Digital Evidence Series

Quick Reference Guide for Administrators

version 4.0

For users of:

- DES
- DEA
- DEV
- DEF

Mobile-Vision, Inc.

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Introduction

This guide provides DES System Administrators and other supervisory users with a "quick reference" version of the DES administrative procedures. It omits field descriptions and other explanatory material in favor of a simpler, more concise format. This guide is designed to complement, rather than replace, the more comprehensive DES Administrator Guides.

In the event that you require a greater understanding of a complex concept or procedure, it's recommended that you refer back to the comparable procedure in your DES Administrator's Guide. The procedure names in both guides are identical.

Videos

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

The Flashback videos that an officer captures during each shift are automatically transmitted to the DES server whenever his patrol car comes within range of an *access point* (see Glossary for definition). *Body*VISION videos and snapshots, on the other hand, upload to the server after an officer places the *Body*VISION unit in a docking station that's connected to the 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.

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

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

For more information, see:

- ❒ Viewing a Video's Logs, page 2
- ❒ Viewing a Snapshot's Logs, page 3
- ❒ Reassigning Video to a Different Officer, page 4
- ❒ Reassigning Video to a Different DVR, page 6
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❒ Customizing the Video List, page 46.

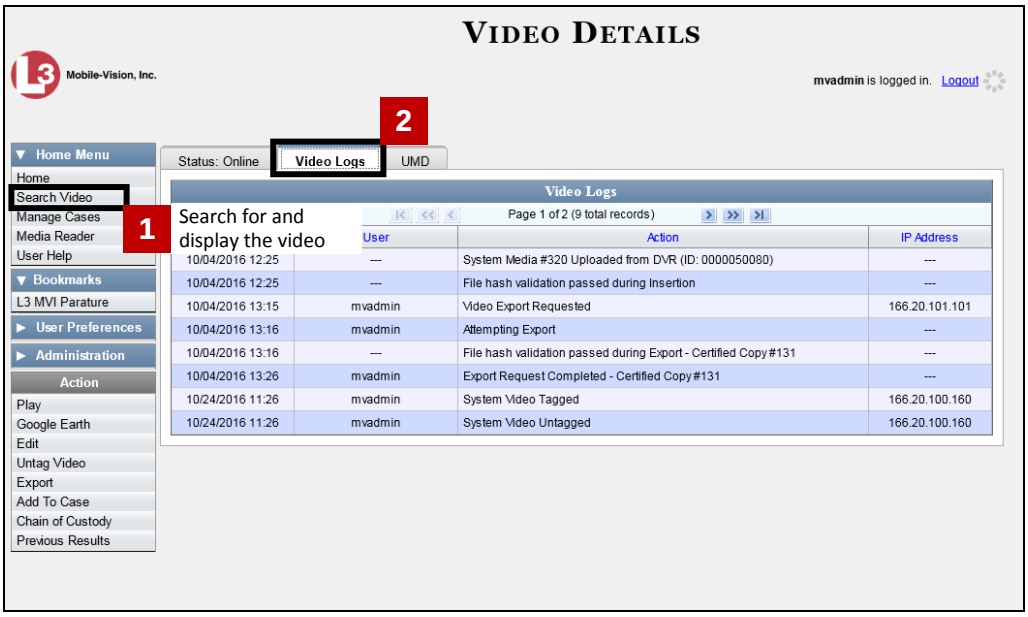
Viewing a Video's Logs

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

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

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

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



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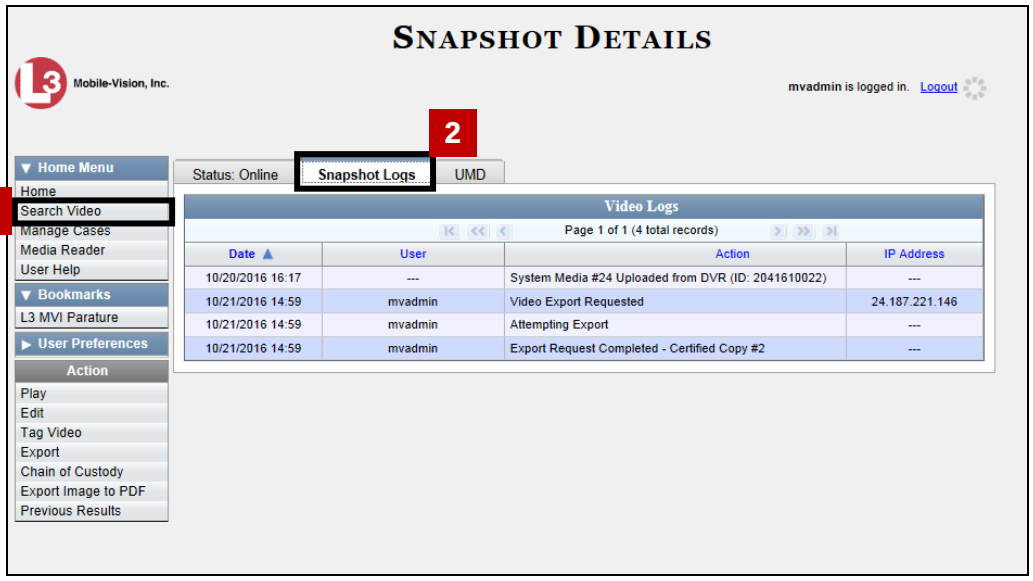
Viewing a Snapshot's Logs

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

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

Search for and display the Body Worn video



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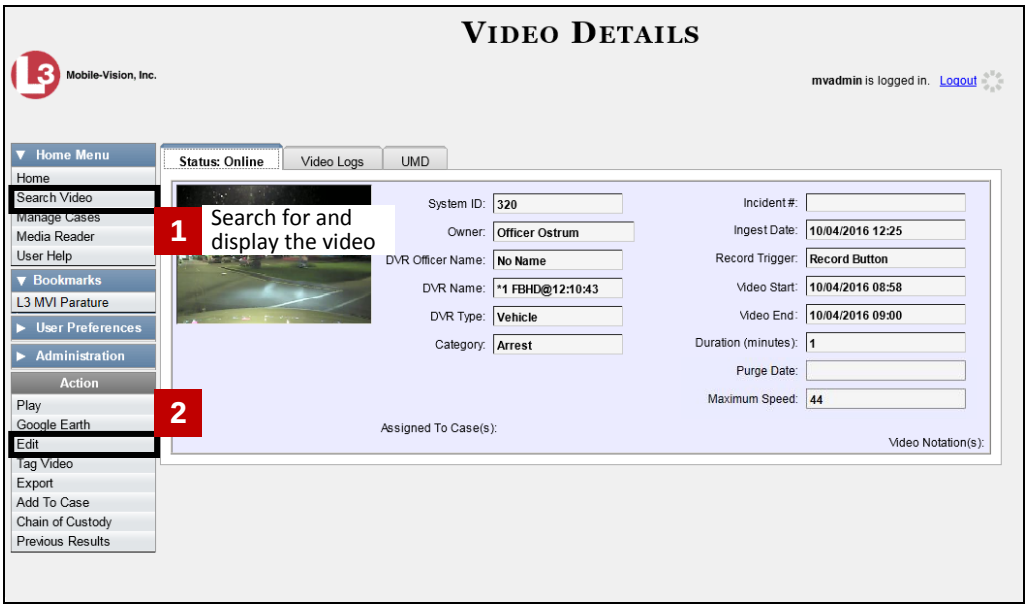
Reassigning Video to a Different Officer

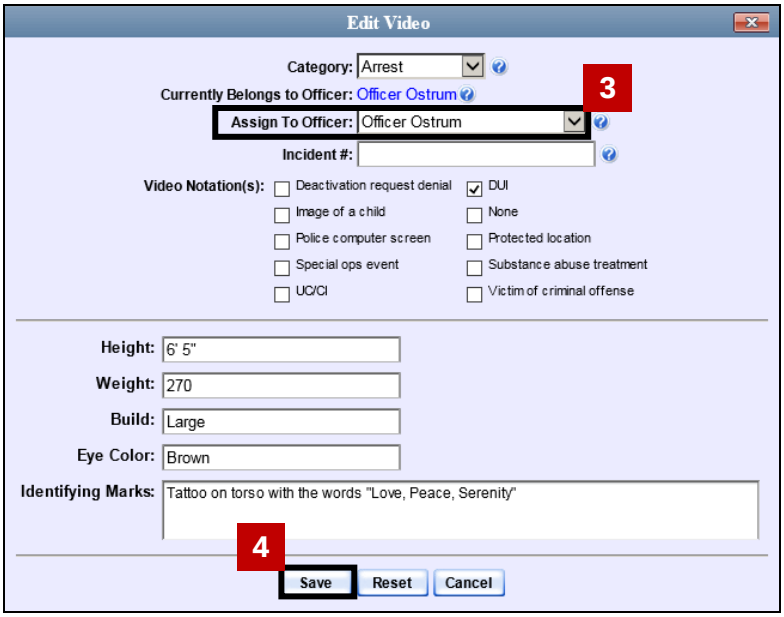
Periodically, you may need to reassign a video to a different officer. The procedures for reassigning single vs. multiple videos are slightly different. Proceed to the appropriate section for further instructions:

- ❒ Reassigning One Video to a Different Officer, below
- ❒ Reassigning Multiple Videos to a Different Officer, page 5.

Reassigning One Video to a Different Officer

This section illustrates how to reassign a single video to a different officer.





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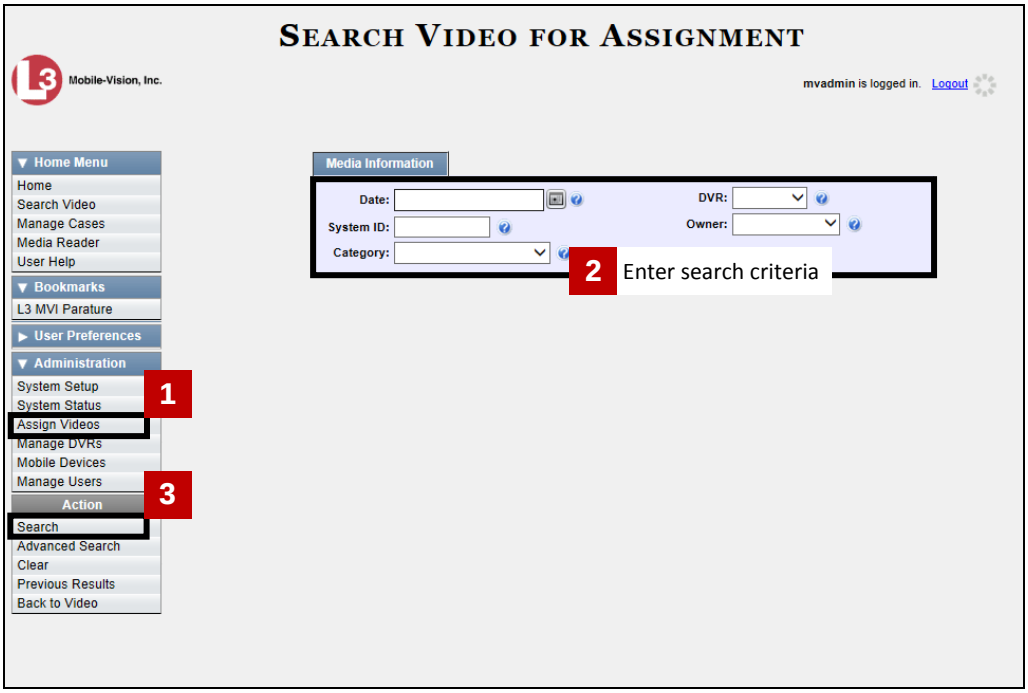
Reassigning Multiple Videos to a Different Officer

This section illustrates how to reassign multiple videos to a different officer. For example, if an officer forgets to login to his DVR one day, you can use this procedure to link that day's videos to the correct officer. Once an officer owns a video, he has permission to view, notate, or tag that video, and/or add it to a case.



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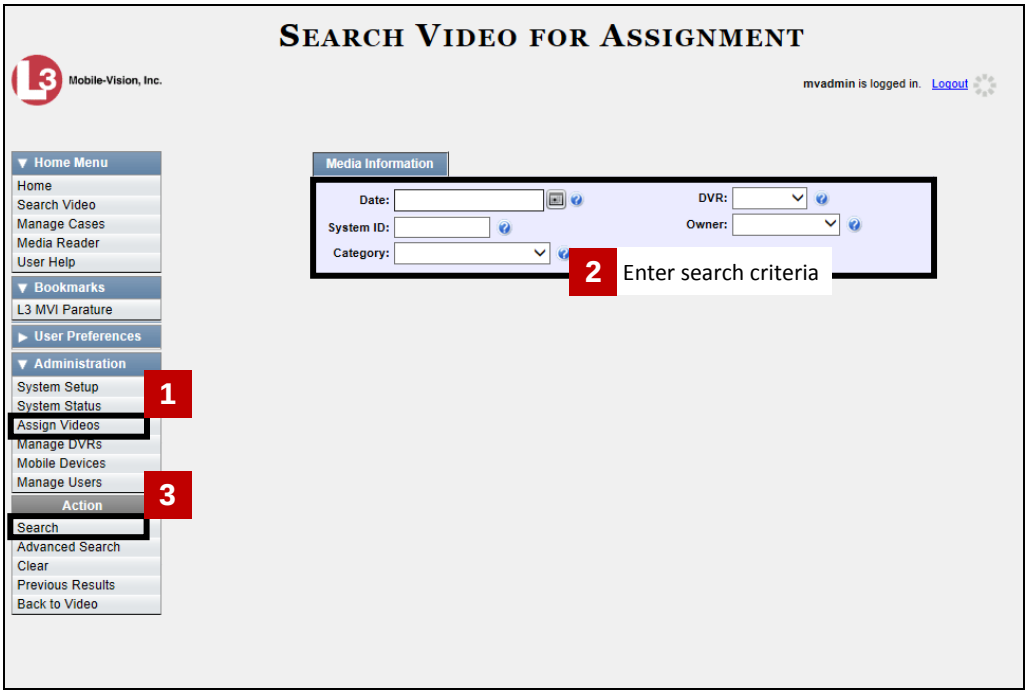
Reassigning Video to a Different DVR

This section illustrates how to reassign selected video(s) to a different DVR.



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Maintaining User Metadata

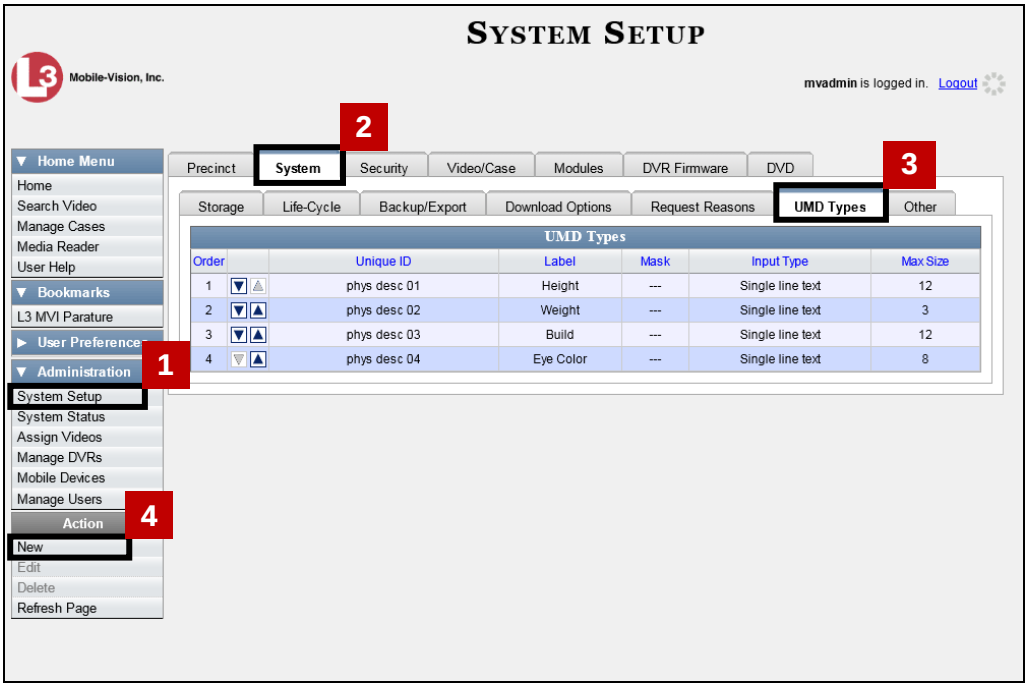
As a System Administrator, you have the ability to add, change, and/or delete user metadata fields at any time. These fields allow officers to notate their videos with custom data, such as a citation number or subject description. If an officer has a mobile data computer with the UMD editor installed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

For further instructions, see:

- ❒ Adding a User Metadata Field, below
- ❒ Changing a User Metadata Field, page 8
- ❒ Deleting a User Metadata Field, page 9
- ❒ Changing the User Metadata Display Order, page 8.

Adding a User Metadata Field

This section illustrates how to add a new user metadata field to DES. Once defined, the user metadata field will display under the **UMD** tab on the Video Details page. For more on this topic, see "Maintaining User Metadata" on page 6.



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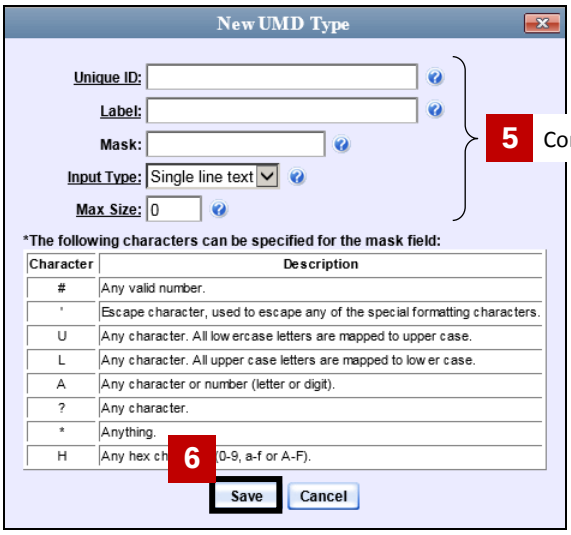
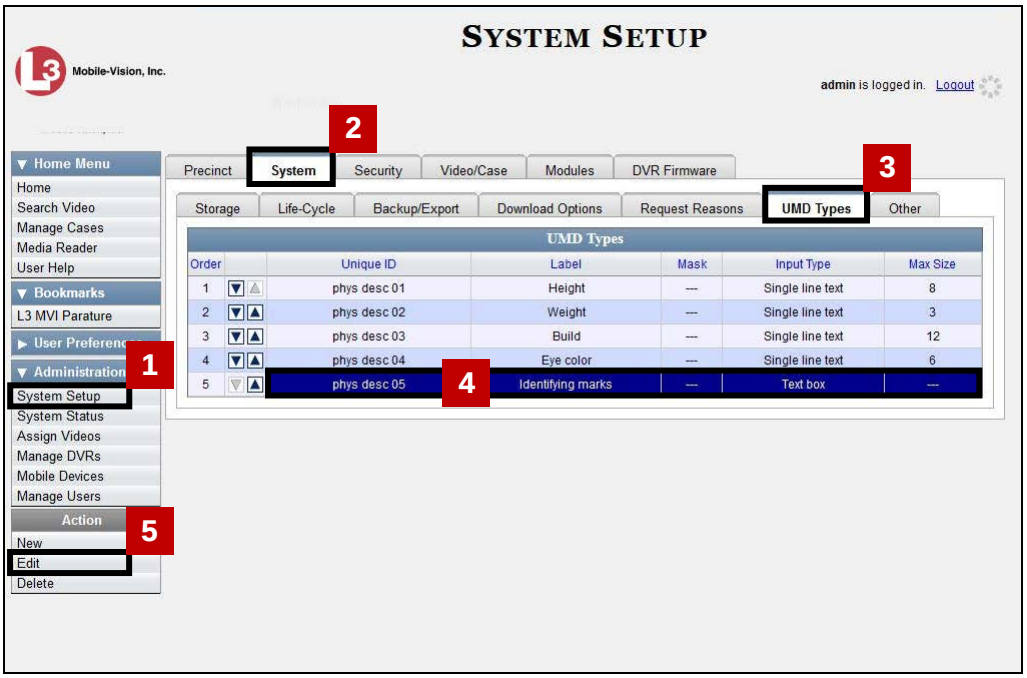


Changing a User Metadata Field

This section illustrates how to change an existing user metadata field in DES. For more on this topic, see “Maintaining User Metadata” on page 6.



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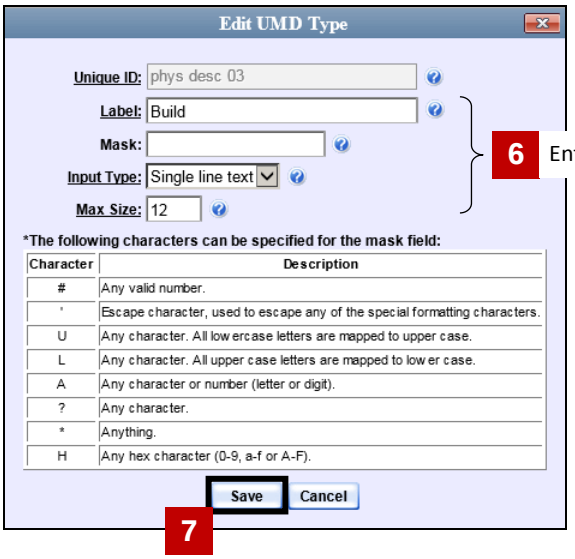
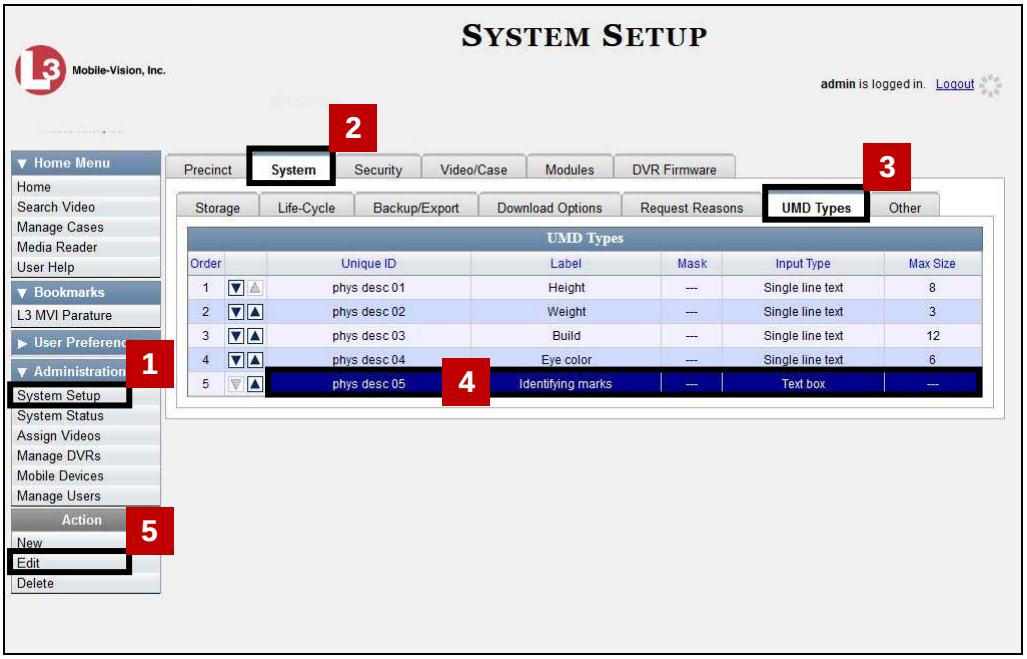


Deleting a User Metadata Field

This section illustrates how to delete a user metadata field in DES. For more on this topic, see "Maintaining User Metadata" on page 6.

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



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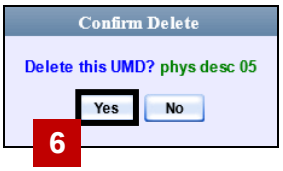
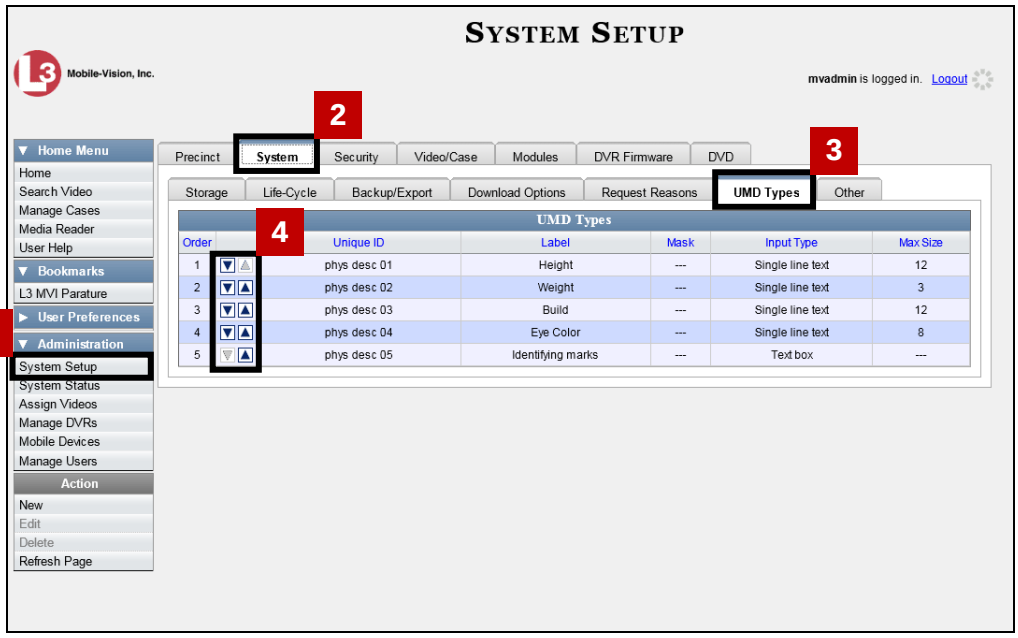


Changing the User Metadata Display Order

This section illustrates how to change the display order for your custom user metadata fields. For more on this topic, see “Maintaining User Metadata” on page 6.



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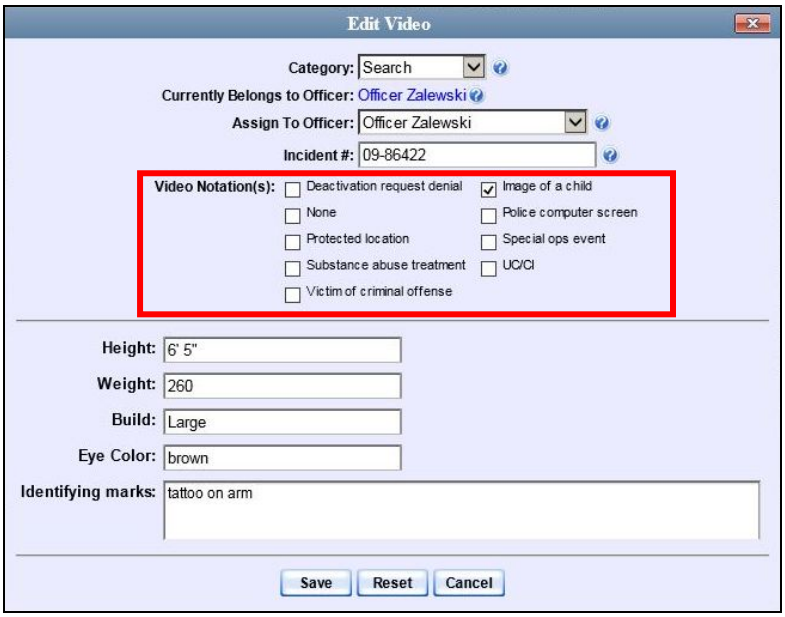
Video Notations

Video notations are custom checkboxes that you can use to classify and organize videos. Once the Video Notation feature is activated (see "Turning Video Notations On/Off" on page 15), any video notations you create will display on the Edit Video form.



For more information, see:

- Adding a Video Notation, next page
- Changing a Video Notation, page 13
- Deleting a Video Notation, page 14
- Turning Video Notations On/Off, page 15
- Exporting Video Notations Activity to a Spreadsheet, page 16.

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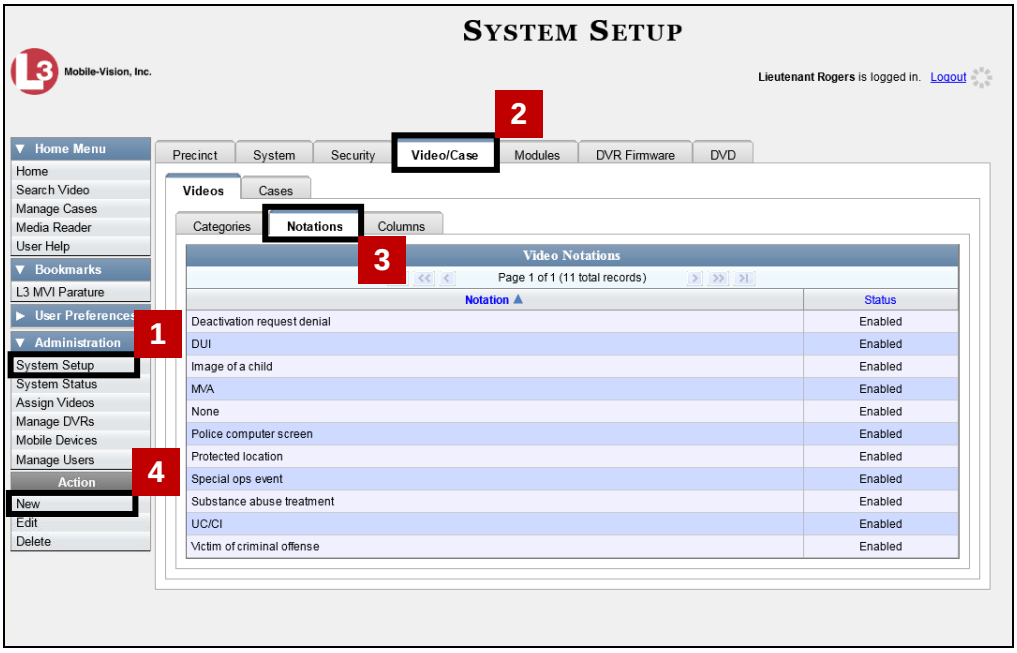
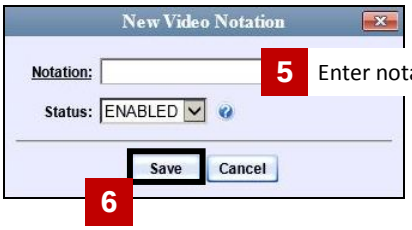
Adding a Video Notation

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





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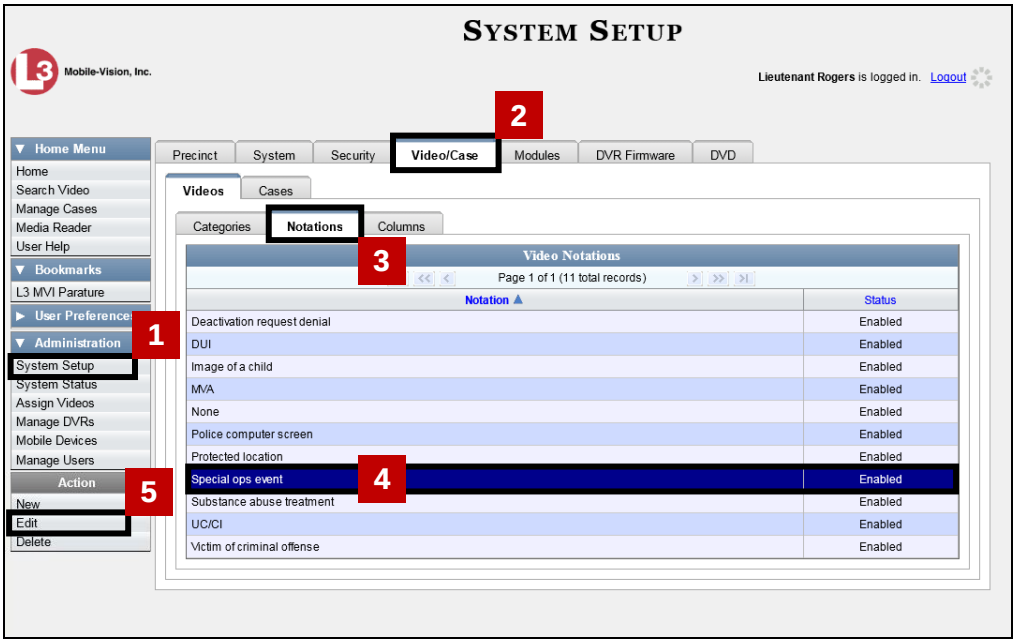
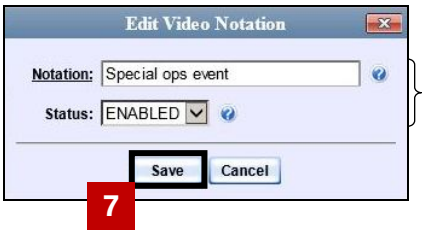
Changing a Video Notation

This section illustrates how to update an existing video notation. For more on video notations and how they are used in DES, see “Video Notations” on page 11.





Enter/select changes

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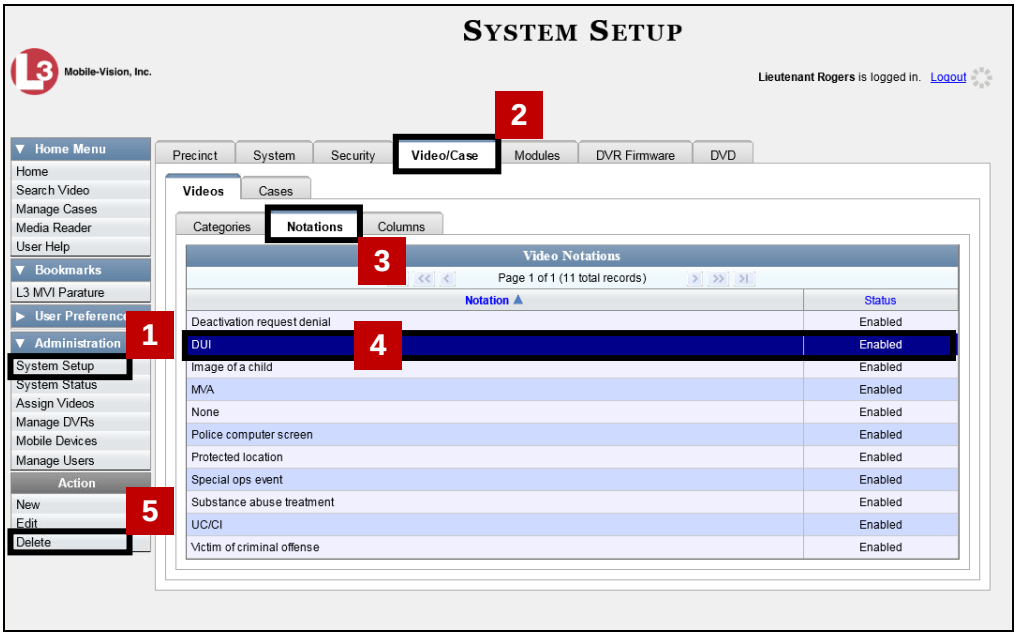
Deleting a Video Notation

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



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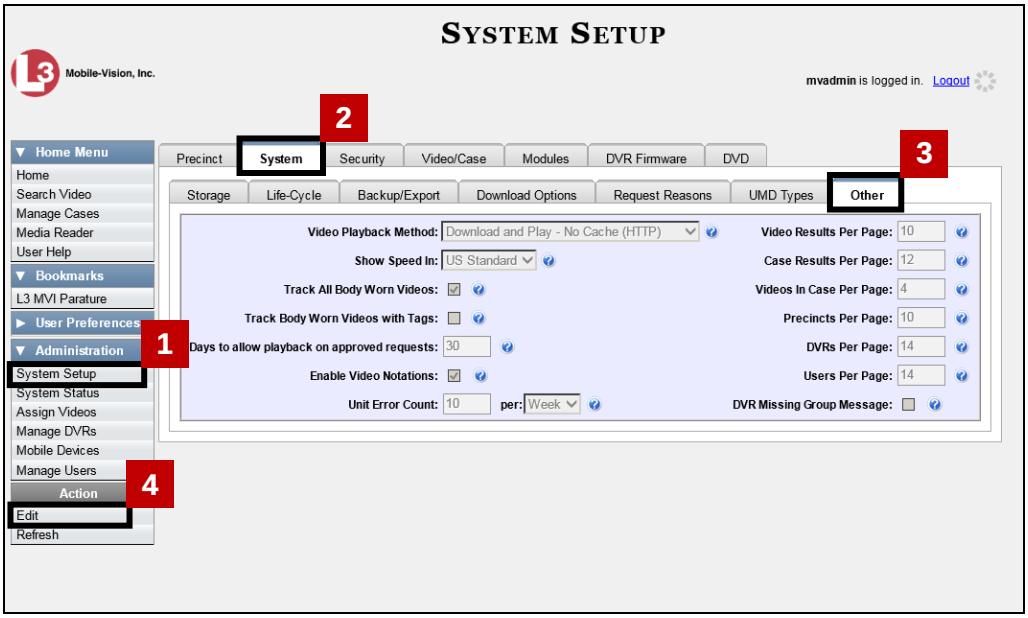
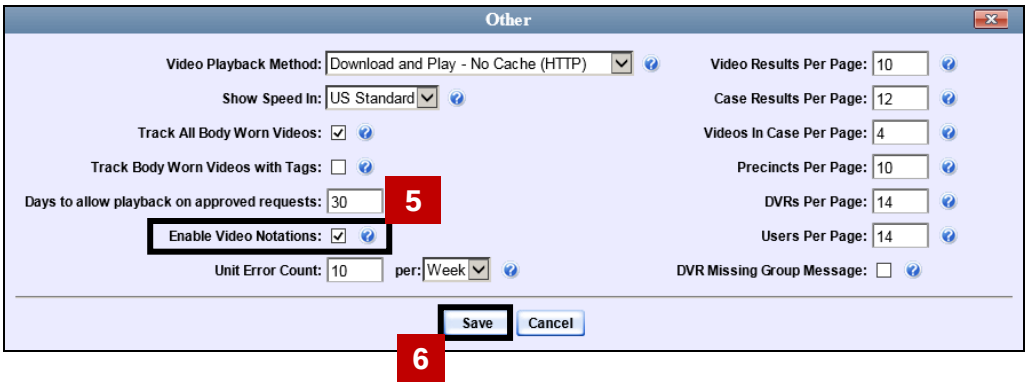
Turning Video Notations On/Off

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

For more on video notations and how they are used in DES, see “Video Notations” on page 11.





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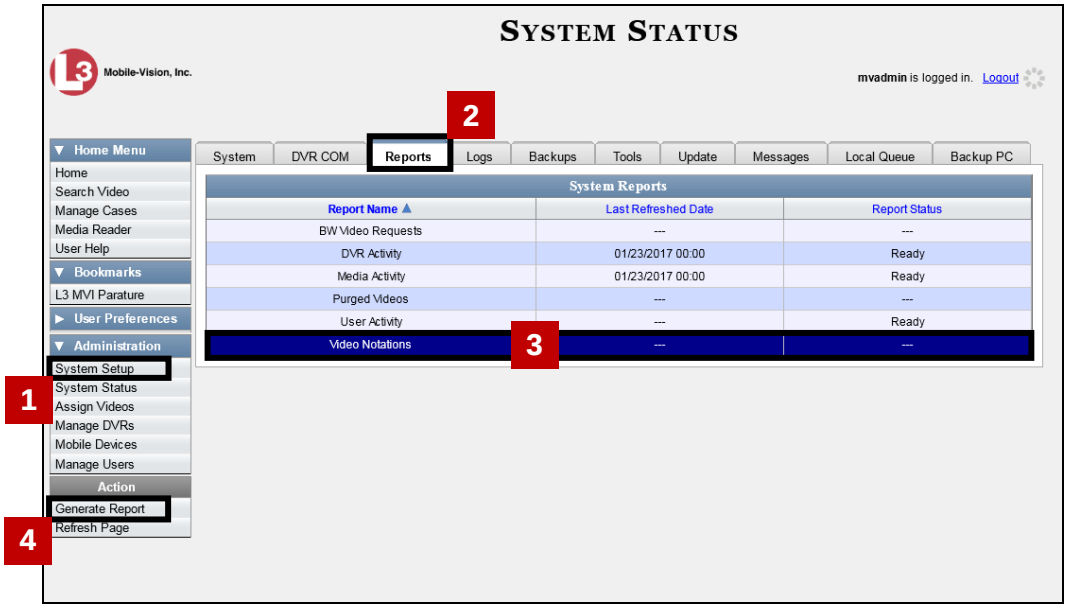
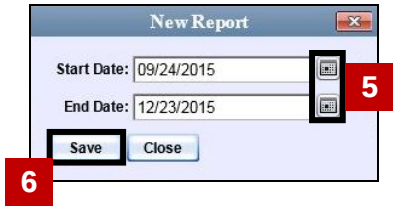
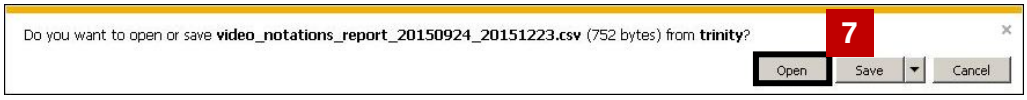
Exporting Video Notations Activity to a Spreadsheet

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





Enter date range



Updating Viewing Options

There are two viewing options that you can change:

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

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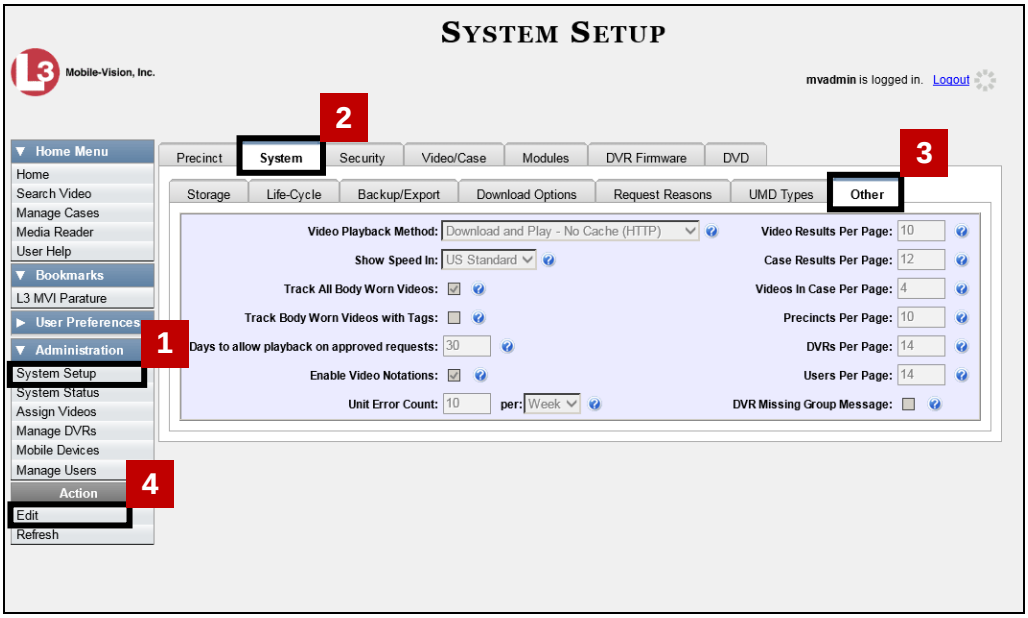
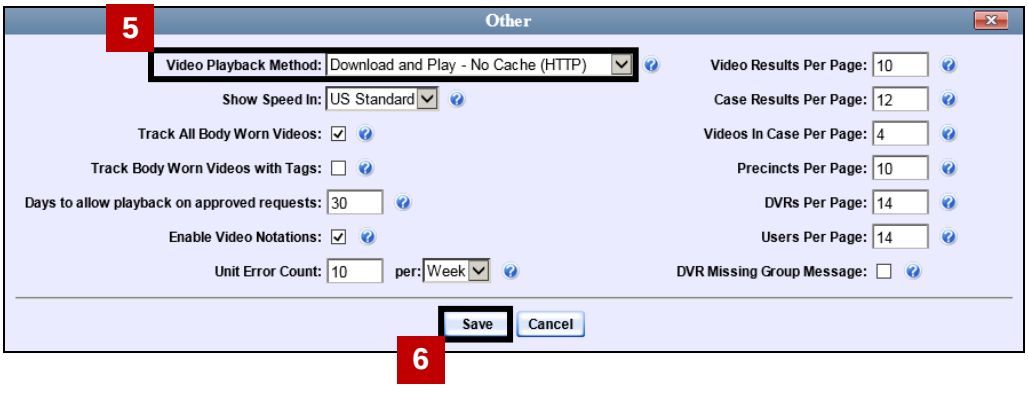
For further instructions, see:

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

Changing the Video Playback Method

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





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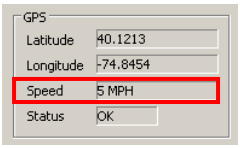
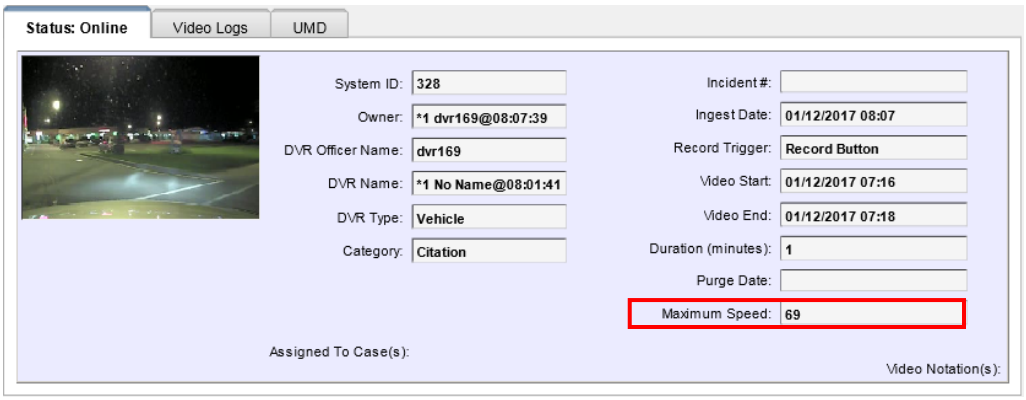
Turning the Metric Display On or Off

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

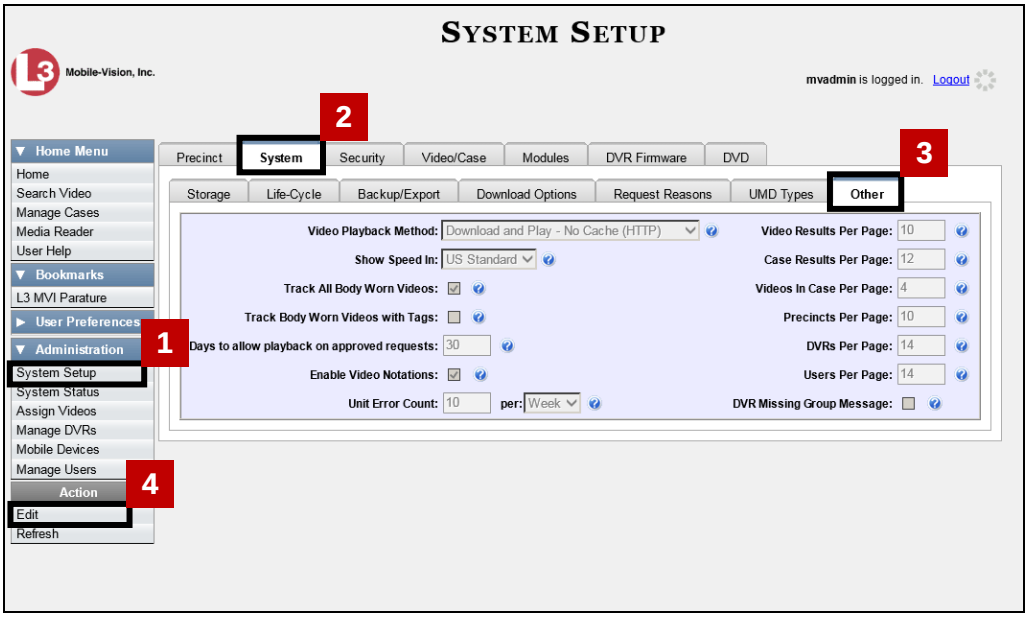
Speed field as it may appear on the Flashback Player



Speed display on Video Details page



NOTE: The *Display MAX Speed* permission is required to view speed information on the Video Details page; the *Player Display Speed* permission is required to view speed information on the Flashback Player while online (i.e., from the server); and the *Export Display Speed* permission is required to view speed information on the Flashback Player while offline (i.e., from an export disc or file). For more information on this topic, see "Security" on page 193.



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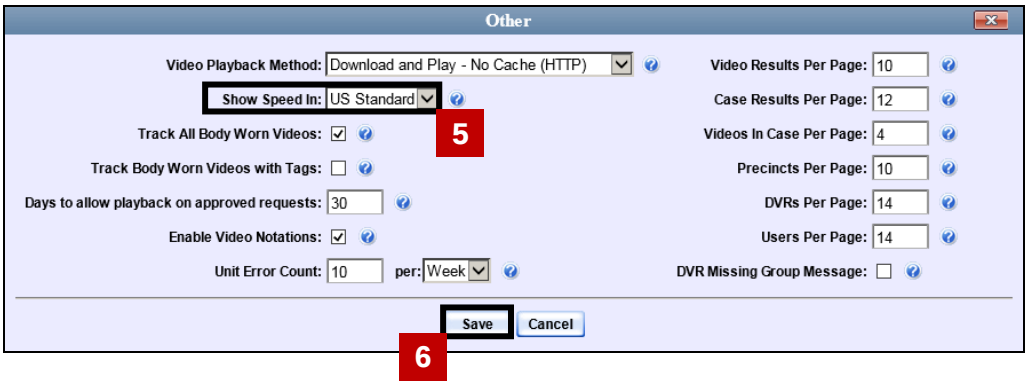

Video Categories

This section describes how to change and/or export the information associated with video categories.

For specific instructions, see:

- ❒ Maintaining Video Categories, below
- ❒ Manually Exporting Video Categories, page 21.

Maintaining Video Categories

This section illustrates how to change the following information for a video category:

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

(Continued)

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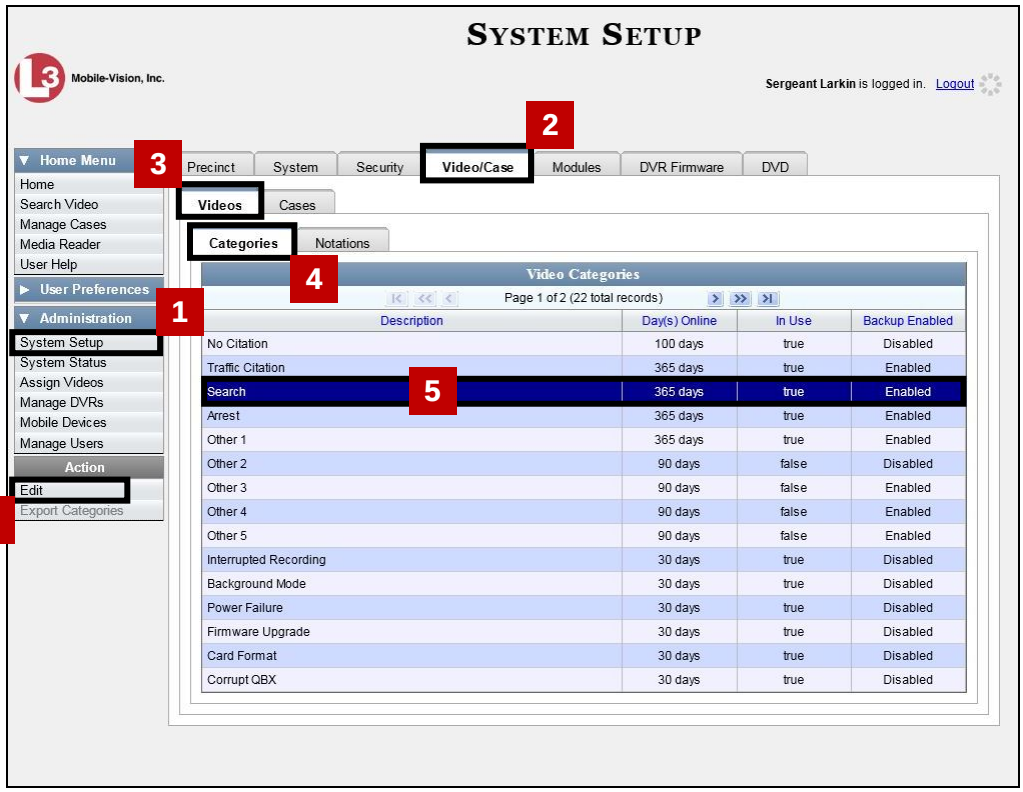

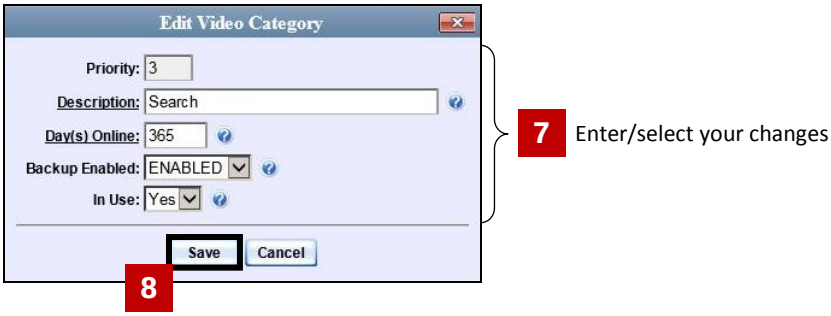

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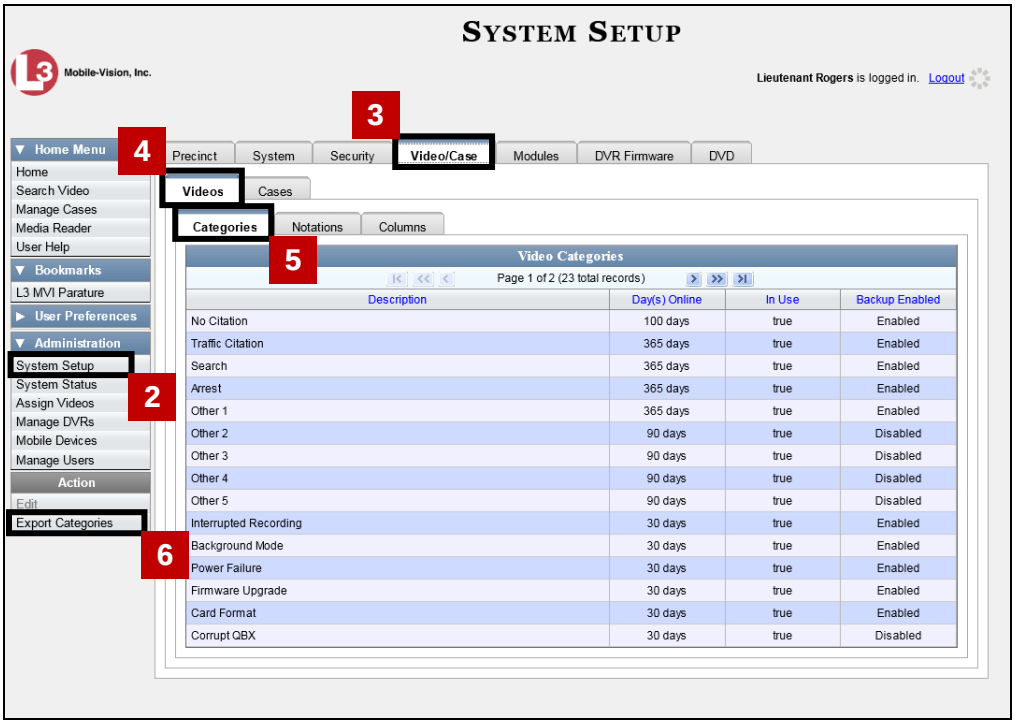
Manually Exporting Video Categories (Flashback2s only)

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

1 Insert a USB memory stick in a USB port on your PC.



7 Follow the system prompts to copy the **config.xml** file to your USB drive.

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

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

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

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

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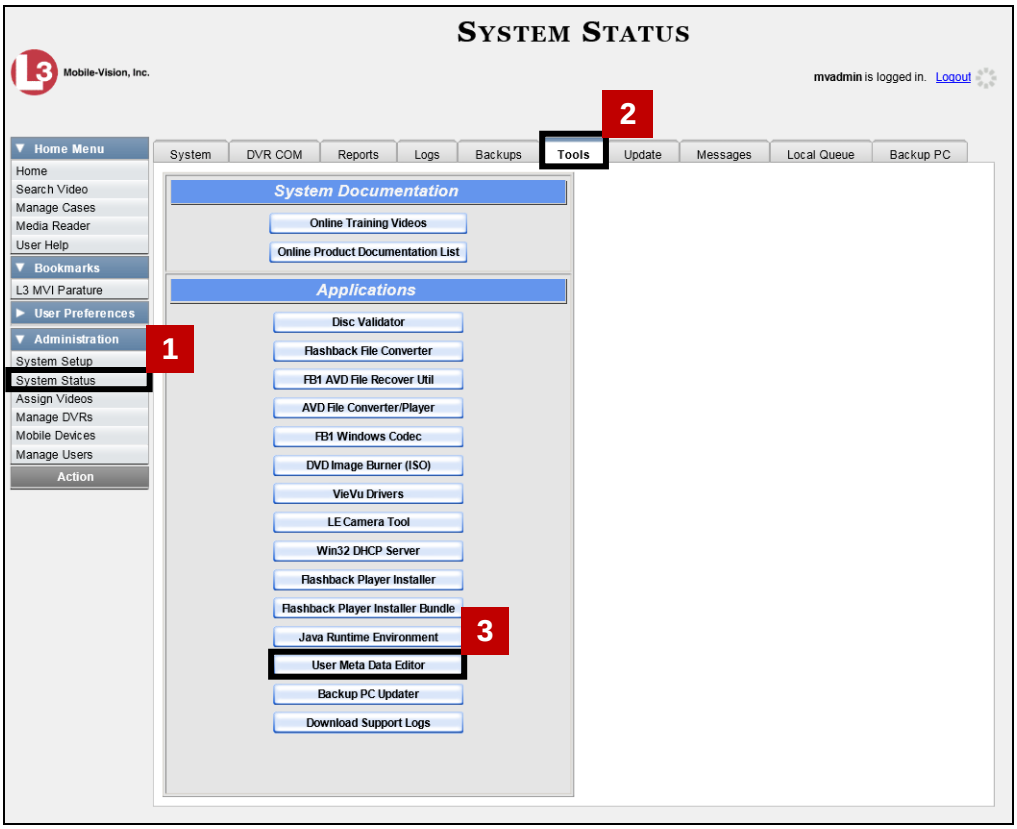

4 Follow the system prompts to copy the application to your USB drive.

5 Remove the USB drive from your PC.

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

7 Login to the mobile data computer.

8 Navigate to the USB drive.

9 Double-click on the **FB2UMD_windows_2_3.exe** file. The Install Wizard displays.

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

11 Click **Finish**.

Accepting/Rejecting Quarantined Video

A quarantined file is a video that is shorter than the *Minimum File Duration* value entered on the **Life-Cycle** tab. Typically, a quarantine file is a small "test" video that an officer makes at the beginning of each shift to test his equipment before going out into the field. The system automatically marks these short videos for review or disposal, depending on your system settings.

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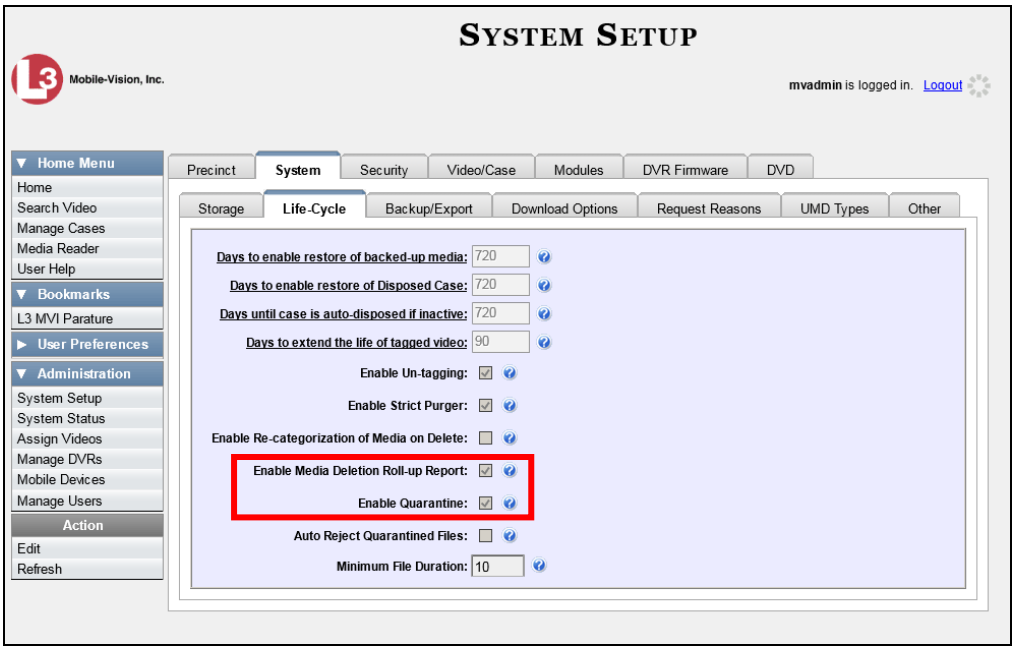
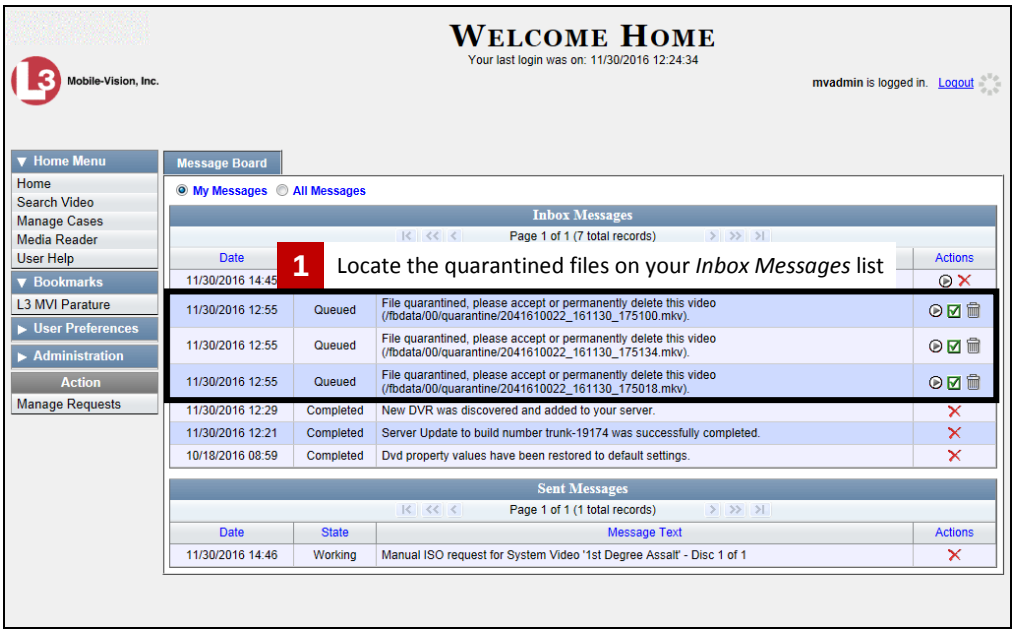
If you selected the quarantine settings pictured below, then all quarantine videos will display on your Home Page. You will need to periodically review each of the quarantined videos and either accept or reject them, as described in this section.



For more information on quarantine settings, see “Viewing/Changing the Online Lifecycle Settings” on page 173.



2 Proceed to the first file you wish to review and click the ▶ icon to the right of that record. The Flashback Player launches and the selected video plays.

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3 When you are finished reviewing the video, click the ☒ in the upper right corner of the Flashback Player to close it.

4 If you wish to accept the new video into DES, click the ☑ icon to the right of that record. A confirmation message displays: *Video is being accepted into the server now.*

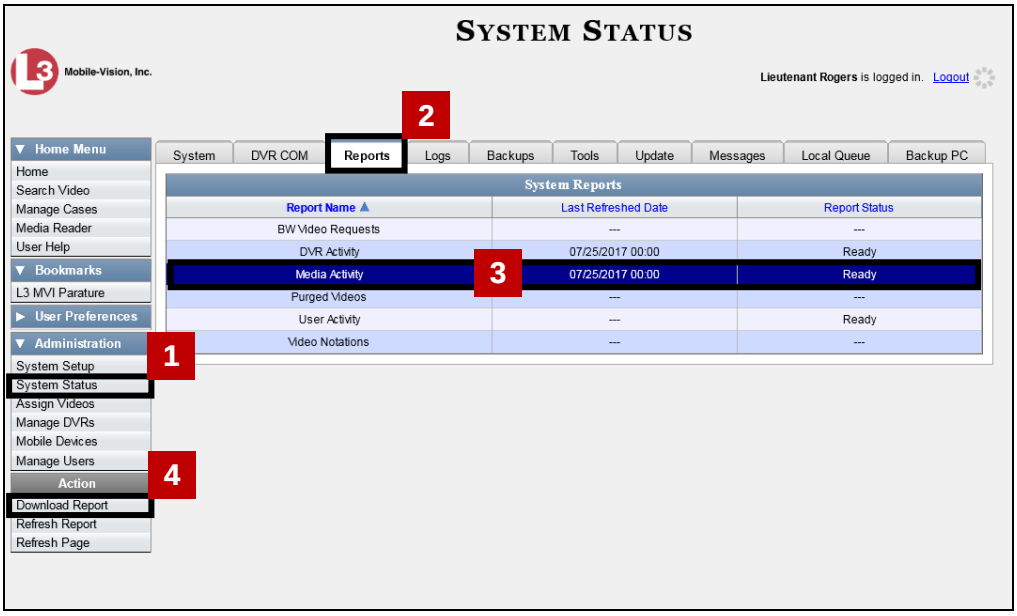
– OR –

If you do *not* wish to accept the new video into DES, click the 🗑 icon to the right of that record. The system permanently deletes the video.

5 Repeat steps 2 – 4 for all the quarantined files on your *Inbox Messages* list.

Exporting Video Activity to a Spreadsheet

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



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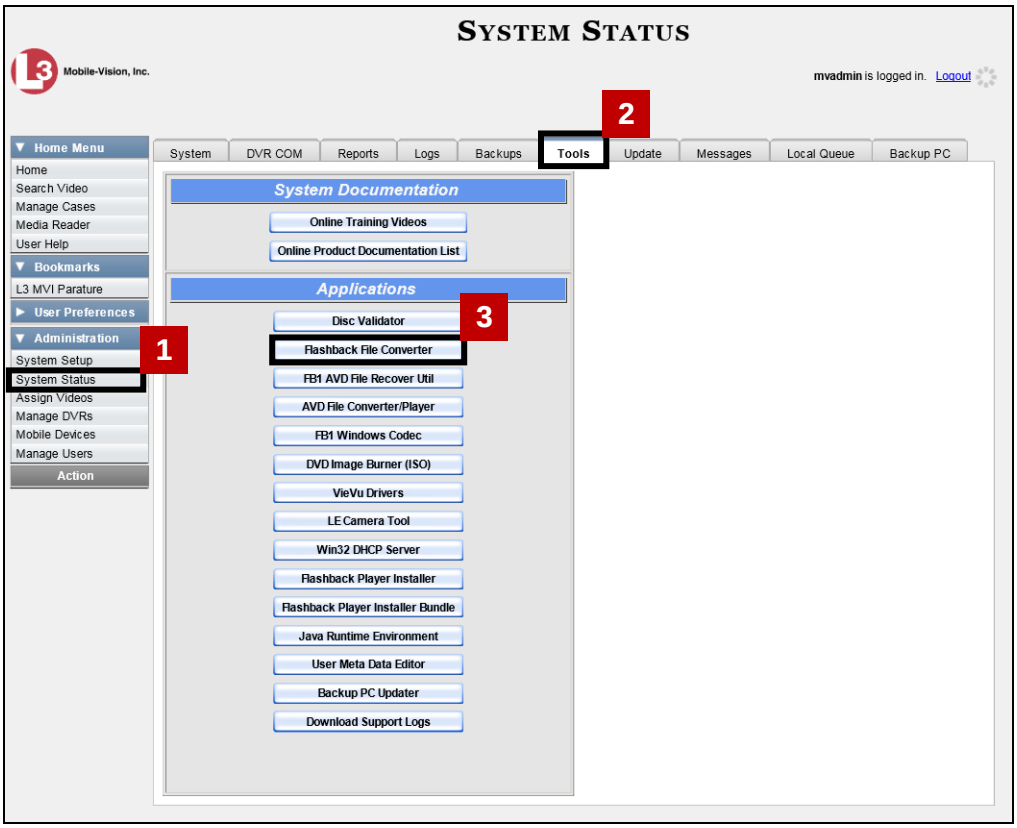
Installing the Flashback File Converter

This procedure illustrates how to install the Flashback File Converter utility on your PC. The Flashback File Converter utility allows you to convert selected video files into a format that can be used with redaction software. Specifically, you can convert:

- ❒ AVD files into AVI files (Flashback1s only)
- ❒ QBX files into MP4 files (all other DVRs).



4 Follow the system prompts to install the application on your PC.

For specific instructions on how to use the Flashback File Converter, see "Using the Flashback File Converter" below.

Using the Flashback File Converter

This section illustrates how to use the Flashback File Converter utility to convert selected video files into a format that can be used with redaction software.

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

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

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

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4. If you are converting a QBX file to MP4 (default), proceed to the next step.

   – OR –

   If you are converting an AVD (Flashback1) file to AVI, select **AVD** from the *Files of type* drop-down list.

5. Click on the file you wish to convert.

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

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

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

9. Navigate to the folder in which you wish to save the converted file, then click on that folder.

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

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

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

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

14. To convert another file, repeat steps 2 – 13. Otherwise click the ☒ in the upper right corner of the window to exit the application.

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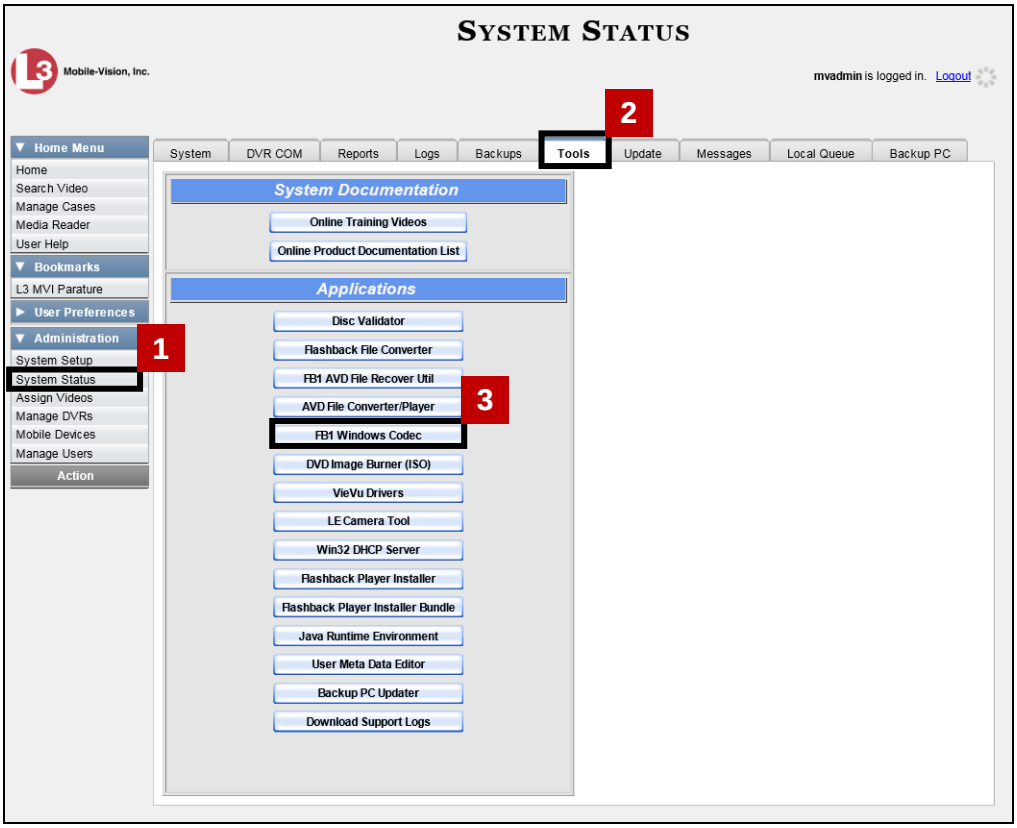
Installing the Windows Codec Utility for Flashback1 Videos

Occasionally, customers who have purchased a new PC *or* reimaged an existing PC may have difficulty playing Flashback1 videos on their PC. In this circumstance, we recommend that you install a utility called a "codec," which restores the files that are necessary to play AVI files on a Windows PC. If this procedure does not solve your problem, please contact L3 Mobile-Vision Support for assistance.



4 Follow the system prompts to install the application.

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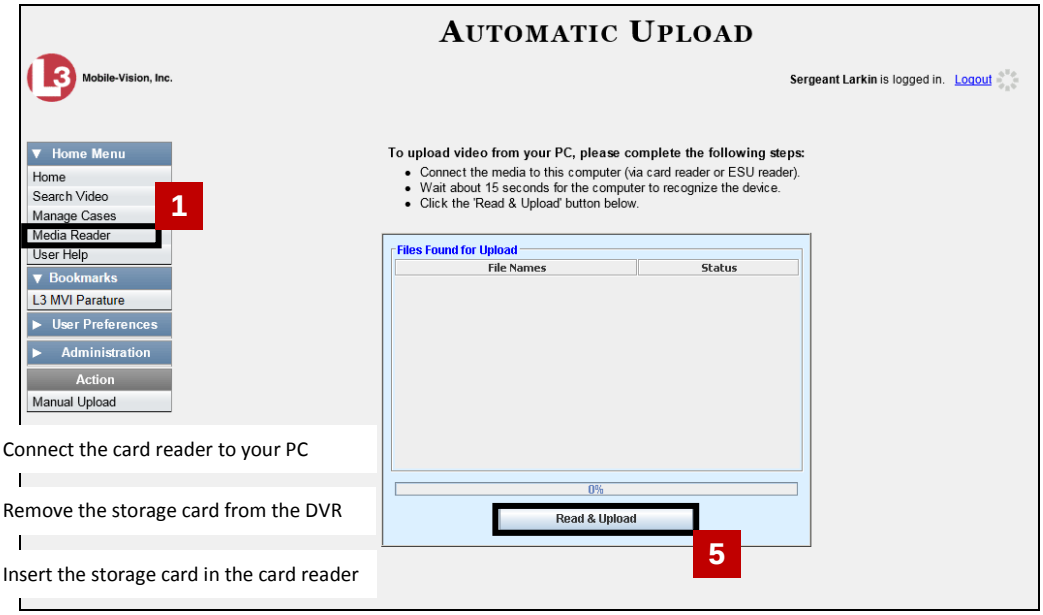
Manually Uploading New Flashback Videos

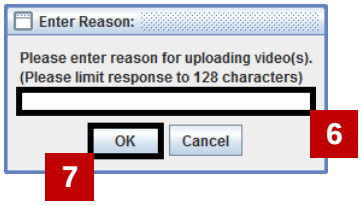
This section illustrates how to manually upload new videos from an SD Card (Flashback3/FlashbackHD) or CF Card (Flashback1/Flashback2). Typically, video files are transmitted to the server automatically whenever your vehicle comes within about 300 feet of your precinct's access points. However, if you 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 yourself.

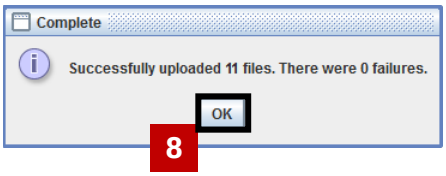


2 Connect the card reader to your PC

3 Remove the storage card from the DVR

4 Insert the storage card in the card reader





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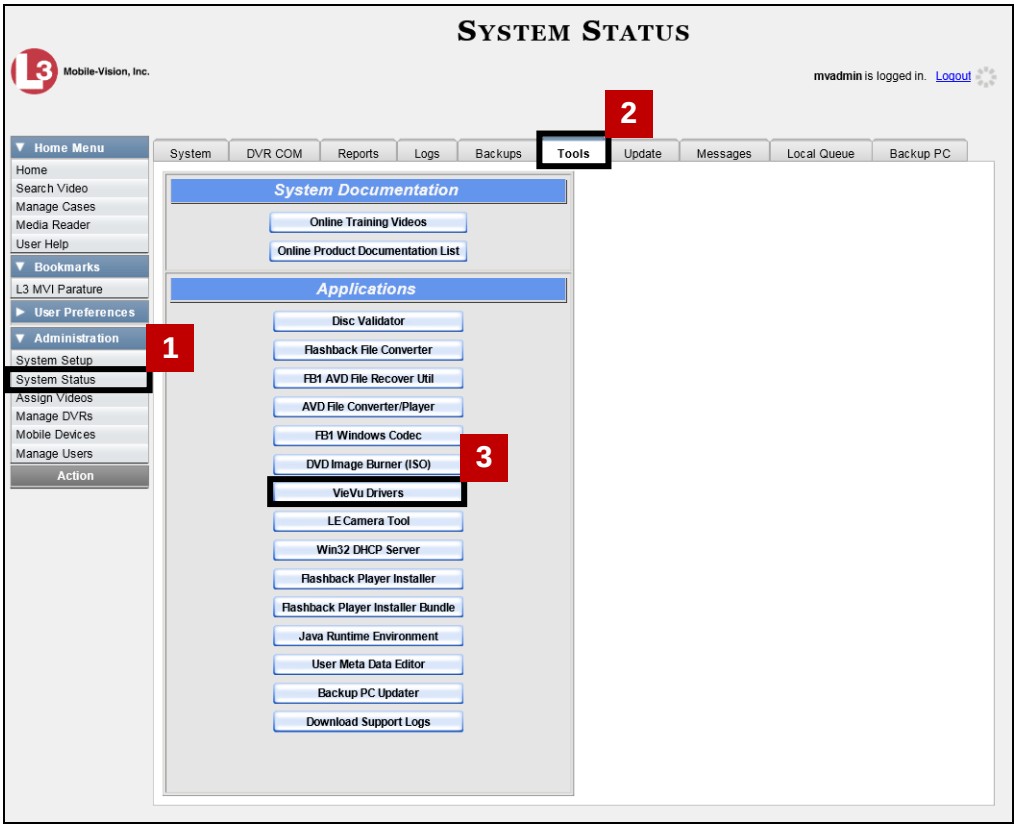
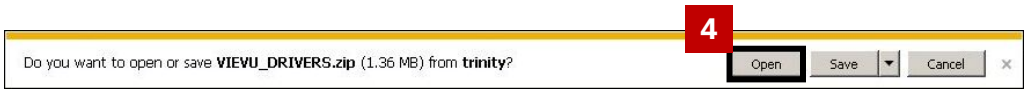
Manually Installing the VIEVU Drivers

The VIEVU is a small body-worn DVR previously sold by L3 Mobile-Vision. The first time you connect a VIEVU to your PC, you will typically be prompted to download two drivers that are required to operate the VIEVU. However, if your computer does not recognize the VIEVU cable or cannot automatically locate the drivers, you can *manually* download these drivers from the **Tools** tab, as described here.





