WatchGuard Video

Mobile Data Computer

Mobile Application 1.0
User Guide
Important Notice

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Software updates

WatchGuard Video is committed to the continual testing and improvement of our software. As new software revisions become available, these updates will be made available to your agency; fees may apply depending on your licensing agreement.

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Send us your suggestions

We want to hear from you. Tell us about your experience and how you are using the 4RE In-Car Video software. We will do our best to accommodate any suggestions you may have in future revisions.

For U.S. customers, call Customer Service at 1+800-605-6734 or email us at customerservice@watchguardvideo.com with your comments, questions, and concerns. International customers, please contact your local distributor.

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Welcome to the WatchGuard Mobile Data Computer (MDC) Mobile App User Guide. This guide walks you through the basics of using the MDC Mobile App system. The Mobile App connects with your 4RE system to let you view and edit your recorded events on the larger screen of the MDC. Every MDC Mobile App must have a 4RE to connect with.

About this document

The WatchGuard Mobile Data Computer Mobile App User Guide covers the following topics:

- MDC Mobile App system configuration requirements
- Installing the MDC Mobile App
- Using the MDC Mobile App
- Understanding the MDC Mobile App

Related documents

- Evidence Library 4 Web User Guide
- Evidence Library Express 3.5 User Guide
- Vista HD Wearable Camera User Guide
- 4RE In-Car Video 4 User Guide
The Mobile Data Computer (MDC) Mobile App has specific requirements that must be met to run the software. The hardware, memory, and communication requirements are described below. If you have any questions about the prerequisites or port configuration, talk to your administrator.

### Prerequisites

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Windows 7</th>
<th>Windows XP with SP2 or SP3</th>
<th>Windows 8, 8.1, and 10: The application runs on these operating systems but it has not been tested. No official support is provided for Windows 8, 8.1, and 10.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Operating System</strong></td>
<td>Windows 7</td>
<td>Windows XP with SP2 or SP3</td>
<td></td>
</tr>
<tr>
<td><strong>Hard Disk</strong></td>
<td>With Microsoft .Net 4 not installed (Provided with installer)</td>
<td>900 MB free space minimum 1 GB recommended</td>
<td></td>
</tr>
<tr>
<td></td>
<td>With Microsoft .Net 4 installed</td>
<td>100 MB free space minimum 250 MB recommended</td>
<td></td>
</tr>
<tr>
<td><strong>Memory</strong></td>
<td>1.5 GB of RAM minimum 2 GB of RAM recommended</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>4RE DVR</strong></td>
<td>Version 3.6 or higher</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Other requirements</strong></td>
<td>TCP/IP network connection Ability to enable TCP/IP and UDP Ports Touch screen recommended</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Port configuration

The 4RE DVR system and the MDC Mobile App communicate through an Ethernet port on the MDC the Mobile App is installed on. Both devices must be on the same network. The system uses the following ports:

**TCP/IP communication port**

- 25810

TCP port 25810 uses the Transmission Control Protocol for delivery of data packets in the same order they were sent in.

**UDP communications ports**

- 25843
- 25845
- 25847
- 25855

These ports allow the two devices to talk to each other.
Ensure ports are clear

The 4RE MDC Mobile App will not work correctly if any of the ports are being used or blocked by another application. You must ensure that the systems are able to communicate.

To ensure communication, follow these steps:

1. Ping the 4RE DVR from your MDC. Find your 4RE IP address (page 19).
   a. Open a command prompt window.
   b. Enter: ping <your 4RE IP address> on the command line.
System Configuration

2. Check to see if other applications are using the ports listed (page 6).
   Such applications can include Firewalls, Virus Scanners, and VPN.
   
