



VideoManager 12.0

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.

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.

Notice

Indicates a hazardous situation which, if not avoided, may seriously impair operations.

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1 Welcome to VideoManager

Thank you for choosing Edesix's VideoManager as your aggregator of evidential-ready footage. VideoManager is designed as an intuitive browser-based system, requiring minimal training and input. However, if there is a question or process that you can't find in this guide, useful contact information is listed below:

- Support - edesix.com/support.

This gives you information regarding FAQs and returning equipment.

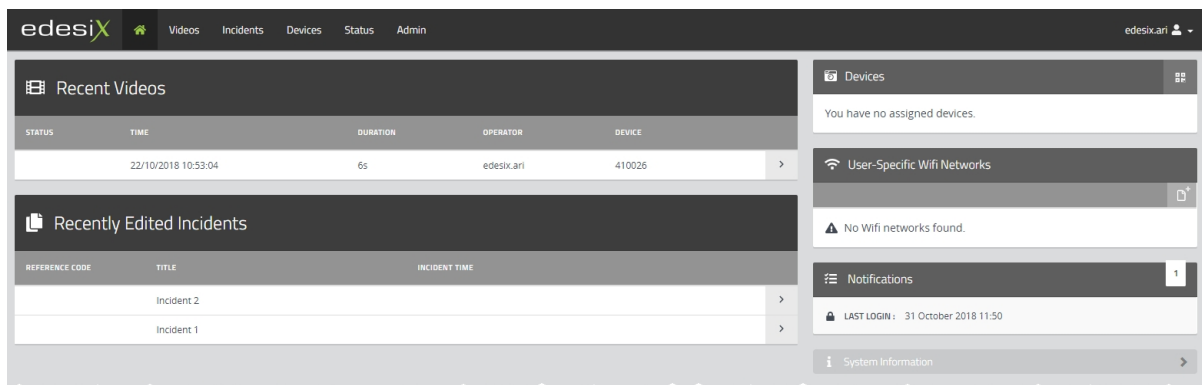
- Customer login - edesix.com/customer-login.

If you have software assurance, this will provide you with the latest VideoManager software.

Chapters are arranged by the corresponding tabs on VideoManager (**Videos**, **Incidents**, **Devices**, **Status**, and **Admin**). From there, the sub-chapters are arranged by actions you can perform in each tab. The exception for this is the **Admin** tab - this is broken down into the panes and sections of the **Admin** UI.

2 Home

The  **Home** tab provides a summary of the information and footage available to the user in VideoManager. It gives an easy-to-read overview of information for the user to view when they first log in.



The following information is displayed:

-  **Recent Videos** - gives details about the videos most recently downloaded from a device. The user can navigate to a chosen video for more details and editing functions.
-  **Recently Edited Incidents** - gives details about the most recently created and edited incidents. Users can navigate to a chosen incident for more details and editing functions.
-  **Devices** - VideoBadges assigned to the current users are shown here, as well as the option to create QR code configurations for VideoTags.
-  **User-Specific Wifi Networks** - this shows any user-specific WiFi networks created by the user.
-  **Notifications** - a list of event notifications from VideoManager.
-  **System Information** - this provides information about the current version of VideoManager and the option to export system logs, as well as listing any licensed features the user owns.
- **Messages** - this displays the messages set by either the user or an administrator.

A number by a heading indicates that some actions (e.g. exports) have been completed and are ready for review.

3 Videos - how to...

The **Videos** area 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 8.

- View, edit, and share videos and assets.

>> For more information, see Access A Video's Details Pane on page 11.

- Import videos into VideoManager.

>> For more information, see Import Videos on page 24.



Caution

It is only possible to import non-PSS files if the feature has been licensed to the user. Contact Edesix Support for more information.

- Change the way users view videos.

>> For more information, see Change Viewing Options on page 25.

- Bulk edit videos.

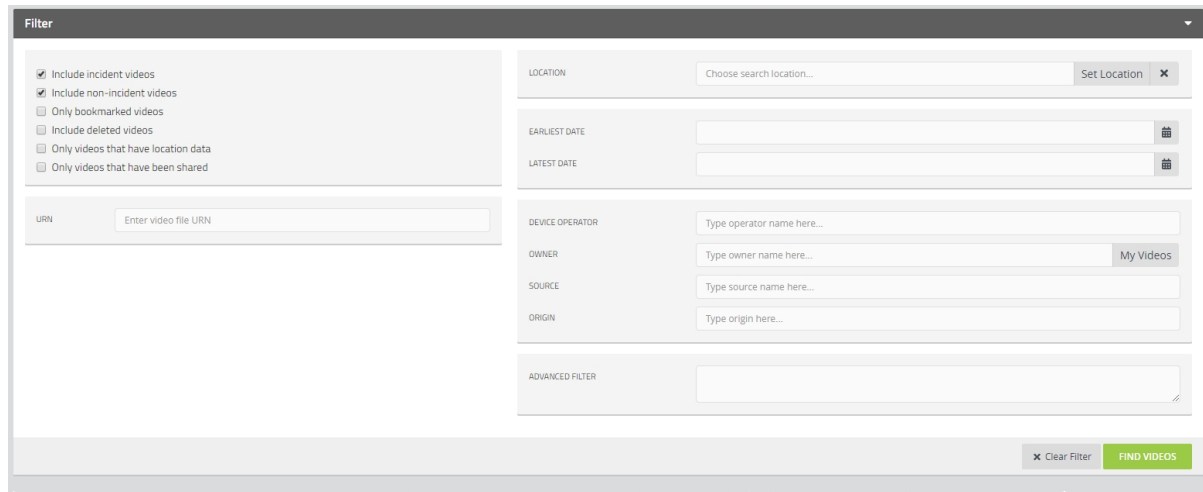
>> For more information, see Bulk Edit Videos on page 29.

Videos which have been downloaded from a device assigned to a user are shown under the **My Videos** tab. Videos which have been shared with a user by another user are shown under the **Shared Videos** tab.

If a user supervises other users, their 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 to search for videos by the following features:
 - **Location** - search for videos which were recorded in a specific place. This can be done by clicking **Set Location**, where users can 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 between set earliest and latest dates. Users can also choose a specific time of day (in 24 hour format).
 - **Device operator** - search only for videos uploaded by a specified user.
 - **Owner** - search for videos from a specified owner.

This is usually the same as the device 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 only for videos that the logged-in user owns.

- **Source** - search for videos from a specified device (or other source, if the user has enabled *Advanced 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.*

- **URN** - search for a video by its unique Uniform Resource Locator.
- **Advanced Filter** - users with knowledge of using sequence conditions can input more advanced search queries here.

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.
- **Include deleted videos** - select whether or not to include deleted videos.
- **Only videos that have location data** - select whether only videos with location data are shown.
- **Only videos that have been shared** - select whether only videos that have been shared with other users on the system are shown.



Caution

*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).*

- **Advanced Filter** - users with knowledge of using sequence conditions can input more advanced search queries here.

3. Click **Find Videos** to display all matching videos below the search options.

4. Click **✕ Clear Filter** to clear the search filters.

Users are only able to search for videos if they have the corresponding permissions (**Access**, under the **Video Permissions** pane).

3.2 Access A Video's Details Pane

The **Video Details** pane gives the user detailed information about a video. It can be accessed by any user whose roles allow them to search for or list videos.

To access the pane:

1. Navigate to the **Videos** tab.
2. Next to the video in question, click > **More Details**.

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.

>> For more information, see Search Videos on page 8.

Users can perform a variety of operations from the **Video Details** pane if they have the relevant permissions. These operations include:

- Access a video's details pane, where users can watch the video and perform video actions.

>> For more information, see Watch Videos on page 12.

- Edit video properties (change the device associated with a video, etc.).

>> For more information, see View and Edit Video Properties on page 17.

- Edit asset properties (change the owner of an asset, etc.).

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

- Perform video actions (rotate a video, view an audit log, etc.).

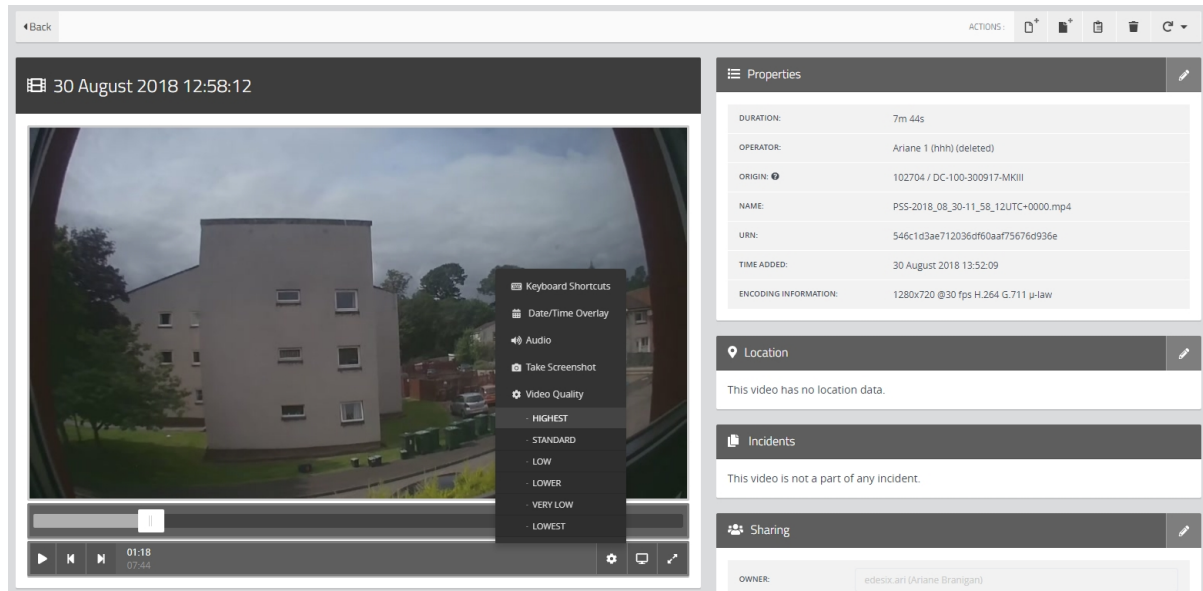
>> For more information, see Perform Video Actions on page 21.

- Change the location information for a video.

>> For more information, see Create, Edit and Delete Location Information on page 23.

3.2.1 Watch Videos

From the **More Details** pane, users can watch the specified video and configure playback controls - this allows the user to change the way they view the video.



To watch a video and configure playback controls:

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 bottom menu bar will appear.

4. In the bottom menu bar, click **Settings**.

The **Playback Controls** menu will open.

From here, users can perform various actions:

- **Keyboard Shortcuts** - Lists certain keyboard shortcuts that users can take.
- **Date/Time Overlay** - Displays or hides the date and time the video was recorded.

-  **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.

The default video quality setting is **Low**. It is recommended that the **Highest** setting is only used if there is a good data transfer connection.

Users can also skip through the video using the following controls, found in the bottom menu bar:

- **Cursor handle** - Use to 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 forward through the video one frame at a time.

To put the video in **Theatre** mode:

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  **Theatre**.

This maximises the playback screen to fill the entire active window - clicking this again will return the video to its normal size.

To put the video in **Fullscreen** mode:

1. Navigate to the **Videos** tab.
2. Find the relevant video, and click > **More Details** next to it.

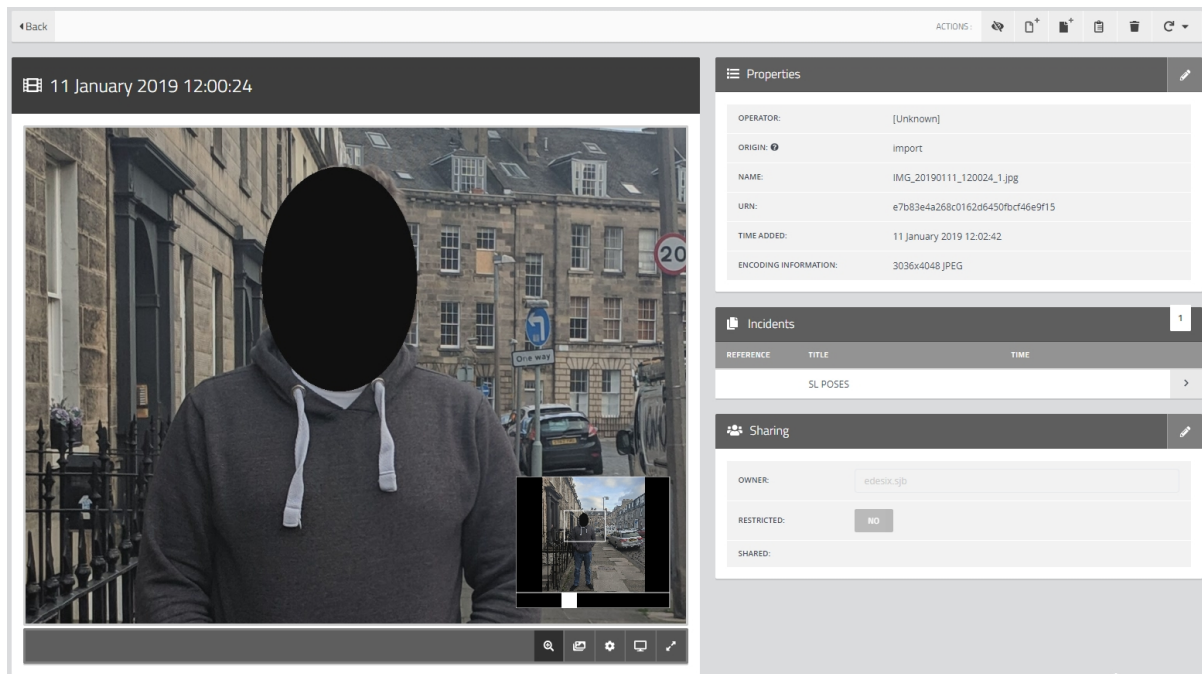
Users can find the relevant video by navigating to the **My Videos**, **Shared Videos**, or **Supervised Videos** panes. They can also search for the relevant video from the  **Search Videos** pane.

