

4RE[®] INTERVIEW ROOM VIDEO SYSTEM



USER GUIDE



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Introduction

Welcome to the WatchGuard *4RE Interview Room System*. This guide is designed to help you set up and use the WatchGuard 4RE DVR (and its supporting equipment and software) for your interview room.

About this document

The *4RE Interview Room System* covers the following topics:

- Installing the interview room equipment (**page 7**)
- Configuring the 4RE DVR for an interview room (**page 11**)
- Using the DVR for an interview room (**page 37**)
- Using Watch Commander to monitor a live video stream coming from the interview room DVR (**page 53**)
- Using Evidence Library (EL) to search for, play back, and manage interview room video evidence (**page 54**)



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

This guide covers the basic installation, configuration, and use of the 4RE DVR and its supporting equipment and software for an interview room. It is not a comprehensive manual for every possible action or situation you could face while setting up or using your interview room DVR. If you have a question about an interview room DVR that is not covered in this user guide, contact WatchGuard Customer Service.

Prerequisites and assumptions

- 4RE DVR firmware version 3.6 or above
- Evidence Library 4 Web (EL4 Web), version 4.0 or above, installed and working in the system
- Watch Commander 1.2 or above, installed and working in the system



Note: *If the EL4 Web version is 4.1.2 or above, the Watch Commander version must be 1.3 or above.*

Introduction

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Installing Interview Room Equipment

In this section...

- Interview room setup and installation options (**page 8**)
 - One camera, external microphone (**page 9**)
 - Two cameras, external microphone (**page 10**)
- Interview room camera options (**page 8**)

Overview

WatchGuard Video offers two recommended installation options for your interview rooms:

- One camera with external microphone (**page 9**)
- Two cameras with one external microphone (**page 10**)



Note: *The options included in this manual are those recommended by WatchGuard Video. If you need to set up your interview room differently, consult with your WatchGuard Video representative.*

All the recommended options include:

- WatchGuard Video's 4RE DVR and Display
- Either one or two cameras
- One channel audio using a separate, external microphone



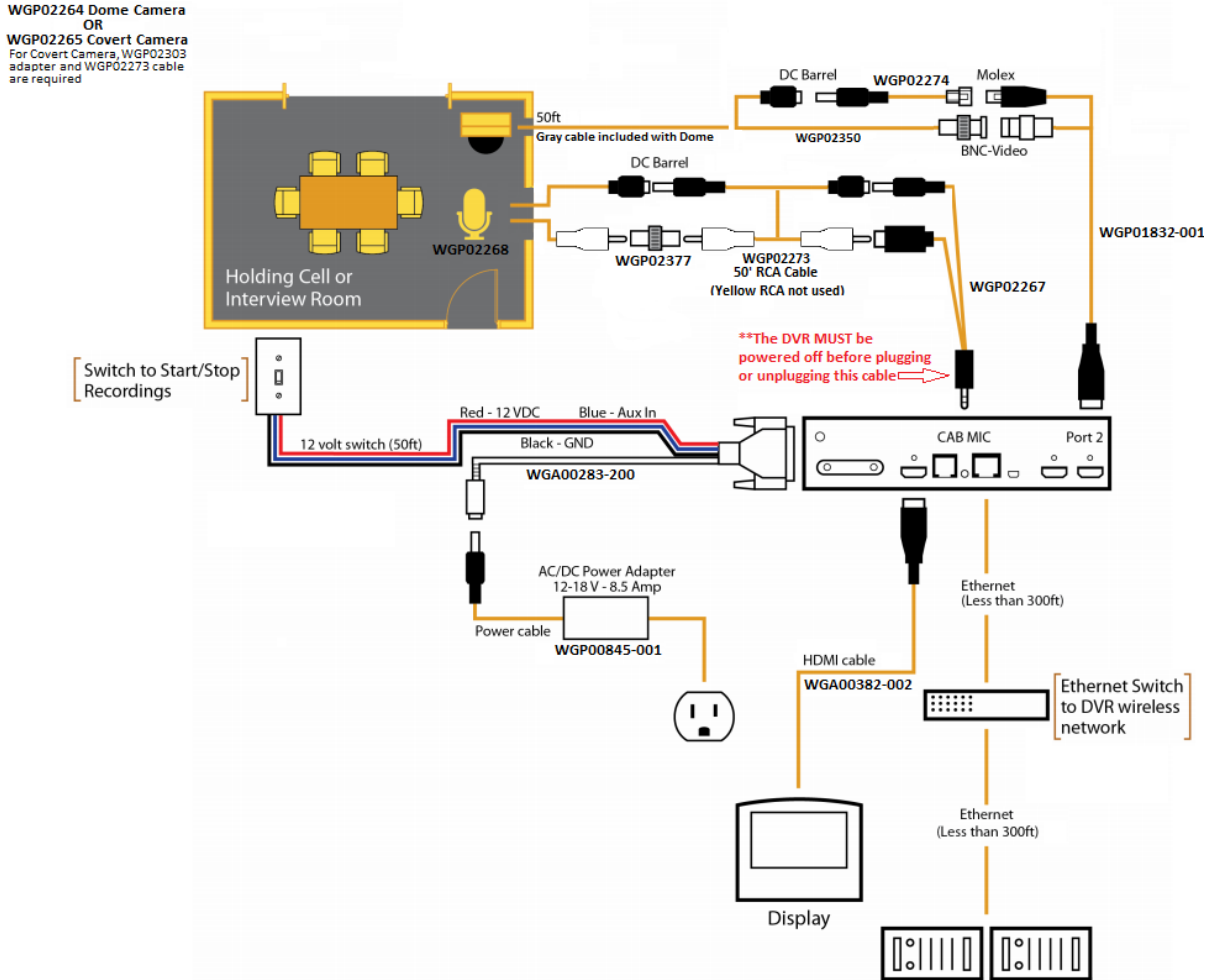
Important! *The equipment installation should be done by professional, certified closed-circuit TV (CCTV)/video installers, using standard CCTV best practices. The wiring diagrams that show the interview room installation options assume CCTV best practices are followed.*

Camera options

WatchGuard Video offers two options for your interview room cameras:

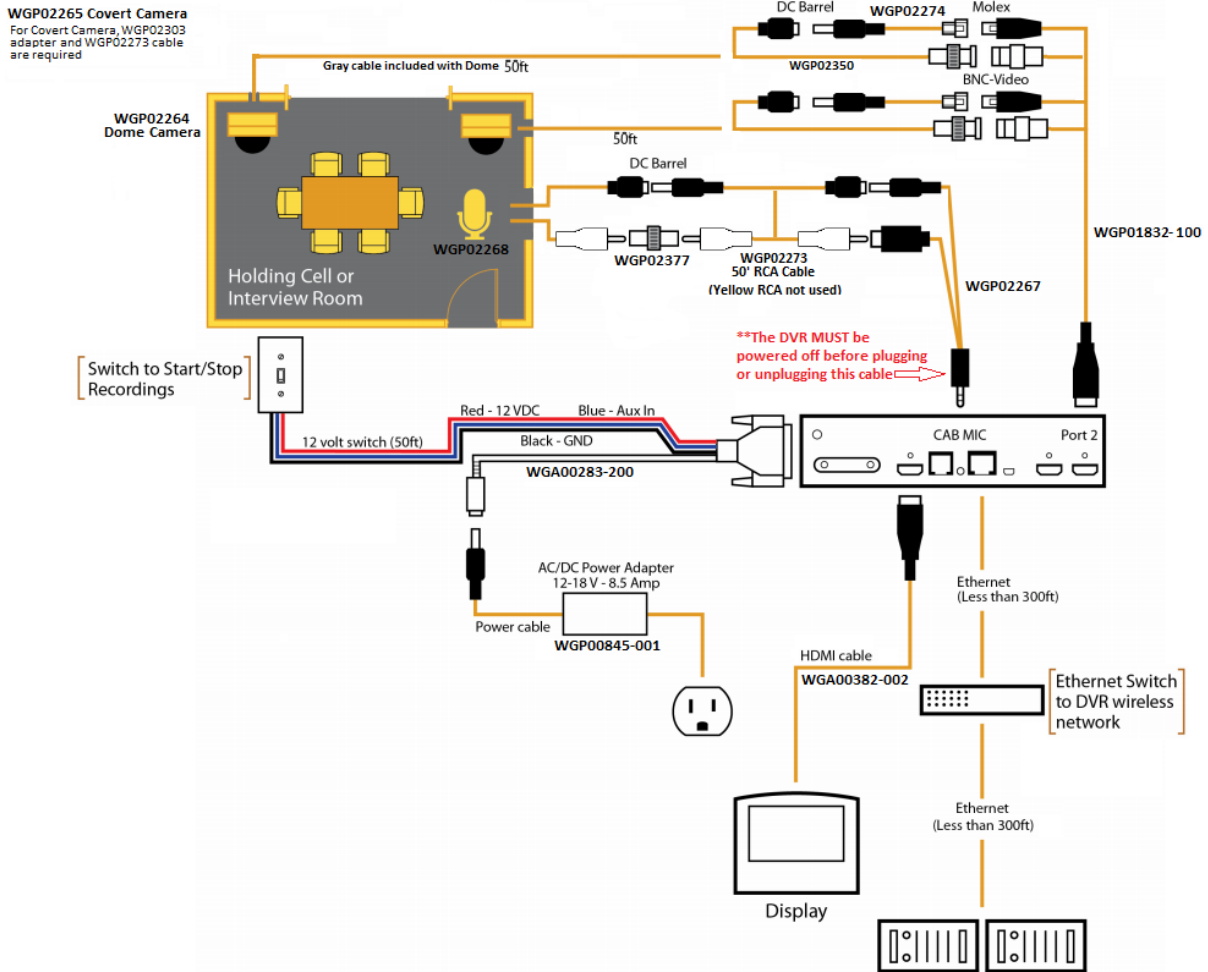
- Fixed-dome analog camera (part number WGP02264)
- Passive-infrared (PIR) covert analog camera (part number WGP02265)

One Camera with External Microphone



Important! You should install your interview room equipment using standard CCTV (closed-circuit TV) best practice.

