



MOTOROLA SOLUTIONS

VideoManager 15.1

User Guide

This document is intended to serve as a reference to administrators when using basic VideoManager features.

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Intended purpose This document is intended to serve as a reference to administrators when using basic VideoManager features.

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Conventions This document uses the following conventions:

Convention	Description
► For more information...	A cross-reference to a related or more detailed topic.
[]	Text enclosed in square brackets indicates optional qualifiers, arguments or data.
<>	Text enclosed in angle brackets indicates mandatory arguments or data.

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Safety notices



Indicates a hazardous situation which, if not avoided, could result in moderate injury, damage the product, or lead to loss of data.



Additional information relating to the current section.

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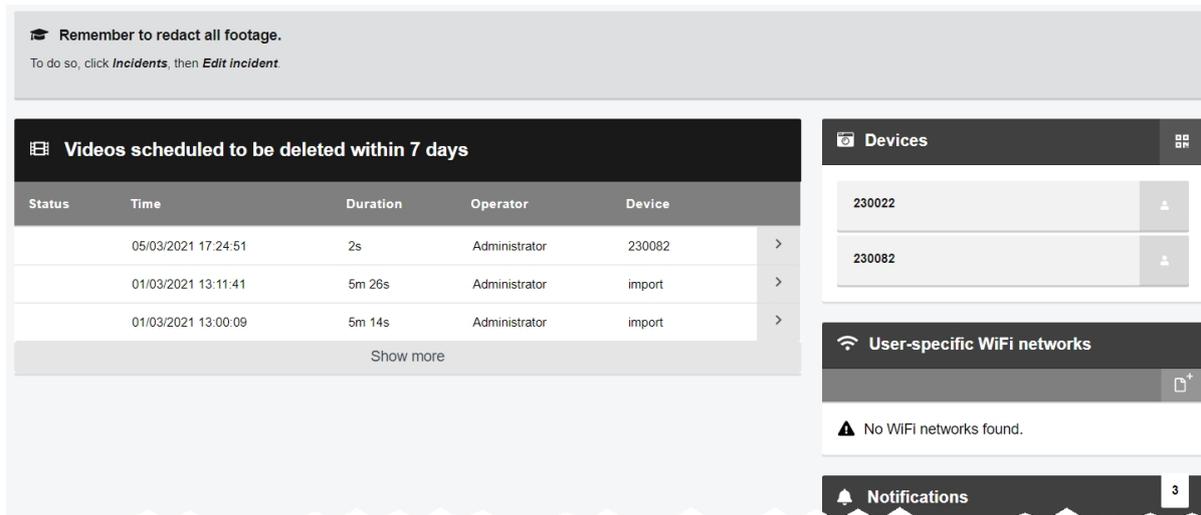
1 Welcome to VideoManager

Thank you for choosing Motorola Solutions VideoManager as your aggregator of evidential-ready footage. VideoManager is designed as an intuitive browser-based system, requiring minimal training.

If you cannot see aspects of the User Interface (UI) or perform certain actions, it is probably because you do not have sufficient permissions to do so. If this is the case, please contact Motorola Solutions support or speak to your system administrator for further instructions.

2 Home

When the user logs in, the first tab they will see is their  **Home** tab. This provides a summary of the information and footage available to the user on VideoManager.



The following information is displayed:

- **Videos scheduled to be deleted within {0} days** - this pane lists all videos owned by the logged-in user which are scheduled to be deleted within a certain time frame, as dictated by the deletion policy.

This is only visible if the logged-in user is in a role which has the **View videos scheduled to be deleted on dashboard** permission enabled.

- **Recent videos** - this pane gives details about the videos most recently downloaded from a body-worn camera. The user can navigate to a chosen video for more details and editing functions.
- **Recently edited incidents** - this pane gives details about the most recently created and edited incidents. Users can navigate to a chosen incident for more details and editing functions.
- **Devices** - this pane shows which body-worn cameras have been assigned to the current user. Users can also create a QR code configuration for VT-series cameras, by clicking **Generate device config code**.
- **User-specific WiFi networks** - this pane shows any user-specific WiFi networks belonging to the user. They can also add a new user-specific WiFi network, by clicking **Add network**.

-  **Notifications** - this pane shows a list of event notifications from VideoManager. Users can click  **Clear** to dismiss the notifications. Possible notifications are as follows:

-  **{0} media shared with you** - media has been shared with the logged-in user or the logged-in user's group.

If the user clicks  **View**, VideoManager will display the media which has been shared.

-  **{0} media now owned by you** - a video/asset's **Owner:** field has been changed to the logged-in user or logged-in user's group.

If the user clicks  **View**, VideoManager will display the media which the user now owns.

-  **{0} incidents shared with you** - incidents have been shared with the logged-in user or the logged-in user's group.

If the user clicks  **View**, VideoManager will display the incident which has been shared.

-  **{0} incidents now owned by you** - incidents' **Owner:** fields have been changed to the logged-in user or logged-in user's group.

If the user clicks  **View**, VideoManager will display the incident which the user now owns.

-  **{0} media downloaded** - videos recorded by the logged-in user's body-worn camera have finished downloading to VideoManager.



*The number of notifications corresponds to the number of videos which have been downloaded, **not** the number of recordings. For example, if the body-worn camera captured one hour-long recording, but the body-worn camera's device profile was configured to split recordings up into 15-minute chunks, VideoManager would display 4 notifications - one for each video.*

If the user clicks  **View**, VideoManager will display the media which has just been added.

-  **You have exports ready for download** - the logged-in user's exports have finished processing and can be downloaded to the PC.

If the user clicks  **View**, VideoManager will display all export jobs. The most recent export jobs will be presented at the top of the list.

-  **{0} imports are ready** - the logged-in user's import jobs have finished processing.

If the user clicks  **View**, VideoManager will display the import jobs. The user can then click  **View assets**, and VideoManager will display the imported asset itself.

-  - if there are system warnings (e.g. if a licence is expiring within a week), they will be presented here. These notifications cannot be cleared.

If the user clicks  **View**, VideoManager will display the warnings.

-  **Your licence will expire on this date:** - when VideoManager's licence(s) will expire. This notification cannot be cleared.



*If VideoManager has multiple licences, information for the licence which will expire **first** is displayed here.*

-  - the last time the user logged in. This notification cannot be cleared.
- **System information** - this dropdown provides information about the version of VideoManager that the user is utilising. It also gives users the option to export system logs, and lists any licensed features the user has enabled.
- **Messages** - this pane displays system messages set by either the user or an administrator.

Users can set messages from the **Messages** section of the **User Interface** pane, in the **Admin** tab.

When the number of notifications reaches 99, users will not see any more notifications until they clear some existing ones.

3 Videos

The **Videos** tab provides access to all videos available to a user in VideoManager and related functions which they can perform on videos.

If users have sufficient permissions, they can:

- Search for videos, filter them by a number of criteria, and perform advanced searches.

>> For more information, see Search Videos on page 11

- Change the default layout of the **Videos** tab on VideoManager.

>> For more information, see Change Viewing Options on page 14

- Import external videos into VideoManager.

This includes any videos which have **not** been recorded on a Motorola Solutions body-worn camera.

>> For more information, see Import Videos on page 16

- Watch videos which have been recorded on body-worn cameras or imported into VideoManager.

>> For more information, see Watch Videos on page 17

- Edit video properties (e.g. who owns the video, which body-worn camera recorded the video).

>> For more information, see View and Edit Video Properties on page 19

- Add location information to a video which was recorded without any (e.g. because GPS was disabled, or because the body-worn camera did not have GPS functionality).

>> For more information, see Add Location Information to a Video on page 21

- Perform actions on a video, such as adding it to an incident, or rotating it.

>> For more information, see Perform Video Actions on page 22

- Bulk edit videos and any assets which have been imported.

>> For more information, see Bulk Edit Videos and Assets on page 25

Videos which have been downloaded from a body-worn camera assigned to the logged-in user are shown under the **My Videos** pane. Videos which have been shared with a user by another user are shown under the **Shared Videos** pane.

If a user supervises other users, the supervised users' videos are shown under the **Supervised Videos** pane.

3.1 Search Videos

Users can search for individual videos on VideoManager. This is useful if there are too many videos on VideoManager to scroll through manually.

Videos can be searched by a number of criteria.

1. Navigate to the **Videos** tab.
2. Select the **Search Videos** pane.

Users can now filter videos by the following criteria:

- **Location** - search for videos which were recorded in a specific place. This can be done by clicking **Set Location**. Users can then choose the relevant location on a map, and set a radius to search (minimum radius = 75ft, maximum radius = 6.25 miles).
- **Earliest date** and **Latest date** - search for videos recorded between set earliest and latest dates. Users can also choose a specific time of day (in 24 hour format).
- **Device operator** - search for videos downloaded by a specified user.
- **Owner** - search for videos from a specified owner.

This is normally the same user as the body-worn camera operator, but not always - for instance, if the person who originally recorded the video has left the organisation and their user has been reassigned to someone else, that user becomes the owner of all their footage. From the **Video Details** page, it is also possible to edit who the owner of the footage is.

Click **My videos** to search for videos that the logged-in user owns.

- **Device** - search for videos from a specified body-worn camera (or other source, if the user has enabled *Asset Import*). This should be done by serial number.
- **Origin** - this will filter videos by the location to which they were downloaded. This could be a DockController, a mobile phone, or the PC on which VideoManager is running.



*To find videos which have been downloaded directly to the user's PC, enter **local** into the search box.*

- **Video or Recording ID** - search for a video by its unique video ID.

Alternatively, the user can enter a recording ID. This will return **all** videos which are part of that recording.

There are also filters which can be checked:

- **Include incident videos** - select whether to include videos which are part of one or more incidents.
- **Include non-incident videos** - select whether to include videos which are **not** part of one or more incidents.
- **Only bookmarked videos** - select whether only bookmarked videos are shown.

This will only return videos which had bookmarks added to them in the field by the body-worn camera they were recorded on. It will **not** return videos which had bookmarks added to them in an incident on VideoManager.

- **Include deleted videos** - select whether or not to include recently deleted videos, and videos which are scheduled for deletion due to VideoManager's deletion policy.

If users have the **Undelete** permission set to **On**, they can reinstate deleted videos. To do so, check the **Include deleted videos** box, and click **Find videos**. Next to the video to be reinstated, click  **Reinstate video**.



Recently deleted videos will have a red heading.

- **Only videos that have location data** - select whether only videos with location data are shown.

This includes both videos with location data recorded alongside them **and** videos whose location data was added in VideoManager after recording.

>> For more information, see Add Location Information to a Video on page 21

- **Only videos that have been shared** - select whether only videos that have been shared with other users on the system are shown.
- **Only videos that will be deleted within (0) days** - filter videos based on when they are scheduled to be deleted automatically, based on VideoManager's deletion policy.

If the deletion policy has not been configured, this filter will not do anything.



*These conditions have a cumulative effect (e.g. if both **Only bookmarked videos** and **Only videos that have location data** are checked, then only videos which are both bookmarked **and** have location data will be shown).*

3. Click **Find videos** to display all videos which match the previously-set criteria.
Users are only able to search for videos if they have the corresponding permissions (**Access**, under the **Video permissions** pane).

If the user wants to search for videos using different parameters:

1. Click the **Filter** heading. This will re-open the search parameters.
2. Click **✕ Clear filter** to clear the search filters.
Users can now enter the updated criteria.
3. Click **Find videos** to search for the relevant videos.

Once users have filtered their videos, they can change the way that those videos are presented.

>> For more information, see Change Viewing Options on page 14

3.1.1 Change Viewing Options

Users can change video presentation options. This helps users to locate videos faster, and is done from the **Videos** tab. Users can only change the preferences for their own session on VideoManager.

Status	Time	Duration	Operator	Source	
	15/10/2020 14:26:03	3s	Default Operator	230022	0
	15/10/2020 14:25:56	12s	Administrator	230022	0
	15/10/2020 14:23:33	10s	Administrator	import	0
	15/10/2020 14:22:30	11s	Administrator	import	0

Users can change how videos are presented either before or after searching for specific videos. To do so:

1. Navigate to the **Videos** tab.
2. Select the **Search Videos** pane.
3. Select the relevant format from the top right-hand **View options** menu. Depending on the user's permissions, the options are as follows:
 - **Large** - this displays the first frame of each video, and allows video playback. Basic information about the video is displayed, with a list of the video actions available for this video.
 - **Gallery** - this displays each video in a grid. Each image in the grid is a still frame from one minute of the video. Click an image to jump to that point in the video. No other information is displayed, and the only action that can be performed is to delete the video.
 - **List** - this displays detailed information about each video:
 - **Status** - whether the video has been uploaded from a site, and whether the video has been bookmarked (by a VB400 in the field).
 - **Time** - when the video was recorded (date and hours/minutes/seconds).
 - **Duration** - the length of the video (hours/minutes/seconds).
 - **Operator** - who recorded the video.
 - **Source** - which body-worn camera recorded the video, and its serial number.
 If the video has been imported, the **Source** will be shown as *Import*.
 - - how many incidents include the video in question. Clicking this will either open the relevant incident (if the video only belongs to one) or present the list of incidents (if the video belongs to more than one).

- Video actions available for this video.

>> For more information, see Perform Video Actions on page 22

Users can change how videos are ordered. This will make it easier to find videos that were either recorded or downloaded more recently. To change how videos are ordered:

1. Navigate to the **Videos** tab.
2. Select the **🔍 Search Videos** pane.
3. Click the relevant filter from the top right-hand dropdown menu.
 - **Recording date** - this will present videos from most recently recorded to least recently recorded.
 - **Recording date (least recent)** - this will present videos from least recently recorded to most recently recorded.
 - **Date added** - this will present videos from most recently downloaded to least recently downloaded.

3.2 Import Videos

Users with the *Import* licence can import videos into VideoManager. This may be useful if there are videos from other camera systems that users wish to integrate with VideoManager, or if there are relevant external videos which should be added to an incident.

To import a video:

1. Navigate to the **Videos** tab.

2. Select the  **Import** pane.

3. Click **Choose File**.

Users should select the relevant video file.

4. In the **Device** field, enter the serial number of the body-worn camera which will be associated with this video. This must be a body-worn camera which is associated with VideoManager.

Alternatively, the user can enter the origin of the video instead. This could be another database, or a website name (if relevant).

5. In the **Operator** field, enter the name of the operator which will be associated with this video.



If the user does not enter the name of a previously-created user on VideoManager, the video cannot be imported.

The **Recording duration**, **Recording ended**, and **Upload name** fields cannot be edited.

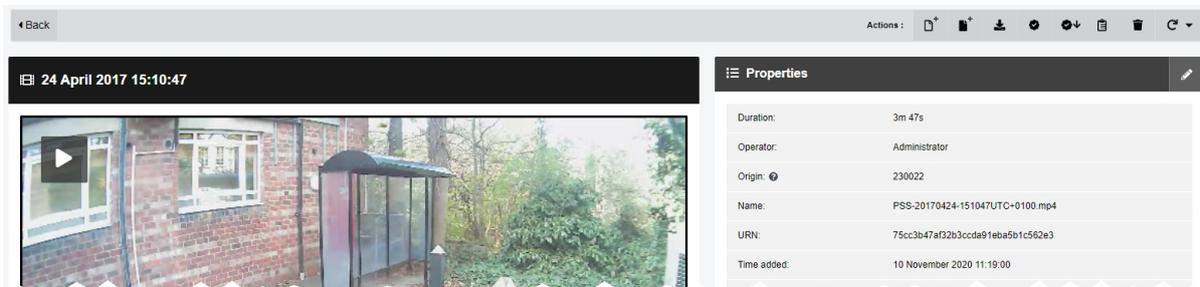
6. Click **Start import**.

Once they have been successfully imported, these videos can be viewed from the **Videos** tab like normal.

>> For more information, see Search Videos on page 11

3.3 Watch Videos

Once a video has been downloaded to VideoManager - either from a body-worn camera or from an external source - users can watch it from its **Video Details** pane. Here, they can also configure the playback controls - this enables the user to change the way they view the video.



To watch a video on VideoManager:

1. Navigate to the **Videos** tab.
2. Find the relevant video, and click **> More Details** next to it.
Users can find the relevant video by navigating to the **My Videos**, **Shared Videos**, or **Supervised Videos** panes. They can also search for the relevant video from the **Search Videos** pane.
3. Click **▶ Play video**.
The video will start to play.

Once **▶ Play video** has been clicked, the bottom menu bar will appear. Users can perform the following actions from this bottom menu bar:

- To put the video in **Theatre** mode (which will fill the entire active window), click  **Theatre**. Click the button again to revert the video to its normal size.
- To put the video in **Fullscreen** mode (which will fill the entire screen), click  **Fullscreen**. Click the button again to revert the video to its normal size.
- To skip through the video, use the following controls:
 - **Cursor handle** - track backwards and forwards through the video.
 - **▶ Play** - plays or pauses the video.
 - **◀ Step Backward** - steps backwards through the video one frame at a time.
 - **▶ Step Forward** - steps forwards through the video one frame at a time.
 - **⏮ Playback Speed** - plays the video at different speeds (either **1/4x**, **1/2x**, **Normal**, or **2x**).
- To open the **Playback Controls** menu, click  **Settings**. From here, users can perform the following actions:

-  **Keyboard Shortcuts** - lists certain keyboard shortcuts that users can take.
-  **Metadata Overlay** - displays or hides the metadata recorded alongside the video.
-  **Audio** - switches audio on or off.
-  **Take Screenshot** - takes a screenshot of the video in playback.

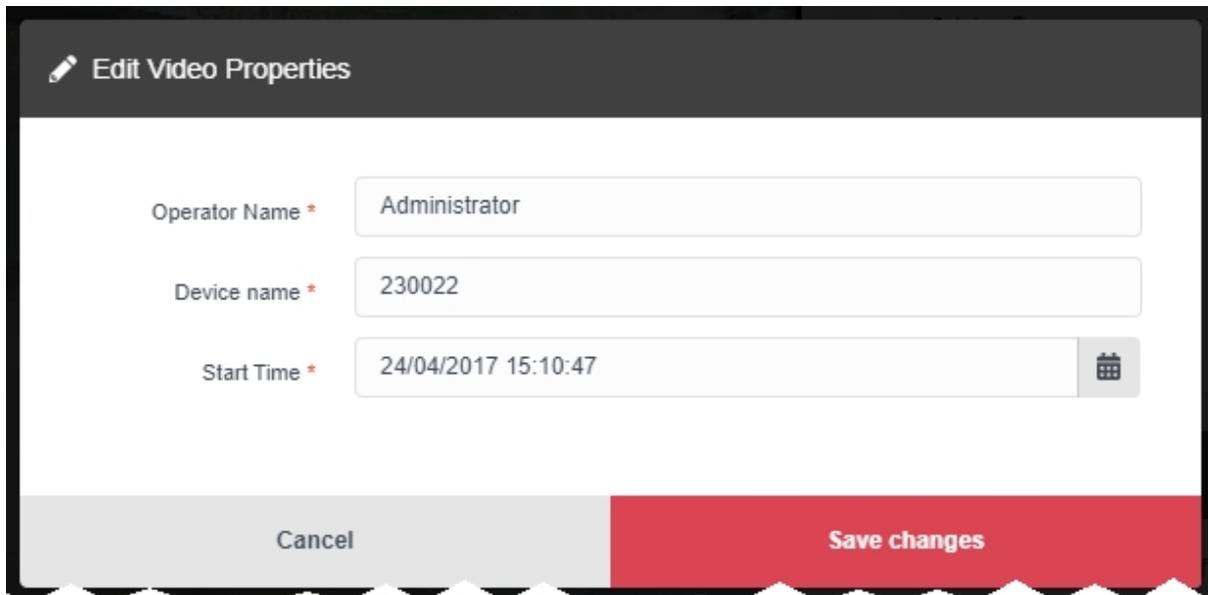
The screenshot will be automatically downloaded to the user's PC.

-  **Video Quality** - changes the quality of the video in playback. This option is only available to users with the correct permissions. It is recommended that the **Highest** setting is only used if there is a good data transfer connection.

Once a user has finished watching a video, they can return to the  **Search Videos** pane by clicking **Back** ◀

3.4 View and Edit Video Properties

Users with sufficient permissions can edit video properties.