3. Click  **Fullscreen**.

This maximises the playback screen to fill the entire screen - clicking this again will return the video to its normal size.

3.2.2 View Assets

If the user has licensed *Asset Import*, they can view assets in the same way that they would view a video. However, there are some asset-specific actions they can take. The actions in question depend on the type of file that has been imported.



To access playback controls:

1. Navigate to the **Videos** tab.
2. Find the relevant asset, and click > **More Details** next to it.

If the user has imported a PDF file, the actions they can take are as follows:

- **View Image** - the PDF will open in a new tab, and can be viewed and downloaded like normal.
- **Download File** - the PDF will be downloaded to the user's default download location.

If the user has imported an audio file, the actions they can take are as follows:

- **Play Video** - the audio file will play. Users can skip, pause, and step through the file like a normal video.
- **Settings** - this is similar to the **Settings** control for videos, but only has options for **Keyboard Shortcuts**, **Date/Time Overlay**, and **Audio**

Quality.

>> For more information, see Watch Videos on page 12.

If the user has imported a still image, the actions they can take are as follows:

- **View Image** - the bottom menu bar will open, and users can perform image-specific actions on the asset. These are:

1.  **Show/Hide zoom panel** - toggles whether the zoom panel is visible or not. If it is set to *Visible*, the white slider can be used to zoom in and out on a specific aspect of the still image. The panel can be moved to focus on different parts of the image.

2.  **Preparations** - toggles between the original still image and the prepared version.

>> For more information, see Prepare Media on page 27.

3.  **Settings** - this is similar to the **Settings** control for videos, but only has options for **Keyboard Shortcuts** and **Take Screenshot**.

The **Theatre** and **Fullscreen** controls function as normal.

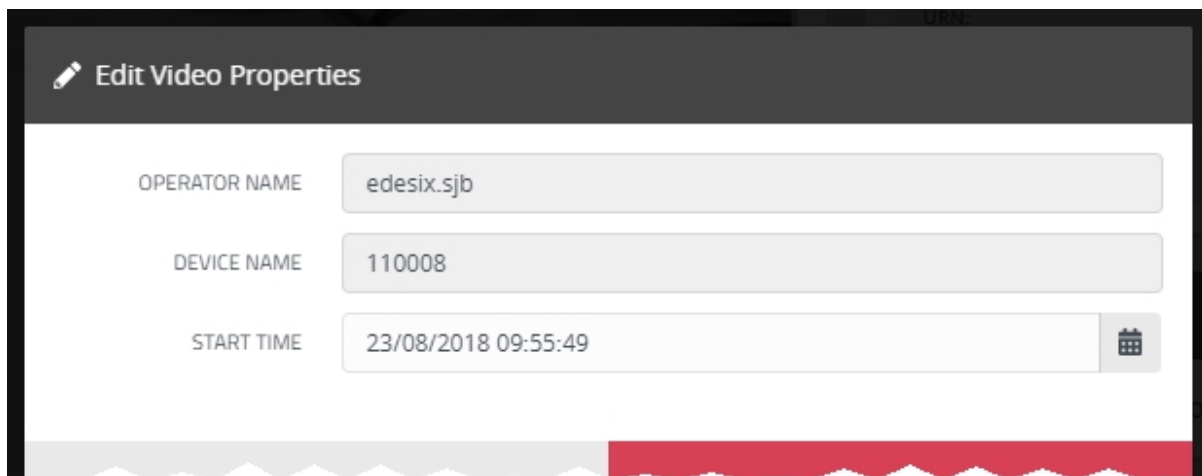
>> For more information, see Watch Videos on page 12.

If the user has imported a file whose file type is different from those mentioned above, the action they can take is as follows:

-  **Download File** - the file will be downloaded to the user's default download location.

3.2.3 View and Edit Video Properties

Users with sufficient permissions can edit video properties.



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.
- **Origin:** - the device on which the video was filmed.
- **URN:** - the unique URN assigned to this video.
- **Time added:** - the time and date of when the video was uploaded to VideoManager.
- **Resolution:** - the FPS of the video.

Users can edit some of a video's properties. To do so:

1. Navigate to the **Videos** tab.
2. Find the video in question, 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, click  **Edit Video Properties**.

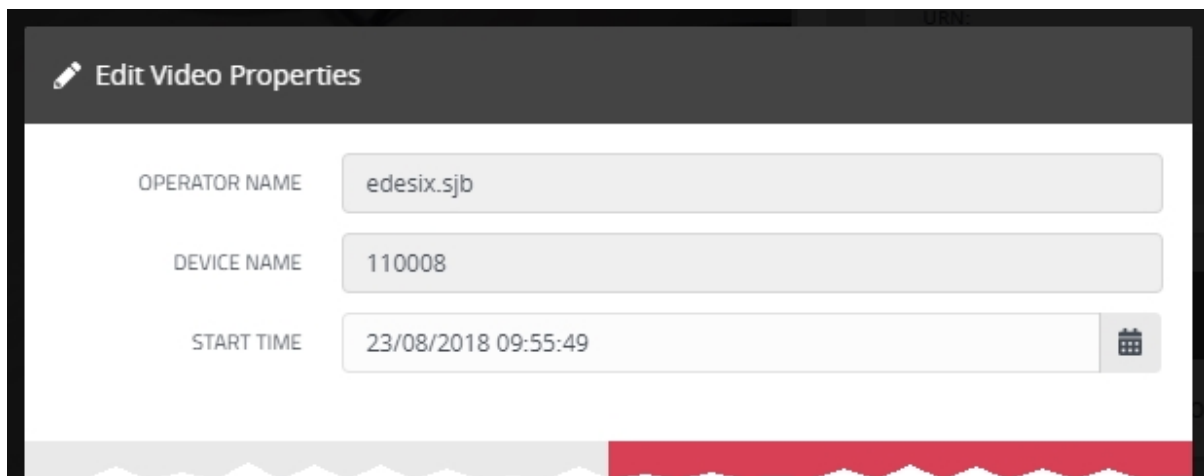
4. Here, users will be able to edit:

- **Operator Name** - who recorded the video.
- **Device Name** - which device recorded the video.
-  **Start Time** - when the video was initially added to VideoManager. This either means when the device it was filmed on was docked, or when it was uploaded from the user's PC. This does **not** change when the video was actually recorded.
- Any user-defined media fields which have been created.

5. Click **save changes**.

3.2.4 View and Edit Asset Properties

Users with sufficient permissions can edit asset properties.



To view the properties of an asset:

1. Navigate to the **Videos** tab.
2. Find the relevant asset, and click > **More Details** next to it.
3. In the **Properties** pane, the following information will be displayed:
 - **Operator:** - the name of the operator who created the asset.
 - **Origin:** - the device on which the video was filmed.
 - **URN:** - the unique URN assigned to this video.
 - **Time added:** - the time and date of when the video was uploaded to VideoManager.

Users can edit some of an asset's properties. To do so:

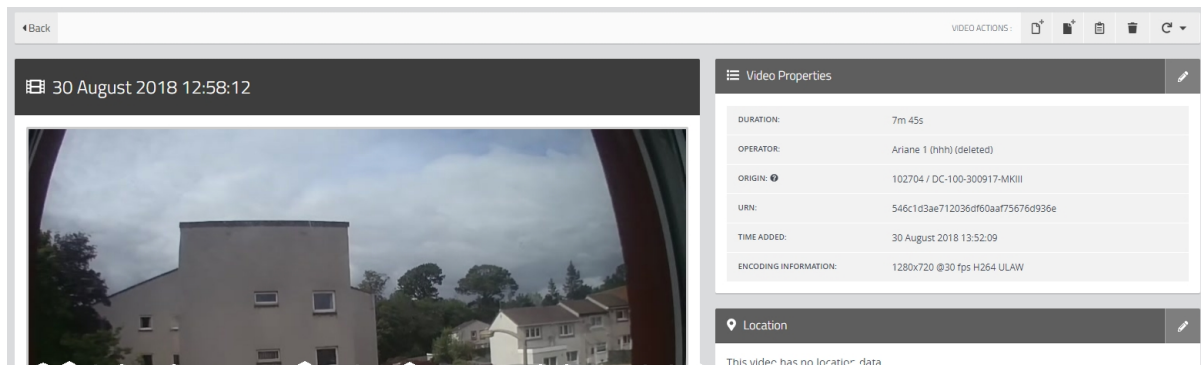
1. Navigate to the **Videos** tab.
2. Find the asset in question, and click > **More Details** next to it.
3. In the **Properties** pane, click **Edit Video Properties**.
4. Here, users will be able to edit:
 - **Operator Name** - who owns the asset.
 - **Device Name** - which device is associated with the asset.

-  **Start Time** - when the asset was imported to VideoManager.
- Any user-defined media fields which have been created.

5. Click **save changes**.

3.2.5 Perform Video Actions

VideoManager gives users the option to perform actions on their videos from the **More Details** pane. There are five actions which sufficiently privileged users can perform on videos from this pane: **Create New Incident**, **Add Video To Existing Incident**, **View Video Audit Logs**, **Delete Video**, and flip videos (**Rotate clockwise**, **Rotate anti-clockwise**, **Horizontal flip**).



To create a new incident including the 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. Click **Create New Incident**.

This will create an incident containing the video.

>> For more information, see Create, Edit and Delete Incidents on page 34

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. Click **Add Video To Existing Incident**.
4. Select either the **My Incidents**, **Shared Incidents**, **Supervised Incidents** or **Search Incidents** tab.

5. Click **Add video to this Incident** next to the incident the video will be added to.

To view the video's audit log:

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  **View Video Audit Log**.

Here, the audit log can be filtered to only show certain actions performed on the video.

To delete a video:

1. Navigate to the **Videos** tab.
2. Find the relevant video, and click > **More Details** next to it.
3. Click  **Delete Video**.

If the video is part of an incident, it cannot be deleted until it has either been removed from all incidents manually, or the incidents themselves have been deleted.

To flip a video:

1. Navigate to the video which will be flipped.
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.

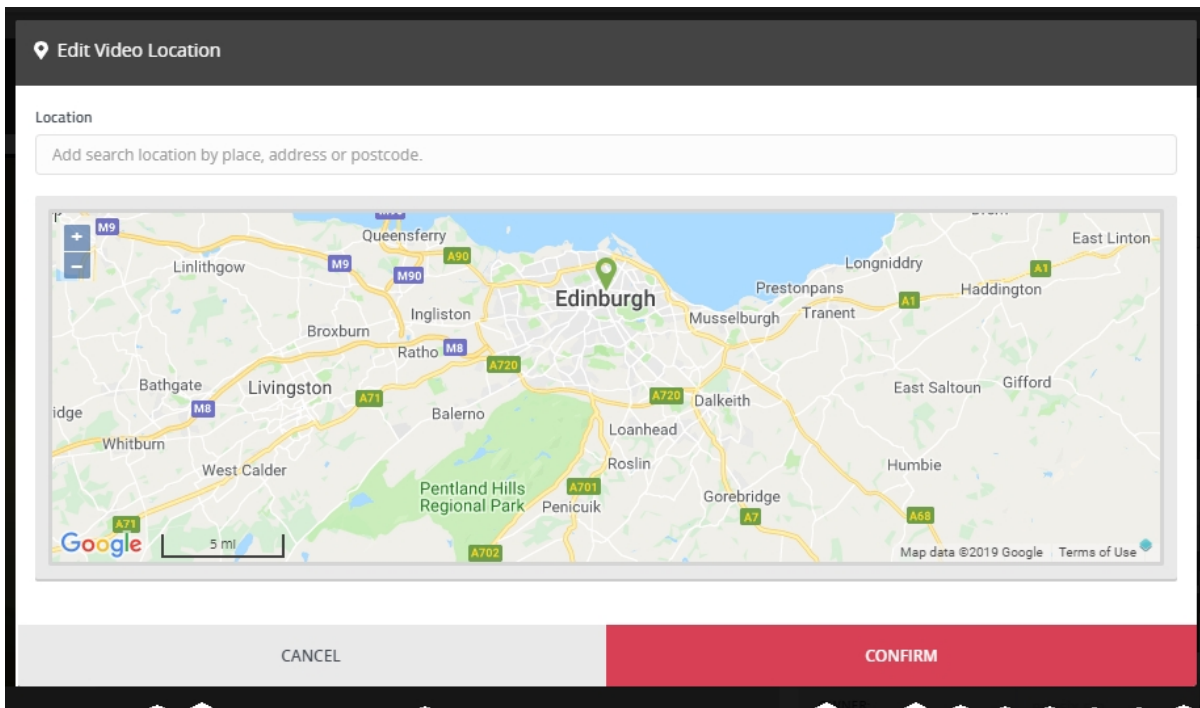
3. Click  **Rotate**.
4. Choose whether the video will be flipped to the left, to the right, or horizontally.



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

3.2.6 Create, Edit and Delete Location Information

Sufficiently privileged users can add location data to VideoManager videos. This is useful if the original video was recorded on a device without GPS, and the user wants to add location data retroactively. Users **cannot** edit location information that was recorded alongside a video.



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

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** pane, in the **Admin** tab, they can also manually search for a location.*

5. Click **confirm** to save.

3.3 Import Videos

Users with the *Import* licence can import videos to 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. Users will have the chance to enter:

- **Device** - which device will be associated with this video.

