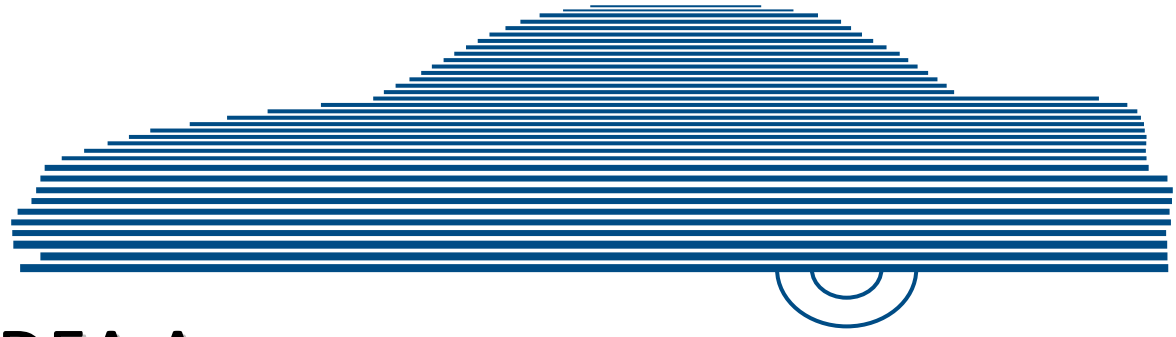

# DEA Agency Administrator's Guide

version 4.0.10

SAFE FLEET Law Enforcement

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# 1 Introduction

This manual provides data entry instructions and technical reference information for users of Digital Evidence Agency (DEA). DEA is the companion software for Flashback, an in-car digital video recorder sold by Mobile-Vision, Inc.

DEA allows you to:

- ❒ Search for and view the video files recorded by your precincts' Flashback and body worn cameras
- ❒ Export and burn selected videos to disc.

DEA was designed to run on server-class hardware. It is a web-based application, meaning that you access the software via the *Internet Explorer* browser.

DEA is a client/server application. The *client* side is DEA Precinct, a group of multi-user servers that ingest videos from the in-field DVRs. The *server* side is DEA Agency, a multi-user server that collects video data from the precinct servers. Since DEA Agency does not communicate directly with the DVRs, all DVR records are maintained on the DEA Precinct servers.

This user guide is geared towards DEA Agency *Administrators* and other supervisory users. If you are a DEA Agency *Officer* user or other non-supervisory user, refer to the *DEA Agency Officer's Guide* instead. If you are a DEA Precinct user, refer to the *DEA Precinct Administrator's Guide*.

For brevity, this user guide refers to all non-supervisory users as *Officers* and all supervisory users as *System Administrators*.

Any differences between Flashback, *Body*VISION, BWX-100, and VIEVU DVRs are clearly noted in this documentation. For additional information on your particular DVR, refer to that DVR's User Guide, which is available for download from our Online Support Center (see *Online Support* link under *Bookmarks* menu option).

For more information, see:


- ❒ Agency/Precinct Communication, next page
- ❒ User Roles, page 3
- ❒ Logging into the System for the First Time, page 3
- ❒ Changing Your Password, page 5
- ❒ DEA Agency Home Page, page 6
- ❒ Definitions, page 8
- ❒ Software Navigation, page 12
- ❒ DVD File Formats, page 15
- ❒ Generating a DVR Login Key for an Officer, page 16
- ❒ Using the Online Help System, page 17.


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## Agency/Precinct Communication

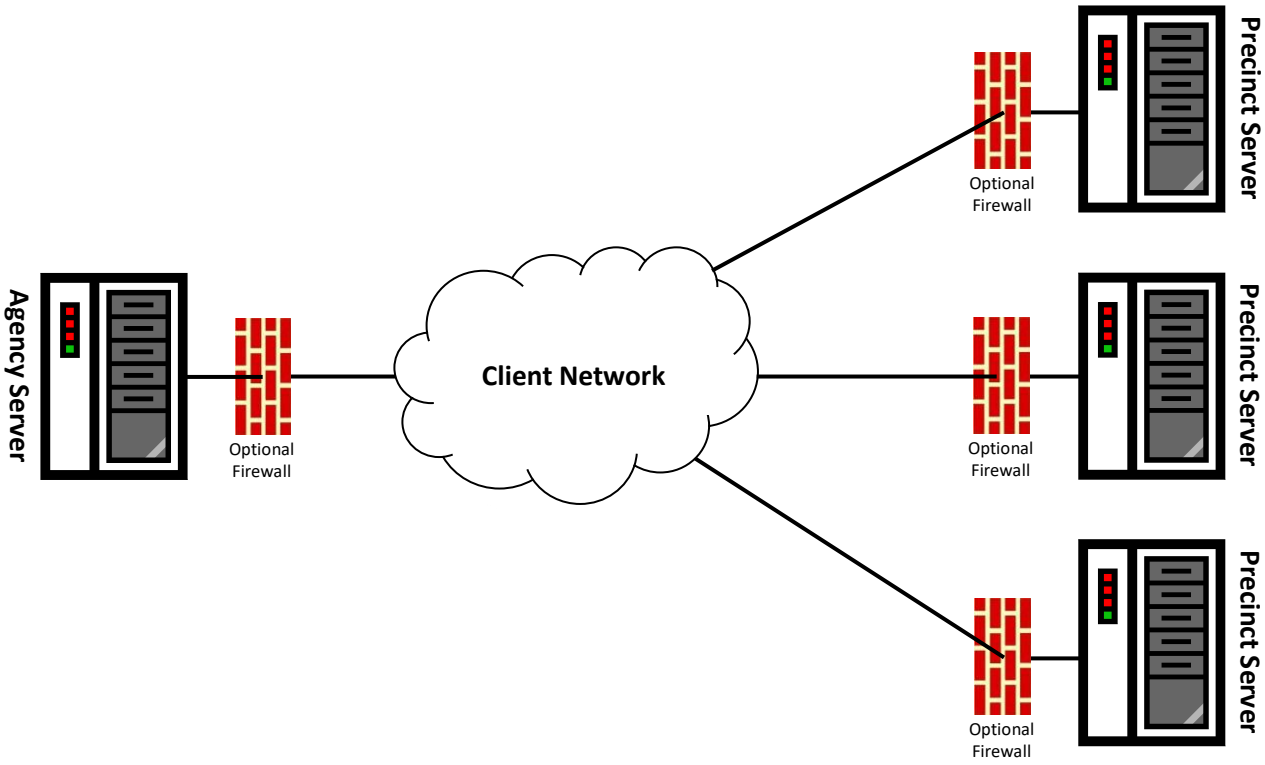
In DEA, there is only one *Agency* server, but there can be multiple *Precinct* servers. Video data first downloads from the DVRs to the Precinct servers. It then transmits to the Agency server during night processing.

The Agency and Precinct servers maintain separate administrative and backup settings, with the following exceptions:

***Maintained on Agency server***

- ❒ User metadata fields
- ❒ Video categories
- ❒ Case notations
- ❒ Race types
- ❒ Subject types

The data listed above is maintained on the Agency server, then copied to the Precinct servers during server-to-server transmissions. Users on the Precinct servers can *view*, but not *update*, these fields.

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## User Roles

In DEA Agency, users are granted access to various system functions by assigning them a *user role*. A user role is simply a group of permissions. Whenever a user logs into DEA Agency, the system will grant him access to various system functions according to the user role that's assigned to his User ID. As System Administrator, you are responsible for assigning permissions to each user role.

There are two types of user roles: *system-defined* and *custom*, as described below.

### System-Defined User Roles

*System-defined* user roles are pre-defined user groups that come standard with DEA. They include:

- ❒ Officer
- ❒ Display-only Case
- ❒ Display-only Video
- ❒ Supervisor Lvl 1
- ❒ Supervisor Lvl 2
- ❒ Internal Affairs
- ❒ Administrator

User roles are customizable. You can add or remove permissions from them as desired. However, the names of these roles cannot be changed, nor can they be deleted from the system.

### Custom User Roles

*Custom* user roles are user-defined user groups that you can create and then assign any number of permissions to. You can add, change, or delete custom user roles as desired.

## Logging into the System for the First Time

This section describes how to login to the DEA Agency application. During installation, your System Implementation Specialist (SIS) will provide you with the following login information:

- ❒ URL needed to access your DEA Agency server
- ❒ User ID
- ❒ DEA Agency User Password (if needed)*

**1** Double-click on the Safe Fleet Mobile-Vision desktop icon. The Flashback Login screen displays.

* If your organization is using the Active Directory Integration feature, you will not need a new password for DEA Agency, as the application will be integrated with your existing Windows Active Directory or Novell eDirectory.



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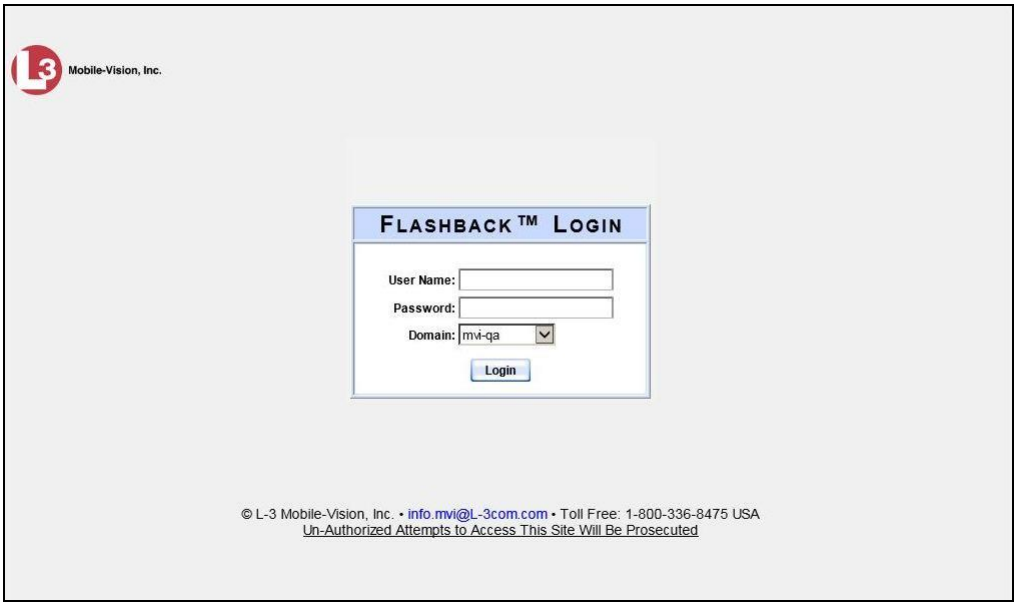


If your organization is using the Active Directory Interface, a field labeled *Domain* will also display beneath the *Password* field.

**2** Enter your user name in the *User Name* field.

**3** Enter your security password in the *Password* field:

- ❒ If your organization is using the Active Directory Interface, this is the same password that you use to login to your regular Windows network or Novell eDirectory.
- ❒ If your organization is *not* using the Active Directory Interface, this is the initial password that your System Installation Specialist (SIS) provided you with.

**4** If the *Domain* field appears on your screen, proceed to the next step. Otherwise skip to step 6.

**5** Select the correct domain name from the *Domain* drop-down list.

**6** Click the **Login** button *or* press **Enter**. The DEA Agency Home Page displays.

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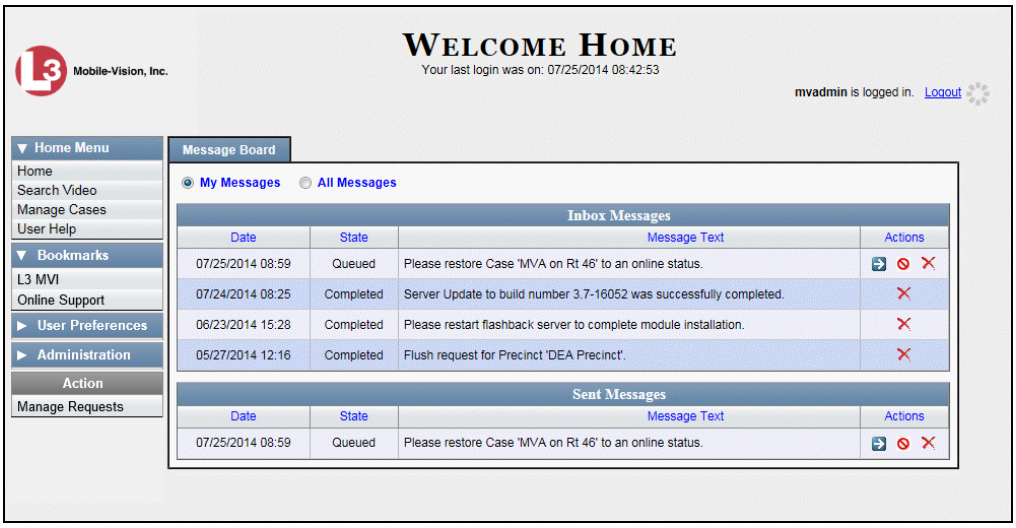


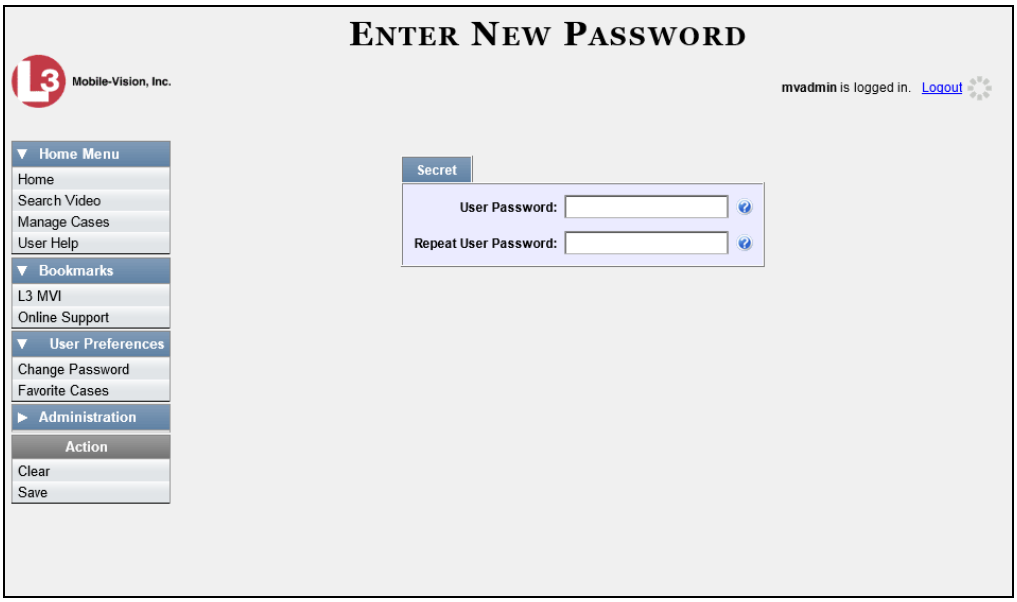

For a detailed description of this page, see “DEA Agency Home Page” on page 6.

## Changing Your Password

Unless your agency is using the Active Directory Integration feature, you should change your password the first time you login to DEA Agency, as described below.

Please note that passwords are case-sensitive.

1 Go to ▼ User Preferences and click **Change Password**. The Enter New Password page displays.

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2 Enter your new password in the *User Password* field. For security reasons, your password will not display as you type it.

3 Re-enter your new password in the *Repeat User Password* field.

4 Go to the Action column and click **Save**. A confirmation message displays at the top of the page.

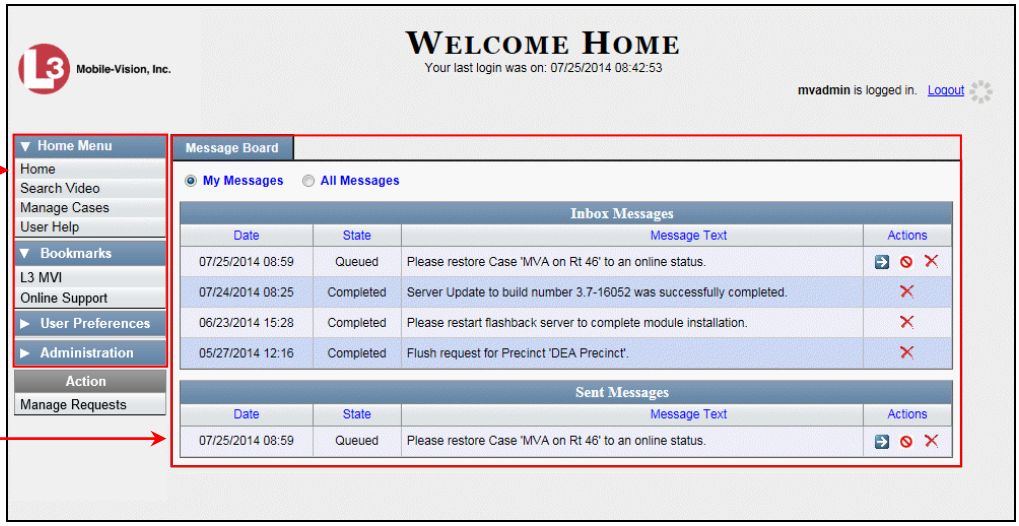
Password has been updated

## DEA Agency Home Page

The Home Page is divided into two components: a *Main Menu* and a *Message Board*.

The Main Menu is the starting point for all system tasks, such as searching for a video or case

The Message Board contains information on recent burn requests and other system messages




### Message Board

Whenever you login to DEA Agency, the Message Board displays. The Message Board is divided into two parts:

- *Inbox Messages*. These are the messages that the *system* sent to you. As an administrative user, you will see messages related to system problems and administrative functions. If you selected the *All Messages* radio button, you will also see all messages that the system sent to other DEA Agency users.
- *Sent Messages*. These are the messages that *you* sent to the system, such as a burn request or download request. A *burn request* is a request to place a burn job in the Backup PC's burn queue. A *download request* is a request to export a selected video or case file to your PC.

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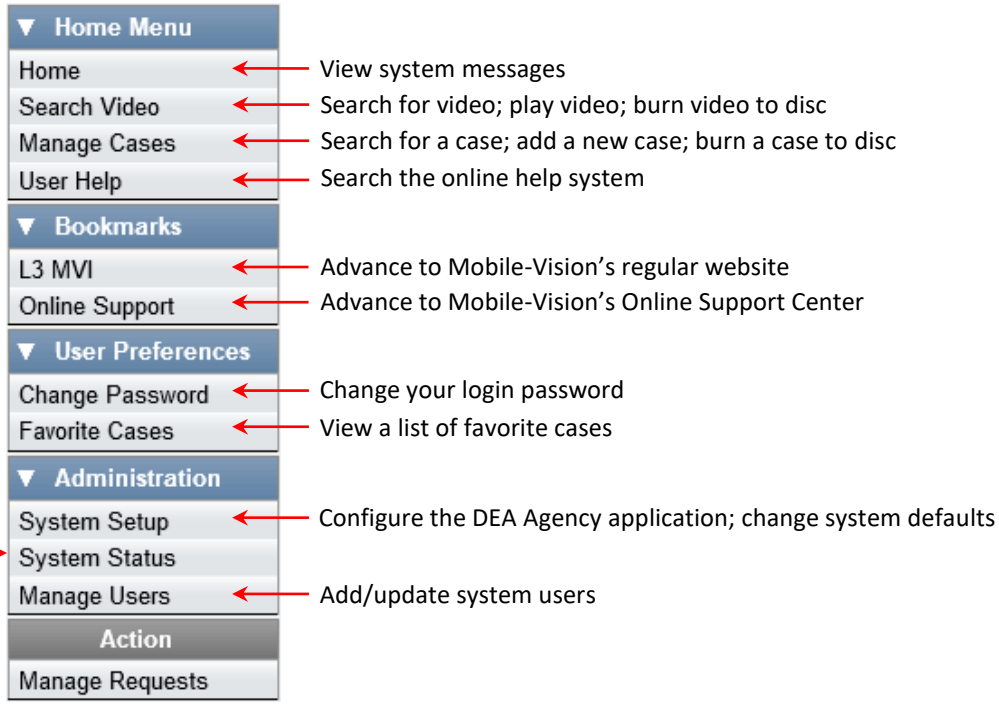
Note the value in the *State* column under *Sent Messages*. This is the message's current status. There are four status types:

- *Queued*. The system has placed your request in a queue, which is a waiting list of system jobs.
- *Working*. The system is processing your request.
- *Completed*. The system has processed your request. If you requested a *burn job*, this means that your disc is ready. If you requested a *file download*, you will see a download icon—⊙—next to your request.
- *Failed*. Your request could not be processed. Click on the icon to retry the job.

To the right of some of your messages, you will see icons. Click these icons to perform various actions, as described below.

| Icon | Description |
|---|---|
| | Download video or case file |
| | *If selected from Inbox Messages*: Delete a system message<br>*If selected from Sent Messages*: Delete a queued job |
| | Deny request |
| | View export or video details |
| | Resubmit job |

## Main Menu

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# Definitions

This section describes some of the key terms and concepts that are central to the DEA Agency application.

## Hardware Components

This user guide focuses on the *software* component of DEA. However, our evidence collection system has several *hardware* components as well. These components interface with the DEA software, so it's important to understand what each hardware component is and how it relates to the evidence collection system as a whole.

### Agency Server

The Agency server is the network computer that hosts the DEA Agency application, which stores all of your video and case data. The Agency server is the "server" side of the DEA client/server application. The Agency server does not ingest videos directly. Rather, the Precinct server(s) ingest the videos, then transmit them to the Agency server during night processing.

### Precinct Server

The Precinct server is the network computer that hosts the DEA Precinct application, which ingests video evidence from the in-field DVRs. The Precinct servers are the "client" side of the DEA client/server application. During night processing, the Precinct servers transmit all newly recorded videos to the Agency server.

### Flashback DVRs

Flashback DVRs are the digital video recorders that are installed inside your precincts' patrol cars. These recorders collect video evidence and store it temporarily on a storage card until the video can be transmitted to the Precinct server. For more information on the Flashback, refer to the appropriate Flashback User's Guide.

### *Body*VISION DVRs

The *Body*VISION is a small, wearable digital video recorder sold by Mobile-Vision. This device allows officers to capture both high definition videos and JPG "snapshot" images, then upload them to their Precinct server via a *Body*VISION docking station. Videos recorded using this device are assigned the category of **Body Worn**.

### BWX-100 DVRs

The BWX-100 is a small, wearable digital video recorder sold by Mobile-Vision. This device allows you to capture both full high definition videos and JPG "snapshot" images, then upload them to the server via a BWX-100 docking station. Videos recorded using this device are assigned the category of **Body Worn**.

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### Backup PC

A Backup PC is a computer used to process DVD burn requests. Because the process of burning DVDs is resource-intensive, one PC per server is dedicated to this task. If you are using a *Bravo* robotic DVD burner, the Backup PC is a separate computer workstation connected to the disc burner. If you are using a *Rimage* DVD/Blu-Ray burner that combines a disc burner with a computer, the Backup PC refers to the computer component of the Rimage.

### Robotic DVD Burner

A robotic DVD burner is a disc duplicator that burns and labels your *Certified Back-up Discs* and *User-Requested Certified Copies* (see definitions below). Mobile-Vision sells two types of burners: the *Bravo*, a stand-alone unit, and the *Rimage*, a combination disc burner/computer. If you have a Rimage, you do not need a separate Backup PC.

Rimage units can burn CDs, DVDs, and Blu-Ray discs. Most Bravo units can burn CDs and DVDs. The higher-end Bravos can burn Blu-Ray discs as well.

### Certified Backup Disc (CBD)

A Certified Backup Disc or "CBD" for short is an archive DVD used to restore videos and/or case files to the Agency server. The system automatically sends CBD burn requests to the Backup PC without any action on your part. The number and type of files burned to CBD is determined by your system settings. Factors such as a file's age, type, category, etc., all help determine what the system will back up. You define these backup parameters through DEA. If a video file is supposed to be backed up, the system will add it to an archive job shortly after the video transmits from a Precinct server to the Agency server (for more information, see *Transmission* on the next page). Once there are enough files to fill up an archive disc, the system automatically generates a CBD.

All CBDs are printed with an identification number that makes it easy for you to restore the files at a later date, should the need arise (permissions required).

### User-Requested Certified Copy

A DVD that you can, with the proper permissions, create yourself using either the robotic DVD burner or your PC's DVD burner. Also referred to as an *export* disc. You create these discs as needed for evidential and/or backup purposes. For more on the different types of DVDs and how they are created, see chapter 3.

### Access Point

An access point is a device used to transmit videos from your precinct's in-car Flash-back DVRs to the Precinct server. This device is connected to a wireless network antenna mounted on the outside of the building that houses your Precinct server.

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Some precincts have more than one access point to accommodate multiple vehicles that park in different areas outside the building. See also *Transmission* below.

## Transmission

Transmission refers to the process of transferring video files from your in-car DVR to the Precinct server. This transmission can occur either *automatically* (typical) or *manually*, as described below:

- *Automatic transmission*. Whenever a vehicle comes within approximately 300 feet of an access point, it triggers an automatic transmission. During this transmission, all videos that are currently stored on the DVR will wirelessly transfer to the Precinct server via the access point.
- *Manual transmission*. Each Flashback DVR holds a temporary storage device called an *SD card* (Flashback3/FlashbackHD) or *CF card* (Flashback2). This card is used to temporarily store an officer's videos until they can be transferred to the Precinct server. If necessary, an officer can use this card to *manually* transfer videos to the Precinct server, assuming he has the proper permissions. An officer would typically use this procedure if he can't wait for an automatic file transfer to occur, or a problem has occurred that interfered with the wireless file transfer. For more information, see "Manually Uploading New Videos" in chapter 2 of the *DEA Precinct Administrator's Guide*.

## Software Concepts

### Automatic Archive

An automatic archive is a backup process that is triggered by the system based on predefined rules that you set in the DEA Precinct and Agency applications. When a video's category is set to *Backup Enabled* and that video has been online for at least five minutes, the system will automatically back that video up during the next archive session. Once there are enough files to fill up an archive disc, the robotic DVD burner will burn a Certified Backup Disc. Aside from the initial system configuration, automatic archives do not require any action on your part.

### Export

An export is the system process used to copy video, case files, and/or Body Worn snapshots for the purpose of either burning them to DVD *or* downloading them to your PC.

### Case

A case is a record that contains data which pertains to one incident, such as a motor vehicle accident. DEA's case feature allows you to conveniently gather all of an incident's evidence in one record, allowing for easy viewing and archiving of evidence. A case may contain videos, media files (such as photographs), subject names, comments, and/or general information relating to the incident, such as the incident's *date*.

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## User Metadata (UMD)

User Metadata or "UMD" refers to custom data fields that an officer can link to a video. You define these fields through DEA Agency. Their purpose is to allow officers to annotate their videos with custom data, such as a subject description. If an officer has a mobile data computer with the UMD Editor installed on it, he has the option of attaching UMD to a video immediately after it is finished recording. Otherwise he can attach UMD back at the precinct when he connects to the Precinct server. For more information, see "Adding Predefined User Metadata to a Video" in chapter 2 of the *DEA Precinct Administrator's Guide*.

## Reactivation

Reactivation is the process used to restore a video or case file that the system took *offline* after it was backed up to disc. There is a limited time period in which you can reactivate an archived video or case. This time period depends on your system settings. You must have the proper permissions to reactivate files.

## Offline Files

If the status of a video or case is "offline," it indicates that some, but not all, of that record's data and functions are available on the Agency server.

If a *video* is offline, you will be able to view that video's thumbnail image and statistics (category, duration, record reason, etc.), but not the video itself. Also, you cannot export an offline video.

If a *case* is offline, you will be able to view the case record, but not its attached videos. Also, you cannot *export* an offline case.

You can, in some cases, reactivate an offline file. For more information, see "Reactivating an Offline Video" in chapter 2 and/or "Reactivating an Offline Case" in chapter 4.

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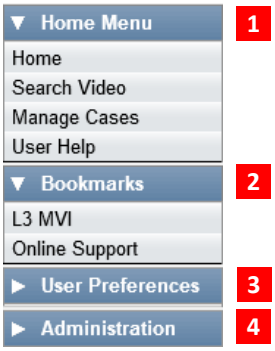
## Software Navigation

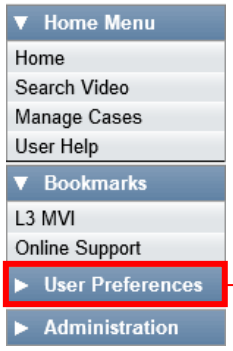



When you first login to DEA Agency, you will see four main menus on the far left of your screen: *Home Menu*, *Bookmarks*, *User Preferences*, and *Administration*. These menus are the starting point for all DEA Agency functions. By default, the Home Menu (1) and Bookmarks (2) menus are *maximized* (open) upon login and the User Preferences (3) and Administration (4) menus are *minimized* (closed).

### Minimizing/Maximizing Menus

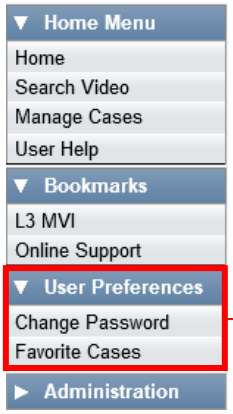
When you click on one of the menu buttons on the left side of your screen, you can toggle back and forth between a minimized (closed) and maximized (open) view.

Minimized menu




When the arrow points RIGHT, the menu options are hidden

Maximized menu




When the arrow points DOWN, the menu options are visible

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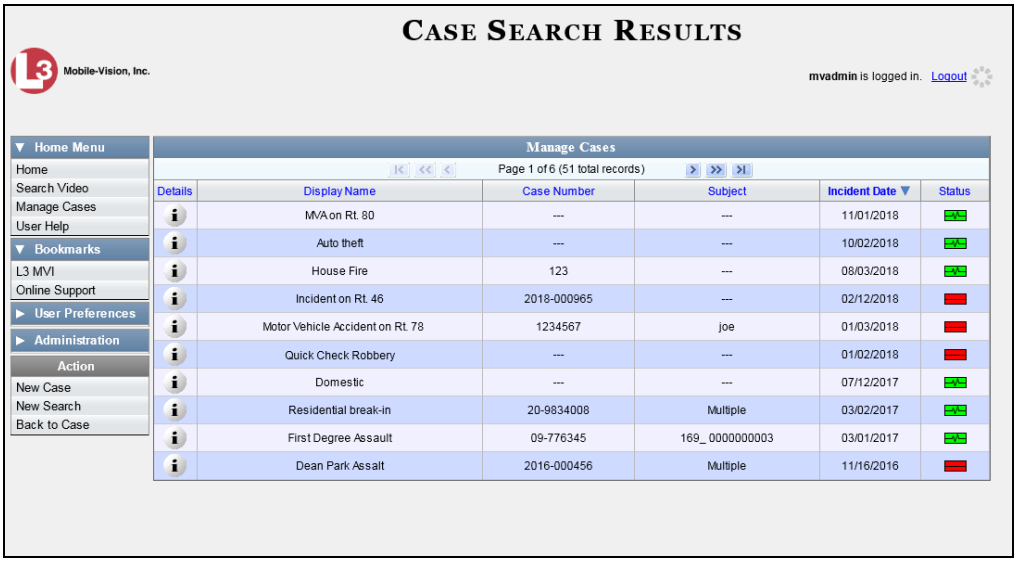
## Scrolling Through Multiple Records

Whenever you search for records in the application (videos, cases, users, etc.), your search results may yield a large number of records. The following navigation buttons are used to advance forward or backward through a results list.

| Button | Description |
|---|---|
| | Next Page/Previous Page. Used to scroll through the search results one page at a time. |
| | Fast forward/fast rewind. Used to scroll through the search results ten pages at a time. |
| | First Page/Last Page. Used to advance to the first page or last page of the search results, respectively. |

## Sorting Multiple Records

Whenever you display a list of records, you have the option of changing the manner in which those records are sorted. For example, by default, the Case Search Results page is sorted by *Incident Date*. However, you can change that sort value to *Display Name*, *Case Number*, *Precinct*, or *Subject*, as described here.




To sort a list in *ascending* order—that is, from lowest value to highest value—click *once* on the new column header you wish to sort by. An *up* arrow displays: 


– OR –

To sort a list in *descending* order—that is, from highest value to lowest value—click *twice* on the new column header you wish to sort by. A *down* arrow displays: 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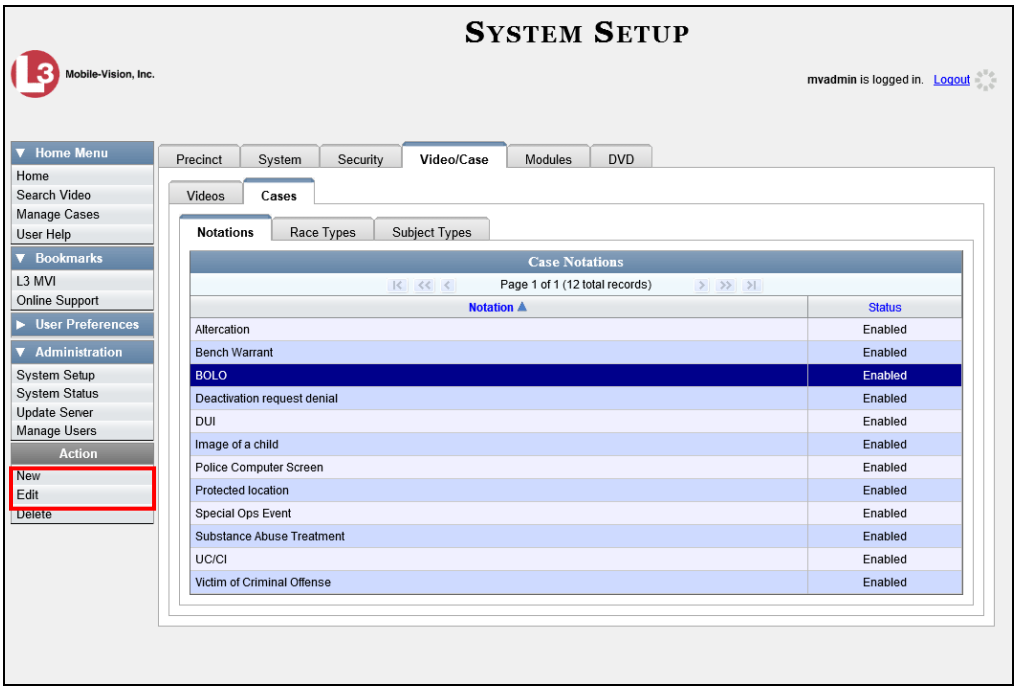
## Right-clicking on a Row

If you right-click on a row that is editable, the system will display a "shortcut" popup similar to this one:

You can also select these same options from the Action column.

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## DVD File Formats—A Side-by-Side Comparison

Depending on your permissions, there are several file formats that may be available to you: *Data DVD*, *Consumer DVD*, *Interchange Format*, and *Uncompressed Format*. Each of these formats has advantages and disadvantages, as outlined below.

| | FOIA Redacted Format | Interchange Format | Consumer DVD | Data DVD | Uncompressed format |
|---|---|---|---|---|---|
| Play on a consumer DVD player connected to a TV | | | ✓ | | |
| Play on a PC | ✓* | ✓ | ✓* | ✓* | ✓* |
| Import into third-party applications | ✓ | | ✓ | ✓ | ✓ |
| Edit | ✓ | | | ✓ | ✓ |
| Tamper proof | | ✓ | | | |
| Advance to 'Trace Point" placemarkers | ✓ | ✓ | | | |
| View user metadata attached to videos | ✓ | ✓ | | | |
| View media files attached to cases | ✓ | ✓ | | | |
| View Chain of Custody Report | ✓ | ✓ | | ✓ | ✓ |
| View 'Record Triggers' | ✓ | ✓ | | | |
| View GPS coordinates (permissions required) | ✓ | ✓ | | | |
| View vehicle speed (permissions required) | ✓ | ✓ | | | |
| View braking information | ✓ | ✓ | | | |
| View radar information | ✓ | ✓ | | | |
| View in Google Maps | ✓ | ✓ | | | |
| Show both front and rear camera views | ✓ | ✓ | | | |
| Include up to two audio streams per video | | | ✓ | ✓ | ✓ |
| Include up to three audio streams per video | ✓ | ✓ | | | |
| Play on a Macintosh | | | ✓* | ✓* | ✓* |
| Redact view prior to exporting | | | | | ✓ |
| Convert QBX files to MP4 and DV files | ✓ | | | | |

* Special software required, such as Power DVD.



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## Generating a DVR Login Key for an Officer

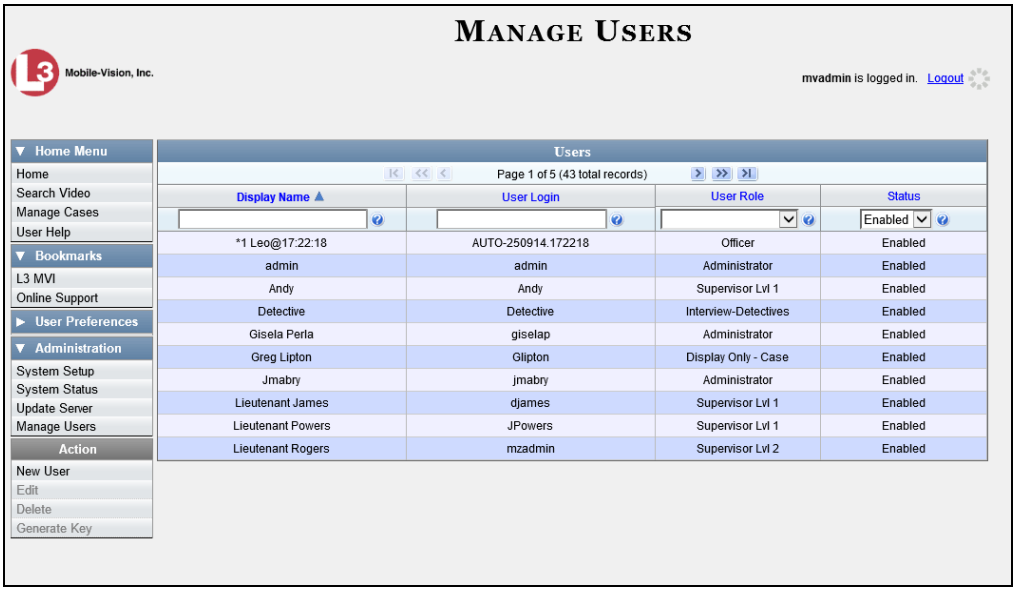
When more than one officer uses the same patrol car, you need a way to identify each officer to the Flashback DVR at the beginning of each shift so that their videos will be linked to them. That is what the DVR Login Key is used for. It is simply a file that contains an officer's user information. You copy this file from DEA Precinct to a USB flash drive, then the officer inserts the flash drive in the Flashback's USB port and logs in at the beginning of each shift.

Officers can generate this file themselves, as described in chapter 1 of the *DEA Precinct Officer's Guide*, or you can create it for them, as described in this section.

You typically need to perform this procedure only *once* at system startup.

1 Insert the officer's USB Login Key in one of your PC's USB ports.

2 Go to ▼ Administration and click **Manage Users**. The Manage Users page displays.




3 Locate the user for which you wish to generate a DVR login key. If necessary, review "Searching for a User" in chapter 9.

4 Click on the user record to highlight it.

5 Go to the Action column and click **Generate Key**. A Windows message displays.

6 Select **Save As** from the *Save* drop-down list. The Save As window displays.

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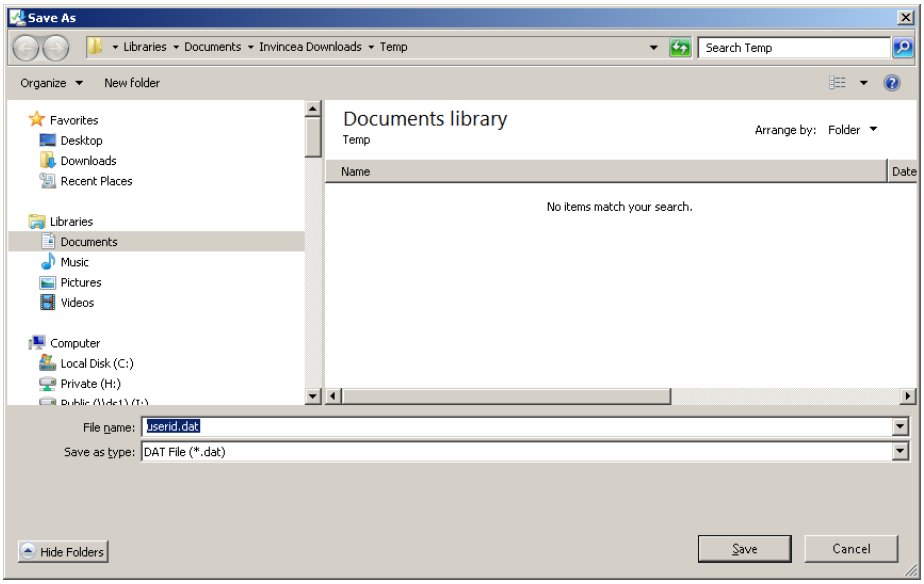


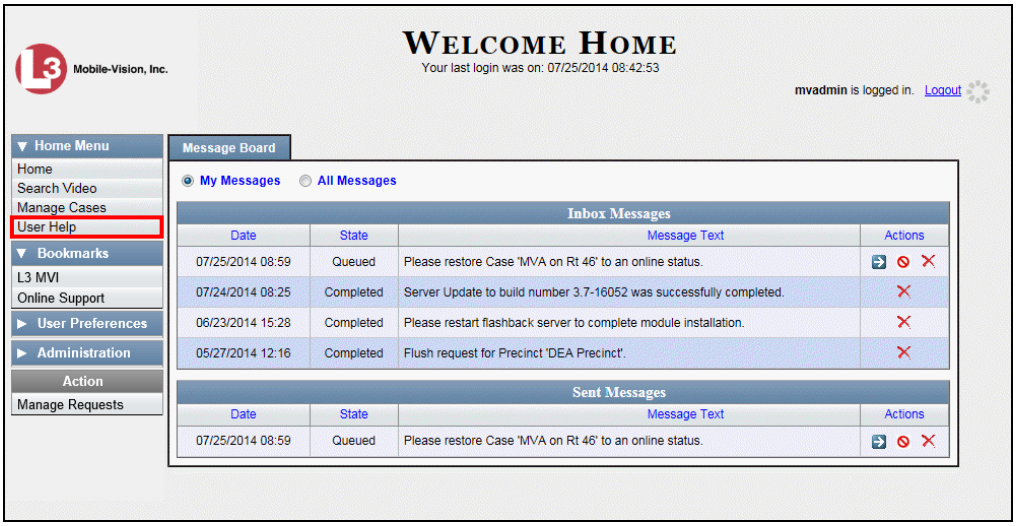

7 Navigate to the USB drive.

8 Click **Save**. The system copies the login file to the USB drive.

9 Remove the USB key from your PC and give it to the appropriate officer. He can then use it to login to any Flashback DVR. For more information, see "Logging into a DVR Using Your USB Login Key" in your Flashback User's Guide.

## Using the Online Help System

DEA comes with a searchable online help system that provides you with the same how-to steps and definitions that are covered in this manual. To access Help, go to ▼ Home Menu and click **User Help**.

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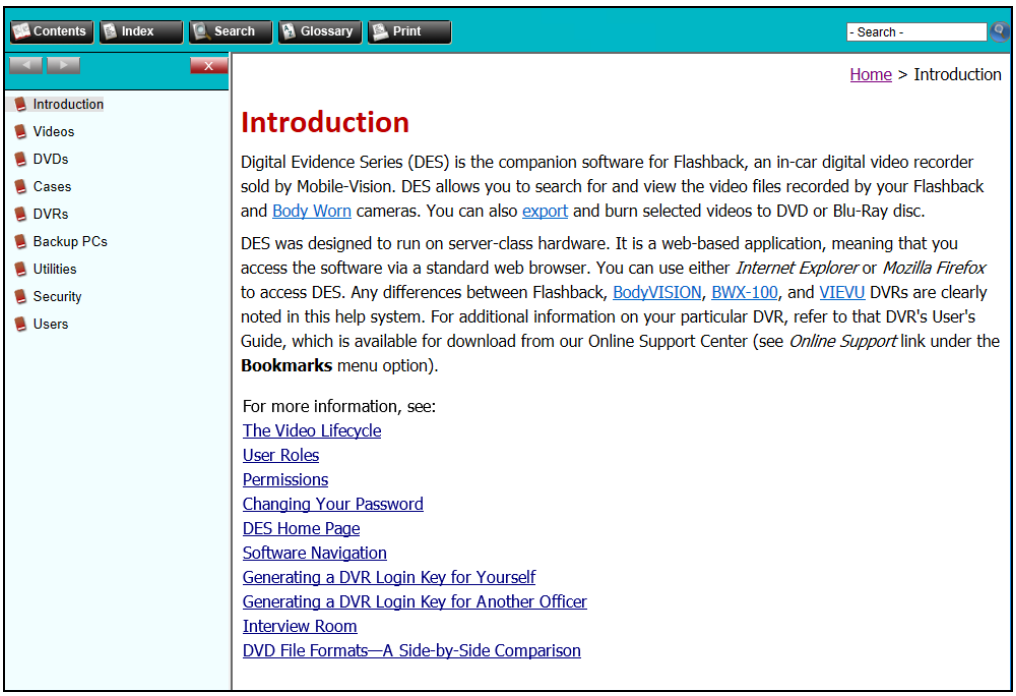
The Help Contents page displays.




To search the topical index, click the **Index** tab.

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# 2 Videos

This chapter describes how to search for, display, view, and/or download Flashback videos, Body Worn* videos, and Body Worn still images or "snapshots". It also describes how to update and maintain those system settings that relate to videos, such as video categories and notations.

The Flashback videos that an officer captures during each shift are automatically transmitted to the Precinct server whenever his vehicle comes within range of an *access point* (see Glossary for definition). Body Worn videos and snapshots, on the other hand, upload to the Precinct server after an officer places the Body Worn camera in a docking station that's connected to the Precinct server. During the next server-to-server communication, those videos and/or snapshot files then transmit to the Agency server. Once a video or snapshot file resides on the Agency server, you can access it by logging into the DEA Agency application from your PC workstation.

Video viewing privileges are associated with User IDs. When you create a User ID for a user, you set his viewing privileges to either *private* or *public*. If his viewing privileges are *private*, the only users who can view and/or notate his files are he and users with *edit* permissions. If his viewing privileges are *public*, any DEA user can *view* his files, but only he and users with *edit* permissions can *notate* them.

Unless otherwise noted, all video procedures described in this chapter apply to both videos and Body Worn snapshots. For brevity, the term "video" is used to apply to both file types.

For more information, see:


- ❒ Searching for Videos, next page
- ❒ Viewing Video Search Results, page 29
- ❒ Displaying a Video, page 33
- ❒ Displaying a Snapshot, page 47
- ❒ Playing a Video, page 52
- ❒ Exporting a Video Frame, page 62
- ❒ Generating a Chain of Custody Report for a Media File, page 65
- ❒ Reactivating an Offline Video, page 67
- ❒ Downloading Video Files to Your PC, page 73
- ❒ Exporting a Snapshot, page 92
- ❒ Viewing a Video's Logs, page 96
- ❒ Viewing a Snapshot's Logs, page 98
- ❒ Maintaining User Metadata, page 101
- ❒ Video Notations, page 108

*(Continued)*


* Includes *Body*VISION and BWX-100 cameras



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- ❒ Updating Viewing Options, page 119
- ❒ Video Categories, page 125
- ❒ Installing the UMD Editor on an Officer's Mobile Data Computer, page 131
- ❒ Exporting Video Activity to a Spreadsheet, page 134
- ❒ Flashback File Converter, page 136
- ❒ Installing the Windows Codec Utility for Flashback1 Videos, page 143
- ❒ Manually Installing the VIEVU Drivers, page 146
- ❒ Manually Installing the Flashback Player, page 148
- ❒ Body Worn Viewing Requests, page 152
- ❒ Keeping Offline Video Records on the Server, page 172
- ❒ Generating the Purged Videos Report, page 174
- ❒ Customizing the Search Results Page, page 176.

## Searching for Videos

You can search for videos by a number of different criteria. DEA Agency provides you with two search methods: *basic* and *advanced*.

| Search Method | Used to search for video by some or all of this criteria… |
|---|---|
| Basic | ▪ Date<br>▪ DVR<br>▪ System ID<br>▪ Owner<br>▪ Precinct<br>▪ Category |
| Advanced | ▪ After Date<br>▪ Before Date<br>▪ DVR<br>▪ DVR Type<br>▪ System ID<br>▪ Body Worn Mode<br>▪ Category<br>▪ Owner<br>▪ Precinct<br>▪ Status<br>▪ Tagged<br>▪ Record Trigger<br>▪ Latitude<br>▪ Longitude<br>▪ Incident number<br>▪ Speed Greater Than<br>▪ UMD |

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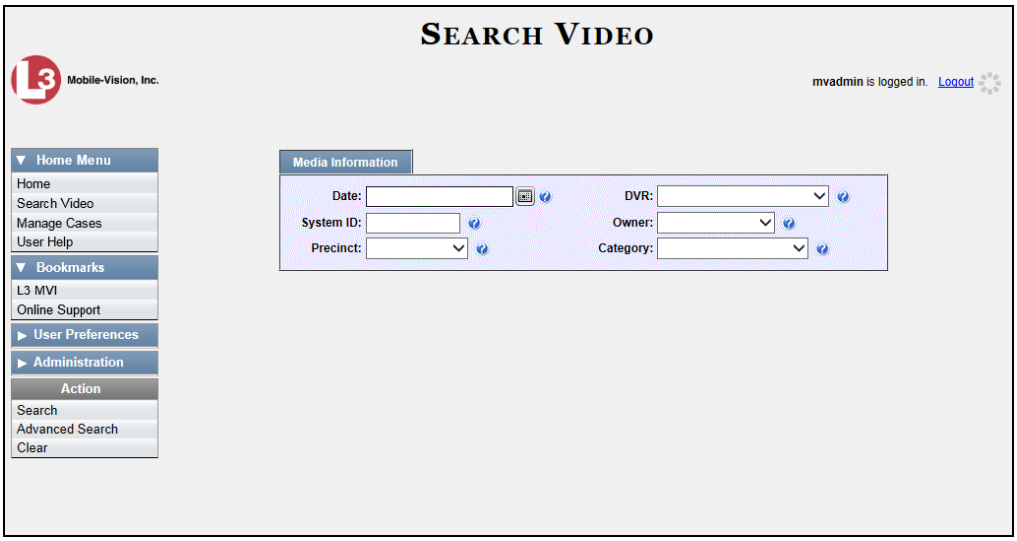
For specific instructions, see:

- ❒ Performing a Basic Video Search, below
- ❒ Performing an Advanced Video Search, page 25.

## Performing a Basic Video Search

This section describes how to search for a video by the following criteria: *date*, *DVR*, *System ID*, *owner*, and/or *category*.

**1** Go to ▼ Home Menu and click **Search Video**. The Search Video page displays.




**2** Look under the Action column. If the **Basic Search** option displays, click on it. Otherwise proceed to the next step.

**3** Enter/select the field values you wish to search on, as described below.

| Basic Search Form | |
|---|---|
| **Search Field** | **Description** |
| Date | Limits your search to those videos that began recording on this date. *Select this date from the calendar popup OR enter directly in mm/dd/yyyy format.* |
| DVR | Limits your search to those videos that were captured by this DVR unit. For more information, see *DVR Name* in the table on page 35. *Select this value from the drop-down list.* |
| System ID | Limits your search to a video in which the System ID (also termed *System Video Number*) is equal to this value. For more information, see *System ID* in the table on page 35. |

*(Continued)*



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| Basic Search Form (cont'd) | |
|---|---|
| **Search Field** | **Description** |
| Owner | Limits your search to those videos that are owned by this officer. For more information field, see *Owner* in the table on page 35. *Select this value from the drop-down list.* |
| Precinct | Limits your search to those videos that originated from this Precinct. *Select this value from the drop-down list.* |
| Category | Limits your search to those videos that fall within this category. For more information, see *Category* in the table on page 36. *Select this value from the drop-down list.* |
| **Available Actions** | |
| **Action** | **Description** |
| Search | Execute your search. |
| Advanced Search/ Basic Search | Toggle back and forth between the Basic Search form and Advanced Search form. For more information, see "Performing an Advanced Video Search" on page 25. |
| Clear | Remove all entries and selections from the Search form. |
| Previous Results | Return to the Video Search Results page, if applicable. If you have not performed a search since you logged on, this action will not display. |
| Back to Video | Display the Video Details of the last video you viewed or played. If you have not viewed or played a video since you logged on, this action will not display. |
| Back to Case | Display the Case Details of the last case you viewed. If you have not viewed a case since you logged on, this action will not display. |

4 Go to the Action column and click **Search**. All videos that match your selection criteria display on the Video Search Results page.

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The previous example shows the default columns for the Video Search Results page. If desired, your agency can customize this screen, as described in "Customizing the Video Search Results Page" on page 176.

By default, videos are sorted chronologically by the video's start date/time. To sort the results differently, proceed to the next step. Otherwise skip to step 6.

**5** Go to the column heading you wish to sort by*:

To sort in *ascending* order—that is, from lowest value to highest value—click the column header *once*. An *up* arrow displays: Category▲.

– OR –

To sort in *descending* order—that is, from highest value to lowest value—click the column header *twice*. A *down* arrow displays: Category▼.

**6** If necessary, use the navigation buttons at the top of the video list to scroll through the search results.

**7** To further narrow your selection results, proceed to the next step. Otherwise skip to step 10.

**8** Click the Quick Search icon at the top of the Videos list. A row of search fields displays.

* You can sort on all columns except *Duration*, *Notes*, and *Incident #*



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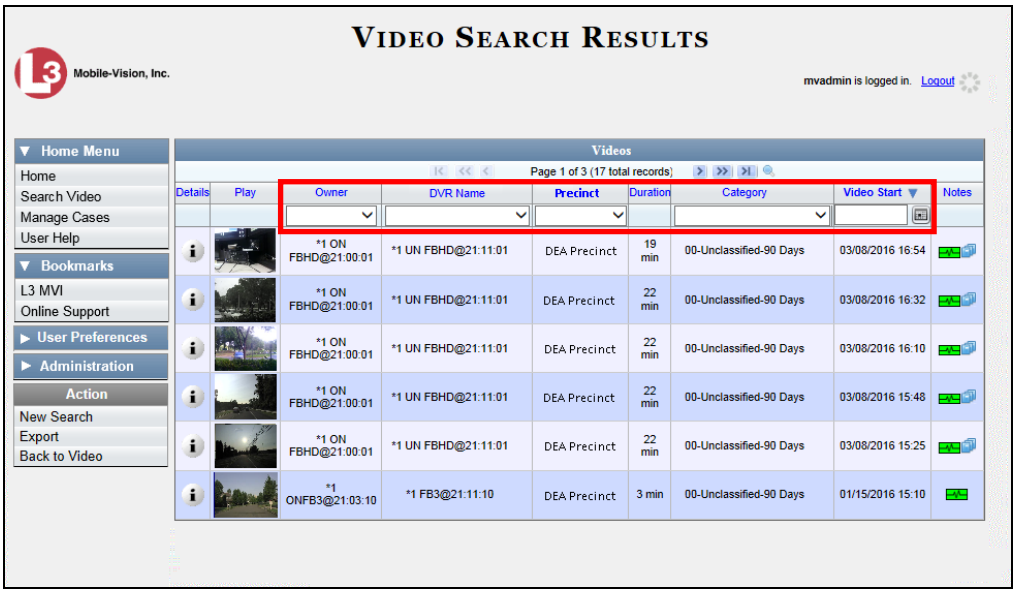
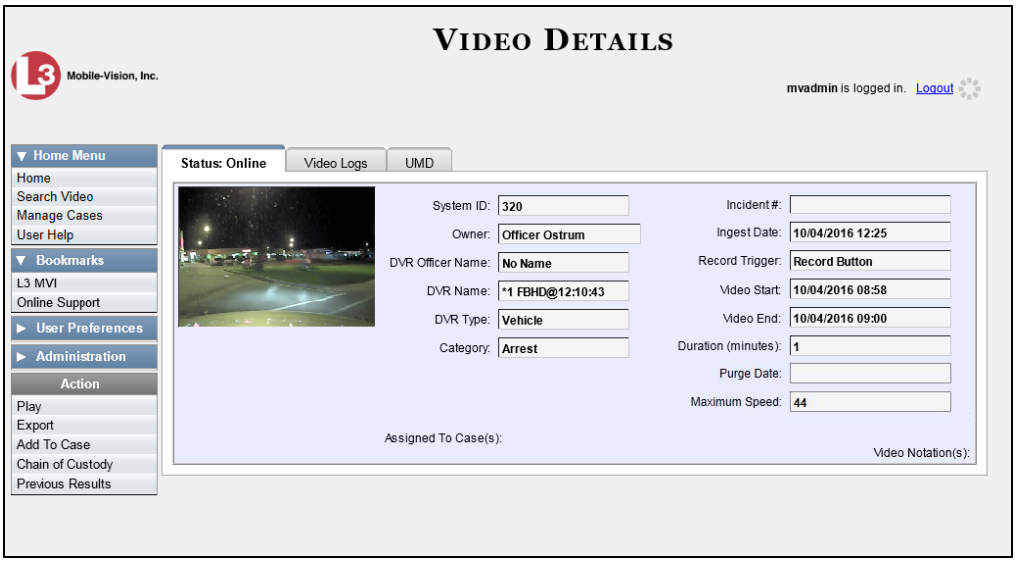



These fields are described in the table on page 30.

**9** Using the search fields provided, select additional search criteria. The system automatically narrows the video list to those videos that match your newly entered criteria.

For a detailed description of the components on this page, see "Viewing Video Search Results" on page 29.

**10** To view a video's details, click the Details icon to the left of the video. The Video Details page displays.




For a detailed description of the components on this page, see the table beginning on page 35.

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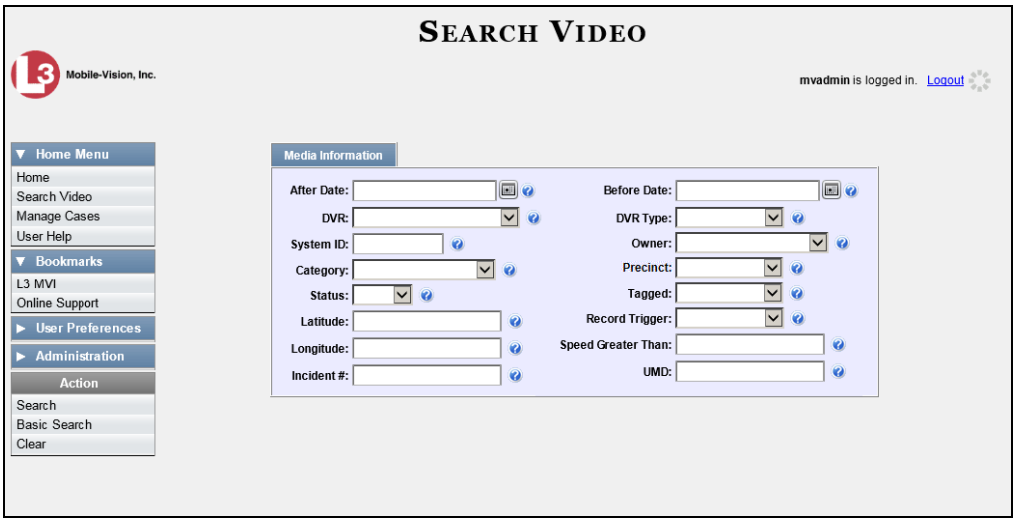
## Performing an Advanced Video Search

This section describes how to search for a video by one or more of the following criteria:

- ❒ After Date
- ❒ Before Date
- ❒ DVR
- ❒ DVR Type
- ❒ Body Worn Mode*
- ❒ System ID
- ❒ Owner
- ❒ Precinct
- ❒ Category
- ❒ Tagged
- ❒ Status
- ❒ Record Trigger
- ❒ Latitude
- ❒ Longitude
- ❒ Incident #
- ❒ Speed Greater Than
- ❒ UMD

**1** Go to ▼ Home Menu and click **Search Video**. The Search Video page displays, as pictured below.

**2** Look under the Action column. If the **Advanced Search** option displays, click on it. Otherwise proceed to the next step.




**3** Enter/select the field values you wish to search on, as described on the next page.

*(Continued)*

* Only displays if you select a *DVR Type* value of **Body Worn**



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| Advanced Search Form | |
|---|---|
| **Search Field** | **Description** |
| After Date | Limits your search to those videos that began recording after this date. To search for a date *range*, use this field in combination with the *Before Date* field. *Select this date from the calendar popup OR enter directly in mm/dd/yyyy format.* |
| Before Date | Limits your search to those videos that began recording before this date. To search for a date *range*, use this field in combination with the *After Date* field. *Select this date from the calendar popup OR enter directly in mm/dd/yyyy format.* |
| DVR | Limits your search to those videos that were captured by this DVR unit. For more information, see *DVR Name* in the table on page 35. *Select this value from the drop-down list.* |
| DVR Type | Limits your search to those videos that were captured by one of these DVR types:<br>▪ *Vehicle*. A DVR that is installed inside a vehicle, such as a police cruiser.<br>▪ *Body Worn*. A *Body*VISION or BWX-100 Body Worn camera.<br>▪ *VieVu.* A VIEVU Body Worn camera.<br>*Select this value from the drop-down list.* |
| Body Worn Mode | Limits your search to *Body*VISION and BWX-100 videos, snapshots, or both. This field will only display if you select a *DVR Type* of **Body Worn**. *Select this value from the drop-down list.* |
| System ID | Limits your search to a video in which the System ID is equal to this value. For more information, see *System ID* in the table on page 35. |
| Owner | Limits your search to those videos that are owned by this officer. For more information, see *Owner* in the table on page 35. *Select this value from the drop-down list.* |
| Precinct | Limits your search to those videos that originated from this Precinct. *Select this value from the drop-down list.* |
| Category | Limits your search to those videos that fall within this category. For more information, see *Category* in the table on page 36. *Select this value from the drop-down list.* |
| Tagged | Limits your search to those videos that are either tagged or not tagged. *Select this value from the drop-down list.* |
| Status | Limits your search to those videos with a status of either *online* or *offline*. If a video is *online*, it means that it is still<br>*(Continued)* |

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| Advanced Search Form (cont'd) | |
|---|---|
| **Search Field** | **Description** |
| Status (cont'd) | stored on the Agency server and you can play it directly off of the server. If a video is *offline*, it means that it has been purged from the Agency server due to its age, category, and/ or other system settings. You can still view that video's thumbnail image and statistics, but not the video itself. *Select this value from the drop-down list.* |
| Record Trigger | Limits your search to those videos with this record trigger. For a list of record triggers, see *Record Trigger* in the table on page 38. *Select this value from the drop-down list.* |
| Latitude | Limits your search to those videos in which the latitudinal coordinate contains this text. *Must be used in conjunction with the 'Longitude' field.* The *Player Display GPS* permission is required to search on this field. |
| Longitude | Limits your search to those videos in which the longitudinal coordinate contains this text. *Must be used in conjunction with the 'Latitude' field.* The *Player Display GPS* permission is required to search on this field. |
| Incident # | Limits your search to those videos in which the Incident number contains these digits. |
| Speed Greater Than | Limits your search to those videos whose recorded maximum vehicle speed during a recording was greater than this value. The *Player Display Speed* permission is required to search on this field. |
| UMD | Limits your search to videos that contain this user metadata. For more information, see "Maintaining User Metadata" on page 101. |
| **Available Actions** | |
| **Action** | **Description** |
| Search | Execute your search. |
| Basic Search/ Advanced Search | Toggle back and forth between the Advanced Search form and Basic Search form. For more information, see "Performing a Basic Video Search" on page 21. |
| Clear | Remove all entries and selections from the Search form. |
| Previous Results | Return to the previous Video Search Results page, if applicable. If you have not performed a search since you logged on, this action will not display. |
| Back to Video | Display the Video Details page for the last video you viewed or played. If you have not viewed or played a video since you logged on, this action will not display. |

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| Advanced Search Form (cont'd) | |
|---|---|
| **Search Field** | **Description** |
| Back to Case | Display the Case Details of the last case you viewed. If you have not viewed a case since you logged on, this action will not display. |

**4** Go to the Action column and click **Search**. All videos that match your selection criteria display on the Video Search Results page.

The example above shows the default columns for the Video Search Results page. If desired, your agency can customize this screen, as described in "Customizing the Video Search Results Page" on page 176.

For a detailed description of the components on this page, see the next section, "Viewing Video Search Results."

By default, videos are sorted chronologically by the video's start date/time. To sort the results differently, proceed to the next step. Otherwise skip to step 6.

**5** Go to the column heading you wish to sort by*:

To sort in *ascending* order—that is, from lowest value to highest value—click the column header *once*. An *up* arrow displays: Category▲.

– OR –

To sort in *descending* order—that is, from highest value to lowest value—click the column header twice. A *down* arrow displays: Category▼.

* You can sort on all columns except *Duration*, *Notes*, and *Incident #*



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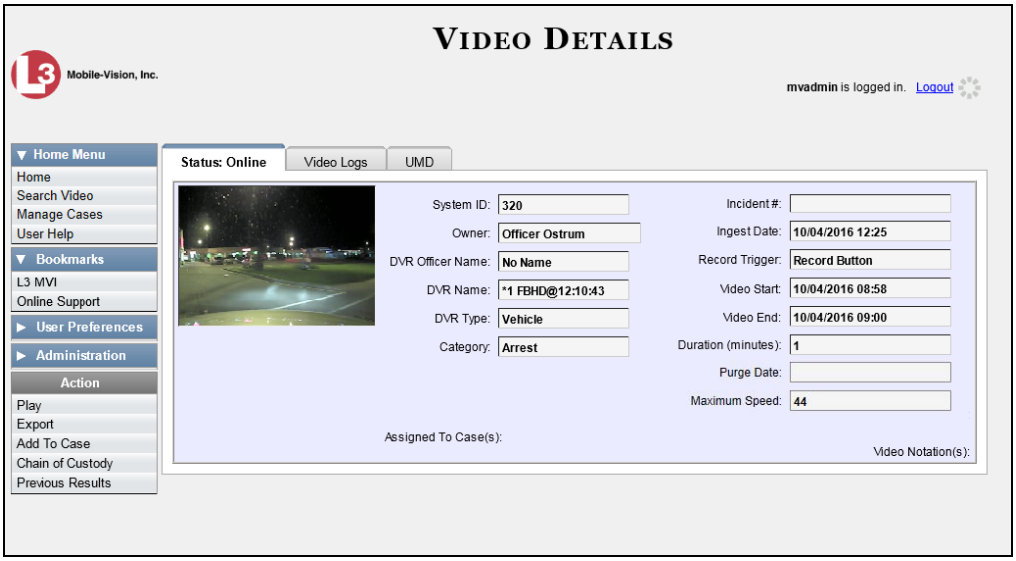
6 If necessary, use the navigation buttons at the top of the video list to scroll through the search results.

7 To view a video's details, click the Details icon to the left of that video. The Video Details page displays.




For a detailed description of the components on this page, see the table on page 35.

## Viewing Video Search Results

This section describes the various components on the Video Search Results page. This page displays after you execute a search, as described in "Performing a Basic Video Search" on page 21 and "Performing an Advanced Video Search" on page 25.

The Video Search Results page consists of a table with information about each video. The total number of videos included in your search results displays at the top of the results list, as pictured on the previous page—*Page 1 of 3 (17 total records)*.

The example on the previous page shows the default columns for the Video Search Results page. If desired, your agency can customize this screen, as described in "Customizing the Video Search Results Page" on page 176.

The other components of the Video Search Results page are described in the table on the next page.

*(Continued)*

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| Navigation Buttons | |
|---|---|
| **Button** | **Description** |
| | Next Page/Previous Page. Used to scroll through the search results one page at a time. |
| | Fast forward/fast rewind. Used to scroll through the search results ten pages at a time. |
| | First Page/Last Page. Used to advance to the first page or last page of the search results, respectively. |

If the navigation buttons are grayed out, it indicates that there is only one page of search results.

| Quick Search Icon* | |
|---|---|
| | A toggle switch used to display or collapse a row of search fields. You can use these fields to further narrow your search results (i.e., perform a "search within a search"). See *Quick Search Fields* below.<br>This icon only displays after you perform a *Basic* search. |
| **Quick Search Fields*** | |
| **Search Field** | **Description** |
| Owner | Limits your search to those videos that are owned by a particular officer. For more information, see *Owner* in the table on page 35. *Select this value from the drop-down list.* |
| DVR Name | Limits your search to those videos that were recorded by a specific DVR unit. For more information, see *DVR Name* in the table on page 35. *Select this value from the drop-down list.* |
| Category | Limits your search to those videos that fall within a selected category. For more information, see *Category* in the table on page 36. *Select this value from the drop-down list.* |
| Video Start | Limits your search to those videos that began recording on a specified date. *Select this date from the calendar popup OR enter directly in mm/dd/yyyy format.* |

* Basic Search only.



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| Default Video Information | |
|---|---|
| **Column** | **Description** |
| Details | The View Video Details icon; displays the Video Details page. |
| Play | A thumbnail image of the video. Used to launch the Flashback Player and watch the video (online videos only) or display a larger view of the *Body*VISION or BWX-100 snapshot. |
| Owner | The name of the officer who owns this video. For more information, see *Owner* in the table on page 35. |
| DVR Name | The name of the DVR unit on which this video was recorded. For more information, see *DVR Name* in the table on page 35. |
| Precinct | The Precinct server from which this video originated. |
| Duration | The video's length, in minutes. If the word "Image" displays in this field rather than a number, it indicates that this record is a *Body*VISION or BWX-100 snapshot. |
| Category | The category assigned to this video. For more information, see *Category* in the table on page 36. |
| Video Start | The date and time at which this video began recording. Displays in mm/dd/yyyy hh:mm format. |
| Notes | Status icons used to provide details on each video.<br> The video file has been tagged by a DEA Precinct user.<br> The video file is *online*.<br> The video file is *offline* and has not been backed up to an archive disc.<br> The video file is part *online* and part *offline*. This typically means that the video's metadata has transferred from a Precinct server to the Agency server, but the video itself has not transferred yet. In this case, you will usually be able to view the video the following day after night processing has occurred.<br> The video file has been burned to an archive disc.<br> The video is being burned to an archive disc<br> The video file belongs to a video group. For more information, see "Viewing a Video's Group Information" on page 42.<br> The video file is assigned to a case. For more information on cases and how they are used in DEA Agency, see chapter 4.<br> The video record includes one or more snapshot still images. *Applies to Body Worn videos only.* |

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| Custom Video Information | |
|---|---|
| If your agency has chosen to customize the Video list, some of the following columns may also appear. | |
| **Column** | **Description** |
| System ID | The unique identification number that the system assigned to this video. |
| DVR Officer Name | The name of the officer who was logged into the DVR at the time this video was recorded. This person may or may not be the same as the video *Owner*. If no one was logged into the DVR at the time of the recording, the system will assign a default DVR Officer Name of ***1 No name@[time at which default officer name was created]**. |
| DVR Type | The type of DVR that captured this video:<br>▪ *Vehicle*. A Flashback DVR that is installed inside a vehicle, such as a police cruiser.<br>▪ *Interview Room*. A Flashback DVR that is installed inside a precinct interview room. This type of DVR is used in conjunction with the optional *Interview Room* module.<br>▪ *Body Worn*. A *Body*VISION or BWX-100 Body Worn camera.<br>▪ *VieVu*. A VIEVU Body Worn camera. |
| Incident # | The agency incident number associated with this video. |
| Ingest Date | The date and time at which this video file transmitted to the server from the DVR unit. Displays in mm/dd/yyyy hh:mm format. |
| Record Trigger | The event that caused your Flashback DVR to start recording. For a list of record triggers, see page 38. |
| Video End | The date and time at which this video stopped recording. Displays in mm/dd/yyyy hh:mm format. |
| **Available Actions** | |
| **Action** | **Description** |
| New Search | Return to the Search Video page and clear the search form. |
| Export | Select videos to download and/or burn to DVD. For more information, see chapter 3, DVDs, and/or "Downloading Video Files to Your PC" on page 73. |
| Back to Video | Return to the last video you viewed or played. If you have not viewed or played a video since you logged on, this action will not display. |
| Back to Case | Return to the last case you viewed. If you have not viewed a case since you logged on, this action will not display. |

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## Displaying a Video

This section describes how to view the Details page for a selected video. Typically, you have access to *your* videos and any *public* videos. If you have the *Edit All Data* and/or *Edit Private Data* permissions, you will have access to other videos as well.

For instructions on displaying a *Body*VISION or BWX-100 snapshot file, see "Displaying a Snapshot" on page 47 instead.

**1** Perform a basic or advanced search, as described in "Searching for Videos" on page 20. The Video Search Results page displays.

**2** Click the Details icon to the left of the video you wish to view. The Video Details page displays.

*(Continued)*

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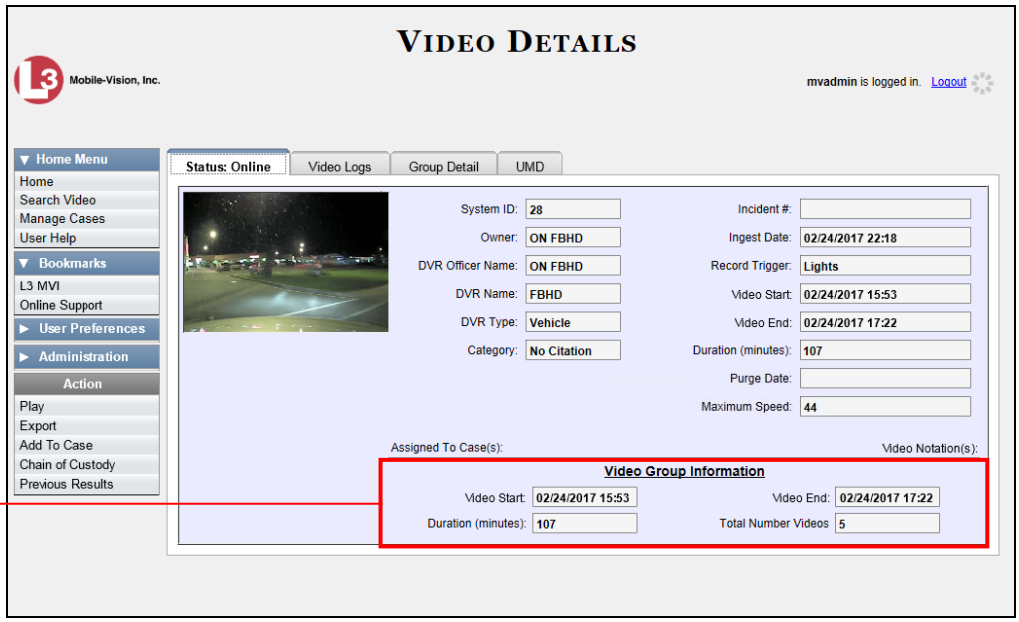
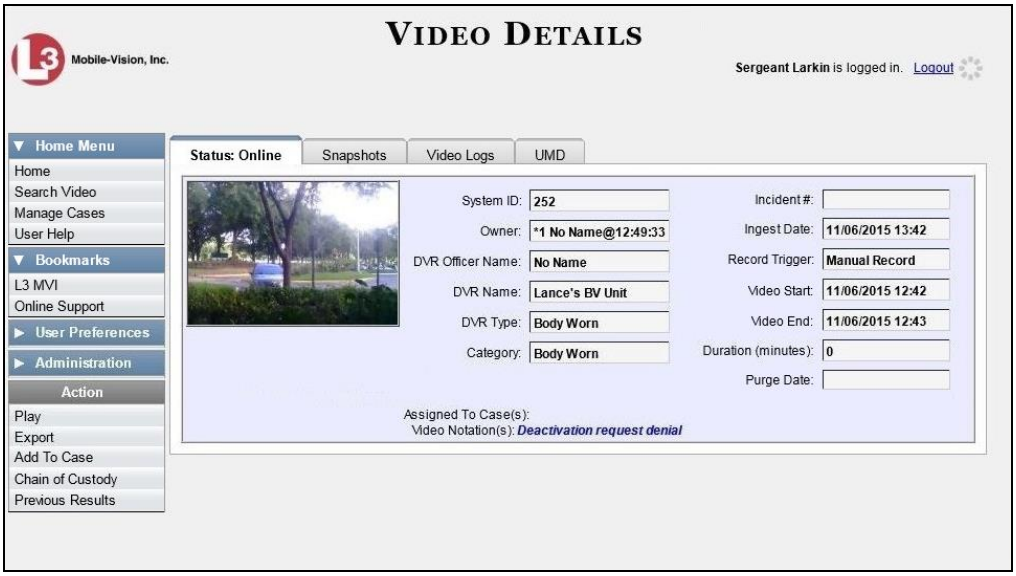
Sample Flashback Record

This section only displays for longer videos that the system has subdivided into two or more files




Sample Body Worn Record




The information on the Video Details page is described in the following table.

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| Status Tab | |
|---|---|
| **Field** | **Description** |
| System ID | The unique identification number that the system assigned to this video. |
| Owner | The name of the officer who owns this video. By default, the owner of a video file is the officer who was logged into the DVR unit during the recording.<br>If an owner name starts with ***1**, it means that it was auto-created by the system. There are two scenarios in which the system will auto-create an owner:<br>1. An officer logs into a DVR using a User ID that does not reside on the Precinct server. After DVR-to-precinct transmission occurs, the system recognizes that the User ID does not match any existing records in the database, and so it creates a new owner name using the following naming convention: ***1 [DVR login name] @ [date/time]**. This name will display in the video's *Owner* field. **Note**: When officers login to Flashback DVRs using a DVR Login Key, it eliminates the possibility of typos, thus reducing the number of ***1** Owners that are auto-created by the system.<br>2. The Record feature on the DVR is activated when no officer is logged into or assigned to the DVR. In this instance, the system will assign a default owner of ***1 No Name@ [time at which default officer name was created]** to any videos that were recorded during that session. |
| DVR Officer Name | The name of the officer who was logged into or assigned to the DVR at the time this video was recorded. This person may or may not be the same as the video *Owner*. If no one was logged into or assigned to the DVR at the time of the recording, the system will assign a default DVR Officer Name of ***1 No name@[time at which default officer name was created]**. |
| DVR Name | The name of the DVR unit that recorded this video. Flashback DVRs are typically associated with a vehicle, such as a police cruiser (e.g., unit 146). If your agency is using the *Interview Room* module, a Flashback DVR may also be associated with an interview room.<br>If the DVR is a *Flashback*, **Vehicle** or **Interview Room** will display here. If the DVR is a *VIEVU*, **VieVu** will display. If the DVR is a *Body*VISION or *BWX-100*, **Body Worn** will display.<br>If the DVR is *newly discovered* and has a name that is identical to an existing DVR on the server, the system will give the newly discovered DVR a suffix of **@[DVR serial number]**.<br>*(Continued)* |

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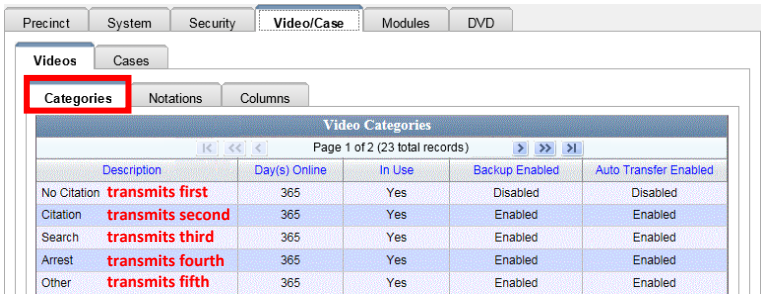
| Status Tab (cont'd) | |
|---|---|
| **Field** | **Description** |
| DVR Name (cont'd) | When you see this naming convention, it means that there is a potential conflict between a new and existing DVR record. To resolve such a conflict, see "Resolving Naming Conflicts" in chapter 5.<br>Some DVR records are entered by your SIS or System Administrator (typical), and some are created automatically by the system. |
| DVR Type | The type of DVR that captured this video:<br>▪ *Vehicle*. A Flashback DVR that is installed inside a vehicle, such as a police cruiser.<br>▪ *Body Worn*. A *Body*VISION or BWX-100 Body Worn camera.<br>▪ *VieVu.* A VIEVU Body Worn camera.<br>*Select this value from the drop-down list.* |
| Category | The category assigned to this video. A Flashback video's category determines the order in which it transmits to the Precinct server. Flashback videos will transmit in the order in which they are listed on the **Categories** tab, as pictured below.<br>  <br>A video's category also determines its *online life*. You can assign a number of online days to each category, as described in "Maintaining Video Categories" on page 125. If an option called *Strict Purger* is selected, then after a video reaches its category's predetermined age, the system will automatically purge that file from DEA Agency. If the *Strict Purger* option is *not* selected, the system will purge a video from DEA Agency after **two** conditions are met: 1) the video reaches its category's predetermined age, and 2) the server needs the extra disk space to store other, higher priority data.<br>Most Flashback categories are assigned by the officer immediately after a video is done recording.<br>▪ *Firmware Upgrade*. An officer requested a Flashback firmware upgrade in the middle of a recording session (highly unlikely scenario).<br>*(Continued)* |



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| Status Tab (cont'd) | |
|---|---|
| **Field** | **Description** |
| Category (cont'd) | ▪ *Card Format*. An officer began formatting the DVR's SD card (Flashback3/FlashbackHD) or CF card (Flashback2) in the middle of a recording session (highly unlikely scenario).<br>▪ *Corrupt QBX*. The system detected a possible file corruption in a Flashback2, Flashback3, or FlashbackHD video (highly unlikely scenario).<br>▪ *Crash Battery Died*. The CrashBat battery failed during an in-car Flashback recording session. The CrashBat is an optional piece of hardware used to trigger the **RECORD** function when a car crash occurs.<br>▪ *Aggressive Driving*. The optional "Aggressive Driving" add-on detected aggressive driving in the officer's vehicle during an in-car Flashback recording session. The Aggressive Driving module includes both a hardware and firmware component. If you are interested in purchasing this product, please contact Mobile-Vision Sales at 800-336-8475.<br>The default video categories that you can assign to a video are: *No Citation*, *Citation*, *Search*, *Arrest*, *Other 1 – 5*. You have the option of customizing these default category names to meet your agency's needs, as described in "Maintaining Video Categories" on page 125.<br>The following categories are assigned automatically by the system:<br>▪ *Background Mode*. A Flashback recording session occurred when the Background Mode option was set to ON. When Background Mode is ON, it means that the Flashback DVR records continuously whenever the vehicle's ignition is on, and for X* number of minutes after the ignition is turned off.<br>▪ *Power Failure*. A Flashback recording session was interrupted after a power failure.<br>▪ *Interrupted Recording*. A Flashback recording session was interrupted because the SD card (Flashback3/Flashback HD) or CF card (Flashback1/Flashback2) was full.<br>▪ *Body Worn*. The video was captured using a *Body*VISION or BWX-100 Body Worn camera.<br>▪ *VieVu*. The video was captured using a VIEVU Body Worn camera.<br>▪ *Unknown*. A Flashback recording session was interrupted after an unrecognized event occurred, that is, an event that did not fall into any of the other system-assigned categories.<br>*(Continued)* |

* Where **X** = the Ignition Timer setting. For more information, see "Programming the Ignition Timer" in your Flashback2/3/HD User's Guide.



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| Status Tab (cont'd) | |
|---|---|
| **Field** | **Description** |
| Category (cont'd) | ▪ *Non Playable.* A problem occurred during the recording process *or* video ingestion process that rendered the video unplayable.<br>▪ *Purged.* The system re-characterized a video as "restorable" after it reached the end of its online lifecycle. This occurs when the *Enable Re-categorization of Media on Delete* checkbox on the **Life-Cycle** tab is selected<br>**Note**: System-assigned categories cannot be changed. |
| Incident # | The agency incident number associated with this video, if any. |
| Ingest Date | The date and time at which this video file was transmitted to the Precinct server from the DVR unit. Displays in mm/dd/ yyyy hh:mm format. |
| Record Trigger | The event that caused your Flashback DVR to start recording. Record triggers include:<br>▪ *Auxiliary 1.* The CrashBat crash detector or other device detected an event, such as a vehicle crash. Automatic trigger.<br>▪ *Auxiliary 2.* A secondary device registered an event, such as the opening of a vehicle door. Automatic trigger.<br>▪ *Lights.* An officer turned the vehicle's emergency lights on. Automatic trigger.<br>▪ *Microphone 1.* An officer activated the *Record* switch on the wireless mic that's plugged into the Flashback's VLP 1 port. Manual trigger.<br>▪ *Microphone 2.* An officer activated the *Record* switch on the wireless mic that's plugged into the Flashback's VLP 2 port. Manual trigger.<br>▪ *Record button.* An officer pressed the R button on the Flashback monitor, DVR, or Vehicle Viewer screen. Manual trigger.<br>▪ *Siren.* An officer turned the vehicle's siren on. Automatic trigger.<br>▪ *Speed.* The vehicle reached a pre-defined rate of speed set by the Precinct's System Administrator. |
| Video Start | The date and time at which the DVR began recording this video. Displays in mm/dd/yyyy hh:mm format. |
| Video End | The date and time at which the DVR stopped recording this video. Displays in mm/dd/yyyy hh:mm format. |
| Duration (minutes) | The length of this video, rounded down to the nearest minute. If the word "Image" displays in this field, it indicates that this record is a *Body*VISION or BWX-100 snapshot. |

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| Status Tab (cont'd) | |
|---|---|
| **Field** | **Description** |
| Purge Date | The date on which the video is scheduled to be removed (i.e., purged) from the DEA Agency server. |
| Maximum Speed | The highest vehicle speed that was reached during this Flash-back recording. If you do not have the *Display MAX Speed* permission, this field will not display. If the video was rec-orded by a Body Worn camera, this field will not display. |
| Assigned To Case(s) | The name of the case or cases that this video is assigned to, if applicable. For more on cases, see chapter 4. |
| Video Notation(s) | The name of any video notations that are assigned to this video. Video notations are agency-defined checkboxes used to categorize videos. |
| **Video Group Information*** | |
| Video Start | The date and time at which the DVR began recording the *first* video in this group. Displays in mm/dd/yyyy hh:mm format. |
| Video End | The date and time at which the DVR stopped recording the *last* video in this group. Displays in mm/dd/yyyy hh:mm format. |
| Duration (minutes) | The length of this group, in minutes (i.e., the sum of minutes for all the videos in this group). |
| Maximum Speed | The highest vehicle speed that was reached during this Flash-back recording. If you do not have the *Display MAX Speed and GPS Data* permission, this field will not display. If this video was recorded via a *Body*VISION or VIEVU camera, this field will not display. |
| Total Number Videos | The total number of video files in this group. |
| **Available Actions** | |
| **Action** | **Description** |
| Play | Play the video. For more information, see "Playing a Video" on page 52. |
| Export | Select videos to download and/or burn to DVD. For more information, see chapter 3 and/or "Downloading Video Files to Your PC" on page 73. |
| Add To Case | Add this video to a new or existing case. For more information, see "Adding a Video to a Case" in chapter 4. |

*(Continued)*

* This section only displays if the video is part of a Video Group.

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| Available Actions (cont'd) | |
|---|---|
| **Action** | **Description** |
| Request Activation | Submit a request to restore this video from a backup disc or external backup device to the Agency server. After you click this option, your request will display on the *Inbox Messages* list of all users who have reactivation privileges. For more information, see "Submitting a Request to Reactivate a Video" in chapter 2 of the *DEA Agency Officer's Guide*.<br>This action will only display if the video is offline. |
| Reactivate Now | Restore this video from a backup disc or external backup device to the Agency server. For more information, see "Re-activating an Offline Video" on page 67.<br>This action will only display if the video is offline *and* you have the *Reactivate Video* permission. |
| Chain of Custody | Generate a Chain of Custody report. For more information, see "Generating a Chain of Custody Report for a Media File" on page 65. |
| Previous Results | Return to the previous Video Search Results page. |
| Back to Case | Return to the last case that you viewed. If you have not viewed a case since you logged on, this action will not display. |
| Back to Video | Return to the last video that you viewed. If you have not viewed a video since you logged on, this action will not display. |

To view other information associated with this video, proceed to the appropriate section:

- ❒ Viewing a Video's Logs, page 96, beginning with step 2
- ❒ Viewing a Video's User Metadata, below, beginning with step 2
- ❒ Viewing a Video's Group Information, page 42, beginning with step 2
- ❒ Viewing a Video's Snapshots (*Body*VISIONs and BWX-100s only), page 44.

## Viewing a Video's User Metadata

This section describes how to view the user metadata (UMD) that is saved as part of a video or snapshot's record. UMD refers to custom data fields that are used to notate a video or snapshot. For instructions on adding/updating UMD fields, see "Maintaining User Metadata" on page 98.

**1** Search for and display the video you wish to view. (If necessary, review "Displaying a Video" on page 33.) The Video Details page displays.

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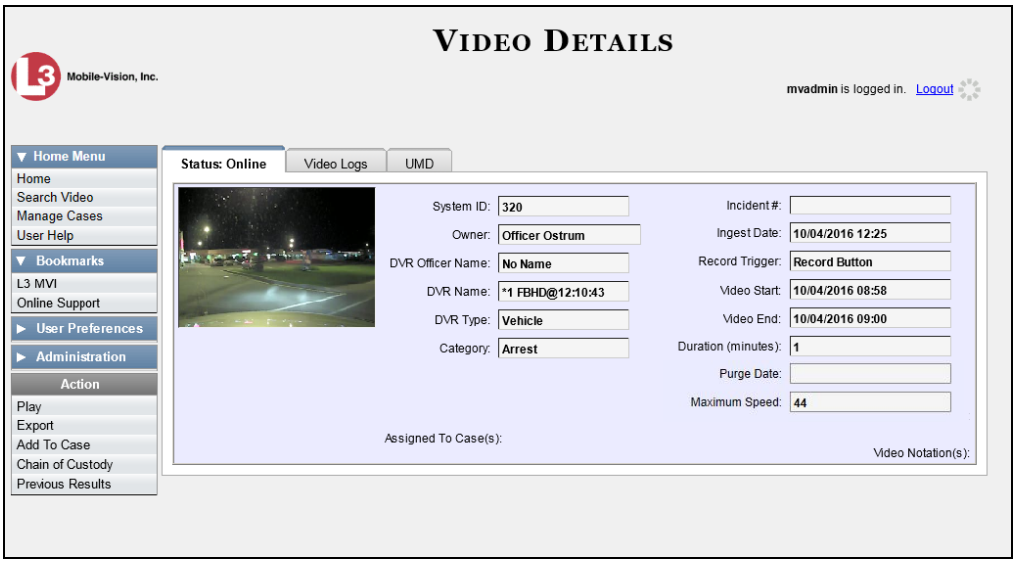


**2** Click the **UMD** tab. The UMD form displays.

Because this data is custom-defined by each agency, your screen view may differ from the example above.

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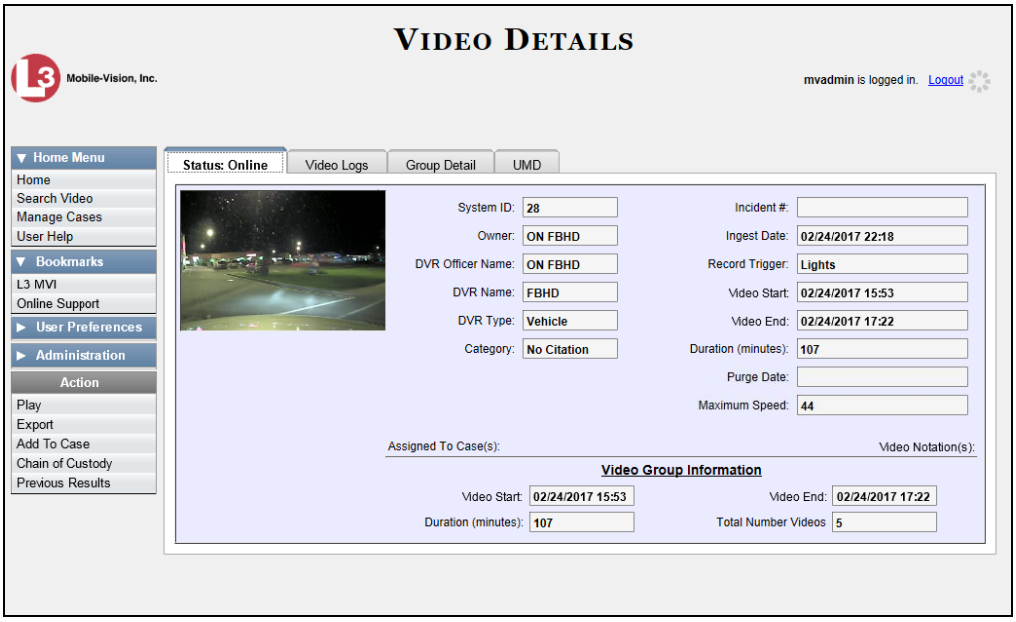
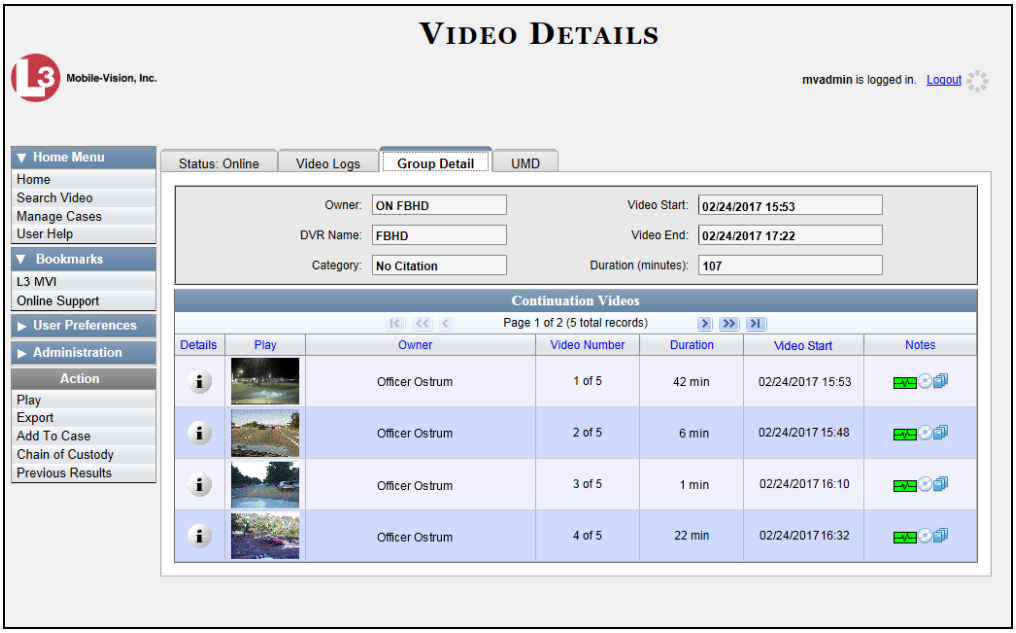
## Viewing a Video's Group Information

For burning purposes, videos cannot be any larger than one gigabyte in size. If an original video is too big, the system will automatically subdivide it into multiple video files. If you see a **Group Detail** tab on the Video Details page, it indicates that the system divided the original video file into two or more files.

**1** Search for and display the video you wish to view. (If necessary, review "Displaying a Video" on page 33.) The Video Details page displays.




**2** Click the **Group Detail** tab. Details for the Video Group display.

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The components on the **Group Detail** tab are described below.

| Group Detail Tab | |
|---|---|
| **Field** | **Description** |
| Owner | The name of the officer who was logged into or assigned to the DVR that recorded the original full-length video. For more information, see the table on page 35. |
| DVR Name | The name of the DVR that recorded the original full-length video. For more on DVRs, see *DVR Name* in the table on page 35. |
| Category | The video category assigned to the original full-length video. For a description of this field's values, see page 36. |
| Video Start | The date and time at which the DVR began recording the original full-length video. Displays in mm/dd/yyyy hh:mm format. |
| Video End | The date and time at which the DVR stopped recording the original full-length video. Displays in mm/dd/yyyy hh:mm format. |
| Duration (minutes) | The length of the original video, in minutes. This is the sum of all minutes for all videos in the group. |
| Details | The Video Details icon. Used to display the Video Details page for this video segment. |
| Play | A thumbnail image of the video segment. Used to launch the Flashback Player and watch this video segment. |
| Owner | The name of the officer who owns this video. When the system divides the original video file into multiple files, it gives each file the same owner as the original file. |
| Video Number | The sequence of this video segment in the total group. For example, **2 of 6** means that this is the second video in a group of six. |
| Duration | The length of this video segment, in minutes. |
| Video Start | The date and time at which this segment of the video began re-cording. Displays in mm/dd/yyyy hh:mm format. |
| Notes | Status icons used to provide details on each video. When the system divides the original video file into multiple files, it gives each file the same status icons as the original. For a de-scription of these icons, see page 31. |

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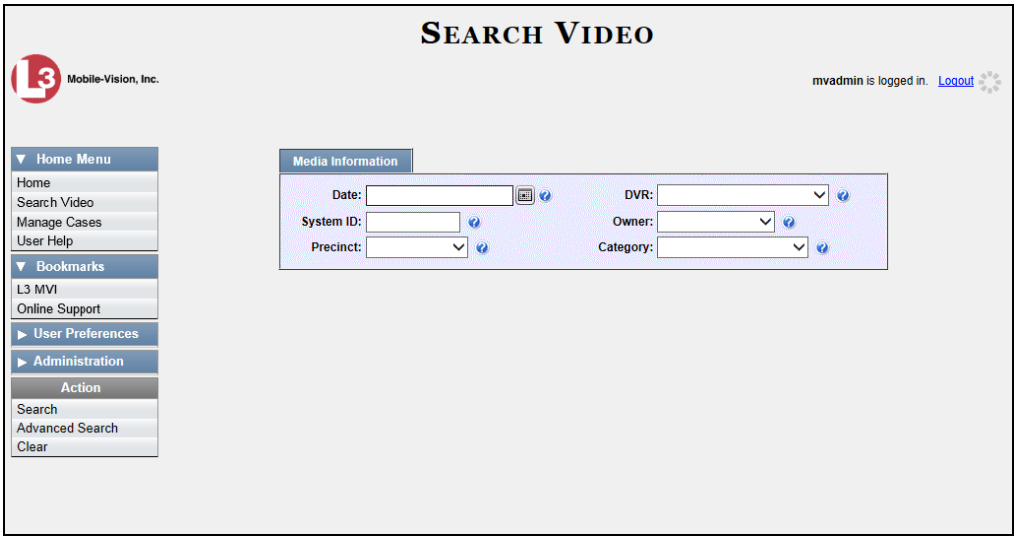
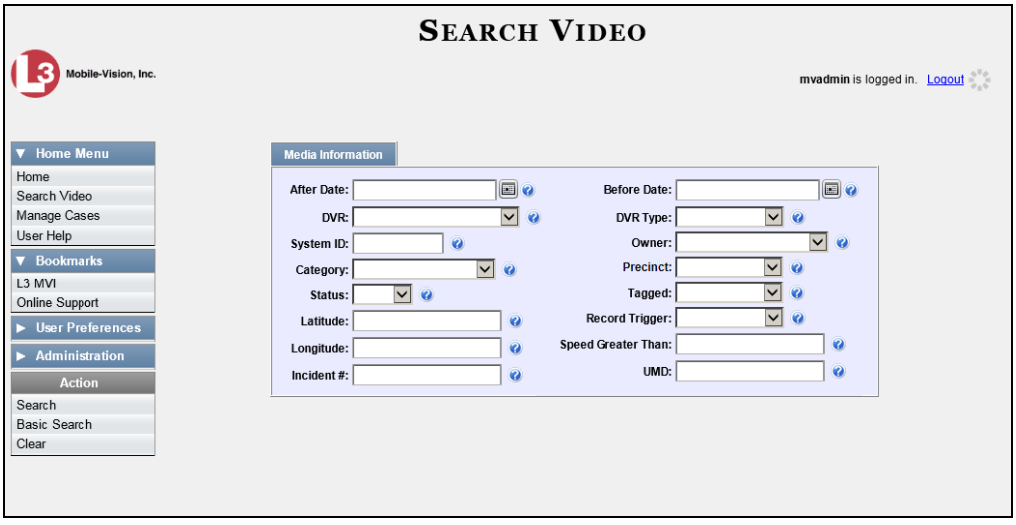
## Viewing a Video's Snapshots

This section describes how to view the snapshot files that are associated with a particular *Body*VISION or BWX-100 record. If you wish to view the Details page for an individual snapshot, see "Displaying a Snapshot" on page 47 instead.

1 Go to ▼ Home Menu and click **Search Video**. The Search Video page displays.




2 Go to the Action column and click **Advanced Search**.




3 Select **Body Worn** from the *DVR Type* drop-down list.

4 If desired, enter/select additional search criteria.

5 Go to the Action column and click **Search**. All *Body*VISION and/or BWX-100 videos that match your selection criteria display on the Video Search Results page.

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**HINT**: To determine if a Body Worn video includes any snapshots, look for the image in the *Notes* column.

**6** Click the Details icon to the left of the desired video. The Video Details page displays.

**7** Click the **Snapshots** tab. The snapshot(s) that were captured during this video display.

*(Continued)*

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The columns on the **Snapshots** tab are described below.

| Snapshots Tab | |
|---|---|
| **Column** | **Description** |
| Play | Thumbnail image of the snapshot. When you click on this image, the system will display the image in a larger format. |
| Owner | The name of the officer who owns this snapshot. By default, this is the officer to whom the associated *Body*VISION or BWX-100 device was assigned to at the time the snapshot was captured. For more information, see *Owner* in the table on page 35. |
| DVR Name | The name of the *Body*VISION or BWX-100 device that captured this snapshot. For more on DVRs, see *DVR Name* in the table on page 35. |
| Category | The video category that is assigned to this snapshot. The system automatically assigns all *Body*VISION and BWX-100 snapshots a category of *Body Worn*. |
| Video Start | The date and time at which the associated Body Worn camera captured this snapshot image. Displays in mm/dd/yyyy hh:mm:ss format. |
| Notes | Status icons used to provide details on this snapshot. For a description of each icon, see page 31. |

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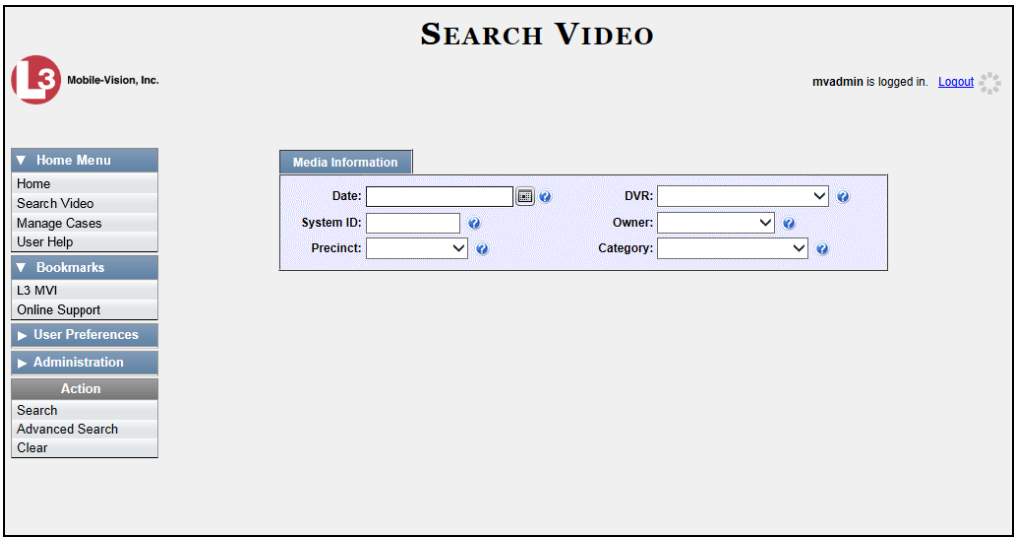
| Actions | |
|---|---|
| **Action** | **Description** |
| Play | Display the snapshot image in a larger format. |
| Export | Submit a request to burn this snapshot to DVD *or* download it to your PC. For more information, see chapter 3 and/or "Downloading Video Files to Your PC" on page 73. |
| Add to Case | Add this snapshot to a new or existing case. For more information, see "Adding a Video to a Case" in chapter 4. |
| Chain of Custody | Generate a Media Chain of Custody report for this snapshot. For more information, see "Generating a Chain of Custody Report for a Media File" on page 65. |
| Previous Results | Return to the previous Video Search Results page. |

## Displaying a Snapshot

This section describes how to view the Details page for a *Body*VISION or BWX-100 still image, referred to as a *snapshot*.

**1** Go to ▼ Home Menu and click **Search Video**. The Search Video page displays.




**2** Go to the Action column and click **Advanced Search**.

*(Continued)*

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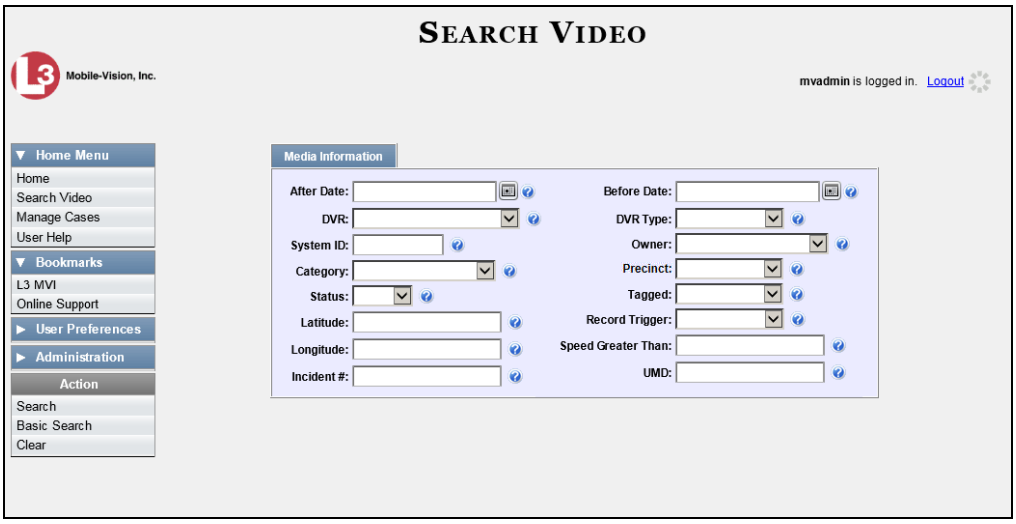
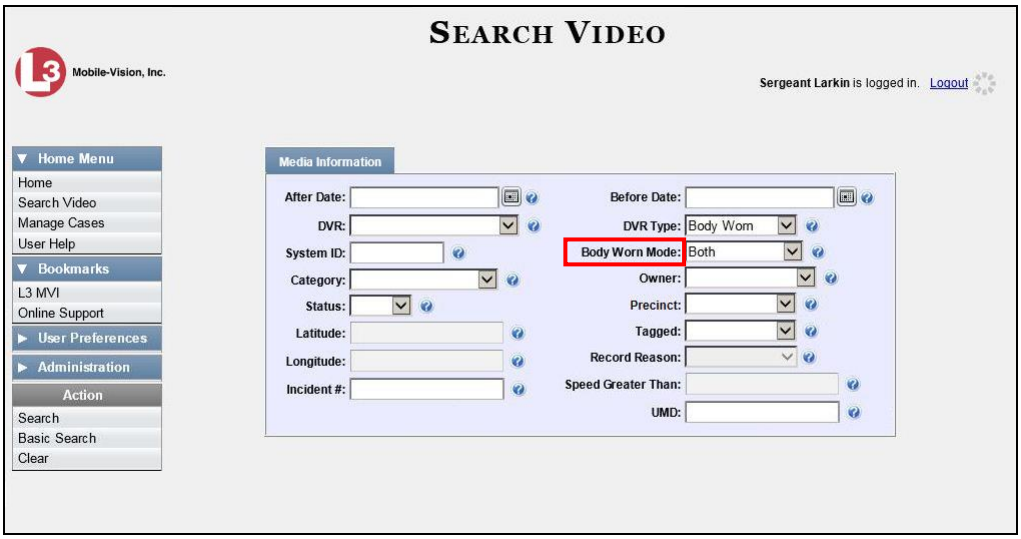



**3** Select **Body Worn** from the *DVR Type* drop-down list. The *Body Worn Mode* field displays.




**4** Select **Snapshots Only** from the *Body Worn Mode* drop-down list.

**5** If desired, enter/select additional search criteria.

**6** Go to the Action column and click **Search**. All *Body*VISION and/or BWX-100 snapshot files that match your selection criteria display on the Video Search Results page.

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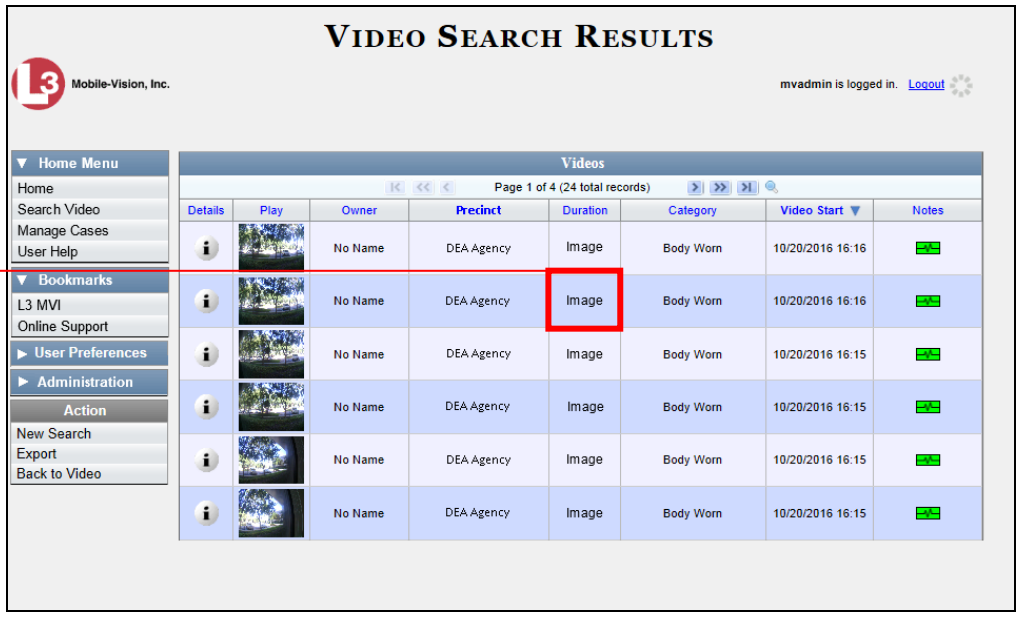
*Body*VISION snapshots display the word "Image" in this column

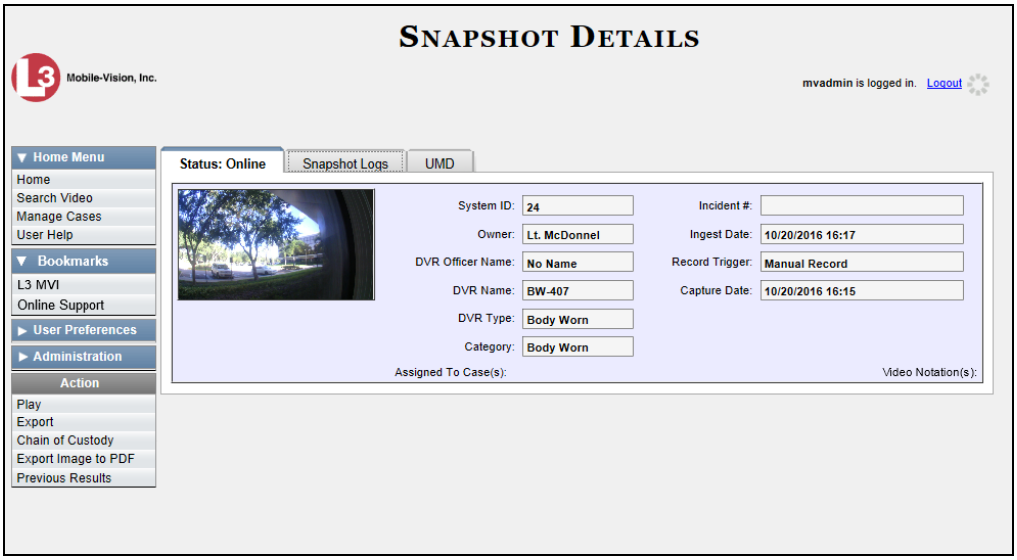



**7** If the snapshot you're looking for displays on this page, proceed to the next step.

– OR –

If the snapshot you're looking for does *not* display on this page, use the navigation arrows to scroll through the results list.

**8** Click on the snapshot's Details icon. The Snapshot Details page displays.




The fields on the Snapshot Details page are described in the table on the next page.

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| Snapshot Details | |
|---|---|
| **Field** | **Description** |
| System ID | The unique identification number that the system assigned to this snapshot. |
| Owner | The name of the officer who owns this snapshot. For more information, see *Owner* in the table on page 35. |
| DVR Officer Name | The name of the officer to whom the associated Body-Worn device was assigned to at the time this snapshot was captured. |
| DVR Name | The name of the Body Worn device from which this snapshot was captured. |
| DVR Type | The type of DVR that captured this snapshot. Because snapshot images are captured from Body Worn cameras, the default value of the field will always be *Body Worn*. |
| Category | The video category that is assigned to this snapshot. The system assigns all *Body*VISION and BWX-100 snapshots a category of *Body Worn*. |
| Incident # | The agency incident number associated with this snapshot, if applicable. |
| Ingest Date | The date and time at which this snapshot was uploaded to the DEA Precinct server. Displays in mm/dd/yyyy hh:mm format. |
| Record Trigger | The manner in which this Body Worn snapshot was captured. A snapshot image is captured by manually pressing the Body Worn camera's Snapshot/Tracepoint button. Therefore the value of this field will always be *Manual Record.* |
| Capture Date | The date and time at which this snapshot was captured from a Body Worn device while a recording was in progress. Displays in mm/dd/yyyy hh:mm format. |
| Assigned To Case(s) | The name of the case or cases that this snapshot is assigned to, if applicable. For more on cases, see chapter 4. |
| Video Notation(s) | The name of any video notations that are assigned to this snapshot. Video notations are agency-defined checkboxes used to categorize video and snapshot files. |

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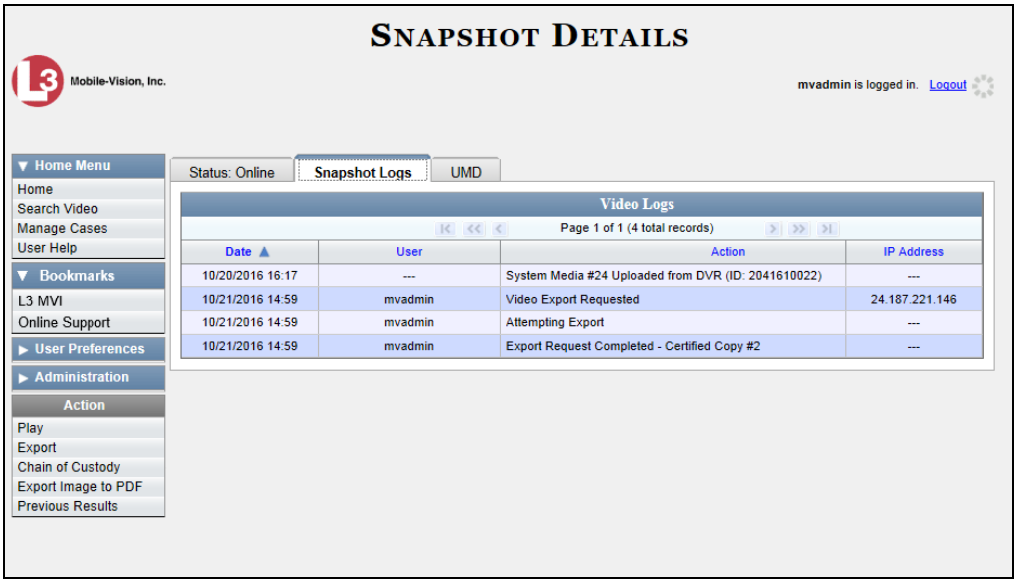
| Actions | |
|---|---|
| **Action** | **Description** |
| Play | Display the snapshot image in a larger format. |
| Export | Submit a request to burn this snapshot to DVD *or* download it to your PC. For more information, see chapter 3 and/or "Downloading Video Files to Your PC" on page 73.<br>If you prefer to export a snapshot to a PDF file, select the **Export Image to PDF** option instead. |
| Add to Case | Add this snapshot to a new or existing case. For more information, see "Adding a Video to a Case" in chapter 4. |
| Chain of Custody | Generate a Media Chain of Custody report for this snapshot. For more information, see "Generating a Chain of Custody Report for a Media File" on page 65. |
| Export Image to PDF | Export this image to a PDF file. For more information, see "Exporting a Snapshot" on page 92.<br>If you prefer to export a snapshot as a JPG file, select the **Export** option instead. |
| Previous Results | Return to the previous Video Search Results page. |

**9** To view logs of all the activities performed on this snapshot, click the **Snapshot Logs** tab. Otherwise proceed to the next step.




The columns on this tab are described in the table on page 101.



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**10** To view any user metadata associated with this snapshot, click the **UMD** tab.

For more information on user metadata, see “Maintaining User Metadata” on page 101.

## Playing a Video

This section describes how to play an online video, that is, a video that is currently stored on your Agency server.

**1** Search for the video you wish to play. (If necessary, review “Searching for Videos” on page 20.) The Video Search Results page displays.

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There are several ways to launch a video, as described below.

**2** Go to the *Play* column and click on the video's thumbnail image.

– OR –

Click the Details icon to the left of the video, then click on the video's thumbnail image.

– OR –

Click the Details icon to the left of the video, then go to the Action column and click **Play**.

⇒ If the Flashback Player launches in a separate window (typical), proceed to the next step.

⇒ If a security popup displays, select the checkbox at the bottom of the popup, then click **Allow**. Next, select the checkbox at the bottom of the *second* popup, then click **Run**. The Flashback Player launches in a separate window.

*(Continued)*

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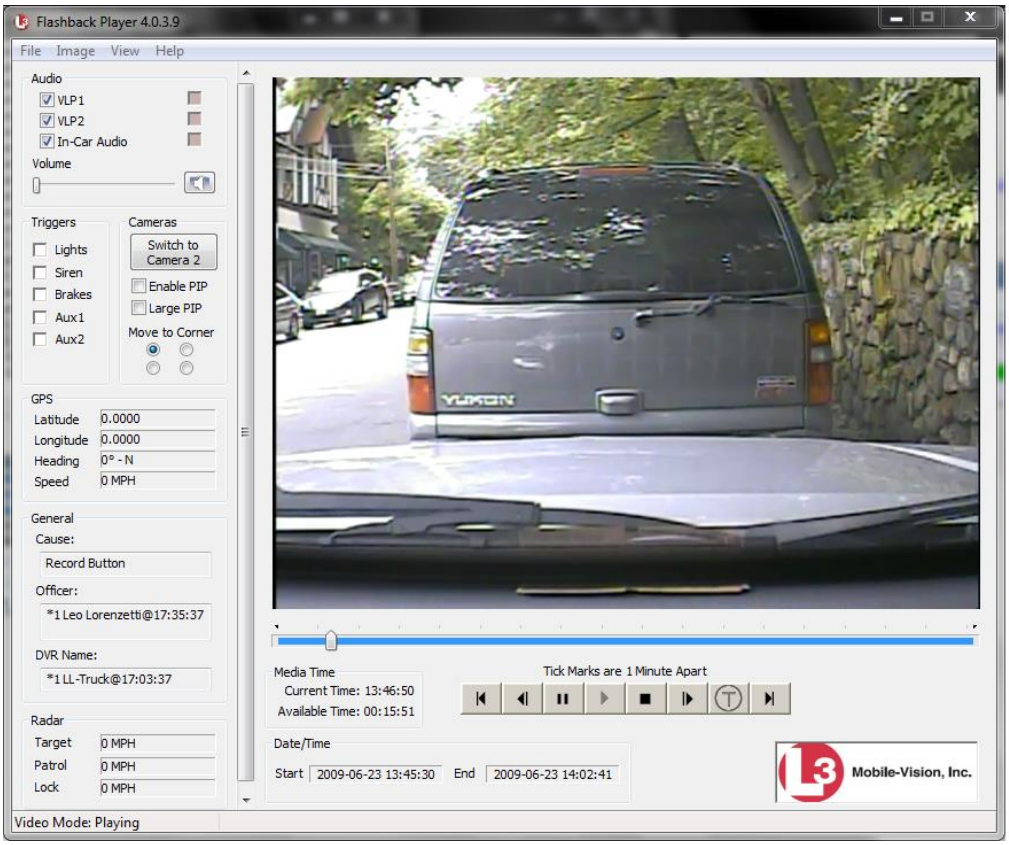


3 Use the Flashback Player to play, pause, stop, rewind, change cameras, and/or move between tracepoints. You can also view important information captured by the DVR during the recording, such as the active video and audio feeds, brake activation, and record trigger.

The appearance and functionality of the Flashback Player will differ slightly depending on whether you are viewing an AVD file (Flashback1 only) or a QBX file (all other DVRs), as described in "Flashback1 Player" on page 59 and "Flashback2/3/HD/BV Player" on page 55.

**4** If the video does not launch automatically, click the ▶ icon under the viewing window. Otherwise proceed to the next step.

***View video on full screen***

**5** To view the video in full-screen mode, press **Ctrl + F**. When you're ready to exit full-screen mode, press **Esc**.

– OR –

***Display video on a Google map***

To view the video's route on a Google map, press **Ctrl + M**. The *GPS Mapper* window displays. When you're finished viewing the map, click the ☒ in the upper right corner of the GPS Mapper window to exit.

– OR –

***Export a Video Frame***

To save a selected video frame as a file, press **Ctrl + S**. The Snapshot popup displays. Select a file format and any other options, then click **OK**. For a more

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detailed description of this procedure, see "Exporting a Video Frame" on page 62.

6 When you're finished viewing the video, select **File→Exit** from the menubar to close the Flashback Player.

– OR –

Click the ☒ in the upper right corner of the Flashback Player.

## Flashback2/3/HD/BV Player

| Flashback2/3/HD/BV Player | |
|---|---|
| **Audio** | |
| VLP1 | A checkbox used to mute (☐) or un-mute (☑) the audio from the wireless microphone that's connected to the Flashback's VLP 1 port. |
| VLP2 | A checkbox used to mute (☐) or un-mute (☑) the audio from the wireless microphone that's connected to the Flashback's VLP 2 port. |
| In-Car Audio | A checkbox used to mute (☐) or un-mute (☑) the audio from the in-car microphone. |
| Volume | The volume control bar. |
| | *Audio On* indicator. To turn all audio *off*, click this button. |
| | *Audio Off* indicator. To turn all audio back *on*, click this button. |
| | *Audio Enabled* indicator. Indicates that the audio channel was enabled at the DVR. |
| | *Audio Disabled* indicator. Indicates that the audio channel was disabled at the DVR. |
| | *Audio Indeterminate* indicator. Indicates that the audio channel status at the DVR (enabled or disabled) is indeterminate. |
| **Triggers** | |
| As you watch a video, some of the boxes in the *Triggers* column may turn red, indicating when a particular trigger or triggers were engaged. A trigger is the event that causes a DVR to start recording. For example, if the *siren* is one of your triggers and the *Siren* box remains red for the first five minutes of the video, it indicates that the driver had his siren on during that 5-minute time period. | |
| Lights | This box turns red when the vehicle's emergency lights were on during the course of the video. |

*(Continued)*



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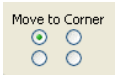
| Flashback2/3/HD/BV Player (cont'd) | |
|---|---|
| **Triggers (cont'd)** | |
| Siren | This box turns red when the vehicle's siren was on during the course of the video. |
| Brakes | If brakes are one of your "triggers" (see **Note** below), this box turns red when the vehicle's breaks were activated during the course of the video.<br>**Note**: Brakes are technically a display option rather than a trigger. |
| Aux 1 | If the Auxilary 1 device is one of your triggers (actual device may vary), this box turns red whenever the device is triggered. For example, if your Auxiliary 1 device is the CrashBat2 crash detector, this box will turn red at the point in the video when the CrashBat2's G-force meter detected a crash.<br>If the Auxiliary 1 device is *not* one of your triggers, this box will remain blank during the entire video regardless of whether the device was triggered or not. |
| Aux 2 | If the Auxilary 2 device is one of your triggers (actual device may vary), this box turns red whenever the device is triggered. If the Auxiliary 2 device is *not* one of your triggers, this box will remain blank during the entire video regardless of whether the device was triggered or not. |
| **Cameras** | |
| | A control button used to switch to the viewpoint of Camera Channel **2**, which includes the Backseat camera and/or Bullet camera(s). |
| | A control button used to switch to the viewpoint of Camera Channel **1**—typically the forward facing zoom camera. |
| Enable PIP | A checkbox used to display (☑) or hide (☐) a "picture in picture" (PIP). A PIP is a small video display for video captured from the opposite Camera Channel. |
| Large PIP | A checkbox used to enlarge (☑) or reduce (☐) the size of the picture-in-picture (PIP) image.* |
|  | Move the picture-in-picture (PIP) image to the upper left corner of the video display.* |
| | Move the picture-in-picture (PIP) image to the upper right corner of the video display.* |

* See *Enable PIP* above



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| Flashback2/3/HD/BV Player (cont'd) | |
|---|---|
| **Cameras (cont'd)** | |
| | Move the picture-in-picture (PIP) image to the lower left corner of the video display.* |
| | Move the picture-in-picture (PIP) image to the lower right corner of the video display.* |
| **GPS** | |
| The GPS display indicates the exact speed and location of the vehicle during each segment of the video. The *Player Display Speed* permission is required to view the *Speed* field, and the *Player Display GPS* permission is required to view the *Latitude*, *Longitude*, and *Heading* fields. | |
| Latitude | The GPS latitude coordinate. |
| Longitude | The GPS longitude coordinate. |
| Speed | The vehicle's speed, as determined by the GPS coordinates. |
| Heading | The direction in which the vehicle is moving. |
| **General** | |
| Cause | The trigger event that started the recording (lights, siren, etc.) |
| Officer | The name of the officer who was logged into the DVR at the time this video was recorded. |
| DVR Name | The name of the DVR that recorded this video. |
| **Radar** | |
| If your department is using the Radar interface module, the following fields will be populated. | |
| Target | The MPH or KPH reading that an officer obtained after the radar device was aimed at a speeding vehicle. |
| Patrol | The MPH or KPH reading of the officer's patrol car at the time a radar reading was obtained. |
| Lock | The minimum MPH or KPH reading that the officer was looking for when the radar device was aimed at a speeding vehicle. |
| **Media Time** | |
| Current Time | The time at which the video was recorded. This display changes constantly during playback to indicate the exact time of day that each video frame was recorded. Displays in hh:mm:ss format. |
| Available Time | The amount of time remaining on the video. Displays in hh:mm:ss format. |

* See *Enable PIP* on the previous page

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| Flashback2/3/HD/BV Player (cont'd) | |
|---|---|
| **Date/Time** | |
| Start | The date and time at which the video began recording. Displays in yyyy-mm-dd hh:mm:ss format. |
| End | The date and time at which the video stopped recording. Displays in yyyy-mm-dd hh:mm:ss format. |
| **Play Controls** | |
| | Go to beginning |
| | Pause/Unpause |
| | Play |
| | Stop |
| | Advance one frame at a time |
| | Advance to a tracepoint. A tracepoint is a placemarker that an officer can add to a video while it's recording. |
| | Go to end |

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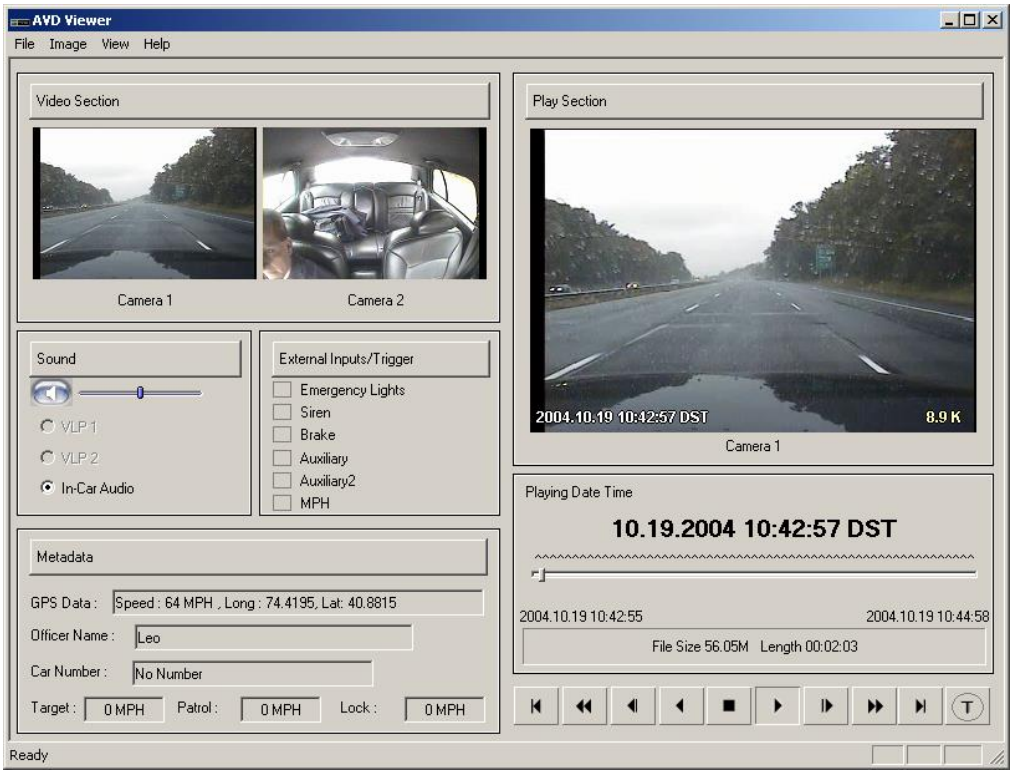
## Flashback1 Player




| Flashback1 Player | |
|---|---|
| **Video** | |
| Camera 1 | A viewing window for Camera Channel **1**—the Nite-Watch camera. |
| Camera 2 | A viewing window for Camera Channel **2**—the Backseat camera. |
| **Sound** | |
| | *Audio On* indicator. To turn all audio *off*, click this button. |
| | *Audio Off* indicator. To turn all audio *on*, click this button. |
| | The volume control bar |
| VLP1 | A radio button used to select the audio track from the wireless microphone that's connected to the Flashback's VLP 1 port. |
| VLP2 | A radio button used to select the audio track from the wireless microphone that's connected to the Flashback's VLP 2 port. |

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| Flashback1 Player (cont'd) | |
|---|---|
| **Sound (cont'd)** | |
| In-Car Audio | A radio button used to select the audio track from the in-car microphone. |
| **External Inputs/Trigger** | |
| Emergency Lights | This box turns red when the vehicle's emergency lights were on during the course of the video. |
| Siren | This box turns red when the vehicle's siren was on during the course of the video. |
| Brake | If brakes are one of your "triggers" (see **Note** below), this box turns red when the vehicle's brakes were activated during the course of the video.<br>**Note**: Brakes are technically not a trigger, but you may choose to monitor brake use during a video. |
| Auxilary | If the *CrashBat crash detector* is one of your triggers, this box turns red at the point in the video when the CrashBat's G-force meter detected a crash. If the CrashBat crash detector is *not* one of your triggers, this checkbox will remain blank during the entire video regardless of whether there was a crash or not. |
| Auxilary2 | If the *radar detector* is one of your triggers, this box turns red when the vehicle's radar detector registered a pre-defined rate of speed during the course of the video. You program the rate of speed through the DVR menu. If the radar detector is *not* one of your triggers, this checkbox will remain blank during the entire video regardless of whether the speeder reached the predetermined rate of speed. |
| MPH/KPH | If *miles-per-hour* or *kilometers-per-hour* is one of your triggers, this box turns red when the police vehicle reached a pre-defined rate of speed during the course of the video. You set the rate of speed through the DVR menu. If MPH/KPH is *not* one of your triggers, this checkbox will remain blank during the entire video regardless of whether the vehicle reached the predetermined rate of speed. |
| **Metadata** | |
| GPS Data | The vehicle's exact speed and latitudinal/longitudinal coordinates during each segment of the video. |
| Officer Name | The name of the officer who was logged into the DVR at the time this video was recorded. |
| Car Number | The number of the patrol car in which this DVR was installed at the time of the recording. |

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| Flashback1 Player (cont'd) | |
|---|---|
| **Metadata (cont'd)** | |
| Target | The MPH or KPH reading that an officer obtained after the radar device was aimed at a speeding vehicle. |
| Patrol | The MPH or KPH reading of the officer's patrol car at the time a radar reading was obtained. |
| Lock | The minimum MPH or KPH reading that an officer was looking for when the radar device was aimed at a speeding vehicle. |
| **Play** | |
| Camera 1 | A viewing window for Camera Channel **1**—the Nite-Watch camera. |
| Playing Date Time | ▪ *Date*. The date on which the video was recorded. If the video was recorded during the course of two days (from 11:50 p.m. to 12:05 a.m., for example), the date display will update at the appropriate place in the video. Displays in mm.dd.yyyy format.<br>▪ *Time*. The video's time display. This indicator changes constantly during playback to indicate the exact time of day that each frame of the video was recorded. Displays in hh:mm:ss format. |
| File Size | The total size of this video file, in megabytes. |
| Length | The total play time for this video, in hh:mm:ss format. |
| | Go to beginning |
| | Fast rewind |
| | Go back one frame at a time |
| | Slow rewind |
| | Stop |
| | Play |
| | Advance one frame at a time |
| | Fast forward |
| | Go to end |
| | Advance to a tracepoint. A tracepoint is a placemarker that an officer can add to a video while it's recording. |

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## Exporting a Video Frame

This section describes how to select a frame from a video that resides on the server and save it as a file. You may choose from one of the following file formats:

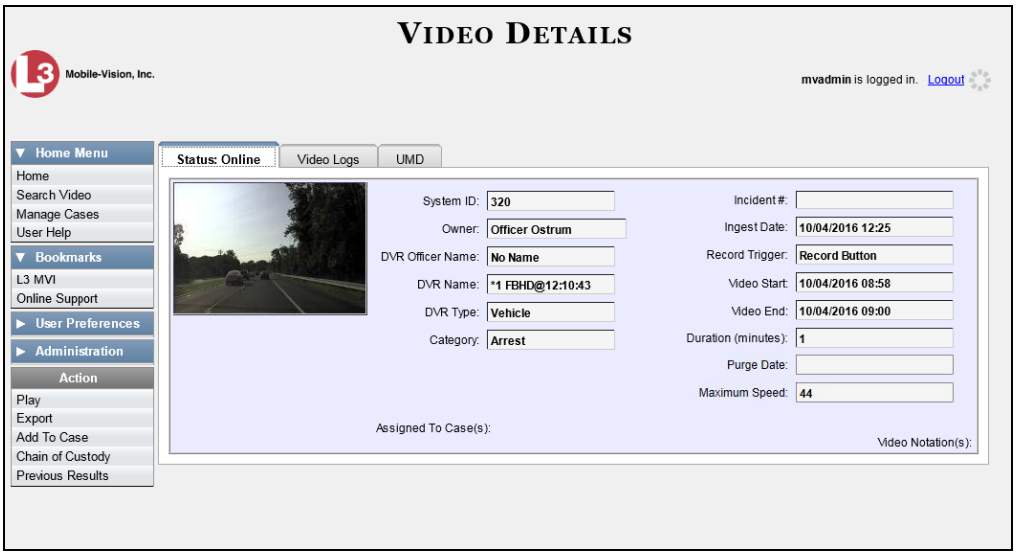
- ❒ JPEG
- ❒ GIF
- ❒ PNG
- ❒ TIF
- ❒ BMP

You have the option of attaching comments to the top or bottom of the frame.

> **What's the difference between a 'snapshot' and a 'video frame'?** *Snapshots* are still images that are captured from a *Body*VISION or BWX-100 camera while a recording is in progress. They upload to the server as separate files (that is, separate from the video from which they were captured). Snapshots are similar to videos in that they can be searched on, notated with video notations, assigned user metadata, and/or exported to DVD or other media. *Video frames* are also still images, but they are excerpted from a video *after* that video is already on the server. Unlike snapshots, video frames are not treated like videos in the system. They are stand-alone files that are separate and apart from DEA Agency.

**1** Search for and display the video from which you wish to export a frame. (If necessary, review "Displaying a Video" on page 33.)

The Video Details page displays.




**2** Click on the video's thumbnail image. The video begins playing in the Flashback Player.

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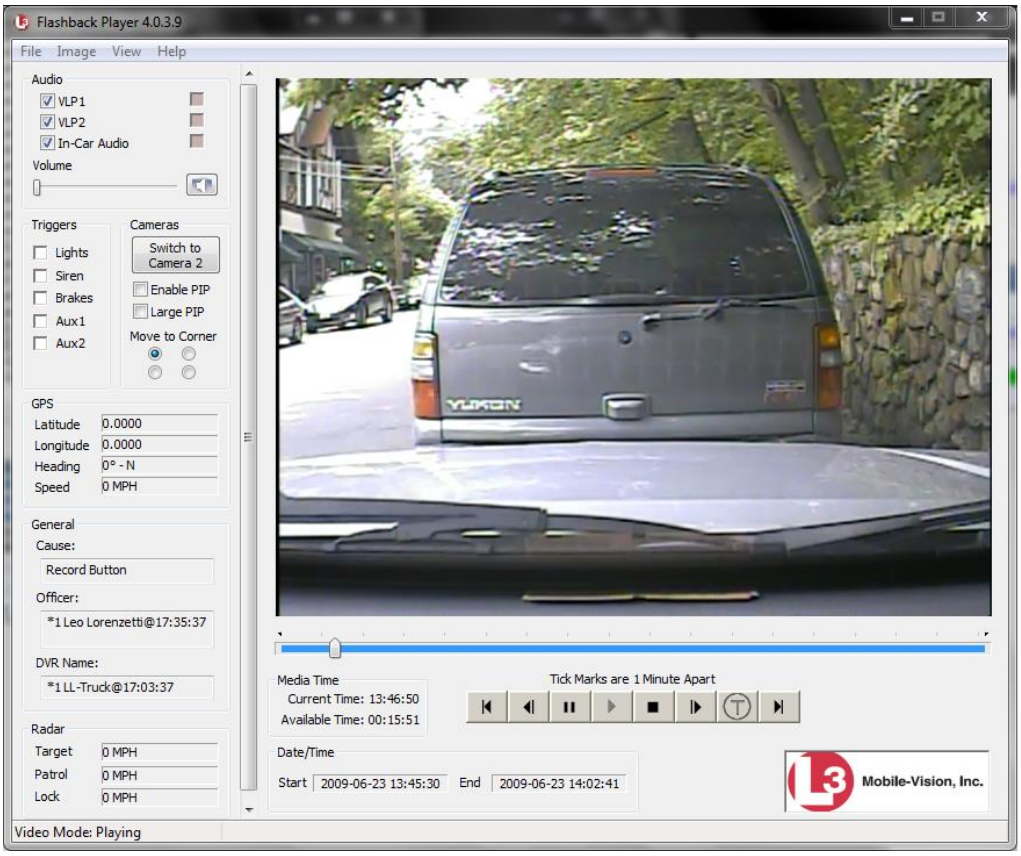
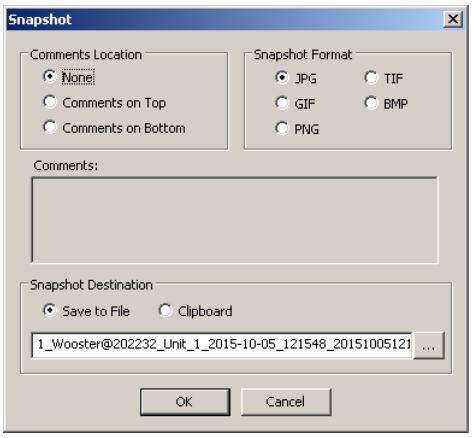



**3** Using the navigation buttons, advance to the section of the video from which you wish to select a frame.

**4** Once you reach the desired video segment, press **Ctrl + S**. The following popup displays.




**5** To attach a comment to this frame, proceed to the next step. Otherwise skip to step 8.

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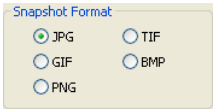
6 To attach a comment to the *top* of this frame, select the *Comments on Top* radio button.

– OR –

To attach a comment to the *bottom* of this frame, select the *Comments on Bottom* radio button.

7 Enter your comment in the *Comments* box provided.

8 To capture this frame as a JPG file (default), proceed to the next step. Otherwise select a different file format in the *Snapshot Format* box.

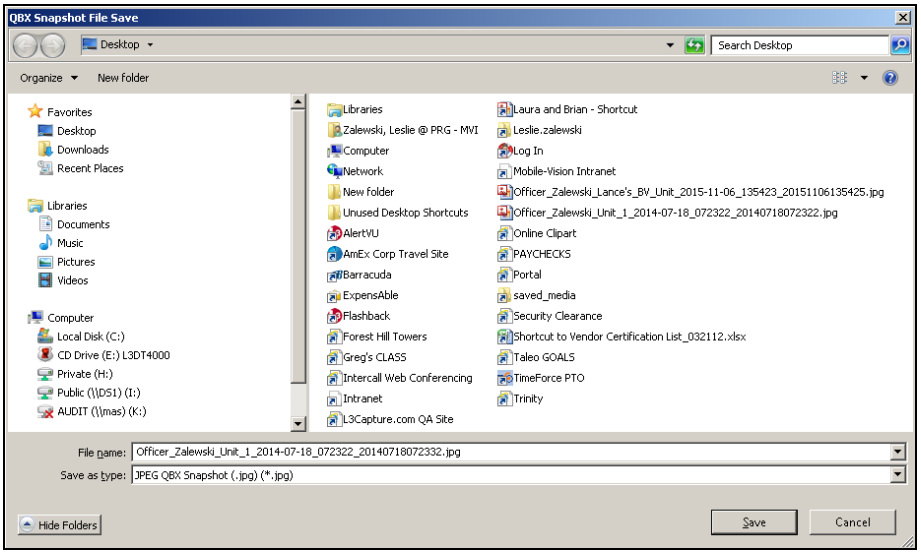



9 To save this frame to your *hard disk* (default), proceed to the next step.

– OR –

To save this frame to your PC's *clipboard*, select the *Clipboard* radio button. Next, skip to step 13.

10 Click on the ellipsis button. The QBX Snapshot File Save popup displays.




11 Navigate to the disk drive location where you wish to save this file.

12 To use the default file name, proceed to the next step. Otherwise enter a new file name in the *File name* field.

13 Click **Save**.

14 Click **OK**.

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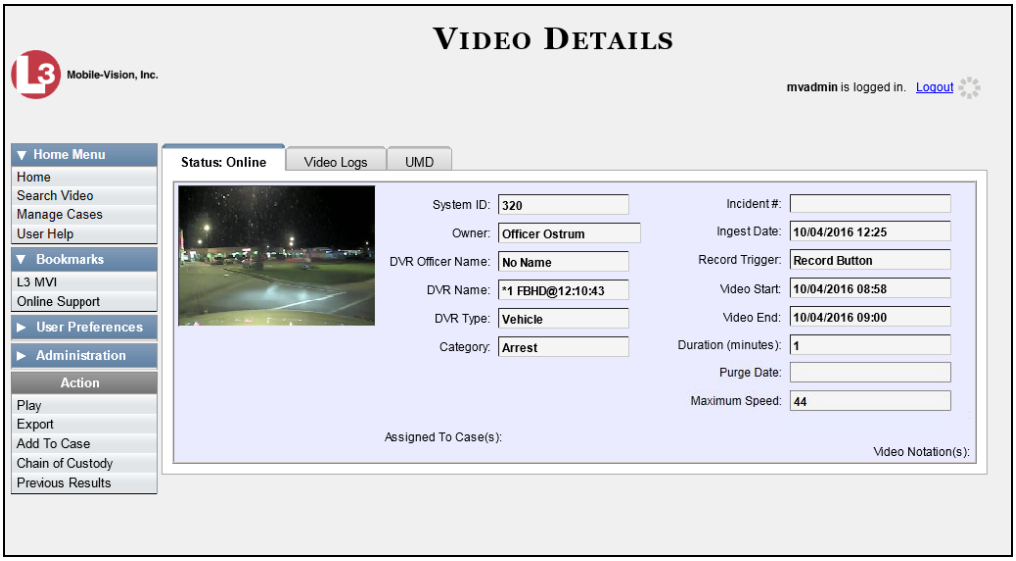
# Generating a Chain of Custody Report for a Media File

This section describes how to generate a Chain of Custody report for a selected video or *Body*VISION snapshot. The Chain of Custody report contains a log of all operations that have been performed on a video or snapshot, such as the transfer of data from a vehicle to DEA Precinct (i.e., *System Media Uploaded from Unit*). It shows the date and time at which each activity occurred, as well as the User ID of the officer who performed the action, if applicable. If the *User* field is blank, it indicates that the action listed was performed automatically by the system.

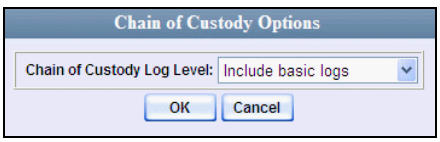
To display this report, you must have the Adobe Reader installed on your PC.

**1** Search for and display the video or snapshot you wish to generate a report for. (If necessary, review "Displaying a Video" on page 33 or "Displaying a Snapshot" on page 47.)

The Video Details page displays.




**2** Go to the Action column and click **Chain of Custody**. The Chain of Custody Options popup displays.




**3** If you'd like the Chain of Custody report to include basic logs only (default), proceed to the next step.

– OR –

*(Continued)*



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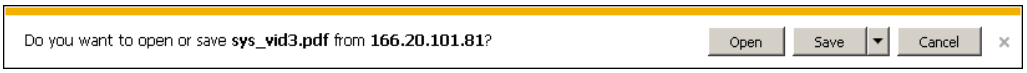
If you'd like the Chain of Custody report to include basic logs *and* IACP* logs, select **Include IACP logs** from the *Chain of Custody Log Level* drop-down list.

– OR –

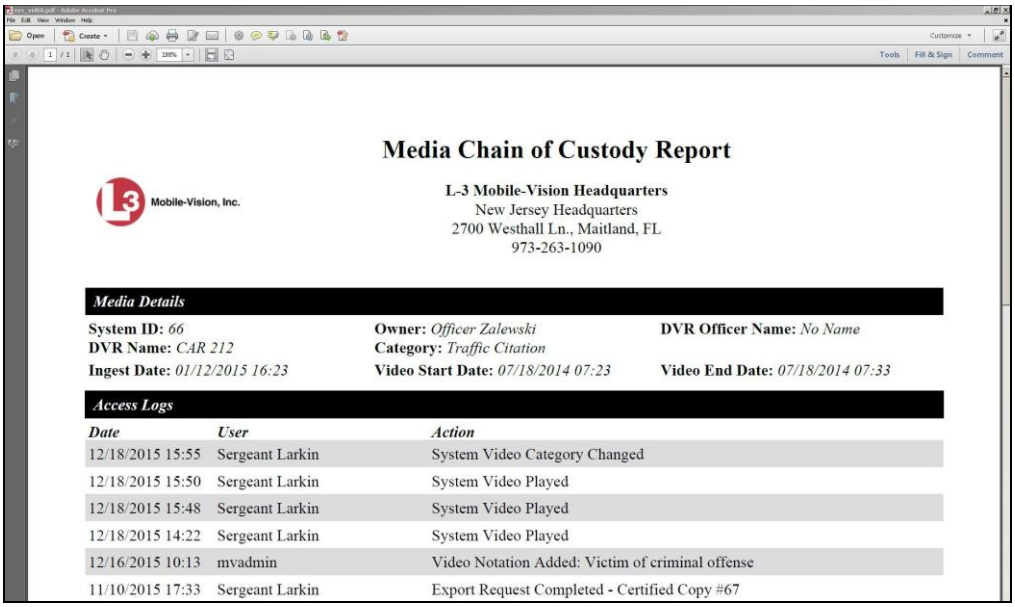
If you'd like the Chain of Custody report to include all available logs, select **Include all available logs** from the *Chain of Custody Log Level* drop-down list.

4 Click **OK**. A Windows message displays.




5 Click **Open**. Another Windows message displays.

6 Click **Open** again. The Media Chain of Custody Report displays.



**Media Chain of Custody Report**

Mobile-Vision, Inc.

**L-3 Mobile-Vision Headquarters**
New Jersey Headquarters
2700 Westhall Ln., Maitland, FL
973-263-1090

***Media Details***

**System ID:** *66*
**DVR Name:** *CAR 212*
**Ingest Date:** *01/12/2015 16:23*
**Owner:** *Officer Zalewski*
**Category:** *Traffic Citation*
**Video Start Date:** *07/18/2014 07:23*
**DVR Officer Name:** *No Name*
**Video End Date:** *07/18/2014 07:33*

***Access Logs***

| *Date* | *User* | *Action* |
|---|---|---|
| 12/18/2015 15:55 | Sergeant Larkin | System Video Category Changed |
| 12/18/2015 15:50 | Sergeant Larkin | System Video Played |
| 12/18/2015 15:48 | Sergeant Larkin | System Video Played |
| 12/18/2015 14:22 | Sergeant Larkin | System Video Played |
| 12/16/2015 10:13 | mvadmin | Video Notation Added: Victim of criminal offense |
| 11/10/2015 17:33 | Sergeant Larkin | Export Request Completed - Certified Copy #67 |

7 To print this report, proceed to the next step. Otherwise skip to step 10.

8 Go to the Acrobat menu bar and click the Printer icon. The Print popup displays.

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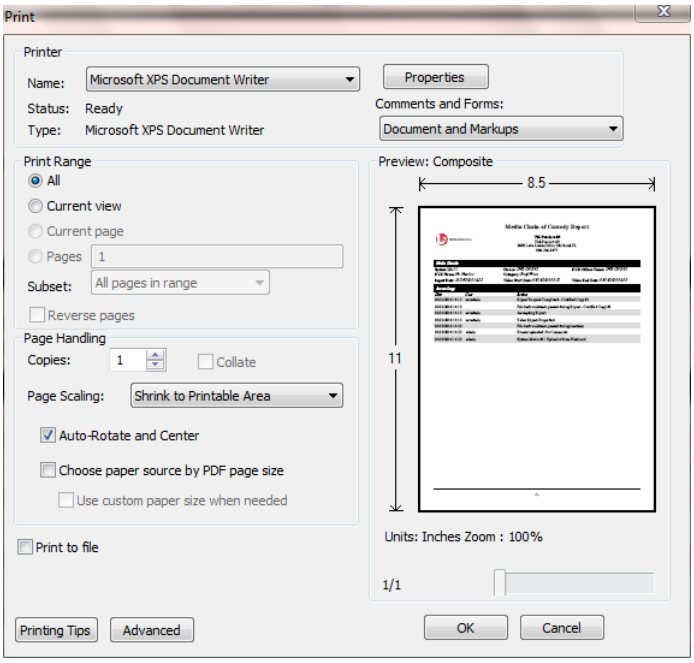


**9** Select your desired printer settings, then click **OK** or **Print**. The report is directed to your active printer.

**10** When you are finished viewing/printing the report, click the ☒ in the upper right corner of the page to exit Adobe Reader.

## Reactivating an Offline Video

An *offline* video is one that has been backed up but not completely removed from the Agency server. You can view an offline video's thumbnail image and its statistics (category, duration, record trigger, etc.), but not the video itself. If you want to view the video from the server again, you will have to restore or "reactivate" it from a backup disc or external backup device.

There is a limited time period in which you can reactivate an offline video. This time period depends on the value of the *Days to enable restore of backed-up media* field on the **Life-Cycle** tab, as pictured on the next page. For instructions on changing this setting, see "Viewing/Changing the Online Lifecycle Settings" in chapter 6.

*(Continued)*

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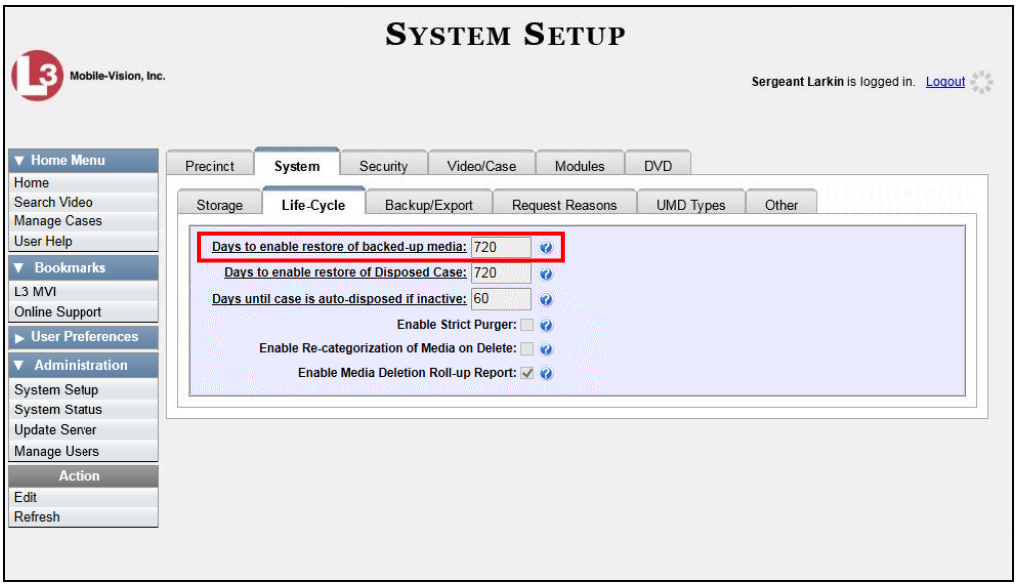


You can tell that a video has exceeded its reactivation time limit when its thumbnail image and statistics no longer display online.

For specific instructions, see:

- ❒ Reactivating a Video from a Backup Disc, below
- ❒ Reactivating a Video from an External Backup Device, page 71.

## Reactivating a Video from a Backup Disc

This section describes how to reactivate, or restore, an offline video from a backup disc. You can reactivate a video from either a Certified Backup Disc *or* a manual backup disc* that is in Data DVD format.

For more on *offline* vs. *online* videos, see the previous section, "Reactivating an Offline Video."

You can reactivate a video for your own use, or at the request of another user. Requests from other users display on your *Inbox Messages* list, located on the Home Page.

**NOTE**: If your backup mode is set to **EXTERNAL**, you will need to use an alternate procedure. See "Reactivating a Video from an External Backup Device" on page 71 for further instructions. If you're not sure what your backup mode is, see "View Your Backup Mode" on page 71.

* Also referred to as an "export" disc or a "user-requested certified copy"

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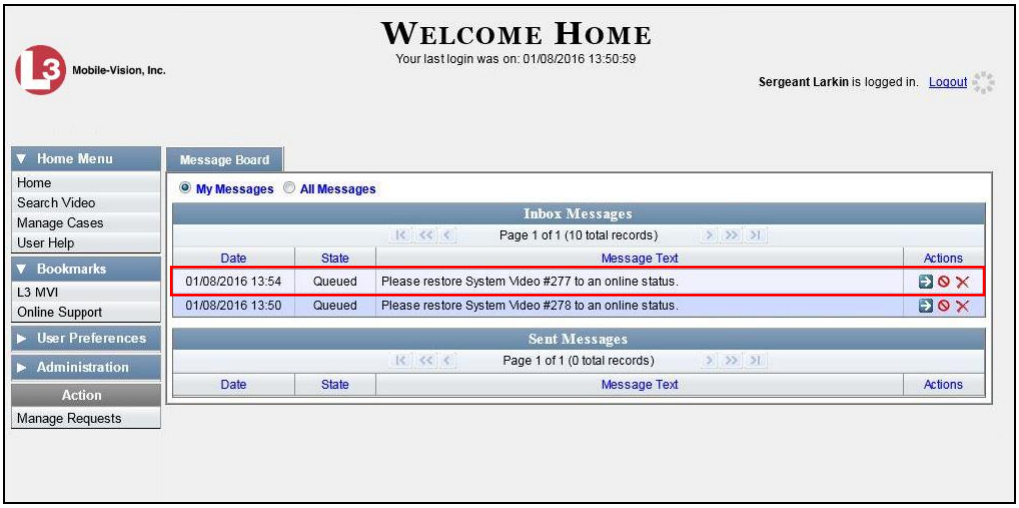
1 To reactive a video for your own use, search for and display the desired video. (If necessary, review "Displaying a Video" on page 33.) The Video Details page displays. Skip to step 3.

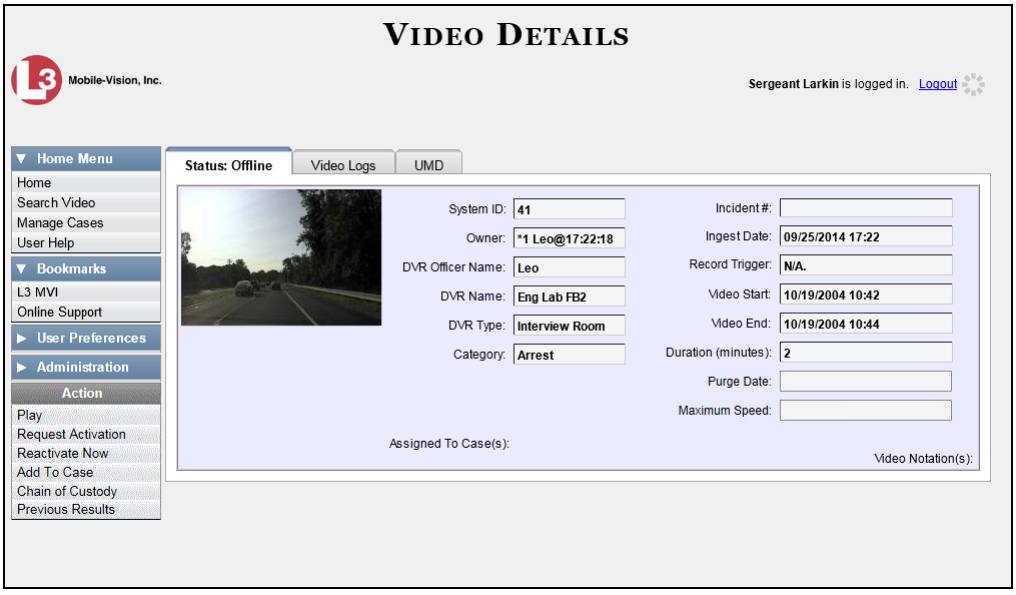
– OR –

To reactive a video for another user, go to ▼ Home Menu and click **Home**. The Home menu displays.

2 Locate the reactivation request on your *Inbox Messages* list, then click the View Video Detail icon.




The Video Details page displays.




3 Go to the Action column and click **Reactivate Now**.

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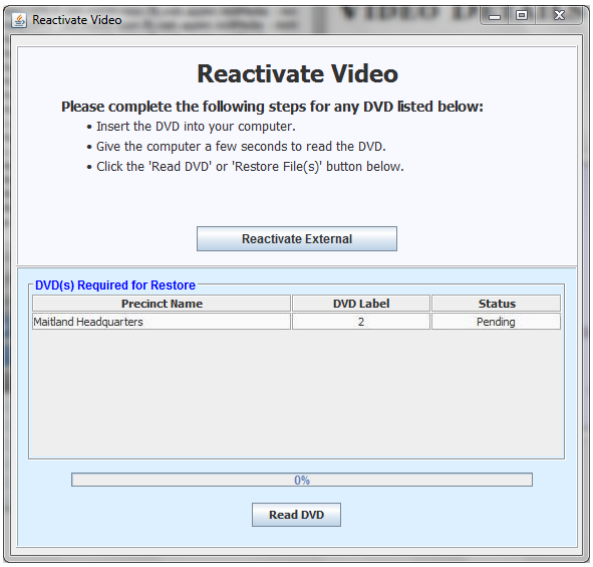
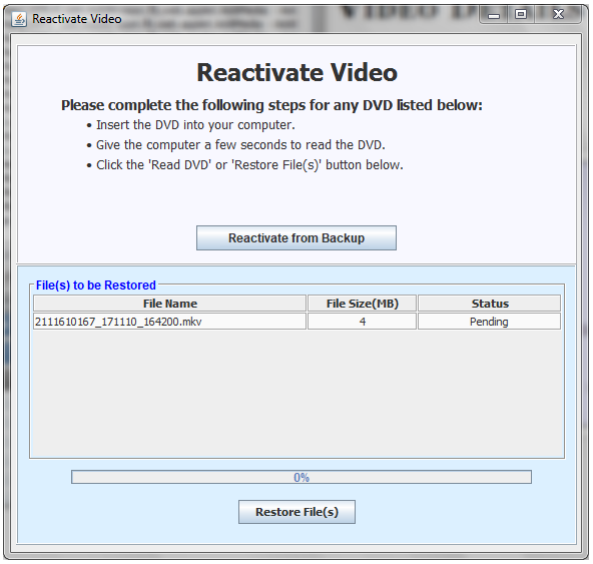
⇒ If the Reactivate Video popup displays, proceed to the next step.

⇒ If a security popup displays, select the checkbox at the bottom of the popup, then click **Allow**. The Reactivate Video popup displays.

This popup may appear slightly different depending on whether this video was previously backed up to an *Archive* disc (Certified Backup Disc) or an *Export* disc (User-Requested Certified Copy).




Reactivating from an Archive disc




Reactivating from an Export disc

**4** If the center column reads *DVD Label*, proceed to the next step.

– OR –

If the center column reads *File Size(MB)*, locate your backup disc, then skip to step 6.

**5** Look at the number in the *DVD Label* column. This is the number of the Certified Backup Disc that contains the video you're looking for. Locate this disc, then proceed to the next step.

**6** Insert the backup disc in your PC's CD/DVD tray. (Must be either a Certified Backup Disc or an Export disc that is in Data DVD format.) Give the computer a few seconds to read the DVD, then proceed to the next step.

**7** Click **Read DVD** or **Restore File(s)**. After a momentary delay, the Video Details screen will redisplay, indicating that the video has been successfully restored.

**NOTE**: If your session "times out" during the reactivation, you need to increase your Session Timeouts number. For instructions, see "Changing the Session Timeout Setting" in chapter 6.

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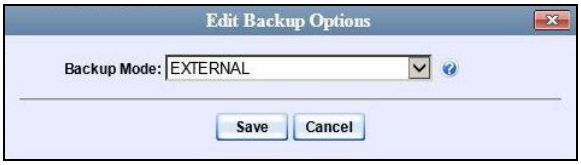
## Reactivating a Video from an External Backup Device

This section describes how to reactivate, or restore, an offline video from an external backup device, such as a tape drive. Once a video has been reactivated, you will be able to play it from the Agency server.

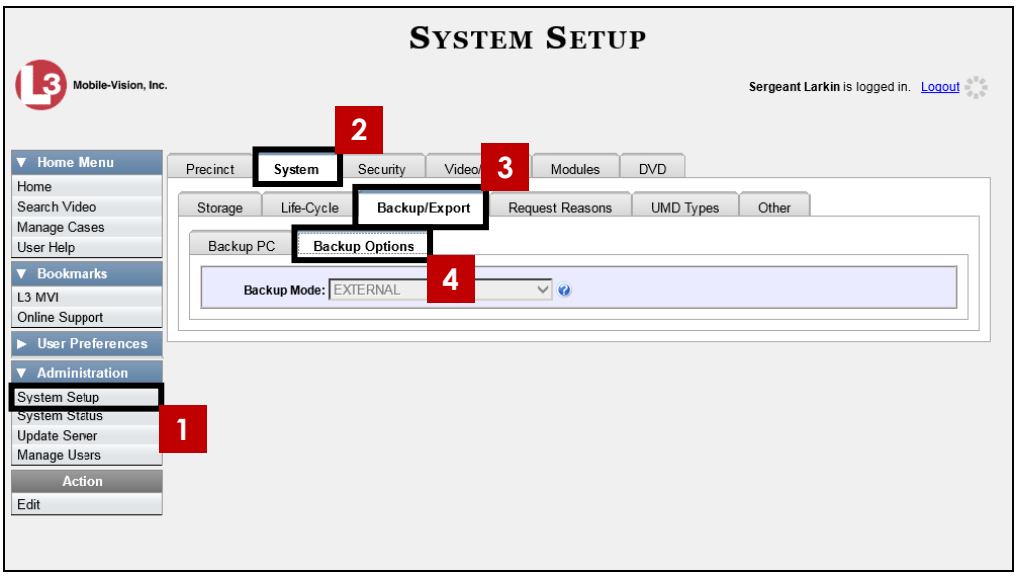
For more on *offline* vs. *online* videos, see "Reactivating an Offline Video" on page 67.

Use this procedure if your Backup Mode is set to **EXTERNAL**.




If you're not sure what your backup mode is, select the following menu options to display the **Backup Options** tab.

***View Your Backup Mode***




If your backup mode is set to something other than **EXTERNAL**, see "Reactivating a Video from a Backup Disc" on page 68 instead.

**1** Search for and display the video you wish to reactivate. (If necessary, review "Displaying a Video" on page 33.)

The Video Details page displays.

*(Continued)*

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**2** Go to the Action column and click **Reactivate Now**. The Directories to Restore for Reactivation page displays.

**3** Using the software that came with your backup device (e.g., tape backup software), restore the directory or directories that are listed in the *Server Path* column.

**4** Go to the Action column and click **Continue**. After a momentary delay, a confirmation message will display.

Video Reactivate Successful.

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# Downloading Video Files to Your PC

If desired, you can download selected videos to your PC. For specific instructions, see:

❒ Downloading Video to Your PC in Data DVD Format, below
❒ Downloading Video to Your PC in Interchange Format, page 77
❒ Downloading Video to Your PC in Uncompressed Format, page 82
❒ Downloading Video to Your PC in FOIA Redacted Format, page 86.

## Downloading Video to Your PC in Data DVD Format

This section describes how to download stand-alone video information to your PC in *Data DVD* format. For more information on the Data DVD format, see "Data DVD Format" in chapter 3.

*Stand-alone* video is video that is not linked to a case.

Perform this procedure if you wish to email video, put it on a USB drive or other device, and/or play it back locally without burning it to a disc. If you wish to download video for the sole purpose of burning a DVD, see "Burning Video to a Data DVD via Your PC's DVD Burner" in chapter 3 instead.

A Data DVD download will include:

❒ Selected videos
❒ General information associated with the videos (Officer Name, DVR, Start/End Times, System ID)
❒ The Chain of Custody Report
❒ A copy of the Flashback Player.

**1** To download *one* video, search for and display the desired video.* The Video Details page displays.

– OR –

To download *more than one* video, search for the desired videos.* The Video Search Results page displays.

**2** Go to the Action column and click **Export**. The Select Video(s) for Export page displays.

*(Continued)*

* If necessary, review "Searching for Videos"



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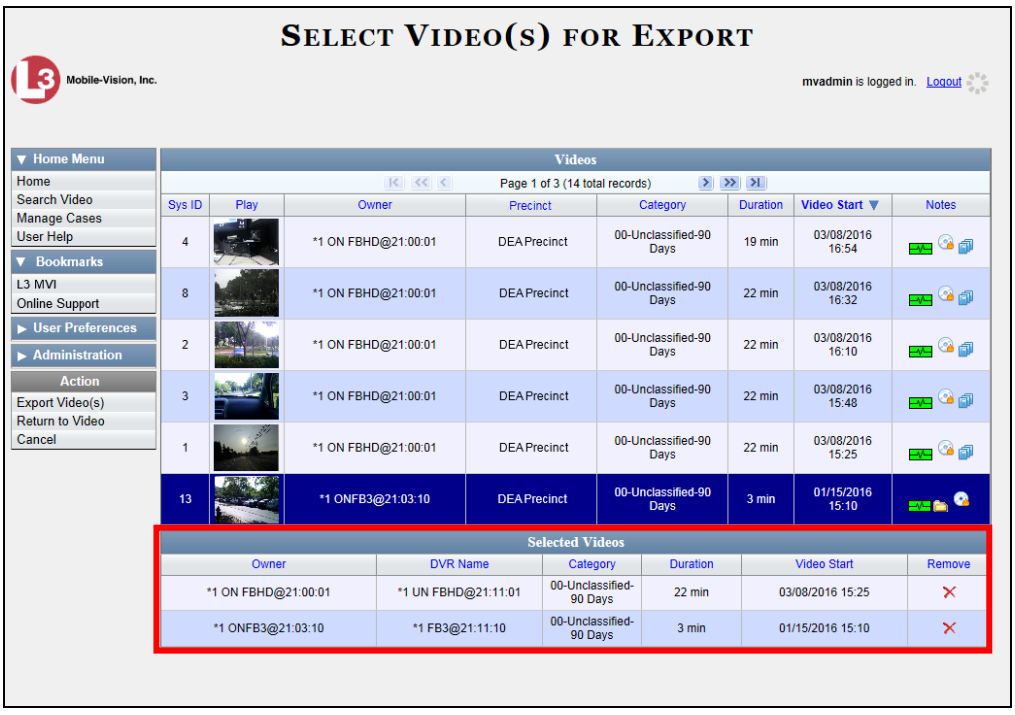
⇒ If you selected *one* video, skip to step 4.
⇒ If you selected *multiple* videos, proceed to the next step.

**3** Go to the top of the page and click on each of the videos you wish to download. You can click on any part of the record except the thumbnail image, as that will launch the Flashback Player.

As you select each video, it will appear in the *Selected Videos* list at the bottom of the page.



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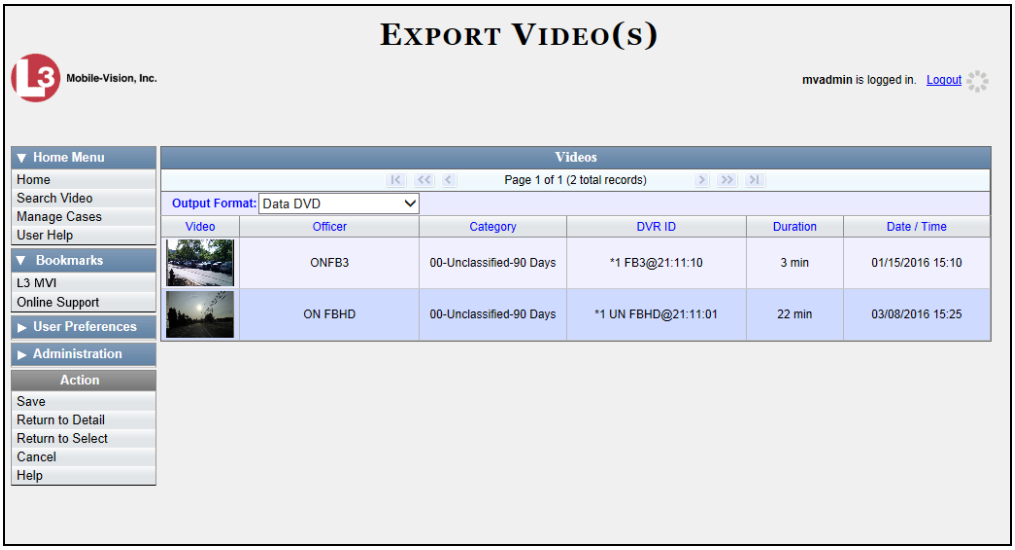
4 Go to the Action column and click **Export Video(s)**. The Export Video(s) page displays.

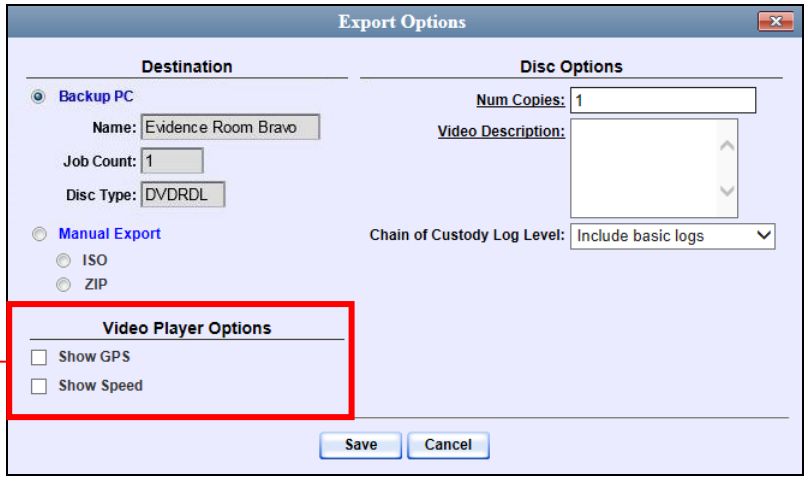



5 If **Data DVD** displays in the *Output Format* field, proceed to the next step.

– OR –

If **Data DVD** does *not* display in the *Output Format* field, select it from the drop-down list.

6 Go to the Action column and click **Save**. The Export Options popup displays.




Depending on your user permissions, these checkboxes may or may not display

7 Select **ZIP**.

8 Enter a description for this video download in the *Video Description* field.

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**9** If you'd like the Chain of Custody report to include basic logs only (default), proceed to the next step.

– OR –

If you'd like the Chain of Custody report to include basic logs *and* IACP* logs, select **Include IACP logs** from the *Chain of Custody Log Level* drop-down list.

– OR –

If you'd like the Chain of Custody report to include all available logs, select **Include all available logs** from the *Chain of Custody Log Level* drop-down list.

**10** If a Video Player Options section displays in the lower left corner of the Export Options popup (will include one or two checkboxes), proceed to the next step. Otherwise skip to step 15.

**11** If a *Show GPS* checkbox displays in the Video Player Options section, proceed to the next step. Otherwise skip to step 14.

**12** If you want this download to include GPS data with the Flashback Player (displays during video playback, as pictured left), select the *Show GPS* checkbox. Otherwise proceed to the next step.

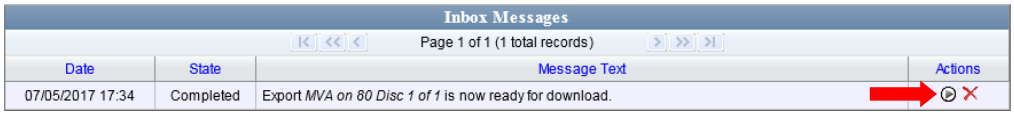
**13** If a *Show Speed* checkbox displays in the Video Player Options section, proceed to the next step. Otherwise skip to step 15.

**14** If you want this download to include vehicle speed data with the Flashback Player (displays in the GPS section during video playback, as pictured left), select the *Show Speed* checkbox. Otherwise proceed to the next step.

**15** Click **Save**. The system begins processing your request. A copy of this request will display on your Home Page under *Sent Messages*.

When processing is complete, a confirmation message will display on your Home Page under *Inbox Messages*.

**16** Go to your *Inbox Messages* and look for a download icon next to the export confirmation message.




⇒ If you see the download icon, proceed to the next step.

⇒ If you do *not* see the download icon, the system is still processing your request. Go to ▼ Home Menu and click **Home** to refresh your screen. Once you see the download icon, proceed to the next step.

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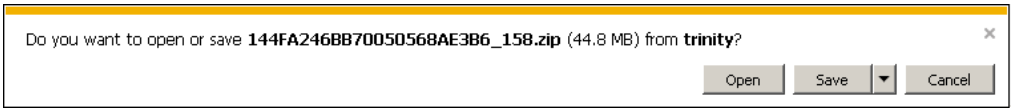
17 Click the download icon to the right of the export message. A Windows message displays.




18 Select **Save As** from the *Save* drop-down list. The Save As window displays.

19 Navigate to the disk drive location where you wish to save the video file.

20 To change the file name, enter a new name in the *File name* field. Otherwise proceed to the next step.

21 Click **Save**. The system copies your file to the selected location. When the download is complete, a confirmation message displays.

## Downloading Video to Your PC in Interchange Format

This section describes how to download selected stand-alone videos to your PC in *interchange format*. For more information on this format, see "Interchange Format" in chapter 3.

*Stand-alone* video is video that is not linked to a case.

Perform this procedure if you wish to email video, put it on a USB drive or other device, play it back locally without burning it to a disc, and/or import the video into another software application. If you wish to download video for the sole purpose of burning a DVD, see "Burning Video to an Interchange Format DVD via Your PC's DVD Burner" in chapter 3 instead.

**WARNING**: Once a video has been exported in Interchange format, its authenticity can no longer be verified. Such video can be edited and tampered with using commercial video editing software.

1 To download *one* video, search for and display the desired video.* The Video Details page displays.

– OR –

To download *more than one* video, search for the desired videos.* The Video Search Results page displays.

2 Go to the Action column and click **Export**. The Select Video(s) for Export page displays.

* If necessary, review "Searching for Videos" on page 18.

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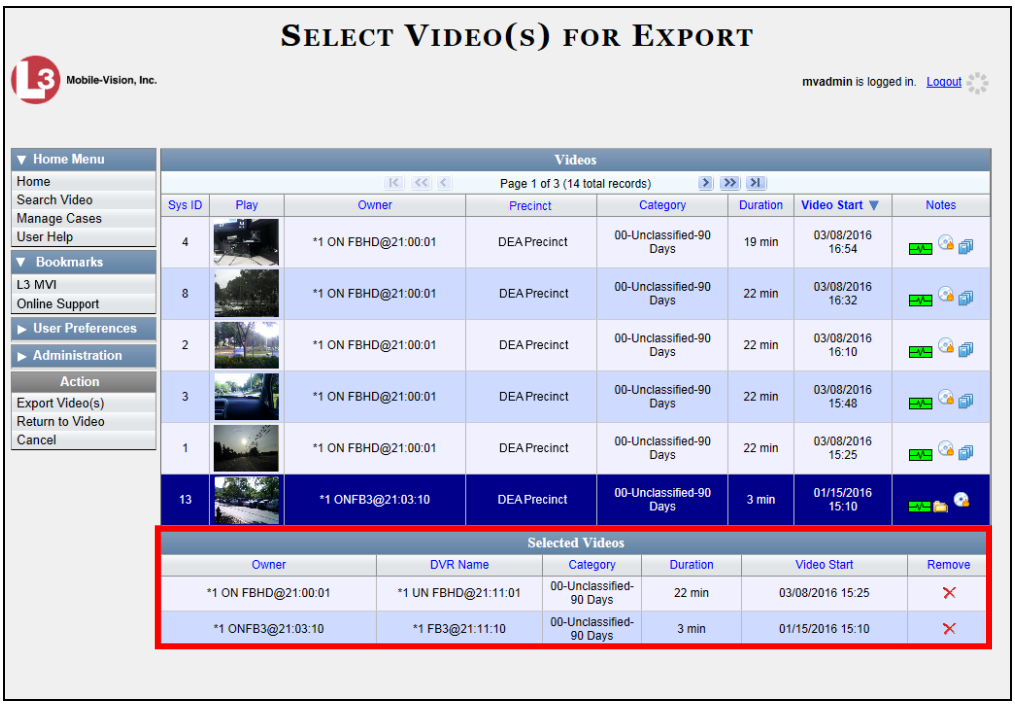
⇒ If you selected *one* video, skip to step 4.
⇒ If you selected *multiple* videos, proceed to the next step.

**3** Go to the top of the page and click on each of the videos you wish to download. You can click on any part of the record except the thumbnail image, as that will launch the Flashback Player.

