VIDEO ▶ PLAYER

Version 4.1 User Guide

WATCH GUARD

Important Notice

Software updates

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

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Send us your suggestions

We want to hear from you. Tell us about your experience and how you are using the Evidence Library 4 Web™ software. We will do our best to accommodate any suggestions you may have in future revisions.

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

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WatchGuard Video Player for Synchronized Event Playback

With version 4.1 of Evidence Library 4 Web (EL4 Web) and version 3.5 of Evidence Library Express (ELX), WatchGuard Video provides a player that supports synchronized event playback for exported events.

The **WatchGuard Video Player** for synchronized event playback supports:

- Single event playback (**page 13**)
- Synchronized event playback

   ○ **1-Up** (**page 16**)

   The **1-Up** player shows one video screen.

   ○ **2-Up** (**page 19**)

   The **2-Up** player can show two video screens.

When you initially access playback for an exported event, the **WatchGuard Video Player** for synchronized event playback opens as single event playback. Single event playback allows you to play back individual events.

From single event playback, you can move to synchronized event playback, if the event you selected contains synchronization (sync) data. Synchronized event playback allows you to simultaneously play back video and/or audio from events recorded at the same time using different devices.

> **Note:** Sync data is present with events recorded by the 4RE DVR, version 4.0 and higher, and VISTA WiFi, version 2.0 and higher.

The **WatchGuard Video Player** for synchronized event playback is a stand-alone application that must be installed on each computer where you want to play back exported video. For instructions how to install the WatchGuard Video Player for synchronized event playback, see *Installing the WatchGuard Video Player* on **page 6**.

For two common examples of playing back events synchronized, see:

- Playing back a camera view with an audio track from a different device (**page 22**)
- Playing back two camera views and an audio track from different devices (**page 24**)

If an event audit log was included in the export package, you can view historical information about the selected recorded event on the audit log (**page 27**).

Installing the WatchGuard Video Player

With version 4.1 of Evidence Library 4 Web (EL4 Web) and version 3.5 of Evidence Library Express (ELX), WatchGuard Video provides a player that supports synchronized event playback for exported events.

You must install the synchronized event player on each computer where you want to use it to play back exported events.

The **WatchGuard Video Player** for synchronized event playback is available to download from the WatchGuard Video website: *http://cs.watchguardvideo.com/downloads/*

> **Note:** *Contact your system administrator for more information or help downloading the player.*

To install the **WatchGuard Video Player** for synchronized event playback of exported events:

1. On the computer where you want to install the player, download the **WatchGuard Video Player** executable file.

2. Locate the file in your browser **Downloads** folder, then run it.

   The **Preparing to Install** dialog box opens then closes.
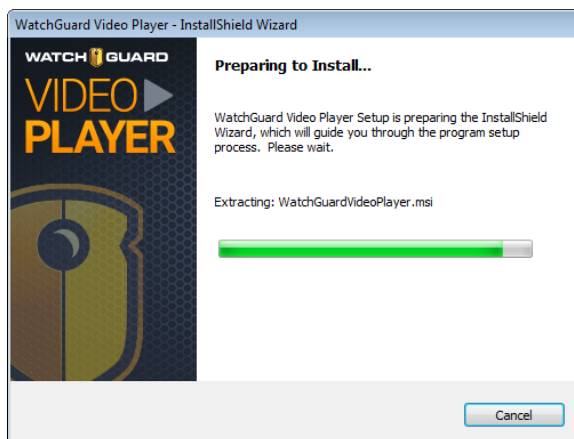
If your computer already has all the prerequisites installed, the **License Agreement** dialog box opens. Go to **step 4**.

If your computer does NOT have all the prerequisites installed, the **Requirements** dialog box opens.
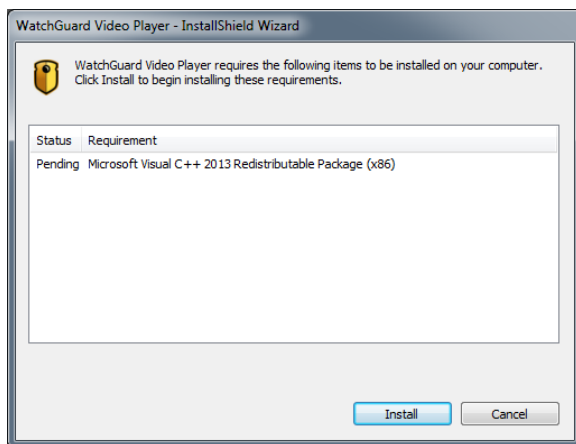
ⓘ **Note:** The **WatchGuard Video Player** requires Microsoft .NET Framework 4.5 and Visual C++® 2013.

WatchGuard Video Player for Synchronized Event Playback

3. Click **Install**.

   Any prerequisites are installed, then the **License Agreement** dialog box opens.

4. Read the **End User License Agreement**, select the **I accept the terms**... option, then click **Next**.

   The **Destination Folder** dialog box opens.
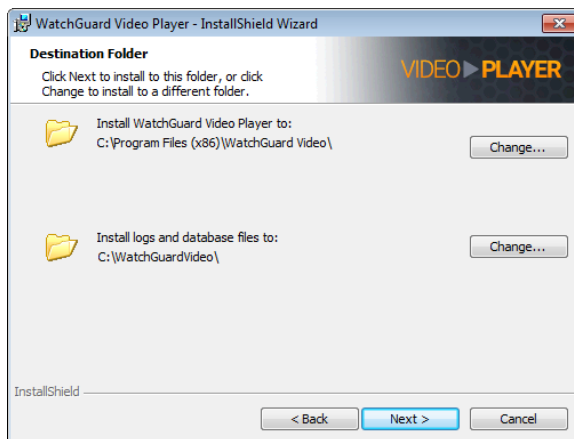
5. To accept the default folder location for the player files, click **Next**.

> 💡 **Tip:** To change the folder location for the player files, click **Change**, then navigate to the new location.