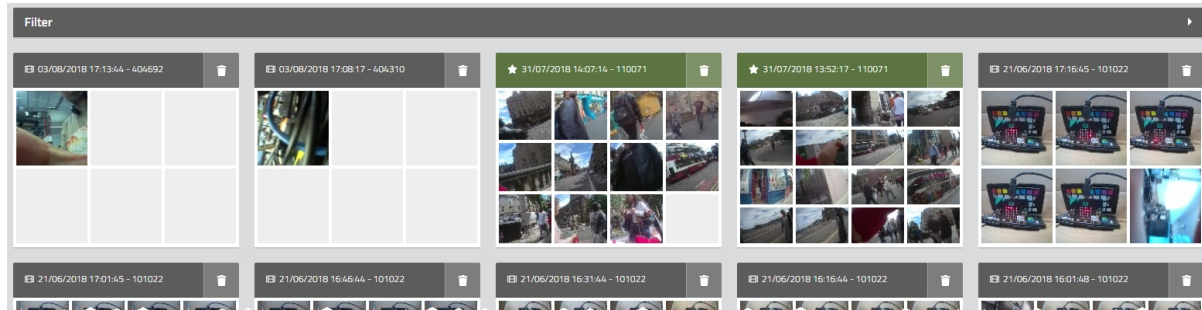
Users should enter the relevant device's serial number.

- **Operator** - which operator will be associated with this video.
- **Recording Duration** - this is the length of the video, and cannot be edited.
- **Recording Ended** - this is when the video ended, and cannot be edited.
- **Upload Name** - this will be the name the video has on the user's PC, and cannot be edited.

5. Click **Start Import**.

3.4 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.



To change how videos are presented:

1. Navigate to the **Videos** tab.
2. Select  **Search Videos** pane.
3. Click the relevant viewing option from the top right-hand menu.
 -  **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:
 - Video status (whether the video has been uploaded from a site)
 - When the video was recorded (date and hours/minutes/seconds).
 - Duration of the video (hours/minutes/seconds).
 - Operator (who recorded the video).
 - Device (which camera recorded the video, and its serial number).

- Number of incidents which use this video - clicking on 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 21



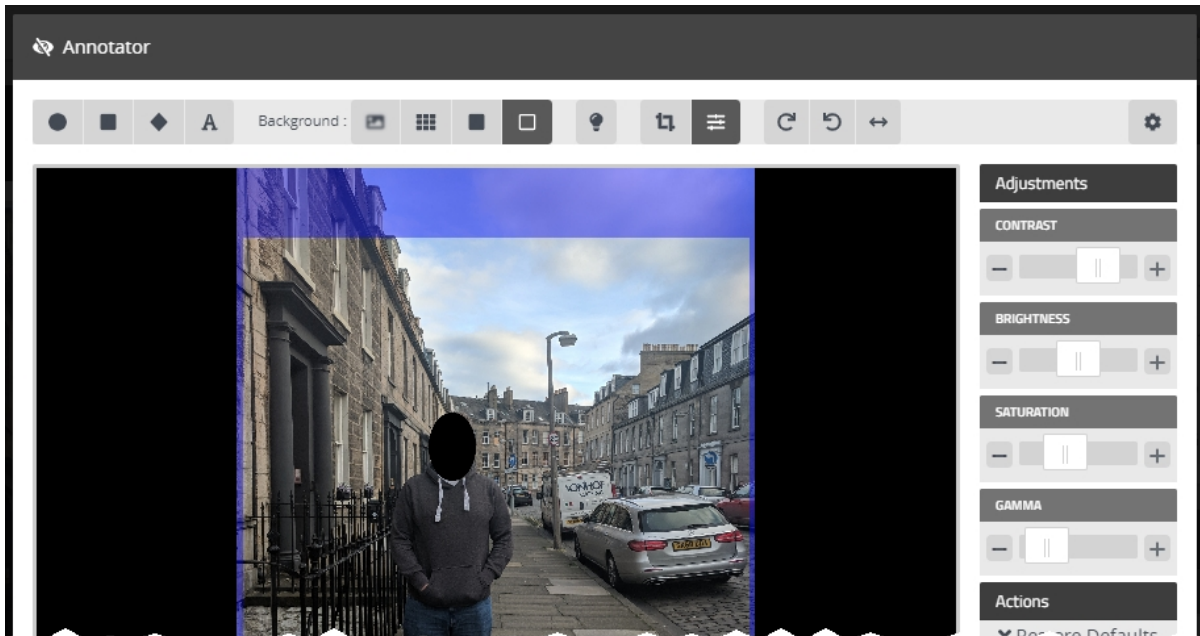
This preference will be reset to  Large when the user logs out.

To change how videos are ordered:

1. Navigate to the **Videos** tab.
2. Select  **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.
 - **Date Added** - this will present videos from most recently uploaded to least recently uploaded.

3.5 Prepare Media

Media Preparations is a licensed feature that gives users the ability to prepare still images in the same manner that they would redact footage in an incident - however, unlike footage, still images **do not** need to be part of an incident in order to be prepared.



To prepare media:

1. Navigate to the **Videos** tab.
2. Find the relevant asset, and click > **More Details** next to it.
3. Click  **Prepare Media**.
4. The user can now prepare media in the same way they would redact a video.

>> For more information, see Redact a Video on page 39.

There are some image-exclusive actions that users can take when preparing media. These are:

-  **Crop the image to size** - draw the square around the subject of the image
- anything in the blue section will not be featured in the finished media.

 *The cropped version of the image will not be shown until the user is finished with their preparation and clicks **confirm**.*

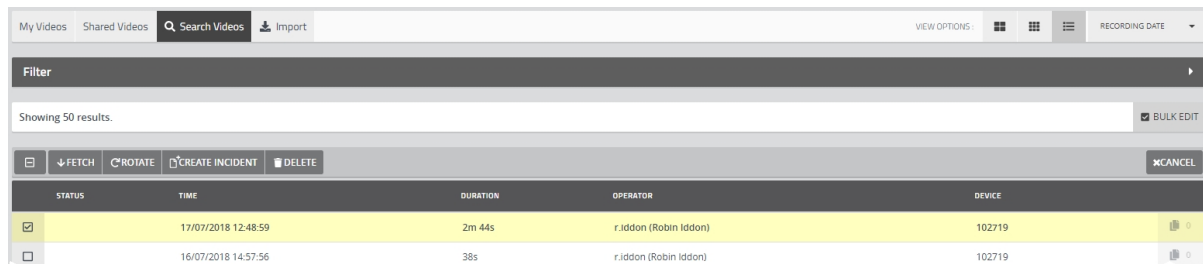
-  **Adjust the image** - if the user clicks this, a set of sliders will appear in the right-hand menu. These sliders control the following:

- **Contrast**
- **Brightness**
- **Saturation**
- **Gamma**

Users can click  **Restore Defaults** to restore the default settings for each slider.

3.6 Bulk Edit Videos

Bulk edits allow users to perform actions on multiple videos at once. This is useful if either there are too many videos to manually edit/delete, or if the user has enabled their VideoManager to act as a Central VideoManager. In the second case, every video held in connected sites can be automatically fetched in bulk. This means that they will become editable in the Central VideoManager and unviewable in the original sites.



To bulk edit videos:

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

>> For more information, see Search Videos on page 8.

4. Click **Bulk Edit**.

The bulk edit user interface appears. The following actions are now possible:

- ☒ **Toggle selection of ALL rows.** - this selects **all** rows visible on VideoManager (if there is an overflow of videos, VideoManager will give users the option to select the videos which aren't onscreen too). Users can also manually select and de-select individual videos by clicking on their row.
- **ROTATE** - this 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 included.
- **DELETE** - this gives users the ability to delete all of the selected videos simultaneously. The user will be asked to confirm their choice.

- **↓ FETCH** - this option is only available if VideoManager is enabled as a Central VideoManager. It gives users the ability to fetch all of the selected videos from their sites simultaneously. This is useful if the user's network is too weak to keep Auto-Fetch on continuously. Once they have been fetched, the videos are editable like normal in Central VideoManager but are not viewable on the original site.

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

4 Incidents - how to...

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

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

>> For more information, see Search Incidents on page 32

- Create, edit and delete incidents.

>> For more information, see Create, Edit and Delete Incidents on page 34.

- Prepare evidential footage.

>> For more information, see Clip Footage in an Incident on page 37 and Redact a Video on page 39.

- Bulk edit incidents.

>> For more information, see Bulk Edit Incidents on page 55.

- Create, edit and delete bookmarks.

>> For more information, see Create, Edit and Delete Bookmarks on page 57.

4.1 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' interface in VideoManager. It is divided into several sections:

- Left Column:**
 - TITLE:** A text input field.
 - INCIDENT TIME:** Two date pickers labeled 'FROM:' and 'TO:'.
 - REFERENCE CODE:** A text input field.
 - NOTES:** A text input field.
 - SAVED SEARCH:** A dropdown menu.
- Right Column (Top):**
 - EARLIEST DATE:** A date picker.
 - LATEST DATE:** A date picker.
- Right Column (Middle):**
 - DEVICE OPERATOR:** A text input field with placeholder 'Type operator name here...'.
 - OWNER:** A text input field with placeholder 'Type owner name here...' and a 'My Incidents' button.
 - SOURCE:** A text input field with placeholder 'Type source name here...'.
 - MATCH TEXT:** A text input field with placeholder 'Type text to match here...'.
- Right Column (Bottom):**
 - Checkboxes:**
 - ☒ Show current incidents
 - ☐ Show recently deleted incidents
 - ☐ Only show shared incidents
 - ☐ Only show incidents with external links
 - ADVANCED FILTER:** A text input field.

At the bottom right, there are three buttons: 'Clear Filter', 'Save Search', and 'FIND INCIDENTS'.

Incidents can be searched by a number of criteria.

1. Navigate to the **Incidents** tab.
2. Select the  **Search Incidents** pane to search for videos by the following features:

- **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.

Notice *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 uploaded by a specified download slave.
- **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 device or import sources.
- **Match text** - search for incidents whose text (including title, reference code, and notes) matches the text entered here.
- **Show current incidents** and **Show recently deleted incidents** - select whether or not to include current incidents and recently deleted incidents.
- **Only show shared incidents** and **Only show incidents with external links** - select whether or not to include current incidents which have been shared within the system, or shared with people outside the system using links.
- **Advanced Filter** - users with knowledge of using sequence conditions can input more advanced search queries here.

3. Click **Find Incidents** to display all matching incidents below the search options.
4. Click **✕ Clear Filter** to clear the search filters.

Notice *Some of these search options may not be available depending on how the user's access permissions have been configured.*

4.2 Create, Edit and Delete Incidents

Users can create incidents, which retain video videos and highlight specific portions of footage. These incidents can have documents attached to them. Incidents allow users to collect evidence and condense it into one place, which can then 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 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.

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.

1. Navigate to the **Incidents** page.
2. Click **Create Incident**.
3. If users wish to include videos from VideoManager in the incident:
 1. Navigate to the **Videos** pane.
 2. Next to the relevant video, click **Add Video To Existing Incident**.

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

1. Give the incident a **Title**.
2. Provide additional information about the incident.
 - **Creation time** - this is when the incident was first created, and cannot be edited.
 - **Update time** - this is when the incident was last edited.
 - **Incident time** - this field allows users to assign the incident a specific time.
 - **Notes** - here, the user can enter notes regarding the incident.
 - **Clip Count** - this is the number of clips within the incident, and is updated automatically if a clip is added or taken away.
 - **Owner** - this field is populated with the username of whoever is creating the incident, and cannot be edited.
 - **Signature** - this field is populated automatically by VideoManager upon creation and cannot be edited.
3. Click **+ Create Incident Attachment** to add attachments to the incident. The user will be given the opportunity to choose a file to upload from their PC.
4. Click **Create Incident**.

The incident is created and the whole video is included.

Incidents can be edited to include more footage, notes on the incident, or have still pictures or documents attached.

1. Next to the incident to be edited, click  **Edit Incident**.
The **Edit Incident** form will open.
2. Make the required changes to the incident - adding video or incident attachments, editing location data, or bookmarking or redacting videos.

Incidents can be duplicated.

1. Next to the incident to be duplicated, click > **View Incident**.
2. Click  **Duplicate Incident**, and make any necessary changes to the copy of

the incident.

3. Click **Create Incident** to save.

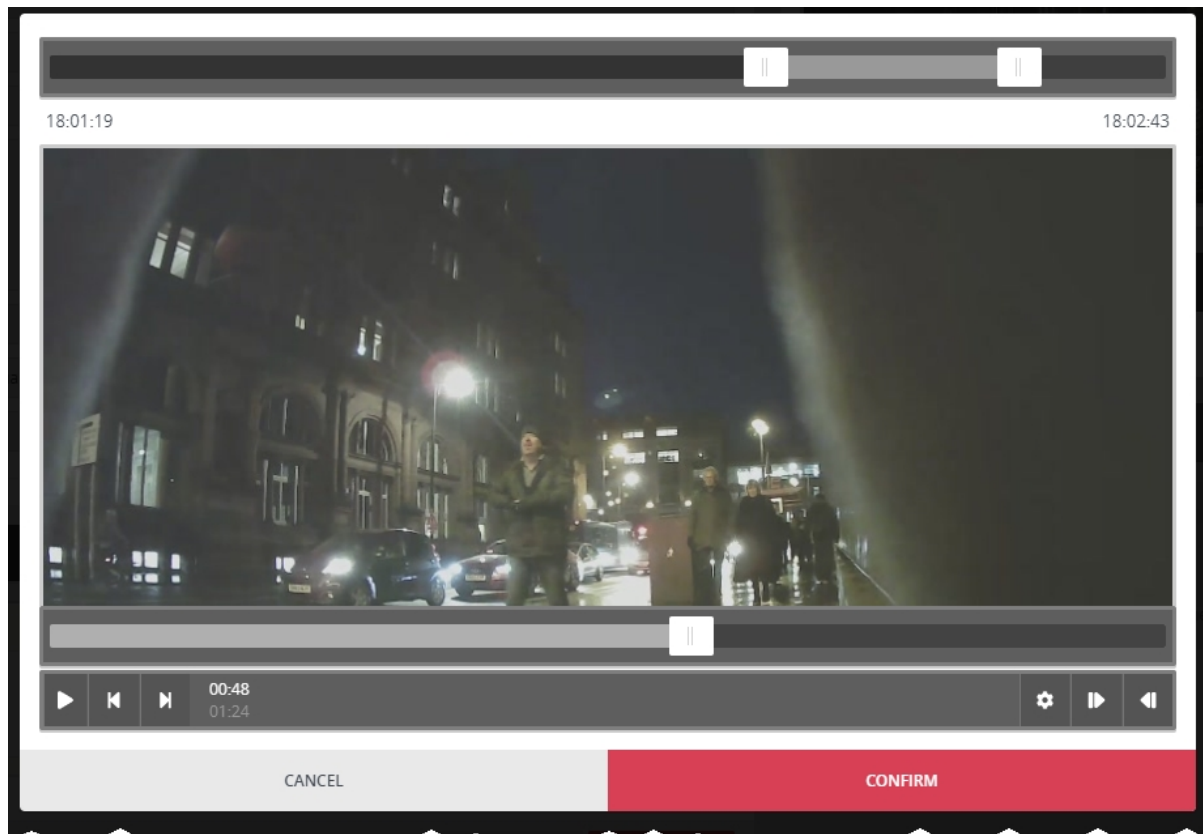
Incidents can be deleted once they are no longer relevant.