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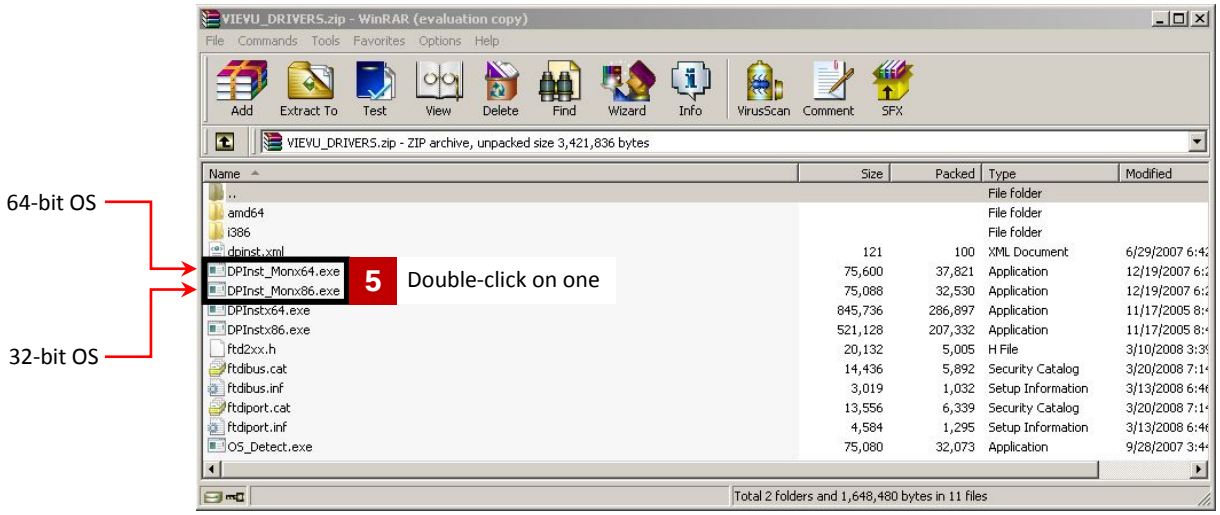

Manually Installing the Flashback Player

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

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

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

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

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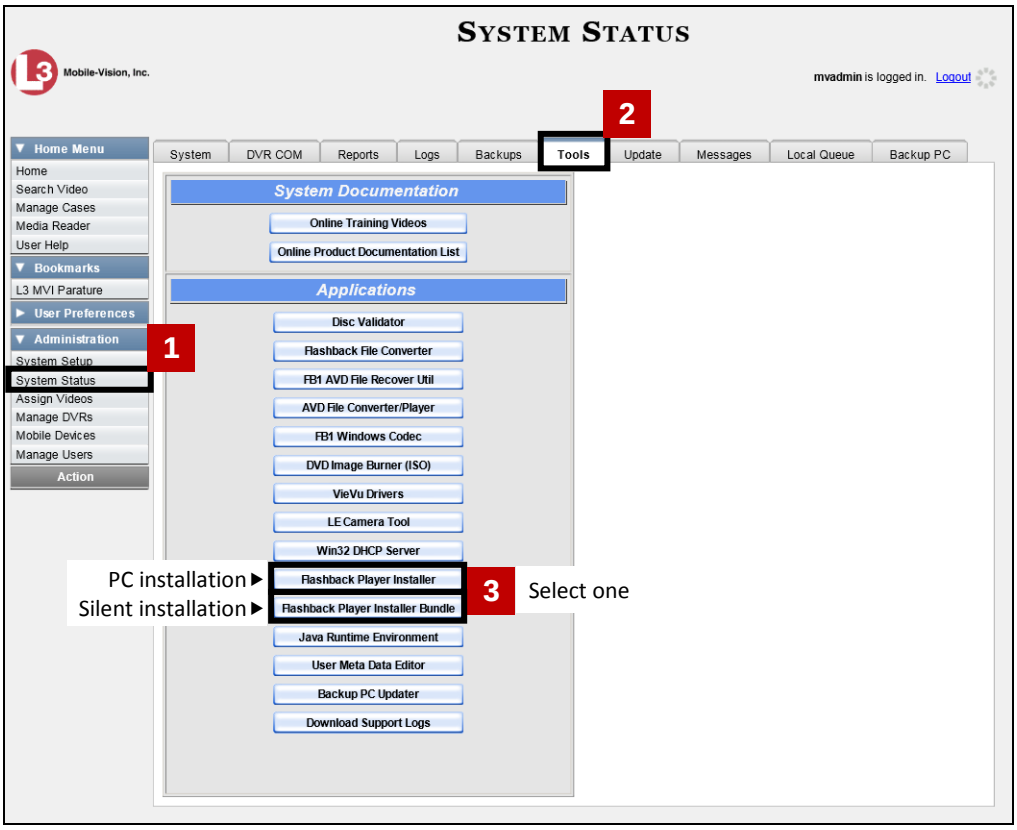
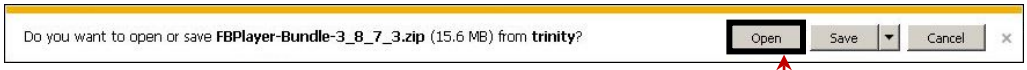
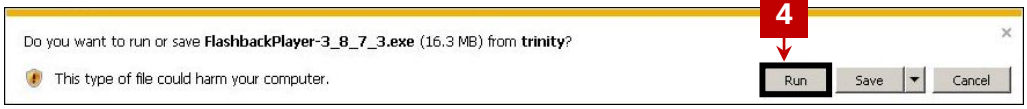


Silent Installation



PC Installation



BodyVISION Viewing Requests

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

- *Track All Body Worn Videos*. When this feature is on, DES will restrict the viewing of all *Body*VISION videos unless a user has the *Authorize Media Playback* or *Can View Body Worn Videos* permission. Users who lack the required permissions will have to submit a *viewing request* to their supervisor. The supervisor, in turn, will subsequently approve or deny their subordinate's viewing request as described in "Approving/Denying a Viewing Request" on page 33.
- *Track All Body Worn Videos with Tags*. When this feature is on, DES will restrict the viewing of *Body*VISION videos that have a trace point or video notation attached to them. The only exception is for users that have the *Authorize Media Playback* or *Can View Body Worn Videos* permission. Such users will be able to

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view all *Body*VISION videos, regardless of whether a video has an embedded trace point or video notation. Users who *lack* the required permissions will have to submit a *viewing request* to their supervisor.

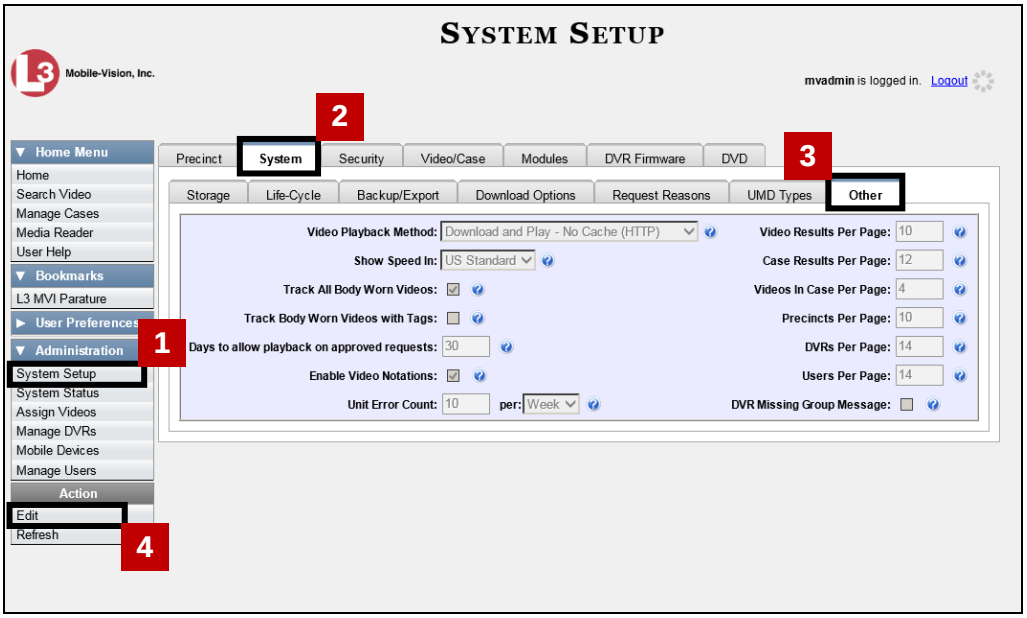
For more information, see:

- Tracking *Body*VISION Videos, below
- Approving/Denying a Viewing Request, page 33
- Displaying Your Active Viewing Requests, page 34
- Revoking an Active Viewing Request, page 35
- Exporting Viewing Request Activity to a Spreadsheet, page 36
- Changing the Expiration Date for Viewing Approvals, page 37
- Maintaining Viewing Request Reasons, page 38

Tracking *Body*VISION Videos

This section illustrates how to activate (turn on) one of the two functions used to limit user access to *Body*VISION videos:

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



* The *Authorize Media Playback* or *Can View Body Worn Videos* permission

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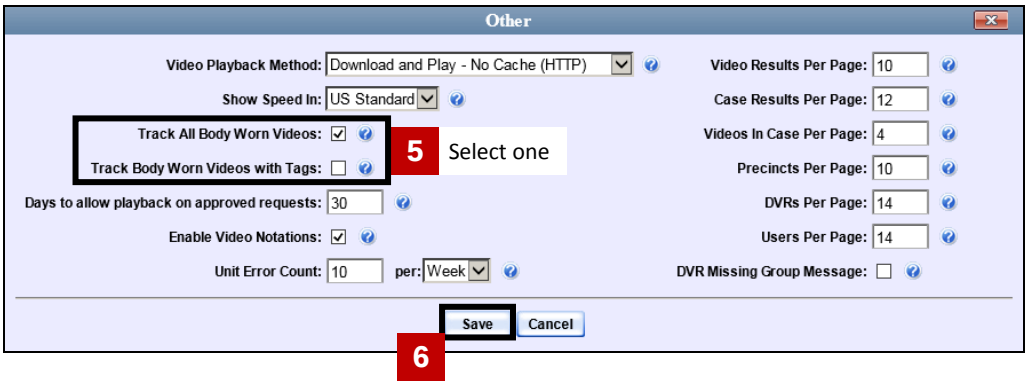
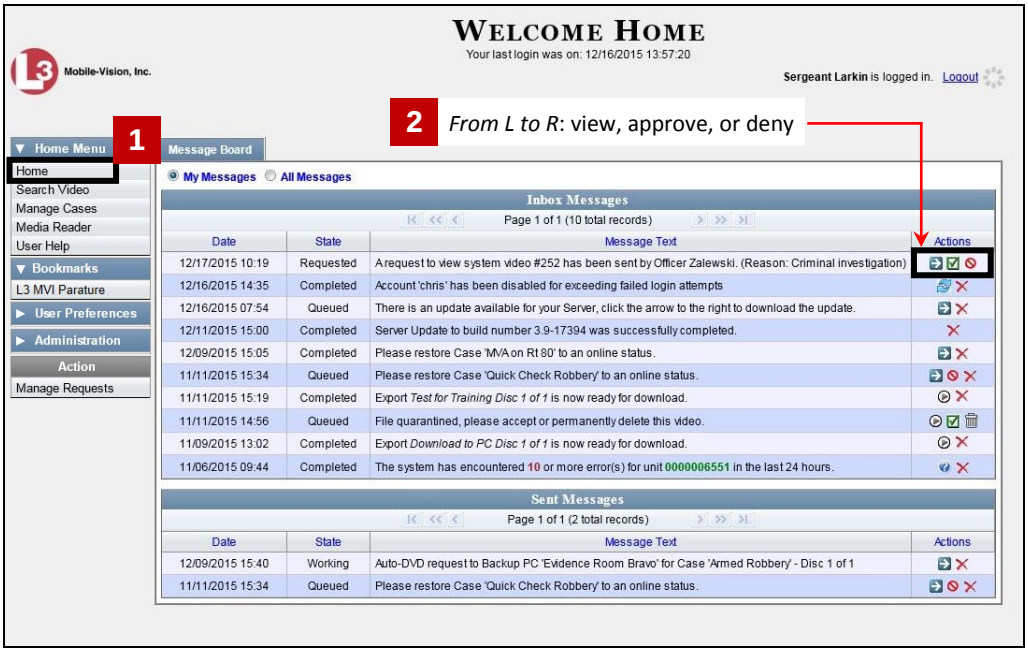


Approving/Denying a Viewing Request

This section illustrates how to approve or deny a request to view a *Body*VISION video. A user submits such a request to his supervisor when he wants to view a particular *Body*VISION video or snapshot image, but lacks the required permission to do so.*

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

For more information on *viewing requests* and how they are used in DES, see "*Body*VISION Viewing Requests" on page 31.



* The *Authorize Media Playback* or *Can View Body Worn Videos* permission

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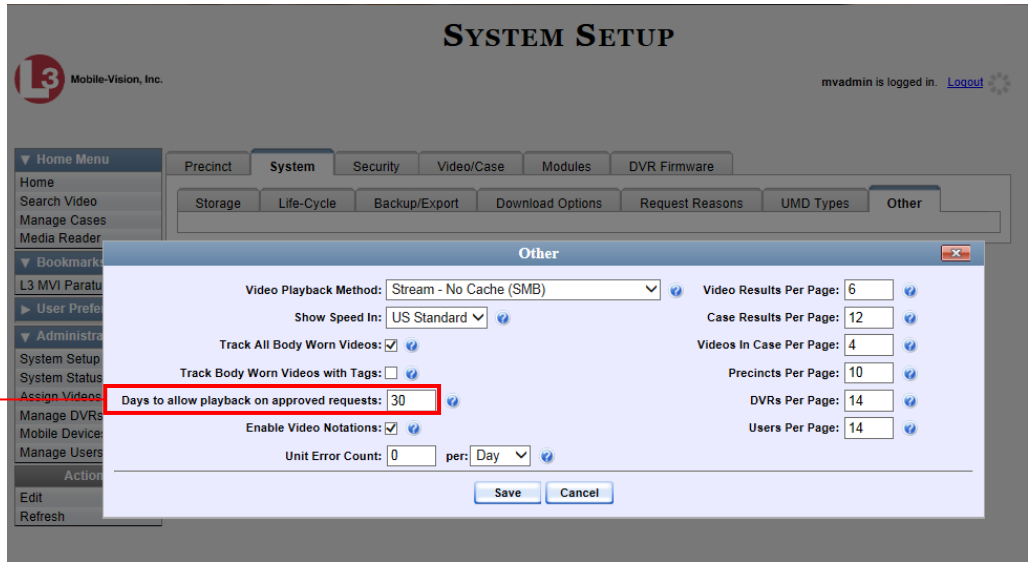
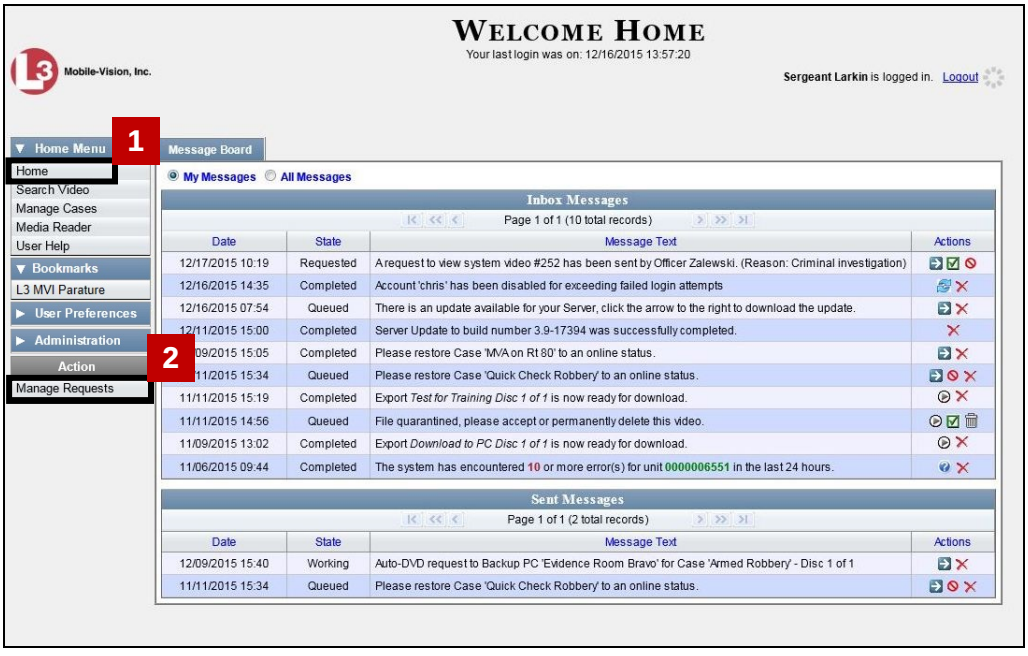
Displaying Your Active Viewing Requests

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



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

For more information on *viewing requests* and how they are used in DES, see "*Body*VISION Viewing Requests" on page 31.



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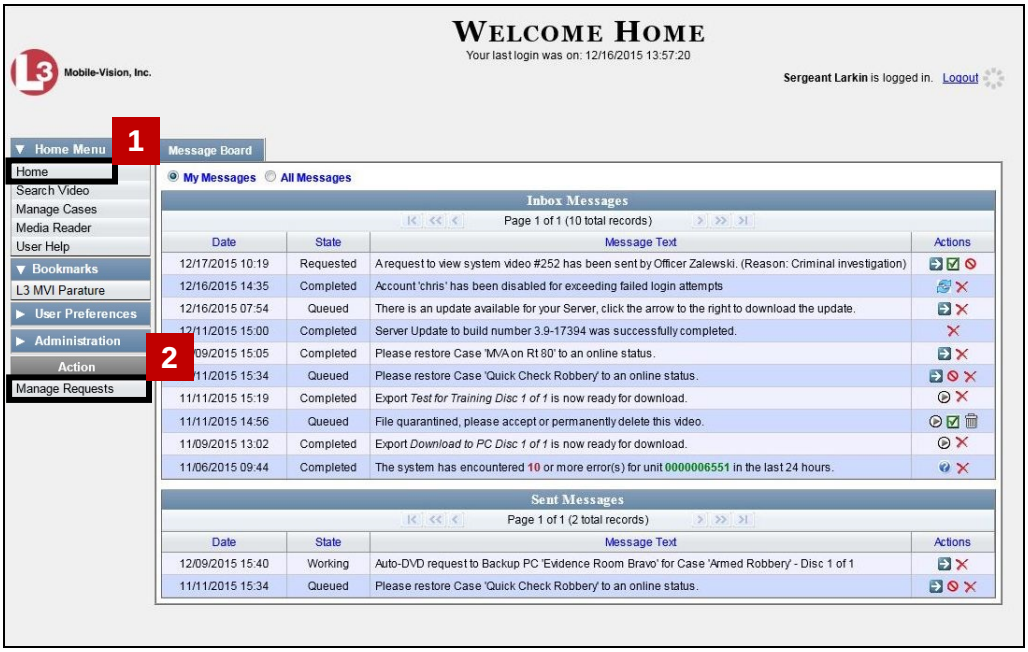
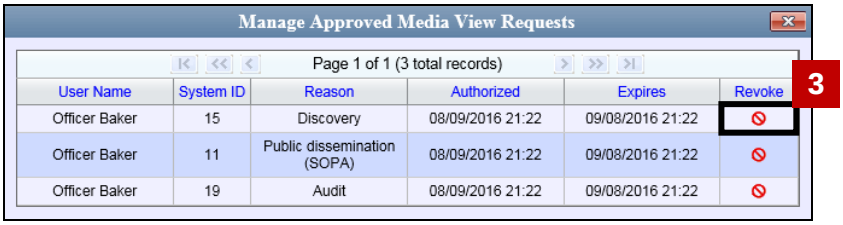
Revoking an Active Viewing Request

This section illustrates how to revoke an active *viewing request*, which is an approval granted to an officer to view a *Body*VISION video or snapshot record within a pre-defined time period.

For more information on *viewing requests* and how they are used in DES, see "*Body*-VISION Viewing Requests" on page 31.





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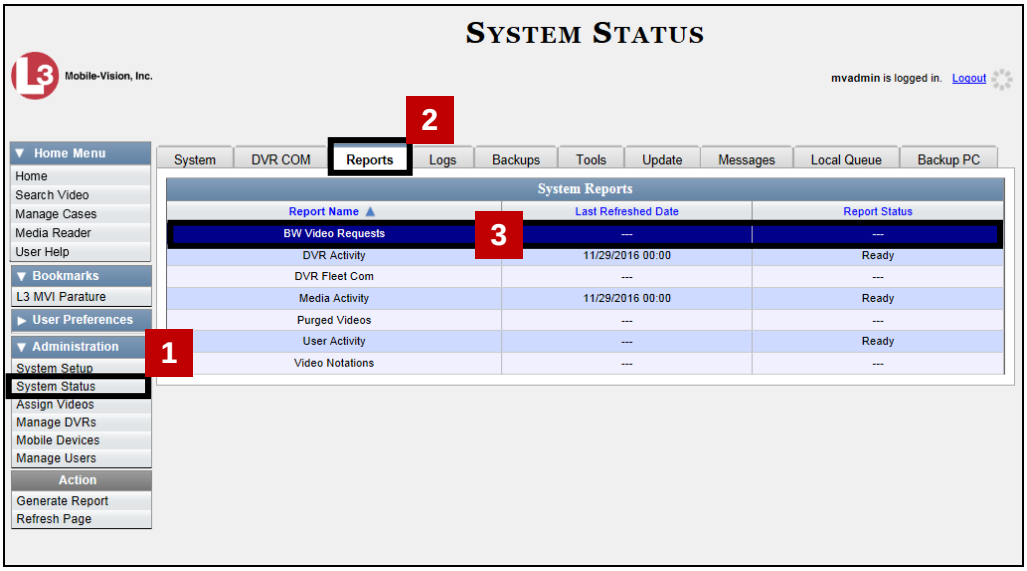
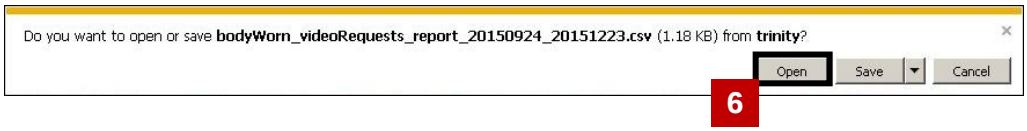
Exporting Viewing Request Activity to a Spreadsheet

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



Select a date range



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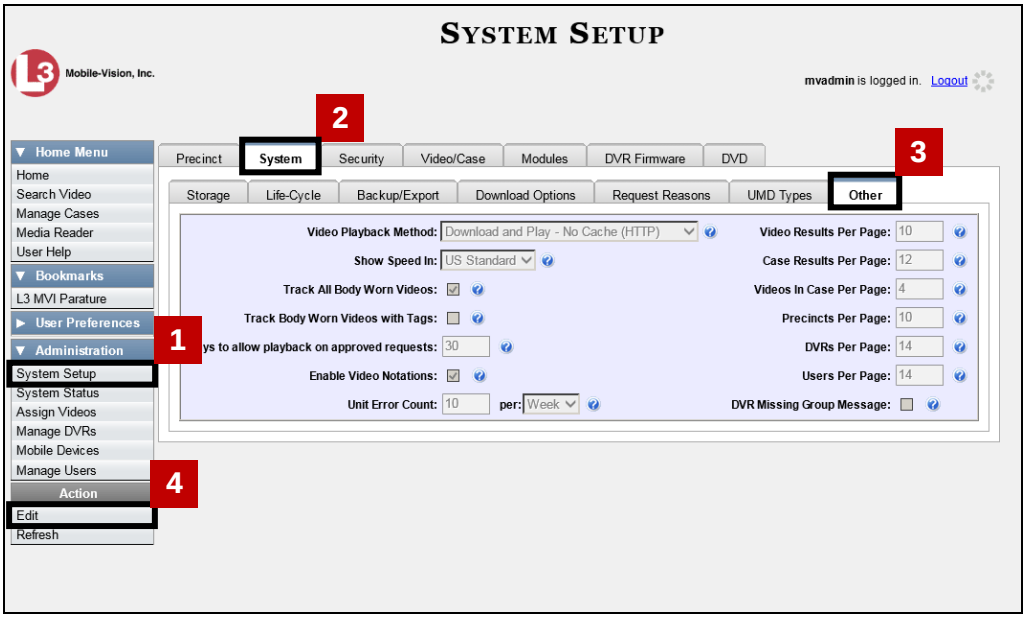
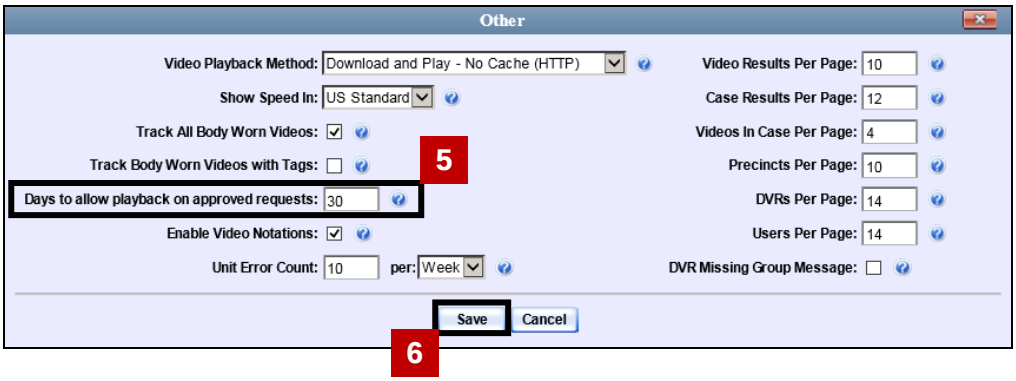
Changing the Expiration Date for Viewing Approvals

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

For more information on *viewing requests* and how they are used in DES, see "*Body*VISION Viewing Requests" on page 31.





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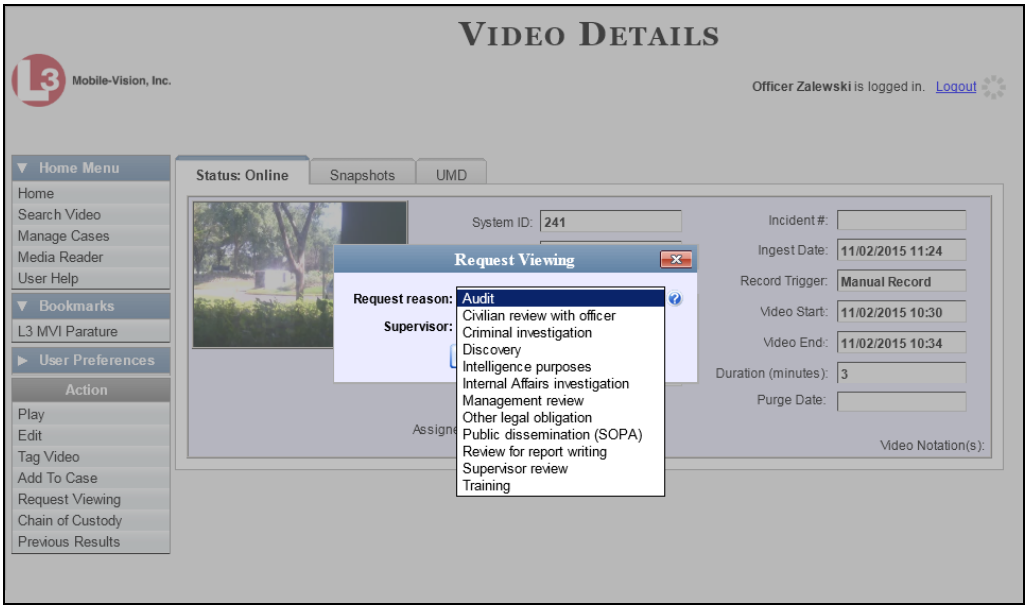
Maintaining Viewing Request Reasons

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



These agency-defined reasons are used to help create *viewing requests*, which an officer submits to his supervisor in order to obtain permission to view a *Body*VISION video or snapshot file. For more information on *viewing requests* and how they are used in DES, see "*Body*VISION Viewing Requests" on page 31.

For specific instructions, see:

- ❒ Adding a Viewing Request Reason, next page
- ❒ Changing a Viewing Request Reason, page 40
- ❒ Deleting a Viewing Request Reason, page 41.

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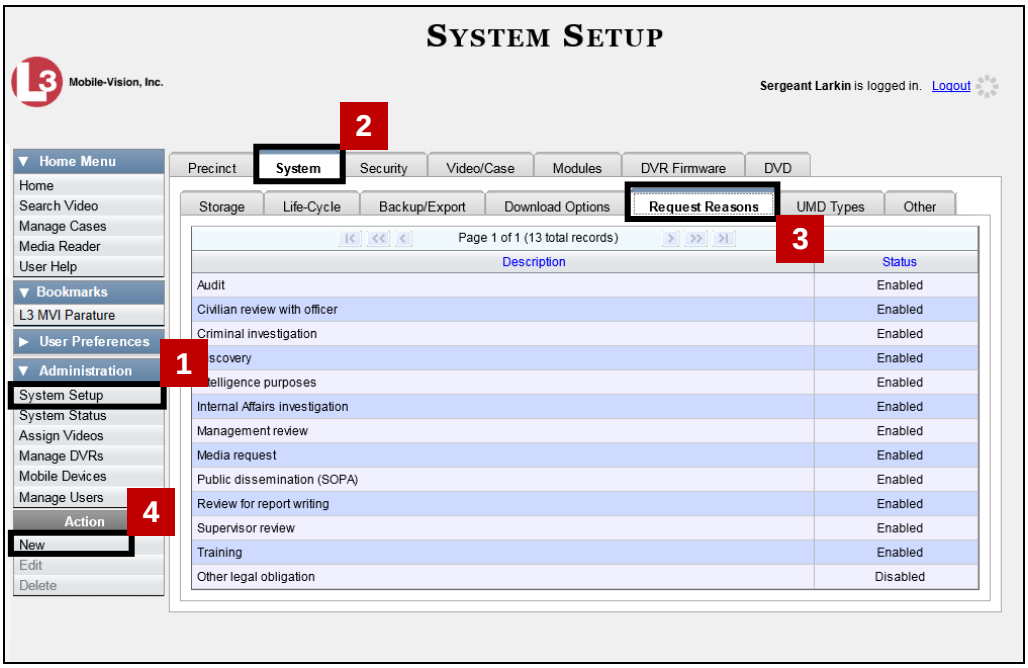
Adding a Viewing Request Reason

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



5 Enter request reason

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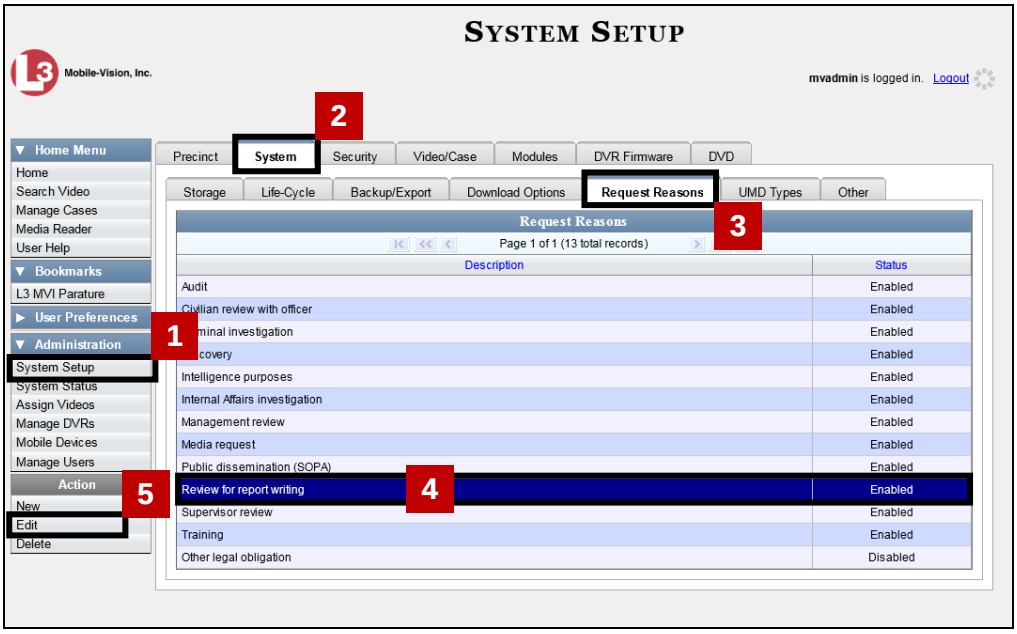
Changing a Viewing Request Reason

This section illustrates how to update an existing *viewing request reason* record. For more on viewing request reasons and how they are used in DES, see "Maintaining Viewing Request Reasons" on page 38.



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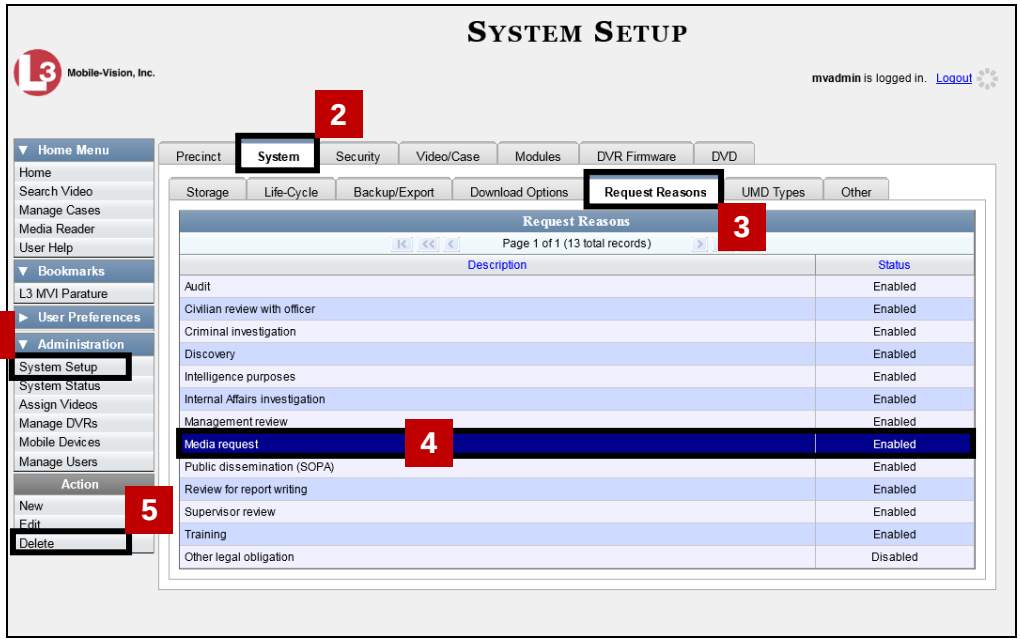
Deleting a Viewing Request Reason

This section illustrates how to delete an existing *viewing request reason* record. For more on viewing request reasons and how they are used in DES, see "Maintaining Viewing Request Reasons" on page 38.



Downloading a Video in FOIA Redacted Format

This section illustrates how to download selected stand-alone videos to your PC in *FOIA Redacted* format. This format that allows you to redact a video before you download it to your PC or external storage device. The exported video will have an extension of MP4, allowing you to play it on any MP4 player. You can also burn exported video to DVD using your PC's DVD burner.

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

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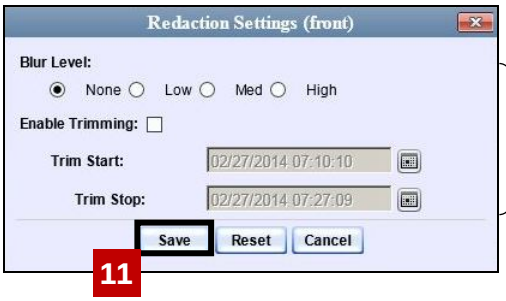
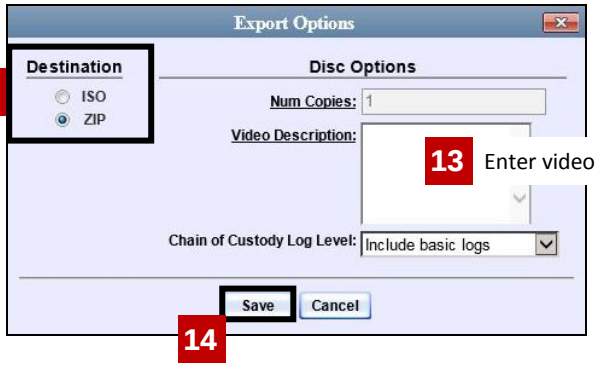
This document consists of general capabilities information that is not defined as controlled technical data under ITAR part 120.10 or EAR

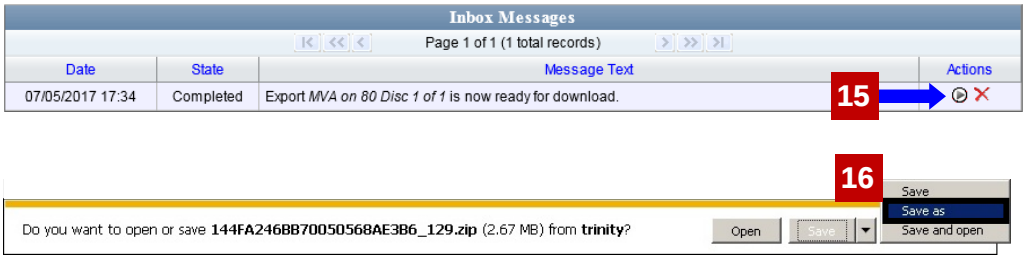


10 Select desired settings

Select **ZIP** 12



13 Enter video description



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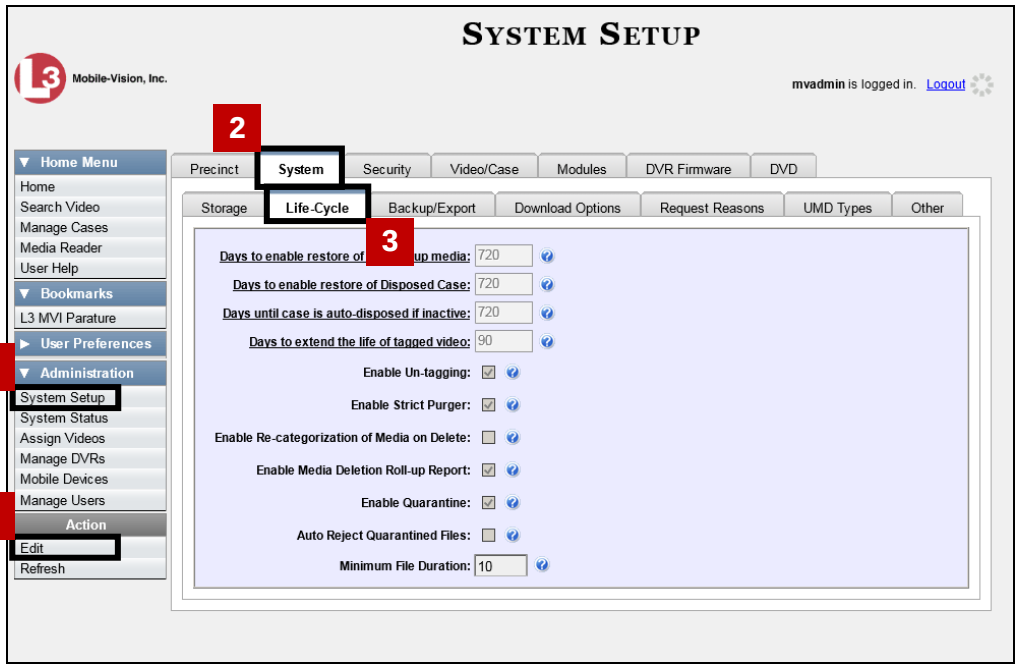
17 Navigate to the disk drive location where you wish to temporarily store the video file.

18 Click **Save**.

Keeping Offline Video Records on the Server

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

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



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

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

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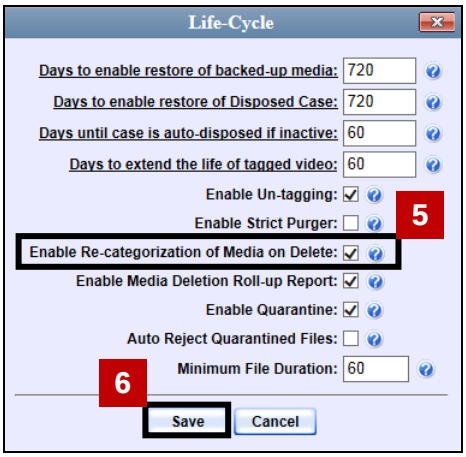
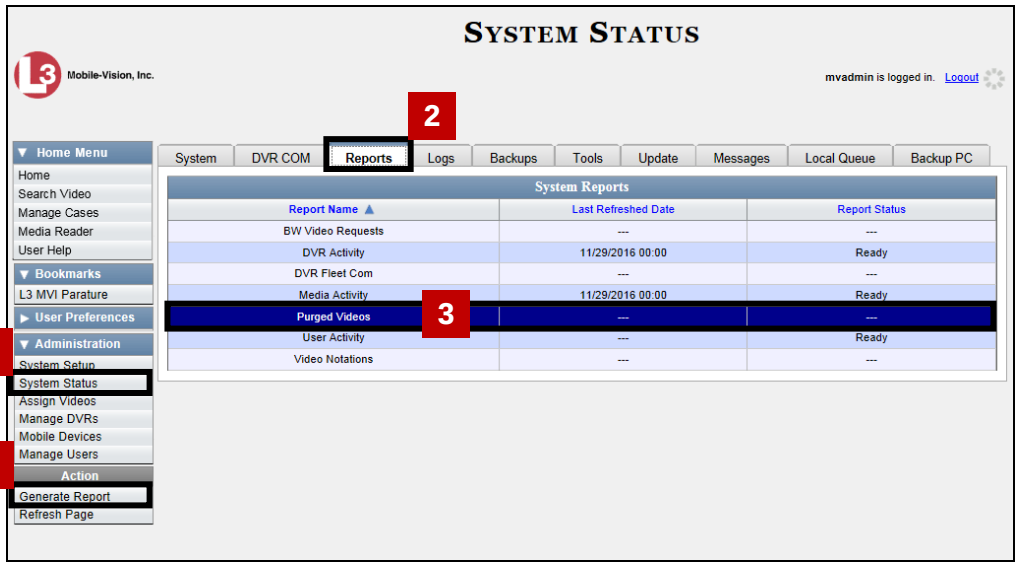
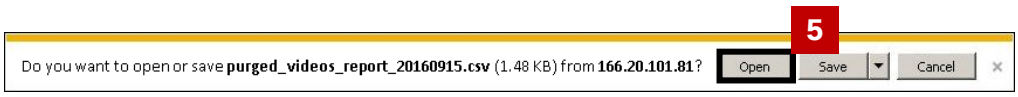


Generating the Purged Videos Report

This section describes how to generate the Purged Videos Report, which lists all videos with a system-assigned category of "Purged." This category indicates that an expired* video was reclassified as "purged" in order to remain in an *offline* but *restorable* state on the server. This occurs when the *Enable Re-categorization of Media on Delete* checkbox on the **Life-Cycle** tab is selected.





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

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Customizing the Video List

If desired, your agency can customize the Video Search Results page to display columns of your choosing.

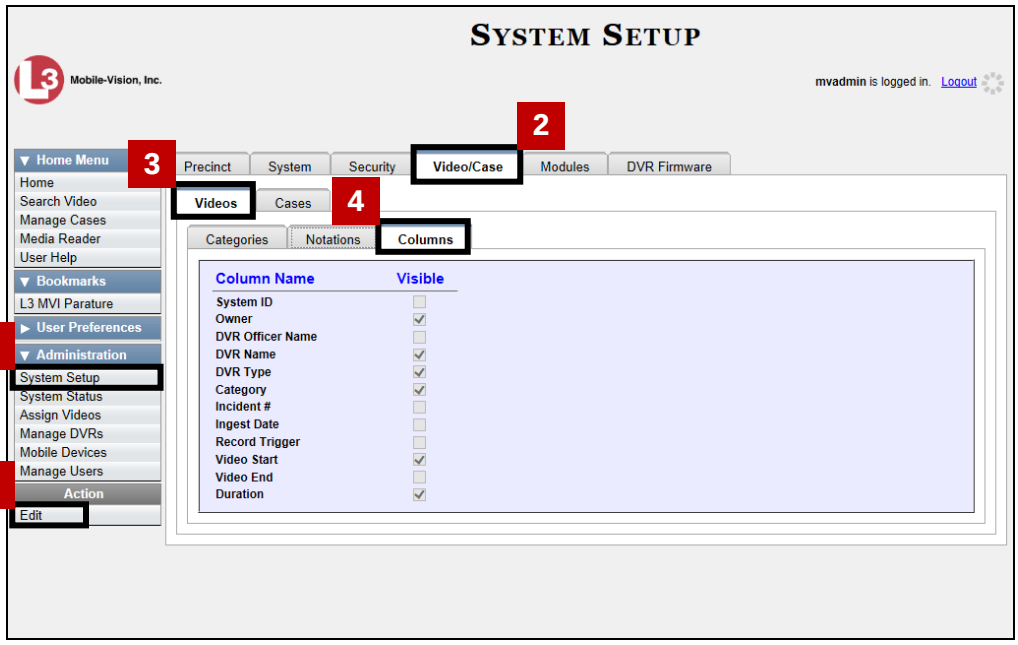
By default, the system displays the following columns:

- ❒ Owner
- ❒ DVR Name
- ❒ Category
- ❒ Duration
- ❒ Video Start (Date)
- ❒ Notes

In addition, you may display some or all of the following columns:

- ❒ System ID
- ❒ DVR Officer Name
- ❒ Incident #
- ❒ Ingest Date
- ❒ Record Trigger
- ❒ Video End (Date)

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



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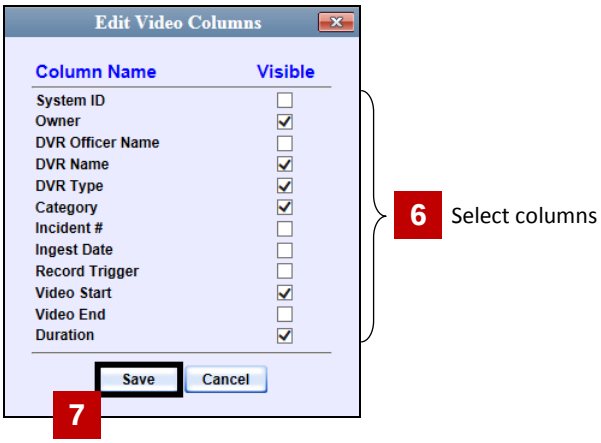

DVDs

This section illustrates 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). This section also describes how to update and maintain those system settings that relate to DVDs.

For more information, see:

- Burning DVDs, below
- Changing the File Types that are Automatically Archived, page 55
- Customizing the Consumer DVD Menus, page 61
- Customizing DVD Labels, 65
- Viewing the Certified Backup Discs List, 66
- Downloading a DVD Burn Application to Your PC, 68
- Validating that a Disc is Unaltered, 69
- Viewing the DVD Burn Queue, 70
- Deleting a DVD Burn Request, 71
- Changing the Default Export Type for DVDs, 72
- Generating the Video Deletion Roll-Up Report, 72.

Burning DVDs

This section illustrates how to burn different types of DVDs using either your agency's robotic DVD burner or your PC's DVD burner. For a detailed description of the available DVD formats and why/when you might want to select one format over another, see "Available File Formats for User-Requested DVDs" in the DVDs chapter of your DES Administrator's Guide.

For specific procedures, see:

- Burning Video to DVD using Your Agency's Robotic DVD Burner, next page
- Burning a Case to DVD using Your Agency's Robotic DVD Burner, 50
- Burning Video to DVD using Your PC's DVD Burner, page 51
- Burning a Case to DVD using Your PC's DVD Burner, page 54
- Burning Video to an FOIA Redacted DVD via Your PC's DVD Burner, page 55
- Burning a Case to an FOIA Redacted DVD via Your PC's DVD Burner, page 58.

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Burning Video to DVD using Your Agency's Robotic DVD Burner

This section illustrates how to burn video to a DVD using your agency's robotic DVD burner.

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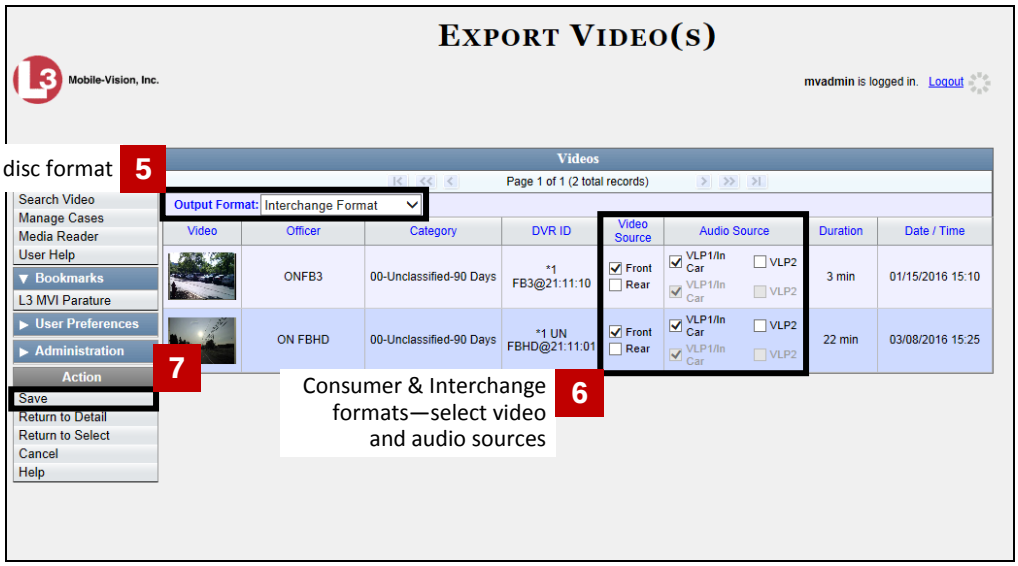
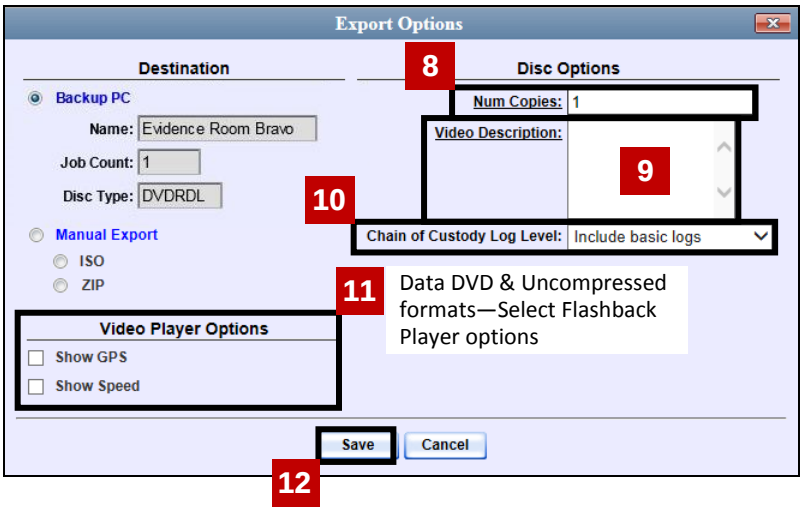
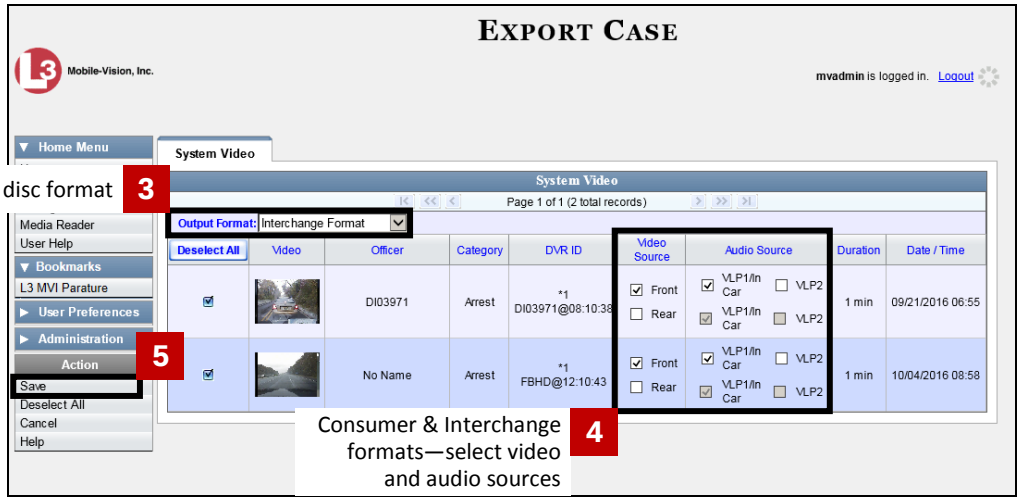




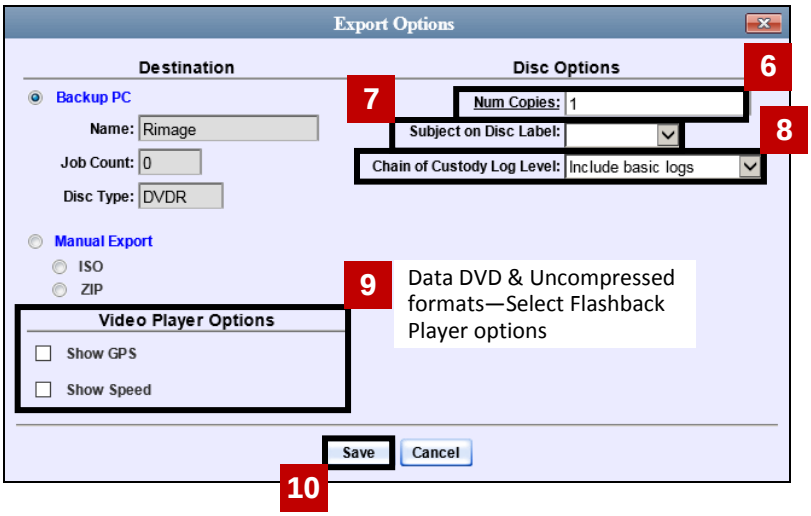
This document consists of general capabilities information that is not defined as controlled technical data under ITAR part 120.10 or EAR

Burning a Case to DVD using Your Agency's Robotic DVD Burner

This section illustrates how to burn a case record to a DVD using your agency's robotic DVD burner.



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



Burning Video to DVD using Your PC's DVD Burner

This section illustrates how to burn selected videos to a DVD using your PC's DVD burner in one of the following formats: Data DVD, Interchange Format, or Uncompressed. If you want to redact the video first before you download it to your PC, see "Burning Video to an FOIA Redacted DVD via Your PC's DVD Burner" on page 55 instead.

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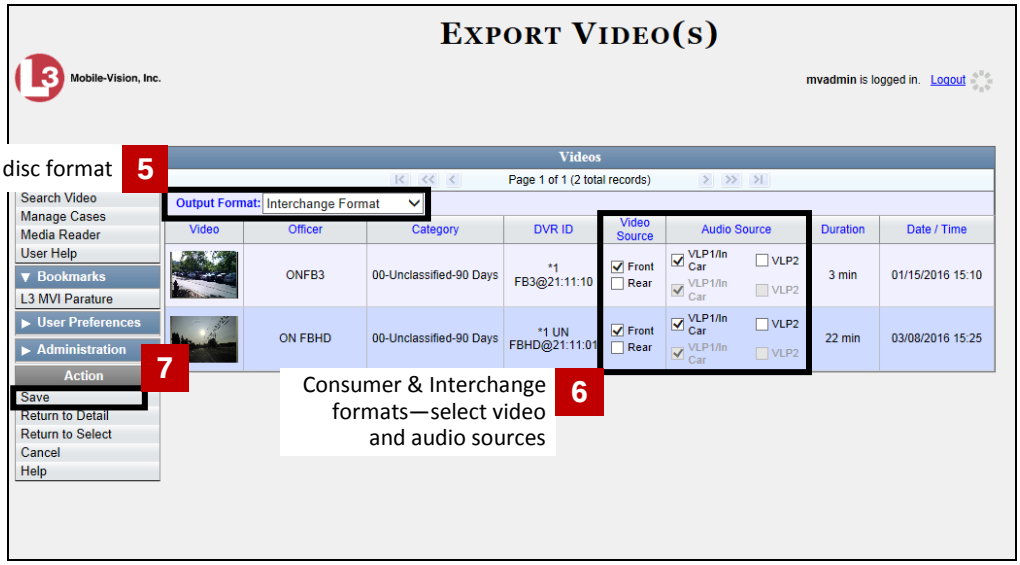

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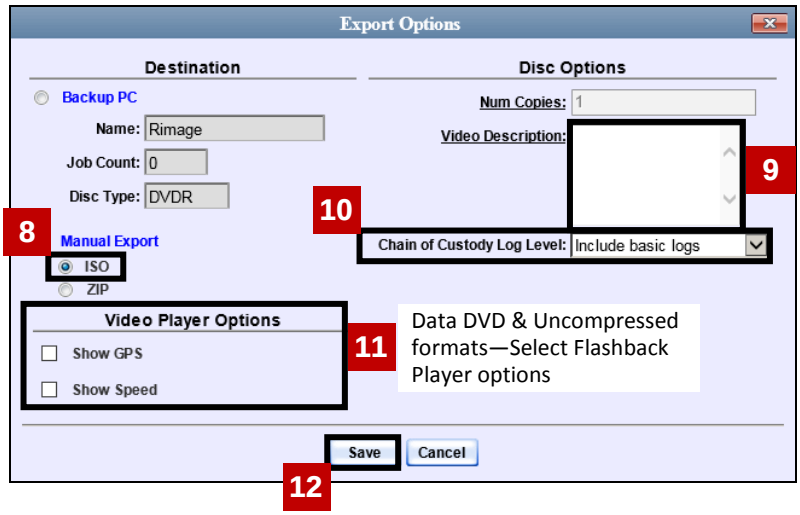

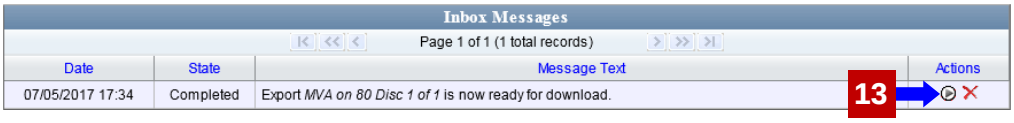

15 Using your DVD burn application (such as Roxio Creator), burn the DVD.

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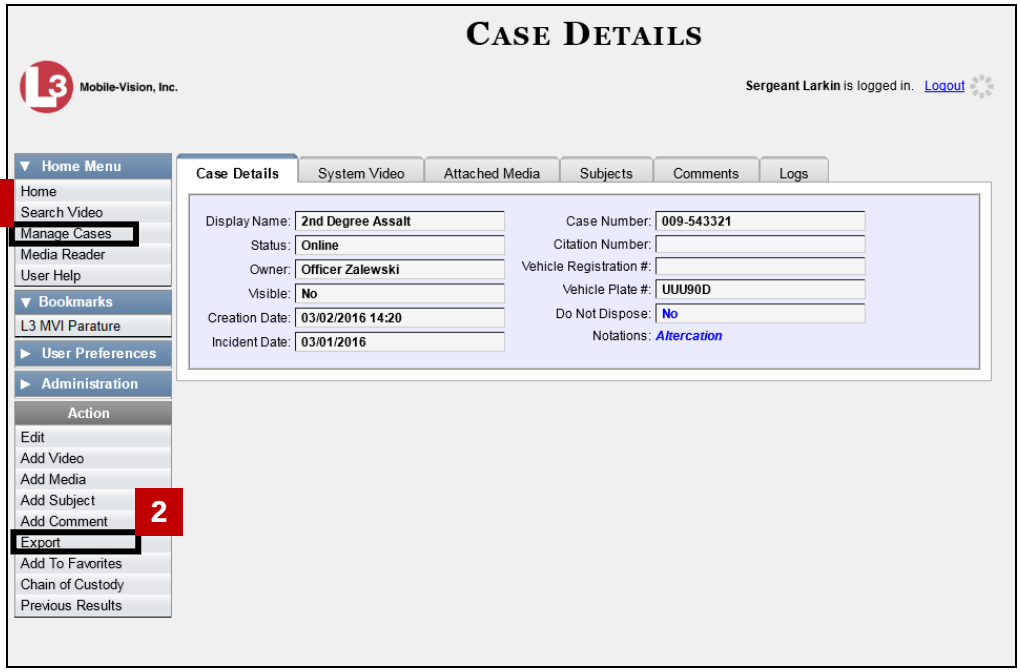
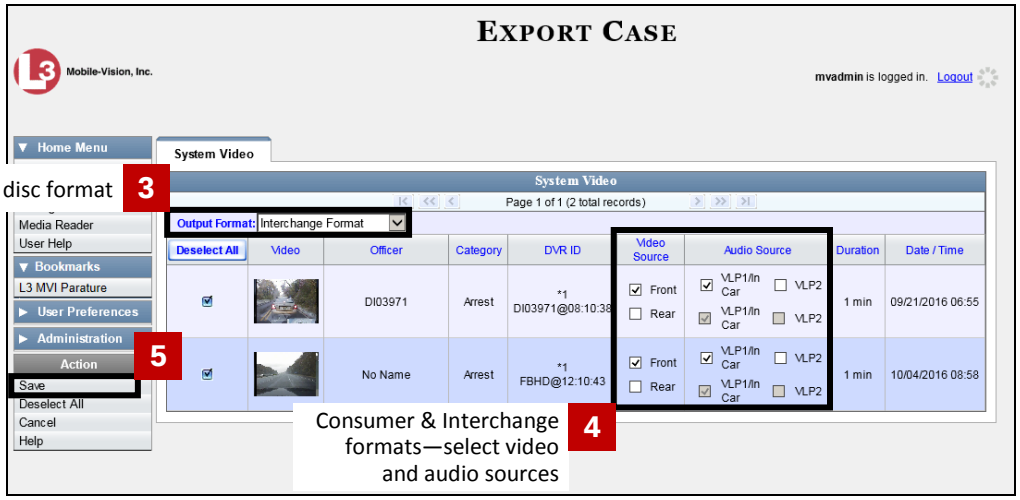
Burning a Case to DVD using Your PC's DVD Burner

This section illustrates how to burn a case record to a DVD using your PC's DVD burner. If you want to redact the case's video first before you download it to your PC, see "Burning a Case to an FOIA Redacted DVD via Your PC's DVD Burner" on page 58 instead.

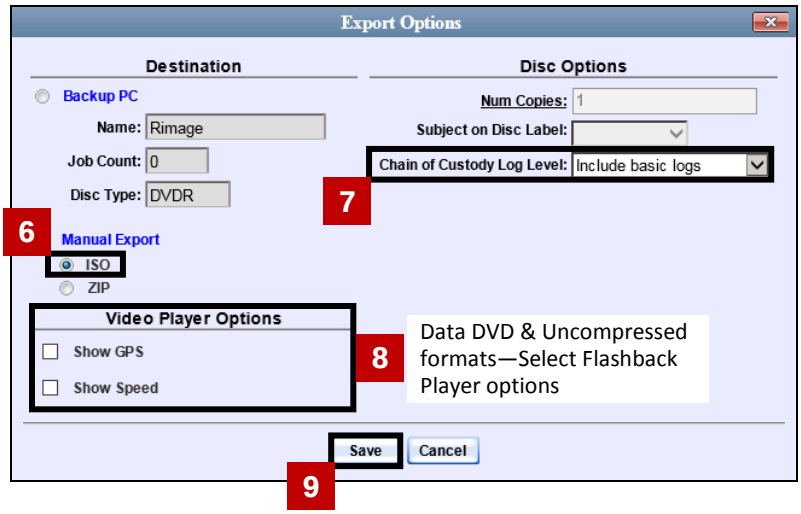
Search for and display the case **1**

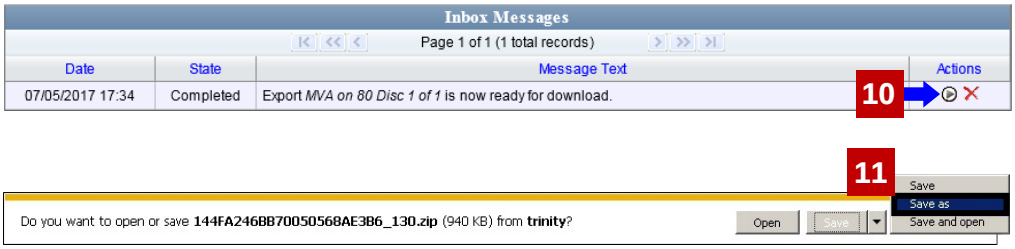


Select a disc format **3**



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





12 Using your DVD burn application (such as Roxio Creator), burn the DVD.

Burning Video to an FOIA Redacted DVD via Your PC's DVD Burner

This section illustrates how to burn selected stand-alone videos to an FOIA Redacted DVD using your PC's DVD burner. *Stand-alone* video is video that is not linked to a case.

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

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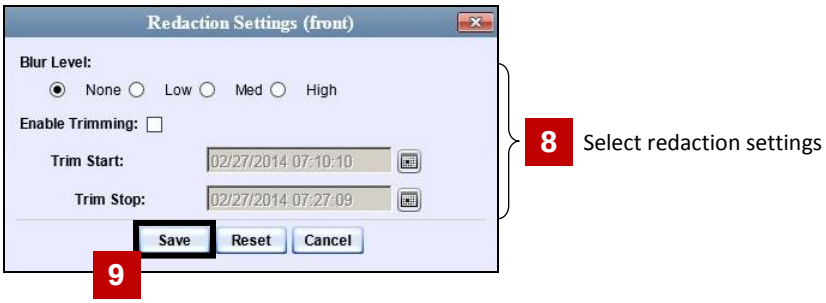
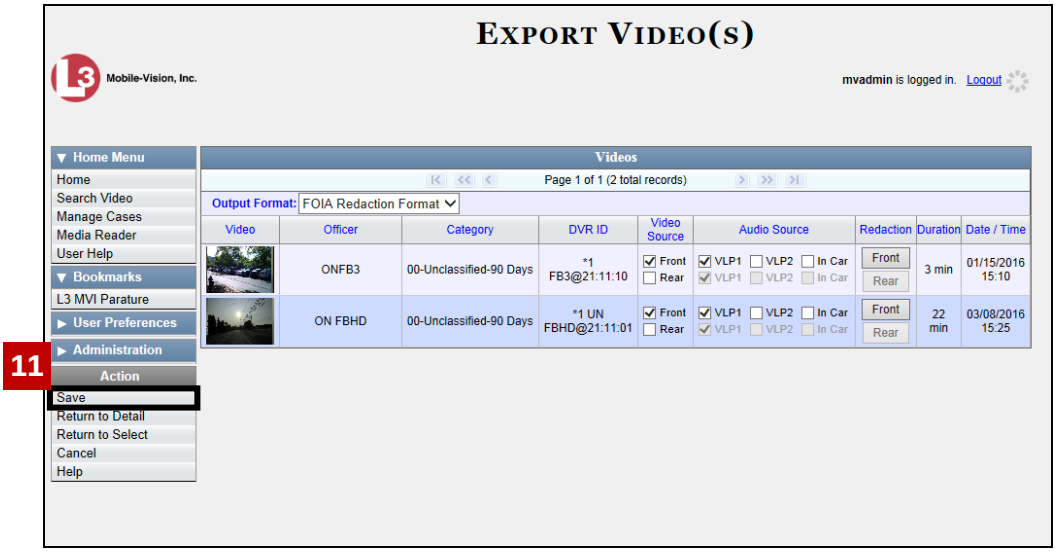
This document consists of general capabilities information that is not defined as controlled technical data under ITAR part 120.10 or EAR

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

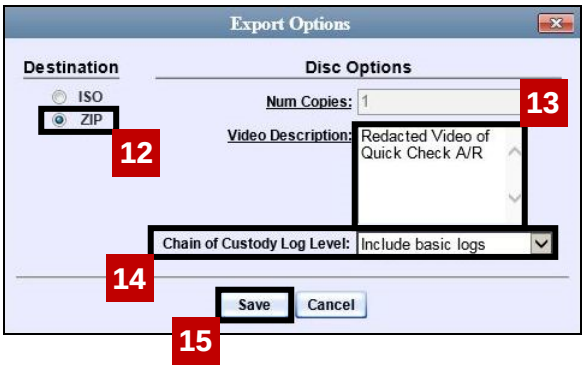


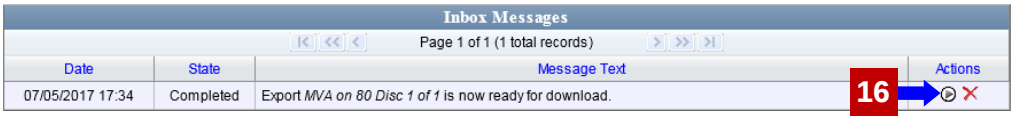
If there are any other enabled **Front**, **Rear**, or **Camera** buttons in the *Redaction* column, proceed to step 10. Otherwise skip to step 11.

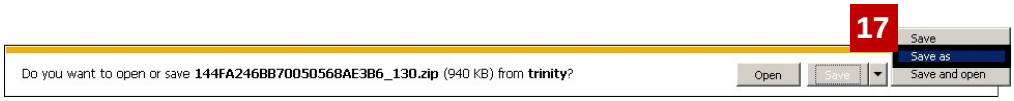
10 Click on the next **Front**, **Rear**, or **Camera** button in the *Redaction* column. Next, repeat steps 8 and 9.



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







18 Using your DVD burn application (such as Roxio Creator), burn the MP4 file(s) to DVD.

Burning a Case to an FOIA Redacted DVD via Your PC's DVD Burner

This section describes how to burn selected videos from a case to an *FOIA Redacted DVD* using your PC's DVD burner.

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

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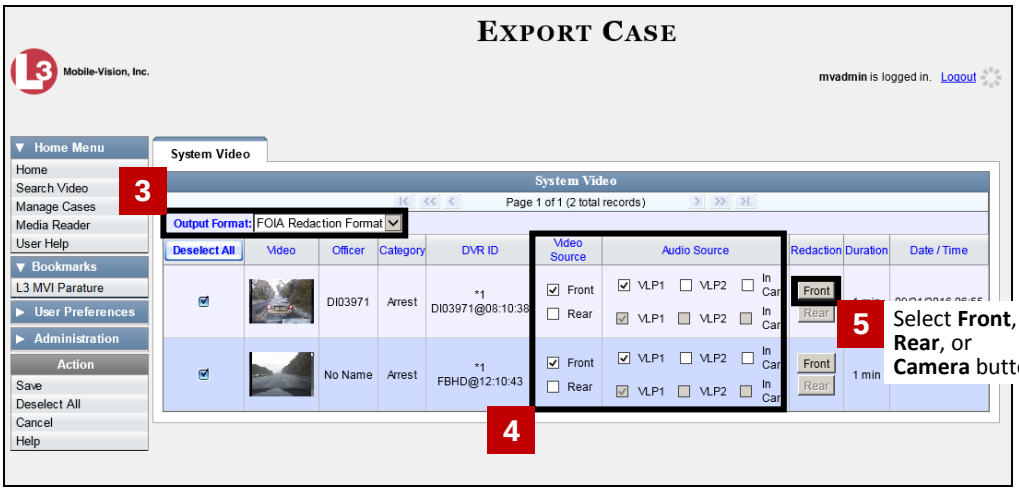

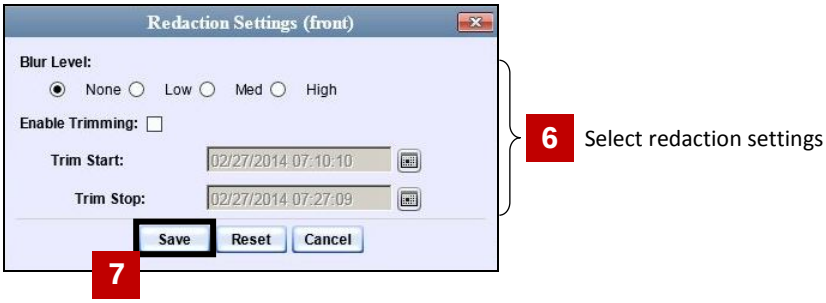

If there are any other enabled **Front**, **Rear**, or **Camera** buttons in the *Redaction* column, proceed to step 8. Otherwise skip to step 9.

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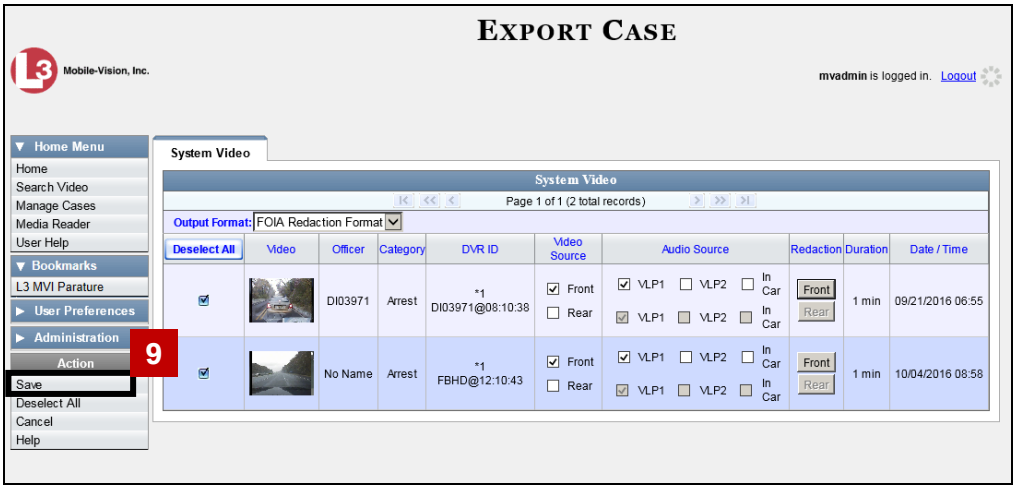
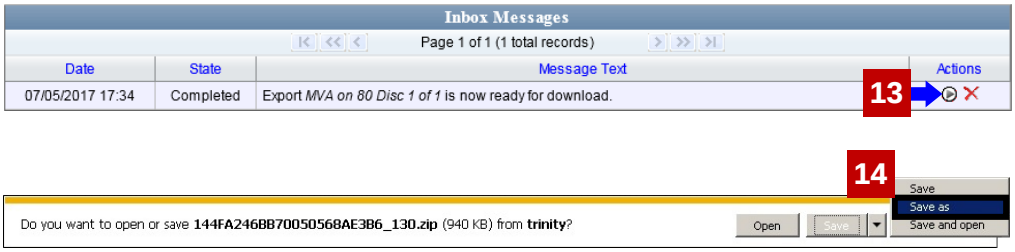
8 Click on the next **Front**, **Rear**, or **Camera** button in the *Redaction* column. Next, repeat steps 6 and 7.





15 Using your DVD burn application (such as Roxio Creator), burn the DVD.

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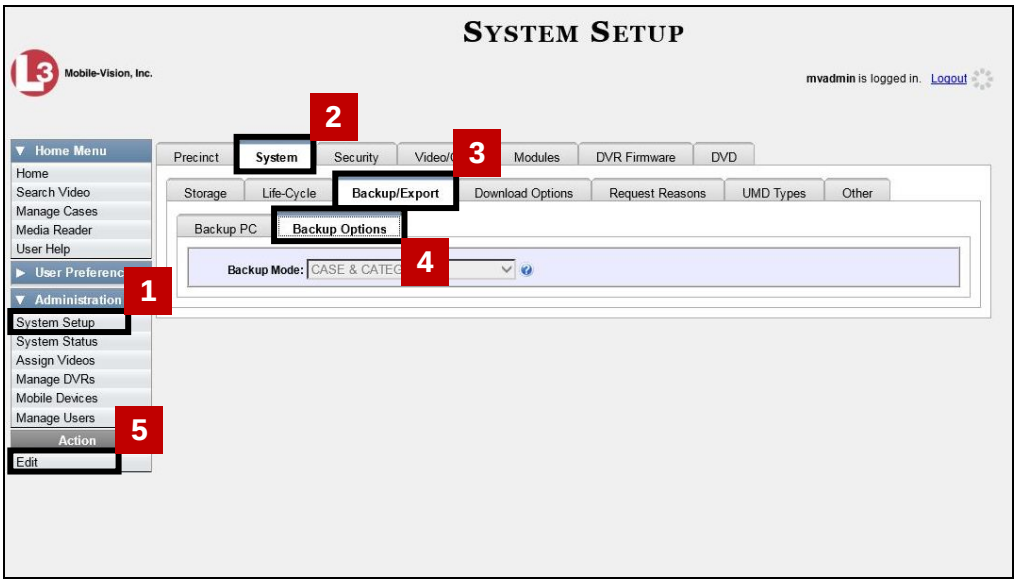
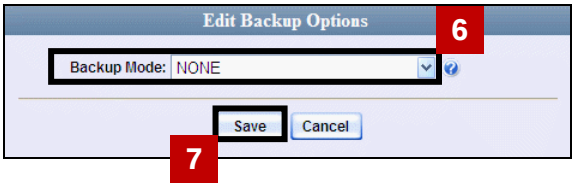
Changing the File Types that are Automatically Archived

This section illustrates how to designate which type of files will be backed up automatically by the system using your agency's robotic DVD burner or BluRay burner. Backups occur on a schedule according to video category. A video's category determines how long it will remain online.





Customizing the Consumer DVD Menus

When you insert a Consumer DVD disc into a consumer DVD player, a menu displays. This menu, referred to as the DVD *main menu*, lists the videos and other files that are stored on that disc. There is a separate main menu for *case* and *video* DVDs. Both menus are customizable. There is also a customizable group menu that divides each video into four viewing segments.

Altogether there are four Consumer DVD menus that you can customize to meet your agency's needs:

- ❒ Case DVD Main Menu
- ❒ Case DVD Group Menu
- ❒ Video DVD Main Menu
- ❒ Video DVD Group Menu.