Two Cameras with External Microphone



Important! You should install your interview room equipment using standard CCTV (closed-circuit TV) best practice.

Configuring the 4RE DVR

In this section...

- Recommended workflow (**page 13**)
- Creating a default configuration (**page 14**)
- Adding an interview room to the central list of DVRs (**page 15**)
- Assigning a user group to the interview room configuration (**page 17**)
- Setting up the **EventCategory** event tag (**page 19**)
- Setting **Recording Properties** (**page 23**)
- Setting **DVR Behavior** properties (**page 25**)
- Enabling automatic configuration deployment (**page 27**)
- Manually deploying the initial interview room configuration (**page 29**)
 - Deploying the interview room configuration to the DVR (**page 31**)
 - Removing a USB thumb drive safely from the DVR (**page 33**)
- Running the interview room script on the DVR (**page 35**)

Overview

For Evidence Library 4 Web (EL4 Web), Evidence Library Administrator (EL Administrator) Device Management helps your agency manage its fleet of 4RE DVRs.



Note: To use EL Administrator Device Management, you must be assigned the correct permissions by your system administrator in EL Administrator Security Management. If you need system permission to use Device Management, contact your system administrator.

You use Device Management to create configurations for your interview rooms, then deploy the configurations to the interview room 4RE DVRs. The configuration assigns settings to the 4RE that help it function specifically for an interview room setup.

Once you have the configuration deployed to the 4RE, you run the interview room script on the 4RE to finish setting it up for interview room use.



Important! You must deploy configurations to the interview room 4REs before you run the interview room script on them. See the recommended workflow on [page 13](#).



Note: The instructions in this section assume some knowledge of EL Administrator Device Management. They assume that other agency configurations already exist. If you have questions about configuring your interview room 4REs that are not addressed in this section, see the [Managing Devices](#) section of the Evidence Library 4 Web User Guide or Online Help, or contact your system administrator.

Recommended workflow for configuring an interview room 4RE DVR



Note: WatchGuard follows a basic workflow when setting up an agency and its 4RE DVRs in Evidence Library Administrator Device Management. This workflow is one possible way of doing things and does not cover all possible Device Management situations.

The following steps make up a recommended workflow for initially configuring your interview room 4REs:

1. Access Evidence Library Administrator.
2. Access **4RE Management**.
3. Create a default configuration to customize for an interview room 4RE. (**page 14**)
4. Add interview rooms to the agency central list of 4RE DVRs and assign them to the interview room configuration. (**page 15**)
5. Assign enrollments (user groups) to the interview room configuration. (**page 17**)
6. Set up the **EventCategory** event tag for the interview room 4RE. (**page 19**)
7. Set up retention rules for any new event categories you added for the interview room.

For instructions how to set up retention rules in Evidence Library 4 Web (EL4 Web), see *Managing Evidence Retention and Cleanup* in the *Managing Evidence Storage* section in the *Evidence Library 4 Web User Guide* or *Online Help*.

8. Set up **Recording Properties** for the interview room 4RE. (**page 23**)
9. Set up **DVR Behavior** properties for the interview room 4RE. (**page 25**)
10. Enable automatic configuration deployment. (**page 27**)
11. Load the new interview room configuration on a USB thumb drive. (**page 29**)
12. Deploy the interview room configuration to the interview room 4RE. (**page 31**)
13. Change the IP address, subnet, and gateway of the 4RE to match the agency's internal network.



Tip: You can update the agency network information using the 4RE's **Maintenance Menu**. For more information, contact WatchGuard Customer Service.

14. Run the interview room script on the 4RE. (**page 35**)

Creating a Configuration



Note: These instructions correspond to step 3 on the recommended workflow (page 13).

Before you can customize a configuration for the interview room, you create a default configuration.

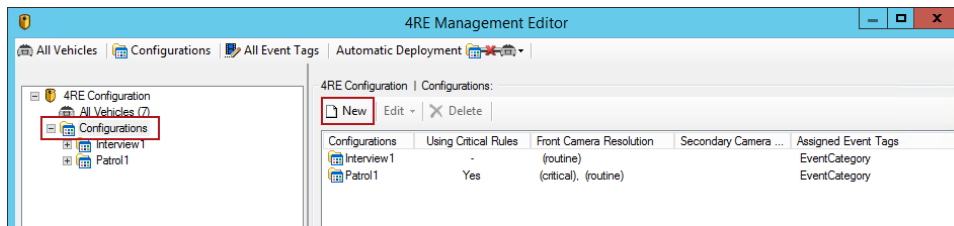


Note: You can copy an existing agency in-vehicle configuration as your starting point, if desired. See the Managing Devices section of the Evidence Library 4 Web User Guide for more information.

To create a new configuration with system default settings:

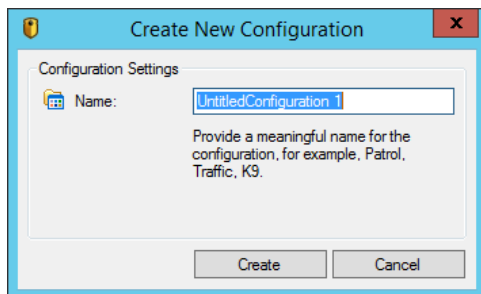
1. Click **Configurations** in the left pane of the **4RE Management Editor** dialog box.

The list of 4RE configurations appears.



2. Click **New**.

The **Create New Configuration** dialog box opens.



3. Enter a name for the new interview room configuration, then click **Create**.

The new configuration with system default settings is added to the list of your agency configurations.

Adding an Interview Room to the Central List



Note: These instructions correspond to step 4 on the recommended workflow (page 13).

With Evidence Library 4 Web (EL4 Web), you add your interview rooms to a central list of all agency 4RE DVRs, **All Vehicles**. The **All Vehicles** list contains settings identifying each 4RE that records video evidence for your agency, whether in a vehicle or an interview room. You use the **Create New Vehicle** dialog box to add your interview rooms to the **All Vehicles** list.

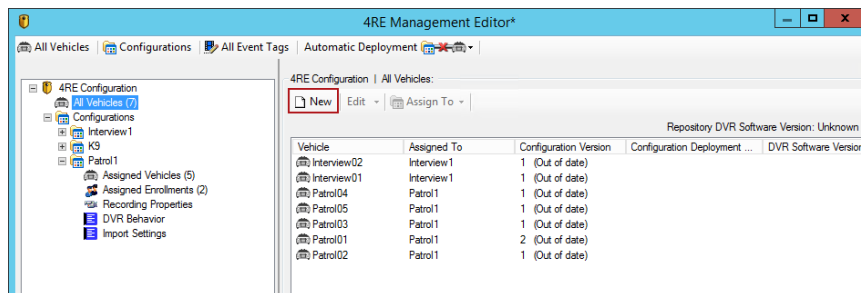


Tip: WatchGuard recommends that you name your interview rooms using identifiers that are obviously interview rooms, for example, Room B or Interview 214. This distinguishes them from the vehicle identifiers on the **All Vehicles** list.

To add an interview room to the **All Vehicles** list:

1. Click **All Vehicles** in the left pane of the **4RE Management Editor** dialog box.

The **All Vehicles** list appears.



Configuring the 4RE DVR

2. Click **New**.

The **Create New Vehicle** dialog box opens.

3. Enter the interview room ID in the **Vehicle ID** field and verify that **None** is selected in the radar field.



Tip: Name your interview room using a unique identifier that is obviously an interview room, for example, Room B or Interview 214. This distinguishes it from the vehicle identifiers on the **All Vehicles** list.

4. Select the **None** or **Wired** option from the **Network Connection Type** drop-down list.
5. If this room's video will be live-streamed to Watch Commander, in the **Server Address** field, enter the IP address or machine name of the Watch Commander server; in the **Control Port** field, enter the control port number if different than the default.



Important! The default port number **25820** will be the control port in most cases. Do not change the port number without consulting your WatchGuard representative.

6. Choose whether the 4RE should alert the investigator monitoring it that its video is being live-streamed, using an icon on the display screen or a beep.

7. Select the interview room configuration that this 4RE will be assigned to, then choose whether the configuration should automatically deploy to the 4RE DVR each time the configuration is updated.



Note: For instructions how to assign an interview room to a configuration at a time other than when you add the room to the **All Vehicles** list, see the *Managing Devices* section of the *Evidence Library 4 Web User Guide*.