1. Next to the incident to be deleted, click  **Delete Incident**.
2. The user must confirm that they want to delete the incident in the pop-out window.

The incident will be deleted.

4.3 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 device has recorded many hours of footage, of which only a few minutes are relevant. However, the original video is never shortened - only the version in the incident.



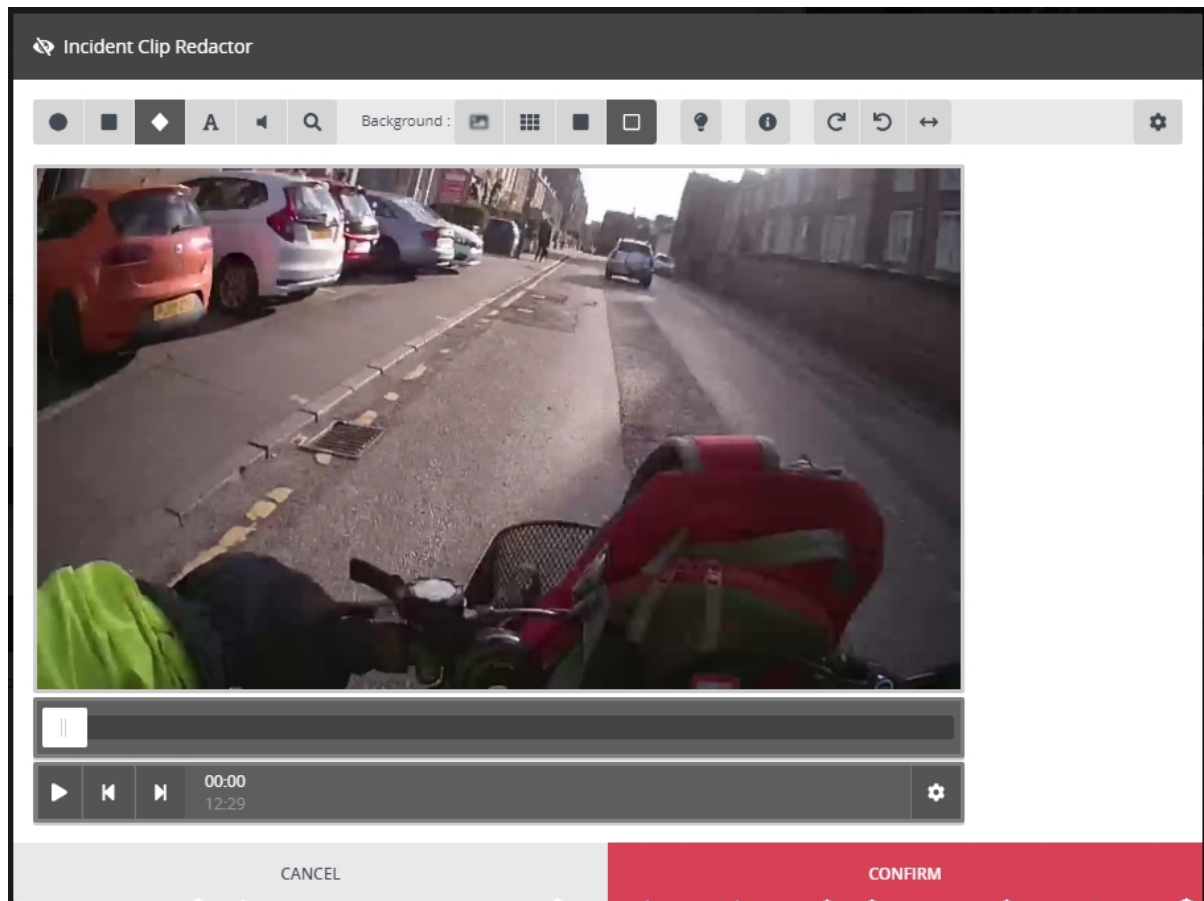
To clip footage:

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. There are two steps in editing a clip:
 1. To shorten the video roughly, select the start and end time of the clip by dragging the toggles in the **top** video progress bar.

2. 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**.

4.4 Redact a Video

The **Incident Clip Redactor** lets users apply a variety of redactions, text annotations and redaction effects to a video. 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. Click  **Redact parts of this Clip**.
4. The **Incident Clip Redactor** opens.

There are several types of redaction effect available in VideoManager:

- Foreground redactions.

>> For more information, see Create, Edit and Delete Foreground Redactions on page 41

- Background redactions.

>> For more information, see Create, Edit and Delete Background Redactions on page 43

- Audio redactions.

>> For more information, see Create, Edit and Delete Audio Redactions on page 45

- Text redactions.

>> For more information, see Create, Edit and Delete Text Annotations on page 46

- Brightness redactions.

>> For more information, see Create, Edit and Delete Brightness Redactions on page 48

- Zoom redactions.

>> For more information, see Create, Edit and Delete Zoom Redactions on page 50

- Other redactions.

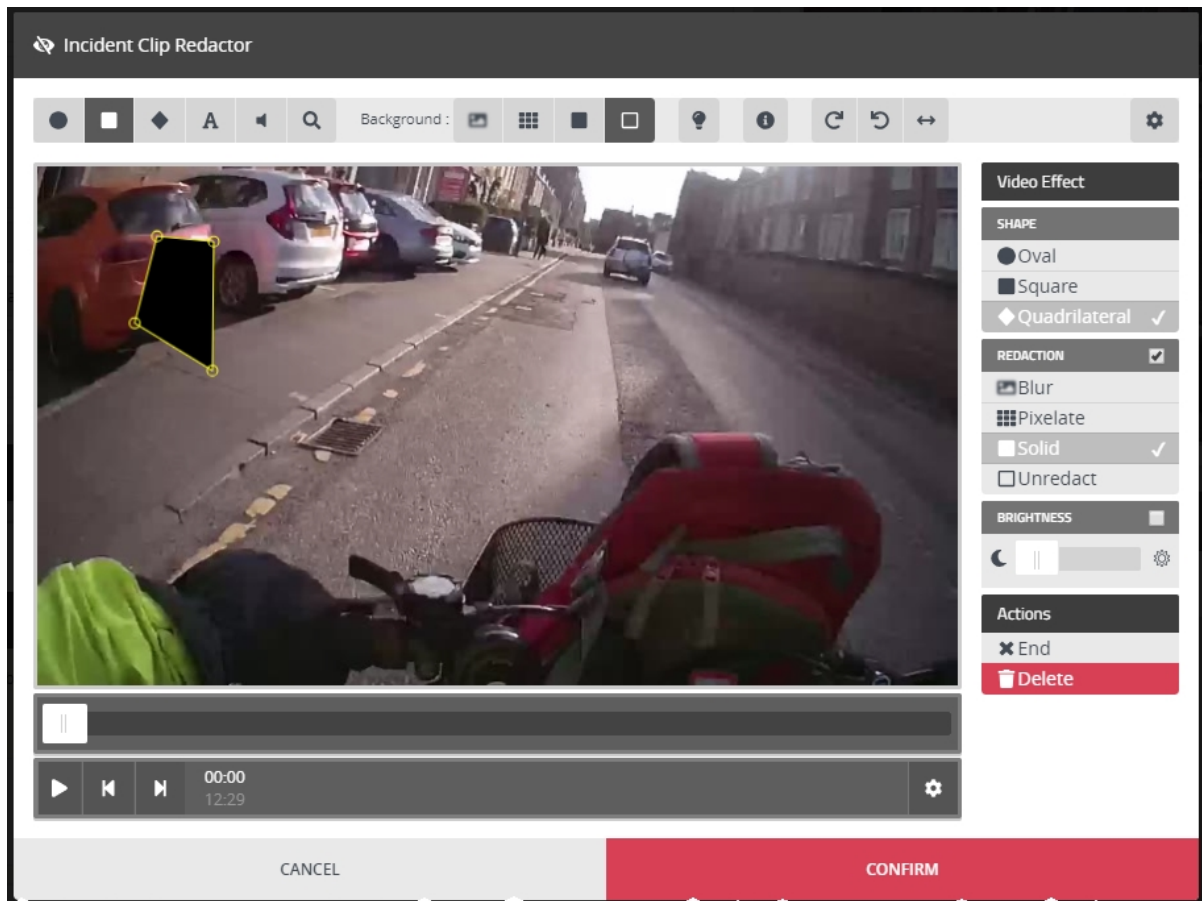
>> For more information, see Create Other Redactions on page 52

- Access the redaction **Advanced** dropdown.

>> For more information, see Access the Redaction Advanced Dropdown on page 53

4.4.1 Create, Edit and Delete Foreground Redactions

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



To create a foreground redaction:

1. Move the cursor handle to the point where the redaction will start.
2. Click either **Insert oval**, **Insert square**, or **Insert quadrilateral**.
3. Draw a shape around the area to be redacted. This shape will be saved immediately.

If quadrilateral has been selected, the user can drag out the corners of the shape to fit the area which must be redacted.

4. A right-hand menu will appear.

If relevant, check the **Redaction** box, and select the type of redaction that will fill the highlighted area. Users have a choice of **Blurred**, **Pixelated**, and **Solid**.

If relevant, check the **Brightness** box and adjust the brightness of the redaction using the slider.

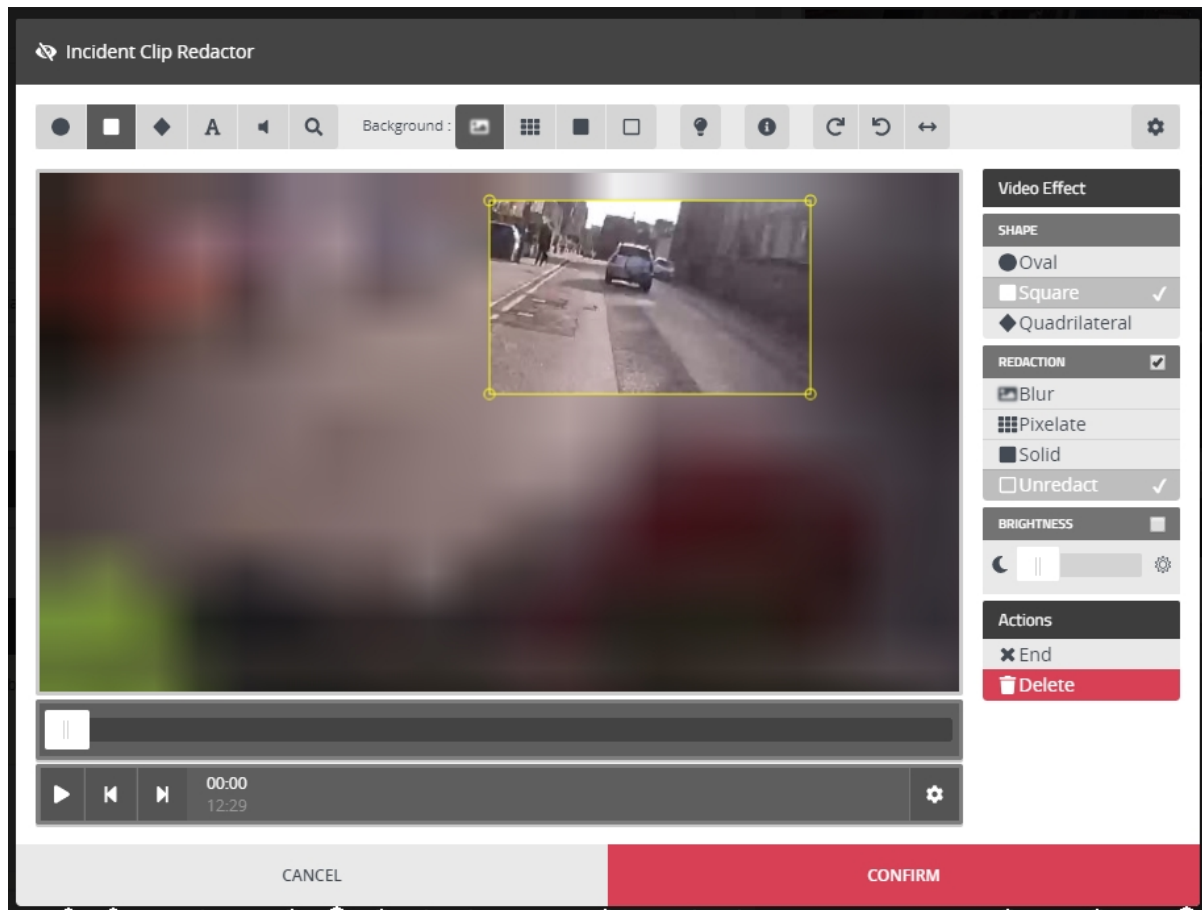
5. Move the bottom cursor handle forward a small amount manually, or use **⏮ Step Backward / ⏭ Step Forward**, and re-position the redaction shape over the area to be redacted.

