Digital Evidence Series

Officer's Guide

Version 4.6

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About This Document

This manual provides data entry instructions and technical reference information for users of the following standalone software products that compose the Digital Evidence Series (DES):

- Digital Evidence PRO (DEP)
- Digital Evidence Agency (DEA) - DEA Agency and DEA Precinct
- Digital Evidence Viewer (DEV)
- Digital Evidence Forwarder (DEF)

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

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

NOTE: About DVRs

Any differences between Flashback, FOCUS™ H1/H2, BodyVISION, BWX-100, and FOCUS™ X2 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).

Software Overview

DES software applications allow you to search for and view the video files recorded by your in-car and body-worn DVRs. You can also export and burn selected videos to disc.

DES applications were designed to run on server-class hardware. They are web-based applications, meaning that you access the software via a standard web browser. You can use either Internet Explorer or Mozilla Firefox to access DES applications.

DES Products Overview

Digital Evidence PRO (DEP)

DEP is a full-featured, server-class, network-based digital evidence management system.

An agency using the DEP application has the ability to securely access the evidence from any network-connected PC through a simple web browser and without special client PC software. The functions are designed to be simple and intuitive and the system contains the ability to perform a simple search for any video based on a number of search criteria.

Digital Evidence Agency (DEA) - Agency and Precinct

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.

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:

- User metadata fields

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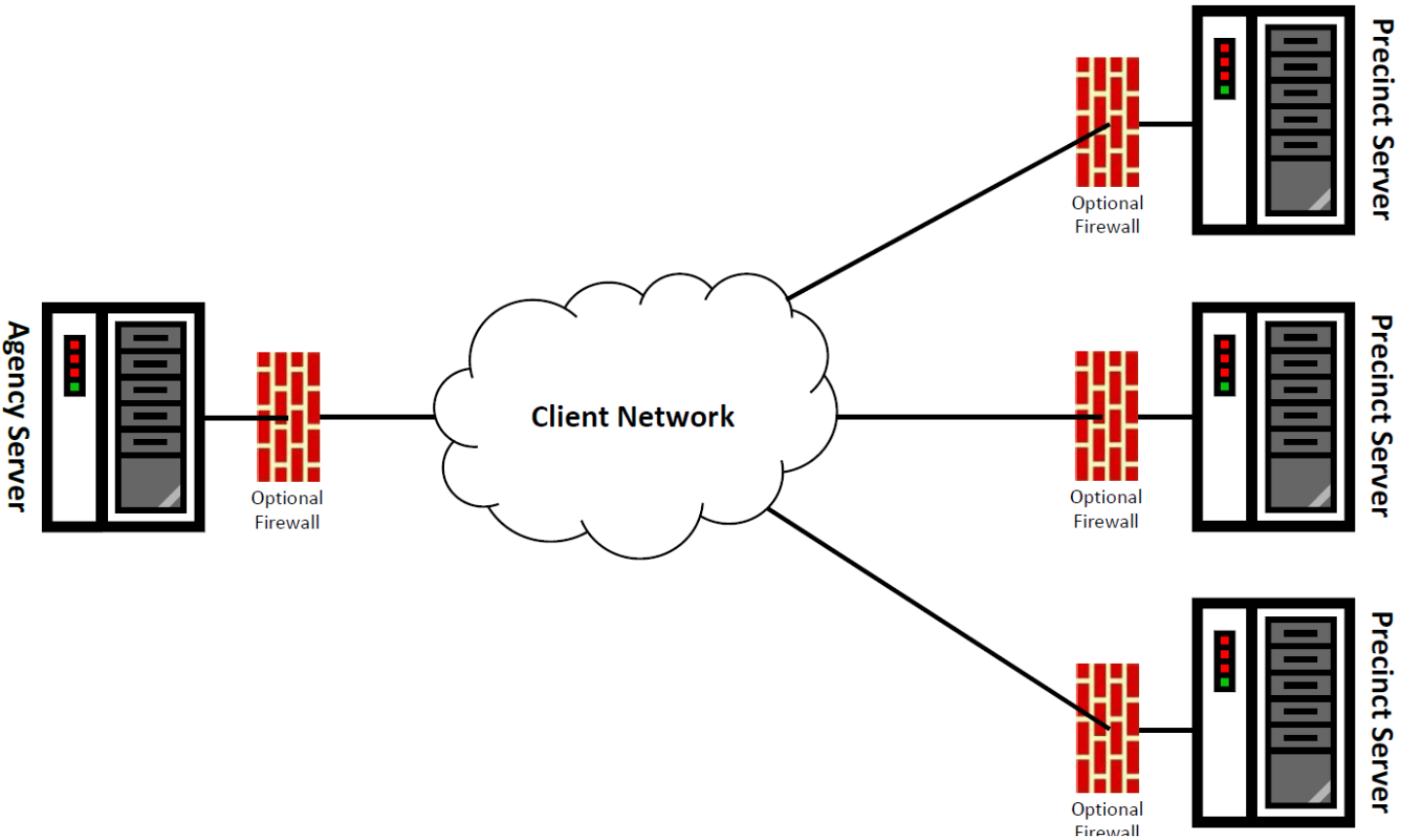
- Video categories
- Case notations
- Race types
- Subject types

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.



Digital Evidence Forwarder (DEF)

DEF is designed to forward videos to a main DEP server, also referred to as the "parent" server. Agencies that choose this software/server configuration typically run DEP at one central location and run DEF on multiple servers at different precinct locations.

The only major functional difference between these two applications is that DEP includes the case and exporting functionality, whereas DEF does not.

- **Cases** are a type of record used to store videos and other data that pertains to an incident, such as a motor vehicle accident.
- **Exporting** is a system process used to copy video files, case files, and/or BodyVISION snapshots for the purpose of burning them to disc or downloading them to your PC.

Forwarding Videos to DEP

During night processing, DEF automatically forwards all newly ingested videos to the DEP server. This process does not require any action on your part. A copy of these videos will remain on your DEF server until those videos "age out". The exact lifecycle for a video is determined by several factors, including the video's category and your Online Lifecycle settings.

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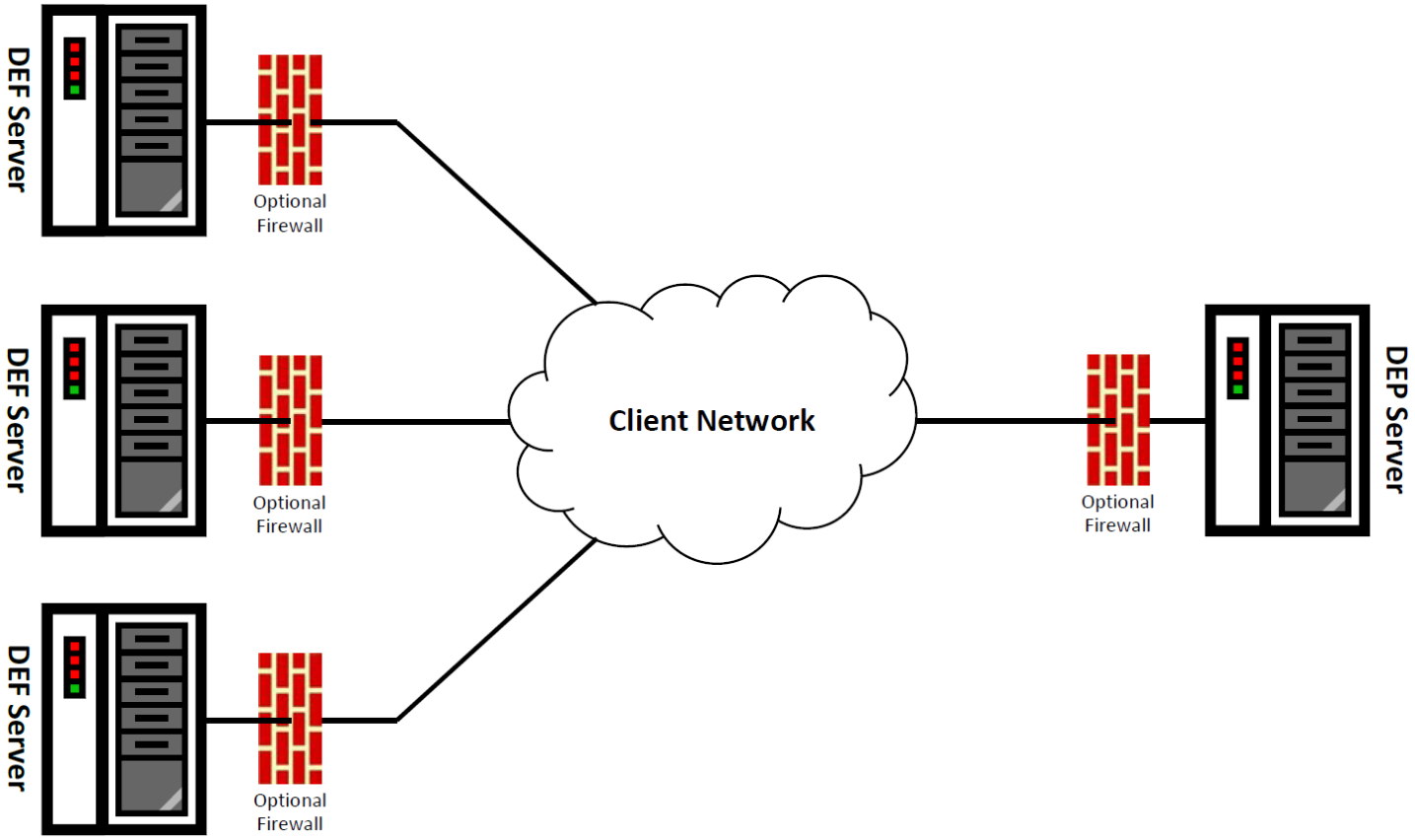

Digital Evidence Viewer (DEV)

DEV is a PC application that users can access from other workstations via a standard web browser. You can use either Internet Explorer or Mozilla Firefox to access DEV.

As with all the Mobile-Vision solutions, it supports wireless uploading and the web-based interface is easy to navigate and intuitive. The solution contains its own secure log-in, a simple to use key data search/access capability and versatile player, it also contains an embedded chain of custody module.

The Video Lifecycle

The video lifecycle consists of several stages, or phases.

Phase 1: Online Status

The server ingests a new video. The video's status is online. Users can search for the video, play it from the server, export it, and/or change its associated data (i.e., video category, UMD fields, video notations, etc.). If the appropriate backup settings are selected, the system also archives the video during this phase.

Phase 2: Offline Status

The video reaches an age where its status changes from online to offline, as determined by the Days Online setting and other system settings. Users can still search for the video and view its record, but they cannot play the video or export it. During this phase, users can reactivate the video, assuming that there is a backup file available for that video. If the video is reactivated, it returns to Phase 1. Otherwise it proceeds to Phase 3.

Phase 3: Purging

The offline video reaches an age where it is too old to be reactivated. This is determined by the **Days to enable restore of**

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backed-up media setting and other system settings. At that point, one of two things happens, depending on the following setting on the **Life-Cycle** tab:

- If the **Enable Re-categorization of Media on Delete** checkbox is selected, the system assigns the video a category of "Purged," which returns it to an offline but restorable state on the server.
- If the **Enable Re-categorization of Media on Delete** checkbox is not selected, the system permanently removes the video from the DEP server.

User Roles

In DES applications, 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 a DES application, the system will grant them access to various system functions according to the user role that's assigned to their User ID. Your System Administrator is 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 predefined user groups that come standard with your DES application. They include:

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

These roles are customizable. Your System Administrator 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 your System Administrator can create and then assign any number of permissions to. They can add, change, or delete custom user roles as desired.

Permissions

At system start-up, your System Administrator will determine which options will be available to which users. This means that you will be able to perform some, but possibly not all, of the tasks described in this guide. Tasks that require special permissions include a note about permissions. If you cannot perform a function that you want or need access to, speak with your System Administrator.

Logging in to the System for the First Time

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

- URL needed to access your server
- User ID
- User Password (if needed)

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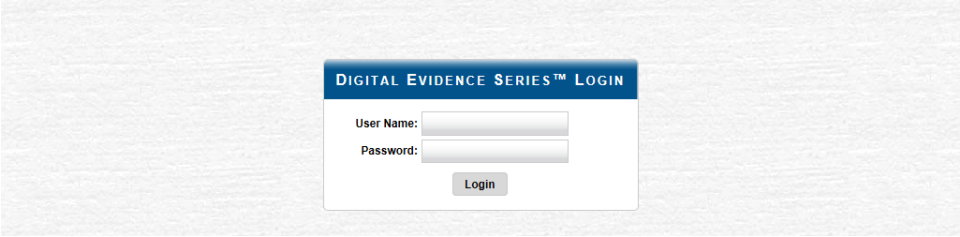
> **NOTE: User Password**
>
> If your organization is using the Active Directory Integration feature, you will not need a new password, as the application will be integrated with your existing Windows Active Directory or Novell eDirectory.

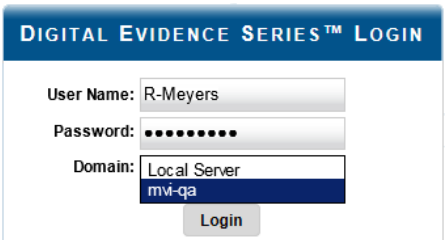
To log in to your DES application:

1. Double-click the Safe Fleet Mobile-Vision desktop icon or enter the provided URL into the browser's address bar. The **Digital Evidence Series Login** screen is displayed.



   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 log in 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 Implementation Specialist (SIS) provided you with.
4. If the **Domain** field appears on your screen, select the correct domain name from the **Domain** drop-down list.



5. Click the **Login** button or press Enter. Your DES application's **Welcome Home** page is displayed. For a detailed description of this page, see ***DES Home Page on page 13***.

> **NOTE: Page appearance**
>
> Depending on your permissions, this page may appear slightly different to you. For example, **Media Reader** will only be displayed if you have the proper permissions to access that option.

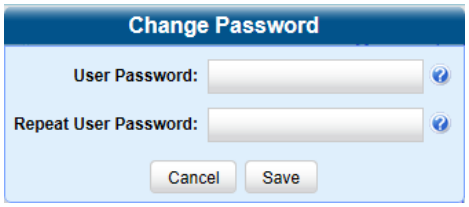
Changing Your Password

Unless your agency is using the Active Directory Integration feature, you should change your password the first time you log in to a DES application, as described below.

Your System Administrator will provide you with any password requirements, such as minimum length, characters required, etc.

Please note that passwords are case-sensitive.

1. Go to **User Preferences** and click **Change Password**. The **Change Password** pop-up is displayed.
2. Enter your new password in the **User Password** field. For security reasons, your password will not be displayed as you type it.



3. Re-enter your new password in the **Repeat User Password** field.
4. Click **Save**. A confirmation message is displayed at the top of the page.

Software Navigation

DES Home Page

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

Message Board

Whenever you log in to a DES application, the **Message Board** is displayed. It is divided into two parts:

- **Inbox Messages**. These are the messages that the system sent to you. If you are 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 DES users.

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- **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. A reactivation request is a request to restore an offline video or case file from an archive disc to the server.

Note the value in the **State** column under **Sent Messages**. This is the message's current status. There are seven 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 finished processing 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.
- **Incoming**. The system has discovered a new DVR on the network that does not have a DVR Group assigned to it yet.
- **Requested**. The system has forwarded your body-worn viewing request to your supervisor's Inbox Messages list.
- **Received**. Your supervisor has received your body-worn viewing request and has either approved or denied that request.
- **Failed**. Your request could not be processed. Click the icon to retry the job.

Beside some of your messages you will see icons in the **Action** menu. Click the icons to perform various actions, as described in the following table.

Icon	Description	Icon	Description
	Download file or play quarantined video		Resubmit job
	• If selected from **Inbox Messages**: Delete a system message • If selected from **Sent Messages**: Delete a queued job		Accept quarantined video into the system
			View DVR troubleshooting materials
	View export or video details		Resolve a DVR naming conflict

Main Menu

NOTE: Menu items availability

Depending on the application you are using, some or all menu items will be available to you.

1. View system messages.
2. Search for video; play video; burn video to disc.
3. Search for a case; add a new case; burn a case to disc.
4. Transfer video from a storage card or external device to DES.
5. Review shared digital evidence.
6. Search the online help system.
7. Advance to Mobile-Vision's regular website.
8. Advance to Mobile-Vision's Online Support Center.
9. Change your login password.
10. View a list of favorite cases.
11. Copy your Flashback login information to a USB flash.

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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.

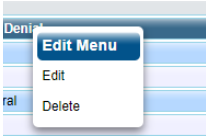
Sorting Multiple Records

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**, or **Subject**, as described in this section.

- To sort a list in ascending order—that is, from lowest value to highest value—click the new column header you want to sort by. An up arrow is displayed: Incident Date ▲ .
  – OR –
- To sort a list in descending order—that is, from highest value to lowest value—click twice on the new column header you want to sort by. A down arrow is displayed: Incident Date ▼ .

Accessing Editable Row Options

If you right-click a row that is editable, the system will display a "shortcut" pop-up similar to this one.



You can also select these same options from the **Action** menu, as pictured here.

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Generating a DVR Login Key

NOTE: DEF users

The workflow described in this section is not applicable to users of the DEF application.

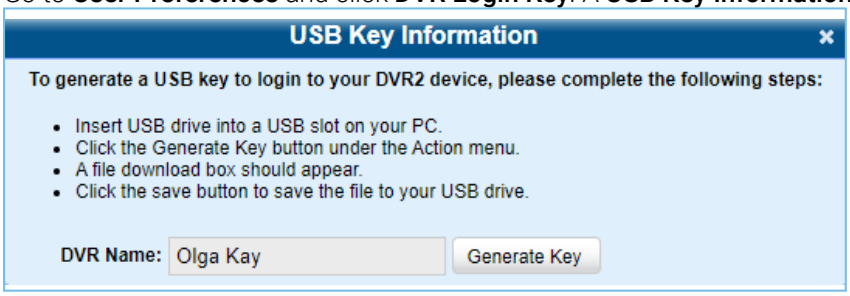
When more than one officer uses the same patrol car, you can use the DVR Login Key to identify yourself to the Flashback DVR at the beginning of each shift so that your videos will be linked to you.

DVR Login Key is a file containing your user information that is copied from DES to a USB flash drive. You insert the flash drive in the Flashback's USB port and log in at the beginning of each shift.

You typically need to perform this procedure only once at system start-up.

To generate a DVR login key:

1. Go to **User Preferences** and click **DVR Login Key**. A **USB Key Information** pop-up is displayed.



2. Insert a blank USB drive into a USB port on your PC.
3. Click **Generate Key**. A download message is displayed.
4. Select **Save As** from the **Save** drop-down list.
5. Navigate to your USB drive, and then click **Save**. The system copies the login file to your USB drive, then displays a confirmation message.
6. To log in to a Flashback DVR, place the USB drive in the DVR's USB port and then press the following buttons on your Flashback monitor:
   Ⓣ > ⏩ > Ⓡ
   For more information, see the relevant section in the **Flashback2/3/HD User's Guide**.

Interview Room

Interview Room is an optional module that is used to record officer/subject interviews at your precinct, and is available to users of the DEP and DEF applications. If your agency chose to purchase this module, you will have one or more Flashback DVRs set up in your agency's interview room(s). All of the DES application features and functions for videos generated by these DVRs are the same as they are for videos generated by in-car units, with minor exceptions that are noted in the product documentation.

If your agency is interested in the Interview Room module, contact Mobile-Vision Sales at 1-800-336-8475.

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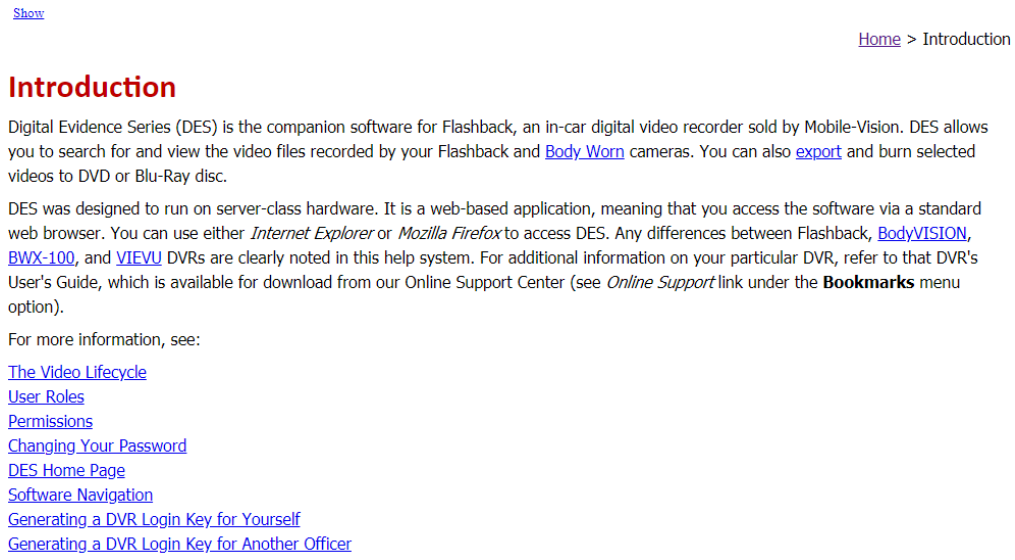
Using the Online Help System

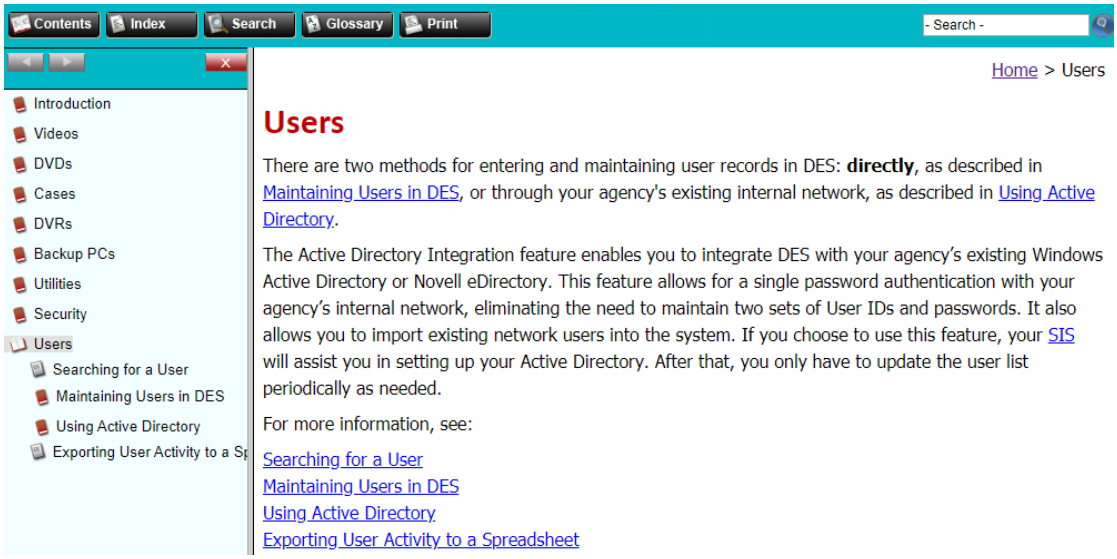
Your DES application comes with a searchable online help system that provides you with the same how-to steps and definitions that are covered in this manual.

To access the online help system:

1. Go to **Home Menu** and click **User Help**. The Help Contents page is displayed.



2. Click the **Show** link at the top left corner of the screen to show navigation.



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

Chapter 2. Videos

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About Videos

This chapter describes how to search for, display, and view in-car 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 In-car videos that an you captures during each shift are automatically transmitted to the DES server whenever your vehicle comes within range of an access point (see ***Glossary***). Body-worn videos and snapshots, on the other hand, upload to the server after you place the body-worn DVR in a docking station that’s connected to the server. In the DEA Agency-DEA Precinct situation, during the next server-to-server communication, those videos and/or snapshot files then transmit from the Precinct server to the Agency server.

Once a video or snapshot file resides on the server, you can access it by logging into the DES application from your PC workstation.

NOTE: Video frames vs Snapshots

What’s the difference between a ‘snapshot’ and a ‘video frame’?

Snapshots are still images that are captured from a body-worn DVR 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 standalone files that are separate and apart.

Video viewing privileges are associated with User IDs. When your System Administrator creates a User ID for a you, your viewing privileges are set to either private or public. If your viewing privileges are private, the only users who can view and/or notate your files are you and users with edit permissions. If your viewing privileges are public, any user can view your files, but only you 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 "media file" is used to apply to both file types.

Searching and Viewing Media Files

Searching for Videos

You can search for videos by a number of different criteria. Your DES application provides you with two search methods: basic and advanced.

Search method	Used to search for video by some or all of these criteria…
Basic	• Date • DVR • System ID • Officer • Category
Advanced	• After Date • Before Date • DVR • DVR Type • System ID • Body Worn Mode • Officer • Category • Assigned to Case • Precinct (DEA Agency only) • Status • Tagged • Latitude • Record Trigger • Longitude • Speed Greater Than • Incident number • UMD

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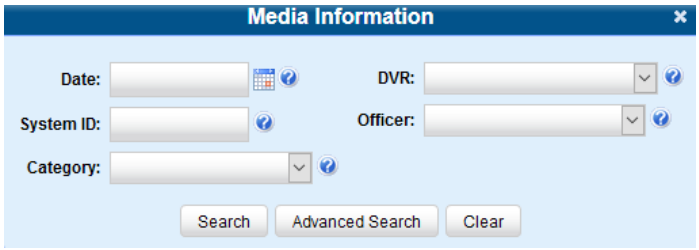
Button	Description
Search	Execute your search.
Advanced Search/ Basic Search	Toggle back and forth between the Basic Search form and the Advanced Search form.
Clear	Remove all entries and selections from the Search form.

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 **Media Information** pop-up is displayed. The fields on this pop-up are described in the corresponding table in ***Appendix 2 - Videos.***



2. If you see the **Basic Search** button, click it. Otherwise proceed to the next step.
3. Enter/select the field values you want to search on.
4. Click **Search**. All videos that match your selection criteria display on the **Video Search Results** page. The components of this page are described in the corresponding table in ***Appendix 2 - Videos.***.

The example above shows the default columns for the Video Search Results page. If desired, your agency can customize this screen**.**

5. To advance your search, perform one or more of the following tasks:
   - To sort the results, click the column heading you want to sort by. By default, videos are sorted chronologically by the video's start date/time.
   - If necessary, use the navigation buttons at the top of the video list to scroll through the search results.
   - To further narrow your selection results, select a value from one or more of the drop-down lists at the top of the page.

   The system automatically narrows the video list to those videos that match your newly entered criteria. The total number of videos included in your search results is displayed at the top of the results list.

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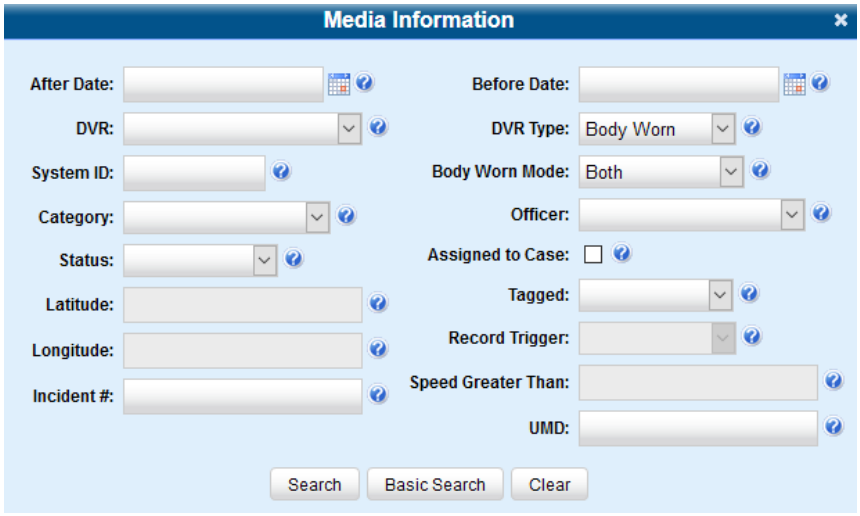
Performing an Advanced Video Search

This section describes how to search for a video using additional criteria.

1. Go to **Home Menu** and click **Search Video**. The **Media Information** pop-up is displayed. The fields on this pop-up are described in the corresponding table in ***Appendix 2 - Videos.***



2. If you see the **Advanced Search** button, click it. Otherwise proceed to the next step.
3. Follow steps **3** - **7** of the ***Performing a Basic Video Search*** procedure.

Searching for Snapshots Associated with a Video

This section describes how to search for the snapshot files associated with a particular body-worn DVR.

To search for snapshots:

1. Follow steps **1** - **2** of the ***Performing an Advanced Video Search*** procedure.
2. Select **Body Worn** from the **DVR Type** drop-down list, and then, if desired, enter/select additional search criteria.
3. Click **Search**. All body-worn videos that match your selection criteria are displayed on the **Video Search Results** page.

