Important Notice

Copyright © 2017 WatchGuard, Inc. All rights reserved. This document and supporting data are the exclusive property of WatchGuard, Inc. and may not be copied and/or reproduced without permission.

Software updates

WatchGuard 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.

Manufacturer contact information

WatchGuard
Attn: Customer Service Department
415 Century Parkway
Allen, Texas 75013
800-605-6734
CS@watchguardvideo.com

Send us your suggestions

We want to hear from you. Tell us about your experience and how you are using the Watch Commander software. We will do our best to accommodate any suggestions you may have in future revisions.

For U.S. customers, call Customer Service or email us with your comments, questions, suggestions, and concerns.

For international customers, contact your local distributor or email us.

Trademark notices

Microsoft, Windows, Windows Server, .Net, and Internet Explorer are trademarks or registered trademarks of Microsoft Corporation in the United States and/or other countries.

All other marks, names, and logos mentioned herein are the property of their respective owners.
Live Streaming Player pane ................................................................. 41
Text .................................................................................................. 41
Indicators ....................................................................................... 41
Live video stream viewing ............................................................. 42
Using the live video stream player controls ................................... 43

**Viewing Live Video Streams** ......................................................... 45
Viewing a single live video stream .................................................. 46
Viewing multiple live video streams simultaneously .................... 47
Changing a live video stream camera view ..................................... 49
Adding another vehicle video stream to the Live Streaming view .......... 51

**Index** .......................................................................................... 53
In this section...

- Welcome (page 6)
- About this document (page 6)
- Related documents and information (page 6)
- About Watch Commander (page 7)
Welcome

Welcome to the *WatchGuard Watch Commander User Guide*. This guide helps you to use Watch Commander for viewing the status and live video streaming from your fleet of WatchGuard 4RE DVRs.

About this document

The *Watch Commander User Guide* covers the most common elements and operations in Watch Commander including:

- Showing current vehicle status ([page 33](#))
  - Online/offline
  - DVR recording
  - Vehicle location and speed
  - Active metadata triggers
- Viewing live video streams from up to four vehicles ([page 37](#))
  - Changing available camera views

The images in this document are representative of what you could see on your screen. They are meant to serve as a guide.

**Note:** This user guide is not a comprehensive manual for every possible action or situation in Watch Commander. If you have a question about Watch Commander that is not covered in the user guide, contact your WatchGuard representative.

Related documents and information

For subjects related to the WatchGuard 4RE system that are not covered by the *Watch Commander User Guide*, see:

- *Evidence Library 4 Web User Guide*
- *4RE In-Car DVR User Guide*
About Watch Commander

Watch Commander lets you view current status and live video streaming from your fleet of WatchGuard 4RE DVRs.

Watch Commander includes:

- Web-browser interface
- Secure login
- Side-by-side operation with Evidence Library 4 Web (EL4 Web) including use of the existing EL4 Web vehicle list

**Note:** Watch Commander requires EL4 Web on the same server or a connected server.

- Capture and presentation of metadata for online vehicles, including
  - Vehicle GPS location and speed
  - Active triggers
- Activation of live video streaming for up to four vehicles simultaneously (includes audio)
  - Can change to other camera views
- Configurable in-car notification to the officer that live video streaming is active for the DVR (DVR firmware version 3.4 and above)

**Note:** A vehicle must have a secure internet connection and be configured in EL4 Web Device Management to use Watch Commander to view the status and live video stream in a vehicle.

System requirements

To run Watch Commander your Application Server must be able to connect with EL Host and meet these requirements:

<table>
<thead>
<tr>
<th>OS</th>
<th>Windows 7 64 bit</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Windows 10</td>
</tr>
<tr>
<td></td>
<td>Windows Server 2008 R2</td>
</tr>
<tr>
<td></td>
<td>Windows Server 2012</td>
</tr>
<tr>
<td></td>
<td>Windows Server 2012 R2</td>
</tr>
<tr>
<td></td>
<td>Windows Server 2016</td>
</tr>
</tbody>
</table>

| Windows Toughbook PC  | NetMotion         |
|                       | Port Forwarder    |

| Browsers              | IE11+, Chrome (v28+) |
Introduction

What's new

Watch Commander 1.4 includes Wowza 4.7.1 as an enhanced security feature.
Installing Watch Commander and Related Services

In this section...