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

6. Repeat this process until the subject of the video is no longer visible.
7. Click **End**.
8. Review the video by replaying it from the beginning, to check that the subject is fully redacted.
9. Click **confirm**.
10. Click **Save Incident**.

4.4.2 Create, Edit and Delete Background Redactions

By redacting a background, the subject of evidential footage is made the sole focus. VideoManager allows for all redactions applicable to an area to be applied to a background, 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. Step forwards through the footage to the point that the redaction should start.
2. Draw a redaction area around the area or areas of the video which should remain unredacted.
3. For each redaction area, set the redaction type to **Unredact**.
4. In the top menu, select the kind of background redaction required.

Users have a choice of  **Blurred**,  **Pixelated**, and  **Solid**.

5. Step through the video as normal, scaling and moving the redaction area if necessary.

6. New redaction areas can be added at any point in the video, and redactions can be ended by clicking **End** in the sidebar.

To edit a foreground redaction:

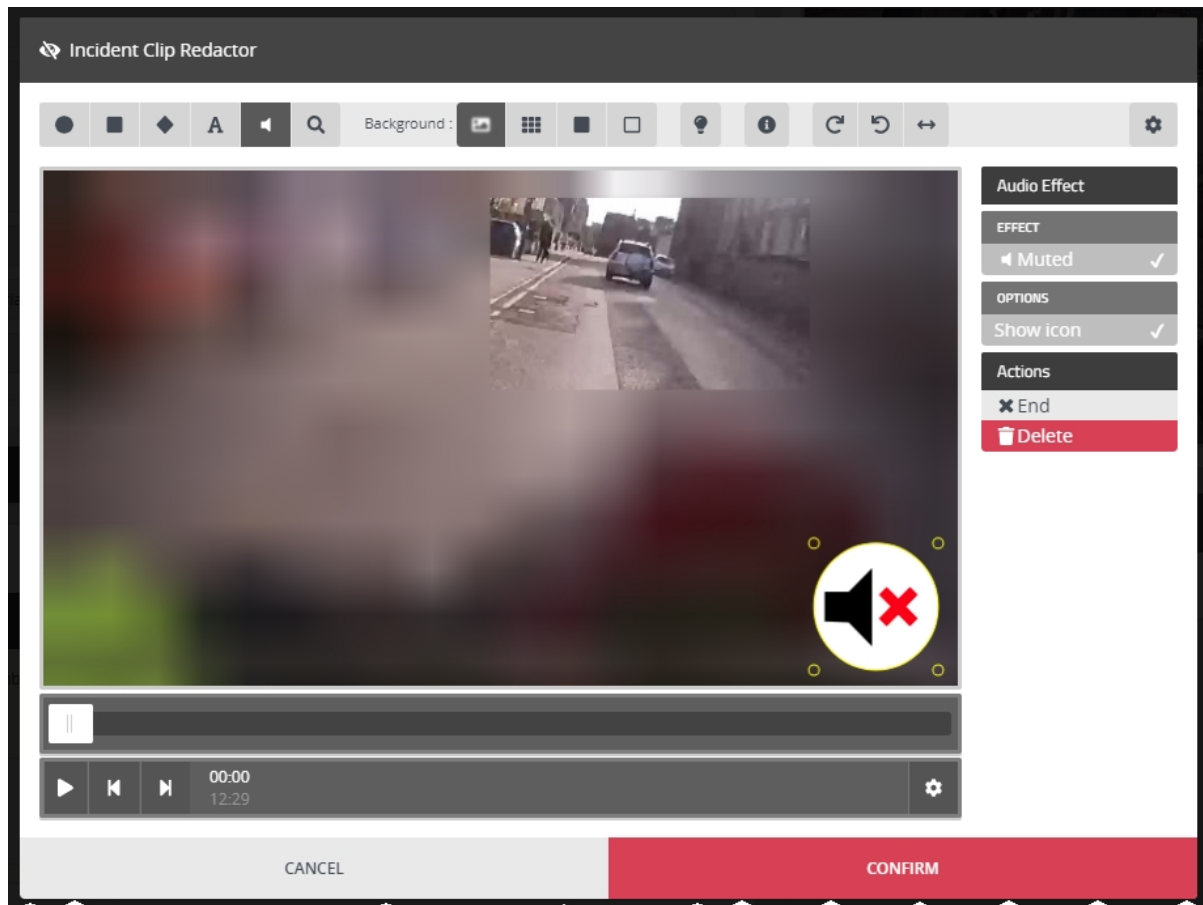
1. In the top menu, select the kind of background redaction required.
Users have a choice of  **Blurred**,  **Pixelated**, and  **Solid**.

To delete a foreground redaction:

1. In the top menu, change the background redaction to **None**.

4.4.3 Create, Edit and Delete Audio Redactions

VideoManager offers the ability to mute audio for specific periods of time, with the option of displaying an icon when these redactions are in effect. This allows users to redact voices and other noises, in accordance with data protection laws.

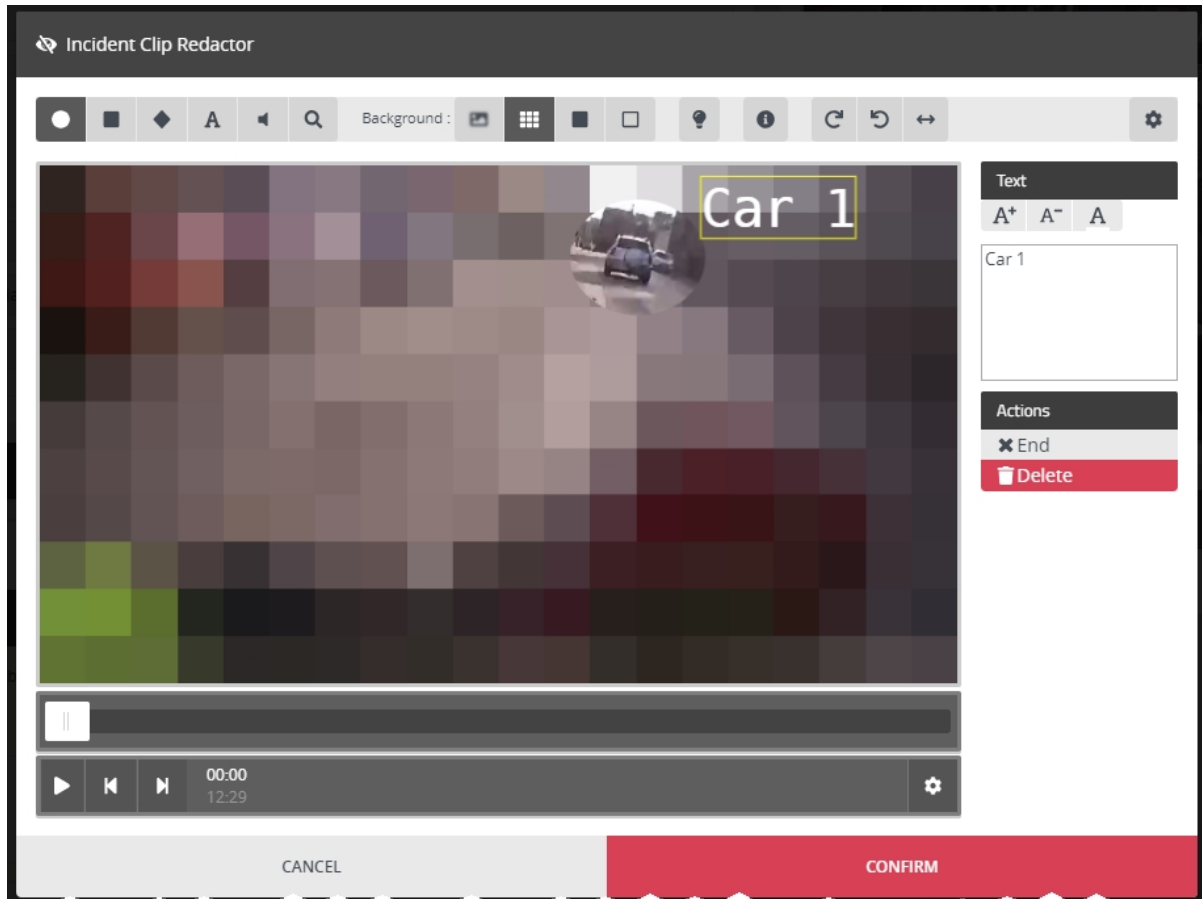


To create an audio redaction:

1. Step forwards through the footage to the point that the redaction should start.
2. From the top toolbar, click **Insert audio effect**, and draw it over an area of the footage. This will automatically mute this portion of the footage.
If no icon is desired, deselect the **Show Icon** option in the sidebar.
3. Skip to the part of the video where the audio redaction is no longer required, and click **End**.

4.4.4 Create, Edit and Delete Text Annotations

Text annotations are text boxes which can be moved and resized in the same way as redactions. This allows users to provide information directly in evidential footage.



To create a text annotation:

1. Move the cursor to the start point of the text annotation.
2. Click **A** *Insert text*.
3. Click the area of the video frame where the text annotation should be displayed.

The **Text** panel is displayed.

4. 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.*

5. From here, the user has two options:

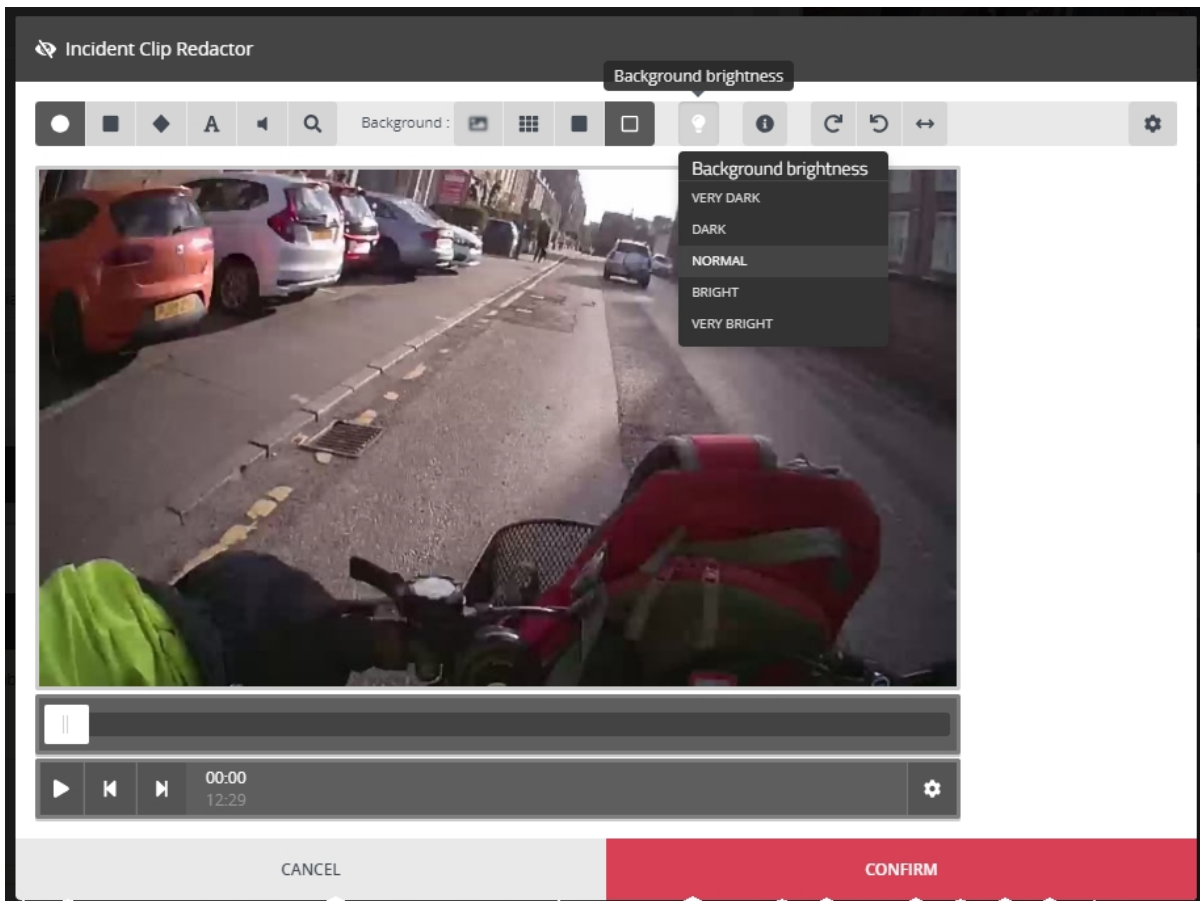
- If the subject of the video is moving, step through the video frame-by-frame and reposition the text manually to ensure that it is focused on the subject at all time. When the user reaches the part of the video where the redaction should end, click **End**.
- If the subject of the video is static, skip to the part of the video where the redaction should end, and click **End**.

6. Click **confirm** to save the annotation.

As many text annotations can be created as necessary.

4.4.5 Create, Edit and Delete Brightness Redactions

Brightness Redaction effects 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.



