



MOTOROLA SOLUTIONS

VideoManager 15.2 VB Companion Guide

This document is intended to serve as a reference to administrators when configuring and using VB Companion and VB Companion Services.

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Intended purpose This document is intended to serve as a reference to administrators when configuring and using VB Companion and VB Companion Services.

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Conventions This document uses the following conventions:

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

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Safety notices



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



Additional information relating to the current section.

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1 Welcome

Thank you for choosing Motorola Solutions VideoManager and VB Companion as your aggregators of evidential-ready media. VideoManager is designed as an intuitive browser-based system, requiring minimal training. This document assumes administrative familiarity with VideoManager already. For more information, please see the Administrator Guide.

Motorola Solutions provides two apps which are used together with VideoManager and compatible VB400s. VB Companion Services associates VideoManager users with their phones, while VB Companion enables those users to review and categorise media they have recorded while still in the field, without needing access to VideoManager itself.

Before VB Companion can be configured, the administrator must install VB Companion Services and VB Companion on every phone which will be associated with users in the organisation.

The steps to take when enabling and configuring the two apps are as follows:

1. Create roles for VB Companion Services and VB Companion.

>> For more information, see [Configure VB Companion Roles](#) on page 6

2. Create a device profile for VB Companion (and a WiFi profile, if necessary).

>> For more information, see [Create the VB Companion Device Profile](#) on page 10

3. Optionally add user-defined media fields to VB Companion. These enable users to categorise media in the field.

>> For more information, see [Configure VB Companion Fields](#) on page 16

4. Configure VB Companion settings on VideoManager. These settings determine how often VB Companion configuration must be updated, and how often body-worn cameras must be docked.

>> For more information, see [Configure VB Companion Settings](#) on page 20

5. Associate the previously-created VB Companion user with VB Companion Services. This will enable the user to utilise VB Companion on their phone.

>> For more information, see [Associate a User with VB Companion](#) on page 22

6. Assign a VB400 to the VB Companion user, utilising the previously-created device profile (and WiFi profile, if necessary). This will enable the user to record media with the body-worn camera, and view it on VB Companion.

>> For more information, see [Assign a VB400 for VB Companion](#) on page 24

7. Utilise VB Companion. Users can view media and the VB400's status.

>> For more information, see Start Using VB Companion and View the Homepage on page 26

8. Once the user returns from the field, they should download all media from their VB400 to VideoManager.

>> For more information, see Download Media to VideoManager on page 31

2 Configure VB Companion Roles

Permissions control which actions a user can perform on VideoManager, VB Companion Services, and VB Companion (e.g. whether they can view and categorise media).

A role is a collection of permissions, which is then applied to a user. The process for creating VB Companion roles is as follows:

1. Create a VB Companion Services role. This will enable an administrator to associate VideoManager users with their phones.

>> For more information, see [Create a VB Companion Services Role](#) on page 7

2. Create a VB Companion role. This will enable users to operate VB Companion in the field.

>> For more information, see [Create a VB Companion Role](#) on page 8

3. Apply the newly created roles to the relevant users.



*Roles are **not** automatically applied to users upon creation. If they are not manually applied to users, they will not take effect.*

>> For more information, see [Apply Roles to Users](#) on page 9

2.1 Create a VB Companion Services Role

The VB Companion Services role enables administrators to associate a phone with a VideoManager user, using VB Companion Services.

VB Companion	
Setup Companion Services App for myself	On
Setup Companion Services App for supervised user	On
Setup Companion Services App for any user	On
Use VB Companion	Off
Use VB Companion view finder	Off
Play videos in VB Companion	Off
View/Edit VB Companion metadata	Off
View system page in VB Companion	Off

Administrators can either create a new role which will have VB Companion Services permissions, or edit an already-existing role to include VB Companion Services permissions. To do so:

1. Navigate to the **Admin** tab.
2. Select the  **People** pane.
3. Click the  **Roles** section.
4. Click  **Create role** or  **Go to role**, if a previously-created role is being edited.
5. Scroll to the **Device permissions** pane.
6. In the **VB Companion** section, ensure that following permissions are set to **On** in addition to the administrator's normal permissions:
 - **Setup VB Companion Services for myself**
 - **Setup VB Companion Services for supervised user**
 - **Setup VB Companion Services for any user**
7. Scroll to the **Advanced permissions** pane.
8. In the **Settings** section, in the **VB Companion** row, ensure that **View** and **Edit** are set to **On**.

This will enable the administrator to configure VB Companion settings from the **Admin** tab.

>> For more information, see Configure VB Companion Settings on page 20

9. Click **Create role** or **Save role**.

2.2 Create a VB Companion Role

The VB Companion role enables users to utilise VB Companion in the field.

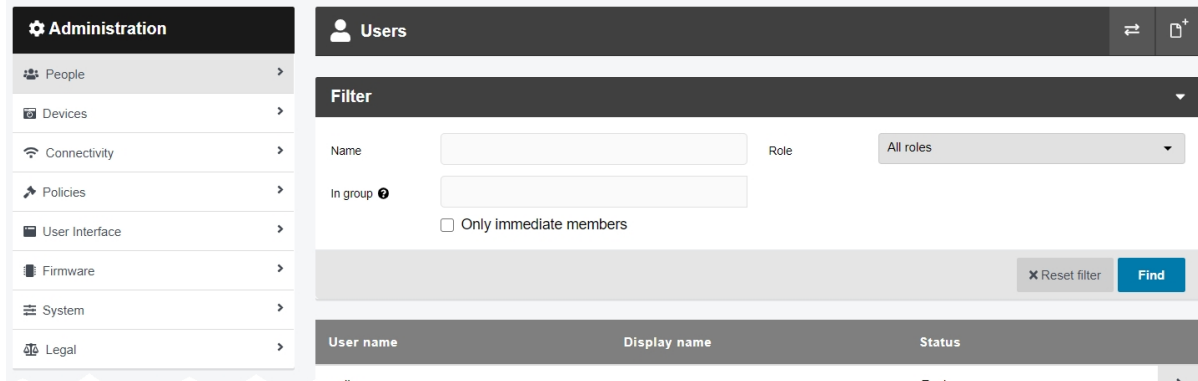
VB Companion	
Setup Companion Services App for myself	Off
Setup Companion Services App for supervised user	Off
Setup Companion Services App for any user	Off
Use VB Companion	On
Use VB Companion view finder	Off
Play videos in VB Companion	On
View/Edit VB Companion metadata	On
View system page in VB Companion	Off