Edit Video Properties

Operator Name * Administrator

Device name * 230022

Start Time * 24/04/2017 15:10:47

Cancel Save changes

To view the properties of a video:

1. Navigate to the **Videos** tab.
2. Find the relevant video, and click **> More details** next to it.
Users can find the relevant video by navigating to the **My Videos**, **Shared Videos**, or **Supervised Videos** panes. They can also search for the relevant video from the **Search Videos** pane.
3. In the **Properties** pane, the following information will be displayed:
 - **Duration:** - the length of the clip.
 - **Operator:** - the name of the operator who filmed the footage.
If the video was imported, this will be the name of the user who imported the footage.
 - **Origin:** - the body-worn camera on which the video was filmed.
 - **Name** - the name of the video on VideoManager's file space.
 - **Video ID** - the unique URN assigned to this video.
 - **Recording ID** - if the video is part of a longer recording, this is the unique URN assigned to that recording.
 - **Time added:** - the time and date of when the video was downloaded to VideoManager (either from a body-worn camera, or an external source).
 - **Encoding information:** - the FPS of the video.

- **Scheduled deletion:** - if the deletion policy has been configured, this field shows when the video will be deleted by VideoManager automatically.

This could be based on a number of factors, including how many days have elapsed since the video was recorded on a body-worn camera or downloaded from a body-worn camera to VideoManager.

- **Signature** - if file signing has been enabled, VideoManager will verify all videos which were recorded on a VB400 against the VB400's certificate.

If the field reads as **Success**, VideoManager has successfully verified that the video has been recorded on a trusted body-worn camera and has not been tampered with.

If the field reads as **Untrusted Certificate**, this could be because VideoManager does not recognise the certificate of the body-worn camera which recorded the video.

If the field is not present at all, this could be because the video was downloaded from a non-VB400 source (e.g. it was imported, or recorded on a VT100) or was downloaded to an older version of VideoManager.

Users can edit some of a video's properties. To do so, click  **Edit properties**. Users can edit the following properties:

- **Operator name** - who recorded the video.



*To change the **owner** of a video, administrators must instead change the sharing settings for it.*

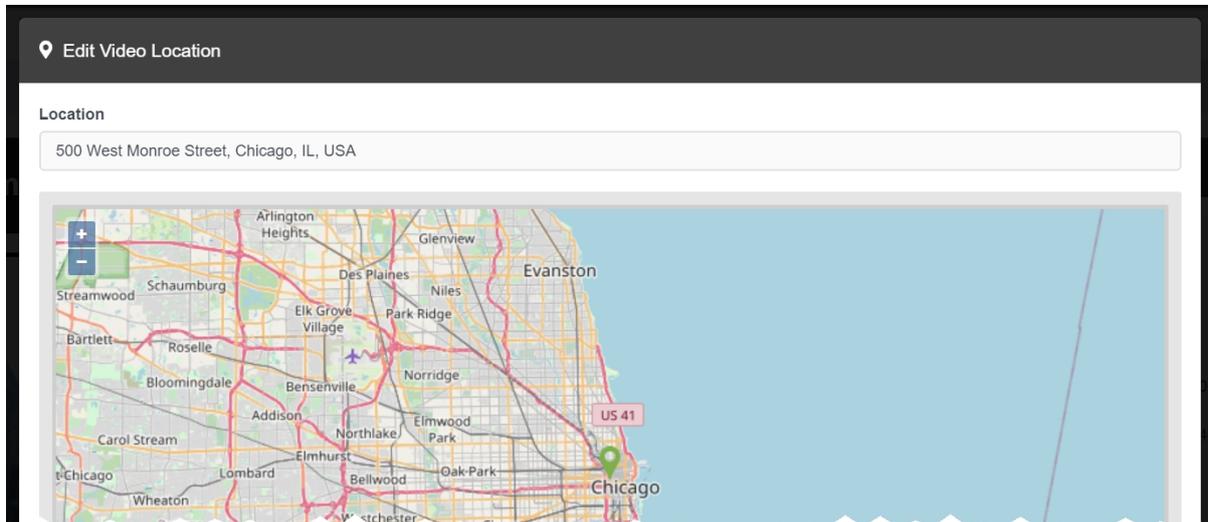
- **Device name** - which body-worn camera recorded the video.
-  **Start time** - when the video was initially added to VideoManager. This either means when the body-worn camera which filmed the video was redocked, or when the video was uploaded from the user's PC.

This does **not** change when the video was actually recorded.

Click **save changes**.

3.5 Add Location Information to a Video

Sufficiently privileged users can add location data to VideoManager videos which were recorded without it. This is useful if the original video was recorded on a body-worn camera without GPS, and the user wants to add location data retroactively. Users **cannot** edit location data that was recorded alongside a video.



To add location data to a video, or edit previously existing location data:

1. Navigate to the **Videos** tab.
2. Find the relevant video, and click **> More Details** next to it.
Users can find the relevant video by navigating to the **My Videos**, **Shared Videos**, or **Supervised Videos** panes. They can also search for the relevant video from the **Search Videos** pane.
3. In the **Location** pane, click **Edit location**.
4. Click and drag the map to position the marker at the desired location.



*If the user has chosen a lookup provider from the **Maps** section, in the **Admin** tab, they can also manually search for a location.*

5. Click **confirm** to save.

3.6 Perform Video Actions

VideoManager gives users the option to perform actions on their videos from the **More Details** pane. It is possible to perform most of these actions from the **Search Videos** page as well.



From the **More Details** pane, sufficiently privileged users can perform a range of actions.

To reach the **> More Details** pane:

1. Navigate to the **Videos** tab.
2. Find the relevant video, and click **> More Details** next to it.
Users can find the relevant video by navigating to the **My Videos**, **Shared Videos**, or **Supervised Videos** panes. They can also search for the relevant video from the **Search Videos** pane.

From here, users can perform the following actions:

- To create an incident including this video, click **+ Create new incident**. This will create an incident containing the video.

>> For more information, see [Create Incidents Manually and Perform Incident Actions on page 28](#)

- To add a video to a previously-created incident, click **+ Add video to existing incident**. Click **> Add to this incident** next to the relevant incident.
- To verify a video, which indicates whether it has been tampered with since being uploaded from a user's body-worn camera, click **Verify file integrity**.

If successful, a green icon will appear in the **Verification**: section of the **Properties** pane.

- To download a .zip containing information about the video's signature, click **Download signature verification report**.

The downloaded .zip contains the following information about the video:

- certificate-chain.pem - the PEM-encoded list of certificates included in the signature that was verified by VideoManager.
- signature.jws - the raw signature file retrieved from the body-worn camera.

- **signed-payload.txt** - the manifest from the report. This is a JSON structure with the body-worn camera DID, filename, file size, and SHA256.
- **trust-root.pem** - the PEM-encoded trust root from the signature certificate chain.
- **signature-info.txt** - a report on the signature check. This contains information about the file when it was downloaded (compared against the signature during the initial signature check), information about the signature, information about the file as it is now (compared against the signature when the report was downloaded), and a description of the certificate chain, including the serial, subject, issuer, and validity period of each certificate.

For more information, please contact Technical Support and ask for the technical paper *X.509 Signing Explained [ED-009-069]*.

- To download the video file to the user's PC, which is the only way to share a video with workers who are not on VideoManager, click  **Download original file**.

The video will be saved to the PC's default download location.

- To view the video's audit log, which reflects **all** actions taken on the video since it has been added to VideoManager, click  **View Video Audit Log**, and filter the audit log using the following fields:

- **Source** - this will return actions performed on the video by the specified source (e.g. a body-worn camera on VideoManager).
- **Event type** - this will return specific actions performed on the video.

If the user starts entering an event, VideoManager will suggest various event options (e.g. **FOOTAGE_PLAY**).

- **User** - this will return actions performed on the video by the specified user.

If the user starts entering a username, VideoManager will suggest various usernames to match it.

- **Message** - this will return specific actions performed on the video, whose details match the keywords entered here.

For example, the **FOOTAGE_PLAY** event comes with the message **View Video File**.

- **Signature** - the user should enter the signature of an incident. This will return actions performed on the video in relation to this incident.

For example, when the video was added to the specified incident.

- **Location** - this will return actions performed on the video from a specific Dock-Controller or EdgeController.
- **Client** - this will return actions performed on the video from a specific IP address.
- **Server** - this will return actions performed on the video from a specific server hosting VideoManager.

- From the **Date range** dropdown, users can select the date range for these actions.

- To delete the video, which will remove it from the **Videos** tab and VideoManager, click  **Delete video**.

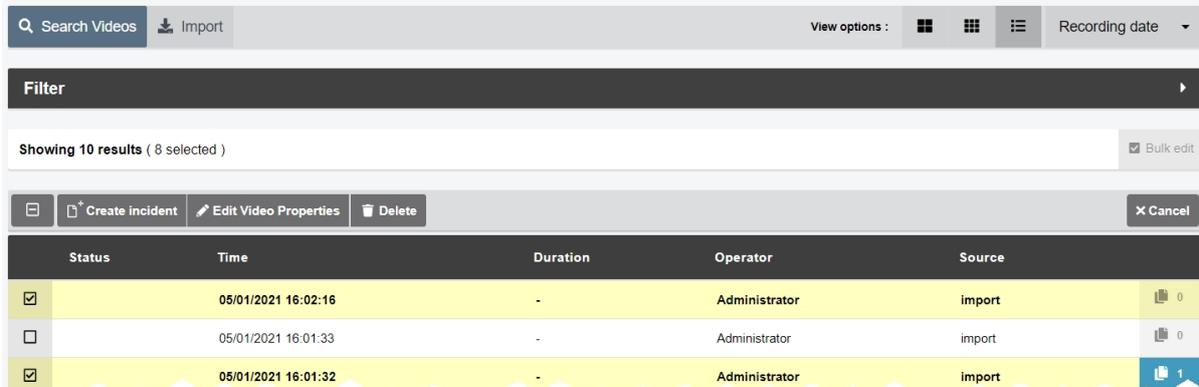
For a short while a deleted video can still be "undeleted", depending on how VideoManager's deletion policy has been configured, using the **Include deleted videos** option when searching from the  **Search Videos** pane.

- To flip the video, click  **Rotate** and select whether the video will be flipped to the left, to the right, or horizontally.

Apart from audit logs, it is possible to perform these actions from the **Search Videos** page as well.

3.7 Bulk Edit Videos and Assets

Bulk edits allow users to perform actions on multiple videos/assets at once. This is useful if there are too many videos/assets to manually edit.



To bulk edit videos:

1. Navigate to the **Videos** tab.
2. Select the **Search Videos** pane.
3. Filter the videos/assets as necessary, and click **Find videos**.
4. Optionally select **List** from the **View options** menu.
This will show more results per page than the **Large** or **Gallery** views.
5. Click **Bulk edit**.

The bulk edit user interface appears. The user can now select videos to be bulk edited:

- To select **individual** videos, click next to their rows.
- To select **all** videos onscreen, click / **Toggle selection of ALL rows..**

If there is an overflow of videos, VideoManager will also give users the option to select the videos which are not onscreen. To manually de-select individual videos, click on their row.

Once the user has selected videos for bulk editing, the following options are available:

- **Rotate** - this presents a dropdown which gives users the ability to rotate multiple videos clockwise, anti-clockwise, 180 degrees, or horizontally.
- **Create incident** - this gives users the ability to create an incident with all the selected videos/assets included.
- **Add to incident** - this gives users the ability to add multiple videos/assets to an existing incident.
- **Edit properties** - this gives users the ability to edit the fields for all videos/assets simultaneously.

In addition to the default fields (**Operator name** and **Device name**), users can also edit any user-defined media fields which have been created.



If fields are bulk edited, any configuration they had previously will be overwritten.

-  **Edit sharing** - this gives users the ability to share multiple videos/assets with other users simultaneously.

- In the **Owner:** field, administrators can change the owner of the videos/assets.

This can be a user or an entire group. If the owner of the videos/assets is a group, **all** users in that group will be able to process the videos/assets as if the videos/assets were their own (i.e. adding them to incidents, redacting them).

- If **Restricted:** is set to **Yes**, only users with the **List restricted videos** permission will be able to search for the videos/assets. Only users with the **Play restricted videos** permission will be able to watch the videos/assets.

- In the **Shared:** field of the **Sharing** panel, enter the name of the user, with whom these videos/assets will be shared.

Click **+** next to this field to add this user to the list - if the user does not click **+**, the other user will not be added.

-  **Delete** - this gives users the ability to delete all of the selected videos simultaneously. The user will be asked to confirm their choice.

To exit bulk edit mode, click **✕ Cancel**.

4 Incidents

The **Incidents** tab provides access to all incidents available to VideoManager and related functions which users can perform on incidents. Users can:

- Create, edit and delete incidents.

>> For more information, see [Create Incidents Manually and Perform Incident Actions](#) on page 28

- Create, edit and delete incidents with bulk edit.

Users can select multiple videos and include them all in one incident simultaneously.

>> For more information, see [Create Incidents with Bulk Edit](#) on page 31

- Add videos to an incident after it has been created.

>> For more information, see [Add a Video to an Existing Incident](#) on page 32

- Clip evidential footage in an incident.

>> For more information, see [Clip Footage in an Incident](#) on page 33

- Redact footage in an incident.

>> For more information, see [Redact an Incident Clip](#) on page 34

- Search previously-created incidents, create saved searches, and perform advanced searches.

>> For more information, see [Search Incidents](#) on page 53

- Bulk edit incidents.

>> For more information, see [Bulk Edit Incidents](#) on page 55

- Create, edit and delete bookmarks for videos in incidents.

These can be used to highlight portions of evidential footage.

>> For more information, see [Create, Edit and Delete Bookmarks](#) on page 56

4.1 Create Incidents Manually and Perform Incident Actions

Incidents are the mechanism through which evidence pertaining to a specific event is collated. This evidence could be videos from a body-worn camera, imported videos, or imported assets. Videos in an incident can be edited and redacted to preserve evidential integrity. Incidents can be shared with users either on the VideoManager system or outside of it.

There are two ways to create an incident.

The first way to create an incident is from the **Videos** tab. Users should follow these steps if there is a specific video they know they want to include in an incident.

1. Navigate to the **Videos** tab.
2. Find the relevant video, and click **+ Create new incident** next to it.
Users can find the relevant video by navigating to the **My Videos**, **Shared Videos**, or **Supervised Videos** panes. They can also search for the relevant video from the **Search Videos** pane.
3. If the video is part of a longer recording because the body-worn camera which recorded it has been configured to split long recordings up into individual videos (through its device profile), the entire recording can be added to this incident as well. To do so, set **Add whole recording to incident?** to **On**.
4. If the operator who recorded this video also recorded other videos at the same time (e.g. because multiple body-worn cameras were assigned to one operator), those videos can be added to this incident as well. To do so, set **Add other footage from same operator?** to **On**.
5. Click **Create incident**.

The second way to create an incident is from the **Incidents** page. Users should follow these steps if they are not sure of which videos they will include in the incident yet.

1. Navigate to the **Incidents** page.
2. Click **+ Create incident**.
The **New Incident** page will open, without any videos attached to it. Users can add videos later by navigating to the **Videos** tab, finding the relevant video, and clicking **+ Add to this incident** next to it.

>> For more information, see Add a Video to an Existing Incident on page 32

From here, the process for filling in an incident's fields are identical, regardless of how the incident was created:

1. In the **Title** field, enter the name of the incident.
This field is mandatory.
2. Optionally populate the following fields:
 - The **Creation Time** field cannot be edited. It shows when the incident was first created.
 - The **Update Time** field cannot be edited. It shows when the incident was last edited.
 - In the **Incident time** field, enter a time for the incident. This could be when the videos were recorded, or when a specific event took place.
 - In the **Notes** field, enter any notes regarding the incident.
 - The **Clip Count** field cannot be edited. It shows how many videos are in the incident, and is automatically updated when a video is added or removed.
 - The **Owner** field cannot be edited. It shows the username of whoever is creating the incident.
 - The **Signature** field cannot be edited. It is automatically populated by VideoManager upon creation.
3. If necessary, clip the videos which have been added to the incident. This enables users to focus on the relevant sections of video.

>> For more information, see Clip Footage in an Incident on page 33
4. If necessary, redact the videos which have been added to the incident. This enables users to obscure sections of the video, in line with privacy regulations.

>> For more information, see Redact an Incident Clip on page 34
5. Click **Create incident**.

Once created, there are multiple actions that can be performed on an incident.

- Edit an incident.

To do so, click  **Edit incident**, and make the relevant changes. Click **Save incident** to save the incident.



*Here, users can add incident attachments from their PC, but they **cannot** add videos from VideoManager. This is done from the **Videos** tab.*

>> For more information, see Add a Video to an Existing Incident on page 32

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- Duplicate an incident. This will copy the incident's clips (and any redactions applied to them), **Title**, **Time**, **Reference**, and **Notes**. However, the incident's **Signature** and creation time will be different. Furthermore, the **Owner** for the duplicated incident will be whoever duplicated the incident, **not** who created the original incident.

To do so, click  **Duplicate incident**, and make any necessary changes to the copy of the incident. Click **Create incident**.

- Delete an incident. This will **not** delete any of the videos or assets within the incident itself.

To do so, click  **Delete incident**, and confirm the deletion by clicking **Delete Incident**.



*For a short while, an incident can still be "undeleted", using the **Show recently deleted incidents** option when searching from the  **Search Incidents** pane.*

4.2 Create Incidents with Bulk Edit

If a user wishes to add multiple videos to an incident simultaneously, they should use the bulk edit function. This is done from the **Videos** tab.

Status	Time	Duration	Operator	Source
<input type="checkbox"/>	10/11/2020 10:47:07	21m 23s	Default Operator	230022
<input checked="" type="checkbox"/>	15/10/2020 14:28:03	3s	Default Operator	230022
<input type="checkbox"/>	15/10/2020 14:25:56	12s	Administrator	230022

To create an incident with bulk edit:

1. Navigate to the **Videos** tab.
2. Select the **Search Videos** pane.
3. Filter the videos as necessary, and click **Find videos**.
4. Optionally select **List** from the **View options** menu in the top right-hand corner. This will display more videos per page than the **Large** or **Gallery** view, making it easier to select multiple videos simultaneously.
5. Click **Bulk Edit**.
6. Click next to the relevant videos, or click **Toggle selection of ALL rows** to select all videos.
7. Click **Create incident**.
All selected videos will be added to the incident as incident clips. Users can rearrange them in the following manners:
 - To arrange the incident clips by recording time (earliest first, latest last), click **Sort by time**.
 - To arrange the incident clips in a custom order, click and drag the incident clip to the desired position.
8. Complete the incident fields as normal, and click **Create incident**.

4.3 Add a Video to an Existing Incident

Users can add a video to an already-existing incident. This is useful if the incident was created before the video was recorded, but the video should be added to it anyway.

