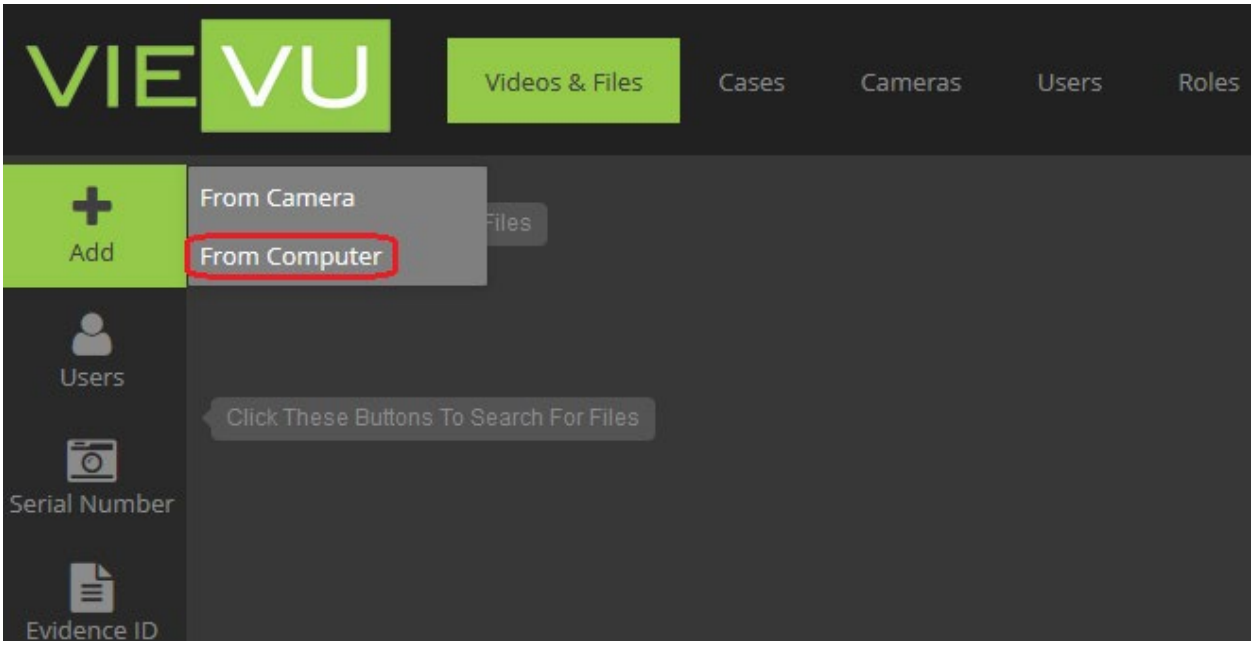


Figure 13

4. Browse and select videos and files to upload.
5. Click **Open** to automatically start the upload process, and the **Add Files From Computer** screen is displayed (Figure 44).

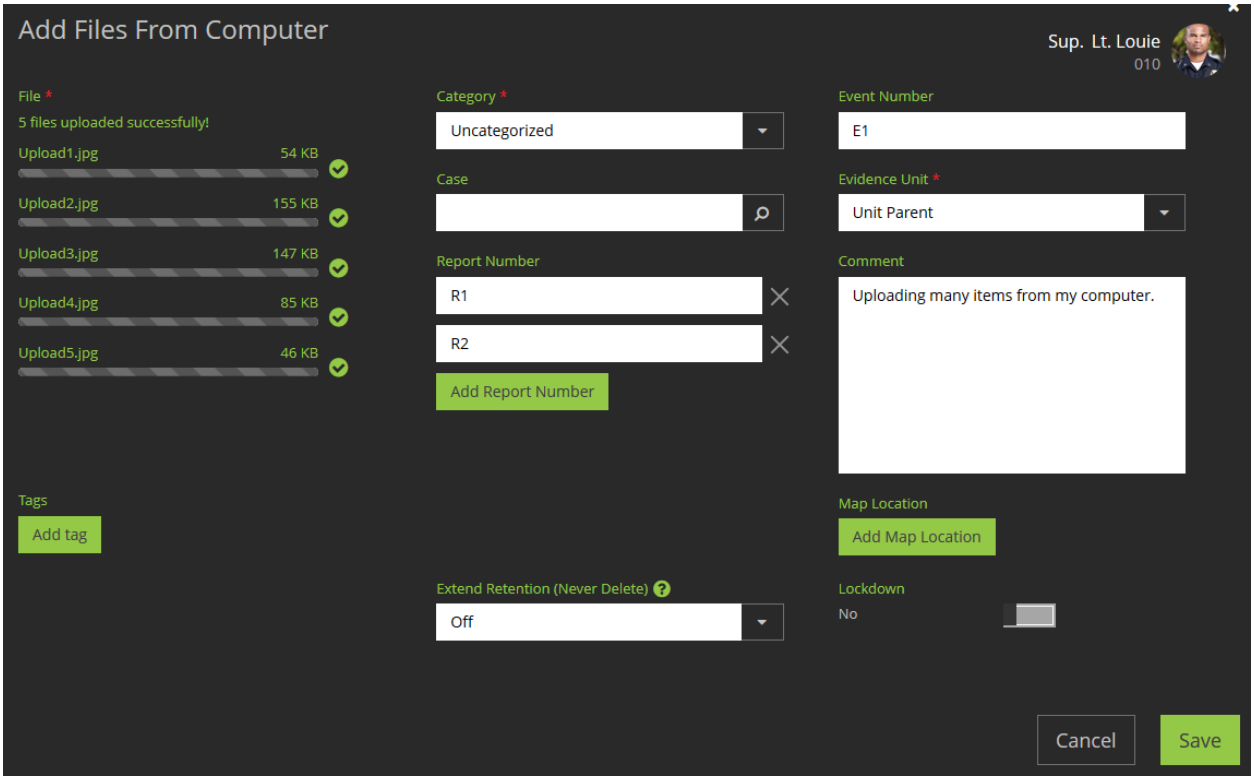


Figure 14

6. Enter any additional attributes into the **Add Files From Computer** screen (entered values are applied to all files being uploaded).

Note: The Category defaults to Uncategorized and the Evidence Unit to your unit.

7. After entering evidence details click **Save.**
8. Evidence items are created in VIEVU Solution and a confirmation is displayed.
9. Click on **Ok** and they are displayed in the **Videos & Files** search results screen.

See the Edit Evidence Details section of this guide for more details about editing attributes.

Note: Uploaded videos may take several minutes to be converted to a format that is viewable in VIEVU Solution.

Searching for Evidence Items

The search feature allows users to locate evidence items that have been uploaded to VIEVU Solution.

Search for Evidence by Criteria

To help you find a specific evidence item from amongst many thousands of videos and files, VIEVU Solution provides many specific and diverse search criteria. You may search for evidence by combinations of any of the following criterion:

- Evidence type - Video, Non-Video or both types of evidence.
- User name or ID – Narrows your search to evidence assigned to specific users.
- Serial Number – Narrows your search to videos that were recorded with specific cameras.

- Evidence ID – Finds a specific evidence item.
- Create Date – Narrows search results to within a specific range of dates when the file was created.
- Upload Date – Narrows search results to within a specific range of dates when the file was uploaded to VIEVU Solution.
- Category – Narrows search results to a specified category.
- Tags – Narrows your search results to only items with the specified tags.
- Case # - Narrows your search results to items that are in a specific case.
- Event # - Narrows your search results to items that have a specific event number.
- Report # - Narrows your search results to items that include the specified report numbers.
- Unit –Narrows your search results to include items with a specific evidence unit.
- Lockdown – Narrows your search results to items that are locked down.
- Never Delete – Narrows your search results to items set to never delete.
- File Name – Narrows your search results to items with a specific file name.
- Comment – Narrows your search results to evidence items that contain a specific phrase in their comment field.
- Shared – Narrows your search results to evidence items that are shared by VIEVU Solution or shared with you.

Note: That evidence items may take identical file names. However the evidence ID is always unique.

- The **Random 5** selection narrows your results to a maximum of 5 items picked at random from all items returned by your search criteria.

Any or all, of the above criteria may be combined into a single search.

Note: For more efficient and faster responses from VIEVU Solution, narrow your search results by adding multiple and specific search criteria. The less results that are returned the more efficiently VIEVU solution operates on those results.

➔ To search by specific criteria:

1. From the left-side toolbar on the VIEVU Solution main page, select your search criterion.
2. From the tabs across the top of the Search prompt, select **Videos**, **Files**, or **All** (for both video and non-video evidence type), (Figure 45).

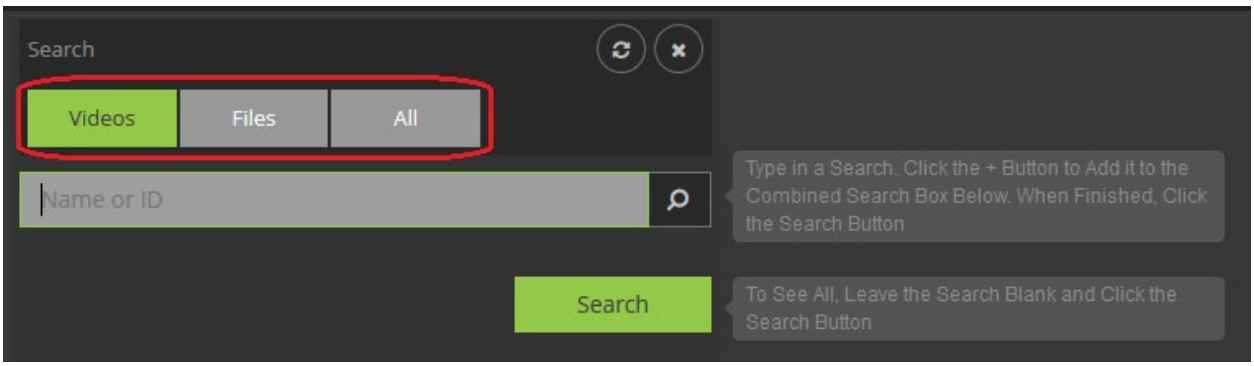


Figure 15

3. Enter your search criteria value into the search box. As you type 3 or more characters search criteria options that start with those characters, are displayed below the search box ().

Figure 16

Note: To see search criteria using less than 3 characters, click the magnifying glass icon.

4. At this point, whenever an add (**+**), icon is displayed next to a search criterion option, you can select it and it will be added to the filters in the combined search box, below the initial Search window (Figure 47). (For example, if you select the add search criterion (**+**), icon next to *Officer Pat* the search criteria would be updated (Figure 47).

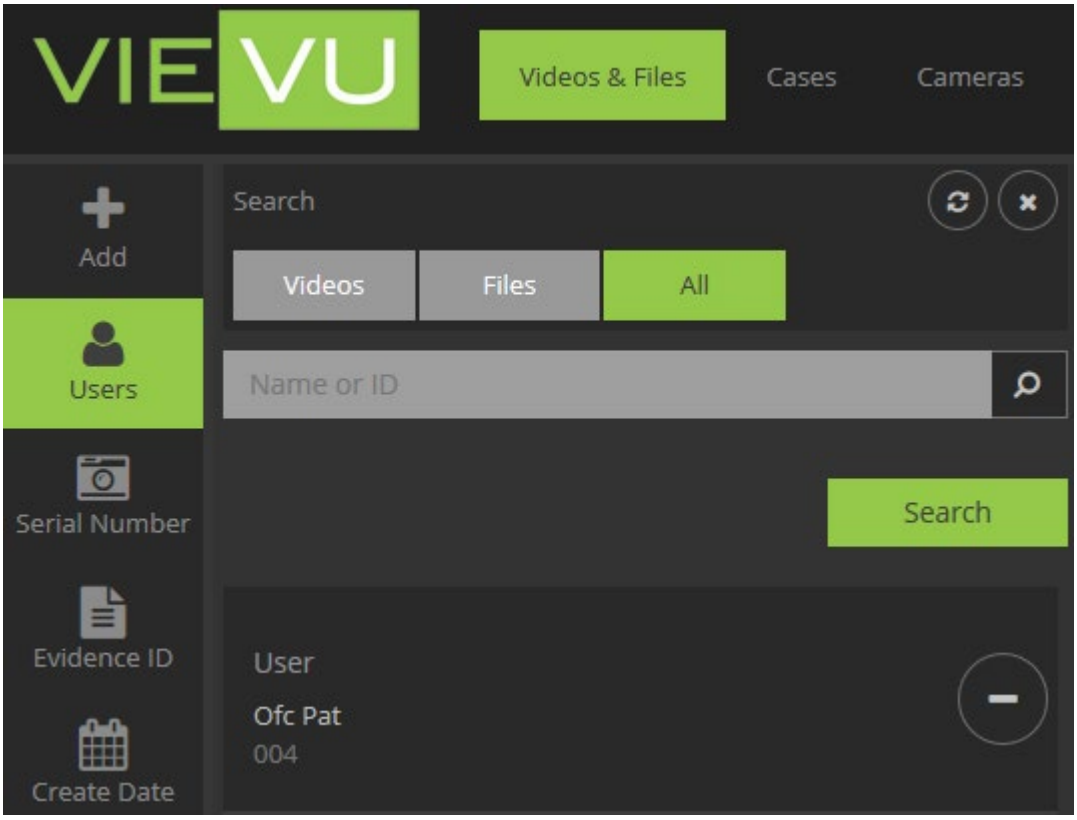


Figure 17

5. Select additional search criteria as necessary, from the toolbar on the left and click the add (**+**), icon to add more filters to your search.
6. Using this method, you can keep adding more criteria to your search with the result of narrowing down your search results to less returned results.
7. Click the **Search** button to display the videos/files that match *all* search criteria. The videos/files are listed on the evidence search results screen (Figure 48).

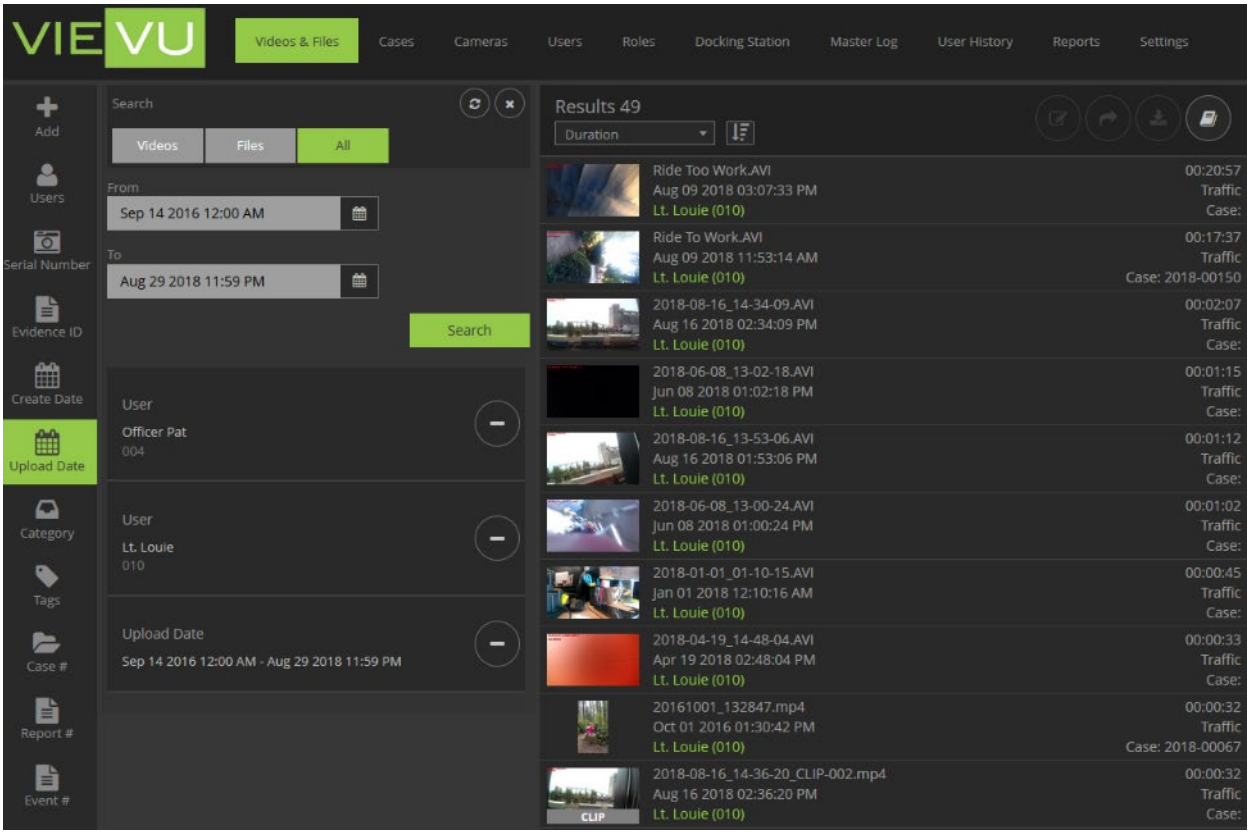


Figure 18

Note: To search for all evidence items leave the search box empty and click the Search button.

8. Videos and file search results contain the following information to assist you with identifying the evidence item, (Figure 49):

   - Image – An image of the evidence will be displayed for the file types listed in Appendix D : Recognized File Types. For unrecognized file types a document image is displayed.
   - File name – The name given to the evidence item when it was uploaded.
   - Create Date – The date that the file was created.
   - User – The person assigned to the evidence.
   - Duration - The length of the video (if the item is a video).
   - Category – The category assigned to the evidence.
   - Case – If assigned to a case, the case name is displayed.

Figure 19

Note: You can select multiple values for some search criteria, (Users for example allows you to enter many user names into the search criteria). This will cause *more* results to be returned. This is because when the same criteria type is entered, items are returned that

match *any* of those criteria. In the above example, evidence items assigned to either of the users (Louie or Pat, that were upload during the data range), are returned.

Organizing Evidence Search results

Now that you have conducted a search and the results are displayed, you may wish to view them in a specific order. VIEVU Solution allows you to order your search results by;

- Create Date - the creation date of the evidence item,
- Upload Date - the date the evidence item was uploaded to VIEVU Solution,
- Duration - the length of the video (non-videos have 0 duration),
- User - the user assigned to the evidence item,
- Category - the category assigned to the evidence item,
- File Type - the file type (video or non-video),
- File Extension - or the file extension.

Additionally, evidence search results may be sorted in ascending or descending order.

By default, 10 results are displayed per page. You may change this number to 20 or 50 results per page.

➔ To organize your search results:

1. Perform a search that yields more than 10 results.
2. Note that at the bottom of the page, 10 results are displayed and the number of pages containing all your search results is shown, (Figure 50).

Figure 20

3. Select a larger **Page Size** to see the number of pages decrease and the number of items per page increase.
4. At the top of the search results screen is displayed, the number of results and controls that allow you to sort those results (Figure 51).

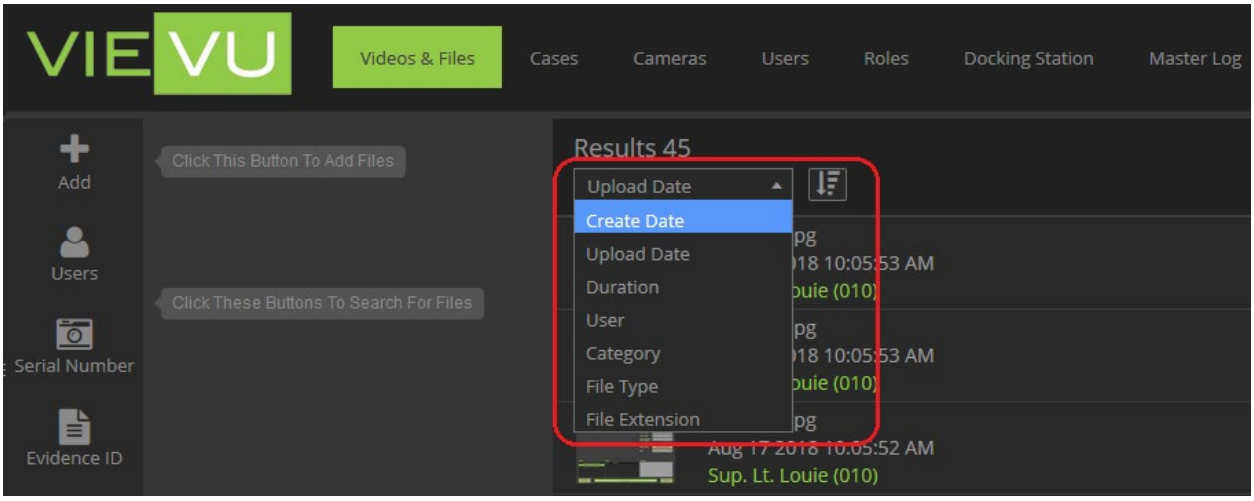


Figure 21

5. Select a sorting attribute and sort order of ascending or descending.
6. Your search results are re-arranged to meet the selected sort criterion.

Note: By defaut results are organized by Upload Date.

Export Search Results

VIEVU Solution allows you to download evidence item attributes into a CSV file that may be opened with MS Excel.

➔ To export the results of a search containing less then 10,000 evidence items:

1. Complete a search for evidence.
2. In the top-right corner of the **Search Results** screen, click the **Export to Excel** icon (Figure 52).

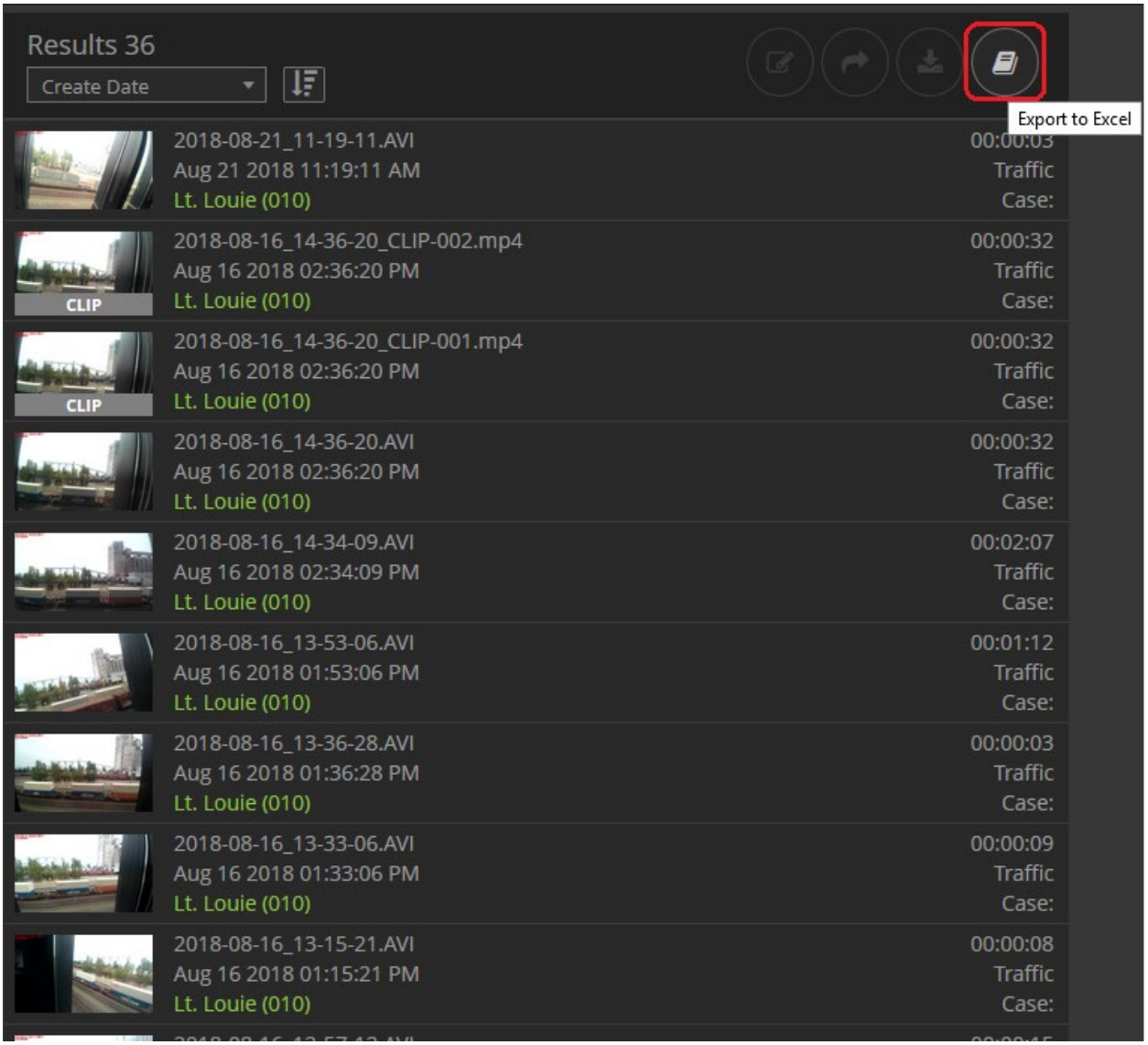


Figure 22

3. A confirmation screen is displayed.
4. Click **Yes** to confirm.

Note: The export is provided in CSV format, which you can open with Microsoft Excel.

➔ To export the results of a search containing 10,000 or more evidence items:

1. Complete a **Search**.
2. In the top-right corner of the Search Results window, click the **Export to Excel** icon.
3. A confirmation screen is displayed (Figure 53), with options to:

   - **Cancel**: Returns you to the search screen where you may change your search criteria.
   - **Export All**: Downloads the all results that you are able to view, in the background.
   - **Selects Dates**: Allows you to refine your search results by a date range.

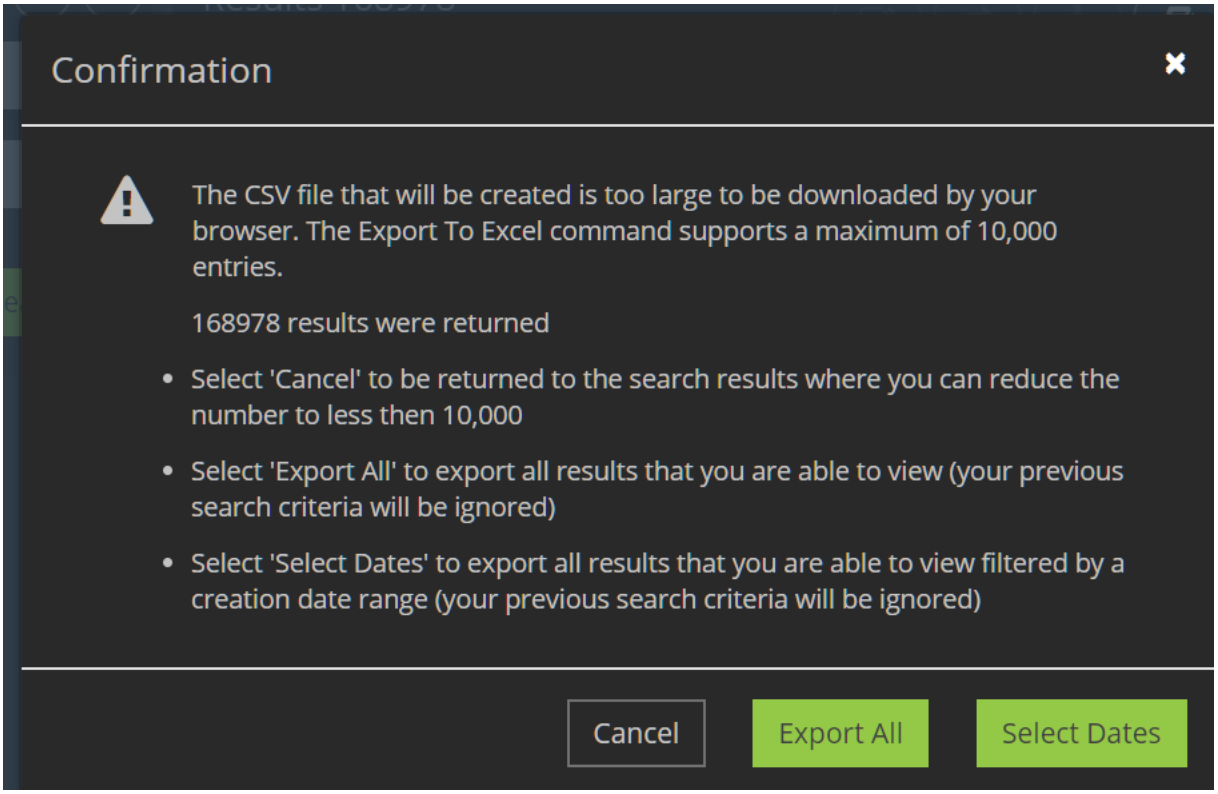


Figure 23

4. Click on **Select Dates** to be displayed an option to refine your search results by a date range (Figure 54).

Note: If a date range was included in the search criteria, the From and To dates will be automatically populated with those dates.

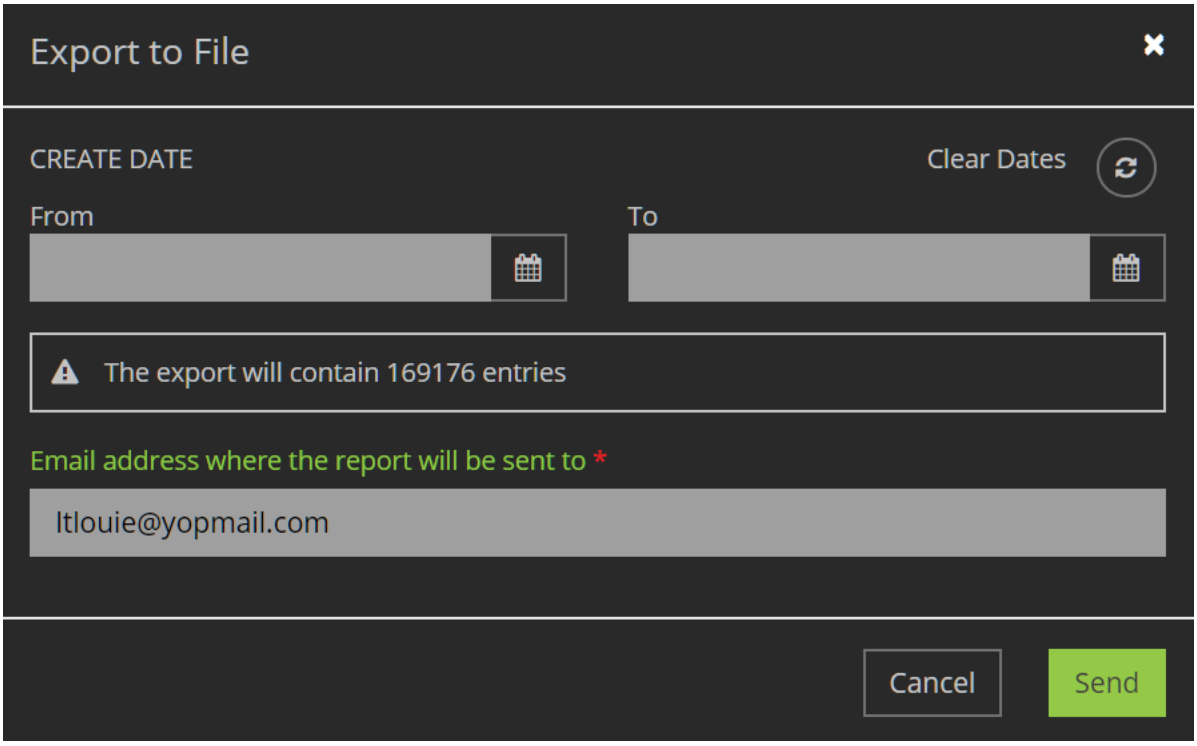


Figure 24

5. Select a date range, enter an email address where a link to the download will be sent and press **Send**.
6. If you selected **Export All** you will be prompted to enter an email address where a link to the download will be sent.
7. When the download email is received, click on the link in the email to download the file to your computer.

➔ To export a search of more than 1 million results:

1. When more than 1,000,000 evidence items are returned in a search and you have entered an email address, click **Send**.
2. You will be presented with an option to download your results in 1 file containing all the evidence items, or in several files, each containing less than 1,000,000 results (Figure 55).

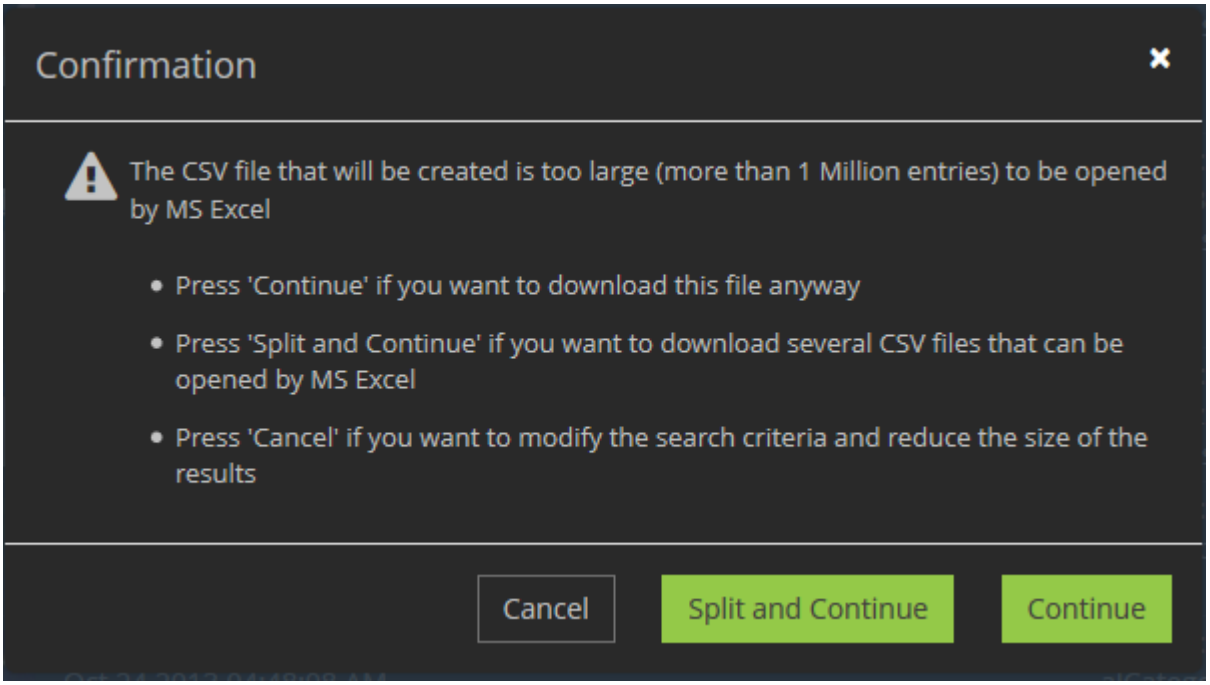


Figure 25

3. Select **Split and Continue** to be sent an email containing a link to several files or select **Continue** to receive your results in a single file.

Managing Evidence Details

Video and file details contain the attributes associated with evidence items that are managed by VIEVU Solution.

View Evidence Details

VIEVU Solution allows you to see the attributes of an evidence item.

➔ To view the details about an evidence item:

1. Complete a Search for evidence.
2. Click on an evidence item in the search results section to display the evidence item details window, (Figure 56).

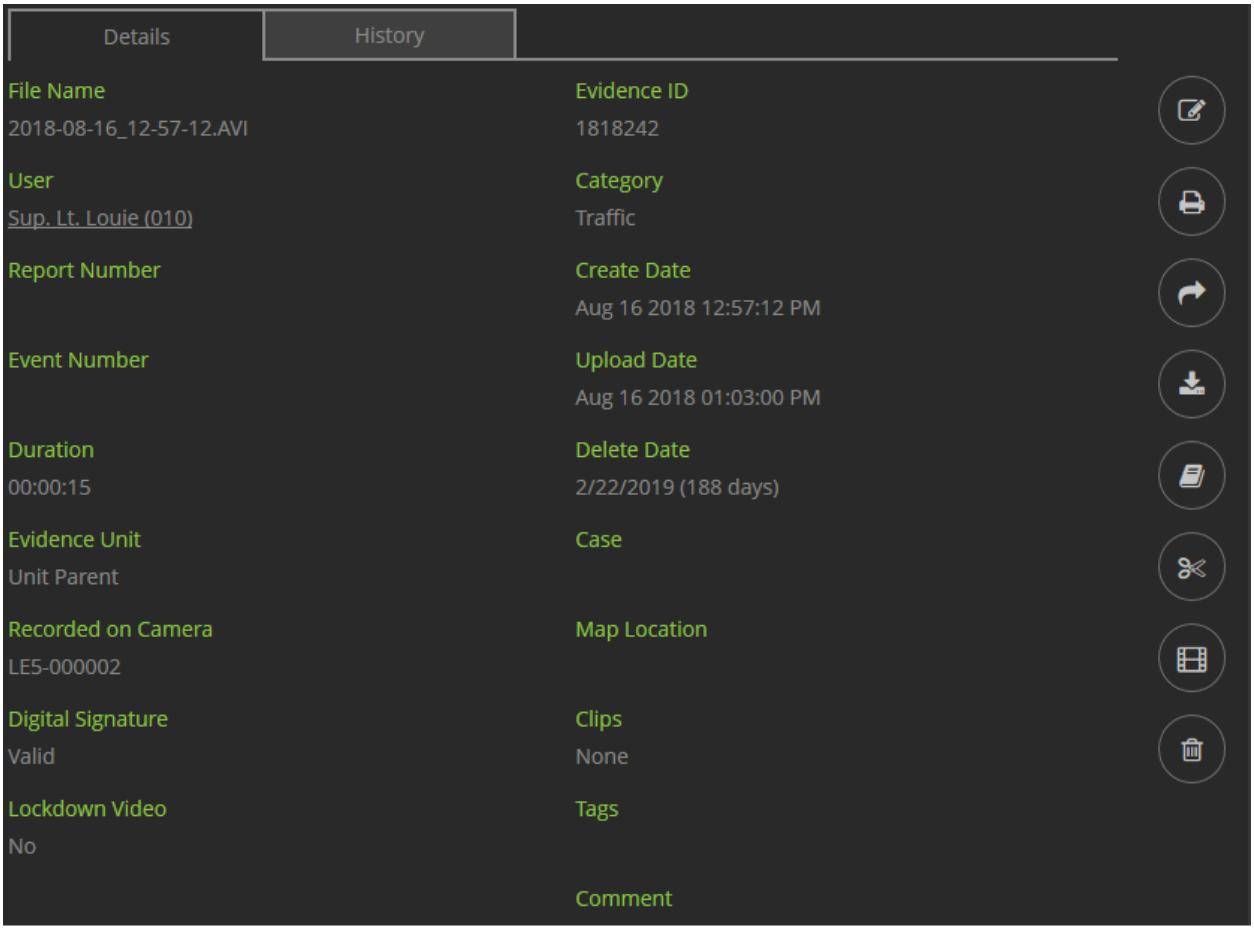


Figure 26

3. With evidence attributes or evidence history displayed, you will see an image of the video or file that was selected, (for the file types listed in Appendix D : Recognized File Types).

View a Video

With the evidence details screen displayed, you can watch a video in VIEVU Solution.

➔ To play a video in VIEVU Solution:

1. Select a video form your search results.
2. From the evidence item details window
3. Click the **Play** button to view the video, (Figure 57).

Figure 27

4. The video starts playing and the following controls become available (Figure 58):

   - Move the volume slider to change the video's volume,
   - Click the full screen icon to view a video in full screen,
   - Click on the Flag icon to add a marker flag at a specific time of the video,
   - Click on a flag marker to jump to that point in the video,
   - To exit full screen view, press the ESC key.

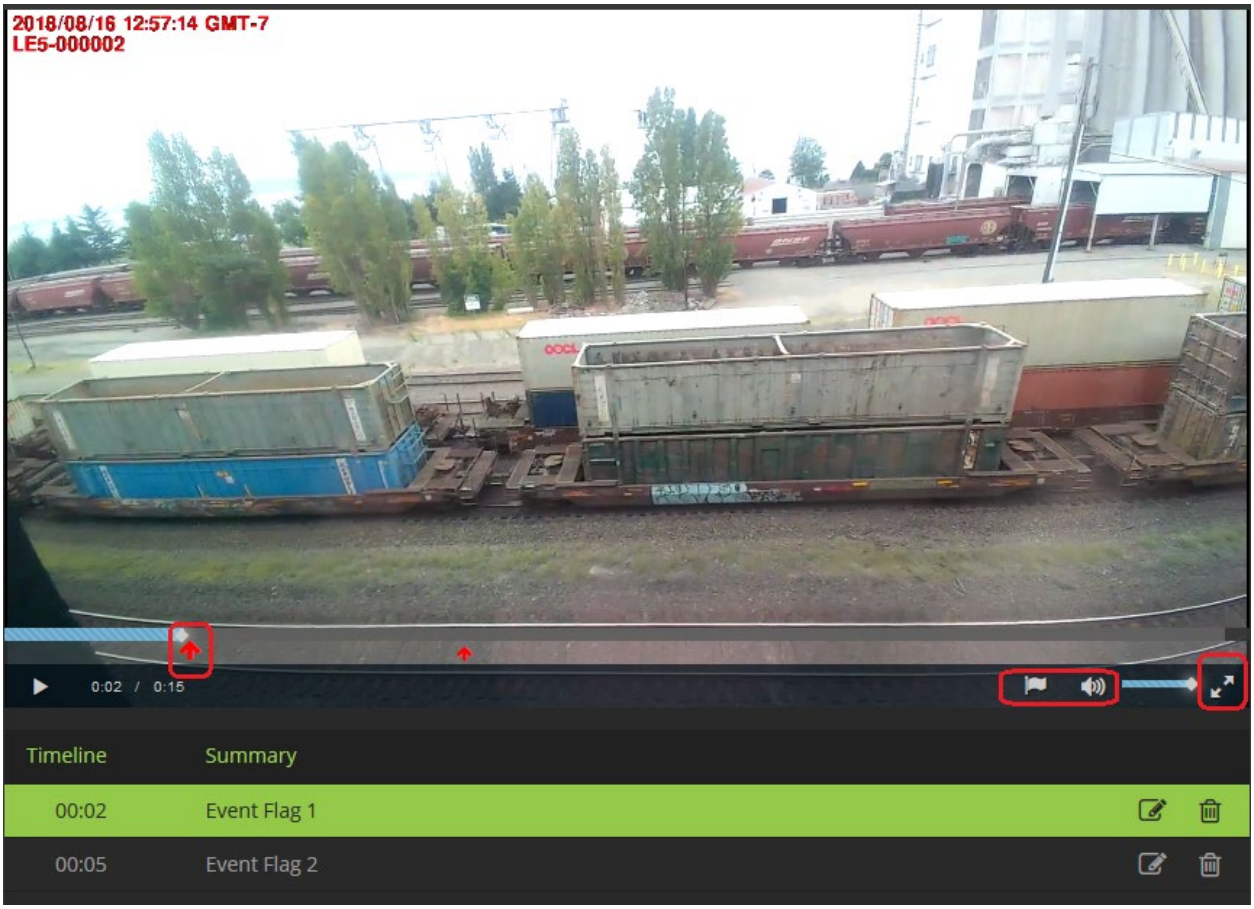


Figure 28

Note: Video playback in the browser might not be immediately available after a video is uploaded. This is due to the time taken to convert the video into a format that is compatible with VIEVU Solution's video player.

View Evidence Activity History

The activity **History** tab is available on Evidence Details page of a selected evidence item.

Note: The History tab is only available to users with Activity History enabled on the Add/Edit Roles page.

➔ To view activity history for a video or file:

1. Select an evidence item and open the Evidence Details page.
2. Click on the **History** tab, located just below the video window.
3. Details of the activity history for the evidence item are displayed (Figure 59).

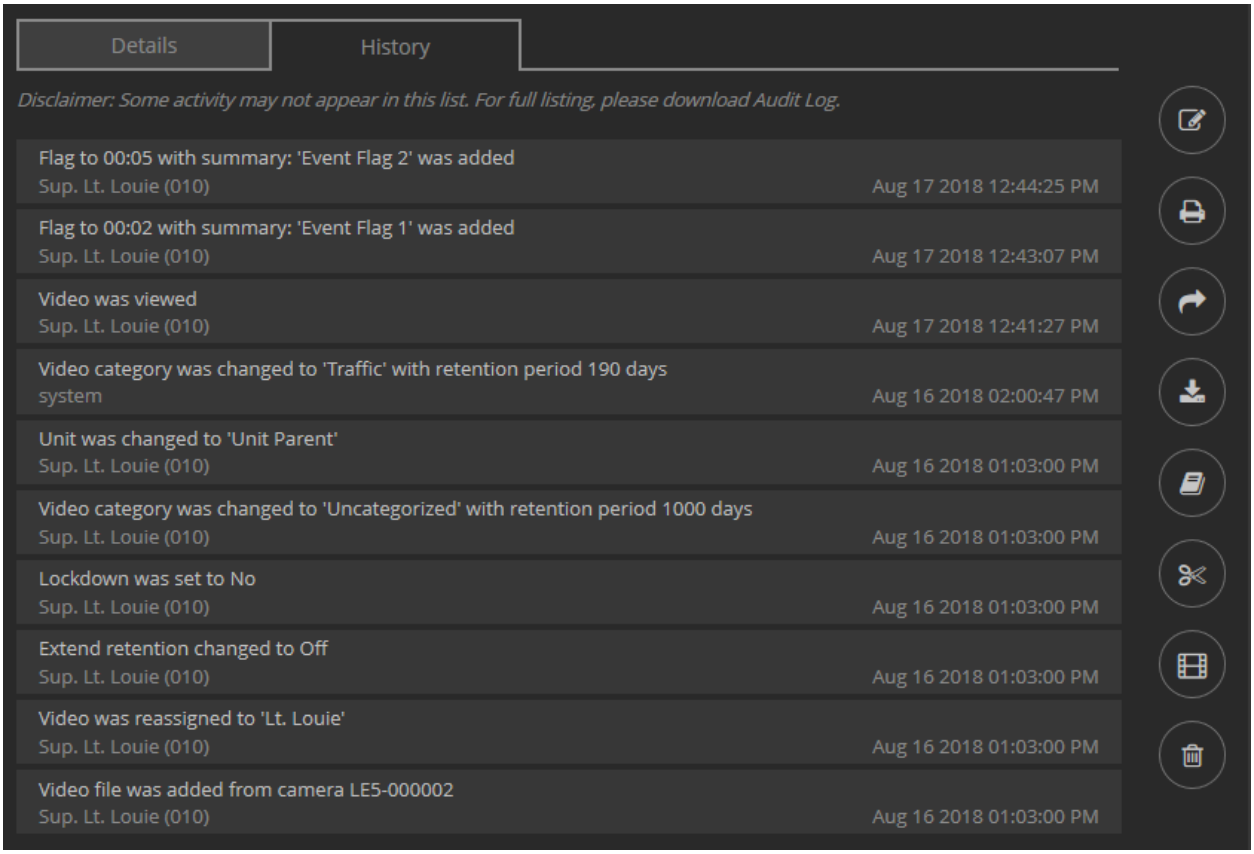


Figure 29

Note: Activity of users with the Hide Activity permission enabled, will not be displayed under the History tab.

Edit Evidence Details

VIEVU Solution allows users to change the details of evidence.

➔ To edit the attributes of an evidence item:

1. Complete a **Search** for evidence.
2. Click on an evidence item in the search results section to display its details.
3. Click the **Edit Details** icon (Figure 60).

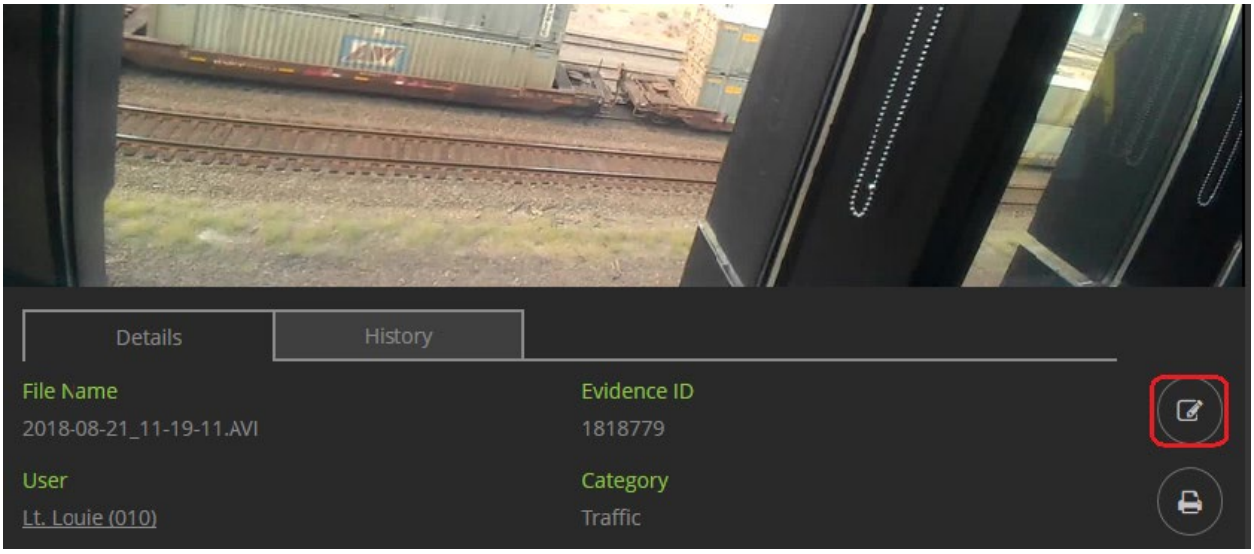


Figure 30

Note: the Edit Details icon is only available to users with Edit Files permission.

4. The **Edit File Details** screen is displayed (Figure 61).

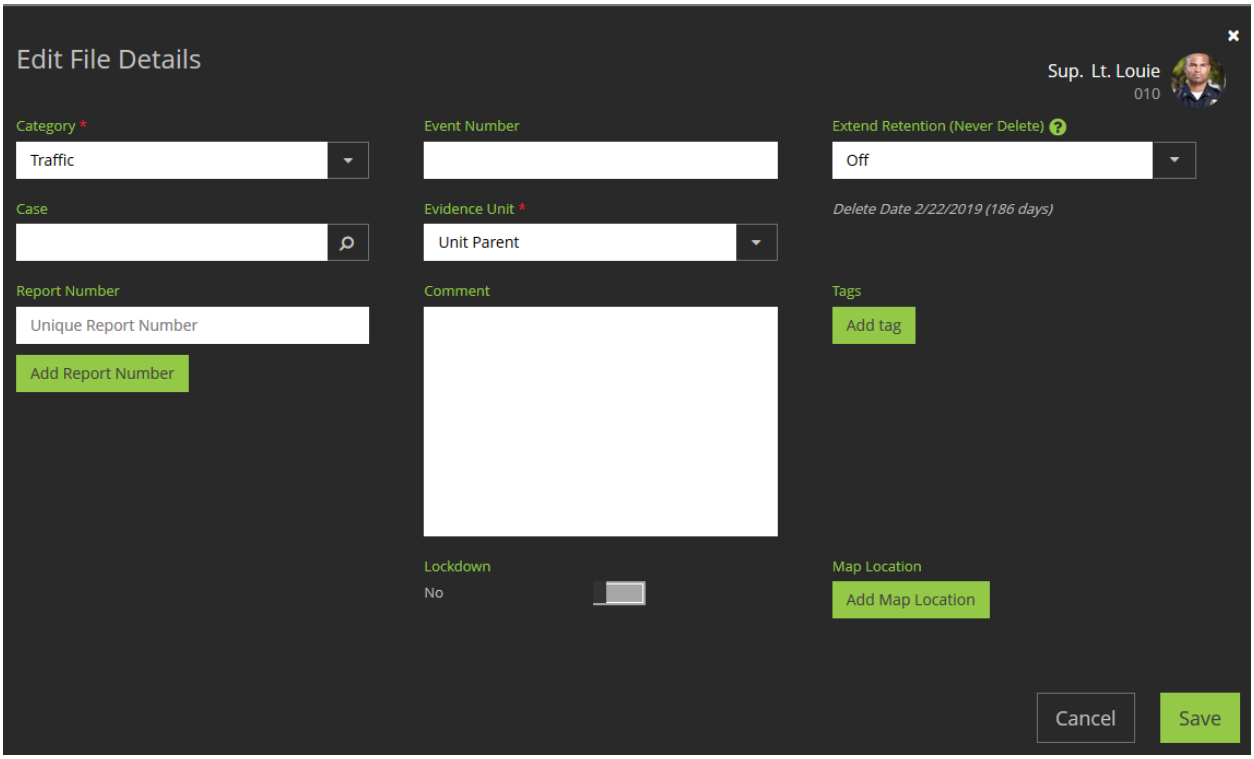


Figure 31

5. In the **Category** field (required):

   - Click on the drop-down icon to display a list of categories.
   - Select a category for this item, from the list.

6. In the **Case** field (optional):
   - Enter part of the case name and click the **Magnifying Glass** icon.
   - A list is displayed of case names matching the characters you entered.
   - Select a case from the list.
7. In the **Event Number** field (optional):
   - Type an event number.
8. In the **Report Number** fields (optional):
   - Type a report number.
   - Click on Add Report Number to add another report number field.
   - Click on the **X** to the right of a report number field to remove that report number.
9. In the **Evidence Unit** field (required):
   - Click on the drop-down icon to display a list of units (See the Units section of this guide.)
   - Select a unit from the list, to which the evidence belongs.

Note: You must have Change Evidence Unit permission enabled to be able to edit this field.

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10. In the **Comments** field (optional):
    - Enter additional text describing the evidence.
11. Set the **Lockdown** flag:
    - To **Yes** to prevent officers from viewing the evidence item.
    - To **No** to allow anyone with the appropriate permissions to be able to view this evidence.

Note: The Lockdown toggle is displayed on the Edit File Details window only if you have lockdown permission.

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12. Add **Tags (optional):**
    - Click on Add Tag to display a list of tag values. (See the Tags section of this guide.)
    - Select the add (**+**), icon next to a tag name value to have that tag attached to the evidence item.
    - With a tag displayed, click on the **X** to the top right of the tag to remove it from the list of tags attached to this evidence item.
13. Add a **Map Location (optional):**
    - Described in the Add Map Location section of this guide.
14. Set the **Extend Retention** field (optional)
    - Described in the Extend Retention Period section of this guide.
15. You may change the user to which the video is assigned (required):
    - Click the user icon in the top right of the **Edit File Details** screen.

- Start entering the name of a user to whom this evidence will be assigned.
- A list of matching user names is displayed.
- Click on the **+** symbol next to the appropriate name.
- That user is now assigned to this evidence item.

16. When you're finished entering the information in the Edit File Details window, click **Save.**
17. A confirmation screen is displayed.
18. Click **OK**.

Add Map Location

A location identifies where the incident occurred. You can select a map location for each evidence item.

➔ To set a map location:

1. Edit the evidence item in the **Edit File Details** screen (Figure 61).
2. Select **Add Map Location** and the **Map Location** screen is displayed (Figure 62).

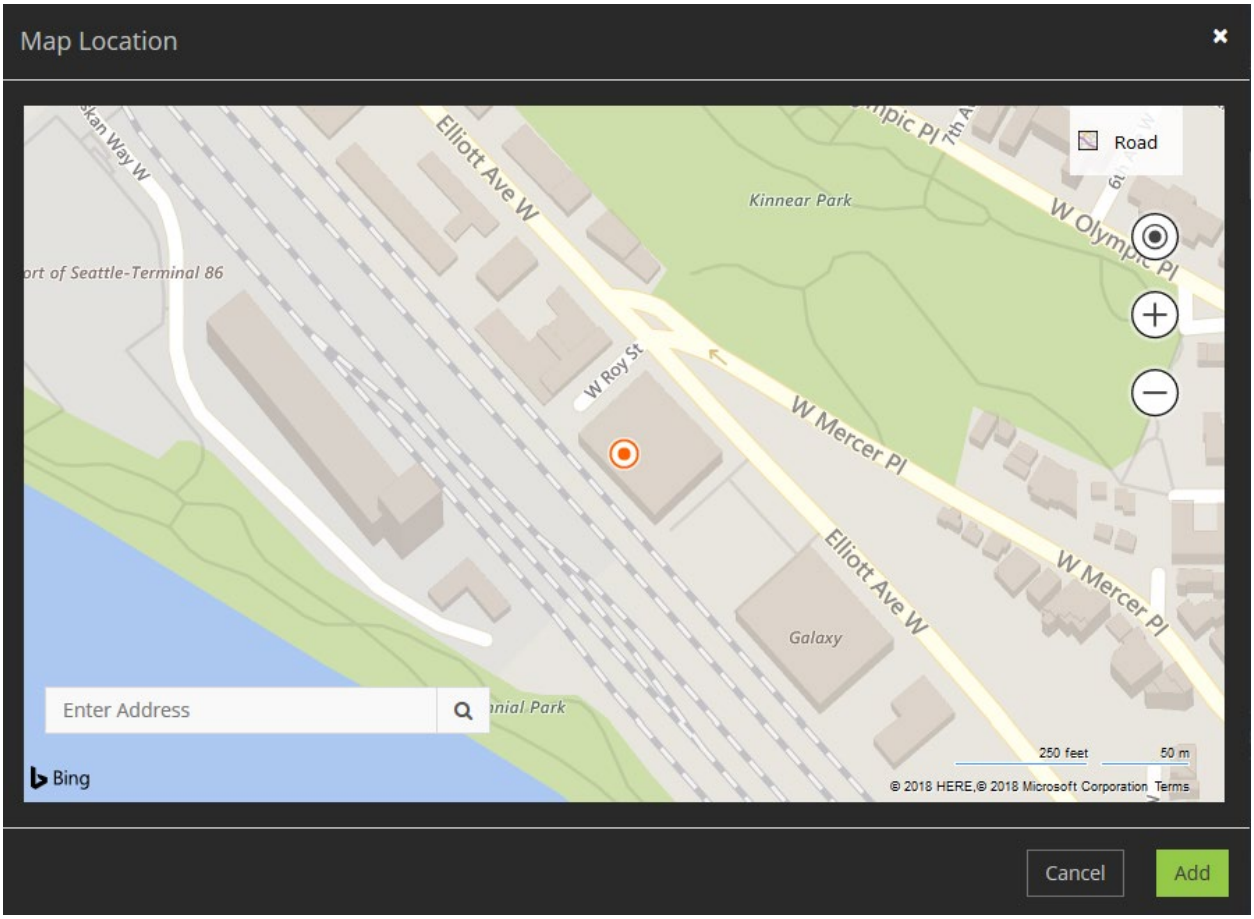

Figure 32

3. Enter an address (or use the controls) to narrow your search to a specific location.
4. Select **Add** and the coordinates of the selected address are added to the evidence item details.

Extend Retention Period

The normal retention period for an evidence item is derived from the category to which it is assigned. There may be situations when a request is received for a copy of a video and the video needs to be retained until completion of that request. An additional retention period is applied to the evidence that will override the retention period given by the category value. When this extension period has expired, the current category retention period will be applied, and the evidence item can be automatically deleted.

Note: The Extend Retention permission setting controls whether this function is available to a user. A user with this permission will see the Extend Retention option in the Edit File Details screen.

➔ To set the retention period for an evidence item:

1. Select an option (Off, Choose Date, Never Delete) from the dropdown list (Figure 63).

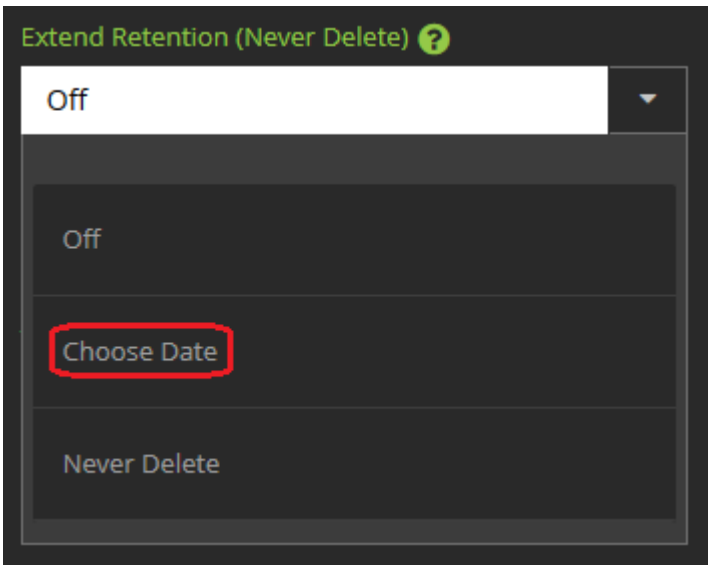

Figure 33

2. Select **Choose Date** from the drop-down menu, and an additional field is displayed showing the current deletion date. Click the **Calendar** icon next to the field. A calendar is displayed from which you can select the extended deletion date (Figure 64).

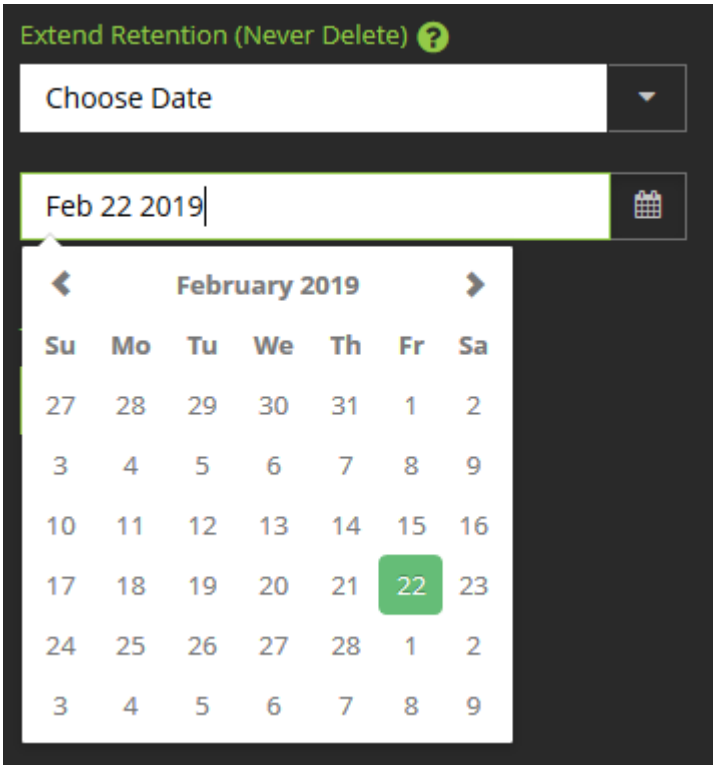

Figure 34

3. If you select **Never Delete** from the drop-down menu, **Never Delete** is displayed in the field and the evidence cannot be deleted, either automatically or manually.
4. If you select **Off** from the drop-down menu, **Off** is displayed in the field and the deletion date is determined from the evidence category.

Edit Multiple Files Simultaneously

It is sometimes necessary to make the same change to several evidence items. To this end VIEVU Solution allows you to select several items and edit their details simultaneously.

Note: Because of the risk associated with editing multiple items at the same time, a user must have the Edit Multiple permission enabled.

➔ To edit multiple evidence items a the same time:

1. Perform a search for multiple evidence items.
2. Select 2 or more evidence items in the search results.
3. The **Edit Multiple** button is displayed (Figure 65).

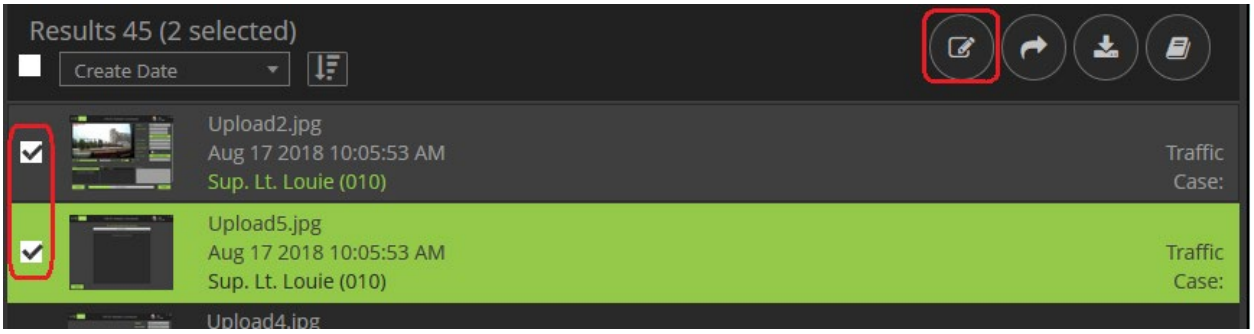

Figure 35

4. Click on the Edit Multiple button and the **Editing Multiple** screen is displayed (and the number of items being edited is shown). Based on what files have been selected, the **Edit Multiple** screen may have limited fields available for editing.

   - If only original videos are selected, then all editable fields are displayed in the **Editing Multiple** screen (Figure 66).

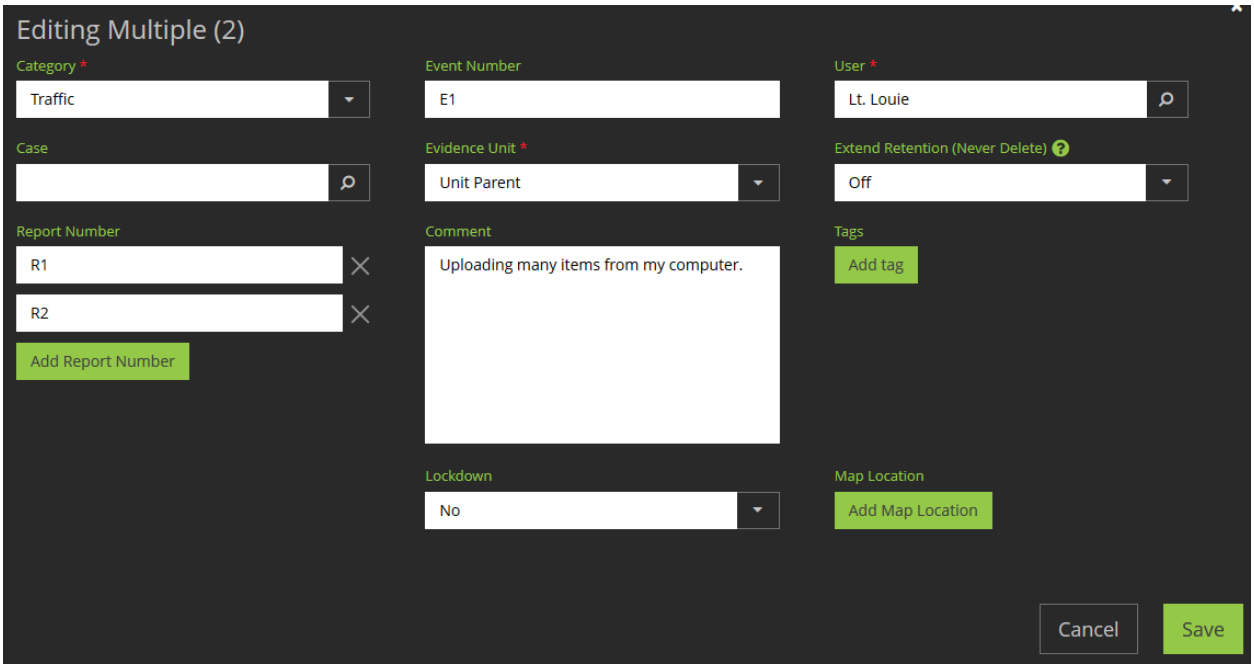

Figure 36

   - If clips, or a combination of clips and original videos, are selected then some evidence item fields are not available in the **Editing Multiple** screen (Figure 67).

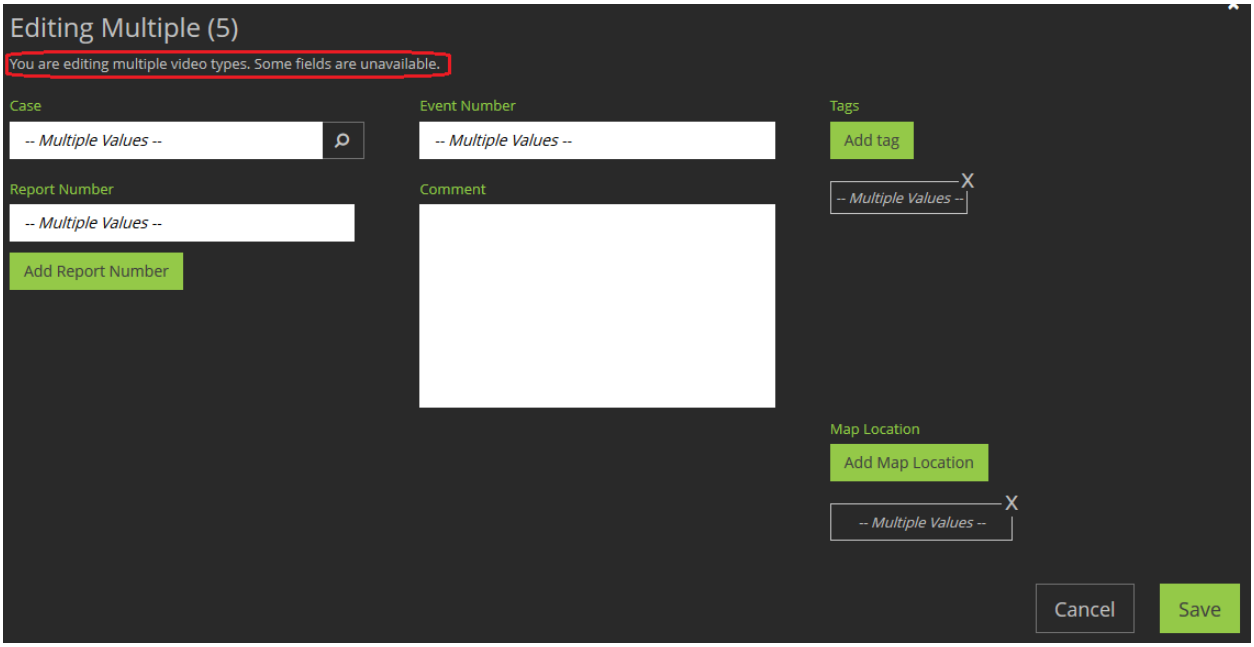

Figure 37

5. Each field displays a value as follows:

   - When all selected evidence items have the same attribute value, this value is displayed in the corresponding fields.
   - When the selected evidence items have different attribute values, that field displays a **--Multiple Values--** message, (Figure 68).

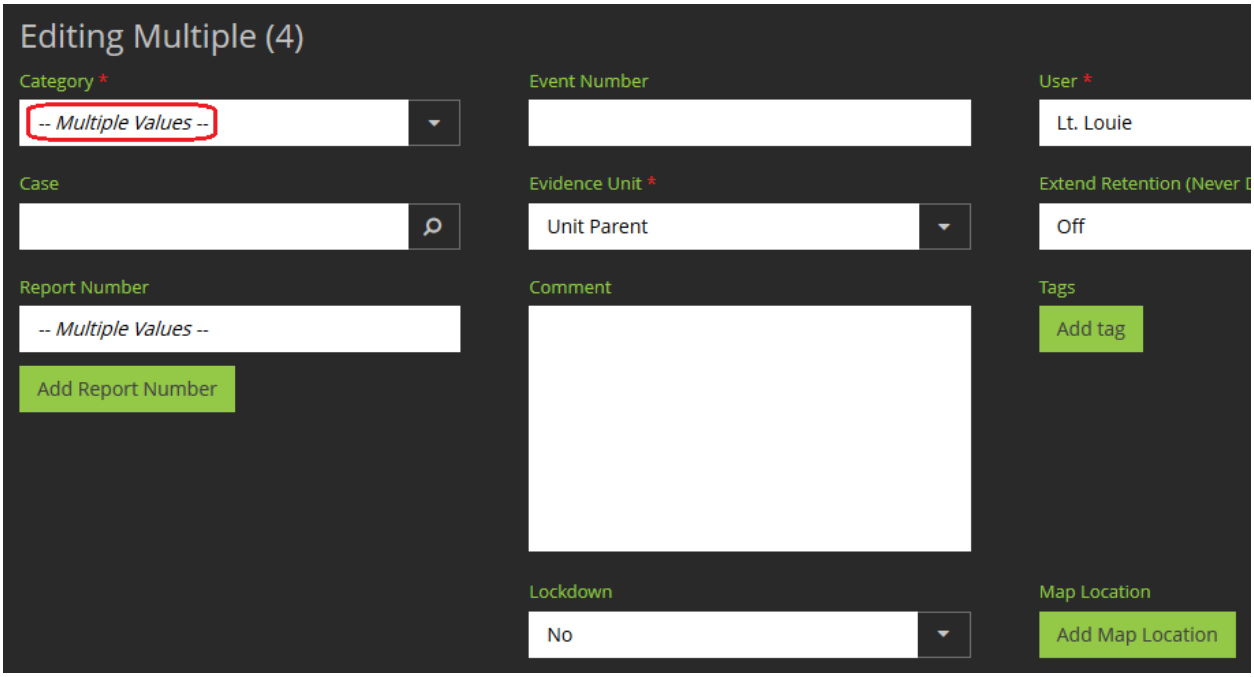

Figure 38

   - When you edit any of the fields in the Editing Multiple window, the value entered is applied to all selected evidence items.

- When you remove any value from a field, it is removed from that field for all selected evidence items.
- If you remove the **-- Multiple Values --** message from a field, then the value that replaces this is applied to all the evidence items.

6. Before any changes are made, a confirmation window is displayed listing all the values being updated, (Figure 69).

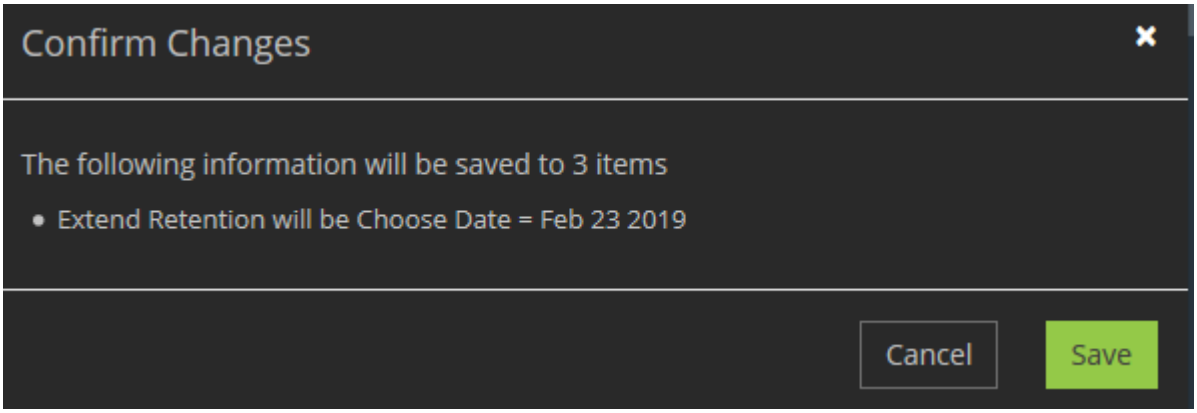

Figure 39

7. Click on **Save** and those changes are made to all evidence items.

Working With Evidence

Evidence can be shared, printed, downloaded, or deleted from VIEVU solution. From an evidence item you are able to create new evidence in the form of clips and redacted videos.

Print Video Screenshots

You can capture an image of a frame from a video. By default, the first frame of the video is displayed in VIEVU Solution. You can capture the details of a video and a subsequent frame from the video using the print video screenshot feature.

➔ To generate a printout from a selected video:

1. Complete a **Search**.
2. Select a video in the search results section to display it in the **Video Review** window.
3. Click the **Play** button to begin video playback (Figure 70).

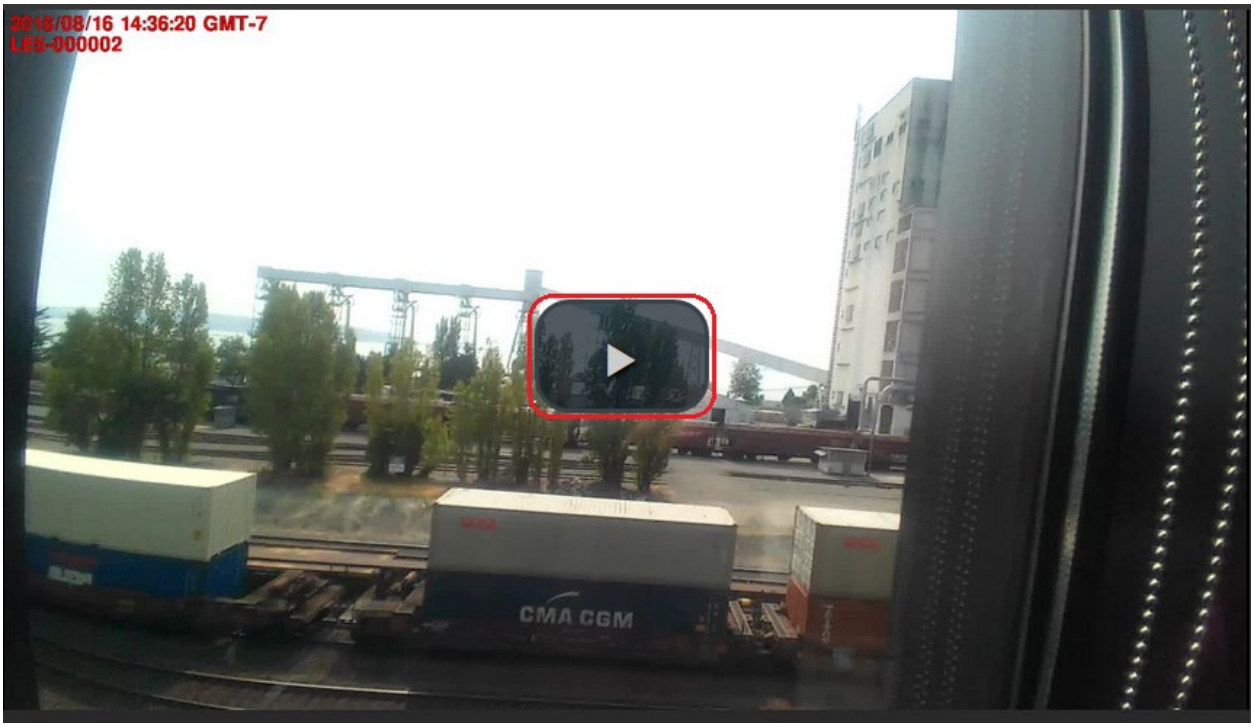

Figure 40

4. At the point in the video you want to capture, click the **Print Video Screenshot** icon to view the Print window with your screenshot displayed (Figure 71).

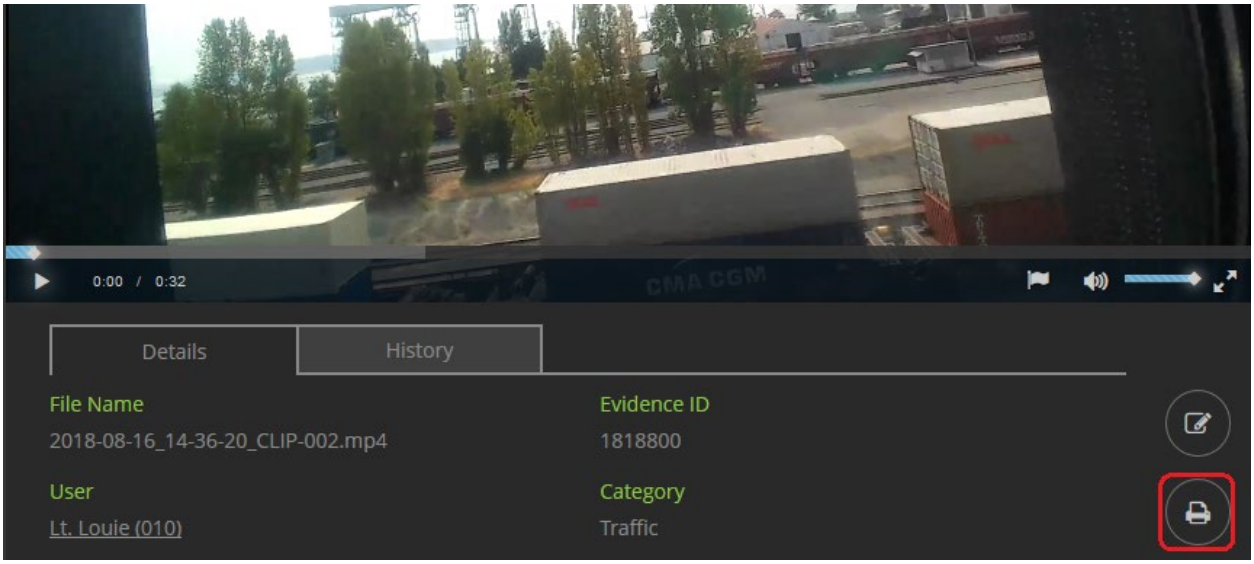

Figure 41

5. If you are satisfied with the screenshot, select your printer, make any other desired changes for Orientation, Copies, Pages, etc. and click the **Print** button.