Administrators can either create a new role which will have VB Companion permissions, or edit an already-existing role to include VB Companion permissions. To do so:

1. Navigate to the **Admin** tab.
2. Select the **People** pane.
3. Click the **Roles** section.
4. Click **Create role** or **Go to role**, if a previously-created role is being edited.
5. Scroll to the **Device permissions** pane.
6. In the **VB Companion** section, ensure that the relevant permissions are set to **On**. The permissions to be enabled depends on how many of VB Companion's functionalities should be available to the user:
 - **Use VB Companion** - this permission enables the user to utilise VB Companion on their phone.
 - **Use VB Companion view finder** - this permission enables the user to see what their VB400 sees in the field. Users can then adjust their VB400 accordingly.
 - **Play videos in VB Companion** - this permission enables users to watch media files in VB Companion.
 - **View/Edit VB Companion metadata** - this permission enables users to view and edit the metadata of the media files they have recorded in the field, utilising previously-created user-defined media fields.
 - **View system page in VB Companion** - this permission enables users to view the **System** pane of VB Companion, which shows information about the VB400's state and serial number.
7. Click **Create role** or **Save role**.

2.3 Apply Roles to Users

Once VB Companion Services and VB Companion roles have been created (or edited), they should be applied to the relevant users.



The administrator can inhabit both roles, if they will be both configuring VB Companion Services and operating VB Companion.

It is also possible for one user to inhabit the VB Companion Services role and another user to inhabit the VB Companion role. This will be necessary if an administrator will be configuring VB Companion Services for a phone, but a different user will be operating VB Companion on that phone.

To apply the roles to a user, or multiple users:

1. Navigate to the **Admin** tab.
2. Select the **People** pane.
3. Click the **Users** section.
4. Next to the user's profile, click **> Go to user**.
5. In the **Roles** section, ensure that the relevant role is set to **On**.
6. Click **Save user**.

Repeat this process for as many users as necessary.

3 Create the VB Companion Device Profile

VB400s are not configured by default to be used with VB Companion. For this reason, administrators must manually create a device profile for use with VB Companion. Alternatively, a previously-created device profile can be edited to include VB Companion configuration.



To create a VB Companion device profile, or edit a previously-existing device profile to be VB Companion-compatible:

1. Navigate to the **Admin** tab.
 2. Select the  **Devices** pane.
 3. Click the  **Device Profiles** section.
 4. Click  **Create profile**, or click  **Go to profile** next to the profile to be edited (this must be a device profile suitable for use with VB400s).
 5. If the administrator is creating a new device profile, ensure that **VB400** has been selected from the **Device family** dropdown.
 6. In the **VB Companion Settings** section, ensure that **Enable VB Companion** is set to **Yes**.
 7. If **Enable location reporting** is set to **Yes**, VideoManager will report the phone's location instead of the VB400's location on the Tactical VideoManager map. This may result in a more accurate GPS location.
 8. If **Enable streaming via app** is set to **Yes**, the VB400 connected to VB Companion can stream footage to VideoManager directly over the phone's network connection. If set to **No**, the administrator must create a WiFi profile for the VB400 to stream over (if they want the ability to live stream in the field).
- >> For more information, see Create the VB Companion WiFi Profile on page 13
9. From the **VB Companion connection** dropdown, select how the VB400 will communicate with VB Companion. The options are as follows:
 - **WiFi** - if selected, VB Companion will be connected to the VB400 over WiFi (from the VB400's WiFi profile) **and** Bluetooth. The administrator must create a WiFi profile.

>> For more information, see Create the VB Companion WiFi Profile on page 13

- **WiFi Direct** - if selected, VB Companion will be connected to the VB400 over WiFi **and** Bluetooth. The administrator does **not** need to create a WiFi profile (unless they want to stream to VideoManager in the field, and have disabled **Enable streaming via app**).



*Even if **WiFi** is selected, the phone on which VB Companion has been downloaded must still have Bluetooth enabled.*

- **Bluetooth** - if selected, VB Companion will be connected to the VB400 entirely over Bluetooth.

By default, the VB400 will attempt to connect to WiFi automatically. If the VB400 should connect to WiFi manually (through pressing a button on the body-worn camera), this should be configured in the same device profile:

1. Scroll to the **Controls** section.
2. From the **WiFi connection** dropdown, select **Manual**.
3. Identify which button, and which gesture, should prompt the VB400 to search for, and connect to, WiFi.

For example, it may be useful for the VB400 to start or stop searching for WiFi when the front button is pressed.

4. From the **Action** dropdown, select **Toggle WiFi connection**.

Alternatively, select **two** different buttons and gestures - from the two dropdowns, select **Connect to WiFi** for one and **Disconnect from WiFi** for the other.

For example, it may be useful for the VB400 to start searching for WiFi when the front button is pressed, and stop searching for WiFi when the function button C is double-clicked.

10. Click **Save settings**.

Once the device profile has been created, it can be associated with a VB400 when the VB400 is assigned to a user. However, the device profile can also be added to the previously-created VB Companion role, so all VB400s assigned to users in that role will use the profile automatically. This may be necessary if VB400s will be assigned to users with **Permanent allocation** or single issue and RFID - in these modes, administrators cannot manually select the VB Companion device profile. To add the profile to the VB Companion role:

1. Navigate to the **Admin** tab.
2. Select the **People** pane.
3. Click the **Roles** section.
4. Next to the VB Companion role, click **> Go to role**.
5. In the **Default device profiles** field, click **+** and select the newly-created VB Companion device profile from the dropdown.

6. Click **Save role**.

The administrator can change which device profile will be used when assigning a device, if they have the **Select device profile when assigning** permission enabled in one of their roles.

Otherwise, all users in this role **must** use this device profile.