As you select each video, it will appear in the *Selected Videos* list at the bottom of the page.

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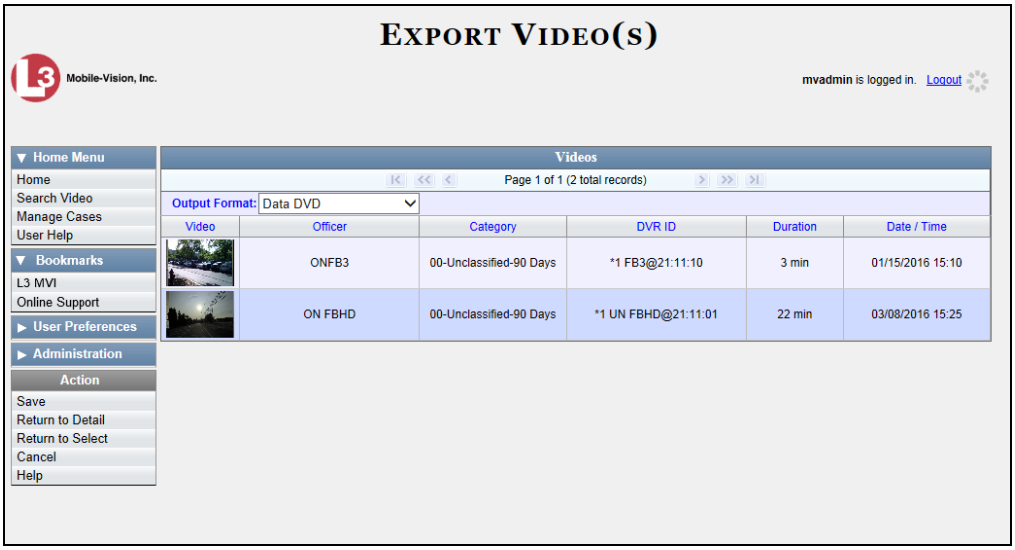
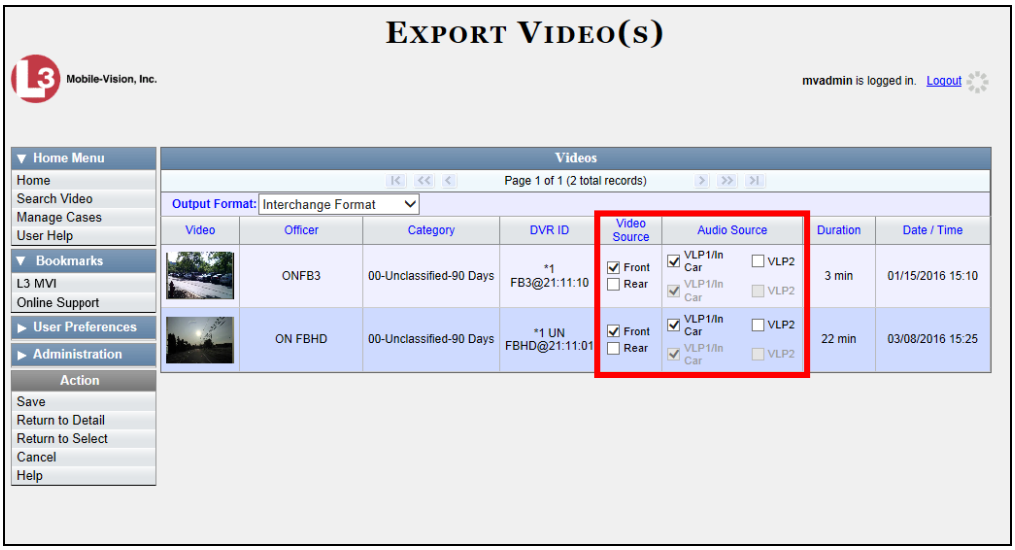
4 Go to the Action column and click **Export Video(s)**. The Export Video(s) page displays.




5 Go to the *Output Format* field and select **Interchange Format** from the drop-down list. Two new columns display: *Video Source* and *Audio Source*.




6 If the word "Camera" displays in the *Video Source* column, proceed to the next step.

– OR –

If two checkboxes display in the *Video Source* column, select the camera views you wish to include for each video, as described in the table on the next page.

*(Continued)*



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| Video Source Setting | Description |
|---|---|
| ☑ Front<br>☐ Rear | Copy only the video recorded from Camera Channel 1 (forward facing zoom camera). |
| ☐ Front<br>☑ Rear | Copy only the video recorded from Camera Channel 2 (Backseat and/or Bullet cameras). |
| ☑ Front<br>☑ Rear | Copy the video that was recorded from *both* Camera Channel 1 and Camera Channel 2. |

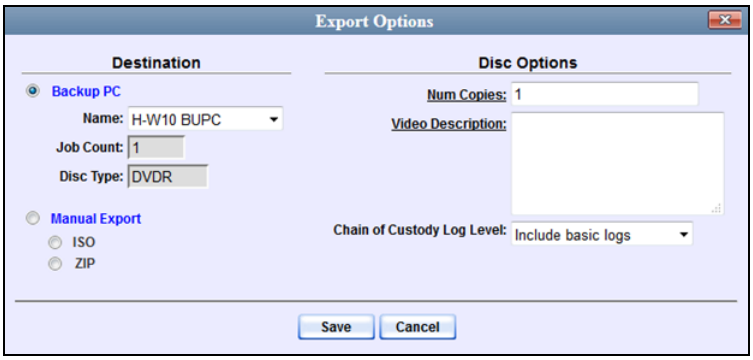
**7** If the word "Camera" displays in the *Audio Source* column, proceed to the next step.

– OR –

If two checkboxes display in the *Audio Source* column, select the audio source that you wish to include for each video, as described below:

- ❒ *VLP1/In Car*. The audio from both the wireless microphone that's connected to your Flashback's VLP 1 port *and* your in-car microphone (default).
- ❒ *VLP2*. The audio from the wireless microphone that's connected to your Flashback's VLP 2 port, if applicable.

**8** Go to the Action column and click **Save**. The Export Options popup displays.




**9** Select **ZIP**.

**10** Enter a description for this video download in the *Video Description* field.

**11** If you'd like the Chain of Custody report to include basic logs only (default), proceed to the next step.

– OR –

If you'd like the Chain of Custody report to include basic logs *and* IACP* logs, select **Include IACP logs** from the *Chain of Custody Log Level* drop-down list.

– OR –
*(Continued)*

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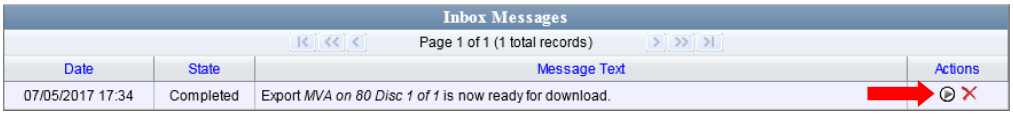
If you'd like the Chain of Custody report to include all available logs, select **Include all available logs** from the *Chain of Custody Log Level* drop-down list.

**12** Click **Save**. The system begins processing your request. A copy of this request will display on your Home Page under *Sent Messages*.

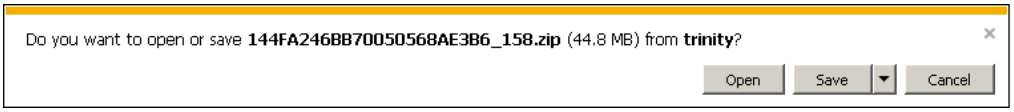
When processing is complete, a confirmation message will display on your Home Page under *Inbox Messages*.

**13** Go to your *Inbox Messages* and look for a download icon next to the export confirmation message.




⇒ If you see the download icon, proceed to the next step.
⇒ If you do *not* see the download icon, the system is still processing your request. Go to ▼ Home Menu and click **Home** to refresh your screen. Once you see the download icon, proceed to the next step.

**14** Click the download icon to the right of the export message. A Windows message displays.

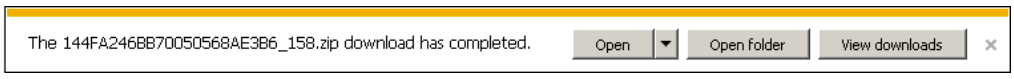



**15** Select **Save As** from the *Save* drop-down list. The Save As window displays.

**16** Navigate to the disk drive location where you wish to save the video file.

**17** To change the file name, enter a new name in the *File name* field. Otherwise proceed to the next step.

**18** Click **Save**. The system copies your file to the selected location. When the download is complete, a confirmation message displays.

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## Downloading Video to Your PC in Uncompressed Format

This section describes how to download stand-alone video information to your PC in *Uncompressed Format*. For more information on this format, see "Uncompressed Format" in chapter 3.

*Stand-alone* video is video that is not linked to a case.

Perform this procedure if you wish to email video, put it on a USB drive or other device, play it back locally without burning it to a disc, and/or import the video into another software application. If you wish to download video for the sole purpose of burning a DVD, see "Burning Video to an Uncompressed Format DVD via Your PC's DVD Burner" in chapter 3 instead.

**WARNING**: Once a video has been downloaded in Uncompressed format and then converted to MP4 and DV files, its authenticity can no longer be verified. Such video can be edited and tampered with using commercial video editing software.

1 To download *one* video, search for and display the desired video.* The Video Details page displays.

– OR –

To download *more than one* video, search for the desired videos.* The Video Search Results page displays.

2 Go to the Action column and click **Export**. The Select Video(s) for Export page displays.

⇒ If you selected *one* video, skip to step 4.
⇒ If you selected *multiple* videos, proceed to the next step.

* If necessary, review "Searching for Videos"



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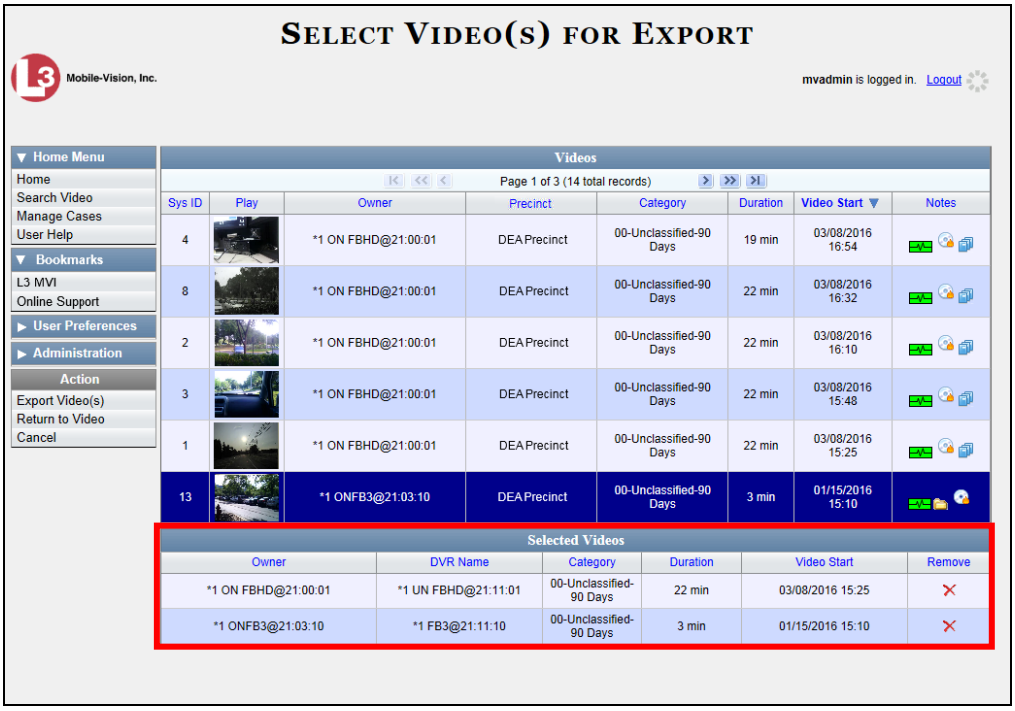
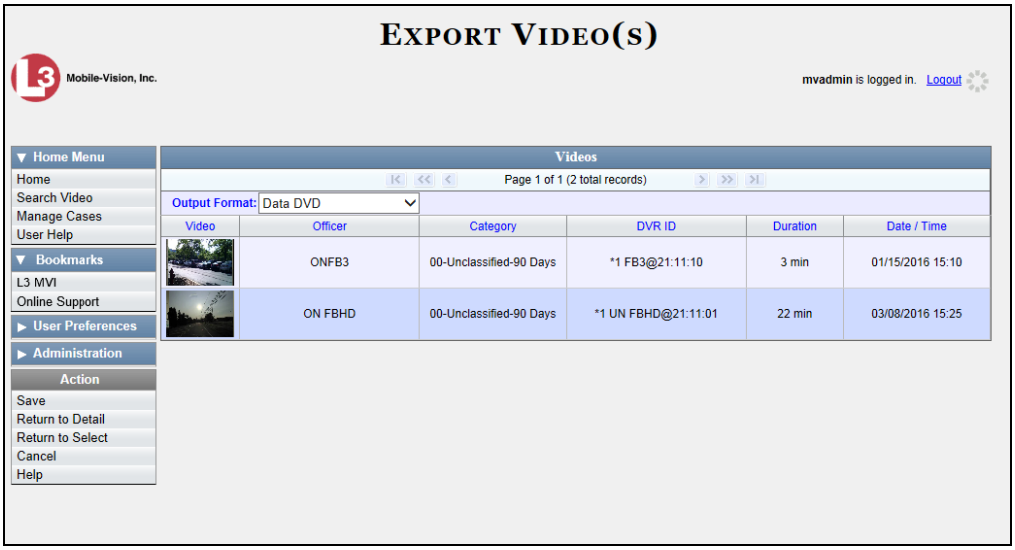
**3** Go to the top of the page and click on each of the videos you wish to download. You can click on any part of the record except the thumbnail image, as that will launch the Flashback Player.

As you select each video, it will appear in the *Selected Videos* list at the bottom of the page.




**4** Go to the Action column and click **Export Video(s)**. The Export Video(s) page displays.



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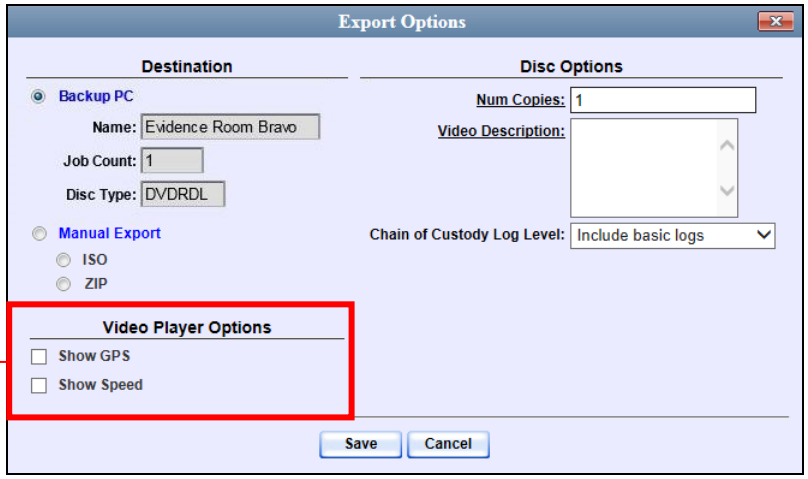
5 Go to the *Output Format* field and select **Uncompressed Format** from the drop-down list.

6 Go to the Action column and click **Save**. The Export Options popup displays.




Depending on your user permissions, these checkboxes may or may not display

7 Select **ZIP**.

8 Enter a description for this video download in the *Video Description* field.

9 If you'd like the Chain of Custody report to include basic logs only (default), proceed to the next step.

– OR –

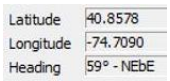
If you'd like the Chain of Custody report to include basic logs *and* IACP* logs, select **Include IACP logs** from the *Chain of Custody Log Level* drop-down list.

– OR –

If you'd like the Chain of Custody report to include all available logs, select **Include all available logs** from the *Chain of Custody Log Level* drop-down list.

10 If a Video Player Options section displays in the lower left corner of the Export Options popup (will include one or two checkboxes), proceed to the next step. Otherwise skip to step 15.

11 If a *Show GPS* checkbox displays in the Video Player Options section, proceed to the next step. Otherwise skip to step 14.




12 If you want this download to include GPS data with the Flashback Player (displays during video playback, as pictured left), select the *Show GPS* checkbox. Otherwise proceed to the next step.

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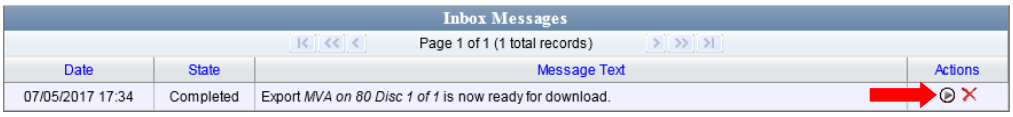
**13** If a *Show Speed* checkbox displays in the Video Player Options section, proceed to the next step. Otherwise skip to step 15.

**14** If you want this video download to include vehicle speed data with the Flashback Player (displays in the GPS section during video playback, as pictured left), select the *Show Speed* checkbox. Otherwise proceed to the next step.

**15** Click **Save**. The system begins processing your request. A copy of this request will display on your Home Page under *Sent Messages*.

When processing is complete, a confirmation message will display on your Home Page under *Inbox Messages*.

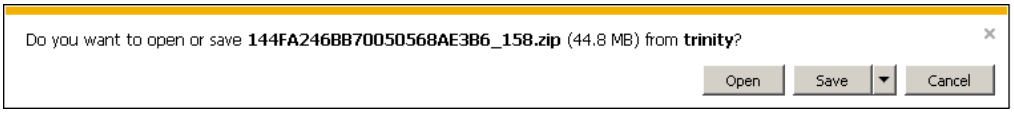
**16** Go to your *Inbox Messages* and look for a download icon next to the export confirmation message.




⇒ If you see the download icon, proceed to the next step.

⇒ If you do *not* see the download icon, the system is still processing your request. Go to ▼ Home Menu and click **Home** to refresh your screen. Once you see the download icon, proceed to the next step.

**17** Click the download icon to the right of the export message. A Windows message displays.




**18** Select **Save As** from the *Save* drop-down list. The Save As window displays.

**19** Navigate to the disk drive location where you wish to save the video file.

**20** To change the file name, enter a new name in the *File name* field. Otherwise proceed to the next step.

**21** Click **Save**. The system copies your file to the selected location. When the download is complete, a confirmation message displays.

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## Downloading Video to Your PC in FOIA Redacted Format

This section describes how to download selected stand-alone videos to your PC in *FOIA Redacted* format. For more information on this format, see "FOIA Redacted Format" in chapter 3.

*Stand-alone* video is video that is not linked to a case.

**WARNING**: Once a video has been exported in FOIC Redacted format, its authenticity can no longer be verified. Such video can be edited and tampered with using commercial video editing software.

1 To download *one* video, search for and display the desired video.* The Video Details page displays.

– OR –

To download *more than one* video, search for the desired videos.* The Video Search Results page displays.

2 Go to the Action column and click **Export**. The Select Video(s) for Export page displays.

⇒ If you selected *one* video, skip to step 4.
⇒ If you selected *multiple* videos, proceed to the next step.

3 Go to the top of the page and click on each of the videos you wish to include in this download. You can click on any part of the record except the thumbnail image, as that will launch the Flashback Player.

* If necessary, review "Searching for Videos" on page 18.



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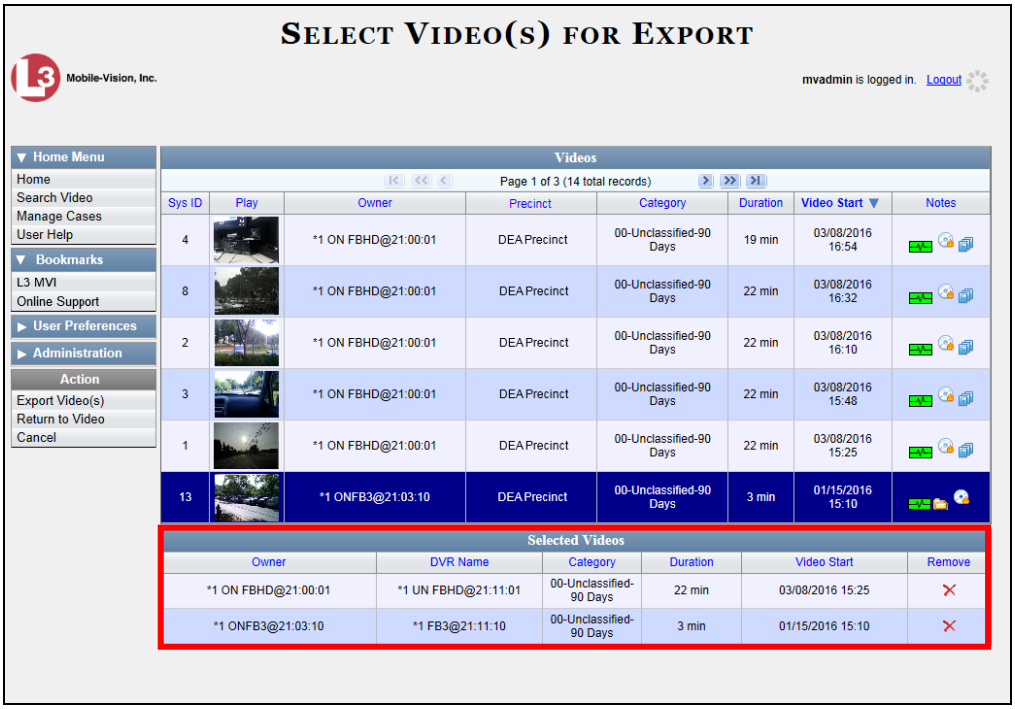
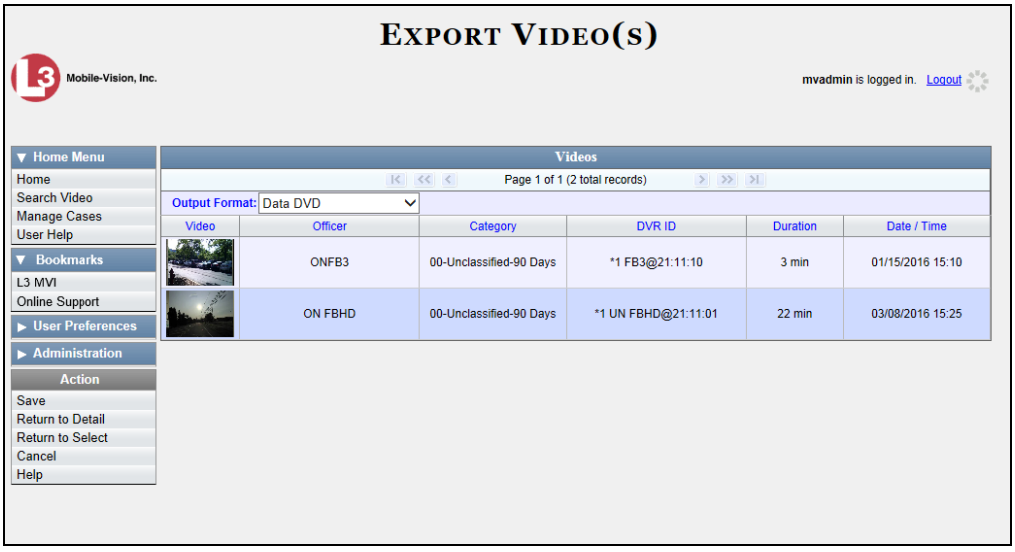
As you select each video, it will appear in the *Selected Videos* list at the bottom of the page.




**4** Go to the Action column and click **Export Video(s)**. The Export Video(s) page displays.




**5** Go to the *Output Format* field and select **FOIA Redacted Format** from the drop-down list. Three new columns display: *Video Source*, *Audio Source*, and *Redaction*.

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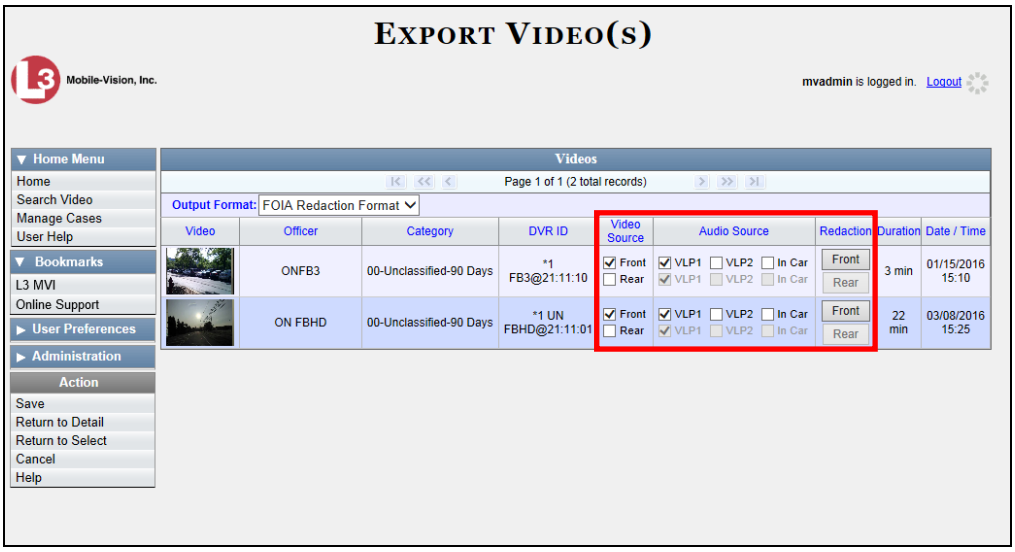


**6** If the word "Camera" displays in the *Video Source* column, proceed to the next step.

– OR –

If two checkboxes display in the *Video Source* column, select the camera views you wish to include for each video, as described below.

| Video Source Setting | Description |
|---|---|
| ☑ Front<br>☐ Rear | Copy only the video recorded from Camera Channel 1 (forward facing zoom camera). |
| ☐ Front<br>☑ Rear | Copy only the video recorded from Camera Channel 2 (Backseat and/or Bullet cameras). |
| ☑ Front<br>☑ Rear | Copy the video that was recorded from *both* Camera Channel 1 and Camera Channel 2. |

**7** To include at least one audio track with this export, proceed to the next step.

– OR –

To include *no* audio tracks with this export (i.e., omit all audio), deselect the VLP1 checkbox. Skip to step 9.

**8** If the word "Camera" displays in the *Audio Source* column, proceed to the next step.

– OR –

If two checkboxes display in the *Audio Source* column, select the audio sources that you wish to include for each video. You may select up to two sources for each video. These audio tracks will play concurrently when watching the video.

- ❒ *VLP1*. The audio from the wireless microphone that's connected to your Flashback's VLP 1 port (default)

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- ❒ *VLP2*. The audio from the wireless microphone that's connected to your Flashback's VLP 2 port, if applicable
- ❒ *In Car*. The audio from your in-car microphone.

**9** Go to the *Redaction* column and click on one of the following buttons:

- ❒ **Camera**. Redact the video from a Body Worn camera.
- ❒ **Front**. Redact the video from a Flashback's Camera Channel 1. For in-car systems, this is the video captured with your forward facing zoom camera.
- ❒ **Rear**. Redact the video from a Flashback's Camera Channel 2. For in-car systems, this is the video captured with your Backseat camera and/or Bullet camera(s).

The Redaction Settings popup displays.

The Redaction settings are described below.

| Redaction Settings | |
|---|---|
| **Setting** | **Description** |
| Blur Level | The degree to which you wish to blur the video or video segment you are exporting. By default, the system does not blur the video at all (Blur Level = *None*). However, if you select any of the other settings (*Low*, *Med*, or *High*), the system will blur every frame of the video or video segment.<br> <br>Low Medium High |
| Enable Trimming | A checkbox used to indicate whether you wish to export *all* of the video or a selected *segment* of the video.<br>☐ Export the entire full-length video<br>☑ Export a segment of the full-length video<br>If you select Enable Trimming, you will have to select a date/time range using the *Trim Start* and *Trim Stop* fields described on the next page. |

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| Redaction Settings (cont'd) | |
|---|---|
| **Setting** | **Description** |
| Trim Start | The beginning of the date/time range you wish to excerpt from the original full-length video. *Use the calendar popup to select this date/time*. |
| Trim Stop | The end of the date/time range you wish to excerpt from the original full-length video. *Use the calendar popup to select this date/time.* |

**10** To blur the entire video or video segment, proceed to the next step. Otherwise skip to step 12.

**11** Select a *Blur Level*: **Low**, **Med**, or **High** (see samples on the previous page).

**12** To export a *segment* of the original full-length video, proceed to the next step.

– OR –

To export the entire full-length video, skip to step 16.

**13** Select the *Enable Trimming* checkbox.

**14** Proceed to the *Trim Start* field. Using the calendar popup, select the beginning of the video date/time range you wish to export.

**15** Proceed to the *Trim Stop* field. Using the calendar popup, select the end of the video date/time range you wish to export.

**16** Click **Save**.

**17** To redact other videos that are included with this download, repeat steps 9 – 16. Otherwise proceed to the next step.

**18** Go to the Action column and click **Save**. The Export Options popup displays.

**19** Select **ZIP**.

**20** Enter a description for this video in the *Video Description* field.

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**21** If you'd like the Chain of Custody report to include basic logs only (default), proceed to the next step.

– OR –

If you'd like the Chain of Custody report to include basic logs *and* IACP* logs, select **Include IACP logs** from the *Chain of Custody Log Level* drop-down list.

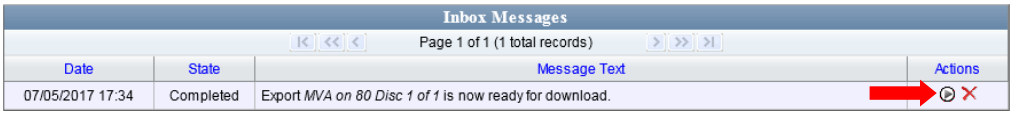
– OR –

If you'd like the Chain of Custody report to include all available logs, select **Include all available logs** from the *Chain of Custody Log Level* drop-down list.

**22** Click **Save**. The system begins processing your request. A copy of this request will display on your Home Page under *Sent Messages*.

When processing is complete, a confirmation message will display on your Home Page under *Inbox Messages*.

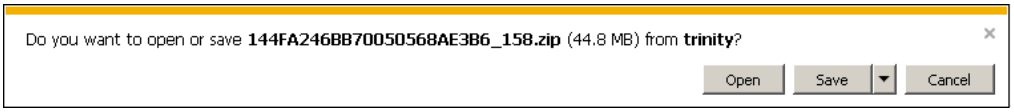
**23** Go to your *Inbox Messages* and look for a download icon next to the export confirmation message.




⇒ If you see the download icon, proceed to the next step.

⇒ If you do *not* see the download icon, the system is still processing your request. Go to ▼ Home Menu and click **Home** to refresh your screen. Once you see the download icon, proceed to the next step.

**24** Click the download icon to the right of the export message. A Windows message displays.




**25** Select **Save as** from the *Save* drop-down list. The Save As window displays.

**26** Navigate to the disk drive location where you wish to save the video.

**27** To change the file name, enter a new name in the *File name* field. Otherwise proceed to the next step.

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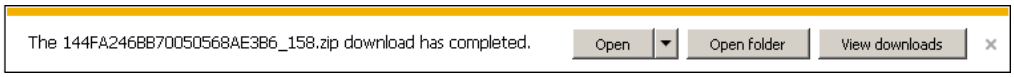
**28** Click **Save**. The system copies your files to the selected location. When the download is complete, a confirmation message displays:



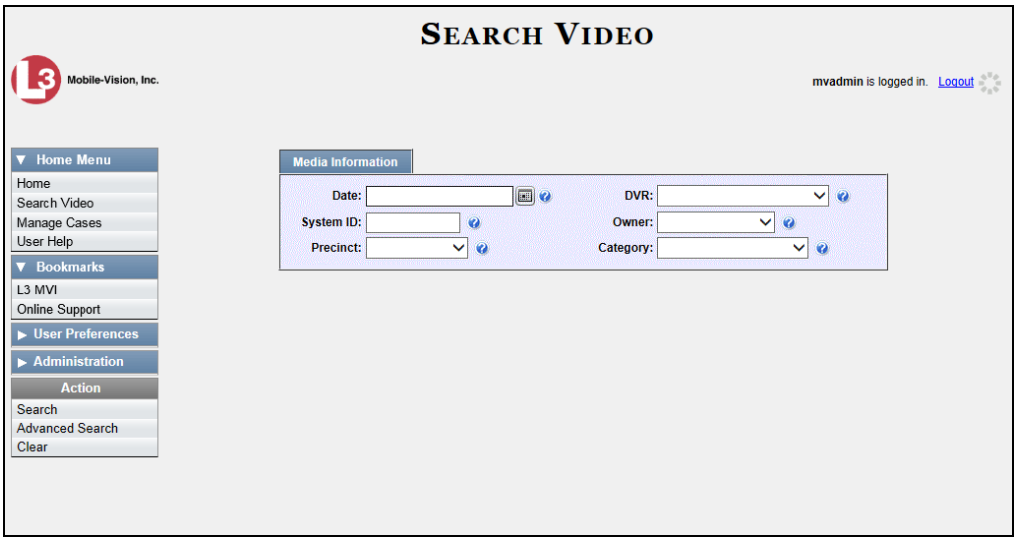

## Exporting a Snapshot

This section describes how to export a Body Worn still image or "snapshot" to a PDF file.

> **What's the difference between a 'snapshot' and a 'video frame'?** *Snapshots* are still images that are captured from a *Body*VISION or BWX-100 camera while a recording is in progress. They upload to the server as separate files (that is, separate from the video from which they were captured). Snapshots are similar to videos in that they can be searched on, notated with video notations, assigned user metadata, attached to cases, and/or exported to DVD or other media. *Video frames* are also still images, but they are excerpted from a video *after* that video is already on the server. Unlike snapshots, video frames are not treated like videos in the system. They are stand-alone files that are separate and apart from DEA Agency.

If you prefer to export a snapshot to a JPG file, see "Downloading Video Files to Your PC" on page 73 instead.

**1** Go to ▼ Home Menu and click **Search Video**. The Search Video page displays.




**2** Go to the Action column and click **Advanced Search**.

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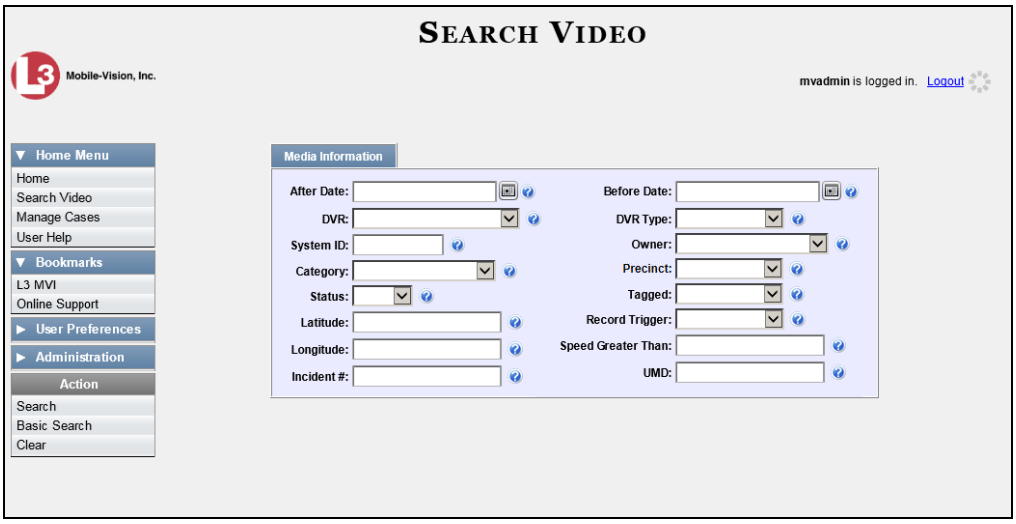
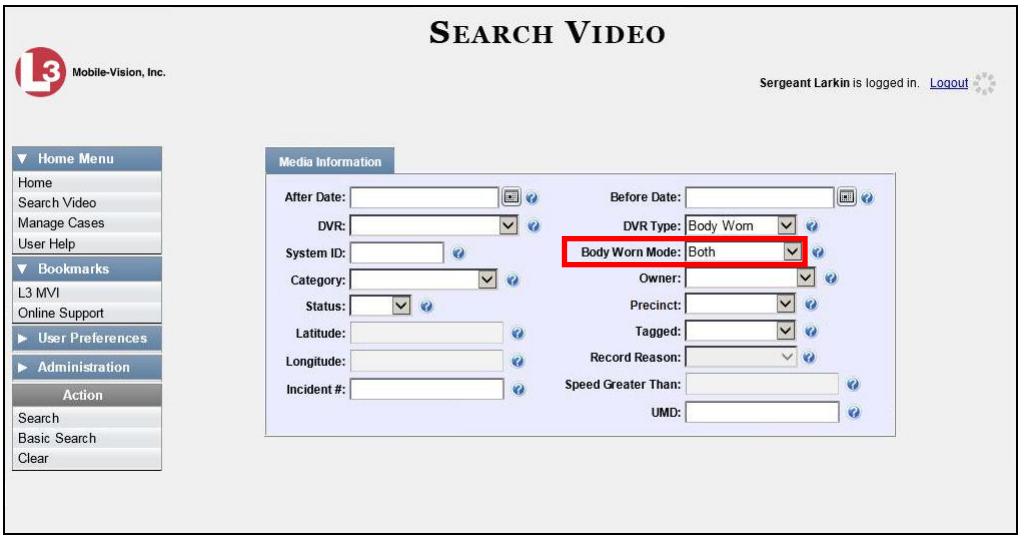



**3** Select **Body Worn** from the *DVR Type* drop-down list. The *Body Worn Mode* field displays.




**4** Select **Snapshots Only** from the *Body Worn Mode* drop-down list.

**5** If desired, enter/select additional search criteria.

**6** Go to the Action column and click **Search**. All *Body*VISION and/or BWX-100 snapshot files that match your selection criteria display on the Video Search Results page.

*(Continued)*

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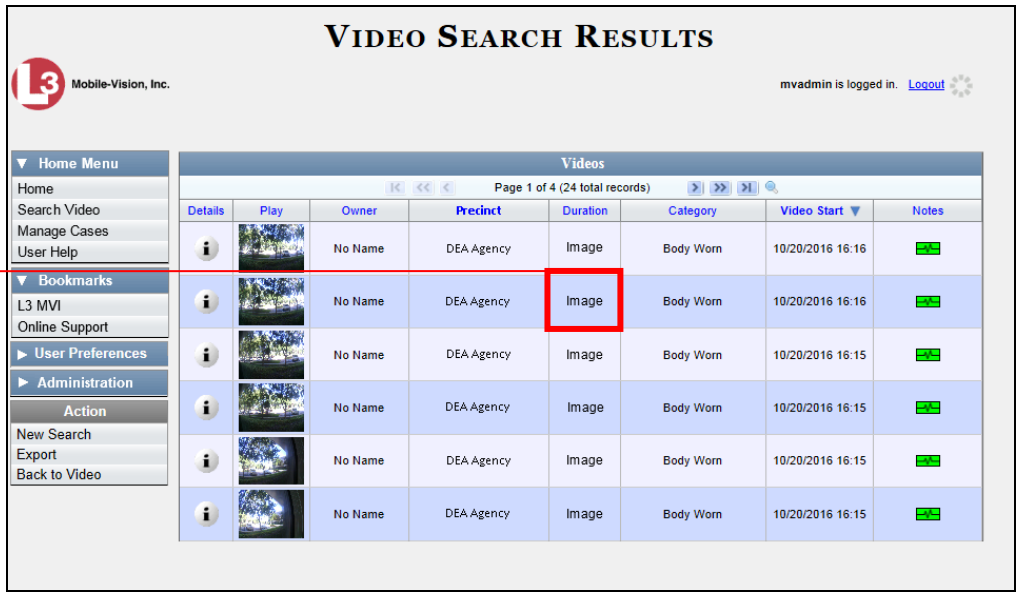
*Body*VISION snapshots display the word "Image" in this column

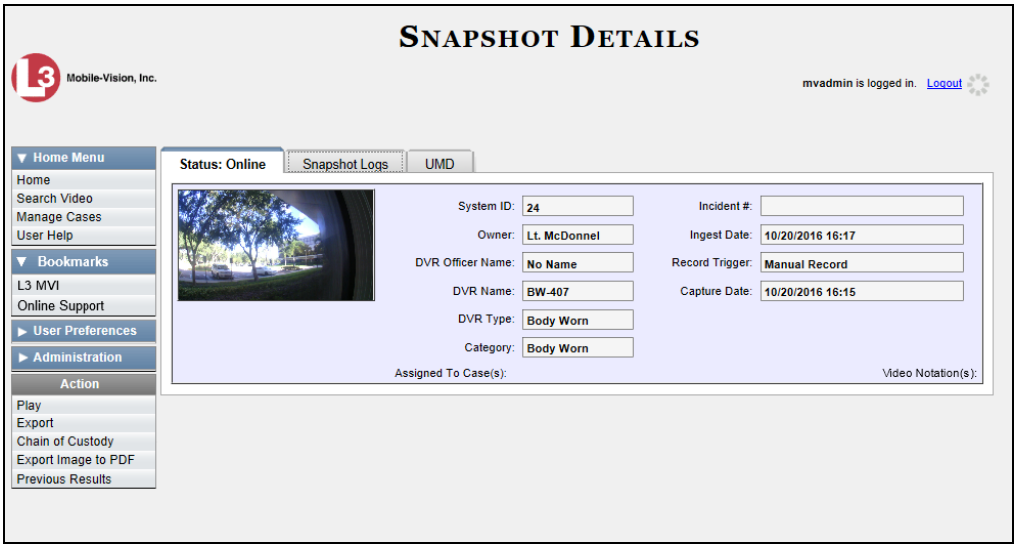



**7** If the snapshot you wish to export displays on this page, proceed to the next step.

– OR –

If the snapshot you wish to export does *not* display on this page, use the navigation arrows to scroll through the results list.

**8** Click on the snapshot's *Details icon*. The Snapshot Details page displays.




**9** Go to the Action column and click **Export Image to PDF**. A Windows message displays.

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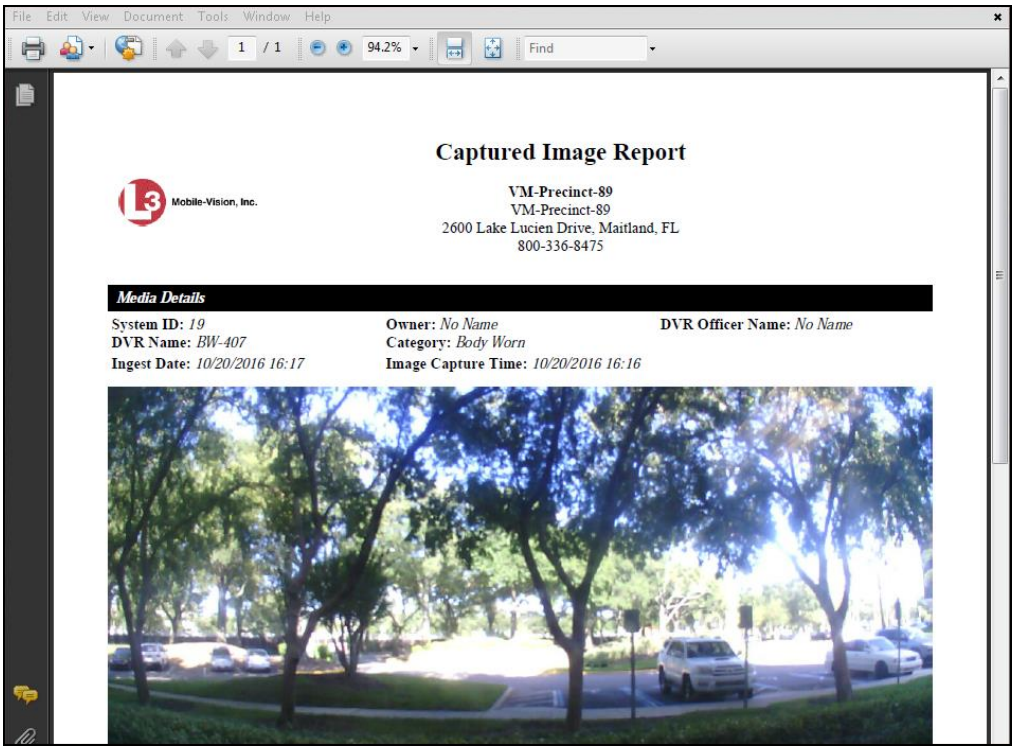
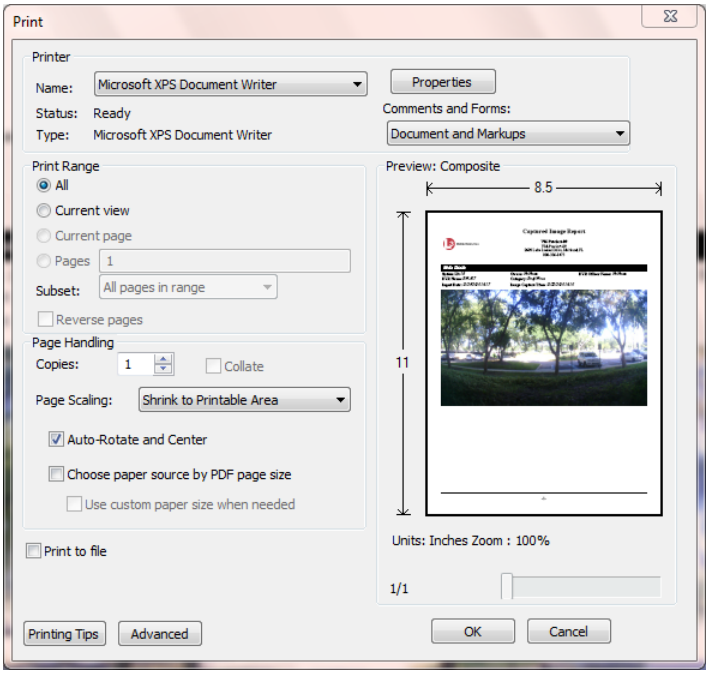
**10** Click **Open**. The Captured Image Report displays.




**11** To print this report, proceed to the next step. Otherwise skip to step 14.

**12** Go to the Acrobat menu bar and click the Printer icon. The Print popup displays.



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13 Select your desired printer settings, then click **OK** or **Print**. The report is directed to your active printer.

14 When you are finished viewing/printing the report, click the ☒ in the upper right corner of the page to exit Adobe Reader.

## Viewing a Video's Logs

This section describes how to view a video's logs. The video logs show *who* performed various actions on a video and *when*. In some instances, it also records the reason for an action, such as why a video was uploaded from a flashcard.

The video logs can, for example, answer these questions:

- ❒ Who played this video, and when?
- ❒ When was this video uploaded from the DVR unit?
- ❒ Who requested an export of this video, and when?
- ❒ Who manually uploaded this video from a flashcard, when, and why?
- ❒ Who was this video reassigned to?
- ❒ Who made the reassignment, and when?

For instructions on viewing the logs for a *Body*VISION or BWX-100 snapshot, see the next section, "Viewing a Snapshot's Logs."

1 Search for and display the video you wish to view logs for. (If necessary, review "Displaying a Video" on page 33.) The Video Details page displays.

2 Click the **Video Logs** tab. The video's log records display. If necessary, use the navigation arrows at the top of the page to scroll through the list.

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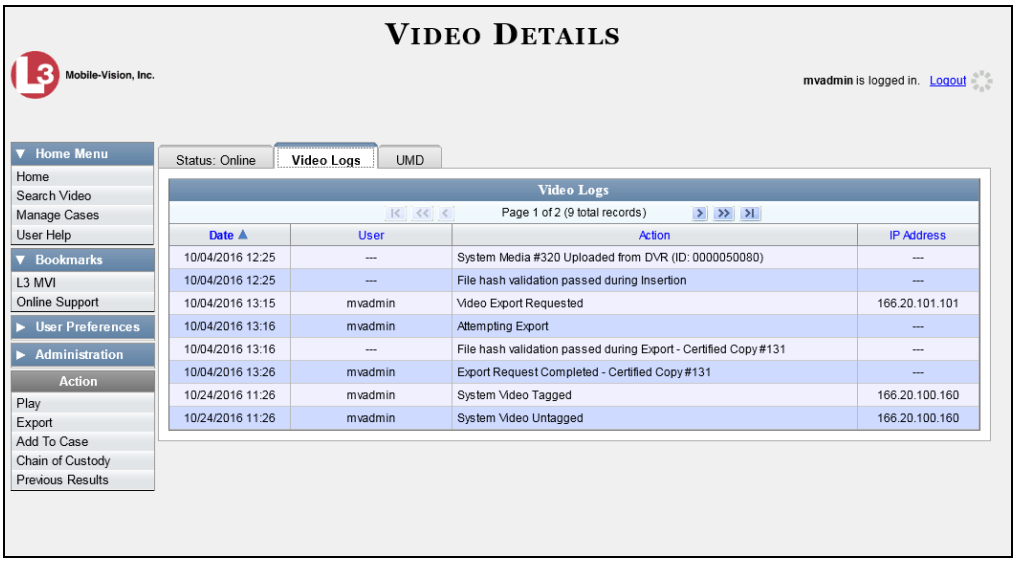


The columns on the **Video Logs** tab are described below.

| Video Logs | |
|---|---|
| **Column** | **Description** |
| Date | The date and time at which the action was performed on this video. Displays in mm/dd/yyyy hh:mm format. |
| User | The name of the user who performed the action. If this column is blank, it indicates that the *system* performed this action. |
| Action | A description of the action performed on this video. |
| IP Address | The IP address of the device from which the activity was executed. For example, if an officer played the video on a PC with an IP address of 192.168.250.10, that number will display here. |

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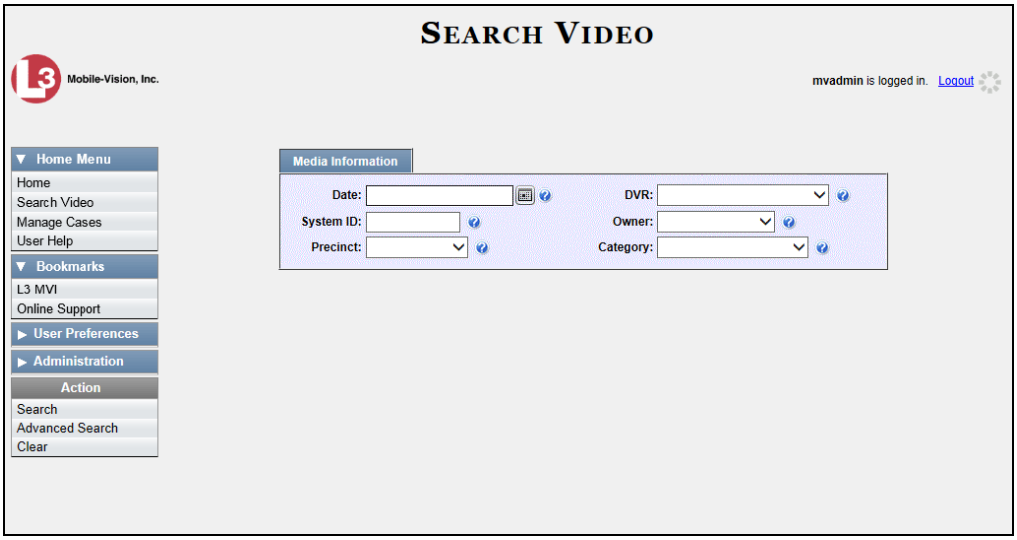
## Viewing a Snapshot's Logs

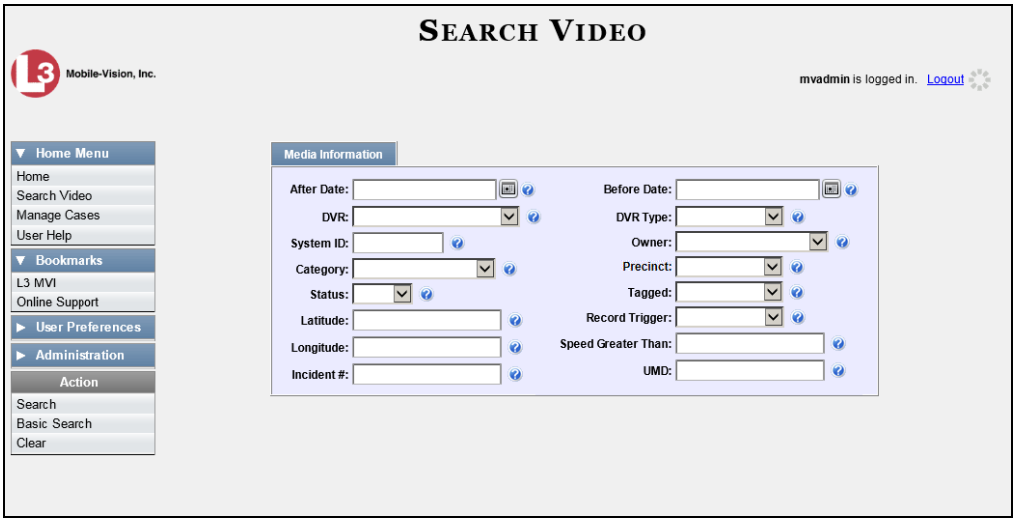
This section describes how to view the activity logs for a *Body*VISION or BWX-100 still image, referred to as a *snapshot*. The snapshot log lists the following information:

- The date/time at which the snapshot was uploaded to the server
- The users who have viewed the source video (i.e., the video from which the snapshot was excerpted), and the date/time at which they did so.

**1** Go to ▼ Home Menu and click **Search Video**. The Search Video page displays.




**2** Go to the Action column and click **Advanced Search**.




**3** Select **Body Worn** from the *DVR Type* drop-down list. The *Body Worn Mode* field displays.

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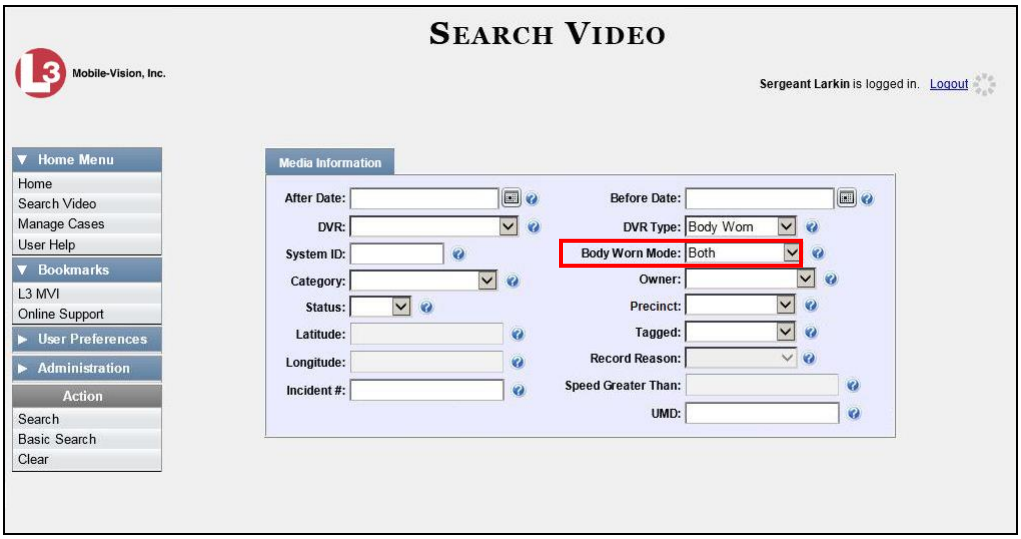
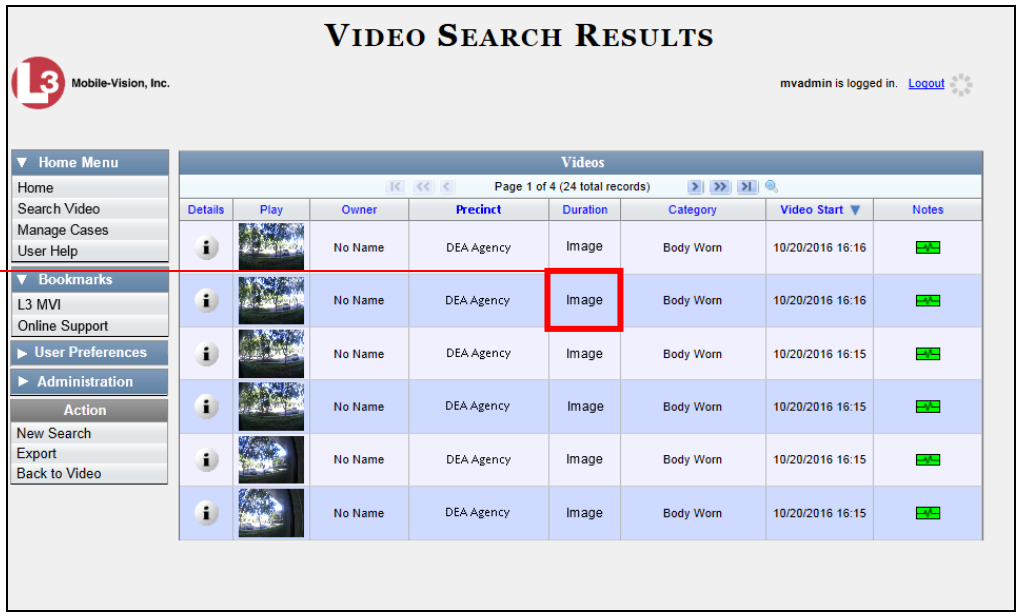



4 Select **Snapshots Only** from the *Body Worn Mode* drop-down list.

5 If desired, enter/select additional search criteria.

6 Go to the Action column and click **Search**. All *Body*VISION or BWX-100 snapshot files that match your selection criteria display on the Video Search Results page.

*Body*VISION snapshots display the word "Image" in this column




7 If the snapshot you wish to export displays on this page, proceed to the next step.

– OR –

If the snapshot you wish to export does *not* display on this page, use the navigation arrows to scroll through the results list.

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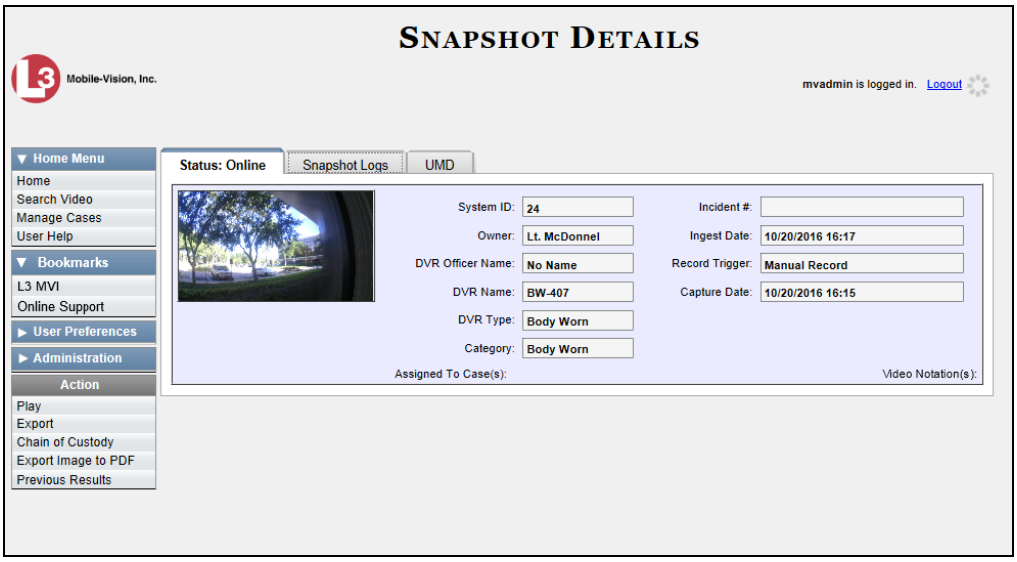
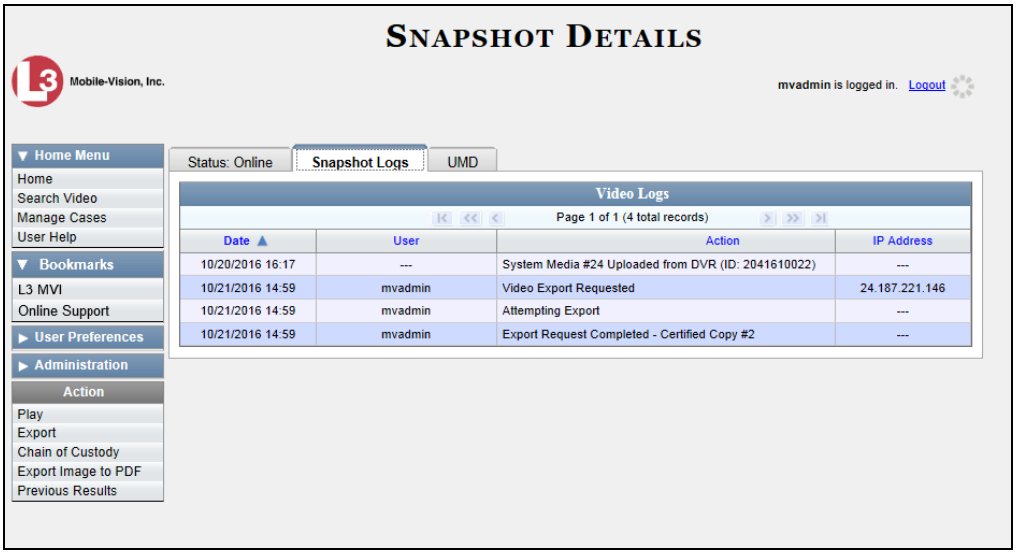
**8** Click on the snapshot's *Details icon*. The Snapshot Details page displays.




**9** Click the **Snapshot Logs** tab. The snapshot's log records display. If necessary, use the navigation arrows at the top of the page to scroll through the list.




The columns on this tab are described in the following table.

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| Snapshot Logs | |
|---|---|
| **Column** | **Description** |
| Date | The date and time at which the action was performed on this snapshot file. Displays in mm/dd/yyyy hh:mm format. |
| User | The name of the user who performed the action. If this column is blank, it indicates that the *system* performed this action. |
| Action | A description of the action performed on this snapshot file. |
| IP Address | The IP address of the device from which the activity was executed. For example, if an officer viewed the snapshot on a PC with an IP address of 192.168.250.10, that number will display here. |

## Maintaining User Metadata

As a System Administrator, you have the ability to add, change, and/or delete user metadata fields at any time. These fields allow officers to notate their videos with custom data, such as a citation number or subject description. If an officer has a mobile data computer with the UMD editor installed on it, he can attach UMD to a video immediately after it is finished recording. Otherwise he can attach UMD back at the precinct when he logs into DEA Precinct.

For further instructions, see:

- ❒ Displaying the UMD Types List, below
- ❒ Adding a User Metadata Field, page 103
- ❒ Changing a User Metadata Field, page 106
- ❒ Deleting a User Metadata Field, page 107
- ❒ Changing the User Metadata Display Order, page 107.

### Displaying the UMD Types List

This section describes how to display the UMD Types list. This is the first step towards adding, changing, or deleting a UMD record.

**1** Go to ▼ Administration and click **System Setup**. The System Setup page displays.

*(Continued)*

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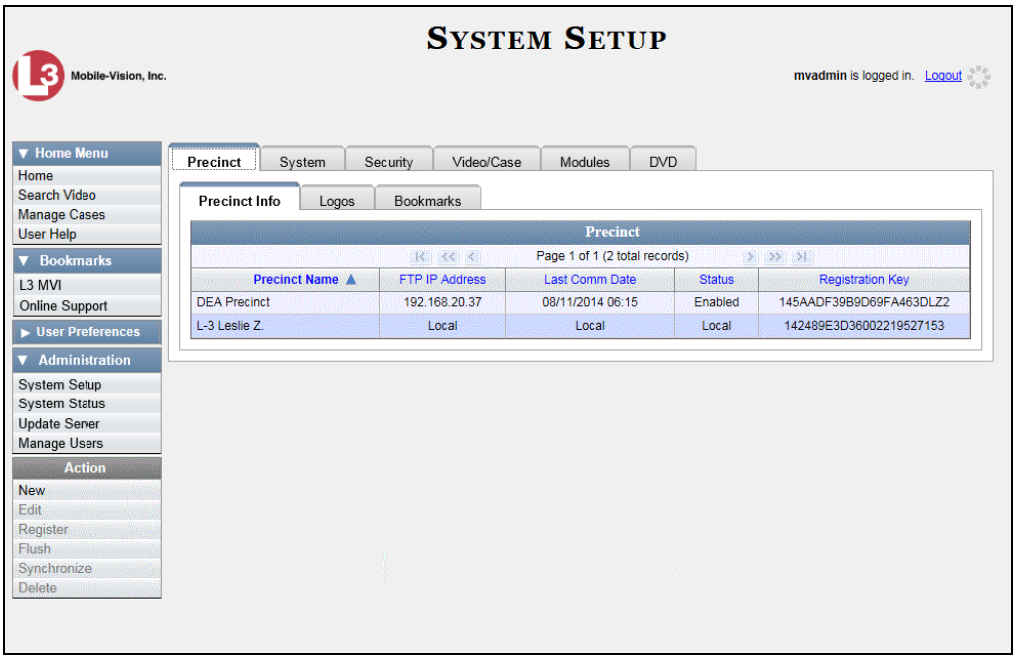
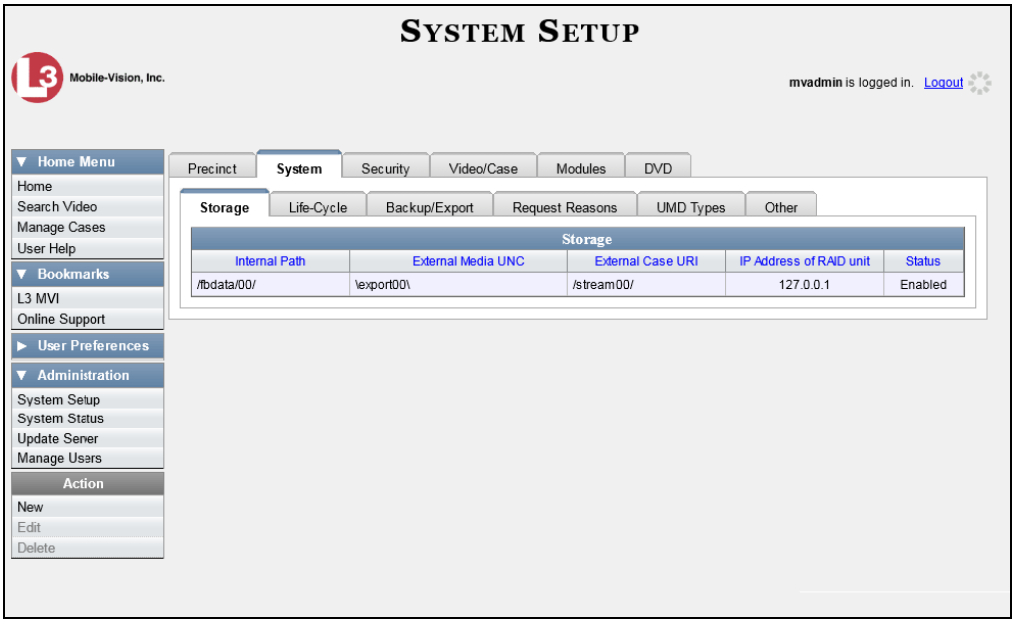



**2** Click the **System** tab.




**3** Click the **UMD Types** tab. A list of existing UMD records (if any) displays.

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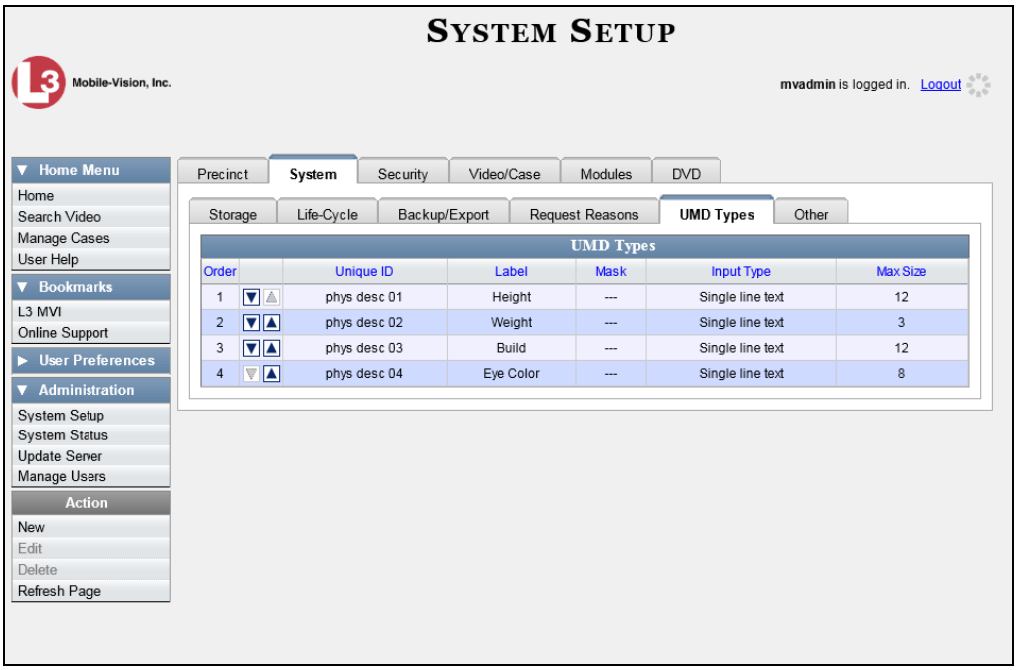


For further instructions, see:

- ❒ Adding a User Metadata Field, below, beginning with step 2
- ❒ Changing a User Metadata Field, page 106, beginning with step 2
- ❒ Deleting a User Metadata Field, page 107, beginning with step 2
- ❒ Changing the User Metadata Display Order, page 107, beginning with step 2.

## Adding a User Metadata Field

This section describes how to add a new user metadata field to DEA. Once defined, the user metadata field will display under the **UMD** tab on the Video Details page. For more on this topic, see "Maintaining User Metadata" on page 98.

**1** Display the UMD Types List, as pictured above. (If necessary, refer to the previous section, "Displaying the UMD Types List.")

**2** Go to the Action column and click **New**. The New UMD Type form displays.

*(Continued)*

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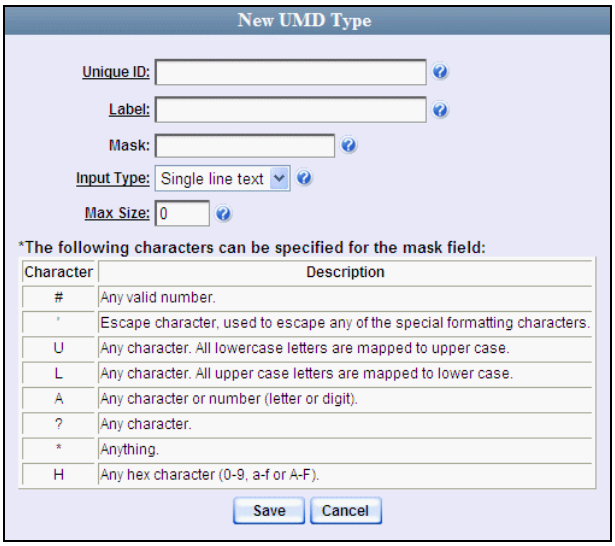


The fields on the New UMD Type form are described below.

| New UMD Type | |
|---|---|
| **Field** | **Description** |
| Unique ID | The internal identification code for this field. This code does not display on the videos' **UMD** tab. It is used for system tracking purposes only. |
| Label | The field name that will display on the videos' **UMD** tab. |
| Mask | The allowable entry for each character of the UMD field, as defined in the on-screen character descriptions. A mask allows the system to perform checks, or edits, on a particular field to make sure that the user enters the field in a predefined format. For example, you might use a mask of ##-##-#### for a date field. |
| Input Type | The input type for this field: *Single line text* (default) or *Text box*. *Select this value from the drop-down list.* |
| Max size | The maximum number of characters that the user is allowed to enter in a single line text field. If you are using a mask, leave this field blank. |

| Character | Description |
|---|---|
| # | Any valid number. |
| ' | Escape character, used to escape any of the special formatting characters. |
| U | Any character. All lowercase letters are mapped to upper case. |
| L | Any character. All upper case letters are mapped to lower case. |
| A | Any character or number (letter or digit). |
| ? | Any character. |
| * | Anything. |
| H | Any hex character (0-9, a-f or A-F). |

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3 Enter an ID code for this UMD in the *Unique ID* field.

4 Enter the name of the UMD in the *Label* field. This is how the UMD field will appear on the actual data entry form.

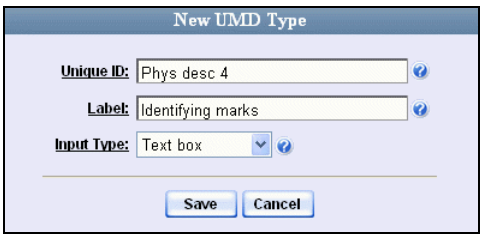
5 To apply a mask to this UMD (see description on the previous page), proceed to the next step. Otherwise skip to step 7.

6 Using the appropriate characters (see onscreen list), enter a UMD mask in the *Mask* field.

7 If this UMD will be a *single line text field* (default), proceed to the next step.

– OR –

If this UMD will be a *text box*, select **Text box** from the *Input Type* drop-down list. The New UMD Type popup displays.




Skip to step 9.

8 If you entered a value in the Mask field, proceed to the next step.

– OR –

Enter the maximum length for this UMD in the *Max Size* field.

9 Click the **Save** button. The UMD Types List redisplays. Notice that the new record displays at the bottom of the list. Unless you move the record up or down, this is the order in which the new data field will appear on the video record.

10 To move the new data field up the list, click the up arrow to the left of that record. Each mouse click will move the record *up* one row.

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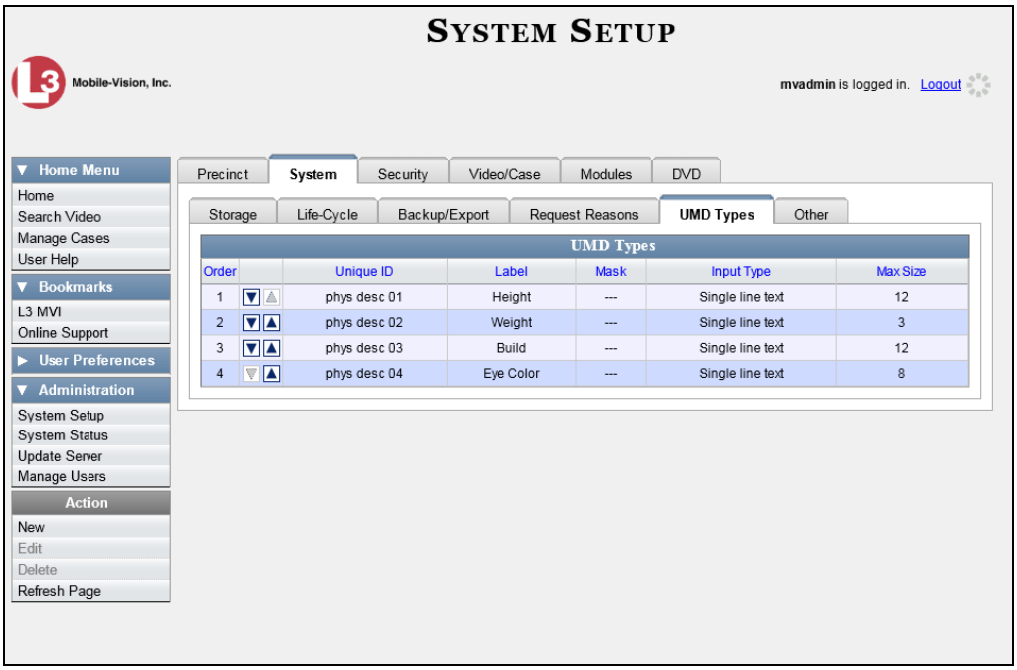
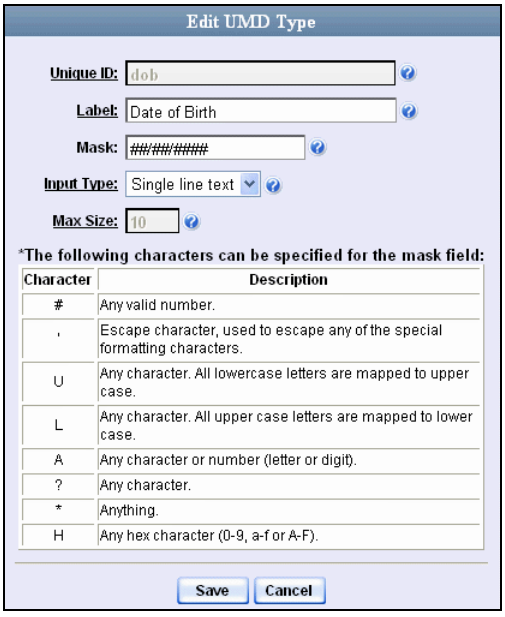
## Changing a User Metadata Field

This section describes how to change an existing user metadata field in DEA. For more on this topic, see "Maintaining User Metadata" on page 98.

1 Display the UMD Types List. (If necessary, see "Displaying the UMD Types List" on page 101.)




2 Right-click on the record you wish to change, then select **Edit** from the popup menu. The Edit UMD Type popup displays.

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For a description of the fields on this popup, see the table on page 104.

3 Enter/select your new field value(s).

4 Click **Save**.

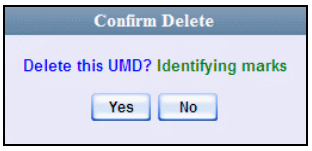
## Deleting a User Metadata Field

This section describes how to delete a user metadata field in DEA. For more on this topic, see "Maintaining User Metadata" on page 98.

**WARNING**: If you delete a UMD field that is currently attached to one or more videos, the system will permanently remove that UMD field from those videos.

1 Display the UMD Types List, as pictured on the previous page. (If necessary, review "Displaying the UMD Types List" on page 101.)

2 Right-click on the record you wish to delete, then select **Delete** from the popup menu. A confirmation message displays.




3 Click **Yes**. The system removes the selected record from the UMD list and from any videos that it is currently attached to.

## Changing the User Metadata Display Order

This section describes how to change the display order for your custom user metadata fields. For more on this topic, see "Maintaining User Metadata" on page 98.

1 Display the UMD Types List, as pictured on the previous page. (If necessary, see "Displaying the UMD Types List" on page 101.)

The UMD records display in the order in which they appear on the UMD form.

2 Use the arrow icons to move record(s) up or down the list:

To move a record *down* the list, click the *down* arrow to the left of that record. Each mouse click will move the record *down* one row.

To move a record *up* the list, click the *up* arrow to the left of that record. Each mouse click will move the record *up* one row.

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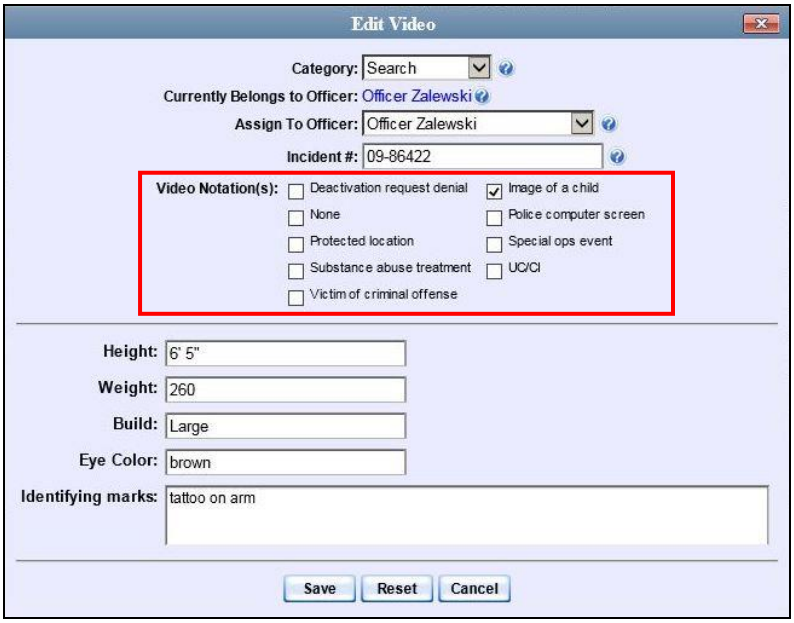
## Video Notations

Video notations are custom checkboxes that you can use to classify and organize videos. Once the Video Notation feature is activated (see "Turning Video Notations On/Off" on page 115), any video notations you create will display on the Edit Video form.




For more information, see:

- Adding a Video Notation, below
- Changing a Video Notation, page 110
- Deleting a Video Notation, page 113
- Turning Video Notations On/Off, page 115
- Exporting Video Notations Activity to a Spreadsheet, page 117.

### Adding a Video Notation

This section describes how to add a new video notation to the Video Details page. For more on video notations and how they are used in DEA, see the previous section, "Video Notations."

1 Go to ▼ Administration and click **System Setup**. The System Setup page displays.

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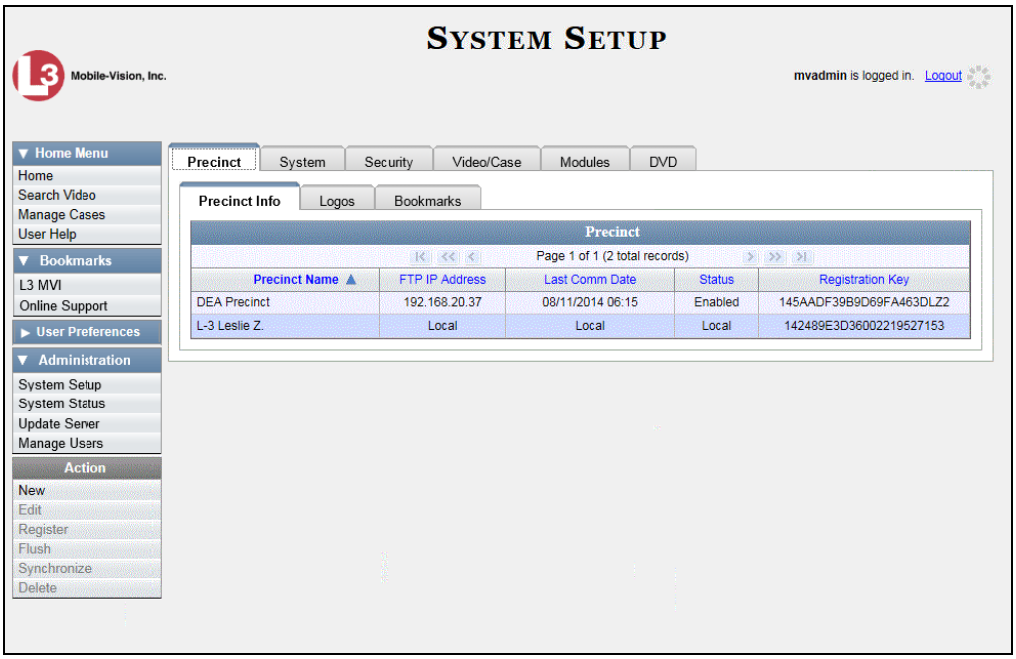
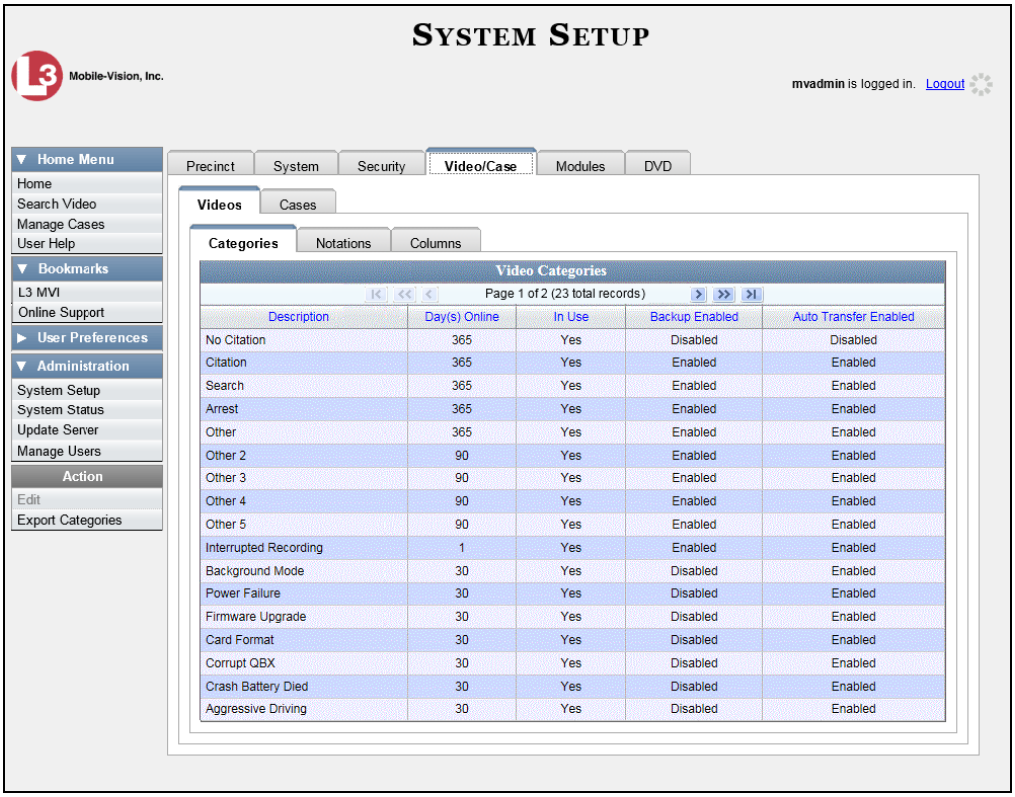



**2** Click the **Video/Case** tab.




**3** Make sure the **Videos** tab is selected.

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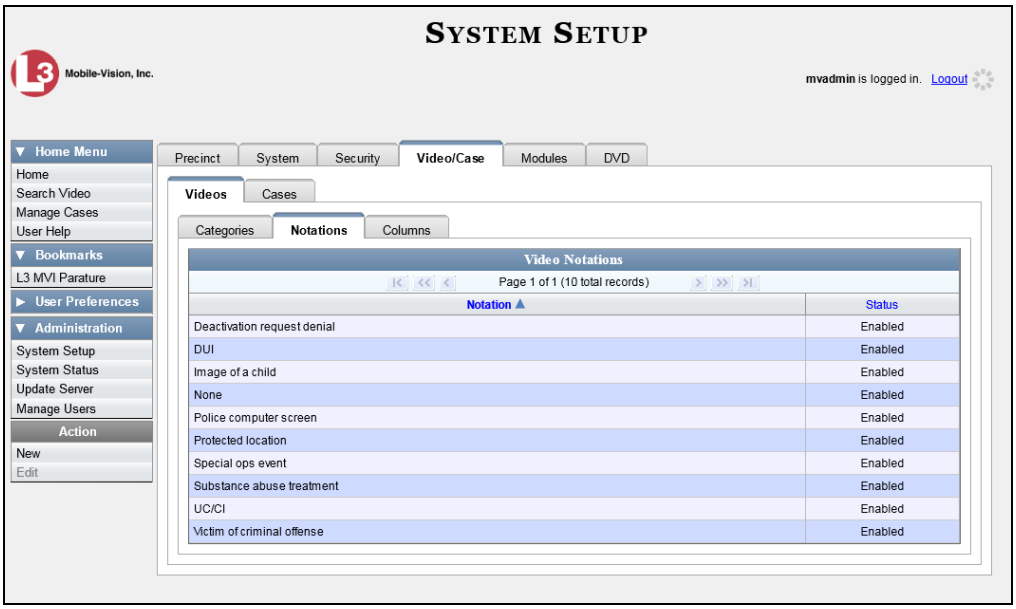
4 Click the **Notations** tab.




5 Go to the Action column and click **New**. The New Video Notation form displays.

6 Enter a name for the new video notation in the *Notation* field.

7 Click **Save**. The new notation is added to the Video Notations list.

## Changing a Video Notation

This section describes how to update an existing video notation. For more on video notations and how they are used in DEA, see “Video Notations” on page 108.

1 Go to ▼ Administration and click **System Setup**. The System Setup page displays.

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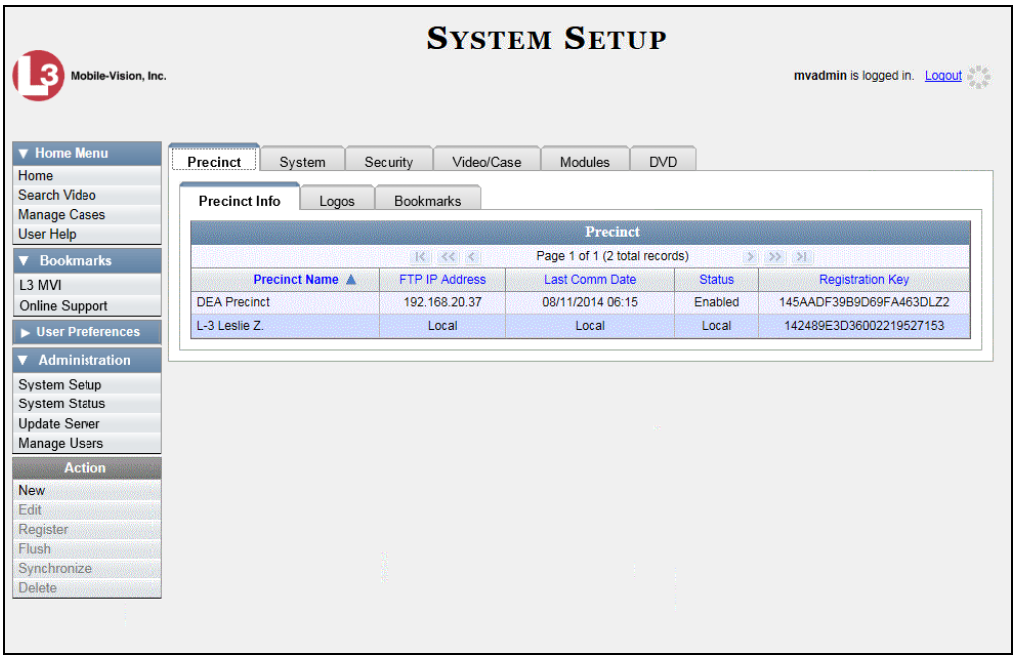
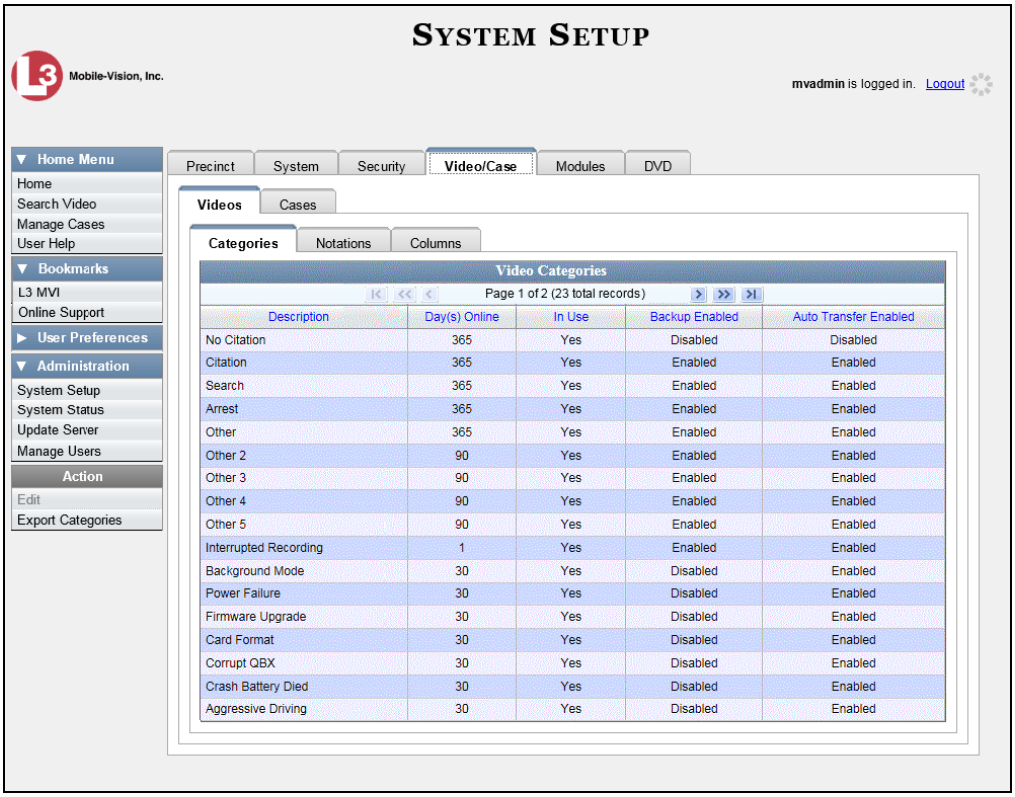



**2** Click the **Video/Case** tab.




**3** Make sure the **Videos** tab is selected.

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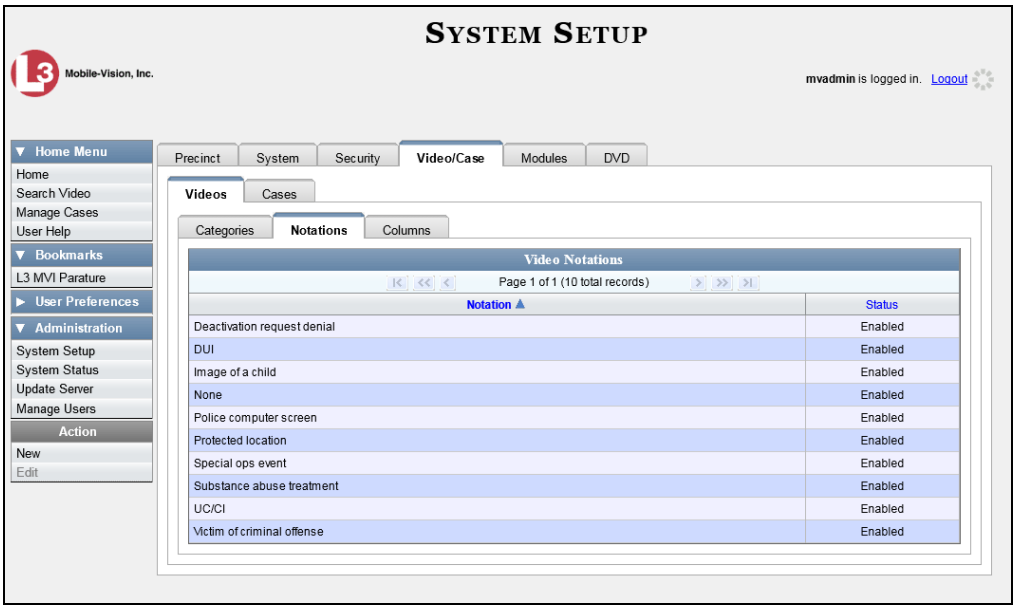
4 Click the **Notations** tab.




5 Right-click on the record you wish to update, then select **Edit** from the popup menu. The Edit Video Notation popup displays.

6 To change the name of this video notation, enter a new value in the *Notation* field. Otherwise proceed to the next field.

7 To change this video notation's status (i.e., *active* vs. *inactive*), proceed to the next step. Otherwise skip to step 9.

8 To *inactivate* this video notation, select **DISABLED** from the *Status* drop-down list.

– OR –

To *activate* this video notation, select **ENABLED** from the *Status* drop-down list.

9 Click **Save**.

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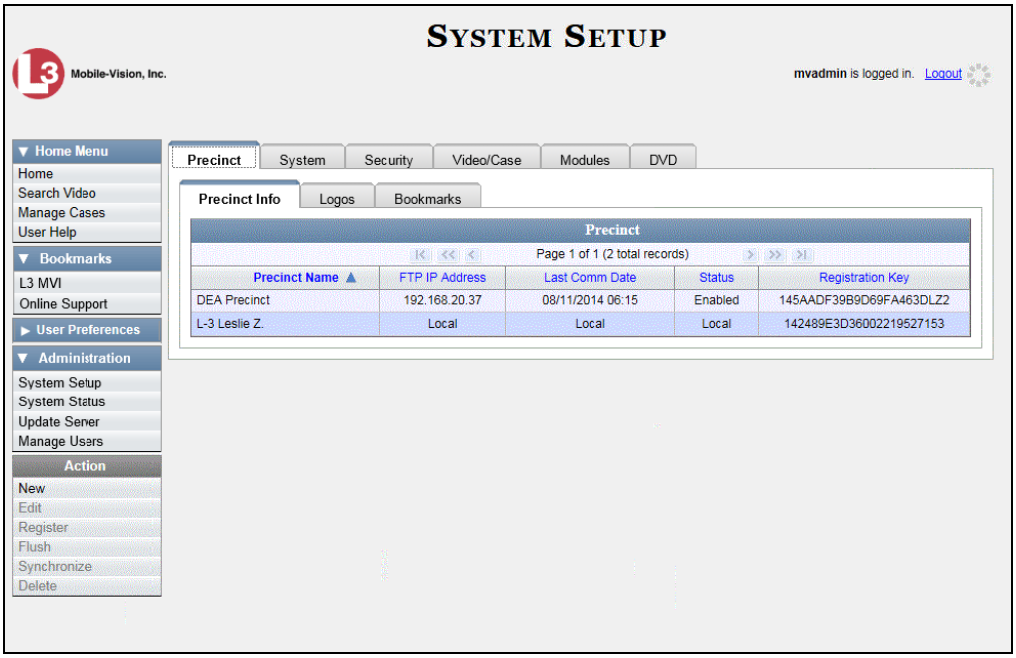
## Deleting a Video Notation

This section describes how to delete a video notation record that was previously created by you or another user.

**1** Go to ▼ Administration and click **System Setup**. The System Setup page displays.




**2** Click the **Video/Case** tab.

*(Continued)*

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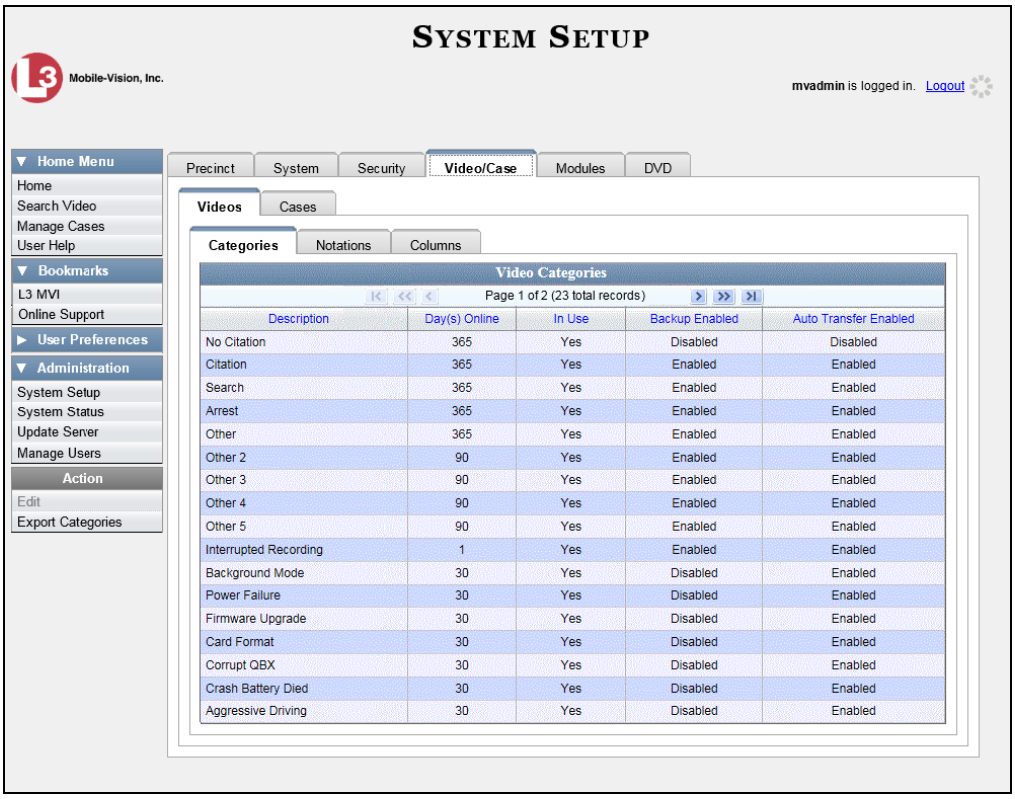
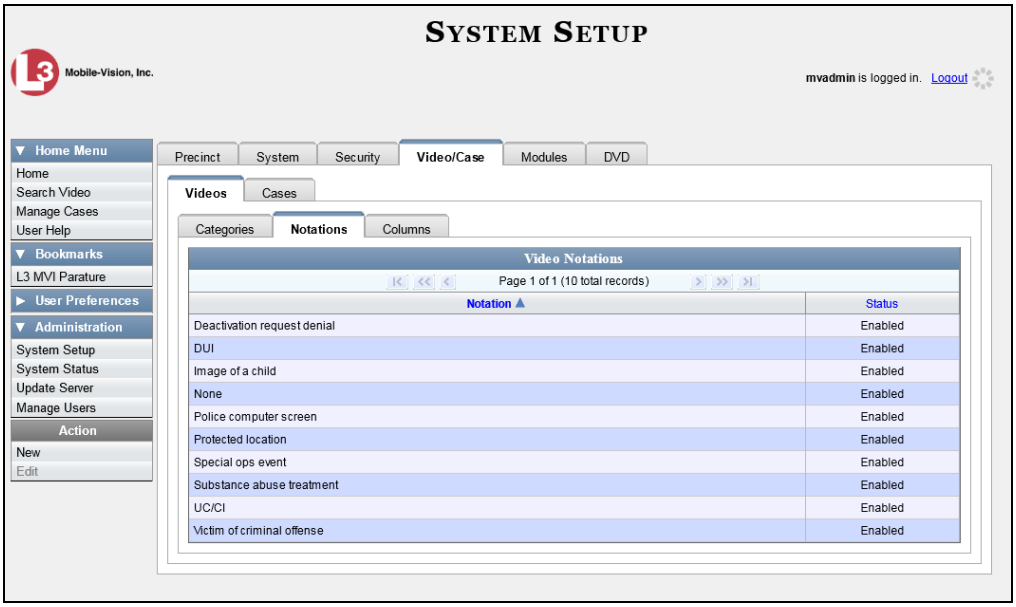



3 Make sure the **Videos** tab is selected.

4 Click the **Notations** tab.

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5 Right-click on the record you wish to delete, then select **Delete** from the popup menu. A confirmation message displays.

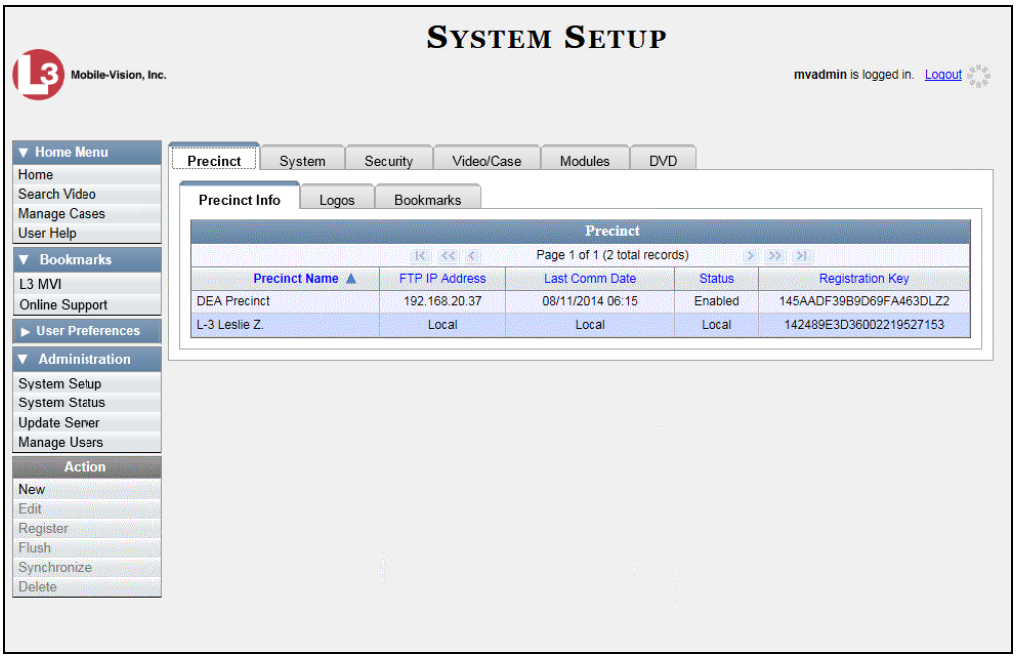
6 Click **Yes**. The selected record is removed from the Video Notations list.

## Turning Video Notations On/Off

This section describes how to turn the video notations feature *on* or *off*. When this feature is ON, all predefined video notations will display on the Edit Video form. When this feature is OFF, *no* video notations will display on the Edit Video form.

For more on video notations and how they are used in DEA, see "Video Notations" on page 108.

1 Go to ▼ Administration and click **System Setup**. The System Setup page displays.




2 Click the **System** tab.

*(Continued)*

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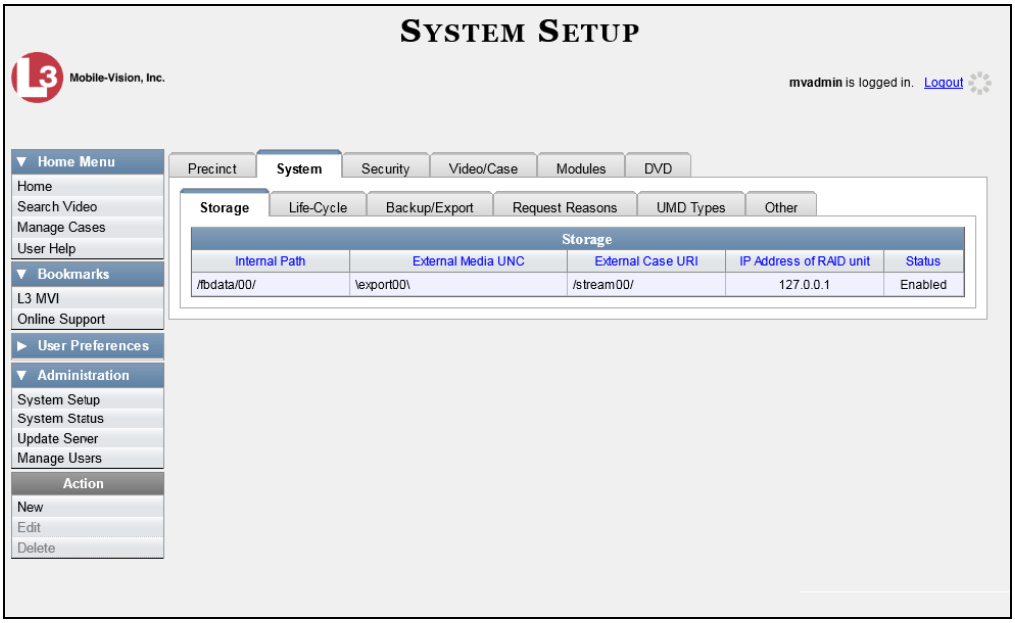
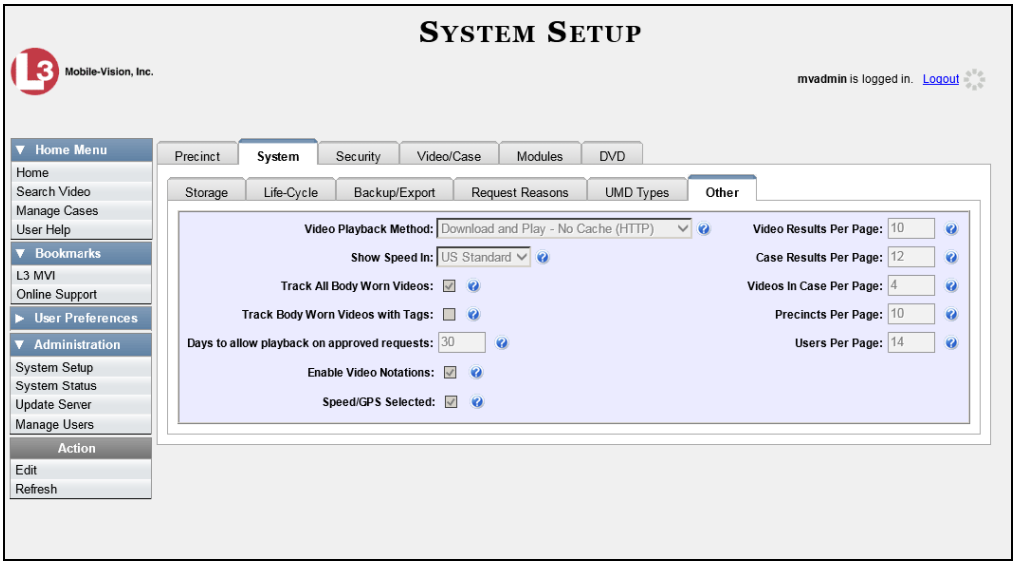



**3** Click the **Other** tab.




**4** Go to the Action column and click **Edit**. The Other popup displays.

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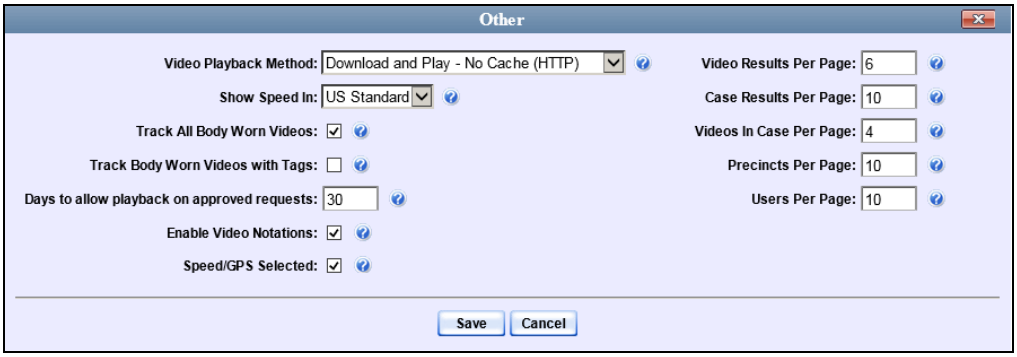



**5** To turn the Video Notations feature *on*, select the *Enable Video Notations* checkbox.

– OR –

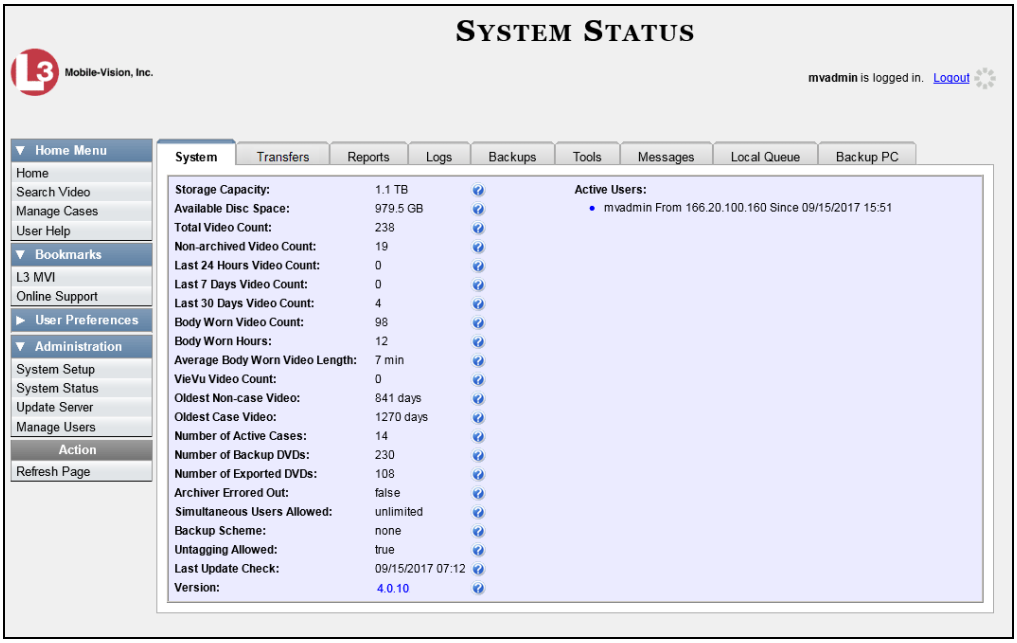
To turn the Video Notations feature *off*, deselect the *Enable Video Notations* checkbox.

**6** Click **Save**.

## Exporting Video Notations Activity to a Spreadsheet

This section describes how to export video notations activity to a spreadsheet for use with another application, such as a custom reporting tool. The export includes a list of all video notations that have been added or removed from a video or snapshot file during a selected time period.

**1** Go to ▼ Administration and click **System Status**. The System Status page displays.

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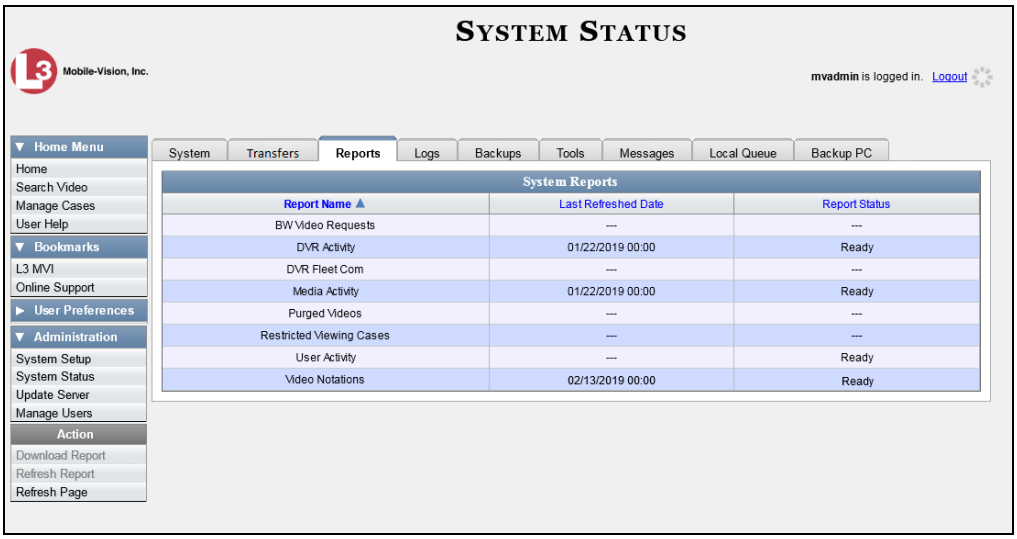
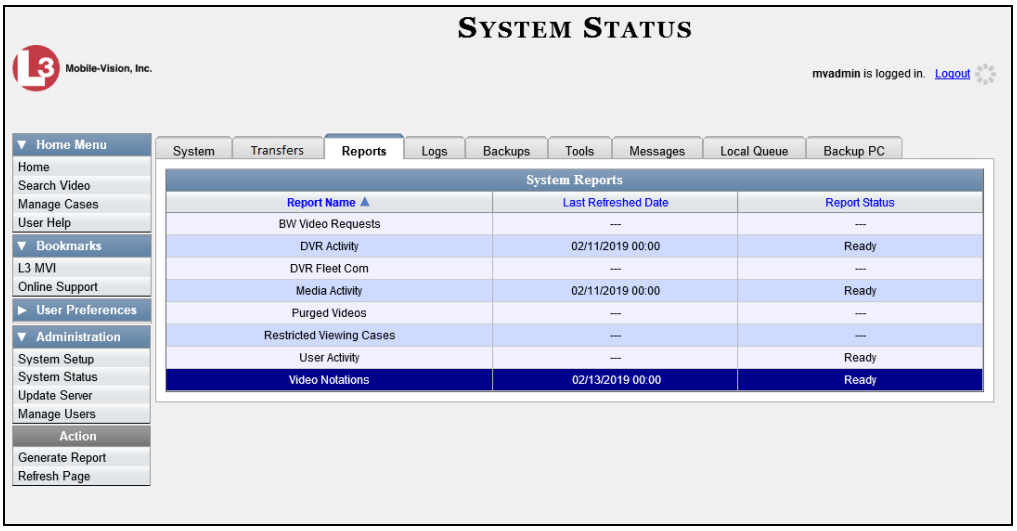
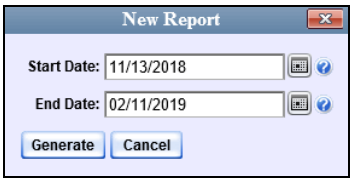
**2** Click the **Reports** tab.




**3** Click on the **Video Notations** report to highlight it.




**4** Go the Action column and click **Generate Report**. The New Report popup displays.




**5** Proceed to the *Start Date* field. Using the calendar icon, select the beginning of the date range you wish to report on.

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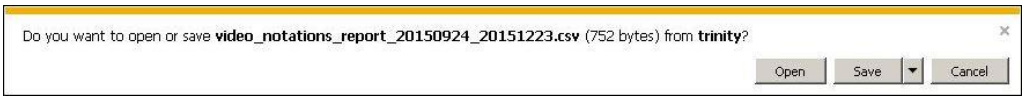
6 Proceed to the *End Date* field. Using the calendar icon, select the end of the date range you wish to report on.

7 Click **Generate**. A Windows message displays.




8 Click **Open**. The report displays in your default spreadsheet application, such as Microsoft Excel.

## Updating Viewing Options

There are two viewing options that you can change:

- *Video Playback Method*. You can select the manner in which the system delivers videos to DEA Agency users for viewing purposes. For example, you can choose to download and play videos on a PC, or stream the videos directly from the DEA Agency server.
- *Metric Display.* You have the option of displaying vehicle speeds in either *miles per hour* or *kilometers per hour*.

For further instructions, see:

- Changing the Video Playback Method, below
- Turning the Metric Display On or Off, page 122.

### Changing the Video Playback Method

This section describes how to change the manner in which the system delivers videos to DEA Agency users for viewing purposes. The optimal playback method for your agency will depend on your networking environment and available bandwidth. If the default playback method, *Stream–No Cache (SMB)*, isn't working for you, consult with your agency's IT specialist to determine which playback method might be preferable.

The available playback methods are described in the table on the next page.

*(Continued)*

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| Video Playback Methods | |
|---|---|
| **Method** | **Description** |
| Download and Play – No Cache (SMB) | Download the video file to the user's PC via the SMB internet protocol. Once the user exits the Flashback Player, the system will remove the video file from the user's PC. |
| Download and Play – No Cache (HTTP) | Download the video file to the user's PC via the HTTP internet protocol. Once the user exits the Flashback Player, the system will remove the video file from the user's PC. |
| Download and Play – No Cache (FTP) | Download the video file to the user's PC via the FTP internet protocol. Once the user exits the Flashback Player, the system will remove the video file from the user's PC. |
| Download and Play – With Cache (SMB) | Download the video file to the user's PC via the SMB internet protocol. Once the user exits the Flashback Player, the system will leave the video file on the user's PC for immediate playback later. |
| Download and Play – With Cache (HTTP) | Download the video file to the user's PC via the HTTP internet protocol. Once the user exits the Flashback Player, the system will leave the video file on the user's PC for immediate playback later. |
| Download and Play – With Cache (FTP) | Download the video file to the user's PC via the FTP internet protocol. Once the user exits the Flashback Player, the system will leave the video file on the user's PC for immediate playback later. |
| Stream – No Cache (SMB) | Play the video file directly from the DEA Agency server via the SMB internet protocol. In this option, the video file is not stored temporarily or permanently on the user's PC. This method requires approximately 6MB of network bandwidth to provide smooth playback. *System default*. |

One advantage of the "download and play" methods is that you don't have to wait for the entire video to download before you can begin viewing it. The system starts playing the video immediately after it buffers a small amount of video data.

1 Go to ▼ Administration and click **System Setup**. The System Setup page displays.

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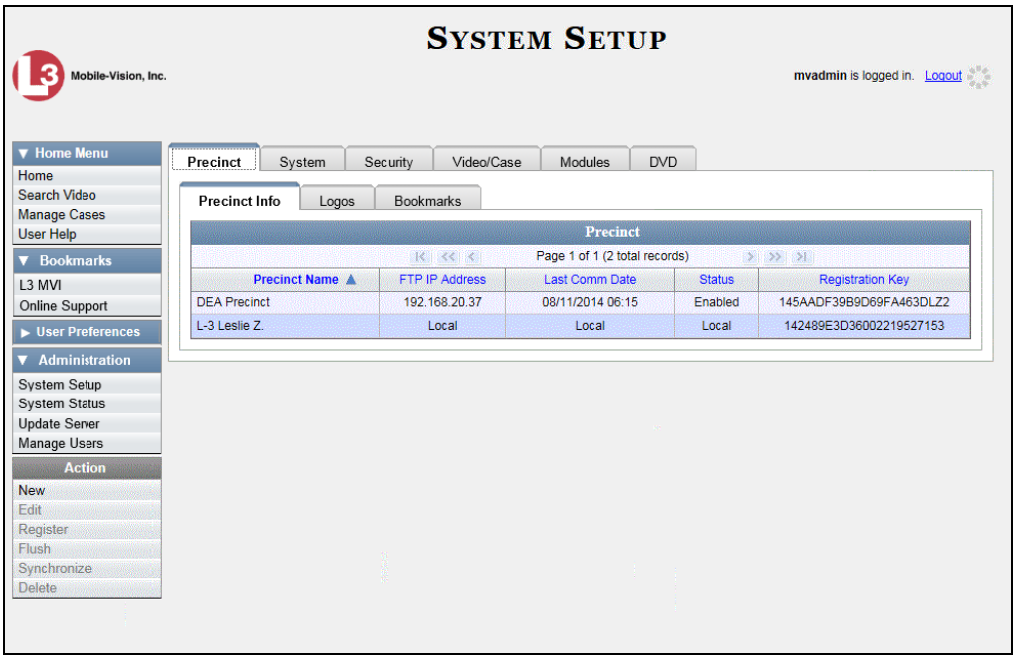
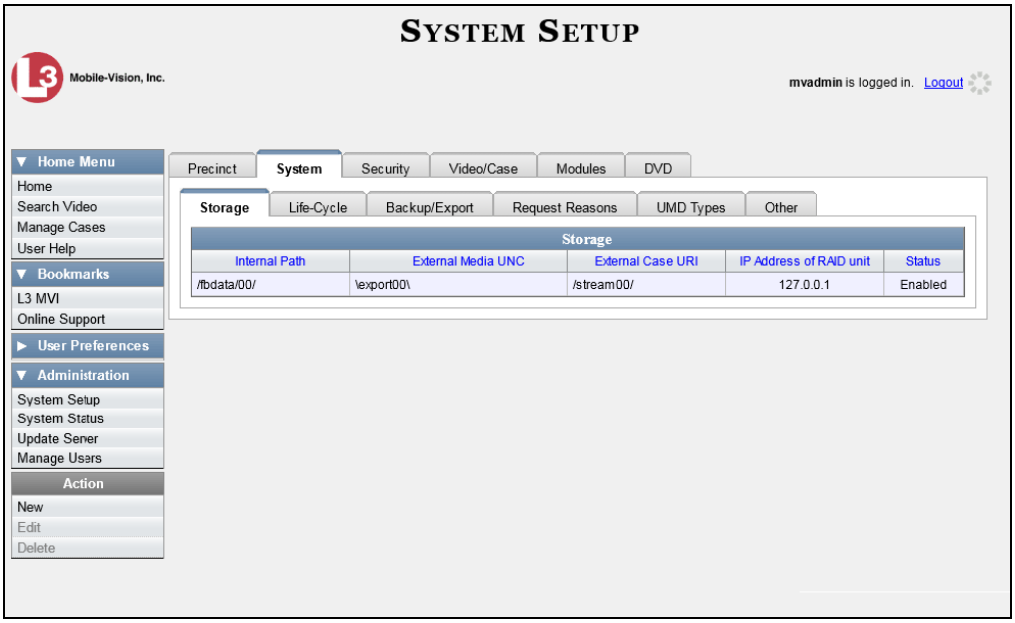



**2** Click the **System** tab.




**3** Click the **Other** tab.

*(Continued)*

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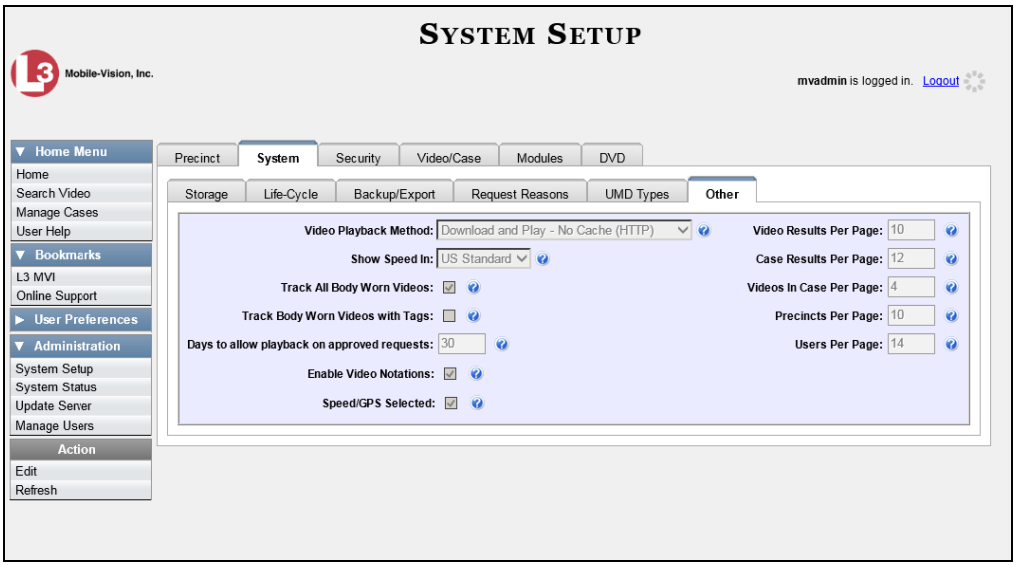
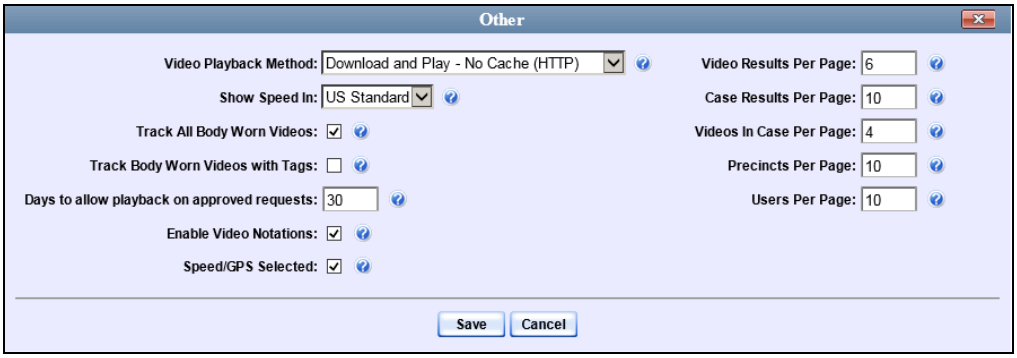



4 Go to the Action column and click **Edit**. The Other popup displays.



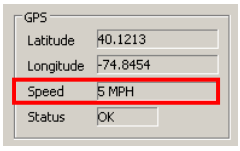

5 Go to the *Video Playback Method* field and select a new value from the drop-down list. The various playback methods are described in detail in the table on page 120.

6 Click **Save**.

## Turning the Metric Display On or Off

This section describes how to change the GPS speed display on the Flashback Player and Video Details page. You can display a vehicle's speed in either *miles-per-hour* (default) or *kilometers-per-hour*.

Speed display on Flashback Player




*Speed* field as it may appear on the Flashback Player

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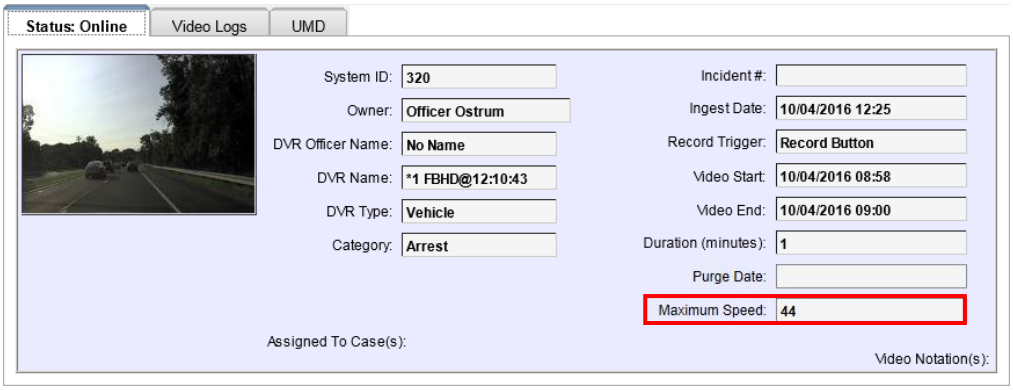
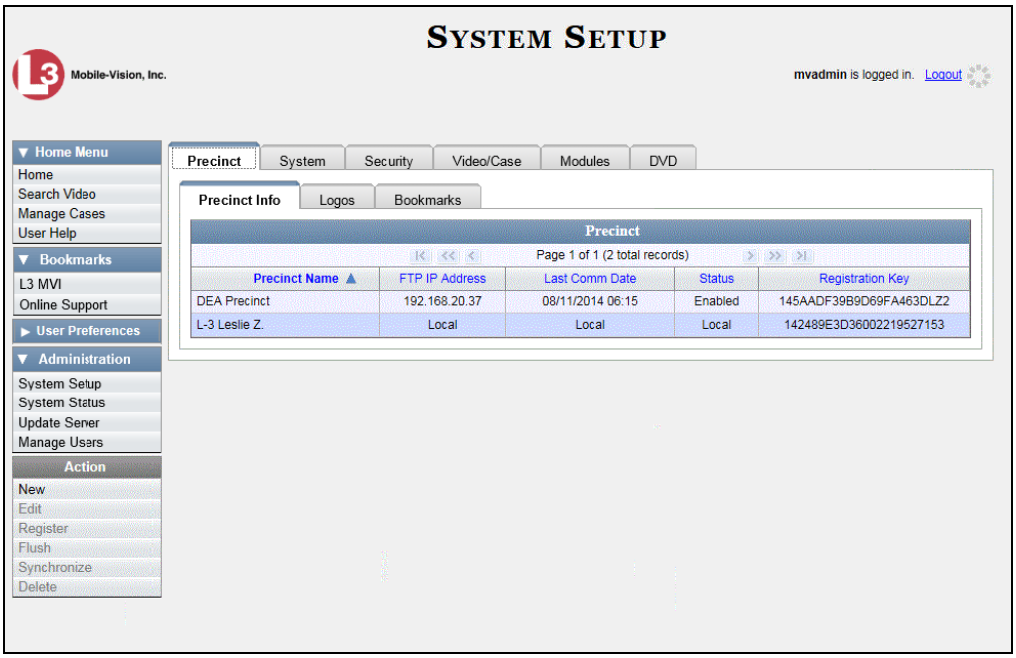
Speed display on Video Details page




**NOTE**: The *Display MAX Speed* permission is required to view speed information on the Video Details page; the *Player Display Speed* permission is required to view speed information on the Flashback Player while *online* (i.e., from the Agency server); and the *Export Display Speed* permission is required to view speed information on the Flashback Player while *offline* (i.e., from an export disc or file). For more information on this topic, see chapter 7, Security.

**1** Go to ▼ Administration and click **System Setup**. The System Setup page displays.




**2** Click the **System** tab.

*(Continued)*

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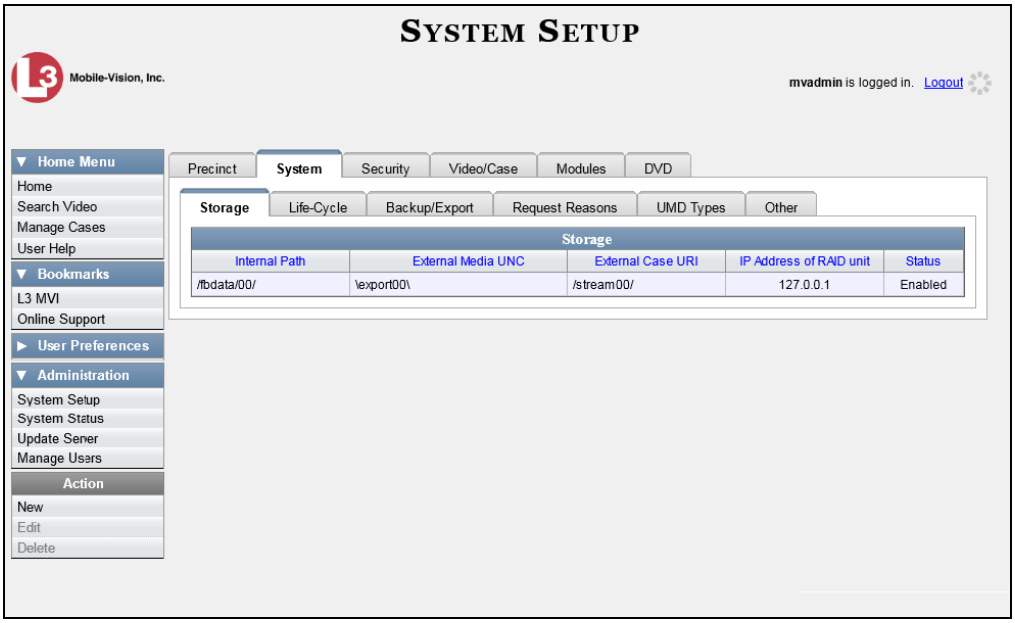
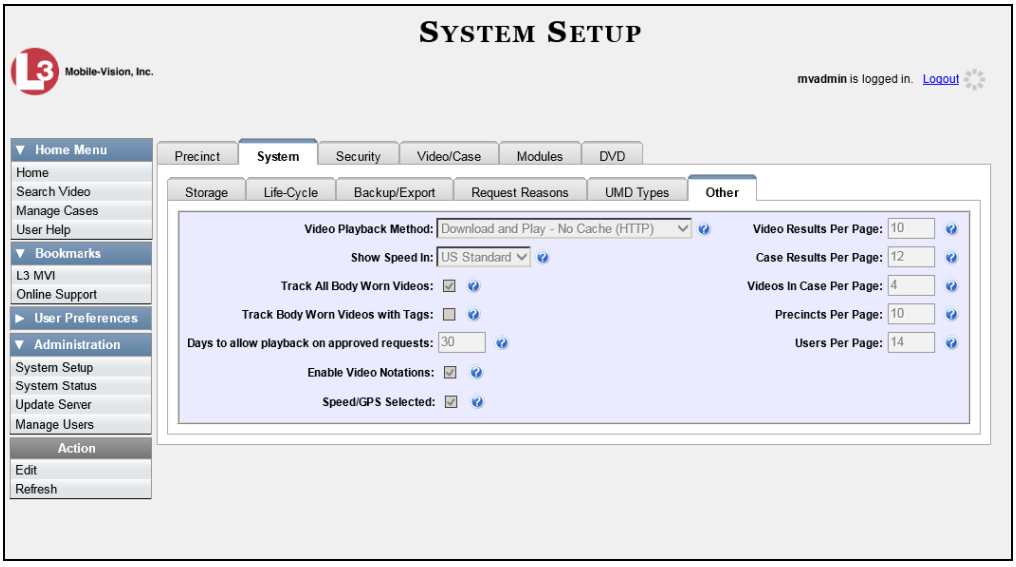



**3** Click the **Other** tab.




**4** Go to the Action column and click **Edit**. The Other popup displays.

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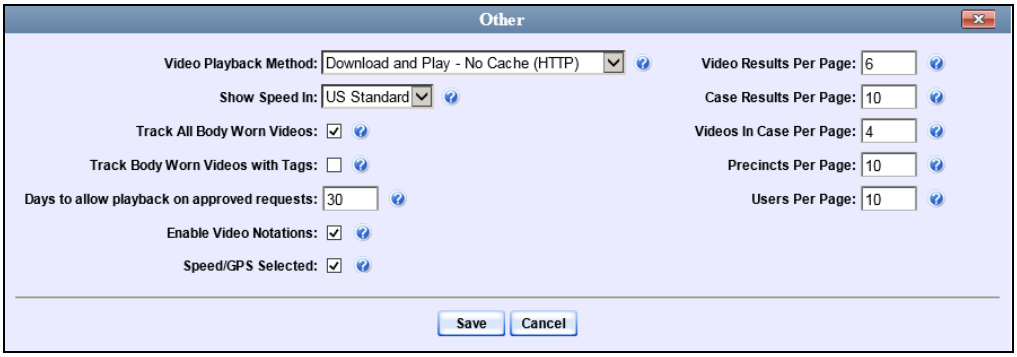


5 Go to the *Show Speed In* field and select a new value from the drop-down list: **US Standard** (for *miles per hour*) or **Metric** (for *kilometers per hour*).

6 Click **Save**.

## Video Categories

This section describes how to change and/or export the information associated with video categories. For a detailed description of video categories and how they are used in DEA, see *Category* in the table on page 36.

Video categories are maintained on the Agency server. Whenever you add or update a category, that information will transmit to the Precinct server(s) during the next server-to-server communication.

For specific instructions, see:

- ❒ Maintaining Video Categories, below
- ❒ Manually Exporting Video Categories, page 129.

### Maintaining Video Categories

This section describes how to change the following information for a video or snapshot category:

- ❒ Category name
- ❒ Category backup status (*enabled* vs. *disabled*)
- ❒ Category usage status (*in-use* vs. *disabled*)
- ❒ Days online (i.e., the number of days a video or snapshot of a certain category will remain online before it can be purged from the server).

For more information on video categories, see *Category* in the table on page 36.

1 Go to ▼ Administration and click **System Setup**. The System Setup page displays.

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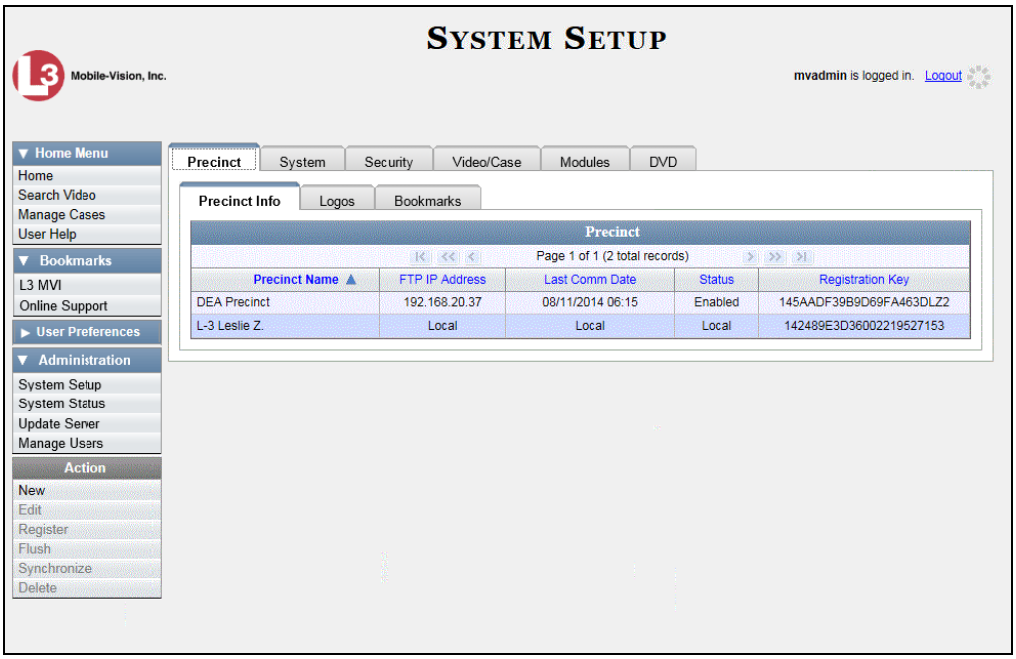
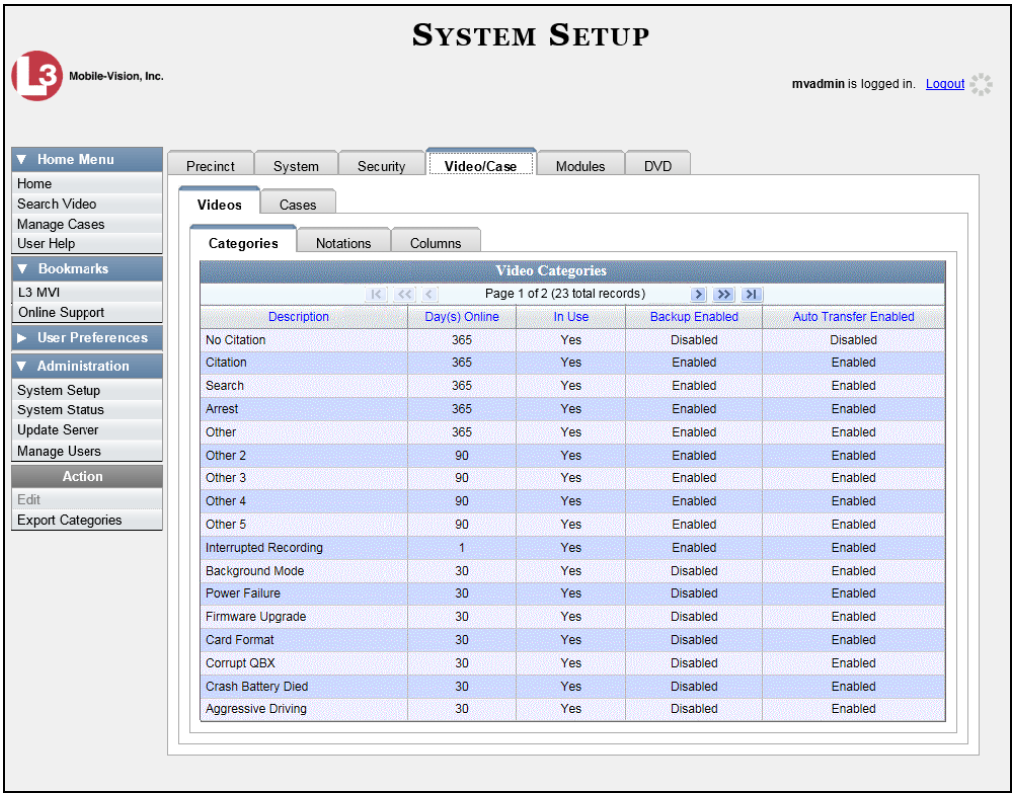



**2** Click the **Video/Case** tab. The current category list displays.




**3** Right-click on the category you wish to change, then select **Edit** from the popup menu. The Edit Video Category popup displays.

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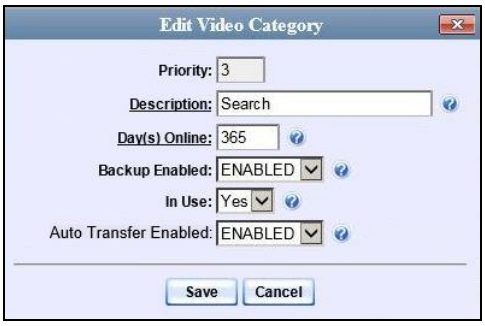


The fields on this popup are described below.

| Video Categories | |
|---|---|
| **Field** | **Description** |
| Priority | A system-defined number that determines the order in which a Flashback video with this category will be transmitted from DVR to server. Flashback videos will transmit in the order in which they are listed on the **Categories** tab. |
| Description | A descriptive name for this category. |
| Day(s) Online | The number of days that a video or snapshot with this category will remain online before it can be purged (i.e., moved offline) from the DEA Agency server. **Note**: Just because a file *can* be purged after a certain number of days doesn't necessarily mean that it *will* be purged at that time. The exact purge date depends on other factors, such as the amount of storage space available on your server, and/or whether or not the *Strict Purger* setting is selected. For more information, see "Viewing/Changing the Online Lifecycle Settings" in chapter 6. |
| Backup Enabled | A system indicator that determines whether or not a video or snapshot with this category will be auto-archived:<br>**ENABLED** .....Any video or snapshot with this category will be auto-archived, unless one of the following conditions applies: 1) the designated backup PC is disabled for some reason, or 2) the *Backup Mode* field on the *Backup Options* tab is set to *NONE*.<br>**DISABLED** .....Any video or snapshot with this category will *not* be auto-archived unless the *Backup Mode* field on the *Backup Options* tab is set to *ALL*. |
| In Use | A system indicator that determines whether or not this category is currently being used.<br>**Yes** .....This category is currently in use and can be assigned to a video or snapshot from the DVR (Flashback videos only) or server.<br>*(Continued)* |



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| Video Categories (cont'd) | |
|---|---|
| **Field** | **Description** |
| In Use (cont'd) | **No**.....This category is not currently in use (i.e., it's disabled) and cannot be assigned to a video or snapshot. |
| Auto Transfer Enabled | A system indicator that determines whether or not a video or snapshot with this category will automatically be transferred from the Precinct servers to the Agency server:<br>**ENABLED**.....Any video or snapshot with this category will be transferred from the Precinct servers to the Agency server during night processing.<br>**DISABLED**.....Any video or snapshot with this category will not be transferred from the Precinct servers to the Agency server during night processing. |

4 To change the name of this category, enter a new name in the *Description* field. Otherwise proceed to the next step.

5 To change the number of days that a video or snapshot with this category will remain online before it can be purged, enter a new number in the *Day(s) Online* field. Otherwise proceed to the next step.

6 To change the *Backup Enabled* status for this category (see description on the previous page), select a new value from the *Backup Enabled* drop-down list. Otherwise proceed to the next step.

7 To change the *In Use* status for this category (see description on the previous page), select a new value from the *In Use* drop-down list. Otherwise proceed to the next step.

8 To enable or disable the Auto Transfer feature (see description above), proceed to the next step. Otherwise skip to step 10.

9 To *enable* the Auto Transfer feature, select **ENABLED** from the *Auto Transfer Enabled* drop-down list.

– OR –

To *disable* the Auto Transfer feature, select **DISABLED** from the *Auto Transfer Enabled* drop-down list.

10 Click **Save**.

11 To update another category, repeat steps 3 – 10.

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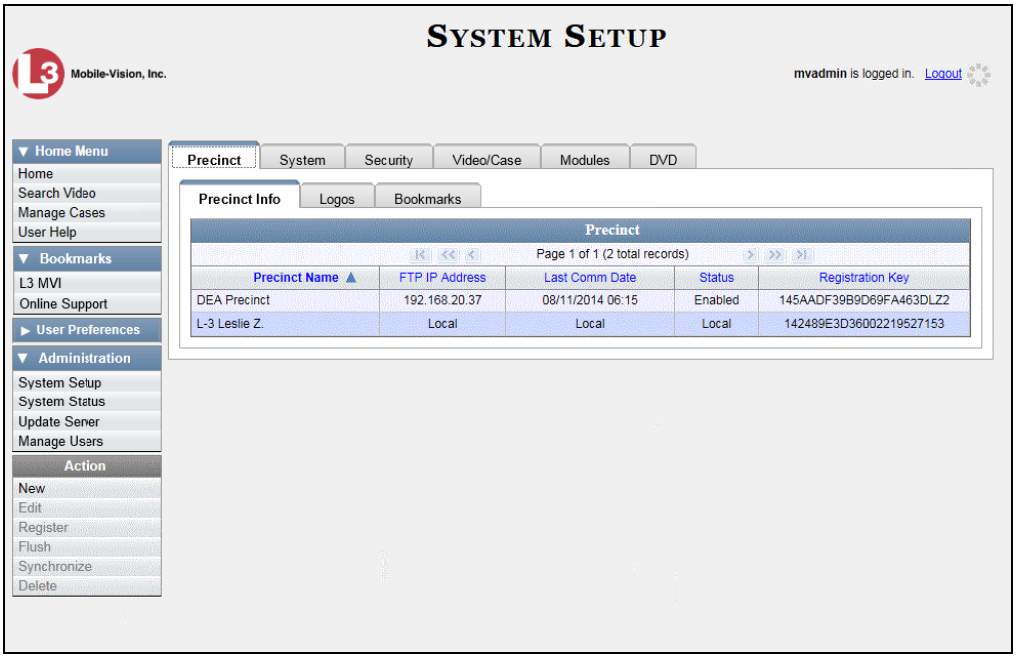
## Manually Exporting Video Categories (Flashback2s Only)

Normally, when you change video categories on the server, that information is automatically transmitted to each DVR during the next server-to-DVR transmission. However, if your department does not use the wireless downloading feature, you can manually copy updated video categories from the server to a Flashback2 DVR, as described here.

**1** Insert a USB drive in a USB port on your PC.

**2** Go to ▼ Administration and click **System Setup**. The System Setup page displays.




**3** Click the **Video/Case** tab. The current category list displays.

*(Continued)*

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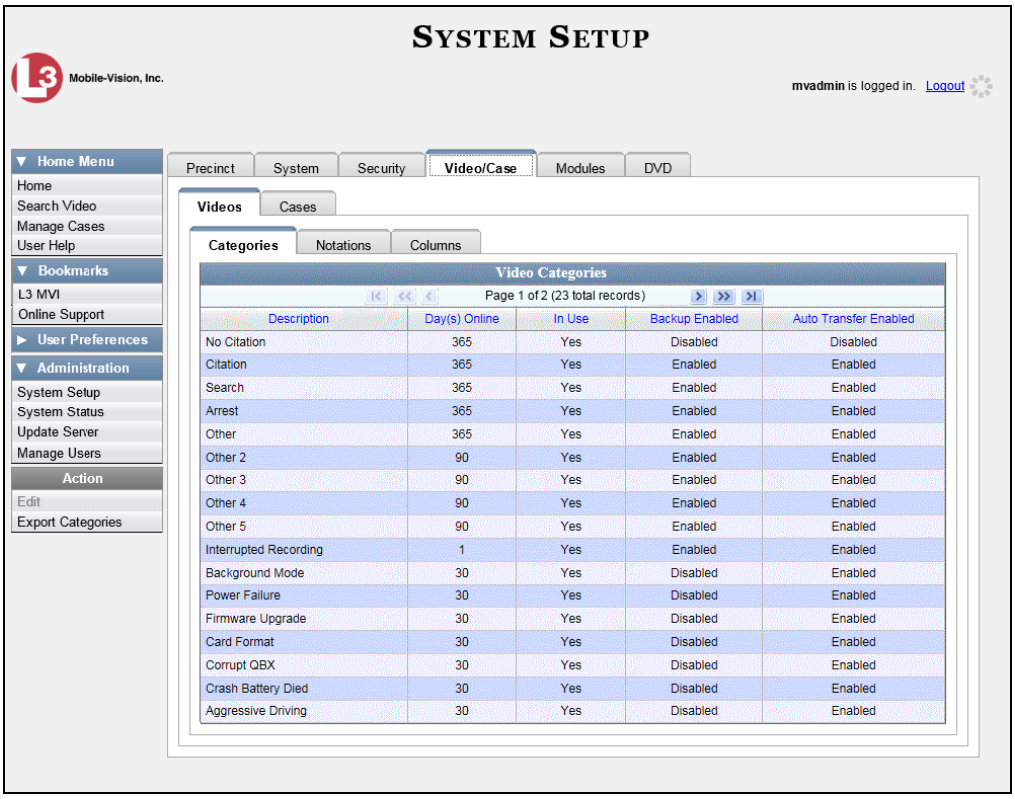


4 Go to the Action column and click **Export Categories**. A Windows message displays.

5 Select **Save As** from the *Save* drop-down list. The Save As window displays.

6 Navigate to your USB drive.

7 Click **Save**.

8 Take the USB drive and use it to load the config.xml file onto the Flashback2, as described in "Copying the config.xml File from a USB Drive to Your DVR" in your *Flashback2 User's Guide*.

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# Installing the UMD Editor on an Officer's Mobile Data Computer

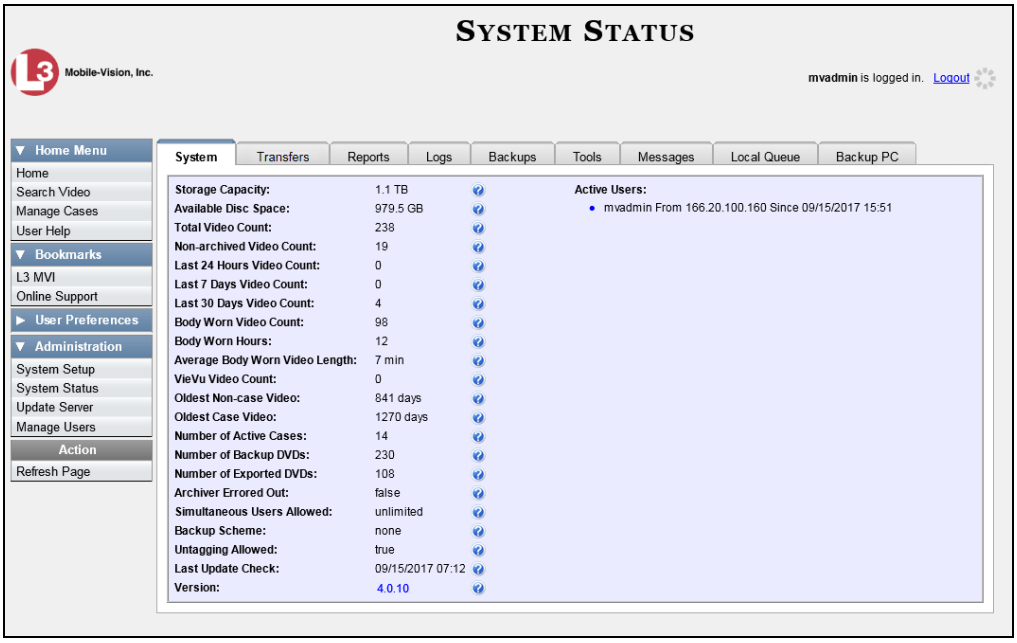
If your vehicles are equipped with mobile data computers (MDCs), officers have the option of assigning user metadata to their Flashback videos immediately after they are finished recording. However, this option requires that you install an application called the *UMD Editor* on your mobile data computers. You will also need to configure your MDCs for Ethernet.

If your agency is using *Vehicle Viewer* or *Vehicle Viewer Live*, the UMD Editor is already included with those applications.

1 If you have not done so already, configure each of your MDCs as an Ethernet network, as described in "Configuring a Flashback DVR for Use With Vehicle Viewer, Vehicle Viewer Live, or the UMD Editor" in chapter 5—DVRs. (**Note**: Using an Ethernet connection in the vehicle will not interfere with your wireless video transmission.)

2 Insert a USB flash drive into a USB port on your PC (i.e., the PC you use to connect to the DEA Agency application).

3 Go to ▼ Administration and click **System Status**. The System Status page displays.




4 Click the **Tools** tab.

*(Continued)*



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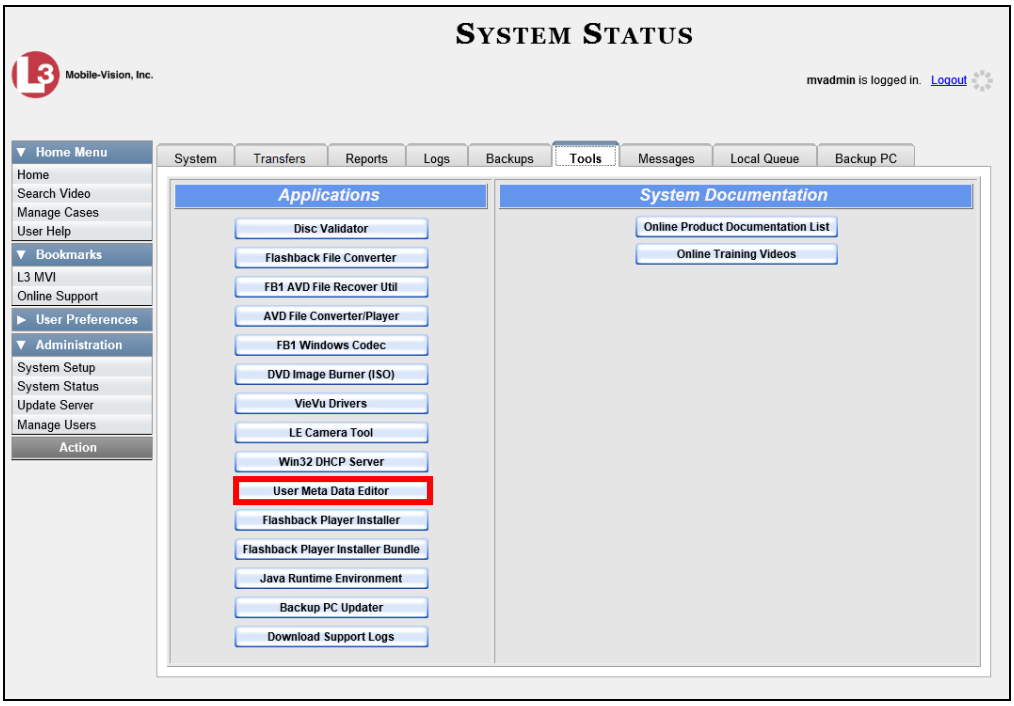
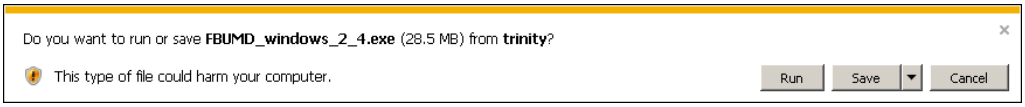
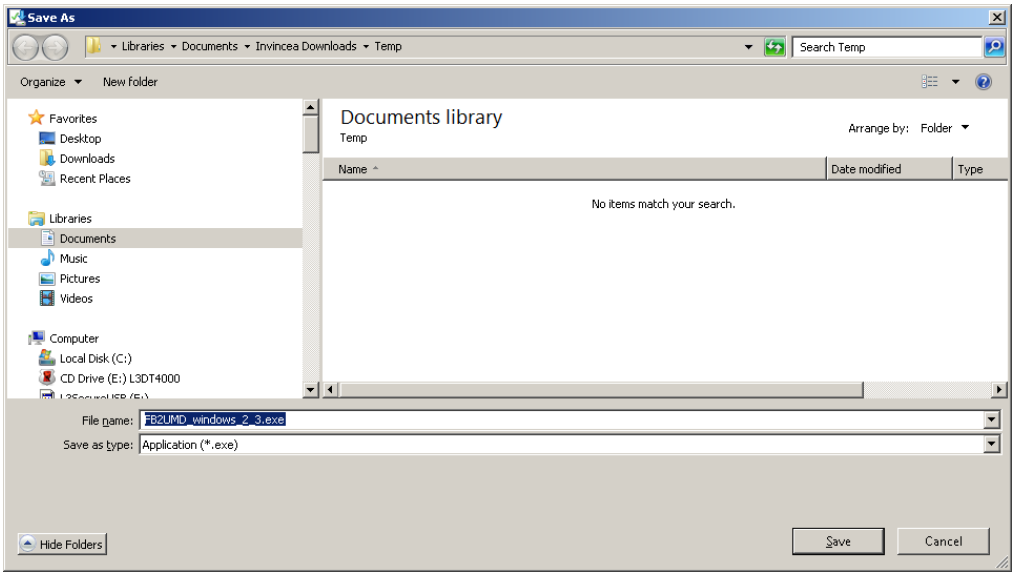



**5** Go to the *Applications* column and click the **User Meta Data Editor** button. A Windows message displays.




**6** Select **Save As** from the *Save* drop-down list. The Save As window displays.

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7 Navigate to your USB drive, then click **Save**. A confirmation message displays.

8 Remove the USB drive from your PC.

Next, you need to install the UMD editor application on each mobile data computer, as described below.

9 Insert the USB drive into a USB port on the in-car mobile data computer.

10 Login to the mobile data computer.

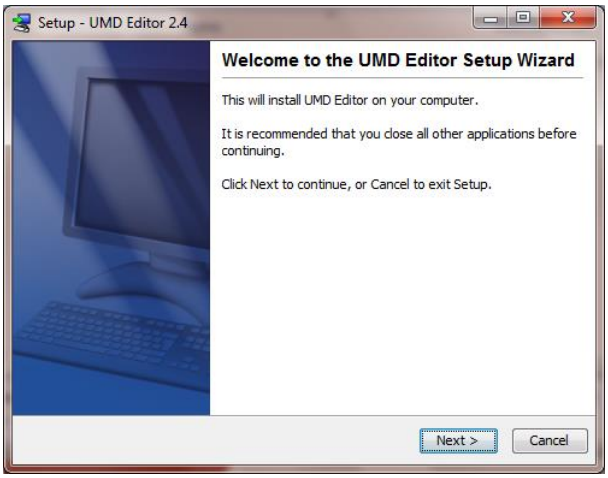
11 Navigate to the USB drive.

12 Click on the **FBUMD_windows_2_4.exe** file, then press **Ctrl + C** to copy it to your clipboard.

13 Navigate to the directory on your mobile data computer where you wish to install the UMD editor.

14 Press **Ctrl + V** to copy the .exe file to the selected directory.

15 Double-click on the **FBUMD_windows_2_4.exe** file. After a momentary delay, the Install Wizard displays.




16 Click **Next**. The system begins installing the application on the mobile data computer. When the installation is complete, a confirmation message displays.

*(Continued)*

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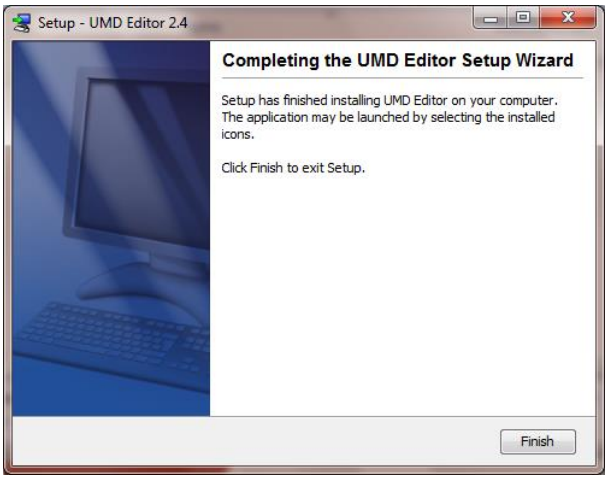



17 Click **Finish**.

18 Remove the USB stick from the USB port.

19 Repeat steps 9 – 18 for all of the vehicles in your fleet.

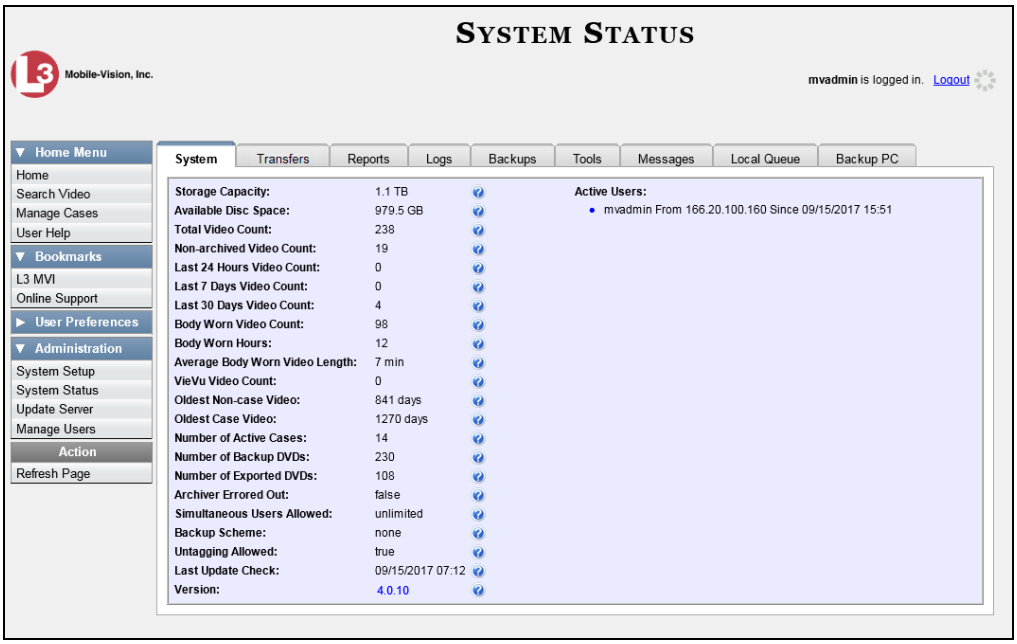
**NOTE**: The first time you use the UMD Editor you will be prompted to enter the DVR's IP address.

## Exporting Video Activity to a Spreadsheet

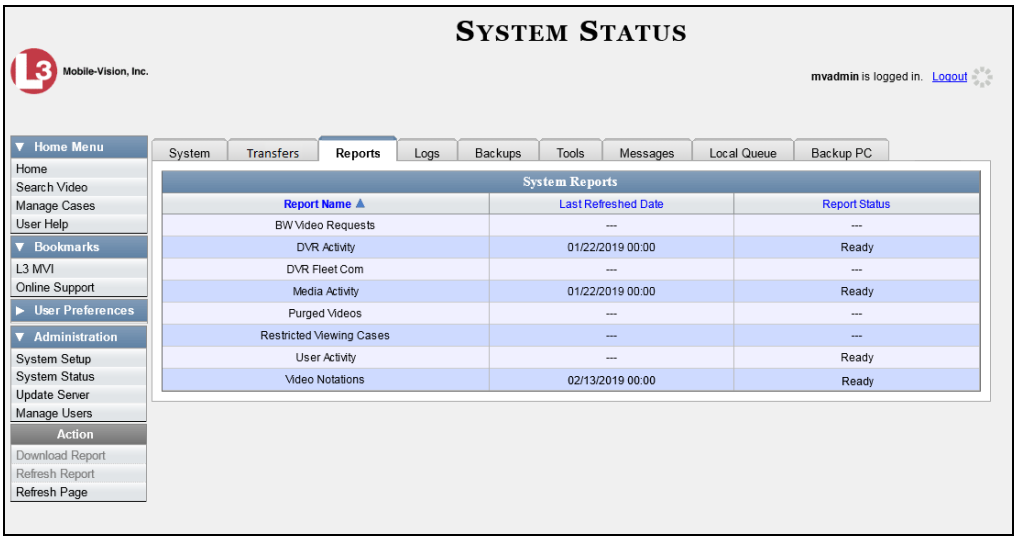
This section describes how to export information on your video activity to a spreadsheet for use with another application, such as a custom reporting tool. This is referred to as the *Media Activity* report. It includes information such as the date and time of automatic video transmissions, the name of users who performed manual uploads, and videos' backup status. The system automatically updates this report once every day.

1 Go to ▼ Administration and click **System Status**. The System Status page displays.

This document consists of general capabilities information that is not defined as controlled technical data under ITAR part 120.10 or EAR




**2** Click the **Reports** tab.




**3** Click on the **Media Activity** report to highlight it.

*(Continued)*

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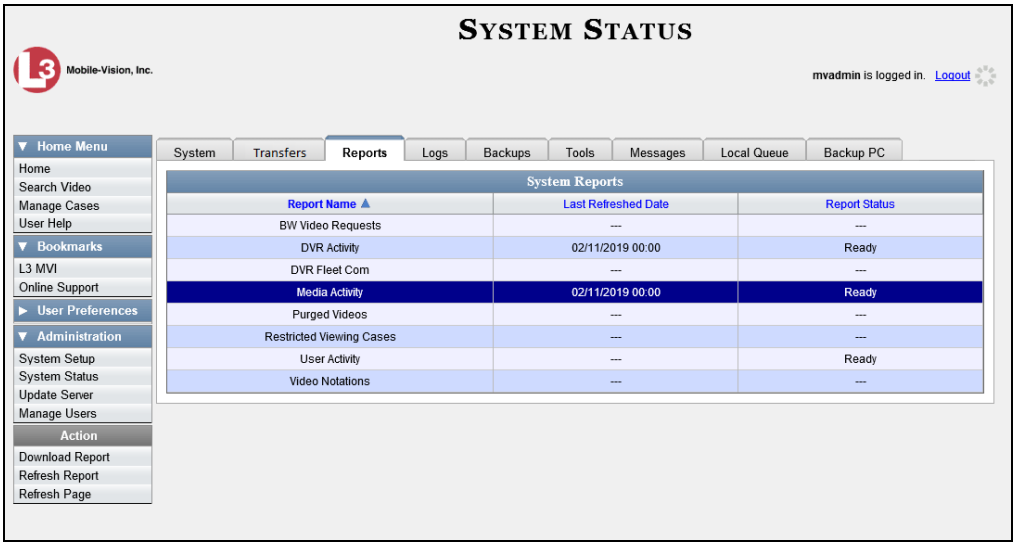


Note the date in the *Last Refreshed Date* column. The Media Activity report you are about to download will contain all system video activity up to this date/time. If you prefer to report on all video activity up to the *current* time, go to the **Action** column and click **Refresh Report** first before proceeding.

**4** Go to the Action column and click **Download Report**. A Windows message displays.

**5** Click **Open**. The report displays in your default spreadsheet application, such as Microsoft Excel.

## Flashback File Converter

The Flashback File Converter utility allows you to convert selected Flashback video files into a format that can be used with third party software applications. Specifically, you can convert:

- ❒ AVD files into AVI files (VIEVU videos)
- ❒ QBX files into MP4 files (Flashback2, Flashback3, and FlashbackHD videos).

For specific instructions, see:

- ❒ Installing the Flashback File Converter, next page
- ❒ Using the Flashback File Converter, page 140.

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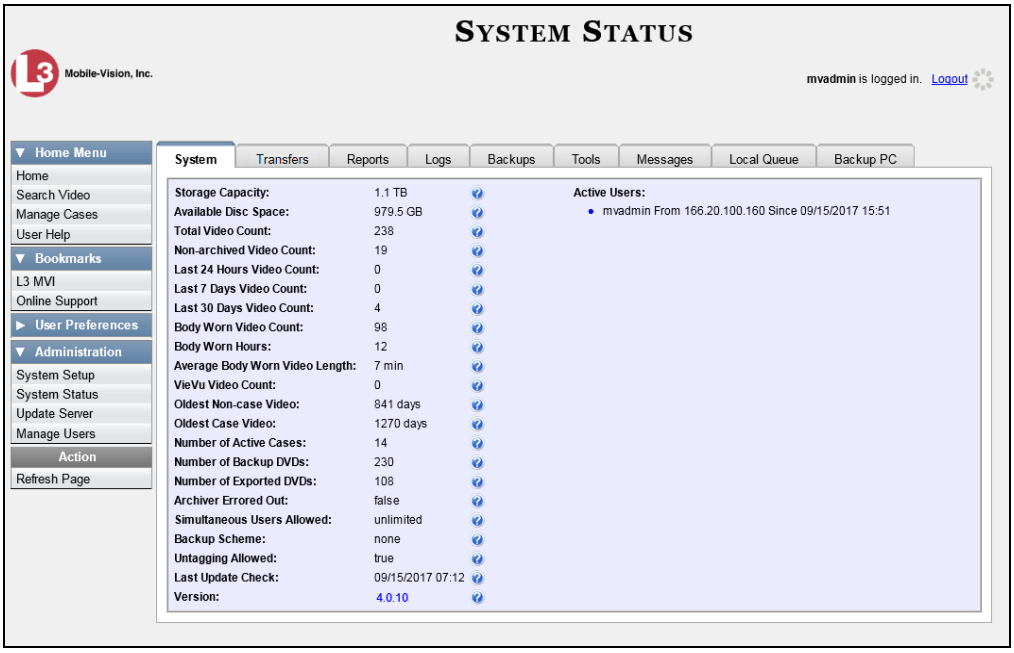
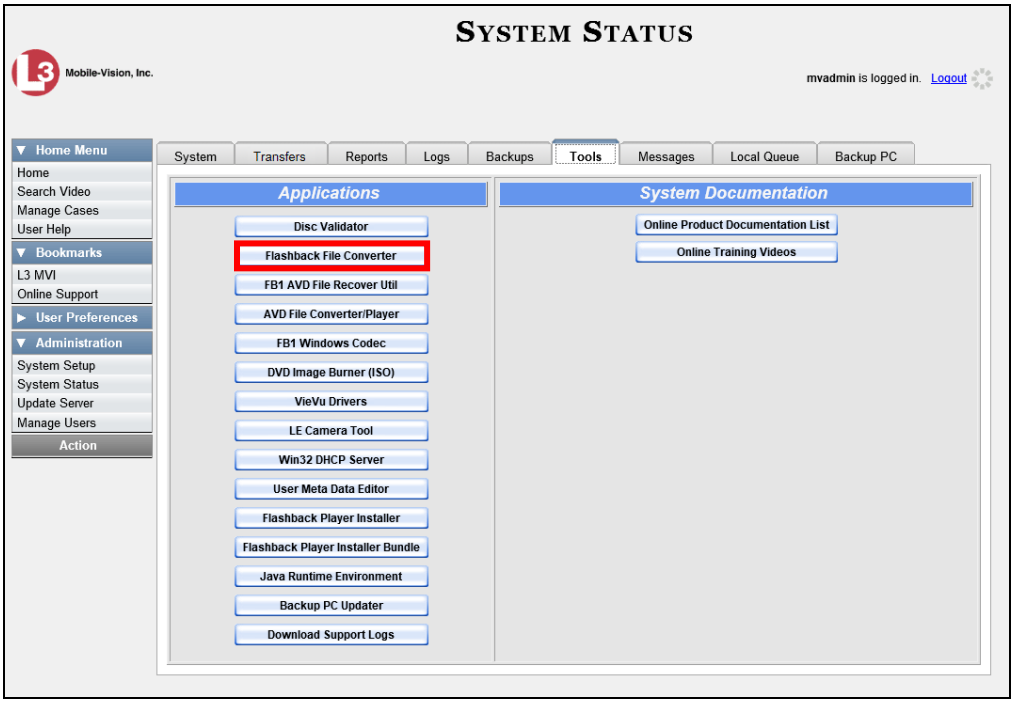
## Installing the Flashback File Converter

This procedure describes how to install the Flashback File Converter utility on your PC. For more information on this utility, see the previous section.

1 Go to ▼ Administration and click **System Status**. The System Status page displays.




2 Click the **Tools** tab.



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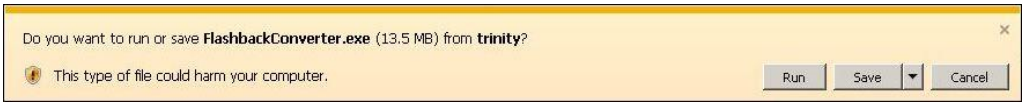
3 Go to the *Applications* column and click the **Flashback File Converter** button. A Windows message displays.




4 Click **Run**. If a security message displays, click **Run** again. Otherwise proceed to the next step.

The Flashback Converter InstallShield Wizard displays.

5 Click **Next**.

6 Click **Next** again.

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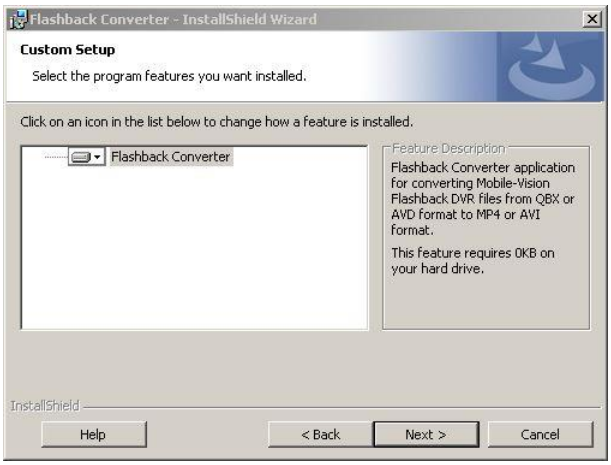
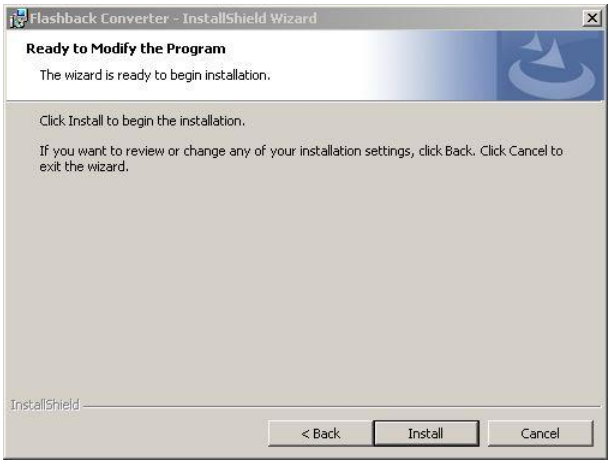



**7** Click **Next** again. The system prompts you to begin the installation.




**8** Click **Install**. The system begins installing the application. After the installation is complete, a confirmation message displays: *InstallShield Wizard Completed*.

**9** Click **Finish**.

For instructions on how to use the Flashback File Converter, see the next section, "Using the Flashback File Converter."

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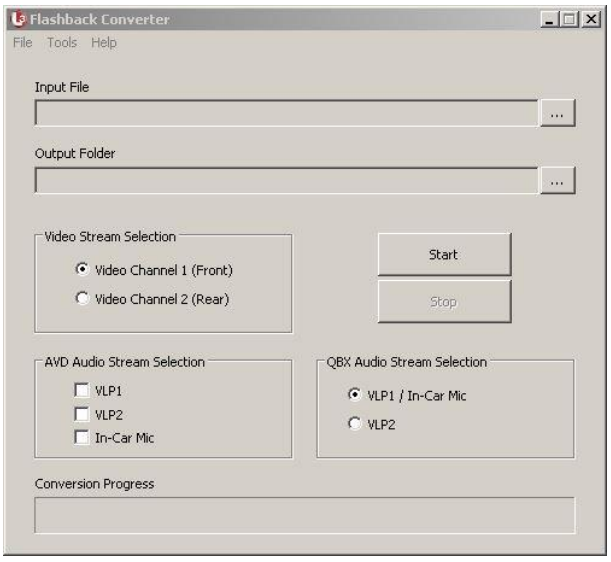
## Using the Flashback File Converter

This section describes how to use the Flashback File Converter utility to convert selected video files into a format that can be used with redaction software. Specifically, you can convert AVD files into AVI files (Flashback1s and VIEVUs) and QBX files into MP4 files (all other DVRs).

1 If you have not done so already, install the Flashback File Converter on your PC, as described in "Installing the Flashback File Converter" on page 137.