Note: To use this function, ensure that all pop-up blockers in your browser are disabled.

Share Videos & Files

By default, every user is provided with a set of video and file permissions. These permissions determine the user's access to all video and files that are managed by VIEVU Solution. They do not however, determine a user's access to shared evidence items.

A user can share a video or file with another user, and that user has whatever permissions were granted when that evidence item was shared. For example, Officer Pat can view Video A, but is unable to download the video or its audit log. If Lt. Louie shares Video A with Officer Pat with download and audit log permission, Officer Pat can now download Video A and export its audit log. (Even though Officer Pat does not have permissions to Export Audit Logs or Download Files).

In general, you have the same access to shared evidence as your permissions allow, plus permissions that are granted when that evidence item was shared with you.

Note: You can use Groups to share video and files with multiple users at once. Simply create a group that contains the users with whom you want the video/files to be shared and include the Group name in the share.

To share evidence with other users, you must be given sharing permission, through your role assignment. Your permissions decide whether you can share, share with download or share with audit log, capabilities (Figure 72).

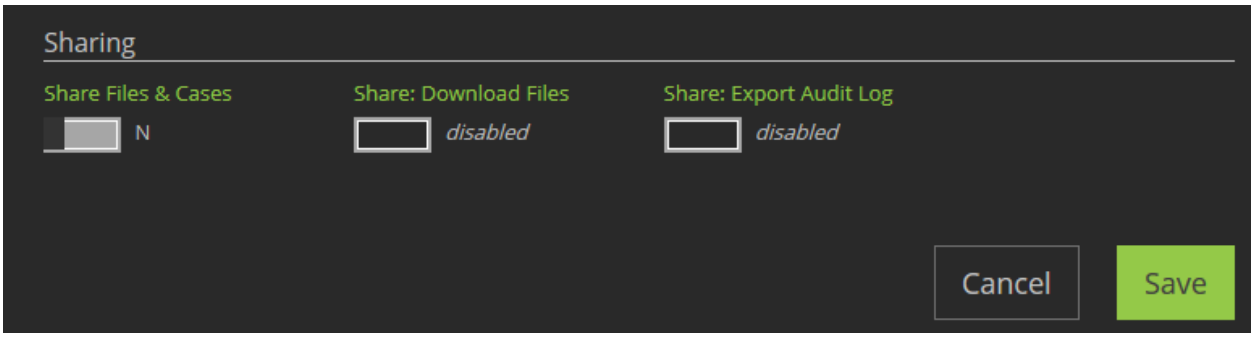

Figure 42

If a user has any of the Share permissions activated, the **Share** button is displayed on the **evidence** details screen.

➔ To share a video or file:

1. Complete a **Search** for evidence.
2. Click on an item in the search results.
3. Click the **Share** icon (located to the right of the evidence details).
4. The sharing history of this evidence item is displayed (Figure 73).

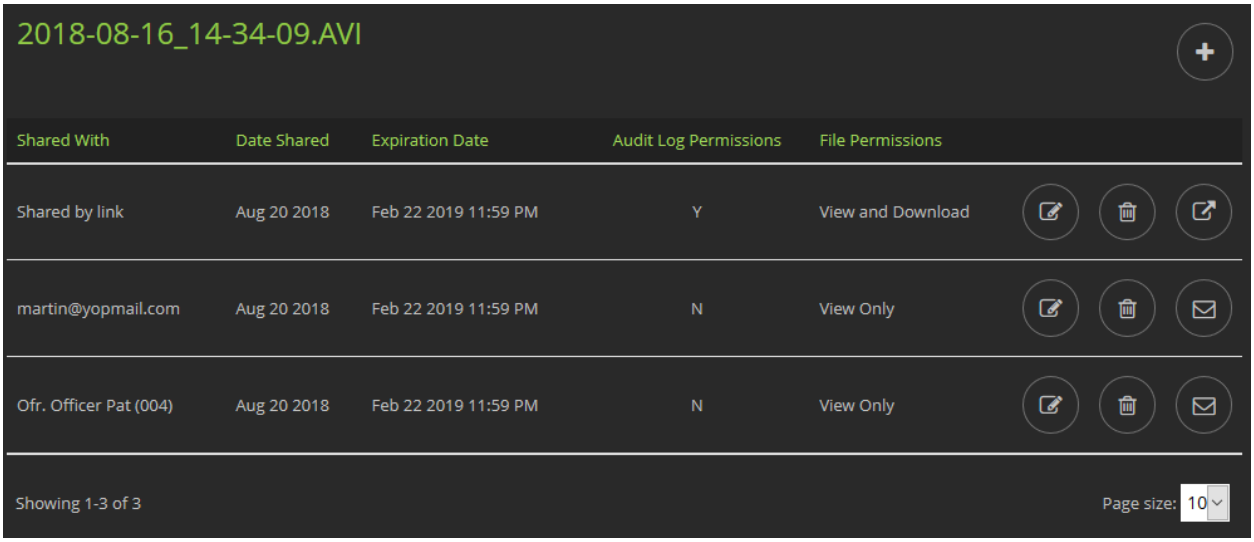

Figure 43

5. From the top-right corner of the Shared Video list, click the Create Share (**+**), icon (Figure 74).

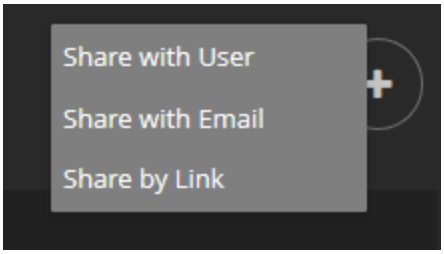

Figure 44

6. Select **Share with User**, **Share with Email**, or **Share by Link** from the drop-down list.
7. The **Share File** window is displayed (Figure 75).

Note: The Share File window requests slightly different information, depending on whether you selected User, Email or Link. The following example of the Share File window is what you see if you selected Share with User from the drop-down list.

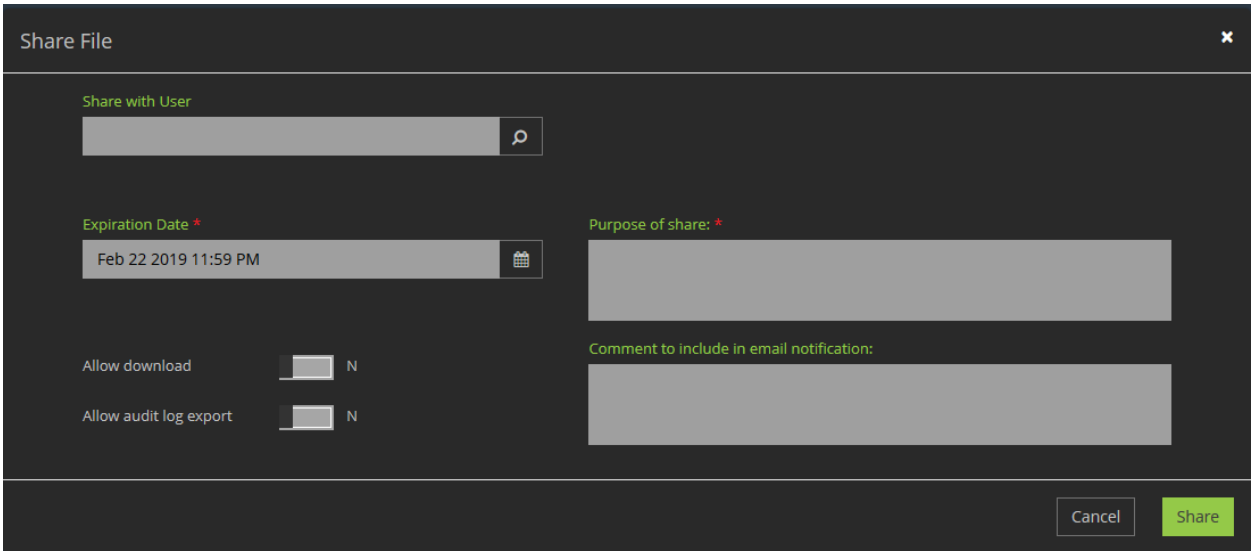

Figure 45

➔ To share with users or email addresses:

1. In the **Share with User** field, start typing a user or group name and click on the add (**+**), icon next to the appropriate name from the list that is displayed.
   - Alternatively, if **Share with Email** is displayed, enter a valid email address, and click the add (**+**), icon to add that email to the share.

Note: You may enter several names or email addresess into this field.

2. Use the drop-down calendar to enter a date and time at which access to the share expires.
3. Enter a purpose for the share.
4. Add any comments you want to include in the email notification of the share.
5. Use the **Allow download** toggle to select whether to allow the designated user to download the shared content.
6. Use the **Allow audit log export** toggle to select whether to allow the designated user to export the Video Audit Log for the share.
7. Click **Share**.
8. A message is sent to all entered user's email addresses, containing a link to the shared evidence item (Figure 76).

Note: All text you enter in the Comments field is included in the body of the email notification.

Figure 46

Note: When evidence is shared with a user, that user is required to be logged in to VIEVU Solution to access the shared files.

➔ To share evidence with anyone using a hyperlink:

1. In the **File Share** screen enter a reason for the share (Figure 77).

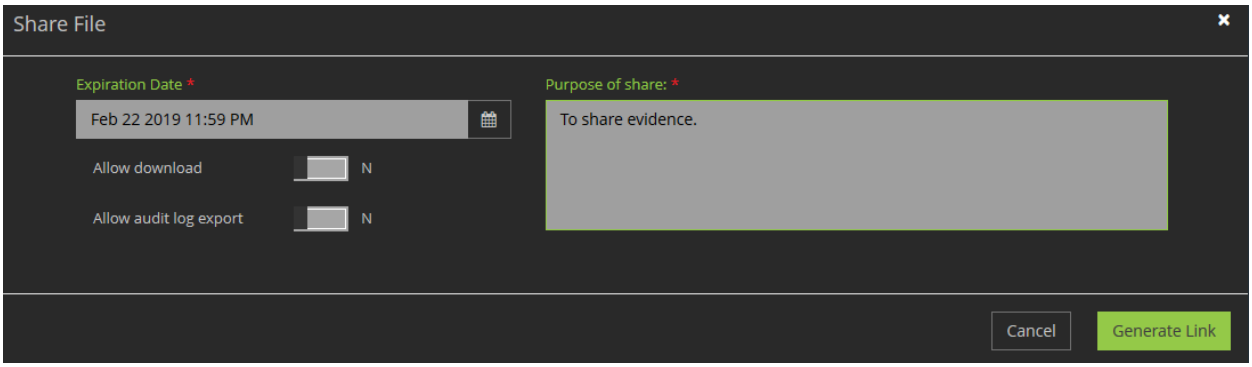

Figure 47

2. Click **Generate Link**.
3. The link to the shared evidence item is displayed (Figure 78).

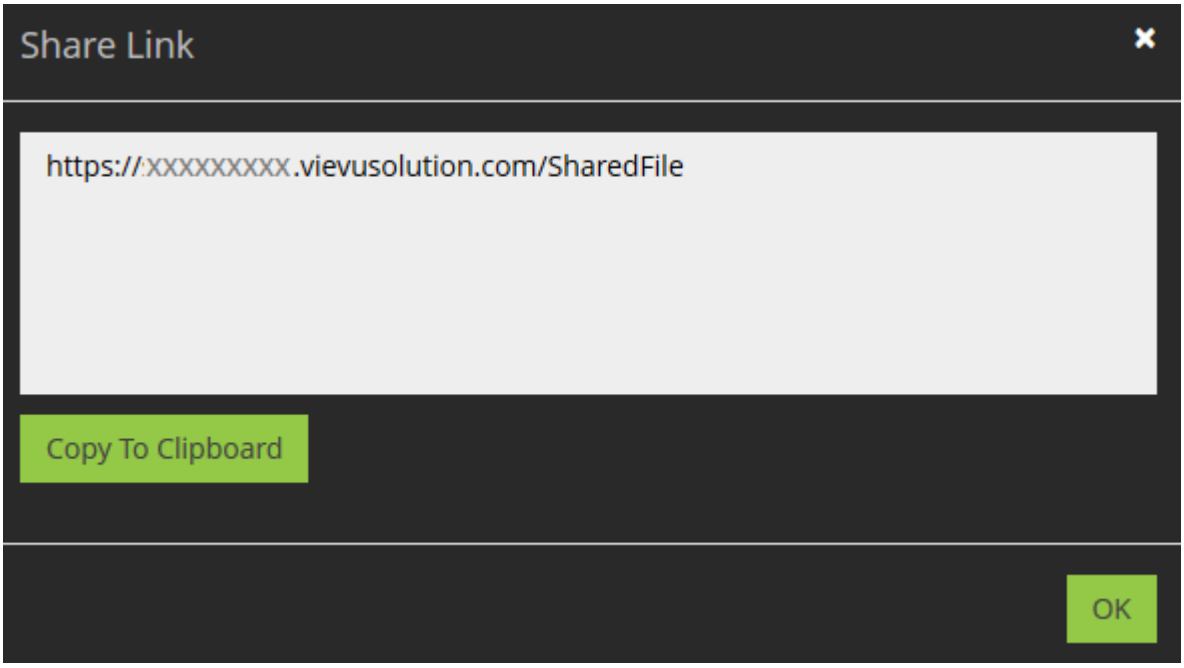

Figure 48

4. Select copy to clipboard (or select and copy the link).
5. Share the copied link, to share the evidence item with anyone with an internet connection.

Note: The Copy to Clipboard function does not work if Java is not installed on the computer. Alternatively, you can manually select and copy the link.

Share Multiple Videos at Once

You can share multiple files and videos in VIEVU Solution using one share email.

If a user has **Share Files and Cases** permission enabled, the **Share** button is displayed on the **Search Results** screen when 2 or more evidence items are selected.

➔ To share multiple videos:

1. Perform a search for multiple evidence items.
2. Select 2 or more evidence items in the search results.
3. The **Share Multiple** button is displayed (Figure 79).

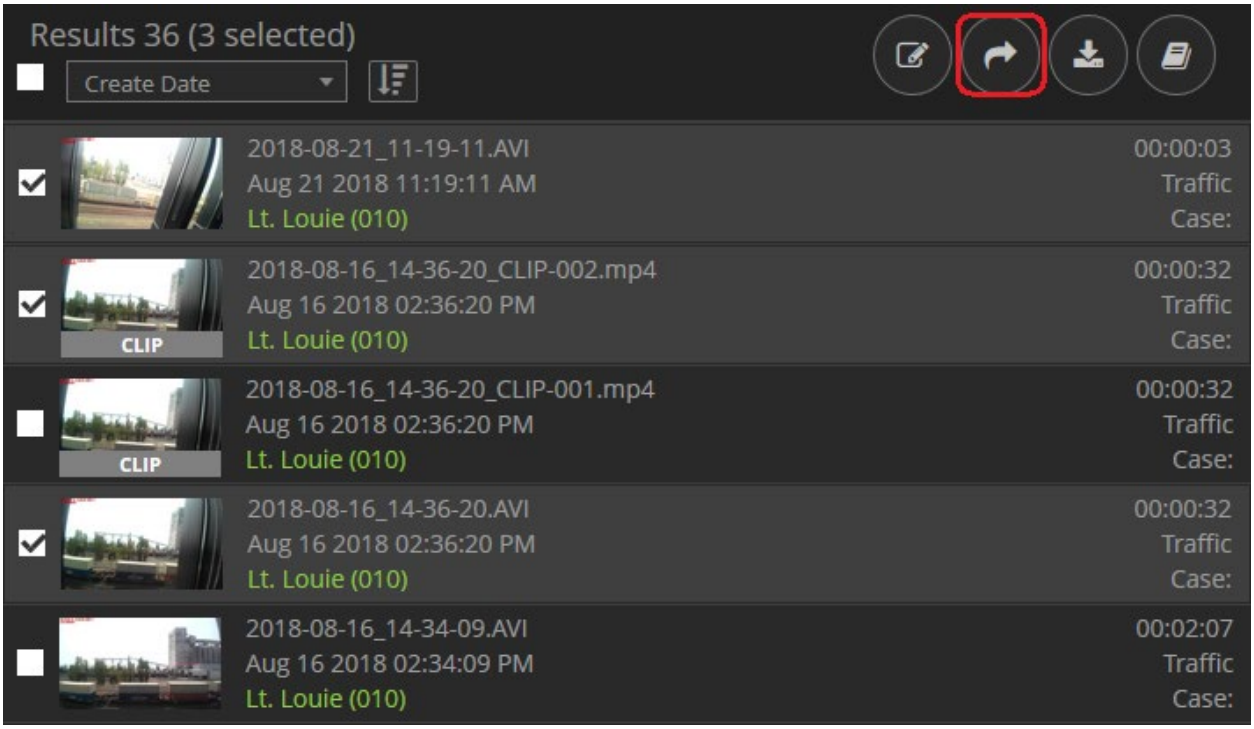

Figure 49

4. Click the **Share Multiple** button.
5. The **Share Multiple Files** screen is displayed with the number of evidence items being shared shown (Figure 80).

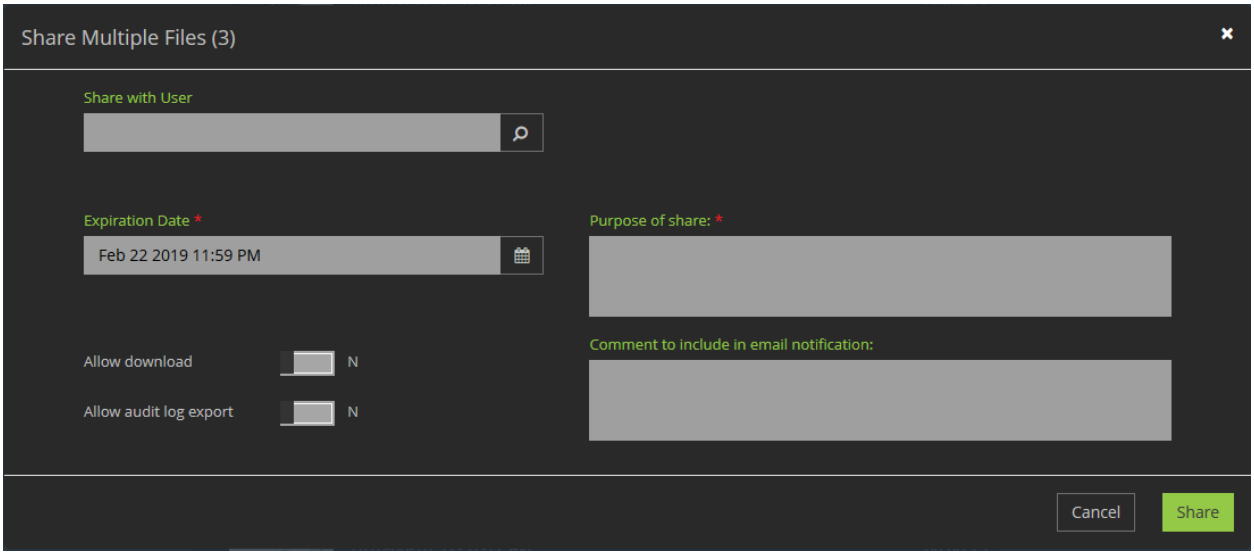

Figure 50

6. In the **Share with User** field, select the names of the users or groups with whom to share the evidence items.
7. The users that you selected for the share receive an email notification with a link to access the shared evidence items.
8. When a user clicks on the link, a list of all shared files is displayed in the evidence search results screen.

➔ To edit the expiration date of shared evidence:

1. Select an evidence item to display its details.
2. Click the **Share** icon to the right of the evidence details.
3. A list of shares of that evidence item are displayed.
4. Click the **Edit Share** icon to the right of the share (Figure 81).

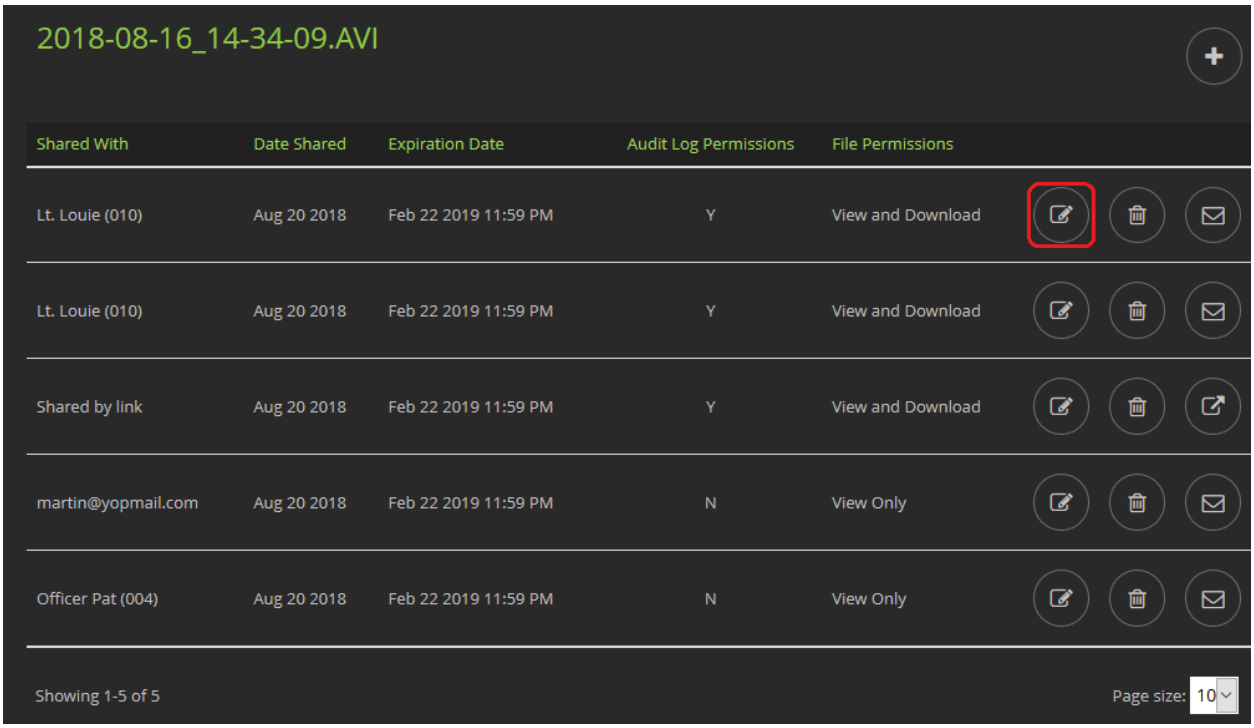

Figure 51

5. The **Edit File Share** screen is displayed with the **Expiration Date** of the share (Figure 82).

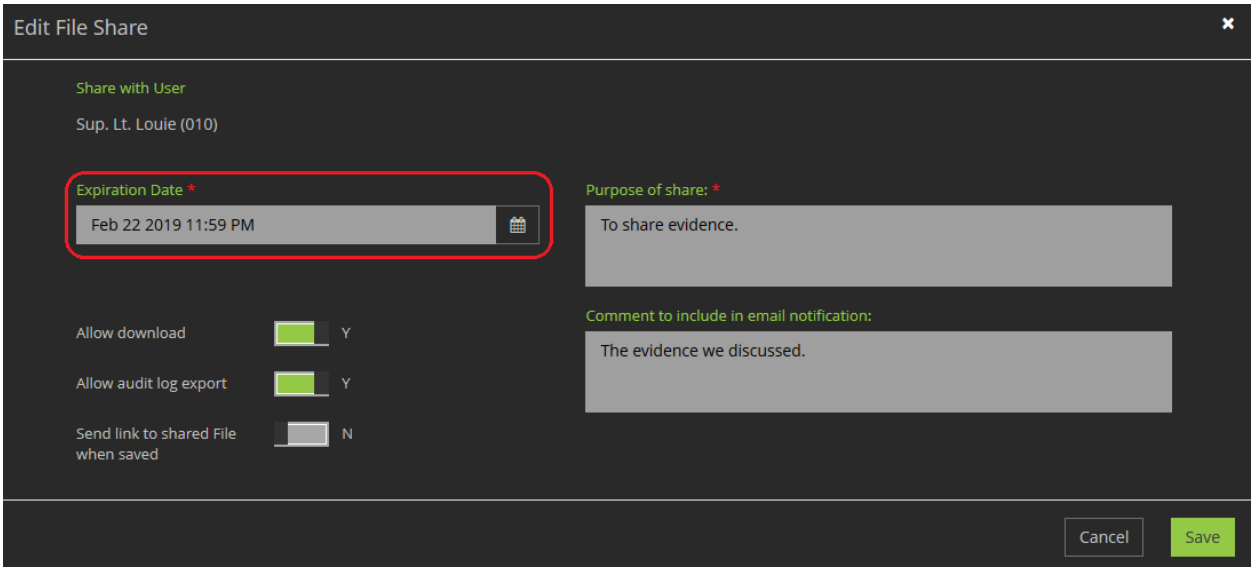

Figure 52

6. The date displayed in the **Expiration Date** field can be changed by a user.

Note: The Allow Download, Allow Audit Log, Purpose of share and Comment field, can also be change by the user.

7. Select whether you want the link to the share to be resent to the user.
8. Click on **Save**.
9. The evidence item share expiration date has been updated.

Download Copies of Videos & Files

Evidence items in VIEVU Solution can be downloaded to your computer, if you have **Download Files** permission enabled.

VIEVU Solution provides an option to include a SHA-512 checksum for videos in VIEVU Solution. This means you can verify that a video that downloaded from VIEVU Solution is identical to a video in VIEVU Solution, by comparing the SHA-512 checksum received from VIEVU Solution to a checksum that is generated by an independent software package on the same video. The SHA-512 checksum is provided in hexadecimal format.

➔ To download a copy of a video or file:

1. Complete a **Search** for evidence.
2. Click on a video or file in the search results section.
3. The evidence details are displayed.
4. Click the **Download** icon to the right of the evidence details (Figure 83).

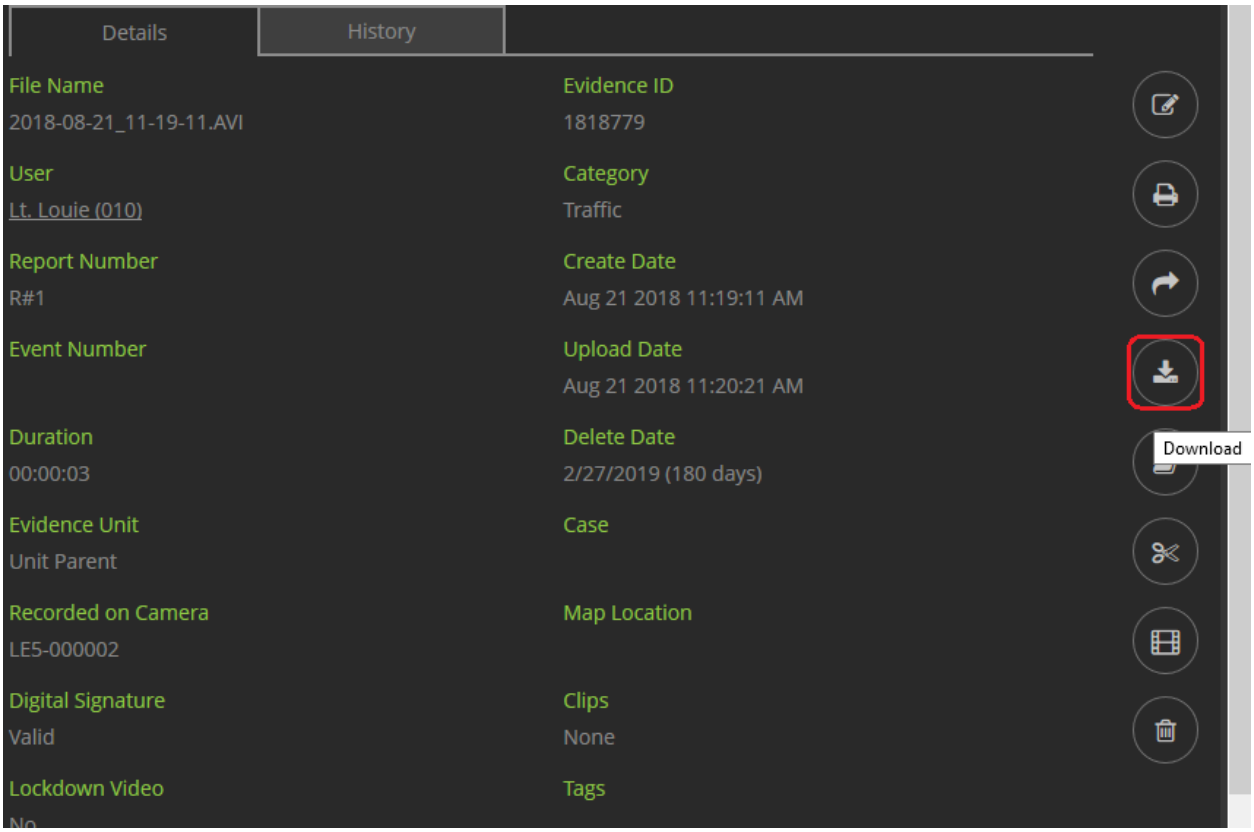

Figure 53

5. A confirmation screen is displayed where you will enter the reason for downloading this evidence item (Figure 84).

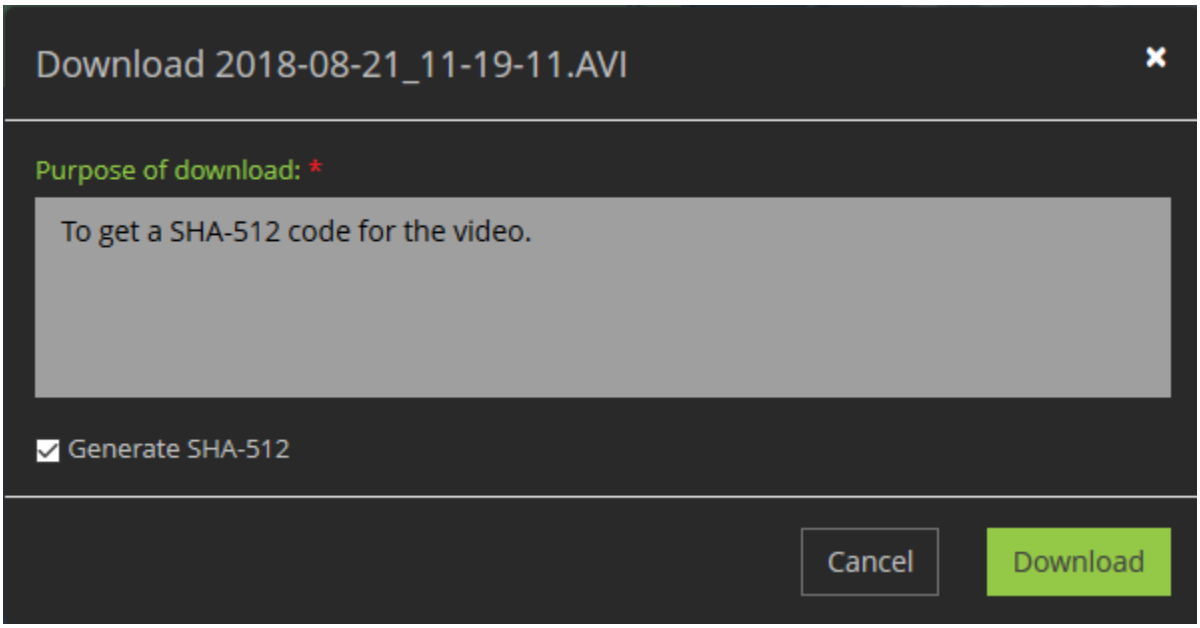

Figure 54

6. If a video was selected, you have the option to select **Generate SHA-512**, which will allow you to confirm that the downloaded video is identical to that in VIEVU Solution.

Note: To confirm that the downloaded video is identical, create a SHA-512 code for the downloaded video. Compare the SHA-512 code that you generated with the code that was downloaded with the video. If the two SHA-512 codes are the same then the videos are identical.

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7. Enter a purpose and click **Download** to continue.
8. The file is downloaded to your computer.
9. If you selected the option to generate a SHA-512 checksum the following message is displayed (Figure 85).

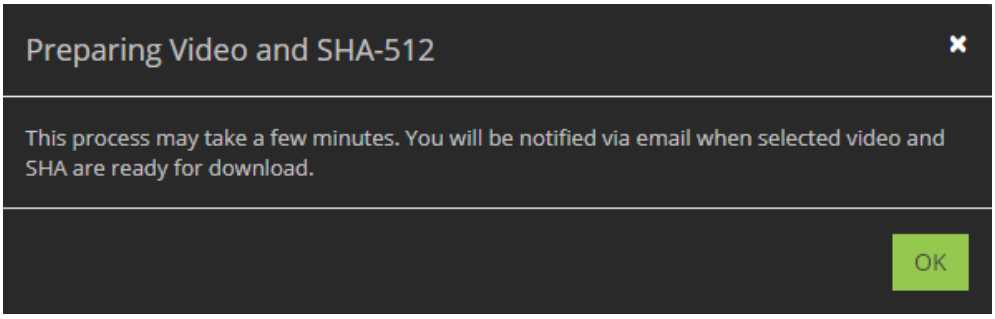


Figure 55

10. Click **OK** to confirm.
11. In a short time, you receive an email containing a link to download the selected video and SHA (Figure 86).

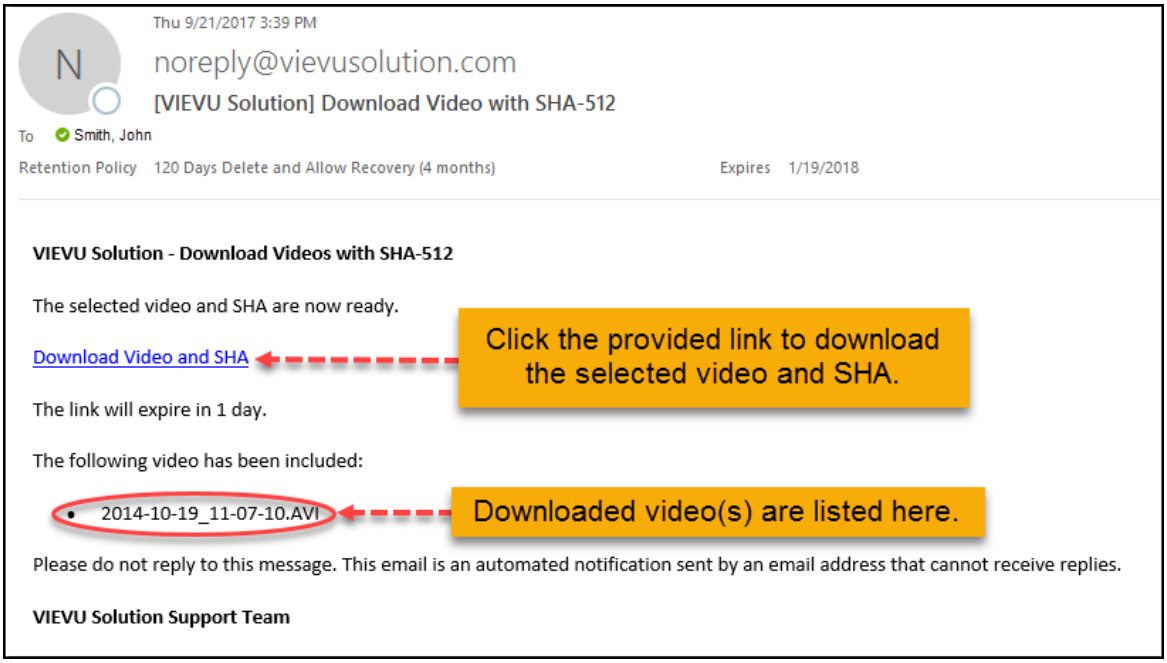


Figure 56

Download Multiple Files Simultaneously

You may download multiple files simultaneously from your search results if you have permission to download files.

➔ To download multiple files simultaneously:

1. Perform a search for multiple evidence items.
2. Select 2 or more evidence items in the search results.
3. The **Download Multiple** button is displayed (Figure 87).

Figure 57

4. Click the **Download Multiple** button.
5. The **Download Multiple Files** screen is displayed (Figure 88).

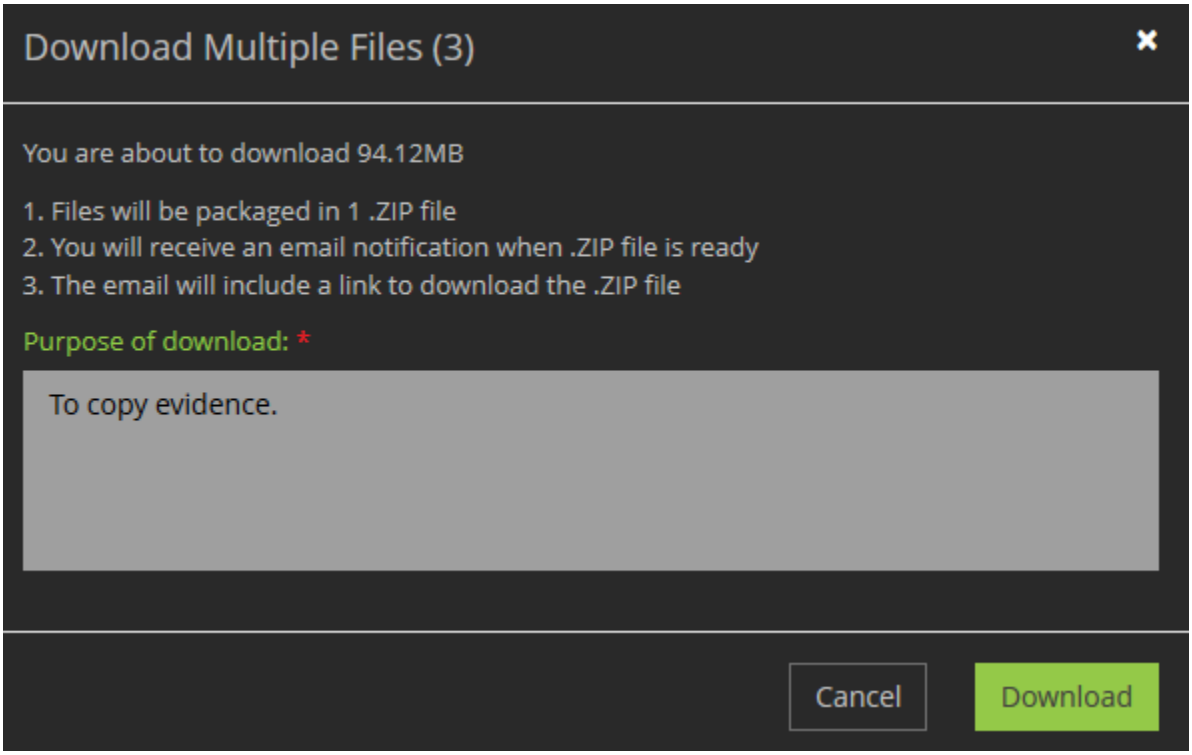


Figure 58

6. This Download Multiple Files screen provides you with the following information:

   - The number of evidence items being copied.
   - The size of the total download.
   - The number of ZIP files in which the download is packaged.
   - Notice to expect an email notification when the ZIP file(s) are ready.
   - Informs you that a link to the generated ZIP file will be included with the notification.

7. In the field provided, enter a purpose for this download.
8. Click the **Download** button.
9. A confirmation screen is displayed, (Figure 89).

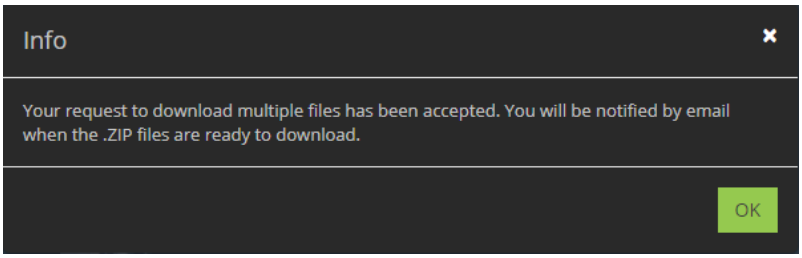


Figure 59

10. Click **OK**.
11. When the files are ready for download, you will receive an email notification (Figure 90).

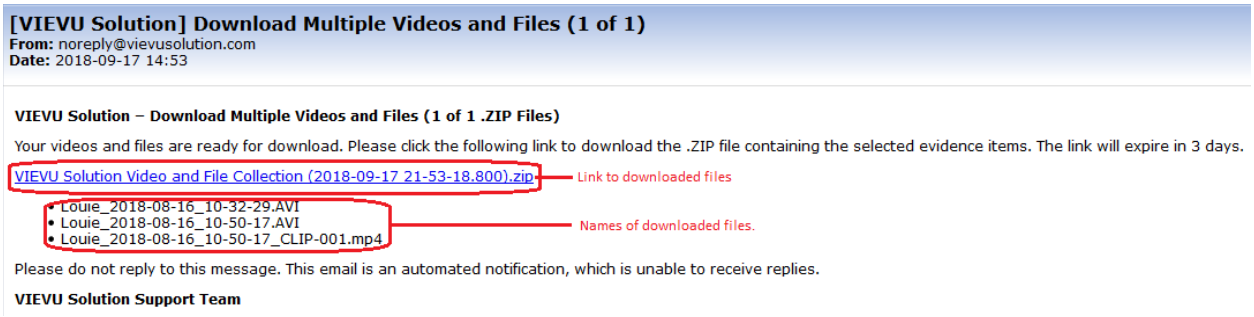


Figure 60

Note: The option to generate SHA-512 codes is not available with multiple downloads.

Download Audit Log

An audit trail is automatically maintained by VIEVU solution, of every evidence item. Users with permission to access audit logs can download the audit log for evidence items that they can view.

➔ To download the Audit Log:

1. Complete a **Search** for evidence.
2. Click on an evidence item in the search results to display the **File Details** screen.
3. Click the **Export Audit Log** icon to the right of the evidence details (Figure 91).

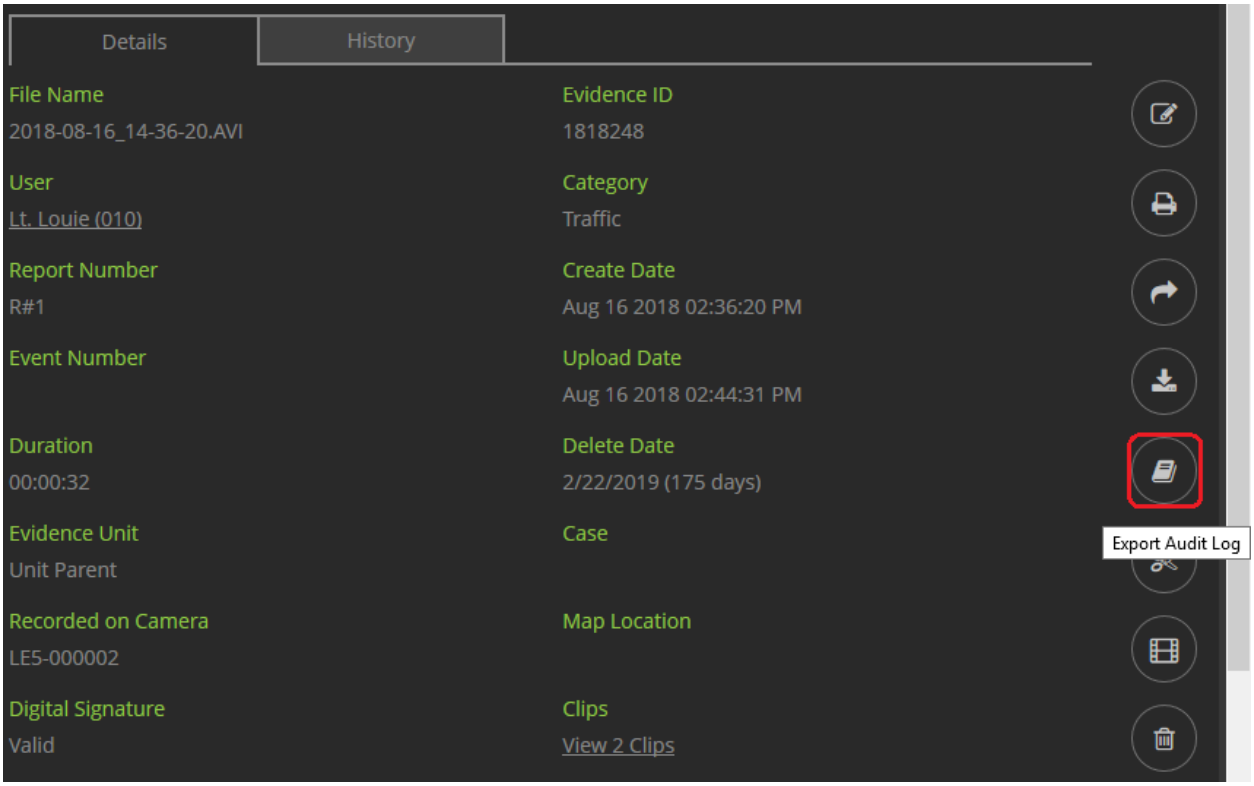


Figure 61

4. A confirmation screen is displayed (Figure 92).

Figure 62

5. Click **Yes** to confirm the download of the audit log to a CSV file to your computer.

Note: CSV files can be opened with Microsoft Excel.

Create and Use Video Clips

There will be some situations where users do not want to work with a complete version of a recorded video. There may be large portions of some videos that do not pertain to the incident in question. To mitigate this issue, you can create *video clips* from the original video. You can then share or redact these clips without any impact on the original video.

To create video clips, you will need to have **Create Clips** permission enabled.

➔ To create a video clip:

1. Complete a **Search** for evidence.
2. Click on an evidence item to display its details.
3. Click the **Clip** icon, located to the right of the details (Figure 93).

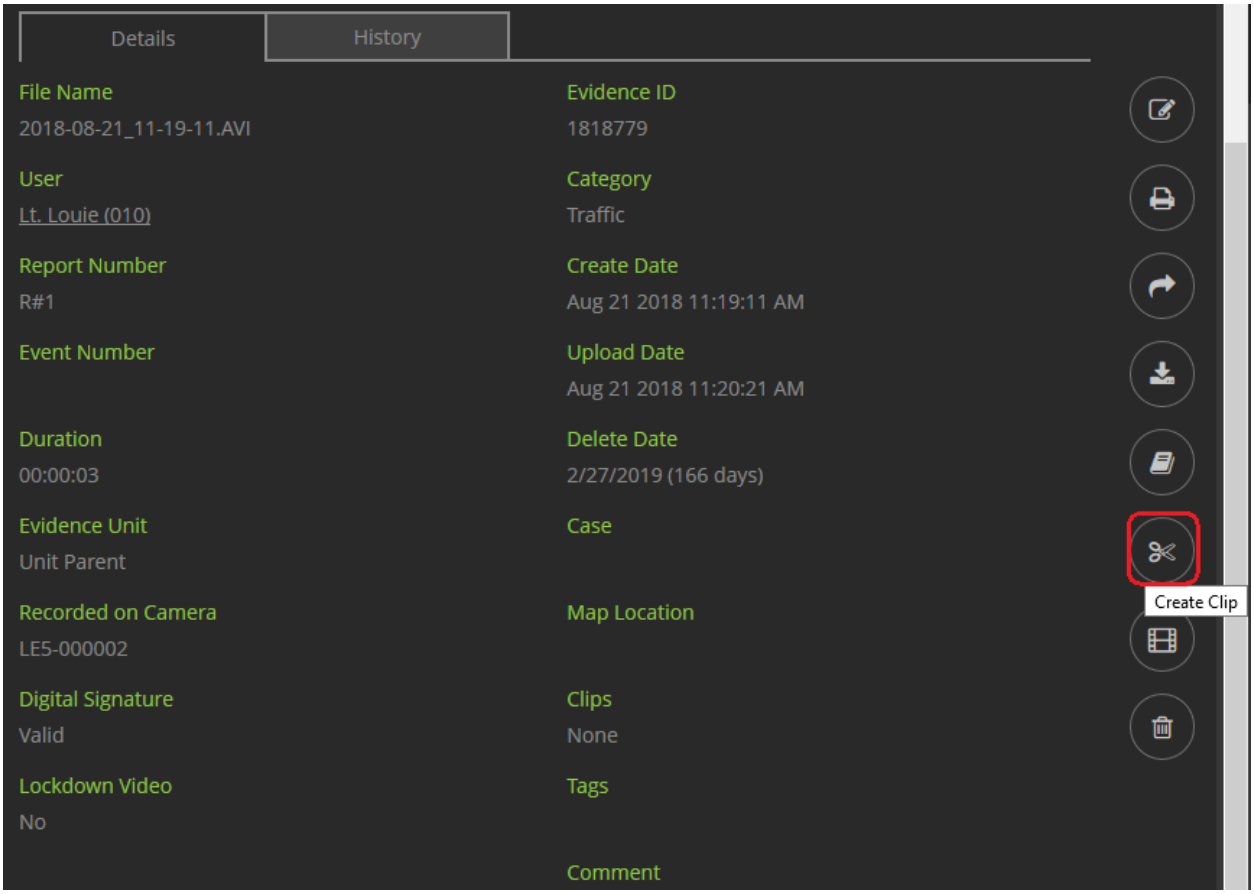


Figure 63

4. The Create Video Clip screen is displayed.
5. Click on the video to display the Play button and sliders that allow you to select the start and stop times of a video clip (Figure 94).

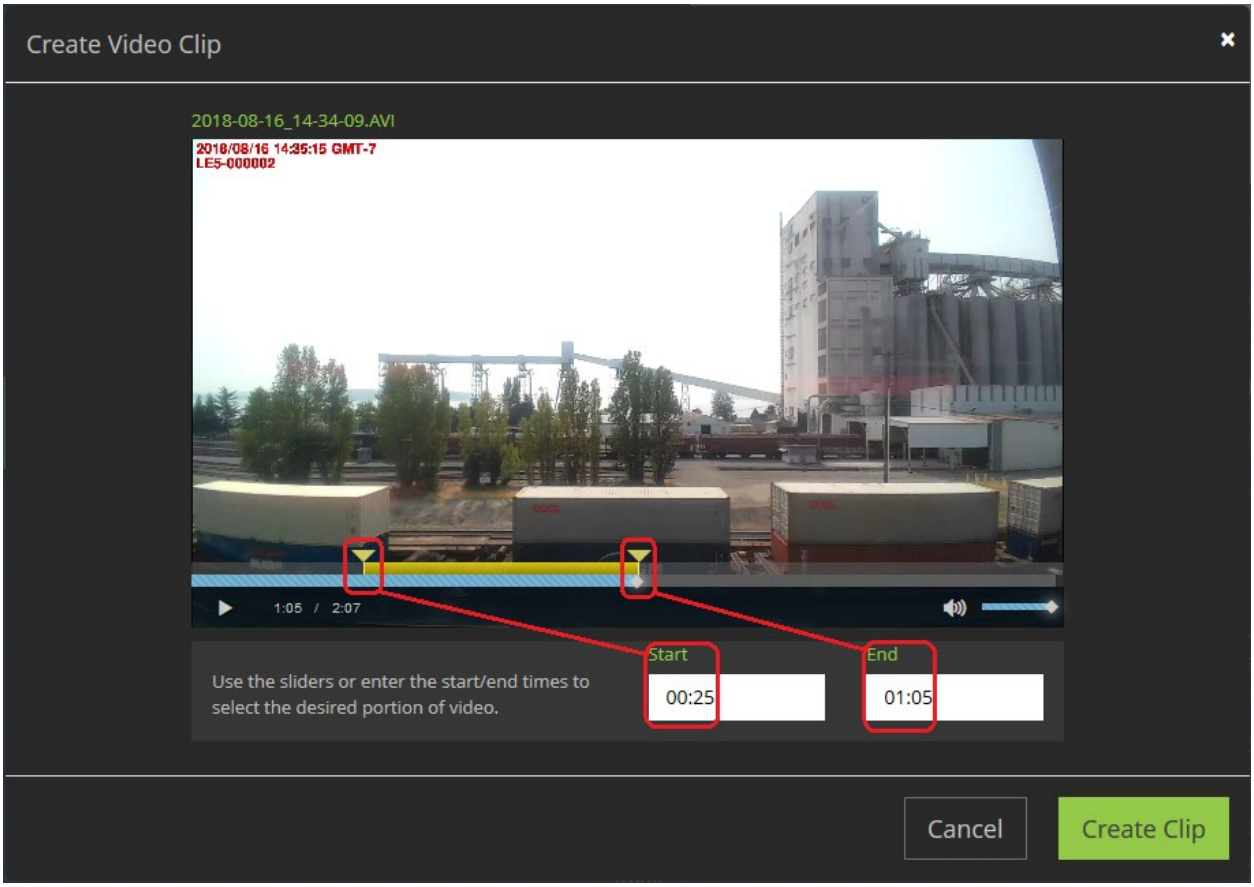


Figure 64

6. Select start and stop times for your video clip, (either by using the sliders or entering values into the **Start** and **End** fields).
7. Click on **Create Clip** and a new video is added to your evidence, with the same Assigned User, Category, Event Number, Deletion Date/Retention, Case #, Report Numbers, Map Location, Tags, Evidence Unit, Camera and Lockdown attributes as its parent.

➔ To find a video clip:

1. Search for video clips using the same process you use for original videos.
2. Video clip thumbnails use a special **CLIP** label to easily distinguish them from original videos (Figure 95).

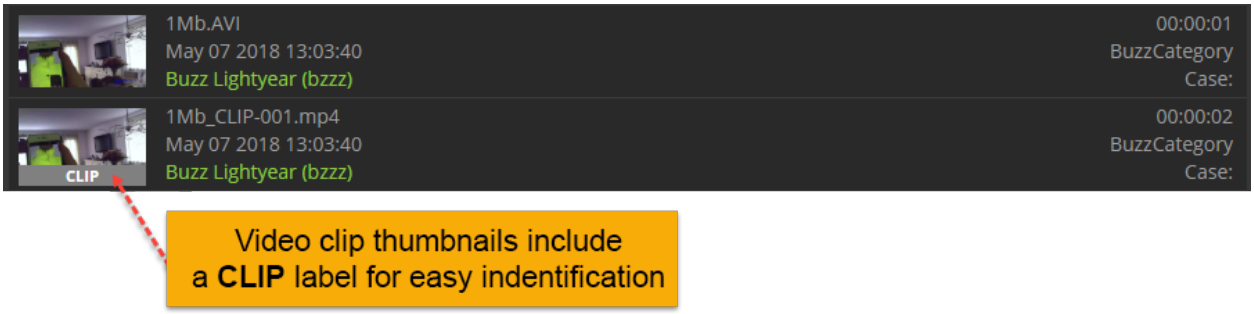


Figure 65

- Video clips are closely related to the original videos from which they were created. When an original video is deleted, all related video clips are deleted as well. If an original video is assigned to a user, all related video clips are assigned to the same user. Changes made to the **Category** or **Retention** of an original video are also automatically changed to match all related video clips.
- Other data for video clips (i.e. **Case**, **Report Number**, **Event Number**, etc.) which is taken from the original video by default, can be edited as with normal videos. These changes, when applied to a video clip, are applied only to the clip, and not transferred to the original video.
- With video clips, you can use the same features that are available for an original video, such as **Edit**, **Print a Screenshot**, **Share**, **Delete**, **Redact**, **Audit** and **Download a Copy**.

Redact Video

The Automated Video Redaction module is an optional system add-on for VIEVU Solution. The VIEVU AVR system employs an advanced algorithm to automatically detect and track faces and other identifiers which can then be easily blurred or otherwise redacted. This system can transform a formerly time-intensive task, previously restricted to video specialists, into an automated function that department officers and security professionals can perform themselves.

For details on how to use video and audio redaction, see the *VIEVU Automated Video Redaction (AVR) User Guide*.

Delete Video & Files

Evidence is automatically deleted after its retention period expires. However, users with permission to Delete Files and Cases enabled, are able to remove uploaded files at any time.

➔ To delete an evidence item:

1. Complete a **Search** for evidence.
2. Click on an evidence item to display its details.
3. Click the **Delete** icon, located to the right of the details (Figure 96).

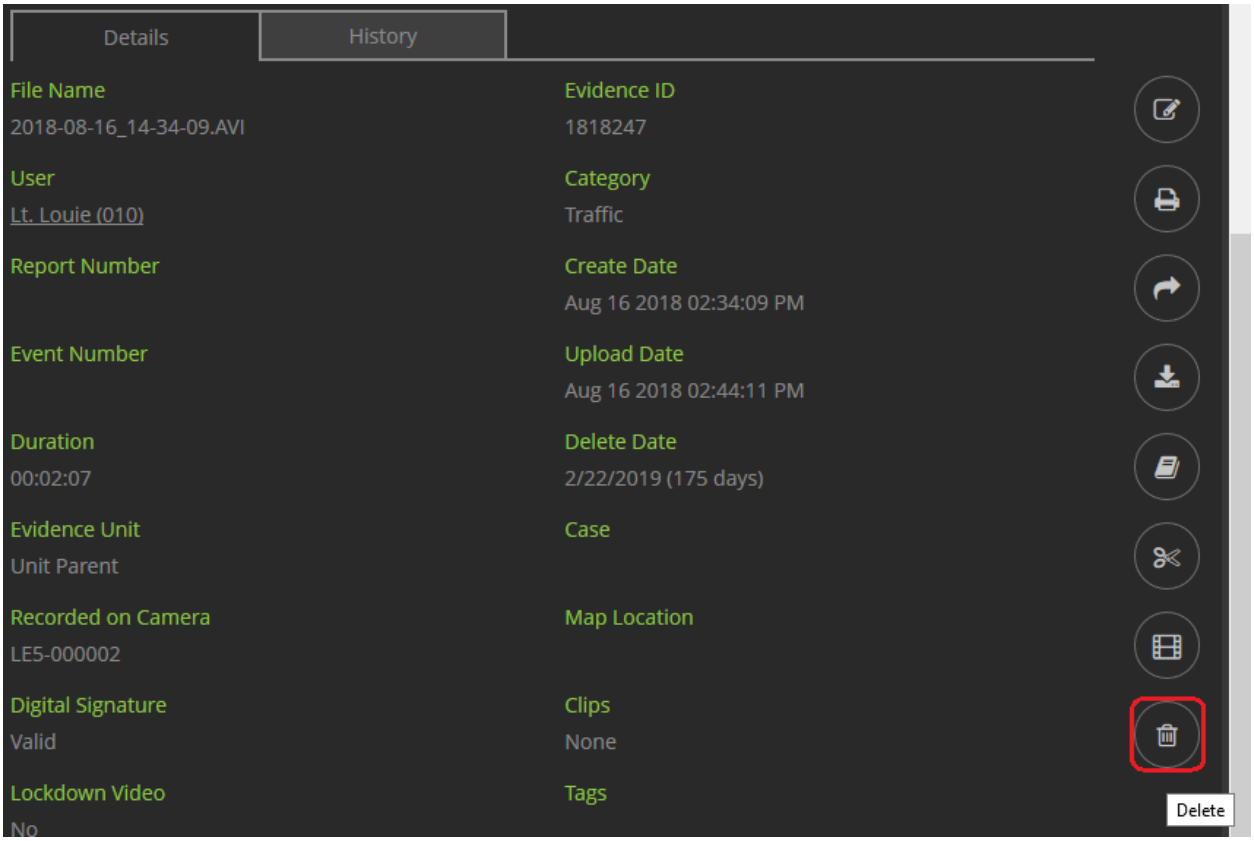


Figure 66

4. A screen is displayed asking you to confirm the deletion.
5. Click **Yes**.
6. The Delete File screen requests a reason for deleting the file (Figure 97).

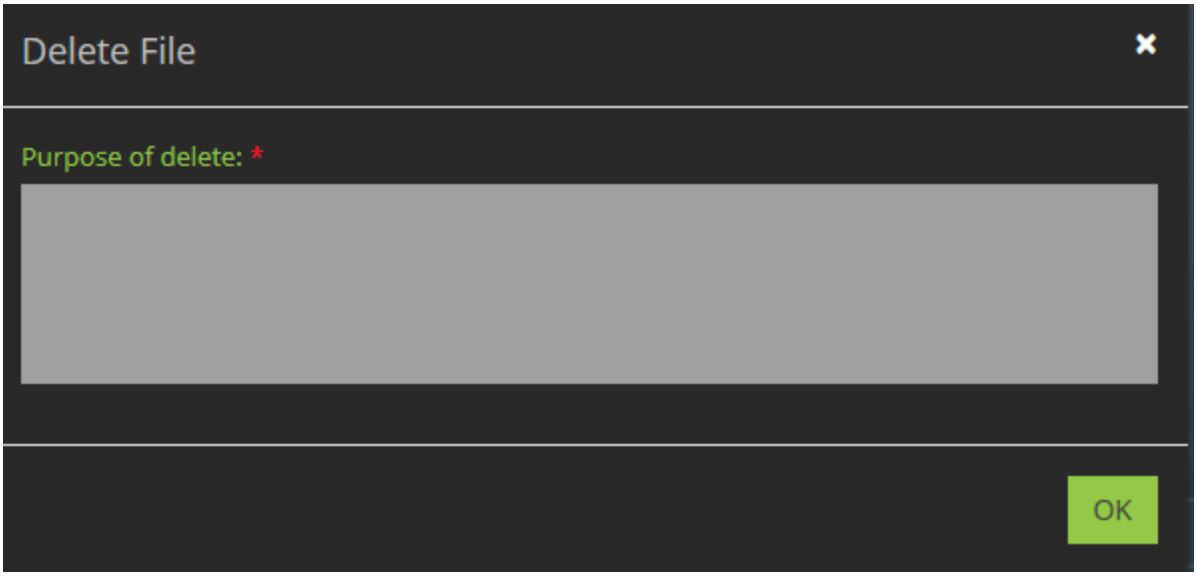


Figure 67

7. Enter a reason for deleting the video and click **Ok**.
8. A message is displayed that the evidence item was deleted.

CASES

Cases are virtual folders containing video and other documents for the purpose of centralizing the storage and review of digital evidence. Much like evidence items, cases are assigned to a user. That user is responsible for maintaining that case.

Adding Cases

A user with permissions to view **c**ases and edit files, is able to add cases to VIEVU Solution.

Add Case

➔ To add a case:

1. From the tabs at the top of the VIEVU Solution main screen, click on **Cases** and **c**lick the **Add Case** button (Figure 98).

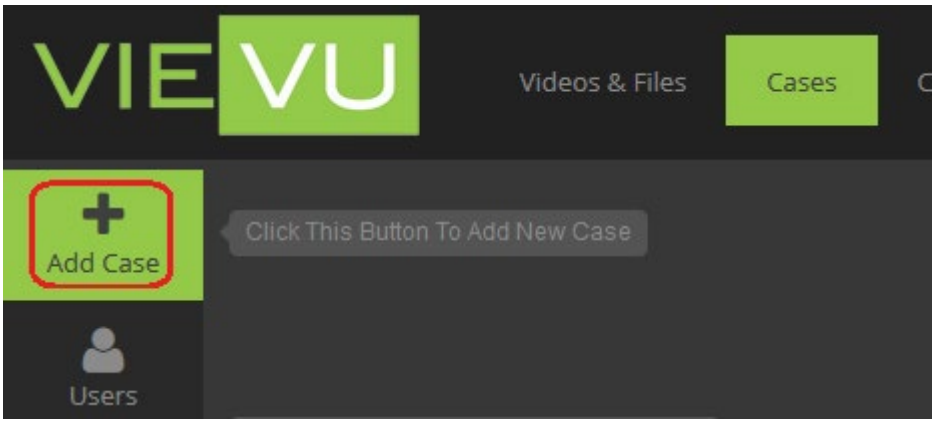


Figure 68

2. The **Add New Case** window is displayed (Figure 99).

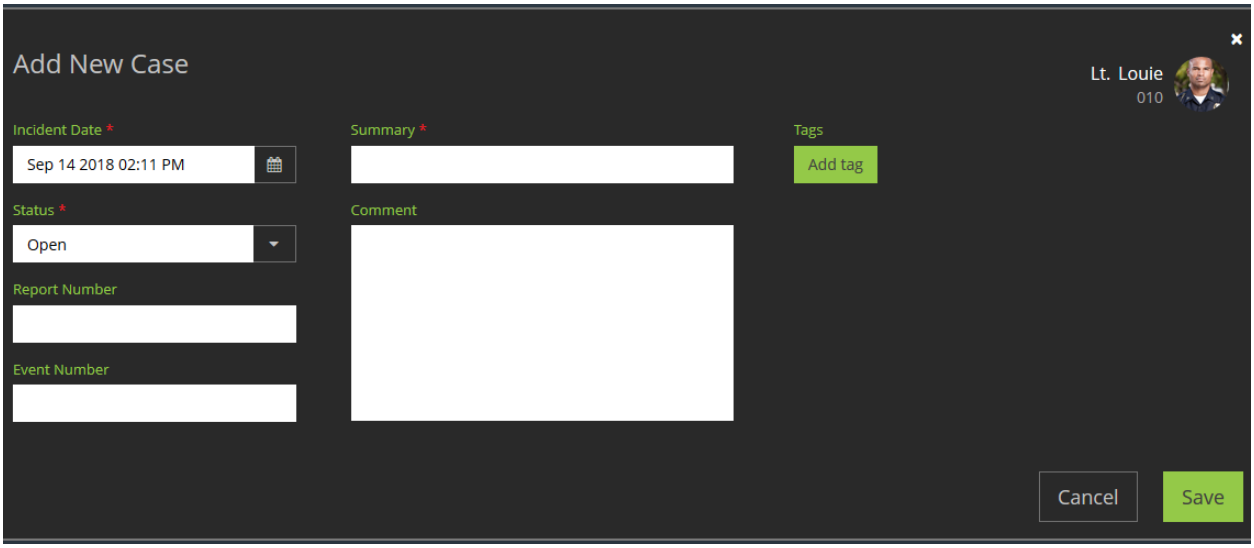


Figure 69

3. Input the necessary information in the appropriate fields.

4. When you are satisfied with your entries, click **Save**.

Note: To change the user to which the case is assigned, click the user name on the top right.

5. The case is listed in the Case search results and is assigned a unique number in the format YYYY-XXXXX (where YYYY is this year and XXXXX is a unique number for this year).

Searching for Cases

Users who have permission to view cases, can search for cases from the Cases menu. The results returned by a search for cases, are dependent on the users View Cases permission. You may search for cases by combinations of any of the following criterion:

- Own – Can see only cases assigned to me.
- All – Can see all cases in VIEVU Solution.

Search for Cases by Criteria

You can search for cases in VIEVU Solution using any of the following criterion:

- User name or ID – Narrows your search to evidence assigned to specific users.
- Case # – Finds a specific case.
- Report # - Narrows your search results to cases that have a specific report number.
- Create Date – Narrows search results to within a specific range of dates when the case was created.
- Event # - Narrows your search results to cases that have a specific event number.
- Status – Narrows your search results to cases that are Open, Pending or Closed.
- Unit –Narrows your search results to include cases assigned to a user from a specific unit.
- Tags – Narrows your search results to only cases with the specified tags.
- Shared – Narrows your search results to cases that are shared by VIEVU Solution or shared with you.
- Incident Date – Narrows search results to within a specific range of dates when the case occurred.
- Comment – Narrows your search results to cases that contain a specific phrase in their comment field.
- Summary - Narrows your search results to cases whose summary contains a specified phrase.

➔ To search cases by specific criteria:

1. From the tabs at the top of the VIEVU Solution main screen, click on **Cases**.
2. From the toolbar on the left side of the VIEVU Solution window, select an appropriate filter option. (For example, if you select **Users** as your initial filter option, the users Search window will be displayed).
3. The Search window is displayed. (Figure 100).

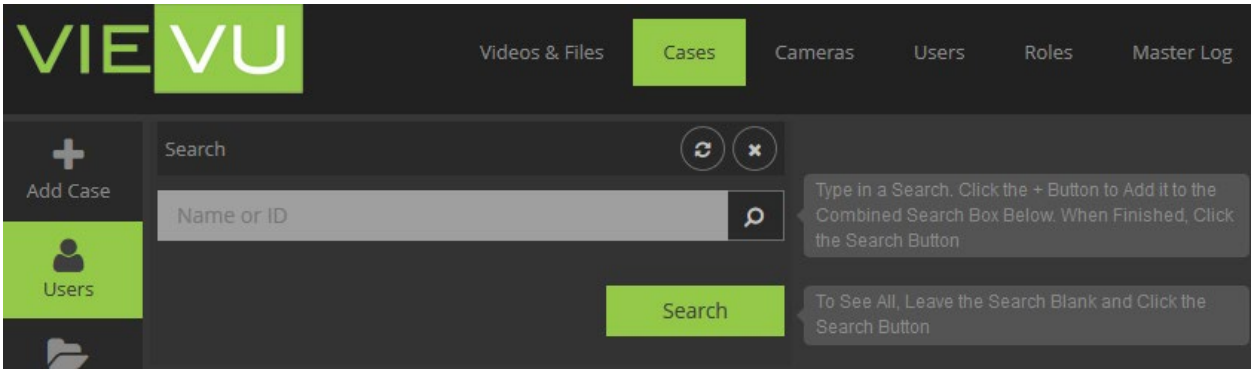


Figure 70

Note: To find all cases, leave the search box empty and click the Search button.

4. Enter a search criterion into the search box and click the add search criterion (**+**), icon to the right of the displayed results.
5. The criterion is added to your list of search criteria (Figure 101).

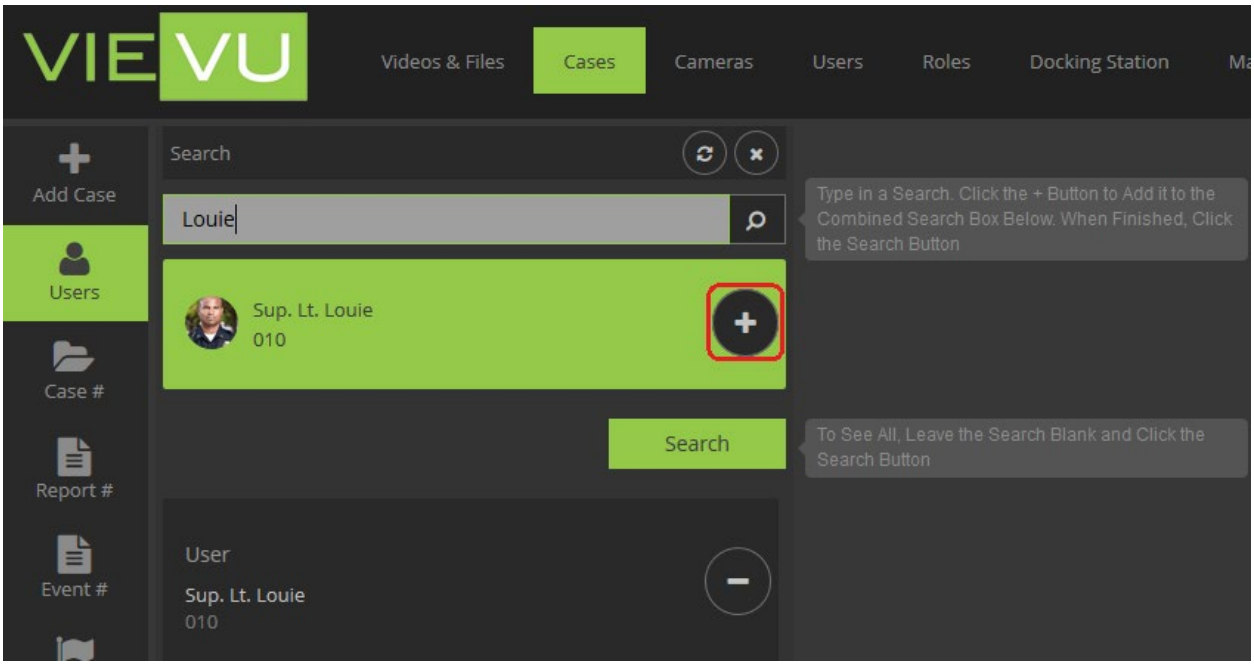


Figure 71

6. Select additional criteria from the toolbar on the left and start typing into the search field.
7. At this point, whenever an add (**+**), icon is displayed next to any of the search criterion, you can select it and it will be added to the search criteria, below the search button.
8. Using this method, you can keep adding more criterion to refine your search.
9. Click on the minus icon (**–**) to the right of a search criterion to remove it from the list of search criteria.
10. Click the **Search** button to display the cases matching all search criteria, in the case search results screen (Figure 102).

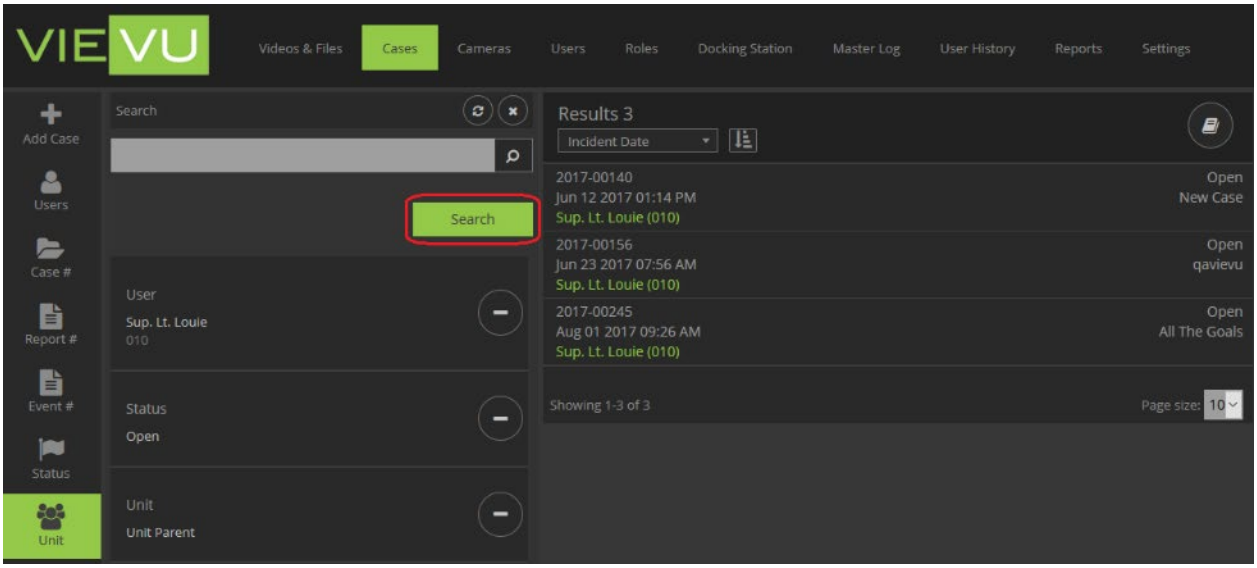


Figure 72

Note: In the Page size field at the bottom of the first page of results, select 10, 20, or 50 from the drop-down menu to adjust the number of results listed on each page.

Organize Case Search results

Now that you have conducted a search and the results are displayed, you may wish to view them in a specific order. VIEVU Solution allows you to order your search results by;

- Incident Date - the incident date of the case.
- Creation Date - the date the case was created.
- Case Number - the case number.
- User - or the user assigned to the case.

Additionally, case search results may be sorted in ascending or descending order.

By default, 10 results are displayed per page. You may change this number to 20 or 50 results per page.

➔ To organize your search results:

1. Perform a search that yields more than 10 results.
2. Results are sorted by ascending incident date and at the bottom of the page, the number of results is displayed and the number of pages containing all your search results is shown (Figure 103).

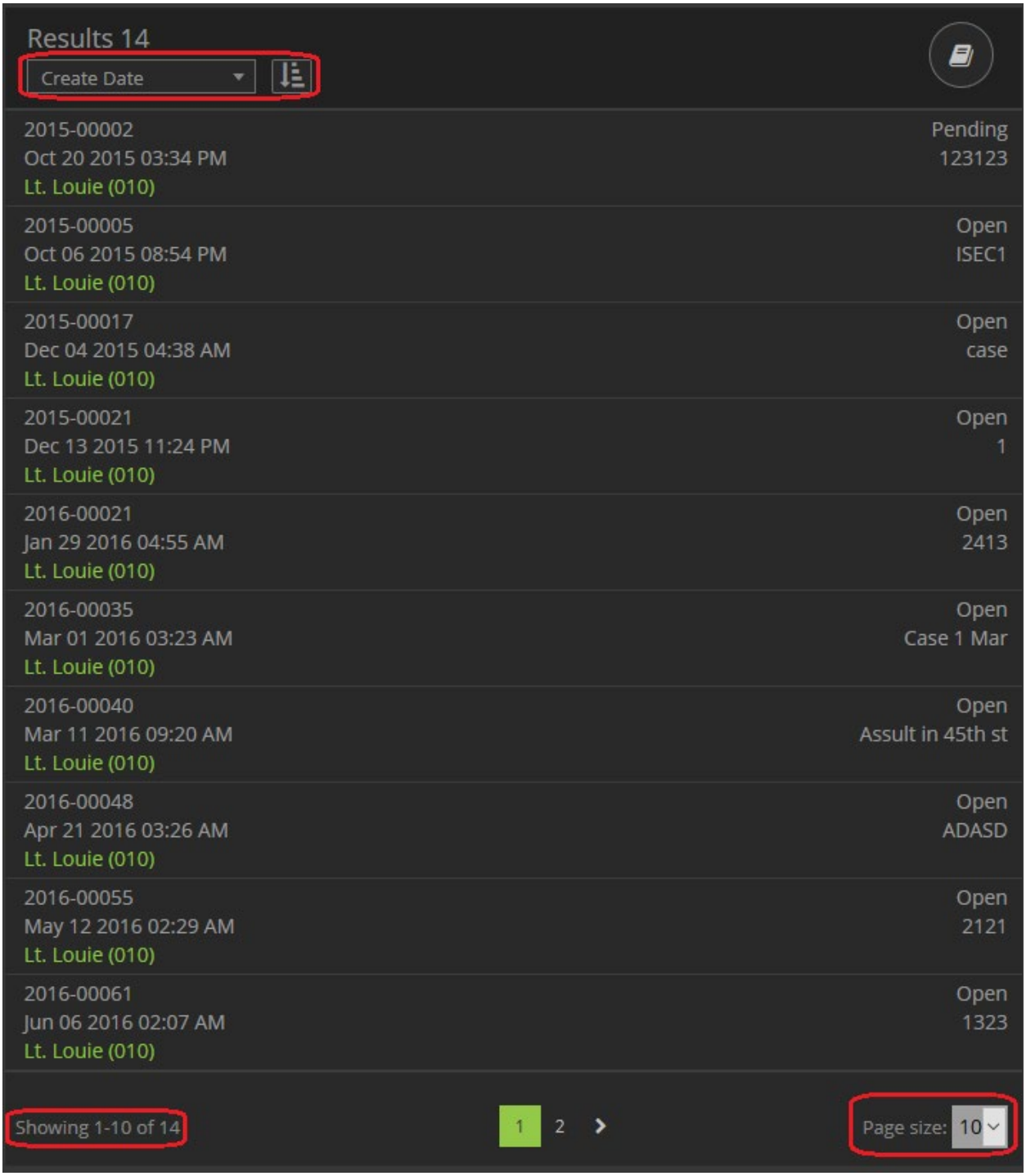


Figure 73

3. Select a larger **Page Size** to see the number of pages decrease and the number of items per page increase.
4. Displayed at the top of the search results screen is the number of results and controls that allow you to sort those results.
5. Select a sorting criterion and sort order of ascending or descending.
6. Your search results are re-arranged to meet the selected sort criterion.

Export Case Search Results

The cases that are listed in the case search results screen can be exported to a CSV file, downloaded to your computer, and opened with MS Excel.

➔ To export a list of displayed cases:

1. Complete a **Search** for cases.
2. Click the **Export to Excel** icon in the upper-right corner of the search results page (Figure 104).