Alternatively, if **all** users on VideoManager should have access to the VB Companion device profile and use it by default, the following steps should be completed:

1. Navigate to the **Admin** tab.

2. Select the **Devices** pane.

3. Click the **Device Profiles** section.

4. Click **Reorder profiles**.

5. Click next to the VB Companion device profile until it is at the top of the list.

An  icon will appear next to the device profile.

6. Click **Confirm new order**.

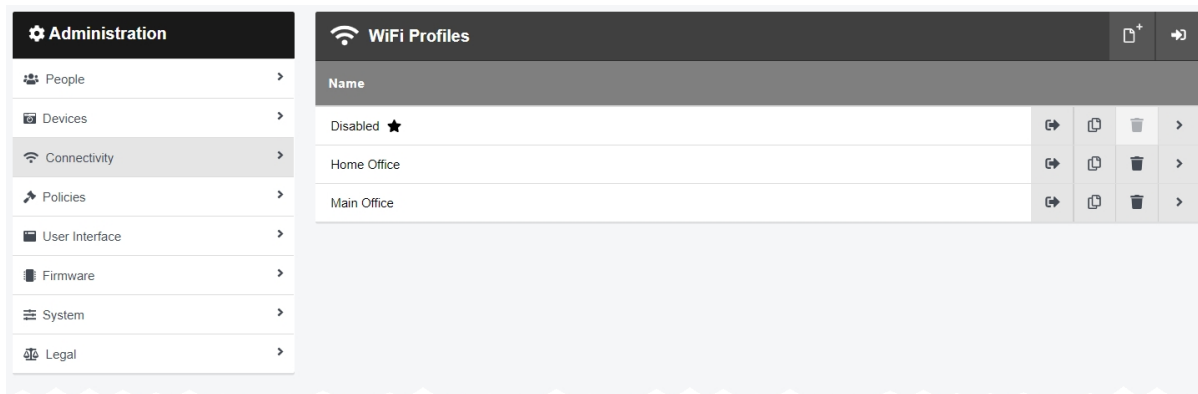
The administrator can change which device profile will be used when assigning a body-worn camera, if they have the **Select device profile when assigning** permission enabled in one of their roles. Otherwise, all users on VideoManager **must** use this device profile.

3.1 Create the VB Companion WiFi Profile

Administrators **do not** need to create a WiFi profile if they have set the VB Companion connection mode to **WiFi Direct**, and either do not want to stream in the field, or have enabled **Enable streaming via app**.

Administrators **do** need to create a WiFi profile if they have set the VB Companion connection mode to **WiFi**, and/or want to stream in the field but have not enabled **Enable streaming via app**.

Because VB Companion and VB400s must be on the same network to communicate in the field, it is recommended that the administrator creates a personal hotspot on the same phone running VB Companion. Then, on VideoManager, the administrator should create a user-specific WiFi network with the hotspot's information, and add it to a WiFi profile. This ensures that only the user with the phone can see their personal hotspot on VideoManager and use it in the field.



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

If the administrator is configuring a user-specific WiFi network **for another user** to utilise with VB Companion, the steps are as follows:

1. Navigate to the **Admin** tab.
2. Select the **People** pane.
3. Click the **Users** section.
4. Next to the user to be edited, click **> Go to user**.
5. In the **WiFi networks** pane, click **Add network**.
6. Enter the personal hotspot's information.
7. Click **Add** to save the network.

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

1. In the top right-hand corner of VideoManager, click the **Account Profile** icon.
2. Select **Account Profile** from the dropdown.
3. In the **User-specific WiFi networks** pane, click **Add network**.

4. Enter the personal hotspot's information.
5. Click **Add** to save the network.

Once the user-specific WiFi network has been created, it should be added to a WiFi profile. This will enable the VB400 to communicate with VB Companion in the field. To do so:

1. Navigate to the **Admin** tab.
2. Select the  **Connectivity** pane.
3. Click the  **WiFi Profiles** section.
4. Click  **Create wifi profile**, or  **Go to profile** if a previously-existing WiFi profile is being edited.
5. If **Default profile** is set to **On**, this WiFi profile will be the default for all users on VideoManager. All users without the **Select device profile when assigning** permission must use this profile and will be unable to change it.
Default profile should be set to **On** if an administrator will be assigning VB400s with either **Permanent allocation** or single issue and RFID.
6. Ensure that **User-specific networks** is set to **On**.
7. Click **Save settings**.

4 Configure VB Companion Fields

User-defined media fields enable users to categorise their media files on VideoManager. Normally, users can only edit these user-defined media fields once the media file has been downloaded or imported into VideoManager. However, using VB Companion, it is possible to categorise recently-recorded media files while still in the field.

To configure user-defined media fields for VB Companion:

1. Create user-defined media fields which are suitable for use with VB Companion.

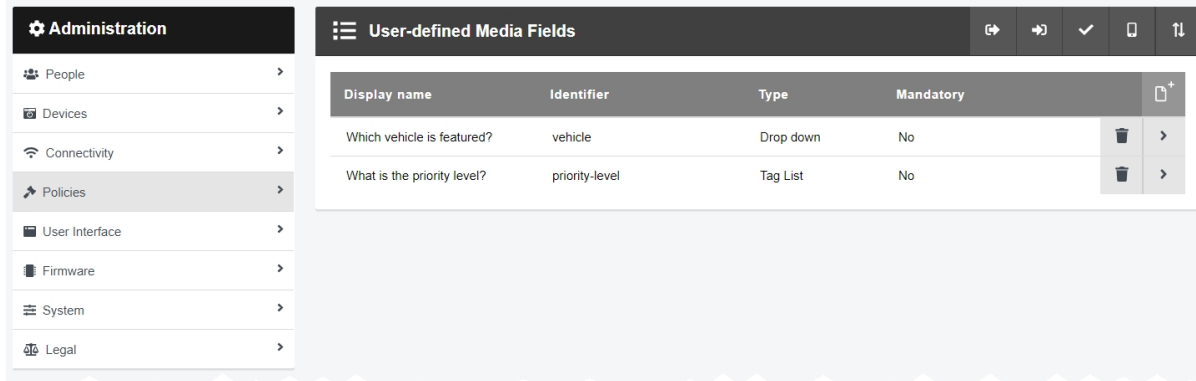
>> For more information, see [Create User-Defined Media Fields for VB Companion](#) on page 17

2. Add the previously-created user-defined media fields to VB Companion, using VideoManager.

>> For more information, see [Add User-Defined Media Fields to VB Companion](#) on page 19

4.1 Create User-Defined Media Fields for VB Companion

Administrators can create user-defined media fields which are suitable for use with VB Companion from the **User-defined Media Fields** section of the **Policies** pane, in the **Admin** tab.