(Continued)

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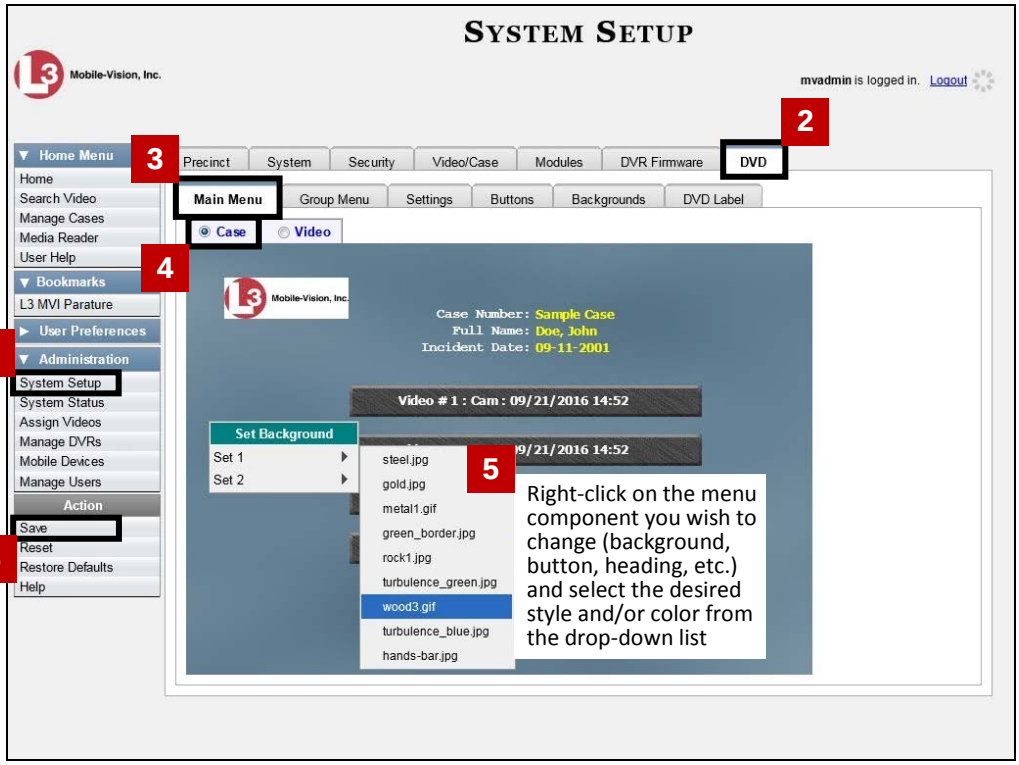
For specific instructions, see:

- ❒ Changing the Color & Style of the Case DVD Main Menu, below
- ❒ Changing the Color & Style of the Case DVD Submenu, page 63
- ❒ Changing the Color & Style of the Video DVD Main Menu, page 63
- ❒ Changing the Color & Style of the Video DVD Submenu, page 64
- ❒ Changing the Heading Text for the Consumer DVD Main Menu, page 64
- ❒ Changing the Button Values for the Consumer DVD Main Menu, page 65.

Changing the Color & Style of the Case DVD Main Menu



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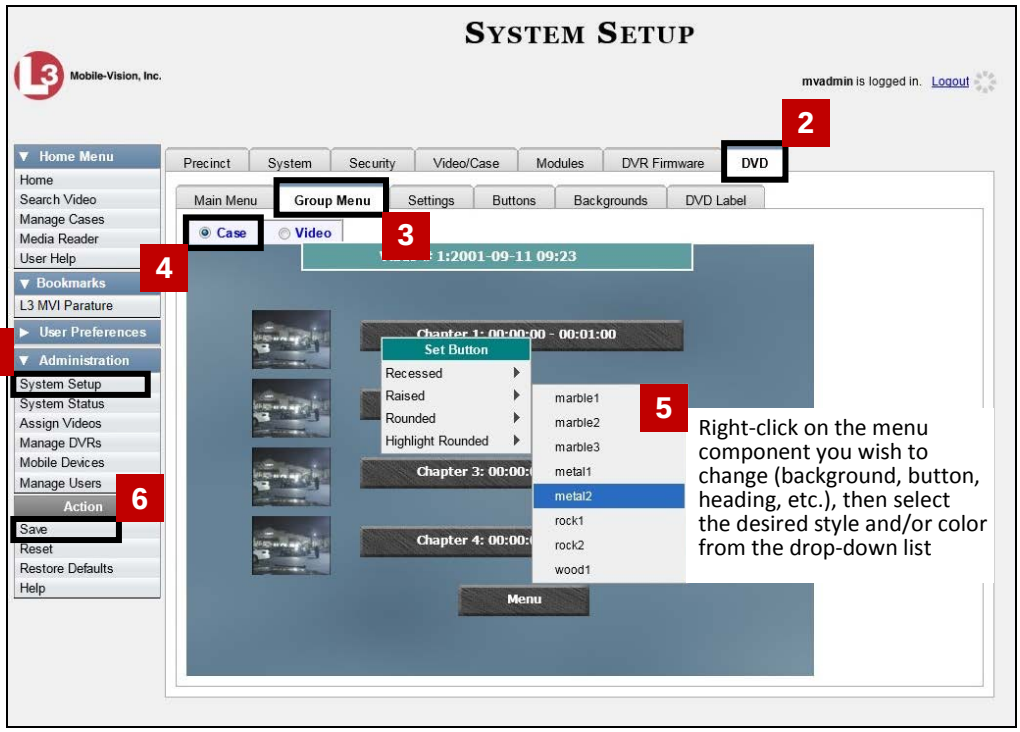
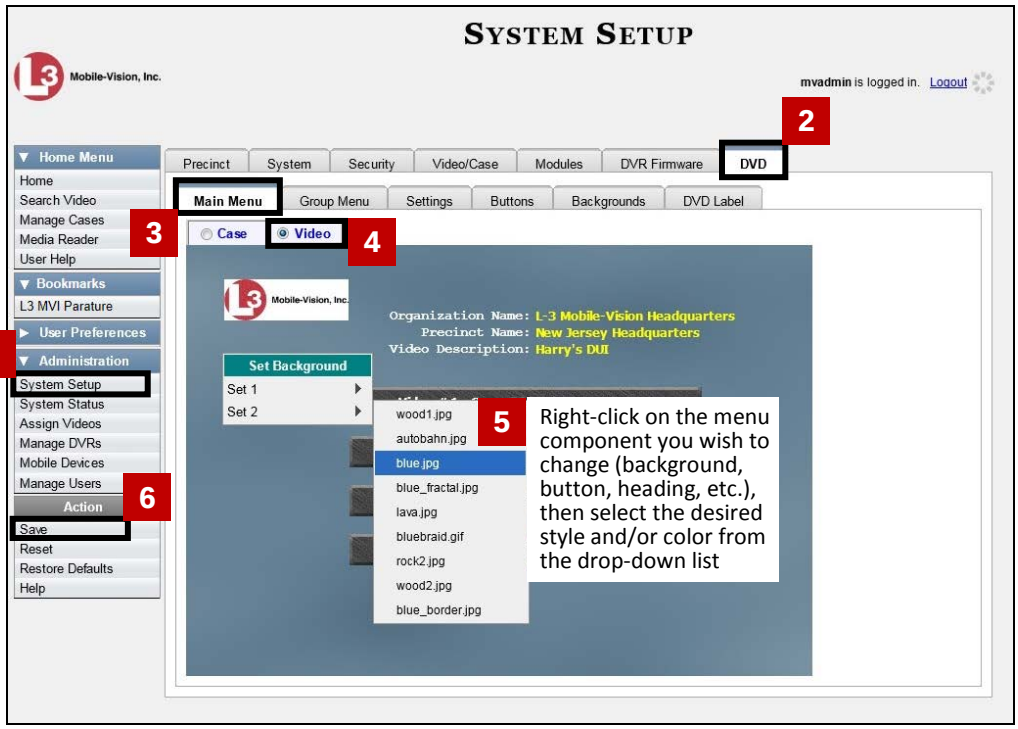
Changing the Color & Style of the Case DVD Group Menu



Changing the Color & Style of the Video DVD Main Menu



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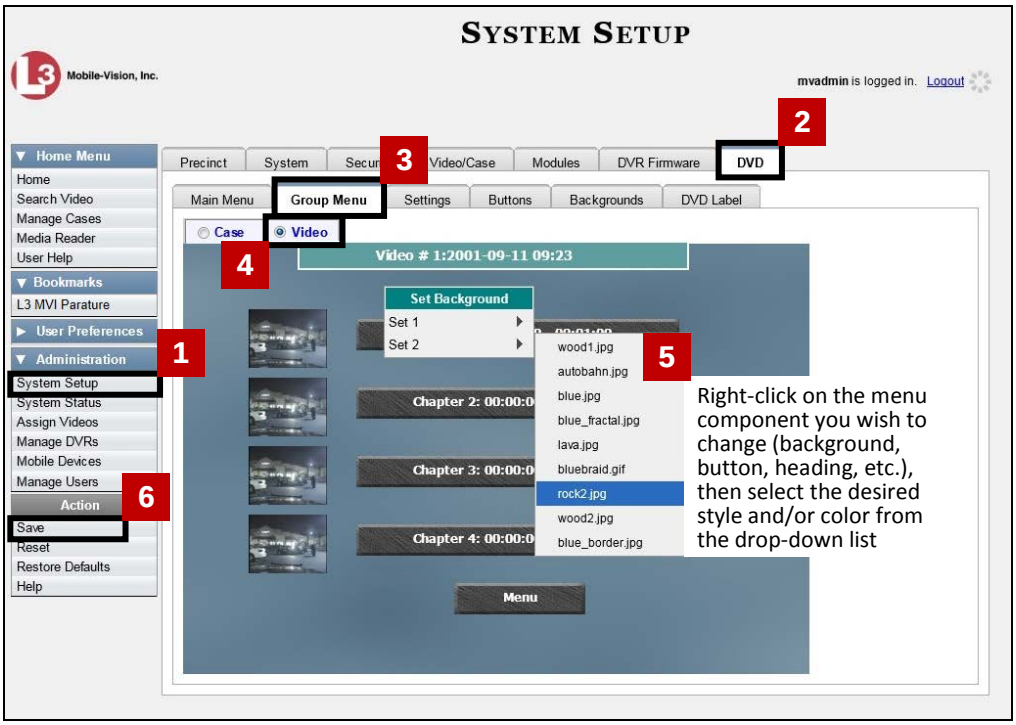
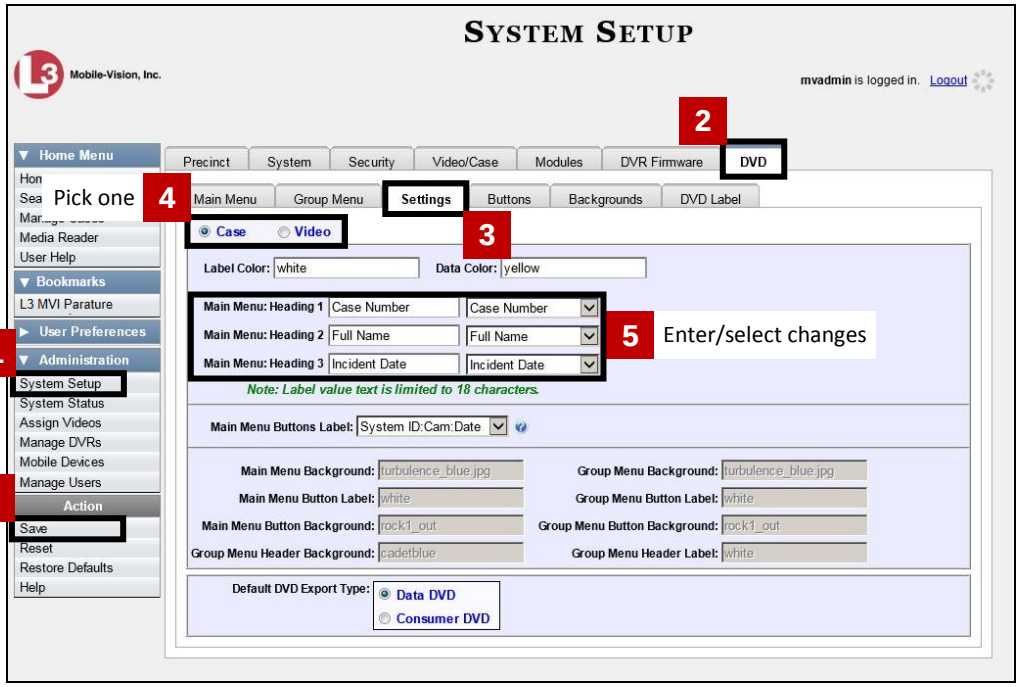
Changing the Color & Style of the Video DVD Group Menu



Changing the Heading Text for the Consumer DVD Main Menu

This section illustrates how to change the three lines of heading text that display at the top of the Consumer DVD main menu.



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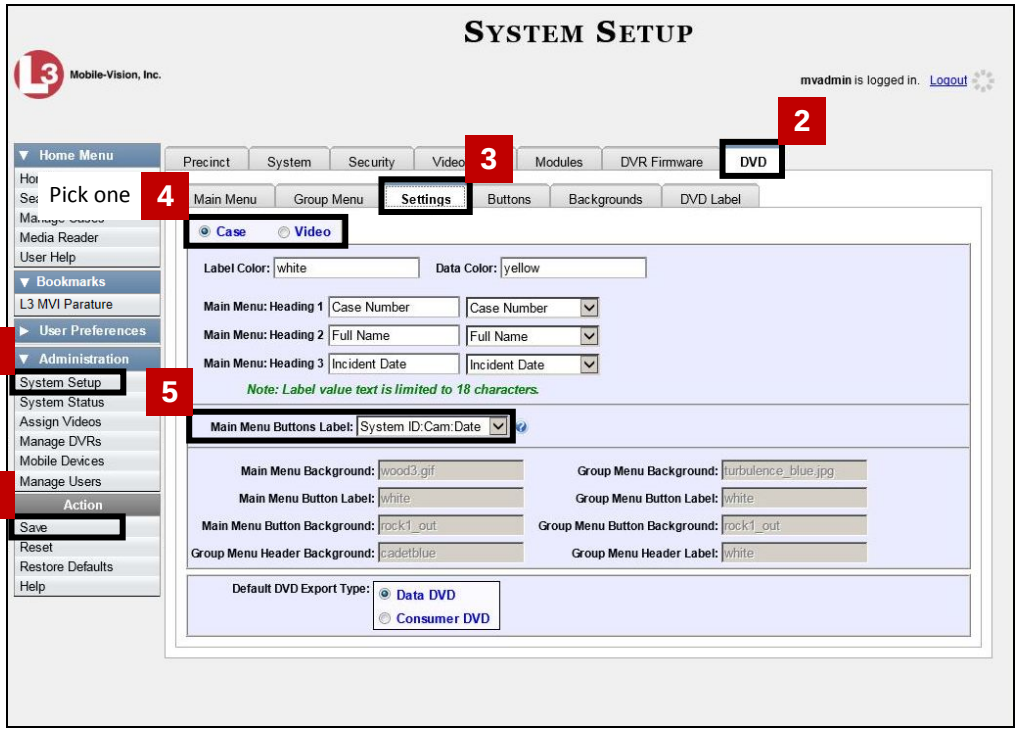
Changing the Button Values for the Consumer DVD Main Menu

This section illustrates how to change the field values that display on the video selection buttons located on the Consumer DVD main menu.



Customizing DVD Labels

This section illustrates how to customize the labels for your video and case DVDs. You can design a different label for five of the DVD formats:

- ❒ Archive – Certified Backup Disc
- ❒ Data DVD – Case
- ❒ Consumer DVD – Case
- ❒ Data DVD – Video
- ❒ Consumer DVD – Video

NOTE: Interchange format and Uncompressed format DVDs receive the Data DVD label. Therefore all customizations to the Data DVD label will affect those DVDs as well.

(Continued)

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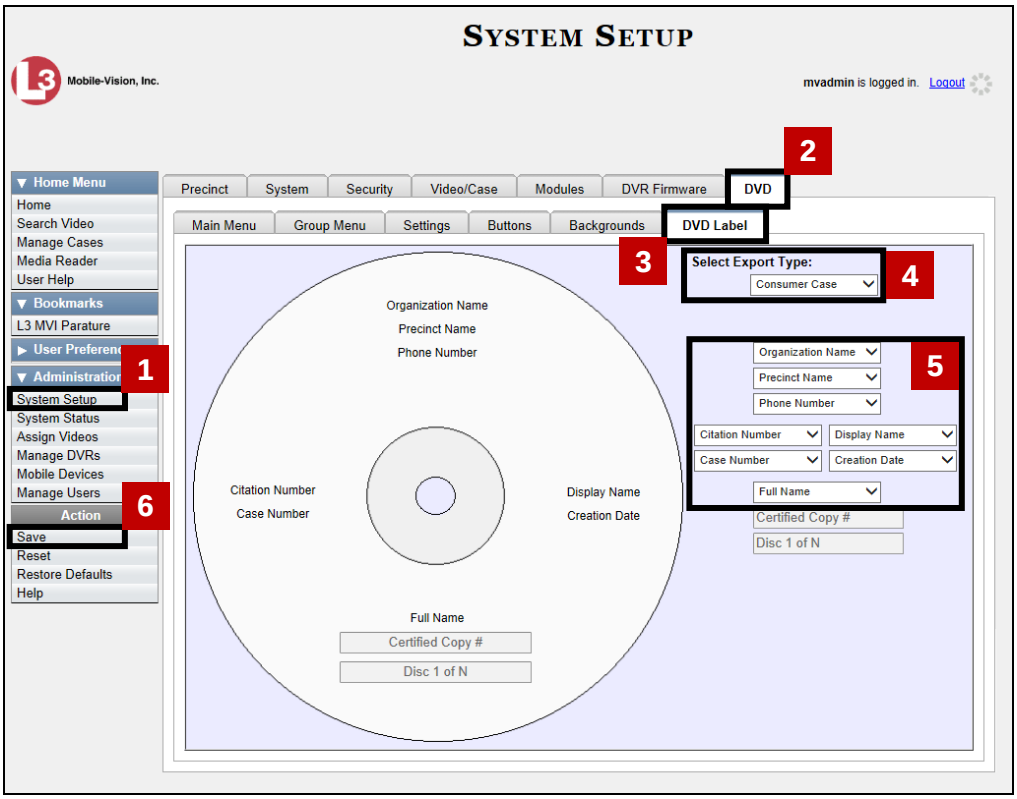

Viewing the Certified Backups List

Viewing the Certified Backups Discs List

This section illustrates how to view a list of the following:

- ❒ All of the prior backups made to an external backup device (if applicable)
- ❒ All of the prior DVD backups.
- ❒ All of the *pending* DVD backups. These are the backup jobs that are in the queue but have not occurred yet (e.g., archive discs that are waiting to be burned).

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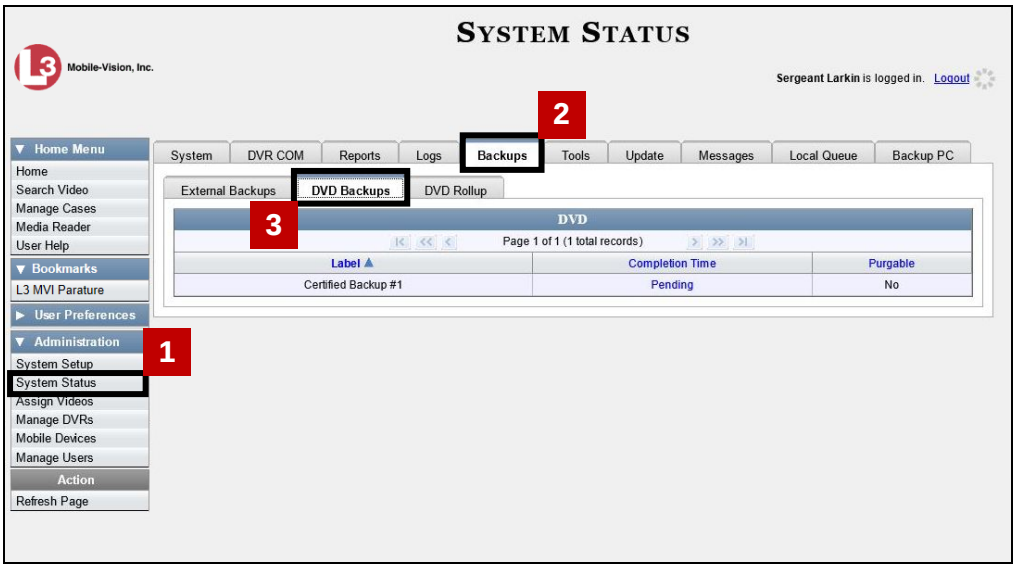
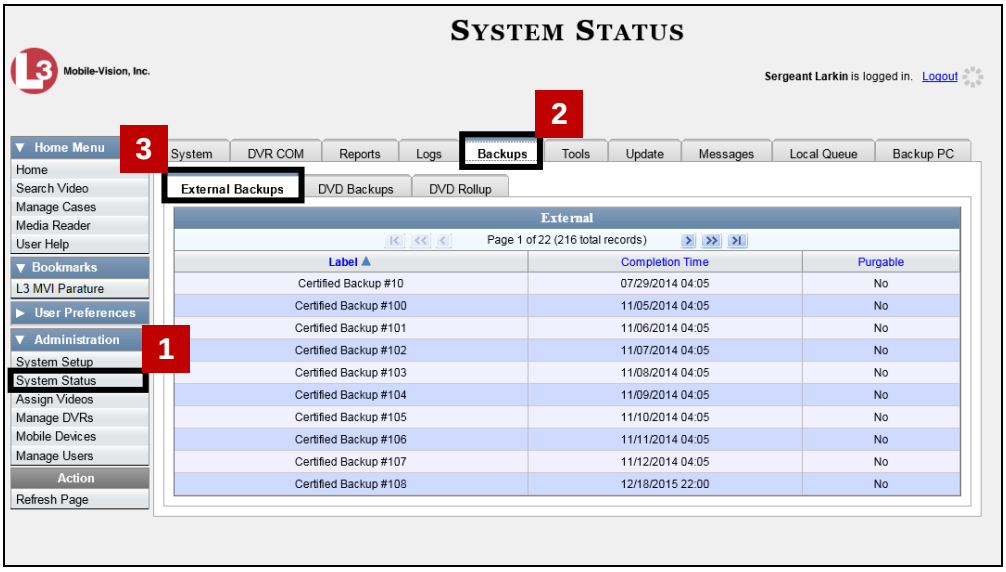


Viewing the Certified External Backup Files List

This section illustrates how to view a list of the following:

- ❒ All of the prior backups to an external backup device.
- ❒ All of the *pending* backups to an external backup device. These are the backup jobs that are in the queue but have not occurred yet.



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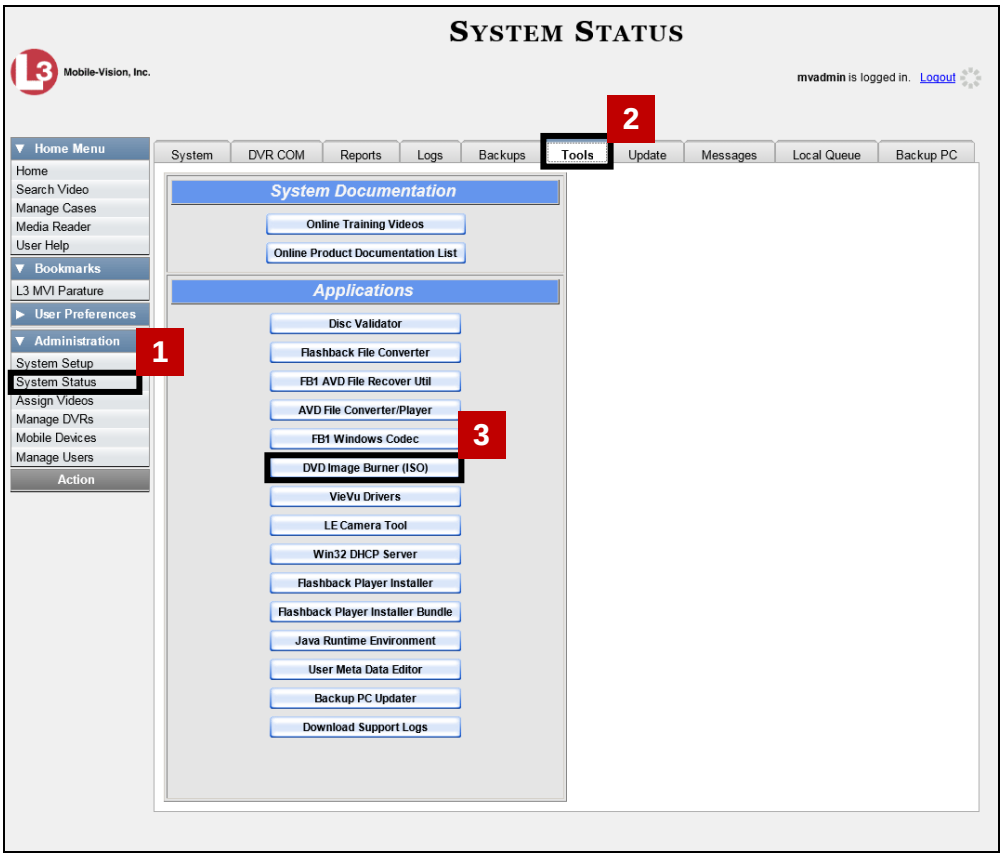
Downloading a DVD Burn Application to Your PC

In order to burn a DVD on your PC, you need to have DVD burning software installed, such as Roxio Creator. If you don't have such an application, you can download a special application included with DES called *cdrtools*, as illustrated below.



4 Follow the system prompts to download and install the application.

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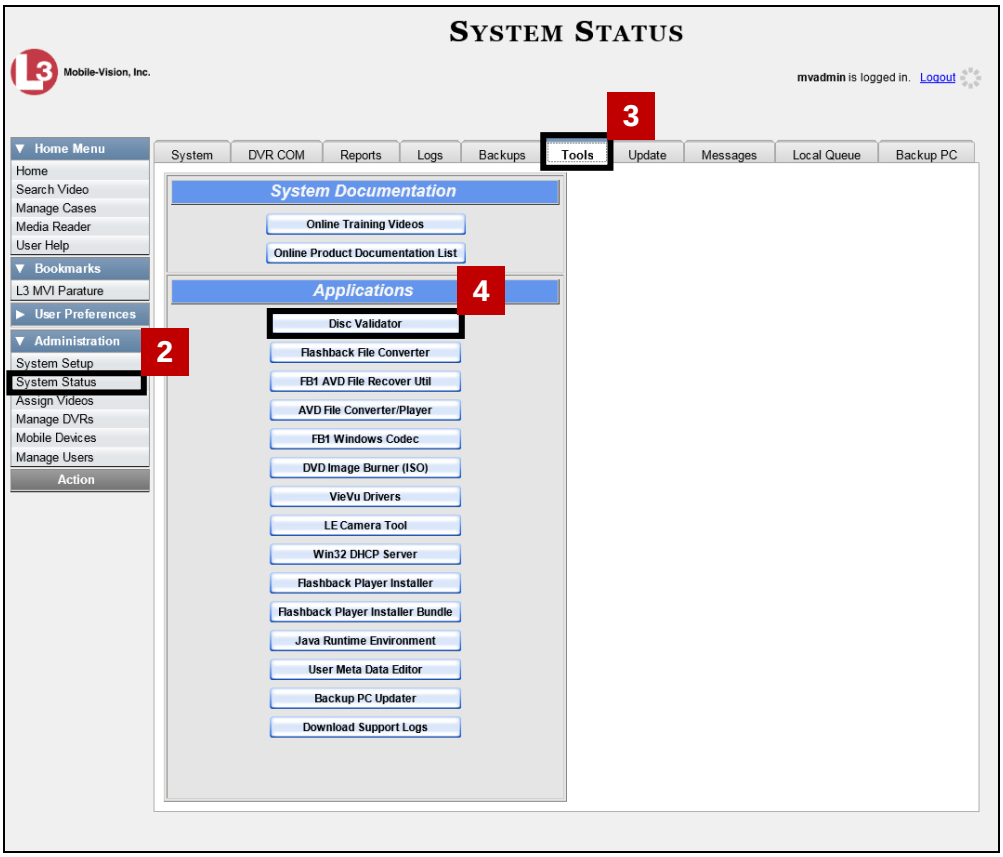
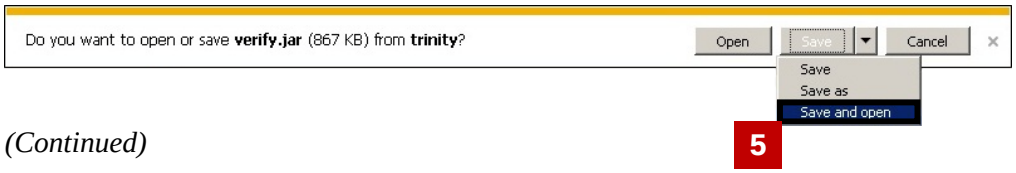
Validating that a Disc is Unaltered

This section illustrates how to use the Disc Validator utility to verify that an evidence DVD has not been altered in any way.

1 Place the DVD you wish to validate in your PC's DVD tray.





(Continued)

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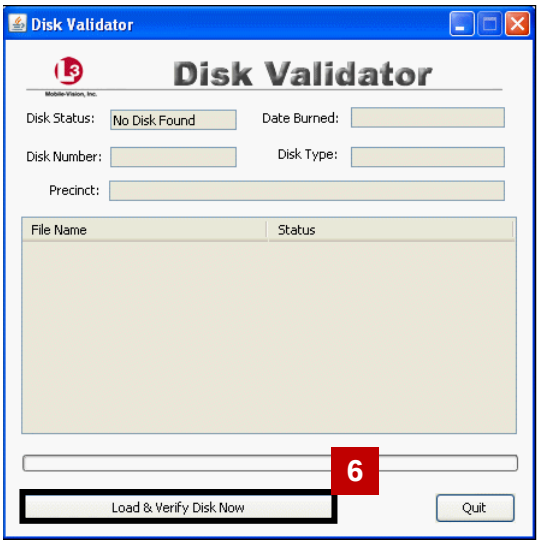
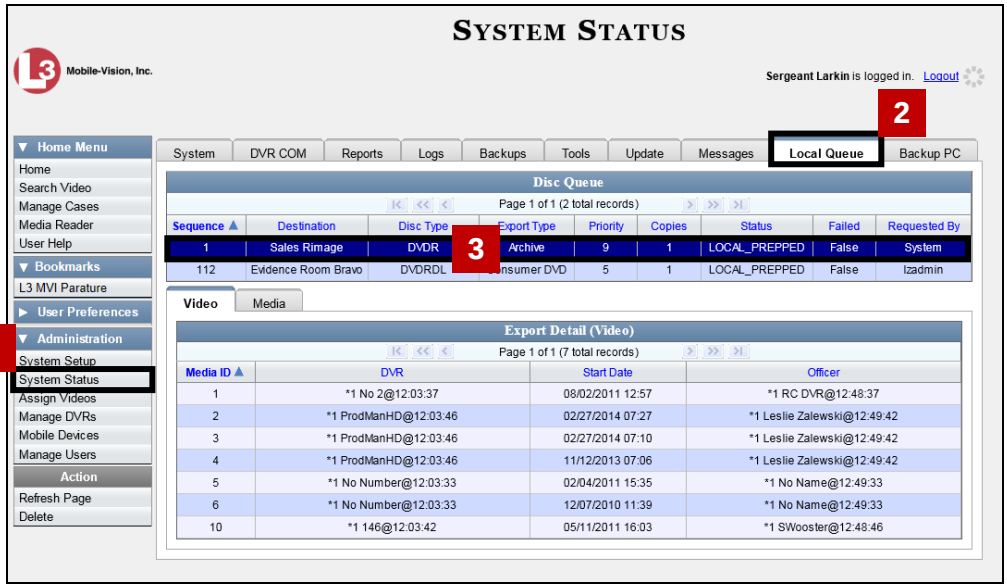


Viewing the DVD Burn Queue

After a user submits a request to burn selected video and/or case files to DVD, the system sends that burn request or "job" to the local burn queue. This section illustrates how to view the pending burn jobs in that queue.



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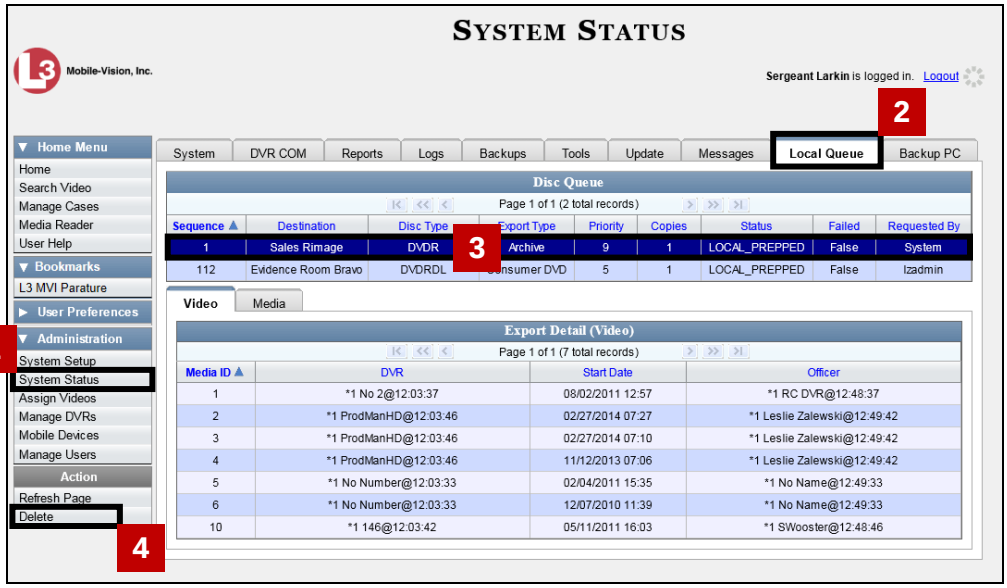
Deleting a DVD Burn Request

This section illustrates how to delete a burn request that is in the DVD Queue, also referred to as a *burn job*.

When you delete a system-requested *archive* job as opposed to a user-requested *export* job, the system will reassign that job's videos to the next archive disc. Also, that job's intended CBD number will be skipped. In other words, the system will *not* reassign the job's CBD number to the next sequential disc. Keep this in mind when you are searching for archive discs in the future. If there appears to be a disc number missing, it doesn't necessary mean that a disc is lost. Rather, it's likely that someone deleted an archive burn job at one point.



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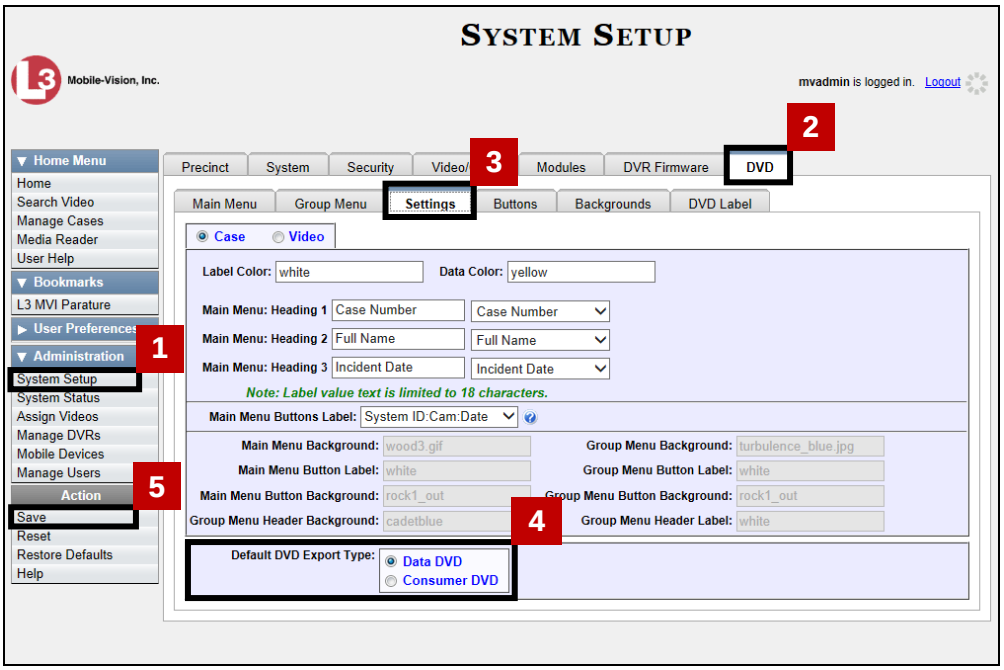
Changing the Default Export Type for DVDs

This section illustrates how to change the default value for the *Output Format* field on the Export Video(s) page. You can default to either *Data DVD* format or *Consumer DVD* format. For all other file formats, you will have to manually select a value from the *Output Format* drop-down list.



Generating the Video Deletion Roll-Up Report

This section illustrates how to view, save, and/or print the Video Deletion Roll-Up Report. This report lists information on all archived videos and *Body*VISION snapshots that the system has deleted from the server in the prior month.

This report will help you determine which archive DVDs you can safely dispose of, as the system only deletes those videos and snapshots that are too old to be restored (i.e., files that have “aged out”).

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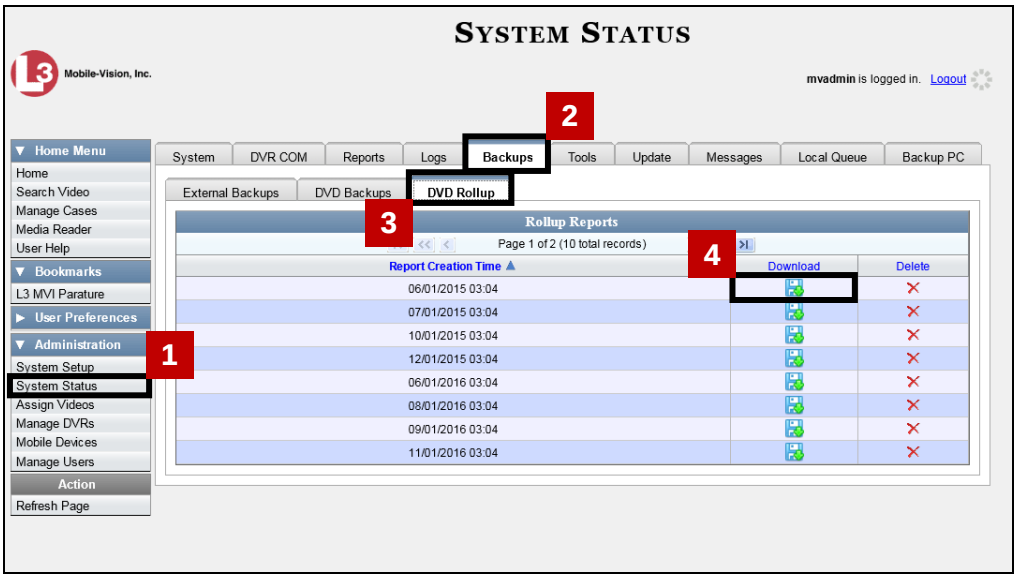

Cases

This section illustrates how to:

- ❒ View a Case's Logs
- ❒ Maintain case notations and subject types.

For more information, see:

- ❒ Viewing a Case's Logs, next page
- ❒ Case Notations, page 74
- ❒ Subject Types, page 79.

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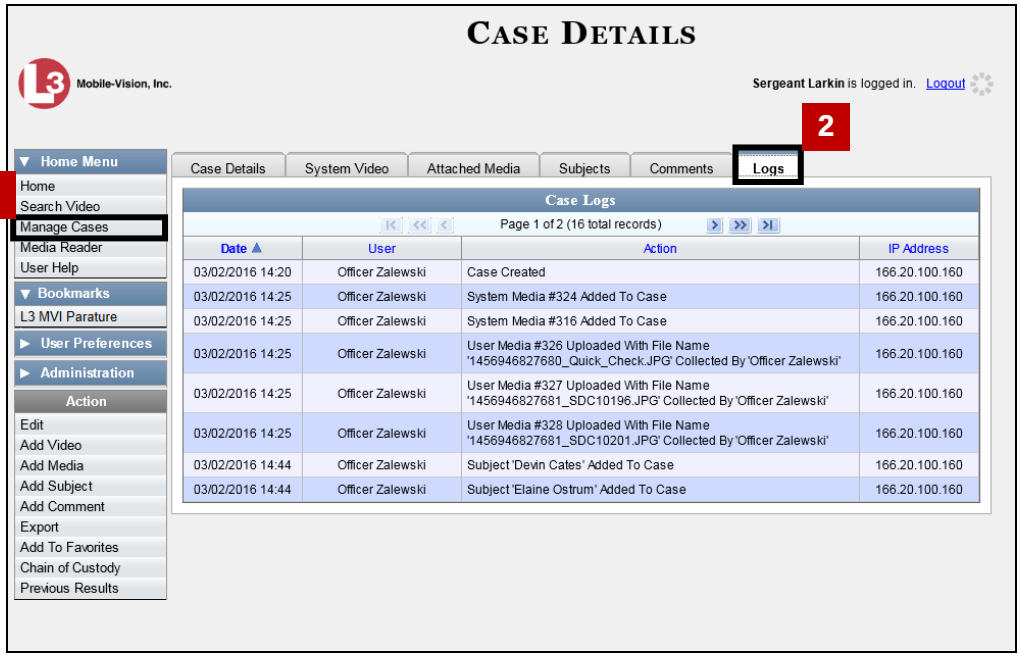
Viewing a Case's Logs

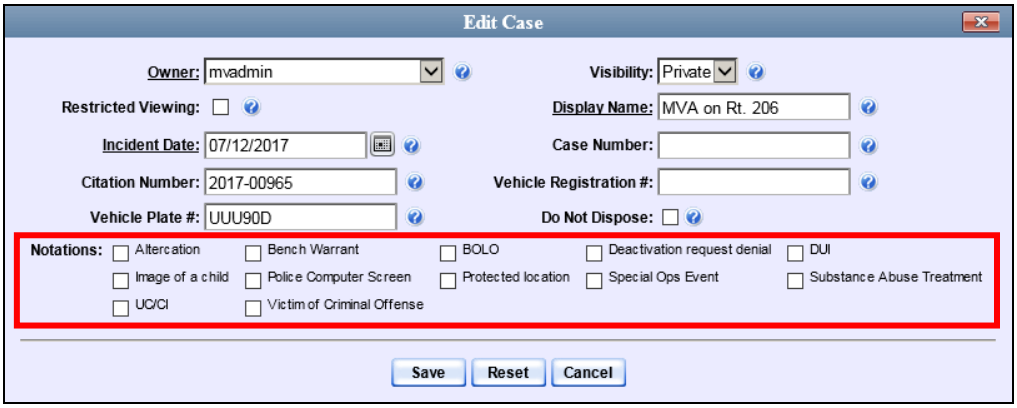
This section illustrates how to view a case's logs. The case logs show *who* performed various actions on a case and *when*. The case logs can, for example, tell you who created, edited, reactivated, or added media attachments to a case and when.

Search for and display the case **1**



Case Notations

Case notations are user-defined checkboxes that you can use to notate a case file. They display at the bottom of the New Case and Edit Case forms, as illustrated below.



For specific instructions, see:

- ❒ Adding a Case Notation, next page
- ❒ Changing a Case Notation, page 76
- ❒ Deleting a Case Notation, page 77
- ❒ Disabling a Case Notation, page 78.

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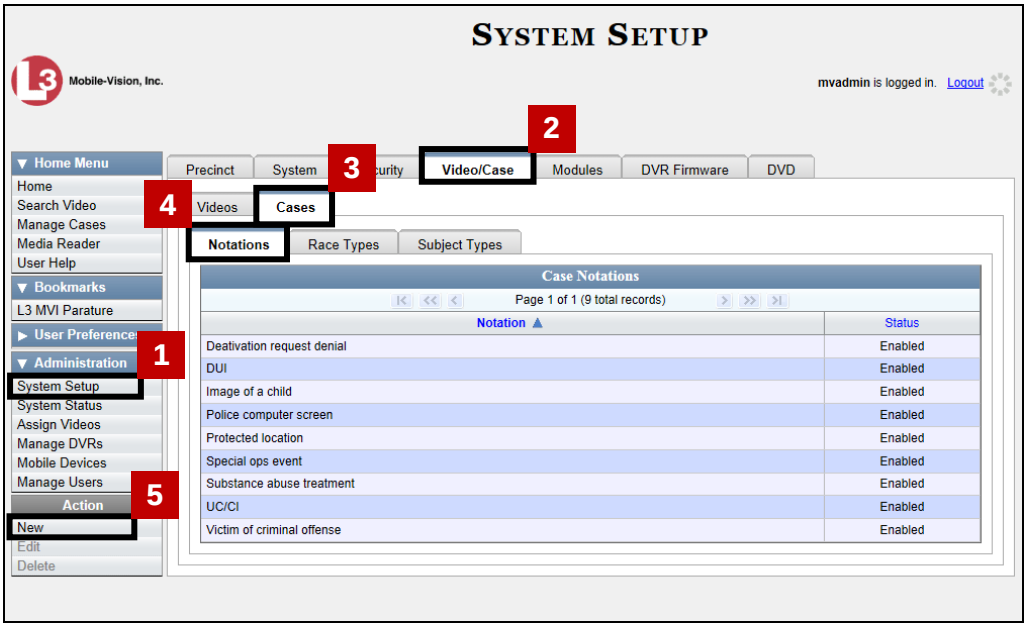
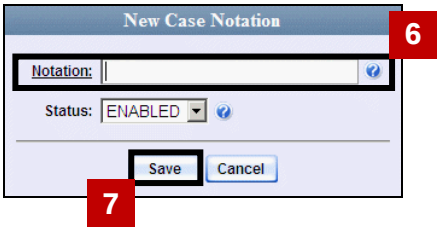
Adding a Case Notation

This section illustrates how to create a new case notation. Case notations are user-defined checkboxes used to notate case files. For more on case notations, see the previous section, “Case Notations.”





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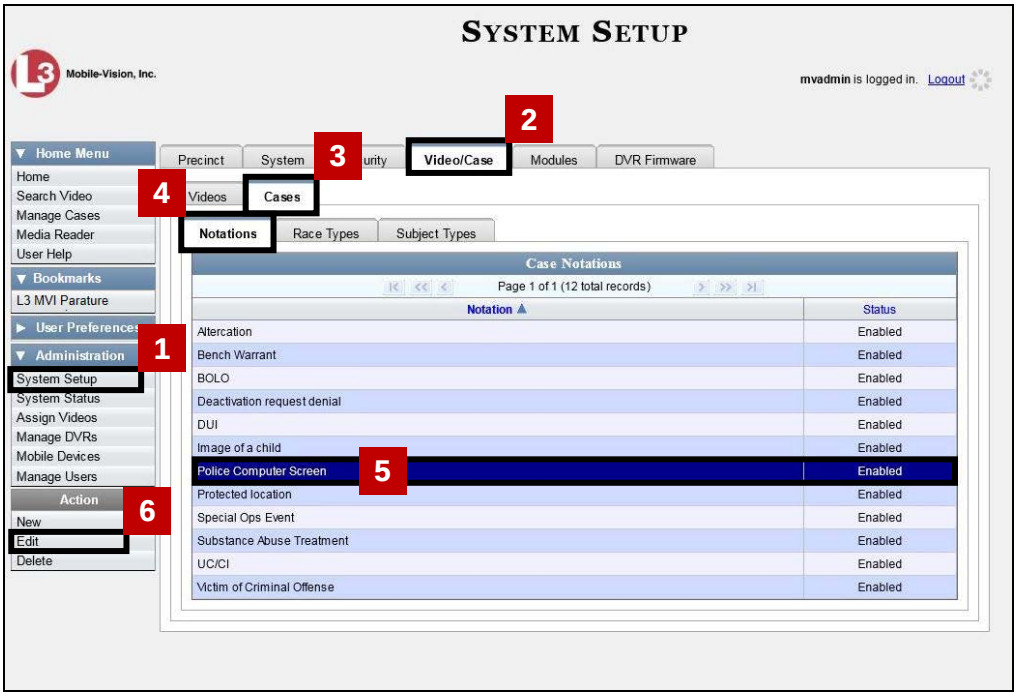
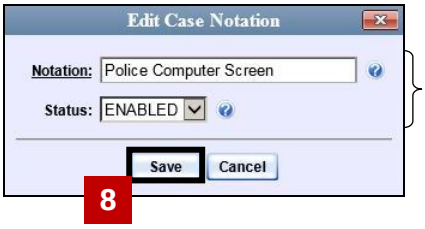
Changing a Case Notation

This section illustrates how to change a case notation's name or status. For more on case notations, see "Case Notations" on page 74.





7 Enter/select your changes

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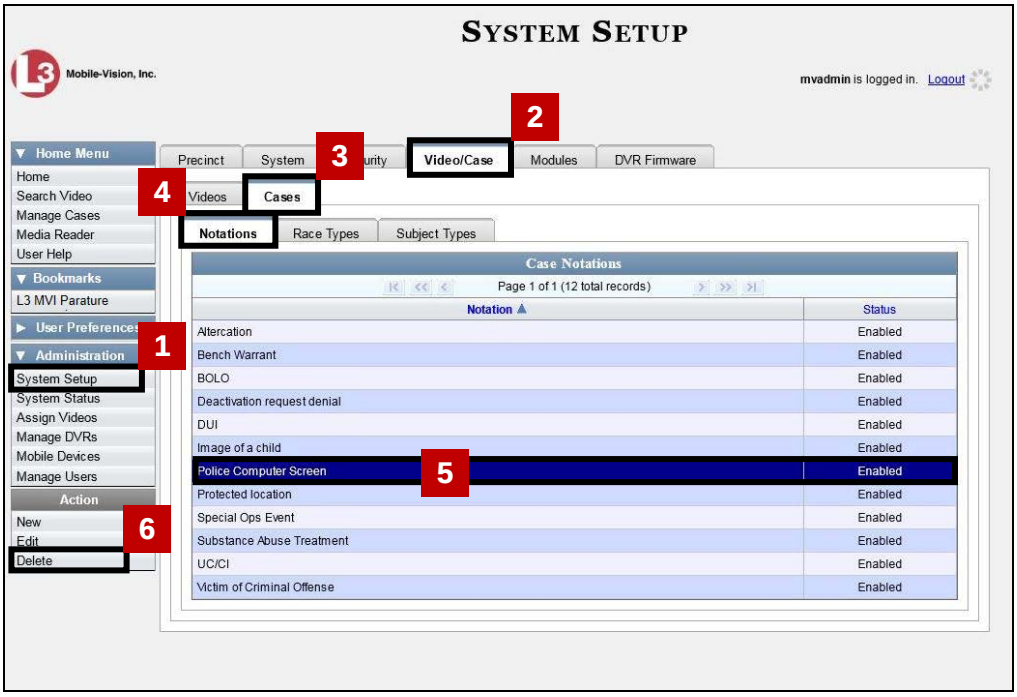
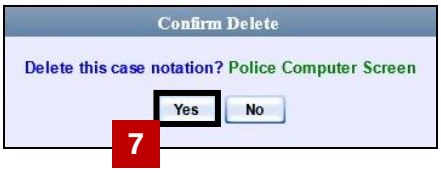
Deleting a Case Notation

This section illustrates how to delete a case notation. You can only delete those notations that are not in use by an active case. If you wish to discontinue use of a notation but cannot delete it, see "Disabling a Case Notation" on the next page instead.





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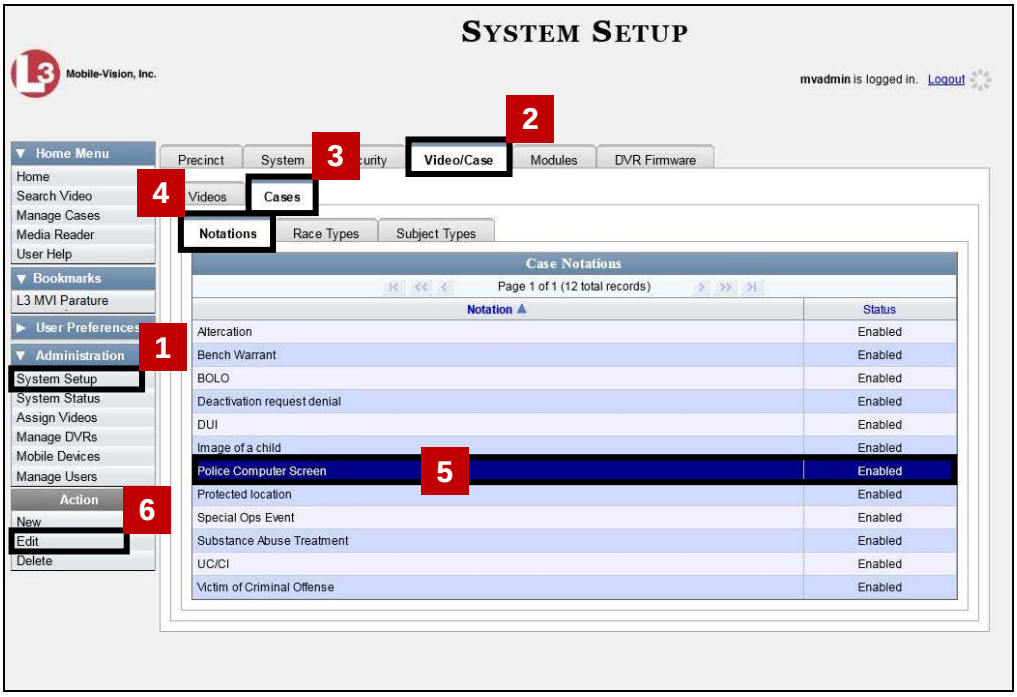
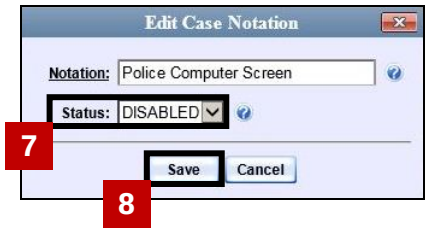
Disabling a Case Notation

If you wish to discontinue use of a particular case notation, you may not be able to delete that value due to the fact that it is in use by one or more active cases. If such is the case, you have the option of *disabling* the case notation so that it cannot be used to notate any future cases.





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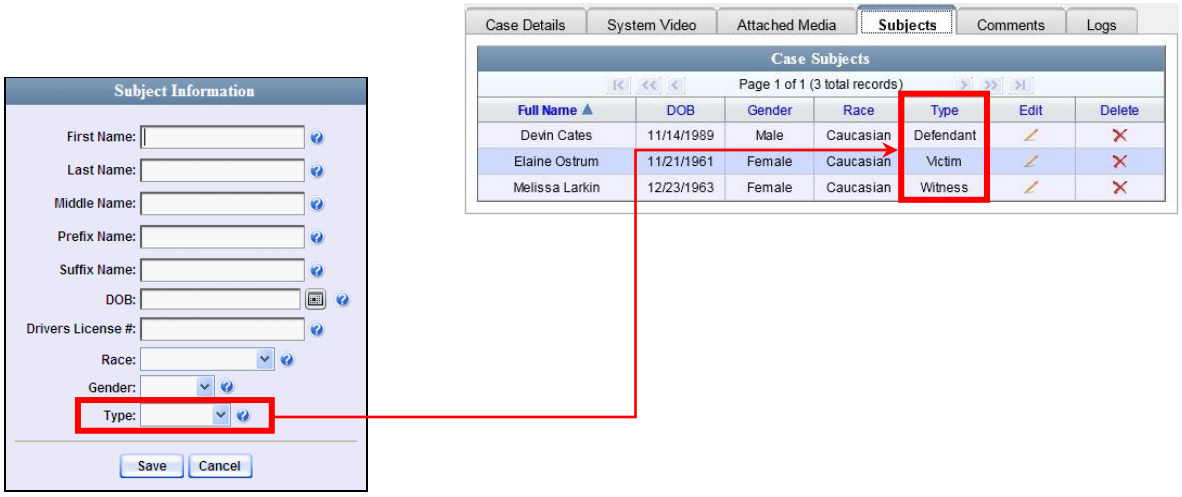
Subject Types

Subject Types are the field values that display in the *Type* drop-down list on the Subject Information form. These user-defined categories help you classify the subject names that you attach to your cases.



For specific instructions, see:

- ❒ Adding a Subject Type, next page
- ❒ Changing a Subject Type, page 81
- ❒ Deleting a Subject Type, page 82
- ❒ Disabling a Subject Type, page 83.

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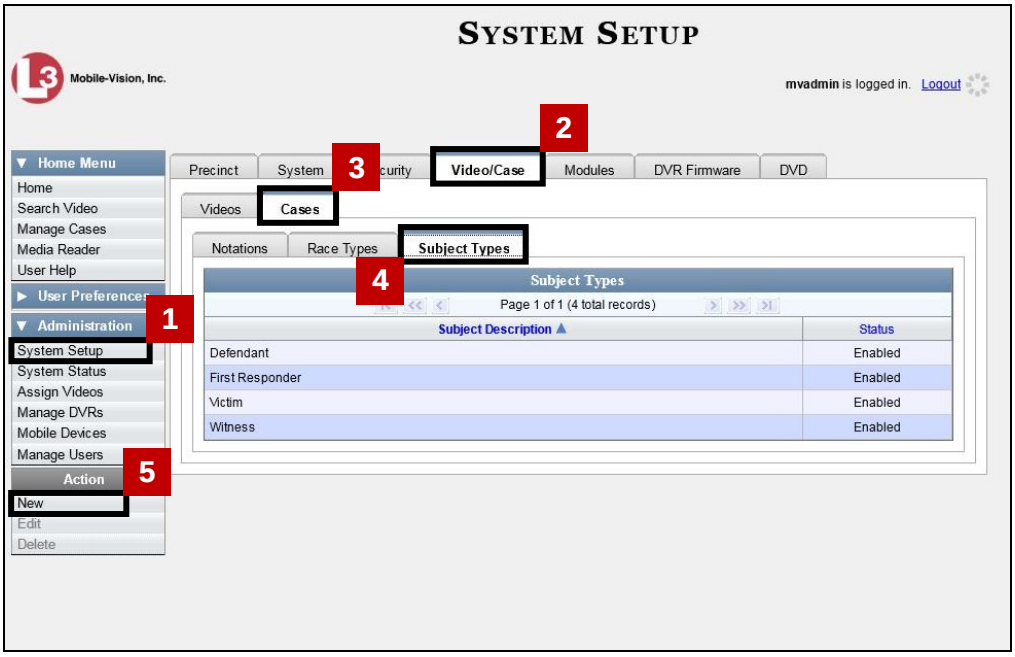
Adding a Subject Type

This section illustrates how to create a new Subject Type, used to populate the *Type* drop-down list on the Subject Information form. For more on this topic, see the previous section, "Subject Types."



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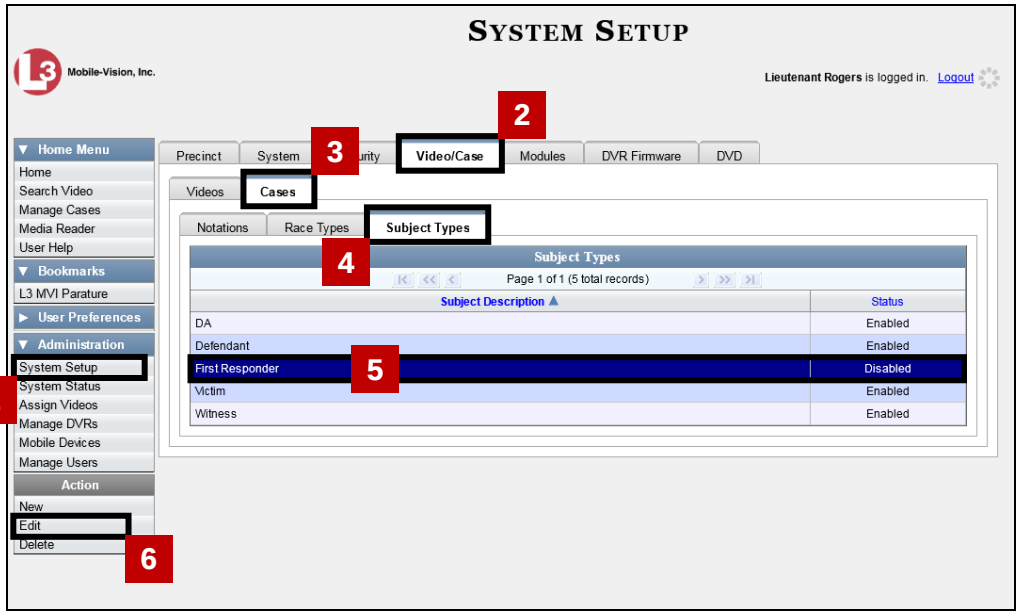
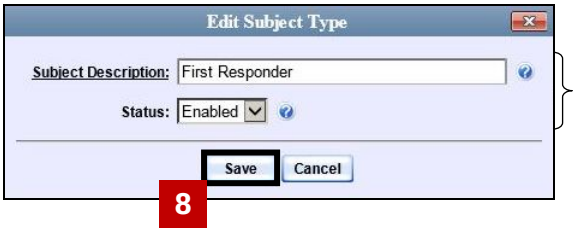
Changing a Subject Type

This section illustrates how to change a Subject Type's name or status. For more on this topic, see "Subject Types" on page 79.





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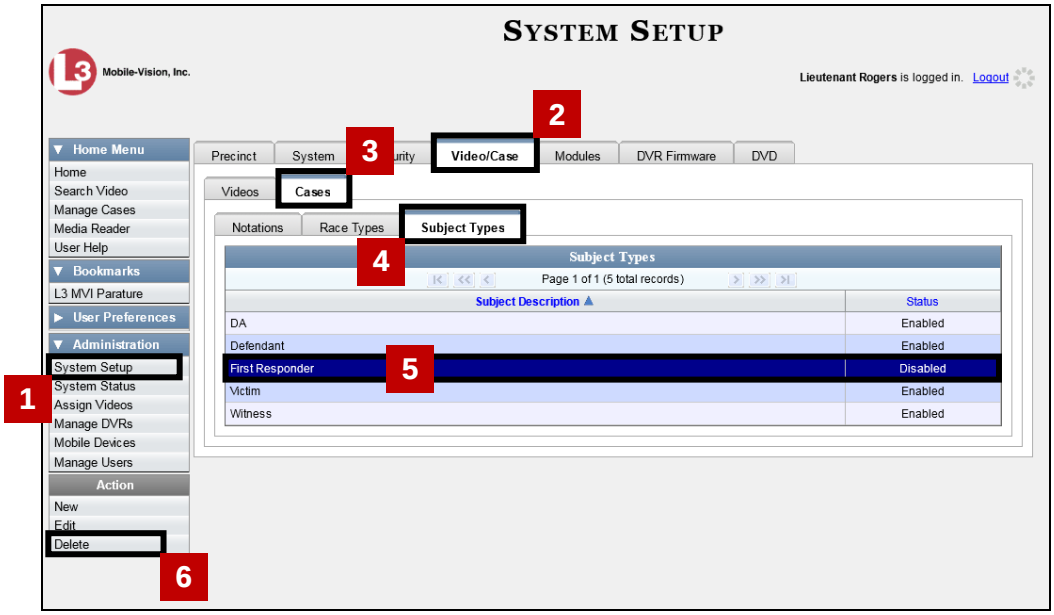
Deleting a Subject Type

This section illustrates how to delete a Subject Type. You can only delete those Subject Types that are not in use by an active case. If you wish to discontinue use of a Subject Type but cannot delete it, see "Disabling a Subject Type" on the next page instead.



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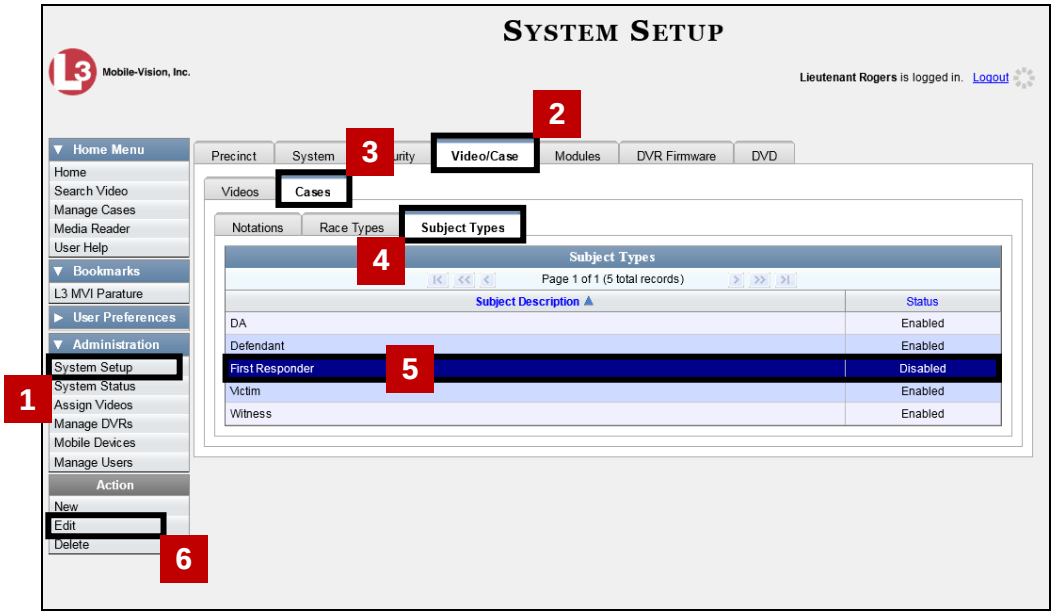
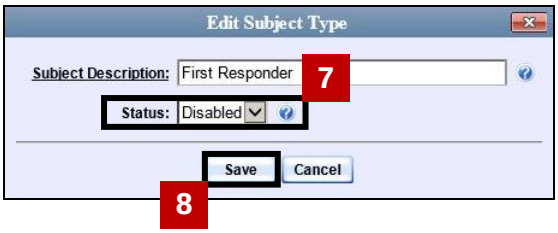
Disabling a Subject Type

If you wish to discontinue use of a particular Subject Type, you may not be able to delete that value due to the fact that it is in use by one or more active cases. If such is the case, you have the option of *disabling* the Subject Type so that users cannot attach it to any future cases.





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DVRs

This chapter describes the various procedures used to update and maintain your Flashback and *Body*VISION DVRs. If you have an Extended Maintenance Agreement with L3 Mobile-Vision, you will occasionally receive DVR firmware updates via the DES application (excludes Flashback1s). The procedure for updating the firmware is described later in this chapter.

For more information, see:

- ❒ DVR Units, below
- ❒ Fleet Management, page 120
- ❒ DVR Firmware, page 147
- ❒ Viewing the DVRs' Status List, page 153
- ❒ Turning the DVR Error Notification Feature On/Off, page 154
- ❒ Viewing the DVR Downloader Log, page 154
- ❒ Disabling/Enabling Your DVRs, page 156
- ❒ Generating a DVR Login Key for an Officer, page 157
- ❒ Exporting DVR Activity to a Spreadsheet, page 158

DVR Units

Each of your Flashback and *Body*VISION DVRs has a corresponding record entered in DES. These records store all the information required for successful communication between your DVRs and the server.

At system start-up, your System Implementation Specialist (SIS) will assist you in getting your DVRs properly configured in DES. After that, you will only have to make occasional changes to these records as needed. For example, when you add a new Flashback DVR to your fleet, you may need to enter a new DVR record in DES.

Procedures that do not reference a particular DVR type apply to both Flashback and *Body*VISION DVRs.

For specific instructions, see:

- ❒ Searching for a DVR, next page
- ❒ Adding Flashback DVRs, next page
- ❒ Changing a Flashback DVR When Fleet Management is Off, page 88
- ❒ Changing a Flashback DVR When Fleet Management is On, page 89
- ❒ Replacing a Flashback DVR, page 107
- ❒ Deleting a DVR, page 109
- ❒ Exporting DVR Information, page 110
- ❒ Generating the DVR Fleet Communication Report, page 111
- ❒ *Body*VISION DVRs, page 112

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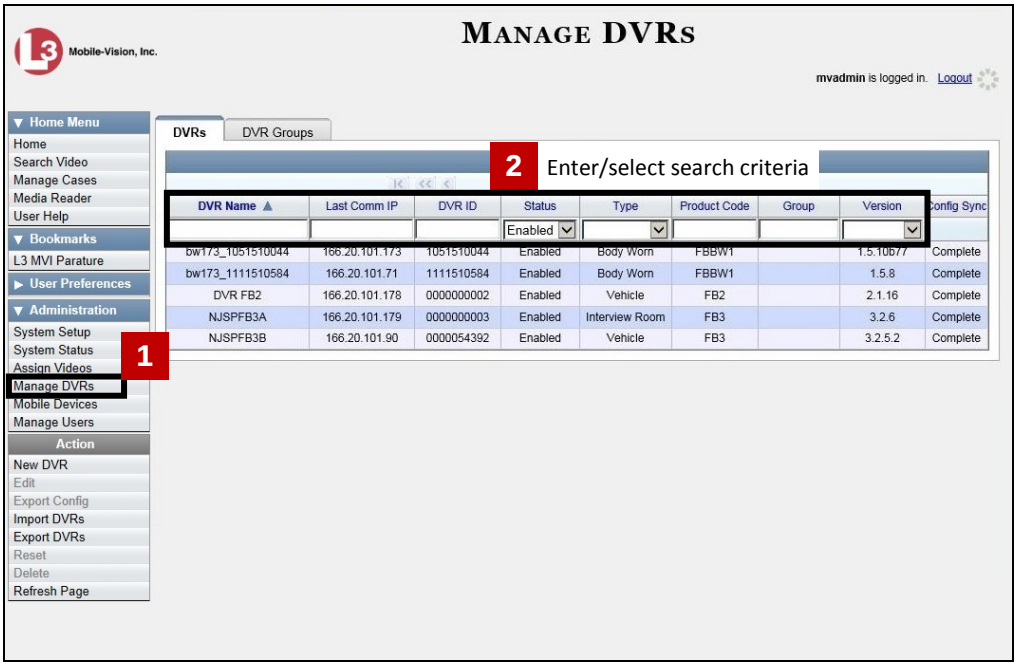
Searching for a DVR

This section illustrates how to search for an existing DVR record by one or more of the following fields: *DVR Name*, *Last Comm IP*, *DVR ID*, *Status*, *Type*, *Product Code*, *Group*, and/or *Version*.



Adding Flashback DVRs

There are two methods for adding Flashback DVR records to DES:

- ❒ Manually enter records one at a time, as described in "Manually Adding a Single Flashback DVR," below.
- ❒ Add multiple records "en mass" by importing the DVR information from a spreadsheet, as described in "Importing Multiple Flashback DVRs from a Spreadsheet" on the next page.

Manually Adding a Single Flashback DVR

This section illustrates how to manually enter a new Flashback DVR record.

Depending on your agency's selected download options, you may or may not need to perform this procedure:

- ❒ If your agency is using the default "ping" method of DVR discovery, perform this procedure whenever you add a new DVR to your fleet.
- ❒ If your agency is using the *UDP broadcast* discovery method and the applicable "Auto Insert X Device" checkbox on the **Download Options** tab is <u>not selected</u>, perform this procedure whenever you add a new DVR to your fleet.
- ❒ If your agency is using the *UDP broadcast* discovery method and the applicable "Auto Insert X Device" checkbox on the **Download Options** tab is <u>selected</u>, you

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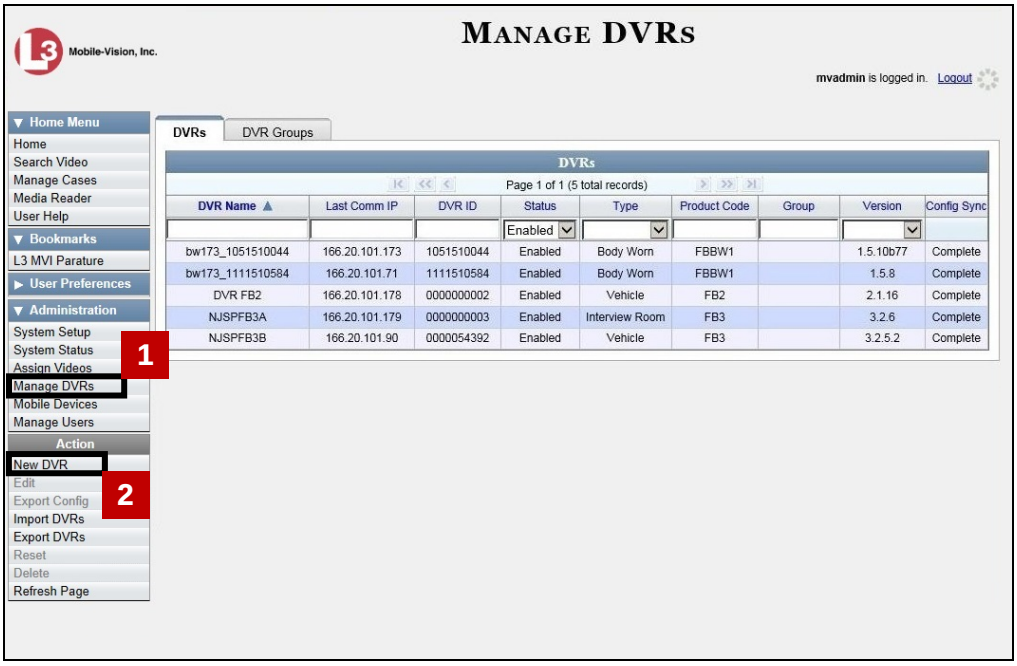
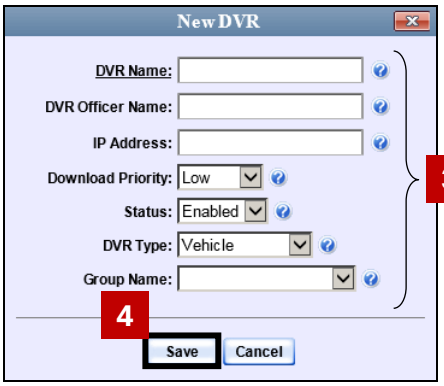
don't need to perform this procedure, as the system will automatically create a DVR record for each new DVR that it discovers on the network.





Complete form

Importing Multiple Flashback DVRs from a Spreadsheet

At system start-up, your System Implementation Specialist (SIS) will provide you with a spreadsheet that contains all your basic Flashback DVR records. You can import this information to DES to save data entry time. After that, you will typically add DVR records one at a time whenever you add a new vehicle/DVR to your fleet.*

1 Using Microsoft Excel, open the DVR spreadsheet provided by your System Implementation Specialist (SIS).

* Exception: If your agency is using the *UDP Broadcast* discovery method with the "Auto-Insert DVRs" feature, the system will automatically create new DVR records for you.

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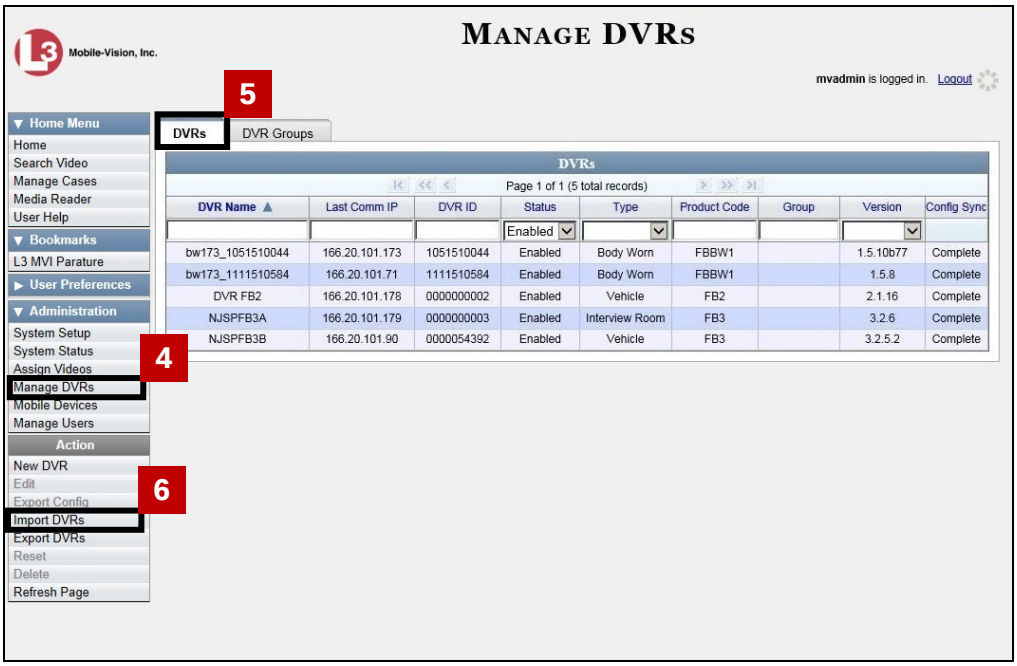
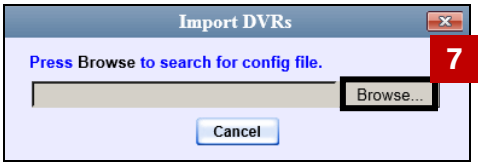
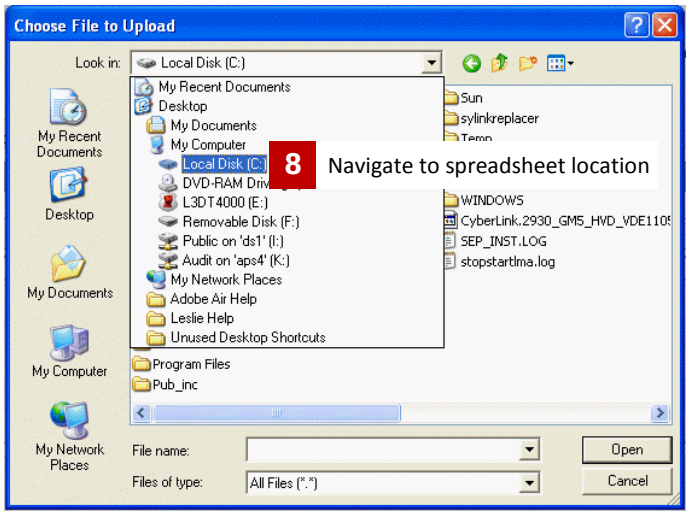
2 Using the Excel "Save As" function, convert the spreadsheet from **XLS** to **CSV** format.

3 If you have not done so already, login to the DES application as an administrator.







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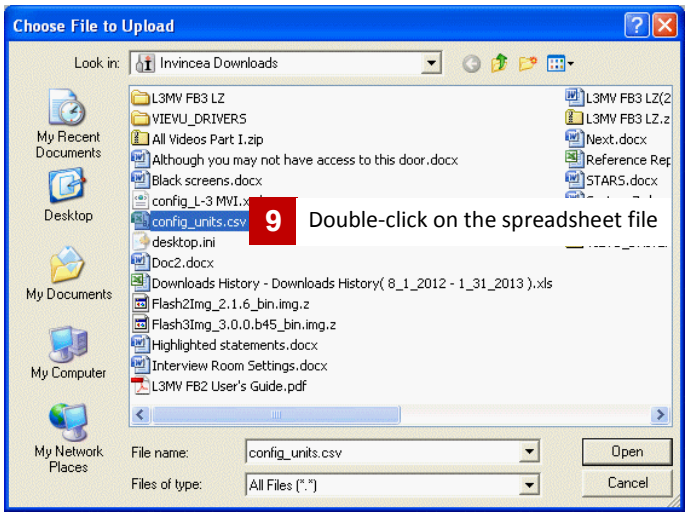

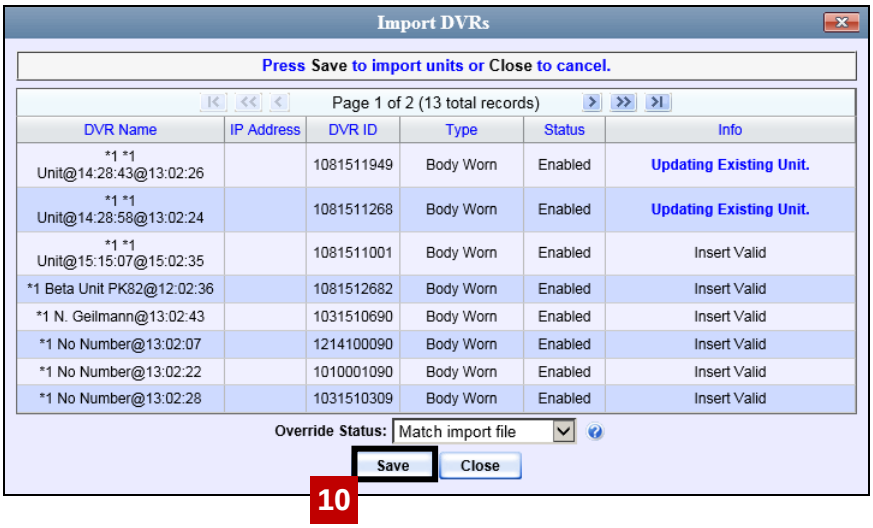

Changing a Flashback DVR When Fleet Management is Off

This section illustrates how to change the following fields on a Flashback DVR record when Fleet Management is *disabled*:

- ❒ DVR Name
- ❒ Officer Name
- ❒ IP Address
- ❒ Assigned Firmware
- ❒ Download Priority
- ❒ Status (*Enabled* vs. *Disabled*)
- ❒ DVR Type
- ❒ Recategorize Video (used to reclassify a DVR as an *Interview Room* unit).