8. Verify that the **Enable DHCP client** checkbox is clear.
9. Click **Create**.
The interview room is added to the **All Vehicles** list.
10. Click **Apply** on the bottom of the **4RE Management Editor** dialog box.

Assigning User Groups to the Configuration



Note: These instructions correspond to step 5 on the recommended workflow (page 13).

In Evidence Library 4 Web (EL4 Web), users are assigned to a configuration through user groups. User groups are set up by your system administrator according to your agency's network security protocols in conjunction with the features in Evidence Library Administrator (EL Administrator) **Security Management**.



Tip: WatchGuard recommends that your system administrator set up one or more unique user groups for personnel who use the interview rooms and view live streams from the 4RE DVR.

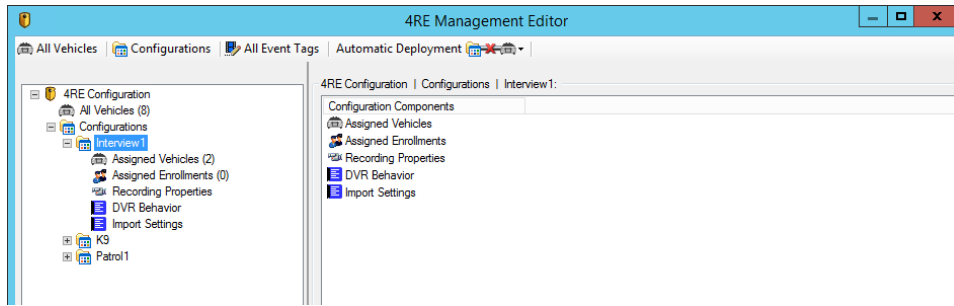
You assign user groups to the interview room configuration on the **Assigned Enrollments** working pane.

To assign a user group to a configuration :

1. On the **4RE Management Editor** dialog box, select the 4RE configuration you want to assign a user group to, then click the plus sign (+) next to the configuration name.

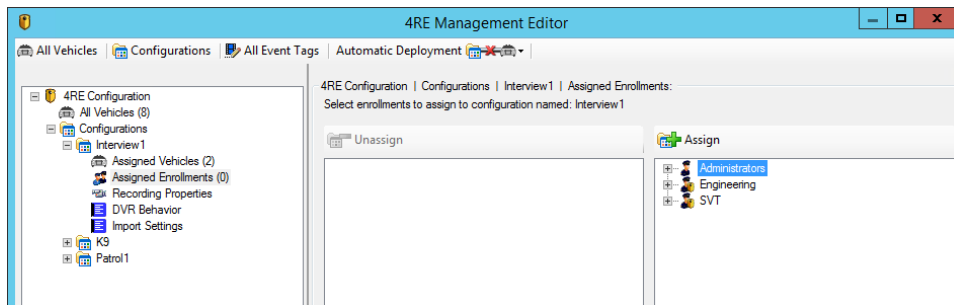
Configuring the 4RE DVR

The configuration expands to show its five parts.



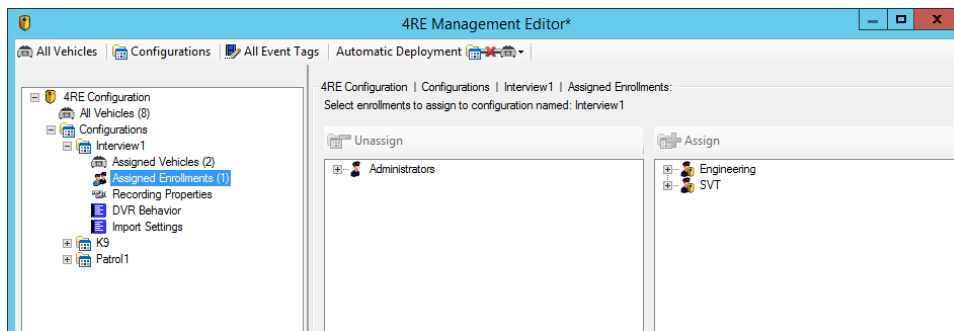
2. Click **Assigned Enrollments**.

The **Assigned Enrollments** list appears.



3. In the unassigned section, select the user group you want to assign to the configuration, then click **Assign**.

The user group is assigned to its new 4RE configuration: the user group name moves from the unassigned section to the assigned section on the **Assigned Enrollments** list.



4. Click **Apply** on the bottom of the **4RE Management Editor** dialog box.

Setting Up the EventCategory Event Tag



Note: These instructions correspond to step 6 on the recommended workflow (page 13).

Event tags are questions or statements that the system shows the investigator on the 4RE DVR at the end of a recording. The system prompts investigators to give a response for each event tag when they stop a recorded event, either by turning off the switch in the interview room or pressing the 4RE DVR's **Stop** button.

The system-provided **EventCategory** event tag is used to classify a recorded event, for example, as an **Assault**. This classification can help refine a search for the interview evidence later.

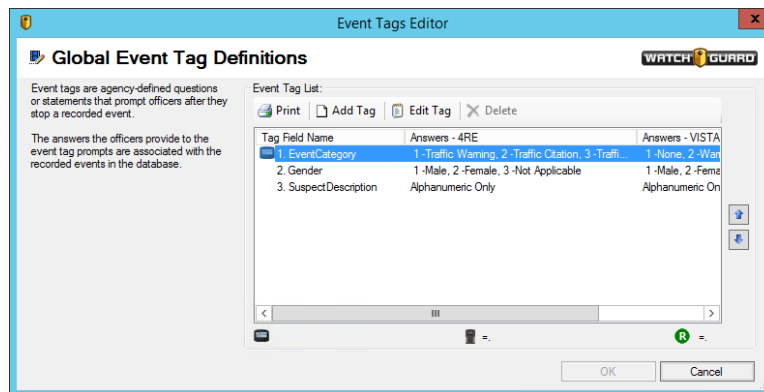
The **EventCategory** tag is also used to control how the system applies retention policies to recorded events. Depending on how your agency configures its data retention, some **EventCategory** classifications are kept longer than others, some are automatically archived or purged at the end of their retention period.



Note: For more information about the **EventCategory** event tag, see the *Managing Devices* section of the *Evidence Library 4 Web User Guide* or *Online Help*. For information about data retention in *EL4 Web*, see the *Managing Evidence Storage* section of the *Evidence Library 4 Web User Guide* or *Online Help*.

In Evidence Library 4 Web (EL4 Web), all of your agency's event tags (both 4RE and VISTA) are set up in the same Evidence Library Administrator (EL Administrator) location, the **Event Tags Editor**.

Currently, an interview room setup only uses the 4RE DVR, so you only need to set up 4RE event tags and category answers for an interview room configuration.





Note: For instructions how to set up event tags other than **EventCategory**, see the *Managing Devices* section of the *Evidence Library 4 Web User Guide* or *Online Help*.

About categories

The **EventCategory** event tag includes a number of categories by default. Your agency may have already changed these default categories and added others for in-vehicle use. You can add categories to the list, as needed, for interview room use. (below)

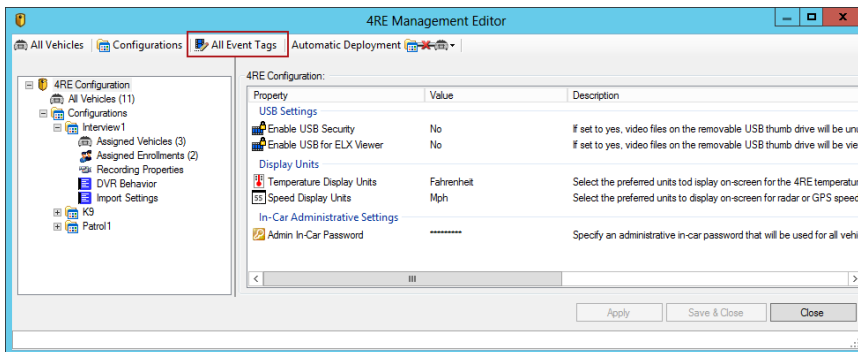


Important! The list of categories for the **EventCategory** event tag applies to your agency as a whole; it should include categories applicable to both in-vehicle and interview room recorded events.

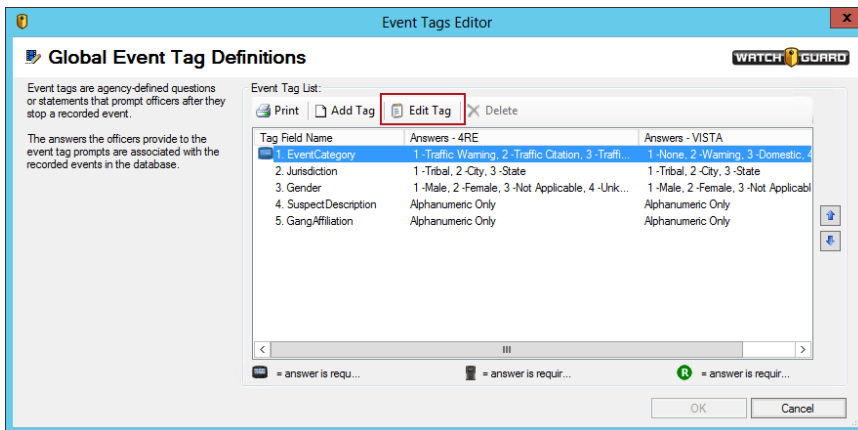
Adding categories to the list

To add an interview room category to the **EventCategory** event tag:

1. At the top of the **4RE Management Editor** dialog box, click **All Event Tags**.



The **Global Event Tag Definitions** dialog box opens showing your agency's event tags.