2 Go to your desktop and double-click on the Flashback Converter icon. The Flashback Converter application opens.



3 Click on the ellipsis icon to the right of the *Input File* field. The Flashback Converter Input File screen displays.

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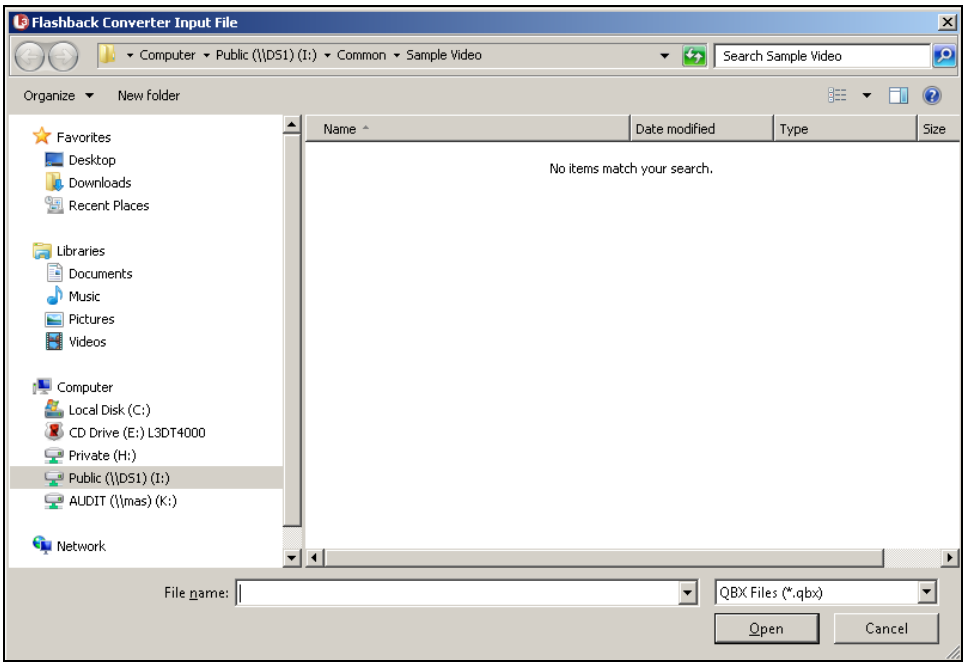



**4** Navigate to the disk drive location where the file you wish to convert is located.

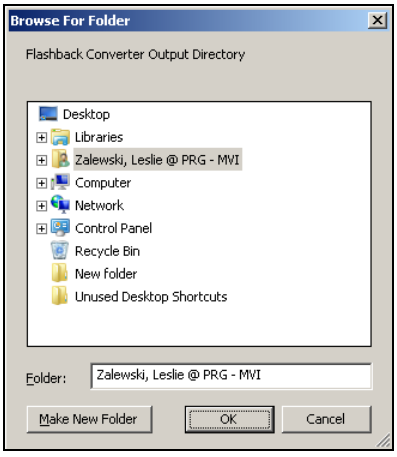
**5** If you are converting a Flashback1 or VIEVU AVD file to AVI, select **AVD** from the *Files of type* drop-down list. Otherwise proceed to the next step.

**6** Click on the file you wish to convert.

**7** To change the file's name, enter a new name in the *File name* field. Otherwise proceed to the next step.

**8** Click **Open**. The selected file name displays in the *Input File* field.

**9** Click on the ellipsis icon to the right of the *Output Folder* field. The Browse For Folder popup displays.

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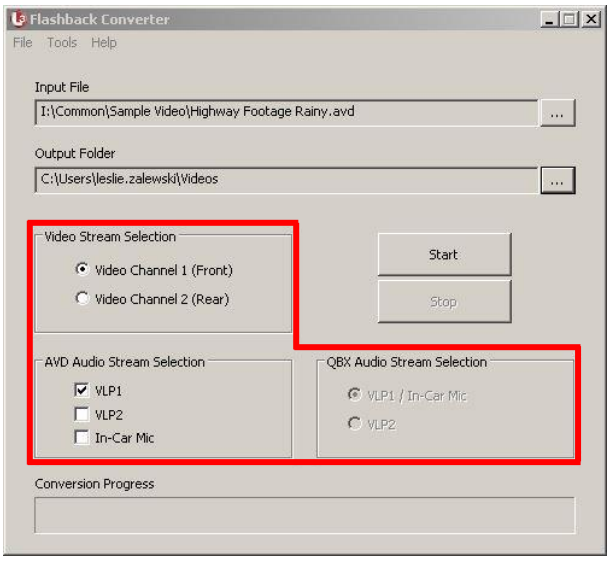
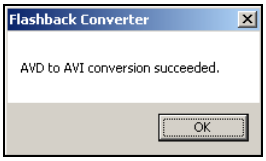
**10** Navigate to the folder in which you wish to save the converted file, then click on that folder to highlight it.

**11** Click **OK**. The selected disc drive location displays in the *Output Folder* field.

**12** If you wish to change any of the default video/audio settings, click the appropriate radio button or checkbox. Otherwise proceed to the next step.




**13** Click the **Start** button. The conversion begins. When the process is complete, a confirmation message displays.




**14** Click **OK**. When you're ready to import the file into a third-party application, you will find it in your selected output folder.

**15** To convert another file, repeat steps 3 – 14. Otherwise select **File→ Exit** from the menubar to exit the application.

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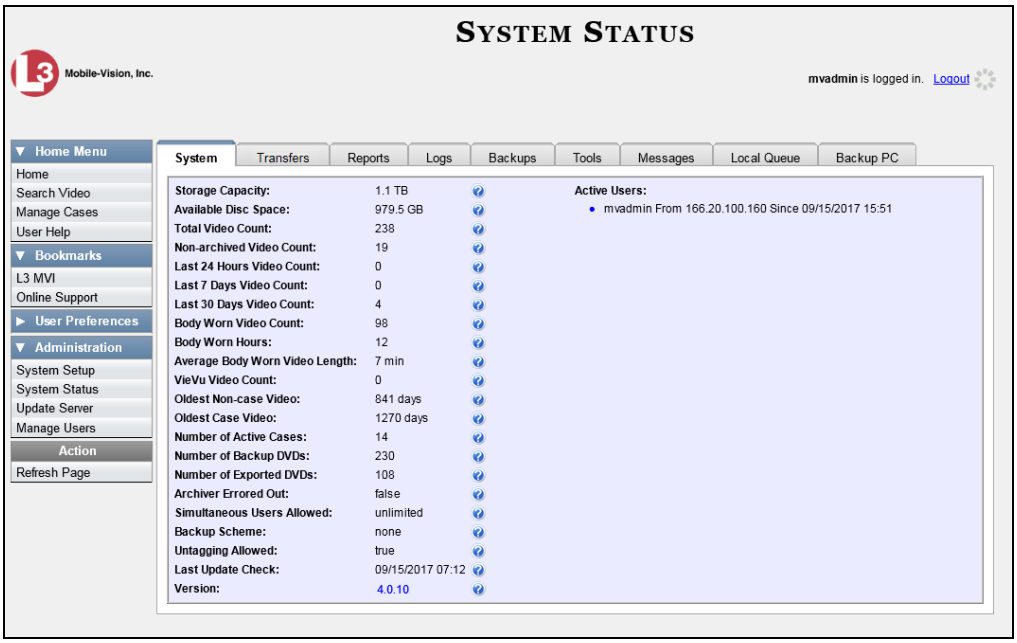
## Installing the Windows Codec Utility for AVI Videos

Occasionally, customers who have purchased a new PC *or* reimaged an existing PC may have difficulty playing VIEVU videos on their PC. In this circumstance, we recommend that you install a utility called a "codec," which restores the files that are necessary to play AVI files on a Windows PC. If this procedure does not solve your problem, please contact Mobile-Vision Support for assistance.

**1** Go to ▼ Administration and click **System Status**. The System Status page displays.




**2** Click the **Tools** tab. A list of downloadable applications displays in the left column.

*(Continued)*

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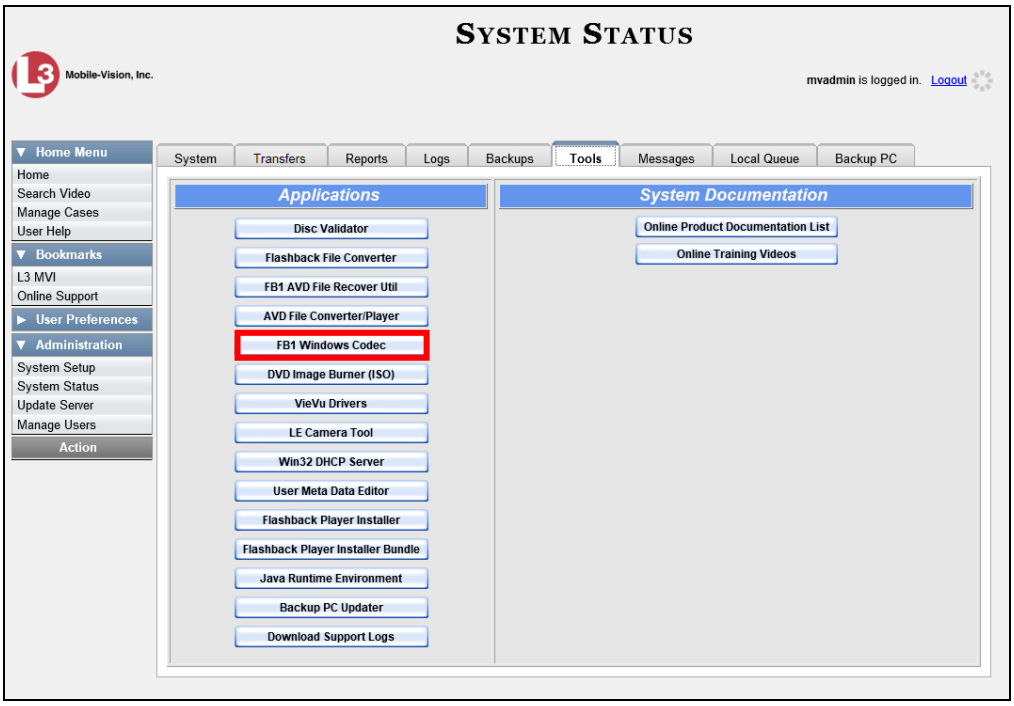
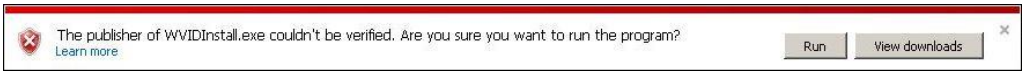



**3** Click the **FB1 Windows Codec** button. A Windows message displays.

**4** Click **Run**. A security warning displays.




**5** Click **Run** again. The Installer Language popup displays.

**6** Click **OK**. The WVID Filter popup displays.

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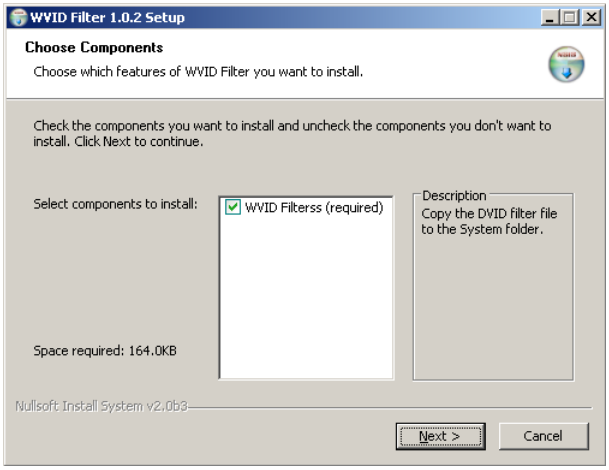
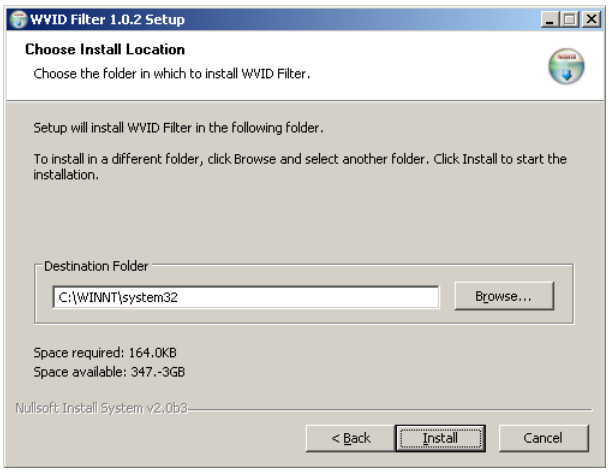
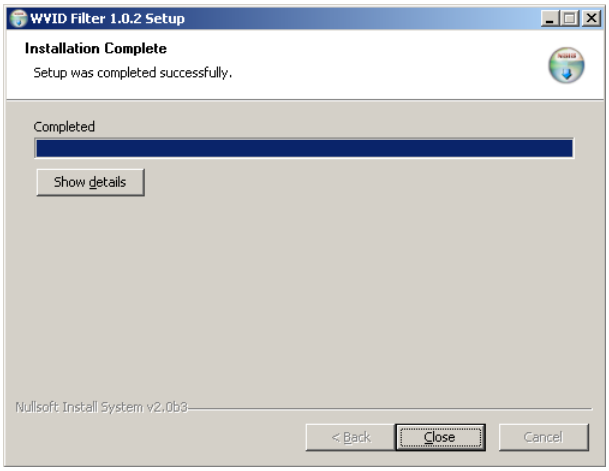



**7** Click **Next**.




**8** Click **Install**.

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9 Click **Close**.

## Manually Installing the VIEVU Drivers

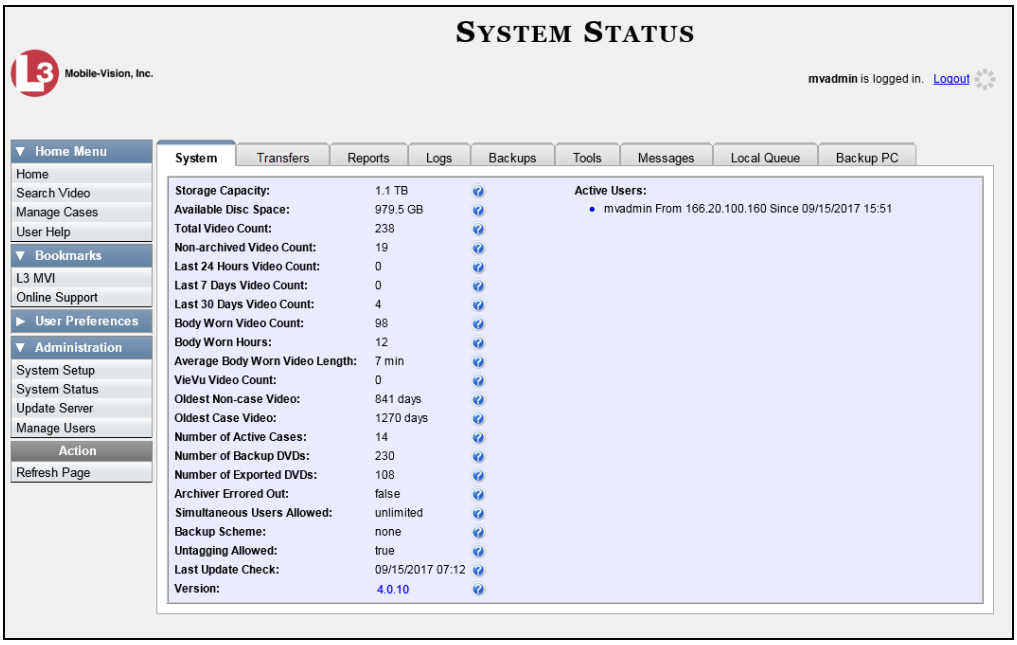
The VIEVU is a small body worn DVR previously sold by Mobile-Vision. The first time you connect a VIEVU to your PC, you will typically be prompted to download two drivers that are required to operate the VIEVU. However, if your computer does not recognize the VIEVU cable or cannot automatically locate the drivers, you can *manually* download these drivers from the **Tools** tab, as described here.

1 If the VIEVU is currently connected to your PC, disconnect the VIEVU's two USB cables. Otherwise proceed to the next step.

– OR –

If the VIEVU is *not* connected to your PC, proceed to the next step.

2 Go to ▼ Administration and click **System Status**. The System Status page displays.




3 Click the **Tools** tab.

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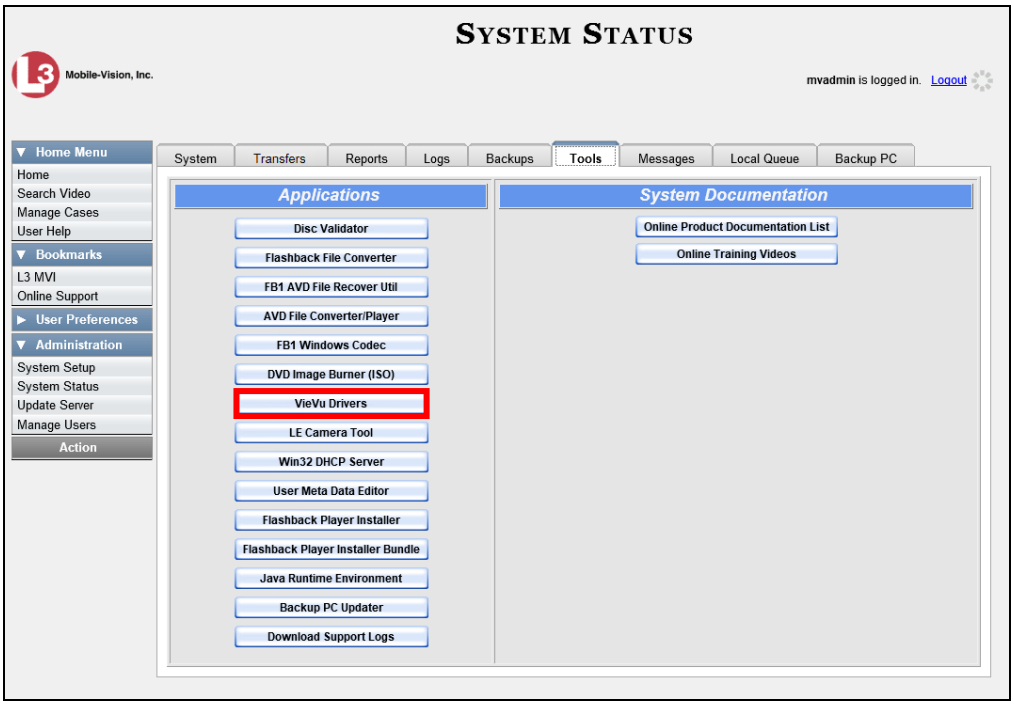
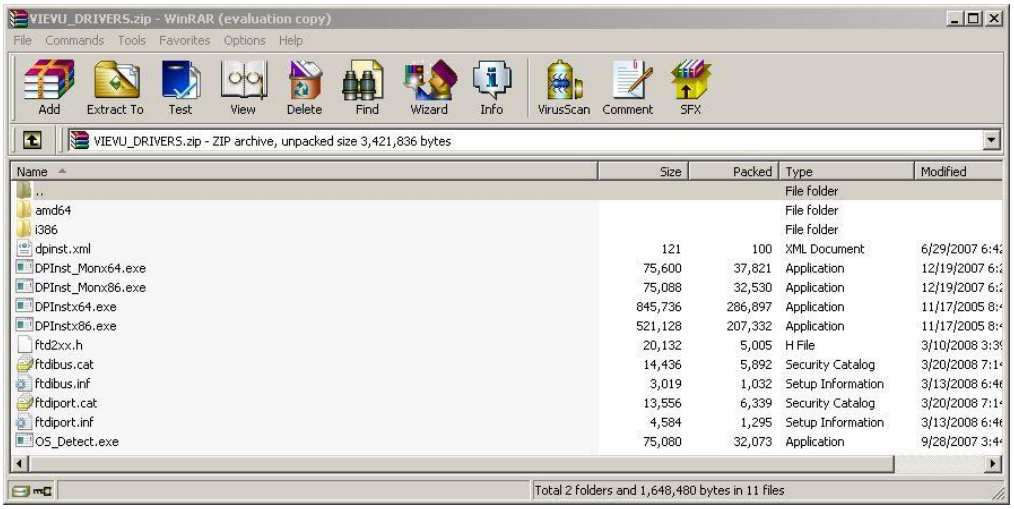



**4** Go to the *Applications* column and click the **VieVu Drivers** button. A Windows message displays.

**5** Select **Save As** from the *Save* drop-down list.

**6** Navigate to an empty folder, then select the "extract to [name] folder" option.

**7** Click **Open**. The contents of the VIEVU_DRIVERS.zip file display.

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8 If your PC has a 64-bit operating system, double-click on **DPInstx64.exe**

– OR –

If your PC has a 32-bit operating system, double-click on **DPInst_Mon86.exe**

**HINT**: If you aren't sure what type of operating system you have, double-click on either **DPInstx64.exe** *or* **DPInst_Mon86.exe**. If you get an error message, you'll know that you selected the *wrong* file.

Once you double-click on the appropriate file, a DOS screen will briefly flash on-screen, indicating that the drivers have been installed.

9 Go to the upper right corner of the page and click **Logout** to exit DEA Agency.

10 Click the ☒ in the upper right corner of the page to close your browser.

11 Reboot your PC.

12 Log back into DEA Agency.

## Manually Installing the Flashback Player

Typically, the Flashback Player launches automatically when you attempt to play a video from the DEA Agency server. However, if your agency prohibits the running of .exe files from users' browsers' "temp" folder, you can manually download the Flashback Player from the **Tools** tab. The Flashback Player is installed like any other Windows 32-bit application—in the Windows *Program Files* folder.

There are two file options available for installing the Flashback Player:

- ❒ .exe file (*Flashback Player Installer* button)
- ❒ .zip file (*Flashback Player Installer Bundle* button).

Both file options require Windows administrative privileges on the client workstation to install. Select the bundle option if you are an IT Administrator and you plan to install the Flashback Player through a Microsoft System Management Server (SMS) or a Microsoft System Center Configuration Manager (ConfigMgr). The bundled scripts will allow IT Administrators to install the Flashback Player silently.

1 Go to ▼ Administration and click **System Status**. The System Status page displays.

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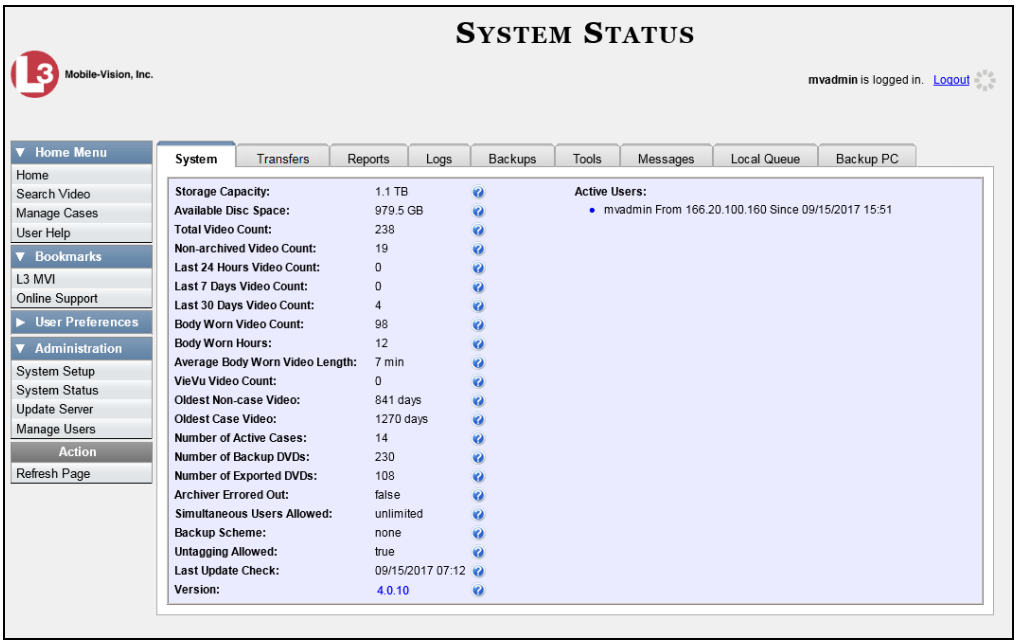
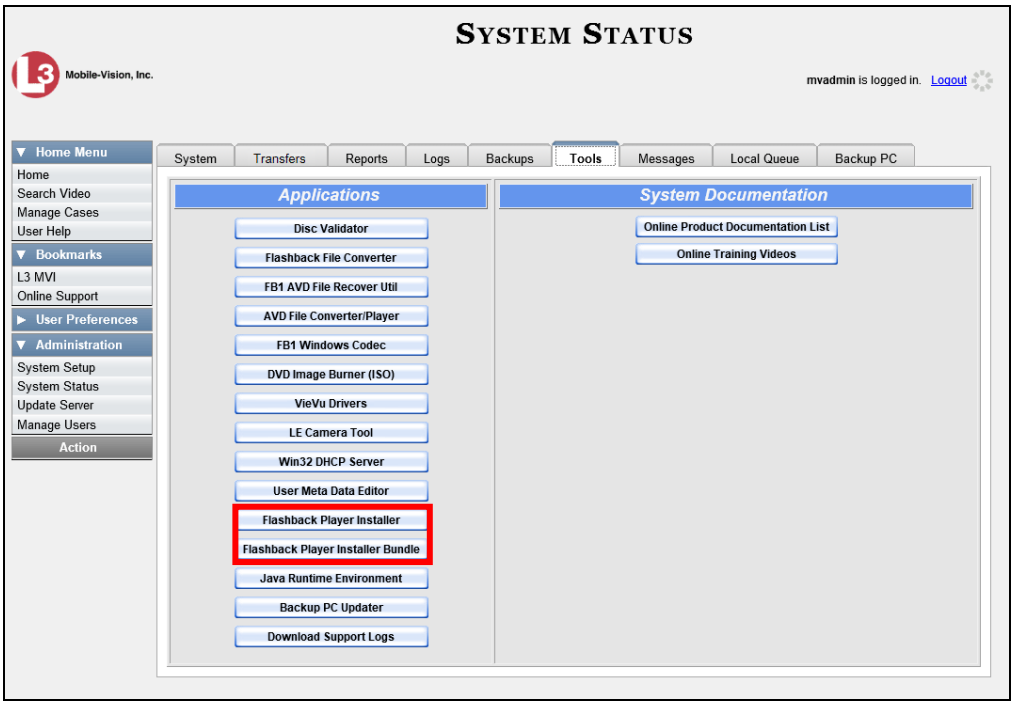



**2** Click the **Tools** tab. An *Applications* list displays in the left column.




**3** To install the Flashback Player on your local PC, click the **Flashback Player Installer** button.

– OR –

To install the Flashback Player through SMS or ConfigMgr (also referred to as a *silent* installation or update), click the **Flashback Player Installer Bundle** button.

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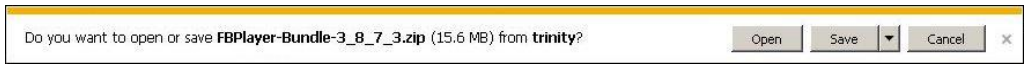
A Windows message displays. This message will differ slightly depending on whether you are performing a *silent* or *PC* installation.

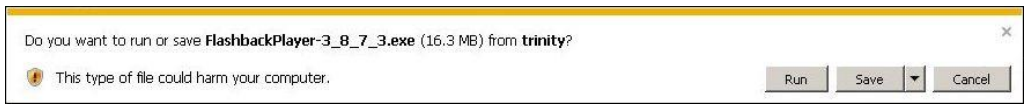
Silent Installation

Flashback Player Installer Bundle




PC Installation

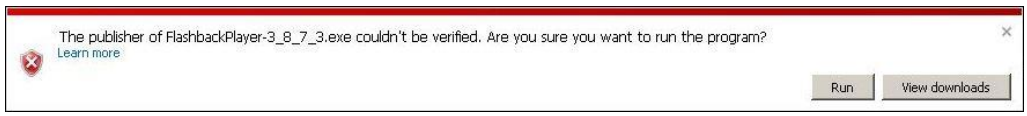
Flashback Player Installer




**4** If you are performing a *silent* installation, click **Open**. From this point on, the installation procedure will vary depending on your particular network configuration. If you are not sure how to proceed, speak with your agency's IT network specialist *or* Mobile-Vision Support professional for assistance. **End of Procedure**.

– OR –

If you are performing a *PC* installation, click **Run**.




**5** If a security message like the one pictured above displays, click **Run** again. Otherwise proceed to the next step.

**6** Once the Install Wizard displays, click **Next**.

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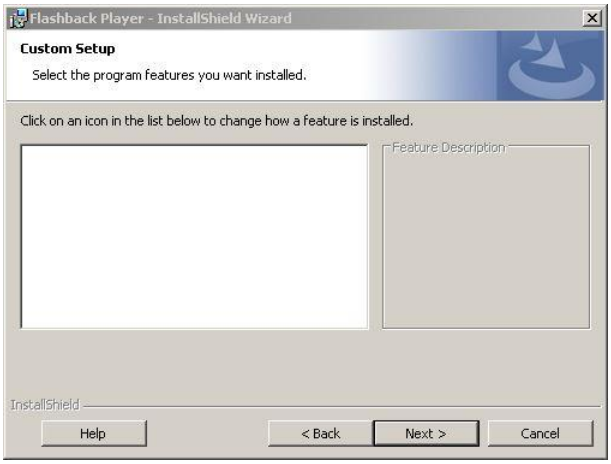
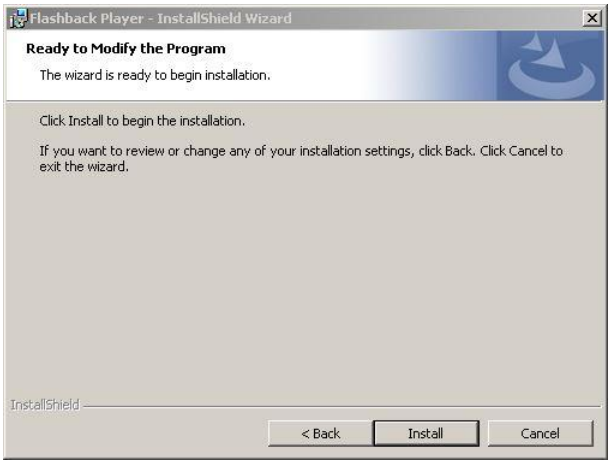
**7** Click **Next** again.

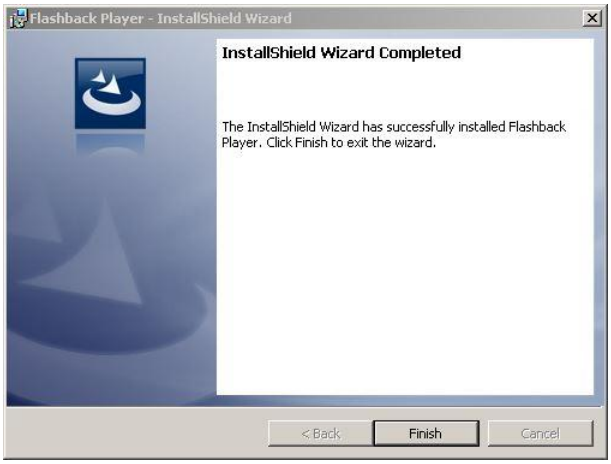



**8** Click **Next** again. The system prompts you to begin the installation.




**9** Click **Install**. The system begins installing the Flashback Player. Once the installation is complete, a confirmation message displays. *(Continued)*

This document consists of general capabilities information that is not defined as controlled technical data under ITAR part 120.10 or EAR




**10** Click **Finish**.

**11** Go to the upper right corner of the page and click **Logout** to exit DEA Agency.

**12** Click the ☒ in the upper right corner of the page to close your browser.

**13** Log back into DEA Agency.

## Body Worn Viewing Requests

If desired, your agency can limit access to *Body*VISION and BWX-100 videos by activating one of two *Body*VISION Tracking functions:

- *Track All Body Worn Videos*. When this feature is *on*, the system will restrict the viewing of all *Body*VISION and BWX-100 videos unless a user has the *Authorize Media Playback* or *Can View Body Worn Videos* permission. Users who lack the required permissions will have to submit a *viewing request* to their supervisor. The supervisor, in turn, will subsequently approve or deny their subordinate's viewing request as described in "Approving/Denying a Viewing Request" on page 155.
- *Track All Body Worn Videos with Tags*. When this feature is *on*, the system will restrict the viewing of *Body*VISION and BWX-100 videos that have a trace point or video notation attached to them. The only exception is for users that have the *Authorize Media Playback* or *Can View Body Worn Videos* permission. Such users will be able to view all Body Worn videos, regardless of whether a video has an embedded tracepoint or video notation. Users who *lack* the required permissions will have to submit a *viewing request* to their supervisor.

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For more information, see:

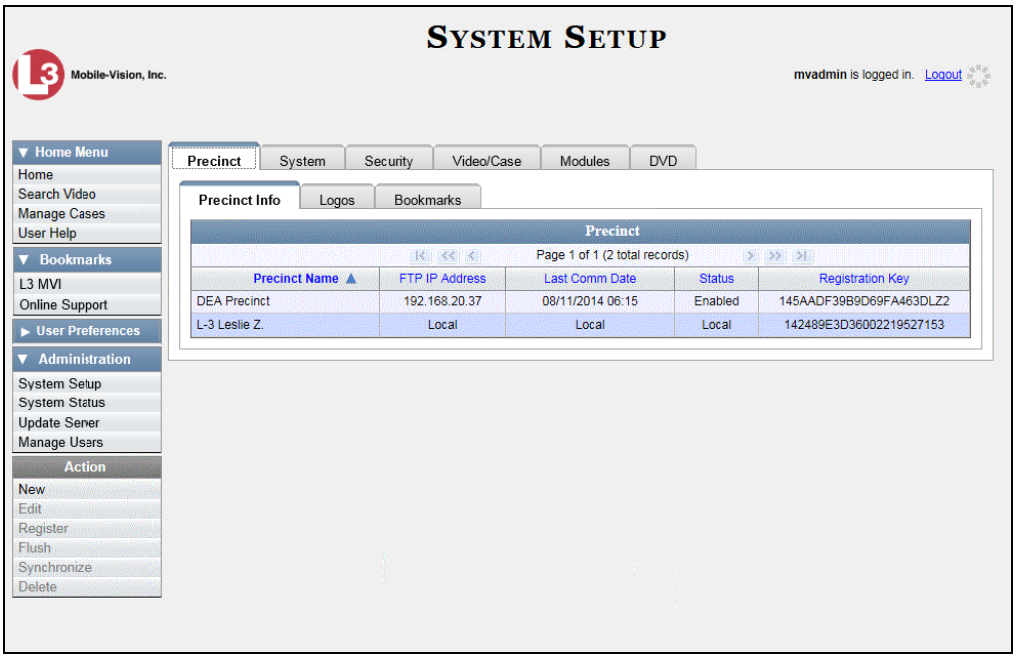

- ❒ Tracking Body Worn Videos, below
- ❒ Approving/Denying a Viewing Request, page 155
- ❒ Displaying Your Active Viewing Requests, page 158
- ❒ Revoking an Active Viewing Request, page 160
- ❒ Changing the Expiration Date for Viewing Approvals, 162
- ❒ Exporting Viewing Request Activity to a Spreadsheet, page 164
- ❒ Maintaining Viewing Request Reasons, page 166.


## Tracking Body Worn Videos

This section describes how to activate (turn on) one of the two functions used to limit user access to *Body*VISION and BWX-100 Body Worn videos:

- ❒ *Track All Body Worn Videos*. When this function is *on*, all users who lack the proper permissions* will have to submit a viewing request to their supervisor in order to view a Body Worn video or its associated snapshots.
- ❒ *Track All Body Worn Videos with Tags*. When this function is *on*, all un-permissioned users* will have to submit a viewing request to their supervisor in order to view a Body Worn video that has an embedded *tracepoint* or *video notation*.

**1** Go to ▼ Administration and click **System Setup**. The System Setup page displays.




**2** Click the **System** tab.

* *Authorize Media Playback* and/or *Can View Body Worn Videos*



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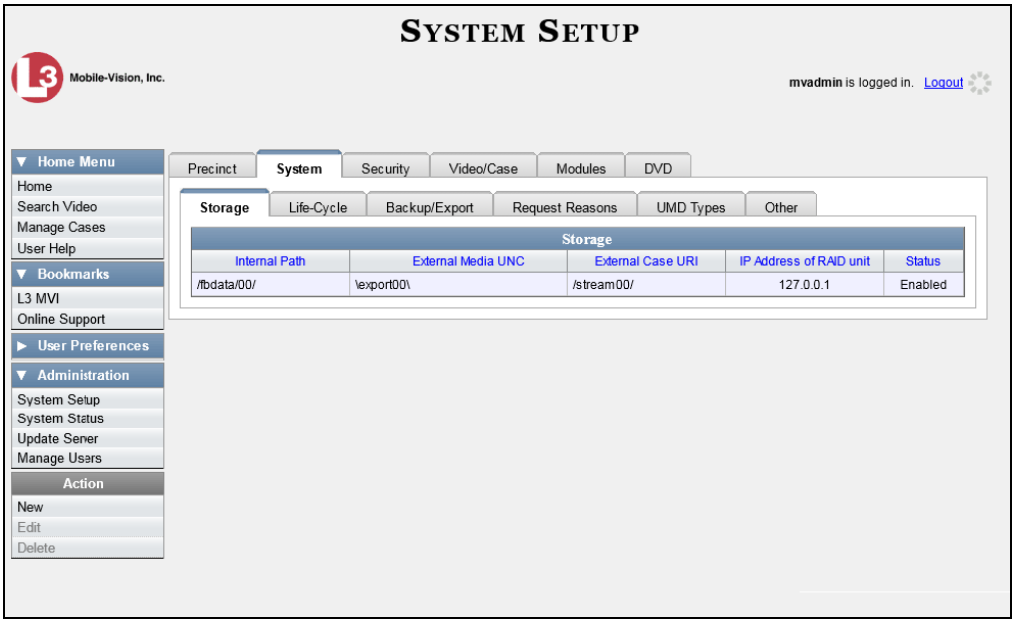
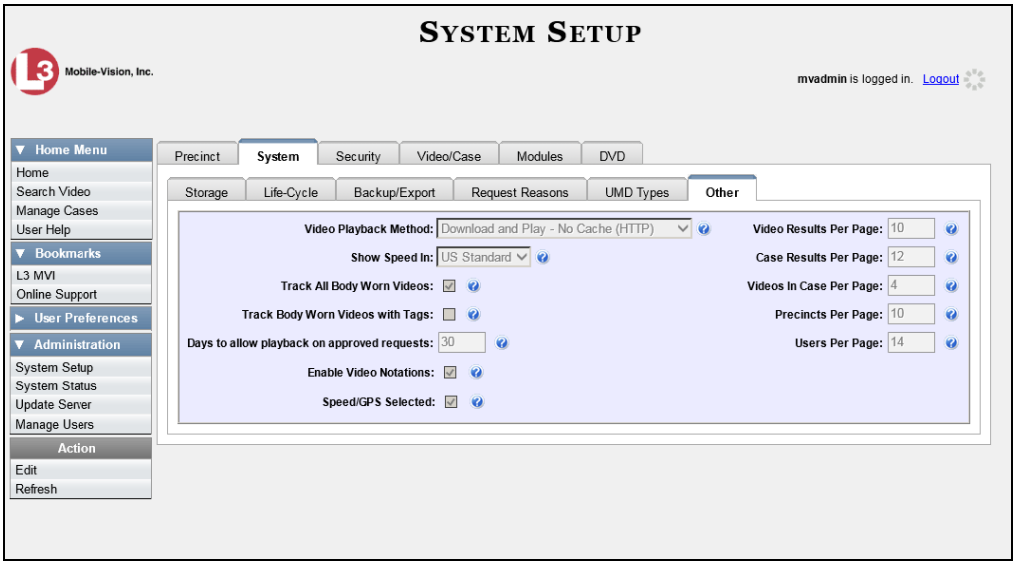



**3** Click the **Other** tab.




**4** Go to the Action column and click **Edit**. The Other popup displays.

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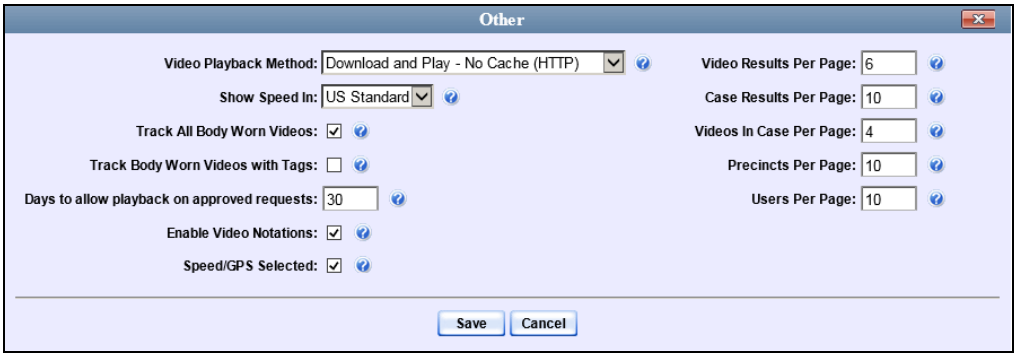


**5** If you want all un-permissioned* users to submit a viewing request to their supervisor in order to view any *Body*VISION or BWX-100 video, select the *Track Body Worn Videos* checkbox.

– OR –

If you want all users who lack the proper permissions* to submit a viewing request to their supervisor in order to view a *Body*VISION or BWX-100 video that has an embedded *tracepoint* or *video notation*, select the *Track Body Worn Videos with Tags* checkbox.

**6** Click **Save**.

## Approving/Denying a Viewing Request

This section describes how to approve or deny a request to view a *Body*VISION or BWX-100 video. A user submits such a request to his supervisor when he wants to view a particular Body Worn video or snapshot image, but lacks the required permission to do so. (i.e., the *Can View Body Worn Videos* and/or *Authorize Media Playback* permission)

To approve/deny viewing requests, you must have the *Authorize Media Playback* permission.

For more information on *viewing requests* and how they are used in DEA, see "Body Worn Viewing Requests" on page 152.

**1** Make sure the Home page displays. (If necessary, go to ▼ Home Menu and click **Home**.)

**2** Locate the *viewing request* on your *Inbox Messages* list.

*(Continued)*

* Users who do not have at least one of these permissions: *Authorize Media Playback* or *Can View Body Worn Videos*



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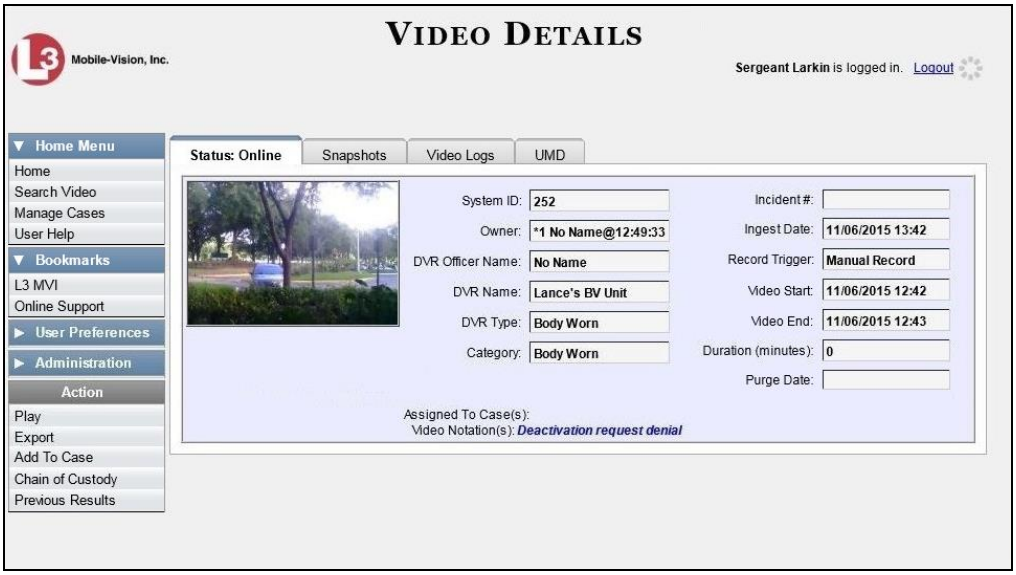
**3** If you need to view the video first to make a determination, click the ➔ icon to the right of the request. The Video Details page displays. Proceed to the next step.

– OR –

If you do *not* need to view the video first to make a determination, skip to step 7.




**4** Click on the video's thumbnail image. The video launches in the Flashback Player.

**5** When you've finished viewing the video, click the ☒ in the upper right corner of the window to close the Flashback Player.

**6** Go to ▼ Home Menu and click **Home**. The Home page redisplays.

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**7** To *accept* the viewing request, click the ☑ icon to the right of that request. A confirmation message displays at the top of the page: *Request Approved*. The system also sends an approval notice to the requestor's *Inbox Messages* list, as pictured on the Welcome Home page below. **End of Procedure**.

– OR –

To *deny* the viewing request, click the ⊘ icon to the right of that request. The Deny Request popup displays.

**8** Enter the reason why you are denying this *viewing request*.

**9** Click **Save**. The system sends a denial notice to the requestor's *Inbox Messages* list, as pictured below. That user will have an opportunity to view your denial reason by clicking the ? icon.

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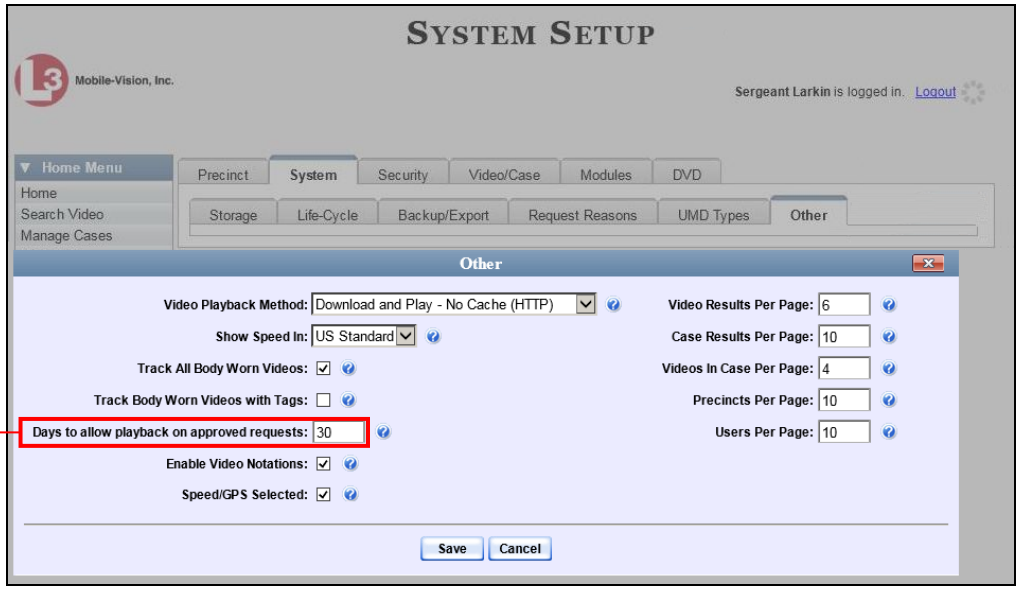
## Displaying Your Active Viewing Requests

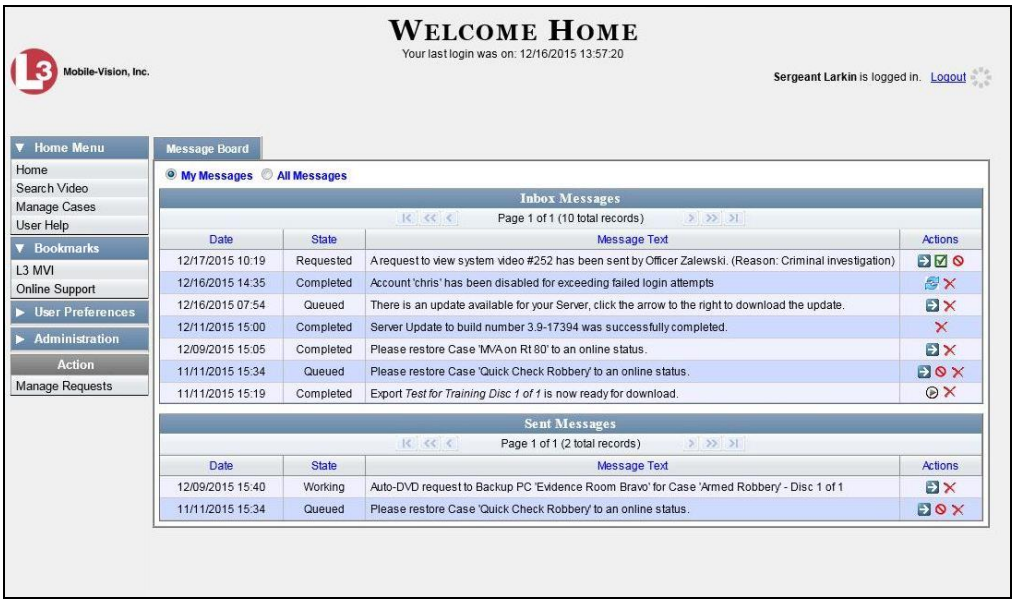
This section describes how to view all active *viewing requests* that you previously approved. Once you grant a *viewing request* to a user, that request remains active for X number of days, where X is equal to the value of the *Days to allow playback on approved requests* field on the Other form.




In this example, all *viewing requests* will remain in effect for 30 days after they are granted

For more information on *viewing requests* and how they are used in DEA, see "Body Worn Viewing Requests" on page 152.

**1** Make sure the Home page displays. (If necessary, go to ▼ Home Menu and click **Home**.)

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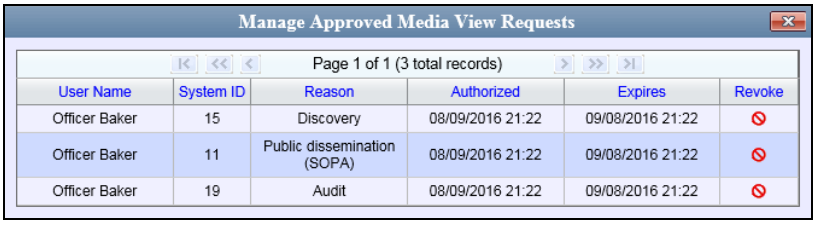
2 Go to the Action column and click **Manage Requests**. The Manage Approved Media View Requests popup displays.




The columns on this popup are described below.

| Manage Approved Media View Requests | |
|---|---|
| **Column** | **Description** |
| User Name | The name of the user who submitted this *viewing request*. |
| System ID | The system identification number of the Body Worn video or snapshot file that the user requested to view. |
| Reason | The reason that the user gave for wanting to view the video or snapshot file identified in the *System ID* column. |
| Authorized | The date and time at which you approved the user's *viewing request*. |
| Expires | The date and time at which the user's *viewing request* will expire. This date is determined by the value in the *Days to allow playback on approved requests* field on the Other form. |
| Revoke | An icon used to revoke the viewing permission that you previously granted the user identified in the *User Name* column. |

3 If you wish to revoke a user's viewing permission, click the ⃠ icon to the right of that request. The Deny Request popup displays, as pictured below. Proceed to the next step.

– OR –

If you do *not* wish to revoke a user's viewing permission, skip to step 6.

4 Enter the reason why you are denying this *viewing request*.

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5 Click **Save**. The system sends a denial notice to the requestor's *Inbox Messages* list, as pictured on page 157. That user will have an opportunity to view your denial reason by clicking the icon.

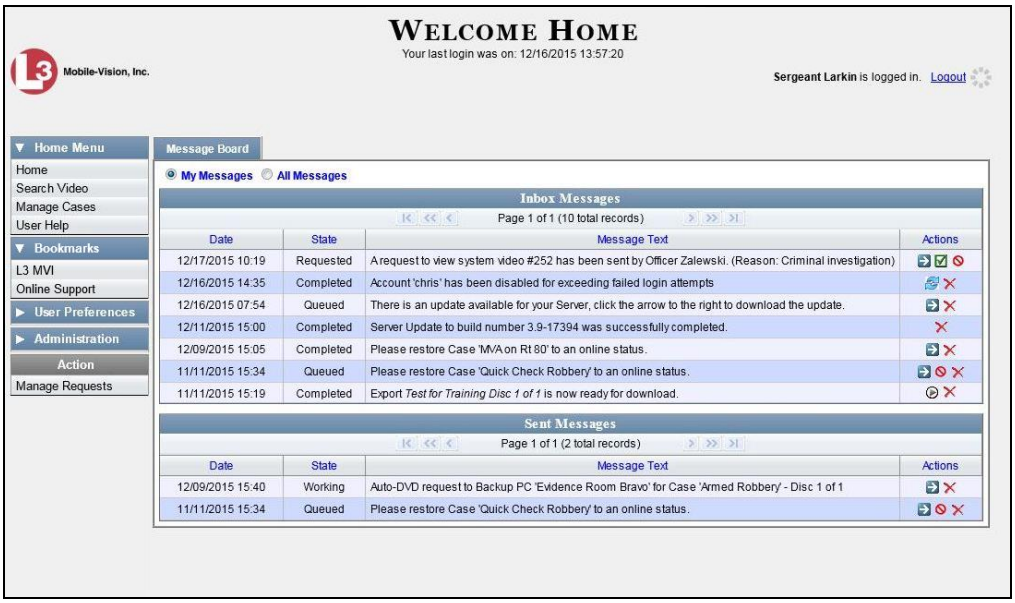
6 When you are finished viewing the active viewing requests, click the in the upper right corner of the popup.

## Revoking an Active Viewing Request

This section describes how to revoke an *active viewing request*, which is an approval granted to an officer to view a Body Worn video or snapshot record within a pre-defined time period. For example, let's say that an officer submitted a viewing request to you on December 1st to view Body Worn video number 241. You reviewed and approved the request, which would have remained in effect until December 30th according to your system settings. However, on December 15th, you received an email from your Chief stating that from now on, only Detectives can access video 241. In that instance, you could use this procedure to revoke that user's video access permission.

For more information on *viewing requests* and how they are used in DEA, see "Body Worn Viewing Requests" on page 152.

1 Make sure the Home page displays. (If necessary, go to ▼ Home Menu and click **Home**.)




2 Go to the Action column and click **Manage Requests**. The Manage Approved Media View Requests popup displays.

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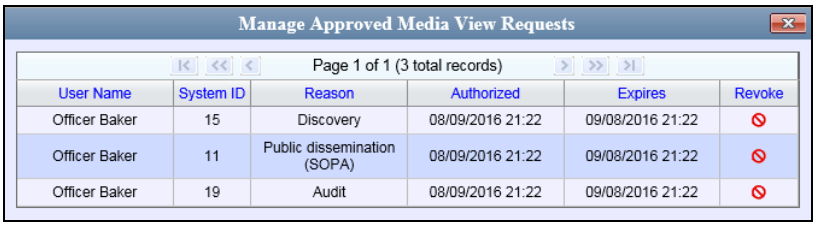


The columns on this popup are described in the table on page 159.

**3** Click the ⊘ icon to the right of the approved *viewing request* you wish to revoke. The Deny Request popup displays.

**4** Enter the reason why you are revoking the user's viewing approval.

**5** Click **Save**. The system sends a denial notice to the requestor's *Inbox Messages* list, as pictured below. That user will have an opportunity to view your denial reason by clicking the ? icon.

**6** Click the ✕ in the upper right corner of the popup to exit this function.

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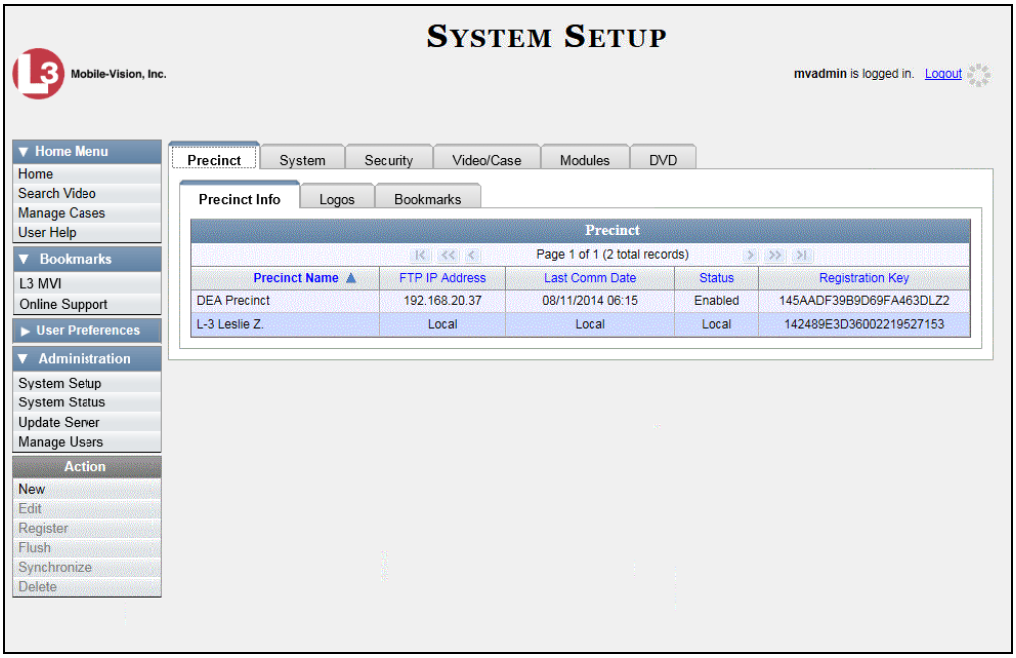
## Changing the Expiration Date for Viewing Approvals

By default, all viewing approvals that you grant your staff members will remain in effect for 30 days. However, you can increase or decrease this number to meet your agency's needs, as described here.

For more information on *viewing requests* and how they are used in DEA, see "Body Worn Viewing Requests" on page 152.

1 Go to ▼ Administration and click **System Setup**. The System Setup page displays.




2 Click the **System** tab.

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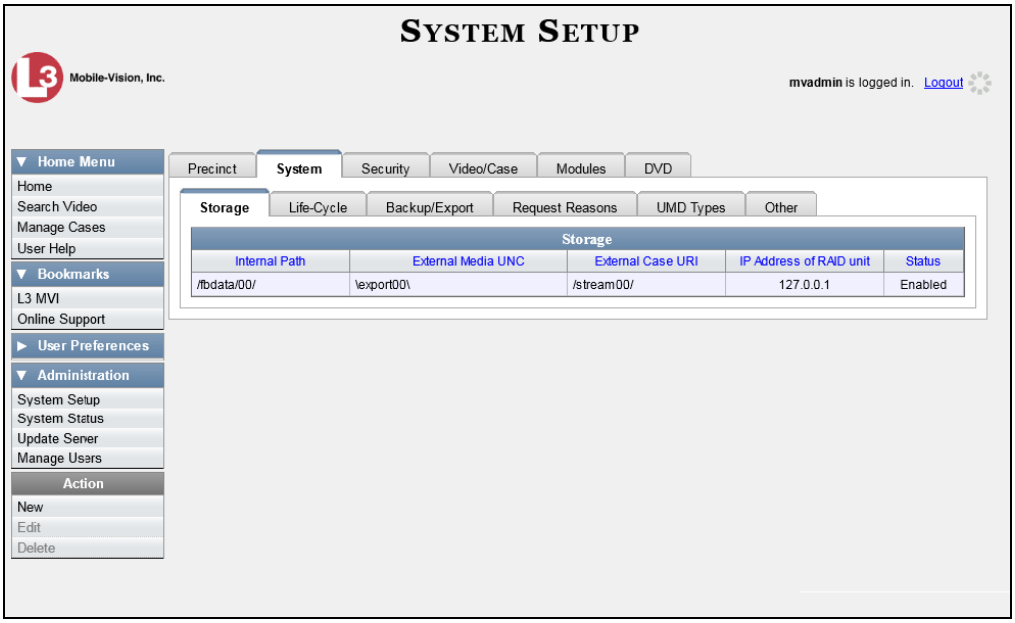
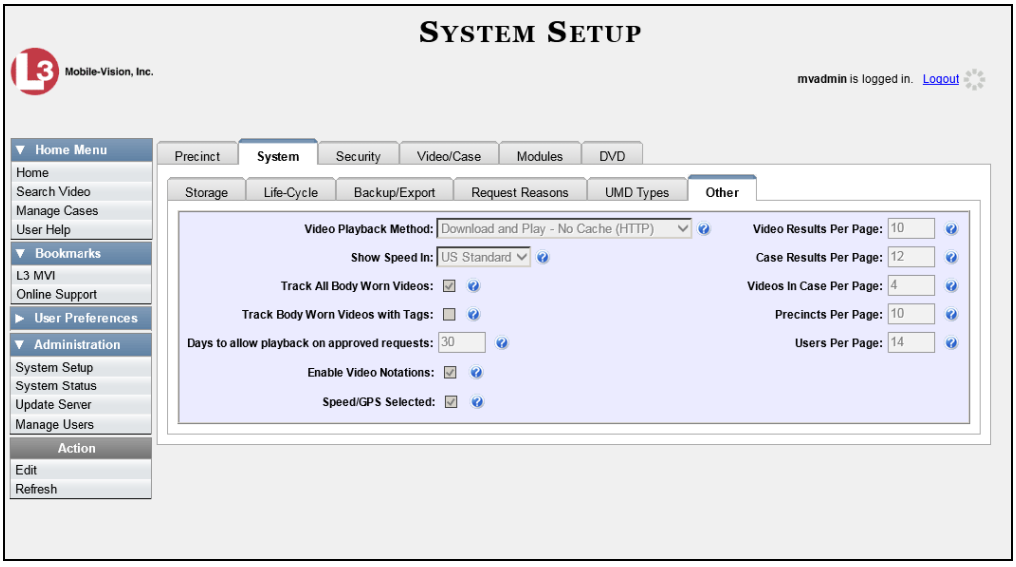



**3** Click the **Other** tab.




**4** Go to the Action column and click **Edit**. The Other popup displays.

*(Continued)*

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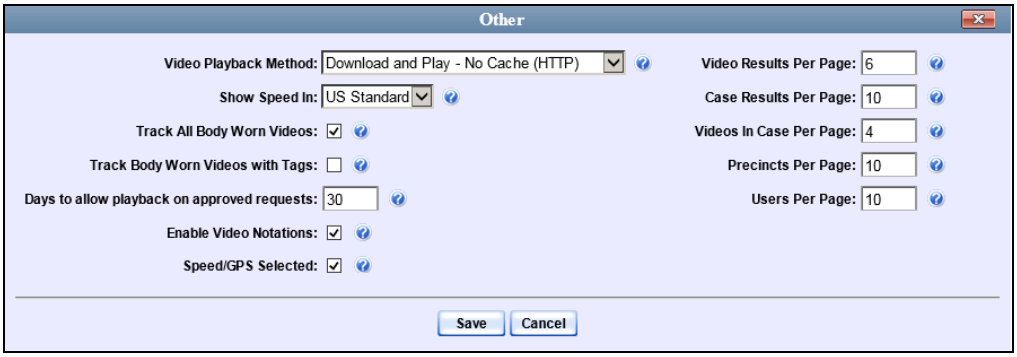


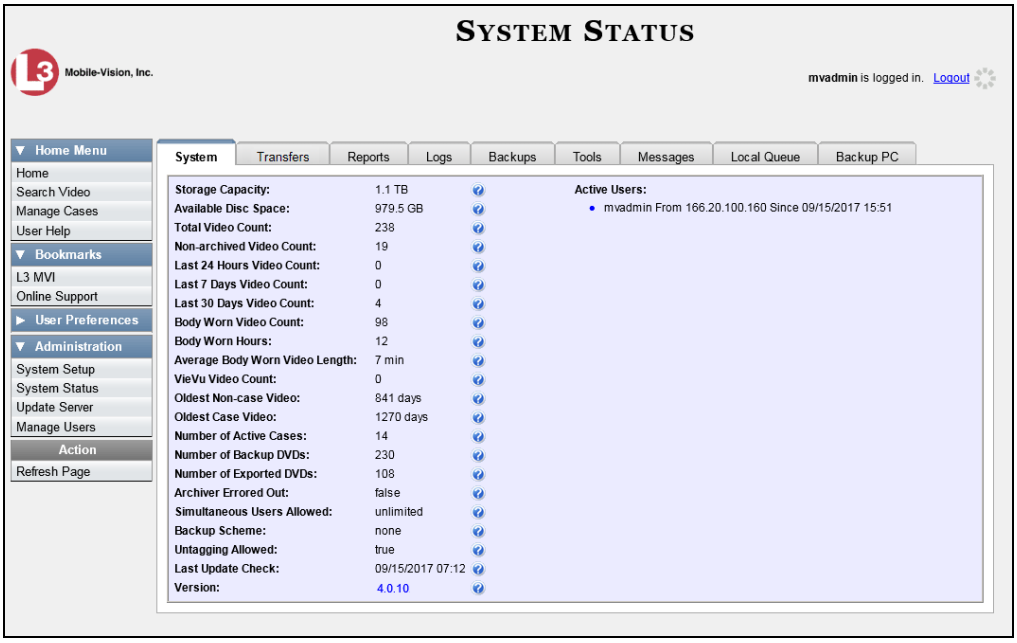

5 Enter a new number in the *Days to allow playback on approved requests* field.

6 Click **Save**.

## Exporting Viewing Request Activity to a Spreadsheet

This section describes how to export viewing request activity to a spreadsheet for use with another application, such as a custom reporting tool. This data includes a list of all Body Worn viewing requests that have been made during a selected time period.

1 Go to ▼ Administration and click **System Status**. The System Status page displays.




2 Click the **Reports** tab.

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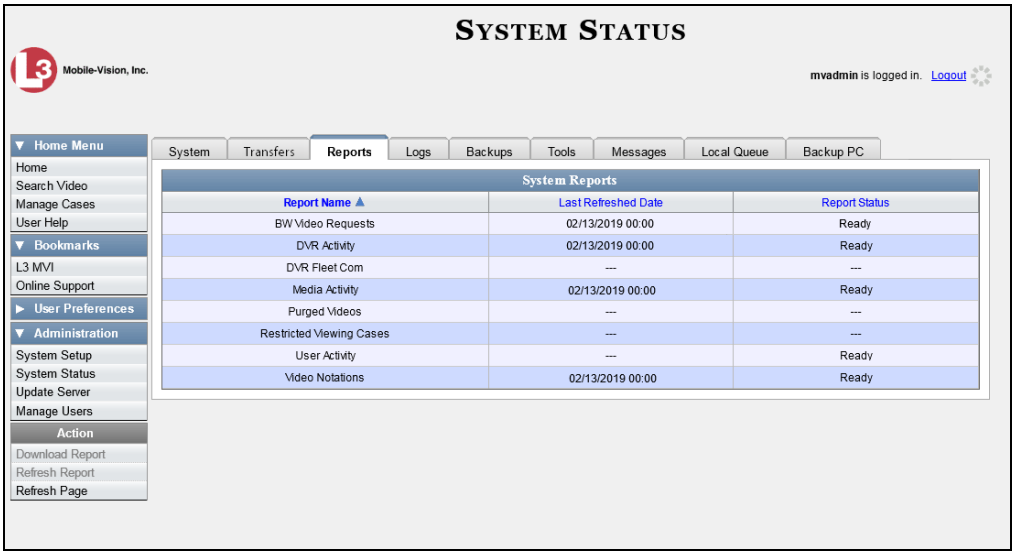
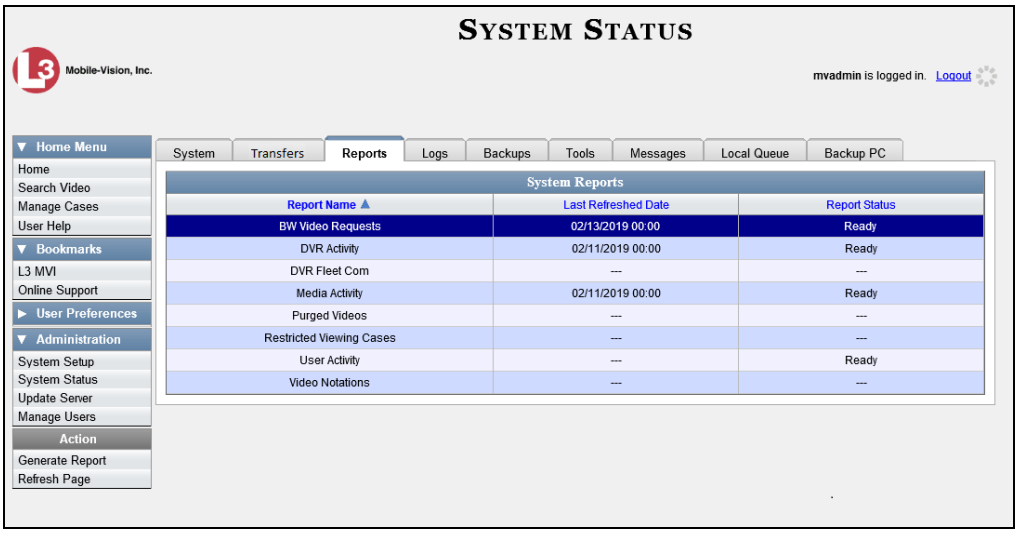
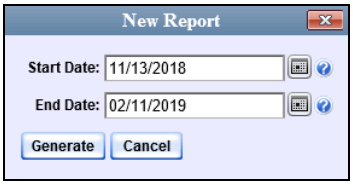



**3** Click on the **BW Video Requests** report to highlight it.




**4** Go the Action column and click **Generate Report**. The New Report popup displays.




**5** Using the *Start Date* and *End Date* fields, enter or select a date range for your report.

*(Continued)*



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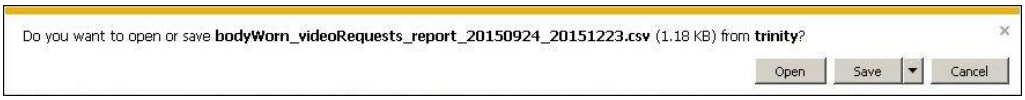
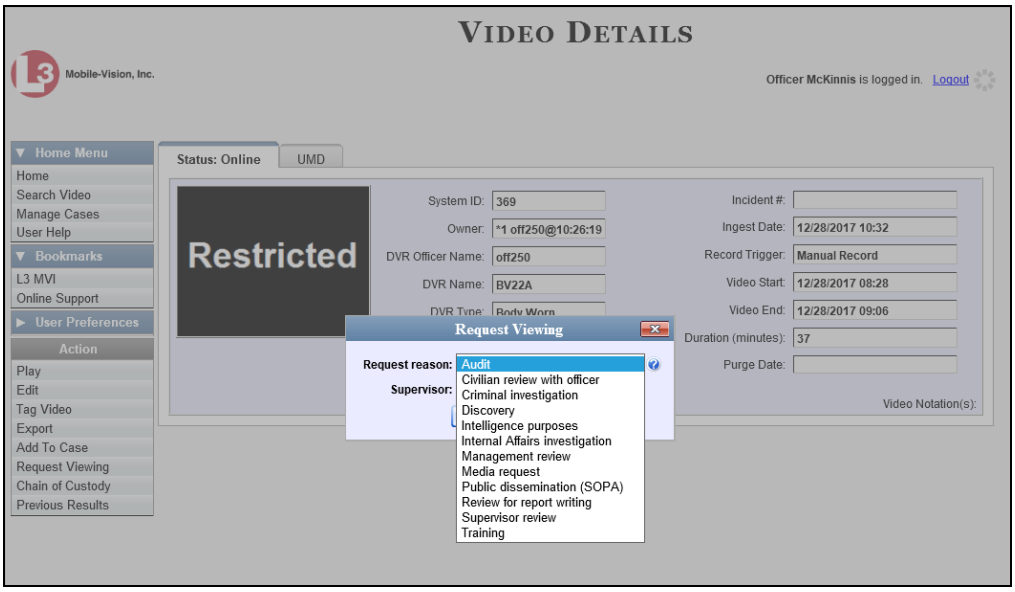
6 Click **Generate**. A Windows message displays.




7 Click **Open**. The report displays in your default spreadsheet application, such as Microsoft Excel.

## Maintaining Viewing Request Reasons

This section describes how to add, change, and/or delete *viewing request reasons*, which are used to populate the *Request Reason* drop-down list on the Request Viewing popup.




These agency-defined reasons are used to help create *viewing requests*, which an officer submits to his supervisor in order to obtain permission to view a Body Worn video or snapshot file. For more information on *viewing requests* and how they are used in DEA, see “Body Worn Viewing Requests” on page 152.

For specific instructions, see:

❒ Adding a Viewing Request Reason, next page
❒ Changing a Viewing Request Reason, page 168
❒ Deleting a Viewing Request Reason, page 170.

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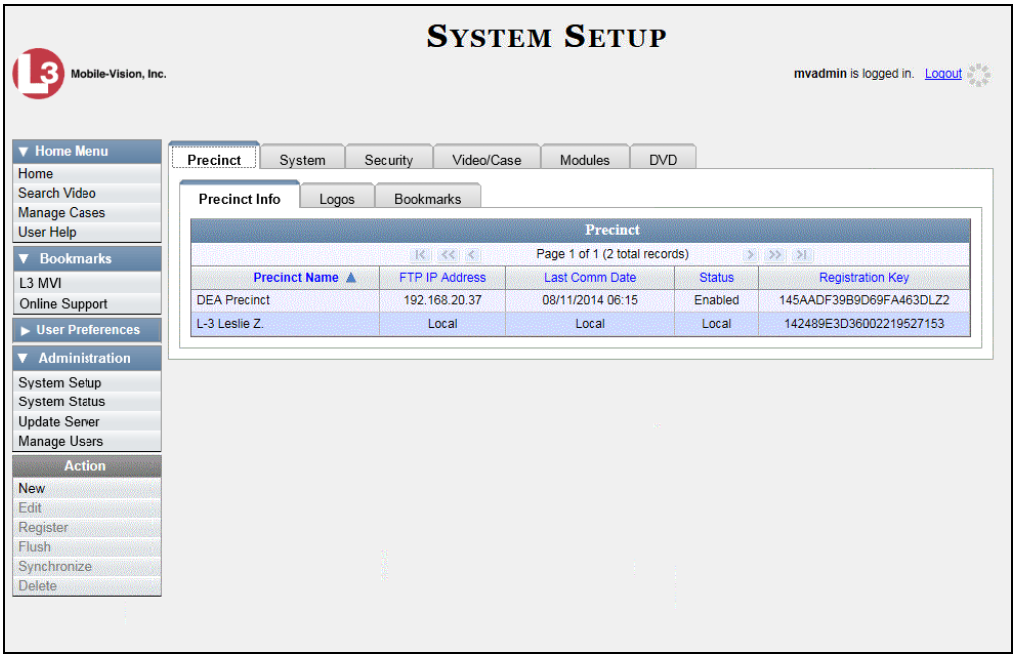
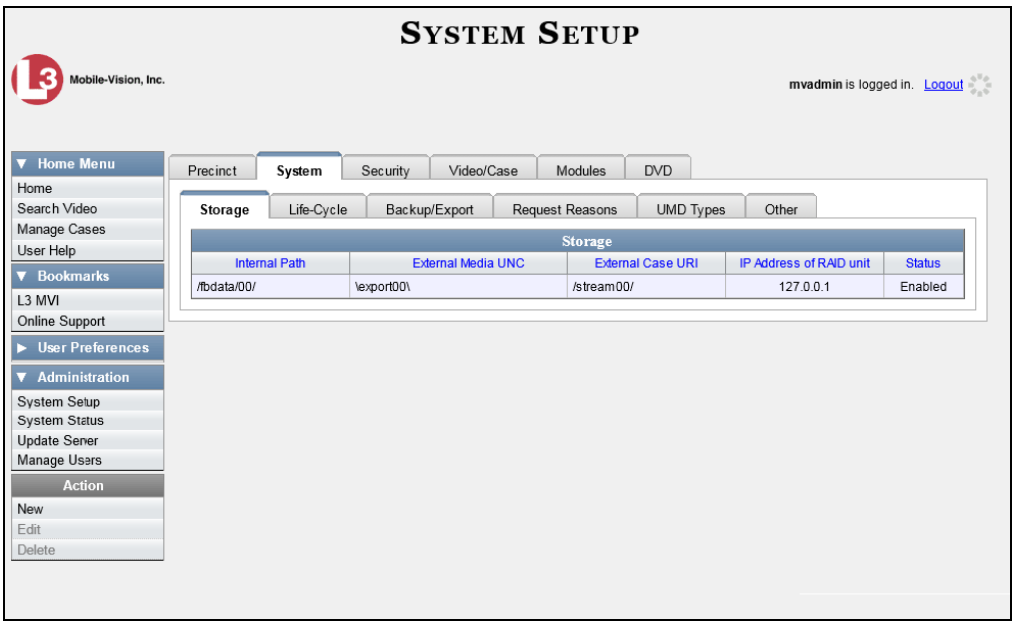
## Adding a Viewing Request Reason

This section describes how to add a new *viewing request reason*. For more on viewing request reasons and how they are used in DEA, see the previous section, "Maintaining Viewing Request Reasons."

1 Go to ▼ Administration and click **System Setup**. The System Setup page displays.




2 Click the **System** tab.



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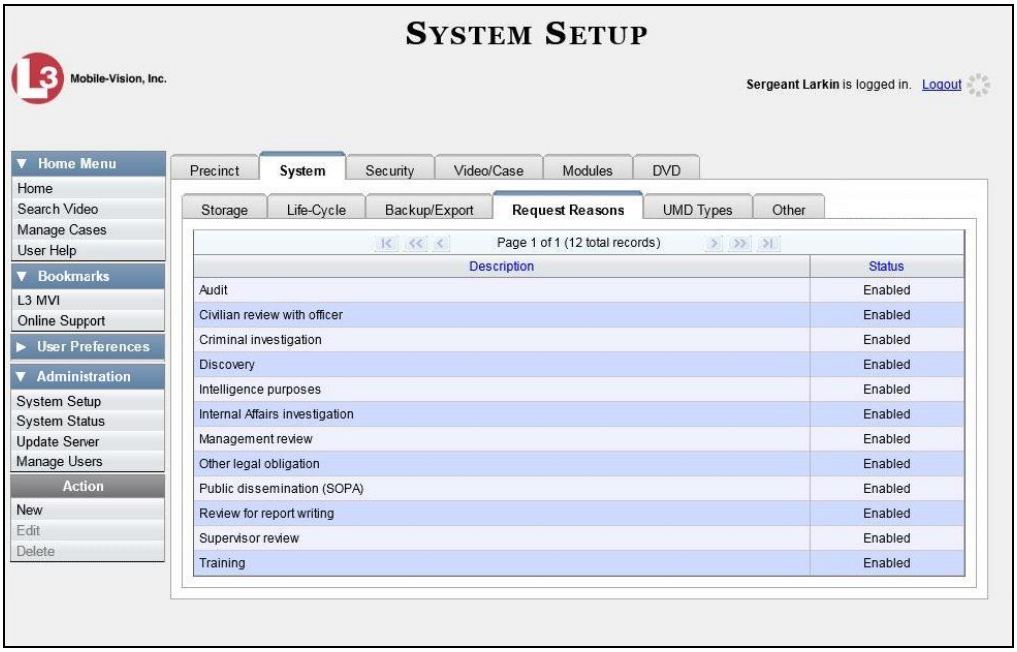
3 Click the **Request Reasons** tab. A list of all existing *viewing request reasons* displays.




4 Go to the Action column and click **New**. The New Request Reason popup displays.

5 Enter a name for the *viewing request reason* in the *Description* field.

6 Click **Save**. The new reason is added to the Reasons list.

## Changing a Viewing Request Reason

This section describes how to update an existing *viewing request reason* record. For more on viewing request reasons and how they are used in DEA, see "Maintaining Viewing Request Reasons" on page 166.

1 Go to ▼ Administration and click **System Setup**. The System Setup page displays.

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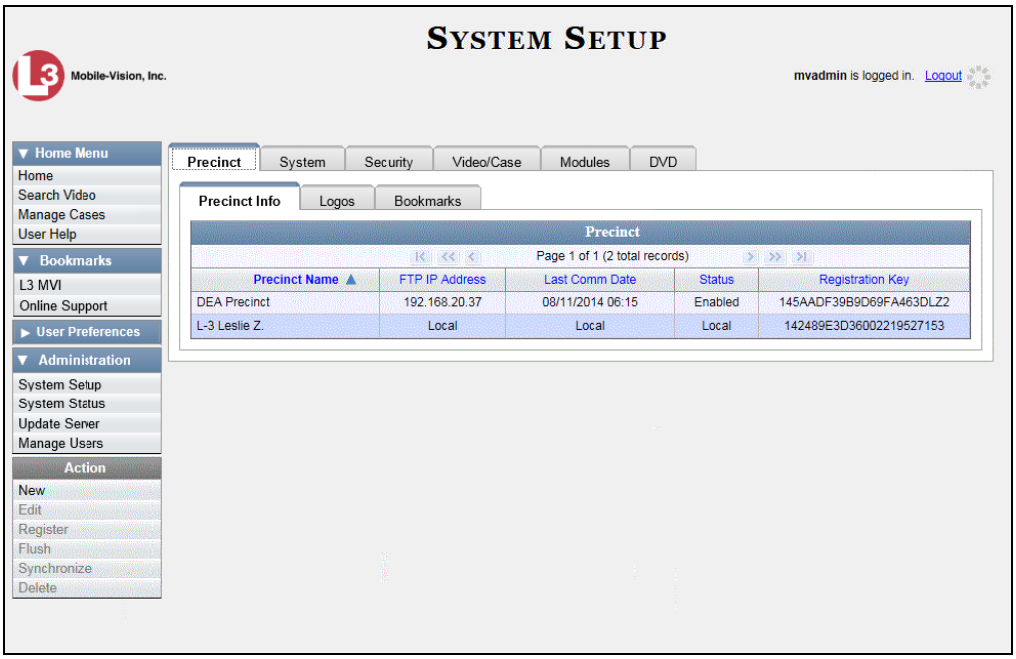
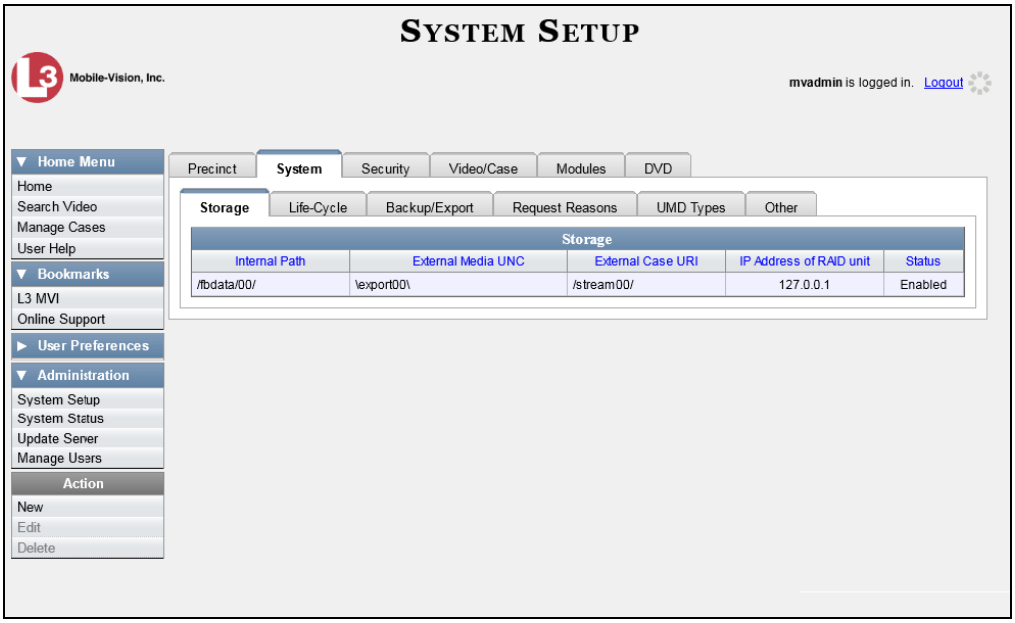



**2** Click the **System** tab.




**3** Click the **Request Reasons** tab, as pictured on the previous page.

**4** Right-click on the record you wish to update, then select **Edit** from the popup menu. The Edit Request Reason popup displays.

*(Continued)*

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5 To change the name of this request reason, enter a new value in the *Description* field. Otherwise proceed to the next field.

6 To change the request reason's *status* (i.e., *disabled* vs. *enabled*), proceed to the next step. Otherwise skip to step 8.

7 To *inactivate* this request reason, select **Disabled** from the *Status* drop-down list.

– OR –

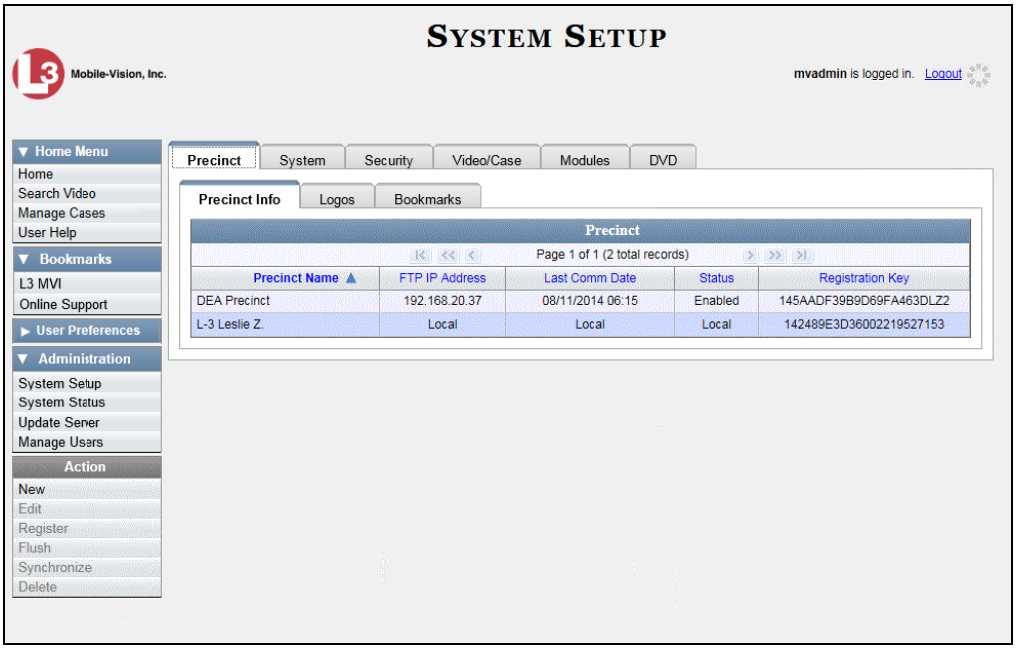
To *activate* this request reason, select **Enabled** from the *Status* drop-down list.

8 Click **Save**.

## Deleting a Viewing Request Reason

This section describes how to delete an existing *viewing request reason* record. For more on viewing request reasons and how they are used in DEA, see "Maintaining Viewing Request Reasons" on page 166.

1 Go to ▼ Administration and click **System Setup**. The System Setup page displays.



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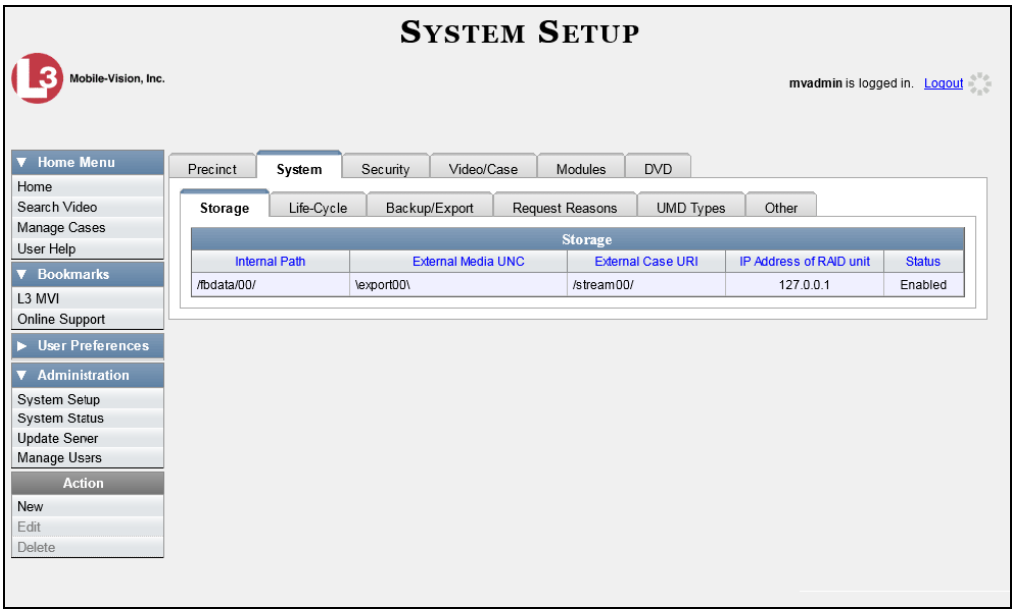
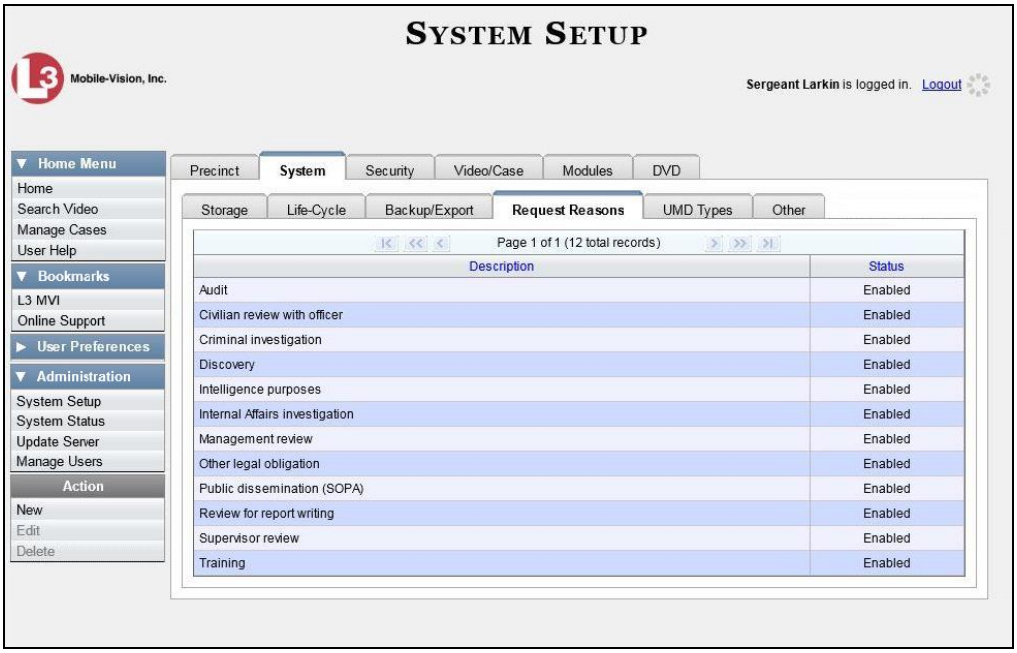
2 Click the **System** tab.




3 Click the **Request Reasons** tab.




4 Right-click on the record you wish to delete, then select **Delete** from the popup menu. A confirmation message displays.

*(Continued)*

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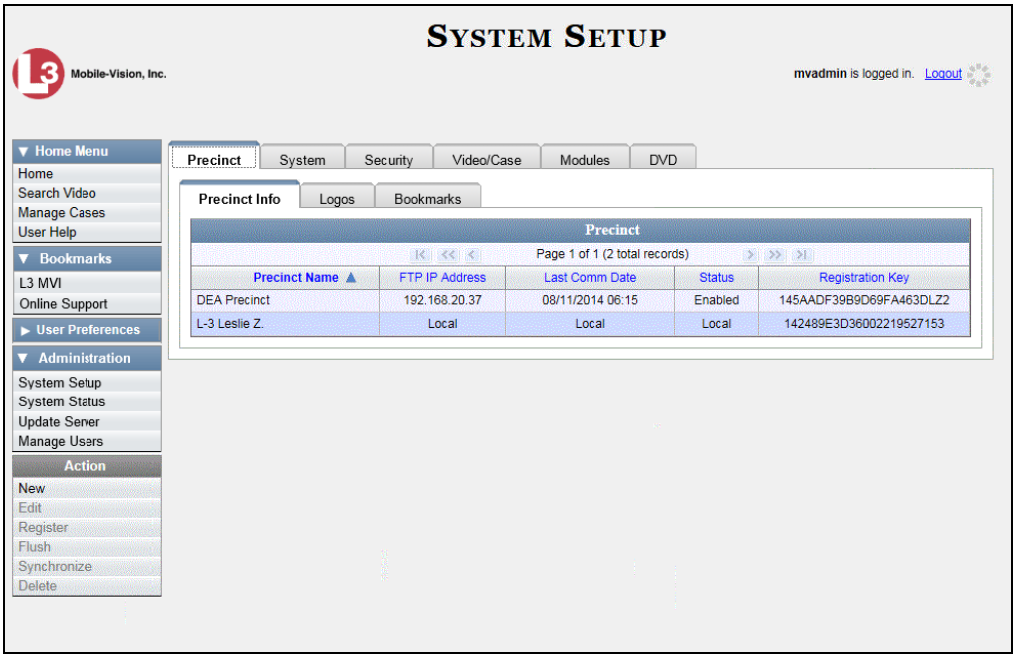
5 Click **Yes**. The selected record is removed from the Reasons list.

## Keeping Offline Video Records on the Server

Normally, when a video reaches the end of its online lifecycle, the system permanently removes its record from the DEA Agency server. However, if desired, you can change a system setting that will cause expired[1] videos to remain in an offline[2] but restorable state indefinitely (see **NOTE** below). The system assigns such videos a category of "purged." As with all offline videos, you will still be able to search for the video and view its Video Details page, but you won't be able to play it, export it, or edit it unless you reactivate it first. (For more on reactivation, see "Reactivating an Offline Video" on page 67).

**NOTE**: You can only restore a video for which there is a backup file, such as on an archive or export disc.

1 Go to ▼ Administration and click **System Setup**. The System Setup page displays.




[1] Media that is too old to be reactivated, based on the *Days to enable restore of backed up media* setting and other system settings

[2] A video status which indicates that some, but not all, of that video's data associated data is available on the server. If a video is offline, you will be able to view its thumbnail image and statistics (category, duration, record reason, etc.), but not the video itself. Also, you cannot export an offline video.

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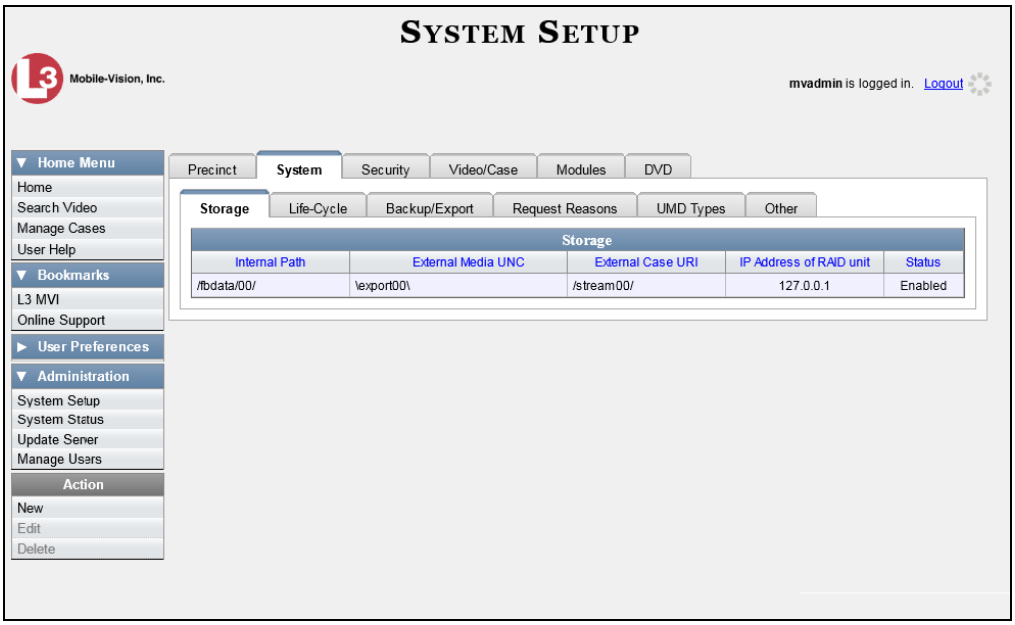
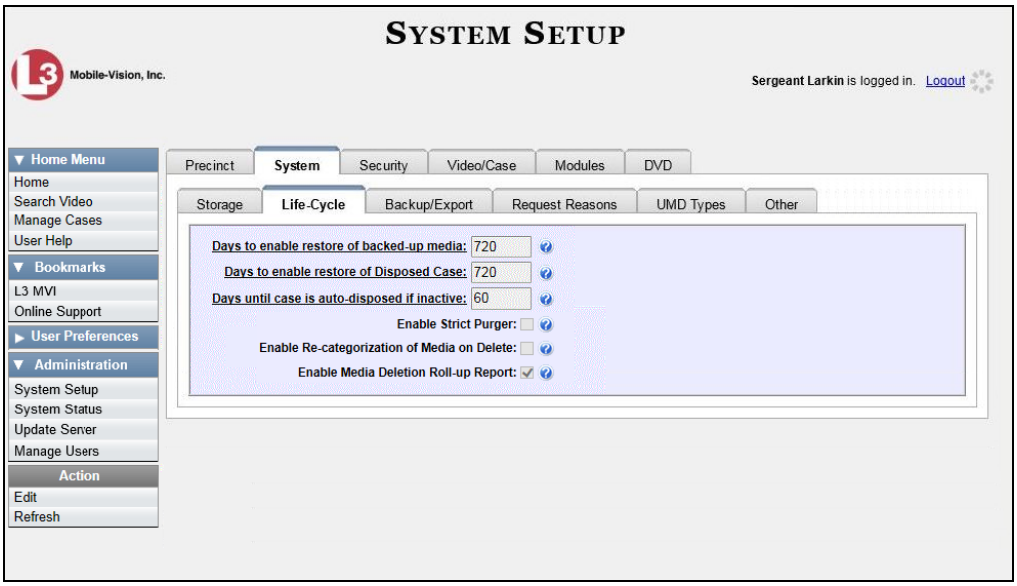
2 Click the **System** tab.




3 Click the **Life-Cycle** tab.




4 Go to the Action column and click **Edit**. The Life-Cycle form displays.

*(Continued)*

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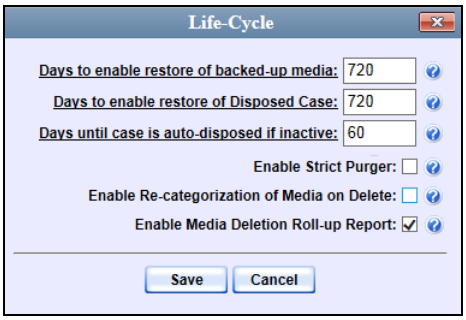


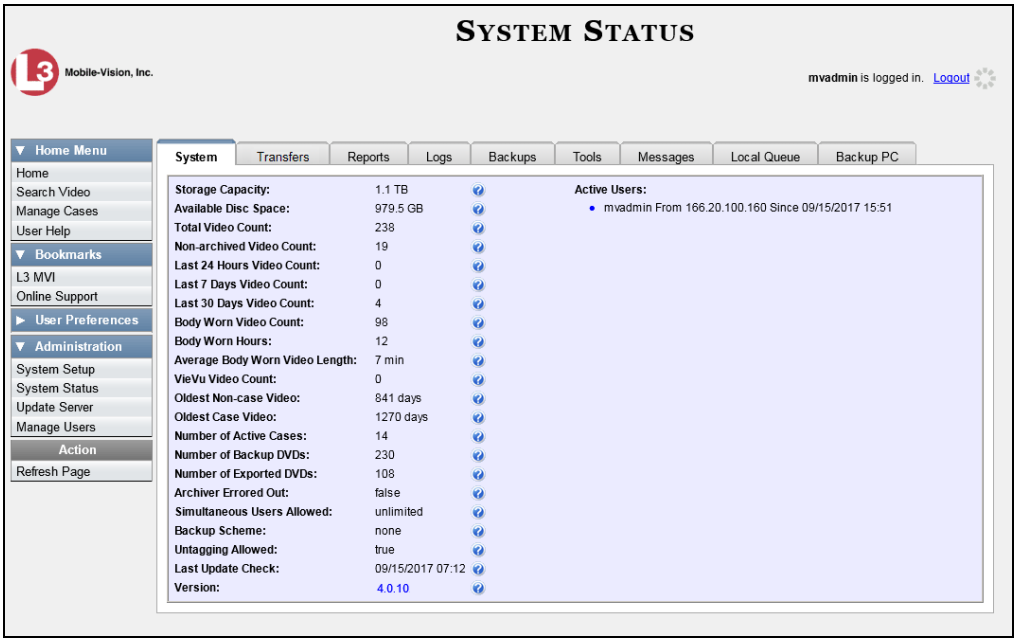

5 Select the *Enable Re-categorization of Media on Delete* checkbox.

6 Click **Save**.

## Generating the Purged Videos Report

This section describes how to generate the Purged Videos Report, which lists all videos with a system-assigned category of "Purged." This category indicates that an expired* video was reclassified as "purged" in order to remain in an *offline* but *re-storable* state on the server. This occurs when the *Enable Re-categorization of Media on Delete* checkbox on the **Life-Cycle** tab is selected.

1 Go to ▼ Administration and click **System Status**. The System Status page displays.




* Media that is too old to be reactivated, based on the *Days to enable restore of backed up media* setting and other system settings.

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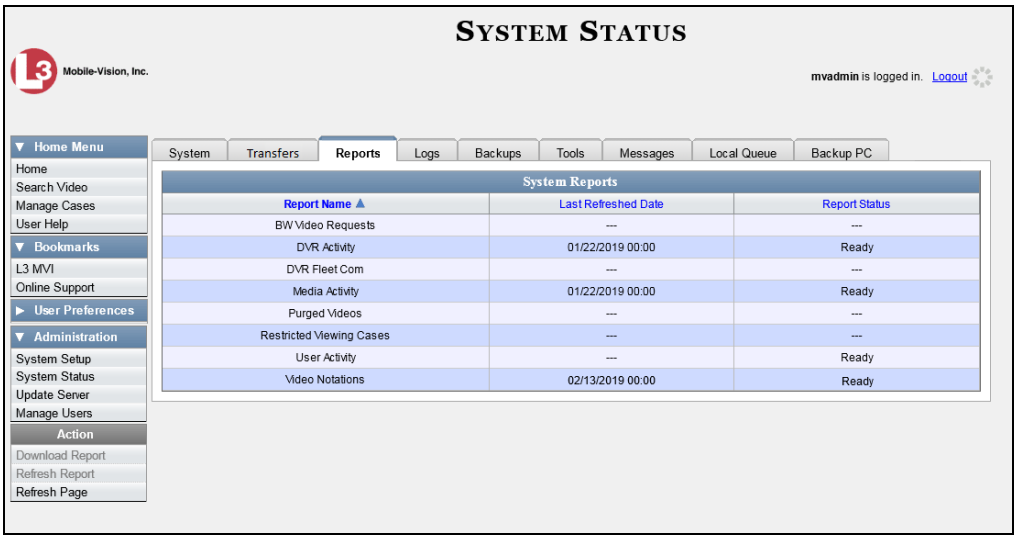
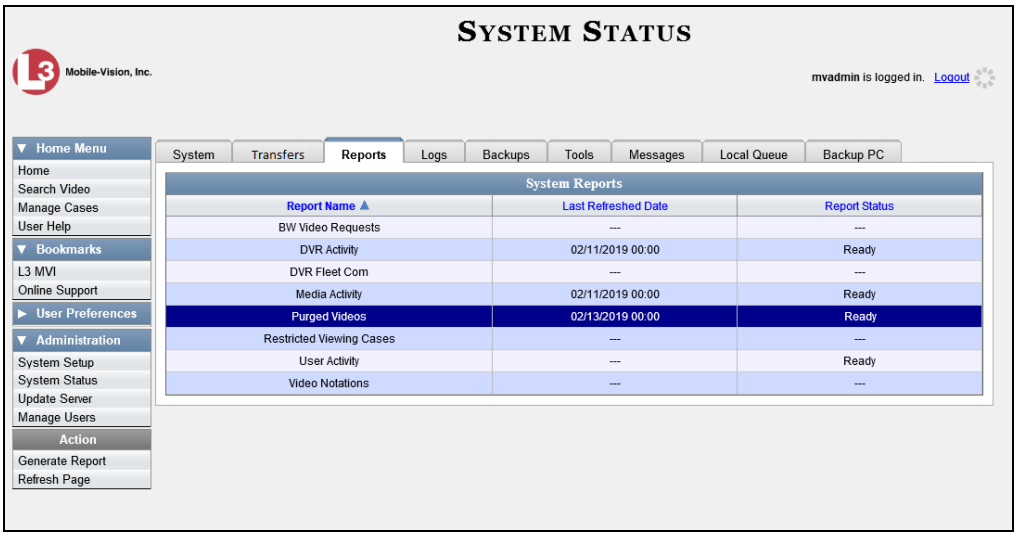
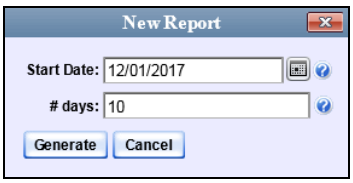
2 Click the **Reports** tab.




3 Click on the **Purged Videos** report to highlight it.




4 Go the Action column and click **Generate Report**. The New Report popup displays.




5 Using the calendar popup, select a start date for the report.

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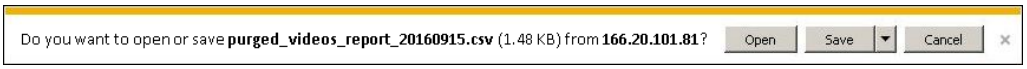
6 Enter the number of days you wish to report on, starting from the date you just selected.

7 Click **Generate**. A Windows message displays.




8 Click **Open**. The report displays in your default spreadsheet application, such as Microsoft Excel.

## Customizing the Video Search Results Page

If desired, your agency can customize the Video Search Results page to display columns of your choosing.

By default, the system displays the following columns:

- ❒ Owner
- ❒ DVR Name
- ❒ Category
- ❒ Duration
- ❒ Video Start (Date/Time)
- ❒ Notes

In addition, you may display some or all of the following columns:

- ❒ System ID
- ❒ DVR Officer Name
- ❒ Incident #
- ❒ Ingest Date
- ❒ Record Trigger
- ❒ Video End (Date/Time)

You can sort on all columns except for the *Duration*, *Notes*, and *Incident #* columns.

1 Go to ▼ Administration and click **System Setup**. The System Setup page displays.

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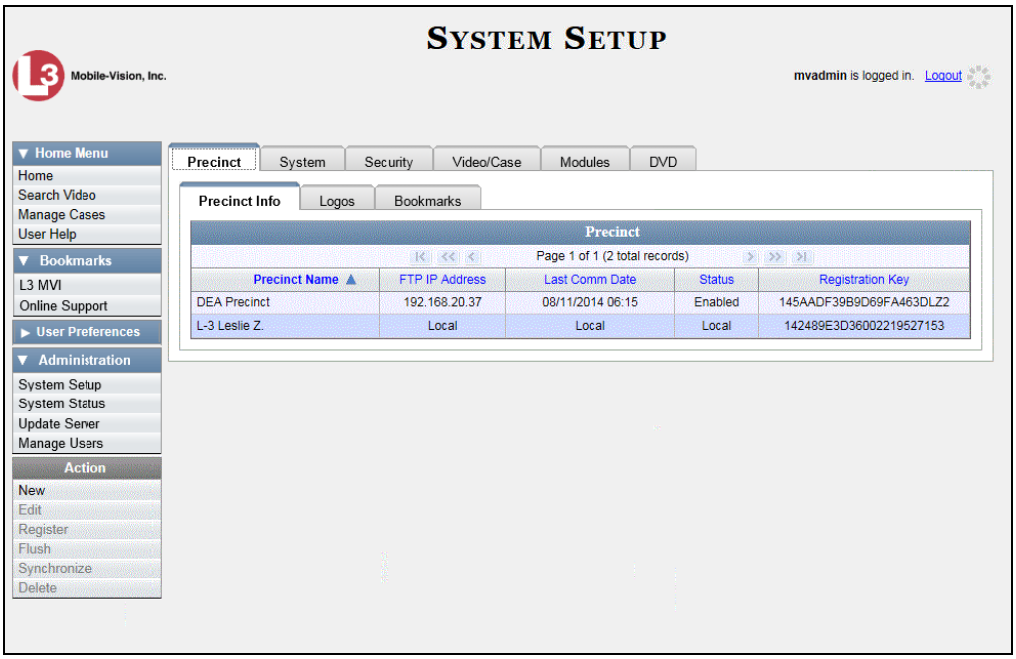
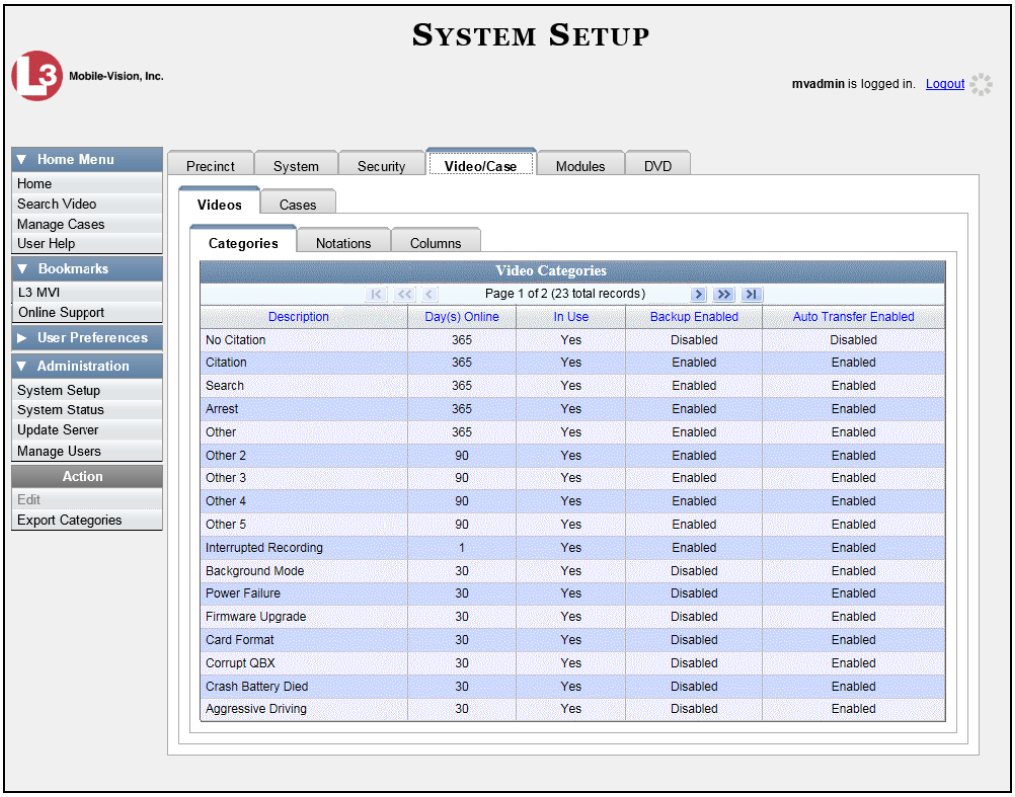



**2** Click the **Video/Case** tab.




**3** Make sure the **Videos** tab is selected.

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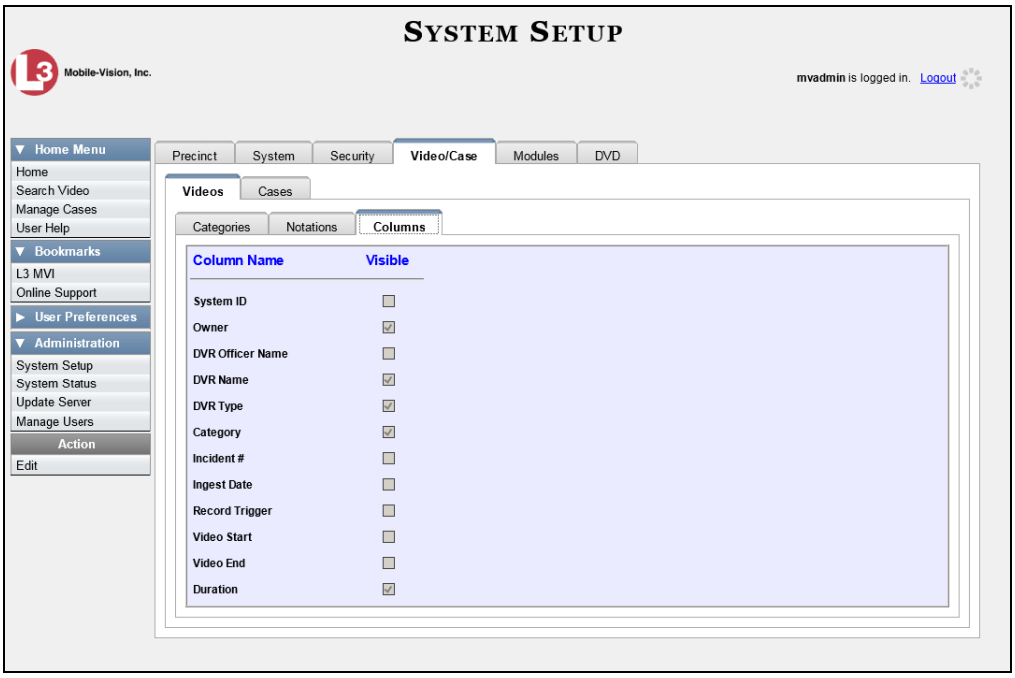
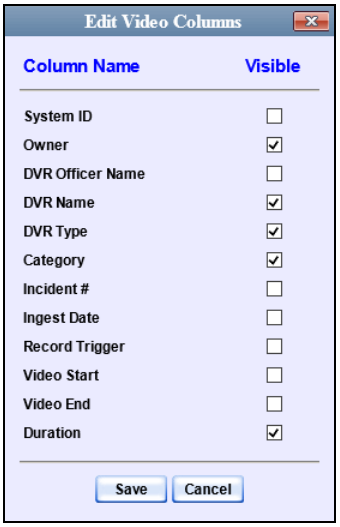
4 Click the **Columns** tab.




5 Go to the Action column and click **Edit**. The Edit Video Columns popup displays.




6 Proceed to the *Visible* column. Select all the column names you wish to *include* on the Video list and deselect all the column names you wish to *exclude* from the Video list.

**HINT**: Since there is a limited amount of space in which to display this data, it is not advisable to select *all* columns. Carefully evaluate which information is most helpful to your agency, then select the appropriate columns.

7 Click **Save**.

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# 3 DVDs

This chapter describes how to create DVDs for backup and/or evidential purposes. This process may be automatic (i.e., system-requested) or manual (i.e., user-requested). This chapter also describes how to update and maintain those system settings that relate to DVDs.

***Certified Backup Discs***

Your DEA Agency software interfaces with a robotic DVD burner or BluRay burner. If archiving is enabled, the system uses this burner to create periodic backup discs based on rules that you set in the application. This process occurs automatically without any action on your part. The automatic archive discs that the disc burner generates are called *Certified Backup Discs*. The sole purpose of these discs is to restore system data at a later date, should the need arise.

***User-Requested Certified Copies***

*User-requested certified copies* are video and/or case files that you burn to DVD on an as-needed basis for evidential and/or backup purposes. The process of copying files for the purpose of creating a DVD is called *exporting*. Therefore this type of disc is sometimes referred to as an "export" disc. The various procedures used to create these discs and the different file formats available for them are explained in this chapter.

Unless otherwise noted, the term **DVD** is used throughout this chapter to refer to *both* DVD and Blu-Ray discs.

For more information, see:


- ❒ Disc Capacity, next page
- ❒ Available File Formats for User-Requested DVDs, next page
- ❒ Burning DVDs, page 184
- ❒ Viewing DVDs, page 245
- ❒ Changing the File Types that are Automatically Archived, page 251
- ❒ Customizing the Consumer DVD Menus, page 254
- ❒ Customizing DVD Labels, 264
- ❒ Viewing the Certified Backups List, 266
- ❒ Downloading a DVD Burn Application to Your PC, 268
- ❒ Validating that a Disc is Unaltered, 273
- ❒ Viewing the DVD Burn Queue, 275
- ❒ Deleting a DVD Burn Request, 280
- ❒ Changing the Default Export Type for DVDs, 282
- ❒ Generating the Video Deletion Roll-Up Report, 284
- ❒ Changing the Default Values for the 'Show GPS' & 'Show Speed' Checkboxes, page 287.


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## Disc Capacity

The storage capacity of your discs will vary depending on the type of disc you select. Blu-Ray discs store the most data, but they also require a special Blu-Ray disc burner. In addition, Blu-Ray discs require a Blu-Ray disc reader or burner to *read* the discs. You can't put a Blu-Ray disc in a DVD drive and read the disc. If you are burning archives to Blu-Ray disc and the only Blu-Ray disc drive you have is in your Bravo robotic disc burner, you'll have to use that Bravo drive to perform all of your restores.

| Type of Disc | Maximum storage capacity |
|---|---|
| Single-layer DVD disc | 4.7 gigabytes |
| Double-layer DVD disc | 8.5 gigabytes |
| Single-layer Blu-Ray disc | 25 gigabytes |
| Double-layer Blu-Ray disc | 50 gigabytes |

When burning discs, please leave approximately 5% of each disc free for system information. For example, if you are burning to a disc that has a maximum storage capacity of 8.5 gigabytes, the data you select for that disc should be approximately eight gigabytes or less.

## Available File Formats for User-Requested DVDs

Depending on your system permissions, there are several file formats that may be available to you:

- ❒ Data DVD Format, below
- ❒ Consumer DVD Format, next page
- ❒ Interchange DVD Format, page 182
- ❒ Uncompressed Format*, page 182
- ❒ FOIA Redacted DVD Format, page 183

You may also wish to review the section titled "DVD File Formats—A Side-by-Side Comparison" in chapter 1.

### Data DVD Format

The *Data DVD Format* is a disc format that is designed to play on any PC DVD player using the Flashback Player.

When you burn a *case* in Data DVD format, the disc may include some or all of the following: *(Continued)*

* Not available for Flashback1 videos



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- ❒ Selected videos from the case
- ❒ General information associated with the case's videos*
- ❒ The Chain of Custody Report
- ❒ Selected media files attached to the case
- ❒ A copy of the Flashback Player (if videos are included).

When you burn *videos* in Data DVD format, the disc will include the following:

- ❒ Selected videos
- ❒ General information associated with the videos*
- ❒ The Chain of Custody Report
- ❒ A copy of the Flashback Player.

Some advantages of data DVDs are that they allow you to:

- ❒ Listen to three audio streams.
- ❒ View images from all cameras.
- ❒ Automatically advance to "Trace Point" placeholders that the officer entered in the video at the time it was recorded.
- ❒ View general information associated with the videos.*
- ❒ View additional information that displays only on the Flashback Player, such as the active video and audio feeds, brake activation, and video trigger.
- ❒ View the Chain of Custody Report.
- ❒ View selected media files for a case.

The disadvantage of Data DVDs is that they require a Windows PC for playback. You cannot play them in a standard consumer DVD player connected to a TV.

For specific instructions, see:

- ❒ Burning a Case to a Data DVD via the Robotic DVD Burner, page 185
- ❒ Burning Video to a Data DVD via the Robotic DVD Burner, page 218
- ❒ Burning a Case to a Data DVD via Your PC's DVD Burner, page 199
- ❒ Burning Video to a Data DVD via Your PC's DVD Burner, page 230.

## Consumer DVD Format

The *Consumer DVD* format disc can be played in any standard consumer DVD player that connects to a TV. This format is useful if, for example, you need to play a video in court on a large screen TV for a jury to see. You can also play a Consumer DVD on a Windows PC or Macintosh equipped with a DVD player and appropriate software.

One advantage of this format is that it comes with a customizable play menu/ submenu. (See "Customizing the Consumer DVD Menus" on page 254.)

The disadvantage of this format is that it lacks the special viewing options available with the Flashback player, as listed in the previous section.

* Officer Name, DVR, Start/End Times, and System ID



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This format requires the Consumer DVD module. This module is available free of charge to all our customers. For assistance in activating this module, contact L3 Mobile-Vision Service.

For specific instructions, see:

- ❒ Burning a Case to a Consumer DVD via the Robotic DVD Burner, page 189
- ❒ Burning Video to a Consumer DVD via the Robotic DVD Burner, page 221
- ❒ Burning a Case to a Consumer DVD via Your PC's DVD Burner, page 202

## Interchange DVD Format

The Interchange format allows you to import videos into various third-party applications, such as video editing software.

Video from VIEVU DVRs will have an extension of **AVI**. Video from *Body*VISION DVRs will have an extension of **MKV**. And video from all other DVRs will have an extension of **MP4**.

The disadvantage of this format is that it lacks the special viewing options available with the Flashback player, as listed in "Data DVD Format" on page 180. Also, because Interchange video is editable, anyone with access to the video could potentially tamper with it. For this reason, converting a video to interchange format effectively breaks the chain of custody.

For specific instructions, see:

- ❒ Burning a Case to an Interchange Format DVD via the Robotic DVD Burner, page 192
- ❒ Burning Video to an Interchange Format DVD via the Robotic DVD Burner, page 224
- ❒ Burning Video to an Interchange Format DVD via Your PC's DVD Burner, page 233.

## Uncompressed DVD Format

The Uncompressed format, also referred to as *decompressed* format, is a file that has the same viewing functions and features as the Data DVD format (see page 180). The difference is that this DVD includes a button that allows you to convert each QBX file into two raw video files: an **MP4** file and a **DV** (digital video) file. You can use these files with third party software, such as video editing or redaction software. The type of file that you need (i.e., MP4 vs. DV) depends on the type of software that you are importing the video into. MP4 files can be imported into most modern software applications, whereas DV files are required for some older applications.

**NOTE**: This format is not available for Flashback1 videos.

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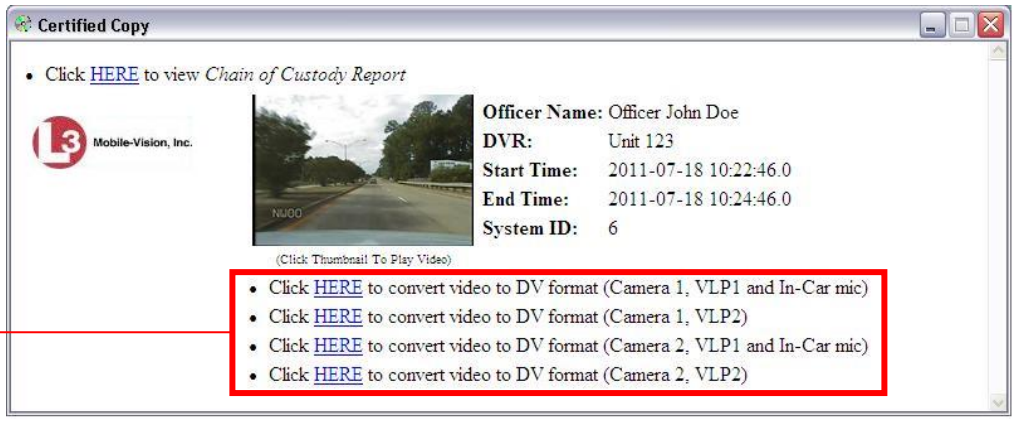
When you click on one of these links, the system generates one MP4 and one DV (digital video) file and places them in a folder on your desktop called 'raw_video'




The advantage of this format is that it gives you all the viewing options available with the Flashback Player, but you can also export raw video into third party applications, including older "legacy" software. The disadvantage of this format is that anyone with access to the raw video could potentially tamper with it. For this reason, converting a video to uncompressed format effectively breaks the chain of custody.

Uncompressed format is not available for Flashback1 videos.

For specific instructions, see:

- ❒ Burning a Case to an Uncompressed Format DVD via the Robotic DVD Burner, page 195
- ❒ Burning Video to an Uncompressed Format DVD via the Robotic DVD Burner, page 227
- ❒ Burning a Case to an Uncompressed Format DVD via Your PC's DVD Burner, page 207
- ❒ Burning Video to an Uncompressed Format DVD via Your PC's DVD Burner, page 237.

## FOIA Redacted DVD Format

The FOIA format gives you the ability to redact video(s) prior to downloading them to your PC or external storage device. If you wish to burn redacted video(s) to DVD, you will have to use your PC's DVD burner, as this format is not supported by the robotic DVD burners.

Video from VIEVU DVRs will have an extension of **AVI**. Video from *Body*VISION DVRs will have an extension of **MKV**. And video from all other DVRs will have an extension of **MP4**.

For specific instructions, see:

- ❒ Burning a Case to an FOIA Redacted DVD via Your PC's DVD Burner, page 210
- ❒ Burning Video to an FOIA Redacted DVD via Your PC's DVD Burner, page 240.

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## Burning DVDs

To burn an evidential or backup DVD, also referred to as an "export" disc, you must forward a burn request to the Backup PC's job queue.

***How long will the disc take to burn?***

Single-layer DVD..... Approximately 30 minutes for a full disc
Double-layer DVD..... Approximately 45 minutes for a full disc
Single- or double-layer Blu-Ray disc..... Variable, depending on your Backup PC's processor speed

**NOTE**: The burn times listed above refer to the time it takes to burn a disc once the job's status changes from *Queued* to *Working*. If your server has a high maximum queue size and there are a number of queued DVD jobs ahead of your job, it could take hours for your job to even start.

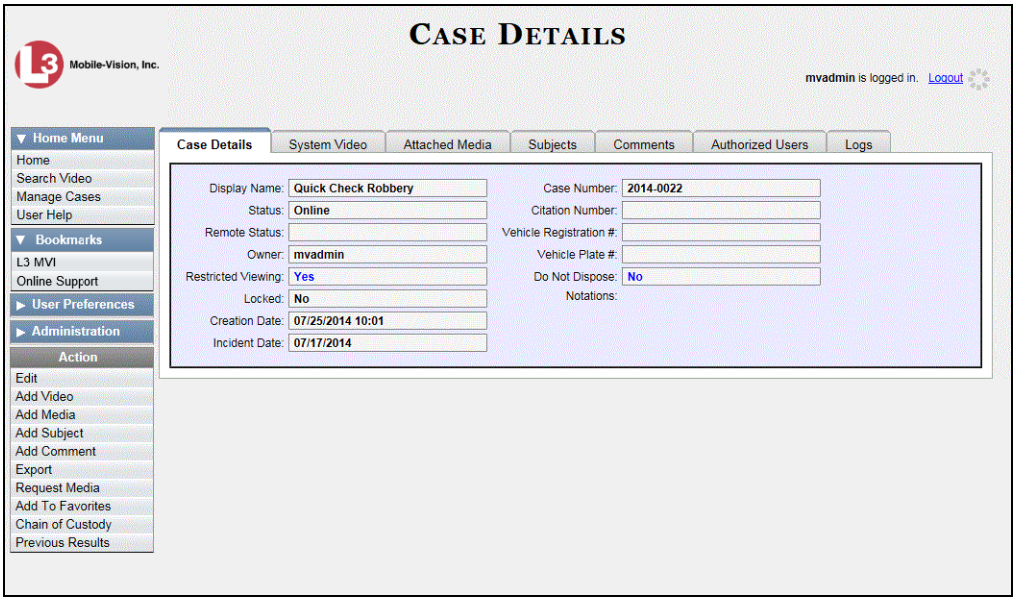
For more information, see:

- ❒ Burning a Case to DVD, below
- ❒ Burning Video to DVD, page 216.

### Burning a Case to DVD

This section describes how to burn a case record to a DVD.

**1** Search for and display the case you wish to burn. (If necessary, review "Searching for Cases" in chapter 4.) The Case Details page displays.




**2** Go to the Action column and click **Export**. The Export Case page displays.

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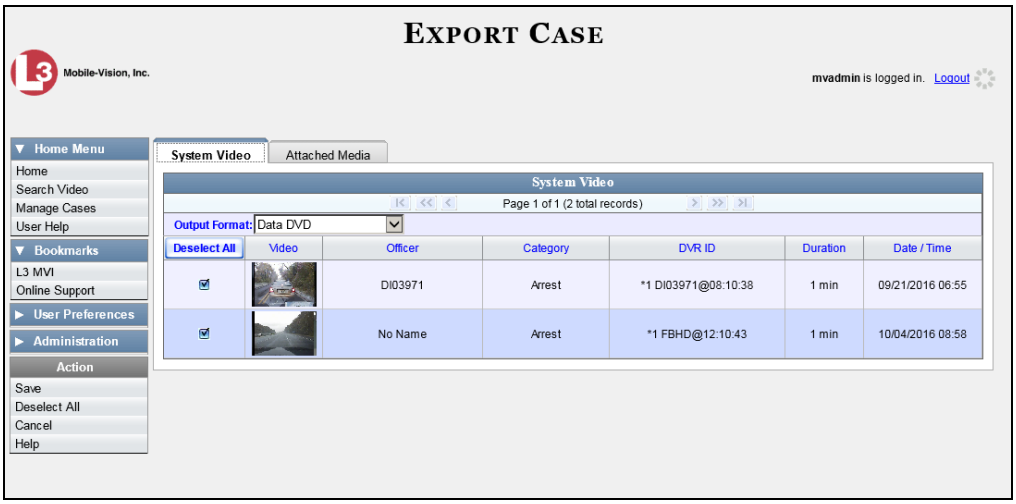


The remaining steps will vary slightly depending on your file format and disk burning method. For further instructions, see:

- ❒ Burning a Case to a Data DVD via the Robotic DVD Burner, below, beginning with step 2
- ❒ Burning a Case to a Consumer DVD via the Robotic DVD Burner, page 189, beginning with step 2
- ❒ Burning a Case to an Interchange Format DVD via the Robotic DVD Burner, page 192, beginning with step 2
- ❒ Burning a Case to an Uncompressed Format DVD via the Robotic DVD Burner, page 195, beginning with step 2
- ❒ Burning a Case to a Data DVD via Your PC's DVD Burner, page 199, beginning with step 2
- ❒ Burning a Case to a Consumer DVD via Your PC's DVD Burner, page 202, beginning with step 2
- ❒ Burning a Case to an Uncompressed Format DVD via Your PC's DVD Burner, page 207, beginning with step 2
- ❒ Burning a Case to an FOIA Redacted DVD via Your PC's DVD Burner, page 210, beginning with step 2.

## Burning a Case to a Data DVD via the Robotic DVD Burner

This section describes how to burn case information to a *Data DVD* using your agency's robotic DVD burner. For a definition of Data DVDs, see "Data DVD Format" on page 180.

If you prefer to burn a case using your PC's DVD burner, see "Burning a Case to a Data DVD via Your PC's DVD Burner" on page 199 instead.

**1** If you have not done so already, display the case you wish to burn, then select the **Export** option. (For detailed instructions, see "Burning a Case to DVD" on page 184.) The Export Case page displays.

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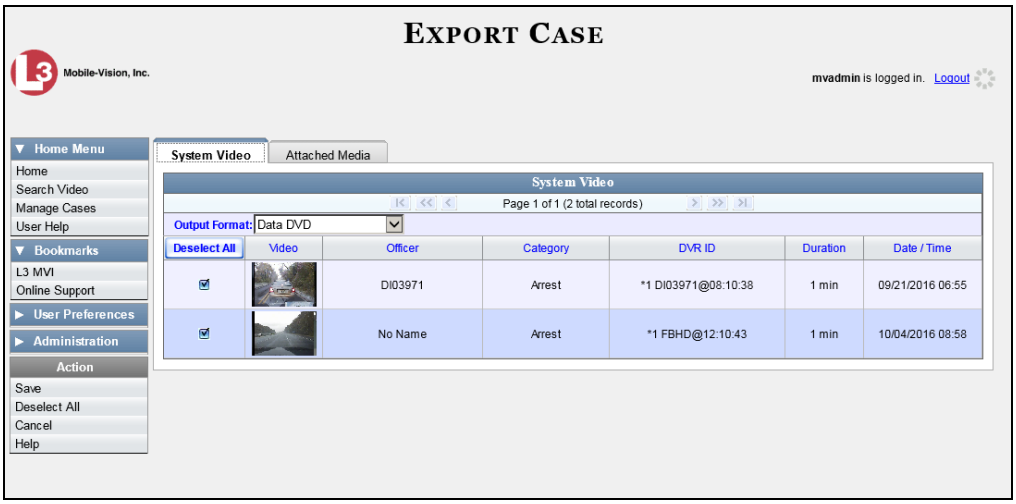



**2** To include all of the case's videos on your DVD (default), proceed to the next step.

– OR –

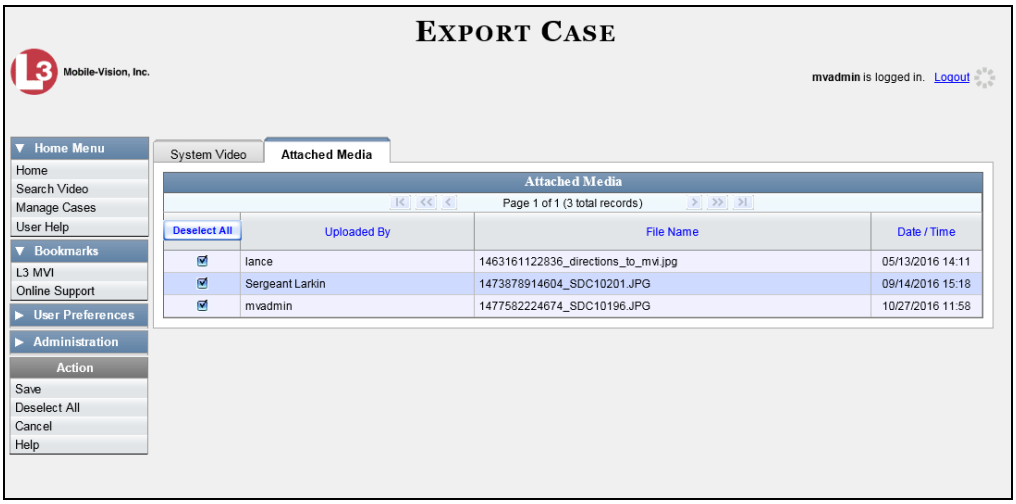
To include some, but not all, of the case's videos on your DVD, deselect the check-box to the left of each video you wish to exclude.

**3** If **Data DVD** displays in the *Output Format* field, proceed to the next step.

– OR –

If **Data DVD** does *not* display in the *Output Format* field, select it from the drop-down list.

**4** If you see the **Attached Media** tab, click on it. Otherwise skip to step 6.



**NOTE**: If any of the file names are "grayed out", it indicates that the media file is missing. That data will therefore not be included in your export.

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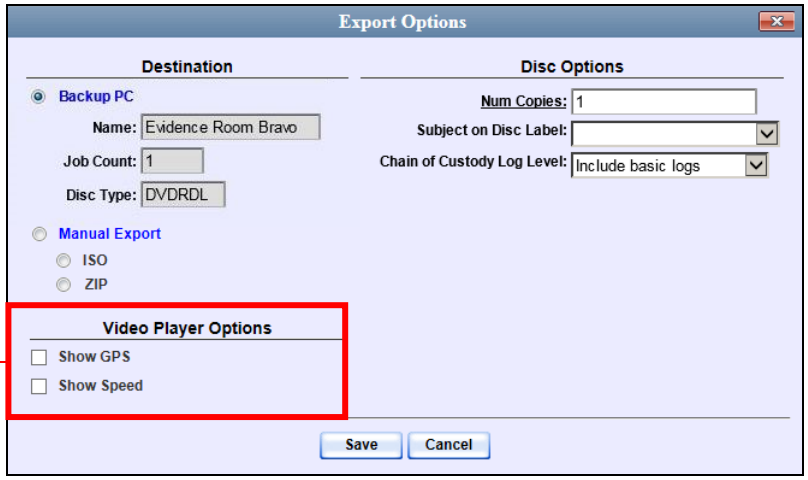
5 To include all of the case's attached media on your DVD (default), proceed to the next step.

– OR –

To include some, but not all, of the case's attached media on your DVD, deselect the checkbox to the left of each file you wish to exclude.

6 Go to the Action column and click **Save**. The Export Options popup displays.




Depending on your user permissions, these checkboxes may or may not display

7 If your agency has only *one* robotic DVD burner, proceed to the next step.

– OR –

If your agency has more than one robotic DVD burner and you wish to use the Backup PC displayed in the *Name* field, proceed to the next step.

– OR –

If your agency has *more than one* robotic DVD burner and you do *not* wish to use the Backup PC displayed in the *Name* field (see **NOTE** below), select a new Backup PC from the drop-down list.

**NOTE**: Whenever you submit a request to burn an export disc, the system will automatically analyze your Backup PC resources to determine which Backup PC has the fewest number of jobs in its queue. It then displays that Backup PC in the *Name* field on the Export Options popup. Although you can override this selection if desired, the system choice will typically give you the fastest burn time.

8 If you want to burn only *one* DVD (default), proceed to the next step.

– OR –

If you want to burn *more than one* DVD, enter the desired quantity in the *Num Copies* field.

9 If the *Subject on Disc Label* field displays on this form, proceed to the next step. Otherwise skip to step 11.

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**10** Select a name from the *Subject on Disc Label* drop-down list. This is the name that will print on the disc label.

**11** If you'd like the Chain of Custody report to include basic logs only (default), proceed to the next step.

– OR –

If you'd like the Chain of Custody report to include basic logs *and* IACP* logs, select **Include IACP logs** from the *Chain of Custody Log Level* drop-down list.

– OR –

If you'd like the Chain of Custody report to include all available logs, select **Include all available logs** from the *Chain of Custody Log Level* drop-down list.

**12** If a Video Player Options section displays in the left corner of the Export Options popup (will include one or two checkboxes), proceed to the next step. Otherwise skip to step 17.

**13** If a *Show GPS* checkbox displays in the Video Player Options section, proceed to the next step. Otherwise skip to step 16.

**14** If you want this case/video export to include GPS data with the Flashback Player (displays during video playback, as pictured left), select the *Show GPS* checkbox. Otherwise proceed to the next step.

**15** If a *Show Speed* checkbox displays in the Video Player Options section, proceed to the next step. Otherwise skip to step 17.

**16** If you want this case/video export to include vehicle speed data with the Flashback Player (displays in the GPS section during video playback, as pictured left), select the *Show Speed* checkbox. Otherwise proceed to the next step.

**17** Click **Save**. The system places your burn request in the burn queue and displays a status message on your Home Page under *Sent Messages*.

When your request reaches the top of the list, the robotic DVD burner will automatically burn the DVD. A status message will then appear on your Home Page under *Inbox Messages* notifying you that the job is complete.

Once you see the *Completed* message in your *Inbox*, you may retrieve the disc from your burner's output tray.

* International Association of Chiefs of Police



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## Burning a Case to a Consumer DVD via the Robotic DVD Burner

This section describes how to burn selected videos from a case to a *Consumer DVD* using your agency's robotic DVD burner. For a definition of Consumer DVDs, see "Consumer DVD Format" on page 181.

Your burn time will be approximately three hours per 120 minutes of video.

**NOTE**: You can only create Consumer DVDs using single- or double-layer DVDs, *not* Blu-Ray discs.

1 If you have not done so already, display the case you wish to burn, then select the **Export** option. (For detailed instructions, see "Burning a Case to DVD" on page 184.) The Export Case page displays.

2 Go to the *Output Format* field and select **Consumer DVD** from the drop-down list. Two new columns display: *Video Source* and *Audio Source*. (see no. **1** below).

Notice the message in the upper right corner (see no. **2** above). This display indicates

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what the current and maximum length for your DVD is.

**3** To include all of the case's videos on your DVD (default), proceed to the next step.

– OR –

To include some, but not all, of the case's videos on your DVD, deselect the checkbox to the left of each video you wish to exclude.

**4** If the word "Camera" displays in the *Video Source* column, proceed to the next step.

– OR –

If two checkboxes display in the *Video Source* column, select the camera views you wish to include for each video, as described below.

| Video Source Setting | Description |
|---|---|
| ☑ Front<br>☐ Rear | Copy only the video recorded from Camera Channel 1 (forward facing zoom camera). |
| ☐ Front<br>☑ Rear | Copy only the video recorded from Camera Channel 2 (Backseat and/or Bullet cameras). |
| ☑ Front<br>☑ Rear | Copy the video that was recorded from *both* Camera Channel 1 and Camera Channel 2. When you choose this option, the system will burn two separate video files on the DVD that will appear as separate menu items. This doubles your DVD space requirement. |

**5** If the word "Camera" displays in the *Audio Source* column, proceed to the next step.

– OR –

If two checkboxes display in the *Audio Source* column, select the audio sources that you wish to include for each video. You may select up to two audio sources for each video, as described below. These audio tracks will play concurrently when watching the video.

- ❒ *VLP1*. The audio from the wireless microphone that's connected to your Flashback's VLP 1 port (default).
- ❒ *VLP2*. The audio from the wireless microphone that's connected to your Flashback's VLP 2 port, if applicable
- ❒ *In Car*. The audio from your in-car microphone.

**6** Go to the Action column and click **Save**. The Export Options popup displays.

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**7** If your agency has only *one* robotic DVD burner, proceed to the next step.

– OR –

If your agency has more than one robotic DVD burner and you wish to use the Backup PC displayed in the *Name* field, proceed to the next step.

– OR –

If your agency has *more than one* robotic DVD burner and you do *not* wish to use the Backup PC displayed in the *Name* field (see **NOTE** below), select a new Backup PC from the drop-down list.

**NOTE**: Whenever you submit a request to burn an export disc, the system will automatically analyze your Backup PC resources to determine which Backup PC has the fewest number of jobs in its queue. It then displays that Backup PC in the *Name* field on the Export Options popup. Although you can override this selection if desired, the system choice will typically give you the fastest burn time.

**8** If you want to burn only *one* DVD (default), proceed to the next step.

– OR –

If you want to burn *more than one* DVD, enter the desired quantity in the *Num Copies* field.

**9** If the *Subject on Disc Label* field displays on this form, proceed to the next step. Otherwise skip to step 11.

**10** Select a name from the *Subject on Disc Label* drop-down list. This is the name that will print on the disc label.

**11** Click **Save**. The system places your burn request in the burn queue and displays a status message on your Home Page under *Sent Messages*.

When your request reaches the top of the list, the robotic DVD burner will automatically burn the DVD. A status message will then appear on your Home Page under *Inbox Messages* notifying you that the job is complete.

Once you see the *Completed* message in your *Inbox*, you may retrieve the disc from your burner's output tray.

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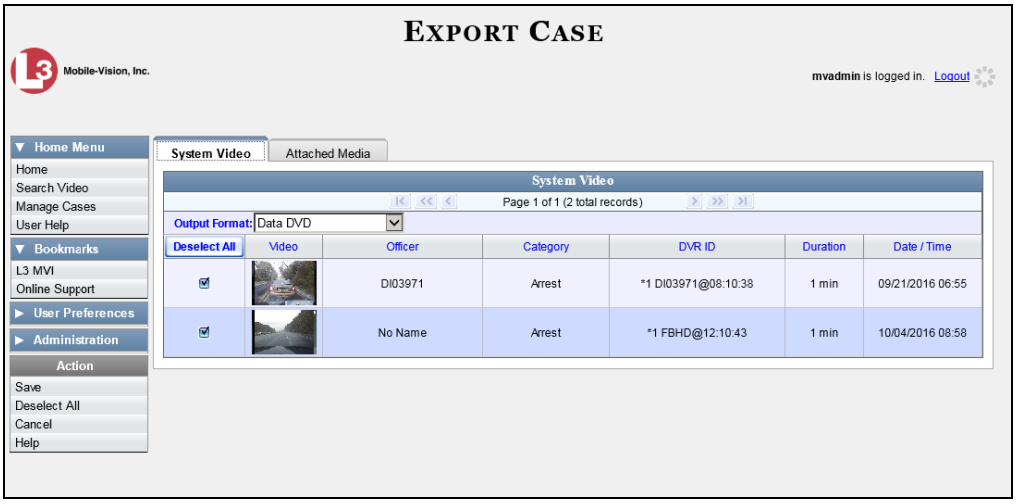
## Burning a Case to an Interchange Format DVD via the Robotic DVD Burner

This section describes how to burn selected videos from a case to an *Interchange Format* DVD using your agency's robotic DVD burner. For a description of this format, see "Interchange Data Format" on page 182.

**WARNING**: Once a video has been exported in interchange format, its authenticity can no longer be verified. Such video can be edited and tampered with using commercial video editing software.

1 If you have not done so already, display the case you wish to burn, then select the **Export** option. (For detailed instructions, see "Burning a Case to DVD" on page 184.) The Export Case page displays.




2 To include all of the case's videos on your DVD (default), proceed to the next step.

– OR –

To include some, but not all, of the case's videos on your DVD, deselect the checkbox to the left of each video you wish to exclude.

3 Go to the *Output Format* field and select **Interchange Format** from the drop-down list. Two new columns display: *Video Source* and *Audio Source*.

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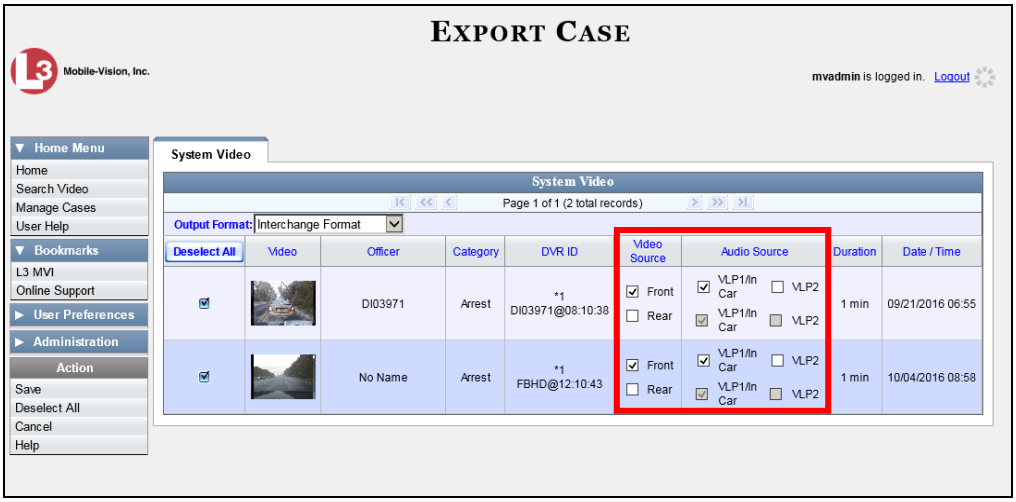


**4** If the word "Camera" displays in the *Video Source* column, proceed to the next step.

– OR –

If two checkboxes display in the *Video Source* column, select the camera views you wish to include for each video, as described below.

| Video Source Setting | Description |
|---|---|
| ☑ Front<br>☐ Rear | Copy only the video recorded from Camera Channel 1 (forward facing zoom camera). |
| ☐ Front<br>☑ Rear | Copy only the video recorded from Camera Channel 2 (Backseat and/or Bullet cameras). |
| ☑ Front<br>☑ Rear | Copy the video that was recorded from *both* Camera Channel 1 and Camera Channel 2. When you choose this option, the system will burn two separate video files on the DVD that will appear as separate menu items. This doubles your DVD space requirement. |

**5** If the word "Camera" displays in the *Audio Source* column, proceed to the next step.

– OR –

If two checkboxes display in the *Audio Source* column, select the audio source that you wish to include for each video, as described below.

- ❒ VLP1/In Car. The audio from the wireless microphone that's connected to your Flashback's VLP 1 port *and* the audio from your in-car microphone (default). *See note on the next page*.
- ❒ VLP2. The audio from the wireless microphone that's connected to your Flashback's VLP 2 port, if applicable.

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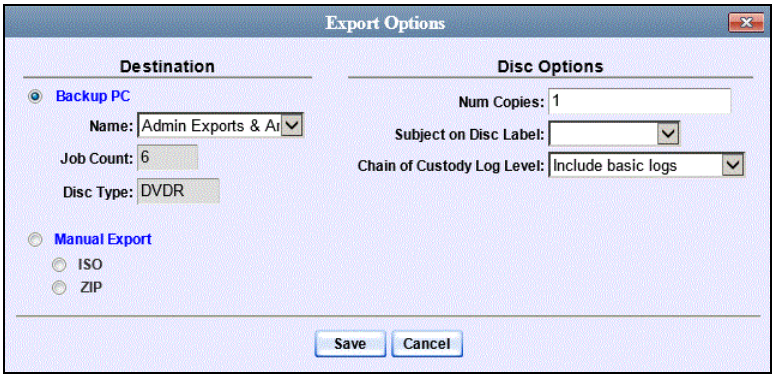
**Note on Flashback Audio Playback**: If you choose the **VLP1/In Car** audio setting, you will be able to toggle back and forth between two audio streams: the stream from the wireless microphone that's connected to your Flashback's VLP 1 port, and the stream from your in-car microphone. On your DVD player, the *VLP1* audio stream is available on the *left* stereo channel, and the *In Car* audio stream is available on the *right* stereo channel. You can use the balance controls on your DVD player to switch back and forth between these two streams.

If you choose the **VLP2** audio setting, the audio stream from the wireless microphone that's connected to your Flashback's VLP 2 port will be available on your DVD player's *left* stereo channel, and the *right* stereo channel will be mute.

**6** Go to the Action column and click **Save**. The Export Options popup displays.




**7** If your agency has only *one* robotic DVD burner, proceed to the next step.

– OR –

If your agency has more than one robotic DVD burner and you wish to use the Backup PC displayed in the *Name* field, proceed to the next step.

– OR –

If your agency has *more than one* robotic DVD burner and you do *not* wish to use the Backup PC displayed in the *Name* field (see **NOTE** below), select a new Backup PC from the drop-down list.

**NOTE**: Whenever you submit a request to burn an export disc, the system will automatically analyze your Backup PC resources to determine which Backup PC has the fewest number of jobs in its queue. It then displays that Backup PC in the *Name* field on the Export Options popup. Although you can override this selection if desired, the system choice will typically give you the fastest burn time.

**8** If you want to burn only *one* DVD (default), proceed to the next step.

– OR –

If you want to burn *more than one* DVD, enter the desired quantity in the *Num Copies* field.

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9 If the *Subject on Disc Label* field displays on this form, proceed to the next step. Otherwise skip to step 11.

10 Select a name from the *Subject on Disc Label* drop-down list. This is the name that will print on the disc label.

11 If you'd like the Chain of Custody report to include basic logs only (default), proceed to the next step.

– OR –

If you'd like the Chain of Custody report to include basic logs *and* IACP* logs, select **Include IACP logs** from the *Chain of Custody Log Level* drop-down list.

– OR –

If you'd like the Chain of Custody report to include all available logs, select **Include all available logs** from the *Chain of Custody Log Level* drop-down list.

12 Click **Save**. The system places your burn request in the burn queue and displays a status message on your Home Page under *Sent Messages*.

When your request reaches the top of the list, the robotic DVD burner will automatically burn a disc for you. A status message will then appear on your Home Page under *Inbox Messages* notifying you that the job is complete.

Once you see the *Completed* message in your *Inbox*, you may retrieve the disc from your burner's output tray.

## Burning a Case to an Uncompressed Format DVD via the Robotic DVD Burner

This section describes how to burn case information to an *Uncompressed Format DVD* using your agency's robotic DVD burner. An Uncompressed Format DVD will include the same information found on a Data DVD. In addition, this type of DVD includes a link that allows you to convert the included videos into MP4 and DV files.

For more information on Uncompressed Format DVDs, see "Uncompressed Format" on page 182.

If you prefer to burn a case using your PC's DVD burner, see "Burning a Case to an Uncompressed Format DVD via Your PC's DVD Burner" on page 207 instead.

**WARNING**: Once a video has been downloaded in uncompressed format and then converted to MP4 and DV files, its authenticity can no longer be verified. Such video can be edited and tampered with using commercial video editing software.

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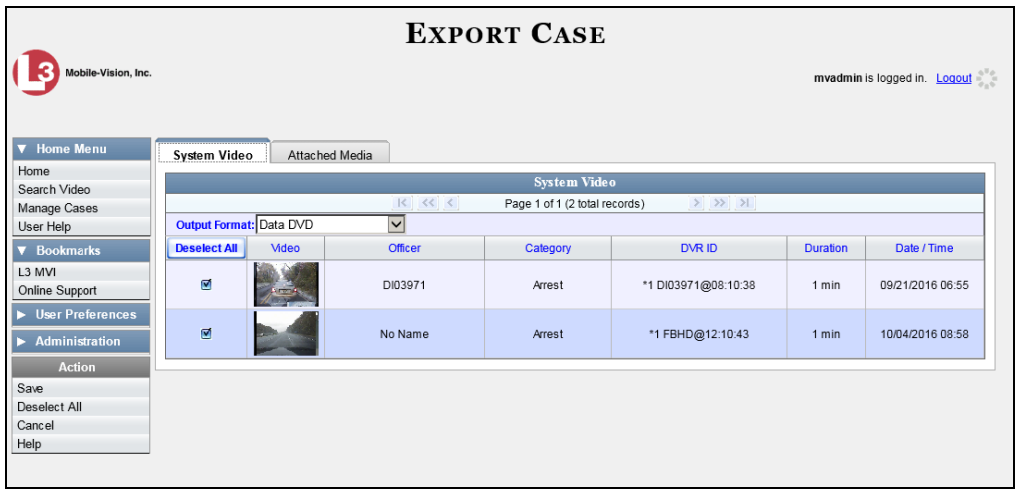
1 If you have not done so already, display the case you wish to burn, then select the **Export** option. (For detailed instructions, see "Burning a Case to DVD" on page 184.) The Export Case page displays.



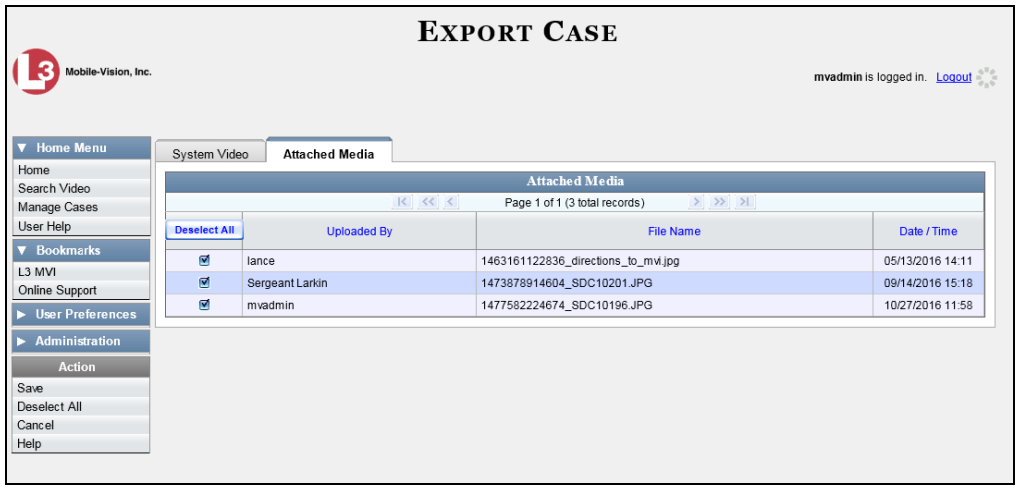

2 To include all of the case's videos on your DVD (default), proceed to the next step.

– OR –

To include some, but not all, of the case's videos on your DVD, deselect the check-box to the left of each video you wish to exclude.

3 Go to the *Output Format* field and select **Uncompressed Format** from the drop-down list.

4 If you see the **Attached Media** tab, click on it. Otherwise skip to step 6.

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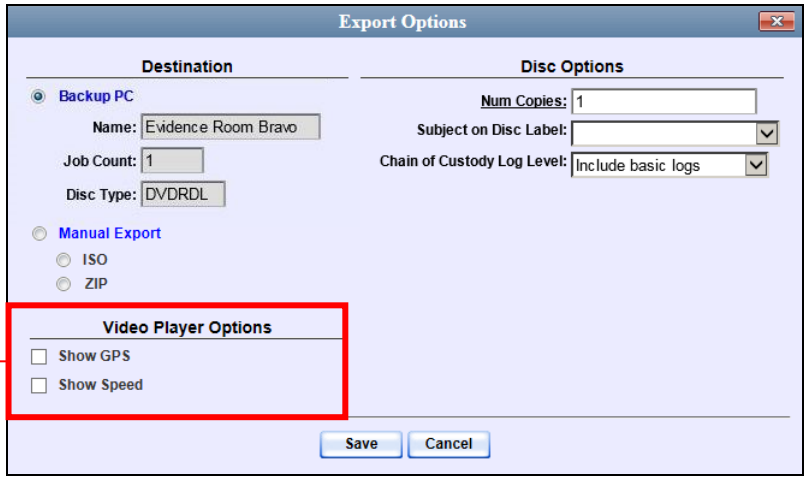
**NOTE**: If any of the file names are "grayed out", it indicates that the media file is missing. That data will therefore not be included in your export.

5 To include all of the case's attached media on your DVD (default), proceed to the next step.

– OR –

To include some, but not all, of the case's attached media on your DVD, deselect the checkbox to the left of each file you wish to exclude.

6 Go to the Action column and click **Save**. The Export Options popup displays.




Depending on your user permissions, these checkboxes may or may not display

7 If your agency has only *one* robotic DVD burner, proceed to the next step.

– OR –

If your agency has more than one robotic DVD burner and you wish to use the Backup PC displayed in the *Name* field, proceed to the next step.

– OR –

If your agency has *more than one* robotic DVD burner and you do *not* wish to use the Backup PC displayed in the *Name* field (see **NOTE** below), select a new Backup PC from the drop-down list.

**NOTE**: Whenever you submit a request to burn an export disc, the system will automatically analyze your Backup PC resources to determine which Backup PC has the fewest number of jobs in its queue. It then displays that Backup PC in the *Name* field on the Export Options popup. Although you can override this selection if desired, the system choice will typically give you the fastest burn time.

8 If you want to burn only *one* DVD (default), proceed to the next step.

– OR –

If you want to burn *more than one* DVD, enter the desired quantity in the *Num Copies* field.

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**9** If the *Subject on Disc Label* field displays on this form, proceed to the next step. Otherwise skip to step 11.

**10** Select a name from the *Subject on Disc Label* drop-down list. This is the name that will print on the disc label.

**11** If you'd like the Chain of Custody report to include basic logs only (default), proceed to the next step.

– OR –

If you'd like the Chain of Custody report to include basic logs *and* IACP* logs, select **Include IACP logs** from the *Chain of Custody Log Level* drop-down list.

– OR –

If you'd like the Chain of Custody report to include all available logs, select **Include all available logs** from the *Chain of Custody Log Level* drop-down list.

**12** If a Video Player Options section displays in the lower left corner of the Export Options popup (will include one or two checkboxes), proceed to the next step. Otherwise skip to step 17.

**13** If a *Show GPS* checkbox displays in the Video Player Options section, proceed to the next step. Otherwise skip to step 16.

**14** If you want this case/video export to include GPS data with the Flashback Player (displays during video playback, as pictured left), select the *Show GPS* checkbox. Otherwise proceed to the next step.

**15** If a *Show Speed* checkbox displays in the Video Player Options section, proceed to the next step. Otherwise skip to step 17.

**16** If you want this case/video export to include vehicle speed data with the Flashback Player (displays in the GPS section during video playback, as pictured left), select the *Show Speed* checkbox. Otherwise proceed to the next step.

**17** Click **Save**. The system places your burn request in the burn queue and displays a status message on your Home Page under *Sent Messages*.

When your request reaches the top of the list, the robotic DVD burner will automatically burn the DVD. A status message will then appear on your Home Page under *Inbox Messages* notifying you that the job is complete.

Once you see the *Completed* message in your *Inbox*, you may retrieve the disc from your burner's output tray.

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## Burning a Case to a Data DVD via Your PC's DVD Burner

This section describes how to burn a case record to a *Data DVD* using your PC's DVD burner. For a description of Data DVDs, see "Data DVD Format" on page 180.

If you prefer to burn a case using your agency's robotic DVD burner, see "Burning a Case to a Data DVD via the Robotic DVD Burner" on page 185 instead.

**1** If you have not done so already, display the case you wish to burn, then select the **Export** option. (For detailed instructions, see "Burning a Case to DVD" on page 184.) The Export Case page displays.

**2** To include all of the case's videos on your DVD (default), proceed to the next step.

– OR –

To include some, but not all, of the case's videos on your DVD, deselect the check-box to the left of each video you wish to exclude.

**3** If **Data DVD** displays in the *Output Format* field, proceed to the next step.

– OR –

If **Data DVD** does *not* display in the *Output Format* field, select it from the drop-down list.

**4** If you see the **Attached Media** tab, click on it. Otherwise skip to step 6.

*(Continued)*

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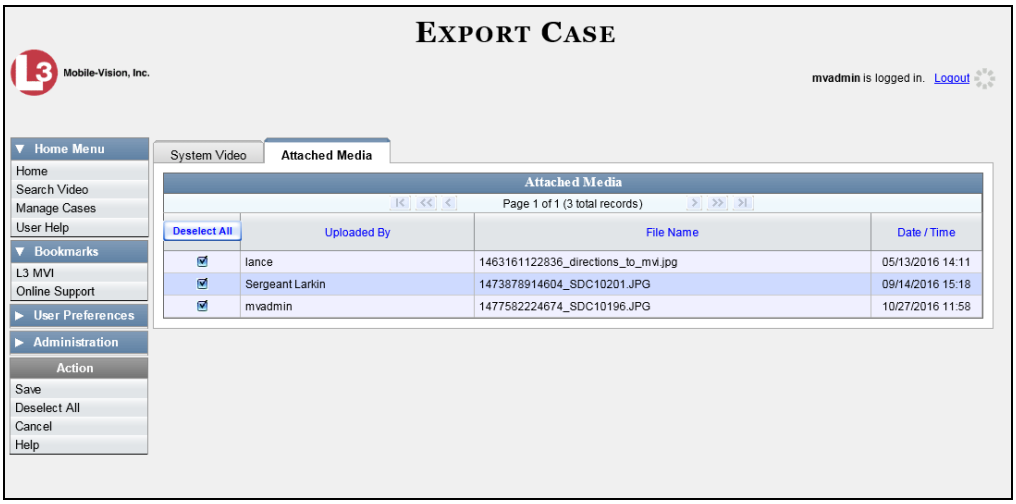


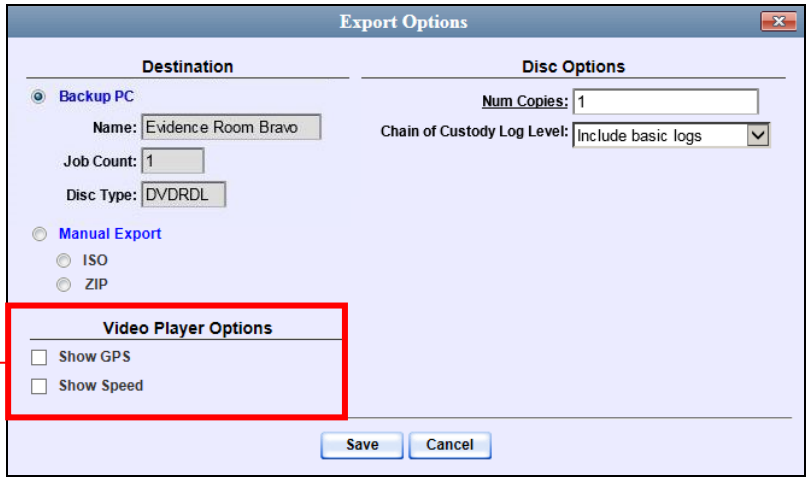
**NOTE**: If any of the file names are "grayed out", it indicates that the media file is missing. That data will therefore not be included in your export.

**5** To include all of the case's attachment files in your DVD (default), proceed to the next step.

– OR –

To include some, but not all, of the case's attachment files in your DVD, deselect the checkbox to the left of each video you wish to exclude.

**6** Go to the Action column and click **Save**. The Export Options popup displays.




Depending on your user permissions, these checkboxes may or may not display

**7** Select **Manual Export**.

You have two file options: an **ISO** file or a **ZIP** file. If you are exporting this data for the *sole purpose* of burning a DVD, select **ISO**. Otherwise select **ZIP**, which will copy your videos and any metadata to a folder first.

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8 To burn this case as an ISO file (default), proceed to the next step.

– OR –

To burn this case as a *zip* file, select **ZIP**.

9 If you'd like the Chain of Custody report to include basic logs only (default), proceed to the next step.

– OR –

If you'd like the Chain of Custody report to include basic logs *and* IACP* logs, select **Include IACP logs** from the *Chain of Custody Log Level* drop-down list.

– OR –

If you'd like the Chain of Custody report to include all available logs, select **Include all available logs** from the *Chain of Custody Log Level* drop-down list.

10 If a Video Player Options section displays in the lower left corner of the Export Options popup (will include one or two checkboxes), proceed to the next step. Otherwise skip to step 15.

11 If a *Show GPS* checkbox displays in the Video Player Options section, proceed to the next step. Otherwise skip to step 14.

12 If you want this case/video export to include GPS data with the Flashback Player (displays during video playback, as pictured left), select the *Show GPS* checkbox. Otherwise proceed to the next step.

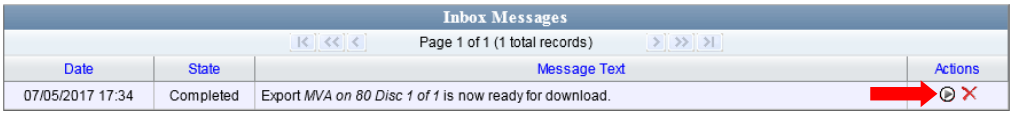
13 If a *Show Speed* checkbox displays in the Video Player Options section, proceed to the next step. Otherwise skip to step 15.

14 If you want this case/video export to include vehicle speed data with the Flashback Player (displays in the GPS section during video playback, as pictured left), select the *Show Speed* checkbox. Otherwise proceed to the next step.

15 Click **Save**. The system begins processing your request. A copy of this request will display on your Home Page under *Sent Messages*.

When processing is complete, a confirmation message will display on your Home Page under *Inbox Messages*.

16 Go to your *Inbox Messages* and look for a download icon next to the export confirmation message.

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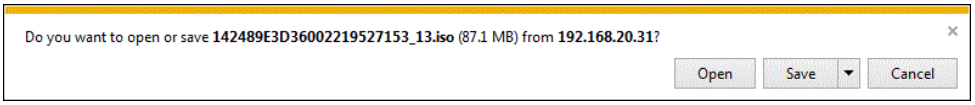
⇒ If you see the download icon, proceed to the next step.

⇒ If you do *not* see the download icon, the system is still processing your request. Go to ▼ Home Menu and click **Home** to refresh your screen. Once you see the download icon, proceed to the next step.

**17** Click the download icon to the right of the export message. A Windows message displays.




**18** Select **Save As** from the *Save* drop-down list. The Save As popup displays.

**19** Navigate to the disk drive location where you wish to temporarily save this file.

**20** To change the file name, enter a new name in the *File name* field. Otherwise proceed to the next step.

**21** Click **Save**. The system copies your file to the selected location. When the download is complete, a confirmation message displays.

**22** Use the Windows Disc Image Burner or other commercial disc burning software to burn the case to DVD.

## Burning a Case to a Consumer DVD via Your PC's DVD Burner

This section describes how to burn selected videos from a case to a *Consumer DVD* using your PC's DVD burner.

If you prefer to burn a case using your agency's robotic DVD burner, see "Burning a Case to a Consumer DVD via the Robotic DVD Burner" on page 189 instead.

To perform this task, you first need to export the case file in Interchange format, then convert it to Consumer DVD format using commercial DVD burning software *or* video editing software. For example, you may use any of these popular software applications to convert your files: *(Continued)*

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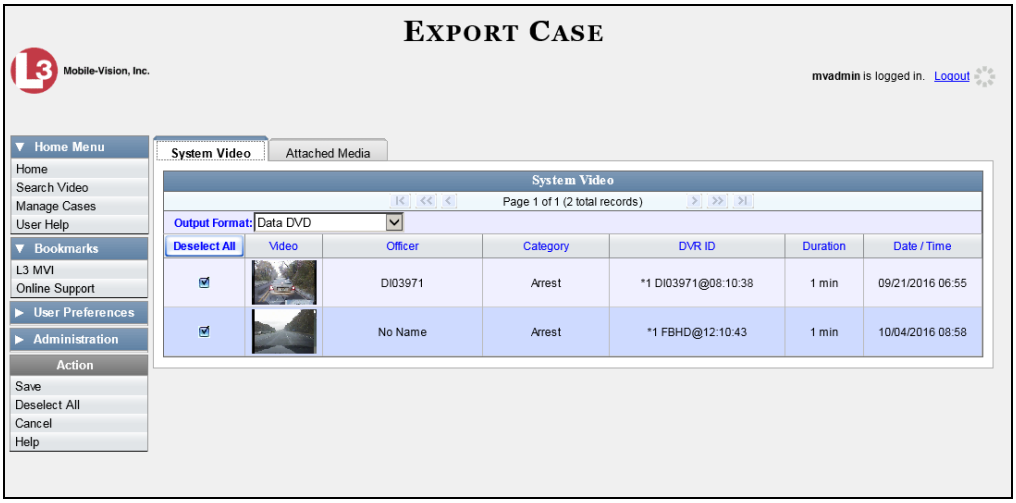
| Product Name | Description |
|---|---|
| Windows Live Movie Maker | Video editing software; comes standard with Windows 7 and 8 |
| Adobe Premier Elements | Video editing software |
| Nero | DVD burning software |
| Roxio Easy DVD Copy | DVD burning software |

**WARNING**: Once a video has been exported in interchange format, its authenticity can no longer be verified. Such video can be edited and tampered with using commercial video editing software.

**1** If you have not done so already, display the case you wish to burn, then select the **Export** option. (For detailed instructions, see "Burning a Case to DVD" on page 184.) The Export Case page displays.




**2** Go to the *Output Format* field and select **Interchange Format** from the drop-down list. (**Note**: DO NOT select 'Consumer DVD', as this procedure requires that you export the case file in Interchange format first.)

Two new columns display: *Video Source* and *Audio Source*.

*(Continued)*



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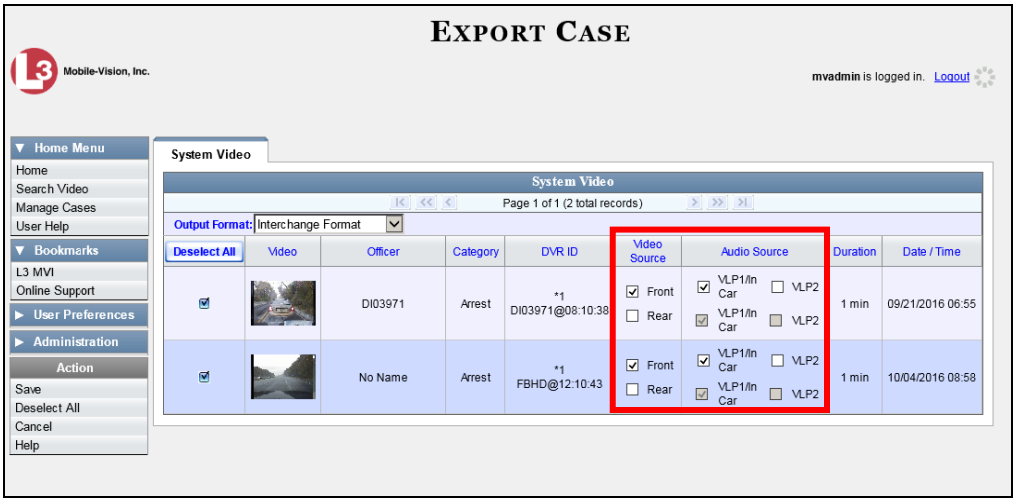


**3** To include all of the case's videos on your DVD (default), proceed to the next step.

– OR –

To include some, but not all, of the case's videos on your DVD, deselect the checkbox to the left of each video you wish to exclude.

**4** If the word "Camera" displays in the *Video Source* column, proceed to the next step.

– OR –

If two checkboxes display in the *Video Source* column, select the camera views you wish to include for each video, as described below.

| Video Source Setting | Description |
|---|---|
| ☑ Front<br>☐ Rear | Copy only the video recorded from Camera Channel 1 (forward facing zoom camera). |
| ☐ Front<br>☑ Rear | Copy only the video recorded from Camera Channel 2 (Backseat and/or Bullet cameras). |
| ☑ Front<br>☑ Rear | Copy the video that was recorded from *both* Camera Channel 1 and Camera Channel 2. When you choose this option, the system will burn two separate video files on the DVD that will appear as separate menu items. This doubles your DVD space requirement. |

**5** If the word "Camera" displays in the *Audio Source* column, proceed to the next step.

– OR –

If two checkboxes display in the *Audio Source* column, select the audio source that you wish to include for each video, as described on the next page: *(Continued)*

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- ❒ VLP1/In Car. The audio from the wireless microphone that's connected to your Flashback's VLP 1 port *and* the audio from your in-car microphone (default). *See note below*.
- ❒ VLP2. The audio from the wireless microphone that's connected to your Flashback's VLP 2 port, if applicable.

> **Note on Flashback Audio Playback**: If you choose the **VLP1/In Car** audio setting, you will be able to toggle back and forth between two audio streams: the stream from the wireless microphone that's connected to your Flashback's VLP 1 port, and the stream from your in-car microphone. On your DVD player, the *VLP1* audio stream is available on the *left* stereo channel, and the *In Car* audio stream is available on the *right* stereo channel. You can use the balance controls on your DVD player to switch back and forth between these two streams.
>
> If you choose the **VLP2** audio setting, the audio stream from the wireless microphone that's connected to your Flashback's VLP 2 port will be available on your DVD player's *left* stereo channel, and the *right* stereo channel will be mute.

**6** Go to the Action column and click **Save**. The Export Options popup displays.

**7** Select **ZIP**.

**8** If you'd like the Chain of Custody report to include basic logs only (default), proceed to the next step.

– OR –

If you'd like the Chain of Custody report to include basic logs *and* IACP* logs, select **Include IACP logs** from the *Chain of Custody Log Level* drop-down list.

– OR –

If you'd like the Chain of Custody report to include all available logs, select **Include all available logs** from the *Chain of Custody Log Level* drop-down list.

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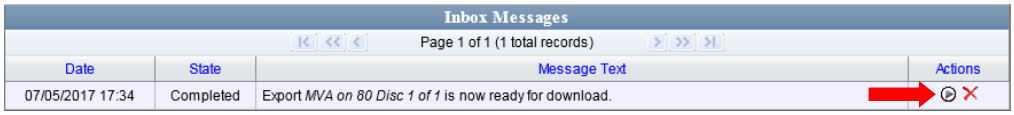
9 Click **Save**. The system begins processing your request. A copy of this request will display on your Home Page under *Sent Messages*.

When processing is complete, a confirmation message will display on your Home Page under *Inbox Messages*.

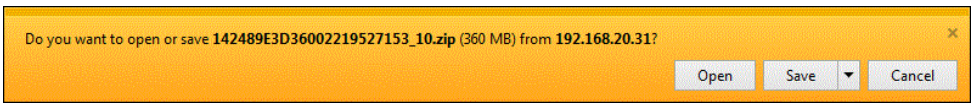
10 Go to your *Inbox Messages* and look for a download icon next to the export confirmation message.




⇒ If you see the download icon, proceed to the next step.

⇒ If you do *not* see the download icon, the system is still processing your request. Go to ▼ Home Menu and click **Home** to refresh your screen. Once you see the download icon, proceed to the next step.

11 Click the download icon to the right of the export message. A Windows message displays.




12 Select **Save As** from the *Save* drop-down list. The Save As window displays.

13 Navigate to the disk drive location where you wish to temporarily store the case file.

14 To change the file name, enter a new name in the *File name* field. Otherwise proceed to the next step.

15 Click **Save**. The system copies your file to the selected location. When the download is complete, a confirmation message displays.

16 Click **Open folder.**

17 Right-click on the .ZIP file, then select **Extract All** from the popup menu.

18 Using your commercial DVD burning software *or* film editing software, convert the case's video files into a format that can be played on a consumer DVD player.* For specific instructions, refer to the documentation that came with your software.

* For example, Windows Live Movie Maker, Adobe Premier Elements, Nero, Roxio Easy DVD Copy, etc.

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**NOTE**: Although DEA Agency uses the term "Consumer DVD," other applications may use different terminology, such as "DVD Video."

19 Once you've finished converting the video file(s), use the Windows Disc Image Burner or other commercial disc burning software to burn the case video to DVD.

## Burning a Case to an Uncompressed Format DVD via Your PC's DVD Burner

This section describes how to burn a case record to an *Uncompressed Format DVD* using your PC's DVD burner. An Uncompressed Format DVD will include the same information found on a Data DVD. In addition, this type of DVD includes a button that allows you to convert the included videos into MP4 and DV files.

For more information on Uncompressed Format DVDs, see "Uncompressed DVD Format" on page 182.

If you prefer to burn a case using your agency's robotic DVD burner, see "Burning a Case to an Uncompressed Format DVD via the Robotic DVD Burner" on page 195 instead.

**WARNING**: Once a video has been downloaded in uncompressed format and then converted to MP4 and DV files, its authenticity can no longer be verified. Such video can be edited and tampered with using commercial video editing software.

1 If you have not done so already, display the case you wish to burn, then select the **Export** option. (For detailed instructions, see "Burning a Case to DVD" on page 184.) The Export Case page displays.

2 Go to the *Output Format* field and select **Uncompressed Format** from the drop-down list.

3 If you see the **Attached Media** tab, click on it. Otherwise skip to step 5.

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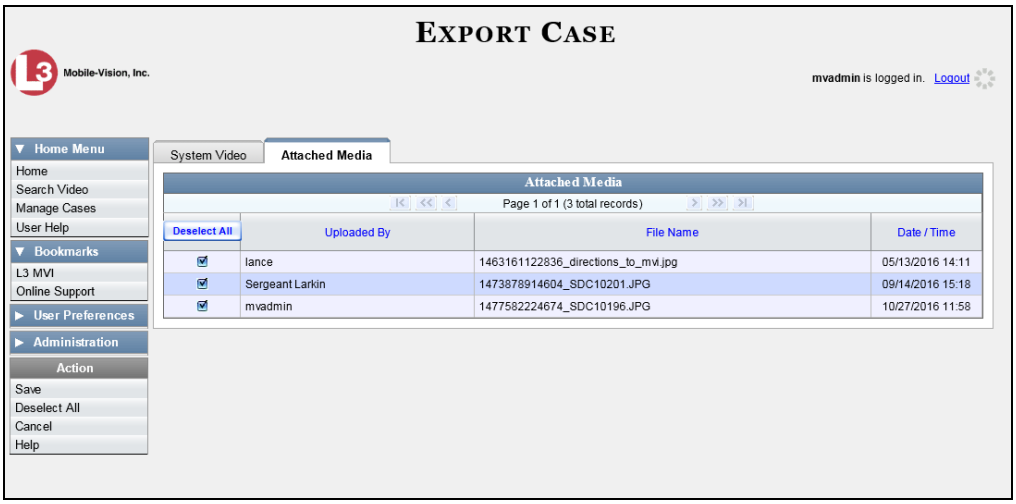


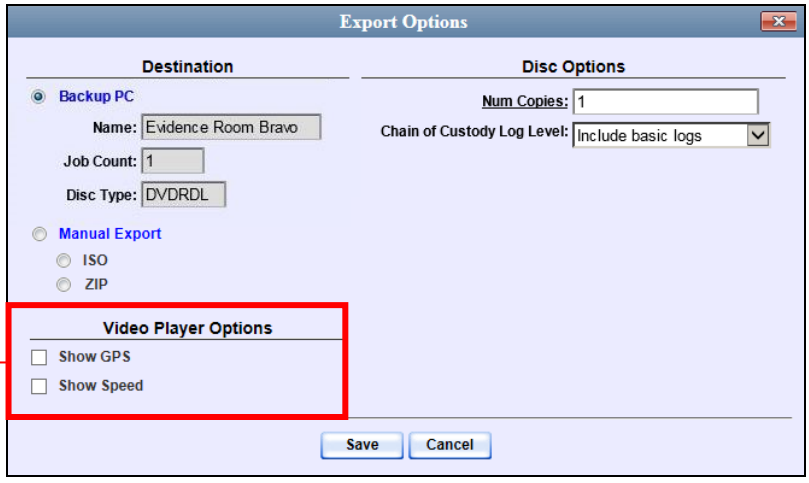
**NOTE**: If any of the file names are "grayed out", it indicates that the media file is missing. That data will therefore not be included in your export.