4. Click the **Details** icon beside the video of interest, and then, in the displayed **Video Details** page, click the **Snapshots** tab. The list of snapshot(s) captured during this video is displayed. The columns on the Snapshots tab are described in the corresponding table in ***Appendix 2 - Videos.***

TIP: Video snapshots

To determine if a body-worn video includes any snapshots, look for the icon in the **Notes** column.

NOTE: Restricted videos

If you see the word **Restricted** instead of the video's thumbnail image, it means that you lack the required permissions to view that record. For instructions on how to obtain viewing permission, see ***Submitting a Request to View a Body-Worn Video on page 34.***

Viewing Video Details

This section describes how to view videos other than body-worn snapshots, and their related information. 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.

To view video details:

1. Perform a basic or advanced search, as described in ***Searching for Videos on page 20.*** The **Video Search Results** page is displayed. The components of this page are described in the corresponding table in ***Appendix 2 - Videos.***

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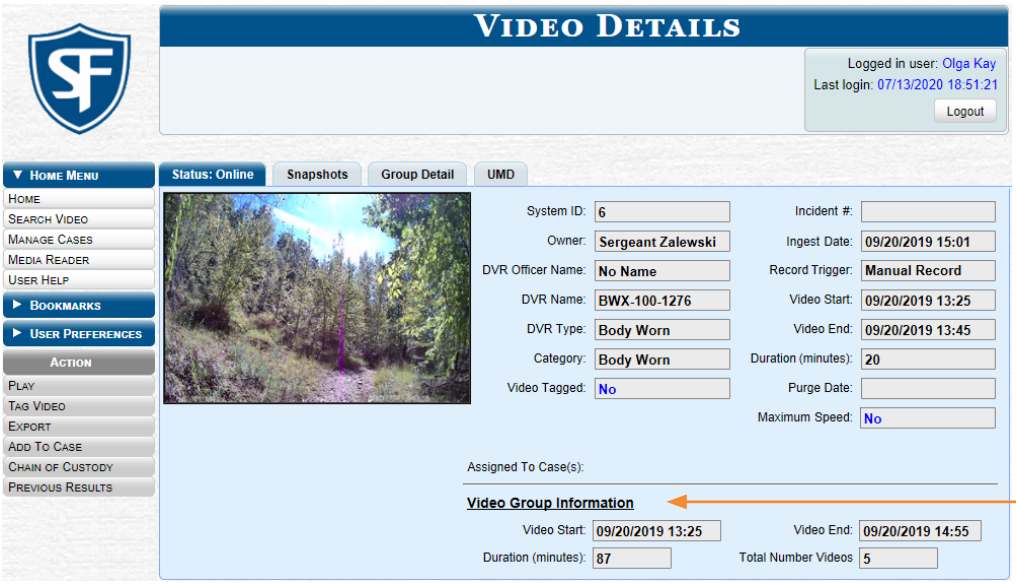
2. Click the **Details** icon to the left of the video you want to view. The **Video Details** page is displayed. The components of this page are described in the corresponding table in ***Appendix 2 - Videos.***



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

3. To view information about the video, perform one or more steps described in the following table.

To...	Do this...
View the user metadata (UMD) that is saved as part of a video or snapshot's record	• Click the **UMD** tab. The UMD form is displayed.
View a video's group information **NOTE: Group Detail tab** If you see a **Group Detail** tab on the **Video Details** page, it indicates that the system divided your original video file into two or more files, because it was too big for burning purposes.	• Click the **Group Detail** tab. Details for the video group are displayed. The components on this page are described in the corresponding table in ***Appendix 2 - Videos.***

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Viewing a Video in Google Earth

> **NOTE: DEA Agency users**
>
> This workflow is not available to users of the DEA Agency application.

This section describes how to use the Google Earth application to display an aerial view of a video's route and its tracepoints, if applicable. To accomplish this, the system downloads GPS data into a KML file format that can be read by Google Earth.

You can download and install Google Earth from the Internet by going to:

http://www.google.com/earth/download/ge/agree.html

> **NOTE: Permissions**
>
> You must have the proper permissions to perform this task. For more information, contact your System Administrator.

To view video on Google Earth:

1. Search for and display the video you want to view in Google Earth. (If necessary, review ***Searching for Videos on page 20***)The **Video Details** page is displayed.
2. Go to the **Action** menu and click **Google Earth**. **NOTE**: If Google Earth does not launch, it means that you either lack the proper permissions to perform this task or you do not have the Google Earth application installed on your PC.
3. Perform one of the following steps:
   - If a pop-up message is displayed, proceed to the next step.
   - If an aerial view of the video's route is displayed in red, skip to step **5**.
4. Click **Open**. After a pause of a few seconds to a few minutes, an aerial view of the video's route is displayed in red. Note that the beginning and end of the video route are marked by a green and red thumbtack icon, respectively.

5. To reposition the map and/or zoom in or out, use the Google Earth controls provided. For information on other Google Earth functions and features, refer to the Google Earth documentation.
6. When you are ready to exit Google Earth, click the cross icon in the upper right corner of the window, then click **Discard**.

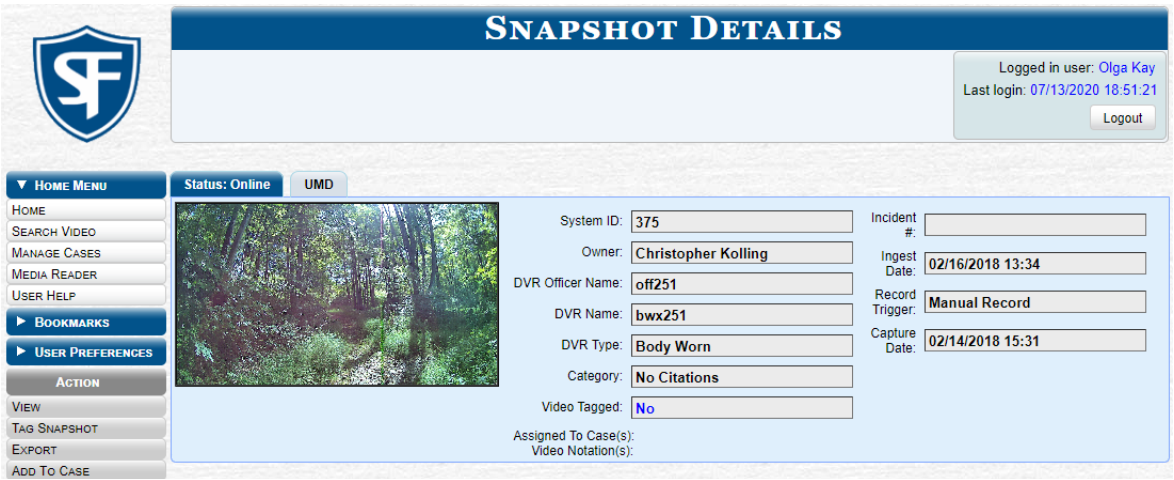
Viewing and Exporting Individual Snapshots

This section describes how to view the details for a body-worn still image, referred to as a snapshot.

1. Follow steps **1** - **2** of the ***Searching for Snapshots Associated with a Video*** procedure.
2. Select **Snapshots Only** from the **Body Worn Mode** drop-down list that is displayed.
3. Click **Search**. All body-worn snapshot files that match your selection criteria are displayed on the **Video Search Results** page.

> **NOTE: Restricted snapshots**
>
> If you see the word **Restricted** instead of the snapshot's thumbnail image, it means that you lack the required permissions to view that record. For instructions on how to obtain viewing permission, see ***Submitting a Request to View a Body-Worn Video on page 34.***

4. Find the snapshot of interest in the displayed list using the navigation arrows, and then click its **Details** icon . The **Snapshot Details** page is displayed. The fields on this page are described in the corresponding table in ***Appendix 2 - Videos.***



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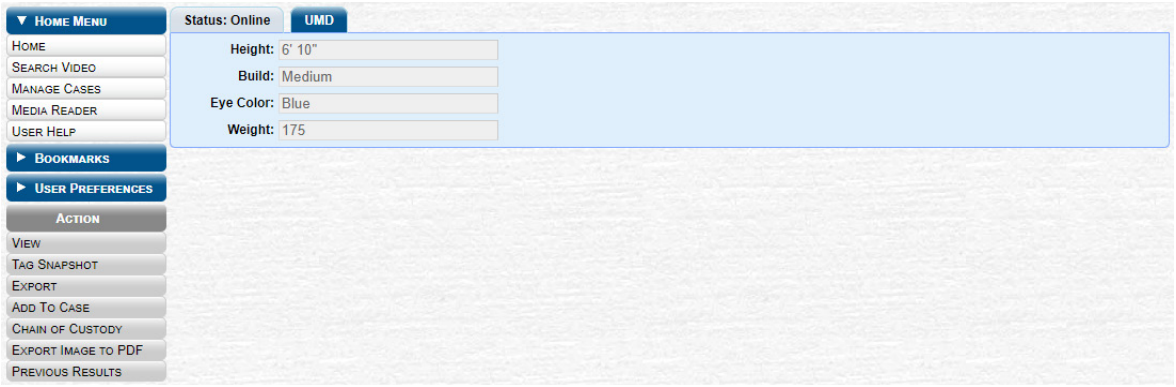
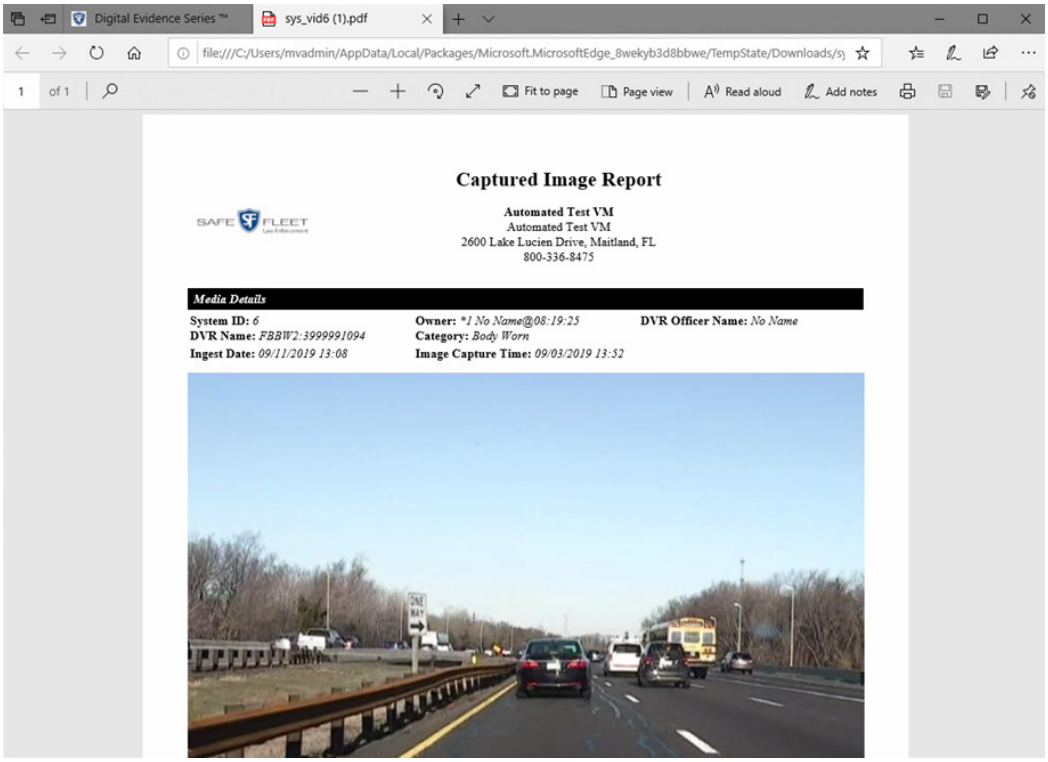
5. To view any user metadata associated with this snapshot, click the **UMD** tab. The UMD form is displayed.



6. To export a snapshot, go to the **Action** menu and click **Export Image to PDF**. A Windows message is displayed.

7. Click **Open**. The **Captured Image Report** is displayed.



8. To print this report, click the printer icon, or press Ctrl+P. The **Print** pop-up is displayed.
9. Select your desired printer settings, then click **Print.** The report is directed to your active printer.
10. When you are finished viewing/printing the report, click the cross icon in the upper right corner of the page to exit Adobe Reader.

Playing Video and Exporting Video Frames

There are two video players available in DES for playing evidence video files: Flashback Player and Evidence Player.

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You can use either player to play an online video (a video that is currently stored on your agency's server). You can play, pause, stop, rewind, change cameras, and export video frames as snapshots. 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.

Evidence Player provides you with additional options, such as the ability to view metadata and track the vehicle path on the map.

For information about each player's components and their functions, refer to ***Appendix 2 - Videos.***

Using Flashback Player

> **NOTE: Default video player**
>
> This section is applicable if Flashback Player is set as a default video player at your organization.

To play a video and export video frames in Flashback Player:

1. Search for the video you want to play. (If necessary, review ***Searching for Videos on page 20***) The **Video Search Results** page is displayed.

2. To play the video, perform one of the following tasks:
   - Go to the **Play** column and click the video's thumbnail image.

   –OR –
   - Click the **Details** icon beside the video thumbnail, then click the video's thumbnail image.

   –OR –
   - Click the **Details** icon to the left of the video, then go to the **Action** menu and click **Play**.
3. If a pop-up dialog is displayed, select the checkbox in it, then click **Open Link**. Flashback Player is launched in a separate window and the video starts playing. **NOTE**: If the video is not launched automatically, click the icon under the viewing window.

> **NOTE: Launching Flashback Player**
>
> - If a security pop-up is displayed, select the checkbox at the bottom of the pop-up, then click **Allow.** Next, select the checkbox at the bottom of the second pop-up, then click **Run**.
> - Note that if another instance of Flashback Player is already open, you need to close it before the selected video can be played.

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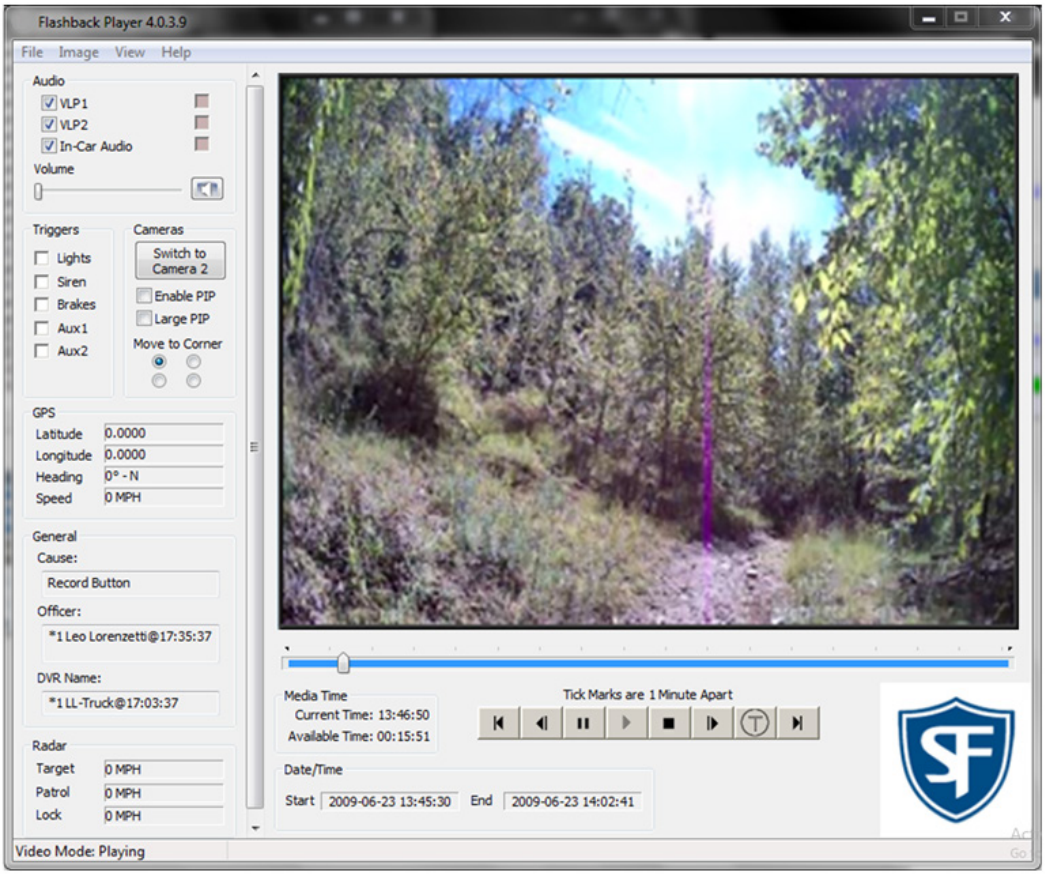
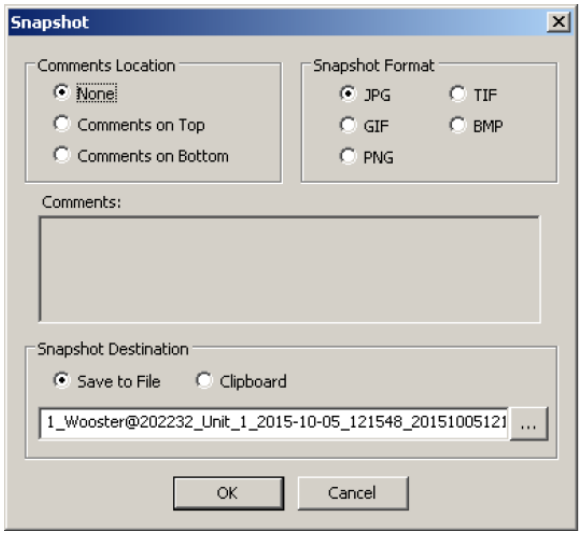


4. To choose how you want to view the video, perform one of the following tasks:

To...	Do this...
View the video in full-screen mode	• Press **Ctrl + F**. When you're ready to exit full-screen mode, press **Esc**.
View the video's route on a Google map	• Press **Ctrl + M**. The GPS Mapper window is displayed. When you're finished viewing the map, click the cross icon in the upper right corner of the GPS Mapper window to exit.

5. To export video frames:
   i. Find a video frame that you want to export using the navigation buttons to advance to the desired segment, and then press **Ctrl + S**. The **Snapshot** pop-up is displayed.
   ii. Make the following selections in the dialog box:
      - **Comment's Location**. You can have the comment appear either at the top or at the bottom of the frame
      - **Snapshot Format**. You have five file types available to save the frame.
   iii. If desired, enter a comment in the **Comments** field.
   iv. Perform one of the following tasks:



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To...	Do this...
Save the frame to your PC's clipboard	• Select the **Clipboard** radio button.
Save this frame to your hard disk	1. Click the ellipsis button [...]. The **QBX Snapshot File Save** pop-up is displayed. 2. Navigate to the disk drive location where you want to save this file. 3. Enter a new file name is desired, and then click **Save** to close the pop-up.

v. Click **OK** to close the **Snapshot** pop-up. The frame is saved to the location you have specified.

6. To close Flashback Player, do one of the following:

- Select **File>Exit** from the menu bar.

– OR –

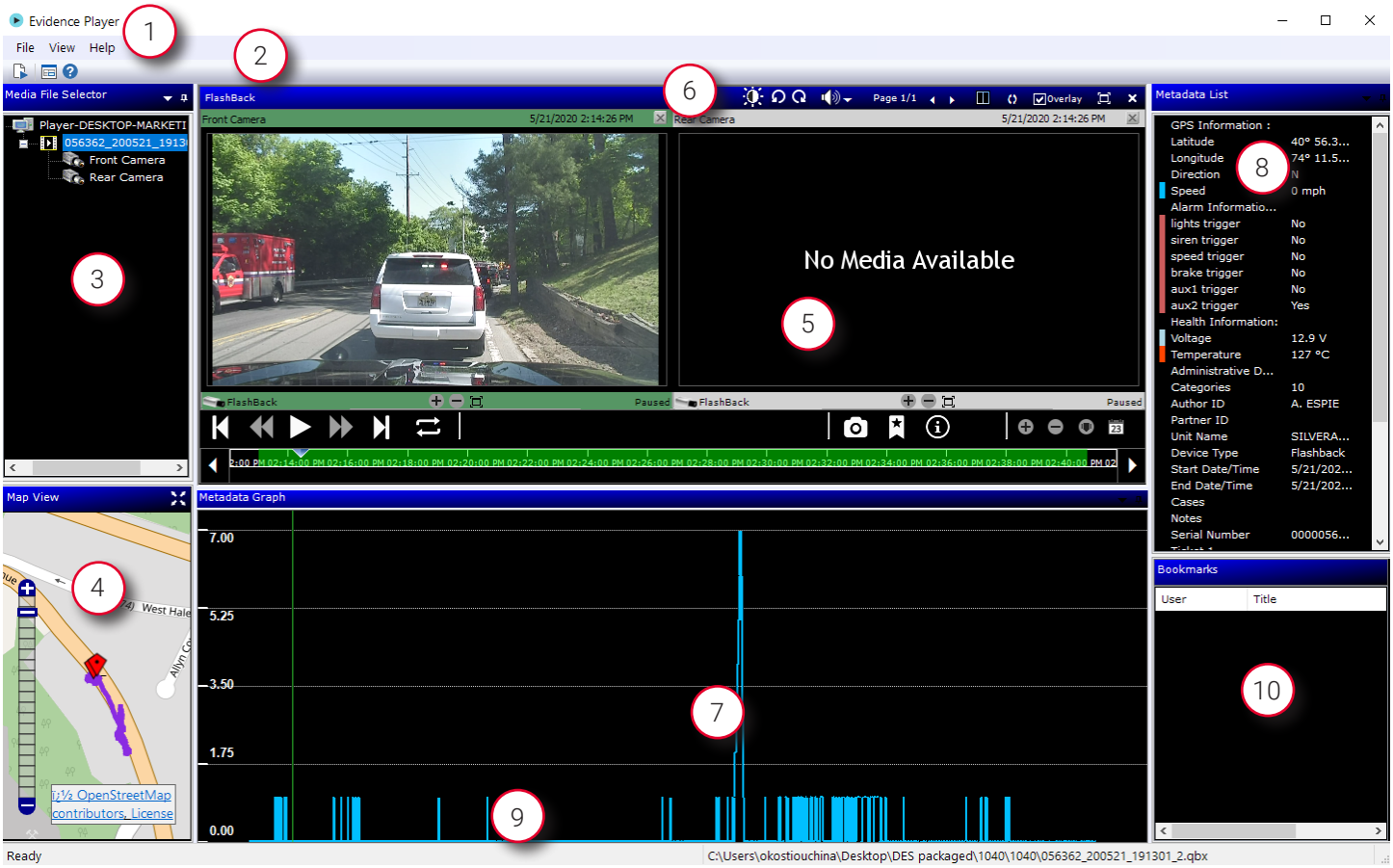
- Click the cross icon in the upper right corner of the Flashback Player window.

Using Evidence Player

This section describes how to use the full-featured Evidence Player software.

Understanding the Evidence Player Interface

If you selected Evidence Player as your default video player, all video files will open in a separate Evidence Player window. For detailed information about each interface element, see ***Evidence Player on page 120***.



The Evidence Player interface contains the following elements:

1. Menu bar. Use the menu bar options to open media files from locations on your PC, to change the way the player elements are displayed, and access help.
2. Quick access toolbar. Use the quick access toolbar options to open media files from locations on your PC, hide or display the **Metadata Graph** pane, and view the application information.
3. **Media File Selector** pane. Use the links displayed in this pane to open video files.
4. **Map View** pane. Use the map to view the vehicle position synchronized with the video playback. This feature is available if the recording device has the capability to record GPS data.
5. Video display area. Your video file plays in the video display area. Videos from multiple cameras are displayed in their own tiles.
6. Layout toolbar. Use the options displayed on this toolbar to change the way the video file is displayed in the video display area during playback. For example, you can adjust the volume, hide or display the overlay, switch to full screen, rearrange camera tiles (if multiple videos are opened for playback), etc.
7. Player controls, timeline, and collector controls. Use the available icons to control the video playback, the way the timeline is displayed, and to save snapshots of the current video frames.
8. **Metadata List** pane. View various metadata information associated with the video files. For example, you can view the GPS data, the device information, as well as incident-related information.
9. **Metadata Graph** pane. View the visual representation of the metadata related to device inputs. From this pane you can configure which metadata information will be displayed in either metadata panes. See ***Configuring Metadata Display Settings.***
10. **Bookmarks** pane. Note that you cannot add bookmarks to videos at this time.

Playing Video

> **NOTE: Default video player**
>
> This section is applicable if Evidence Player is set as a default video player at your organization.

To play a video and export video frames in Evidence Player:

1. Search for the video you want to play. (If necessary, review ***Searching for Videos on page 20***) The **Video Search Results** page is displayed.

2. To play the video, perform one of the following tasks:
   - Go to the **Play** column and click the video's thumbnail image.

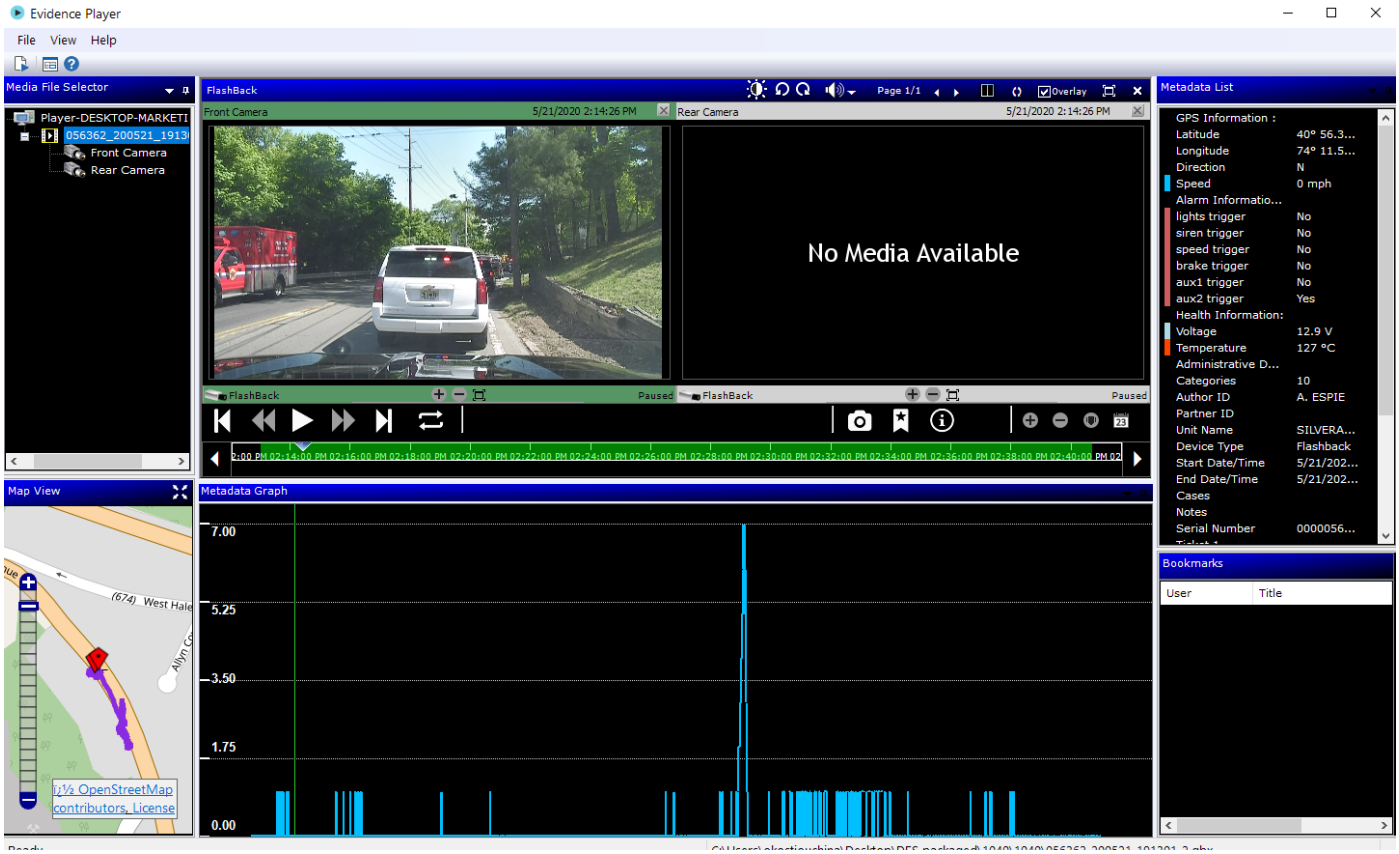
   –OR –

- Click the **Details** icon beside the video thumbnail, then click the video's thumbnail image.