2. Select **EventCategory** on the list of event tags, then click **Edit Tag**.

The **Editing Event Tag** dialog box opens showing the attributes for the **EventCategory** event tag.

3. Click **Add**.

The **Create Dropdown Answer for Tag** dialog box opens.

4. Enter the **Display Answer** for both **4RE** and **VISTA**.

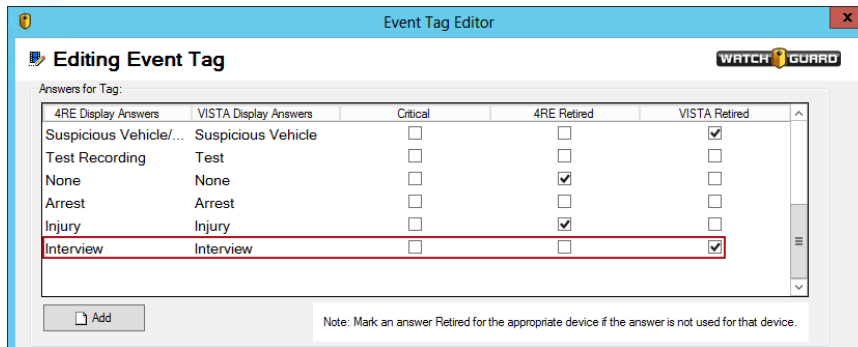


Note: The system requires that you enter a **VISTA Display Answer** even though the VISTA answer is not applicable for the interview room.

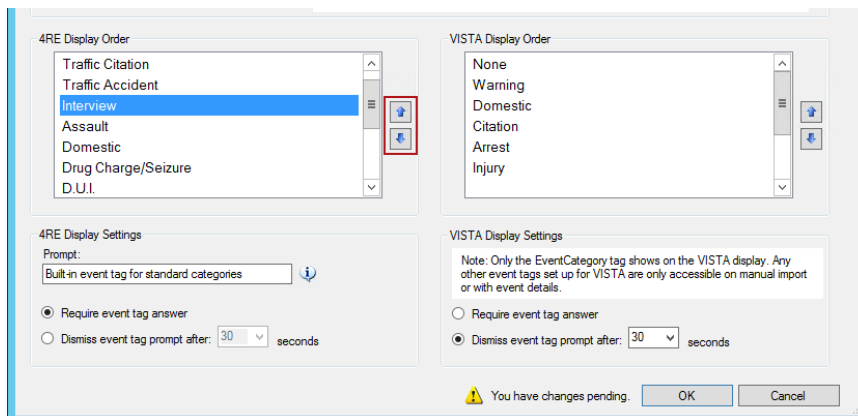
Configuring the 4RE DVR

5. Click **OK**.

The new category is added to the bottom of the lists of **Display Answers**.



6. Check the **VISTA Retired** checkbox to prevent the answer from displaying on your agency's VISTA cameras, as applicable.
7. Click the up or down arrow to the right of the category list to adjust the new category's position in the list, as needed.



Important! Remember that the event tag categories apply to all your agency 4RE DVRs, including those in vehicles and those for interview rooms.

8. Repeat steps 3 through 7 as needed to add further interview room categories to the **EventCategory** event tag list.
9. Click **OK**.

Setting the Recording Properties

Note: These instructions correspond to step 8 on the recommended workflow (page 13).

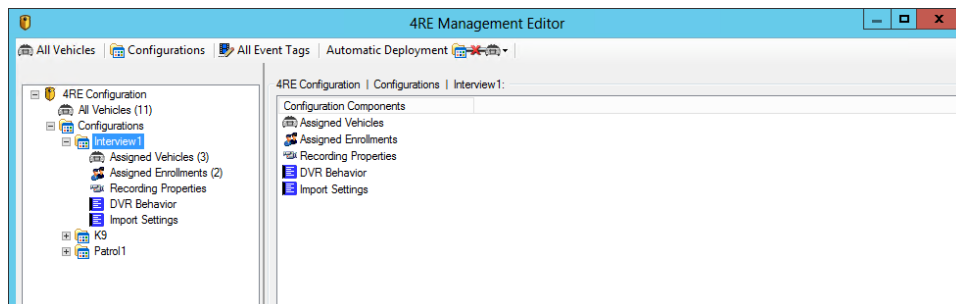
In Evidence Library Administrator (EL Administrator), the 4RE **Recording Properties** allow you to set the video quality for the interview room cameras (secondary cameras), the auto-start recording setting for the interview room switch, and additional record time you want to include in your recorded event (pre- or post-event). You also assign event tags to a configuration with **Recording Properties**.

Note: For more information on the individual **Recording Properties** settings, see the *Managing Devices* section of the *Evidence Library 4 Web (EL4 Web) User Guide* or *Online Help*.

To set up the **Recording Properties** for an interview room configuration:

1. On the **4RE Management Editor** dialog box, click the plus sign (+) next to the name of the configuration whose **Recording Properties** you want to set.

The configuration expands to show its five parts.



Configuring the 4RE DVR

2. Click **Recording Properties**.

The **Recording Properties** settings appear.

4RE Configuration | Configurations | Interview1 | Recording Properties:

Front Camera Settings
User Permissions: Force camera on
 Use critical rules in-car to determine quality
Critical Video Quality: HD high resolution | Critical Frame Rate: 30 fps
Routine Video Quality: SD high resolution | Routine Frame Rate: 30 fps

Secondary Camera Settings
User Permissions: Camera on, off or background
Video Quality: SD high resolution | Frame Rate: 30 fps

Panoramic Camera Settings
User Permissions: Camera on, off or background
Video Quality: High resolution | Frame Rate: 30 fps

Recording Reminder Alerts
Active Recording:
 Do not alert
 Alert every 1 Minutes

USB Events
Rewrite after 24 Hours

Event Override Controls
 Allow Resolution overrides when Event Tags exist. (Resolution override applicable only when front camera critical rules are enabled.)

Assigned Event Tags
Assign up to 6 tags. (Check the box to assign a tag to all vehicles in this configuration.)

Event Tag	Prompt	Type	Answer Description
<input checked="" type="checkbox"/> Event Category	Built-in event tag for sta...	Dropdown...	Traffic Warning; Traffic Citation; Traffic Accident; Interview; Assau...

Auto-Start Record
Start recording upon activation of:
 Lights Use delay
 Siren
 Auxiliary Input
 Wireless mic
 Crash Patrol Speed 70 Mph
 Group member start

Additional Record Time
Pre-Event Time: 1 minute | Post-Event Time: None

Auto-Stop Record
Prompt for Stop: Edit Wait 5 minutes
 Group member stop

Maximum Recorded Event Size
Split Events: Do not automatically split events

Maximum Recorded Event Time
Auto Stop: Do not stop
 Stop after 0 Hours 0 Minutes

Apply Save & Close Cancel

3. Set the **Secondary Camera Settings**.



Note: The interview room setup does not use a front camera or a panoramic camera, so neither the **Front Camera Settings** nor the **Panoramic Camera Settings** are applicable.

- Set the **User Permissions** to indicate whether you want to give the investigator the ability to turn off an interview room camera from the 4RE DVR.



Tip: On the DVR, the investigator can only turn a camera off during a recording if there is more than one camera in the interview room setup.

Select either the **Camera on, off or background** or the **Camera on or off** option if the investigator may need to momentarily turn off a camera while continuing to record audio.

- Select the **Video Quality** and **Frame Rate** for the interview room cameras.

4. Set the **Auto-Start Record** settings for an interview room:
 - a. Check the **Auxiliary Input** checkbox to automatically start a recording when the investigator turns on the switch in the interview room.
 - b. Clear all other checkboxes (except the **Auxiliary Input** checkbox).



Warning! Make sure none of the other checkboxes in the **Auto-Start Record** section are checked. If any of the checkboxes other than **Auxiliary Input** are checked, the interview room setup script for the 4RE DVR may fail.

5. Select how much **Pre-Event** and **Post-Event Time** you want to add to a recorded event using the **Additional Record Time** section.
6. Select the **Event Tags** you want to assign to the interview room configuration using the **Assigned Event Tags** section.
For information about setting up the **EventCategory** event tag for an interview room, see *Setting Up the EventCategory Event Tag* on **page 19**.
7. You can accept the defaults for the rest of the **Recording Properties** settings.



Note: For more information on the individual settings on **Recording Properties**, see the *Managing Devices* section of the *Evidence Library 4 Web (EL4 Web) User Guide* or *Online Help*.

8. Click **Apply**.
The **Recording Properties** are saved and applied to the interview room configuration.

Setting the DVR Behavior Properties



Note: These instructions correspond to step 9 on the recommended workflow (**page 13**).

In Evidence Library Administrator (EL Administrator), the 4RE **DVR Behavior** properties allow you to set values that determine some of the behavior of an interview room 4RE DVR.