The **Ready to Install**... dialog box opens.
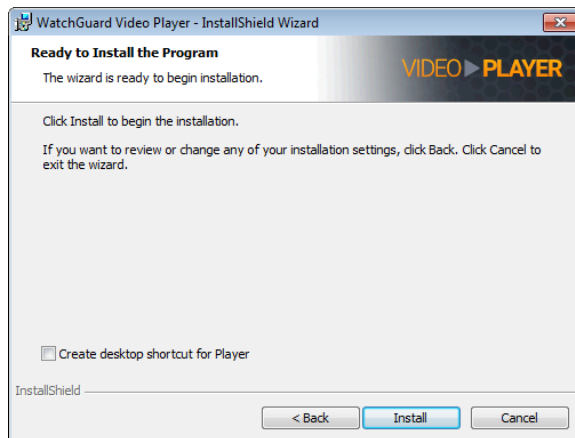
6. Check the **Create desktop shortcut for Player** checkbox to place a shortcut on your computer desktop, then click **Install**.

When the player installation has finished, the **InstallShield Wizard Completed** dialog box opens.
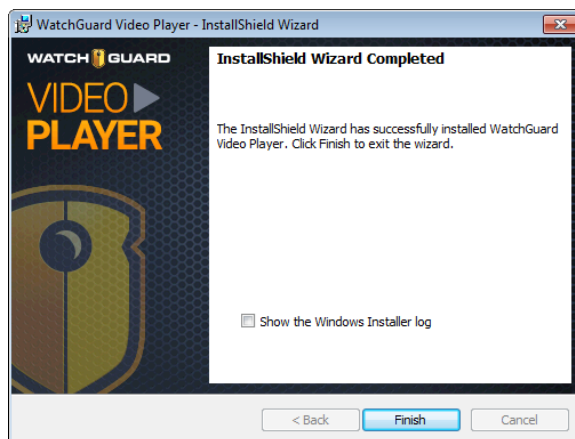
7. Click **Finish**.

Accessing Exported Video

To access exported event video using the synchronized event player:

1. If needed, extract the contents of the zipped export package.

> **Note:** *Some export packages from Evidence Library 4 Web (EL4 Web) are in a ZIP file format. You must extract the files before the player can access them.*

2. Locate the **WatchGuard Video Player** shortcut on your computer desktop and double-click it to open the player.

The **WatchGuard Video Player** opens showing its initial screen.
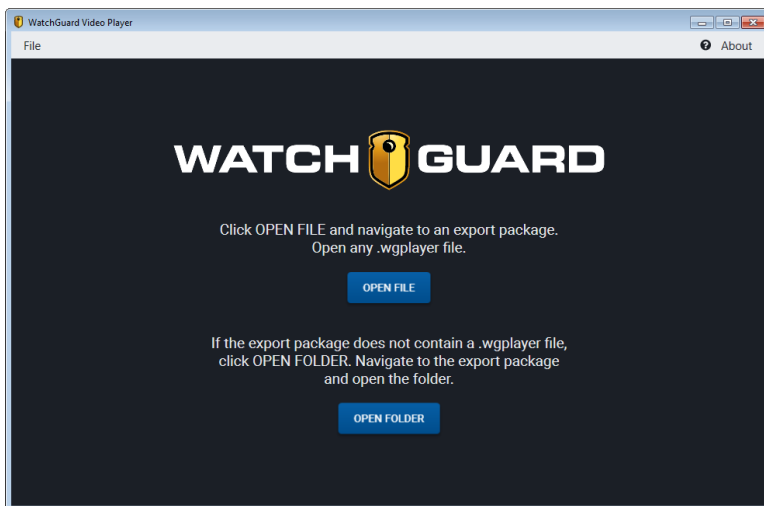
3. Click **Open File**.

    The **Select File** dialog box opens.
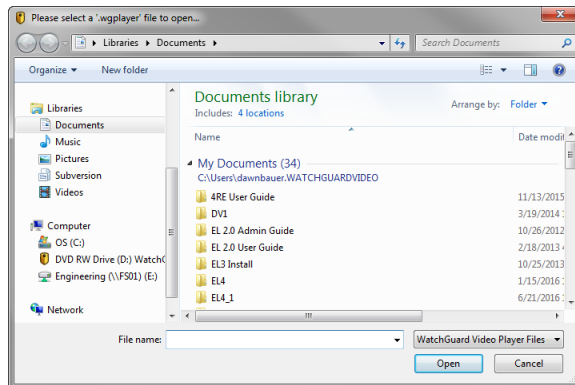
4. Navigate to the export package whose video you want to play back.
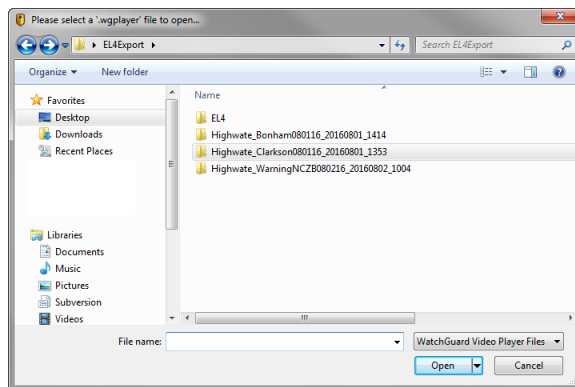
5. Open the export package folder whose video you want to play back.
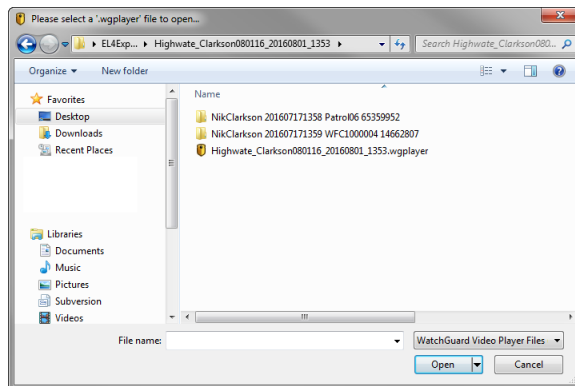
6. Open the **.wgplayer** file.