To create user-defined media fields:

1. Navigate to the **Admin** tab.
2. Select the **Policies** pane.
3. Click the **User-defined Media Fields** section.
4. Click **Create field**.
5. In the **Identifier** field, enter an identifier for the user-defined media field.
This should be all lowercase, and unique.
6. In the **Display name** field, enter a display name for the user-defined media field.
This will be what the user-defined media field is called on VB Companion.
7. From the **Type** dropdown, select the type of user-defined media field to be created. VB Companion is compatible with the following types of user-defined media field:
 - **Text** - the user can enter text about a recently-recorded media file.
 - **Drop down** - the user can select an option from a dropdown menu.
 - **Check box** - the user can check, or not check, a field.
 - **Tag List** - the user can select one or more options from a field.
8. The next step depends on the type of user-defined media field which has been selected:
 - If **Text** has been selected, in the **Number of lines** field, enter the number of lines (1-50) which will be displayed at once when viewing or editing the text field of a media file. This does not restrict the actual number of lines which can be entered.
 - If **Drop down** has been selected, click **New value**. This will add an option to the drop down field, which the user can select when editing a media file. In the

Value field, enter the name of the dropdown option. Click **confirm**. Repeat for as many options as necessary.

- If **Check box** has been selected, no further changes are needed at this time.
 - If **Tag List** has been selected, Click **+ New value**. This will add an option to the tag list field, which the user can select when editing a media file. In the **Value** field, enter the name of the tag list option. Click **confirm**. Repeat for as many options as necessary.
9. If **Include in match text search** is set to **On**, media files can be filtered on VideoManager by the information entered into this user-defined media field, using the **Match Text** field in the  **Search Media** pane.

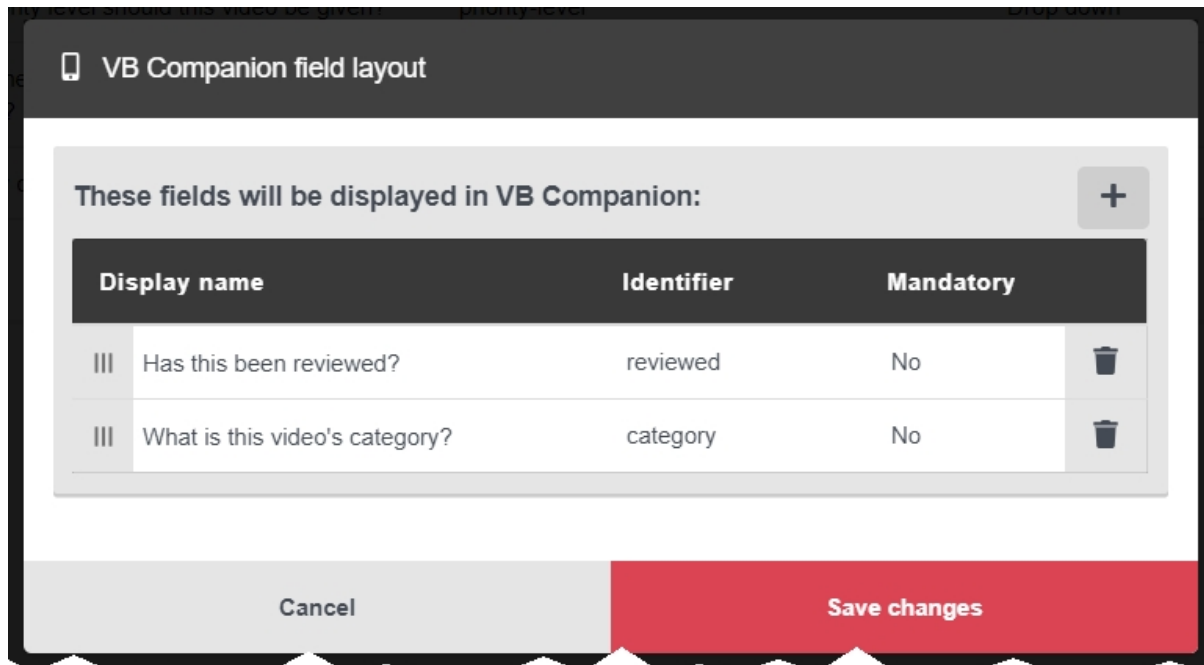


This does not apply to check box fields or tag list fields.

10. If **Show search field** is set to **On**, a field will appear in the  **Search Media** pane on VideoManager that enables users to filter media files by this field specifically.
11. If **Show in Incidents** is set to **On**, the way this field has been populated will be viewable in the **Incident clips** section of the incident editor once the media file has been downloaded to VideoManager and added to an incident.
12. Do **not** make any changes to the **Conditions** section.
13. Click **Save settings**.

4.2 Add User-Defined Media Fields to VB Companion

Once suitable user-defined media fields have been created, administrators must manually add these user-defined media fields to VB Companion. Like user-defined media field creation, this is also done from the **User-defined Media Fields** section of the **Policies** pane, in the **Admin** tab.



To apply user-defined media fields to VB Companion:

1. Navigate to the **Admin** tab.
2. Select the **Policies** pane.
3. Click the **User-defined Media Fields** section.
4. Click **VB Companion field layout**.
5. Click **+**.
6. From the dropdown, select the previously-created user-defined media fields which will be added to VB Companion.