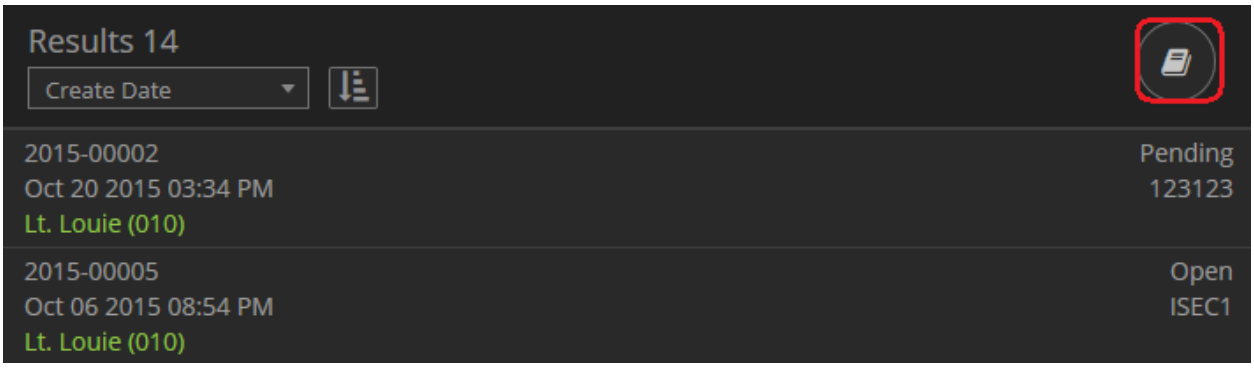


Figure 74

3. A confirmation screen is displayed.
4. Click **Yes** to confirm.
5. When the file is finished downloading, you may open it with MS Excel to view the attributes of cases displayed on VIEVU Solution.
6. Managing Case Content

Once you have created a case you will want to assign evidence to that case. You can add and remove evidence items, change the case details, and share cases.

View Case

Your ability to view cases depends on your View Cases permission. You may be permitted to see your own cases, all cases or none at all.

➔ To view a specific case:

1. Complete a search for cases.
2. Click on a Case to display the case details screen where you can see the case attributes; **Case Number**, **Summary**, **Tags**, **Comments**, **Status**, **Report Number, Event Number**, and associated **Incident** and **Create Dates** (Figure 105).

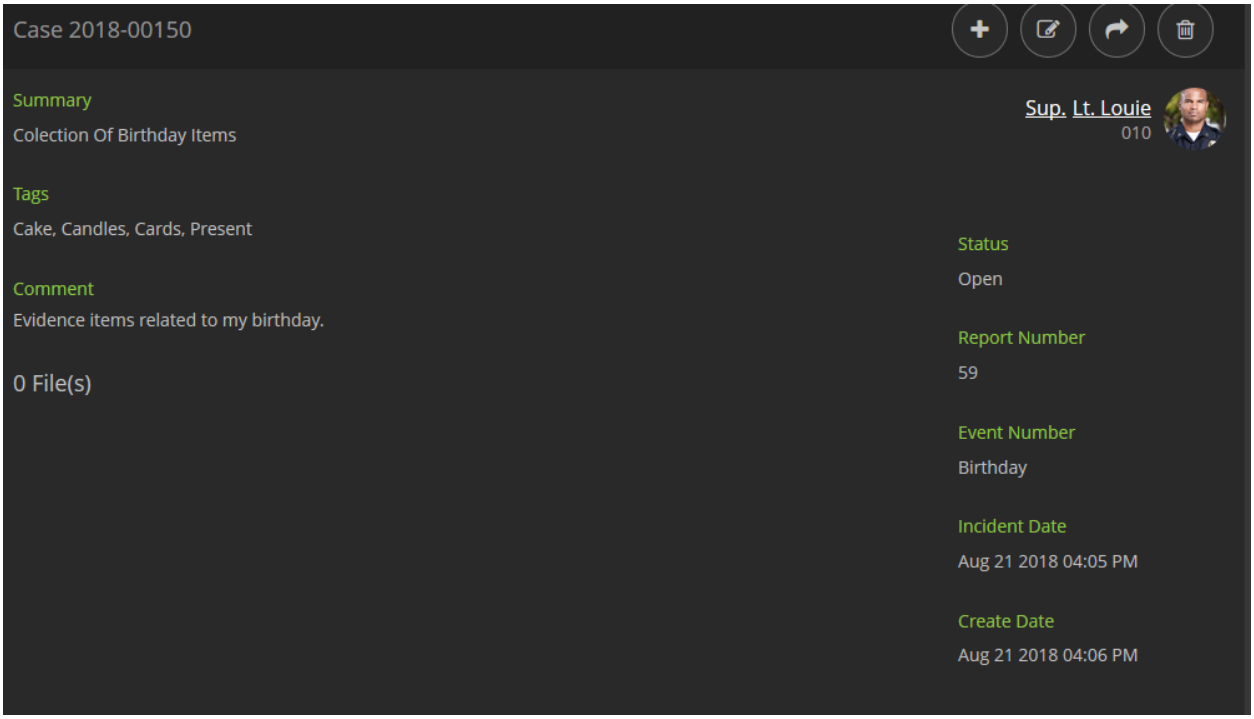


Figure 75

Attach Evidence Items to Case

Once you have created a case you will want to attach relevant evidence items.

➔ To attach evidence to a case:

1. Complete a search for an evidence item that you wish to attach to your case.
2. Click on an evidence item to display the case details screen.
3. Edit the evidence item details.
4. Select your case number from the list of cases and add it to the Case field (Figure 106).

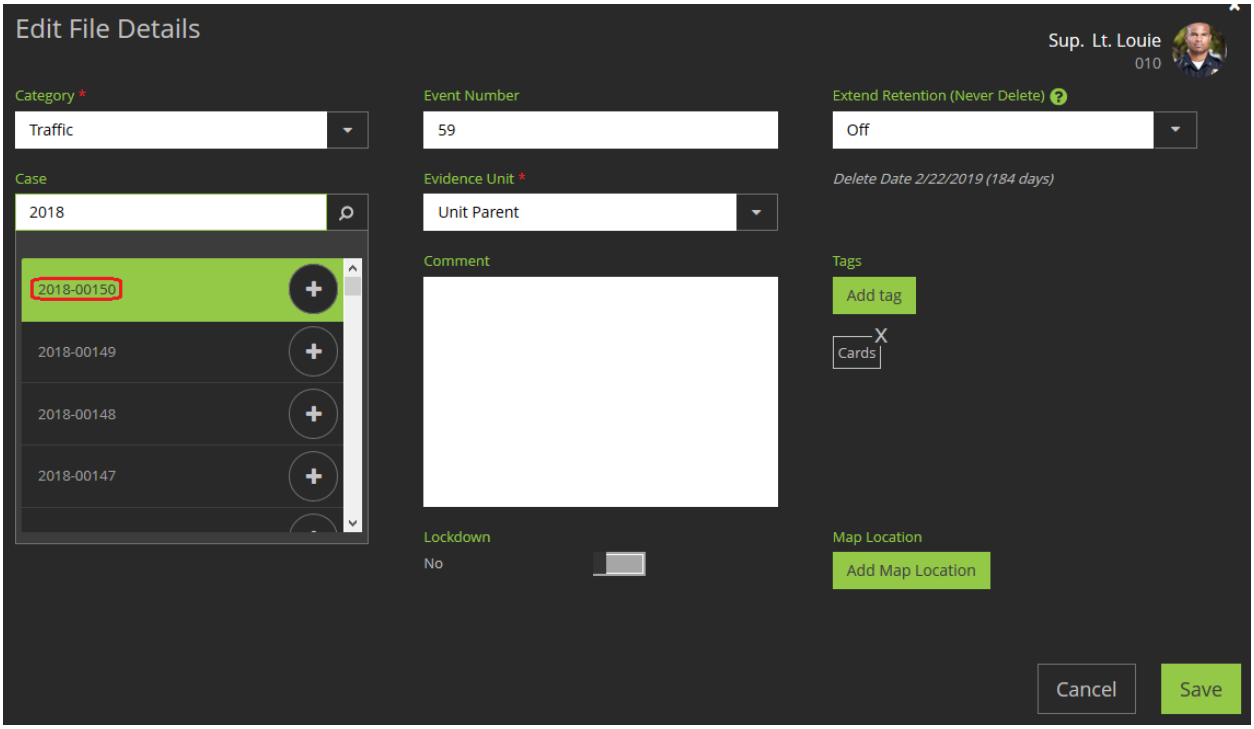


Figure 76

5. Click on **Save** to see evidence details with an associated case number (Figure 107).

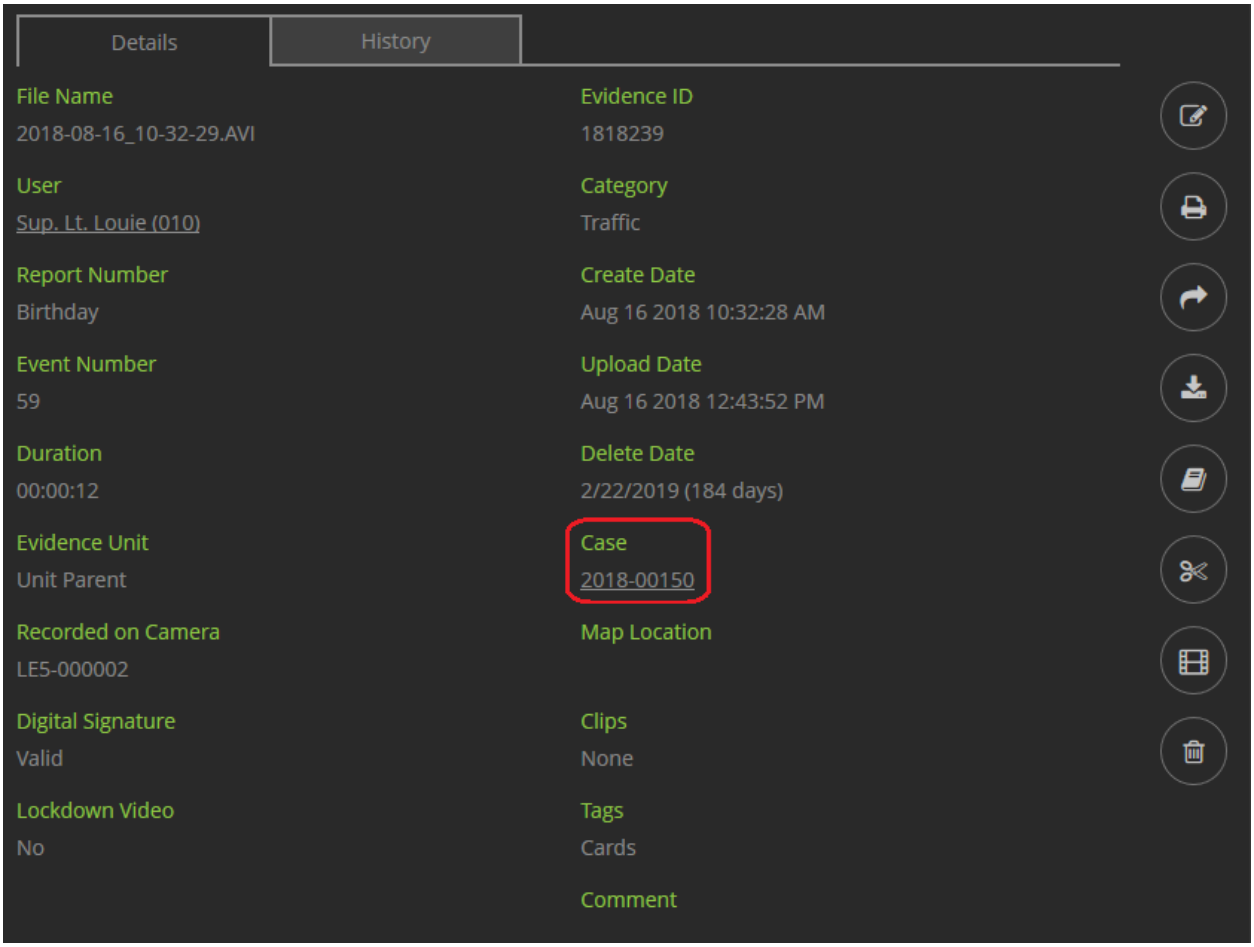


Figure 77

6. Click on the **Case** number.
7. The case details are displayed in a new window with the evidence item shown as an attachment (Figure 108).

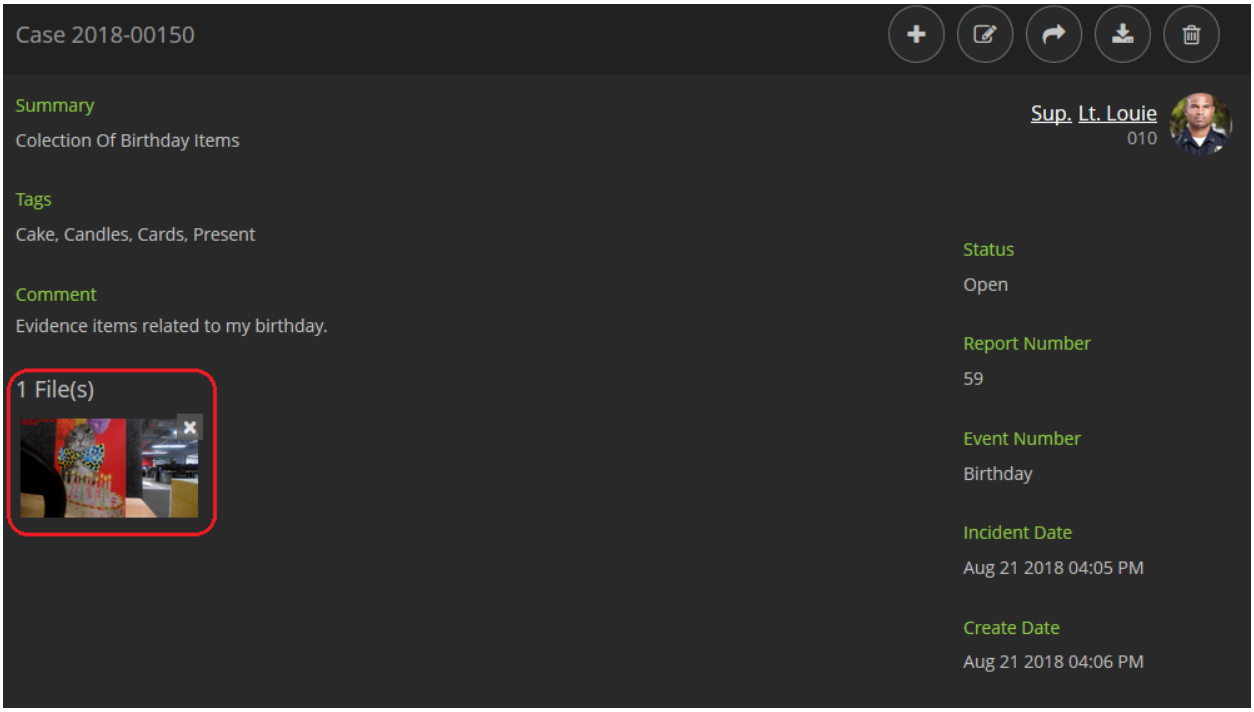


Figure 78

➔ To attach many evidence items to a case:

1. Complete a search for evidence items that you wish to attach to your case.
2. Select multiple evidence items that you wish to attach to your case.
3. Click on the **Edit Multiple** button at the top of the search results.
4. The **Editing Multiple** evidence items screen is displayed.
5. Select the case number for these evidence items and add it to the **Case** field (Figure 109).

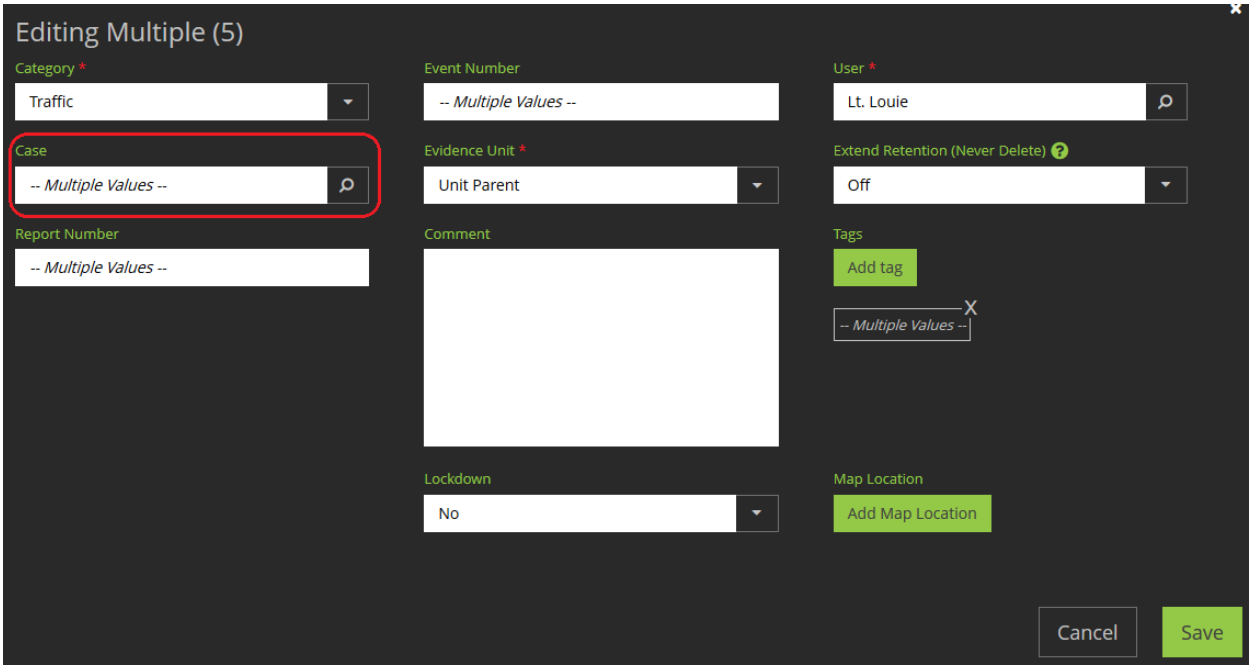


Figure 79

6. Click on **Save** and you are requested to confirm your changes.
7. Confirm saving your changes and when the evidence details are displayed, click on the **Case** number.
8. The case details are displayed in a new window with all evidence items shown as attachments (Figure 110).

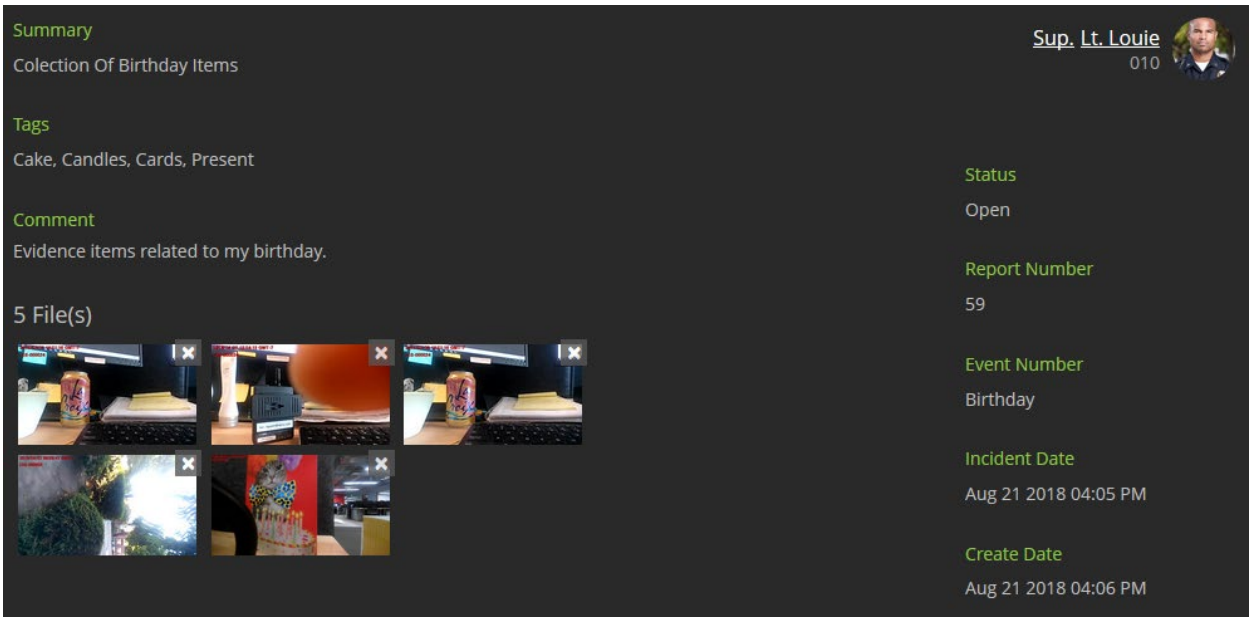


Figure 80

Add Files to Case

In addition to attaching existing evidence, you are able to upload your own evidence files to your case.

➔ To upload a file to a case:

1. Complete a search for cases.
2. Click on a case to display the case details screen.
3. Select the Add File to Case (**+**), icon at the top of the window (Figure 111).

Figure 81

4. Navigate to and select files to upload.
5. The **Add Files from Computer** screen is displayed.
6. Enter attributes for the new evidence item.
7. When the file has finished uploading, click **Save**.
8. A new evidence item has been created in VIEVU Solution.
9. The evidence item is shown as attached to the case in the case details.

View Files Attached to A Case

You or people that you share your case with, will need to view evidence items attached to your case.

➔ To view evidence attached to a case:

1. Complete a search for cases.
2. Click on a case to display the case details screen.
3. Click on an attachment thumbnail to view the attachment (Figure 112).

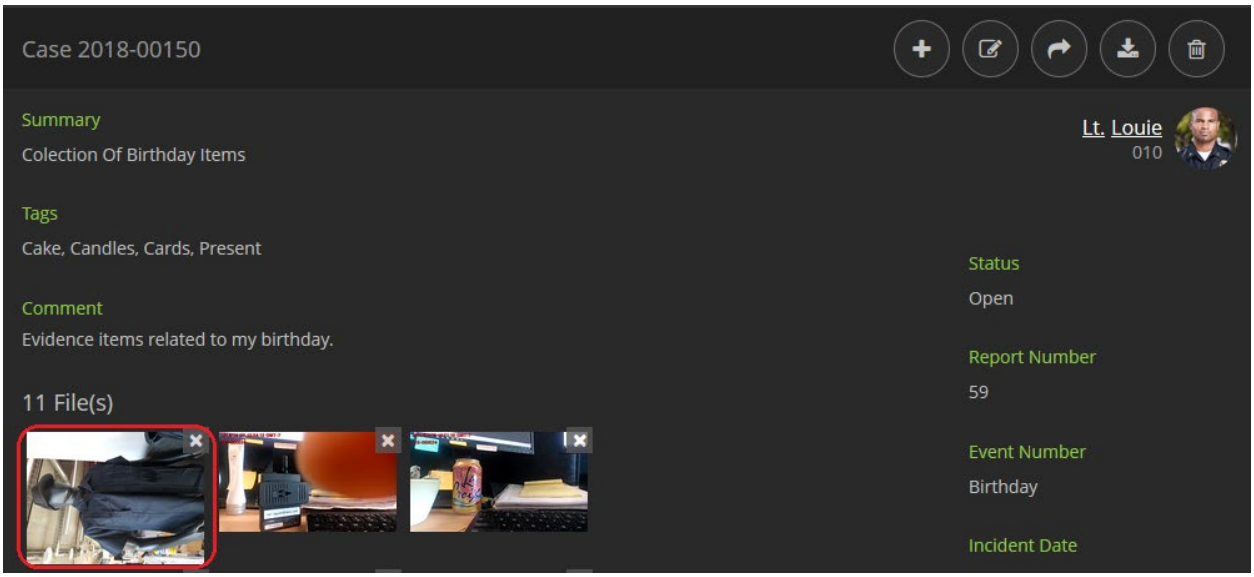


Figure 82

- If the file is a video, a video playback window is displayed (Figure 113).

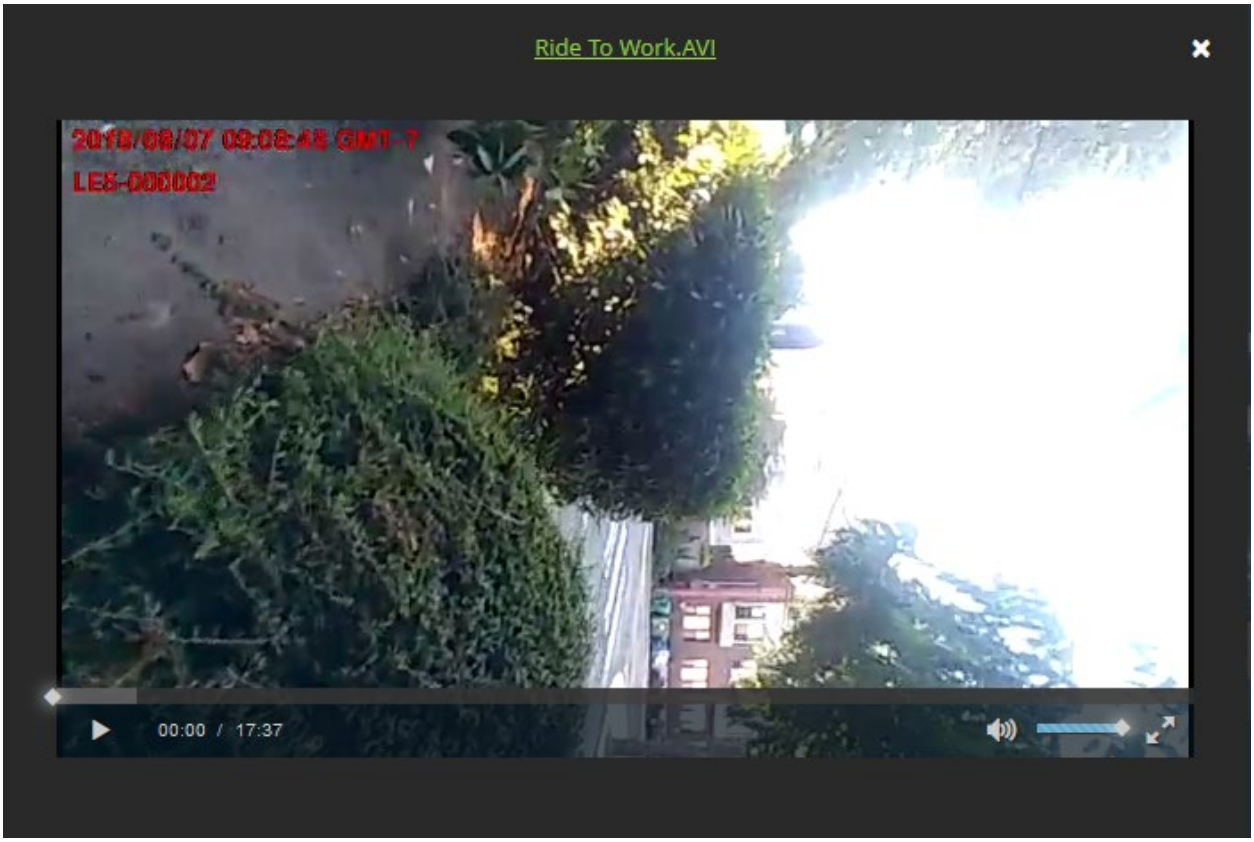


Figure 83

- If the file is an image or other document, the file is opened in a new browser window.

Note: When viewing a video, click on the file name at the top of the playback window and the video details are displayed.

Remove Attached Files from Case

You can remove attachments from your case.

➔ To remove an attached evidence item from a case:

1. Complete a search for cases.
2. Click on your case to display the case details screen.
3. Click on the **X** in the top right-hand corner of any attachment (Figure 114).

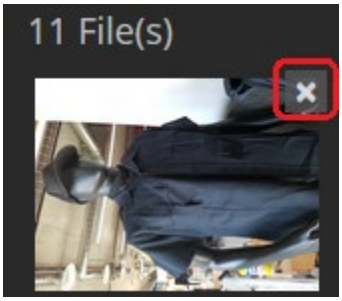


Figure 84

4. You are prompted to remove the evidence item from the case (Figure 115).

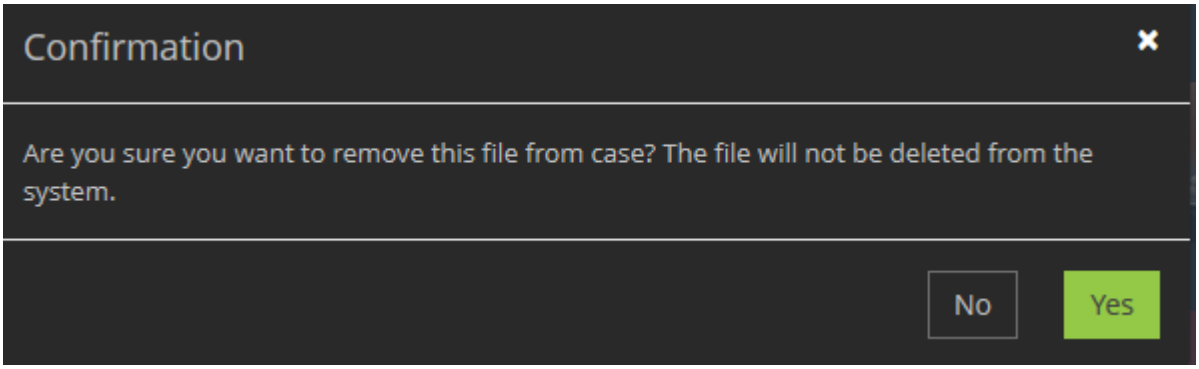


Figure 85

5. Click **Yes** and the case details are displayed with the selected attachment no longer attached to the case.

Note: The file is removed from the case, but it can still be found using a search from the Videos & Files tab.

Edit Case Details

You are able to change the attributes of an existing case.

➔ To edit case details:

1. Complete a search for cases.
2. Click on your case to display the case details screen.
3. Select the **Edit Case** icon.
4. The **Edit Case Details** window is displayed (Figure 116).

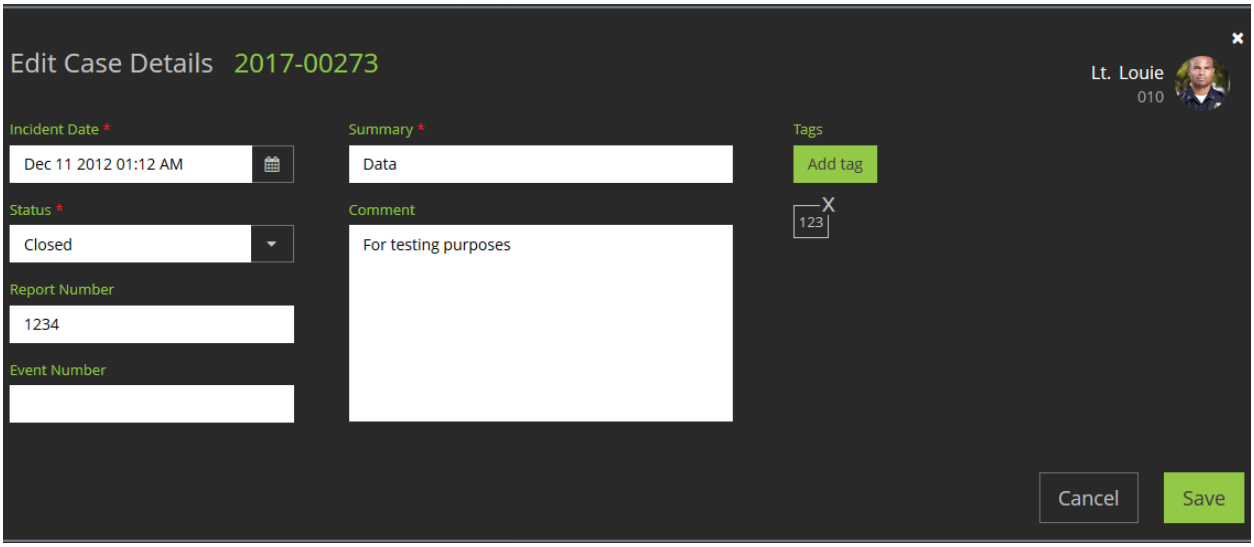


Figure 86

5. Modify the case details as needed and click **Save.**

Note: To change the user to whom the case is assigned, click on the user name on the top right.

Share Case

At some point in time, you will probably want to share the contents of your case with someone else.

➔ To share a case:

1. Complete a search for cases.
2. Click on your case to display the case details.
3. Select the **Share Case** icon to display the list of shares for the case.
4. Click the Create Share (**+**), icon at the top of the window and select **Share with User** (which can include Group names to include multiple users at the same time), **Share with Email**, or **Share by Link** (Figure 117).

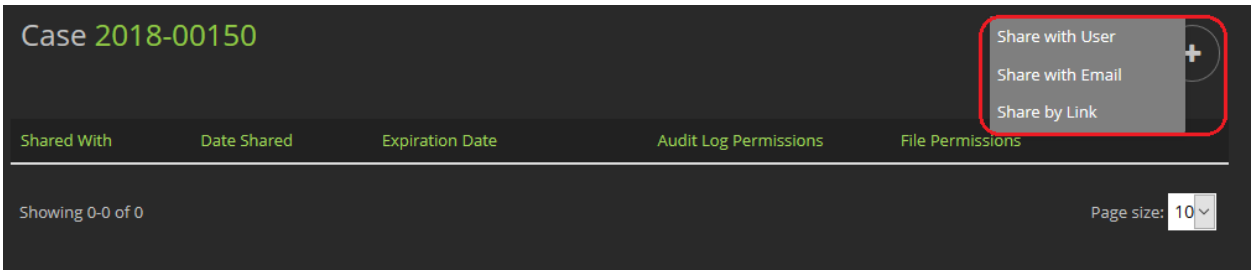


Figure 87

5. The Share Case window is displayed (Figure 118).

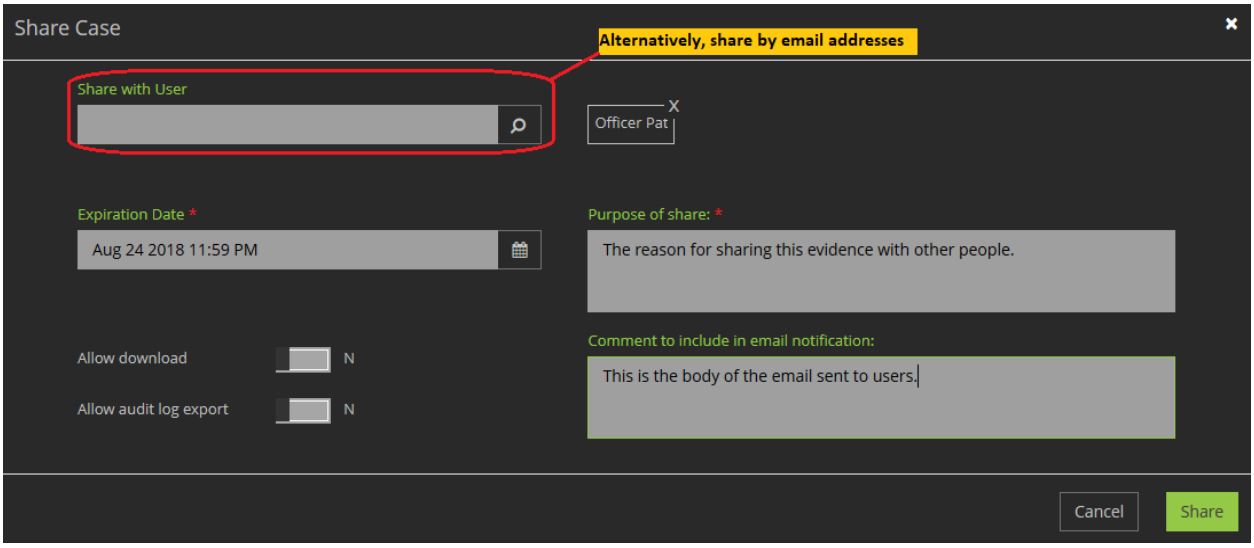


Figure 88

6. Enter the user or group name, email address, or link with which you want to share the case, if sharing with users. (Enter email addresses if sharing by email.)
7. Use the drop-down calendar to enter a date and time at which access to the share expires.
8. Enter a purpose for the share.
9. Add any comments you want to include in the email notification of the share. (There is no email if sharing by link, so this field is not displayed.)

10. Use the **Allow download** toggle to select whether to allow the designated users to download the shared content.
11. Use the **Allow audit log export** toggle to select whether to allow the designated users to export the Video Audit Log for the share.
12. Click **Share**.

Note: When sharing by Link; if Copy to Clipboard does not work, Java is not installed on the computer. Alternatively, you can manually select and copy the link.

Download All Case Attachments

You are able to export all files attach to a case, to your computer. Files will be downloaded in the same format (file extension), as displayed in the case.

➔ To download all case attachments:

1. Complete a search for cases.
2. Click on your case to display the case details.
3. Click the **Download All** icon (Figure 119.)

Figure 89

Note: The Download All icon is not available if the case has no attachments.

4. The download all screen is displayed.
5. Enter a reason for the download request. An Info window is displayed to inform you that your request has been accepted and you will receive an email when the case files are ready for download (Figure 120).

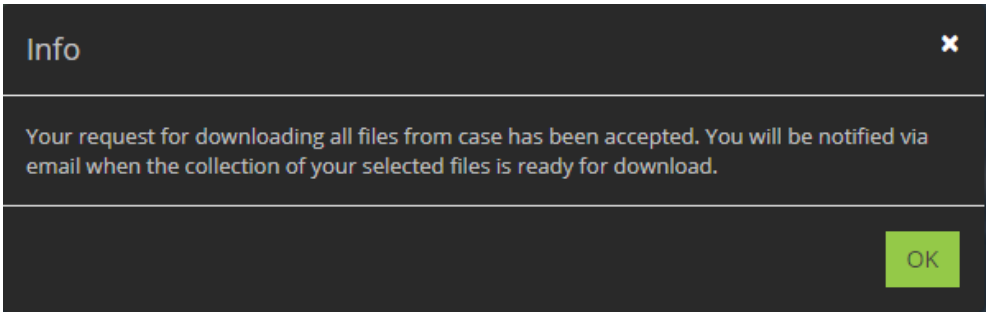


Figure 90

6. Click **OK**.
7. You will receive an email notice when your files are ready (Figure 121).
8. Click the link in the email to access the requested files.

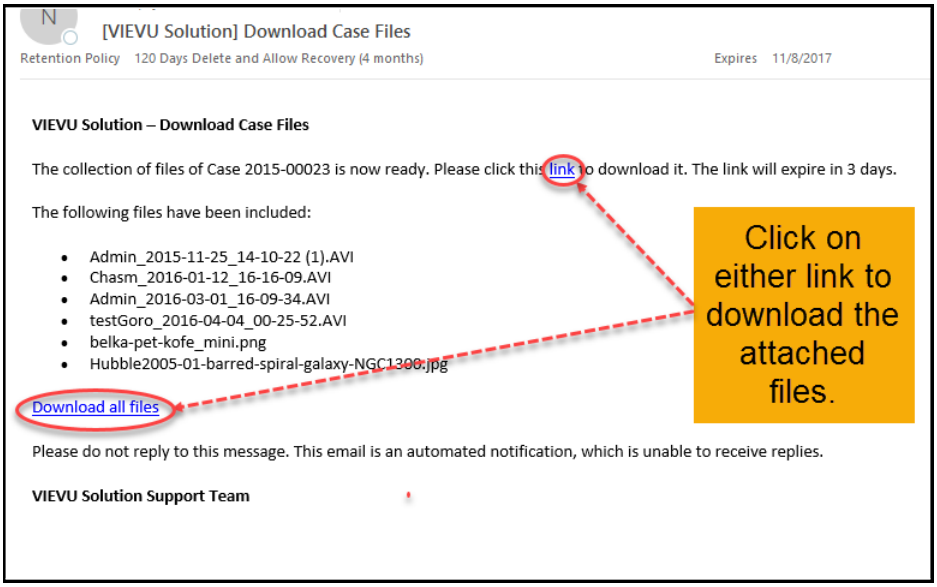


Figure 91

Delete Case

If you have Delete Files and Cases permission, you are able to delete cases that you are able to view. Deleting a case does not remove any evidence from VIEVU Solution.

➔ To delete a case:

1. Complete a search for cases.
2. Click on your case to display the case details.
3. At the top-right corner of the case Details, click the **Delete** icon.
4. A confirmation screen is displayed (Figure 122).

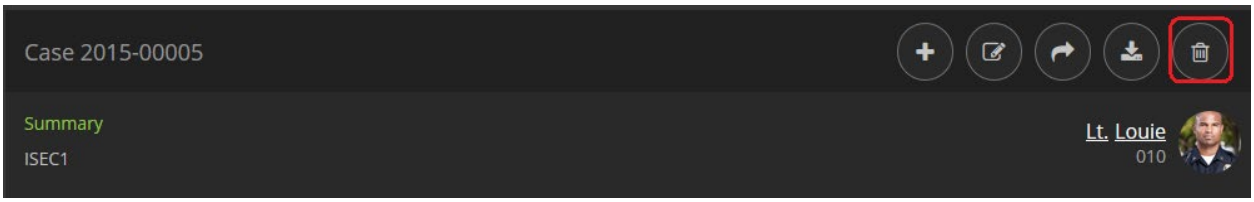


Figure 92

5. Click **Yes** to confirm deletion.
6. At the next window, enter a reason for deleting the case and click **Ok**.

Figure 93

7. Click **OK** and the list of cases that you are able to view is displayed in the Case Search Results screen.

CAMERAS

Cameras are assigned to users before they can be used with VIEVU Solution. Each camera is assigned to exactly 1 user. However, a user may be assigned many cameras.

Managing Cameras

Cameras must be recognized by the system before videos can be downloaded from them. If you have accidently recorded video on the camera before assigning and you need to retain the video, contact VIEVU for assistance.

Assign Camera

For a camera to be used with VIEVU Solution it must first be recognized as a camera assigned to your agency. To assign a camera to your agency, VIEVU Solution Connector must be installed on your computer.

➔ To assign a camera:

1. Connect the camera to your computer, as described in Connect A Camera To Computer.
2. Turn the camera On.
3. Log In to your VIEVU Solution website.
4. Click **Assign Camera** under the **Cameras** tab on the main menu (Figure 124).

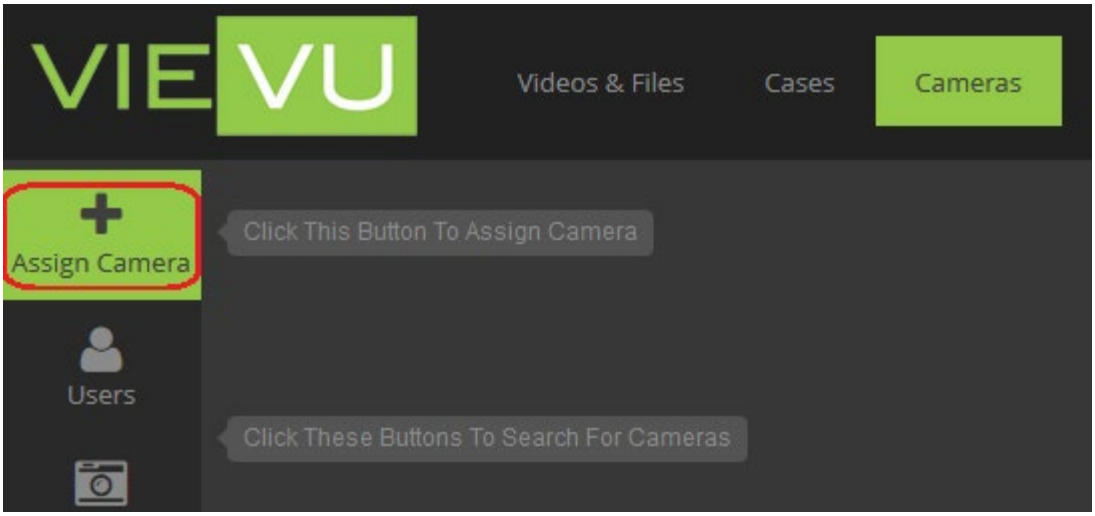


Figure 94

5. You are prompted to open the VIEVU Solution Connector application.
6. Accept the prompt to open VSC

Note: If VIEVU Solution Connector is not found on your computer you will receive an error message when accepting the prompt.

7. VSC is opened on your computer, you are logged in and prompted to enter a user name to assign the camera to.

Note: For more information about assigning cameras, see the Assign Camera To User section of this guide.

8. Enter the **Name** of the user to whom you want the camera to be assigned and 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**.
11. The camera is assigned to the user and you are returned to the VIEVU Solution Connector main menu.

You have successfully completed the camera assignment process. The assigned camera is now recognized by VIEVU Solution.

Note: You must assign all cameras before recording videos. Videos on an unassigned camera cannot be uploaded to VIEVU Solution. Contact VIEVU for assistance if this occurs.

Searching for Cameras

VIEVU Solution allows you to find any camera assigned to your agency.

Search for Cameras by Criteria

Users who have permission to assign cameras, can search for cameras from the **Cameras** menu. You may search for cameras by combinations of any of the following criterion:

- Users – Returns cameras assigned to these users only.
- Serial Number – Narrows your search to a specific camera.
- Date – Finds cameras by dates that video was downloaded from the camera.
- Unit – Narrows camera search results to the unit their users are assigned to.
- Status – Narrows search results by camera status (Available, In Use, Broken In Repair or Retired).

➔ To search cameras by criteria:

1. From the tabs at the top of the main VIEVU Solution page, click on **Cameras**.
2. From the toolbar on the left side of the VIEVU Solution window, select an appropriate search criterion.
3. The Search window is displayed.
4. Enter your initial search criterion into the search box and select the add (**+**), icon next to any of the results that you wish to be added to the search criteria (Figure 125).

Figure 95

5. Create complex searches by selecting multiple search criterion before clicking the Search button.
6. Using this method, you can keep adding more criterion to refine your search.
7. Click the **Search** button to display the cameras matching all search criteria.
8. Matching cameras are listed on the camera search results screen (Figure 126).

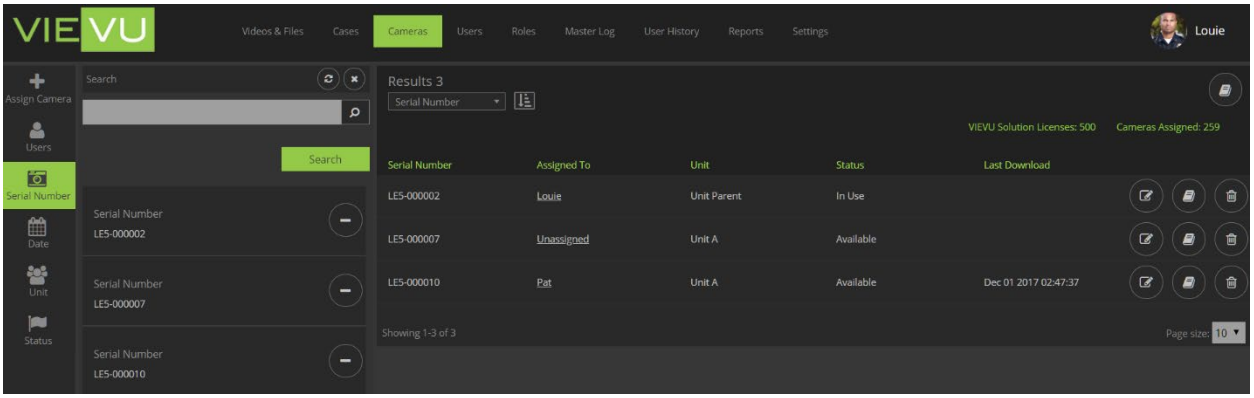


Figure 96

Note: To search for all cameras leave the search box empty and click the Search button.

Cameras that are added to the search criteria that do produce search results (for example LE5-000001 and LE5-0000005 in Figure 126), have been deleted from VIEVU Solution.

Organize Camera Search results

Now that you have conducted a search and the results are displayed, you may wish to view them in a specific order. VIEVU Solution allows you to order your camera search results by:

- the serial number of the camera,
- the name of the user to whom the camera is assigned,
- the status of the camera,
- the unit of the user that the camera is assigned to,
- the date that video was last downloaded from the camera.

Additionally, cameras may be sorted in ascending or descending order.

By default, 10 results are displayed per page. You may change this number to 20 or 50 results per page.

➔ To organize your search results:

1. Perform a search that yields more than 10 results.
2. Note that at the bottom of the page, 10 results are displayed and the number of pages containing all of your search results is shown.
3. Select a larger **Page Size** to see the number of pages decrease and the number of items per page increase.
4. At the top of the search results screen, the number of results and controls that allow you to sort those results, is displayed.
5. Select a sorting attribute and order of ascending or descending.
6. Your search results are re-arranged to meet the selected sort criterion.

Note: By defaut results are organized by the date video was last downloaded from the camera.

Export Camera Search Results

You are able to download a copy of your search results to your computer.

➔ To export the displayed list of cameras:

1. With the **Camera** tab selected at the top of the VIEVU Solution screen, complete a **Search**.
2. Click the **Export to Excel** icon at the top of the search results section (Figure 127).

Figure 97

3. A confirmation screen is displayed.
4. Click **Yes** on the confirmation screen.

Note: You can open the exported CSV file with Microsoft Excel.

Managing Cameras

Once a camera has been assigned to your agency, you are able to change the assigned user, edit camera information or delete the camera.

Edit Camera Assignment

➔ To edit a camera assignment:

1. With the **Camera** tab selected at the top of the VIEVU Solution screen, complete a **Search** for cameras.
2. Click the **Edit** icon next to the camera for which you want to change assignments (Figure 128).

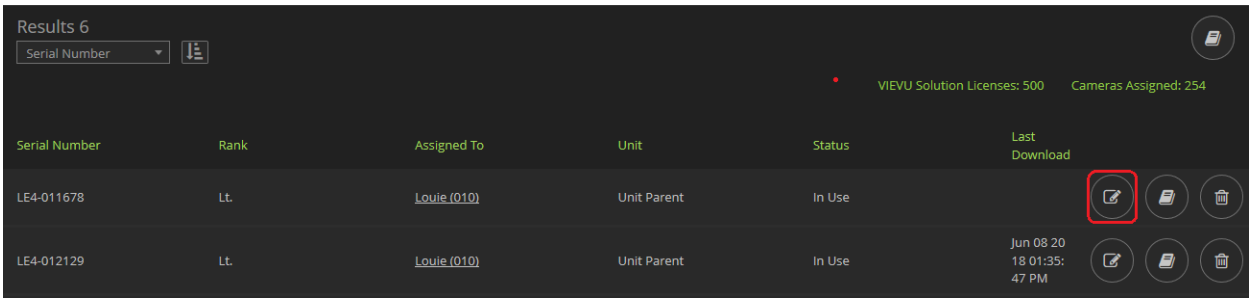


Figure 98

3. The **Edit Camera** screen is displayed.
4. Click the **User Name** near the top right of the edit screen.
5. Enter a User Name (or enter just the first few characters of a name), to search for.
6. From the search results, click the add (**+**), icon next to the user to whom you want to assign the camera (Figure 129).

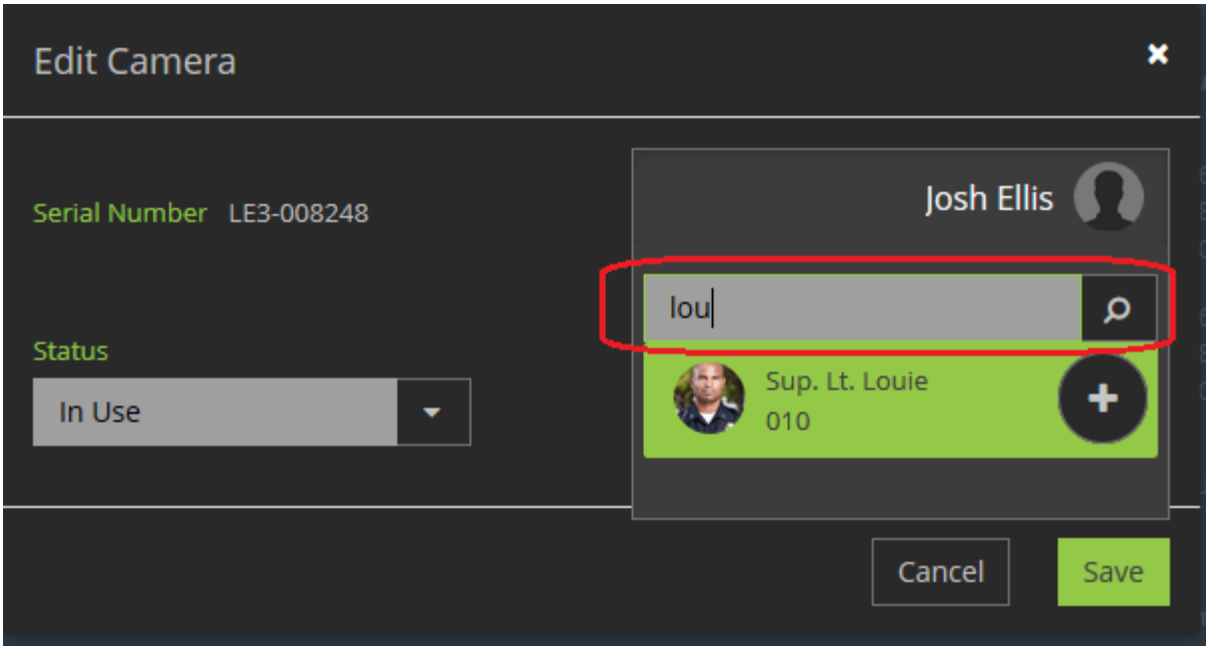


Figure 99

7. Click **Save**.
8. The camera displayed in the list of camera search results with the new assignment.

Edit camera details

You are able to change the attributes of a camera in VIEVU Solution.

➔ To edit camera details:

1. With the **Camera** tab selected at the top of the VIEVU Solution screen, complete a **Search** for cameras.
2. Click the **Edit** icon next to the camera for which you want to change details.
3. The Edit Camera window is displayed (Figure 130).

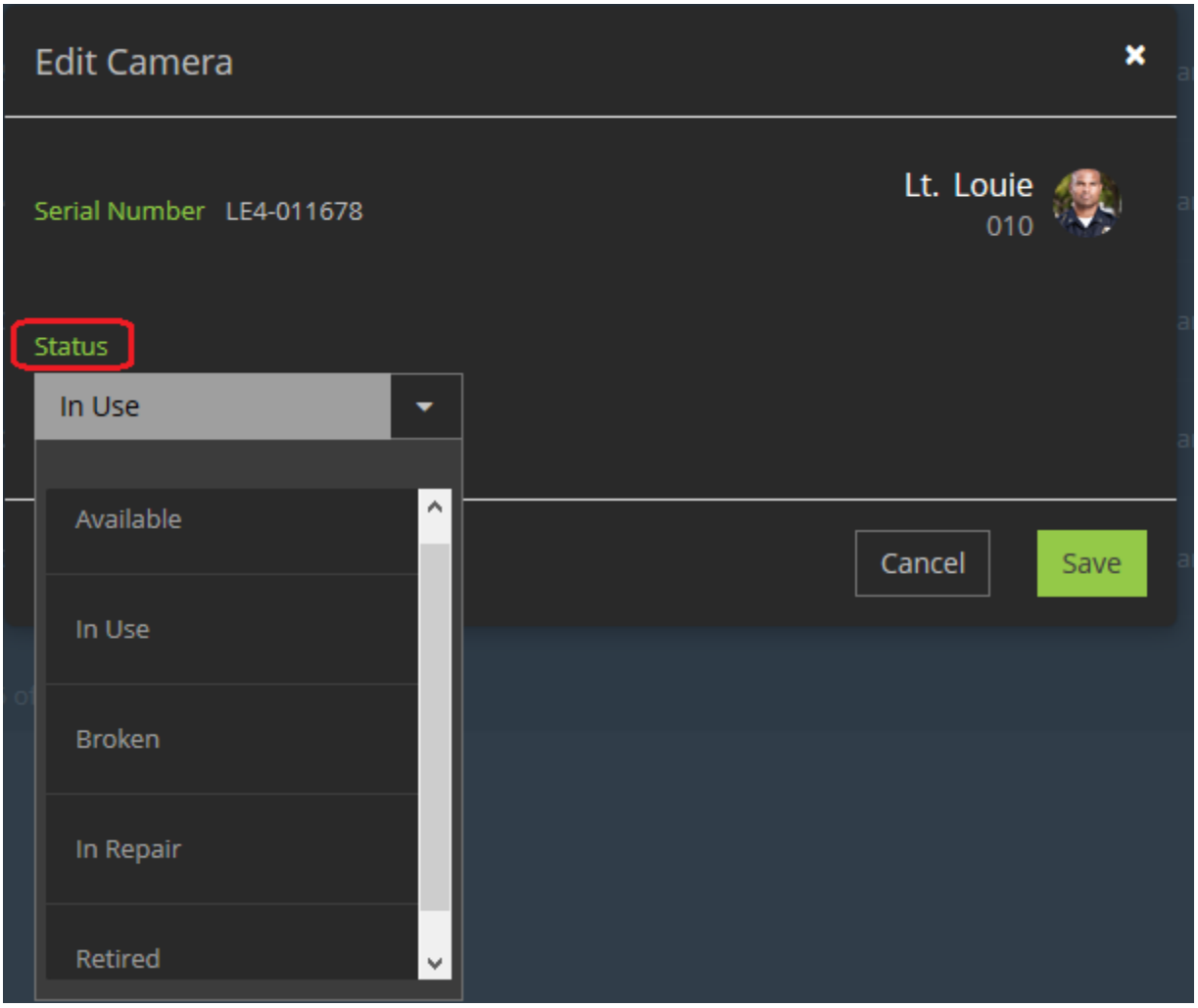


Figure 100

4. Select a **Status** for the camera from the dropdown list to the right of the status field, as follows:

   - **Available** – The camera can be re-assigned to a different officer (this status allows a camera to be checked out).
   - **In Use** - The camera is operational and assigned to an officer.
   - **Broken** - The camera is not operational and should not be used by an officer.
   - **In Repair** - The camera is no longer with the agency at this time.
   - **Retired** - The camera is not operational and should not be used by an officer.

Note: Whenever a new camera is added to VIEVU Solution, its initial status is In Use. You can change the status of any camera at any time.

Remove Camera

➔ To remove a camera:

1. With the **Camera** tab selected at the top of the VIEVU Solution screen, complete a **Search** For cameras.
2. Click the **Delete** icon next to the camera you want to remove (Figure 131).

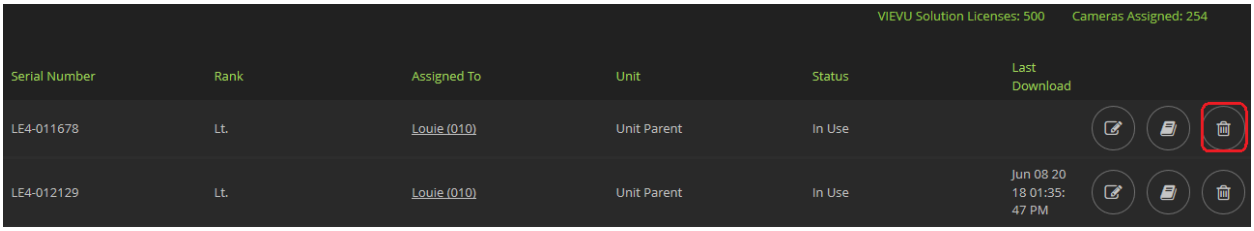


Figure 101

3. A confirmation screen is displayed.
4. Click **Yes**.
5. The camera is no longer displayed in the list of camera search results.

Note: Video cannot be downloaded from a deleted camera. Remove a camera only AFTER all videos have been removed from the camera.

USERS

Users are people that are given a **username** and **password** that allow them to login to the system.

Managing Users

A person must be added as a user before they are able to login to VIEVU Solution.

Users may be added to VIEVU Solution manually, or via a connection to your Active Directory application (see Appendix A : AD Sync and ADFS), for details. Users that are added manually will not be updated from AD synchronization.

Add User

To allow a person from your agency access to VIEVU solution, you will create a user account for that person. To create a user account, you must have permission to **Edit Users and Roles**.

Note: You must create a Security Role (Add A Role), and Unit (Add Unit), before you can add a user.

➔ To add a user:

1. With the **Users** tab selected at the top of the VIEVU Solution screen, click the **Add User** icon on the left-side toolbar (Figure 132).

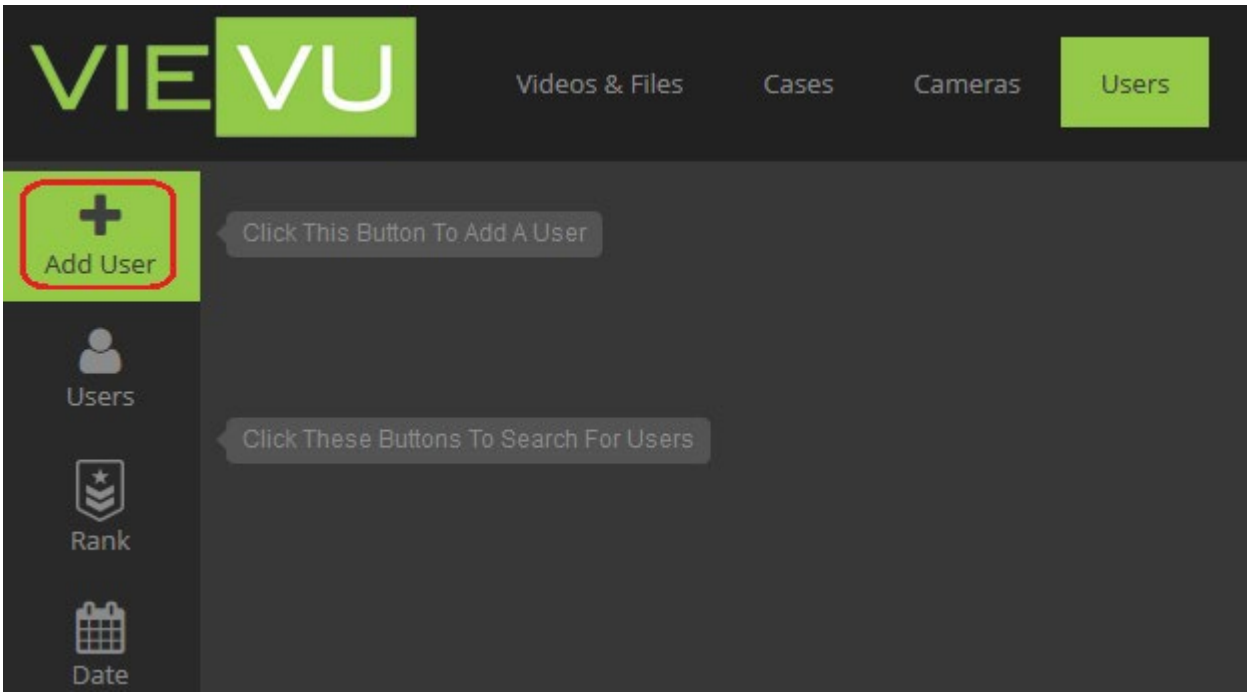


Figure 102

Note: If AD Sync is enabled, an information notice is displayed informing you that the user will not automatically be updated. Click OK.

2. The Add User window is displayed (Figure 133).

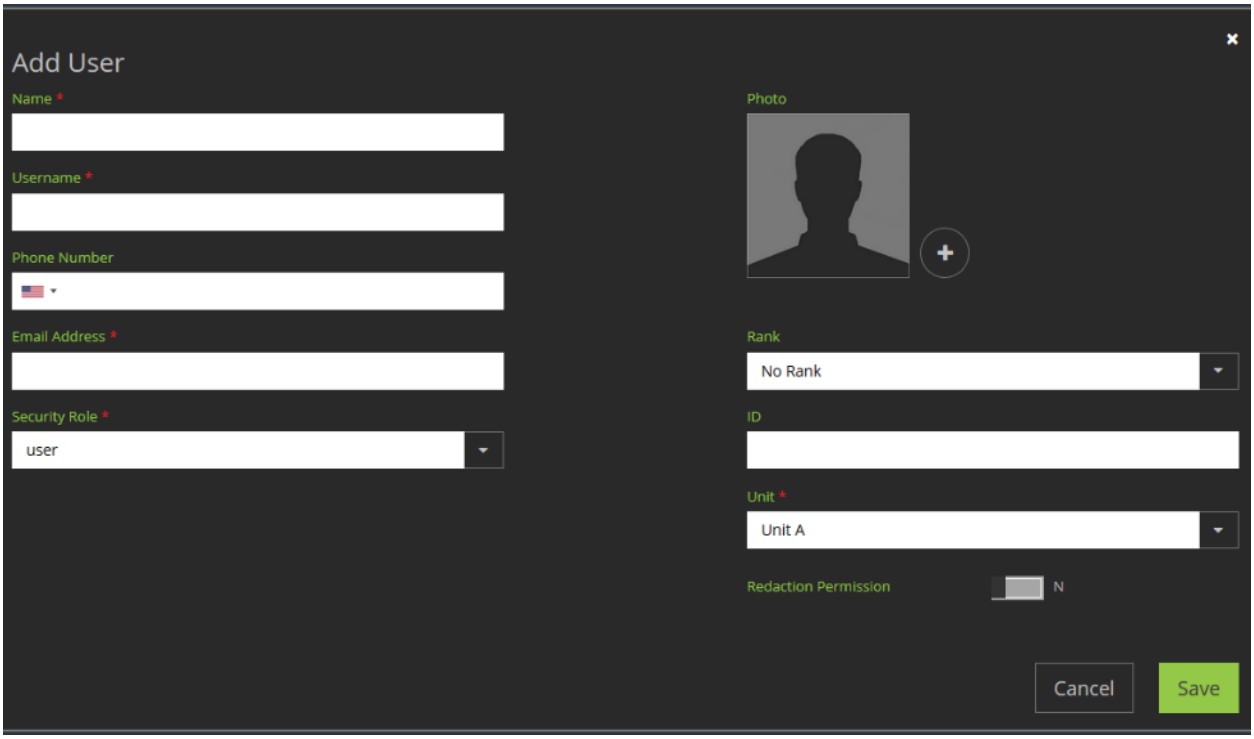


Figure 103

3. Enter the following information for the user:

   - Name – The name used by the user,
   - Username – A unique login name for the user,
   - Phone Number – A valid phone number for the selected country,
   - Email Address – A unique email address where messages can be sent to the user,
   - Security Role – Selected from predefined VIEVU Solution roles (Roles),
   - Photo – An optional image may be uploaded for the user,
   - Rank – Defaulted to No Rank, a rank may be selected from a list of predefined ranks (Ranks),
   - ID – An optional identifying number for the user,
   - Unit – The unit to which the user is assigned.

4. When you're satisfied with your entries, click the **Save** button.

Note: Multi-Factor Authentication will use the user's phone number (if provided) or their email address.

Searching for Users

To view or modify a user profile, you must first find that user in VIEVU solution. VIEVU Solution search feature allows you to display a list of users and select a profile from that list. The selected user profile can then be viewed and edited.

Search for Users by Criteria

Users who have permission to **Edit Users and Roles** can search for users from the **Users** menu. You may search for users by combinations of any of the following criterion:

- Users – Find a user by their name.
- Rank – Narrows search results to users with the specified rank.
- Date – Finds users by the date that they last logged into VIEVU Solution.

➔ To search users by criteria:

1. Click on **Users** from the tabs at the top of the VIEVU Solution main menu.
2. From the toolbar on the left side of the VIEVU Solution window, select a search criterion.
3. The Search window is displayed.
4. Enter a value for the search criterion that you selected.
5. A list of matching criteria is displayed.
6. Select the add (**+**), icon to add to the list of search criteria.
7. Click on the minus (**–**), symbol to remove an item from the search criteria list (Figure 134).

Note: You can create complex searches by selecting multiple search criteria before clicking the Search button.

Note: To search for all users, leave the search box empty and click the Search button.

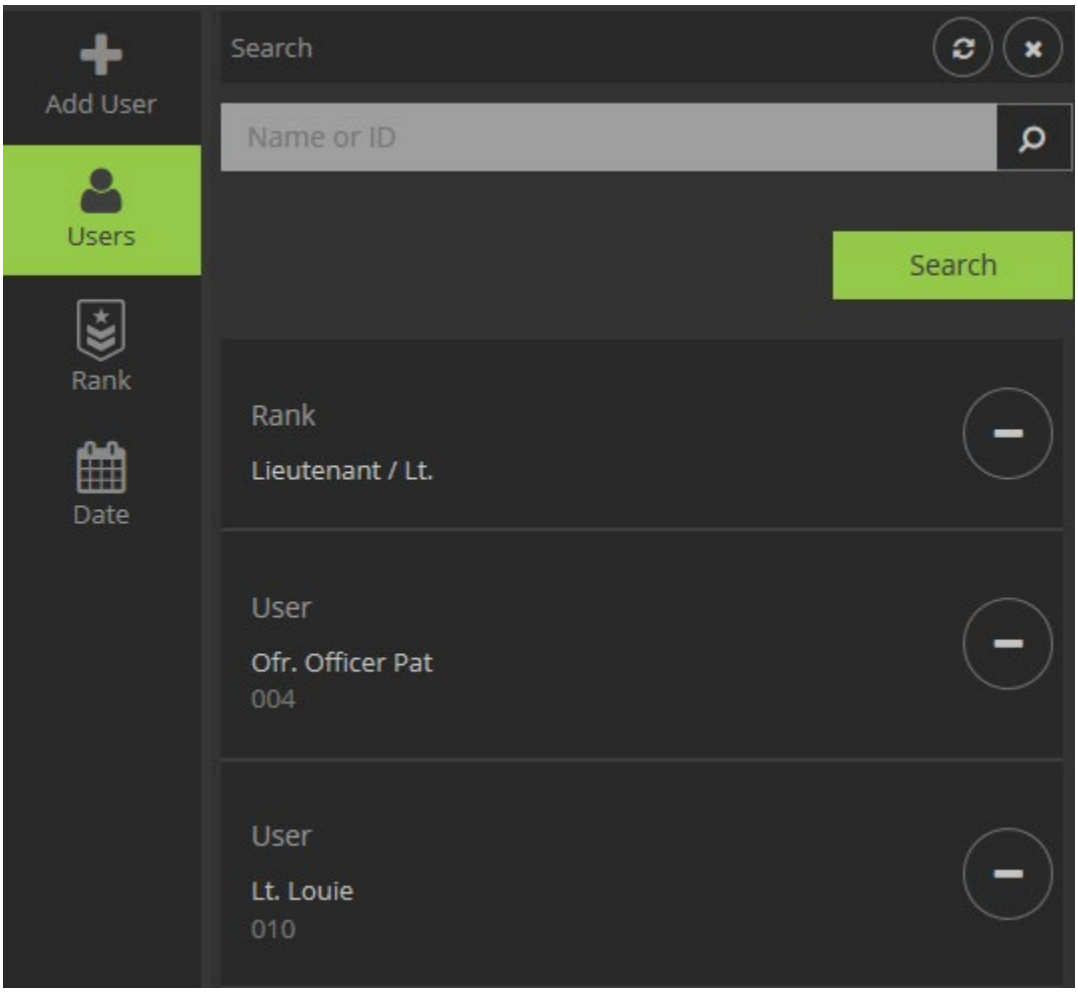


Figure 104

Note: You can enter the user name or their ID in the users search field.

8. When you have added enough criteria, click on the **Search** button.
9. A list of users matching the search criteria is displayed (Figure 135).

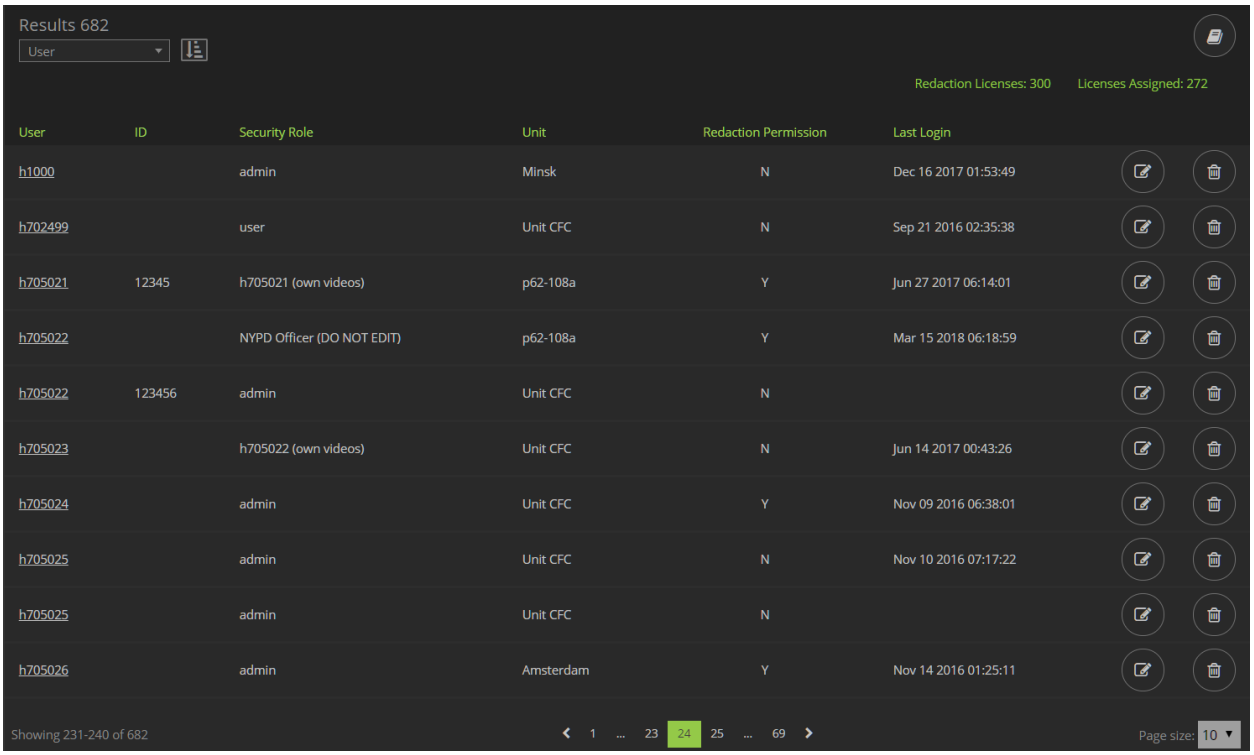


Figure 105

Note: You can always add to, or remove from, search criteria after the search results are displayed.

Organize User Search Results

Now that you have conducted a search and the results are displayed, you may wish to view them in a specific order. VIEVU Solution allows you to order user search results by:

- User - the name of the user.
- ID - the identifier of the user.
- Unit – the unit that the user is assigned to.
- Security Role - the role that the user is assigned to.
- Redaction Permission – whether the user is able to perform redactions.
- Last Login – Date that the user last used VIEVU Solution.

Additionally, user search results may be sorted in ascending or descending order.

By default, 10 results are displayed per page. You may change this number to 20 or 50 results per page.

➔ To organize your search results:

1. Perform a search that yields more than 10 results.
2. Note that at the bottom of the page, 10 results are displayed and the number of pages containing all of your search results is shown (Figure 136).

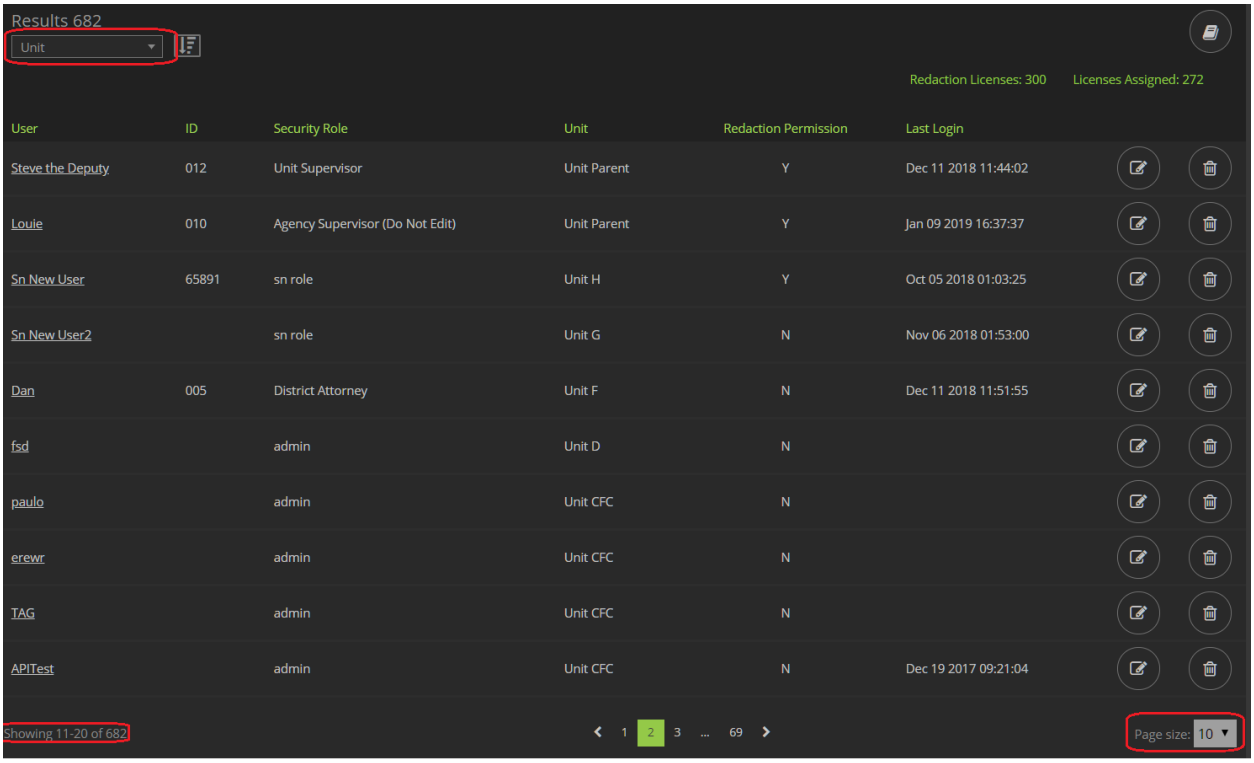


Figure 106

3. Select a larger **Page Size** to see the number of pages decrease and the number of items per page increase.
4. At the top of the search results screen is displayed, the number of results and controls that allow you to sort those results.
5. Select a sorting attribute and sort order of ascending or descending.
6. Your search results are re-arranged to meet the selected sort criterion.

Note: By defaut results are organized by Upload Date.

Export User Search Results

You are able to download a copy of your search results to your computer.

➔ To export the results of a user search:

1. With the **Users** tab selected at the top of the screen, complete a **Search**.
2. Click the **Export** icon (Figure 137).

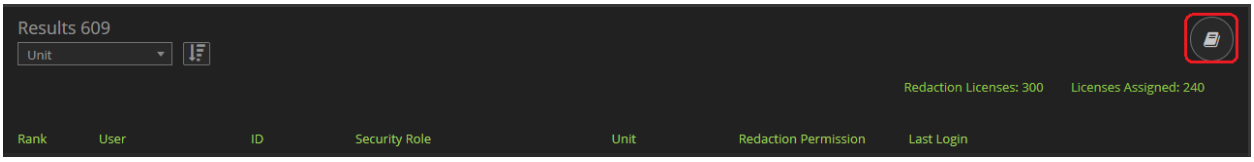


Figure 107

3. A confirmation screen is displayed.
4. Click **Yes**.
5. A CSV file containing the displayed search results, is downloaded to your computer.

Note: You can open the CSV format export with Microsoft Excel.

Changing User Information

As a user with Edit User and Roles permission, you are able to make changes to the profiles or any user in VIEVU Solution.

Editing Users

You are able to change the attributes of a user.

Note: If you edit a user while AD Sync is enabled and that user was created from an Active Directory accounnt, your changes will be overwritten next time user accounts are synchronized.

➔ To edit user information:

1. With the **Users** tab selected at the top of the VIEVU Solution screen, complete a **Search**.
2. Select a user from the list of results and click the **Edit** icon next to the user.
3. The **Edit User** window is displayed (Figure 138).