**4** To include all of the case's attached media on your DVD (default), proceed to the next step.

– OR –

To include some, but not all, of the case's attached media on your DVD, deselect the checkbox to the left of each file you wish to exclude.

**5** Go to the Action column and click **Save**. The Export Options popup displays.




Depending on your user permissions, these checkboxes may or may not display

**6** Select **Manual Export**.

You have two file options: an **ISO** file or a **ZIP** file. If you are exporting this data for the *sole purpose* of burning a DVD, select **ISO**. Otherwise select **ZIP**, which will copy your videos and any metadata to a folder first.

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7 To burn this case as an ISO file (default), proceed to the next step.

– OR –

To burn this case as a *zip* file, select **ZIP**.

8 If you'd like the Chain of Custody report to include basic logs only (default), proceed to the next step.

– OR –

If you'd like the Chain of Custody report to include basic logs *and* IACP* logs, select **Include IACP logs** from the *Chain of Custody Log Level* drop-down list.

– OR –

If you'd like the Chain of Custody report to include all available logs, select **Include all available logs** from the *Chain of Custody Log Level* drop-down list.

9 If a Video Player Options section displays in the lower left corner of the Export Options popup (will include one or two checkboxes), proceed to the next step. Otherwise skip to step 14.

10 If a *Show GPS* checkbox displays in the Video Player Options section, proceed to the next step. Otherwise skip to step 13.

11 If you want this case/video export to include GPS data with the Flashback Player (displays during video playback, as pictured left), select the *Show GPS* checkbox. Otherwise proceed to the next step.

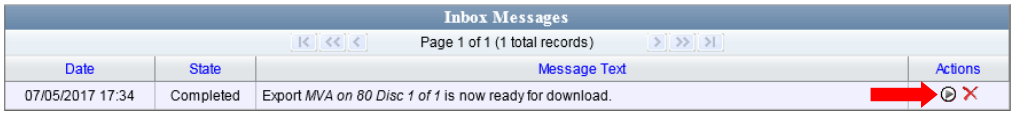
12 If a *Show Speed* checkbox displays in the Video Player Options section, proceed to the next step. Otherwise skip to step 14.

13 If you want this case/video export to include vehicle speed data with the Flashback Player (displays in the GPS section during video playback, as pictured left), select the *Show Speed* checkbox. Otherwise proceed to the next step.

14 Click **Save**. The system begins processing your request. A copy of this request will display on your Home Page under *Sent Messages*.

When processing is complete, a confirmation message will display on your Home Page under *Inbox Messages*.

15 Go to your *Inbox Messages* and look for a download icon next to the export confirmation message.

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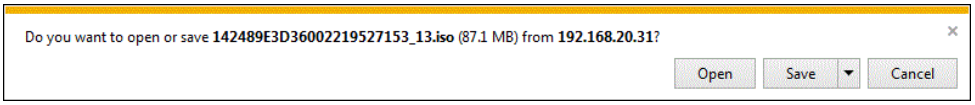
⇒ If you see the download icon, proceed to the next step.

⇒ If you do *not* see the download icon, the system is still processing your request. Go to ▼ Home Menu and click **Home** to refresh your screen. Once you see the download icon, proceed to the next step.

**16** Click the download icon to the right of the export message. A Windows message displays.




**17** Select **Save As** from the *Save* drop-down list. The Save As window displays.

**18** Navigate to the disk drive location where you wish to temporarily store this file.

**19** To change the file name, enter a new name in the *File name* field. Otherwise proceed to the next step.

**20** Click **Save**. The system copies your file to the selected location. When the download is complete, a confirmation message displays.

**21** Use the Windows Disc Image Burner or other commercial disc burning software to burn the case to DVD.

## Burning a Case to an FOIA Redacted DVD via Your PC's DVD Burner

This section describes how to burn selected videos from a case to an *FOIA Redacted DVD* using your PC's DVD burner. For more information on FOIA Redacted DVDs, see "FOIA Redacted DVD Format" on page 183.

**WARNING**: Once a video has been exported in FOIA Redacted DVD Format, its authenticity can no longer be verified. Such video can be edited and tampered with using commercial video editing software.

**1** If you have not done so already, display the case you wish to burn, then select the **Export** option. (For detailed instructions, see "Burning a Case to DVD" on page 184.) The Export Case page displays.

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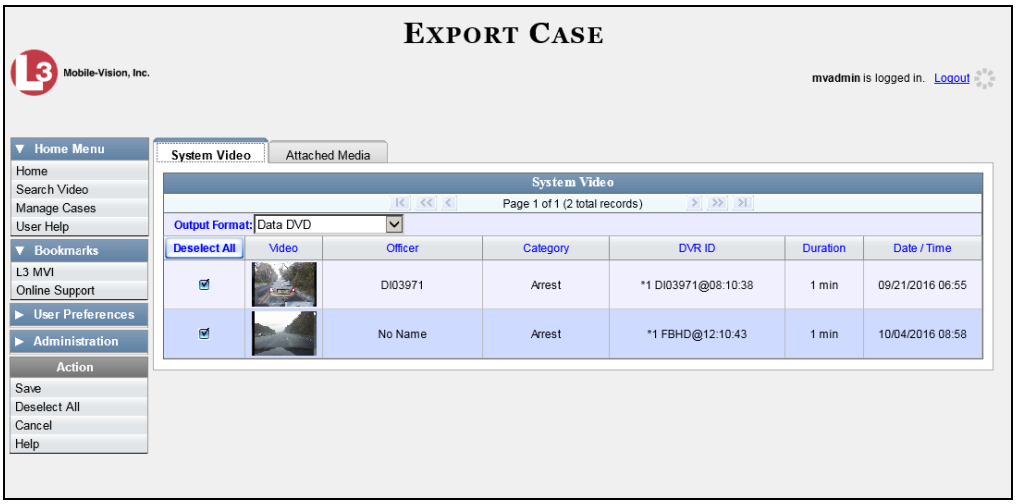
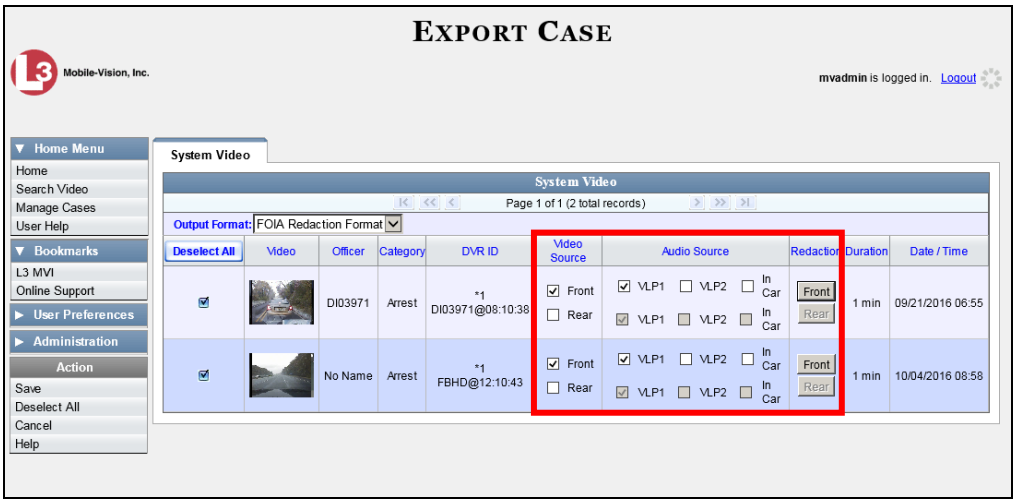



**2** Go to the *Output Format* field and select **FOIA Redaction Format** from the drop-down list. Three new columns display: *Video Source*, *Audio Source*, and *Redaction*.




**3** To include all of the case's videos on your DVD (default), proceed to the next step.

– OR –

To include some, but not all, of the case's videos on your DVD, deselect the check-box to the left of each video you wish to exclude.

**4** If the word "Camera" displays in the *Video Source* column, proceed to the next step.

– OR –

If two checkboxes display in the *Video Source* column, select the camera views you wish to include for each video, as described in the table on the next page.

*(Continued)*

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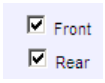
| Video Source Setting | Description |
|---|---|
| | Copy only the video recorded from Camera Channel 1 (forward facing zoom camera). |
| | Copy only the video recorded from Camera Channel 2 (Backseat and/or Bullet cameras). |
|  | Copy the video that was recorded from *both* Camera Channel 1 and Camera Channel 2. |

**5** To include at least one audio track with this export, proceed to the next step.

– OR –

To include *no* audio tracks with this export (i.e., omit all audio), deselect the VLP1 checkbox. Skip to step 7.

**6** If the word "Camera" displays in the *Audio Source* column, proceed to the next step.

– OR –

If two checkboxes display in the *Audio Source* column, select the audio sources that you wish to include for each video. You may select up to two sources for each video. These audio tracks will play concurrently when watching the video.

- ❒ *VLP1*. The audio from the wireless microphone that's connected to your Flashback's VLP 1 port (default)
- ❒ *VLP2*. The audio from the wireless microphone that's connected to your Flashback's VLP 2 port, if applicable
- ❒ *In Car*. The audio from your in-car microphone.

> **Note on Flashback Audio Playback**: If you choose the **VLP1** and **In Car** audio settings, you will be able to toggle back and forth between two audio streams: the stream from the wireless microphone that's connected to your Flashback's VLP 1 port, and the stream from your in-car microphone. On your DVD player, the *VLP1* audio stream is available on the *left* stereo channel, and the *In Car* audio stream is available on the *right* stereo channel. You can use the balance controls on your DVD player to switch back and forth between these two streams.
>
> **If you choose the VLP2 audio setting**, the audio stream from the wireless microphone that's connected to your Flashback's VLP 2 port will be available on your DVD player's *left* stereo channel, and the *right* stereo channel will be mute.

**7** Go to the *Redaction* column and click on one of the following buttons:

- ❒ **Camera**. Redact the video from a *Body*VISION or BWX-100 camera.
- ❒ **Front**. Redact the video from a Flashback's Camera Channel 1. For in-car systems, this is the video captured with your forward facing zoom camera.

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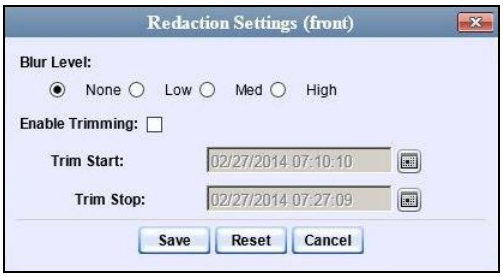
❒ **Rear**. Redact the video from a Flashback's Camera Channel 2. For in-car systems, this is the video captured with your backseat camera and/or bullet camera(s).

The Redaction Settings popup displays.




The Redaction settings are described below.

| Redaction Settings | |
|---|---|
| **Setting** | **Description** |
| Blur Level | The degree to which you wish to blur the video or video segment you are exporting. By default, the system does not blur the video at all (Blur Level = *None*). However, if you select any of the other settings (*Low*, *Med*, or *High*), the system will blur every frame of the video or video segment.<br> Low<br> Medium<br> High |
| Enable Trimming | A checkbox used to indicate whether you wish to export *all* of the video or a selected *segment* of the video.<br>☐ Export the entire full-length video<br>☑ Export a segment of the full-length video<br>If you select *Enable Trimming*, you will have to select a date/time range using *Trim Start* and *Trim Stop* fields. |
| Trim Start | The beginning of the date/time range you wish to excerpt from the original full-length video. *Use the calendar popup to select this date/time*. |
| Trim Stop | The end of the date/time range you wish to excerpt from the original full-length video. *Use the calendar popup to select this date/time.* |

**8** To blur the entire video or video segment, proceed to the next step. Otherwise skip to step 10.

**9** Select a *Blur Level*: **Low**, **Med**, or **High** (see samples in the table above).

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**10** To export a *segment* of the original full-length video, proceed to the next step.

– OR –

To export the entire full-length video, skip to step 14.

**11** Select the *Enable Trimming* checkbox.

**12** Proceed to *Trim Start* field. Using the calendar popup, select the beginning of the video date/time range you wish to export.

**13** Proceed to *Trim Stop* field. Using the calendar popup, select the end of the video date/time range you wish to export.

**14** Click **Save**.

**15** To redact other videos that are included with this case DVD, repeat steps 7 – 14. Otherwise proceed to the next step.

**16** Go to the Action column and click **Save**. The Export Options popup displays.

You have two file options: an **ISO** file or a **ZIP** file. If you are exporting this data for the *sole purpose* of burning a DVD, select **ISO**. Otherwise select **ZIP**, which will copy your videos and any metadata to a folder first.

**17** To burn this case as an ISO file (default), proceed to the next step.

– OR –

To burn this case as a *zip* file, select **ZIP**.

**18** If you'd like the Chain of Custody report to include basic logs only (default), proceed to the next step.

– OR –

If you'd like the Chain of Custody report to include basic logs *and* IACP* logs, select **Include IACP logs** from the *Chain of Custody Log Level* drop-down list.

– OR –

If you'd like the Chain of Custody report to include all available logs, select **Include all available logs** from the *Chain of Custody Log Level* drop-down list.

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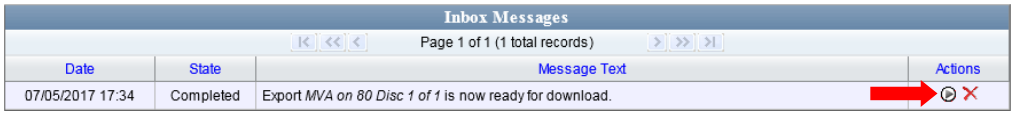
**19** Click **Save**. The system begins processing your request. A copy of this request will display on your Home Page under *Sent Messages*.

When processing is complete, a confirmation message will display on your Home Page under *Inbox Messages*.

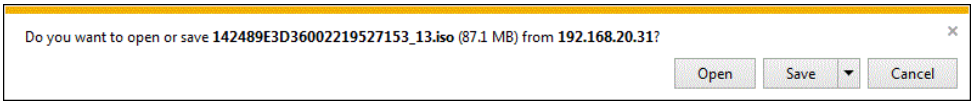
**20** Go to your *Inbox Messages* and look for a download icon next to the export confirmation message.




⇒ If you see the download icon, proceed to the next step.

⇒ If you do *not* see the download icon, the system is still processing your request. Go to ▼ Home Menu and click **Home** to refresh your screen. Once you see the download icon, proceed to the next step.

**21** Click the download icon to the right of the export message. A Windows message displays.




**22** Select **Save as** from the *Save* drop-down list. The Save As window displays.

**23** Navigate to the disk drive location where you wish to temporarily save the case file.

**24** To change the file name, enter a new name in the *File name* field. Otherwise proceed to the next step.

**25** Click **Save**. The system copies your file to the selected location. When the download is complete, a confirmation message displays:

**26** Use the Windows Disc Image Burner or other commercial disc burning software to burn the case video to DVD.

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## Burning Video to DVD

This section describes how to burn video to a DVD.

**1** To burn *one* video, search for and display the desired video.* The Video Details page displays.

– OR –

To burn *more than one* video, search for the desired videos.* The Video Search Results page displays.

**2** Go to the Action column and click **Export**. The Select Video(s) for Export page displays.

⇒ If you selected *one* video, skip to step 4.
⇒ If you selected *multiple* videos, proceed to the next step.

**3** Go to the top of the page and click on each of the videos you wish to include on this DVD. You can click on any part of the record except the thumbnail image, as that will launch the Flashback Player.

As you select each video, it will appear in the *Selected Videos* list at the bottom of the page.

* If necessary, review "Searching for Videos" in chapter 2.



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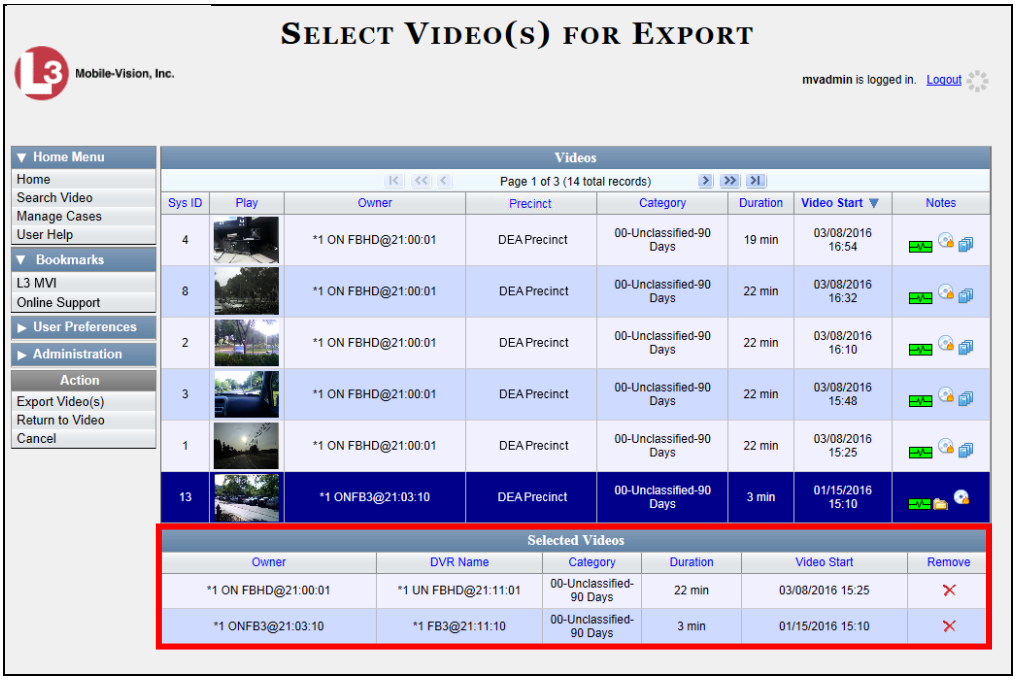
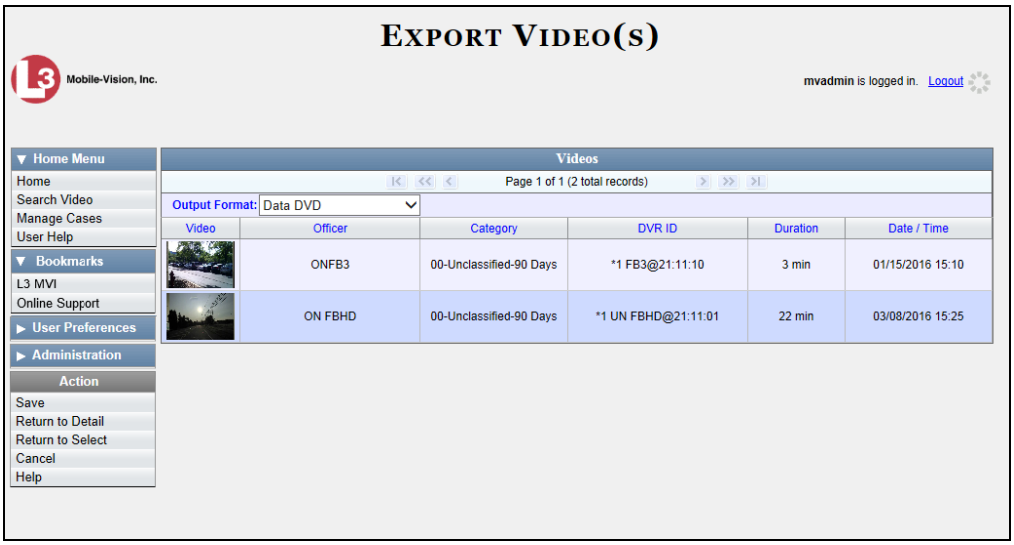



**4** Go to the Action column and click **Export Video(s)**. The Export Video(s) page displays.




The remaining steps will vary slightly depending on your file format and disk burning method. For further instructions, see:

- ❒ Burning Video to a Data DVD via the Robotic DVD Burner, next page, beginning with step 2
- ❒ Burning Video to a Consumer DVD via the Robotic DVD Burner, page 221, beginning with step 2
  *(Continued)*

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- ❒ Burning Video to an Interchange Format DVD via the Robotic DVD Burner, page 224, beginning with step 2
- ❒ Burning Video to an Uncompressed Format DVD via the Robotic DVD Burner, page 227, beginning with step 2
- ❒ Burning Video to a Data DVD via Your PC's DVD Burner, page 230, beginning with step 2
- ❒ Burning Video to an Interchange Format DVD via Your PC's DVD Burner, page 233, beginning with step 2
- ❒ Burning Video to an Uncompressed Format DVD via Your PC's DVD Burner, page 237, beginning with step 2
- ❒ Burning Video to an FOIA Redacted DVD via Your PC's DVD Burner, page 240, beginning with step 2

## Burning Video to a Data DVD via the Robotic DVD Burner

This section describes how to burn stand-alone video information to a *Data DVD* using your agency's robotic DVD burner. For a definition of Data DVDs, see "Data DVD Format" on page 180.

If you prefer to burn video using your PC's DVD burner, see "Burning Video to a Data DVD via Your PC's DVD Burner" on page 230 instead.

**1** If you have not done so already, display the video(s) you wish to burn, then select **Export→ Export Video(s)**. (For more detailed instructions, see "Burning Video to DVD" on page 216.)

The Export Video(s) page displays.

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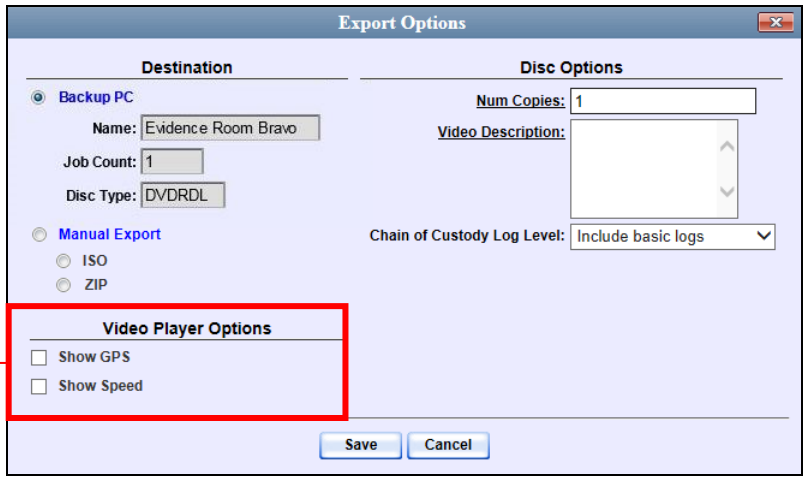
2 If **Data DVD** displays in the *Output Format* field, proceed to the next step.

– OR –

If **Data DVD** does *not* display in the *Output Format* field, select it from the drop-down list.

3 Go to the Action column and click **Save**. The Export Options popup displays.




Depending on your user permissions, these checkboxes may or may not display

4 If your agency has only *one* robotic DVD burner, proceed to the next step.

– OR –

If your agency has *more than one* robotic DVD burner and you wish to use the Backup PC displayed in the *Name* field, proceed to the next step.

– OR –

If your agency has *more than one* robotic DVD burner and you do *not* wish to use the Backup PC displayed in the *Name* field (see **NOTE** below), select a new Backup PC from the drop-down list.

**NOTE**: Whenever you submit a request to burn an export disc, the system will automatically analyze your Backup PC resources to determine which Backup PC has the fewest number of jobs in its queue. It then displays that Backup PC in the *Name* field on the Export Options popup. Although you can override this selection if desired, the system choice will typically give you the fastest burn time.

5 If you want to burn only *one* DVD (default), proceed to the next step.

– OR –

If you want to burn *more than one* DVD, enter the desired quantity in the *Num Copies* field.

6 Enter a description for this DVD in the *Video Description* field. This text will print on the surface of the DVD.

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**7** If you'd like the Chain of Custody report to include basic logs only (default), proceed to the next step.

– OR –

If you'd like the Chain of Custody report to include basic logs *and* IACP* logs, select **Include IACP logs** from the *Chain of Custody Log Level* drop-down list.

– OR –

If you'd like the Chain of Custody report to include all available logs, select **Include all available logs** from the *Chain of Custody Log Level* drop-down list.

**8** If a Video Player Options section displays in the lower left corner of the Export Options popup (will include one or two checkboxes), proceed to the next step. Otherwise skip to step 13.

**9** If a *Show GPS* checkbox displays in the Video Player Options section, proceed to the next step. Otherwise skip to step 12.

**10** If you want this video export to include GPS data with the Flashback Player (displays during video playback, as pictured left), select the *Show GPS* checkbox. Otherwise proceed to the next step.

**11** If a *Show Speed* checkbox displays in the Video Player Options section, proceed to the next step. Otherwise skip to step 13.

**12** If you want this video export to include vehicle speed data with the Flashback Player (displays in the GPS section during video playback, as pictured left), select the *Show Speed* checkbox. Otherwise proceed to the next step.

**13** Click **Save**. The system places your burn request in the burn queue and displays a status message on your Home Page under *Sent Messages*.

When your request reaches the top of the list, the robotic DVD burner will automatically burn the DVD. A status message will then appear on your Home Page under *Inbox Messages* notifying you that the job is complete.

Once you see the *Completed* message in your *Inbox*, you may retrieve the disc from your burner's output tray.

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## Burning Video to a Consumer DVD via the Robotic DVD Burner

This section describes how to burn selected stand-alone video(s) to a *Consumer DVD* using your agency's robotic DVD burner. *Stand-alone* video is video that is not linked to a case.

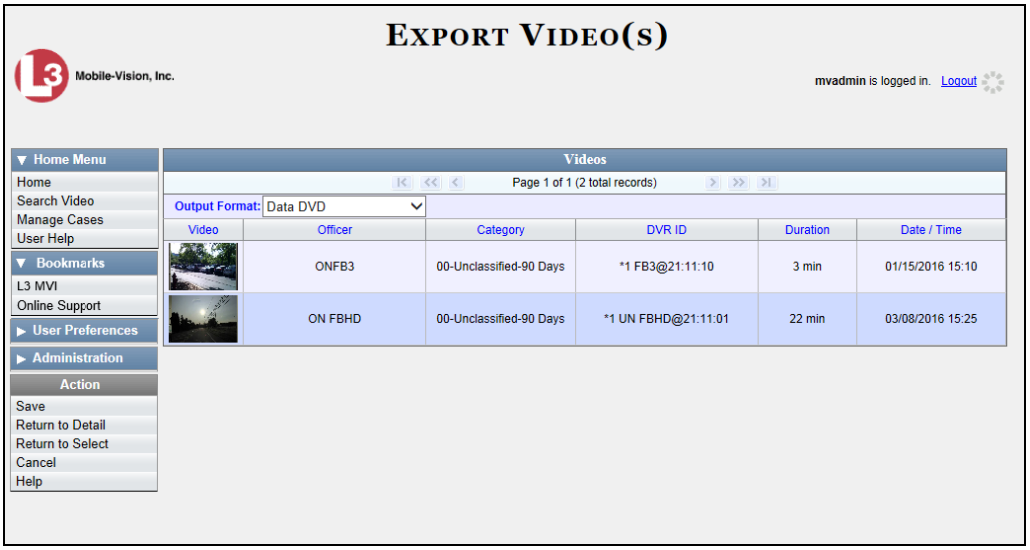
For a definition of Consumer DVDs, see "Consumer DVD Format" on page 181.

Your burn time will be approximately three hours per 120 minutes of video.

**NOTE**: You can only create Consumer DVDs using single- or double-layer DVDs, *not* Blu-Ray discs.

1 If you have not done so already, display the video(s) you wish to burn, then select **Export→ Export Video(s)**. (For more detailed instructions, see "Burning Video to DVD" on page 216.)

The Export Video(s) page displays.




2 Go to the *Output Format* field and select **Consumer DVD** from the drop-down list. Two new columns display: *Video Source* and *Audio Source* (see no. **1** on the next page).

*(Continued)*

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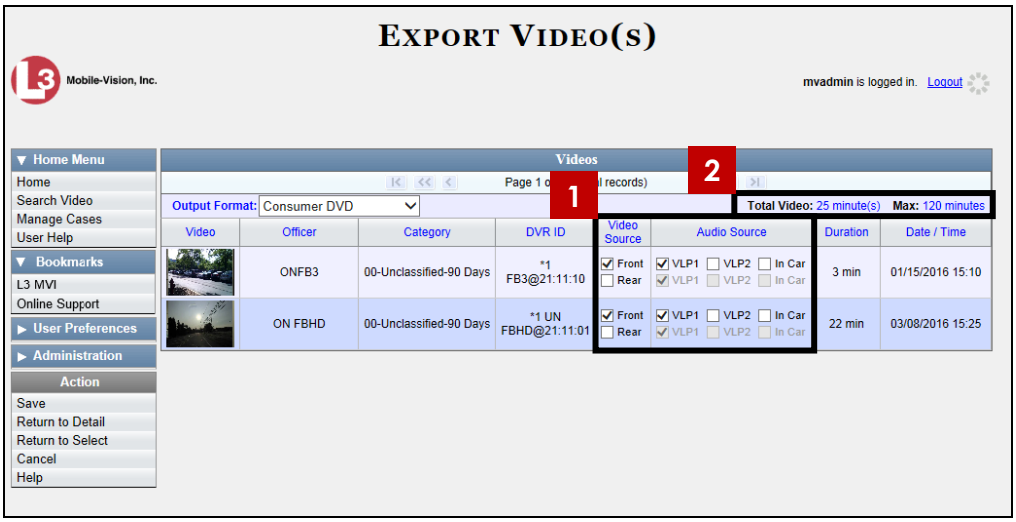


Notice the message in the upper right corner (see no. **2** above). This display indicates what the current and maximum length for your DVD is.

**3** If the word "Camera" displays in the *Video Source* column, proceed to the next step.

– OR –

If two checkboxes display in the *Video Source* column, select the camera views you wish to include for each video, as described below.

| Video Source Setting | Description |
|---|---|
| ☑ Front<br>☐ Rear | Copy only the video recorded from Camera Channel 1 (forward facing zoom camera). |
| ☐ Front<br>☑ Rear | Copy only the video recorded from Camera Channel 2 (Backseat and/or Bullet cameras). |
| ☑ Front<br>☑ Rear | Copy the video that was recorded from *both* Camera Channel 1 and Camera Channel 2. When you choose this option, the system will burn two separate video files on the DVD that will appear as separate menu items. This doubles your DVD space requirement. |

**4** If the word "Camera" displays in the *Audio Source* column, proceed to the next step.

– OR –

If two checkboxes display in the *Audio Source* column, select the audio sources that you wish to include for each video. You may select up to two sources for each video. These audio tracks will play concurrently when watching the video.

- ❒ *VLP1*. The audio from the wireless microphone that's connected to your Flashback's VLP 1 port (default)
- ❒ *VLP2*. The audio from the wireless microphone that's connected to your Flashback's VLP 2 port, if applicable
- ❒ *In Car*. The audio from your in-car microphone.

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5 Go to the Action column and click **Save**. The Export Options popup displays.

6 If your agency has only *one* robotic DVD burner, proceed to the next step.

– OR –

If your agency has *more than one* robotic DVD burner and you wish to use the Backup PC displayed in the *Name* field, proceed to the next step.

– OR –

If your agency has *more than one* robotic DVD burner and you do *not* wish to use the Backup PC displayed in the *Name* field (see **NOTE** below), select a new Backup PC from the drop-down list.

**NOTE**: Whenever you submit a request to burn an export disc, the system will automatically analyze your Backup PC resources to determine which Backup PC has the fewest number of jobs in its queue. It then displays that Backup PC in the *Name* field on the Export Options popup. Although you can override this selection if desired, the system choice will typically give you the fastest burn time.

7 If you want to burn only *one* DVD (default), proceed to the next step.

– OR –

If you want to burn *more than one* DVD, enter the desired quantity in the *Num Copies* field.

8 Enter a description for this DVD in the *Video Description* field. This text will print on the surface of the DVD.

9 Click **Save**. The system places your burn request in the burn queue and displays a status message on your Home Page under *Sent Messages*.

When your request reaches the top of the list, the robotic DVD burner will automatically burn the DVD. A status message will then appear on your Home Page under *Inbox Messages* notifying you that the job is complete.

Once you see the *Completed* message in your *Inbox*, you may retrieve the disc from your burner's output tray.

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## Burning Video to an Interchange Format DVD via the Robotic DVD Burner

This section describes how to burn selected stand-alone video(s) to an *Interchange Format* DVD using your agency's robotic DVD burner. *Stand-alone* video is video that is not linked to a case.

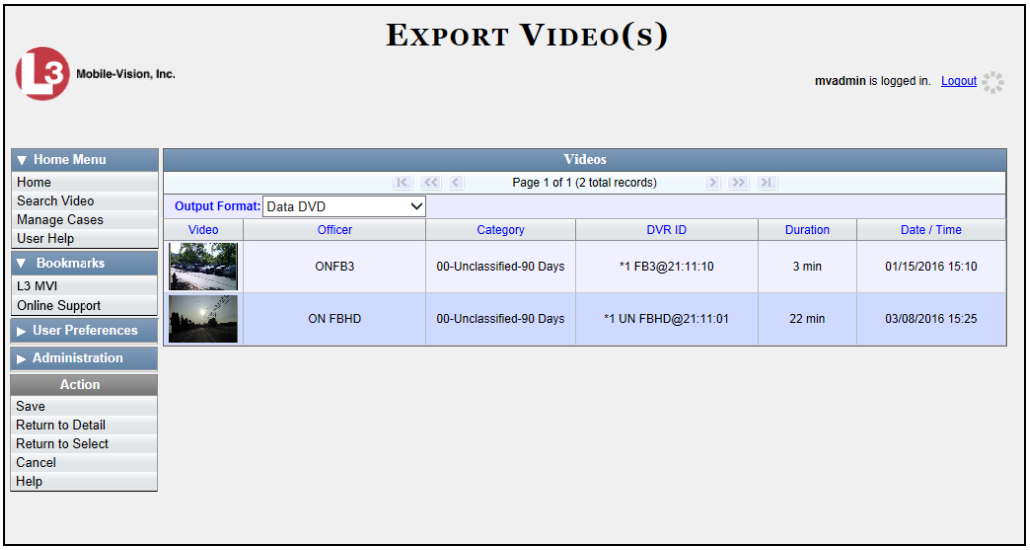
For a description of the Interchange format, see "Interchange DVD Format" on page 182.

If you prefer to burn video using your PC's DVD burner, see "Burning Video to an Interchange Format DVD via Your PC's DVD Burner" on page 233 instead.

**WARNING**: Once a video has been exported in Interchange format, its authenticity can no longer be verified. Such video can be edited and tampered with using commercial video editing software.

1 If you have not done so already, display the video(s) you wish to burn, then select **Export→ Export Video(s)**. (For more detailed instructions, see "Burning Video to DVD" on page 216.)

The Export Video(s) page displays.




2 Go to the *Output Format* field and select **Interchange Format** from the drop-down list. Two new columns display: *Video Source* and *Audio Source*.

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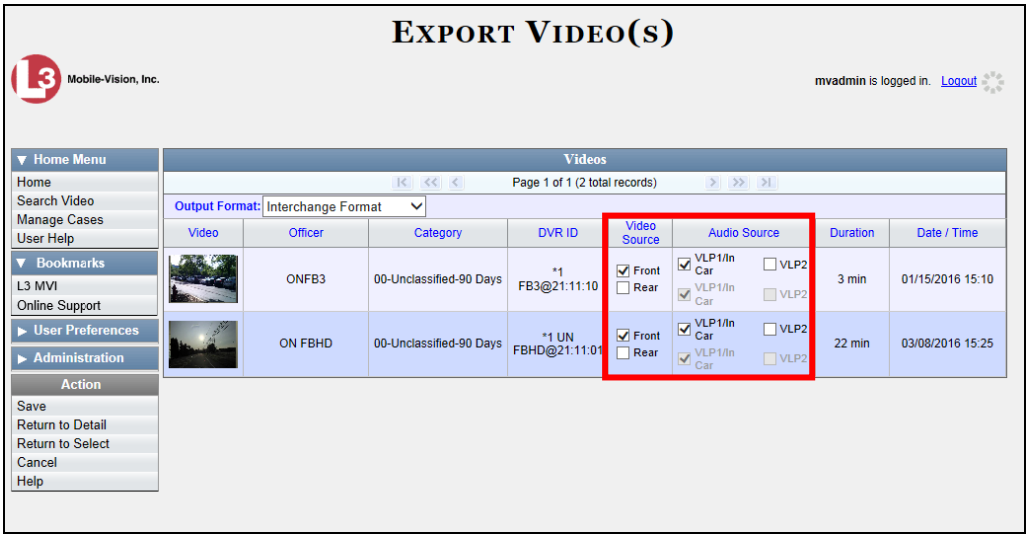


**3** If the word "Camera" displays in the *Video Source* column, proceed to the next step.

– OR –

If two checkboxes display in the *Video Source* column, select the camera views you wish to include for each video, as described below.

| Video Source Setting | Description |
|---|---|
| ☑ Front<br>☐ Rear | Copy only the video recorded from Camera Channel 1 (forward facing zoom camera). |
| ☐ Front<br>☑ Rear | Copy only the video recorded from Camera Channel 2 (Backseat and/or Bullet cameras). |
| ☑ Front<br>☑ Rear | Copy the video that was recorded from *both* Camera Channel 1 and Camera Channel 2. When you choose this option, the system will burn two separate video files on the DVD that will appear as separate menu items. This doubles your DVD space requirement. |

**4** If the word "Camera" displays in the *Audio Source* column, proceed to the next step.

– OR –

If two checkboxes display in the *Audio Source* column, select the audio source that you wish to include for each video, as described below:

- ❒ VLP1/In Car. The audio from the wireless microphone that's connected to your Flashback's VLP 1 port *and* the audio from your in-car microphone (default). *See note on the next page*.
- ❒ VLP2. The audio from the wireless microphone that's connected to your Flashback's VLP 2 port, if applicable.

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**Note on Flashback Audio Playback**: If you choose the **VLP1/In Car** audio setting, you will be able to toggle back and forth between two audio streams: the stream from the wireless microphone that's connected to your Flashback's VLP 1 port, and the stream from your in-car microphone. On your DVD player, the *VLP1* audio stream is available on the *left* stereo channel, and the *In Car* audio stream is available on the *right* stereo channel. You can use the balance controls on your DVD player to switch back and forth between these two streams.

If you choose the **VLP2** audio setting, the audio stream from the wireless microphone that's connected to your Flashback's VLP 2 port will be available on your DVD player's *left* stereo channel, and the *right* stereo channel will be mute.

**5** Go to the Action column and click **Save**. The Export Options popup displays.

**6** If your agency has only *one* robotic DVD burner, proceed to the next step.

– OR –

If your agency has *more than one* robotic DVD burner and you wish to use the Backup PC displayed in the *Name* field, proceed to the next step.

– OR –

If your agency has *more than one* robotic DVD burner and you do *not* wish to use the Backup PC displayed in the *Name* field (see **NOTE** below), select a new Backup PC from the drop-down list.

**NOTE**: Whenever you submit a request to burn an export disc, the system will automatically analyze your Backup PC resources to determine which Backup PC has the fewest number of jobs in its queue. It then displays that Backup PC in the *Name* field on the Export Options popup. Although you can override this selection if desired, the system choice will typically give you the fastest burn time.

**7** If you want to burn only *one* DVD (default), proceed to the next step.

– OR –

If you want to burn *more than one* DVD, enter the desired quantity in the *Num Copies* field.

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8 Enter a description for this DVD in the *Video Description* field. This text will print on the surface of the DVD.

9 If you'd like the Chain of Custody report to include basic logs only (default), proceed to the next step.

– OR –

If you'd like the Chain of Custody report to include basic logs *and* IACP* logs, select **Include IACP logs** from the *Chain of Custody Log Level* drop-down list.

– OR –

If you'd like the Chain of Custody report to include all available logs, select **Include all available logs** from the *Chain of Custody Log Level* drop-down list.

10 Click **Save**. The system places your burn request in the burn queue and displays a status message on your Home Page under *Sent Messages*.

When your request reaches the top of the list, the robotic DVD burner will automatically burn a disc for you. A status message will then appear on your Home Page under *Inbox Messages* notifying you that your job is complete.

Once you see the *Completed* message in your *Inbox*, you may retrieve the disc from your burner's output tray.

## Burning Video to an Uncompressed Format DVD via the Robotic DVD Burner

This section describes how to burn stand-alone video information to an *Uncompressed Format DVD* using your agency's robotic DVD burner. *Stand-alone video* is video that is not linked to a case.

An uncompressed format DVD will include the same information found on a Data DVD. In addition, this type of DVD includes a link that allows you to convert the included videos into MP4 and DV files.

For more information on Uncompressed Format DVDs, see "Uncompressed DVD Format" on page 182.

If you prefer to burn video using your PC's DVD burner, see "Burning Video to an Uncompressed Format DVD via Your PC's DVD Burner" on page 237 instead.

**WARNING**: Once a video has been downloaded in uncompressed format and then converted to MP4 and DV files, its authenticity can no longer be verified. Such video can be edited and tampered with using commercial video editing software.

1 If you have not done so already, display the video(s) you wish to burn, then select **Export→ Export Video(s)**. (For more detailed instructions, see "Burning Video to DVD" on page 216.)

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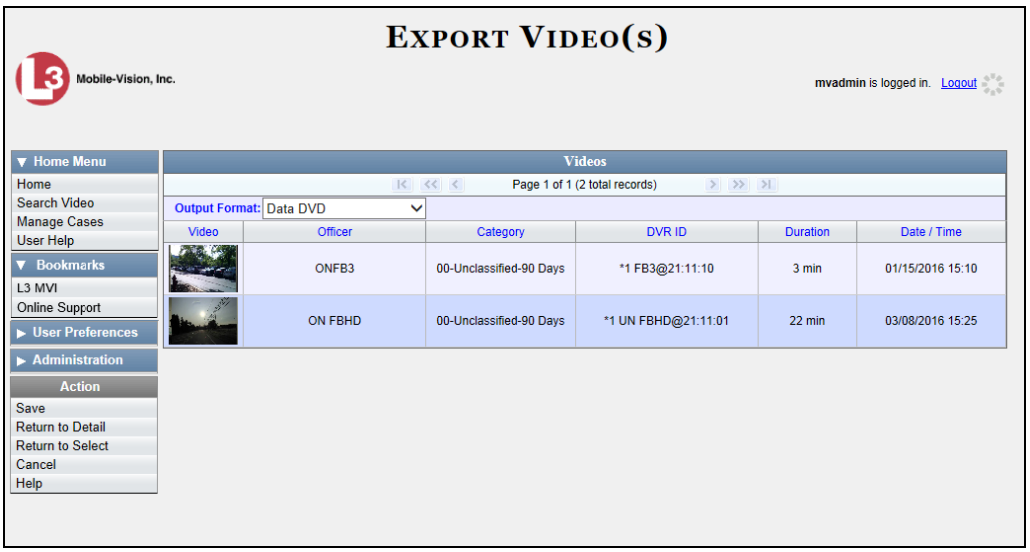
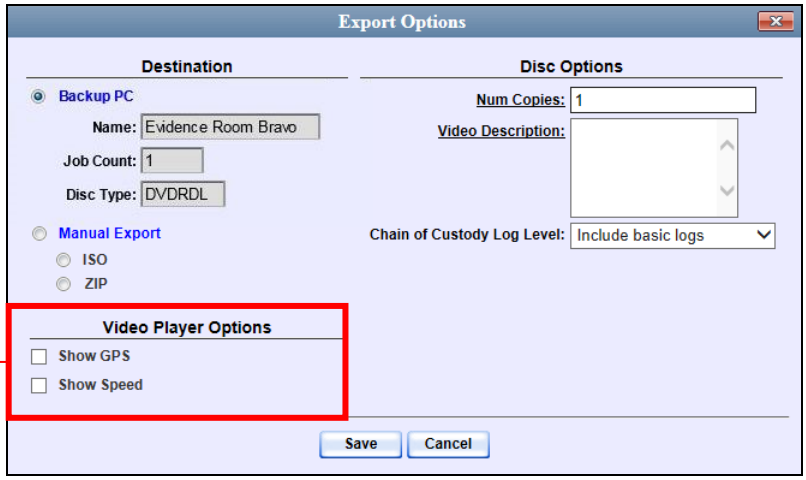
The Export Video(s) page displays.




**2** Go to the *Output Format* field and select **Uncompressed Format** from the drop-down list.

**3** Go to the Action column and click **Save**. The Export Options popup displays.




Depending on your user permissions, these checkboxes may or may not display

**4** If your agency has only *one* robotic DVD burner, proceed to the next step.

– OR –

If your agency has *more than one* robotic DVD burner and you wish to use the Backup PC displayed in the *Name* field, proceed to the next step.

– OR –

If your agency has *more than one* robotic DVD burner and you do *not* wish to use the Backup PC displayed in the *Name* field (see **NOTE** on the next page), select a new Backup PC from the drop-down list.

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**NOTE**: Whenever you submit a request to burn an export disc, the system will automatically analyze your Backup PC resources to determine which Backup PC has the fewest number of jobs in its queue. It then displays that Backup PC in the *Name* field on the Export Options popup. Although you can override this selection if desired, the system choice will typically give you the fastest burn time.

**5** If you want to burn only *one* DVD (default), proceed to the next step.

– OR –

If you want to burn *more than one* DVD, enter the desired quantity in the *Num Copies* field.

**6** Enter a description for this DVD in the *Video Description* field. This text will print on the surface of the DVD.

**7** If you'd like the Chain of Custody report to include basic logs only (default), proceed to the next step.

– OR –

If you'd like the Chain of Custody report to include basic logs *and* IACP* logs, select **Include IACP logs** from the *Chain of Custody Log Level* drop-down list.

– OR –

If you'd like the Chain of Custody report to include all available logs, select **Include all available logs** from the *Chain of Custody Log Level* drop-down list.

**8** If a Video Player Options section displays in the lower left corner of the Export Options popup (will include one or two checkboxes), proceed to the next step. Otherwise skip to step 13.

**9** If a *Show GPS* checkbox displays in the Video Player Options section, proceed to the next step. Otherwise skip to step 12.

**10** If you want this video export to include GPS data with the Flashback Player (displays during video playback, as pictured left), select the *Show GPS* checkbox. Otherwise proceed to the next step.

**11** If a *Show Speed* checkbox displays in the Video Player Options section, proceed to the next step. Otherwise skip to step 13.

**12** If you want this video export to include vehicle speed data with the Flashback Player (displays in the GPS section during video playback, as pictured left), select the *Show Speed* checkbox. Otherwise proceed to the next step.

**13** Click **Save**. The system places your burn request in the burn queue and displays a status message on your Home Page under *Sent Messages*.

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When your request reaches the top of the list, the robotic DVD burner will automatically burn the DVD. A status message will then appear on your Home Page under *Inbox Messages* notifying you that the job is complete.

Once you see the *Completed* message in your *Inbox*, you may retrieve the disc from your burner's output tray.

## Burning Video to a Data DVD via Your PC's DVD Burner

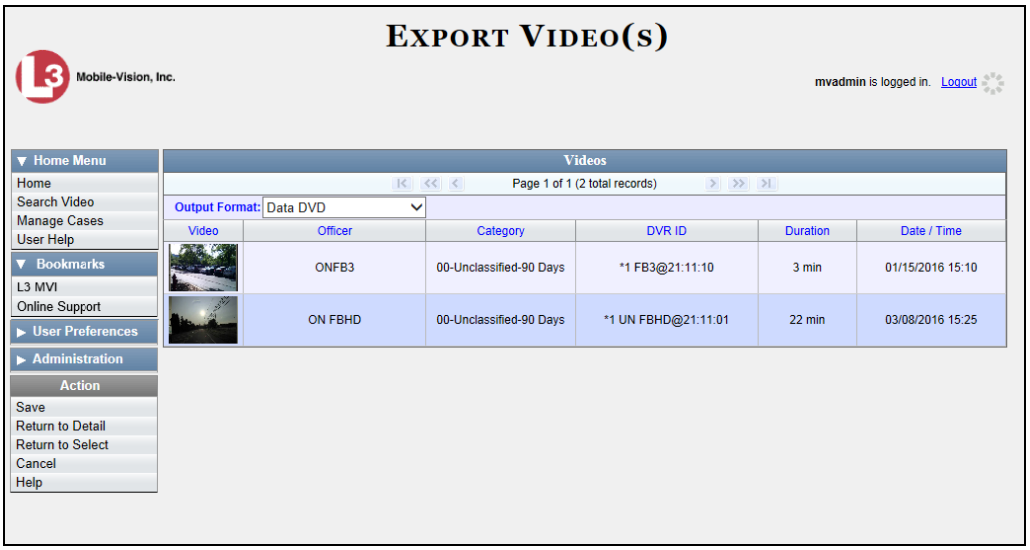
This section describes how to burn stand-alone video information to a *Data DVD* using your PC's DVD burner. *Stand-alone* video is video that is not linked to a case.

For a description of Data DVDs, see "Data DVD Format" on page 180.

If you prefer to burn video using your agency's robotic DVD burner, see "Burning Video to a Data DVD via the Robotic DVD Burner" on page 218 instead.

1 If you have not done so already, display the video(s) you wish to burn, then select **Export→ Export Video(s)**. (For more detailed instructions, see "Burning Video to DVD" on page 216.)

The Export Video(s) page displays.




2 If **Data DVD** displays in the *Output Format* field, proceed to the next step.

– OR –

If **Data DVD** does *not* display in the *Output Format* field, select it from the drop-down list.

3 Go to the Action column and click **Save**. The Export Options popup displays.

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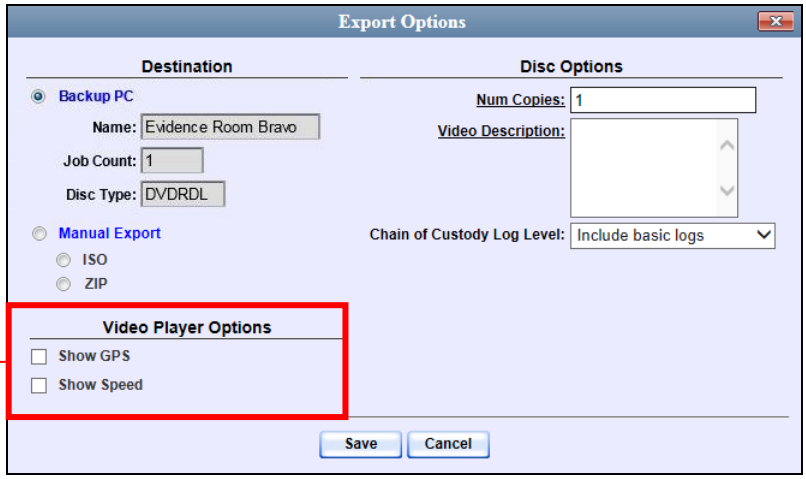


Depending on your user permissions, these checkboxes may or may not display

4 Select **Manual Export**.

You have two file options: an **ISO** file or a **ZIP** file. If you are exporting this data for the *sole purpose* of burning a DVD, select **ISO**. Otherwise select **ZIP**, which will copy your videos and any metadata to a folder first.

5 To burn this video as an ISO file (default), proceed to the next step.

– OR –

To burn this video as a *zip* file, select **ZIP**.

6 Enter a description for this DVD in the *Video Description* field.

7 If you'd like the Chain of Custody report to include basic logs only (default), proceed to the next step.

– OR –

If you'd like the Chain of Custody report to include basic logs *and* IACP* logs, select **Include IACP logs** from the *Chain of Custody Log Level* drop-down list.

– OR –

If you'd like the Chain of Custody report to include all available logs, select **Include all available logs** from the *Chain of Custody Log Level* drop-down list.

8 If a Video Player Options section displays in the lower left corner of the Export Options popup (will include one or two checkboxes), proceed to the next step. Otherwise skip to step 13.

9 If a *Show GPS* checkbox displays in the Video Player Options section, proceed to the next step. Otherwise skip to step 12.

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**10** If you want this video export to include GPS data with the Flashback Player (displays during video playback, as pictured left), select the *Show GPS* checkbox. Otherwise proceed to the next step.

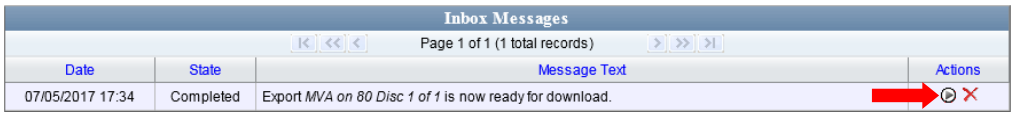
**11** If a *Show Speed* checkbox displays in the Video Player Options section, proceed to the next step. Otherwise skip to step 13.

**12** If you want this video export to include vehicle speed data with the Flashback Player (displays in the GPS section during video playback, as pictured left), select the *Show Speed* checkbox. Otherwise proceed to the next step.

**13** Click **Save**. The system begins processing your request. A copy of this request will display on your Home Page under *Sent Messages*.

When processing is complete, a confirmation message will display on your Home Page under *Inbox Messages*.

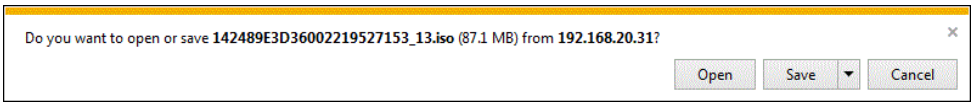
**14** Go to your *Inbox* messages and look for a download icon next to the export confirmation message.




⇒ If you see the download icon, proceed to the next step.

⇒ If you do *not* see the download icon, the system is still processing your request. Go to ▼ Home Menu and click **Home** to refresh your screen. Once you see the download icon, proceed to the next step.

**15** Click the download icon to the right of the export message. A Windows message displays.




**16** Select **Save As** from the *Save* drop-down list. The Save As window displays.

**17** Navigate to the disk drive location where you wish to temporarily store the video file.

**18** To change the file name, enter a new name in the *File name* field. Otherwise proceed to the next step.

**19** Click **Save**. The system copies your file to the selected location. When the download is complete, a confirmation message displays.

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20 Use the Windows Disc Image Burner or other commercial disc burning software to burn the video to DVD.

## Burning Video to an Interchange Format DVD via Your PC's DVD Burner

This section describes how to burn selected stand-alone videos to an *Interchange Format* DVD using your PC's DVD burner. *Stand-alone* video is video that is not linked to a case.

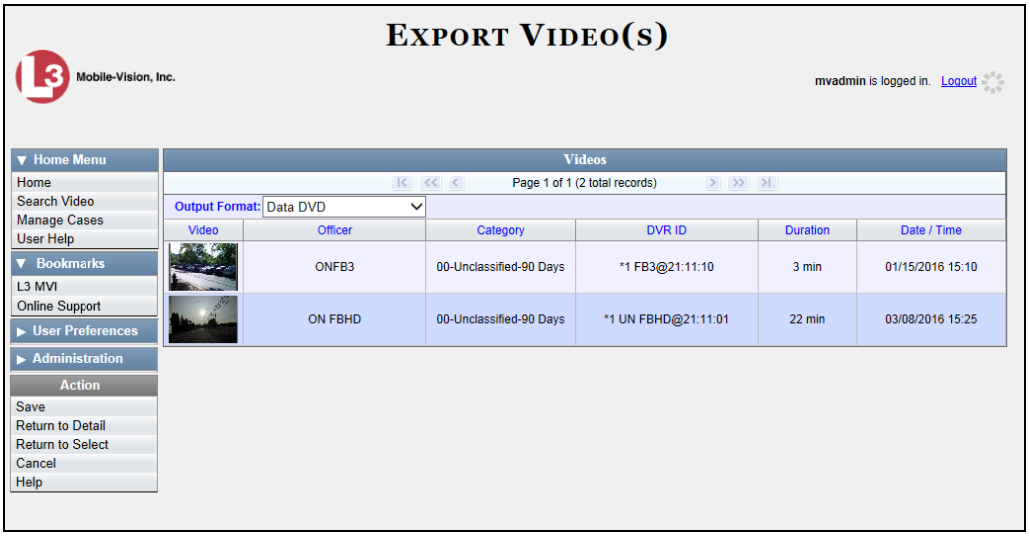
For a description of the Interchange format, see "Interchange DVD Format" on page 182.

If you prefer to burn video using your agency's robotic DVD burner, see "Burning Video to an Interchange Format DVD via the Robotic DVD Burner" on page 224 instead.

**WARNING**: Once a video has been exported in interchange format, its authenticity can no longer be verified. Such video can be edited and tampered with using commercial video editing software.

1 If you have not done so already, display the video(s) you wish to burn, then select **Export→ Export Video(s)**. (For more detailed instructions, see "Burning Video to DVD" on page 216.)

The Export Video(s) page displays.




2 Go to the *Output Format* field and select **Interchange Format** from the drop-down list. Two new columns display: *Video Source* and *Audio Source*.

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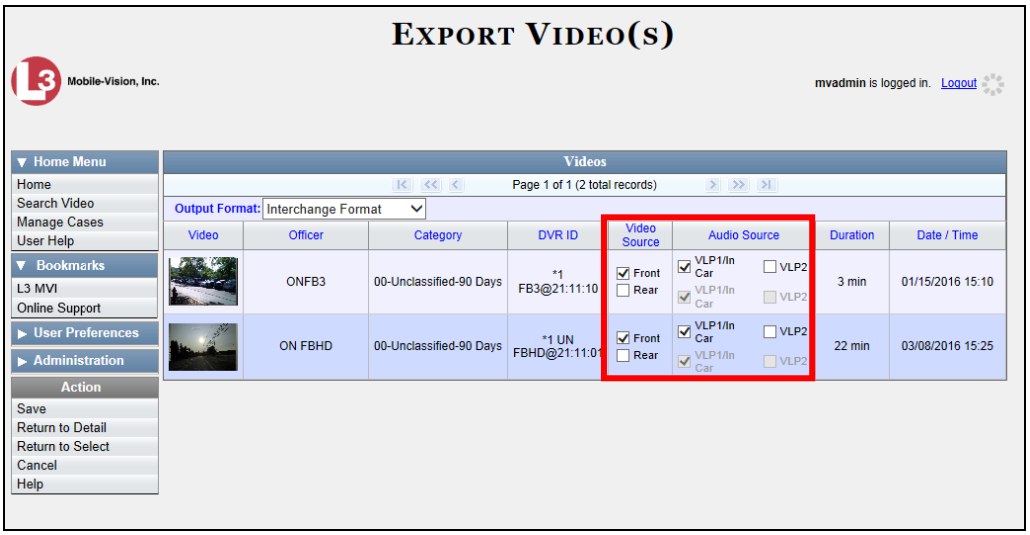


**3** If the word "Camera" displays in the *Video Source* column, proceed to the next step.

– OR –

If two checkboxes display in the *Video Source* column, select the camera views you wish to include for each video, as described below.

| Video Source Setting | Description |
|---|---|
| ☑ Front<br>☐ Rear | Copy only the video recorded from Camera Channel 1 (forward facing zoom camera). |
| ☐ Front<br>☑ Rear | Copy only the video recorded from Camera Channel 2 (Backseat and/or Bullet cameras). |
| ☑ Front<br>☑ Rear | Copy the video that was recorded from *both* Camera Channel 1 and Camera Channel 2. |

**4** If the word "Camera" displays in the *Audio Source* column, proceed to the next step.

– OR –

If two checkboxes display in the *Audio Source* column, select the audio source that you wish to include for each video, as described below:

- ❒ VLP1/In Car. The audio from the wireless microphone that's connected to your Flashback's VLP 1 port *and* the audio from your in-car microphone (default). *See note on the next page*.
- ❒ VLP2. The audio from the wireless microphone that's connected to your Flashback's VLP 2 port, if applicable.

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> **Note on Flashback Audio Playback**: If you choose the **VLP1/In Car** audio setting, you will be able to toggle back and forth between two audio streams: the stream from the wireless microphone that's connected to your Flashback's VLP 1 port, and the stream from your in-car microphone. On your DVD player, the *VLP1* audio stream is available on the *left* stereo channel, and the *In Car* audio stream is available on the *right* stereo channel. You can use the balance controls on your DVD player to switch back and forth between these two streams.
>
> If you choose the **VLP2** audio setting, the audio stream from the wireless microphone that's connected to your Flashback's VLP 2 port will be available on your DVD player's *left* stereo channel, and the *right* stereo channel will be mute.

**5** Go to the Action column and click **Save**. The Export Options popup displays.

**6** Select **Manual Export**.

You have two file options: an **ISO** file or a **ZIP** file. If you are exporting this data for the *sole purpose* of burning a DVD, select **ISO**. Otherwise select **ZIP**, which will copy your videos and any metadata to a folder first.

**7** To burn this video as an ISO file (default), proceed to the next step.

– OR –

To burn this video as a *zip* file, select **ZIP**.

**8** Enter a description for this DVD in the *Video Description* field.

*(Continued)*

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**9** If you'd like the Chain of Custody report to include basic logs only (default), proceed to the next step.

– OR –

If you'd like the Chain of Custody report to include basic logs *and* IACP* logs, select **Include IACP logs** from the *Chain of Custody Log Level* drop-down list.

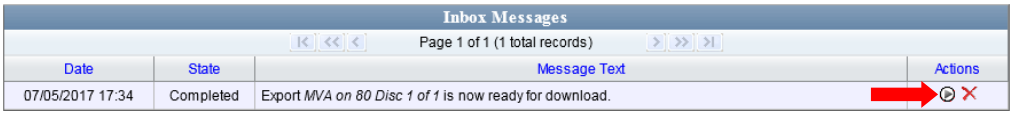
– OR –

If you'd like the Chain of Custody report to include all available logs, select **Include all available logs** from the *Chain of Custody Log Level* drop-down list.

**10** Click **Save**. The system begins processing your request. A copy of this request will display on your Home Page under *Sent Messages*.

When processing is complete, a confirmation message will display on your Home Page under *Inbox Messages*.

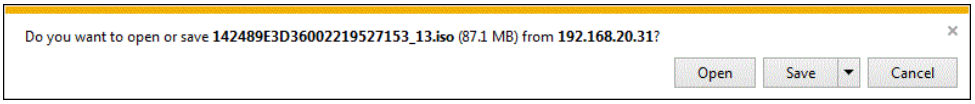
**11** Go to your *Inbox* messages and look for a download icon next to the export confirmation message.




⇒ If you see the download icon, proceed to the next step.

⇒ If you do *not* see the download icon, the system is still processing your request. Go to ▼ Home Menu and click **Home** to refresh your screen. Once you see the download icon, proceed to the next step.

**12** Click the download icon to the right of the export message. A Windows message displays.




**13** Select **Save As** from the *Save* drop-down list. The Save As window displays.

**14** Navigate to the disk drive location where you wish to temporarily store the video file.

**15** To change the file name, enter a new name in the *File name* field. Otherwise proceed to the next step.

**16** Click **Save**. The system copies your file to the selected location. When the download is complete, a confirmation message displays.

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**17** Use the Windows Disc Image Burner or other commercial disc burning software to burn the video to DVD.

## Burning Video to an Uncompressed Format DVD via Your PC's DVD Burner

This section describes how to burn stand-alone video information to an *Uncompressed Format DVD* using your PC's DVD burner. *Stand-alone* video is video that is not linked to a case.

An Uncompressed Format DVD will include the same information found on a Data DVD. In addition, this type of DVD includes a button that allows you to convert the included videos into MP4 and DV files.

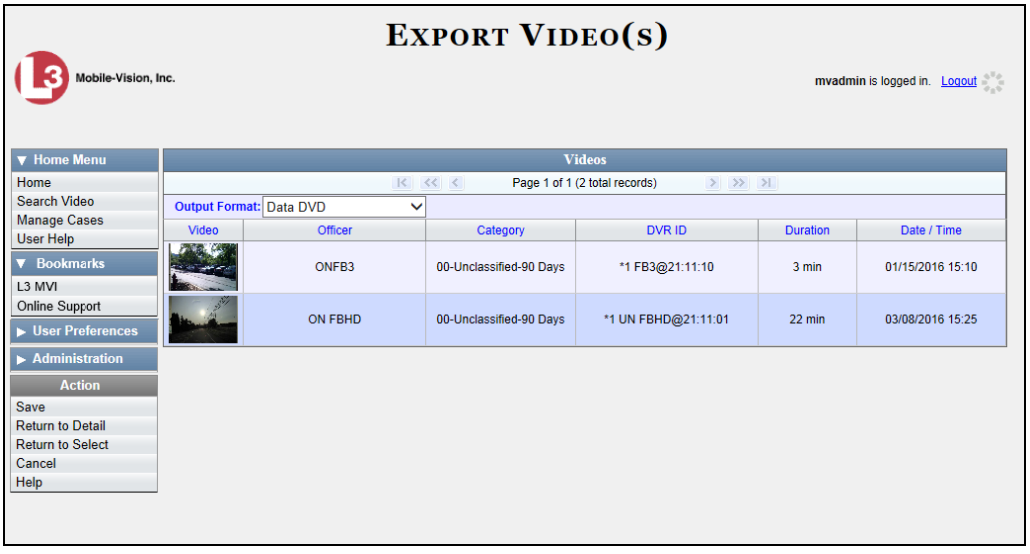
For more information on Uncompressed Format DVDs, see "Uncompressed DVD Format" on page 182.

If you prefer to burn video using your agency's robotic DVD burner, see "Burning Video to an Uncompressed Format DVD via the Robotic DVD Burner" on page 227 instead.

**WARNING**: Once a video has been downloaded in Uncompressed format and then converted to MP4 and DV files, its authenticity can no longer be verified. Such video can be edited and tampered with using commercial video editing software.

**1** If you have not done so already, display the video(s) you wish to burn, then select **Export→ Export Video(s)**. (For more detailed instructions, see "Burning Video to DVD" on page 216.)

The Export Video(s) page displays.

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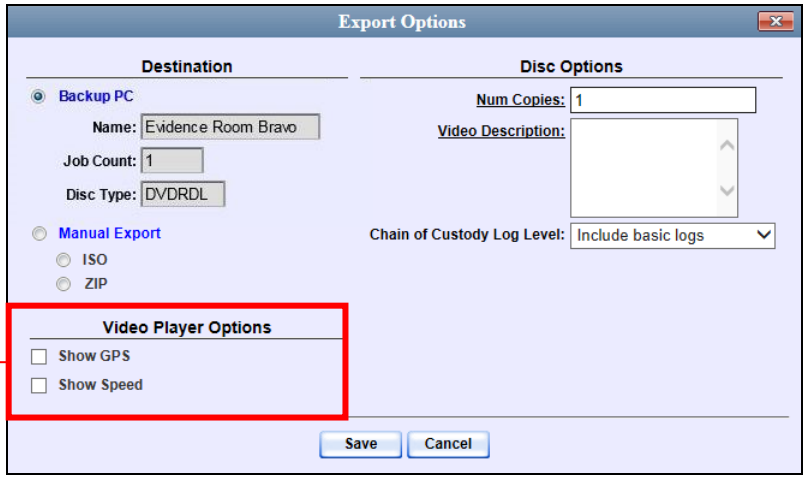
2 Go to the *Output Format* field and select **Uncompressed Format** from the drop-down list.

3 Go to the Action column and click **Save**. The Export Options popup displays.




Depending on your user permissions, these checkboxes may or may not display

4 Select **Manual Export**.

You have two file options: an **ISO** file or a **ZIP** file. If you are exporting this data for the *sole purpose* of burning a DVD, select **ISO**. Otherwise select **ZIP**, which will copy your videos and any metadata to a folder first.

5 To burn this video as an ISO file (default), proceed to the next step.

– OR –

To burn this video as a ZIP file, select **ZIP**.

6 Enter a description for this DVD in the *Video Description* field.

7 If you'd like the Chain of Custody report to include basic logs only (default), proceed to the next step.

– OR –

If you'd like the Chain of Custody report to include basic logs *and* IACP* logs, select **Include IACP logs** from the *Chain of Custody Log Level* drop-down list.

– OR –

If you'd like the Chain of Custody report to include all available logs, select **Include all available logs** from the *Chain of Custody Log Level* drop-down list.

8 If a Video Player Options section displays in the lower left corner of the Export Options popup (will include one or two checkboxes), proceed to the next step. Otherwise skip to step 13.

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**9** If a *Show GPS* checkbox displays in the Video Player Options section, proceed to the next step. Otherwise skip to step 12.

**10** If you want this video export to include GPS data with the Flashback Player (displays during video playback, as pictured left), select the *Show GPS* checkbox. Otherwise proceed to the next step.

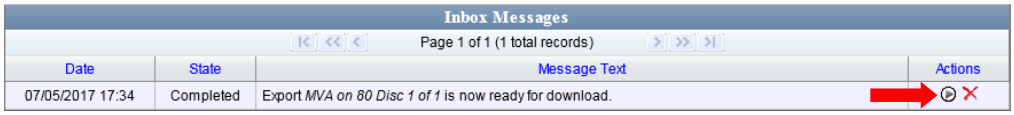
**11** If a *Show Speed* checkbox displays in the Video Player Options section, proceed to the next step. Otherwise skip to step 13.

**12** If you want this video export to include vehicle speed data with the Flashback Player (displays in the GPS section during video playback, as pictured left), select the *Show Speed* checkbox. Otherwise proceed to the next step.

**13** Click **Save**. The system begins processing your request. A copy of this request will display on your Home Page under *Sent Messages*.

When processing is complete, a confirmation message will display on your Home Page under *Inbox Messages*.

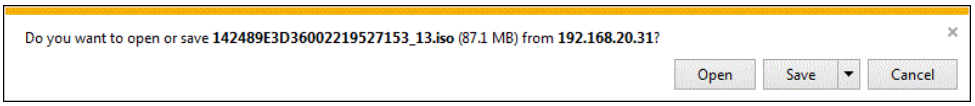
**14** Go to your *Inbox* messages and look for a download icon next to the export confirmation message.




⇒ If you see the download icon, proceed to the next step.

⇒ If you do *not* see the download icon, the system is still processing your request. Go to ▼ Home Menu and click **Home** to refresh your screen. Once you see the download icon, proceed to the next step.

**15** Click the download icon to the right of the export message. A Windows message displays.




**16** Select **Save As** from the *Save* drop-down list. The Save As window displays.

**17** Navigate to the disk drive location where you wish to temporarily store the video file.

**18** To change the file name, enter a new name in the *File name* field. Otherwise proceed to the next step.

*(Continued)*

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19 Click **Save**. The system copies your file to the selected location. When the download is complete, a confirmation message displays.

20 Use the Windows Disc Image Burner or other commercial disc burning software to burn the video to DVD.

## Burning Video to an FOIA Redacted DVD via Your PC's DVD Burner

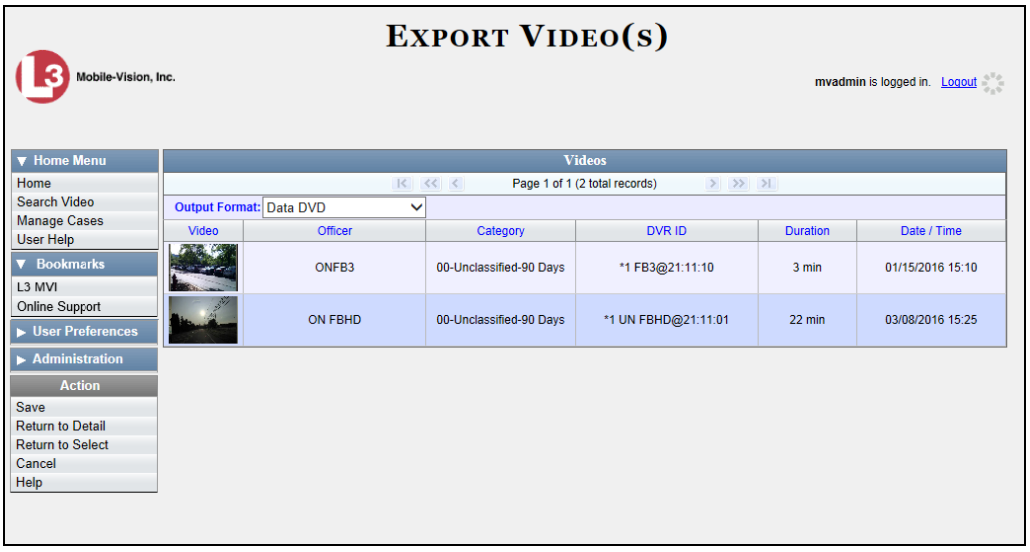
This section describes how to burn selected stand-alone video(s) to an FOIA Redacted DVD using your PC's DVD burner. *Stand-alone* video is video that is not linked to a case.

For a description of the FOIA format, see "FOIA Redacted DVD Format" on page 183.

**WARNING**: Once a video has been exported in FOIA Redacted DVD Format, its authenticity can no longer be verified. Such video can be edited and tampered with using commercial video editing software.

1 If you have not done so already, display the video(s) you wish to burn, then select **Export→ Export Video(s)**. (For more detailed instructions, see "Burning Video to DVD" on page 216.)

The Export Video(s) page displays.




2 Go to the *Output Format* field and select **FOIA Redaction Format** from the drop-down list. Three new columns display: *Video Source*, *Audio Source*, and *Redaction*.

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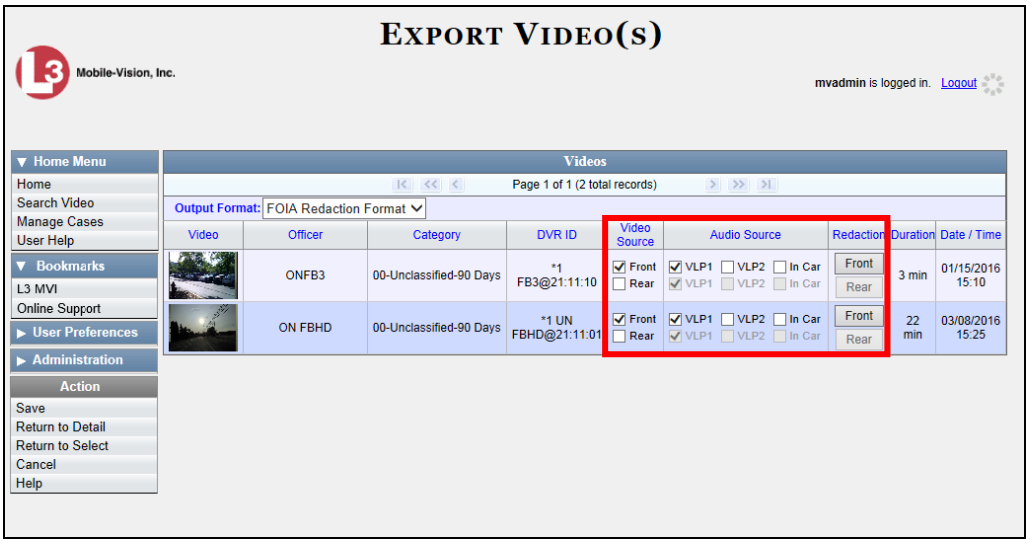


**3** If the word "Camera" displays in the *Video Source* column, proceed to the next step.

– OR –

If two checkboxes display in the *Video Source* column, select the camera views you wish to include for each video, as described below.

| Video Source Setting | Description |
|---|---|
| ☑ Front<br>☐ Rear | Copy only the video recorded from Camera Channel 1 (forward facing zoom camera). |
| ☐ Front<br>☑ Rear | Copy only the video recorded from Camera Channel 2 (Backseat and/or Bullet cameras). |
| ☑ Front<br>☑ Rear | Copy the video that was recorded from *both* Camera Channel 1 and Camera Channel 2. |

**4** To include at least one audio track with this export, proceed to the next step.

– OR –

To include *no* audio tracks with this export (i.e., omit all audio), deselect the VLP1 checkbox. Skip to step 6.

**5** If the word "Camera" displays in the *Audio Source* column, proceed to the next step.

– OR –

If two checkboxes display in the *Audio Source* column, select the audio sources that you wish to include for each video. You may select up to two sources for each video. These audio tracks will play concurrently when watching the video.

❒ *VLP1*. The audio from the wireless microphone that's connected to your Flashback's VLP 1 port (default)
*(Continued)*

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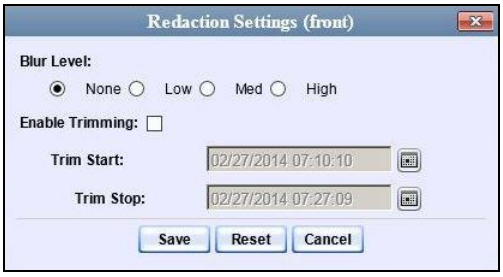
- ❒ *VLP2*. The audio from the wireless microphone that's connected to your Flashback's VLP 2 port, if applicable
- ❒ *In Car*. The audio from your in-car microphone.

> **Note on Flashback Audio Playback**: If you choose the **VLP1** and **In Car** audio settings, you will be able to toggle back and forth between two audio streams: the stream from the wireless microphone that's connected to your Flashback's VLP 1 port, and the stream from your in-car microphone. On your DVD player, the *VLP1* audio stream is available on the *left* stereo channel, and the *In Car* audio stream is available on the *right* stereo channel. You can use the balance controls on your DVD player to switch back and forth between these two streams.
>
> **If you choose the VLP2 audio setting**, the audio stream from the wireless microphone that's connected to your Flashback's VLP 2 port will be available on your DVD player's *left* stereo channel, and the *right* stereo channel will be mute.

**6** Go to the *Redaction* column and click on one of the following buttons:

- ❒ **Camera**. Redact the video from a *Body*VISION or BWX-100 camera.
- ❒ **Front**. Redact the video from a Flashback's Camera Channel 1. For in-car systems, this is the video captured with your forward facing zoom camera.
- ❒ **Rear**. Redact the video from a Flashback's Camera Channel 2. For in-car systems, this is the video captured with your Backseat camera and/or Bullet cameras.

The Redaction Settings popup displays.




The Redaction settings are described in the table on page 213.

**7** To blur the entire video or video segment, proceed to the next step. Otherwise skip to step 9.

**8** Select a *Blur Level*: **Low**, **Med**, or **High** (see samples on page 213).

**9** To export a *segment* of the original full-length video, proceed to the next step.

– OR –

To export the entire full-length video, skip to step 13.

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10 Select the *Enable Trimming* checkbox.

11 Proceed to *Trim Start* field. Using the calendar popup, select the beginning of the video date/time range you wish to export.

12 Proceed to *Trim Stop* field. Using the calendar popup, select the end of the video date/time range you wish to export.

13 Click **Save**.

14 To redact other videos that are included with this DVD, repeat steps 6 – 13. Otherwise proceed to the next step.

15 Go to the Action column and click **Save**. The Export Options popup displays.

You have two file options: an **ISO** file or a **ZIP** file. If you are exporting this data for the *sole purpose* of burning a DVD, select **ISO**. Otherwise select **ZIP**, which will copy your videos and any metadata to a folder first.

16 To burn this video as an ISO file (default), proceed to the next step.

– OR –

To burn this video as a *zip* file, select **ZIP**.

17 Enter a description for this DVD in the *Video Description* field.

18 If you'd like the Chain of Custody report to include basic logs only (default), proceed to the next step.

– OR –

If you'd like the Chain of Custody report to include basic logs *and* IACP* logs, select **Include IACP logs** from the *Chain of Custody Log Level* drop-down list.

– OR –

If you'd like the Chain of Custody report to include all available logs, select **Include all available logs** from the *Chain of Custody Log Level* drop-down list.

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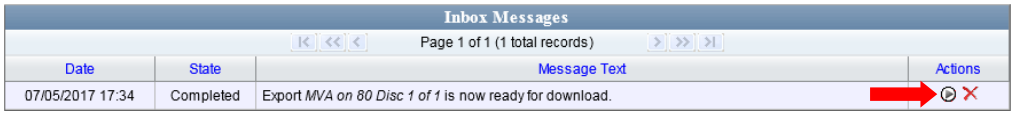
**19** Click **Save**. The system begins processing your request. A copy of this request will display on your Home Page under *Sent Messages*.

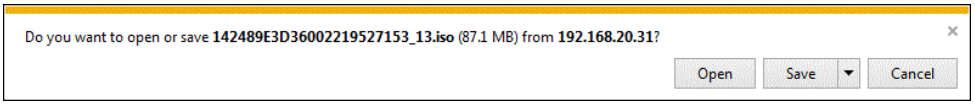
When processing is complete, a confirmation message will display on your Home Page under *Inbox Messages*.

**20** Go to your *Inbox* messages and look for a download icon next to the export confirmation message.




⇒ If you see the download icon, proceed to the next step.
⇒ If you do *not* see the download icon, the system is still processing your request. Go to ▼ Home Menu and click **Home** to refresh your screen. Once you see the download icon, proceed to the next step.

**21** Click the download icon to the right of the export message. A Windows message displays.




**22** Select **Save as** from the *Save* drop-down list. The Save As window displays.

**23** Navigate to the disk drive location where you wish to temporarily save the video file.

**24** To change the file name, enter a new name in the *File name* field. Otherwise proceed to the next step.

**25** Click **Save**. The system copies your file to the selected location. When the download is complete, a confirmation message displays:

**26** Use the Windows Disc Image Burner or other commercial disc burning software to burn the video to DVD.

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# Viewing DVDs

This section describes how to view the videos and case information stored on your export discs, also referred to as *user-requested certified copies*. You *cannot* view videos or case information on an archive disc (i.e., Certified Backup Disc). The latter is only used to restore videos and cases to the Agency server if/when the need arises.

The manner in which you view videos and other data on a DVD depends on the DVD's format. For specific instructions, see:

- ❒ Viewing a Data DVD, below
- ❒ Viewing a Consumer DVD, page 247
- ❒ Viewing an Interchange or FOIA Redacted Format DVD, page 248
- ❒ Viewing an Uncompressed Format DVD, page 249.

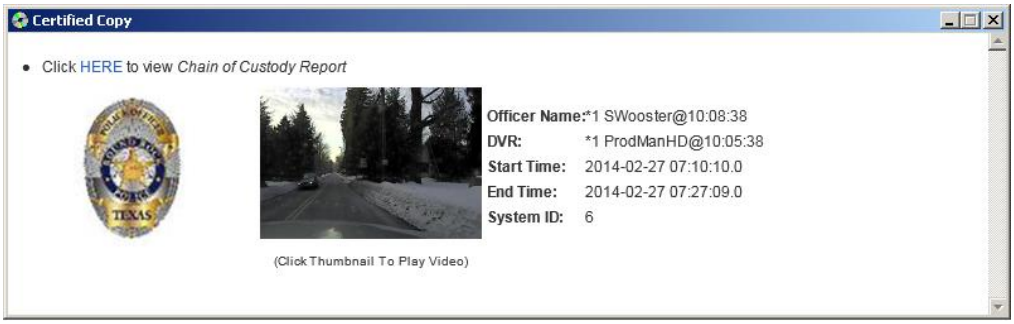
## Viewing a Data DVD

This section describes how to view information stored on an export disc (i.e., *user requested certified copy*) that is in *Data DVD* format.

**1** Insert the Data DVD into your PC's DVD player. In most cases, the DVD menu will display automatically. If it does *not* display, navigate to your PC's DVD/CD drive and double-click on the **AutoPlay.exe** icon.

The appearance of this menu will differ slightly depending on whether this is a *video* or *case* DVD.

***Video DVD***




*(Continued)*

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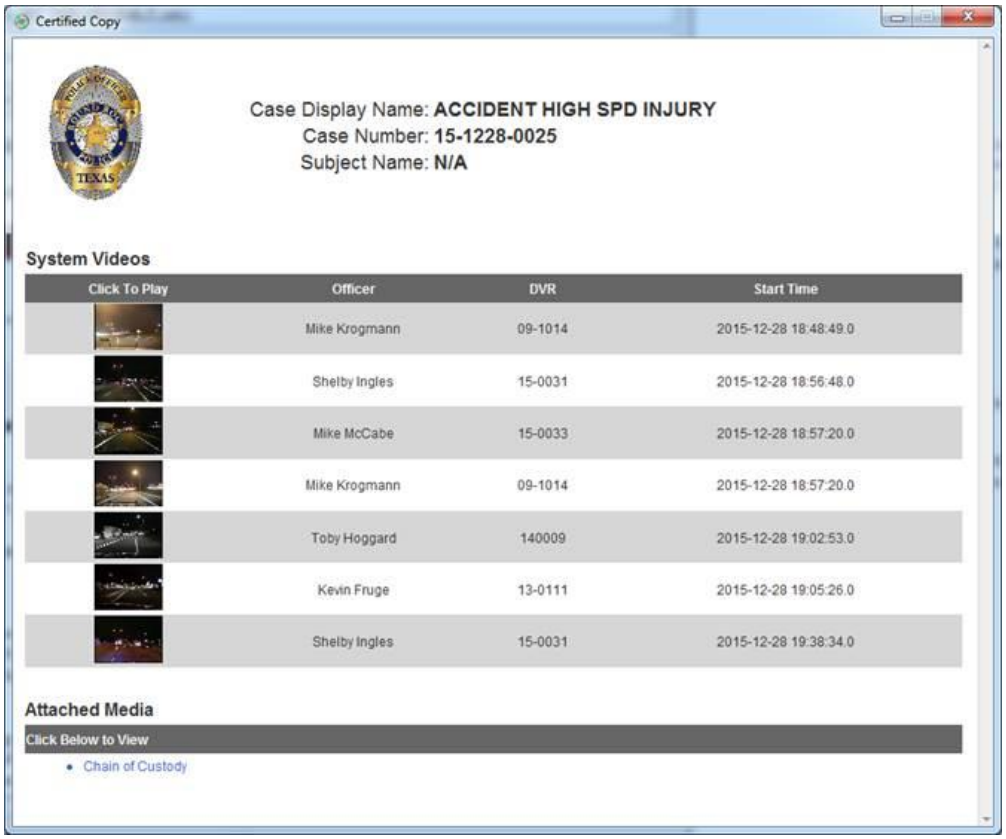
***Case DVD***




**2** To play a video, click on the thumbnail image for that video. The Flashback Player launches. This player will differ slightly depending on whether you are watching a Flashback1 or Flashback2/3/HD/BV video. For more information, see "Flashback1 Player" or "Flashback2/3/HD/BV Player" in chapter 2.

– OR –

To display other information, such as the Chain of Custody Report or an attached media file, click on the appropriate hypertext link. The file will display in the associated software application, such as Adobe Reader.

**3** When you are finished viewing the files on this DVD, click the ☒ in the upper right corner of the popup to exit the DVD menu.

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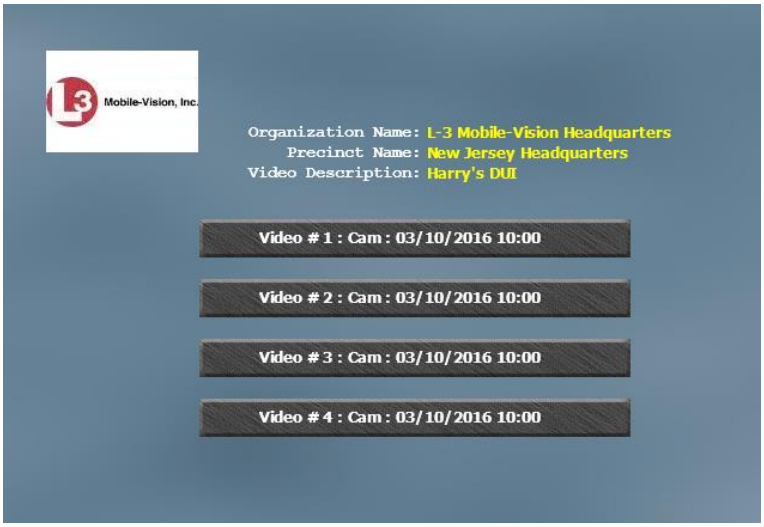
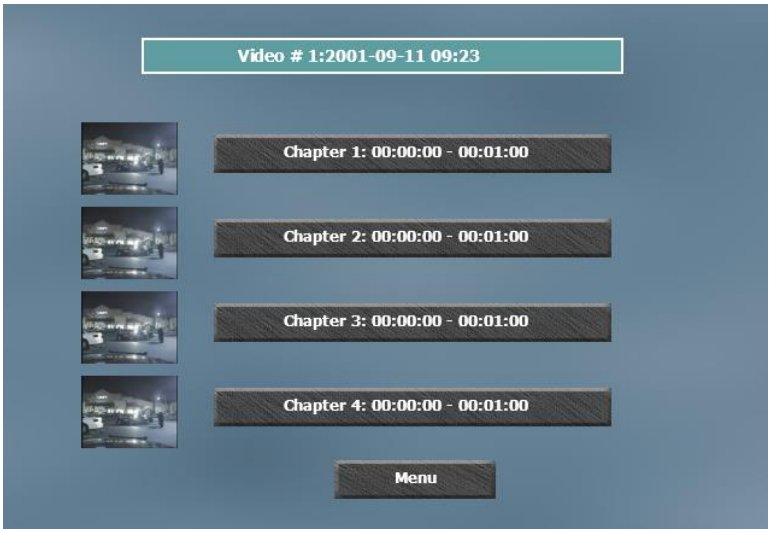
## Viewing a Consumer DVD

This section describes how to view videos stored on an export disc (i.e., *user requested certified copy*) that is in *Consumer DVD* format.

1 Insert the Consumer DVD into the input tray of a consumer DVD player. After you close the tray, the DVD main menu will automatically display on your TV screen or monitor.




2 Click on the button that corresponds to the video and camera view you are interested in. The Group menu displays.




The system automatically divides each video into four time segments. This allows you to start viewing at a particular point in the video without having to watch the whole thing.

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3 To play the entire video from start to finish, click the **Chapter 1** button. The video begins playing on your TV screen or monitor. **End of Procedure**.

– OR –

To start viewing the video partway in, click the **Chapter 2**, **Chapter 3**, or **Chapter 4** button. The video begins playing on your TV screen or monitor.

## Viewing an Interchange or FOIA Redacted Format DVD

This section describes how to view videos stored on an export disc (i.e., *user requested certified copy*) that is in *Interchange* or *FOIA Redacted* format.

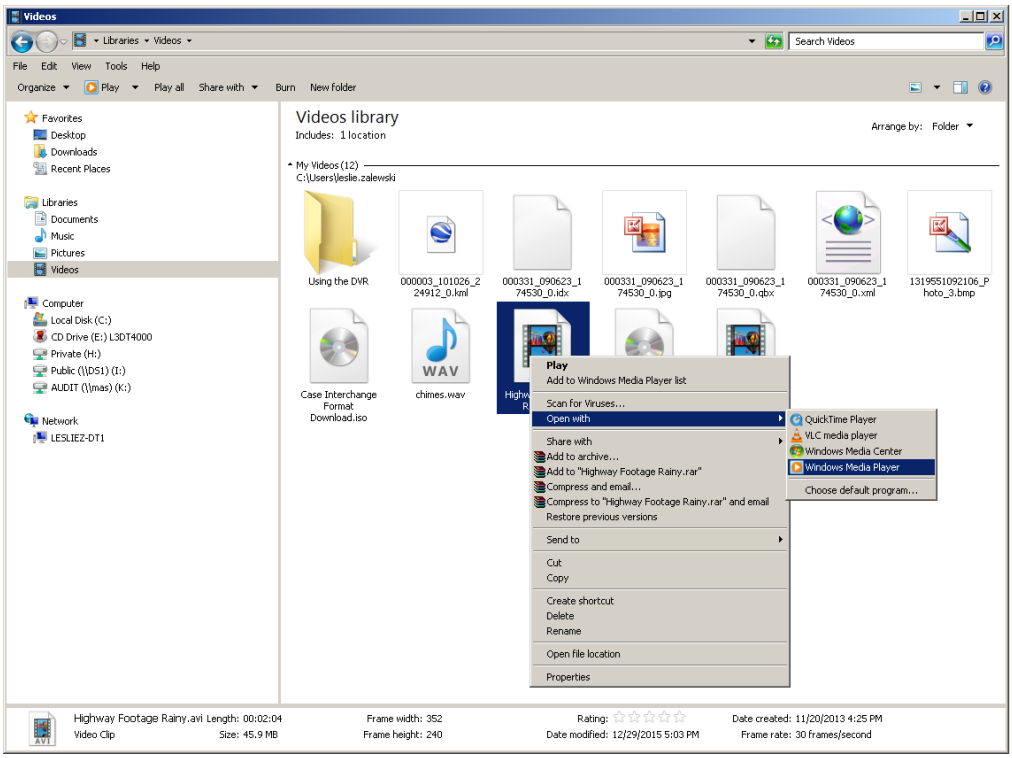
1 Insert the *Interchange* or *FOIA Redacted* DVD into your PC's DVD drive.

2 Using Windows Explorer, navigate to the DVD drive.

3 Locate the desired video file, which will have an extension of either .**mkv** (*Body*-VISION videos), .**avi** (VIEVU videos), or .**mp4** (all other videos).

4 Right-click on the video file, then select **Open with→[player software]** from the popup menu. For example, to play your video on the Windows Media Player, select **Open with→Windows Media Player**.

**HINT**: If you are playing a *BodyVISION* video, select the **VLC media player**.



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The selected video player displays.

5 If the video does not launch automatically, click the **Play** button.

## Viewing an Uncompressed Format DVD

This section describes how to view information stored on an export disc (i.e., *user requested certified copy*) that is in *Uncompressed* format.

1 Insert the Uncompressed format DVD into your PC's DVD player. In most cases, the DVD menu will display automatically. If it does *not* display, navigate to your PC's DVD/CD drive and double-click on the **AutoPlay.exe** icon.

The appearance of this menu is similar to that of a Data DVD disc, except that it includes links at the bottom of the page that are used to convert selected QBX files into DV and MP4 files.

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**2** To play a video, click on the thumbnail image for that video. The Flashback Player launches. For a description of the Flashback Player and its various features, see "Flashback2/3/HD/BV Player" in chapter 2. **End of procedure**.

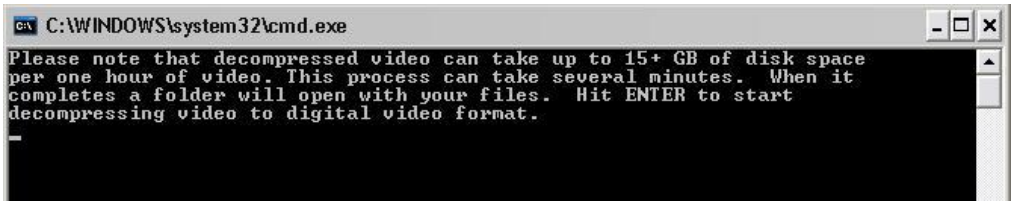
– OR –

To display other information, such as the Chain of Custody Report or an attached media file, click on the appropriate hypertext link. The file will display in the associated software application, such as Adobe Reader. **End of procedure**.

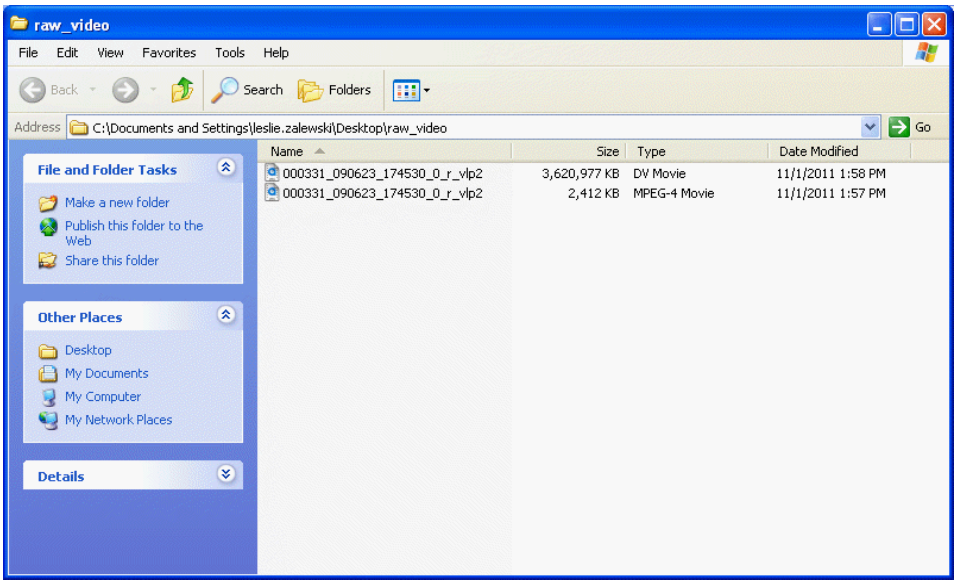
– OR –

To convert a selected video to DV and MP4 files, click the **HERE** link to the left of the file you wish to convert. If a security message displays, click **Run**.

A confirmation message displays.




**3** Read the onscreen message. If you are sure you want to proceed with the conversion, press **Enter**. The system begins converting the selected file. When the conversion is complete, the current screen closes and the system automatically opens a folder on your desktop called *raw_video* which contains the MP4 and DV files.

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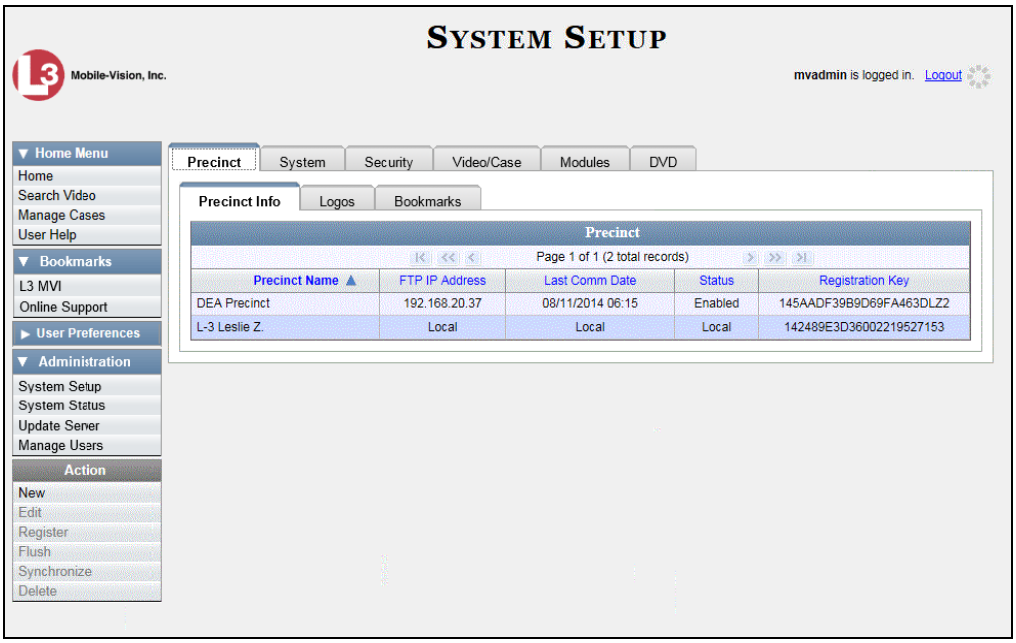
## Changing the File Types that are Automatically Archived

This section describes how to designate which type of files will be backed up automatically by the system using your agency's robotic DVD burner or BluRay burner. Backups occur on a schedule according to video category. A video's category determines how long it will remain online. For more information on video category settings, see "Changing Video Categories" in chapter 2.

**1** Go to ▼ Administration and click **System Setup**. The System Setup page displays.




**2** Click the **System** tab.

*(Continued)*



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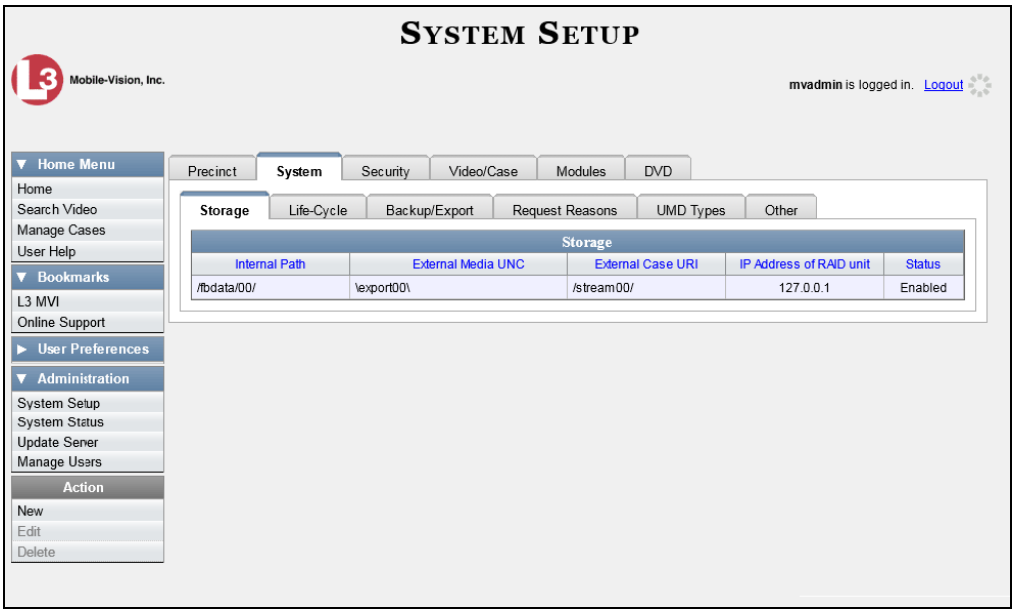
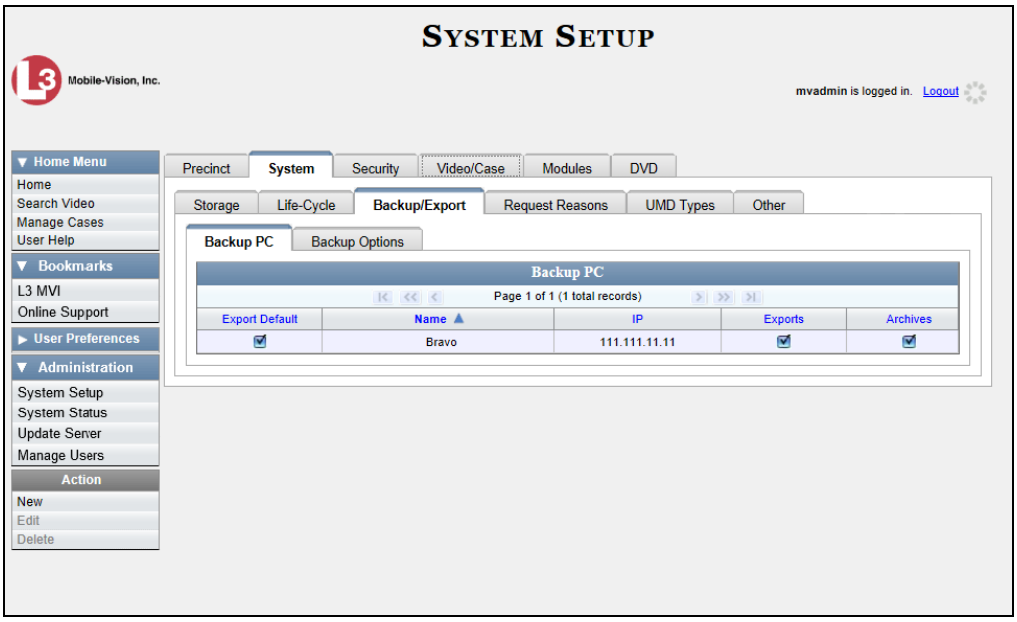



**3** Click the **Backup/Export** tab.




**4** Click the **Backup Options** tab.

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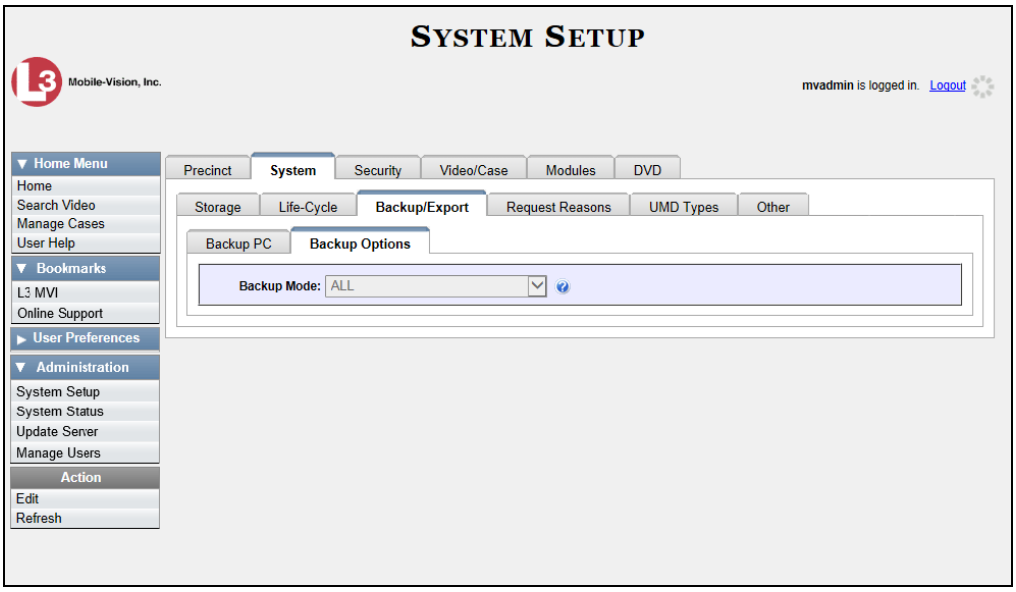
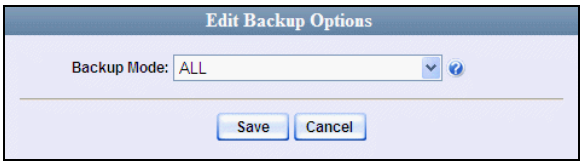



**5** Go to the Action column and click **Edit**. The Edit Backup Options popup displays.




**6** Select an option from the *Backup Mode* drop-down list. The different backup modes are described below.

| Backup Modes | |
|---|---|
| **Mode** | **Description** |
| ALL | Before purging, the system will backup all videos, regardless of what the video categories' individual backup settings are. |
| CASE | Before purging, the system will backup cases only. |
| CASE & CATEGORY | Before purging, the system will backup:<br>▪ All cases<br>▪ Videos with a video category that is *backup enabled*. For more on video categories and how they are used in DEA Agency, see "Changing Video Categories" in chapter 2. |
| EXTERNAL | Before purging, the system will use an external backup device, such as the Dell Power Vault 124T backup device*, to backup all cases and videos. |

* Works in conjunction with the Barracuda Yosemite backup software.

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| Backup Modes (cont'd) | |
|---|---|
| **Mode** | **Description** |
| NONE | The system will not backup any media. Select this option if either of the following circumstances apply:<br>▪ Your agency does not have a robotic DVD burner or BluRay burner<br>▪ Your agency only wants to use your disc burner to generate export discs (i.e., user-requested certified copies). |

**7** Click **Save**.

## Customizing the Consumer DVD Menus

When you insert a Consumer DVD disc into a consumer DVD player, a menu displays. This menu, referred to as the DVD *main menu*, lists the videos and other files that are stored on that disc. There is a separate main menu for *case* and *video* DVDs. Both menus are customizable. There is also a customizable group menu that divides each video into four viewing segments.

Altogether there are four Consumer DVD menus that you can customize to meet your agency's needs:

- ❒ Case DVD Main Menu
- ❒ Case DVD Group Menu
- ❒ Video DVD Main Menu
- ❒ Video DVD Group Menu.

For specific instructions, see:

- ❒ Changing the Color & Style of the Consumer DVD Menus, below
- ❒ Changing the Heading Text for the Consumer DVD Main Menu, page 258
- ❒ Changing the Button Values for the Consumer DVD Main Menu, page 261.

### Changing the Color & Style of the Consumer DVD Menus

This section describes how to change the style and/or color of the various components on the four Consumer DVD menus:

- ❒ Case DVD Main Menu
- ❒ Case DVD Group Menu
- ❒ Video DVD Main Menu
- ❒ Video DVD Group Menu.

Specifically, you can change each menu's background colors, text colors, button style/color, and logo display. If desired, you may also remove the logo display.

**1** Go to ▼ Administration and click **System Setup**. The System Setup page displays.

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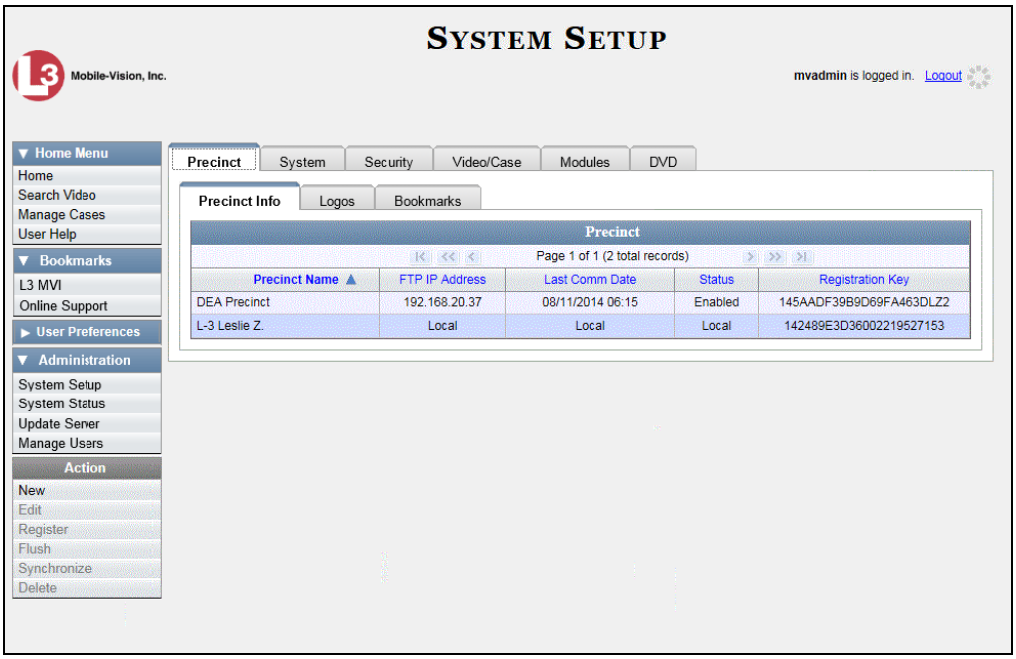
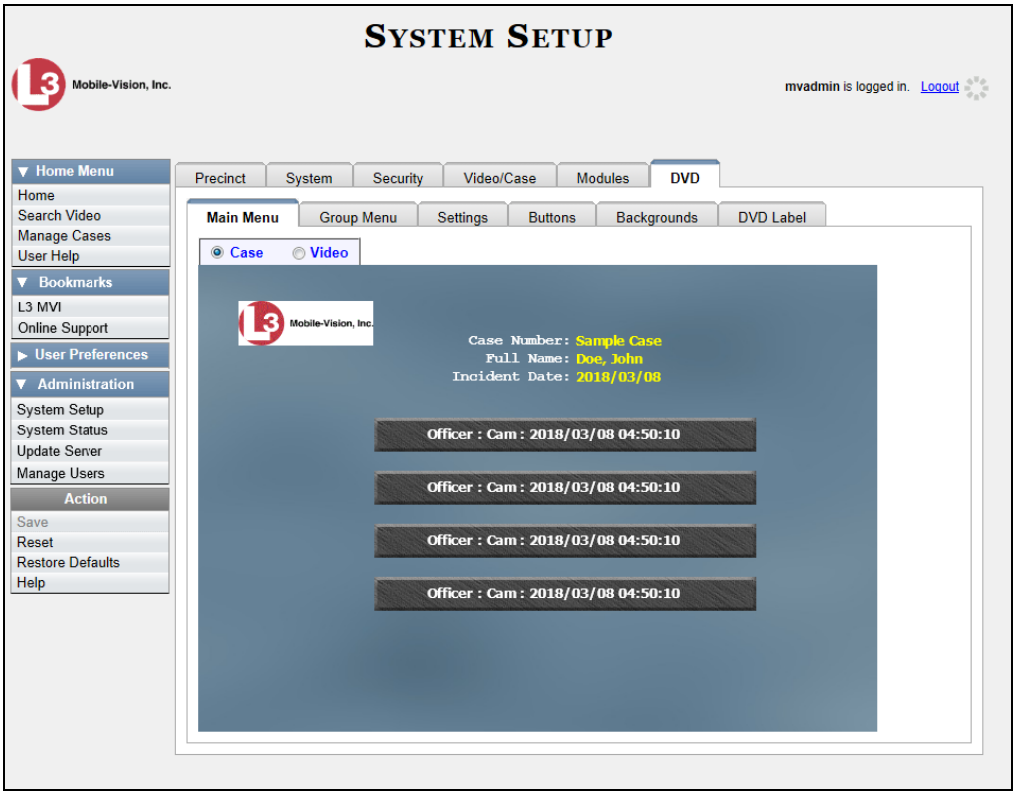



**2** Click the **DVD** tab.




**3** Review the available styles/colors for buttons and backgrounds. To do so, click the **Buttons** and **Backgrounds** tabs, respectively.



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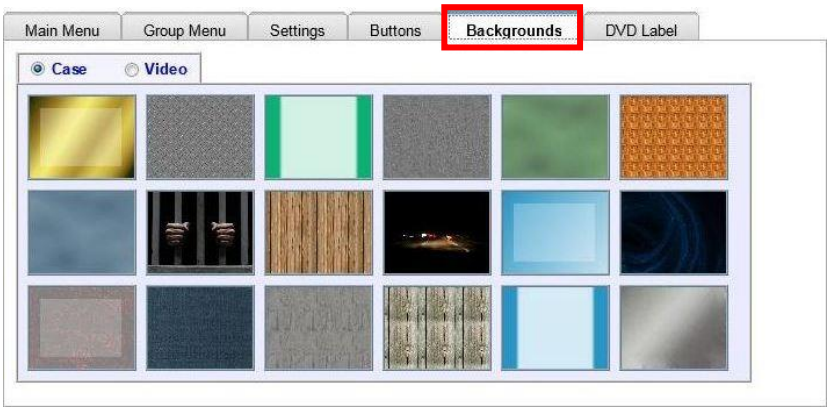


**HINT**: While you are reviewing styles/colors, it's a good idea to jot down the names of the designs you like most. To do so, hover your mouse over a selected design until a yellow popup displays.

**4** Display the first menu you wish to customize:

To customize the *Case DVD Main Menu*, select Main Menu + Case Video.

– OR –

To customize the *Case DVD Group Menu*, select Group Menu + Case Video.

– OR –

To customize the *Video DVD Main Menu*, select Main Menu + Case Video.

– OR –

To customize the *Video DVD Group Menu*, select Group Menu + Case Video.

**5** Right-click on the menu component you wish to change (background, button, heading, etc.), then select the desired style and/or color from the drop-down list.

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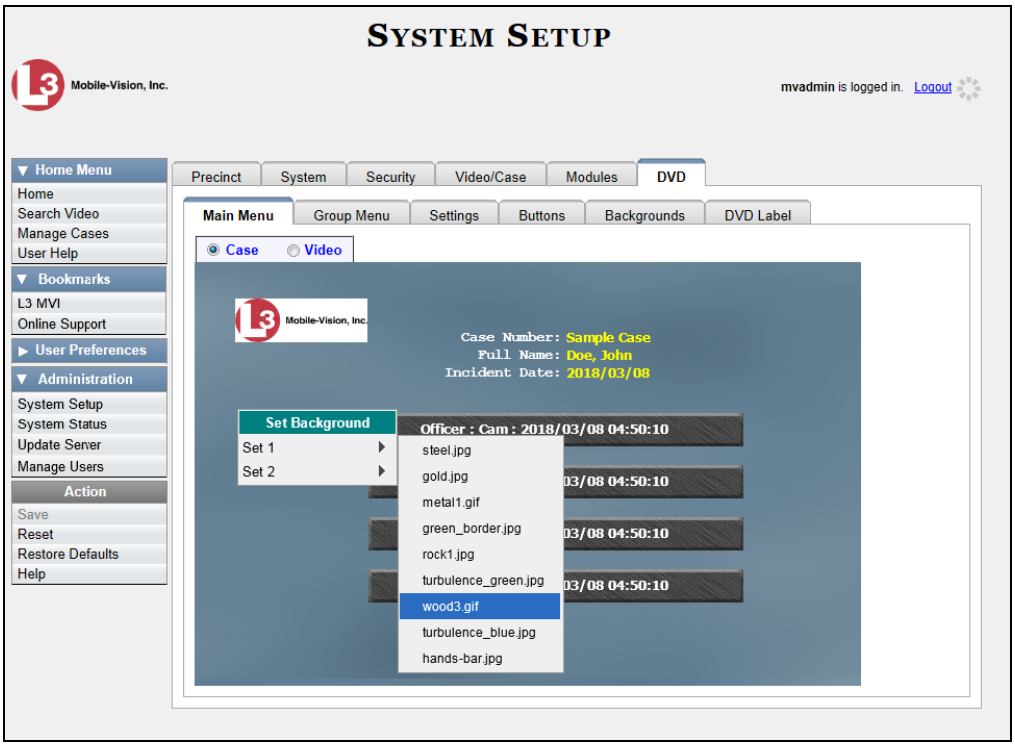
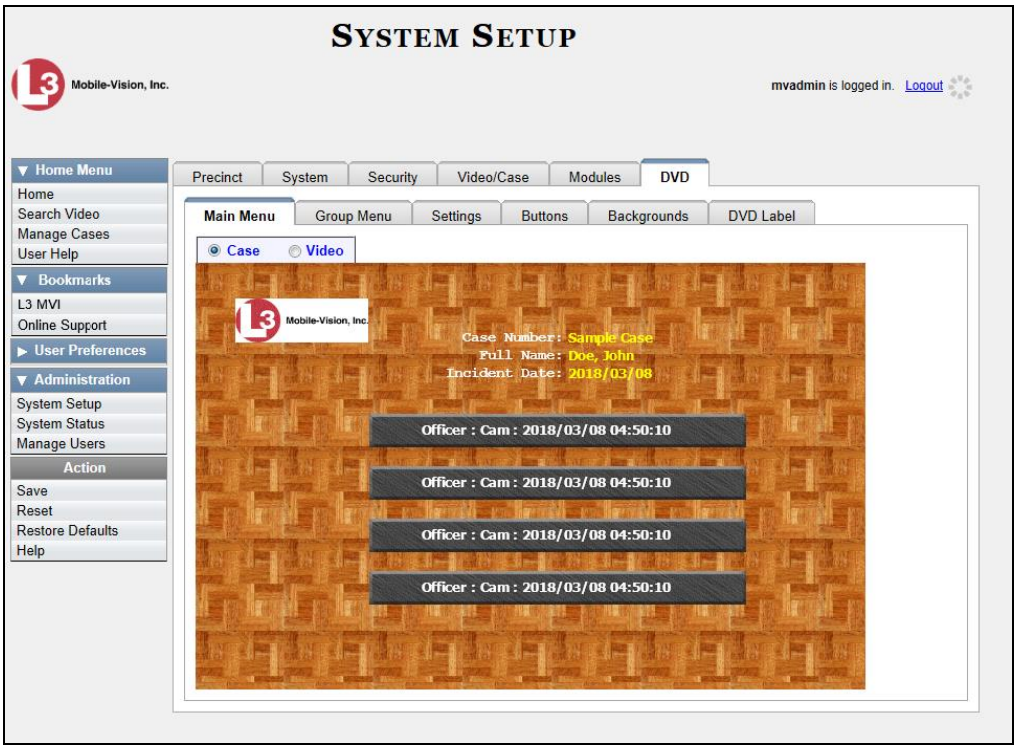



The system automatically applies your changes to the selected menu component.




**NOTE**: To remove the logo from a DVD menu, right-click on the logo, then select **NO-LOGO** from the drop-down list.



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6 If desired, change the style/color of other menu components, as described in step 5.

7 Display the next menu you wish to customize, as described in step 4.

8 Repeat steps 5 – 7 until you have made all desired changes to the four Consumer DVD menus.

9 Go to the Action column and click **Save**.

## Changing the Heading Text for the Consumer DVD Main Menu

This section describes how to change the three lines of heading text that display at the top left of the Consumer DVD main menus. There are two versions of this menu: A *video* version and a *case* version, as pictured below.

Consumer DVD Main Menu—Video Version

Consumer DVD Main Menu—Case Version

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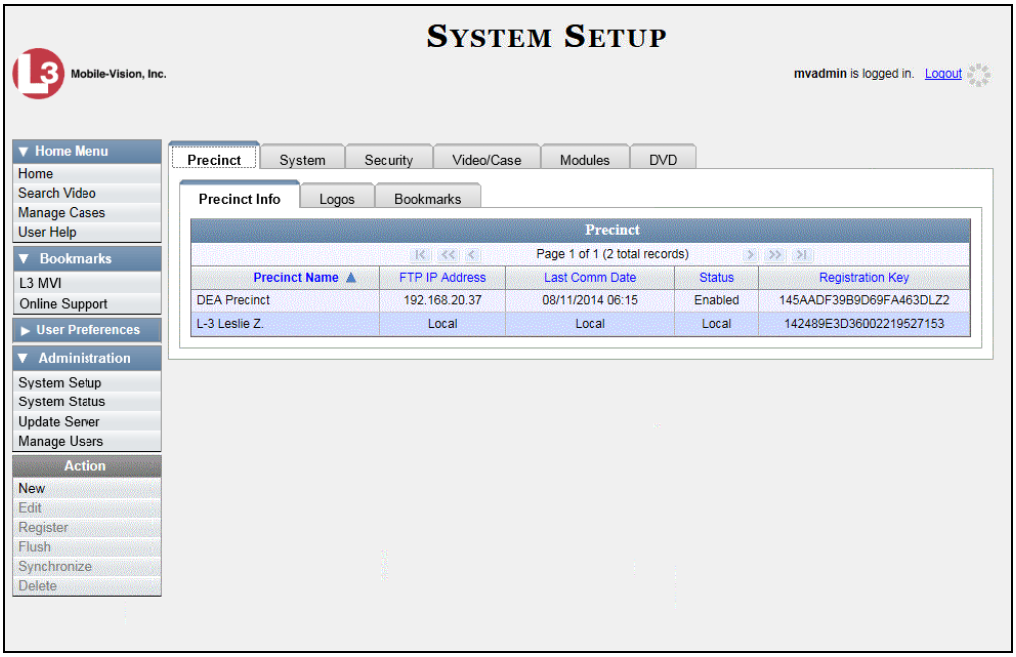
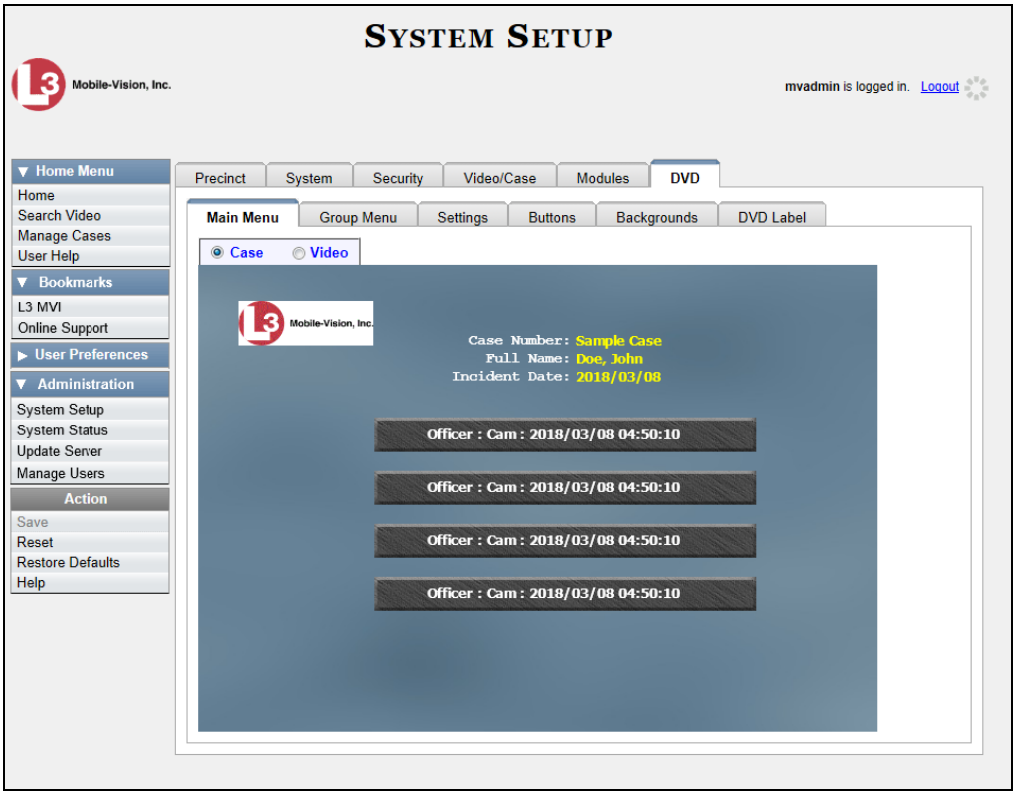
1 Go to ▼ Administration and click **System Setup**. The System Setup page displays.




2 Click the **DVD** tab.

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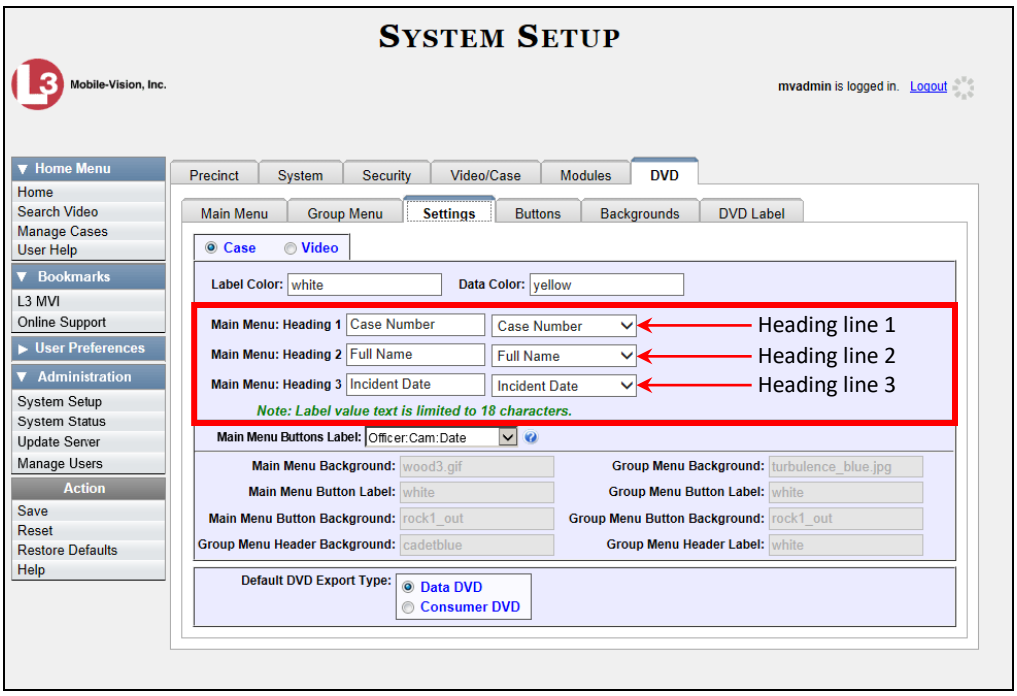
3 Click the **Settings** tab. Your current menu settings for the selected DVD menu display.



4 To change the main menu for the *case* DVD, select the *Case* radio button.

– OR –

To change the main menu for the *video* DVD, select the *Video* radio button.

5 To change the *first* heading line, proceed to the next step. Otherwise skip to step 8.

6 Select a new label name from the *Main Menu Heading 1* drop-down list.

7 To use the *default* label value, proceed to the next step.

– OR –

To use a *custom* label value, enter a new label value in the *Main Menu Heading 1* field to the left of the drop-down list.

8 To change the *second* heading line, proceed to the next step. Otherwise skip to step 11.

9 Select a new label name from the *Main Menu Heading 2* drop-down list.

10 To use the *default* label value, proceed to the next step.

– OR –

To use a *custom* label value, enter a new label value in the *Main Menu Heading 2* field to the left of the drop-down list.

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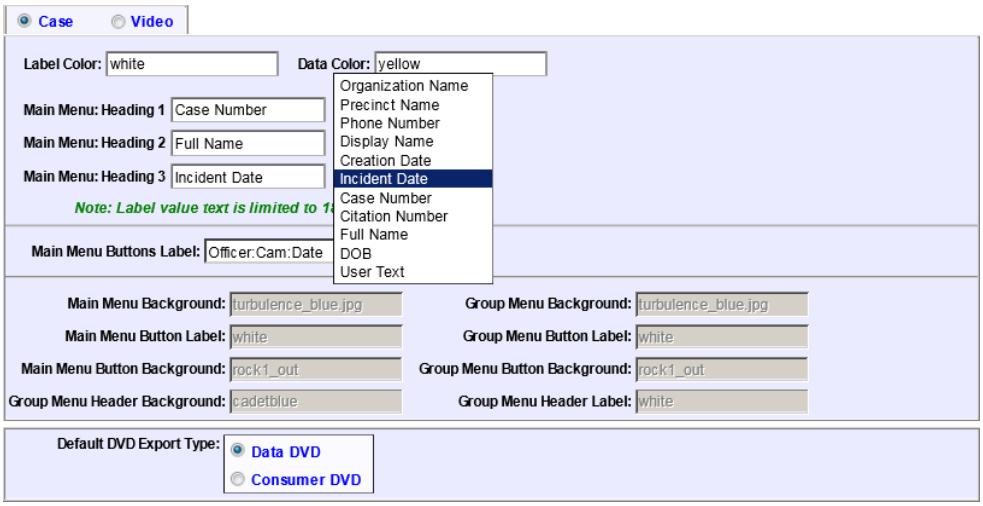
**11** To change the *third* heading line, proceed to the next step. Otherwise skip to step 14.

**12** Select a new label name from the *Main Menu Heading 3* drop-down list.




**13** To use the *default* label value, proceed to the next step.

– OR –

To use a *custom* label value, enter a new label value in the *Main Menu Heading 3* field to the left of the drop-down list.

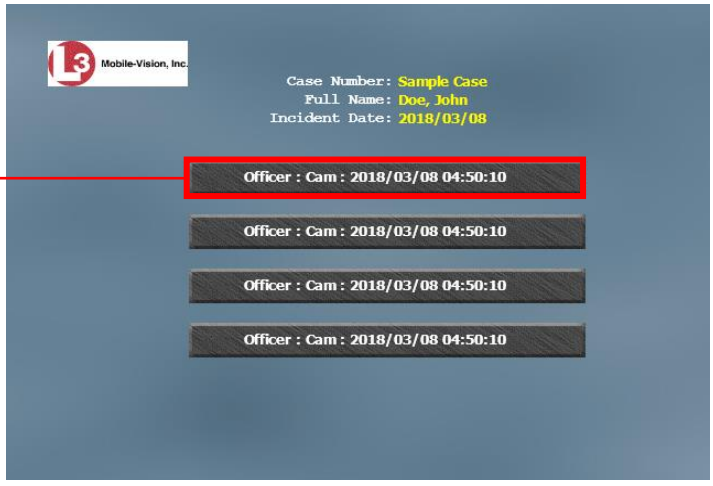
**14** To change the heading text on the other main menu, repeat steps 4 – 13.

**15** Go to the Action column and click **Save**.

## Changing the Button Values for the Consumer DVD Main Menu

This section describes how to change the field values that display on the video selection buttons located on the Consumer DVD main menu.

Default button values: Officer name, Camera Number & Video Start Date/Time

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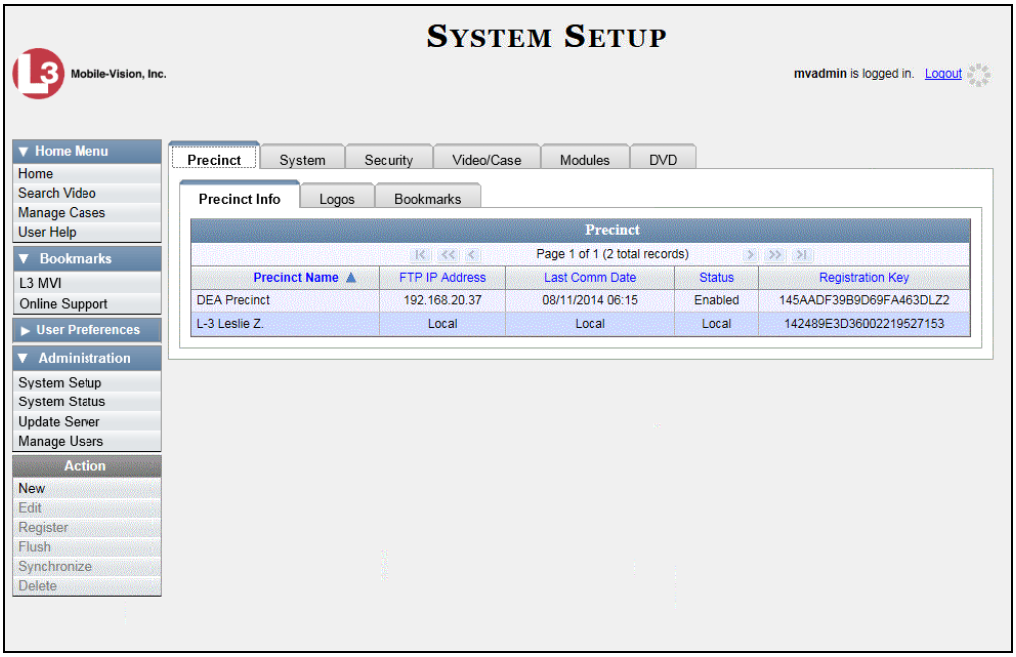
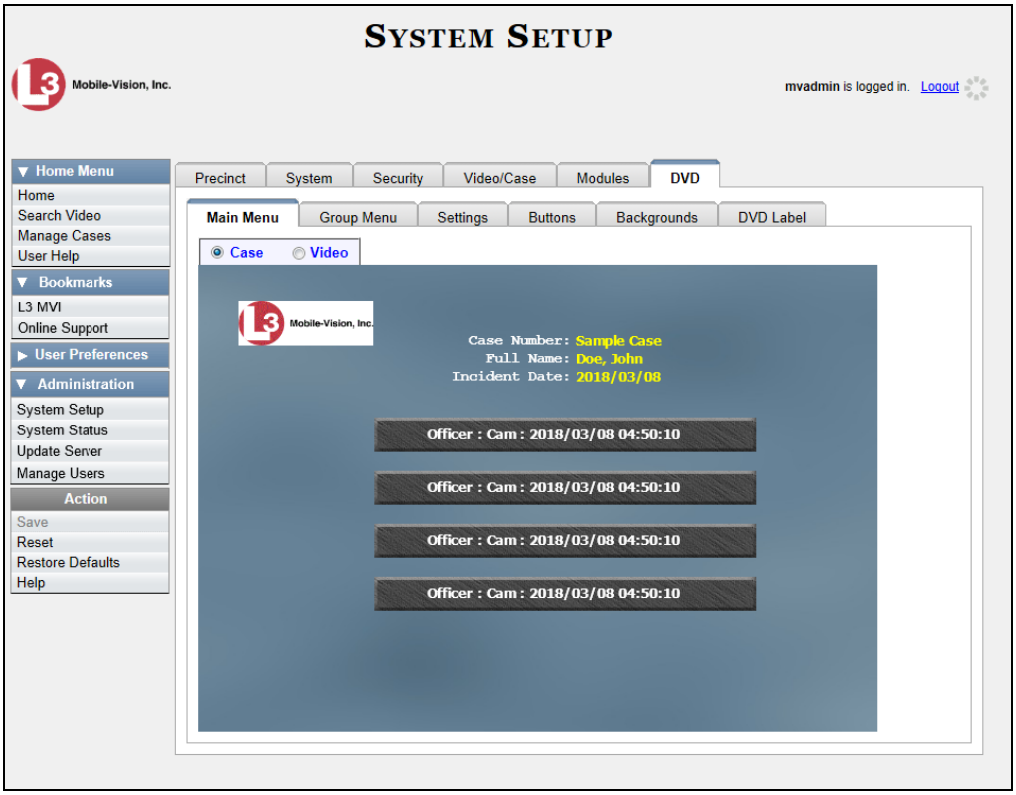
1 Go to ▼ Administration and click **System Setup**. The System Setup page displays.




2 Click the **DVD** tab.

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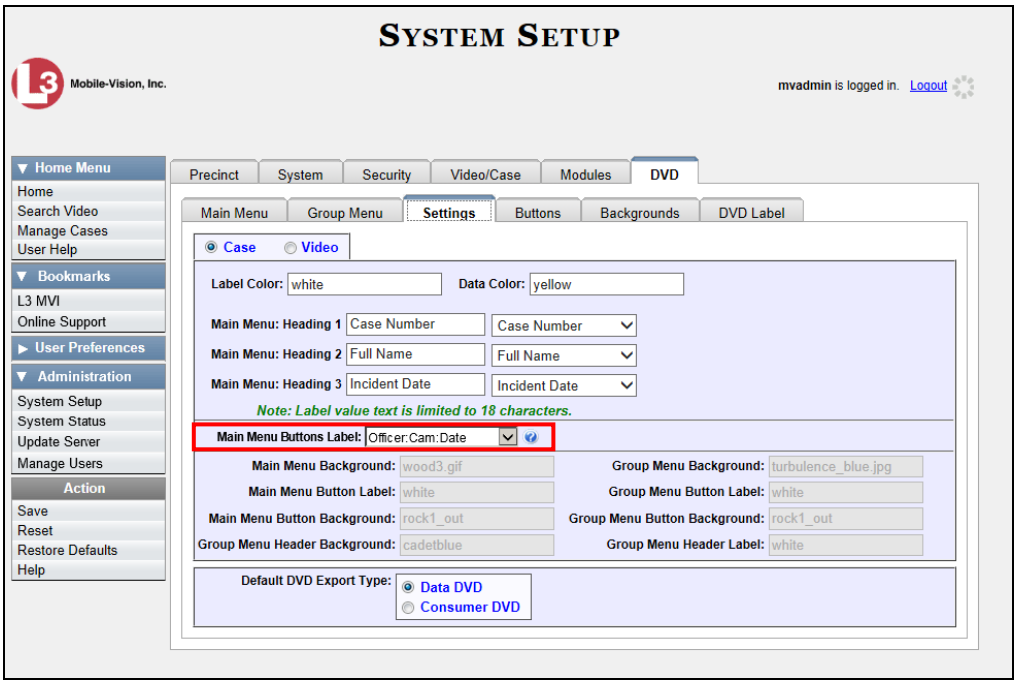
3 Click the **Settings** tab. Your current menu settings for the selected DVD menu display.




4 To change the main menu for the *case* DVD, select the *Case* radio button.

– OR –

To change the main menu for the *video* DVD, select the *Video* radio button.

5 Go to the *Main Menu Button Label* field and select a set of field values from the drop-down list. Again, these are the values that will display on the main menu buttons. Heading values are as follows:

| Heading | Description |
|---|---|
| System ID | The video's system identification number. This ID is assigned automatically by the system. |
| Cam (Flashback videos only) | The Camera Channel on which the Flashback video was recorded: *Camera Channel 1* (forward facing zoom camera) or *Camera Channel 2* (Backseat and/or Bullet cameras). |
| Date | The date and time at which the video was recorded. Displays in yyyy/mm/dd hh:mm format. |
| Officer | The name of the officer who was logged into the DVR at the time the video was recorded. If this value starts with an asterisk (*), it indicates that either *no* officer was logged into the DVR at the time of the recording, or an officer was logged in manually using an incorrect DVR Officer Name. |
| DVR | The name of the DVR that recorded the video. |

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6 Go to the Action column and click **Save**.

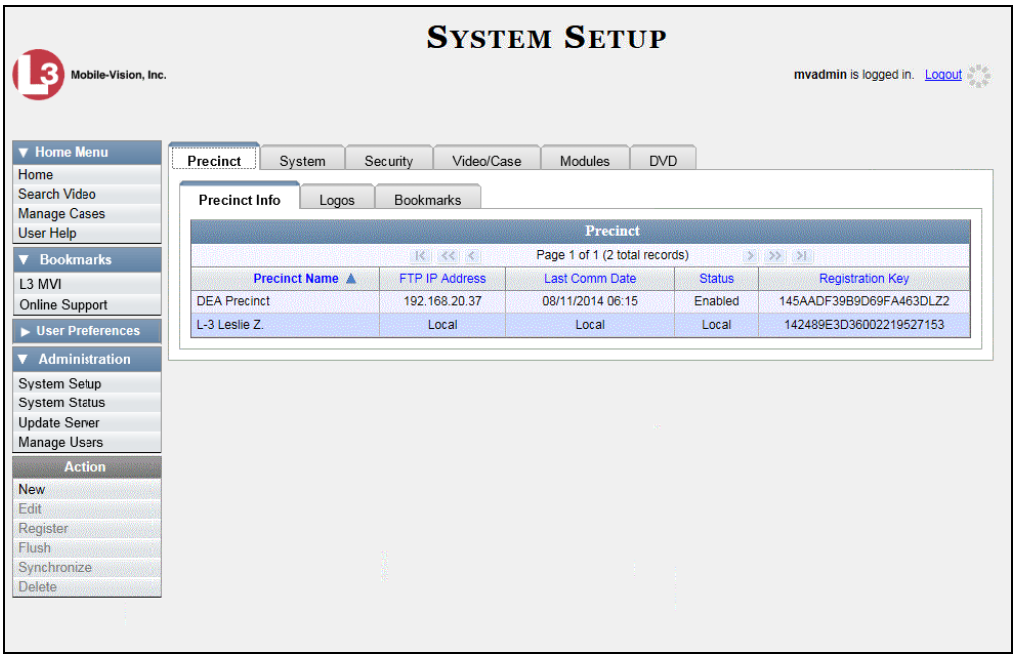
## Customizing DVD Labels

This section describes how to customize the labels for your video and case DVDs. You can design a different label for five of the DVD formats:

- ❒ Archive – Certified Backup Disc
- ❒ Data DVD – Case
- ❒ Consumer DVD – Case
- ❒ Data DVD – Video
- ❒ Consumer DVD – Video

**NOTE**: Interchange format and Uncompressed format DVDs receive the Data DVD label. Therefore all customizations to the Data DVD label will affect those DVDs too.

1 Go to ▼ Administration and click **System Setup**. The System Setup page displays.




2 Click the **DVD** tab.

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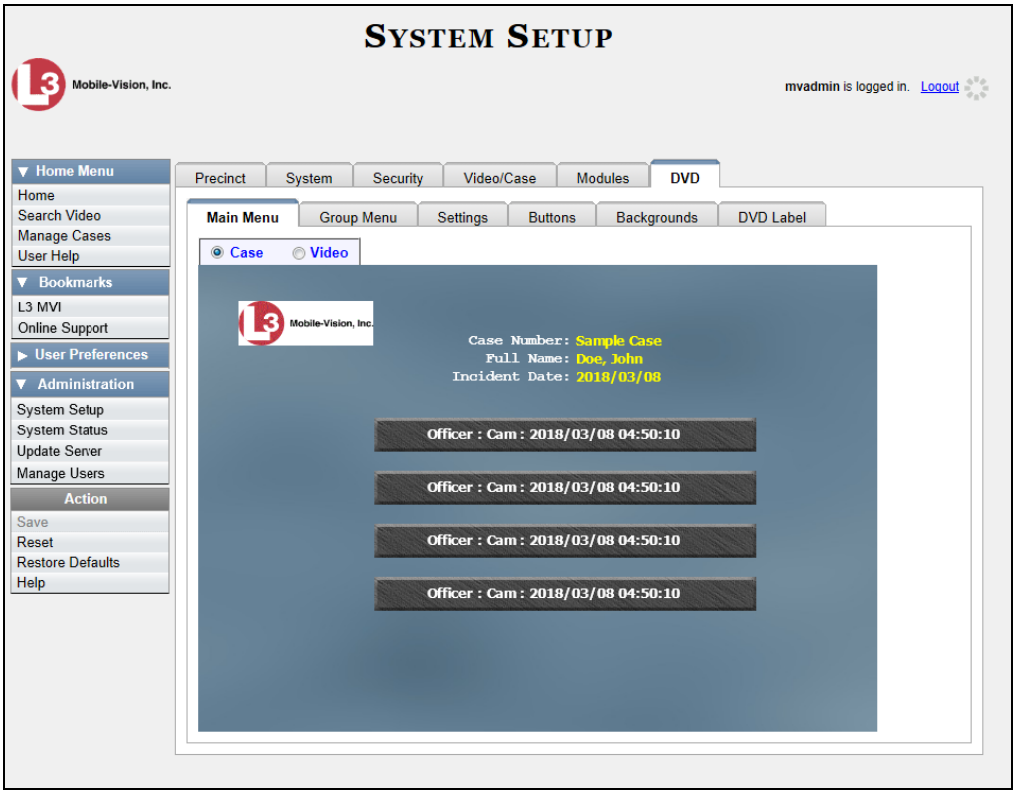
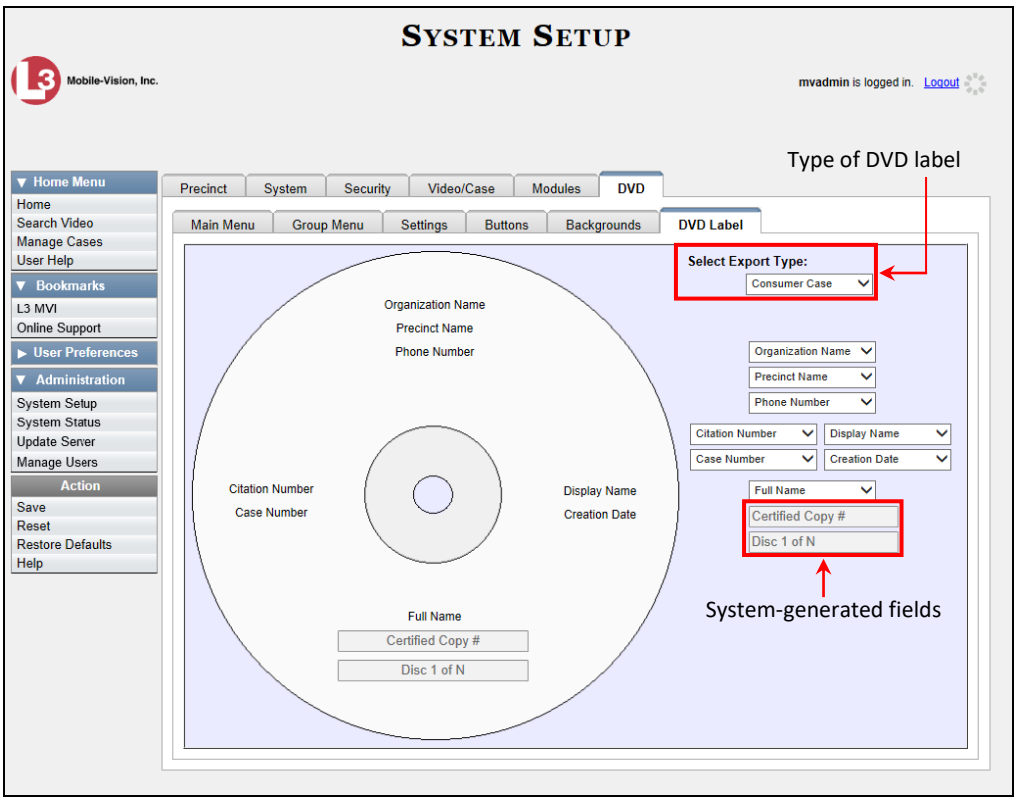



**3** Click the **DVD Label** tab. A mock-up of a DVD label displays.



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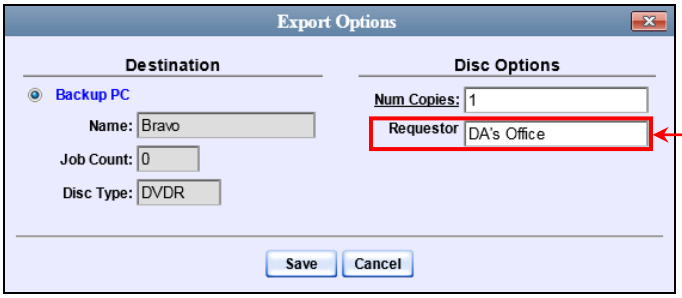
4 Go to the *Select Export Type* field in the upper right corner of the form and select a DVD label type from the drop-down list.

5 Using the other drop-down lists on this page, select values for each section of the DVD label. Note that the drop-down lists are in the exact same order and layout as the label itself. If you select one of the custom fields—**Administrator Static** or **Administrator Prompt**—you will be prompted to enter a corresponding value on the disc diagram. These fields are described in detail below.

> **Administrator Static**. This field enables you to enter a label value that will always be the same, such as "For internal use only."
>
> **Administrator Prompt**. This field enables you to enter a label value that will be different for every disc, such as "Requestor." When you use this type of field, the system will prompt you to enter an associated field value every time you submit a burn request (see illustration below).



**NOTE**: Two fields on the label—*Certified Copy #* and the *Disk 1 of N*—are generated automatically by the system.

6 Go to the Action column and click **Save**.

## Viewing the Certified Backups List

This section describes how to view a list of the following:

- ❒ All of the prior external backups (if applicable)
- ❒ All of the prior DVD backups.
- ❒ All of the *pending* backups. These are the backup jobs that are in the queue but have not occurred yet (e.g., archive discs that are waiting to be burned).

1 Go to ▼ Administration and click **System Status**. The System Status page displays.

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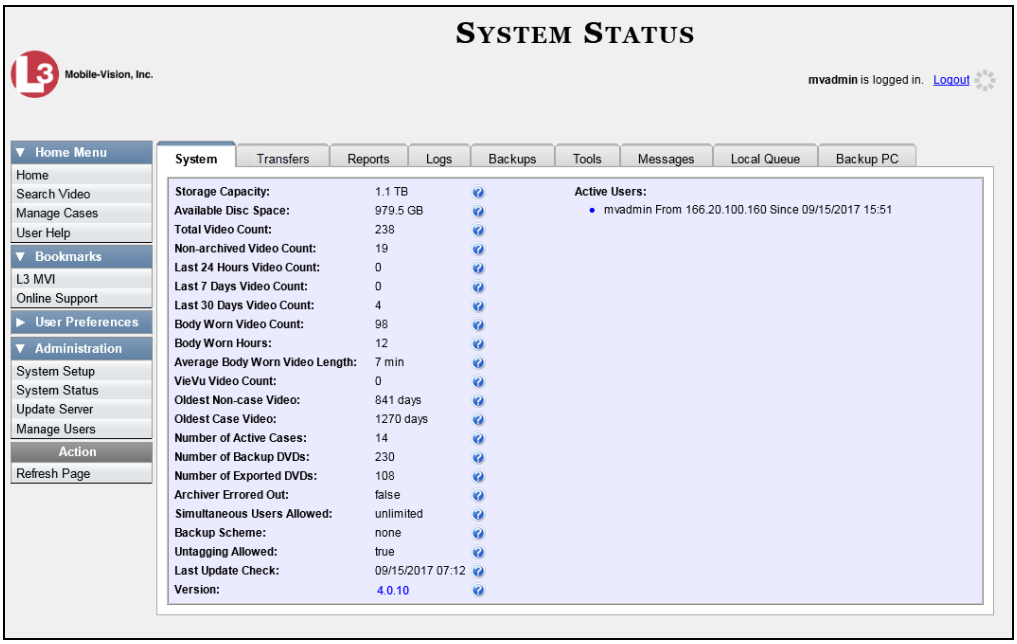
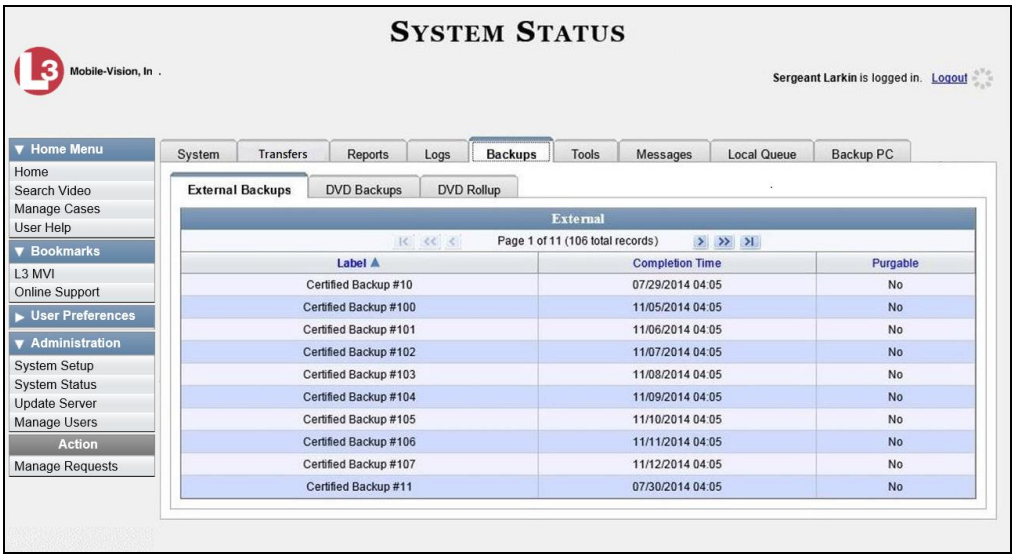



**2** Click the **Backups** tab.




**3** To view a list of tape backups, make sure the **External Backups** tab is selected.

– OR –

To view a list of DVD backups, click the **DVD Backups** tab.

The columns on the *External Backups* and *DVD Backups* lists are described in the table on the next page.

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| Column | Description |
|---|---|
| Label | The number of the Certified Backup. Backup numbers are assigned automatically by the system in sequential order, beginning with no. 1. The highest number on this list is the most recent backup.<br>**Note**: If a backup job is cancelled for some reason, that number will not be used again. This explains why the backup list occasionally "skips" a number. If you see a **15** followed by a **17**, for example, it just means that archive disc **16** was cancelled. |
| Completion Time | The date and time at which the backup was completed. Displays in mm/dd/yyyy hh:mm format. If a backup is in the queue but has not been performed yet, the word **Pending** will display here. |
| Purgable | A yes/no indicator that tells you whether or not you can safety discard a backup tape or DVD based on your Online Lifecycle Settings:<br>▪ **No**. You can still use the Backup tape or DVD to reactivate a case or video; therefore you should *not* discard it yet.<br>▪ **Yes**. The Backup tape or DVD is "expired" and can no longer be used to reactivate a case or video; therefore you may discard or destroy it according to your agency's policies. |
| Precinct | The Precinct or Agency at which this backup tape or DVD was generated. |

## Downloading a DVD Burn Application to Your PC

In order to burn a DVD on your PC, you need to have DVD burning software installed, such as the Windows Disc Image Burner or other commercial disc burning software. If you don't have such an application, you can download one called *cdrtools*, as described in this section.

1 Go to ▼ Administration and click **System Status**. The System Status page displays.

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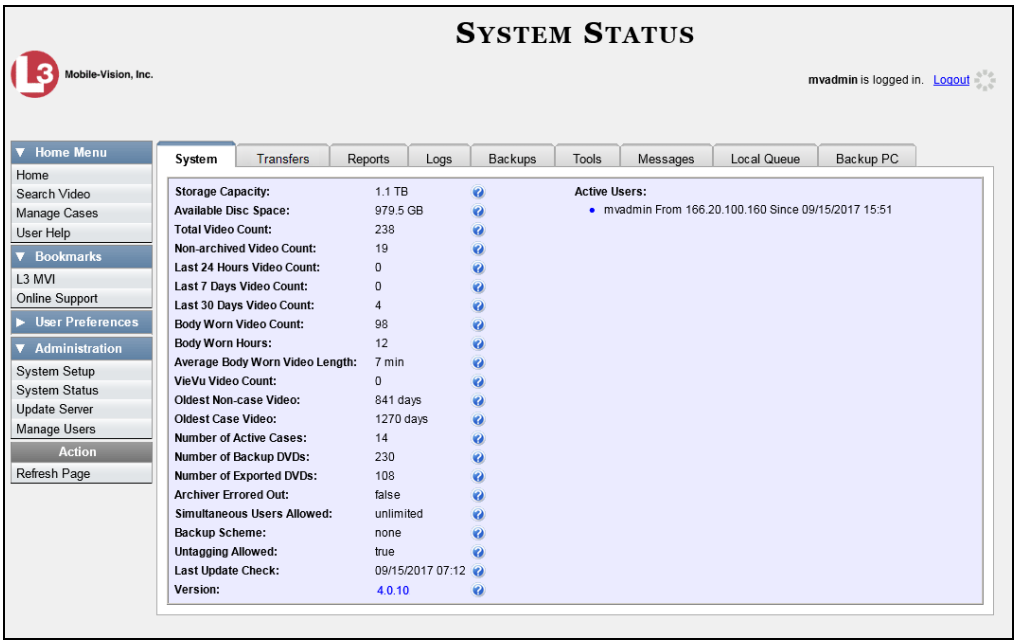
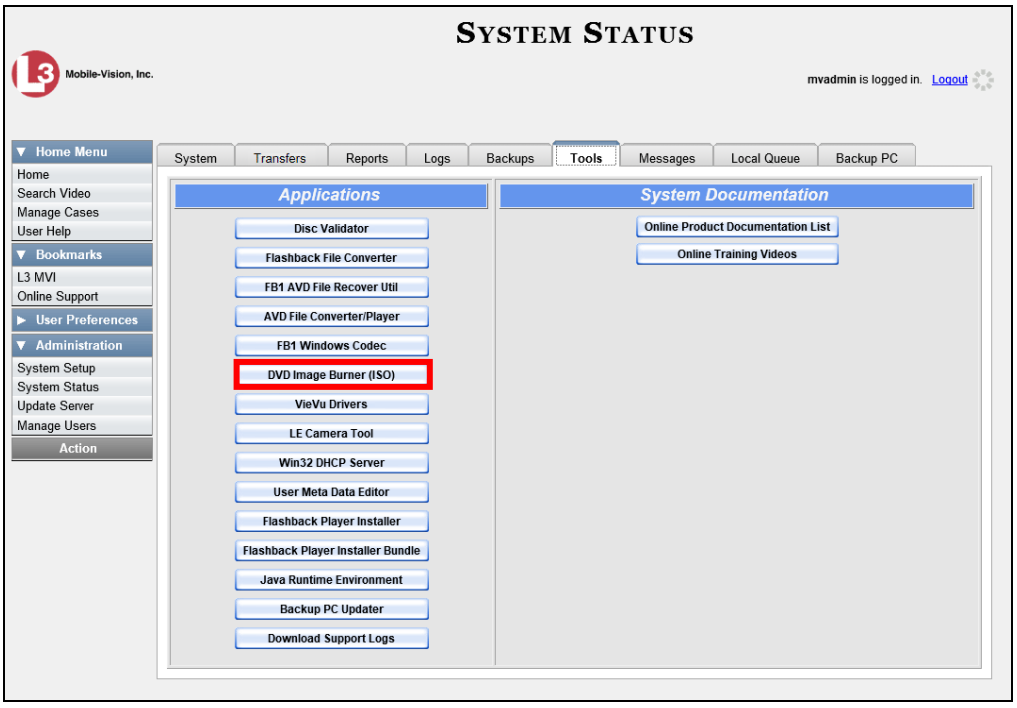



**2** Click the **Tools** tab. A list of downloadable applications displays on the left side of the page.




**3** Click the **DVD Image Burner (ISO)** button. A Windows message displays.

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4 Select **Save As** from the *Save* drop-down list. The Save As window displays.

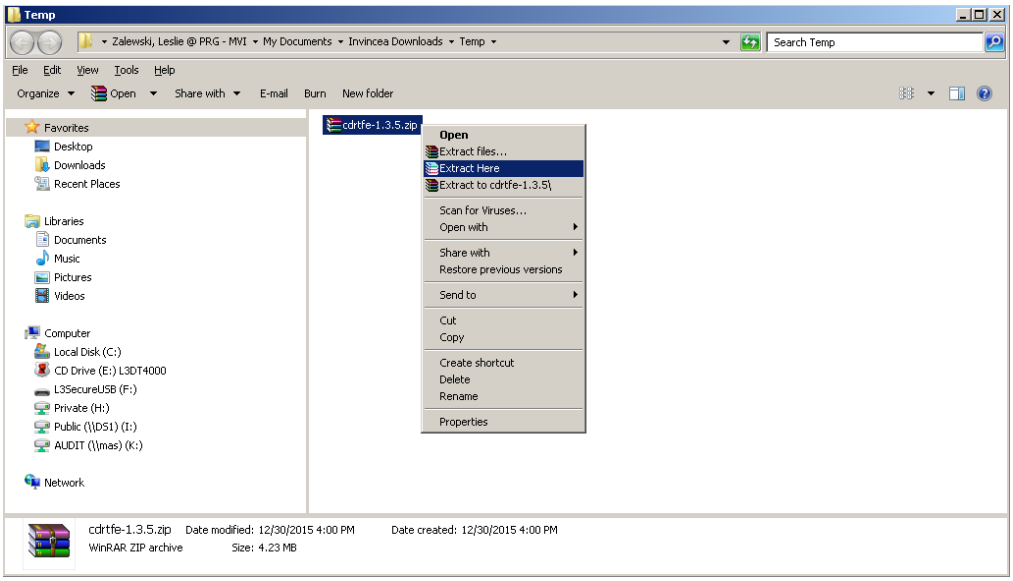
5 Navigate to the disk drive location where you wish to install this application, then click **Save** again. The system copies the application files to the selected directory.

6 Click **Open Folder**.

– OR –

Use Windows to navigate to the disk drive location where you just copied the application.

7 Right-click on the **cdrtfe-1.3.5** folder, then select **Extract All** from the popup menu.




8 If prompted, press **Enter** once. Otherwise proceed to the next step.

9 Double-click on the **cdrtfe-1.3.5.exe** file.

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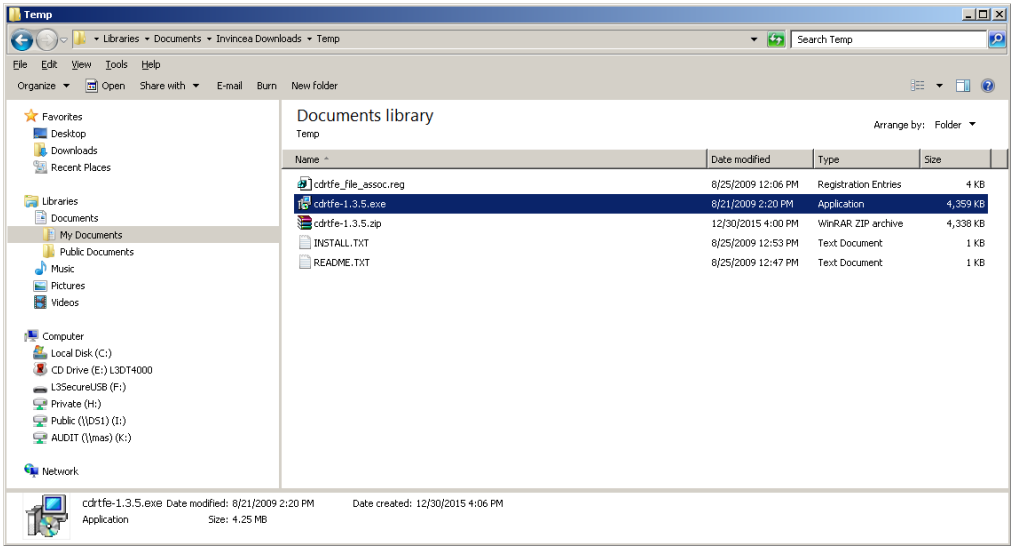
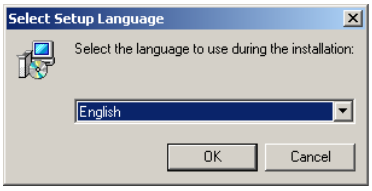
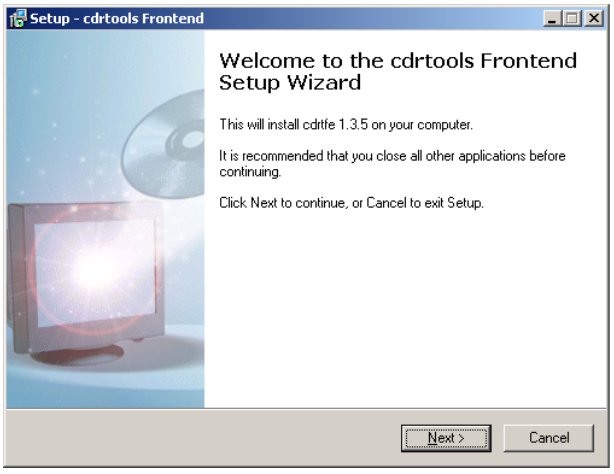



**10** If you are prompted with a security warning, click **Run**. Otherwise proceed to the next step.

The Select Setup Language popup displays.




**11** Click **OK**. The Setup cdrtools Frontend setup wizard displays.




**12** Click **Next**. A license agreement displays.

**13** Review the on-screen license agreement. If you agree with the terms, click the "I accept…" radio button.

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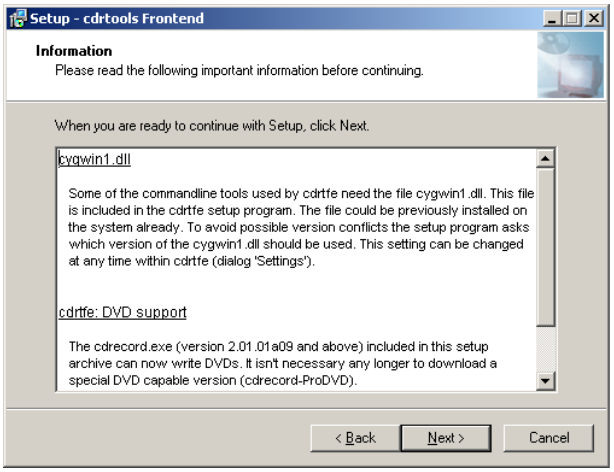
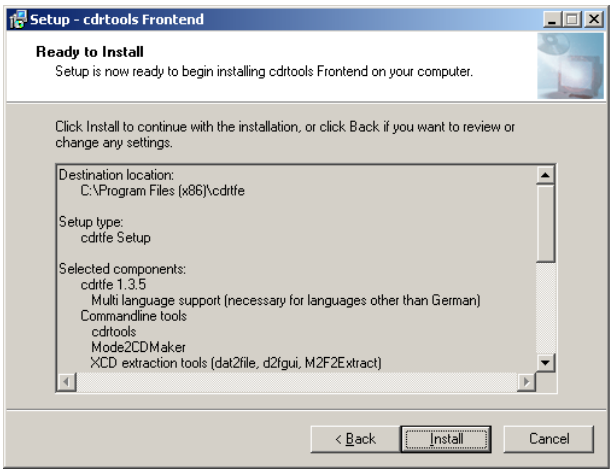
**14** Click **Next**.




**15** Continue to click the **Next** button in response to each of the system prompts until the "Ready to Install" message displays.




**16** Click **Install**. The system begins installing the disc burner software. When the installation is complete, a confirmation message displays.

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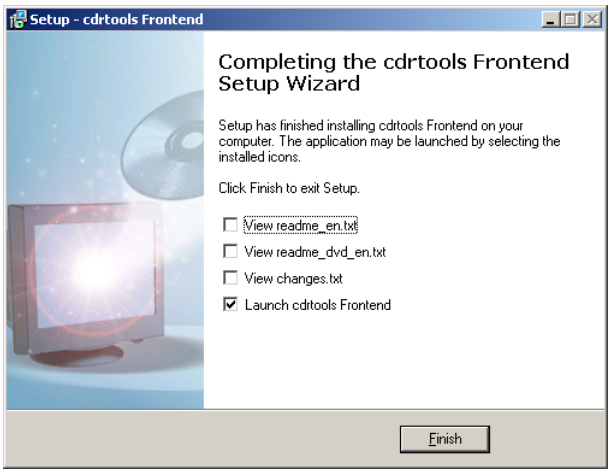


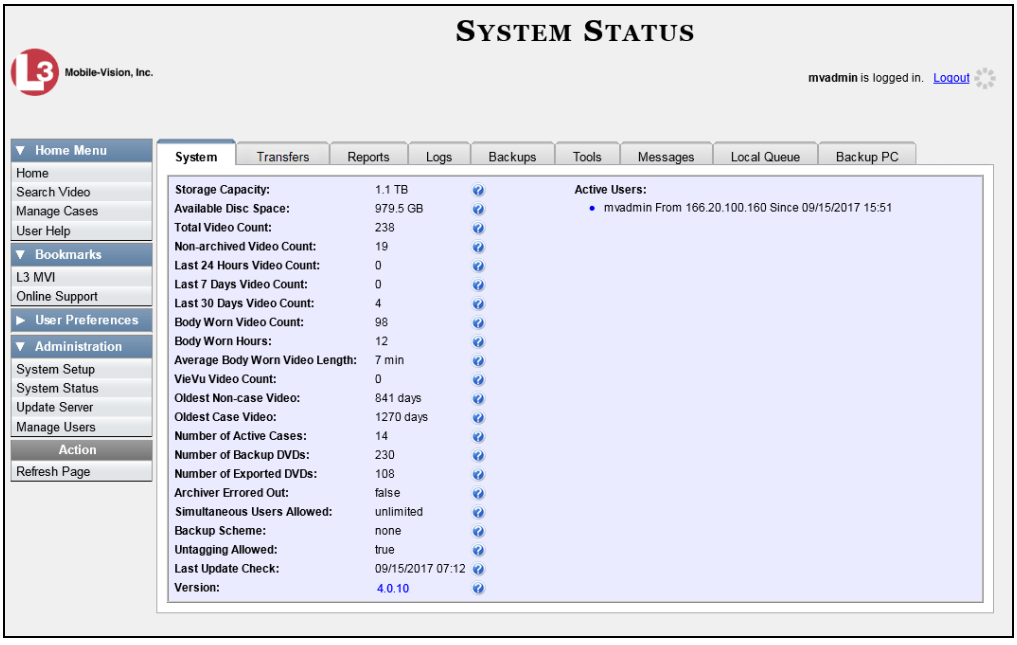

**17** Click **Finish**. The cdrtools Application screen displays.

## Validating that a Disc is Unaltered

This section describes how to use the Disc Validator utility to verify that an evidence DVD has not been altered in any way.

**1** Place the DVD you wish to validate in your PC's DVD tray.

**2** Go to ▼ Administration and click **System Status**. The System Status page displays.




**3** Click the **Tools** tab.

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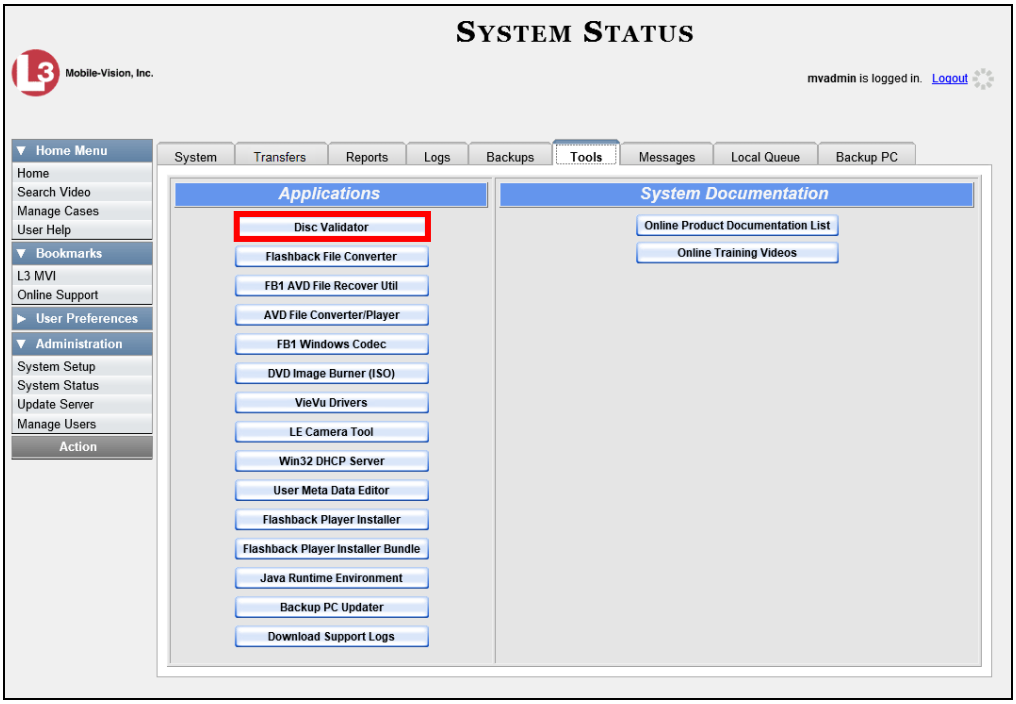
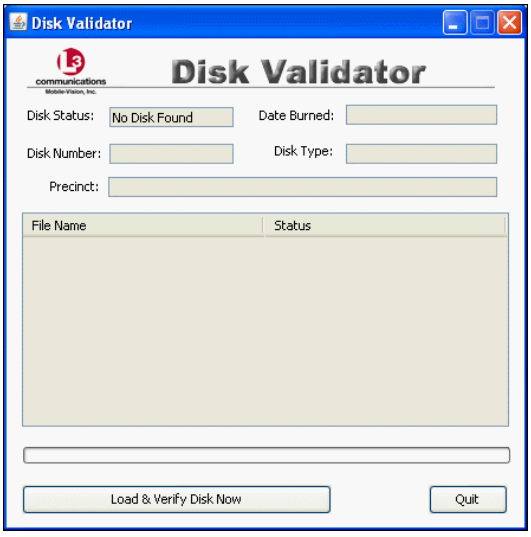



4 Click the **Disk Validator** button. A Windows message displays.

5 Click **Open**. The Disk Validator screen displays.




6 Click the **Load & Verify Disk Now** button. The Validator begins checking the DVD for signs of tampering. This may take several minutes, depending on the size of the disc.

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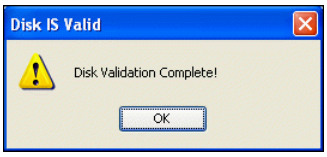
⇒ If the validator determines that the DVD has been altered, you will be prompted with a warning message. Proceed to the next step.

⇒ If the validator determines that the DVD has *not* been altered, the Disk IS Valid popup will display.




**7** Click **OK** to close the popup.

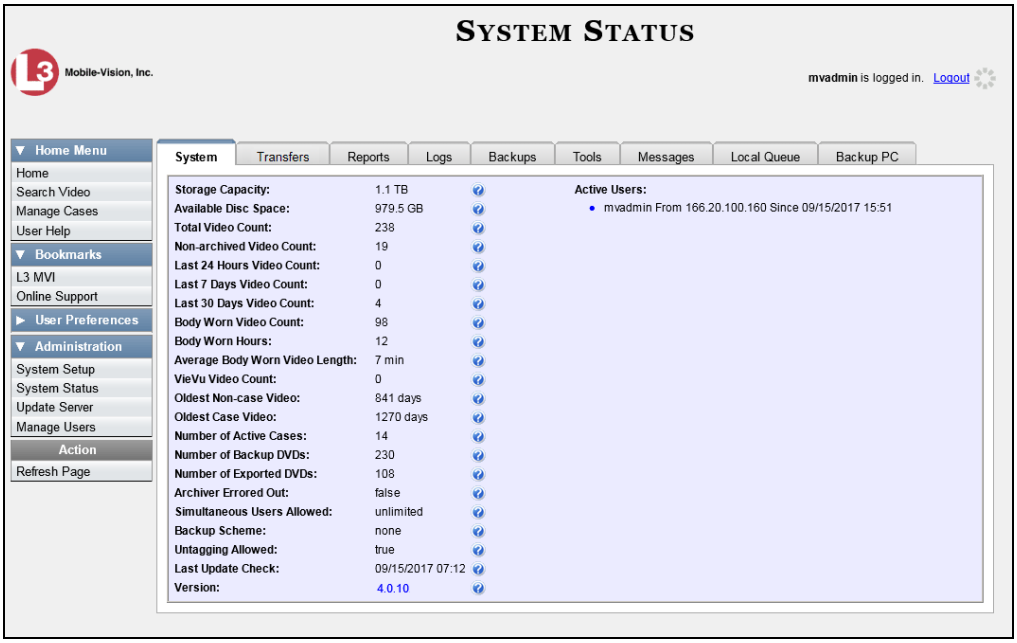
**8** Click **Quit** to close the Validator application.

If you determine that a disc has been altered, throw it away and burn a new one. You may also wish to evaluate your agency's policies/procedures for burning and storing evidence DVDs.

## Viewing the DVD Burn Queue

After a user submits a request to burn selected video and/or case files to DVD, the system sends that burn request or "job" to the local burn queue. This section describes how to view the pending burn jobs in that queue.

**1** Go to ▼ Administration and click **System Status**. The System Status page displays.

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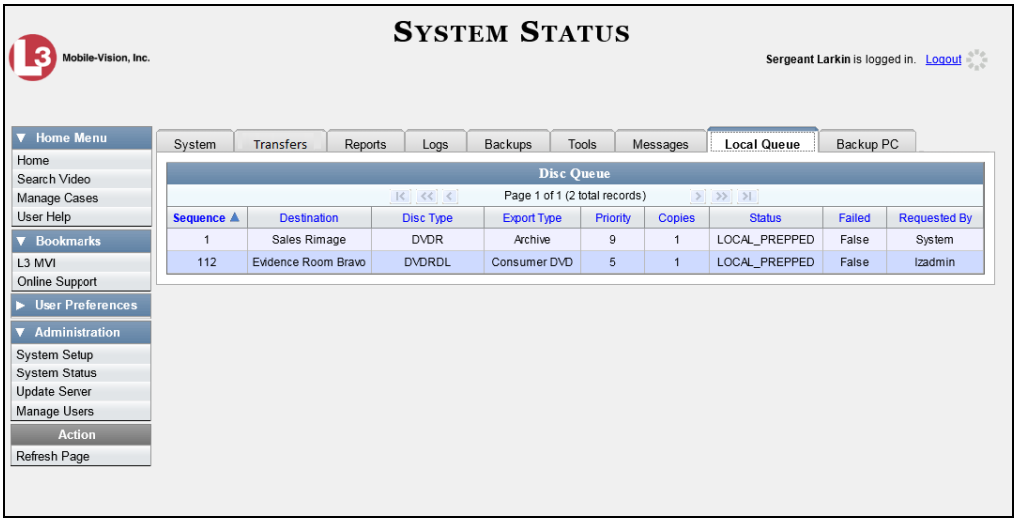
2 Click the **Local Queue** tab. A list of all system-requested and user-requested burn jobs displays.