- Watch Commander prerequisites (page 10)
- Installing the Port Forwarder service (page 12)
- Installing Wowza 4.7.1 (page 17)
- Installing Watch Commander (page 29)
Watch Commander Overview

To set up Watch Commander, you must follow this order:

1. Uninstall the existing copy of Watch Commander on the server.

   **Warning!** If you are upgrading your version of Watch Commander, uninstall the existing copy first. This removes the existing copies of both Watch Commander and Wowza.

2. Install a hardware router in the vehicle or a software equivalent on a laptop in the vehicle.
   - If you do not have a router in the vehicle, you must install WatchGuard Port Forwarder service (page 12) on the laptop
   - If you have a router in the vehicle, you can configure it to work with Watch Commander

   **Note:** You do not need to update the Port Forwarder app if you already have it installed

3. Install Wowza (included in the Watch Commander download) on the same or a connected server as Evidence Library 4 Web.
   WatchGuard provides the license key for Wowza.

4. Install Watch Commander 1.4 on the same or a connected server as Evidence Library 4 Web.


   **Important!** WatchGuard recommends that your IT administrator perform this installation or that you have your IT administrator on-call during the installation process.
Prerequisites

The Watch Commander application must meet these requirements.

<table>
<thead>
<tr>
<th>OS</th>
<th>Windows 7 64 bit</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Windows 10</td>
</tr>
<tr>
<td></td>
<td>Windows Server 2008 R2</td>
</tr>
<tr>
<td></td>
<td>Windows Server 2012 R2</td>
</tr>
<tr>
<td></td>
<td>Windows Server 2016</td>
</tr>
<tr>
<td></td>
<td>Windows Toughbook PC</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Browsers</th>
<th>Chrome, IE11</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>WatchGuard</th>
<th>EL4 Web, version 4.1.2+</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>4RE DVR firmware, version 3.4+</td>
</tr>
</tbody>
</table>

**Tip:** For the best experience, WatchGuard recommends that you use Google Chrome.
Installing Watch Commander and Related Services

Installing the Port Forwarder Service

Port Forwarder is required if you do not have a hardware router in the vehicle.

**Note:** If you have the Port Forwarder service on the vehicle laptop, you do not need to reinstall.

To install the Port Forwarder service on the vehicle laptop:

1. Double click or right mouse click the Port Forwarder.exe file in the Windows® Explorer folder to start the install.

The Setup Launcher window appears.
2. Click yes and follow the prompts.

When Preparing to Install completes, the License Agreement window opens.

3. Read the End User License Agreement, select the I accept option, then click Next.
Installing Watch Commander and Related Services

4. Click **Next** to accept the default location for the Port Forwarder application.

5. Select the IP address/designation from the **Network connection to bind to** drop-down list, if the DVR is connected to the laptop where you are installing the Port Forwarder.
6. Check the **Allow manual entry of Binding Address** checkbox, if:
   - the DVR is not connected to the laptop where you are installing the Port Forwarder
   - you do not see the correct IP address/designation in the drop-down list
7. Enter the IP address for the laptop network card in the **Binding IP address** field.
8. Click **Install**.

After the installer finishes, the **InstallShield Wizard completed** dialog box opens.
9. Click **Finish**.

The Port Forwarder service is added to the list of Services on the vehicle laptop.
Installing Wowza 4.7.1

You must install Wowza 4.7.1 before you can install Watch Commander. Wowza along with Port Forwarder, is included with the Watch Commander software download.

**Warning!** If you are upgrading your version of Watch Commander, uninstall the Watch Commander existing copy first. This removes the existing copies of both Watch Commander and Wowza.