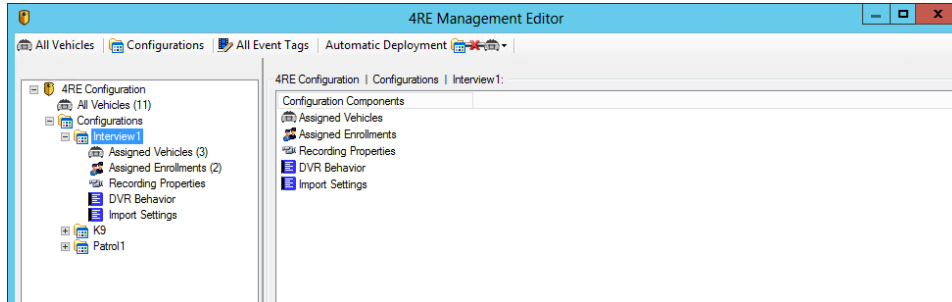
Note: For more information on the individual **DVR Behavior** settings, see the *Managing Devices* section of the *Evidence Library 4 Web (EL4 Web) User Guide* or *Online Help*.

Configuring the 4RE DVR

To set up the **DVR Behavior** properties for an interview room configuration:

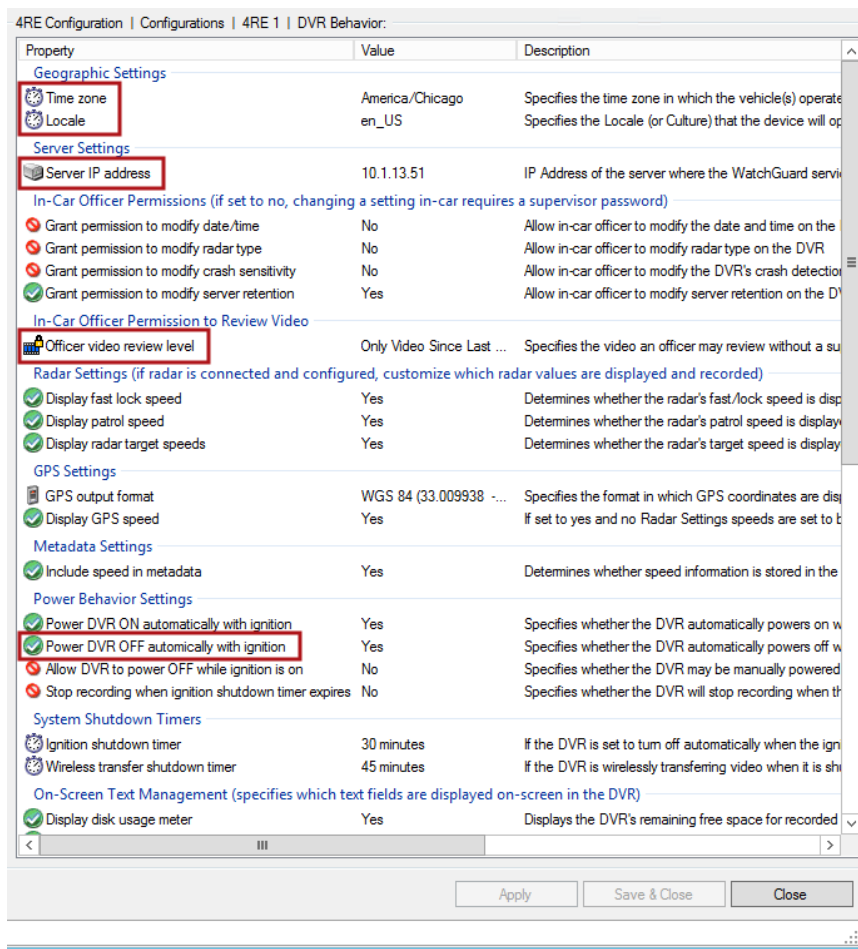
1. On the **4RE Management Editor** dialog box, click the plus sign (+) next to the name of the configuration whose **DVR Behavior** properties you want to set.

The configuration expands to show its five parts.



2. Click **DVR Behavior**.

The **DVR Behavior** properties appear.



3. Double-click the **Time Zone** property to set the time zone where your agency operates.
4. Double-click the **Locale** property to set the language and location applicable to your agency.

5. Double-click the **Server IP Address** property to set the EL4 Web server IP address.



Note: This is the EL server address that the 4RE DVR uses to upload evidence over your agency's wired network.

6. Double-click the **Officer video review level** property to select what level of video review an investigator can perform on the 4RE DVR without entering a supervisor password.
7. Double-click the **Power DVR OFF automatically with ignition** property to change the value to **No**.
8. Click **Apply**.

The **DVR Behavior** properties are saved and applied to the interview room configuration.



Note: You can accept the default settings for the rest of the **DVR Behavior** properties. Not all the properties are applicable to an interview room setup, but when the property is applicable, the default setting is the most appropriate option.

If you have questions about the best **DVR Behavior** settings for your agency, consult with your system administrator or your WatchGuard representative.

Enabling Automatic Configuration Deployment



Note: These instructions correspond to step 10 on the recommended workflow (page 13).

As part of the interview room configuration, you can enable a switch in Evidence Library Administrator (EL Administrator) that allows EL4 Web to deploy updated configurations automatically to your agency 4RE DVRs. The initial 4RE DVR configurations (including the enabled switch) must be deployed to the 4REs manually, but after that, the enabled switch allows EL Administrator to update each 4RE's configuration automatically as new versions are available.

Important! The switch to enable automatic deployment is a global setting for your agency. Changing this setting affects configuration deployment for your agency as a whole.



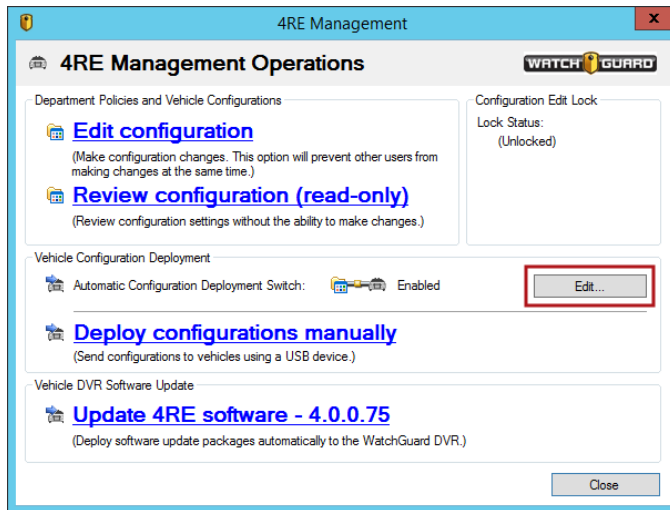
If your agency does not want to automatically deploy configurations to its fleet of 4RE DVRs, it can deploy them manually. For information on deploying configurations manually, see the *Managing Devices* section of the *Evidence Library 4 Web User Guide* or *Online Help*.

Automatic Configuration Deployment is disabled by default.

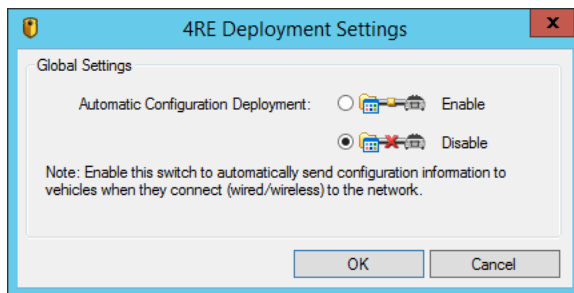
Configuring the 4RE DVR

To enable or disable automatic 4RE configuration deployment:

1. On the **4RE Management Operations** dialog box, click **Edit**.



The **4RE Deployment Settings** dialog box opens.



2. Select the **Enable** or **Disable** option, then click **OK**.



Warning! Changing the **Automatic Configuration Deployment** setting affects automatic configuration updates for ALL of your agency's 4REs, not just the interview room 4REs. Consult with your EL administrator before changing this setting.

When the global **Automatic Configuration Deployment** switch is enabled, if an updated configuration is available for an interview room 4RE DVR, it is deployed to the DVR automatically.



Note: For more information about deploying to your agency 4RE DVRs, see the *Managing Devices* section of the *Evidence Library 4 Web User Guide* or *Online Help*.

Deploying a Configuration Manually

Note: These instructions correspond to step 11 on the recommended workflow (page 13).

The first time you deploy a configuration to a 4RE DVR, you must deploy manually with a USB thumb drive. Even though the interview room 4REs have a wired connection to your agency network, until the first configuration is manually deployed, no connection can be made between an interview room 4RE and the Evidence Library 4 Web (EL4 Web) server.

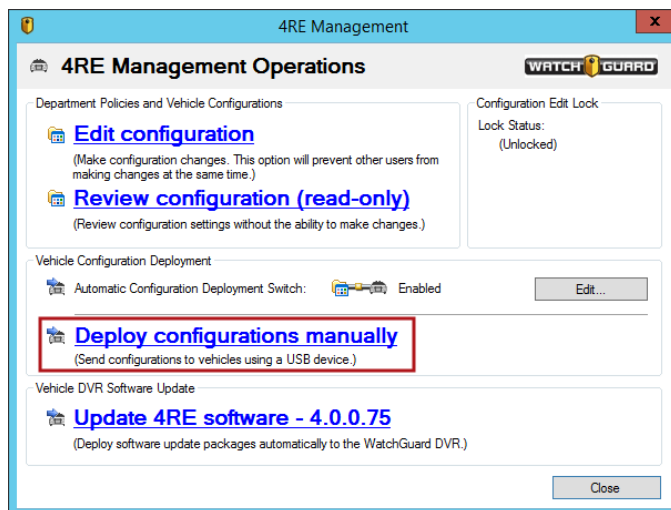
When you manually deploy a configuration, you use an empty USB thumb drive (minimum 512 MB), or a USB thumb drive that has been used only for deploying configuration files.