–OR –

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

3. If a pop-up dialog is displayed, select the checkbox in it, then click **Open Link**. Evidence Player is launched in a separate window and the video starts playing. **NOTE**: For better viewing experience, you can resize the available panes by placing your mouse cursor over the dividing line, then left-clicking and dragging in the desired direction.



4. If the incident has been recorded by more than one camera, you can switch between recorded videos. To do so, go to the **Media File Selector** pane and select the desired camera, or click inside the desired camera tile, then click the play icon in the player control bar.

5. To view the vehicle's route on the map, refer to the **Map View** pane and zoom in or out as needed using the mouse scroll wheel or the available slider.
6. To review the video metadata information, refer to the **Metadata List** pane and the **Metadata Graph** pane.
7. To export a video frame:
   a. Find a video frame that you want to export using the navigation buttons to advance to the desired video segment, and then click the camera icon below the video display area. The **Export Snapshot** pop-up is displayed.

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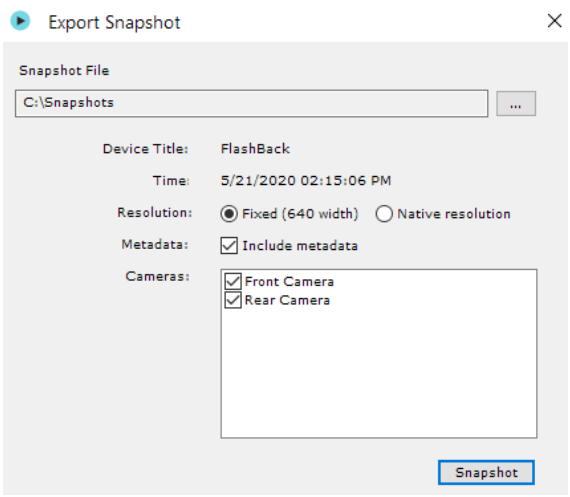
b. Make the following selections in the dialog box:



- **Resolution**.
  - To save a snapshot image with a 640 dpi width, select the **Fixed (640 width)** radio button
  - To save a snapshot with a native video resolution, select the **Native resolution** radio button.
- **Metadata**. To include the metadata information with the saved snapshot, select the **Metadata** checkbox.
- **Cameras**. To save the snapshots from more than one camera, select the checkboxes for the desired cameras.

c. To save the snapshot:

i. Click the ellipsis button ... . The **Browse For Folder** pop-up is displayed.

ii. Navigate to the existing disk drive location where you want to save this file, or click **Make New Folder** and enter the folder name to create it.

iii. Click **OK**.

d. Click **Snapshot**, then click **OK** to close the confirmation message. The frame is saved to the location you have specified. If you selected checkboxes for multiple cameras, separate snapshots will be saved for each.

e. Click the cross icon to close the **Export Snapshot** pop-up.

8. To open a video file saved on your PC:

a. Go to **File > Open Media File** OR click the **Open Media File** icon on the quick access toolbar OR press Ctrl + O on your keyboard.

b. Navigate to the location of the file on your PC, then click **Open**.

c. Click **Yes** in the pop-up informing you that the currently open media file will be closed. The video loads and starts playing.

9. To close Evidence Player, do one of the following:

- Select **File > Exit** from the menu bar.

– OR –

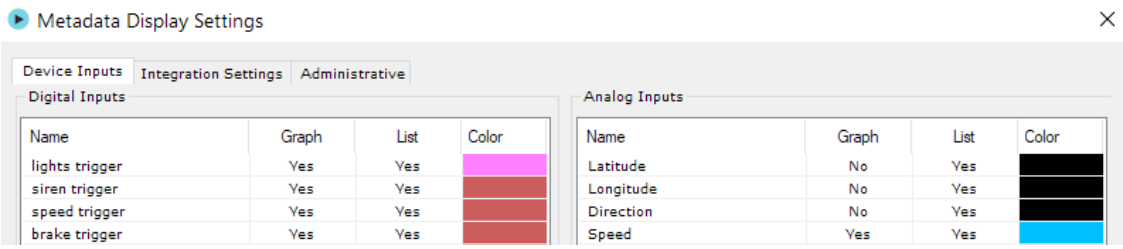
- Click the cross icon in the upper right corner of the Evidence Player window.

Configuring Metadata Display Settings

There are two metadata panes in Evidence Player. The **Metadata List** pane presents exhaustive video metadata information in the form of a list while the **Metadata Graph** pane presents metadata related to device inputs visually, in the form of color-coded graphs. The graphs are displayed to scale, in accordance with the measurement unit of each input type.

To configure how the metadata information is displayed:

1. Right-click inside the **Metadata Graph** pane, then select the **Metadata Display Settings** option. The **Metadata Display Settings** window is displayed., with the **Device Inputs** tab open by default.



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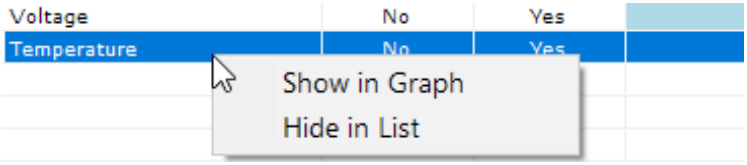
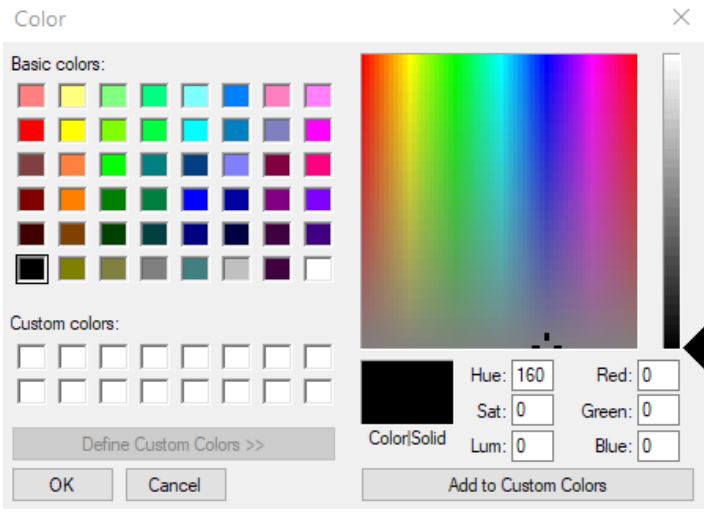
2. Find an input you want to configure, then right-click it and select the hide or show option for each metadata pane.



3. To change the color representing each input:
   a. Click the color bar for the input of interest in the **Color** column. The **Color** pop-up is displayed.
   b. Select the desired color from the available basic color options, or to define a custom color:
      i. Click **Define Custom Colors.**
      ii. Select any color from the displayed color field or enter numerical values in the available fields.
      iii. Adjust the luminance slider to brighten or darken the selected color.
      iv. Click **Add to Custom Colors**.
   c. Click **OK** to close the pop-up.
   d. Repeat steps **a** - **c** for other inputs as needed.



4. Go to the **Administrative** tab, the follow step **2** to configure where the rest of the metadata will be displayed.
5. Click **OK**. Both metadata panes are adjusted according to your configuration.

Submitting a Request to View a Body-Worn Video

Some agencies choose to restrict the viewing of body-worn videos to users who have certain permissions (i.e., the *Authorize Media Playback* and/or C*an View Body Worn Videos* permission). All other users are required to submit a valid "need to know" reason to the appropriate supervisor, as described below.

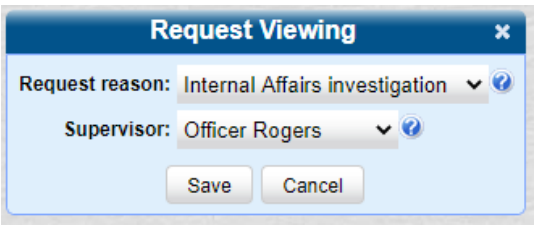
NOTE: Is a body-worn video restricted?

If your assigned user role requires that you request permission to view body-worn videos, all such videos will be marked as "Restricted" on the Video Search Results.

Also, when you attempt to play a body-worn video, the following message will be displayed: **This video has been marked for restricted viewing. A request to view it must be submitted and approved by an authorized supervisor.**

To submit a viewing request:

1. Follow steps **1** - **3** of the ***Searching for Snapshots Associated with a Video*** procedure.
2. Find the video you want to view using the navigation arrows, and then click its details icon . The **Video Details** page is displayed.
3. Go to the **Action** menu and click **Request Viewing**. The **Request Viewing** pop-up is displayed.
4. Select the following information from the corresponding drop-down lists:
   - A reason for your request from the **Request reason** list
   - Your supervisor's name from the **Supervisor** list.



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5. Click **Save**. The system sends the request to your supervisor's **Inbox Messages** list. A copy of the request displays on your **Sent Messages** list.
6. Check your **Inbox Messages** list periodically until you receive an approval or denial from your supervisor.
7. Perform one of the following steps:

If...	Then...
You receive an approval message	• Click the icon to advance to the video, and then follow instructions on how to play a video in the ***Playing Video and Exporting Video Frames*** section.
You receive a denial message	• Click the icon to view the denial reason.

Working with Media Files

Editing a Media File

This section describes how you can edit the attributes that define media files (a video or a body-worn snapshot):

- Change a video category
- Add predefined user metadata
- Add predefined notations.

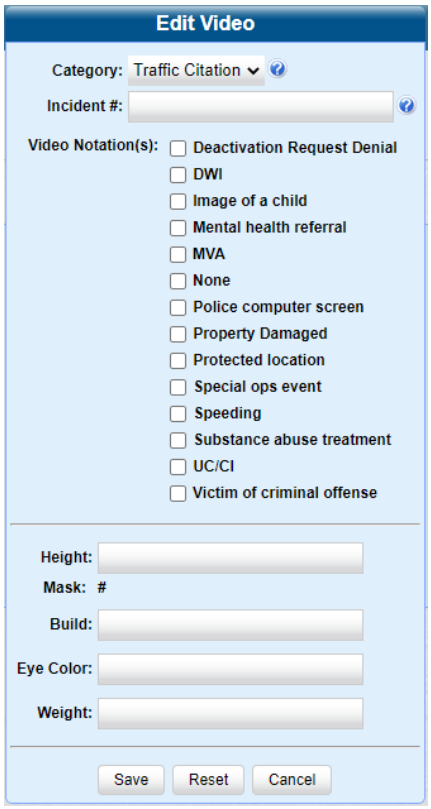
NOTE: DEA Agency users

This workflow is not available to users of the DEA Agency application.

To edit a media file:

1. Search for and display the video you want to update. (If necessary, review ***Searching for Videos on page 20***) The **Video Details** page is displayed.

2. Go to the **Action** menu and click **Edit**. The **Edit Video** pop-up is displayed, as pictured on the next page.



3. Perform one or more of the following tasks:

To...	Do this...
Change a video category For more information on video categories, see ***Video Details on page 110.***	• Select a new value from the **Category** drop-down list at the top of the form.
Add predefined user metadata **NOTE**: If you have a mobile data computer with the UMD Editor installed on it, you can attach UMD to an in-car video immediately after it is finished recording. Otherwise you can use this procedure to attach UMD back at the precinct.	• Enter your data in the appropriate fields. If you see a **Mask** field beside the data entry field, it indicates that your entry must adhere to a specific format. Alpha characters (**a – z**) are represented by an A, and numeric characters are represented by a pound sign (**#**). For example, if you see **##-A####** next to a field labeled **Citation No.**, it indicates that you must enter a citation number that starts with two numbers, followed by a hyphen, followed by a letter, ending with four numbers (e.g., 22-L5600).
Add predefined video notations	• Select all **Video Notation(s)** checkboxes that apply. **NOTE**: If no checkboxes are displayed on the **Edit Video** pop-up, it indicates one of three things: • Your agency has not created any video notation records yet. • Your agency has created video notation records, but your System Administrator has not created any video notation records yet. • The video notation feature is currently inactivated.

4. Click **Save** to save the changes you've made.

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Tagging and Untagging Videos

NOTE: DEA Agency users

This workflow is not available to users of the DEA Agency application.

You can tag a video to add extra days to a video's online life. By tagging a video, you extend the video's online life by a certain number of days set by your System Administrator. The system will archive a tagged video just as it archives other videos—according to your system settings.

Untagging removes the "tagged" flag from the video. To untag a video, you must be the video's owner or have ***edit*** permissions. For more information, contact your System Administrator.

To tag or untag a video:

1. Search for and display the video you want to tag or untag. (If necessary, review ***Searching for Videos on page 20***)The **Video Details** page is displayed.

2. To tag a video, go to the **Action** menu and click **Tag Video**. The word "**Yes**" is displayed in the **Video Tagged** field, indicating that the video is now tagged.

3. To untag a video, go to the **Action** menu and click **Untag Video**. The word "**No**" is displayed in the **Video Tagged** field, indicating that the video is no longer tagged.

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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 snapshot. To display this report, you must have the Adobe Reader or another PDF reader installed on your PC.

NOTE: About chain of custody reports

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 the DES server (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.

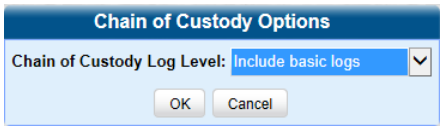
To generate a chain of custody report you must be the video's owner or have ***edit*** permissions. For more information, contact your System Administrator.

NOTE: Windows users

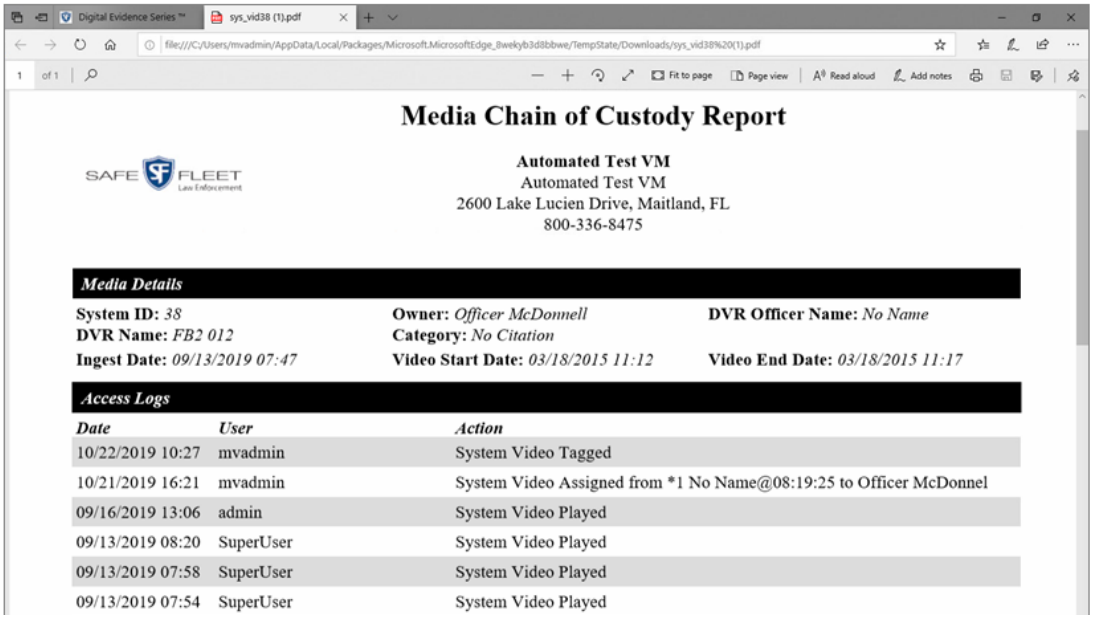
This procedure is for Windows 10 users. If you have an earlier version of Windows, these steps may differ slightly.

To generate and display the report:

1. Search for and display the video or snapshot you want to generate a report for. (If necessary, review ***Searching for Videos on page 20*** or ***Searching for Snapshots Associated with a Video on page 22***) The **Video Details** page is displayed.
2. Go to the **Action** menu and click **Chain of Custody**. The **Chain of Custody Options** pop-up is displayed.



3. Make your selection from the **Chain of Custody Log Level** drop-down list, and then click **OK**. The system downloads the report to your PC's Downloads folder.
4. Navigate to your **Downloads** folder, and then double-click the PDF report file. The Media Chain of Custody Report is displayed.



Media Chain of Custody Report

SAFE FLEET

Automated Test VM
Automated Test VM
2600 Lake Lucien Drive, Maitland, FL
800-336-8475

Media Details

System ID: *38* **Owner:** *Officer McDonnell* **DVR Officer Name:** *No Name*
DVR Name: *FB2 012* **Category:** *No Citation*
Ingest Date: *09/13/2019 07:47* **Video Start Date:** *03/18/2015 11:12* **Video End Date:** *03/18/2015 11:17*

Access Logs

Date	*User*	*Action*
10/22/2019 10:27	mvadmin	System Video Tagged
10/21/2019 16:21	mvadmin	System Video Assigned from *1 No Name@08:19:25 to Officer McDonnel
09/16/2019 13:06	admin	System Video Played
09/13/2019 08:20	SuperUser	System Video Played
09/13/2019 07:58	SuperUser	System Video Played
09/13/2019 07:54	SuperUser	System Video Played

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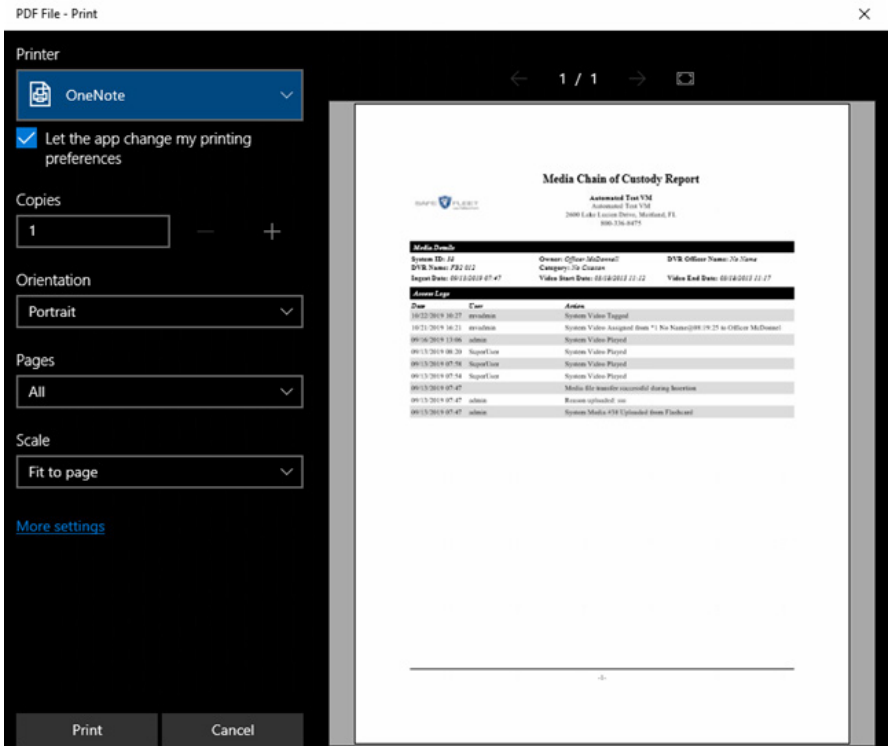
5. To print this report, click the **Printer** icon, or press Ctrl+P. The **Print** pop-up is displayed.



6. Select your desired printer settings, then click **Print**. The report is sent to your active printer.
7. When you are finished viewing/printing the report, click the cross icon in the upper right corner of the page to close it.

Restoring Videos

This section describes how to restore videos that are offline or expired.

NOTE: DEF users

Video restoration workflows are not available to users of the DEF application.

NOTE: Offline and expired videos

An **offline video** is one that has been backed up but not completely removed from the 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.

An **expired video** is one that is too old to be reactivated. You can tell that a video has exceeded its reactivation time limit when its thumbnail image and statistics no longer display online. You can reimport expired video from either a Certified Backup Disc or a manual backup disc (also referred to as an "export" disc or a "user-requested certified copy") that is in Data DVD format. Although this is not the recommended method for restoring videos, this procedure may be used in an emergency situation to reimport important data that is too old to be reactivated.

There is a limited time period in which you can reactivate an offline video. This time period depends on a system setting selected by your System Administrator. You can tell that a video has exceeded its reactivation time limit when its thumbnail

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image and statistics no longer display online. If the video you wish to restore has exceeded this time limit, you will have to use an alternate procedure to restore it, as described in ***Restoring Expired Videos on page 43***.

Restoring Offline Videos

This section describes how to reactivate, or restore, an offline video from a backup disc or device. Depending on your current **Backup Mode** setting, you can reactivate a video from one of the following storage options:

- Certified Backup Disc or manual backup disc (also referred to as an "export" disc or a "user-requested certified copy") that is in Data DVD format
- External backup device, such as a tape drive.

NOTE: Restoring from NAS

If Network Attached Storage (NAS) is enabled at your agency, the system will ignore the backup mode setting and will restore evidence from the NAS device.

NOTE: Permissions

Use this procedure if you have reactivating privileges and you have physical access to the backup disc. Otherwise see ***Submitting a Request to Restore a Video on page 45.***

To determine if you have reactivating privileges, look in the **Action** menu. If you see the **Reactivate Now** option, you have reactivating privileges. If only **Request Reactivation** is displayed, you do not have reactivating privileges.

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

Reactivating a Video from a Backup Disc

1. Perform one of the following tasks:

To...	Do this...
Reactive a video for your own use	• Search for and display the desired video. If necessary, review ***Searching for Videos on page 20.***
Reactive a video for another user	1. Go to **Home Menu** and click **Home**. 2. Locate the reactivation request on your **Inbox Messages** list, then click the **View Video Detail** icon .

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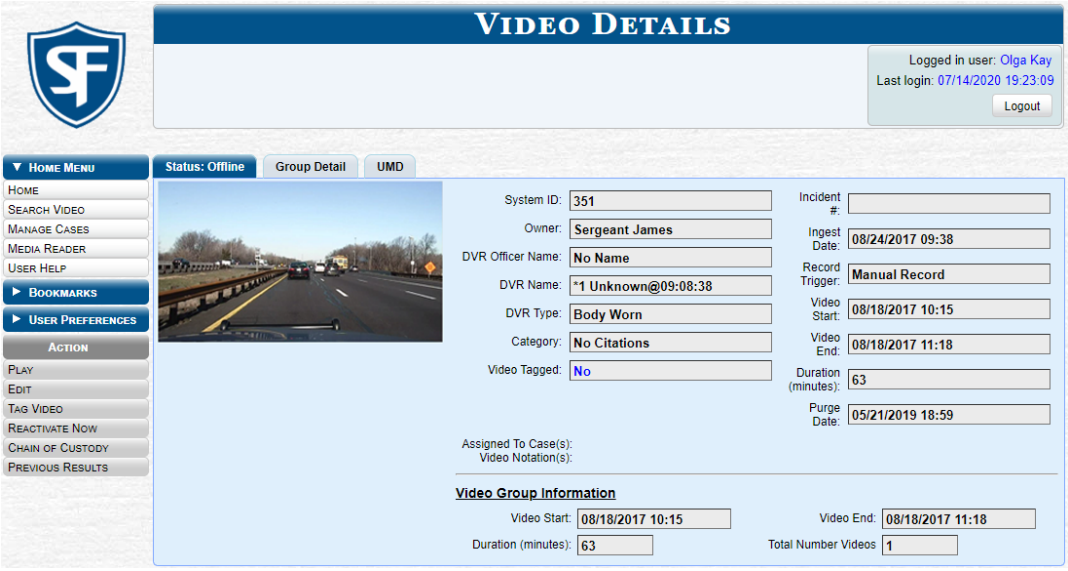
The **Video Details** page is displayed.



2. Go to the **Action** menu and click **Reactivate Now,** then perform one of the following tasks:

If...	Then...
The **Reactivate Video** pop-up is displayed	• Proceed to the next step.
A security pop-up is displayed	• Select the checkbox at the bottom of the pop-up, then click **Allow.**

The **Reactivate Video** pop-up is displayed.

> **NOTE: Reactivate video pop-up**
>
> This pop-up 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 Backup).

3. Perform one of the following tasks:

If...	Then...
The center column reads **DVD Label**	• 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.
The center column reads **File Size(MB)**	• Locate your backup disc.

4. Insert the located disc in your PC's CD/DVD tray. (This 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.
5. 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.

> **TIP: Session timeouts**
>
> If your session "times out" during the reactivation, you need to adjust your **Session Timeout** setting. Ask you System Administrator to change this setting.

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Reactivating a Video from an External Backup Device

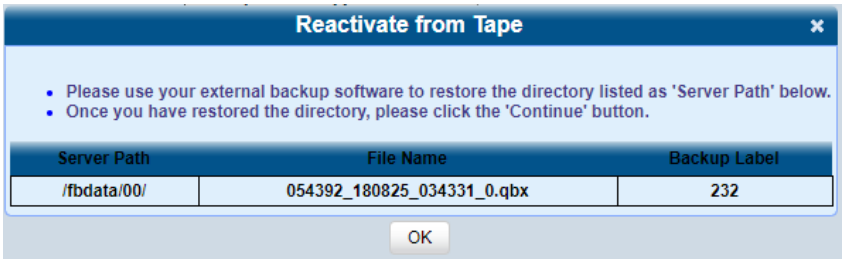
NOTE: For EXTERNAL backup mode only

Use this procedure if your **Backup Mode** is set to **EXTERNAL**. If you're not sure what your backup mode is, ask your System Administrator.

NOTE: Permissions

Use this procedure if you have reactivating privileges. To determine if you have reactivating privileges, look in the **Action** menu. If you see the **Reactivate Now** option, you have reactivating privileges. If only **Request Reactivation** is displayed, you do not have reactivating privileges.

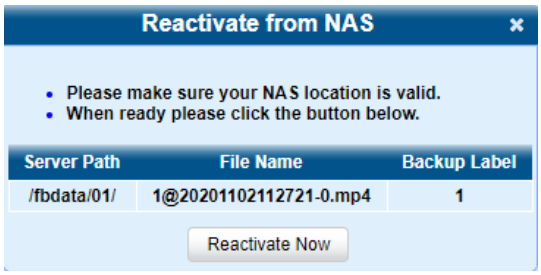
1. Follow steps **1** - **2** of the ***Reactivating a Video from a Backup Disc*** procedure.
2. Go to the **Action** menu and click **Reactivate Now**. The **Reactivate from Tape** pop-up is displayed.



3. Make a note of the directory or directories that are listed in the **Server Path** column, and then, using the software that came with your backup device (e.g., tape backup software), restore the directory(ies).
4. Go to the **Action** menu and click **Continue**. After a momentary delay, a confirmation message is displayed at the top of the page.

Reactivating a Video from Network Attached Storage (NAS)

1. Follow steps **1** - **2** of the ***Reactivating a Video from a Backup Disc on page 40*** procedure.
2. Go to the **Action** menu and click **Reactivate Now**. The **Reactivate from NAS** pop-up is displayed.



3. Make sure that the directory listed in the **Server Path** column is the correct NAS directory, and then click the **Reactivate Now** button.
4. Go to the **Action** menu and click **Continue**. After a momentary delay, a confirmation message is displayed at the top of the page.

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Restoring Expired Videos

NOTE: DEA Agency users

This workflow is not available to users of the DEA Agency application.

You can reimport expired video from either a Certified Backup Disc or a manual backup disc, also referred to as an "export" disc or "user-requested certified copy", that is in Data DVD format. This procedure is not commonly performed. For more information, see the beginning of ***Restoring Videos on page 39.***
The reuploaded video is treated by the system as if it were a new record, rather than a "reactivation" of an existing record. The video will therefore begin the same lifecycle as a new video that is downloaded to the server for the first time.

- If you are restoring video from an export disc (i.e., user-requested certified copy) rather than an archive disc (i.e., Certified Backup Disc), that disc must be in Data DVD format.
- If the **Enable Re-categorization of Media on Delete** option on the **Life-Cycle** tab is selected, you do not need to use this procedure. For more information, see the beginning of ***Restoring Videos on page 39.***

NOTE: Permissions

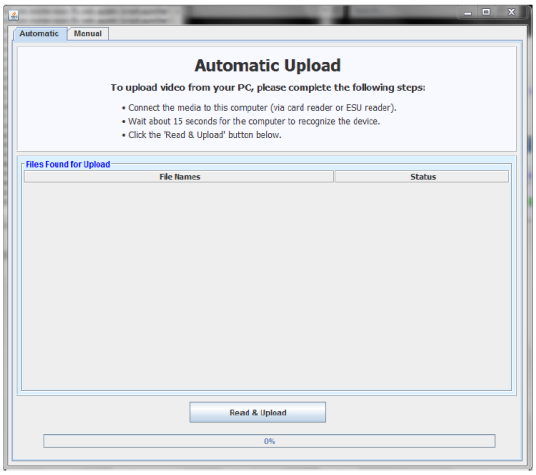
You must have the proper permissions to perform this task. For more information, contact your System Administrator.