The columns on the Local Queue are described below.

| Disk Queue | |
|---|---|
| **Column** | **Description** |
| Sequence | A system-assigned sequential number for the burn job. For example, if the value of this field is **89**, it means that this is the eighty-ninth burn job that has been sent to the Burn Queue from the Agency server. |
| Destination | The name of the Backup PC workstation to which this burn job is directed. |
| Disc Type | The type of disc that will be used to create this backup:<br>DVDR.....DVD single layer disc<br>DVDRDL.....DVD dual layer disc<br>BD.....Blu-ray single layer disc*<br>BDDL .....Blu-ray dual layer disc* |
| Export Type | The file format for this disc:<br>▪ Archive (CBD)<br>▪ Data DVD<br>▪ Consumer DVD<br>▪ Interchange Format<br>▪ Decompressed (a.k.a. Uncompressed) Format<br>▪ FOIA Redacted Format<br>For a detailed description of these file formats, see “Available File Formats for User-Requested DVDs” on page 180. |

* You must have a Blu-Ray burner to use this type of disc

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| Disk Queue (cont'd) | |
|---|---|
| **Column** | **Description** |
| Priority | A number between 1 and 9 that represents the system-assigned priority code for this burn job. By default, the system assigns a code of **5** or **9** to each burn job:<br>**5** ..... User-requested export—medium priority<br>**9** ..... System-requested archive—low priority.<br>Most DVDs burn in the order in which they are submitted to the burn queue. However, in the event that the Backup PC processes an archive job *and* an export job at the same time, the export disc (code **5**) will be burned first.<br>The remaining priority codes (1-4 and 6-8) are used by your Technical Support Engineer to prioritize a backlog of DVD jobs in the event that your DVD burner is out of order for an extended period of time. |
| Copies | The total number of discs included in this burn job. |
| Status | The current status of this burn job. The status codes will differ slightly depending on the type of job that is being processed.<br>**Archive jobs**:<br>NEW. The system has begun processing (i.e., compiling) an archive job.<br>LOCAL PREPPING. The system is waiting for enough video to come in to fill an archive disc.<br>LOCAL PREPPED. Enough video has come in to fill an archive disc; the archive job is now waiting its turn to be transferred to the Backup PC.<br>TRANSFERRING. The system is downloading the archive job from the Agency server to the Backup PC.<br>BUILDING. The Backup PC is merging the video and/or case files into one single burn job.<br>BUILT. The Backup PC has finished building the burn job; the file is now waiting its turn to be burned.<br>BURNING. The Backup PC has submitted the burn job to the robotic DVD burner. The archive disc is in the process of being burned.<br>COMPLETE. The archive job is complete; you may retrieve the disc from your burner's output tray.<br>**Export jobs**:<br>LOCAL PREPPED. The system has prepared (i.e., compiled) the export job for transfer to the Backup PC, but the Backup PC is not ready to receive it due to a problem of some kind (e.g., Backup PC's queue is full, Backup PC's hard drive is full, Backup PC is offline, etc.).<br>*(Continued)* |

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| Disk Queue (cont'd) | |
|---|---|
| **Column** | **Description** |
| Status (cont'd) | **Export jobs**: (cont'd)<br>SUBMITTED. The system has processed (i.e., compiled) the export job on the Agency server, then submitted a Job ID to the Backup PC. The Backup PC then performed several tasks in preparation for receipt of the archive job. (These preparatory tasks are sometimes referred to as *ticketing*.) The export job is now waiting its turn to be transferred to the Backup PC.<br>TRANSFERRING. The system is in the process of downloading the export job to the Backup PC.<br>TRANSCODING (applies to Consumer Exports, Interchange Exports, and/or Decompressed* Exports only). The Backup PC is converting video into Consumer DVD format, Interchange DVD format, or Decompressed* DVD format.<br>BUILDING. The Backup PC is merging the video and/or case files into one single burn job.<br>BUILT. The Backup PC has finished building the burn job; the file is now waiting its turn to be burned.<br>BURNING. The Backup PC has submitted the burn job to the robotic DVD burner. The export disc is in the process of being burned.<br>COMPLETE. The export job is complete; you may retrieve the disc from your burner's output tray. |
| Failed | A True/False indicator that denotes whether or not the burn job failed:<br>**TRUE**. An error occurred while processing this burn request. The DVD will *not* be burned.<br>**FALSE**. No errors occurred while processing this burn request. The DVD will be burned in the appropriate order. |
| Requested By | The requestor of this burn job. If this is an *archive* DVD, the word **System** will display in this field. If this is a *user-requested* DVD, this field will display the User ID of the individual who submitted the burn request. |

**3** To view more detailed information on a burn job, click once on the record you wish to view. The **Video** tab displays at the bottom of your page. If the burn job you selected also has attached media, a **Media** tab will display as well.

* Same as 'Uncompressed'



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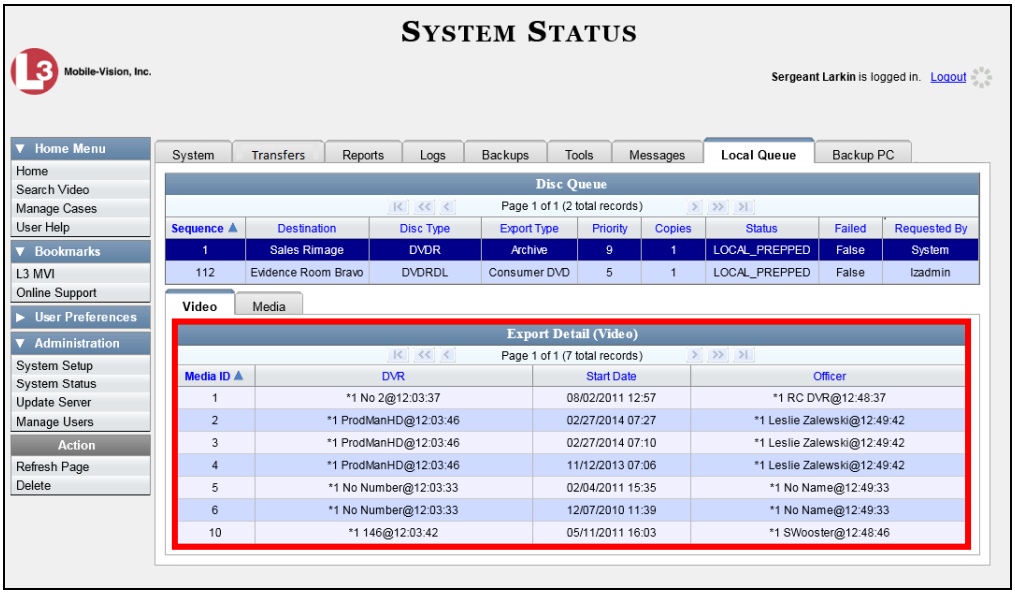


The columns on the **Video** tab are described below.

| Video Tab | |
|---|---|
| **Column** | **Description** |
| Media ID | The unique identification number that the system assigned to this video. Also referred to as the *System ID*. |
| DVR | The name of the DVR unit that recorded this video. If the video was recorded by a VIEVU, the word **VieVu** will display in this column.<br>If the video was recorded by a *Body*VISION or BWX-100 camera, the words **Body Worn** will display here. |
| Start Date | The date and time at which the DVR began recording this video. Displays in mm/dd/yyyy hh:mm format. |
| Officer | The name of the officer who was logged into the DVR when this video was recorded. If no one was logged into the DVR at the time of the recording, the system will assign a default Officer Name of ***1 No name@[time at which this officer ID was created]** |

**4** To view more information on the burn job's media attachments (if applicable), click the **Media** tab. Detailed information on each of the media attachments displays.

*(Continued)*

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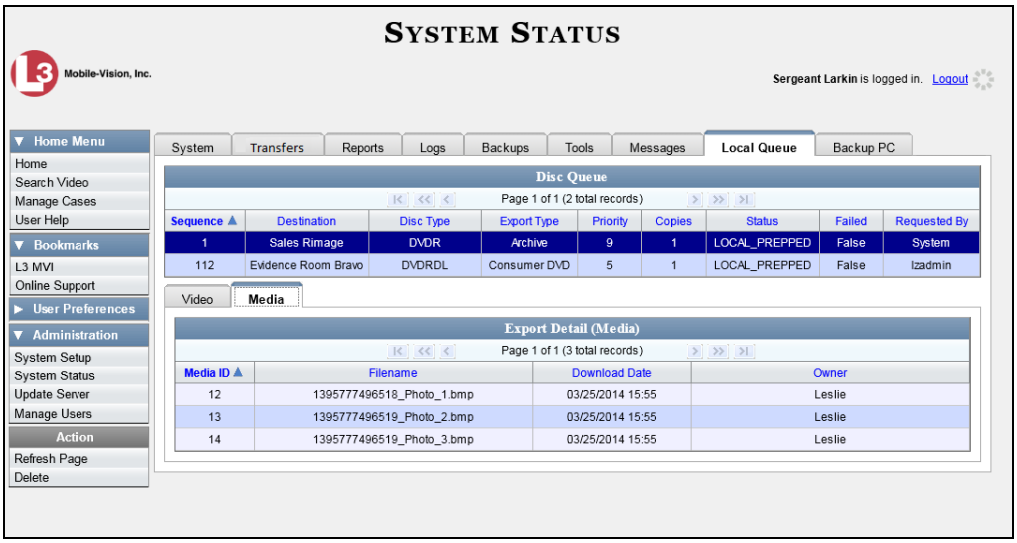


The columns on the **Media** tab are described below.

| Media Tab | |
|---|---|
| **Column** | **Description** |
| Media ID | The unique identification number that the system assigned to the associated video (i.e., the video to which this media file is attached). Also referred to as the *System ID*. |
| Filename | The name of this media file, including extension. |
| Download Date | The date and time at which this media file was attached to the burn job. Displays in mm/dd/yyyy hh:mm format. |
| Owner | The name of the individual who is responsible for collecting this evidence. |

## Deleting a DVD Burn Request

This section describes how to delete a burn request, or *burn job*, that is in the DVD Queue.

When you delete a system-requested *archive* job as opposed to a user-requested *export* job, the system will reassign that job's videos to the next archive disc. Also, that job's intended CBD number will be skipped. In other words, the system will *not* reassign the job's CBD number to the next sequential disc. Keep this in mind when you are searching for archive discs in the future. If there appears to be a disc number missing, it doesn't necessary mean that a disc is lost. Rather, it's likely that someone deleted an archive burn job at one point.

1 Go to ▼ Administration and click **System Status**. The System Status page displays.

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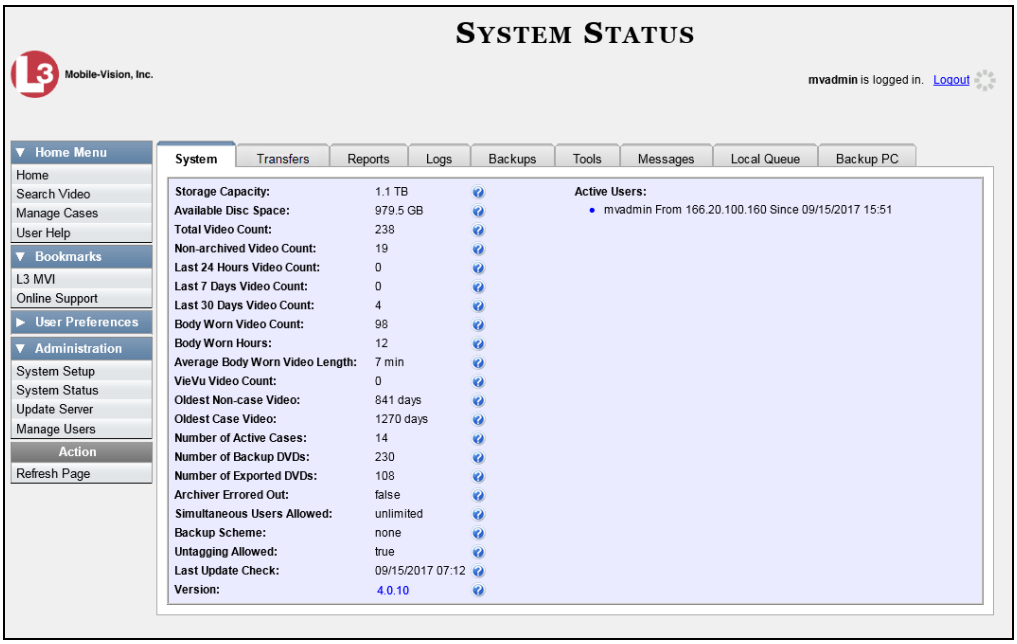
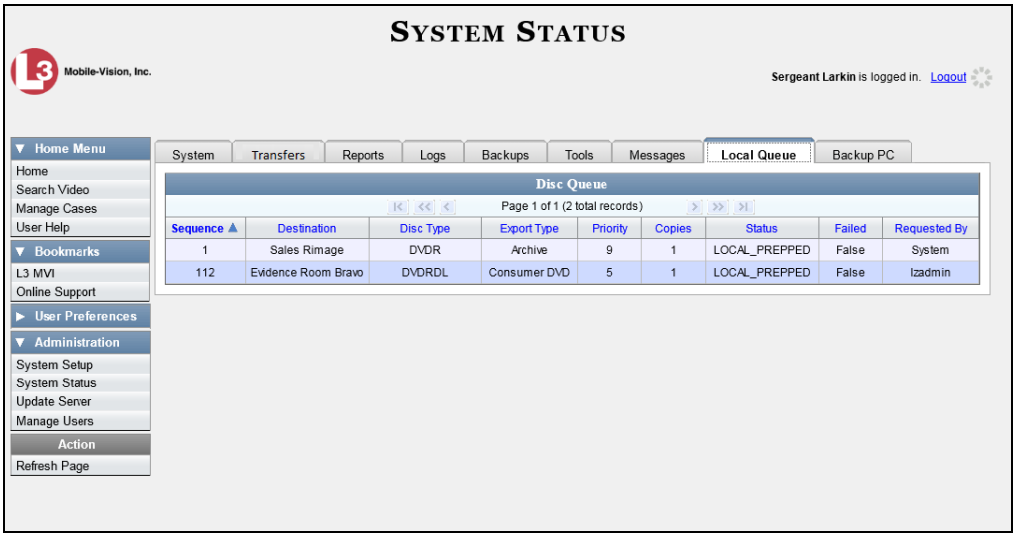



**2** Click the **Local Queue** tab. A list of all pending burn jobs displays.




**3** Right-click on the burn job you wish to delete, then select **Delete** from the popup menu. A confirmation message displays.

**4** Click **Yes**. The selected job is removed from the Local Queue.

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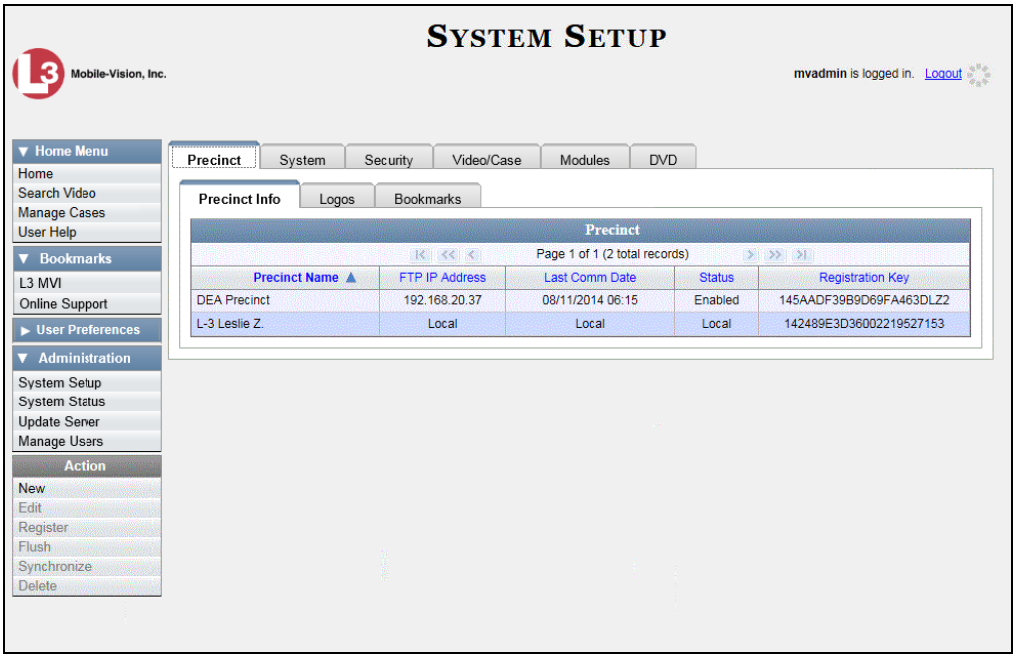
## Changing the Default Export Type for DVDs

This section describes how to change the default value for the *Output Format* field on the Export Video(s) page and/or Export Case page. You can default to either *Data DVD* format or *Consumer DVD* format. For all other file formats, you will have to manually select a value from the *Output Format* drop-down list.

**1** Go to ▼ Administration and click **System Setup**. The System Setup page displays.




**2** Click the **DVD** tab.

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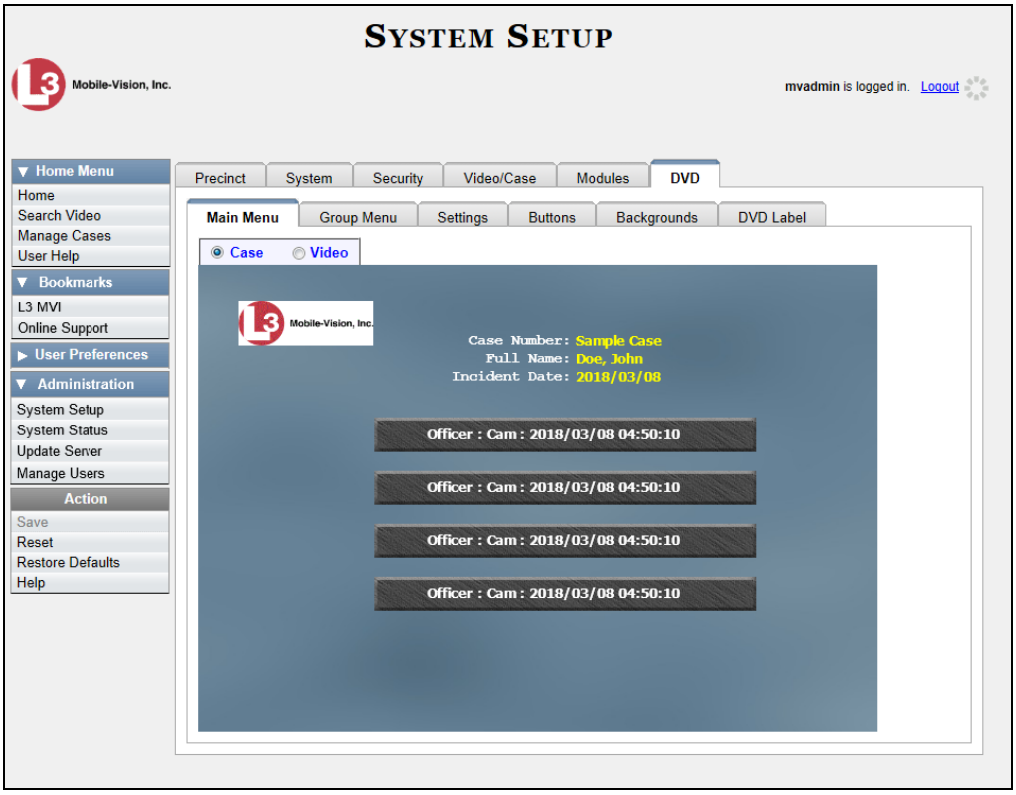
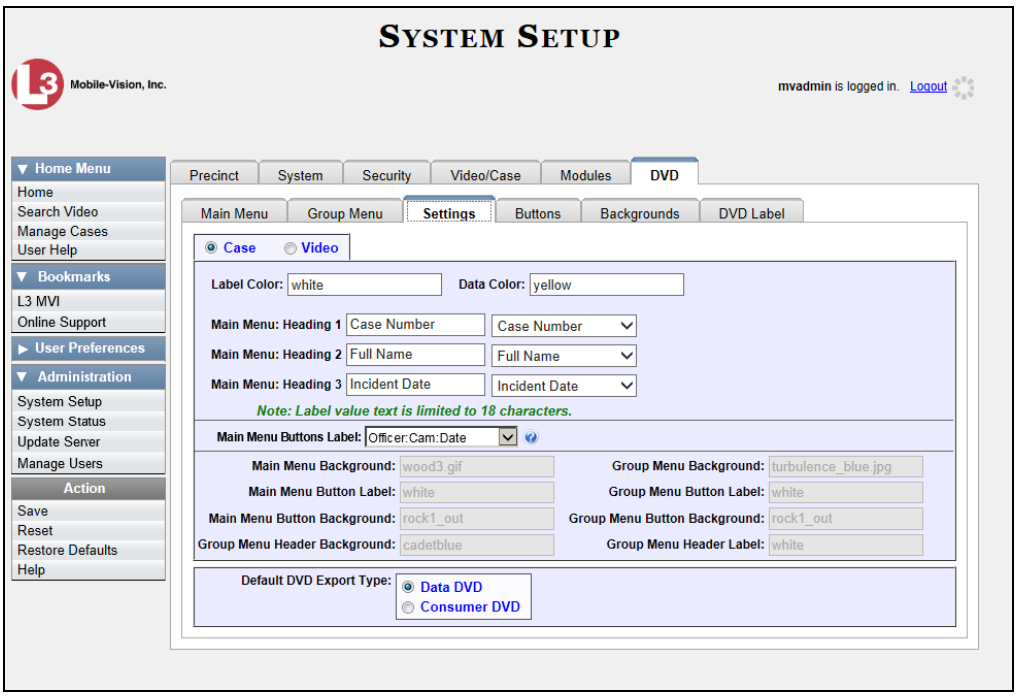



**3** Click the **Settings** tab.




*(Continued)*



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4 To change the default *Output Format* for *case* DVDs, select the *Case* radio button.

– OR –

To change the default *Output Format* for *video* DVDs, select the *Video* radio button.

5 Go to the *Default DVD Export Type* field at the bottom of the page.

6 If you want the *Output Format* field to default to **Data DVDs**, select the *Data DVD* radio button.

– OR –

If you want the *Output Format* field to default to **Consumer DVDs**, select the *Consumer DVD* radio button.

7 To change the *Output Format* for the other DVD type (i.e., case or video), repeat steps 4 – 6. Otherwise proceed to the next step.

8 Go to the Action column and click **Save**.

## Generating the Video Deletion Roll-Up Report

This section describes how to view, save, and/or print the Video Deletion Roll-Up Report. This report lists information on all archived videos and BodyVISION snapshots that the system has deleted from the Agency server in the prior month.

This report will help you determine which archive DVDs you can safely dispose of, as the system only deletes those videos and snapshots that are too old to be restored (i.e., files that have "aged out").

1 Go to ▼ Administration and click **System Status**. The System Status page displays.

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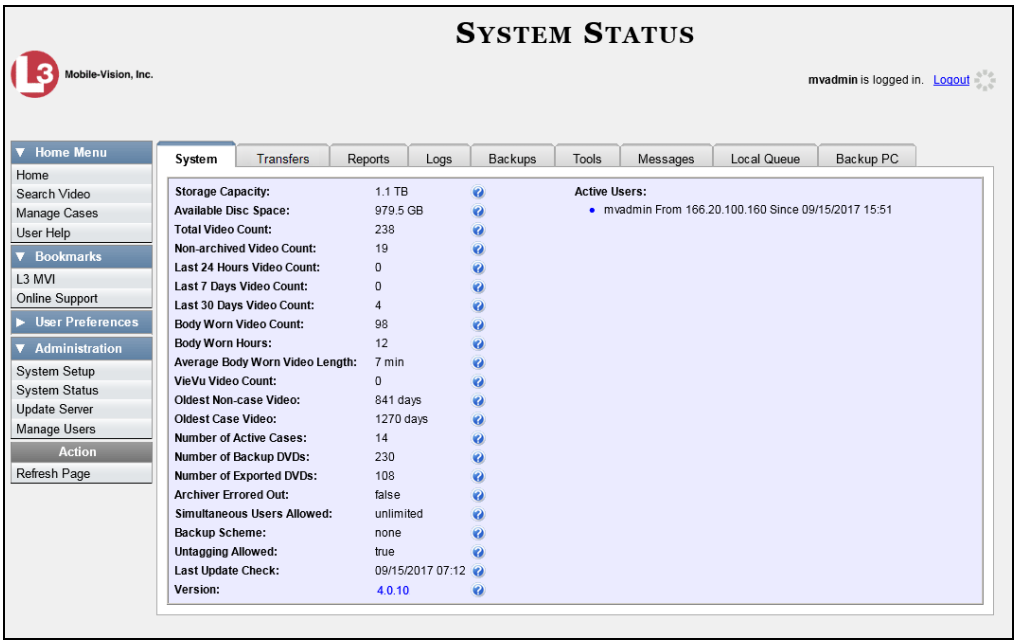
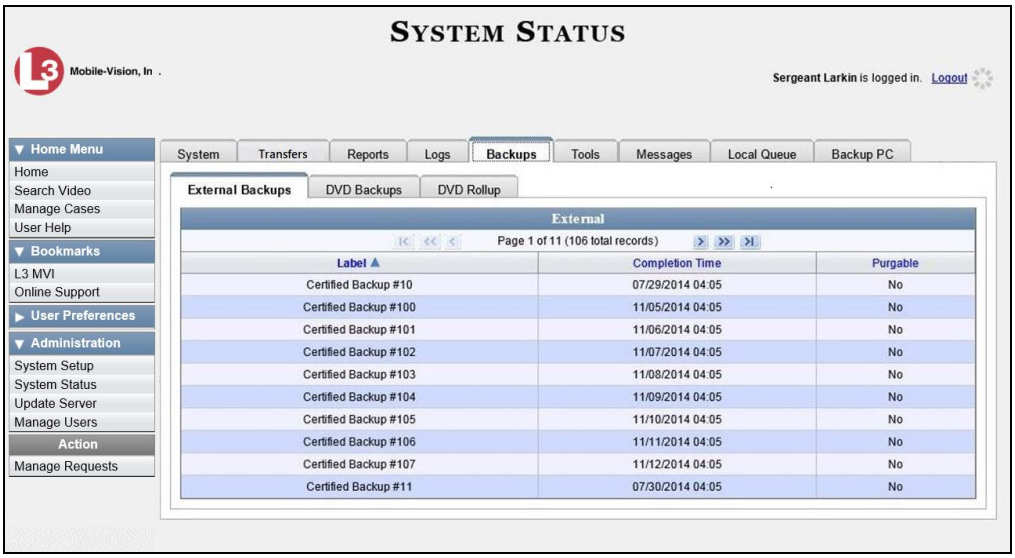



**2** Click the **Backups** tab.




**3** Click the **DVD Rollup** tab. A list of reports displays. Each report is identified by a first-of-the-month date, which lists all media that has aged-out in the previous month. For example, the 06/01/2019 report will include all videos, Body Worn snapshots, and cases that have aged-out in May 2019.

*(Continued)*

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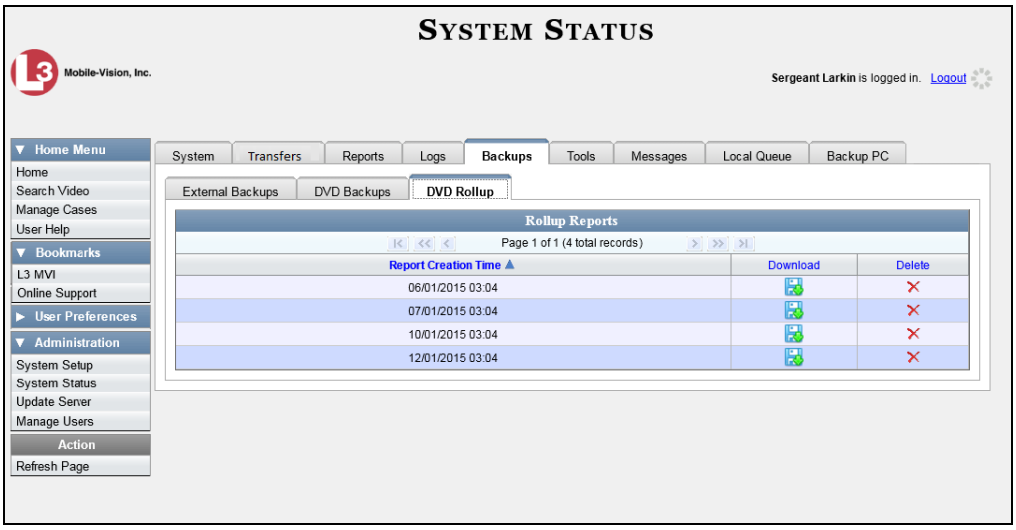
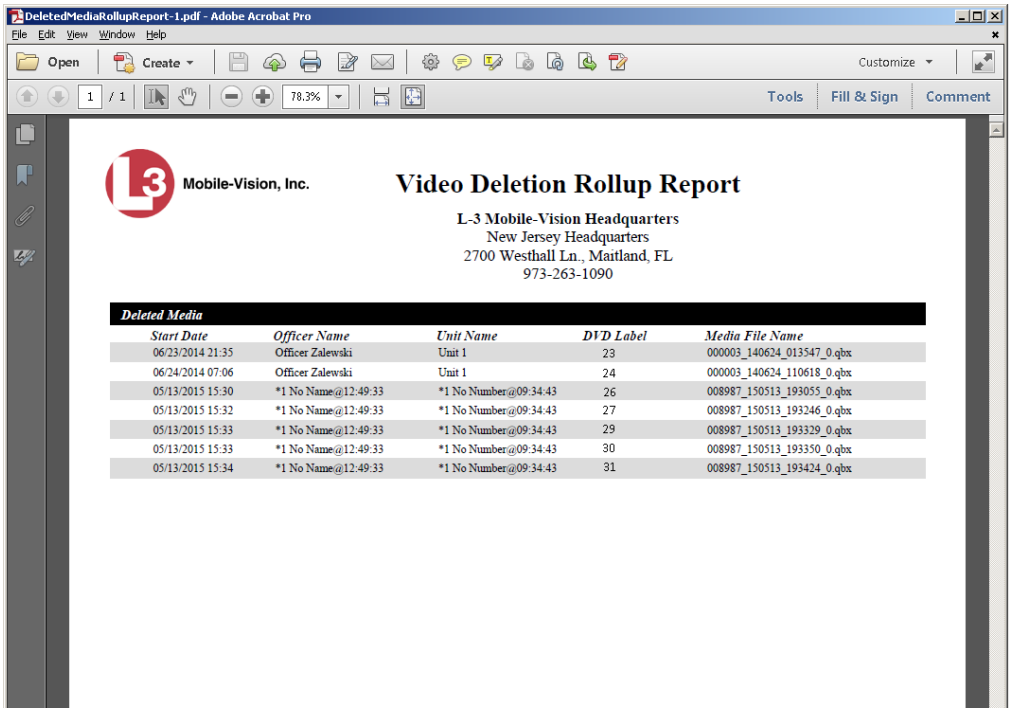



**4** Locate the date for which you wish to view a report, then click on the appropriate download icon. A Windows message displays.

**5** Click **Open**. The report displays in Adobe Acrobat.




The columns on this report are described in the following table.

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| Video Deletion Rollup Report | |
|---|---|
| **Column** | **Description** |
| Start Date | The date and time at which this video began recording. Displays in mm/dd/yyyy hh:mm format. |
| Officer Name | The name of the officer who was logged into the DVR unit at the time the recording was made. |
| Unit Name | The name of the DVR that recorded this video. |
| DVD Label | The number of the archive disc to which this video file was copied. |
| Media File Name | The name of the media file that was deleted. The file's extension can help you identify what type of media it is:<br>avd.....Flashback1 or VIEVU video<br>qbx .....Flashback2, Flashback3, or FlashbackHD video<br>mkv .....*Body*VISION video<br>mp4 .....BWX-100 video<br>jpg .....*Body*VISION or BWX-100 snapshot |

**6** If you wish to print this report, click the printer icon. The Print popup displays.

– OR –

If you do *not* wish to print this report, skip to step 8.

**7** Select your printer options, then click **OK**. The report is directed to your active printer.

**8** When you are finished viewing/printing this report, click the ☒ in the upper right corner of the report to exit this option.

## Changing the Default Values for the 'Show GPS' & 'Show Speed' Checkboxes

When you export a video or case file in Data DVD or Uncompressed format, you will see two checkboxes in the lower left corner: *Show GPS* and *Show Speed*. By default, these checkboxes are *selected*. However, if desired, you can change this default value to *deselected*, as described in this section.

*(Continued)*



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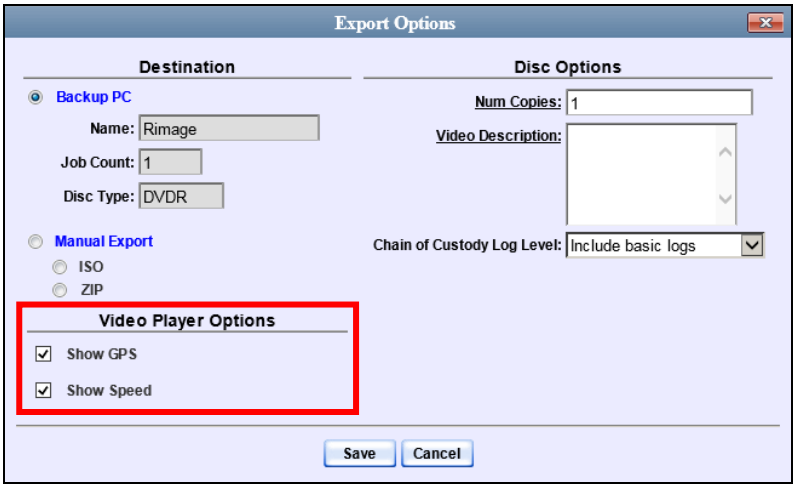
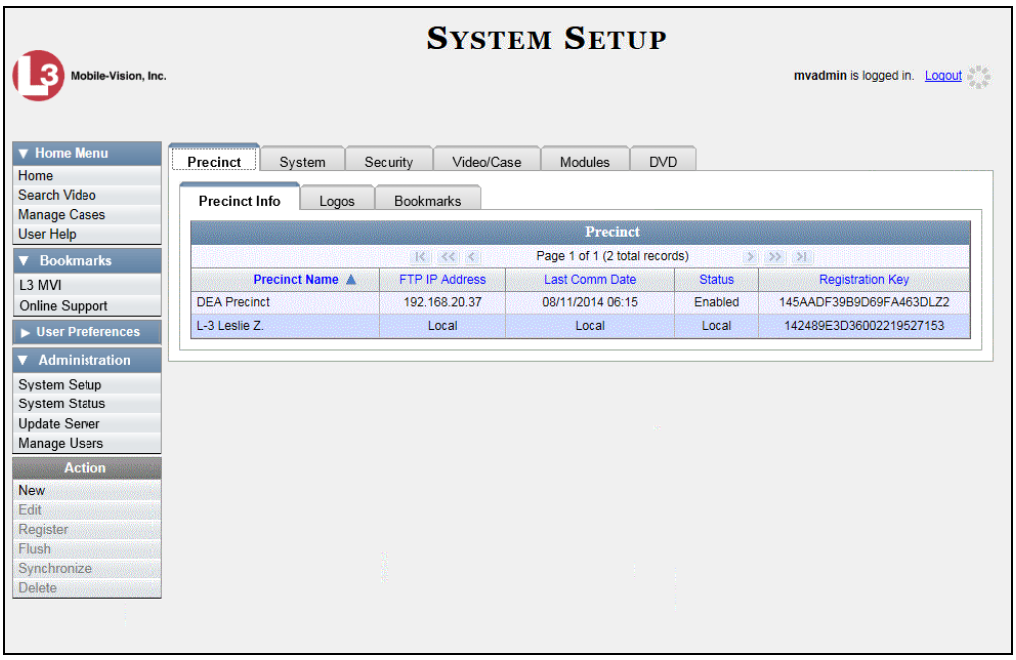



Factory default: Checkboxes selected

**1** Go to ▼ Administration and click **System Setup**. The System Setup page displays.




**2** Click the **System** tab.

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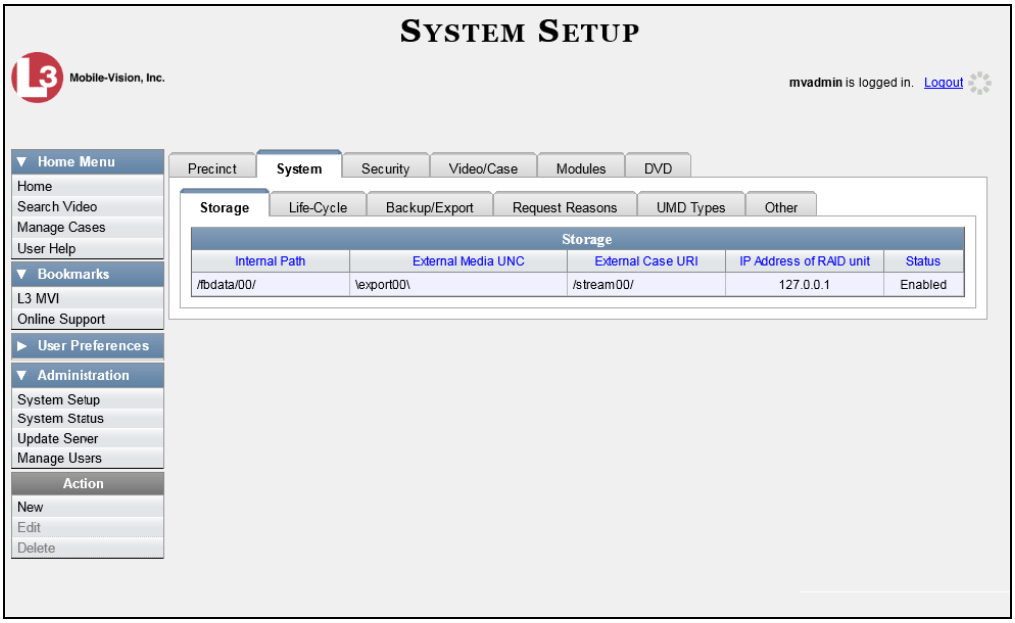
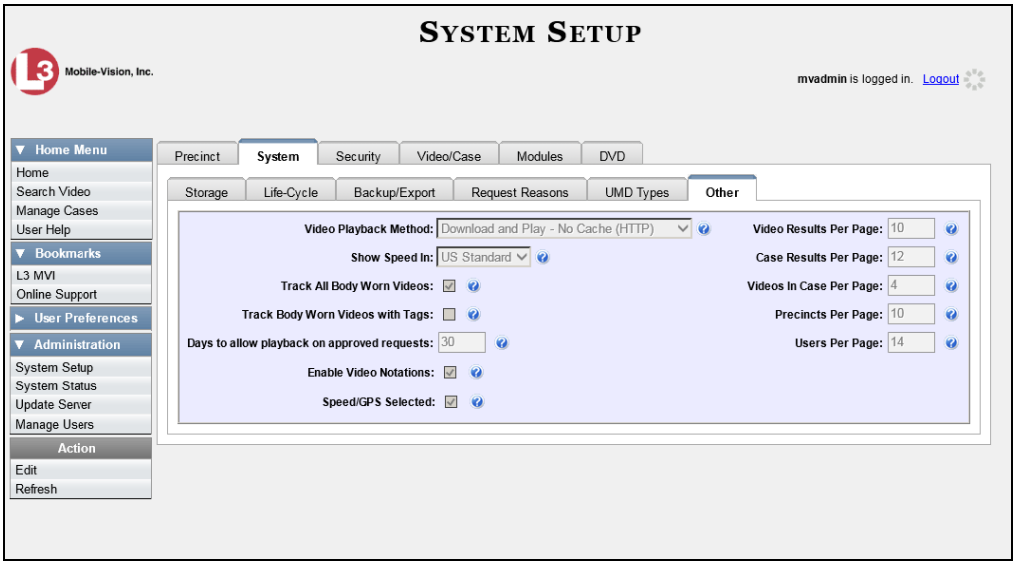



**3** Click the **Other** tab.




**4** Go to the Action column and click **Edit**. The Other popup displays.

*(Continued)*

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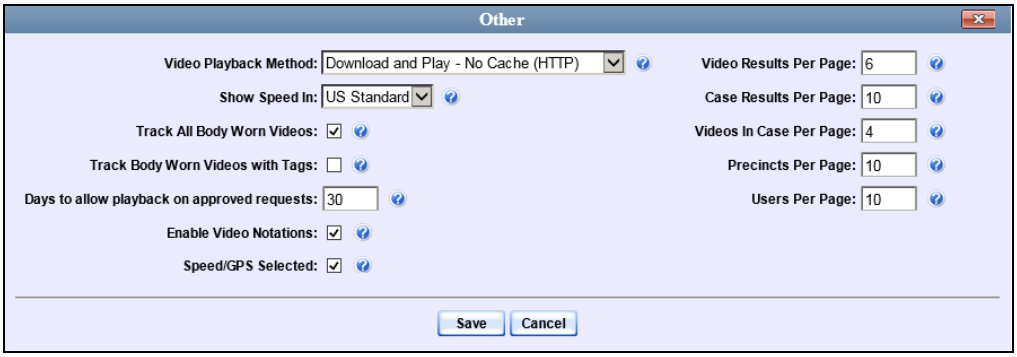


5 Deselect the *Speed/GPS Selected* checkbox.

6 Click **Save**.

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# 4 Cases

This chapter describes how to work with cases in the DEA Agency application. A case is a record that contains one or more videos and other data that pertains to an incident, such as a motor vehicle accident. This feature allows you to conveniently gather all of an incident's evidence in one record, allowing for easy viewing and archiving of evidence.

Besides video, a case may contain other media files (such as photographs), subject names, comments, and general information relating to the incident.

If you have a case that you access frequently, you may add it to a list of favorite cases. This feature provides you with a quick and easy method to access those cases that you refer to often.

Cases can be created both on the Agency server and on the Precinct server(s). However, if a case is originally created on a Precinct server, you cannot update it on the Agency server unless you first request control of that case from the Precinct. For more on this topic, see page 321.

For more information, see:


- ❒ Creating a Case, next page
- ❒ Searching for Cases, page 299
- ❒ Viewing Case Search Results, page 306
- ❒ Displaying a Case, page 307
- ❒ Viewing Your List of Favorite Cases, page 320
- ❒ Updating a Case, page 321
- ❒ Adding a Case to Your List of Favorite Cases, page 338
- ❒ Removing a Case from Your List of Favorite Cases, page 339
- ❒ Marking a Case for Disposal, page 339
- ❒ Reactivating an Offline Case, page 340
- ❒ Generating a Chain of Custody Report for a Case, page 345
- ❒ Downloading Case Files to Your PC, page 347
- ❒ Maintaining Case Notations, page 359
- ❒ Maintaining Subject Types, page 374
- ❒ Generating the Restricted Viewing Cases Report, page 385.


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# Creating a Case

This section describes how to enter a new case. For a description of cases and how they are used in DEA Agency, see the previous section.

There are two methods for creating a new case:

- Method 1: Open a new case and attach video(s) to it. This method is described in "Creating a Regular Case," below, and "Creating a Restricted Case" on page 295. Restricted cases allow you to define which users will be allowed to access a case.
- Method 2: Open a video and create a new case to attach it to.

For specific instructions, see:

- Creating a Regular Case, below
- Creating a Restricted Case, page 295.

## Creating a Regular Case

This section describes how to enter a new case that has the typical access privileges. In DEA, this means that the case is either *public* or *private*. Public cases can be accessed by *any* DEA user. Private cases can be accessed by the case's *owner* and users who have *edit* permissions. If you prefer to create a case that grants access to a *specific group* of users, see "Creating a Restricted Case" on page 295 instead.

1 Go to ▼ Home Menu and click **Manage Cases**. The Search Case page displays.

2 Go to the Action column and click **New Case**. The New Case form displays.

The fields on this form are described in the following table.

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| New Case Form | |
|---|---|
| **Field** | **Description** |
| Owner | The name of the case's owner. By default, the owner is the person who creates the case (i.e., *you*), but you can change this name if desired. *Select this value from the drop-down list.* |
| Restricted Viewing | A checkbox used to specify whether or not you want to make this a *restricted* case. A restricted case is one that can only be accessed by a specified list of users. For more information on this topic, see "Creating a Restricted Case" on page 295.<br>☑ This is a restricted case<br>☐ This is *not* a restricted case |
| Visibility | The visibility status for this case: *private* (default) or *public*. If you mark a case as *private*, it can only be viewed by the case's owner and users who have *edit* permissions. If you mark a case as *public*, it can be viewed by any DEA Agency user. *Select this value from the drop-down list.* |
| Display Name | The case name. This is the name that will appear on the Case Results page after you search for the case. It is also the default label value for case DVDs. |
| Incident Date | The date on which the incident occurred. The *incident* is the event that the case pertains to, such as a motor vehicle accident. *Select this date from the calendar popup OR enter directly in mm/dd/yyyy format. Required field.* |
| Case Number | The agency-assigned case number. |
| Citation Number | The agency-assigned citation number, if applicable. |
| Vehicle Registration # | The vehicle registration number associated with this case, if applicable. |
| Vehicle Plate # | The vehicle license plate number associated with this case, if applicable. |
| Do Not Dispose | A checkbox used to indicate whether or not you want the system to keep this case online even after the Auto Dispose Time has expired. *Auto Dispose Time* is a period of inactivity after which the system automatically changes a case's status from *online* to *offline*.* If, for example, you set the *Auto Dispose Time* to 90 days, then<br>*(Continued)* |

* Videos that are attached to the case will remain online as long as their categories allow



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| New Case Form (cont'd) | |
|---|---|
| **Field** | **Description** |
| Do Not Dispose (cont'd) | if that case has not been touched in 90 days, the system will automatically change the case's status to *offline*. If you have 'archiving' enabled for your case files, the system will archive the case first. The default setting for Auto Dispose is 60 days. However, you may change this default.<br>For more information on this topic, see "Viewing/ Changing the Online Lifecycle Settings" in chapter 6.<br>☑ Keep this case's status as *online* even after the Auto Dispose Time expires.<br>☐ Change this case's status to *offline* after the Auto Dispose Time expires. |
| Notations | User-defined checkboxes used to notate a case. You define these notations using the procedure described in "Adding a Case Notation" on page 366.<br>*Select all that apply*. |

**3** If you will be the owner of this case (default), proceed to the next step.

– OR –

If you will *not* be the owner of this case, select another name from the *Owner* drop-down list.

**4** To mark this case as *private* (i.e., only viewable by its owner and users with *edit* permissions), proceed to the next step.

– OR –

To mark this case as *public* (i.e., viewable by all users), select **Public** from the *Visibility* drop-down list.

**5** Enter a descriptive name for this case in the *Display Name* field. *This is a required field*.

**6** Enter or select the case's incident date in the *Incident Date* field. Observe mm/dd/yyyy format. *This is a required field.*

**7** Enter your agency's case number in the *Case Number* field.

**8** If there is a citation number associated with this case, enter it in the *Citation Number* field. Otherwise proceed to the next step.

**9** If there is a vehicle registration number associated with this case, enter it in the *Vehicle Registration #* field. Otherwise proceed to the next step.

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10 If there is a license plate number associated with this case, enter it in the *Vehicle Plate #* field. Otherwise proceed to the next step.

11 If the *Do Not Dispose* checkbox displays, proceed to the next step. Otherwise skip to step 13.

12 If you want the system to keep this case available online even after the *Auto Dispose Time*[*] has expired, select the *Do Not Dispose* checkbox. Otherwise proceed to the next step.

**NOTE**: Once you select the *Do Not Dispose* checkbox, the system will *not* remove the case from the Agency server until you de-select that checkbox.

13 If there are any checkboxes to the right of the *Notations* field, select all that apply to this case. Otherwise proceed to the next step.

14 Click **Save**. A confirmation message displays at the top of the Case Details page.

At this point, you may wish to perform one of the following tasks:

- ❒ Add a video to this case. See "Adding a Video to a Case" on page 322, beginning with step 2
- ❒ Add a media attachment to this case. See "Adding a Media Attachment to a Case" on page 325, beginning with step 2
- ❒ Add a subject name to this case. See "Adding a Subject to a Case" on page 329, beginning with step 2
- ❒ Add a comment to this case. See "Adding a Comment to a Case" on page 332, beginning with step 2
- ❒ Add this case to your "Favorite Cases" list. See "Adding a Case to Your List of Favorite Cases" on page 338, beginning with step 2.

## Creating a Restricted Case

This section describes how to enter a new case that is *restricted*. Restricted cases can only be accessed by a predefined list of users. This feature is particularly useful if you want to limit video access across multiple permission levels. For example, let's say that you only want detectives to have access to interrogation videos. In this scenario, you could create ONE restricted case called *Restricted Viewing—Interrogations*, then add all of your detectives to that case's list of authorized users. Whenever there is a new interrogation video available, you would then link that video to the *Restricted Viewing—Interrogations* case. In this manner, the interrogation videos would always be hidden from unauthorized users on the system, even if those videos are linked to other cases.

[*] For more information on Auto Dispose Time, see *Do Not Dispose* in the table on page 273.



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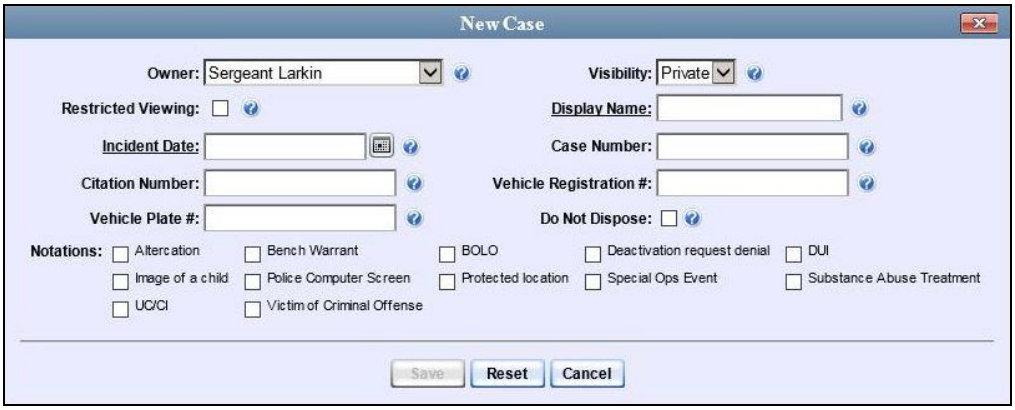
You must have the proper permissions to perform this task. Typically, this capability is given to Internal Affairs detectives.

**1** Go to ▼ Home Menu and click **Manage Cases**. The Search Case page displays.

**2** Go to the Action column and click **New Case**. The New Case form displays.




The fields on this form are described in the table on page 293.

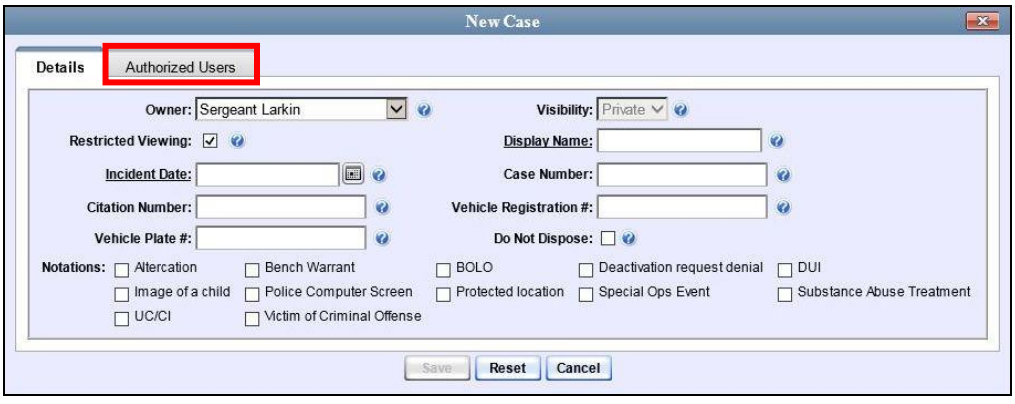
**3** If you will be the owner of this case (default), proceed to the next step.

– OR –

If you will *not* be the owner of this case, select another name from the *Owner* drop-down list.

Restricted Viewing: ☑

**4** Select the *Restricted Viewing* checkbox. Note that a new tab displays at the top of the New Case form.




This tab will be used later to specify which users you want to have access to this case.

**5** Enter a descriptive name for this case in the *Display Name* field. *Required field*.

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6 Enter or select the case's incident date in the *Incident Date* field. Observe mm/dd/yyyy format. *This is a required field.*

7 Enter your agency's case number in the *Case Number* field.

8 If there is a citation number associated with this case, enter it in the *Citation Number* field. Otherwise proceed to the next step.

9 If there is a vehicle registration number associated with this case, enter it in the *Vehicle Registration #* field. Otherwise proceed to the next step.

10 If there is a license plate number associated with this case, enter it in the *Vehicle Plate #* field. Otherwise proceed to the next step.

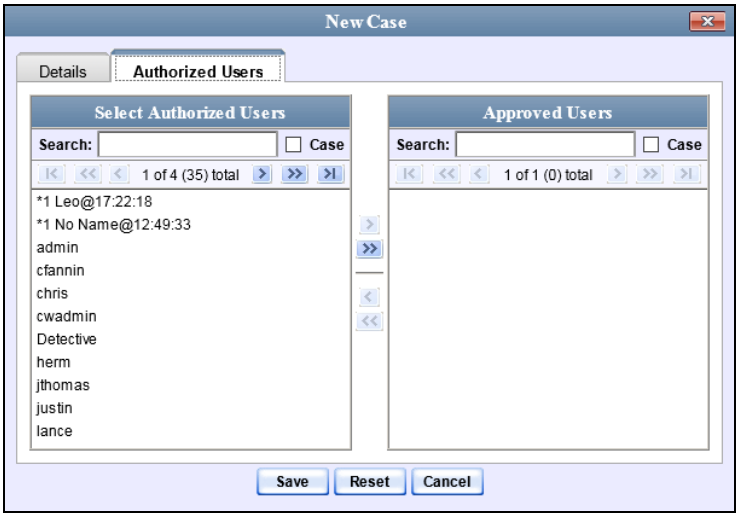
11 If the *Do Not Dispose* checkbox displays, proceed to the next step. Otherwise skip to step 13.

12 If you want the system to keep this case available online even after the *Auto Dispose Time*[*] has expired, select the *Do Not Dispose* checkbox. Otherwise proceed to the next step.

**NOTE**: Once you select the *Do Not Dispose* checkbox, the system will *not* remove the case from the server until you de-select that checkbox.

13 If there are any checkboxes to the right of the *Notations* field, select all that apply to this case. Otherwise proceed to the next step.

14 Click the **Authorized Users** tab. A list of system users displays.




[*] For more information on Auto Dispose Time, see *Do Not Dispose* in the table on page 273.

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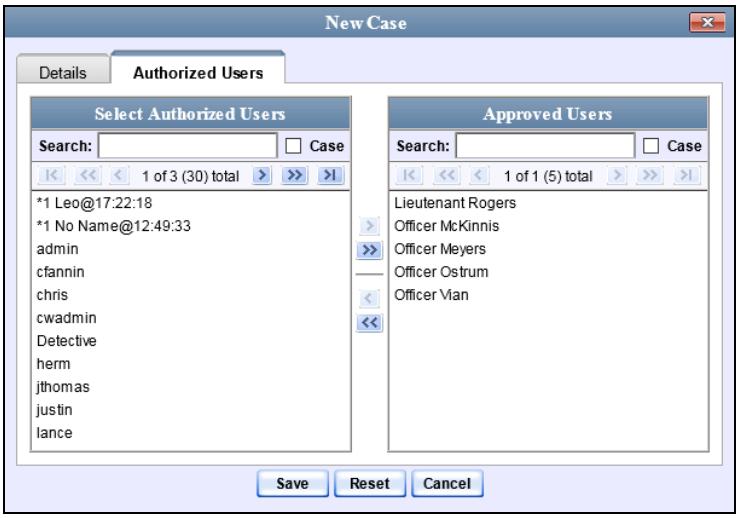
**15** Go to the left column (Select Authorized Users) and click on each of the users that you wish to allow access to this case.

**HINT**: To scroll through a large user list, use the navigation arrows at the top of the column *or* enter a user name in the *Search* field.

**16** Once you've highlighted the desired users, click ▶ in the center column.

The selected users display in the right column (Approved Users).




**17** Click **Save**. A confirmation message displays at the top of the Case Details page.

Case Assault at Knoll Park successfully saved, 5 officer(s) added, 0 officer(s) removed.

At this point, you may wish to perform one of the following tasks:

- ❒ Add a video to this case. See "Adding a Video to a Case" on page 322, beginning with step 2
- ❒ Add a media attachment to this case. See "Adding a Media Attachment to a Case" on page 325, beginning with step 2
- ❒ Add a subject name to this case. See "Adding a Subject to a Case" on page 329, beginning with step 2.
- ❒ Add a comment to this case. See "Adding a Comment to a Case" on page 332, beginning with step 2.
- ❒ Add this case to your "Favorite Cases" list. See "Adding a Case to Your List of Favorite Cases" on page 338, beginning with step 2

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## Searching for Cases

You can search for cases by a number of different criteria, as described below.

| Search Method | Used to search for cases by some or all of this criteria… | |
|---|---|---|
| Basic | Case Information:<br>▪ Incident Date<br>▪ Citation Number<br>▪ Case Number<br>▪ Case Display Name<br>▪ Vehicle Registration #<br>▪ Owner<br>▪ Precinct | Subject Information:<br>▪ First Name<br>▪ Last Name |
| Advanced | Case Information:<br>▪ Creation Date<br>▪ After Incident Date<br>▪ Before Incident Date<br>▪ Citation Number<br>▪ Case Number<br>▪ Case Display Name<br>▪ Vehicle Registration #<br>▪ Owner<br>▪ Vehicle Plate #<br>▪ Comments<br>▪ Notations<br>▪ Precinct | Subject Information:<br>▪ First Name<br>▪ Last name<br>▪ Driver's License #<br>▪ Race<br>▪ Gender<br>▪ Date of Birth |

For specific instructions, see:

- ❒ Performing a Basic Case Search, below
- ❒ Performing an Advanced Case Search, page 302.

### Performing a Basic Case Search

This section describes how to search for a case by one or more of the following criteria:

- ❒ Incident Date
- ❒ Citation Number
- ❒ Case Number
- ❒ Case Display Name
- ❒ Vehicle Registration Number
- ❒ Owner
- ❒ Precinct
- ❒ Subject first/last name.

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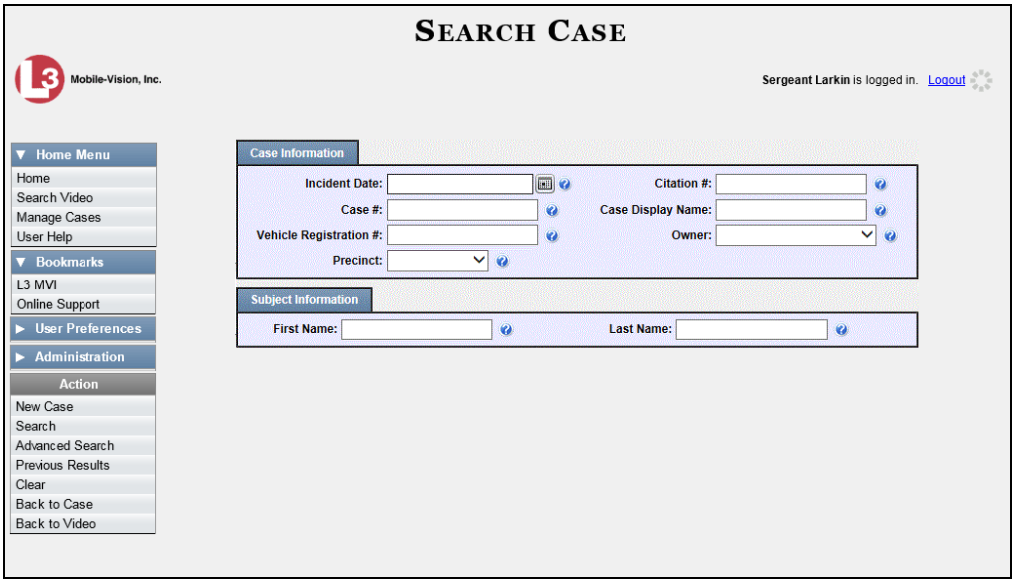
1 Go to ▼ Home Menu and click **Manage Cases**. The Search Case page displays.




2 Look under the Action column. If the **Basic Search** option displays, click on it. Otherwise proceed to the next step.

3 Enter/select the field values you wish to search on, as described below.

| Case Information | |
|---|---|
| **Search Field** | **Description** |
| Incident Date | Limits your search to those cases that involve an incident that occurred on this date. *Select this date from the calendar popup OR enter directly in mm/dd/yyyy format.* |
| Citation Number | Limits your search to those cases in which the *Citation Number* field contains this text. |
| Case Number | Limits your search to those cases in which the *Case Number* field contains this text. |
| Case Display Name | Limits your search to those cases in which the *Display Name* field contains this text. |
| Vehicle Registration # | Limits your search to those cases in which the *Vehicle Registration #* field contains this text. |
| Owner | Limits your search to those cases that are owned by a particular officer. *Select this value from the drop-down list.* |
| Precinct | The precinct or agency server from which this case record originated. *Select this value from the drop-down list.* |

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| Subject Information | |
|---|---|
| First Name | Limits your search to those cases in which the subject's first name contains this text. |
| Last Name | Limits your search to those cases in which the subject's last name contains this text. |
| **Available Actions** | |
| **Action** | **Description** |
| New Case | Enter a new case record. |
| Search | Execute your search. |
| Advanced Search/ Basic Search | Toggle back and forth between the Basic Search form and the Advanced Search form. For more information on the Advanced Search form, see "Performing an Advanced Case Search" on the next page. |
| Previous Results | Return to the Case Search results, if applicable. If you have not performed a search since you logged on, this action will not display. |
| Clear | Remove all entries and selections from the search form. |
| Create | Open a new case. For more information, see "Creating a Regular Case" on page 292 and/or "Creating a Restricted Case" on page 295. |
| Back to Case | Display the Case Details of the last case you viewed, if applicable. If you have not viewed a case since you logged on, this action will not display. |
| Back to Video | Display the Video Details of the last video you viewed or played, if applicable. If you have not viewed or played a video since you logged on, this action will not display. |

**4** Go to the Action column and click **Search**. All cases that match your selection criteria display on the Case Search Results page.

*(Continued)*

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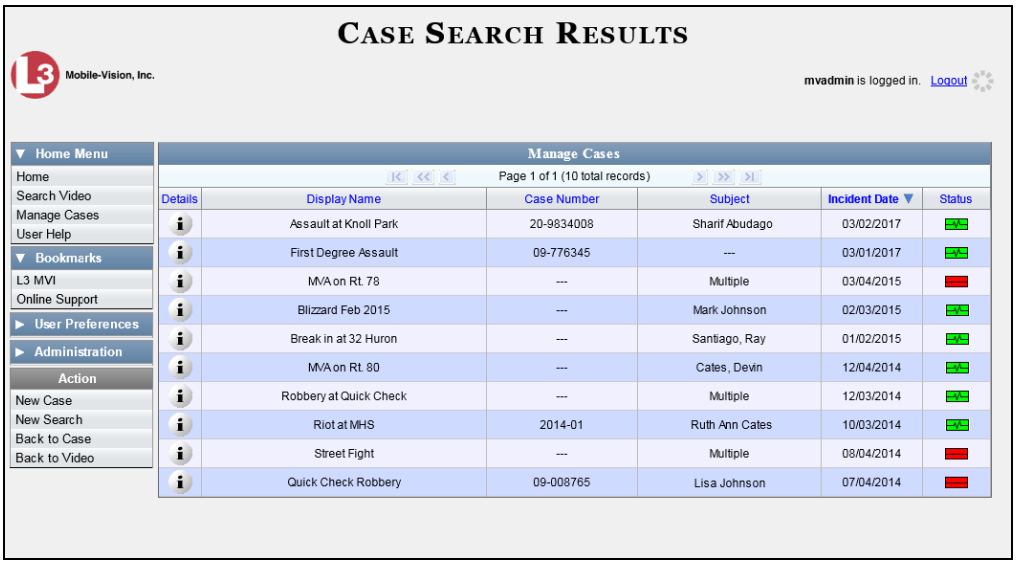
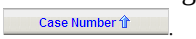


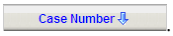

For a detailed description of the components on the Case Search Results page, see "Viewing Case Search Results" on page 306.

By default, cases are sorted chronologically by *Incident Date*. To sort the results differently, proceed to the next step. Otherwise skip to step 6.

**5** Go to the column heading you wish to sort by: *Display Name*, *Case Number*, *Precinct*, or *Subject*.

To sort in *ascending* order—that is, from lowest value to highest value—click the column header *once*. An *up* arrow displays: 


– OR –

To sort in *descending* order—that is, from highest value to lowest value—click the column header *twice*. A *down* arrow displays: 


**6** To view a case's details, click the Details icon to the left of that case. The Case Details page displays. For a detailed description of the components on this page, see the table beginning on page 308.

## Performing an Advanced Case Search

This section describes how to search for a case by one or more of the following criteria:

- ❒ Case Creation Date
- ❒ After Incident Date
- ❒ Before Incident Date
- ❒ Citation Number
- ❒ Case Number
- ❒ Case Display Name
- ❒ Vehicle Registration Number
- ❒ Case Owner
- ❒ Vehicle Plate Number
- ❒ Case Comments
- ❒ Case Notations
- ❒ Precinct
- ❒ Subject's First Name
- ❒ Subject's Last name
- ❒ Subject's Driver's License Number
- ❒ Subject's Race
- ❒ Subject's Gender
- ❒ Subject's Date of Birth

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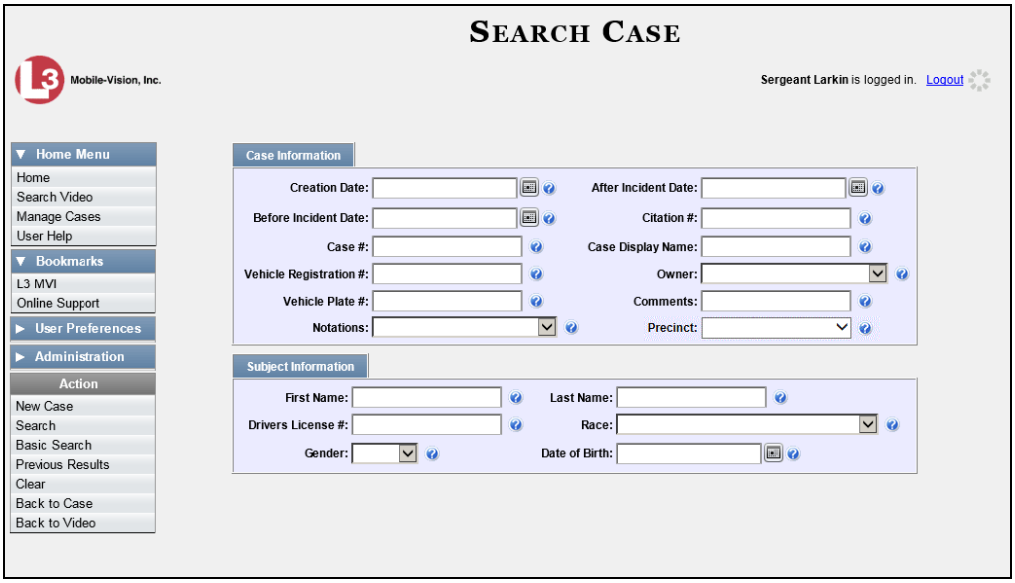
1 Go to ▼ Home Menu and click **Manage Cases**. The Search Case page displays.




2 Look under the Action column. If the **Advanced Search** option displays, click on it. Otherwise proceed to the next step.

3 Enter/select the field values you wish to search on, as described below.

| Case Information | |
|---|---|
| **Search Field** | **Description** |
| Creation Date | Limits your search to those cases that were created on this date. *Select this date from the calendar popup OR enter directly in mm/dd/yyyy format.* |
| After Incident Date | Limits your search to those cases that involve an incident that occurred *after* this date. To search for a date *range*, use this field in combination with the *Before Incident Date* field. *Select this date from the calendar popup OR enter directly in mm/dd/yyyy format.* |
| Before Incident Date | Limits your search to those cases that occurred *before* this date. To search for a date *range*, use this field in combination with the *After Incident Date* field. *Select this date from the calendar popup OR enter directly in mm/dd/yyyy format.* |
| Citation Number | Limits your search to those cases in which the *Citation Number* field contains this text. |
| Case Number | Limits your search to those cases in which the *Case Number* field contains this text. |

*(Continued)*



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| Case Information (cont'd) | |
|---|---|
| **Search Field** | **Description** |
| Case Display Name | Limits your search to those cases in which the *Display Name* field contains this text. |
| Vehicle Registration # | Limits your search to those cases in which the *Vehicle Registration #* field contains this text. |
| Owner | Limits your search to those cases that are owned by a particular officer. *Select this value from the drop-down list.* |
| Vehicle Plate # | Limits your search to those cases in which the *Vehicle Plate #* field contains this text. |
| Comments | Limits your search to those cases in which the comments entered on the **Comments** tab contain this text. |
| Notations | Limits your search to those cases that are marked with a specific checkbox notation. *Select this value from the drop-down list.* |
| Precinct | The precinct or agency server from which this case record originated. *Select this value from the drop-down list.* |
| **Subject Information** | |
| **Search Field** | **Description** |
| First Name | Limits your search to those cases in which the subject's first name contains this text. |
| Last name | Limits your search to those cases in which the subject's last name contains this text. |
| Driver's License # | Limits your search to those cases in which the subject's driver's license number contains this text. |
| Race | Limits your search to those cases that involve a subject of this race. *Select this value from the* Race *drop-down list.* |
| Gender | Limits your search to those cases that involve a subject of this gender. *Select this value from the* Gender *drop-down list.* |
| Date of Birth | Limits your search to those cases that involve a subject with this date of birth. *Select this date from the calendar popup OR enter directly in mm/dd/yyyy format.* |

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| Available Actions | |
|---|---|
| **Action** | **Description** |
| New Case | Enter a new case record. |
| Search | Execute your search. |
| Basic Search/ Advanced Search | Toggle back and forth between the Advanced Search form and the Basic Search form. For more information on the Basic Search form, see page 299. |
| Previous Results | Return to the previous Case Search Results page, if applicable. If you have not performed a search since you logged on, this action will not display. |
| Clear | Remove all entries and selections from the Advanced Search form. |
| Create | Open a new case. For more information, see "Creating a Case" on page 292. |
| Back to Case | Display the Case Details of the last case you viewed, if applicable. If you have not viewed a case since you logged on, this action will not display. |
| Back to Video | Display the Video Details of the last video you viewed or played, if applicable. If you have not viewed or played a video since you logged on, this action will not display. |

**4** Go to the Action column and click **Search**. All cases that match your selection criteria display on the Case Search Results page, as pictured on the next page. For a detailed description of the components on this page, see the next section, "Viewing Case Search Results."

By default, cases are sorted chronologically by *Incident Date*. To sort the results differently, proceed to the next step. Otherwise skip to step 6.

**5** Go to the column heading you wish to sort by: *Display Name*, *Case Number*, *Precinct*, or *Subject*.

To sort in *ascending* order—that is, from lowest value to highest value—click the column header *once*. An *up* arrow displays: Case Number ⇧.

– OR –

To sort in *descending* order—that is, from highest value to lowest value—click the column header *twice*. A *down* arrow displays: Case Number ⇩.

**6** To view a case's details, click the Details icon to the left of that case. The Case Details page displays.

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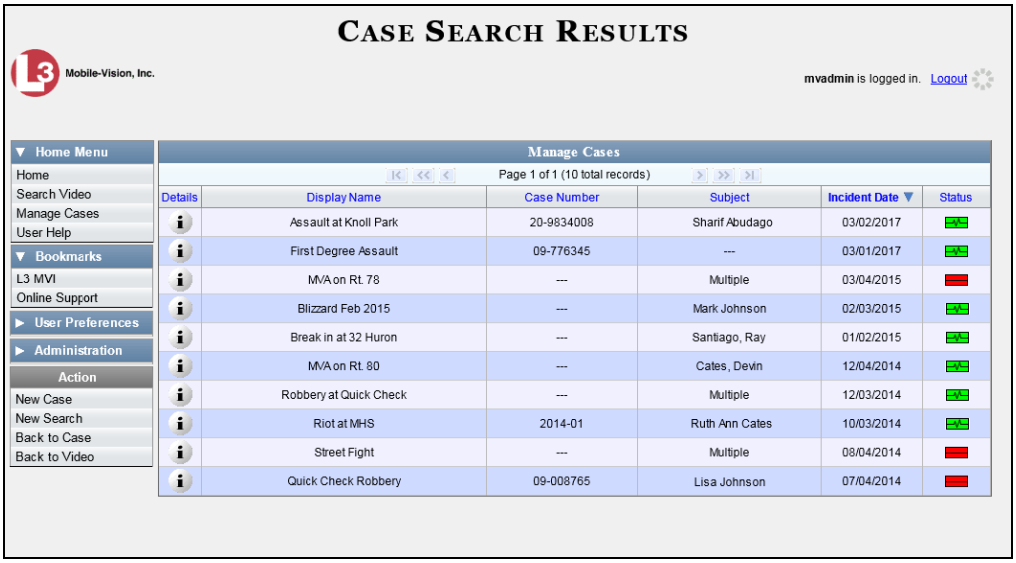
## Viewing Case Search Results

This section describes the various components on the Case Search Results page. This page displays after you execute a search, as described in "Performing a Basic Case Search" on page 299 and "Performing an Advanced Case Search" on page 302. It consists of a table that contains information about each case.




The total number of cases included in your search results displays at the top of the results list. The other components of the Case Search Results page are described in the following table.

| Navigation Buttons | |
|---|---|
| **Button** | **Description** |
| | Next Page/Previous Page. Used to scroll through the search results one page at a time. |
| | Fast forward/fast rewind. Used to scroll through the search results ten pages at a time. |
| | First Page/Last Page. Used to advance to the first or last page of the search results, respectively. |
| **Case Information** | |
| **Column** | **Description** |
| Details | View Case Details icon. Used to open the Case Details page. |
| Display Name | The name of this case. |
| Case Number | The agency-assigned ID number for this case. |

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| Case Information (cont'd) | |
|---|---|
| **Column** | **Description** |
| Precinct | The precinct or agency server from which this case record originated. |
| Subject | The name of the individual associated with this case. If there is more than one subject associated with this case, the word **multiple** will display here. |
| Incident Date | The date on which the case-related incident occurred (i.e., car accident, crime, etc.) Displays in mm/dd/yyyy format. |
| Status | The current status of this case: *online* (green bar), permanently *offline* (red bar), or transferring from Precinct server (half green and half red). |
| **Available Actions** | |
| **Action** | **Description** |
| New Search | Return to the Search Case page and clear the search form. |
| Create | Display the New Case form used to enter a new case. For more information, see "Creating a Case" on page 292. |
| Back to Case | Display the Case Details of the last case you viewed, if applicable. If you have not viewed a case since you logged on, this action will not display. |
| Back to Video | Display the Video Details of the last video you viewed or played, if applicable. If you have not viewed or played a video since you logged on, this action will not display. |

## Displaying a Case

This section describes how to display an existing case record. Typically, you have access to *your* cases and any *public* cases. Depending on your user role, however, you may have access to other cases as well.

1 Perform a basic or advanced search, as described in "Searching for Cases" on page 299.

– OR –

Go to ▼ User Preferences and click **Favorite Cases** to select a case from your list of Favorite Cases. A list of cases displays.

2 Click the Details icon to the left of the case you wish to view. The Case Details page displays.

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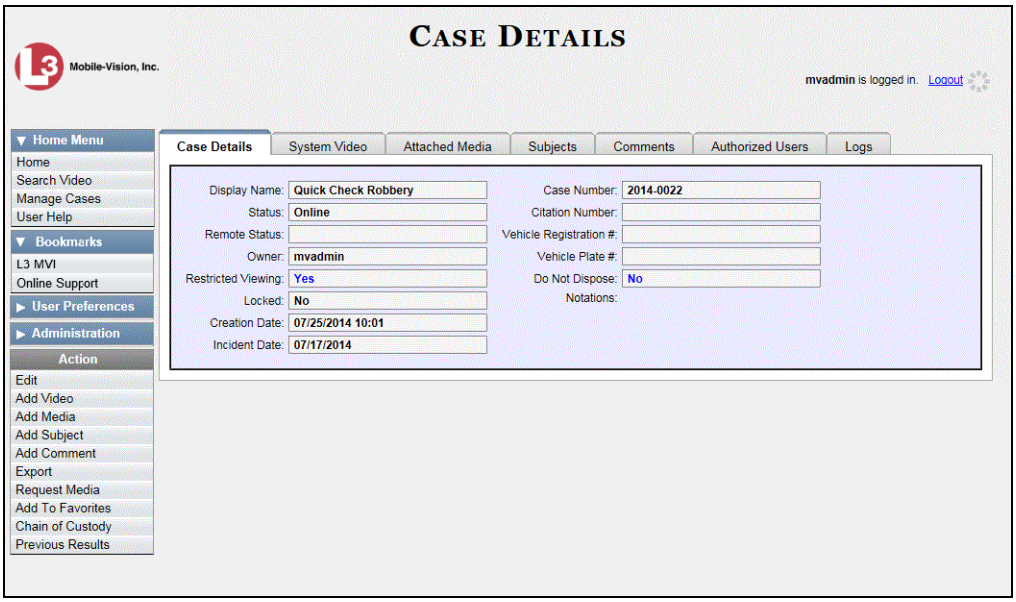


The information on this page is described below.

| Case Details Tab | |
|---|---|
| **Field** | **Description** |
| Display Name | The name of this case. |
| Status | The current status of this case on the Agency server:<br>▪ *Online*. The case is still stored on the Agency server; you can add new videos, media files, subjects, and/or comments to the case.<br>▪ *Offline*. Some, but not all, of the case functions are available on the Agency server. You can still view the case record, but you can't view its media attachments. Also, you can't export the case or add any new attachments to it (i.e., videos, media files, subjects, and/or comments). If desired, you can restore an offline case to online status within a limited time period. For more information, see "Re-activating an Offline Case" on page 340. |
| Remote Status | The current status of this case on the Precinct server: *online* or *offline* (see descriptions above). If this case was created on the *Agency* server, this field will be blank. |
| Owner | The individual to whom this case is assigned. |
| Visible | The visibility status of this case:<br>▪ *No*. This case is marked as private; therefore it can only be viewed by its owner *or* users with *edit* permissions.<br>▪ *Yes*. This case is marked as public; therefore it can be viewed by all DEA Agency users. |

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| Case Details Tab (cont'd) | |
|---|---|
| **Field** | **Description** |
| Visible (cont'd) | If this is a restricted case, this field will not display. |
| Restricted Viewing (yes) | The Restricted Case Indicator. If this field displays, it indicates that this case is marked as "restricted" and can only be viewed by a select group of users. |
| Locked | A yes/no indicator that denotes whether this case is editable. A non-editable or "locked" case is one that was originally created on a Precinct server. Such cases cannot be updated on the Agency side unless you first request permission from the source Precinct. For instructions, see "Requesting Control of a Case from a Remote Precinct" on page 321.<br>▪ *Yes*. This case is locked and cannot be edited.<br>▪ *No*. This case is *not* locked and can therefore be edited by any user with the proper permissions. |
| Creation Date | The date and time at which this case record was created. Displays in mm/dd/yyyy hh:mm format. |
| Incident Date | The date on which the case-related incident occurred (i.e., car accident, crime, etc.) Displays in mm/dd/yyyy hh:mm format. |
| Case Number | The agency-assigned case number. |
| Citation Number | The agency-assigned citation number, if applicable. |
| Vehicle Registration # | The vehicle registration number associated with this case, if applicable. |
| Vehicle Plate # | The license plate number associated with this case, if applicable. |
| Do Not Dispose | A checkbox that indicates whether or not the system will keep this case's data available online after the Auto Dispose Time has expired. For more information on this feature, see page 293. |
| Notations | Agency-specific checkboxes used to notate a case. You define case notations using the procedure described in "Adding a Case Notation" on page 366. |
| **Available Actions** | |
| **Action** | **Description** |
| Edit | Update information stored in this case record. If a Precinct server has control of this case (Locked = yes), this option will not display. |

*(Continued)*

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| Available Actions (cont'd) | |
|---|---|
| **Action** | **Description** |
| Dispose | Change this case's status from *online* to *offline*. If the case is already offline or it's too young to dispose of, this action will not display. |
| Add Video | Add a video to this case. For instructions, see "Adding a Video to a Case" on page 322, beginning with step 2. If a Precinct server has control of this case (Locked = yes), this option will not display. |
| Add Media | Add a media file attachment to this case. For instructions, see "Adding a Media Attachment to a Case" on page 325, beginning with step 2. If a Precinct server has control of this case (Locked = yes), this option will not display. |
| Add Subject | Add a subject name or names to this case. For instructions, see "Adding a Subject to a Case" on page 329, beginning with step 2. If a Precinct server has control of this case (Locked = yes), this option will not display. |
| Add Comment | Add a comment to this case. For instructions, see "Adding a Comment to a Case" on page 332, beginning with step 2. If a Precinct server has control of this case (Locked = yes), this option will not display. |
| Export | Open the Export page in order to burn a case to DVD or download it to your PC. For more information on exporting, see chapter 3. If this case is currently *offline*, this action will not display. |
| Request Control | Request control of the case from the source* Precinct. |
| Request Media | Request the case's media files from the source* Precinct. |
| Add to Favorites | Add this case to your *Favorite Cases* list. For instructions, see "Adding a Case to Your List of Favorite Cases" on page 338, beginning with step 2. |
| Request Activation | Submit a request to restore this case from a backup disc or tape to the Agency server. After you click this option, your request will display on the *Inbox Messages* list for all users who have reactivation privileges. For more information, see "Submitting a Request to Reactivate a Case" in chapter 4 of the *DEA Agency Officer's Guide*.<br>This action will only display if the case is offline. |
| Reactivate Now | Restore this case from a backup disc or external backup device to the Agency server. For more information, see "Reactivating an Offline Case" on page 340. |

* The remote Precinct from which the case originated

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| Available Actions (cont'd) | |
|---|---|
| **Action** | **Description** |
| Reactivate Now (cont'd) | This action will only display if the case is offline *and* you have the *Reactivate Video* permission. |
| Chain of Custody | Generate a Chain of Custody report. For further instructions, see "Generating a Chain of Custody Report for a Case" on page 345, beginning with step 2. |
| Previous Results | Return to the Case Search Results page. |
| Back to Video | Display the Video Details of the last video you viewed or played, if applicable. If you have not viewed or played a video since you logged on, this action will not display. |

To view the other case information, proceed to the appropriate section:

- ❒ Requesting a Case's Media Files from a Remote Precinct, below, beginning with step 2
- ❒ Viewing a Case's Videos, next page, beginning with step 2
- ❒ Viewing a Case's Media Attachments, page 314, beginning with step 2
- ❒ Viewing a Case's Subjects, page 316, beginning with step 2
- ❒ Viewing a Case's Comments, page 317, beginning with step 2
- ❒ Viewing a Case's Logs, page 318, beginning with step 2
- ❒ Viewing a Restricted Case's Authorized Users, page 319, beginning with step 2.

## Requesting a Case's Media Files from a Remote Precinct

When a case is originally created on a Precinct server, you may find that some of the case's videos or media attachments are *offline*, that is, not viewable from the Agency server. In this instance, you can use the *Request Media* option to transmit that media from the Precinct server to the Agency server.

**1** Search for and display the case you wish to request media files from. (If necessary, review "Displaying a Case" on page 307.)

The Case Details page displays.

*(Continued)*

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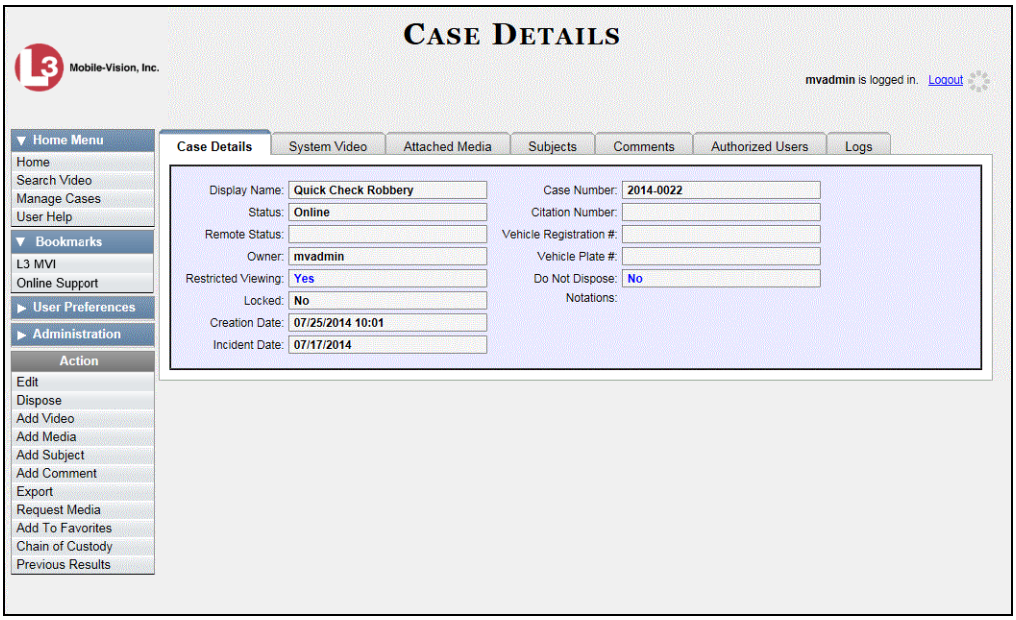


**2** Go to the Action column and click **Request Media**. A confirmation message displays:

This Video Transfer has been successfully requested.

The requested files will transmit to the Agency server during the next server-to-server communication.

## Viewing a Case's Videos

This section describes how to view the videos that are currently linked to a case.

**1** Search for and display the case you wish to view. (If necessary, review "Displaying a Case" on page 307.) The Case Details page displays, as pictured above.

**2** Click the **System Video** tab. All videos that are currently linked to this case display.

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The columns on the **System Video** tab are described below.

| System Video Tab | |
|---|---|
| **Column** | **Description** |
| Details | View Video Details icon. Used to open the Video Details page. |
| Play | Play button. Used to launch the Flashback Player and view the video recording. |
| Video | A thumbnail image of the beginning of this video. |
| Owner | The officer who owns this video. By default, the owner of a video file is the officer who was logged on to the DVR unit during the recording. However, you may, in some circumstances, reassign a video to another officer.<br>**Note**: If the value of the *Owner* field begins with ***1 No Name@**, it means one of two things: 1) no officer was logged in to the DVR unit when the recording began, or 2) an officer was manually logged in to the unit* when the recording began, but they logged in using a DVR Officer Name that was not an exact match to the one on the server. |
| Category | The category assigned to this video. |
| DVR Type | The type of DVR that captured this video:<br>▪ *Vehicle*. A Flashback DVR that is installed inside a vehicle, such as a police cruiser.<br>*(Continued)* |

* Using the 'User' screen on the DVR



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| System Video Tab (cont'd) | |
|---|---|
| **Column** | **Description** |
| DVR Type (cont'd) | ▪ *Interview Room*. A DVR that is installed inside an interview room. This type of DVR is used in conjunction with the optional Interview Room module.<br>▪ *Body Worn*. A *Body*VISION or BWX-100 Body Worn camera.<br>▪ *VieVu*. A VIEVU Body Worn camera. |
| DVR Name | The name of the DVR unit that recorded this video. |
| Duration | The length of this video, in minutes. |
| Video Start | The date and time at which this video began recording. Displays in mm/dd/yyyy hh:mm:ss format. |
| Remove | Unlink this video from the case record. |

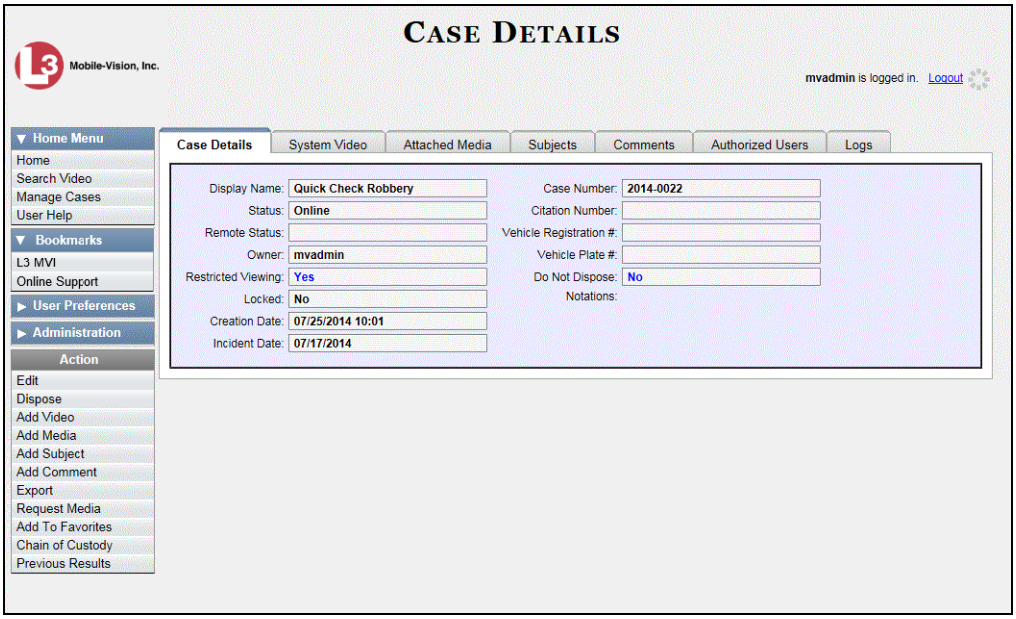
**3** To view a video's details, click the video's Details icon. Otherwise proceed to the next step.

**4** To play a video, click the video's *Play* button. The Flashback Player launches in a separate window. This player will differ slightly depending on whether you are watching a Flashback1 or Flashback2/3/HD/BV video. For more information, see "Flashback1 Player" or "Flashback2/3/HD/BV Player" in chapter 2.

## Viewing a Case's Media Attachments

This section describes how to view the media files that are currently linked to a case.

**1** Search for and display the case you wish to view. (If necessary, review "Displaying a Case" on page 307.) The Case Details page displays.



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2 Click the **Attached Media** tab. All media files that are currently linked to this case display.

The columns on the **Attached Media** tab are described below.

| Attached Media Tab | |
|---|---|
| **Column** | **Description** |
| Open | View the attached media file. |
| Preview | View the thumbnail image of an attached photo or graphic, if applicable. Text files will read *No Preview Available*. |
| Uploaded By | The user name of the officer who attached this media file to the case. |
| Collected By | The name of the officer who is responsible for collecting this evidence. |
| File Name | The name of this media file. |
| Date / Time | The date and time at which this media file was attached to the case. Displays in mm/dd/yyyy hh:mm:ss format. |
| Delete | Remove this media file from the case record. |

3 To view an attachment, click the folder icon in the *Open* column.

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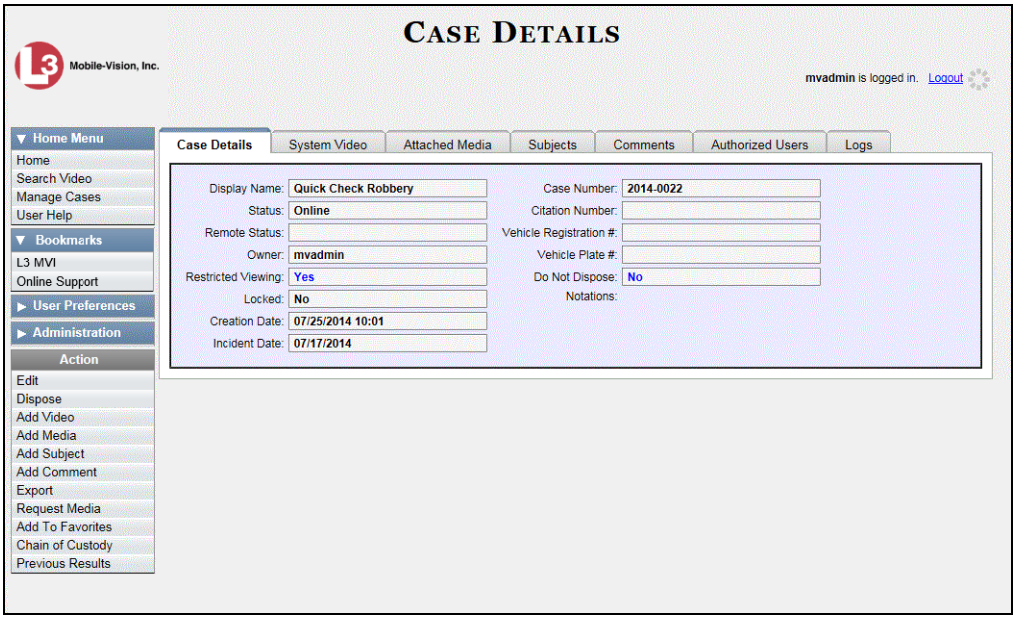
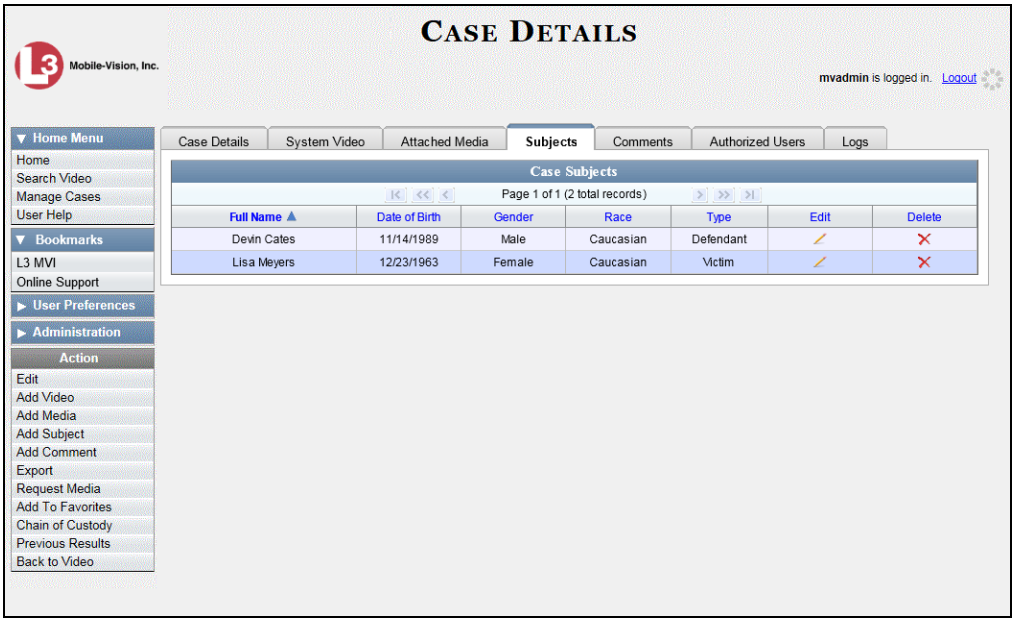
## Viewing a Case's Subjects

This section describes how to view information on the subject(s) that are currently linked to a case.

1 Search for and display the case you wish to view. (If necessary, review "Displaying a Case" on page 307.) The Case Details page displays.




2 Click the **Subjects** tab. All subjects that are currently linked to this case display.

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The columns on the **Subjects** tab are described below.

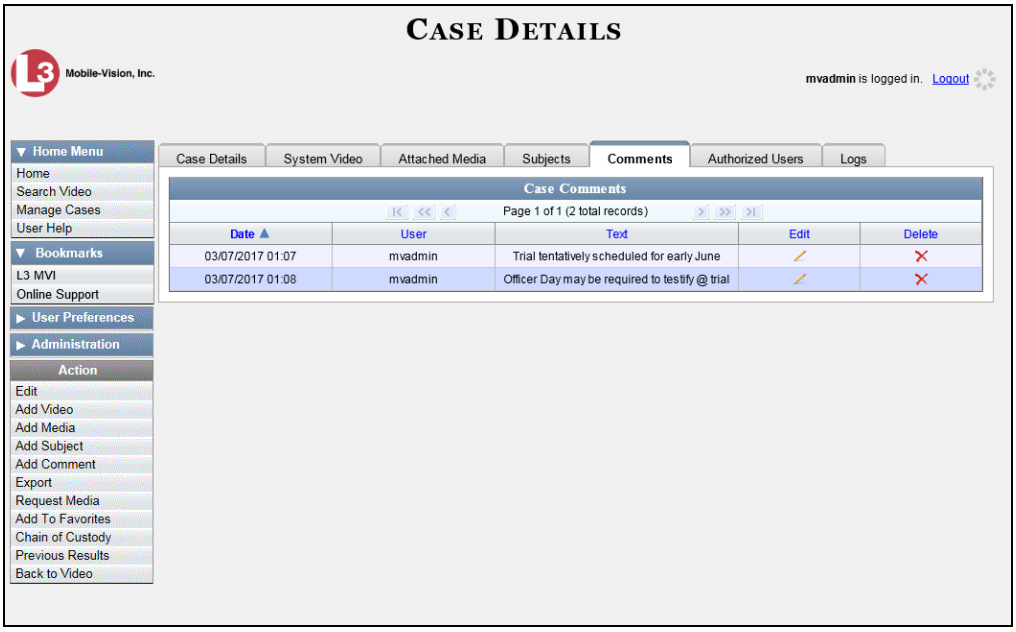
| Subjects Tab | |
|---|---|
| **Column** | **Description** |
| Full Name | The subject's first and last name. |
| Date of Birth | The subject's date of birth. |
| Gender | The subject's gender. |
| Race | The subject's race. This field's values are defined by the System Administrator. For more information, see "Adding a Race" in chapter 7. |
| Type | The type of subject (e.g., *Witness*, *Victim*, *Defendant*, etc.). This field's values are defined by the System Administrator. For more information, see "Maintaining Subject Types" on page 374. |
| Edit | Update this subject record. |
| Delete | Permanently delete this subject record. |

## Viewing a Case's Comments

This section describes how to view the comment records that are currently linked to a case.

1 Search for and display the case you wish to view. (If necessary, review "Displaying a Case" on page 307.) The Case Details page displays, as pictured on the previous page.

2 Click the **Comments** tab. All comments that are currently linked to this case display.



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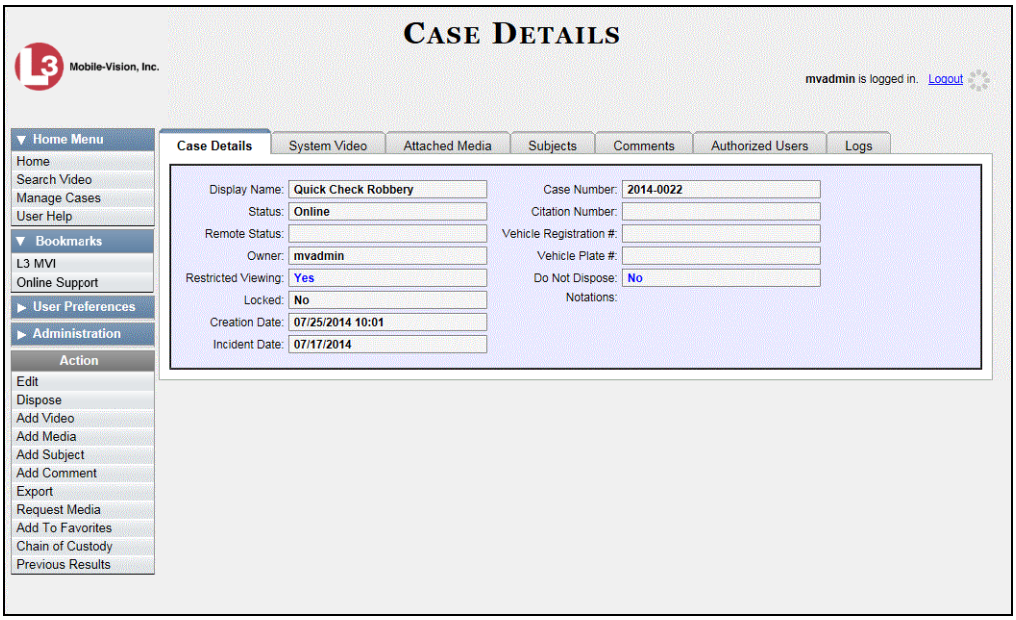
The columns on the **Comments** tab are described below.

| Comments Tab | |
|---|---|
| **Column** | **Description** |
| Date | The date and time at which this comment was added to the case. Displays in mm/dd/yyyy hh:mm format. |
| User | The user name of the officer who entered this comment. |
| Text | The comment itself. |
| Edit | Update this comment. |
| Delete | Permanently delete this comment. |

## Viewing a Case's Logs

This section describes how to view a case's logs. The case logs show *who* performed various actions on a case and *when*. The case logs can, for example, tell you who created, edited, reactivated, or added media attachments to a case and when.

1 Search for and display the case you wish to view. (If necessary, review "Displaying a Case" on page 307.) The Case Details page displays.




2 Click the **Logs** tab. The case's log records display.



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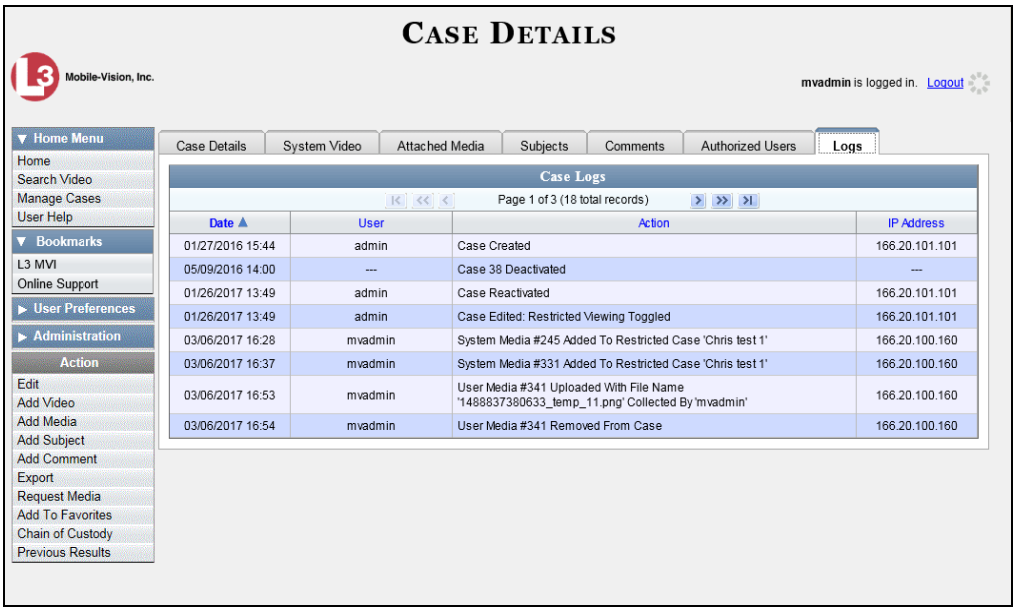


If necessary, use the navigation arrows at the top of the page to scroll through the list.

The columns on the **Logs** tab are described below.

| Logs Tab | |
|---|---|
| **Column** | **Description** |
| Date | The date and time at which this action occurred. Displays in mm/dd/yyyy hh:mm format. |
| User | The user name of the individual who performed this action. |
| Action | The specific action that was performed on this case. |
| IP Address | The IP address of the PC on which this case action was performed. |

## Viewing a Restricted Case's Authorized Users

This section describes how to view a list of those users who have permission to access a restricted case. For more on restricted cases, see "Creating a Restricted Case" on page 295.

1 Search for and display the restricted case you wish to view. (If necessary, review "Displaying a Case" on page 307.) The Case Details page displays, as pictured on the previous page.

2 Click the **Authorized Users** tab. The list of authorized users for this case displays.

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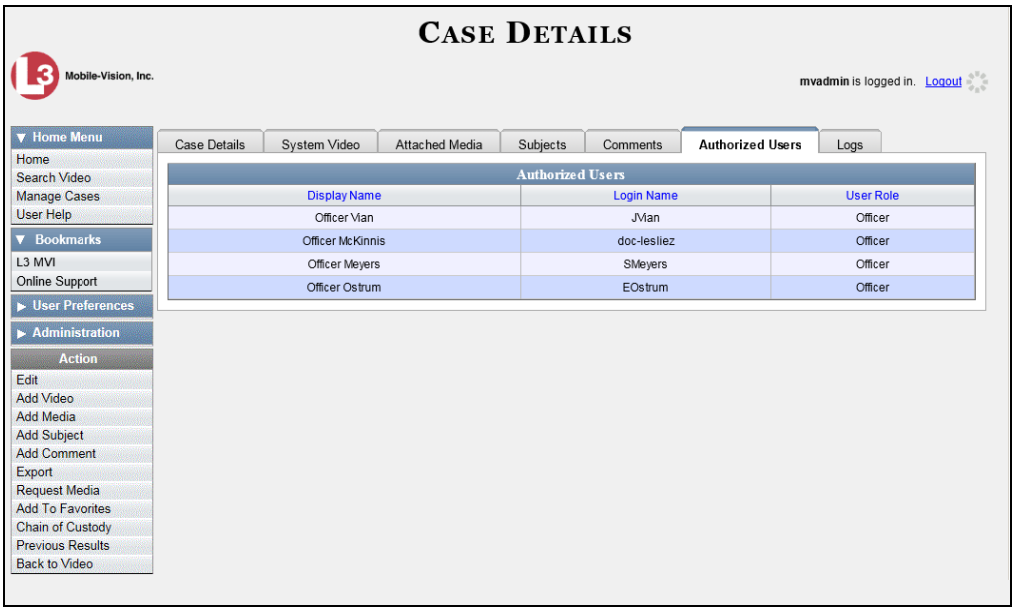


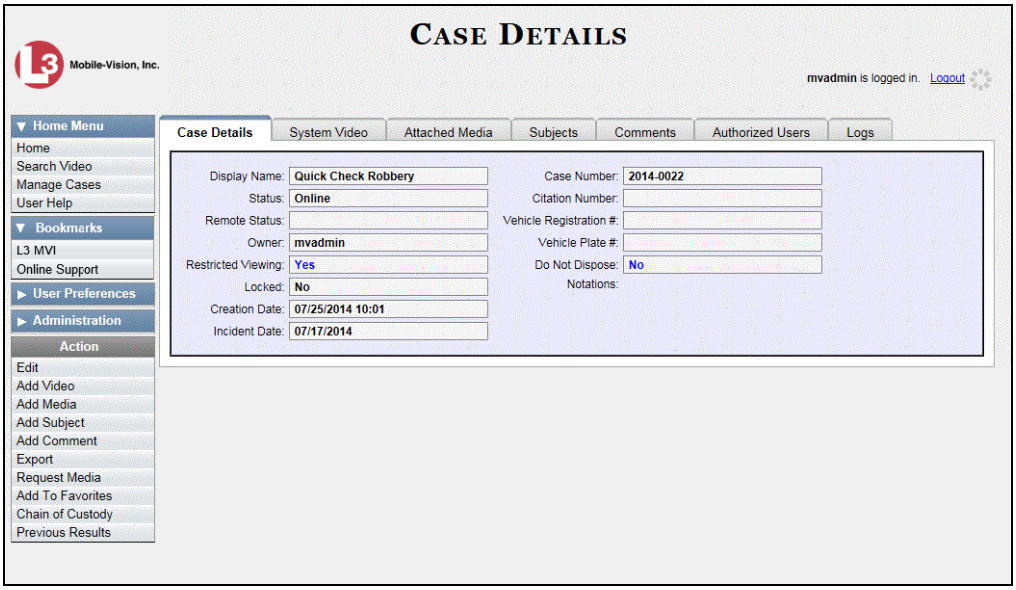

For instructions on adding/removing users from the *Authorized Users* list, refer to the following sections:

- ❒ Adding a User to a Restricted Case, page 335, beginning with step 3
- ❒ Removing a User from a Restricted Case, page 336, beginning with step 3.

## Viewing Your List of Favorite Cases

This section describes how to view cases on your "Favorite Cases" list. For more information on this feature, see page 338.

**1** Go to ▼ User Preferences and click **Favorite Cases**. The Favorite Cases page displays.

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2 To *add* a case to this list, see "Adding a Case to Your List of Favorite Cases" on page 338.

– OR –

To *remove* a case from this list, click the ✕ icon to the right of the case you wish to remove.

3 To access one of the cases on your list, click the Details icon to the left of that case.

## Updating a Case

Periodically, you may need to add/remove data from a case, including videos, subject names, media attachments, and comments.

For specific instructions, see:

- ❒ Requesting Control of a Case from a Remote Precinct, below
- ❒ Adding a Video to a Case, page 322
- ❒ Removing a Video from a Case, page 324
- ❒ Adding a Media Attachment to a Case, page 325
- ❒ Removing a Media Attachment from a Case, page 327
- ❒ Adding a Subject to a Case, page 329
- ❒ Removing a Subject from a Case, page 330
- ❒ Updating a Case's Subjects, page 331
- ❒ Adding a Comment to a Case, page 332
- ❒ Removing a Comment from a Case, page 333
- ❒ Updating a Case's Comments, page 334
- ❒ Adding a User to a Restricted Case, page 335
- ❒ Removing a User from a Restricted Case, page 336.

If a case was originally created on a Precinct server, you must have control of that case before you can update it. For instructions, see the next section, "Requesting Control of a Case from a Remote Precinct."

### Requesting Control of a Case from a Remote Precinct

Before you can update a case, you need to verify that you have control of that case. If the value of the *Locked* field is **No**, then you have control of the case. If the value of the *Locked* field is **Yes**, it indicates that the "source" Precinct (that is, the Precinct from which the case originated) currently has control of the case. In this instance, you will have to ask the system to give you control of the case before you can update it.

**WARNING**: Do not perform this procedure unless you wish to assume full and permanent control over a case file. Once you assume control of a case, you can never transfer that control back to the original Precinct.

1 Search for and display the case you wish to assume control of. (If necessary, review "Displaying a Case" on page 307.) The Case Details page displays.

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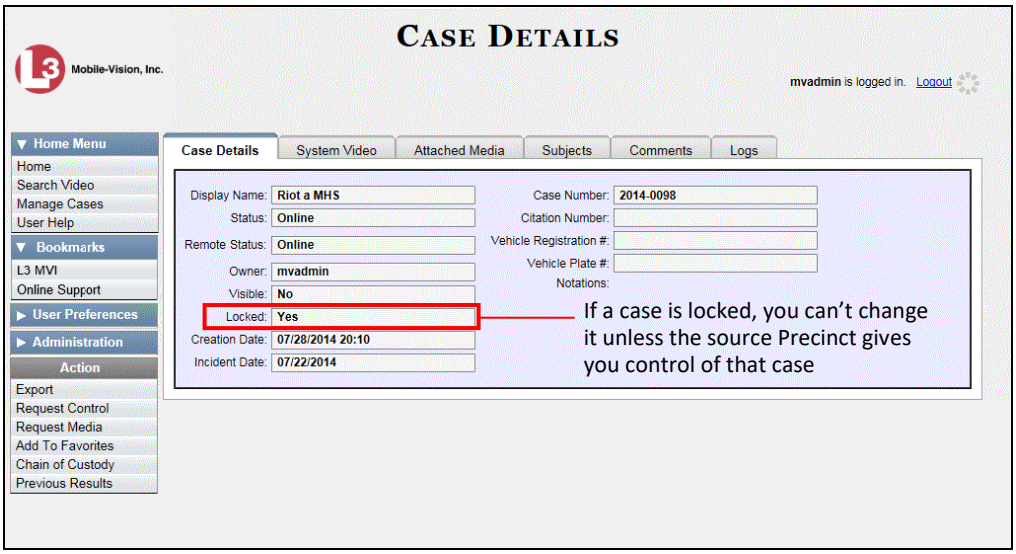


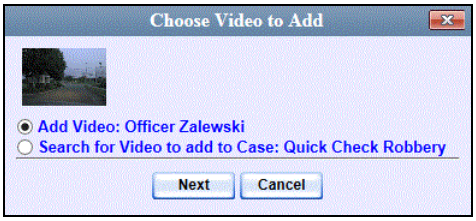

**2** Go to the Action column and click **Request Control**. You now have permanent control over the case. Precinct users can no longer update this case.

## Adding a Video to a Case

This section describes how to add a video to an existing case. In order to perform this task, you must be the case's owner or have *edit* permissions. Also, the value of the *Locked* field must be **No**, indicating that the Agency precinct has control of the case. If the value of the *Locked* field is **Yes**, see "Requesting Control of a Case from a Remote Precinct" on page 311 for more information.

**1** Search for and display the case you wish to add a video to. (If necessary, review "Displaying a Case" on page 307.) The Case Details page displays, as pictured above.

**2** Go to the Action column and click **Add Video**. The Choose Video to Add popup displays.




If you've viewed a video since you last logged onto the system, the most recent video you viewed will display on this popup.

⇒ If *one* radio button displays, skip to step 4.
⇒ If *two* radio buttons display, proceed to the next step.

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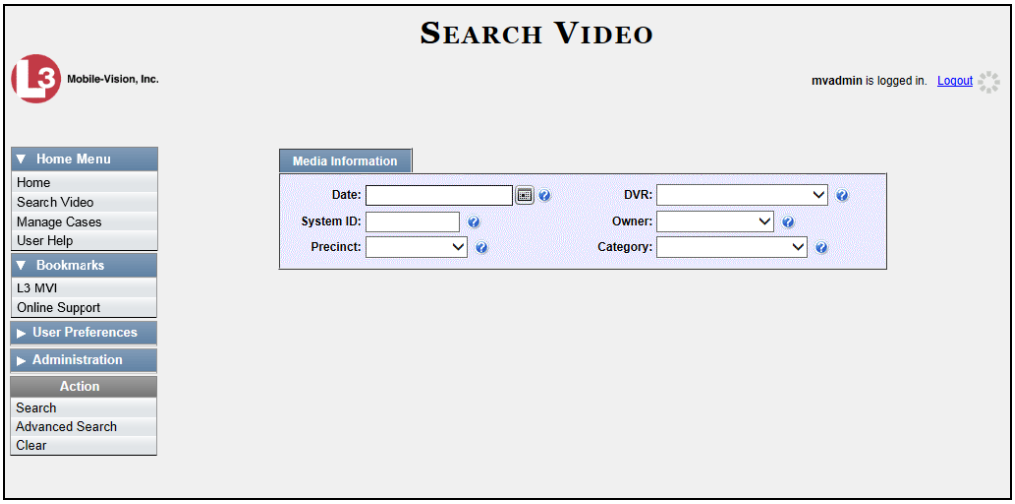
3 To add the displayed video to your case, click **Next**. Skip to step 8.

– OR –

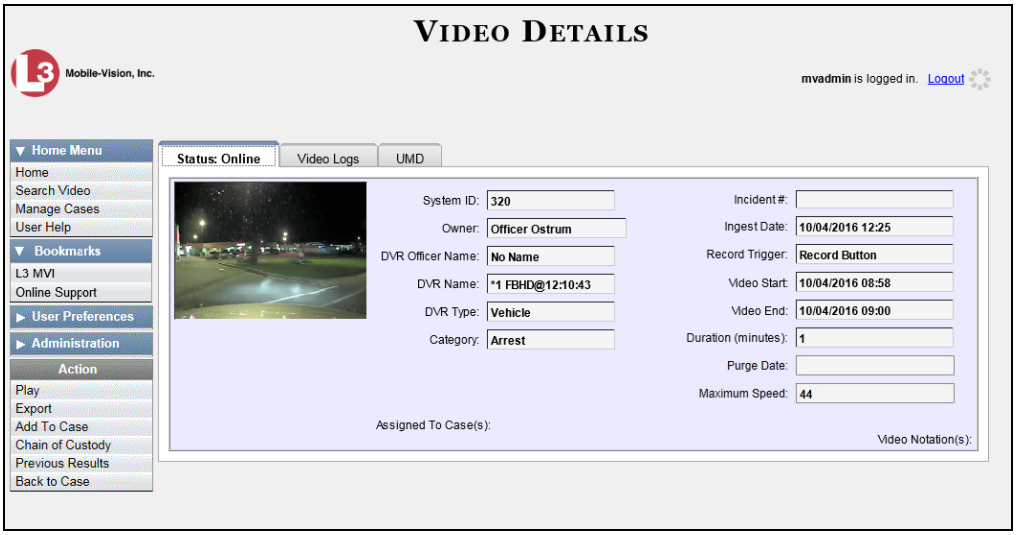
To add a *different* video to your case, select **Search for Video to add to Case**.

4 Click **Next**. The Search Video page displays.




5 Search for and display the video you wish to add. (If necessary, review "Searching for Videos" in chapter 2.)

The Video Details page displays.




6 Go to the Action column and click **Add To Case**. The Add Video to Case popup displays.



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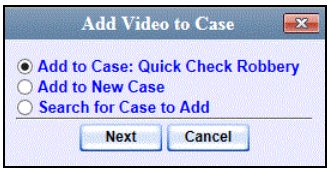


7 Click **Next**. The Case Details page redisplays.

8 Click the **System Video** tab. The new video now displays on the case's video list.

9 To add another video to this case, repeat steps 2 through 8.

## Removing a Video from a Case

This section describes how to remove a video from an existing case. In order to perform this task, you must be the case's owner or have *edit* permissions. Also, the value of the *Locked* field must be **No**, indicating that the Agency precinct has control of the case. If the value of the *Locked* field is **Yes**, see "Requesting Control of a Case from a Remote Precinct" on page 311 for more information.

1 Search for and display the case you wish to remove a video from. (If necessary, review "Displaying a Case" on page 307.) The Case Details page displays.

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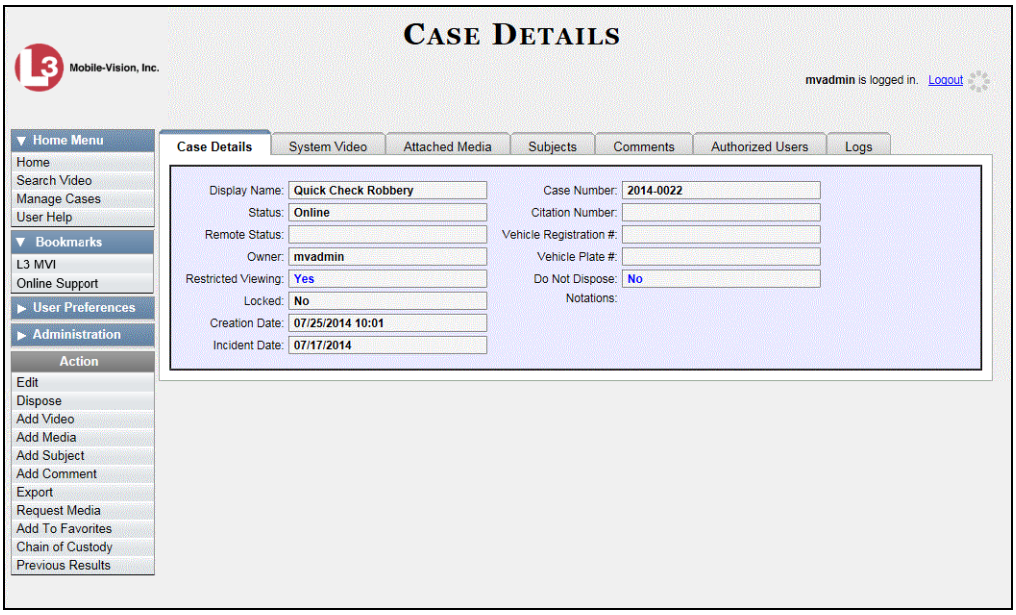


**2** Click the **System Video** tab. All the videos that are currently linked to this case display, as pictured on the previous page.

For a description of the columns on this tab, see page 313.

**3** Locate the video you wish to remove, then go to the *Remove* column and click ✕. The system removes the selected video from the case's video list.

## Adding a Media Attachment to a Case

This section describes how to add an attachment file to a case, such as an evidential photograph. In order to perform this task, you must be the case's owner or have *edit* permissions. Also, the value of the *Locked* field must be **No**, indicating that the Agency precinct has control of the case. If the value of the *Locked* field is **Yes**, see "Requesting Control of a Case from a Remote Precinct" on page 311 for more information.

**1** Search for and display the case you wish to attach a file to. (If necessary, review "Displaying a Case" on page 307.) The Case Details page displays, as pictured above.

**2** Go to the Action column and click **Add Media**.

⇒ If the Add External Media page displays (typical), proceed to the next step.

⇒ If a security popup displays, select the checkbox at the bottom of the popup, then click **Allow**. Next, select the checkbox at the bottom of the *second* popup, then click **Run**. The Add External Media page displays.

*(Continued)*

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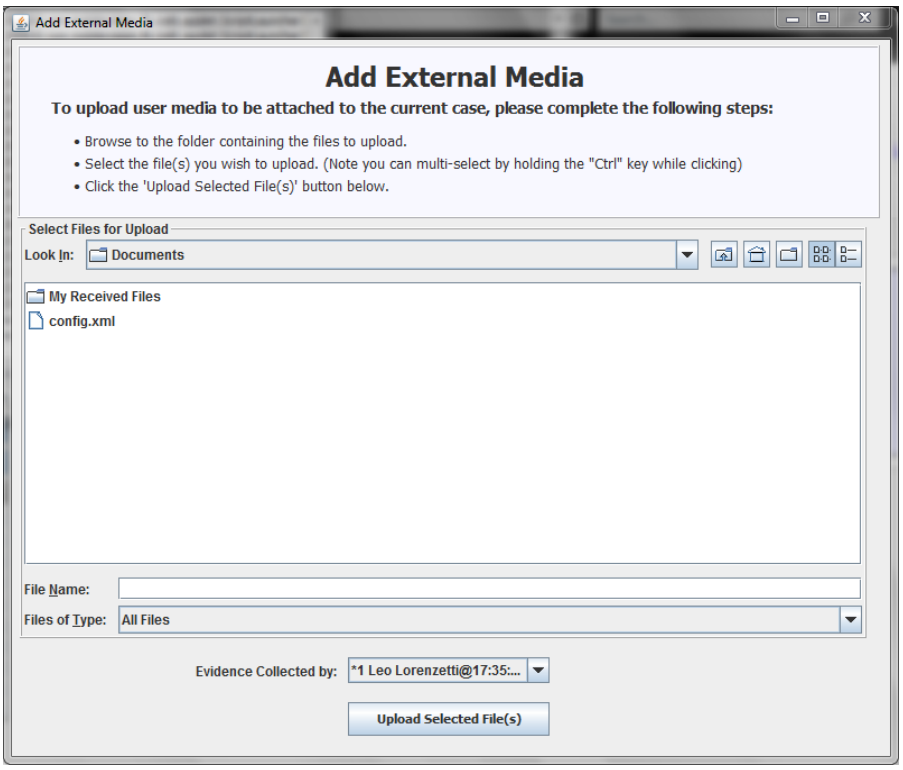


3 Using the *Look in* drop-down list, navigate to the disk drive location where the file is located.

4 Click on the file or files you wish to link. To select more than one file, hold the **Ctrl** key down while you click on each file.

5 If the owner of this case is the same person responsible for collecting this evidence (default), skip to step 7.

– OR –

If the owner of this case is *not* the same person responsible for collecting this evidence, proceed to the next step.

6 Go to the *Evidence Collected By* field and select the name of the officer who is responsible for collecting this evidence.

7 Click **Upload Selected File(s)**. After the selected files are uploaded, a confirmation message displays.

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8 Click **OK**.

9 Close the Add External Media popup.

10 Click the **Attached Media** tab. Your newly added files display on the Attached Media list.

## Removing a Media Attachment from a Case

This section describes how to remove a media file from a case. In order to perform this task, you must be the case's owner or have *edit* permissions. Also, the value of the *Locked* field must be **No**, indicating that the Agency precinct has control of the case. If the value of the *Locked* field is **Yes**, see "Requesting Control of a Case from a Remote Precinct" on page 311 for more information.

1 Search for and display the case you wish to update. (If necessary, review "Displaying a Case" on page 307.)

The Case Details page displays.

*(Continued)*

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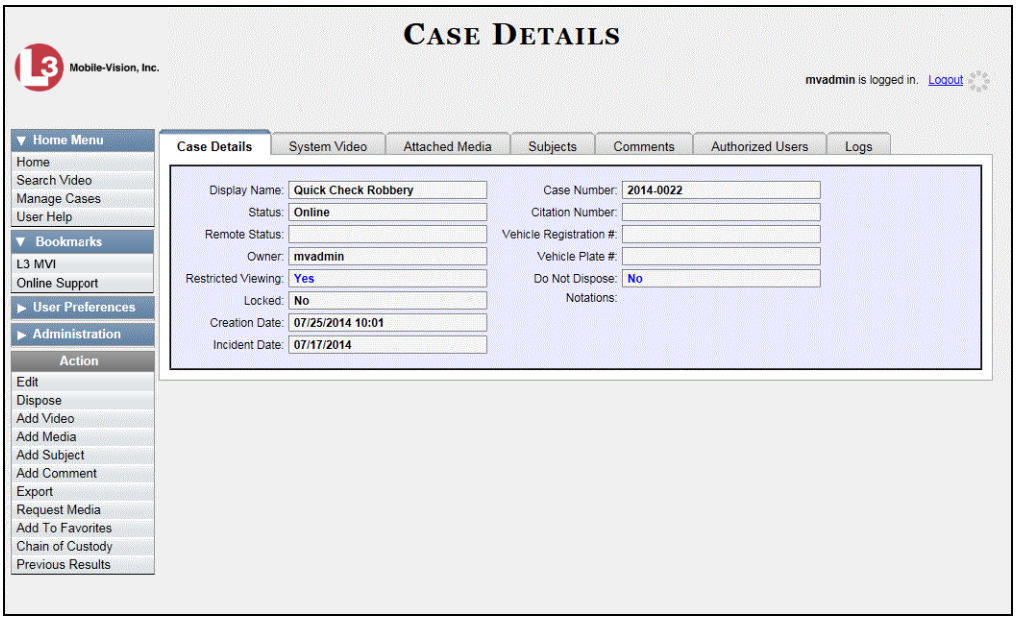


**2** Click the **Attached Media** tab. All files that are currently linked to this case display.

For a description of the columns on the **Attached Media** tab, see page 315.

**3** Locate the file that you wish to remove, then go to the *Delete* column and click ✕. The system removes the selected file from the case's Attached Media list.

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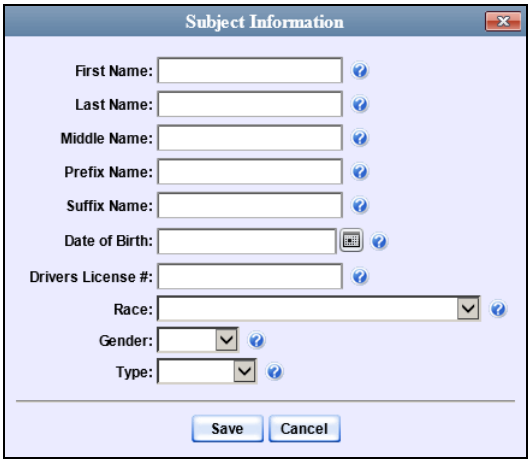
## Adding a Subject to a Case

This section describes how to add a subject name to a case. In order to perform this task, you must be the case's owner or have *edit* permissions. Also, the value of the *Locked* field must be **No**, indicating that the Agency precinct has control of the case. If the value of the *Locked* field is **Yes**, see "Requesting Control of a Case from a Remote Precinct" on page 311 for more information.

**1** Search for and display the case you wish to add a subject to. (If necessary, review "Displaying a Case" on page 307.) The Case Details page displays, as pictured on the previous page.

**2** Go to the Action column and click **Add Subject**. The Subject Information popup displays.




**3** Enter the subject's name in the following fields:

- ❒ First Name
- ❒ Last Name
- ❒ Middle Name, if applicable
- ❒ Prefix Name (Mr., Mrs., Ms., etc.)
- ❒ Suffix Name, if applicable (Jr., III, etc.)

**4** Enter or select the subject's date of birth in the *Date of Birth* field. Observe mm/dd/yyyy format.

**5** If you know the subject's driver's license number, enter it in the *Driver's License #* field. Otherwise proceed to the next step.

**6** If your agency is using the *Race* field, select the subject's race from the *Race* drop-down list. Otherwise proceed to the next step.

**7** Select the subject's gender from the *Gender* drop-down list.

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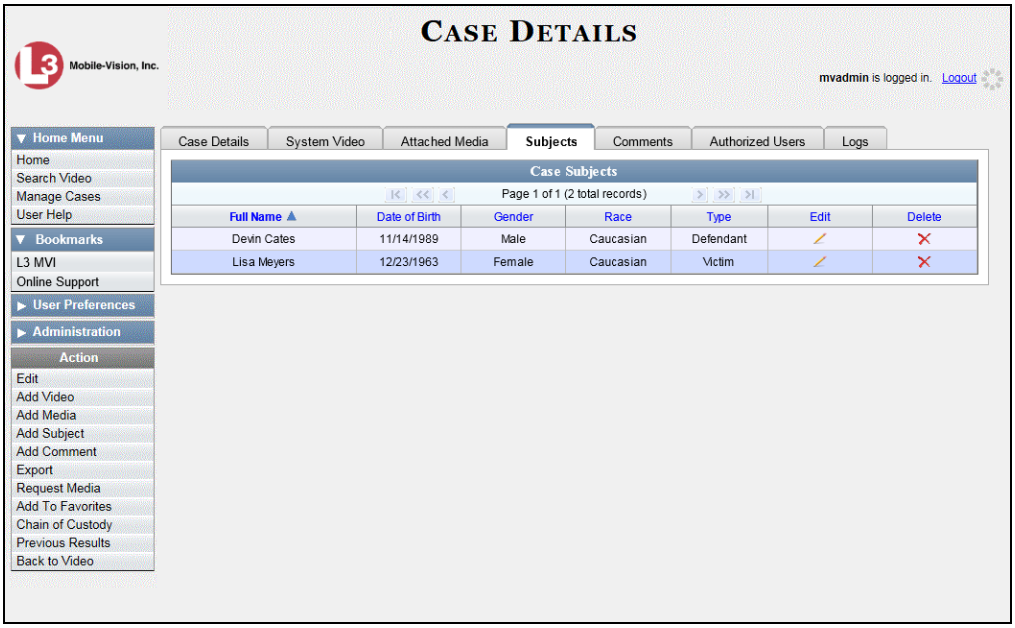
8 If your agency is using the *Type* field, select the type of subject from the *Type* drop-down list. Otherwise proceed to the next step.

9 Click **Save**. A confirmation message displays.

Subject Edward Ostrum successfully saved.

10 Click the **Subjects** tab. Your newly added subject displays.




11 To add another subject to this case, repeat steps 2 – 9.

## Removing a Subject from a Case

This section describes how to remove a subject name from a case. In order to perform this task, you must be the case's owner or have *edit* permissions. Also, the value of the *Locked* field must be **No**, indicating that the Agency precinct has control of the case. If the value of the *Locked* field is **Yes**, see "Requesting Control of a Case from a Remote Precinct" on page 311 for more information.

1 Search for and display the case you wish to remove a subject from. (If necessary, review "Displaying a Case" on page 307.)

The Case Details page displays.

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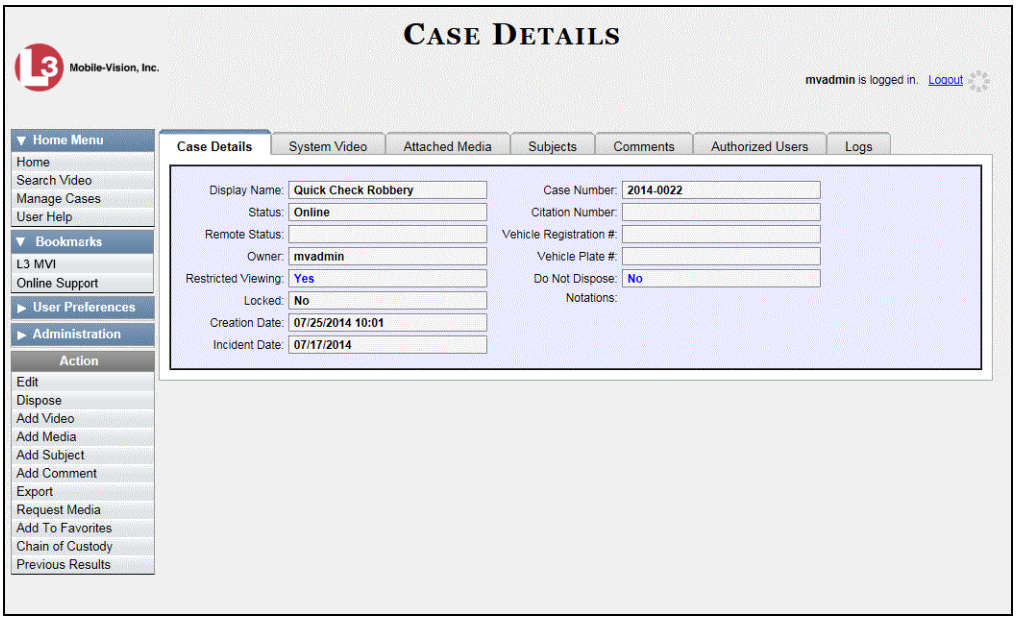


**2** Click the **Subjects** tab. All subjects that are currently linked to this case display, as pictured on the previous page.

**3** Locate the subject name you wish to remove, then go to the *Delete* column and click ✕. The system removes the selected subject from the case's *Subjects* list.

## Updating a Case's Subjects

This section describes how to update information on the subject(s) that are currently linked to a case. To do so, you must be the case's owner or have *edit* permissions. Also, the value of the *Locked* field must be **No**, indicating that the Agency precinct has control of the case. If the value of the *Locked* field is **Yes**, see "Requesting Control of a Case from a Remote Precinct" on page 311 for more information.

**1** Search for and display the case you wish to view and/or update. (If necessary, review "Displaying a Case" on page 307.) The Case Details page displays, as pictured above.

**2** Click the **Subjects** tab. All subjects that are currently linked to this case display, as pictured on the previous page.

The columns on this tab are described in the table on page 317.

**3** Click the ✎ icon in the *Edit* column. The Subject Information popup displays.

*(Continued)*

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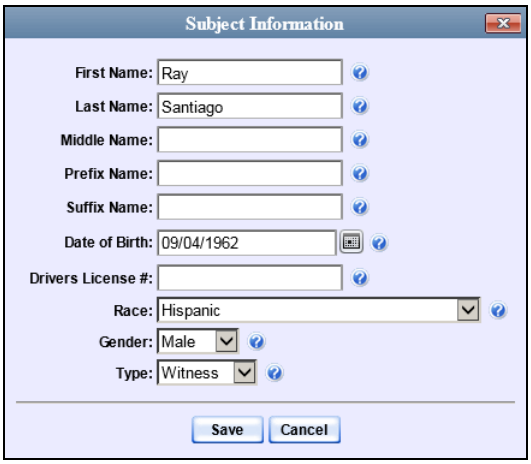
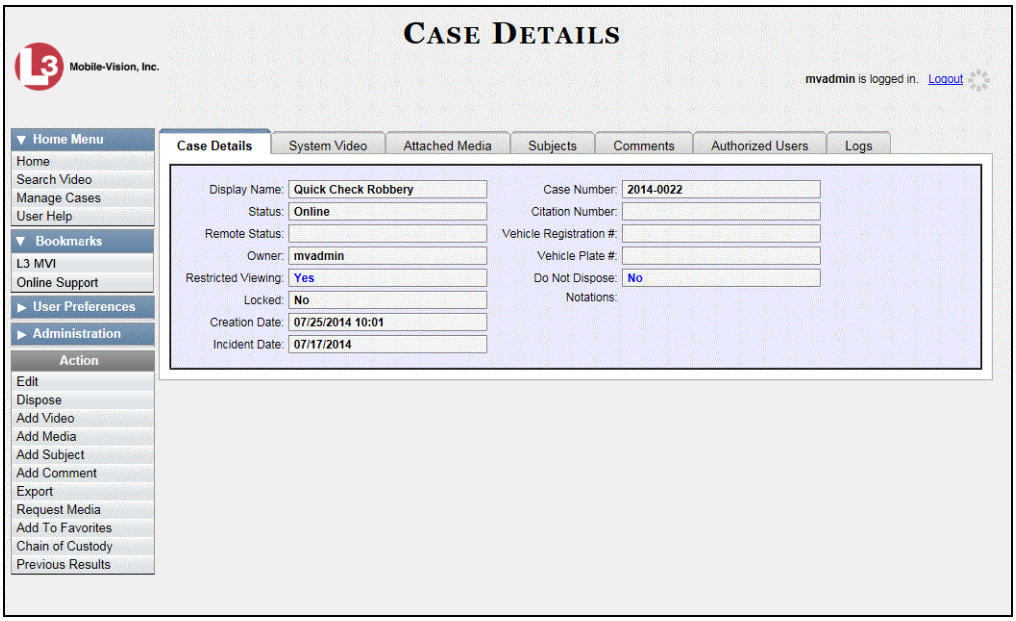



4 Enter/select your changes, then click **Save**.

## Adding a Comment to a Case

This section describes how to add a comment to a case. In order to perform this task, you must be the case's owner or have *edit* permissions. Also, the value of the *Locked* field must be **No**, indicating that the Agency precinct has control of the case. If the value of the *Locked* field is **Yes**, see "Requesting Control of a Case from a Remote Precinct" on page 311 for more information.

1 Search for and display the case you wish to add a comment to. (If necessary, review "Displaying a Case" on page 307.) The Case Details page displays.




2 Go to the Action column and click **Add Comment**. The Please Add Your Comment Below popup displays.

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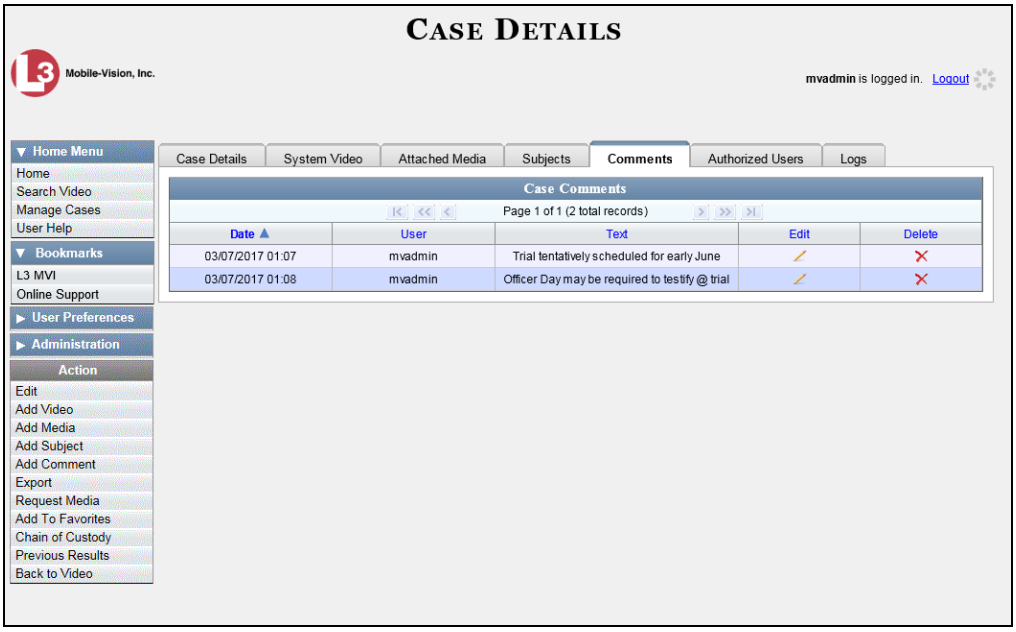
3 Enter your comment in the space provided, then click **Save**.

4 Click the **Comments** tab. The new comment displays on the *Comments* list.




The columns on this tab are described on page 318.

## Removing a Comment from a Case

This section describes how to remove an existing comment from a case. In order to perform this task, you must be the case's owner or have *edit* permissions. Also, the value of the *Locked* field must be **No**, indicating that the Agency precinct has control of the case. If the value of the *Locked* field is **Yes**, see "Requesting Control of a Case from a Remote Precinct" on page 311 for more information.

1 Search for and display the case you wish to remove a comment from. (If necessary, review "Displaying a Case" on page 307.) The Case Details page displays, as pictured on the previous page.

2 Click the **Comments** tab. All comments that are currently linked to this case display, as pictured above.

3 Locate the comment you wish to remove, then go to the *Delete* column and click ✕. The system removes the selected comment from the case's *Comments* list.



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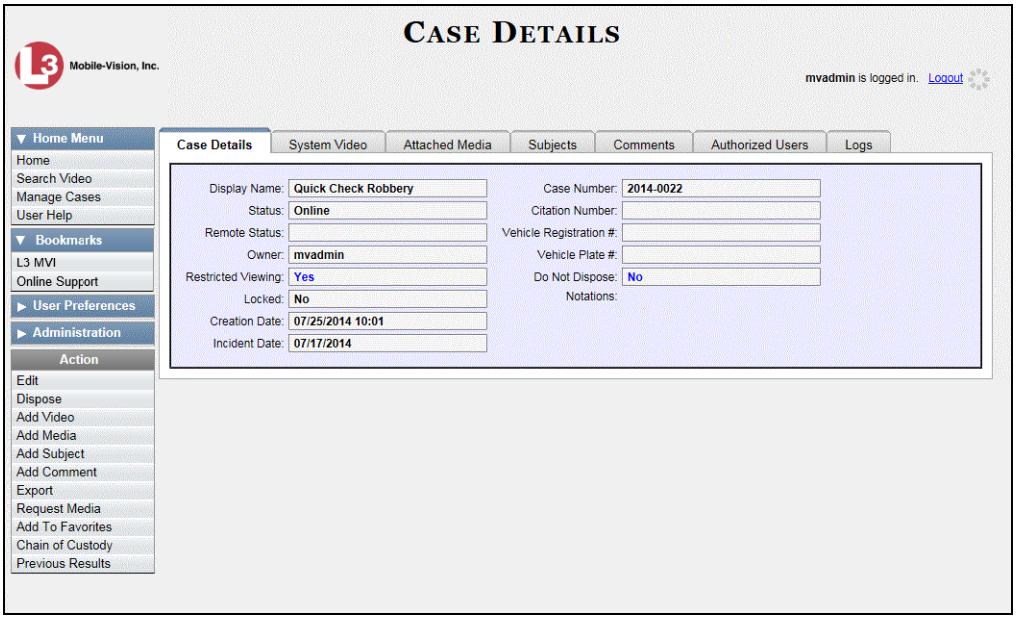
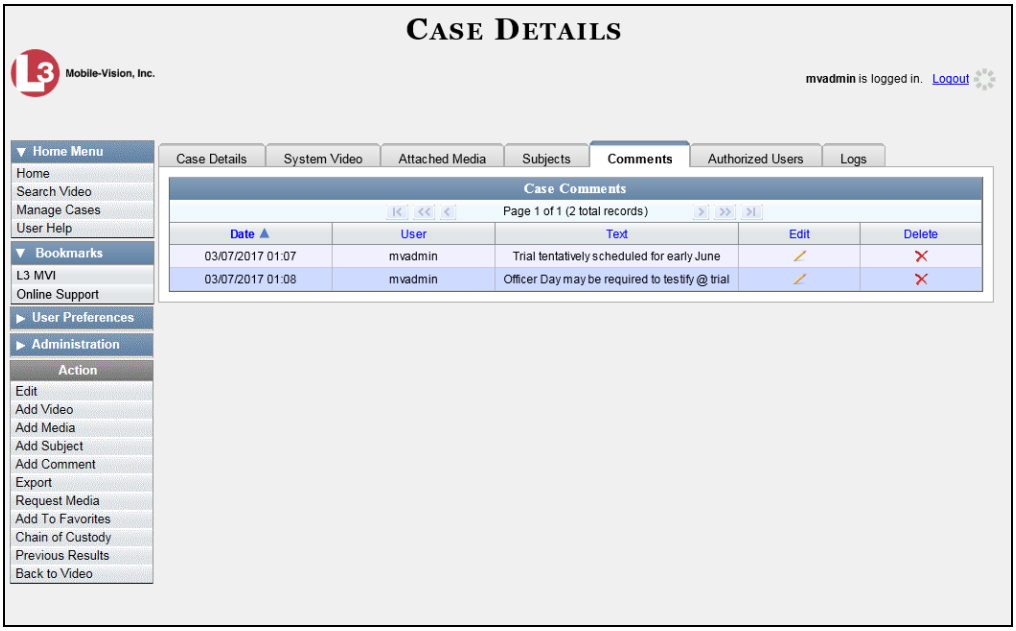
## Updating a Case's Comments

This section describes how to update information on the subject(s) that are currently linked to a case.

1 Search for and display the case you wish to update. (If necessary, review "Displaying a Case" on page 307.) The Case Details page displays.




2 Click the **Comments** tab. All comments that are currently linked to this case display.




The columns on this tab are described in the table on page 318.

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3 Click the icon in the *Edit* column. The Comments box displays.

4 Enter your changes, then click **Save**.

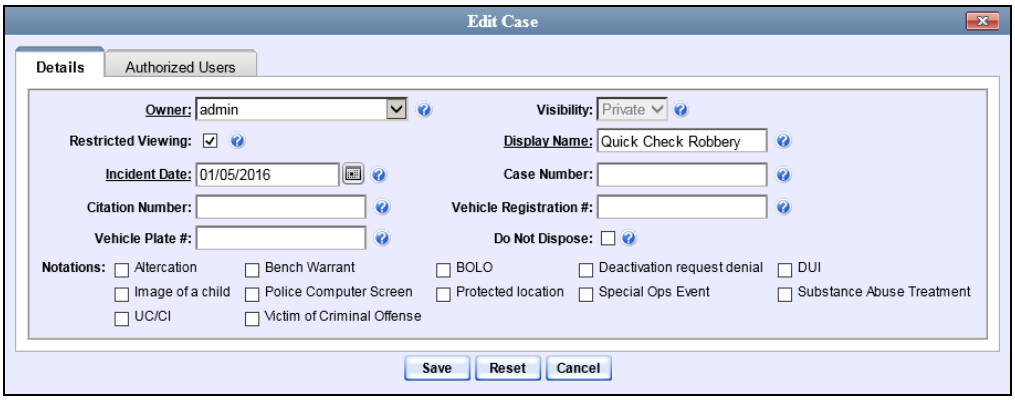
## Adding a User to a Restricted Case

This section describes how to add a user to the *Authorized Users* list for a restricted case. For more on restricted cases, see "Creating a Restricted Case" on page 295.

In order to perform this task, you must be the case's owner or have *edit* permissions. Also, the value of the *Locked* field must be **No**, indicating that the Agency precinct has control of the case. If the value of the *Locked* field is **Yes**, see "Requesting Control of a Case from a Remote Precinct" on page 311 for more information.

1 Search for and display the restricted case you wish to update, as pictured on the previous page. (If necessary, review "Displaying a Case" on page 307.)

2 Go to the Action column and click **Edit**. The Edit Case form displays.




3 Click the **Authorized Users** tab.

*(Continued)*

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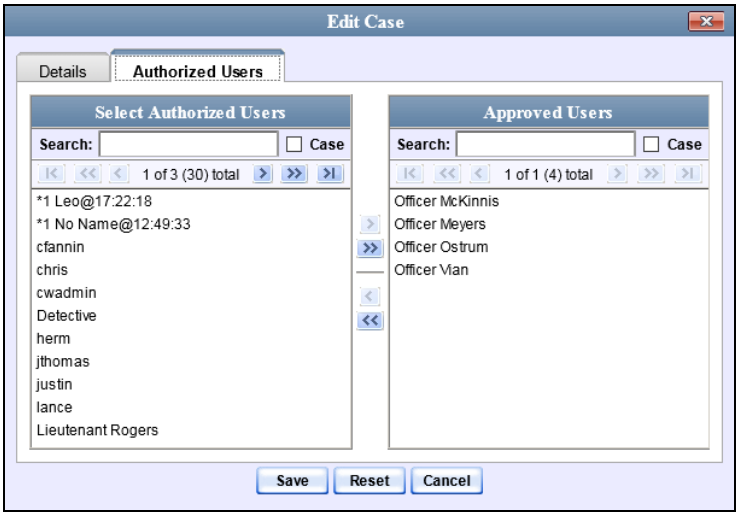


4 Go to the left column (Select Authorized Users) and click on the user you wish to allow access to this case. If the user name is not visible, use the navigation arrows at the top of the column to scroll through the list *or* enter the user's name in the *Search* field at the top of the *Authorized Users* column.

5 Once you've highlighted the appropriate user, click ▶ in the center column. The selected user name moves to the right column (Approved Users).

6 Click **Save**. A confirmation message displays at the top of the Case Details page.

Case Quick Check Robbery successfully saved

## Removing a User from a Restricted Case

This section describes how to remove a user from the *Authorized Users* list for a restricted case. For more on restricted cases, see "Creating a Restricted Case" on page 295.

In order to perform this task, you must be the case's owner or have *edit* permissions. Also, the value of the *Locked* field must be **No**, indicating that the Agency precinct has control of the case. If the value of the *Locked* field is **Yes**, see "Requesting Control of a Case from a Remote Precinct" on page 311 for more information.

1 Search for and display the restricted case you wish to update. (If necessary, review "Displaying a Case" on page 307.)

The Case Details page displays.

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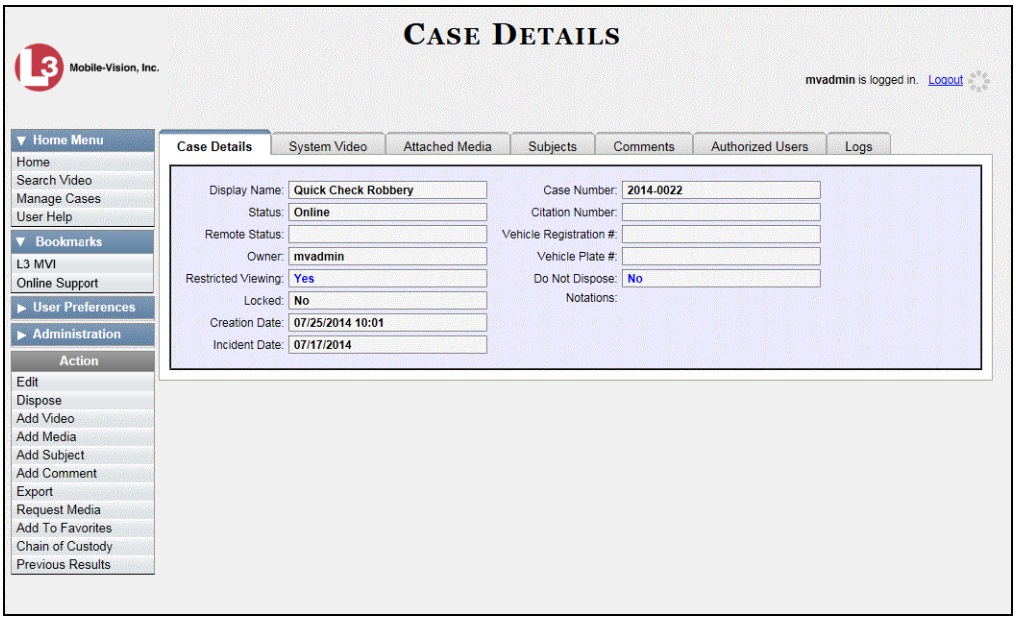
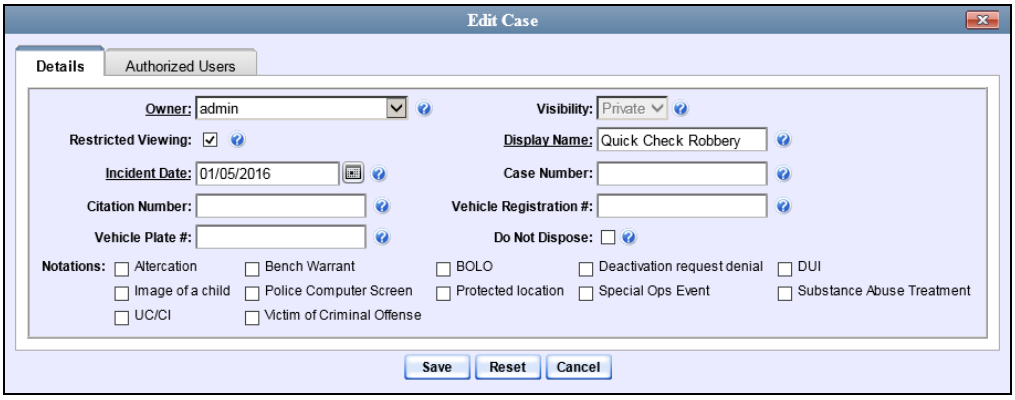



**2** Go to the Action column and click **Edit**. The Edit Case form displays.




**3** Click the **Authorized Users** tab, as pictured on the previous page.

**4** Go to the right column (Approved Users) and click on the user you wish to remove.

**5** Once you've highlighted the correct user, click in the center column. The selected user is removed from the Approved Users list.

**6** Click **Save**. A confirmation message displays at the top of the Case Details page.

Case Quick Check Robbery successfully saved

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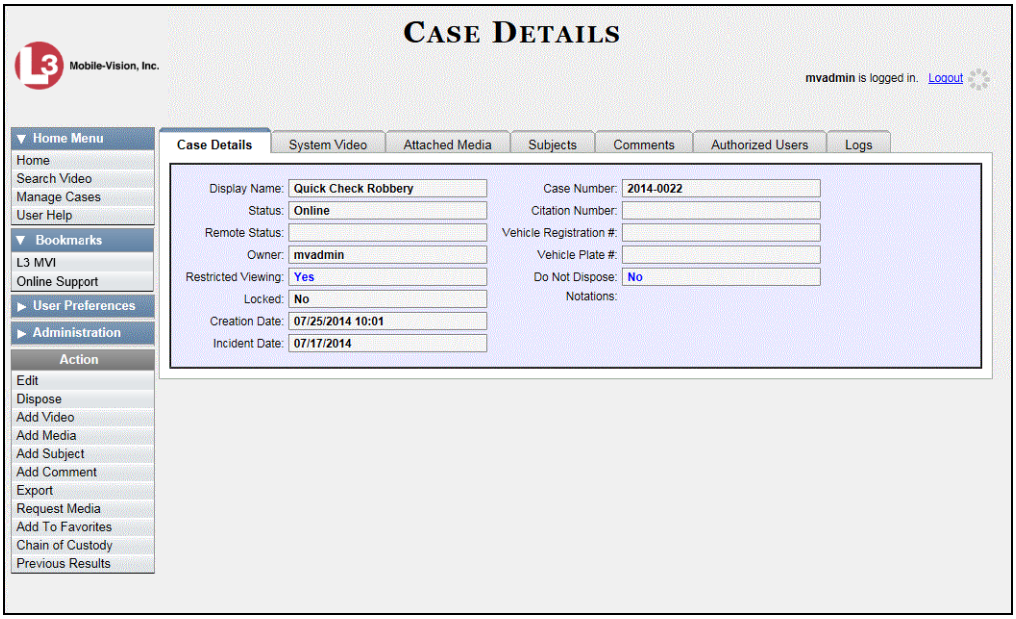
## Adding a Case to Your List of Favorite Cases

This section describes how to add a case to your "Favorite Cases" list. This feature provides you with a quick and easy method to access those cases that you refer to frequently.

In order to add a case to your Favorite Cases list, you must be the case's owner or have *edit* permissions.

1 Search for and display the case you wish to add to your Favorite Cases list. (If necessary, review "Displaying a Case" on page 307.) The Case Details page displays.




2 Go to the Action column and click **Add To Favorites**. The Add Description for Favorite popup displays.

3 Enter a description for the case in the field provided, then click **Save**. The selected case is added to your Favorite Cases list.

To view the Favorite Cases list, go to ▼ User Preferences and click **Favorite Cases**.

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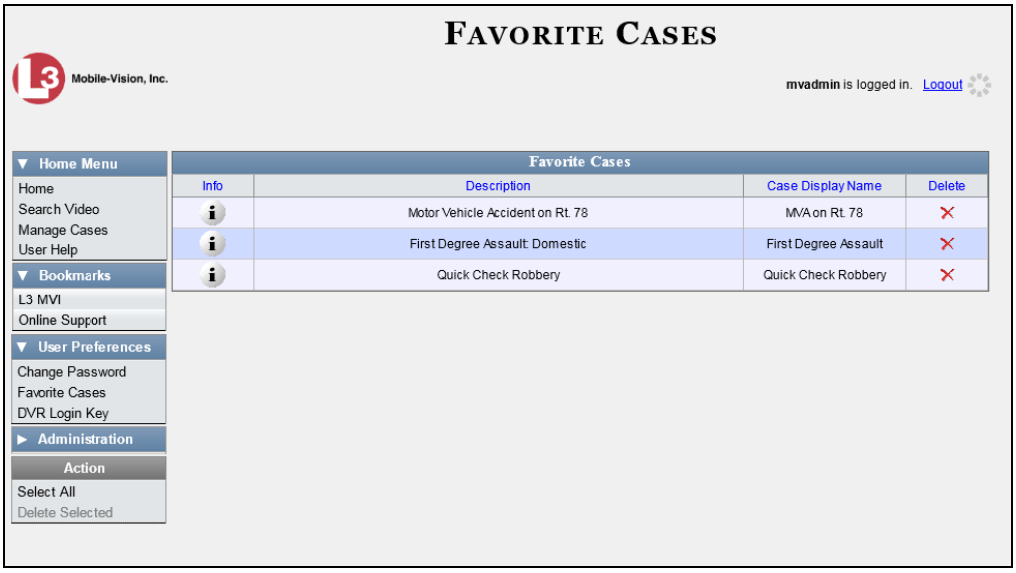


## Removing a Case from Your List of Favorite Cases

This section describes how to remove a case from your "Favorite Cases" list.

1 Go to ▼ User Preferences and click **Favorite Cases**. Your Favorite Cases list displays, as pictured above.

2 Locate the case you wish to remove from the list, then go to the *Delete* column and click ✕. The system removes the selected case from the Favorite Cases list.

## Marking a Case for Disposal

This section describes how to mark, or flag, a case for *disposal*. Disposal is the process of changing a case's status from *online* to *offline*. Once a case is offline, you can still view the case record, but you can't export the case or add any new attachments to it (i.e., videos, media files, subjects, and/or comments). After a case goes offline, it enters a "countdown" period, after which it can no longer be restored to the server. For more information, see the 'Days to enable restore of Disposed case' function on the **Life-Cycle** tab, as described in chapter 6, "Viewing/Changing the Online Lifecycle Settings."

Perform this task when you no longer need to track a case online.

In order to perform this task, you must be the case's owner or have *edit* permissions.

1 Search for and display the case you wish to dispose of. (If necessary, review "Displaying a Case" on page 307.) The Case Details page displays, as pictured on the previous page.

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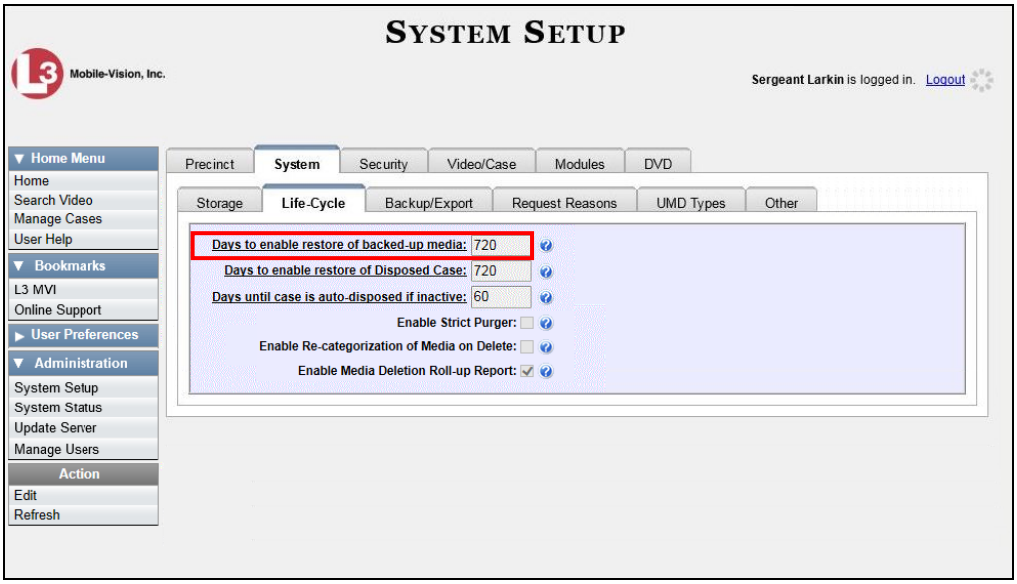
**HINT**: Before you continue, look in the Action column. If the **Dispose** option does not display, it means that the *dispose* action is not available for this case. Either the case is already offline, it is too young to be disposed of, or the case's *Do Not Dispose* checkbox is selected. For more on the *Do Not Dispose* feature, see page 293.

2 Go to the Action column and click **Dispose**. The value of the *Status* field changes to *Offline*.

## Reactivating an Offline Case

An *offline* case is a case that you can view but not export or add attachments to (i.e., videos, media files, subjects, and comments). If you wish to perform these tasks again, you will first have to reactivate the case. Reactivation is the process of restoring a case to the Agency server from a backup disc or external backup device.

There is a limited time period in which you can reactivate an offline case. This time period depends on the Days to enable restore of backed-up media setting on the **Life-Cycle** tab. See example below.




For instructions on changing this setting, see "Viewing/Changing the Online Lifecycle Settings" in chapter 6.

You can tell that a case has exceeded this time limit when you can no longer view its record online.

For specific instructions, see:

- ❒ Reactivating a Case from a Backup Disc, next page
- ❒ Reactivating a Case from an External Backup Device, page 343.

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## Reactivating a Case from a Backup Disc

This section describes how to reactivate, or restore, an offline case from an archive or export disc. For more on *offline* vs. *online* cases, see the previous section, "Reactivating an Offline Case." You can reactivate a case for your own use, or at the request of another user (permissions required). Requests from other users display on your *Inbox Messages* list.

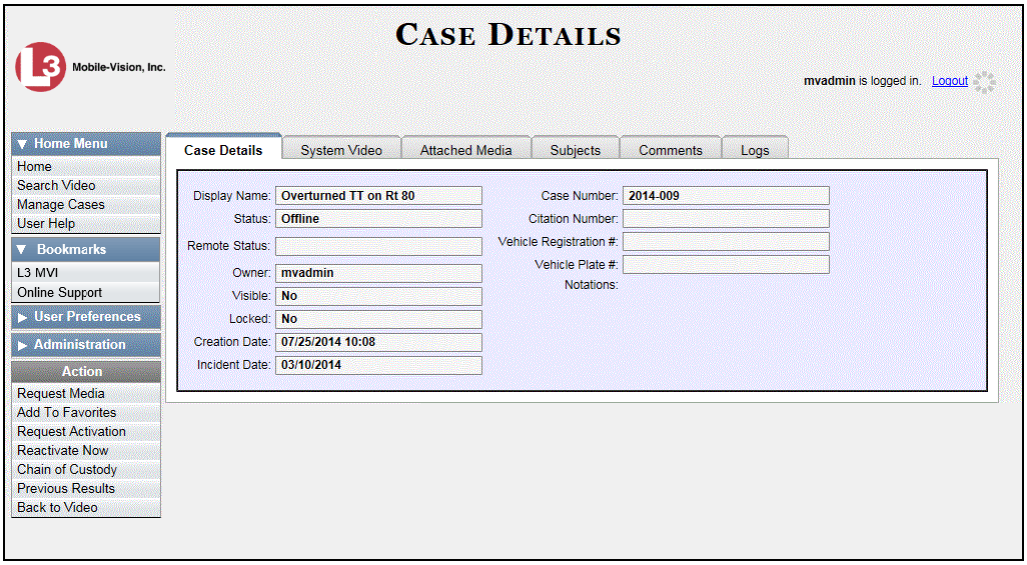
**NOTE**: If your backup mode is set to **EXTERNAL**, you will need to use a different procedure. See "Reactivating a Case from an External Backup Device" on page 343 for further instructions. If you're not sure what your backup mode is, see "View Your Backup Mode" on page 343.

1 To reactive a case for your own use, search for and display the desired case. (If necessary, review "Displaying a Case" on page 307.) The Case Details page displays, as pictured below. Skip to step 3.

– OR –

To reactive a case for another user, go to ▼ Home Menu and click **Home**. The Home menu displays.

2 Locate the reactivation request on your *Inbox Messages* list, then click the View Case Detail icon. The Case Details page displays.




3 Go to the Action column and click **Reactivate Now**.

⇒ If the Reactivate Case popup displays (pictured on the next page), proceed to the next step.

⇒ If a security popup displays, select the checkbox at the bottom of the popup, then click **Allow**. The Reactivate Case popup displays.

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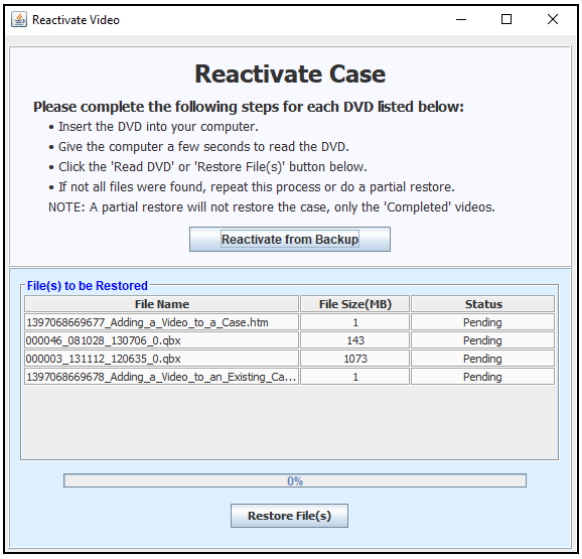
The Reactivate Case popup may appear slightly different depending on whether this case was previously backed up to an *Archive* disc (Certified Backup Disc) or an *Export* disc (User-Requested Certified Copy).

Reactivating from an Archive disc




Reactivating from an Export disc

4 If the center column reads *DVD Label*, proceed to the next step.

– OR –

If the center column reads *File Size(MB)*, locate your backup disc, then skip to step 6.

5 Look at the number in the *DVD Label* column. This is the number of the Certified Backup Disc that contains the case you're looking for. Locate this disc, then proceed to the next step.

6 Insert the backup disc in your PC's CD/DVD tray. (Must be either a Certified Backup Disc or an Export disc that is in Data DVD format.) Give the computer a few seconds to read the DVD, then proceed to the next step.

7 Click **Read DVD** or **Restore File(s)**. After a momentary delay, the Case Details screen will redisplay, indicating that the case has been successfully restored.

**NOTE**: If your session "times out" during the reactivation, you need to increase your Session Timeout number. For further instructions, see "Changing the Session Time-out Setting" in chapter 6.

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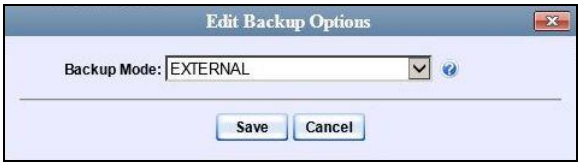
## Reactivating a Case from an External Backup Device

This section describes how to reactivate, or restore, an offline case from an external backup device, such as a tape drive. For more on *offline* vs. *online* videos, see "Reactivating an Offline Case" on page 340.

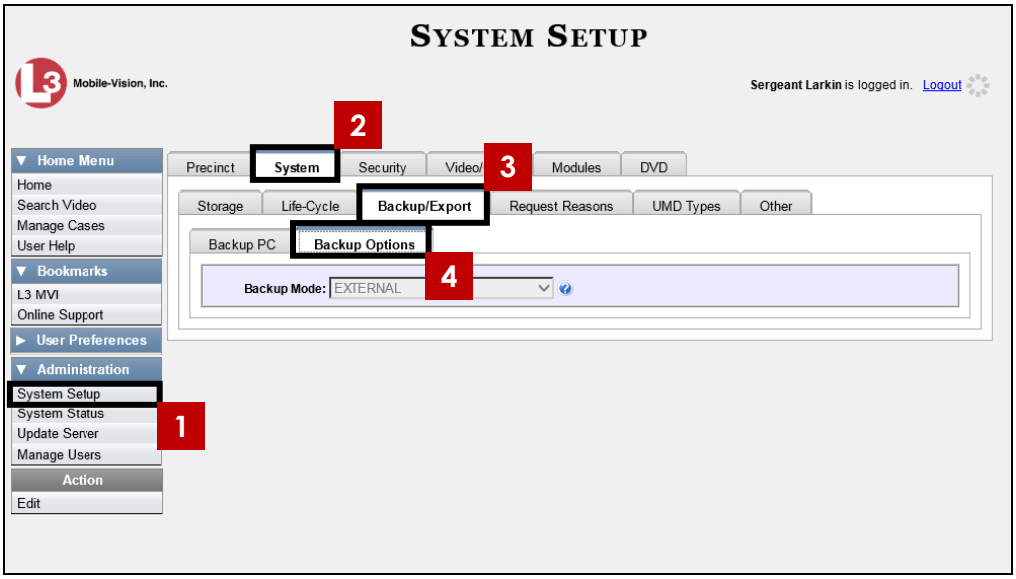
You can either reactivate a case for your own use, or reactivate a case at the request of another user (permissions required). Requests from other users display on your *Inbox Messages* list.

Use this procedure if your Backup Mode is set to **EXTERNAL**.




If you're not sure what your backup mode is, select the following menu options to display the **Backup Options** tab.

***View Your Backup Mode***




If your backup mode is set to something other than **EXTERNAL**, see "Reactivating a Case from a Backup Disc" on page 341 instead.

**1** To reactive a case for your own use, search for and display the desired case. (If necessary, review "Displaying a Case" on page 307.) The Case Details page displays, as pictured below. Skip to step 3.

– OR –

To reactive a case for another user, go to ▼ Home Menu and click **Home**. The Home menu displays.

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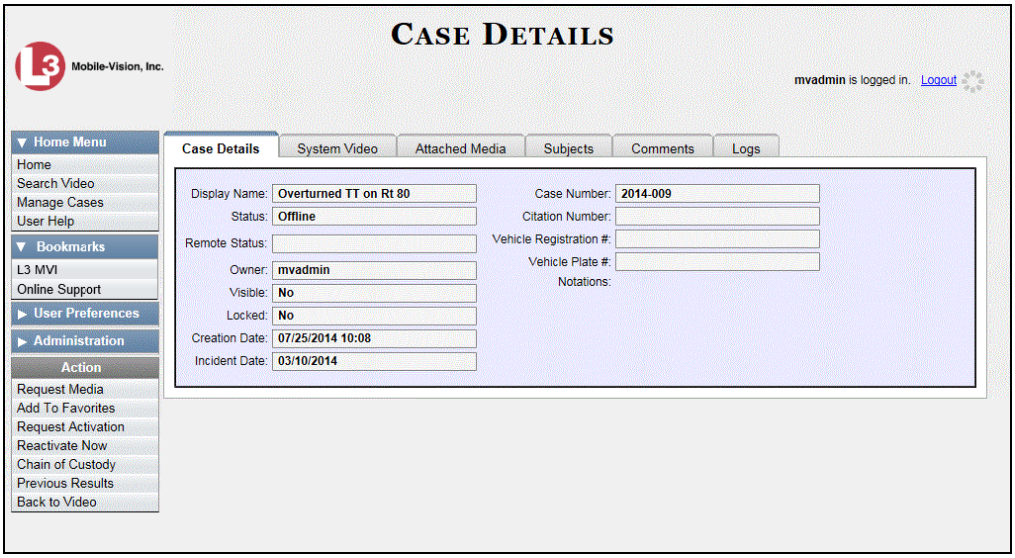
2 Locate the reactivation request on your *Inbox Messages* list, then click the View Case Detail icon. The Case Details page displays.




3 Go to the Action column and click **Reactivate Now**. The Directories to Restore for Reactivation page displays.

4 Using the software that came with your backup device (e.g., tape backup software), restore the directory(ies) that are listed in the *Server Path* column.

5 Go to the Action column and click **Continue**. After a momentary delay, a confirmation message will display.

Case Reactivate Successful.

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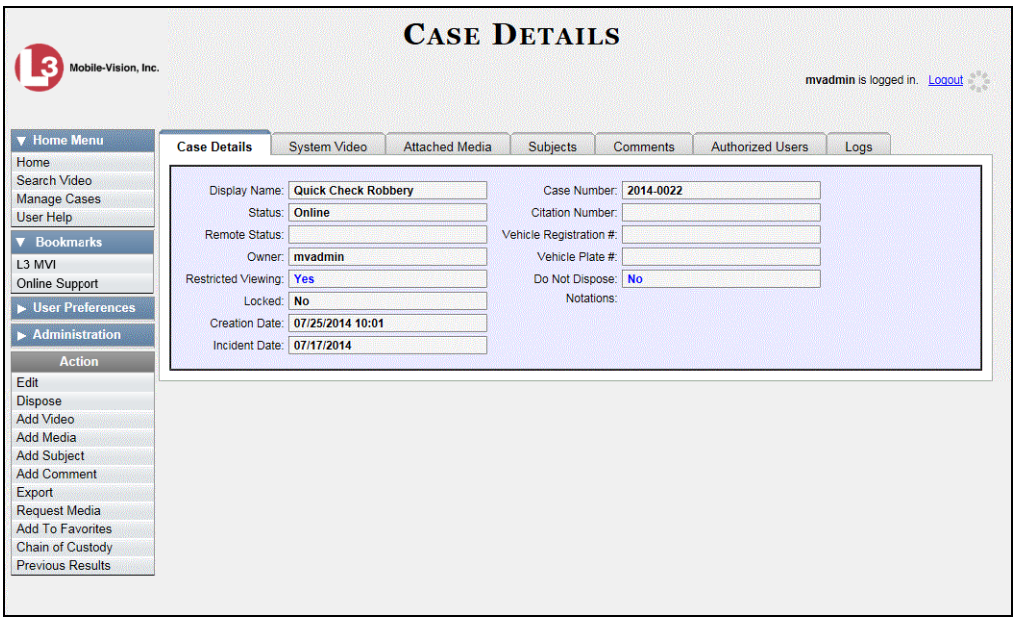
## Generating a Chain of Custody Report for a Case

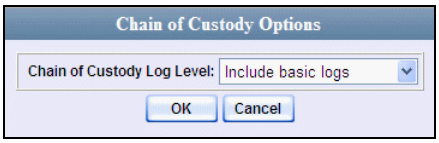
This section describes how to generate a Chain of Custody Report for a selected case. This report contains a log of all operations that have been performed on the case, such as *Export of Case Completed*. It shows the time and date on which an activity occurred, as well as the user name of the officer who performed the action, if applicable. If the *User* field is blank, it means that the system performed the action.

To view the Chain of Custody report, you must have Adobe Reader installed on your PC.

1 Search for and display the case you wish to report on. (If necessary, review "Displaying a Case" on page 307.) The Case Details page displays.




2 Go to the Action column and click **Chain of Custody**. The Chain of Custody Options popup displays.




*(Continued)*

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**3** If you'd like the Chain of Custody report to include basic logs only (default), proceed to the next step.

– OR –

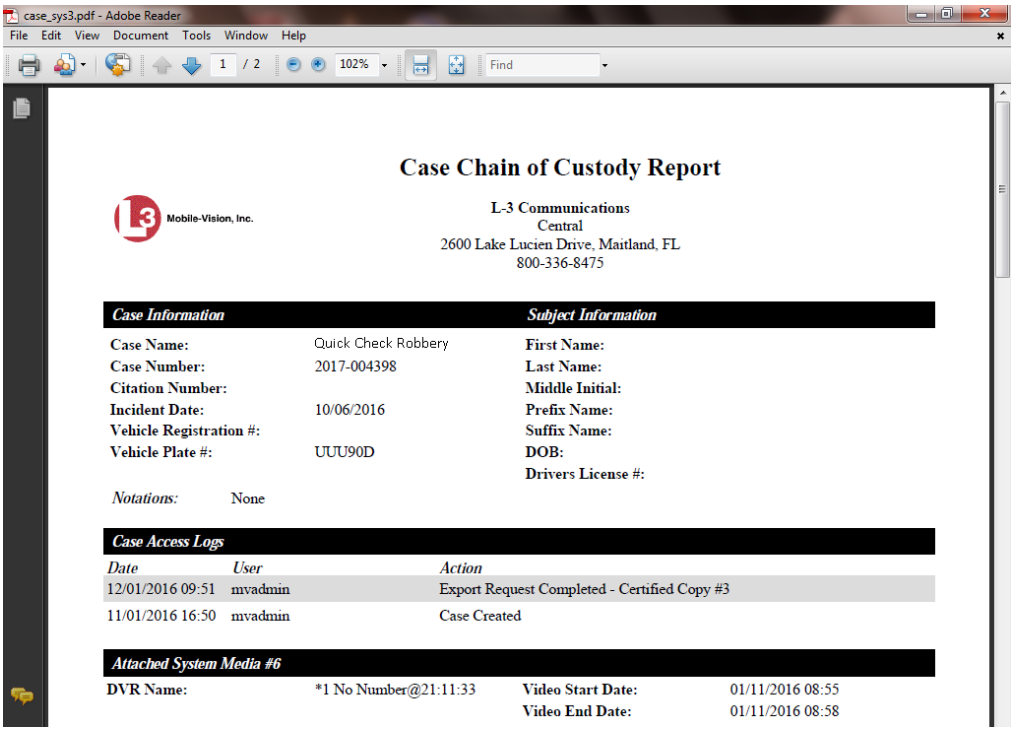
If you'd like the Chain of Custody report to include basic logs *and* IACP* logs, select **Include IACP logs** from the *Chain of Custody Log Level* drop-down list.

– OR –

If you'd like the Chain of Custody report to include all available logs, select **Include all available logs** from the *Chain of Custody Log Level* drop-down list.

**4** Click **OK**. A message prompt displays.

**5** Click **Open**. The Case Chain of Custody Report displays in Adobe Reader.




**6** To print the Chain of Custody report, proceed to the next step. Otherwise skip to step 9.

**7** Go to the Acrobat menubar and click the Printer icon. The Print popup displays.

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8 Select your desired printer settings, then click **OK** or **Print**. The report is directed to your active printer.

9 When you are finished viewing/printing the report, click the ☒ in the upper right corner of the page to exit Adobe Reader.

## Downloading Case Files to Your PC

If you have the proper permissions, you have the option of downloading a case and its associated videos to your PC.

For specific instructions, see:

❒ Downloading a Case to Your PC in Data DVD Format, below
❒ Downloading a Case to Your PC in Interchange Format, page 351
❒ Downloading a Case to Your PC in Uncompressed Format, page 355
❒ Downloading a Case to Your PC in FOIA Redacted Format, page 359.

### Downloading a Case to Your PC in Data DVD Format

This section describes how to download a case record to your PC in *Data DVD* format. Perform this procedure if you wish to email a case's video, put it on a USB drive or other external device, and/or play it back locally without having to burn it to a disc. If you wish to download this case for the sole purpose of burning a DVD, see "Burning a Case to a Data DVD via Your PC's DVD Burner" in chapter 3 instead.