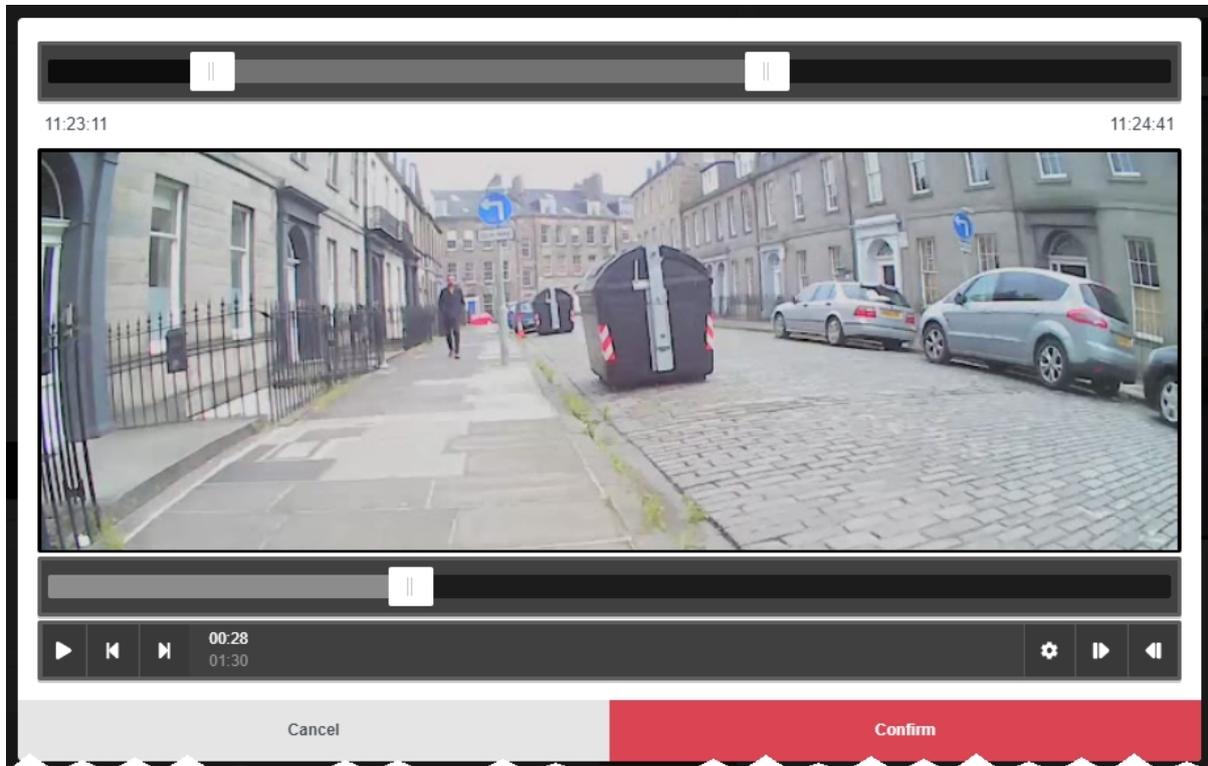
Status	Time	Duration	Operator	Source
<input checked="" type="checkbox"/>	10/09/2021 17:00:00	1m 34s	Administrator	230573
<input checked="" type="checkbox"/>	19/01/2021 14:54:22	-	Administrator	import
<input type="checkbox"/>	06/02/2019 18:47:20	1m 59s	Administrator	import
<input checked="" type="checkbox"/>	06/02/2019 18:47:20	1m 59s	Administrator	230573
<input checked="" type="checkbox"/>	20/12/2018 11:15:45	1m 4s	Administrator	230573

To add a video to an already-existing incident:

1. Navigate to the **Videos** tab.
2. Find the relevant video, and click **> More Details** next to it.
Users can find the relevant video by navigating to the **My Videos**, **Shared Videos**, or **Supervised Videos** panes. They can also search for the relevant video from the **Search Videos** pane.
3. The following steps differ, depending on how many videos should be added to the incident:
 - If the user is adding **one** video to the incident, click **Add video to existing incident** next to it.
 - If the user is adding **multiple** videos to the incident, click **Bulk edit**. Select the relevant videos by clicking next to their rows, or click **Toggle selection of ALL rows** to select **all** videos onscreen. Click **Add to incident**.
4. Filter the incidents as normal, and click **Find incidents**.
5. Click **Add to this incident** next to the relevant incident.
6. If the incident contains multiple incident clips, users can now rearrange them in the following manners:
 - To arrange the incident clips by recording time (earliest first, latest last), click **Sort by time**.
 - To arrange the incident clips in a custom order, click **Drag** and drag the incident clip to the desired position.
7. Click **Save incident**.

4.4 Clip Footage in an Incident

Videos in an incident can be clipped to focus only on the relevant aspects of the evidence. This is useful if a body-worn camera has recorded many hours of footage, of which only a few minutes are relevant. However, the original video is never shortened - only the version of the video in the incident.

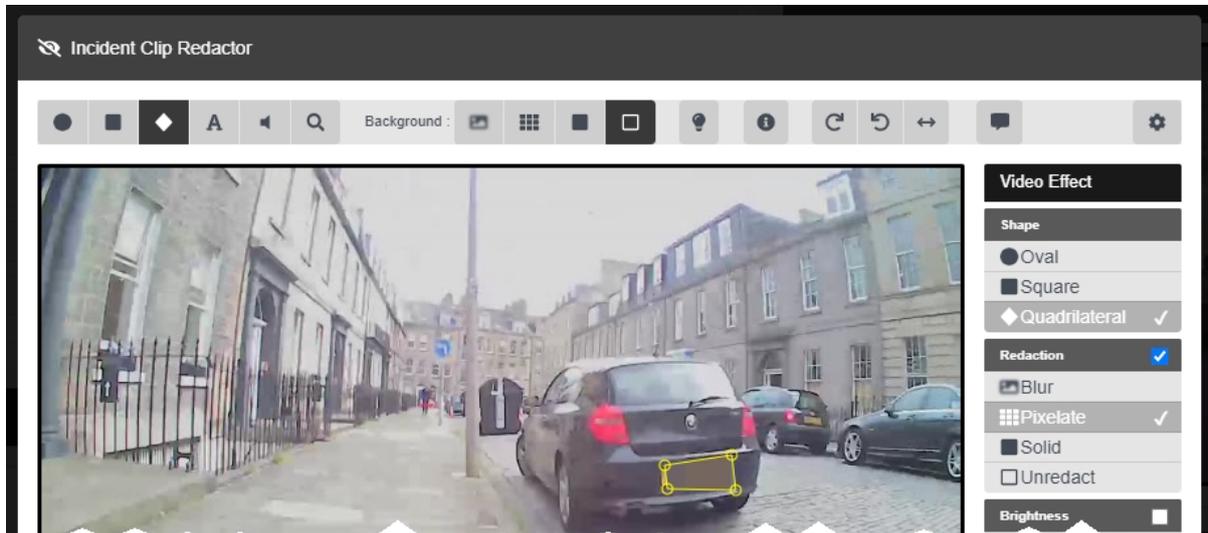


To clip footage:

1. Navigate to the **Incidents** tab.
2. Find the relevant incident, and click  **Edit incident** next to it. Users can find the relevant incident by navigating to the **My Incidents**, **Shared Incidents**, or **Supervised Incidents** panes. They can also search for the relevant incident from the  **Search Incidents** pane.
3. Click  **Edit clip start/end time** next to the relevant video.
4. To shorten the video roughly, select the start and end time of the clip by dragging the toggles in the **top** video progress bar.
5. For a more precise clipping, drag the toggle in the **bottom** video progress bar to the relevant point and click **Set Start of Clip** in the bottom right-hand corner. This will shorten the video to the point specified. Do the same for the end of the clip, using **Set End of Clip**.
6. Click **confirm**.

4.5 Redact an Incident Clip

The **Incident Clip Redactor** lets users apply a variety of redactions, text annotations and redaction effects to a video in an incident. This is useful if data protection laws require certain features of the video to be obscured (e.g. faces), or if users want to highlight a specific aspect of the footage.



To open the **Incident Clip Redactor**:

1. Navigate to the **Incidents** tab.
2. Find the relevant incident, and click  **Edit incident** next to it.
Users can find the relevant incident by navigating to the **My Incidents**, **Shared Incidents**, or **Supervised Incidents** panes. They can also search for the relevant incident from the  **Search Incidents** pane.
3. In the **Incident clips** section, click  **Redact parts of this clip**.

There are several types of redaction effect available in VideoManager:

- Foreground redactions.

>> For more information, see Create Foreground Redactions on page 36

- Background redactions.

>> For more information, see Create Background Redactions on page 38

- Audio redactions.

>> For more information, see Create Audio Redactions on page 40

- Text redactions.

>> For more information, see Create Text Annotations on page 42

- Brightness redactions.

>> For more information, see Create Brightness Redactions on page 44

- Zoom redactions.

>> For more information, see Create Zoom Redactions on page 46

- Captions.

>> For more information, see Add Captions to an Incident Clip on page 49

- Other redactions, such as flipping and rotating a clip.

>> For more information, see Create Other Redactions on page 48

Users can also access the redaction **Advanced** dropdown.

>> For more information, see Access the Redaction Advanced Dropdown on page 51

Once a redaction has been created, the following actions can be performed on it:

- Edit a redaction.

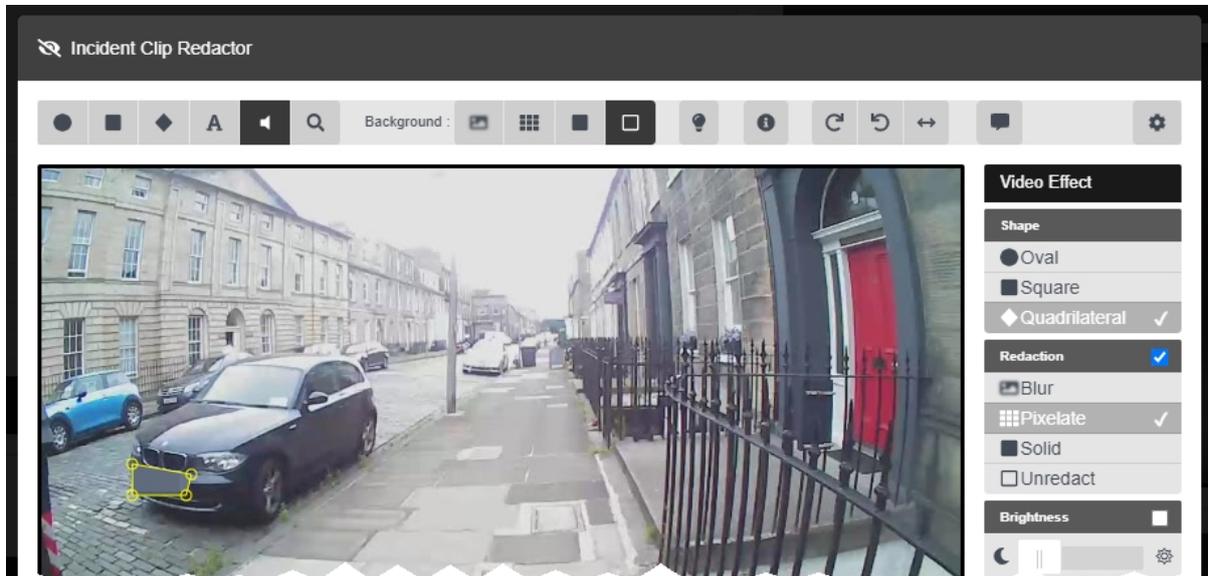
To do so, click  **Edit incident**. In the **Incident clips** section, click  **Redact parts of this clip**. Step forwards through the video to the point that the redaction starts, and select the redaction by clicking it. Make the necessary changes, click **confirm**, then **Save incident**.

- Delete a redaction.

To do so, click  **Edit incident**. In the **Incident clips** section, click  **Redact parts of this clip**. Step forwards through the video to the point that the redaction starts, and select the redaction by clicking it. In the right-hand menu bar, click  **Delete**. Click **confirm**, then **Save incident**.

4.5.1 Create Foreground Redactions

A circle, rectangle, or quadrilateral redaction can blur, pixelate, or solidly cover the focus of a video. This allows users to redact faces or other sensitive information, in accordance with data protection laws. It is also possible to redact the background and have the area inside the redaction show the original video.



To create a foreground redaction:

1. Navigate to the **Incidents** tab.
2. Find the relevant incident, and click  **Edit incident** next to it.
Users can find the relevant incident by navigating to the **My Incidents**, **Shared Incidents**, or **Supervised Incidents** panes. They can also search for the relevant incident from the  **Search Incidents** pane.
3. In the **Incident clips** section, click  **Redact parts of this clip**.
4. Step forwards through the video to the point that the redaction should start.
5. Click either  **Insert oval**,  **Insert square**, or  **Insert quadrilateral**.
6. Draw a shape around the area to be redacted. This shape will be saved immediately. The user can drag out the corners of the shape to fit the area which must be redacted. A right-hand menu will appear.
7. If relevant, users can change the shape of the redaction from the **Shape** pane.
8. If relevant, check the box in the **Redaction** pane, and select the type of redaction that will fill the highlighted area.
Users have a choice of  **Blur**,  **Pixelate**, and  **Solid**.
9. If relevant, check the box in the **Brightness** pane and adjust the brightness of the redaction using the slider.

10. If the subject of the video is static, simply skip to the part of the video where the redaction should end, and click **✕ End**. Alternatively, if the subject of the video is moving, the user has two options:

- **Automatically** track the subject of the video by pressing and holding **< 🐾** (to track backwards) or **> 🐾** (to track forwards). This will follow the subject of the video frame-by-frame, updating the position of the redaction automatically

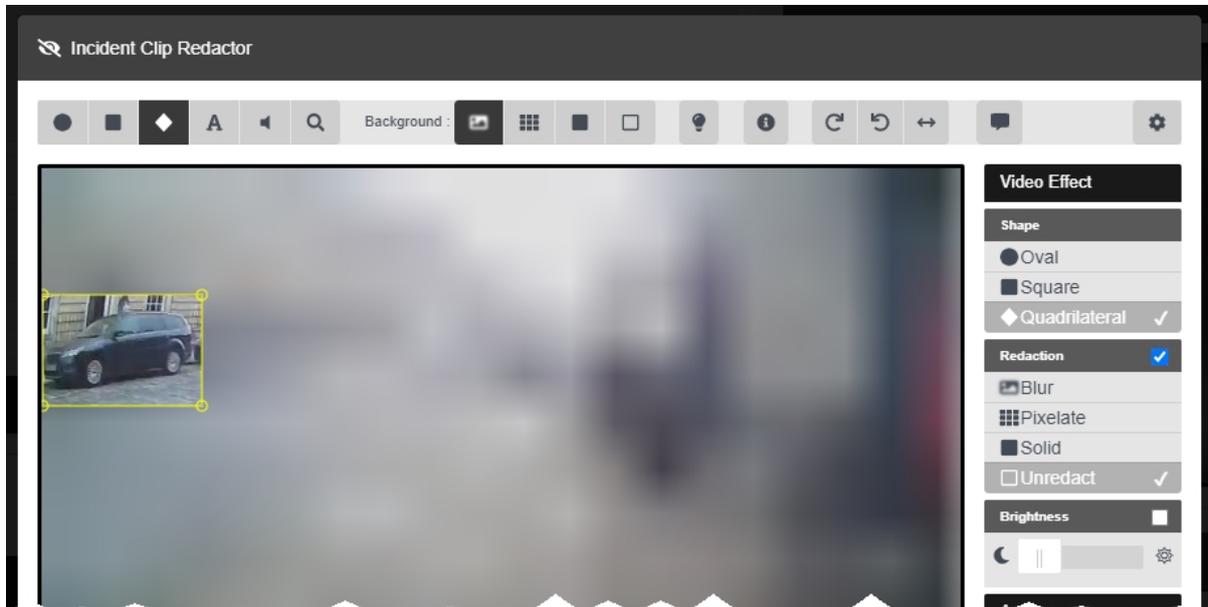


*VideoManager can only change the **position** of the redaction, not its **size or shape**. For this reason, the user may still need to manually reposition the redaction.*

- **Manually** track the subject of the video by using **⏪ Step Backward / ⏩ Step Forward** to step through the video frame-by-frame and repositioning the shape to ensure that it is focused on the subject at all times.
11. When the user reaches the part of the video where the redaction should end, click **✕ End**.
12. Repeat this for every new redaction to be added.
13. Click **confirm**.
14. Click **Save incident**.

4.5.2 Create Background Redactions

By redacting a background, the subject of evidential footage is made the sole focus. All foreground redactions can be applied to the background of a video too, leaving an area or areas unaffected by the redaction. This allows users to blur places and surroundings, in accordance with data protection laws.



To create a background redaction:

1. Navigate to the **Incidents** tab.
2. Find the relevant incident, and click  **Edit incident** next to it.
Users can find the relevant incident by navigating to the **My Incidents**, **Shared Incidents**, or **Supervised Incidents** panes. They can also search for the relevant incident from the  **Search Incidents** pane.
3. In the **Incident clips** section, click  **Redact parts of this clip**.
4. Step forwards through the video to the point that the redaction should start.
5. Click either  **Insert oval**,  **Insert square**, or  **Insert quadrilateral**.
6. Draw a shape around the area which will remain **unredacted**. This shape will be saved immediately.
The user can drag out the corners of the shape to fit the area which must be redacted.
A right-hand menu will appear.
7. If relevant, users can change the shape of the redaction from the **Shape** pane.
8. For each redaction area, check the  box in the **Redaction** pane, and select  **Unredact**.
9. In the top menu, select the kind of background redaction required.

Users have a choice of  **Blur**,  **Pixelate**, and  **Solid**.

10. If the subject of the video is static, simply skip to the part of the video where the redaction should end, and click  **End**. Alternatively, if the subject of the video is moving, the user has two options:

- **Automatically** track the subject of the video by pressing and holding   (to track backwards) or   (to track forwards). This will follow the subject of the video frame-by-frame, updating the position of the redaction automatically



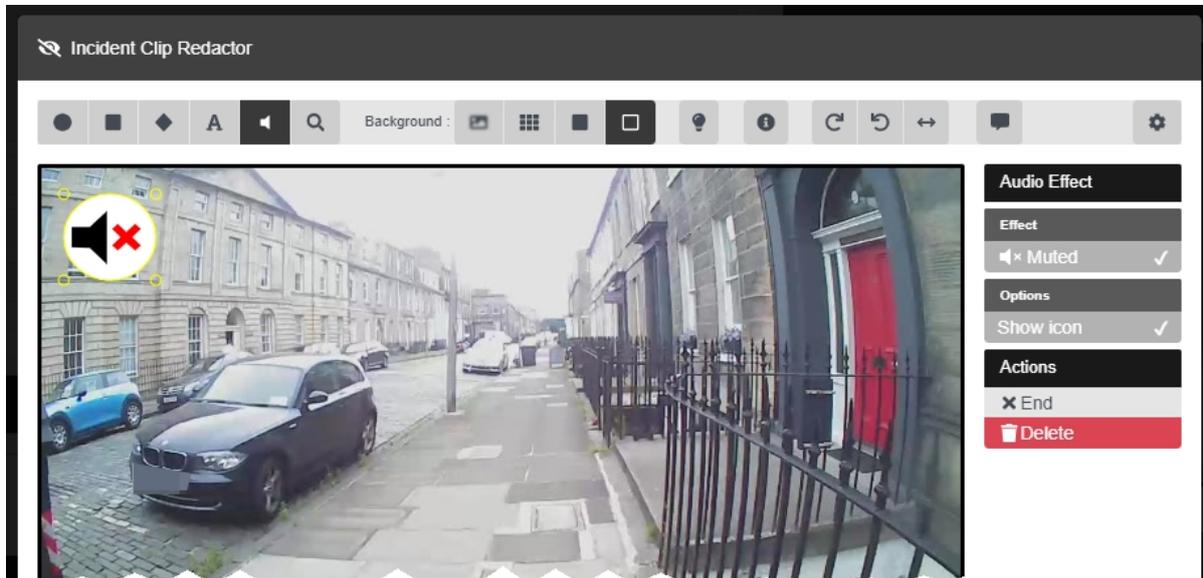
*VideoManager can only change the **position** of the redaction, not its **size or shape**. For this reason, the user may still need to manually reposition the redaction.*

- **Manually** track the subject of the video by using  **Step Backward** /  **Step Forward** to step through the video frame-by-frame and repositioning the shape to ensure that it is focused on the subject at all times.
11. When the user reaches the part of the video where the redaction should end, click  **End**.
 12. Click **confirm**.
 13. Click **Save incident**.

To delete a background redaction, change the background redaction to **None**.

4.5.3 Create Audio Redactions

Users can mute or beep over audio in videos for a predetermined length of time. This enables users to redact voices and other noises, in accordance with data protection laws. Users can also redact a video so it plays audio from the body-worn camera's secondary microphone.