To reimport a video:

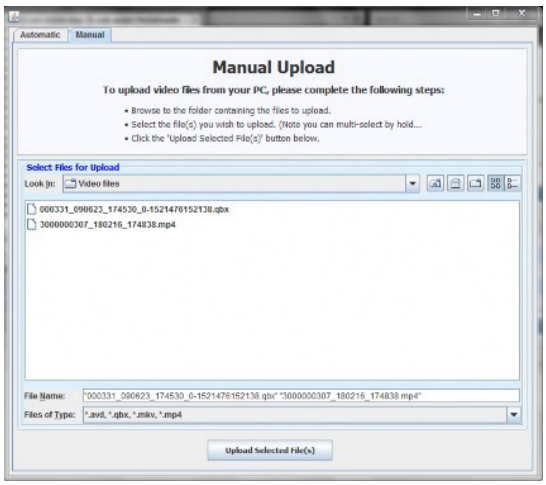
1. Insert the backup disc into your PC's DVD/CD tray. This will either be an Archive disc (i.e., Certified Backup Disc) or an Export disc (i.e., User Requested Certified Copy).
2. Go to the **Home Menu** and click **Media Reader**, then perform one of the following tasks:

If...	Then...
The **Automatic Upload** pop-up is displayed (typical)	• Proceed to the next step.
A security pop-up is displayed	1. Select the checkbox at the bottom of the pop-up, then click **Allow**. 2. Select the checkbox at the bottom of the second pop-up, then click **Run**.

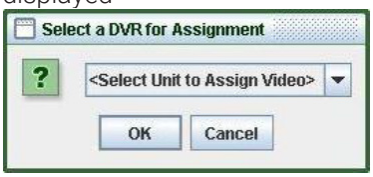
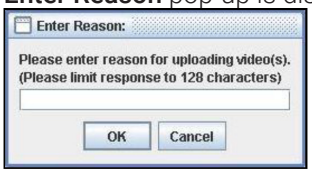
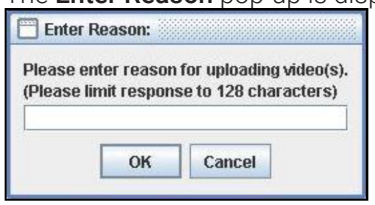
The **Automatic Upload** pop-up is displayed.



3. Click the **Manual** tab at the top of the page, and then, using the **Look in field,** navigate to your PC's CD/DVD drive. The files on the backup disc display on-screen.



4. Click the video file you want to upload (must have an extension of QBX, MKV, MP4, or AVD). To select more than one video, hold the Ctrl key down while you click each video.
5. Click **Upload Selected File(s)** and then perform one of the following tasks:

If...	Then...
The **Select a DVR for Assignment** pop-up is displayed 	• Select a DVR unit from the drop-down list, then click **OK**. The **Enter Reason** pop-up is displayed. 
The **Enter Reason** pop-up is displayed 	• Proceed to the next step.

6. Enter the reason for this video upload in the blank field provided, then click **OK**. Your entry is displayed for confirmation purposes.

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7. Perform one of the following tasks:

If...	Then...
The displayed reason for the video upload is correct	• Click **Yes**. The system begins uploading your video file(s). When the transmission is complete, a confirmation message is displayed, as pictured below. Click **OK**.
The displayed reason for the video upload is not correct	1. Click **No**. The **Enter Reason** pop-up is displayed. 2. Repeat step **6**.

The video is reuploaded.

Submitting a Request to Restore a Video

This section describes how to submit a request to reactivate an offline video, that is, ask another user to copy a video from a Certified Backup Disc to the server. Specifically, this procedure will send a message to the Inbox of all users who have reactivation privileges. The message will include the CBD number for the disc that contains the video you wish to restore (e.g., **Please restore video 123 to an online status**).

NOTE: Permissions

Use this procedure if you do not have reactivating privileges, and/ or you do not have access to the Certified Backup Disc. To determine if you have reactivating privileges, look in the **Action** menu. If the **Reactivate Now** option is available, you have reactivating privileges. If only **Request Activation** is displayed, you do not have reactivating privileges.

To submit a reactivation request:

1. Search for and display the desired video. If necessary, review ***Searching for Videos on page 20.*** The **Video Details** page is displayed.
2. Go to the **Action** menu and click **Request Activation**. A confirmation message is displayed at the top of the page. An activation request will display on the Message Board of all DES users who have reactivation privileges. After a user with reactivation privileges restores your video, the word **Completed** will display in the **State** column of your reactivation request.

Uploading and Downloading Videos

This section describes how to manually upload new videos.

Typically, in-car videos are transmitted to the server automatically whenever your vehicle comes within about 300 feet of your precinct's access points. However, if you can't wait for the automatic file transfer to occur, or a problem has occurred that interfered with the wireless file transfer, you can manually upload videos instead.

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NOTE: Uploading videos from body-worn DVRs

To upload body-worn videos, simply place the body-worn DVR in your agency's Uplink Station, which consists of a group of docking stations connected to your storage server. For more information, see the relevant sections in the **BodyVISION User's Guide**, or the **BWX-100 Officer's Guide**. Both of these manuals are available for download from the Mobile-Vision Online Support Center accessible from the **Bookmarks** menu.

NOTE: DEA Agency users

Workflows on manually uploading videos are not available to users of the DEA Agency application.

Manually Uploading In-Car Videos

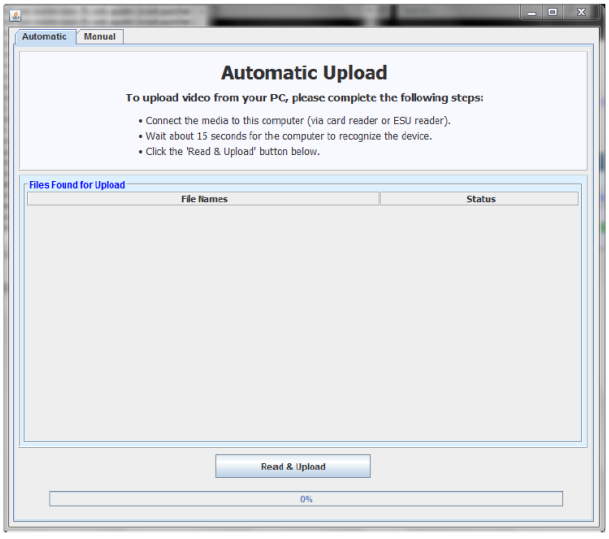
This section describes how to manually upload new in-car videos from an SD Card (Flashback3/FlashbackHD or FOCUS H1/H2) or CF Card (Flashback2).

To upload videos:

1. Go to **Home Menu** and click **Media Reader**, then perform one of the following tasks:

If...	Then...
The **Automatic Upload** pop-up is displayed (typical)	• Proceed to the next step.
A security pop-up is displayed	1. Select the checkbox at the bottom of the pop-up, then click **Allow**. 2. Select the checkbox at the bottom of the second pop-up, then click **Run**.

The **Automatic Upload** pop-up is displayed.



2. If you have not done so already, remove the memory card from your in-car DVR, and then insert it into your PC's built-in card reader (i.e., CF slot for Flashback2s or SD slot for Flashback3s/FlashbackHDs or FOCUS H1/H2), or the external card reader, connected to your PC.

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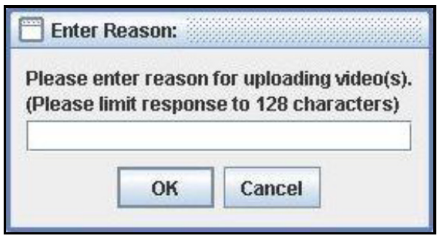
Sample CF/ SD card reader

3. Click the **Read & Upload** button. The **Enter Reason** pop-up is displayed.



4. Enter the reason for this video upload in the blank field provided, then click **OK**. The system begins uploading your video files. This may take several seconds or several minutes, depending on the size of your files. When the transmission is complete, a confirmation message is displayed.
5. Click **OK**. You may now remove the memory card from the PC or card reader and reinsert it in your in-car DVR.

Downloading Video Files to Your PC

NOTE: DEF users

Workflows on downloading videos are not available to users of the DEF application.

This section describes how to download selected videos to your PC. You can download videos in the following formats:

- Data DVD
- Interchange

For more information on these formats, refer to the ***Available File Formats for User-Requested DVDs*** table in ***Chapter 4.*** For a side-by-side comparison of the formats, see ***DVD File Formats*** in ***Appendix 4***.

NOTE: Permissions

You must have the proper permissions to perform these tasks. For more information, contact your System Administrator.

Downloading Video to Your PC in Data DVD Format

This section describes how to download standalone video information to your PC in Data DVD format. Standalone video is video that is not linked to a case.

Perform this procedure if you want 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 want to download video for the sole purpose of burning a DVD, see ***Burning Video to a Data DVD on page 82*** instead.

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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 default video player.

To download video in Data DVD format:

1. If necessary, review ***Searching for Videos on page 20***, and then perform one of the following tasks:
   - To download one video, search for and display the desired video. The **Video Details** page is displayed.
   - To download more than one video, search for the desired videos. The **Video Search Results** page is displayed.
2. Go to the **Action** menu and click **Export**. The **Select Video(s) for Export** page is displayed.

> **NOTE: Offline videos**
>
> If a video you're trying to export is offline, there will be no **Export** option in the **Action** menu, or the following message will be displayed at the top of the page: **Media must be online to export.**

3. If in step **1** you have chosen to download multiple videos, click each of the videos you want to download; otherwise skip to the next step. **NOTE**: You can click any part of the record except the thumbnail image, as that will launch the default video player. As you select each video, it will appear in the **Selected Videos** list at the bottom of the page, as shown on the next page.

4. Go to the **Action** menu and click **Export Video(s)**. The **Export Video(s)** page is displayed as pictured on the next page.

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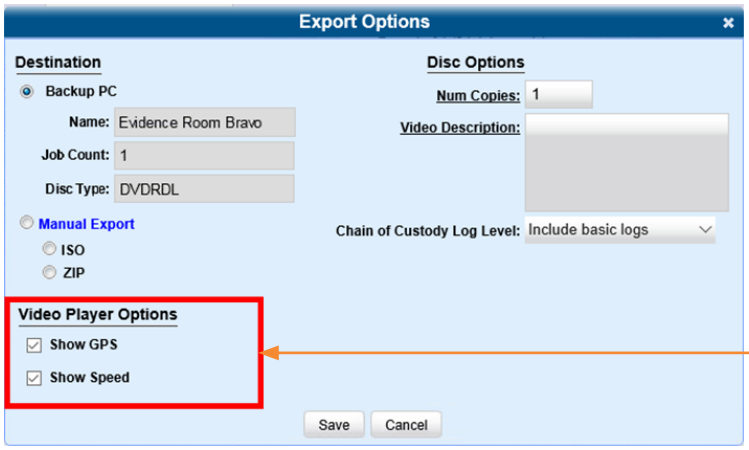
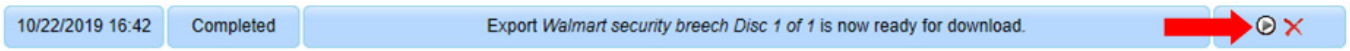
5. Select **Data DVD** from the **Output Format** drop-down list.
6. Go to the **Action** menu and click **Save**. The **Export Options** pop-up is displayed.



> **NOTE: Export options**
>
> Depending on the application you are using, the **Export Options** pop-up may appear differently.

Depending on your user permissions, these checkboxes may or may not be displayed

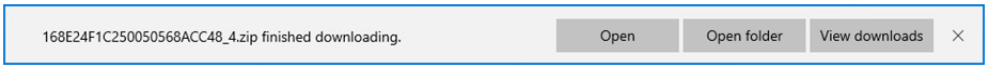
7. Select the **Manual Export** radio button, and then the **ZIP** radio button.
8. Enter a description for this video download in the **Video Description** field.
9. Make your selection from the **Chain of Custody Log Level** drop-down list.
10. If a **Video Player Options** section is displayed in the lower left corner of the **Export Options** pop-up:
    - Select the **Show GPS** checkbox to include GPS data with the default video player in this download.
    - Select the **Show Speed** checkbox to include vehicle speed data with the default video player in this download.
11. Click **Save**. The system places your burn request in the burn queue and is displayed a status message on your **Welcome Home** page under **Sent Messages**.
12. Go to your **Inbox Messages**, and then click the download icon next to the export confirmation message.



> **TIP: Download icon**
>
> If you do not see the download icon, the system is still processing your request. Go to the **Home Menu** and click **Home** to refresh your screen.

A Windows message is displayed.

13. Select **Save As** from the **Save** drop-down list. The **Save As** window is displayed.
14. Navigate to the disk drive location where you want to temporarily save this file, and then, if desired, enter a new name in the **File name** field.
15. Click **Save**. The system copies your file to the selected location. When the download is complete, a confirmation message is displayed.



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Downloading Video to Your PC in Interchange Format

This section describes how to download selected standalone videos to your PC in interchange format. Standalone video is video that is not linked to a case.

Perform this procedure if you want 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 want to download video for the sole purpose of burning a DVD, see ***Burning Video to an Interchange Format DVD on page 86*** instead.

⚠ WARNING: Video authenticity

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.

To download video in Interchange format:

1. Follow steps **1** - **4** of the ***Downloading Video to Your PC in Data DVD Format*** procedure.
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**, as shown on the next page.

3. Perform one or more of the following tasks:

If...	Then...
The word **Camera** is displayed in both the **Video Source** and **Audio Source** columns	• Proceed to the next step.
Checkboxes display in the **Video Source** column	• Select the camera views you want to include for each video, as follows: ☑ Front ☐ Rear — Copy only the video recorded from Camera Channel 1 (forward facing zoom camera). ☐ Front ☑ Rear — Copy only the video recorded from Camera Channel 2 (Backseat and/or Bullet cameras). ☑ Front ☑ Rear — Copy the video that was recorded from both Camera Channel 1 and Camera Channel 2. **NOTE**: 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.

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If...	Then...

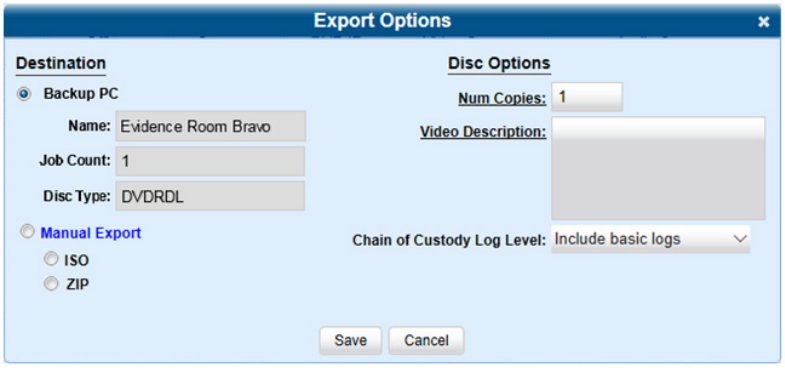
Checkboxes display in the **Audio Source** column	• Select the audio sources that you want to include for each video. You may select up to two audio sources for each video, as described below. These audio tracks will play concurrently when watching the video.
	  • **VLP1/In Car.** The audio from the 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, if applicable.

NOTE: 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 your first wireless microphone (VLP1) and the stream from your in-car microphone (In-car). 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, that audio stream will be available on your DVD player's left stereo channel, and the right stereo channel will be mute.

4. Go to the **Action** menu and click **Save**. The **Export Options** pop-up is displayed.



5. Follow steps **7** - **8**, and then **10** - **14** of the ***Downloading Video to Your PC in Data DVD Format*** procedure.

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Chapter 3. Cases

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Working with Cases

This chapter describes how to work with cases in DES applications.

NOTE: DEF and DEV users

The contents of this chapter is not applicable to users of the DEF and DEV applications.

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 frequently.

NOTE: Cases in DEA applications

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.

If you are a DEA Precinct user, occasionally, a user on the Agency server may request control of one of your case records. When that happens, you will no longer be able to update that case on the Precinct server. However, you will still be able to view, export, and/or generate a Chain of Custody Report for that case.

Creating a Case

This section describes how to enter a new case. There are two methods for creating a new case:

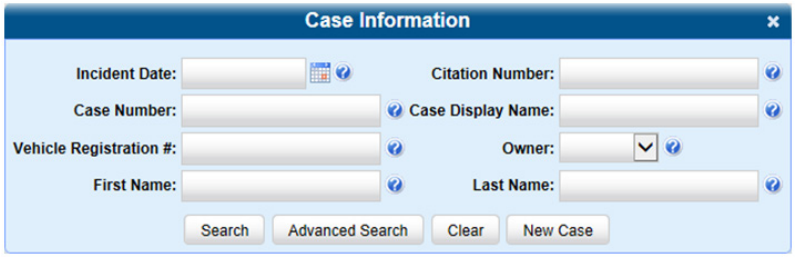
- **Method 1**: Open a new case and attach video(s) to it. This method is described below.
- **Method 2**: Open a video and create a new case to attach it to.

Creating a Regular Case

This section describes how to enter a new case that has the typical access privileges. In a DES application, this means that the case is either public or private. Public cases can be accessed by any user. Private cases can be accessed by the case's owner and users who have edit permissions.

To create a regular case:

1. Go to **Home Menu** and click **Manage Cases**. The **Case Information** pop-up is displayed.



2. Click **New Case**. The **New Case** form is displayed as shown on the next page. The fields on this form are described in the corresponding table in ***Appendix 3 - Cases.***

3. Select the name of the officer who will be the owner of this case from the **Owner** drop-down list.
4. Select **Public** or **Private** from the **Visibility** drop-down list to mark the case as public (viewable by all users) or private (only viewable by its owner and users with edit permissions).
5. Enter the following information:
   - A descriptive name for this case in the **Display Name** field. This is a required field.
   - The case's incident date and time in the **Incident Date** field. Observe *mm/dd/yyyy* format. This is a required field. **NOTE**: The time of the incident may or may not be required at your organization.
   - Your agency's case number in the **Case Number** field.
6. If available, enter the following information associated with this case in the corresponding fields:
   - A citation number
   - A vehicle registration number
   - A license plate number.
7. If the **Do Not Dispose** checkbox is displayed, you can select it to keep this case available online even after the **Auto Dispose Time** has expired. **NOTE**: Once you select the **Do Not Dispose** checkbox, the system will not remove the case from the server until you deselect that checkbox.
8. If there are any checkboxes to the right of the **Notations** field, select all that apply to this case.
9. Click **Save**. A confirmation message is displayed at the top of the **Case Details** page.

Searching for Cases

You can search for videos by a number of different criteria. Your DES application provides you with two search methods: basic and advanced.

Search method	Used to search for cases by some or all of these criteria…	
Basic	Case Information: • Incident Date • Citation Number • Case Number • Case Display Name • Vehicle Registration # • Owner • Precinct	Subject Information: • First Name • Last Name

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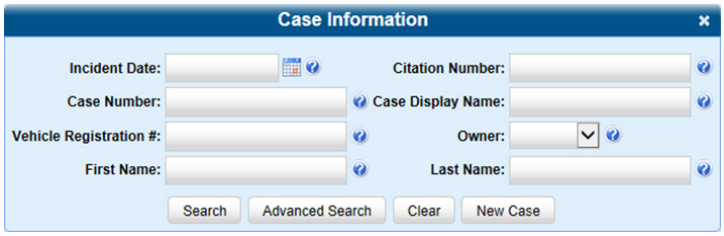
Additional advanced search criteria		
Advanced	Case Information: • Creation Date • After Incident Date • Before Incident Date • Vehicle Plate # • Comments • Notations	Subject Information: • Driver's License # • Race • Gender • Date of Birth

Button	Description
Search	Execute your search.
Advanced Search/ Basic Search	Toggle back and forth between the Basic Search form and the Advanced Search form.
Clear	Remove all entries and selections from the search form.
New Case	Enter a new case record.

Performing a Basic Case Search

This section describes how to search for a case by the following criteria: incident date, citation number, case number, case display name, vehicle registration number, owner, and subject first/last name.

1. Go to **Home Menu** and click **Manage Cases**. The **Case Information** pop-up is displayed.



2. If you see the **Basic Search** button, click it. Otherwise proceed to the next step.
3. Enter/select the field values you want to search on. The fields on this form are described in the corresponding table in ***Appendix 3 - Cases.***
4. Click **Search**. All cases that match your selection criteria are displayed on the **Case Search Results** page. The total number of cases included in your search results is displayed at the top of the results list. The components on this page are described in the corresponding table in ***Appendix 3 - Cases.***

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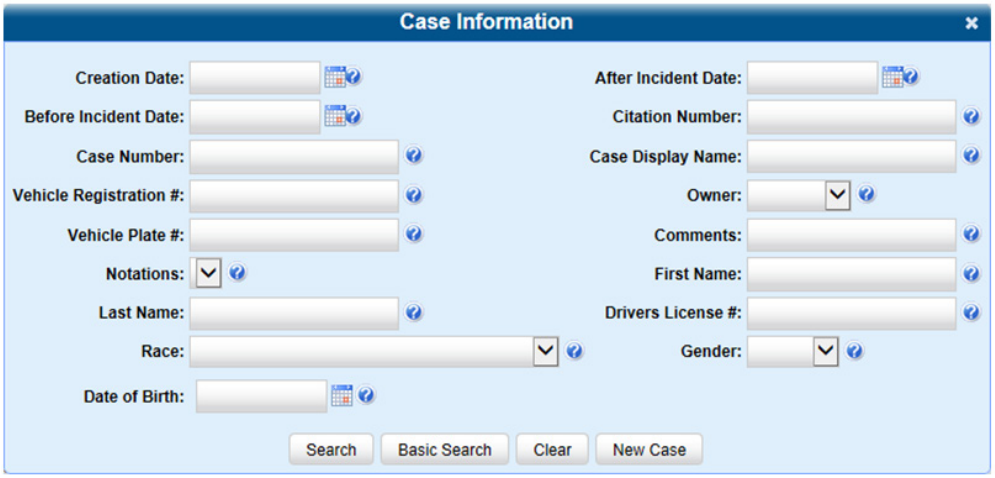
5. By default, cases are sorted chronologically by the video's start date/time. To sort the results differently, click the column heading you want to sort by.
6. To view a case's details, click the **Details** icon beside that case. The **Case Details** page is displayed. The components on this page are described in the corresponding table in ***Appendix 3 - Cases.***

Performing an Advanced Case Search

This section describes how to search for a case using additional criteria.

1. Go to **Home Menu** and click **Manage Cases**. The **Case Information** pop-up is displayed. The fields on this form are described in the corresponding table in ***Appendix 3 - Cases.***



2. If you see the **Advanced Search** button, click it. Otherwise, follow steps **3** - **5** of the ***Performing a Basic Case Search*** procedure.

Viewing Case Details

This section describes how to view cases and related information. 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 55***. A list of cases is displayed.

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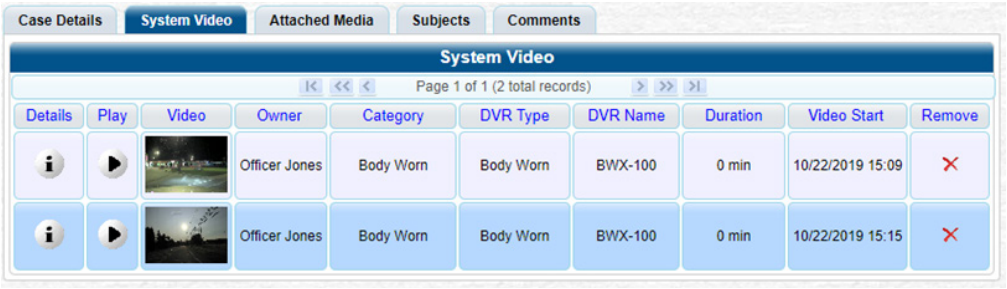
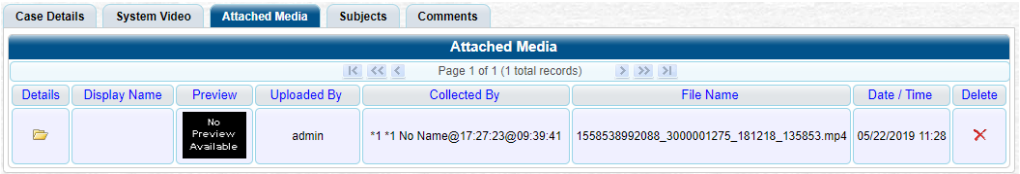
2. Click the **Details** icon beside the case you want to view. The **Case Details** page is displayed. The components on this page are described in the corresponding table in ***Appendix 3 - Cases.***

3. To view information about the case, perform one or more steps described in the following table. For more information on components on each of the tabs, see ***Appendix 3 - Cases.***

To...	Do this...
View a case's videos	1. Click the **System Video** tab. All videos that are currently linked to this case display.  2. To view a video's details, click the video's **Details** icon. 3. To play a video, click the video's **Play** button. The default video player launches in a separate window.
View a case's media attachments	1. Click the **Attached Media** tab. All media files that are currently linked to this case are displayed.  2. To view an attachment, click the folder icon in the **Details** column.

This table is continued on the next page.

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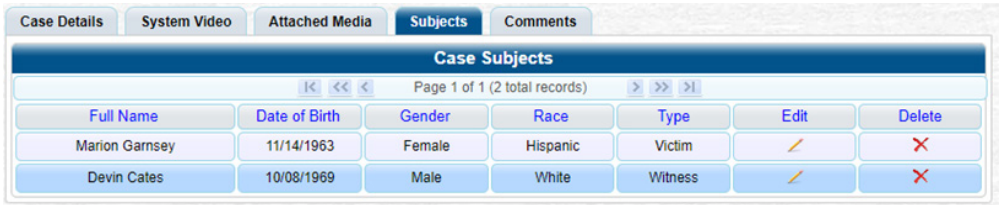
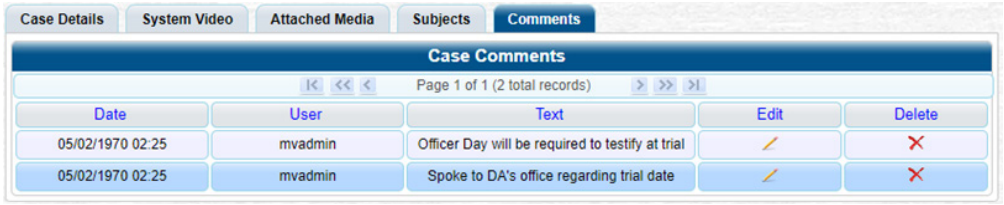
To...	Do this...
View a case's subjects	• Click the **Subjects** tab. All subjects that are currently linked to this case are displayed. 
View a case's comments	• Click the **Comments** tab. All comments that are currently linked to this case are displayed. 

Requesting a Case's Media Files from a Remote Precinct

NOTE: DEA Agency users only

This workflow is only applicable to users of the DEA Agency application.

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.

To request media files:

1. Follow steps **1** - **2** of the ***Viewing Case Details*** procedure.
2. Go to the **Action** menu and click **Request Media**. A confirmation message is displayed.
   The requested files will be transmitted to the Agency server during the next server-to-server communication.

Updating Cases

Periodically, you may need to add/remove data from a case, including videos, subject names, media attachments, and comments. Typically, you can only update cases that you own. Depending on your permissions, however, you may be able to update other cases as well.

NOTE: DEA Agency users

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 *Requesting Control of a Case from a Remote Precinct* in the **DES Administrator's Guide**.

Adding or Removing Case Videos

To add or remove videos:

1. Search for and display the case you want to add a video to. The **Case Details** page is displayed.

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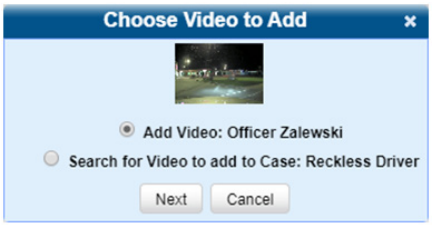
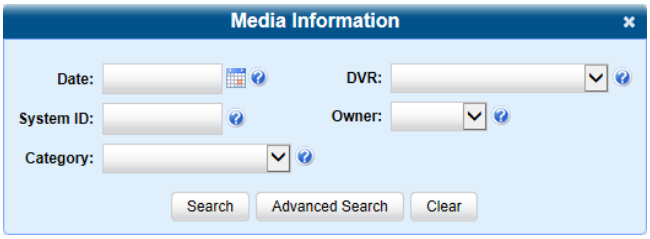
2. Go to the **Action** menu and click **Add Video**. The **Choose Video to Add** pop-up is displayed. The most recent video you viewed will be displayed on this pop-up.



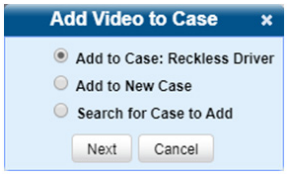
3. DEA Precinct users: check the value of the **Locked** field.