As long as Fleet Management is disabled, all other DVR settings (audio/video settings, display options, triggers, etc.) must be changed from the DVR itself, as described in your Flashback User's Guide.

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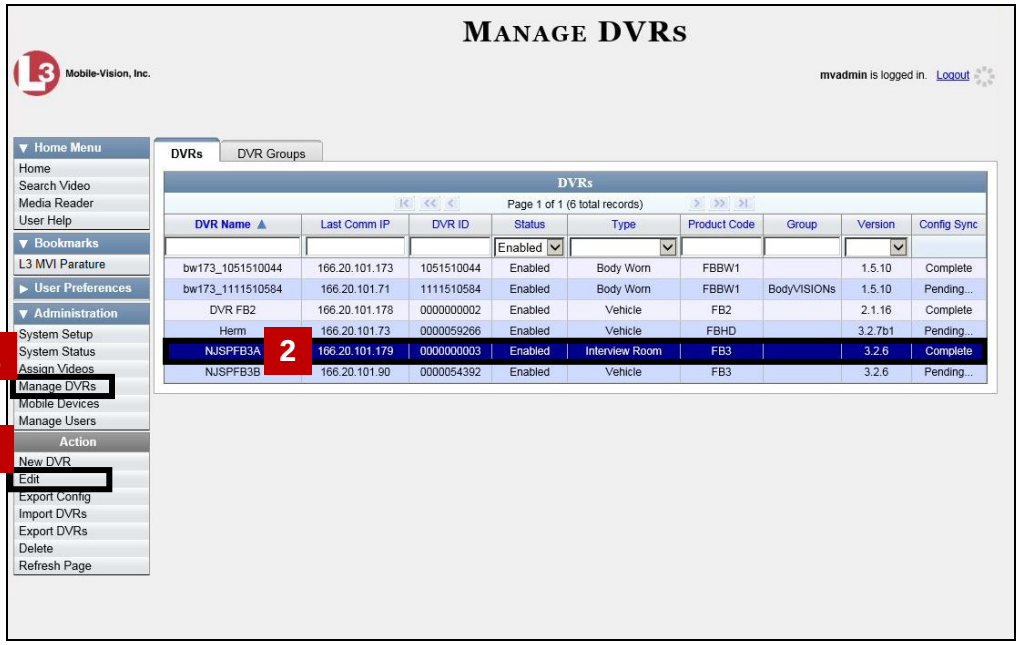
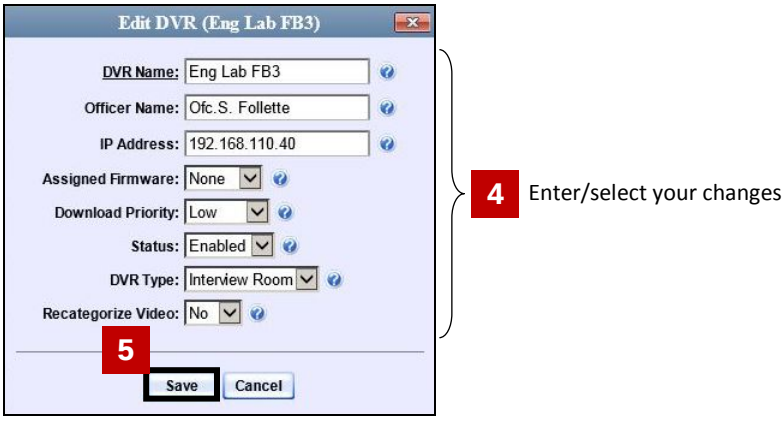
NOTE: DVR changes made from the server will always override any changes made from the DVR itself.





Changing a Flashback DVR When Fleet Management is On

This section illustrates how to change the setting(s) for a single Flashback DVR record when Fleet Management is enabled.

If your agency is not using the Fleet Management feature, see the previous section, “Changing a Flashback DVR When Fleet Management is Off” instead.

To make global changes to a group of Flashback2 or Flashback3/HD DVRs, see “Changing a Flashback DVR Group” on page 130 instead.

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To update a *Body*VISION DVR, see "Changing a *Body*VISION DVR When Fleet Management is On" on page 115 or "Changing a *Body*VISION DVR When Fleet Management is Off" on page 116 instead.
For detailed instructions, see:

- ❒ Changing a Flashback DVR that is Not Assigned to a DVR Group, below
- ❒ Changing a Flashback DVR that is Assigned to a DVR Group, page 106.

Changing a Flashback DVR that is Not Assigned to a DVR Group

This section illustrates how to update a discovered Flashback2, Flashback3, or FlashbackHD DVR record that is not currently assigned to a DVR group.

To make global changes to a group of Flashback2 or Flashback3/HD DVRs, see "Changing a Flashback DVR Group" on page 130 instead.

To change a *Body*VISION DVR, see "Changing a *Body*VISION DVR When Fleet Management is On" on page 115 or "Changing a *Body*VISION DVR When Fleet Management is Off" on page 116 instead.

If your agency is not using the Fleet Management Feature, see "Changing a Flashback DVR When Fleet Management is Off" on page 88 instead.

To perform this procedure, the DVR record must be *discovered*. For a definition of *discovered* vs. *undiscovered* DVRs, see the box below.

Discovered vs. Undiscovered DVRs. A *discovered* DVR is one that has been in communication with the server at least once. An *undiscovered* DVR is one that has not been in communication with the server yet (i.e., a DVR for which you just created a record or uploaded a record). To determine if a DVR has been discovered yet, go to the **Administration** menu and click **Manage DVRs**. Next, click the **DVR COM** tab. Look in the *Last COM Date* column. If a date and time display, the DVR has been discovered. If the word **Never** displays, the DVR has *not* been discovered.

For specific instructions, see:

- ❒ Changing the General DVR Settings for a Flashback DVR that is Not Assigned to a DVR Group, next page
- ❒ Changing the IP Settings for a Flashback DVR that is Not Assigned to a DVR Group, page 93
- ❒ Changing the Audio Settings for a Flashback DVR that is Not Assigned to a DVR Group, page 100
- ❒ Changing the Video Settings for a Flashback DVR that is Not Assigned to a DVR Group, page 101.
- ❒ Changing the Triggers for a Flashback DVR that is Not Assigned to a DVR Group, page 103
- ❒ Changing the Display Options for a Flashback DVR that is Not Assigned to a DVR Group, page 104.

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Changing the General DVR Settings for a Flashback DVR that is Not Assigned to a DVR Group

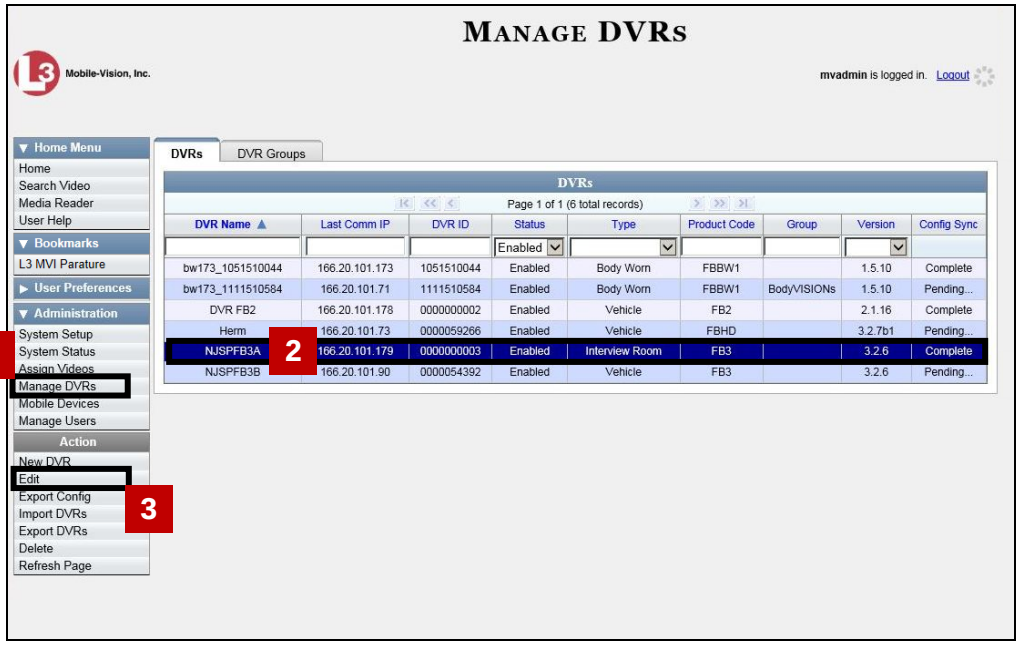
This section illustrates how to change the following settings for a Flashback2, Flashback3, or FlashbackHD DVR record that is not currently assigned to a DVR group:

- ❒ DVR Name
- ❒ DVR Officer Name
- ❒ Allow USB Logins checkbox
- ❒ Download Priority setting
- ❒ Group Name
- ❒ Assigned Firmware
- ❒ Status
- ❒ DVR Type
- ❒ Recategorize Video setting
- ❒ Admin Login Name
- ❒ Admin Password
- ❒ Time Zone
- ❒ Ignition Timer

To make global changes to a group of Flashback2 or Flashback3/HD DVRs, see “Changing the General DVR Settings for a Flashback DVR Group” on page 140 instead.

If your agency is not using the Fleet Management Feature, see “Changing a Flashback DVR When Fleet Management is Off” on page 88 instead.

To perform this procedure, the DVR record must be *discovered*. For a definition of *discovered* vs. *undiscovered* DVRs, see the box on page 90.



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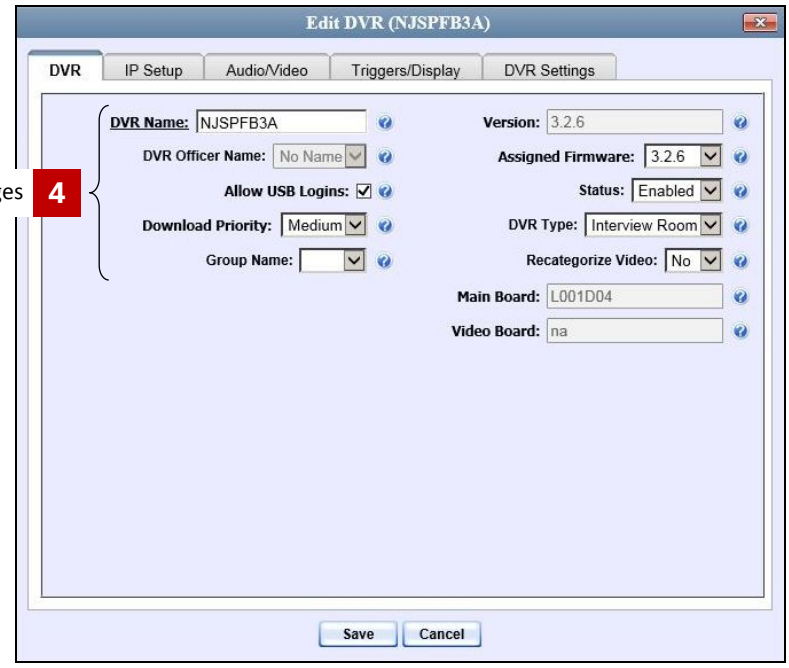
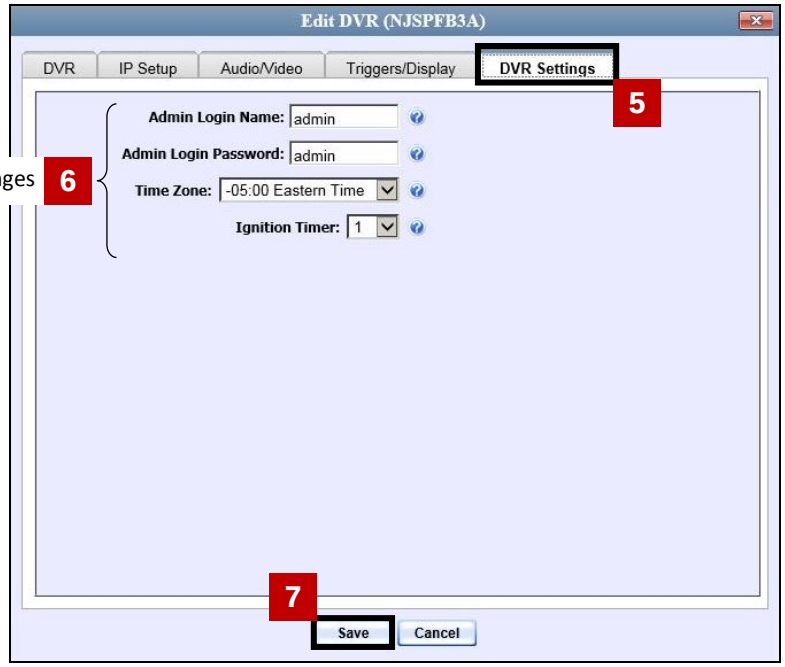


Enter/select changes **4**



Enter/select changes **6**

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Changing the IP Settings for a Flashback DVR that is Not Assigned to a DVR Group

This section illustrates how to change the IP settings for a Flashback2, Flashback3, or FlashbackHD DVR that is not currently assigned to a DVR group.

To make global changes to a group of Flashback2 or Flashback3/HD DVRs, see "Changing the IP Settings for a Flashback DVR Group" on page 130 instead.

If your agency is not using the Fleet Management Feature, you will have to make these changes from the DVR itself. For instructions, refer to your Flashback User's Guide.

Interview Room DVRs typically utilize an *Ethernet* connection, whereas in-car DVRs typically utilize a *wireless* connection. However, in-car units are still *Ethernet-enabled* to support Vehicle Viewer or Vehicle Viewer Live, which requires the use of the Ethernet port on the Flashback DVR. An Ethernet connection is also required if you have the UMD Editor installed on your mobile data computer.

- ❒ To change the *remote broadcast IP address*, *remote unicast IP address*, and/or *gateway type* for a Flashback DVR, see "Changing the General IP Settings for a Flashback DVR that is Not Assigned to a DVR Group" below.
- ❒ To configure a Flashback DVR for use with Interview Room, Vehicle Viewer, Vehicle Viewer Live, and/or the UMD Editor, see "Changing the Ethernet Settings for a Flashback DVR that is Not Assigned to a DVR Group" on page 95.
- ❒ To configure a Flashback DVR that does *not* interface with Vehicle Viewer, Vehicle Viewer Live, and/or the UMD Editor, see "Changing the Wireless Settings for a Flashback DVR that is Not Assigned to a DVR Group" on page 98.

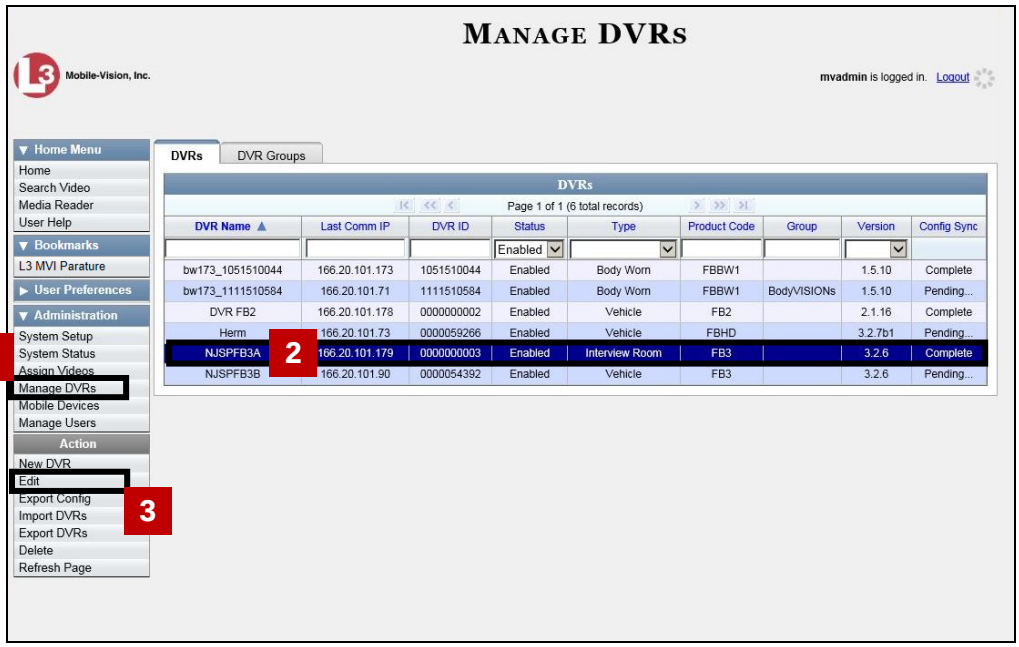
To perform this procedure, the DVR record must be *discovered*. For a definition of *discovered* vs. *undiscovered* DVRs, see the box on page 90.

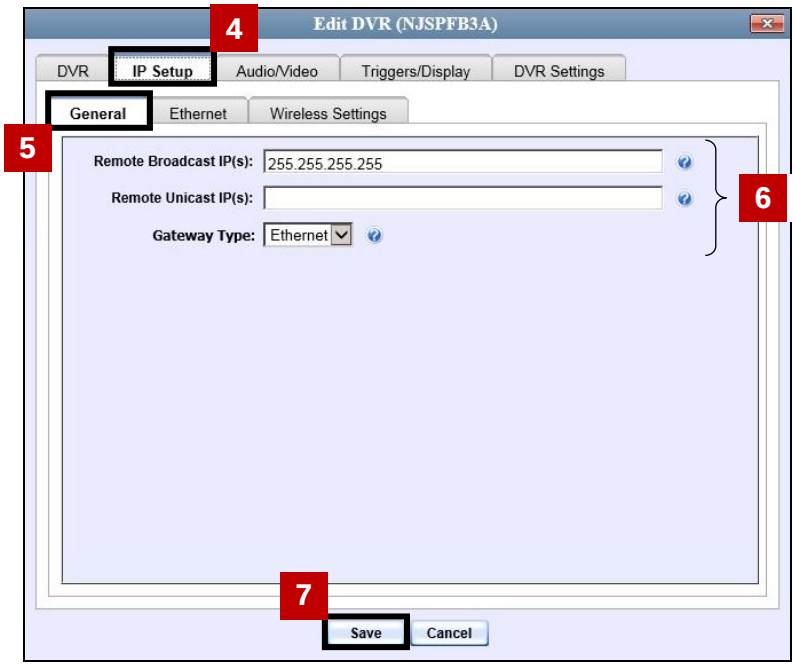
Changing the General IP Settings for a Flashback DVR that is Not Assigned to a DVR Group

This section describes how to change the following IP settings for a selected Flashback2 or Flashback3/HD DVR.

- ❒ *Remote broadcast IP address*.* An IP address range across which the Flashback DVR announces its identity so the server can locate it. System default is **255.255.255.255**.
- ❒ *Remote unicast IP address*.* A unique IP address to which the Flashback DVR announces its identity so that the server can locate it.
- ❒ *Gateway type*. The type of connection used to link this Flashback DVR to the server: *wireless* (used for in-car DVRs that do not interface with Vehicle Viewer, Vehicle Viewer Live, or the UMD Editor), or *Ethernet* (used for Interview Room DVRs and in-car DVRs that interface with Vehicle Viewer, Vehicle Viewer Live, and/or the UMD Editor).

* Based on your department's network setup and security requirements, you would enter **either** a *Remote broadcast IP address* (typical) **or** a *Remote unicast IP address.*





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Changing the Ethernet Settings for a Flashback DVR that is Not Assigned to a DVR Group

This section illustrates how to change the Ethernet settings for a Flashback2, Flashback3, or FlashbackHD DVR that is not currently assigned to a DVR group. Ethernet settings are required for the following DVR configurations:

- ❒ DVRs that are installed in an Interview Room
- ❒ DVRs that are installed in a vehicle and interface with one of the following applications: Vehicle Viewer, Vehicle Viewer Live, and/or the UMD Editor.

For instructions, see:

- ❒ Configuring a Flashback DVR for Use with Interview Room, below
- ❒ Configuring a Flashback DVR for Use with Vehicle Viewer, Vehicle Viewer Live, or the UMD Editor, page 96

Configuring a Flashback DVR for Use with Interview Room

This section illustrates how to select the settings required to use a Flashback2, Flashback3, or FlashbachHD *Interview Room* DVR with your agency's Ethernet network.

If this DVR is currently assigned to a DVR group, you will have to make these changes at the group level. For instructions, see "Configuring a Flashback DVR Group for Use with Interview Room" on page 134.

If your agency is not using the Fleet Management feature, you will have to make these changes from the DVR itself. For instructions, refer to your Flashback User's Guide.

To perform this procedure, the DVR record must be *discovered*. For a definition of *discovered* vs. *undiscovered* DVRs, see the box on page 90.

This configuration is typically used in conjunction with the *UDP Broadcast* discovery method.

WARNING: Do not attempt the following procedure without the assistance of your agency's network specialist OR an L3 Mobile-Vision Technical Support Engineer. Entering incorrect data could cause wireless transmission to fail.

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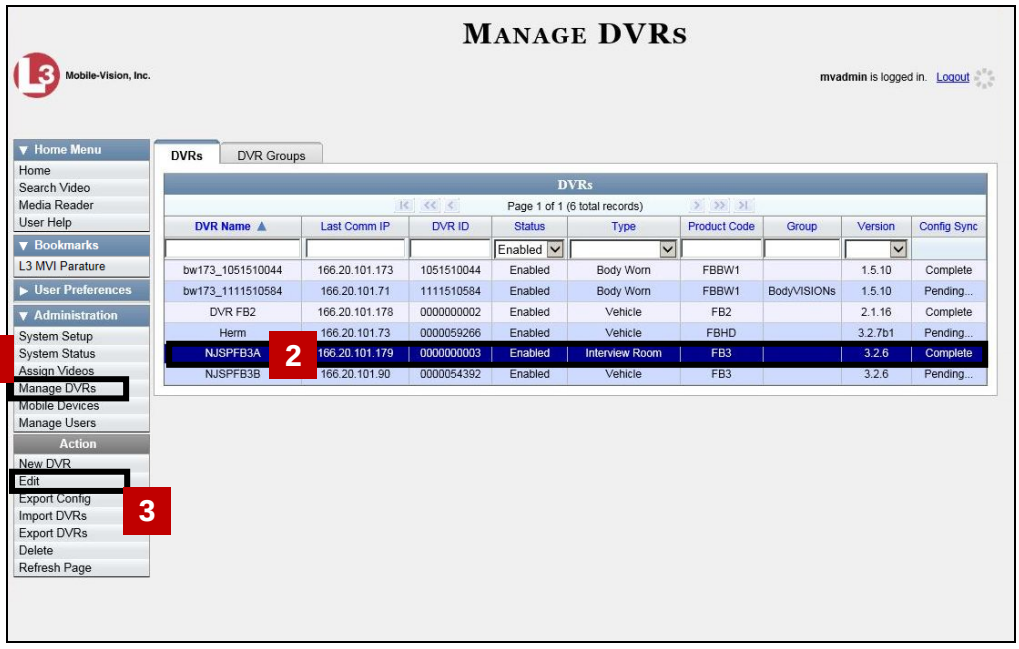

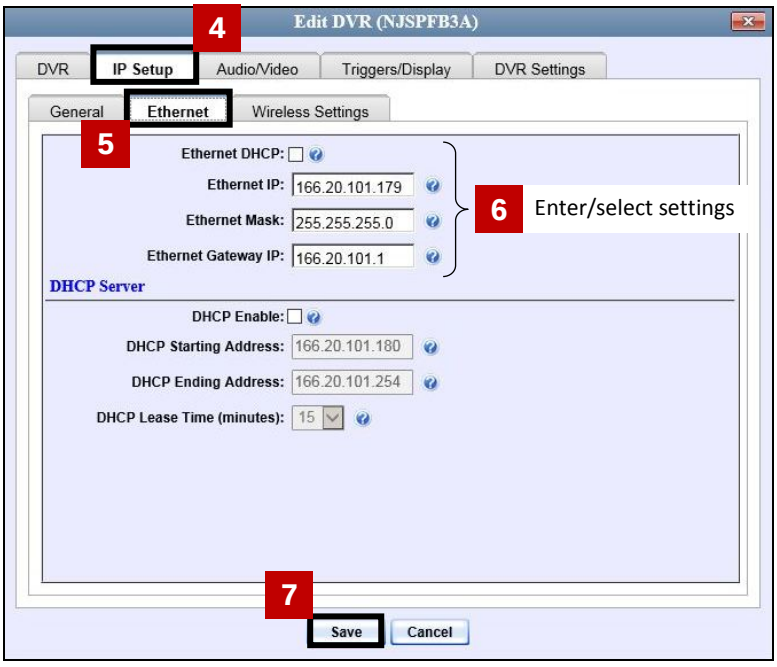

Configuring a Flashback DVR for Use With Vehicle Viewer, Vehicle Viewer Live, or the UMD Editor

This procedure illustrates how to configure a Flashback2, Flashback3, or FlashbackHD DVR to automatically assign IP addresses to a laptop or MDC that has Vehicle Viewer, Vehicle Viewer Live, or the UMD Editor installed on it.

To perform this procedure, the DVR record must be *discovered*. For a definition of *discovered* vs. *undiscovered* DVRs, see the box on page 90.

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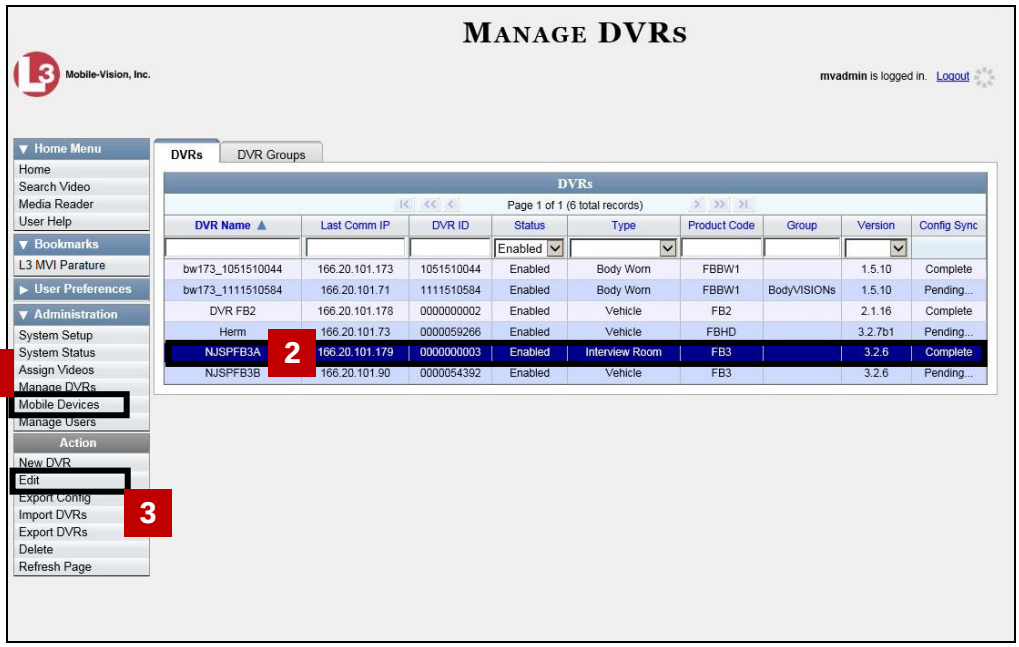
If this DVR is currently assigned to a DVR group, you will have to make these changes at the group level. For instructions, see “Configuring a Flashback DVR Group for Use with Vehicle Viewer, Vehicle Viewer Live, or the UMD Editor” on page 134 instead.

If your agency is not using the Fleet Management feature, you will have to make these changes from the DVR itself. For instructions, refer to your Flashback User’s Guide.

WARNING: Do not attempt the following procedure without the assistance of your agency’s network specialist OR an L3 Mobile-Vision Technical Support Engineer. Entering incorrect data could cause wireless transmission to fail.



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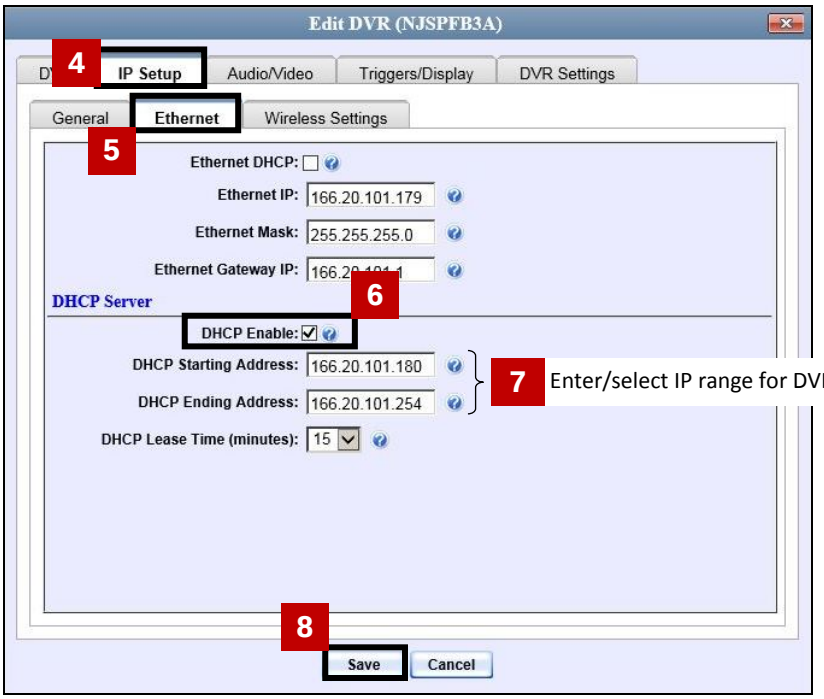

Changing the Wireless Settings for a Flashback DVR that is Not Assigned to a DVR Group

This section illustrates how to change the wireless settings for a Flashback2, Flashback3, or FlashbackHD DVR that is not currently assigned to a DVR group.

To make global changes to a group of Flashback2 or Flashback3/HD DVRs, see "Changing the Wireless Settings for a Flashback DVR Group" on page 135 instead.

If your agency is not using the Fleet Management Feature, you will have to make these changes from the DVR itself. For instructions, refer to your Flashback User's Guide.

To perform this procedure, the DVR record must be *discovered*. For a definition of *discovered* vs. *undiscovered* DVRs, see the box on page 90.

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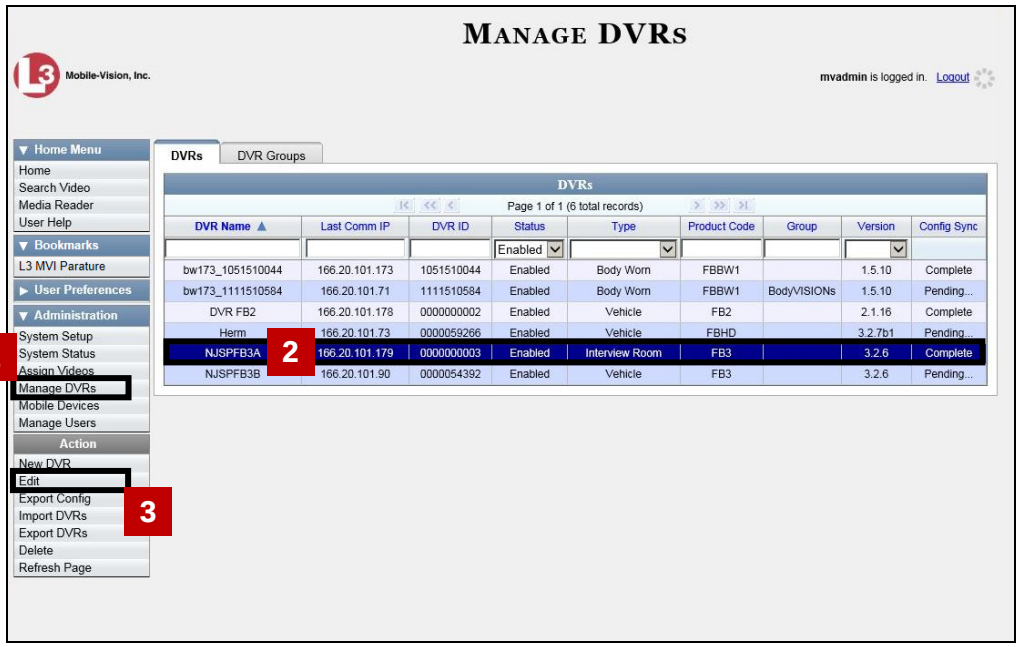

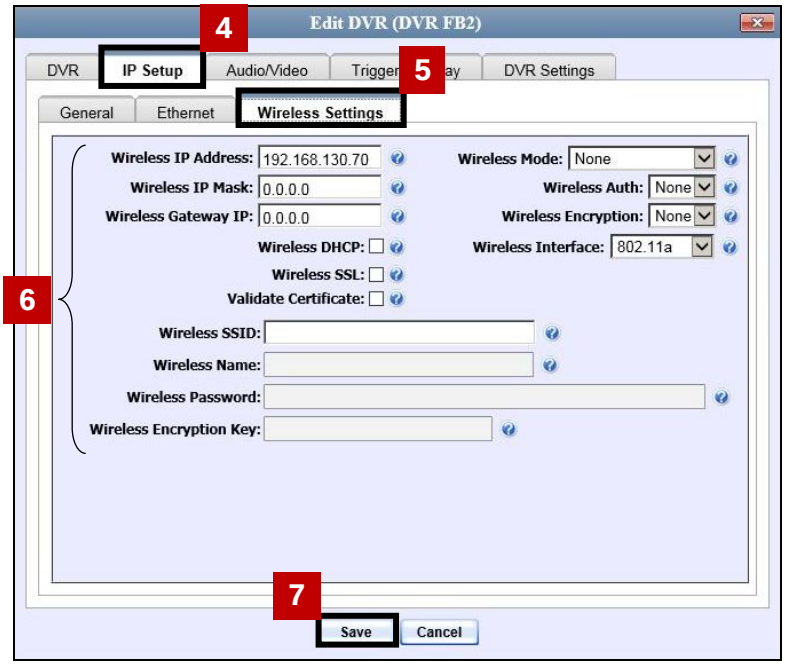

Enter/select changes

If you selected a wireless mode of WPA-ENTERPRISE *or* WPA2-ENTERPRISE, you will need to enter the associated wireless certificates on the **Wireless Certificates** tab.

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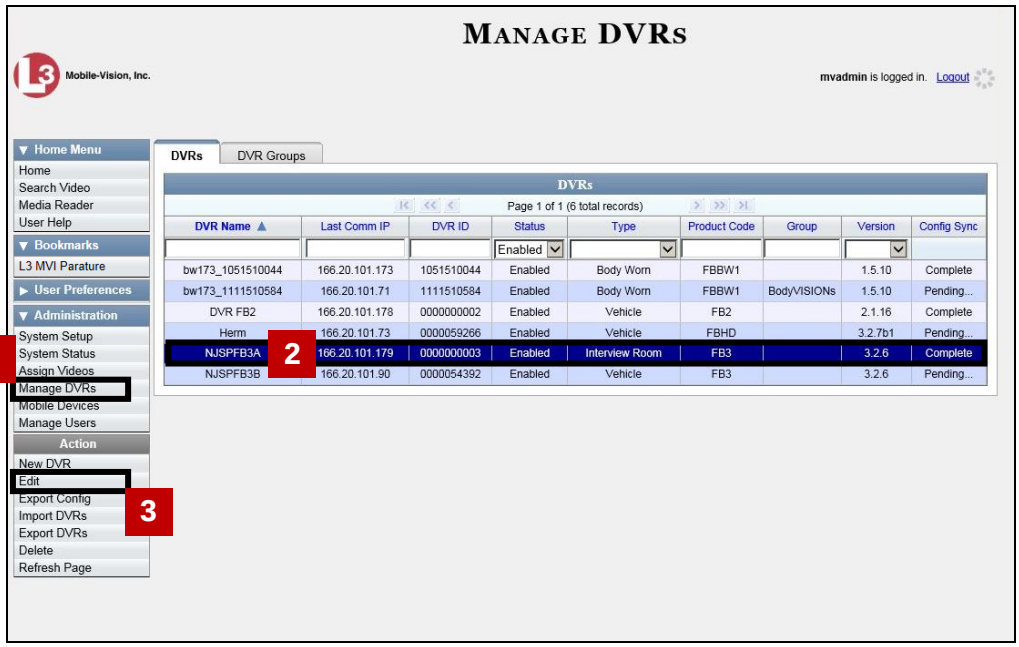
Changing the Audio Settings for a Flashback DVR that is Not Assigned to a DVR Group

This section illustrates how to change the audio settings for a Flashback2, Flashback3, or FlashbackHD DVR that is not currently assigned to a DVR group.

To make global changes to a group of Flashback2 or Flashback3/HD DVRs, see "Changing the Audio Settings for a Flashback DVR Group" on page 136 instead.

If your agency is not using the Fleet Management Feature, you will have to make these changes from the DVR itself. For instructions, refer to your Flashback User's Guide.

To perform this procedure, the DVR record must be *discovered*. For a definition of *discovered* vs. *undiscovered* DVRs, see the box on page 90.



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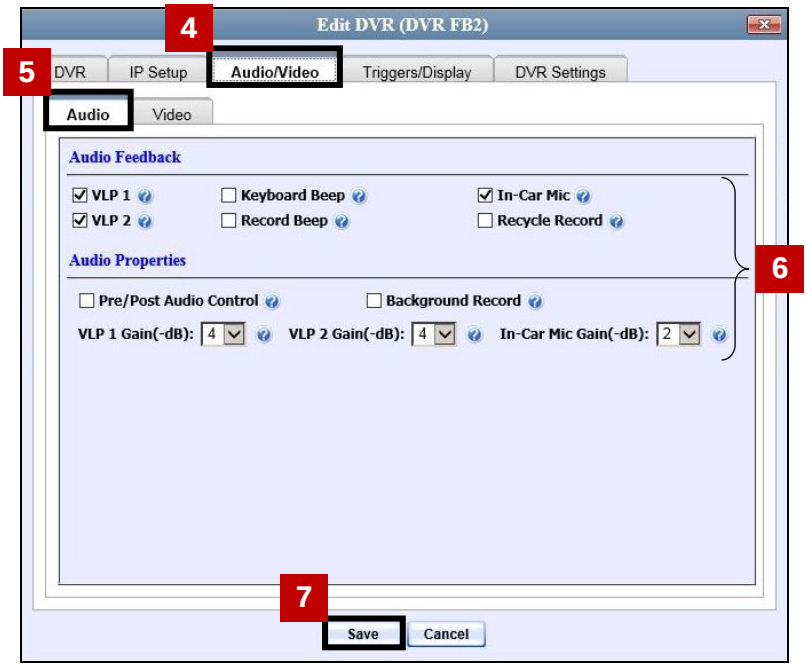

Changing the Video Settings for a Flashback DVR that is Not Assigned to a DVR Group

This section illustrates how to change the video settings for a Flashback2, Flashback3, or FlashbackHD DVR that is not assigned to a DVR group.

To make global changes to a group of Flashback2 or Flashback3/HD DVRs, see "Changing the Video Settings for a Flashback DVR Group" on page 137 instead.

If your agency is not using the Fleet Management Feature, you will have to make these changes from the DVR itself. For instructions, refer to your Flashback User's Guide.

To perform this procedure, the DVR record must be *discovered*. For a definition of *discovered* vs. *undiscovered* DVRs, see the box on page 90.

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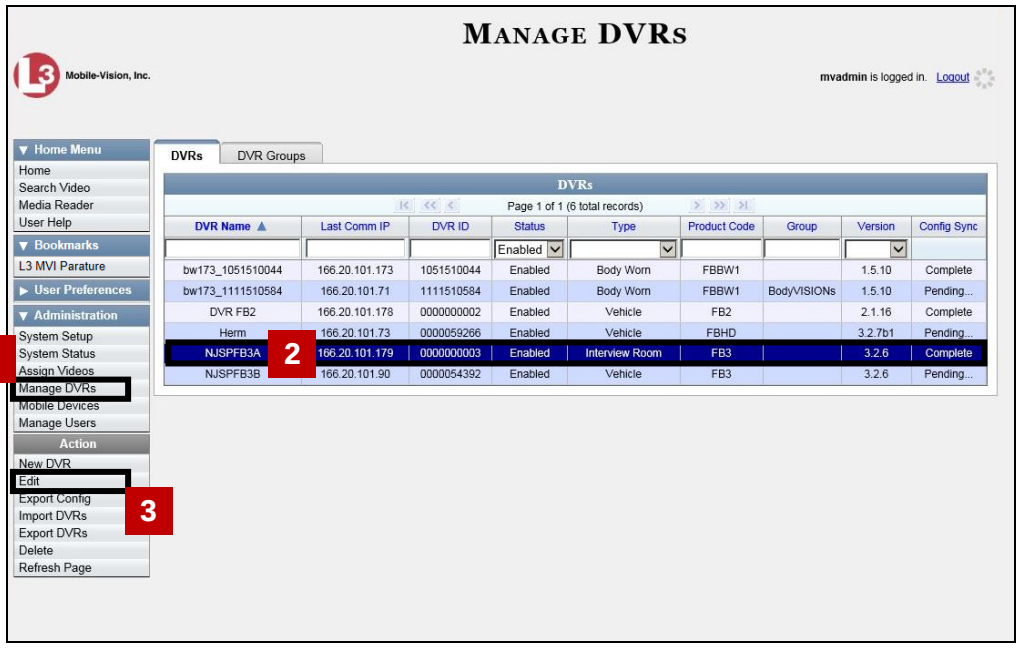
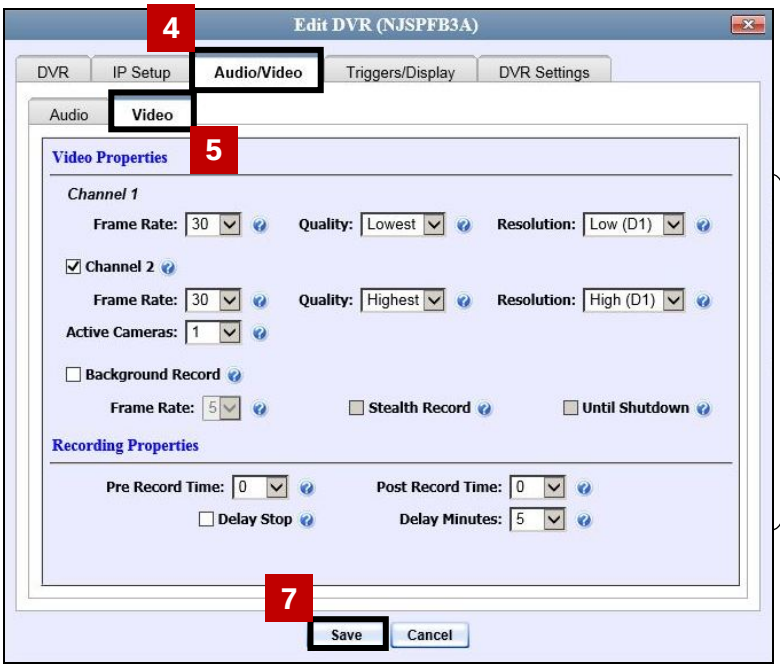
This document consists of general capabilities information that is not defined as controlled technical data under ITAR part 120.10 or EAR





6 Enter/select changes

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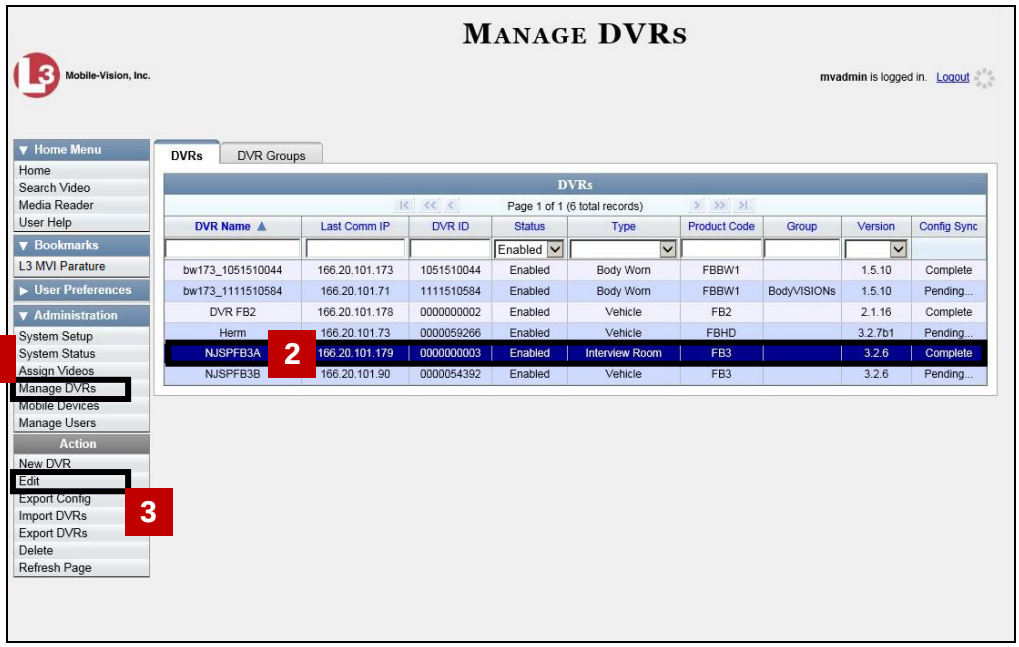
Changing the Triggers for a Flashback DVR that is Not Assigned to a DVR Group

This section illustrates how to change the video record triggers for a Flashback2, Flashback3, or FlashbackHD that is not assigned to a DVR group.

To perform this procedure, the DVR record must be *discovered*. For a definition of *discovered* vs. *undiscovered* DVRs, see the box on page 90.

To make global changes to a group of Flashback2 or Flashback3/HD DVRs, see "Changing the Triggers for a Flashback DVR Group" on page 138 instead.

If your agency is not using the Fleet Management Feature, you will have to make these changes from the DVR itself. For instructions, refer to your Flashback User's Guide.



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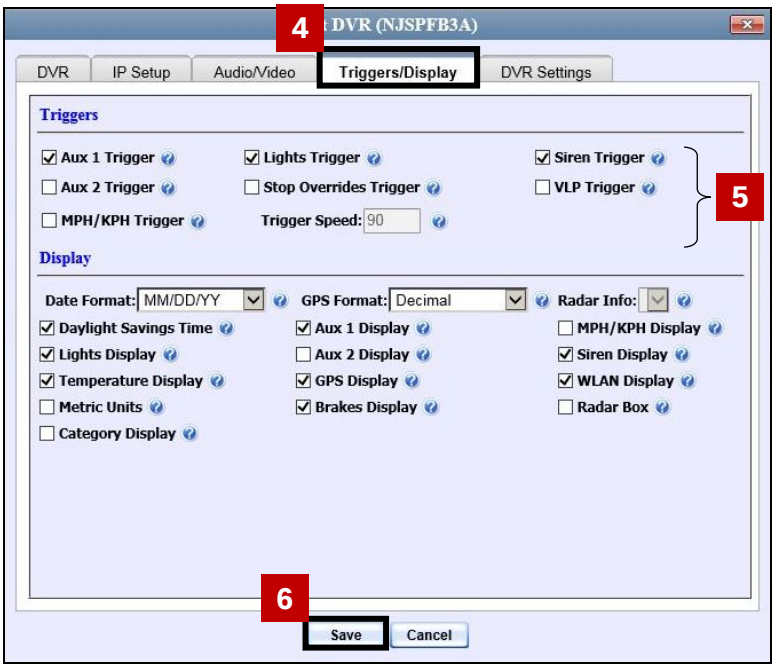

Changing the Display Options for a Flashback DVR that is Not Assigned to a DVR Group

This section illustrates how to change the display options for a Flashback2, Flashback3, or FlashbackHD DVR that is not currently assigned to a DVR group. Display options are the status indicators that will display on the following:

- ❒ The Flashback monitor during a recording,
- ❒ The Vehicle Viewer or Vehicle Viewer Live application while the DVR is active
- ❒ The Flashback Player while you are viewing a video off the server or off an export disc.

To make global changes to a group of Flashback2s or Flashback3/HDs, see "Changing the Display Options for a Flashback DVR Group" on page 139 instead.

If your agency is not using the Fleet Management Feature, you will have to make these changes from the DVR itself. For instructions, refer to your Flashback User's Guide.

To perform this procedure, the DVR record must be *discovered*. For a definition of *discovered* vs. *undiscovered* DVRs, see the box on page 90.

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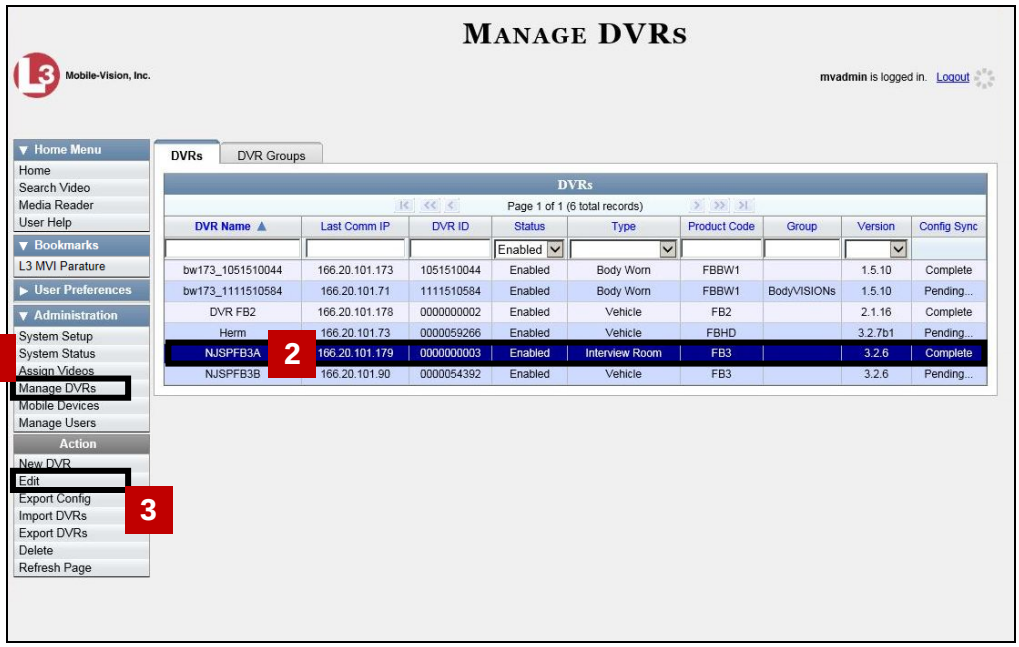

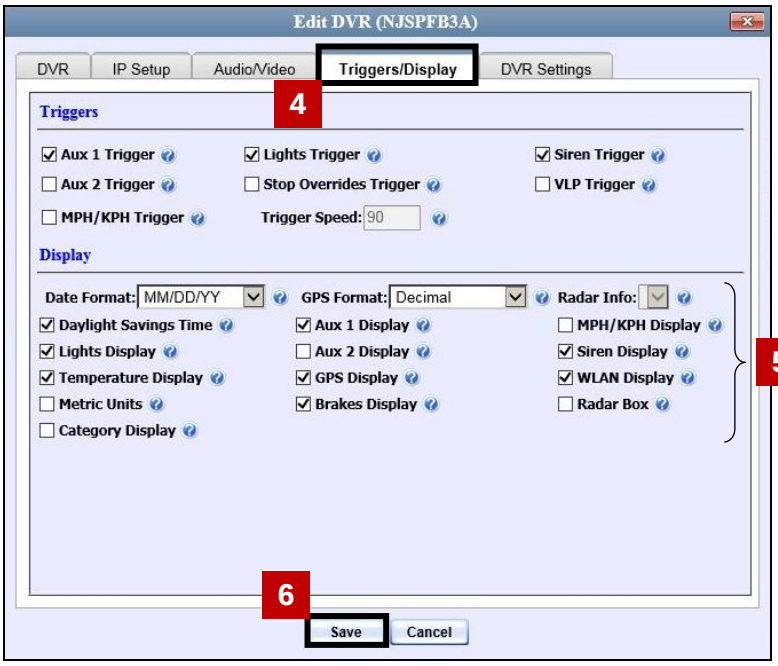

5 Enter/select changes

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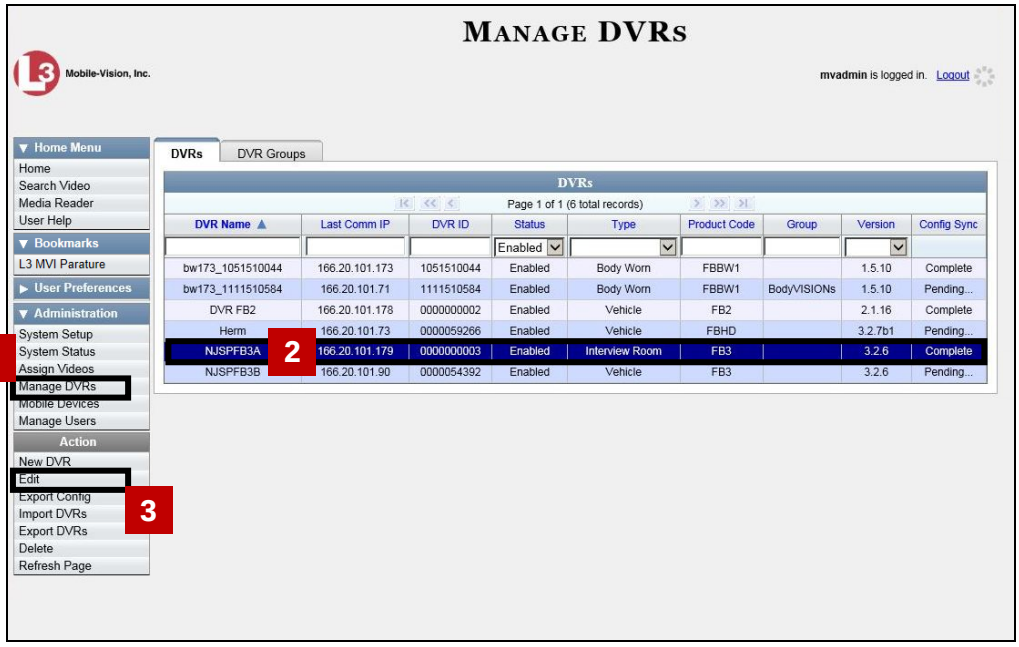
Changing a Flashback DVR that is Assigned to a DVR Group

This section illustrates how to update a discovered Flashback2, Flashback3, or FlashbackHD DVR record that is currently assigned to a DVR group.

To make global changes to a group of Flashback2 or Flashback3/HD DVRs, see "Changing a Flashback DVR Group" on page 130 instead.

To perform this procedure, the DVR record must be *discovered*. For a definition of *discovered* vs. *undiscovered* DVRs, see the box on page 90.



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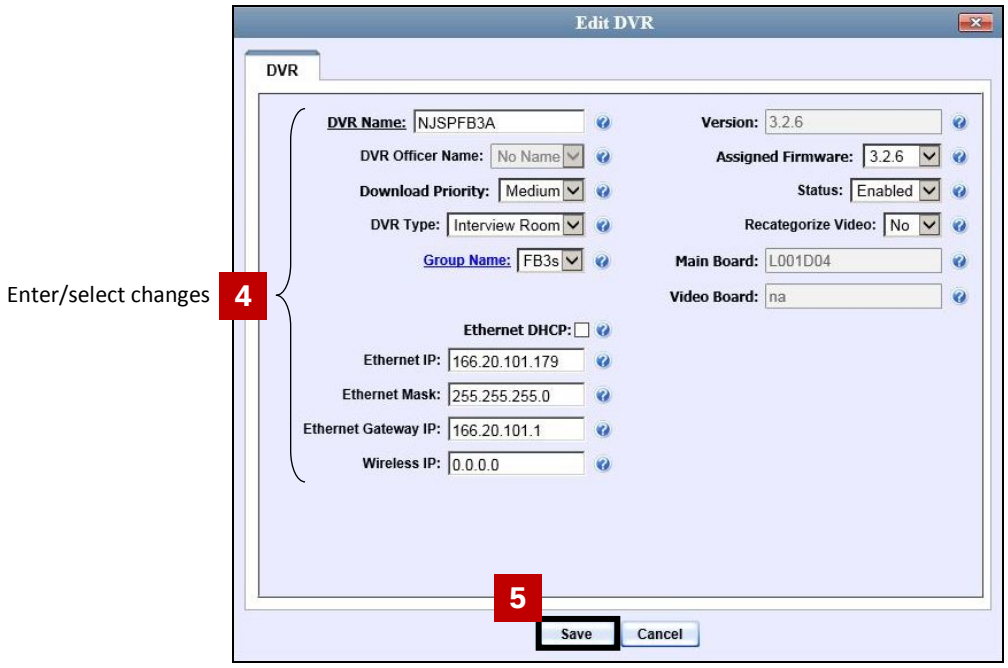

NOTE: Some changes can only be made at the group level. To change a DVR setting that does not appear on the Edit Group form, see "Changing a Flashback DVR Group" on page 130.

Replacing a Flashback DVR

Occasionally, you may need to replace a non-operational Flashback with a new unit. The following procedure allows non-DHCP LAN customers to automatically transfer the old unit's settings to the new DVR, eliminating the need to create a new DVR record. Part of this process involves clearing the old serial number from the server, which allows the system to associate the old DVR record with the new DVR.

By default, this feature is not accessible to any DES users. In order to perform this function, you first need to add the **Can Reset DVR** permission to your user record, as described in "Assigning Permissions to a User" on page 199.

WARNING: Do not perform this procedure if your agency's wireless LAN is configured for DHCP. This procedure applies to non-DHCP LANs only. If necessary, check the *Wireless DHCP* option on the Edit DVR form, as pictured on the next page.

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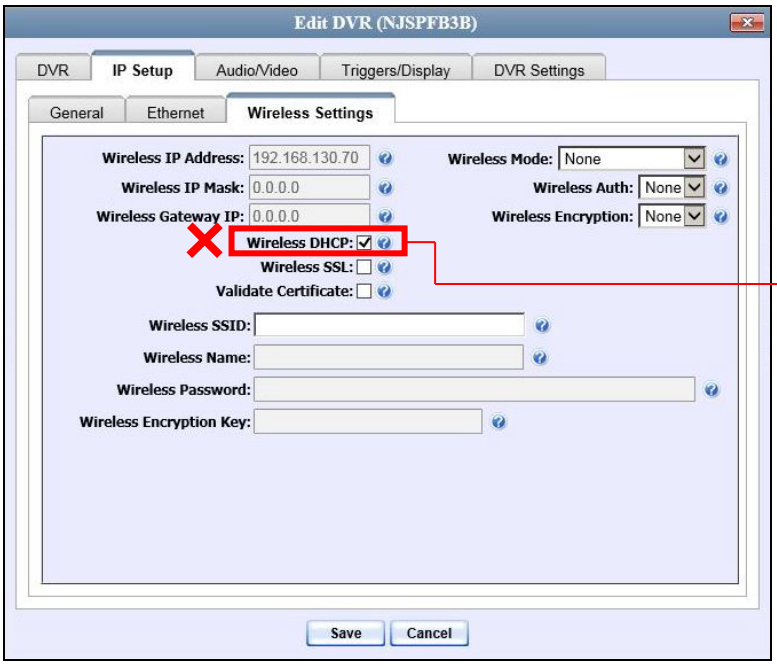
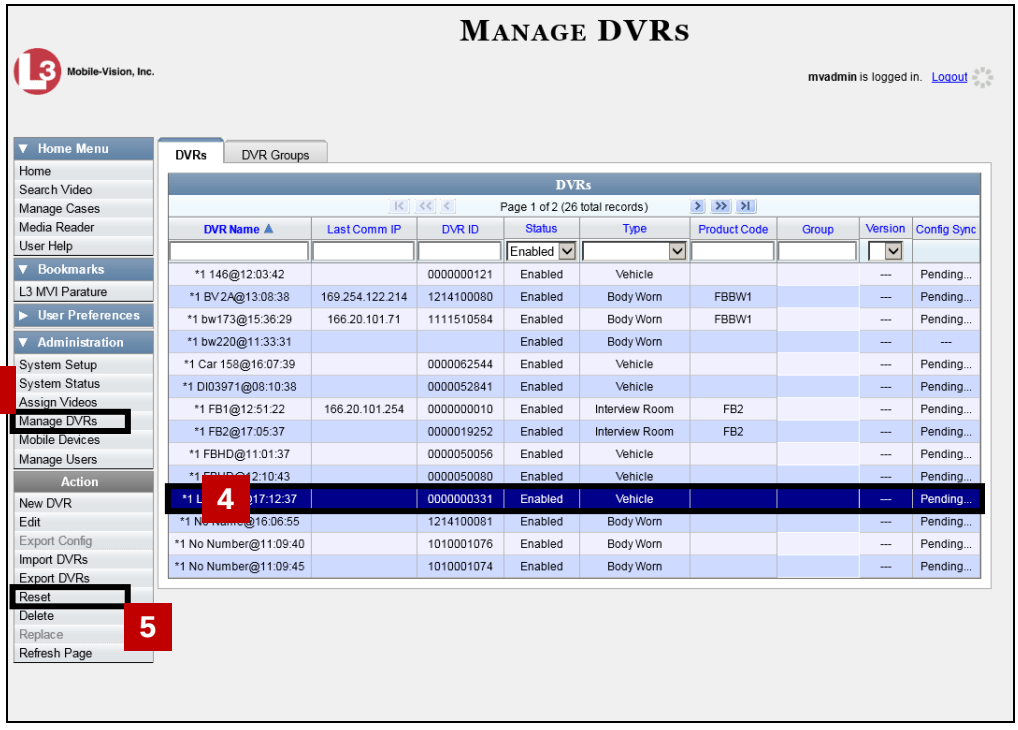


If this setting is selected, **do not** perform the DVR replacement procedure

1. Make sure that the vehicle is within transmission distance of the server (i.e., approximately 300 feet or less from an access point.)

2. Disconnect the old DVR.



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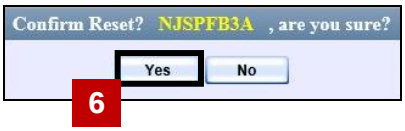
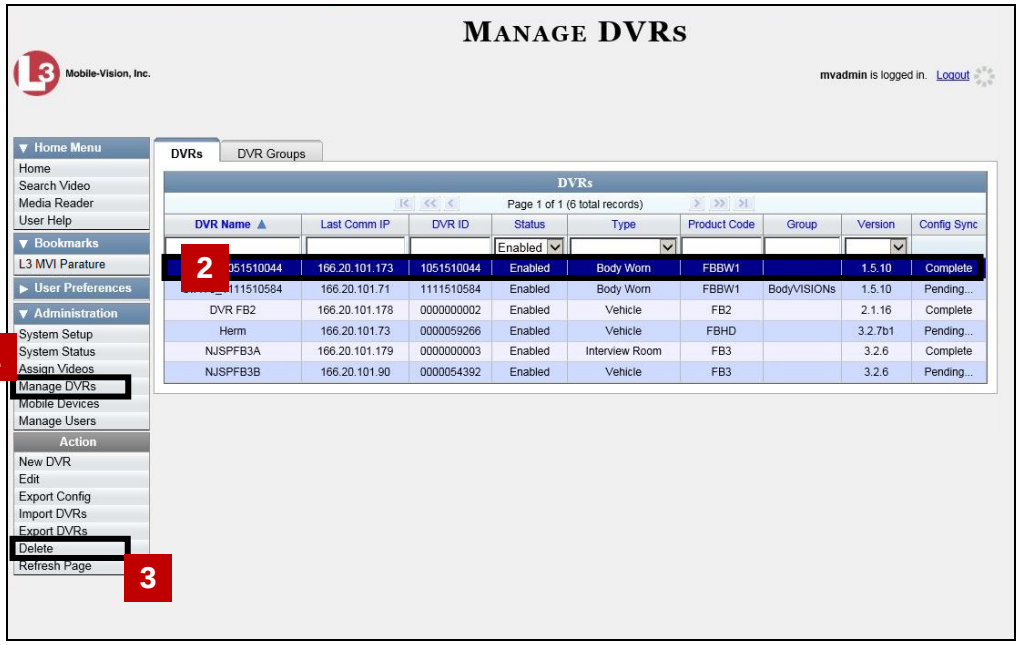


7 Wait ten minutes, then connect the new DVR.

Deleting a DVR

This section illustrates how to permanently remove a DVR record from the server. You can only delete a DVR that does not currently have any videos assigned to it. If the DVR you wish to delete *does* have video assigned to it, first reassign those videos to a different DVR, as described in “Reassigning Video to a Different DVR” on page 6.



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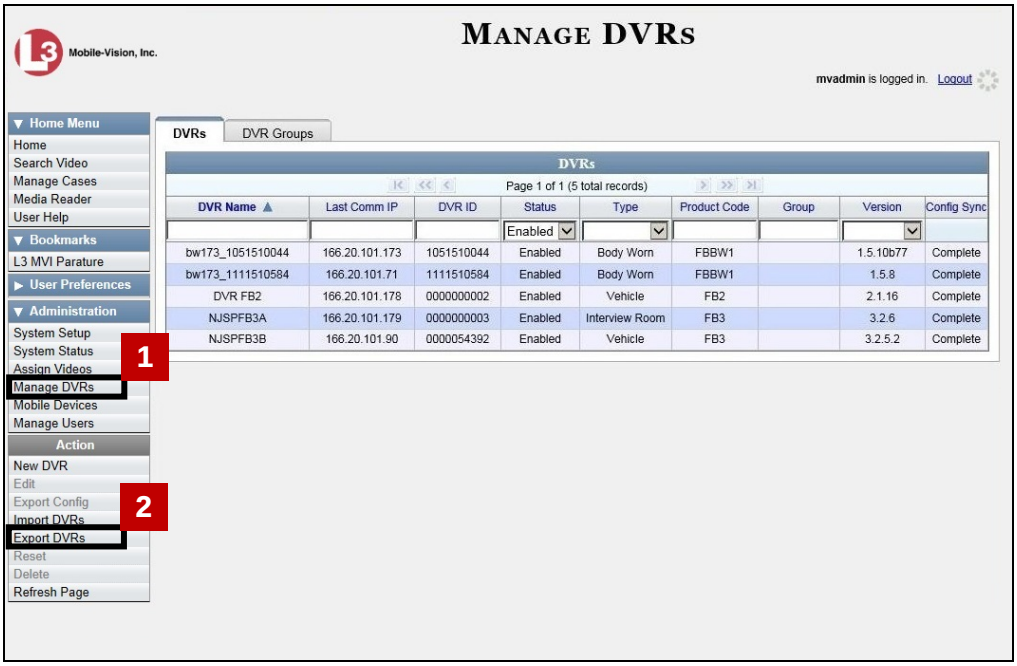
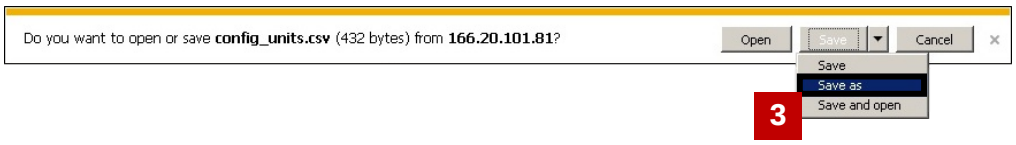
Exporting DVR Information

This procedure illustrates how to copy the basic DVR information for all of your DVRs to a text file. The text file will be in **CSV** format, which you can use with spreadsheet software such as Excel. If your agency has more than one DES server, this procedure can be used to copy DVR information from one server to another.

This feature is only available when Fleet Management is *on*.





If you wish to copy Flashback DVR configurations to another server, first login to the second server as a System Administrator, then proceed to “Importing Multiple Flashback DVRs from a Spreadsheet” on page 86 for further instructions.

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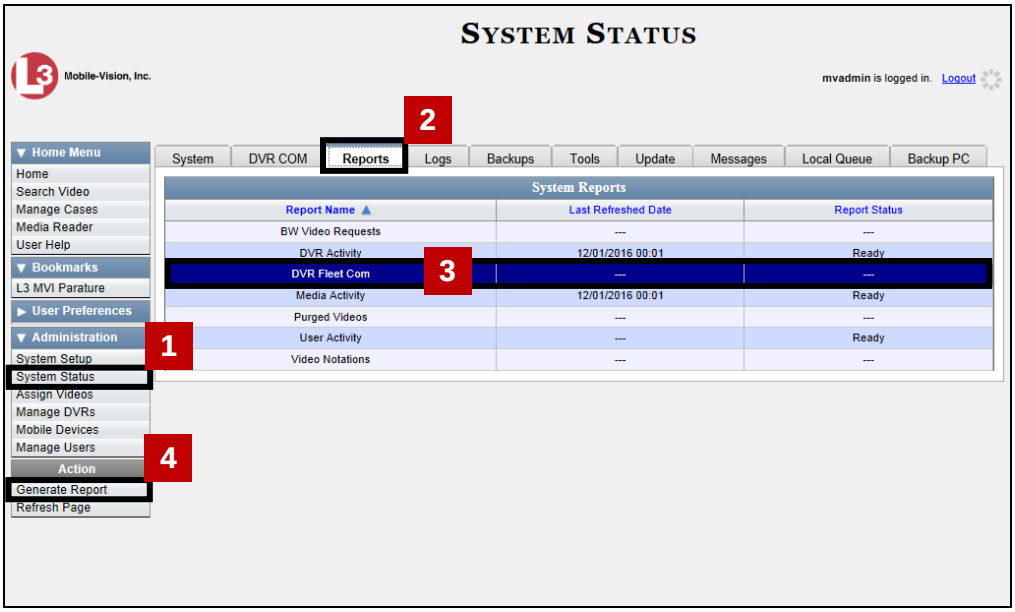
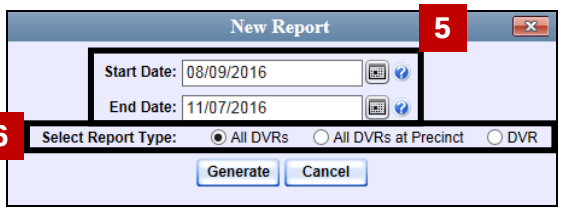
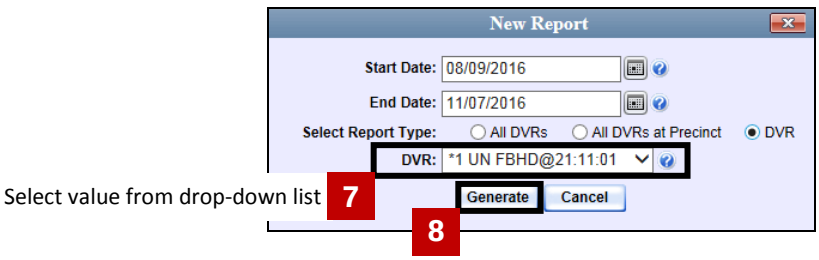
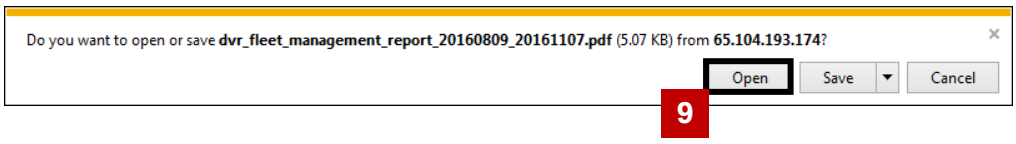
Generating the DVR Fleet Communication Report

This section describes how to generate the DVR Fleet Communication Report. This report is designed for agencies who use DES in conjunction with multiple DEF "precinct" servers. Specifically, the DVR Fleet Communication Report provides detailed information on DVR-to-server communications, such as the number of DVRs that have connected to each DEF server within a specified timeframe. You can generate this report for one DVR, all DVRs, or all DVRs at a specified Precinct.









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*Body*VISION DVRs

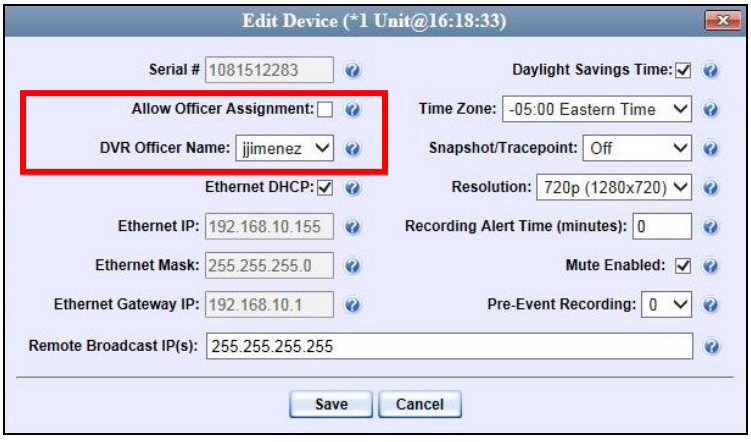
*Body*VISION is a small, wearable DVR sold by L3 Mobile-Vision. This device allows you to capture both videos and JPG "snapshot" images, then upload them to your DES server via a *Body*VISION docking station.

As with Flashback videos, *Body*VISION videos (and JPG files) are typically linked to a particular officer, that is, the officer who recorded the video or captured the snapshot. To create this link, DES includes an *Officer Dispatch* feature that is somewhat similar to the *USB Login Key* feature used with Flashbacks. Specifically, the *Officer Dispatch* feature allows you to assign different *Body*VISION units to different officers each shift. This allows multiple officers working different shifts to share a limited number of *Body*VISION units. Once an officer completes his shift and places the *Body*VISION back in its docking station, the system uploads that unit's files and flags the unit as "In" (i.e., available). You may then reassign that unit to a different officer.

Alternately, some agencies may choose to assign one "take home" *Body*VISION to each officer. This eliminates the need for the *Officer Dispatch* feature. Instead, you simply enter each officer's name on their *Body*VISION record. All videos recorded on that device will be then be linked to that officer.

Option 1: Assign different *Body*VISIONs to different officers each shift

Option 2: Assign one *Body*VISION to each officer



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To help you track your *Body*VISION DVRs, DES provides a menu option called "Mobile Devices." This option allows you to:

- ❒ Assign an available *Body*VISION to an officer.
- ❒ Configure a new *Body*VISION unit when Fleet Management is *on*.
- ❒ Enable/disable a *Body*VISION's *Snapshot/Tracepoint* button when Fleet Management is *off*.
- ❒ View a list of all *Body*VISION units that have been in communication with the server. (See **Mobile Inventory** tab.)
- ❒ View a list of all *Body*VISION units that are currently connected to the server via a docking station
- ❒ Activate a docked unit's audio/visual indicator, enabling you to identify a particular *Body*VISION.
- ❒ Change a *Body*VISION's other settings, including the *Officer Dispatch* feature, IP address, and time settings.
- ❒ View a *Body*VISION's DVR name, serial number, battery level, available memory, status (i.e., *idle* or *downloading*), and/or firmware version.

For more information, see:

- ❒ Configuring a New *Body*VISION DVR, below
- ❒ Viewing the Mobile Devices Page, page 118
- ❒ Assigning a *Body*VISION to an Officer, page 119

All other DVR procedures, such as those that relate to Fleet Management and firmware, are the same for *Body*VISION units as they are for Flashbacks. For more information, refer to the relevant procedures in this chapter, as listed on page 84.

Configuring a New *Body*VISION DVR

This section illustrates how to configure new *Body*VISION DVRs. The configuration process consists of three steps:

1. Select the appropriate *Body*VISION download options. Perform this step *after* you've purchased your first *Body*VISION unit(s) but *before* you begin using the unit(s). For instructions, see "Selecting the *Body*VISION Download Options" on the next page.
2. Place your *Body*VISION in one of the docking stations in your Downloading/Charging station* so that the unit can charge and the system can discover the new DVR on the network. Charging typically takes about two hours.
3. Configure the new *Body*VISION record. For instructions, see "Changing a *Body*VISION DVR When Fleet Management is On" on page 115 or "Changing a BodyVISION DVR When Fleet Management is Off" on page 116.

* If you haven't set up a Downloading/Charging station yet, please review the "Getting Started" section of your *Body*VISION User's Guide.

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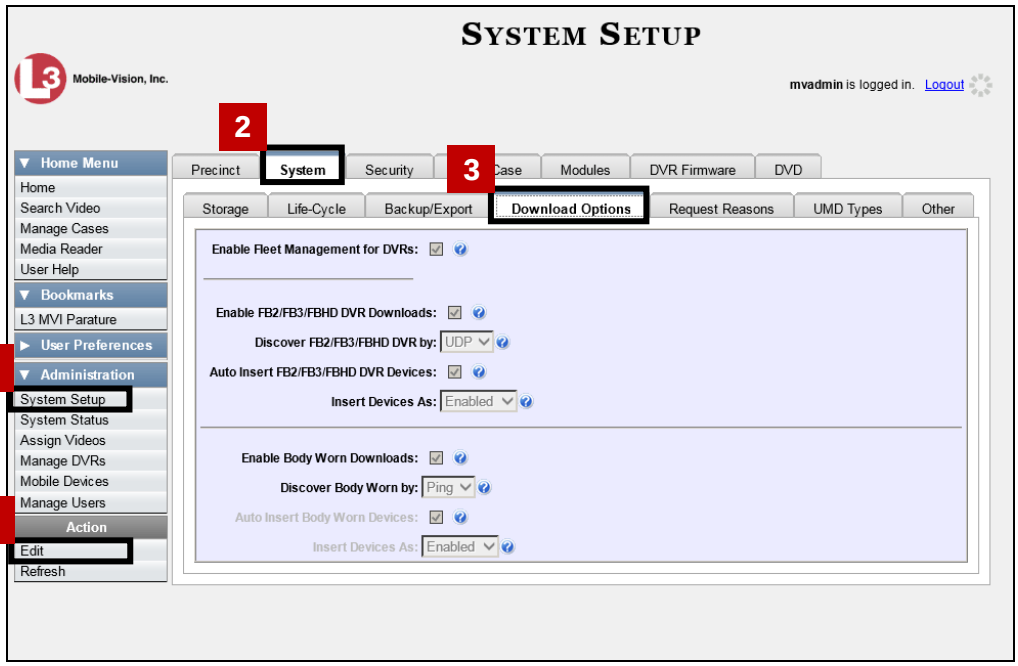
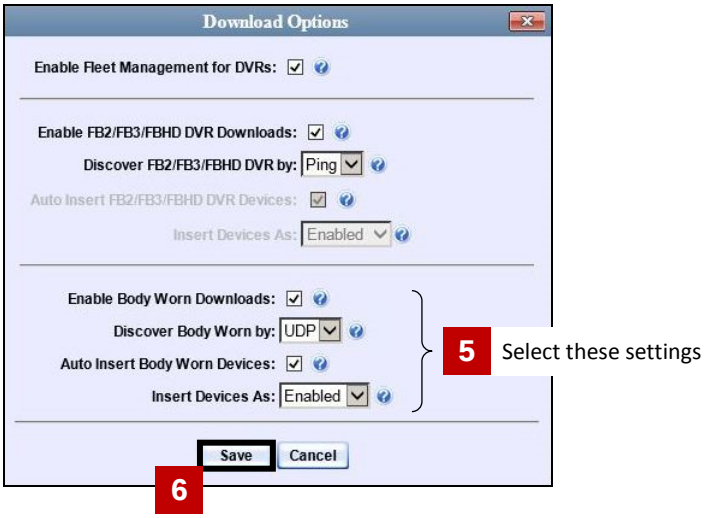
Selecting the Body*VISION Download Options*

This section illustrates how to select the download options that are required for *Body*VISION DVRs. You only have to perform this task *once*.