> **Tip:** *If the export package does NOT contain a **.wgplayer** file, click **Cancel** to close the **Select File** dialog box and return to the initial player screen. Click **Open Folder** on the initial screen, then navigate to the export package. Select the export package folder then click **Select Folder**.*

The **WatchGuard Video Player** opens to single event playback.
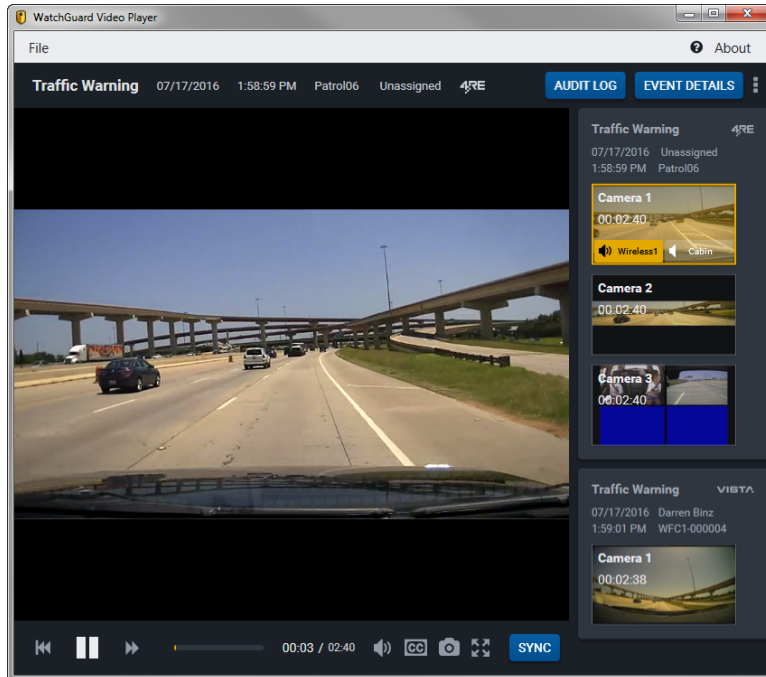
Single Event Playback

When you initially access the **WatchGuard Video Player** to play back an exported event, the player opens for single event playback. Single event playback allows you to play back individual exported events.

For instructions how to access the WatchGuard Video Player and start playing back an exported event, see *Accessing Exported Video* on **page 10**.
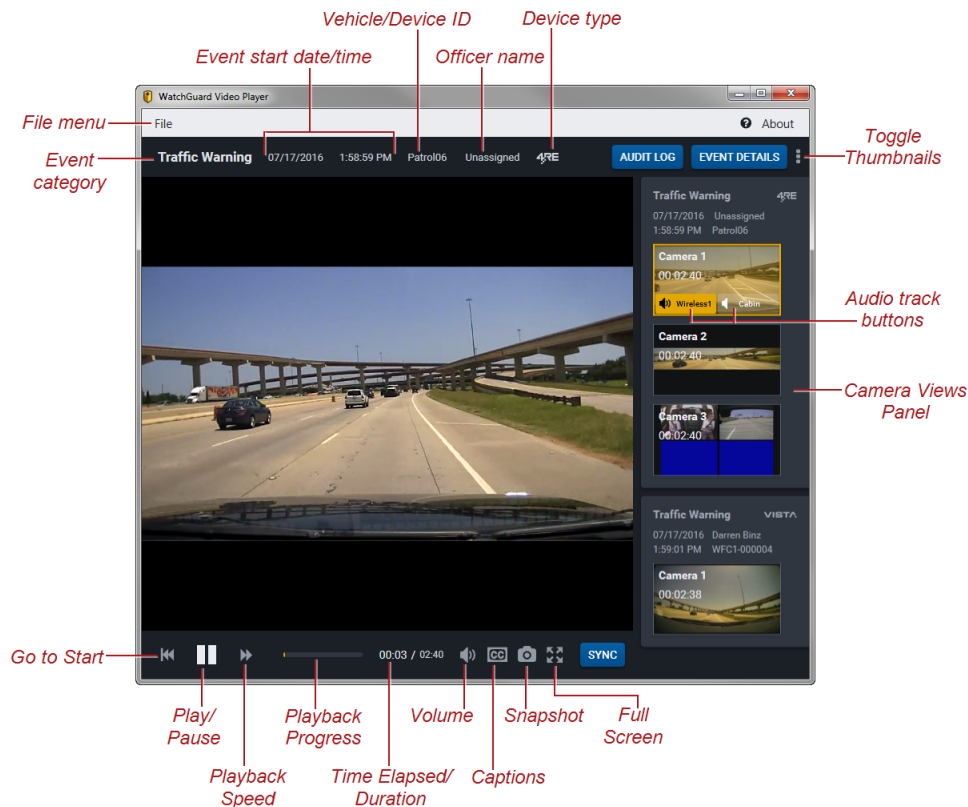
The **WatchGuard Video Player** for single event playback includes the following elements:

- **File menu**: Click **File** to navigate to another export package and play back its video
- **Event category**: Shows the event category assigned by the officer when the event that is playing back was recorded
- **Event start date and time**: Shows the date and time that the recorded event started
- **Vehicle/Device ID**: Shows the name of the 4RE DVR or VISTA camera that recorded the event
- **Officer name**: Shows the name of the officer who recorded the event
- **Device type**: Indicates the type of device used to record the event, either 4RE or VISTA

- **Audit Log button**: Click **Audit Log** to open the **Audit Log** for the event that is playing back

  If no audit log was included in the export package, the **Audit Log** button is inactive.

  For information about the **Audit Log**, see *Exported Event Audit Log* on **page 27**.

- **Event Details button**: Click **Event Details** to open the **Event Details** popup for the event that is playing back

- **Toggle Thumbnails** ( ): Click the **Toggle Thumbnails** control to hide or show the **Camera Views Panel**

- **Camera Views Panel**: Shows all the camera views that you included with the recorded events that were exported together; each event has its own section on the panel

  ○ **Thumbnail images**: Click a thumbnail image to start playing back the associated camera view

    The camera view that is currently playing back is outlined and shaded in yellow.

  ○ **Camera views metadata**: Shows information about each event and camera view listed in the **Camera Views Panel**

    Each event shows the category, device type, start data and time, officer name, and device ID. Each camera view shows the view name (for example, **Camera 1**) and the video duration.

  ○ **Audio track buttons**: Click an audio track button to play back that audio track with the video

    The button for the audio track that is currently playing back is yellow.

    Available audio tracks for a camera view show as buttons on the thumbnail image. For single event playback, only the currently playing event thumbnail image shows audio track buttons.