To install Wowza:

1. Double click or right mouse click the **Wowza Streaming Engine-4.7.1-windows-installer.exe** file in the Windows® Explorer folder to start the install.
Installing Watch Commander and Related Services

2. Click **Yes** in the Setup Launcher window.

![Setup Launcher window](image)

3. Click **Next**

4. Follow the prompts on the windows.

'These steps will install Watch Commander and related services. WatchGuard provides the license key you must enter during the process.'

![License Agreement window](image)

5. **Read** the agreement and **accept** then click **Next**

![License Key window](image)
6. Enter the license number WatchGuard provided then click **Next**.

7. Enter the required information then click **Next**.

8. Select the **checkbox** and click **Next**.
Installing Watch Commander and Related Services

9. **Accept** the directory then click **Next**.

10. Click **Next** to install.

11. Click **Next** when Wowza completes the install.
12. Click **Finish** in the Wowza Installation Complete window.
   
   The Wowza Streaming Engine web page appears when you click Next.

![Wowza Streaming Engine web page screenshot]

13. Close this browser window and return to Watch Commander.
14. Confirm the Wowza service is running:

   Open Services.msc:

![Services.msc screenshot with Wowza Streaming Engine service highlighted]
Installing Watch Commander

**Warning!** If you are upgrading your version of Watch Commander, uninstall the existing copy first. This removes the existing copies of both Watch Commander and Wowza.

Install Watch Commander on a Windows server either with your installation of Evidence Library 4 Web (EL4 Web) or connected to the server where EL4 Web resides.

**Important!** Wowza 4.7.1 and Port Forwarder must be installed before Watch Commander is installed.

If you try to install Watch Commander first, you will get this message:

![Watch Commander Installer Information](image)

Permissions needed in EL4 Web

Ensure that the permissions for streaming video and configuring the EL Security Management role are set. These settings are required and allow you to log in to Watch Commander after you finish installing it.
To install Watch Commander:

1. Double click the WatchCommander.exe file in the Windows® Explorer folder to start the install.

The change window opens.

2. Click **OK**.

The installer runs a check on your server to verify that all prerequisites are present. If anything is missing the Requirement window opens.

3. Click **Install**.

Depending on what requirements the server is missing, different message and dialog boxes open and close to show you what is being installed and the installation status.
Installing Watch Commander and Related Services

**Note:** If all prerequisites are present on the server when you double-click WatchCommander.exe, the **Preparing to Install** dialog box opens immediately.

When the Preparing to Install finishes, the **License agreement** dialog box opens.

4. Read the **End User License Agreement**, select the **I accept** option, then click **Next**.
5. Ensure that the Wowza location in the **Destination folder** matches the Wowza installation location. Then click **Next**.

![Server configurations](image)

6. Configure the server information.

   If Watch Commander is installed on the same server as EL4 Web, the STS and HSS locations are localhost. If not, enter the locations.

   ![IIS website configuration](image)

7. Click **Next**.

---

**Important!** Changing ports can cause Watch Commander to stop functioning. If you have questions about the assigned ports, contact WatchGuard Customer Service.
Installing Watch Commander and Related Services

8. Verify the website port listed in the **Assign website to port** field.
9. Enter **JW Player license key**, then click **Install**.

   This license key is provided by WatchGuard with your order information.

As the components of Watch Commander are installed, message boxes open and close to show you what is being installed and the installation status. After all components are installed, the **InstallShield Wizard completed** dialog box opens.

10. Note your agency Watch Commander **web address** (URL) to distribute to your users.

   **Tip**: Check the **Launch the program checkbox** to open the Watch Commander application when the installation is finished.

11. Click **Finish**.

    Depending on which prerequisites were installed, you may need to restart the server.
Note: WatchGuard recommends you restart the server after you have finished installing Watch Commander.

13. Sign in to Watch Commander (page 29).

Important! The Watch Commander installer sets up a basic certificate for security purposes. You may see warning messages regarding this certificate when you access Watch Commander through your browser. You can upgrade the certificate according to your agency policy.
Installing Watch Commander and Related Services

This page intentionally left blank.
Signing In to Watch Commander

Access Watch Commander using a web browser.