If...	Then...
The value is **Yes**	This case is controlled by the Agency server. You cannot update it. **End of procedure.**
The value is **No**	This case is controlled by the Precinct server. You can update it as long as you have the proper permissions.

4. To add the displayed video to the case, click **Next**, and then skip to step **5**.
5. To search for a different video to add to the case, perform the following steps:
   a. Select the **Search for Video to add to Case** radio button, and then click **Next**. The **Media Information** pop-up is displayed.



   b. Search for and display the video you want to add. (If necessary, review ***Searching for Videos on page 20***)
   c. Go to the **Action** menu and click **Add To Case**. The **Add Video to Case** pop-up is displayed.



   d. Click **Next**. The **Case Details** page is displayed.
6. Click the **System Video** tab. The new video now is displayed on the case's video list.
7. To add another video to this case, repeat steps **2** - **5**. **NOTE:** The maximum allowed number of videos you can add to a case is 200.
8. To remove a video from a case:
   i. Locate it on the case's video list.
   ii. Go to the **Remove** column and click the cross icon .
   iii. Accept the displayed confirmation message. The system removes the selected video from the list.

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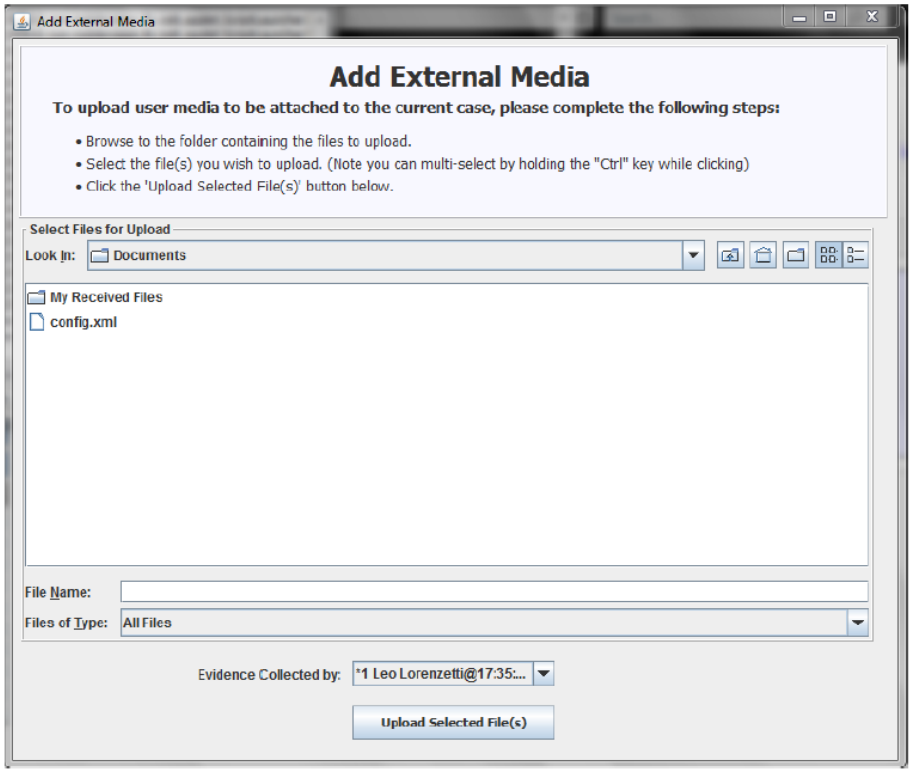
Adding or Removing Case Media Attachments

To add or remove media attachments:

1. Search for and display the case you want to attach a file to. The **Case Details** page is displayed.
2. DEA Precinct users: check the value of the **Locked** field.

If...	Then...
The value is **Yes**	This case is controlled by the Agency server. You cannot update it. **End of procedure.**
The value is **No**	This case is controlled by the Precinct server. You can update it as long as you have the proper permissions.

3. Go to the **Action** menu and click **Add Media**. The **Add External Media** page is displayed. **NOTE**: If a security pop-up is displayed, select the checkbox at the bottom of the pop-up, then click **Allow**. Next, select the checkbox at the bottom of the second pop-up, then click **Run**.



4. Using the **Look in:** drop-down list, navigate to the disk drive location where the file is located.
5. Click the file or files you want to link. To select more than one file, hold the **Ctrl** key down while you click each file.
6. If the owner of this case is the same person who is responsible for collecting this evidence (default), skip to step **7**. Otherwise, proceed to the next step.
7. Go to the **Evidence Collected** by field and select the name of the officer who is responsible for collecting this evidence.
8. Click **Upload Selected File(s)**. After the selected files are uploaded, a confirmation message is displayed.
9. Click **OK**, and then close the **Add External Media** pop-up.
10. Click the **Attached Media** tab. Your newly added files display on the **Attached Media** list.
11. To remove the attached media file, locate it on the list, then go to the **Delete** column and click the cross icon . The system removes the selected file from the case's **Attached Media** list.

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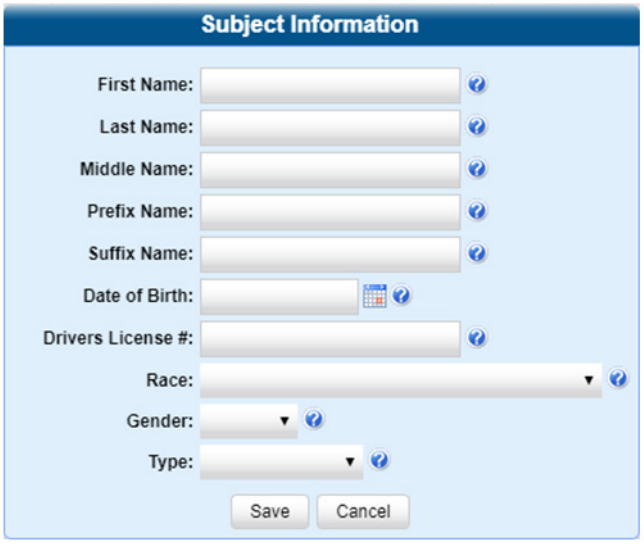
Adding, Removing, and Updating Case Subjects

To add, remove, or update a subject:

1. Search for and display the case you want to add a subject to. The **Case Details** page is displayed.
2. DEA Precinct users: check the value of the **Locked** field.

If...	Then...
The value is **Yes**	This case is controlled by the Agency server. You cannot update it. **End of procedure.**
The value is **No**	This case is controlled by the Precinct server. You can update it as long as you have the proper permissions.

3. Go to the **Action** menu and click **Add Subject**. The **Subject Information** pop-up is displayed.



4. Enter/select the subject's information in the corresponding fields and lists:
   - First Name
   - Last Name
   - Middle Name, if applicable
   - Prefix Name (Mr., Mrs., Ms., etc.)
   - Suffix Name, if applicable (Jr., III, etc.)
   - Date of birth. Observe *mm/dd/yyyy* format.
   - Driver's license number, if applicable.
   - Race, if your agency is using the **Race** field.
   - Subject's gender.
   - Type of subject, if your agency is using the **Type** field.
5. Click **Save**. A confirmation message is displayed.
6. Click the **Subjects** tab. Your newly added subject is displayed.
7. To add another subject to this case, repeat steps **2** – **4**.
8. To remove a subject from the case, locate the subject's name on the list of subjects, then go to the **Delete** column and click the cross icon . The system removes the selected subject from the case's **Subjects** list.

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9. To update a subject, locate the subject's name on the list of subjects, click the pencil icon in the **Edit** column, and then enter/select your changes in the displayed **Subject Information** pop-up. Click **Save** to close the pop-up.

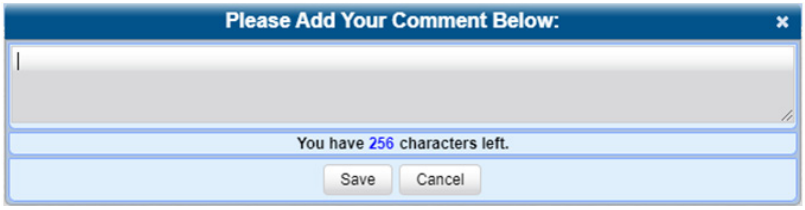
Adding, Removing, and Updating Case Comments

To add, remove, or update comments:

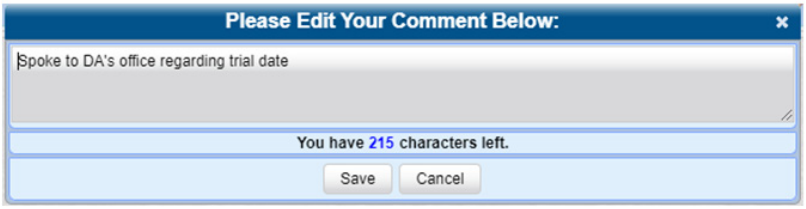
1. Search for and display the case you want to add a comment to. The **Case Details** page is displayed.
2. DEA Precinct users: check the value of the **Locked** field.

If...	Then...
The value is **Yes**	This case is controlled by the Agency server. You cannot update it. **End of procedure.**
The value is **No**	This case is controlled by the Precinct server. You can update it as long as you have the proper permissions.

3. Go to the **Action** menu and click **Add Comment**. The **Please Add Your Comment Below** pop-up is displayed.



4. Enter your comment in the space provided, then click **Save**.
5. Click the **Comments** tab. The new comment is displayed on the **Comments** list.
6. To remove a comment, locate it on the list of comments, then go to the **Delete** column and click the cross icon. The system removes the selected comment from the case's **Comments** list.
7. To update a comment, locate it on the list of comments, then click the pencil icon in the **Edit** column, and enter your changes in the displayed pop-up.



8. Click **Save** to close the box.

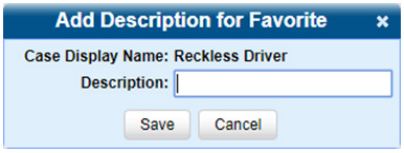
Adding and Removing Favorite Cases

This section describes how to add or remove a case to or from 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 or remove a case to or from your favorite cases list, you must be the case's owner or have edit permissions.

To add or remove a favorite case:

1. Search for and display the case you want to add to your favorite cases list. The **Case Details** page is displayed.
2. Go to the **Action** menu and click **Add To Favorites**. The **Add Description for Favorite** pop-up is displayed.
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 that list, go to **User Preferences** and click **Favorite Cases**.



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4. To remove a favorite case, locate it in the list, then go to the **Delete** column and click the cross icon ✕. 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.

> **NOTE: About cases 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 it 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.

Perform this task when you no longer need to track a case online.

1. Search for and display the case you want to dispose of. The **Case Details** page is displayed.
2. Go to the **Action** menu and click **Dispose**. The value of the **Status** field changes to **Offline**.

> **NOTE: About the Dispose action**
>
> If the **Dispose** option is not displayed, it means that the dispose feature 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 step **7** of ***Creating a Regular Case on page 54***.

Reactivating Offline Cases

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 want to perform these tasks again, you will first have to reactivate the case. Reactivation is the process of restoring a case to the 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 a system setting chosen by your System Administrator. You can tell that a case has exceeded this time limit when you can no longer view its record online.

Reactivating a Case from a Backup Disc

This section describes how to reactivate, or restore, an offline case from an archive or export disc.

> **NOTE: About backup mode**
>
> If your backup mode is set to **EXTERNAL**, use the ***Reactivating a Case from an External Backup Device*** procedure. If you're not sure what your backup mode is, ask your System Administrator.

> **NOTE: Permissions**
>
> Use this procedure if you have reactivating privileges and you have physical access to the backup disc. Otherwise see ***Submitting a Request to Reactivate a Case on page 66.***
>
> To determine if you have reactivating privileges, look in the **Action** menu. If you see the **Reactivate Now** option, you have reactivating privileges. If only **Request Reactivation** is displayed, you do not have reactivating privileges.

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To reactivate an offline case:

1. Perform one of the following tasks:

To...	Do this...
Reactive a case for your own use	• Search for and display the desired case.
Reactive a case for another user	1. Go to **Home Menu** and click **Home**. The **Welcome Home** page is displayed. 2. Locate the reactivation request on your **Inbox Messages** list, then click the **View Case Detail** icon.

   The **Case Details** page is displayed.
2. Go to the **Action** menu and click **Reactivate Now**.
3. If a security pop-up is displayed, select the checkbox at the bottom of the pop-up, then click **Allow**. The **Reactivate Case** pop-up is displayed. The **Reactivate Case** pop-up 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 CertiBackup).
4. Perform one of the following tasks:

If...	Then...
The center column reads **DVD Label**	• Locate the Certified Backup disc whose number is listed in the **DVD Label** column.
The center column reads **File Size(MB)**	• Proceed to the next step.

5. 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.
6. 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: Session timeout

If your session "times out" during the reactivation, you need to adjust your **Session Timeout** setting. Ask you System Administrator to change this setting.

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

NOTE: For EXTERNAL backup mode only

Use this procedure if your **Backup Mode** is set to **EXTERNAL**. If you're not sure what your backup mode is, ask your System Administrator.

NOTE: Permissions

Use this procedure if you have reactivating privileges. Otherwise see ***Submitting a Request to Reactivate a Case on page 66.***

To determine if you have reactivating privileges, look in the **Action** menu. If you see the **Reactivate Now** option, you have reactivating privileges. If only **Request Reactivation** is displayed, you do not have reactivating privileges.

To reactivate an offline case:

1. Follow steps **1** - **2** of the ***Reactivating a Case from a Backup Disc*** procedure. The **Directories to Restore for Reactivation** page is displayed.
2. 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.
3. Go to the **Action** menu and click **Continue**. After a momentary delay, a confirmation message will display.

Submitting a Request to Reactivate a Case

This section describes how to submit a request to reactivate an offline case, that is, ask another user to copy a case from a Certified Backup Disc to the server. Specifically, this procedure will display a message on the **Inbox Messages** list of all users who have reactivation privileges. The message will include the CBD number for the disc that contains the case you wish to restore (e.g., **Please restore case 123 to an online status**).

NOTE: Permissions

Use this procedure if you do not have reactivating privileges and/or you do not have access to the backup disc. To determine if you have reactivating privileges, look in the **Action** menu. If you see the **Reactivate Now** option, you have reactivating privileges. If only **Request Reactivation** is displayed, you do not have reactivating privileges.

To submit a reactivation request:

1. Search for and display the desired case. The **Case Details** page is displayed.
2. Go to the **Action** menu and click **Request Activation**. A confirmation message is displayed. An activation request will be displayed on the **Inbox Messages** list of all users who have reactivation privileges. After a user with reactivation privileges restores your case, a confirmation message will appear on your **Inbox Messages** list. You will see the word **Completed** in the message's **State** column.

Generating a Chain of Custody Report for a Case

This section describes how to generate a Chain of Custody Report for a selected case.

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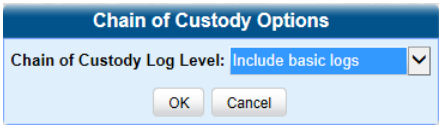
> **NOTE: About chain of custody reports**
>
> This report contains a log of all operations that have been performed on the case, such as Export of Case Completed. It shows the time and date on which an activity occurred, as well as the user name of the officer who performed the action, if applicable. If the User field is blank, it means that the system performed the action.

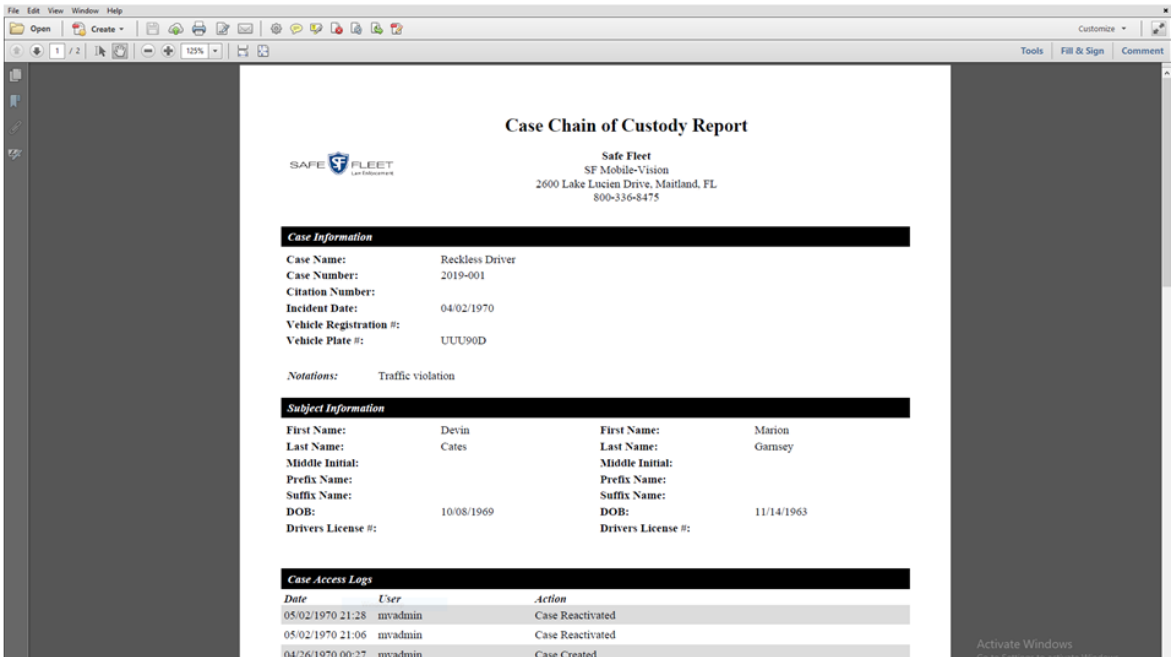
To view the Chain of Custody report, you must have Adobe Reader installed on your PC.

To generate and display the report:

1. Search for and display the case you want to report on. (If necessary, review ***Searching for Cases on page 55***) The **Case Details** page is displayed.
2. Go to the **Action** menu and click **Chain of Custody**. The **Chain of Custody Options** pop-up is displayed.



3. Make your selection from the **Chain of Custody Log Level** drop-down list, and then click **OK**. The system downloads the report to your PC's **Downloads** folder.
4. Navigate to your **Downloads** folder, and then double-click the PDF report file. The **Case Chain of Custody Report** is displayed in Adobe Reader.



5. To print this report, go to the Acrobat menu bar and click the printer icon in the upper left corner. The **Print** pop-up is displayed.
6. Select your desired printer settings, then click **Print**. The report is sent to your active printer.
7. Click the cross icon in the upper right corner of the page to exit Adobe Reader.

Downloading Case Files to Your PC

This section describes how to download selected cases and their associated videos to your PC. If you have the proper permissions, you can download videos in the following formats:

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- Data DVD
- Interchange

For more information on these formats, refer to ***Chapter 4. Evidence Backup and Sharing***. For a side-by-side comparison of the formats, see the corresponding table in ***Appendix 4 - DVDs.***

NOTE: Permissions

You must have the proper permissions to perform these tasks. For more information, contact your System Administrator.

Downloading a Case to Your PC in Data DVD Format

Perform this procedure if you want 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 want to download this case for the sole purpose of burning a DVD, see ***Burning a Case to a Data DVD on page 74*** 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 default video player.

To download a case in Data DVD format:

1. Search for and display the case you want to download. The **Case Details** page is displayed.
2. Go to the **Action** menu and click **Export**. The **Export Case** page is displayed.

3. Deselect the checkboxes beside videos you want to exclude from this download.
4. Select **Data DVD** from the **Output Format** drop-down list.
5. If you see the **Attached Media** tab, click it and then deselect the checkbox to the left of each file you want to exclude.
6. Go to the **Action** menu and click **Save**. The **Export Options** pop-up is displayed, as pictured on the next page.

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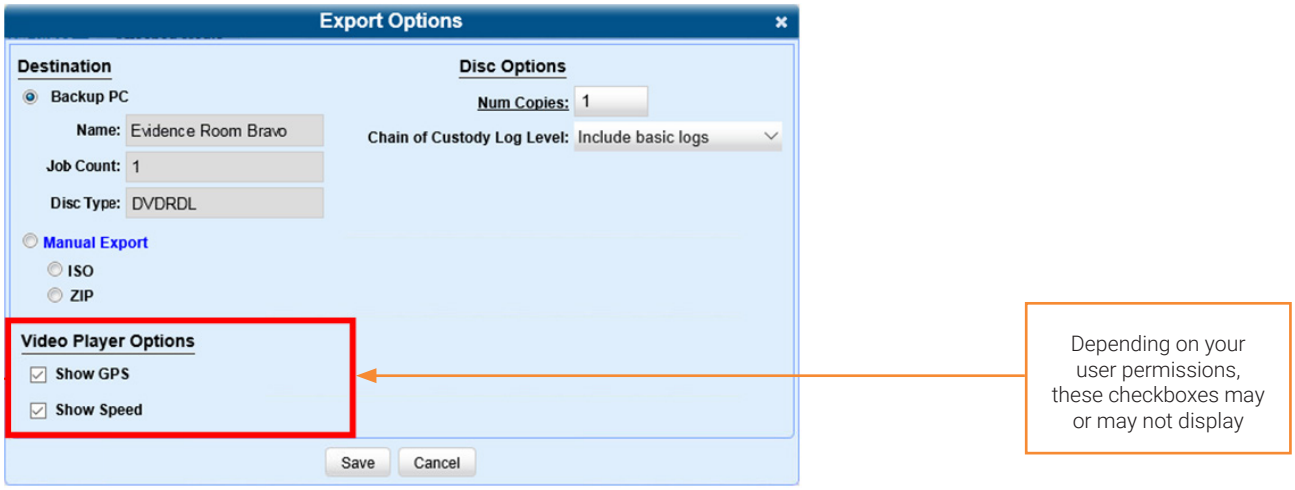
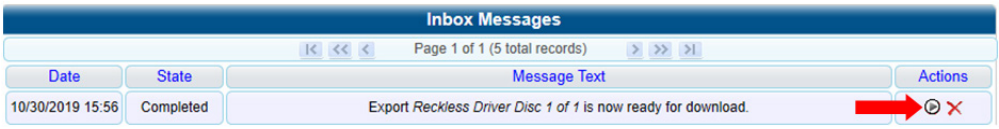
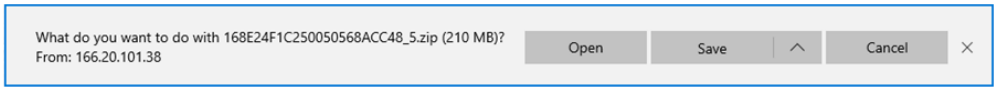


7. Select the **Manual Export** radio button, and then the **ZIP** radio button.
8. Make your selection from the **Chain of Custody Log Level** drop-down list.
9. If a **Video Player Options** section is displayed in the lower left corner of the **Export Options** pop-up:
   - Select the **Show GPS** checkbox to include GPS data with the default video player in this download.
   - Select the **Show Speed** checkbox to include vehicle speed data with the default video player in this download.
10. Click **Save**. The system begins processing your request. A copy of this request will display on your **Welcome Home** page under **Sent Messages**. When processing is complete, a confirmation message will display on your **Welcome Home** page under **Inbox Messages**.
11. Go to your **Inbox Messages** and click the download icon next to the export confirmation message.



> **TIP: Download icon**
>
> 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.

A Windows message is displayed.



12. Select **Save As** from the **Save** drop-down list. The **Save As** pop-up is displayed.
13. Navigate to the disk drive location where you want to temporarily save this file, and then, if desired, enter a new name in the **File name** field.
14. Click **Save**. The system copies your file to the selected location. When the download is complete, a confirmation message is displayed.

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 ***Chapter 4. Evidence Backup and Sharing.***

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Perform this procedure if you want 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 want to download this case for the sole purpose of burning a DVD, see ***Burning a Case to an Interchange Format DVD on page 79*** instead.

⚠ WARNING: Video authenticity

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.

To download a case in Interchange format:

1. Follow steps **1** - **2** of the ***Downloading a Case to Your PC in Data DVD Format*** procedure.
2. Go to the **Output Format** field and select **Interchange Format** from the drop-down list. Two new columns are displayed: **Video Source** and **Audio Source**.

3. Deselect the checkboxes beside videos you want to exclude from this download.
4. Perform one or more of the following tasks:

If...	Then...
The word **Camera** is displayed in both the **Video Source** and **Audio Source** columns	• Proceed to the next step.
Checkboxes display in the **Video Source** column	• Select the camera views you want to include for each video, as follows: ☑ Front ☐ Rear — Copy only the video recorded from Camera Channel 1 (forward facing zoom camera). ☐ Front ☑ Rear — Copy only the video recorded from Camera Channel 2 (Backseat and/or Bullet cameras). ☑ Front ☑ Rear — Copy the video that was recorded from both Camera Channel 1 and Camera Channel 2. **NOTE**: 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.

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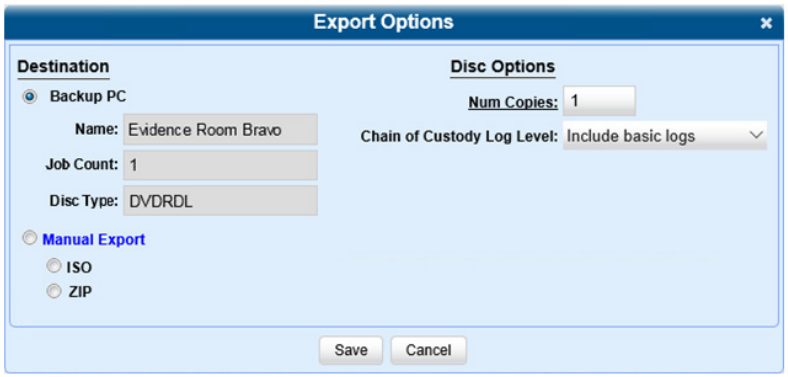
If...	Then...

Checkboxes display in the **Audio Source** column	• Select the audio sources that you want 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/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

NOTE: 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** menu and click **Save**. The **Export Options** pop-up is displayed.



6. Follow steps **7** - **8**, and then **10** - **14** of the ***Downloading a Case to Your PC in Data DVD Format*** procedure.

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Chapter 4. Evidence Backup and Sharing

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About Evidence Backup and Sharing

This chapter describes how to back up evidence to DVD or Blu-ray media, and how to share digital evidence via a secure cloud.

About DVDs

This chapter describes how to create DVDs for backup and/or evidential purposes. This process may be either automatic (i.e., system-requested) or manual (i.e., user-requested). Unless otherwise noted, the term **DVD** is used throughout this chapter to refer to both DVD and Blu-ray discs.

NOTE: DEF users

The workflows described in this chapter are not available to users of the DEF application.

NOTE: Permissions

Depending on your user role, you may not have the proper permissions to perform all of the tasks described in this chapter.

Certified Backup Discs

Your DES software interfaces with a robotic DVD burner or Blu-ray 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.

NOTE: Disc capacity and burn times

- The storage capacity and burn times of your discs will vary depending on the type of disc you select. For more information refer to ***Appendix 4 - DVDs.***
- The burn times 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.
- 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

Refer to the following table for information on available file formats for user-requested DVDs. For a side-by-side comparison of DVD file formats, see a table in ***Appendix 4 - DVDs.***

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NOTE: Available DVD formats

Two additional formats, Uncompressed and FOIA Redacted, are only available to System Administrators and other users with the required permissions. For more information on these formats, refer to the **DES Administrator's Guide**.

File format	Uses	Advantages	Disadvantages
Data DVD	• Can be played on any PC DVD player using the default video player.	• Listen to three audio streams • View images from all cameras • Automatically advance to "Trace Point" placeholders inserted in the video at the time it was recorded • View general information associated with the videos • View additional information that is displayed only on the default video 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	• Cannot be played in a standard consumer DVD player connected to a TV.
Consumer DVD	• Can be played in any standard consumer DVD player that connects to a TV. • Useful for playing a video in court on a large screen TV for a jury to see. • Can also be played on a Windows PC equipped with a DVD player and appropriate software.	• Comes with a customizable DVD menu.	• Lacks the special viewing options available with the Flashback player. • Requires the Consumer DVD module (available free of charge to all our customers).
Interchange DVD	• Allows to import videos into various third-party applications, such as video editing software.		• Lacks the special viewing options available with the Flashback player. • Anyone with access to the video could potentially tamper with it. • Converting a video to interchange format effectively breaks the chain of custody.

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About Digital Evidence

You can share digital evidence, such as videos and case information, from within DES via the secure Safe Fleet Cloud using the Cloud Courier feature. Digital evidence shared in this way becomes accessible to parties outside of your agency that requested the evidence.

The following file types can be shared via the cloud:

- Video
- Still images
- Documents.

NOTE: DEA Precinct, DEV, and DEF users

This feature is not available to users of the DEA Precinct, DEV, and DEF applications.

Burning DVDs

This section describes how to burn video and case records to a DVD. In order to burn a DVD on your PC, you need to have DVD burning software installed, such as Roxio Creator. Contact your System Administrator to find out which software is recommended for use at your agency.