A Data DVD download will include some or all of the following:

❒ Selected videos from the case
❒ General information associated with the videos (Officer Name, DVR, Start/End Times, System ID)
❒ The Chain of Custody Report
❒ Selected media files attached to the case, if applicable
❒ A copy of the Flashback Player.

For more information on the Data DVD format, see "Data DVD Format" in chapter 3.

1 Search for and display the case you wish to download. (If necessary, review "Displaying a Case" on page 307.)

The Case Details page displays.

*(Continued)*

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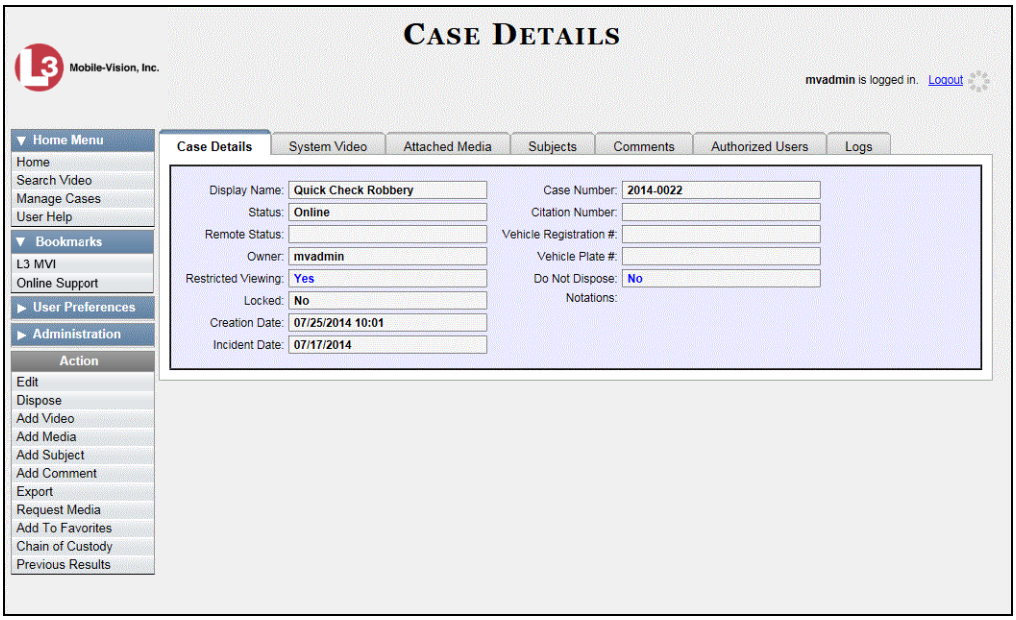
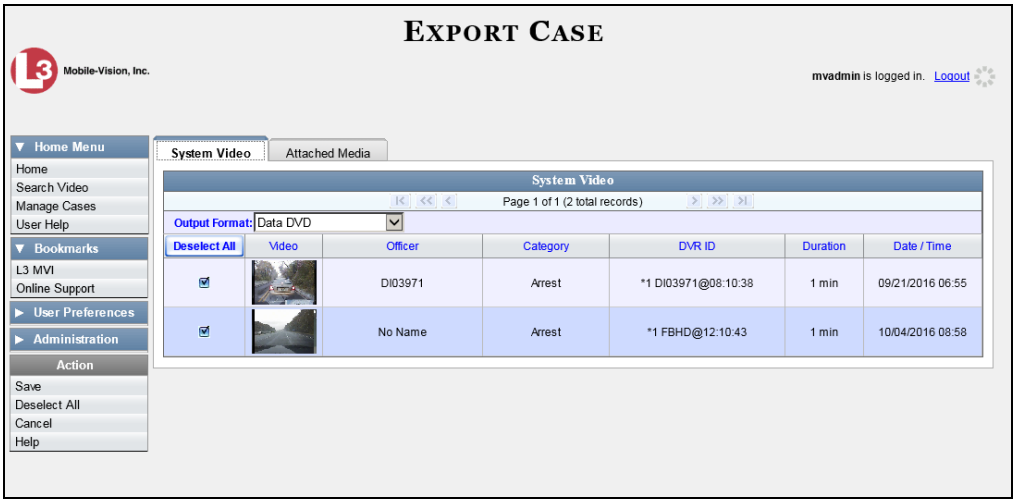



**2** Go to the Action column and click **Export**. The Export Case page displays.




**3** To include all of the case's videos in your download (default), proceed to the next step.

– OR –

To include some, but not all, of the case's videos in your download, deselect the checkbox to the left of each video you wish to exclude.

**4** If **Data DVD** displays in the *Output Format* field, proceed to the next step.

– OR –

If **Data DVD** does *not* display in the *Output Format* field, select it from the drop-down list.

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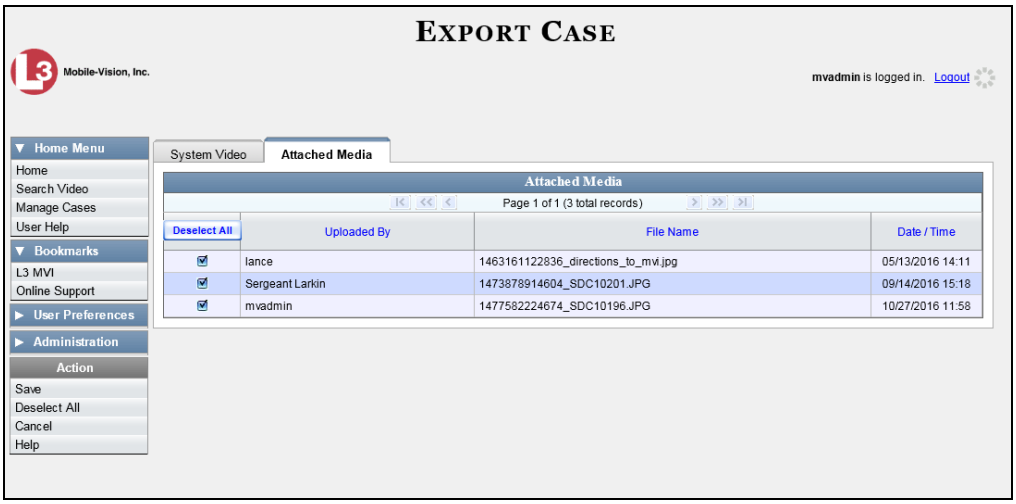
5 If the **Attached Media** tab displays on this page, click on it. Proceed to the next step.

– OR –

If the **Attached Media** tab *does* not display on this page, skip to step 7.

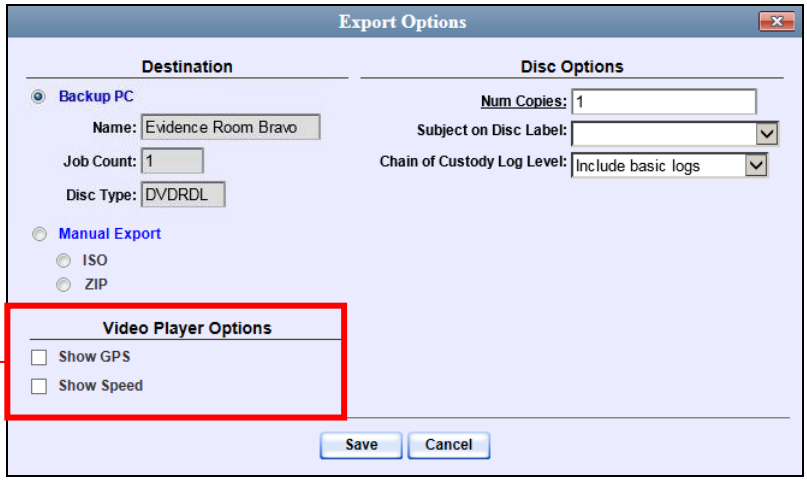



6 To include all of the case's videos in your download (default), proceed to the next step.

– OR –

To include some, but not all, of the case's videos in your download, deselect the checkbox to the left of each video you wish to exclude.

7 Go to the Action column and click **Save**. The Export Options popup displays.




Depending on your user permissions, these checkboxes may or may not display

8 Select **ZIP**.

*(Continued)*



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**9** If you'd like the Chain of Custody report to include basic logs only (default), proceed to the next step.

– OR –

If you'd like the Chain of Custody report to include basic logs *and* IACP* logs, select **Include IACP logs** from the *Chain of Custody Log Level* drop-down list.

– OR –

If you'd like the Chain of Custody report to include all available logs, select **Include all available logs** from the *Chain of Custody Log Level* drop-down list.

**10** If a Video Player Options section displays in the lower right corner of the Export Options popup (will include one or two checkboxes), proceed to the next step. Otherwise skip to step 15.

**11** If a *Show GPS* checkbox displays in the Video Player Options section, proceed to the next step. Otherwise skip to step 14.

**12** If you want this download to include GPS data with the Flashback Player (displays during video playback, as pictured left), select the *Show GPS* checkbox. Otherwise proceed to the next step.

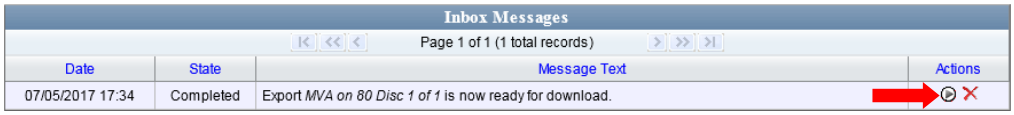
**13** If a *Show Speed* checkbox displays in the Video Player Options section, proceed to the next step. Otherwise skip to step 15.

**14** If you want this download to include vehicle speed data with the Flashback Player (displays in the GPS section during video playback, as pictured left), select the *Show Speed* checkbox. Otherwise proceed to the next step.

**15** Click **Save**. The system begins processing your request. A copy of this request will display on your Home Page under *Sent Messages*.

When processing is complete, a confirmation message will display on your Home Page under *Inbox Messages*.

**16** Go to your *Inbox* messages and look for a download icon next to the export confirmation message.




⇒ If you see the download icon, proceed to the next step.

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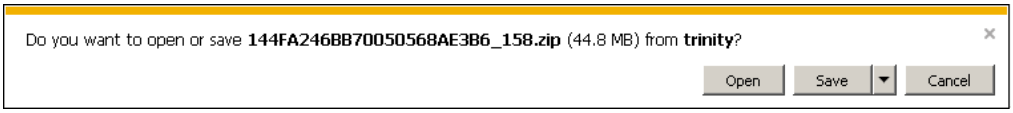
⇒ If you do *not* see the download icon, it means that the system is still processing your request. Go to ▼ Home Menu and click **Home** to refresh your screen. Once you see the download icon, proceed to the next step.

**17** Click the download icon to the right of the export message. A Windows message displays.

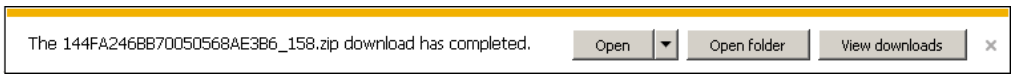



**18** Select **Save As** from the *Save* drop-down list. The Save As window displays.

**19** Navigate to the disk drive location where you wish to save this file.

**20** To change the file name, enter a new name in the *File name* field. Otherwise proceed to the next step.

**21** Click **Save**. The system copies the ZIP file to the selected location. When the download is complete, a confirmation message displays.




## Downloading a Case to Your PC in Interchange Format

This section describes how to download selected videos from a case to your PC in *interchange format*. For a detailed description of this format, see "Interchange DVD Format" in chapter 3.

Perform this procedure if you wish to email a case's video, put it on a USB drive or other external device, play it back locally without burning it to a disc, and/or import the video into another software application. If you wish to download this case for the sole purpose of burning a DVD, see "Burning a Case to an Interchange Format DVD via Your PC's DVD Burner" in chapter 3 instead.

**WARNING**: Once a video has been exported in interchange format, its authenticity can no longer be verified. Such video can be edited and tampered with using commercial video editing software.

**1** Search for and display the case you wish to download. (If necessary, review "Displaying a Case" on page 307.)

The Case Details page displays.

*(Continued)*

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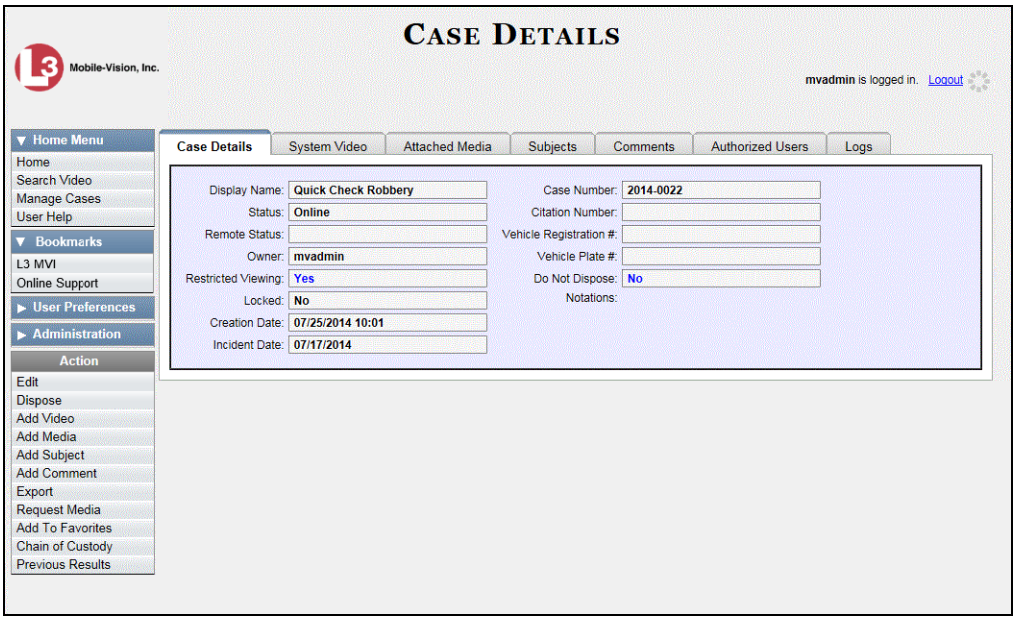
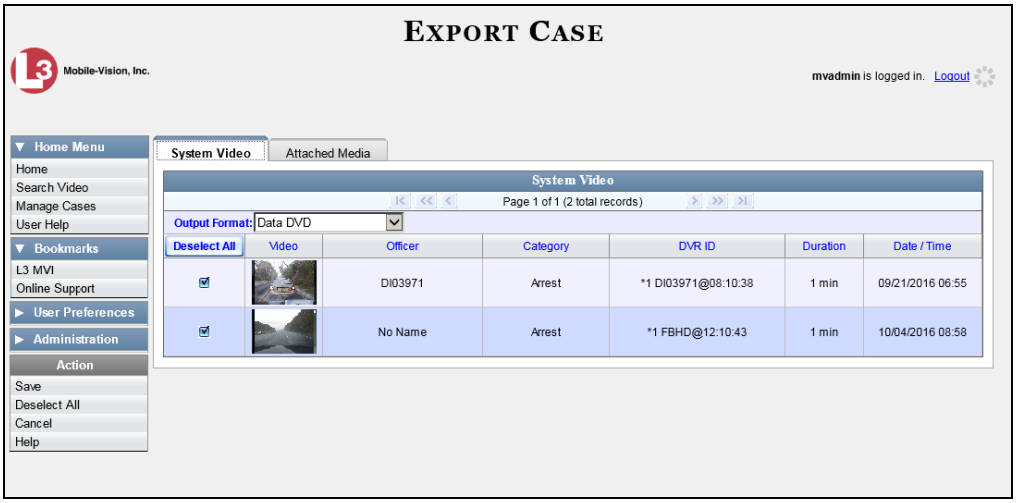



**2** Go to the Action column and click **Export**. The Export Case page displays.




**3** Go to the *Output Format* field and select **Interchange Format** from the drop-down list. Two new columns display: *Video Source* and *Audio Source*.

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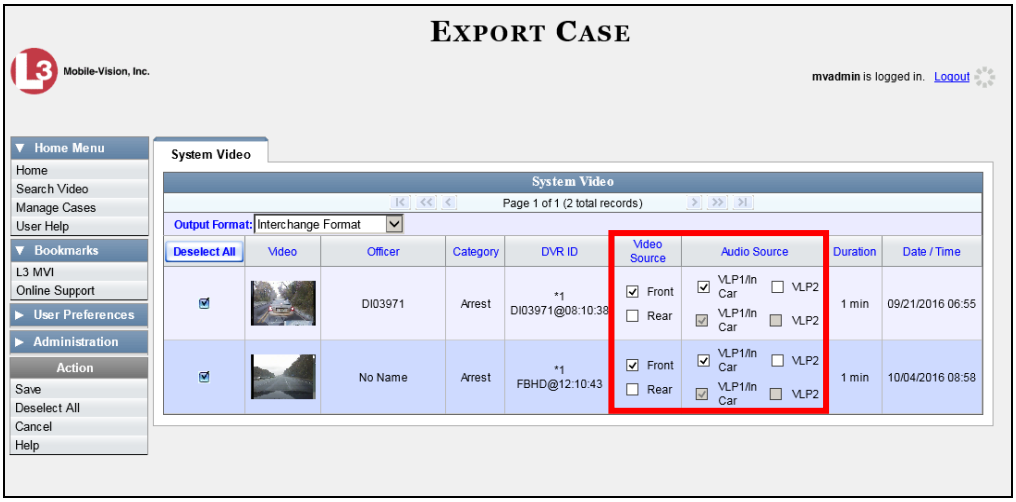


**4** To include all of the case's videos in your download (default), proceed to the next step.

– OR –

To include some, but not all, of the case's videos in your download, deselect the checkbox to the left of each video you wish to exclude.

**5** If the word "Camera" displays in the *Video Source* column, proceed to the next step.

– OR –

If two checkboxes display in the *Video Source* column, select the camera views you wish to include for each video, as described below.

| Video Source Setting | Description |
|---|---|
| ☑ Front<br>☐ Rear | Copy only the video recorded from Camera Channel 1 (forward-facing zoom camera). |
| ☐ Front<br>☑ Rear | Copy only the video recorded from Camera Channel 2 (Backseat and/or Bullet cameras). |
| ☑ Front<br>☑ Rear | Copy the video that was recorded from *both* Camera Channel 1 and Camera Channel 2. |

**6** If the word "Camera" displays in the *Audio Source* column, proceed to the next step.

– OR –

If two checkboxes display in the *Audio Source* column, select the audio source that you wish to include for each video, as described below.

- ❒ VLP1/In Car. The audio from the wireless microphone that's connected to your Flashback's VLP 1 port *and* the audio from your in-car microphone (default).
- ❒ VLP2. The audio from the wireless microphone that's connected to your Flashback's VLP 2 port.

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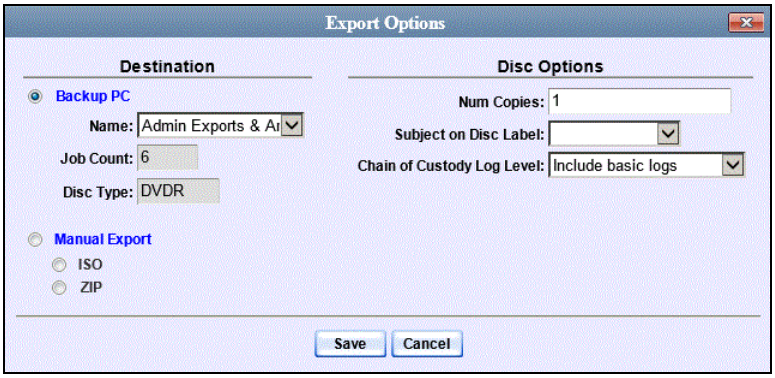
**7** Go to the Action column and click **Save**. The Export Options popup displays.




**8** Select **ZIP**.

**9** If you'd like the Chain of Custody report to include basic logs only (default), proceed to the next step.

– OR –

If you'd like the Chain of Custody report to include basic logs *and* IACP* logs, select **Include IACP logs** from the *Chain of Custody Log Level* drop-down list.

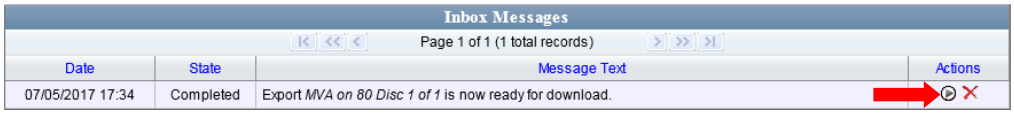
– OR –

If you'd like the Chain of Custody report to include all available logs, select **Include all available logs** from the *Chain of Custody Log Level* drop-down list.

**10** Click **Save**. The system begins processing your request. A copy of this request will display on your Home Page under *Sent Messages*.

When processing is complete, a confirmation message will display on your Home Page under *Inbox Messages*.

**11** Go to your *Inbox Messages* and look for a download icon next to the export confirmation message.




⇒ If you see the download icon, proceed to the next step.

⇒ If you do *not* see the download icon, it means that the system is still processing your request. Go to ▼ Home Menu and click **Home** to refresh your screen. Once you see the download icon, proceed to the next step.

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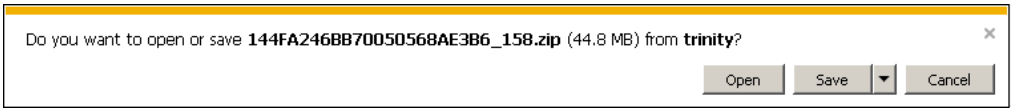
**12** Click the download icon to the right of the export message. A Windows message displays.




**13** Select **Save As** from the *Save* drop-down list. The Save As window displays.

**14** Navigate to the disk drive location where you wish to save this file.

**15** To change the file name, enter a new name in the *File name* field. Otherwise proceed to the next step.

**16** Click **Save**. The system copies the ZIP file to the selected location. When the download is complete, a confirmation message displays.

## Downloading a Case to Your PC in Uncompressed Format

This section describes how to download a case record to your PC in *Uncompressed* format. For a detailed description of this format, see "Uncompressed DVD Format" in chapter 3.

An Uncompressed Format download will include some or all of the following:

- ❒ Selected videos from the case
- ❒ General information associated with the case's videos (Officer Name, DVR, Start/End Times, System ID)
- ❒ The Chain of Custody Report
- ❒ Selected media files attached to the case
- ❒ A copy of the Flashback Player.

In addition, the Play Menu for this type of download includes a link that allows you to convert the case's videos into MP4 and DV files.

Perform this procedure if you wish to email a case, put it on a USB drive or other external device, play its video back locally without burning it to a disc, and/or import the case's video into another software application. If you wish to download a case for the sole purpose of burning a DVD, see "Burning a Case to an Uncompressed Format DVD via Your PC's DVD Burner" in chapter 3 instead.

**WARNING**: Once a video has been downloaded to uncompressed format and then converted to MP4 and DV files, its authenticity can no longer be verified. Such video can be edited and tampered with using commercial video editing software.

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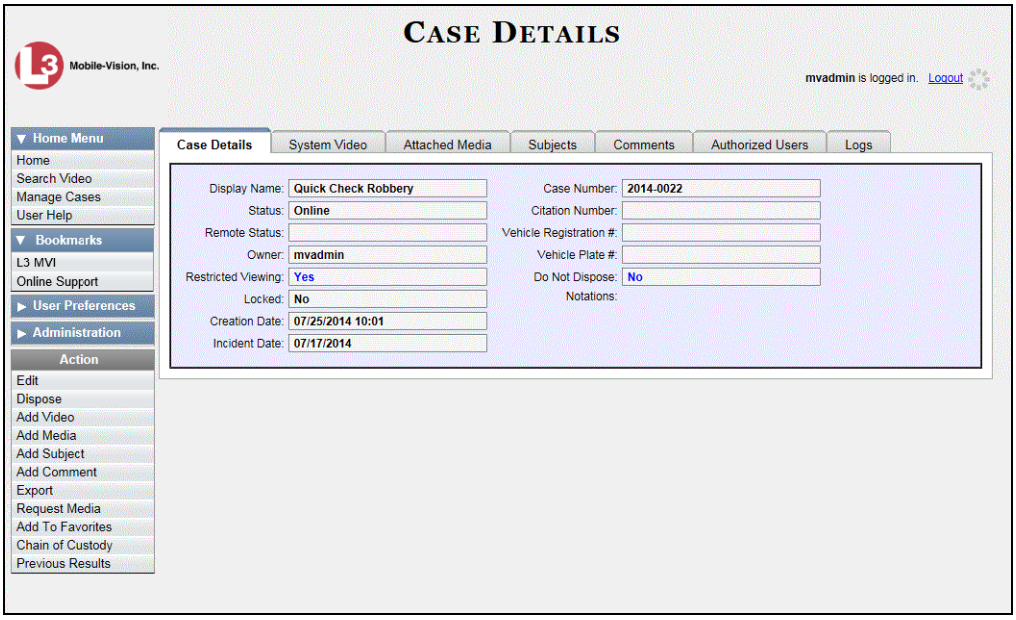
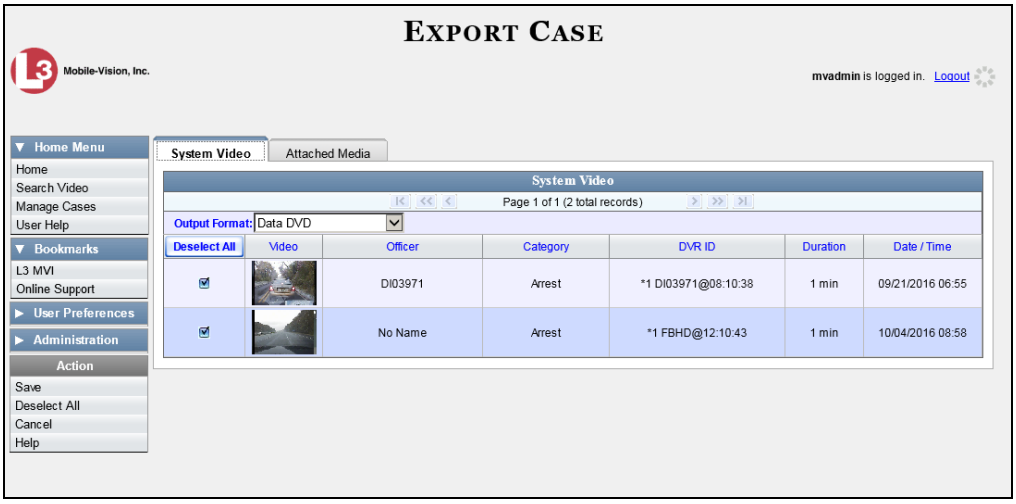
1 Search for and display the case you wish to download. (If necessary, review "Displaying a Case" on page 307.) The Case Details page displays.




2 Go to the Action column and click **Export**. The Export Case page displays.




3 To include all of the case's videos in your download (default), proceed to the next step.

– OR –

To include some, but not all, of the case's videos in your download, deselect the checkbox to the left of each video you wish to exclude.

4 Go to the *Output Format* field and select **Uncompressed Format** from the drop-down list.

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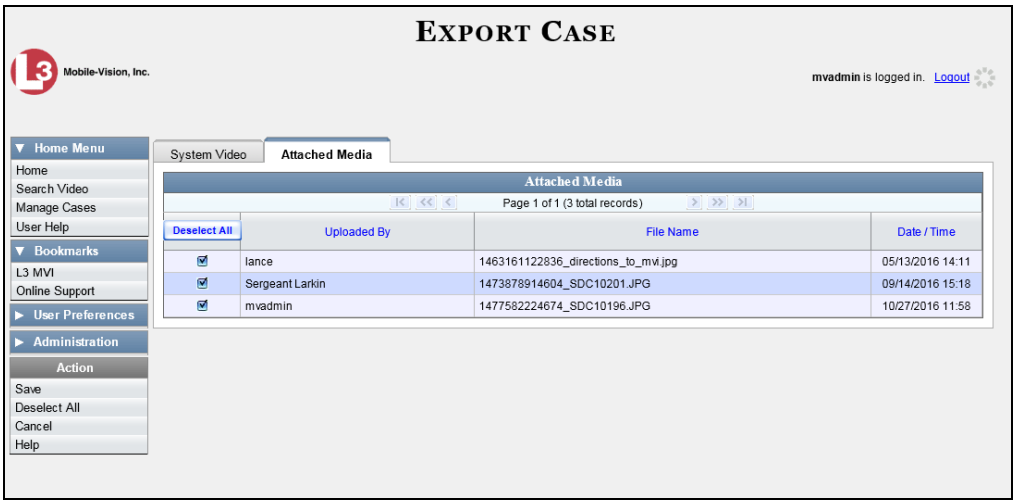
5 If the **Attached Media** tab displays on this page, click on it.

– OR –

If the **Attached Media** tab does *not* display on this page, skip to step 7.

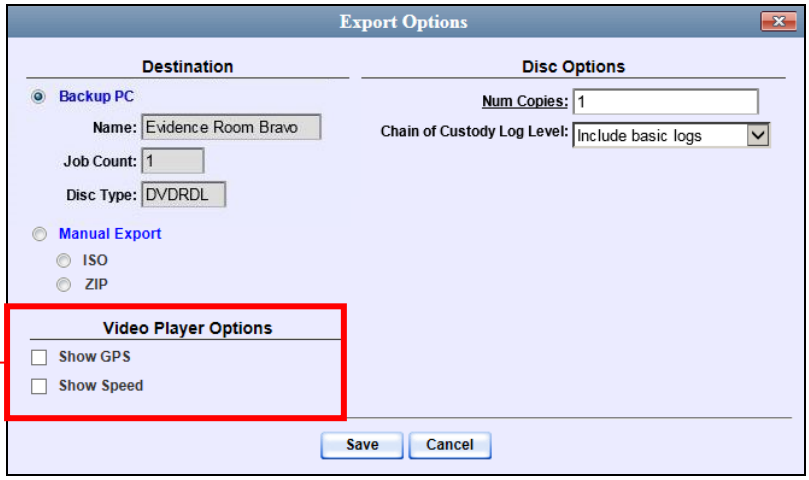



6 To include all of the case's attachment files in your download (default), proceed to the next step.

– OR –

To include some, but not all, of the case's attachment files in your download, deselect the checkbox to the left of each video you wish to exclude.

7 Go to the Action column and click **Save**. The Export Options popup displays.




Depending on your user permissions, these checkboxes may or may not display

8 Select **ZIP**.

*(Continued)*

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**9** If you'd like the Chain of Custody report to include basic logs only (default), proceed to the next step.

– OR –

If you'd like the Chain of Custody report to include basic logs *and* IACP* logs, select **Include IACP logs** from the *Chain of Custody Log Level* drop-down list.

– OR –

If you'd like the Chain of Custody report to include all available logs, select **Include all available logs** from the *Chain of Custody Log Level* drop-down list.

**10** If a Video Player Options section displays in the lower left corner of the Export Options popup (will include one or two checkboxes), proceed to the next step. Otherwise skip to step 15.

**11** If a *Show GPS* checkbox displays in the Video Player Options section, proceed to the next step. Otherwise skip to step 14.

**12** If you want this download to include GPS data with the Flashback Player (displays during video playback, as pictured left), select the *Show GPS* checkbox. Otherwise proceed to the next step.

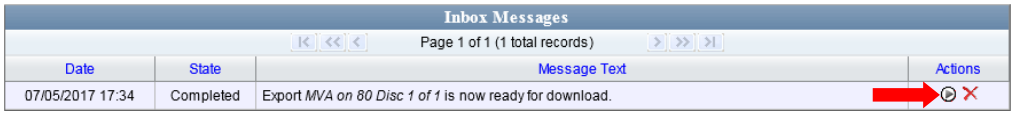
**13** If a *Show Speed* checkbox displays in the Video Player Options section, proceed to the next step. Otherwise skip to step 15.

**14** If you want this download to include vehicle speed data with the Flashback Player (displays in the GPS section during video playback, as pictured left), select the *Show Speed* checkbox. Otherwise proceed to the next step.

**15** Click **Save**. The system begins processing your request. A copy of this request will display on your Home Page under *Sent Messages*.

When processing is complete, a confirmation message will display on your Home Page under *Inbox Messages*.

**16** Go to your *Inbox* messages and look for a download icon next to the export confirmation message.




⇒ If you see the download icon, proceed to the next step.

⇒ If you do *not* see the download icon, it means that the system is still processing your request. Go to ▼ Home Menu and click **Home** to refresh your screen. Once you see the download icon, proceed to the next step.

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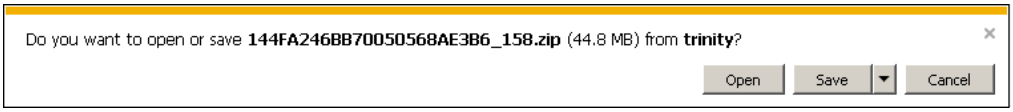
17 Click the download icon to the right of the export message. A Windows message displays.




18 Select **Save As** from the *Save* drop-down list. The Save As window displays.

19 Navigate to the disk drive location where you wish to store this file.

20 To change the file name, enter a new name in the *File name* field. Otherwise proceed to the next step.

21 Click **Save**. The system copies your file to the selected location. When the download is complete, a confirmation message displays.

## Downloading a Case to Your PC in FOIA Redacted Format

This section describes how to download selected videos from a case to your PC in *FOIA Redacted* format. For a detailed description of this format, see "FOIA Redacted DVD Format" in chapter 3.

Perform this procedure if you wish to redact a case's video(s) and then perform one of the following actions with it:

- ❒ Place the video on a USB drive or other external device
- ❒ Play the video back locally without burning it to a disc
- ❒ Import the video into another software application.

If you wish to download a case's video for the sole purpose of burning a DVD, see "Burning a Case to an FOIA Redacted DVD via Your PC's DVD Burner" in chapter 3 instead.

**WARNING**: Once a video has been exported in FOIA Redacted format, its authenticity can no longer be verified. Such video can be edited and tampered with using commercial video editing software.

1 Search for and display the case you wish to download. (If necessary, review "Displaying a Case" on page 307.)

The Case Details page displays.

*(Continued)*



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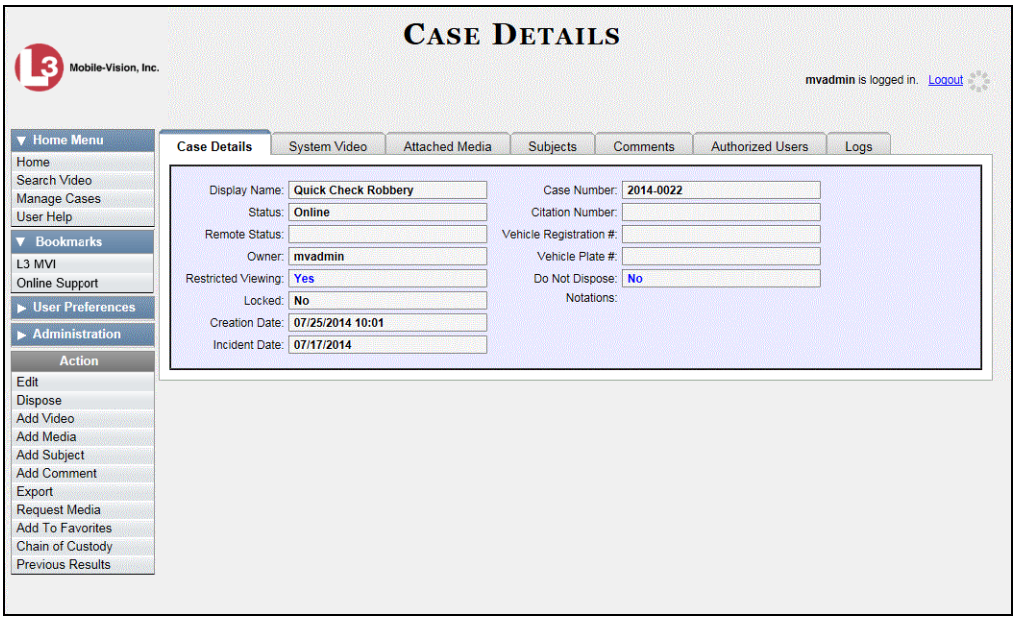
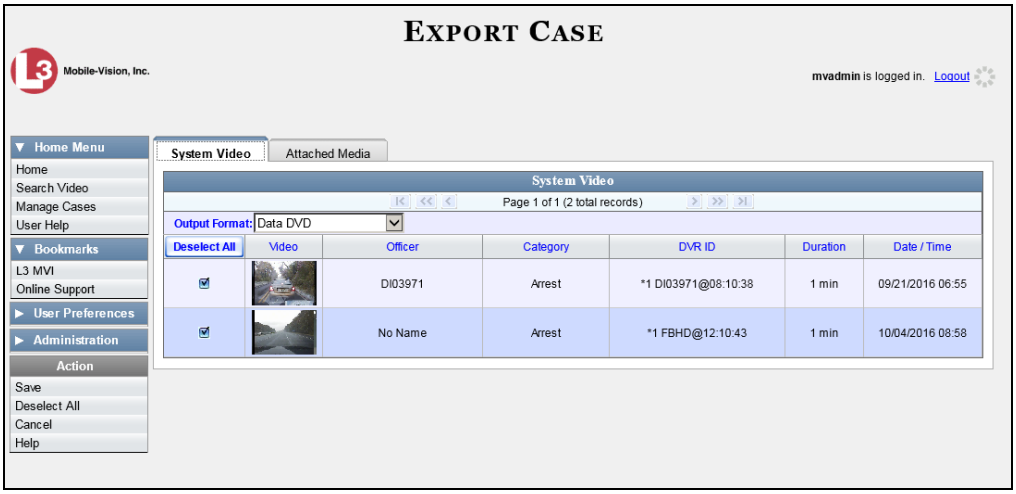



**2** Go to the Action column and click **Export**. The Export Case page displays.




**3** Go to the *Output Format* field and select **FOIA Redacted Format** from the drop-down list. Three new columns display: *Video Source*, *Audio Source*, and *Redaction*.

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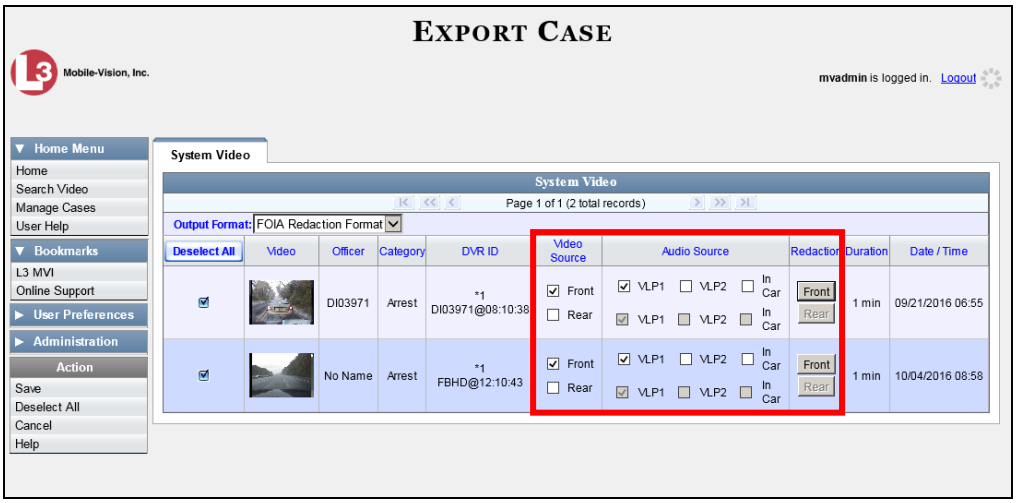


**4** To include all of the case's videos in your download (default), proceed to the next step.

– OR –

To include some, but not all, of the case's videos in your download, deselect the checkbox to the left of each video you wish to exclude.

**5** If the word "Camera" displays in the *Video Source* column, proceed to the next step.

– OR –

If two checkboxes display in the *Video Source* column, select the camera views you wish to include for each video, as described below.

| Video Source Setting | Description |
|---|---|
| ☑ Front<br>☐ Rear | Copy only the video recorded from Camera Channel 1 (forward facing zoom camera). |
| ☐ Front<br>☑ Rear | Copy only the video recorded from Camera Channel 2 (Backseat and/or Bullet cameras). |
| ☑ Front<br>☑ Rear | Copy the video that was recorded from *both* Camera Channel 1 and Camera Channel 2. |

**6** To include at least one audio track with this export, proceed to the next step.

– OR –

To include *no* audio tracks with this export (i.e., omit all audio), deselect the VLP1 checkbox. Skip to step 8.

*(Continued)*

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**7** If the word "Camera" displays in the *Audio Source* column, proceed to the next step.

– OR –

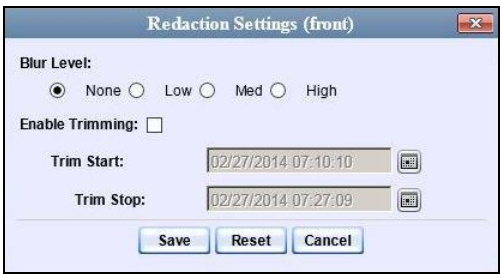
If two checkboxes display in the *Audio Source* column, select the audio sources that you wish to include for each video. You may select up to two sources for each video. These audio tracks will play concurrently when watching the video.

- ❒ *VLP1*. The audio from the wireless microphone that's connected to your Flashback's VLP 1 port (default)
- ❒ *VLP2*. The audio from the wireless microphone that's connected to your Flashback's VLP 2 port, if applicable
- ❒ *In Car*. The audio from your in-car microphone.

**8** Go to the *Redaction* column and click on one of the following buttons:

- ❒ **Camera**. Redact the video from a *Body*VISION or BWX-100 camera.
- ❒ **Front**. Redact the video from a Flashback's Camera Channel 1. For in-car systems, this is the video captured with your forward facing zoom camera.
- ❒ **Rear**. Redact the video from a Flashback's Camera Channel 2. For in-car systems, this is the video captured with your backseat camera and/or bullet camera(s).

The Redaction Settings popup displays.




The Redaction settings are described below.

| Redaction Settings | |
|---|---|
| **Setting** | **Description** |
| Blur Level | The degree to which you wish to blur the video or video segment you are exporting. By default, the system does not blur the video at all (Blur Level = *None*). However, if you select any of the other settings (*Low*, *Med*, or *High*), the system will blur every frame of the video or video segment. Low Medium High |



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| Redaction Settings (cont'd) | |
|---|---|
| **Setting** | **Description** |
| Enable Trimming | A checkbox used to indicate whether you wish to export *all* of the video or a selected *segment* of the video.<br>☐ Export the entire full-length video<br>☑ Export a segment of the full-length video<br>If you select *Enable Trimming*, you will have to select a date/time range using the *Trim Start* and *Trim Stop* fields. |
| Trim Start | The beginning of the date/time range you wish to excerpt from the original full-length video. *Use the calendar popup to select this date/time*. |
| Trim Stop | The end of the date/time range you wish to excerpt from the original full-length video. *Use the calendar popup to select this date/time.* |

**9** To blur the entire video or video segment, proceed to the next step. Otherwise skip to step 11.

**10** Select a *Blur Level*: **Low**, **Med**, or **High** (see samples on the previous page).

**11** To export a *segment* of the original full-length video, proceed to the next step.

– OR –

To export the entire full-length video, skip to step 15.

**12** Select the *Enable Trimming* checkbox.

**13** Proceed to *Trim Start* field. Using the calendar popup, select the beginning of the video date/time range you wish to export.

**14** Proceed to *Trim Stop* field. Using the calendar popup, select the end of the video date/time range you wish to export.

**15** Click **Save**.

**16** To redact other videos that are included with this case download, repeat steps 8 – 15. Otherwise proceed to the next step.

**17** Go to the Action column and click **Save**. The Export Options popup displays.

*(Continued)*

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You have two file options: an **ISO** file or a **ZIP** file. If you are exporting this data for the *sole purpose* of burning a DVD, select **ISO**. Otherwise select **ZIP**, which will copy your videos and any metadata to a folder first.

**18** To burn this case as an ISO file (default), proceed to the next step.

– OR –

To burn this case as a *zip* file, select **ZIP**.

**19** If you'd like the Chain of Custody report to include basic logs only (default), proceed to the next step.

– OR –

If you'd like the Chain of Custody report to include basic logs *and* IACP* logs, select **Include IACP logs** from the *Chain of Custody Log Level* drop-down list.

– OR –

If you'd like the Chain of Custody report to include all available logs, select **Include all available logs** from the *Chain of Custody Log Level* drop-down list.

**20** Click **Save**. The system begins processing your request. A copy of this request will display on your Home Page under *Sent Messages*.

When processing is complete, a confirmation message will display on your Home Page under *Inbox Messages*.

**21** Go to your *Inbox Messages* and look for a download icon next to the export confirmation message.

⇒ If you see the download icon, proceed to the next step.

⇒ If you do *not* see the download icon, the system is still processing your request. Go to ▼ Home Menu and click **Home** to refresh your screen. Once you see the download icon, proceed to the next step.

* International Association of Chiefs of Police



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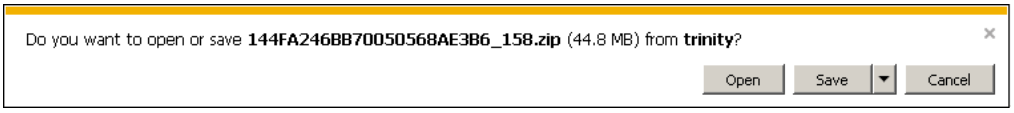
22 Click the download icon to the right of the export message. A Windows message displays.




23 Select **Save As** from the *Save* drop-down list. The Save As window displays.

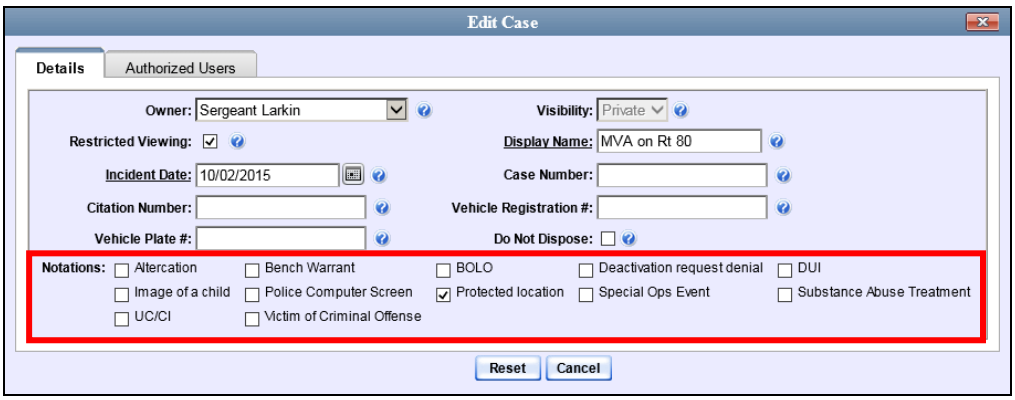
24 Navigate to the disk drive location where you wish to save the case file.

25 To change the file name, enter a new name in the *File name* field. Otherwise proceed to the next step.

26 Click **Save**. The system copies your file to the selected location. When the download is complete, a confirmation message displays:

## Maintaining Case Notations

Case notations are user-defined checkboxes that you can use to notate a case file. They display at the bottom of the New Case and Edit Case forms, as pictured below. Case notations are maintained on the Agency server. Whenever you add or update a notation, that information will transmit to the Precinct server(s) during the next server-to-server communication.




For specific instructions, see:

- ❒ Adding a Case Notation, next page
- ❒ Changing a Case Notation, page 368
- ❒ Deleting a Case Notation, page 370
- ❒ Disabling a Case Notation, page 372.

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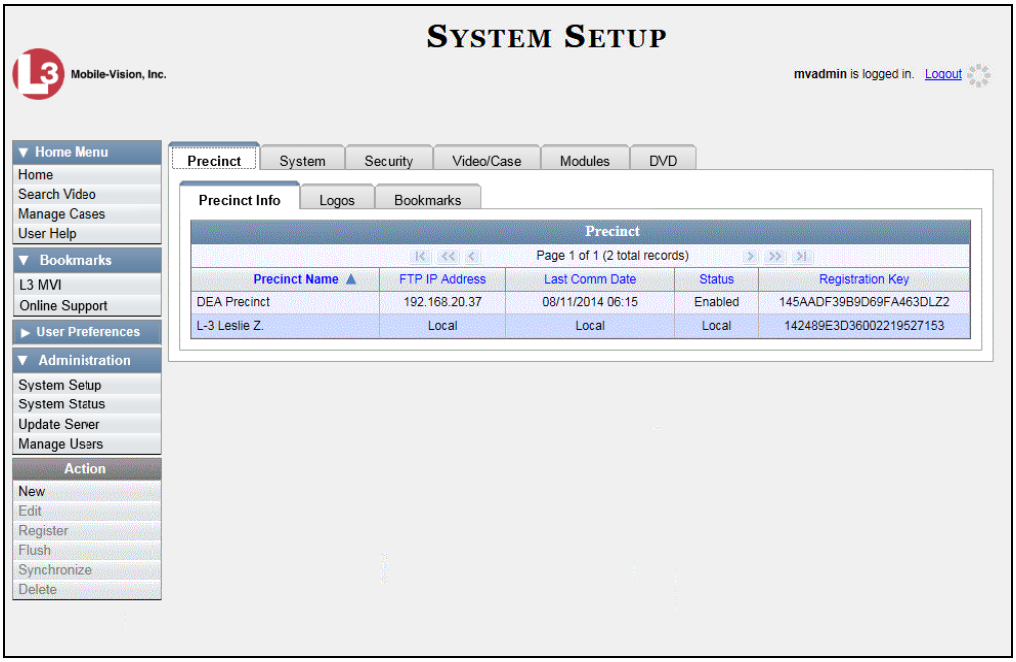
## Adding a Case Notation

This section describes how to create a new case notation. For more on case notations, see the previous section, "Maintaining Case Notations."

1 Go to ▼ Administration and click **System Setup**. The System Setup page displays.




2 Click the **Video/Case** tab.

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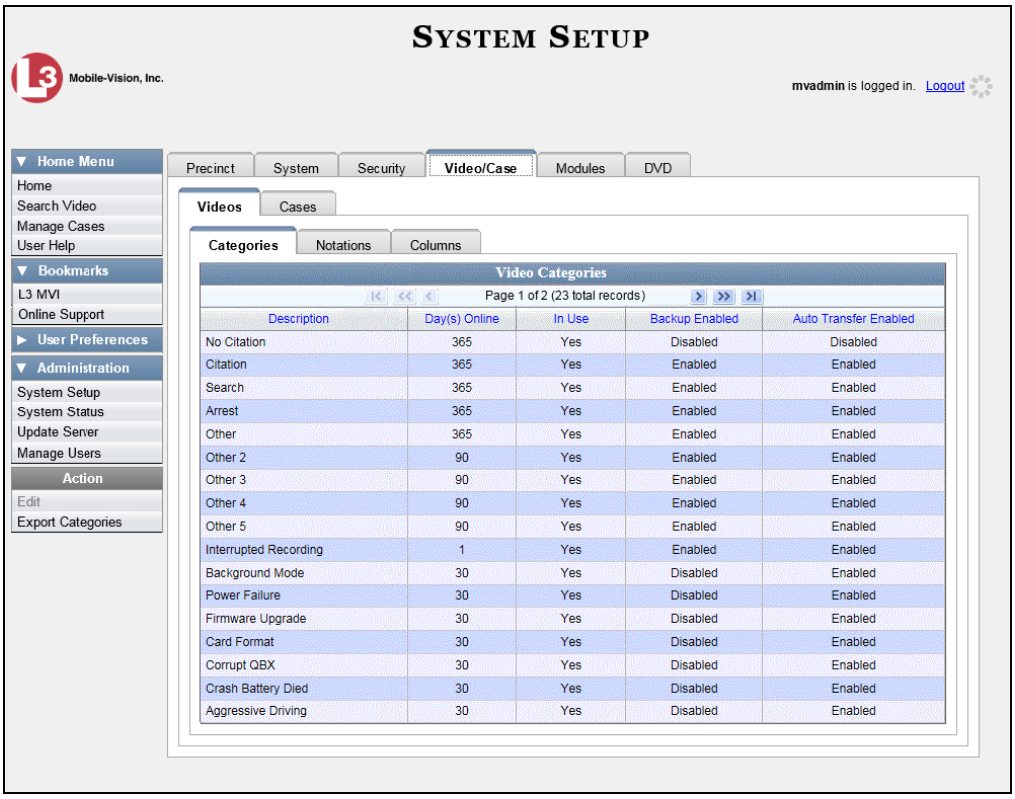
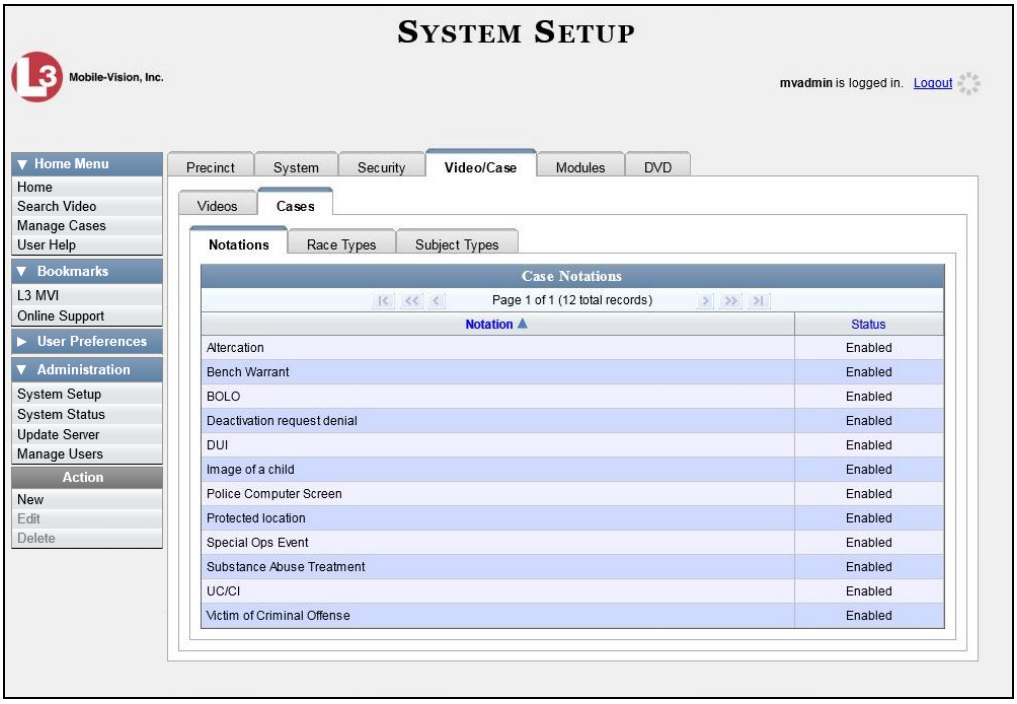



**3** Click the **Cases** tab.

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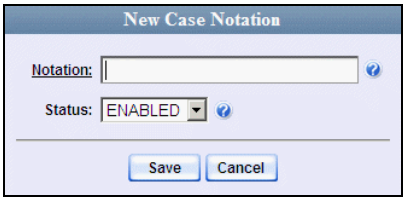
4 Make sure the **Notations** tab is selected.

5 Go to the Action column and click **New**. The New Case Notation popup displays.



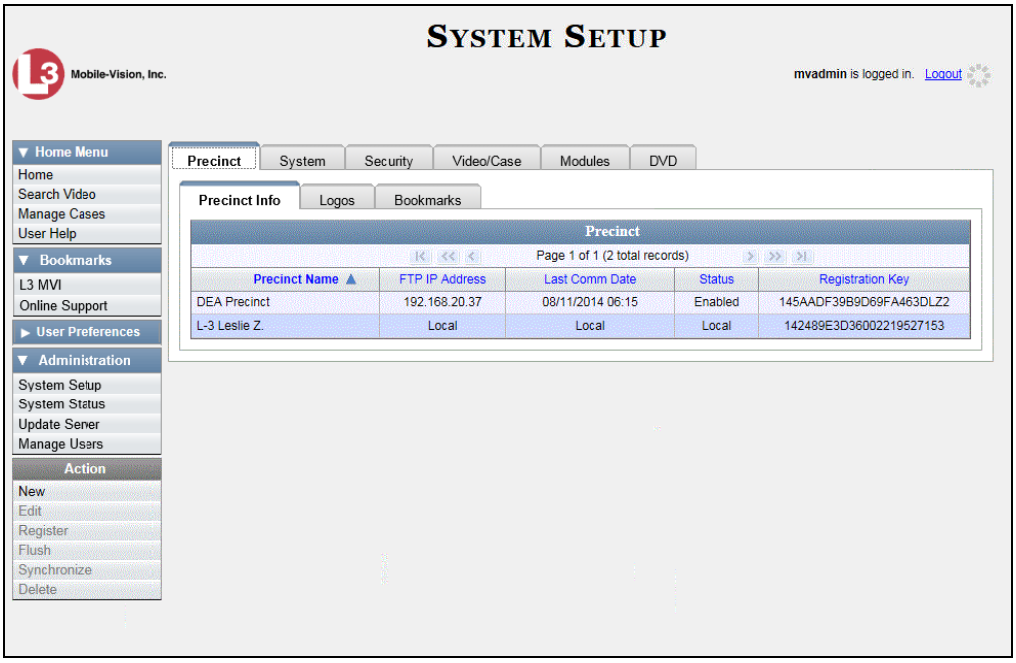

6 Enter a name for the new notation in the *Notation* field. This is the value that will display on the New Case and Edit Case forms.

7 Click **Save**. The new notation displays on the Case Notations list.

## Changing a Case Notation

This section describes how to change a case notation's name or status. For more on case notations, see page 359.

1 Go to ▼ Administration and click **System Setup**. The System Setup page displays.




2 Click the **Video/Case** tab.

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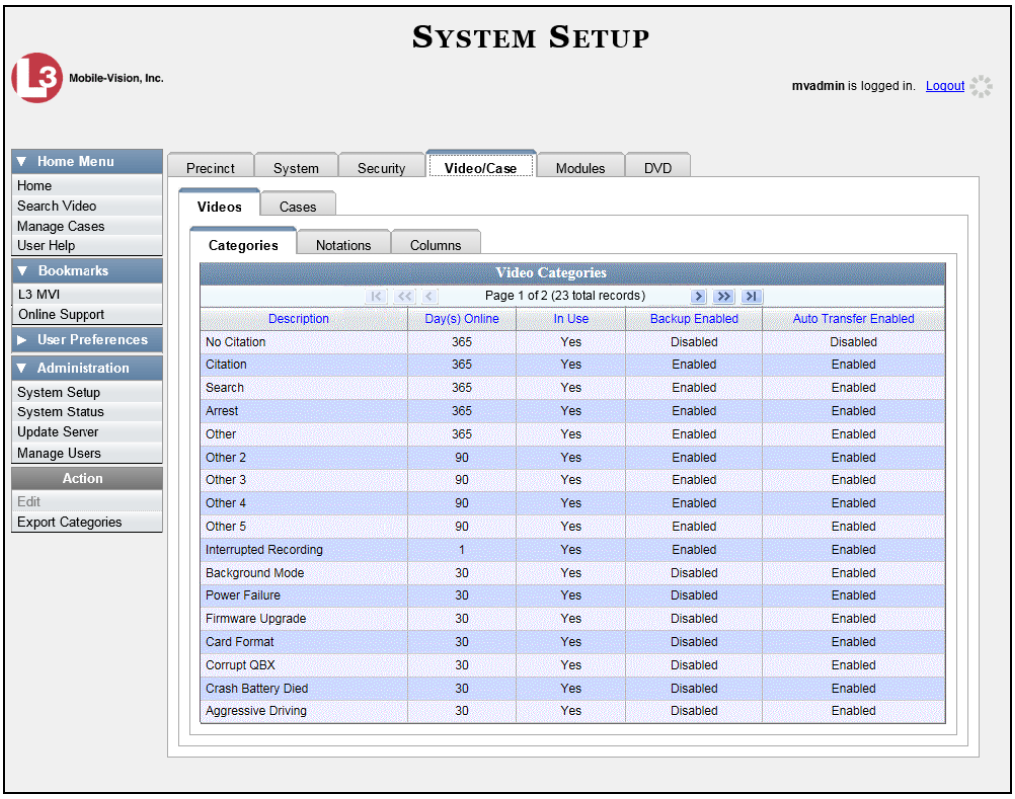
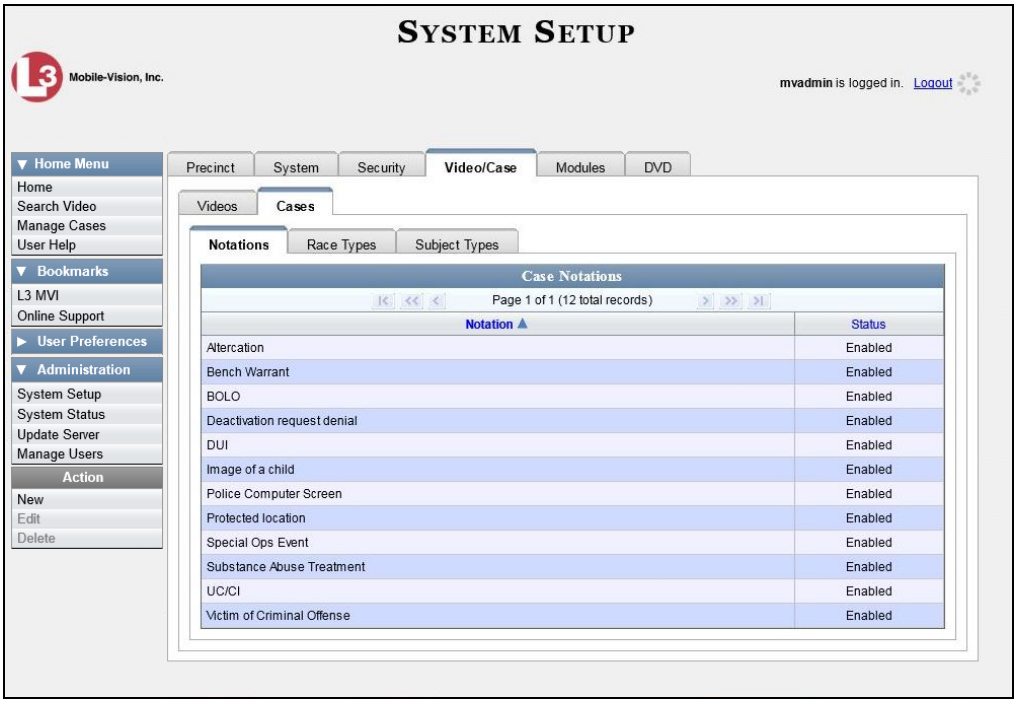



**3** Click the **Cases** tab.




**4** Make sure the **Notations** tab is selected, as pictured above.

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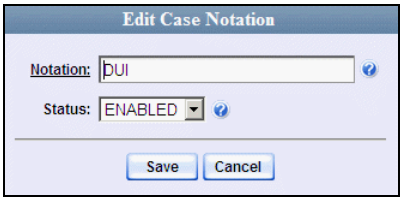
5 Right-click on the record you wish to update, then select **Edit** from the popup menu. The Edit Case Notation popup displays.




6 To change the checkbox's label, enter a new value in the *Notation* field. Otherwise proceed to the next step.

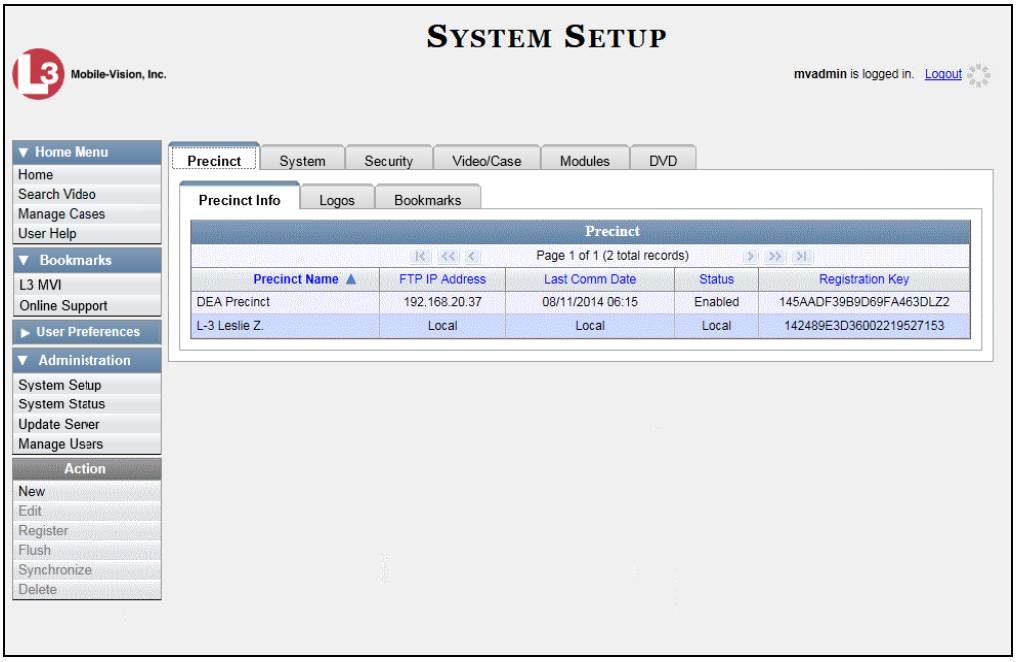
7 To change the checkbox's status, select a new value from the *Status* drop-down list. Otherwise proceed to the next step.

8 Click **Save**.

## Deleting a Case Notation

This section describes how to delete a case notation. You can only delete those notations that are not in use by an active case. If you wish to discontinue use of a notation but cannot delete it, see "Disabling a Case Notation" on page 372 instead.

1 Go to ▼ Administration and click **System Setup**. The System Setup page displays.




2 Click the **Video/Case** tab.

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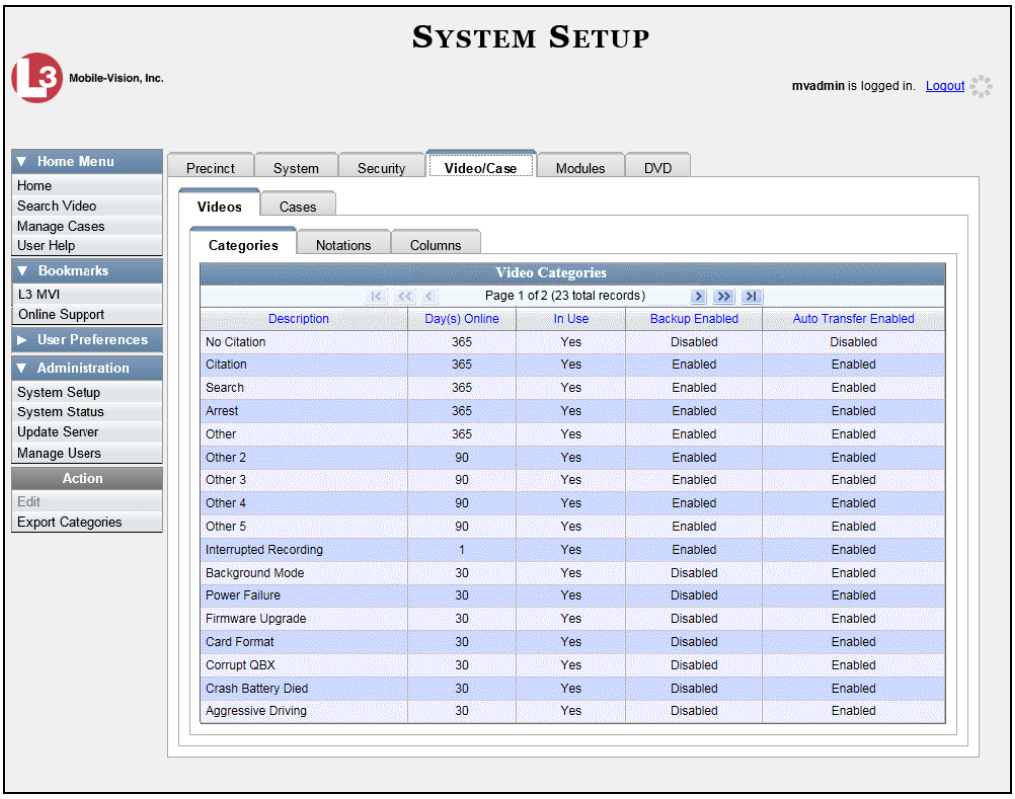
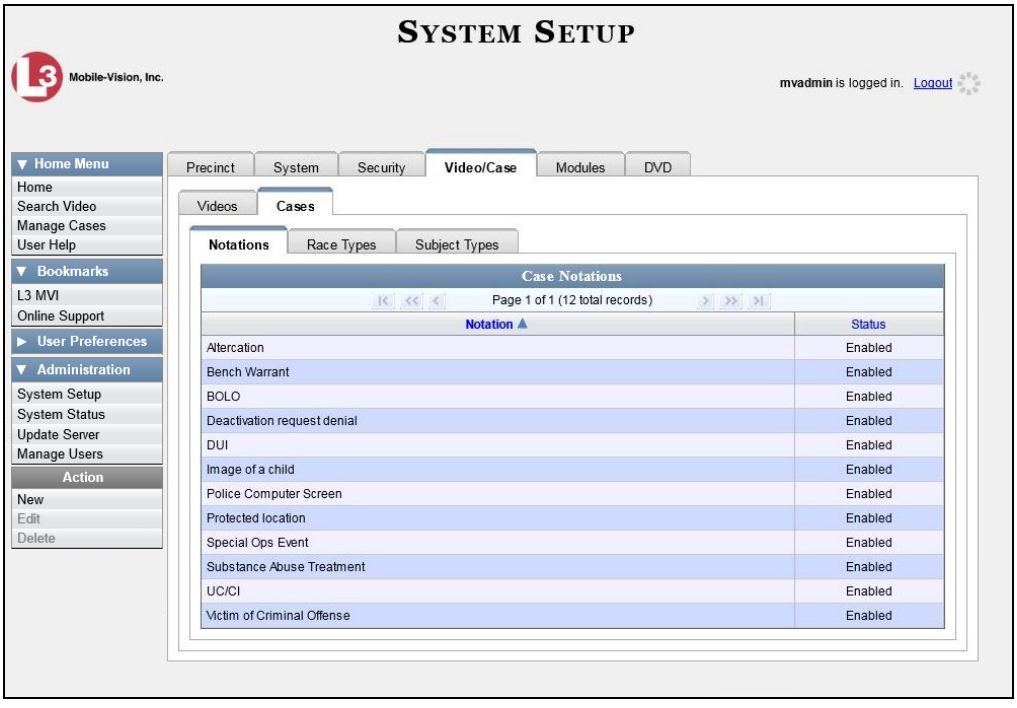



**3** Click the **Cases** tab.




**4** Make sure the **Notations** tab is selected, as pictured above.

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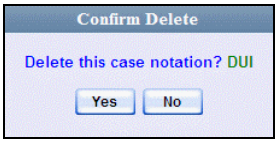
5 Right-click on the notation you wish to delete, then select **Delete** from the popup menu. A confirmation message displays.




6 Click **Yes**.

⇒ If the selected notation is *not* in use by an active case, the system removes it from the Case Notations list. **End of procedure**.

⇒ If the selected notation *is* in use by an active case, the system displays an error message:

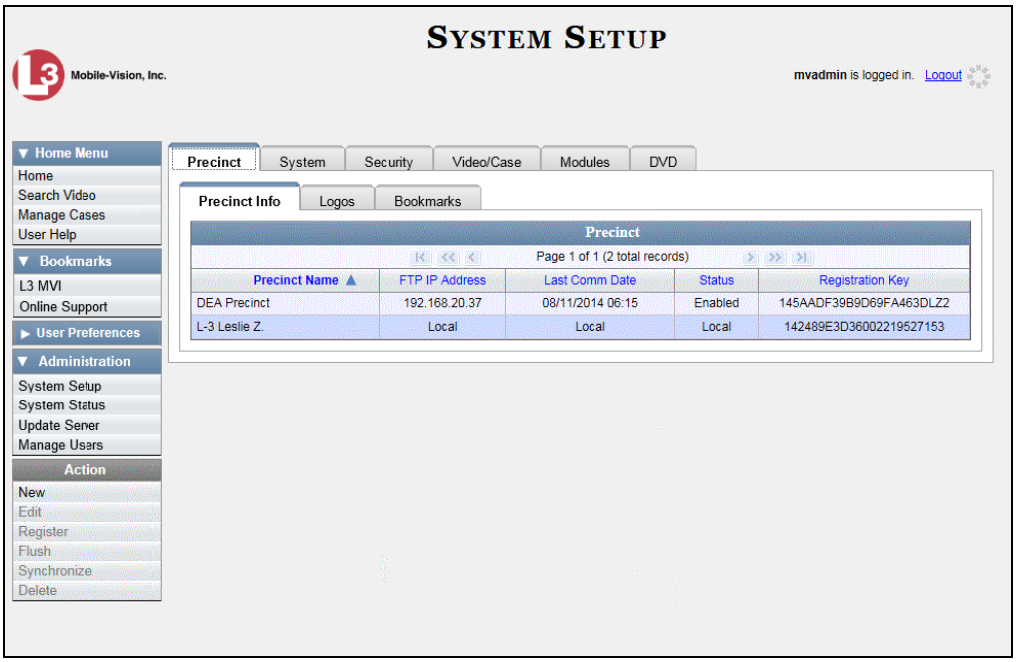
**Notation *DUI* currently in use by an active case**

In this instance, you will have to disable the notation instead, as described in the next section. Begin with step 4.

## Disabling a Case Notation

If you wish to discontinue use of a particular case notation, you may not be able to delete that notation due to the fact that it is in use by one or more active cases. If such is the case, you have the option of *disabling* the case notation so that it cannot be used to notate any future cases, as described in this section.

1 Go to ▼ Administration and click **System Setup**. The System Setup page displays.



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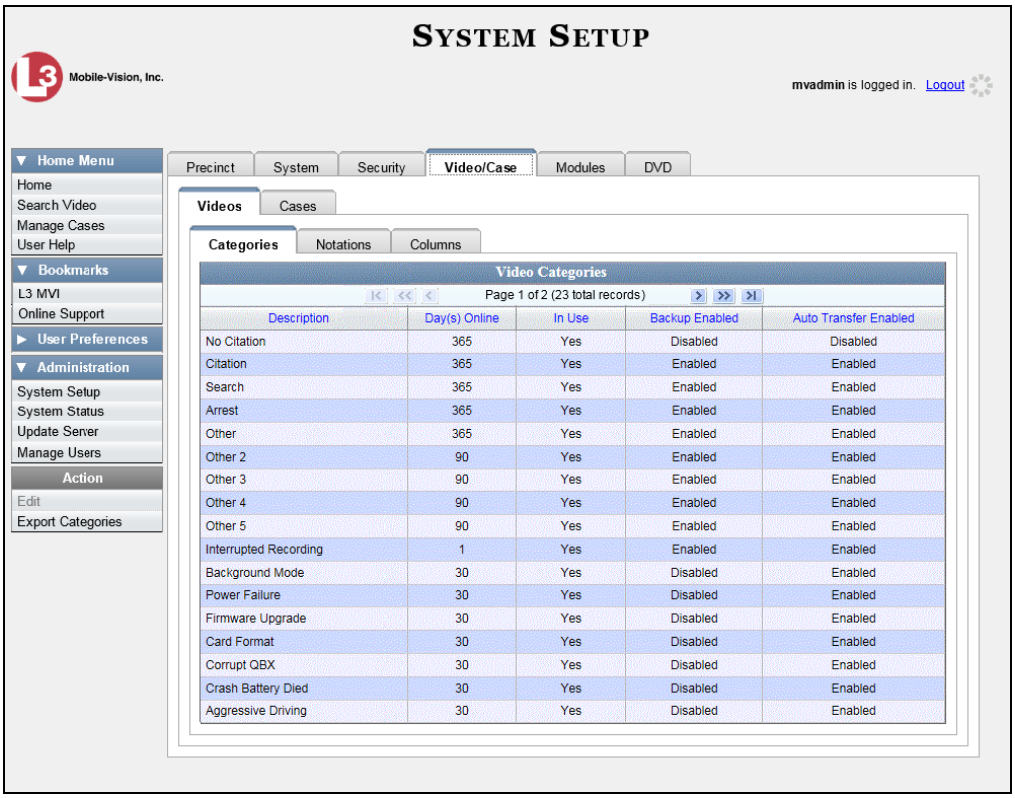
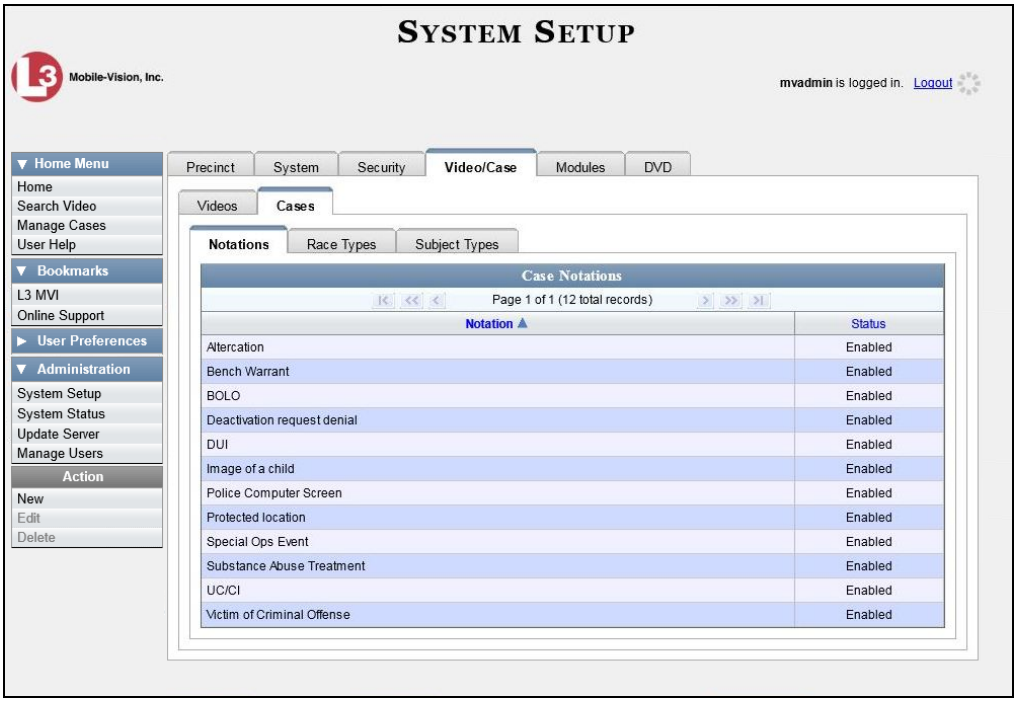
**2** Click the **Video/Case** tab.




**3** Click the **Cases** tab.

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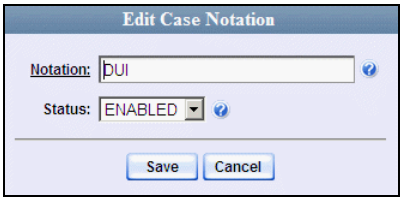
4 Make sure the **Notations** tab is selected.

5 Right-click on the notation you wish to disable, then select **Edit** from the popup menu. The Edit Case Notation popup displays.

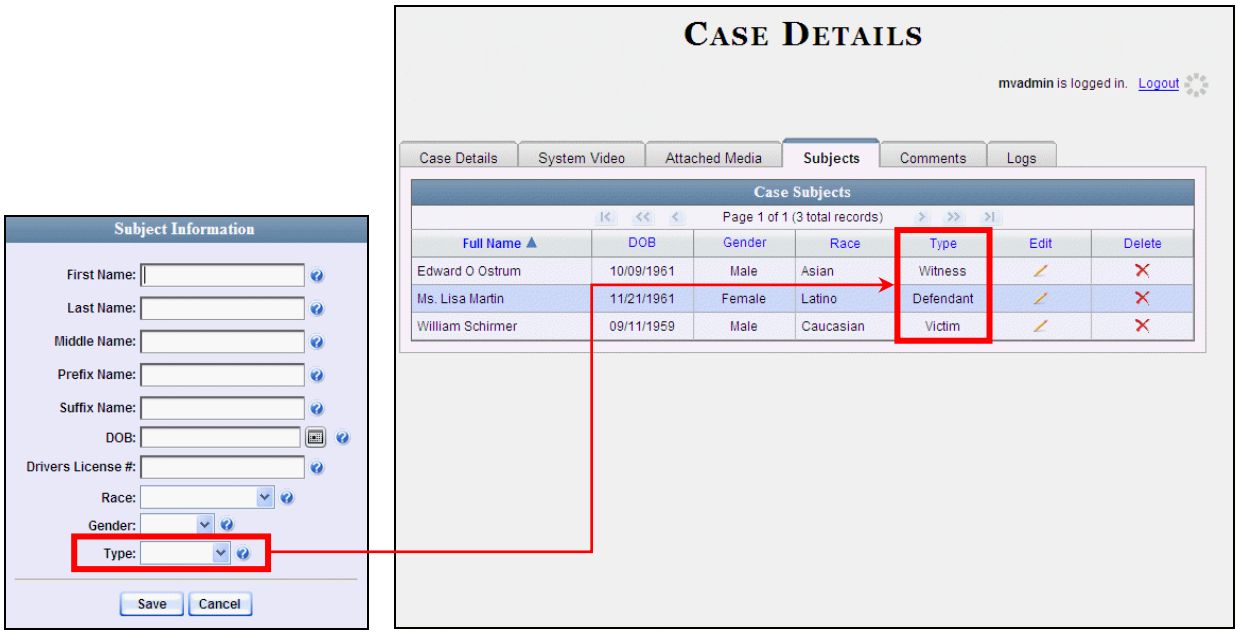



6 Select **DISABLED** from the *Status* drop-down list.

7 Click **Save**.

## Maintaining Subject Types

Subject Types are the field values that display in the *Type* drop-down list on the Subject Information form. These user-defined categories help you classify the subject names that you attach to your cases.




For specific instructions, see:

- ❒ Adding a Subject Type, next page
- ❒ Changing a Subject Type, page 377
- ❒ Deleting a Subject Type, page 380
- ❒ Disabling a Subject Type, page 382.

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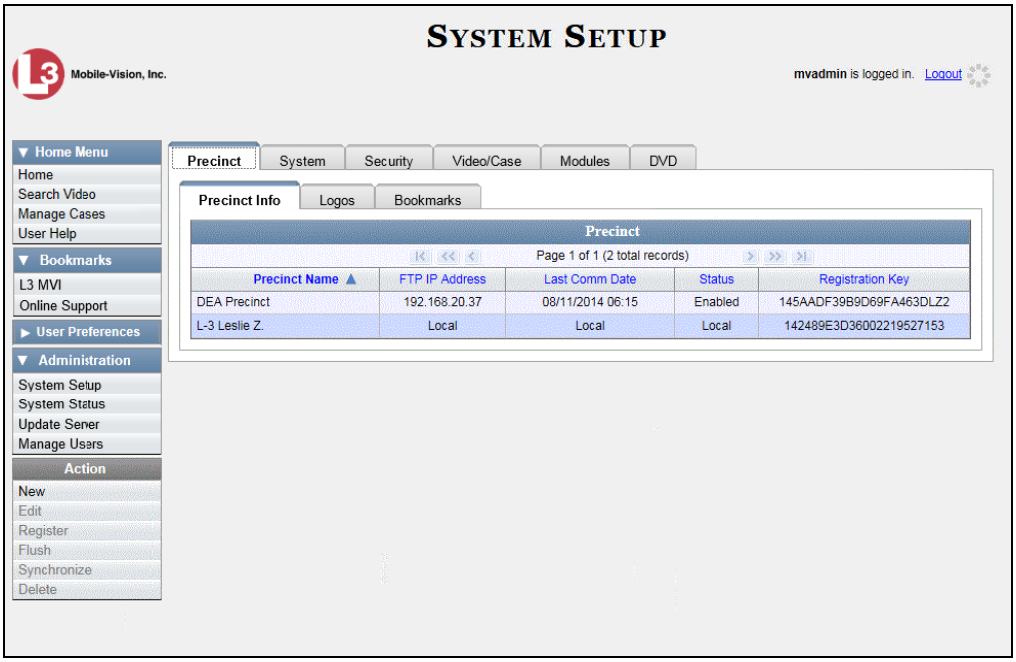
## Adding a Subject Type

This section describes how to create a new Subject Type, used to populate the *Type* drop-down list on the Subject Information form. For more on this topic, see the previous section, "Maintaining Subject Types."

**1** Go to ▼ Administration and click **System Setup**. The System Setup page displays.




**2** Click the **Video/Case** tab.

*(Continued)*

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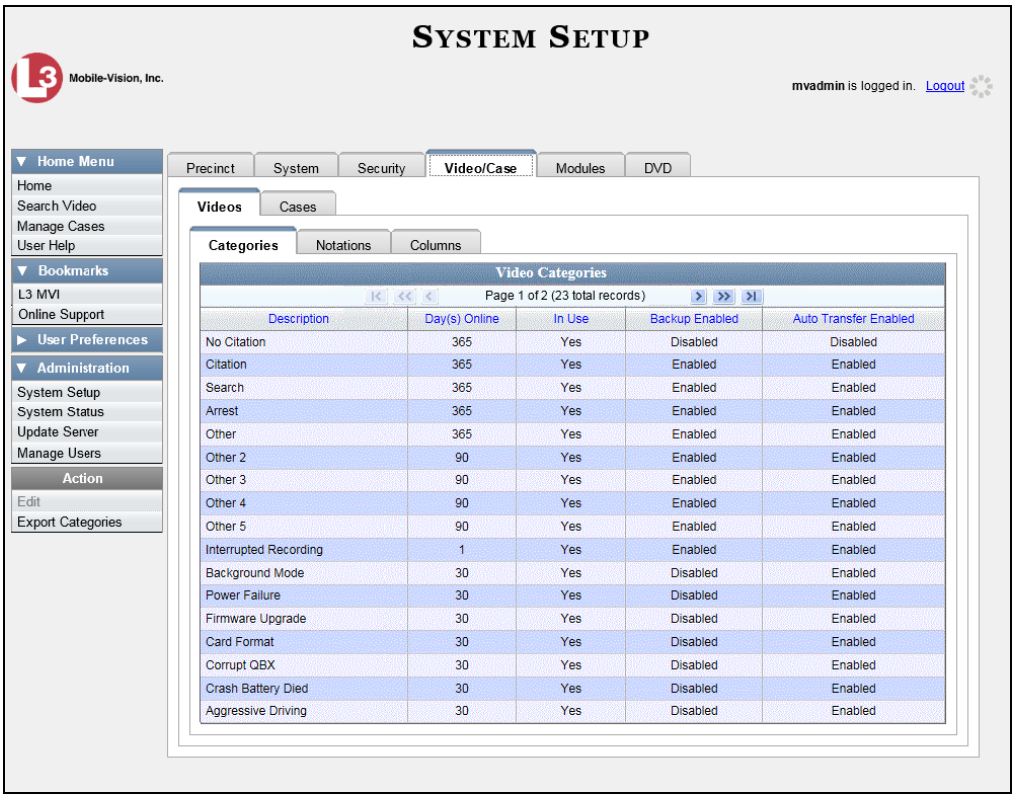
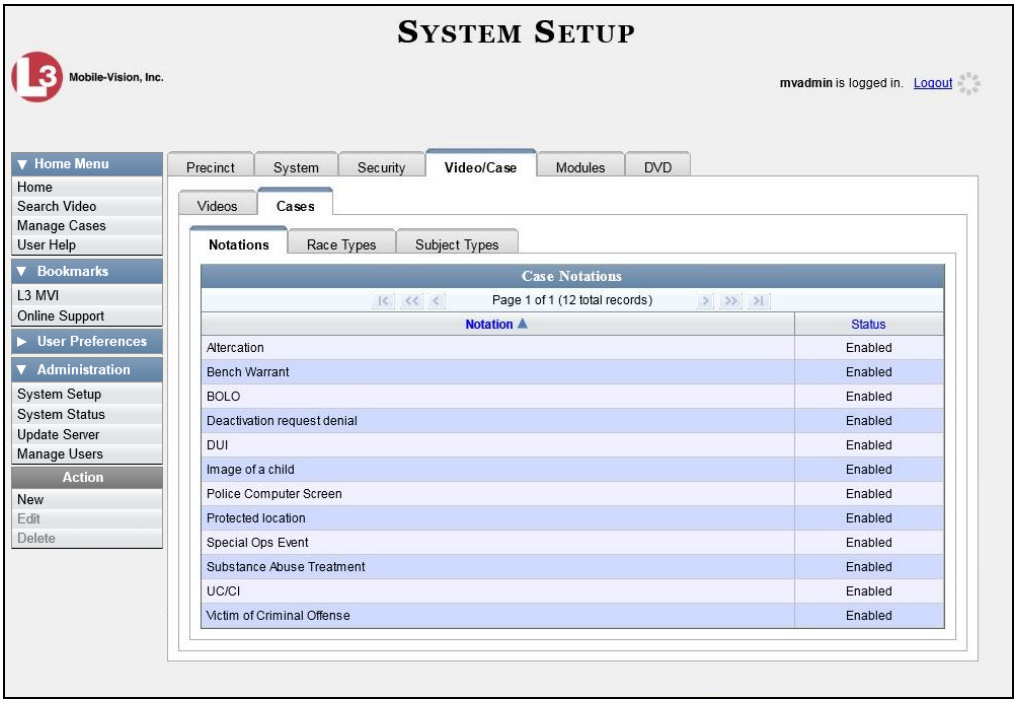



**3** Click the **Cases** tab.

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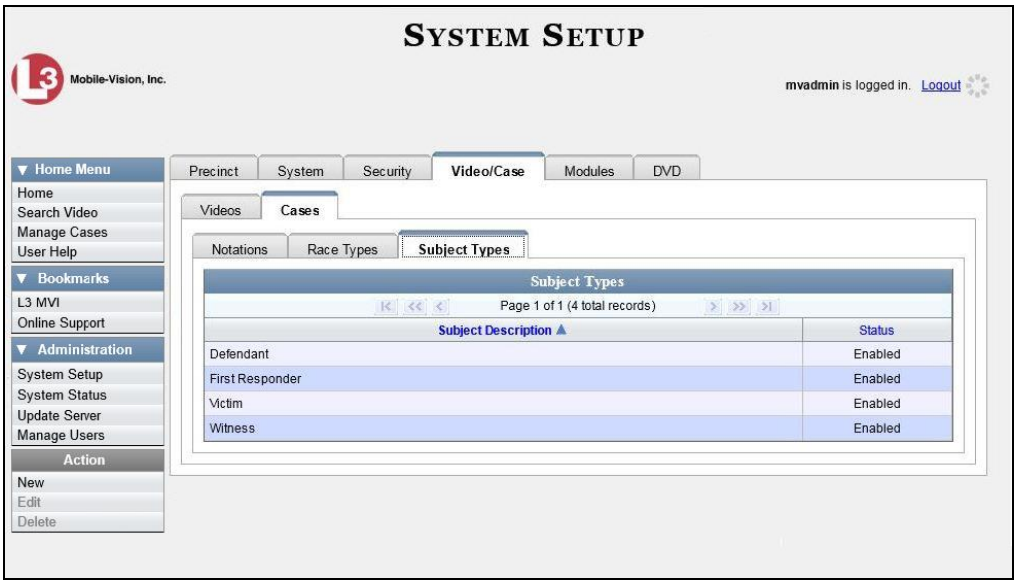
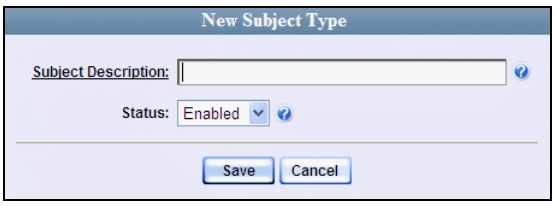
4 Click the **Subject Types** tab.




5 Go to the Action column and click **New**. The New Subject Type popup displays.




6 Enter a name for the new subject type in the *Subject Description* field. This is the value that will display on the Subject Information form.

7 Click **Save**. The new subject type displays on the Subject Types list.

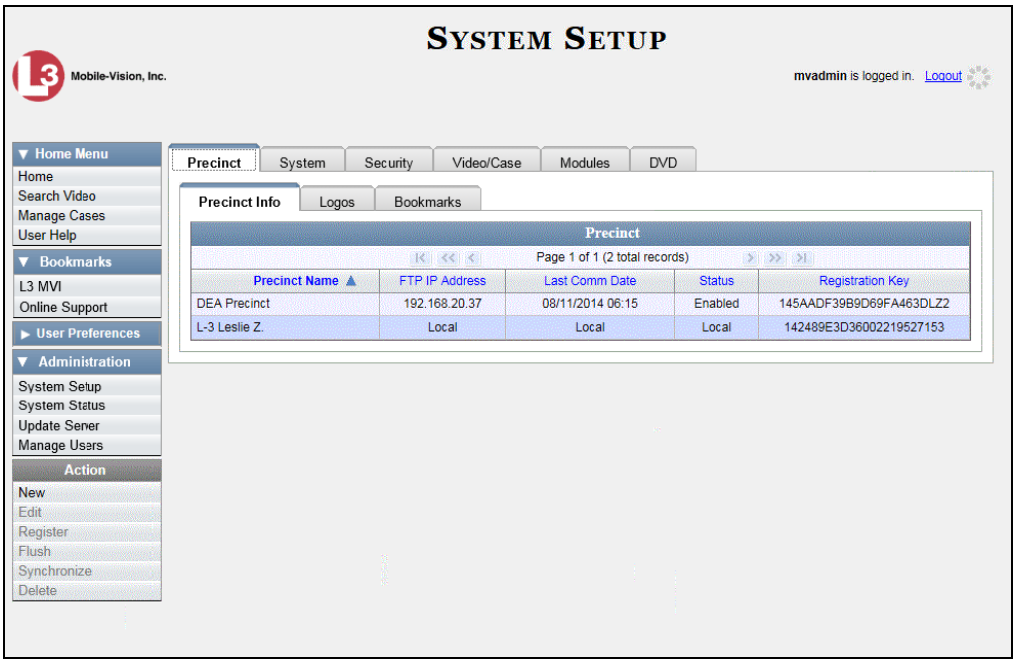
## Changing a Subject Type

This section describes how to change a Subject Type's name or status. For more on this topic, see "Maintaining Subject Types" on page 374.

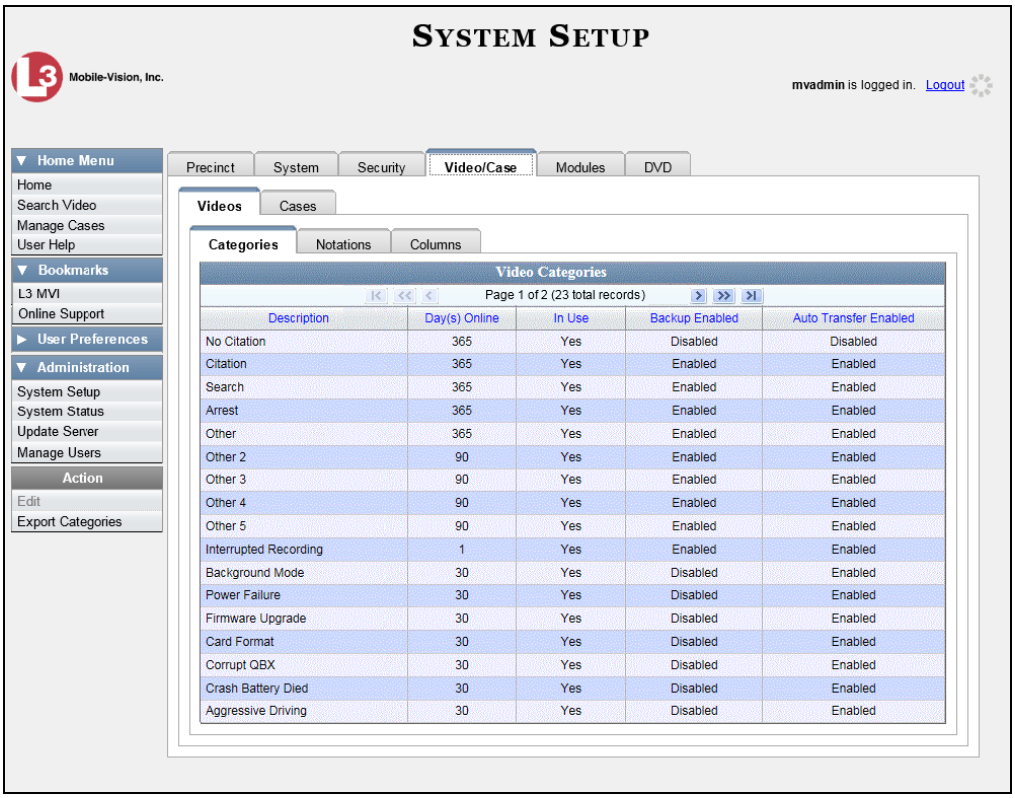
1 Go to ▼ Administration and click **System Setup**. The System Setup page displays.

*(Continued)*

This document consists of general capabilities information that is not defined as controlled technical data under ITAR part 120.10 or EAR




**2** Click the **Video/Case** tab.




**3** Click the **Cases** tab.

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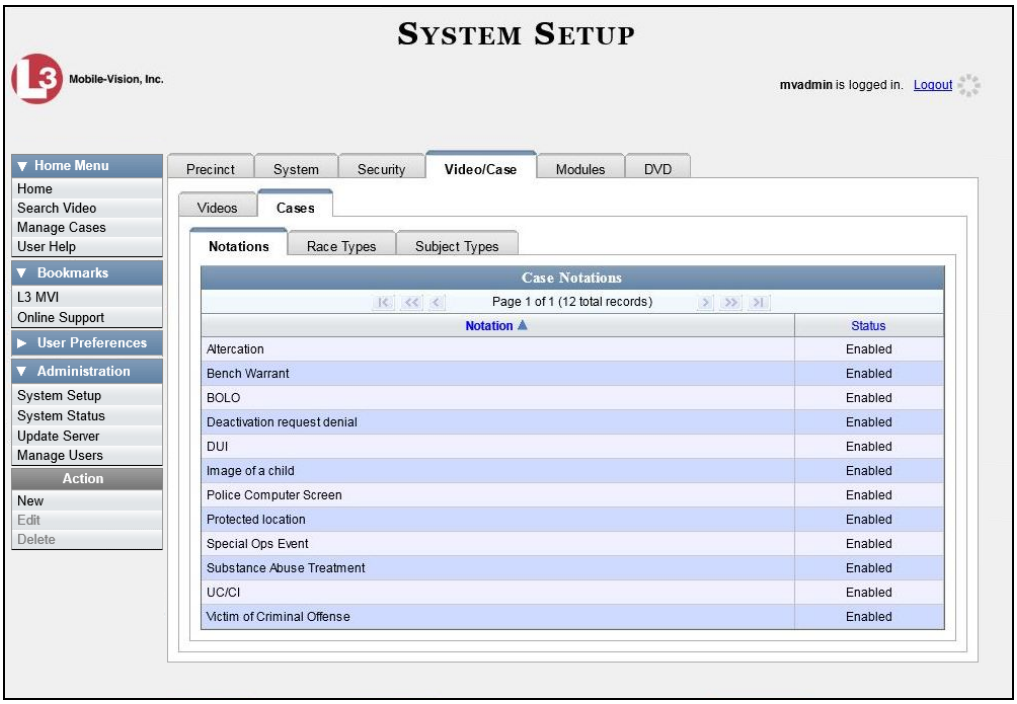
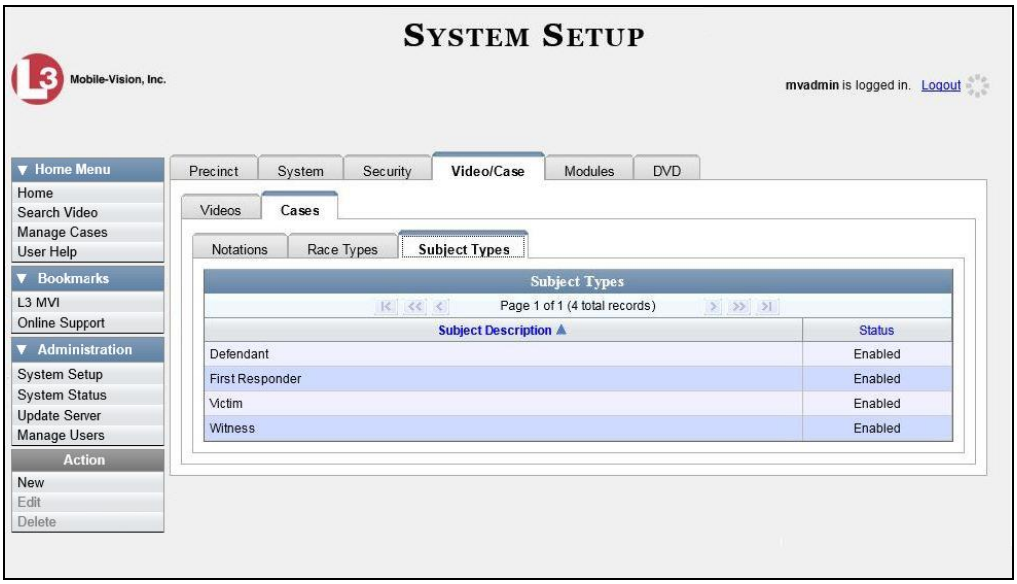



**4** Click the **Subject Types** tab.




**5** Right-click on the record you wish to update, then select **Edit** from the popup menu.

The Edit Subject Type popup displays.

*(Continued)*



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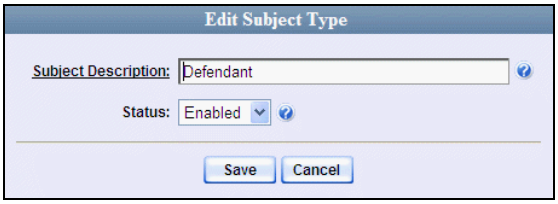



6 To change the description for the Subject Type, enter a new value in the *Subject Description* field. Otherwise proceed to the next step.

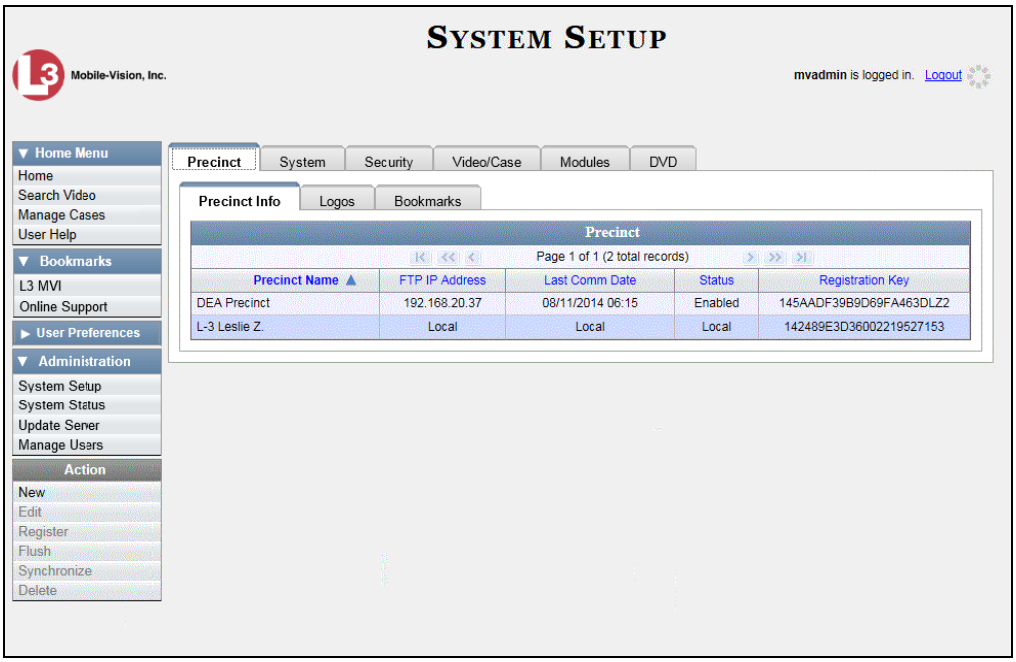
7 To change the Subject Type's status, select a new value from the *Status* drop-down list. Otherwise proceed to the next step.

8 Click **Save**.

## Deleting a Subject Type

This section describes how to delete a Subject Type. You can only delete those Subject Types that are not in use by an active case. If you wish to discontinue use of a Subject Type but cannot delete it, see "Disabling a Subject Type" on page 382 instead.

1 Go to ▼ Administration and click **System Setup**. The System Setup page displays.




2 Click the **Video/Case** tab.

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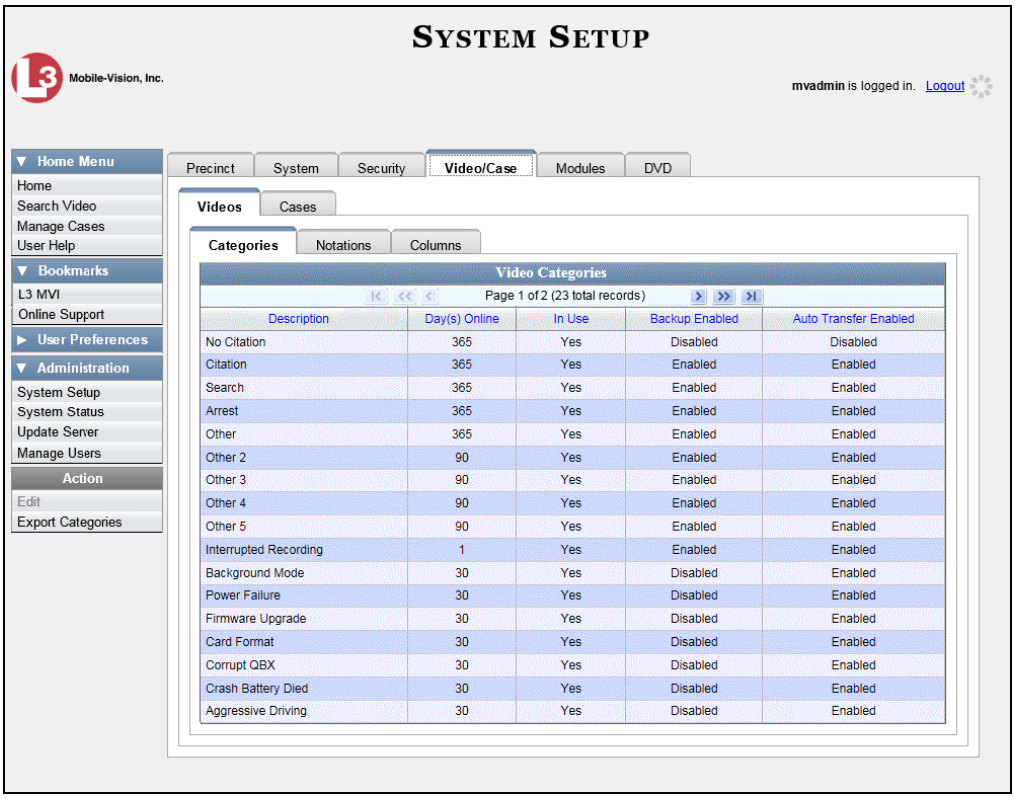
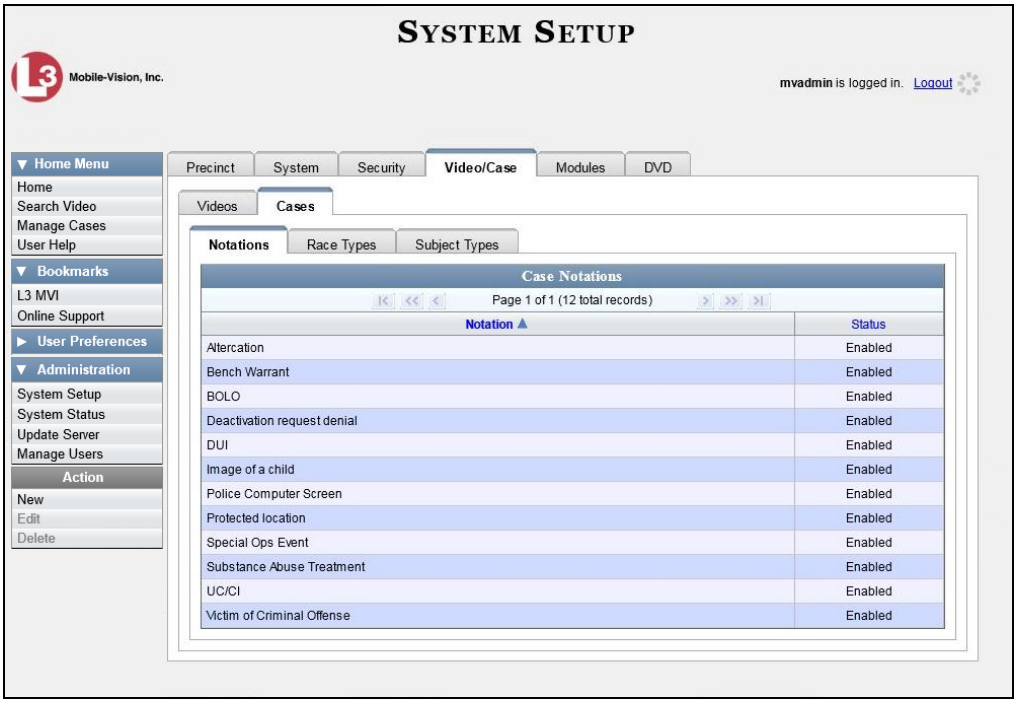



**3** Click the **Cases** tab.




**4** Click the **Subject Types** tab.

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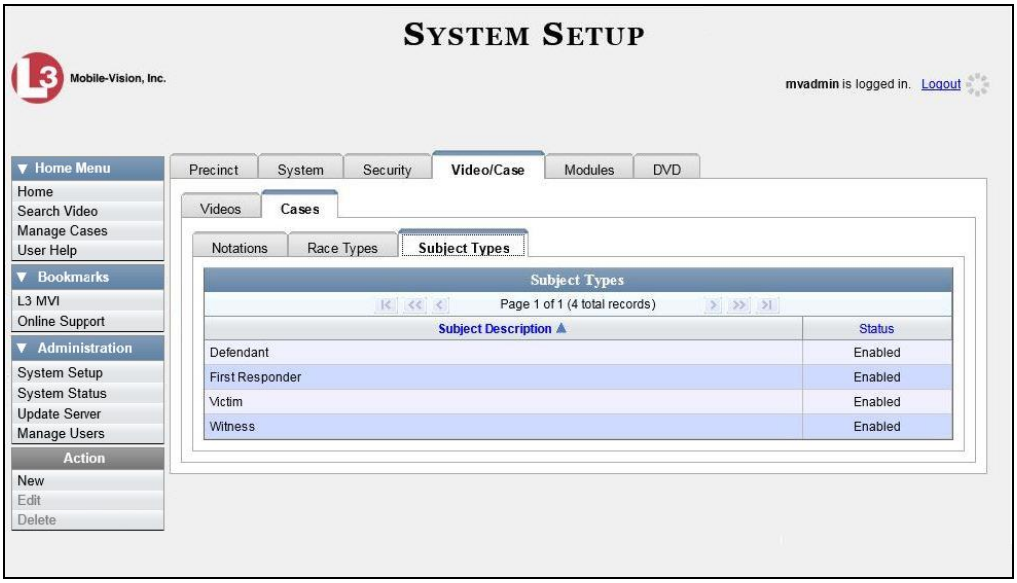


**5** Right-click on the Subject Type you wish to delete, then select **Delete** from the popup menu. A confirmation message displays.

**6** Click **Yes**.

⇒ If the selected Subject Type is *not* in use by an active case, the system removes it from the Subject Types list. **End of procedure**.

⇒ If the selected Subject Type *is* in use by an active case, the system displays an error message:

Try disabling the Subject Type instead, as described in the next section. Begin with step 4.

## Disabling a Subject Type

If you wish to discontinue use of a particular Subject Type, you may not be able to delete that value due to the fact that it is in use by one or more active cases. If such is the case, you have the option of *disabling* the Subject Type so that users cannot attach it to any future cases, as described in this section.

**1** Go to ▼ Administration and click **System Setup**. The System Setup page displays.

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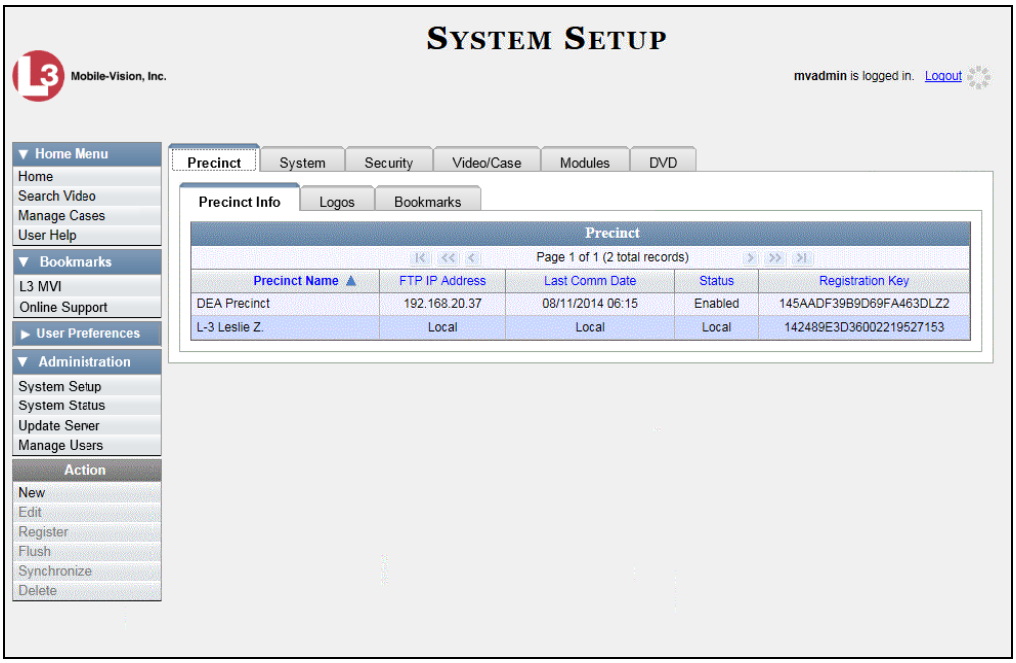
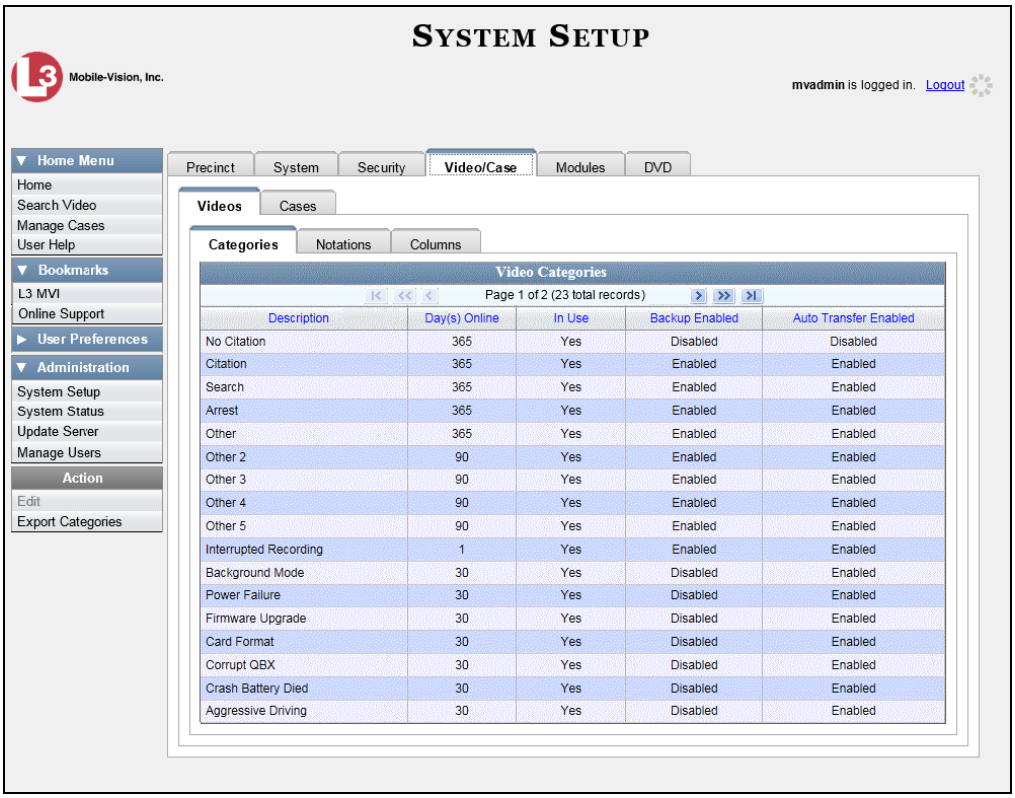



**2** Click the **Video/Case** tab.




**3** Click the **Cases** tab.

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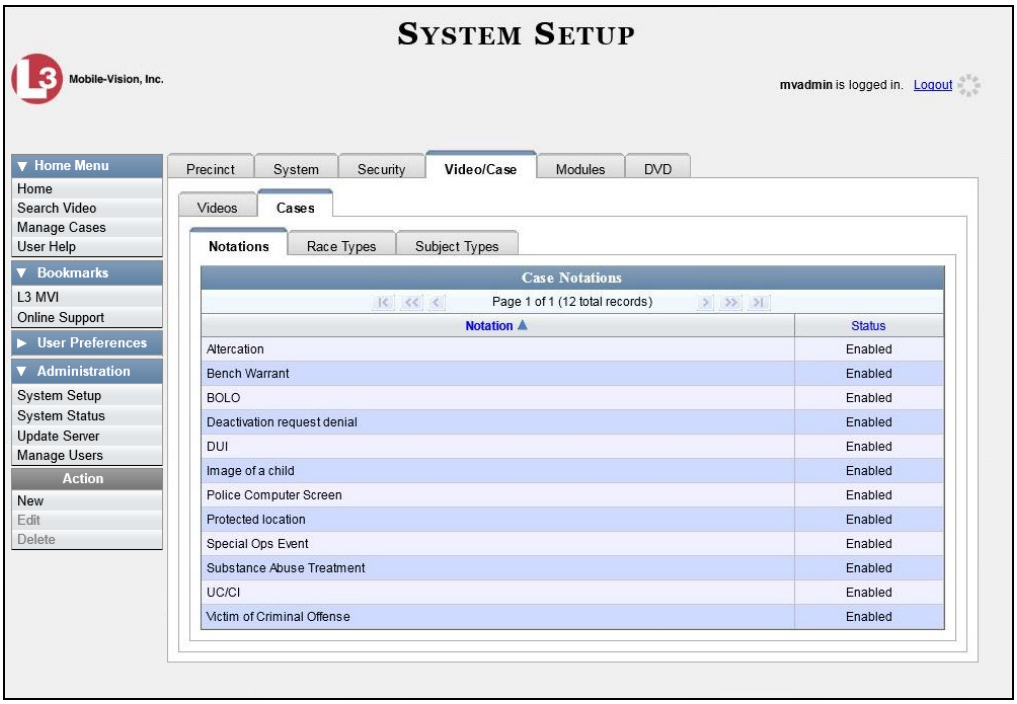
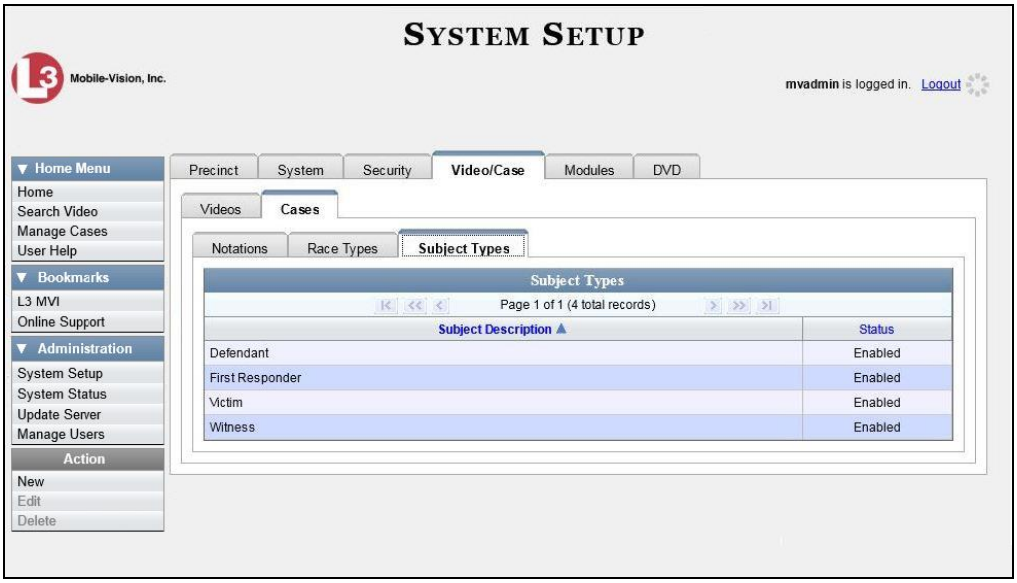



**4** Click the **Subject Types** tab.




**5** Right-click on the Subject Type you wish to disable, then select **Edit** from the popup menu. The Edit Subject Type popup displays.

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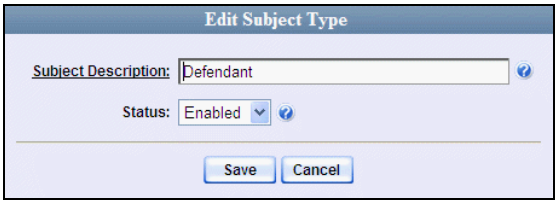


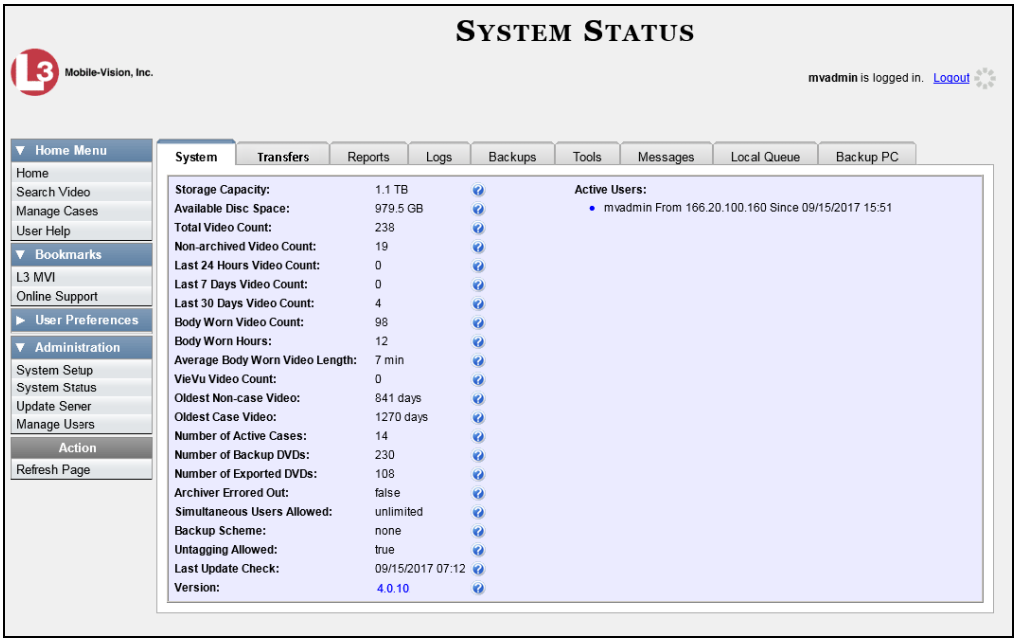

6 Select **Disabled** from the *Status* drop-down list.

7 Click **Save**.

## Generating the Restricted Viewing Cases Report

This section describes how to download information on restricted cases to a .csv spreadsheet file. Restricted cases are those cases that can only be accessed by a specified group of users, as listed on the case's **Authorized Users** tab.

1 Go to ▼ Administration and click **System Status**. The System Status page displays.




2 Click the **Reports** tab.

*(Continued)*

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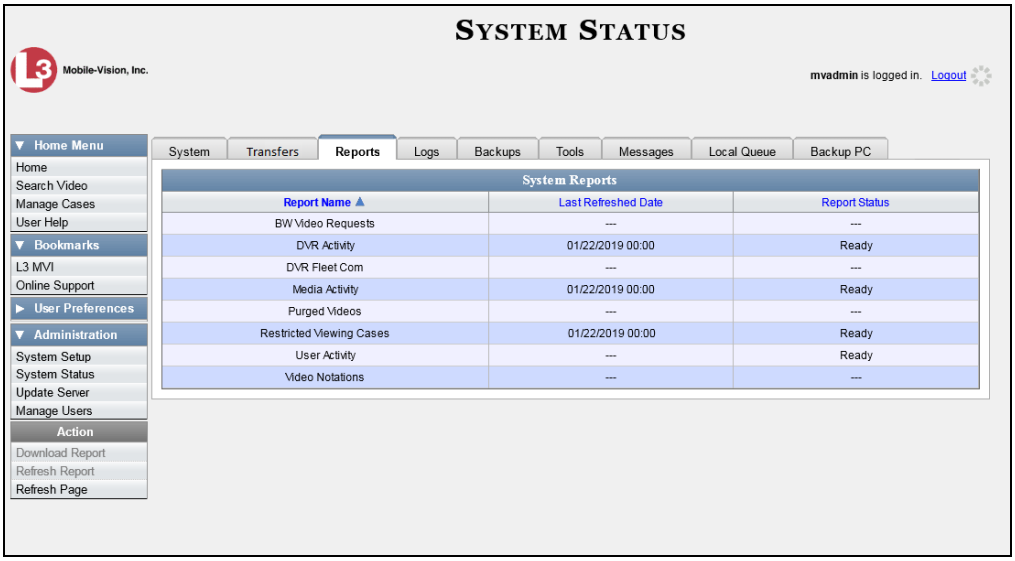
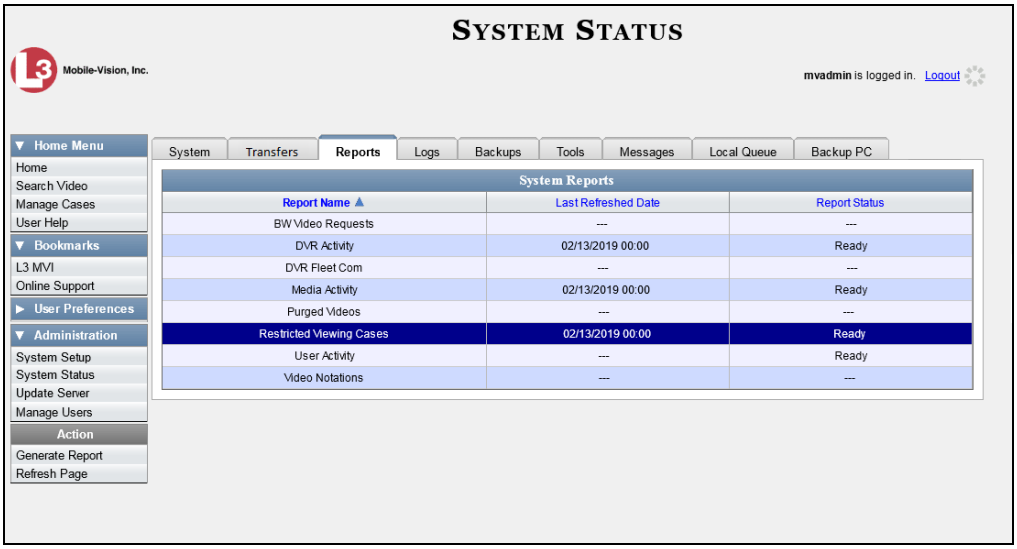
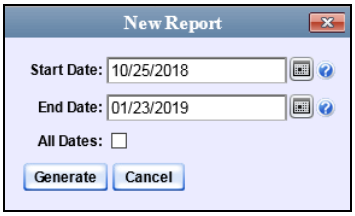



**3** Click on the **Restricted Viewing Cases** report to highlight it.




**4** Go the Action column and click **Generate Report**. The New Report popup displays.




**5** To report on a selected date range, proceed to the next step.

– OR –

To report on *all* dates, select the *All Dates* checkbox. Skip to step 8.

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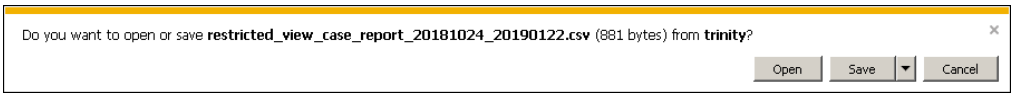
6 Proceed to the *Start Date* field. Using the calendar icon, select the beginning of the date range you wish to report on.

7 Proceed to the *End Date* field. Using the calendar icon, select the end of the date range for this report.

8 Click **Generate**. A Windows message displays.




9 Click **Open**. The report displays in your default spreadsheet application, such as Microsoft Excel.

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# 5 Backup PCs

A Backup PC is a computer used to process DVD burn requests. Because the process of burning DVDs is resource-intensive, one PC is dedicated to this task. If you are using a *Bravo* robotic DVD burner, then the backup PC is a separate computer workstation connected to the disc burner. If you are using a *Rimage* DVD/Blu-Ray burner that combines a disc burner with a computer, the Backup PC refers to the computer component of the Rimage.

If your Agency server has more than one Bravo DVD burner, each DVD burner must have its own Backup PC. Any time you add a new Backup PC/DVD Burner to your setup, you will have to enter a new backup PC record, as described on page 393.

Your System Implementation Specialist will initially install and configure the Agency server's Backup PC(s) during implementation. However, you may occasionally need to perform tasks related to this device, such as viewing the Backup PC Status page, which logs any Backup PC errors that occur.

For more information, see:

- ❒ Updating the Backup PC Software, below
- ❒ Adding a Backup PC, page 393
- ❒ Changing a Backup PC, page 397
- ❒ Deleting a Backup PC, page 399
- ❒ Viewing the Backup PC Status Page, page 400.

To change your auto-backup settings, see "Changing the File Types that are Automatically Archived" in chapter 3.

## Updating the Backup PC Software

Occasionally, you may need to update the software that controls your backup PC. Perform this task whenever you receive an update notification in your Inbox (*Update Required for your Backup PC),* or you are instructed to do so by a Mobile-Vision Technical Support Engineer.

The Backup PC update procedure needs to be performed on the Backup PC itself.

1. Go to the top right of the Home page and click **Logout**.
2. Walk to the Backup PC.
3. Login to DEA Agency again from the Backup PC. (Make sure that you login as an Administrator.)

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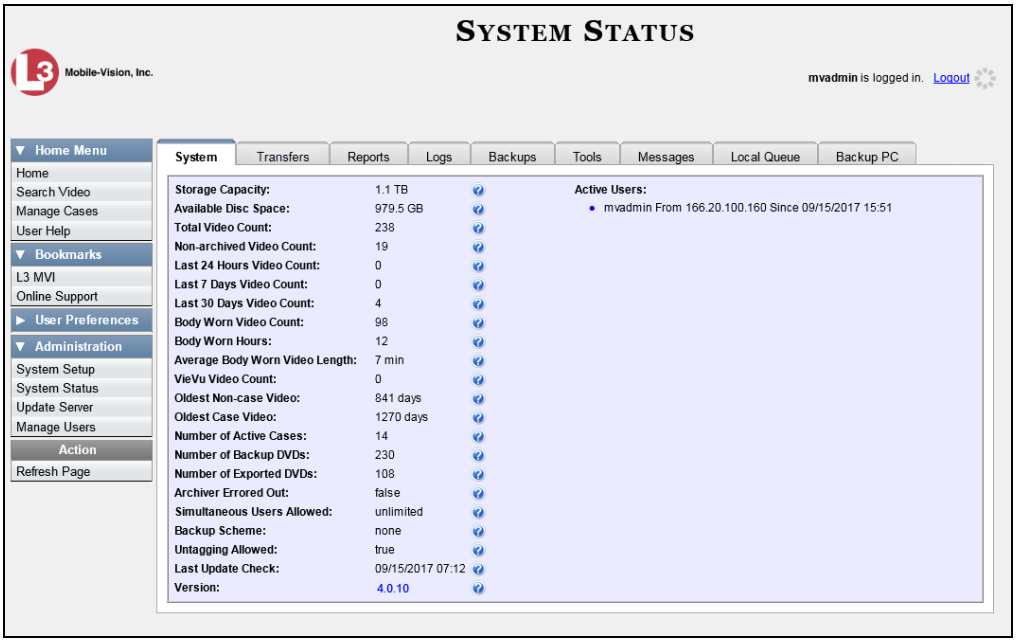
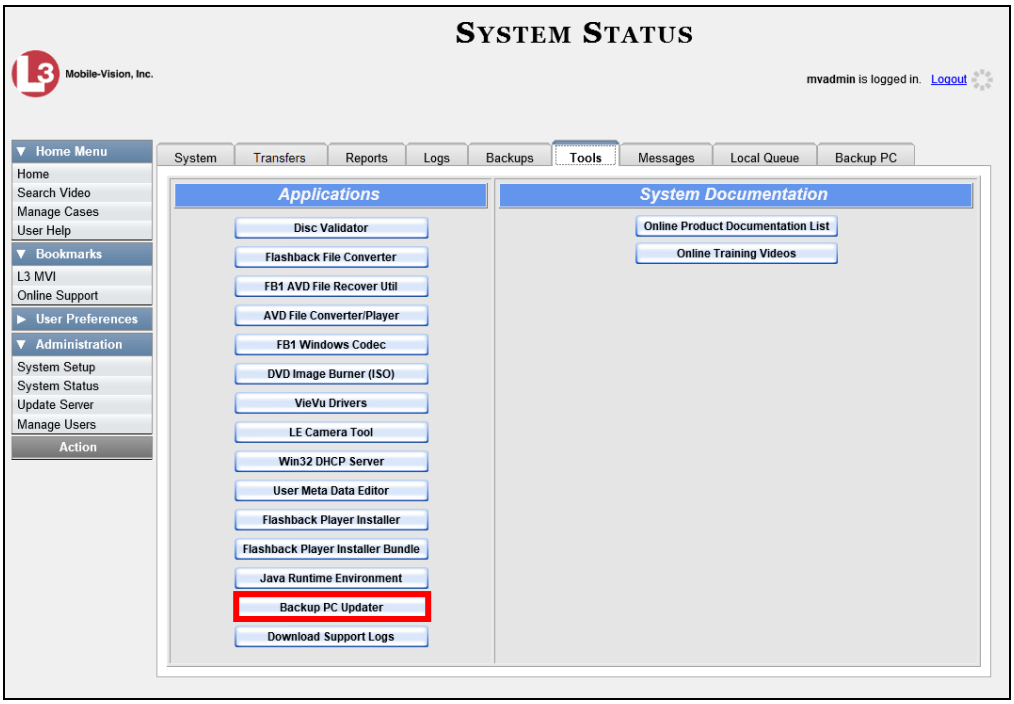
4 Go to ▼ Administration and click **System Status**. The System Status page displays.




5 Click the **Tools** tab.




6 Go to the *Applications* column and click the **Backup PC Updater** button. A Windows message displays.

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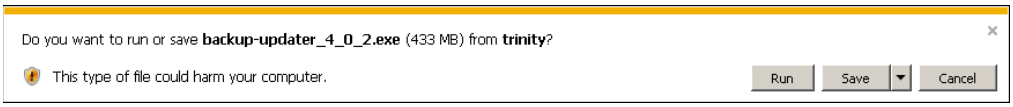
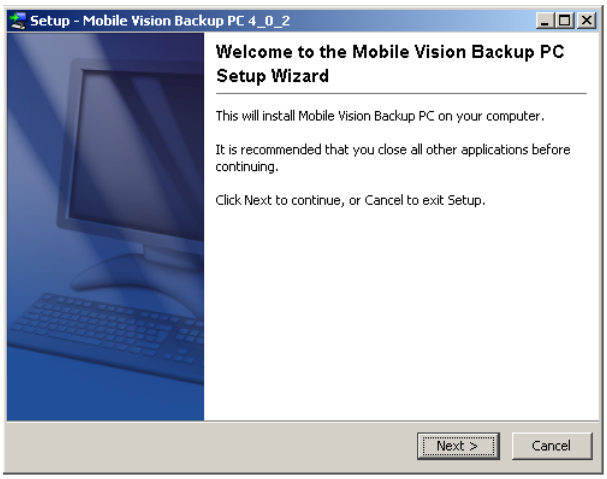
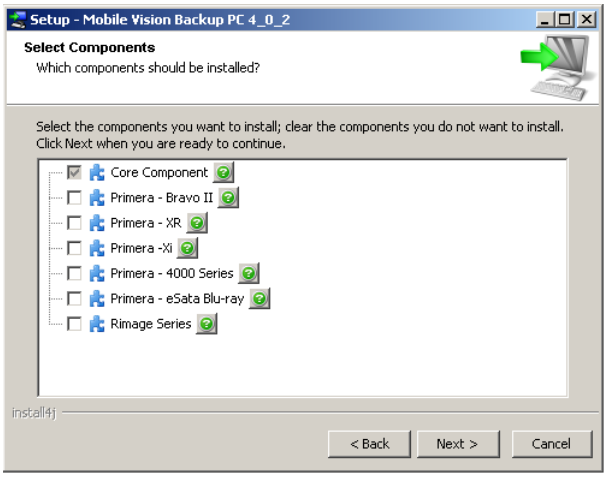



**7** Click **Run**. The system copies some files from the server to your PC. After a momentary delay, the Setup Wizard launches.




**8** Click **Next**. A list of DVD burners displays.




**9** Select the type of disc burner that your Backup PC is connected to. Make sure you select *only one* burner.

**WARNING**: If you select more than one DVD burner *or* you select the *wrong* DVD burner, or it could render your Backup PC system temporarily inoperable.

**10** Click **Next**. The system begins updating your Backup PC.

*(Continued)*

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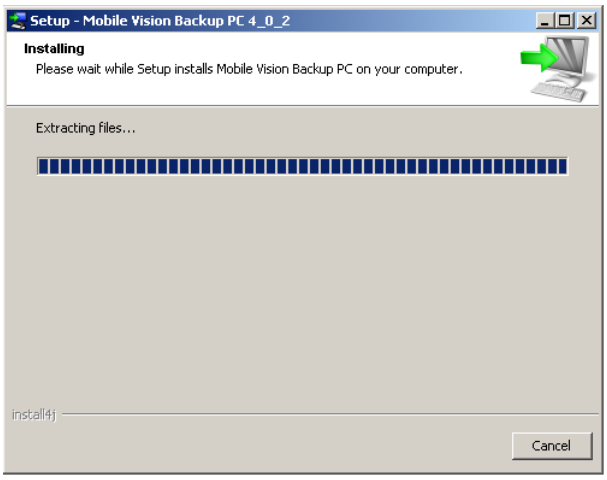
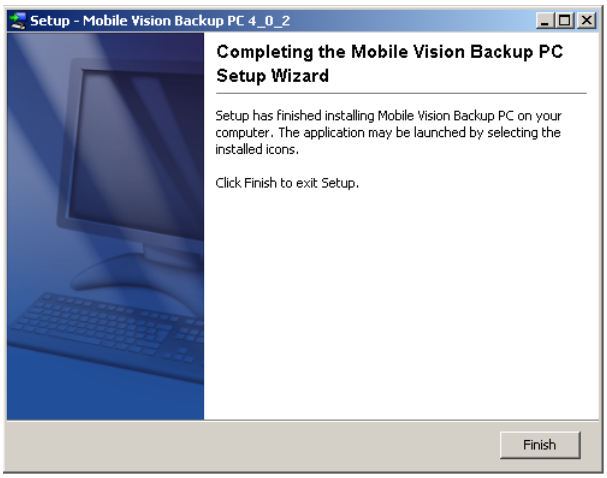
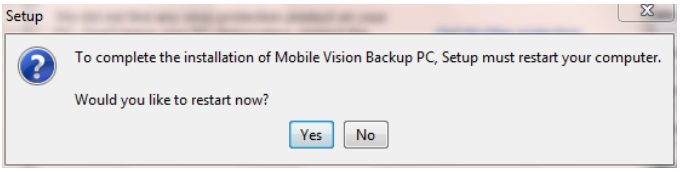



Once the software has been installed on your PC, a confirmation message displays.




**11** Click **Finish**. The system prompts you to reboot your PC.




**12** Close any files that you may have open on the Backup PC, then click **Yes**.

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## Adding a Backup PC

This section describes how to enter a new record for a Backup PC. This information will be used to control your robotic DVD burner. For more on Backup PCs and how they are used in DEA, see page 389.

***Regarding Bravo units***

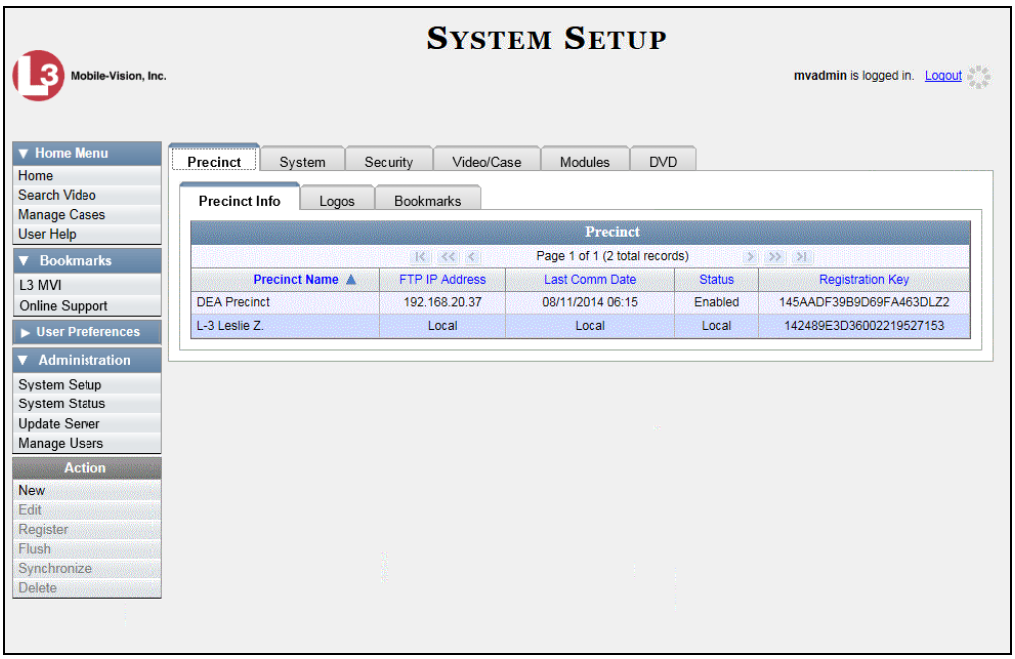
Every Bravo DVD burner has one or two *input* bins and one *output* bin. The *input* bin is where the blank DVDs go. The *output* bin is where the robotic DVD burner places the completed DVDs.

There are two modes used to configure a Bravo DVD burner: *regular* mode and *kiosk* mode. In *regular* mode, the DVD burner's *right* bin is used as the *input* bin and the *left* bin is used as the *output* bin. In *kiosk* mode, both the right and left bins are used as *input* bins, and a center "catch" tray is used as the *output* bin. If you prefer to configure your DVD burner in *kiosk* mode, ask a Mobile-Vision Technical Support Engineer to assist you.

1. Contact Mobile-Vision Support at 800-336-8475 (when prompted, select the phone option for "Service", then "Back Office"). A Technical Support Engineer will assist you with the preliminary setup tasks required to add a new burning station. This step is sometimes referred to as "pre-staging."

2. Obtain an IP address for the new Backup PC. If the Backup PC will be connected to the Mobile-Vision network, your TSE will provide you with this address. If the Backup PC will be connected to your agency's network, your agency's Network Specialist will provide you with this address.

3. Go to ▼ Administration and click **System Setup**. The System Setup page displays.

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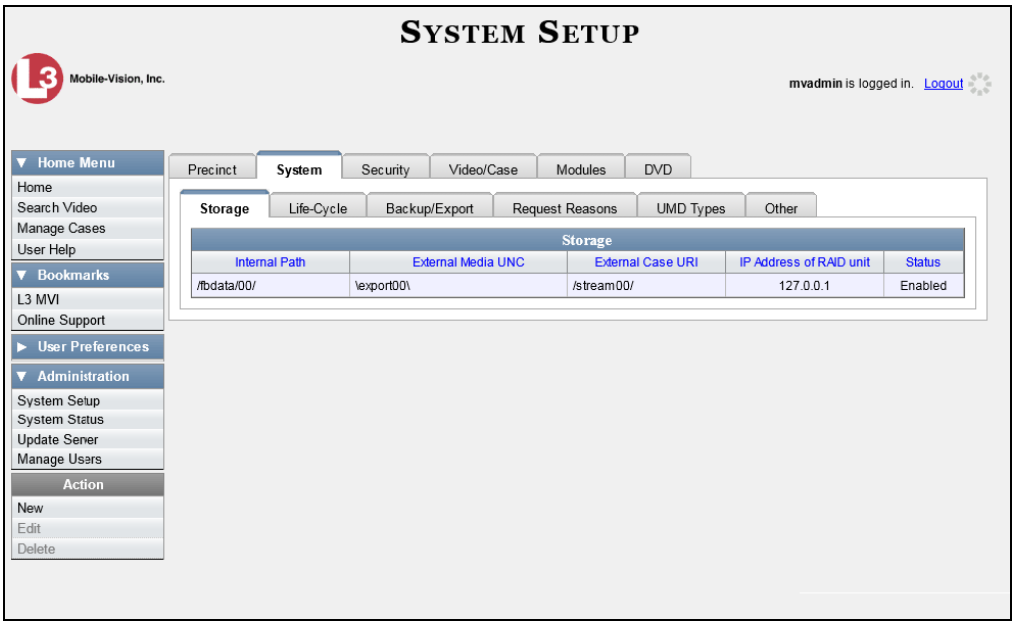
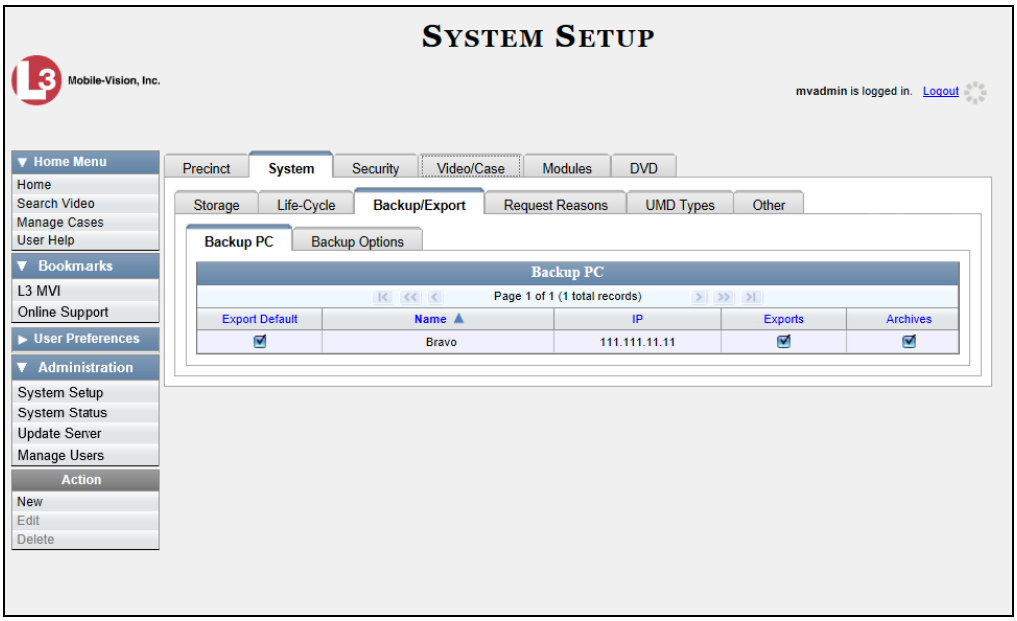
4 Click the **System** tab.




5 Click the **Backup/Export** tab.




6 Make sure that the **Backup PC** tab is selected, as pictured above. The columns on this form are described in the following table.

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| Backup PC | |
|---|---|
| **Column** | **Description** |
| Export Default | If your agency is using more than one backup PC/DVD burner, this checkbox is used to indicate whether or not the system will default to this backup PC when you display the Export Options popup:<br>☑ Use this backup PC as the default on the Export Options popup<br>☐ Do *not* use this backup PC as the default on the Export Options popup |
| Name | The name of this Backup PC. |
| IP | The IP address of this Backup PC. |
| Exports | If your agency is using more than one backup PC/DVD burner, this checkbox is used to indicate whether or not you wish to enable this device to process user-requested burn jobs:<br>☑ Allow this Backup PC to process user-requested burn jobs<br>☐ Do *not* allow this Backup PC to process user-requested burn jobs |
| Archives | If your agency is using more than one backup PC/DVD burner, this checkbox is used to indicate whether or not you wish to enable this device to process system-requested burn jobs (i.e., archives on Certified Backup Discs):<br>☑ Allow this Backup PC to process system-requested burn jobs<br>☐ Do *not* allow this Backup PC to process system-requested burn jobs<br>**Note**: If you have more than one robotic DVD burner, it's recommended that you allocate only *one* DVD burner for system archives. |

**7** Go to the Action column and click **New**. The New Backup PC popup displays.

*(Continued)*

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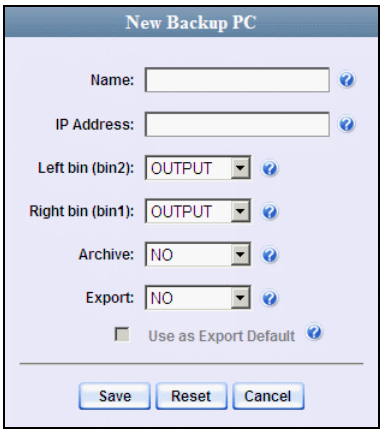


**8** Enter a descriptive name for this backup PC in the *Name* field.

**9** Enter the IP Address for this backup PC in the *IP Address* field.

**10** If this record is for a *Bravo* burner, proceed to the next step.

– OR –

If this record is for a *Rimage* burner, skip to step 12.

**11** If you plan to use the DVD burner in *kiosk* mode (see description on page 393), proceed to the next step.

– OR –

If you plan to use the DVD burner in *regular* mode (see description on page 393), keep the *Left bin (bin 2)* field set to the default value (OUTPUT) and skip to step 13.

**12** Go to the *Left bin (bin 2)* field and select the type of disc that you plan to place in the DVD burner's *left* bin (Bravo units) or bin 2 (Rimage units):

DVDR..... DVD single layer discs
DVDRDL ..... DVD dual layer discs
BD ..... Blu-ray single layer discs
BDDL ..... Blu-ray dual layer discs

**13** Go to the *Right bin (bin 1)* field and select the type of disc that you plan to place in the DVD burner's *right* bin (for Bravo) or bin 1 (for Rimage), as listed in step 12 above.

**14** Go to the *Archive* field and select the type of disc that you wish to use for your system-generated archive discs (i.e., Certified Backup Discs).

**15** Go to the *Export* field and select the type of disc that you wish to use for your user-requested certified copies (i.e., export discs).

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16 If you wish to use this backup PC as the default on the Export Options popup, select the *Use as Export Default* checkbox.

– OR –

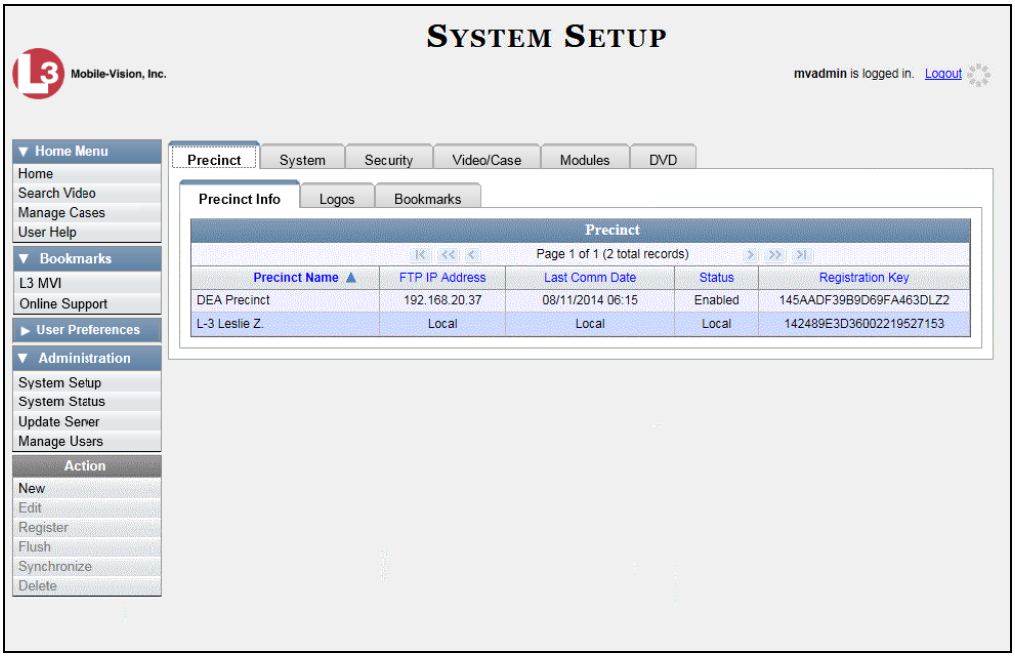
If you do *not* wish to use this backup PC as the default on the Export Options popup, proceed to the next step.

17 Click **Save**. The new Backup PC record displays on the Backup PC list.

## Changing a Backup PC

This section describes how to update an existing backup PC record. For example, if you decide to switch from using *single* layer DVDs to *dual* layer DVDs, you'd need to update the associated backup PC record.

1 Go to ▼ Administration and click **System Setup**. The System Setup page displays.




2 Click the **System** tab.

*(Continued)*

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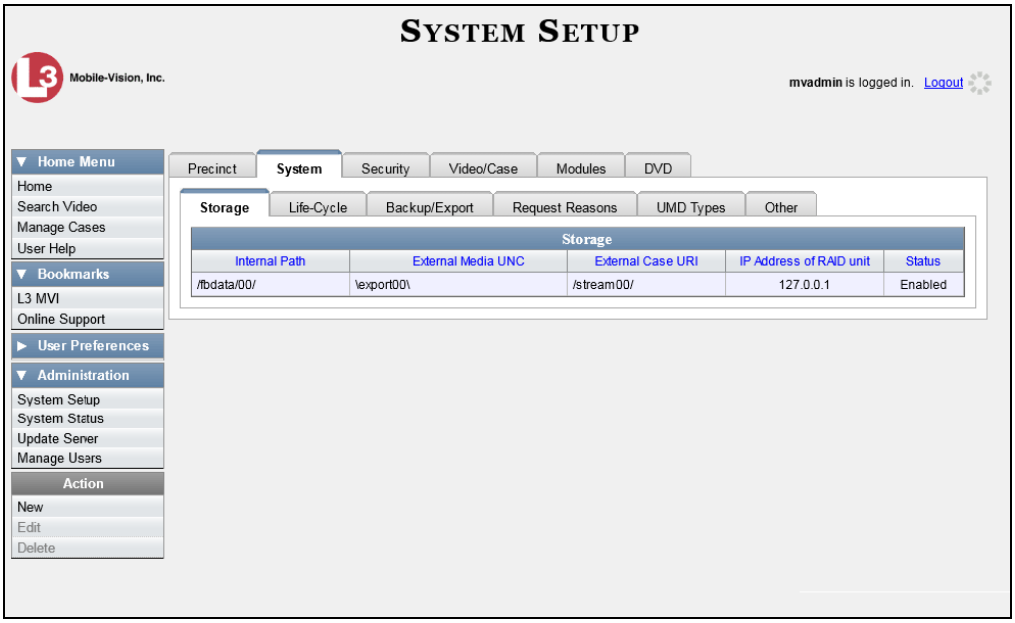
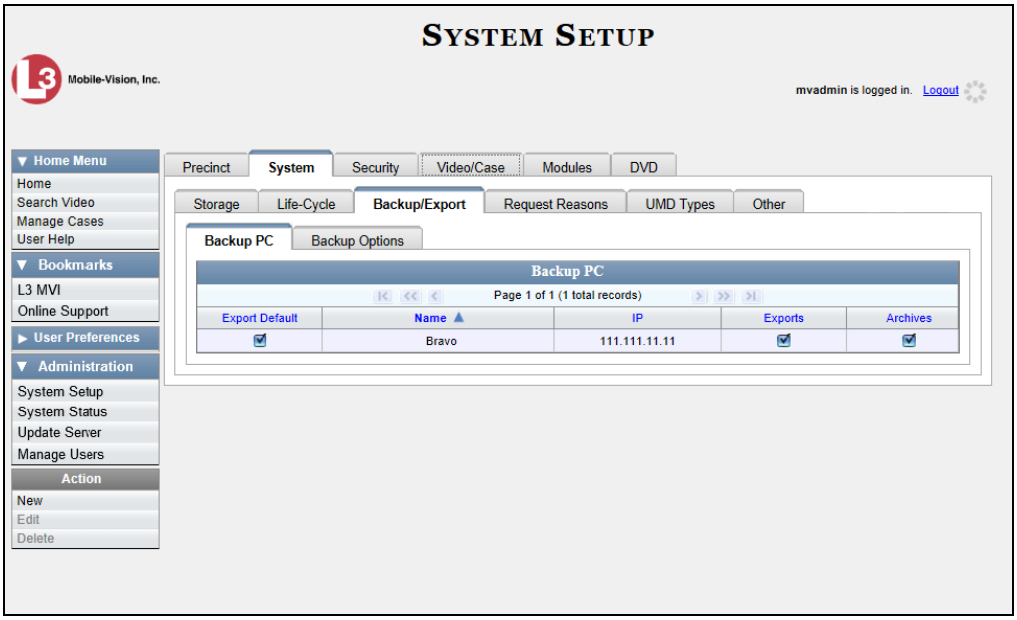



**3** Click the **Backup/Export** tab.




**4** Make sure that the **Backup PC** tab is selected, as pictured above. For a description of the columns on this form, see the table on page 395.

**5** Right-click on the backup PC record you wish to update, then select **Edit** from the popup menu. The Edit Backup PC popup displays.

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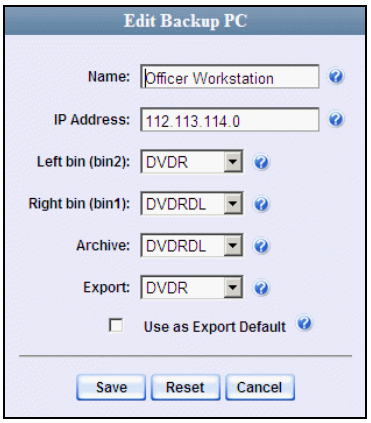
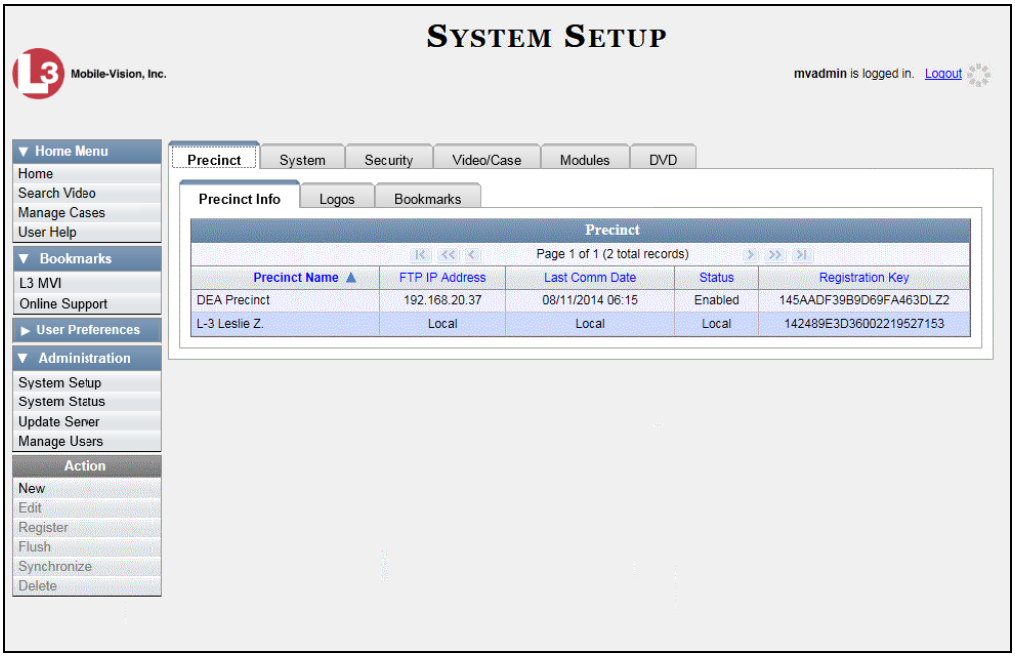



6 Enter/select your changes in the appropriate field(s), then click **Save**.

## Deleting a Backup PC

This section describes how to delete an existing backup PC record. Perform this task after a backup PC/DVD burner has been decommissioned, or as directed by your Mobile-Vision Technical Support Engineer.

1 Go to ▼ Administration and click **System Setup**. The System Setup page displays.




2 Click the **System** tab, as pictured on the previous page.

3 Click the **Backup/Export** tab, as pictured on the previous page.

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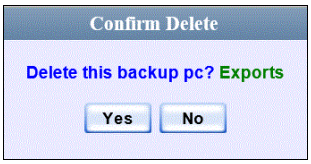
4 Make sure that the **Backup PC** tab is selected.

5 Right-click on the backup PC record you wish to delete, then select **Delete** from the popup menu. A confirmation message displays.

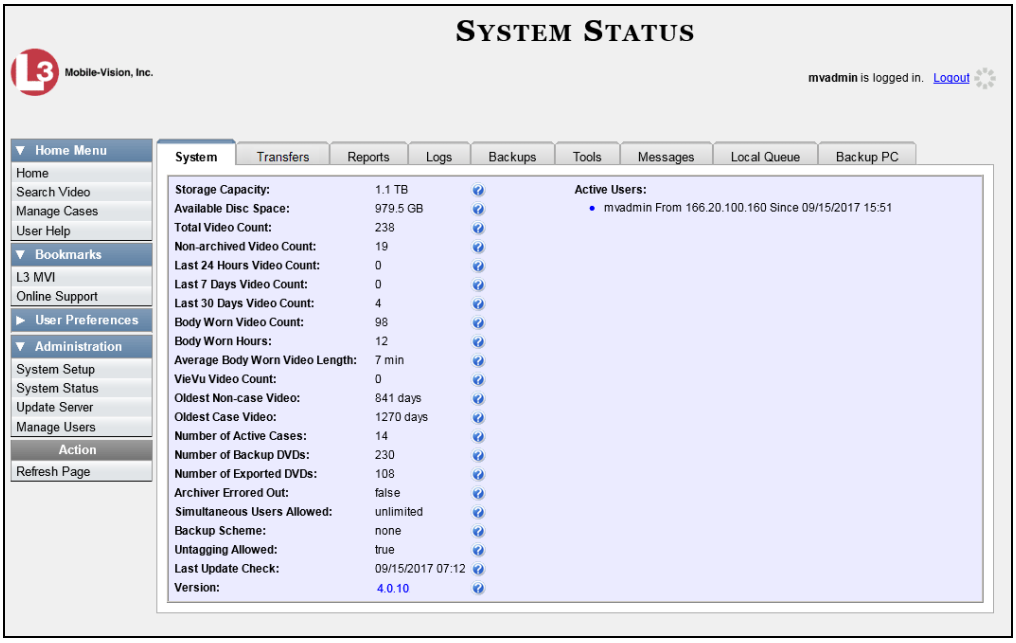



6 Click **Yes**. The selected record is removed from the system.

## Viewing the Backup PC Status Page

This section describes how to view the current status of a backup PC workstation.

1 Go to ▼ Administration and click **System Status**. The System Status page displays.




2 Click the **Backup PC** tab. The current status of your backup PC displays. If there are any error messages, they will display here.

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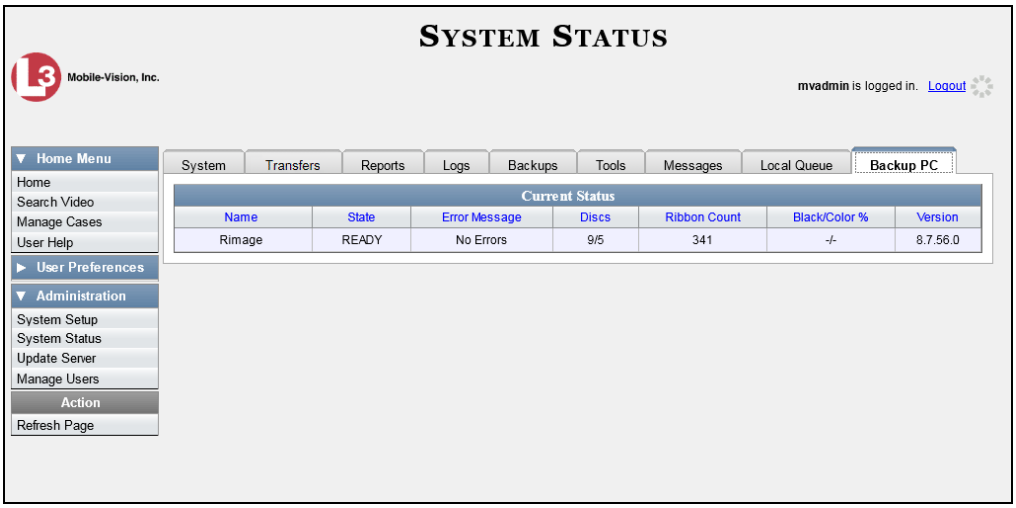


The columns on the **Backup PC** tab are described below.

| Backup PC | |
|---|---|
| **Column** | **Description** |
| Name | The name of this Backup PC |
| State | The current state of this Backup PC:<br>▪ READY. Backup PC is up and running; DVD burner is ready to burn<br>▪ ERROR. A problem has occurred that is preventing the Backup PC from processing burn request(s).<br>▪ OFFLINE. The Backup PC and/or robotic DVD burner is turned off. |
| Error Message | A description of the error that has occurred, if applicable. You can fix many of these problems yourself (for example, *The color cartridge is in the black cartridge holder*, or *The cover on the unit has been open for an extended period of time*). However, if you encounter a problem that you *can't* fix on your own, feel free to contact Mobile-Vision Support for assistance. |
| Discs | The number of discs that are left in the DVD burner's input bin(s). When this number gets low, you need to add more discs to the input tray(s). |
| Ribbon Count<br>*(Rimage units only)* | The exact number of disc labels that can still be printed using the Rimage's heat transfer printing mechanism. |
| Black Color %<br>*(Bravo units only)* | An estimate of the percentage of remaining ink left in the Bravo's ink jet cartridges. |
| Version | *This field is used by Mobile-Vision employees only.* |

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# 6 Utilities

This chapter describes how to perform those system maintenance procedures that are not covered in any other part of this guide. Perform these procedures in response to agency needs, user requests, and/or *Inbox* messages received.

For more information, see:


- ❒ Viewing the System Logs, next page
- ❒ Viewing System Alerts from the 'Messages' Tab, page 405
- ❒ Updating Precinct & Agency Information, page 407
- ❒ Forwarding System Messages to Your Regular Mailbox, page 415
- ❒ Changing the Application Display Logo, page 416
- ❒ Maintaining Storage Devices, page 418
- ❒ Viewing/Changing the Online Lifecycle Settings, page 425
- ❒ Maintaining the 'Race' Field, page 428
- ❒ Activating a New Module, page 435
- ❒ Viewing the System Status Page, page 439
- ❒ Viewing/Printing Software Release Notes, page 442
- ❒ Accessing Product Manuals & Training Videos, page 444
- ❒ Updating the Application, page 445
- ❒ Changing the Session Timeout Setting, page 448
- ❒ Changing the Application's Color Scheme, page 457
- ❒ Downloading the Support Logs, page 459
- ❒ Downloading the Java Runtime Environment (JRE) Application, page 461
- ❒ Performing a Data Flush, page 462
- ❒ Manually Synchronizing a Precinct Server with the Agency Server, page 464
- ❒ Viewing Data Transfer Records, page 466
- ❒ Requesting a 'No Transfer' Video, page 467
- ❒ Maintaining Bookmarks, page 469
- ❒ Changing the Number of Rows Per Page, page 474.


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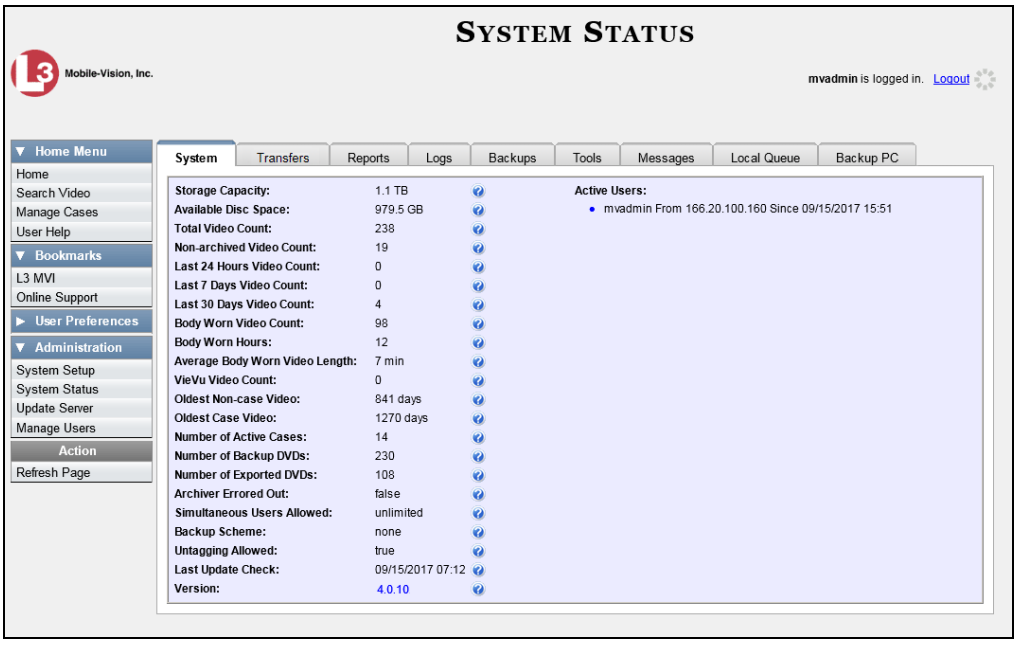
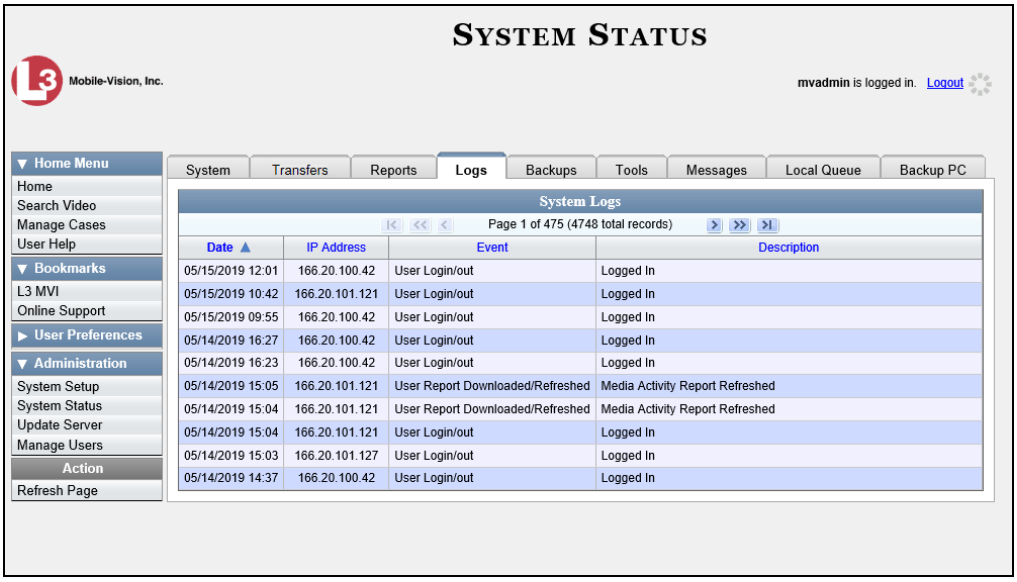
## Viewing the System Logs

This section describes how to view the system logs. These logs track changes and updates to the system settings.

1 Go to ▼ Administration and click **System Status**. The System Status page displays.




2 Click the **Logs** tab. The system logs display.

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The columns on the **Logs** tab are described below.

| System Logs | |
|---|---|
| **Column** | **Description** |
| Date | The date and time at which this event occurred. Displays in mm/dd/yyyy hh:mm format. |
| IP Address | The IP address of the machine from which the change was made. |
| Event | The type of change that was made to the system. |
| Description | A detailed description of the change that was made, including:<br>▪ Name and ID number of field changed<br>▪ Old field value<br>▪ New field value<br>▪ User who made the change |

**3** If necessary, use the navigation arrows at the top of the page to scroll through the complete logs list.

## Viewing System Alerts from the 'Messages' Tab

Occasionally, the system may send alert messages to the System Administrator, informing you of a possible problem or error that may require some action on your part. These messages show up in two places: on your Home page's Inbox Messages list, and on the *Messages* tab. The difference between viewing messages on the *Inbox Messages* list and viewing them on the *Messages* tab is that the messages on the *Messages* tab are grouped by *type*, whereas the messages on the *Inbox Messages* list are listed *individually*. Also, the messages on the Home page may be mixed in with other non-urgent messages, such as burn requests.

If, for example, you have fifty different 404 errors, all 404 errors would show up on the *Messages* tab as one entry with the number **50** in the *Quantity* column. Any unique information associated with these errors (e.g., the system path for the video file that threw the error) are masked out by brackets; therefore you lose any message-specific information. In contrast, on the Home page's *Inbox Messages* list, you would see all fifty 404 errors, including the actual paths to the videos that caused the errors.

As System Administrator, you may want to review the combined system messages on the *Messages* tab first, and then review individual messages on the Home page if more information is required.

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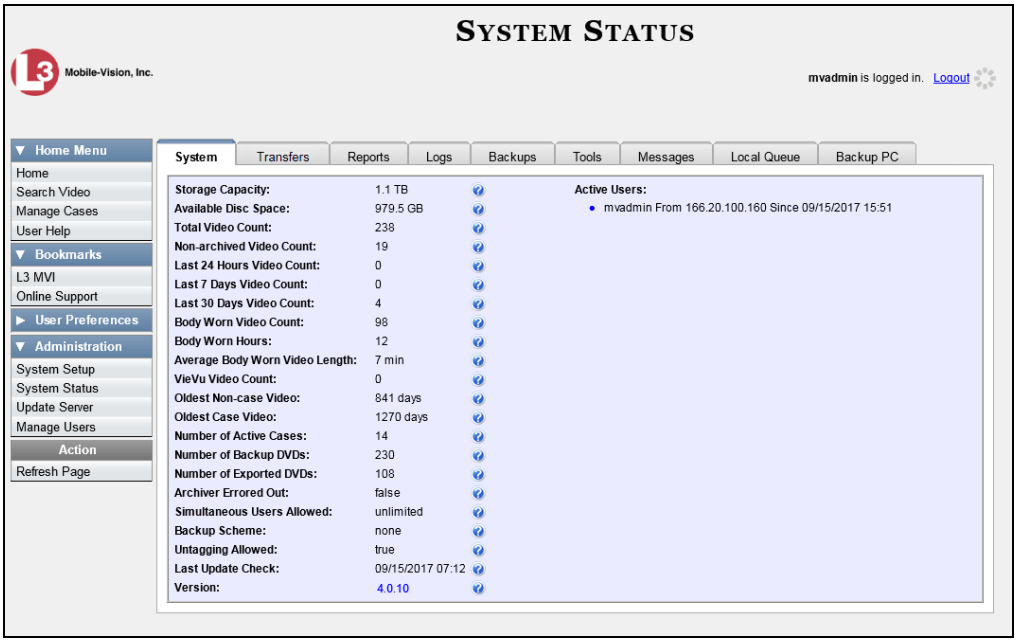
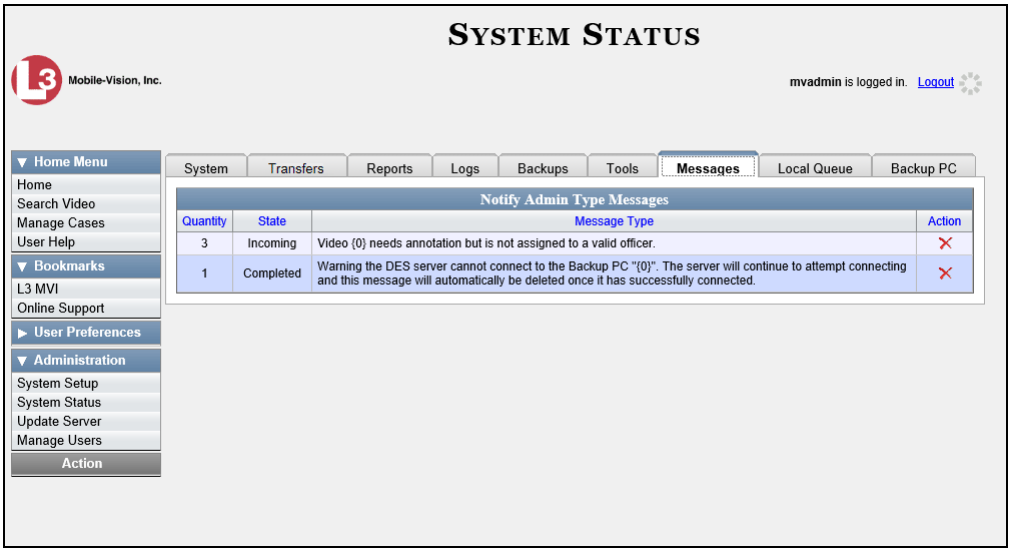
1 Go to ▼ Administration and click **System Status**. The System Status page displays.




2 Click the **Messages** tab. Any alert messages for the System Administrator display.




The columns on this tab are described in the following table.



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| Messages Tab | |
|---|---|
| **Column** | **Description** |
| Quantity | The number of messages related to the issue described in the *Message Type* column. |
| State | The current status of the issue described in the *Message Type* column. |
| Message Type | A description of the system issue. Because system messages are grouped by *type*, any information that is specific to an individual message is replaced by **{0}**. If you want to review the specific message content, you will have to view the message from your *Inbox Messages* list on the Home Page. |
| Action | An icon used to delete all messages related to the issue described in the *Message Type* column. |

3 After you have resolved the issue associated with an alert message, click the ✕ to the right of that message to delete all messages related to that issue.

## Updating Precinct & Agency Information

During installation, your System Implementation Specialist (SIS) will enter one record for your Agency server and one record for each of your Precinct servers. (These are called *Precinct* records even though they include one Agency record.) By default, the system prints some of this information on your archive DVDs, including the Precinct name and phone number.