    > **Note:** *Each camera view includes at least one audio track; however, the availability of an audio track does not necessarily mean that audio was recorded on that track for the camera view. For example, if no microphone was on, no audio was recorded. The audio track is still present but with no audio recorded.*

- **Go to Start** ( ): Click the **Go to Start** icon to restart the video from the beginning

- **Play/Pause**: Click the **Play/Pause** icon to start or stop playback of the video

- **Playback Speed** ( ): Click the **Playback Speed** icon to increase the playback speed to two times normal speed (**2x**)

  Click the **2x** icon to increase to four times normal speed (**4x**). Click the **4x** icon to increase to eight times normal (**8x**). Click the **8x** icon to return to normal speed.

- **Playback Progress bar**: Indicates how much of the video has been played back and how much is remaining

  The **Playback Progress** bar changes to orange as a video plays back. Click anywhere on the progress bar (orange or black part) to start the video playback from that point.

- **Time Elapsed/Duration**: Shows how much of the video has been played back and how long the video is

- **Volume** (): Click and drag the **Volume** control to adjust the volume of the video playback

- **Captions** (): Click the **Captions** icon to turn on or off the on-screen text

  The **Captions** icon is inactive if no subtitles were included in the export, or the subtitles were embedded in the video during export packaging.

- **Snapshot** (): Click the **Snapshot** icon to take a still image of the current video frame that you can save as a separate image file

  When you click the **Snapshot** icon, the still image appears in a dialog box separate from the video player. Click **Save** to navigate to the location where you want to save the image file.

- **Full Screen** (): Click the **Full Screen** icon to show the video on the full monitor screen; press **Esc** or click the **Full Screen** icon again to exit full-screen mode

- **Sync button**: Click **Sync** to move to the **WatchGuard Video Player** for synchronized events with **1-Up**

  If there is no synchronizing (sync) data available for an event, the **Sync** button is inactive (gray).

> **Note:** Sync data is present with events recorded by the 4RE DVR, version 4.0 and higher, and VISTA WiFi, version 2.0 and higher.

For information about synchronized playback with **1-Up**, see *Synchronized Event Playback with 1-Up* on . For information about synchronized playback with **2-Up**, see *Synchronized Event Playback with 2-Up* on .

Synchronized Event Playback with 1-Up

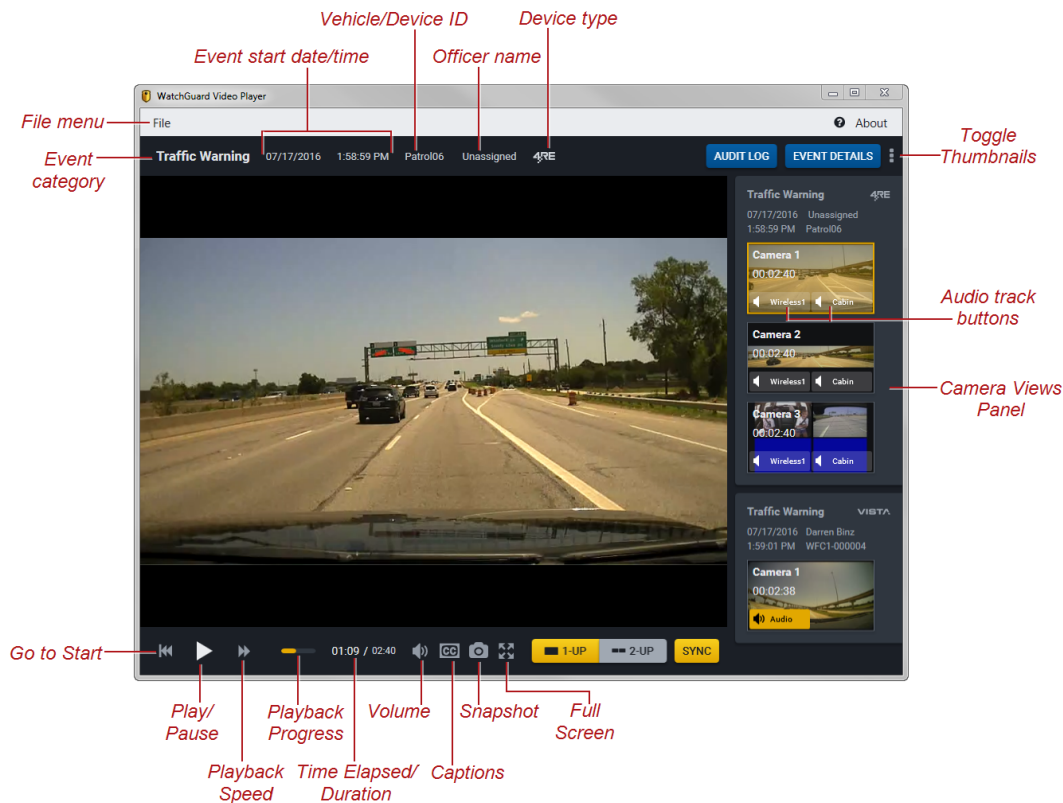Synchronized event playback with **1-Up** allows you to simultaneously play back video and audio from exported events that were recorded at the same time using different devices. You access synchronized event playback through single event playback, if the exported event you are playing back contains sync data.

> **Note:** Sync data is present with events recorded by the 4RE DVR, version 4.0 and higher, and VISTA WiFi, version 2.0 and higher.

Using the **1-Up** player, you can play back video from one device and audio from another device at the same time (**page 22**). The **1-Up** player always shows one video screen.

The **WatchGuard Video Player** for synchronized event playback with **1-Up** includes the following elements:

- **File menu**: Click **File** to navigate to another export package and play back its video
- **Event category**: Shows the event category assigned by the officer when the event that is playing back was recorded
- **Event start date and time**: Shows the date and time that the recorded event started

- **Vehicle/Device ID**: Shows the name of the 4RE DVR or VISTA camera that recorded the event

- **Officer name**: Shows the name of the officer who recorded the event

- **Device type**: Indicates the type of device used to record the event, either 4RE or VISTA

- **Audit Log button**: Click **Audit Log** to open the for the event that is playing back

  If no audit log was included in the export package, the **Audit Log** button is inactive.

  For information about the **Audit Log**, see *Exported Event Audit Log* on **page 27**.

- **Event Details button**: Click **Event Details** to open the **Event Details** popup for the event that is playing back

- **Toggle Thumbnails** (⬚): Click the **Toggle Thumbnails** control to hide or show the **Camera Views Panel**

- **Camera Views Panel**: Shows all the camera views that you included with the recorded events that were exported together; each event has its own section on the panel

  - **Thumbnail images**: Click a thumbnail image to start playing back the associated camera view

    The camera view that is currently playing back is outlined and shaded in yellow.