When you deploy a configuration manually, you select which interview room 4REs should have that configuration applied to them. The system generates a configuration file specific to each interview room 4RE. It uses the configuration assignment you made when you added the 4RE to the **All Vehicles** list. For instructions how to add an interview room 4RE to the **All Vehicles** list, see *Adding an Interview Room to the Central List* on page 15.

Note: For more information about deploying configurations to your agency's 4RE DVRs, see the *Managing Devices* section of the *Evidence Library 4 Web User Guide* or *Online Help*.

To manually deploy the initial configuration to an interview room 4RE DVR:

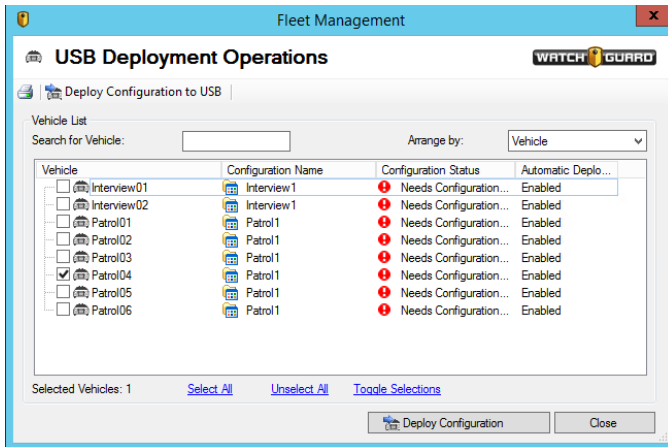
1. On the **4RE Management Operations** dialog box, click **Deploy configurations manually**.



The **USB Deployment Operations** dialog box opens listing all the 4RE DVRs (in-vehicle and interview room) on the **All Vehicles** list.

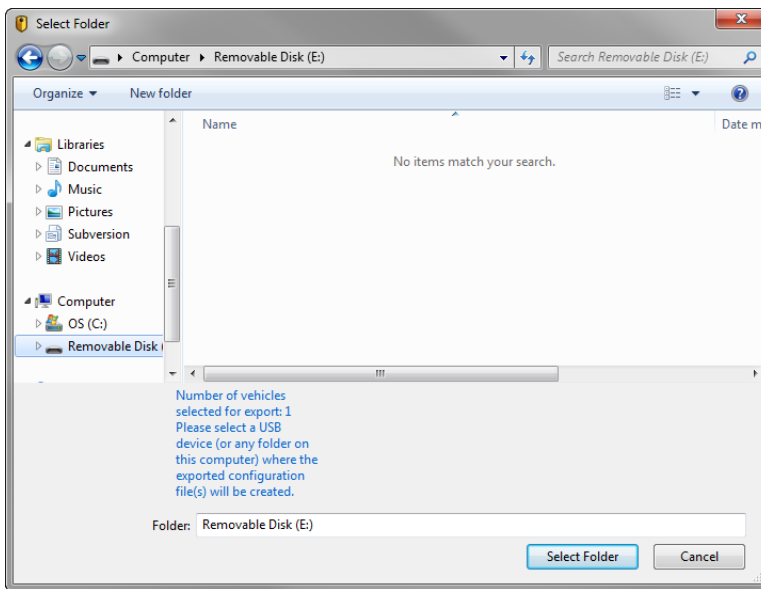
Configuring the 4RE DVR

2. Check the checkboxes next to the IDs of the 4RE DVRs (**Vehicle**) you want to deploy a configuration to, then click **Deploy Configuration**.



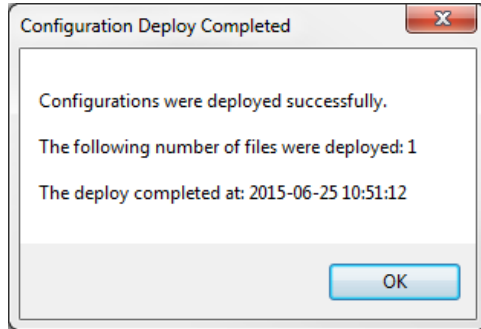
The **Select Folder** dialog box opens.

3. If you have not already done so, insert the USB thumb drive into the computer, navigate to and select the USB thumb drive, then click **Select Folder**.



Important! Make sure you select the USB thumb drive at the top level, that is, do not select a folder on the USB thumb drive to save your configuration files to.

The **Configuration Deploy Completed** message box opens confirming that the 4RE configurations were successfully saved to the USB thumb drive.



Note: EL4 Web saves the configuration files on the USB thumb drive within the folder structure **wgv\config**.

4. Click **OK**.
5. Eject the USB thumb drive correctly for the operating system installed on the EL Administrator computer.



Warning! You must eject the USB thumb drive correctly for the operating system you have installed. Removing the USB thumb drive incorrectly can result in corruption of data or other unexpected results. See Microsoft Windows® help for instructions to safely remove a USB thumb drive for your operating system.

6. Load the 4RE configuration on the interview room 4RE using the USB thumb drive.
For instructions how to load the 4RE configuration on the 4RE DVR, see *Deploying a configuration to a DVR* below.

Deploying a configuration to a 4RE DVR



Note: These instructions correspond to step 12 on the recommended workflow ([page 13](#)).

After you have loaded the interview room configuration on a USB thumb drive, you deploy it to the 4RE DVR.

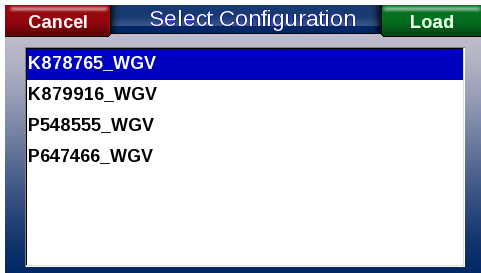
To deploy a 4RE configuration to the interview room DVR:

1. If needed, remove the USB thumb drive containing recorded events from the 4RE DVR. For instructions how to safely remove a USB thumb drive from a 4RE DVR, see *Removing a USB Thumb Drive Safely from a 4RE DVR* on [page 33](#).



Warning! It is critical that you only remove a USB thumb drive from a 4RE DVR when it is safe to do so. Removing the USB thumb drive too early can result in loss of evidence or other unexpected results when data is imported from the USB thumb drive.

2. Insert the interview room configuration USB thumb drive into the interview room 4RE DVR. The **Select Configuration** screen appears on the 4RE Display Screen.

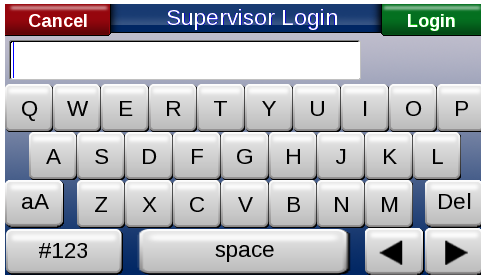


3. Select the configuration you want to deploy, then touch **Load**.



Tip: Each configuration listed on the **Selected Configuration** screen corresponds to a specific 4RE DVR. Select the configuration appropriate to the DVR you are working on.

The **Supervisor Login** screen appears.



4. Enter your supervisor password, then touch **Login**.

The **It is now safe...** message box appears.



5. Touch **OK** and remove the USB thumb drive containing the interview room configuration from the 4RE DVR.



Note: If a message appears on the 4RE Display Screen instructing you to reboot the DVR, touch **OK**. Remove the interview room configuration USB thumb drive, power the DVR off, wait 10 seconds, then power it back on.

6. If needed, replace the USB thumb drive containing recorded events in the 4RE DVR.



Note: For more information about working with the 4RE DVR in an interview room setup, see *Using the 4RE DVR* on **page 37**.

Removing a USB thumb drive safely from a 4RE DVR



Warning! It is critical that you only remove a USB thumb drive from a 4RE DVR when it is safe to do so. Removing the USB thumb drive too early can result in loss of evidence or other unexpected results when data is imported from the USB thumb drive.

There are two ways to safely remove the USB thumb drive from the 4RE DVR. The first uses the **Transfer** function on the Display Screen's **Main Menu**. The second uses the **Stop** button on the Display Control Panel.

Using the Transfer function

To safely remove a USB thumb drive from a 4RE DVR using the **Transfer** function:

1. If the door on the front of the 4RE DVR is closed and locked, insert the key and turn it clockwise.

The door opens and the USB thumb drive pops out.



2. On the Display Screen's **Main Menu**, touch **Transfer**.



The **Status** screen appears.

Configuring the 4RE DVR

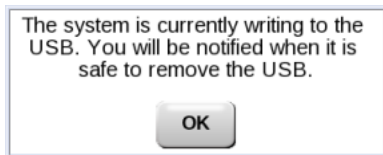
3. Touch **USB**.