To create a foreground brightness redaction effect:

1. Move the cursor to the start point of the redaction effect.
2. Click either  **Insert oval**,  **Insert square**, or **Insert quadrilateral** around the area that should be brightened or darkened.
3. In the side bar, select **Unredact**. This will leave the area inside the redaction unredacted.
4. Next to the **Brightness** pane in the right-hand menu, check the checkbox.
5. Use the slider to adjust the required brightness inside the redaction effects area.
6. From here, the user has two options:

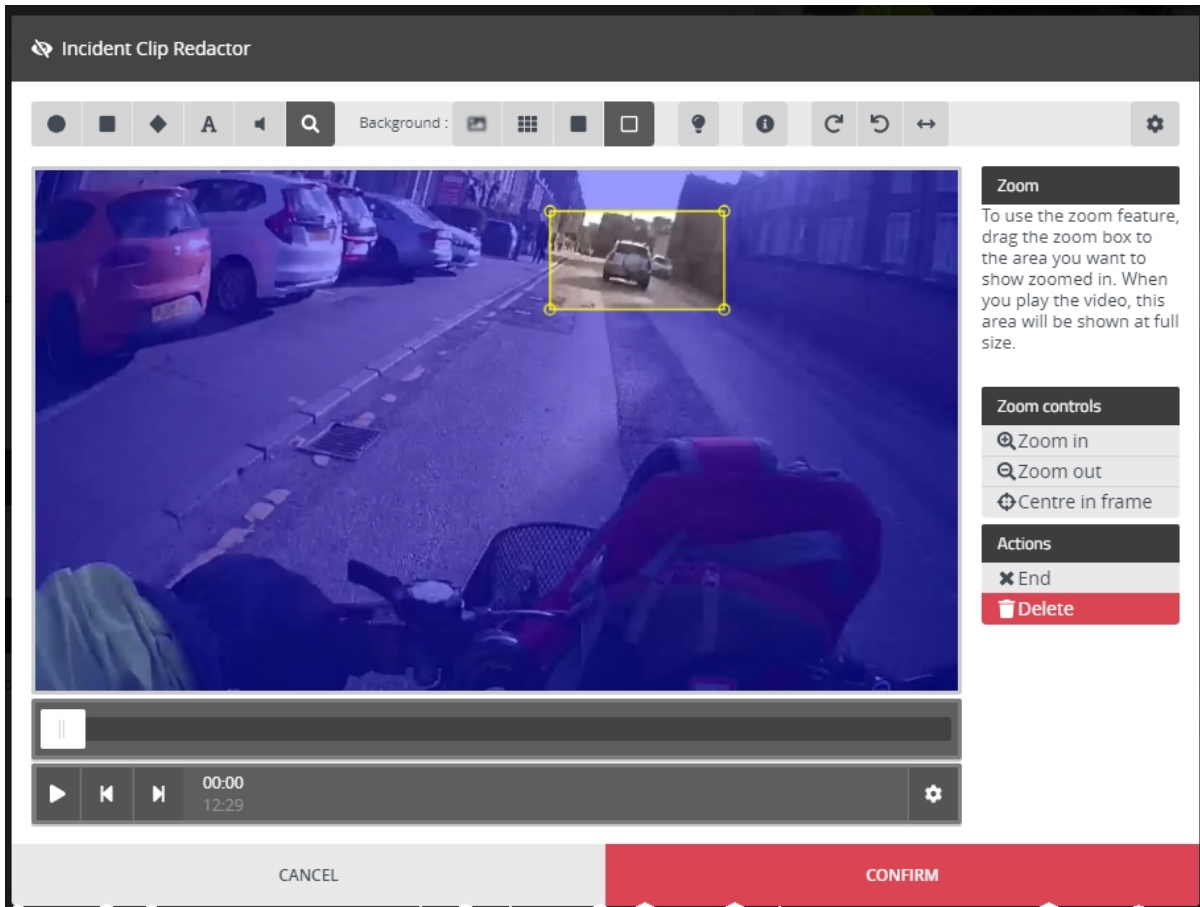
- If the subject of the video is moving, step through the video frame-by-frame and reposition the shape manually to ensure that it is focused on the subject at all time. When the user reaches the part of the video where the redaction should end, click **End**.
- If the subject of the video is static, skip to the part of the video where the redaction should end, and click **End**.

To create a background brightness redaction effect:

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.

4.4.6 Create, Edit and Delete Zoom Redactions

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



To create a zoom redaction effect:

1. Skip forward through the video to where the redaction effect should start.
2. Click  **Zoom in on one area.**
3. Draw the square around the area of the video which should be zoomed in (or out) on.
4. 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.

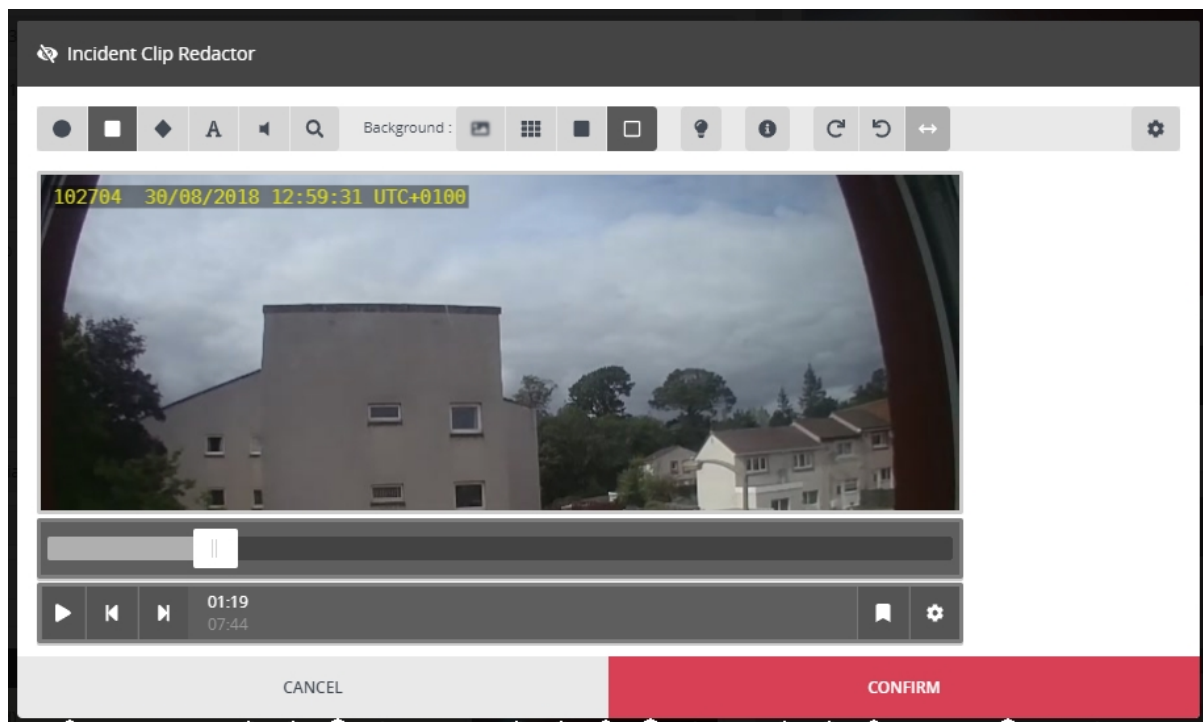
5. From here, the user has two options:

- If the subject of the video is moving, step through the video frame-by-frame and reposition the quadrilateral manually to ensure that it is focused on the subject at all time. When the user reaches the part of the video where the redaction should end, click **End**.
- If the subject of the video is static, skip to the part of the video where the redaction should end, and click **End**.

6. Click **confirm**.

4.4.7 Create Other Redactions

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



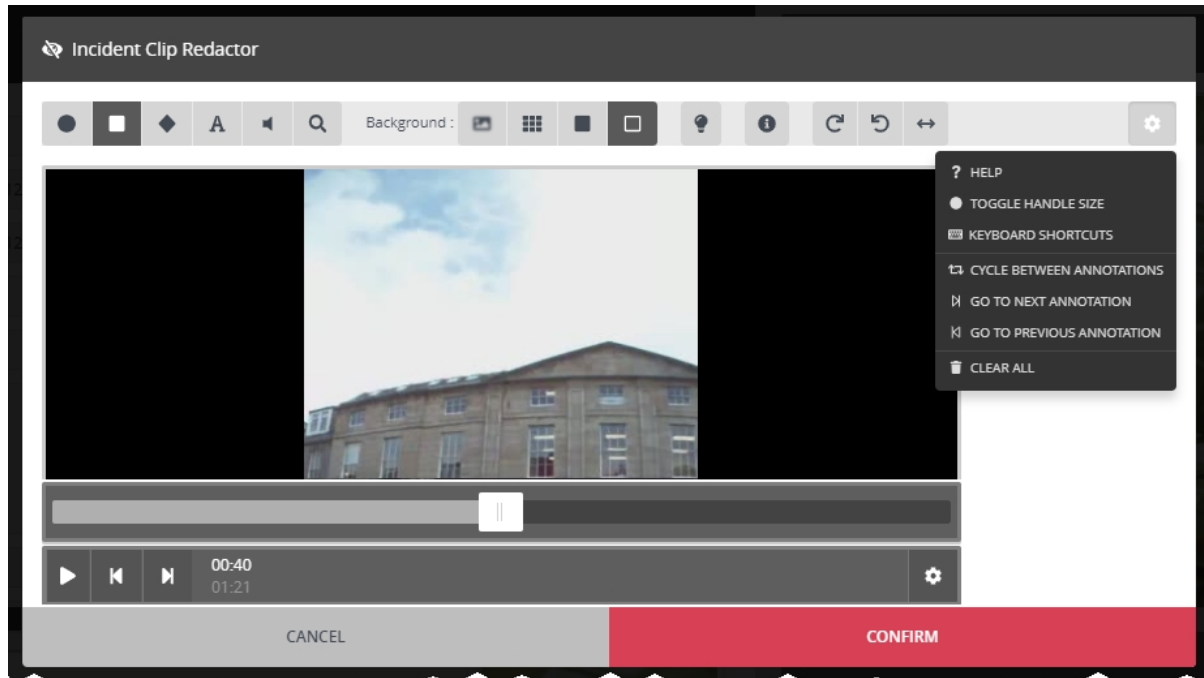
These other redaction effects are:

-  **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 turns on overlay text that displays the device, date, and time position.

Clicking this icon multiple times changes the position of the overlay text, then toggles it off.

4.4.8 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.



The actions which can be performed are as follows:

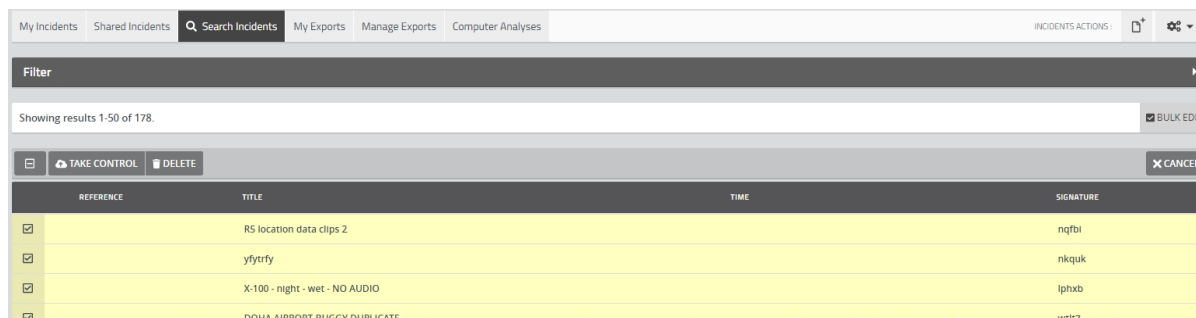
- **? Help** - this presents a brief summary of how to create a redaction effect.
- **○ Toggle Handle Size** - if a redaction effect is selected, the handles on the redaction will get bigger. This is useful if the user wants to create a small redaction which needs more precise parameters.
- **⌨ Keyboard 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.

4.5 Bulk Edit Incidents

Bulk edits allow users to perform actions on multiple incidents at once. This is useful if either there are too many incidents to manually edit/delete, or if the user has enabled their VideoManager to act as a Central VideoManager. In the second case, every incident held in connected sites can be automatically fetched in bulk. This means that they will become editable in the Central VideoManager and unviewable in the original sites.



To use incident bulk edits:

1. Navigate to the **Incidents** tab.
2. Select the **Search Incidents** pane.
3. Click ☒ **BULK EDIT**.

The bulk edit UI appears. The following actions are now possible:

- ☐ Toggle selection of ALL incidents.
- Take control - if a user's instance of VideoManager is acting as a Central VideoManager, this action will take control of **all** selected incidents from the connected sites.
- Submit - if a user's instance of VideoManager is acting as a site, this action will submit **all** selected incidents to the connected Central VideoManager.
- Create Incident Collection - if the user has licensed *Nested Incidents*, this will allow them to create an incident collection containing the selected incidents.