To create an audio redaction:

1. Navigate to the **Incidents** tab.
2. Find the relevant incident, and click  **Edit incident** next to it.
Users can find the relevant incident by navigating to the **My Incidents**, **Shared Incidents**, or **Supervised Incidents** panes. They can also search for the relevant incident from the  **Search Incidents** pane.
3. In the **Incident clips** section, click  **Redact parts of this clip**.
4. Step forwards through the footage to the point that the redaction should start.
5. From the top toolbar, click  **Insert audio effect**, and draw it over an area of the footage.
If no icon is desired, deselect the **Show Icon** setting from the **Options** pane.
6. In the right-hand menu, select a specific type of audio redaction from the **Effect** section.
The options are as follows:
 - **Muted** - no audio will be played for this section of the incident clip.
 - **2nd Channel** - if the video was recorded on a VB400, only audio recorded by the VB400's second microphone will be played for this section of the incident clip.
 This is useful if the incident clip features a loud noise; using the second microphone may make

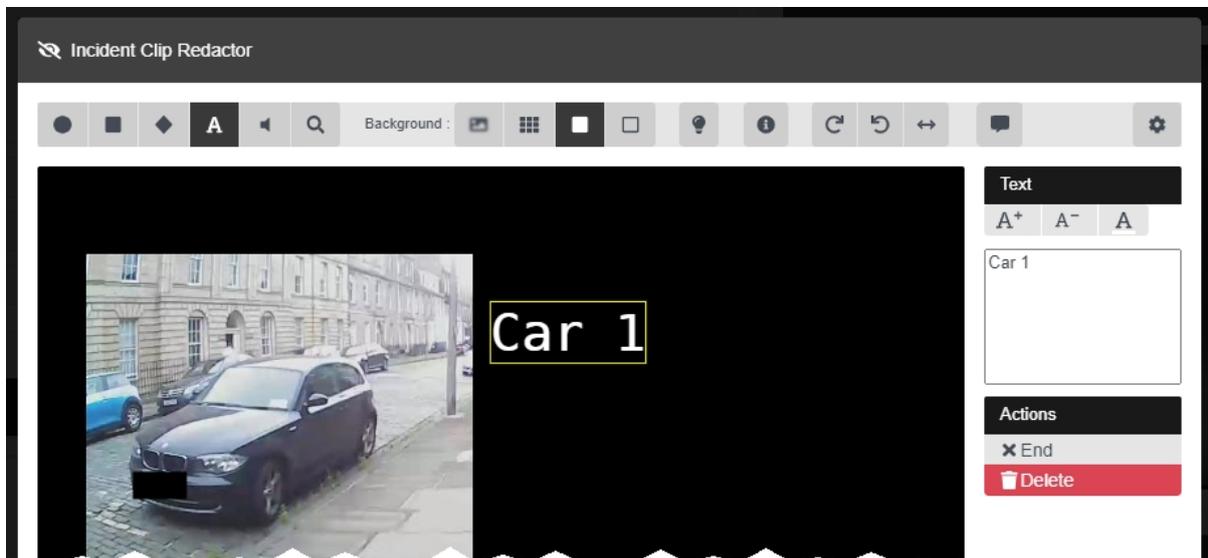
other audio in the video clearer.

- **Beep** - a beep will mask the audio for this section of the incident clip.

7. Step forwards through the video to the point that the audio redaction is no longer required, and click **✕ End**.

4.5.4 Create Text Annotations

Text annotations are text boxes which can be moved and resized in the same way as other redactions. This enables users to provide information about a subject or event within the video itself.



To create a text annotation:

1. Navigate to the **Incidents** tab.
2. Find the relevant incident, and click  **Edit incident** next to it.
Users can find the relevant incident by navigating to the **My Incidents**, **Shared Incidents**, or **Supervised Incidents** panes. They can also search for the relevant incident from the  **Search Incidents** pane.
3. In the **Incident clips** section, click  **Redact parts of this clip**.
4. Step forwards through the video to the point that the redaction should start.
5. Click **A** **Insert text**.
6. Click the area of the video frame where the text annotation should be displayed.
The **Text** panel is displayed.
7. In the right-hand menu, enter the text to be displayed.
Click **A +** to make the text annotation bigger.
Click **A -** to make the text annotation smaller.
Click **A** to change the colour of a text annotation.



*Users can either choose a colour from the selection presented by VideoManager, or enter their own colour using Hex code. By clicking **C**, the Hex code colour will be saved and can be selected again from the row at the top.*

From here, the user has two options:

- If the subject of the video is moving, step through the video frame-by-frame and reposition the text manually to ensure that it is focused on the subject at all times, using **◀ Step Backward / ▶ Step Forward**. When the user reaches the part of the video where the redaction should end, click **✕ End**.

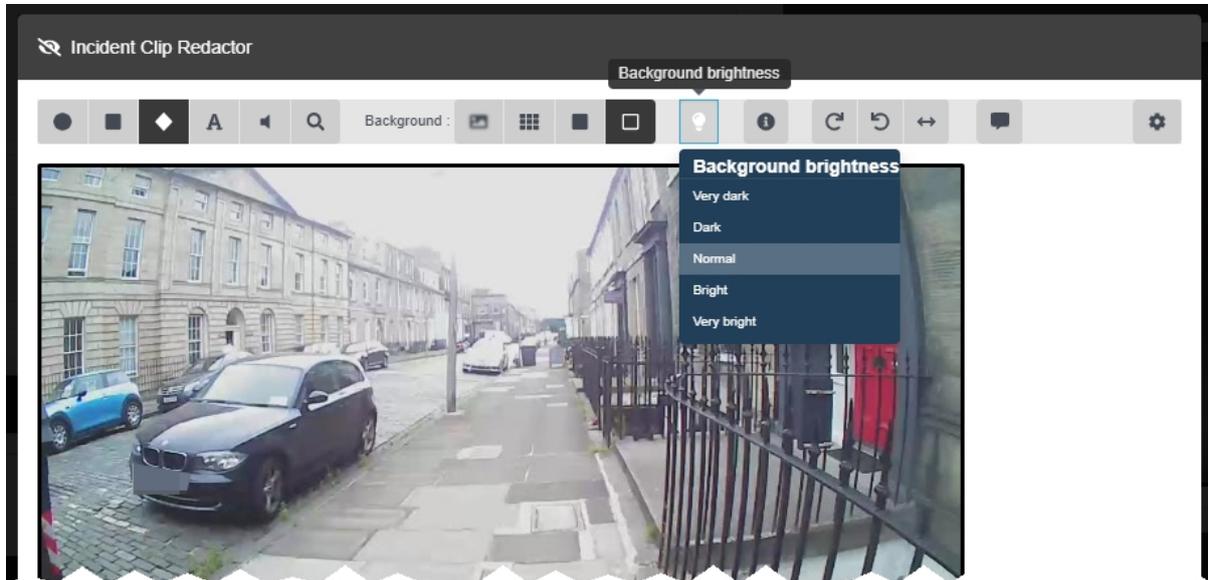
Users do not need to redraw the annotation, just re-position it.

- If the subject of the video is static, skip to the part of the video where the redaction should end, and click **✕ End**.

8. Click **confirm**.
9. Click **Save incident**.

4.5.5 Create Brightness Redactions

Brightness redactions are used to darken or brighten areas of the video. This can be used to highlight the relevant parts of a piece of evidential footage, and applies to both foreground and background redactions.



Users can create foreground brightness redactions. These highlight a specific area of the video, in order to draw attention to it. To do so:

1. Navigate to the **Incidents** tab.
2. Find the relevant incident, and click  **Edit incident** next to it.
Users can find the relevant incident by navigating to the **My Incidents**, **Shared Incidents**, or **Supervised Incidents** panes. They can also search for the relevant incident from the  **Search Incidents** pane.
3. In the **Incident clips** section, click  **Redact parts of this clip**.
4. Step forwards through the footage to the point that the redaction should start.
5. Click either  **Insert oval**,  **Insert square**, or  **Insert quadrilateral**, and use the cursor to draw the shape around the area that should be brightened or darkened.
6. Check the box in the **Redaction** pane, and select  **Unredact**. This will leave the area inside the redaction unredacted.
7. Check the box in the **Brightness** pane.
8. Use the slider to adjust the required brightness inside the redaction effects area.
Moving the slider towards the  will make the area darker. Moving the slider towards the  will make the area lighter.

9. If the subject of the video is static, simply skip to the part of the video where the redaction should end, and click **✕ End**. Alternatively, if the subject of the video is moving, the user has two options:

- **Automatically** track the subject of the video by pressing and holding **< 🐾** (to track backwards) or **> 🐾** (to track forwards). This will follow the subject of the video frame-by-frame, updating the position of the redaction automatically



*VideoManager can only change the **position** of the redaction, not its **size or shape**. For this reason, the user may still need to manually reposition the redaction.*

- **Manually** track the subject of the video by using **⏮ Step Backward / Step Forward ⏭** to step through the video frame-by-frame and repositioning the shape to ensure that it is focused on the subject at all times.

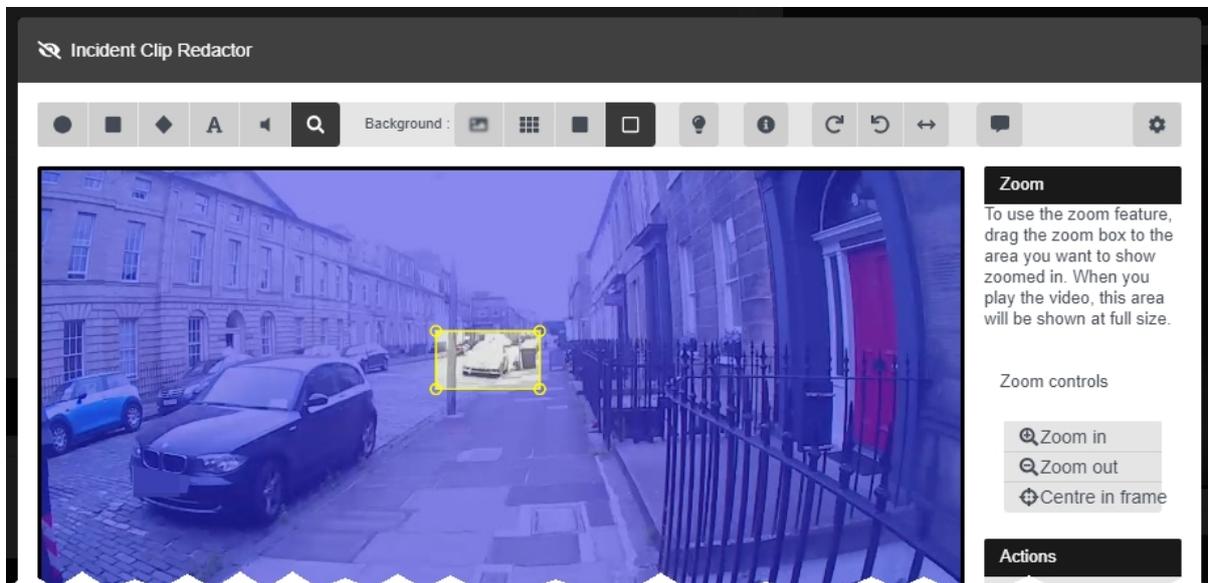
10. When the user reaches the part of the video where the redaction should end, click **✕ End**.

Users can create a background brightness redaction effect. This will affect any areas of the video which are not covered by foreground redactions. To do so:

1. Select the **💡 Background brightness** option from the top menu bar.
2. From the dropdown menu, choose the desired brightness level. This will apply to the entire duration of the video. The options are **Very Dark**, **Dark**, **Normal**, **Bright**, and **Very Bright**.

4.5.6 Create Zoom Redactions

Zoom redaction effects focus on specific aspects of the video. They can be used to highlight the relevant parts of a piece of evidential footage.



To create a zoom redaction:

1. Navigate to the **Incidents** tab.
2. Find the relevant incident, and click  **Edit incident** next to it.
Users can find the relevant incident by navigating to the **My Incidents**, **Shared Incidents**, or **Supervised Incidents** panes. They can also search for the relevant incident from the  **Search Incidents** pane.
3. In the **Incident clips** section, click  **Redact parts of this clip**.
4. Skip forward through the video to where the redaction effect should start.
5. Click  **Zoom in on one area**.
6. Draw the square around the area of the video which should be zoomed in (or out) on.
7. In the right-hand menu, use  **Zoom in**,  **Zoom out**, and  **Centre in frame** to move and scale the redaction over the area which will be affected.



The redaction effect will not appear until the video is played like normal.

8. If the subject of the video is static, simply skip to the part of the video where the redaction should end, and click  **End**. Alternatively, if the subject of the video is moving, the user has two options:

- **Automatically** track the subject of the video by pressing and holding  (to track backwards) or  (to track forwards). This will follow the subject of the video frame-by-frame, updating the position of the redaction automatically

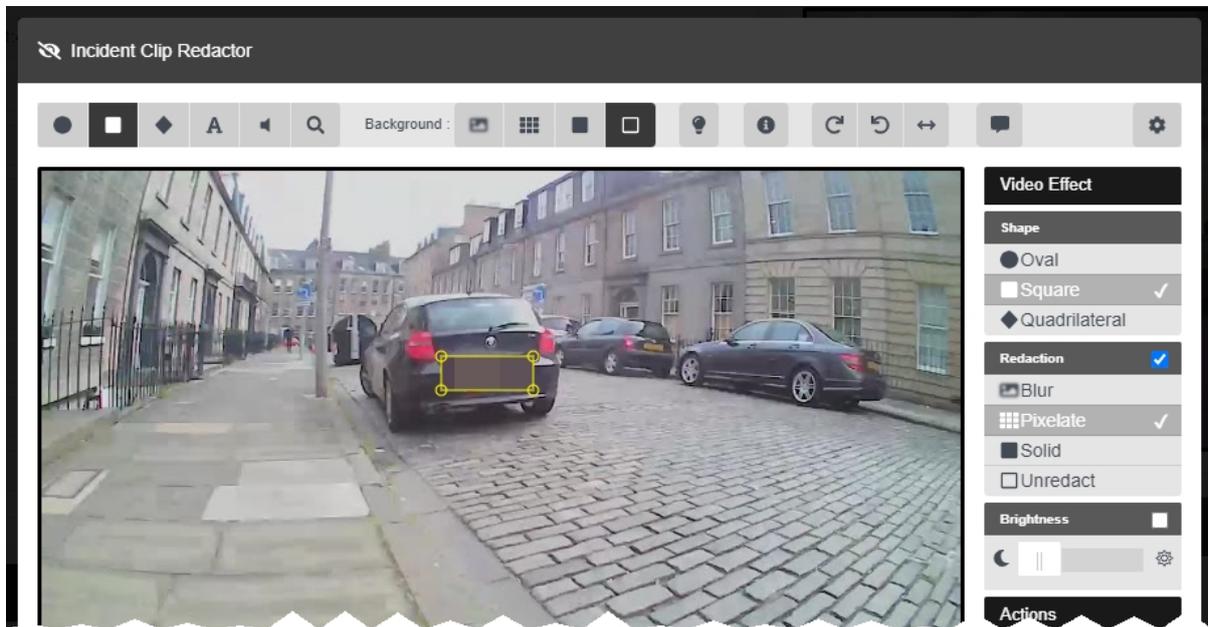


*VideoManager can only change the **position** of the redaction, not its **size or shape**. For this reason, the user may still need to manually reposition the redaction.*

- **Manually** track the subject of the video by using  **Step Backward** /  **Step Forward** to step through the video frame-by-frame and repositioning the shape to ensure that it is focused on the subject at all times.
9. When the user reaches the part of the video where the redaction should end, click  **End**.
 10. Click **confirm**.
 11. Click **Save incident**.

4.5.7 Create Other Redactions

There are some other redaction effects which can be performed on a video.



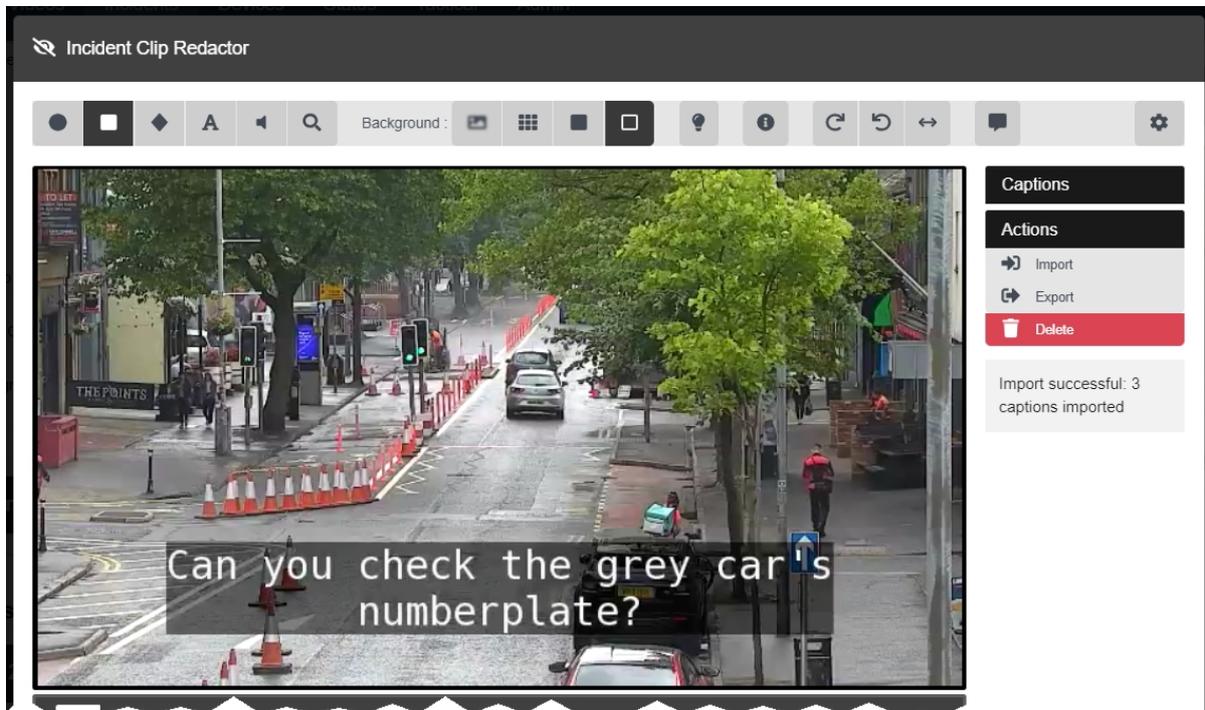
The other redaction effects can be found in the top menu bar. They are as follows:

-  **Rotate clockwise** - this rotates the video by 90 degrees left.
-  **Rotate anti-clockwise** - this rotates the video by 90 degrees right.
-  - **Horizontal flip** - this flips the video horizontally.
-  **Show metadata** - this displays the metadata recorded alongside the video.

Clicking this icon multiple times changes the position of the overlay text, then hides it entirely.

4.5.8 Add Captions to an Incident Clip

Once a video has been added to an incident, users can import a .vtt file, which will display captions over it.



To import captions for an incident clip:

1. Navigate to the **Incidents** tab.
2. Find the relevant incident, and click  **Edit incident** next to it.
Users can find the relevant incident by navigating to the **My Incidents**, **Shared Incidents**, or **Supervised Incidents** panes. They can also search for the relevant incident from the  **Search Incidents** pane.
3. In the **Incident clips** section, click  **Redact parts of this clip**.
4. Click  **Captions**.
5. In the **Actions** field, click  **Import**.
6. Select the previously-created .vtt file.
If successful, the right-hand menu will show the number of captions which have been successfully imported.

To overwrite previously-imported captions with a new set of captions, click  **Import** again and select the desired .vtt file.

To export a set of captions from an incident clip, click  **Export**. This will download the .vtt file to the PC running VideoManager.

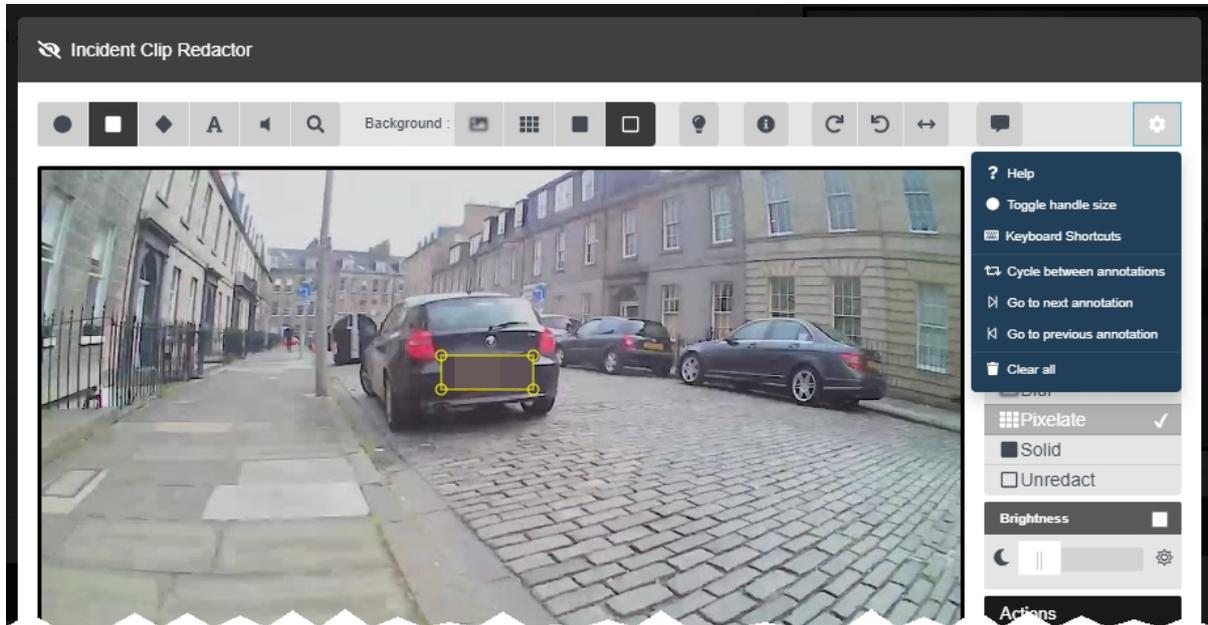


*This .vtt file will **not** be identical to the file which was originally imported - only the captions will be exported, without any styling or comments.*

To delete a set of captions from an incident clip, click  **Delete**.