**Tip:** For the best experience, WatchGuard recommends that you use Google Chrome™.

To sign in to Watch Commander:
1. Open your web browser.
2. Enter your Watch Commander web address in the browser and press **Enter**.

**Important!** The Watch Commander installer sets up a basic certificate for security purposes; however, you could see warning messages regarding this certificate when you access Watch Commander. You can upgrade the certificate according to your agency policy.

The Watch Commander Sign In page appears.
3. Enter your Watch Commander User name and Password, then click Log in.

**Note:** The User name and Password labels remain in the fields even as you enter your user name and password.

The Watch Commander Vehicle List view (page 33) appears.

**Note:** If you are not able to log in to Watch Commander, verify with your system administrator that the correct permissions are assigned to you in Evidence Library 4 Web (EL4 Web).
Watch Commander Views

In this section...

- **Vehicle List** view *(page 33)*
- **Live Streaming** view *(page 37)*
Overview

**Important!** WatchGuard recommends that your IT administrator perform the Watch Commander installation. The procedure assumes an understanding of some IT concepts that could make following it difficult for a non-IT administrator.

In Watch Commander, you use two views to track a vehicle in your fleet and view its live video stream. Both views list all the vehicles in your fleet and can show similar status information and metadata about each of the vehicles. In general, you activate a vehicle’s live video stream from the **Vehicle List** view and you view the live video stream on the **Live Streaming** view.

**Note:** To use Watch Commander to view the status and live video stream for a vehicle, the vehicle must have a secure internet connection and be specially configured in Evidence Library 4 Web (EL4 Web) Device Management.

Links

In the top right of each view are two links:

- **Vehicles:** Click **Vehicles** on the **Live Streaming** View to deactivate all the live video streams and return to the **Vehicle List** view
  
  The **Vehicles** link functions only as a label on the **Vehicle List** view.

- **Help:** Click **Help** on either view to open the **Watch Commander Online Help**

Log Out button

Also on the top right of each view is the **Log Out** button. To log out of Watch Commander click **Log Out**.

The Watch Commander session closes.
Vehicle List view

After you sign in to Watch Commander, the **Vehicle List** view is the first view you see.
The **Vehicle List** view shows all the vehicles in your fleet. The Vehicle List shows the vehicle:

- Online and recording state
- Location
- Speed
- Active triggers

You can activate up to four live video streams from your fleet on the **Vehicle List** view.

**Note:** *Watch Commander shares the vehicle list from Evidence Library 4 Web (EL4 Web).*

Each box represents a vehicle in your fleet. The indicators and elements for each vehicle fall under three categories:

- State of the vehicle, its DVR, and live video stream
- Metadata
- Live video stream activation
Watch Commander Views

State

The Vehicle List view elements indicate the state of the vehicle, its DVR, and live video stream:

- **Offline**: a gray shaded box and gray radio signal icon ( sóng ) indicates the vehicle is offline and not streaming video.
  
  An offline vehicle is not available to stream video.

- **Online**: a blue radio signal icon ( sóng ) indicates the vehicle is online and is streaming video.
  
  An online vehicle is available to stream video.

- **Recording**: when the box is outlined in red and a red target icon ( ) appears next to the vehicle ID, the DVR is recording.
  
  A vehicle that shows its DVR recording is online and available to stream video.

- **Filter By field**: Click the Filter By field and select **Online Vehicles**, **Offline Vehicles**, or **All Vehicles** to specify which vehicles you want to show on the vehicle list.
  
  - **Online Vehicles** shows those vehicles that are online or recording on the list.
  - **Offline Vehicles** shows those vehicles that are offline on the list.
  - **All Vehicles** shows all the vehicles in your fleet on the list (default)

Metadata

Metadata is the data available about each vehicle in the system. Watch Commander uses text and indicators as metadata for each vehicle. Text metadata lists information, like the vehicle ID or GPS location. Indicator metadata shows an icon to indicate that a trigger is active.
On the **Vehicle List** view, the metadata for each vehicle is shown in the box that represents the vehicle.