Burning Case Records to 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.

NOTE: DEV users

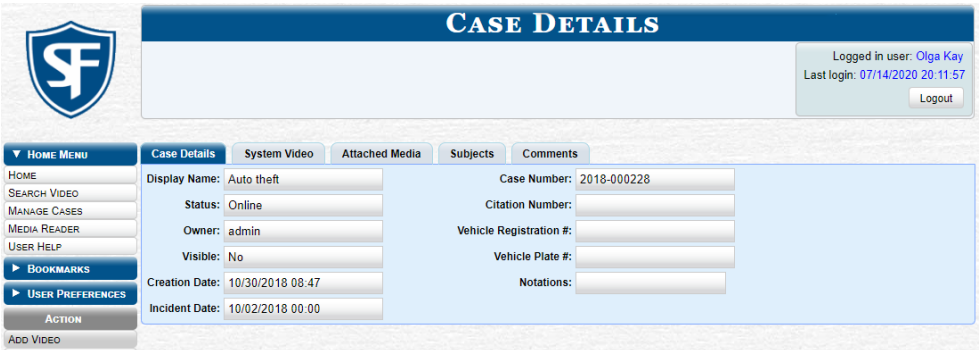
The workflows described in this section are not available to users of the DEV application.

Burning a Case to a Data DVD

This section describes how to burn case information to a Data DVD using either your agency's robotic DVD burner, or your PC's DVD burner.

To burn a case to a Data DVD:

1. Search for and display the case you want to burn. (If necessary, review ***Searching for Cases on page 55***) The **Case Details** page is displayed.



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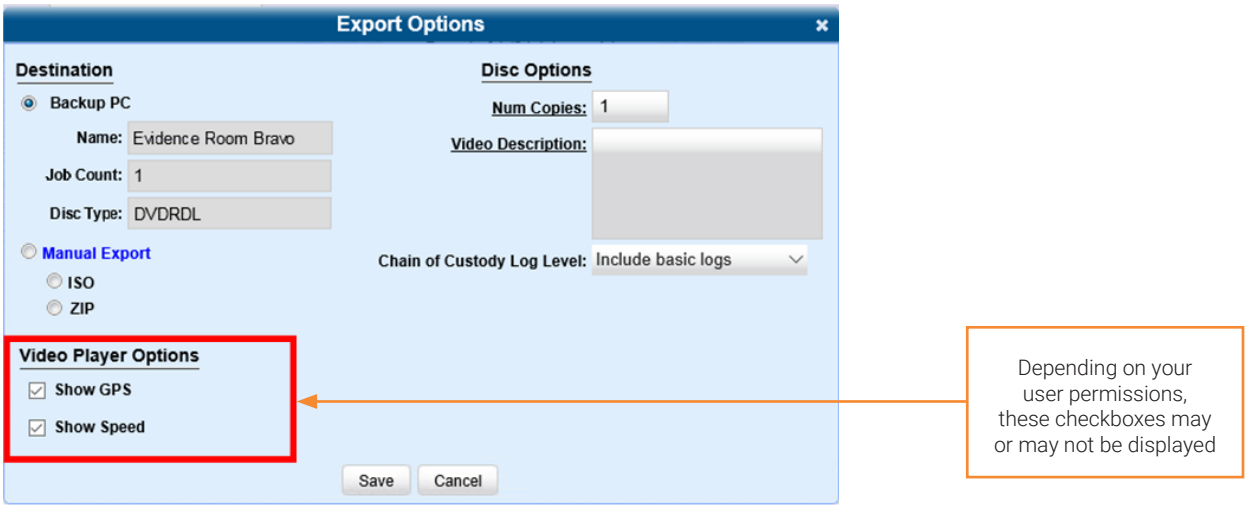
2. Go to the **Action** menu and click **Export**. The **Export Case** page is displayed.

> **NOTE: Missing data**
>
> 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.

3. To include some, but not all, of the case's videos on your DVD, deselect the checkbox beside each video you want to exclude.
4. Select **Data DVD** from the **Output Format** drop-down list.
5. If you see the **Attached Media** tab, click it and then deselect the checkbox to the left of each file you want to exclude.
6. Go to the **Action** menu and click **Save**. The **Export Options** pop-up is displayed.



7. Perform one of the following tasks:

If...	Then...
You are using your PC's DVD burner	1. Select the **Manual Export** radio button. 2. To export this data for the sole purpose of burning a DVD, select **ISO**; otherwise, select **ZIP.** **NOTE**: Selecting a **ZIP** radio button will copy your videos and any metadata to a folder first.

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If...	Then...
You are using a robotic DVD burner	1. Select the **Backup PC** radio button. 2. Select a new backup PC from the drop-down list if your agency has more than one robotic DVD burner and you do not want to use the backup PC displayed in the **Name** field; otherwise, proceed to the next step. 3. Enter the desired quantity in the **Num Copies** field. 4. If you see the **Subject on Disc Label** drop-down list, select a name from the list. This is the name that will print on the disc label.

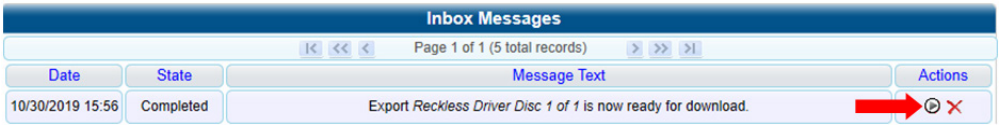
NOTE: Backup PC selection

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** pop-up. Although you can override this selection if desired, the system choice will typically give you the fastest burn time.

8. Make your selection from the **Chain of Custody Log Level** drop-down list.
9. If a **Video Player Options** section is displayed in the lower left corner of the **Export Options** pop-up:
   - Select the **Show GPS** checkbox to include GPS data with the default video player in this case/video export.
   - Select the **Show Speed** checkbox to include vehicle speed data with the default video player in this case/video export.
10. Click **Save**. The system places your burn request in the burn queue and is displayed a status message on your **Welcome Home** page under **Sent Messages**.

If...	Then...
You are using a robotic DVD burner, it will automatically burn the DVD when your request reaches the top of the list. A status message will then appear on your **Welcome 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. **End of procedure.**
You are using your PC's DVD burner, a confirmation message will be displayed on your **Welcome Home** page under **Inbox Messages**.	• Proceed to the next step.

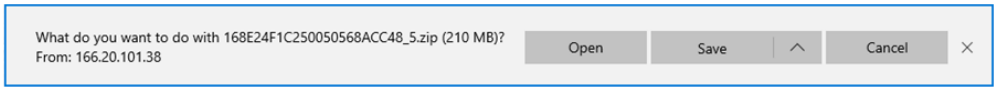
11. Go to your **Inbox Messages** and click the download icon next to the export confirmation message.



TIP: Download icon

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.

A Windows message is displayed.



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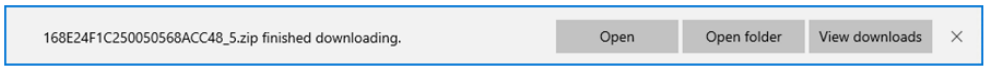
12. Select **Save As** from the **Save** drop-down list. The **Save As** pop-up is displayed.
13. Navigate to the disk drive location where you want to temporarily save this file, and then, if desired, enter a new name in the **File name** field.
14. Click **Save**. The system copies your file to the selected location. When the download is complete, a confirmation message is displayed.



15. 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

This section describes how to burn selected videos from a case to a Consumer DVD. Your burn time will be approximately three hours per 120 minutes of video.

NOTE: Burning Consumer DVDs

- You can only create Consumer DVDs using single- or double-layer DVDs, not Blu-ray discs.
- Consumer DVDs are usually burned using your agency's robotic DVD burner.
- Alternatively, you can first export the case file in the Interchange format by following the steps of the ***Downloading a Case to Your PC in Interchange Format*** procedure, then extract the files from the exported ZIP file and convert them into a format that can be played on a consumer DVD player prior to burning them, using commercial DVD burning software or video editing software.

To burn a case to a Consumer DVD via the robotic DVD burner:

1. Follow steps **1** - **3** of the ***Burning a Case to a Data DVD*** procedure.
2. Select **Consumer DVD** from the **Output Format** drop-down list. Two new columns are displayed: **Video Source** and **Audio Source**. (see no. 1 below).

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. Perform one or more of the following tasks:

If...	Then...
The word **Camera** is displayed in both the **Video Source** and **Audio Source** columns	• Proceed to the next step.

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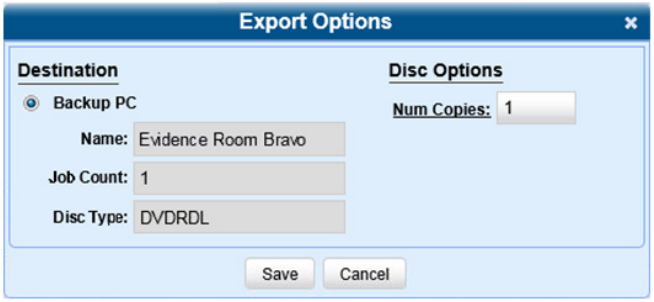
If...	Then...
Checkboxes are displayed in the **Video Source** column	• Select the camera views you want to include for each video, as follows: ☑ Front ☐ Rear — Copy only the video recorded from Camera Channel 1 (forward facing zoom camera). ☐ Front ☑ Rear — Copy only the video recorded from Camera Channel 2 (Backseat and/or Bullet cameras). ☑ Front ☑ Rear — Copy the video that was recorded from both Camera Channel 1 and Camera Channel 2. **NOTE**: 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.
Checkboxes are displayed in the **Audio Source** column	• Select the audio sources that you want 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.

4. Go to the **Action** menu and click **Save**. The **Export Options** pop-up is displayed.



5. Select a new backup PC from the drop-down list if your agency has more than one robotic DVD burner and you do not want to use the backup PC displayed in the **Name** field; otherwise, proceed to the next step.

> **NOTE: Backup PC selection**
>
> 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 is displayed that backup PC in the **Name** field on the **Export Options** pop-up. Although you can override this selection if desired, the system choice will typically give you the fastest burn time.

6. Enter the desired quantity in the **Num Copies** field.
7. If you see the **Subject on Disc Label** drop-down list, select a name from the list. This is the name that will print on the disc label.
8. Click **Save**. The system places your burn request in the burn queue and displays a status message on your **Welcome 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 **Welcome 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 Interchange Format DVD

This section describes how to burn selected videos from a case to an Interchange Format DVD using your agency's robotic DVD burner, or your PC's DVD burner.

⚠ WARNING: Video authenticity

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.

To burn a case to an Interchange Format DVD:

1. Follow steps **1** - **3** of the ***Burning a Case to a Data DVD*** procedure.
2. Select **Interchange Format** from the **Output Format** drop-down list. Two new columns are displayed: **Video Source** and **Audio Source**.

3. Perform one or more of the following tasks:

If...	Then...
The word **Camera** is displayed in both the **Video Source** and **Audio Source** columns	• Proceed to the next step.
Checkboxes are displayed in the **Video Source** column	• Select the camera views you want to include for each video, as follows: ☑ Front ☐ Rear — Copy only the video recorded from Camera Channel 1 (forward facing zoom camera). ☐ Front ☑ Rear — Copy only the video recorded from Camera Channel 2 (Backseat and/or Bullet cameras). ☑ Front ☑ Rear — Copy the video that was recorded from both Camera Channel 1 and Camera Channel 2. **NOTE**: 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.

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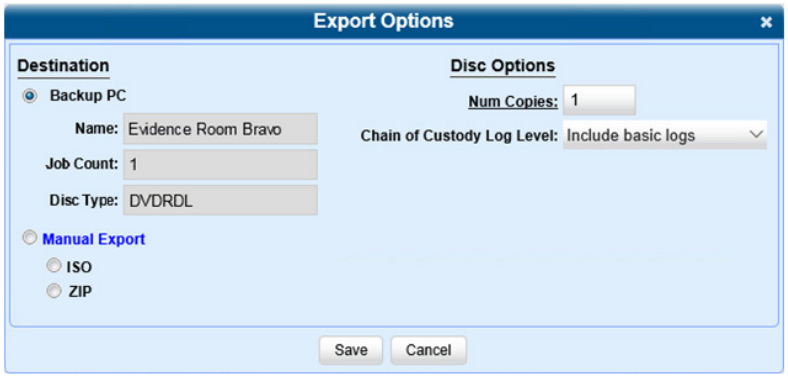
If...	Then...

Checkboxes are displayed in the **Audio Source** column	• Select the audio sources that you want 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/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, if applicable.

NOTE: 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 V**LP2** 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.

4. Go to the **Action** menu and click **Save**. The **Export Options** pop-up is displayed.



5. Follow steps **7** - **8**, and then **10** - **15** of the ***Burning a Case to a Data DVD*** section.

Burning Videos to a DVD

This section describes how to burn video to a DVD.

Burning Video to a Data DVD

This section describes how to burn standalone video information to a Data DVD using your agency's robotic DVD burner, or your PC's DVD burner. Standalone video is video that is not linked to a case.

To burn video to a Data DVD:

1. If necessary, review ***Searching for Videos on page 20***, and then perform one of the following tasks:
   - To burn **one** video, search for and display the desired video. The **Video Details** page is displayed.
   - To burn **more than one** video, search for the desired videos. The **Video Search Results** page is displayed.

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2. Go to the **Action** menu and click **Export**. The **Select Video(s) for Export** page is displayed.

3. If in step **1** you have chosen to burn multiple videos, click each of the videos you want to include on this DVD; otherwise proceed to the next step. **NOTE**: You can click any part of the record except the thumbnail image, as that will launch the default video 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** menu and click **Export Video(s)**. The **Export Video(s)** page is displayed.

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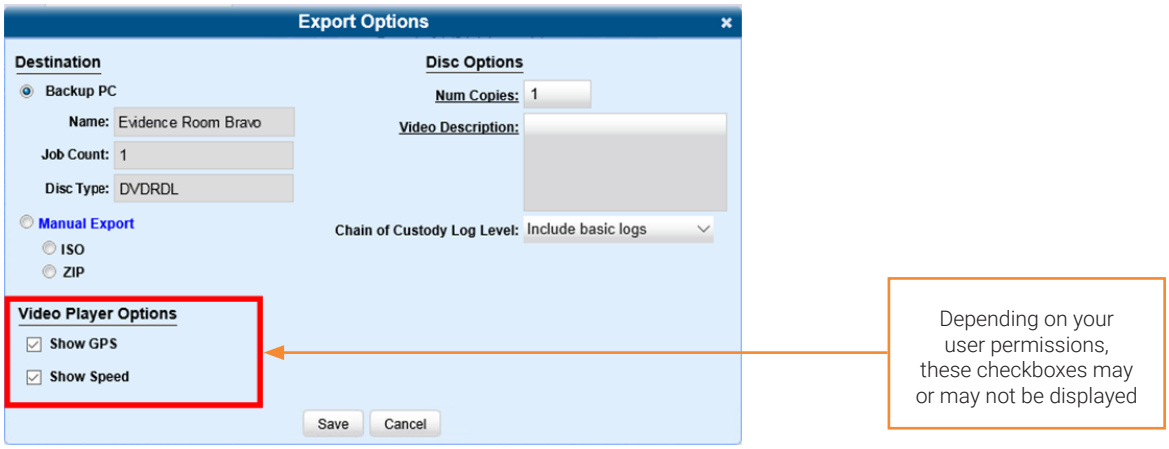
5. Select **Data DVD** from the **Output Format** drop-down list.
6. Go to the **Action** menu and click **Save**. The **Export Options** pop-up is displayed.



7. Perform one of the following tasks:

If...	Then...
You are using a robotic DVD burner	1. Select the **Backup PC** radio button. 2. Select a new backup PC from the drop-down list if your agency has more than one robotic DVD burner and you do not want to use the backup PC displayed in the **Name** field; otherwise, proceed to the next step. 3. Enter the desired quantity in the **Num Copies** field. 4. Enter a description for this DVD in the **Video Description** field. This text will print on the surface of the DVD.
You are using your PC's DVD burner	1. Select the **Manual Export** radio button. 2. To export this data for the sole purpose of burning a DVD, select **ISO**; otherwise, select **ZIP**. **NOTE**: Selecting a **ZIP** radio button will copy your videos and any metadata to a folder first.

NOTE: Backup PC selection

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 is displayed that backup PC in the **Name** field on the **Export Options** pop-up. Although you can override this selection if desired, the system choice will typically give you the fastest burn time.

8. Make your selection from the **Chain of Custody Log Level** drop-down list.
9. If a **Video Player Options** section is displayed in the lower left corner of the **Export Options** pop-up:
   - Select the **Show GPS** checkbox to include GPS data with the default video player in this case/video export.
   - Select the **Show Speed** checkbox to include vehicle speed data with the default video player in this case/video export.
10. Click **Save**. The system places your burn request in the burn queue and is displayed a status message on your **Welcome Home** page under **Sent Messages**.

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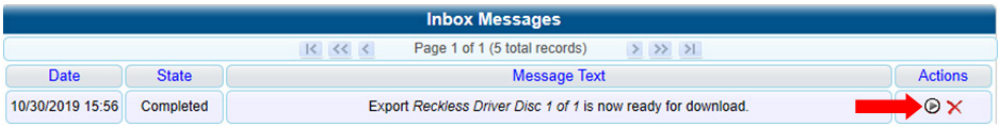
If...	Then...
You are using a robotic DVD burner, it will automatically burn the DVD when your request reaches the top of the list. A status message will then appear on your **Welcome Home** page under **Inbox Messages** notifying you that the job is complete.	• Once you see the **Completed** message in your Inbox, you may retrieve the disc from your burner's output tray. **End of procedure.**
You are using your PC's DVD burner, a confirmation message will be displayed on your **Welcome Home** page under **Inbox Messages**.	• Proceed to the next step.

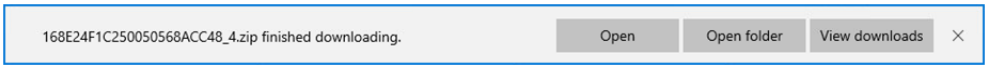
11. Go to your **Inbox Messages** and click the download icon next to the export confirmation message.



> **TIP: Download icon**
>
> 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.

A Windows message is displayed.

12. Select **Save As** from the **Save** drop-down list. The **Save As** pop-up is displayed.
13. Navigate to the disk drive location where you want to temporarily save this file, and then, if desired, enter a new name in the **File name** field.
14. Click **Save**. The system copies your file to the selected location. When the download is complete, a confirmation message is displayed.



15. Use the Windows Disc Image Burner or other commercial disc burning software to burn the case to DVD.

Burning Video to a Consumer DVD

This section describes how to burn selected standalone videos to a Consumer DVD using your agency's robotic DVD burner. Standalone video is video that is not linked to a case.

> **NOTE: Burning Consumer DVDs**
>
> - Consumer DVDs can only be burned using your agency's robotic DVD burner.
> - You can only create Consumer DVDs using single- or double-layer DVDs, not Blu-ray discs.

To burn video to a Consumer DVD via the robotic DVD burner:

1. Follow steps **1** - **4** of the ***Burning Video to a Data DVD*** procedure.
2. Select **Consumer DVD** from the **Output Format** drop-down list. Two new columns are displayed: **Video Source** and **Audio Source**. (see no. 1 below).

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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. Follow steps **3** - **8** of the ***Burning a Case to a Consumer DVD*** procedure.

Burning Video to an Interchange Format DVD

This section describes how to burn selected standalone videos to an Interchange Format DVD using your agency's robotic DVD burner, or your PC's DVD burner. Standalone video is video that is not linked to a case.

⚠ WARNING: Video authenticity

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.

To burn video to an Interchange Format DVD:

1. Follow steps **1** - **4** of the ***Burning Video to a Data DVD*** procedure.
2. Select **Interchange Format** from the **Output Format** drop-down list. Two new columns are displayed: **Video Source** and **Audio Source**. See the screenshot on the next page.

3. Perform one or more of the following tasks:

If...	Then...
The word **Camera** is displayed in both the **Video Source** and **Audio Source** columns	• Proceed to the next step.

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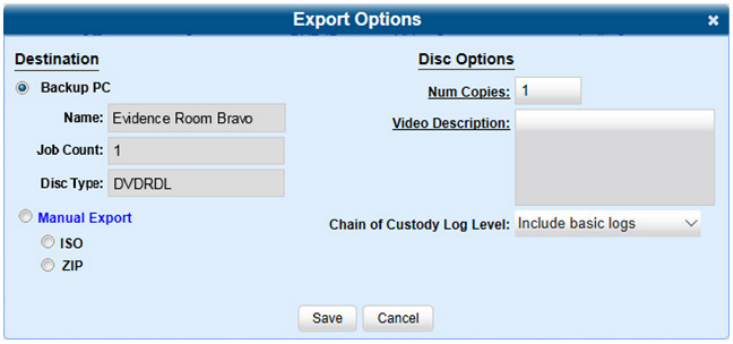
If...	Then...
Checkboxes are displayed in the **Video Source** column	• Select the camera views you want to include for each video, as follows: Copy only the video recorded from Camera Channel 1 (forward facing zoom camera). Copy only the video recorded from Camera Channel 2 (Backseat and/or Bullet cameras). Copy the video that was recorded from both Camera Channel 1 and Camera Channel 2. **NOTE**: 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.

Checkboxes are displayed in the **Audio Source** column	• Select the audio sources that you want to include for each video. You may select up to two audio sources for each video. These audio tracks will play concurrently when watching the video.
	  • **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, if applicable.

NOTE: 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.

4. Go to the **Action** menu and click **Save**. The **Export Options** pop-up is displayed.



5. Follow steps **7** - **8**, and then **10** - **14** of the ***Burning Video to a Data DVD*** procedure.

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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 (Certified Backup Disc). The latter is only used to restore videos and cases to the server if/when the need arises.

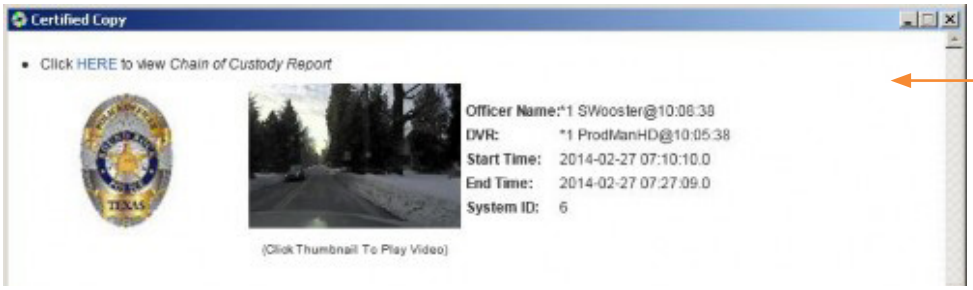
The manner in which you view videos and other data on a DVD depends on the DVD's format.

Viewing a Data DVD

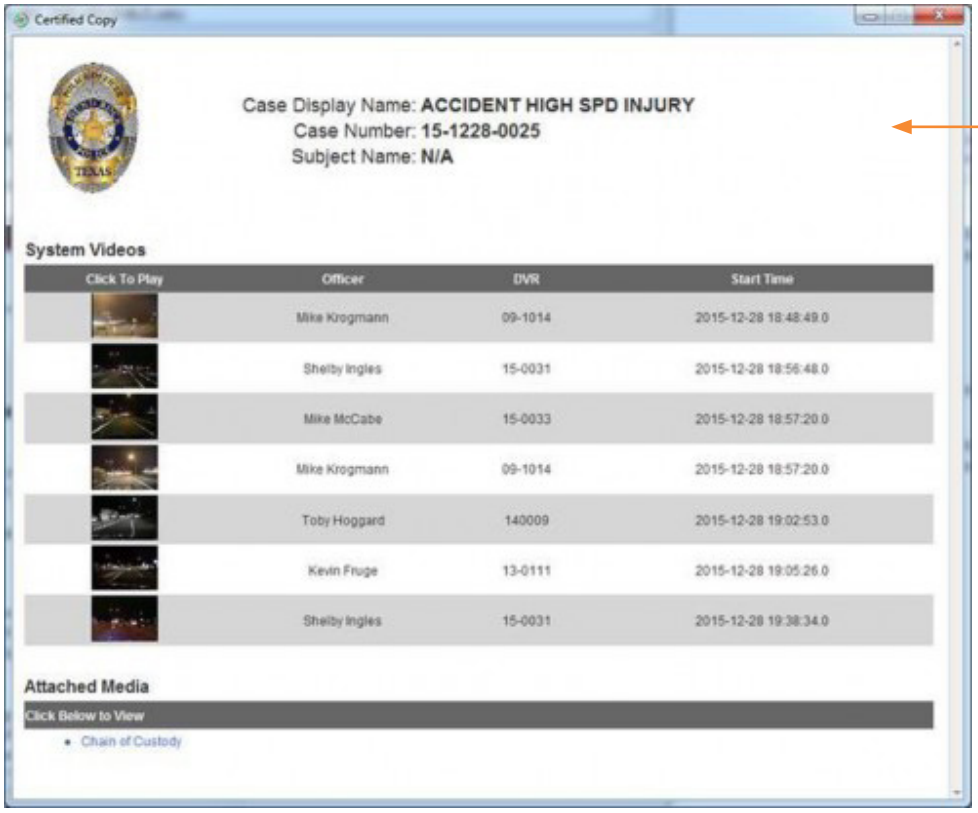
This section describes how to view information stored on an export disc (i.e., user requested certified copy) that is in Data DVD format.

To view a Data DVD:

1. Insert the Data DVD into your PC's DVD player. In most cases, the DVD menu will be displayed automatically. If it is not displayed, navigate to your PC's DVD/CD drive and double-click the ***AutoPlay.exe*** icon. The appearance of this menu will differ slightly depending on whether this is a video or case DVD.



Data DVD - Video



Data DVD - Case

2. To play a video, click the thumbnail image for that video. The default video player launches.
3. To display other information, such as the Chain of Custody Report or an attached media file, click the appropriate hypertext link. The file will be displayed in the associated software application, such as Adobe Reader.
4. When you are finished viewing the files on this DVD, click the cross icon in the upper right corner of the menu to exit the DVD menu.

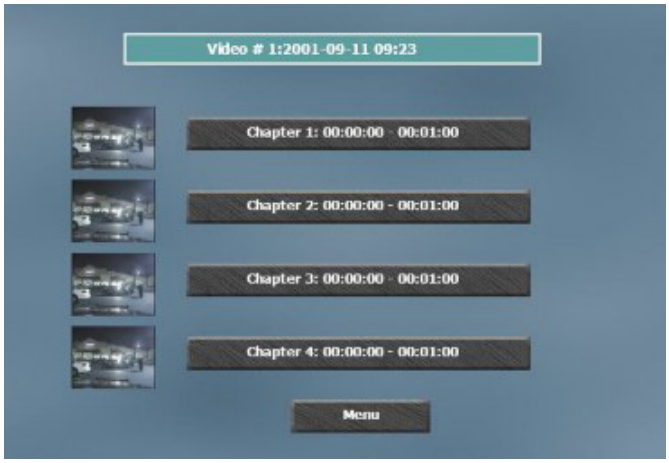
Viewing a Consumer DVD

This section describes how to view videos stored on an export disc (i.e., user requested certified copy) that is in Consumer DVD format.

To view a Consumer DVD:

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 be displayed on your TV screen or monitor.

2. Click the button that corresponds to the video and camera view you are interested in. The Group menu is displayed.



3. Perform one of the following tasks:
   - To play the entire video from start to finish, click the **Chapter 1** button. The video begins playing on your TV screen or monitor.
   - 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.