4.5.9 Access the Redaction Advanced Dropdown

There are some actions which can be performed on redactions once they have been created. To access these, click **Advanced** in the top right-hand corner.



To access the redaction **Advanced** dropdown:

1. Navigate to the **Incidents** tab.
2. Find the relevant incident, and click  **Edit incident** next to it.
Users can find the relevant incident by navigating to the **My Incidents**, **Shared Incidents**, or **Supervised Incidents** panes. They can also search for the relevant incident from the  **Search Incidents** pane.
3. In the **Incident clips** section, click  **Redact parts of this clip**.

Users can now perform the following actions:

-  **Help** - this presents a brief summary of how to create a redaction effect.
-  **Toggle handle size** - if a redaction effect is selected, the handles on the redaction will get bigger. This is useful if the user wants to create a small redaction which needs more precise parameters.
-  **Keyboard Shortcuts** - this will give the user information about the possible keyboard shortcuts they can perform to move through the video more quickly.
-  **Cycle between annotations** - if a redaction effect is selected, clicking this will cycle through all the redaction effects in the video, then go back to the beginning and begin again.
-  **Go to next annotation** - if a redaction effect is selected, clicking this will move to the next redaction effects one by one, then stop at the last one.

-  **Go to previous annotation** - if a redaction effect is selected, clicking this will move to the previous redaction effects one by one, then stop at the first one.
-  **Clear all** - this will delete all redactions in the video.

4.6 Search Incidents

It is possible to use VideoManager's search functions to locate incidents in the **Incidents** tab. This allows users to filter through a large number of incidents quickly.

The screenshot shows the 'Filter' section of the VideoManager interface. It includes the following fields and options:

- Title**: A text input field for searching by incident title.
- Incident time**: Two date pickers labeled 'From:' and 'To:' for filtering by time range.
- Reference code**: A text input field for searching by reference code.
- Notes**: A text input field for searching by notes.
- Earliest date**: A date picker for filtering by the earliest date.
- Latest date**: A date picker for filtering by the latest date.
- Device operator**: A text input field with a placeholder 'Type operator name here...'.
- Owner**: A text input field with a placeholder 'Type owner name here...' and a 'My incidents' button.
- Source**: A text input field with a placeholder 'Type source name here...'.

Incidents can be searched by a number of criteria.

1. Navigate to the **Incidents** tab.
2. Select the **Search Incidents** pane.

Users can now filter incidents by the following criteria:

- **Title** - search for incidents whose name matches the one entered.
- **Incident Time** - using the **From:** and **To:** fields, search for incidents whose time matches the dates entered here.

This refers to the customisable **Incident time** field users can populate when they are creating an incident - **not** the creation time of the incident itself.

- **Reference Code** - search for incidents whose **Reference Code** field matches the text entered here.
- **Notes** - search for incidents whose **Notes** field matches the text entered here.
- **Earliest date** and **Latest date** - search for incidents whose videos were recorded between set dates.
- **Device operator** - search for incidents containing footage downloaded by a specified user.
- **Owner** - search for incidents owned by a specified user.

Click **My incidents** to search only for incidents that the logged-in user owns.

- **Source** - search for incidents containing videos from a specified body-worn cameras or import sources.
- **Match text** - search for incidents whose text (including title, reference code, and notes) matches the text entered here.

There are also filters which can be checked:

- **Show current incidents** - select whether or not to include current (i.e. non-deleted) incidents.
- **Show recently deleted incidents** - select whether or not to include recently deleted incidents.

If users have the **Reinstate** permission set to **On**, they can reinstate deleted incidents. To do so, check the **Show recently deleted incidents** box, and click **Find incidents**. Next to the incident to be reinstated, click  **Reinstate incident**.



Recently deleted incidents will have a red heading.

- **Only show shared incidents** - select whether or not to include incidents which have been shared with users on VideoManager.
- **Only show incidents with external links** - select whether or not to include incidents which have been shared externally, using incident links.

If this filter is checked, users will also be given to option to check **Active external links only**. This will only include incidents whose incident links are active - that is, workers outside VideoManager can still access the incident using its link.

3. Click **Find incidents** to display all incidents which match the previously-set criteria.

If the user wants to search for incidents using different parameters:

1. Click the **Filter** heading. This will re-open the search parameters.
2. Click  **Clear filter** to clear the search filters.
Users can now enter the updated criteria.
3. Click **Find incidents** to search for the relevant incidents.

4.7 Bulk Edit Incidents

Bulk edits allow users to perform actions on multiple incidents at once. This is useful if there are too many incidents to manually edit/delete.



To bulk edit incidents:

1. Navigate to the **Incidents** tab.
2. Select the **Search Incidents** pane.
3. Filter the incidents as necessary, and click **Find incidents**.

>> For more information, see Search Incidents on page 53

4. Click **Bulk edit**.

The bulk edit user interface appears. The user can now select incidents to be bulk edited:

- To select **individual** incidents, click next to their rows.
- To select **all** incidents onscreen, click / **Toggle selection of ALL rows..**

If there is an overflow of incidents, VideoManager will also give users the option to select the incidents which are not onscreen. To manually de-select individual incidents, click on their row.

Once the user has selected videos for bulk editing, the following options are available:

- **Create incident collection** - if the user has licensed *Nested Incidents*, this will enable them to create an incident collection containing the selected incidents.
- **Delete** - users can delete many incidents simultaneously.

To exit bulk edit mode, click **Cancel**.

4.8 Create, Edit and Delete Bookmarks

Bookmarks can be used to mark a specific time in a video. This is useful when a user needs to highlight a specific event or an item of interest - it also enables administrators to skip straight to the necessary parts of a video for review purposes. Although VB400s can be configured to create a bookmark while in the field, users can also manually create bookmarks after the video has been uploaded to VideoManager and added to an incident.

Bookmark Details	
Bookmark time	02 August 2016 11:23:59
Clip	02 August 2016 11:22:47
Operator	Default Operator

To add a bookmark to a video:

1. Ensure that the video in question is part of an incident.

>> For more information, see [Create Incidents Manually and Perform Incident Actions](#) on page 28

2. Navigate to the **Incidents** tab.
3. Find the relevant incident, and click  **Edit incident** next to it.
Users can find the relevant incident by navigating to the **My Incidents**, **Shared Incidents**, or **Supervised Incidents** panes. They can also search for the relevant incident from the  **Search Incidents** pane.
4. If there are multiple clips in the incident, scroll down to the **Incident clips** section and select the relevant clip to which the bookmark will be added.
5. In the video pane, click  **Play**.
6. Drag the progress bar of the video to the position where the bookmark will be placed.
The video will be paused automatically.
7. Click  **Bookmarks**.



If users cannot see the  **Bookmarks** option, they are only viewing the incident, not editing it. To change into editing mode, click  **Edit incident**.

8. Click **Add bookmark here**.

The **Add a bookmark** window opens.

The default name for the bookmark is the date and time position on the video. Users can overwrite this with their own text.

9. Click **confirm**. The bookmark will be added to the video.
10. Repeat this process to add more bookmarks.
11. Click **Save incident**.

Users can edit a bookmark. This is useful if the bookmark's name should be changed. To edit a bookmark:

1. Navigate to the **Incidents** tab.

2. Find the relevant incident, and click  **Edit incident** next to it.

Users can find the relevant incident by navigating to the **My Incidents**, **Shared Incidents**, or **Supervised Incidents** panes. They can also search for the relevant incident from the  **Search Incidents** pane.

3. Click  **Play**.

The playback controls are displayed.

4. Click  **Bookmarks**.

5. Next to the bookmark to be edited, select  **Edit**.

The **Edit this bookmark** window will open.

6. Make the necessary changes.

7. Click **confirm** to save the updated bookmark.

Users can delete a bookmark. This may be necessary if the bookmark has become redundant. To delete a bookmark:

1. Navigate to the **Incidents** tab.

2. Find the relevant incident, and click  **Edit incident** next to it.

Users can find the relevant incident by navigating to the **My Incidents**, **Shared Incidents**, or **Supervised Incidents** panes. They can also search for the relevant incident from the  **Search Incidents** pane.

3. Click  **Play**.

The playback controls are displayed.

4. Click  **Bookmarks**.
5. Next to the bookmark to be deleted, select  **Delete**.
The bookmark will be deleted.

To immediately jump to a bookmark in a video, click  **Bookmarks** under the relevant video, and select the bookmark in question. This will skip the video forward or backward to the bookmark's position.

5 Devices

The **Devices** tab enables the user to administer their body-worn cameras and DockControllers. From here, it is possible to view and configure all body-worn cameras and DockControllers on the network.

If users have sufficient permissions, they can perform the following actions:

- Connect body-worn cameras and DockControllers to VideoManager.

>> For more information, see [Connect Body-Worn Cameras to VideoManager](#) on page 60

- Assign a body-worn camera. This will enable users to record footage.

>> For more information, see [Assign Body-Worn Cameras and Record Footage](#) on page 64

- Search for body-worn cameras, and filter them by a number of criteria.

>> For more information, see [Search Body-Worn Cameras](#) on page 70

- Edit the properties of a body-worn camera, including its name, custom status, and touch assign settings.

>> For more information, see [Edit Body-Worn Camera Properties](#) on page 74

- Perform body-worn camera actions. These actions include upgrading firmware, and factory resetting a body-worn camera.

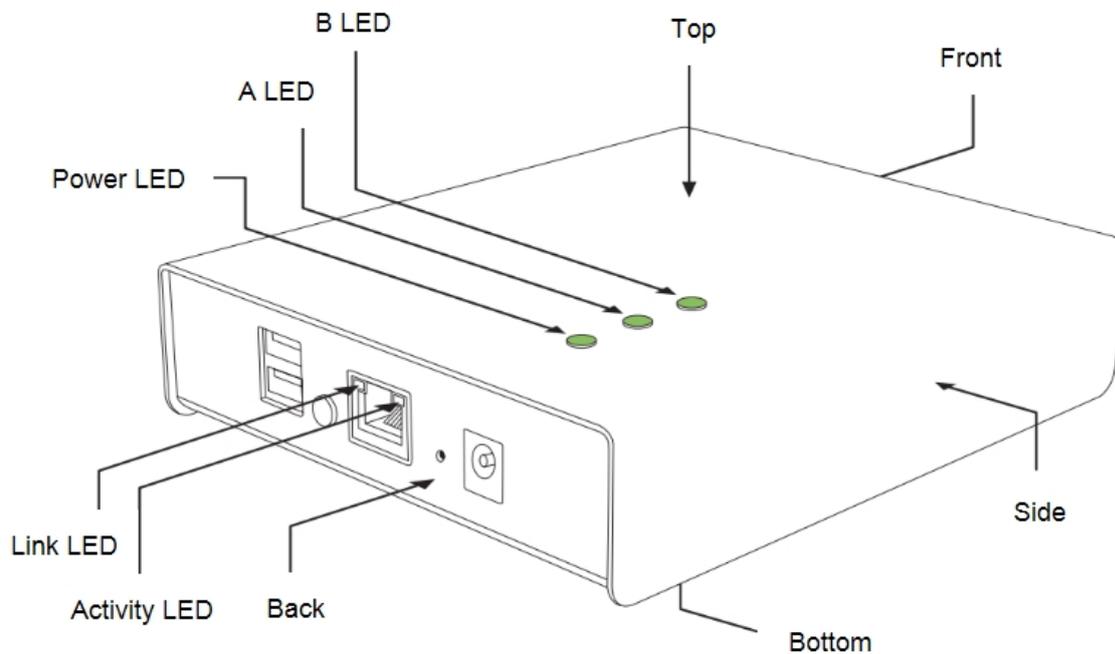
>> For more information, see [Perform Body-Worn Camera Actions](#) on page 76

- Bulk edit body-worn cameras.

>> For more information, see [Bulk Edit Body-Worn Cameras](#) on page 79

5.1 Connect Body-Worn Cameras to VideoManager

DockControllers are the mechanism through which body-worn camera docking stations can be connected to VideoManager. Up to six DOCK7/DOCK14s can be connected to one DC-200.



Administrators must first configure their DockController.

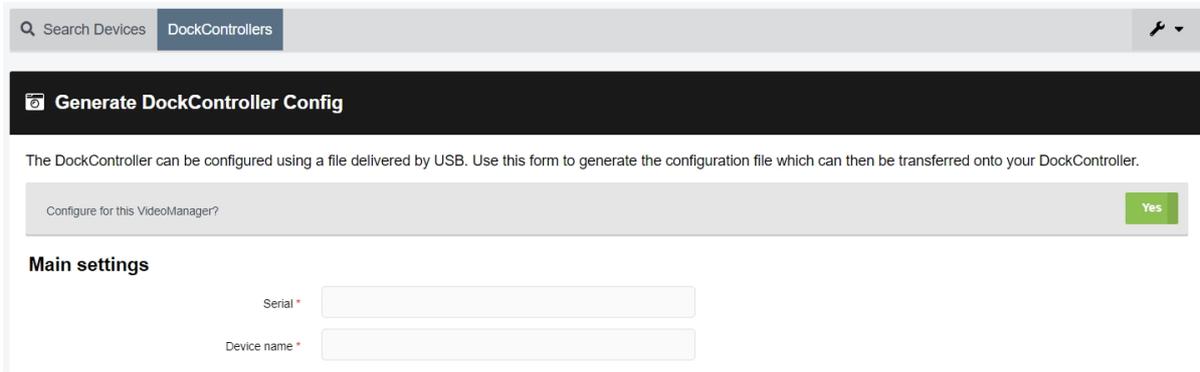
>> For more information, see [Configure and Connect a DockController to VideoManager](#) on page 61

Once the DockControllers have been configured, the body-worn cameras should be connected to them. Through this, the body-worn cameras will be connected to VideoManager automatically.

>> For more information, see [Connect Docks and Body-Worn Cameras to DockControllers](#) on page 63

5.1.1 Configure and Connect a DockController to VideoManager

An administrator must configure their DockController before any body-worn cameras can be connected to VideoManager.



The screenshot shows the VideoManager interface. At the top, there is a search bar with 'Search Devices' and a dropdown menu currently showing 'DockControllers'. Below this is a dark header with a camera icon and the text 'Generate DockController Config'. The main content area contains the following text: 'The DockController can be configured using a file delivered by USB. Use this form to generate the configuration file which can then be transferred onto your DockController.' Below this is a button labeled 'Yes' with the text 'Configure for this VideoManager?'. Underneath is a section titled 'Main settings' with two input fields: 'Serial *' and 'Device name *'.

To configure a DockController:

1. Plug one end of the DockController's power cable into its power socket, and the other end into mains power.
2. Plug the Ethernet cable into the DockController's Ethernet port.
3. Plug the other end of the Ethernet cable into any available port on the Network Switch.
4. Turn the power on at the mains.
5. On VideoManager, navigate to the **Devices** tab.
6. Select the **DockControllers** pane.
7. Click  **Advanced** in the top right-hand corner.
8. Click  **Generate DockController Config**.
9. In the **Serial** field, enter the DockController's unique serial number.
This can be found on the bottom of the DockController.
10. In the **Device name** field, enter the name by which this DockController will be known on VideoManager.
11. The **Host** field should be pre-populated with VideoManager's webserver.
12. If **SSL** is set to **On**, all footage passed through this DockController will have an extra layer of encryption.
13. If **Use static IP** is set to **On**, the user must enter an IP address for the DockController.
14. From the **Security** dropdown, select what kind of whether the DockController will be protected with **802.1x (WPA2-PEAP-MSCHAPV2)** or not.
15. Click **Generate**.

The file will be saved to the PC's default downloads location.

16. Plug the USB drive into the same PC.

The USB drive must have **FAT32 format**.

17. Drag and drop the DockController configuration file into the root folder of the USB drive.

18. Safely eject the USB drive.

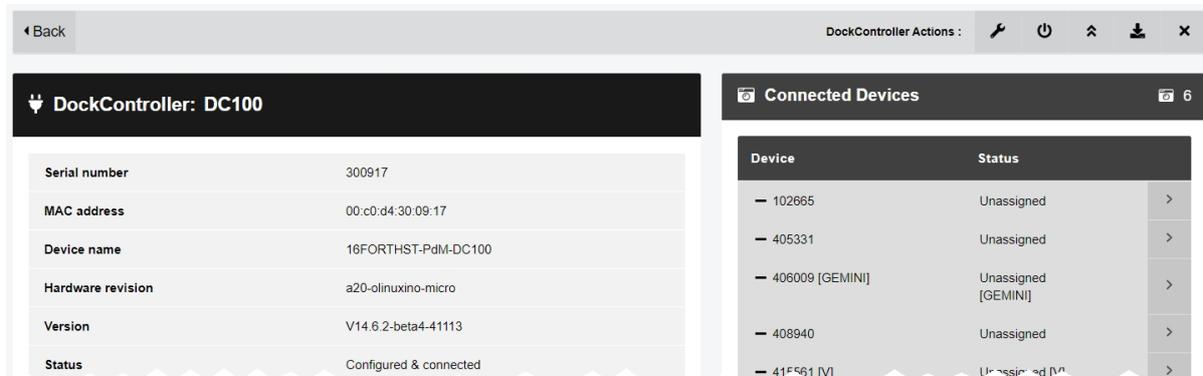
19. Plug the USB drive into one of the two DockController USB ports next to the function button.



*Do **not** plug the USB drive into one of the six DockController USB ports on the front of the device.*

5.1.2 Connect Docks and Body-Worn Cameras to DockControllers

Once a user's DockControllers have been configured, a user's docks must be connected to them. This is how body-worn cameras will communicate with VideoManager.



To connect docks to DockControllers:

1. Plug one end of the dock's USB into its USB port, and the other end into one of the six USB ports on the front side of the DockController.
The dock's USB indication LED will go green. This indicates that the dock is connected to the DockController.
 2. Plug one end of the dock's power cable into its power port, and the other end into mains power.
 3. Turn the power on at the mains.
The dock's power LED will go green. This indicates that the dock is receiving power.
- Repeat these steps for as many docks as necessary.

The user can now dock their body-worn cameras into their powered-on dock. This will connect the body-worn cameras to VideoManager.

To check that the body-worn cameras have been connected to VideoManager:

1. On VideoManager, navigate to the **Devices** tab.
2. Select the **DockControllers** pane.
3. The DockController should appear in the pane, and its status should read as **Open & Connected**.
4. Click **> View details**.
5. In the **Connected Devices** section, users can see how many body-worn cameras are connected to the DockController in question. The user can also view:
 - **Device** - the body-worn camera's serial number.
 - **Status** - the body-worn camera's status (e.g. charging, assigned, etc.).

5.2 Assign Body-Worn Cameras and Record Footage

Before a body-worn camera can be used to record or stream footage, it must be assigned to an already-created user. This ensures that all footage can be traced back to the user who recorded it. If a body-worn camera is undocked without being first assigned to a user, it **will not** record any footage.

The types of body-worn camera assignment are as follows:

- **Single issue** - the body-worn camera will be assigned to the user for one trip into the field, through the VideoManager UI. When the body-worn camera is redocked, it will become unassigned and must be reassigned manually.

>> For more information, see Assign Body-Worn Cameras with Single Issue on VideoManager on page 65

- **Single issue** and RFID - the user taps their RFID card against an RFID reader. This assigns a body-worn camera to them for one trip into the field. When the body-worn camera is redocked, it will become unassigned and must be reassigned again.

>> For more information, see Assign Body-Worn Cameras with Single Issue and RFID on page 66

- **Permanent issue** - the body-worn camera will be assigned to the user through the VideoManager UI. When the body-worn camera is redocked, it will stay assigned to the same user, and cannot be assigned to other users.

>> For more information, see Assign Body-Worn Cameras with Permanent Issue on page 67

- **Permanent allocation** - the body-worn camera will be allocated to the user through the VideoManager UI. The user must then tap their RFID card against an RFID reader before they can use the body-worn camera in the field. When the body-worn camera is redocked, it will stay allocated to the same user, who must use their RFID time every time they wish to use it.