---

**Note:** *If an offline vehicle was previously online, the vehicle list shows the last recorded metadata for the vehicle before it went offline.*

---

**Text**

The following elements show the text metadata for a vehicle:

- **Agency name**: Shows the name of the agency or department the vehicles are a part of
- **Number of vehicles on the list/number of vehicles in the system**: Shows the number of vehicles on the current list as a subset of the total number of vehicles in the system. If you have filtered the vehicle list by online or offline vehicles, you only see the applicable vehicles in the **Vehicle List** view. The number of vehicles on the current list (first number of the two) is the number of online or offline vehicles, depending on which filter you applied. For example, if there are 20 vehicles in the system and six of them are offline, if you filter the list for offline vehicles, this field shows **6 of 20 Vehicles**. All vehicles on the Evidence Library 4 Web (EL4 Web) Device Management vehicle list configured for live streaming are included in the total number of vehicles. All of these vehicles appear on the Watch Commander **Vehicle List** view. Scroll to see them all, as needed.
- **Vehicle ID**: agency identifier of the vehicle
- **Signed-in user name**: name of the officer logged into the in-car DVR
- **GPS coordinates**: GPS location of the online vehicle
  - The **GPS coordinates** update at regular intervals.
- **Speed**: speed of the online vehicle, in **mph** (miles per hour)
  - The **Speed** updates at regular intervals.

**Indicators**

The indicator metadata appear as icons that notify you a trigger is active. A trigger is an event that automatically signals a DVR to start recording. The status of the triggers updates the icons at regular intervals.

Icons that indicate trigger is active:

- **Siren icon**: Indicates that the vehicle's siren is on
- **Lights icon**: Indicates that the vehicle’s emergency lights are on
- **Microphone icon**: Indicates that the wireless microphone is on
- **Aux icon**: Indicates that whatever is connected to the vehicle’s **Aux** trigger is in use

**Live video stream activation**

On the **Vehicle List** view, you can activate up to four vehicles' live video streams simultaneously. You use different elements depending on whether you want to activate one or
Watch Commander Views

multiple video streams.

**Note:** Only vehicles in the **Online** or **Recording** state can stream live video.

The following elements allow you to activate live video streams:

- **Video button**: Click Video to activate the corresponding vehicle's live video stream
  
  After you click Video, the vehicle's live video stream appears in the **Live Streaming Player** pane (page 38).

- **Multi Stream checkbox**: Check the Multi Stream checkbox to activate a vehicle's live video stream simultaneously with other vehicles' video
  
  When you check the Multi Stream checkbox, the corresponding vehicle's box is shaded light blue indicating that you activated its live video stream with any others selected and shaded blue (up to four total).

- **Multi Stream button**: Click Multi Stream to activate all the selected vehicles' live video streams simultaneously
  
  A Multi Stream button only becomes active when you check the corresponding Multi Stream checkbox. If you check four vehicles' Multi Stream checkboxes, all four corresponding Multi Stream buttons are active.
  
  After you click Multi Stream, the **Live Streaming** view appears showing the selected vehicles' live video streams in the **Live Streaming Player** pane (page 38).

**Note:** When a vehicle's live video stream is activated, the in-car DVR beeps and shows an icon on the display to alert the in-car officer that his live video stream is being viewed in Watch Commander. This feature can be turned off.
Live Streaming view

When you activate a live video stream from the Vehicle List view, the Live Streaming view appears showing you the list of vehicles and the live video streams you activated.

The Live Streaming view lists all the vehicles in your fleet in the Vehicle List pane and shows active live video streams in the Live Streaming Player pane. The Vehicle List pane shows each vehicle's online or recording state, and indicates whether its live video stream is active. The Live Streaming Player pane shows the live video streams of up to four selected vehicles as well as their locations, speed, and any active triggers.