   C:netstat -a

3. Scan the list of ports to see that none of the UDP or TCP/IP ports listed on page 6 are shown here.
   
   If they are in the list, they are being used or blocked by another application. Reconfigure the other application to use another port, not shown on page 6, to let the Mobile App access that port.
Installing the MDC Mobile App

The MDC Mobile App software is available on disc or a USB thumb drive from WatchGuard Video.
To install the Mobile App:

1. Insert the USB thumb drive or disc.
   If autoplay is turned on, the software begins the install automatically.
   If autoplay is turned off, double click the setup.exe file to start the install.
2. Select Yes on the User Account Control screen.

The Preparing to Install screen appears:

The End User License Agreement appears:
Installing the MDC Mobile App

3. Select **I accept the terms in the license agreement** and click Next.

   The Destination Folder screen appears:

4. Select Next to install into the folder shown on the screen.

   The **Ready to Install the Program** screen appears.

5. Select Install.

   The **Installing WatchGuard Video 4RE Mobile App** screen appears showing the progress:
The InstallShield Wizard Completed screen appears.


The Mobile App icon appears on your desktop.

7. Double tap the icon to open the Mobile App.
The Mobile Data Computer (MDC) Mobile App works with your 4RE system. The Mobile App running on the MDC provides you with a larger screen to view your videos. Before using the MDC Mobile App you need to set up your IP addresses. When you open the Mobile App the first time, if your 4RE DVR is on, the Mobile App asks for your DVR and Mobile App IP addresses.

**MDC Mobile App Workflow**

1. Start vehicle/4RE
2. Turn on MDC
3. Start Mobile App

Enter DVR IP address

Officer name on screen?

- Yes
- No

Officer tab Log On

Create recorded event (manual, trigger)

Stop recorded event (manual, trigger)

Categorize recorded event

Playback recorded event

Upload evidence

Power off vehicle

Shut down MDC Mobile App

Adjust cameras if needed

Usually only the first time
Using the MDC Mobile App

These steps take you through the MDC Mobile App process. You may use some steps everyday and some steps may only be performed once. This is a recommended workflow.

Install the Mobile App on your Mobile Data Computer (MDC) (page 9).

Before running the mobile app

1. Start your vehicle/4RE.
   Typically, the 4RE DVR powers on automatically with vehicle ignition. This is configured by your agency.
2. Turn on your MDC.
4. Enter your DVR IP address in the popup that appears when you open the Mobile App the first time. (page 19)

5. Adjust your cameras if necessary (page 21).
   a. Touch the Camera button on the screen for the one you want to change.
   b. Touch the camera button for the deactivated one when you want to reactivate the camera.
Identification needed

1. Is your name or ID on the screen?

   a. Look at the lower right of the screen for your name or ID.
   b. Log on if you are not already logged on (page 20).

Create a recorded event

1. Create a recorded event—manual or trigger.

   Note: A recorded event can be triggered by flashing lights, sirens, VISTA cameras, etc., (page 22), depending on how your agency is configured.
2. Touch **Record** on the Mobile App screen to begin a recording manually.

![App Screen with Record button highlighted]

3. Touch **Stop** to stop a recording.
   
The Mobile App protects the video and audio segment between start and stop as a recorded event.

---

**Categorize an event**

The **Event Tag Entry** window appears see *Event Tags on page 25*).

1. Select a category for the event.

![Event Tag Entry Window]

   You must select a category to Save. If you do not select a category, it is categorized with the first tag in the list. Each tag is configured with a critical or routine setting, affecting the **Resolution** and **Server Retention** settings.

   If tags require more information, the questions appear under the category name with * beside them. These can include drop-down and alphanumeric answers.

![Event Tag Entry Questions]

2. Change the **Resolution** of the video you are saving, if needed.

   Resolution applies to the front camera only and is either **Standard** (routine) or **Maximum** (critical) page 25

3. Change the **Server Retention** of the video you are saving, if needed.

   Server Retention applies to the length of time the video is kept on the server and is either **Default** or **Protected**. (page 25

4. Touch **Save**.
Play by Event and by Time

1. Touch **Play by Event** to select the recorded event you want to review.

   **Play by Event** displays the recorded events since the last upload to the Evidence Library software from the 4RE DVR. For more information, see *Playback screen on page 27*.