  - **Camera views metadata**: Shows information about each event and camera view listed in the **Camera Views Panel**

    Each event shows the category, device type, start data and time, officer name, and device ID. Each camera view shows the view name (for example, **Camera 1**) and the video duration.

  - **Audio track buttons**: Click an audio track button from any camera view to play back that audio track with the video

    Available audio tracks for a camera view show as buttons on the thumbnail image. The button for the audio track that is currently playing back is yellow.

> **Note:** *Each camera view includes at least one audio track; however, the availability of an audio track does not necessarily mean that audio was recorded on that track for the camera view. For example, if no microphone was on, no audio was recorded. The audio track is still present but with no audio recorded.*

- **Go to Start** (⏮): Click the **Go to Start** icon to restart the video from the beginning

- **Play/Pause**: Click the **Play/Pause** icon to start or stop playback of the video

- **Playback Speed** (⏩): Click the **Playback Speed** icon to increase the playback speed to two times normal speed (`2x`)

  Click the **2x** icon to increase to four times normal speed (`4x`). Click the **4x** icon to increase to eight times normal (`8x`). Click the **8x** icon to return to normal speed.

- **Playback Progress bar**: Indicates how much of the video has been played back and how much is remaining

  The **Playback Progress** bar changes to orange as a video plays back. Click anywhere on the progress bar (orange or black part) to start the video playback from that point.

- **Time Elapsed/Duration**: Shows how much of the current video has been played back and how long the video is

- **Volume** (): Click and drag the **Volume** control to adjust the volume of the audio playback

- **Captions** (): Click the **Captions** icon to turn on or off the on-screen text

  The **Captions** icon is inactive if no subtitles were included in the export, or the subtitles were embedded in the video during export processing.

- **Snapshot** (): Click the **Snapshot** icon to take a still image of the current video frame that you can save as a separate image file

  When you click the **Snapshot** icon, the still image appears in a dialog box separate from the video player. Click **Save** to navigate to the location where you want to save the image file.

- **Full Screen** (): Click the **Full Screen** icon to show the video on the full monitor screen; press **Esc** or click the **Full Screen** icon again to exit full-screen mode

- **1-Up button**: When yellow, shows that the **1-Up** player is active; when gray, shows that the **1-Up** player is inactive

  Click **1-Up** when the button is gray to move to synchronized event playback with **1-Up**.

- **2-Up button**: When gray, shows the **2-Up** player is inactive; when yellow, shows that the **2-Up** player is active

- **Sync button**: Click **Sync** to move back to the **Recorded Event Playback** for single event playback

 For information about single event playback, see *Single Event Playback* on **page 13**.

Synchronized Event Playback with 2-Up

Synchronized event playback with **2-Up** allows you to simultaneously play back video and/or audio from exported events that were recorded at the same time using different devices. You access synchronized event playback through single event playback, if the exported event you are playing back contains sync data.

> **Note:** Sync data is present with events recorded by the 4RE DVR, version 4.0 and higher, and VISTA WiFi, version 2.0 and higher.

Using the **2-Up** player, you can play back video from two devices and audio from another device at the same time (). The **2-Up** player always shows two video screens.
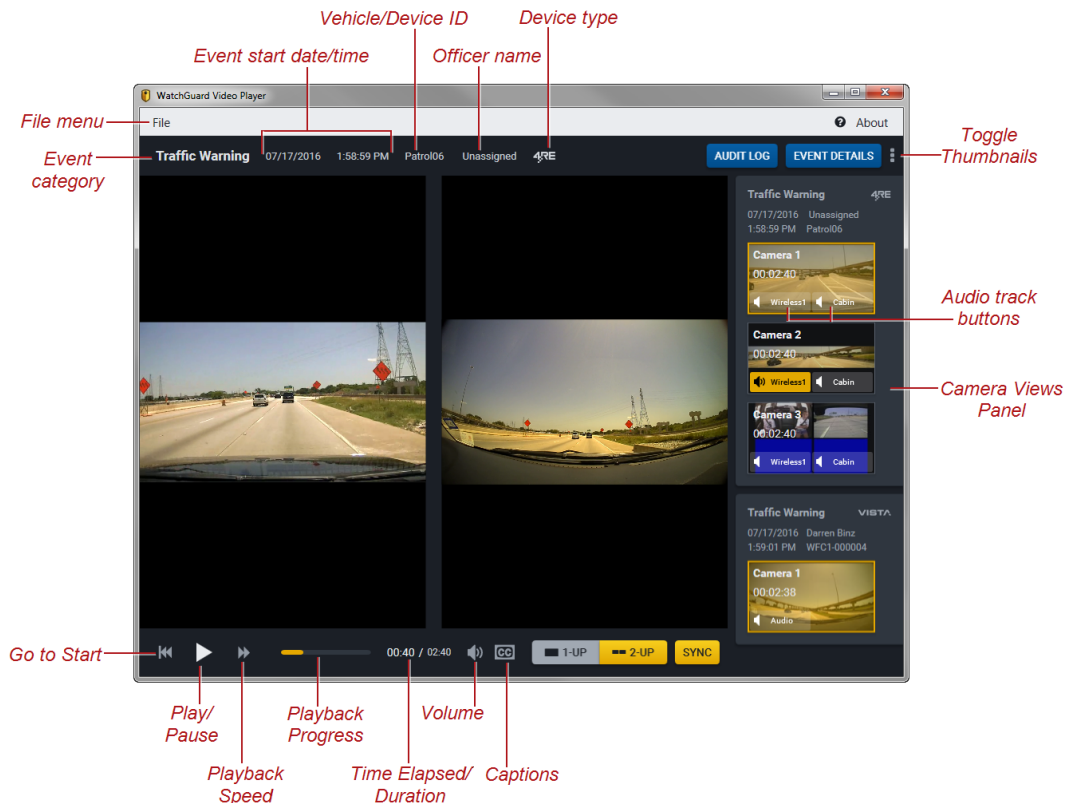
The **WatchGuard Video Player** for synchronized event playback with **2-Up** includes the following elements:

- **File menu**: Click **File** to navigate to another export package and play back its video
- **Event category**: Shows the event category assigned by the officer when the event that is playing back was recorded
- **Event start date and time**: Shows the date and time that the recorded event started

- **Vehicle/Device ID**: Shows the name of the 4RE DVR or VISTA camera that recorded the event

- **Officer name**: Shows the name of the officer who recorded the event

- **Device type**: Indicates the type of device used to record the event, either 4RE or VISTA

- **Audit Log button**: Click **Audit Log** to open the **Audit Log** for the event that is playing back

  If no audit log was included in the export package, the **Audit Log** button is inactive.