The elements or indicators on the Live Streaming view fall under three categories:

- State of the vehicle, its DVR, and live video stream
- Metadata
- Live video stream viewing
State

On the Live Streaming view, the following elements indicate the state of the vehicle, its DVR, and live video stream:

- **Offline**: when its box in the Vehicle List pane is shaded gray and a gray radio signal icon (_wifi signal_ ) appears, the vehicle is offline. An offline vehicle is not available to stream video.

- **Online**: when a blue radio signal icon (_wifi signal_ ) appears, the vehicle is online. An online vehicle is available to stream video.

- **Recording**: when its box in the Vehicle List pane is outlined in red and a red target icon (_target icon_ ) appears, and, its player is also outlined in red, the live video stream is active. A vehicle that shows its DVR recording is online and available to stream video.

- **Active live video stream**: when its box in the Vehicle List pane is shaded light blue and its live video stream is playing in the Live Streaming Player pane, live video streaming is active. You can view up to four active live video streams on the Live Streaming view. Click an inactive online or recording vehicle on the Vehicle List pane to activate its live video stream.
**Note:** When a vehicle’s live video stream is activated, the in-car DVR beeps and shows an icon on the display to alert the in-car officer that his live video stream is being viewed. This feature can be turned off.

- **Filter By field**: Click the Filter By field and select Online Vehicles, Offline Vehicles, or All Vehicles to specify which vehicles you want to show in the Vehicle List pane.

  Selecting Online Vehicles shows those vehicles that are currently online or recording on the list; selecting Offline Vehicles shows those vehicles that are currently offline on the list. Selecting All Vehicles shows all the vehicles in your fleet on the list; All Vehicles is the default.

**Metadata**

Metadata is the data available about each vehicle in the system. Watch Commander uses two types of metadata for each vehicle: text and indicators. Text metadata lists information, like the vehicle ID or a vehicle’s GPS location, in text form. Indicator metadata shows an icon to indicate that a trigger is currently active.

On the Live Streaming view, some metadata for a vehicle is shown in the Vehicle List pane, some metadata is only shown in the Live Streaming Player pane for those vehicles with active live video streams.
Watch Commander Views

**Vehicle List pane**

In the **Vehicle List** pane of the **Live Streaming** view, all the metadata is text. All the vehicles in the system that are configured for live streaming can appear on the **Vehicle List** pane.

The following elements show the metadata on the **Vehicle List** pane:

- **Agency name**: name of the agency or department the vehicles are a part of
- **Number of vehicles on the list/number of vehicles in the system**: number of vehicles on the list as a subset of the total number of vehicles in the system

  The number of vehicles on the list (first number of the two) is the number of online or offline vehicles, depending on which filter you applied. For example, if there are 20 vehicles in the system and six of them are offline, if you filter the list for offline vehicles, this field shows **6 of 20 Vehicles**.

  All vehicles on the Evidence Library 4 Web (EL4 Web) Device Management vehicle list that have been configured for live streaming are included in the total number (second number of the two). All of these vehicles appear on the Watch Commander **Live Streaming** view in the **Vehicle List** pane. Scroll to see them all.

- **Vehicle ID**: agency identifier of the vehicle
- **Signed-in user name**: name of the officer logged into the in-car DVR
**Live Streaming Player pane**

In the **Live Streaming Player** pane of the Live Streaming view, some of the metadata is text, some are indicators. Only vehicles whose live video streams are active show on the **Live Streaming Player** pane.

**Text**

The text metadata for the vehicles on the **Live Streaming Player** pane include:

- **GPS coordinates**: GPS location of the vehicle
  
  The **GPS coordinates** update at regular intervals.

- **Speed**: speed of the vehicle, in mph (miles per hour)
  
  The **Speed** updates at regular intervals.

**Indicators**

The indicator metadata appear as icons that notify you a trigger is active. A trigger is generally an event that automatically signals a DVR to start recording. The status of the triggers updates the icons at regular intervals.