   ![Play by Event screen](image)

   If you tagged an event in the Mobile App or in the 4RE, the tag shows here. If you did not tag the event, it shows as Not categorized and will need to be categorized in the Evidence Library software.
   
   a. Touch **Page Up** or **Page Down** to scroll through the recorded events.
   b. Select an event.
   c. Touch a Camera button to play the event recording.
   d. Touch **Pause** to stop the recording but keep it on the screen.
   e. Touch **Stop** to close the recording.

2. Touch **Play by Time**.

   The current date and time is displayed. By default there is a fifteen second delay.

   ![Play by Time screen](image)

   a. Enter a date and time, if you want something other than the recording closest to the current date and time displayed.
   b. Select a camera (if you have multiple cameras).

   The recorded video starts playing in the main window. The Live View can continue to play in the upper right window or you can hide it. You can also see the playback on the full screen.
Tip: The following scenario is an example of a good use of Play by Time.

If you make a stop for running a red light, you can use Play by Time to show the person a recording of them running the red light, but continue to record with the live view. Select Play by Time and put in the time closest to the traffic violation. You can show both the live view and play-by-time recording on the screen. Have the person look at their car going through the red light. This can avoid potential court time. Though out all of this, you are still recording a live view.

c. Use the video controls to review the recorded event.

- Touch <<20 Sec and <5 Sec to skip back in the event
- Touch >>5 Sec and >>20 Sec to skip forward in the event
- Touch Play and Pause to play or pause the event but keep it on the screen
- Touch Stop to stop the playback and close the event recording
- Touch Subtitles to turn the text information on and off; the button toggles from green ON to red OFF

3. Power off your vehicle.

4. Shut down the Mobile App and MDC.
The Mobile Data Computer (MDC) Mobile App lets you interface with the 4RE DVR to view or edit your video on a larger screen. This section explains the concepts for the Mobile App.

This section describes...

- Change the DVR IP address (page 19)
- Officer Selection (page 20)
- Cameras (page 21)
- VISTA WiFi camera (page 22)
- Live view screen (page 22)
- Screen Controls (page 23)
- Auto-start record (page 25)
- Auto-stop record (page 25)
- Event Tags (page 25)
- Playback screen (page 27)
- Security (page 29)
Change the DVR IP address

Set the 4RE DVR IP address in the Mobile App so that the MDC and the DVR can communicate. Your 4RE must be on for the Mobile App to communicate with the 4RE. To set the IP address:

1. Start the vehicle to turn on the 4RE DVR.
   The Mobile App has to be able to communicate with the 4RE.
2. Press **Ctrl+Shift+I** to open the IP address window.

![Image of IP address window]

The Source IP Address is the IP address for the MDC you have the Mobile App software installed on.
Touching Reset changes the IP address to the factory default, 10.1.100.20.
3. Enter the IP address of your 4RE DVR on your Mobile App screen.
   If you do not have access to the 4RE DVR, talk to your administrator to get the IP address of your 4RE DVR.
   If you have access to the 4RE, to find the IP address of your 4RE DVR:
   a. Press Menu on the Control Panel.
   a. Touch **Settings** on the Main Menu screen of the 4RE DVR.
   b. Touch **Diagnose > Wireless**.
      The DVR IP address is on this screen.
   d. Enter the IP address from this screen on the Mobile App screen.
   c. Touch Back to go back to the 4RE DVR main screen.
4. Touch **OK** on the MDC screen.
Officer Selection

The Officer Selection screen lets officers log on and off. You log in to the MDC to associate your event recordings with your name. If an officer is logged on, the name is selected.

If no officer is logged on, the following screen appears with No officer selected highlighted.

Search for Officer

Search for officer lets you search for your name, if you don’t see your name on the list. The search selects from the first word. If the first word is Officer, the screen lists all names that begin with officer in alphabetical order by first name.
In this search officer c was entered in the search box. The Mobile App returned two officers with officer and first names that begin with C.