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Changing a Body*VISION DVR When Fleet Management is On*

This section describes how to update a *Body*VISION record when the Fleet Management feature is enabled (on). If you're not sure if your agency is using Fleet Management, examine the *Enable Fleet Management for DVRs* checkbox on the **Download Options** tab, as pictured on the previous page. If the checkbox is *selected*, use this procedure. If the checkbox is *deselected*, see "Changing a *Body*VISION DVR When Fleet Management is Off" on page 116 instead.

As you update the *Body*VISION record, keep the following guidelines in mind:

- ❒ If your agency is using the Officer Dispatch feature, select the *Allow Officer Assignment* checkbox. (For more on this feature, see page 112)
- ❒ If your agency is *not* using the Officer Dispatch feature, deselect the *Allow Officer Assignment* checkbox, then go to the *Officer Name* field and select the name of the officer to whom this unit is assigned.
- ❒ If you previously created a *Body*VISION DVR group and you wish to assign this *Body*VISION to that DVR group, select that group name from the *Group Name* drop-down list.
- ❒ If you wish to change the video resolution from high definition (default) to medium definition, select **D1 (720 x 480)** from the *Resolution* drop-down list.
- ❒ If your agency is running DES on a DHCP network, select the *Ethernet DHCP* checkbox.
- ❒ If your agency is not running DES on a DHCP network, deselect the *Ethernet DHCP* checkbox, then enter the appropriate IP addresses in the *Ethernet IP*, *Ethernet Mask*, and *Ethernet Gateway IP* fields.
- ❒ If your agency plans to use the *Body*VISION's Snapshot/Tracepoint button, select a value from the *Snapshot/Tracepoint* drop-down list.
- ❒ Verify that the time zone listed is correct. If it's *not* correct, select a new value from the *Time Zone* drop-down list.
- ❒ If your agency will be recording video in a region that observes daylight savings time, select the *Daylight Savings Time* checkbox.
- ❒ If you want the unit to vibrate X number of minutes after a recording is initiated (i.e., remind the officer that a recording is still in progress), enter a number between 1 and 30 in the *Recording Alert Time (minutes)* field. *
- ❒ If you do *not* want officers to be able to mute audio while a recording is in progress, deselect the *Mute enabled* checkbox.*
- ❒ *BodyVISION XVs only*. If you want to capture X seconds of pre-record activity (i.e., the activity that occurs just before a recording is initiated), select 30, 60, or 90 from the *Pre-Event Recording* drop-down list.

* Feature available for *Body*VISIONs with firmware version 1.5.2 and higher

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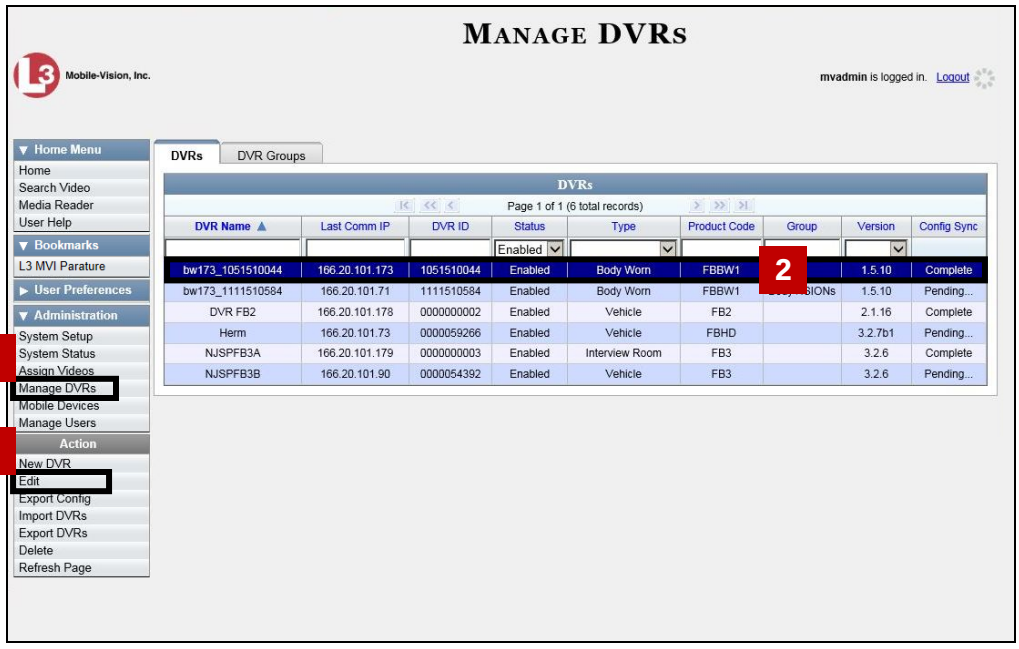
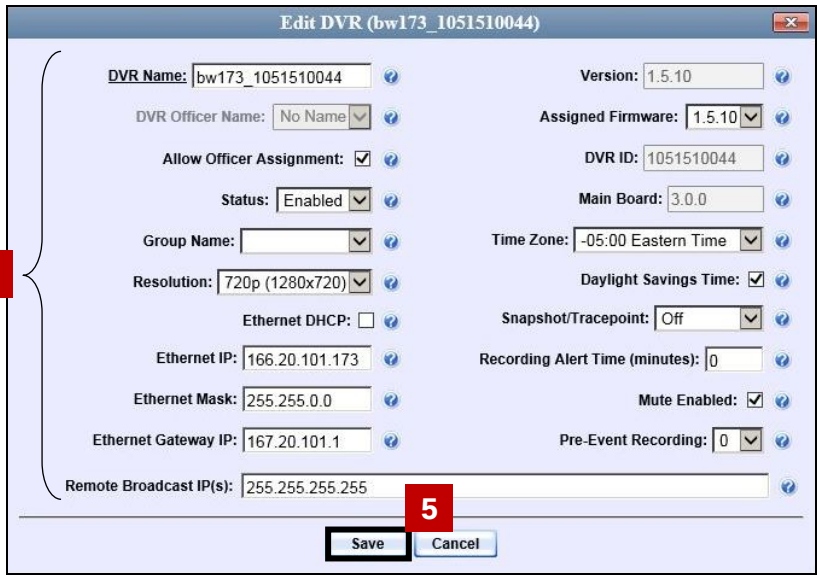


HINT: To display all *Body*VISION DVRs, enter **FBBW1** in the *Product Code* field.



Enter/select changes

Changing a Body*VISION DVR When Fleet Management is Off*

This section illustrates how to view/update a *Body*VISION record when the Fleet Management feature is disabled (off). If Fleet Management is enabled (on), see "Changing a *Body*VISION DVR When Fleet Management is On" on page 115 instead.

As you update the *Body*VISION record, keep the previous guidelines in mind (see bulleted list on the previous page).

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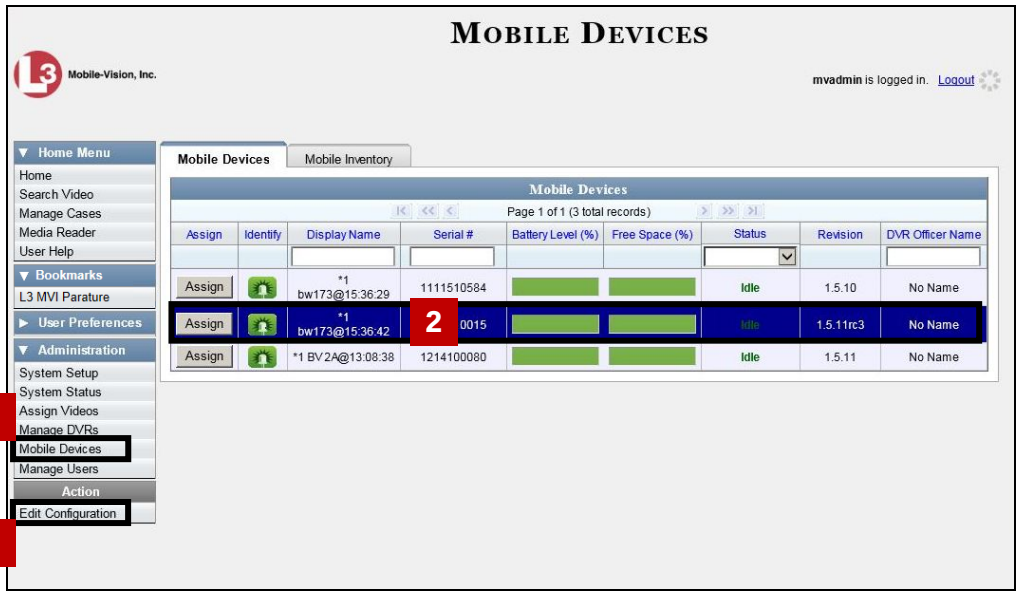
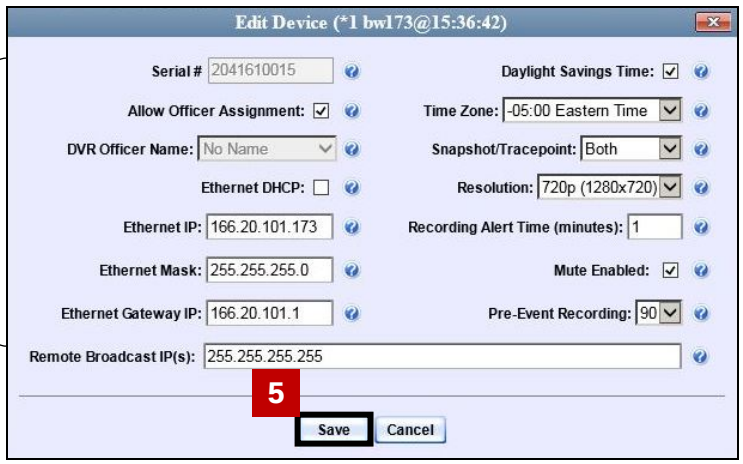


Enter/select changes 4



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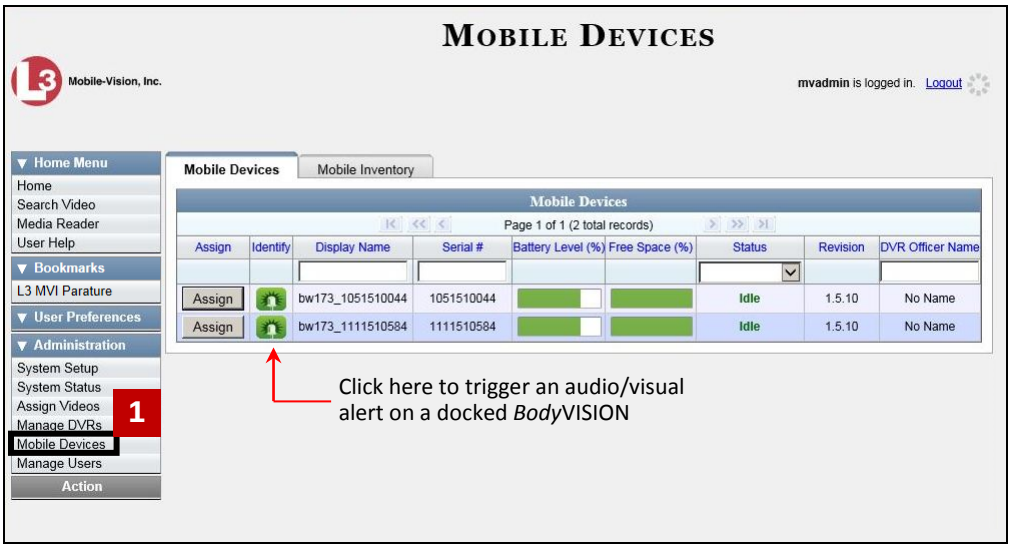
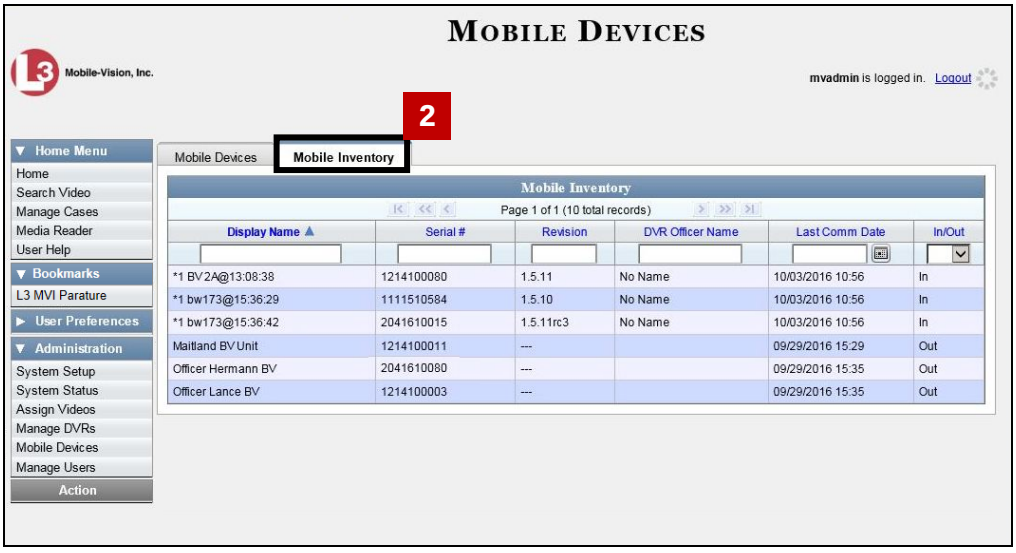
Viewing the Mobile Devices Page

This section illustrates how to view the Mobile Devices page, which lists the following information:

- ❒ *Body*VISION units that are currently connected to the server (**Mobile Devices** tab)
- ❒ *Body*VISION units that have been in communication with the server (**Mobile Inventory** tab).



This page displays all *Body*VISION units that are currently connected to the server via a docking station. If necessary, use the navigation arrows and/or search fields at the top of the form to scan the full list.



These are all the *Body*VISION units that have been in communication with the server at least once. If necessary, use the navigation arrows and/or search fields at the top of the form to scan the full list.

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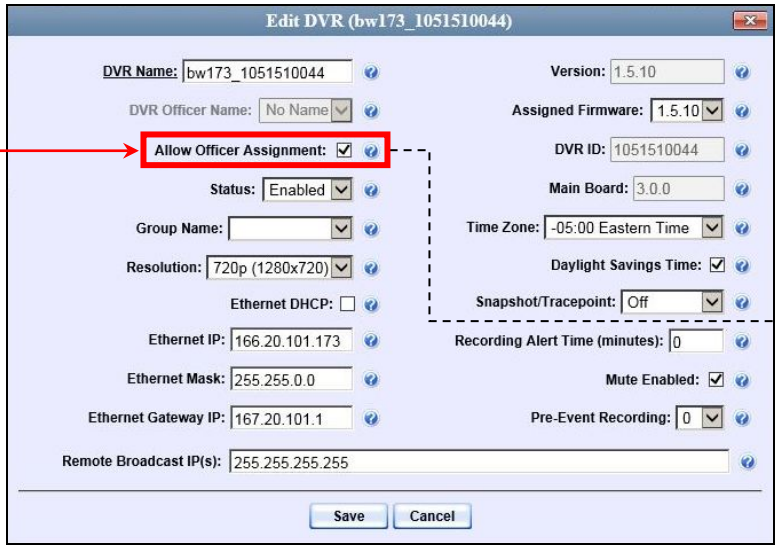
Assigning a *Body*VISION to an Officer

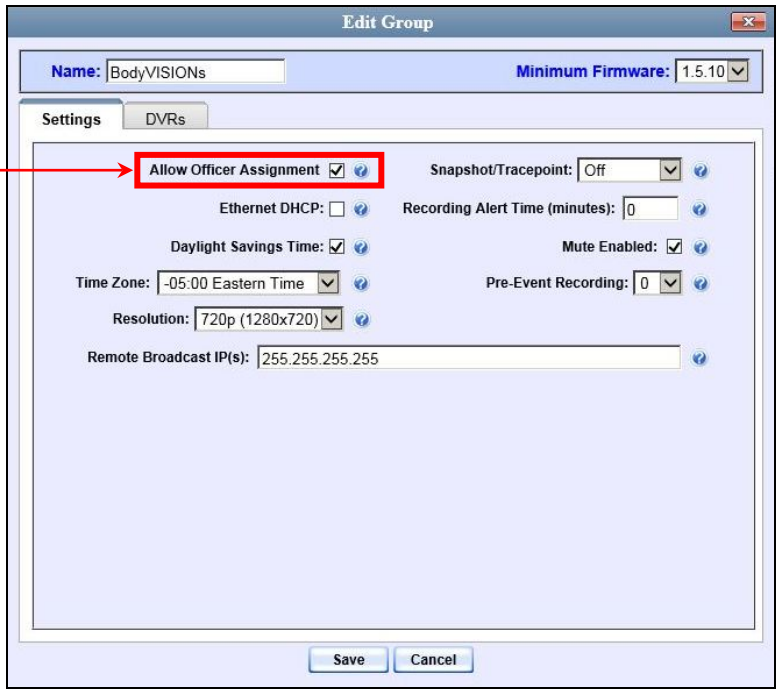
This section illustrates how to assign an available *Body*VISION unit to a selected officer. In order to perform this procedure, the *Officer Dispatch* feature must be activated, as described in step 1 below.

1 Check to make sure the *Allow Officer Dispatch* checkbox on the DVR record *or* DVR group record is selected, as illustrated below.

In order to assign *Body*VISIONs to your officers, this checkbox must be selected on the DVR record *or* DVR group record



NOTE: If Fleet Management is ON, this field will display lower on your screen



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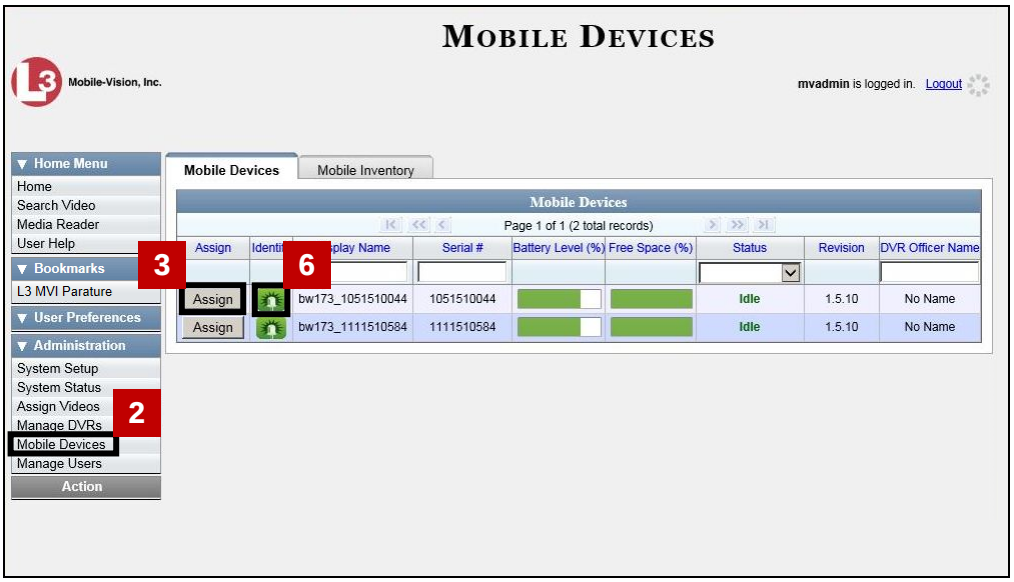

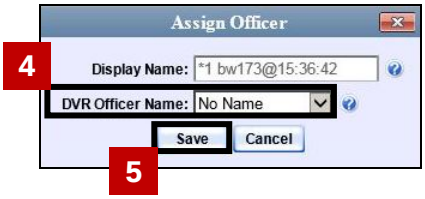

Fleet Management

Fleet Management is a system feature that grants you access to many of the same DVR functions that are found on your Flashback2, Flashback3, and/or FlashbackHD menu. Previously, you could only access the DVR functions via the Flashback menu, which required physical access to the DVR. Now you can access these options from the server back at your precinct.

If desired, you can also use the Fleet Management feature to make global changes across multiple Flashback and *Body*VISION DVRs. This is accomplished using a feature called *DVR groups*. A DVR group is simply a record that contains the same information found on an individual DVR record. After you create a DVR group and assign DVRs to it, you can update an entire fleet of DVRs at the same time from the server. If, for example, your agency adds an Aux 2 device, you could display the appropriate DVR group record, and select the *Aux 2 Trigger* checkbox on the *Triggers/Display* tab. Each of the DVRs that were assigned to that group would, in turn, be updated during their next DVR-to-server transmission.

When Fleet Management is enabled, the DVR settings on the server always override the in-car settings. You can still change DVR settings from the DVR itself, but it's recommended that you select one method or the other: either use the Fleet Management feature to update your DVRs from the server, or use the Flashback menu to update DVRs from within the vehicles. Generally, the larger your vehicle/DVR fleet, the more sense it makes to use Fleet Management.

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The Fleet Management feature is not available for Flashback1s.

When you create DVR groups, always place similar DVRs together in the same DVR group. For example, Flashback3s and FlashbackHDs may be placed in the same group, but Flashback2s must be in a group by themselves, as do *Body*VISIONs. See examples below.

- Group 1: Flashback2s that are installed in a vehicle with Vehicle Viewer, Vehicle Viewer Live, or the UMD Editor
- Group 2: Flashback2s that are installed in a vehicle *without* Vehicle Viewer, Vehicle Viewer Live, or the UMD Editor
- Group 3: Flashback3s and/or FlashbackHDs that are installed in a vehicle with Vehicle Viewer, Vehicle Viewer Live, or the UMD Editor
- Group 4: Flashback3s and/or FlashbackHDs that are installed in a vehicle *without* Vehicle Viewer, Vehicle Viewer Live, or the UMD Editor
- Group 5: Flashback2s that are installed in an Interview Room
- Group 6: Flashback3s and/or FlashbackHDs that are installed in an Interview Room
- Group 7: *Body*VISION DVRs
- Group 8: CycleVision DVRs

For more information, see:

- Enabling/Disabling Fleet Management, next page
- Adding a DVR Group, page 122
- Exporting a DVR's config.xml File, page 128
- Changing a Flashback DVR Group, page 130
- Changing a *Body*VISION DVR Group, page 142
- Deleting a DVR Group, page 143
- Identifying DVRs that are Not Assigned to a DVR Group, page 144
- Assigning a New DVR to a DVR Group, page 145
- Reassigning a DVR to a Different DVR Group, page 146.

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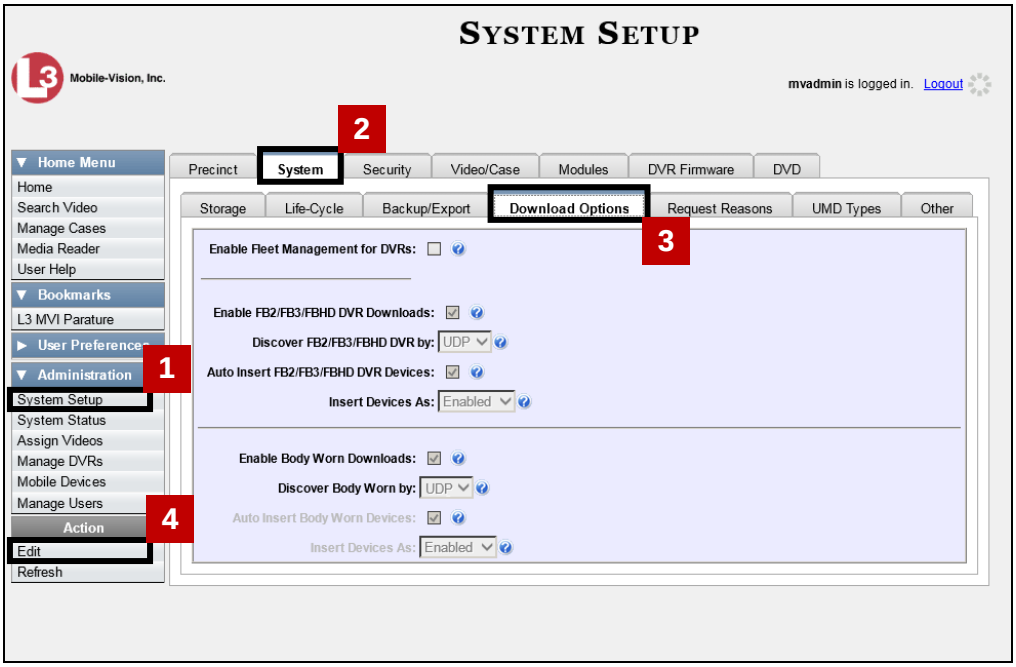
Enabling/Disabling Fleet Management

This section illustrates how to enable (turn on) or disable (turn off) Fleet Management. For a detailed description of this feature, see “Fleet Management” on page 120.



Adding a DVR Group

There are three methods for adding a new Flashback or *Body*VISION DVR group. You can create a group from an existing DVR group record; create a group from an existing DVR record; or create a group from a DVR configuration file (config.xml).

If you have a mixed fleet of DVRs (i.e., Flashback2s, Flashback3/HDs, and/or *Body*VISIONs), please note that Flashback2s must be in a DVR group by themselves,

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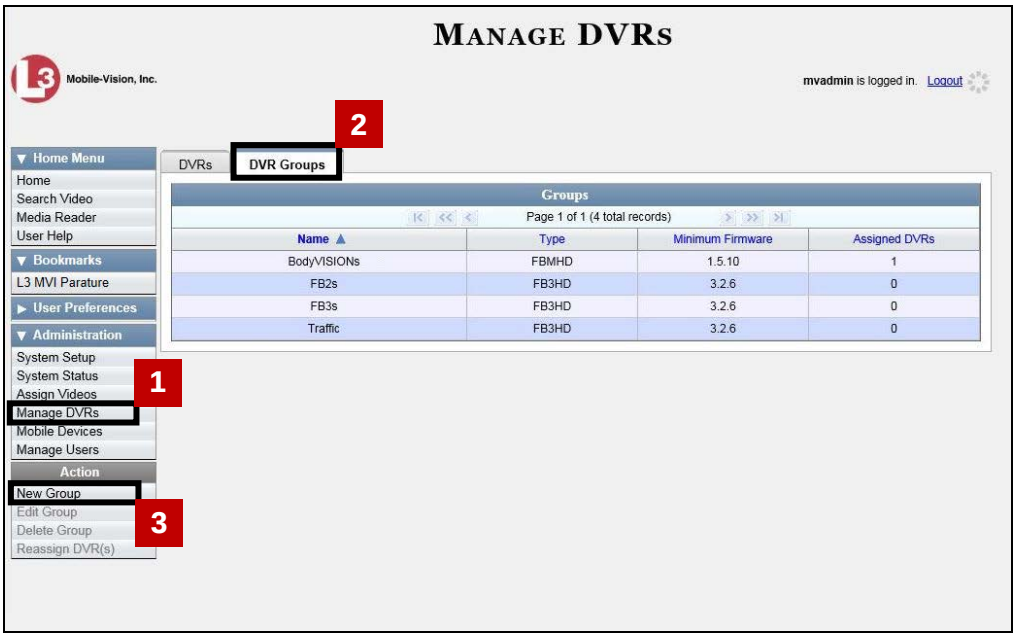
as do *Body*VISIONs. Only Flashback3s and FlashbackHDs may share the same group. For a list of suggested groups, see page 112.

For specific instructions, see:

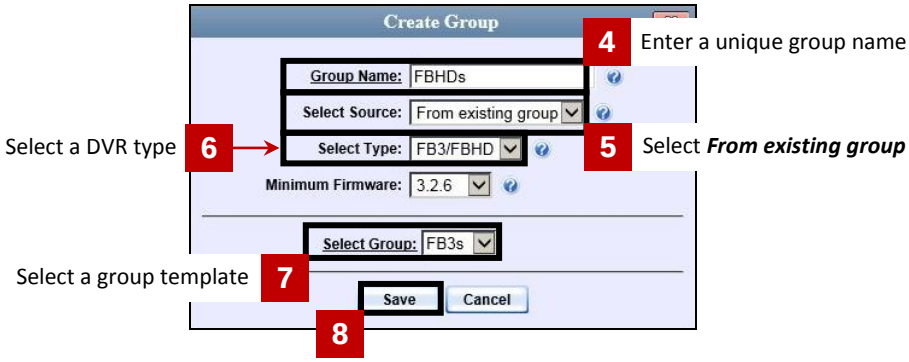
- ❒ Creating a DVR Group from an Existing DVR Group, below
- ❒ Creating a DVR Group from an Existing DVR, page 125
- ❒ Creating a DVR Group from a DVR's config.xml File, page 126.

Creating a DVR Group from an Existing DVR Group

This section illustrates how to create a new DVR group from an existing group. To do so, you simply copy the settings from an existing DVR group to a new group, then edit the new group as desired.



NOTE: If the **DVR Groups** tab does not display, it indicates that Fleet Management is currently disabled. For more information, see "Disabling/Enabling Fleet Management" on page 122.



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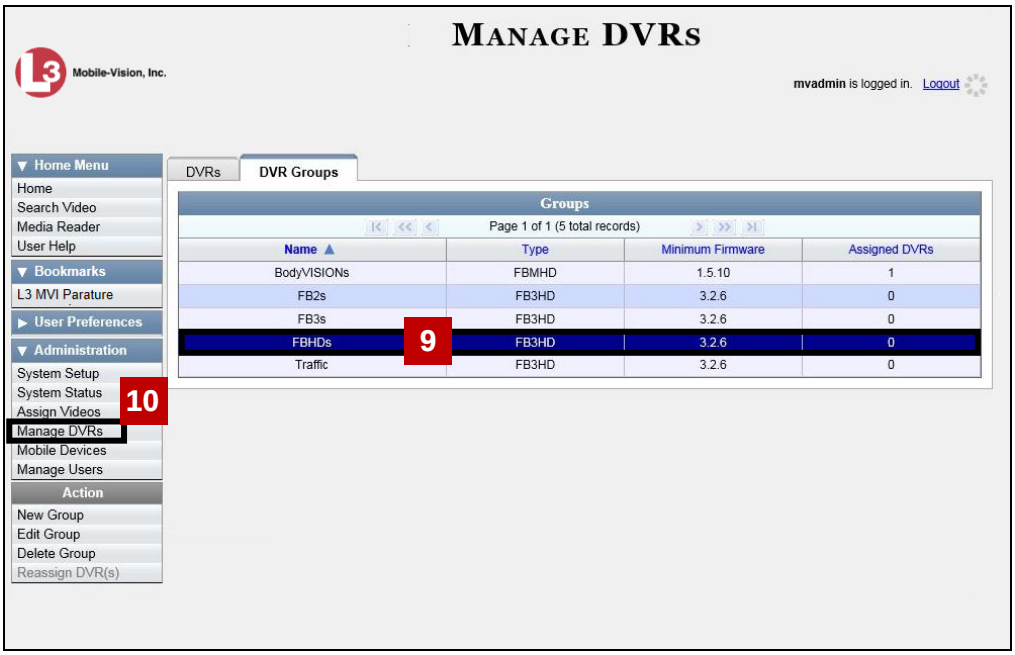

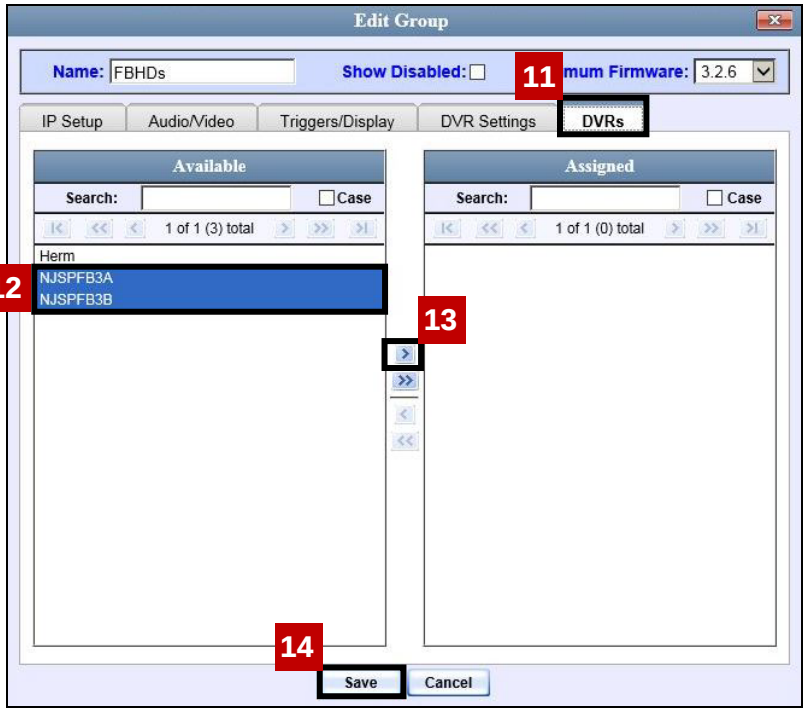

Select DVRs to add to group

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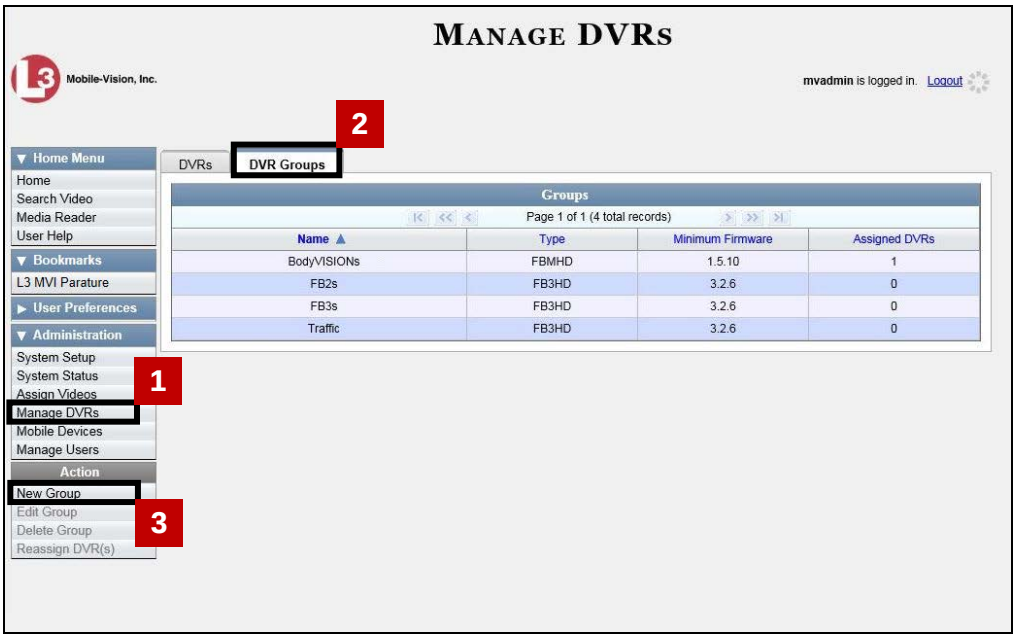
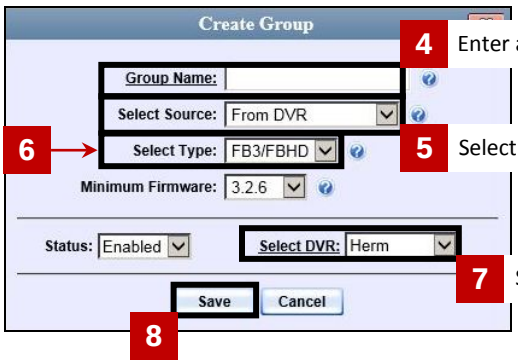
Creating a DVR Group from an Existing DVR

This section illustrates how to create a new DVR group from an existing Flashback or *Body*VISION DVR. To do so, you simply copy the settings from an existing DVR to a new DVR group, then edit the new group as desired.

NOTE: You can only copy information from a DVR that has been "discovered," that is, a DVR that has been in communication with the server at least once. If you are a new customer, some of your DVRs may not be recognized by the server yet. If such is the case, you can use the procedure titled "Creating a DVR Group from a DVR's config.xml File" on the next page instead.

HINT: If your agency has more than one server and you wish to copy a DVR's settings from one server to another, you will have to use a slightly different procedure. First, export the DVR's config.xml file to a USB drive, as described in "Exporting a DVR's config.xml File" on page 128. Next, upload the config.xml file to the other server, as described in "Creating a DVR Group from a DVR's config.xml File" on the next page.





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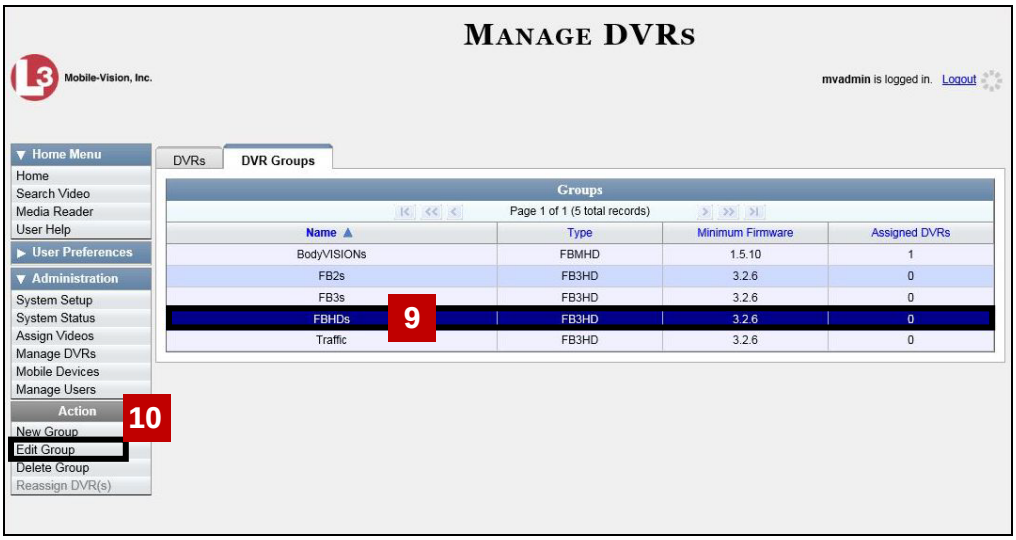

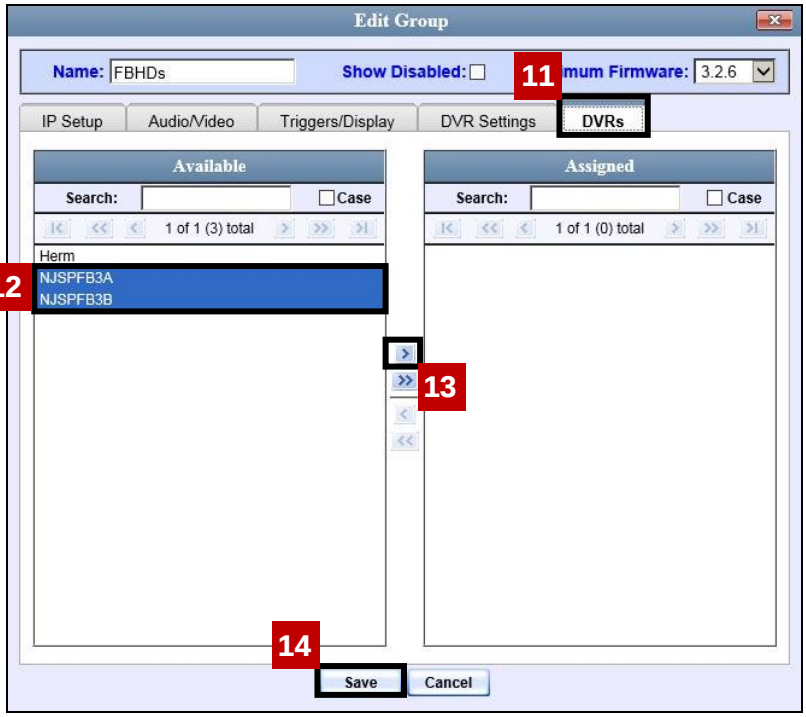

Select DVRs to add to group 12

Creating a DVR Group from a DVR's config.xml File

This section illustrates how to create a new DVR group from a config.xml file, which contains information on a Flashback or *Body*VISION DVR unit. There are two ways in which you can acquire this file:

- ❒ Your L3 Mobile-Vision Technical Support Engineer can give it to you.
- ❒ You can copy the file from a Flashback DVR to a USB drive, as described in "Copying the config.xml File from Your DVR to a USB Drive" in your Flashback User's Guide.

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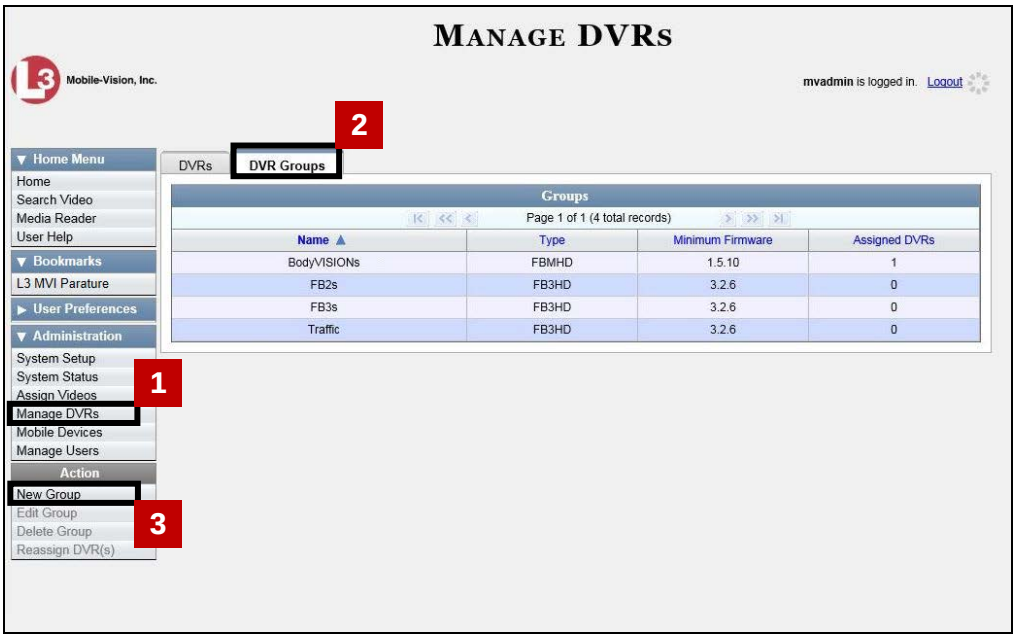
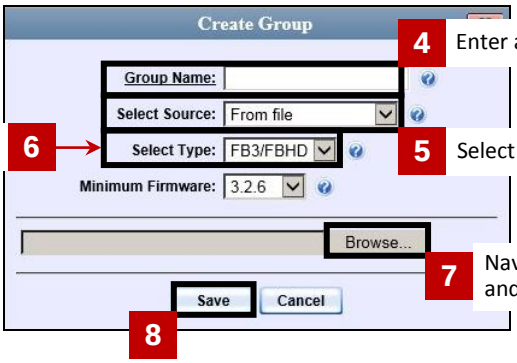
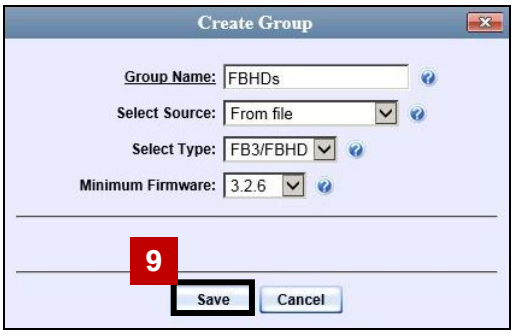
If your agency has more than one server and you wish to copy a DVR's config.xml file from another server, you will first have to export that config.xml file to a USB drive, as described in "Exporting a DVR's config.xml File" on page 129.







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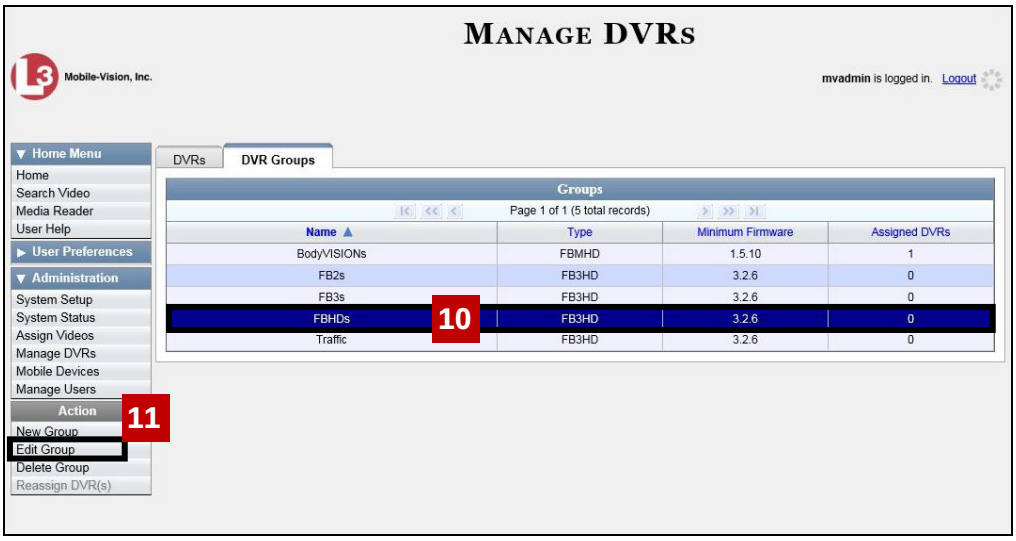

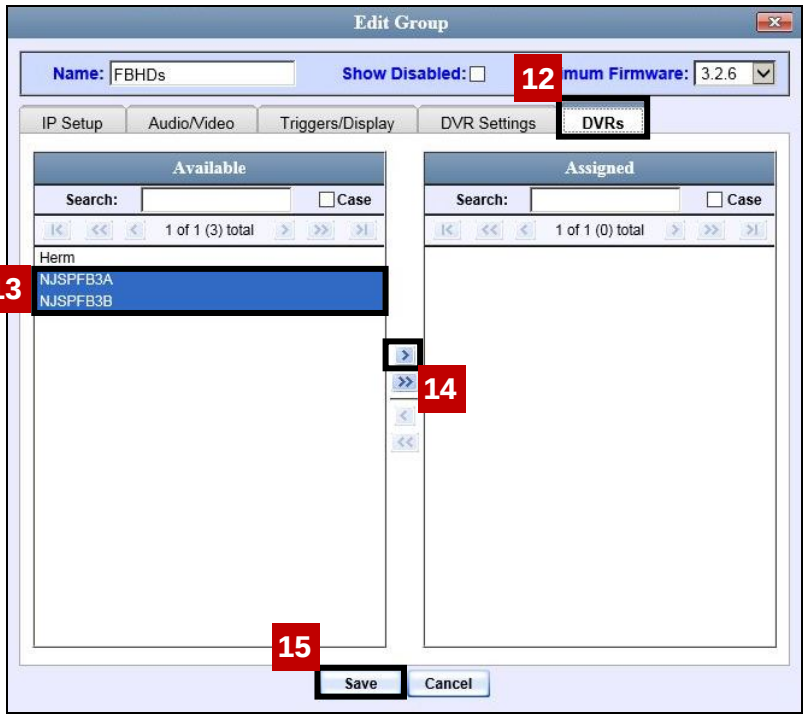

Select DVRs to add to group

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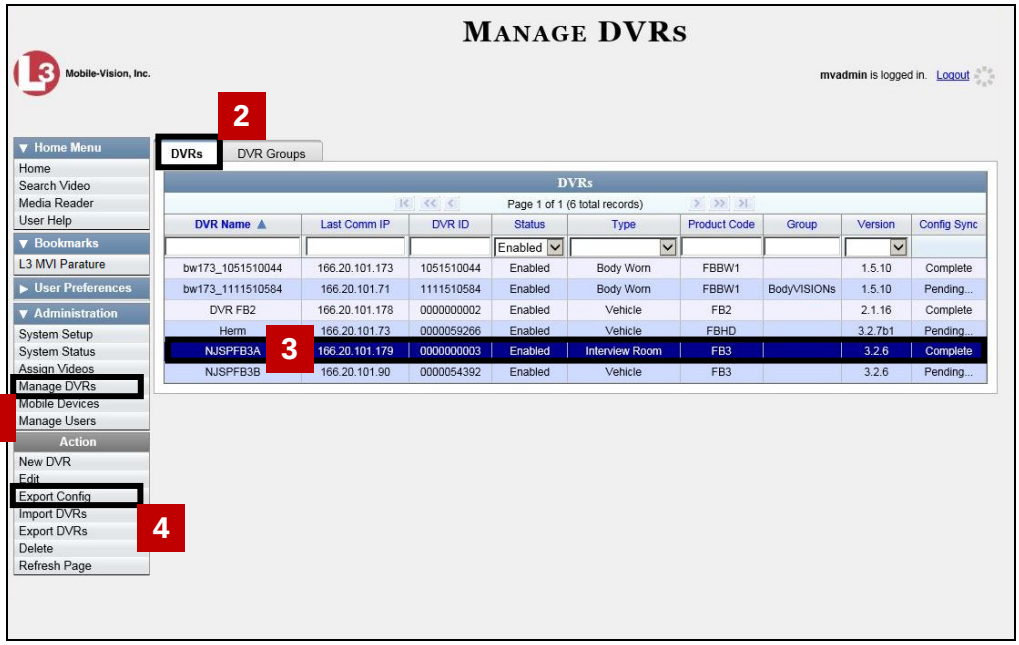
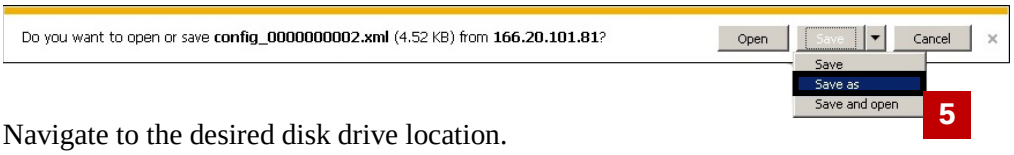
Exporting a DVR's config.xml File

This procedure illustrates how to export a DVR's config.xml file from the server to a USB drive. The config.xml file contains all of a DVR's settings. This procedure is typically performed by L3 Mobile-Vision employees. However, if your agency has more than one server, there may be a circumstance where you wish to use a DVR record on *one* server as a template for creating a new DVR group on a *different* server. To do so, first perform this procedure to copy the file to a USB stick. Next, login to the other server and then proceed to "Creating a DVR Group from a DVR's config.xml File" on page 126 for further instructions.





6 Navigate to the desired disk drive location.

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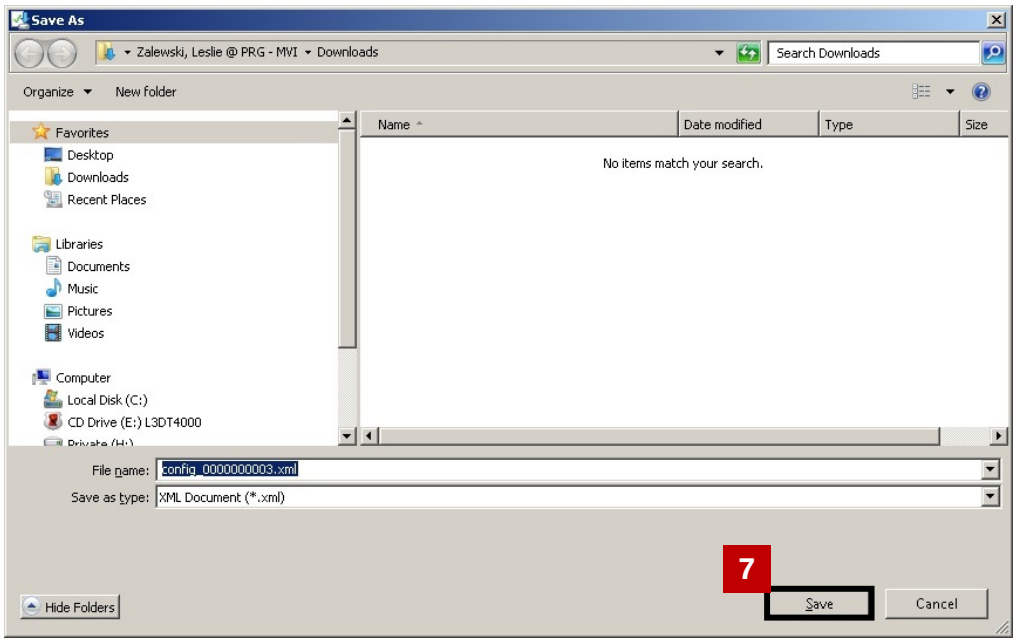

Changing a Flashback DVR Group

This section illustrates how to change the attributes for a Flashback2 or Flashback3/HD group record. Any change you make to a Flashback group will automatically be applied to all of the DVRs that are assigned to that group during the next DVR-to-server transmission.

If you need to change the setting(s) for a *Body*VISION DVR group, see "Changing a *Body*VISION DVR Group" on page 142 instead.

For specific instructions, see:

- ❒ Changing the IP Settings for a Flashback DVR Group, below
- ❒ Changing the Audio Settings for a Flashback DVR Group, page 136
- ❒ Changing the Video Settings for a Flashback DVR Group, page 137
- ❒ Changing the Triggers for a Flashback DVR Group, page 138
- ❒ Changing the Display Options for a Flashback DVR Group, page 139
- ❒ Changing the General DVR Settings for a Flashback DVR Group, page 140.

Changing the IP Settings for a Flashback DVR Group

This section illustrates how to change the IP settings for a Flashback2 or Flashback3/HD group.

Interview Room DVRs typically utilize an *Ethernet* connection, whereas in-car DVRs typically utilize a *wireless* connection. However, in-car units are still *Ethernet-enabled* to support Vehicle Viewer, Vehicle Viewer Live, and UMD Editor, which require the use of the Ethernet port on the Flashback DVR.

- ❒ To change the *remote broadcast IP address*, *remote unicast IP address*, and/or *gateway type* for a Flashback DVR group, see "Changing the General IP Settings for a Flashback DVR Group" on the next page.

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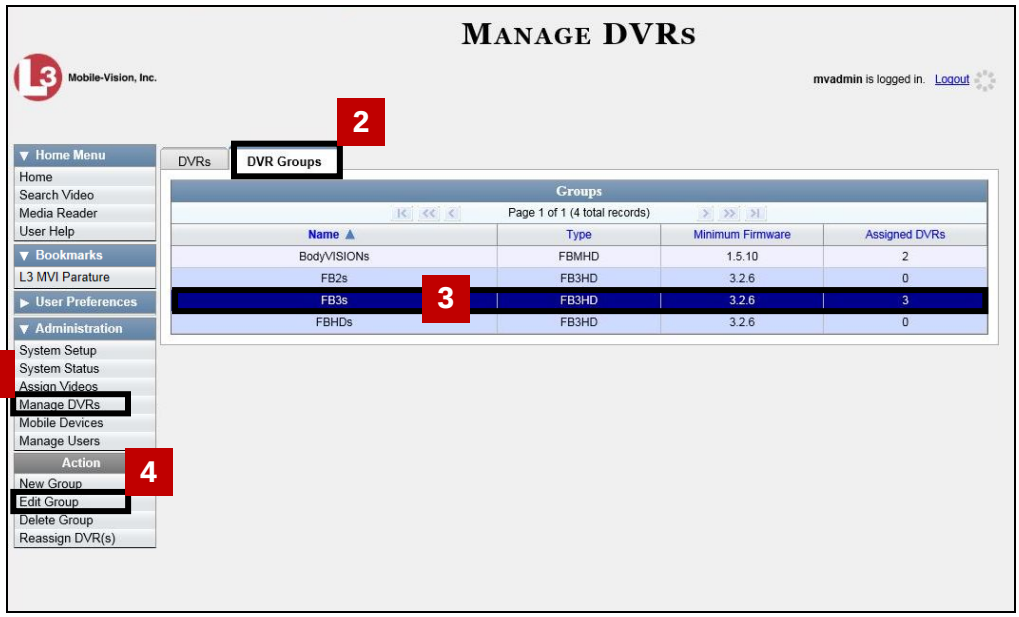
- To configure a Flashback DVR group for use with Interview Room, Vehicle Viewer, Vehicle Viewer Live, and/or the UMD Editor, see "Changing the Ethernet Settings for a Flashback DVR Group" on page 132.
- To configure a Flashback DVR group that's comprised of in-car DVRs that do *not* interface with Vehicle Viewer, Vehicle Viewer Live, and/or the UMD Editor, see "Changing the Wireless Settings for a Flashback DVR Group" on page 134.

Changing the General IP Settings for a Flashback DVR Group

This section illustrates how to change the following IP settings for a selected Flashback2 or Flashback3/HD group.

- *Remote broadcast IP address*.* An IP address range across which the Flashback DVRs announce their identity so the server can locate them. System default is **255.255.255.255**.
- *Remote unicast IP address*.* A unique IP address to which the Flashback DVRs announce their identity so that the server can locate them.
- *Gateway type*. The type of connection used to link a group's Flashback DVRs to the server: *wireless* (used for in-car DVRs that do not interface with Vehicle Viewer, Vehicle Viewer Live, or the UMD Editor), or *Ethernet* (used for Inter-view Room DVRs and in-car DVRs that interface with Vehicle Viewer, Vehicle Viewer Live, or the UMD Editor).



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* Based on your department's network setup and security requirements, you would enter **either** a *Remote broadcast IP address* (typical) **or** a *Remote unicast IP address.*

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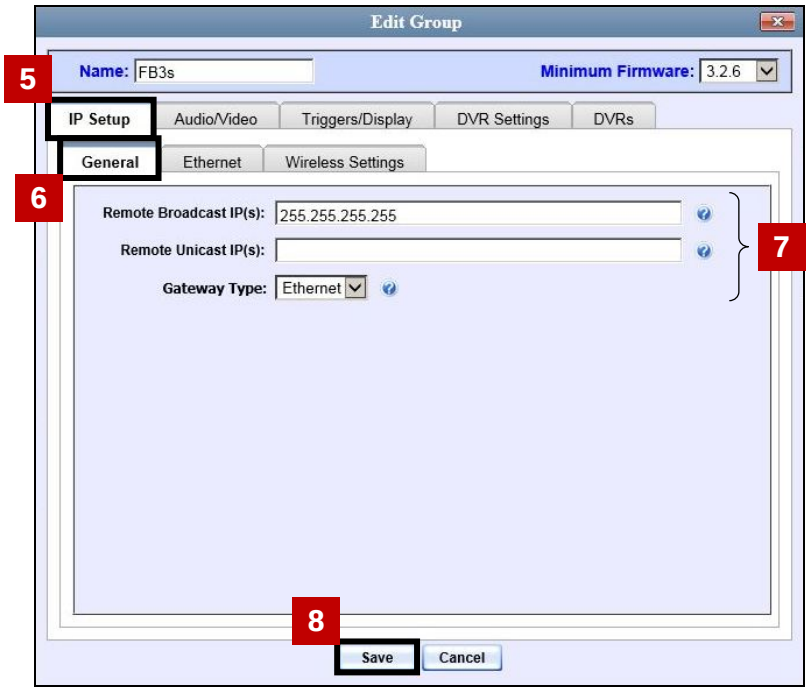

If you changed the gateway type, you may need to update your Ethernet or wireless settings. For more information, see:

- ❒ Changing the Ethernet Settings for a Flashback DVR Group, below
- ❒ Changing the Wireless Settings for a Flashback DVR Group, page 134, beginning with step 6.

Changing the Ethernet Settings for a Flashback DVR Group

There are four DVR groups that utilize Ethernet settings:

1. Flashback2s that are installed in an Interview Room
2. Flashback3s and/or FlashbackHDs that are installed in an Interview Room
3. Flashback2s that are installed in a vehicle that is using Vehicle Viewer, Vehicle Viewer Live, or the UMD Editor.
4. Flashback3s and/or FlashbackHDs that are installed in a vehicle that is using Vehicle Viewer, Vehicle Viewer Live, or the UMD Editor

For instructions, see:

- ❒ Configuring a Flashback DVR Group for Use with Interview Room, next page
- ❒ Configuring a Flashback DVR Group for Use with Vehicle Viewer, Vehicle Viewer Live, or the UMD Editor, page 134.

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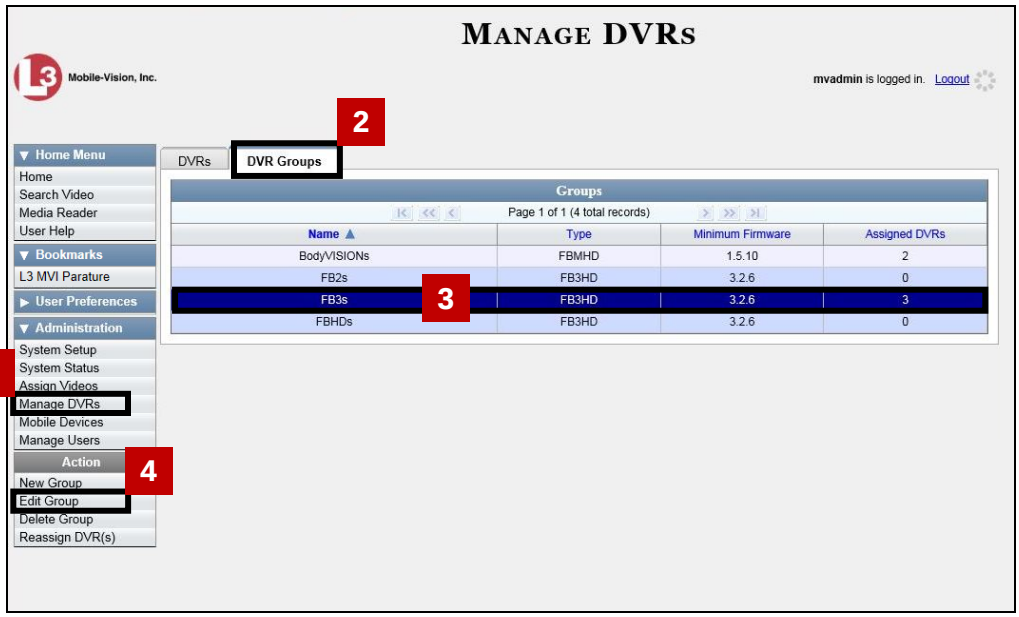
Configuring a Flashback DVR Group for Use with Interview Room

This section illustrates how to select the settings required to use a group of Flashback2 or Flashback3/HD *Interview Room* DVRs with your agency's Ethernet network.

This configuration is typically used in conjunction with the *UDP Broadcast* discovery method. For more information, see "Changing the Discovery Method Used to Initiate Downloads" on page 156.

WARNING: When using this feature, exercise extreme caution. Any incorrect entries could cause transmission problems for a group's interview room cameras, and/or conflicts with in-car mobile data computers that have Vehicle Viewer, Vehicle Viewer Live, or the UMD Editor installed on them.



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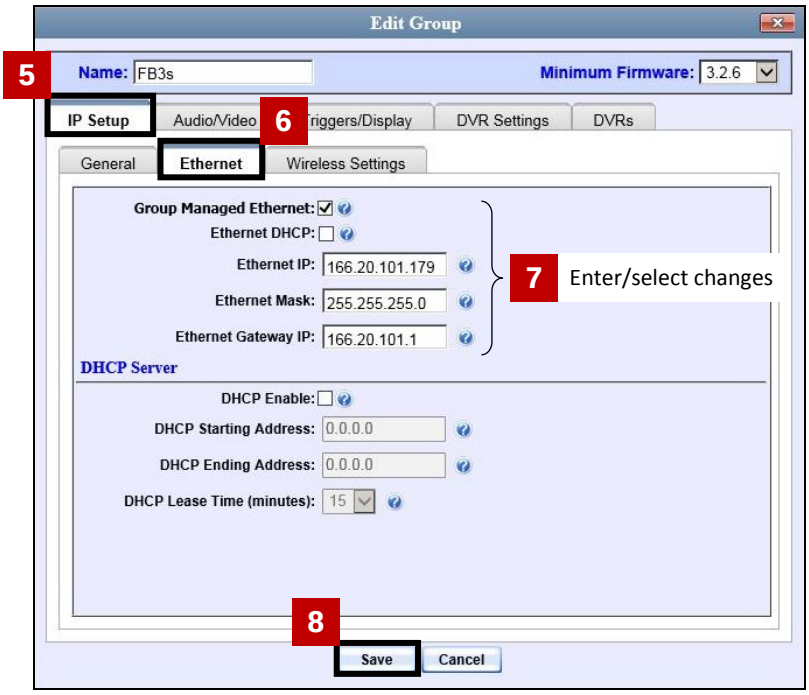
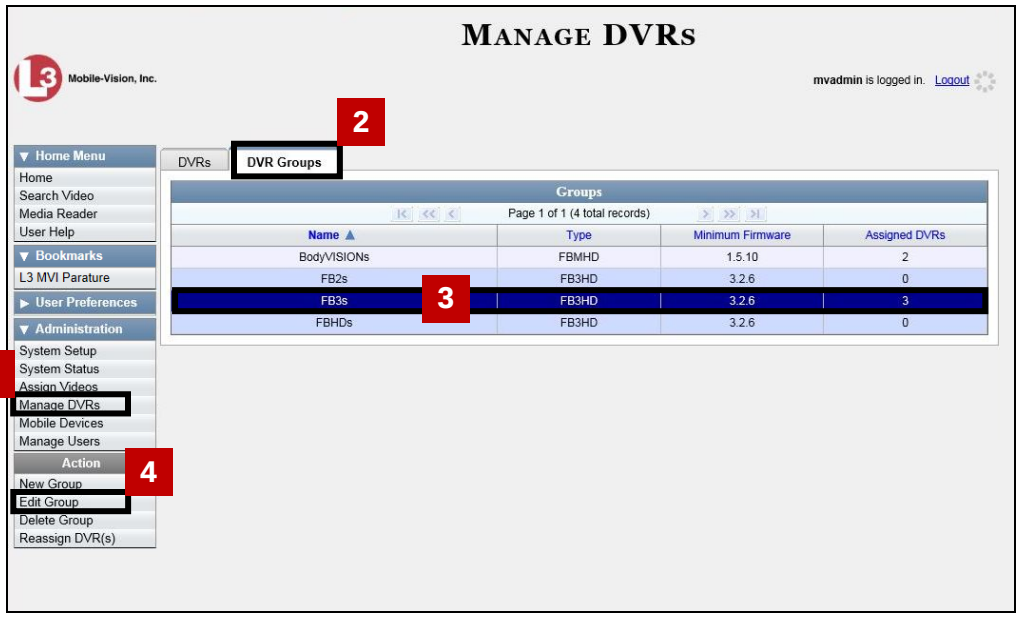


Configuring a Flashback DVR Group for Use with Vehicle Viewer, Vehicle Viewer Live, or the UMD Editor

This procedure illustrates how to configure a group of in-car Flashback2s or Flashback3/HDs for use with one of the following applications: *Vehicle Viewer*, *Vehicle Viewer Live*, or the *UMD Editor*.

If you are using private network IPs in your vehicles, you may wish to assign the same Ethernet IPs to all of the cars in a Flashback DVR Group in order to avoid potential IP conflicts with the wireless IP settings.



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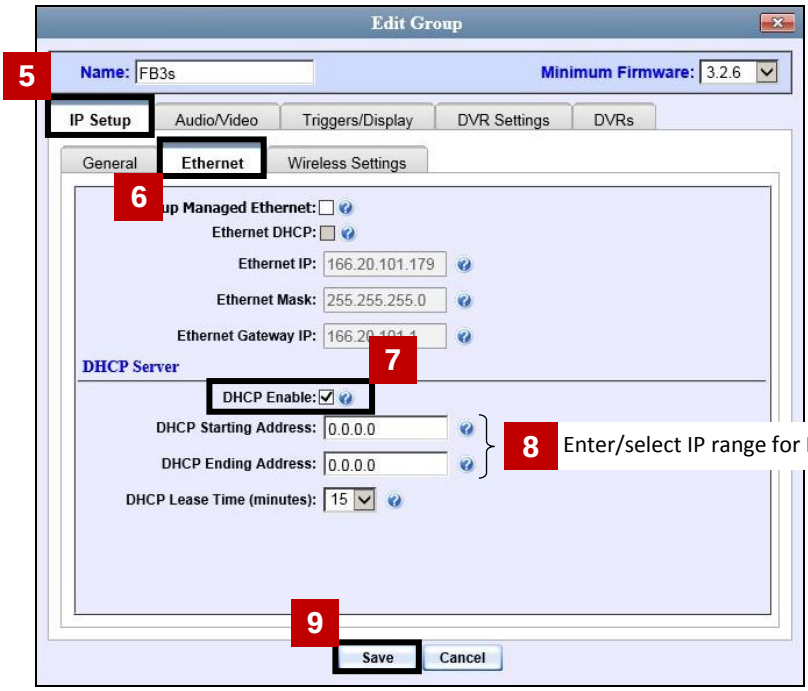
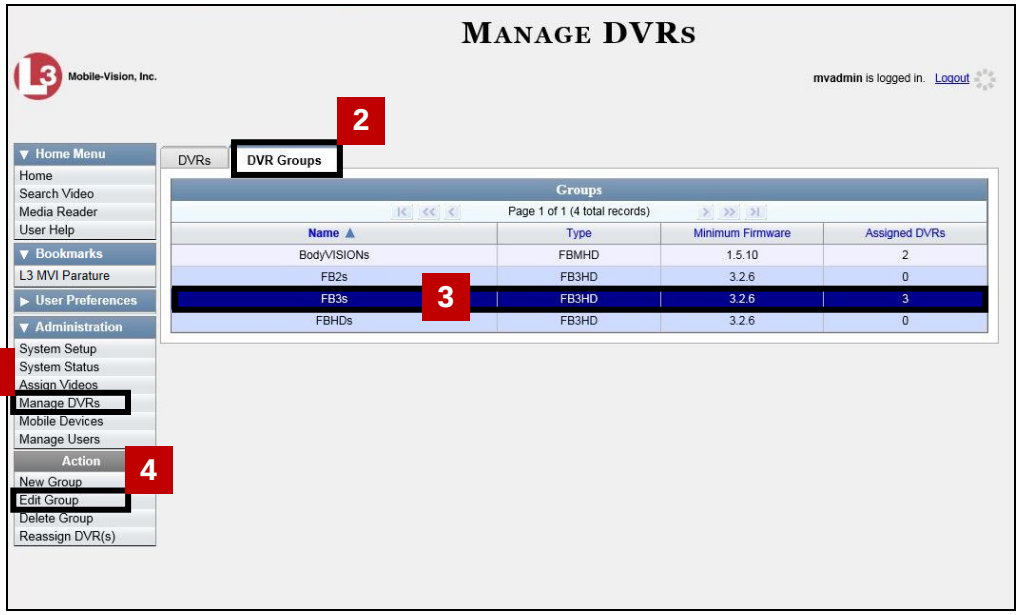


NOTE: The IP range you specify in step 8 must be outside the range of any existing DHCP servers.

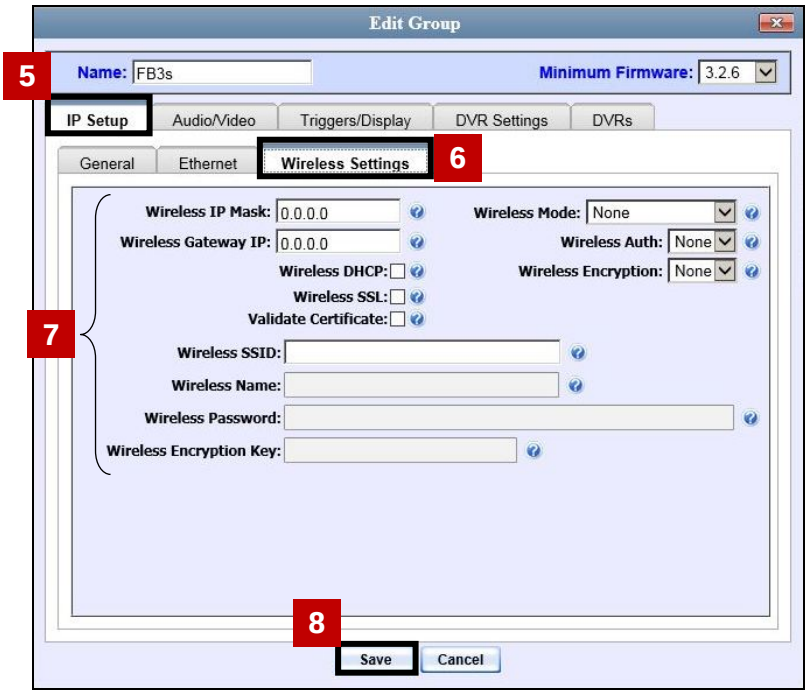
Changing the Wireless Settings for a Flashback DVR Group

This section illustrates how to change the wireless LAN settings for all the DVRs in a selected Flashback2 or Flashback3/HD group.



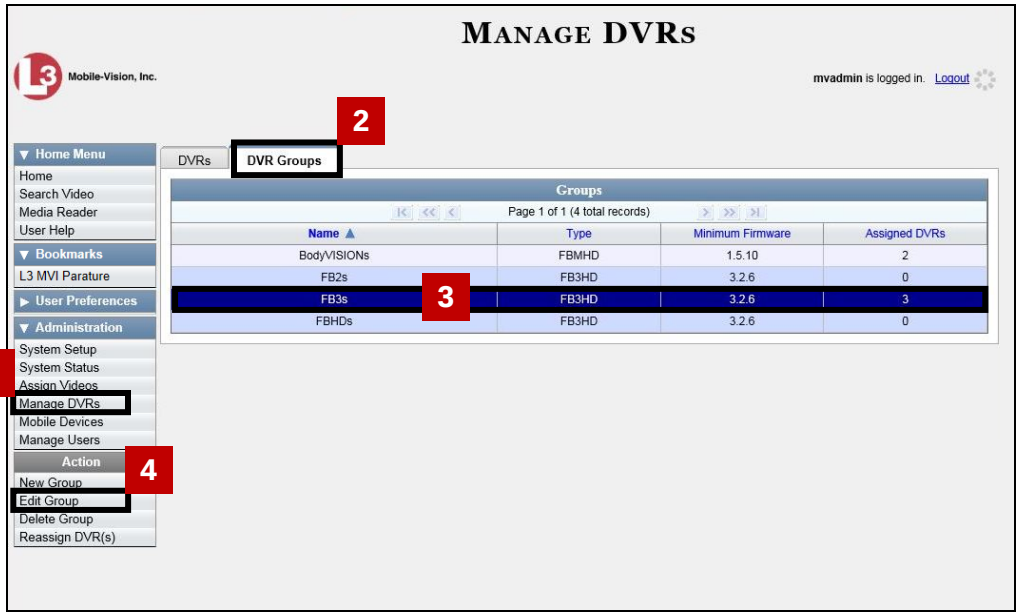
(Continued)

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

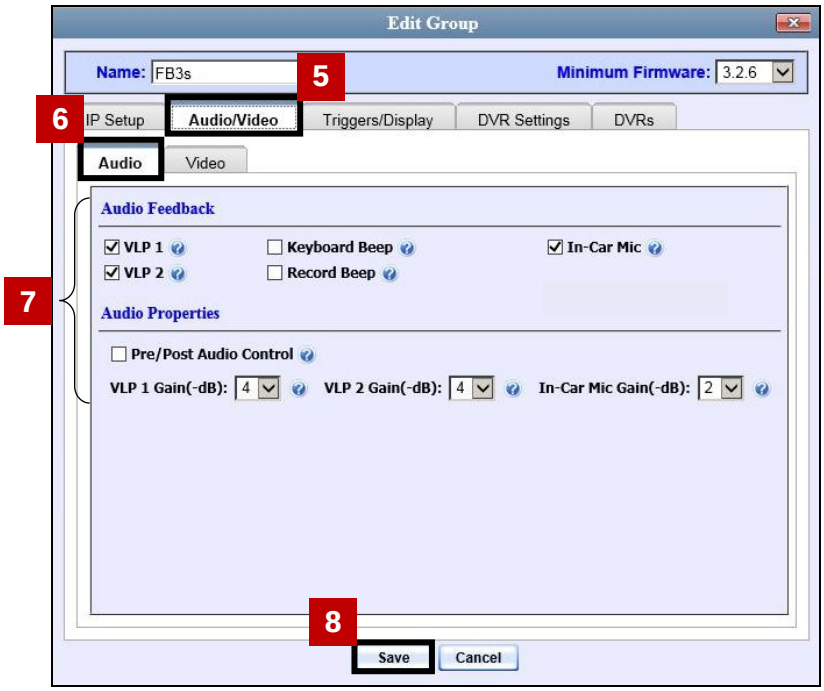


Changing the Audio Settings for a Flashback DVR Group

This section illustrates how to change the audio settings for all the DVRs in a selected Flashback2 or Flashback3/HD group.

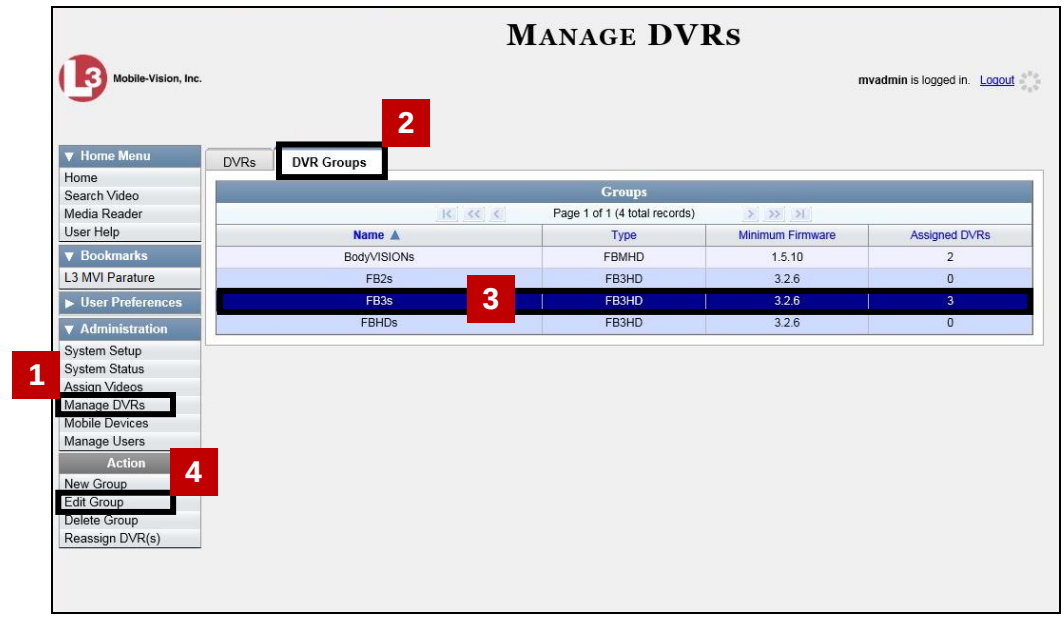


This document consists of general capabilities information that is not defined as controlled technical data under ITAR part 120.10 or EAR



Changing the Video Settings for a Flashback DVR Group

This section illustrates how to change the video settings for all the DVRs in a selected Flashback2 or Flashback3/HD group.