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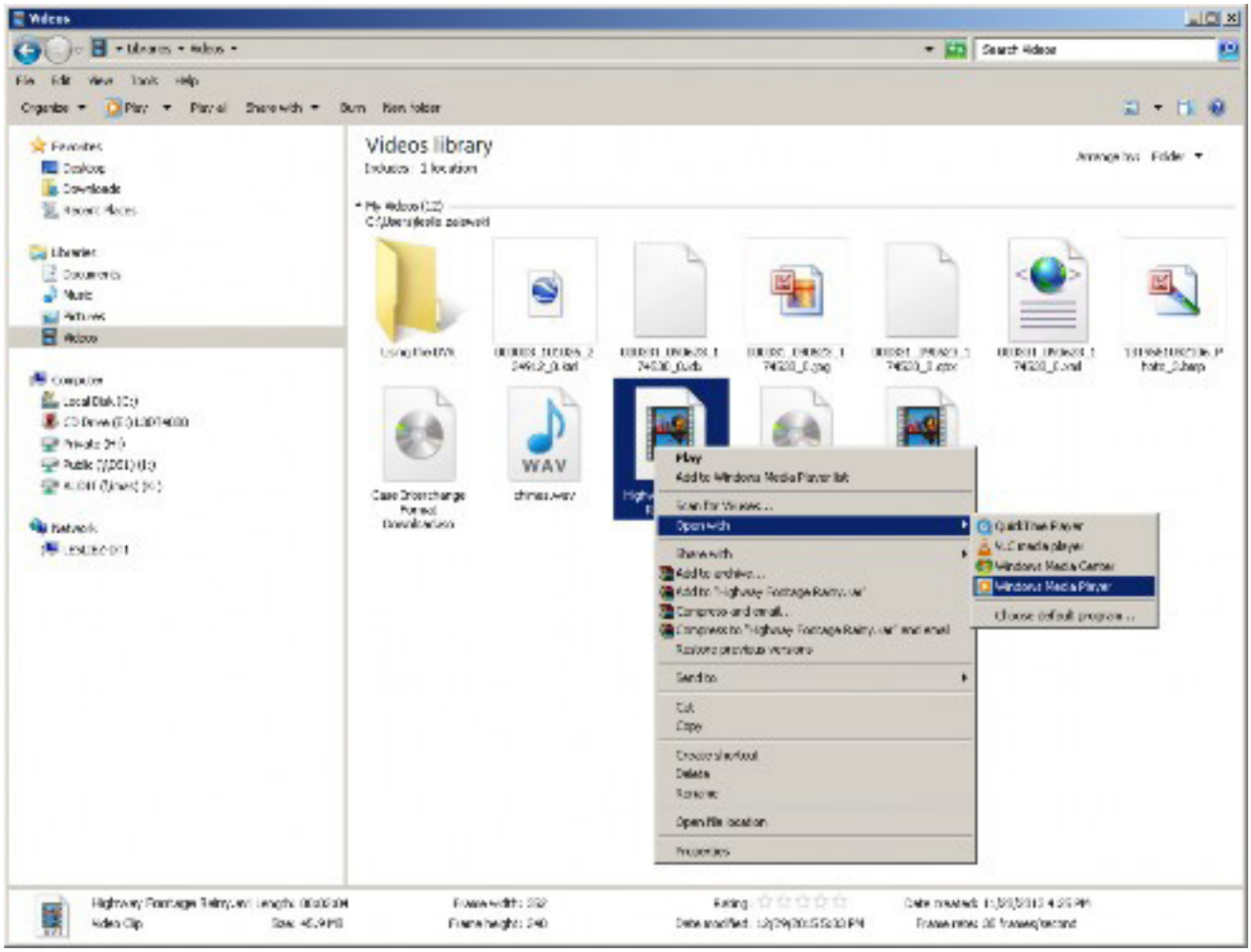
Viewing an Interchange or FOIA Redacted Format DVD

This section describes how to view videos stored on an export disc (i.e., user re-quested certified copy) that is in Interchange or FOIA Redacted format.

To view an Interchange or FOIA Redacted format DVD:

1. Insert the Interchange or FOIA Redacted DVD into your PC's DVD drive.
2. Using Windows Explorer, navigate to the DVD drive to locate the desired video file, which will have an extension of either MKV (BodyVISION videos), AVI (VIEVU videos), or MP4 (all other videos).
3. Right-click the video file, then select **Open with > [player software]** from the pop-up menu.

> **TIP: Viewing BodyVision files**
>
> If you are playing a BodyVISION video, select the **VLC media player**.



The selected video player is displayed.

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4. If the video does not launch automatically, click the **Play** button.

Using Cloud Courier to Share Digital Evidence

This section describes how to share digital evidence via the secure Safe Fleet Cloud using the Cloud Courier feature. You must have appropriate permissions to be able to share digital evidence.

NOTE: DEA Precinct, DEV, and DEF users

This feature is not available to users of the DEA Precinct, DEV, and DEF applications.

NOTE: DES and Cloud Courier communication

In order for DES to communicate externally with Cloud Courier, TCP port 443 must be configured to allow inbound and outbound access through the agency's firewall.

Sharing Digital Evidence

You can share videos and case files with interested outside parties directly from your DES application using Cloud Courier.

WARNING: Video authenticity

Once a video has been shared as part of shared evidence, its authenticity can no longer be verified. Such video can be edited and tampered with using commercial video editing software.

To share evidence:

1. Select the files that you want to share. To do so, perform one of the following tasks:

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To select...	Do this...
Videos	1. If necessary, review ***Searching for Videos on page 20,*** and then perform one of the following tasks: • To share **one** video, search for and display the desired video. The **Video Details** page is displayed. • To share **more than one** video, search for the desired videos. The **Video Search Results** page is displayed. 2. Go to the **Action** menu and click **Export**. The **Select Video(s) for Export** page is displayed. 3. If in step **1** you have chosen to share multiple videos, click each of the videos you want to include; otherwise proceed to the next step. **NOTE**: You can click any part of the record except the thumbnail image, as that will launch the default video 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** menu and click **Export Video(s)**. The **Export Video(s)** page is displayed.

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To select...	Do this...
Case files	1. If necessary, review ***Searching for Cases on page 55***, and then find and display the case you want to share. The **Case Details** page is displayed. 2. Go to the **Action** menu and click **Export**. The **Export Case** page is displayed. 3. Deselect the checkboxes beside videos you want to exclude from this download.

2. Select the desired format from the **Output Format** drop-down list.

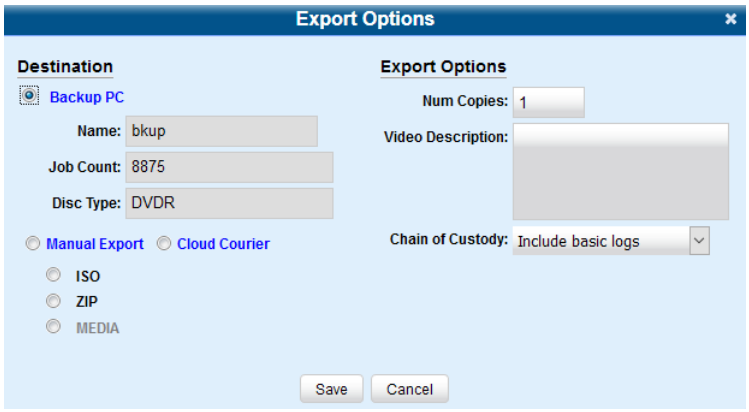
> **NOTE: Available formats**
>
> To review the differences between formats, click **Help** on the **Action** menu, or see ***Available File Formats for User-Requested DVDs on page 74***.

Depending on the format you selected, new columns may appear on the displayed screen.

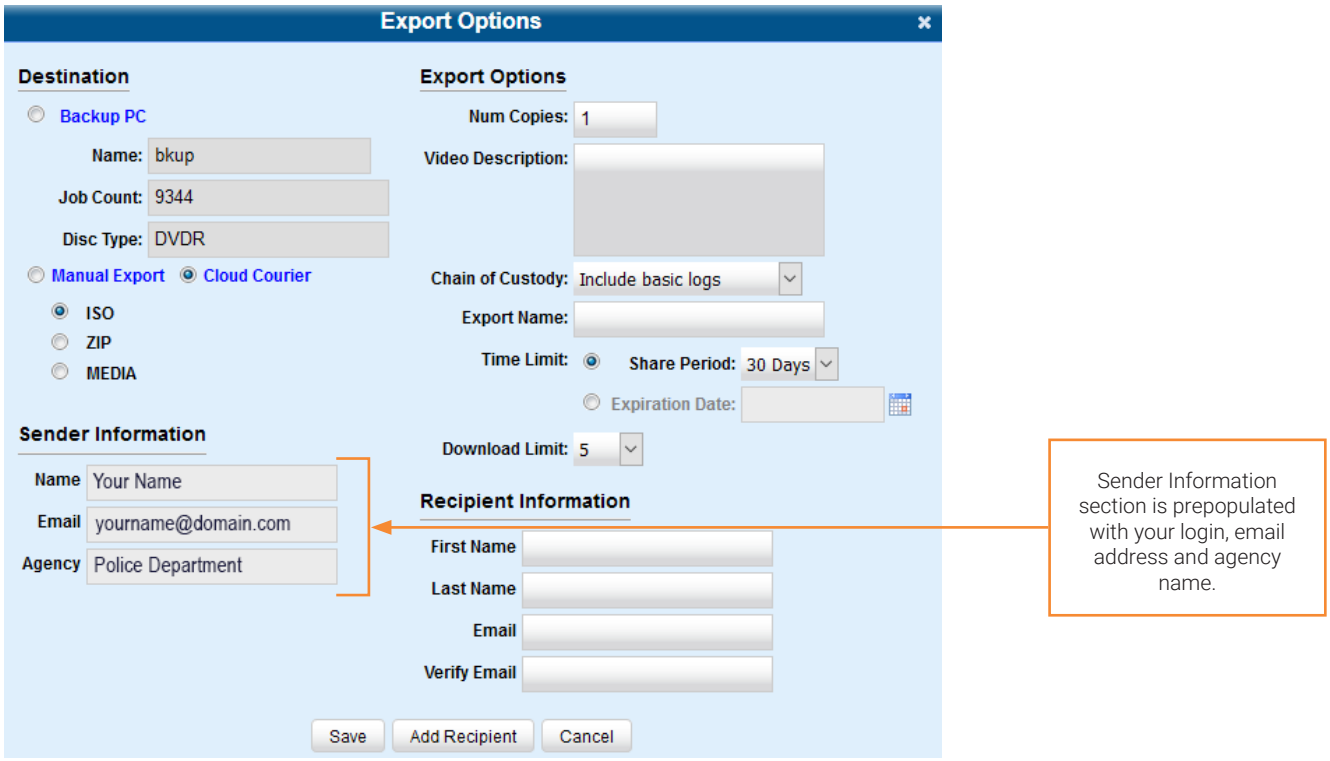
3. Perform one of the following tasks:

If you selected...	Then...
Consumer DVD	• Follow step **3** of the ***Burning a Case to a Consumer DVD*** procedure.
Data DVD	• Proceed to the next step.
Interchange Format	• Follow step **3** of the ***Burning a Case to an Interchange Format DVD*** procedure.

4. Go to the **Action** menu and click **Save**. The **Export Options** pop-up is displayed. The appearance of the pop-up will differ, depending on the output format you selected in the previous step and the option you selected in step **1** of this procedure (videos or case files).



5. Select the **Cloud Courier** radio button. Additional options are displayed on the **Export Options** pop-up.



6. Select one of the following options:
   - **ISO** radio button to share evidence as a packaged ISO file
   - **ZIP** radio button to share evidence as a compressed ZIP file
   - **MEDIA** radio button (if displayed) to share individual evidence files.

> **NOTE: About shared evidence options**
>
> Depending on the option you select, the recipients will receive shared evidence in a different form.
>
> - If you select **ISO** or **ZIP**, the recipients will receive shared evidence files packaged together with the default video player and other system utility files that will enable the recipients to view the videos along with the attached metadata.
>   Additionally, if you select **ISO**, the recipients may be able to burn shared evidence to a DVD that can be played on a compatible DVD player.
> - If you select **MEDIA**, only individual files will be included with this shared evidence.

7. If the **Video Description** box is displayed, enter a description for this shared evidence.
8. Make your selection from the **Chain of Custody Log Level** drop-down list.
9. Enter a name for this shared evidence in the **Export Name** field.
10. To limit the time during which this shared evidence will be accessible by the recipients, perform one of the following tasks:
    - To set a period of time this shared evidence will be accessible, click the **Share Period** radio button, and then select the desired period from the drop-down menu.
      -OR-

> **NOTE: Num Copies field**
>
> Ignore the **Num Copies** field for evidence sharing procedure.

- To set an expiration date of this shared evidence, click the **Expiration Date** radio button, and then enter the date in the field using the *MM/DD/YYYY* format, or click the calendar icon to select it from the calendar.
  NOTE: You can set the expiration date of up to 30 days. If you set the expiration date outside of the 30 days, an error message will be displayed after you click **Save**.

11. Select the maximum allowed number of downloads from the **Download Limit** drop-down list.
12. To include previews of supported files with this shared evidence, select the **Include Preview Files** checkbox (if displayed).
13. Enter the first and last name, and an email address of the person to whom you are sending this shared evidence in the corresponding fields of the **Recipient Information** section.
14. To share this evidence with another recipient, click the **Add Recipient** button and enter their information. Repeat for each additional recipient.

> **NOTE: Multiple recipients**
>
> If you choose to add more than one recipient, make sure you enter their information accurately the first time. If you make a mistake in the name or email address, you will not be able to go back to edit them. Instead you will have to close the **Export Options** form and start over.

15. If a **Video Player Options** section is displayed, select the displayed checkboxes as needed:
    - Select the **Show GPS** checkbox to include GPS data.
    - Select the **Show Speed** checkbox to include vehicle speed data.
16. Click **Save**. The system places your sharing request in the queue and displays a status message on your **Welcome Home** page under **Sent Messages**. Once the evidence is uploaded to the Safe Fleet Cloud, a **Cloud Courier Success** message is displayed under **Inbox Messages**.

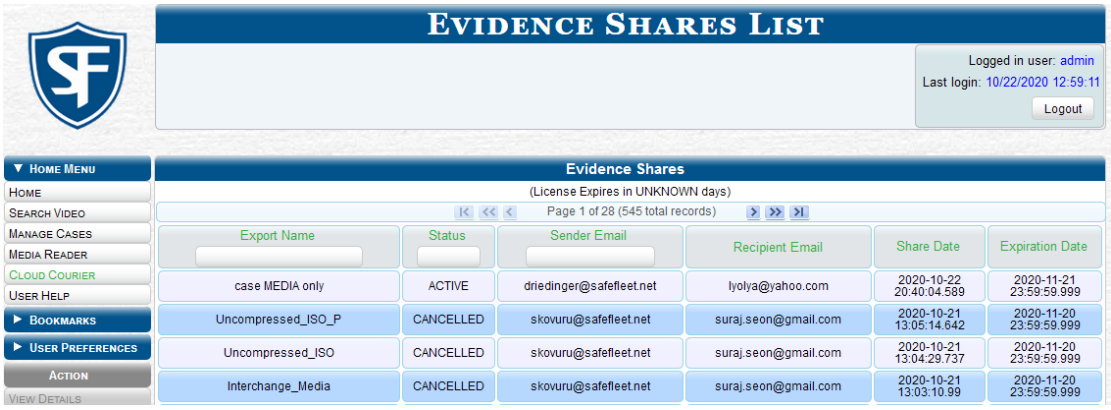
Managing Shared Evidence

You can review, extend or cancel the active shared evidence.

> **NOTE: Permissions**
>
> Only users with appropriate permissions will be able to follow the steps described in this workflow.

To manage shared evidence:

1. Go to the **Home Menu** and click **Cloud Courier** to access the list of all shared evidence records. The **Evidence Shares List** page is displayed.



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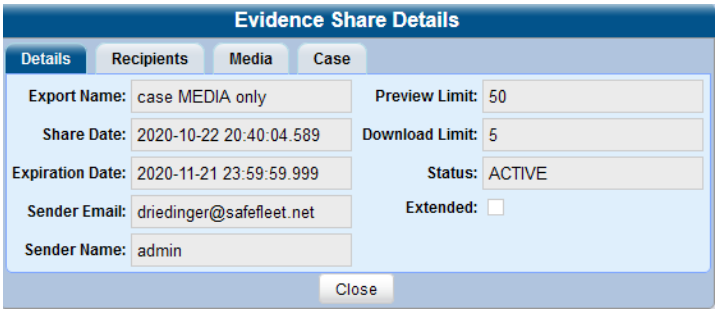
2. Sort or filter the displayed list as needed. To do so, either click the corresponding column heading or start typing in the corresponding field on the top row of the list.
3. Click the shared evidence record of interest to highlight it, and then perform one or more of the following tasks:

To...	Do this...
Review the shared evidence record	1. Go to the **Action** menu and click **View Details**. The **Evidence Share Details** pop-up is displayed.  2. Click each tab to review the details, the recipients, the media, and the case information (if displayed) of this shared evidence. You can click the information icon (where displayed) to review the media files or case details in your DES application. 3. Once you have finished reviewing this shared evidence, click **Close**.
Extend the period of time during which the recipients will have access to this shared evidence	1. Go to the **Action** menu and click **Extend**. A confirmation message is displayed. 2. Click **Yes** to confirm the extension. Once the shared evidence is extended, observe the following changes: • The **Extend** button on the **Action** menu is grayed out • The **Extended** checkbox on the **Details** tab is selected. **NOTE: About extensions** The default extension period is 30 days and only one extension is permitted.
Cancel this shared evidence	1. Go to the **Action** menu and click **Cancel**. A confirmation message is displayed. 2. Click **Yes** to confirm the cancellation. Once the shared evidence is canceled, observe the following changes: • The **Cancel** button on the **Action** menu is grayed out • The status of this shared evidence changes to **CANCELED**.

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Appendix 1- Definitions and License Agreements.

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Definitions

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

Hardware Components

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

DEP Server

The server is the network computer that hosts the DES application and stores all of your video and case data. Some larger agencies have more than one server. The DEP server is the "parent" server to which DEF forwards videos after they are ingested by DEF.

Server PC

The server PC is the Windows computer that hosts the DEV application and stores all of your video data.

Agency Server

The Agency server is the network computer that hosts the DEA Agency application. 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.

DEF Server

The DEF server is the network computer that hosts the DEF application and stores all of your video data.

In-Car DVRs

Flashback and FOCUS H1/H2 DVRs are the digital video recorders that are installed inside your precinct's patrol cars and/or interview room(s). These recorders collect video evidence and store it temporarily on a storage card until the video can be transmitted to the storage server. For more information on the Flashback, refer to your Flashback User's Guide.

BodyVISION DVRs

The BodyVISION is a small, wearable digital video recorder sold by Mobile-Vision. This device allows you to capture both high definition videos and JPG "snapshot" images, then upload them to the server via a BodyVISION 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.

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 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.

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Robotic DVD Burner

A robotic DVD burner is a disc duplicator that burns and labels your Certified Backup Discs and User-Requested Certified Copies (see definitions below). Mobile-Vision sells two types of burners: the Bravo, a standalone 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 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 DES. If a video file is supposed to be backed up, the system will add it to an archive job shortly after the video transmits to the 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 4. Evidence Backup and Sharing.***

Access Point

An access point is a device used to transmit Flashback videos from your in-car DVRs to the storage server. This device is connected to a wireless network antenna mounted on the outside of the building that houses your server.

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

Some smaller agencies do not use Access Points, as they download all their videos manually.

Transmission

Transmission refers to the process of transferring Flashback video files from your in-car DVR to the storage server. This transmission can occur either automatically (typical) or manually:

- **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 storage 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 server. If necessary, an officer can use this card to manually transfer videos to their PC, 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 ***Uploading and Downloading Videos on page 45.***

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 application. 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

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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. DES'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.

User Metadata (UMD)

User Metadata or "UMD" refers to custom data fields that you can link to a video. You define these fields through the 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 server. For more information, see ***Editing a Media File on page 35.***

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 the system settings chosen by your System Administrator. 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 or functions are available on the 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 ***Restoring Offline Videos on page 40*** and ***Reactivating Offline Cases on page 64.***.

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Appendix 2 - Videos.

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Videos

Media Information - Basic Search

Search field	Limits your search to...
Date	Videos that began recording on this date. Select this date from the calendar popup OR enter directly in *mm/dd/yyyy* format.
DVR	Videos that were captured by this DVR unit.
System ID	Video in which the System ID is equal to this value.
Officer	Videos that are owned by this officer.
Category	Videos that fall within this category.
Button	**Description**
Search	Execute your search.
Advanced Search/ Basic Search	Toggle back and forth between the **Basic Search** form and the **Advanced Search** form.
Clear	Remove all entries and selections from the search form.

Media Information - Advanced Search

Search field	Limits your search to...
After Date	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	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	Videos that were captured by this DVR unit.
DVR Type	Videos that were captured by one of these DVR types: • **Vehicle**. A DVR that is installed inside a vehicle, such as a police cruiser. • **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. • **Body Worn**. A BodyVISION, BWX-100, or FOCUS X2 body-worn DVR. • **VieVu**. A VIEVU body-worn DVR.
System ID	Video in which the System ID is equal to this value.
Body Worn Mode	Body-worn videos, body-worn snapshots, or both. This field will only be displayed if you select a DVR Type of Body Worn.
Category	Videos that fall within this category.

This table is continued on the next page.

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Search field	Limits your search to...
Officer	Videos that are owned by this officer.
Status	Videos with a status of online or offline. If a video is online, it means that it is still stored on the 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 server due to its age, category, and/or other system settings. You can still view that video's thumbnail image and statistics (owner, category, duration, etc.), but not the video itself.
Assigned to Case	A checkbox that, when selected, limits your search to only videos assigned to a case.
Tagged	Videos that are either tagged or not tagged.
Latitude	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	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 #	Videos in which the Incident number contains these digits.
Record Trigger	Videos with this record trigger.
Speed Greater Than	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	Videos that contain this user metadata.
Button	**Description**
Search	Execute your search.
Advanced Search/ Basic Search	Toggle back and forth between the **Basic Search** form and the **Advanced Search** form.
Clear	Remove all entries and selections from the search form.

Video Search Results

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 filters	
Filter	**Limits your search to...**
Owner	Those videos that are owned by a particular officer.
DVR Name	Those videos that were recorded by a specific DVR unit.

This table is continued on the next page.

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Filter	Limits your search to...
DVR Type	Those videos that were captured by a particular type of DVR: • **Vehicle**. A Flashback DVR that is installed inside a vehicle, such as a police cruiser. • **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. • **VieVu**. A VIEVU body-worn DVR. • **Body Worn**. A BodyVISION, BWX-100, or FOCUS X2 body-worn DVR.
Category	Those videos that fall within a selected category.
Default video information	
Column	**Description**
Details	The **View Video Details** icon. Used to display the **Video Details** page.
Play	A thumbnail image of video. Used to launch the default video player and watch the video (online videos only) or display a larger view of the body-worn snapshot, if applicable.
Owner	The name of the officer who owns this video.
DVR Name	The name of the DVR unit on which this video was recorded.
DVR Type	Limits your search to those videos that were captured by a particular type of DVR: • **Vehicle**. A Flashback DVR that is installed inside a vehicle, such as a police cruiser. • **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. • **VieVu**. A VIEVU body-worn DVR. • **Body Worn**. A BodyVISION, BWX-100, or FOCUS X2 body-worn DVR.
Duration	The video's length, in minutes. If a line is displayed in this field rather than a number, it indicates that this record is a body-worn DVR snapshot.
Category	The category assigned to this video.
Video Start	The date and time at which this video began recording. It is displayed in *mm/dd/yyyy hh:mm* format.
Notes	Status icons used to provide details on each video. The video file has been tagged by a user. The video file is online. The video file is offline and has not been backed up to an archive disc. The video file has been burned to an archive disc. The video is being burned to an archive disk (burn job in progress) The video file belongs to a video group. The video file is assigned to a case. 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].**
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. It is displayed in *mm/dd/yyyy hh:mm* format.
Record Trigger	The event that caused your Flashback DVR to start recording.
Video End	The date and time at which this video stopped recording. It is displayed in *mm/dd/yyyy hh:mm* format.
Available actions	
Action	**Description**
New Search	Return to the **Media Information** pop-up and clear the search form.
Export	Select videos to download and/or burn to DVD.
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 be displayed.
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 be displayed.

Video Details

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. 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: 1. An officer logs into a DVR using a User ID that does not reside on the server. After 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 be displayed 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. 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.

This table is continued on the next page.

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Status tab	
Field	**Description**
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. If the DVR is a Flashback, **Vehicle** or **Interview Roo**m will be displayed here. If the DVR is a VIEVU, **VieVu** will be displayed. If the DVR is a BodyVISION, BWX-100, or FOCUS X2, **Body Worn** will be displayed. If the DVR is newly discovered (a DVR that has been in communication with the server for the first time) 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**]. When you see this naming convention, it means that there is a potential conflict between a new and existing DVR record. 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: • **Vehicle**. A Flashback DVR that is installed inside a vehicle, such as a police cruiser. • **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. • **Body Worn**. A BodyVISION, BWX-100, or FOCUS X2 body-worn DVR. • **VieVu**. A VIEVU body-worn DVR.
Category	The category assigned to this video. A Flashback video's category determines the order in which it transmits to the server. Flashback videos will transmit in the order in which they are listed on the **Categories** tab. A video's category also determines its online life. Your System Administrator can assign a number of online days to each category. 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 DES. If the **Strict Purger** option is not selected, the system will purge a video from DES 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. Most Flashback categories are assigned by the officer immediately after a video is done recording. However, you can also assign categories back at the precinct after you've logged onto the server. 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. Your System Administrator has the option of customizing the default category names to meet your agency's needs. The following categories are assigned automatically by the system: • **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, where **X** = the **Ignition Timer** setting. • **Power Failure**. A Flashback recording session was interrupted after a power failure occurred.

This table is continued on the next page.

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Status tab	
Field	**Description**
Category (cont.)	• **Interrupted Recording**. A recording session was interrupted because the SD card (Flashback3/ Flashback HD) or CF card (Flashback2) was full. • **Interview**. The Flashback video was captured using the optional Interview Room module, which is used to record interviews at your precinct. • **Body Worn**. The video was captured using a BodyVISION, BWX-100, or FOCUS X2 body-worn DVR. • **VieVu**. The video was captured using a VIEVU body-worn DVR. • **Firmware Upgrade**. An officer requested a Flashback DVR firmware upgrade in the middle of a recording session (highly unlikely scenario). • **Card Format**. An officer began formatting the DVR's SD card (Flashback3/FlashbackHD) or CF card (Flash-back2) in the middle of a recording session (highly unlikely scenario). • **Corrupt QBX**. The system detected a possible file corruption in a Flashback2, Flashback3, or FlashbackHD video (highly unlikely scenario). • **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. • **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. • **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. • **Non Playable**. A problem occurred during the recording process or video ingestion process that rendered the video unplayable. • **Purged**. The system recharacterized 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. **NOTE**: System-assigned categories cannot be changed.
Video Tagged	A yes/no indicator that tells you whether or not this video has been tagged. Tagging is a procedure used to add extra days to the online life of a media file.
Incident #	The agency incident number associated with this video, if applicable.
Ingest Date	The date and time at which this video file was transmitted to the server from the DVR unit. It is displayed in *mm/dd/yyyy hh:mm* format.
Record Trigger	The event that caused your Flashback DVR to start recording. Record triggers include: • **Auxiliary 1**. The CrashBat crash detector or other device detected an event, such as a vehicle crash. Automatic trigger. • **Auxiliary 2**. A secondary device registered an event, such as the opening of a vehicle door. Automatic trigger. • **Lights**. An officer turned the vehicle's emergency lights on. Automatic trigger. • **Microphone 1**. An officer activated the Record switch on the wireless mic that's plugged into the Flashback's VLP 1 port. Manual trigger.

This table is continued on the next page.

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Status tab	
Field	**Description**
Record Trigger (cont.)	• **Microphone 2**. An officer activated the Record switch on the wireless mic that's plugged into the Flashback's VLP 2 port. Manual trigger. • **Record button**. An officer pressed the R button on the Flashback monitor, DVR, or Vehicle Viewer screen. Manual trigger. • **Siren.** An officer turned the vehicle's siren on. Automatic trigger. • **Speed.** The vehicle reached a predefined rate of speed. If Fleet Management is on, you set the rate of speed through the DVR options. If Fleet Management is off, you set the rate of speed through the Flashback menu, as described in ***Turning the Speed Trigger On/Off*** in your **Flashback User's Guide**.
Video Start	The date and time at which the DVR began recording this video. It is displayed in *mm/dd/yyyy hh:mm* format.
Video End	The date and time at which the DVR stopped recording this video. It is displayed in *mm/dd/yyyy hh:mm* format.
Duration (minutes)	The length of this video, rounded down to the nearest minute. If the word "Image" is displayed in this field, it indicates that this record is a body-worn snapshot.
Purge Date	The date on which the video is scheduled to be removed (i.e., purged) from the server.
Maximum Speed	The highest vehicle speed that was reached during this Flashback recording. If you do not have the *Display MAX Speed* permission, this field will not be displayed. If the video was recorded by a body-worn DVR, this field will not be displayed.
Assigned To Case(s)	The name of the case or cases that this video is assigned to, if applicable.
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 (displayed only if the video is part of a Video Group)	
Video Start	The date and time at which the DVR began recording the first video in this group. It is displayed 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. It is displayed 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 the group).
Total Number Videos	The total number of video files in this group.

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Group Detail tab

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.

Field	Description
Owner	The name of the officer who was logged into or assigned to the DVR that recorded the original full-length video.
DVR Name	The name of the DVR that recorded the original full-length video.
Category	The video category assigned to the original full-length video.
Video Start	The date and time at which the DVR began recording the original full-length video. It is displayed in *mm/dd/yyyy hh:mm* format.
Video End	The date and time at which the DVR stopped recording the original full-length video. It is displayed 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.

Group Detail tab - Continuation Videos

Column	Description
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 default video player and watch this video segment.
Column	**Description**
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 recording. It is displayed 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.