For more information, see:

❒ Adding a Precinct, below
❒ Registering a Precinct, page 410
❒ Changing a Precinct, page 411
❒ Changing the Agency, page 412
❒ Deleting a Precinct, page 414

### Adding a Precinct

This section describes how to add a new record for a remote *Precinct*[*] server. After you do so, you need to register that Precinct in order to establish communication between the Precinct and Agency servers, as described in "Registering a Precinct" on page 410.

[*] Your System Implementation Specialist will enter your *Agency* server record at system start-up.



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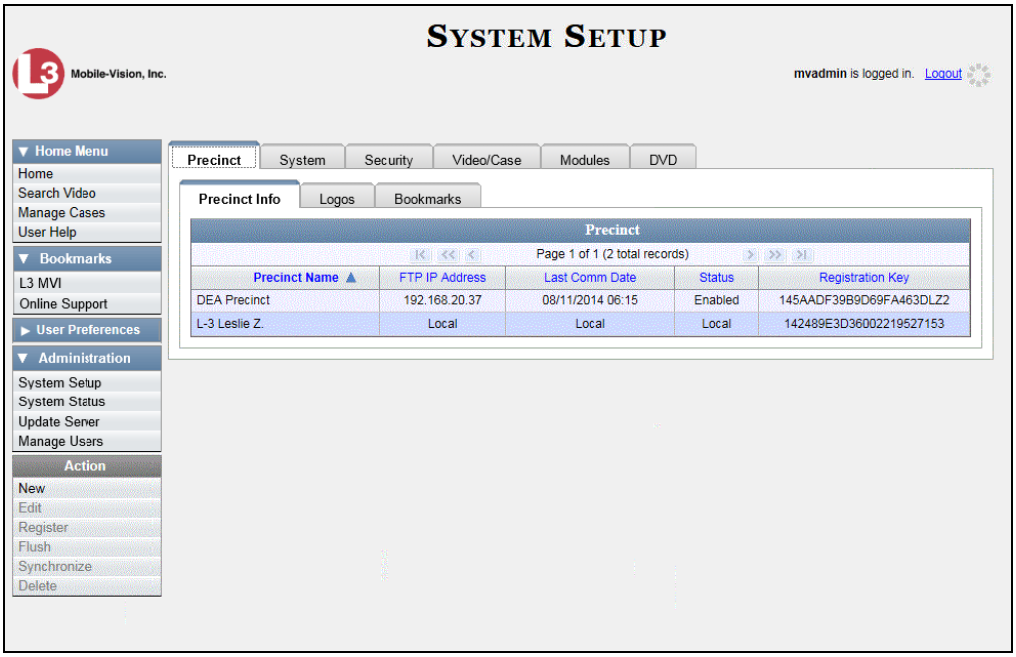
1 Go to ▼ Administration and click **System Setup**. The System Setup page displays.

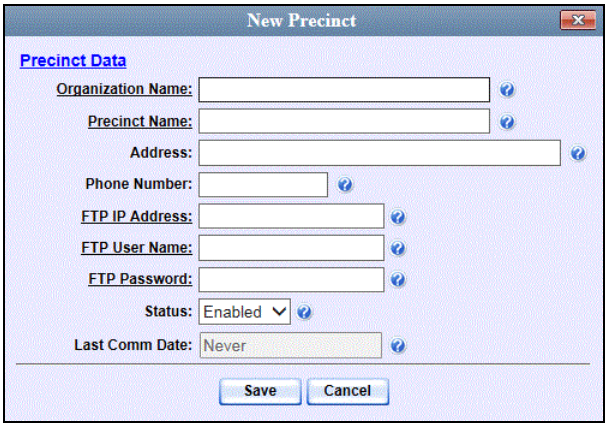



For a description of the columns on this screen, see page 411.

2 If it is not already selected, click the **Precinct** tab.

3 If it is not already selected, click the **Precinct Info** tab.

4 Go to the Action column and click **New**. The New Precinct form displays.




The fields on this form are described in the following table.

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| Precinct Data | |
|---|---|
| **Field** | **Description** |
| Organization Name | The police agency or organization name associated with this remote server (e.g., *NYPD*). |
| Precinct Name | The name of the precinct at which this remote server is installed (e.g., 34th Precinct). If you don't need this field to specify precinct information, you can use it to enter default text that you wish to print on archive/export discs, such as "For Official Use Only." |
| Address | The address at which this remote server is installed. |
| Phone Number | The phone number associated with the remote precinct *Address* above. By default, this phone number will print on this precinct's archive DVDs. |
| Support Expiration | The date on which your service contract with Mobile-Vision expires. *Display-only field.* |
| Registration Key | Your DEA Agency product identification code. *Display-only field*. |
| FTP IP Address | The FTP IP address required to move data to and from this remote server. |
| FTP User Name | The FTP User Name required to move data to and from this remote server. |
| FTP User Password | The FTP User Password required to move data to and from this remote server. |
| Status | The current status of this Precinct server: *Enabled* (in use) or *Disabled* (not in use). |
| Last Comm Date | The date and time of the most recent communication between this Precinct server and the Agency server. *System-generated field.* |

5 Enter the police agency or organization name in the *Organizational Name* field (e.g., *NYPD*), then press **Tab**.

6 Enter the remote precinct's name (e.g., 34th Precinct), then press **Tab**.

7 Enter the remote precinct's address, then press **Tab**.

8 Enter the remote precinct's phone number, then press **Tab**.

9 Enter the FTP IP address required to move data to and from this Precinct server, then press **Tab**.

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10 Enter the FTP User Name required to move data to and from this Precinct server, then press **Tab**.

11 Enter the FTP User Password required to move data to and from this Precinct server, then press **Tab**.

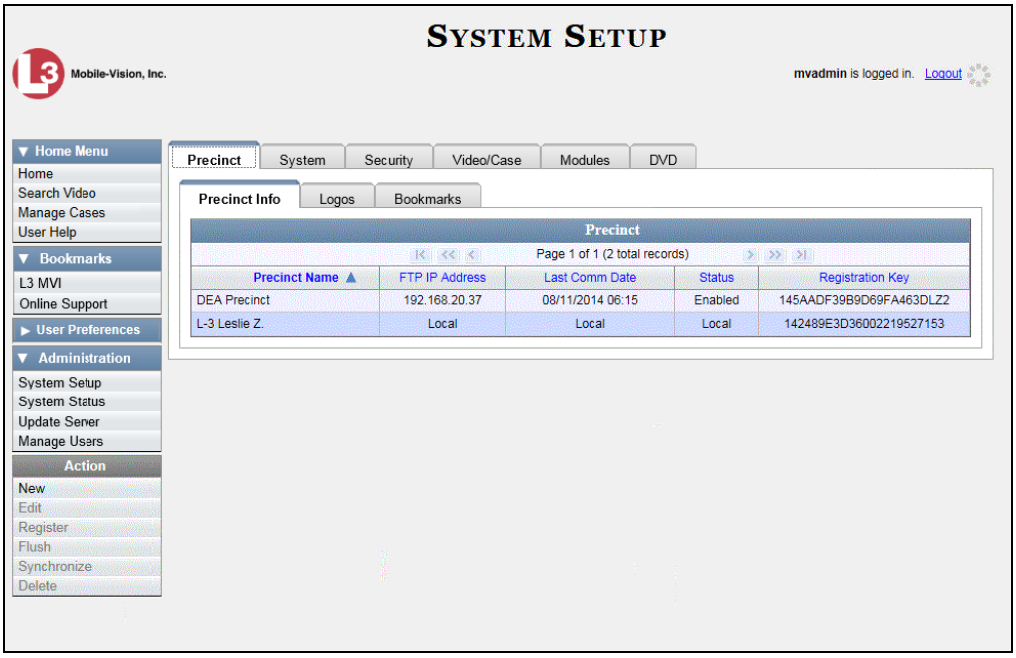
12 Click **Save**. The system adds the new record to your Precinct list.

Next, you need to register the new Precinct server in order to establish communication between the Precinct server and the Agency server. For instructions, see the next section, "Registering a Precinct."

## Registering a Precinct

This section describes how to register a new Precinct server in order to establish communication between the Precinct server and the Agency server. Perform this task immediately after you enter a new precinct record.

1 Go to ▼ Administration and click **System Setup**. The System Setup page displays.




2 If it is not already selected, click the **Precinct** tab.

3 If it is not already selected, click the **Precinct Info** tab.

4 Click on the precinct record you wish to register. If you have a large number of precincts, use the navigation arrows at the top of the page to scroll through the list.

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5 Go to the Action column and click **Register**.

## Changing a Precinct

This section describes how to update an existing record for a remote Precinct server. Perform this task whenever any of the information associated with one of the Precinct server changes, such as its phone number or mailing address.

1 Go to ▼ Administration and click **System Setup**. The System Setup page displays, as pictured on the previous page.

2 If it is not already selected, click the **Precinct** tab.

3 If it is not already selected, click the **Precinct Info** tab.

The columns on the **Precinct Info** tab are described below.

| Precinct Info Tab | |
|---|---|
| **Column** | **Description** |
| Precinct Name | The name of the Agency or Precinct server. |
| FTP IP Address | If this is a *Precinct* server, this field displays the FTP IP address used to move data to and from this server. If this is the *Agency* server, the word **Local** will display here. |
| Last Comm Date | If this is a *Precinct* server, this field displays the last date and time at which that server communicated with the Agency server. If this is the *Agency* server, the word **Local** will display here. |
| Status | If this is a *Precinct* server, this field displays the current status of that server: *Enabled* (in use) or *Disabled* (not in use). If this is the *Agency* server, the word **Local** will display here. |
| Registration Key | The product identification code associated with this DEA Agency application. |

4 Locate the precinct record you wish to change. If you have a large number of precincts, use the navigation arrows at the top of the page to scroll through the list.

5 Right-click on the precinct record, then select **Edit** from the popup menu. The Edit Precinct popup displays.

*(Continued)*



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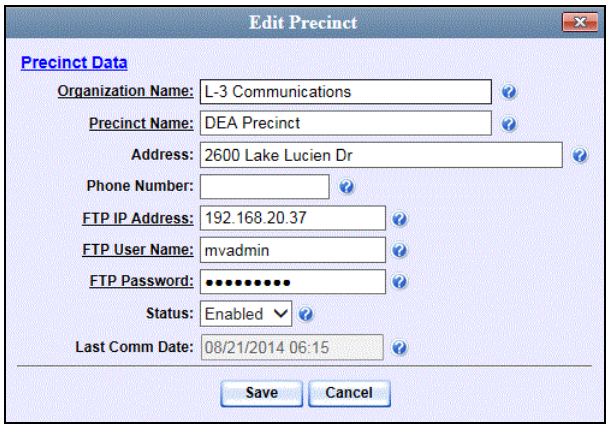



The fields on this form are described in the table on page 409.

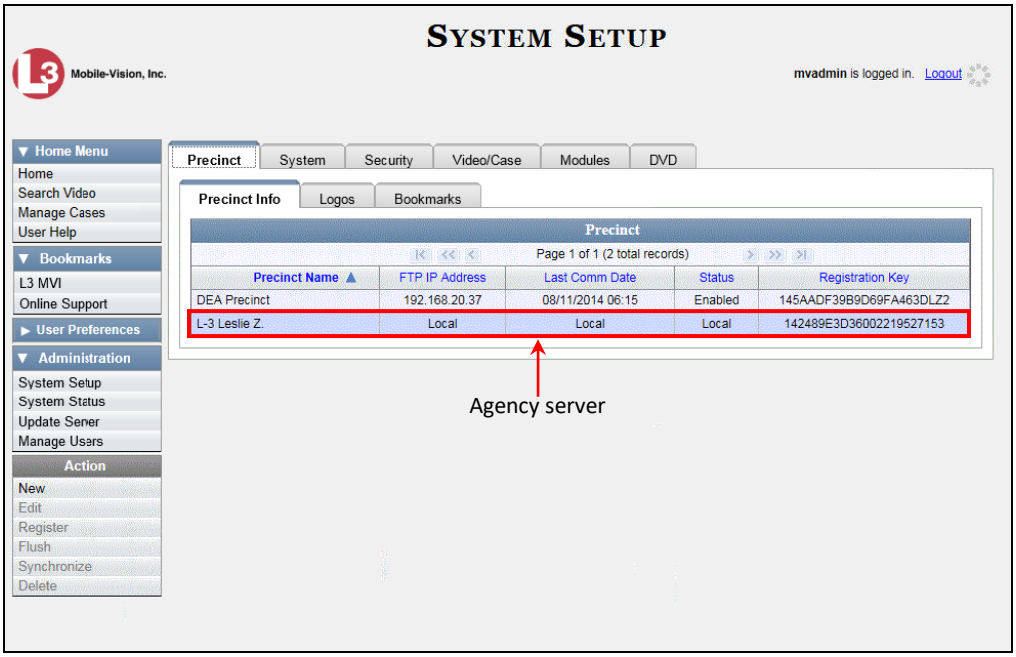
6 Enter your changes in the appropriate field(s).

7 Click **Save**.

## Changing the Agency

This section describes how to update the record for your Agency server. Perform this task whenever any of the information associated with your Agency server changes, such as the agency's phone number or mailing address.

1 Go to ▼ Administration and click **System Setup**. The System Setup page displays.




2 If it is not already selected, click the **Precinct** tab.

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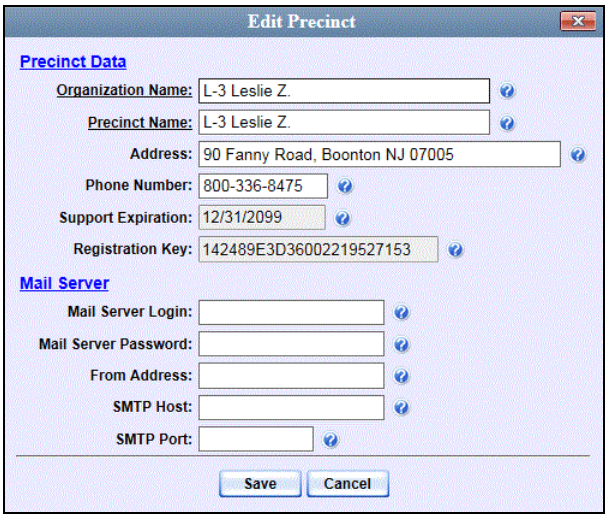
3 If it is not already selected, click the **Precinct Info** tab. The columns on this tab are described in the table on page 411.

**HINT**: To identify the Agency record, look for the word "Local" in the *FTP IP Address*, *Last Comm Date*, and *Status* fields.

4 Right-click on the agency record, then select **Edit** from the popup menu (see **HINT** above). The Edit Precinct popup displays.




The fields on this form are described below.

| Agency Data | |
|---|---|
| **Field** | **Description** |
| Organization Name | The police agency or organization name associated with the Agency server (e.g., *NYPD*). |
| Precinct Name | The name of the precinct at which the Agency server is installed (e.g., 34th Precinct). If you don't need this field to specify precinct information, you can use it to enter default text that you wish to print on the agency's archive/export discs, such as "For Official Use Only." |
| Address | The mailing address of the precinct at which the Agency server is installed. |
| Phone Number | The phone number of the precinct at which the Agency server is installed. By default, the system will print this field on the agency's archive DVDs. |
| Support Expiration | The date on which your service contract with Mobile-Vision expires. *Display-only field.* |
| Registration Key | The product identification code for your DEA Agency application. *Display-only field.* |

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For information on the Mail Server function, see “Forwarding System Messages to Your Regular Mailbox” on page 415.

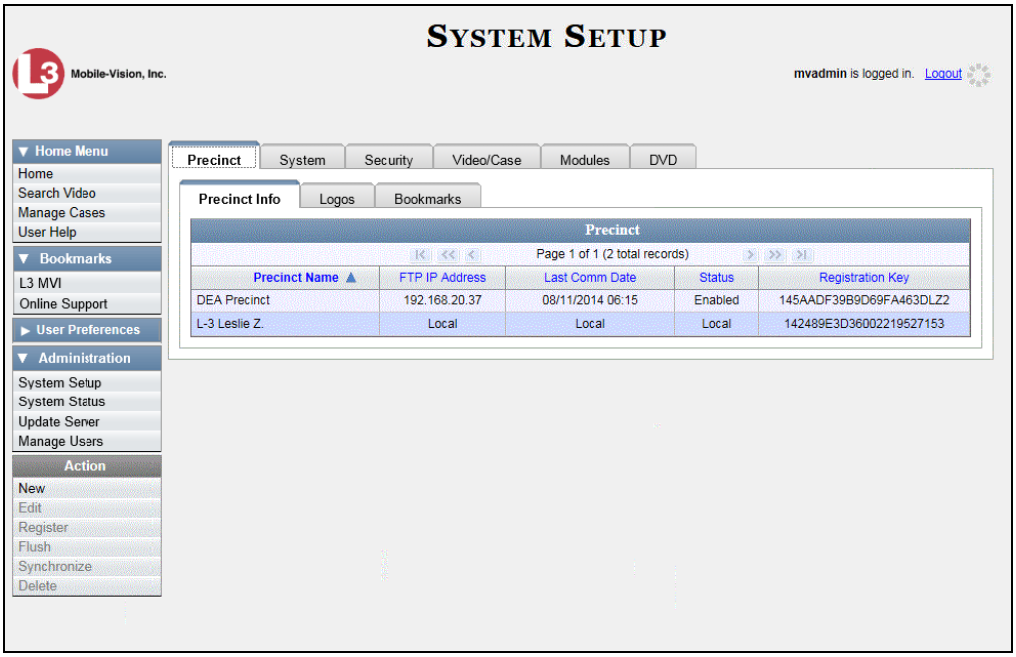
5 Go to the Precinct Data section of the form and enter your changes in the appropriate field(s).

6 Click **Save**.

## Deleting a Precinct

This section describes how to delete a Precinct record *after* it has been created but *before* it has been registered.

1 Go to ▼ Administration and click **System Setup**. The System Setup page displays.




2 If it is not already selected, click the **Precinct** tab.

3 If it is not already selected, click the **Precinct Info** tab.

4 Locate the precinct record you wish to delete. If you have a large number of precincts, use the navigation arrows at the top of the page to scroll through the list.

5 Right-click on the precinct record, then select **Delete** from the popup menu. A confirmation message displays.

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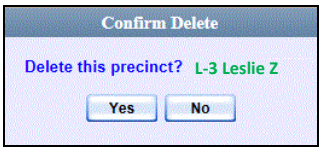



6 Click **Yes**. The selected record is removed from the Precinct list.

## Forwarding System Messages to Your Regular Mailbox

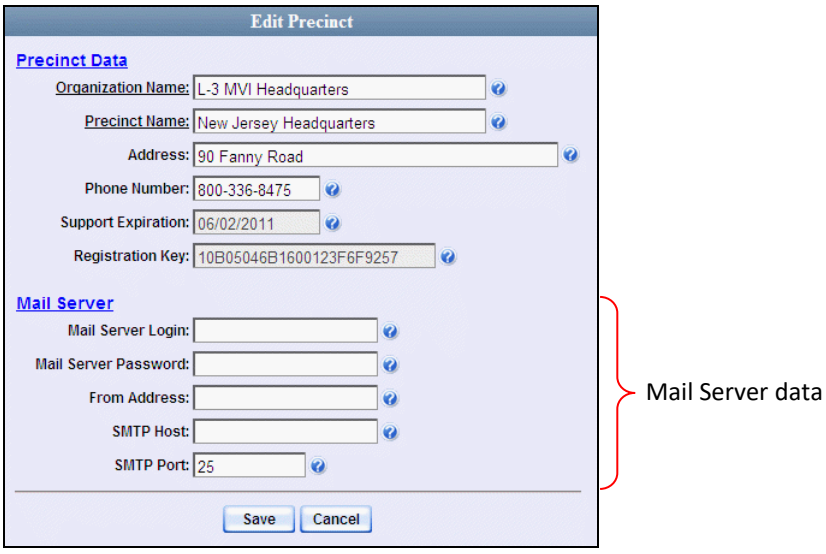
By default, DEA Agency system messages display in the *Inbox Messages* section of the Message Board, located on the DEA Agency Home Page. However, if your precinct* has its own SMTP mail server, you can configure the system so that users' *Inbox Messages* are also copied to their regular email accounts, as described below.

1 Go to ▼ Administration and click **System Setup**. The System Setup page displays, as pictured on the previous page.

2 If it is not already selected, click the **Precinct** tab.

3 If it is not already selected, click the **Precinct Info** tab.

4 Right-click on the precinct record, then select **Edit** from the popup menu. The Edit Precinct popup displays.




The Mail Server fields are described in the table on the next page.

*(Continued)*

* The precinct at which the Agency server is installed.



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| Mail Server | |
|---|---|
| **Field** | **Description** |
| Mail Server Login | A User ID that has send-mail privileges in your mail system. |
| Mail Server Password | The security password for the *Mail Server Login* above. |
| From Address | The email address that will display in the *From Address* field of the forwarded emails (e.g., System_Admin@ safefleet.net). |
| SMTP host | The SMTP email host. |
| SMTP port | The SMTP email port. |

For a description of the *Precinct Data* fields, see the table on page 411.

5 Position your cursor in the *Mail Server Login* field. Enter a User ID that has send-mail privileges in your mail system, then press **Tab**.

6 Enter the security password for the *Mail Server Login*, then press **Tab**.

7 Enter the email address that you wish to display in the messages' *From* field, then press **Tab**.

8 Enter the name of the SMPT email host, then press **Tab**.

9 Enter the port number of the SMPT email host.

10 Click **Save**.

## Changing the Application Display Logo

This section describes how to change the graphics file that displays in the upper left corner of the DEA application. You may, for example, want to replace the default logo with your agency's logo.

1 Go to ▼ Administration and click **System Setup**. The System Setup page displays.

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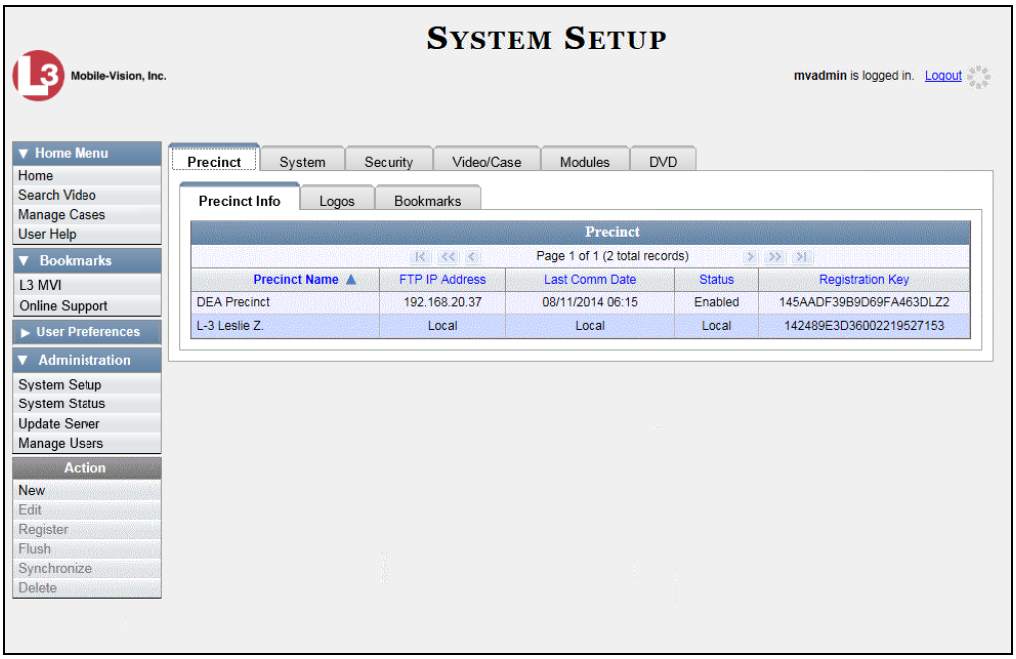
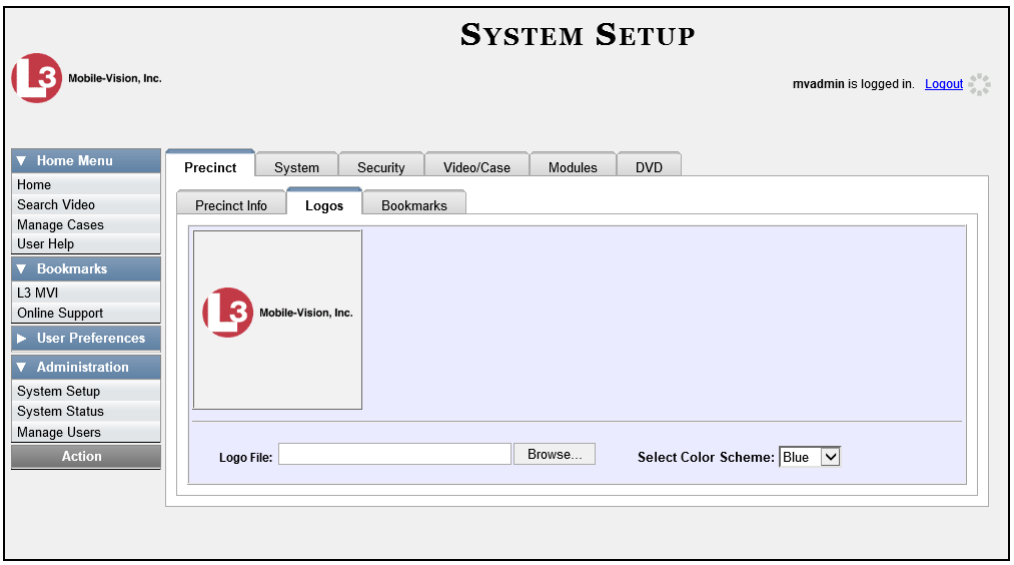



2 If it is not already selected, click the **Precinct** tab.

3 Click the **Logos** tab.




If you previously uploaded any graphics files to DEA, a thumbnail image of those file(s) will display on-screen. Otherwise just the Mobile-Vision logo will display.

4 If the desired graphic already displays on-screen, skip to step 8. Otherwise proceed to the next step.

5 Click the **Browse** button to the right of the *Logo File* field.



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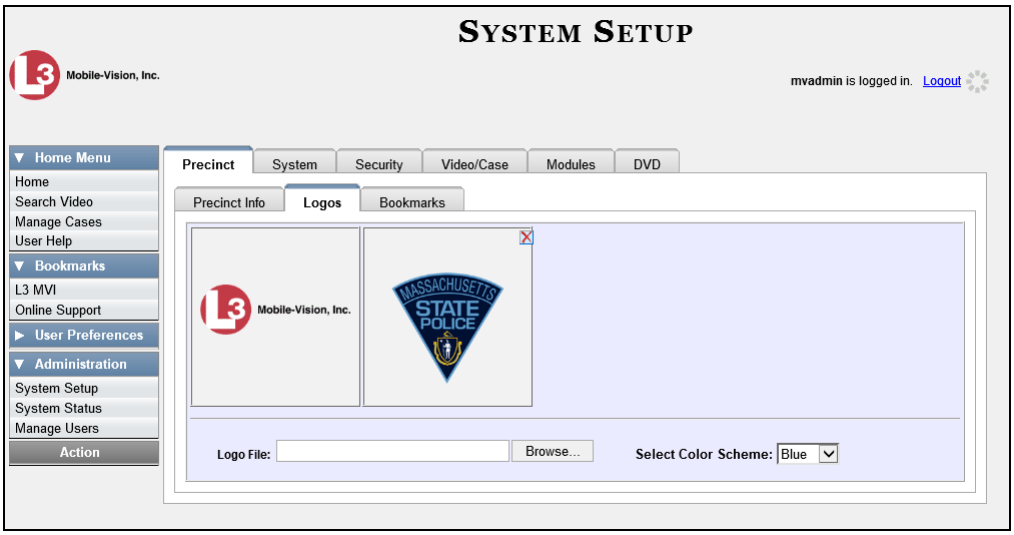
6 Navigate to the disk drive location where the graphics file is located.

7 Double-click on the graphics file you wish to upload. A thumbnail image of the graphic displays in the space above the *Logo File* field.




8 Click on the thumbnail image of the graphic you wish to display. That graphic will appear in the upper left corner of the DEA Agency application.

Note that the graphic you select here will display on *every* page of DEA Agency, not just on the Home page.

## Maintaining Storage Devices

The **Storage** tab lists the settings that DEA uses to determine where data is stored on the Agency server and how to interact with client workstations. It also may contain information on additional storage devices, such as a RAID unit. RAID is an acronym for *Redundant Array of Independent Disks*—a storage device that contains multiple disk drive components.

Storage server data is configured by your System Implementation Specialist (SIS) during implementation. You do not need to modify this data unless the disk resources available to the server have changed.

**WARNING**: Do not modify any of the field values on a Storage Device record without the assistance of your agency's network specialist OR a Mobile-Vision Technical Support Engineer. Entering incorrect data could have dire consequences. Some of your video could become inaccessible, wireless transmission could fail, and/or data could be permanently lost.

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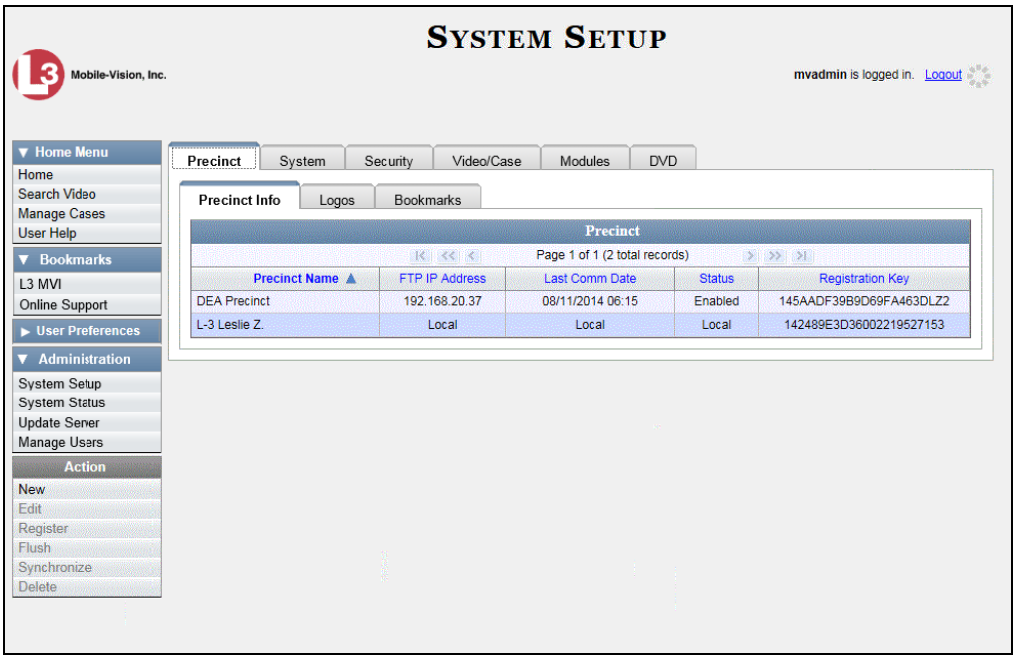
For specific instructions, see:

- ❒ Adding a Storage Device, below
- ❒ Viewing/Changing a Storage Device, page 422
- ❒ Deleting a Storage Device, page 424.

## Adding a Storage Device

This section describes how to set up a new storage device in DEA. Your System Implementation Specialist (SIS) or Technical Support Engineer (TSE) may instruct you to perform this task when your agency acquires a new RAID storage unit. For more on RAIDs, see the previous section.

**1** Go to ▼ Administration and click **System Setup**. The System Setup page displays.




**2** Click the **System** tab.

*(Continued)*

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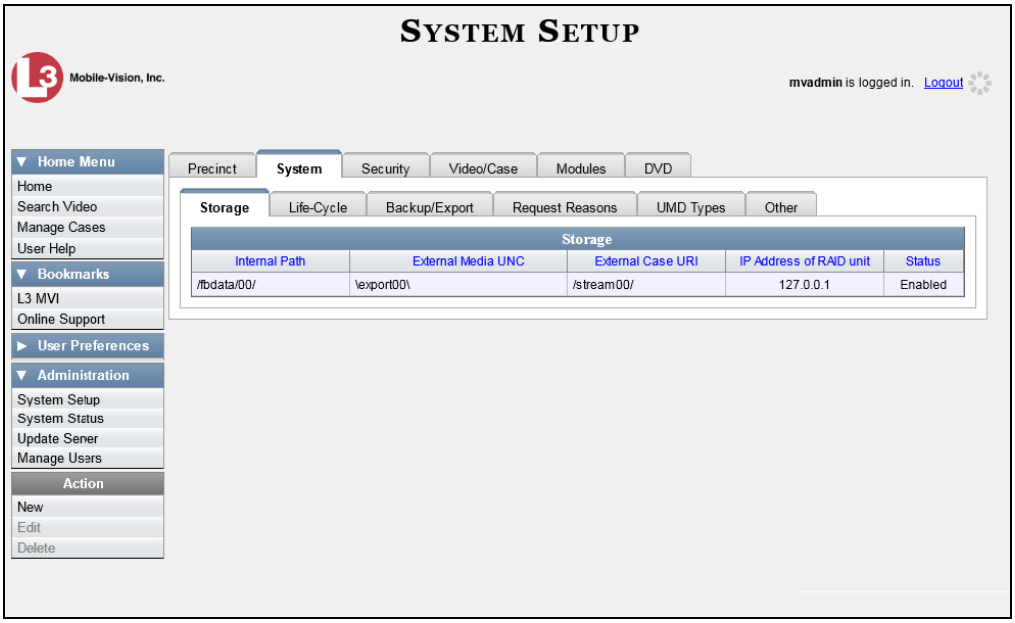
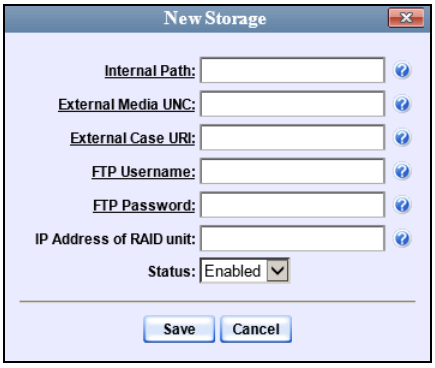



3 If it is not already selected, click the **Storage** tab.

4 Go to the Action column and click **New**. The New Storage popup displays.




The fields on the New Storage popup are described in the following table.

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| New Storage | |
|---|---|
| **Field** | **Description** |
| Internal Path | The server path to the storage machine being added. |
| External Media UNC | The path by which AVD (VIEVU), QBX (Flashback2/3/HD), MKV (*Body*VISION), and MP4 (BWX-100) files are served (\exportxx\). Also referred to as the *SMB share name*. |
| External Case URI | The path by which thumbnail images and user media are served through the web application (/streamxx/). |
| FTP Username | The FTP user account for this storage device. |
| FTP Password | The FTP password for this storage device. |
| IP Address of RAID unit | The IP address for the RAID unit. RAID is an acronym for *Redundant Array of Independent Disks*—a storage device that contains multiple disk drive components. |
| Status | The current status of this storage device.<br>▪ *Enabled*. This storage device is available to receive videos.<br>▪ *Disabled*. The storage device is *not* available to receive videos. |

**NOTE**: The values entered on this form *must* match the actual configuration of the storage server.

5 Enter the top level path to data storage (/fbdata/xx) in the *Internal Path* field.

6 Enter the path by which the video files will be served (\exportxx\) in the *External Media UNC* field.

7 Enter the path by which thumbnail images and user media will be served in the *External Case URI* field.

8 Enter the FTP user account for this storage device in the *FTP Username* field.

9 Enter the FTP password for this storage device in the *FTP Password* field.

10 Enter the IP address for this storage device in the *IP Address of RAID unit* field.

*(Continued)*



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11 If this storage device will be immediately available to receive videos (default), proceed to the next step.

– OR –

If this storage device will *not* be immediately available to receive videos, select **Disabled** from the *Status* drop-down list.

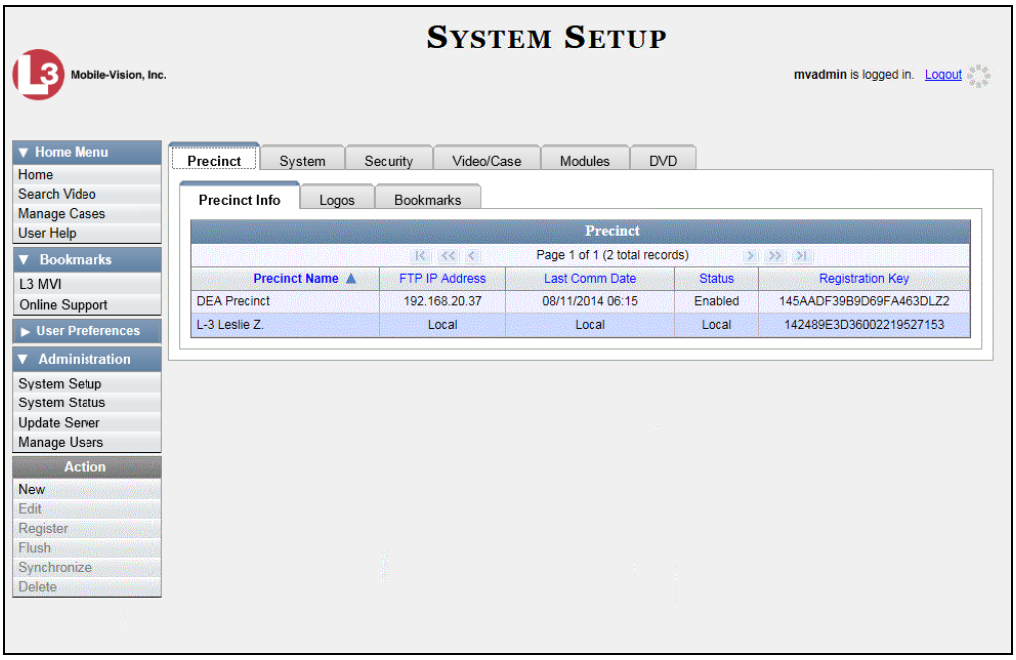
12 Click **Save**. A confirmation message displays at the top of your page.

## Viewing/Changing a Storage Device

This section describes how to view and/or update a storage machine record. These records contain the settings that DEA uses to determine where data is stored on the server and how to interact with client workstations. Storage Device records also contain information on RAID units. For more on RAIDs, see "Maintaining Storage Devices" on page 418.

Because storage server data is configured by your System Implementation Specialist (SIS) during implementation, you do not need to modify this data unless the disk resources available to the server have changed.

1 Go to ▼ Administration and click **System Setup**. The System Setup page displays.




2 Click the **System** tab.



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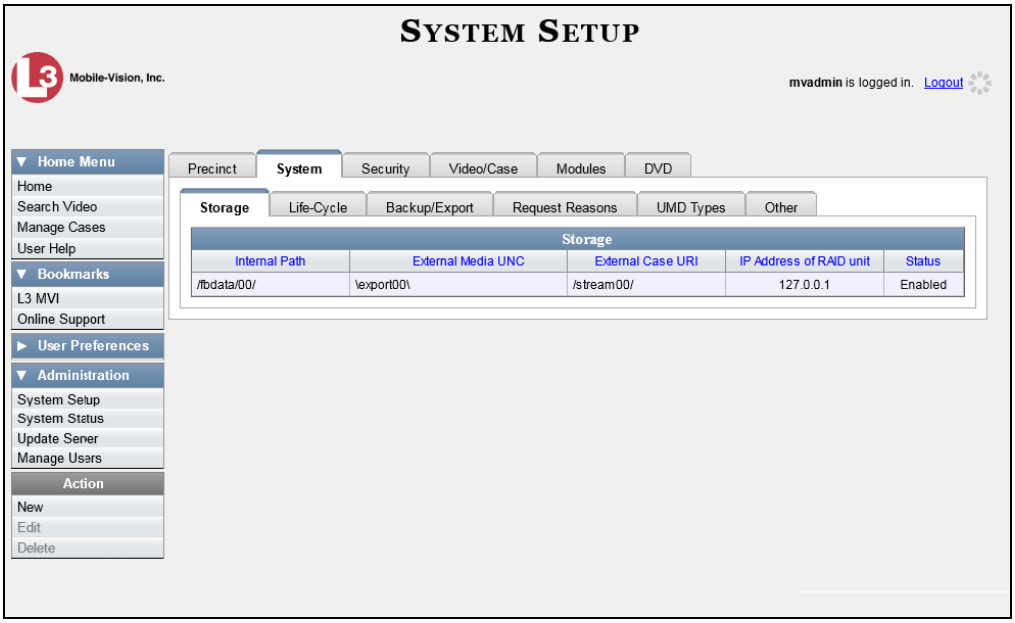
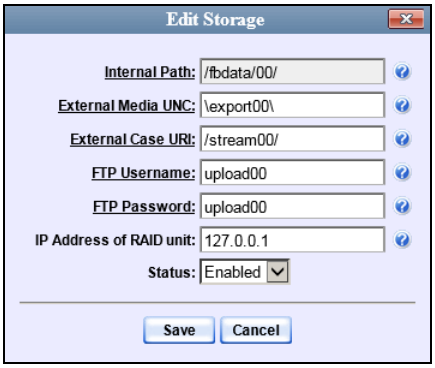



**3** If it is not already selected, click the **Storage** tab.

**4** Right-click on the storage device you wish to view/edit, then select **Edit** from the popup menu. The Edit Storage popup displays.




For a description of the fields on this form, see the table on page 421.

**5** To change your storage configuration, proceed to the next step. Otherwise click **Cancel** to close the popup.

**WARNING**: Do not modify any of the field values on this popup without the assistance of your agency's network specialist OR Mobile-Vision Technical Support Engineer.

*(Continued)*

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6 Enter your changes in the appropriate field(s).

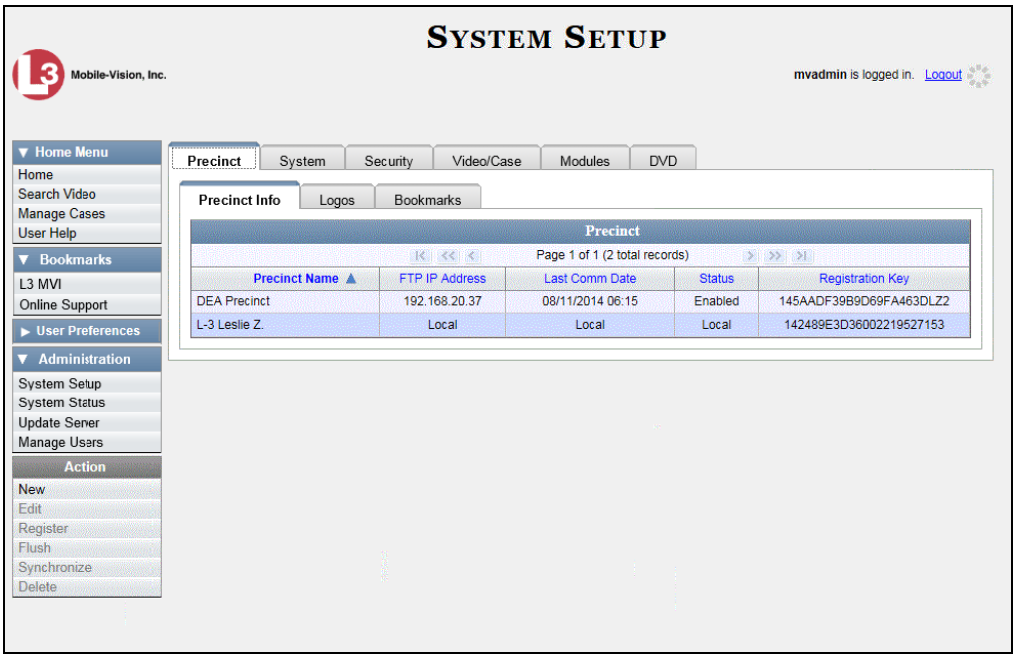
7 Click **Save**. A confirmation message displays at the top of the page.

Storage save successful

## Deleting a Storage Device

This section describes how to delete an existing storage device record. Only perform this procedure when instructed to do so by a Mobile-Vision Technical Support Engineer.

1 Go to ▼ Administration and click **System Setup**. The System Setup page displays.




2 Click the **System** tab.

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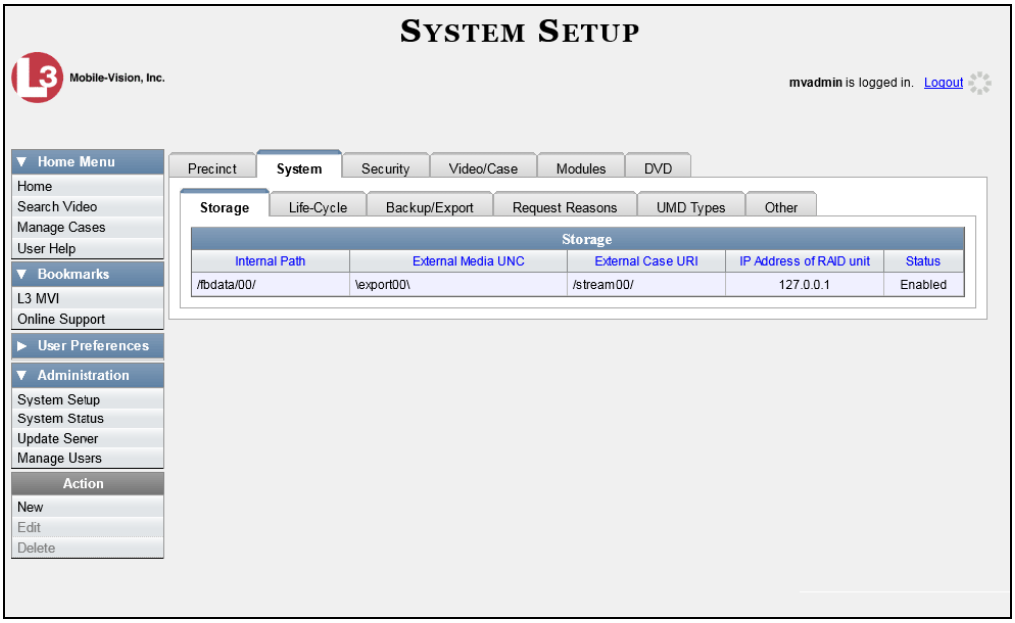
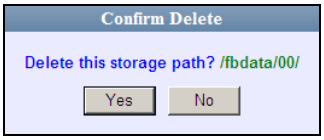



3 Make sure that the **Storage** tab is selected. A list of your existing storage machine(s) displays.

4 Right-click on the storage device you wish to delete, then select **Delete** from the popup menu. A confirmation message displays.




5 Click **Yes**. The selected storage device is removed from the Storage Machines list.

## Viewing/Changing the Online Lifecycle Settings

This section describes how to change the lifecycle settings for video, snapshot, and case files stored on the Agency server. These settings determine:

- How long various files will stay online
- When/if files will be purged, and
- When/if files can be restored to the server.

1 Go to ▼ Administration and click **System Setup**. The System Setup page displays, as pictured on the previous page.

2 Click the **System** tab, as pictured above.

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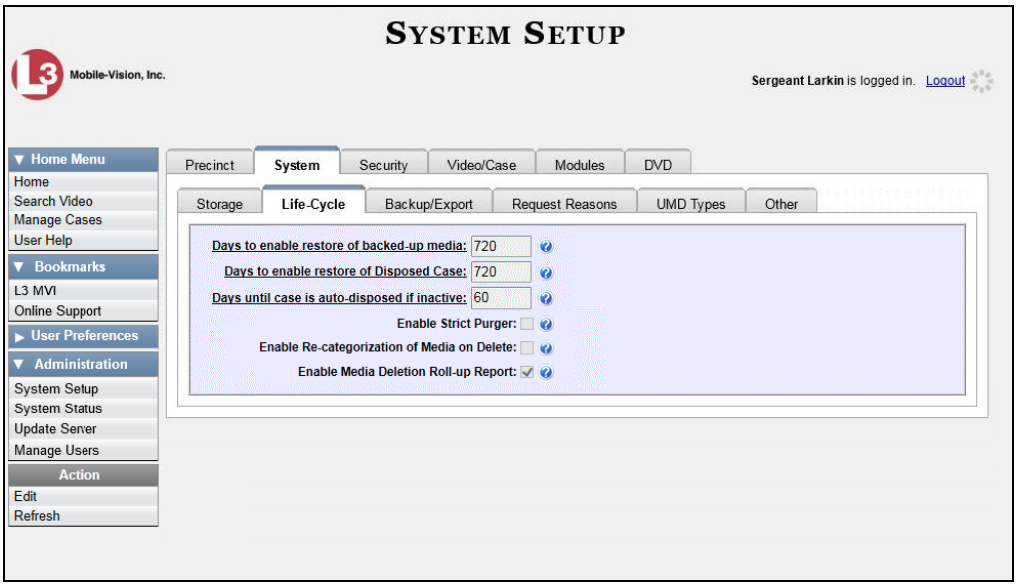
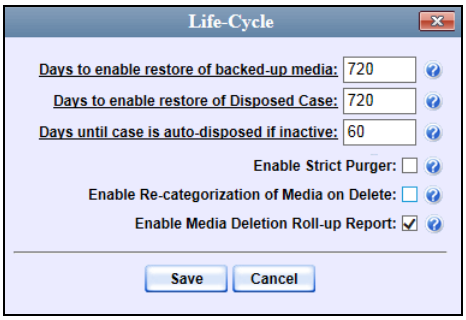
**3** Click the **Life-Cycle** tab.




**4** Go to the Action column and click **Edit**. The Life-Cycle form displays.




The fields on this form are described in the following table.

| Online Lifecycle | |
|---|---|
| **Field** | **Description** |
| Days to enable restore of backed-up media | The minimum number of days that a video or snapshot will stay in an *offline* and *restorable* state before the system permanently removes it from the database. Default is 720 days. |
| Days to enable restore of Disposed Case | The minimum number of days that a case will stay in an *offline* and *restorable* state before the system permanently removes it from the database. Default is 720 days.<br>*(Continued)* |

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| Online Lifecycle (cont'd) | |
|---|---|
| **Field** | **Description** |
| Days until case is auto-disposed if inactive (cont'd) | The minimum number of days that a case will stay on-line after it is last viewed. Default is 60 days. For example, if **30** is entered here, then at least 30 days must elapse between the time that a user last viewed a case and the time that the system changes the case's status to *offline*. For more information on offline vs. online cases, see "Offline Files" in chapter 1. |
| Enable Strict Purger | ☑ If this checkbox is selected, the system will move videos and snapshots offline as soon as 1) the video or snapshot ages out, and 2) the video or snapshot has been archived, assuming that it is a backup-enabled record.<br>☐ If this checkbox is *not* selected, the system will move aged-out videos and snapshots offline only when space is needed on the server. Until then, they will remain online. |
| Enable Recategorization of Media on Delete | ☑ If this checkbox is selected, the system will reassign expired* videos and snapshots the category of "Purged", which will keep that media in an *offline* but *restorable* state on the server indefinitely.<br>☐ If this checkbox is not selected, the system will permanently purge expired videos and snapshots from the server. |
| Enable Media Deletion Roll-up Report | ☑ If this checkbox is selected, the system will generate a Media Deletion Roll-Up Report, also referred to as a *Video Deletion Roll-Up Report*, which lists details of all media that has become "unrestorable" each month. Unrestorable media includes videos, snapshots, and cases that can no longer be restored, according to your system settings. To access this report, see "Generating the Video Deletion Roll-Up Report" in chapter 3.<br>☐ If this checkbox is *not* selected, the system will *not* generate a Media Deletion Roll-Up Report each month. |

**5** If you wish to change any of the online lifecycle settings, enter/select your changes in the appropriate field(s), then click **Save**.

– OR –

If you do *not* wish to change any of the online lifecycle settings, click **Cancel**.

* Media that is too old to be reactivated, based on its category's *Days Online* setting and other system settings.



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# Maintaining the 'Race' Field

The *Race* field displays on the Case form. You can add, change, or delete the values in the *Race* drop-down list. You can also temporarily disable a race so that users cannot use it to notate a case.

Race values are maintained on the Agency server. Whenever you add or update a race field, that information will transmit to the Precinct server(s) during the next server-to-server communication.

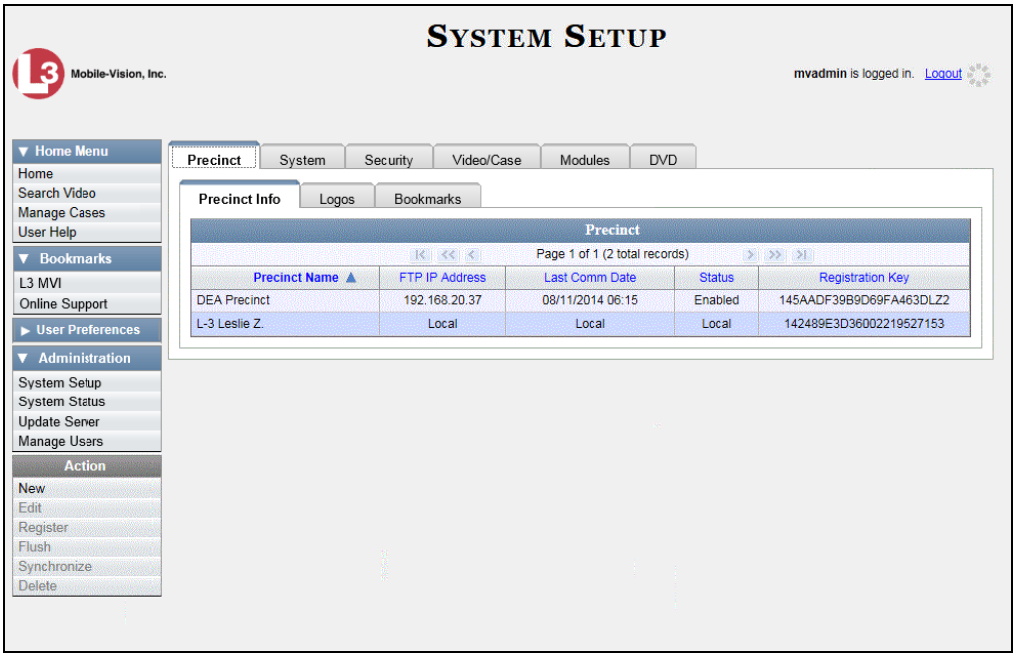
For specific instructions, see:

- ❒ Adding a Race, below
- ❒ Changing a Race, page 430
- ❒ Deleting a Race, page 433.

## Adding a Race

This section describes how to add a new value to the *Race* field's drop-down list. The *Race* field is located on the Case form.

1 Go to ▼ Administration and click **System Setup**. The System Setup page displays.




2 Click the **Video/Case** tab.

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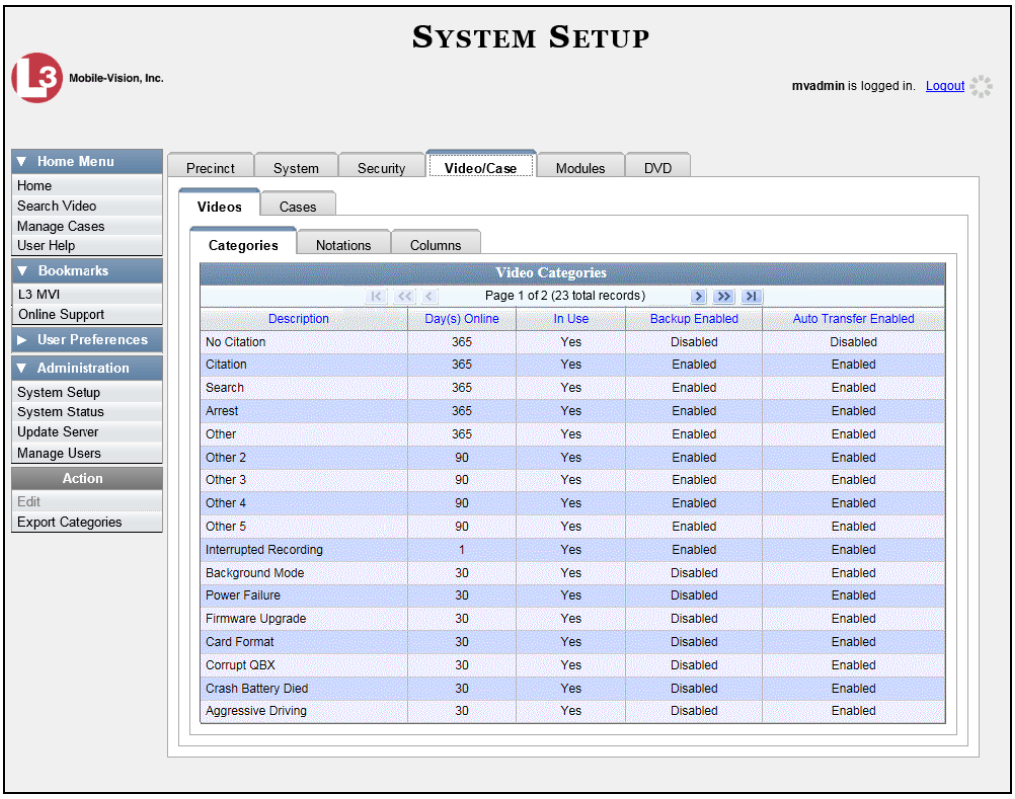
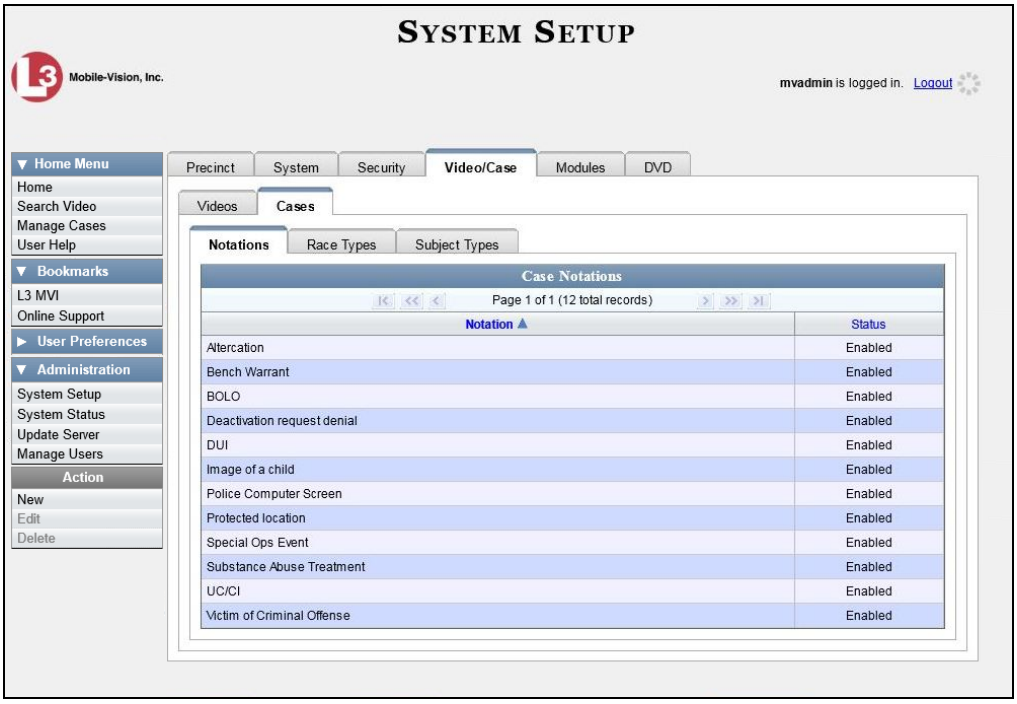



**3** Click the **Cases** tab.

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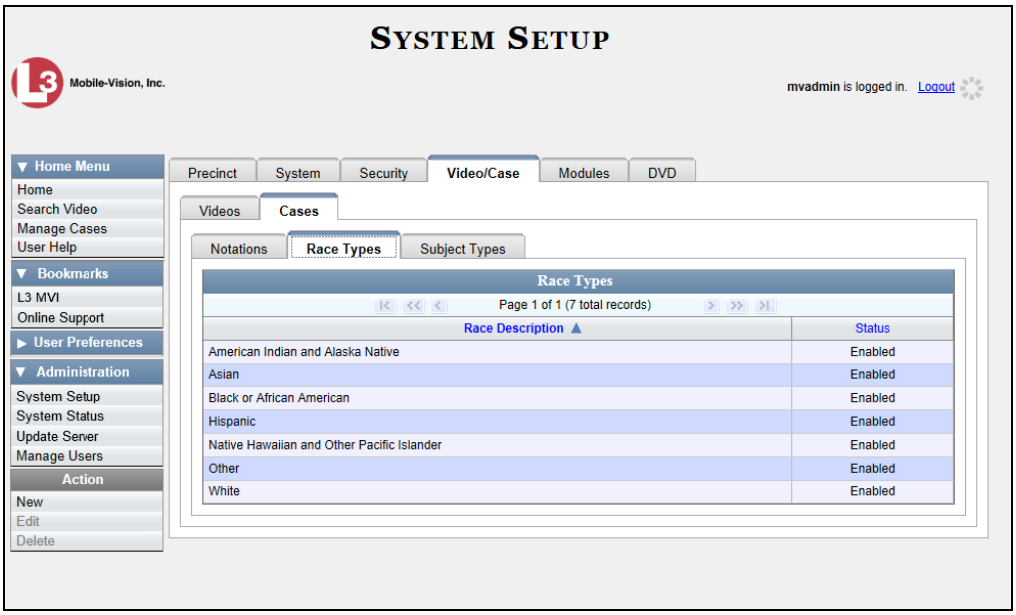
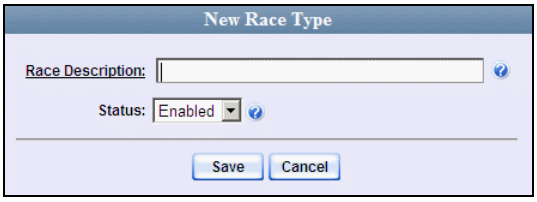
4 Click the **Race Types** tab.




5 Go to the Action column and click **New**. The New Race Type popup displays.




6 Enter the race's name in the *Race Description* field.

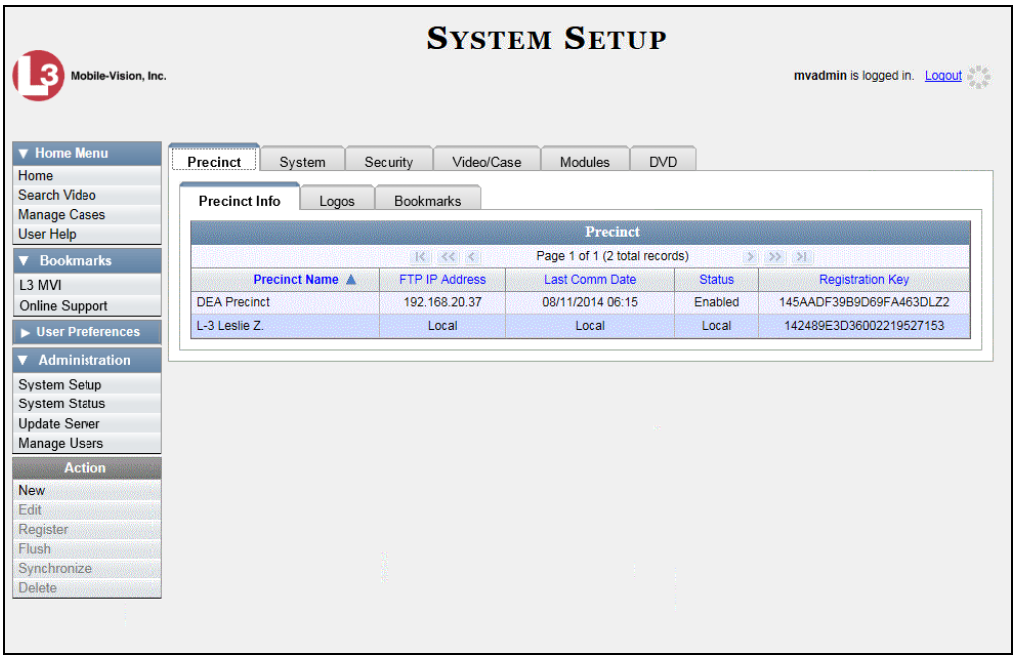
7 Click **Save**.

## Changing a Race

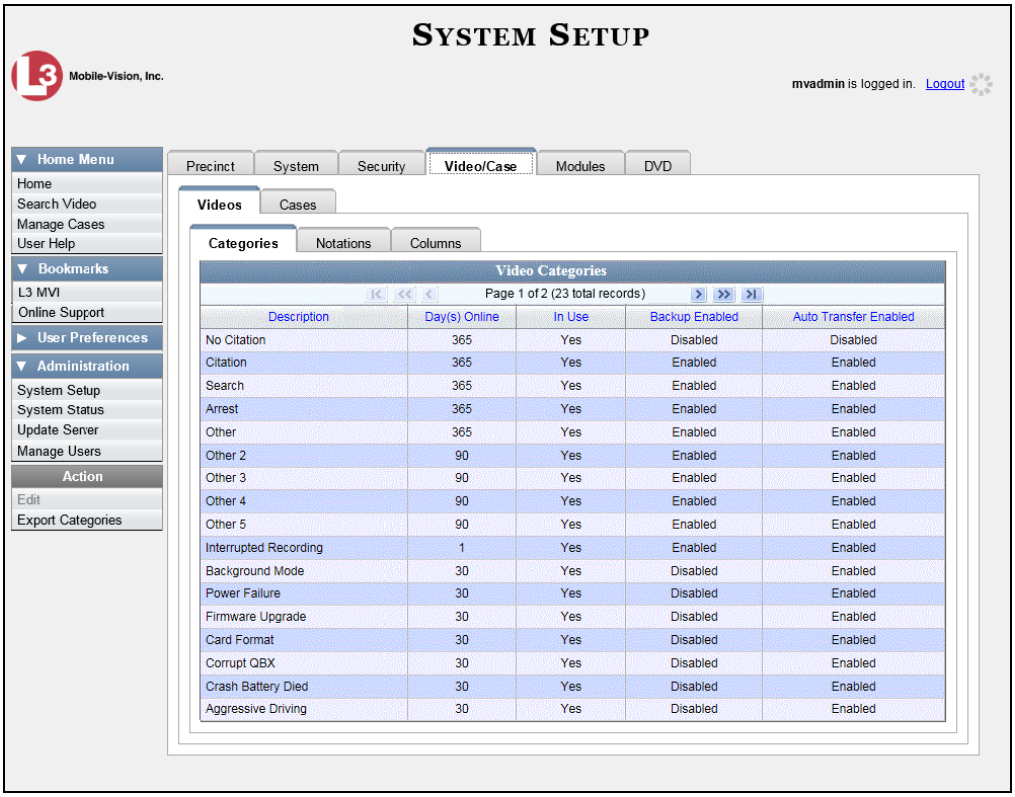
This section describes how to change an existing value on the *Race* field's drop-down list. The *Race* field is located on the Case form.

1 Go to ▼ Administration and click **System Setup**. The System Setup page displays.

This document consists of general capabilities information that is not defined as controlled technical data under ITAR part 120.10 or EAR

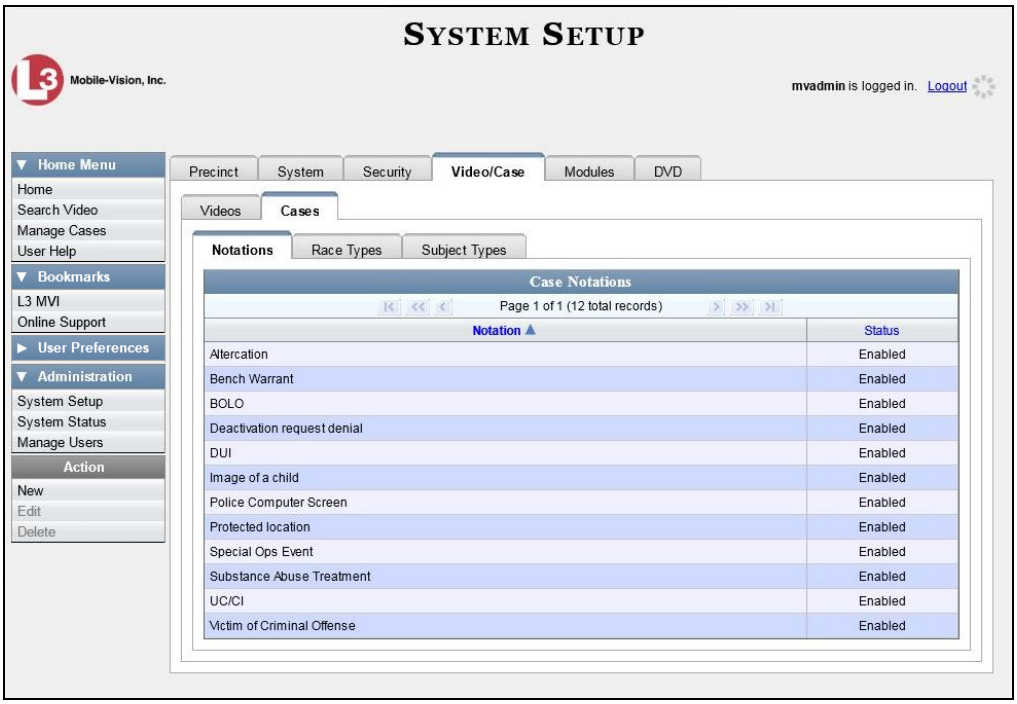



**2** Click the **Video/Case** tab.

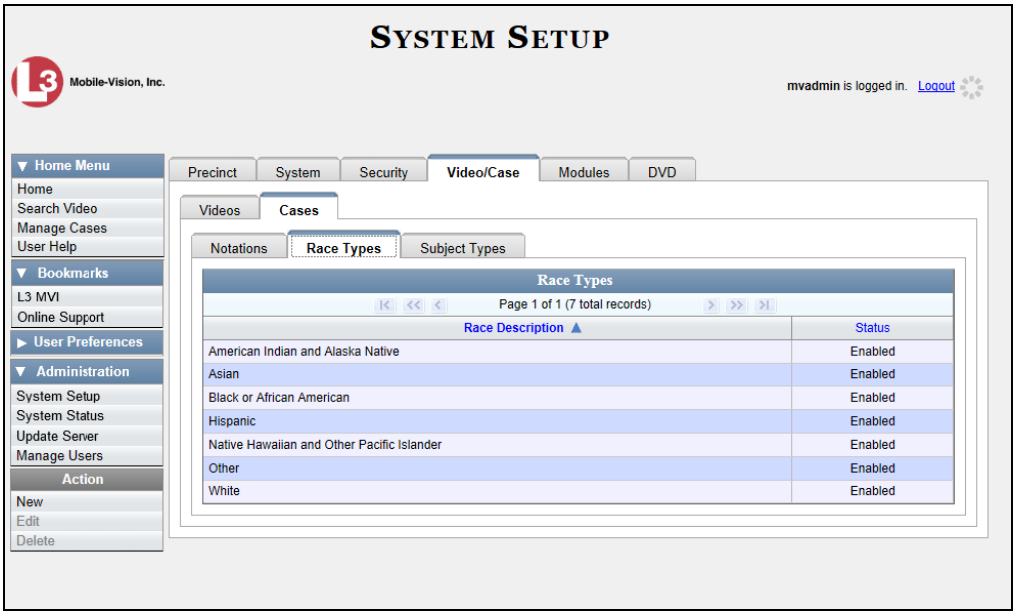



**3** Click the **Cases** tab.

This document consists of general capabilities information that is not defined as controlled technical data under ITAR part 120.10 or EAR




**4** Click the **Race Types** tab.




**5** Right-click on the value you wish to update, then select **Edit** from the popup menu. The Edit Race Type popup displays.

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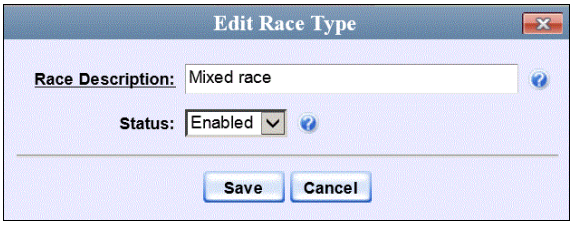



6 To change the race *name*, enter a new value in the *Race Description* field. Otherwise proceed to the next step.

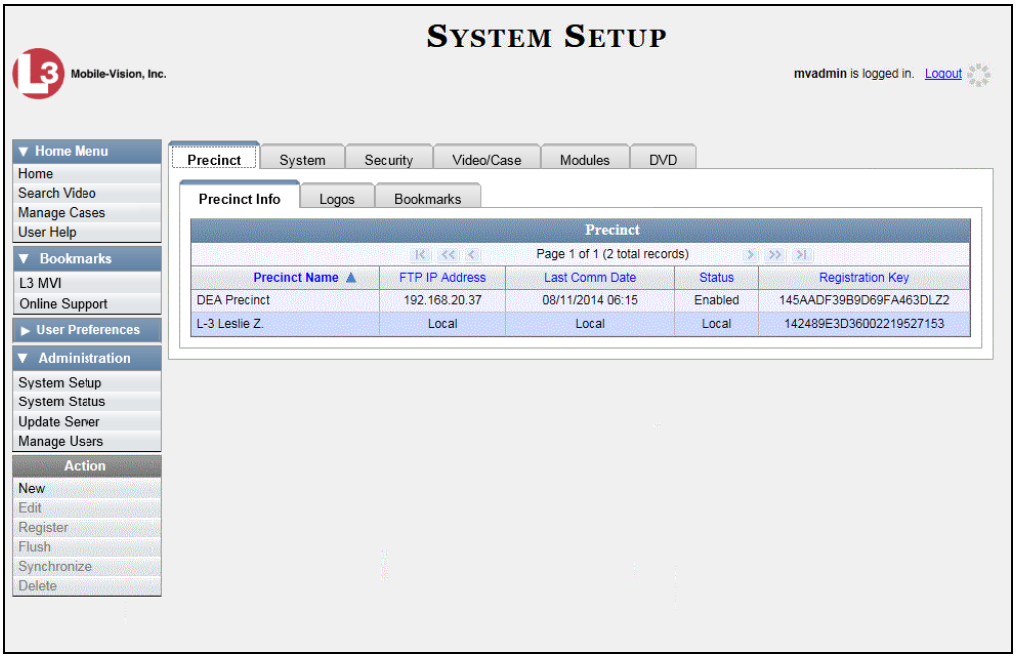
7 To change the race's *status*, select a new value from the *Status* drop-down list. Otherwise proceed to the next step.

8 Click **Save**.

## Deleting a Race

This section describes how to delete an existing value on the *Race* field's drop-down list. The *Race* field is located on the Case form.

1 Go to ▼ Administration and click **System Setup**. The System Setup page displays.




2 Click the **Video/Case** tab.

*(Continued)*

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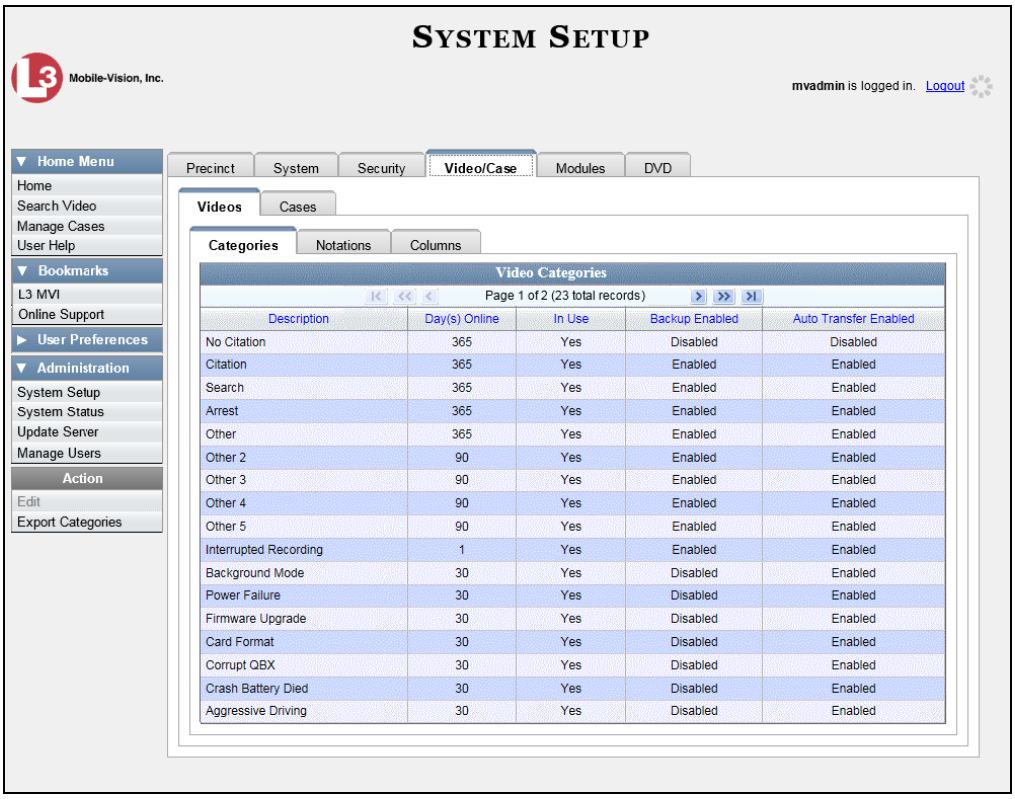
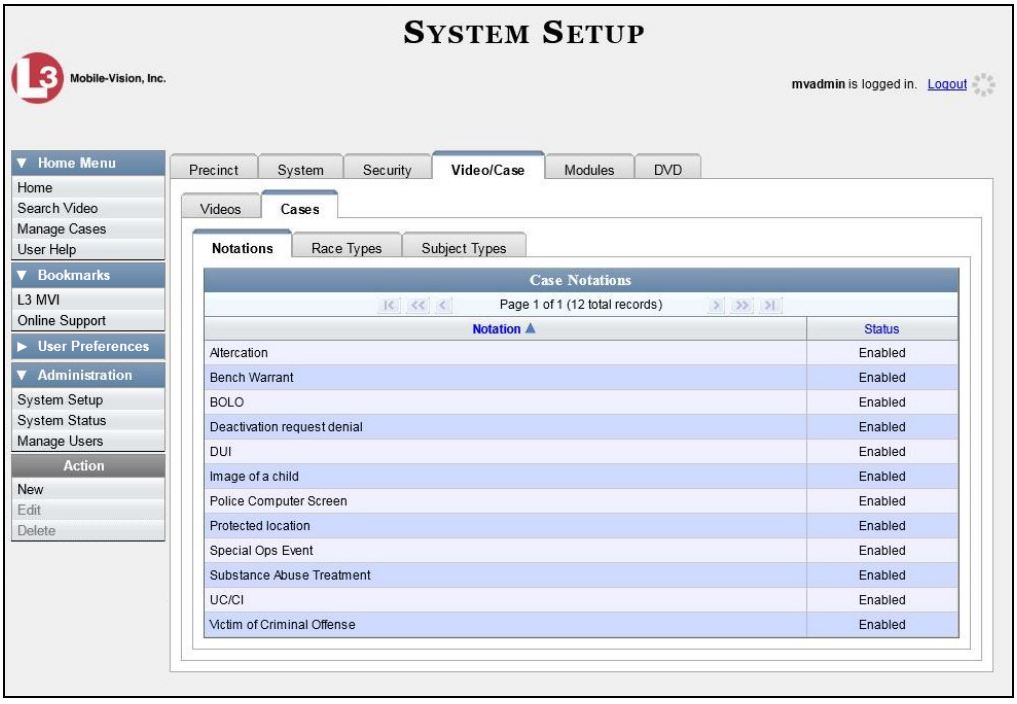
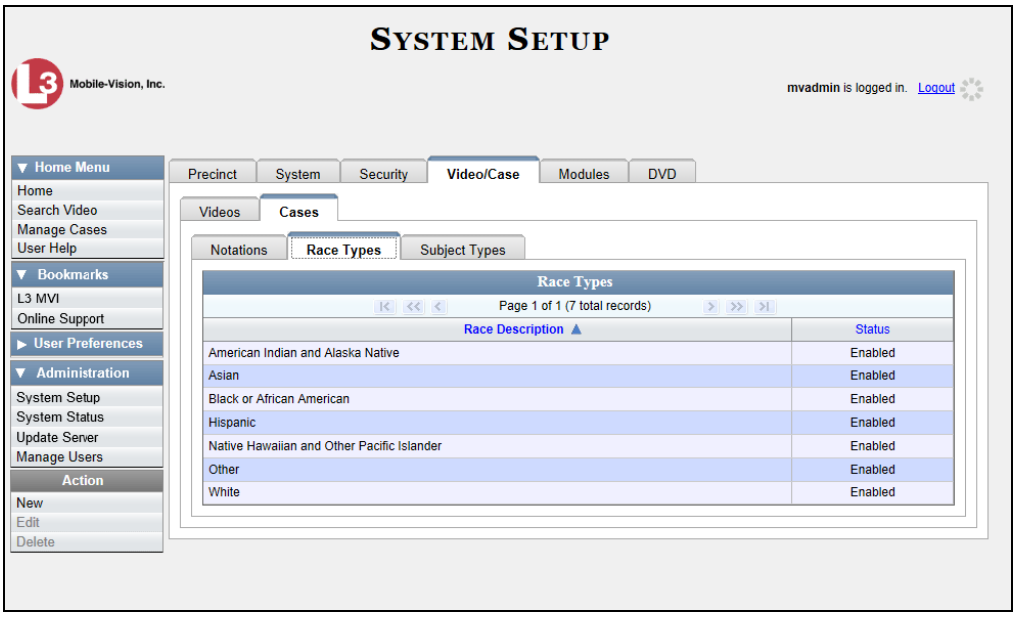



**3** Click the **Cases** tab.




**4** Click the **Race Types** tab.

This document consists of general capabilities information that is not defined as controlled technical data under ITAR part 120.10 or EAR




5 Right click on the race code you wish to delete, then select **Delete** from the popup menu. A confirmation message displays.

6 Click **Yes**. The selected value is removed from the *Race* list.

## Activating a New Module

This section describes how to activate a software module within DEA Agency. There are two procedures used to activate a module. Typically, you would use Procedure 1. However, if there is a technical problem or security issue of some kind, your Mobile-Vision Technical Support Engineer may instruct you to use Procedure 2 instead.

For specific instructions, see:

- ❒ Procedure 1: Activating a Module via the Update Server, next page
- ❒ Procedure 2: Activating a Module via the Modules Tab, page 437.

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## Procedure 1: Activating a Module via the Update Server

This section describes how to activate a software module within DEA Agency. After you perform this task, the system will automatically update the software license that is required to access that module.

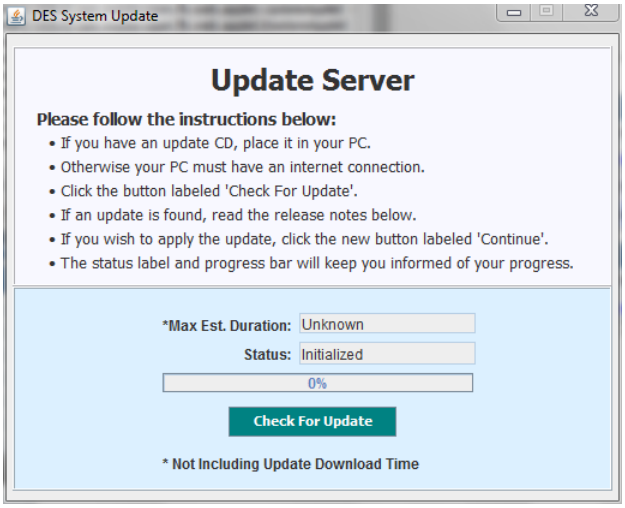
Please note that this procedure requires remote access to the Mobile-Vision update server. If this raises security concerns within your organization, you may wish to use Procedure 2 on page 437 instead.

Before performing this procedure, contact your Mobile-Vision Sales Representative.

**1** Go to ▼ Administration and click **Update Server**.

⇒ If the Update Server popup displays (typical), proceed to the next step.

⇒ If a security popup displays, select the checkbox at the bottom of the popup, then click **Allow**. Next, select the checkbox at the bottom of the *second* popup, then click **Run**. The Update Server popup displays.




**2** If our Service department provided you with an update CD, place that CD in your PC's DVD/CD tray. Otherwise proceed to the next step.

**3** Click the **Check for Update** button. The system searches for the update. Once it's discovered, the message *Update Found* displays in the *Status* field.

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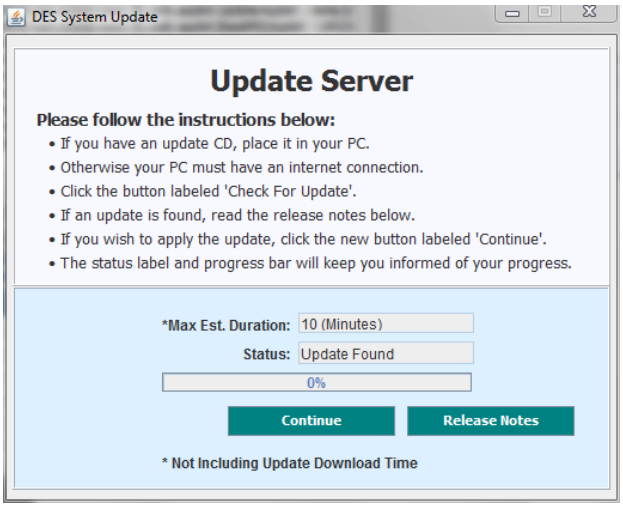


4 Click **Continue** to begin the update. When the update is complete, the system logs you out of the application.

5 Restart your browser.

6 Log back into DEA Agency.

If you encounter any problems or error messages, your Technical Support Engineer may instruct you to perform Procedure 2, as described in the next section.

## Procedure 2: Activating a Module via the Modules Tab

This section describes how to activate a new software module within DEA Agency. This is one of two procedures used to perform this task. Procedure 1 on page 436 is the simpler, preferred method. Only use Procedure 2 when one of the following circumstances apply:

- ❒ You already tried Procedure 1 and it resulted in an error message
- ❒ Procedure 1 raises security concerns within your organization since it requires remote access to the Mobile-Vision update server
- ❒ Your Mobile-Vision Technical Support Engineer instructed you to use Procedure 2.

1 Call Mobile-Vision Technical Support at 800-336-8475.

2 Ask the Technical Support Engineer to create and email a license file for the new module, if required.

3 After you receive the email attachment, place the new license file on your PC's desktop.

4 Go to ▼ Administration and click **System Setup**. The System Setup page displays.

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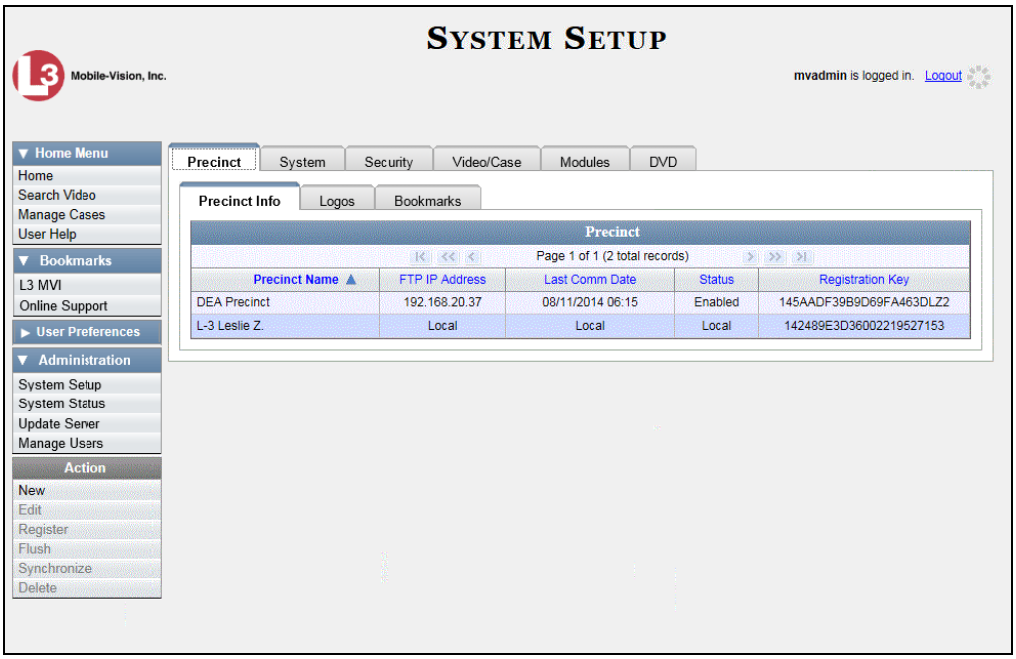
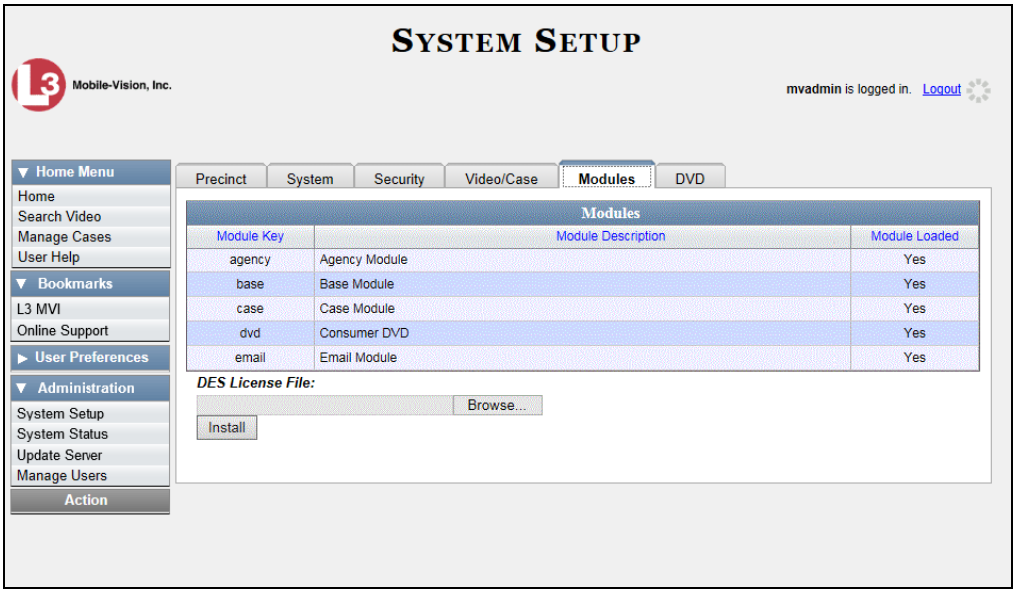



5 Click the **Modules** tab.




6 Click the **Browse** button.

7 Navigate to your desktop where the installation file resides.

8 Double-click on the installation file. The file name displays in the *DES License File* field.

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9 Click **Install**. The system begins installing the selected application. When the installation is complete, a confirmation message will display.

- **Module(s) successfully installed.**

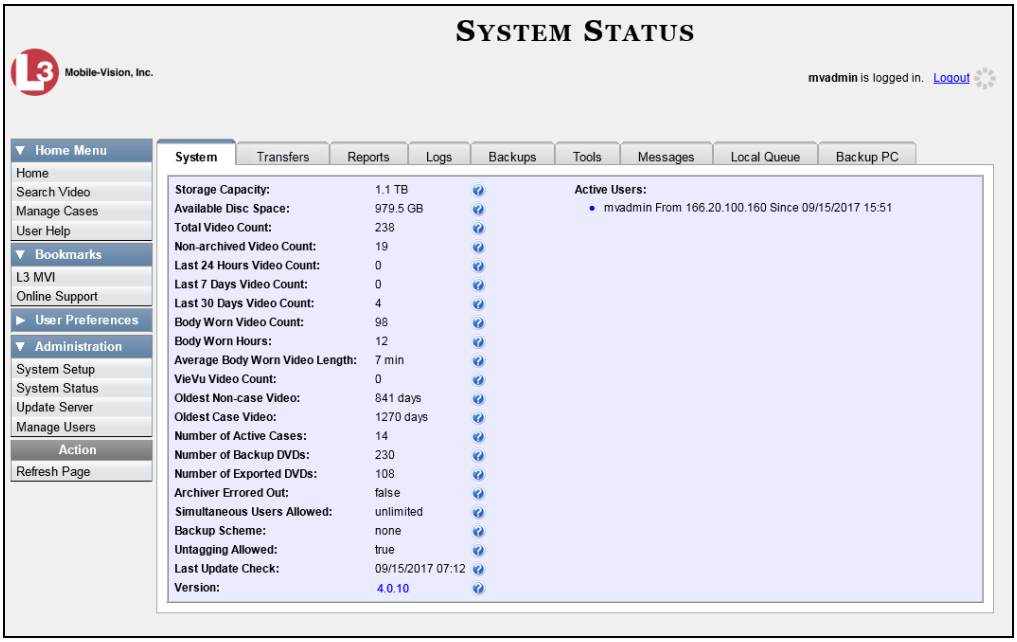
10 Log out of DEA Agency.

11 Log back into DEA Agency.

## Viewing the System Status Page

This section describes how to view the System Status page. This page provides important information and statistics on videos, cases, backups, storage space, and users. It also indicates what version of the application you're running.

1 Go to ▼ Administration and click **System Status**. The System Status page displays.




2 If it is not already selected, click the **System** tab, as pictured above. The statuses on this page are described in the table on the next page.

*(Continued)*

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| System Status Settings | |
|---|---|
| **Field** | **Description** |
| Storage Capacity | The total amount of usable space allotted for storing videos on the Agency server. |
| Available Disk Space | The amount of storage space on the Agency server that is currently available to store videos. |
| Total Video Count | The total number of searchable videos on the Agency server. |
| Non-archived Video Count | The number of videos on the Agency server that have not been burned to DVD yet. |
| Last 24 Hours Video Count | The number of videos that have been transmitted from Precinct servers to the Agency server in the last 24 hours. |
| Last 7 Days Video Count | The number of videos that have been transmitted from Precinct servers to the Agency server in the last seven days. |
| Last 30 Days Video Count | The number of videos that have been transmitted from Precinct servers to the Agency server in the last 30 days. |
| Body Worn Video Count | The number of searchable *Body*VISION and BWX-100 videos that are currently on the server. |
| Body Worn Hours | The number of recorded hours from searchable *Body*VISION and BWX-100 videos that are currently on the server. |
| Average Body Worn Video Length | The average length, in minutes, of the searchable *Body*VISION and BWX-100 videos that are currently on the server. |
| VieVu Video Count | The number of VIEVU videos that are currently on the Agency server. |
| Oldest Non-case Video | The oldest video on the Agency server that is not attached to a case. |
| Oldest Case Video | The oldest video on the Agency server that is attached to a case. |
| Number of Active Cases | The number of cases on the Agency server that have a status of *online*. |
| Number of Backup DVDs | The total number of archive DVDs (i.e., *Certified Backup Discs*) that the system has burned from the Agency server since DEA Agency was installed. This type of disc is burned automatically on a schedule. |

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| System Status Settings (cont'd) | |
|---|---|
| **Field** | **Description** |
| Number of Exported DVDs | The total number of export DVDs (i.e., *user requested certified copies*) that DEA Agency users have requested since DEA Agency was installed. This type of disc is burned as needed. |
| Archiver Errored Out | A true/false display that indicates whether or not there is currently a problem with the archive service on the Agency server. Problems can occur either on the software side (DEA) or hardware side (DVD burner).<br>▪ True. There is an error with the archive service.<br>▪ False. There is no error with the archive service. |
| Simultaneous Users Allowed | The number of DEA Agency users that are allowed on the application at the same time. The value of this field will always be **unlimited** for DEA Agency users. |
| Backup Scheme | The current backup scheme for DEA Agency:<br>▪ NONE. Backup nothing<br>▪ ALL. Backup everything<br>▪ TAPE. Backup everything to a Dell PowerVault tape backup device<br>▪ CASE. Backup any case video and media<br>▪ CATEGORY. Backup any video that has a video category that is *Backup Enabled*<br>For assistance in creating a custom backup plan, contact Mobile-Vision Support. |
| Last Update Check | The last date and time at which the DEA Agency update service connected to the Mobile-Vision update server. |
| Version | The version of DEA Agency that you currently have installed. This field also includes a link to the technical Release Notes. Whenever you call Mobile-Vision Technical Support, please have the current version number on hand. |
| Active Users | Information on the user who is currently logged into DEA Agency:<br>▪ User ID<br>▪ IP address of the PC from which the user logged in<br>▪ Date and time at which the user last logged in. Displays in mm/dd/yyyy hh:mm format. |

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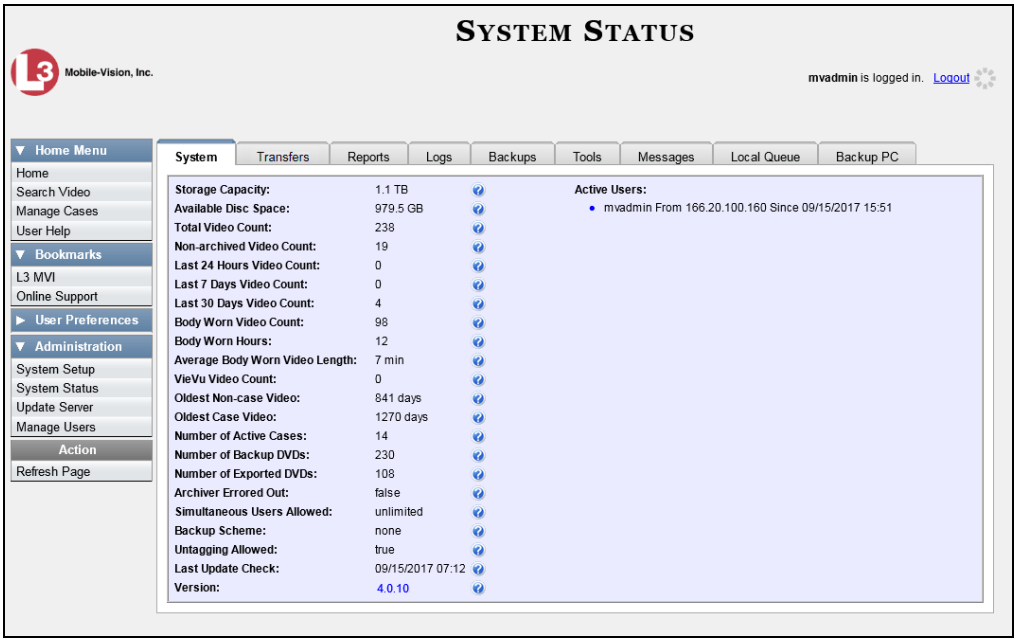
| Action | |
|---|---|
| **Action** | **Description** |
| Refresh Page | Redisplay the System Status page so that you can see any changes that have occurred since you first displayed the page. The system updates screen information every 15 minutes. |

## Viewing/Printing Software Release Notes

This section describes how to view and/or print the technical release notes for the current software release.

1 Go to ▼ Administration and click **System Status**. The System Status page displays.




2 Click the link to the right of the *Version* field at the bottom of the page. A Windows popup displays.

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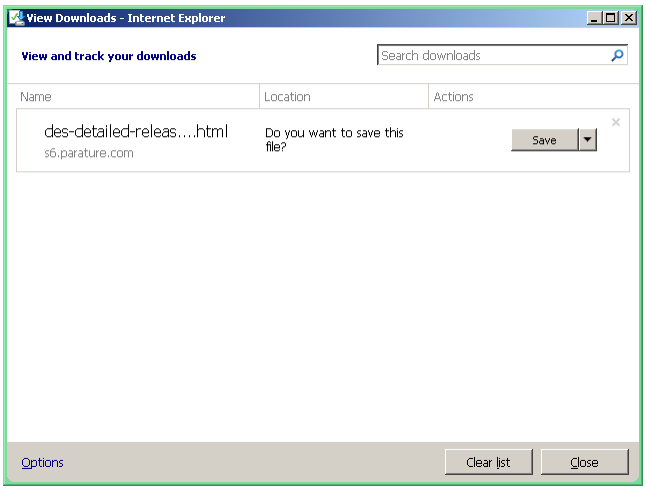
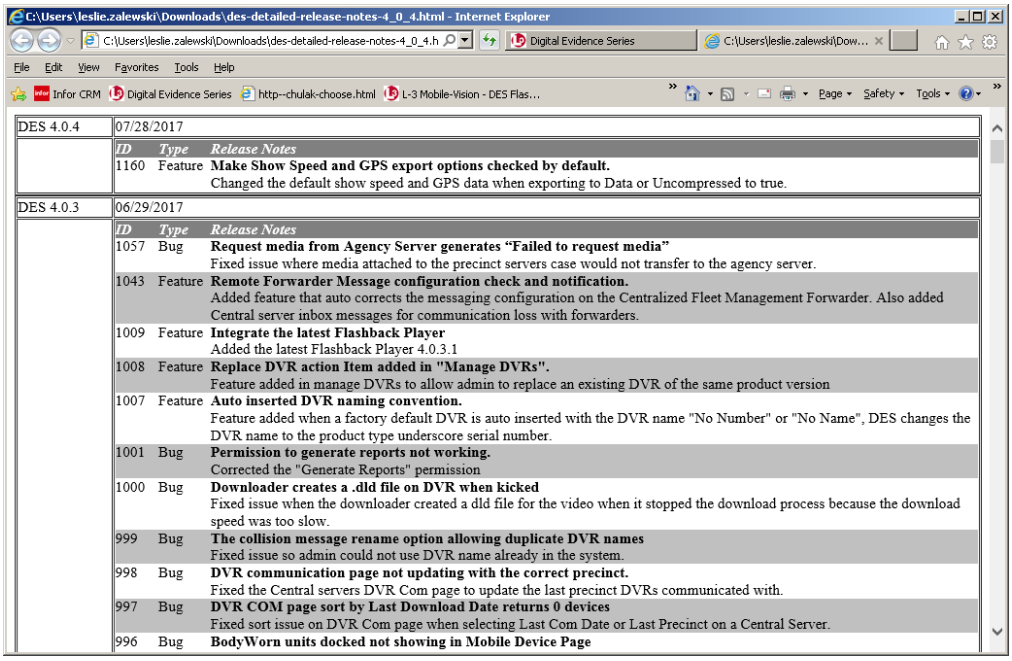



**3** Click **Save**.

**4** Click **Open**. The release notes display.



C:\Users\leslie.zalewski\Downloads\des-detailed-release-notes-4_0_4.html - Internet Explorer

| | | | |
|---|---|---|---|
| DES 4.0.4 | 07/28/2017 | | |
| | *ID* | *Type* | *Release Notes* |
| | 1160 | Feature | **Make Show Speed and GPS export options checked by default.** Changed the default show speed and GPS data when exporting to Data or Uncompressed to true. |
| DES 4.0.3 | 06/29/2017 | | |
| | *ID* | *Type* | *Release Notes* |
| | 1057 | Bug | **Request media from Agency Server generates "Failed to request media"** Fixed issue where media attached to the precinct servers case would not transfer to the agency server. |
| | 1043 | Feature | **Remote Forwarder Message configuration check and notification.** Added feature that auto corrects the messaging configuration on the Centralized Fleet Management Forwarder. Also added Central server inbox messages for communication loss with forwarders. |
| | 1009 | Feature | **Integrate the latest Flashback Player** Added the latest Flashback Player 4.0.3.1 |
| | 1008 | Feature | **Replace DVR action Item added in "Manage DVRs".** Feature added in manage DVRs to allow admin to replace an existing DVR of the same product version |
| | 1007 | Feature | **Auto inserted DVR naming convention.** Feature added when a factory default DVR is auto inserted with the DVR name "No Number" or "No Name", DES changes the DVR name to the product type underscore serial number. |
| | 1001 | Bug | **Permission to generate reports not working.** Corrected the "Generate Reports" permission |
| | 1000 | Bug | **Downloader creates a .dld file on DVR when kicked** Fixed issue when the downloader created a dld file for the video when it stopped the download process because the download speed was too slow. |
| | 999 | Bug | **The collision message rename option allowing duplicate DVR names** Fixed issue so admin could not use DVR name already in the system. |
| | 998 | Bug | **DVR communication page not updating with the correct precinct.** Fixed the Central servers DVR Com page to update the last precinct DVRs communicated with. |
| | 997 | Bug | **DVR COM page sort by Last Download Date returns 0 devices** Fixed sort issue on DVR Com page when selecting Last Com Date or Last Precinct on a Central Server. |
| | 996 | Bug | **BodyWorn units docked not showing in Mobile Device Page** |

**5** If you wish to print the release notes, press **Ctrl + P**. The Print form displays. Proceed to the next step.

– OR –

If you do *not* wish to print the release notes, skip to step 7.

**6** Select your print options, then click **OK** or **Print**. The print job is directed to your active printer.

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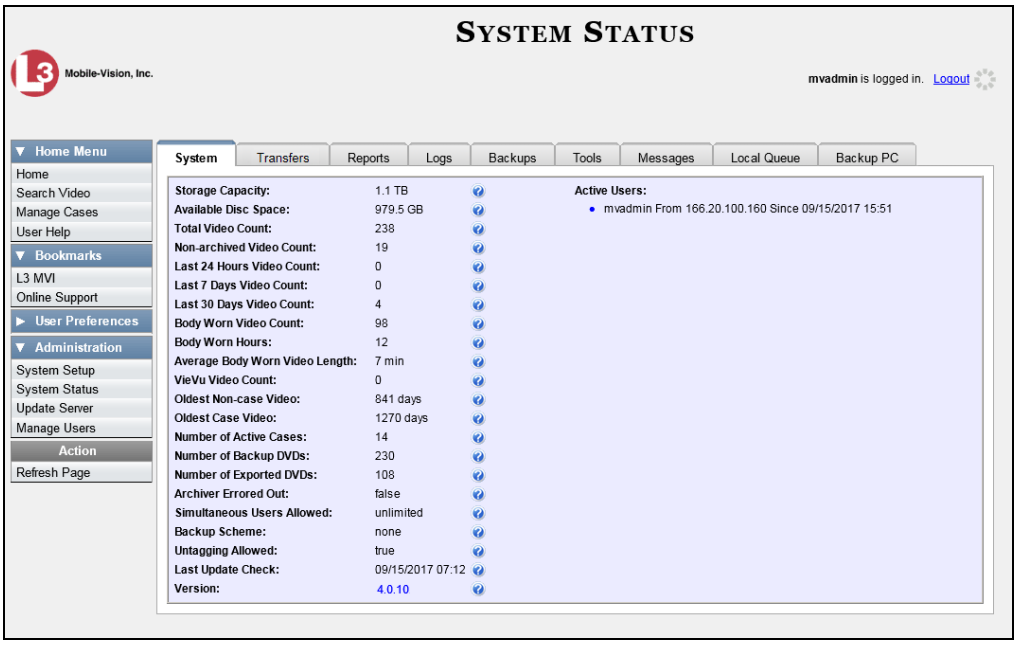
7 When you are finished viewing/printing the release notes, click the ☒ in the upper right corner of the page.

## Accessing Product Manuals & Training Videos

This section describes how to access L-3 Mobile-Vision's product manuals and training videos via links to our Online Support Center.

1 Go to ▼ Administration and click **System Status**. The System Status page displays.




2 Click the **Tools** tab. The video and documentation links are listed at the top of the page.

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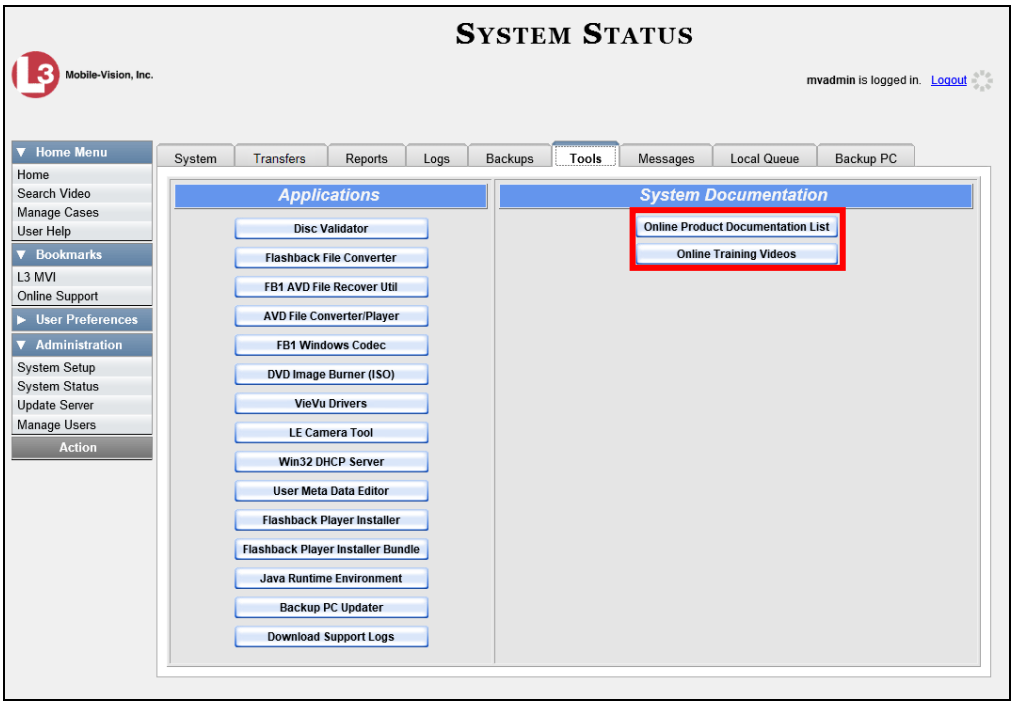


**3** Click on the appropriate button:

To view a list of training videos, click **Online Training Videos**.

– OR –

To view a list of manuals and quick reference guides, click **Online Product Documentation List**.

A PDF file displays.

*(Continued)*

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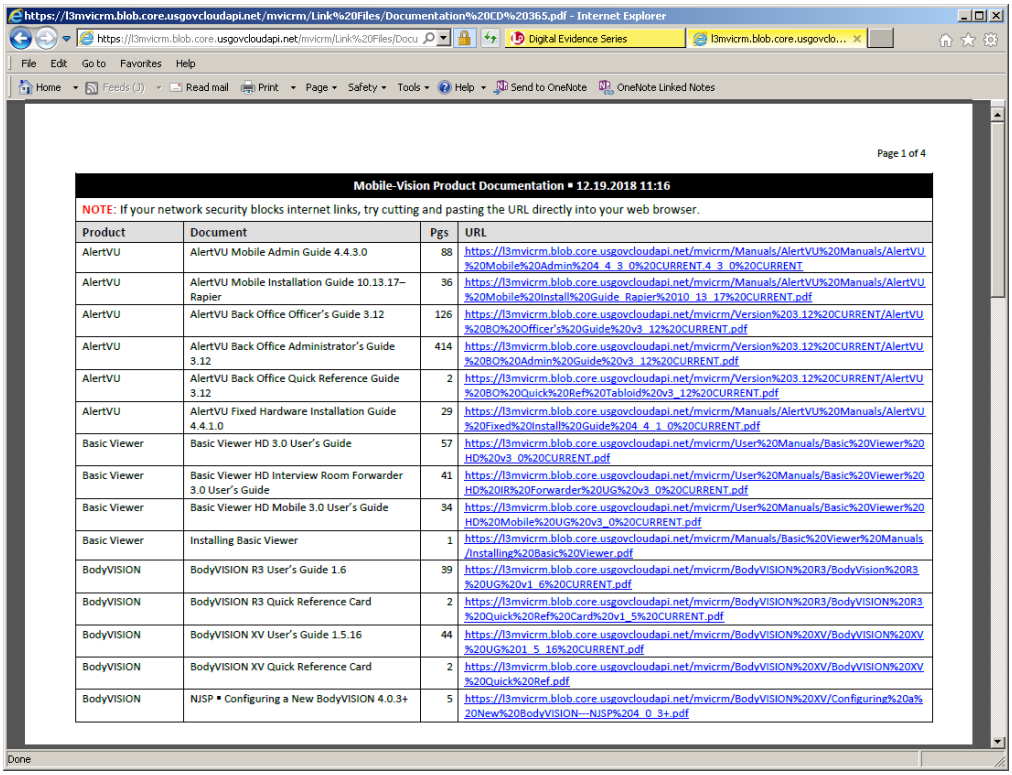

Page 1 of 4

**Mobile-Vision Product Documentation ▪ 12.19.2018 11:16**

NOTE: If your network security blocks internet links, try cutting and pasting the URL directly into your web browser.

| Product | Document | Pgs | URL |
|---|---|---|---|
| AlertVU | AlertVU Mobile Admin Guide 4.4.3.0 | 88 | https://l3mvicrm.blob.core.usgovcloudapi.net/mvicrm/Manuals/AlertVU%20Manuals/AlertVU%20Mobile%20Admin%204_4_3_0%20CURRENT.4_3_0%20CURRENT |
| AlertVU | AlertVU Mobile Installation Guide 10.13.17–Rapier | 36 | https://l3mvicrm.blob.core.usgovcloudapi.net/mvicrm/Manuals/AlertVU%20Manuals/AlertVU%20Mobile%20Install%20Guide_Rapier%2010_13_17%20CURRENT.pdf |
| AlertVU | AlertVU Back Office Officer's Guide 3.12 | 126 | https://l3mvicrm.blob.core.usgovcloudapi.net/mvicrm/Version%203.12%20CURRENT/AlertVU%20BO%20Officer's%20Guide%20v3_12%20CURRENT.pdf |
| AlertVU | AlertVU Back Office Administrator's Guide 3.12 | 414 | https://l3mvicrm.blob.core.usgovcloudapi.net/mvicrm/Version%203.12%20CURRENT/AlertVU%20BO%20Admin%20Guide%20v3_12%20CURRENT.pdf |
| AlertVU | AlertVU Back Office Quick Reference Guide 3.12 | 2 | https://l3mvicrm.blob.core.usgovcloudapi.net/mvicrm/Version%203.12%20CURRENT/AlertVU%20BO%20Quick%20Ref%20Tabloid%20v3_12%20CURRENT.pdf |
| AlertVU | AlertVU Fixed Hardware Installation Guide 4.4.1.0 | 29 | https://l3mvicrm.blob.core.usgovcloudapi.net/mvicrm/Manuals/AlertVU%20Manuals/AlertVU%20Fixed%20Install%20Guide%204_4_1_0%20CURRENT.pdf |
| Basic Viewer | Basic Viewer HD 3.0 User's Guide | 57 | https://l3mvicrm.blob.core.usgovcloudapi.net/mvicrm/User%20Manuals/Basic%20Viewer%20HD%20v3_0%20CURRENT.pdf |
| Basic Viewer | Basic Viewer HD Interview Room Forwarder 3.0 User's Guide | 41 | https://l3mvicrm.blob.core.usgovcloudapi.net/mvicrm/User%20Manuals/Basic%20Viewer%20HD%20IR%20Forwarder%20UG%20v3_0%20CURRENT.pdf |
| Basic Viewer | Basic Viewer HD Mobile 3.0 User's Guide | 34 | https://l3mvicrm.blob.core.usgovcloudapi.net/mvicrm/User%20Manuals/Basic%20Viewer%20HD%20Mobile%20UG%20v3_0%20CURRENT.pdf |
| Basic Viewer | Installing Basic Viewer | 1 | https://l3mvicrm.blob.core.usgovcloudapi.net/mvicrm/Manuals/Basic%20Viewer%20Manuals/Installing%20Basic%20Viewer.pdf |
| BodyVISION | BodyVISION R3 User's Guide 1.6 | 39 | https://l3mvicrm.blob.core.usgovcloudapi.net/mvicrm/BodyVISION%20R3/BodyVision%20R3%20UG%20v1_6%20CURRENT.pdf |
| BodyVISION | BodyVISION R3 Quick Reference Card | 2 | https://l3mvicrm.blob.core.usgovcloudapi.net/mvicrm/BodyVISION%20R3/BodyVISION%20R3%20Quick%20Ref%20Card%20v1_5%20CURRENT.pdf |
| BodyVISION | BodyVISION XV User's Guide 1.5.16 | 44 | https://l3mvicrm.blob.core.usgovcloudapi.net/mvicrm/BodyVISION%20XV/BodyVISION%20XV%20UG%201_5_16%20CURRENT.pdf |
| BodyVISION | BodyVISION XV Quick Reference Card | 2 | https://l3mvicrm.blob.core.usgovcloudapi.net/mvicrm/BodyVISION%20XV/BodyVISION%20XV%20Quick%20Ref.pdf |
| BodyVISION | NJSP ▪ Configuring a New BodyVISION 4.0.3+ | 5 | https://l3mvicrm.blob.core.usgovcloudapi.net/mvicrm/BodyVISION%20XV/Configuring%20a%20New%20BodyVISION---NJSP%204_0_3+.pdf |

**4** Click on the desired documentation or video link. If you selected the Product Documentation List (pictured above), the DEA Agency documentation that may pertain to your agency is listed below.

| Document | Audience |
|---|---|
| DEA Agency Officer's Guide | DEA Agency Officer users & other non-supervisory users |
| DEA Agency Administrator's Guide | DEA Agency System administrators & other supervisory users |
| DEA Precinct Officer's Guide | DEA Precinct Officer users & other non-supervisory users |
| DEA Precinct Administrator's Guide | DEA Precinct System administrators & other supervisory users |
| Flashback3/HD User's Guide | Flashback3 & FlashbackHD users |
| Flashback3 Installation Guide | Flashback3 installers |
| FlashbackHD Installation Guide | FlashbackHD installers |
| *Body*VISION R3 User's Guide | *Body*VISION R3 users |
| *Body*VISION XV User's Guide | *Body*VISION XV users |
| BWX-100 User's Guide | BWX-100 users |

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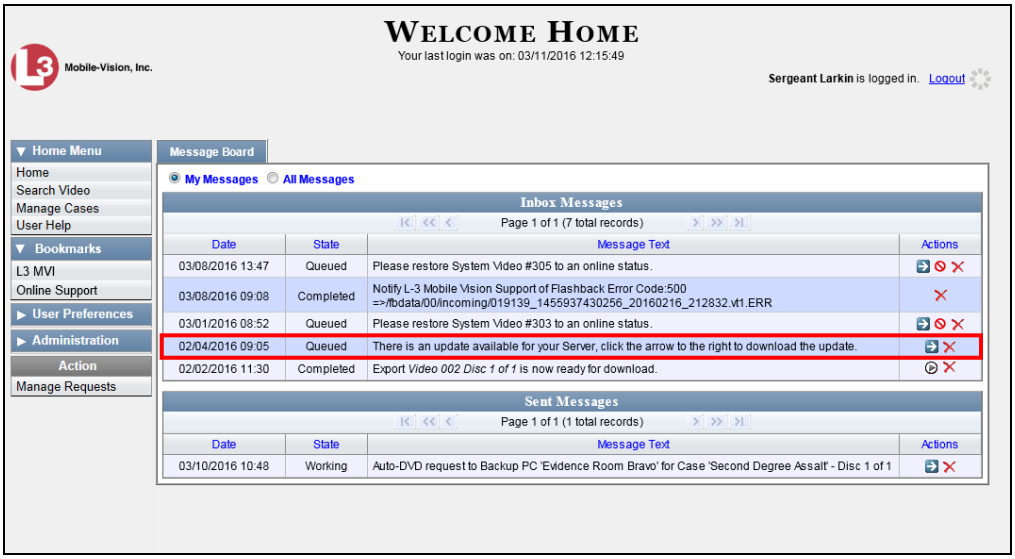
5 Follow the Windows prompts to view the selected video or document.

## Updating the Application

If your agency has an up-to-date Extended Maintenance Agreement (EMA) and your hardware/software configuration meets our system requirements, you qualify for software upgrades whenever one is available. This section describes how to update the DEA Agency application after you receive an upgrade notification in your in-box (*"There is an update available for your Server…"*).




The following procedure requires that your Agency server have internet access to our Auto Update server. If you do *not* have direct access to our update server *or* your agency does not *allow* direct access to our server for security reasons, please contact Mobile-Vision Service at 973-263-1090. A Technical Support Engineer will provide you with an alternate method for upgrading your software.

Before you begin an update, make sure that your user type has a *Session Timeout* setting of at least 60 minutes to prevent you from being logged out during the update process.

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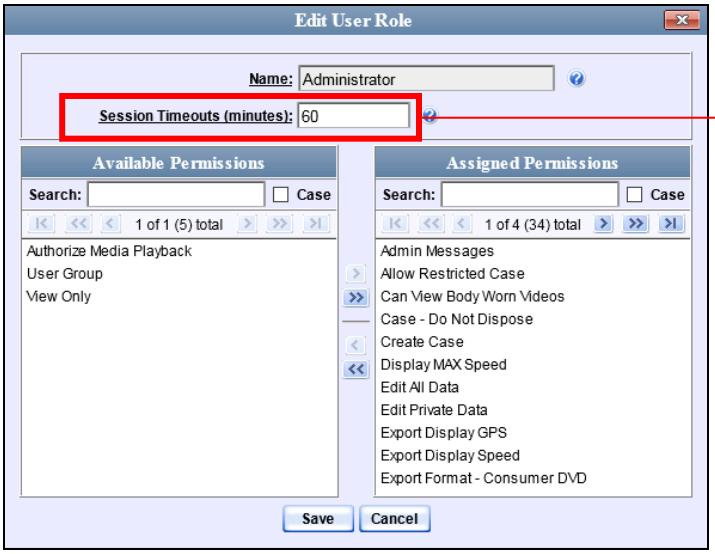


Make sure that this field is set to 60 or higher

For instructions on changing this setting, see "Changing the Session Timeout Setting" on page 448.

Depending on the size of the update and speed of your network connection, the update process may take up to an hour.

**1** Make sure the Home page displays. (If necessary, go to ▼ Home and click **Home**.)

**2** Go to your *Inbox Messages* list and click on the arrow icon to the right of the upgrade notification message (*'There is an update available for your Server…'*).

– OR –

Go to ▼ Administration and click **Update Server**.

⇒ If the Update Server popup displays, proceed to the next step.

⇒ If a security popup displays, select the checkbox at the bottom of the popup, then click **Allow**. Next, select the checkbox at the bottom of the *second* popup, then click **Run**. The Update Server popup displays.

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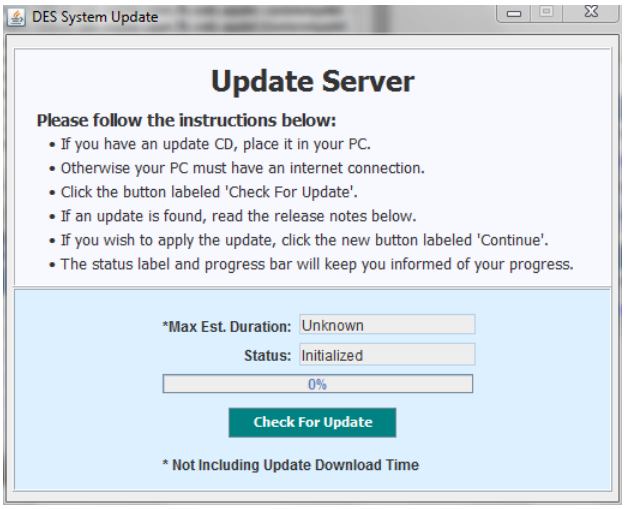
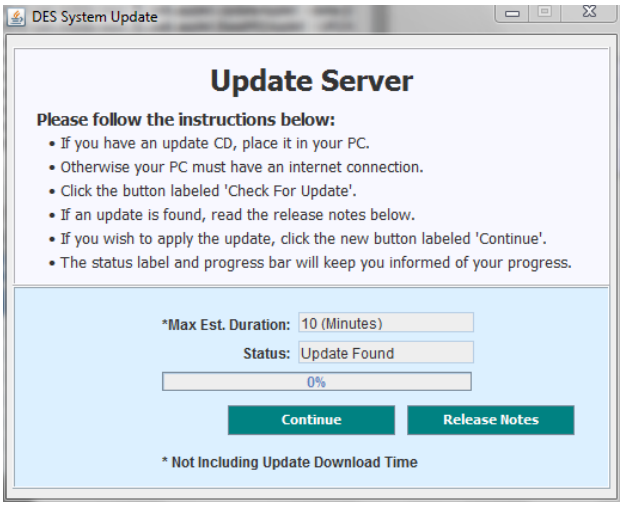



**3** Click the **Check for Update** button. The system searches for a new update.

⇒ If an update is available, the message *Update Found* displays in the *Status* field. Proceed to the next step.

⇒ If an update is *not* available, the message *No Update Found* displays in the *Status* field. Click the ☒ in the upper corner of the page to exit. **End of Procedure**.




**4** If you would like to review the Release Notes before beginning the update, click the **Release Notes** button. Otherwise proceed to the next step.

*(Continued)*

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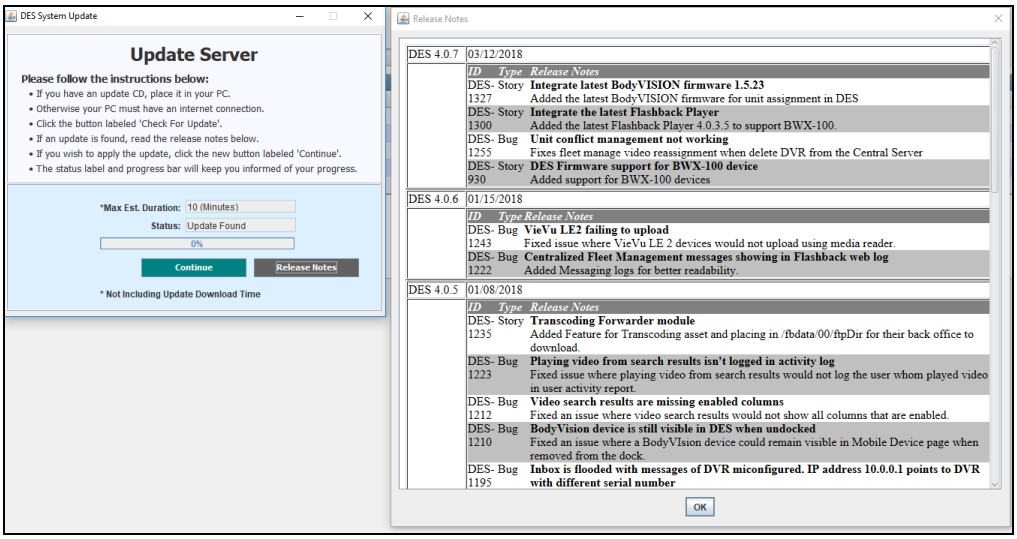
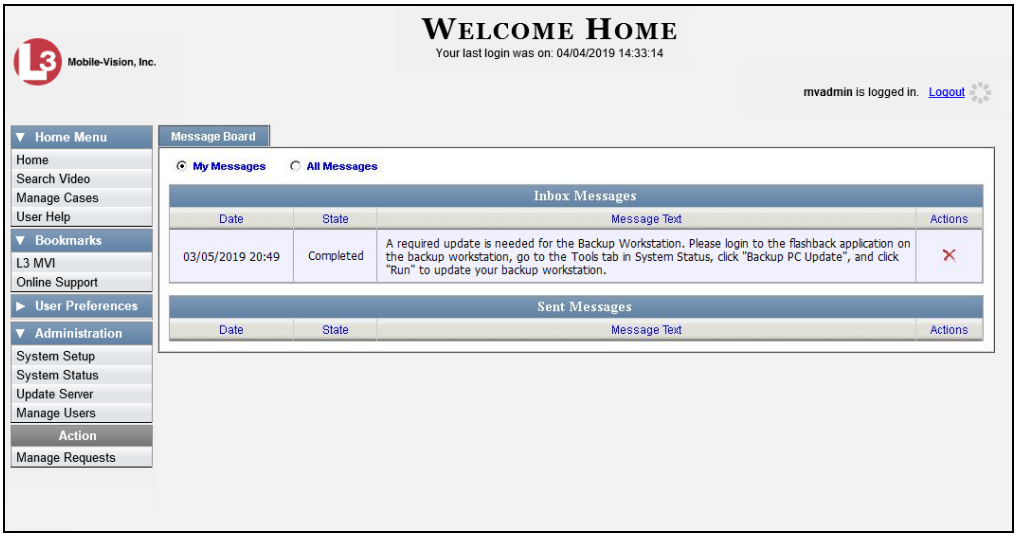



**5** Click **Continue**. The system begins updating the system. When the update is complete, the system logs you out of the application.

**6** Login to DEA Agency again.

**7** Once the Home page displays, look for a new message in your Inbox that says: *"A Required update is needed for the Backup Workstation..."*




⇒ If you see the update message pictured above, it means that you have to update your Backup PC(s) in order for the new DEA Agency update to work properly. Proceed to the next step.

⇒ If you do *not* see the update message pictured above, it means that you do *not* have to update your Backup PC(s). **End of Procedure**.

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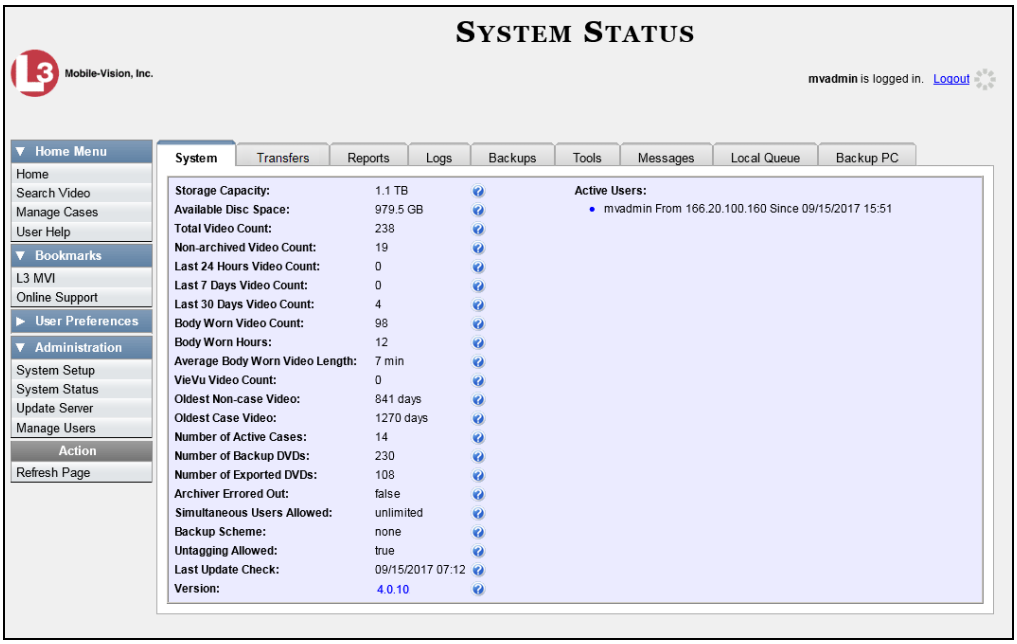
The Backup PC update procedure needs to be performed on the Backup PC itself, so you must log out of the DEV application now, then log back in from the Backup PC, as described below.

**8** Go to the top right of the Home page and click **Logout**.

**9** Walk to the Backup PC.

**10** Login to DEA Agency again from the Backup PC. (Be sure to login as an Administrator.)

**11** Go to ▼ Administration and click **System Status**. The System Status page displays.




**12** Click the **Tools** tab.

*(Continued)*

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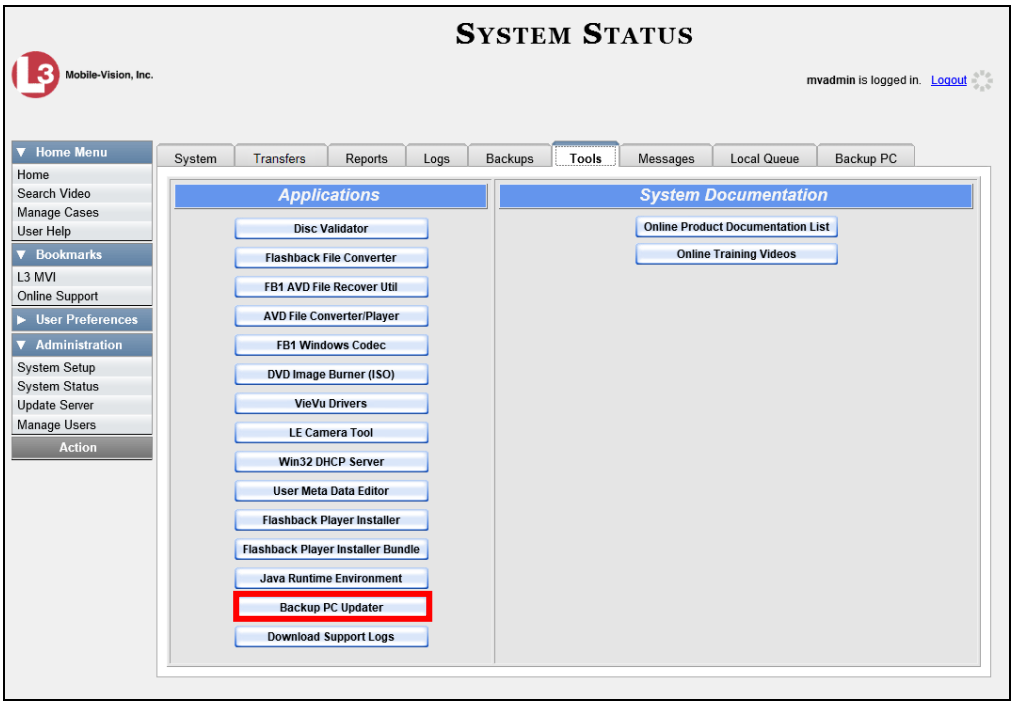
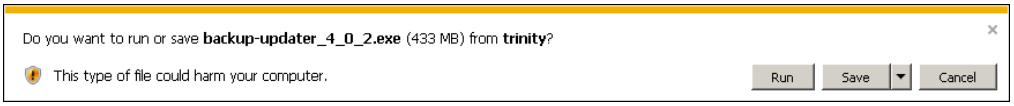
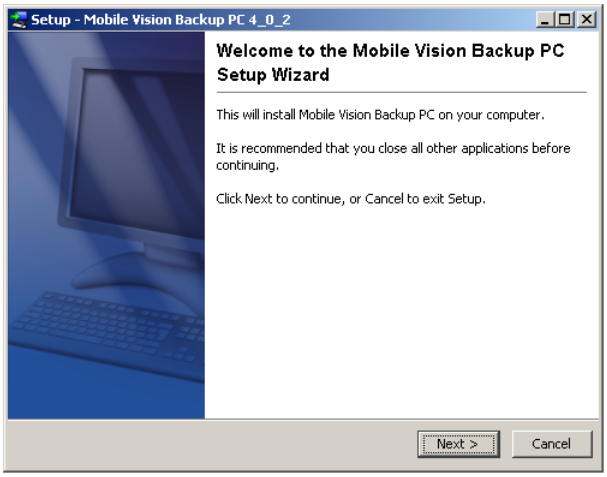



**13** Go to the *Applications* column and click the **Backup PC Updater** button. A Windows message displays.




**14** Click **Run**. The system copies some files from the server to the Backup PC. After a momentary delay, the Setup Wizard launches.




**15** Click **Next**. A list of DVD burners displays.

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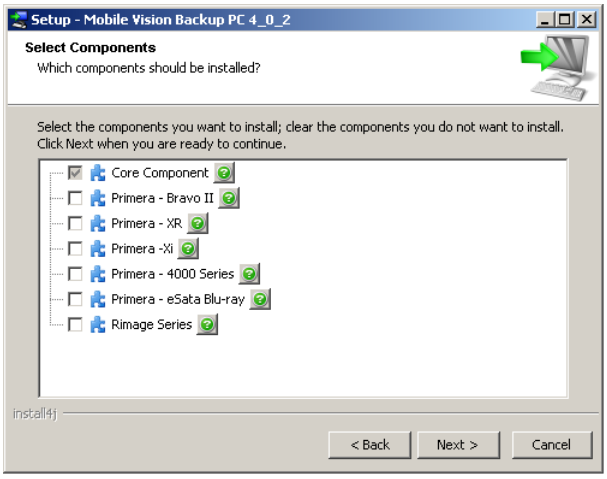
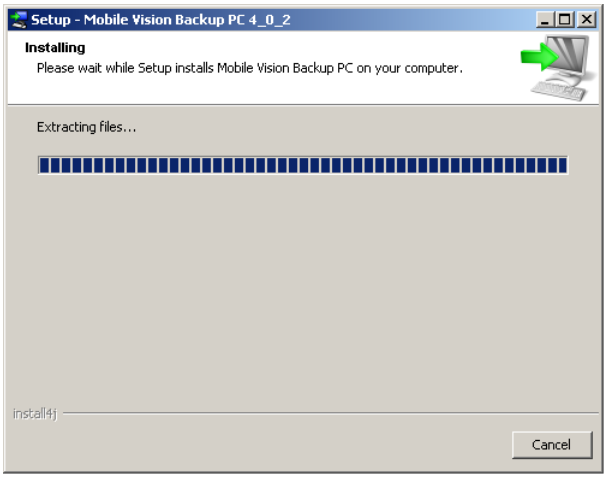



**16** Select the type of disc burner that your Backup PC is connected to. Make sure you select *only one* burner.

**WARNING**: If you select more than one DVD burner *or* you select the *wrong* DVD burner, or it could render your Backup PC system temporarily inoperable.

**17** Click **Next**. The system begins updating your Backup PC.




Once the software has been installed on your PC, a confirmation message displays.

*(Continued)*

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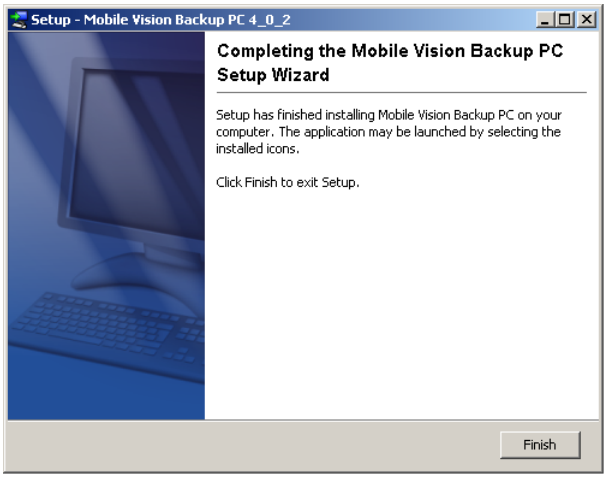
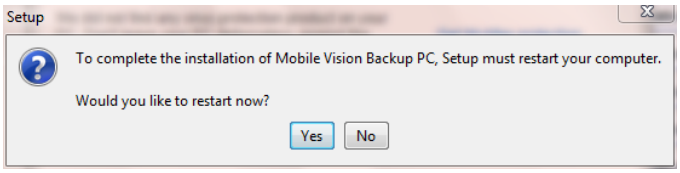



**18** Click **Finish**. The system prompts you to reboot the Backup PC.




**19** Close any files that you may have open on the Backup PC, then click **Yes**.

⇒ If you have only *one* Backup PC, **End of Procedure**.

⇒ If you have *more than one* Backup PC, log out of DEV and repeat steps 9 – 19 for your next Backup PC.

## Changing the Session Timeout Setting

This section describes how to change the number of minutes of inactivity the system will allow before automatically logging a particular user type off the DEA Agency application. If a user type will be performing time-intensive tasks, such as restoring cases or manually uploading videos, it's recommended that you set their session timeout to a *minimum* of 60 minutes.

**1** Go to ▼ Administration and click **System Setup**. The System Setup page displays.

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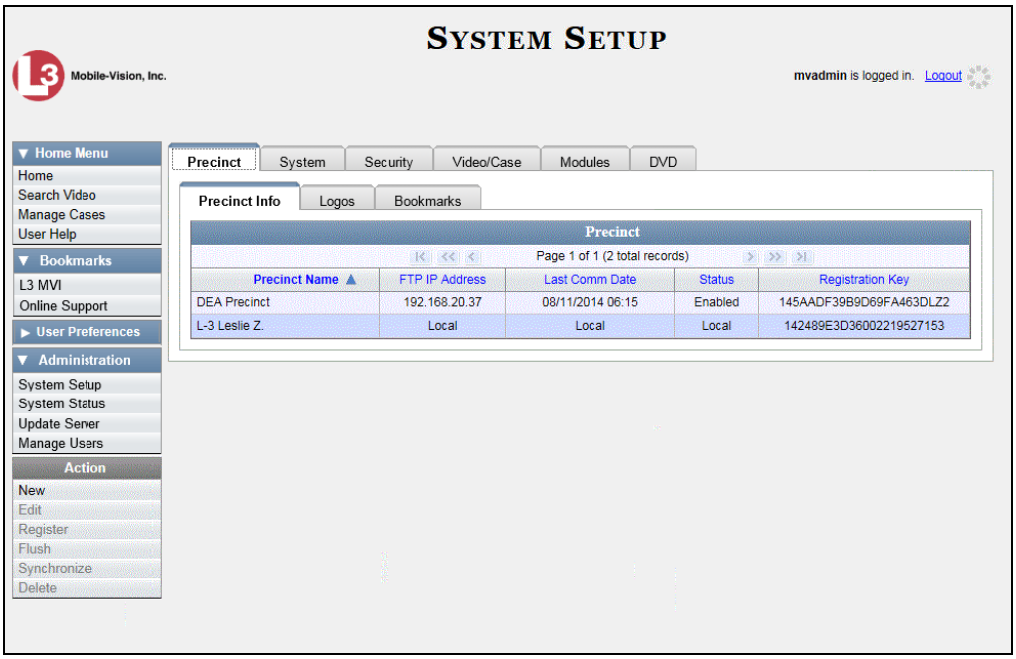
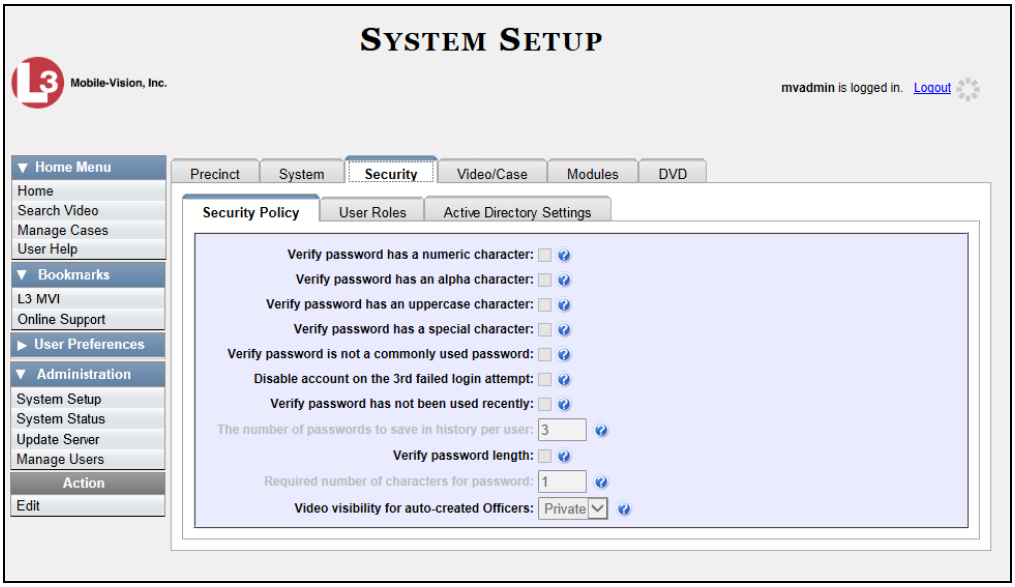



**2** Click the **Security** tab.




**3** Click the **User Roles** tab. A list of User Roles displays.

*(Continued)*

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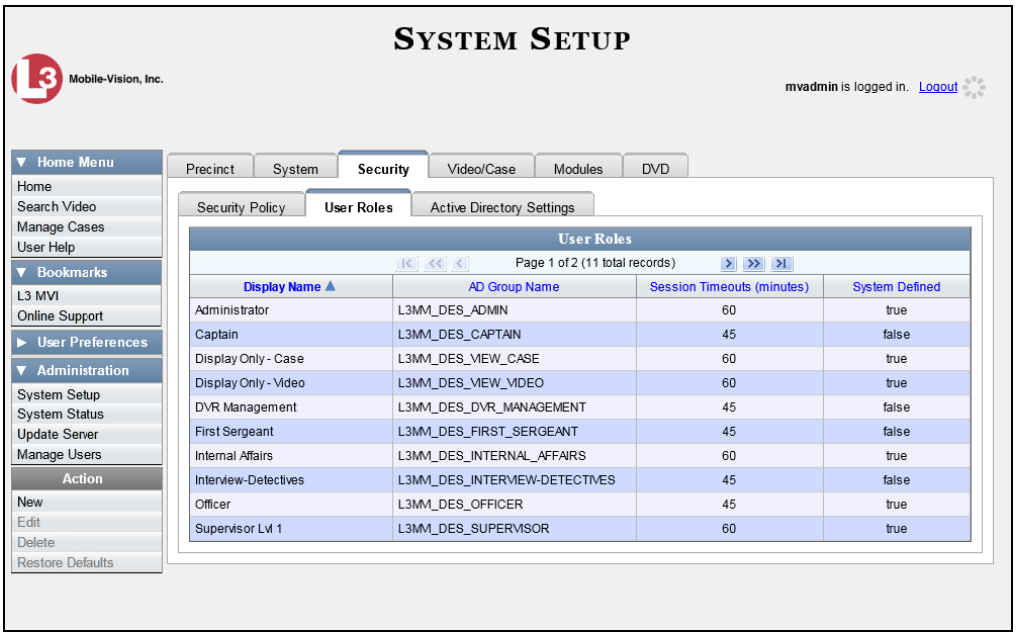
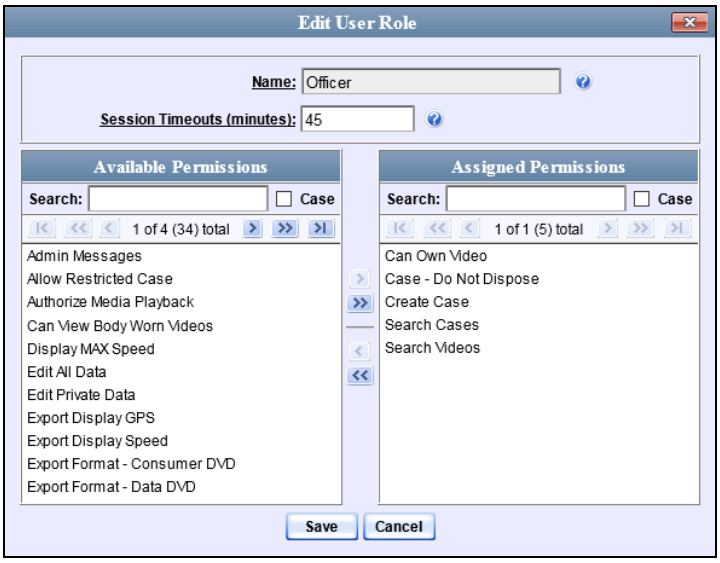
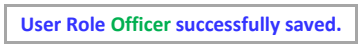



**4** Right-click on the user type you wish to update, then select **Edit** from the popup menu. The Edit User Role popup displays.




**5** Go to the *Session Timeouts (minutes)* field and enter the number of minutes you wish to elapse before this user type is automatically logged off the system.

**6** Click **Save**. A confirmation message displays:

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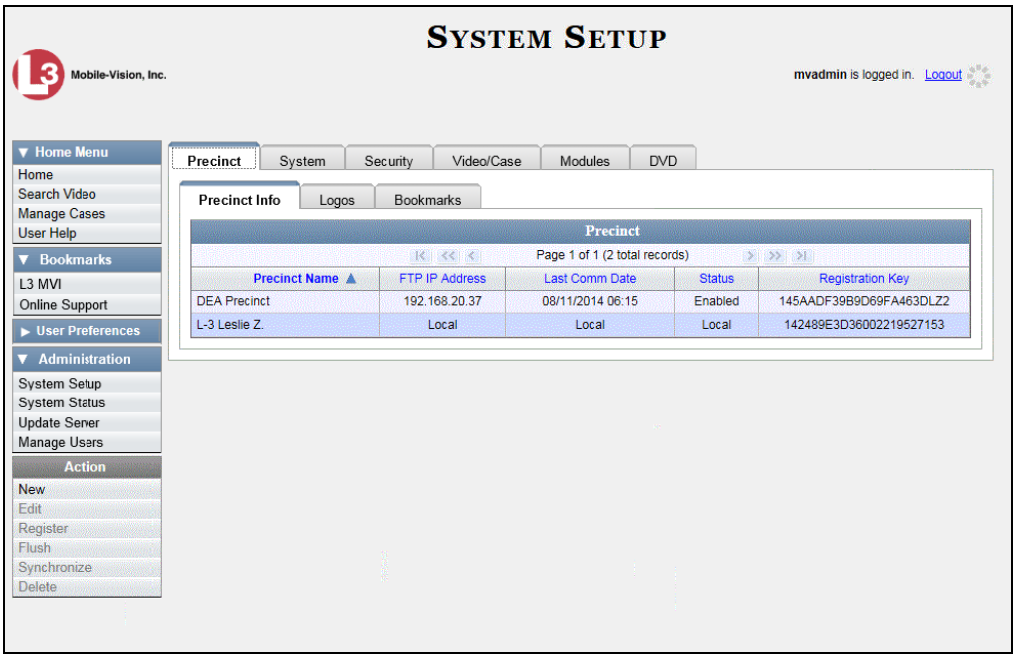
## Changing the Application's Color Scheme

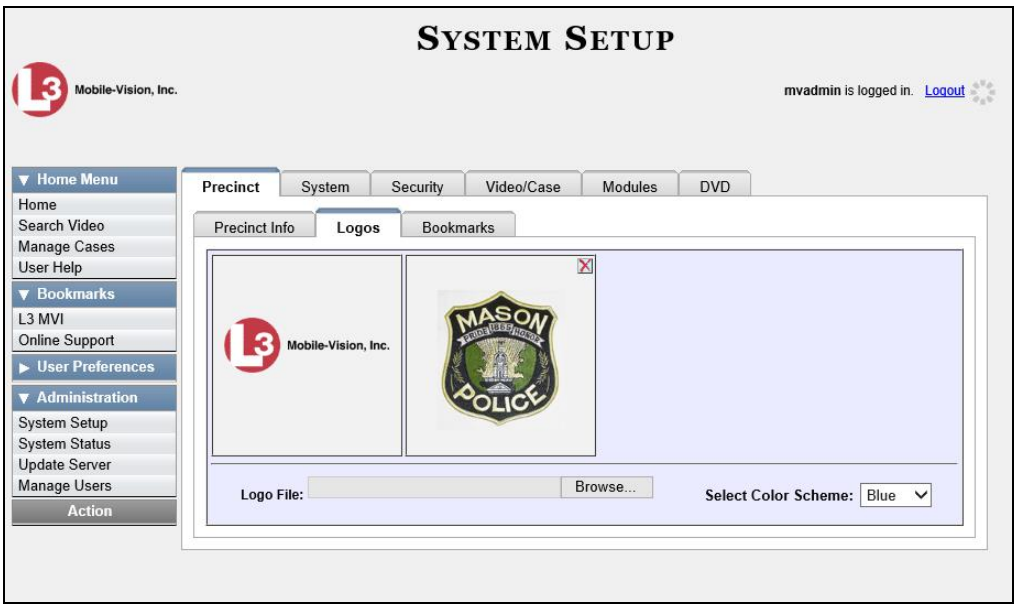
This section describes how to change the application's color scheme from the current color to *blue*, *brown*, *green*, or *red*.

1 Go to ▼ Administration and click **System Setup**. The System Setup page displays.




2 If it is not already selected, click the **Precinct** tab.

3 Click the **Logos** tab.



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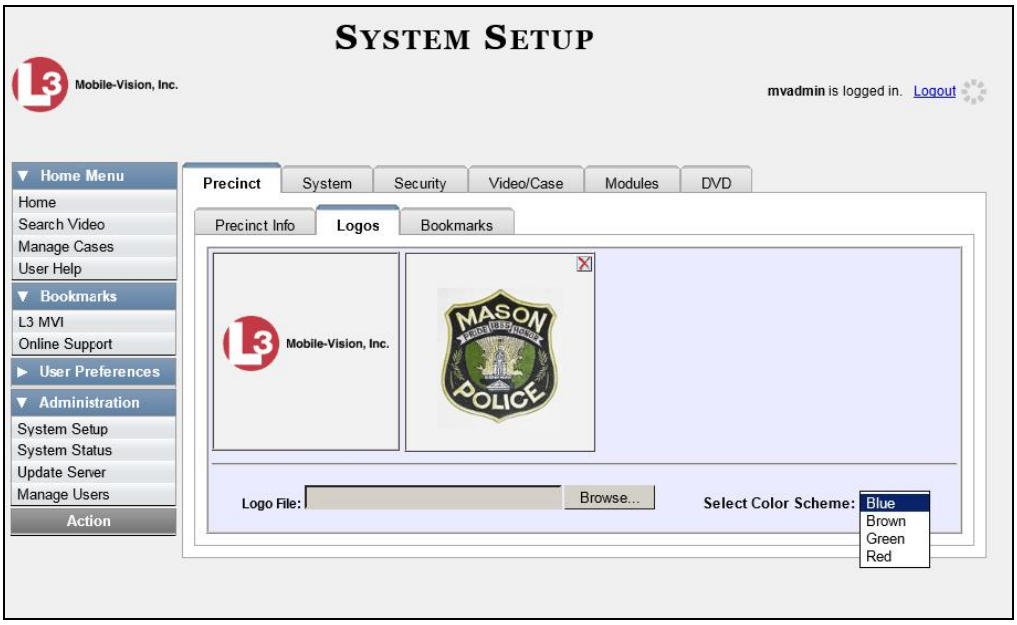
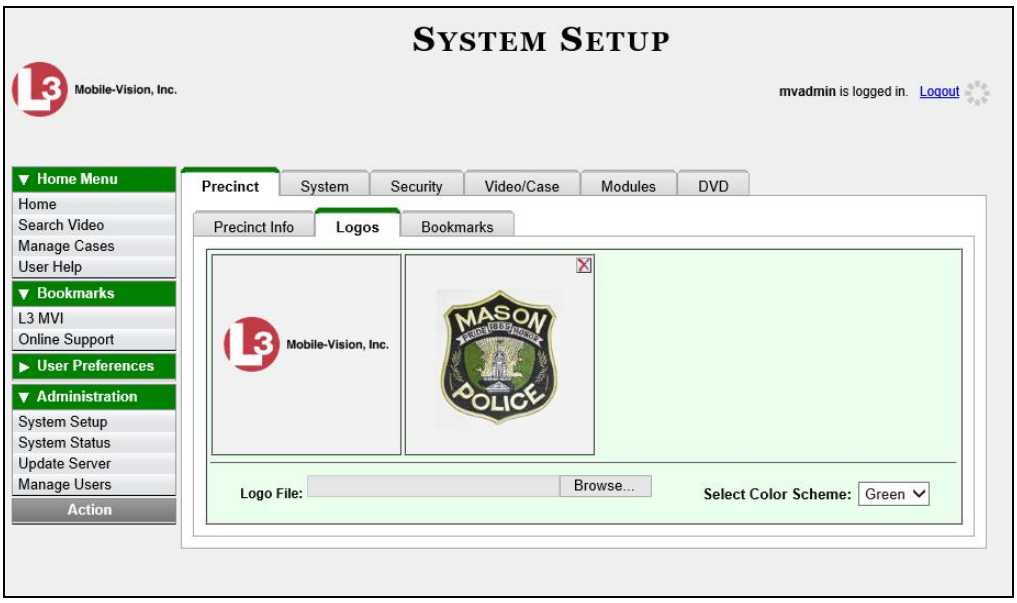
**4** Select a new color scheme from the *Select Color scheme* drop-down list.




The new color scheme will immediately take effect.

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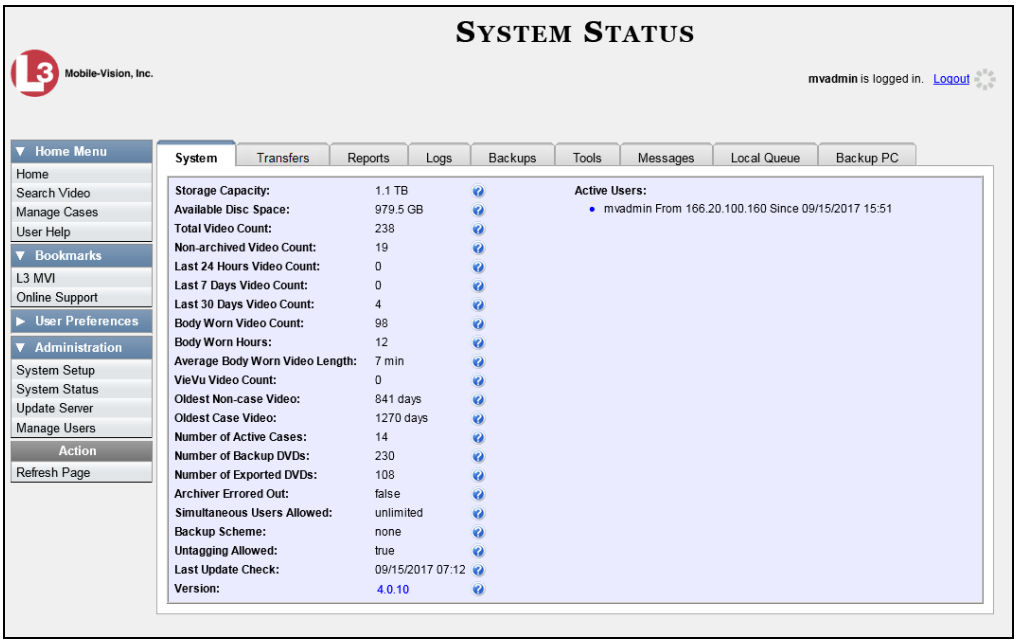
## Downloading the Support Logs

This section describes how to download the logs that are used by Mobile-Vision's Technical Support Engineers to troubleshoot technical problems. This procedure is only used by those customers who have no remote access whatsoever (i.e., your agency is unable or unwilling to allow remote access to the DEA Agency server). Perform this task when instructed to do so by a Technical Support Engineer.

**1** Go to ▼ Administration and click **System Status**. The System Status page displays.




**2** Click the **Tools** tab.

*(Continued)*

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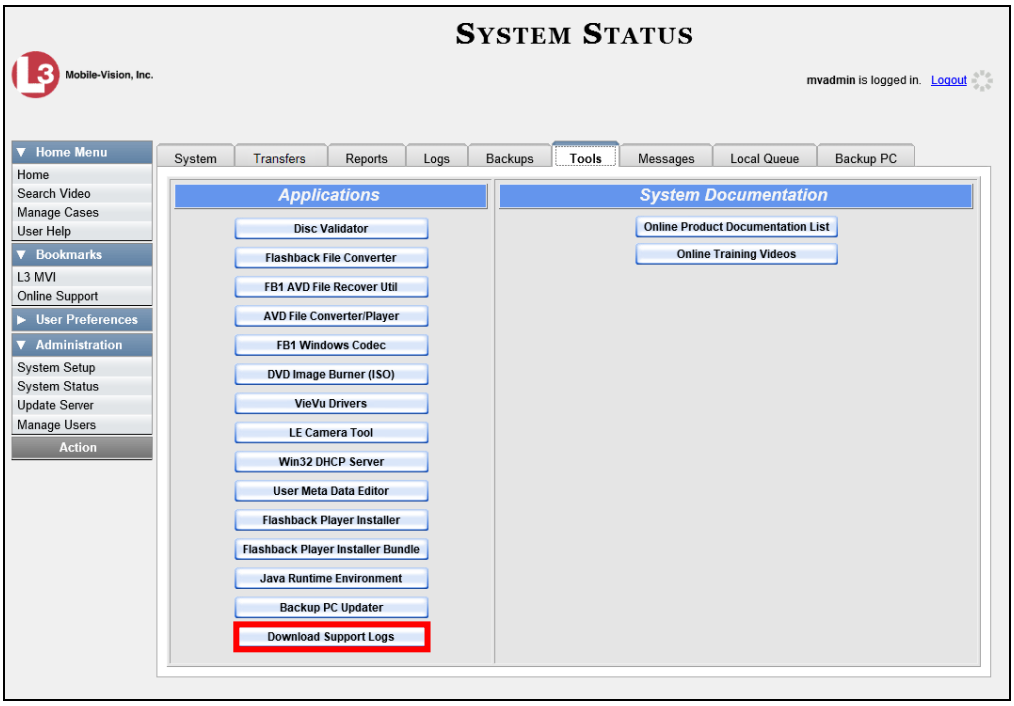


3 Go to the *Applications* column and click the **Download Support Logs** button. The following message displays.

**Compressing logs. Please wait**

After a delay of a few seconds to a few minutes, a Windows message displays.

4 Select **Save As** from the *Save* drop-down list. The Save As window displays.

5 Navigate to the disk drive location where you wish to temporarily store the log file. (You will be uploading this file to Mobile-Vision.)

6 Click **Save**. The system copies the logs4u.mvi file to the selected location. When the process is complete, a confirmation message will display.

7 Click **Open folder** to display the file.

8 Upload the file to Mobile-Vision, as per your Technical Support Engineer's instructions.

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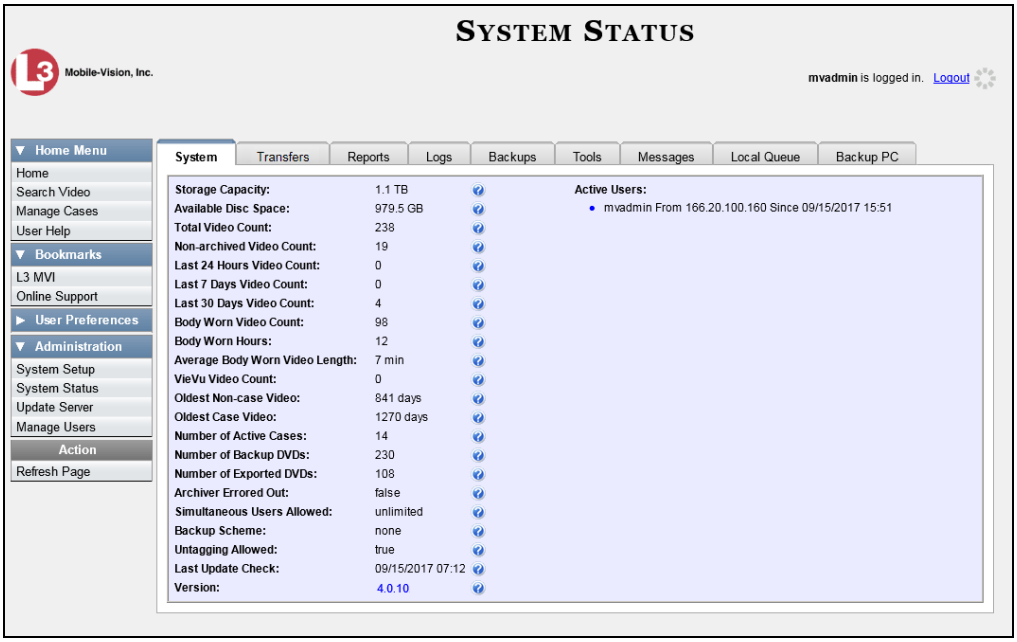
# Downloading the Java Runtime Environment (JRE) Application

The Java Runtime Environment (JRE) application is required on workstations to perform certain functions, such as playing video, manually uploading files, and performing system updates. A download of this application is provided within DEA as a convenience. For the most current version of JRE, you can also download this application from:

http://www.oracle.com/technetwork/java/javase/downloads/index.html

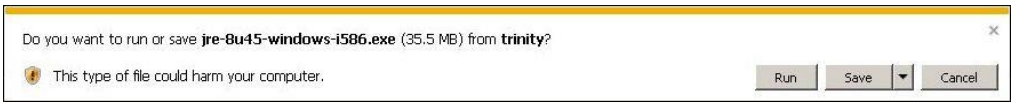
1 Save and close any open PC files/applications other than DEA Agency.

2 Go to ▼ Administration and click **System Status**. The System Status page displays.




3 Click the **Tools** tab, as pictured on the previous page.

4 Go to the *Applications* column and click the **Java Runtime Environment** button. A Windows message displays.




5 Click **Run**.

6 If you receive a security warning, click **Run** again. Otherwise proceed to the next step.

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7 Click **Install**.

8 Follow the Java system prompts. At the end of the installation process, a confirmation message will display.

9 Click **Close**.

10 Reboot your PC.

## Performing a Data Flush

A "data flush" is a system maintenance procedure that is used to help correct a synchronization problem that sometimes occurs during server-to-server communications. Perform this task whenever you're looking for, but cannot find, a video on the Agency server 24 hours or more after it was ingested into a Precinct server (see **HINT** below).

**HINT**: Before you perform this procedure, make sure the network link between the Agency and Precinct server is up and running, as a lack of good communication between servers can also interrupt a video transfer.

1 Go to ▼ Administration and click **System Setup**. The System Setup page displays.

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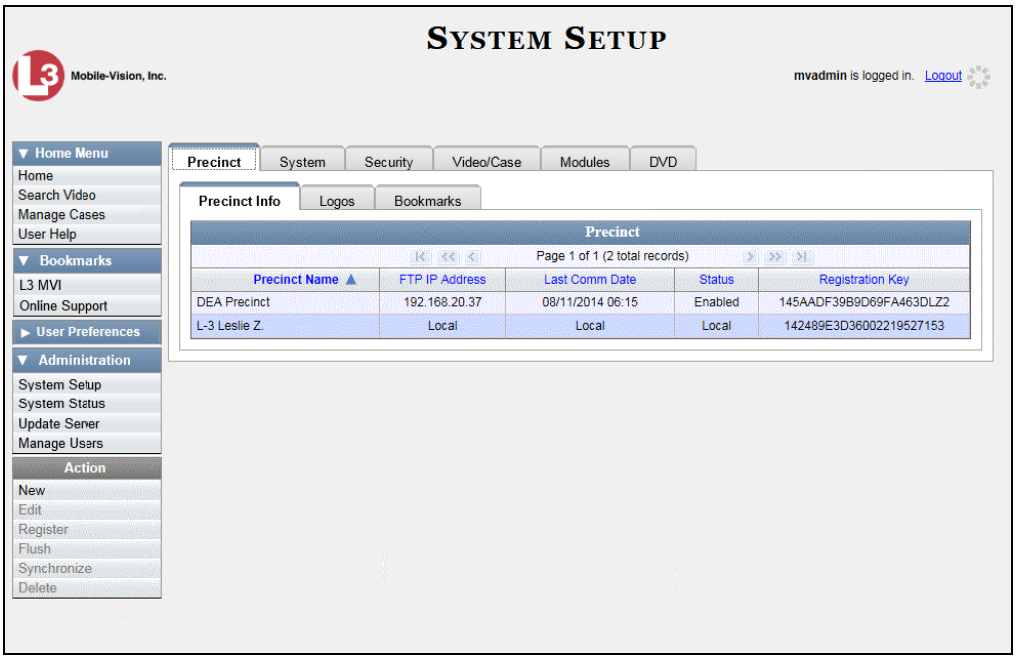
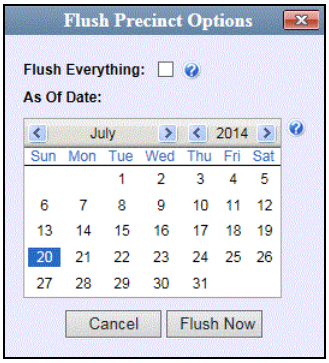



2 If it is not already selected, click the **Precinct** tab.

3 If it is not already selected, click the **Precinct Info** tab.

4 Click on the Precinct to which the missing video was downloaded. If you have a large number of precincts, use the navigation arrows at the top of the page to scroll through the list.

5 Go to the Action column and click **Flush**. The Flush Precinct Options popup displays.




Next, you need to select the date range for which you wish to perform a data flush. If, for example, you first became aware of missing data on July 21, you might want to select the prior date—July 20. This would flush all data from July 20 to the present.

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6 To flush data for *all* dates since this Precinct was first registered, select the *Flush Everything* checkbox.

– OR –

To flush data for a specific date range, select the beginning of that date range.

7 Click **Flush Now**. The following confirmation message displays:

Flush Request Submitted.

8 Wait 5 minutes, then check to see if the missing video now displays on your Agency server. (If necessary, see "Displaying a Video" in chapter 2.) If the video does *not* display, contact Mobile-Vision Support for assistance.

## Manually Synchronizing a Precinct Server with the Agency Server

Every day, automatic communication occurs between the Agency server and the various Precinct servers. Videos, cases, system settings, and other system data all transmit to and from the various servers on a continual basis. However, different types of data transmit at variable times and speeds. For example, because video transfers require a lot of bandwidth, those transfers occur during night processing. Other data transfers, such as that of video metadata,* occur much faster. If you wish to speed up the communication between a Precinct server and the Agency server, you have the option of performing a *manual synchronization*. This procedure will decrease the time it takes for new metadata on a Precinct server to become visible on the Agency server.

**NOTE**: This procedure does not decrease the time it takes for new videos to display. Rather, it decreases the time it takes for new video *metadata* to display. That's because the actual video transfers always occur during night processing.

1 Go to ▼ Administration and click **System Setup**. The System Setup page displays.

* The information associated with a video, such as its category, record reason, duration, etc.



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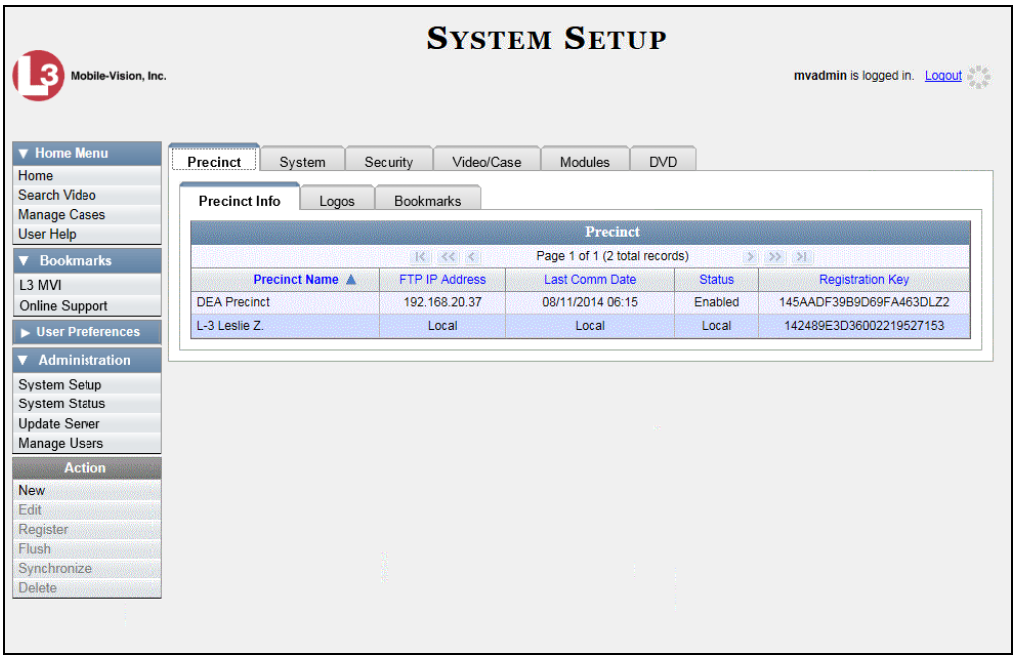


2 If it is not already selected, click the **Precinct** tab.

3 If it is not already selected, click the **Precinct Info** tab.

4 Click on the Precinct you wish to synchronize with. If you have a large number of precincts, use the navigation arrows at the top of the page to scroll through the list.

5 Go to the Action column and click **Synchronize**. The following confirmation message displays:

A confirmation message will also display on your Home page under *Sent Messages*. Once the data transfer is complete, a notification message will display in your *Inbox*.

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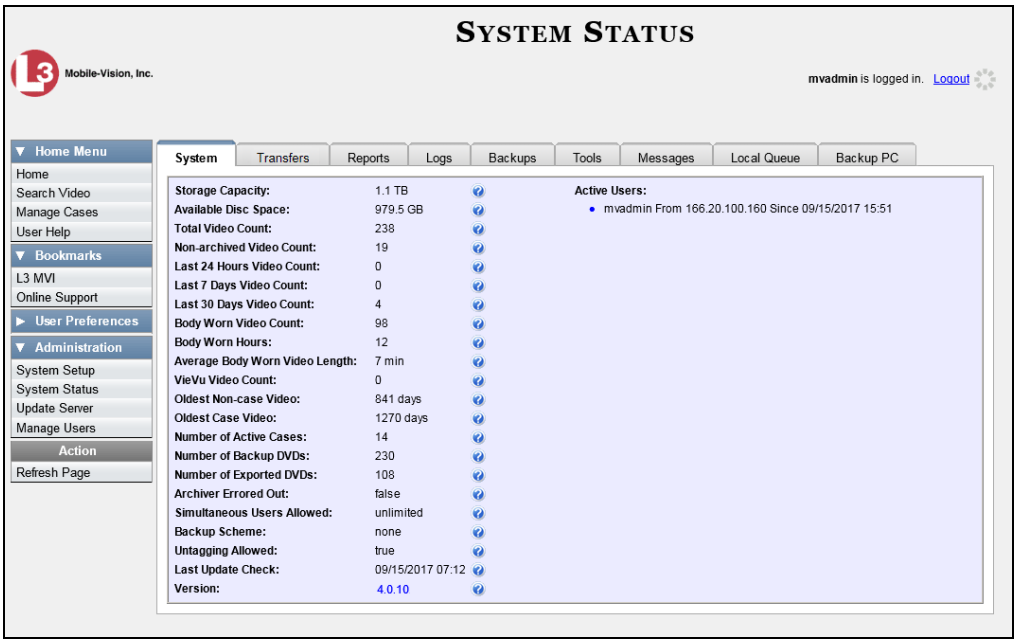
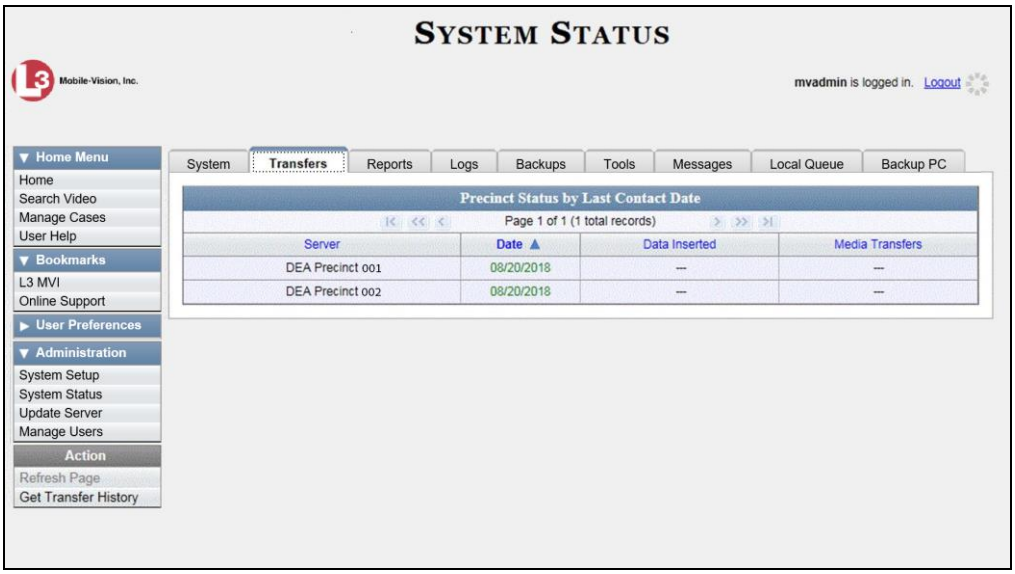
## Viewing Data Transfer Records

This section describes how to view information on the daily data transfers that occur between the Precinct servers and the Agency server. Perform this task if you're interested in knowing just how many data fields and files (both video and media) have successfully transmitted from a Precinct server to the Agency server on a particular day.

1 Go to ▼ Administration and click **System Status**. The System Status page displays.




2 Click the **Transfers** tab. A list of your DEA precincts displays.

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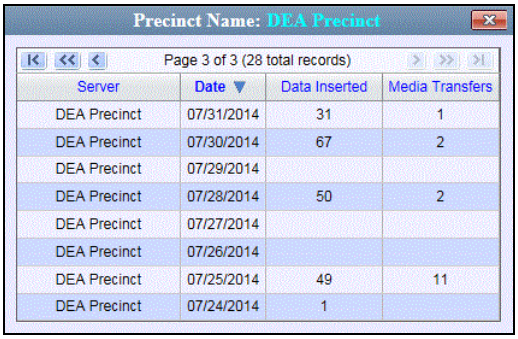
3 Click on the precinct record whose history you wish to view. The following popup displays.




The columns on this popup are described below.

| Transfers | |
|---|---|
| **Column** | **Description** |
| Server | The Precinct server from which the transfer occurred or is occurring. |
| Date | The date on which the data transfer was initiated. |
| Data Inserted | The number of metadata fields (owner, category, duration, etc.) that have transferred from this Precinct server to the Agency server since this transfer was initiated. |
| Media Transfers | The number of video and media files that have transferred from this Precinct server to the Agency server since this transfer was initiated. |

4 When you're finished viewing the Precinct's transfer history, click the ☒ in the upper right corner of the popup to exit.

## Requesting a 'No Transfer' Video

On the Video Categories screen, there is a field called *Auto Transfer Enabled* that determines whether or not stand-alone* videos of a particular category will automatically transfer to the Agency server. For example, you may decide not to bother transferring "No Citation" videos from the Precinct servers to the Agency server, as videos of this category are typically low priority.

*(Continued)*

* Videos that are not linked to a case.