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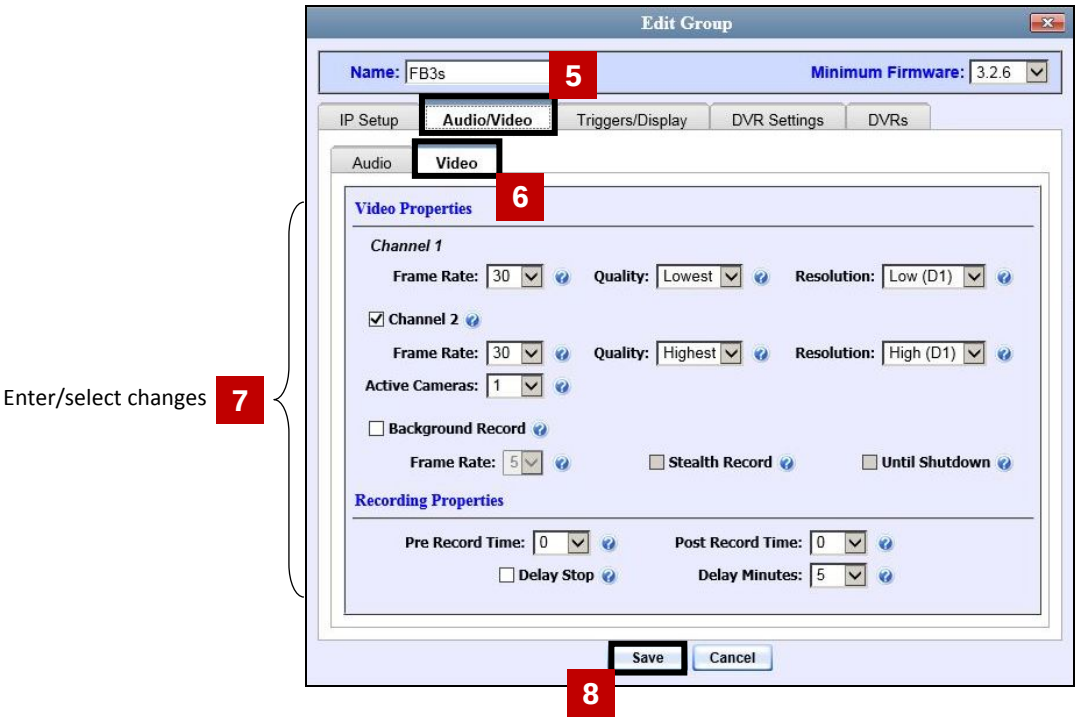
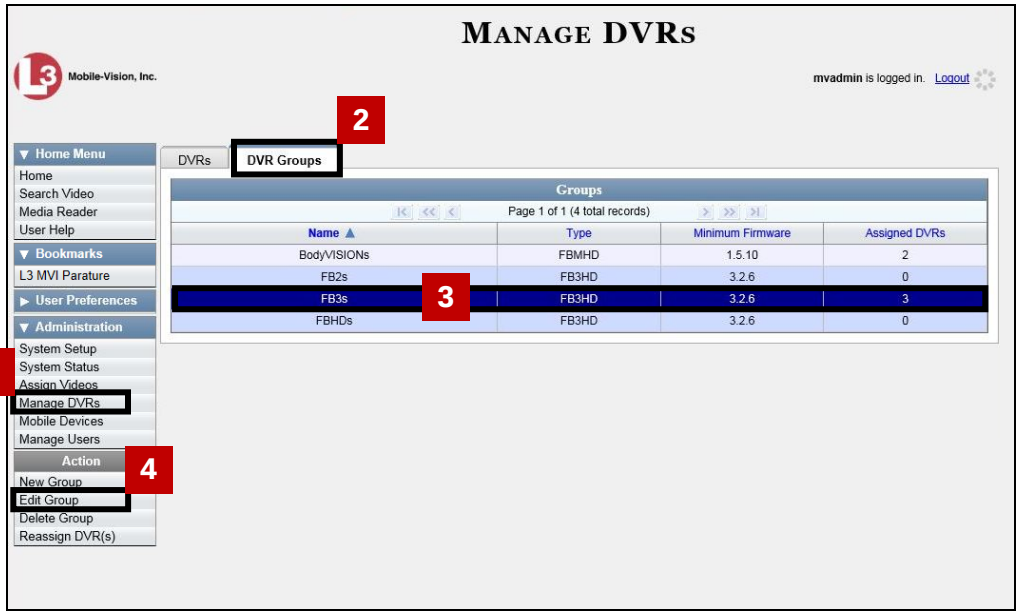
This document consists of general capabilities information that is not defined as controlled technical data under ITAR part 120.10 or EAR

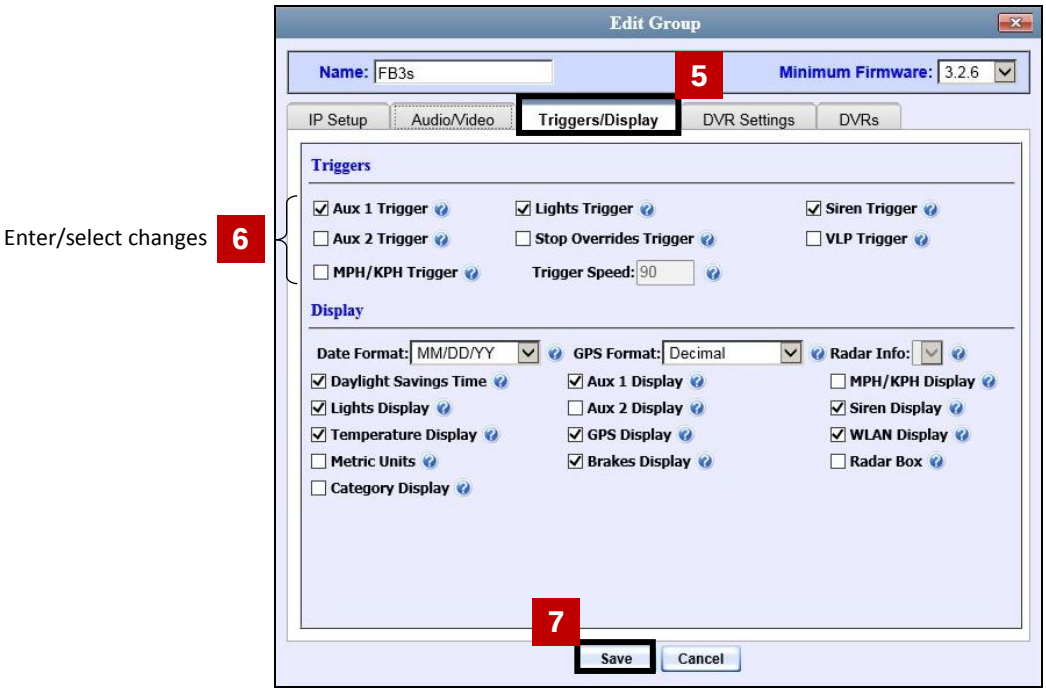


Changing the Triggers for a Flashback DVR Group

This section illustrates how to change the trigger settings for all the DVRs in a selected Flashback2 or Flashback3/HD group. A *trigger* is the event that causes a DVR to automatically start recording.



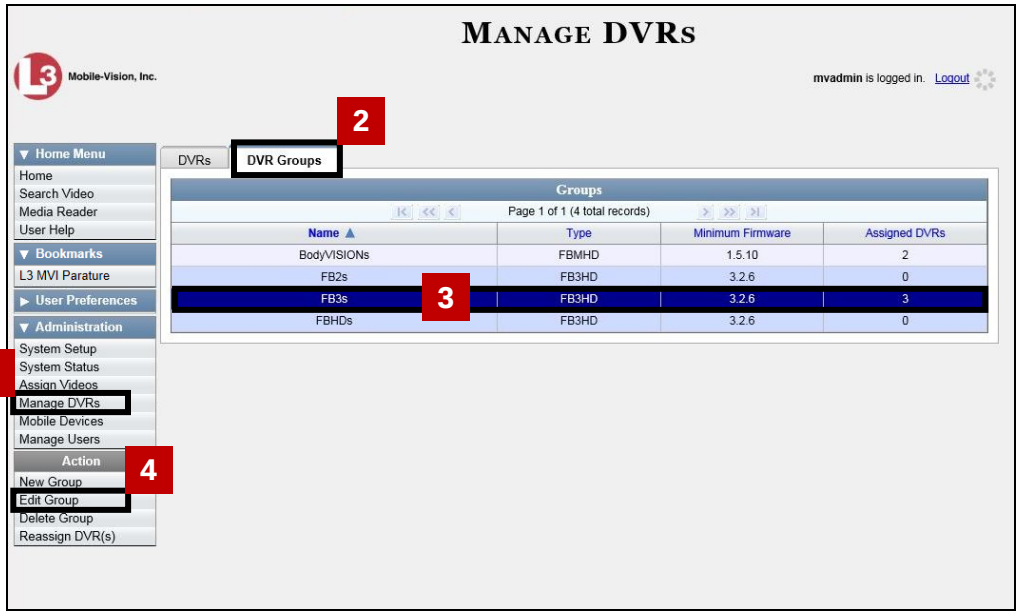
This document consists of general capabilities information that is not defined as controlled technical data under ITAR part 120.10 or EAR



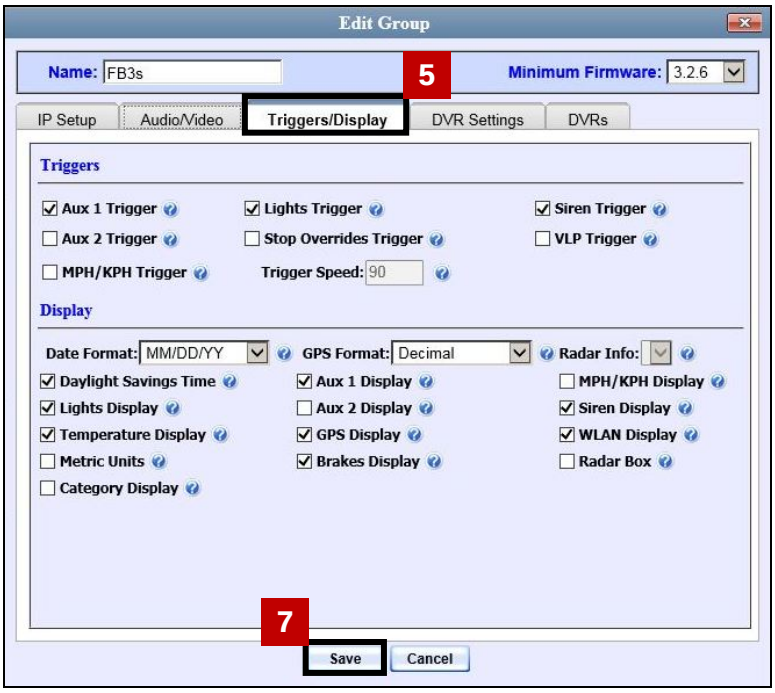
Changing the Display Options for a Flashback DVR Group

This section illustrates how to change the display options for all the DVRs in a selected Flashback2 or Flashback3/HD group. Display options are the status indicators that will display on the following:

- ❒ The Flashback monitor during a recording
- ❒ Vehicle Viewer or Vehicle Viewer Live while the DVR is active, and
- ❒ The Flashback Player while you are viewing a video off the server or off an export disc.



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



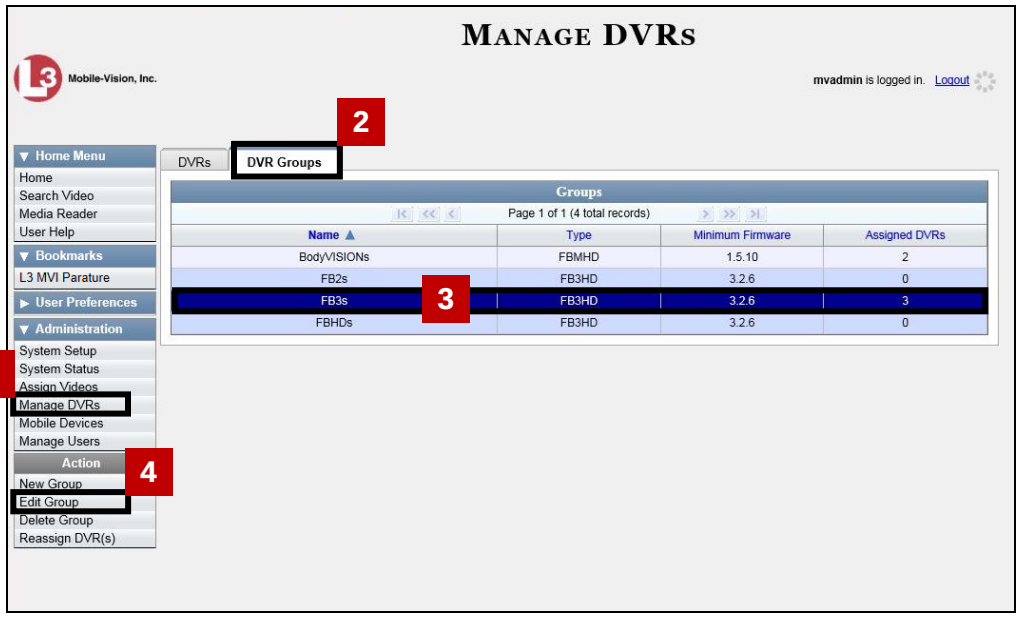
NOTE: If the *GPS Format* field does not display, it indicates that you lack the *Display MAX Speed and GPS Data* permission required to display this field.

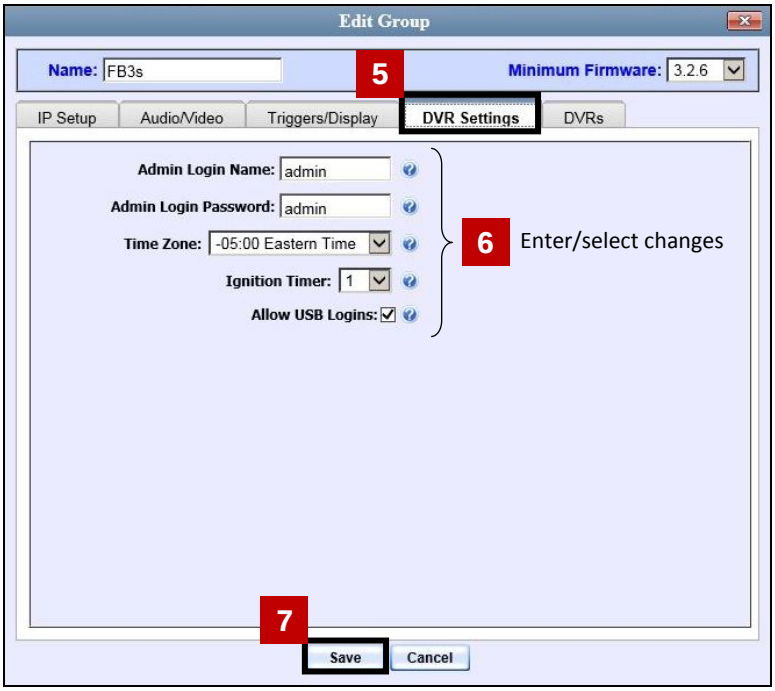
Changing the General DVR Settings for a Flashback DVR Group

This section illustrates how to change the following settings for a selected Flashback2 or Flashback3/HD group:

- *Admin login name and password*. The Flashback User ID and password used by the system to 1) wirelessly transmit videos to the server and 2) download configuration changes from the server to the DVR. *Do not change this value unless instructed to do so by an L3 Mobile-Vision Technical Support Engineer.*
- *Time zone*. The time zone in which the DVRs in a selected group will be recording.
- *Ignition timer setting*. The number of minutes the DVRs in a selected group will remain on in idle mode *after* a vehicle's ignition has been turned *off*.
- *Allow USB Logins*. A checkbox used to indicate whether or not an officer will be able to use a USB login key to access the DVRs in this group. If this checkbox is selected (☑), different officers will be able to log in and out of the group's DVRs using a USB login key. If this checkbox is *not* selected, *no* officers will be able to log in and out of the group's DVRs using a USB login key. Select the latter option if 1) each DVR in a selected group is used by only *one officer*, or 2) your agency has chosen not to use DVR Login Keys.

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





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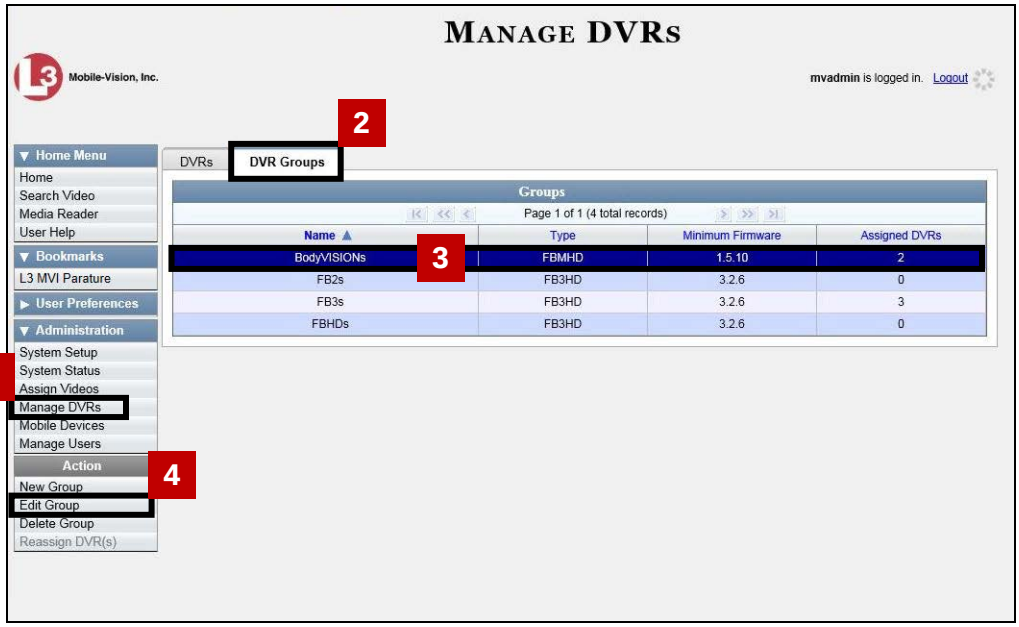
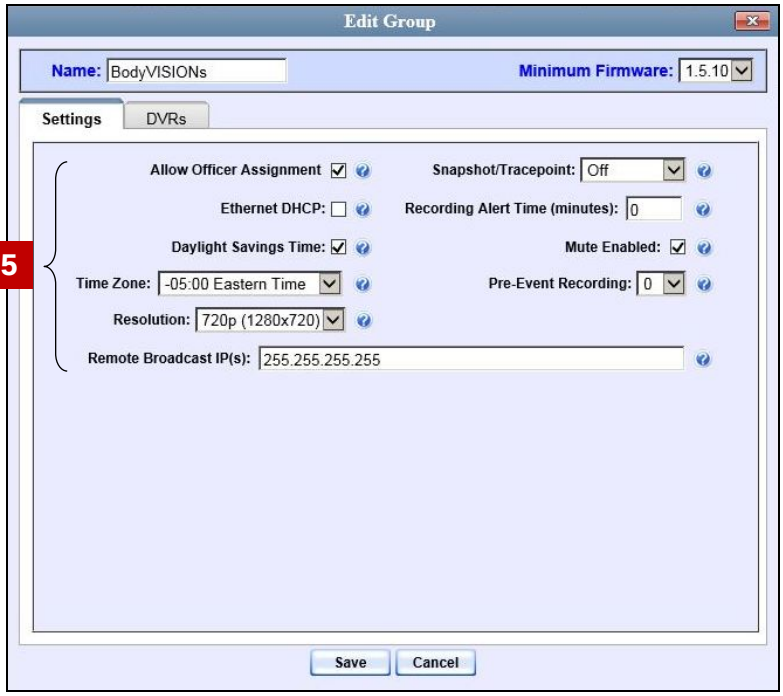
Changing a *Body*VISION DVR Group

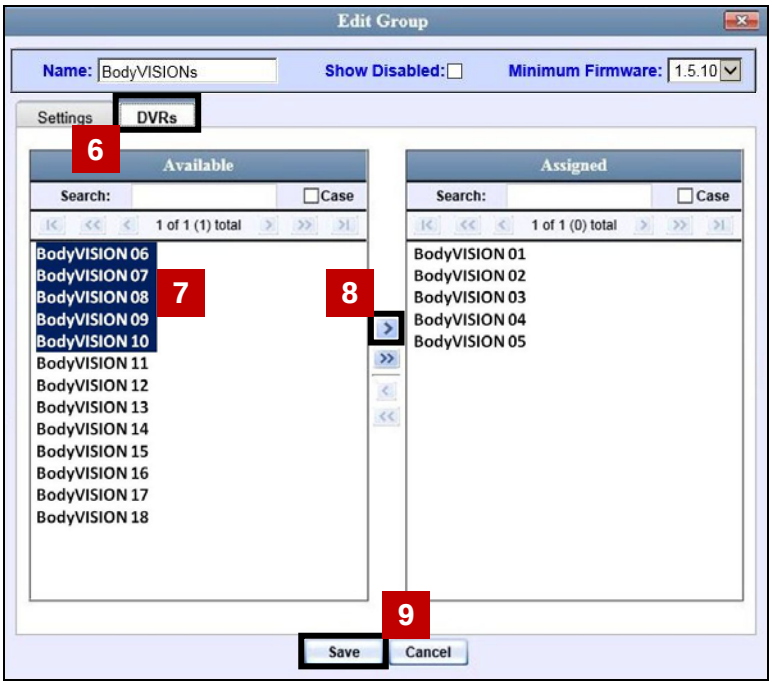
This section illustrates how to change the attributes for a selected *Body*VISION DVR group record. Any change you make to a *Body*VISION group will automatically be applied to all of the *Body*VISIONs that are assigned to that group during the next DVR-to-server download.



Enter/select changes 5

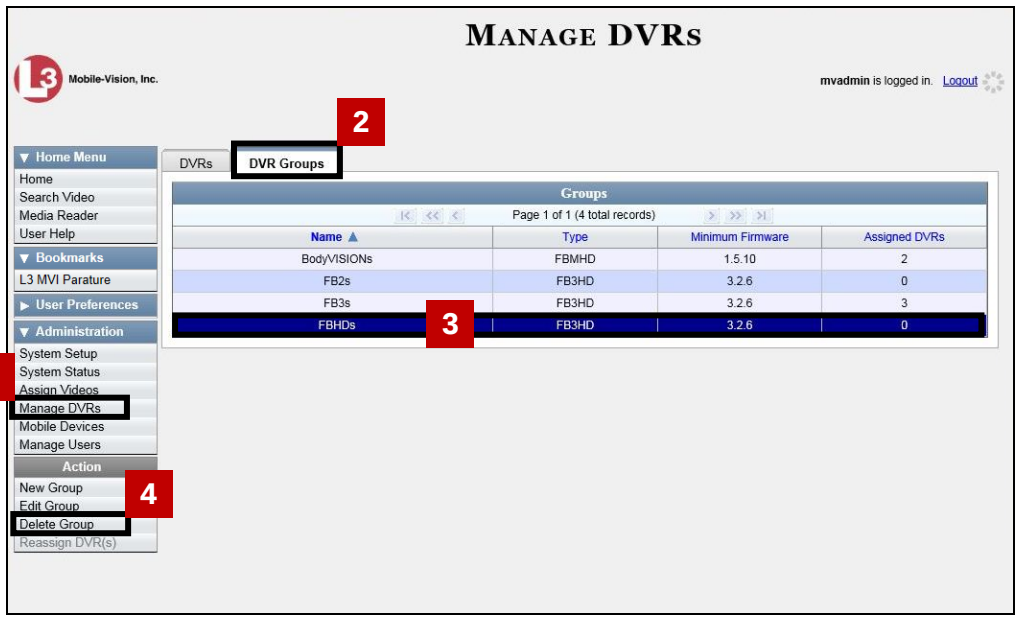


This document consists of general capabilities information that is not defined as controlled technical data under ITAR part 120.10 or EAR



Deleting a DVR Group

This section illustrates how to delete a DVR group record. You can only delete a DVR group that has no DVRs currently assigned to it. If the DVR group you wish to delete *does* have DVRs assigned to it, you will first have to reassign those DVRs to another DVR group or groups, *or* remove them from all groups. For more information, see “Reassigning a DVR to a Different DVR Group” on page 146.



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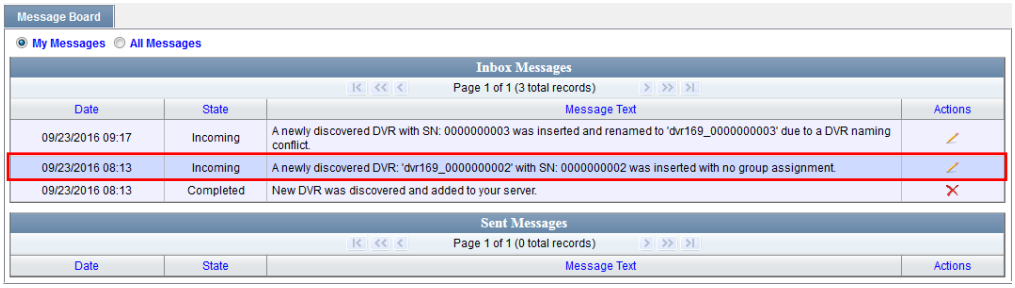
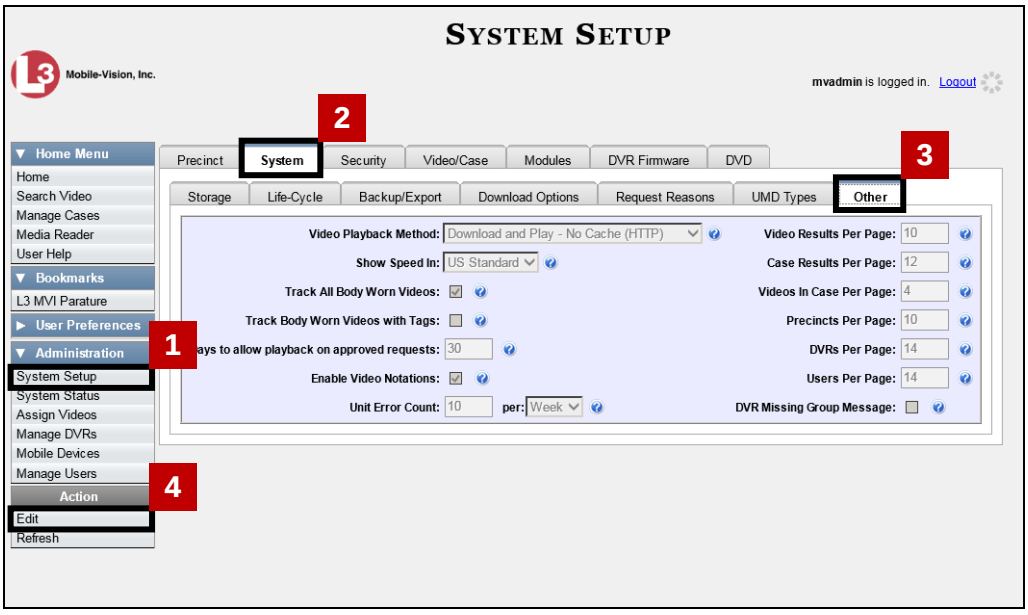
Identifying DVRs that are Not Assigned to a DVR Group

If desired, you can opt to have the system notify you whenever it detects a newly discovered DVR that is not assigned to a DVR Group yet.

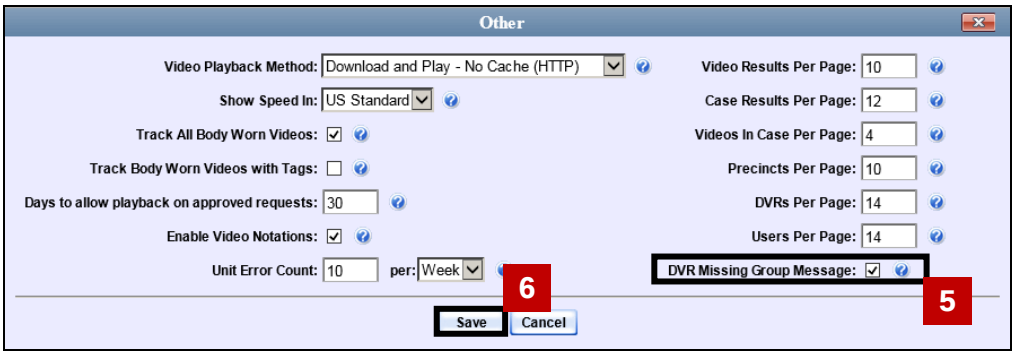


We suggest that you select this function when the following circumstances apply:

- ❒ Your agency has decided to assign every DVR in your fleet to a DVR Group
- ❒ Your agency is using the "auto create DVR" function for its DVRs.

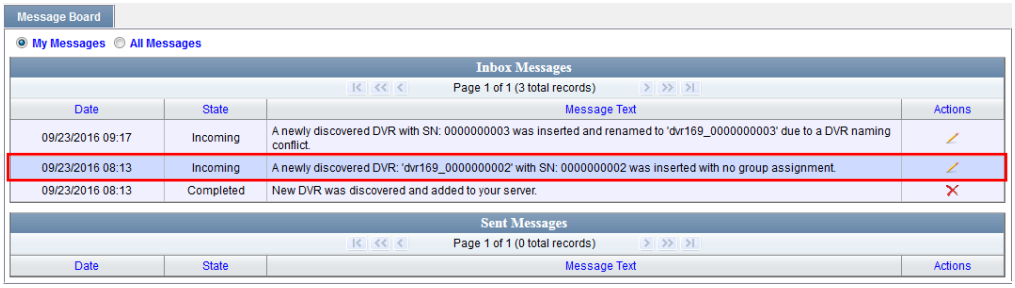


This document consists of general capabilities information that is not defined as controlled technical data under ITAR part 120.10 or EAR



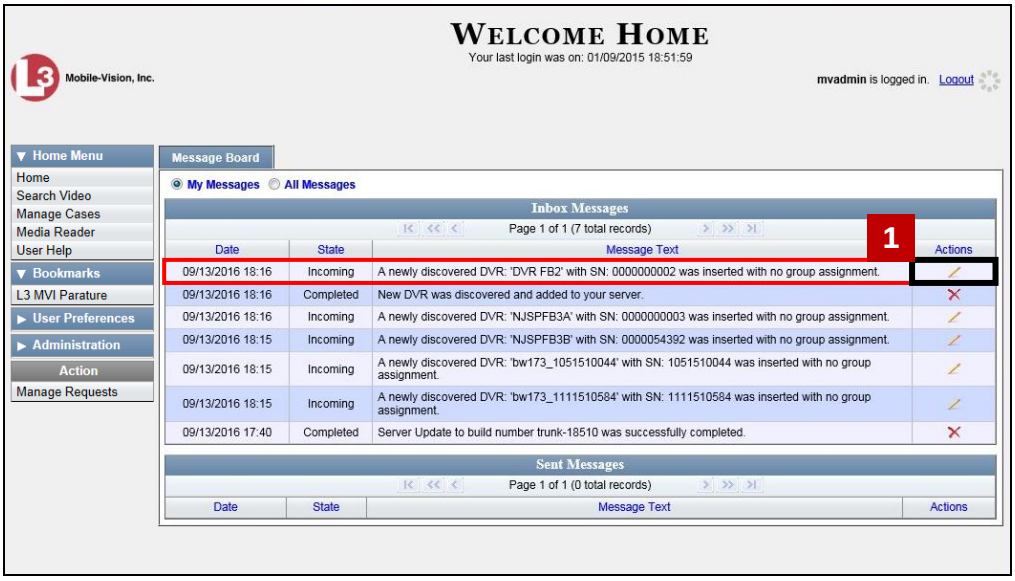
Assigning a New DVR to a DVR Group

This section describes how to assign a newly discovered DVR to a DVR Group from the *Inbox Messages* list.



Depending on your system settings, the system may display this message when it discovers a new DVR on the network that is not yet assigned to a DVR Group.

To turn this notification feature on, see “Identifying DVRs that are Not Assigned to a DVR Group” on page 144.



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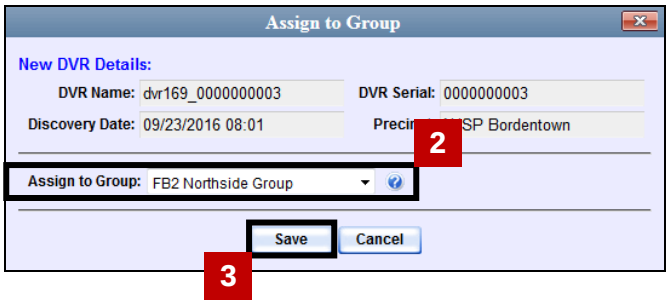
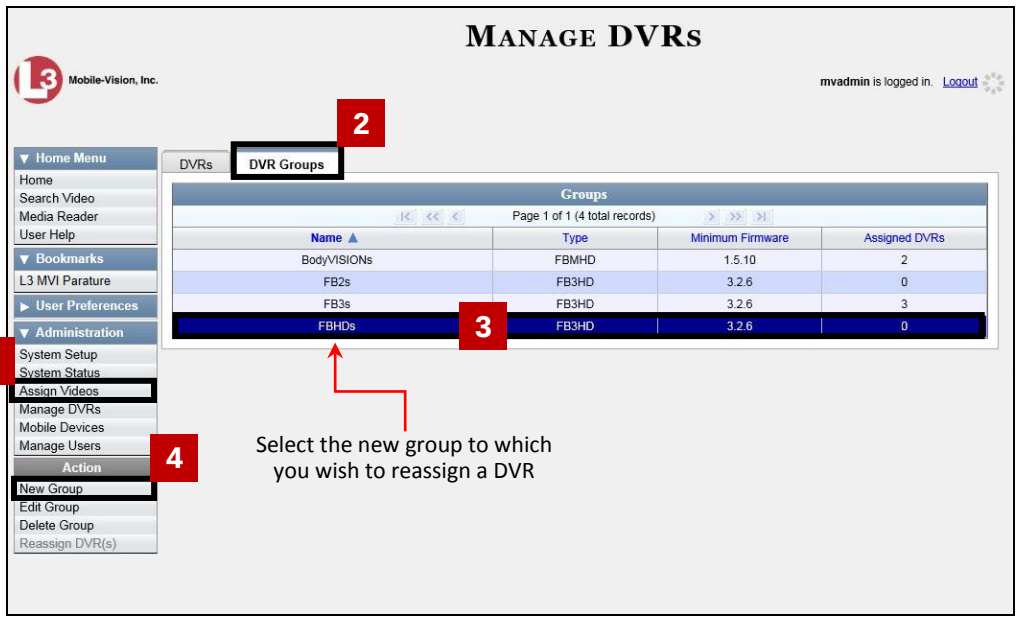
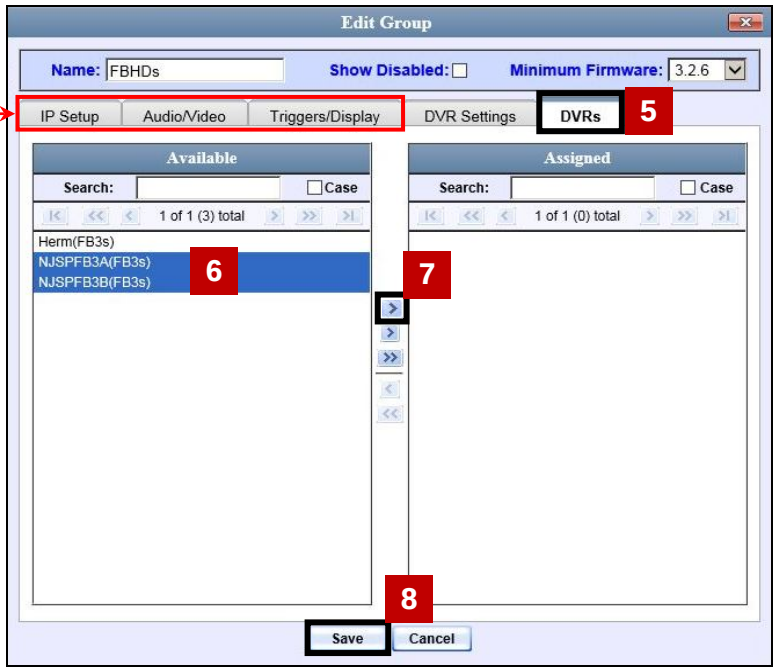


Reassigning a DVR to a Different DVR Group

This section illustrates how to change the assignment of a DVR from one DVR group to another.



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



Note that the DVRs that are currently assigned to a different group show the group's name in parentheses.

DVR Firmware

This section illustrates the procedures related to DVR firmware. Depending on your service agreement with L3 Mobile-Vision, you may occasionally receive DVR firmware updates via the application. If you qualify for upgrades, the upgraded firmware files will automatically appear on the **DVR Firmware** tab within the application.

It's recommended that you upgrade your firmware from the server, either one at a time or en mass.

For specific instructions, see:

- ❒ Updating DVR Firmware from the Server, below
- ❒ Viewing/Printing Firmware Release Notes, page 153.

Updating DVR Firmware from the Server

There are several methods for updating DVR firmware from the server. You can:

- ❒ Update all your DVR records at the same time.
- ❒ Update one DVR record at a time.
- ❒ Update one DVR *group* record at a time.

For more information, see:

- ❒ Globally Updating Firmware for an Entire Fleet of DVRs, next page
- ❒ Updating the Firmware for a DVR Record, page 151
- ❒ Updating the Firmware for a DVR Group Record, page 152.

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Globally Updating Firmware for an Entire Fleet of DVRs

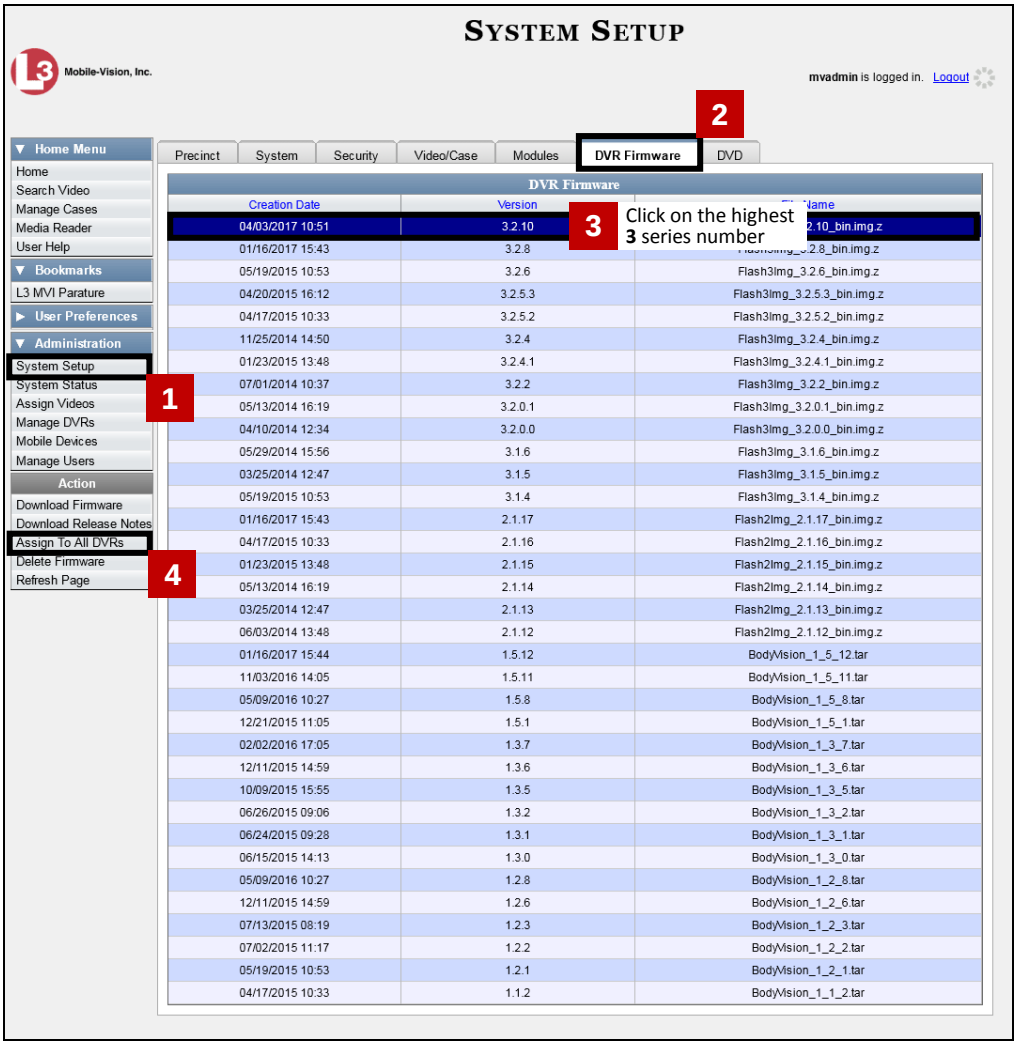
This section illustrates how to update the firmware on all of your Flashback2, Flashback3, FlashbackHD DVR, and/or *Body*VISION DVRs. This is the fastest and easiest method for updating your firmware. Perform this task whenever L3 Mobile-Vision notifies you that there is a new firmware version available.

HINT: Before you perform this procedure, you may want to test the new firmware on just one unit before pushing the firmware out to all of the DVRs in your fleet. For further instructions, see "Updating the Firmware for a DVR Record" on page 151.

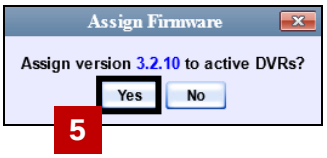
For specific instructions, see:

- ❒ Updating the Firmware for all Your Flashback3s and/or FlashbackHDs, below
- ❒ Updating the Firmware for all Your Flashback2s, next page
- ❒ Updating the Firmware for all Your BodyVISIONs, page 150.

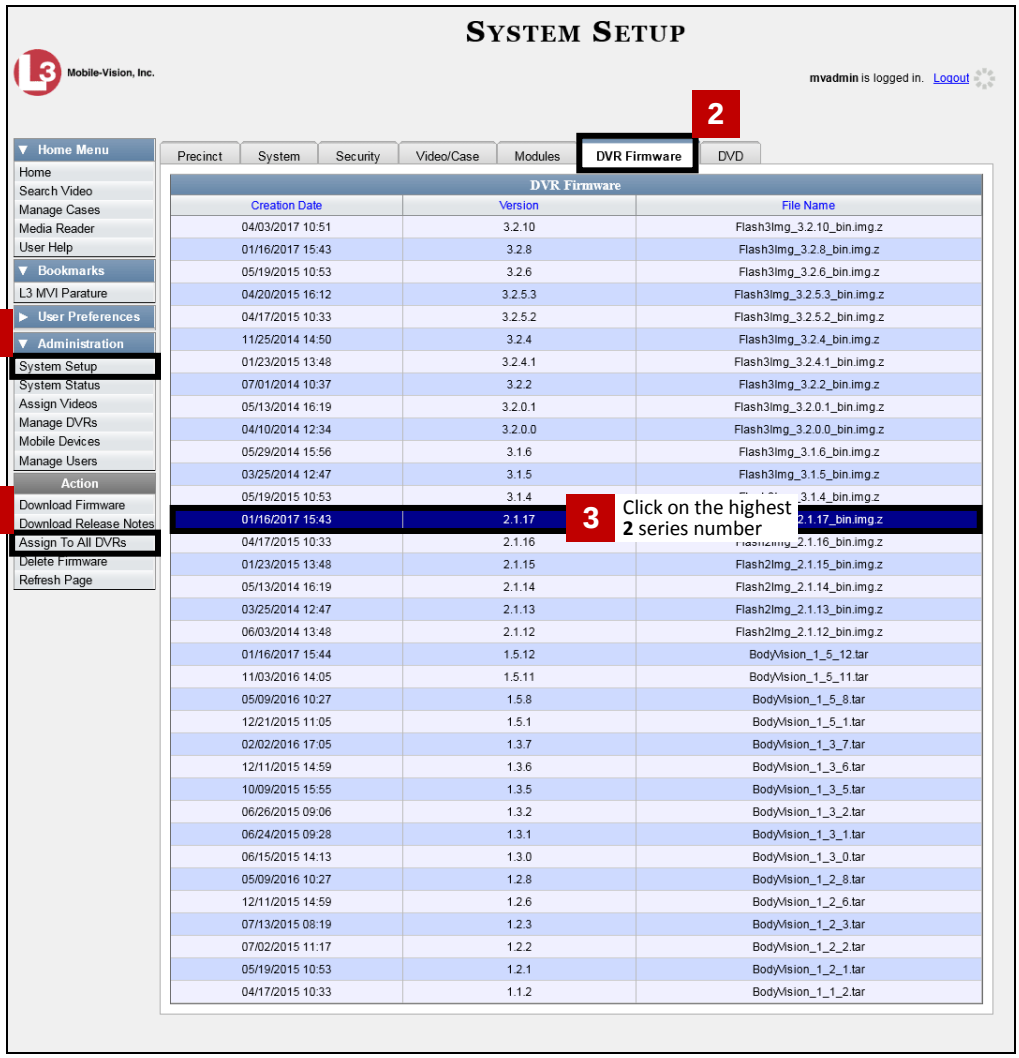
Updating the Firmware for all Your Flashback3s and/or FlashbackHDs



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



Updating the Firmware for all Your Flashback2s



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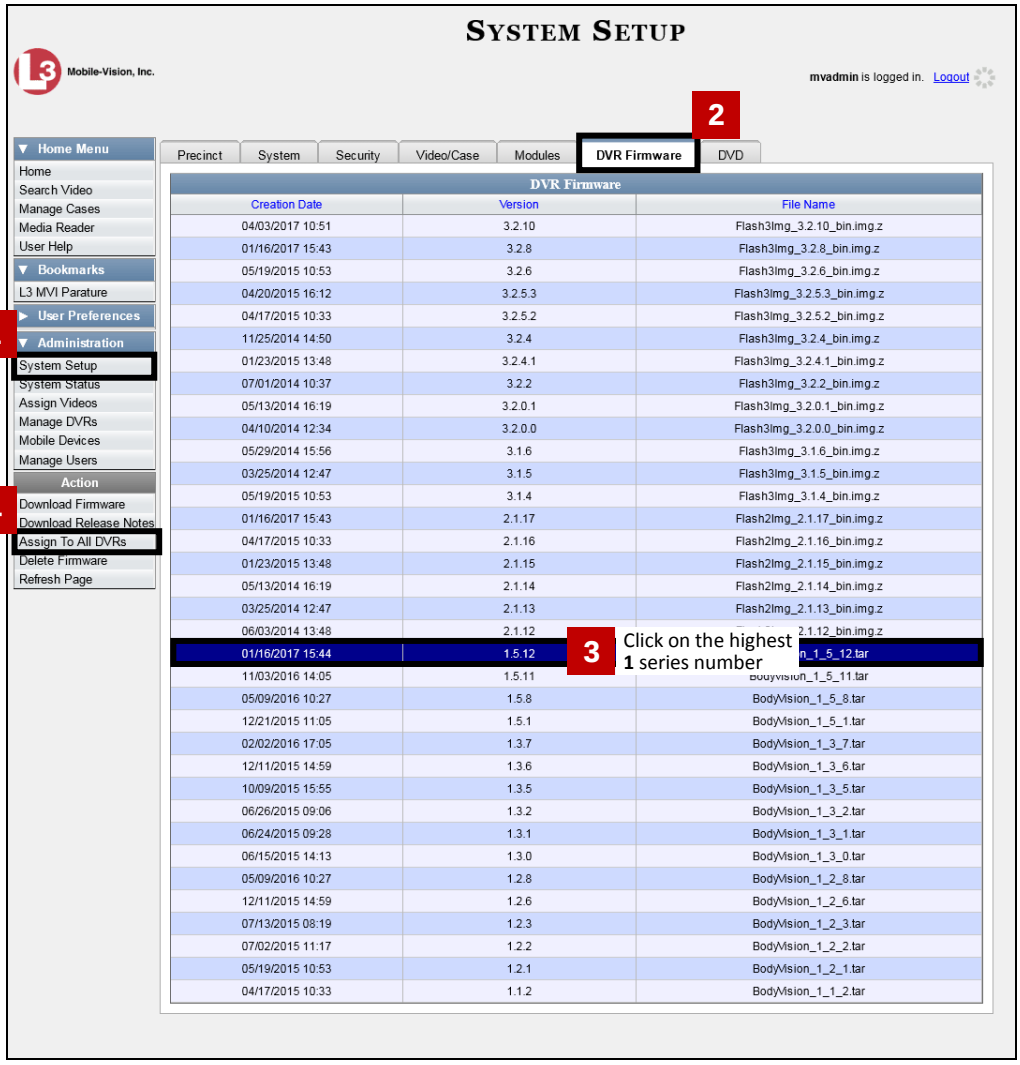
Updating the Firmware for all Your BodyVISIONs



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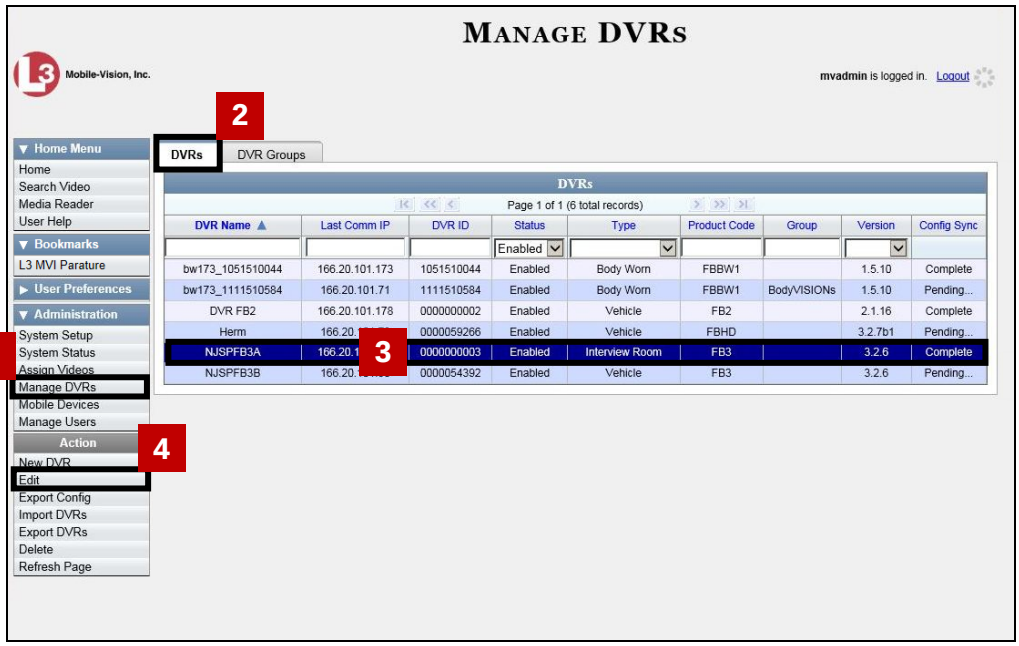
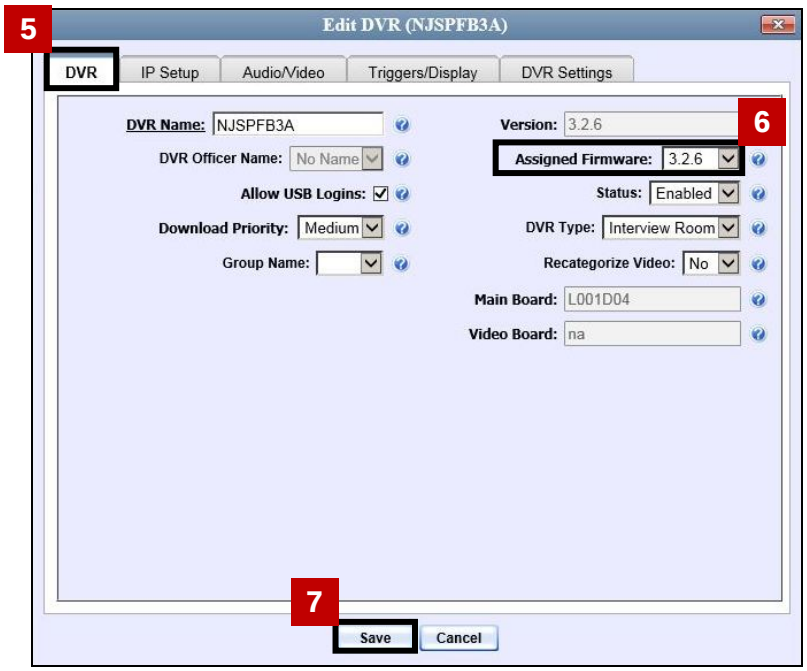
Updating the Firmware for a DVR Record

This section illustrates how to update the firmware for a single DVR record. That firmware will then be transmitted to the DVR during the next server-to-DVR transmission.

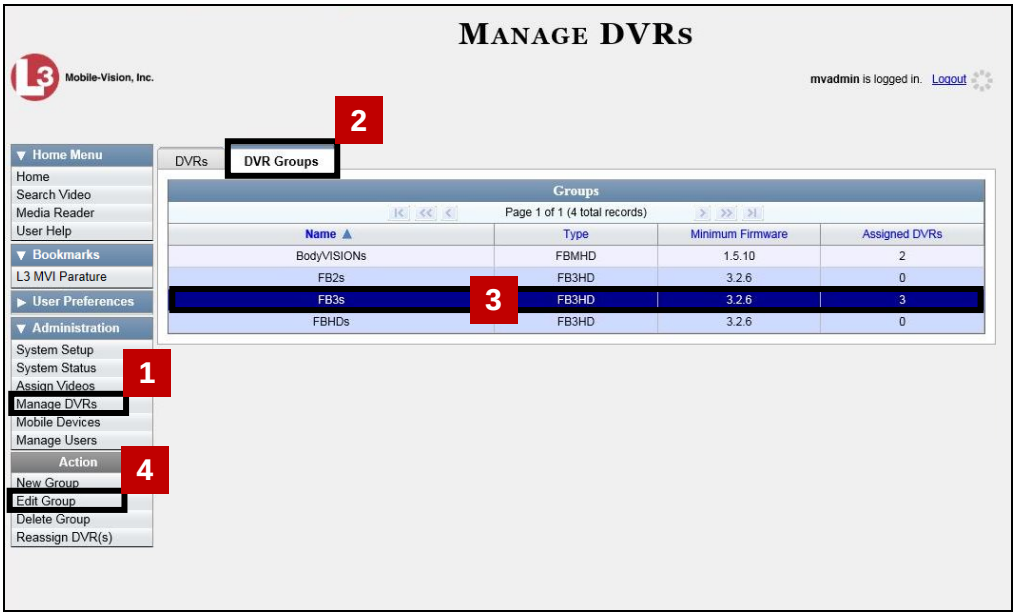


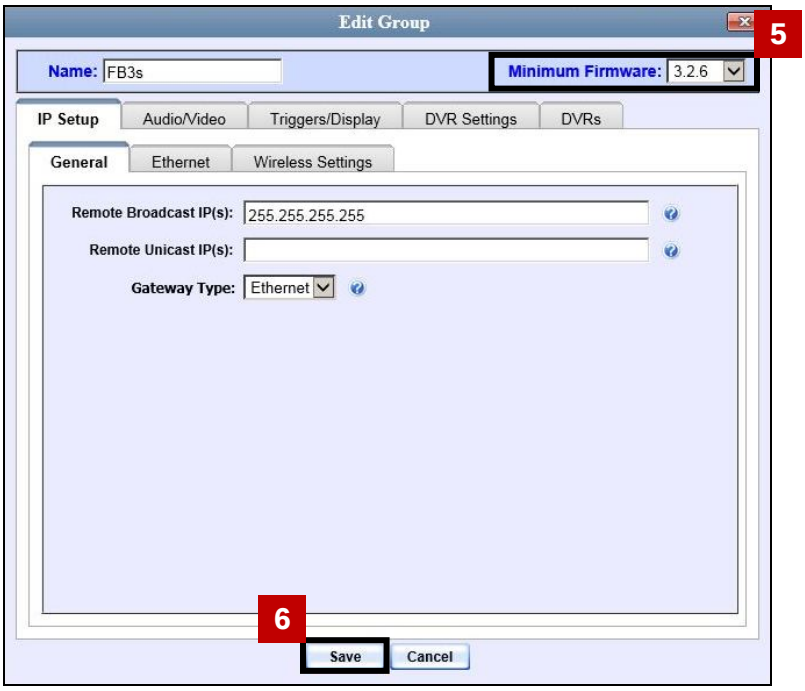


This document consists of general capabilities information that is not defined as controlled technical data under ITAR part 120.10 or EAR

Updating the Firmware for a DVR Group Record

This section illustrates how to update the firmware for a selected DVR group record. That firmware will then be transmitted to the group's DVRs during the next DVR-to-server transmission.





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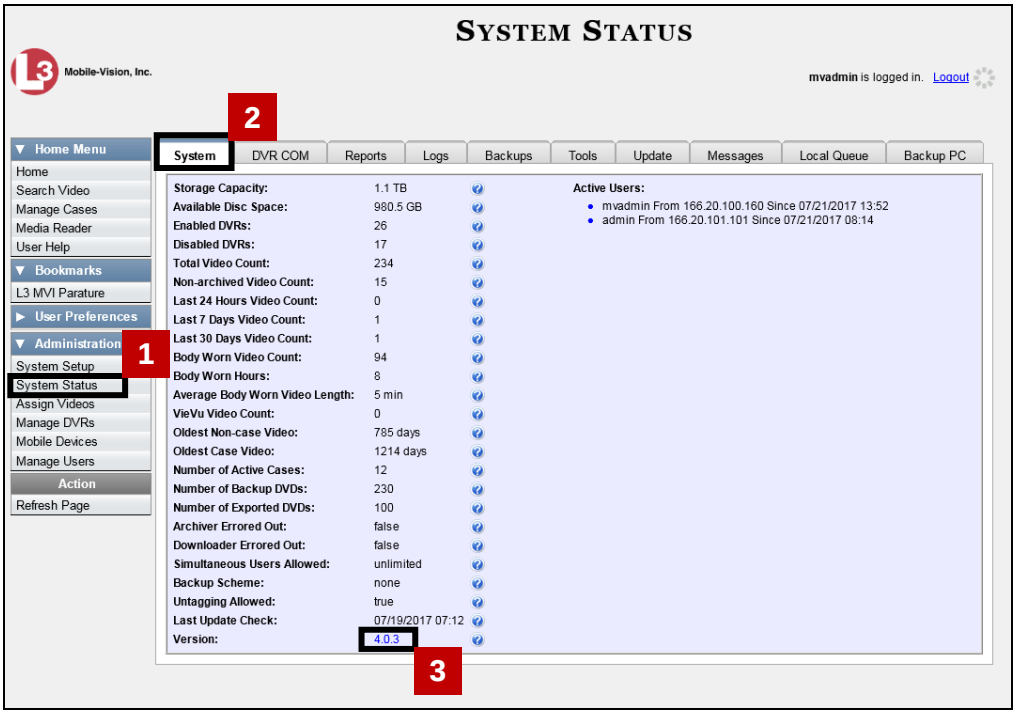
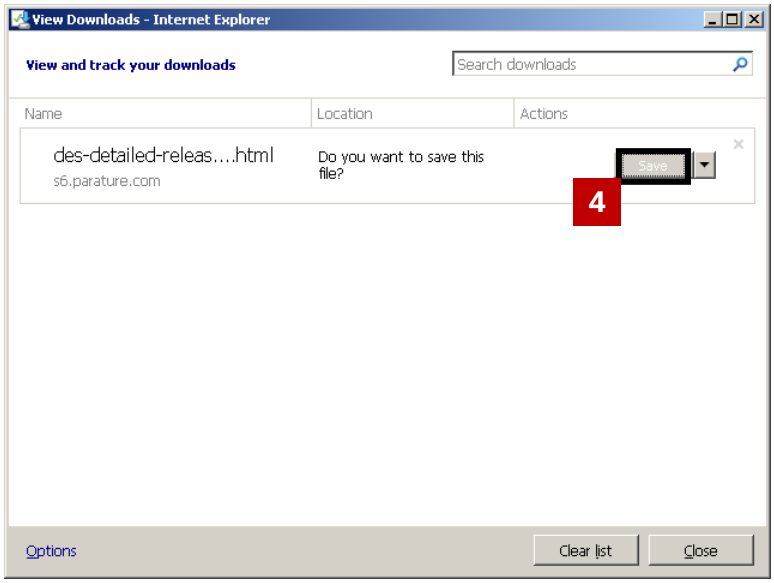
Viewing/Printing Firmware Release Notes

This section illustrates how to view and/or print firmware Release Notes for Flash-back and *Body*VISION DVRs (excludes Flashback1s). These notes describe the changes and enhancements to each new firmware version.





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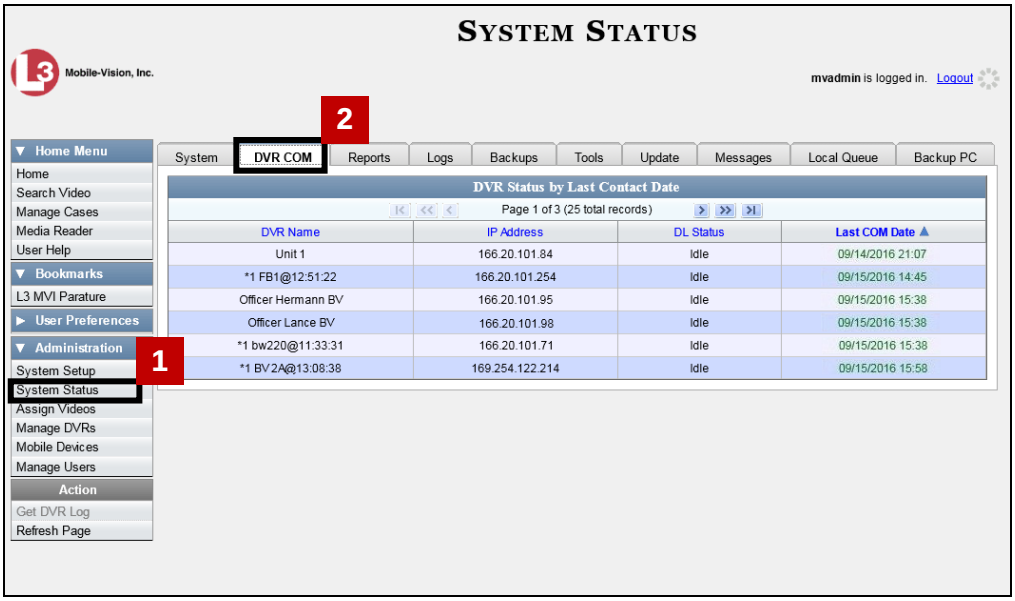
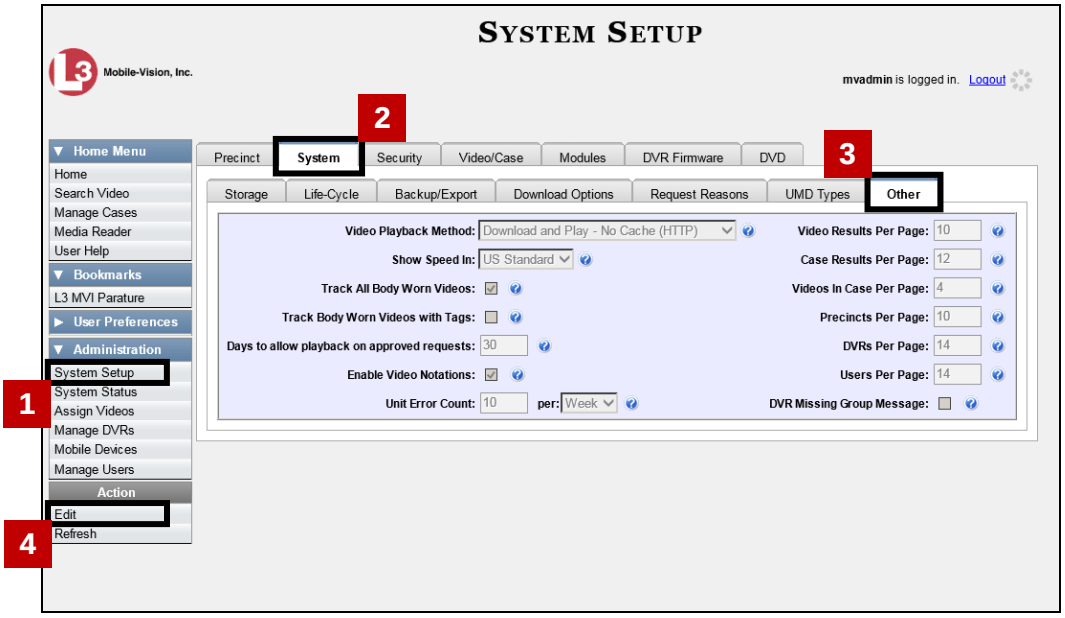
Viewing the DVRs' Status List

This section illustrates how to view information on your DVRs' most recent download to the server.



Turning the DVR Error Notification Feature On/Off



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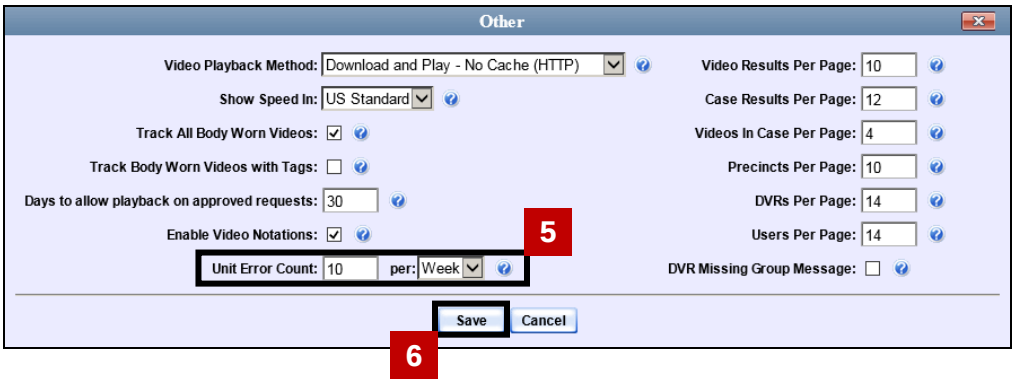
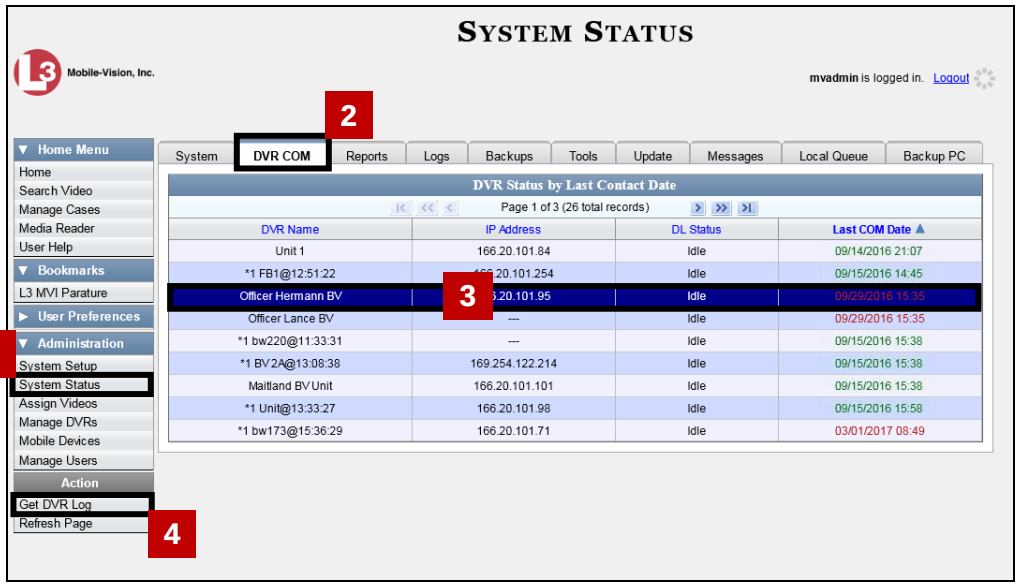


Viewing the DVR Downloader Log

This section illustrates how to view the DVR Downloader Log. This log contains detailed information on each video transmitted to the server during a DVR's most recent download.



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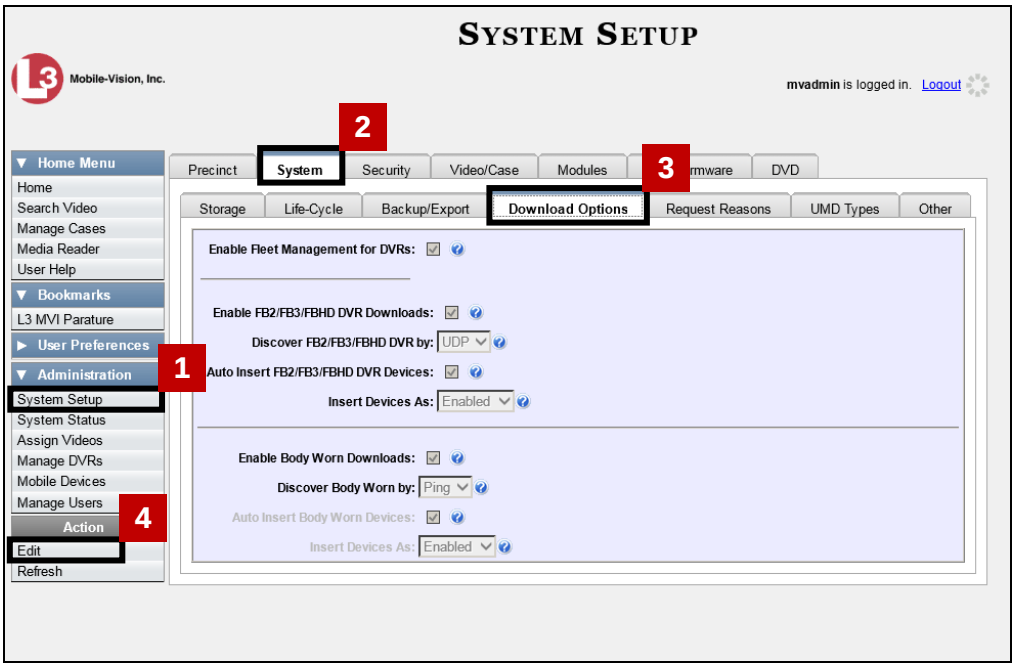
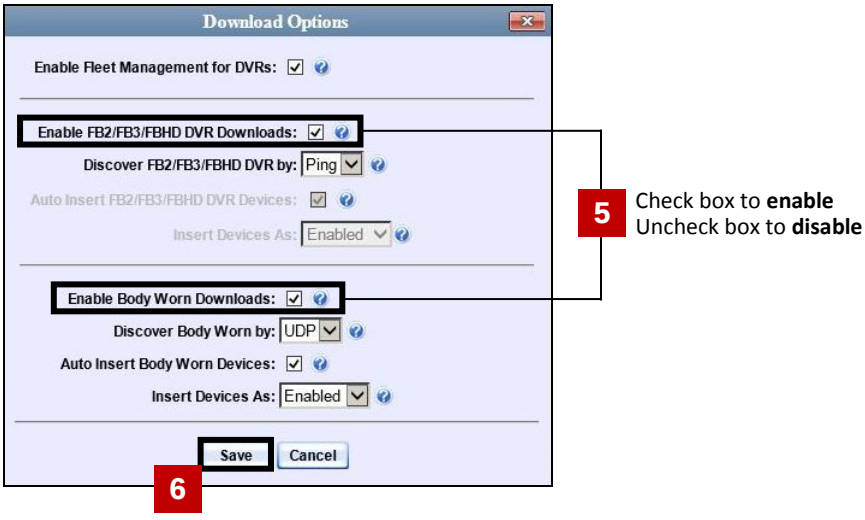
Disabling/Enabling Your DVRs

This section illustrates how to disable or enable your Flashback and/or *Body*VISION DVRs. When you disable a group of DVRs, those DVRs will no longer be able to communicate with the server.





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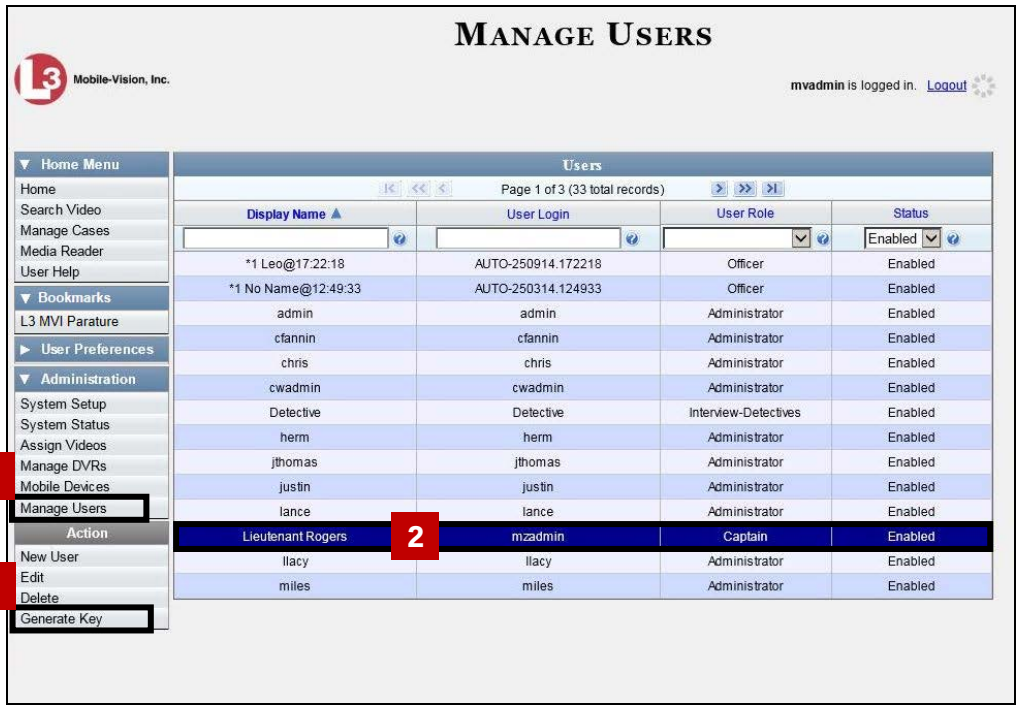
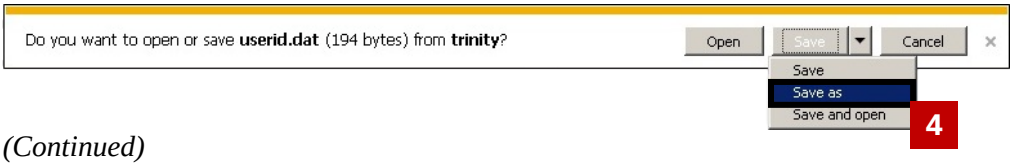
Generating a DVR Login Key for an Officer

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

Officers can generate this file themselves, as described in chapter 1 of your DES Officer's Guide, or you can create it for them, as illustrated in this section.

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





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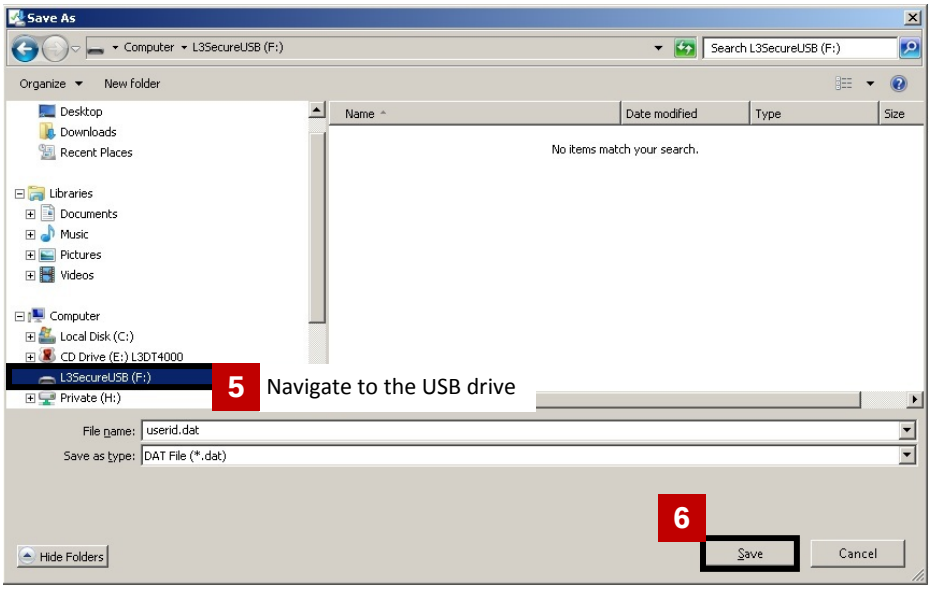
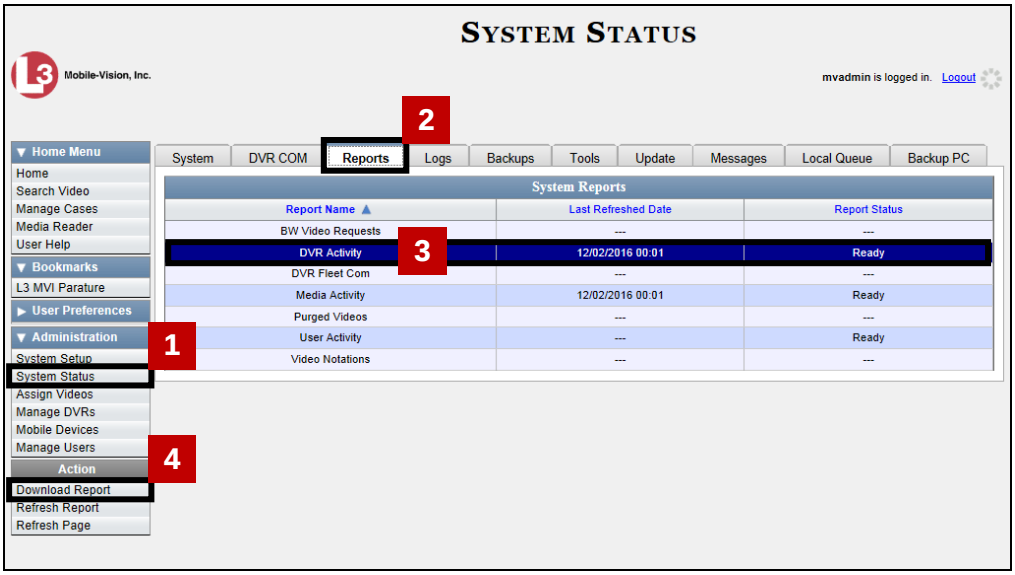
This document consists of general capabilities information that is not defined as controlled technical data under ITAR part 120.10 or EAR



Exporting DVR Activity to a Spreadsheet

This section describes how to export all your DVR activity to a spreadsheet for use with another application, such as a custom reporting tool. This is referred to as the *DVR Activity* report. It includes information such as when a DVR's video was updated to the server, when a DVR setting was changed and by whom, when a DVR was added to or removed from a DVR group, etc. The system automatically updates this report once every day.



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Backup PCs

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

If your agency has more than one storage server, you can connect those servers to a single Backup PC. However, if your agency has more than one Bravo DVD burner, each DVD burner must have its own Backup PC. Any time you add a new Backup PC/DVD Burner to your setup, you will have to enter a new Backup PC record, as described on page 162.