Active trigger icons on the **Live Streaming Player** pane include:

- **Siren ( linea)**: indicates that the siren is on

- **Lights ( linea)**: Indicates that the emergency lights are on

- **Microphone ( linea)**: Indicates that the wireless microphone is on

- **Aux ( linea)**: Indicates that whatever is connected to the vehicle’s **Aux** trigger is in use
Live video stream viewing

The following elements on the Live Streaming Player pane help you view a live video stream:

- **Live video stream player**: Shows the live video stream from one vehicle
  
  Multiple players can be open together in the Live Streaming Player pane. The size of each player changes depending on how many live video streams you are viewing. You can have up to four players open and streaming live video simultaneously.

- **Player controls**: Use the player controls (page 43) to stop the live video stream, adjust its volume, and view it fullscreen

- **Change Camera View icon**: Click the Change Camera View icon (page 49) to select another available camera view to show in the live video stream player

- **Close Player control**: Click the X in the corner of a live video stream player to close the player and deactivate the vehicle's live video stream
Using the live video stream player controls

The live video stream player has a few controls to help you view the live video stream.

The live video stream player controls include:

- **Play/Pause control**: Click **Pause** to stop the live video stream; click **Play** to restart the live video stream.
  
  No video stream is saved to continue playing back where you stopped it. If you click **Play** within 30 seconds after clicking **Pause**, as long as the vehicle is still online, the live video stream shows whatever is being viewed through the selected camera. After 30 seconds, you must restart the video stream from the **Vehicle List** view.

- **Audio control**: Move your cursor over the **Audio** control to view and adjust the volume of the live video stream audio.
  
  The audio volume is set to mute (🔇) by default. Click the **Audio** control to unmute it.

- **Fullscreen control**: Click **Fullscreen** to view the live video stream on the full monitor screen.
  
  To return to a partial screen, move your cursor on the video screen to show the live video stream player controls, then click **Fullscreen** (Fullscreen).
This page intentionally left blank.
Viewing Live Video Streams

*In this section...*

- Viewing a single live video stream (*page 46*)
- Viewing multiple live video streams simultaneously (*page 47*)
- Changing camera views on a live video stream (*page 49*)
- Adding live video streams to the **Live Streaming** view (*page 51*)
Viewing Live Video Streams

Viewing a single live video stream

To view a single live video stream:

1. On the **Vehicle List** view ([page 31](#)), locate the vehicle whose live video stream you want to view.

2. Click **Video** for the vehicle whose live video stream you want to view.

   **Note:** When a vehicle’s live video stream is activated, the in-car DVR beeps and shows an icon on the display to alert the in-car officer that his live video stream is being viewed. This feature can be turned off.

   The **Live Streaming** view ([page 37](#)) appears showing the live video stream for the vehicle you selected.

3. Use the live video stream player controls ([page 43](#)) as needed.

4. Change the camera view ([page 49](#)) as needed, if applicable.
Viewing multiple live video streams simultaneously

To view multiple live video streams simultaneously:

1. On the **Vehicle List** view ([page 33](#)), locate the vehicles whose live video streams you want to view.

2. Check the **Multi Stream** checkboxes for the vehicles whose live video streams you want to view.

   The corresponding vehicles' boxes are shaded light blue and their **Multi Stream** buttons become active.

3. Click one of the active **Multi Stream** buttons.

   **Note:** When a vehicle's live video stream is activated, the in-car DVR beeps and shows an icon on the display to alert the in-car officer that his live video stream is being viewed. This feature can be turned off.
Viewing Live Video Streams

The **Live Streaming** view (page 38) appears showing the live video streams for the vehicles you selected.

4. Use the live video stream player controls (page 43) as needed.
5. Change the camera view (page 49) as needed.
6. If you are viewing less than four live video streams, add another live video stream (page 51) as needed.
Changing a live video stream camera view

If a vehicle has more than one camera view available (for example, front and cabin views), you can change the camera view that shows in the live video stream player on the Live Streaming view (page 37).