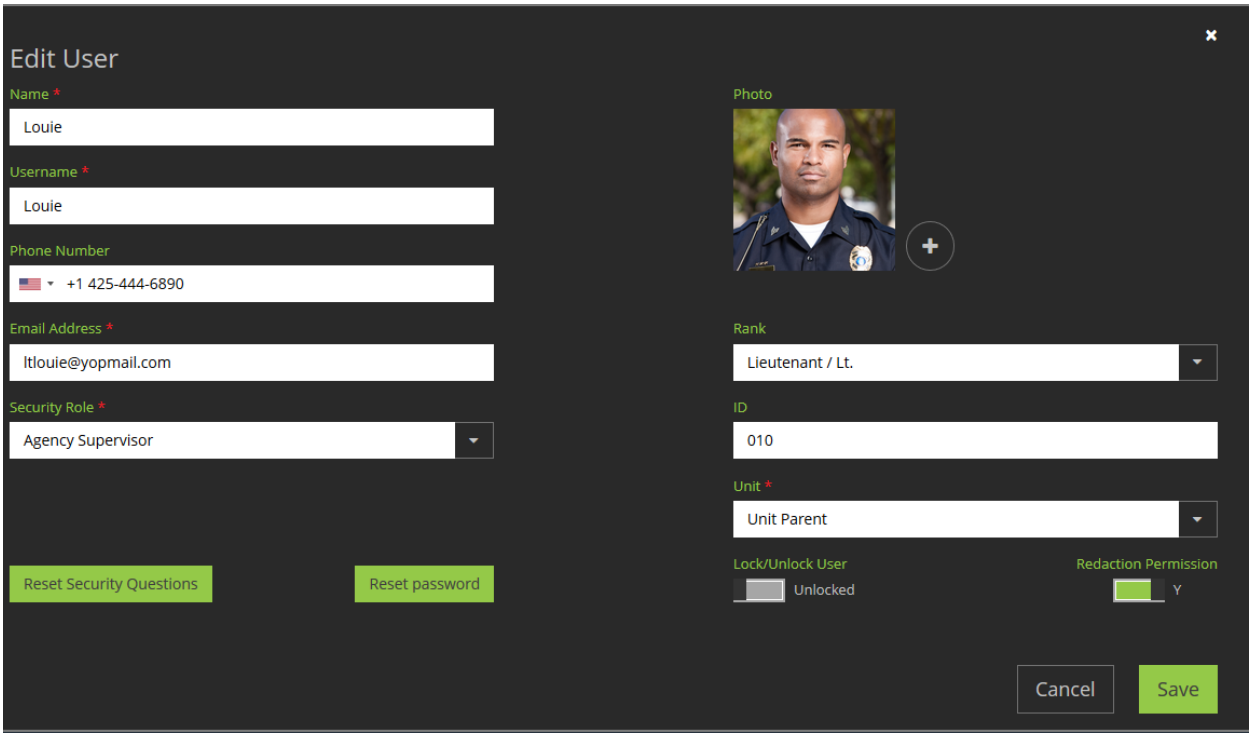


Figure 108

4. Make the desired changes and click **Save**.

See the Add User section of this guide for details of user attributes.

Edit User Security Questions

You are able to force a user to change their answers to the VIEVU Solution security questions. The user will not be able to login until they have provided answers to 3 security questions.

➔ To force a user to edit their security questions:

1. With the **Users** tab selected at the top of the screen, complete a **Search**.
2. Click the **Edit** icon next to the user.
3. The **Edit User** window is displayed (Figure 139).

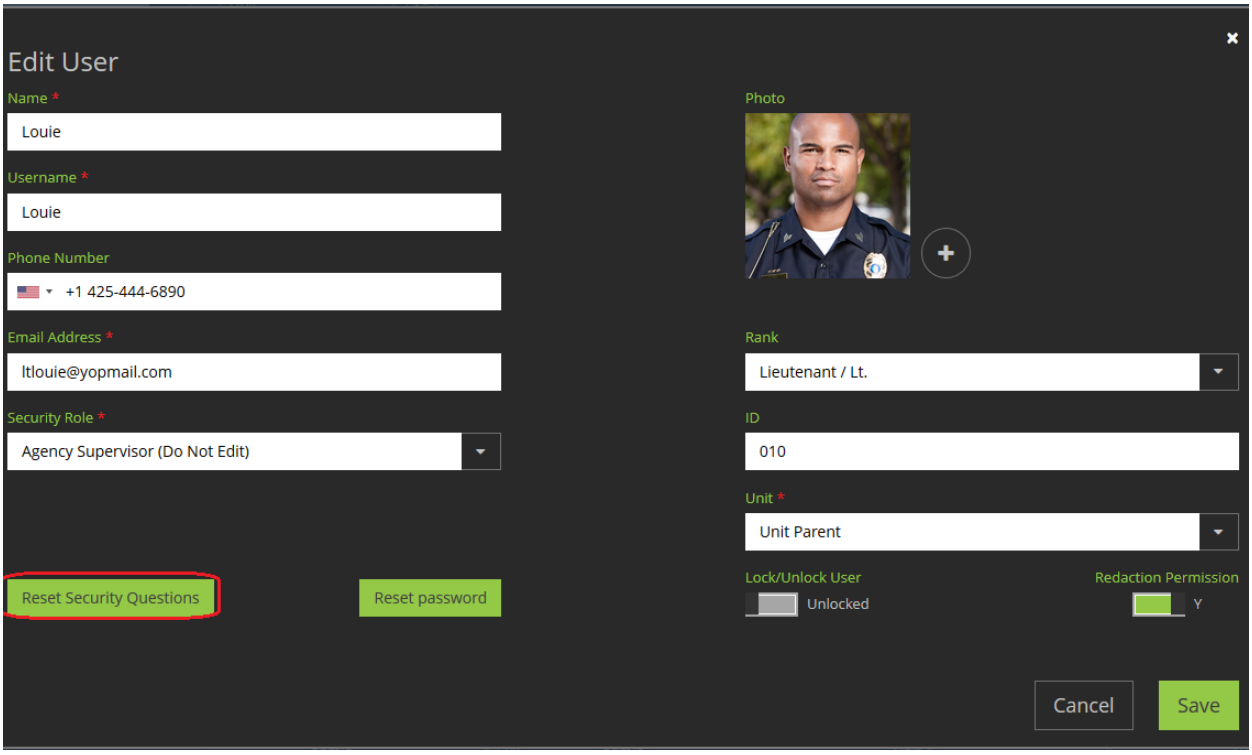


Figure 109

4. Click the **Reset Security Questions** button and a confirmation screen is displayed.
5. Click **Yes**.
6. The next time a user logs in, they are prompted to select new security questions.

Note: Refer to the "Reset Security Questions" section in this guide for more details on selecting and resetting your security questions.

Edit User Password

You are able to force a user to change their password. The user will not be able to login to VIEVU solution until they have entered an acceptable password (that satisfies the password requirements described in the Reset Password section of this guide).

➔ To force a user to edit their password:

1. With the **Users** tab selected at the top of the screen, complete a **Search**.
2. Click the **Edit** icon next to the user.
3. The Edit User window is displayed (Figure 140).

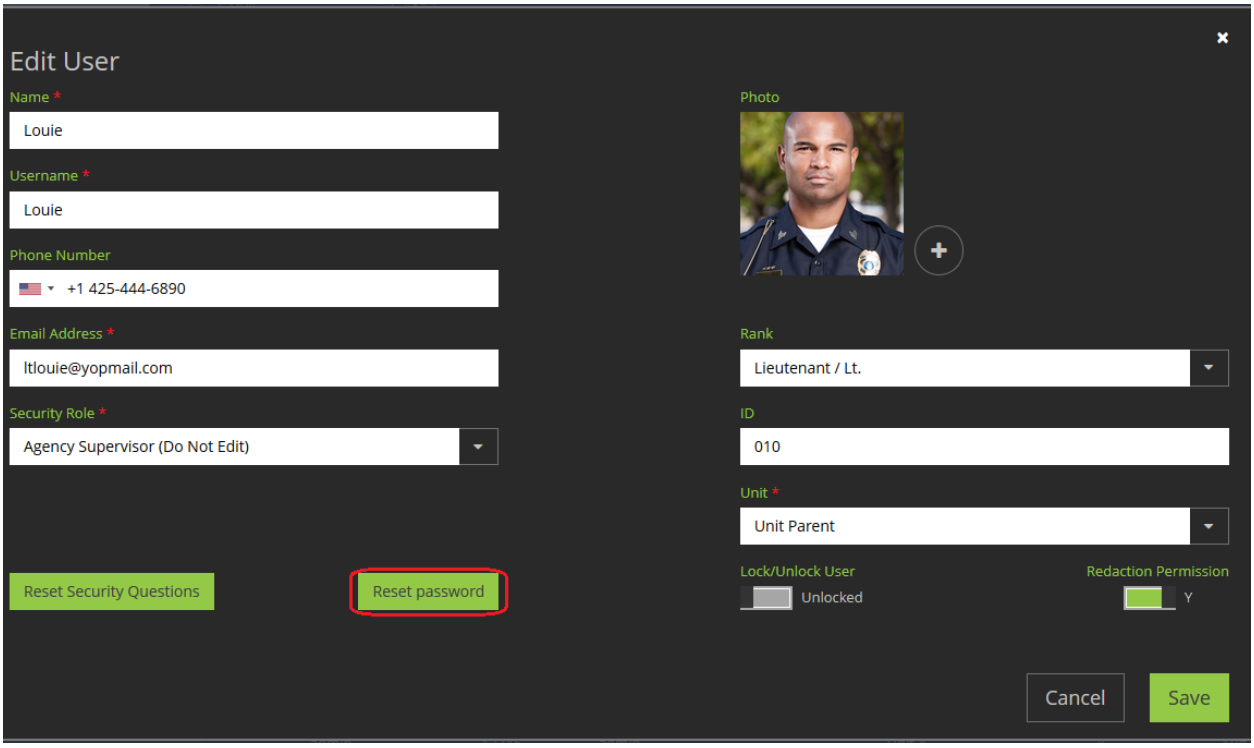


Figure 110

4. Click the **Reset Password** button and a confirmation screen is displayed.
5. Click **Yes**.
6. The user receives an email with a link to reset their password.

Note: Refer to the "Reset Password" section in this guide for details on resetting your password.

Manually Lock/Unlock User

You are able to lock (or unlock) a user's account from access to VIEVU Solution.

➔ To manually lock or unlock a user:

1. With the **Users** tab selected at the top of the screen, complete a **Search**.
2. Click the **Edit** icon next to the user.
3. The Edit User window is displayed (Figure 141).

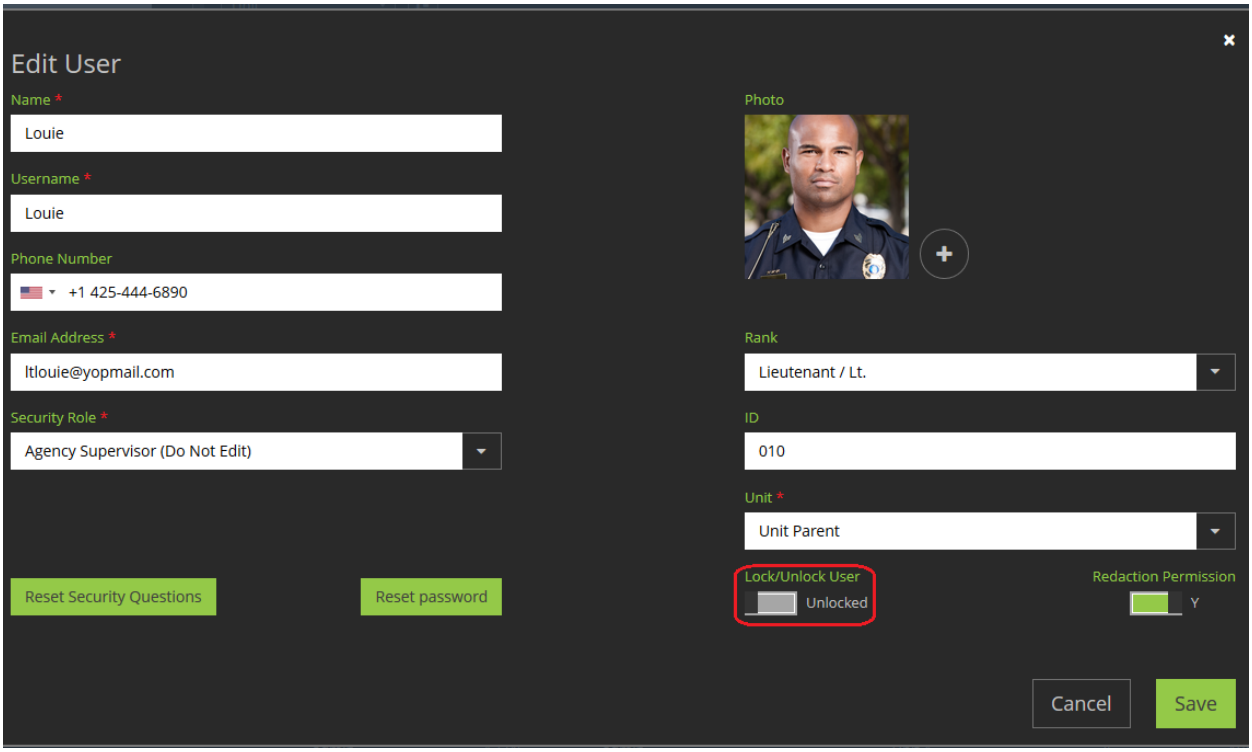


Figure 111

4. Click to toggle the **Lock/Unlock User** toggle to the **Locked** or **Unlocked** position.
5. Click **Save**.

Note: A user's account is also locked if their password is entered incorrectly 5 times. Refer to the "Account Lockout" section in this guide for details on account lockout and recovery.

Remove User

You are able to prevent a user account from being used within the system, by deleting that account. Removing a user account prevents that user from being assigned to evidence or cameras.

Note: Existing associations with evidence or cameras, remain in effect until manually associated with another user.

➔ To remove a user:

1. With the **Users** tab selected at the top of the screen, complete a **Search**.
2. Click the **Delete** icon next to the user you want to remove (Figure 142).

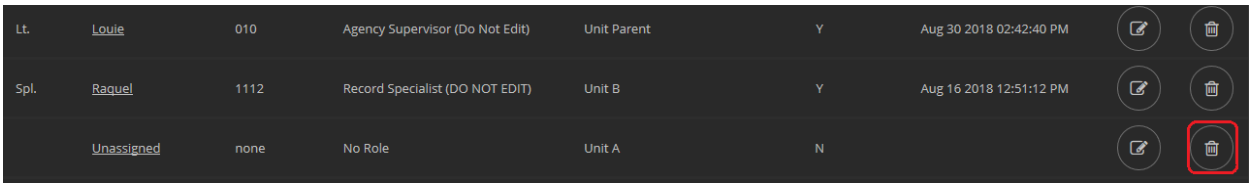


Figure 112

3. A confirmation screen is displayed.
4. Click **Yes**.

5. The user account is moved to the user recycle bin, which can be found under the **Settings** tab (See Restoring Deleted Users section).

Note: Users cannot be deleted from VIEVU Solution. The user account is moved to a recycle bin, where it may be restored, if necessary. The reason for this, is that VIEVU Solution retains an audit log of all user activity, even after that user has been retired from the system.

ROLES

Roles are a method used within VIEVU Solution to assign system access rights to users. Each role comes with a set of security permissions. These permissions are given to users who are assigned to that role.

Managing Roles

In the default VIEVU Solution system, two roles are available: The *Admin* role grants access to all administrative functions (including user accounts, passwords and roles), while the *User* role is configurable by the individual agency. You can also create your own organizational roles.

A user is always assigned to a role and inherits the permissions of this role. These permissions define the user's access to all evidence items, including cases and shared videos and files.

See Appendix C : User Permissions for a list of permissions that are included with a role.

Add A Role

Users may be added to VIEVU Solution manually, or via a connection to your Active Directory application (see Appendix A : AD Sync and ADFS for details). To add a role manually you must have permission to **Edit Users & Roles.**

Note: Users that are added manually will not be updated as a results of AD synchronization.

➔ To add a role:

1. Select the **Roles** tab at the top of the VIEVU Solution screen.
2. The roles search results screen is displayed containing all roles.
3. Click the **Add Role** icon on the left-side toolbar (Figure 143).

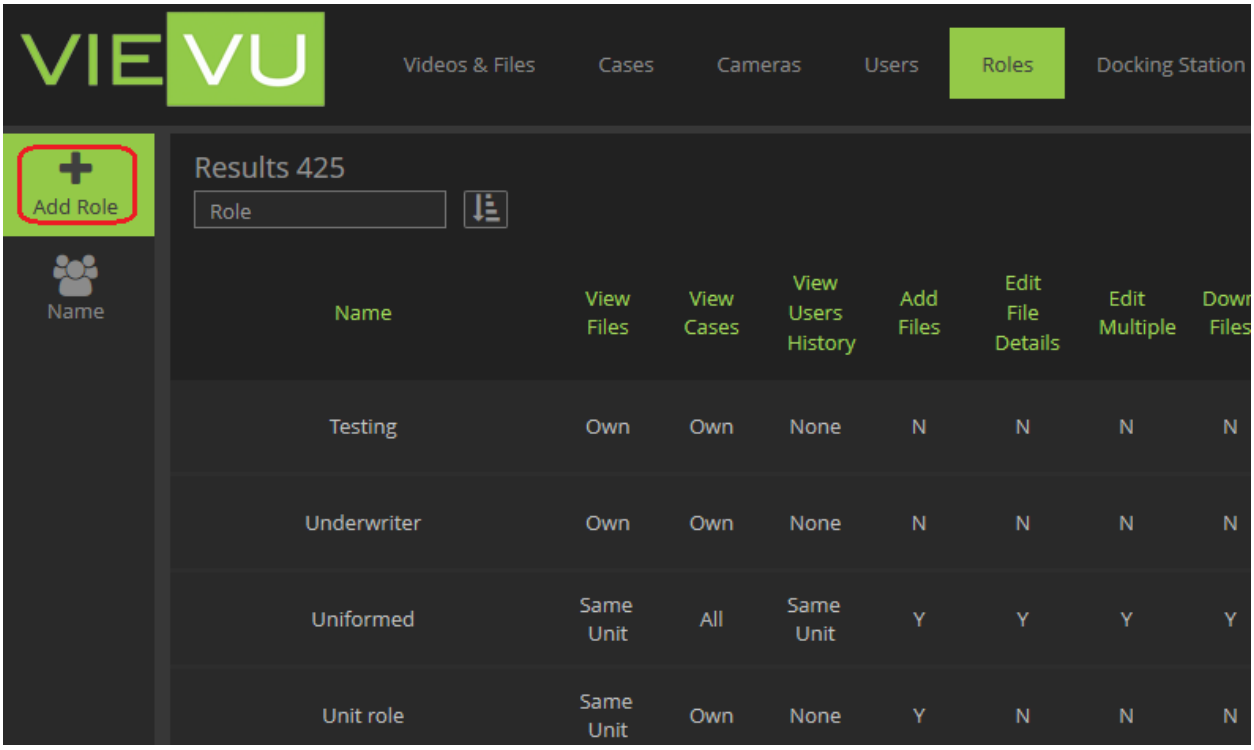


Figure 113

4. The **Add Role** window is displayed, with default settings for a user (Figure 144).

Figure 114

5. Enter a **Name** and select the security permissions for this role. (See Appendix C : User Permissions for the meaning of each permission.)
6. Click **Save**.
7. The designated role is displayed as a role that is available users of to VIEVU Solution.

Searching for Roles

Users who have permission to **Edit Users & Roles** are able to search for roles in VIEVU Solution. You are able to find roles by the following criteria:

- Name – The name of the role.

Search for Roles by Criteria

➔ To search roles by criteria:

1. Select the **Roles** tab at the top of the VIEVU Solution screen.
2. All roles are displayed.
3. From the left-side toolbar, click a search criterion option.
4. In the Search box, start entering the name of the role that you would like to find.
5. When the role name is displayed, click on the add (**+**), icon next to search criterion.

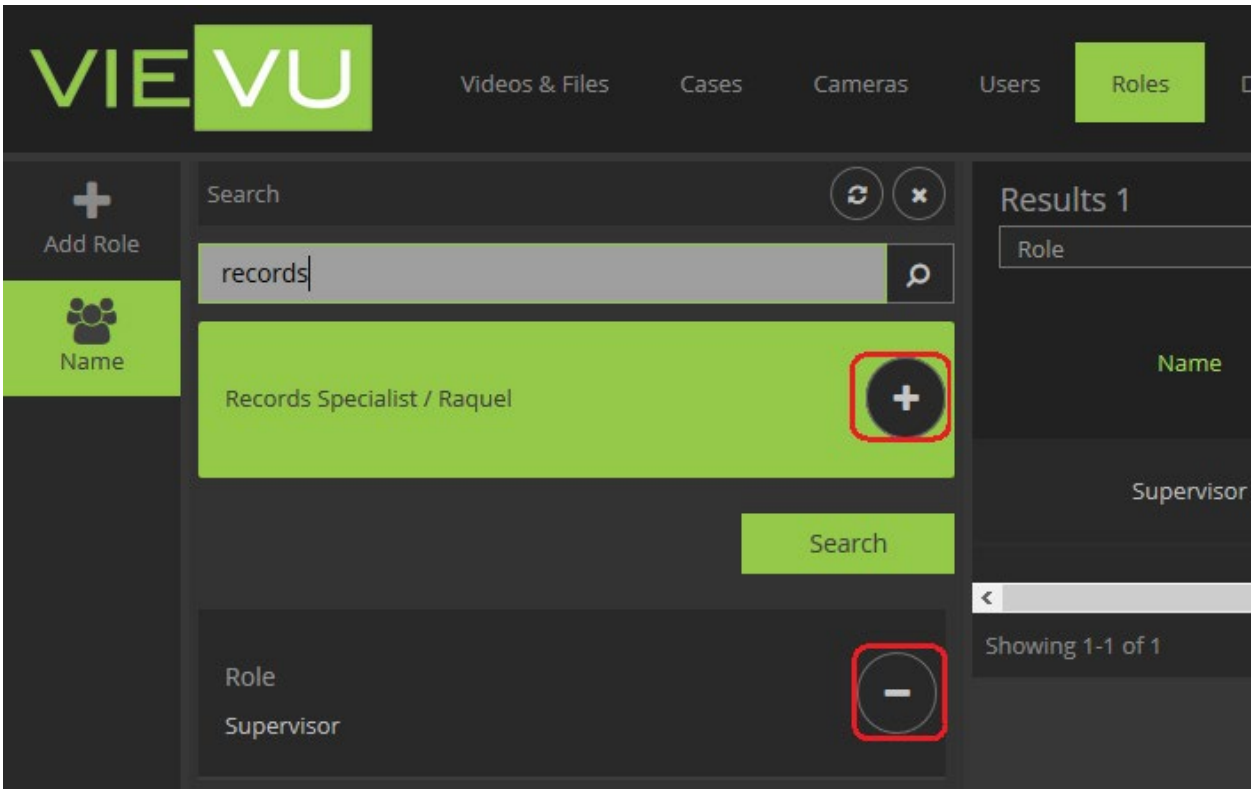


Figure 115

6. The name search criterion is moved to the combined search criteria box below the search button.
7. Click on the remove (**-**) icon next to search criterion to remove it from the search.
8. Click **Search** to display the roles matching those search criteria.

Note: You can display many roles by selecting multiple search criteria before clicking the Search button.

Organize Role Search Results

Now that when search results are displayed, you may wish to view them in a specific order. VIEVU Solution allows you to order your search results by:

- Role - the role name.

Additionally, role search results may be sorted in ascending or descending order.

By default, 10 results are displayed per page. You may change this number to 20 or 50 results per page.

➔ To organize your search results:

1. Display VIEVU Solution roles, by clicking the **Roles** menu item.

Note: At the bottom of the page, 10 results are displayed and the number of pages containing all of your search results is shown. Select a larger Page Size to see the number of pages decrease and the number of items per page increase

2. At the top of the search results screen the number of results and controls that allow you to sort those results, is displayed.
3. Select a criterion to sort by and an order of ascending or descending.
4. Your search results are re-arranged to meet the selected sort criteria (Figure 146).

Name	View Files	View Cases	View Users History	Add Files	Edit File Details	Edit Multiple	Download Files	Audit Log	Share Files & Cases	Share: Download Files	Share: Export Audit Log	Lockdown	View Lockdown	Delete Files & Cases	Edit Case Details	Assign Camer
Unit Supervisor	Same Unit	Own	Same Unit	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N
Unit role	Same Unit	Own	None	Y	N	N	N	N	N	N	N	N	N	N	N	N
Uniformed	Same Unit	All	Same Unit	Y	Y	Y	Y	Y	Y	Y	Y	N	Y	Y	Y	Y
Underwriter	Own	Own	None	N	N	N	N	N	N	N	N	N	N	N	N	N
Testing Users	Same Unit	Own	None	N	N	N	N	N	N	N	N	N	N	N	N	N
Testing User Role	All	None	None	Y	Y	Y	Y	Y	Y	N	N	Y	Y	Y	Y	Y
Testing Role	Own	Own	None	N	N	N	N	N	N	N	N	N	N	N	N	N
Testing	Own	Own	None	N	N	N	N	N	Y	N	N	N	N	N	N	N
Tester Role	Same Unit	All	All	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Tester	Own	All	None	Y	Y	N	N	N	Y	Y	Y	N	N	Y	Y	N

Figure 116

Note: By defaut results are organized by the role Name.

Export Role Search Results

You are able to download a copy of your search results to your computer.

➔ To export the list of dispalyed roles:

1. Display the roles that you wish to export.
2. Click the **Export** icon in the search results screen (Figure 147).

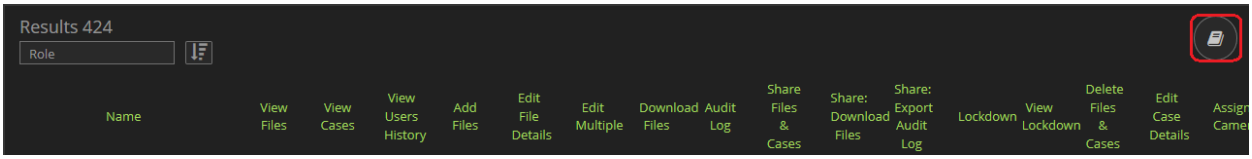


Figure 117

3. A confirmation screen is displayed.
4. Click **Yes**.
5. A CSV file is downloaded to your computer containing attributes of all the displayed roles.

Note: You can open the CSV files with Microsoft Excel.

Editing Role Permissions

Users with permission to **Edit Users &Roles** are able to change the permissions given to roles in VEIVU Solution. By changing a role's permissions, you are changing the security rights of every user assigned to that role.

Edit A Role

You are able to change the attributes of a role.

➔ To edit a role:

1. Locate the role that you wish to change.
2. Click the **Edit** icon to the right to the role you want to edit.
3. The **Edit Role** window is displayed (Figure 148).

Figure 118

4. Make the necessary changes to the fields and toggles on this screen.
5. When you are satisfied with the changes, click **Save**.
6. The changes to the role are displayed in the role search results screen.

Remove A Role

You are able to delete roles that are not being used.

➔ To remove a role:

1. Locate the role that you wish to change.
2. Click the **Delete** icon to the far right of the role you want to remove (Figure 149).

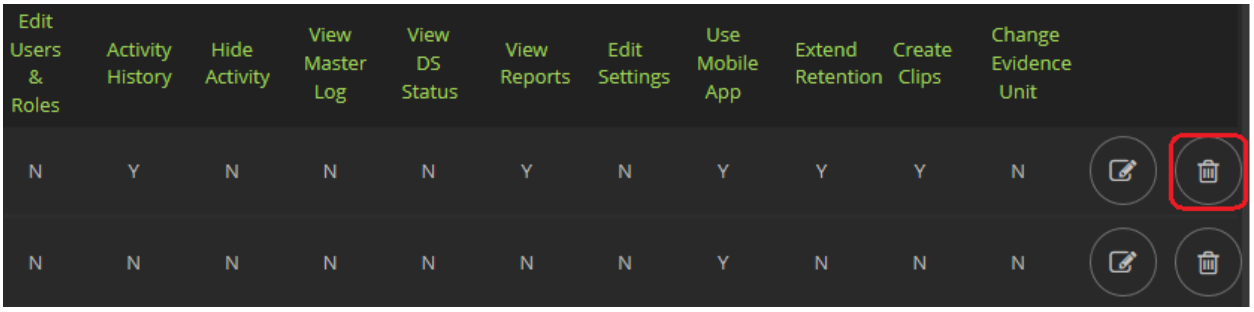


Figure 119

3. A confirmation screen is displayed.
4. Click **Yes**.
5. The role is removed from the roles search results screen.

Note: You cannot remove a role if there is a user currently assigned to that role.

DOCKING STATIONS

This section provides information on managing the Docking Stations in VIEVU Solution. For detailed information on setting up and managing a Docking Station network, refer to the *VIEVU Docking Station User Guide.*

Working with Docking Stations

VIEVU Solution connects to a Docking Station in order to upload video from cameras. There may be several Docking Stations connected to VIEVU Solution at any time. In order to help you manage your Docking Stations, VIEVU solution allows you to view the status of each Docking Station and set its location. You can also control Docking Station software updates from the Docking Station screen.

Docking Station Notification Settings

Use the following procedure to have VIEVU Solution notify you by email when a Docking Station goes offline.

➔ To be informed when Docking Stations go offline:

1. From the tabs at the top of the VIEVU Solution main screen, click on **Docking Station**.
2. The **Docking Station Management** screen is displayed (Figure 150).

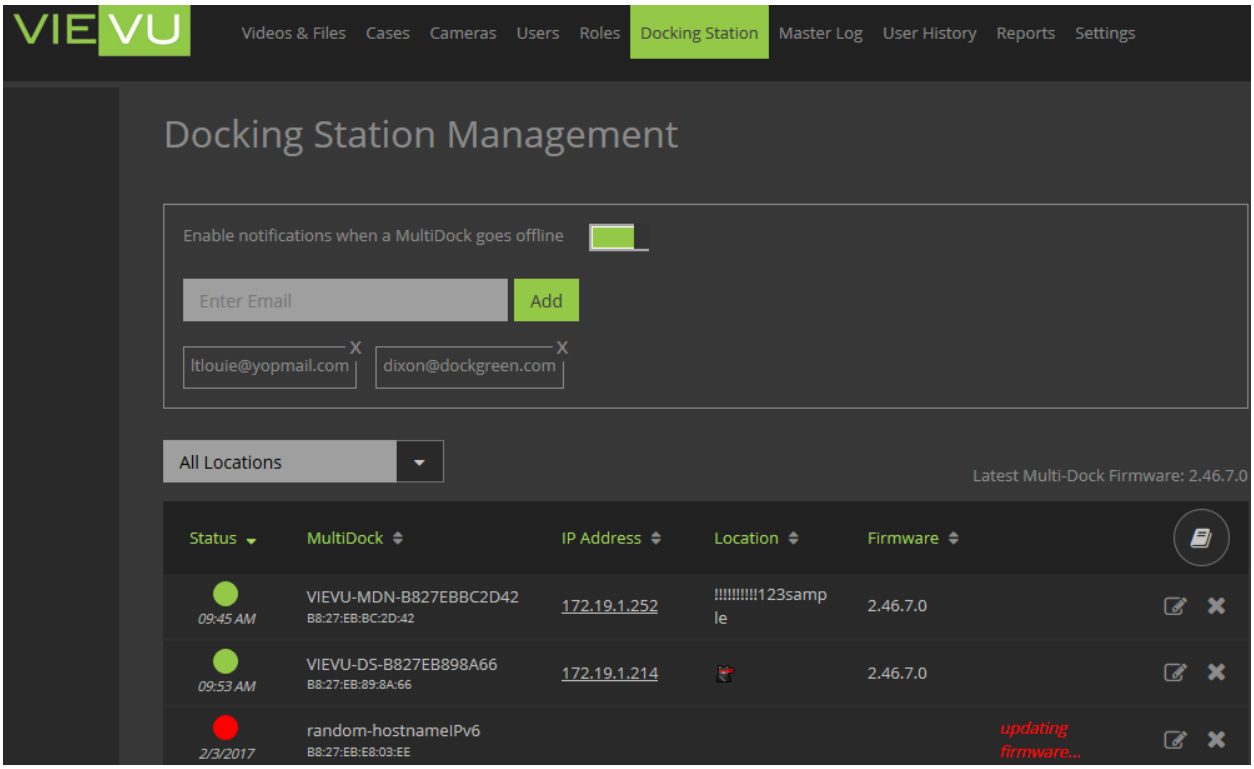


Figure 120

3. Click on the **Enable notifications when MultiDock goes offline** toggle to switch it to the *green* position.
4. Enter the email address where you want the notification sent.
5. Click the **Add** button.

Note: The email addresses displayed below the Enter Email field show the users currently receiving notifications. As soon as you click the Add button, the email address you entered is added to the list.

6. In a few moments, you will receive an email containing a list of Docking Stations that are offline (Figure 151).

The following MultiDocks are offline

Date Offline	Host Name	IP Address	MAC Address
03/30/2017 06:00	North-004	172.19.0.97	B8:27:EB:7A:13:6F
03/29/2017 01:07	Patrol Office-003	172.19.2.119	B8:27:EB:19:D2:A9
03/27/2017 15:51	Main-001	10.50.20.65	B8:27:EB:F3:3B:4F
03/23/2017 06:30	West-002	172.20.26.127	B8:27:EB:E8:03:C2
03/23/2017 00:00	West-005	172.19.0.26	B8:27:EB:4A:3F:E5
03/23/2017 00:00	NE-001	10.50.20.57	B8:27:EB:D7:8B:22
03/21/2017 08:00	SE-001	172.20.217.179	B8:27:EB:08:08:21
03/07/2017 12:00	Motorpool-001	172.20.24.46	B8:27:EB:B3:46:9E
02/06/2017 03:20	East-001	172.19.255.253	08:00:27:C3:9C:D5
02/06/2017 03:20	South-005		B8:27:EB:E8:03:FF
02/06/2017 03:20	Central-009	172.19.20.22	B8:27:EB:E8:03:C7
02/06/2017 03:20	Main_005	172.19.20.42	B8:27:EB:E8:03:D8
02/06/2017 03:20	North-003	172.19.20.43	B8:27:EB:E8:03:D7
02/06/2017 03:20	West-001	172.19.20.44	B8:27:EB:E8:03:D6
02/06/2017 03:20	NW-002	172.19.20.46	B8:27:EB:E8:03:D3
02/06/2017 03:20	SW-002	172.19.20.47	B8:27:EB:E8:03:D2
02/06/2017 03:20	Main-003	172.19.20.47	B8:27:EB:E8:03:D0
02/06/2017 03:20	Main-004	172.19.20.48	B8:27:EB:E8:03:CF
02/06/2017 03:20	S Central_001	172.19.20.49	B8:27:EB:E8:03:CE
02/06/2017 03:20	West-007	172.19.20.51	B8:27:EB:E8:03:CC
02/06/2017 03:20	East-007	172.19.20.52	B8:27:EB:E8:03:CB
02/06/2017 03:20	N Central-001	172.19.20.55	B8:27:EB:E8:03:CA
02/06/2017 03:20	Patrol Office-002	172.19.20.53	B8:27:EB:E8:03:C0
02/06/2017 03:20	Patrol Office-001	172.19.20.22	B8:27:EB:E8:03:C6
02/06/2017 03:20	East-006	172.19.20.22	B8:27:EB:E8:03:C4
02/06/2017 03:20	West-006	172.19.20.22	B8:27:EB:E8:03:C5
02/06/2017 03:20	NW-001	172.20.26.85	1C:6F:65:D6:94:60

Figure 121

Docking Station Management

Use the following procedure to check the status of VIEVU Docking Stations and remove any unused Docking Station names from the list of Docking stations.

➔ To view the status of Docking Stations from VIEVU Solution:

1. Click on the **Docking Station** on the main menu.
2. The **Docking Station Management** screen is displayed (Figure 152).

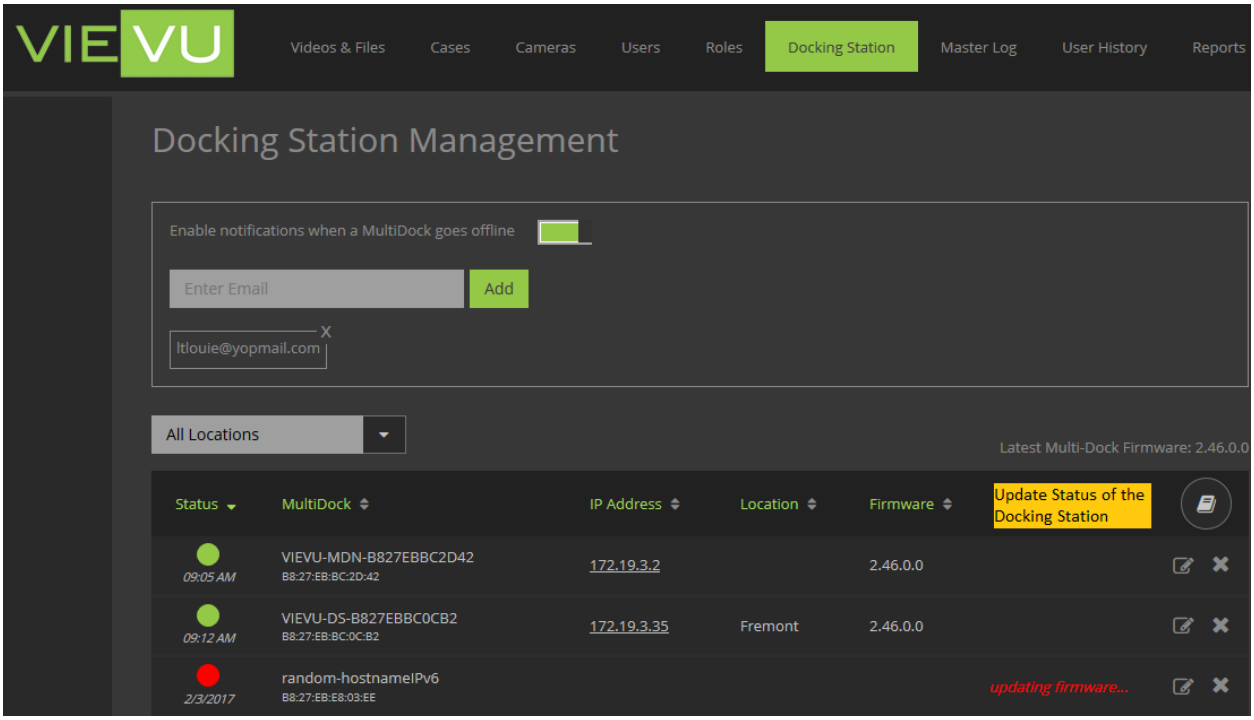


Figure 122

In the Status column, *green* means the Docking Station is online and functioning as expected. *Red* means the Docking Station is offline and needs your attention. Each of the Docking Stations sends a status update every 30 minutes. After 2 consecutive status updates are missed, the indicator changes to *red*.

Today's time or a past date is displayed beneath each Docking Station's status indicator to show the Docking Station's last communication with VIEVU Solution.

➔ To remove a Docking Station from VIEVU Solution:

1. Confirm that the Docking Station is unused.
2. Click on the **X** to the right of the Docking station that you want to remove.
3. A confirmation screen is displayed (Figure 153).

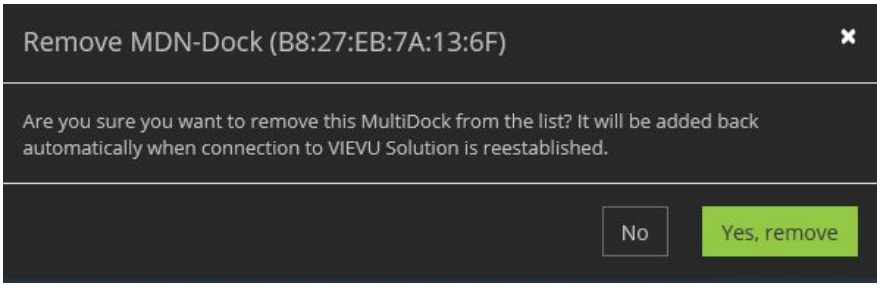


Figure 123

4. Click **Yes, remove** to remove the selected Docking Station.
5. The Docking Station is no longer displayed in the Docking Station Management screen.

Docking Station Sorting

The order in which Docking Stations are displayed on the **Docking Station Management** screen can be changed by sorting column information.

➔ To change order of display Docking Stations:

1. From the tabs at the top of the VIEVU Solution main screen, click on **Docking Station**.
2. The **Docking Station Management** screen is displayed.
3. Click on a column heading to change the sort order to that column (Figure 154).

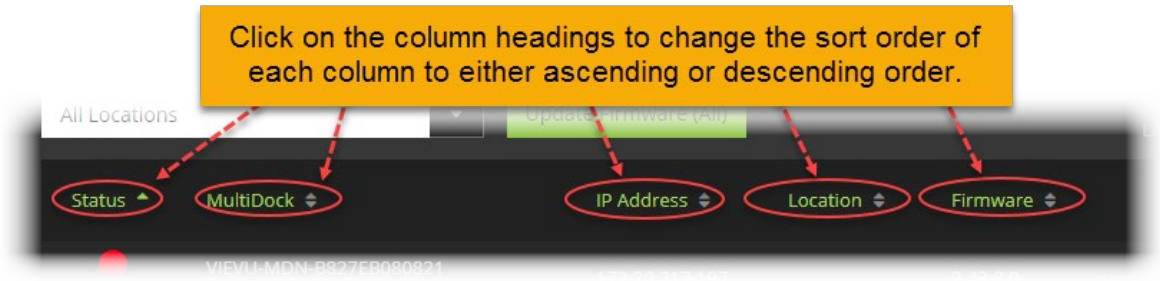


Figure 124

4. Use this method to sort by **Status**, **Docking Station** host name, **IP Address**, or **Firmware**.
5. Click on the current *sorted by* column name to change from ascending order to descending and vice-versa.

Docking Station Remote Updates

Users with access to the **Docking Station Management** screen can remotely update the firmware on multiple or single Docking Stations. When the firmware version of the Docking Station is earlier than the firmware version currently available, an **update available** label is displayed in the update status of that Docking Station.

There four status indicators possible in this field:

- **blank** – The Docking Station firmware is the latest version that is available.
- **update available** – The Docking Station firmware is older than the latest available firmware.
- **pending update** – The Docking Station has been queued for an update and the system is waiting to send an update command to the Docking Station. When the Docking Station is in this status, the user can cancel the update.
- **updating firmware** – The Docking Station firmware update is currently in progress.

➔ To remotely update a single Docking Station:

1. From the tabs at the top of the VIEVU Solution main screen, click on **Docking Station**.
2. The **Docking Station Management** screen is displayed.
3. Locate a Docking Station with a n update status of **update available** (Figure 155).

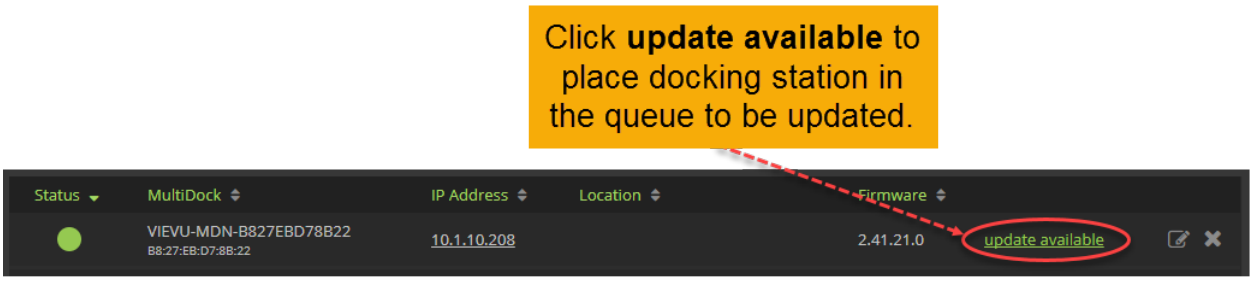


Figure 125

4. Click **update available** to put the Docking Station into **pending update** status.

Note: Only Docking Stations with a green status will be updated.

5. The Docking Station will remain in an *update status* of **pending** for up to 30 minutes (while VIEVU Solution waits for the Docking Station to communicate).

Note: You may click on *cancel* at anytime and the update will be cancelled (Figure 156).

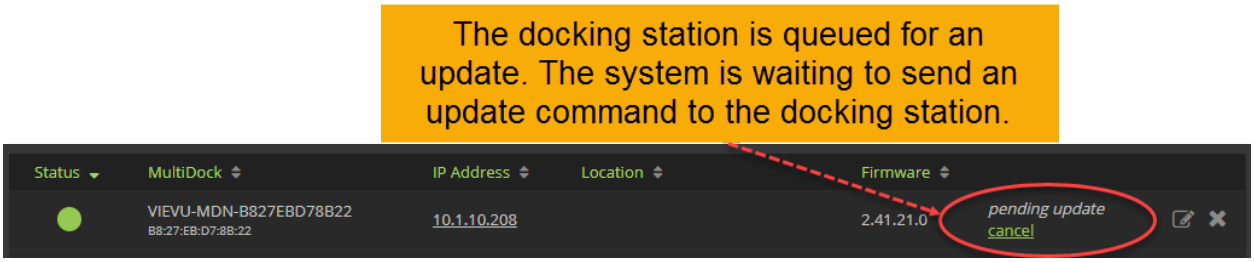


Figure 126

6. When the Docking Station communicates with VIEVU Solution its *update status* changes to **updating firmware**.
7. After a successful firmware update, the *update status* returns to *blank* and the displayed firmware version will match the latest firmware version.

Note: If the Docking Station becomes unresponsive or the update fails at any of the previous statuses, the Docking Station status indicator turns *red* and the update status will be reflected in *red* as well (Figure 157).

Figure 127

Remotely Update Multiple Docking Stations Simultaneously

You can schedule a firmware update for all Docking Stations at the same time.

➔ To remotely update multiple Docking Stations simultaneously:

1. From the tabs at the top of the VIEVU Solution main screen, click on Docking Station.
2. The Docking Station Management window is displayed.
3. Click the **Update Firmware (All)** button (Figure 158).

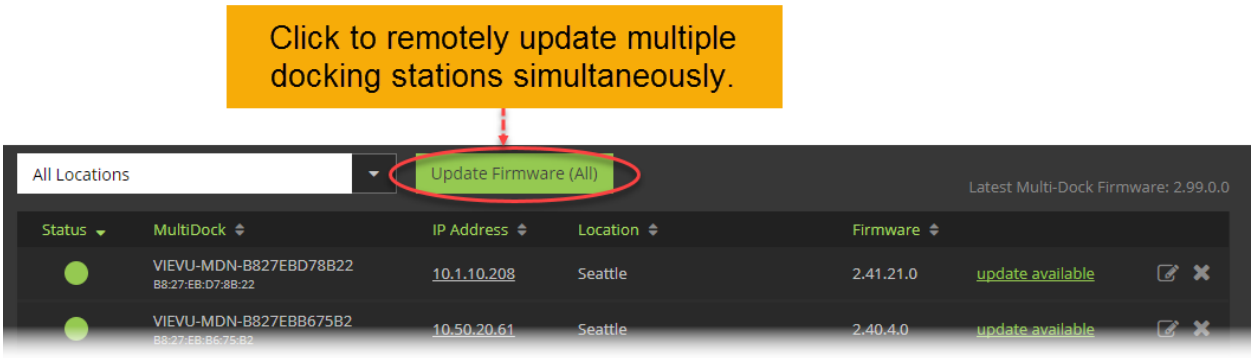


Figure 128

4. All Docking Stations with a *green* status indicator and an *update status* of **update available** are queued for the firmware update.

Manage Docking Stations by Location

A Location field is available to help you manage Docking Stations and simplify the Docking Station firmware update process. When a Docking Station is initially added to the network, the **Location** field will be empty. You can add a Location to each Docking Station.

➔ To update a Docking Station's location:

1. From the tabs at the top of the VIEVU Solution main screen, click on Docking Station.
2. The **Docking Station Management** screen is displayed.
3. Click the **Edit** icon next to the Docking Station whose location you want to change.
4. The **Edit Multi-Dock** screen is displayed (Figure 159).

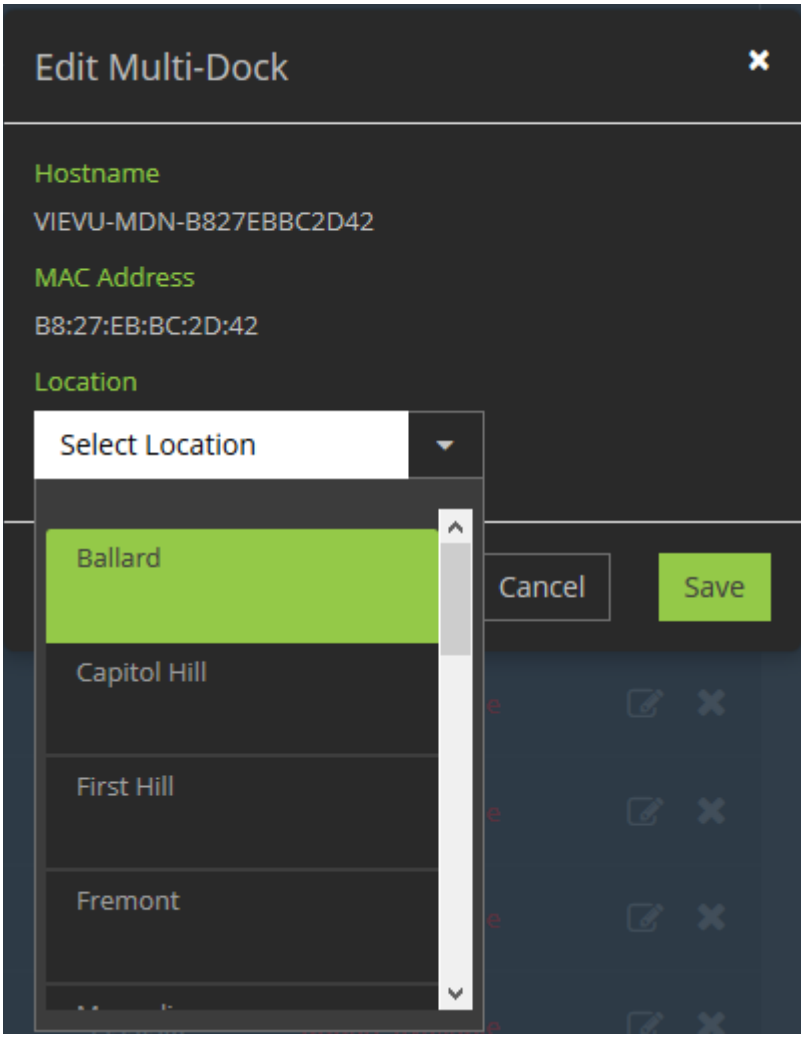


Figure 129

5. Use the drop-down arrow in the **Location** field to select a location from the list of available locations.

Note: Locations are defined within VIEVU Solution, see the Locations section of this document.

---

6. After you set a location for a Docking Station, the selected location is displayed in the location column of the **Docking Station Management** screen (Figure 160), and on the Configuration page of the Docking Station.

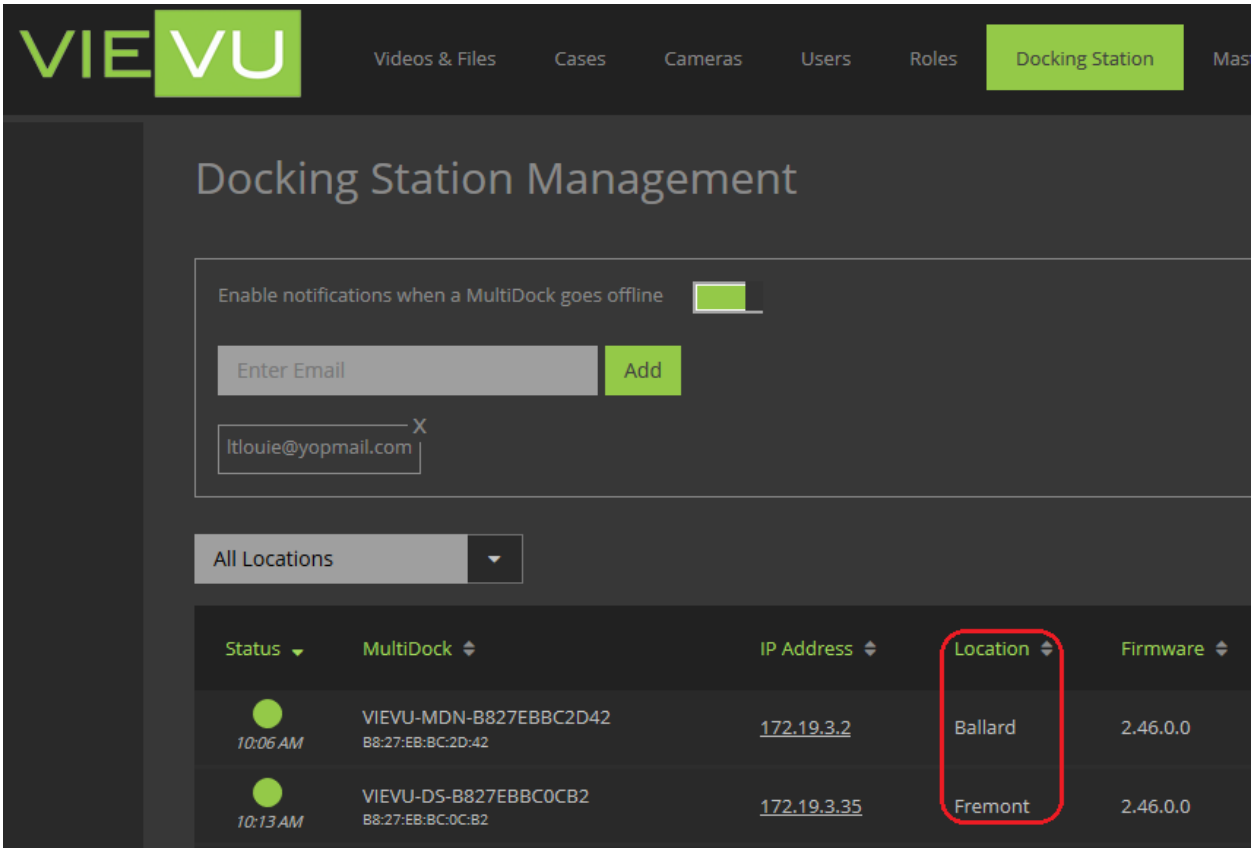


Figure 130

➔ To update multiple Docking Stations at a specific location:

1. From the tabs at the top of the VIEVU Solution main screen, click on **Docking Station**.
2. The Docking Station Management window is displayed.
3. Click on the down-arrow to the right of the locations field and a list of available locations is displayed (Figure 161).

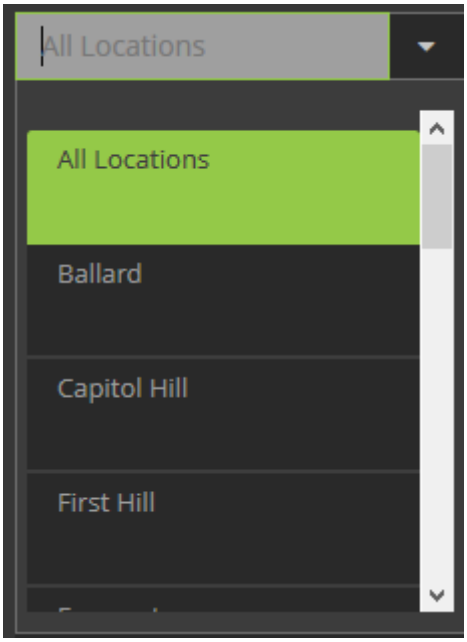


Figure 131

4. Select a location.
5. Only Docking Stations associated with that location are displayed.
6. Click **Update Firmware (All)**, and only the displayed Docking Stations at this location will be updated (Figure 162).

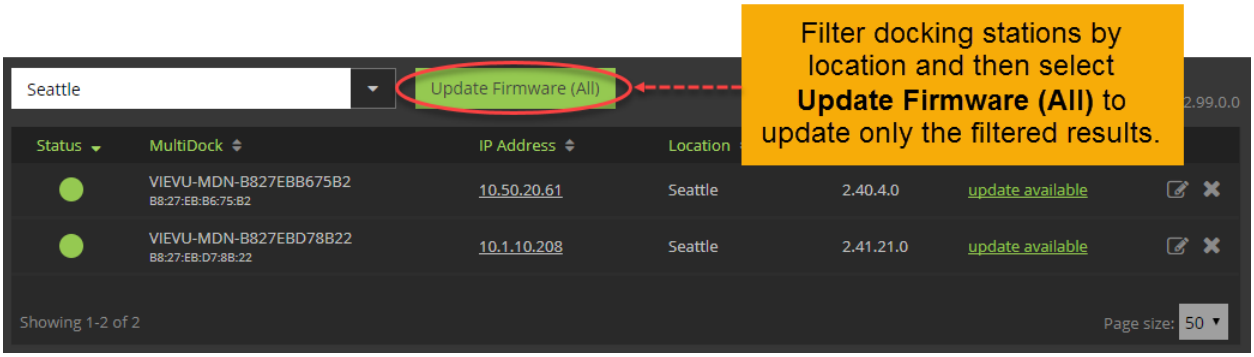


Figure 132

Export Docking Station Information

Use the following procedure to export Docking Station information into file that can be opened with MS Excel.

➔ To download and export Docking Station information:

1. Click on the **Export To Excel** icon to the top right of the **Docking Station Management** screen (Figure 163).

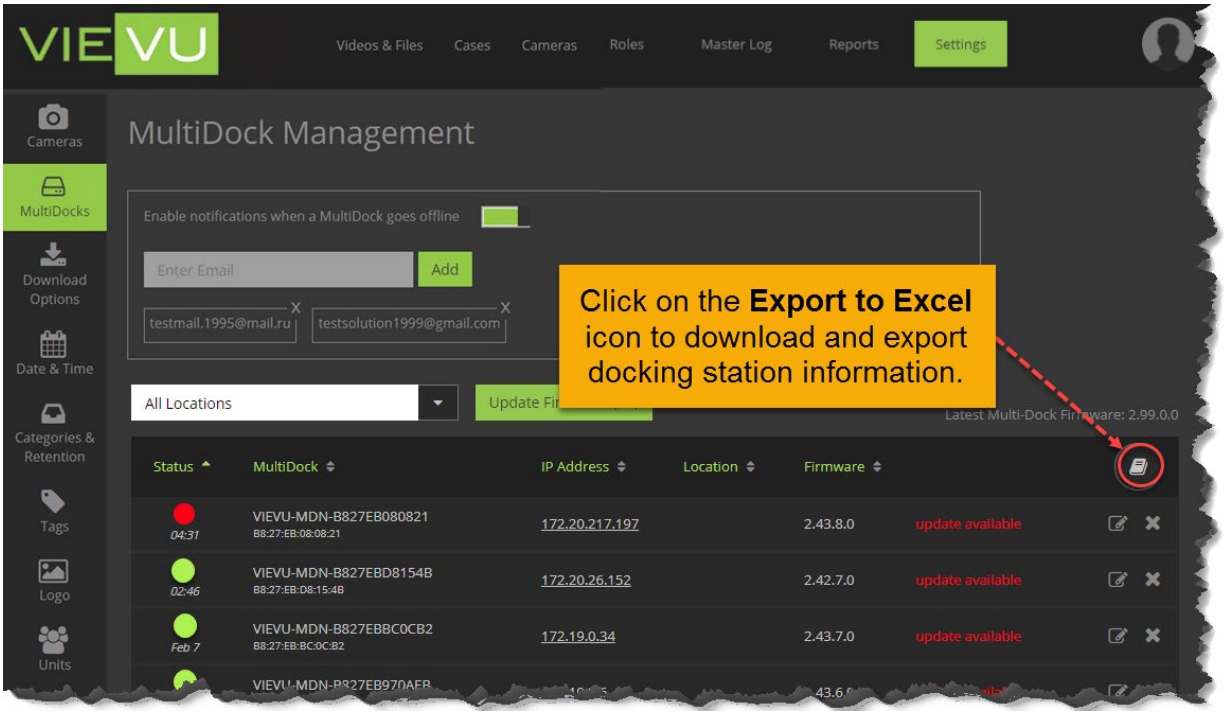


Figure 133

2. A confirmation screen is displayed.
3. Click **Yes** to confirm download of the export.
4. The export is downloaded to your computer as a CSV file.

Note: It may be opened with MS Excel when the download is complete.

MASTER LOG

The Master Log is a formal, legally mandated record of all evidence that is recorded, processed, and received. The Master Log contains records of all user-initiated actions that affect evidence or cameras that are maintained in VIEVU Solution.

Working with The Master Log

The Master Log allows an agency to view every event that captures an action performed by a user. In particular, records of all views, changes and downloads of evidence items are recorded in the Master Log.

Search the Master Log for Recorded Events

Users who have **View Master Log** permission can search for recorded events from the **Master Log** menu. You may search for events by combinations of any of the following criterion:

- Users – Find events by the name of the user that initiated the event.
- Date – Narrows search results to users a date range when the event occurred.
- Action – Find events by the type of action that was recorded by the event.
- Evidence ID – Narrow events to actions that were performed on a specific evidence item.
- Filename – Find events that record actions on evidence with the specified filename.
- Unit – Narrow events to those performed by users in a specific unit.

➔ To search the Master Log by criteria:

1. From the tabs at the top of the VIEVU Solution screen, click on **Master Log**.
2. From the left-side toolbar, click a filter option.
3. In the search box, enter your **Search** criterion.
4. Click the **Add** icon next to the result.
5. The search criterion is moved to the combined search criteria, below the **Search** button.
6. Click **Search** to display the events matching the search criteria (Figure 164).

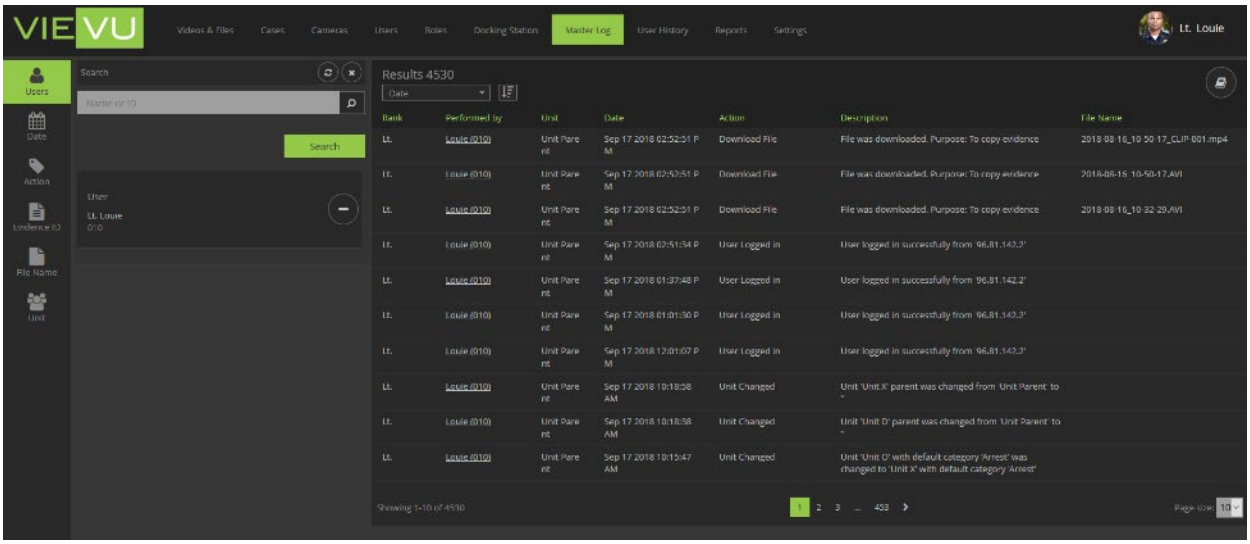


Figure 134

Note: You can create complex searches by selecting multiple search criteria before clicking the Search button.

Note: To display all Master Log events, leave the Search box empty and click the Search button.

Organize Master Log Search Results

Now that you have conducted a search and the results are displayed, you may wish to view them in a specific order. VIEVU Solution allows you to order your search results by;

- Performed By - the user that performed the action.
- Date - the date the event occurred.
- Action - the action captured by the event.
- Evidence ID – the evidence that the action was performed on.
- File Name – the name of the evidence that the action was performed on.
- Unit – the unit of the user performing the action.

Additionally, Master Log entries may be sorted in ascending or descending order.

By default, 10 results are displayed per page. You may change this number to 20 or 50 results per page.

➔ To organize your search results:

1. Perform a search that yields more than 10 results.
2. Note that at the bottom of the page, 10 results are displayed and the number of pages containing all of your search results is shown (Figure 165).

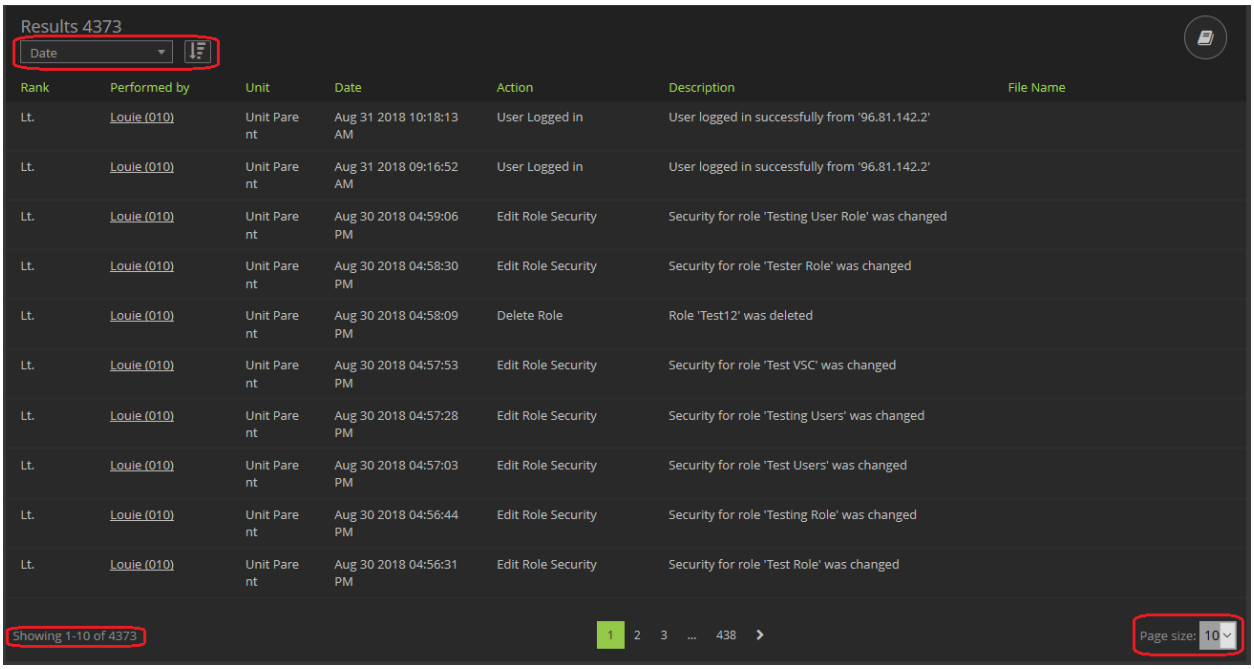


Figure 135

3. Select a larger **Page Size** to see the number of pages decrease and the number of items per page increase.
4. At the top of the search results screen is displayed, the number of results and controls that allow you to sort those results.

5. Select a sorting attribute and to sort by ascending or descending.
6. Your search results are re-arranged to meet the selected sort criterion.

Note: By defaut results are organized by Upload Date.

Export Master Log Events

VIEVU Solution allows you to download Master Log events into a CSV file that may be opened with MS Excel.

➔ To export a Master Log search containing less than 1 milion results:

1. From the tabs at the top of the VIEVU Solution screen, click on **Master Log**.
2. Click the **Export** icon in the search results section (Figure 166).

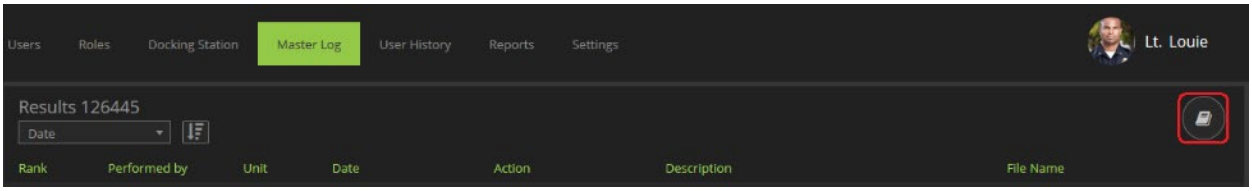


Figure 136

3. A confirmation screen is displayed.
4. Click **Yes** to export the events displayed on the Master Log screen.
5. A CSV file containing the displayed information, is downloaded to your computer.

Tip: You can open the CSV format export with Microsoft Excel

➔ To export a search with more than 1 million results:

1. When more than 1,000,000 evidence items are returned in a search you are presented with an option to download your results in 1 file containing all the evidence items, or in several files, each containing less than 1,000,000 results (Figure 167).

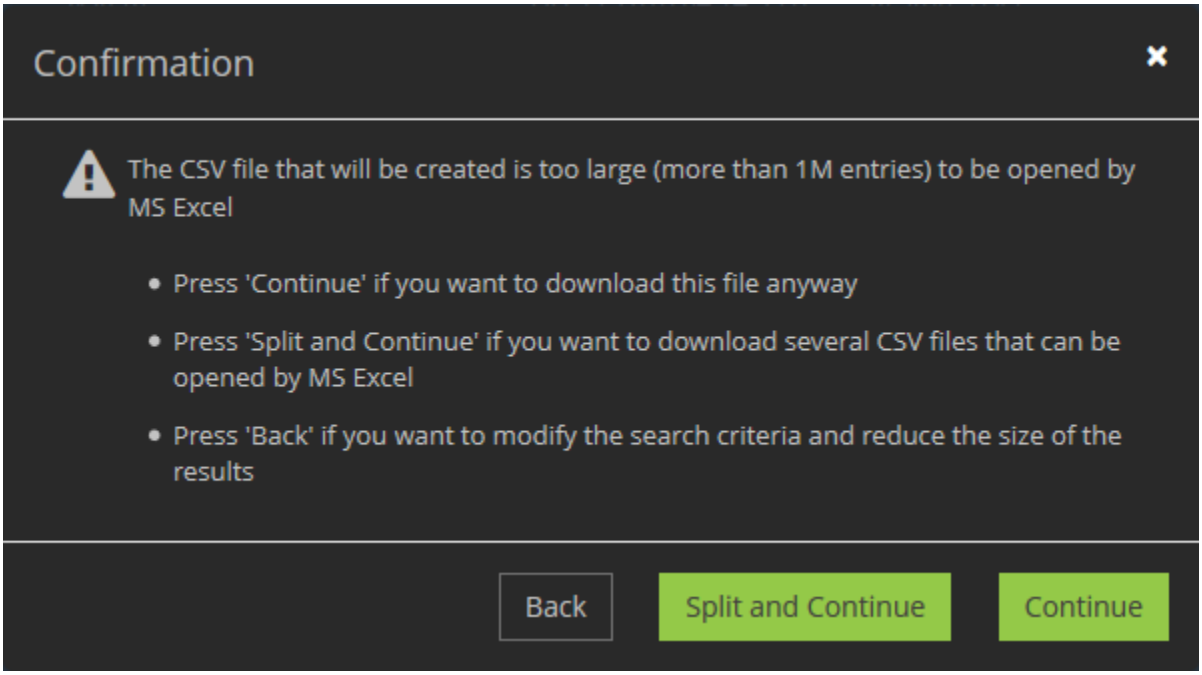


Figure 137

2. Select **Split and Continue** to be sent an email containing a link to several files or select **Continue** to receive your results in a single file.

USER HISTORY

The user history screen allows a supervisor to view the activity of all officers under their command. It also allows an officer to see their own activity in VIEVU solution.

Note: Whether you can see this tab, can view your activity, your unit's activity or the activity of all officers, is determined by the *View User History* permission. You cannot see Hidden user activity in this screen.

Working with User History

In this screen a user is able to view, and export records of actions performed by users.

Search for User History

➔ To search for user history by criteria:

1. From the tabs at the top of the VIEVU Solution screen, click on **User History**.
2. From the left-side toolbar, click a filter option.
3. In the search box, enter your **Search** criterion.
4. Click the **Add** icon next to the result.
5. The search criterion is moved to the combined search criteria box below the **Search** button.
6. Click **Search** to display events recording user history that matches the search criteria (Figure 168).

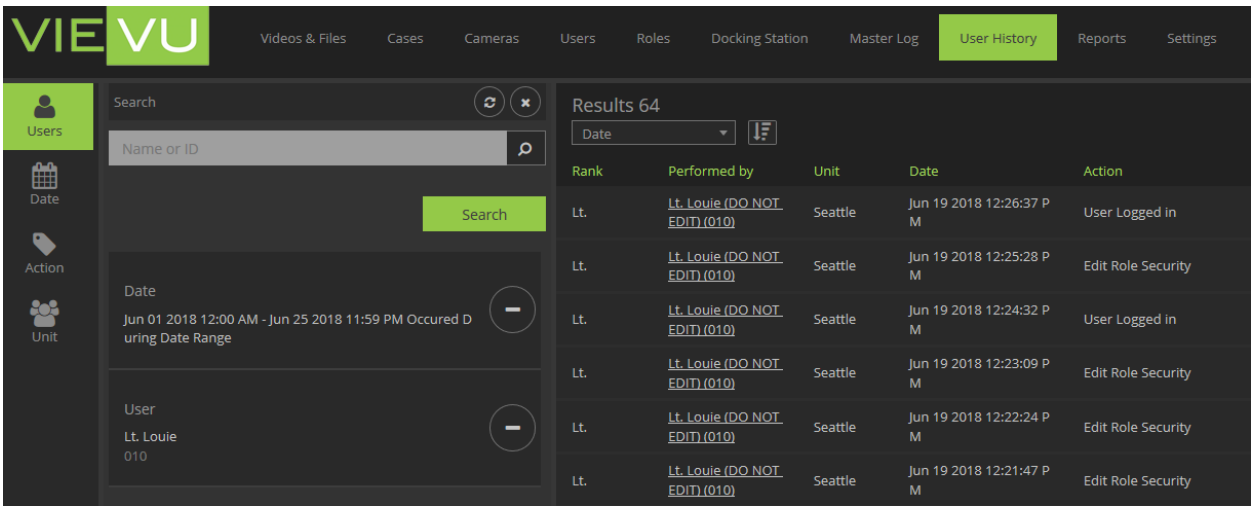


Figure 138

Note: You can create complex searches by selecting multiple search criteria before clicking the Search button.

Note: To search for all user history events, leave the Search box empty and click the Search button.

Organize User History Search Results

Now that you have conducted a search and the results are displayed, you may wish to view them in a specific order. VIEVU Solution allows you to order your search results by;

- Users – the name of the user that initiated the event.
- Date - the date the event occurred.
- Action - the action captured by the event.
- Unit – the unit of the user performing the action.

Additionally, user history activities may be sorted in ascending or descending order.

By default, 10 results are displayed per page. You may change this number to 20 or 50 results per page.

➔ To organize your search results:

1. Perform a search that yields more than 10 results.
2. Note that at the bottom of the page, 10 results are displayed and the number of pages containing all of your search results is shown (Figure 169).

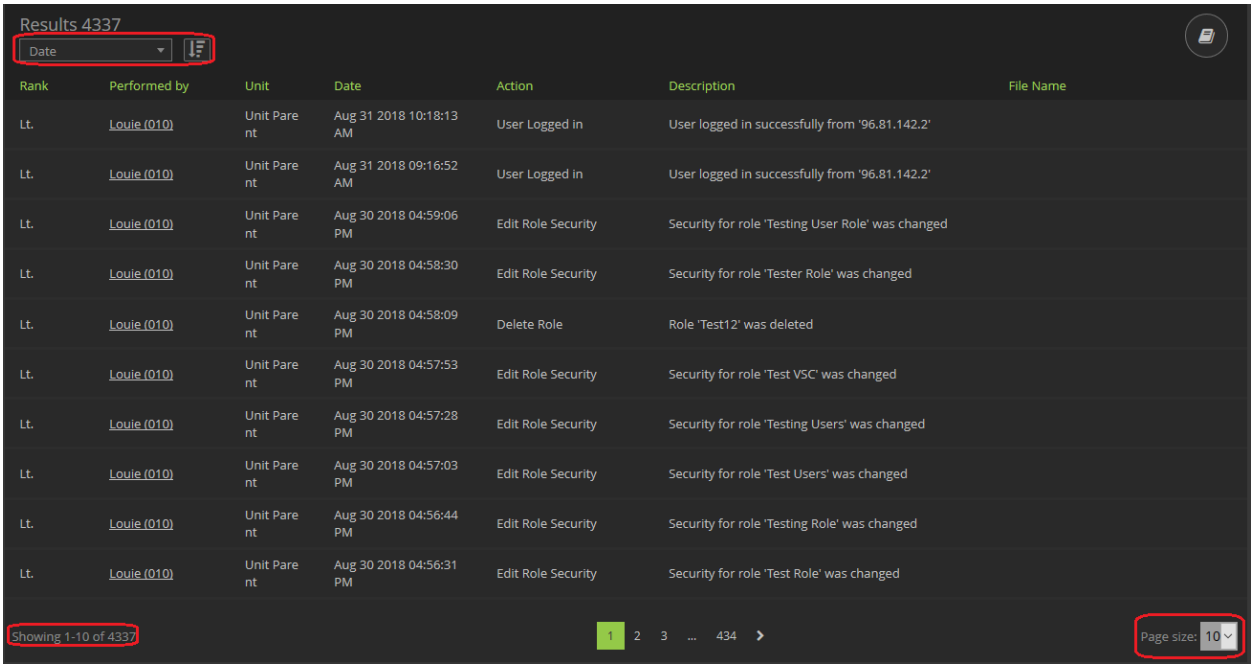


Figure 139

3. Select a larger **Page Size** to see the number of pages decrease and the number of items per page increase.
4. At the top of the search results screen is displayed, the number of results and controls that allow you to sort those results.
5. Select a sorting attribute and sort order of ascending or descending.
6. Your search results are re-arranged to meet the selected sort criterion.

Note: By defaut results are organized by Upload Date.

Export User Activity

Use the following procedure to export user history entries into a file that can be opened with MS Excel.

➔ To export your user history search with less than 1 million results:

1. From the tabs at the top of the VIEVU Solution screen, click on **User History**.
2. Click the **Export** icon in the search results section (Figure 170).

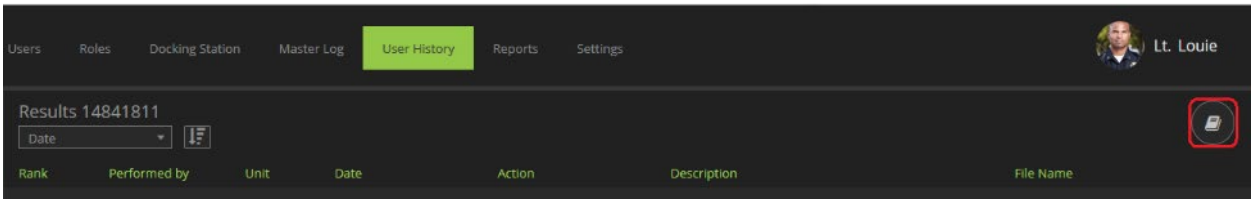


Figure 140

3. A confirmation screen is displayed.
4. Click **Yes** to export the events displayed on the User History screen.
5. A CSV file containing the displayed information, is downloaded to your computer.

Note: You can open the CSV format export with Microsoft Excel

➔ To export a search with more than 1 million results:

1. When more than 1,000,000 evidence items are returned in a search you are presented with an option to download your results in 1 file containing all the evidence items, or in several files, each containing less than 1,000,000 results (Figure 171).