Your System Implementation Specialist will initially install and configure your Backup PC(s) during implementation. However, you may occasionally need to perform tasks related to this device, such as viewing the Backup PC Status page, which logs any Backup PC errors that occur.

For more information, see:

- ❒ Updating the Backup PC Software, below
- ❒ Adding a Backup PC, page 162
- ❒ Changing a Backup PC, page 163
- ❒ Deleting a Backup PC, page 164
- ❒ Viewing the Backup PC Status Page, page 165.

To change your auto-backup settings, see “Changing the File Types that are Automatically Archived” on page 55.

Updating the Backup PC Software

Occasionally, you may need to update the software that controls your Backup PC. Perform this task whenever you receive an update notification in your Inbox (*Update Required for your Backup PC)*, or you are instructed to do so by an L3 Mobile-Vision Technical Support Engineer.

The Backup PC update procedure needs to be performed on the Backup PC itself, so you need to log out of the DES application now, then log back in from the Backup PC.

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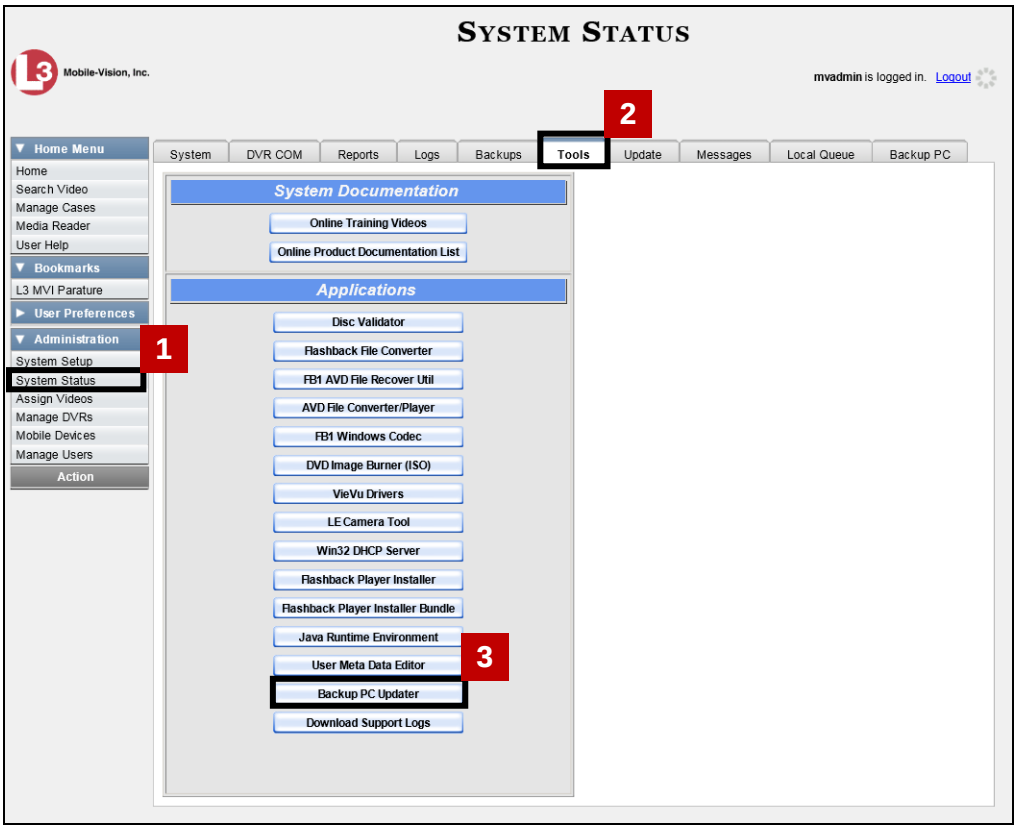
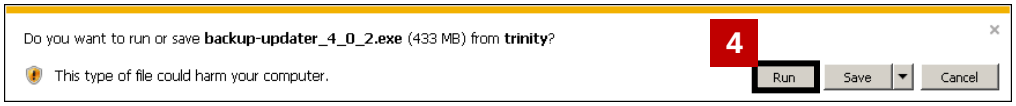
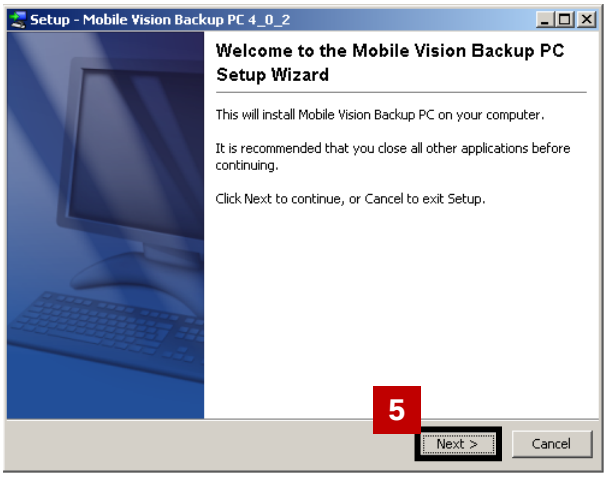
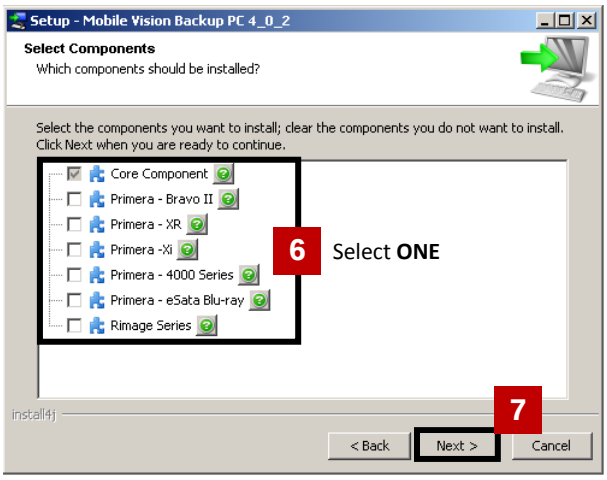
This document consists of general capabilities information that is not defined as controlled technical data under ITAR part 120.10 or EAR

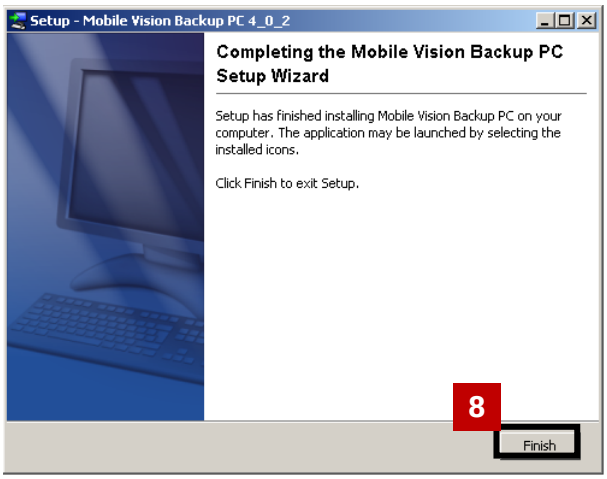


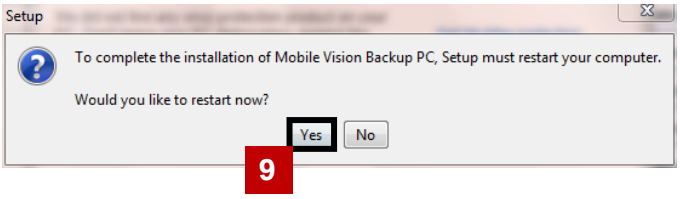




This document consists of general capabilities information that is not defined as controlled technical data under ITAR part 120.10 or EAR







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Adding a Backup PC

This section illustrates how to enter a new record for a Backup PC. This information will be used to control your robotic DVD burner. For more on Backup PCs and how they are used in DES, see page 159.

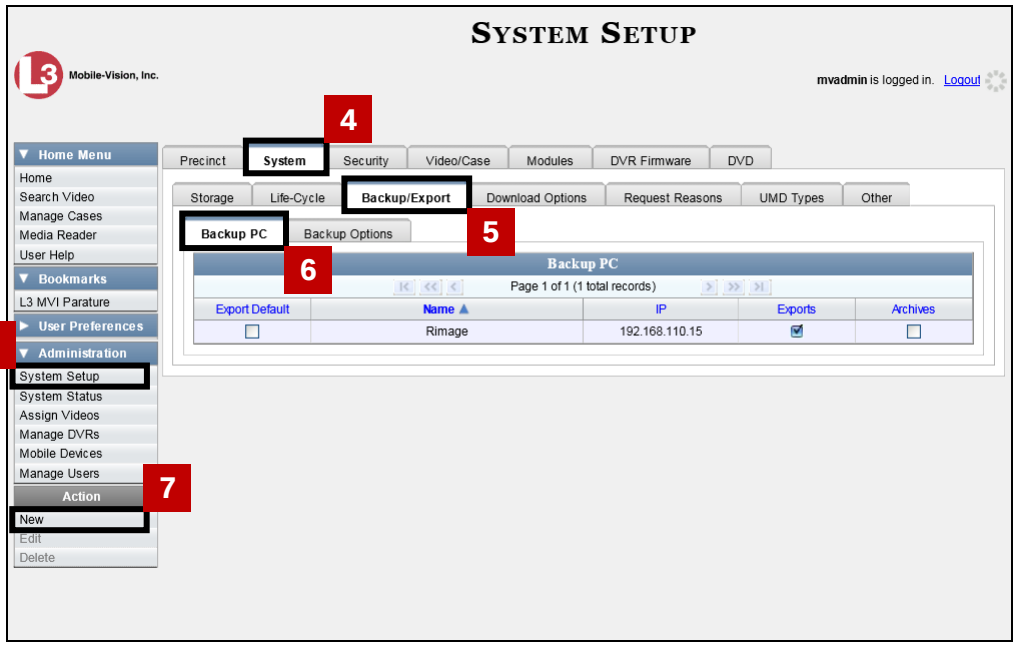
Regarding Bravo units

Every Bravo DVD burner has one or two *input* bins and one *output* bin. The *input* bin is where the blank DVDs go. The *output* bin is where the robotic DVD burner places the completed DVDs.

There are two modes used to configure a Bravo DVD burner: *regular* mode and *kiosk* mode. In *regular* mode, the DVD burner's *right* bin is used as the *input* bin and the *left* bin is used as the *output* bin. In *kiosk* mode, both the right and left bins are used as *input* bins, and a center "catch" tray is used as the *output* bin. If you prefer to configure your DVD burner in *kiosk* mode, ask an L3 Mobile-Vision Technical Support Engineer to assist you with setup.

1. Contact L3 Mobile-Vision Service at 800-336-8475 (when prompted, select the phone option for "Back Office"). A Technical Support Engineer will assist you with the preliminary setup tasks required to add a new burning station.

2. Obtain an IP address for the new Backup PC. If the Backup PC will be connected to the Mobile-Vision network, your TSE will provide you with this address. If the Backup PC will be connected to your agency's network, your agency's Network Specialist will provide you with this address.



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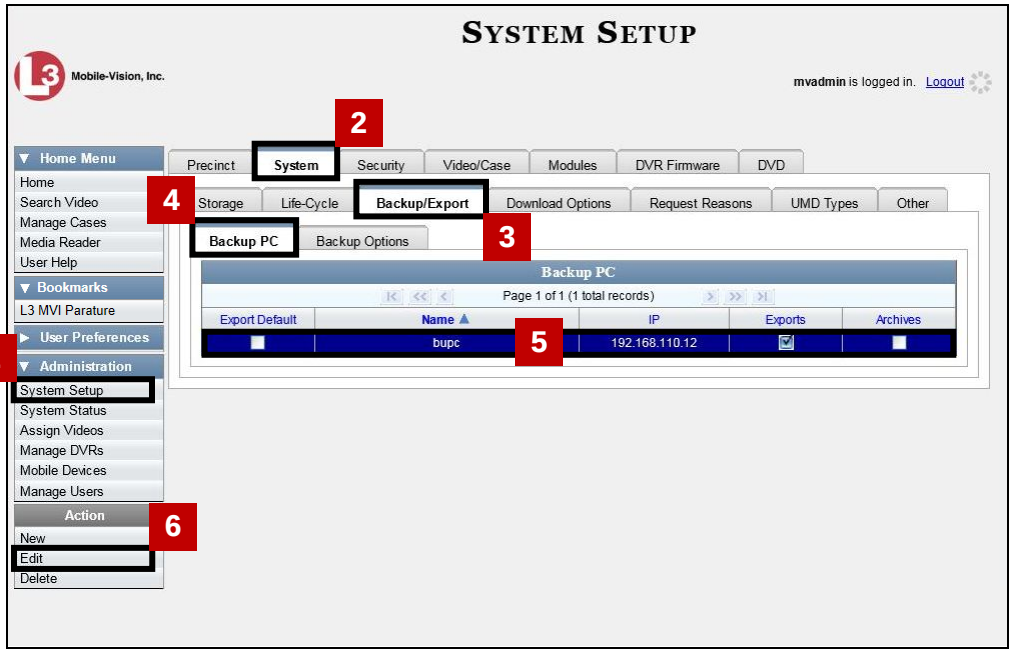
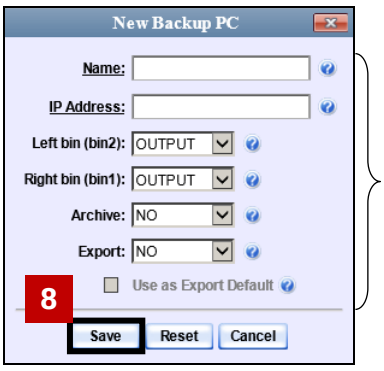
8 Enter/select Backup PC options. For detailed information, refer to the 'Backup PCs' chapter of your DES Administrator's Guide.

Changing a Backup PC

This section illustrates how to update an existing Backup PC record. For example, if you decide to switch from using *single* layer DVDs to *dual* layer DVDs, you'd need to update the associated Backup PC record.





7 Enter/select your changes

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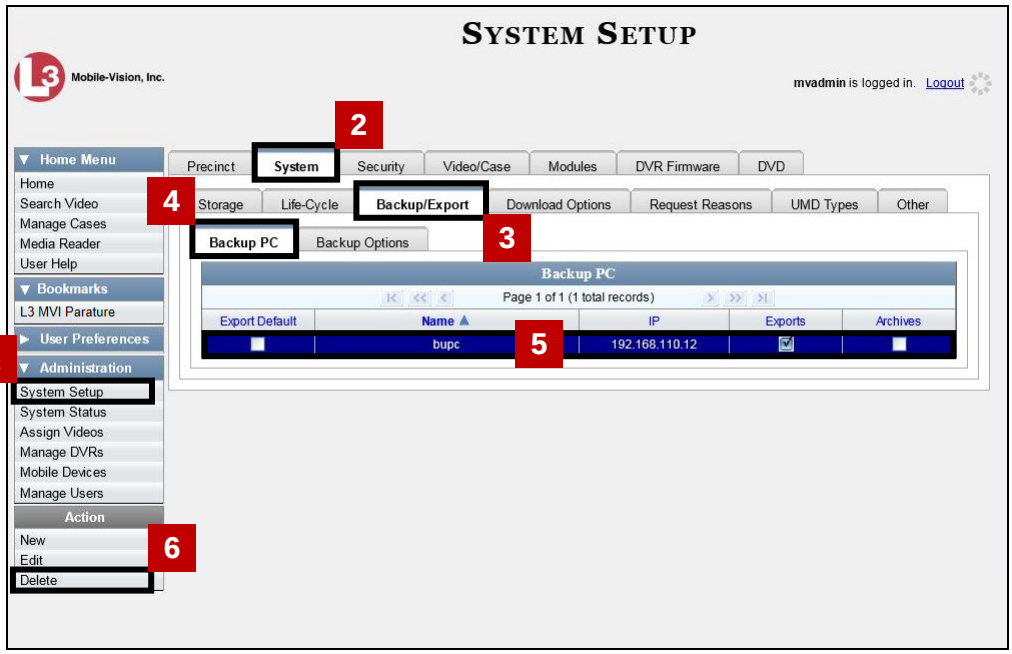
Deleting a Backup PC

This section illustrates how to delete an existing Backup PC record. Perform this task after a Backup PC/DVD burner has been decommissioned, or as directed by your L3 Mobile-Vision Technical Support Engineer.



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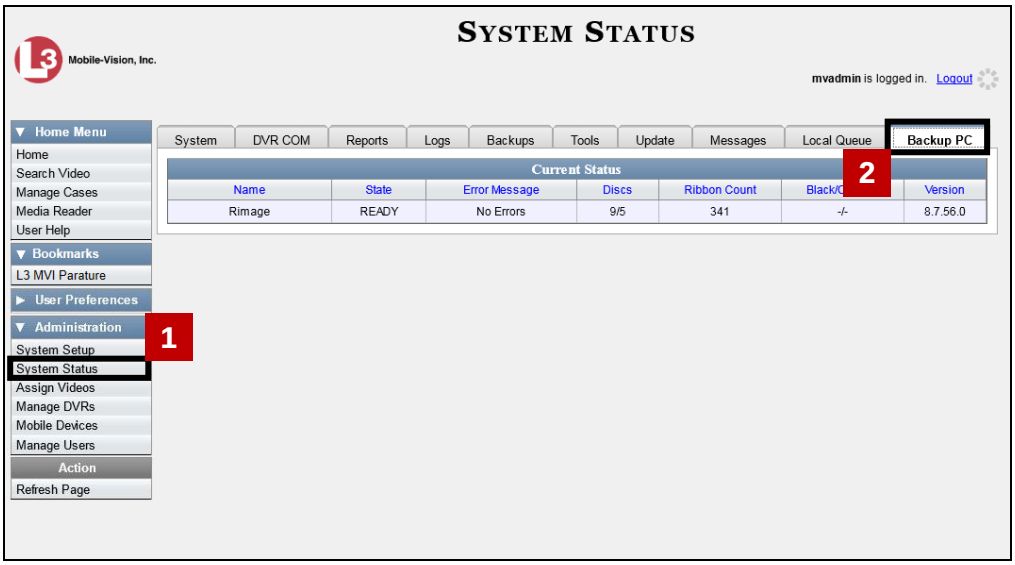
Viewing the Backup PC Status Page

This section illustrates how to view the current status of a Backup PC workstation.



Utilities

This chapter describes how to perform those system maintenance procedures that are not covered in any other part of this guide. Perform these procedures in response to agency needs, user requests, and/or *Inbox* messages received.

For more information, see:

- ❒ Viewing the System Logs, next page
- ❒ Viewing System Alerts from the 'Messages' Tab, next page
- ❒ Updating Precinct Information, page 167
- ❒ Forwarding System Messages to Your Regular Mailbox, page 168
- ❒ Changing the Application Display Logo, page 169
- ❒ Maintaining Storage Devices, page 170
- ❒ Viewing/Changing the Online Lifecycle Settings, page 173
- ❒ Maintaining the 'Race' Field, page 173
- ❒ Activating the Interview Room Module, page 177
- ❒ Viewing the System Status Page, page 180
- ❒ Accessing Product Manuals & Training Videos, page 181
- ❒ Updating the Application, page 182
- ❒ Changing the Session Timeout Setting, page 184
- ❒ Changing the Application's Color Scheme, page 185
- ❒ Downloading the Support Logs, page 186
- ❒ Downloading the Java Runtime Environment (JRE) Application, page 187
- ❒ Maintaining Bookmarks, page 188
- ❒ Changing the Number of Rows Per Page, page 192.

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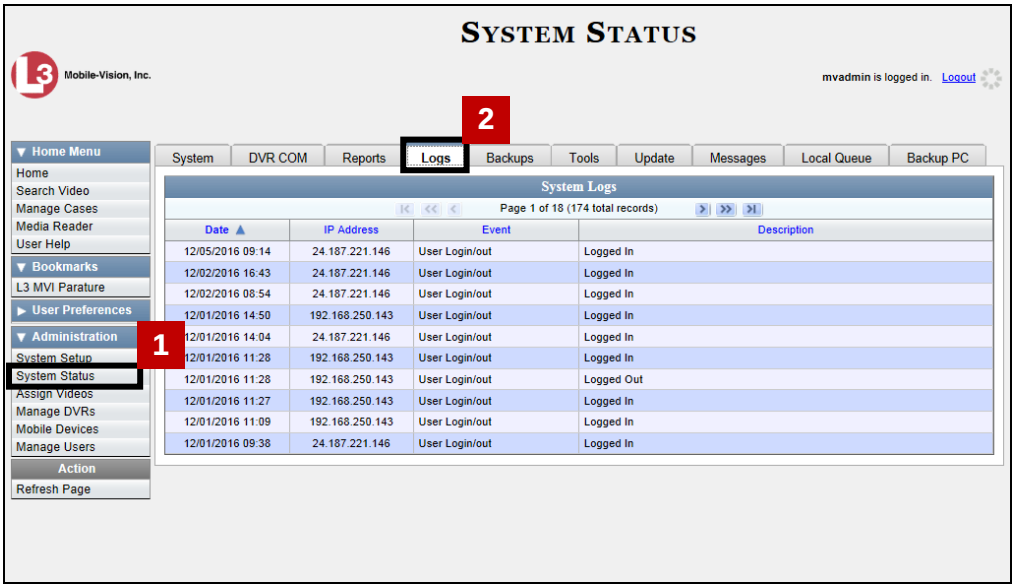
Viewing the System Logs

This section illustrates how to view the system logs. These logs track changes and updates to the system settings.



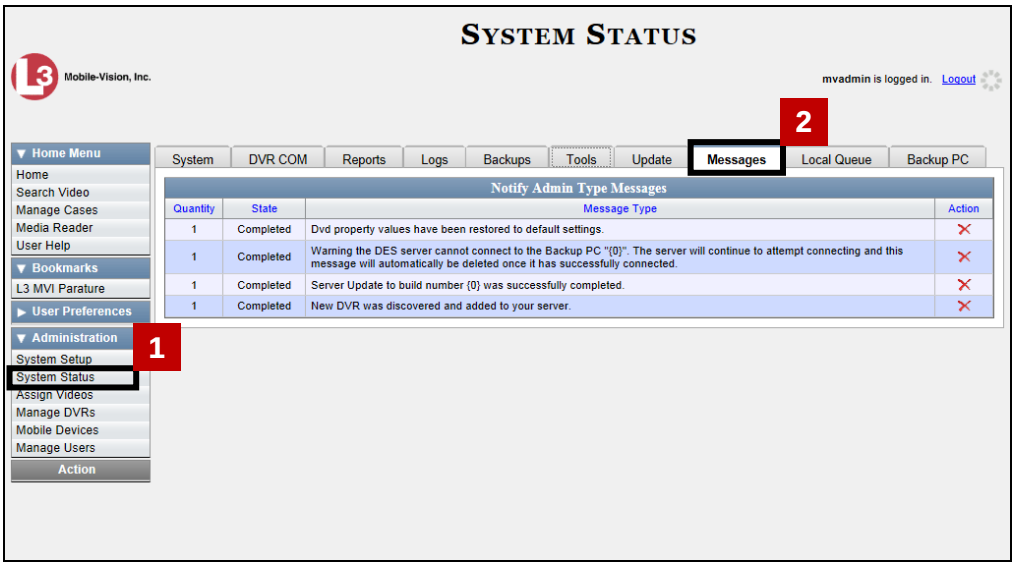
Viewing System Alerts from the 'Messages' Tab

Occasionally, the system may send alert messages to the System Administrator, informing you of a possible problem or error that may require some action on your part. These messages show up in two places: on your Home page's *Inbox Messages* list, and on the *Messages* tab. The difference between viewing messages on the *Inbox Messages* list and viewing them on the *Messages* tab is that the messages on the *Messages* tab are grouped by *type*, whereas the messages on the *Inbox Messages* list are listed *individually*. Also, the messages on the Home page may be mixed in with other non-urgent messages, such as burn requests.

If, for example, you have fifty different 404 errors, all 404 errors would show up on the *Messages* tab as one entry with the number **50** in the *Quantity* column. Any unique information associated with these errors (e.g., the system path for the video file that threw the error) are masked out by brackets; therefore you lose any message-specific information. In contrast, on the Home page's *Inbox Messages* list, you would see all fifty 404 errors, including the actual paths to the videos that caused the errors.

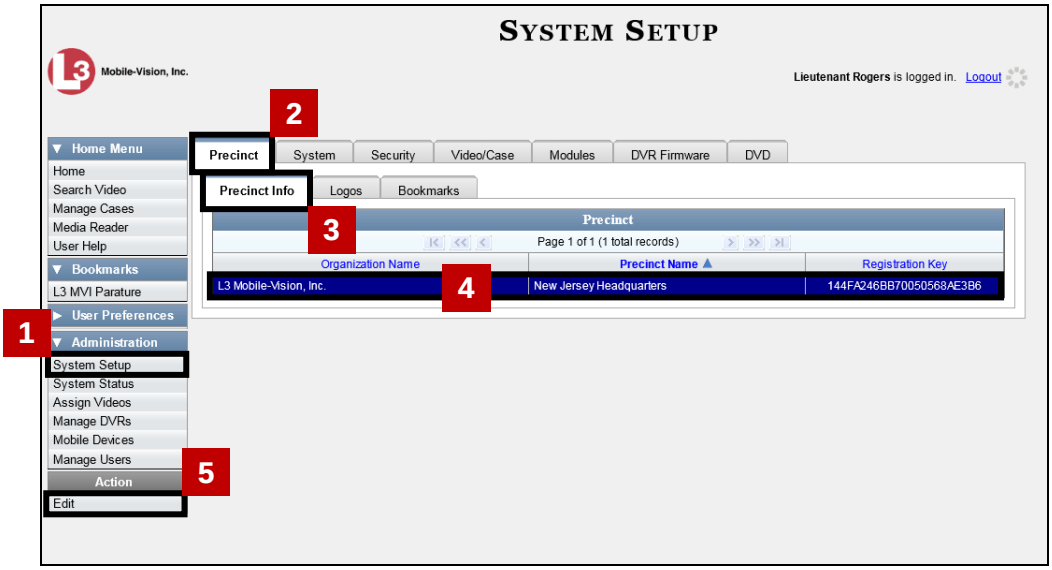
As System Administrator, you may want to review the combined system messages on the *Messages* tab first, and then review individual messages on the Home page if more information is required.

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



Updating Precinct Information

During installation, your System Implementation Specialist (SIS) will enter your Precinct information into DES. By default, the system prints some of this information on your archive DVDs, including your precinct's name and phone number. This section illustrates how to update your precinct information as needed.



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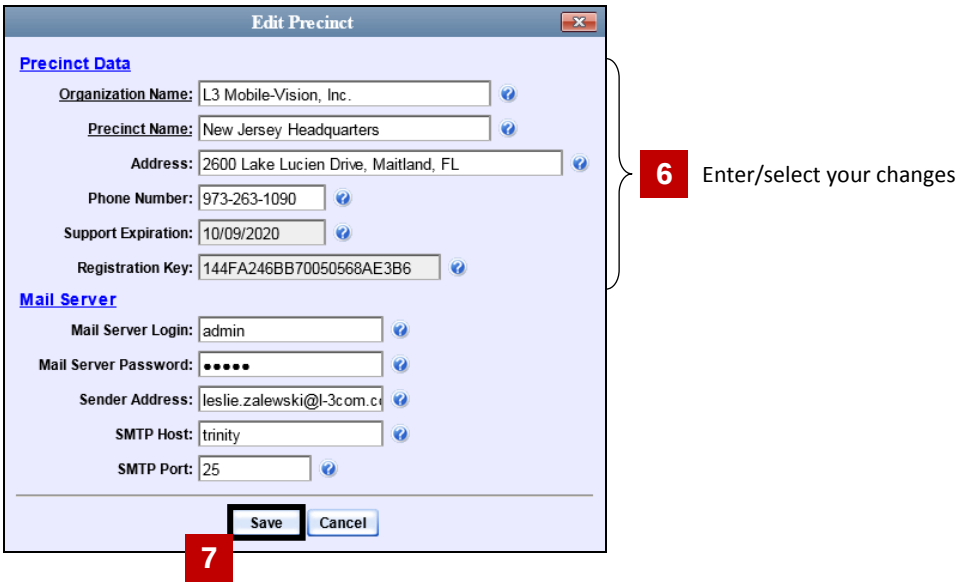
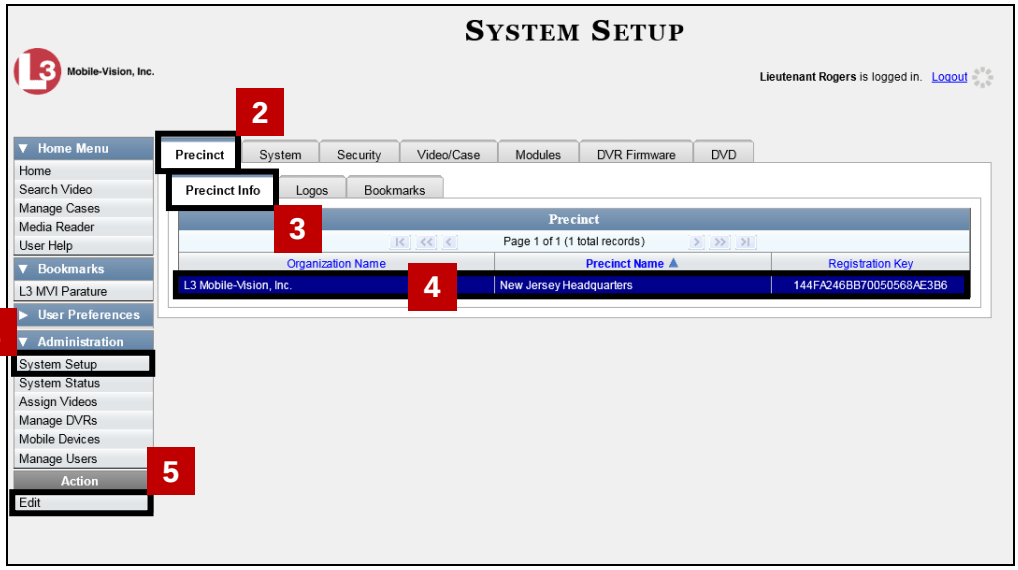
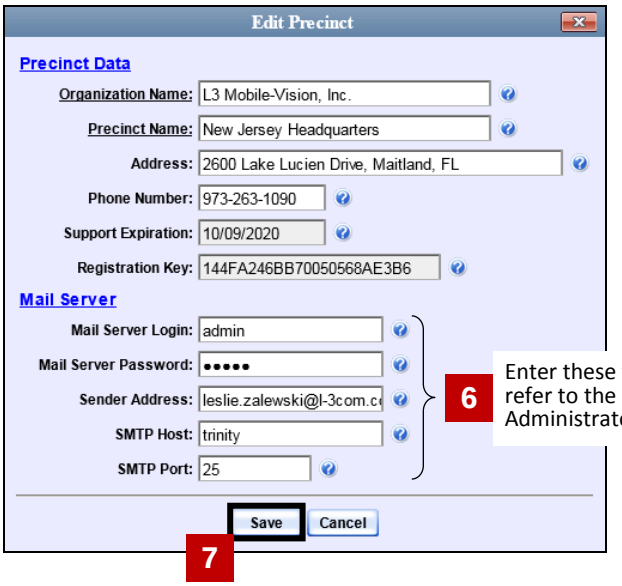


Forwarding System Messages to Your Regular Mailbox

By default, DES system messages display in the *Inbox Messages* section of the Message Board, located on the DES Home Page. However, if your precinct has its own SMTP mail server, you can configure the system so that your *Inbox Messages* are also copied to your regular email account, as illustrated below.

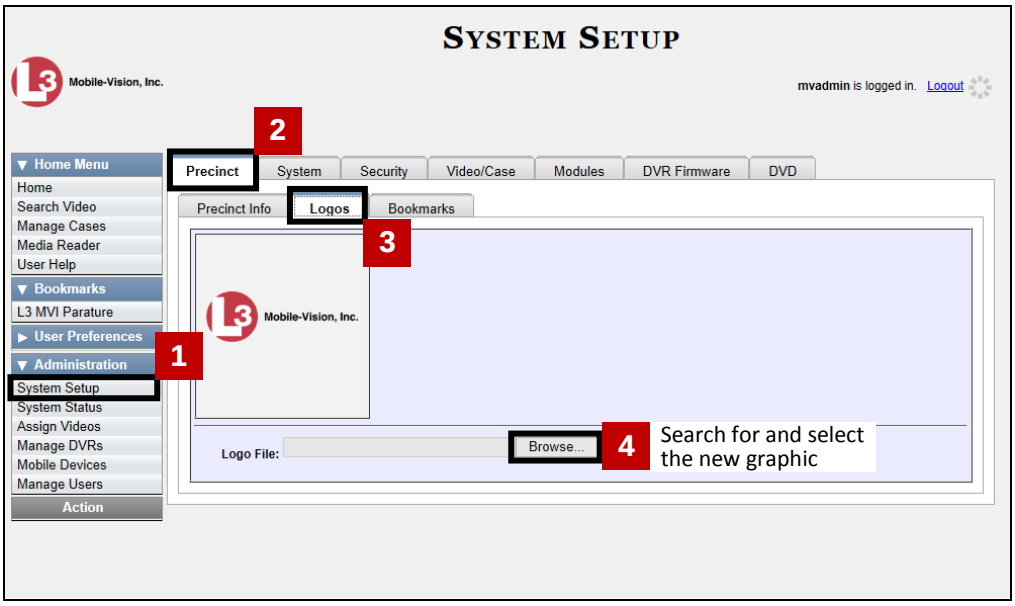


This document consists of general capabilities information that is not defined as controlled technical data under ITAR part 120.10 or EAR



Changing the Application Display Logo

This section illustrates how to change the graphics file that displays in the upper left corner of the DES application. You may, for example, want to replace the default logo with your agency's logo.



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Maintaining Storage Devices

The **Storage** tab lists the settings that DES uses to determine where data is stored on the server and how to interact with client workstations. It also may contain information on additional storage devices, such as a RAID unit. RAID is an acronym for *Redundant Array of Independent Disks*—a storage device that contains multiple disk drive components.

Storage server data is configured by your System Implementation Specialist (SIS) during implementation. You do not need to modify this data unless the disk resources available to the server have changed.

WARNING: Do not modify any of the field values on a Storage Device record without the assistance of your agency's network specialist OR an L3 Mobile-Vision Technical Support Engineer. Entering incorrect data could have dire consequences. Some of your video could become inaccessible, wireless transmission could fail, and/or data could be permanently lost.

For specific instructions, see:

- ❒ Adding a Storage Device, next page
- ❒ Viewing/Changing a Storage Device, page 172
- ❒ Deleting a Storage Device, page 173.

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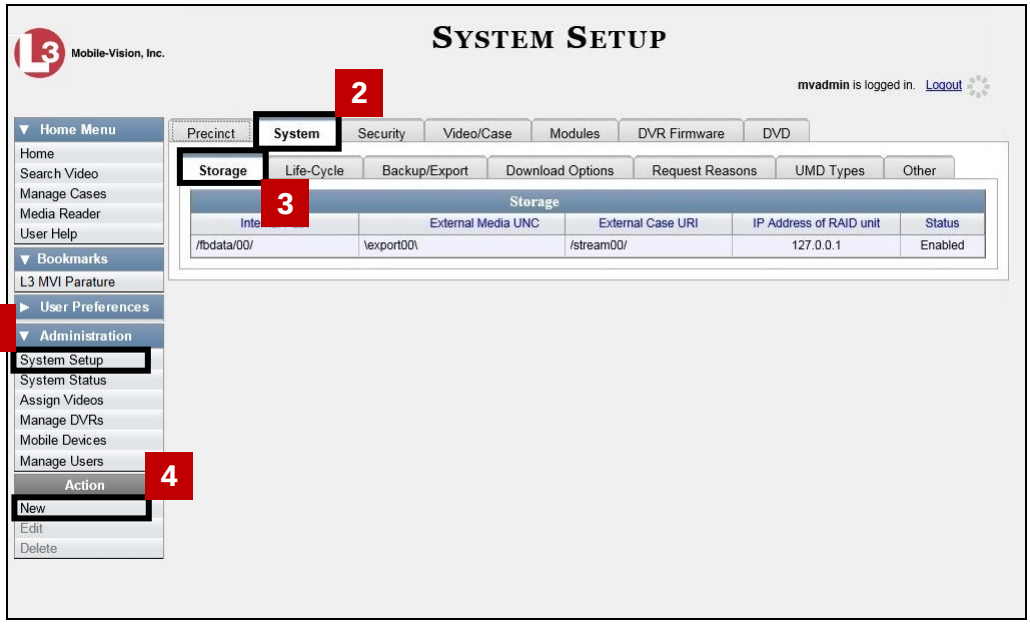
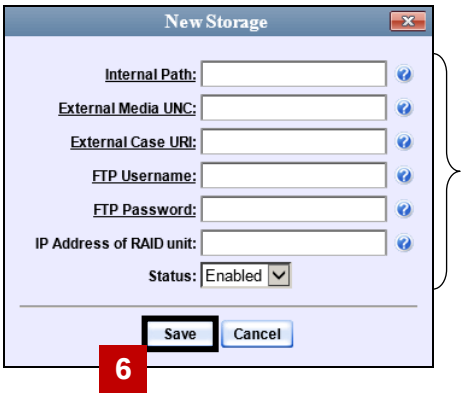
Adding a Storage Device

This section illustrates how to set up a new storage device in DES. Your System Implementation Specialist (SIS) or Technical Support Engineer (TSE) may instruct you to perform this task when your agency acquires a new RAID storage unit. For more on RAIDs, see the previous section.





5 Enter these fields. For detailed descriptions, see the 'Utilities' chapter in your *DES Administrator's Guide*.

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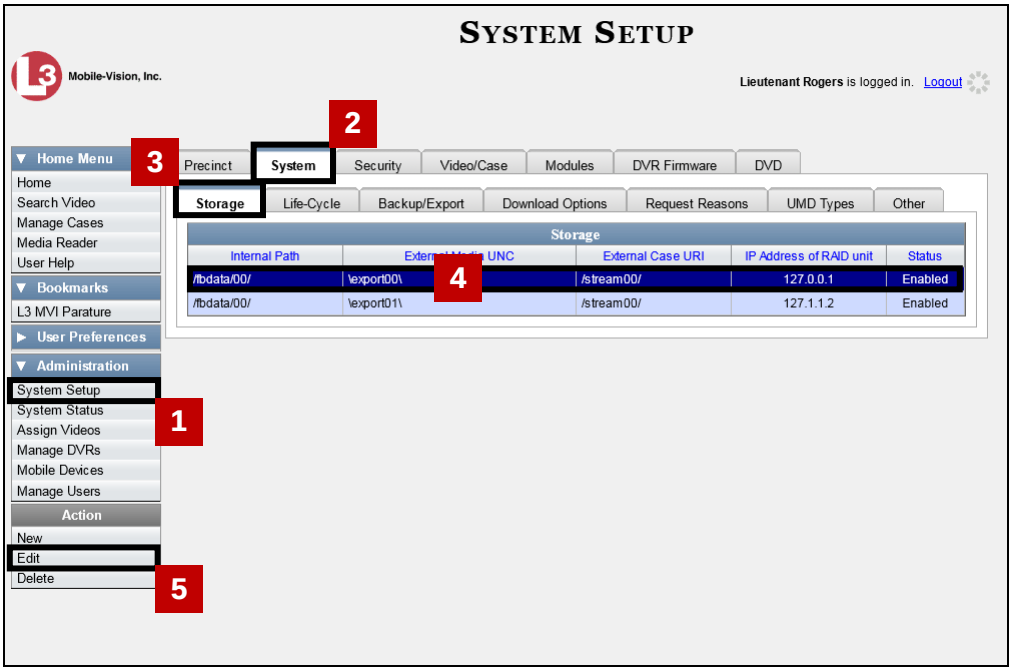
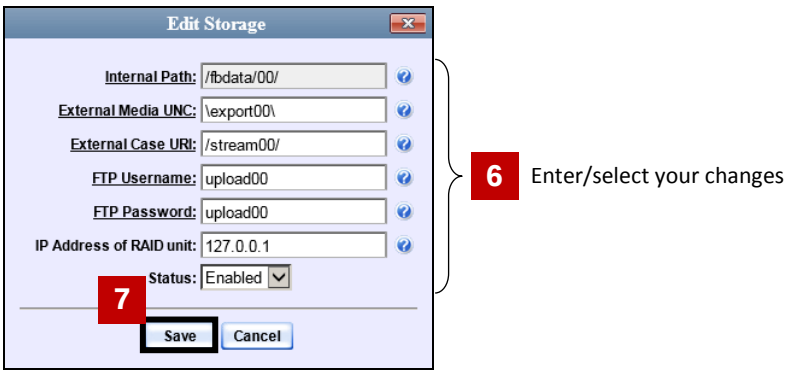
Viewing/Changing a Storage Device

This section illustrates how to view and/or update a storage machine record. These records contain the settings that DES uses to determine where data is stored on the server and how to interact with client workstations. Storage Device records also contain information on RAID units. For more on RAIDs, see “Maintaining Storage Devices” on page 169.

Because storage server data is configured by your System Implementation Specialist (SIS) during implementation, you do not need to modify this data unless the disk resources available to the server have changed.





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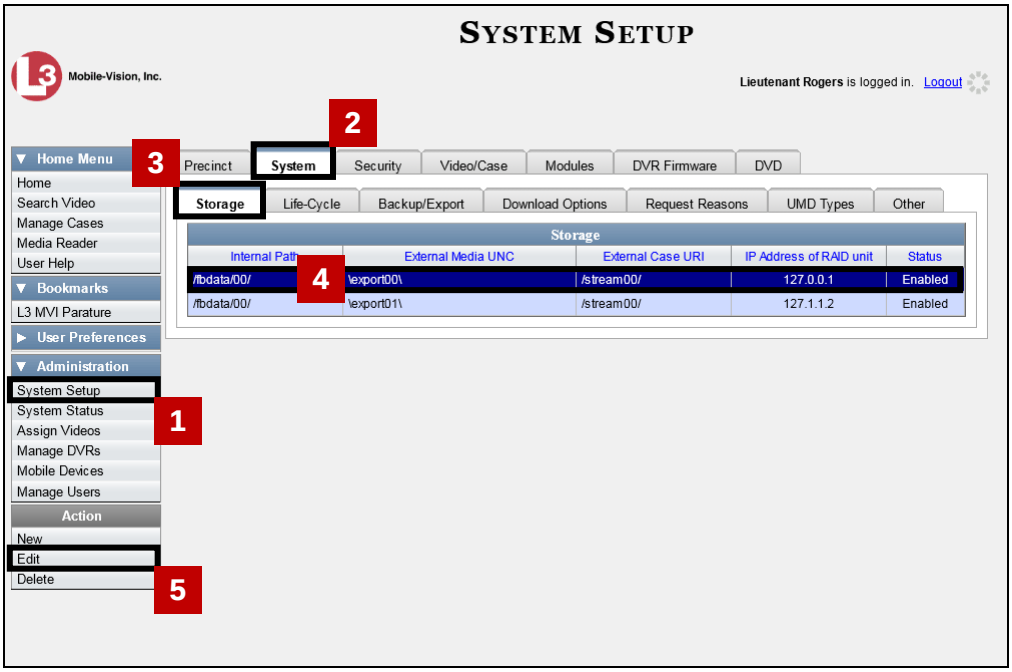
Deleting a Storage Device

This section illustrates how to delete an existing storage device record. Only perform this procedure when instructed to do so by an L3 Mobile-Vision Technical Support Engineer.



Viewing/Changing the Online Lifecycle Settings

This section illustrates how to change the lifecycle settings for video and case files. These settings determine:

- How long various files will stay online
- When/if files will be purged, and
- When/if files can be restored to the server.

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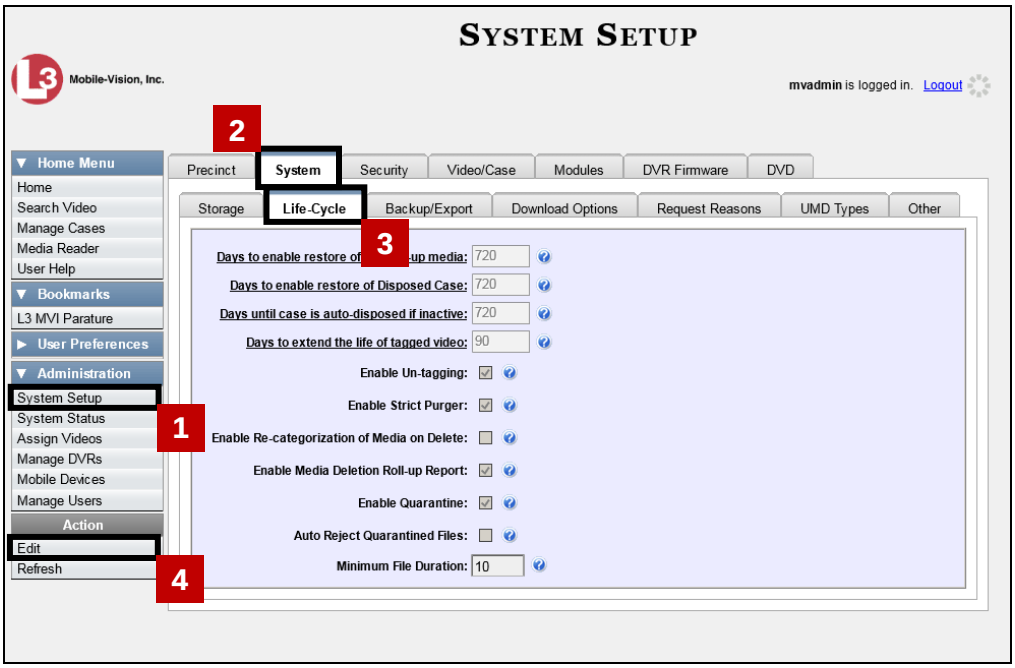

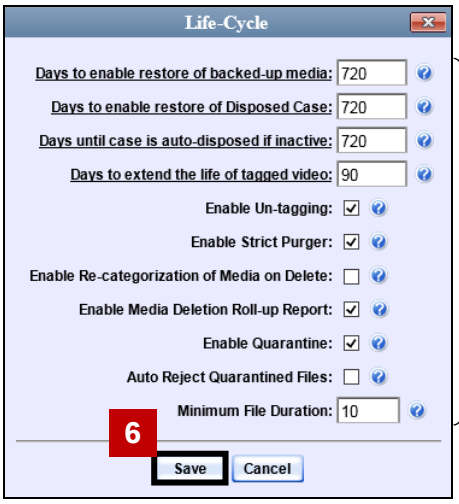

5 Enter/select lifecycle options. For a detailed description of these options, refer to the *Utilities* chapter of your DES Administrator's Guide.

Maintaining the 'Race' Field

The *Race* field displays on the Case form. You can add, change, or delete the values in the *Race* drop-down list. You can also temporarily disable a race so that users cannot use it to notate a case.

For specific instructions, see:

- ❒ Adding a Race, next page
- ❒ Changing a Race, page 176
- ❒ Deleting a Race, page 177.

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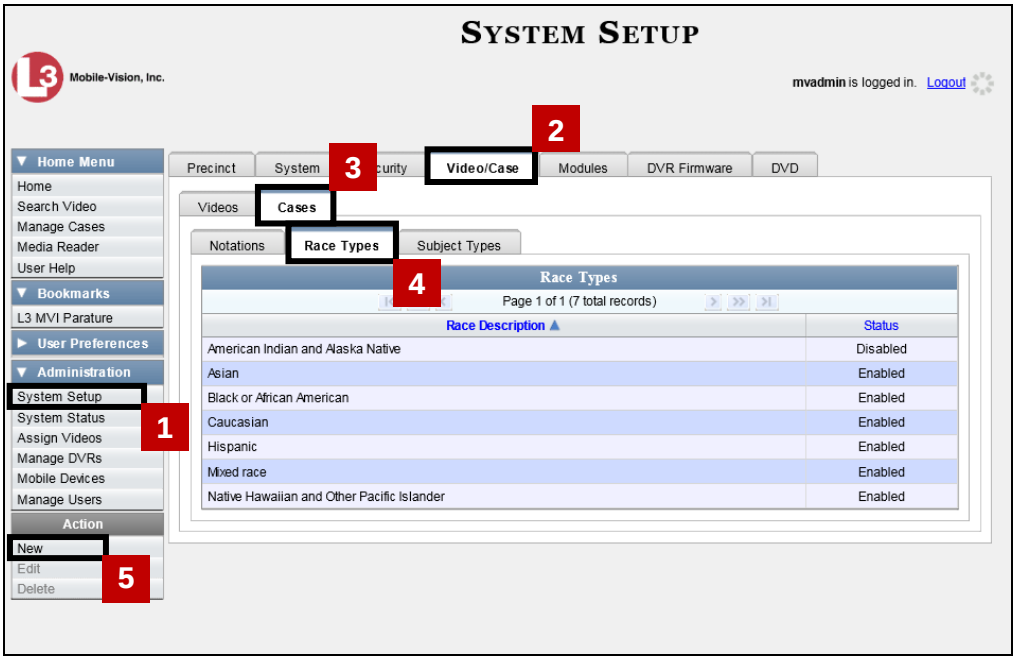
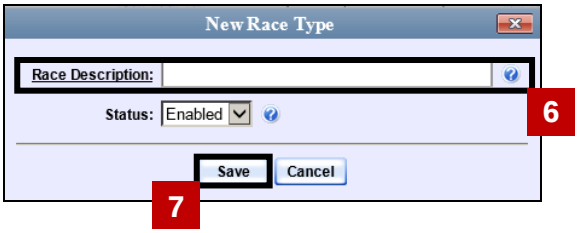
Adding a Race

This section illustrates how to add a new value to the *Race* field's drop-down list. The *Race* field is located on the Case form.





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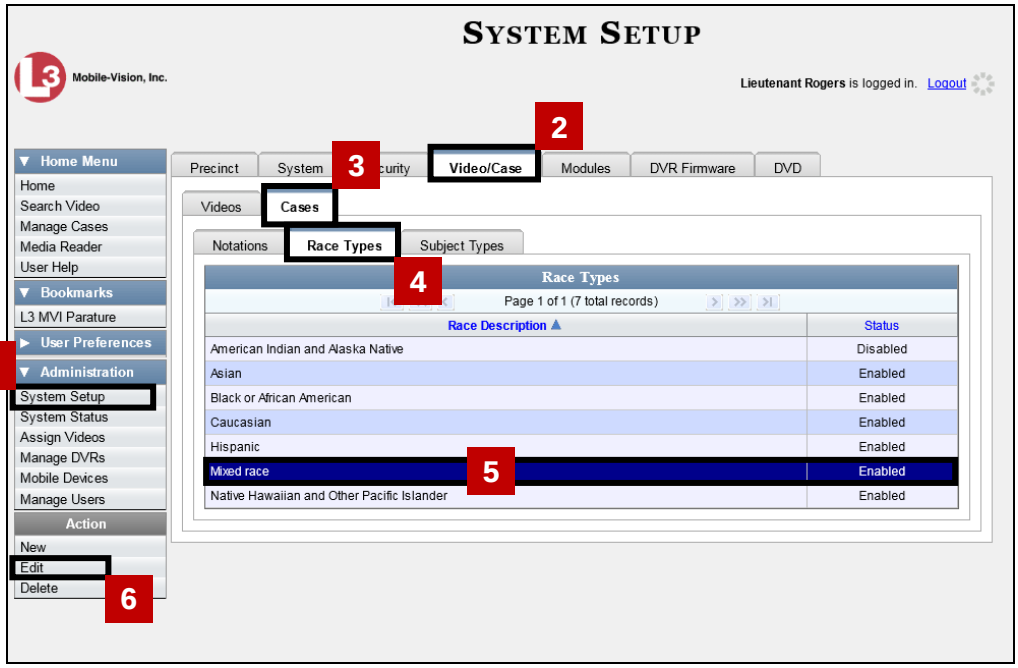
Changing a Race

This section illustrates how to change an existing value on the *Race* field's drop-down list. The *Race* field is located on the Case form.



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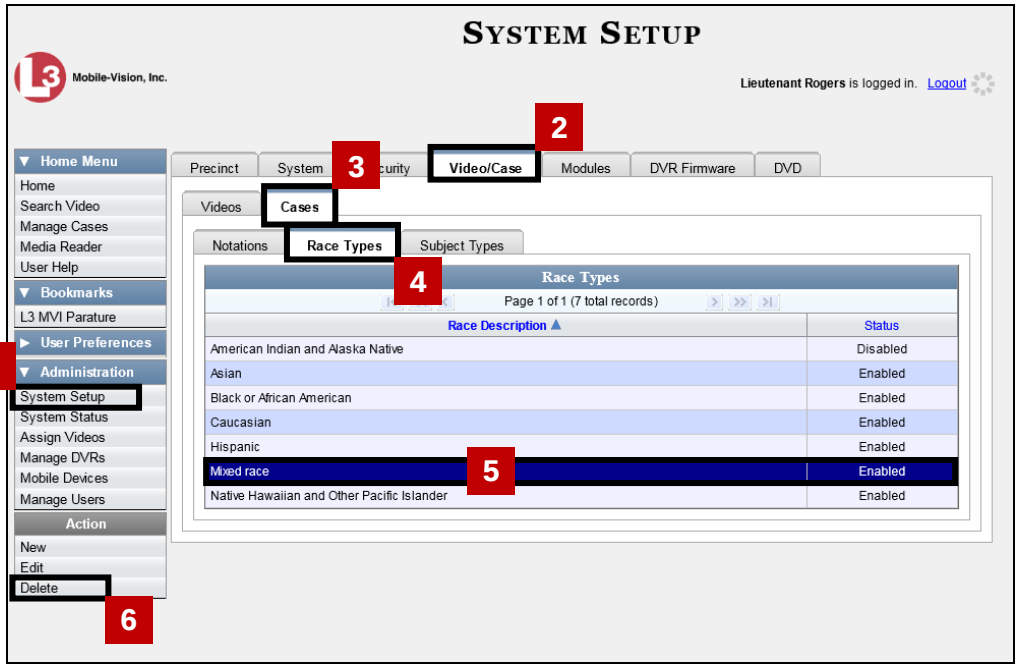
Deleting a Race

This section illustrates how to delete an existing value on the *Race* field's drop-down list. The *Race* field is located on the Case form.



Activating the Interview Room Module

This section illustrates how to activate the Interview Room module within DES. Interview Room allows you to set up a Flashback DVR inside your precinct's interview room(s) and record subject interviews. This module requires the purchase of additional equipment. If you're interested in this add-on, contact your L3 Mobile-Vision Sales Representative at 800-336-8475 before proceeding.

There are two procedures used to activate Interview Room. Typically, you would use Procedure 1. However, if there is a technical problem or security issue of some kind, your L3 Mobile-Vision Technical Support Engineer may instruct you to use Procedure 2 instead.

For specific instructions, see:

❒ Procedure 1: Activating Interview Room via the Update Tab, next page
❒ Procedure 2: Activating Interview Room via the Modules Tab, page 179.

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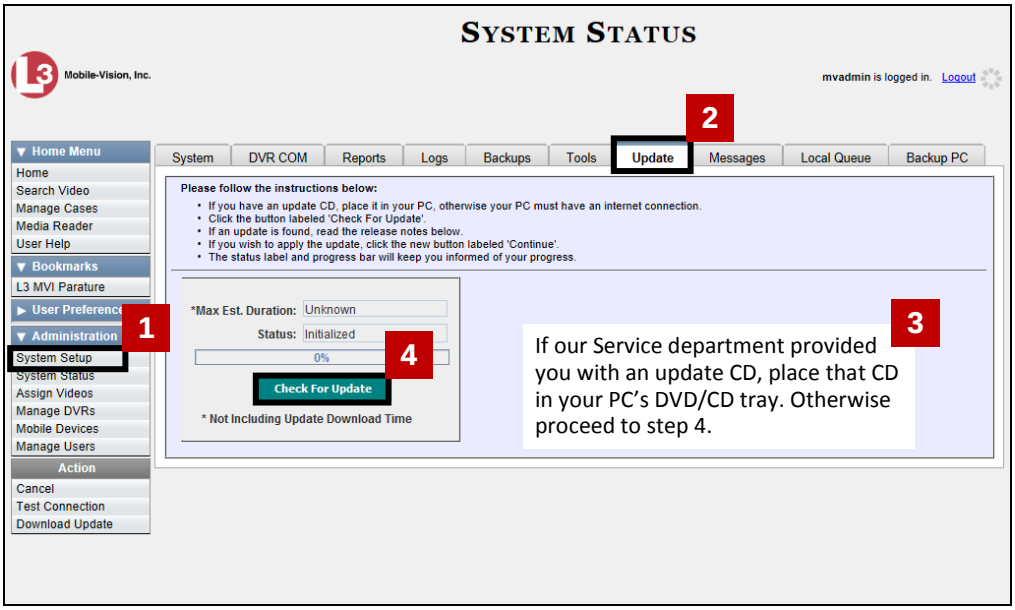
Procedure 1: Activating Interview Room via the Update Tab

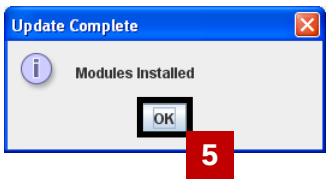
This section illustrates how to activate the Interview Room module. For a description of this module, see the previous section, "Activating the Interview Room Module."

After you perform this task, the system will automatically update the software license that is required to access Interview Room.

Please note that this procedure requires remote access to the L3 Mobile-Vision update server. If this raises security concerns within your organization, you may wish to use Procedure 2 on the next page instead.

Before performing this procedure, contact your L3 Mobile-Vision Sales Representative.





6 Reboot your DES server. If you are not familiar with this procedure, contact L3 Mobile-Vision Support for assistance.

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Procedure 2: Activating Interview Room via the Modules Tab

This section illustrates how to activate the Interview Room module. For a description of this module, see “Activating the Interview Room Module” on page 177.

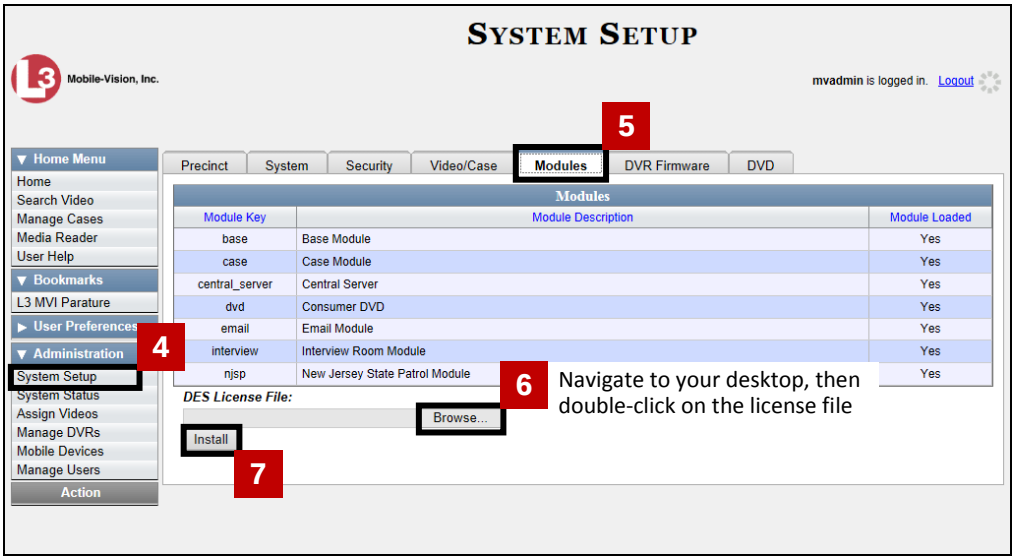
This is one of two procedures used to perform this task. Procedure 1 on the previous page is the simpler, preferred method. Only use Procedure 2 when one of the following conditions applies:

- ❒ You already tried Procedure 1 and it resulted in an error message
- ❒ Procedure 1 raises security concerns within your organization since it requires remote access to the L3 Mobile-Vision update server
- ❒ Your L3 Mobile-Vision Technical Support Engineer instructed you to use Procedure 2.

1 Call L3 Mobile-Vision Technical Support at 800-336-8475.

2 Ask the Technical Support Engineer to create and email a new license file for Interview Room and/or WiFi Report.

3 After you receive the email attachment, place the new license file on your PC’s desktop.



8 When the installation is complete, log off the application, then log back in again.

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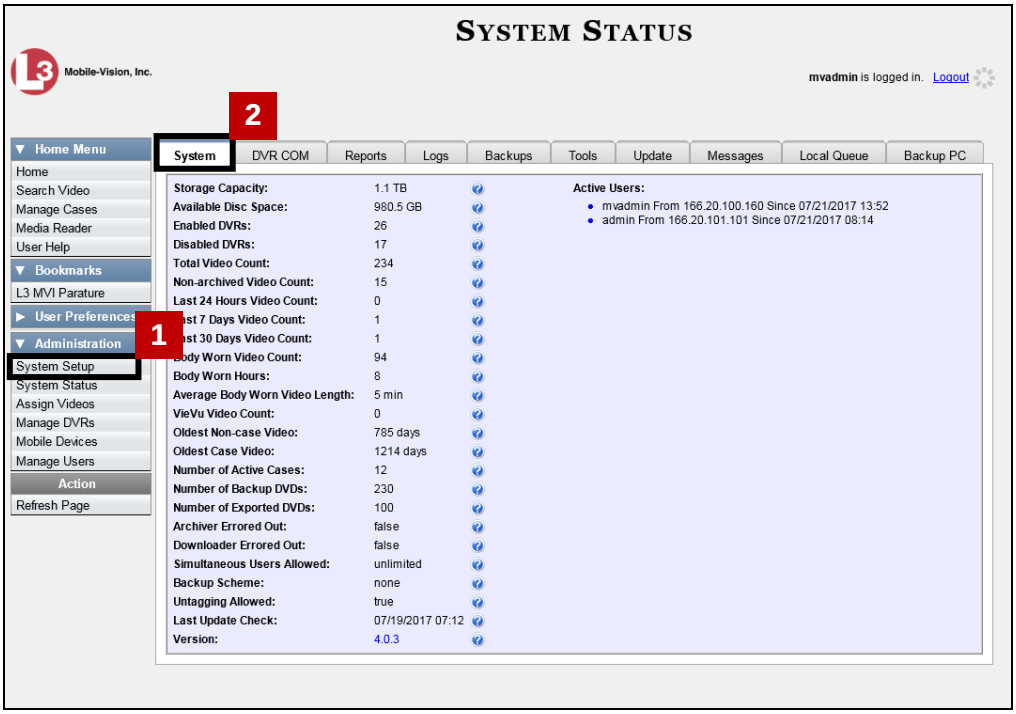
Viewing the System Status Page

This section illustrates how to view the System Status page. This page provides important information and statistics on videos, cases, DVRs, backups, storage space, and users. It also indicates what version of the application you're running.

NOTE: When a video is referred to as "searchable," it means that the record for that video still resides on the server. Such records may have a status of either *online* or *offline*.



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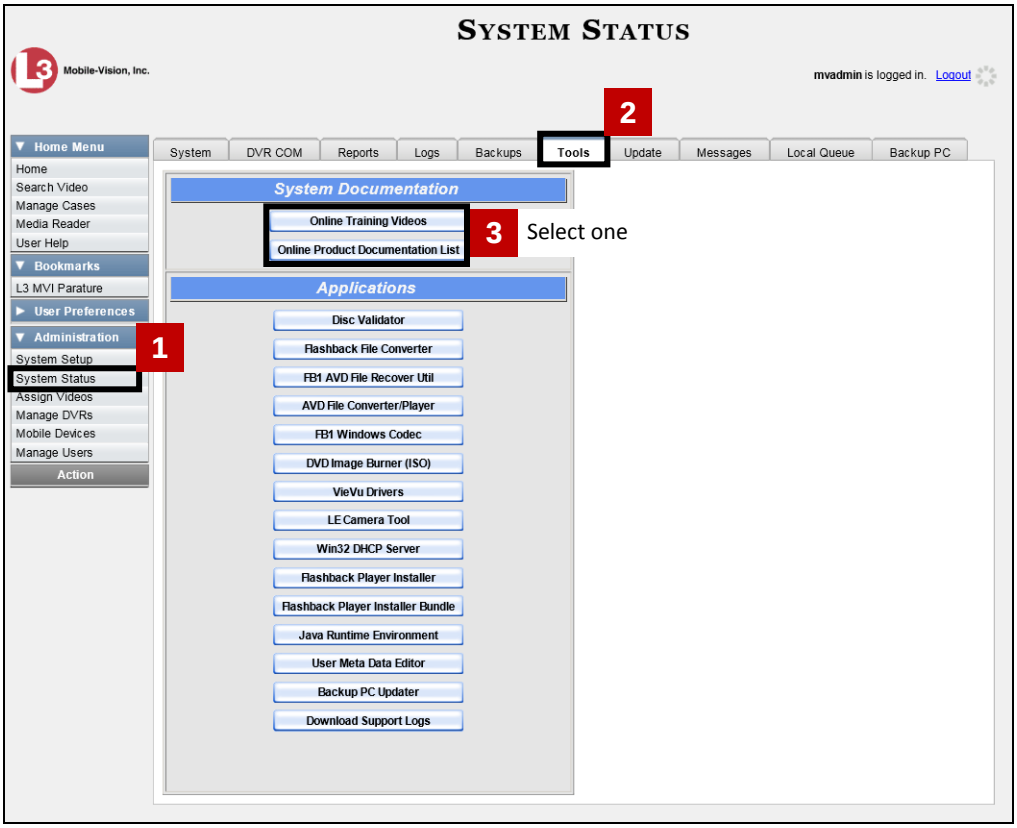
Accessing Product Manuals & Training Videos

This section describes how to access L3 Mobile-Vision's product manuals and training videos via links to our Online Support Center.



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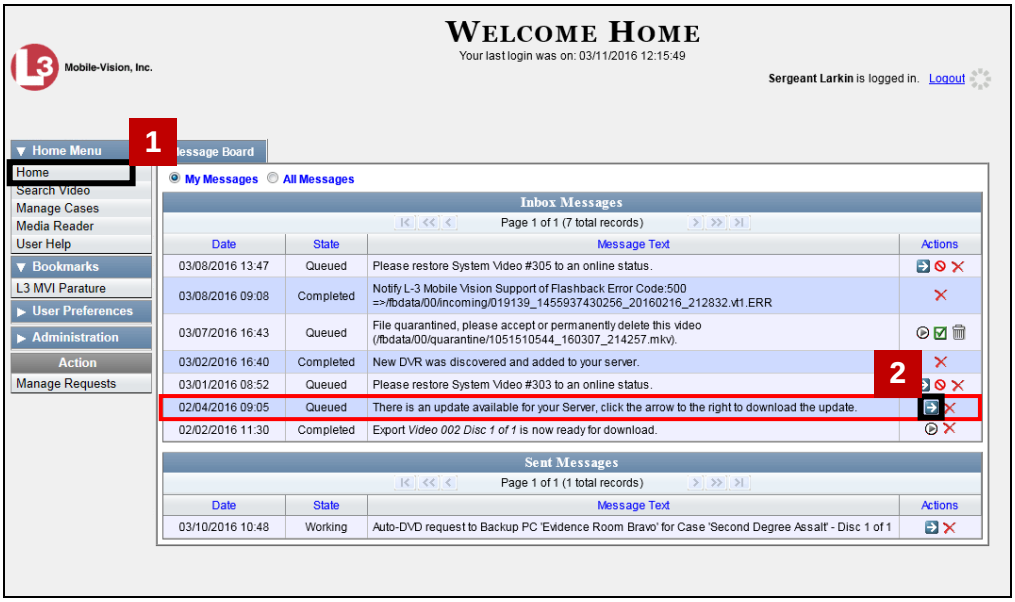
Updating the Application

If your agency has an up-to-date Extended Maintenance Agreement (EMA) and your hardware/software configuration meets our system requirements, you qualify for software upgrades whenever one is available. This section illustrates how to update the DES application after you receive an upgrade notification in your in-box (“*There is an update available for your Server…*”).



The following procedure requires that your DES server has internet access to our Auto Update server. If you do *not* have direct access to our update server *or* your agency does not *allow* direct access to our server for security reasons, please contact L3 Mobile-Vision Service at 973-263-1090. A Technical Support Engineer will provide you with an alternate method for upgrading your software.

Before you begin an update, make sure that your user type has a *Session Timeout* setting of at least 60 minutes to prevent you from being logged out during the update process. For instructions on changing this setting, see “Changing the Session Timeout Setting” on page 184.

Depending on the size of the update and speed of your network connection, the update process may take up to an hour.

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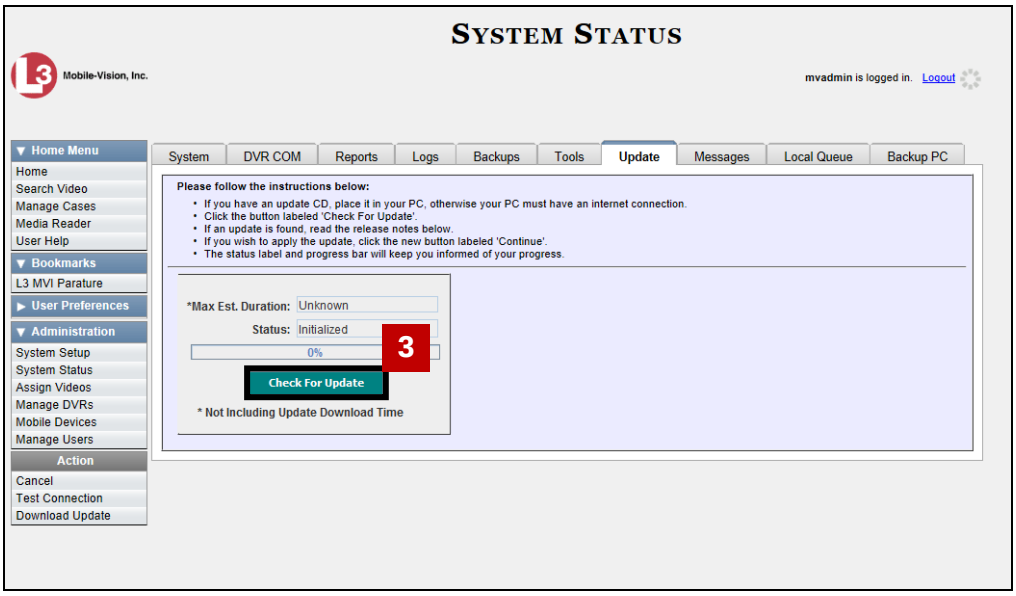

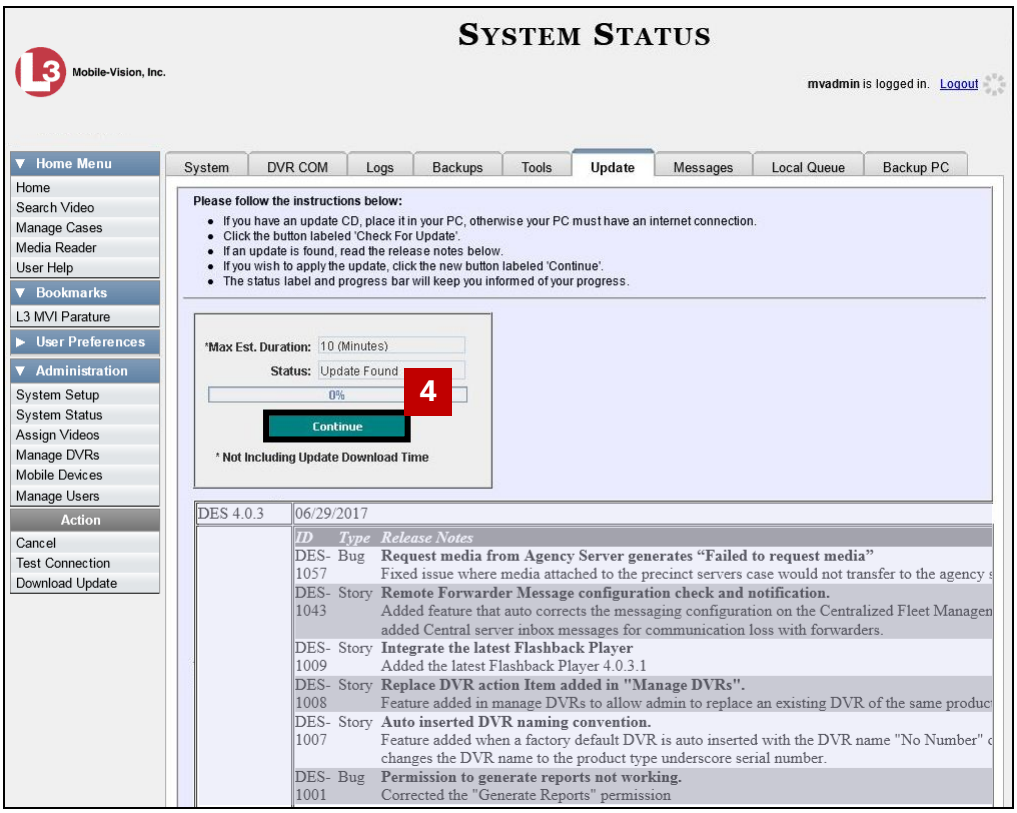

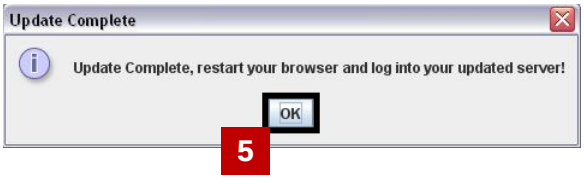

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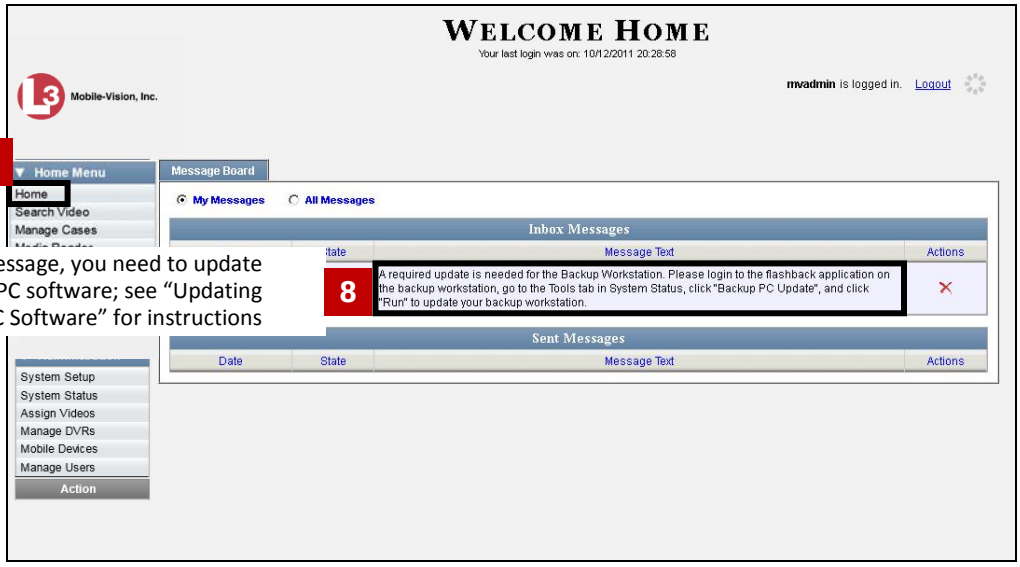
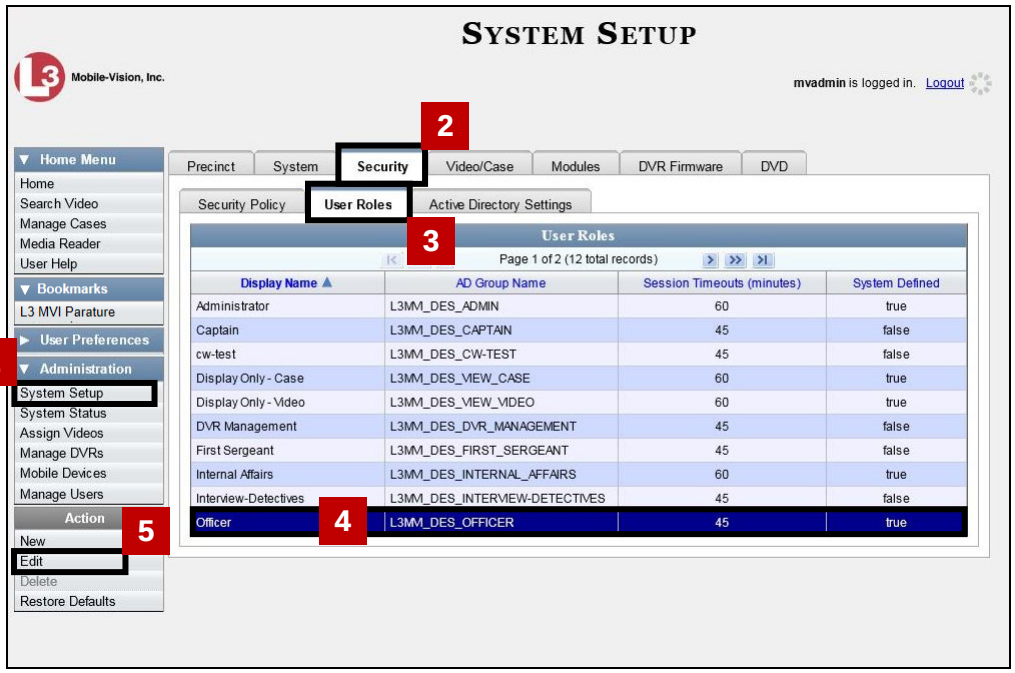
6 Close your browser, reopen your browser, then login to DES again.



If you see this message, you need to update your Backup PC software; see "Updating the Backup PC Software" for instructions

Changing the Session Timeout Setting

This section illustrates how to change the number of minutes of inactivity the system will allow before automatically logging a particular user type off the application. If a user type will be performing time-intensive tasks, such as restoring cases or manually uploading videos, it's recommended that you set their session timeout to a *minimum* of 60 minutes.