  For information about the **Audit Log**, see *Exported Event Audit Log* on **page 27**.

- **Event Details button**: Click **Event Details** to open the **Event Details** popup for the event that is playing back

- **Toggle Thumbnails** (⬚): Click the **Toggle Thumbnails** control to hide or show the **Camera Views Panel**

- **Camera Views Panel**: Shows all the camera views that you included with the recorded events that were exported together; each event has its own section on the panel

  - **Thumbnail images**: Click a thumbnail image to start playing back the associated camera view; you play back two camera views at a time on the **2-Up** player

    The camera views that are currently playing back are outlined and shaded in yellow.

    When you click a thumbnail image to begin playback of the associated video, you must select which screen you want the video to play back in.
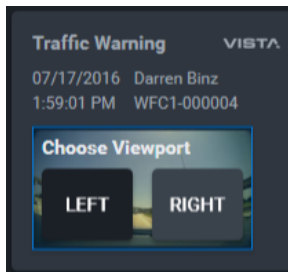
    Click **Left** or **Right** to play back the video you selected in the corresponding screen.

  - **Camera views metadata**: Shows information about each event and camera view listed in the **Camera Views Panel**

    Each event shows the category, device type, start data and time, officer name, and device ID. Each camera view shows the view name (for example, **Camera 1**) and the video duration.

  - **Audio track buttons**: Click an audio track button from any camera view to play back that audio track with the camera views' video

    Available audio tracks for a camera view show as buttons on the thumbnail image. The button for the audio track that is currently playing back is yellow.

    > **Note:** *Each camera view includes at least one audio track; however, the availability of an audio track does not necessarily mean that audio was recorded on that track for the camera view. For example, if no microphone was on, no audio was recorded. The audio track is still present but with no audio recorded.*

- **Go to Start** (⬚): Click the **Go to Start** icon to restart the video from the beginning

- **Play/Pause**: Click the **Play/Pause** icon to start or stop playback of the video

- **Playback Speed** (): Click the **Playback Speed** icon to increase the playback speed to two times normal speed (**2x**)

  Click the **2x** icon to increase to four times normal speed (**4x**). Click the **4x** icon to increase to eight times normal (**8x**). Click the **8x** icon to return to normal speed.

- **Playback Progress bar**: Indicates how much of the video has been played back and how much is remaining

  The **Playback Progress** bar changes to orange as a video plays back. Click anywhere on the progress bar (orange or black part) to start the video playback from that point.

- **Time Elapsed/Duration**: Shows how much of the current video has been played back and how long the video is

- **Volume** (): Click and drag the **Volume** control to adjust the volume of the audio playback

- **Captions** (): Click the **Captions** icon to turn on or off the on-screen text

  The **Captions** icon is inactive if no subtitles were included in the export, or the subtitles were embedded in the video during export processing.

- **1-Up button**: When gray, shows that the **1-Up** player is inactive; when yellow, shows that the **1-Up** player is active

- **2-Up button**: When yellow, shows that the **2-Up** player is active; when gray, shows the **2-Up** player is inactive

  Click **2-Up** when the button is gray to move to synchronized event playback with **2-Up**.

- **Sync button**: Click **Sync** to move back to the **Recorded Event Playback** for single event playback

  For information about single event playback, see *Single Event Playback* on **page 13**.

Playing Back a Camera View with an Audio Track from a Different Device

Using the **WatchGuard Video Player** for synchronized event playback with **1-Up** (**page 16**), you can play back video from one device with audio from another device (for example, 4RE DVR video with VISTA WiFi audio) if the events occurred in the same time frame and both have synchronization (sync) data.

> **Note:** Sync data is present with events recorded by the 4RE DVR, version 4.0 and higher, and VISTA WiFi, version 2.0 and higher.

The events must be exported together (in the same export package) so they show on the synchronized event playback player together.

To play back video from one device with audio from another device:

1. Access the **WatchGuard Video player** for the exported video that you want to play back.

   For instructions how to access exported video using the WatchGuard Video Player, see *Accessing Exported Video* on **page 10**.
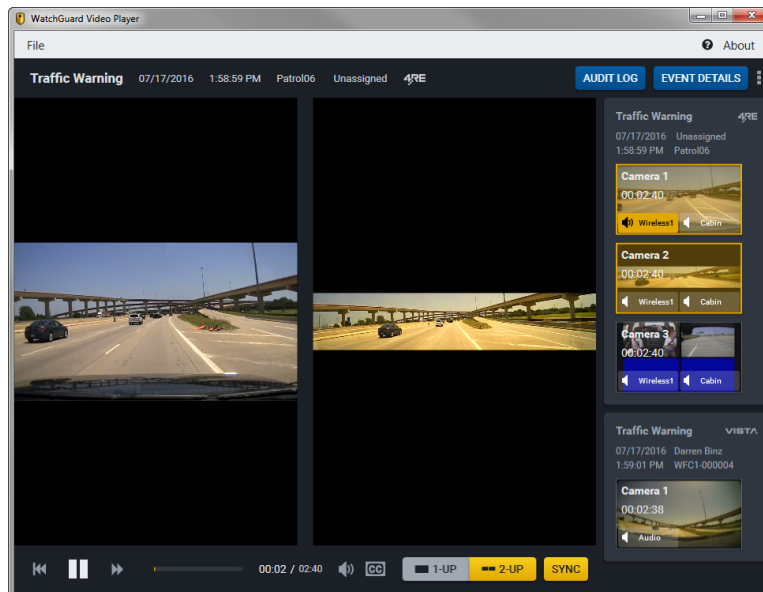
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2. Click **Sync**.

The single event player changes to the **1-Up** synchronized event player.

3. On the **Camera Views Panel**, locate the event whose video you want to play back, then click the appropriate camera view.