To change a live video stream camera view:

1. On the live video stream player whose camera view you want to change, click the Change Camera View icon ( ).

The Change Camera View drop-down list appears showing the available camera views for the vehicle.
Viewing Live Video Streams

2. Select the camera view you want to change to.

The **Please Wait** message appears asking you to wait while the camera view changes. (The message only shows for a short time, then disappears.) The live video stream player shows that the system is processing the request to change camera views.

When the system has finished processing, the live video stream for the new camera view shows in the live video stream player.
Adding another vehicle video stream to the Live Streaming view

You can show up to four live video streams at once on the **Live Streaming** view (page 37). The vehicles showing live video streams are shaded light blue in the **Vehicle List** pane.

To add another vehicle’s live video stream to the **Live Streaming** view:

- Select the vehicle whose live video stream you want to add.

**Note:** The vehicle must be **online** (_WIFI) or **recording** (CAM) for a live video stream to be available.
Viewing Live Video Streams

The vehicle you selected is shaded light blue and its live video stream player is added to the **Live Streaming Player** pane.

To close a live video stream player:

- Select the light-blue shaded vehicle whose live video stream player you want to close.

The vehicle you selected is no longer shaded light blue. Its live video stream player no longer shows on the **Live Streaming Player** pane.
Index

A
accessing Watch-Commander, 29
activating live video stream, 35
active live video stream, 38
active triggers, 35, 41
adding live video stream, 51
agency name, 35, 40
alert, in-car, 36, 39
Audio control, 43
Aux icon, 35, 41

B
blue radio signal icon, 38

C
camera view, changing, 42, 49
Change Camera View icon, 42
changing camera view, 42, 49
closing live video stream player, 52
controls, 42-43

D
DVR
  alert, 36, 39
  recording, 34

E
Evidence Library, 4, 22, 33, 35, 40

F
Filter By field, 34, 39
filtering vehicle list, 34, 39
Fullscreen control, 43

G
gеographic location, 35, 41
GPS coordinates, 35, 41
gray radio signal icon, 38

H
Help link, 32

I
icons, 35, 41
in-car alert, 36, 39
in-car officer name, 35
indicator metadata, 35, 41
installing
  overview, 10

L
lights icon, 35, 41
link
  online help, 32
  vehicle list, 32
list of vehicles, 33, 35, 37, 40
Live Streaming view, 38, 40-42
described, 37
live video stream, 37-38
  activation, 35
  adding, 51
  player, 42
  closing, 52
  controls, 42-43
  viewing, 42
location, 35, 41
logging in, 29
logging out, 32

M
metadata
  agency name, 35, 40
described, 34, 39
GPS, 35, 41
in-car officer name, 35
indicators, 35, 41
Live Streaming Player pane, 41
speed, 35, 41
text, 35, 40-41
total number of vehicles, 35, 40
user name, 35
vehicle ID, 40
Vehicle List pane, 40
microphone icon, 35, 41
Multi Stream button, 36
Multi Stream checkbox, 36
multiple live video streams, 36
mute, 43

N
number of vehicles, 35, 40

O
officer name, 35
offline vehicle, 38
online vehicle, 38

P
Pause/Play control, 43

Port Forwarder, 12
Watch Commander, 22
Index

player, 42
player controls, 42

R
radio signal icon
  blue, 38
  gray, 38
recording, 34
red outline, 34

S
signed-in user name, 35
signing in to Watch-Commander, 29
siren icon, 35, 41
speed, 35, 41
state of vehicle, 34, 38
streaming video
  activation, 35
  player controls, 42
  viewing, 42

T
target icon, 34
text metadata, 35, 40-41
total number of vehicles, 35, 40
triggers, 35, 41

U
user name, 35

V
vehicle
  ID, 40
  location, 35, 41
  speed, 35, 41
  state, 34, 38
vehicle list filter, 34, 39
Vehicle List view, 34-36
  described, 33
Vehicles link, 32
Video button, 36
video stream, 37-38
  activation, 35
  player, 42
  controls, 42-43
viewing live video stream, 42