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

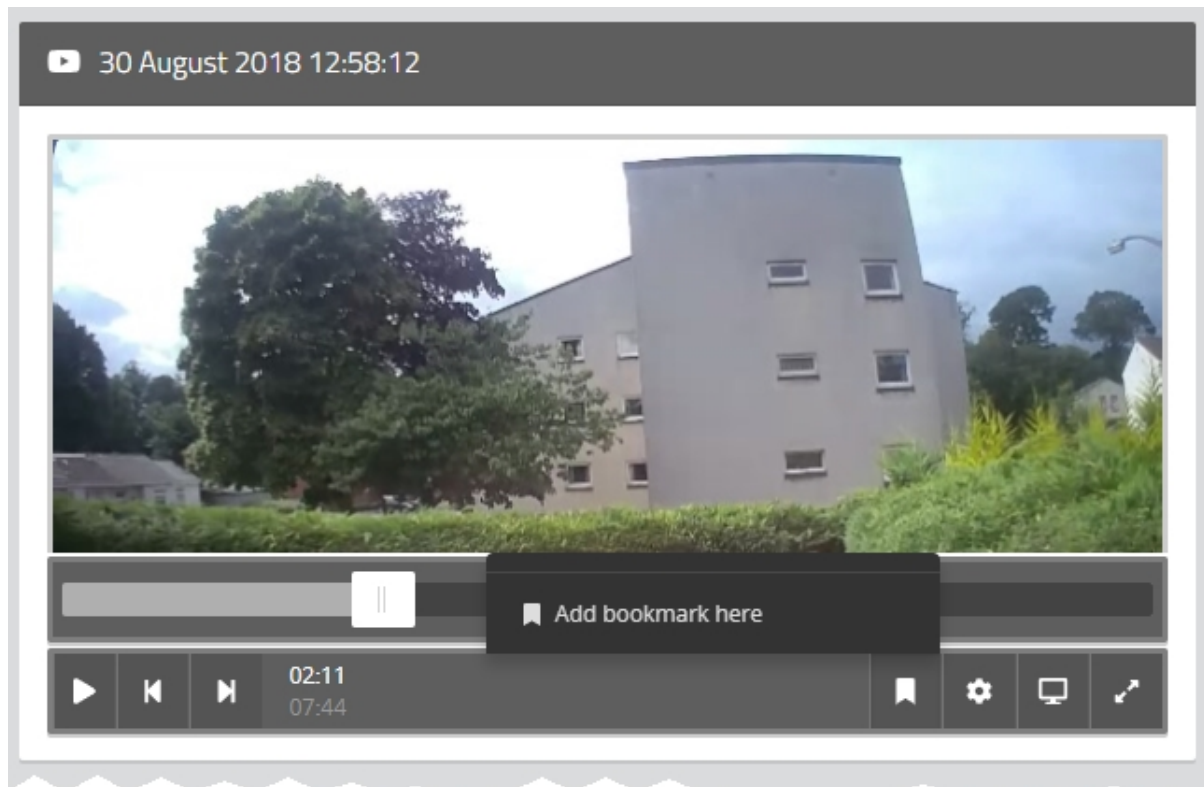


If there are more incidents than can be displayed on one page, VideoManager

will give users the option to select all incidents on the system.

4.6 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 allows administrators to skip straight to the necessary parts of a video for review purposes.



To add a bookmark to a video:

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 video pane, click  **Play**.

The playback controls will be displayed at the bottom of the video pane. Drag the progress bar of the video to a position where the bookmark will be placed.

4. Click  **Pause**.
5. Click  **Bookmarks**.

6. 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.

7. Click **confirm**.

The bookmark is added to the video.

8. Repeat this process to add more bookmarks.

9. Click **Save Incident**.

To edit an existing 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**.

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

Make the required edits.

To delete an existing 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**.
6. 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 - how to...

The Devices page enables the user to administer their VideoBadges and DockControllers. From here, it is possible to view and configure all VideoBadges and DockControllers on the network. Any devices connected to the user's instance of VideoManager will be shown at the top.

If users have sufficient permissions, they can:

- Filter devices by a number of criteria.

>> For more information, see Search Devices on page 61.

- Assign a device (normally, or using bulk Touch Assign).

>> For more information, see Assign Devices on page 65.

- View device info.

>> For more information, see View Device Info on page 71.

- Bulk edit devices

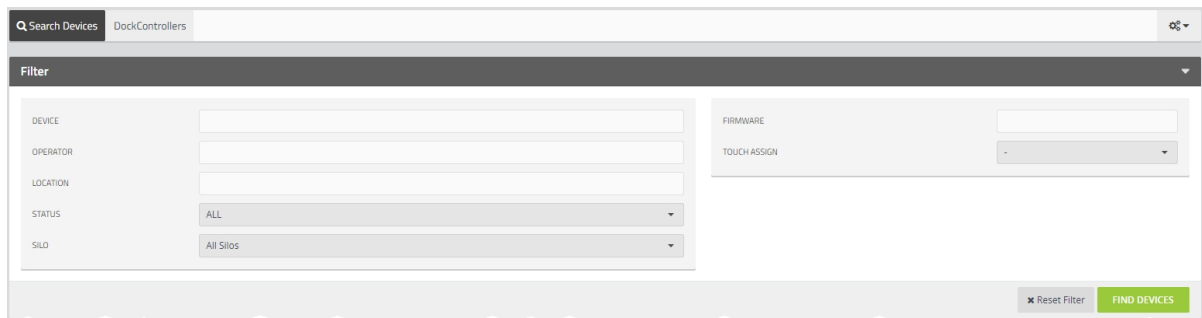
>> For more information, see Bulk Edit Devices on page 76

- Bulk edit DockControllers

>> For more information, see Bulk Edit DockControllers on page 77

5.1 Search Devices

If they have the appropriate permissions, users can utilise VideoManager's search functions to locate devices in the **Devices** tab. This is necessary if a user would like to discover the states of various devices (e.g. whether they are recording, and who is using them).



Devices can be searched by a number of criteria.

1. Navigate to the **Devices** tab.
2. Select the  **Search Devices** pane to search for devices by the following features:
 - **Device** - this will return the device whose serial number matches the serial number specified.
 - **Operator** - this will return any devices assigned to the operator specified (regardless of whether they are recording, charging, etc.).
 - **Location** - this will return any devices who are plugged into the EdgeController, DockController, or site specified.
 - **Status** - this will return any devices who have the status specified. These are:
 - **ALL** - this will return all devices on the system, regardless of the status they are in.
 - **Docked** - this will return all devices which are physically docked to either a PC, a DockController, or an EdgeController associated with the instance of VideoManager. If a VideoTag 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 devices which have been assigned to a user on the system.
- **Assigned to me** - this will return all devices which have been assigned to the user performing the search.
- **Available for assignment** - this will return all devices which are ready to be assigned - this means it will return all devices which are simultaneously docked, unassigned, and have finished downloading any footage.
- **Stream Available** - this will return all devices which are connected to a WiFi network and streaming successfully to VideoManager.
- **Downloading** - this will return all devices which are docked and currently downloading recorded footage to VideoManager.
- **Ready** - this will return all devices which are ready to be undocked (all devices which are simultaneously docked, assigned to a user, and have finished downloading any footage).
- **In Use** - this will return all devices which are assigned to a user and undocked. Devices which are streaming as well as recording will be shown here as well.
- **Busy, Unavailable or Unknown** - this will return all devices who are **Busy** (the device is preparing to download and therefore cannot be used), **Unavailable** (the instance of VideoManager does not have the correct access control key to unlock the device), or **Unknown** (the device was undocked without being assigned to a user).
- **Error** - this will return all devices which are in an error state: this is usually because the device cannot download its recorded footage (either because VideoManager has no more storage space, or because the device itself is faulty).
- **Unknown** - this will return all devices whose status is **Unknown** (the device was undocked without being assigned to a user).
- **Allocated** - this will return all devices which are assigned to a specific user but have not been tapped out with an RFID tag.

- **Firmware** - this allows the user to filter their devices by the firmware they are running. There are three options:
 - **Default Firmware** - this will return all devices running the default firmware, as specified from the **Device Images** section.
 - **Non-Default Firmware** - this will return all devices 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 devices running out-of-date firmware. If the user does not enter anything, **all** devices will be returned.
- **Touch Assign** - if set to **Yes**, all devices with Touch Assign enabled will be returned. If set to **No**, devices with Touch Assign disabled will be returned.
- **Auto Upgrade Enabled** - if set to **Yes**, all devices with auto-upgrade enabled will be returned. If set to **No**, devices with auto-upgrade disabled will be returned.

If VideoManager has been configured as a Central VideoManager, users will also have the option to include remote devices in their search. This will show the devices associated with the Central VideoManager's connected sites as well.

3. Click **Find Devices** to display all matching devices below the search options.
4. 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 25

-  **PAUSE**

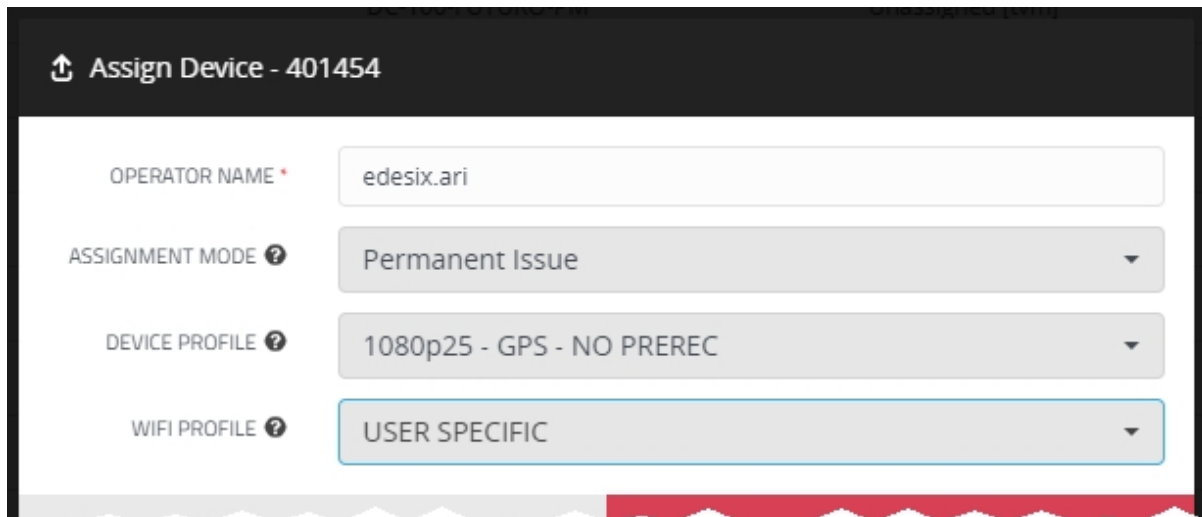
This will freeze the list, and no devices can be added or removed until it is unpaused.

- ☒ Bulk edit devices

>> For more information, see Bulk Edit Devices on page 76

5.2 Assign Devices

Before a device 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 device is undocked without being first assigned to a user, it **will not** record any footage.



To assign a device:

1. Navigate to the **Devices** tab.
2. Select the 🔍 **Search Devices** pane.
3. Filter the devices as necessary, and click **Find Devices**.
4. Find the relevant device, and click ➦ **Assign Device** next to it.



*This device must be connected to VideoManager and unassigned. To unassign a device, 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 device. 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 devices. This is due to the roles they inhabit. Their roles must be changed before they can use a device.

6. Select which **Assignment Mode** the device will use.

There are two types of assignment - pool issue, when a user is given a device for a one-off trip, and personal issue, when a user is given a device that they will use

multiple times.

- **Single Issue** (pool) - the device will be assigned to the user and when it is redocked, it will become unassigned and must be reassigned manually.
- **RFID assignment** (pool) - this allows users to undock devices quickly, in case of an emergency. One default user is "assigned" an entire organisation's devices, which are then tapped out by individual users. When the devices are redocked, all footage is associated with the default user. This must be configured from the **Admin** tab.
- **Permanent Issue** (personal) - the device will be assigned to the user and when it is redocked, it will stay assigned to the same user.
- **Permanent Allocation** (personal) - the device will be assigned to the user, who must then tap an RFID tag before they can use it in the field. When it is redocked, it will stay assigned to the same user.



Some of these options may not be visible, depending on how the permissions have been configured.

If **Permanent Allocation** has been chosen, the user can now 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 device will connect to the user's user-specific WiFi networks).

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

1. Select the relevant device profile from the **Device Profile** dropdown. This dictates how the device will behave - which buttons perform which actions, etc.
2. Select the previously created WiFi profile. This dictates which WiFi profile the device will connect to, and is only relevant if the device will be streaming in the field.
3. Click **Assign Device**.

Wait until the Status changes to **Ready**. At this point, the device can be undocked and videos can be recorded like normal.

When the device is returned, the videos are automatically downloaded - this will change the status to **Busy**. Once the videos have finished downloading, the status changes back to **Unassigned**. If the device has been permanently allocated, the status changes back to **Allocated**.

5.3 Generate DockController Configurations

DockControllers allow more VideoBadges to connect to one instance of VideoManager over network instead of USB. This makes it possible for remote workers to operate VideoBadges without needing VideoManager installed on their own computer. Once set up, there is minimal user input required.

Generate DockController Config

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.

Main Settings

SERIAL *

DEVICE NAME *

Server Settings

HOST * PORT *

SSL

API KEY

API SECRET

IP Settings

USE STATIC IP

Configuring a DockController is a simple process.

1. Navigate to the **Devices** tab.
2. Click  **Advanced** in the top right-hand corner.
3. Click  **Generate DockController Config**.

4. Enter the device's serial number and name.

The serial number is found on the bottom of the DockController.

5. Enter the server settings, including host name and port number - these are the credentials of the VideoManager it will be associated with.

6. Toggle the IP settings.

If **Use static IP** is set to **On**, then the user must enter additional information such as the IP address it will be fixed to.

7. Click **Generate**.

8. The config file will be downloaded to the PC's default downloads location. Deliver file by USB to the DockController.

5.4 Perform DockController Actions

Once a DockController has been associated with VideoManager, users can perform actions pertaining to them.



To access any DockControllers associated with the user's instance of VideoManager:

1. Navigate to the **Devices** tab, and select the **DockControllers** pane.
2. Find the relevant DockController, and click > **View details** next to it.

Users can filter by **Name**, **Serial**, and **Version**.

If a DockController is offline, the user will be given an opportunity to view its serial number, mac address, device name, hardware revision, version and status. If a DockController is online, this information will still be visible, as well as the **Bandwidth Rule** settings, and devices connected to the DockController.

To configure a DockController:

1. Navigate to the **Devices** tab, and select the **DockControllers** pane.
2. Find the relevant DockController, and click > **View details** next to it.

Users can filter by **Name**, **Serial**, and **Version**.

3. Click  **Configure DockController** in the top right-hand corner.
4. Here, users can change the DockController's name, server settings, and IP settings.

A DockController can be transferred to another instance of VideoManager, using the **Configure for this VideoManager?** toggle. However, for this to be possible, the user must know the API and the API secret for the other instance of VideoManager.