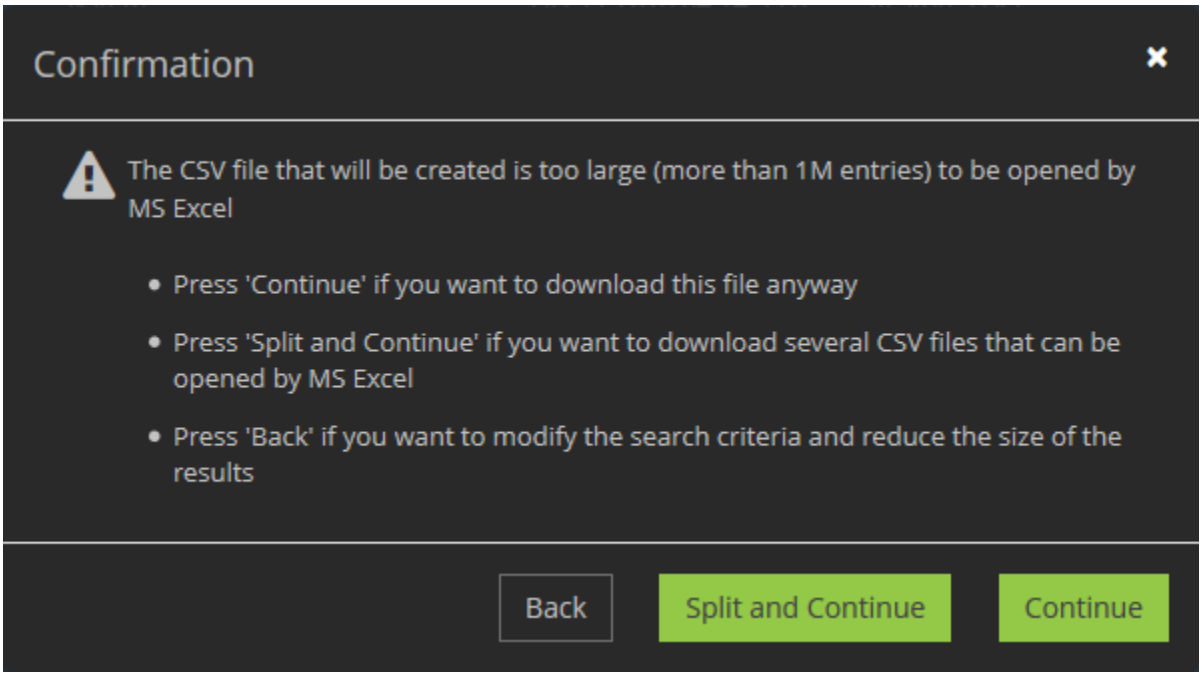


Figure 141

2. Select **Split and Continue** to be sent an email containing a link to several files or select **Continue** to receive your results in a single file.

REPORTS

Reports show statistics and usage information about VIEVU Solution.

Viewing Statistics

Statistics show information about VIEVU Solution storage and camera usage.

View Usage Statistics

Usage statistics provide valuable insight regarding typical camera use and data generation.

➔ To view statistics about usage of VIEVU Solution:

1. From the tabs at the top of the VIEVU Solution screen, click on **Reports**.
2. A Statistics window is displayed, providing **Evidence Storage** and **Camera Usage,** information in (Figure 172).

Figure 142

Note: Statistics are updated once a day.

Export Statistics

➔ To export a copy of statistics:

1. From the Statistics window, click the **Export to Excel** icon at the top of the section in which you are interested (Figure 173).

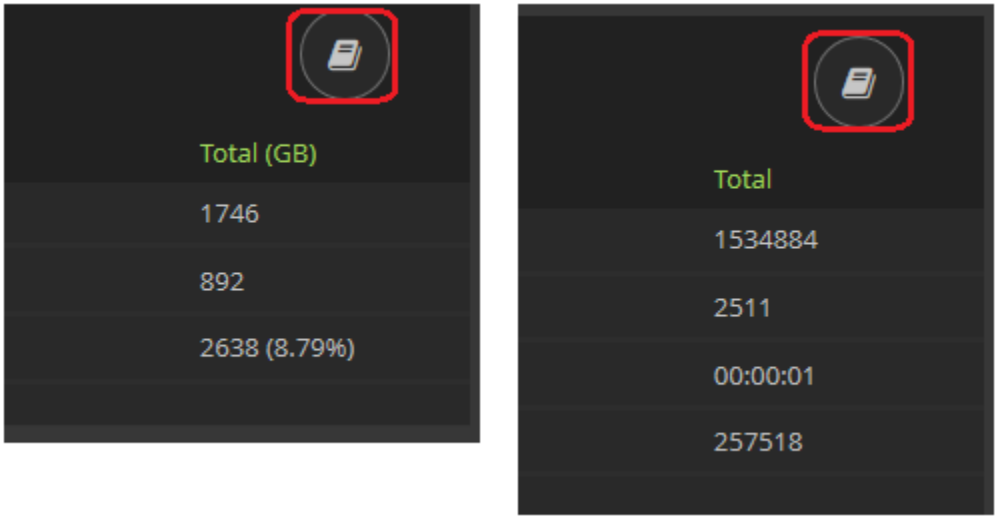


Figure 143

2. A confirmation screen is displayed.
3. Click **Yes** to download a CSV file containing information displayed on the screen.

Tip: You can open the CSV format export with Microsoft Excel.

View Uncategorized Videos Report

Uncategorized videos are videos that are not currently assigned to a category. You are able to export a report of the number of uncategorized videos per user.

➔ To export an uncategorized videos report:

1. From the tabs at the top of the VIEVU Solution screen, click on **Reports**.
2. In the upper-left corner of the screen, click **Uncategorized Videos (csv)**.
3. A CSV file containing the number of uncategorized videos assigned to each user of VIEVU Solution is downloaded to your computer (Figure 174).

1	Unit	Rank	User	Number of uncategorized videos
2	Amsterdam	Lt.	Louie	3
3	London, UK	Ofr.	Martin	12
4	Minsk	Pat.	Pat	6
5	San Diego, CA		Buzz Lightyear	1
6	Unit A		admin	15
7	Unit B	Spl.	Raquel	5

Figure 144

Note: The CSV file may be opened with MS Excel.

SETTINGS

The procedures contained in this section are based on configuring settings for a function of VIEVU Solution. The **Settings** menu allows you to customize many aspects of VIEVU Solution, including:

- Camera settings – such as resolution, sound and Wi-Fi.
- Filename format – of files that are downloaded to your computer.
- General Settings – include the time format displayed to the user and multiple report number options.
- Categories – used to categorize evidence.
- Tags – used to tag evidence.
- Logo – displayed to all users of the system.
- Disclaimer – displayed upon login to the system.
- Locations – used to identify where people and equipment are located.
- Units – used to group users.
- Groups – used to group communications to users.
- Ranks – used to identify seniority of users.
- User authentication – allows extra security on login.
- IP restrictions – permits login from known secure locations.
- Active Directory (AD) connection – allows connection to an AD system.
- Computer Aided Dispatch Record Management System (CAD-RMS) connection – Allows connection to a CAD-RMS.
- Automated notifications –sets up automated email containing information about the system.
- Automatic deletion of evidence – used to automatically free up system resources.

Documentation and software updates are also available from the **Settings** menu.

Cameras

This page allows a user to configure cameras for use by the agency. These settings are applied to a camera when it is connected to VIEVU Solution, through VIEVU Solution Connector or via a Docking Station.

Manage Camera Settings

➔ To setup camera configuration settings:

1. From the tabs at the top of the VIEVU Solution main menu, click on **Settings**.
2. From the left-side toolbar, click on **Cameras**.
3. The Camera Settings screen is displayed (Figure 175).

Figure 145

4. From this screen, you can adjust the settings for any of VIEVU cameras used by your agency.

Note: Individual settings for VIEVU cameras are described in the VIEVU Camera Settings Table below.

5. Make the necessary adjustments to the camera settings and click **Save**.

VIEVU Camera Settings Table

Table 2 describes the settings that are available for each of the camera types, supported by VIEVU Solution.

Table 1 : Camera Settings

Setting	Function	Options	Available On
Video Resolution	Changes the video resolution. Note: that larger resolutions will increase the file size.	SD, 720, 1080	LE5, LE5 LITE, LE4, LE4mini

			(and LE3 - SD & 720 only)
Pre-Record	When recording begins, the camera will backup and capture video from before the recording started. Your entry in the Pre-Record Length field adjusts the amount of time for pre-record (LE4 - 30 seconds only).	On/Off	LE5, LE4
Pre-Record Audio	Selects whether to include audio in Pre-record video.	On/Off	LE5
Post-Record	Camera continues recording for the time set in the Post-Record Length field after recording has stopped.	On/Off	LE5, LE4
Pre-Record Length	Sets time period for Pre-Record function.	SD = 1–180 seconds 720 = 1–90 seconds 1080 = no pre-record	LE5
Post-Record Length	Sets time period for Post-Record function.	1–60 seconds	
Field of View	The open observable area of the camera's lens. A larger Field of View will capture more data. The 120 setting can cause minor distortion to the image. VIEVU recommends the 95 setting.	70, 95, 120	LE5
Covert Mode	When enabled, LED lights do not illuminate. Vibration is enabled to indicate record start and stop.	On/Off	LE5
Vibration	When enabled, the camera vibrates to indicate record start and stop.	On/Off	LE5
Mute	Disables audio recording	On/Off	LE5, LE5 LITE, LE4, LE4mini, LE3

Wi-Fi	When enabled, the camera broadcasts a wireless network. The mobile app uses this to connect to the camera.	On/Off	LE5, LE5 LITE, LE4, LE4mini
SSID Broadcast	Hides the camera's Wi-Fi network.	On/Off	LE5, LE5 LITE, LE4, LE4mini
Wi-Fi Password	Changes the password used to connect to the camera's Wi-Fi network.	Enter password	LE5, LE5 LITE, LE4, LE4mini

Note: When you adjust the camera settings, they are automatically updated the next time a camera is connected to VSC or a Docking Station.

Download Options

This page contains customization options for exporting information used by VIEVU Solution.

Select Download File options

Use the following procedure to choose between two video name export formats for VIEVU Solution. The options are as follows:

- FILENAME.extension (This is the default.)
- OWNER_FILENAME.extension

The difference between the two formats is that one file name format contains the evidence OWNER name, while the other does not.

➔ To set the exported file name format:

1. From the tabs at the top of the VIEVU Solution main screen, click on **Settings**.
2. From the left-side toolbar, click on **Download Options**. The Download Options window is displayed (Figure 176).

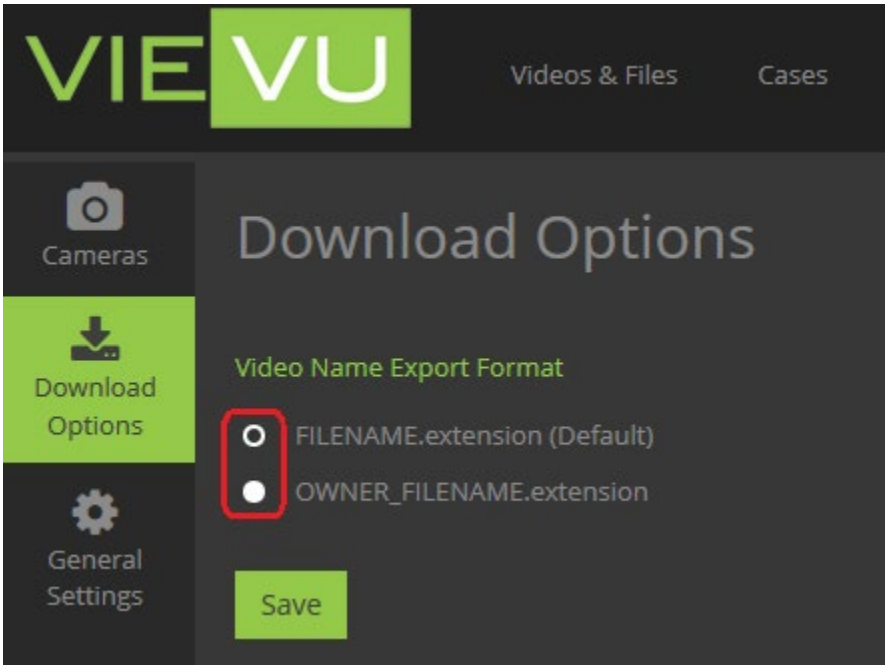


Figure 146

3. Click on one of the radio buttons to select whether you wish to include the owner's name in the file name or not.
4. Click **Save**.

General Settings

General settings allow you to select options that customize multiple VIEVU Solution screens.

Set Date & Time Format

Use the following procedure to choose between 24-hour and 12-hour time format for VIEVU Solution.

➔ To set the time format:

1. From the tabs at the top of the VIEVU Solution main screen, click on **Settings**.
2. From the left-side toolbar, click on **General Settings**.
3. Time format and Multiple Report Number settings are displayed (Figure 177).

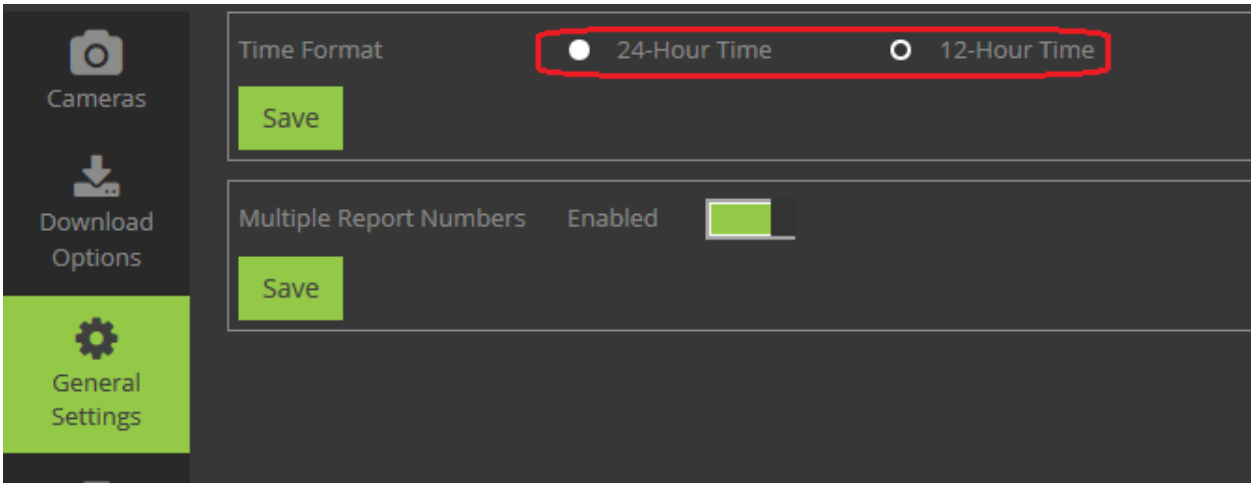


Figure 147

4. Use the **Time Format** radio buttons to select either **24-hour** or **12-hour** time format.
5. Click **Save**.

Select Multiple Report Numbers Option

VIEVU Solution allows you to choose whether to allow users to add multiple report numbers to their evidence.

➔ To select multiple report numbers:

1. From the tabs at the top of the VIEVU Solution main screen, click on **Settings**.
2. From the left-side toolbar, click on **General Settings**.
3. Time format and Multiple Report Number settings are displayed (Figure 178).

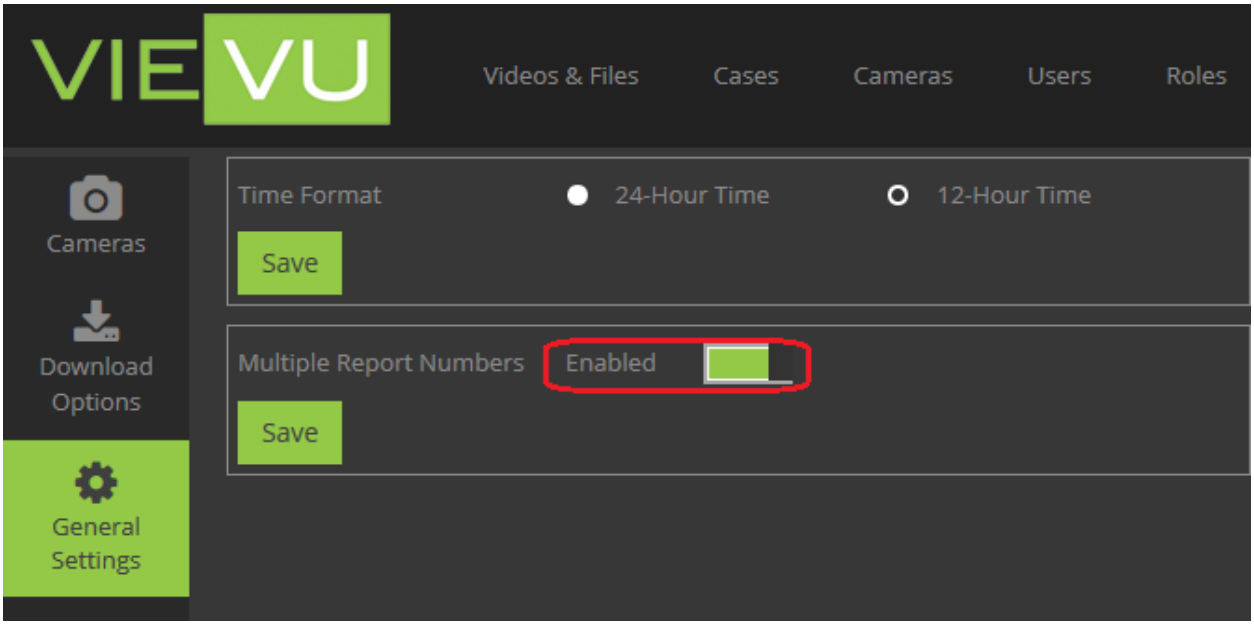


Figure 148

4. Use the **Multiple Report Numbers** toggle switch to enable (or disable) multiple report numbers.
5. Click **Save**.

Note: If Multiple Report Numbers changes from Enabled to Disabled no report numbers will be lost from VIEVU Solution, but users will not be able to add any more report number fields to new or existing evidence items.

Categories & Retention

You assign a *Category* to an individual evidence item based on the type of incident it describes. The *Retention* period is the length of time (in days) for which the evidence will be saved. Each category defines the retention period of an evidence item.

Add A Category

You are able to define categories (and their retention times), for your agency.

➔ To add to the list of available categories:

1. From the top of the VIEVU Solution main screen, click the **Settings** tab.
2. From the left-side toolbar, click on **Categories & Retention**.
3. The Categories & Retention screen is displayed showing the number of categories that are already defined (Figure 179).

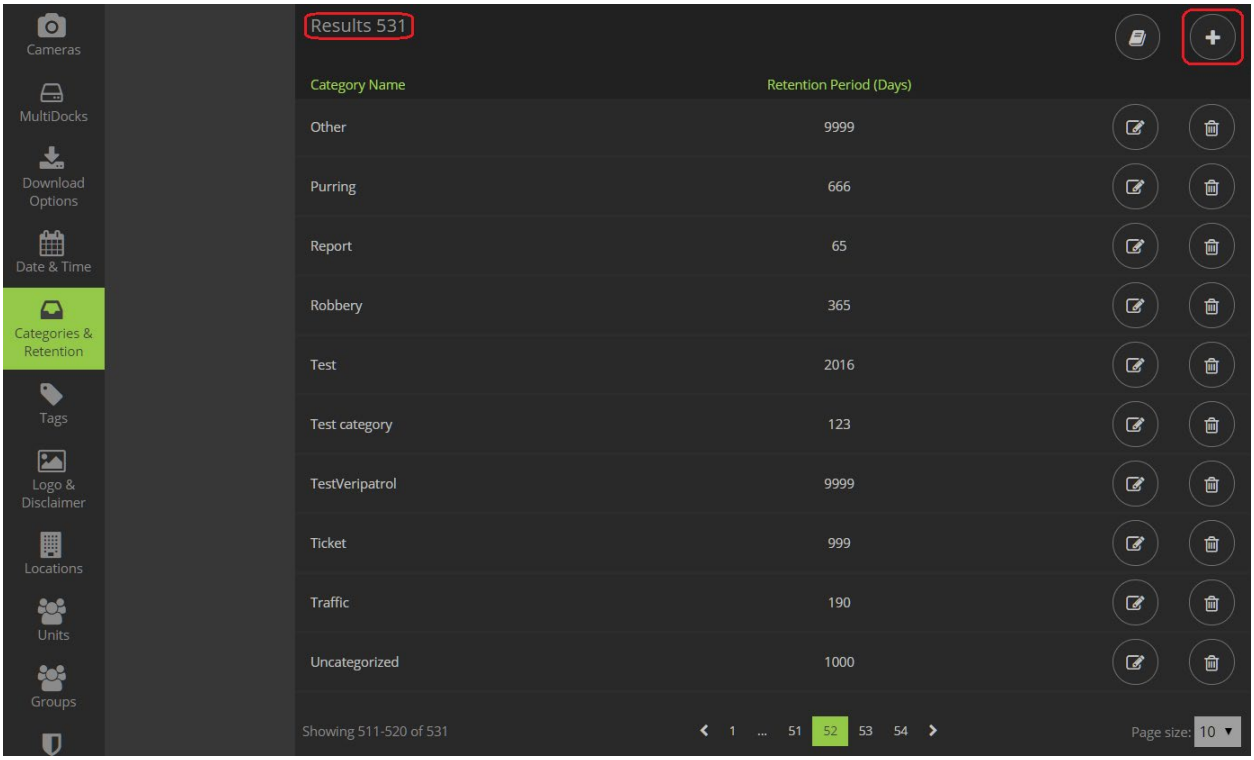


Figure 149

4. On the top-right corner of the Results window, click the **Add** icon.
5. The **Create Category** window is displayed (Figure 180).

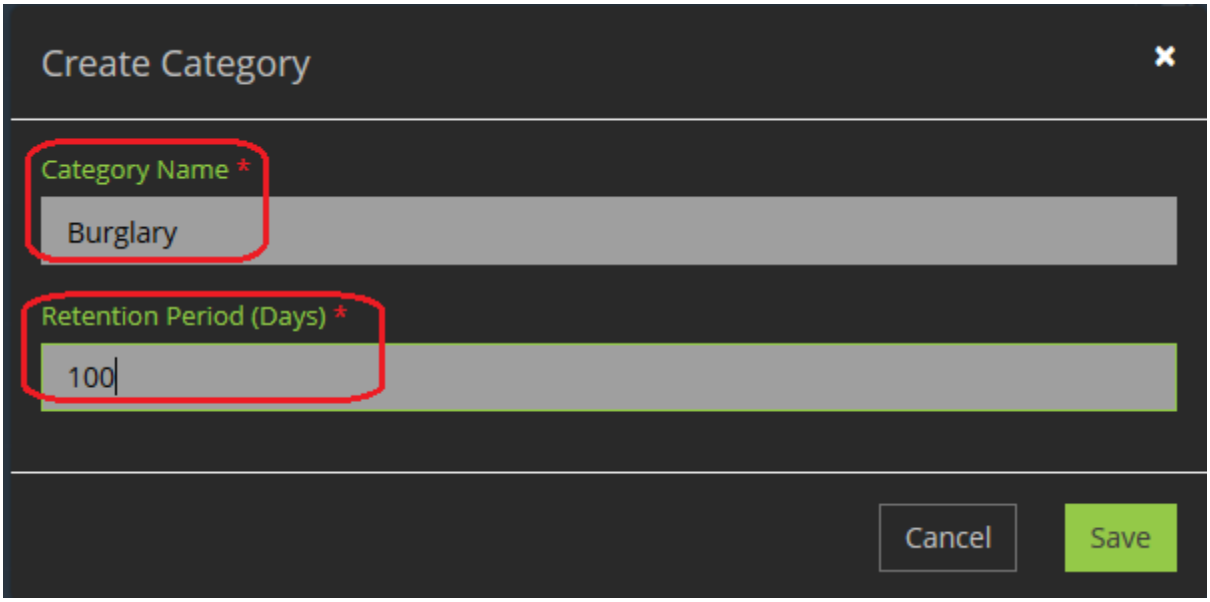


Figure 150

6. Enter a unique **Category Name** and **Retention Period** (in days).
7. When you are finished, click **Save**.
8. The category is displayed in the Categories and Retention screen.

Note: Evidence is automatically deleted based on the retention value.

Edit Category and Retention Period

You are able to change then name and retention periods of categories defined by your agency.

➔ To edit the retention period and name of a category:

1. From the tabs at the top of the VIEVU Solution main screen, click on **Settings**.
2. From the left-side toolbar, click on **Categories & Retention**.
3. The Categories & Retention screen is displayed.
4. Click the **Edit** icon next to the category you want to edit (Figure 181).

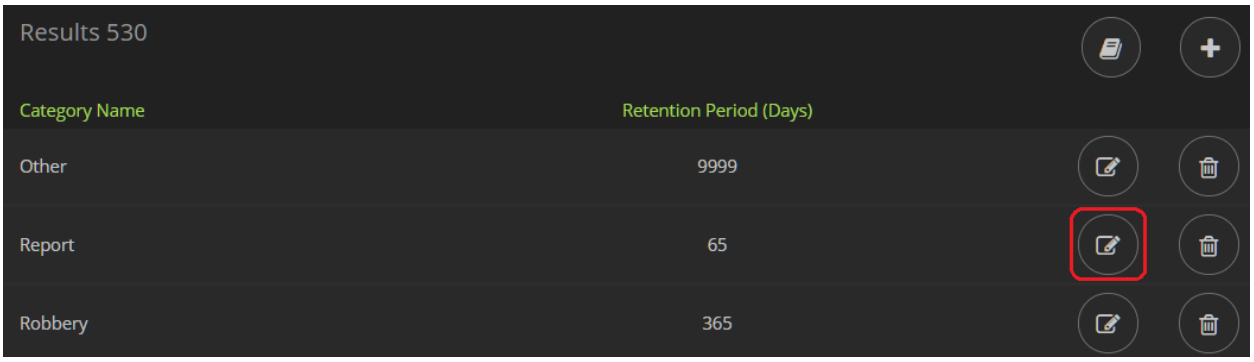


Figure 151

5. The **Edit Category** window is displayed (Figure 182).

Figure 152

6. Change the **Category Name** and/or the **Retention Period** (in days).
7. When you are finished, click **Save**.
8. Your changes are displayed in the Categories and Retentions screen.

Delete Category

You are able to delete categories that have been created by your agency.

➔ To remove a category from the list:

1. From the tabs at the top of the VIEVU Solution main screen, click on **Settings**.
2. From the left-side toolbar, click on **Categories & Retention**.
3. The Categories & Retention screen is displayed.
4. Click the **Delete** icon next to the category you want to remove (Figure 183).

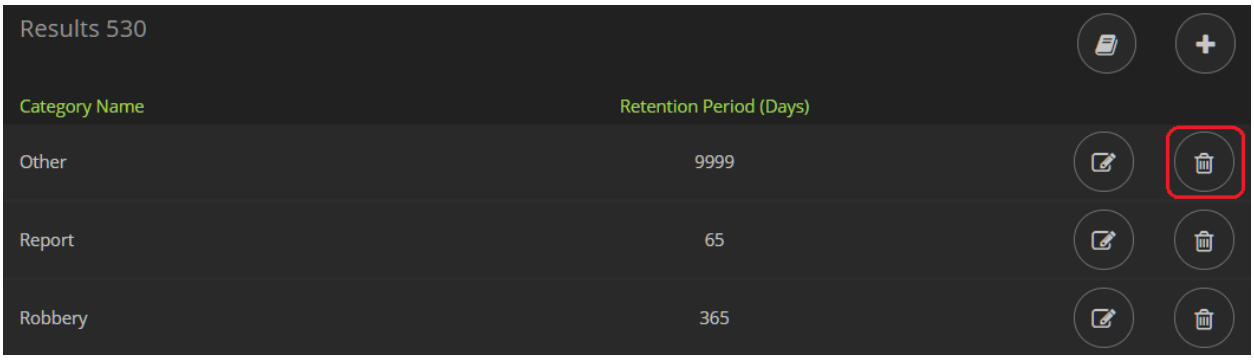


Figure 153

5. A confirmation screen is displayed that identifies how many evidence items are using this category (Figure 184).

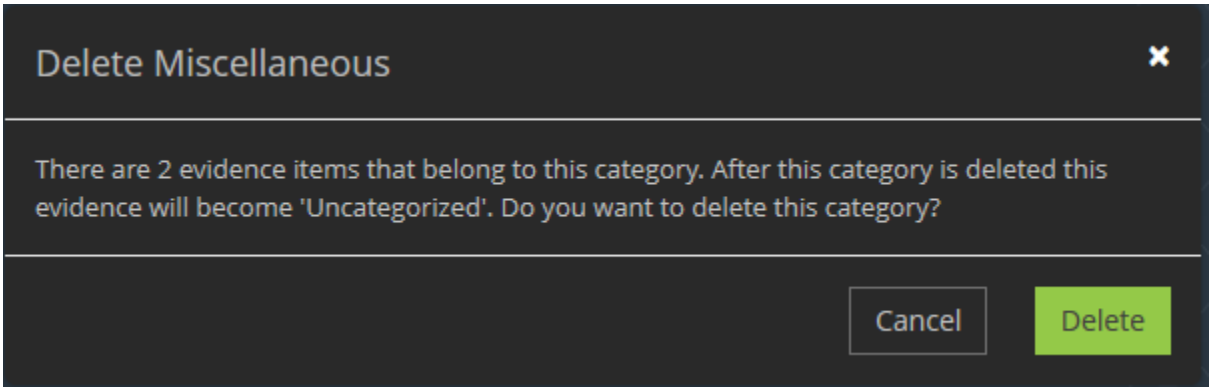


Figure 154

6. Click **Delete**.
7. The category is removed from the Categories and Retentions screen.

Export Categories

You are able to create a spreadsheet of categories and their retention times, from VIEVU Solution.

➔ To export the list of categories as a CSV file:

1. From the tabs at the top of the VIEVU Solution main screen, click on **Settings**.
2. From the left-side toolbar, click on **Categories & Retention**.
3. The Categories & Retention screen is displayed.
4. Click the **Export to Excel** icon in the top-right corner of the screen (Figure 185).

Figure 155

5. A confirmation is displayed.
6. Click **Yes** to start the downloading a CSV file containing all categories and retentions.

Note: You can open the CSV file with Microsoft Excel.

Organize Categories

You are able to decide how many categories to display on a single page.

➔ To select a category page size:

1. From the tabs at the top of the VIEVU Solution main screen, click on **Settings**.
2. From the left-side toolbar, click on **Categories & Retention**.

3. The Categories & Retention screen is displayed.
4. Select a larger **Page Size** at the bottom right of the screen to see the number of pages decrease and the number of items per page increase (Figure 186).

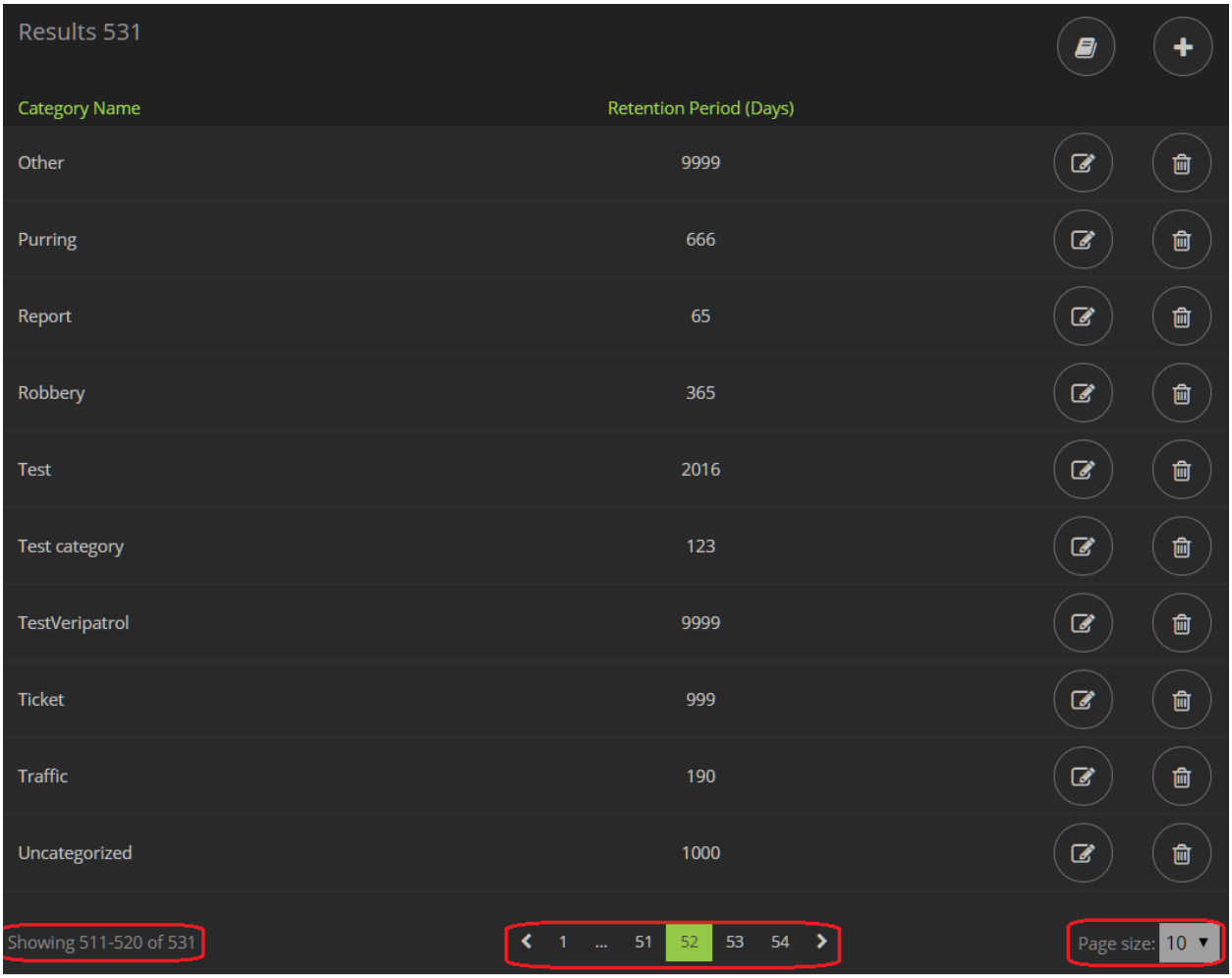


Figure 156

Tags

Tags are keywords used to help describe videos and files. You can use tags to search for evidence items with similar properties.

Note: Tags are useful to help narrow down search results. Keep tag names to a subset of terms that users are likely to search for.

Add Tag

➔ To add to the list of available tags:

1. From the tabs at the top of the VIEVU Solution main screen, click on **Settings**.
2. From the left-side toolbar, click on **Tags**.
3. The tags screen is displayed, with the number of defined tags displayed (Figure 187).

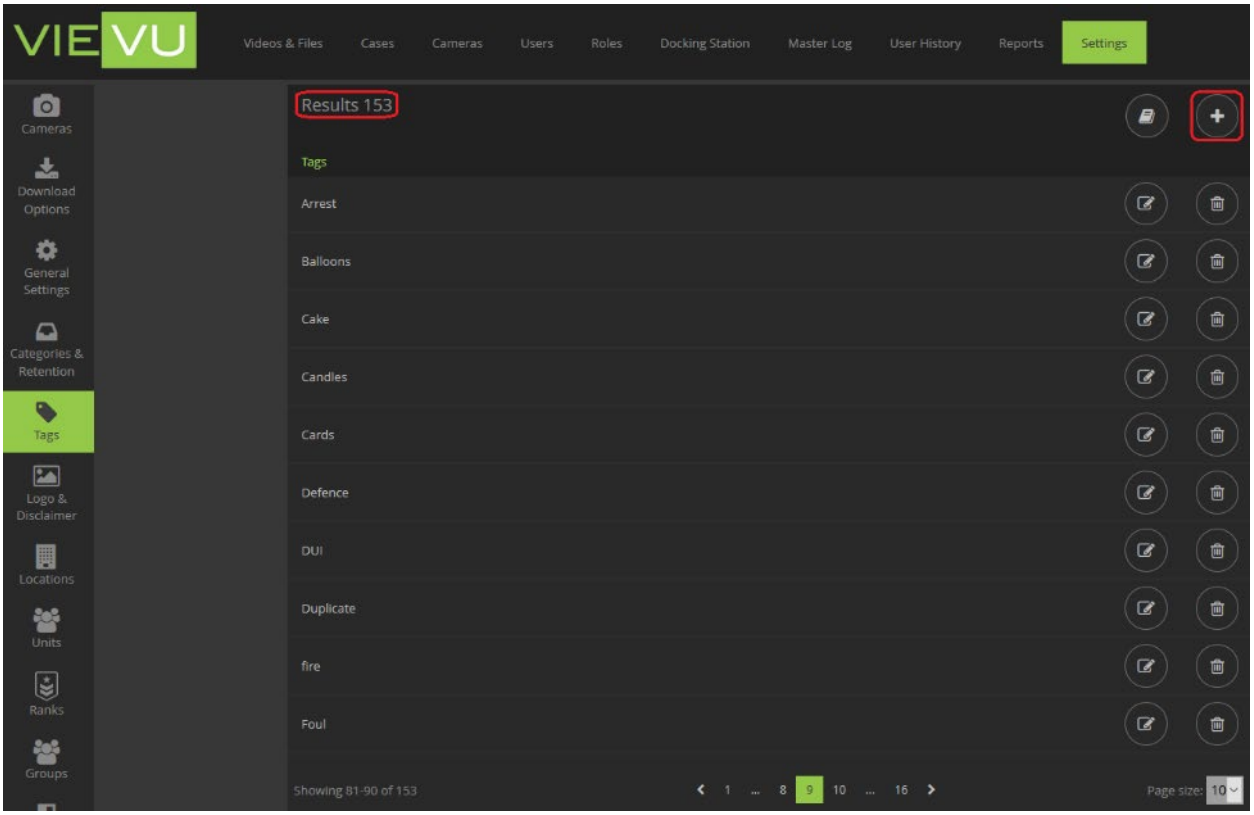


Figure 157

4. On the upper-right corner of the Results window, click the add (**+**), icon. The **Add Tag** window is displayed (Figure 188).

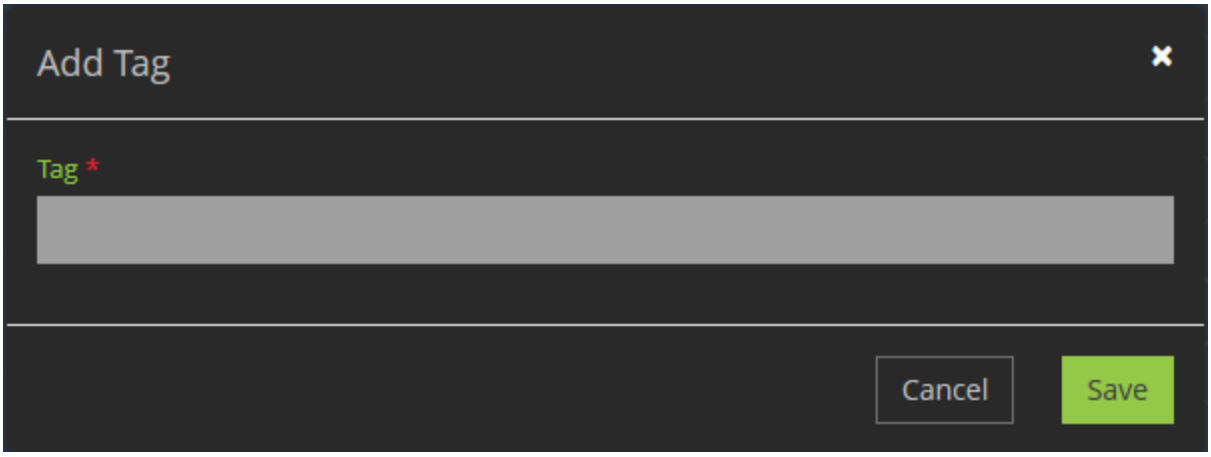


Figure 158

5. Enter a **Name** for the tag and click **Save**.
6. The new tag is displayed in the tags screen.

Edit Tag

➔ To change the name of an existing tag:

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

2. From the left-side toolbar, click on **Tags**.
3. The tags screen is displayed.
4. Click the edit icon next to the tag you want to edit.
5. The **Edit Tag** window is displayed showing the current Tag name (Figure 189).

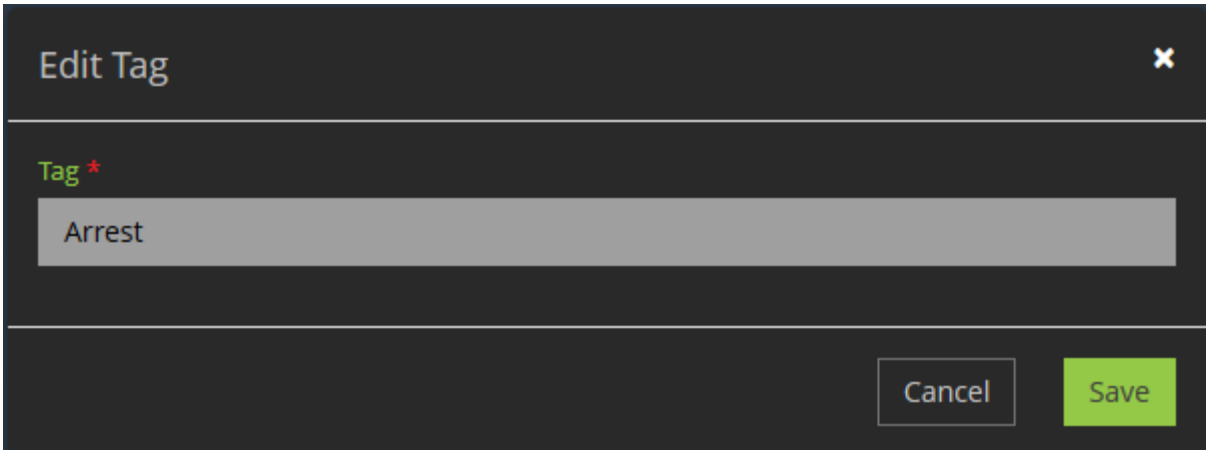


Figure 159

6. Edit the new tag name.
7. When you are satisfied, click **Save**.
8. The tag name is displayed in the tags screen.

Remove Tag

➔ To remove a previously defined tag:

1. From the tabs at the top of the VIEVU Solution main screen, click on **Settings**.
2. From the left-side toolbar, click on **Tags**.
3. The tags screen is displayed.
4. Click the delete icon next to the tag you want to remove (Figure 190).

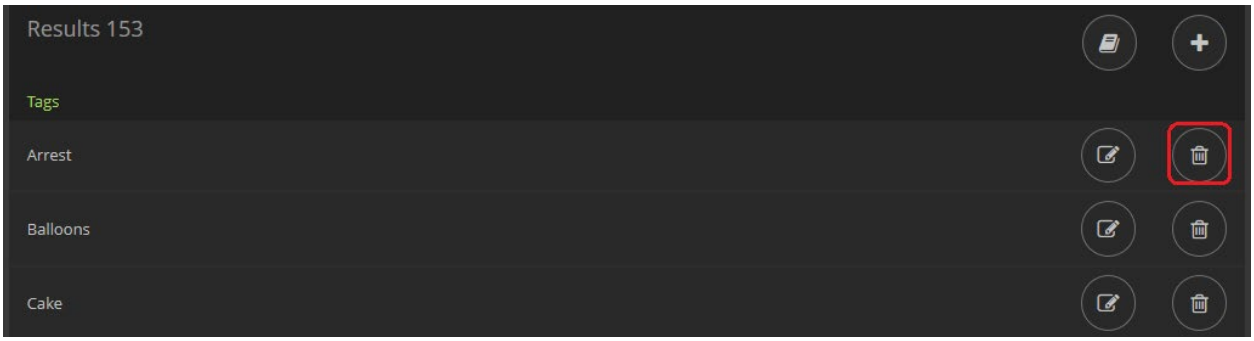


Figure 160

5. A confirmation screen is displayed.
6. Click **Yes** to confirm the deletion.
7. The tag is removed from VIEVU Solution.

Export Tags

You are able to create a spreadsheet of tags from VIEVU Solution.

➔ To export the tag names to a CSV file:

1. From the tabs at the top of the VIEVU Solution main screen, click on **Settings**.
2. From the left-side toolbar, click on **Tags**.
3. The tags screen is displayed.
4. At the top-left corner of the screen, click the Export to Excel icon (Figure 191).

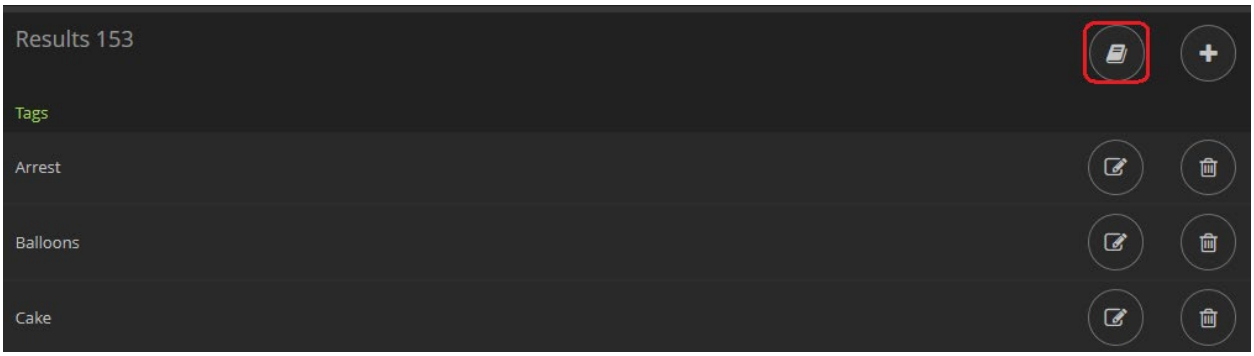


Figure 161

5. A confirmation screen is displayed.
6. Click **Yes** to confirm the export.
7. A CSV containing all tag names is downloaded to your computer.

Note: You can open the CSV file with Microsoft Excel.

Organize Tags

You are able to decide how many tags to display on a single page.

➔ To select a tags page size:

1. From the tabs at the top of the VIEVU Solution main screen, click on **Settings**.
2. From the left-side toolbar, click on **Tags**.
3. The tags screen is displayed.
4. Select a larger Page Size at the bottom right of the screen to see the number of pages decrease and the number of items per page increase (Figure 192).

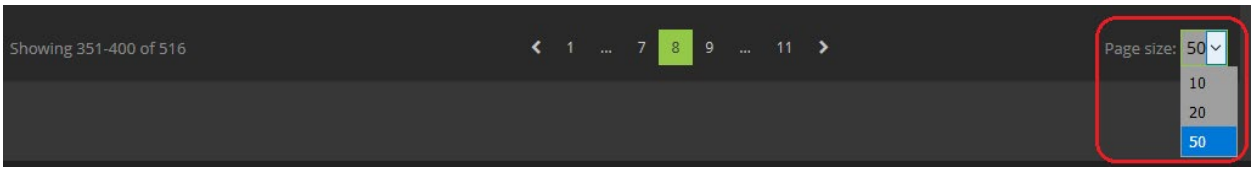


Figure 162

Logo and Disclaimer

Use the procedures below to upload a logo and add a disclaimer for your specific agency. The selected logo and disclaimer are used for all VIEVU Solution screens within your organization.

Add a Logo

You are able to define your own agency logo for VIEVU Solution.

➔ To change the logo displayed in VIEVU Solution

1. From the tabs at the top of the VIEVU Solution main screen, click on **Settings**.
2. From the left-side toolbar, click on the **Logo and Disclaimer** icon.
3. The default logo and disclaimers are displayed (Figure 193).

Figure 163

4. Click the add (**+**), icon inside the **Logo** box.
5. Browse and upload the file you want to use as your logo.
6. When you are satisfied with the logo, click **Save**.
7. The selected logo is displayed at the top of all VIEVU Solution pages.

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

Delete the Logo

You are able to remove the VIEVU Solution logo.

➔ To remove a logo from display on VIEVU Solution:

1. From the tabs at the top of the VIEVU Solution main screen, click on **Settings**.
2. From the left-side toolbar, click on the **Logo and Disclaimer** icon.
3. The current logo is displayed.
4. Click the **X** in the top-right-hand corner of the Logo box.
5. A confirmation screen is displayed.
6. Click **Yes** to confirm the deletion.
7. **No Logo** is displayed in the Logo box.

Login Screen Disclaimer

You are able to define a disclaimer for your agency.

➔ To define a disclaimer for your agency:

1. From the tabs at the top of the VIEVU Solution main screen, click on **Settings**.
2. From the left-side toolbar, click on the **Logo and Disclaimer** icon.
3. A **Login Screen Disclaimer** field is displayed.
4. Ensure that **Enable disclaimer on the login screen** is set to *enabled*, by clicking on the toggle until it is green.
5. Enter the text for disclaimer that you wish to be displayed to users of VIEVU Solution.
6. Click on **Save** (Figure 194).

Figure 164

7. In future when a user displays the Login screen they will see the disclaimer that was saved.

Disable a Disclaimer

You are able to remove the disclaimer from VIEVU Solution.

➔ To prevent a previously defined disclaimer from appearing on the Login screen:

1. From the tabs at the top of the VIEVU Solution main screen, click on **Settings**.
2. From the left-side toolbar, click on the **Logo and Disclaimer** icon.
3. A **Login Screen Disclaimer** field is displayed.
4. Set **Enable disclaimer on the login screen** to *disabled*, by clicking on the toggle until it is gray.

Locations

A location is a Docking Station attribute that describes the physical placement of the Docking Station. The location of a Docking Station is selected from a list of agency-defined locations.

Add Location

You are able to define locations for your agency.

➔ To add to the list of locations:

1. From the tabs at the top of the VIEVU Solution main screen, click on **Settings**.
2. From the left-side toolbar, click on the **Locations** icon.
3. The Locations screen displays a list of available locations.
4. In the top-right corner of the locations screen click the add (**+**), icon. (Figure 195).

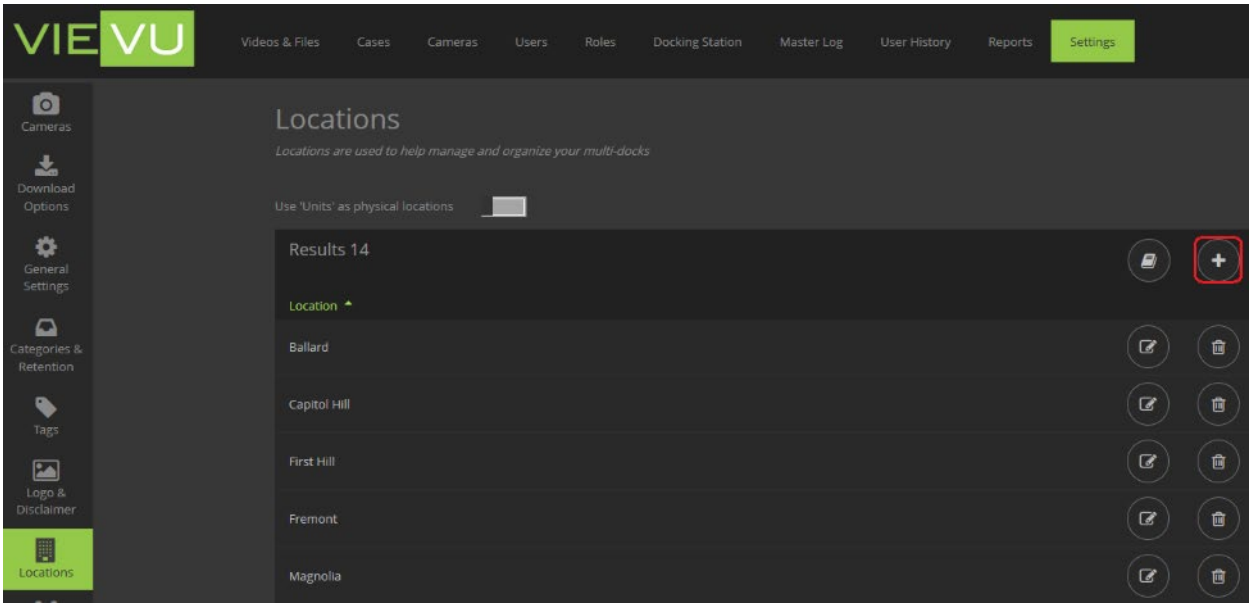


Figure 165

5. The Add Location window is displayed (Figure 196).

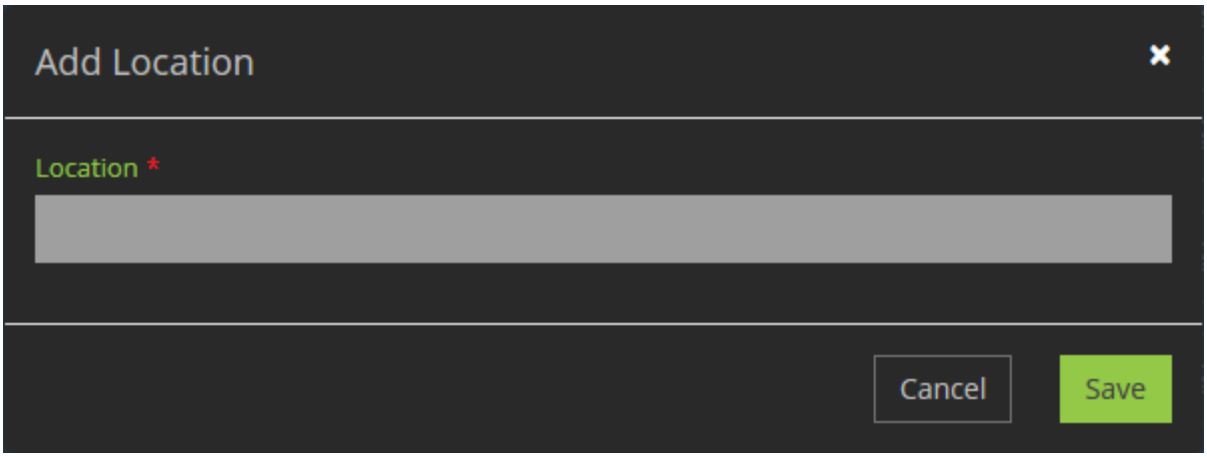


Figure 166

6. In the **Location** field, enter a name for the location.

7. When you are finished, click **Save**.
8. The location name appears in the list of locations.

Edit Location

Defined locations can be renamed in VIEVU solution.

➔ To change the name of a location:

1. From the tabs at the top of the VIEVU Solution main screen, click on **Settings**.
2. From the left-side toolbar, click on the **Locations** icon.
3. The Locations screen displays a list of available locations.
4. Click the *Edit* icon next to the location you want to change (Figure 197).

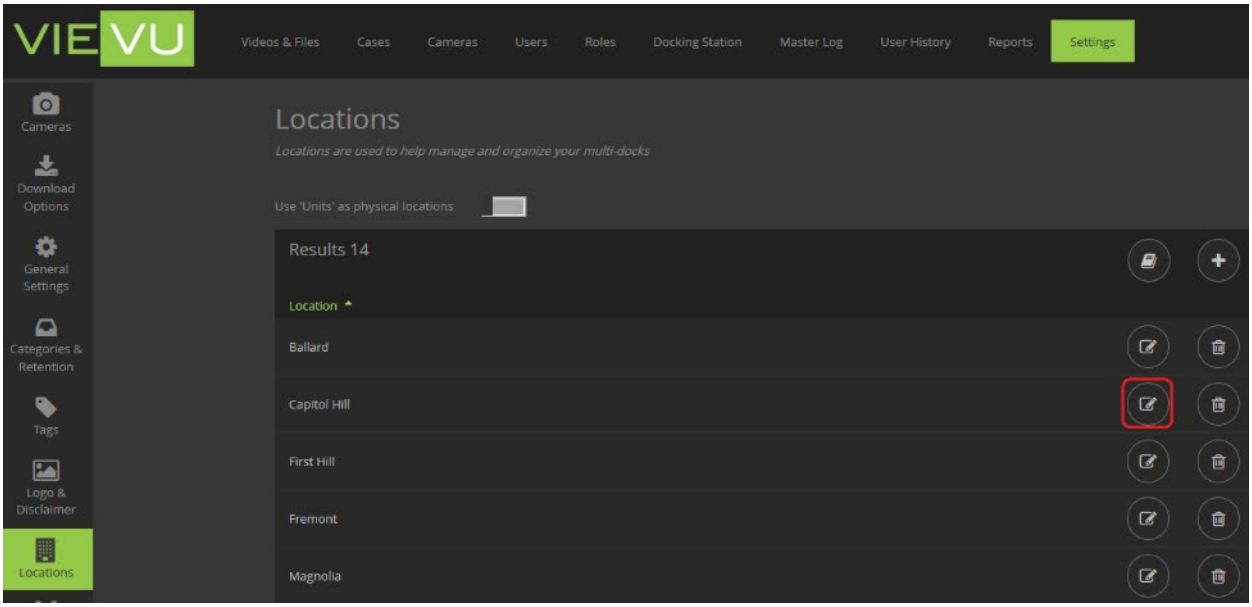


Figure 167

5. The Edit Location window is displayed.
6. Change **Location** field text (Figure 198).

Figure 168

7. When you are finished, click **Save**.

8. The renamed location appears in the list of locations.

Remove Location

Locations can be removed from VIEVU Solution.

➔ To remove a location from VIEVU Solution:

1. From the tabs at the top of the VIEVU Solution main screen, click on **Settings**.
2. From the left-side toolbar, click on the **Locations** icon.
3. The Locations screen is displayed.
4. Click the *Delete* icon next to the location you want to remove (Figure 199).

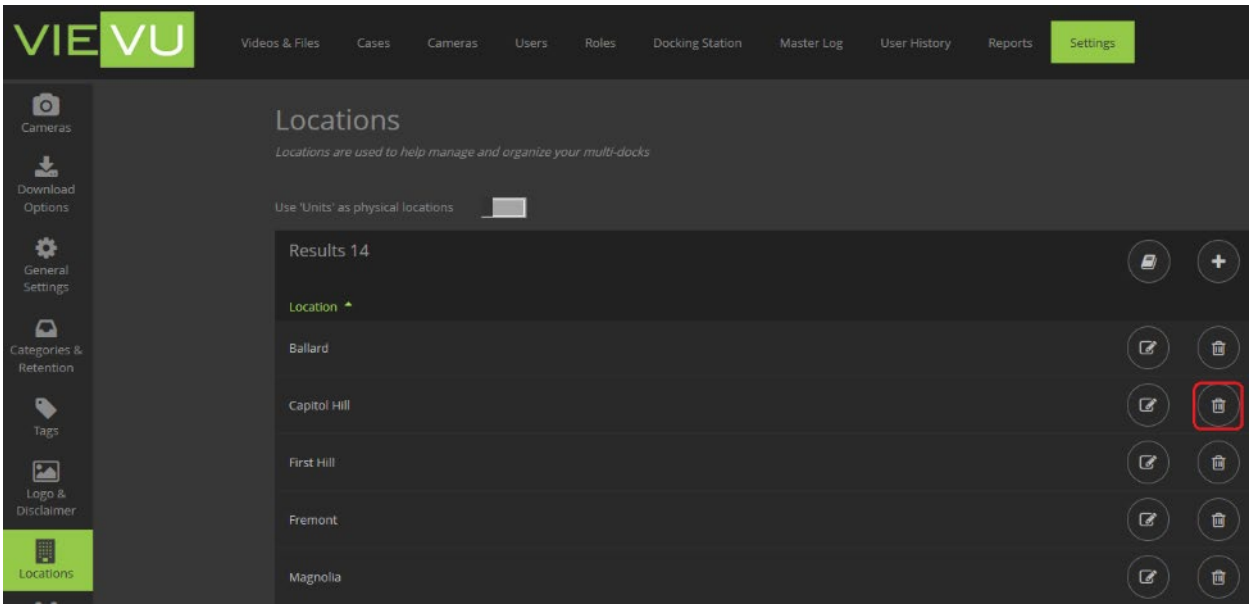


Figure 169

5. A confirmation screen is displayed that lists all Docking Station currently assigned to this location (Figure 200).

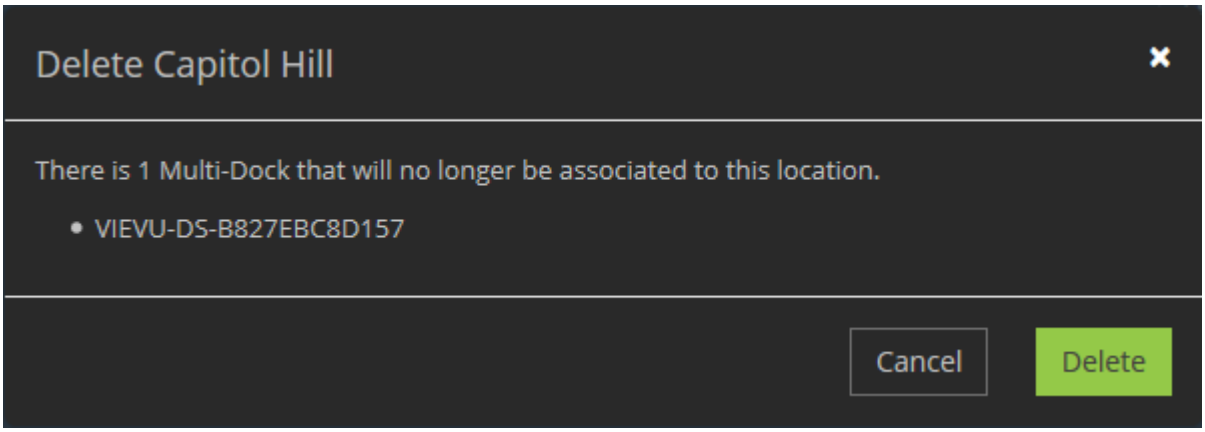


Figure 170

6. Click **Delete** to confirm deletion of the location.
7. The list of locations is displayed without the location that was deleted.

Export Locations

You are able to create a spreadsheet of locations from VIEVU Solution.

➔ To export the list of locations as a CSV file:

1. From the tabs at the top of the VIEVU Solution main screen, click on **Settings**.
2. From the left-side toolbar, click on the **Locations** icon.
3. The Locations screen displays a list of available locations.
4. Click the *Export to Excel* icon located in the top-right corner of the locations screen (Figure 201).

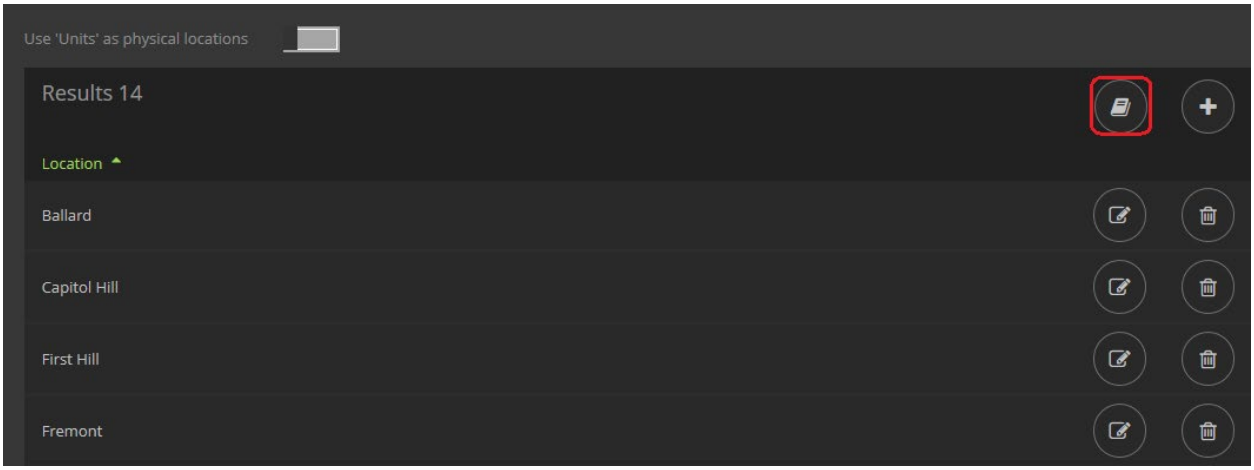


Figure 171

5. A confirmation screen is displayed.
6. Click **Yes** to confirm the download**.**
7. The CSV file is downloaded to your computer.

Note: You can open the exported CSV file with Microsoft Excel.

Use Units As Locations

Instead of defining a separate list of locations for your agency, you are able to use your existing units to describe both officer assignment and Docking Station location. This is useful when location can be derived from the name of the unit.

➔ To use Units as Locations:

1. From the tabs at the top of the VIEVU Solution main screen, click on **Settings**.
2. From the left-side toolbar, click on the **Locations** icon.
3. The Locations screen displays a list of available locations.
4. Set the **Use 'Units' as physical locations** toggle to *enabled* (Figure 202).

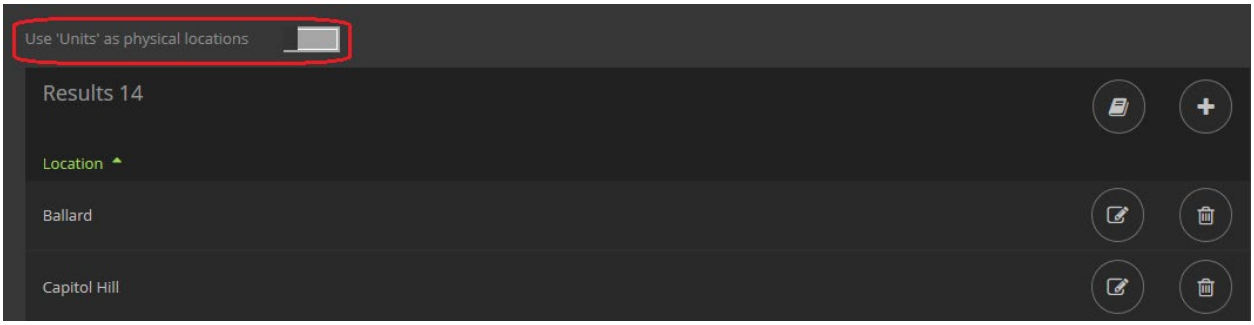


Figure 172

5. Any Docking Stations that will lose their location setting are displayed.
6. Click on *Delete* to confirm loss of Docking Station locations (Figure 203).

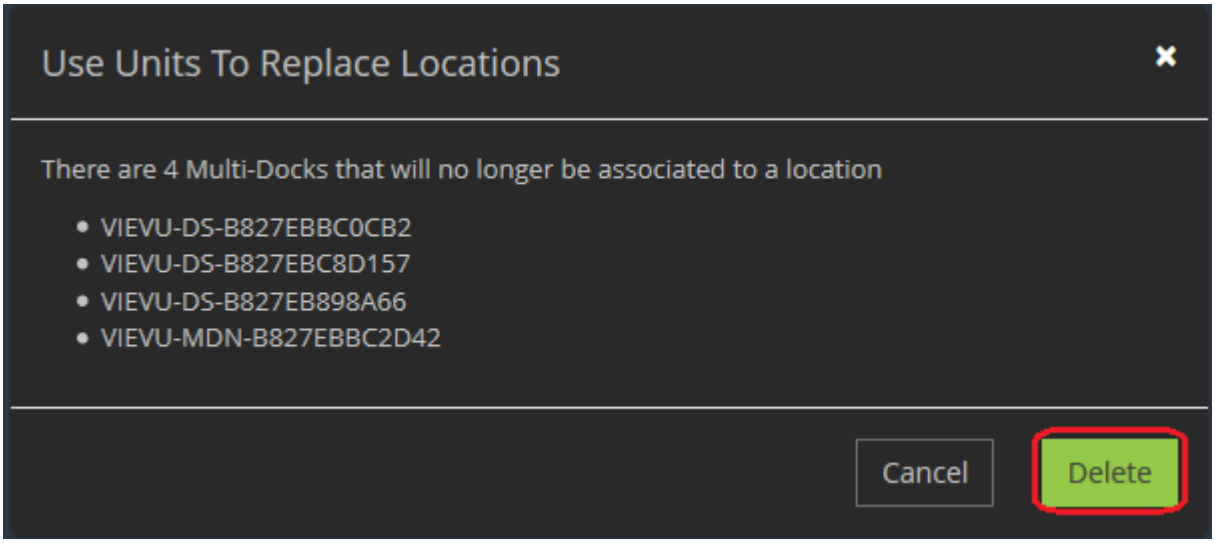


Figure 173

7. No locations are displayed in the locations screen.

Note: Using Units as Locations does not remove defined locations from your system. Setting Use 'Unit's as physical locations, back to disabled, will reveal previously defined locatins.

Organize Locations

You are able to decide how many locations to display on a single page.

➔ To select a locations page size:

1. From the tabs at the top of the VIEVU Solution main screen, click on **Settings**.
2. From the left-side toolbar, click on **Locations**.
3. The locations screen is displayed.
4. Select a larger Page Size at the bottom right of the screen to see the number of pages decrease and the number of items per page increase (Figure 204).

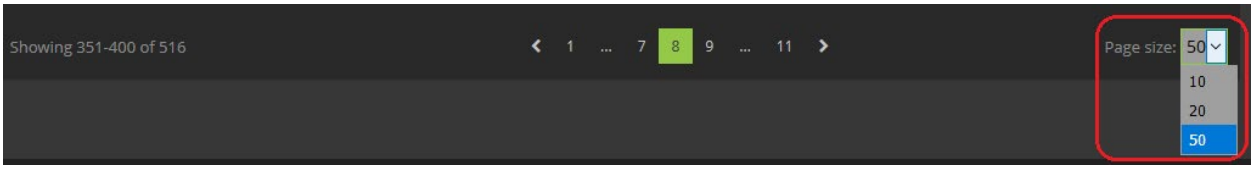


Figure 174

Units

A *unit* is a logical grouping of users that usually relates to job function or a physical location. In order to help organize Officers and evidence, they are assigned to units in VIEVU Solution.

A unit may be classed as a *parent* or as a *child* unit.

- A *parent* unit has units assigned as children.
- A *child* unit has a single *parent* unit.

In this manner, a user whose view is restricted to see items assigned to a *parent* unit will also see items that are assigned to the *children* of that *parent* unit.

Add Unit

You may create units for your agency in VIEVU Solution.

➔ To add to the list of available units:

1. From the tabs at the top of the VIEVU Solution main screen, click on **Settings**.
2. From the left-side toolbar, click on **Units.**
3. The Units screen is displayed.

Note: If your agency does not use parent units the 'Parent' column will not be displayed.

4. In the top-right corner of the Units screen, click the add (**+**), icon (Figure 205).

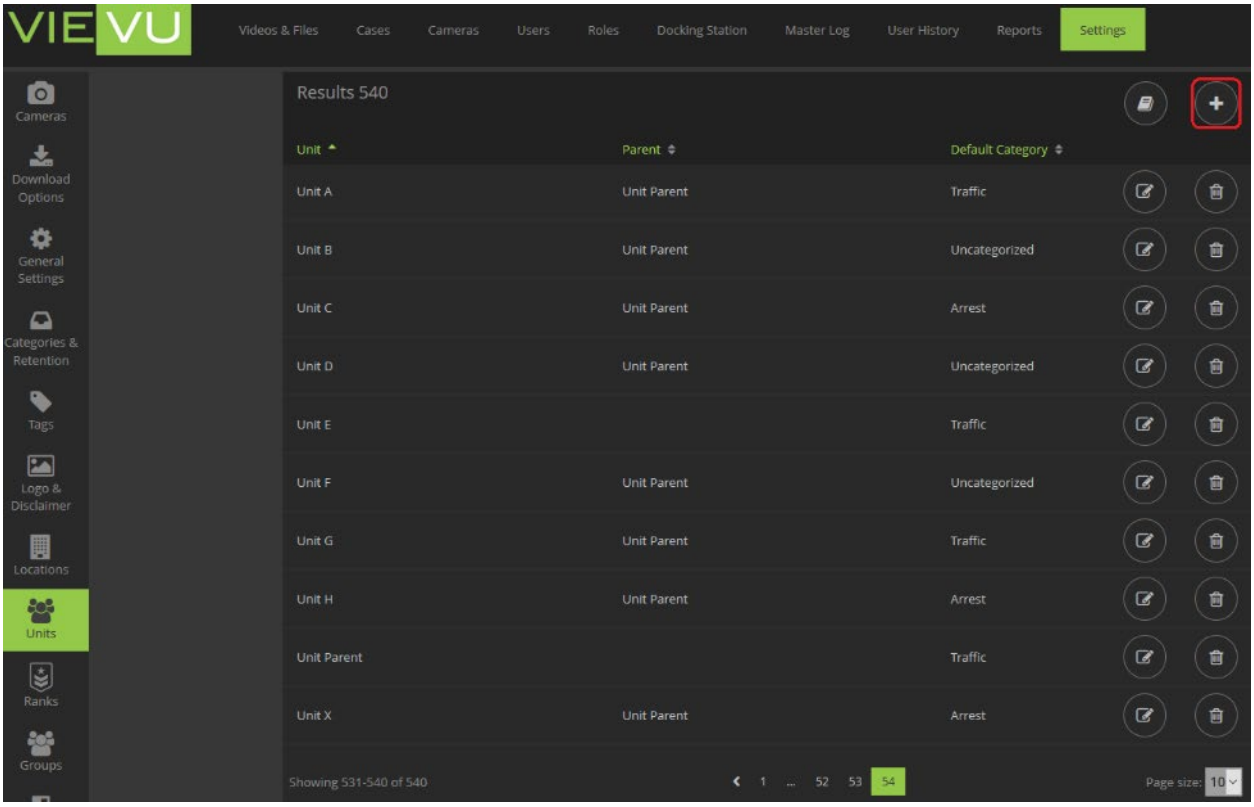


Figure 175

5. The **Add Unit** window is displayed (Figure 206).

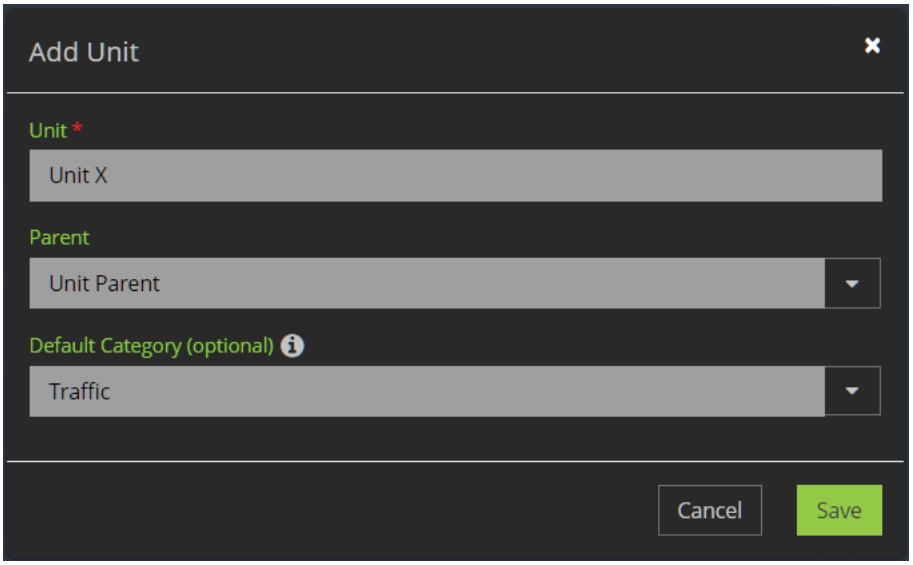


Figure 176

6. Enter a **Unit** name and use the drop-down list to select a **Default Category** for evidence assigned to this unit.
7. Optionally, you may create a *child* unit by selecting a **Parent** unit from the drop-down list of eligible parent units.
8. When you are finished, click **Save**.

9. The unit is displayed in the list of units.

Note: The default category is used to automatically apply a category to videos and files that are uncategorized 24 hours after upload to VIEVU Solution. This is useful for users who frequently apply the same category to their videos.

Edit Unit

You can change the details of units that have previously been defined.

➔ To edit a unit:

1. From the tabs at the top of the VIEVU Solution main screen, click on **Settings**.
2. From the left-side toolbar, click on **Units.**
3. The Units screen is displayed.
4. Click the Edit icon next to the unit you want to change (Figure 207).

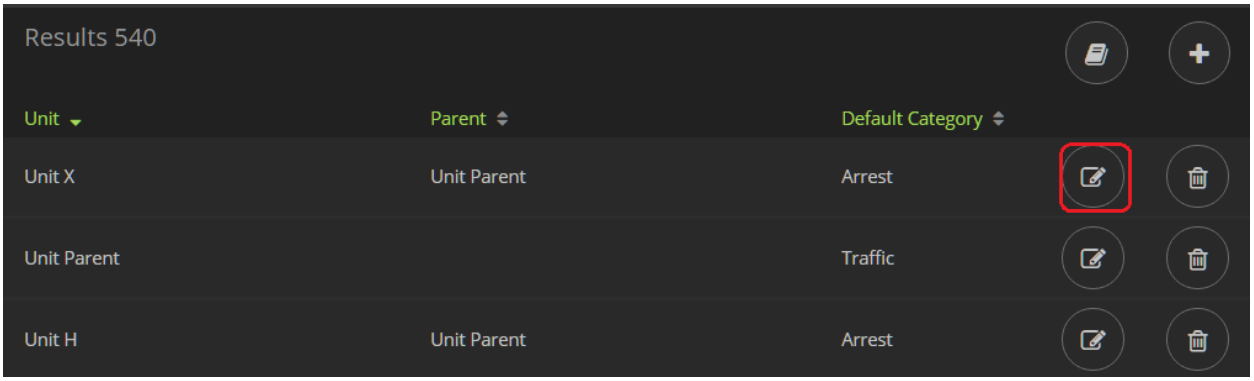


Figure 177

5. The **Edit Unit** window is displayed (Figure 208).

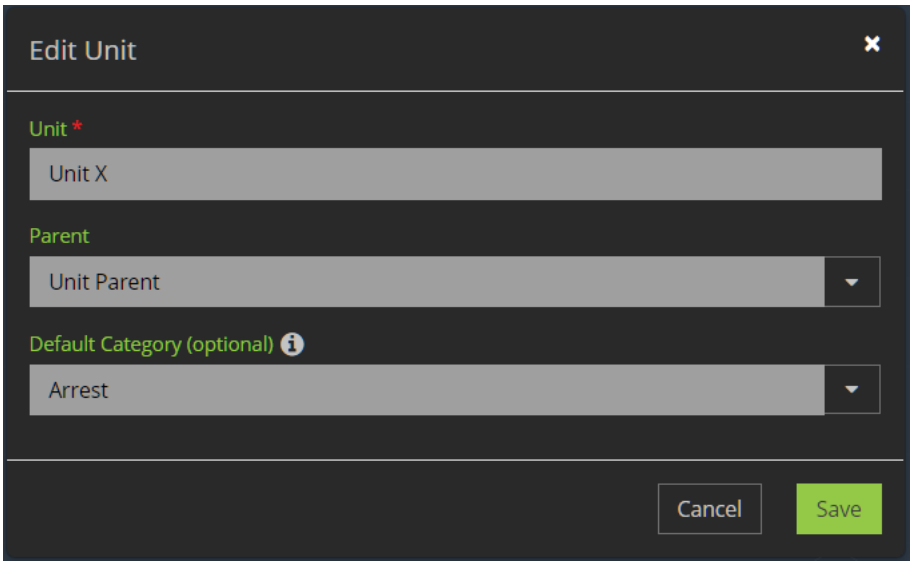


Figure 178

6. You are able to change the **Name** and **Default Category** of the unit. (If the unit is a parent unit, you will not see the parent field.) If it is not a parent unit, you can select a **Parent** for the unit.

7. When you are finished, click **Save**.
8. The change to the unit is displayed in the Units screen.

Remove Unit

➔ To remove a previously added unit:

1. From the tabs at the top of the VIEVU Solution main screen, click on **Settings**.
2. From the left-side toolbar, click on **Units.**
3. The Units screen is displayed.
4. Click the Delete icon next to the location you want to remove (Figure 209).

Figure 179

5. A confirmation screen is displayed.

Note: If the unit is a parent, you will be informed how many child units are attached to the parent, on the Confirmation window (Figure 210).

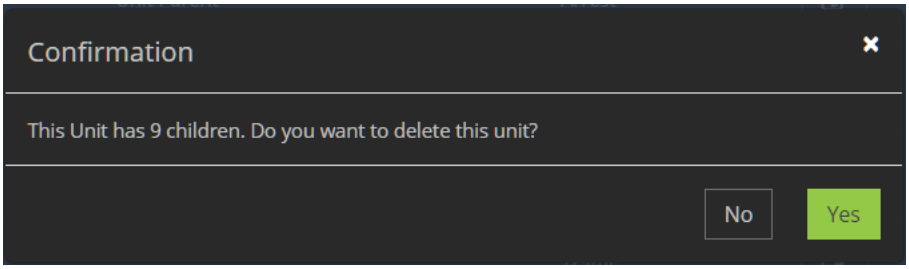


Figure 180

6. Click **Yes** to confirm the deletion.
7. The unit is removed from the list of units.

Note: You cannot remove a unit to which users or evidence is currently assigned.