>> For more information, see Assign Body-Worn Cameras with Permanent Allocation on page 68

5.2.1 Assign Body-Worn Cameras with Single Issue on VideoManager

If a body-worn camera is assigned with **Single issue** on VideoManager, the body-worn camera will be assigned to the user for one trip into the field. Once the user redocks the body-worn camera, it will become unassigned.

To assign a body-worn camera with single issue:

1. Navigate to the **Devices** tab.
2. Select the  **Search Devices** pane.
3. Filter the body-worn cameras as necessary, and click **Find devices**.
4. Find a suitable body-worn camera, and click  **Assign Device** next to it.



*This body-worn camera must be connected to VideoManager and unassigned. To unassign a body-worn camera, click **Return Device**.*

The **Assign Device** dialogue opens. Users must do the following:

5. In the **Operator name** field, enter the name of the user who will be recording with this body-worn camera. This must be a valid username on VideoManager.
If the user's name does not appear in the dropdown menu, they do not have the ability to operate body-worn cameras. This is due to their roles. Their roles must be changed before they can use a body-worn camera.
6. From the **Assignment mode** dropdown, select **Single issue**.
7. Select a suitable device profile from the **Device profile** dropdown. This determines how the body-worn camera will behave - which buttons perform which actions, etc.
8. Select a previously-created WiFi profile, if necessary. This determines which WiFi profile the body-worn camera will use, and is only relevant if the body-worn camera will be streaming in the field, uploading footage over WiFi, or connecting to VB Companion.
9. Click **Assign Device**.

Wait until the **Status** column changes to **Ready**. At this point, the body-worn camera can be undocked and videos can be recorded like normal.

When the body-worn camera is returned, the videos are automatically downloaded - this will change the body-worn camera's status to **Busy**, then **Downloading**. Once the videos have finished downloading, the body-worn camera's status changes back to **Unassigned**.

5.2.2 Assign Body-Worn Cameras with Single Issue and RFID

Single issue with RFID forces users to tap their RFID cards before they can undock and operate their body-worn cameras. The user does not need access to the VideoManager UI in order to use this feature - however, there is some configuration required beforehand.

Users must ensure that they have an RFID reader connected to the DockController associated with their instance of VideoManager, and one RFID card for every user which will be operating their body-worn cameras with **Single issue** with RFID.

A user must be associated with one or more RFID cards on VideoManager. It is only necessary to do this once. To do so:

1. Tap the relevant RFID card against the reader, and wait until it emits three low beeps.
2. Navigate to the **Admin** tab.
3. Select the  **People** pane.
4. Click the  **Users** section.
5. Next to the user which will be associated with the RFID card in question, click  **Go to user**.

6. In the **Touch Assign ID** field, click  .

The user will be taken to VideoManager's audit log, where the recent RFID scan will be visible.

7. Copy the touch assign ID from the audit log, and paste it into the **Touch Assign ID** field.
8. Click **Save user**.

From now on, the RFID card will be associated with the relevant user.



*If a user should be associated with multiple RFID cards (e.g. if they have a door card and a warrant card), repeat the previous steps for as many cards as necessary (i.e. touching the RFID card to the reader, copying it from the audit log) and separate the touch assign IDs with a comma in the **Touch Assign ID** field (e.g. 543642,873924).*

To assign a body-worn camera with **Single issue** and RFID, the user should tap their RFID card against the RFID reader. The device profile will be chosen depending on what roles the user inhabits, and the WiFi profile will be the default one (if the default WiFi profile has user-specific WiFi networks enabled, the body-worn camera will connect to the user's user-specific WiFi networks).

If a body-worn camera in the pool has been assigned successfully, it will emit a noise and its LEDs will flash - this is the body-worn camera which has been assigned to the user. The user can undock the body-worn camera and record footage like normal.

When the body-worn camera is returned, the videos are automatically downloaded - this will change the body-worn camera's status to **Busy**, then **Downloading**. Once the videos have finished downloading, the body-worn camera's status changes back to **Unassigned**.

5.2.3 Assign Body-Worn Cameras with Permanent Issue

If a body-worn camera is assigned with **Permanent issue** on VideoManager, the body-worn camera will be assigned to the user indefinitely. Once the user redocks the body-worn camera, it will remain assigned to them. To assign a body-worn camera with permanent issue:

1. Navigate to the **Devices** tab.
2. Select the  **Search Devices** pane.
3. Filter the body-worn cameras as necessary, and click **Find devices**.
4. Find the relevant body-worn camera, and click  **Assign Device** next to it.



*This body-worn camera must be connected to VideoManager and unassigned. To unassign a body-worn camera, click **Return Device**.*

The **Assign Device** dialogue opens. Users must do the following:

5. In the **Operator name** field, enter the name of the user who will be recording with this body-worn camera. This must be a valid username on VideoManager.
If the user's name does not appear in the dropdown menu, they do not have the ability to operate body-worn cameras. This is due to the roles they inhabit. Their roles must be changed before they can use a body-worn camera.
6. From the **Assignment mode** dropdown, select **Permanent issue**.
7. Select the relevant device profile from the **Device profile** dropdown. This determines how the body-worn camera will behave - which buttons perform which actions, etc.
8. Select a previously-created WiFi profile, if necessary. This determines which WiFi profile the body-worn camera will use, and is only relevant if the body-worn camera will be streaming in the field, uploading footage over WiFi, or connecting to VB Companion.
9. Click **Assign Device**.

Wait until the **Status** column changes to **Ready**. At this point, the body-worn camera can be undocked and videos can be recorded like normal.

When the body-worn camera is returned, the videos are automatically downloaded - this will change the body-worn camera's status to **Busy**, then **Downloading**. Once the videos have finished downloading, the body-worn camera's status changes back to **Ready**, and it can be operated again by the same user.

5.2.4 Assign Body-Worn Cameras with Permanent Allocation

Similar to **Permanent issue**, **Permanent allocation** associates a body-worn camera to a user indefinitely. Once the user redocks the body-worn camera, it will remain assigned to them. However, unlike **Permanent issue**, **Permanent allocation** forces users to tap their RFID cards before they can undock and operate their body-worn cameras. There is some configuration required in order to use this feature.

Users must ensure that they have an RFID reader connected to the DockController associated with their instance of VideoManager, and one RFID card for every user which will be operating their body-worn cameras with **Permanent allocation**.

A user must be associated with one or more RFID cards on VideoManager. It is only necessary to do this once. To do so:

1. Tap the relevant RFID card against the reader, and wait until it emits three low beeps.
2. Navigate to the **Admin** tab.
3. Select the  **People** pane.
4. Click the  **Users** section.
5. Next to the user which will be associated with the RFID card in question, click  **Go to user**.

6. In the **Touch Assign ID** field, click .

The user will be taken to VideoManager's audit log, where the recent RFID scan will be visible.

7. Copy the touch assign ID from the audit log, and paste it into the **Touch Assign ID** field.

8. Click **Save user**.

From now on, the RFID card will be associated with the relevant user.



*If a user should be associated with multiple RFID cards (e.g. if they have a door card and a warrant card), repeat the previous steps for as many cards as necessary (i.e. touching the RFID card to the reader, copying it from the audit log) and separate the touch assign IDs with a comma in the **Touch Assign ID** field (e.g. 543642,873924).*

To allocate a body-worn camera with **Permanent allocation**:

1. Navigate to the **Devices** tab.
2. Select the  **Search Devices** pane.
3. Filter the body-worn cameras as necessary, and click **Find devices**.
4. Find the relevant body-worn camera, and click  **Assign Device** next to it.



*This body-worn camera must be connected to VideoManager and unassigned. To unassign a body-worn camera, click **Return Device**.*

The **Assign Device** dialogue opens. Users must do the following:

5. In the **Operator name** field, enter the name of the user who will be recording with this body-worn camera and has been associated with an RFID card. This must be a valid username on VideoManager.

If the user's name does not appear in the dropdown menu, they do not have the ability to operate body-worn cameras. This is due to the roles they inhabit. Their roles must be changed before they can use a body-worn camera.

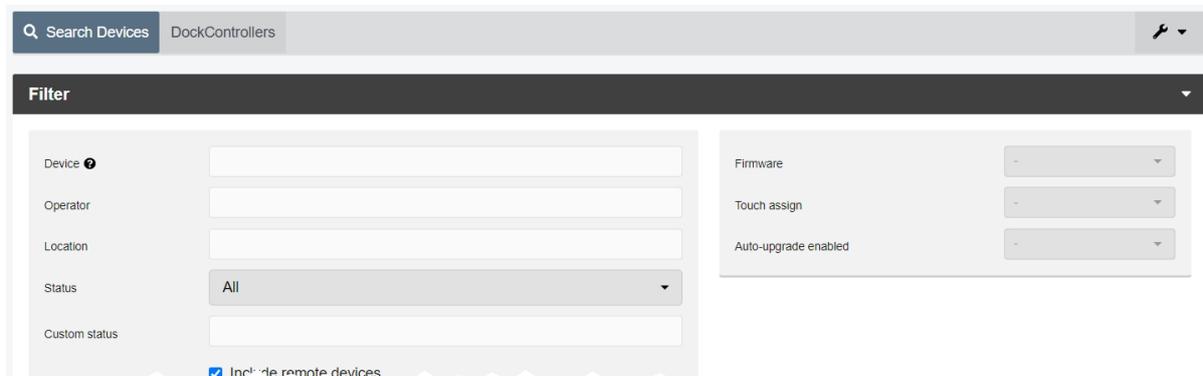
6. From the **Assignment mode** dropdown, select **Permanent allocation**.
7. Click **Assign Device**. The device profile will be chosen depending on what roles the user inhabits, and the WiFi profile will be the default one (if the default WiFi profile has user-specific WiFi networks enabled, the body-worn camera will connect to the user's user-specific WiFi networks).

If the body-worn camera has been allocated successfully, the user can undock the body-worn camera and record footage like normal.

When the body-worn camera is returned, the videos are automatically downloading - this will change the body-worn camera's status to **Busy**, then **Downloading**. Once the videos have finished downloading, the body-worn camera's status changes back to **Allocated**.

5.3 Search Body-Worn Cameras

If they have the appropriate permissions, users can utilise VideoManager's search functions to locate body-worn cameras in the **Devices** tab. This is necessary if a user needs to discover the status of various body-worn cameras (e.g. whether they are recording, and who is using them), or if a user would like to assign a body-worn camera so footage can be recorded.



The screenshot shows the 'Search Devices' pane in the VideoManager interface. At the top, there is a search bar with a magnifying glass icon and the text 'Search Devices'. Below this is a 'Filter' section with a dropdown arrow. The filter section contains several input fields and dropdown menus: 'Device' (text input), 'Operator' (text input), 'Location' (text input), 'Status' (dropdown menu with 'All' selected), and 'Custom status' (text input). To the right of these fields are three dropdown menus for 'Firmware', 'Touch assign', and 'Auto-upgrade enabled'. At the bottom of the filter section, there is a checkbox labeled 'Include remote devices' which is checked.

Body-worn cameras can be searched by a number of criteria.

1. Navigate to the **Devices** tab.

2. Select the **Search Devices** pane.

Users can now filter body-worn cameras by the following criteria:

- **Device** - this will return the body-worn camera whose serial number **or** body-worn camera ID matches the one specified.

If users want to search for multiple body-worn cameras, they should separate the values with commas (e.g. *511033,599249*).

- **Operator** - this will return any body-worn cameras assigned to the operator specified (regardless of whether they are recording, charging, etc.).
- **Location** - this will return any body-worn cameras who are plugged into the EdgeController, DockController, or site specified.
- From the **Status** dropdown, users can filter body-worn cameras based on their status. The options are as follows:
 - **All** - this will return all body-worn cameras on the system, regardless of the status they are in.
 - **Docked** - this will return all body-worn cameras which are physically docked to either a PC, a DockController, or an EdgeController associated with the instance of VideoManager. If a VT-series camera has a WiFi profile with the **Enable Docking** setting enabled, they will also appear on this list when connected to the WiFi network in question.
 - **Assigned** - this will return all body-worn cameras which have been assigned to a user on the system.

- **Assigned to me** - this will return all body-worn cameras which have been assigned to the user performing the search.
 - **Available for assignment** - this will return all body-worn cameras which are ready to be assigned - this means it will return all body-worn cameras which are simultaneously docked, unassigned, and have finished downloading any footage.
 - **Stream available** - this will return all body-worn cameras which are connected to a WiFi network and streaming successfully to VideoManager.
 - **Downloading** - this will return all body-worn cameras which are docked and currently downloading recorded footage to VideoManager.
 - **Ready** - this will return all body-worn cameras which are ready to be undocked (all body-worn cameras which are simultaneously docked, assigned to a user, and have finished downloading any footage).
 - **In use** - this will return all body-worn cameras which are assigned to a user and undocked. Body-worn cameras which are streaming as well as recording will be shown here as well.
 - **Busy, Unavailable or Unknown** - this will return all body-worn cameras who are **Busy** (the body-worn camera is preparing to download footage to VideoManager and therefore cannot be used), **Unavailable** (the instance of VideoManager does not have the correct access control key to unlock the body-worn camera), or **Unknown** (the body-worn camera was undocked without being assigned to a user).
 - **Error** - this will return all body-worn cameras which are in an error state: this is usually because the body-worn camera cannot download its recorded footage (either because VideoManager has no more storage space, or because the body-worn camera itself is faulty).
 - **Unknown** - this will return all body-worn cameras whose status is **Unknown** (the body-worn camera was undocked without being assigned to a user).
 - **Allocated** - this will return all body-worn cameras which are assigned to a specific user but have not been tapped out with an RFID card.
 - **Service required** - this will return all body-worn cameras for whom **Service required** has been set to **On**.
- From the **Firmware** dropdown, users can filter body-worn cameras by the firmware they are running. The options are as follows:
 - **Default firmware** - this will return all body-worn cameras running the default firmware, as specified from the **Device Images** section.
 - **Non-default firmware** - this will return all body-worn cameras running firmware other than the default firmware.

- **Other...** - this will give the user the option to enter the name of a specific firmware image. This search is useful if the user wants to find specific body-worn cameras running out-of-date firmware. If the user does not enter anything, **all** body-worn cameras will be returned.
- If **Touch assign** is set to **Yes**, all body-worn cameras with Touch Assign enabled will be returned. If set to **No**, body-worn cameras with Touch Assign disabled will be returned.
- If **Auto-upgrade enabled** is set to **Yes**, all body-worn cameras with auto-upgrade enabled will be returned. If set to **No**, body-worn cameras with auto-upgrade disabled will be returned.

If users have forgotten body-worn cameras because they have been lost or are redundant, users will also have the option to include these body-worn cameras in their search by checking

See forgotten devices.

- Click **Find devices** to display all matching body-worn cameras below the search options.
- Click **✕ Reset filter** to clear the search filters.



Some of these search options may not be available depending on how access permissions have been configured.

Once videos have been filtered, there are some actions that users can take:

-  Change viewing options.

>> For more information, see Change Viewing Options on page 14

-  **Pause.**

This will freeze the list, and no body-worn cameras can be added or removed until it is unpaused.

- Bulk edit body-worn cameras.

>> For more information, see Bulk Edit Body-Worn Cameras on page 79

Users may see icons next to their body-worn cameras. Potential combinations are as follows:

- No icon - the body-worn camera is not connected to VideoManager.

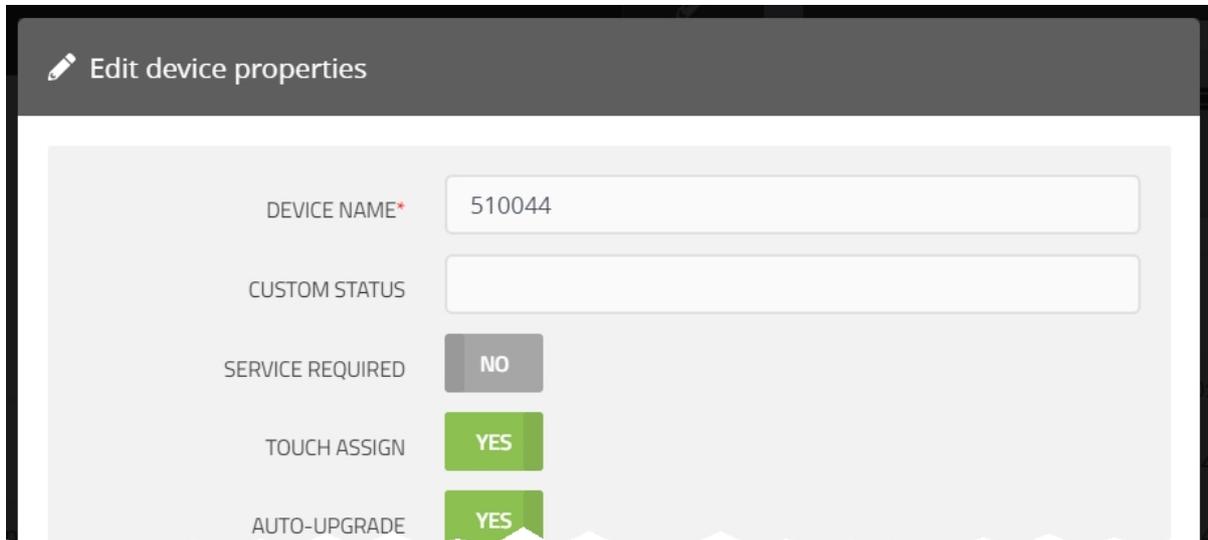
This could be because it is assigned and in the field (**In use**) or unassigned and in the field (**Unknown**).

-  - the body-worn camera is charging but has not met the minimum charge criteria for single-issue and RFID.
-   - the body-worn camera is charging and has met the minimum charge criteria for single-issue and RFID, but RFID assignment has been disabled for this body-worn camera from the  **Edit device properties** pane.

-  - the body-worn camera is charging, has met the minimum charge criteria for single-issue and RFID, and RFID assignment is enabled for this body-worn camera. It is ready to be assigned with single-issue and RFID.
-   - the body-worn camera is fully charged, but RFID assignment has been disabled for this body-worn camera from the  **Edit device properties** pane.
-   - the body-worn camera is fully charged and RFID assignment is enabled for this body-worn camera. It is ready to be assigned with single-issue and RFID.
-  - the body-worn camera is not charging.

5.4 Edit Body-Worn Camera Properties

Once a body-worn camera has been connected to VideoManager for the first time, users can edit its properties. This can be done while the body-worn camera is docked **or** while it is out in the field.



To edit body-worn camera properties:

1. Navigate to the **Devices** tab.
2. Select the **Search Devices** pane.
3. Filter the body-worn cameras as necessary, and click **Find devices**.
4. Click **View device info** next to the body-worn camera to be edited.
5. Click **Edit device properties**.
6. Configure the following settings:

- In the **Device name** field, users can change the name of the body-worn camera on VideoManager. By default, this is the body-worn camera's serial number.

If this is changed while the body-worn camera is disconnected from VideoManager, its name will be overwritten once the body-worn camera is redocked.

- In the **Custom status** field, users can record notes about the body-worn camera in question - for example, if it has recently been upgraded.

Users with the **See devices** permission can see custom statuses for assigned body-worn cameras, and users with the **See devices** and **See unassigned devices** permissions can see custom statuses for all body-worn cameras on VideoManager.

- If **Service required** is set to **Yes**, a docked body-worn camera cannot be allocated or assigned to an operator until **Service required** has been set to **No** again.

An undocked body-worn camera will be unallocated or unassigned as soon as it is redocked.



If the body-worn camera is a VB400, its LEDs will glow yellow as well. This will either happen immediately (if it was already docked) or as soon as it is redocked (if it was out in the field).

- If **Touch assign** is set to **Yes**, the body-worn camera can be assigned or allocated with RFID.