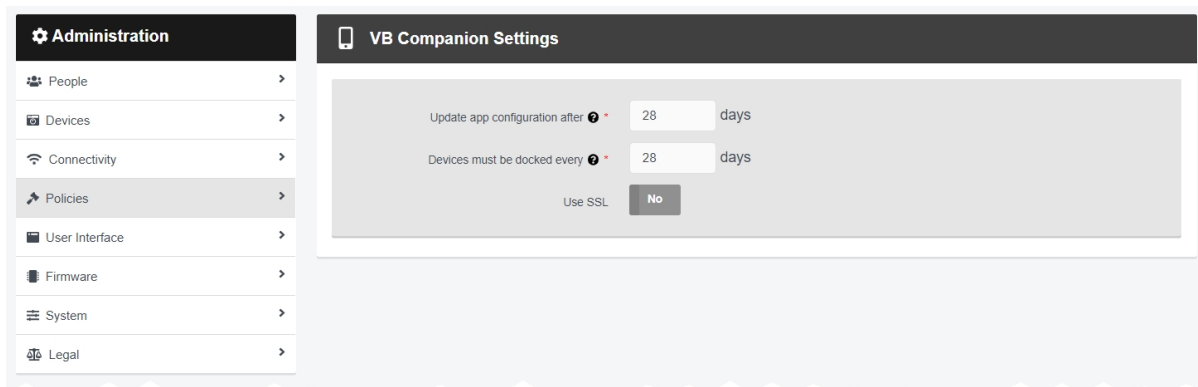


Only user-defined media fields whose format is compatible with VB Companion will be presented here (i.e. only text fields, drop down fields, check box fields, and tag list fields).

7. Optionally rearrange the fields using **||**. The order presented here will be the order in which these user-defined media fields are shown in VB Companion.
8. Click **save changes**.

5 Configure VB Companion Settings

Administrators can configure aspects of VB Companion from VideoManager - this should happen before users begin operating VB Companion. This is done from the **VB Companion Settings** section of the **Policies** pane, in the **Admin** tab.



To configure VB Companion settings:

1. Navigate to the **Admin** tab.
2. Select the **Policies** pane.
3. Click the **VB Companion Settings** section.
4. In the **Update app configuration after** field, enter the number of days, after which VB Companion must receive an updated configuration from VideoManager.



*For this to be successful, the phone running VB Companion must be able to reach the instance of VideoManager from which it was provisioned (i.e. over a WiFi network or VPN), and the user must click **Refresh config** in VB Companion itself. If VB Companion cannot reach VideoManager within the number of days specified, it will stop working.*

5. In the **Devices must be docked every** field, enter the number of days, after which the body-worn cameras associated with individual instances of VB Companion must be redocked.

There can only be **one** body-worn camera associated with an instance of VB Companion at any one time. However, multiple instances of VB Companion can be associated with one instance of VideoManager.

6. If **Use SSL** is set to **On**, all communication between the VB400 and the user's phone will be encrypted with SSL.



If this is enabled, the administrator will be presented with an SSL certificate. They must download this SSL certificate to the phone which is running VB Companion.

7. Click **Save settings**.

6 Associate a User with VB Companion

VB Companion must be associated with a VideoManager user before it can be used on a phone. This association is not made directly with VB Companion - instead, it is made via VB Companion Services running on the same phone. If the user's phone cannot scan QR codes, VideoManager also generates a text code which can be used instead.

This only needs to be done **once** - both VideoManager and VB Companion Services will remember the association with the phone indefinitely.



VB Companion Services must be able to connect to VideoManager when it scans the QR code, and then periodically to re-validate the configuration.

The steps for associating a user with VB Companion differ, depending on whether the administrator is configuring VB Companion for **another user on VideoManager or for themselves**.

If the administrator is configuring VB Companion for another user on VideoManager:

1. Navigate to the **Devices** tab.
2. Click  **Advanced** in the top right-hand corner.
3. Choose  **Configure VB Companion** from the dropdown.
4. In the **Operator name** field, enter the name of the user who will be both operating the VB400 and VB Companion.



This must be the same user.

VideoManager will generate a QR code **and** a text code.

- If the administrator can scan the QR code, open VB Companion Services, click **Scan QR Code**, and hold the phone up to the screen. It will begin configuring VB Companion as soon as it registers the QR code.

- If the administrator cannot scan the QR code, click **Copy to clipboard**, open VB Companion Services on the phone, paste the link, and click **Submit**.

5. The user and their phone are now associated with VB Companion.

If the administrator is configuring VB Companion for themselves:

1. In the top right-hand corner of VideoManager, click the  icon.

2. Select **Account Profile** from the dropdown.

3. In the  **VB Companion** pane, click **VB Companion**.

VideoManager will generate a QR code **and** a text code.

- If the administrator can scan the QR code, open VB Companion Services, click **Scan QR Code**, and hold the phone up to the screen. It will begin configuring VB Companion as soon as it registers the QR code.
- If the administrator cannot scan the QR code, click **Copy to clipboard**, open VB Companion Services on the phone, paste the link, and click **Submit**.

4. The administrator and their phone are now associated with VB Companion.

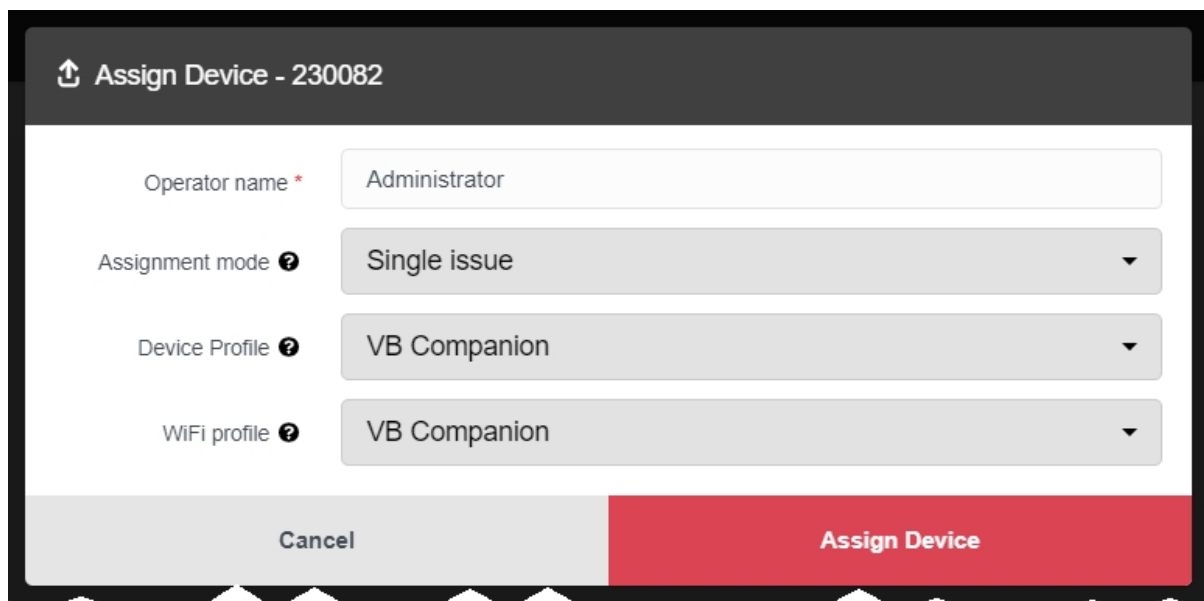
7 Assign a VB400 for VB Companion

Before the user can utilise VB Companion with a VB400 in the field, the body-worn camera must be assigned or allocated to them.