5. Click **Configure** to save the changes.

As well as configuring it, there are many other actions that users can perform on a DockController:

- Restart a DockController.
 1. Navigate to the **Devices** tab, and select the **DockControllers** pane.
 2. Find the relevant DockController, and click > **View details** next to it.
Users can filter by **Name**, **Serial**, and **Version**.
 3. Click  **Restart DockController** in the top right-hand corner.
 4. Choose **Yes** to restart it.
 5. The DockController will be restarted.
- Upgrade a DockController.
 1. Navigate to the **Devices** tab, and select the **DockControllers** pane.
 2. Find the relevant DockController, and click > **View details** next to it.
Users can filter by **Name**, **Serial**, and **Version**.
 3. Click  **Upgrade DockController** in the top right-hand corner.
 4. The user will be given an opportunity to choose a DockController image to use.
 5. Click **Upgrade DockController** to confirm the choice.
- Download logs from a DockController:
 1. Navigate to the **Devices** tab, and select the **DockControllers** pane.
 2. Find the relevant DockController, and click > **View details** next to it.
Users can filter by **Name**, **Serial**, and **Version**.
 3. Click  **Download Logs from DockController** in the top right-hand corner.

The log will be downloaded to the user's PC as a ZIP file.
- Delete a DockController:
 1. Navigate to the **Devices** tab, and select the **DockControllers** pane.
 2. Find the relevant DockController, and click > **View details** next to it.

Users can filter by **Name**, **Serial**, and **Version**.

3. Click **✕ Delete DockController** in the top right-hand corner.
4. The user will be required to confirm the deletion of the DockController, by clicking on **Yes**.

- Set the bandwidth rules and priority level for a DockController:

1. Navigate to the **Devices** tab, and select the **DockControllers** pane.
2. Find the relevant DockController, and click > **View details** next to it.

Users can filter by **Name**, **Serial**, and **Version**.

3. In the **Bandwidth Rule** pane, click the dropdown menu.

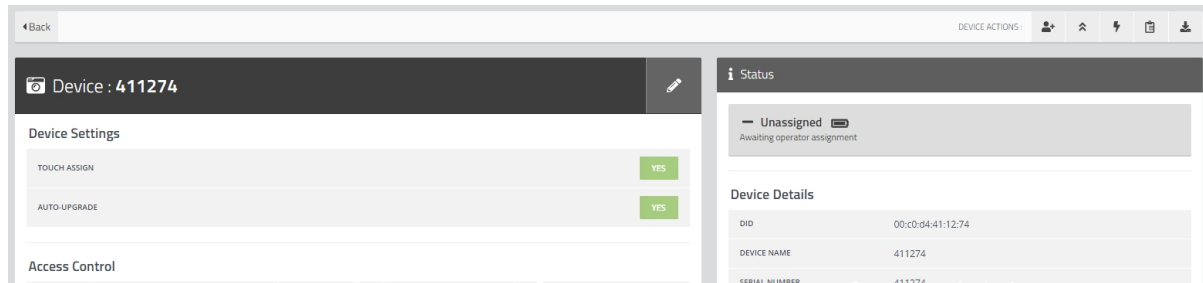
Select the relevant rule.

4. Toggle whether **High Priority DockController** is set to **On** or **Off**.

If set to **On**, all footage from this DockController will be uploaded as quickly as possible - this means that if the DockController is part of a bandwidth rule that has the **Shared Bandwidth Group** setting enabled, it will halt the downloads of other DockControllers in the group until all of its footage has been uploaded.

5.5 View Device Info

The **View Device Info** page allows users with sufficient permissions to perform actions on a specific device.



To reach the **View Device Info** page:

1. Navigate to the **Devices** tab.
2. Select the  **Search Devices** pane.
3. Filter the devices as necessary, and click **Find Devices**.
4. Find the relevant device, and click > **View Device Info** next to it.

Users can now view **Device Details**, such as the device ID, name, serial number, and the firmware it runs.

Users can now perform the following actions::

- Device actions -
 -  **Assign Device**
 -  **Upgrade this Device**
 -  **Factory Reset this Device**
 -  **View Device Audit Log**
 -  **Download Device Audit Log**

>> For more information, see Perform Device Actions on page 73

- Edit device properties - name, custom status, Touch Assign, static IP.

>> For more information, see Edit Device Properties on page 75

5.5.1 Perform Device Actions

Users can perform actions on a device from its specific page. To do so:

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

To upgrade a device's firmware to the latest version:

1. Ensure that the device 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**.



Caution

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

To factory reset a device:

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



Caution

Factory resetting a device will cause all footage on it to be overwritten.

To view the audit log for a device:

1. Click  **View Device Audit Log** in the top right-hand corner.

Users will be given the opportunity to filter the audit log by a number of criteria, including the user, signature, and video URN.

2. Click **Filter Audit Log**.

To download the audit log as a .zip:

1. Click  **Download Device Audit Log** in the top right-hand corner.

The audit log will be downloaded to the browser's default download location.

If a device has been undocked from VideoManager, it can be forgotten. To forget a device:

1. Click  **Forget Device** in the top right-hand corner.

2. Click **Yes** to confirm.

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

5.5.2 Edit Device Properties

Users can edit the properties of a device from its specific page. To do so:

1. Navigate to the **Devices** tab.
2. Select the  **Search Devices** pane.
3. Filter the devices as necessary, and click **Find Devices**.
4. Click > **View Device Info** next to the device to be edited.
5. Click  **Edit Device Properties**.

Here, users can edit:

- **Device name** - if this is changed while the device is disconnected from VideoManager, the old device name will be overwritten once the device is reconnected.
- **Custom status** - this allows the user to record notes about the device in question - for example, if the device has recently been upgraded. All users can see custom statuses, if they have the permission which allows them to view the devices list.
- **Touch assign?** - this toggle gives the user control over whether the specific device can be assigned using an RFID card. Depending on how the device settings have been configured, it may only be possible to assign a device using Touch Assign if its battery is full.
- **Auto-upgrade** - this toggle gives the user control over whether the specific device follows the auto-upgrade rules determined from the Auto Upgrade Settings section.
- **Use static IP** - if toggled to **On**, the device will use the IP address entered by the user.

This toggle is only available to view if the device is assigned and disconnected from VideoManager. If toggled to **On**, the device will be unassigned and the previously assigned user can assign themselves another device.

5.6 Bulk Edit Devices

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

	DEVICE	OPERATOR	LOCATION	STATUS	BATTERY
☒	110008		DC-100-300917-MKIII	Unassigned	
☒	401271		DC-100-300917-MKIII	Unassigned	
☒	✓ 401595 [T]	edesix.sjb	DC-100-300917-MKIII	Ready [T]	
☒	403279 [UK]		DC-100-300917-MKIII	Unassigned [UK]	
☒	403609 [US]		DC-100-300917-MKIII	Unassigned [US]	

To bulk edit devices:

1. Navigate to the **Devices** tab.
2. Select the **Search Devices** pane.
3. Filter the devices as necessary, and click **Find Devices**.
4. Click ☒ **BULK EDIT**.

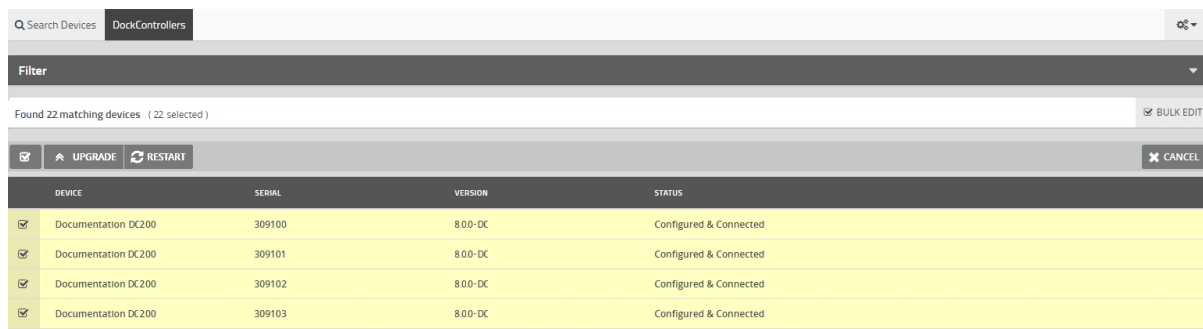
The bulk edit user interface appears. The following actions are now possible:

- Toggle selection of ALL devices.
- **UPGRADE** - If there is an upgrade available, this will upgrade all selected devices.
- **RETURN** - This will unassign all selected devices.
- **FACTORY RESET** - This will reset all selected devices.
- **UPDATE** - This will update all selected devices - users can change the touch assign and auto-update settings.
- **FORGET** - This will delete all selected devices from the instance of VideoManager.

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

5.7 Bulk Edit DockControllers

Bulk edits can be used to quickly upgrade and restart DockControllers visible to the system.



To bulk edit DockControllers:

1. Navigate to the **Devices** tab.
2. Select the **DockControllers** pane.
3. Click **BULK EDIT**.

The bulk edit user interface appears. The following actions are now possible:

- ☒ Toggle selection of ALL devices.
-  UPGRADE
-  Restart

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

6 Frequently Asked Questions

Here are some of the most common Frequently Asked Questions (FAQs) regarding VideoManager:

- Questions regarding the **Videos** tab.

>> For more information, see Videos FAQs on page 79.

- Questions regarding the **Devices** tab.

>> For more information, see Devices FAQs on page 87.

6.1 Videos FAQs

Some FAQs regarding the **Videos** pane are as follows:

- Q: After recording, how do I download videos from my device to VideoManager? on page 80.
- Q. Why are some of the headings on my videos green? on page 81.
- Q: I can't see some of the videos on VideoManager. Why is this? on page 82.
- Q. Can I share videos with people who aren't on VideoManager? on page 83.
- Q. Why do some of my videos have a cloud symbol instead of a thumbnail? on page 84.
- Q. What is the difference between the operator and the owner of a video? on page 86.

6.1.1 Q: After recording, how do I download videos from my device to VideoManager?

A. To download videos from your device:

1. Either dock your device or plug it in to your PC using a USB cable.
 2. Navigate to the **Devices** tab.
 3. Locate the device 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.

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

A. If a video is part of an incident, its heading will become green instead of grey. It will also have a star next to its name.

You can click the ***This video is in (1) incident*** button, which will take you to the incident it is part of.

6.1.3 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** tab.
3. Select the **Roles** pane.
4. Click the **Edit Role** button next to your role.
5. Scroll down to the **Video Permissions** window.
6. Next to the relevant permissions, toggle 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 **Deletion Policy** pane.
 3. Change the number of days that footage is kept for after it has been recorded and downloaded.

6.1.4 Q. Can I share videos with people who aren't on VideoManager?

A. If you need to share a video with someone outside of VideoManager, you can share them as part of an incident, using a link via email.

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

A. A cloud symbol indicates that a video has been transferred to a Central VideoManager as part of an incident.

This could be because:

- It was manually taken control of from the Central VideoManager.
- Control was submitted from the site itself.

This means that it is no longer editable on the original site.

6.1.6 Q. Why is the timestamp on my video incorrect?

A. VideoBadges and VideoTags gets their time from the PC or server they are docked to. Check that the time and date within your operating system are correct.

6.1.7 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 device. 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.

6.2 Devices FAQs

Some FAQs regarding the **Devices** pane are as follows:

- Q: Why can't VideoManager find my devices when I dock them for the first time? on page 88.
- Q. Why isn't my device streaming? on page 89.
- Q. Why isn't my VideoBadge docking? on page 90.
- Q. Can I move my devices from one VideoManager system to another one? on page 91.
- Q. Why does my device appear as "locked" on VideoManager? on page 92.

6.2.1 Q: Why can't VideoManager find my devices when I dock them for the first time?

A. It is possible that you haven't enabled **Device Discovery**. To do so:

1. Navigate to the **Devices** tab.
2. Click the **Advanced** button.
3. Click **Device Settings**.
4. Under the **Device Discovery** title, toggle the **Enable device discovery** setting to **On**.
5. Restart VideoManager.

6.2.2 Q. Why isn't my device streaming?

A. If your devices aren't streaming, there are three possible reasons for this:

1. The WiFi profile which has been assigned to the streaming device is incorrectly configured.
 - WiFi networks within the WiFi profile **must** have a valid SSID and passphrase. If you are unsure of what a network's SSID and passphrase is, see the bottom of the router.
 - VideoBadge streaming must be toggled to **On** for the entire profile.
2. The device doesn't have the most recent firmware. To fix this:
 1. Ensure that the device is docked.
 2. Navigate to the **Devices** tab.
 3. Next to the device, click > **View Device Info**.
 4. Click **Upgrade this Device**.
 5. Select the newest firmware and click **Upgrade Device**.
3. The WiFi network you're using is public.

You can configure this setting from your PC. This depends on the operating system you're using.

6.2.3 Q. Why isn't my VideoBadge docking?

A. The solution for this depends on the type of device you are using.

If you have a VB-300:

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

If you have a VB-200 or VB-100:

1. Turn the device 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 device. The green power light will go out. It will then glow orange and red, and the other lights on the top of the device will glow green.

This indicates that the device is rebooting.
5. Once the lights have stopped flashing, try re-docking the device again.

If the procedure above doesn't work, leave the device 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 device.

6.2.4 Q. Can I move my devices from one VideoManager system to another one?

A: Yes. Before starting this process, ensure that all footage on the device has been uploaded to the instance of VideoManager it was originally associated with - once the device has been factory reset, all footage that wasn't uploaded already will be lost.

To move a device from one instance of VideoManager to another:

1. Undock your VideoBadge or VideoTag from the PC or DockController associated with the old version of VideoManager.
2. Dock the device to the PC or DockController associated with the VideoManager it should be moved to.
3. Navigate to the **Devices** tab, and click > **View Device Info** next to the relevant device (it will appear as **locked**).
4. Click **Factory Reset this Device**. This will automatically associate the device with the new instance of VideoManager.

6.2.5 Q. Why does my device appear as "locked" on VideoManager?

A. Your device 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 device will be inaccessible.

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