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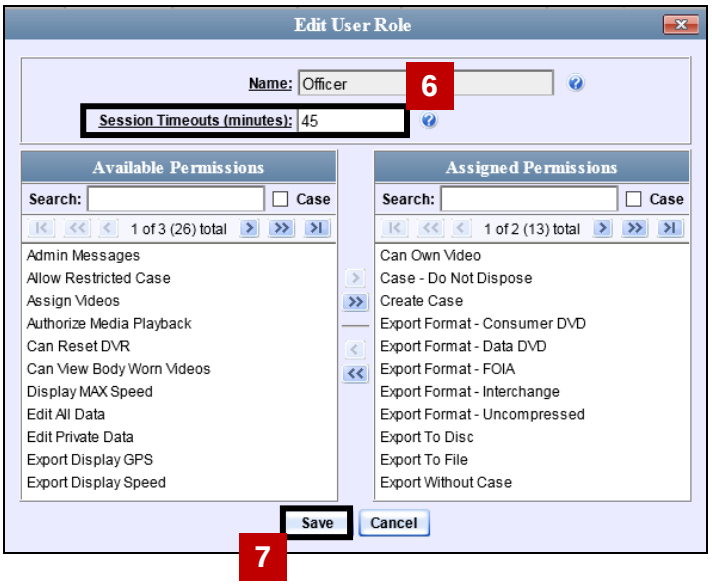
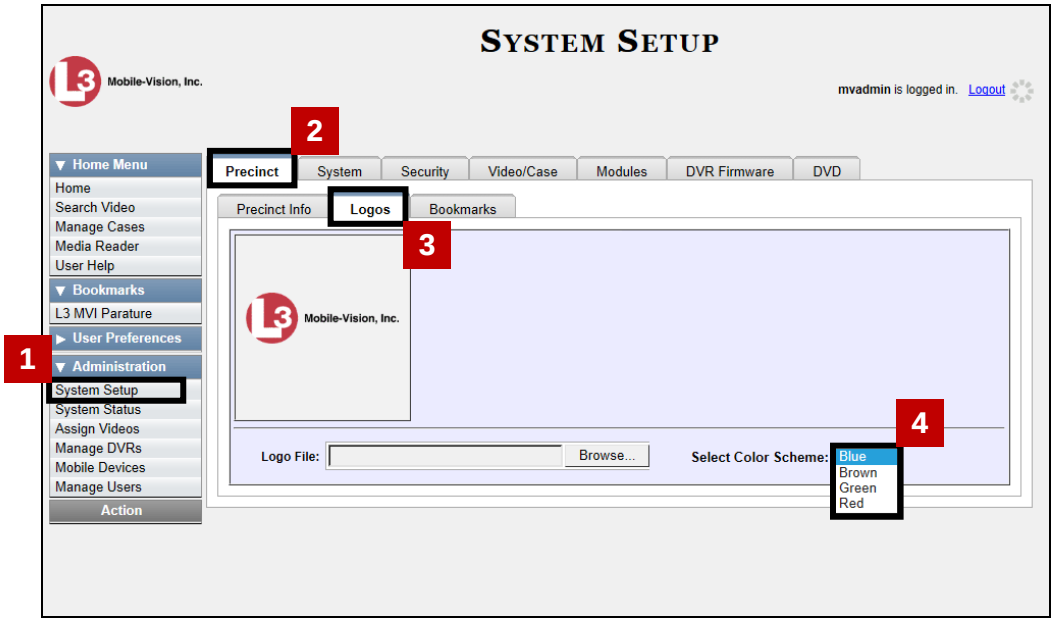


Changing the Application's Color Scheme

This section illustrates how to change the application's color scheme from the current color to *blue*, *brown*, *green*, or *red*.



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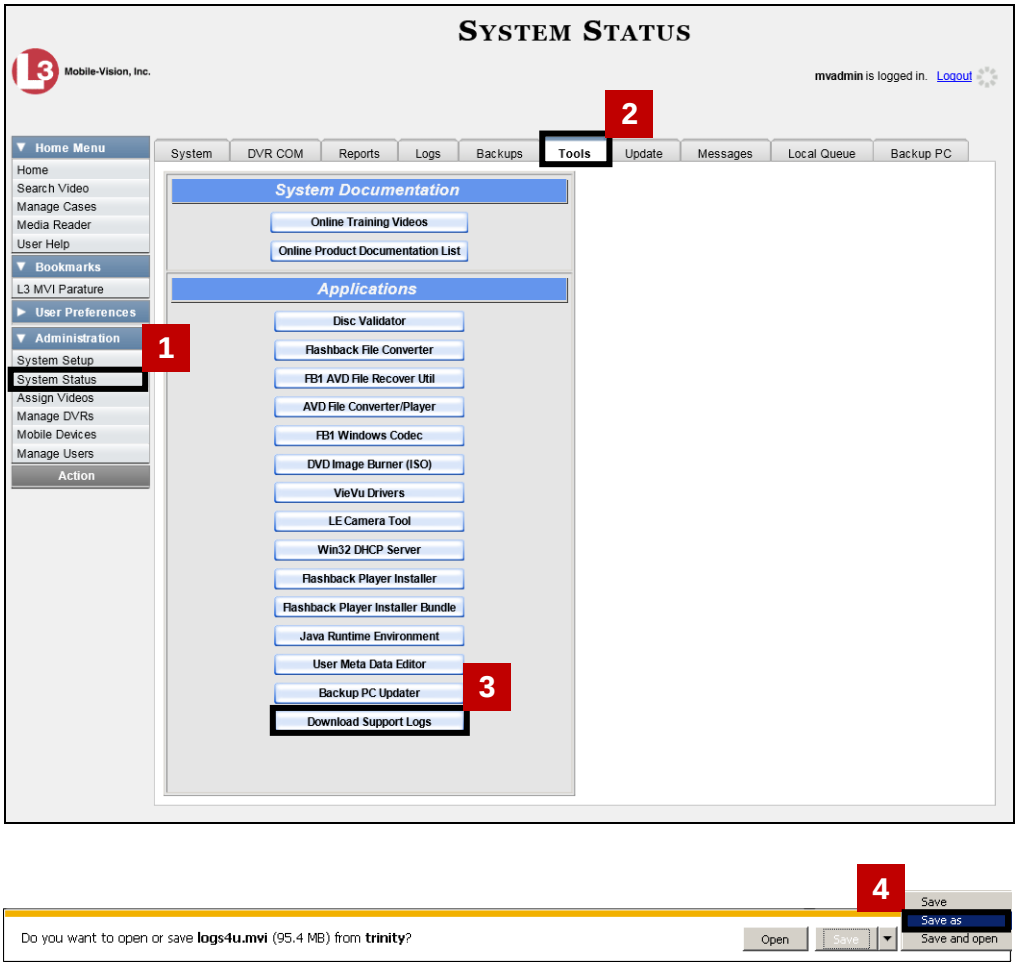
Downloading the Support Logs

This section illustrates how to download the logs that are used by L3 Mobile-Vision's Technical Support Engineers to troubleshoot technical problems. This procedure is only used by those customers who have no remote access whatsoever (i.e., your agency is unable or unwilling to allow our technical staff remote access to the DES server). Perform this task when instructed to do so by a Technical Support Engineer.



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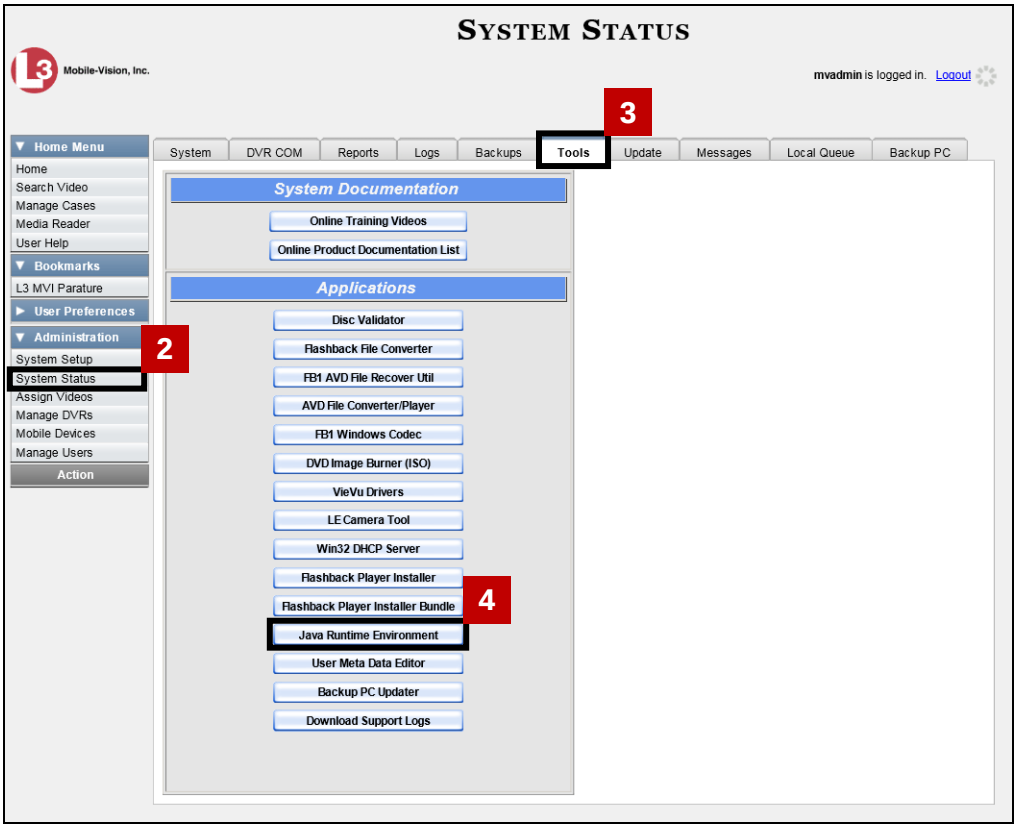
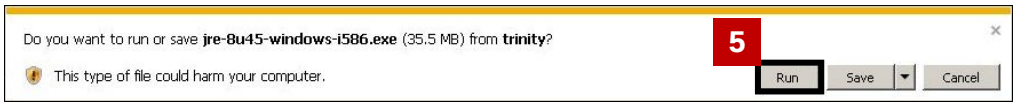
Downloading the Java Runtime Environment (JRE) Application

The Java Runtime Environment (JRE) application is required on workstations to perform certain functions, such as playing video, manually uploading files, and performing system updates. A download of this application is provided within DES as a convenience.

1 Save and close any open PC files or applications other than DES.





(Continued)

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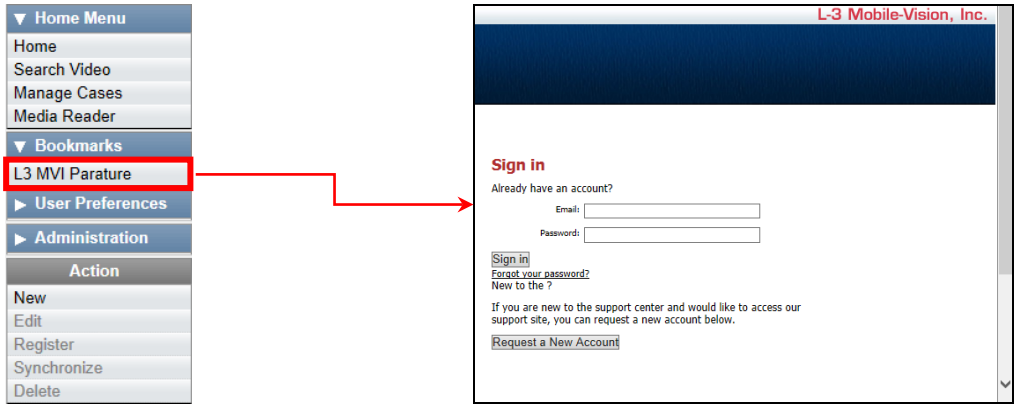
7 Follow the Java system prompts to complete the installation, then logout of the application and reboot your PC.

Maintaining Bookmarks

A bookmark is a link to a website. By default, DES comes with one bookmark that when clicked on, will take you to our Online Support Center's login page. This link displays under the *Bookmarks* column on the Main Menu.



If desired, you may wish to set up some agency-defined links as well. Doing so will provide you with quick and easy access to frequently used websites. You can display up to five links on the Main Menu, including the *L3 MVI Parature* link.

For specific instructions, see:

- ❒ Adding a Bookmark, next page
- ❒ Changing a Bookmark, page 190
- ❒ Deleting a Bookmark, page 191.

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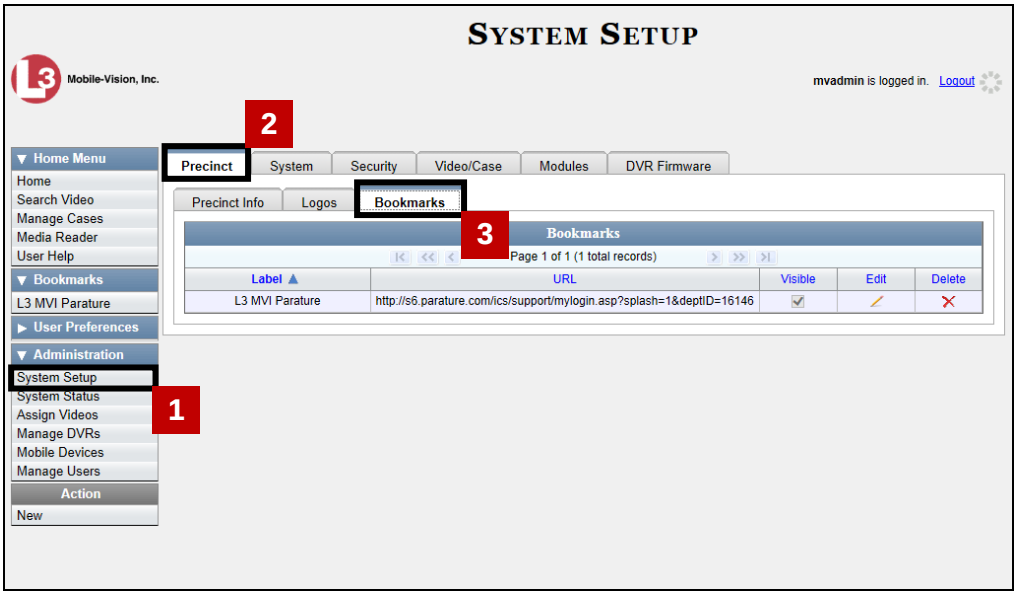
Adding a Bookmark

This section illustrates how to add a new bookmark link, which will display in the *Bookmarks* column on the Home page. For more on bookmarks and how they are used in the DES application, see the previous section, "Maintaining Bookmarks."



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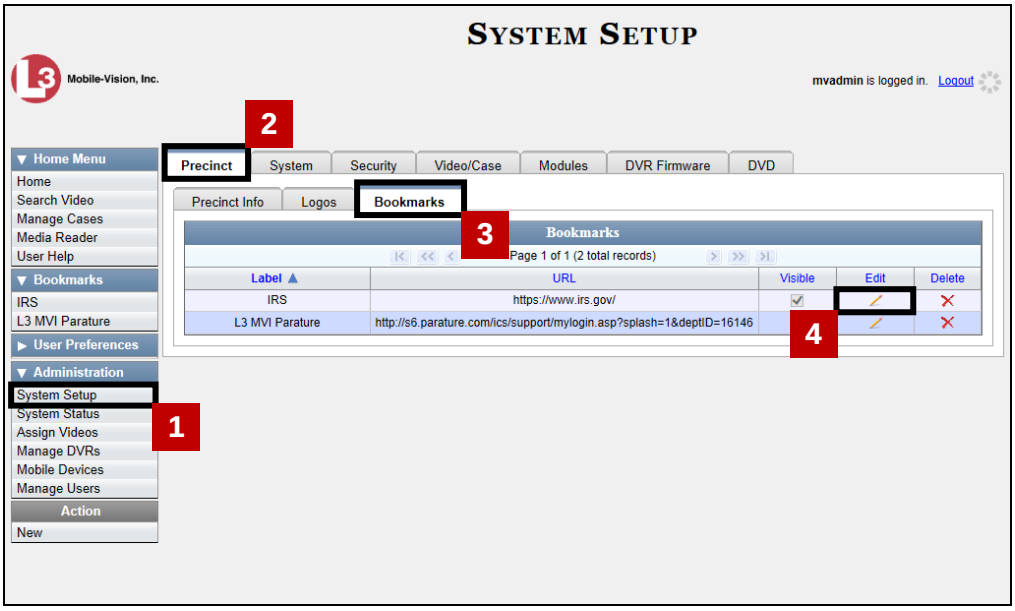
Changing a Bookmark

This section illustrates how to update an existing bookmark link. For more on bookmarks and how they are used in the DES application, see “Maintaining Bookmarks” on page 188.



Enter/select your changes

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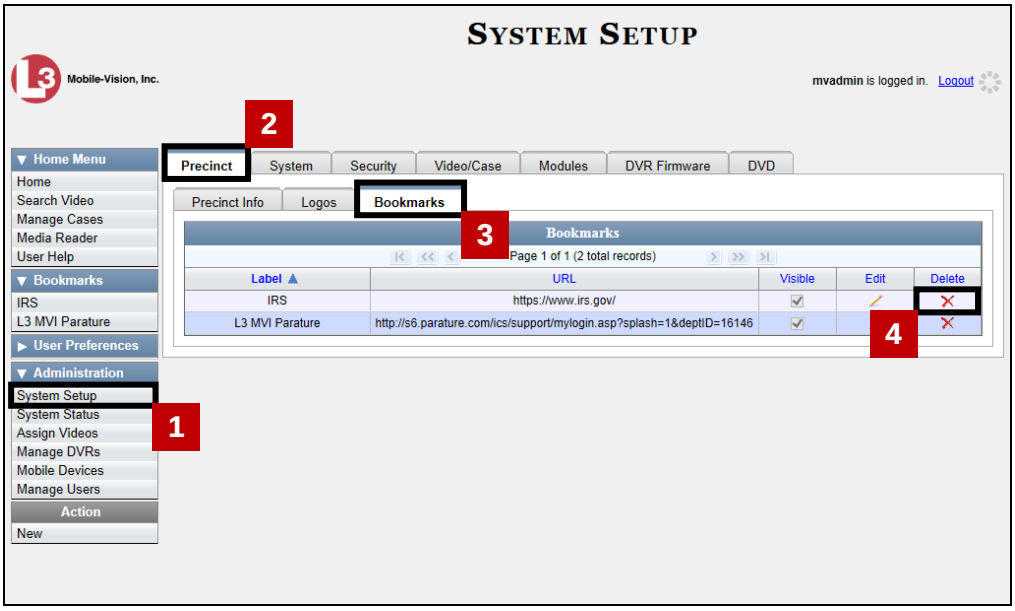
Deleting a Bookmark

This section illustrates how to delete a bookmark link so that it no longer displays in the *Bookmarks* column on the Home page. For more on bookmarks and how they are used in the DES application, see "Maintaining Bookmarks" on page 188.



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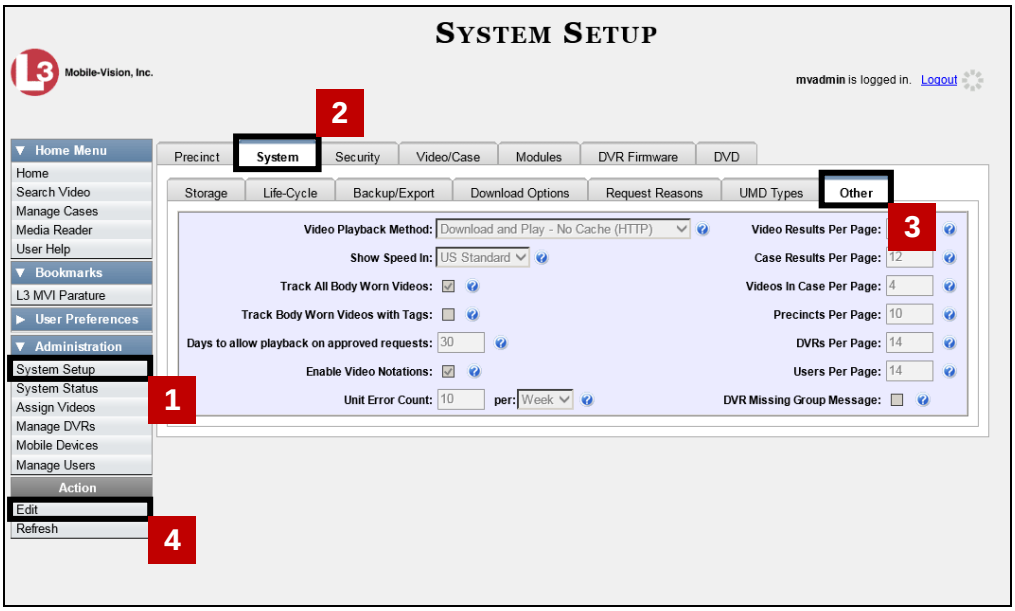
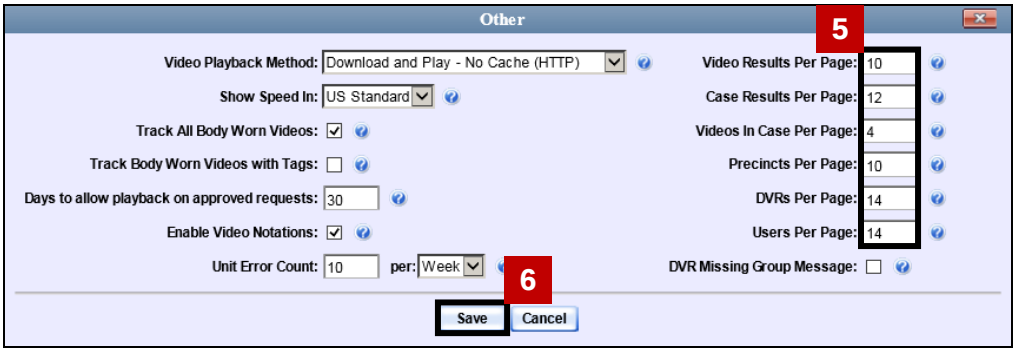
Changing the Number of Rows Per Page

Whenever you search for or display certain records (videos, cases, DVRs, etc.), a certain number of records will display by default, such as six rows per page for videos. If desired, you may increase or decrease these defaults, as described in this section.





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Security

User Roles

DES includes a security feature called *user roles*. A user role is simply a group of permissions that you can assign to one or more users. When a user logs in to DES, the system will grant him access to the various system functions according to his assigned user role. If desired, you may also grant certain users access to additional permissions above and beyond what is included in their assigned user role. For example, if you want only one of your officers to be able to burn Consumer DVDs, you might assign that user the role of *Officer* **and** two additional permissions: *Consumer DVD Format*, and *Burn to Disk*.

Password Rules

To further enhance your application security, DES also allows you to define the rules that apply to a user password. These include password length, password complexity, and the number of logon attempts allowed before the system disables a password.

For more information, see:

- Assigning Permissions, below
- Defining Password Policies, page 200.

Assigning Permissions

Users are granted access to various system functions by assigning them a *user role*. There are two types of user roles: *system-defined* and *custom*.

For more information, see:

- System-Defined User Roles, below
- Custom User Roles, page 195
- Assigning Permissions to a User, page 199.

System-Defined User Roles

System-Defined User Roles are the pre-defined user groups that come standard with DES. These include:

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

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

For more information, see:

- Changing the Settings for a System-Defined User Role, next page
- Restoring a System-Defined User Role to its Default Settings, page 195.

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Changing the Settings for a System-Defined User Role

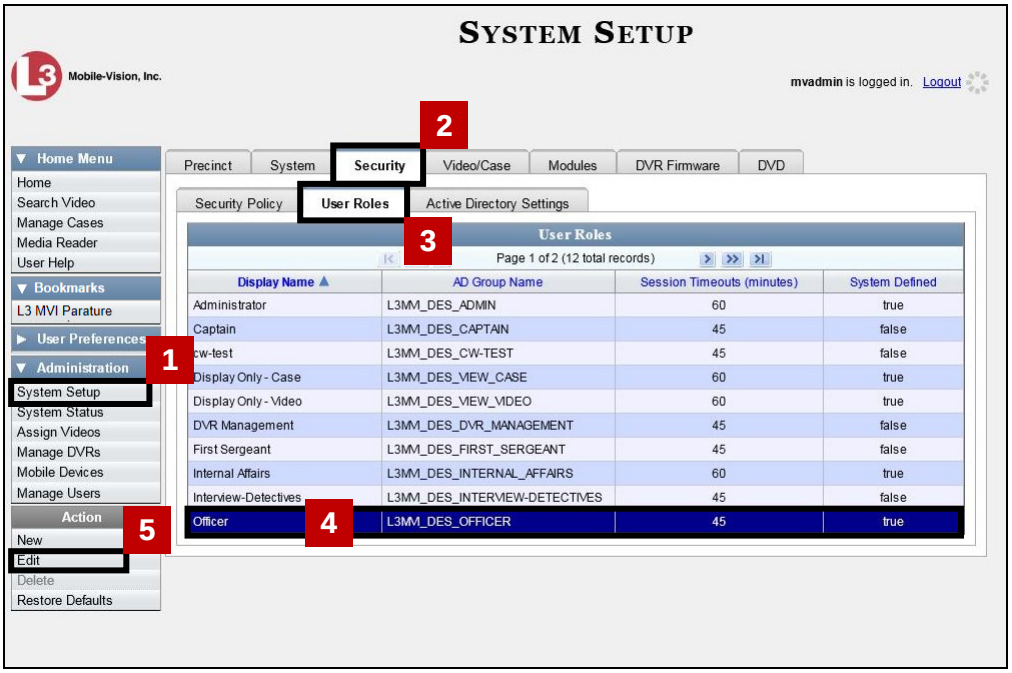
This section illustrates how to change the default settings for one of the predefined user roles that come with DES:

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

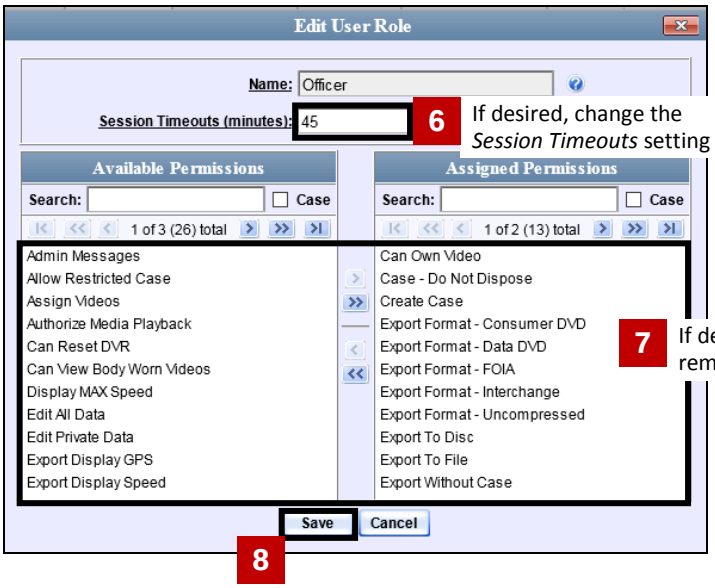
You can change a user role's *session timeout setting* and/or its *permissions*, as described below.

- *Session Timeout*. The *session timeout* setting is the number of idle-time minutes that must pass before the system automatically logs a user off the system. If a user type will be performing time-intensive tasks, such as restoring cases or manually uploading videos, it's recommended that you set their session timeout to a *minimum* of 60 minutes.
- *Permissions*. A user role's *permissions* determine what system functions a user will or will not be able to access. You can add/remove any number of permissions to/from a selected user role. For a list of permissions, see "Permissions for User Roles" in the Security chapter of your DES Administrator's Guide.

Please note that you cannot change the name of a system-defined user role. If the predefined names do not meet your agency's needs, see "Adding a Custom User Role" on page 196 instead.

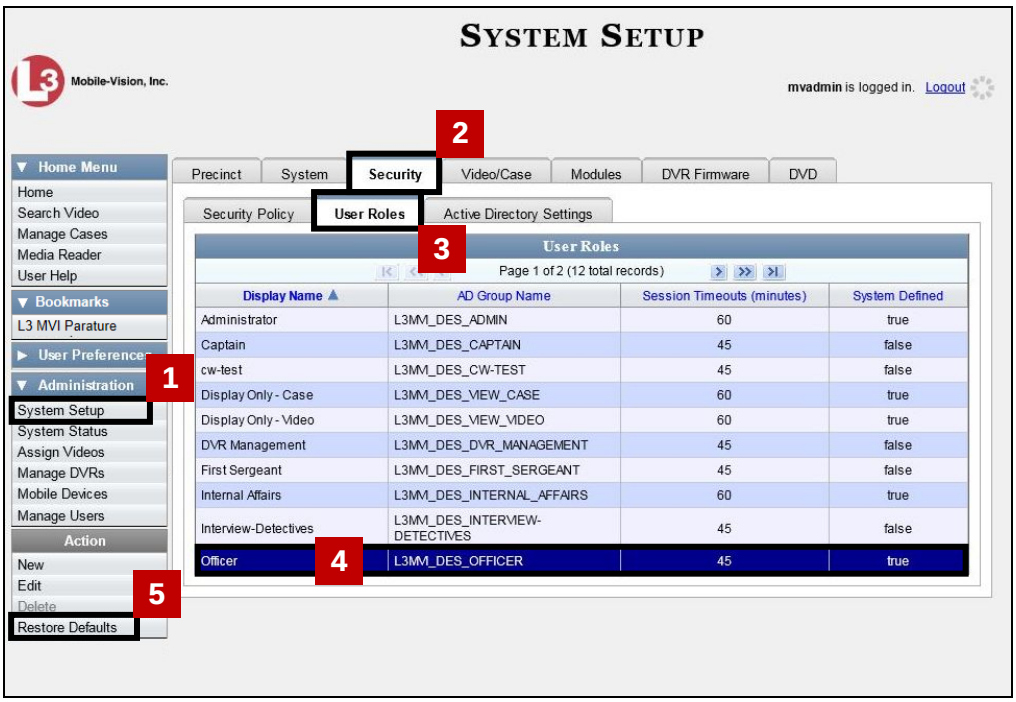


This document consists of general capabilities information that is not defined as controlled technical data under ITAR part 120.10 or EAR



Restoring a System-Defined User Role to its Default Settings

This section illustrates how to restore a system-defined user role to its original factory settings. Perform this task if you previously changed the settings for a system-defined user role, but you now wish to restore that user role to its default settings.



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Custom User Roles

A *custom* user role is a group of permissions that has a unique name, that is, a name which differs from the seven default names*. As with system-defined user roles, you can add or remove permissions from custom user roles as desired. For a list of permissions, see "Permissions for User Roles" in the Security chapter of your DES Administrator's Guide.

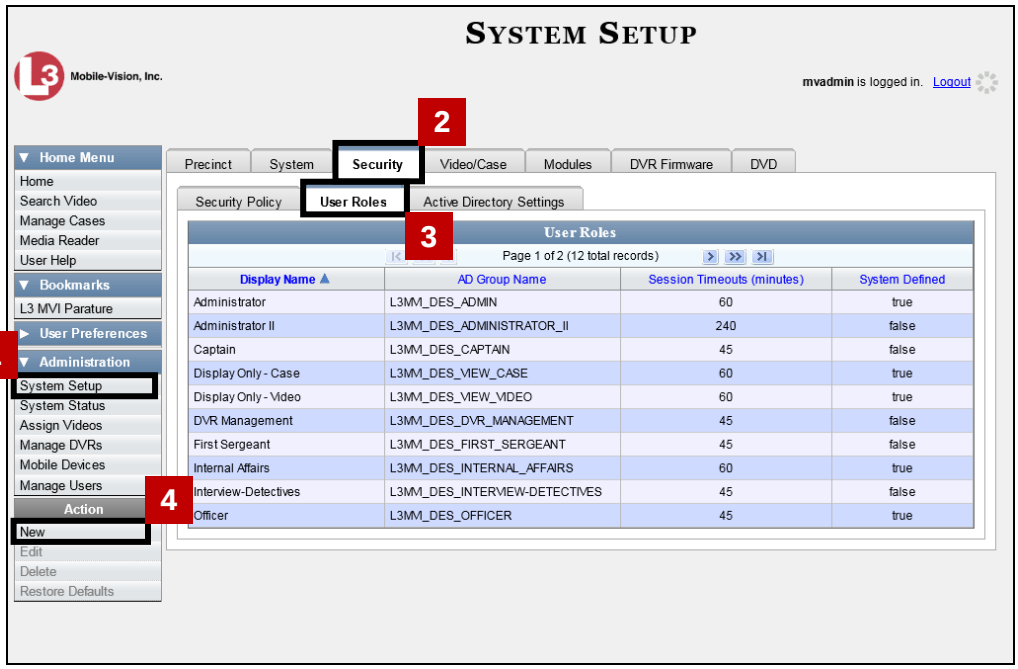
For specific instructions, see:

- ❒ Adding a Custom User Role, below
- ❒ Changing a Custom User Role, next page
- ❒ Deleting a Custom User Role, page 198.

Adding a Custom User Role

This section illustrates how to create a new user role. For more on user roles, see page 193 and/or "Custom User Roles" above.

Perform this task when you wish to create a user role that has a *unique name*. Otherwise you can simply customize the system-defined user roles that come with DES, as described in "Changing the Settings for a System-Defined User Role" on page 194.



* Officer, View-only Case, View-only Video, Supervisor Lvl 1, Supervisor Lvl 2, Internal Affairs, and System Administrator

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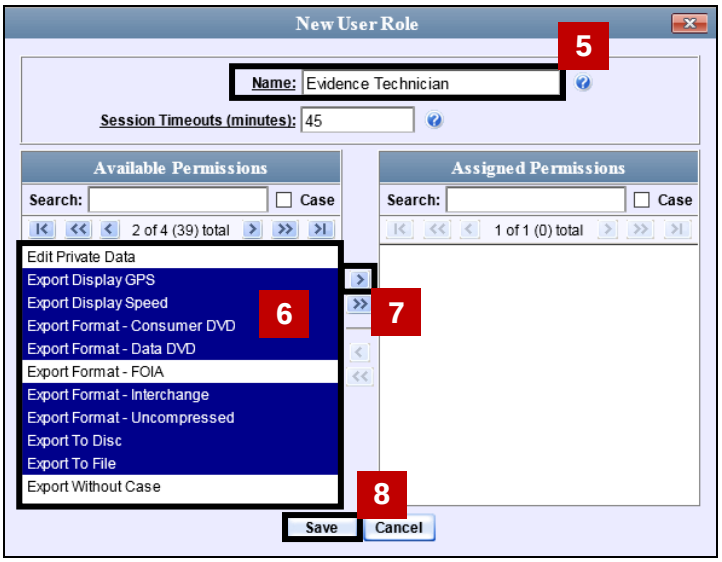
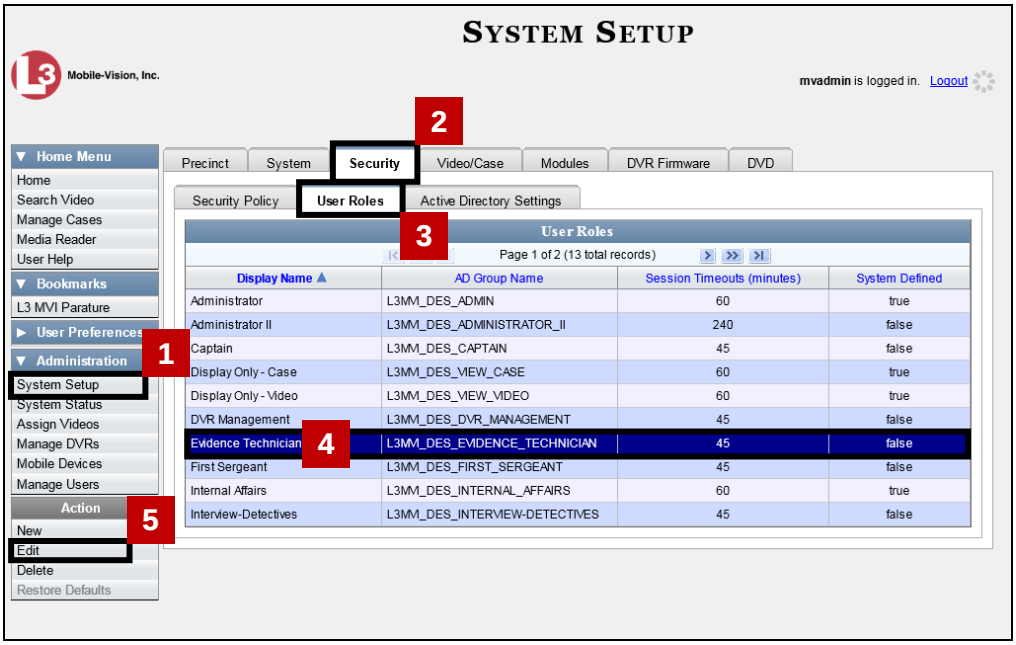


Changing a Custom User Role

This section illustrates how to update a custom user role. You can change the following information:

- *User Role Name*
- *Session Timeout*. The *session timeout* setting is the number of idle-time minutes that must pass before the system automatically logs a user off the system.
- *Permissions*. A user role's *permissions* determine what system functions a user will or will not be able to access. You can add/remove any number of permissions to/from a selected user role. For a list of permissions, see "Permissions for User Roles" in the Security chapter of your DES Administrator's Guide.

For more on user roles, see page 193 and/or "Custom User Roles" on page 195.



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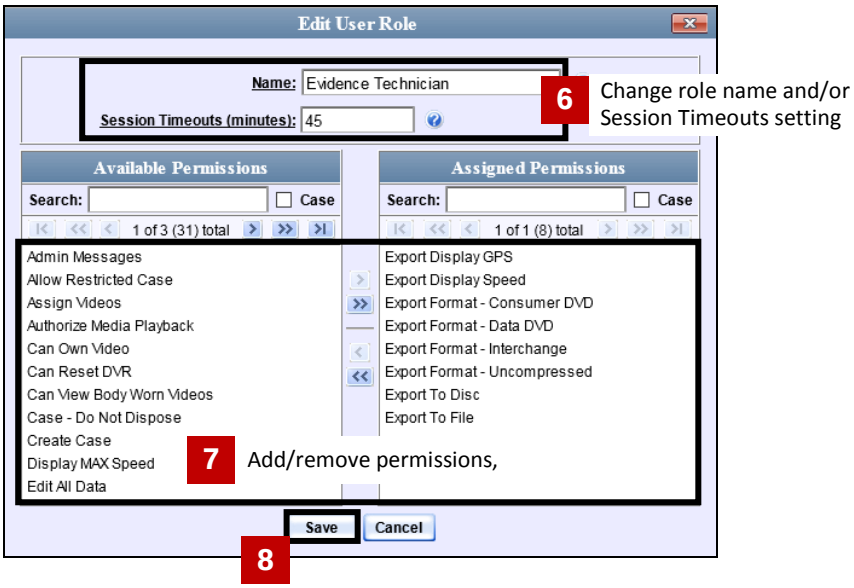
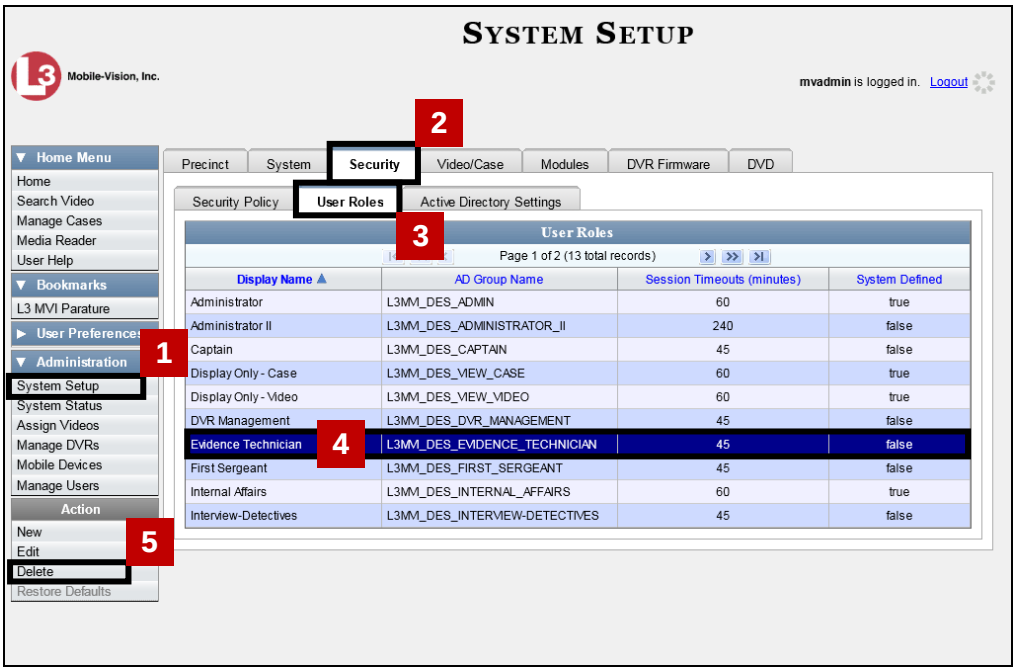


Deleting a Custom User Role

This section illustrates how to delete a custom user role that is not currently assigned to any users. If the user role you wish to delete *is* currently assigned to one or more users, you will have to change each user's role assignment first before you can perform this procedure.

For more information, see "Changing a User" on page 204.



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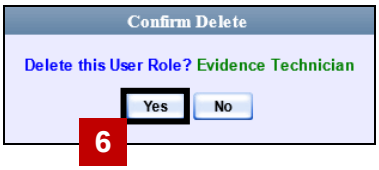
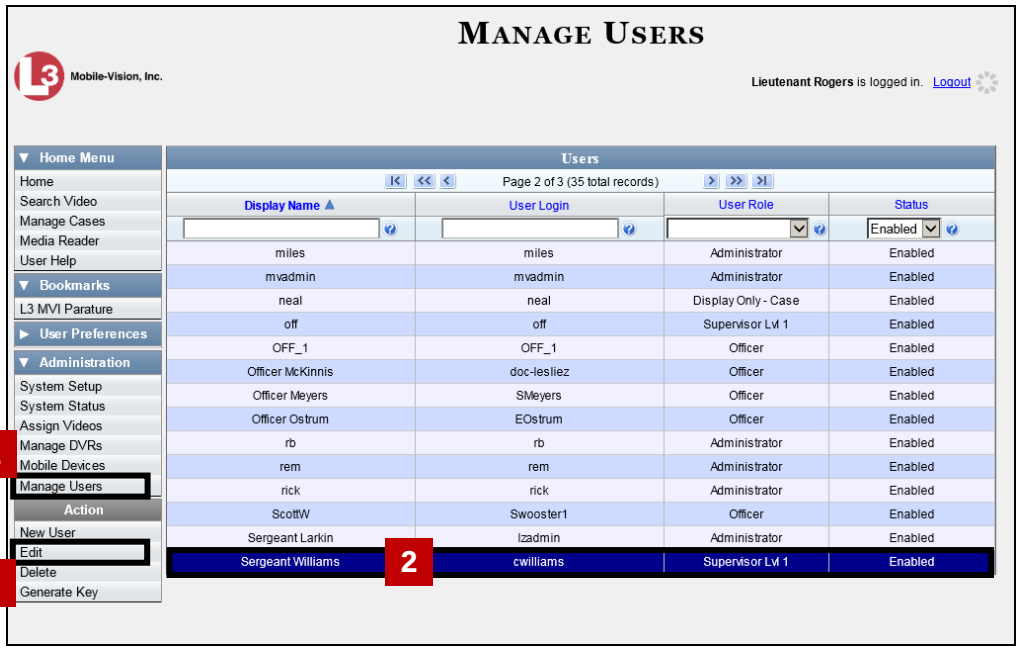
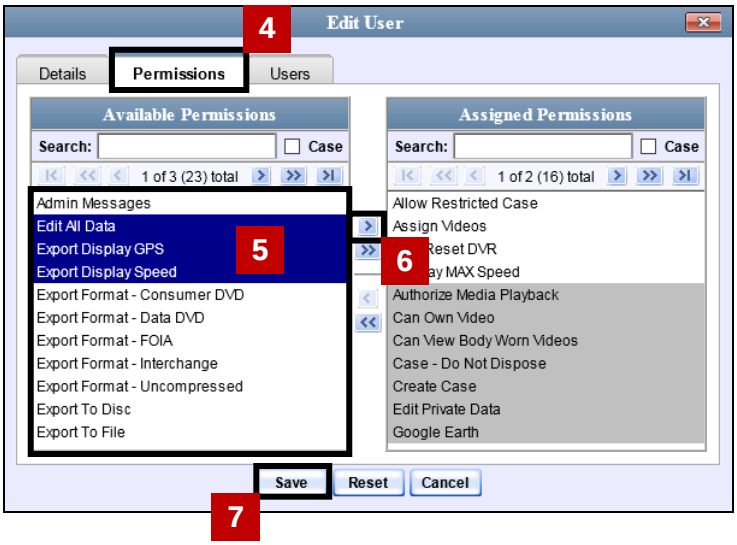


Assigning Permissions to a User

There are two ways in which you can assign permissions to a user. First, you can assign permissions at the same time you create a user. This method is described in “Adding a User” on page 202. Secondly, you can assign permissions by changing an existing user’s *role* and/or granting additional permissions to a user on an ad-hoc basis, as illustrated below.





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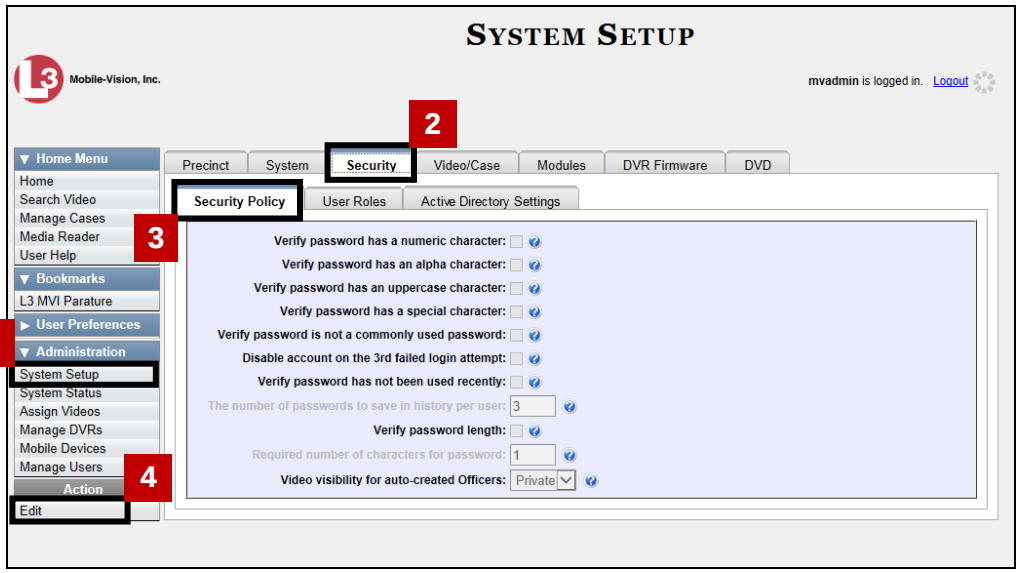
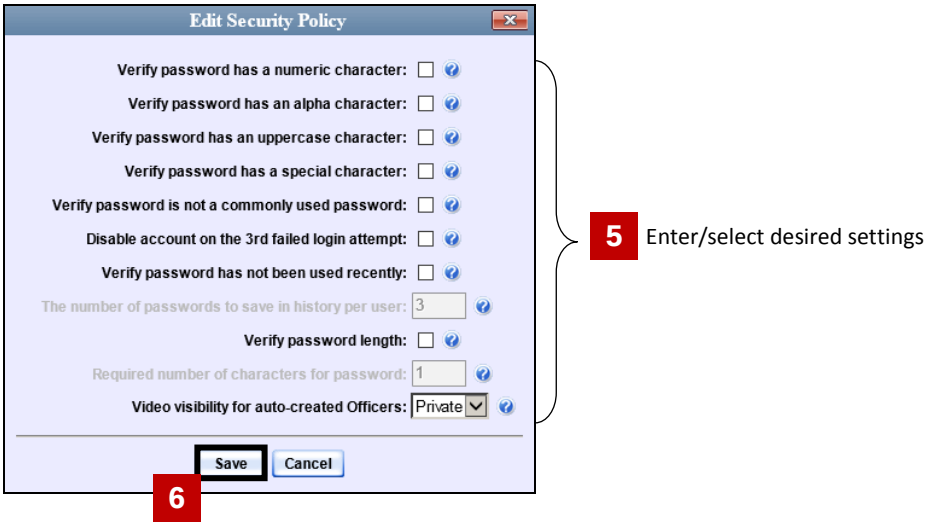
Defining Password Policies

This section illustrates how to define the rules that apply to a user password. These include password length, password complexity, and the number of login attempts allowed before the system disables a password.





For a detailed description of these security options, refer to the “Security” chapter of your DES Administrator’s Guide.

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Users

There are two methods for entering and maintaining user records in DES: *directly*, as described in "Maintaining Users in DES" on the next page, or through your agency's existing internal network, as described in "Using Active Directory," beginning on page 205.

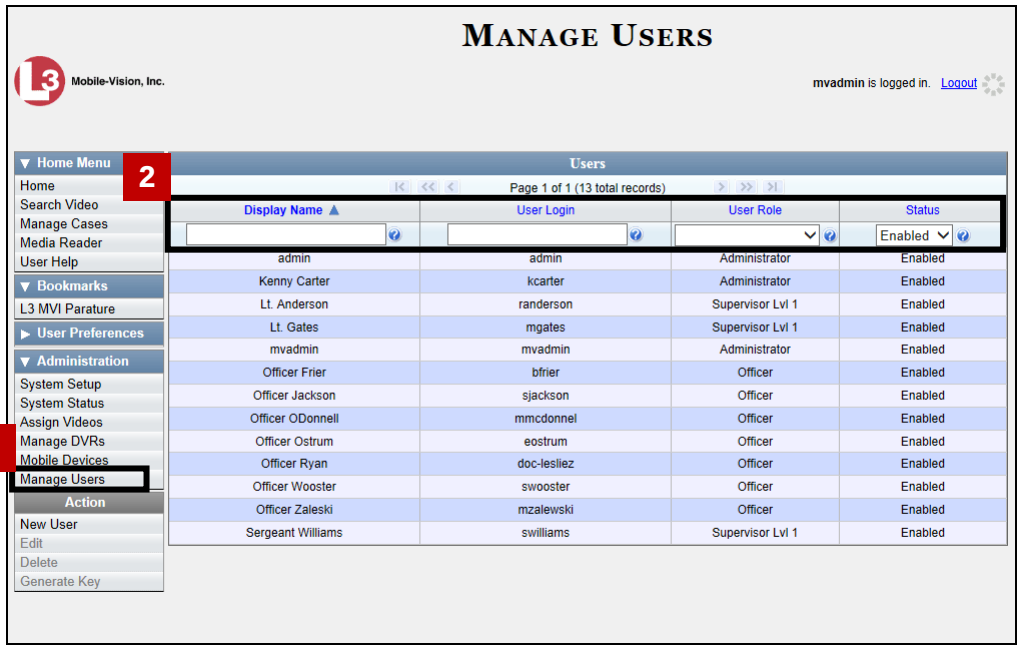
The Active Directory Integration feature enables you to integrate DES with your agency's existing Windows Active Directory or Novell eDirectory. This feature allows for a single password authentication with your agency's internal network, eliminating the need to maintain two sets of User IDs and passwords. It also allows you to import existing network users into the system. If you choose to use this feature, your System Implementation Specialist (SIS) will assist you in setting up your Active Directory. After that, you only have to update the user list periodically as needed.

For more information, see:

- ❒ Searching for a User, below
- ❒ Maintaining Users in DES, next page
- ❒ Using Active Directory, page 205.

Searching for a User

This section illustrates how to search for an existing user record by one or more of the following fields: *Display Name*, *User Login*, *User Role*, and/or *Status*.



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Maintaining Users in DES

This section illustrates how to add, change, and/or delete user records in DES. These procedures only apply to those users who are *not* using the Active Directory Integration feature, which integrates DES with your agency's existing internal network. If your agency *is* using the Active Directory Integration feature, see "Maintaining Users in Active Directory" on page 206 instead.

For specific instructions, see:

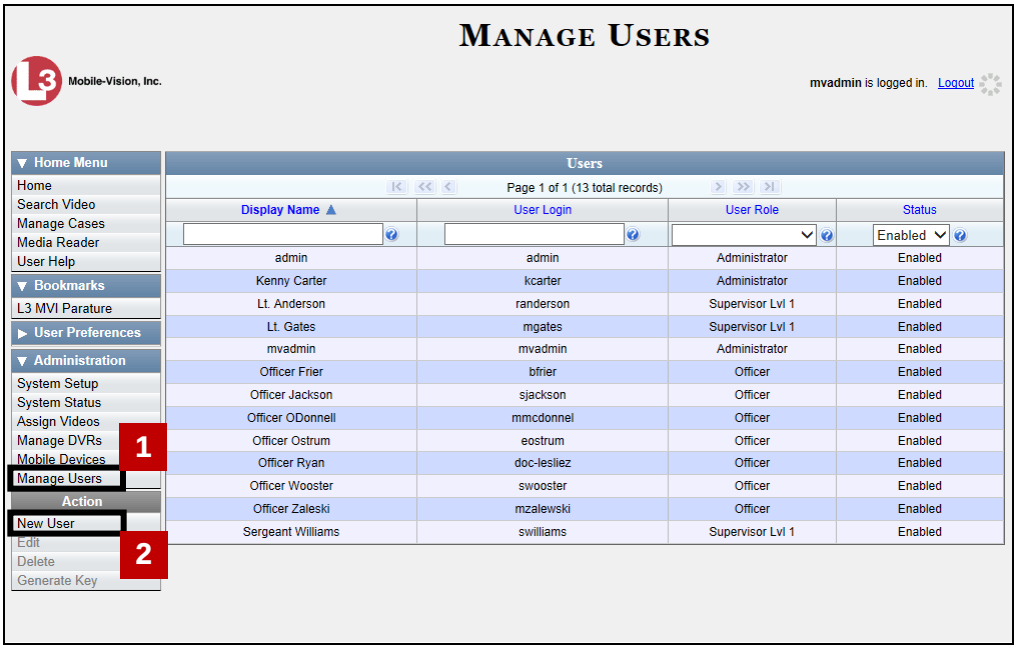
- ❒ Adding a User, below
- ❒ Changing a User, page 204
- ❒ Deleting a User, page 205.

Adding a User

This section illustrates how to enter a new user record in DES. If your agency is using the Active Directory Integration feature, see "Maintaining Users in Active Directory" on page 206 instead.

Before you add users for the first time, it's important to define your user roles. For more information, see "Assigning Permissions" on page 193.

NOTE: If the new user will be uploading VIEVU Model LE2 videos, they must be a non-Admin user (such as *Supervisor Lvl 1* or *Supervisor Lvl 2*) whose *DVR Officer Name* field is populated and who is assigned the *Media Reader* permission.



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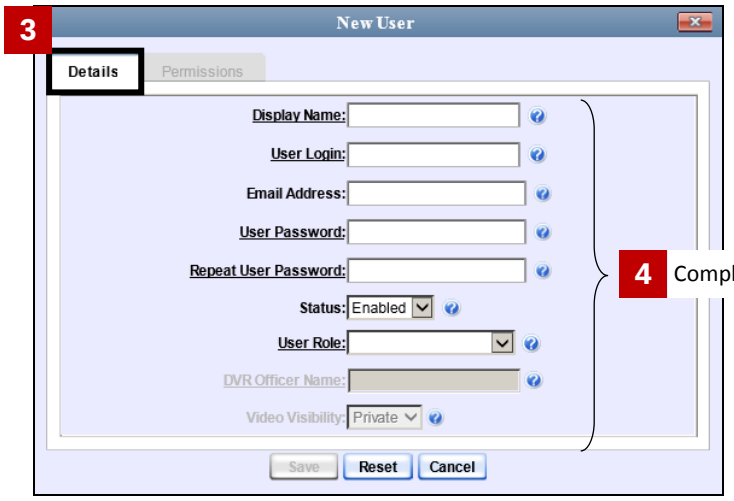

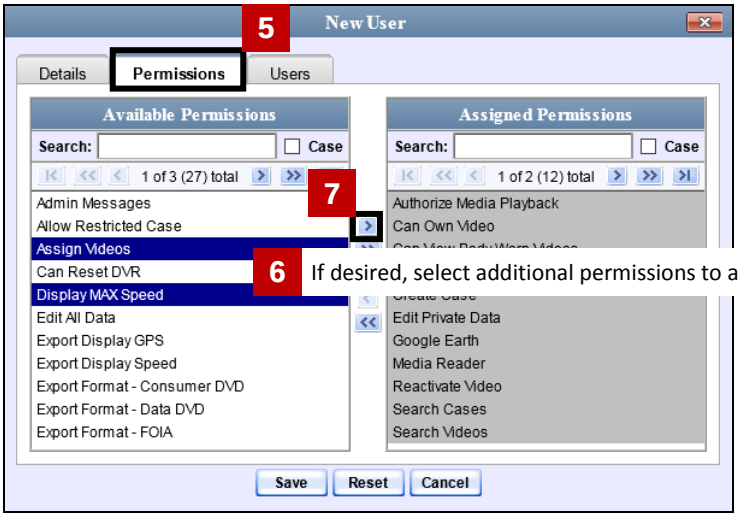

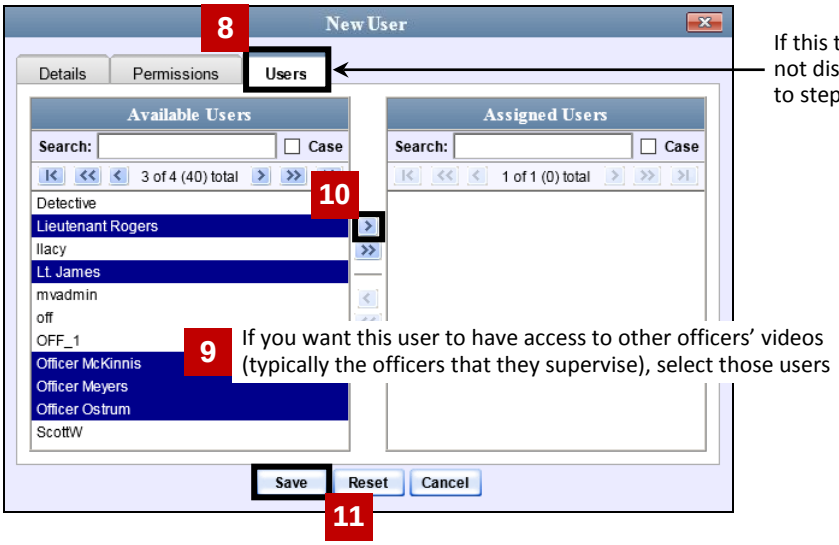

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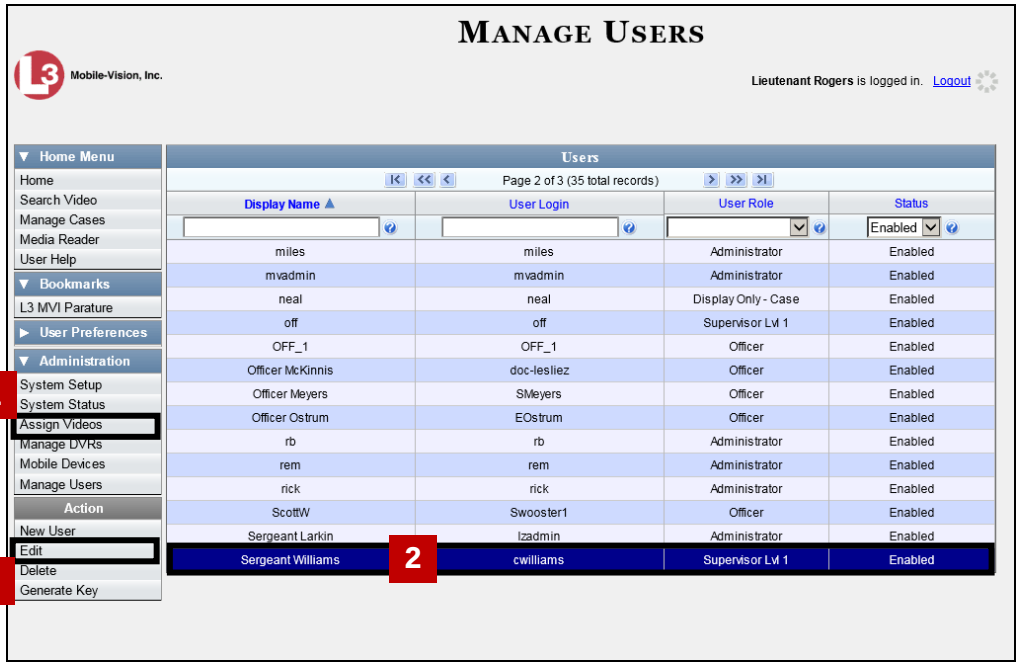
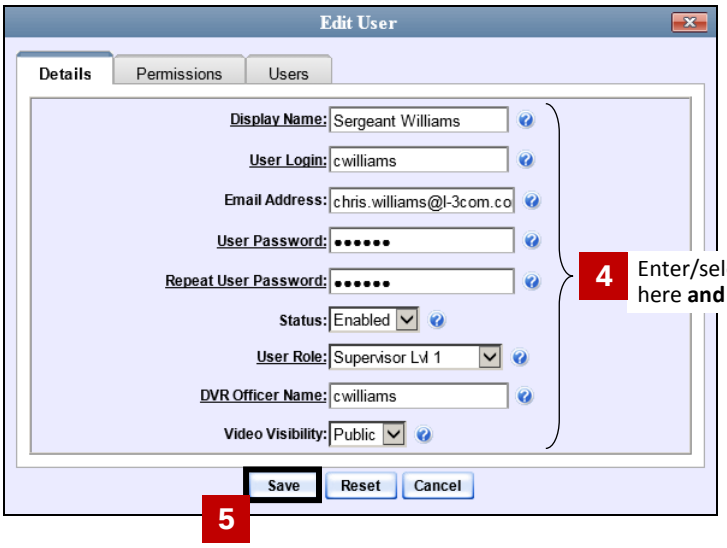
Changing a User

This section illustrates how to change an existing user record in DES. If your agency is using the Active Directory Integration feature, see "Maintaining Users in Active Directory" on page 206 instead.





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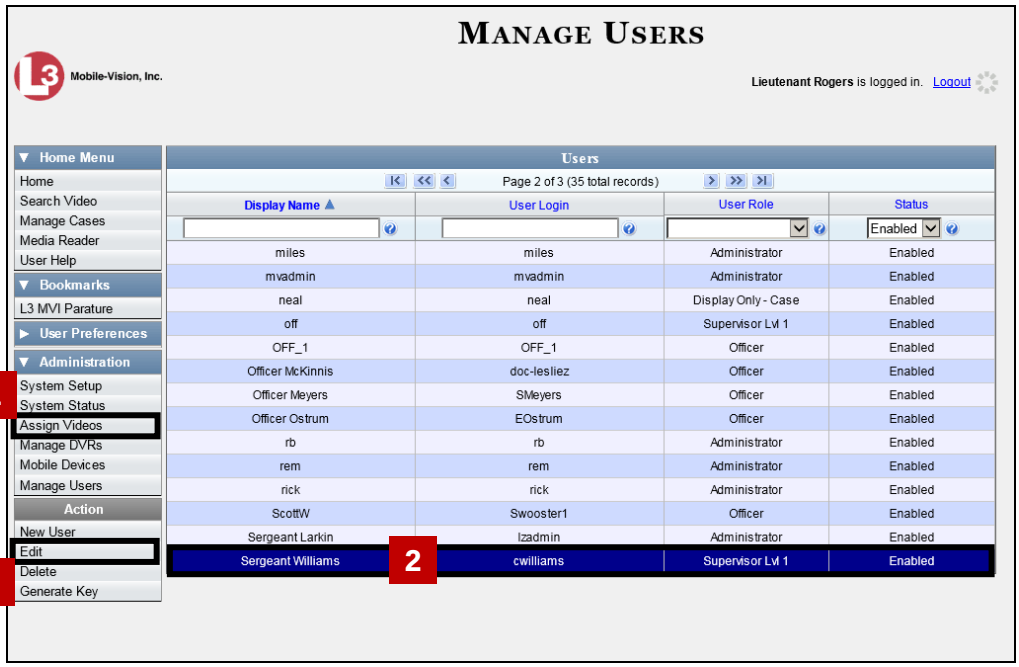
Deleting a User

This section illustrates how to delete an existing user record in DES. If your agency is using the Active Directory Integration feature, see "Maintaining Users in Active Directory" on page 206 instead.

NOTE: If a user owns video or has any activity logs, they cannot be deleted.



Using Active Directory

If desired, you can link DES to your agency's existing Windows Active Directory or Novell eDirectory. This feature, called *Active Directory Integration*, allows for a single password authentication with your agency's internal network, eliminating the need to maintain two sets of User IDs and passwords. This feature also allows you to import existing network users.

Your System Implementation Specialist (SIS) will assist you in setting up your Active Directory for the first time. After that, you only have to update the user list as needed.

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For more information, see:

- Maintaining Users in Active Directory, below
- Updating the Active Directory Settings, page 209.

Maintaining Users in Active Directory

There are two methods for updating the Active Directory user list:

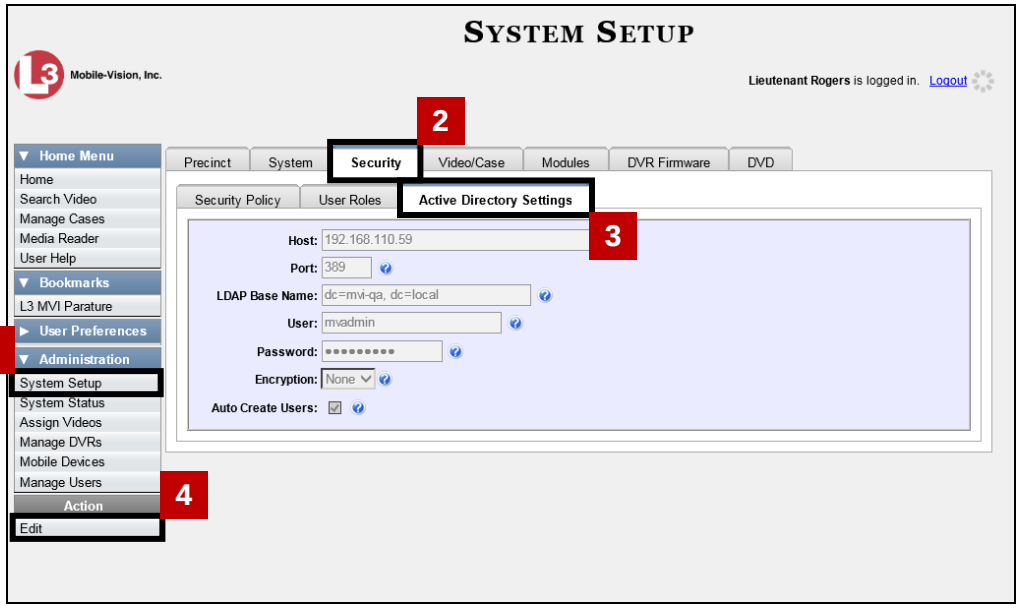
- *Method 1: Auto-Create Users Upon Login*. This method will automatically create a new user record in DES whenever a new user logs into DES for the first time. This method is fully automated. It is the "set it and forget it" option.
- *Method 2: Manually Add Users En Mass*. This method is used to manually update your user list on a periodic basis.

For specific instructions, see:

- Method 1: Auto-Creating Active Directory Users Upon Login, below
- Method 2: Manually Adding Active Directory Users En Mass, next page.

Method 1: Auto-Creating Active Directory Users Upon Login

This section illustrates how to set up the system so that it automatically creates a new user record in DES whenever a new user logs in for the first time. This procedure only applies to those customers who are using the Windows Activity Directory feature.



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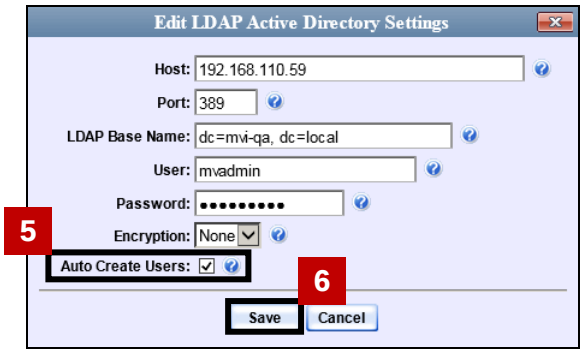
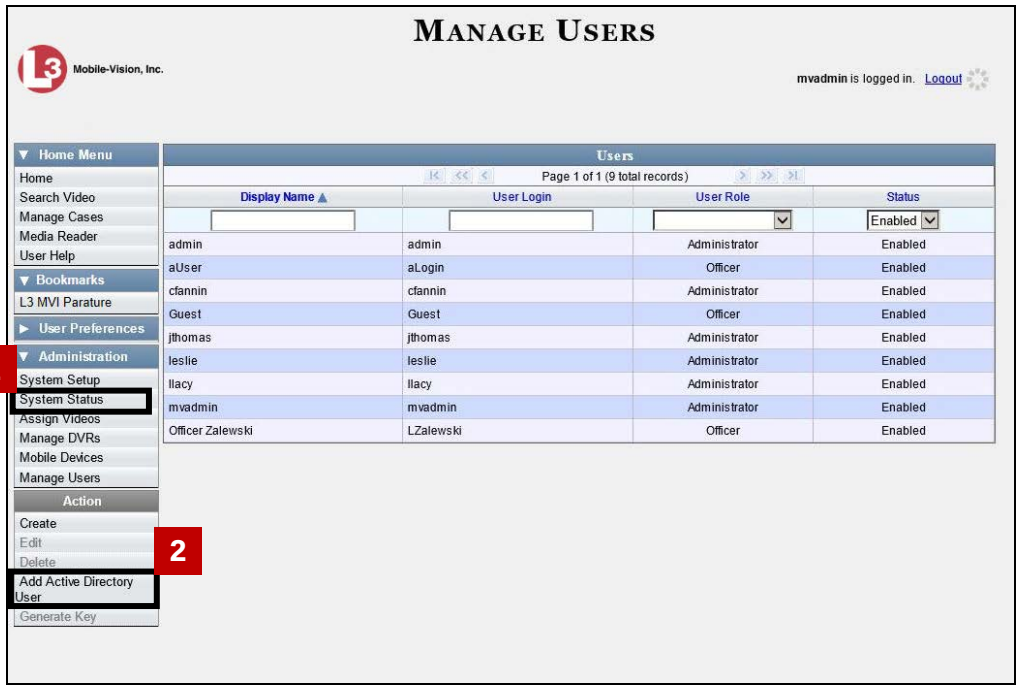


Method 2: Manually Adding Active Directory Users En Mass

This section illustrates how to manually update your user list on a periodic basis. This procedure only applies to those customers who are using the Active Directory Integration feature.



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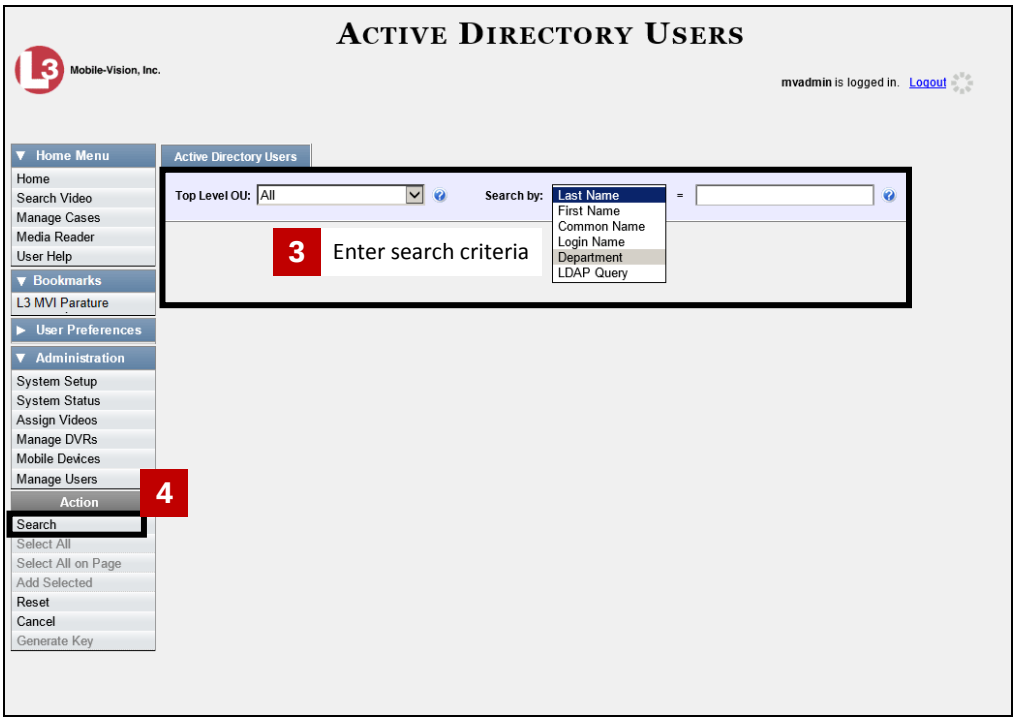

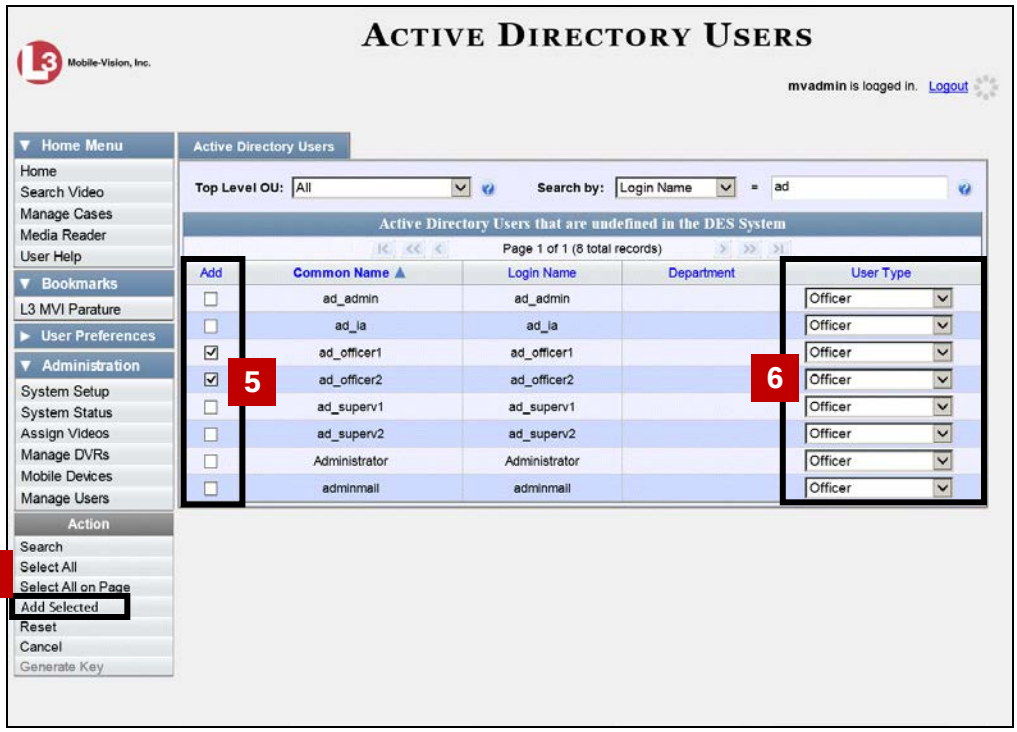

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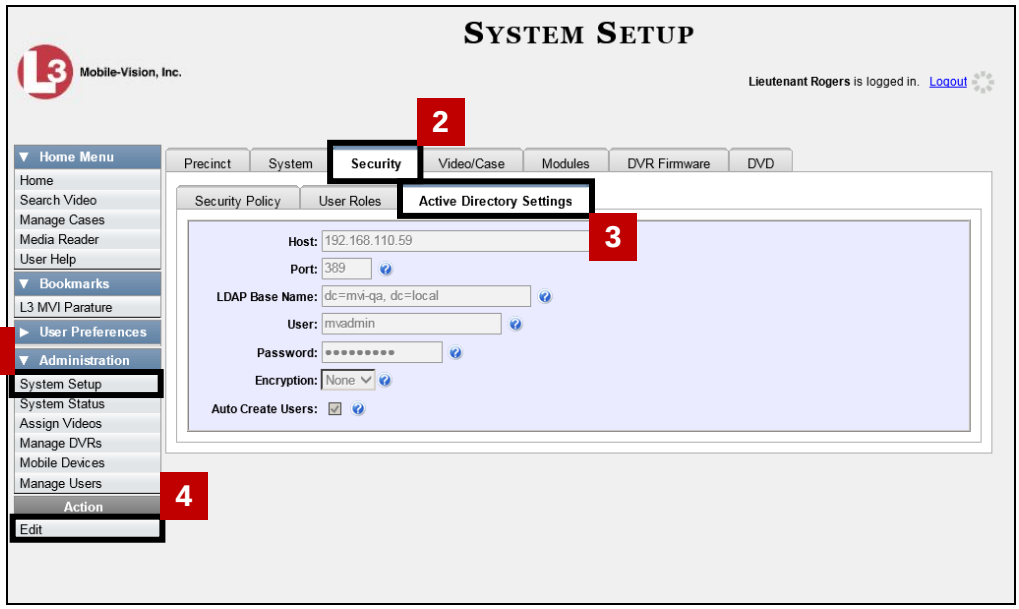
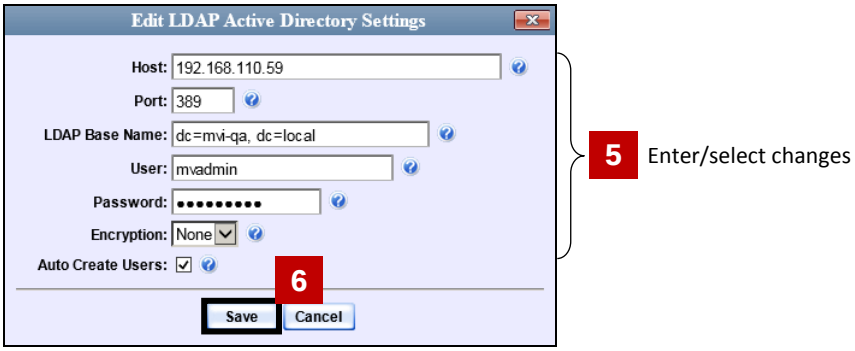
Updating the Active Directory Settings

This section illustrates how to update your Active Directory settings.





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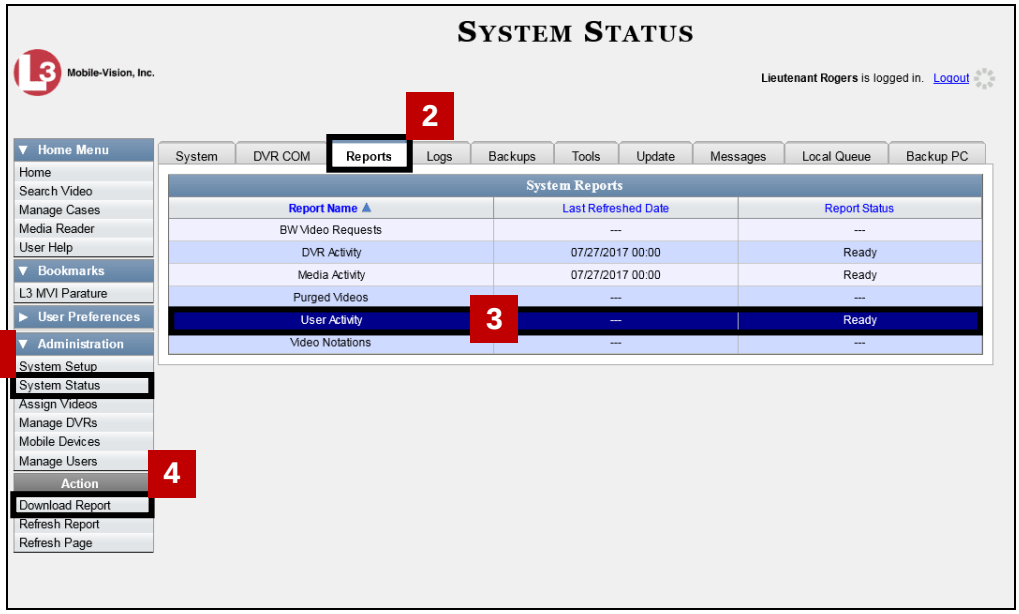
Exporting User Activity to a Spreadsheet

This section describes how to export all your user activity to a spreadsheet for use with another application, such as a custom reporting tool. This is referred to as the *User Activity* report. It includes information such as which users logged in/out of the system, played video, edited a case, etc. The system automatically updates this report once every day.



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