The **USB** screen appears.



4. Touch **Safely Remove**.

If it is not yet safe to remove the USB thumb drive, the **The system is currently writing...** message appears.



5. Touch **OK**.

When it is safe to remove the USB thumb drive, the **It is now safe...** message appears.



6. Touch **OK** and remove the USB thumb drive from the 4RE DVR.

Using the Stop button

To safely remove a USB thumb drive from a 4RE DVR using the **Stop** button:

1. If the door on the front of the 4RE DVR is closed and locked, insert the key and turn it clockwise.

The door opens and the USB thumb drive pops out.



2. On the Display Control Panel, press and hold the **Stop** button for three seconds, then release it. The **Do you wish to safely remove...** message appears.



3. Touch **Yes**. The **It is now safe...** message appears.



4. Touch **OK** and remove the USB thumb drive from the 4RE DVR.



Note: For more information about working with the 4RE DVR for an interview room setup, see *Using the 4RE DVR on page 37*.

Running the Interview Room Script on the 4RE DVR



Note: These instructions correspond to step 14 on the recommended workflow (*page 13*).

For the 4RE DVR to work in an interview room setup, you must run the interview room script (part number WGS00187) on the 4RE.

Running the interview room script allows the 4RE to:

- Play live audio from the interview room microphone through the Display
- Use the interview room wall switch as a record start and stop trigger
- Stream higher quality video to Watch Commander (30 frames/second instead of the default 5 frames/second)



Important! Only run the interview room script on the 4RE after you have deployed an Evidence Library configuration to the 4RE DVR. See the recommended workflow on *page 13*.

Configuring the 4RE DVR

To run the interview room script on the 4RE:

1. If needed, remove the USB thumb drive containing stored recordings from the 4RE. For instructions how to safely remove a USB thumb drive from a 4RE, see *Removing a USB Thumb Drive Safely from a 4RE DVR* on **page 33**.



Warning! *It is critical that you only remove a USB thumb drive from a 4RE when it is safe to do so. Removing the USB thumb drive too early can result in loss of evidence or other unexpected results when data is imported from the USB thumb drive.*

2. Insert the USB thumb drive containing the interview room script into the 4RE.
The script runs automatically.
When it is finished, the message that it is safe to remove the USB device appears.
3. Touch **OK** and remove the USB thumb drive from the 4RE.
A message appears instructing you to reboot the DVR.



Important! *Make sure you remove the USB thumb drive containing the interview room script from the 4RE before you reboot it.*

4. Touch **OK**, then power off the 4RE, wait 10 seconds, and power it back on.
5. If needed, replace the USB thumb drive containing recorded events in the 4RE.



Tip: *If the 4RE Display shows you an **Interview room configuration failure** message, follow the instructions in the message to successfully run the script. If you have further questions, contact WatchGuard Customer Service.*

Using the 4RE DVR

In this section...

- About the 4RE DVR (**page 39**)
- Powering on the 4RE (**page 41**)
- Logging in to the 4RE (**page 42**)
- Starting and stopping a recorded event (**page 43**)
- Adjusting the live audio volume (**page 45**)
- Muting the audio on the recorded event (**page 46**)
- Changing camera views of the live video (**page 47**)
- Deactivating a camera stream on the recorded event (**page 48**)
- Tagging the recorded event (**page 50**)

Overview

The DVR (digital video recorder) is the central component of the 4RE system (**page 39**). The 4RE DVR is a Linux-based computer that processes and stores evidence collected through connected cameras and microphones.

In an interview room setup, the 4RE DVR is also connected to Evidence Library 4 Web (EL4 Web) through your agency's computer network. For information on using EL4 Web with your interview room evidence, see *Using Evidence Library 4 Web* on **page 54**.

The following procedures cover the basics of using the 4RE DVR to collect evidence from an interview room:

- Powering on the 4RE (**page 41**)
- Logging into the 4RE (**page 42**)
- Starting a recorded event (**page 43**)
- Adjusting the live audio (**page 45**)
- Muting the event audio (**page 46**)
- Changing camera views on the 4RE (**page 47**)
- Turning off an event camera stream (**page 48**)
- Tagging the event (**page 50**)

About the 4RE DVR

The 4RE DVR has two parts:

- DVR (below)
- Display ([page 40](#))

DVR

The DVR contains two storage devices used to record and store video evidence:

- 200 GB hard disk drive (HDD) or 64 GB solid state drive (SSD)
- Removable 16 or 32 GB USB thumb drive

The USB thumb drive functions primarily as a backup storage device for the hard drive. WatchGuard Video provides a 16 GB (optional 32 GB) USB thumb drive. If no USB thumb drive is present, the DVR remains fully functional.



On the front of the DVR is a locked door panel. When you unlock the door panel, a small, red arm extends outward holding the USB thumb drive. All DVR keys are identical.



Warning! It is critical that you only remove a USB thumb drive from a 4RE DVR when it is safe to do so. Removing the USB thumb drive too early can result in loss of evidence when data is imported from the USB thumb drive. For instructions how to properly remove a USB thumb drive from the DVR, see *Removing a USB thumb drive safely from a 4RE DVR* on [page 33](#).

In an interview room setup, evidence is usually uploaded automatically to the Evidence Library server using your agency's computer network. You can use the USB thumb drive to transfer evidence from the DVR to the Evidence Library server if a network link is unavailable.



Note: A USB thumb drive is also used to configure the DVR. For more information, see *Configuring the 4RE DVR for an Interview Room* on [page 11](#).

Display

The 4RE DVR Display has two parts:

- **Display Control Panel:** Press the buttons to perform basic 4RE functions
- **Display Screen:** Touch the screen to make additional choices



The Display Screen shows one or more live video streams from the interview room cameras. The foreground contains current user and status information including:

- 4RE DVR hard drive and USB thumb drive (if present) storage status
If bars appear in the storage drive meters, the DVR contains recorded events that need to be uploaded to the Evidence Library server.



Warning! If the DVR hard drive fills completely, the 4RE stops recording.

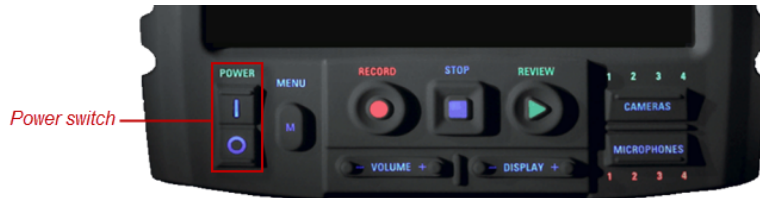
- Date and time
- Name of the agency
- Name of the officer logged into the 4RE
- Interview room ID

To hide the user and status information:

- Touch **Hide** in the upper right corner of the Display Screen.

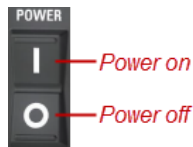
Powering On the 4RE DVR

The 4RE DVR must be powered on before you can perform any other 4RE function. You power on the 4RE DVR using the **Power** switch on the Display Control Panel.



To power on the 4RE DVR:

- Press and hold the **Power** | button up for about a half second.



The lights on the Display Control Panel flash when the boot-up process starts.

The entire boot-up process takes about a minute. As the 4RE boots up, the Display Screen shows its progress with a number of status bars.



The Display sounds a triple tone when the boot-up process has finished.

Logging In to the 4RE DVR

When you log in to the 4RE DVR, you associate your name as the investigator with the evidence recorded in the interview room.



Important! WatchGuard Video recommends that you log in to the 4RE DVR (or verify that you are logged in) before each interview. Logging in ensures that your name is associated with the interview recording.

To log in to the 4RE DVR:

1. On the Display Control Panel, press **Menu**.

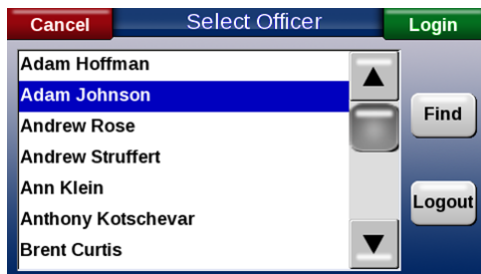


The **Main Menu** screen appears on the Display Screen.



2. Touch **Officer**.

The **Select Officer** screen appears on the Display Screen.



3. Select your name from the list, then touch **Login**.

Your name shows as the logged in officer in the bottom right corner of the Display Screen.



Starting and Stopping Recordings

When you use the 4RE DVR to record evidence during an interview, you can start or stop the recorded event using:

- The interview room wall switch (if applicable) ([page 44](#))
- The **Record** and **Stop** buttons on the 4RE DVR Display Control Panel ([page 44](#))

The wall switch and the buttons function as triggers that start and stop a recorded event on the 4RE.

Warning! *An event can be stopped at the DVR even if it was started using the switch in the interview room. If the **Stop** button is pressed on the DVR while the interview room switch is in the **On** position, the interview room switch seems to indicate that the DVR is still recording, but it is NOT.*



*To avoid this scenario, if you used the interview room switch to start an event, do not press **Stop** on the DVR Display Control Panel to stop the event. Only stop the recorded event by turning off the interview room switch.*

When you trigger a recorded event on the 4RE DVR, the DVR records both audio and video. If the interview room is set up with two cameras, the recorded video includes both camera views by default. If the interview room has two cameras, you can deactivate one of them during an event, depending on the 4RE's configuration. If one camera is deactivated, the 4RE continues to record the other camera view as well as the audio. For more information, see *Deactivating Camera Streams During a Recording* on [page 48](#).