Export Units

➔ To download the list of units to a CSV file:

1. From the tabs at the top of the VIEVU Solution main screen, click on **Settings**.
2. From the left-side toolbar, click on **Units.**
3. The Units screen is displayed.
4. Click the **Export to Excel** icon located in the top-right corner of the Units Screen (Figure 211).

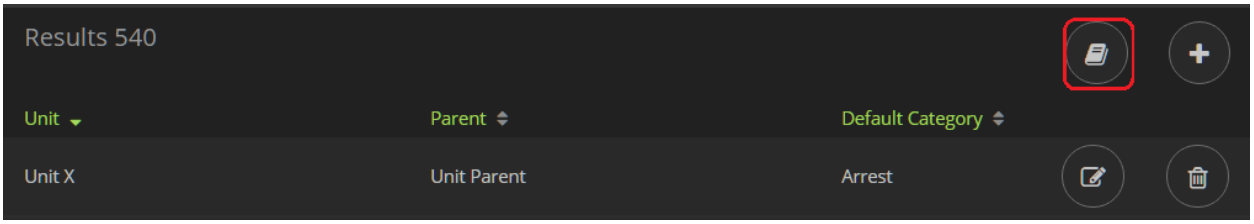


Figure 181

5. A confirmation screen is displayed.
6. Click **Yes** to confirm the download.
7. A CSV file containing all units, their categories and parents, is downloaded to your computer.

Note: You can open the CSV file with Microsoft Excel.

Organize Units

You are able to decide how many units to display on a single page.

➔ To select a units page size:

1. From the tabs at the top of the VIEVU Solution main screen, click on **Settings**.
2. From the left-side toolbar, click on **Units**.
3. The Units screen is displayed.
4. Select a larger Page Size at the bottom right of the screen to see the number of pages decrease and the number of items per page increase (Figure 212).

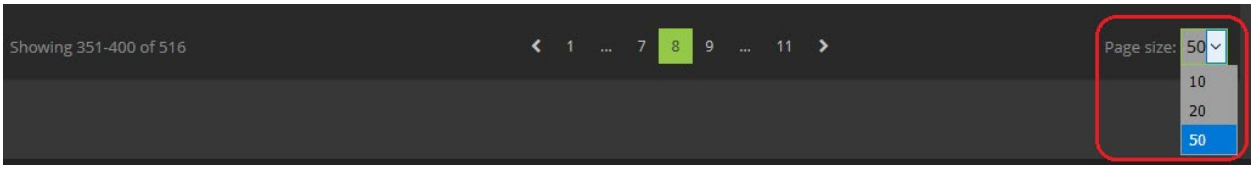


Figure 182

Ranks

The Ranks screen allows you to capture a *title* for users of VIEVU Solution. These *titles* (or ranks), may be imported from an Active Directory connection to your users, or they may be entered manually through the Ranks screen. Ranks include a name and an abbreviation for the name. The rank (or its abbreviation), is displayed in VIEVU Solution, before a user's name.

Synchronize Ranks

Ranks may be synchronized from your Active Directory system.

➔ To synchronize ranks with an AD system:

1. From the top of the VIEVU Solution main screen, click the **Settings** tab.
2. From the left-side toolbar, click on **Active Directory**.
3. The AD Sync window is displayed (Figure 213).

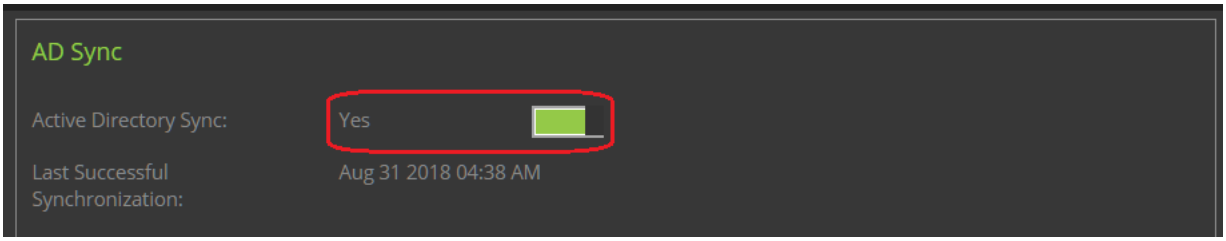


Figure 183

4. Set the **Active Directory Sync** toggle to **Yes**.
5. Click on **Save** at the bottom left of the AD Sync window.
6. Ranks in VIEVU Solution are now imported from and synchronized with, your Active Directory system.

Create Rank

If Active Directory Synchronization is disabled, you may add ranks to VIEVU Solution manually.

➔ To add to the list of available ranks:

1. From the top of the VIEVU Solution main screen, click the **Settings** tab.
2. From the left-side toolbar, click on **Ranks**.
3. The Ranks screen is displayed showing ranks that are currently defined (Figure 214).

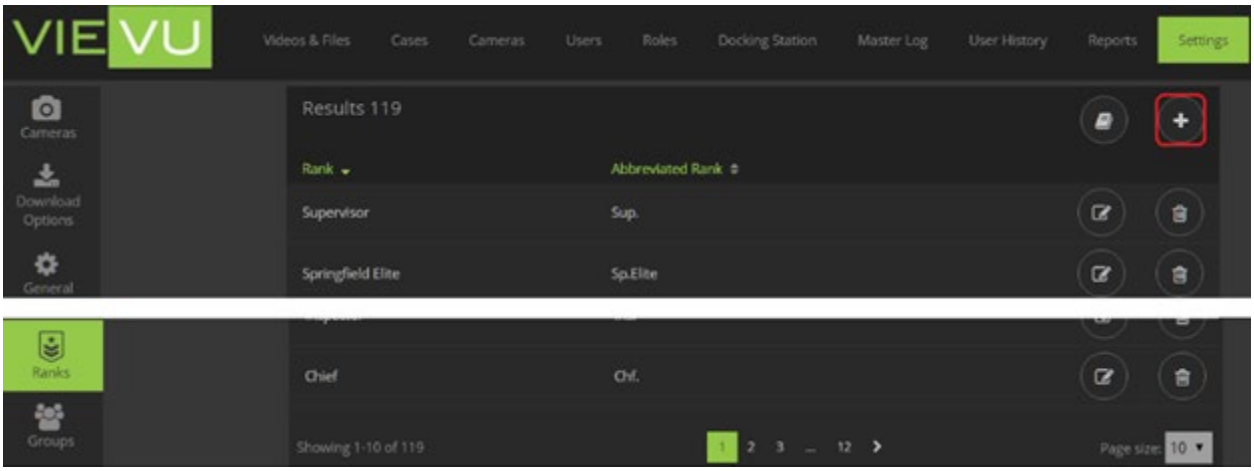


Figure 184

4. On the top-right corner of the Results window, click the **Add** icon.
5. The **Add Rank** window is displayed (Figure 215).

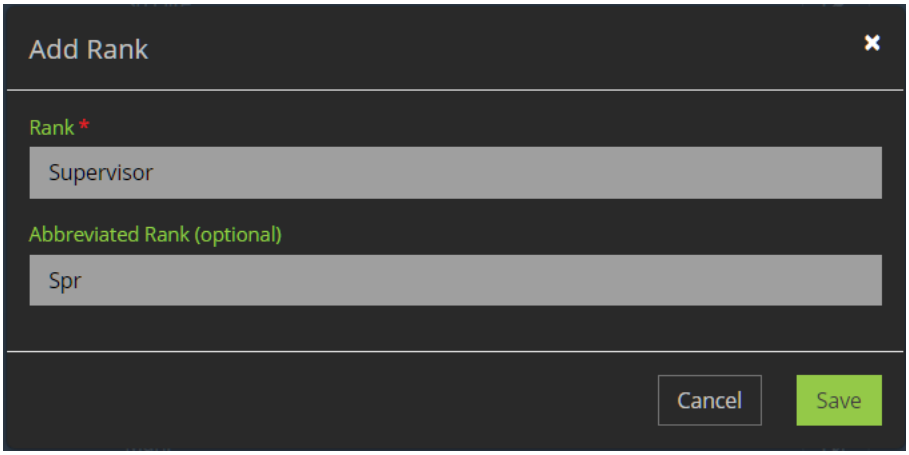


Figure 185

6. Enter a unique **Rank** name and **Abbreviated Rank** name.
7. When you are finished, click **Save**.
8. The rank is displayed in the ranks screen.

Edit Rank

If Active Directory Synchronization is disabled, you may edit ranks in VIEVU Solution. If Active Directory synchronization is enabled, you are able to edit the abbreviation for the rank.

➔ To edit a rank in VIEVU Solution:

1. From the top of the VIEVU Solution main screen, click the **Settings** tab.
2. From the left-side toolbar, click on **Ranks**.
3. The Ranks screen is displayed, showing ranks that are currently available.
4. Click on the Edit icon to the right of the rank that you wish to change (Figure 216).

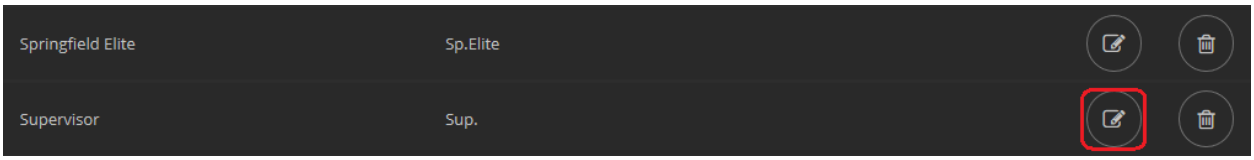


Figure 186

5. The Edit Rank window is displayed (Figure 217).

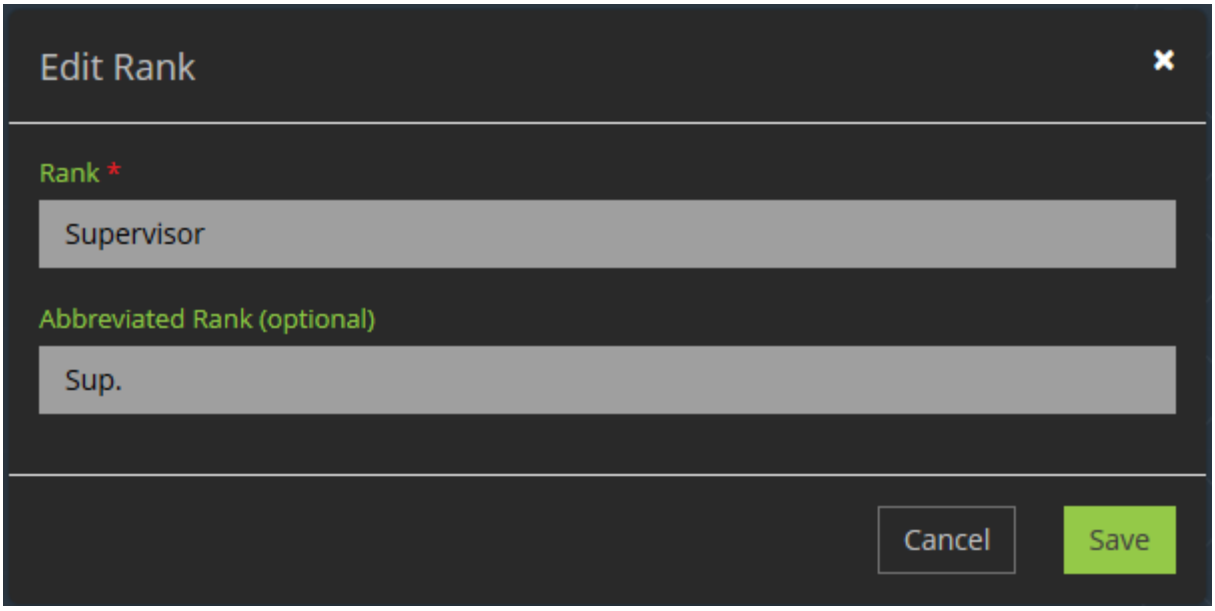


Figure 187

6. Click **Save**.
7. Your changes are displayed in the Ranks screen.

Delete Rank

If Active Directory Synchronization is disabled, you may delete unused ranks from VIEVU Solution.

➔ To delete a rank:

1. From the top of the VIEVU Solution main screen, click the **Settings** tab.
2. From the left-side toolbar, click on **Ranks**.
3. The Ranks screen is displayed.
4. Click on the Delete icon to the right of the rank that you wish to remove from the list (Figure 218).

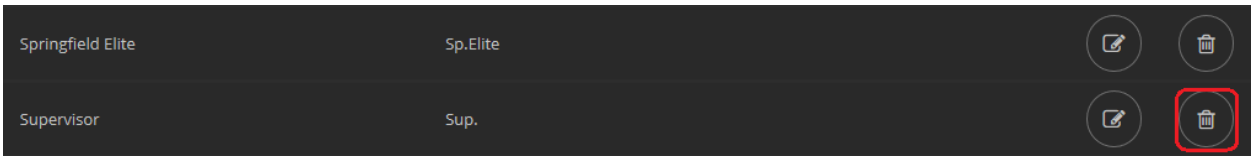


Figure 188

5. A **Confirmation** window is displayed.
6. Click **Yes** to confirm deletion of the rank.
7. The rank is removed from the list of ranks available to VIEVU Solution.

Export Ranks

You are able to create a spreadsheet of ranks and their abbreviations, from VIEVU Solution.

➔ To export the list of ranks as a CSV file:

1. From the tabs at the top of the VIEVU Solution main screen, click on **Settings**.
2. From the left-side toolbar, click on **Ranks**.
3. The Ranks screen is displayed.

4. Click the **Export to Excel** icon in the top-right corner of the Ranks screen (Figure 219).

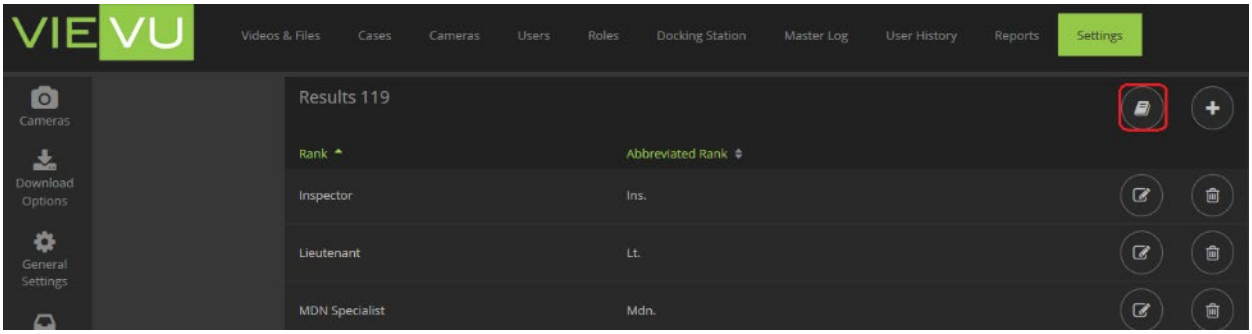


Figure 189

5. A confirmation is displayed.
6. Click **Yes**.
7. A CSV file containing all ranks is downloaded to your computer.

Note: You can open the CSV file with Microsoft Excel.

Organize Ranks

You are able to decide how many ranks to display on a single page.

➔ To select a ranks page size:

1. From the tabs at the top of the VIEVU Solution main screen, click on **Settings**.
2. From the left-side toolbar, click on **Ranks**.
3. The Ranks screen is displayed.
4. Select a larger **Page Size** at the bottom right of the screen to see the number of pages decrease and the number of items per page increase (Figure 220).

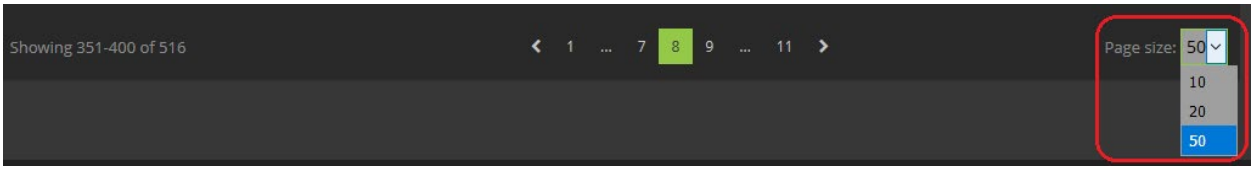


Figure 190

Groups

A group is a collection of users that can be used to share evidence with. A group allows you to share evidence by typing in a single group name, instead of individual user names. You can create a group, add or remove users from a group, rename and delete a group.

Create Group

You can create a group of users to share the same evidence with.

➔ To add a group of users to VIEVU Solution:

1. From the tabs at the top of the VIEVU Solution main screen, click on **Settings**.
2. From the left-side toolbar, click the **Groups** icon.

3. The Groups screen is displayed.
4. In the top-right corner of the Results window, click the Add (**+**) icon (Figure 221).

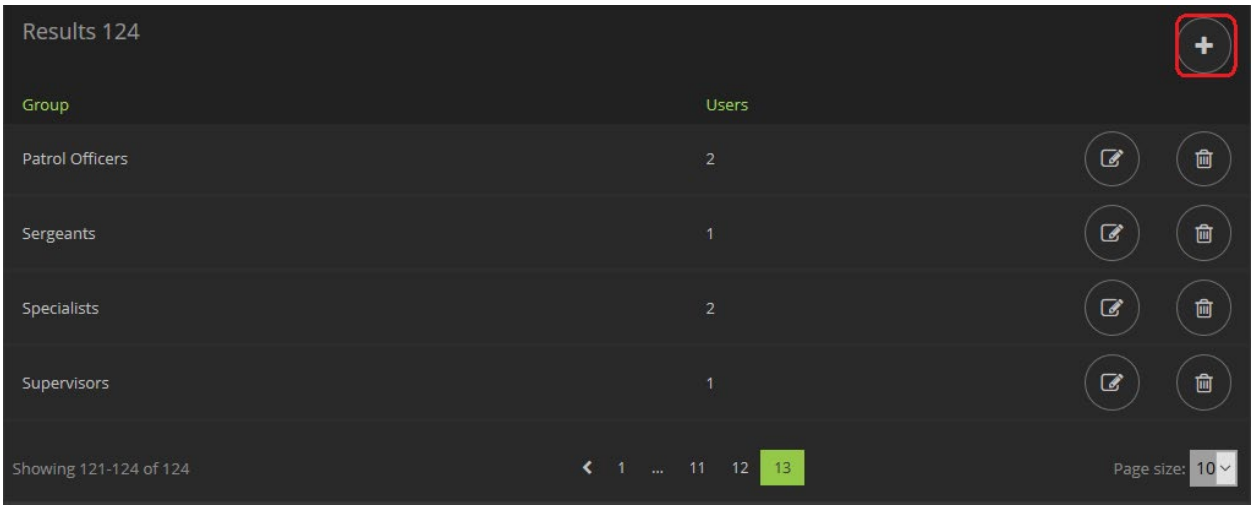
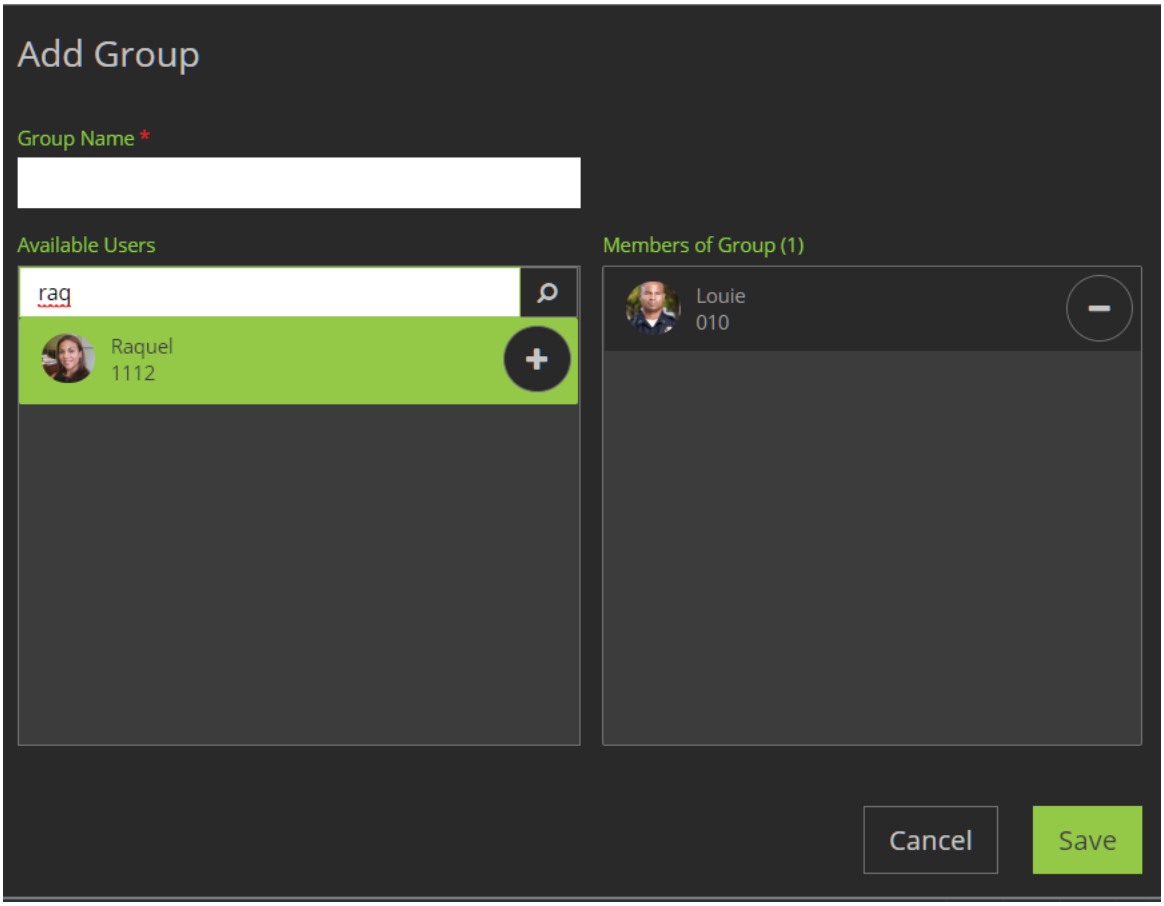


Figure 191

5. The **Add Group** window is displayed (Figure 222).


Add Group
Group Name *
Available Users
raq
Raquel
1112
Members of Group (1)
Louie
010
Cancel
Save

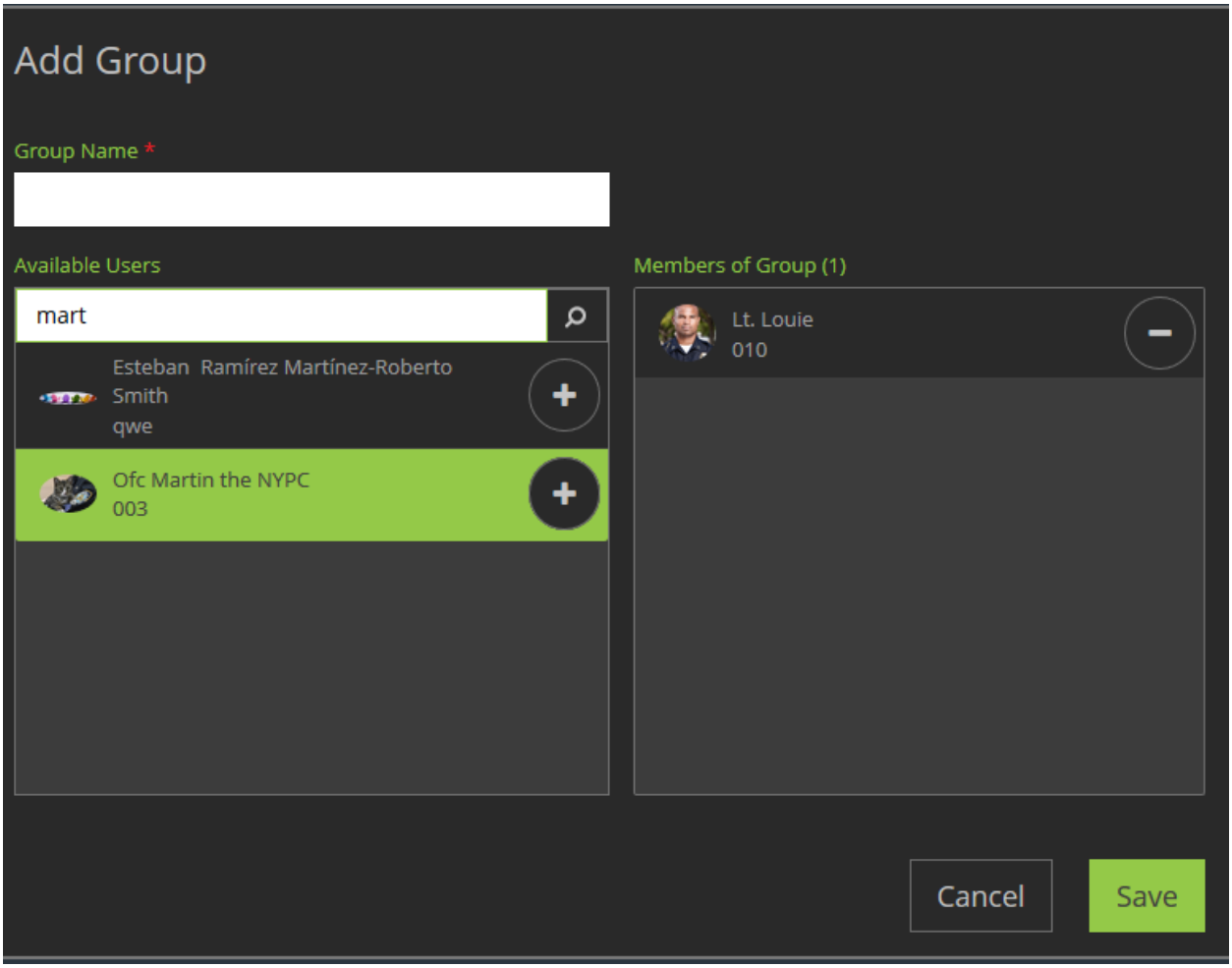


Figure 192

6. Enter a name for the new group.
7. In the **Available Users** field, enter the first letters of a user's name, or click the Magnifying Glass icon to see a list of available users.
8. Click the add (**+**), icon next to each user you want to add to the new group.
9. Click on the Minus (**-**), icon next to a user to remove them from the group.
10. When you are finished adding users, click **Save**.
11. The group is displayed on the Groups screen.

Edit Group

You can change a group of users.

➔ To edit a group of users to VIEVU Solution:

1. From the tabs at the top of the VIEVU Solution main screen, click on **Settings**.
2. From the left-side toolbar, click the **Groups** icon.
3. The Groups screen is displayed.
4. To the right of a group that you want to change, click the Edit icon (Figure 223).

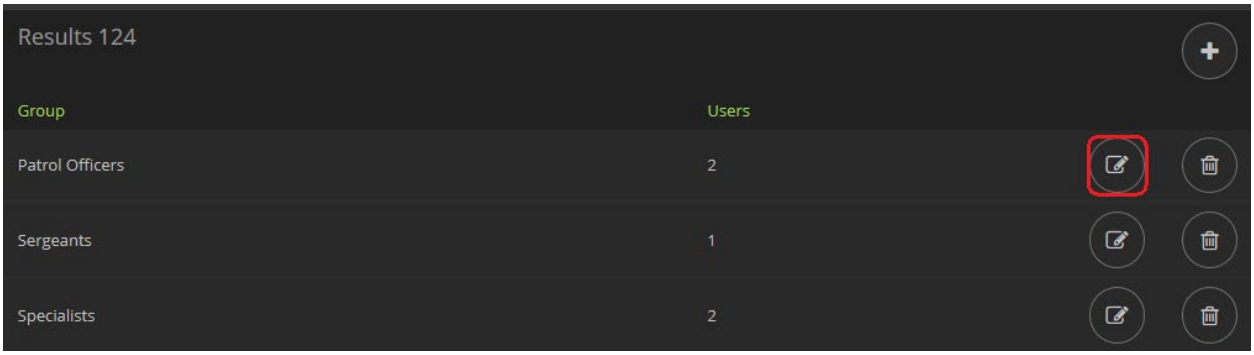


Figure 193

5. The **Edit Group** window is displayed.
6. Make and save changes to your group (as described when creating a group).

Delete Group

You are able to remove unwanted groups from VIEVU solution.

➔ To remove a group:

1. From the tabs at the top of the VIEVU Solution main screen, click on **Settings**.
2. From the left-side toolbar, click the **Groups** icon.
3. The Groups screen is displayed.
4. To the right of a group that you want to remove, click the Delete icon (Figure 224).

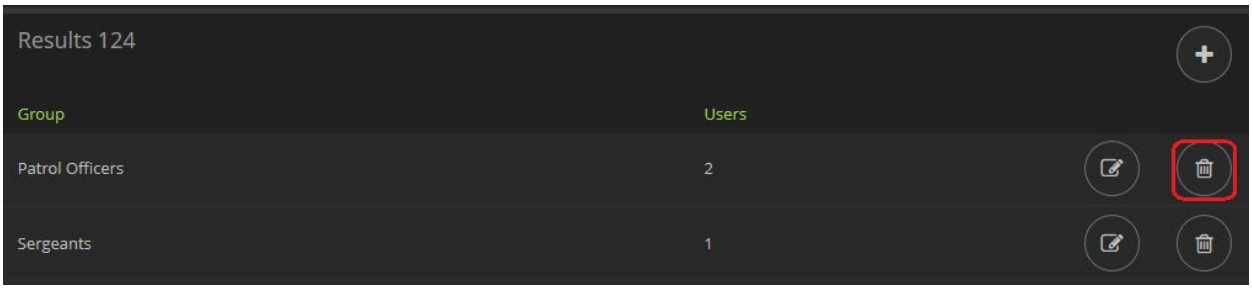


Figure 194

5. A confirmation screen is displayed.
6. Click on **Yes**.
7. The group is removed from the Groups screen.

Organize Groups

You are able to decide how many groups to display on a single page.

➔ To select a groups page size:

1. From the tabs at the top of the VIEVU Solution main screen, click on **Settings**.
2. From the left-side toolbar, click on **Groups**.
3. The groups screen is displayed.
4. Select a larger Page Size at the bottom right of the screen to see the number of pages decrease and the number of items per page increase (Figure 225).

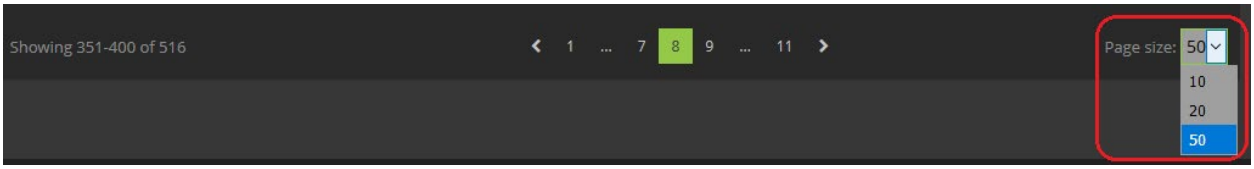


Figure 195

Multi-Factor Authentication

Multi-Factor Authentication provides additional security for your evidence, by requesting that users confirm their login credentials via email or a mobile text message. With Multi-Factor Authentication turned on, a user who tries to login from a device that they have no logged in from before, will be asked to respond to an email or to a text message in order to confirm their identity. This confirmation is sent to the user's email address, or to a phone number, if one is provided.

A user with Edit Settings permission can turn on Multi-Factor Authentication for your VIEVU Solution system.

Change Multi-Factor Authentication

Multi-Factor Authentication can be turned on or off at any time.

➔ To change the multi-factor authentication setting:

1. From the tabs at the top of the VIEVU Solution main screen, click on **Settings**.
2. From the left-side toolbar, click on **Multi-Factor Authentication**.
3. The **Multi-Factor Authentication** screen is displayed (Figure 226).

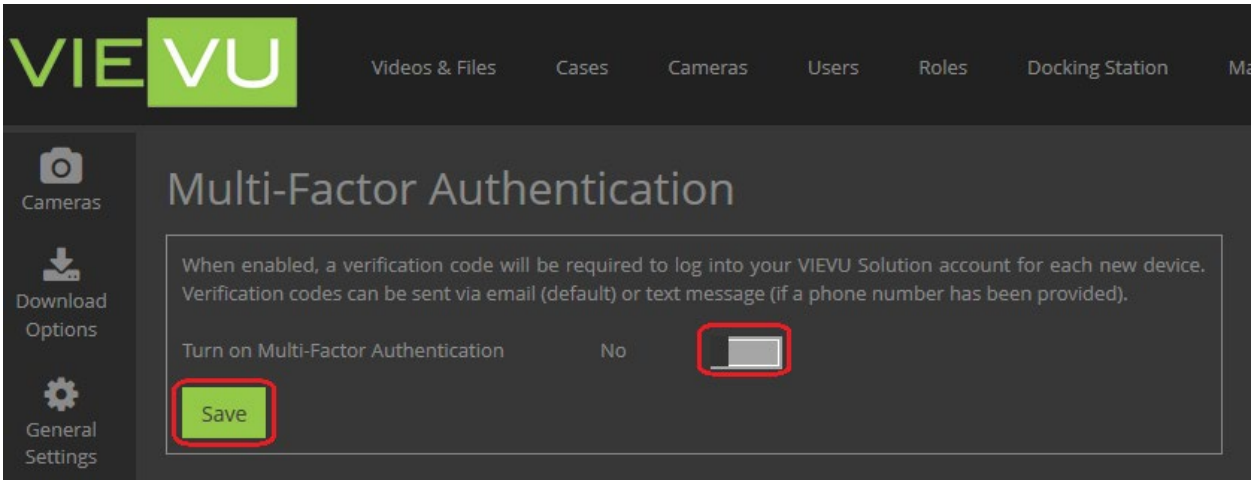


Figure 196

4. Click the **Yes**/**No** toggle to switch between turning the authentication **On** and **Off**.
5. Click **Save** when done.
6. A user attempts to login to VIEVU Solution.
7. They are requested to enter a verification code. The user can choose to have the verification code sent either:

   - via email or
   - via a text message, if a phone number has been provided.

8. The user enters the verification code to login to VIEVU Solution.

When the user attempts to login again from the same device, a verification code will not be requested.

Restrict IP

IP restrictions provide added security, such that users are only allowed to login to VIEVU Solution from approved computers. By adding an IP address to the IP restriction table on the Settings page, the only computers that are allowed access are those with the IP addresses listed. If no IP addresses are listed on the IP restriction table, all computers are allowed access to the VIEVU Solution.

A user with Edit Settings permission can restrict IP Address access to your system at any time.

Add IP Restrictions

You can add system access restrictions to VIEVU Solution by entering IP Addresses that are allowed to access the system.

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

➔ To restrict IP addresses that can access VIEVU Solution:

1. From the tabs at the top of the VIEVU Solution main screen, click on **Settings**.
2. From the left-side toolbar, click on **Restrict IP**.
3. The IP address screen is displayed (Figure 227).
4. In the top-right corner of the Results window, click the **Add** icon.

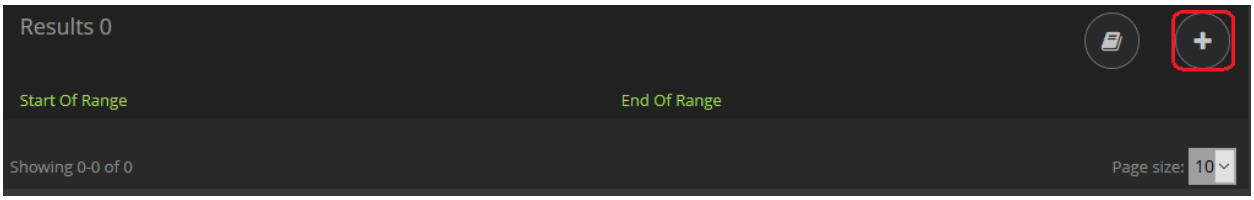


Figure 197

5. The IP Restriction window is displayed (Figure 228).

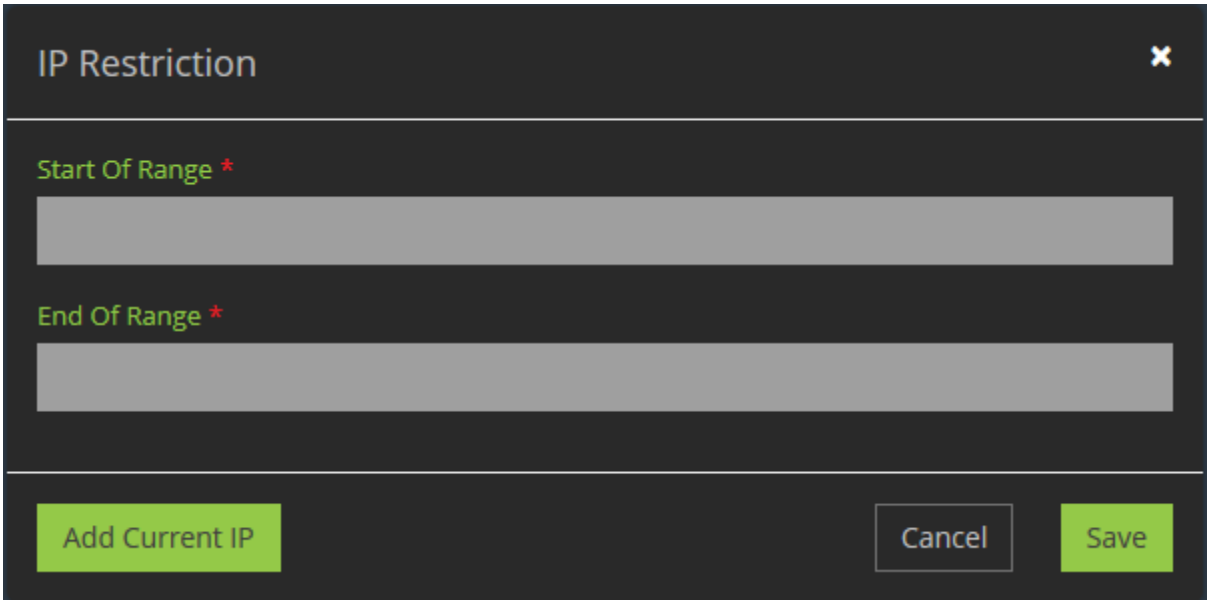


Figure 198

6. Enter the **Start** and **End** of a restricted IP Address range.
   - To enter your IP address into both fields, click the **Add Current IP** button.
7. When you are finished, click **Save**.
8. The IP restriction is added to the IP Address screen.

Edit IP Restrictions

You are able to change restrictions on IP Addresses.

➔ To change the restrictions on IP addresses:

1. From the tabs at the top of the VIEVU Solution main screen, click on **Settings**.
2. From the left-side toolbar, click on **Restrict IP**.
3. The IP address screen is displayed
4. Click the **Edit** icon next to the IP address range you want to change (Figure 229).

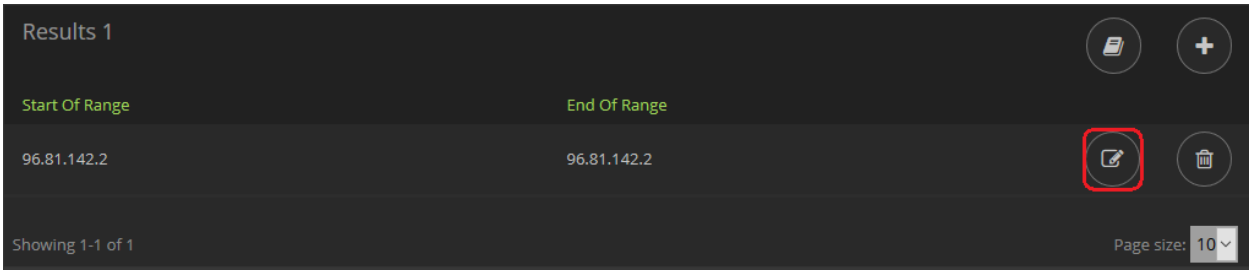


Figure 199

5. Make changes to the start and end ranges of your IP address.
6. When you are finished, click **Save**.
7. The IP restriction is displayed on the IP Address screen.

Remove Restrictions

➔ To remove restrictions on IP addresses:

1. From the tabs at the top of the VIEVU Solution main screen, click on **Settings**.
2. From the left-side toolbar, click on **Restrict IP**.
3. The IP address screen is displayed
4. Click the **Delete** icon next to the restriction you want to remove.

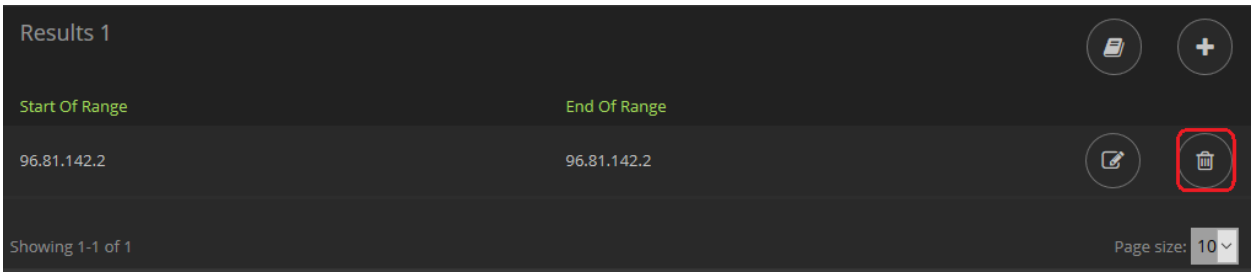


Figure 200

5. A confirmation screen is displayed.
6. Click **Yes** to confirm the deletion.
7. The IP restriction is removed from the IP Address screen.

Export Restrictions

➔ To export the list of IP Restrictions to a CSV file:

1. From the tabs at the top of the VIEVU Solution main screen, click on **Settings**.
2. From the left-side toolbar, click on **Restrict IP**.
3. The IP address screen is displayed
4. Click the **Export to Excel** icon in the top-right corner of the Results window.
5. A confirmation screen is displayed.
6. Click **Yes** to confirm the download.
7. A CSV file containing the IP Address restrictions is downloaded to your computer.

Tip: You can open the CSV format export with Microsoft Excel

Access Token

An *access token* is used to provide secure access to the VIEVU Solution system from systems that do not require user authentication, such as the Docking Station. There is only one access token in use at any given time.

Retrieve Access Token

You may need to copy your VIEVU Solution access token to a system that requires access to VIEVU Solution.

➔ To copy your access token:

1. From the tabs at the top of the screen, click on **Settings**.
2. From the left-side toolbar, click on **Access Token**.
3. The Active Access Token window is displayed, showing your active token.
4. Click **Copy** to **Clipboard**.
5. You are now able to paste the token into other systems.

Note: The Access Token allows for a secure connection from software without a User Login such as with the Docking Station.

Note: If Copy to Clipboard does not work, Java is not installed on the computer. Alternatively, you can manually select and copy the link.

Reset Access Token

➔ To generate a different access token:

1. From the tabs at the top of the screen, click on **Settings**.
2. From the left-side toolbar, click on **Access Token**.
3. The Active Access Token window is displayed, showing your active token.
4. In the top-right corner of the Active Access Token window, click the **Change Access Token** icon (Figure 231).

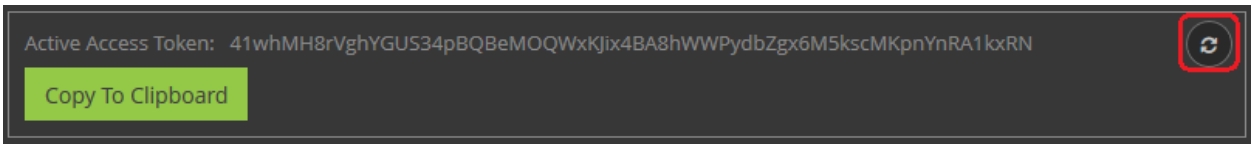


Figure 201

5. A confirmation window is displayed (Figure 232).

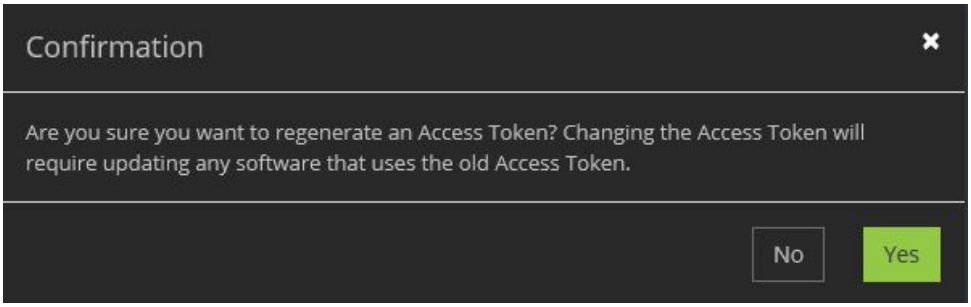


Figure 202

6. Click **Yes** to regenerate your access token.

Note: Resetting the Access Token prevents all software that uses the token from connecting.

Active Directory & ADFS

Note: This feature may not be available with your subscription.

AD Sync is a VIEVU application that ensures that user information in VIEVU solution is the same as that for the same users in an Active Directory system.

With AD synchronization enabled, Active Directory Federation Services provides users with single sign-on access to systems and applications located across organizational boundaries.

Active Directory Sync Settings

The VIEVU Solution AD Sync utility functions as a client application installed on a local computer which synchronizes your local Active Directory user accounts with the VIEVU Solution software. You are able to see view information about this utility from VIEVU Solution.

For setup instructions and more details about AD synchronization, see *Appendix A : AD Sync and* ADFS in this guide.

➔ To enable AD Synchronization:

1. From the tabs at the top of the VIEVU Solution main screen, click on **Settings**.
2. From the left-side toolbar, click on **Active Directory**.
3. The AD Sync window is displayed.
4. Set on the **Active Directory Sync** toggle to **Yes** (Figure 233).

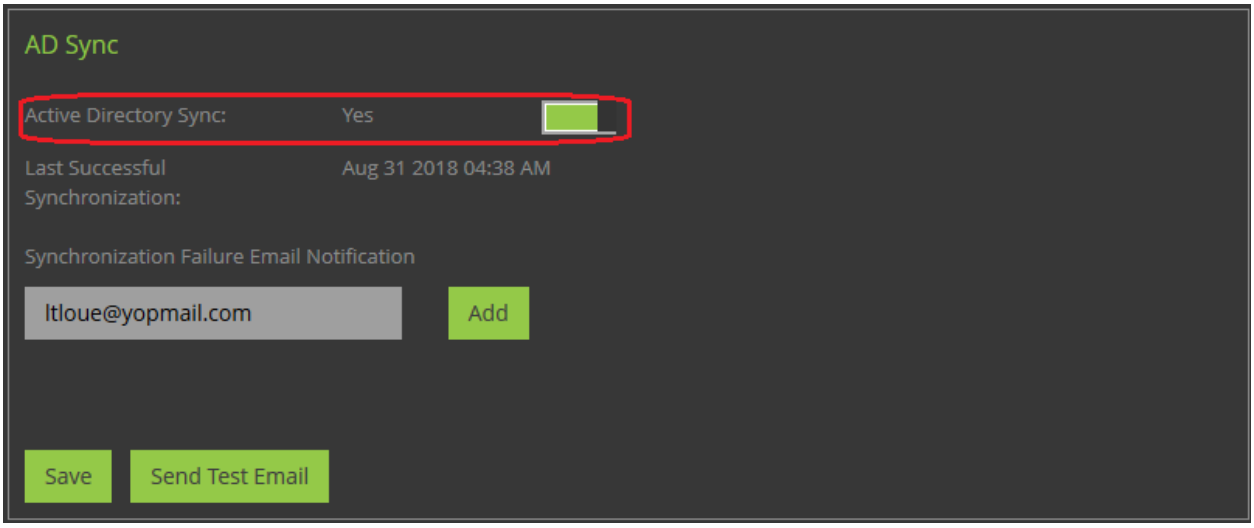


Figure 203

➔ To subscribe to synchronization information about AD Sync:

1. From the tabs at the top of the VIEVU Solution main screen, click on **Settings**.
2. From the left-side toolbar, click on **Active Directory**.
3. The AD Sync window is displayed providing current synchronization information.
4. Enter your email address into the **Synchronization Failure Email Notificatio**n field and click **Add** (Figure 234).

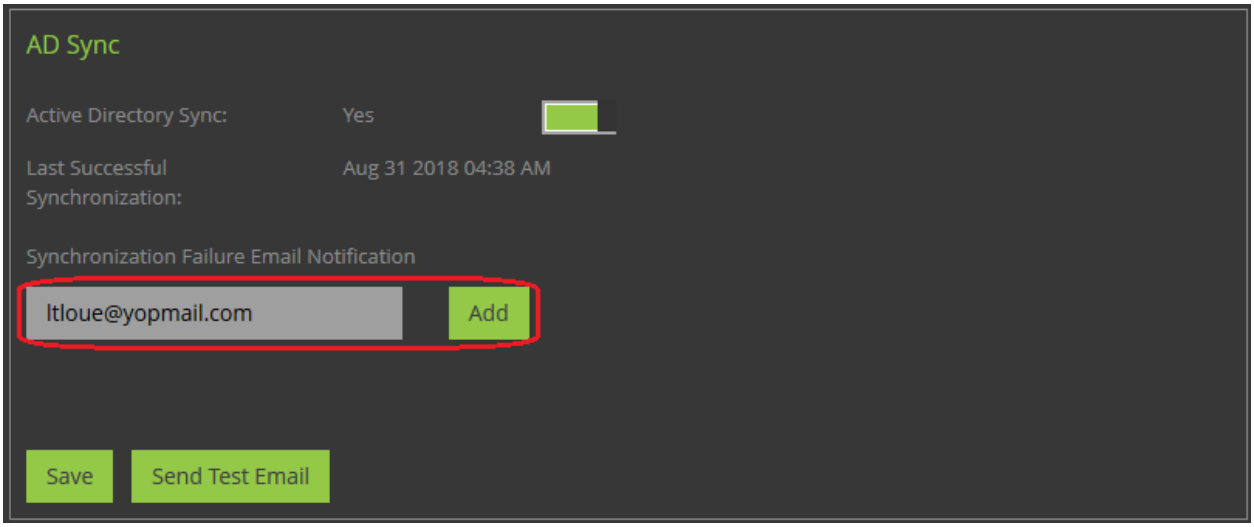


Figure 204

5. Click on **Send Test Email** to generate an email to your email address.
6. Click on **Save** to update the list of email addresses.
7. Next time synchronization occurs with your Active Directory system, you will receive an email containing any failures that occurred.

ADFS Settings

ADFS allows user passwords to be synchronized between your Active Directory system and VIEVU Solution. With ADFS enabled, user will login to VIEVU Solution using their Active Directory password.

For setup instructions and more details about ADFS services, see *Appendix A : AD Sync and* ADFS in this guide.

➔ To enable ADFS for VIEVU Solution:

1. From the tabs at the top of the VIEVU Solution main screen, click on **Settings**.
2. From the left-side toolbar, click on **Active Directory**.
3. The Active Directory Federation Services window is displayed.
4. Set the **Active Directory Federation** switch to **Yes** (Figure 235).

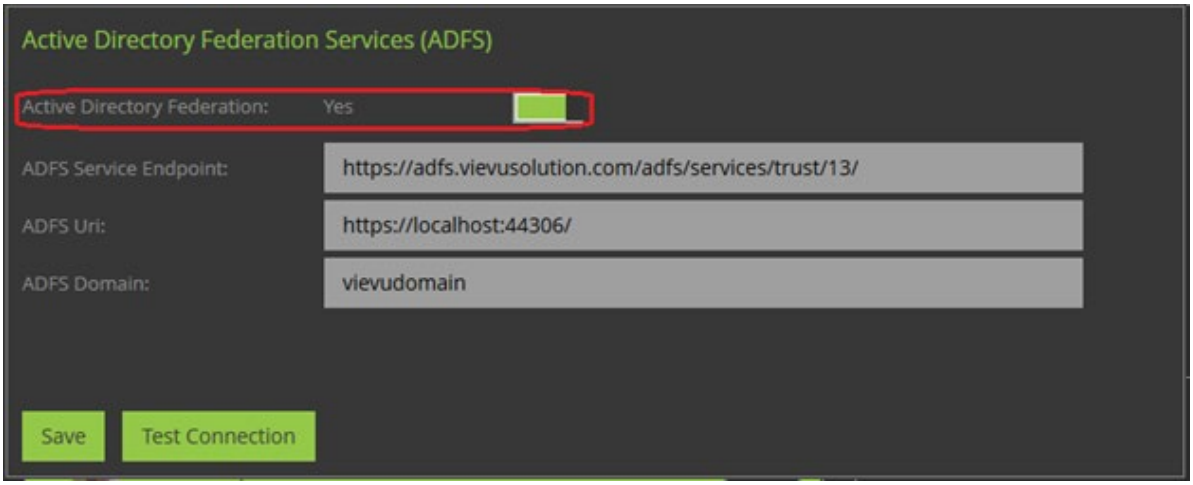


Figure 205

5. Enter a URL for your ADFS Service Endpoint, your ADFS URI and ADFS domain name.
6. Verify that the ADFS information is correct by clicking on **Test Connection**.
7. You are prompted to enter a Login name and Password to connect to ADFS (Figure 236).

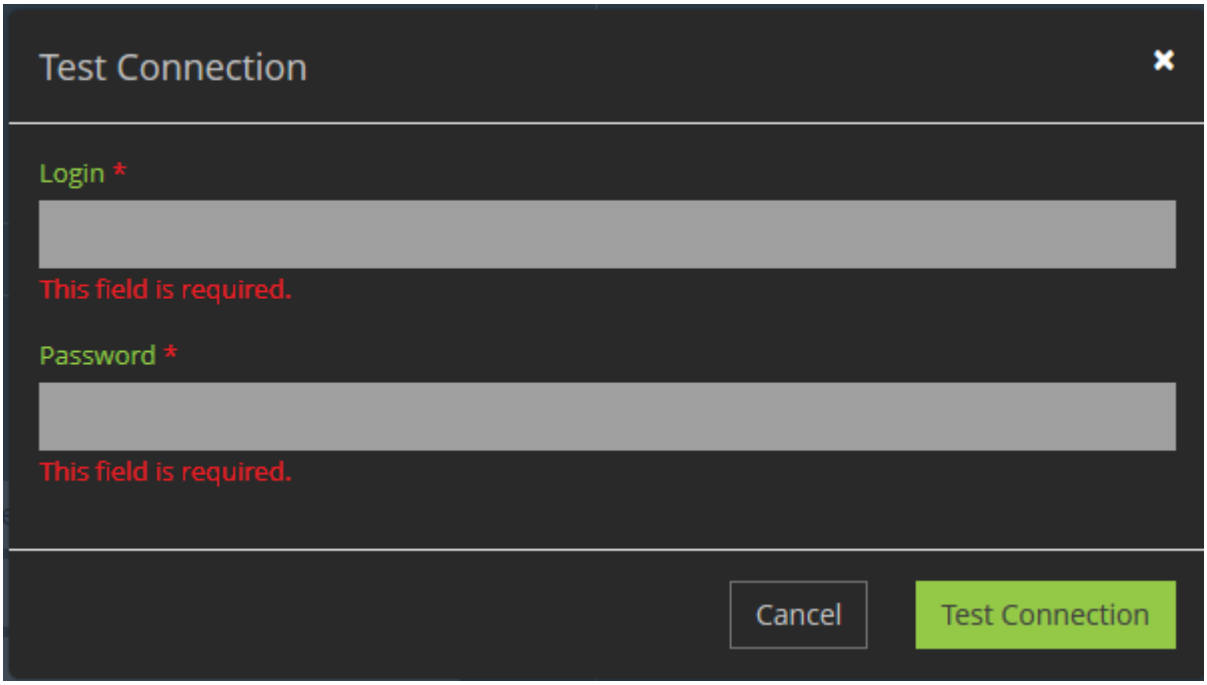


Figure 206

8. Enter a valid username and a password and click on Test Connection.

CAD-RMS Sync

Note: This feature may not be available with your subscription.

The *CAD-RMS Sync* window allows provides information on the last successful synchronization and prompts for the email addresses to notify in the event of a synchronization failure.

For setup instructions and more details, see Appendix B : CAD-RMS Sync in this guide.

Enable CAD-RMS Sync

From the CAD-RMS sync window you may turn on or off CAD-RMS synchronization.

➔ To enable CAD-RMS synchronization:

1. From the tabs at the top of the VIEVU Solution main screen, click on **Settings**.
2. From the left-side toolbar, click on **CAD-RMS Sync**.
3. The **CAD RMS Sync** window is displayed, providing information on the last successful synchronization.
4. Set the **CAD-RMS Sync** toggle to **Yes** (Figure 237).

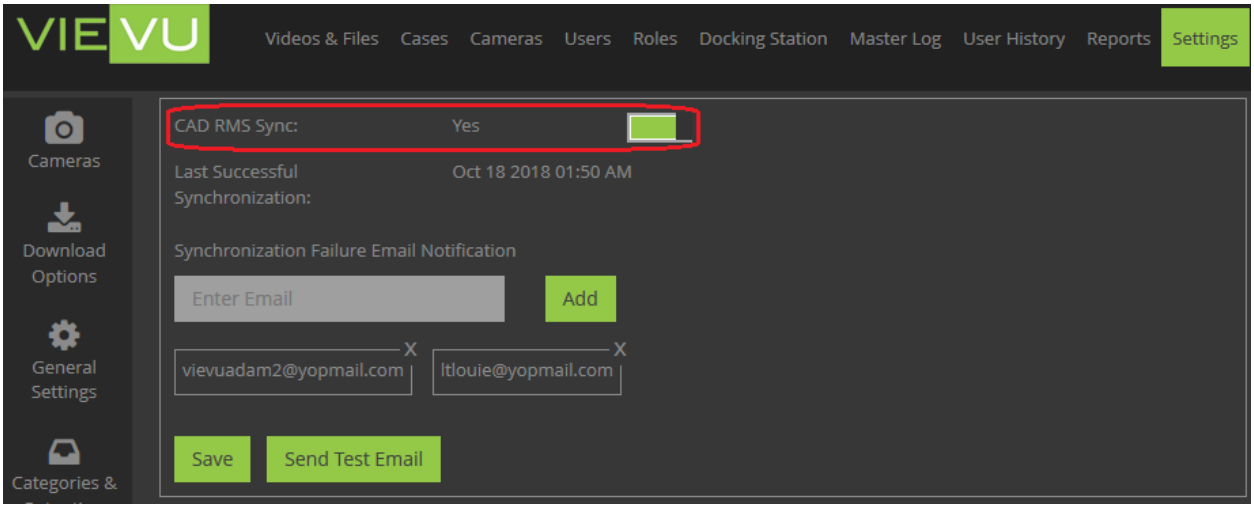


Figure 207

5. Selected evidence details will be mapped from your CAD-RMS system to VIEVU Solution.

CAD-RMS Sync Settings

From the CAD-RMS sync window you may subscribe to CAD-RMS Sync notifications.

➔ To request CAD-RMS Synchronization failure notifications:

1. From the tabs at the top of the VIEVU Solution main screen, click on **Settings**.
2. From the left-side toolbar, click on **CAD-RMS Sync**.
3. The CAD RMS Sync window is displayed, with a list of email addresses currently receiving notifications of failure.
4. Enter your email address in the Synchronization Failure Email Notification field and click on Add (Figure 238).

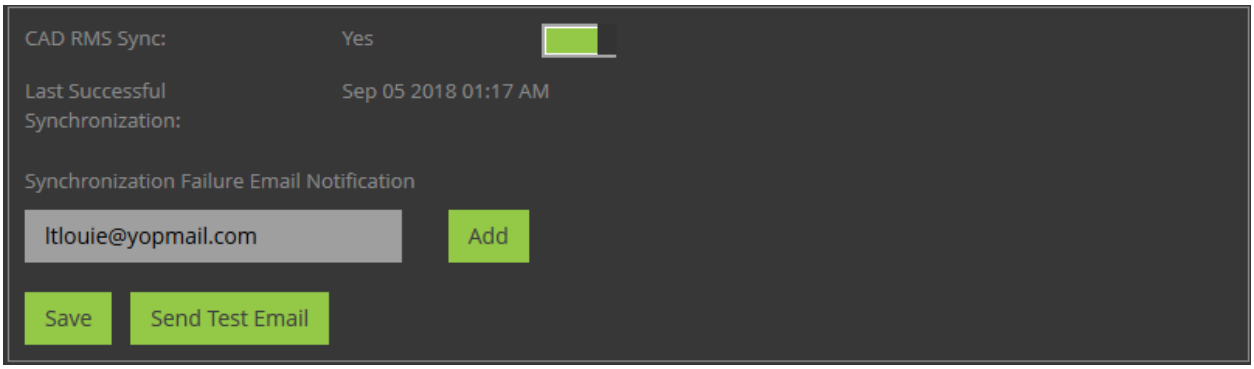


Figure 208

5. Click on **Send Test Email** to confirm your email address.
6. You are sent a test email.
7. Click on **Save** to update the list of email addresses.
8. You will receive an email in the event of a CAD-RMS synchronization failure.

Uncategorized Videos Notification

VIEVU Solution can send automatically send out a daily report of uncategorized video files.

Notify Of Uncategorized Videos

If categorization of video evidence is important to your agency, you can use the following procedure to be notified of videos in VIEVU Solution that are not currently categorized.

➔ To set yourself up for uncategorized video notifications:

1. From the tabs at the top of the VIEVU Solution main screen, click on **Settings**.
2. From the left-side toolbar, click on **Uncategorized Videos Notification**.
3. The Uncategorized Videos Notification window is displayed (Figure 239).

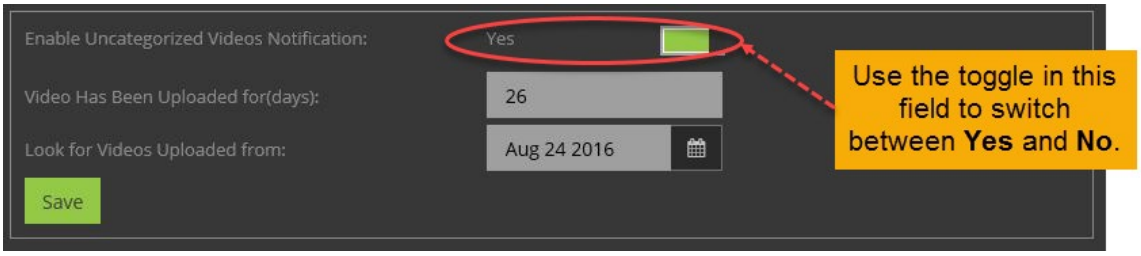


Figure 209

4. In the **Enable Uncategorized Videos Notification:** field, click the **Yes**/**No** toggle to select whether to enable Uncategorized Video Notification.
5. In the **Video Has Been Uploaded for (days):** field, enter the maximum number of days to wait before flagging a video as Uncategorized.
   - The count of days begins when the uncategorized video is uploaded.
6. In the **Look for Videos Uploaded from:** field, use the calendar to select a specific start date after which all videos should be categorized.
   - For example, if you select Jan 1, 2017, all videos generated after that date and not yet categorized will be flagged as **Uncategorized**.
7. When you are satisfied with your selections, click **Save**.
8. A window is displayed confirming that the settings have been successfully saved.

Camera Checkout Notifications

VIEVU Solution can send automatically send out a daily report of uncategorized video files.

Notify of Camera Checkout

If your agency allows cameras to be checked out through VIEVU Solution connector, you can use the following procedure to be notified when cameras are checked out to users.

➔ To set up camera checkout notification:

1. From the top of the VIEVU0 Solution Main window, click the **Settings** tab.
2. From the left-side tool bar, click **Camera Checkout Notification**.
3. The Camera Checkout notification window is displayed (Figure 240).

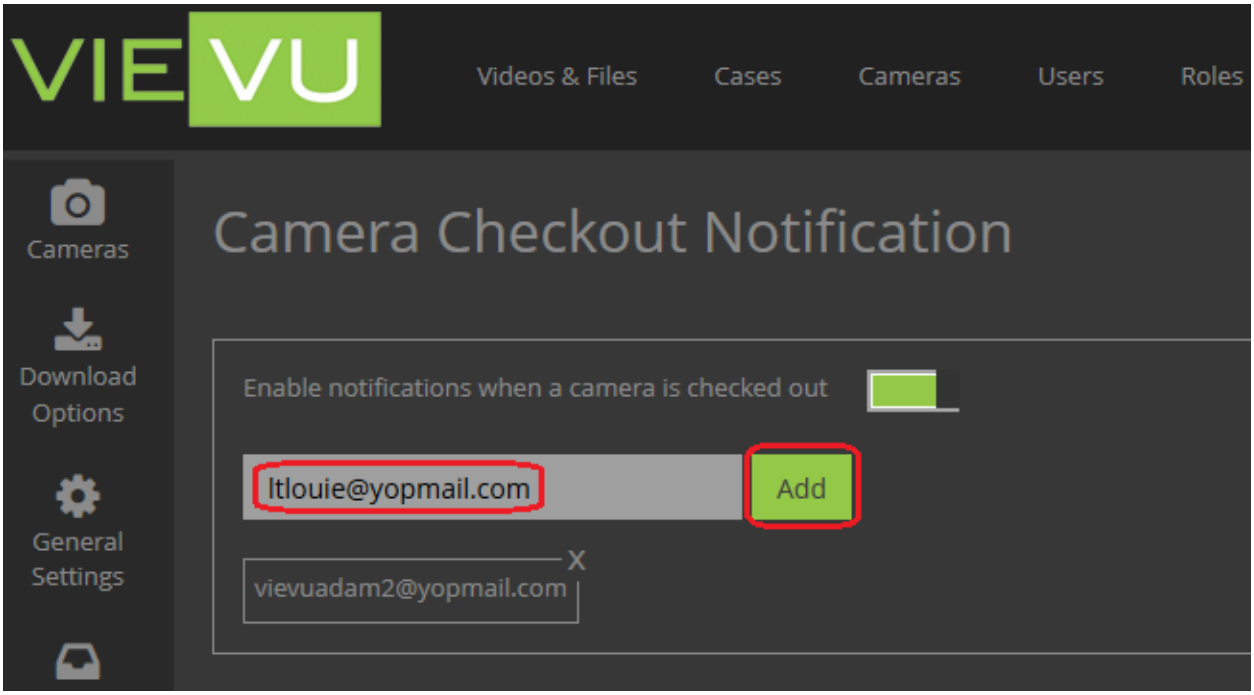


Figure 210

4. Set the **Enable notifications when a camera is checked out** toggle.
5. In the email field, enter your *email address*.
6. You will receive notifications via email of all camera checkout operations.

Software & Documentation

The **Software & Documentation** icon on the VIEVU solution main page provides a simple method for accessing some of the key tools you can use to update camera firmware, install the VIEVU Solution Connector, or view and download any manual from the VIEVU Solution document set.

View VIEVU Solution Software & Documentation

You are able to download supporting software and documentation to your computer, from VIEVU solution.

➔ To access and download VIEVU Solution related software and documentation (including this manual),

1. From the tabs at the top of the VIEVU Solution main screen, click on **Settings**.
2. From the left-side toolbar, click on **Software & Documentation**.
3. The Software and Documentation window is displayed (Figure 241).

Figure 211

4. This window provides the options for the following:

   - **VIEVU Solution Connector Installer** – Click to download and install the VIEVU Solution Connector.
   - **VIEVU Support Documentation and User Guides** – Click to visit the VIEVU website from which you can view and download any of the VIEVU Solution documentation.
   - **Camera Firmware Update** - Click to visit the VIEVU website where you can view and download the latest firmware updates for any of the VIEVU cameras.

Restore Deleted Files

VIEVU Solution will keep deleted evidence items in a recycle bin until they are permanently deleted from the system. While in the recycle bin, a deleted item can be restored as an evidence item.

Restore Deleted Evidence

You are able to restore evidence moved to the recycle bin before it is permanently deleted.

➔ To restore an evidence item that was previously deleted:

1. From the tabs at the top of the VIEVU Solution main screen, click on **Settings**.
2. From the left-side toolbar, click on **Restore Deleted Files**.
3. The recycle bin is displayed.
4. Click the **Restore** icon to the right of the video or file you want to restore (Figure 242).

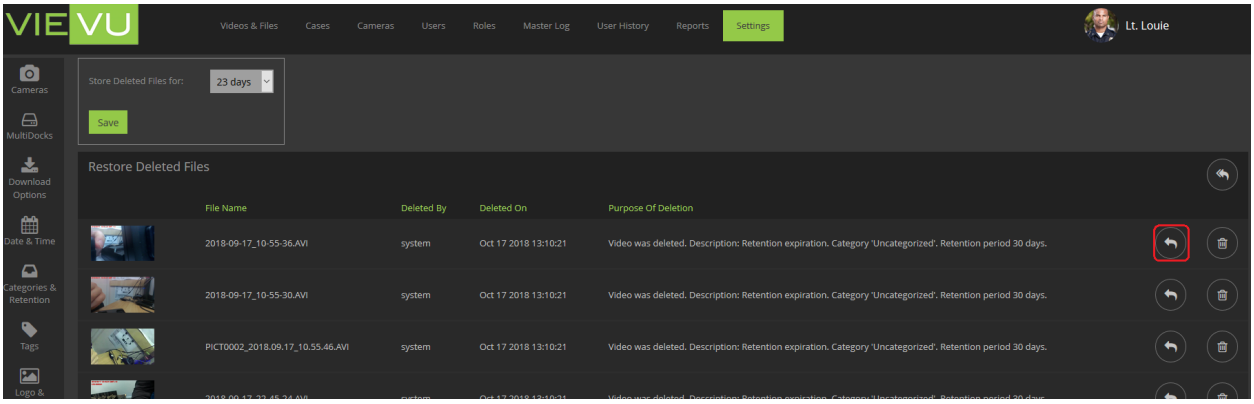


Figure 212

5. A confirmation screen is displayed.
6. Click **Yes**.
7. The video or file is restored to VIEVU solution as an evidence item along with all of its information.

Permanently Delete Video

You are able to completely remove a video or file from VIEVU Solution, by deleting it from the recycle bin.

➔ To permanently delete an evidence item that is in the recycle bin:

1. From the tabs at the top of the VIEVU Solution main screen, click on **Settings**.
2. From the left-side toolbar, click on **Restore Deleted Files**.
3. The recycle bin is displayed.
4. Click the **Permanently Delete** icon next to the video or file you want to purge from the system.

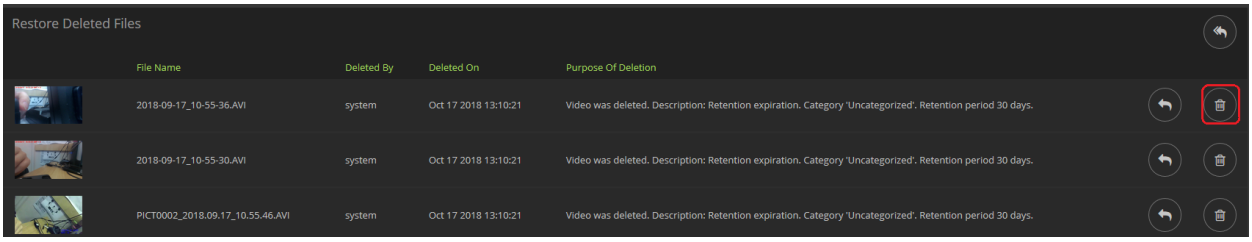


Figure 213

5. A confirmation screen is displayed.
6. Click **Yes** to confirm the deletion.
7. The video or file is no longer available from VIEVU Solution.

Restore All Deleted Videos

➔ To restore all evidence items in the recycle bin:

1. From the tabs at the top of the VIEVU Solution main screen, click on **Settings**.
2. From the left-side toolbar, click on **Restore Deleted Files**.
3. The recycle bin is displayed.
4. In the top-right corner of the Results window, click the **Restore All** icon.

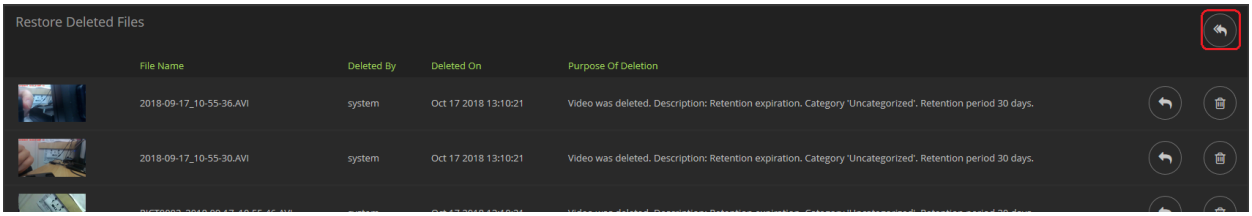


Figure 214

5. A confirmation screen is displayed.
6. Click **Yes** to restore the files.
7. All videos and files are restored to VIEVU solution as evidence items along with all of their information.

Change Deleted Video Retention Period

Items remain in the recycle bin for a predefined period of days. After that time expires they are permanently deleted. You are able to change the period that items remain in the recycle bin before being purged.

➔ To set to period in days, that an evidence item resides in the recycle bin before it is permanently deleted:

1. From the tabs at the top of the VIEVU Solution main screen, click on **Settings**.
2. From the left-side toolbar, click on **Restore Deleted Files**.
3. The recycle bin is displayed.
4. In the **Store Deleted Files for:** field, click on the drop-down list and select the number of days for which you want deleted files stored (Figure 245).

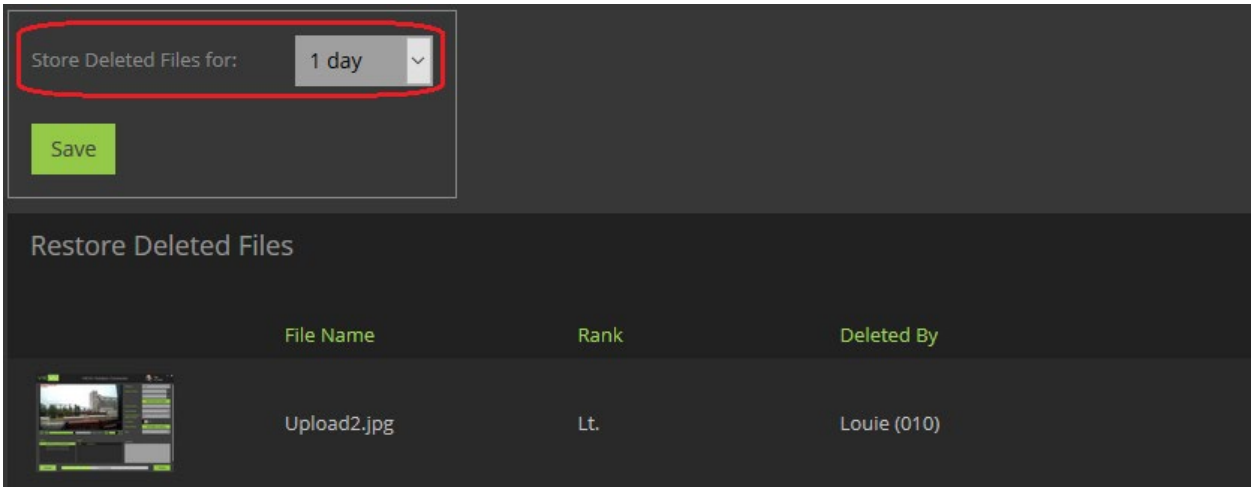


Figure 215

5. When you have set the retention period, click **Save**.

Restoring Deleted Users

User accounts that were deleted from VIEVU Solution are placed into a recycle bin and may be restored.

Restore a Deleted User

You are able to restore a user that was moved to the recycle bin before their account is permanently deleted.

➔ To restore a user account that was previously deleted:

1. From the tabs at the top of the VIEVU Solution main screen, click on **Settings**.
2. From the left-side toolbar, click on **Restore Deleted Users**.
3. The Restore Deleted Users screen is displayed.
4. Click the **Restore** icon next to the user you want to restore (Figure 246).

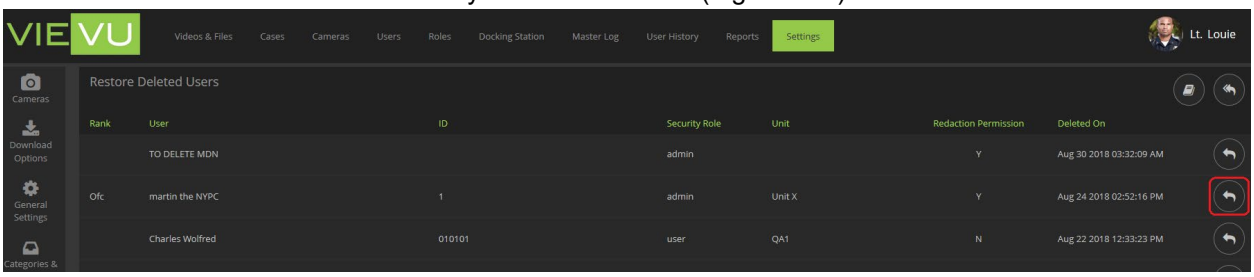


Figure 216

5. A confirmation screen is displayed.
6. Click **Yes** to confirm.
7. The user account and all its details, is added to the users of VIEVU Solution.

Restore All Deleted Users

➔ To restore all user accounts from the users recycle bin:

1. From the tabs at the top of the VIEVU Solution main screen, click on **Settings**.
2. From the left-side toolbar, click on **Restore Deleted Users**.
3. The Restore Deleted Users screen is displayed.
4. In the top-right corner of the Restore Deleted Users screen click the **Restore All** icon (Figure 247).

Figure 217

5. A confirmation screen is displayed.
6. Click **Yes** to restore all users.
7. All deleted user accounts and their details, are added to the users of VIEVU Solution.

Export Deleted Users

In order to compare deleted VIEVU Solution users against an external record of users, it is possible to download a copy of all user accounts that have been deleted into an external file.

➔ To export all deleted users from VIEVU Solution:

1. Click on Restore Deleted Users under the Settings menu.
2. All user accounts that have been deleted from VIEVU Solution are listed.
3. Click on the Export to Excel icon, (Figure 248).

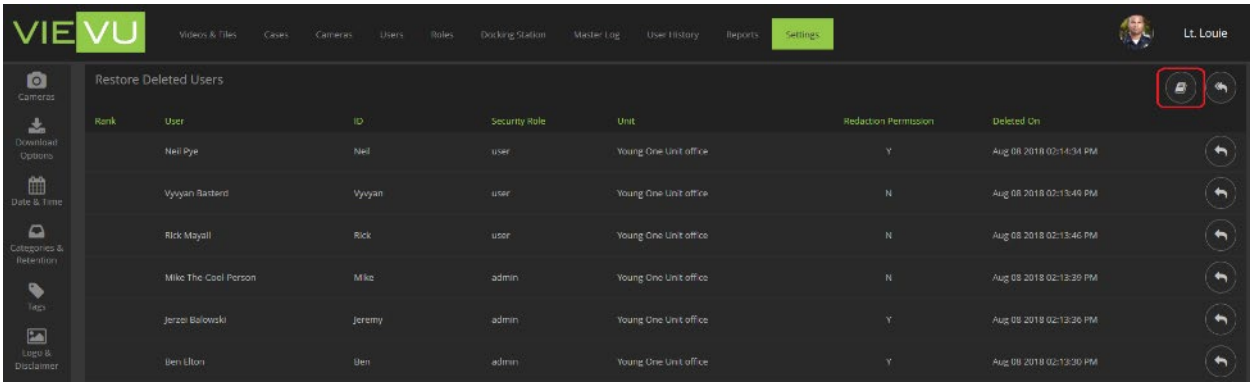


Figure 218

4. You are prompted to download a CSV file containing rank, user name, user ID, their role, if they have redaction access and the date of deletion, for all user accounts that are deleted from VIEVU Solution.