If the administrator is associating body-worn cameras with **Single issue** or **Permanent issue**, they can manually select the previously-created device profile and WiFi profile.

If the administrator is associating body-worn cameras with **Permanent allocation** or single issue and RFID (which does not require access to VideoManager), they cannot manually select the device profile and WiFi profile. For this reason, the administrator must ensure that the device profile has been added to the VB Companion role, and must also ensure that the WiFi profile is the default (if the VB400 will connect to VB Companion over WiFi).

>> For more information, see Create the VB Companion Device Profile on page 10 and Create the VB Companion WiFi Profile on page 13



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

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

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

4. Find the relevant VB400, and click  **Assign Device** next to it.



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

The **Assign Device** dialogue opens.

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

This must be the user who:

- Is in the VB Companion role.
 - Has had a user-specific WiFi network created for them (if VB Companion has been configured to connect to the VB400 over WiFi).
 - Has been associated with VB Companion.
6. From the **Assignment mode** dropdown, select which assignment mode will be used by the VB400. The options are as follows:
- **Single issue** - the body-worn camera will be assigned to a user and when it is redocked, it will become unassigned and must be reassigned manually.
 - **Permanent issue** - the body-worn camera will be assigned to the user and when it is redocked, it will stay assigned to the same user.
 - **Permanent allocation** - the body-worn camera will be allocated to a user, who must then tap an RFID card before they can use it in the field. When it is redocked, it will stay allocated to the same user.

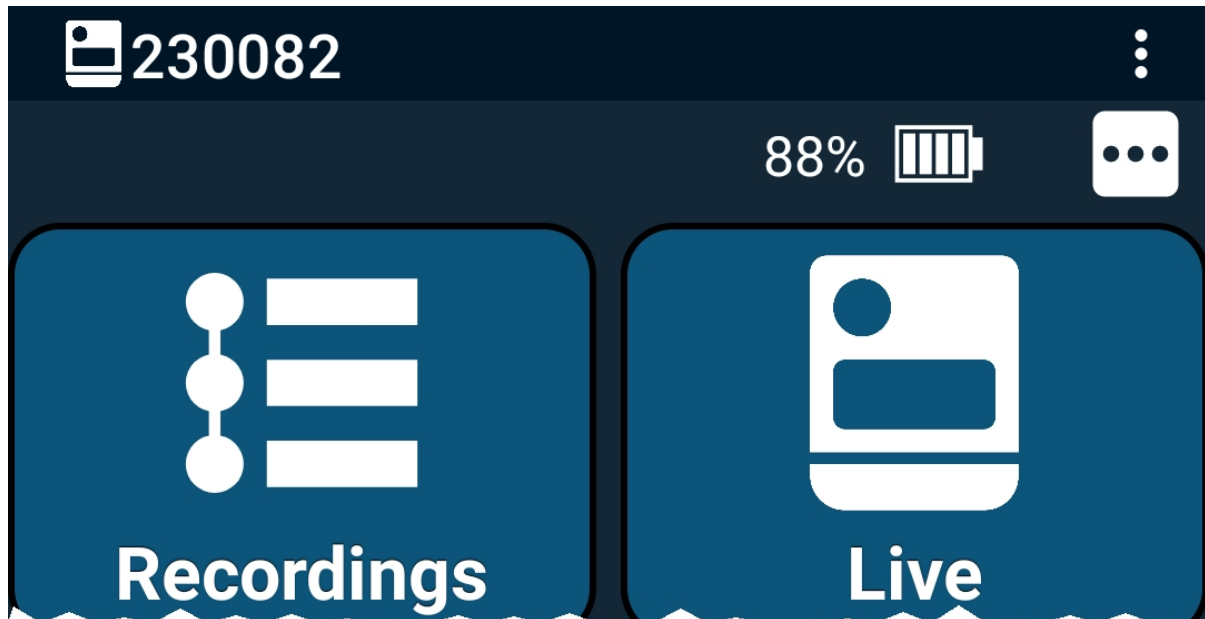


*The administrator cannot manually select the device profile and WiFi profile for the user if **Permanent allocation** is selected.*

7. From the **Device profile** dropdown, select the previously-created device profile which has VB Companion enabled.
8. From the **WiFi profile** dropdown, select the previously-created WiFi profile which has the same information as the user's hotspot (if necessary).
9. Click **Assign Device**.

8 Start Using VB Companion and View the Homepage

Once a VB400 has been assigned to the user, the user can undock their VB400 and operate VB Companion.



To start using VB Companion, the user must do the following:

1. Open VB Companion on their phone.
2. If the VB400 has been assigned with either **single issue and RFID** or **Permanent allocation**, the user must touch their RFID card to the RFID reader.
3. Undock the previously-assigned VB400.



A user can only connect to, and review media recorded on, the first undocked body-worn camera assigned to them. If a user has multiple body-worn cameras assigned to them, only the first body-worn camera they undock will be connected to VB Companion.

4. VB Companion will immediately start searching for the VB400.
If the body-worn camera is not connecting, and VB Companion has been configured to connect to the VB400 over Bluetooth, ensure that Bluetooth tethering is enabled. To do so:
 1. On the phone, navigate to the **Network & internet** pane.
 2. Click the **Hotspot & tethering** section.