Note: *The 4RE DVR requires that one camera always be active.*

If you need to, you can also mute the audio during a recording. For instructions how to mute the audio during a recording, see *Muting the Audio During a Recording* on [page 46](#).

The interview room wall switch

To start a recorded event using the interview room wall switch:

- Turn on the switch in the interview room.

The 4RE starts recording an event.

To stop an event using the interview room wall switch:

- Turn off the switch in the interview room.

The 4RE DVR Display Control Panel

To start a recorded event using the buttons on the 4RE DVR Display Control Panel:

- Press **Record**.



When the 4RE starts recording:

- The Display beeps
- The Display Screen shows **REC**
- The **Record** button on the Display Control Panel lights up red



To stop an event using the buttons on the 4RE DVR Display Control Panel:

- Press **Stop**.



Adjusting the Live Audio on the 4RE DVR

If you need to, you can adjust the volume of the live audio coming through the speaker on the 4RE DVR.

i **Note:** Changing the volume of the live audio coming through the 4RE DVR Display Screen does NOT affect whether the audio is included in a recorded event.

To adjust the volume of the audio coming through the Display speaker:

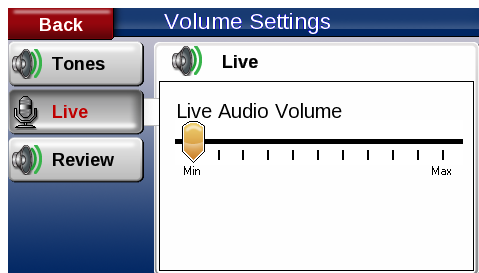
1. On the Display Control Panel, press the **Volume** control.



Volume control

The **Tones Volume** control appears.

2. Touch **Advanced** below the **Tones Volume** control.
The **Volume Settings** screen appears.
3. Touch **Live** on the left of the screen, then adjust the **Live Audio Volume** slider to the volume you want.



4. To return to the camera view, press **Menu** on the Display Control Panel.

Muting the Audio During a Recording



Note: The ability to turn off the audio for a recorded event must be configured in Evidence Library (EL). For more information on configuring the 4RE DVR for use in an interview room, see *Configuring the 4RE DVR for an Interview Room* on page 11.

If you need to turn off the interview room audio during a recorded event, you can use the 4RE DVR to mute the audio on the recording while continuing to record video in the room.

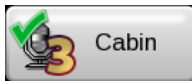
When you trigger an event (either with the switch in the interview room, or the **Record** button on the DVR Display Control Panel), the microphone in the interview room activates. To mute the audio on an event:

1. On the DVR Display Control Panel, press the **Microphones** control.



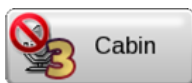
Microphones control

The active microphone button appears on the Display Screen.



2. Touch the microphone button.

The green checkmark on the microphone button changes to a red circle with a slash. The audio on the event is muted.



The microphone button disappears from the Display Screen after about 4 seconds.

3. When you want to unmute the audio on the recorded event, press **Microphones** on the Display Control Panel, then touch the deactivated microphone button.

Changing the Camera View on the 4RE DVR

i **Note:** You can only change the camera view on the 4RE DVR if you have more than one camera in your interview room setup.

If you have two cameras in your interview room, you can change how the camera views appear on the DVR Display Screen.

! **Important!** Changing how the camera views show on the DVR Display Screen does not affect whether both camera streams are included in a recorded event. For instructions how to deactivate a camera stream so it is NOT included in an event, see *Deactivating Camera Streams During a Recording* on **page 48**.

By default, both the camera views show on the Display Screen in a split configuration, like in the following example:



To show one or the other view on the Display Screen by itself:

- Touch the camera view you want to display.

Using the 4RE DVR

The view you touched fills the Display Screen.



To return to the split configuration view:

- Touch the screen.



Note: If you touch the lock icon (above the disk storage meters on the left), the camera view locks in place on the Display Screen. When you touch the lock icon again, the camera view unlocks.

Deactivating Camera Streams During a Recording



Note: The ability to turn off a camera (deactivate a stream) during a recorded event must be configured in Evidence Library 4 Web (EL4 Web). For more information, see *Configuring the 4RE DVR* on **page 11**.

If you need to turn off one of the interview room cameras during an event, you can use the 4RE DVR to deactivate that camera stream while continuing to record the other camera stream and the audio in the room.



Important! You can only deactivate a camera stream on an event if you have more than one camera in your interview room setup. The 4RE requires that one camera always be active.

To deactivate one of the camera streams during a recorded event:

1. Press the **Cameras** control on the Display Control Panel.



The active camera buttons appear on the Display Screen.



2. Touch the camera button for the camera stream you want to deactivate.

The camera stream corresponding to the button you touched is deactivated (turned **Off**).



The camera buttons disappear from the Display Screen after about 4 seconds.

3. When you want to reactivate the camera stream, press **Cameras** on the Display Control Panel, then touch the camera button for the deactivated stream.

Tagging a Recorded Event on the 4RE DVR



Note: Event categories and other event tag questions (as well as whether a 4RE asks you to tag an event) are determined by your agency and configured in Evidence Library 4 Web (EL4 Web). For more information, see *Configuring the 4RE DVR* on **page 11**.

After you finish an interview, the 4RE DVR asks you to tag the recorded event of that interview.



Note: You can tag the event on the 4RE immediately after you stop it, or you can tag it later using EL4 Web. For more information on editing event tags in EL4 Web, see *Using Evidence Library 4 Web* on **page 54**.

When you stop an event (either by turning off the switch in the room or pressing the **Stop** button on the 4RE), the 4RE shows you questions that ask you to provide information about the interview you just completed. You may be asked only one question (to categorize the interview) or multiple questions with different types of answers. The questions asked are determined by your agency.

Event Category tag

The Event Category tag (the first question shown on the 4RE) is used to classify the interview recording. This classification can help refine a search for the interview evidence later in EL. The categories in the Event Category tag list are determined by your agency.



Note: The Event Category tag list contains all your agency categories, including those for the in-vehicle 4RE DVRs.

The Event Category tag classification is also used to control how the EL system applies retention policies to recordings. Depending on how your agency configures its data retention, some classifications are kept longer than others; some are automatically archived or purged at the end of their retention period.

The Event Category tag is usually required by your agency, so the category request stays on the DVR Display Screen until you select an event category or start another recorded event. If the 4RE is waiting for you to categorize an event and you start a new event, the 4RE saves the first event without an event category and uploads it to EL. You can categorize the uncategorized event later in EL using the event properties feature. For more information on editing event tags in EL, see *Using Evidence Library 4 Web* on **page 54**.



Important! Because the Event Category tag affects data retention, setting its answer value incorrectly can cause an event to be improperly purged or archived. For information on your agency's purge and archive criteria, contact your system administrator.

Tagging an event

To tag a recorded event on the 4RE DVR:

1. Stop the event (by turning off the interview room switch or pressing **Stop** on the DVR Display Control Panel).

The **Event Tag** screen appears.

2. Select the category from the list that best describes the nature of the interview event. Scroll down the list as needed.



Note: The Event Category tag list contains all your agency categories, including those for the in-vehicle 4RE DVRs.

3. Touch **Save** in the upper right corner of the screen.
4. If other event tag screens appear, answer each event tag question, as appropriate, touching **Save** after each question.

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Using Watch Commander

You use Watch Commander to monitor the live video streams from your interview rooms. For in-depth information and instructions how to use the various Watch Commander features, see the *Watch Commander User Guide* or *Online Help*.

For instructions how to:

- **Log in to Watch Commander**, see *Signing In to Watch Commander*
- **Locate the interview room video stream on the Vehicle List view**, see *Watch Commander Views > Vehicle List view*
- **View an interview room video stream**, see *Viewing Live Video Streams > Viewing a single live video stream*
- **View multiple interview room video streams at once**, see *Viewing Live Video Streams > Viewing multiple live video streams simultaneously*
- **Change an interview room stream's camera view**, see *Viewing Live Video Streams > Changing a live video stream's camera view*
- **Add another interview room's video stream to the Live Streaming view**, see *Viewing Live Video Streams > Adding another vehicle's video stream to the Live Streaming view*

Using Evidence Library 4 Web

You use Evidence Library 4 Web (EL4 Web) for reviewing and managing the evidence you recorded in your interview rooms. For in-depth information and instructions how to use the various EL4 Web features, see the *Evidence Library 4 Web User Guide* or *Online Help*.

For instructions how to:

- **Log in to EL4 Web**, see *About Evidence Library 4 Web > Using Evidence Library 4 Web*
- **Search for evidence in EL4 Web**, see *Working with Recorded Events > Searching for Recorded Events*
- **Play back video evidence in EL4 Web**, see *Working with Recorded Events > Playing Back Recorded Events*
- **Edit the name of the officer who recorded the evidence**, see *Working with Recorded Events > Viewing and Editing Event Details*
- **Edit the EventCategory event tag**, see *Working with Recorded Events > Viewing and Editing Event Details*

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