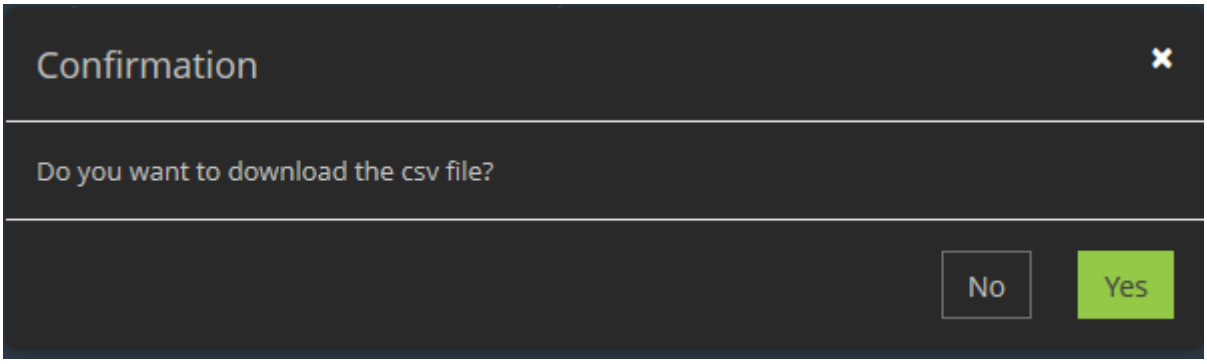


Figure 219

5. Click on Yes and the CSV File is downloaded to your computer.

USER MENU

The user menu allows a user who is logged in to VIEVU Solution to changes their password, change the answers to their security questions, download manuals and to logout.

Preferences

User preferences allow a user to change their password and security questions.

Reset Password

You may change your password from the Preferences menu. This password is entered along with your username, each time you access VIEVU Solution.

➔ To change your password:

1. Click on your name at the top-right of the VIEVU Solutions main screen.
2. A drop-down list is displayed (Figure 250).

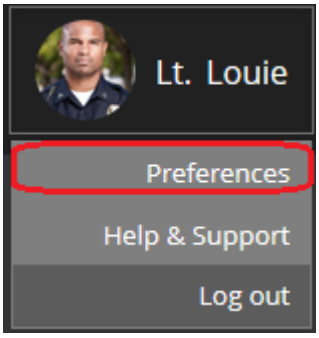


Figure 220

3. From the drop-down list, click **Preferences**.
4. The options on the left-side toolbar change to display specific user preference options.
5. From the left-side toolbar, click on **Password**.
6. The Change Password screen is displayed (Figure 251).

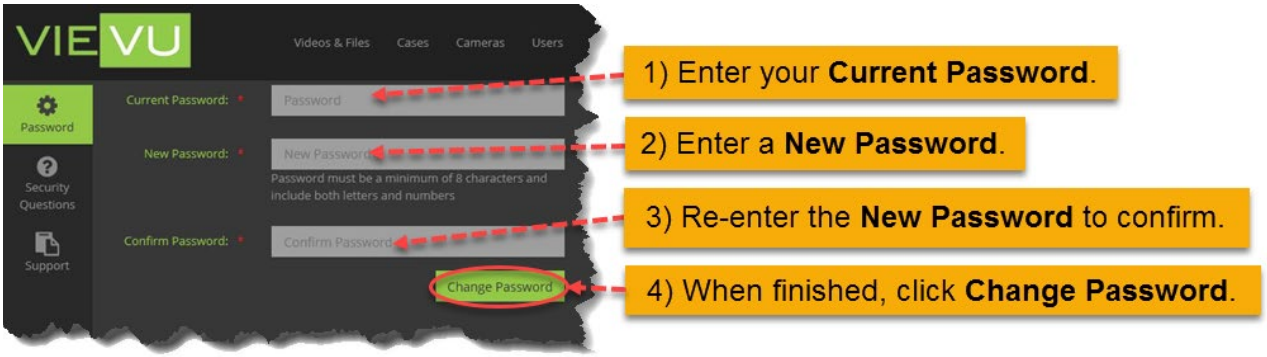


Figure 221

7. Enter valid* values for the **Current Password**, **New Password**, and **Confirm Password** fields.

Note: *Your selected password must be a minimum of 8 characters, must include both letters and numbers, cannot be your username and must be different to your last 10 passwords.

8. When you are satisfied with your password, click **Change Password**.
9. Next time you are asked to login to VIEVU Solution, VIEVU Solution Mobile or VIEVU solution Connector, you will enter your new password.

Reset Security Questions

You may change your security questions and answers from the Preferences menu. Answers to your security questions are required, when you have forgotten your password, or if your account has been locked out of VIEVU Solution.

➔ To change your security questions and answers:

1. Click on your name at the top-right of the VIEVU Solutions main screen.
2. From the drop-down list, click **Preferences**.
3. The options on the left-side toolbar are changed to include specific user preferences.
4. From the left-side toolbar, click on **Security Questions**.
5. The Security Questions screen is displayed contains 3 questions (Figure 252).

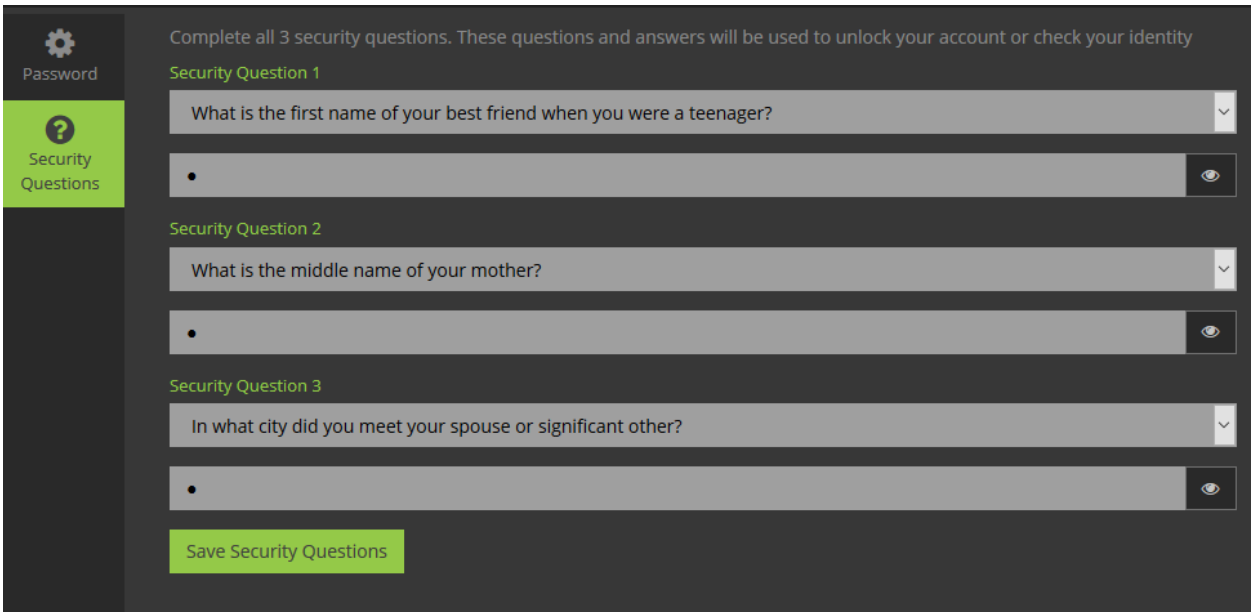


Figure 222

6. Select 3 security questions from the dropdown list to the right of each **Security Question**.
7. Type answers to each question in the field below the question.
8. Click and hold the Show Password icon to the right side of each answer to view what you typed.
9. When you are finished, click **Save Security Questions**.
10. An information window is displayed.
11. Click **OK**.

View Support Documentation

All users have access to supporting documentation.

➔ To view support information and view supporting documentation:

1. Click on your name at the top-right of the VIEVU Solutions main screen.
2. From the drop-down list, click **Help & Support** (Figure 253).

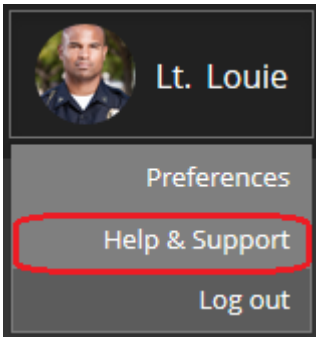


Figure 223

3. The Help & Support window is displayed.
   - This window includes support links and information (Figure 254).

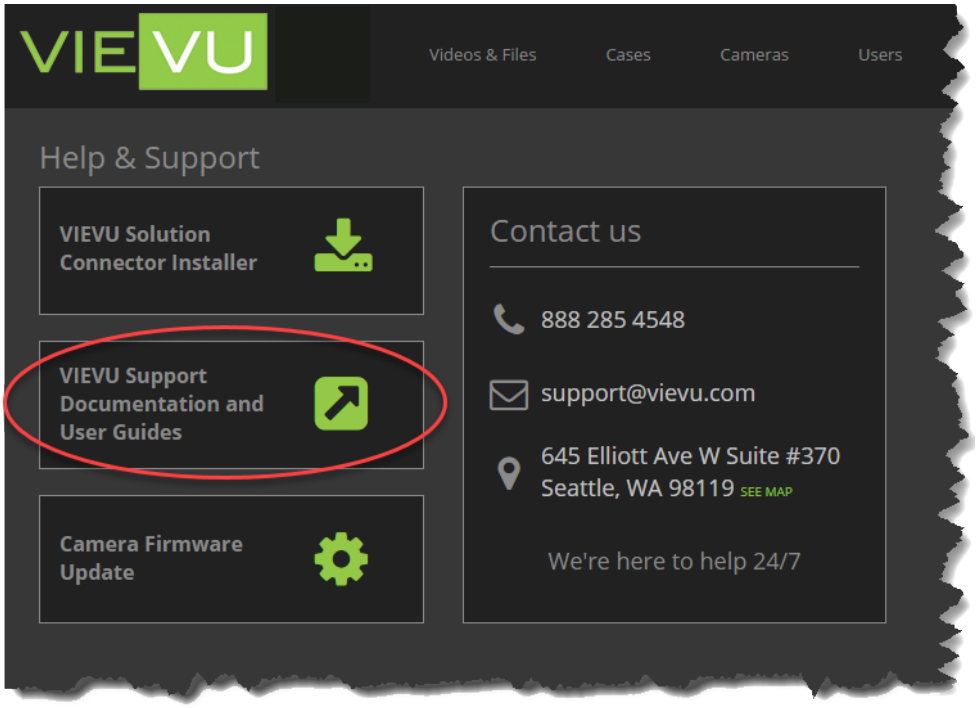


Figure 224

4. Click the **VIEVU Support Documentation and User Guides** link to go directly to the VIEVU Support website, where you can find helpful information, download VIEVU documents, and learn more about other VIEVU innovations.

Account Lockout

As a security measure, all accounts are locked out after 5 unsuccessful login attempts. If this happens, you'll receive an email stating that this is the case.

Unlock Account

If, for any reason your account is locked out, you will receive an email stating:

"Your VIEVU Solution account has been locked due to multiple password attempts. You can unlock your account by answering your security question. If these attempts were not you, contact your system administrator as your account may be at risk."

Note: If you receive this email and you have not made recent unsuccessful attempts to open your account, inform your system administrator immediately that this has occurred.

To regain access to your account, you must answer one of your security questions correctly (chosen at random).

Log Out

You should log out of VIEVU Solution each time you intend to leave your computer. VIEVU Solution will automatically log you out after 20 minutes of inactivity.

Log Out of VIEVU Solution

Logging out will return you to the login screen.

➔ To logout:

1. Click on your name at the top-right of the VIEVU Solutions main screen.
2. A drop-down list is displayed (Figure 255).

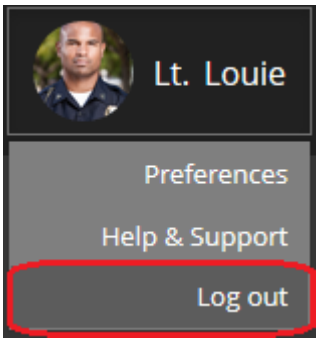


Figure 225

3. From the drop-down list, click **Log out**.
4. You are returned to the VIEVU Solution login screen (Figure 256).

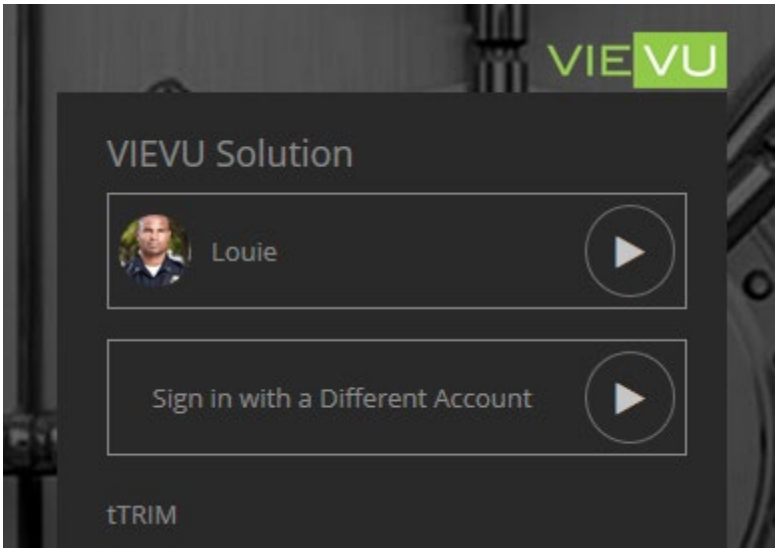

VIEVU
VIEVU Solution
Louie
Sign in with a Different Account
tTRIM

Figure 226

VIEVU SOLUTION CONNECTOR

VIEVU Solution Connector (VSC) allows you to connect your camera to VIEVU Solution using the cable that is supplied with your camera.

Prerequisites For Using VSC

For security reasons, websites cannot talk directly to devices such as VIEVU cameras. To support the camera assignment and upload processes, you must install a software application called *VIEVU Solution Connector* on computers using VIEVU Solution.

VIEVU Solution Connector performs 5 functions:

- Assign a camera to a user of VIEVU Solution.
- Checkout a camera in your name.
- Review video and add metadata to videos stored on the camera.
- Upload videos from a camera to VIEVU Solution.
- Select videos to upload to VIEVU Solution.

It is required that you install VIEVU Solution Connector on any computer where these processes will occur. Access to your camera can also be acquired through the smartphone app or a Docking Station.

Connector Requirements

The following is a list of requirements for using VIEVU Solution Connector:

- You have purchased a VIEVU Solution subscription plan for each VIEVU camera.
- A computer with Windows 7, 8, or 10 is available, for camera assignment and uploading videos using the VIEVU Solution Connector software.
- You have an internet connection that meets the minimum specifications for each location at which camera uploads will occur. Refer to the *Minimum Bandwidth* section for details.

Minimum Bandwidth

To ensure that all video files can be uploaded successfully, an internet connection with a minimum upload speed must be in place at each site where camera uploads will occur. Use Table 1 to estimate the minimum bandwidth needed for each site.

Table 2

Number of Cameras Deployed	Minimum Upload Bandwidth (Mbps)
15	10
16-30	15
31-45	25
46-75	40
76-105	55
106+	55+

For example, if office location 1 has 25 cameras uploading videos every day, the minimum upload bandwidth for the site should be 15 Mbps. Contact VIEVU for assistance if you have a site with more than 106 cameras, or if you are interested in private Azure direct connection options.

Note: Failure to supply sufficient upload bandwidth will cause a backlog of video to occur. This backlog may never clear.

Setting Up VIEVU Solution Connector

VIEVU Solution Connector updates are performed manually. However, updates are infrequent and typically only needed if a new camera model or camera feature is released.

Download VSC

You can download the current version of the VIEVU Solution Connector from 2 locations:

➔ To download from your VIEVU Solution website:

1. Login to VIEVU Solution using an account with permission to view the **Settings** menu.
2. At the top of the window, click on the **Settings** tab.
3. From the left-side toolbar, click **Software & Documentation.**
4. Three icons with links are displayed.
5. Click the **VIEVU Solution Connector Installer** download box (Figure 12).

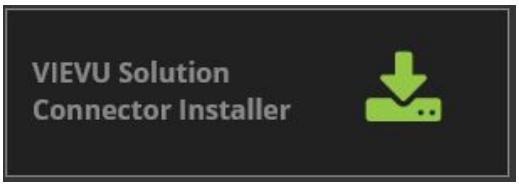


Figure 227

6. Allow the file to download and when finished, open the executable file.

➔ To download from the public VIEVU website:

1. Download **VIEVU Solution Connector** from www.vievu.com/support/vievu-solution-support.
2. Allow the file to download and when finished, run the executable file.

Install VSC

Before you begin using cameras with VIEVU Solution, you must first install the VIEVU Solution Connector (VSC), software. If VSC is already installed, you should update to the latest version.

➔ To Install the VIEVU Solution Connector Software:

Note: If your system already has VIEVU Solution Connector installed, skip this section.

1. Execute the VIEVU Solution Connector software as previously described in the Download VSC section.
2. At the initial license agreement screen, click **I Agree** to accept the license agreement.
3. Click **Next** to continue. The account name window is displayed (Figure 13).

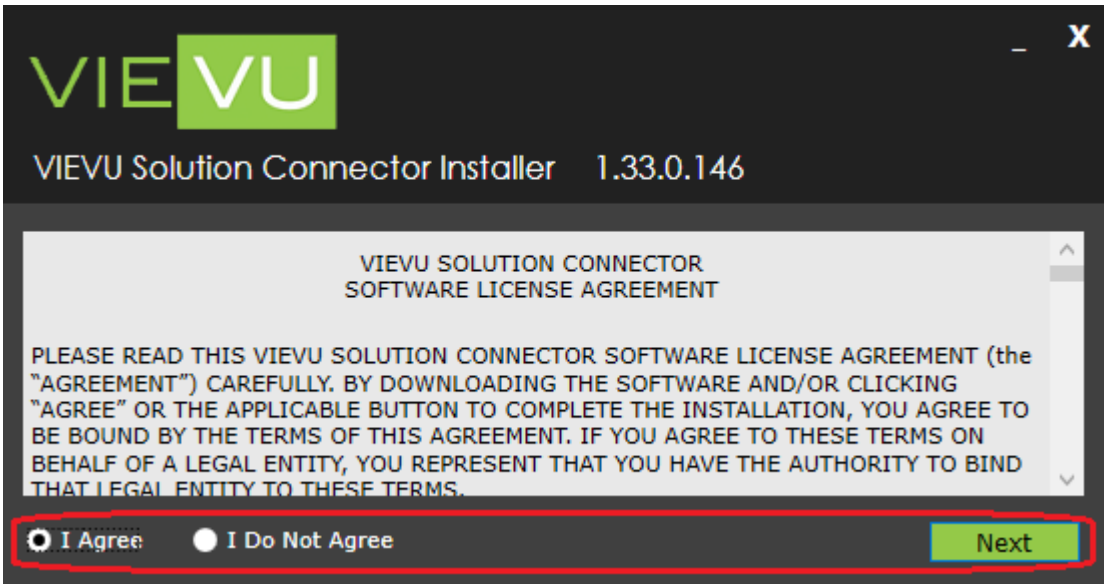


Figure 228

4. Enter the personalized portion of your Account Name, where *XXXXXX* is your account name (.

Note: Leave a tick in the Automatically check for updates box, unless you have a reason to uncheck this box.

5. Click the **Install** button. The installation process for VIEVU Solution Connector begins.
6. When the Installer window displays **Installation Complete (**Figure 14**)**, click the **Finish** button to close the window.

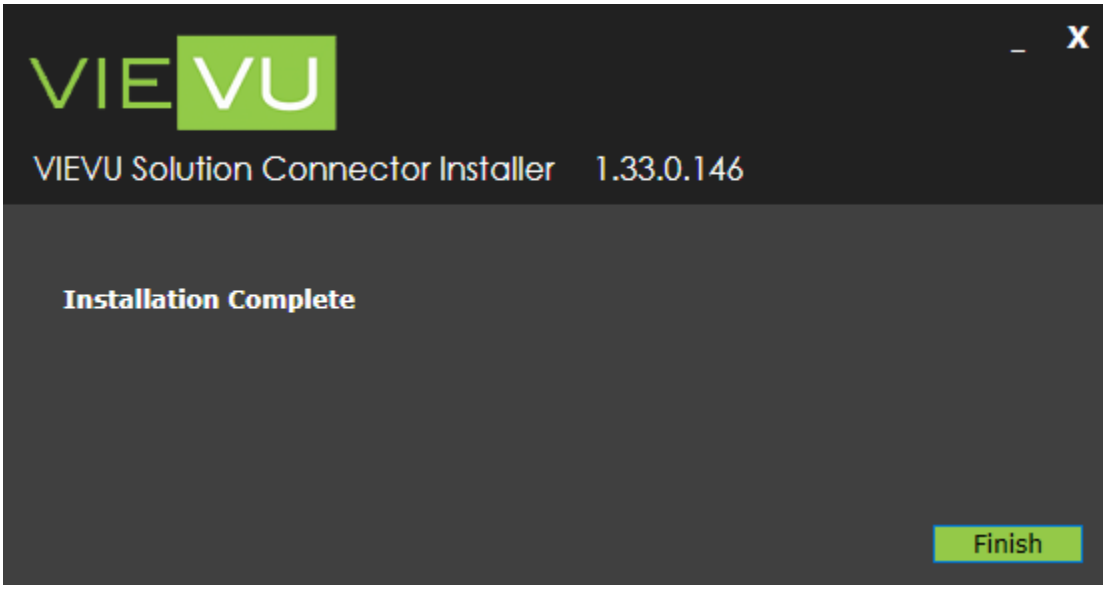


Figure 229

7. Restart the computer. When the restart has completed, a new **VIEVU Solution Connector** icon is displayed on your desktop.

➔ To Update the VIEVU Solution Connector Software:

Note: If your system already has the latest VIEVU Solution Connector installed, skip this section.

1. Execute the VIEVU Solution Connector software as described in the Download VSC section above.
2. Select **I Agree** and click on **Update** (Figure 15).

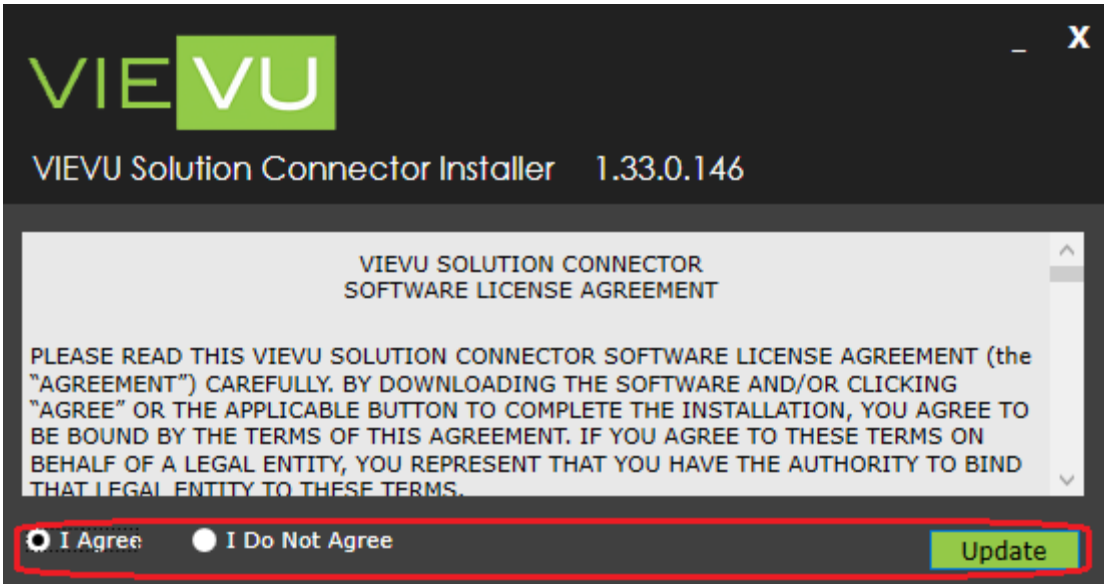


Figure 230

3. The installation completes, as described previously.

You have successfully completed the setup and configuration process. You are now ready to begin using VIEVU Solution Connector with you VIEVU Solution user account.

For additional information visit www.vievu.com/support/vievu-solution-support.

Preparing VSC For Use With A Camera

Before you can use VSC, you must login to VSC using your VIEVU Solution user account and connect a camera to your computer. You may perform these procedures in either order.

Connect A Camera To Computer

A supported camera is to be connected to the computer on which VSC is installed. Supported camera types are the LE5, LE5 Lite, LE4, LE4mini and the LE3 camera.

There are 2 cable types that connect your camera to VIEVU Solution:

- LE5 camera cable type (LE5),
- LE3 and LE4 LE4mini and LE5 LITE cable type (LE4).

You'll use the provided cable to perform the following procedures.

The LE4 VIEVU camera cable has three connectors and LE5 VIEVU camera cable has two connectors, below (Figure 16).

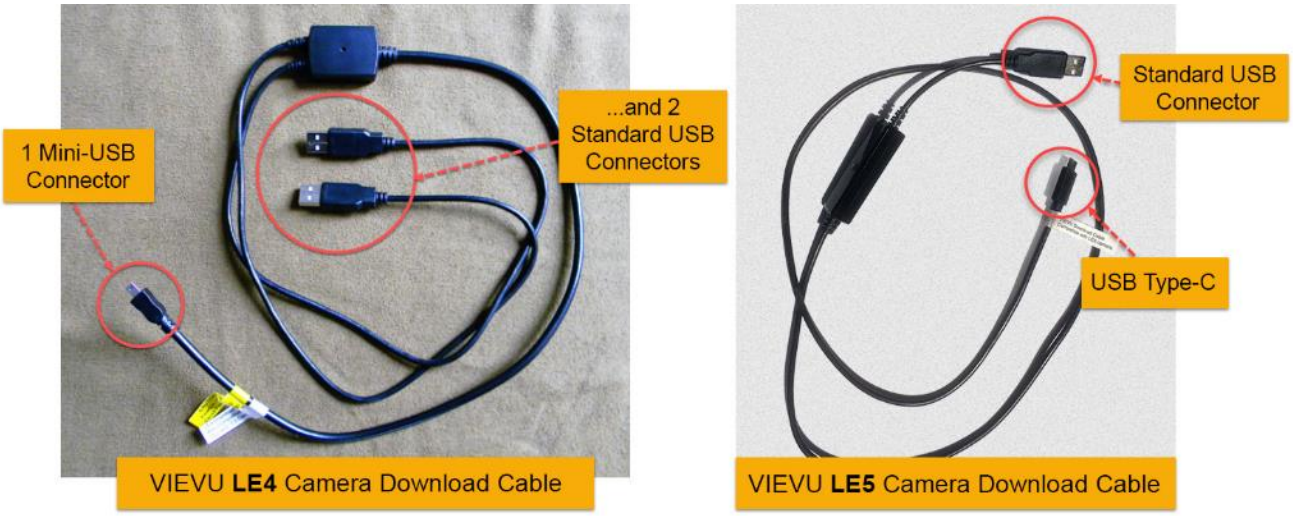


Figure 231

The cable has (Figure 17):

- Two standard USB connectors on the LE4 cable type,
- One standard USB connector on the LE5 cable type.

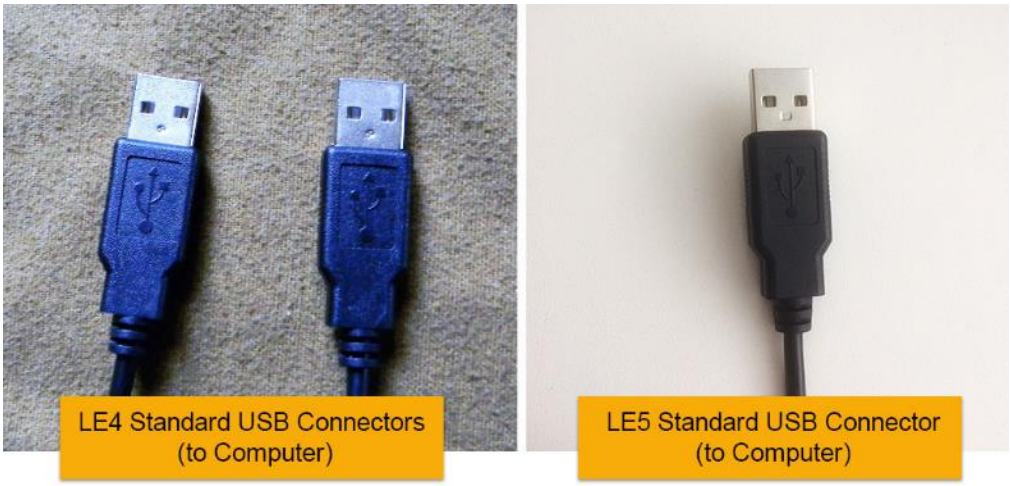


Figure 232

Older cameras use a mini USB connector; the LE5 camera uses a USB Type-C connector, (Figure 18).

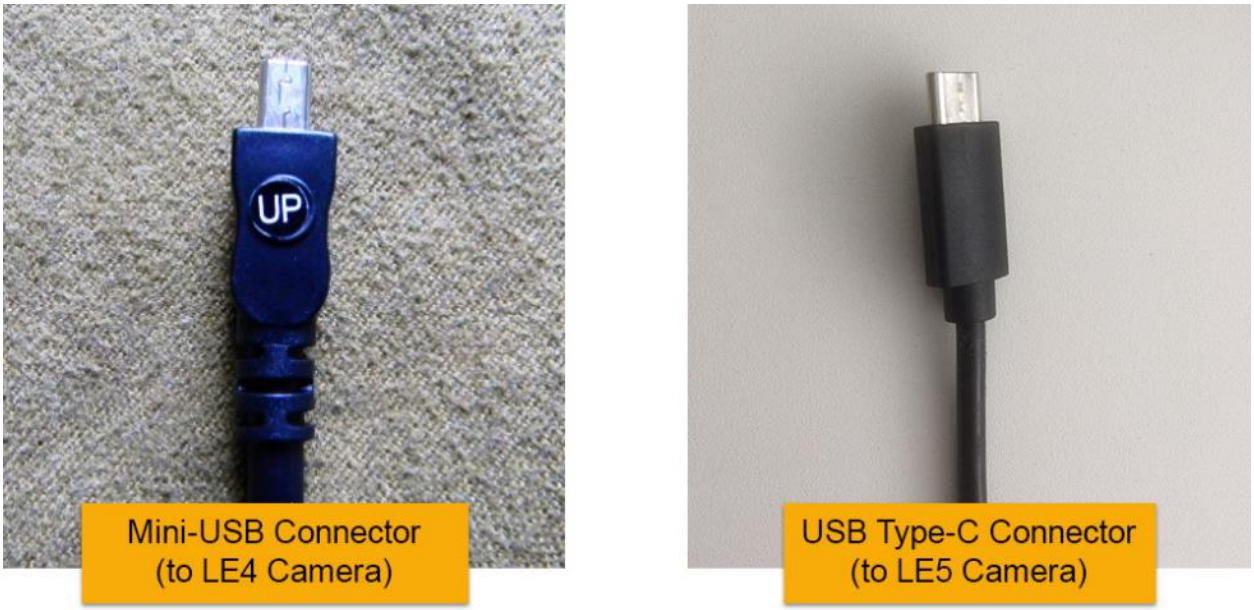


Figure 233

➔ To communicate with the camera:

1. Connect the two large ends of the supplied USB camera cable to any two standard USB ports on your computer; For the LE5 camera connect the one large end (Figure 19).

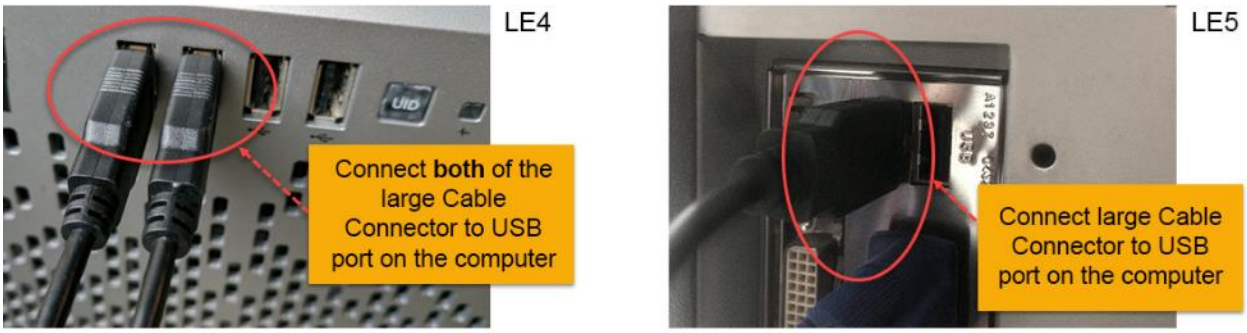


Figure 234

2. Swivel the rubber USB cover on the bottom of the camera to reveal the mini-USB port; Or slide the cover to reveal a USB C port on the LE5 camera (Figure 20).

Note: The cover protects the USB port when not in use. Simply rotate or slide the cover to reveal the port.

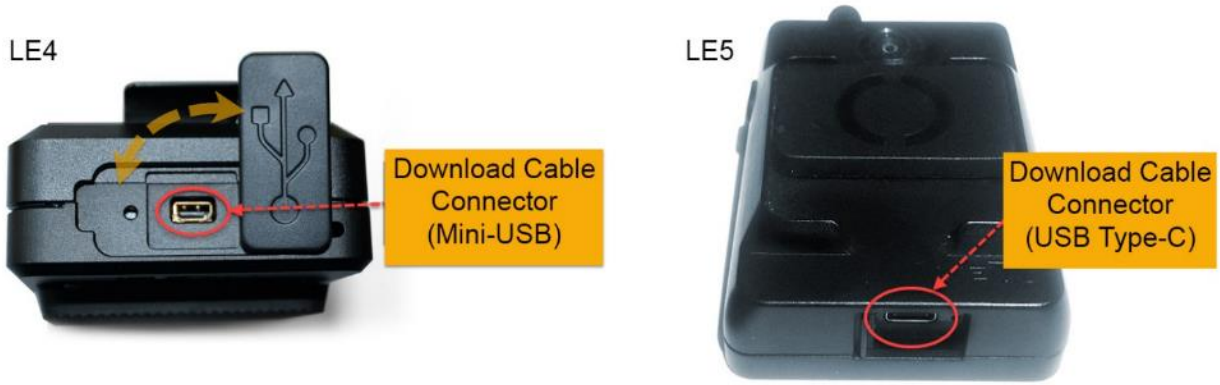


Figure 235

3. Connect the smaller cable connector to the port on the bottom of the camera (Figure 21).

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 LE5 USB C connector may be inserted in either orientation.

Figure 236

4. If the camera is an LE3, turn the camera **On**. LE4 and LE5 cameras turn on automatically.

Log In

You must login before you are able to use VSC.

➔ To log in to VIEVU Solution Connector:

1. Open VIEVU Solution Connector and a login screen is displayed
2. Enter the **Username** and **Password** that you use to access VIEVU Solution.
3. If necessary, enter an Account Name. This Account Name is the personalized section of your VIEVU Solution website address: http://*XXXXXX*.vievusolution.com, where *XXXXXX* is your Account Name.

Note: You must be logged into your local computer as an administrator to change the account name (Figure 22).

Figure 237

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

4. Click **Login** and the VSC **Main Menu** is displayed (Figure 23).

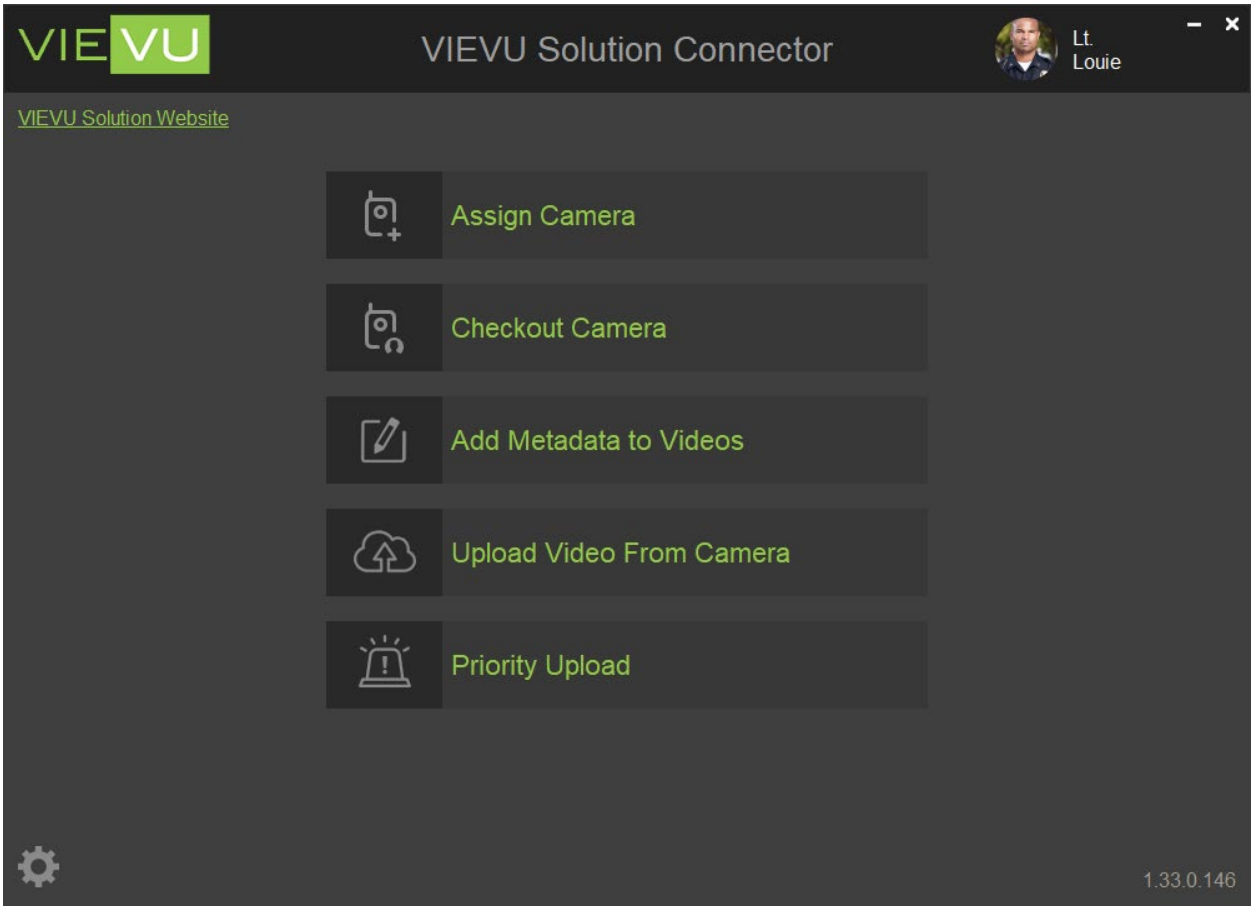


Figure 238

Changing Settings

➔ To change VSC Settings:

1. Select the 'gear' icon in the lower left-hand corner, to display the *Settings* window (Figure 24).

Figure 239

Note: You need permission to View Settings in VIEVU Solution in order to be able to access Settings in VSC.

2. Enter values for the following settings:

   - The URL of your VIEVU solution website.
   - Select Yes to be informed when an update to VSC is available.
   - Select Yes to prevent users from uploading videos from their camera to VIEVU Solution.

3. Select **Back** to return to the VSC **Main** menu.

Assigning Cameras

This feature allows a user to register a camera with VIEVU Solution, via VSC. Cameras must be registered prior to their use. Cameras that are recognized as belonging to an agency are assigned to a user of VIEVU Solution. A camera must be assigned to a user before you can upload video from it. If you have accidently recorded video on the camera before assigning and you need to retain the video, contact VIEVU for assistance.

Note: To connect to a camera, VIEVU Solution Connector *must* be installed on the computer.

Assign Camera To User

Before you use a camera, assign the camera to a user in the VIEVU Solution system.

➔ To Assign a Camera to the a user of VIEVU Solution:

Note: Do NOT turn off or disconnect the camera while assignment is in progress.

1. Ensure that the camera is connected to VSC (as described in the Connect A Camera To Computer section of this guide).
2. Click on the **Assign Camera** button (Figure 25).

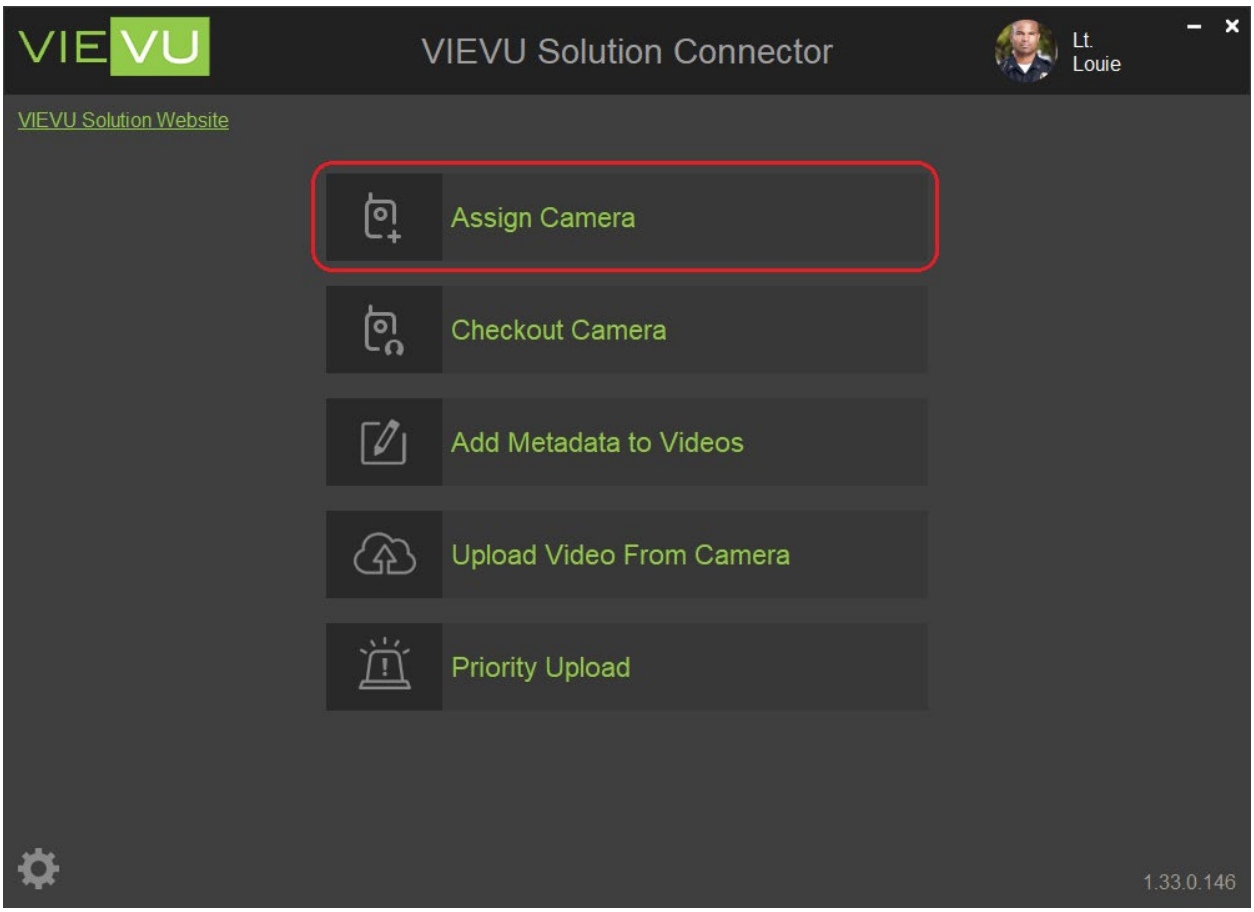


Figure 240

3. The camera assignment screen is displayed (Figure 26).

Note: You may also display the assign camera screen from VIEVU Solution by clicking on Assign Camera from the Camera tab.

4. Enter the registered **User** name to whom you want to assign the camera and a list of matching user names is displayed.

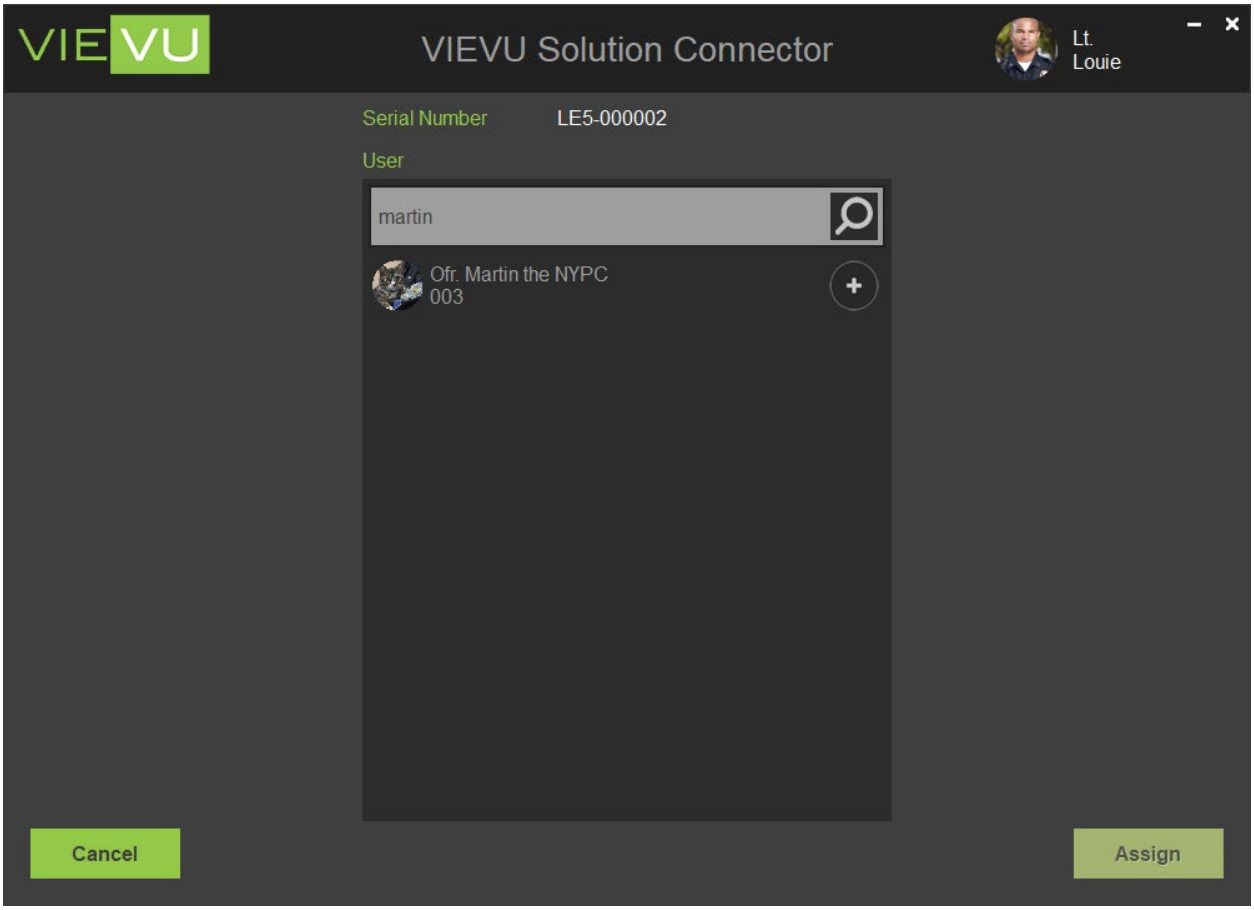


Figure 241

Note: You may also search for a user by their ID, instead of typing a username.

5. Click the user name.
6. Click **Assign** icon and he camera is assigned to that user and you are returned to the VIEVU Solution Connector main window (Figure 27).

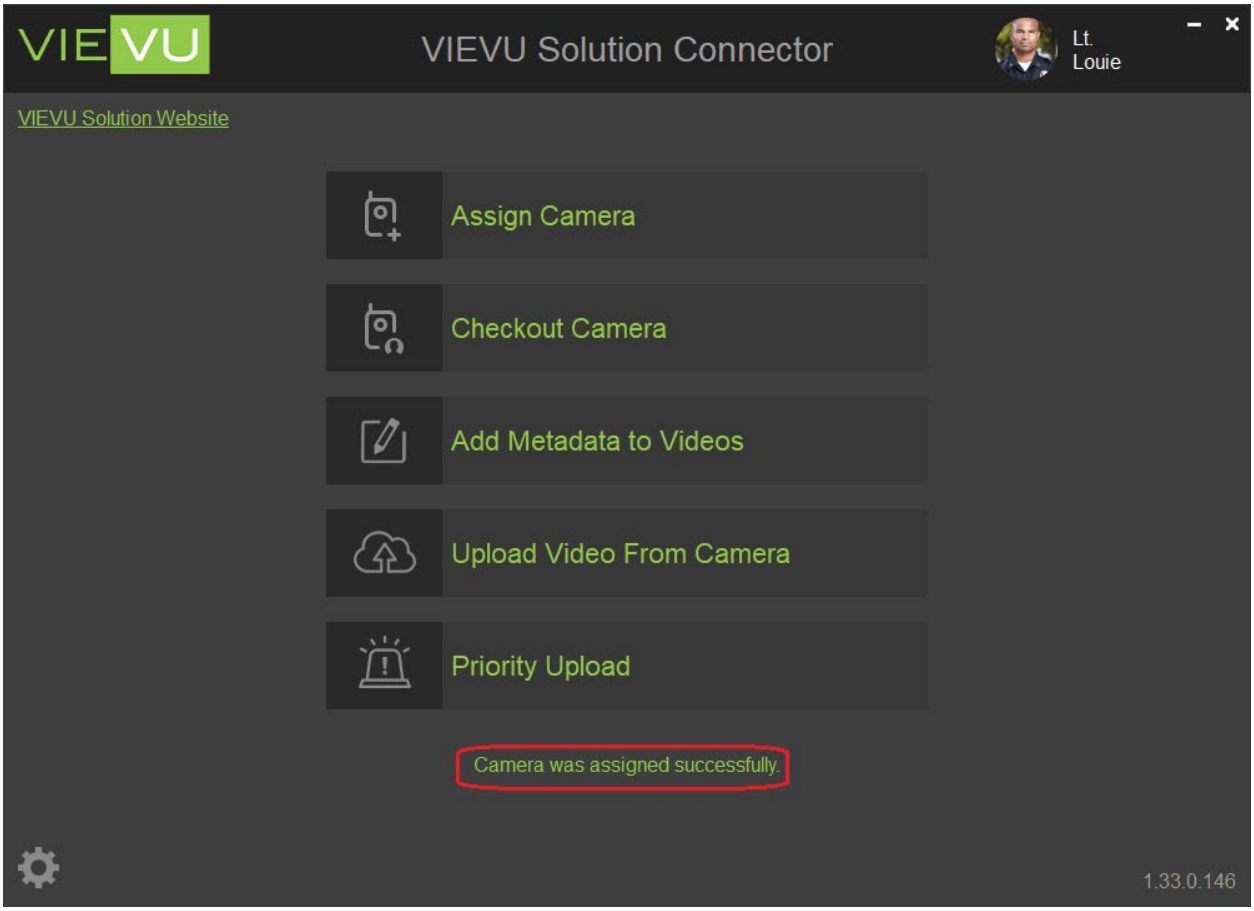


Figure 242

7. Once the camera is assigned, disconnect it from the PC.
8. Now that the camera is assigned, you may immediately begin recording with it. (You should familiarize yourself with its features.)

Notes:
1) VIEVU Solution Connector must be installed on the computer.
2) Do not turn off or disconnect the camera while assigning.
3) You must assign cameras before recording videos or the videos on that camera will not upload. Contact VIEVU for assistance, if this occurs.

Checking Out Cameras

VSC allows you to assign a camera to yourself without any need to use the VIEVU Solution web site.

If you have permission, you can plug a camera into your PC, have it detected by VSC and assign it to yourself. In this manner, a user who is unable to use their regular camera can borrow an unused camera and will be able to upload videos from this camera to their account in VIEVU Solution.

Check Out A Camera From VIEVU Solution

To assign a camera to yourself, you must have been given permission to *Checkout Cameras* in VIEVU Solution. In addition, the camera must not contain any videos and its status must be set to **Available**.

➔ To assign a camera to yourself

1. Ensure that the camera is connected to VSC.
2. From the **Main Menu** Select the **Checkout Camera** command (Figure 28).

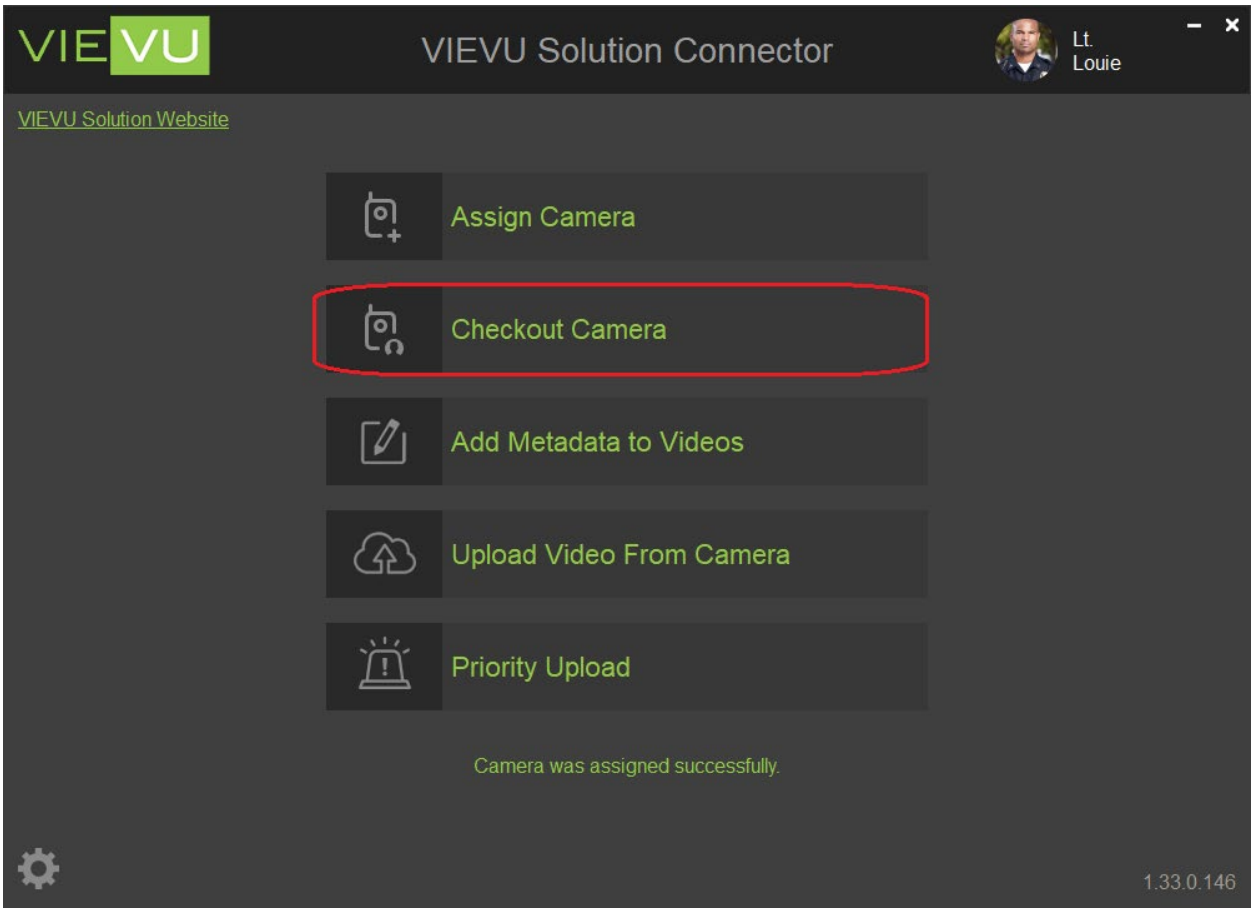


Figure 243

3. If there are no videos on the camera, and the camera is available, then a reason for the camera assignment is requested (Figure 29).

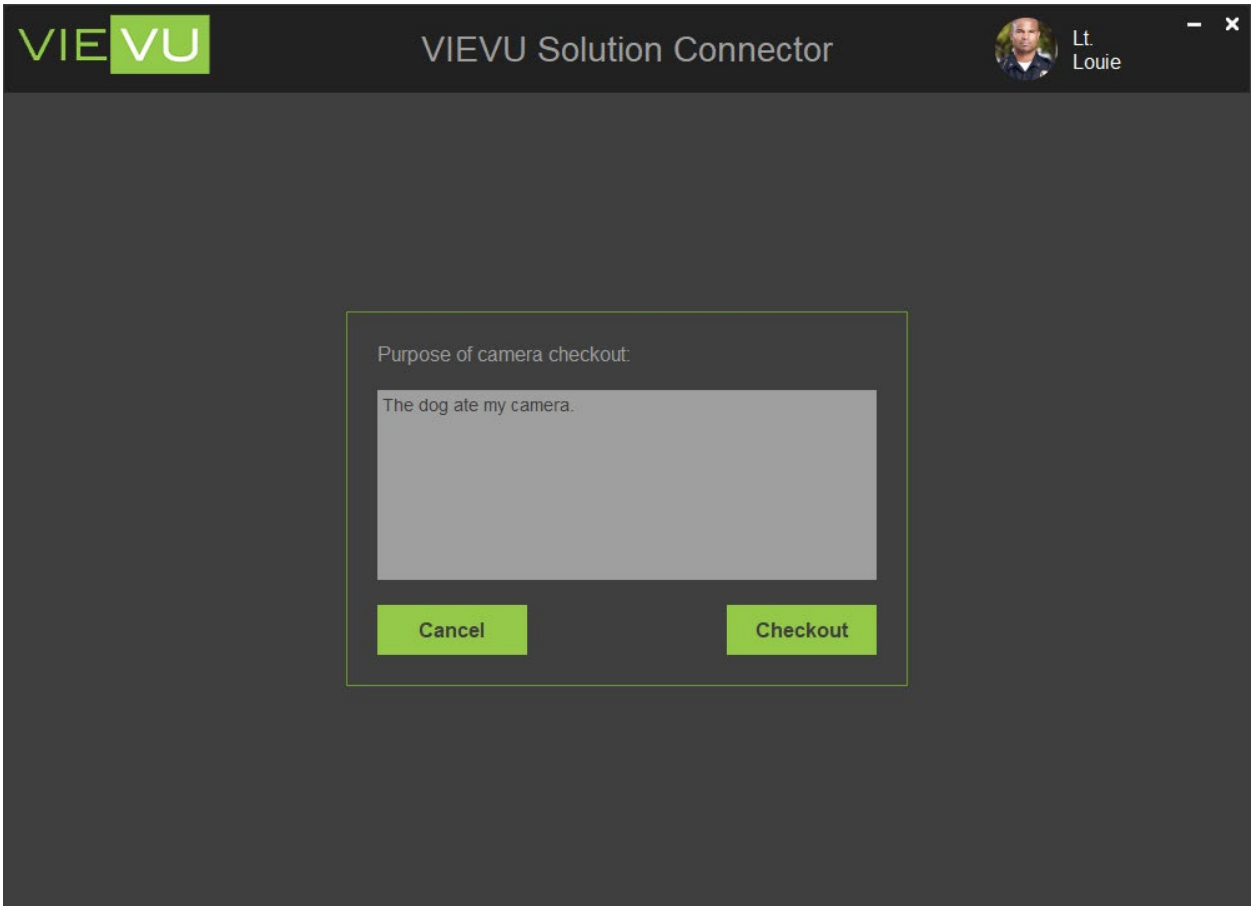


Figure 244

4. Click on the Checkout button.
5. A message is displayed to the user that the camera assignment is in progress (Figure 30),

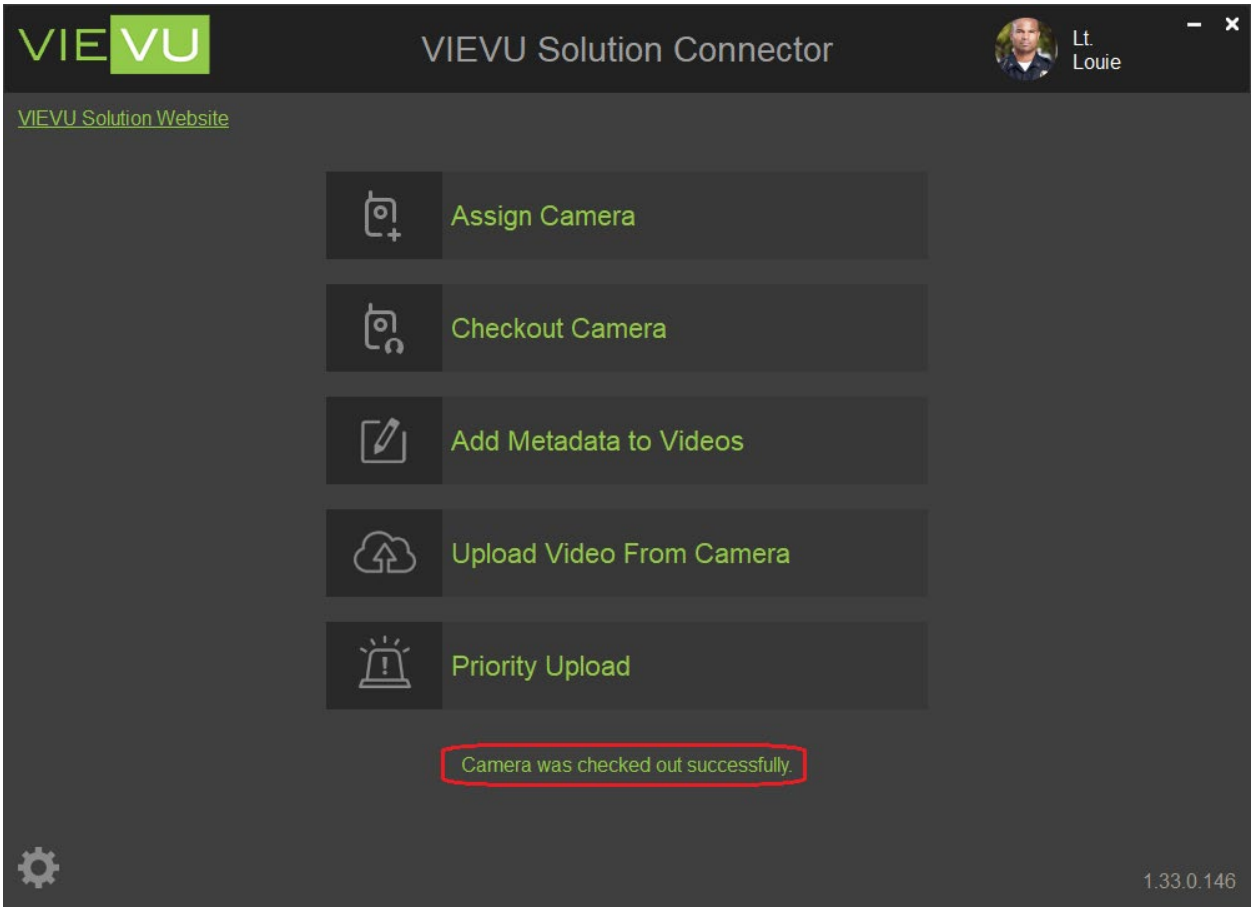


Figure 245

6. When complete check out is complete, you may disconnect the camera from the USB cable and start using it. The camera is now assigned to you.

Note: Error messages that can occur during the checkout process:

Failed to Checkout Camera - if the camera is not found, broken, in repair, or in use.

Camera cannot be checked out; there are videos on the camera - if it is determined that the camera contains videos.

Adding Metadata

Metadata about a video is stored on the camera along with the video to which it applies.

VSC allows you to add useful information to a video while it is still on the camera. When the video is uploaded from the camera, this information (or metadata), is uploaded with the video and can be viewed in VIEVU Solution.

Add Metadata To Videos

To perform this procedure, your camera must be connected to your PC and you must be logged into VSC.

Note: To add metadata you must have permission to Edit File Details in VIEVU Solution.

➔ To add metadata to a video on a camera:

1. From the **Main Menu** click on the **Add Metadata to Videos** button (Figure 31).

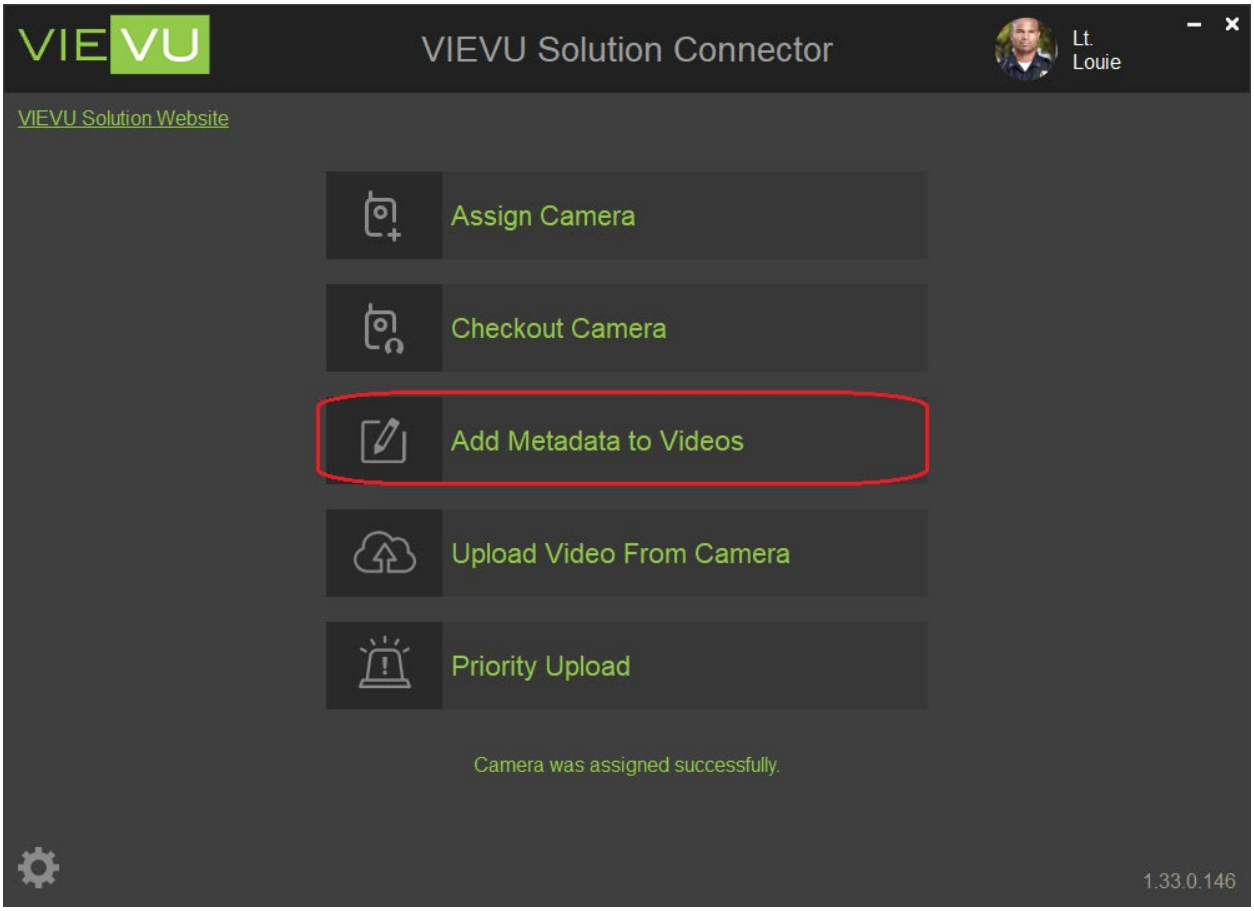


Figure 246

2. After a connected camera is discovered, the camera security verifies that your agency is allowed to use that camera and your permissions allow you to view video from that camera, then the camera video metadata screen is displayed (Figure 32).

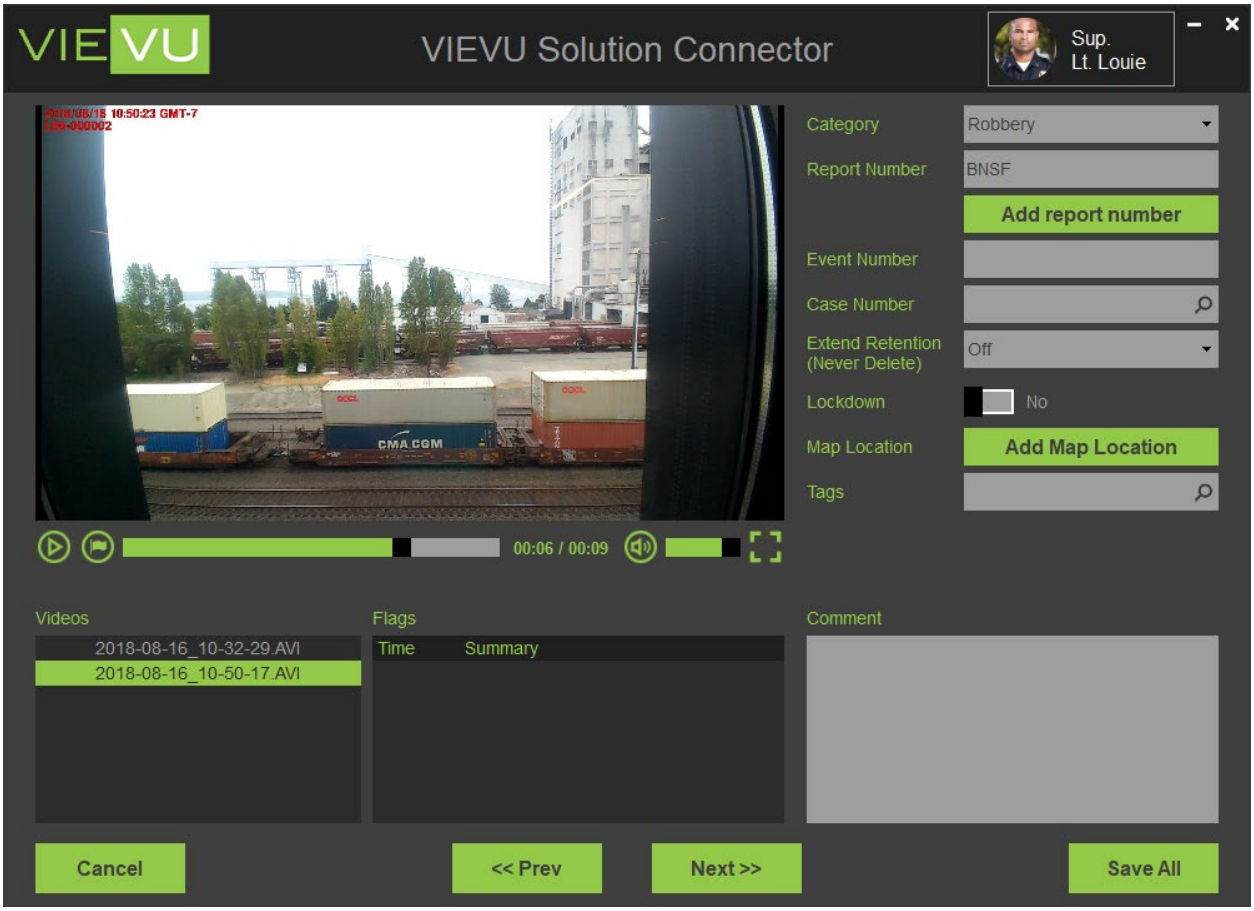


Figure 247

3. From this screen you can enter metadata about a video on a camera. This is the same information that is displayed in VIEVU Solution when a video is edited.
4. Click on the **<<Prev** or **Next>>** buttons to cycle through the videos on the camera or select a video name from the **Videos** window.
5. When you are finished adding metadata to camera videos, click on **Save All** and the information that you entered is saved onto the camera.
6. A message is displayed on the main menu when your metadata has been saved (Figure 33).

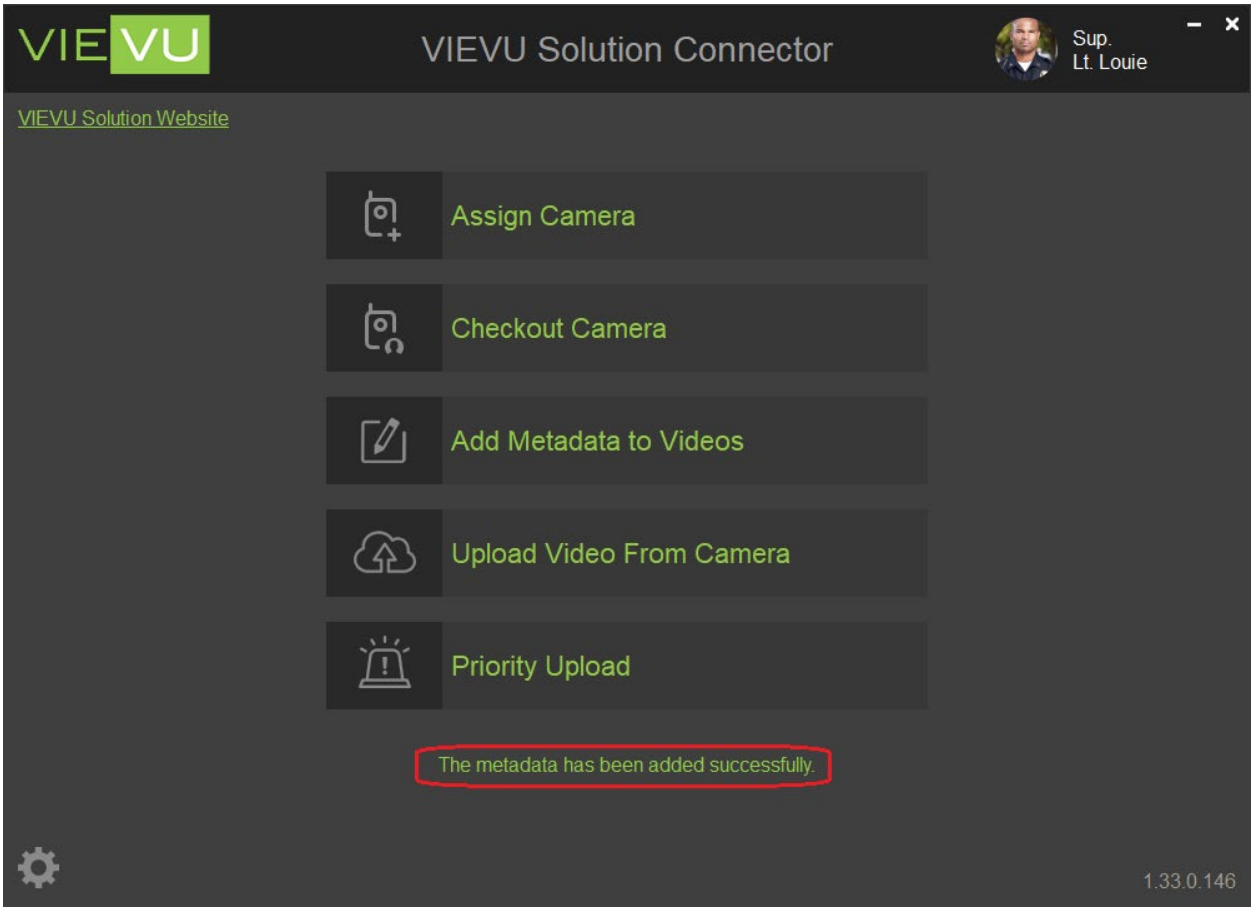


Figure 248

Preview Videos

The camera video metadata screen allows you to preview videos on the camera in addition to adding metadata.

➔ To preview a video on your camera

1. Navigate to the video you want to preview or select it from the Videos window.
2. The video immediately starts playing in the video preview window (Figure 34).

Figure 249

3. Use the Pause, Play, video time selector and Sound buttons to control the video as you review it.
4. You may also add flags to selected frames in the video and these will be saved to the camera, along with other metadata.

Uploading videos

You may upload videos to the cloud from your camera, using VSC. To upload videos, you must have *Add Files* permission in VIEVU Solution. A video that is uploaded from a camera, is assigned to the user that the camera is assigned to, even if that user is deleted.

Save Video From A Camera

VSC allows you to move videos from your camera to VIEVU Solution. This process is called *uploading* video from a camera.

➔ To upload videos from a camera:

Note: While uploading a video from a camera, do not disconnect or power off the camera.

1. Ensure that the camera is connected to VSC.
2. Click on **Upload Video From Camera** on the main menu, ().

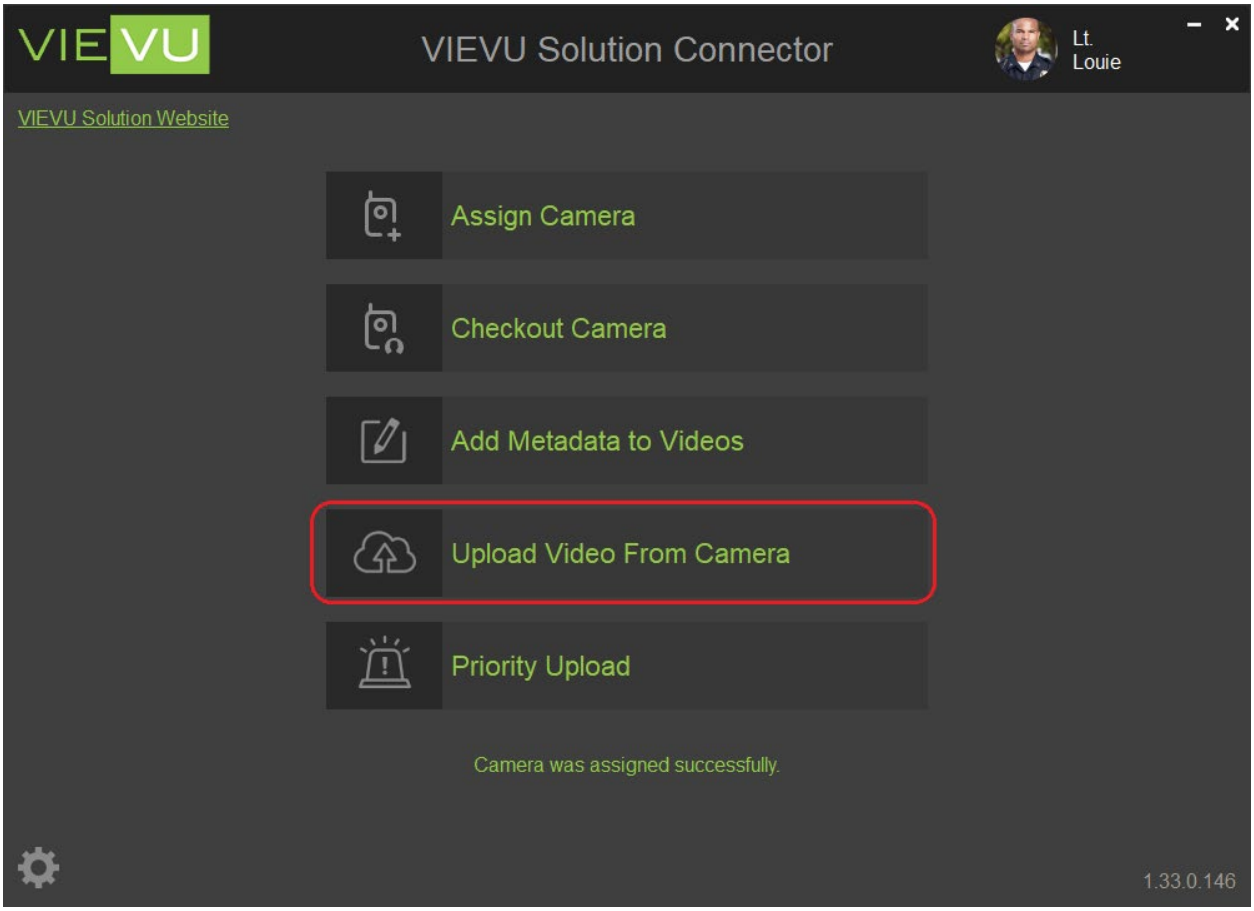


Figure 250

3. VSC confirms that you are allowed to upload videos from this camera to your instance of VIEVU Solution.

Note: The camera must be assinged to a user of your agency for you to be able to upload videos.