3. Set **Bluetooth tethering** to **On**.
4. Navigate back to VB Companion.



These steps may differ, depending on the phone.

Once VB Companion has been connected to the VB400, the user will be presented with the homepage. The following information is displayed:

-  - this displays the battery level of the VB400 which is connected to VB Companion.



If the VB400 is charging (but not connected to VideoManager), there will be an  icon next to the  icon.

-  **Recordings** - from this pane, users can view a list of media files which have been recorded on the VB400 during the shift.

>> For more information, see View and Categorise Media on VB Companion on page 28

- **Live** - from this pane, users can see a live view from the VB400's lens.

>> For more information, see Watch the VB400's Live View on page 30

-  **System** - from this section, users can view the status of their VB400.

>> For more information, see View the VB400's Status on page 29

- **Holsteraware** - from this table, users can view the status of their Holsteraware sensors, if any have been configured. This includes the sensors' ID, status (connected or disconnected), state (holstered or unholstered), and battery level.

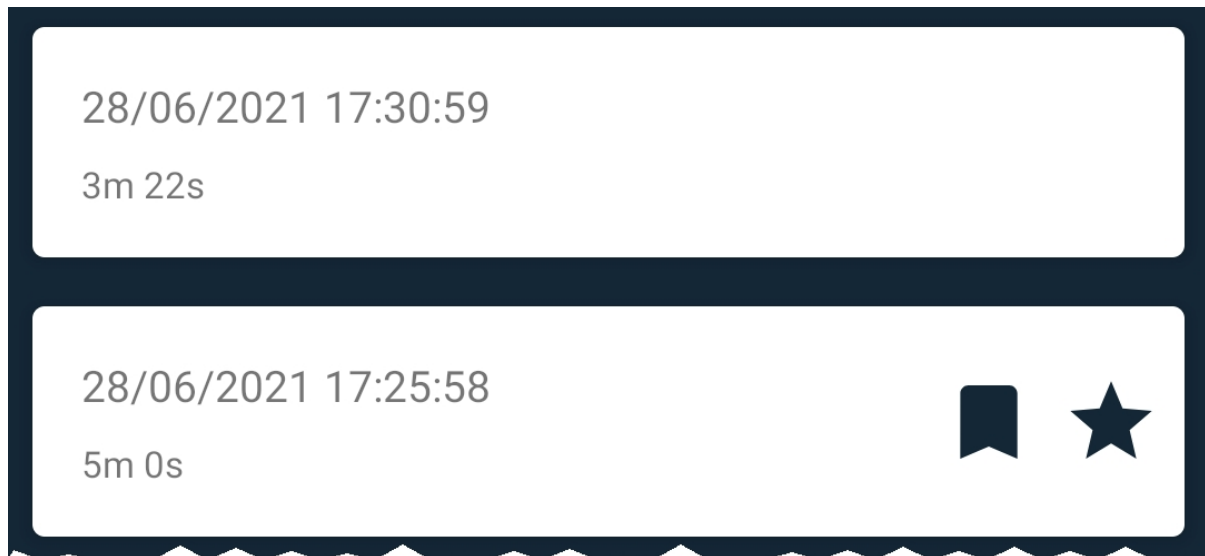


*If the user paired their VB400 with Holsteraware sensors while still in the field, these sensors will not be added to the table until the user clicks  in the top right-hand corner and selects **Reconnect Device** from the menu.*

For more information, please contact Technical Support and ask for the technical paper *Personal Issue Yardarm Holster Aware Sensors Explained [ED-009-038]* or *Pool Issue Yardarm Holster Aware Sensors Explained [ED-009-070]*.

8.1 View and Categorise Media on VB Companion

Users can view, and categorise, previously-recorded media on VB Companion while still in the field.



To view recently-recorded media on VB Companion:

1. In VB Companion, select the  **Recordings** pane.

The user will be presented with the list of media files which have been recorded by their VB400 since they undocked it.

 means that the VB400 has placed a bookmark in that media file.  means that the user has edited a user-defined media field for that media file.



If the user cannot see any media files, this may be because they undocked their VB400, recorded media, and then redocked it again - as soon as a VB400 is docked, all media files on it are downloaded to VideoManager and are no longer viewable in VB Companion.

2. Select the relevant media file by clicking on it.

From here, users can perform one of two actions:

- To play a media file, click .

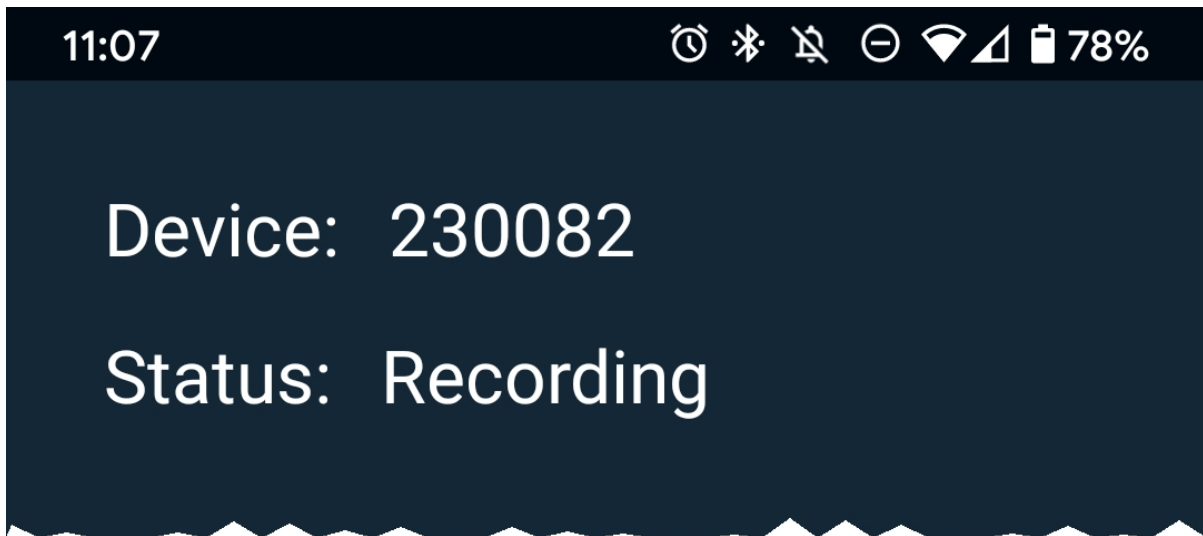
By clicking  and then , users can view the media file at a faster or slower rate.