Available video actions

These actions are available when the **Status** tab is open on the **Video Details** page.

Action	Description
Play	Play the video.
Google Earth	If you have the Google Earth application installed on your PC, this option will display an aerial view of a video's route and its tracepoints, if applicable. If you do not have Google Earth installed on your PC, this action will not be displayed.

This table is continued on the next page.

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Action	Description
Edit	Change the category, user metadata, and/or video notations saved with this video.
Tag Video/ Untag Video	**Tag**: Add extra days to the video's online life. The specific number of days depends on your system settings. **Untag**: Remove the "tagged" flag from a video.
Export	Select videos to download and/or burn to DVD.
Add To Case	Add this video to a new or existing case.
Request Activation (Offline videos only)	Submit a request to restore this video from a backup disc or external backup device to the server. After you click this option, your request will be displayed on the **Inbox Messages** list of all users who have reactivation privileges. This action will only be displayed if the video is offline.
Reactivate Now (Offline videos only)	Restore this video from a backup disc or external backup device to the server. This action will only be displayed if the video is offline and you have the ***Reactivate Video*** permission.
Chain of Custody	Generate a Chain of Custody report for this video.
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 be displayed.
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 be displayed.

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-worn DVR was assigned to at the time the snapshot was captured.
DVR Name	The name of the body-worn DVR that captured this snapshot.
Category	The video category that is assigned to this snapshot. The system automatically assigns all body-worn snapshots a category of Body Worn.
Video Start	The date and time at which the associated body-worn DVR captured this snapshot image. It is displayed in *mm/dd/yyyy hh:mm:ss* format.
Notes	Status icons used to provide details on this snapshot.

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Snapshots Details

Status tab	
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.
DVR Officer Name	The name of the officer to whom the associated body-worn DVR was assigned to at the time this snapshot was captured.
DVR Name	The name of the body-worn DVR from which this snap-shot was captured.
DVR Type	The type of DVR that captured this snapshot. Because snapshot images are captured from body-worn DVRs, the default value of the field will always be **Body Worn**.
Category	The video category that is assigned to this snapshot. The system automatically assigns all body-worn snapshots a category of **Body Worn**.
Video Tagged	A yes/no indicator that tells you whether or not this snapshot has been tagged. Tagging is a procedure used to add extra days to the online life of a media file.
Assigned to Case(s)	The name of the case or cases that this snapshot is assigned to, if applicable.
Incident #	The agency incident number associated with this snapshot.
Ingest Date	The date and time at which this snapshot was uploaded to the server. It is displayed 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 unit's **Snapshot/Tracepoin**t 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 DVR while a recording was in progress. It is displayed in *mm/dd/yyyy hh:mm* format.
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.

Available snapshot actions	
These actions are available when the **Status** tab is open on the **Snapshot Details** page.	
Action	**Description**
View	Display the snapshot image in a larger format.
Edit	Change the category, user metadata, and/or video notations saved with this snapshot.
Tag Snapshot/ Untag Snapshot	**Tag**: Add extra days to the snapshot's online life. The specific number of days depends on your system settings. **Untag**: Remove the "tagged" flag from a snapshot.
Export	Submit a request to burn this snapshot to DVD or down-load it to your PC as a JPG file. If you prefer to export a snapshot to a PDF file, select the **Export Image to PDF** option instead.

This table is continued on the next page.

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Action	Description
Add to Case	Add this snapshot to a new or existing case.
Chain of Custody	Generate a Chain of Custody report for this snapshot.
Export Image to PDF	Export this image to a PDF file. 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.

Flashback Player

Audio	
VLP1	A checkbox used to mute (☐) or unmute (☑) the audio from the wireless microphone that's connected to the Flashback's VLP 1 port.
VLP2	A checkbox used to mute (☐) or unmute (☑) 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 unmute (☑) 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.
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", this box turns red when the vehicle's breaks were activated during the course of the video. **NOTE**: Brakes are technically a display option rather than a trigger.
Aux 1	If the Auxiliary 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. 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.

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Aux 2	If the Auxiliary 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.
	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.

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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. It is displayed in ***hh:mm:ss*** format.
Available Time	The amount of time remaining on the video. It is displayed in ***hh:mm:ss*** format.
Date/Time	
Start	The date and time at which the video began recording. It is displayed in ***yyyy-mm-dd hh:mm:ss*** format.
End	The date and time at which the video stopped recording. It is displayed 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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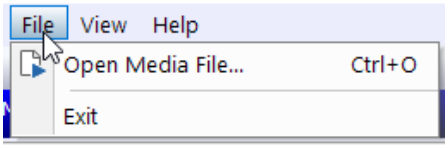
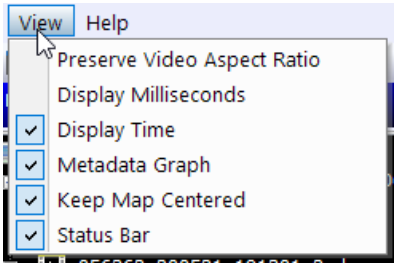
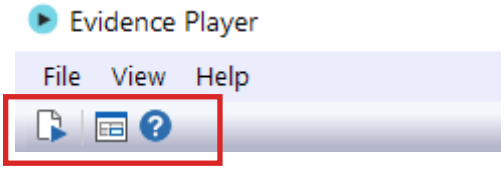
Evidence Player

Menu bar	
	Choose between available options: **Open Media File...** - Open a new media file **Exit** - Close Evidence Player.
	Choose between available options: **Preserve Video Aspect Ratio** - Select to have the video displayed in each camera tile retain its original aspect ratio. **Display Milliseconds** - Select to add milliseconds to the time display at the top right corner of all camera tiles. **Display Time** - Select to have the time displayed at the top right corner of all camera tiles. **Metadata Graph** - Select or deselect to show or hide the **Metadata Graph** pane. **Keep Map Centered** - Select to have the vehicle marker centered on the map as the video continues to play. **Status Bar** - Select or deselect to show or hide the status bar at the bottom of the Evidence Player interface (displays video playback status and evidence file location)
	Access the end user license agreement.
Quick Access toolbar	
	
	Open a new media file.
	Show or hide the **Metadata Graph** pane.
	Access the end user license agreement.

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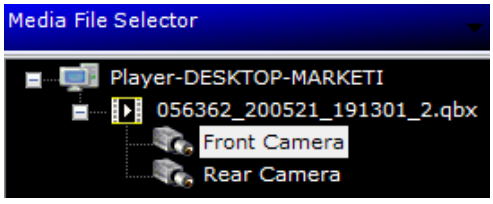
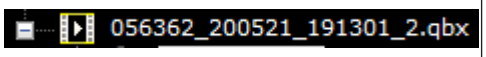
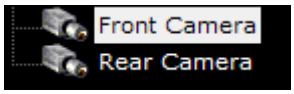
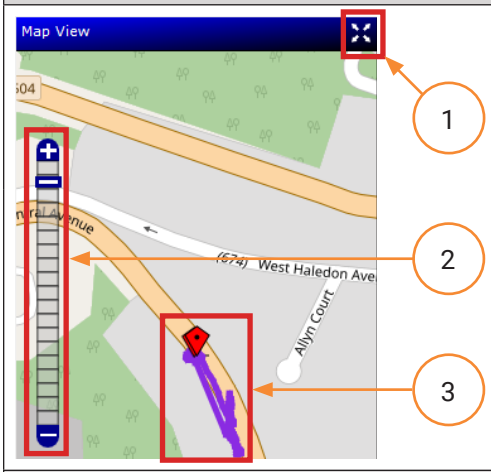
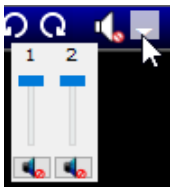
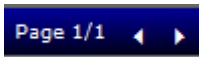
Media File Selector pane	
	
	The name of the media file location on your PC.
	The name of the media file.
	The name of the camera that recorded a video.
Map View pane	
	1 Go to a larger map view in a separate window. 2 Use the slider to zoom in or out of the map. 3 Review the vehicle's route throughout the duration of the video.
Layout toolbar	
	NOTE: At the time of this release the brightness adjustment icon is not functional.
	Shift the camera tiles inside the video display area forwards or backwards, one tile at a time, until they are in the desired position.
	Activate audio, or adjust the volume of the videos on cameras that are currently active. Only one audio channel can play at a time.
	Use the left and right arrows to navigate through multiple pages of camera tiles.

This table is continued on the next page.

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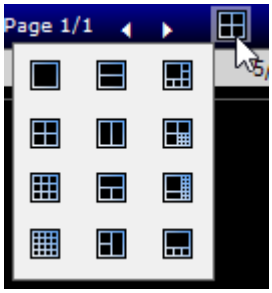
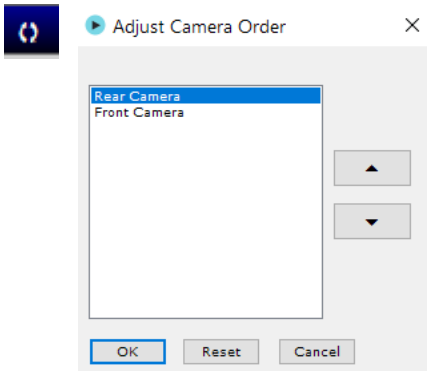
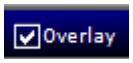
Layout toolbar (continued)	
	Change the camera tile layout inside the video display area: 3. Click the drop-down arrow next to the layout icon. 4. Select one of the 12 layouts. The camera tile layout in the video display area changes, and the video starts playing in the active tiles.
	Bring up the dialog window where you can adjust the camera order. Once the window is opened, use the up/down arrows to change the order of the cameras, and click **OK**.
	Show or hide the top and bottom overlay bars on camera tiles.
	Go to a full-screen video display area.
	Close all camera tiles.
Player controls	
	Play or pause the video.
	Fast forward the video.
	Rewind the video.
	Go to the previous video frame.
	Go to the next video frame.
	Enable or disable the looping of the video. When enabled, the video will begin playing from the start once it reaches the end.

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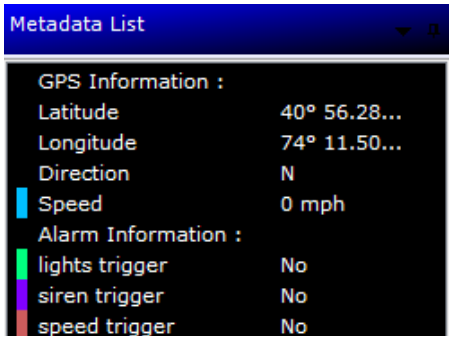
Timeline controls	
	Zoom in or out of the timeline.
	Shift the video timeline so the play cursor is positioned in the center of the timeline display area.
	Open the calendar to choose a specific date and time. Once selected, the video starts playing from the selected date and time. **NOTE**: Entries that fall outside of the video timeline will not have any effect on how the video plays.
	Click and drag the play cursor to "scrub" through the timeline.
	Left-click the right or left arrows on the sides of the timeline display area to shift the timeline to the right or left accordingly.
Collector controls	
	Take a snapshot of the currently displayed video frame.
	NOTE: At the time of this release the bookmark icon is not functional.
	The vehicle's speed, as determined by the GPS coordinates.
Metadata List pane	
	View the metadata information configured to be displayed on the **Metadata List** pane. Metadata that can be displayed on the **Metadata Graph** is color-coded as indicated by the colored vertical bars to the left of each item.

This table is continued on the next page.

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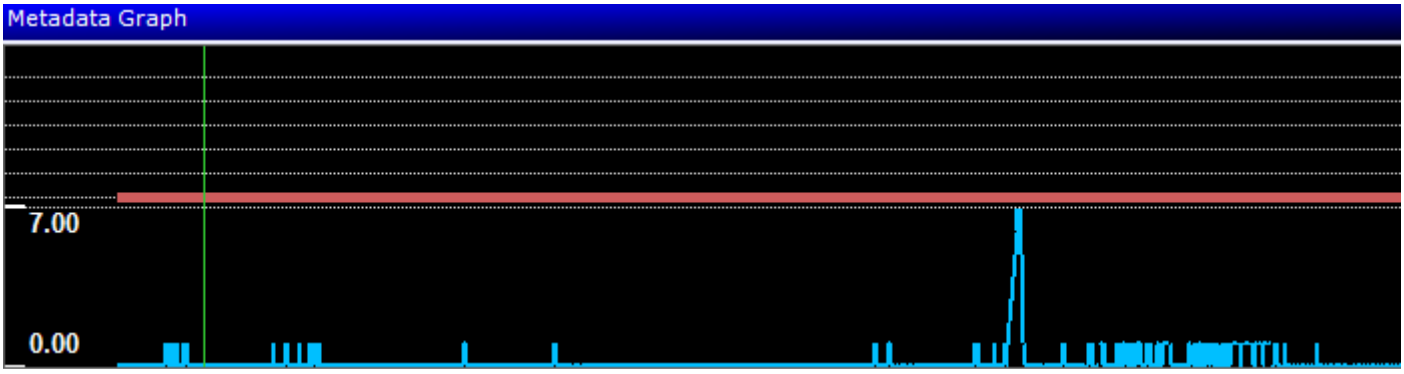
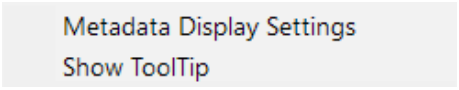
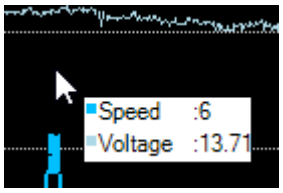
Metadata Graph pane	
	
	Right-click inside the **Metadata Graph** pane, then select one of the following options: • **Metadata Display Settings** to access the window where you can configure which information is displayed on each of the metadata panes and how it is displayed. • **Show ToolTip** to have the details about device input information currently displayed in the **Metadata Graph** pane appear on hover of the mouse cursor. 
	The measurement unit scale is displayed on the left side of the **Metadata Graph** pane. Each type of device input metadata is displayed as a colored line in accordance with configured display settings.
Camera tile controls	
	Zoom in or out of the video playing in the camera tile. **NOTE**: When zoomed in, left-click inside the video displayed in the camera tile then drag to pan the video.
	Reset zoom.

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Appendix 3 - Cases.

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Cases

New Case

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.
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 DES user.
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. ☑ This is a restricted case ☐ This is not a restricted case
Display Name	The case name. This is the name that will appear on the **Case Search 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 pop-up OR enter directly in *mm/dd/yyyy* format. Required field.
Case Number	Your agency's case number.
Citation Number	The citation number associated with this case, 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 (videos that are attached to the case will remain online as long as their categories allow). 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. ☑ Keep this case's status as online even after the **Auto Dispose Time** expires. ☐ Change this case's status to offline after the **Auto Dispose Time** expires.
Notations	User-defined checkboxes used to notate a case. Select all that apply.
Button	**Description**
Save	Save the new case record.
Reset	Clear the **New Case** form and return the **Owner** and **Visibility** fields to their default values.
Cancel	Exit the **New Case** form without saving your changes.

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Case Information - Basic Search

Case Information	
Search criterion	**Limits your search to...**
Incident Date	Cases that involve an incident that occurred on this date. Select this date from the calendar pop-up OR enter directly in *mm/dd/yyyy* format.
Citation Number	Cases in which the **Citation Number** field contains this text.
Case Number	Cases in which the **Case Number** field contains this text.
Case Display Name	Cases in which the **Display Name** field contains this text.
Vehicle Registration #	Cases in which the **Vehicle Registration #** field contains this text.
Owner	Cases that are owned by a particular officer.
First Name	Cases in which the subject's first name contains this text.
Last Name	Cases in which the subject's last name contains this text.
Button	**Description**
Search	Execute your search.
Advanced Search/ Basic Search	Toggle back and forth between the **Basic Search** form and the **Advanced Search** form.
Clear	Remove all entries and selections from the search form.
New Case	Open the **New Case** form.

Case Information - Advanced Search

Case Information	
Search criterion	**Limits your search to...**
Creation Date	Cases that were created on this date. Select this date from the calendar pop-up OR enter directly in *mm/dd/yyyy* format.
After Incident Date	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 pop-up OR enter directly in *mm/dd/yyyy* format.
Before Incident Date	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 pop-up OR enter directly in *mm/dd/yyyy* format.
Citation Number	Cases in which the **Citation Number** field contains this text.
Case Number	Cases in which the **Case Number** field contains this text.
Case Display Name	Cases in which the **Display Name** field contains this text.
Vehicle Registration #	Cases in which the **Vehicle Registration #** field contains this text.
Owner	Cases that are owned by a particular officer.

This table is continued on the next page.

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Case Information	
Search criterion	**Limits your search to...**
Vehicle Plate #	Cases in which the **Vehicle Plate #** field contains this text.
Comments	Cases in which the comments entered on the **Comments** tab contain this text.
Notations	Cases that are marked with a specific checkbox notation.
First Name	Cases in which the subject's first name contains this text.
Last name	Cases in which the subject's last name contains this text.
Driver's License #	Cases in which the subject's driver's license number contains this text.
Race	Cases that involve a subject of this race. Select this value from the **Race** drop-down list.
Gender	Cases that involve a subject of this gender. Select this value from the **Gender** drop-down list.
Date of Birth	Cases that involve a subject with this date of birth. Select this date from the calendar pop-up OR enter directly in *mm/dd/yyyy* format.
Button	**Description**
Search	Execute your search.
Advanced Search/ Basic Search	Toggle back and forth between the **Basic Search** form and the **Advanced Search** form.
Clear	Remove all entries and selections from the search form.
New Case	Open the **New Case** form.

Case Search Results

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 filters	
Filter	**Limits your search to...**
Display Name	Those cases that match a particular name.
Case Number	Those cases that match a particular number.
Case information	
Column	**Description**
Details	**View Case Details** icon. Used to open the **Case Details** page.

This table is continued on the next page.

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Column	Description
Display Name	The name of this case.
Case Number	The agency-assigned ID number for this case.
Column	**Description**
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 be displayed here.
Incident Date	The date on which the case-related incident occurred (i.e., car accident, crime, etc.) It is displayed in *mm/dd/yyyy* format.
Status	The current status of this case: online (green bar), or permanently offline (red bar).
Available actions	
Action	**Description**
New Case	Display the **New Case** form used to enter a new case.
New Search	Return to the **Search Case** page and clear the search form.
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 be displayed.
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 be displayed.

Case Details

Case Details tab	
Field	**Description**
Display Name	The name of this case.
Status	The current status of this case: • **Online.** The case is still stored on the server; you can add new videos, media files, subjects, and/or comments to the case. • **Offline**. Some, but not all, of the case functions are available on the 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.
Owner	The individual to whom this case is assigned.
Visible	The visibility status of this case: • **No**. This case is marked as private; therefore it can only be viewed by its owner or users with edit permissions. • **Yes**. This case is marked as public; therefore it can be viewed by all DES users. If this is a restricted case, this field will not be displayed.
Restricted Viewing (yes)	The **Restricted Case** Indicator. If this field is displayed, it indicates that this case is marked as "restricted" and can only be viewed by a select group of users.
Creation Date	The date and time at which this case record was created. It is displayed in ***mm/dd/yyyy hh:mm*** format.

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Case Details tab	
Field	**Description**
Incident Date	The date on which the case-related incident occurred (i.e., car accident, crime, etc.). It is displayed 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.
Notations	Agency-specific checkboxes used to notate a case.

System Video tab	
Column	**Description**
Details	**View Video Details** icon. Used to open the **Video Details** page.
Play	**Play** button. Used to launch the default video 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. **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: • **Vehicle**. A DVR that is installed inside a vehicle, such as a police cruiser. • **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. • **Body Worn**. A BodyVISION, BWX-100, or FOCUS X2 body-worn DVR. • **VieVu**. A VIEVU body-worn DVR.
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. It is displayed in *mm/dd/yyyy hh:mm*:ss format.
Remove	Unlink this video from the case record.

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Attached Media tab	
Field	**Description**
Details	Folder icon. Used to open the attachment.
Field	**Description**
Display name	The name of this attachment.
Preview	View the thumbnail image of an attached photo or graphic, if applicable. Text files will read **No Preview Available**.
Uploaded By	The User ID 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 the media file.
Date / Time	The date and time at which this media file was attached to the case. It is displayed in *mm/dd/yyyy hh:mm*:ss format.
Delete	Remove this media file from the case record.

Subjects tab	
Field	**Description**
Full Name	The subject's first and last name.
Date of Birth	The subject's date of birth.
Gender	The subject's gender.
Field	**Description**
Race	The subject's race. This field's values are defined by the System Administrator.
Type	The type of subject (e.g., Witness, Victim, Defendant, etc.). This field's values are defined by the System Administrator.
Edit	Update this subject record.
Delete	Permanently delete this subject record.

Comments tab	
Field	**Description**
Date	The date and time at which this comment was added to the case. It is displayed 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.

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Available case actions	
Action	**Description**
Edit	Update information stored in this case record.
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 be displayed.
Action	**Description**
Add Video	Add a video to this case.
Add Media	Add a media file attachment to this case.
Add Subject	Add a subject name or names to this case.
Add Comment	Add a comment to this case.
Export	Open the **Export** page in order to burn a case to DVD or download it to your PC. If this case is currently offline, this action will not be displayed.
Add to Favorites	Add this case to your Favorite Cases list.
Request Activation	Submit a request to restore this case from a backup disc or tape to the server. After you click this option, your request will be displayed on the Inbox Messages list for all users who have reactivation privileges. This action will only be displayed if the case is offline.
Reactivate Now	Restore this case from a backup disc or external backup device to the server. This action will only be displayed if the case is offline and you have the ***Reactivate Video*** permission.
Chain of Custody	Generate a Chain of Custody report.
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 be displayed.

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Appendix 4 - DVDs.

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DVDs

DVD File Formats

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

	Uncompressed format	Data DVD	Consumer DVD	Interchange Format	FOIA Redacted Format
Play on a consumer DVD player			✓		
Play on a PC	✓	✓	✓*	✓*	✓*
Import into third-party applications	✓		✓	✓	✓
Edit	✓			✓	✓
Tamper proof		✓			
Advance to 'Trace' points 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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Disc Capacity

The storage capacity of your discs will vary depending on the type of disc you select.

NOTE: Blu-ray discs

- Blu-ray discs store the most data, but they also require a special Blu-ray disc burner.
- 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	Time to burn
Single-layer DVD disc	4.7 gigabytes	Approximately 30 minutes for a full disc
Double-layer DVD disc	8.5 gigabytes	Approximately 45 minutes for a full disc
Single-layer Blu-ray disc	25 gigabytes	Variable, depending on your backup PC's processor speed
Double-layer Blu-ray disc	50 gigabytes	

NOTE: Burn times

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.

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Glossary

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Access Point

A device used to transmit videos from your in-car DVR to your server. The access point is connected to a wireless network antenna mounted on the outside of the building that houses your server.

Some precincts have more than one access point to accommodate multiple vehicles that park in different areas outside the building. Some smaller agencies do not use Access Points, as they download all their videos manually. See also Transmission.

Auto Dispose Time

A period of inactivity after which the system automatically changes a case's status from online to offline. **NOTE**: Videos that are attached to the case will remain online as long as their categories allow.

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, your System Administrator can change this setting if desired

Automatic Archive

A backup process that is triggered by the system based on predefined rules that you set in the application. 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.

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 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.

Body-Worn Video Tracking

A system feature that restricts the viewing of body-worn 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.

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 your server via a BodyVISION docking station. Videos recorded using this device are assigned the category of **Body Worn**.

Bookmark

An agency-defined link to a website. These links are displayed in the **Bookmarks** column on the **Main Menu**. The default link will take you to the Mobile-Vision Online Support Center.

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 DES users who have burning privileges. If one of those users approves your request, they will place your burn job in the backup PC's burn queue.

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**.

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Case

A record that contains data that pertains to one incident, such as a motor vehicle accident. DES'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.

Certified Backup Disc (CBD)

An archive DVD used to restore videos and/or case files to the server. Also referred to as a "CBD." 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 data the system will back up. You define these backup parameters through DES. If a video file is supposed to be backed up, the system will add it to an archive job shortly after the video transmits to the server (see also transmission). 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).

CF Card

The temporary storage device that stores your Flashback2 videos until they can be transmitted to your agency's 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 name of the officer who performed the action, if applicable.

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 default video 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 default video 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 default video player.

DEP

An acronym for Digital Evidence PRO, the software component of Mobile-Vision's Digital Evidence Collection System.

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:

- In-car DVRs
- Body-worn DVRs (optional)
- Access point(s)
- Storage server(s)
- DES software
- Backup PC(s)
- Robotic DVD burner(s)
- RAID storage device (optional).

Discovered DVR

A DVR that has been in communication with the server at least once.

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Download Request

A request to copy, or export, a selected video file 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.

DVR

See ***In-Car DVR, BodyVISION***, ***BWX-100, or VIEVU***.

DVR Login Key

A file on a USB drive that contains your Flashback user information. You insert this flash drive in your Flashback's USB port at the beginning of each shift, then log in. This identifies you as the owner of all videos recorded on that DVR while you are logged in.

Evidence Player

A software application used to play video files. If Evidence Player is set as a default video player, then, when you select an online video from within DES, Evidence 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 Evidence Player.

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.

In-Car DVR

A digital video recorder that is installed inside a vehicle or interview room. This recorder collects video evidence and stores it temporarily on an SD card or CF card until the video can be transmitted to the server.

Flashback Player

A software application used to play video files. When you select an online video from within DES, 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 Flashback Player.

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.

Incident

An event, such as a motor vehicle accident, that has digital evidence associated with it. In DES, 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 the server from the DVR unit.

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 DVRs, your Interchange videos will have an extension of AVI. If your agency has any BodyVISION 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.

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Offline

A status for a video or case which indicates that some, but not all, of that record's data or functions are available on the 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 edit or export an offline video.

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

You can, in some cases, reactivate an offline file. See also Reactivation.

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 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.

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***.

Public File

A video, case, or snapshot that can be viewed by all DES 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 Reason

The event or "trigger" that caused a DVR to start recording. Common record reasons include pressing the 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 DES, 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 standalone 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.

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SD Card

The temporary storage device that stores Flashback3, FlashbackHD, or FOCUS H1/H2 videos until they can be transmitted to the storage server.

Server

The network computer that hosts the DES application and stores all of your video and case data. Some larger agencies have more than one server.

Snapshot

A JPG still image captured with a BodyVISION or BWX-100 body-worn DVR. These images are uploaded to the server along with the device's videos.

Standalone 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 Digital Evidence Collection System.

Tagging

A procedure used to add extra days to the online life of a media file. By tagging a video or snapshot, you extend that file's online life by a certain number of days. The exact number of days is defined by a setting on the **Life-Cycle** tab.

Tracepoint

A placemarker 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 button on the DVR. If you are using a BodyVISION, this is accomplished by pressing the **Snapshot/Tracepoint** button on the top of the unit. If you are using a BWX-100, this is accomplished by pressing the **Snap/Trace** button on the side of the unit. By marking a video with a Tracepoint, it allows you to quickly advance to an important segment in that video during playback.

Transmission

The process of transferring video files from your in-car DVR to the server. This transmission can occur either automatically (typical) or manually.

- **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 in-car DVR will wirelessly transfer to the server via the access point.
- **Manual transmission**. Your in-car DVR holds a temporary storage device called a CF card or SD Card. This card is used to temporarily store your videos until they can be transferred to the server. If necessary, you can use this card to manually transfer videos to your PC, assuming you have the proper permissions. You would typically use this procedure if you 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 ***Uploading and Downloading Videos on page 45.***

Trigger

See ***Record Reason***.

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 an officer can link to a video. You define these fields on the **UMD Types** tab. Their purpose is to allow officers to annotate their videos with custom data, such as a subject description. If you have a mobile data computer with the UMD Editor installed on it, you have the option of attaching UMD to a video immediately after it is finished recording. Otherwise you can attach UMD back at the precinct when you connect to the server. For more information, see ***Editing a Media File on page 35.***

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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 4. Evidence Backup and Sharing.***

User Role

A group of permissions that determines what system functions a user will have access to. Whenever you login to DES, the system will grant you access to various system functions according to the user role that is assigned to your User ID. As System Administrator, you are 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.

VIEVU

A small, wearable digital video recorder. Videos recorded using this device are assigned the category of VieVu.

Viewing Request

A request to view a BodyVISION 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 BodyVISION 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.

Service & Support

If your **DES application** is to be returned for service, please visit the Safe Fleet Repair and RMA Procedures page https://community.safefleet.net/sfle/service/ and follow the Mobile-Vision RMA procedure. An **RMA #** allows the support team to better track your product when it comes in for service. Please show the RMA # on the **outside** of the package.

ANY PRODUCT SENT WITHOUT AN RMA # MAY BE REFUSED!

Documentation and Warranty

Additional copies of this guide along with other documentation and product warranty can be found on the Safe Fleet Community website: https://community.safefleet.net

Technical Support

Phone: 1.800.336.8475, option 3

Email: mvisupport@safefleet.net

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