4. If there are videos on the camera then the upload starts automatically, (Figure 36).

Note: A *No video was found* message is displayed if there are no videos on the camera

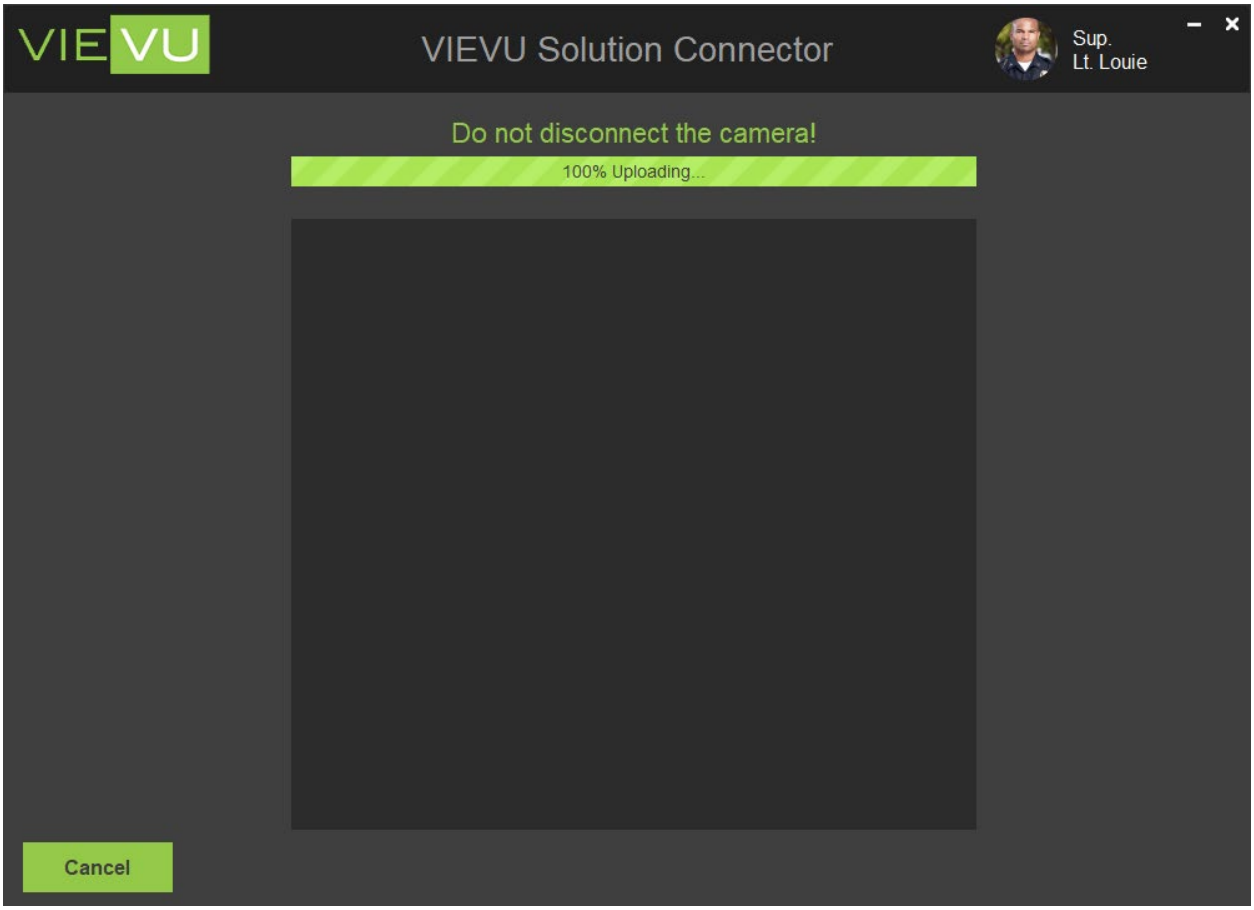


Figure 251

5. When videos have been removed from the camera and uploaded to VIEVU Solution, an *Upload has finished successfully* message is displayed (Figure 37).

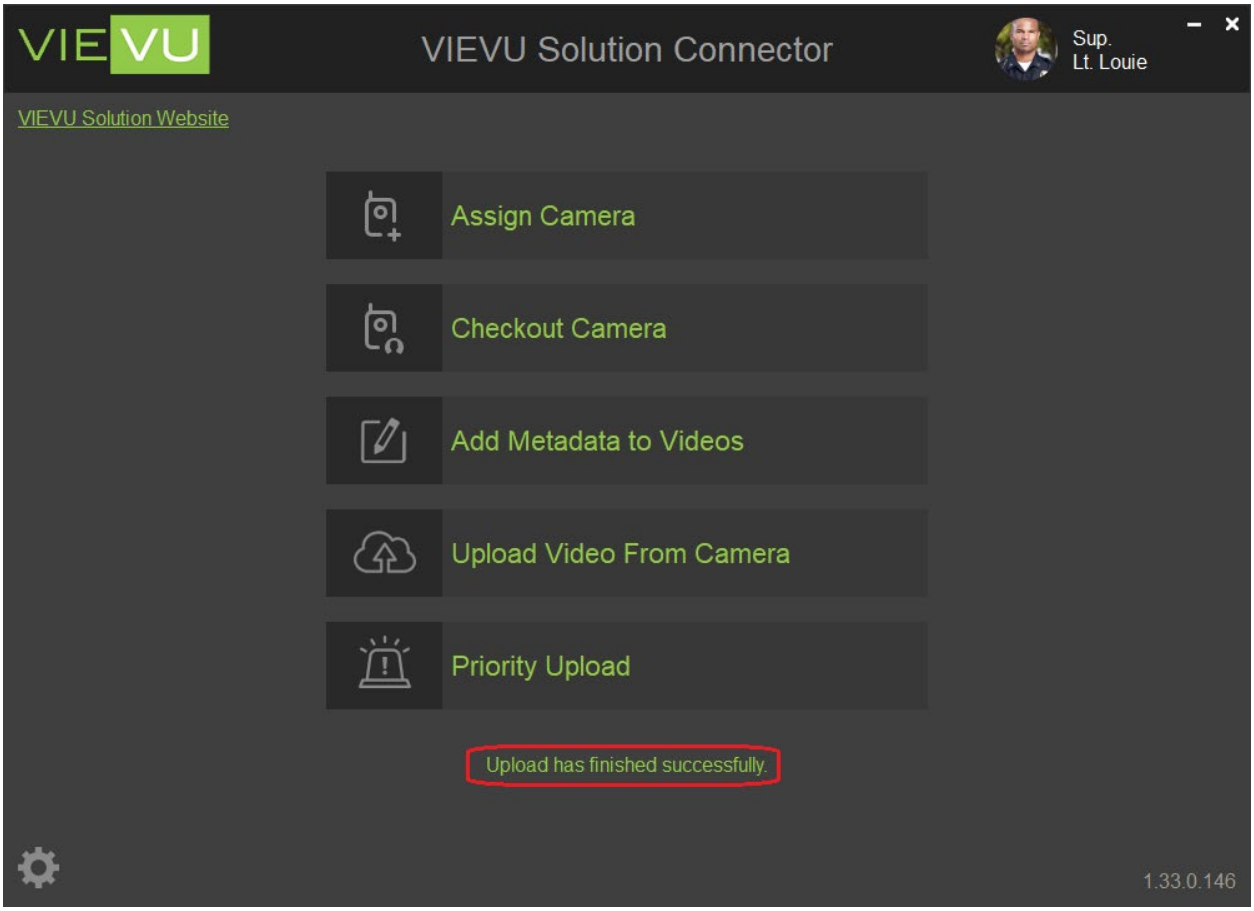


Figure 252

Priority Uploading

Priority uploading allows the user to select which videos to upload from a camera. Whereas **Upload Video From Camera** is a fully automated transfer process, the Priority Upload gives manual control of the upload to the user, including selecting which videos to upload, and editing video metadata while the upload is in progress.

Upload Selected Videos from A Camera

The time to upload all videos from a camera can take a few minutes to many hours, depending on the bandwidth of your internet connection. A video that needs to be available in VIEVU Solution as soon as possible, can be selected in VSC and given priority over all other uploads from that camera.

➔ To select videos for priority upload:

1. Ensure that the camera is connected to VSC.
2. Click on the Priority Upload command, (Figure 38).

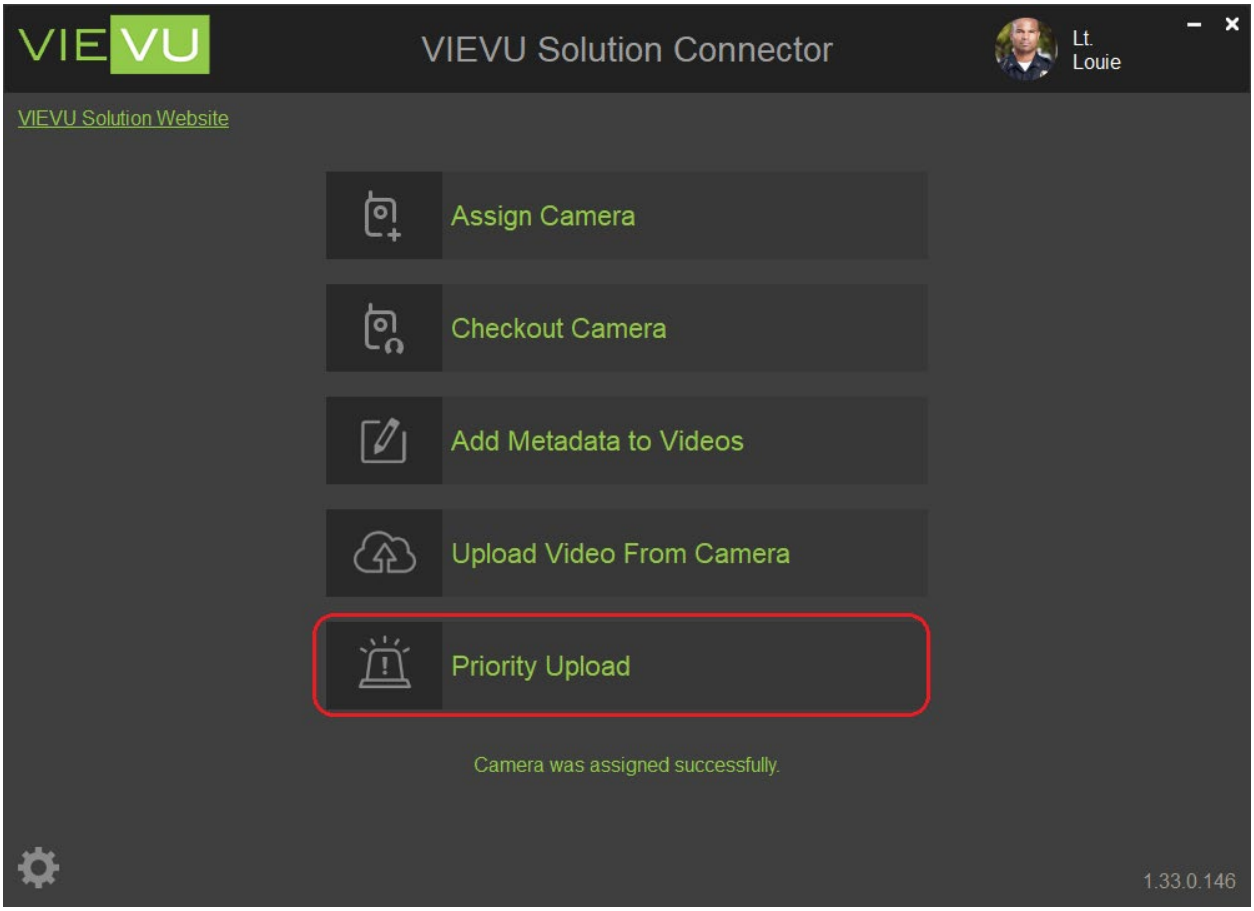


Figure 253

3. VSC confirms that you are allowed to upload videos from this camera to your instance of VIEVU Solution.
4. You are presented with a list of videos on the camera and the option to upload selected videos, or upload while editing metadata for the selected videos (Figure 39).

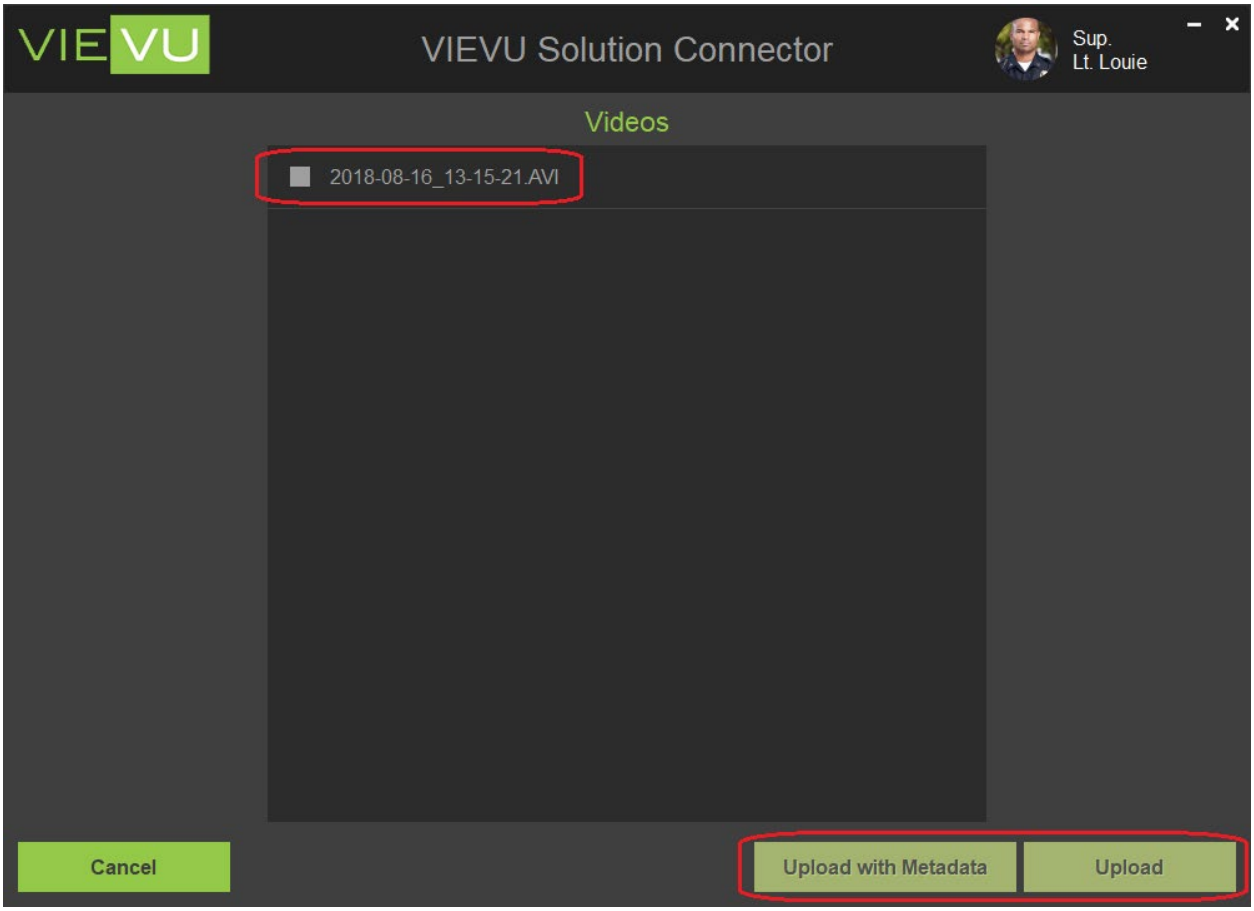


Figure 254

Note: To upload and add metadata you must have permission to Add Files and to Edit File Details in VIEVU Solution.

5. Select videos for priority upload.

➔ To upload selected videos and edit their metadata:

1. With videos selected for priority upload, click on **Upload with Metadata**.
2. The selected videos are displayed in the edit metadata screen (Figure 40).

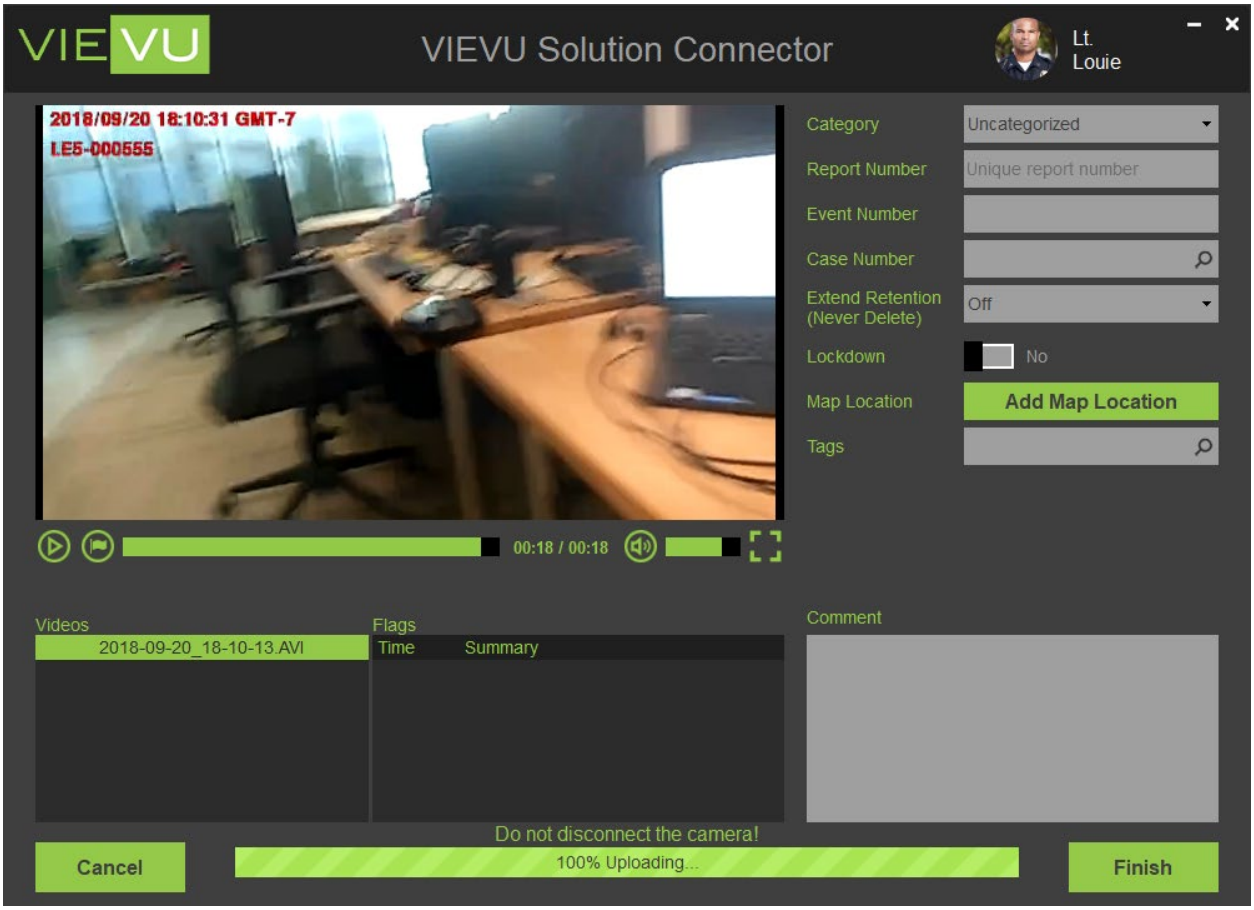


Figure 255

3. The video is uploaded to VIEVU Solution and the video metadata may be edited, as described in the Adding Metadata section of this document.

Warning: Clicking on Cancel will result in unpredictable video status. To determine whether video and metadata was uploaded, find the videos in VIEVU solution.

---

4. When all selected videos and their metadata are uploaded, an **Upload has finished successfully** message is displayed on the main menu (Figure 41).

➔ To upload selected videos immediately:

1. With videos selected for priority upload , click on **Upload** to immediately start uploading the selected videos from the camera to VIEVU Solution**.**
2. When the upload is complete an **Upload has finished successfully** message is displayed on the main menu (Figure 41).

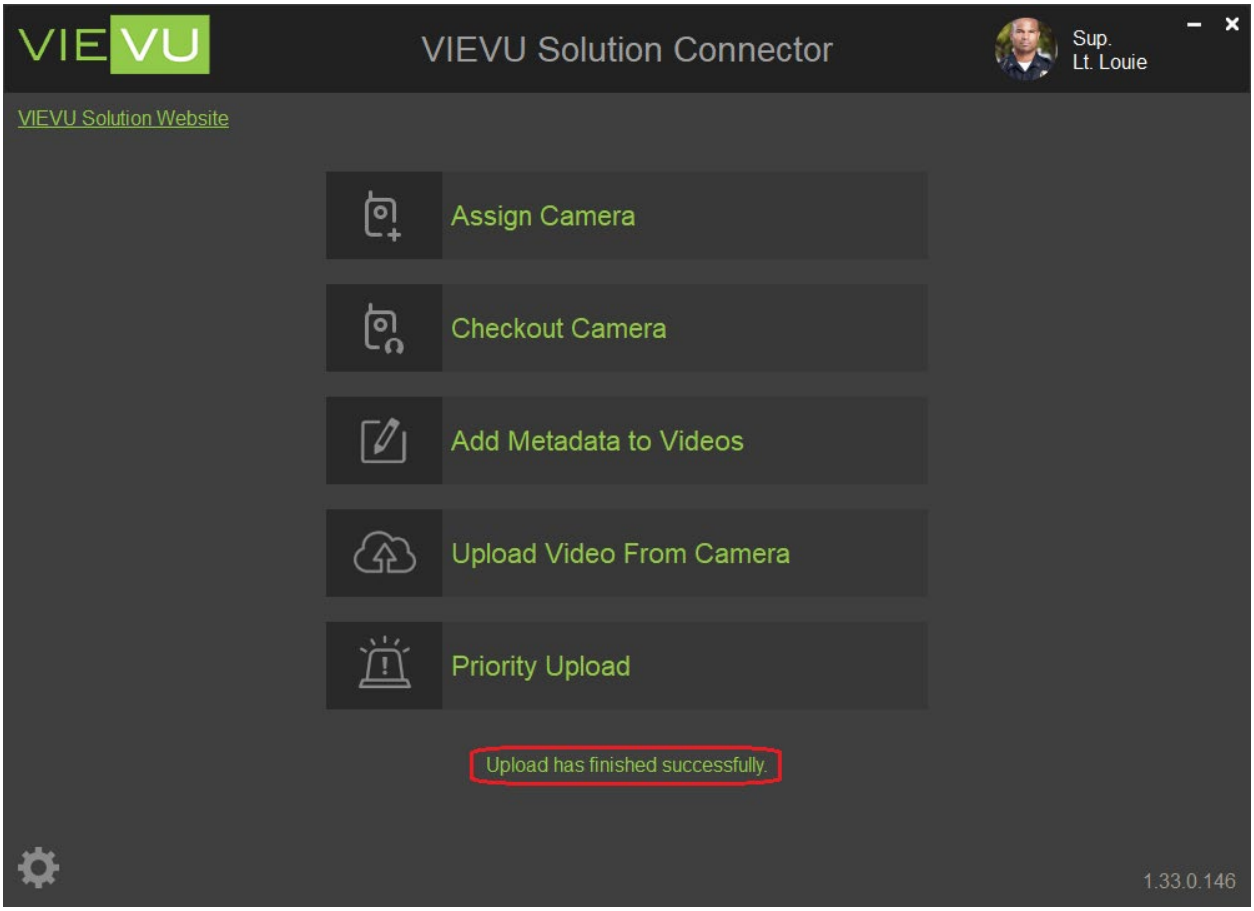

VIEVU
VIEVU Solution Connector
Sup.
Lt. Louie
VIEVU Solution Website
Assign Camera
Checkout Camera
Add Metadata to Videos
Upload Video From Camera
Priority Upload
Upload has finished successfully.
1.33.0.146

Figure 256

APPENDIX A : AD SYNC AND ADFS

Active Directory allows administrators to manage user accounts with a remote application. Active Directory (AD) is a directory service that Microsoft developed for Windows domain networks. It is included in most Windows Server operating systems as a set of processes and services. The VIEVU Solution AD Sync utility functions as a client application installed on a local computer which synchronizes your local Active Directory user accounts with the VIEVU Solution software. Once connected to Active Directory, you can choose to synchronize based on AD Group(s) or User Attribute(s), depending on how your Active Directory is structured.

Introduction

This appendix describes how to operate the VIEVU Solution AD Sync utility and configure Active Directory Federation Services (ADFS).

AD Sync Installation

AD Sync can be downloaded from the VIEVU Customer Support web site http://www.vievu.com/vievu-solution-support/

Note: Running the AD Sync installer will automatically update previously installed versions.

➔ To install AD Sync:

1. Run the installation executable, *VIEVU_Solution_AD_Sync_Installer.exe*
2. The End User License Agreement is displayed (Figure 257).

Figure 257

3. Select '**I Agree**' and the **Install** button is displayed (Figure 258).

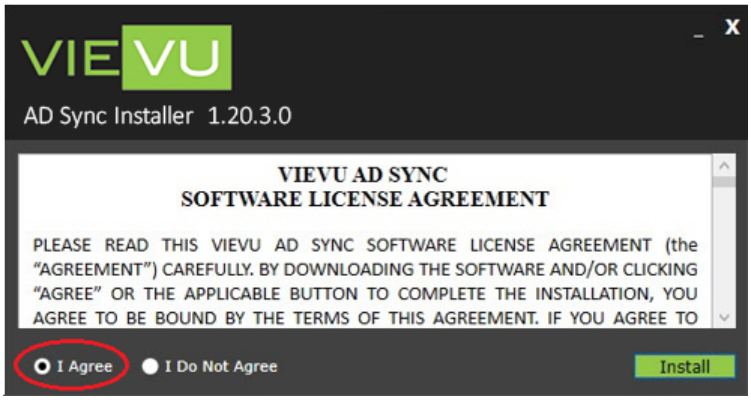


Figure 258

4. Select **Install** and the installation process begins.
5. Progress of the installation is displayed in a progress bar (Figure 259).

Note: Pressing Cancel will end the installation process and cleanup any installed files.

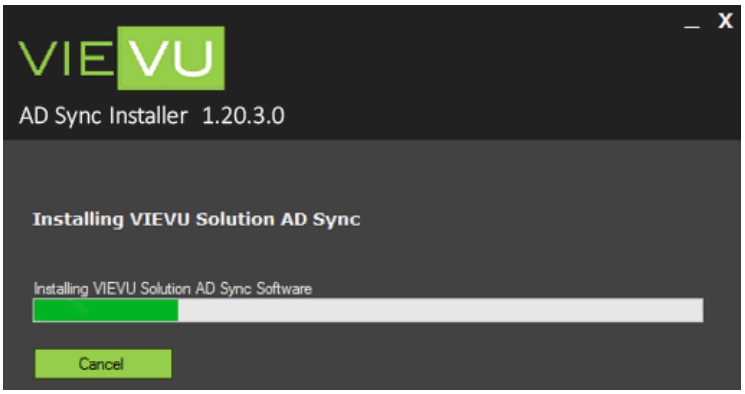


Figure 259

6. A confirmation message is displayed when the installation is complete (Figure 260).

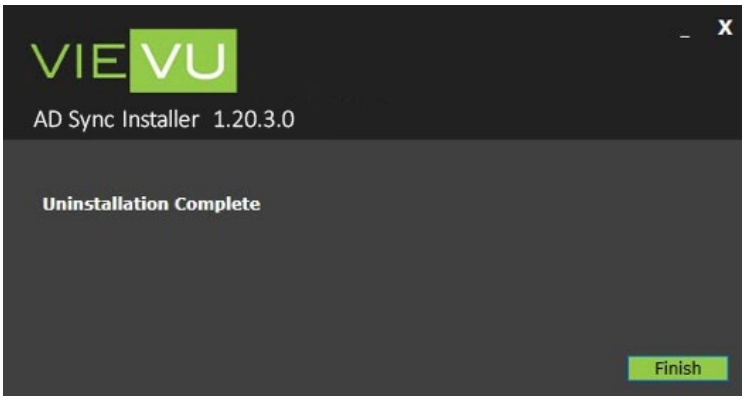


Figure 260

7. Select **Finish** to complete the installation.
8. A message is displayed, stating that it is recommended that you restart your computer after installation is complete (Figure 261).

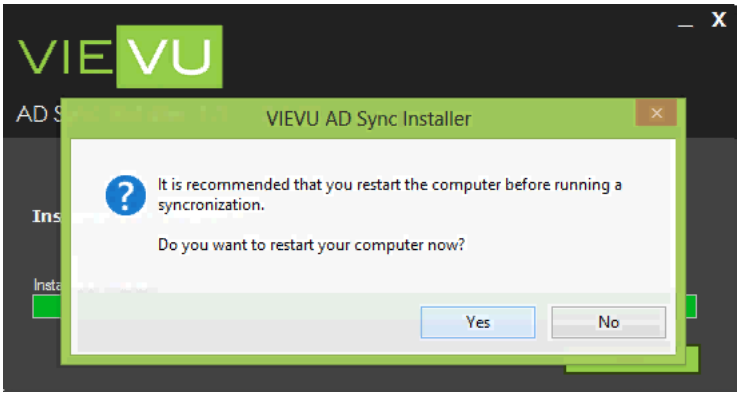


Figure 261

9. Click on **Yes** to restart your computer (or click **No** to restart later).

Active Directory Sync

AD Sync synchronizes user accounts between VIEVU Solution and an Active Directory application.

Overview

The VIEVU Solution AD Sync utility functions as a client application installed on a local computer. This application synchronizes your network Active Directory system with VIEVU Solution. User account information in your Active Directory application is copied to user accounts in VIEVU Solution.

Connection

Enter the domain controller's information and specify an account with access to the domain. The Base Distinguished Name (DN), can connect to an Active Directory Organizational Unit (OU), or to a Domain. The Sync can be configured from 1-24 hours. Launch the active directory Sync application (Figure 262).

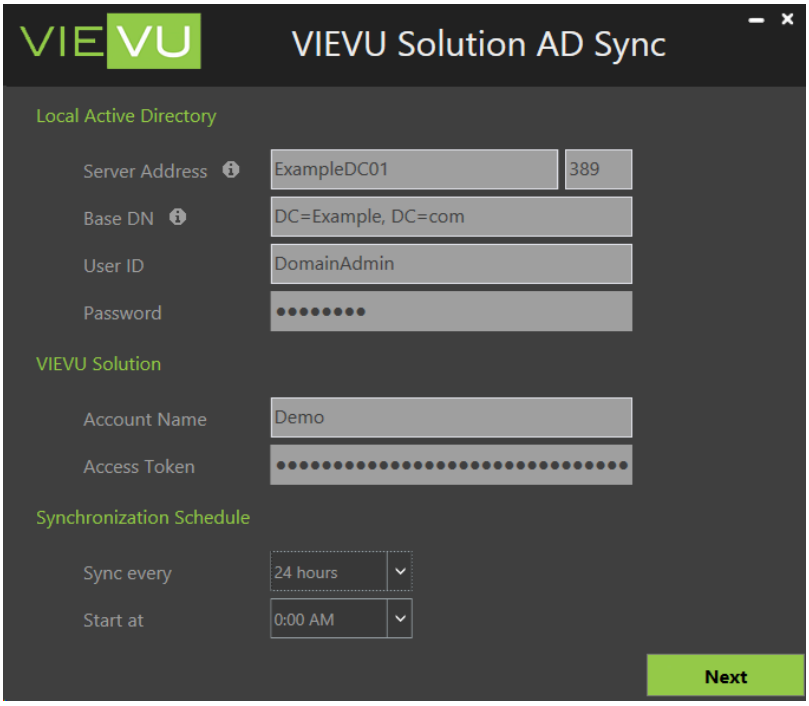


Figure 262

Configuration

Once connected to Active Directory, you can choose to synchronize based on AD Group(s) or User Attribute(s), depending on how your Active Directory is structured. Match the VIEVU Solution fields to the appropriate Active Directory Attributes.

Users also have the ability to *not* synchronize roles between VIEVU Solution and AD Sync.

- In cases when VIEVU Solution roles are managed differently from the Active Directory (AD) groups or attributes, the admin can clear the **Sync Roles** check box so that AD roles are not copied to VIEVU Solution.
- All VIEVU Solution users are required to have an assigned role. So new users that are created by AD Sync will be assigned to a default role (**AD Sync**), which is created in VIEVU Solution when the **Sync Roles** check box is cleared.
- If the **Sync Roles** check box is cleared roles of users already in VIEVU Solution are not changed or updated (Figure 263).

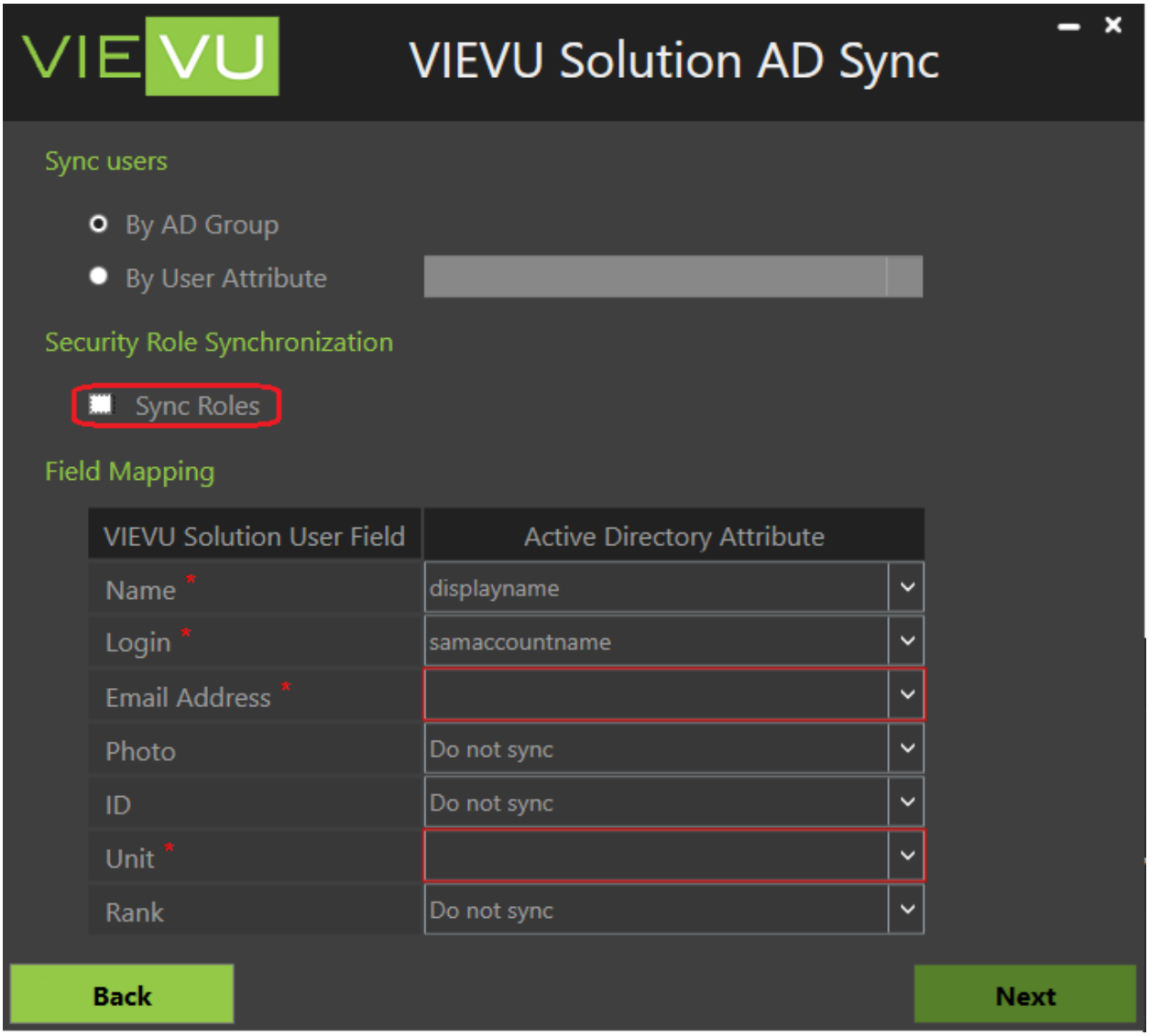


Figure 263

Syncing

When you run the sync operation, the program searches for an existing Role with the same name in VIEVU Solution. If a Role does not exist, the operation creates a new one in VIEVU Solution. Next, the program searches for a user that currently exists with the same username. If a user does not exist, a new user is created and automatically placed into that Role.

Note: Users residing in multiple AD Groups inherit the first synchronized Group for that user.

AD Sync allows you to select the groups to synchronize with VIEVU Solution. Only users in selected groups are synchronized (Figure 264).

Figure 264

Finish

When AD Sync has been successfully configured, click **Finish (**Figure 265**)**. Select the **Synchronize Immediately when finished** checkbox if you want to synchronize users with AD now.

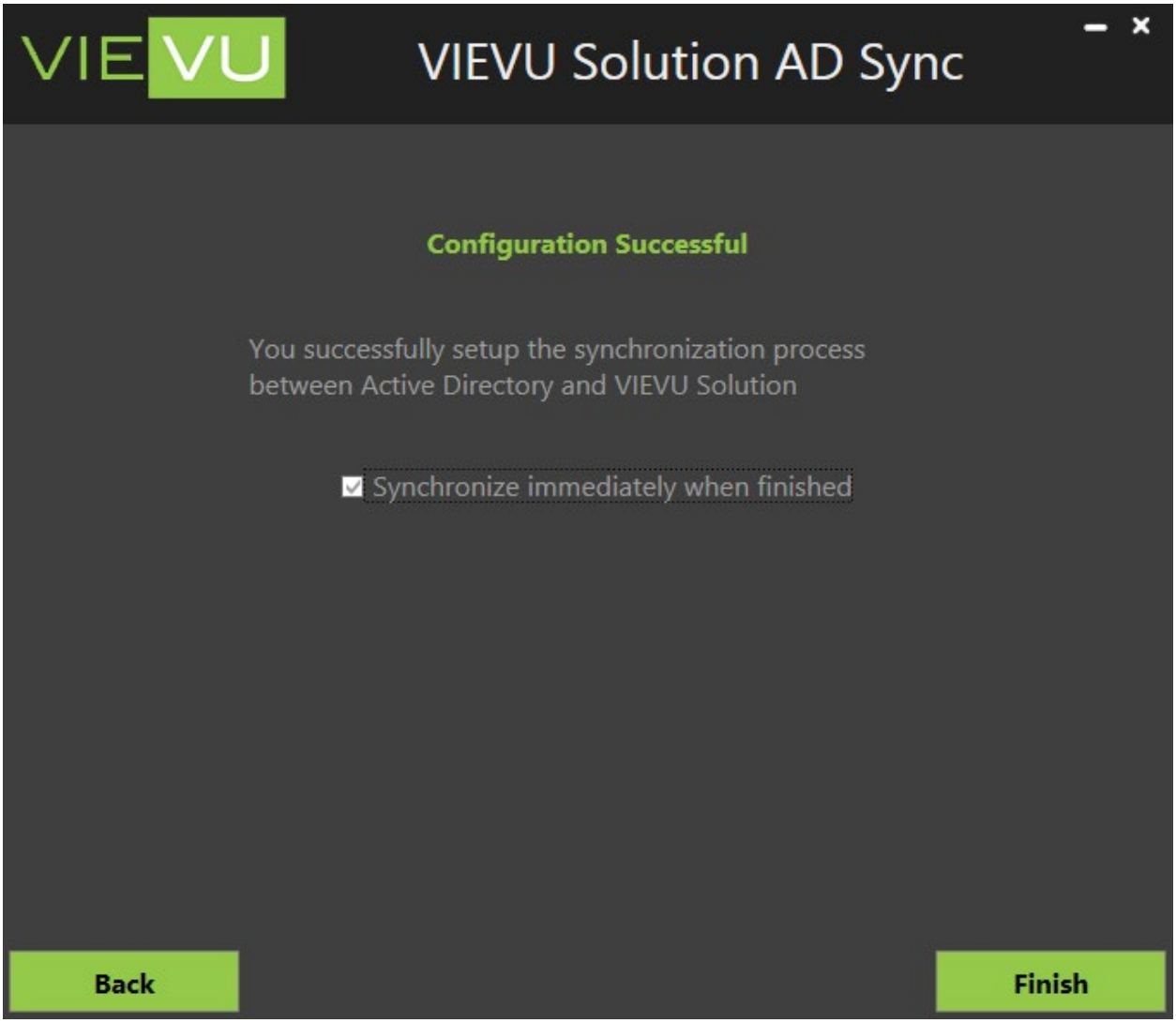


Figure 265

If you selected **Synchronize Immediately When Finished**, a synchronization message is displayed until Synchronization is complete (Figure 266).

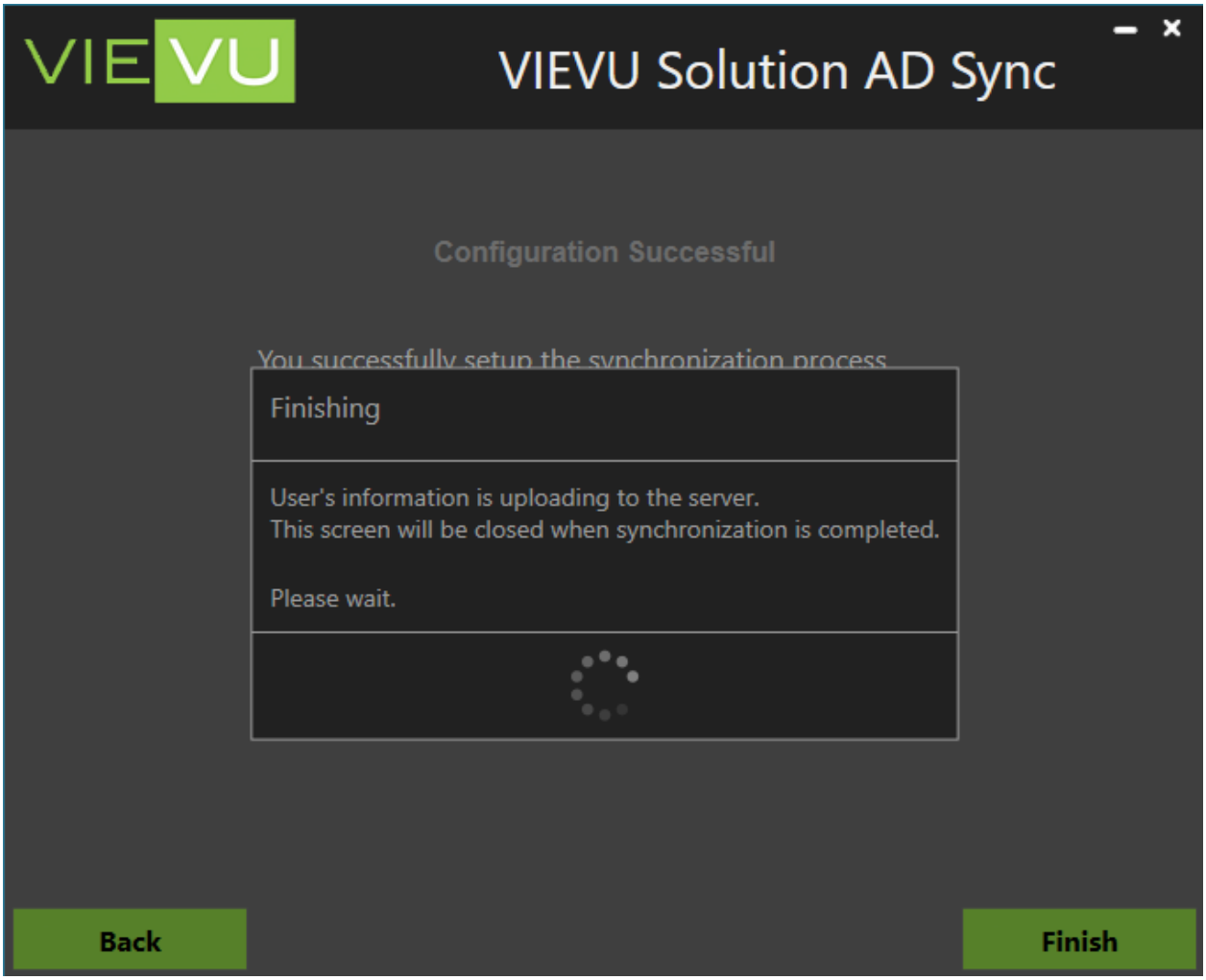


Figure 266

Active Directory Federation Services (ADFS)

Active Directory Federation Services (ADFS), is a software component developed by Microsoft, to provide users with single sign-on access to systems and applications located across organizational boundaries.

Overview

Before configuring ADFS, it is recommended that at least one *Administrator* Account is *not* currently being synchronized with AD Sync. This ensures that you can retain login access to VIEVU Solution and make changes, if necessary.

Note: An *Administrator* account has permissions to Edit Users and Roles as a minimum.

ADFS Authentication Process

Figure 267 shows a sequence diagram of the AD-Sync <-> VIEVU Solution connection process.

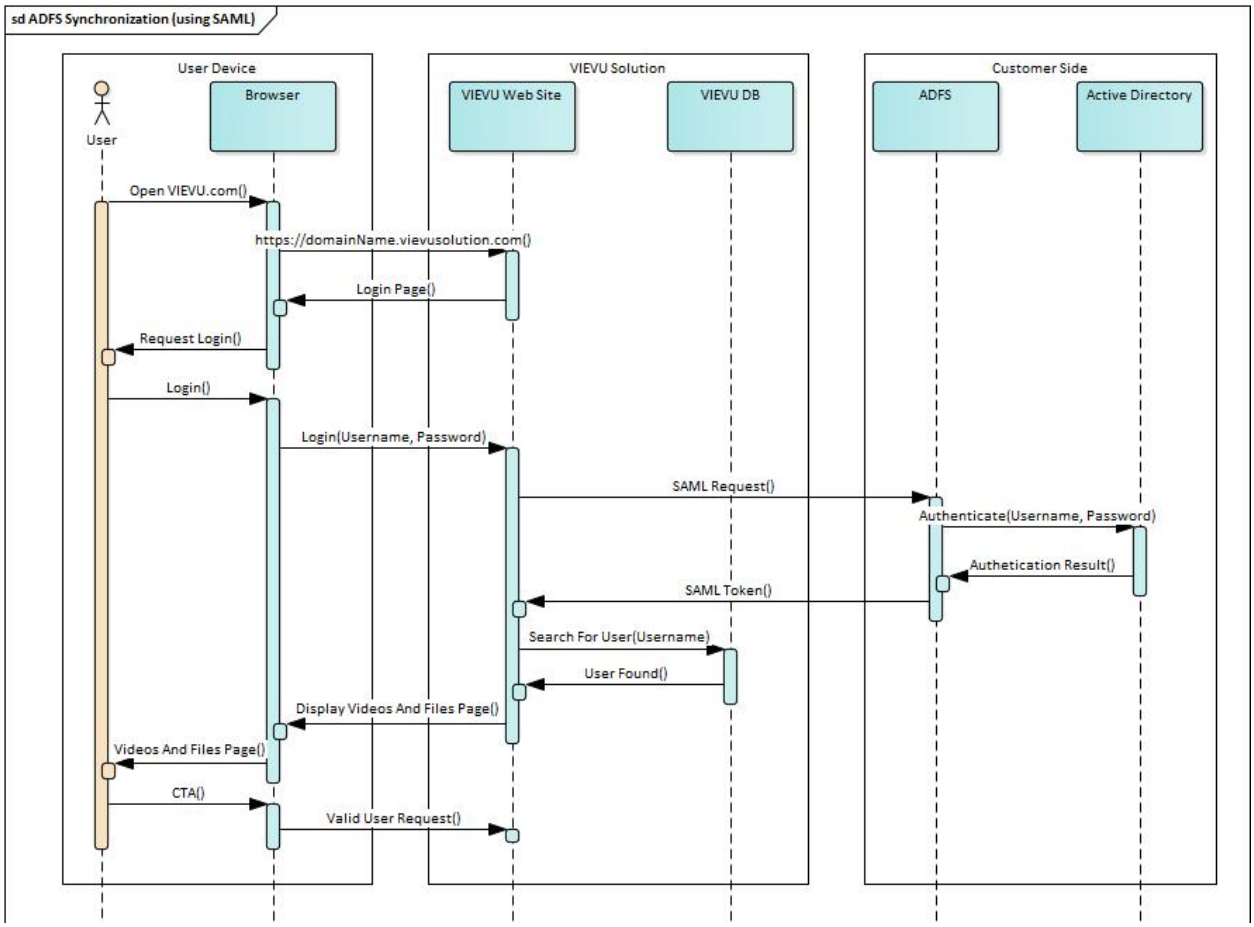


Figure 267

1. A user makes a request to open VIEVU Solution
2. The VIEVU Solution Login page is displayed.
3. The user enters their username and password.
4. VIEVU solution sends the username and password to ADFS for verification (using a SAML Request).
5. ADFS confirms the username and password with the Active Directory system.
6. ADFS informs VIEVU Solution that the user credentials are correct according to AD (with a SAML token).
7. VIEVU Solution locates the user in its database.
8. When the user is found, the Videos & Files page is displayed to the user.
9. The user is now able to make requests of VIEVU Solution.

ADFS Setup and Configuration

This section describes configuring VIEVU Solution for use with your ADFS.

➔ To Configure ADFS in VIEVU Solution:

1. Enable username mixed endpoint.
2. Configure an ADFS relying party trust to provide access to VIEVU Solution.

Note: Use a tool such as the ADFS Management Console to add and configure an ADFS Relying Party.

3. Login to VIEVU Solution and go to the **Settings** page.
4. Click the **Active Directory** icon on the left.
5. The active directory configuration screen is displayed (Figure 268).

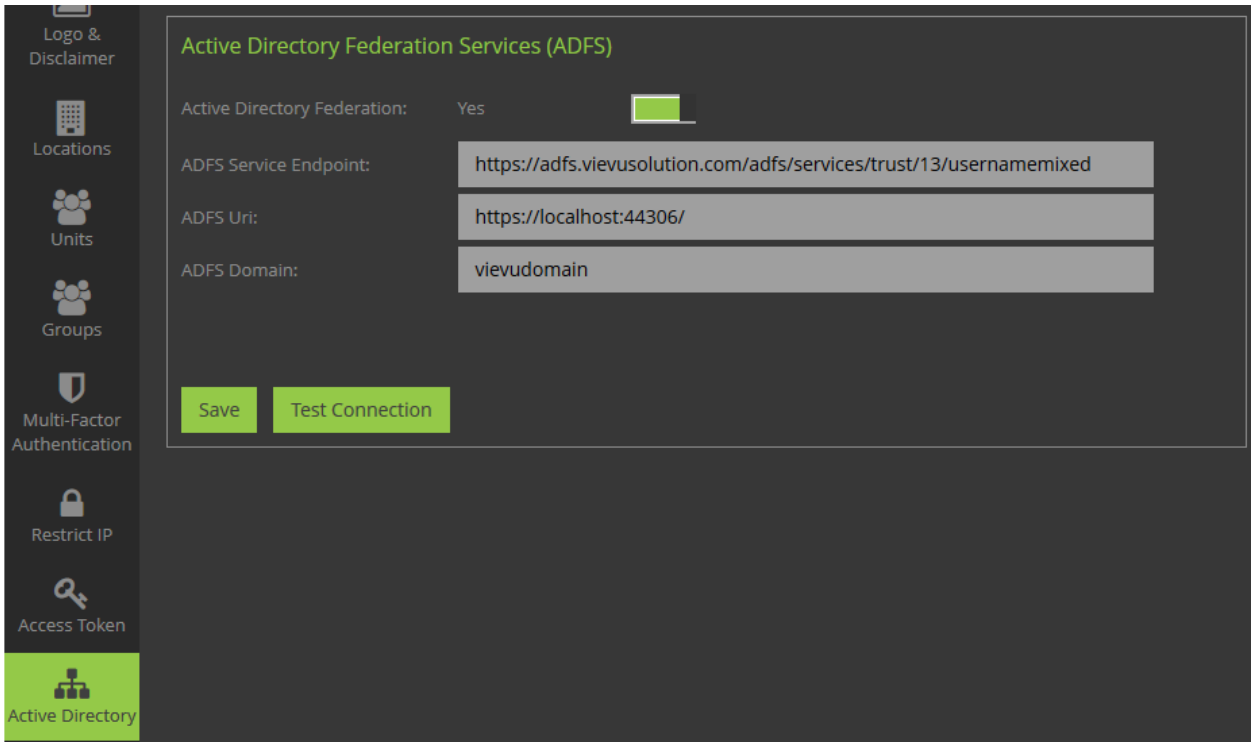


Figure 268

6. In the **Active Directory Federation Services** window, toggle Active Directory Federation to **Yes**.
7. Enter the ADFS Service Endpoint as the publicly available URI for your ADFS environment.

Note: The format for the URI is https://myadfs.mydomain.com/adfs/services/trust/13/usernamemixed

8. Enter the **ADFS URI** is the website address for your VIEVU Solution account.

Note: This must be identical to the web address you entered in the Relying party trust identifier field.

9. Enter your Active Directory domain name in the **ADFS Domain** name field.
10. Click **Save**.
11. Click **Test Connection**, the **Test Connection** screen is displayed.
12. Enter an Active Directory user account *username* and *password* and click **Test Connection**.

Note:The login format is simply a username and does not include domain information.

APPENDIX B : CAD-RMS SYNC

This appendix describes how to operate the VIEVU Solution CAD-RMS Sync utility. Additional support material is available at www.vievu.com/vievu-solution-support.

Introduction

The VIEVU Solution CAD-RMS Sync utility functions as a client application which connects your CAD-RMS system with VIEVU Solution. The utility should be installed on a computer that is a member of a domain that can communicate with a domain controller.

CAD-RMS Synchronization occurs once a day using a batch job that pulls information from CSV file generated from CAD-RMS. This CSV file contains columns of RMS data with the first row containing a header name for the data in the column. For example:

Login	RecordedDate	Duration	TimeOnCall	TimeCleared	EventNumber	CategoryName
louie	10.20.2017 10:02:18	00:15.0	10/20/2017 2:51	10/20/2017 2:51	CAD-RMS Event Number	CAD-RMS category
super	13.02.2014 5:34:10	00:00.6	2/13/2014 5:34	2/13/2014 5:34	Event-CAD-RMS-03	CAD-RMS category

The first row is matched with data variable names in VIEVU Solution. For example, CategoryName matches Category.

Note: Date and time data must be in a single record, and of the format *YYYY-MM-DD HH:MM:SS*

Records in RMS are matched with camera videos in VIEVU Solution, by their record date. Basically, the video whose record date and time is closest to the date and time of the RMS event will be matched to that event. Once a match is found, discrepancies in data are resolved such that VIEVU Solution is consistent with your RMS.

CAD-RMS Sync Installation

CAD-RMS Sync can be downloaded from the VIEVU Customer Support web site http://www.vievu.com/vievu-solution-support/

Note: Running the CAD-RMS Sync installer will automatically update previously installed versions.

➔ To install CAD-RMS Sync:

1. Run the installation executable, *VIEVU_Solution_CADRMS_Sync_Installer.exe*.
2. The End User License Agreement is displayed (Figure 269).

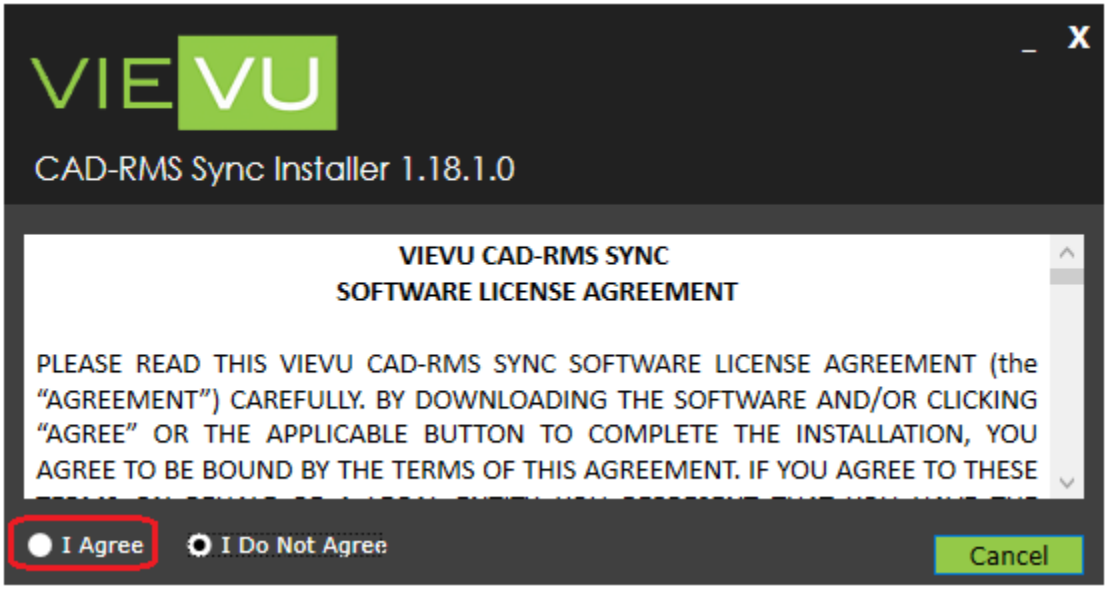


Figure 269

3. Select **I Agree** and the **Install** button is displayed.
4. Select **Install** and the installation process begins (Figure 270).

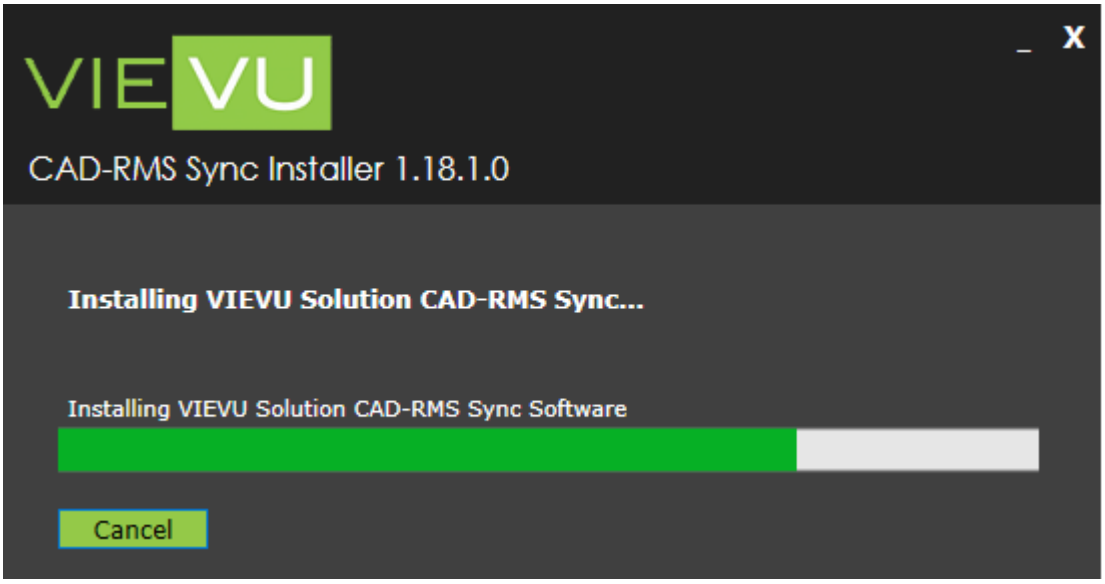


Figure 270

5. Progress of the installation is displayed in a progress bar.

Note: Pressing Cancel will end the installation process and cleanup any installed files.

6. A confirmation message is displayed when the installation is complete.
7. Select **Finish** to complete the installation.

CAD-RMS Sync Configuration

To use CAD-RMS Sync you need to define mappings from data in CAD-RMS to data in VIEVU Solution. Before configuring CAD-RMS Sync an example of RMS CSV file must be accessible from your computer.

➔ To configure CAD-RMS Sync:

1. Open the VIEVU Solution CAD-RMS Sync application on your desktop.
2. The Account Name screen is displayed (Figure 271).

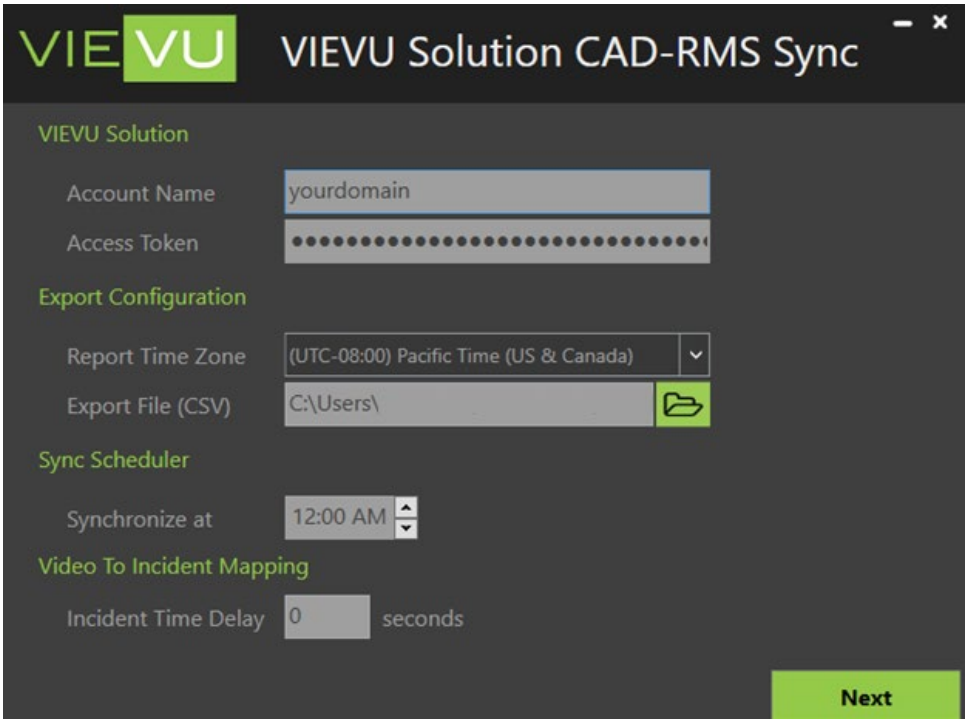


Figure 271

3. Enter the requested information as follows.

Enter Account Name And Access Token

The account name is the name of your VIEVU Solution environment, as in the first part of the URL, https://yourdomain.vievusolution.com.

Your system access token allows external applications to access your VIEVU Solution system.

➔ To get your access token:

1. From your VIEVU Solution account, click the **Settings** tab at the top of the screen.
2. From the left-side toolbar, click **Access Token**.
3. In the Active Access Token window, click the **Copy to Clipboard** button.
4. Back at the Account Name screen in CAD-RMS Sync, place your cursor in the **Access Token** field, use your mouse to open the pop-up, and select **Paste**.
5. The access token is placed into the field.

Configure The Batch Job

The CAD-RMS synchronization reads data from a RMS CSV export file at a certain time each day. The **Export File (**CSV**)** is used to sync your CAD-RMS data with VIEVU Solution.

➔ To synchronize CAD-RMS data with VIEVU Solution:

1. From the **Report Time Zone** drop down list select your time zone.
2. In the **Export File (CSV)** field, browse to and select the example RMS CSV file that will be imported.
3. In the **Synchronize at** field select the time you want synchronization to occur each day.

Map CAD-RMS Data

CAD-RMS Sync maps RMS record attributes to video attributes in VIEVU Solution. To do this you must manually map the names of these attributes in CAD-RMS sync. In this manner, CAD-RMS Sync can figure out which RMS record maps to which VIEVU solution video. Mapping of records is based on the time that the incident occurred.

➔ To map CSV Column names to VIEVU Solution attributes:

1. In the **Incident Time Delay** field, enter the time (in seconds) for which to delay the matching of incident time. This is used when the start time of the video recording happens prior to the time of the RMS incident.
2. Click **Next** to display the **Field Mapping** window (Figure 272).

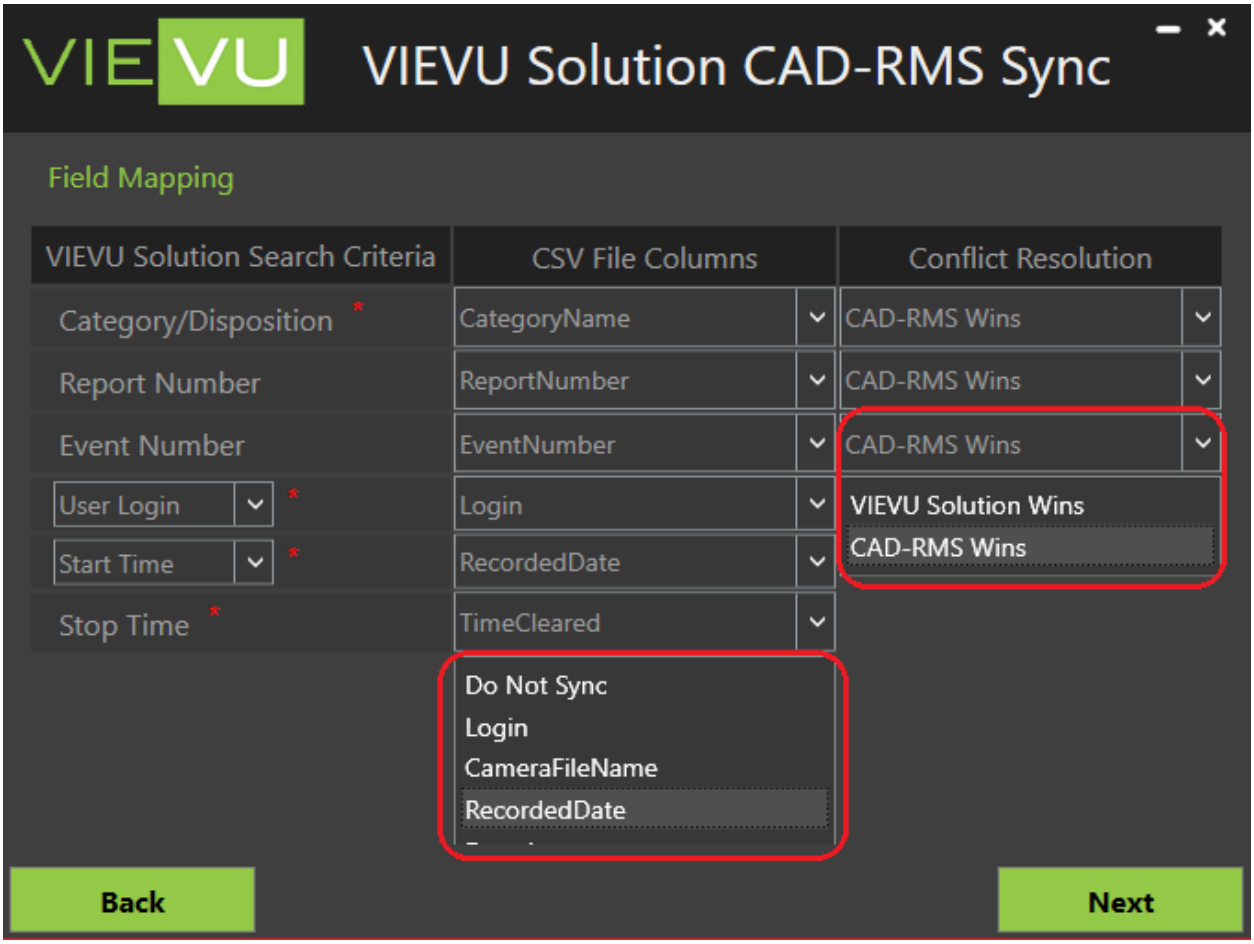


Figure 272

3. Match the **VIEVU Solution Search Criteria** to the appropriate CAD-RMS CSV **File Columns**.

Note: The CSV File Column drop list contains the name of each column in the CSV file. Select one of these column names, or if you do not wish to synchronize this attribute, select *Do Not Sync*.

4. In the **Conflict Resolution** column, use the drop-down list to select which conflict resolution takes precedence:

   - VIEVU Solution,
   - Your CAD-RMS system,
   - The Longest retention.

5. Click **Next** and the **Categories Mapping** window (Figure 273).

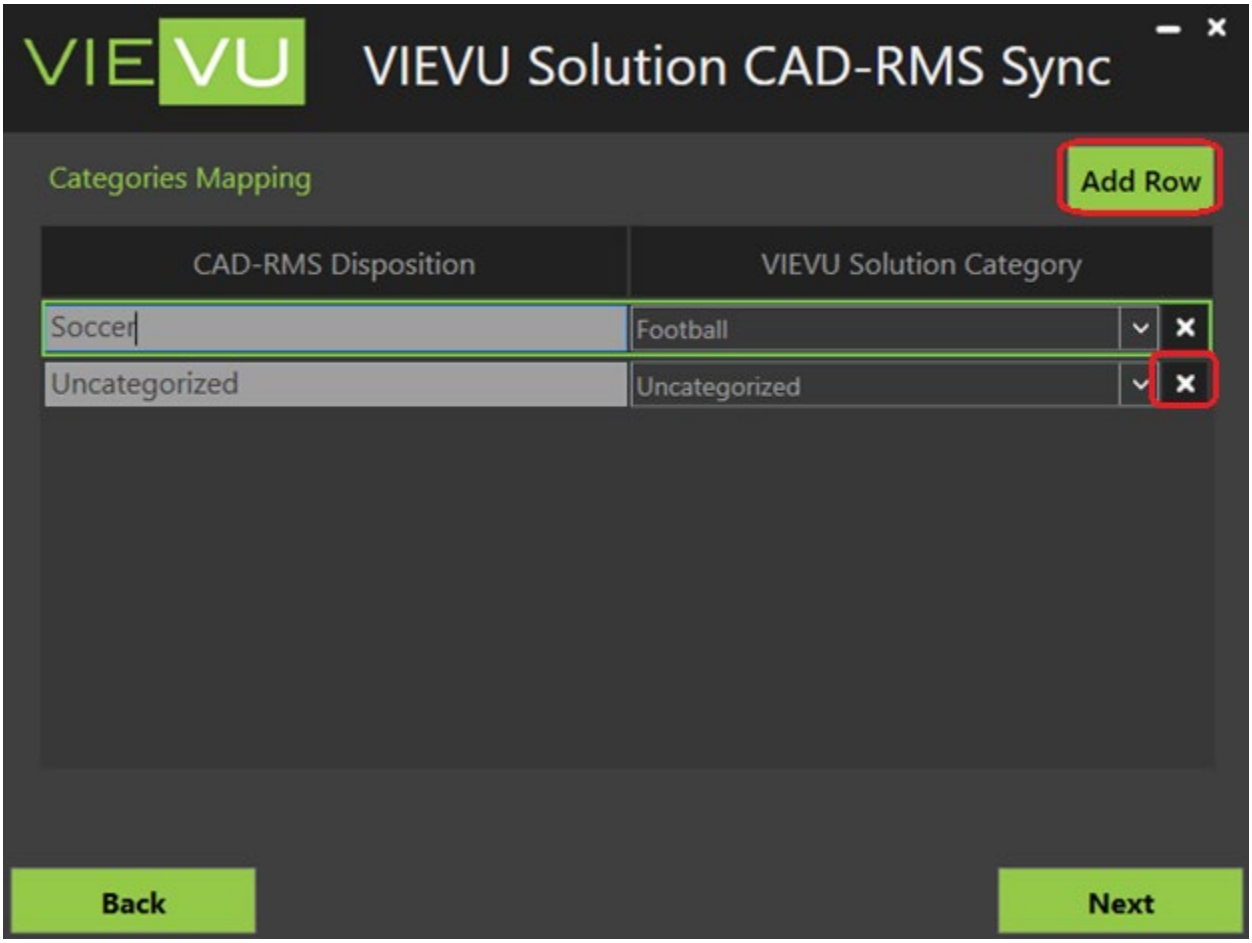


Figure 273

6. Enter the name of a category in the **CAD-RMS Disposition** field and match this to a VIEVU Solution category from the drop-down list to the right of the **VIEVU Solution Category** field.
7. Click the **Add Row** button in the upper-right corner of the window to create a new category mapping.
8. Remove a category mapping by clicking the '**X**' icon on the right side of the row.
9. Click **Next** and the **Configuration Successful** window is displayed (Figure 274).

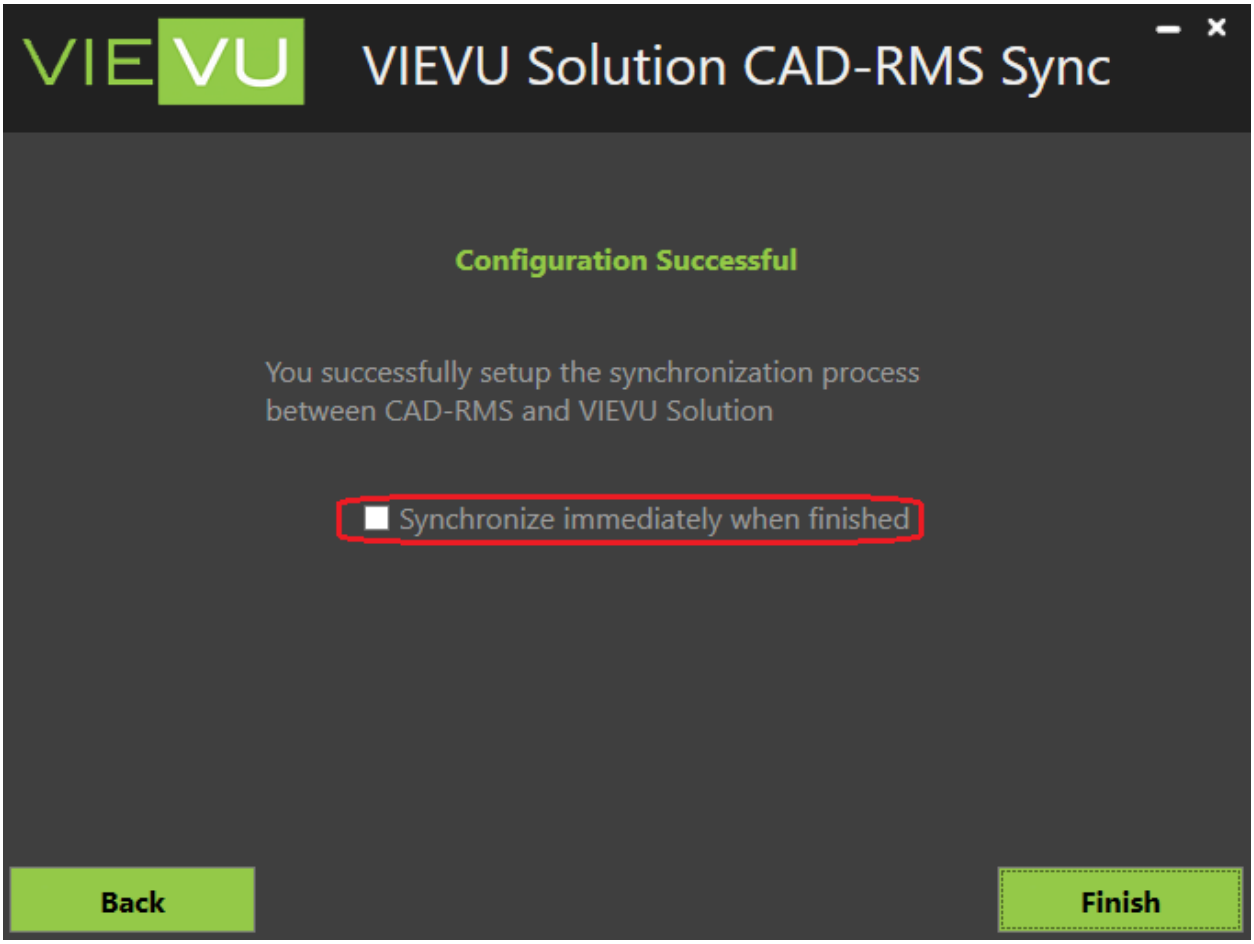


Figure 274

10. To perform an immediate synchronization using the data in your example RMS CSV file, select the **Synchronize Immediately when finished** check box and click **Finish**.

APPENDIX C : USER PERMISSIONS

User permissions determine the capabilities of a user after they have logged into VIEVU solution. If you have been given a permission that allows you to perform a function, you will see the control for that function on the UI. If not, you will not see the control.

VIEVU Solution

The following Table 3 describes the purpose of each permission setting. These settings are assigned to a roles or users of VIEVU Solution.

Table 3

Permission	Value(s)	Meaning
View Files	None Own Same Role Same Unit* All	Determines if a user sees the 'Videos & Files tab, and what files they can see in search results
View Cases	None Own All	Determines if a user sees the 'Cases' tab, what cases they can see in search results, and if they can view videos in cases
View Users History	None Own Same Unit All	Determines if a user sees the 'User History' tab and what user histories they can see in search results
Activity History	Yes/No	Determines if a user can see the activity 'History' tab for a file, video, or redacted video
Add Files	Yes/No	Determines if a user can see the 'Add' button on the Videos & Files tab, 'Add Files to Case' on the Case Details screen, 'Download Video from Camera' button in VSC, 'Upload Files' in mobile apps, and if they can see 'Upload Video' from the Add Metadata screen in iOS and WP apps
Assign Cameras	Yes/No	Determines if a user has access to the 'Cameras' tab and if they can assign and search for cameras.

Permission	Value(s)	Meaning
Audit Log	Yes/No	Determines if a user can see the 'Download Audit Log' button on a file, video, or redacted video details screen
Change Evidence Unit	Yes/No	Determines if a user can edit the Unit attribute from the Evidence Details Edit screen
Checkout Camera	Yes/No	Determines if a user is able to assign a spare camera to themselves
Create Clip	Yes/No	Determines if a user is able to add clips from video evidence
Delete Files & Cases	Yes/No	Determines if a user sees the 'Delete' button on the Video Details screen (including redacted videos) and if they can see the 'Delete' button on the Case Details screen
Download Files	Yes/No	Determines if a user sees the 'Download' button on the File Details screen (including redacted videos), 'Download Multiple' button on video search results, 'Download All Files' on the case details screen, and the 'Audit Log' button on the File Details screen (including redacted videos)
Edit Case Details	Yes/No	Determines if a user sees the 'Edit Case' button on the Case Details screen
Edit File Details	Yes/No	Determines if a user sees the 'Edit Details' button on Video/Clip/Redaction Details screen, if they can edit metadata on a camera, and if a user can remove files from cases with 'x' button on the Case Details screen
Edit Multiple	Yes/No	Determines if a user is able to edit attributes from many evidence items at the same time.

Permission	Value(s)	Meaning
Edit Settings	Yes/No	Determines if a user has access to the 'Settings' tab
Edit Users & Roles	Yes/No	Determines if a user sees the 'Users' and the 'Roles' tab and can access user information
Extend Retention (Never Delete)	Yes/No	Determines if a user sees the Extend Retention button on the Evidence Details screen
Hide Activity	Yes/No	Determines if a user's activity is hidden from downloaded and displayed history reports and logs that include user activity
Lockdown	Yes/No	Determines if a user can lockdown evidence
Share Files & Cases	Yes/No	Determines if a user sees the 'Share' button on the Video/File details screen, and if a user sees the 'View and Download' option on shared videos, files and cases
Share: Download Files	Yes/No	Determines if a user sees the 'View and Download' option on the share video, file, and case screens.
Share: Export Audit Log	Yes/No	Determines if a user sees the 'export audit log' options on share video, file, and case screens.
Use Mobile App	Yes/No	Determines if a user can log in to the mobile app
View DS Status	Yes/No	Determines if a user can see the 'Docking Station' section
View Lockdown	Yes/No	Determines if a user can see locked down videos
View Master Log	Yes/No	Determines if a user can see the 'Master Log' tab and if they can review the Master Log

Permission	Value(s)	Meaning
View Reports	Yes/No	Determines if a user sees the 'Reports' tab and if they have access to the reports on the tab
Redaction	Yes/No	Determines if a user sees the 'Redaction' button on the Video Details screen

VIEVU Solution Connector

The following permission settings (Table 4), determine which functions are available to a user of VSC.

Table 4

Action	Permissions	Meaning
Assign Camera	Assign Cameras	Required for the user to see the Assign Camera button.
Checkout Camera	Checkout Camera	Required for the user to see the Checkout Camera button.
Add Metadata	Edit File Details	Required for the user to see the Add Metadata To Cameras button.
Upload Videos	Add Files	Required for the user to see the Upload Video From Camera button.
Priority Upload	Add Files Edit File Details	Both permissions are required to see the Priority Upload button.

*Same Unit – Includes evidence that is assigned to you from a different unit (same as the *Own* permission).

APPENDIX D : RECOGNIZED FILE TYPES

The following types of video and non-video file types are recognized by VIEVU solution.

- Supported video formats: AVI, MP4, MOV, FMV, WMV, MKV, OGG, OGV, M4V, 3GP, FLV.
- Supported image formats: GIF, BMP, JPG, PNG.

Note: VIEVU Solution supports all files that can be uploaded to the cloud. If the file type is not recognized, you can still manage the attributes of that file and perform all features described in this guide on that file, but you will not see an image of the file in VIEVU Solution.