4. On the **Camera Views Panel**, locate the event whose audio you want to play back with the video, then click the appropriate audio track button.
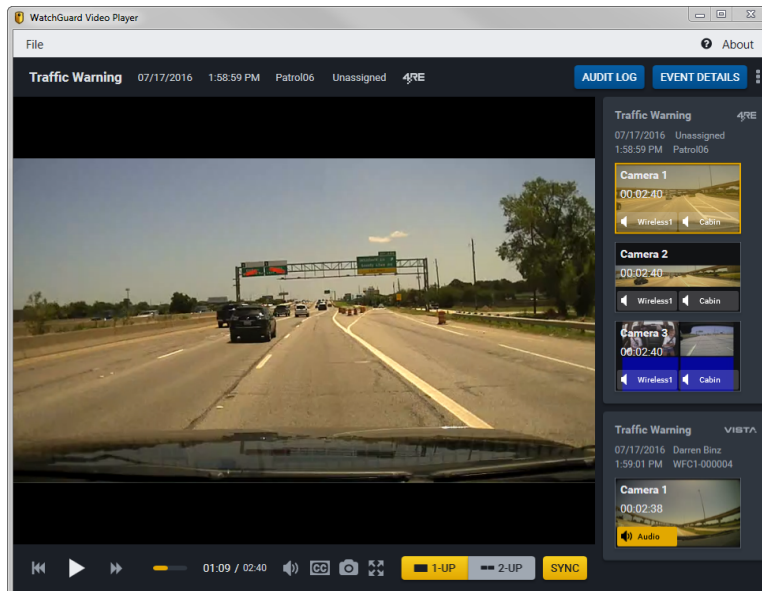
5. Use the playback controls as needed.

Playing Back Two Camera Views and an Audio Track from Different Devices

Using the **WatchGuard Video Player** for synchronized event playback with **2-Up** (**page 19**), you can play back video from two devices with audio from a third device (for example, video from a 4RE DVR and a VISTA WiFi with audio from a second VISTA WiFi) if the events occurred in the same time frame and both have synchronization (sync) data.

> **Note:** *Sync data is present with events recorded by the 4RE DVR, version 4.0 and higher, and VISTA WiFi, version 2.0 and higher.*

The events must be exported together (in the same export package) so they show on the synchronized event playback player together.

To play back video from two devices with audio from a third device:

1. Access the **WatchGuard Video player** for the exported video that you want to play back.

   For instructions how to access exported video using the WatchGuard Video Player, see *Accessing Exported Video* on **page 10**.
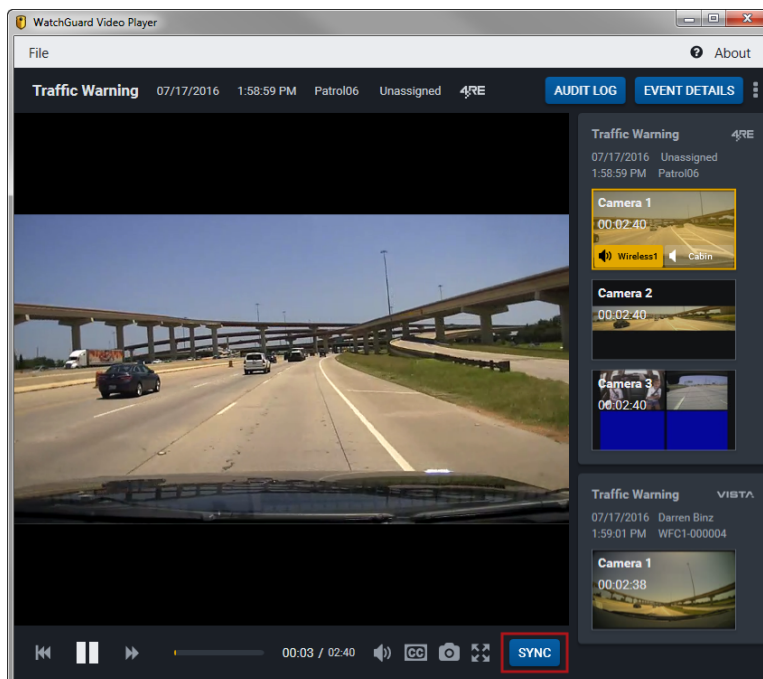
2. Click **Sync**.

   The single event player changes to the **1-Up** synchronized event player.
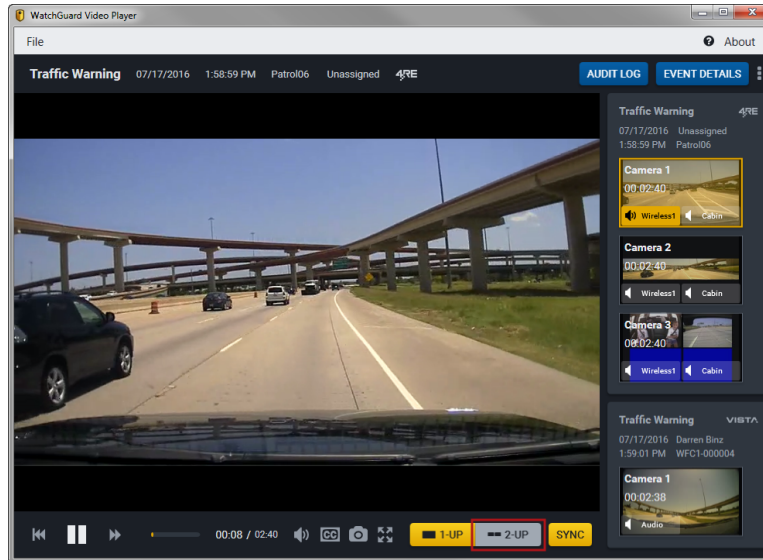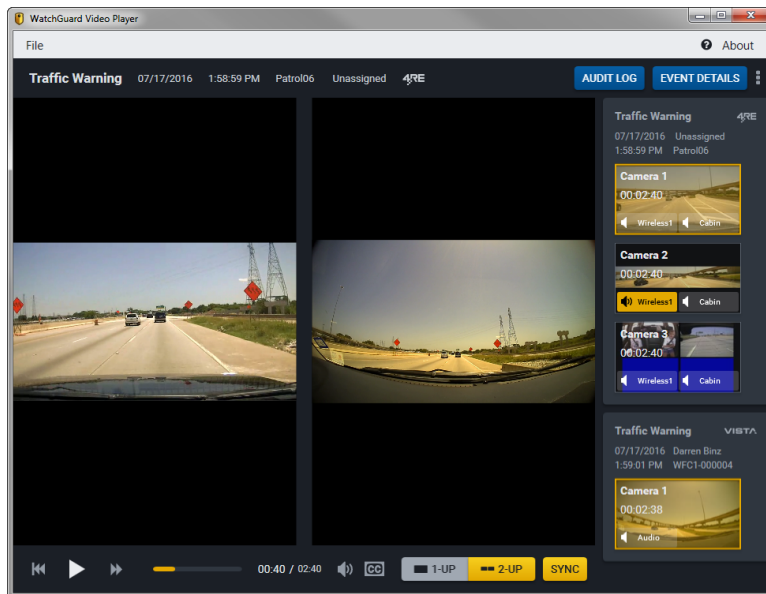

3. Click **2-Up**.

   The **1-Up** synchronized event player changes to the **2-Up** synchronized event player.