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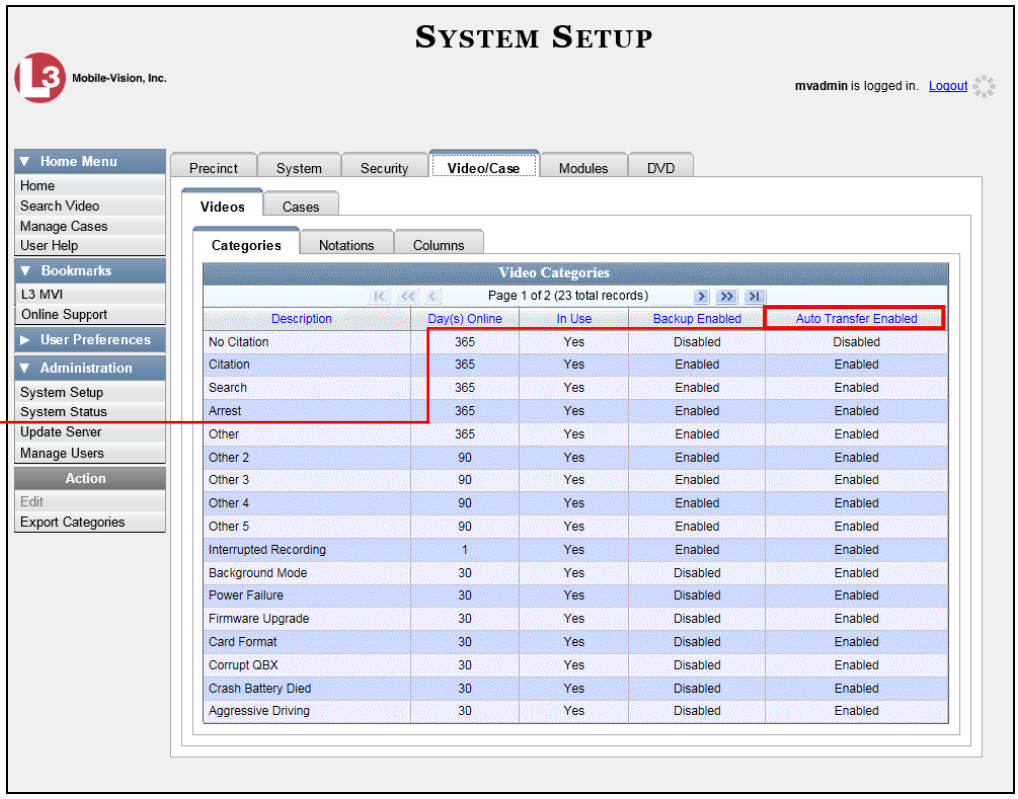
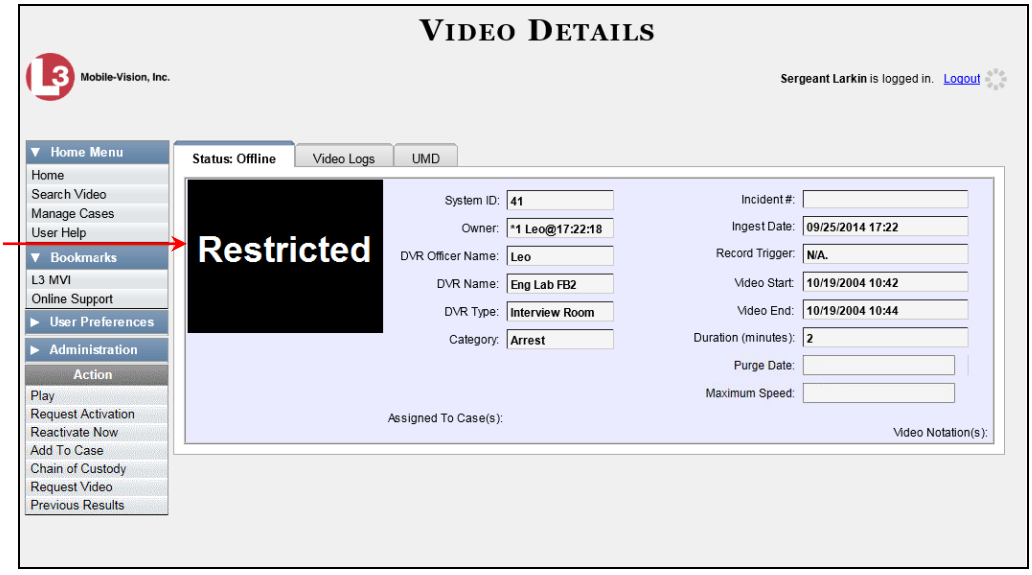



Because this field is disabled, videos that have a category of 'No Citation' will not automatically transfer from the Precinct server(s) to the Agency server during night processing

As with all rules, there are always exceptions. If there is a particular stand-alone video* that you wish to transmit to the Agency server even through it has a "no transfer" category, you can use the following procedure to request that video.

**1** Search for and display the video you wish to request. (If necessary, review "Displaying a Video" in chapter 2.) The Video Details page displays.




If a video is 'Auto Transfer Disabled', some of its metadata will display, but not the video itself

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2 Go to the Action column and click **Request Video**. The following confirmation message displays:

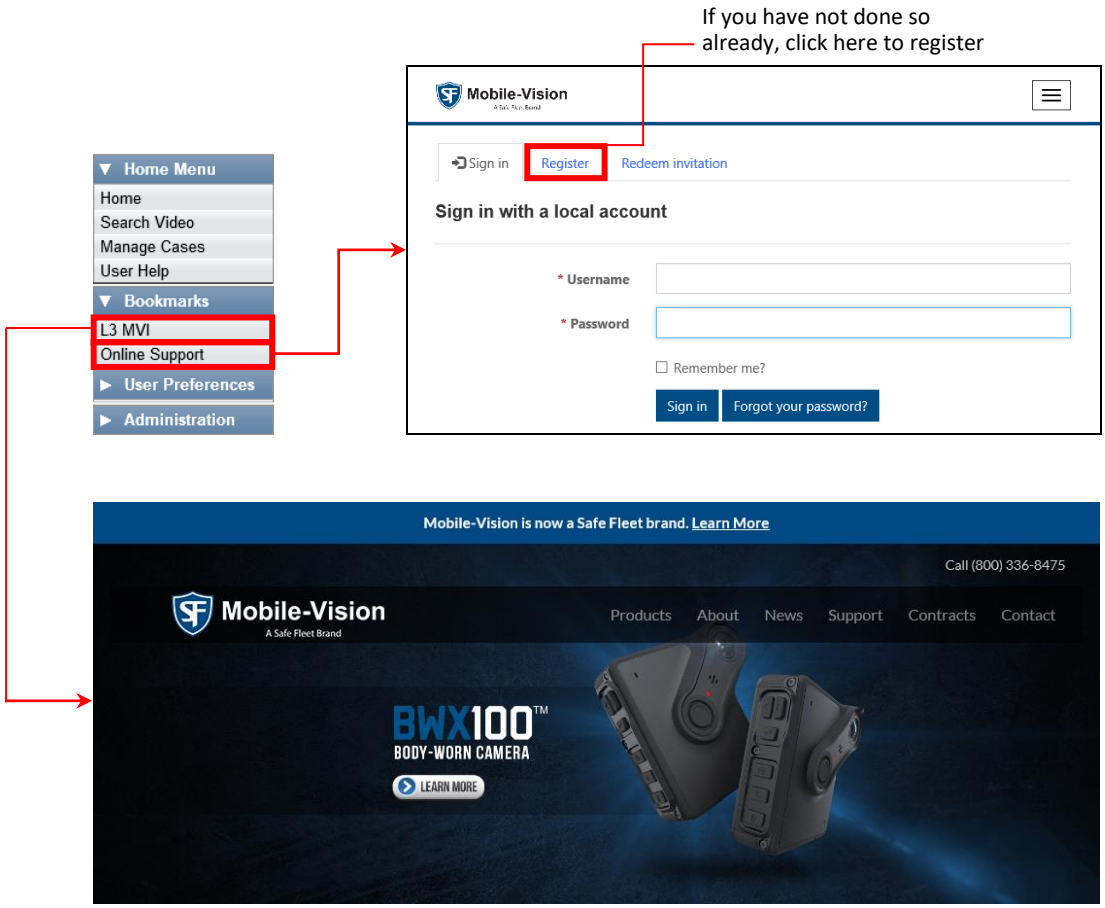
A confirmation message will also display on your Home page under *Sent Messages*. Once the video transfer is complete, a notification message will display in your *Inbox*.

## Maintaining Bookmarks

A bookmark is a link to a website. By default, DEA Agency comes with two bookmarks:

- *L3 MVI*. Takes you to the regular Mobile-Vision web site
- *Online Support*. Takes you to the login page for our Online Support Center.

These links display under the *Bookmarks* column on the Main Menu.




If desired, you may wish to set up some agency-defined links as well. Doing so will provide you with quick and easy access to frequently used websites. You can display up to five links on the Main Menu, including the *L3 MVI* and *Online Support* links.

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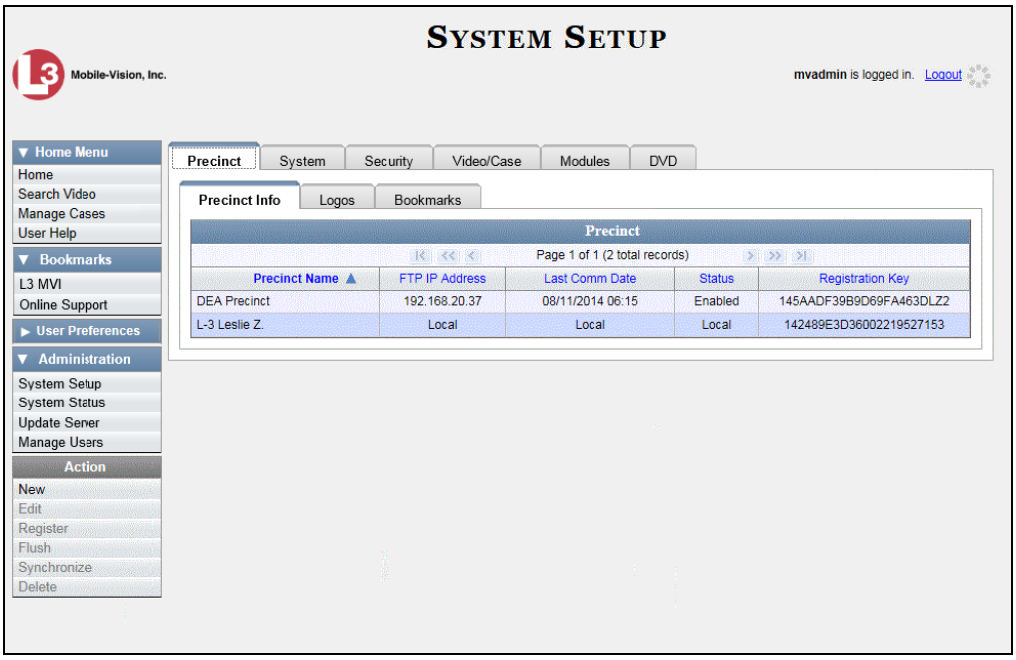
For specific instructions, see:

- ❒ Adding a Bookmark, below
- ❒ Changing a Bookmark, page 472
- ❒ Deleting a Bookmark, page 473.

## Adding a Bookmark

This section describes how to add a new bookmark link, which will display in the *Bookmarks* column on the Home page. For more on bookmarks and how they are used in the DEA Agency application, see the previous section, "Maintaining Bookmarks."

**1** Go to ▼ Administration and click **System Setup**. The System Setup page displays.




**2** Click the **Bookmarks** tab. Your existing bookmarks display.

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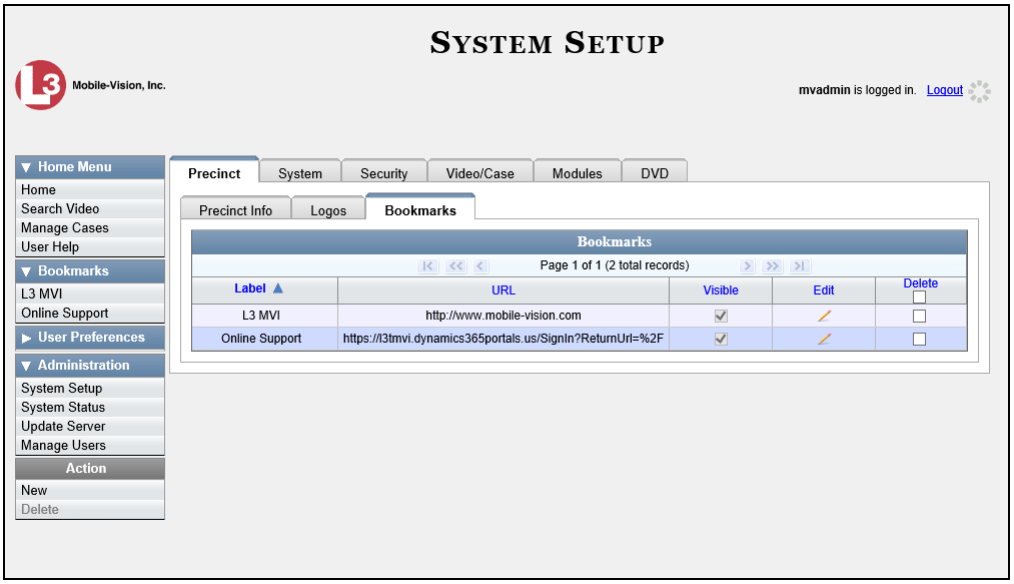


**3** Go to the Action column and click **New**. The New Bookmark form displays.

**4** Enter a descriptive name for the new bookmark in the *Label* field. This is the text that will display in the *Bookmarks* column on the Main Menu.

**5** Enter the website's web address in the *URL* field. The **http://** portion of the URL is prepopulated for you, but you may need to insert an "s" if your web address begins with **https://**.

**6** If you want this bookmark to display in the *Bookmarks* column on the Main Menu, select the *Visible* checkbox. Otherwise proceed to the next step.

**7** Click **Save**. Your new bookmark displays on the Bookmarks list.

*(Continued)*

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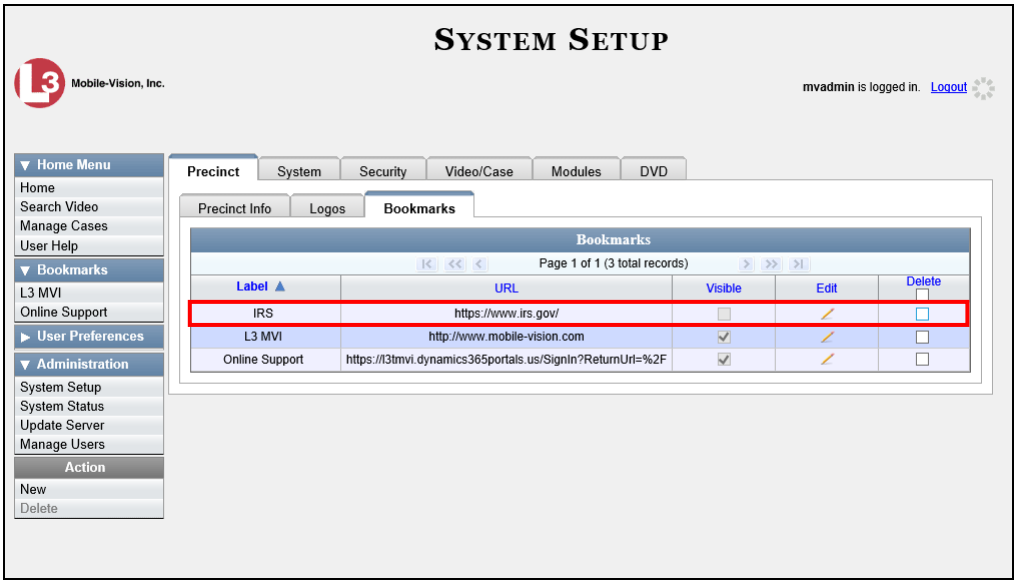
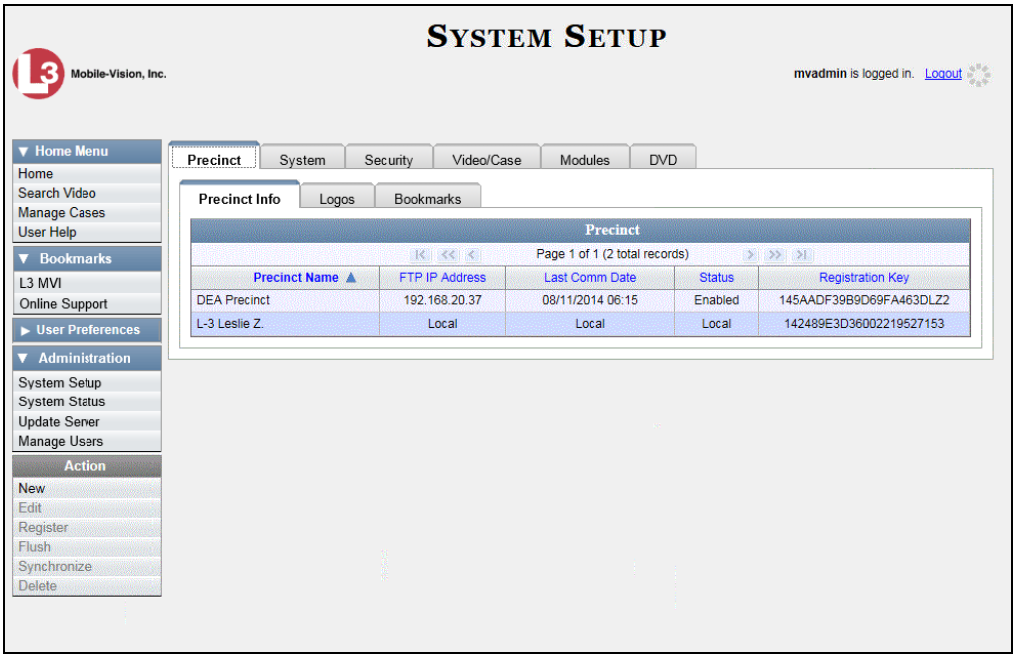



## Changing a Bookmark

This section describes how to update an existing bookmark link. For more on bookmarks and how they are used in the DEA Agency application, see “Maintaining Bookmarks” on page 469.

1 Go to ▼ Administration and click **System Setup**. The System Setup page displays.




2 Click the **Bookmarks** tab. Your existing bookmarks display.

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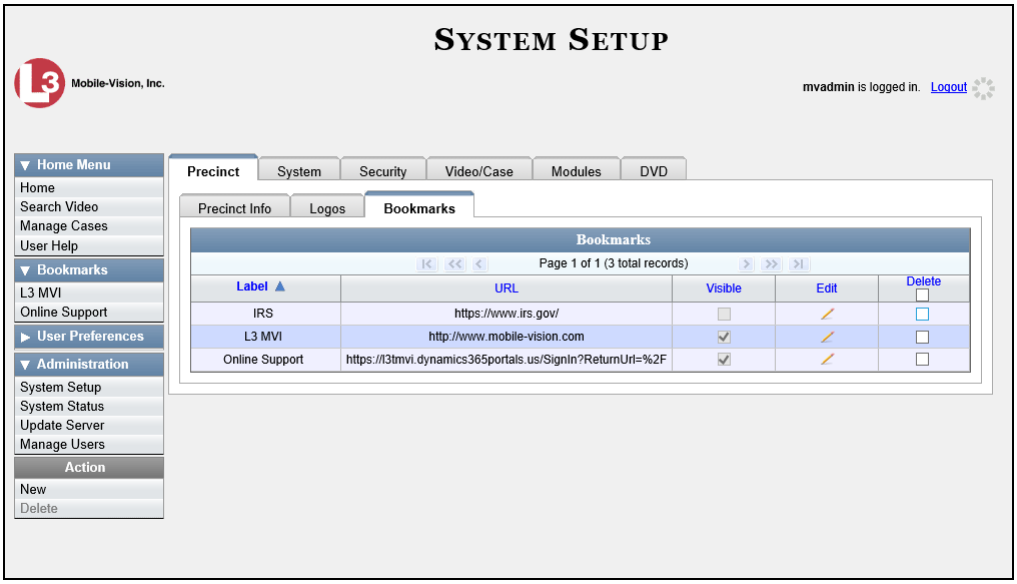


**3** Go to the *Edit* column and click . The Edit Bookmark form displays.

**4** Enter/select your changes in the appropriate field(s).

**5** Click **Save**.

## Deleting a Bookmark

This section describes how to delete a bookmark link so that it no longer displays in the *Bookmarks* column on the Home page. For more on bookmarks and how they are used in the DEA Agency application, see "Maintaining Bookmarks" on page 469.

**1** Go to ▼ Administration and click **System Setup**. The System Setup page displays, as pictured on the previous page.

**2** Click the **Bookmarks** tab. Your existing bookmarks display, as pictured above.

**3** Go to the *Delete* column and select the bookmark(s) you wish to delete.

*(Continued)*

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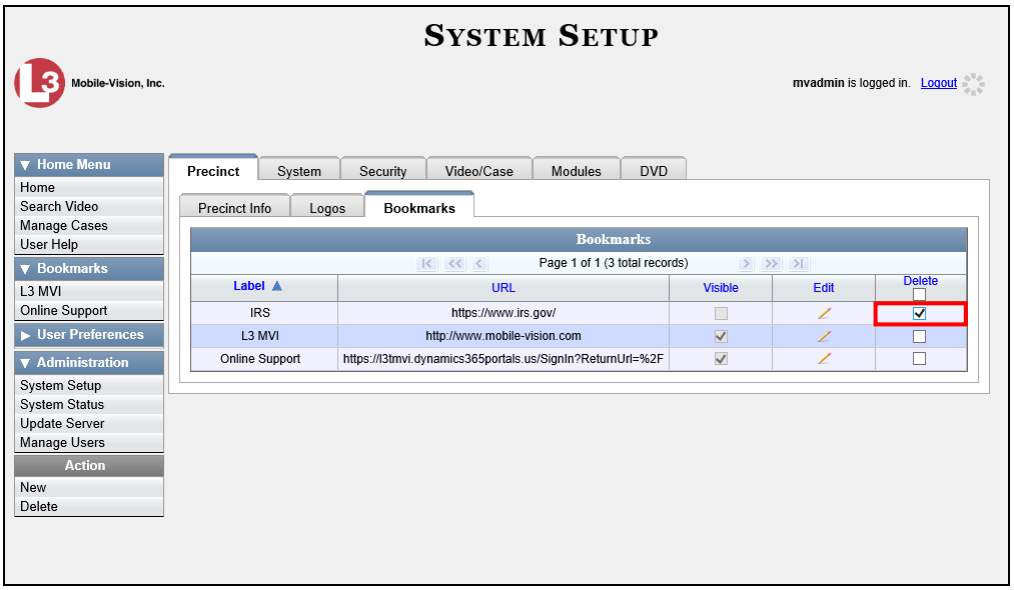


**HINT**: To delete *all* the Bookmarks, select the first checkbox at the top of the *Delete* column.

4 Go to the Action column and click **Delete**. A confirmation message displays.

5 Click **Yes**. The selected record(s) are removed from the Bookmarks list.

## Changing the Number of Rows Per Page

Whenever you search for or display certain records (videos, cases, DVRs, etc.), a certain number of records will display by default, such as six rows per page for videos. If desired, you may increase or decrease these defaults, as described in this section.

1 Go to ▼ Administration and click **System Setup**. The System Setup page displays.

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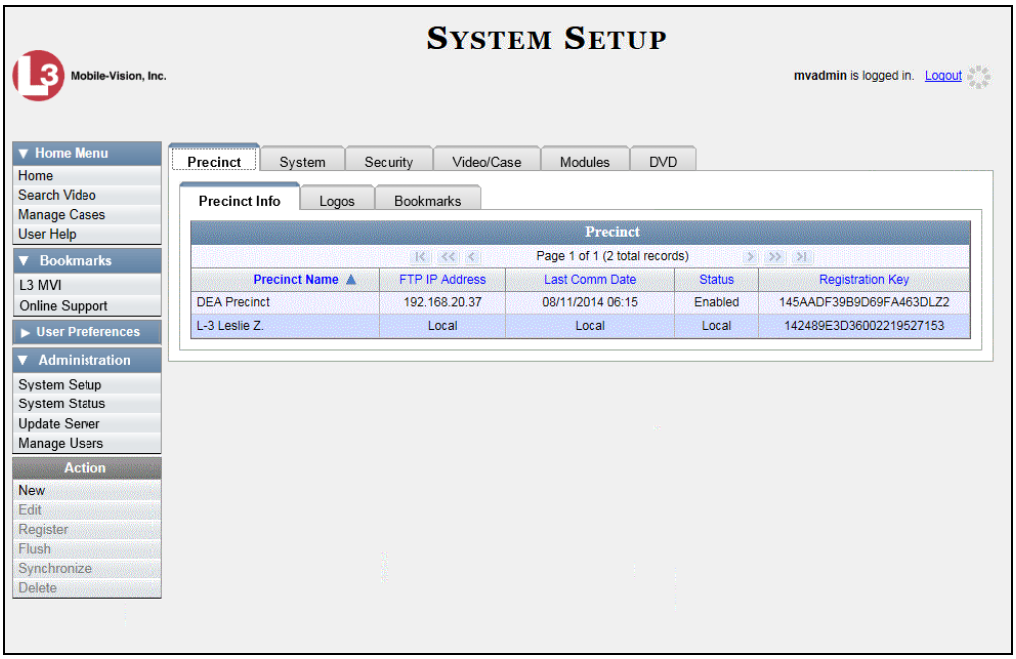
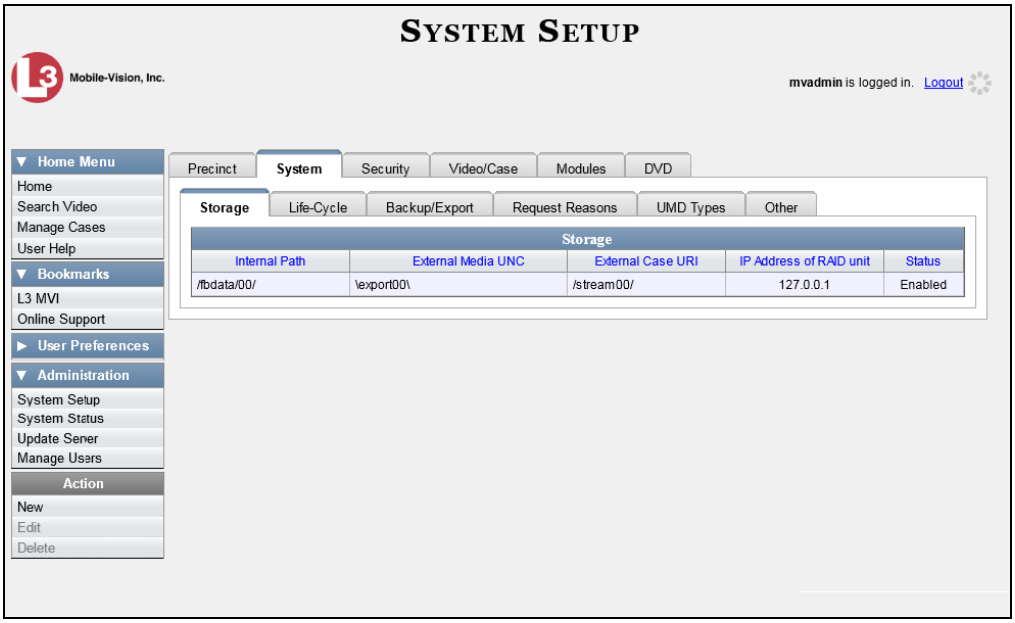



**2** Click the **System** tab.




**3** Click the **Other** tab.

*(Continued)*



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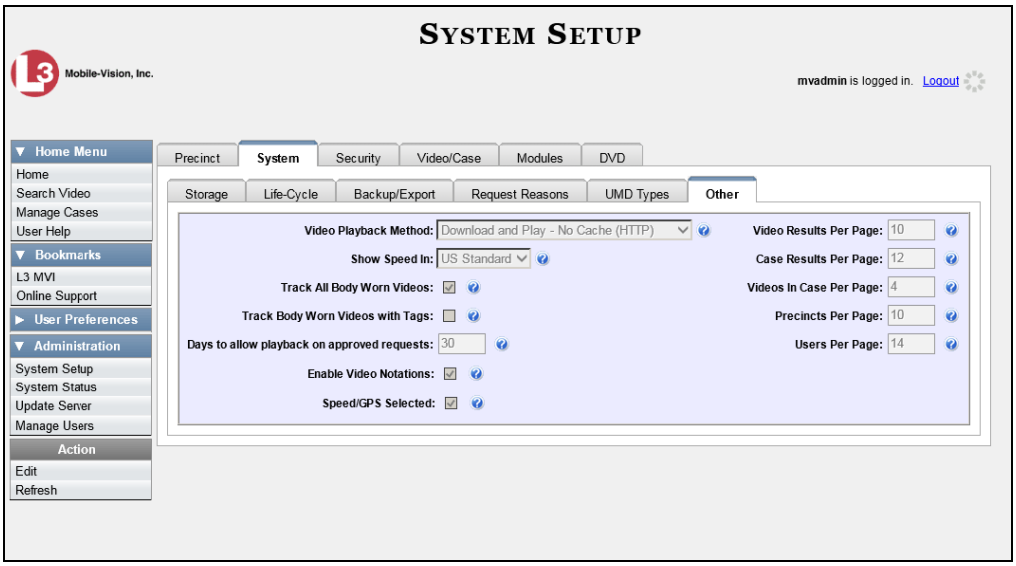
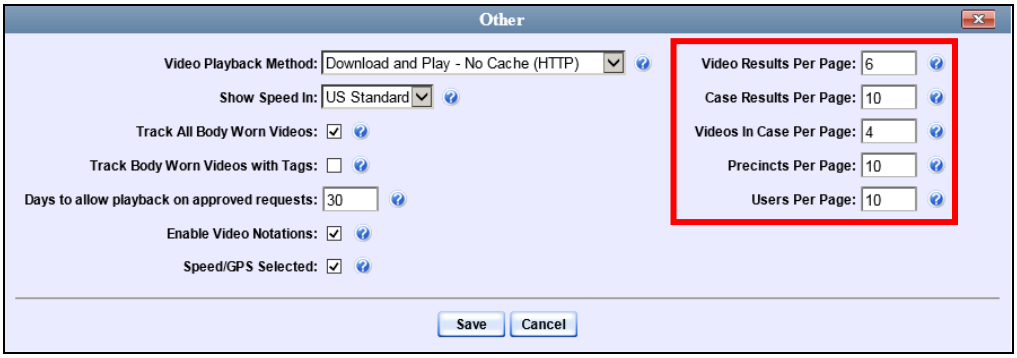



4 Go to the Action column and click **Edit**. The Other popup displays.




The rows per page settings are on the right side of the Other popup.

5 Go to the right of the screen and enter the desired number of rows in the boxes provided. The screens that correspond to each setting are displayed in the following table.

| Setting | Corresponding Screen |
|---|---|
| Video Results Per Page | |





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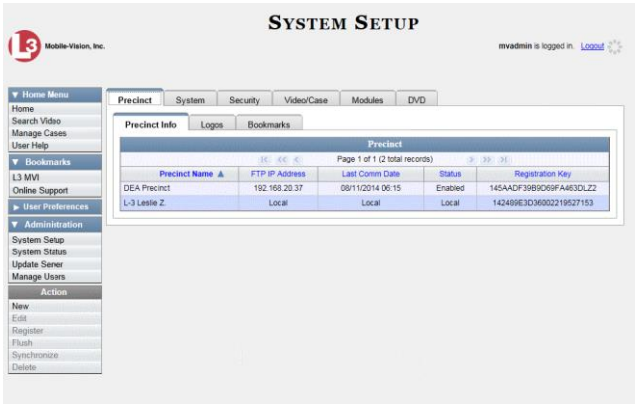
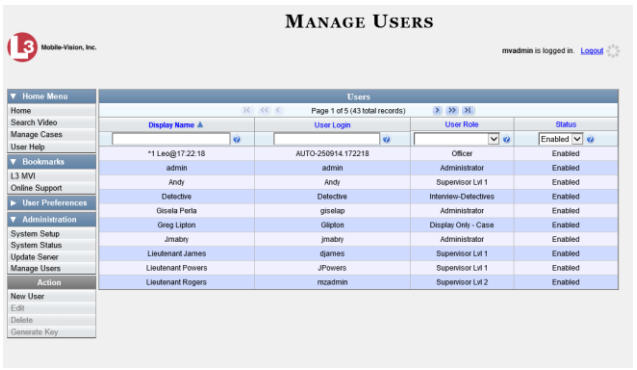
| Setting | Corresponding Screen |
|---|---|
| Case Results Per Page | |
| Videos in Case Per Page | |
| Precincts Per Page |  |
| Users Per Page |  |

**6** Click **Save**.



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# 7 Security

***User Roles***

DEA Agency includes a security feature called *user roles*. A user role is simply a group of permissions that you can assign to one or more users. When a user logs into DEA Agency, the system will grant him access to the various system functions according to his assigned user role. If desired, you may also grant certain users access to additional permissions above and beyond what is included in their assigned user role. For example, if you want only one of your officers to be able to burn Consumer DVDs, you might assign that user the role of *Officer* **and** two additional permissions: *Consumer DVD Format*, and *Burn to Disk*.

***Password Rules***

To further enhance your application security, DEA Agency also allows you to define the rules that apply to a user password. These include password length, password complexity, and the number of logon attempts allowed before the system disables a password.

For more information, see:

- ❒ Assigning Permissions, below
- ❒ Defining Password Policies, page 501.

## Assigning Permissions

Users are granted access to various system functions by assigning them a *user role*. There are two types of user roles: *system-defined* and *custom*.

For more information, see:

- ❒ Permissions for User Roles, below
- ❒ System-Defined User Roles, page 481
- ❒ Custom User Roles, page 487
- ❒ Assigning Permissions to a User, page 499.

## Permissions for User Roles

As System Administrator, you need to determine which options you want each *user role* to have access to. If an officer's assigned user role allows him to perform a particular task, he will have access to that function. Otherwise he will *not* have access to that function.

The table on the next page describes all the system tasks that are permission-driven. The permissions in gray are those that are not available to Agency users.

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| Permissions for User Roles | |
|---|---|
| **Name of Permission** | **Allows the User to…** |
| Admin Messages | Send administrator messages to the user's *Inbox Messages* list |
| Allow Restricted Case | Enter a *restricted* case record (i.e., a case that can only be accessed by a select group of users) |
| Authorize Media Playback | Grant or deny user access to *Body*VISION and/or BWX-100 videos |
| Assign Videos | Access the Assign Video menu. *DEA Precinct users only*. |
| Can Own Video | Own system video |
| Can Reset DVR | Remove a non-operational DVR's serial number from the server. *DEA Precinct users only*. |
| Can View Body Worn Videos | View *Body*VISION and BWX-100 videos/ snapshots without having to submit a viewing request |
| Case—Do not Dispose | Select the *Do Not Dispose* checkbox, therefore preventing a case from going offline. |
| Create Case | Enter a new case record |
| Display MAX Speed | View the *Maximum Speed* field on the Video Details page |
| Edit All Data | View/edit all video and cases, including restricted cases |
| Edit Private Data | View/edit video and cases that are marked as *private* |
| Export Display GPS | Include a *Show GPS* checkbox on the Export Options popup, which, when selected, will allow user to view the *Latitude*, *Longitude*, and *Heading* fields while playing exported Data DVD videos |
| Export Display Speed | Include a *Show Speed* checkbox on the Export Options popup, which, when selected, will allow user to view the *Speed* field while playing exported Data DVD videos |
| Export Format—Consumer DVD | Export video to a Consumer DVD disc |
| Export Format—Data DVD | Export video and cases to a Data DVD disc |
| Export Format—FOIA Redacted | Export video to your PC in FOIA Redacted format |
| Export Format—Interchange | Export video to an .MP4 or .AVI file |
| Export Format—Uncompressed | Export video to .MP4 and digital video (DV) format |
| Export To Disc | Export video and cases to a DVD disc |
| Export To File | Export video and cases to a ZIP or ISO file |
| Export Without Case | Export video that is not linked to any case |
| Generate Reports | Access the *Advanced Reporting* feature. |
| Google Earth | Download GPS data in a KML file format for use with Google Earth. *DEA Precinct users only*. |
| Manage Devices | Access the Manage Devices menu. *DEA Precinct users only*. |

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| Permissions for User Roles (cont'd) | |
|---|---|
| **Name of Permission** | **Allows the User to…** |
| Manage DVRs | Access the Manage DVRs menu. *DEA Precinct users only*. |
| Manage Users | Access the Manage Users menu |
| Media Reader | Upload video via the Media Reader option. *DEA Precinct users only*. |
| Player Display GPS | View the *Latitude*, *Longitude*, and *Heading* fields while playing videos on the server; search on the *Latitude* and *Longitude* fields |
| Player Display Speed | View the *Speed* field while playing videos on the server; search on the *Speed Greater Than* field |
| Reactivate Video | Restore videos and cases from DVD backups |
| Request Media | Request a case's media files from a remote precinct |
| Search Cases | Search case records |
| Search Videos | Search video records |
| Select COC Logs | Select the type of logs that will display on the Chain of Custody Report |
| System Setup | Access the System Setup menu. This permission should only be given to System Administrators. |
| System Status | Access the System Status menu |
| User Group | Have other users assigned to him. This limits his video searches to 1) public videos and 2) videos owned by users in his group. |
| View Data Logs | View video and case logs |
| View Only | View, but not edit, system data |

## System-Defined User Roles

*System-Defined User Roles* are the pre-defined user groups that come standard with DEA Agency. These include:

- ❒ Officer
- ❒ Display-only Case
- ❒ Display-only Video
- ❒ Supervisor Lvl 1
- ❒ Supervisor Lvl 2
- ❒ Internal Affairs
- ❒ Administrator.

These roles are customizable. You can add or remove permissions from them as desired. However, the names of these roles cannot be changed, nor can they be deleted from the system.

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For more information, see:


- ❒ Permissions for User Roles, page 480
- ❒ Default Permissions for System-Defined User Roles, below
- ❒ Changing the Settings for a System-Defined User Role, page 483
- ❒ Restoring a System-Defined User Role to its Default Settings, page 484.


## Default Permissions for System-Defined User Roles

This section lists the default permissions for the system-defined user roles that come standard with DEA Agency. For more on user roles, refer to this chapter's introduction and/or "System-Defined User Roles" on the previous page.

| Name of Permission | Allows the User to… | System Administrator | Display-only Case | Display-only Video | Internal Affairs | Officer | Supervisor Lvl 1 | Supervisor Lvl 2 |
|---|---|---|---|---|---|---|---|---|
| Admin Messages | Access administrator messages | ✓ | | | | | | ✓ |
| Allow Restricted Case | Enter a *restricted* case record | | | | ✓ | | | ✓ |
| Authorize Media Playback | Grant or deny user access to *Body*VISION or BWX-100 videos | ✓ | ✓ | | | | | |
| Can Own Video | Own system video | ✓ | ✓ | ✓ | ✓ | | | |
| Can View Body Worn Video | View *Body*VISION or BWX-100 files without a viewing request | ✓ | ✓ | | | | | ✓ |
| Case—Do Not Dispose | Flag a case so that it never gets deleted | ✓ | ✓ | ✓ | ✓ | | | ✓ |
| Create Case | Enter a new case record | ✓ | ✓ | ✓ | ✓ | | | ✓ |
| Display Max Speed | View *Maximum Speed* field on the Video Details page | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Edit All Data | View all videos and view/edit all cases | | | | | | | ✓ |
| Edit Private Data | View all videos and view/edit all cases marked as *private* | ✓ | ✓ | | ✓ | | | ✓ |
| Export Display GPS | Include GPS fields with video exports* | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Export Display Speed | Include *Speed* field with video exports* | | | | | | | |
| Export Format—Consumer DVD | Export video to a Consumer DVD disc | | | | | | | ✓ |
| Export Format—Data DVD | Export video and cases to a Data DVD disc | | | | | | | ✓ |
| Export Format—FOIA Redacted | Export Video to your PC in FOIA Redacted format | | | | | | | ✓ |
| Export Format—Interchange | Export video to an .MP4 or .AVI file | | | | | | | ✓ |
| Export Format—Uncompressed | Export video to digital video (DV) and MP4 formats | | | | | | | ✓ |
| Export To Disk | Export video and cases to a DVD disc | | | | | | | ✓ |
| Export To File | Export video and cases to a .ZIP or .ISO file | | | | | | | ✓ |
| Export Without Case | Export video that is not linked to any case | | | | | | | ✓ |
| Generate Reports | Access the Advanced Reporting feature | | | | | | | ✓ |
| Manage Users | Access the Manage Users menu | ✓ | | | | | | ✓ |
| Mobile Devices | Access the Mobile Devices menu | | | | | | | ✓ |
| Reactivate Video | Restore videos and cases from DVD backups | ✓ | ✓ | | ✓ | | | ✓ |
| Request Media | Request a case's media files from a remote precinct | | | | | | | ✓ |
| Search Cases | Search public case records | ✓ | ✓ | ✓ | ✓ | | ✓ | ✓ |

* Data DVD format only



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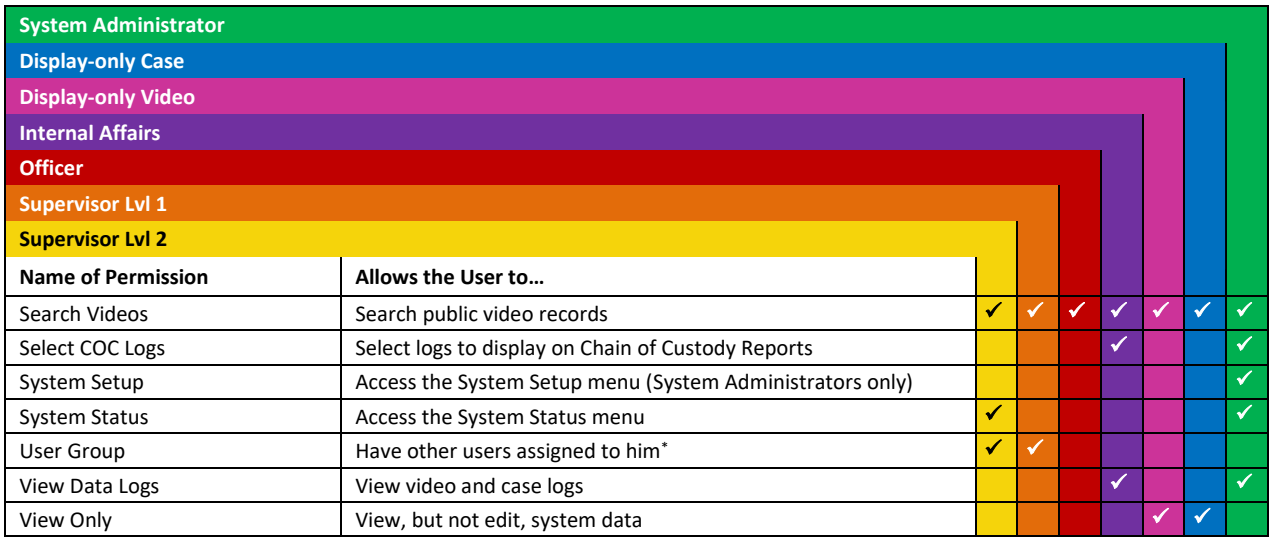


| Name of Permission | Allows the User to… | Supervisor Lvl 2 | Supervisor Lvl 1 | Officer | Internal Affairs | Display-only Video | Display-only Case | System Administrator |
|---|---|---|---|---|---|---|---|---|
| Search Videos | Search public video records | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Select COC Logs | Select logs to display on Chain of Custody Reports | | | | ✓ | | | ✓ |
| System Setup | Access the System Setup menu (System Administrators only) | | | | | | | ✓ |
| System Status | Access the System Status menu | ✓ | | | | | | ✓ |
| User Group | Have other users assigned to him* | ✓ | ✓ | | | | | |
| View Data Logs | View video and case logs | | | | ✓ | | | ✓ |
| View Only | View, but not edit, system data | | | | | ✓ | ✓ | |

## Changing the Settings for a System-Defined User Role

This section describes how to change the default settings for one of the predefined user roles that come with DEA Agency:

- ❒ Officer
- ❒ View-only Case
- ❒ View-only Video
- ❒ Supervisor Lvl 1
- ❒ Supervisor Lvl 2
- ❒ Internal Affairs
- ❒ System Administrator.

You can change a user role's *session timeout setting* and/or its *permissions*, as described below.

- ❒ *Session Timeout*. The *session timeout* setting is the number of idle-time minutes that must pass before the system automatically logs a user off the system. If a user type will be performing time-intensive tasks, such as restoring cases or updating the application, it's recommended that you set their session timeout to a *minimum* of 60 minutes.
- ❒ *Permissions*. A user role's *permissions* determine what system functions a user will or will not be able to access. You can add/remove any number of permissions to/from a selected user role. For a list of permissions, see "Permissions for User Roles" in the table on page 480.

Whenever you update a user role, your changes will affect all users who share that role. For example, if you add the *Can Reset DVR* permission to the *Supervisor Lvl 1* user role, then all *Supervisor Lvl 1* users will automatically be assigned the *Can Reset DVR* permission. See FAQ on the next page.

* This limits the user's video searches to 1) public videos and 2) videos owned by users in his group.

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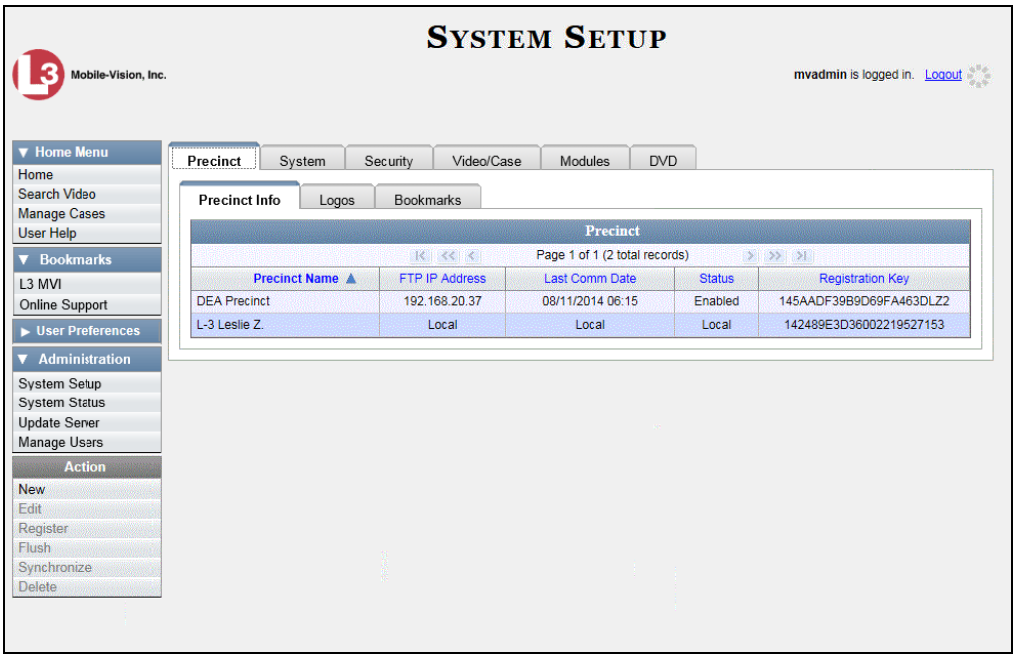
**FAQ: Do I need to update my user records after I modify a user role?** No. The new permissions will automatically be assigned to all users who share that user role. However, there **are** two circumstances where you should update a user's permissions from within their user record:

1. You need to change a user's assigned *user role*. For example, if an officer gets a promotion, you might want to change their user role from **Officer** to **Supervisor Lvl 1**. For more info, see "Changing a User" in chapter 8.
2. You want to give a user a few extra permissions that are not included with their assigned user role. For more information, see "Assigning Permissions to a User" on page 499.

Please note that you cannot change the name of a system-defined user role. If the predefined names do not meet your agency's needs, see "Adding a Custom User Role" on page 489 instead.

**1** Go to ▼ Administration and click **System Setup**. The System Setup page displays.




**2** Click the **Security** tab.

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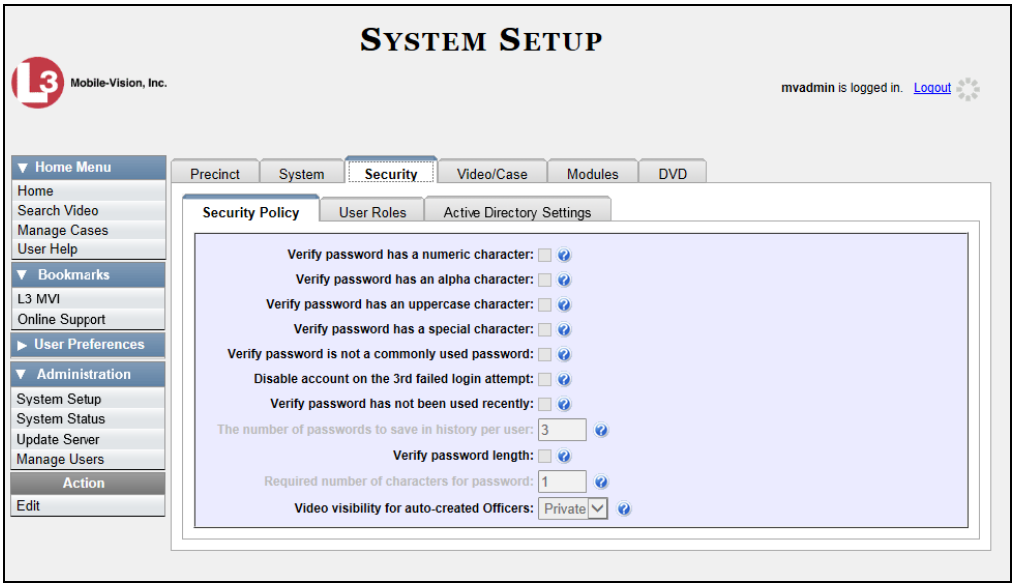
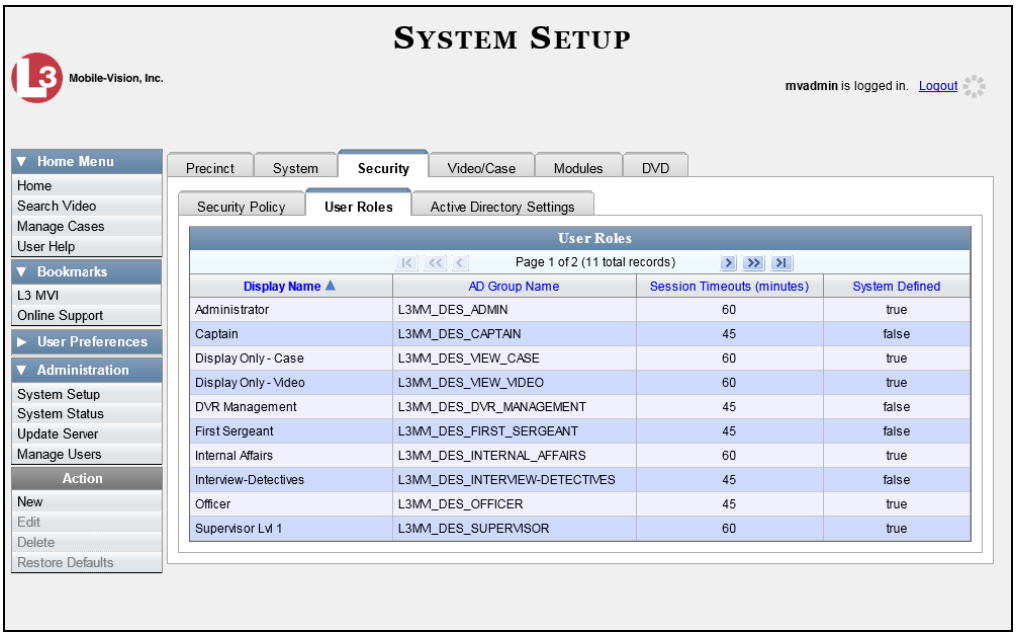



**3** Click the **User Roles** tab. The User Roles form displays.




**4** Right-click on the predefined user role that you wish to update, then select **Edit** from the popup menu. The Edit User Role popup displays.

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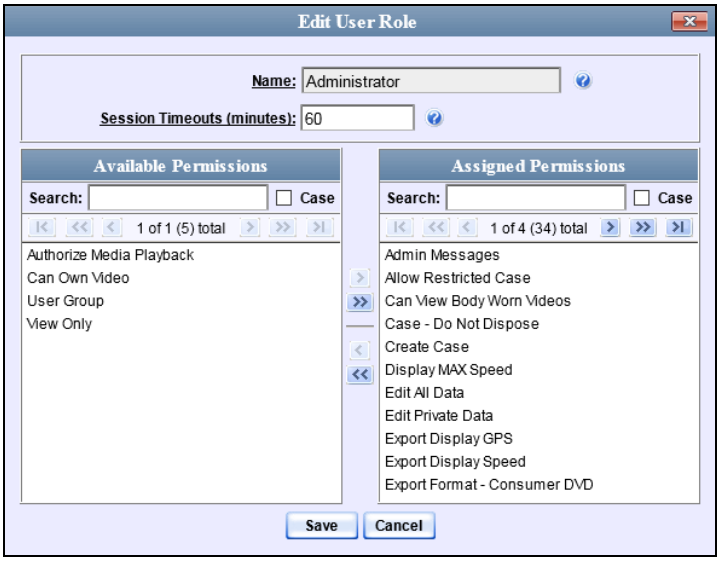


5 To change the *Session Timeout* setting for this user role (see definition on page 483), proceed to the next step. Otherwise skip to step 7.

6 Enter a new value in the *Session Timeouts (minutes)* field.

7 To *add* a permission to this user role, proceed to the next step. Otherwise skip to step 10.

8 Go to the left column (Available Permissions) and click on each of the permissions you wish to add. If a permission you're looking for does not appear onscreen, use the *Search* field and/or navigation arrows at the top of the column to scroll through the permissions list.

9 Once you've highlighted the desired permissions, click the icon located between the two columns. The selected permissions display in the right column (Assigned Permissions).

10 To *remove* a permission from this user role, proceed to the next step. Otherwise skip to step 13.

11 Go to the right column (Assigned Permissions) and click on each of the permissions you wish to remove.

12 Once you've highlighted the desired permissions, click the icon located between the two columns. The selected permissions are removed from the *Assigned Permissions* list.

13 Click **Save**. The system analyzes your selections to make sure that they are logical. If there are any problems, the system will prompt you to make another selection. For example, if you selected **Export Format-Consumer DVD** but neglected to select

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**Export to Disc** as well, the system will prompt you to add the latter permission, as you can't burn a Consumer DVD unless you have disc-burning permission.

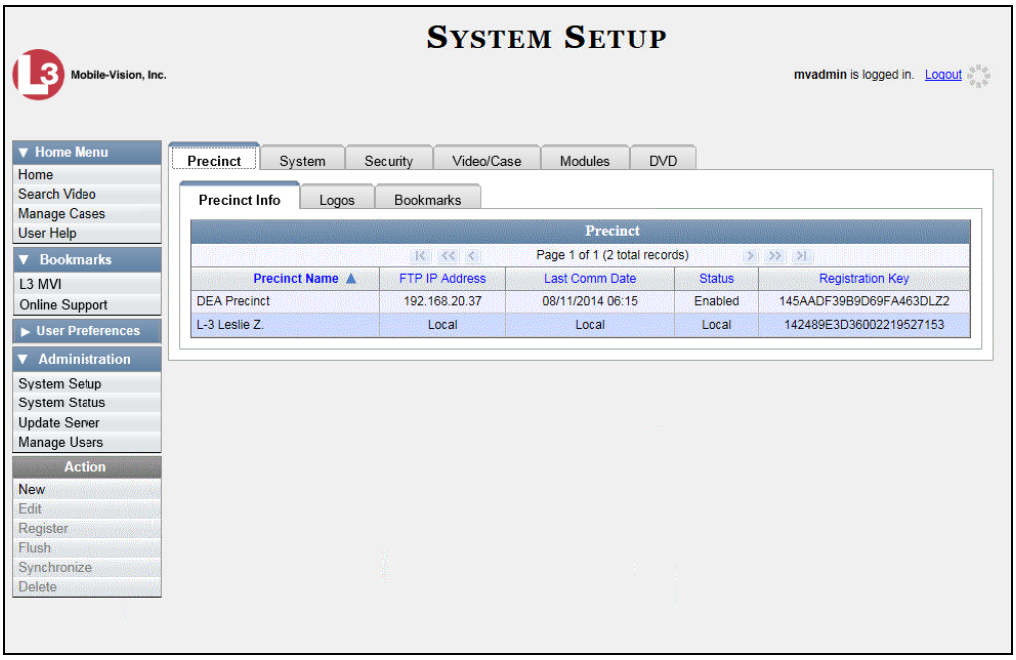
Once you've saved the user role without any errors, a confirmation message displays.

User Role Administrator successfully saved.

## Restoring a System-Defined User Role to its Default Settings

This section describes how to restore a system-defined user role to its original factory settings. Perform this task if you previously changed the settings for a system-defined user role, but you now wish to restore that user role to its default settings.

1 Go to ▼ Administration and click **System Setup**. The System Setup page displays.




2 Click the **Security** tab.

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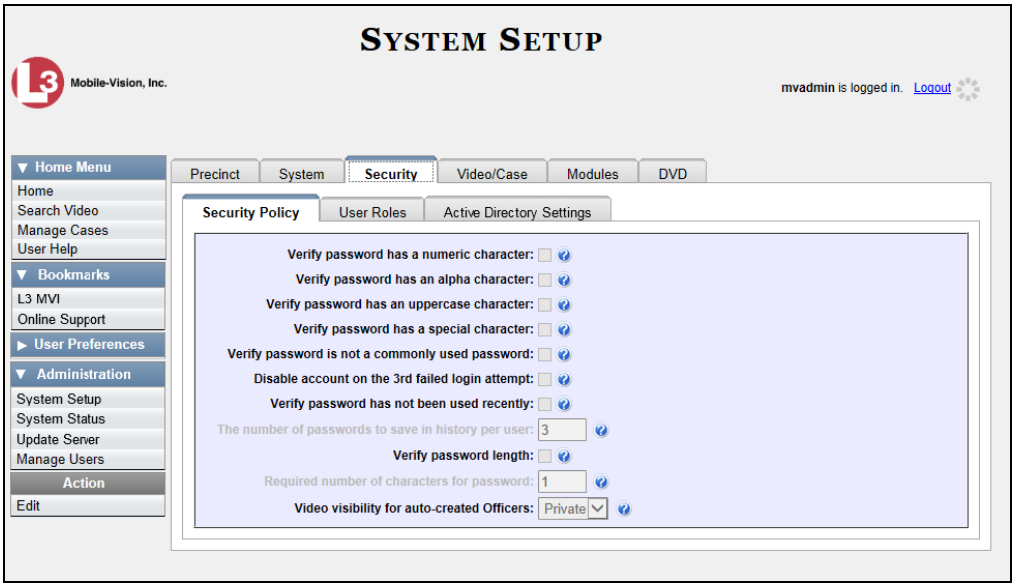
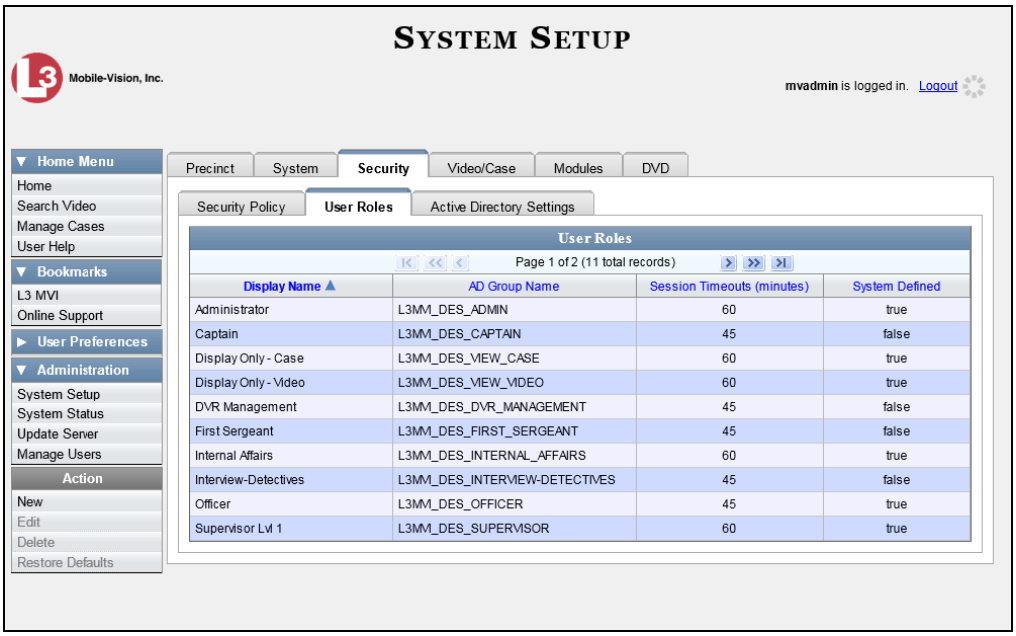



**3** Click the **User Roles** tab. The User Roles form displays.




**4** Click on the user role that you wish to restore.

**5** Go to the Action column and click **Restore Defaults**. A confirmation message displays.

User Role Officer successfully saved.

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## Custom User Roles

A *custom* user role is a group of permissions that has a unique name, that is, a name which differs from the seven default names*. As with system-defined user roles, you can add or remove permissions from custom user roles as desired. For a list of permissions, see "Permissions for User Roles" in the table on page 480.

For specific instructions, see:

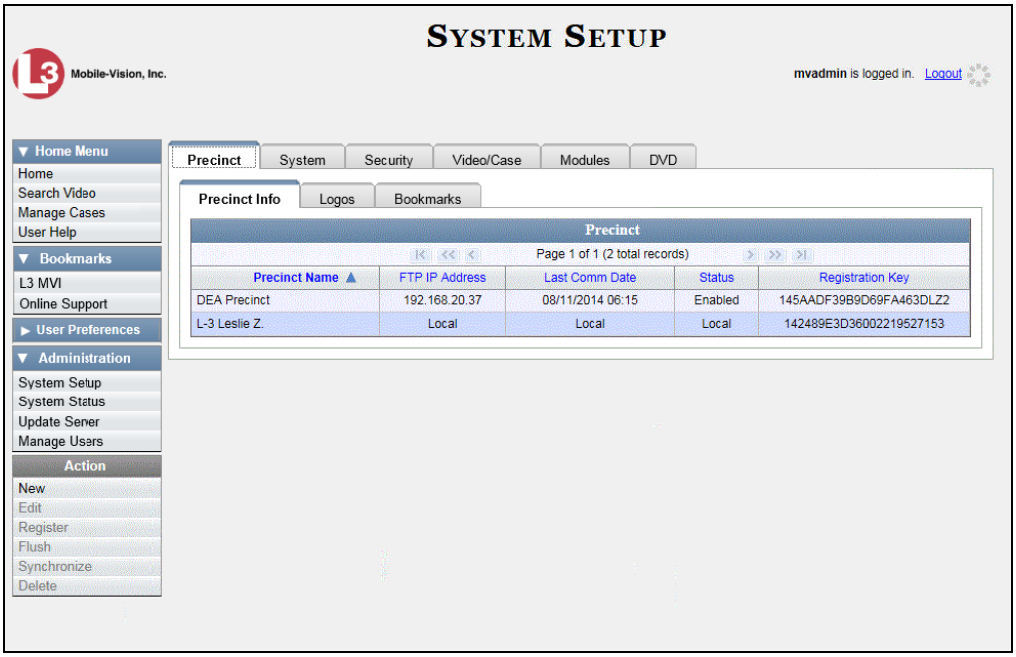
- ❒ Adding a Custom User Role, below
- ❒ Changing a Custom User Role, page 493
- ❒ Deleting a Custom User Role, page 497.

### Adding a Custom User Role

This section describes how to create a new user role. For more on user roles, refer to this chapter's introduction and/or "Custom User Roles" above.

Perform this task when you wish to create a user role that has a *unique name*. Otherwise you can simply customize the system-defined user roles that come with DEA Agency, as described in "Changing the Settings for a System-Defined User Role" on page 483.

**1** Go to ▼ Administration and click **System Setup**. The System Setup page displays.

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* Officer, View-only Case, View-only Video, Supervisor Lvl 1, Supervisor Lvl 2, Internal Affairs, and System Administrator



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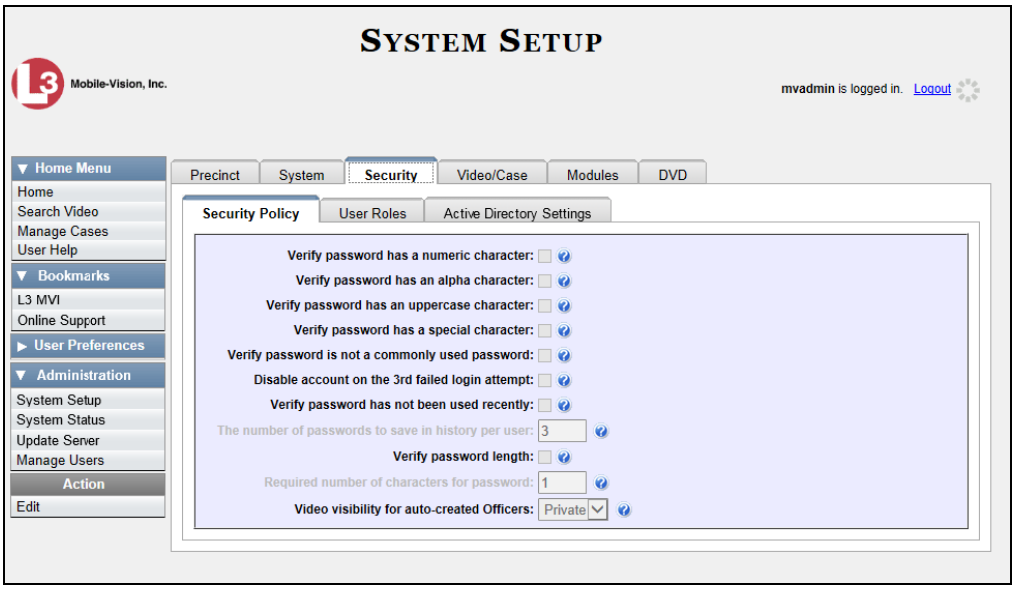
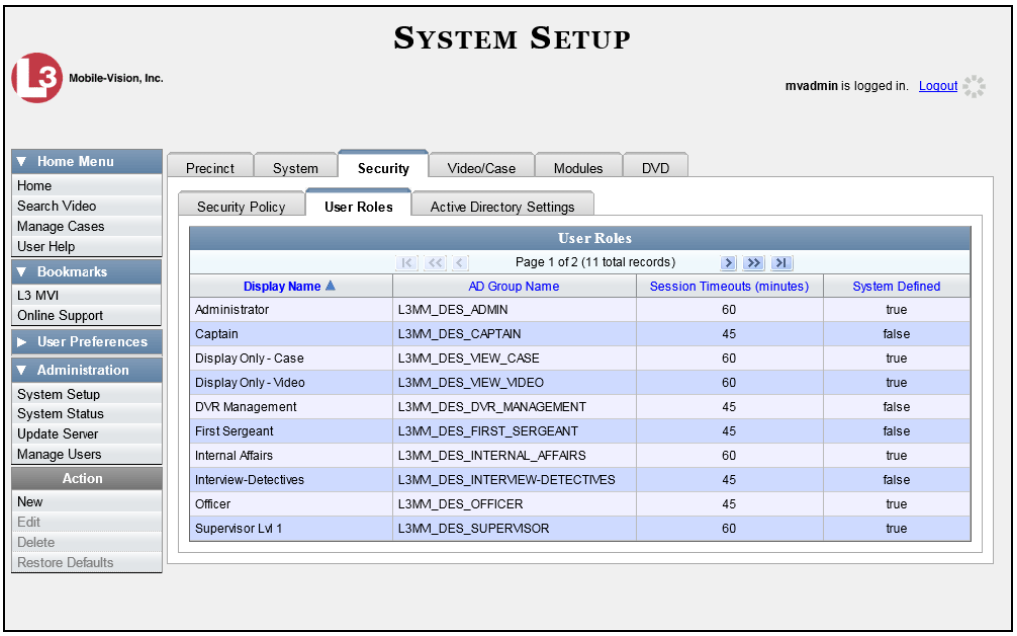
**2** Click the **Security** tab.




**3** Click the **User Roles** tab. The User Roles form displays.




The columns on this form are described in the following table.

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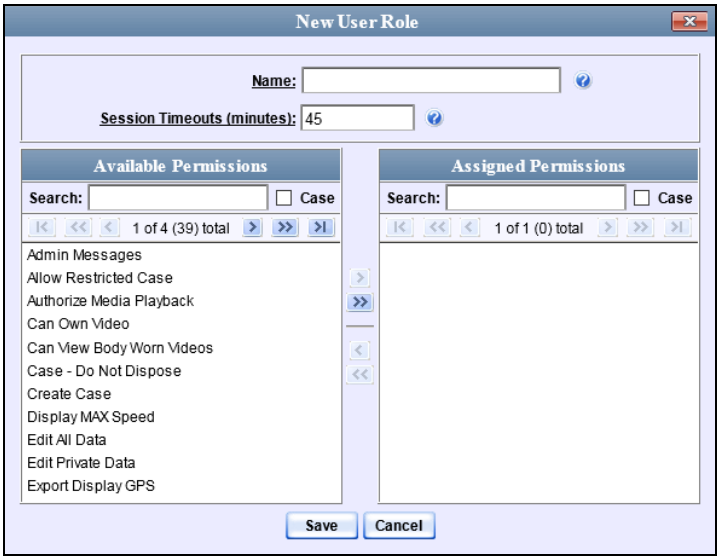
| User Roles | |
|---|---|
| **Column** | **Description** |
| Display Name | The name of this user role. The *system-defined* user role names never change. They are:<br>▪ Administrator<br>▪ Display Only – Case<br>▪ Display Only – Video<br>▪ Internal Affairs<br>▪ Officer<br>▪ Supervisor Lvl 1<br>▪ Supervisor Lvl 2 |
| AD Group Name (Active Directory users only) | The Active Directory Group that this user role belongs to, if applicable. This field will only display if your agency is using the Active Directory Integration feature, which links DEA Agency to your agency's existing internal network. |
| Session Timeouts (minutes) | The number of idle-time minutes that must pass before the system automatically logs a user with this user role off the system. |
| System Defined | A true/false indicator that denotes whether or not this user role is system defined:<br>**True** .....The user role is system-defined<br>**False**.....The user role is *not* system-defined (i.e., it is *user-defined*) |

**4** Go to the Action column and click **New**. The New User Role form displays.

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5 Go to the *Name* field and enter the name you wish to give this custom user role.

6 If your agency is using the Active Directory Integration feature, go to the *AD Group Name* field and select the Active Directory group that is associated with this user role.

– OR –

If your agency is *not* using the Active Directory Integration feature, proceed to the next step.

7 If you want to keep the Session Timeout setting* at 45 minutes (default), proceed to the next step.

– OR –

If you want to increase/decrease the Session Timeout setting*, go to the *Session Timeouts (minutes)* field and enter a new value.

8 Go to the left column (Available Permissions) and click on each of the permissions you wish to assign to this user role. If a permission you're looking for does not appear onscreen, use the *Search* field and/or navigation arrows at the top of the column to scroll through the permissions list.

For a detailed description of each of these permissions, see "Permissions for User Roles" on page 480.

9 Once you've highlighted the desired permissions, click the icon located between the two columns. The selected permissions display in the right column (Assigned Permissions).

10 Click **Save**. The system analyzes your selections to make sure that they are logical. If there are any problems, the system will prompt you to make another selection. For example, if you selected **Export Format-Consumer DVD** but neglected to select **Export to Disc** as well, the system will prompt you to add the latter permission, as you can't burn a Consumer DVD unless you have disc-burning permission.

Once you've saved the user role without any errors, a confirmation message displays.

* The number of idle-time minutes that must pass before the system automatically logs a user off the system.



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## Changing a Custom User Role

This section describes how to update a custom user role. You can change the following information:

- ❒ *User Role Name*
- ❒ *Session Timeout*. The *session timeout* setting is the number of idle-time minutes that must pass before the system automatically logs a user off the system.
- ❒ *Permissions*. A user role's *permissions* determine what system functions a user will or will not be able to access. You can add/remove any number of permissions to/from a selected user role. For a list of permissions, see "Permissions for User Roles" in the table on page 480.

Whenever you update a user role, your changes will affect all users who share that role. For example, if you add the *Can Reset DVR* permission to the *Captain* user role, then all *Captain* users will automatically be assigned the *Can Reset DVR* permission. See FAQ below.

**FAQ: Do I need to update my user records after I modify a user role?** No. The new permissions will automatically be assigned to all users who share that user role. However, there **are** two circumstances where you should update a user's permissions from within their user record:

1. You need to change a user's assigned *user role*. For more information, see "Changing a User" in the next chapter.
2. You want to give a user a few extra permissions that are not included with their assigned user role. For more information, see "Assigning Permissions to a User" on page 499.

For more on user roles, refer to this chapter's introduction and/or "Custom User Roles" on page 487.

**1** Go to ▼ Administration and click **System Setup**. The System Setup page displays.

*(Continued)*

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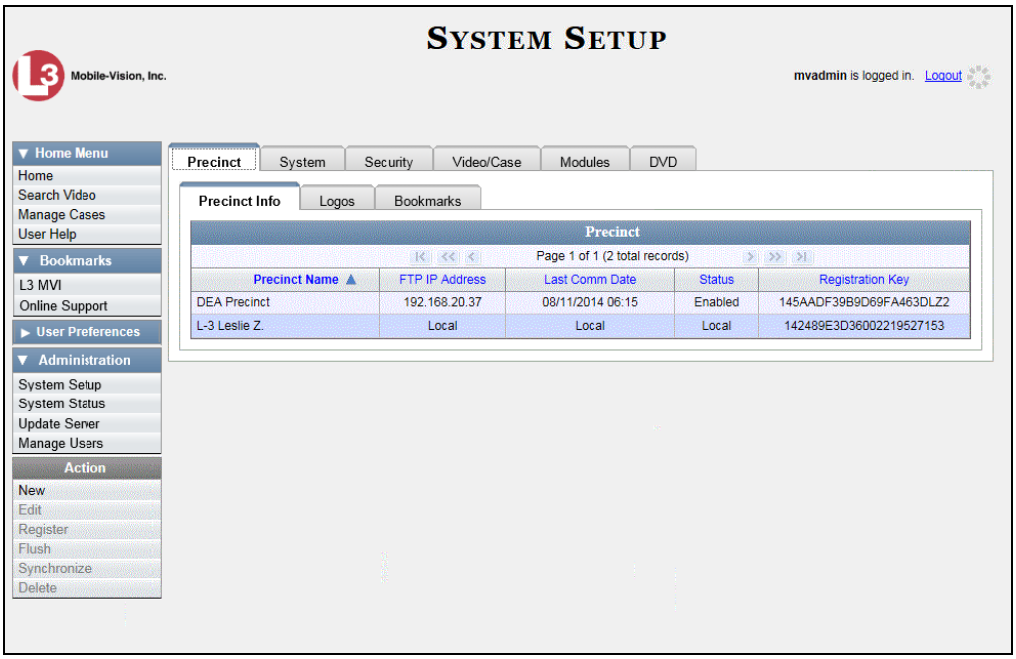
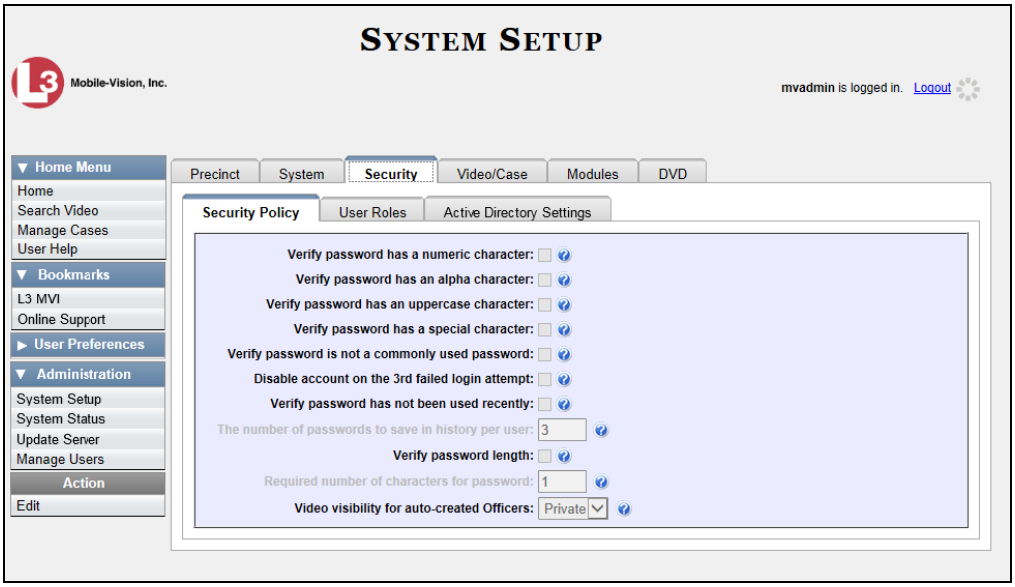



**2** Click the **Security** tab.




**3** Click the **User Roles** tab. The User Roles form displays.

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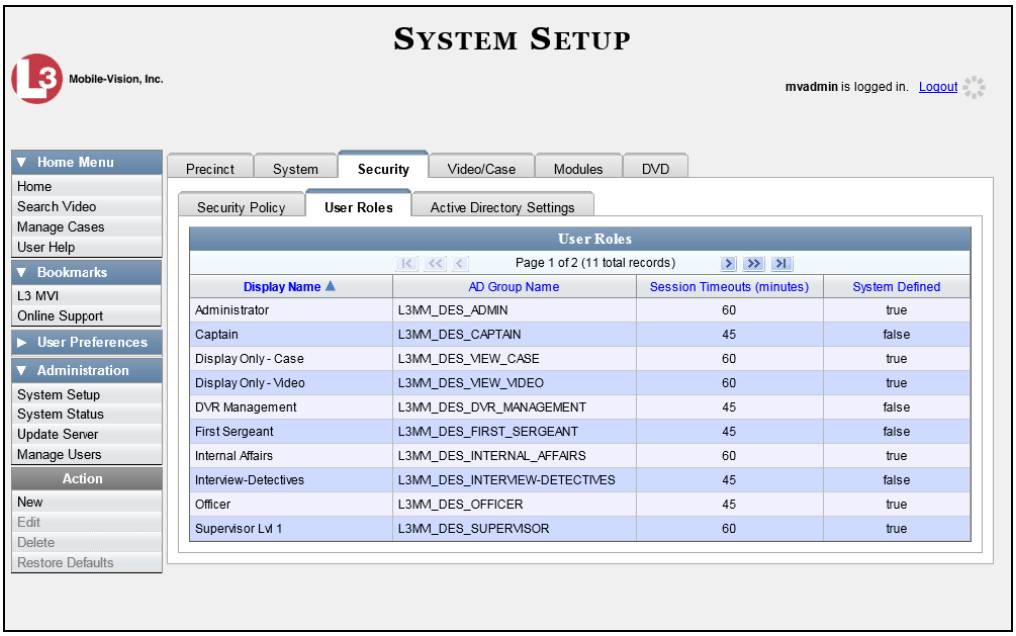
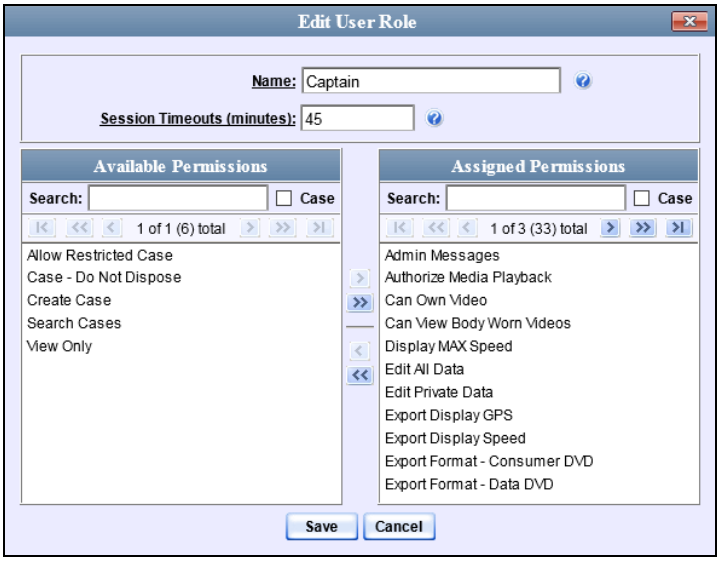



For a description of the columns on this form, see the table on page 491.

**4** Right-click on the custom user role that you wish to update, then select **Edit** from the popup menu. The Edit User Role popup displays.




**5** To change the name of this user role, enter a new value in the *Name* field. Otherwise proceed to the next step.

**6** If your agency is using the Active Directory Integration feature, proceed to the next step. Otherwise skip to step 8.

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7 To change the Active Directory group that is associated with this user role, select a new value from the *AD Group Name*. Otherwise proceed to the next step.

8 To change the Session Timeout setting* for this user role, proceed to the next step. Otherwise skip to step 10.

9 Enter a new value in the *Session Timeouts (minutes)* field.

10 To add a permission to this user role, proceed to the next step. Otherwise skip to step 13.

11 Go to the left column (Available Permissions) and click on each of the permissions you wish to add. If a permission you're looking for does not appear onscreen, use the *Search* field and/or navigation arrows at the top of the column to scroll through the permissions list.

12 Once you've highlighted the desired permissions, click the icon located between the two columns. The selected permissions display in the right column (Assigned Permissions).

13 To *remove* a permission from this user role, proceed to the next step. Otherwise skip to step 16.

14 Go to the right column (Assigned Permissions) and click on each of the permissions you wish to remove.

15 Once you've highlighted the desired permissions, click the icon located between the two columns. The selected permissions are removed from the *Assigned Permissions* list.

16 Click **Save**. The system analyzes your selections to make sure that they are logical. If there are any problems, the system will prompt you to make another selection. For example, if you added the **Export Format-Consumer DVD** permission but neglected to add **Export to Disc** as well, the system will prompt you to add the latter permission, as you can't burn a Consumer DVD unless you have disc-burning permission.

Once you've saved the user role without any errors, a confirmation message displays.

* The number of idle-time minutes that must pass before the system automatically logs a user off the system.



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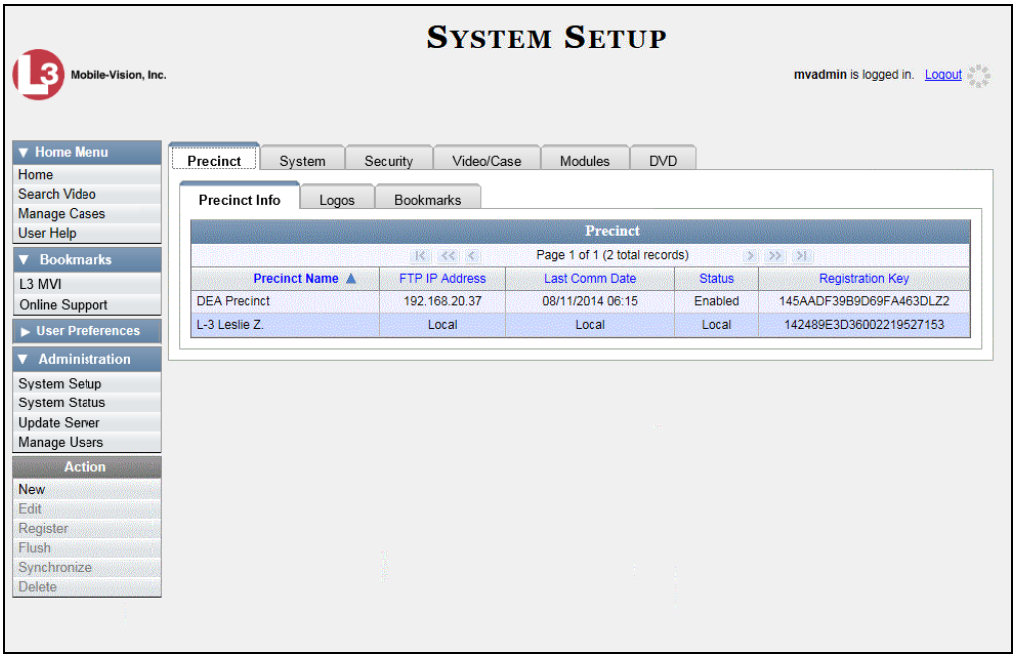
## Deleting a Custom User Role

This section describes how to delete a custom user role that is not currently assigned to any users. If the user role you wish to delete *is* currently assigned to one or more users, you will have to change each user's role assignment first before you can perform this procedure.

For more information, see "Changing a User" in chapter 8.

**1** Go to ▼ Administration and click **System Setup**. The System Setup page displays.




**2** Click the **Security** tab.

*(Continued)*

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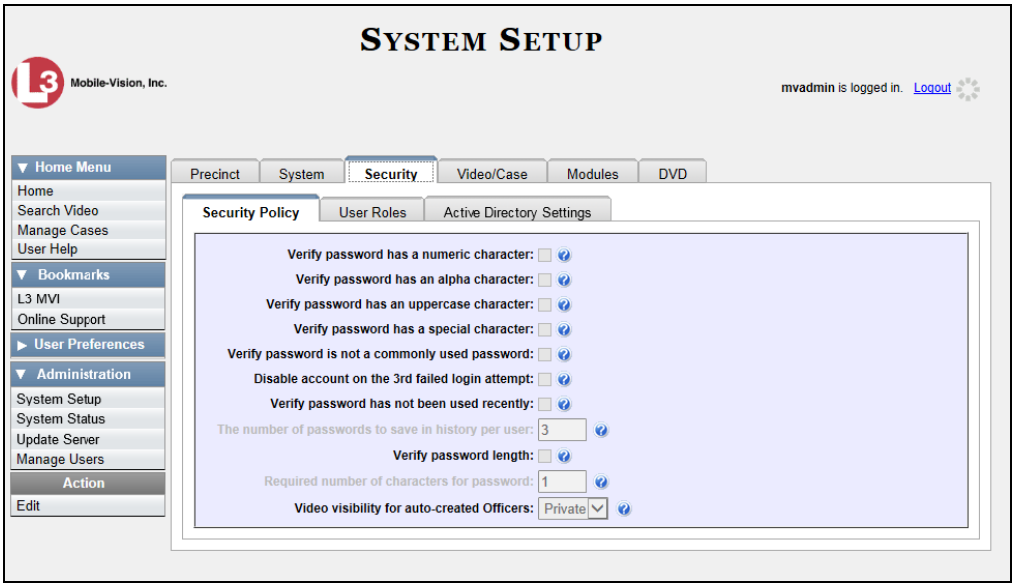
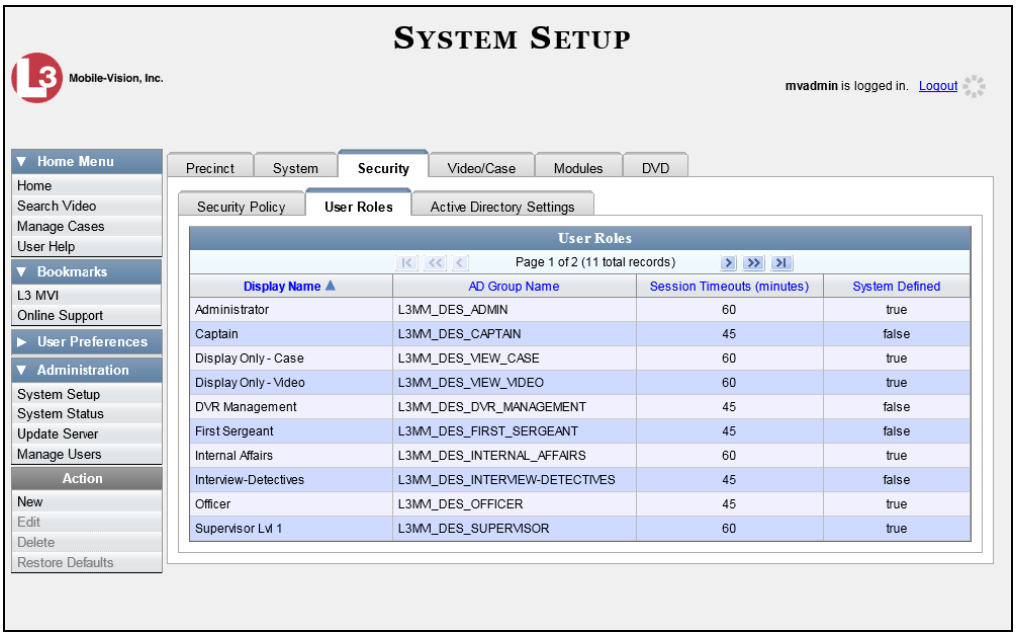



**3** Click the **User Roles** tab. The User Roles form displays.




**4** Right-click on the custom user role that you wish to delete, then select **Delete** from the popup menu. A confirmation message displays.

**5** Click **Yes**. The selected user role is permanently removed from the User Roles list.

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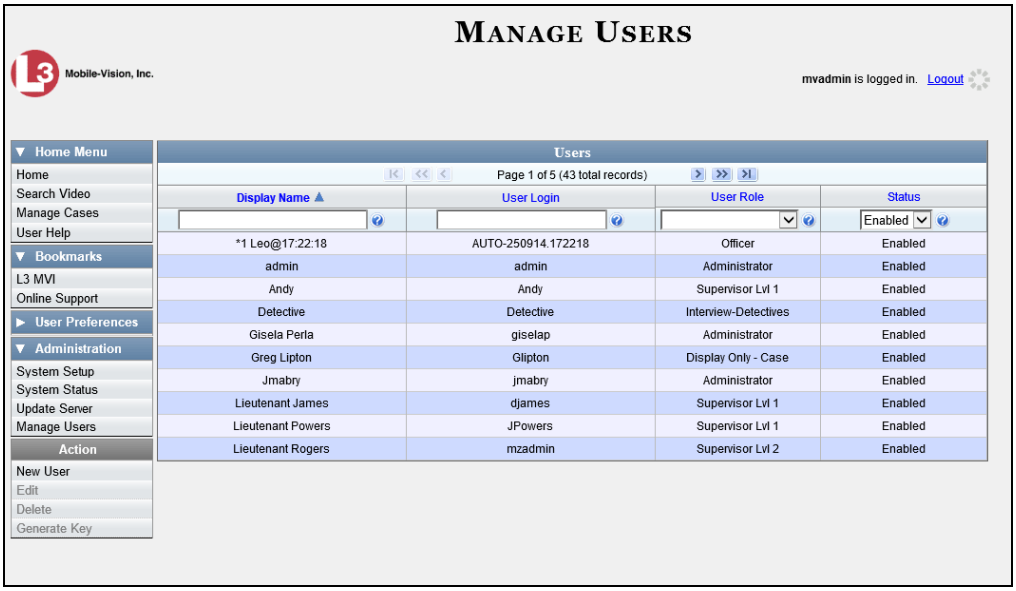
## Assigning Permissions to a User

There are two ways in which you can assign permissions to a user. First, you can assign permissions at the same time you create a user. This method is described in chapter 8, "Adding a User." Secondly, you can assign permissions by changing an existing user's *role* and/or granting additional permissions to a user on an ad-hoc basis, as described in this section.

**1** Go to ▼ Administration and click **Manage Users**. The Manage Users page displays.




**2** If the user record you wish to update appears in the *Display Name* column, skip to step 4.

– OR –

If the user record you wish to update does *not* appear in the *Display Name* column, proceed to the next step.

**3** Use the navigation arrows at the top of the form to scroll through the user list.

– OR –

Enter/select search criteria in the search field(s) provided.

**4** Once the desired record appears in the *Display Name* column, right-click on it, then select **Edit** from the popup menu. The Edit User popup displays.

*(Continued)*

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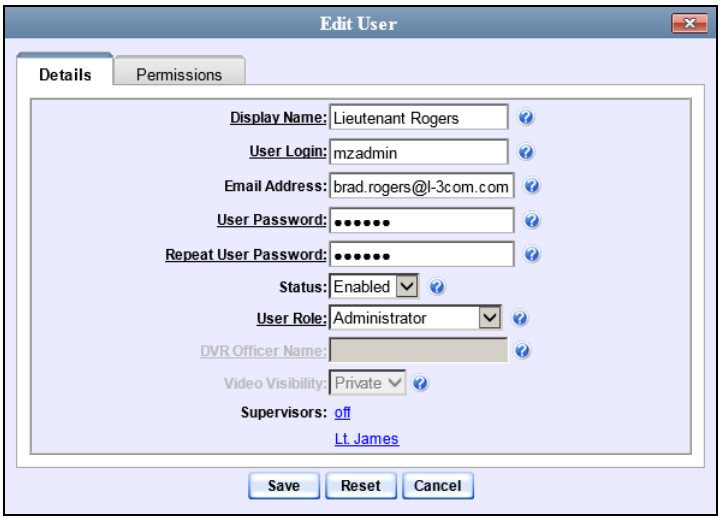
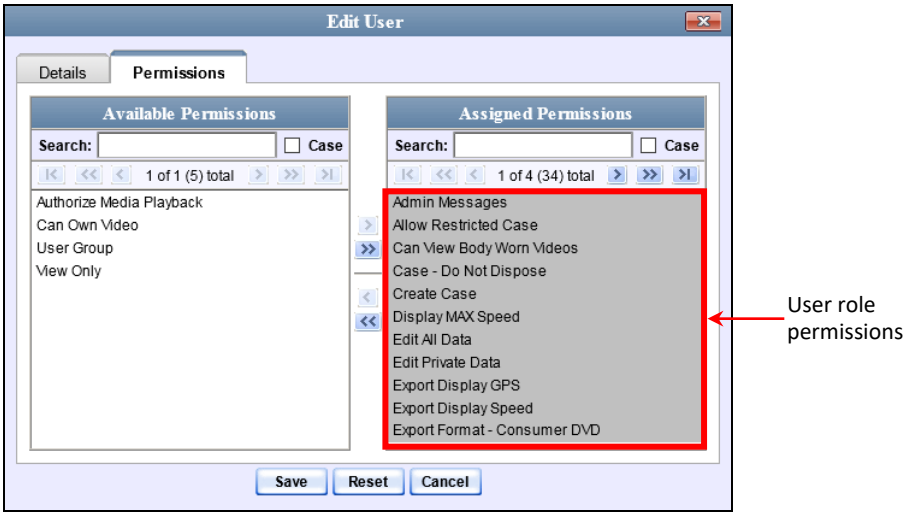



**5** To change this user's *user role*, select a new role from the *User Role* drop-down list. Otherwise proceed to the next step.

**6** Click the **Permissions** tab. A list of permissions displays.




Please note that you cannot remove any of the permissions highlighted in gray. These are the permissions associated with the user's assigned *role*.

**7** Review the current list of permissions for this user.

If you want to assign *additional* permissions to this user, proceed to the next step.

– OR –

If you do *not* want to assign additional permissions to this user (i.e., the default permissions are sufficient), skip to step 10.

**8** Go to the left column (Available Permissions) and click on the new permissions you

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wish to assign. If a permission you're looking for does not appear onscreen, use the *Search* field and/or navigation arrows at the top of the column to scroll through the permissions list.

**9** Once you've highlighted the desired permissions, click the icon located between the two columns. The selected permissions display in the right column (Assigned Permissions).

**10** Click **Save**. The system analyzes your selections to make sure that they are logical. If here are any problems, the system will prompt you to make another selection. For example, if you added the **Export Format-Consumer DVD** permission but neglected to add **Export to Disc** as well, the system will prompt you to add the latter permission, as you can't burn a Consumer DVD unless you have disc-burning permission.

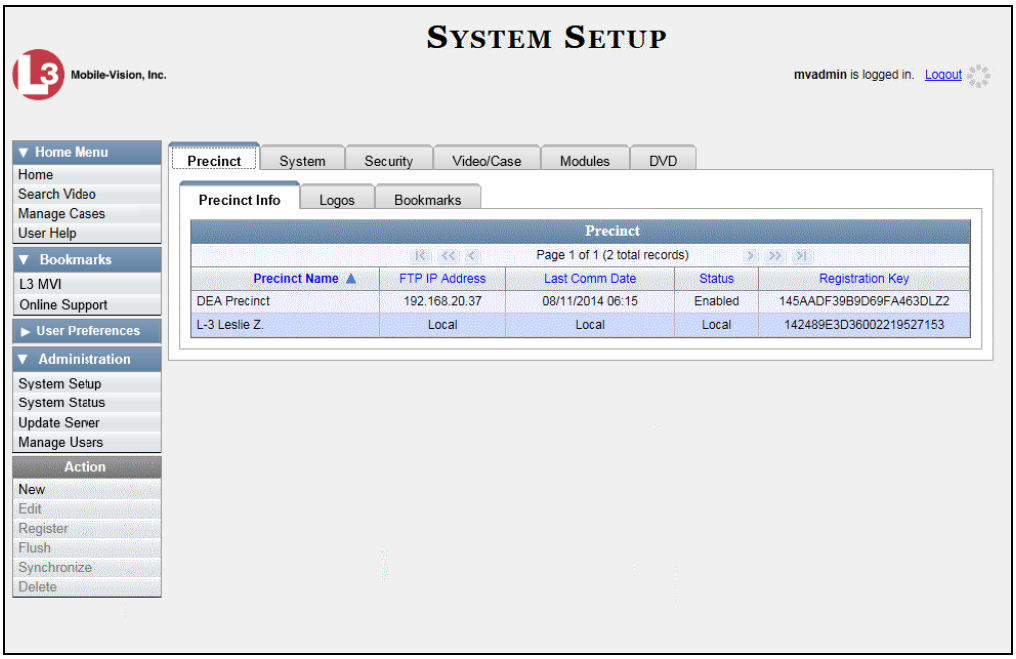
Once you've saved the user record without any errors, a confirmation message displays.

User Daniel Saldutti successfully saved.

## Defining Password Policies

This section describes how to define the rules that apply to a user password. These include password length, password complexity, and the number of login attempts allowed before the system disables a password.

**1** Go to ▼ Administration and click **System Setup**. The System Setup page displays.

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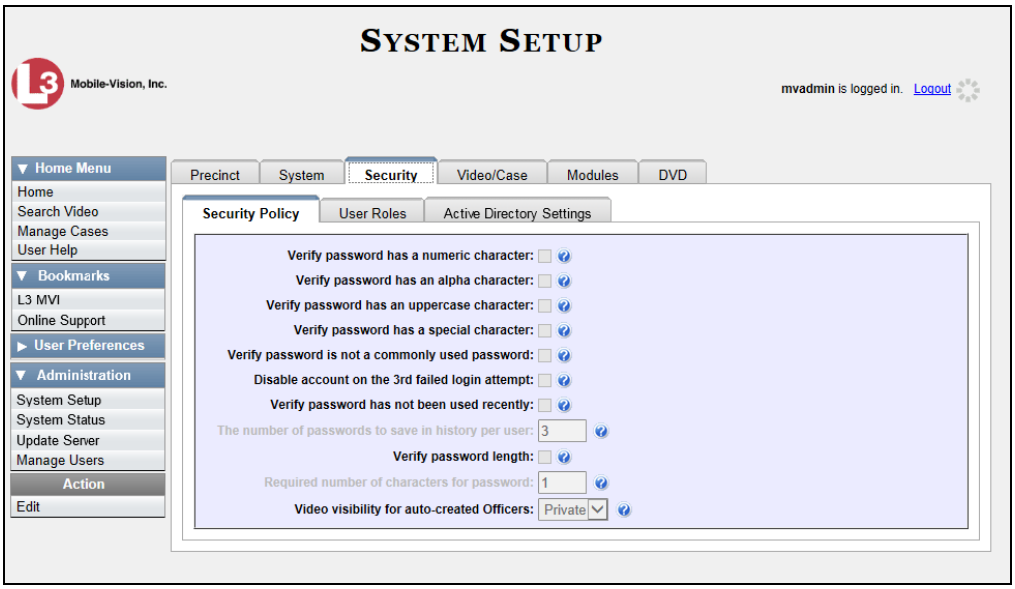
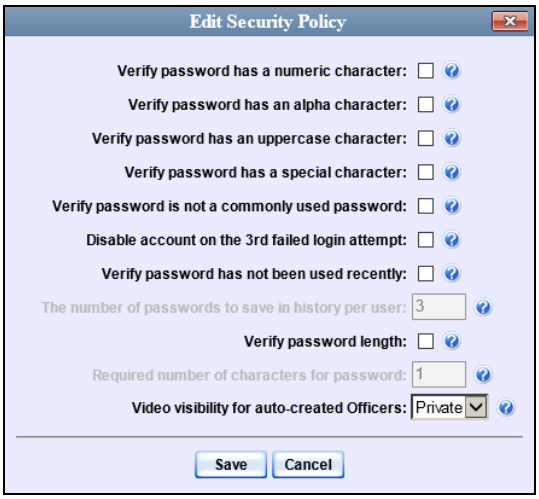
2 Click the **Security** tab.




3 Make sure the **Security Policy** tab is selected, as pictured above.

4 Go to the Action column and click **Edit**. The Edit Security Policy popup displays.




The security options on this form are described in the following table.

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| Edit Security Policy | |
|---|---|
| **Security Option** | **Description** |
| Verify password has a numeric character | When you select this checkbox, the system will check to make sure all new passwords contain at least one numeric character (e.g., 1 – 9). |
| Verify password has an alpha character | When you select this checkbox, the system will check to make sure all new passwords contain at least one alpha character (e.g., a – z). |
| Verify password has an uppercase character | When you select this checkbox, the system will check to make sure all new passwords contain at least one uppercase character (e.g., A – Z). |
| Verify password has a special character | When you select this checkbox, the system will check to make sure all new passwords contain at least one special character (e.g., ! @ # $ % &, etc.) |
| Verify password is not a commonly used password | When you select this checkbox, the system will check to make sure all new passwords do not match any of the passwords on the "common passwords" list. A copy of this list is found in the /fb/conf/word_list.txt file on the Agency server. You can add more passwords to this file, if desired. |
| Disable account on the 3rd failed login attempt | When you select this checkbox, the system will lock a user out of the system after he has tried to login to the system three consecutive times using invalid User ID(s) and/or password(s). |
| Verify password has not been used recently | This password function works in conjunction with the *number of passwords to save in history per user* field. When you select this checkbox, the system will check to make sure that a password has not been used in **x** number of times, with **x** being the number entered in the *number of passwords to save in history per user* field. |
| The number of passwords to save in history per user | This password function works in conjunction with the *Verify password has not been used recently* field. It indicates the number of passwords to save in history per user. When a user is required to change their password, they will not be able to reuse any of the same passwords they have used since the last **x** number of times their password was changed, with **x** being the number entered in this field. |
| Verify password length | This password function works in conjunction with the *Required number of characters for password* field. *(Continued)* |

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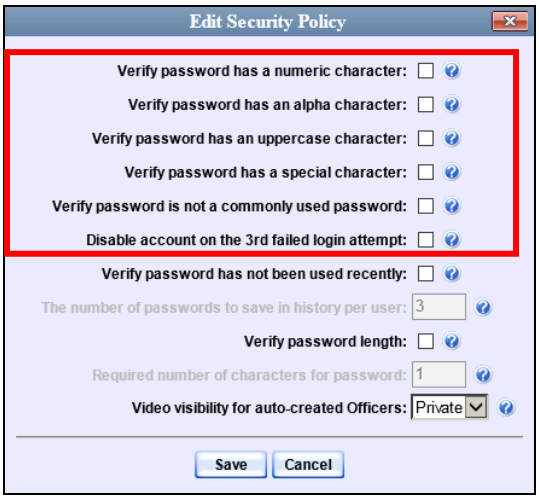
| Edit Security Policy (cont'd) | |
|---|---|
| **Security Option** | **Description** |
| Verify password length (cont'd) | When you select this checkbox, the system will check to make sure that a password is a minimum of **x** number of characters in length, with **x** being the number entered in the *Required number of characters for password* field. |
| Required number of characters for password | This password function works in conjunction with the *Verify password length* field. It indicates the required minimum length for each password. When you enter a number in this field, it means that all passwords must be a minimum of **x** characters in length, with **x** being the number entered in this field. |
| Video visibility for auto created officers | The default visibility to use for videos that are owned by auto-created Officers.<br>**Public**. Allow any user to view videos that are owned by auto-created Officers.<br>**Private**. Allow only those users who have the *View Private Data* **or** *View All Data* permissions to view videos owned by auto-created Officers. |

5 Scan through the first six security options and check those security features you wish to use.




6 If you don't want your users to be able to re-use recent passwords, proceed to the next step. Otherwise skip to step 9.

7 Select the checkbox to the right of *Verify password has not been used recently*.

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8 Enter the number of passwords you want each of your users to have in the *number of passwords to save in history per user* field.

9 To set a minimum required length for passwords, proceed to the next step. Otherwise skip to step 12.

10 Select the checkbox to the right of the *Verify password length* field.

11 Enter the minimum number of characters that your passwords must have in the *Required number of characters for password* field.

12 To allow only those users with the *View Private Data* **or** *View All Data* permission to view videos owned by auto-created Officers (see box below), proceed to the next step.

– OR –

To allow *any* user to view videos that are owned by auto-created Officers, select **Public** from the *Video Visibility for Auto-Created Officers* drop-down list.

> **What is an auto-created officer?** If the value of a video's *Owner* field starts with ***1**, it indicates that it was auto-created by the system. There are two scenarios in which the system will automatically create an owner: 1) A user logs into a DVR using a User ID that does not reside on the Agency server. After transmission occurs, the system recognizes that the DVR Officer Name does not match any existing records in the database, and so it creates a new owner name using the following naming convention: ***1 [DVR login name] @ [date/time]**. This name will display in the video's *Owner* field. 2) The **Record** feature on the DVR is activated when no officer is logged into the DVR. In this instance, the system will assign a default owner of ***1 No Name @ [time at which default officer was created]** to any videos that were recorded during that session.

13 Click **Save**.

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# 8 Users

There are two methods for entering and maintaining user records in DEA Agency: *directly*, as described in "Maintaining Users in DEA Agency" on page 509, or through your agency's existing internal network, as described in "Using Active Directory," beginning on page 519.

The Active Directory Integration feature enables you to integrate DEA Agency with your agency's existing Windows Active Directory or Novell eDirectory. This feature allows for a single password authentication with your agency's internal network, eliminating the need to maintain two sets of User IDs and passwords. It also allows you to import existing network users into the system. If you choose to use this feature, your System Implementation Specialist (SIS) will assist you in setting up your Active Directory. After that, you only have to update the user list periodically as needed.

For more information, see:


- ❒ Searching for a User, next page
- ❒ Maintaining Users in DEA Agency, page 509
- ❒ Using Active Directory, page 519
- ❒ Exporting User Activity to a Spreadsheet, page 528.


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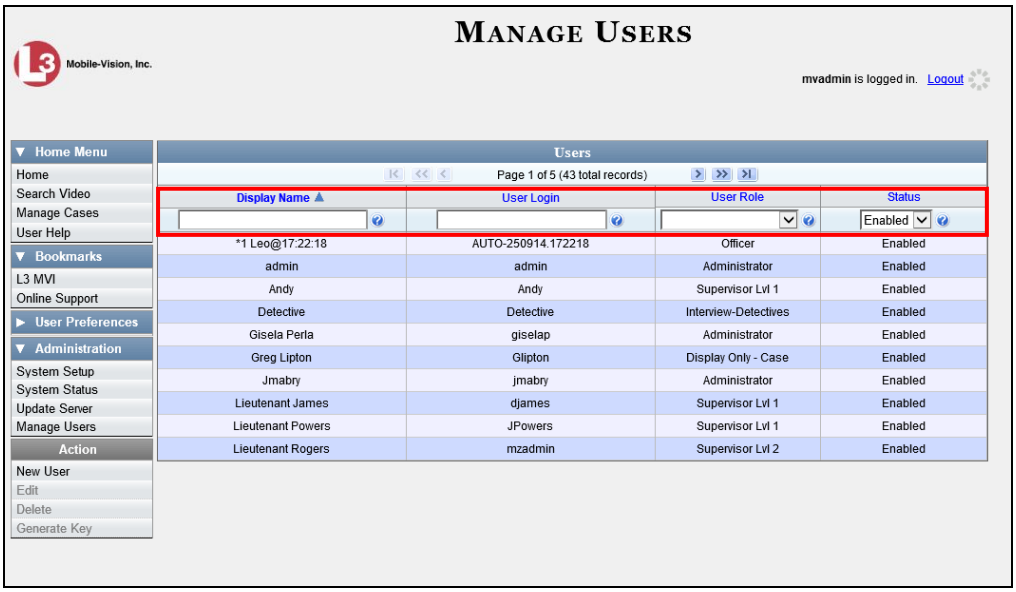
## Searching for a User

This section describes how to search for an existing user record by one or more of the following fields: *Display Name*, *User Login*, *User Role*, and/or *Status*.

**1** Go to ▼ Administration and click **Manage Users**. The Manage Users page displays.




**2** Enter/select the field values you wish to search on, as described in the following table.

| Search Field | Description |
|---|---|
| Display Name | Limits your search to those users who have this text in their display name. |
| User Login | Limits your search to those users who have this text in their User ID. |
| User Role | Limits your search to those users who are assigned this user role. For more on user roles, see chapter 7.<br>*Select the appropriate role from the drop-down list.* |
| Status | Limits your search to those users who have a status of either **Enabled** or **Disabled**. *Select the appropriate status from the drop-down list.* |

After you enter a search value, the system will automatically display those records that match your search criteria.

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3 If your search results are more than one page long, use the navigation buttons at the top of the user list to scroll through the remaining search results.

## Maintaining Users in DEA Agency

This section describes how to add, change, and/or delete user records in DEA Agency. These procedures only apply to those users who are *not* using the Active Directory Integration feature, which integrates DEA Agency with your agency's existing internal network. If your agency *is* using the Active Directory Integration feature, see "Maintaining Users in Active Directory" on page 519 instead.

For specific instructions, see:

- ❒ Adding a User, below
- ❒ Changing a User, page 515
- ❒ Deleting a User, page 518.

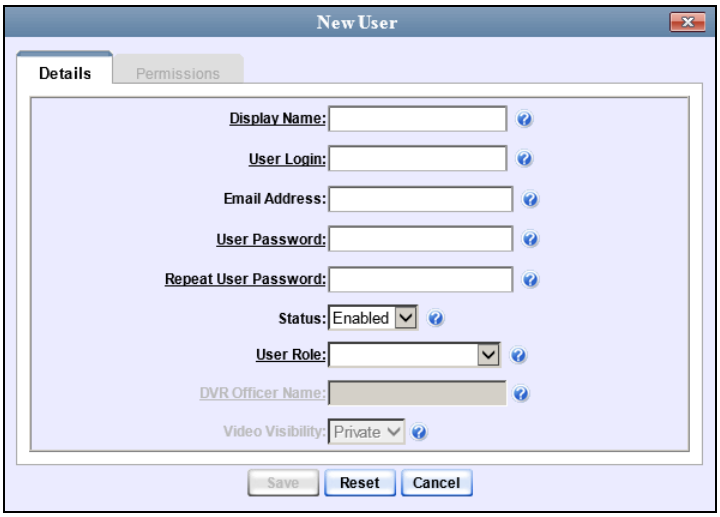
### Adding a User

This section describes how to enter a new user record in DEA Agency. If your agency is using the Active Directory Integration feature, see "Maintaining Users in Active Directory" on page 519 instead.

Before you add users for the first time, it's important to define your user roles. For more information, see "Assigning Permissions" in chapter 7.

1 Go to ▼ Administration and click **Manage Users**. The Manage Users page displays, as pictured on the previous page.

2 Go to the Action column and click **Create**. The New User popup displays.

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The fields on the New User form are described below.

| New User Form | |
|---|---|
| **Field** | **Description** |
| Display Name | The name used to represent this user throughout the DEA Agency application. This name will appear on application pages, drop-down lists, reports, etc. |
| User Name | The user's login ID. This is the text that the user enters in the *User Name* field to login to the application. |
| Email Address | The user's email address. |
| User Password | The user's login password. This is the text that the user enters in the *Password* field to login to the application. For security reasons, this value does not display on screen as you type it. **Note**: After a new user logs into the application for the first time, he should change his user password, as described in "Changing Your Password" in chapter 1. |
| Repeat User Password | Same as *User Password* above. The system requires that you type the password a second time to verify your entry. |
| Status | The current status of this user:<br>▪ **Enabled**. The user is allowed to login to the application.<br>▪ **Disabled**. The user is *not* allowed to login to the application. |
| User Role | The name of the permissions group that is assigned to this user. This designation determines what system features the user will or will not be able to access. For more on user roles, see chapter 7, *Security*. |
| DVR Officer Name | The officer name associated with the DVR device. If this user logs into a *Flashback* DVR using a USB login key, the system will automatically populate the Flashback's *Officer Name* field with the DVR Officer Name value. This ensures that all videos recorded during that officer's shift will be linked to the correct officer. If an officer uses the same patrol car every day, the Flashback's *Officer Name* field will typically be entered manually during system start-up. In this circumstance, it's important that the **DVR Officer Name** in DEA Agency match the **Officer Name** in Flashback. For instructions on how to obtain this name, see "Obtaining the Officer Name from a Flashback DVR" on page 512. *(Continued)* |

***The name you enter here should match the Officer Name entered on the Flashback2's 'Misc. Setup' menu or the Flashback3/HD's 'User' menu***

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| New User Form (cont'd) | |
|---|---|
| **Field** | **Description** |
| DVR Officer Name (cont'd) | If the **DVR Officer Name** in DEA Agency and the **Officer Name** on the DVR match *exactly*, the system will automatically link the videos recorded on that DVR with the correct officer. If the names do *not* match exactly, the system will assign a default DVR Officer Name of ***1 [No Name]@[time at which default officer name was created]** to any videos that are recorded on that device.<br>If the new user will be uploading VIEVU Model LE2 videos, this field must be populated.<br>*This field can only be configured on user accounts with the 'Can Own Video' permission.* |
| Video Visibility | A flag that determines which users will be able to access this user's videos:<br>**Public**. The videos owned by this user will be viewable by all DEA Agency users.<br>**Private**. The videos owned by this user will be viewable by the user and other users who have the proper *edit* permissions (i.e., the *Edit Private Data* or *Edit All Data* permission).<br>*This field can only be accessed by users with the 'Can Own Video' permission.* |

**3** Enter an officer display name in the *Display Name* field. This is the name that will display throughout the application.

**4** Enter the user's login ID in the *User Name* field.

**5** Enter the user's email address in the *Email Address* field.

**6** Enter the user's initial login password in the *Password* field. This is password that the user will use to login to the application for the first time.

**7** Re-enter the user's initial login password in the *Repeat User Password* field.

**8** If you want this user to be able to login to the application immediately (default), proceed to the next step.

– OR –

If you do *not* want this user to be able to login to the application immediately, select **Disabled** from the *Status* drop-down list. If you do so, remember that you must enable the account before the user will be allowed to login.

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**9** Select a user role from the *User Role* drop-down list.

⇒ If the user role you selected includes the *Can Own Video* permission, the *DVR Officer Name* and *Video Visibility* fields will become accessible. Proceed to the next step.

⇒ If the user role you selected does *not* include the *Can Own Video* permission, the *DVR Officer Name* and *Video Visibility* fields will remain grayed-out. Skip to step 13.

**10** If this user will be using a USB login key to login to a Flashback DVR each shift, enter a DVR officer name in the *DVR Officer Name* field. Skip to step 12.

– OR –

If this user will *not* be using a USB login key to login to a Flashback DVR each shift, go to the actual Flashback unit and jot down the display name located in the Flash-back's *Officer Name* field (see box below). Proceed to the next step.

– OR –

If this user will *only* be using a Body Worn camera rather than a Flashback, skip to step 12.

**Obtaining the Officer Name from a Flashback DVR**

**Flashback2:**

**1** Unlock the Flashback
**2** Press the Ⓜ button
**3** Press the ⏩ button until **Misc. Setup** is highlighted
**4** Press the Ⓡ button
**5** Jot down the value displayed in the *Officer Name* field

**Flashback3 or FlashbackHD:**

**1** Unlock the Flashback
**2** Press the Ⓜ button
**3** Press the ▢ button until **User** is highlighted
**4** Press the Ⓡ button
**5** Jot down the value displayed in the *Officer Name* field

**11** Enter the Flashback Officer Name in the *DVR Officer Name* field. *Required field.*

**12** If you want this user's videos to be *private* (i.e., only viewable by the user himself and other users with *edit* permissions), proceed to the next step.

– OR –

If you want this user's videos to be *public* (i.e., viewable by all DEA Agency users), select **Public** from the *Visibility* drop-down list.

**13** Click the **Permissions** tab. A list of grayed-out permissions displays in the right column, as pictured on the next page. These are the permissions associated with the user's assigned *user role* (i.e., the role you just selected from the *User Role* drop-down

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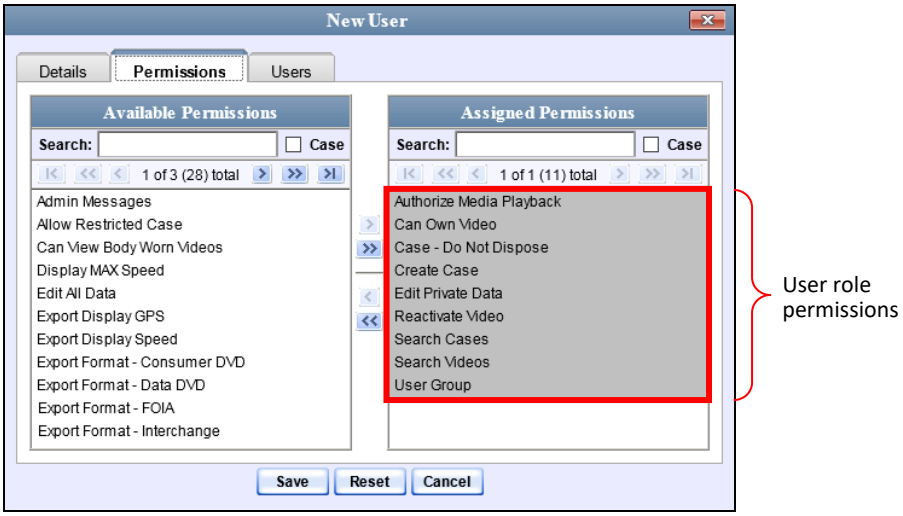
list). You cannot remove any of these permissions. However, you *can* assign additional permissions to the user.




**14** Review the current list of permissions for the new user (highlighted in gray).

If you wish to assign *additional* permissions to this user, proceed to the next step.

– OR –

If you do *not* wish to assign additional permissions to this user (i.e., the permissions displayed in the right column are sufficient), skip to step 17.

**15** Go to the left column (Available Permissions) and click on the new permissions you wish to assign. If you don't see a permission you're looking for, use the *Search* field and/or navigation arrows at the top of the column to scan the list.

**16** Once you've highlighted the desired permissions, click the icon located between the two columns. The selected permissions display in the right column (Assigned Permissions).

**17** If the **Users** tab displays, proceed to the next step.

– OR –

If the **Users** tab does *not* display, skip to step 21.

**18** If you want this user to have access to other officers' videos (typically the officers that they supervise), click on the **Users** tab.

– OR –

If you do *not* want this user to have access to other officers' videos, skip to step 21.

*(Continued)*



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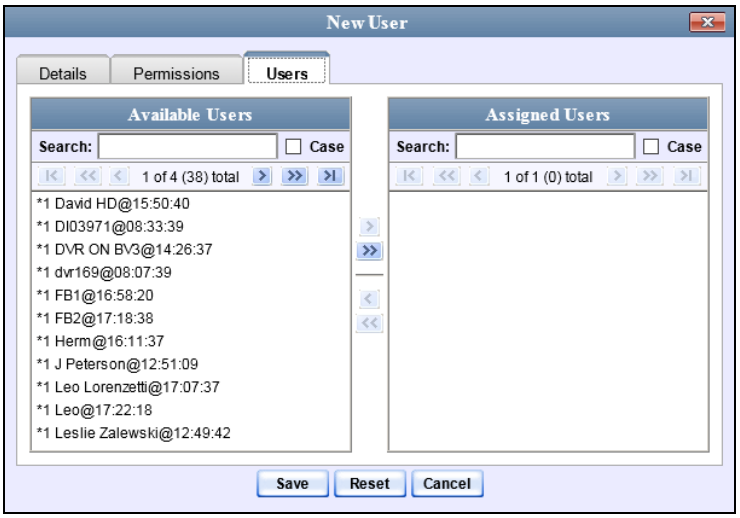


**19** Go to the left column (Available Officers) and click on the appropriate users. If you don't see a user you're looking for, use the *Search* field and/or navigation arrows at the top of the column to scan the list.

**20** Once you've highlighted the desired users, click the icon located between the two columns. The selected users display in the right column (Assigned Officers).

**21** Click **Save**. The system analyzes your selections to make sure that they are logical. If there are any problems, the system will prompt you to make another selection. For example, if you selected **Export Format-Consumer DVD** but neglected to select **Export to Disc** as well, the system will prompt you to add the latter permission, as you can't burn a Consumer DVD unless you have disc-burning permission.

Once you've saved the user record without any errors, a confirmation message displays.

User Lieutenant McDonnell successfully saved.

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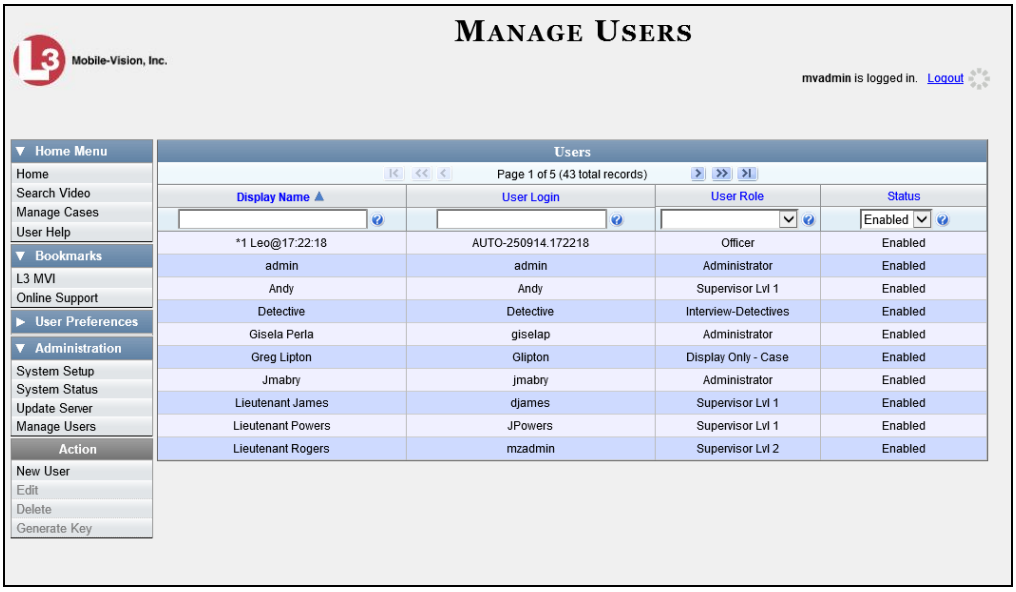
## Changing a User

This section describes how to change an existing user record in DEA Agency. If your agency is using the Active Directory Integration feature, see "Maintaining Users in Active Directory" on page 519 instead.

**1** Go to ▼ Administration and click **Manage Users**. The Manage Users page displays.




**2** If the user record you wish to update displays in the *Display Name* column, skip to step 4.

– OR –

If the user record you wish to update does *not* display in the *Display Name* column, proceed to the next step.

**3** Use the navigation arrows at the top of the form to scroll through the user list.

– OR –

Enter/select search criteria in the search field(s) provided. For a description of these search fields, see the table on page 510.

**4** Once the desired record appears in the *Display Name* column, right-click on that record, then select **Edit** from the popup menu. The Edit User form displays.

*(Continued)*

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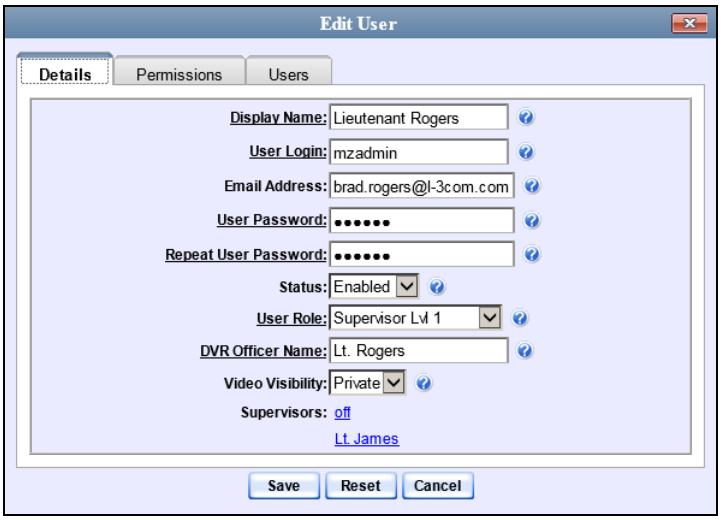
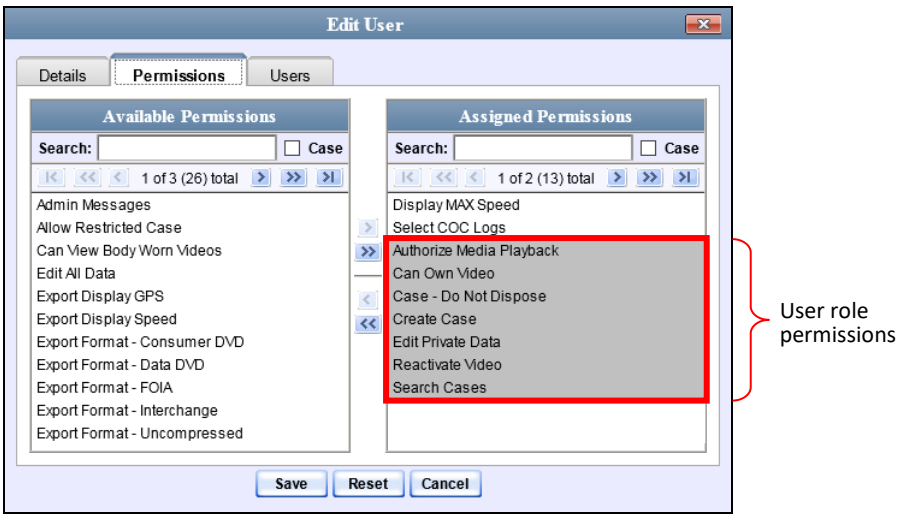



The fields on this form are described in the table on page 510.

**5** Enter/select your desired changes in the appropriate fields.

**6** If you would like to assign additional permissions to this user, proceed to the next step. Otherwise skip to step 10.

**7** Click the **Permissions** tab. A list of permissions displays.




Please note that you cannot remove any of the permissions highlighted in gray. These are the permissions associated with the user's assigned *user role*.

**8** Go to the left column (Available Permissions) and click on the new permissions you wish to assign. If a permission you're looking for does not appear onscreen, use the *Search* field and/or navigation arrows at the top of the column to scan the list.

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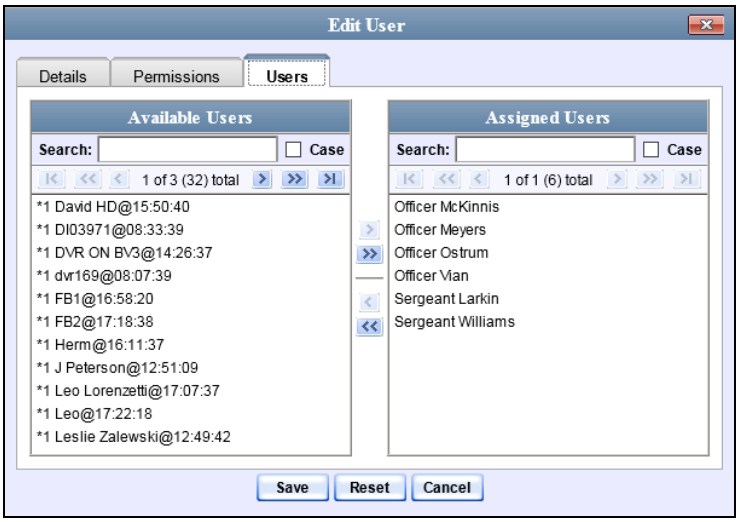
9 Once you've highlighted the desired permissions, click the icon located between the two columns. The selected permissions display in the right column (Assigned Permissions).

10 If the **Users** tab displays, proceed to the next step.

– OR –

If the **Users** tab does *not* display, skip to step 18.




11 If you wish to assign or un-assign officers* to this user, click on the **Users** tab. Otherwise skip to step 18.

12 To assign an officer to this user, proceed to the next step. Otherwise skip to step 15.

13 Go to the left column (Available Officers) and click on the appropriate users. If you don't see a user you're looking for, use the *Search* field and/or navigation arrows at the top of the column to scan the list.

14 Once you've highlighted the desired users, click the icon located between the two columns. The selected users display in the right column (Assigned Officers).

15 To un-assign one or more officers from this user, proceed to the next step. Otherwise skip to step 18.

16 Go to the right column (Assigned Officers) and click on the appropriate users. If you don't see a user you're looking for, use the *Search* field and/or navigation arrows at the top of the column to scan the list.

17 Once you've highlighted the desired users, click the icon located between the two columns. The selected users display in the left column (Available Officers).

* When an officer is assigned to you, it means that you have access to that officer's videos.

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18 Click **Save**. The system analyzes your selections to make sure that they are logical. If there are any problems, the system will prompt you to make another selection. For example, if you selected **Export Format-Consumer DVD** but neglected to select **Export to Disc** as well, the system will prompt you to add the latter permission, as you can't burn a Consumer DVD unless you have disc-burning permission.

Once you've saved the user record without any errors, a confirmation message displays.

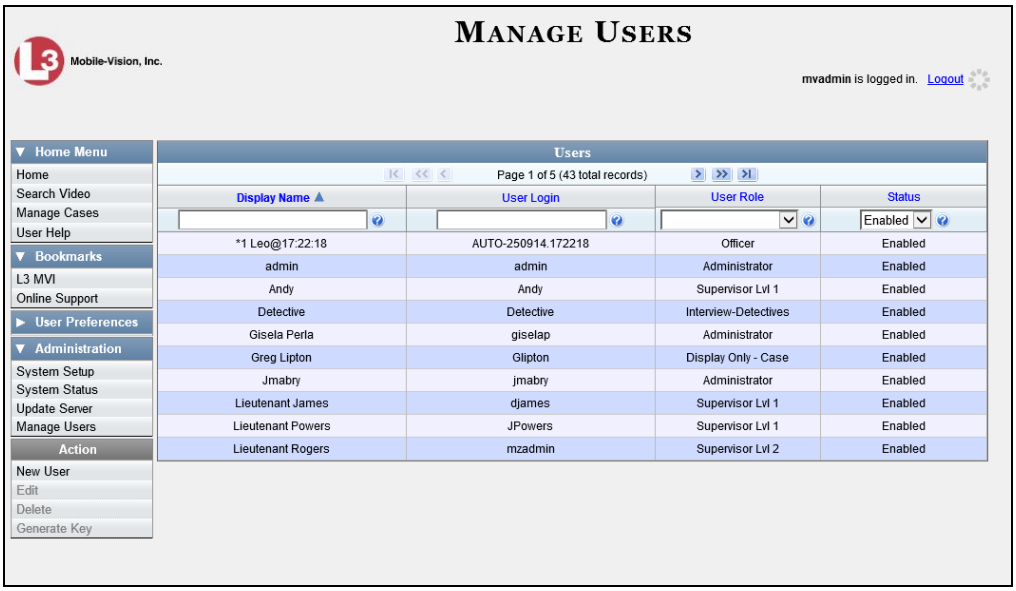
User Lieutenant Rogers successfully saved.

## Deleting a User

This section describes how to delete an existing user record in DEA Agency. If your agency is using the Active Directory Integration feature, see "Maintaining Users in Active Directory" on page 519 instead.

**NOTE**: If a user owns video or has any activity logs, they cannot be deleted.

1 Go to ▼ Administration and click **Manage Users**. The Manage Users page displays.




2 If the user record you wish to delete displays in the *Display Name* column, skip to step 4.

– OR –

If the user record you wish to delete does *not* display in the *Display Name* column, proceed to the next step.

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3 Use the navigation arrows at the top of the form to scroll through the user list.

– OR –

Enter/select search criteria in the search field(s) provided. For a description of these search fields, see the table on page 510.

4 Once the desired record displays in the *Display Name* column, right-click on that record, then select **Delete** from the popup menu. A confirmation message displays.

5 Click **Yes**. The selected user record is removed from the system.

## Using Active Directory

If desired, you can link DEA Agency to your agency's existing Windows Active Directory or Novell eDirectory. This feature, called *Active Directory Integration*, allows for a single password authentication with your agency's internal network, eliminating the need to maintain two sets of User IDs and passwords. This feature also allows you to import existing network users.

Your System Implementation Specialist (SIS) will assist you in setting up your Active Directory for the first time. After that, you only have to update the user list as needed.

For more information, see:

- ❒ Maintaining Users in Active Directory, below
- ❒ Updating the Active Directory Settings, page 525.

### Maintaining Users in Active Directory

There are two methods for updating the Active Directory user list:

- ❒ Method 1: Auto-Create Users Upon Login. This method will automatically create a new user record in DEA Agency whenever a new user logs in for the first time. This method is fully automated. It is the "set it and forget it" option.
- ❒ *Method 2: Manually Add Users En Mass*. This method is used to manually update your user list on a periodic basis.

For specific instructions, see:

- ❒ Method 1: Auto-Creating Active Directory Users Upon Login, next page
- ❒ Method 2: Manually Adding Active Directory Users En Mass, page 522.

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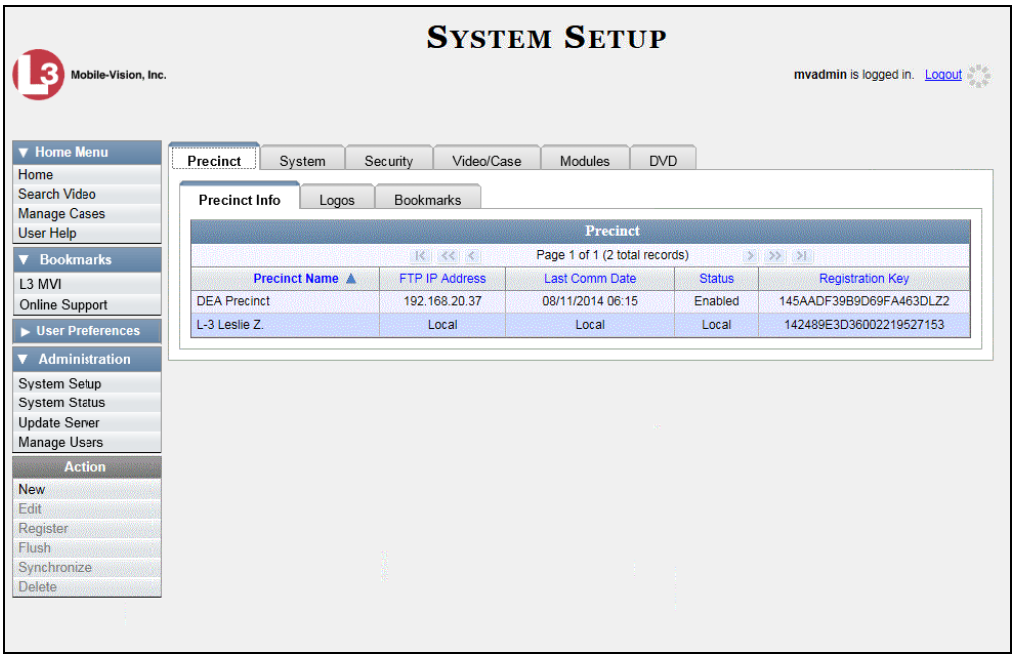
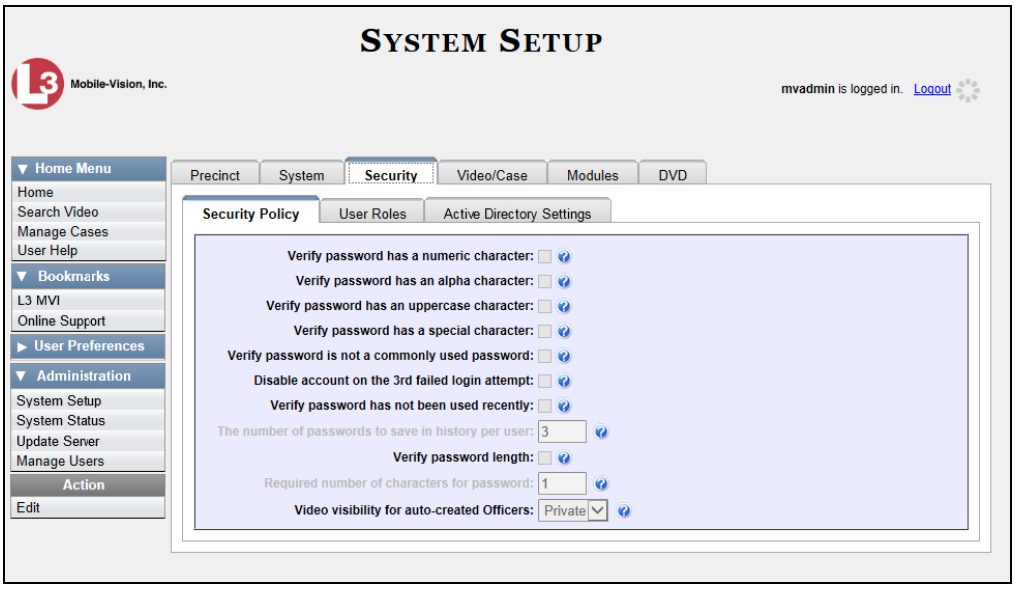
### Method 1: Auto-Creating Active Directory Users Upon Login

This section describes how to set up the system so that it automatically creates a new user record in DEA Agency whenever a new user logs in for the first time. This procedure only applies to those customers who are using the Windows Activity Directory feature.

**1** Go to ▼ Administration and click **System Setup**. The System Setup page displays.




**2** Click the **Security** tab.

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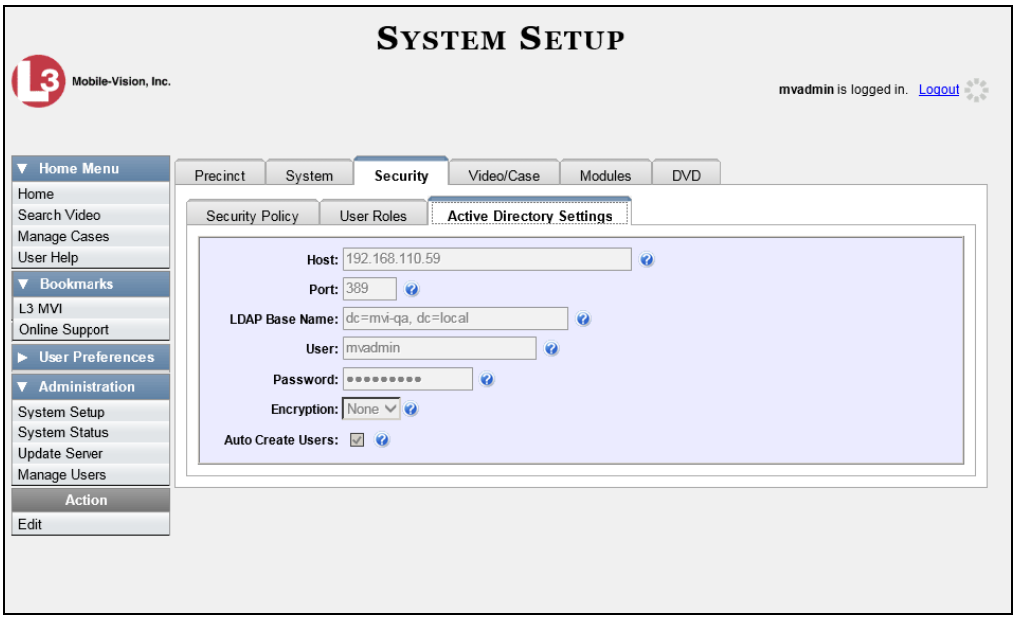
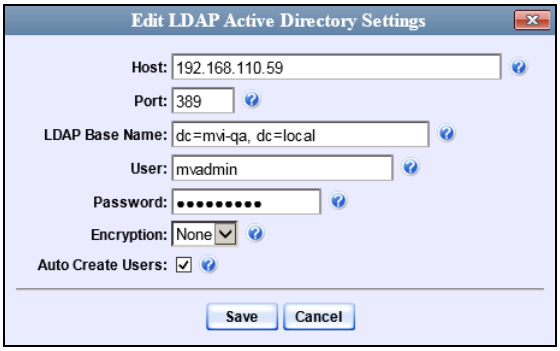
3 Click the **Active Directory Settings** tab. The Active Directory form displays.




4 Go to the Action column and click **Edit**. The Edit LDAP Active Directory Settings popup displays.




The fields on this popup are described in the table on page 527.

5 Select the *Auto Create User*s checkbox.

6 Click **Save**.

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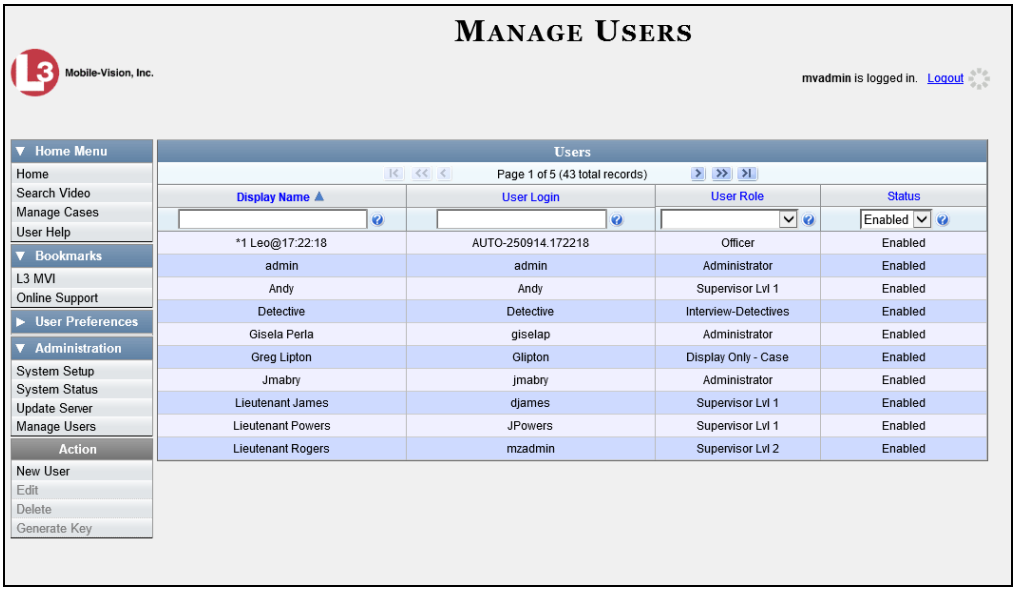
## Method 2: Manually Adding Active Directory Users En Mass

This section describes how to manually update your user list on a periodic basis. This procedure only applies to those customers who are using the Active Directory Integration feature.

**1** Go to ▼ Administration and click **Manage Users**. The Manage Users page displays.




Go to the Action column and click **Add Active Directory User**. The Active Directory Users page displays.

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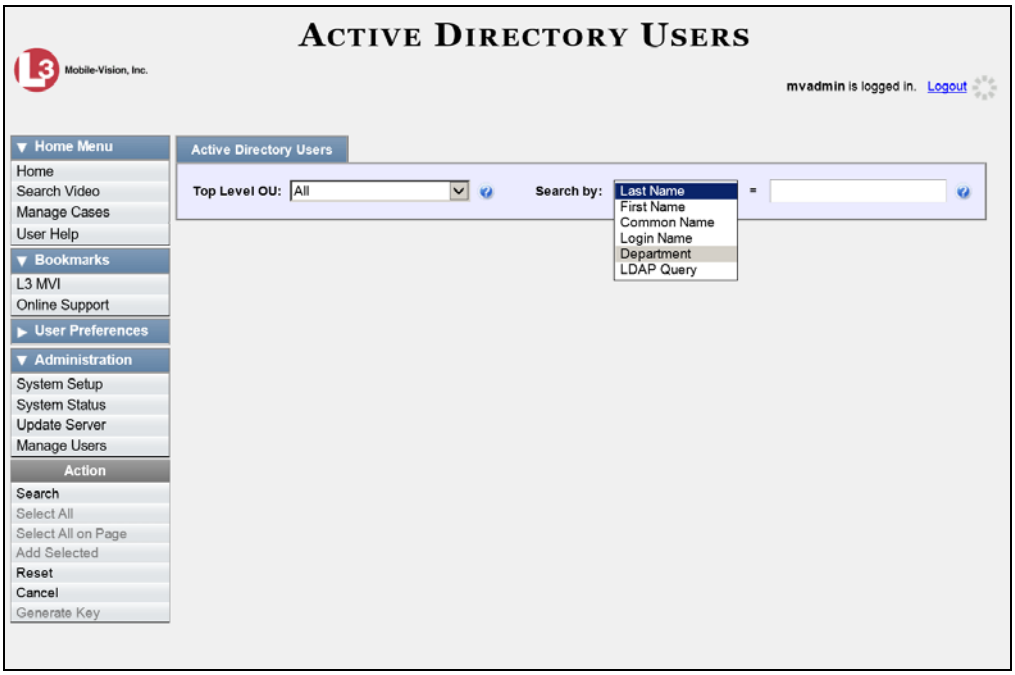
Use the Active Directory Users page to search for and select the active directory users that you wish to add to the system, as described below.

**3** Go to the *Top Level OU* drop-down list and select the organization unit in which you wish to search for users.

**4** Go to the *Search by* drop-down list and select the field name you wish to search by.




**5** Go to the blank field to the right of the *Search by* field and enter the field value you wish to search by. This value should correspond to the selected *Search by* value. For example, if you entered **Department** in the *Search by* field, you might enter **Traffic Patrol** in the search field.

**6** Go to the Action column and click **Search**. The system displays all user records that match your selection criteria.

*(Continued)*



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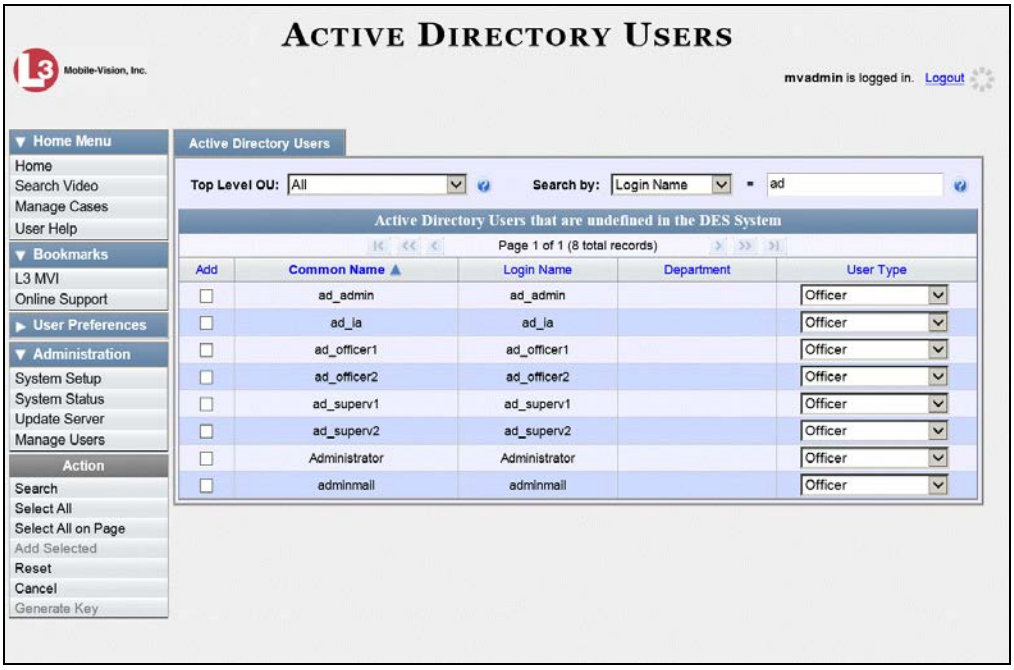


**7** Select all of the users you wish to add:

Go to the Action column and click **Select All**.

– OR –

Go to the Action column and click **Select All on Page**.

– OR –

Go to the *Add* column and manually select the appropriate checkboxes.

**8** Go to the *User Type* column and select a role for each user from the drop-down list.

**9** Once the desired users are selected and their *User Types* are set to the correct values, go to the Action column and click **Add Selected**. A confirmation message displays.

9 user(s) successfully saved.

The selected users are added to your DEA Agency users list.

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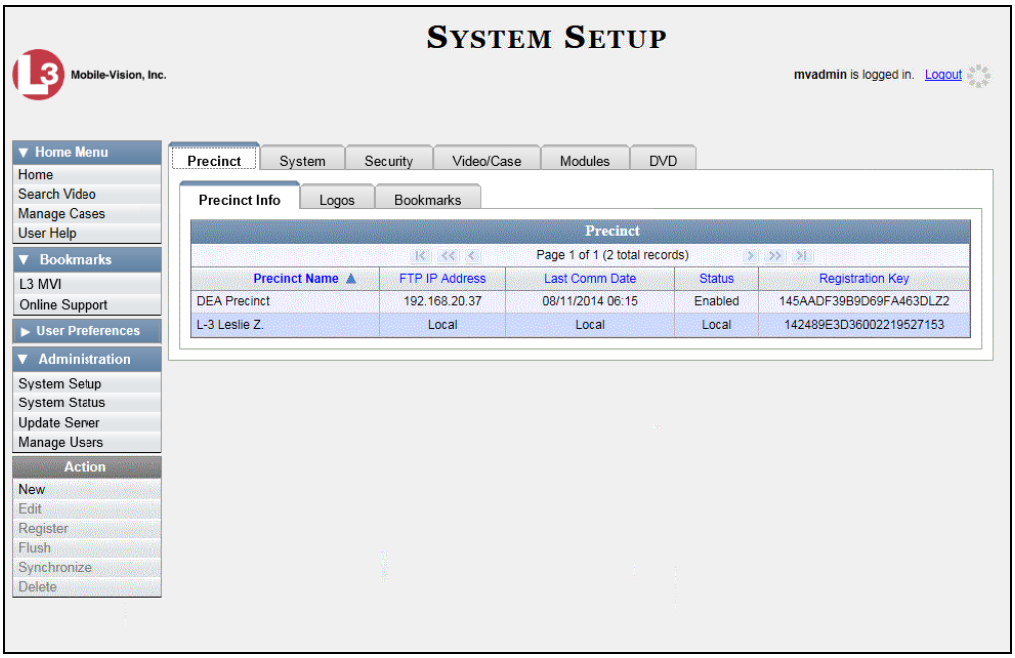
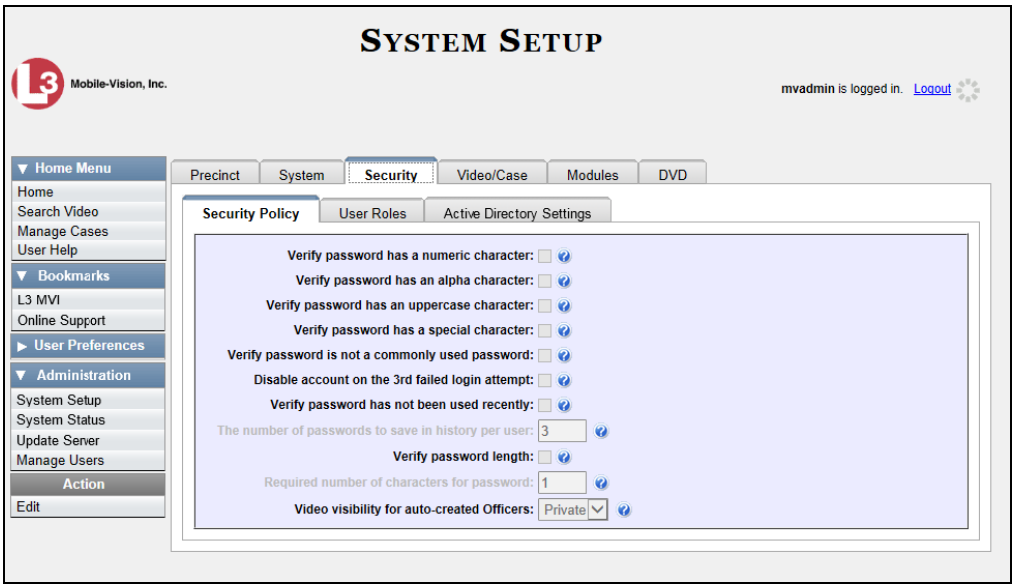
## Updating the Active Directory Settings

This section describes how to update your Active Directory settings.

1 Go to ▼ Administration and click **System Setup**. The System Setup page displays.




2 Click the **Security** tab.




3 Click the **Active Directory Settings** tab. The Active Directory form displays.

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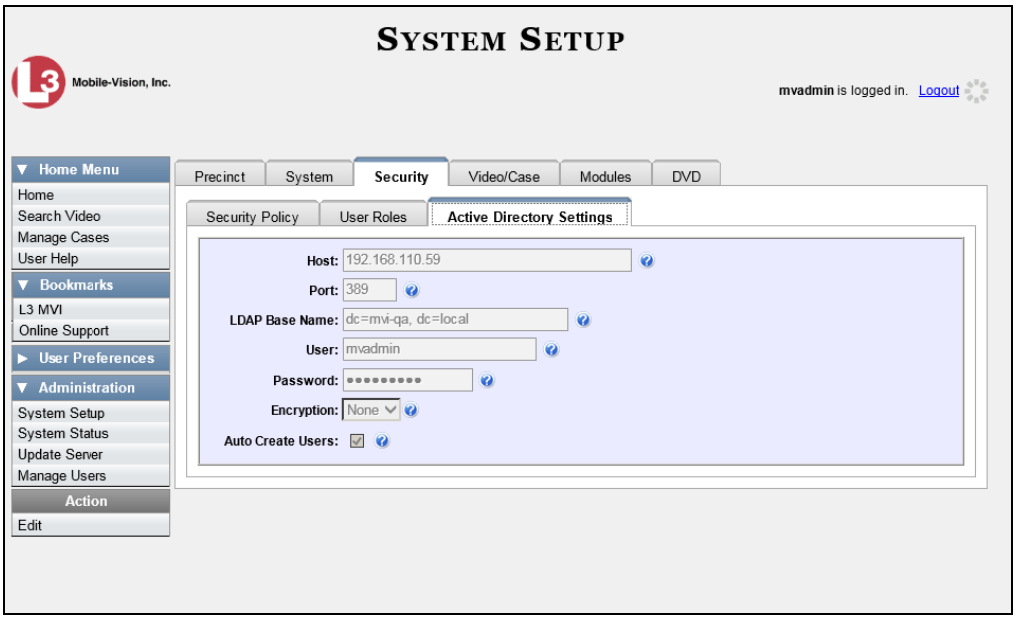
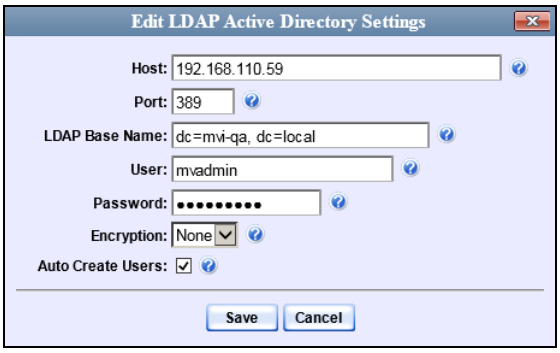



4 Go to the Action column and click **Edit**. The Edit LDAP Active Directory Settings popup displays.




The fields on this popup are described in the following table.

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| Edit LDAP Active Directory Settings | |
|---|---|
| **Field** | **Description** |
| Host | The address of the host active directory server. |
| Port | The port to use when connecting to the Active Directory server. Default values are:<br>▪ No encryption – 389<br>▪ SSL encryption – 636 |
| LDAP Base Name | The LDAP string which represents the base distinguished name of the Active Directory server. This is usually a full distinguished name path, such as: DC=MVI,DC=MyCompany,DC=com |
| User | The name of the user to connect to the Active Directory server. If you use our setup instructions to create the user (recommended), you may use the user's name, such as "Mark Jones." Otherwise you **MUST** use a full distinguished name, such as: CN=CraigReinen,OU=Florida,DC=MVI,DC=MyCompany,DC=com |
| Password | The security password that matches the *User* name above. |
| Encryption | The type of encryption used on the Active Directory server: **None** or **SSL**. *Select this value from the drop-down list.* |
| Auto Create Users | A checkbox used to indicate whether or not the system will automatically create users. If this box is selected, the system will automatically create users at login time if the user's credentials authenticate against the Active Directory server. |

5 Enter/select your changes in the appropriate field(s).

6 Click **Save**.

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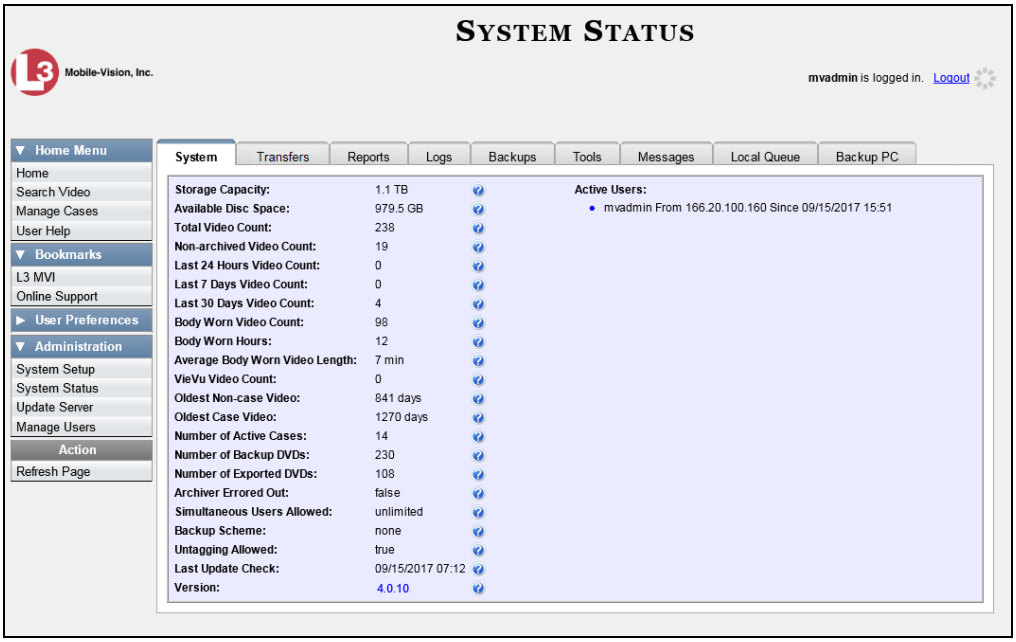
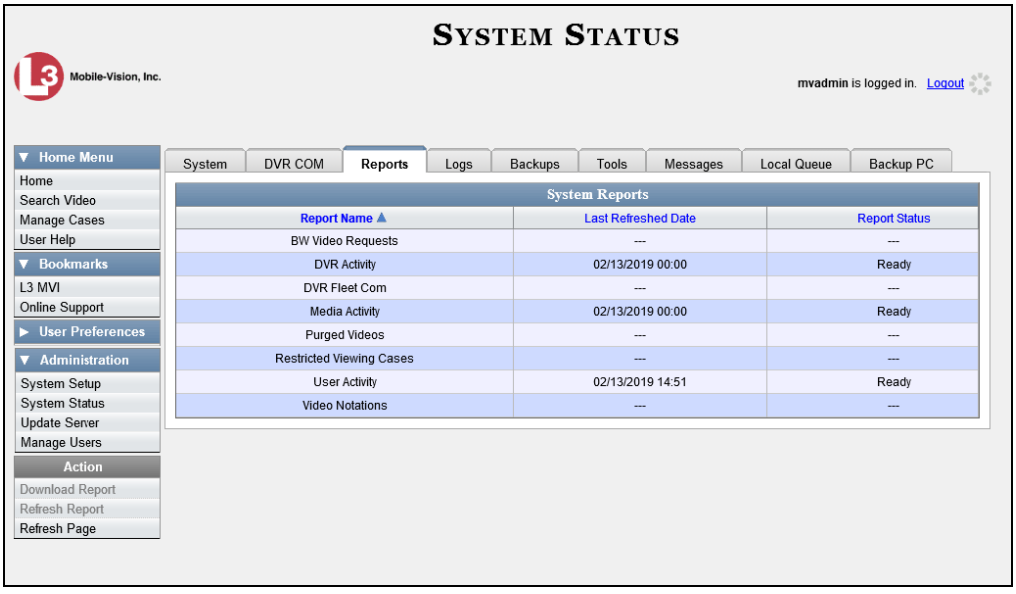
## Exporting User Activity to a Spreadsheet

This section describes how to export all your user activity to a spreadsheet for use with another application, such as a custom reporting tool. This is referred to as the *User Activity* report. It includes information such as which users logged in/out of the system, played video, edited a case, etc. The system automatically updates this report once every day.

1 Go to ▼ Administration and click **System Status**. The System Status page displays.




2 Click the **Reports** tab.

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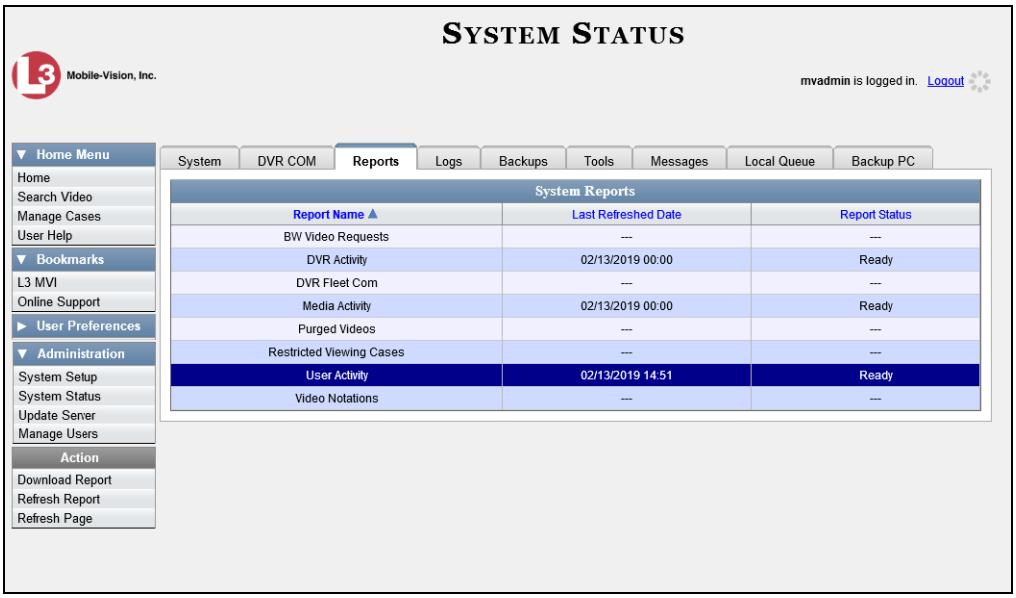
3 Click on the **User Activity** report to highlight it.




Note the date in the *Last Refreshed Date* column. The User Activity report you are about to download will contain all system user activity up to this date/time. If you prefer to report on all user activity up to the *current* time, go to the **Action** column and click **Refresh Report** first before proceeding.

4 Go to the Action column and click **Download Report**. A Windows message displays.

5 Click **Open**. The report displays in your default spreadsheet application, such as Microsoft Excel.

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# G Glossary

## Access Point

A device used to transmit videos from an in-car DVR to the Precinct server. The access point is connected to a wireless network antenna mounted on the outside of the building that houses the Precinct server.

Some precincts have more than one access point to accommodate multiple vehicles that park in different areas outside the building. See also Transmission.

## Agency Server

The network computer that hosts the DEA Agency application, which stores all of your video and case data. The Agency server is the "server" side of the DEA client/server application. The Agency server does not ingest videos directly. Rather, the Precinct server(s) ingest the videos, then transmit them to the Agency server during night processing.

## Automatic Archive

A backup process that is triggered by the system based on predefined rules that you set in the DEA Precinct and Agency applications. When a video's category is set to *Backup Enabled* and that video has been online for at least five minutes, the system will automatically back that video up during the next archive session. Once there are enough files to fill up an archive disc, the robotic DVD burner will burn a Certified Backup Disc. Automatic archives can be performed from both the Agency server and the Precinct server(s), as each server has its own disc burner.

## Auto Dispose Time

A period of inactivity after which the system automatically changes a case's status from online to offline.* If, for example, you set the *Auto Dispose Time* to 90 days, then if that case has not been touched in 90 days, the system will automatically change the case's status to *offline*. If you have archiving enabled for your case files, the system will archive the case first.

The default setting for Auto Dispose is 60 days. However, you may change this default, as described in "Viewing/Changing the Online Lifecycle Settings" in chapter 6.

## Backup PC

A computer used to process DVD burn requests. Because the process of burning DVDs is resource-intensive, one PC is dedicated to this task. If you are using a *Bravo*

* Videos that are attached to the case will remain online as long as their categories allow



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robotic DVD burner, the Backup PC is a separate computer workstation connected to the disc burner. If you are using a *Rimage* DVD/Blu-Ray burner that combines a disc burner with a computer, the Backup PC refers to the computer component of the Rimage.

## Bookmark

An agency-defined link to a website. These links display in the *Bookmarks* column on the Main Menu. The default link will take you to the Mobile-Vision Online Support Center.

## BodyVISION

A small, wearable digital video recorder sold by Mobile-Vision. This device allows officers to capture both high definition videos and JPG "snapshot" images, then upload them to their Precinct server via a BodyVISION docking station. Videos recorded using this device are assigned the category of **Body Worn**.

## Body Worn Video Tracking Function

A system feature that restricts the viewing of *Body*VISION or BWX-100 videos to users who have the *Authorize Media Playback* and/or *Can View Body Worn Videos* permission. All other users who are interested in viewing a Body Worn video are required to submit a viewing request to their supervisor, which includes a "need to know" reason, referred to as a viewing request reason.

## BWX-100

A small, wearable digital video recorder sold by Mobile-Vision. This device allows you to capture both full high definition videos and JPG "snapshot" images, then upload them to the server via a BWX-100 docking station. Videos recorded using this device are assigned the category of **Body Worn**.

## Backup PC

A computer used to process DVD burn requests. Because the process of burning DVDs is resource-intensive, one PC per server is dedicated to this task. If you are using a *Bravo* robotic DVD burner, then the backup PC is a separate computer workstation connected to the disc burner. If you are using a *Rimage* DVD/Blu-Ray burner that combines a disc burner with a computer, the Backup PC refers to the computer component of the Rimage.

## Burn Request

A request to generate a user requested certified copy, also referred to as an *export* disc. When you submit a burn request and *you have burning privileges*, the system will place your burn job in the Backup PC's burn queue. When you submit a burn request and you *don't have burning privileges*, the system will place your burn request in the *Inbox Messages* list of all users who have burning privileges. If one of

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those users approves your request, that will send your burn job to the Backup PC's burn queue.

Burn requests can be submitted from both the Agency server and the Precinct server(s), as each server has its own disc burner.

## Case

A record that contains data which pertains to one incident, such as a motor vehicle accident. DEA's *case* feature allows you to conveniently gather all of an incident's evidence in one record, allowing for easy viewing and archiving of evidence.

A case may contain one or more videos, media files (such as photographs), subject names, comments, and/or general information relating to the incident, such as the incident date.

Case records can be created from both the Agency server and the Precinct server(s).

## Certified Backup Disc (CBD)

An archive DVD used to restore videos and/or case files to a Precinct or Agency server. The system automatically sends CBD burn requests to your server's Backup PC without any action on your part. The number and type of files burned to CBD is determined by your system settings. Factors such as a file's age, type, category, etc., all help determine what data the system will back up. Your System Administrator defines these backup parameters through DEA Precinct and/or DEA Agency.

All CBDs are printed with an identification number that makes it easy for you to restore the files at a later date, should the need arise (permissions required).

## CF Card

The storage card that saves Flashback2 videos until they can be transmitted to the appropriate Precinct server.

## Chain of Custody Report

A log of all operations that have been performed on a particular video, Body Worn snapshot, or case (e.g., *System Media Uploaded from Unit*). This report shows the date and time at which each activity occurred, as well as the User ID of the officer who performed the action, if applicable.

A Chain of Custody report can be generated from both the Agency and Precinct server(s).

*(Continued)*

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## Consumer DVD

An MP4 disc format that you can play on any standard consumer DVD player. Includes a customizable DVD menu.

## Data DVD

A disc format that you can play on any PC DVD player using the Flashback Player. When you burn a case in Data DVD format, the disc will include selected videos from the case; any user metadata attached to the case's videos; the Chain of Custody Report; selected media files attached to the case, if applicable; and a copy of the Flashback Player. When you burn *videos* in Data DVD format, the disc will include selected videos; general information about the videos; the Chain of Custody Report; and a copy of the Flashback Player.

## DEA

An acronym for *Digital Evidence Agency*, the software component of the client/ server edition of Mobile-Vision's Digital Evidence Collection System. The *server* side of this application is *DEA Agency*, a server that collects video data from one or more precinct server(s). The *client* side is *DEA Precinct*, a group of one or more server(s) that ingest videos from the in-field DVRs.

## Digital Evidence Collection System

A Mobile-Vision product that is used by law enforcement personnel to collect digital evidence. It includes the following hardware and software components:

- ❒ Flashback DVR(s)
- ❒ *Body*VISION Body Worn cameras (optional)
- ❒ BWX-100 Body Worn cameras (optional)
- ❒ Access point(s)
- ❒ Agency server
- ❒ Precinct server(s)
- ❒ DEA software
- ❒ Backup PC(s)
- ❒ Robotic DVD burner(s)
- ❒ RAID storage device (optional).

## Discovered DVR

A DVR that has been in communication with its Precinct server at least once.

## Download Request

A request to download, or export, a selected video or case file to your PC. This type of request is sent from *you* to the *system*. Once the system processes your request, a confirmation message and download icon will appear on your *Inbox Messages* list.

You can submit download requests from both the Agency and Precinct server(s).

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## DVR

See Flashback, *Body*VISION, or BWX-100.

## DVR Login Key

A file on a USB drive that contains an officer's user information. The officer inserts this flash drive in his DVR's USB port at the beginning of each shift, then logs in. This identifies that officer as the owner of all videos recorded on that DVR while he's logged in.

## Export

The system process used to copy video files, case files, and/or Body Worn snapshots for the purpose of either burning them to DVD *or* downloading them to your PC. You must have the proper permissions to export files.

## FOIA Redacted Format

An export format that allows you to redact a video prior to downloading it to your PC or external storage device. The exported video will have an extension of MP4, allowing you to play it using any MP4 player. You can also burn exported video to DVD using your PC's DVD burner.

## Flashback DVR

The digital video recorder that is installed inside the precincts' patrol cars. These recorders collect video evidence and store it temporarily on an SD card (Flashback3/FlashbackHD) or CF card (Flashback1/Flashback2) until the video can be transmitted to the appropriate Precinct server. For more information on the Flashback, refer to your Flashback User's Guide.

## Flashback Player

A software application used to play video files. When you select an online video from within the DEA Agency or DEA Precinct application, the Flashback Player launches automatically. When you burn a user requested certified copy of a case or video in Data DVD format, that disc will include a copy of the Flashback Player.

## Incident

An event, such as a motor vehicle accident, that has digital evidence associated with it. In DEA, data that pertains to an incident is stored in a case record.

## Ingest Date

The date and time at which a video file was transmitted to a Precinct server from the DVR unit.

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## Interchange Format

A disc format that allows you to import videos into various third-party applications, such as video editing software. If your agency has any VIEVU Body Worn cameras, your Interchange videos will have an extension of **AVI**. If your agency has any *Body*VISION Body Worn DVRs, your Interchange videos will have an extension of **MKV**. All other Interchange videos will have an extension of **MP4**.

## LEC Mobile

A Mobile-Vision app used to view BWX-100 videos from a smart phone or tablet in the field.

## Manual Export

The system process used to download video and/or case files to your PC. You must have the proper permissions to perform a manual export.

## Online

A status for a video or case file which indicates that all of the file's information is currently available for viewing on the Precinct or Agency server.

## Offline

A status for a video or case which indicates that some, but not all, of that record's data and functions are available on the Precinct or Agency server.

If a *video* is offline, you will be able to view that video's thumbnail image and statistics (category, duration, record reason, etc.), but not the video itself. Also, you cannot export an offline video.

If a **case** is offline, you will be able to view the case record, but not its attached videos. Also, you cannot export an offline case.

You can, in some cases, reactivate an offline file. See also Reactivation.

## Precinct Server

The network computer that hosts the DEA Precinct application, which ingests video evidence from the in-field DVRs. The Precinct servers are the "client" side of the DEA client/server application. During night processing, the Precinct servers transmit all newly recorded videos to the Agency server.

## Private File

A video, case, or snapshot that can only be viewed by its owner or a user with one of the following permissions: *Edit Private Data* or *Edit All Data*.

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## Public File

A video, case, or snapshot that can be viewed by *all* DEA users.

## RAID

An acronym for *Redundant Array of Independent Disks*, a storage device that contains multiple disk drives but is treated by the system as one device.

## Reactivation

The process used to restore a video or case file that the system took offline after it was backed up to disc. There is a limited time period in which you can reactivate an archived video or case. This time period depends on a setting that you enter on the **Life-Cycle** tab.

## Record Trigger

The event or "trigger" that caused a DVR to start recording. Common record triggers include pressing the R button, turning the emergency lights on, activating the siren, or reaching a particular speed, such as 90 miles per hour.

## Redaction

The process of editing a video prior to downloading it to your PC. In DEA Agency, the redaction feature gives you the ability to:

- ❒ Export a portion of a video rather than the entire full-length video
- ❒ Blur a video's picture
- ❒ Remove a video's audio track(s).

## Restricted Case

A case that can only be accessed by a predefined list of users.

## Robotic DVD Burner

A disc duplicator that burns and labels your Certified Backup Discs and User Requested Certified Copies. Mobile-Vision sells two types of burners: the *Bravo*, a stand-alone unit, and the *Rimage*, a combination disc burner/computer. If you have a Rimage, you do not need a separate Backup PC. Rimage units can burn CDs, DVDs, and Blu-Ray discs. Most Bravo units can burn CDs and DVDs. The higher-end Bravos can burn Blu-Ray discs as well.

## SD Card

The temporary storage device that stores Flashback3 and/or FlashbackHD videos until they can be transmitted to the Precinct server.

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## Snapshot

A still image captured with the *Body*VISION or BWX-100 Body Worn camera. These images are uploaded to the Precinct server along with the device's videos.

## Stand-alone Video

Video that is not currently linked to any cases.

## System Implementation Specialist (SIS)

A Mobile-Vision representative who assists with the installation and configuration of the "back office" components of the Flashback Digital Evidence Collection system. These include the access points, Precinct and Agency servers, robotic DVD burner, Backup PC, and DEA software.

## Tagging

A procedure used by DEA Precinct users to add extra days to the online life of a video. By tagging a video, you extend that video's online life by a certain number of days. The exact number of days is defined by a setting on the **Life-Cycle** tab.

## Transmission

The process of transferring video files from your in-car DVR to the Precinct server. This transmission can occur either *automatically* (typical) or *manually*, as described below:

- *Automatic transmission*. Whenever a vehicle comes within approximately 300 feet of an access point, it triggers an automatic transmission. During this transmission, all videos that are currently stored on the DVR will wirelessly transfer to the Precinct server via the access point.
- *Manual transmission*. Each Flashback DVR holds a temporary storage device called an SD card (Flashback3/FlashbackHD) or CF card (Flashback1/Flashback2). This card is used to temporarily store an officer's videos until they can be transferred to the Precinct server. If necessary, an officer can use this card to *manually* transfer videos to the Precinct server, assuming he has the proper permissions. An officer would typically use this procedure if he can't wait for an automatic file transfer to occur, or if a problem has occurred that interfered with the wireless file transfer. For more information, see "Manually Uploading New Videos" in chapter 2 of the *DEA Precinct Administrator's Guide*.

## Tracepoint

A place-marker that an officer can add to a video while it's recording. If you are using a Flashback, this is accomplished by pressing the Ⓣ button on the Flashback menu or the **T** button on the DVR (pictured opposite). If you are using a *Body*VISION, this is accomplished by pressing the Snapshot/Tracepoint button on the top of the unit (configuration required). If you are using a BWX-100, this is accomplished by pressing the Snap/Trace button on the side of the unit (configuration required). By marking a



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video with a Tracepoint, it allows you to quickly advance to an important segment in that video during playback.

## Uncompressed DVD

A Data DVD disc that includes a link to two raw video files: an **MP4** file and a **DV** (digital video) file. You can import MP4 and DV files into third party software, such as video editing or redaction software. Uncompressed DVDs are available for Flash-back videos only.

## Undiscovered DVR

A DVR that has not been in communication with the server yet, that is, a DVR for which you just created or uploaded a record.

## User Metadata (UMD)

Custom data fields that a DEA Precinct user can link to a video. You define these fields through the DEA Agency application. Their purpose is to allow officers to annotate their videos with custom data, such as a subject description. If an officer has a mobile data computer with the UMD Editor installed on it, he has the option of attaching UMD to a video immediately after it is finished recording. Otherwise he can attach UMD back at the precinct when he connects to the Precinct server. For more information, see "Adding Predefined User Metadata to a Video" in chapter 2 of the *DEA Precinct Administrator's Guide*.

## User Requested Certified Copy

A DVD that you can, with the proper permissions, create yourself using either the robotic DVD burner or your PC's DVD burner. This type of DVD is, as its name implies, requested by the user. You create these discs as needed for evidential and/or backup purposes. Also referred to as an *export* disc.

For more on the different types of DVDs and how they are created, see chapter 3.

## User Role

A group of permissions that determines what system functions a user will have access to. Whenever you login to DEA Precinct or DEA Agency, the system will grant you access to various system functions according to the user role that is assigned to your User ID. Your System Administrator is responsible for assigning permissions to each user role.

## Video Notation

A custom checkbox used to notate video records and snapshots. These checkboxes are defined by your agency.

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## VIEVU

A small DVR that is worn on an officer's body. Videos recorded using this device are assigned the category of **VieVu**.

## Viewing Request

A request to view a *Body*VISION or BWX-100 Body Worn video. Users who lack the *Can View Body Worn Videos* permission are required to submit viewing requests to their supervisor, who will then review each request and either approve or deny it.

## Viewing Request Reason

The reason why a user wants or needs to view a particular *Body*VISION or BWX-100 video. When a user submits a Body Worn viewing request to their supervisor, they are required to select a reason for that request from a drop-down list. These reasons are defined by your agency.

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# A Appendices

## Appendix A: Ports & Protocols

### MDC to DVR

Vehicle Viewer:

- ❒ TCP port 9003
- ❒ TCP port 9004

UMD Editor (Notes):

- ❒ Need write permission to C:\Program Files\MobileVision\FB2UMD\
- ❒ TCP port 80 (HTTP)

### DVR to Server Downloading

UDP 54771 (if using UDP)

Server to DVR:

- ❒ TCP port 80 (HTTP)
- ❒ ICMP Echo-Reply (if using discover by ping)

### Agency Server to Precinct Server

- ❒ TCP Port 80 (HTTP)
- ❒ TCP port 22 (FTP Passive Mode)

### Servers to Backup Workstation

- ❒ TCP port 21 (FTP Passive Mode)
- ❒ TCP port 9000 (HTTP)

### Workstations to Servers

- ❒ TCP port 80 (if using HTTP Playback)
- ❒ TCP port 21 (if using FTP Playback)
- ❒ TCP port 139 (if using SMB playback)
- ❒ TCP port 445 (if using SMB playback)

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# Appendix B: End-User License Agreement

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## Third Party Software Licenses

For a list of third party software licenses, please click on the following link:

https://l3mvicrm.blob.core.usgovcloudapi.net/mvicrm/Flashback/Third%20Party%20Software%20Licenses.pdf

# Appendix C: Suppressing Java Security Prompts

If you receive a security popup each time you access DEA Agency, you may want to perform a procedure that enables you to turn off this popup on all your workstation PCs. This procedure is documented in an article found on our Online Support Center. To access it, click on the following link:

https://l3tmvi.dynamics365portals.us/article/KA-04163/en-us

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