Cameras

The MDC can record and display four cameras simultaneously. With the optional 4RE Expansion Card, the system can record and display six cameras simultaneously. This includes one HD (high definition) and five SD (standard definition) cameras. The system automatically senses which cameras are installed and numbers them.

**Important!** One camera must always be active.

If you have multiple cameras, you can see multiple camera views on your Display screen, including background. You can choose what you want to show on the MDC screen.

**Note:** What displays on the screen does not determine what is being recorded.
Understanding MDC

VISTA WiFi camera in a recording group

**Distributed Multi-Peer Recording**™ enables in-car 4RE and body-worn VISTA WiFi™ cameras to collaborate in the recording of a single incident by multiple devices. A recording group is typically linked to a vehicle. Starting a recorded event on one device alerts the other devices in the group that there is a change in status. The decision to join the recording group is made by each individual, according to their configuration.

**Note:** Not all VISTA Wearable Cameras and VISTA bases have the Wi-Fi® feature. If you are not sure whether your equipment has the Wi-Fi feature, contact your WatchGuard Video representative.

Live view screen

The initial MDC Mobile App screen displays the views from all the cameras. The configuration settings for the Mobile App are applied from the 4RE configuration. On the Mobile App, you can:

- Log in and log out
- Start and stop a recording you want to create
- Control which cameras are recording
- Zoom in to get a closer view
- Bookmark a place in the recording
- Assign a category tag to an event
- Change the Resolution and Server Retention
- Playback an event

A **Live View** screen with four active cameras is shown here.
The initial screen includes:

Screen navigation

- Touch **Live** to see what is being recorded on the cameras
- Touch **Playback** to review what was recorded
- Touch **Officer** to see a list of officers or to log in or log out

Information display

The initial screen presents the officer name and vehicle ID, and lets you know if the DVR is connected. It also shows **Recording** when you start to record an event.
Camera controls

The camera controls let you toggle the active cameras. All cameras except the front camera are secondary cameras. Whether you can turn the **Front** camera off depends on your 4RE DVR configuration. The **Aux** buttons show when you have more than two cameras present. You can have up to six cameras.

**Note:** One camera must always be operating.

Operational controls

- **Bookmark** lets you mark a specific place in a recorded event. A red flag icon is displayed briefly on the screen to mark that spot. To see it at a later time, playback the recordings to find it.
- **Record** starts a recorded event. When you start recording and then touch **Stop**, the video and audio segment between the two button presses is a **Recorded Event**.
- **Stop** ends a recorded event. Recorded events are typically stopped by pressing the **Stop** button. When you touch the **Stop** button, the Mobile App prompts you for an event tag.
- **AutoZoom** forces the front camera to zoom in if your front camera has the zoom feature. The camera holds the zoom for the amount of time specified in your 4RE configuration file, then returns to the magnification level it started at.
- **Text** turns the text on the Live View screen on or off; the text includes:
  - Department name, officer name, and vehicle number
  - Date and time
  - Key Triggers that are activated *(page 25)*

For more information ...

See the 4RE DVR 4 In-Car Video User Guide

See the Evidence Library Express 3.5 User Guide

See the Evidence Library Web 4 User Guide
Auto-start record

**Auto-start record** triggers automatically start a recorded event when activated. Your agency can configure which triggers start an event recording. Activating one or more of the following triggers can start a recording:

- Emergency lights
- Emergency siren
- Crash detection
- Wireless microphone
- Auxiliary input
- Patrol vehicle reaches or exceeds a certain speed

When an **auto-start** trigger activates a recording, the corresponding text appears on the MDC screen.

Auto-stop record

An **Auto-stop record** setting prompts you to stop the recording when all of the **auto-start record** settings have been inactive for a designated time period. You can stop the recording at any time. If a **Maximum Recorded Event Time** is set in the Evidence Library 4RE configuration file, the recording stops at the maximum time. If you have not stopped it by the time designated in your configuration, the system alerts you that it is going to stop recording.