>> For more information, see Assign Body-Worn Cameras and Record Footage on page 64

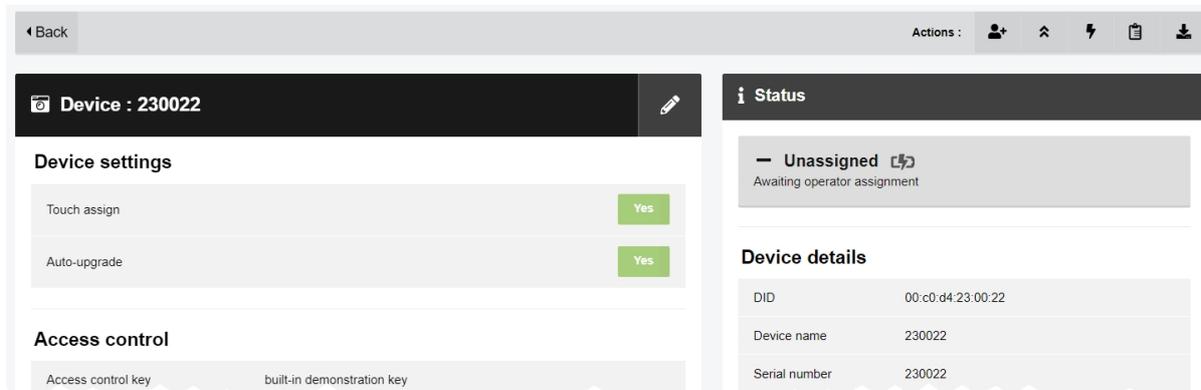
- If **Auto-upgrade** is set to **Yes**, the body-worn camera's firmware will be automatically upgraded. The firmware to which it is upgraded depends on how the **Firmware Settings** section has been configured.
- If **Use static IP** is set to **Yes**, the user must enter the IP address which the body-worn camera will use.

If set to **Off**, the body-worn camera will have a different IP address every time it starts recording.

7. Click **save changes**.

5.5 Perform Body-Worn Camera Actions

Once a body-worn camera has been connected to VideoManager, users can perform actions on it. These actions include upgrading its firmware, factory resetting it, viewing and downloading its audit log, and forgetting it.



To reach the relevant pane:

1. Navigate to the **Devices** tab.
2. Select the  **Search Devices** pane.
3. Filter the body-worn cameras as necessary, and click **Find devices**.
4. Find the relevant body-worn camera, and click  **View device info** next to it.
This will open the body-worn camera's information pane.

To upgrade a body-worn camera's firmware to the latest version:

1. Ensure that the body-worn camera is docked (either with a dock or plugged directly into the PC running VideoManager) and charging.
2. Click  **Upgrade this Device**.
The **Upgrade this Device** window will open.
The most recent firmware will appear at the top of the list.
3. To upgrade the device, click **Upgrade Device**.



Downgrading firmware (e.g. from V10.0.0 to V9.1.0) is generally not recommended - Motorola Solutions support should be contacted first.

It may be necessary to factory reset a body-worn camera if it is **Locked** - this will happen if the body-worn camera has recorded footage but is redocked to an instance of VideoManager which does not have its access control key. While a body-worn camera is locked, it cannot be assigned to a user. To factory reset a body-worn camera:

1. Ensure that the body-worn camera is docked and charging.
2. Click  **Factory Reset this Device** in the top right-hand corner.
3. To factory reset the body-worn camera, click **Yes, Reset Device**



Factory resetting a body-worn camera means that all footage on it which has not already been downloaded to VideoManager will be deleted.

Users can view a body-worn camera's audit log. This will give users insight into how the body-worn camera has been used - who its operator is, when it was last undocked, etc. To do so:

1. Click  **View device audit log** in the top right-hand corner.
2. Filter the audit log using the following fields:
 - **Event type** - this will return specific actions performed on the body-worn camera. If the user starts entering an event, VideoManager will suggest various event options (e.g. **DEVICE_DOCKED**).
 - **User** - this will return actions performed on the body-worn camera by the specified user. If the user starts entering a username, VideoManager will suggest various usernames to match it.
 - **Message** - this will return specific actions performed on the body-worn camera, whose details match the keywords entered here. For example, the **DEVICE_DOCKED** event comes with the message **Device docked**.
 - **Signature** - the user should enter the signature of an incident. This will return actions performed on videos recorded by this body-worn camera in the specified incident. For example, when a video recorded by this body-worn camera was added to the specified incident.
 - **Location** - this will return actions performed on the body-worn camera from a specific DockController or EdgeController.
 - **Client** - this will return actions performed on the body-worn camera from a specific IP address.
 - **Server** - this will return actions performed on the body-worn camera from a specific server hosting VideoManager.
 - From the **Date range** dropdown, users can select the date range for these actions.
3. Click **Filter audit log**.

To download an audit log, click  **Download device audit log** in the top right-hand corner.



The audit log will be downloaded to the PC's default downloads location.

If a body-worn camera has been undocked from VideoManager, it can be forgotten. This will remove it from VideoManager's list until it has been redocked. This is useful if a body-worn camera has been lost or taken out of rotation, and the user wants to hide it from any search results for organisational purposes.

1. Click  **Forget Device** in the top right-hand corner.
2. Click **yes** to confirm.

If a body-worn camera has been forgotten, it will not appear on VideoManager until it is re-docked.

5.6 Bulk Edit Body-Worn Cameras

Bulk edits can be used to quickly edit all body-worn cameras on an instance of VideoManager. This is useful if, for instance, there is a firmware upgrade that applies to many body-worn cameras owned by a user.

DEVICE	OPERATOR	LOCATION	STATUS	BATTERY
<input checked="" type="checkbox"/> 110008		DC-100-300917-MKIII	Unassigned	
<input checked="" type="checkbox"/> 401271		DC-100-300917-MKIII	Unassigned	
<input checked="" type="checkbox"/> 401595 [T]	edesix.sjb	DC-100-300917-MKIII	Ready [T]	
<input checked="" type="checkbox"/> 403279 [UK]		DC-100-300917-MKIII	Unassigned [UK]	
<input checked="" type="checkbox"/> 403609 [US]		DC-100-300917-MKIII	Unassigned [US]	

To bulk edit body-worn cameras:

1. Navigate to the **Devices** tab.
2. Select the **Search Devices** pane.
3. Filter the body-worn cameras as necessary, and click **Find devices**.

>> For more information, see Search Body-Worn Cameras on page 70

4. Click **Bulk edit**.

Users should now select the body-worn cameras which will be bulk edited. This can be done in two ways:

- Select an individual body-worn camera by clicking next to it.
- Select all body-worn cameras by clicking **Toggle selection of ALL devices**.

Once body-worn cameras have been selected, the following actions are now available:

- **Assign** - this will assign all selected body-worn cameras.

If this is selected, administrators must enter the name of the user to whom these body-worn cameras should be assigned.

- **Return** - this will unassign all selected body-worn cameras.
- **Upgrade** - if there is a firmware upgrade available, this will upgrade all selected body-worn cameras.
- **Factory reset** - this will reset all selected body-worn cameras.

The body-worn camera's access control key and configuration will be reset.

- **Update** - this will update all selected body-worn cameras - users can change the following settings by clicking next to each one:

- ***Change custom status***
- ***Change service required***
- ***Change touch assign***
- ***Change auto-upgrade***
-  **Forget** - this will delete all selected body-worn cameras from the instance of VideoManager.

To exit bulk edit mode, click **✕ Cancel**.

6 Account Profile

In the **Account Profile** pane, users can edit aspects of their VideoManager profile.

The screenshot shows two side-by-side panes. The left pane is titled 'Account Profile' and contains a table with the following information:

Username	Administrator
Display name	<input type="text"/>
Last logged in	10 November 2020 12:43 Log out

The right pane is titled 'Update password' and contains three password input fields: 'Current password', 'New password', and 'Confirm new password', each with a toggle icon to the right. Below this is a 'WiFi networks' section with a plus icon and a message: 'No WiFi networks found.'

To go to the user's account profile:

1. Click the  user icon in the top right-hand corner of the screen.
2. Select **Account Profile** from the dropdown.

From the account profile pane, users can:

- Edit their display name.

In **Display name** field, enter the new display name and click **Save Changes**.

-  Update their password.

In the **Update password** pane, enter the user's current password, then the new password. Click **Save new password** to save.

-  Create, edit and delete user-specific WiFi networks.

This is necessary if a user wishes to stream footage over a personal hotspot.

>> For more information, see Create User-Specific WiFi Networks on page 85

-  View two factor authentication settings.

7 Configure Streaming

Body-worn cameras can be configured to send a live stream to VideoManager while recording. Administrators can then watch the live stream in real time. To do so:

1. Configure firewalls.

This step is only necessary if VideoManager is configured to use anything other than its default port **or** if VideoManager is set up on a public network.

>> For more information, see [Configure Firewalls](#) on page 83

2. Configure VideoManager's public address.

>> For more information, see [Configure VideoManager's Public Address](#) on page 84

3. Create a user-specific WiFi network, if the user will be live streaming over a personal hot-spot.

>> For more information, see [Create User-Specific WiFi Networks](#) on page 85

4. Create a WiFi profile which can be used for streaming.

>> For more information, see [Create a WiFi Profile](#) on page 87

5. Assign the body-worn camera to a user, and begin streaming footage.

>> For more information, see [Assign a Body-Worn Camera for Streaming](#) on page 89

6. View the live stream.

>> For more information, see [View Live Streams](#) on page 91

7.1 Configure Firewalls

Sometimes, body-worn cameras will be unable to stream to VideoManager without prior firewall configuration. There are two reasons that firewall configuration might be necessary: the user has either changed VideoManager's default port, or has connected it to a public network. The steps below differ, depending on which situation applies to the user's instance of VideoManager.

If the user has changed VideoManager's default web server port, they must create a new inbound rule. To do so:

1. In the Windows menu, navigate to the **Control Panel** tab.
2. Select the **System and Security** pane.
3. Click the **Windows Defender Firewall** section.
4. In the left-hand menu pane, click  **Advanced Settings**.
5. Select **Inbound Rules**.
6. In the right-hand menu pane, click **New Rule...**
7. Set the rule type to **Port**, and click **Next**.
8. In the **Specific Local Ports** section, enter VideoManager's port, and click **Next**.
This can be found on VideoManager, in the **Web Server** section of the **System** pane, in the **Admin** tab.
9. Ensure that **Allow the connection** is checked, and click **Next**.
10. Check the relevant profiles for this rule. If in doubt, leave all checked, and click **Next**.
11. Enter a name for the rule and click **Finish**.



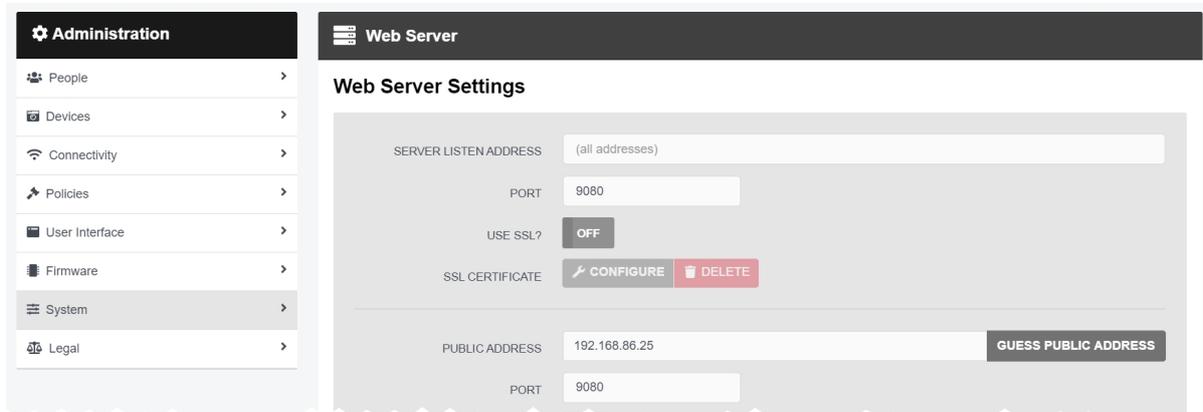
If the user has other firewalls or NAT routers in the network between VideoManager and the WiFi network to which body-worn cameras will connect, they must also be configured to allow TCP connections between the body-worn camera and the VideoManager server.

If the user has connected VideoManager to a public network:

1. In the Windows menu, navigate to the **Control Panel** tab.
2. Select the **System and Security** pane.
3. Click the **Windows Defender Firewall** section.
4. In the left-hand menu pane, click  **Advanced Settings**.
5. Select **Inbound Rules**, and scroll down until the *VideoManager Web* rule is visible.
6. Double-click on the rule and in the **Advanced** section, ensure that **Public** is checked.
7. Click **OK**.

7.2 Configure VideoManager's Public Address

When a body-worn camera connects to VideoManager, it does so using VideoManager's public address. If the body-worn cameras are connecting to the same IP network as VideoManager, users can utilise the same IP address as the VideoManager machine.



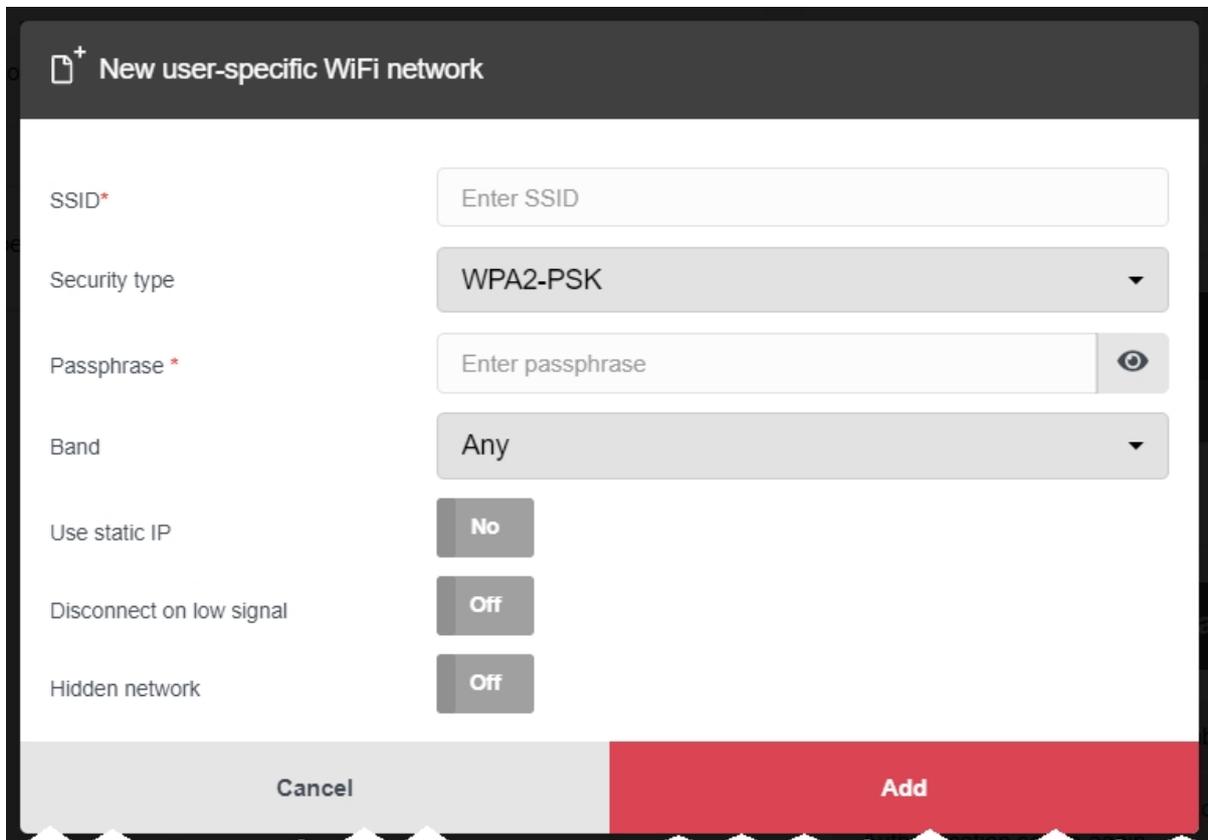
To configure a public address:

1. On VideoManager, navigate to the **Admin** tab.
2. Select the **System** pane.
3. Click the **Web Server** section.
4. In the **Public address** field, either enter the public address or click **Guess public address** to guess what this address should be.
5. Click **Save settings**.

VideoManager should be configured to use fixed address LAN infrastructure, and operate on a **Private** or **Domain** network, wherever possible.

7.3 Create User-Specific WiFi Networks

It is possible for users to create user-specific WiFi networks which will only appear on their profile and cannot be viewed by other users on the system. These can be added to WiFi profiles later, but they will still be kept private. This is useful if the user has created a mobile phone hotspot for streaming.



The screenshot shows a mobile application interface for creating a new user-specific WiFi network. The title bar at the top reads "New user-specific WiFi network" with a plus icon on the left. The form contains the following fields and controls:

- SSID***: A text input field with the placeholder "Enter SSID".
- Security type**: A dropdown menu currently showing "WPA2-PSK".
- Passphrase ***: A text input field with the placeholder "Enter passphrase" and a toggle icon (an eye) on the right.
- Band**: A dropdown menu currently showing "Any".
- Use static IP**: A toggle switch currently set to "No".
- Disconnect on low signal**: A toggle switch currently set to "Off".
- Hidden network**: A toggle switch currently set to "Off".

At the bottom of the form, there are two buttons: a grey "Cancel" button on the left and a red "Add" button on the right.

The steps for creating a user-specific WiFi network differ, depending on whether the user is creating the network for **another user on VideoManager or for themselves**.

If the user is configuring a user-specific WiFi network for another user, the steps are as follows:

1. Navigate to the **Admin** tab.
2. Select the **People** pane.
3. Click the **Users** section.
4. Next to the user to be edited, click **> Go to user**.
5. In the **WiFi networks** pane, click **Add network**.
6. In the **Network name (SSID)** field, enter the name of the WiFi network or hotspot. This cannot be changed later.
7. From the **Security type** dropdown, select which security configuration the user-specific WiFi network will use. The options are **WPA2-PSK**, **WPA-PSK**, **WEP**, or **Open**.

8. In the **Passphrase** field, enter the passphrase of the WiFi network or hotspot.
9. From the **Band** dropdown, select which frequencies the body-worn cameras will attempt to connect to. The options are as follows:
 - **Any** - this option is suitable for all body-worn cameras.
 - **2.4GHz only** - this option is suitable for all body-worn cameras.
 - **5GHz only** - this option is only suitable for VB400s.
10. If **Use static IP** is set to **On**, the user must enter the corresponding static IP details.
11. If **Disconnect on low signal** is set to **On**, body-worn cameras trying to stream over this network will disconnect from it if its signal is weak.

Users will have the option to define the "weak" signal as a percentage, and the time in seconds that the body-worn camera must be connected to the specified signal level, after which the body-worn camera will disconnect.
12. Click **Add** to save the network.

If the user is creating the user-specific WiFi network for themselves:

1. In the top right-hand corner of VideoManager, click the  icon.
2. Select **Account Profile** from the dropdown.
3. In the  **User-specific WiFi networks** pane, click  **Add network**.
4. In the **Network name (SSID)** field, enter the name of the WiFi network or hotspot.

This cannot be changed later.
5. From the **Security type** dropdown, select which security configuration the user-specific WiFi network will use. The options are **WPA2-PSK**, **WPA-PSK**, **WEP**, or **Open**.
6. In the **Passphrase** field, enter the passphrase of the WiFi network or hotspot.
7. From the **Band** dropdown, select which frequencies the body-worn cameras will attempt to connect to. The options are as follows:
 - **Any** - this option is suitable for all body-worn cameras.
 - **2.4GHz only** - this option is suitable for all body-worn cameras.
 - **5GHz only** - this option is only suitable for VB400s.
8. If **Use static IP** is set to **On**, the user must enter the corresponding static IP details.
9. If **Disconnect on low signal** is set to **On**, body-worn cameras trying to stream over this network will disconnect from it if its signal is weak.

Users will have the option to define the "weak" signal as a percentage, and the time in seconds that the body-worn camera must be connected to the specified signal level, after which the body-worn camera will disconnect.
10. Click **Add** to save the network.

7.4 Create a WiFi Profile

Administrators must create a WiFi profile which is suitable for live streams. A WiFi profile is a collection of WiFi networks, one of which a body-worn camera must connect to before it can live stream.

To create a WiFi profile:

1. Navigate to the **Admin** tab.
2. Select the **Connectivity** pane.
3. Click the **WiFi Profiles** section.
4. Click **Create wifi profile** in the top right-hand corner.
5. Enter the following information for the WiFi profile (this will apply to all body-worn cameras which use the profile in question):

- In the **Name** field, enter a name for the WiFi profile.
- Ensure that **Default profile** is set to **On**.



This ensures that, regardless of how body-worn cameras are assigned, they will always have access to this WiFi profile.

- If the administrator has already created user-specific WiFi networks, they can be added to the WiFi profile by setting **User-specific networks** to **On**.