- Categorise the media if necessary, using the previously-created user-defined media fields.

Click **Save** to save the changes to the user-defined media fields.

8.2 View the VB400's Status

Users can view the status of their VB400 on VB Companion.

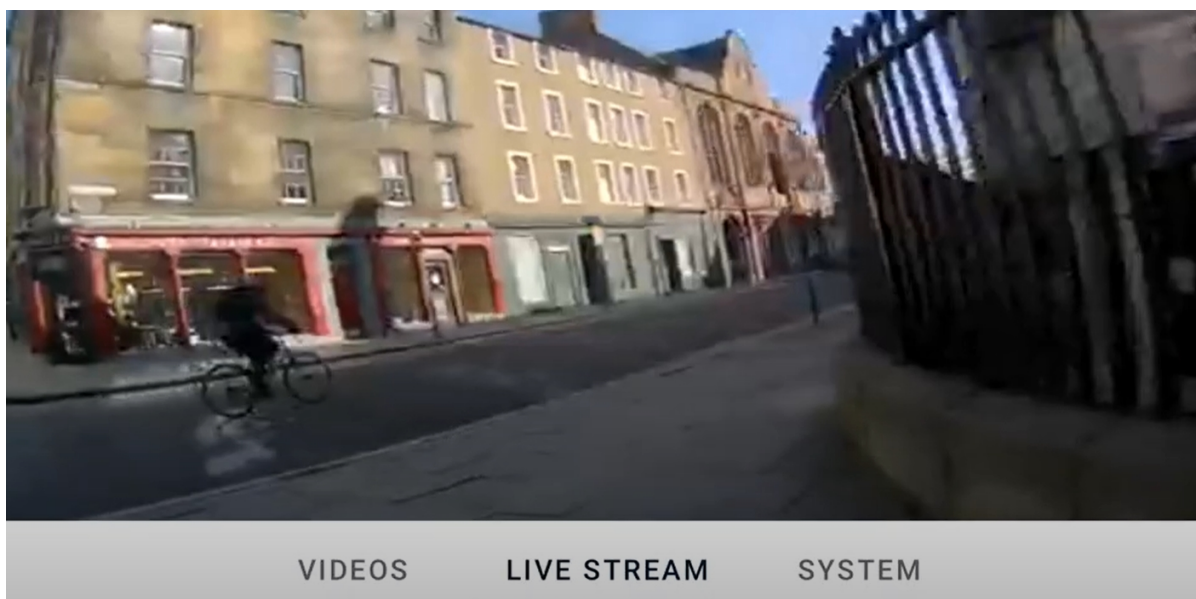


To view the status of a VB400 in the field:

1. In VB Companion, select the  **System** pane.
 2. In the **Status** field, users can view whether the VB400 is pre-recording, recording, or not recording at all.
- Users can also view their VB400's serial number.

8.3 Watch the VB400's Live View

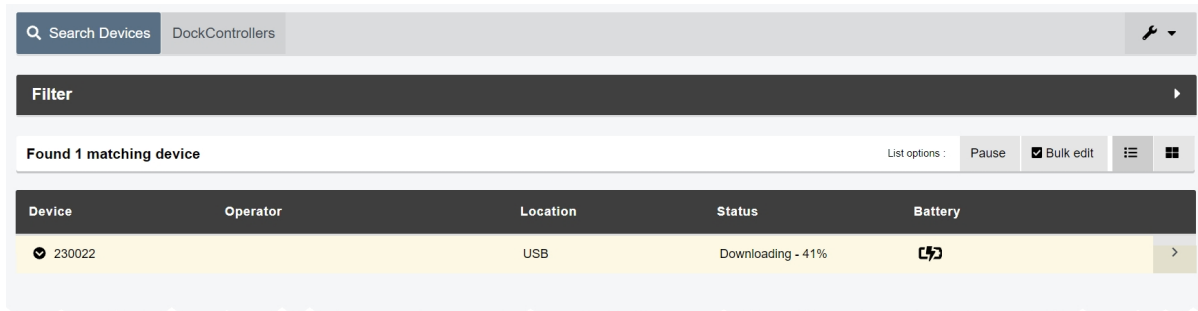
Users can watch their VB400's live view on VB Companion, enabling them to adjust their VB400 if necessary.



To look at the VB400's live view in VB Companion, select the **Live** pane. Users will be able to see what their VB400 sees in real time.

9 Download Media to VideoManager

VB Companion is a proxy for VideoManager. This means that any body-worn camera media **cannot** be shared or processed on the phone itself. For this reason, once the user has viewed the media and categorised it with their previously-created user-defined media fields, they should download it to VideoManager. This could be at the end of a shift, or when a remote worker returns home.



To download media to VideoManager:

1. Redock the VB400.
2. On VideoManager, navigate to the **Devices** tab.
3. Check that the media is being downloaded to VideoManager - the **Status** column should read as **Busy**, then **Downloading**, then change back to **Unassigned** or **Ready** (depending on how the VB400 has been assigned).



Media which has been downloaded from a VB400 to VideoManager will no longer be available on VB Companion.

Once the media has been downloaded, it can be added to incidents like normal. If a user has edited the user-defined media fields for a media file on VB Companion incorrectly (i.e. ignoring the validators), they will be prompted to re-format the user-defined media fields correctly (i.e. obeying the validators) when they try to edit the media file's properties. For more information, please see the Administrator Guide.

10 Glossary

A

Assigned/Unassigned

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

Audit Log

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

D

Device

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

Display Name

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

I

Incident

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

Incident Clip

Any video which has been added to an incident.

L

Licence

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

P

Permanent allocation

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

Permanent issue

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

Permission

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

R

Recording

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

Role

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

S

Single issue

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

U

User

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

User-defined Field

A manually-created field which helps to filter/categorise incidents in a more advanced manner.

User-specific WiFi Network

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

V

VB Companion

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

VB400

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

Video

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

W

WiFi Profile

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

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

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