*Note:* The **Auto-stop record** settings only work when a recording was initiated by one of the **Auto-start record** triggers.

For more information, see 4RE Recording Properties in the Evidence Library software documentation.

Event Tags

Event categories and other event tag questions are determined by your agency and configured in your Evidence Library software. The **Event Tag Entry** screen is a list of categories that you use to classify a recorded event.

The event tags can make the event easier to find when searching the Evidence Library software and can affect retention of the event. The category you tag the event with determines whether the
video from the front camera is of critical or routine importance. For more information, see your 4RE In-Car Video User Guide.

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**Important!** Because the Event Category Tag affects data retention, setting its value incorrectly or not setting it at all can cause a recording to be improperly purged or archived. For information on your agency purge and archive criteria, contact your system administrator.

---

The category may require other tags defined by your agency. They can be drop-down menus where you choose a predefined answer. Or, they can be alphanumeric answers where you enter the information as shown here.

```
Event Tag Entry
Choose a Category for this Event
Traffic Warning

Gender
Female

Driver license

Resolution
Standard

Server Retention
Default

Save
```

**Data values**

The screen prompts you to select an answer from a listing of **Event Tag Categories**, defined by your agency. Select the category you want to tag the recorded event with. You may have to choose responses from a drop-down list or enter text if other tags are required.

Depending on the configuration that was applied to the 4RE DVR, the screen can have up to three category buttons: **Resolution**, **Server Retention**, and **Background**.

**Resolution**

**Resolution** lets you manually upgrade the level of the saved video. Resolution applies to the front camera only, both critical and routine. If the event tag answer that best applies to the recorded event would typically save video at a routine level, but you think the video needs to be saved at a critical level, you can manually choose to save the video at the higher level. When you save at the maximum resolution, the server retention may be extended. The time is dependent on your configuration.

For example, you make a traffic stop. When you select an event category for the recorded event, you select the Traffic Citation category, which is normally saved at the **Standard** resolution. But, in this case, you feel that something happened during the traffic stop that merits a higher resolution. You can use the **Resolution** button to manually make a one-time change from **Standard** resolution to **Maximum** resolution for this recorded event tagged with the Traffic Citation category.

**Server Retention**

**Server Retention** represents the time you want the video to remain on the server, if different from your default time. From Server Retention, you can manually indicate that a recorded event should be kept on the server longer. The category you select for an event normally
Playback screen

determines how long a recorded event should be retained. With Server Retention, you can mark the event to be kept on the server past its normal retention period. For information about setting Server Retention policies, see the Evidence Library documentation.

For example, using the traffic stop scenario, the Traffic Citation category is normally purged automatically after 90 days; but, you want this particular recorded event to be kept longer than that. You can use the Server Retention button to manually choose to keep this recorded event past the normal 90-day retention period. The value changes based on what is configured in your Evidence Library software. You cannot decrease the time the video remains on the server.

Note: To include the background cameras in your recorded event, use the Evidence Library software to select them after you upload the recorded event.

See the 4RE In-Car Video User Guide for more information about Event Tags.

Playback screen

The Playback screen lets you playback a recorded event and see a live view of the front camera.

Note: The Mobile App doesn’t stream in high definition (HD), only in standard definition (SD).

Live View

In the upper right window the front camera continues to record and is displayed in this window. You can hide the Live View and the window displays Live View Off on the screen and Live View Hidden below the screen. You can double tap the Live View screen and it will display on the whole screen. Or, you can run it in a separate window.
Understanding MDC

Details

The Details screen presents information about the event being reviewed, including start and end time, duration, resolution, officer, and event category.

For more information ...

See the 4RE DVR 4 In-Car Video User Guide
You may want to view other officers' recordings. Depending on how your system is set up, you may need password authentication. Talk to your system administrator about the permissions if you cannot view events from other officers. The default is to allow access to all videos.
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