>> For more information, see [Create User-Specific WiFi Networks](#) on page 85

- To add a new network to the WiFi profile, click **Add network**.

The administrator should enter the WiFi network's information. Unlike user-specific WiFi networks, this WiFi network will be used by all body-worn cameras in this WiFi profile, regardless of the users to which they have been assigned.

- If VB100s, VB200s, VB300s, or VB400s will be streaming, scroll down to the **VB300/VB400** section set **Enable streaming** to **On**.

- If VT-series cameras will be streaming, scroll down to the ★ **VT50/VT100** section and set **Enable streaming** to **On**.



*VT-series camera streaming settings must be configured for **every network** within a WiFi profile.*

6. Click **Save settings**.

7.5 Assign a Body-Worn Camera for Streaming

Users can now operate a body-worn camera and live stream the footage back to VideoManager. The steps differ, depending on how the body-worn camera will be assigned.

To assign a VB400 to a user through **single issue and RFID**, the user should tap their RFID card against the RFID reader associated with VideoManager. In the pool, a VB400's LEDs will light up and it will emit a beep. The user can undock and operate this body-worn camera. For more information, please see the Administrator Guide.

To assign a VB400 to a user through **Single issue, Permanent issue, or Permanent allocation**:

1. Navigate to the **Devices** tab.
2. Select the  **Search Devices** pane.
3. Filter the body-worn cameras as necessary, and click **Find devices**.



*This body-worn camera must be connected to VideoManager and unassigned. To unassign a body-worn camera, click **Return Device**.*

The **Assign Device** dialogue opens.

4. In the **Operator name** field, enter the name of the user who will be recording with this body-worn camera. This must be a valid username on VideoManager.
5. Select which **Assignment mode** the body-worn camera will use.
 - **Single issue** - the body-worn camera will be assigned to a user and when it is redocked, it will become unassigned and must be reassigned manually.
 - **Permanent issue** - the body-worn camera will be assigned to the user and when it is redocked, it will stay assigned to the same user.
 - **Permanent allocation** - the body-worn camera will be allocated to a user, who must then tap an RFID card before they can use it in the field. When it is redocked, it will stay allocated to the same user.

If **Permanent allocation** has been chosen, the user will **not** be able to select the relevant device profile and WiFi profile. However, this is not an issue - the default VideoManager device profile is suitable for streaming, and the WiFi profile should have already been set as the default.



*If the WiFi profile has not already been set as the default, navigate to the **Admin** tab, select the **Connectivity** pane, click the  **WiFi Profiles** section, click **> Go to profile** next to the newly created WiFi profile, and set **Default profile to On**.*

If **Single issue** or **Permanent issue** have been chosen, the user must do the following:

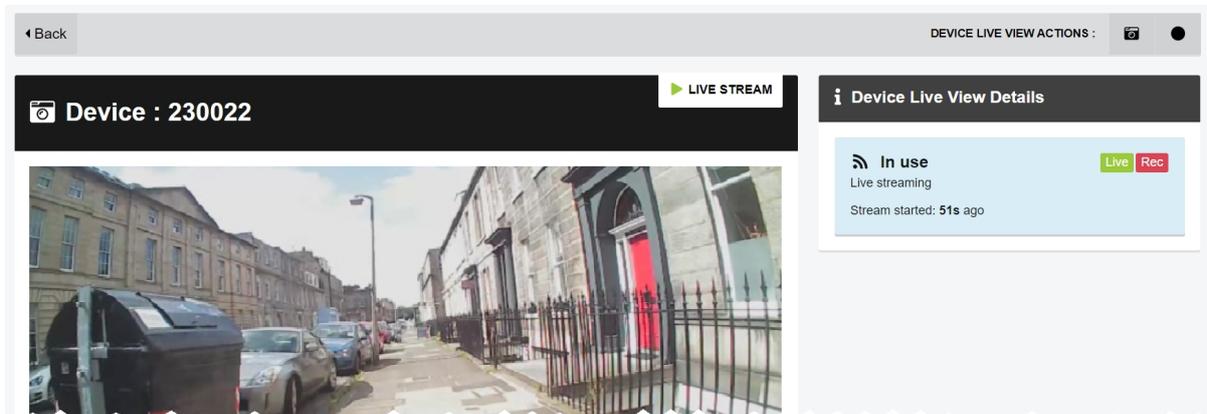
1. From the **Device profile** dropdown, select the default device profile.
2. From the **WiFi profile** dropdown, select the previously-created WiFi profile.

3. Click **Assign Device**.

Wait until the body-worn camera's status changes to **Ready**. At this point, the body-worn camera can be undocked and users can start streaming from their body-worn camera.

7.6 View Live Streams

Once a body-worn camera has been assigned to a user and has a WiFi profile that allows streaming, they can begin recording and view the live stream that is created at the same time. Live streams are only broadcasted while the body-worn camera in question is recording.



To view a body-worn camera's live stream:

1. Navigate to the **Devices** tab.
2. Next to the streaming body-worn camera, there will be two alerts - one will say **Rec** and one will say **Live**. Click **View live**.
3. This will take the user to a page where they can view the live stream.



Only users with the permission to view body-worn cameras live can see live streams. However, even with this permission, they can only see live streams from body-worn cameras they have permission to view (this could be body-worn cameras they own, body-worn cameras they supervise, or all body-worn cameras).

4. Once a live stream has stopped, the screen will go blue and there will be a message reading **Device not streaming**.

8 Frequently Asked Questions

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8.1 Video FAQs

Q. After recording, how do I download videos from my body-worn camera to VideoManager?

A. To download videos from your body-worn camera:

1. Either dock your body-worn camera or plug it in to your PC using a USB cable.
2. Navigate to the **Devices** tab.
3. Locate the body-worn camera you've just plugged in. Click **> View device info**.
4. In the **Status** window, you should see the **Downloading** sign.
The video should now be available to view under the **Videos** tab.

Q. Why are some of the headings on my videos blue?

A. If a video is part of an incident, its heading will become blue instead of grey. It will also have a star ★ next to its name. You can click the **This video is in {0} incident** button, which will take you to the incident it is part of.

Q. What is the difference between the operator and the owner of a video?

A. The operator of a video is the one who physically recorded it on their body-worn camera. The owner has full administrative control over the video. Normally this will be the same person - however, if the footage in question is too sensitive for more junior users to retain control of, it may be necessary to reallocate who the owner is.

Q. I can't see some of the videos on VideoManager. Why is this?

A. There are two possible reasons for this - permissions and deletion policies.

- **Permissions** - VideoManager gives administrators lots of control over what actions can be performed by other users on the site. It does this through roles - these affect how much privilege a user has on the site. It's possible that when you were creating your admin user after logging in for the first time, you didn't assign it the privileges which will allow you to see the videos filmed by yourself and others on the system. To fix this:
 1. Navigate to the **Admin** tab.
 2. Select the **People** pane.
 3. Click the **Roles** section.
 4. Click **Go to role** button next to your role.
 5. Scroll down to the **Video permissions** window.
 6. Next to the relevant permissions, set each button to **On**.

Remember that these permissions apply to either your videos, videos which have been shared with you, videos which have been recorded by people you supervise, or all videos on the system.

- **Deletion Policies** - you may want to check the configuration of your deletion policy, in case it is configured to delete footage almost immediately. To do so:

1. Navigate to the **Admin** tab.
2. Select the  **Policies** pane.
3. Click the  **Deletion Policy** section.
4. Change the number of days that footage is kept for after it has been recorded and downloaded.

Q. Why do some of my videos have a cloud symbol instead of a thumbnail?

A. A cloud symbol indicates that a video is not available on your instance of VideoManager because:

- You are on a Central VideoManager and the video is on the site. You must fetch the video from the site before you can watch it.
- You are on a site and the video was fetched from the Central VideoManager.

This means that you can no longer watch the video on the site.

Q. I've accidentally deleted a video. Can I undo this action?

A. You can reinstate a deleted video, as long as your deletion policy has been configured to keep deleted videos for a short period of time after deletion **and** you are in a role which has had the **Undelete** permission set to **On**. To reinstate a video:

1. Navigate to the **Videos** tab.
2. Select the  **Search Videos** pane.
3. Check **Include deleted videos**.
4. The deleted video will appear with a red heading. Click  **Reinstate video**.
5. Click **yes**.

The video will be reinstated and can be watched like normal.

8.2 Device FAQs

Q. Why isn't my VB300 docking?

A. To restart your VB300:

1. Hold the body-worn camera so it is facing you.
2. Simultaneously **press and hold** the two plastic buttons on the top-left and bottom-right corners of the body-worn camera for 5 to 10 seconds.
3. All the lights on the body-worn camera should come on and start flashing.
4. Release the two buttons.
5. Once the lights have stopped flashing, try re-docking the body-worn camera again.

If the procedure above doesn't work, leave the body-worn camera off its charging base until the battery is completely flat (this could take over 24 hours). Once the battery is flat, try re-docking the body-worn camera.

If neither of these procedures work, the body-worn camera must be returned to Motorola Solutions for servicing or repair. To do so:

1. Navigate to motorolasolutions.com/en_xu/support.html, and select **Service Returns** from the dropdown.
2. Fill in the form by entering your company name, email address, telephone number and return address details.
Leave the reseller name **blank**.
3. Select the correct camera model from the dropdown list under "part".
4. Enter the serial number of your faulty body-worn camera.
5. Describe the fault in the **Fault Description** box.
Leave the rest of the fields **blank**.
6. If you are returning more than one body-worn camera, click **Add line for each additional return** and fill out the form as detailed above.
7. Click **Create**.

Q. Why isn't my VB100/VB200 docking?

A. To restart your VB100 or VB200:

1. Turn the body-worn camera upside down.
2. Pull the rubber charging cover upwards gently and rotate it to the side, so you can see the charging/docking port.
3. To the right of the charging/docking port, there is a small plastic switch. Press this switch down for 5 to 10 seconds.

4. Keep looking at the top of the body-worn camera. The green power light will go out. It will then glow orange and red, and the other lights on the top of the body-worn camera will glow green.

This indicates that the body-worn camera is rebooting.

5. Once the lights have stopped flashing, try re-docking the body-worn camera again.

If the procedure above doesn't work, leave the body-worn camera off its charging base until the battery is completely flat (this could take over 24 hours). Once the battery is flat, try re-docking the body-worn camera.

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1. Navigate to motorolasolutions.com/en_xu/support.html, and select **Service Returns** from the dropdown.
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Leave the reseller name **blank**.

3. Select the correct camera model from the dropdown list under "part".

4. Enter the serial number of your faulty body-worn camera.

5. Describe the fault in the **Fault Description** box.

Leave the rest of the fields **blank**.

6. If you are returning more than one body-worn camera, click **Add line for each additional return** and fill out the form as detailed above.

7. Click **Create**.

Q. Why does my body-worn camera appear as "locked" on VideoManager?

A. Your body-worn camera will appear as locked if it has been undocked from one instance of VideoManager and redocked at a different VideoManager which does not have its access control key. This means that all footage on the body-worn camera will be inaccessible.

The body-worn camera will be unlocked immediately if you export its access control key from the original VideoManager to the VideoManager which the body-worn camera is connected to now.

Q. My VB400 is broken. How do I prevent other operators on VideoManager from accidentally using it?

A. You can change your VB400's status to *Service Required*. This will remove it from the pool (i.e. it cannot be assigned or allocated), and its LEDs A, B, and C will glow yellow. To do so:

1. Navigate to the **Devices** tab.
2. Select the  **Search Devices** pane.
3. Filter the body-worn cameras as necessary, and click **Find devices**.

4. Click  **View device info** next to the body-worn camera to be edited.
5. Click  **Edit device properties**.
6. Set **Service required** to **Yes**.
7. Click **save changes**.

The VB400 will be unusable until you set **Service required** to **No**.

Q. Can I return broken body-worn cameras?

A. Yes. Motorola Solutions has a self-service portal that allows you to return your body-worn cameras.

To do so:

1. Navigate to motorolasolutions.com/en_xu/support.html, and select **Service Returns** from the dropdown.
2. Fill in the form by entering your company name, email address, telephone number and return address details.
Leave the reseller name **blank**.
3. Select the correct camera model from the dropdown list under "part".
4. Enter the serial number of your faulty body-worn camera.
5. Describe the fault in the **Fault Description** box.
6. Leave the rest of the fields **blank**.
7. If you are returning more than one body-worn camera, click **Add line for each additional return** and fill out the form as detailed above.
8. Click **Create**.

Q. What do the icons next to my body-worn cameras mean?

A. You can configure VideoManager so it is only possible to assign a body-worn camera with **Single issue** and RFID if its battery has been charged to a certain level. VideoManager displays icons next to your body-worn cameras depending on their charging status, and whether they have met this configured level. Potential icon combinations are as follows:

- No icon - the body-worn camera is not connected to VideoManager.
This could be because it is assigned and in the field (**In use**) or unassigned and in the field (**Unknown**).
-  - the body-worn camera is charging but has not met the minimum charge criteria for single-issue and RFID.

-   - the body-worn camera is charging and has met the minimum charge criteria for single-issue and RFID, but RFID assignment has been disabled for this body-worn camera from the  **Edit device properties** pane.
-   - the body-worn camera is charging, has met the minimum charge criteria for single-issue and RFID, and RFID assignment is enabled for this body-worn camera. It is ready to be assigned with single-issue and RFID.
-   - the body-worn camera is fully charged, but RFID assignment has been disabled for this body-worn camera from the  **Edit device properties** pane.
-   - the body-worn camera is fully charged and RFID assignment is enabled for this body-worn camera. It is ready to be assigned with single-issue and RFID.
-  - the body-worn camera is not charging.

9 Glossary

A

Access Control Key

The security mechanism that prevents unauthorised body-worn cameras from connecting to VideoManager - in addition, if a body-worn camera is lost or stolen, its recorded footage cannot be recovered unless the person who has possession of the body-worn camera also has its access control key.

Asset

Any non-video import to VideoManager. This could be a PDF, a still image, or an audio file.

Assigned/Unassigned

If a body-worn camera has been assigned, it has been paired with a user and can record footage. An unassigned body-worn camera has not been paired with a user, and cannot record footage until it has been assigned.

Audit Log

The trail of information that records every action on the system. This includes when people logged on, logged off, whether they docked or undocked body-worn cameras, deleted videos, etc. This trail is not deletable.

B

Bandwidth Rule

A configurable rule that determines when footage is uploaded from sites to the Central VideoManager. This is useful if remote workers don't want to put strain on their home WiFi during high-traffic hours.

Bookmark

This draws attention to a specific part of a video. It can be created by the body-worn camera which is recording the video in the field, if the operator presses a configured button. Alternatively, users can add bookmarks to a video in an incident, once the video has been downloaded to VideoManager.

D

Dashboard

VideoManager's homepage, to which all users are automatically directed upon logging in. If an administrator has created a message for users, they will see it here.

Device

Motorola Solutions equipment which has been associated with VideoManager (e.g. body-worn cameras, DockControllers).

Display Name

The name of a user that will be presented to others on the VideoManager system - this is not necessarily the same as a username.

DockController

A device which converts the videos from body-worn cameras into data that can be sent over a network or the internet - this allows up to 84 body-worn cameras to be used with just one DockController, and enables these body-worn cameras to be installed away from the physical VideoManager server.

E

EdgeController

A small embedded computer with inbuilt storage, which provides remote or home-based workers with a docking location for their body-worn cameras. They are used exclusively as a site, connected to a Central VideoManager.

Export

Incidents which have been exported from VideoManager to the user's PC. A version of the incident will remain on VideoManager.

I

Incident

A collection of evidence - such as footage, notes, and users - which can be exported or shared with people outside of VideoManager. In some lines of work, this is known as an exhibit or event.

Incident Clip

Any video which has been added to an incident.

L

Licence

Some features on VideoManager are not available unless a licence has been obtained from Motorola Solutions. Such features include assisted redaction, Tactical VideoManager, and ONStream.

M

Media

Any videos or assets which can be added to an incident for evidential purposes.

O

ONStream

A licensed feature from Motorola Solutions which enables body-worn cameras to send a live stream to VideoManager over WiFi.

Operator

By default, this is the user who recorded the video on a body-worn camera, or imported the asset into VideoManager (either manually, or as configured in an automatic import profile).

Owner of a Video/Asset

This is the user who has administrative control over a video/asset. By default, this is the user who recorded the video on a body-worn camera, or imported the asset into VideoManager (either manually, or as configured in an automatic import profile). However, this can be changed to a senior user with more permissions.

Owner of an Incident

This is the user who has administrative control over the incident. By default, this is the user who created the incident. However, this can be changed to a senior user with more permissions.

P

Permanent allocation

If a body-worn camera has been assigned to a user with permanent allocation, it will be assigned to the user permanently, even when it is redocked. It does not need to be reassigned every time the user wishes to use it. Unlike permanent issue, the user can only undock the body-worn camera with RFID touch assign.

Permanent issue

If a body-worn camera has been assigned to a user with permanent issue, it will be assigned to the user permanently, even when it is redocked. It does not need to be reassigned every time the user wishes to use it.

Permission

An individual rule which determines the actions users can perform on VideoManager.

Post-record

The video immediately following an event which is captured automatically, once the operator stops recording. This could be between 1 and 120 seconds.

Pre-record

The video preceding an event which is automatically captured as soon as an operator starts recording. This could be between 1 and 120 seconds.

R

Recording

This is the complete footage recorded by a body-worn camera, from the moment it is prompted to start recording until the moment it is prompted to stop (including any pre- and post-record periods). A recording will be split into multiple videos if it reaches a certain length, as defined in the body-worn camera's device profile.

Recording ID

A unique ID that identifies a specific recording. If a recording has been split up into multiple videos (due to the device profile of the body-worn camera that recorded it), these videos will all have the same recording ID.

Report

Instead of applying permissions directly to users, they are applied to a role, which is then applied to a user. This means that multiple users can belong to the same role.

Role Assignment Tier

Every role on VideoManager belongs to a role assignment tier. Users can only add other users to roles which are in a tier equal to or lower than the highest assignment tier of their own roles. This includes any roles that they get through their groups.

S

Safety Mode

While a body-worn camera is in safety mode, all functionality (LEDs, beeps, haptic feedback, recording, Bluetooth connection, etc.) will be disabled. To restore functionality, the operator must either perform the gesture associated with leaving safety mode, or connect the body-worn camera to power.

Saved Search

VideoManager allows incident searches to be saved and re-searched by other users on the system as many times as necessary.

Single issue

If a body-worn camera has been assigned to a user with single issue, it will only be assigned to the user for one trip. Once the body-worn camera is redocked, it will return to the pool and can be assigned to a different user.

System Administrator

A role which cannot be edited or deleted. Any users with this role will be able to access any aspect of VideoManager.

U

User

Every individual on an instance of VideoManager must have their own user.

User-Specific WiFi Network

A WiFi network that only appears on the dashboard of the user who configured it - for instance, a mobile phone hotspot for streaming that other users shouldn't be able to access.

V

VB Companion

Motorola Solutions VB Companion enables users who are still in the field to use their phone to view, and categorise, footage they have recently recorded.

VB200

A robust body-worn camera designed and sold by Motorola Solutions. It can record for up to 8 hours and has 16GB of recording storage.

VB300

A robust body-worn camera designed and sold by Motorola Solutions. It can record for up to 8 hours in HD and has 32GB of recording storage. It also has the ability to livestream footage to VideoManager over a WiFi network.

VB400

A robust body-worn camera designed and sold by Motorola Solutions. It can record for up to 8 hours in full HD and has 32GB of recording storage. It also has GPS-tracking, Bluetooth functionality, and can livestream footage to VideoManager over a WiFi network.

Video

A section of a recording, the length of which is determined by the body-worn camera's device profile.

Video ID

A unique ID that identifies a specific video/asset. It is used in the audit log to record which video/asset an entry refers to, and can be used to locate videos/assets.

VT100

A VT100 is a lightweight, discreet body-worn camera designed and sold by Motorola Solutions. It can record for up to 4 hours, and has the capacity to livestream footage to VideoManager if connected to WiFi. It is the first body-worn camera in Motorola Solutions' VT-series camera range to have haptic feedback.

VT50

A lightweight, discreet body-worn camera designed and sold by Motorola Solutions. It can record for up to 2 hours, and has the capacity to livestream footage to VideoManager if connected to WiFi.

W

WiFi Profile

A collection of individual WiFi networks that is then applied to a body-worn camera. The body-worn camera in question will stream to VideoManager over these networks.

For more information, please visit: www.motorolasolutions.com.

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