4. On the **Camera Views Panel**, locate the events whose video you want to play back, then click the appropriate camera views.

5. On the **Camera Views Panel**, locate the event whose audio you want to play back with the video, then click the appropriate audio track button.

6. Use the playback controls as needed.

Exported Event Audit Log

If an event audit log was included in the export package, you can view the audit log from the **WatchGuard Video Player** for synchronized event playback.

> *i* **Note:** *Currently, only events exported from Evidence Library 4 Web (EL4 Web) include an audit log.*

The audit log lists all the historical information about the selected recorded event, including:

- When it was imported into EL4 Web and the details of that import
- When it was exported and by whom
- When it was played back and by whom
- When its properties were modified and by whom

To view the audit log for an event:

- On the **Camera Views Panel**, select the event whose audit log you want to view, then click **Audit Log**.
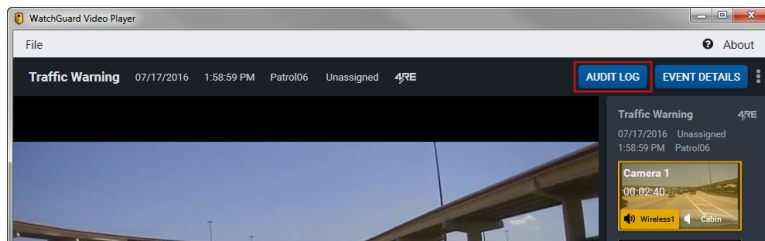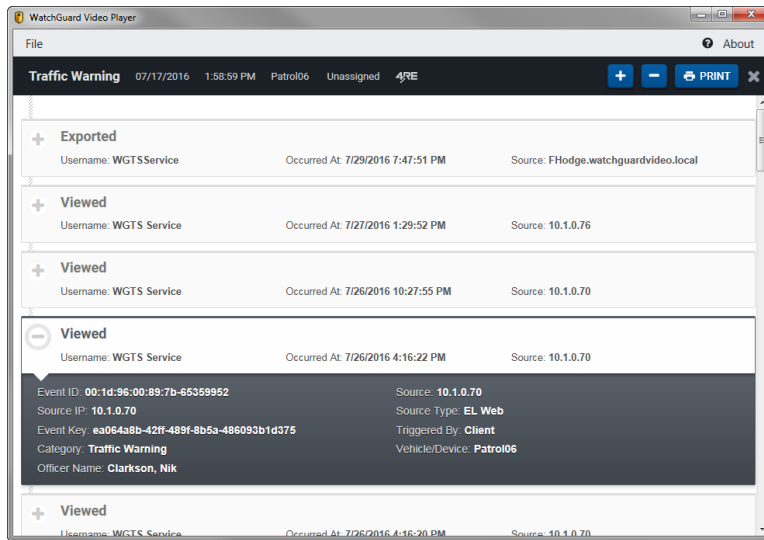

The audit log opens for the selected event.
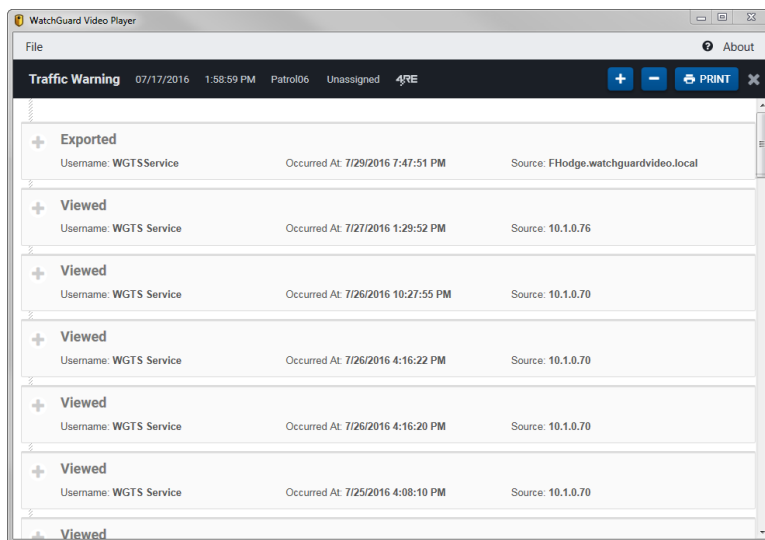
To view the details about each high-level action:

■ Click the **+** sign next to the action you want to view in depth.

To view the details about all the high-level actions:

■ Click the **Expand All** icon () on the upper right.

To print the audit log:

■ Click **Print**.

The possible high-level actions recorded in the audit log include (in alphabetical order):

- **Archived**: Lists the details about the archiving of the recorded event
- **Created**: Lists the details about the initial transfer of the recorded event from the device to the EL4 Web system
- **Downloaded**: Lists the details about the downloading of the export package
- **Exported**: Lists the details about the packaging of the recorded event export
- **Imported**: Lists the details about the transfer of the recorded event into the EL4 Web database and video storage location
- **Modified**: Lists the details about any modifications made to the recorded event and its event details
- **Move**: Lists the details about the movement of an event into and through the EL4 Web storage locations
- **Restored**: Lists the details about the restoration of the recorded event from an archive storage location
- **Shared**: Lists the details about sharing the recorded event on EvidenceLibrary.com using CLOUD-SHARE
- **Uploaded**: Lists the details about the staging of the recorded event in the EL4 Web system for import to the video storage location
- **Viewed**: Lists the details about the playback and review of the recorded event

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Guide
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