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# Control Center User Guide

# UNITED VMS

# 8.1

# TruWITNESS

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Important Instructions and Notices to the User:

Modification of this device without the express authorization of FLIR Commercial Systems, Inc. may void the user's authority under FCC rules to operate this device.

The 'About' section contains a summary of pertinent changes to this document.

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# 1 Introduction





This document describes the operations performed by the Control Center User to utilize the **TruWITNESS Wearable** equipment.

The document is not intended as a stand-alone manual, but is prepared as a guide for sites familiar with Latitude Control Center to understand the new functionality brought by TruWITNESS. The information will be included in the Release, and the information herein will also be added to the relevant Help Files and User Manuals.

## 2 Icons and Statuses

The Control Center Operator must be aware of new icons and statuses related to TruWITNESS

Icons:

Icon	Entity	Description
	User Online	User is navigation tree is online
	User Privacy Mode	User is in navigation is in privacy mode. Live and recorded video and audio are not available.
	User Inaccessible	User in navigation is offline or inaccessible
	User Unassigned	User is not currently assigned a sensory (this icon is seen in the query tree)


## 3 Live View

The Control Center does **not** allow streaming live video from the TruWITNESS Wearable directly to the Control Center on demand. Live stream is only available for a unit when an [Alarm](#) is triggered.

[Live Stream](#), [Audio](#), [Privacy Mode](#), [Inaccessible](#)

### 3.1 Live Stream

The Control Center does **not** allow streaming live video from the TruWITNESS Wearable directly to the Control Center on demand. Live stream is only available for a unit when an [Alarm](#) is triggered by the User.

In the event of such an alarm state, the status of the User shows in the navigation tree as online  and the CC Operator can drag the user into a layout tile, as they would with a regular camera. The video from the TruWITNESS Wearable will populate in the tile and the CC Operator will be able to view the live footage from the field. When the Alarm state ends, the live video will stop.

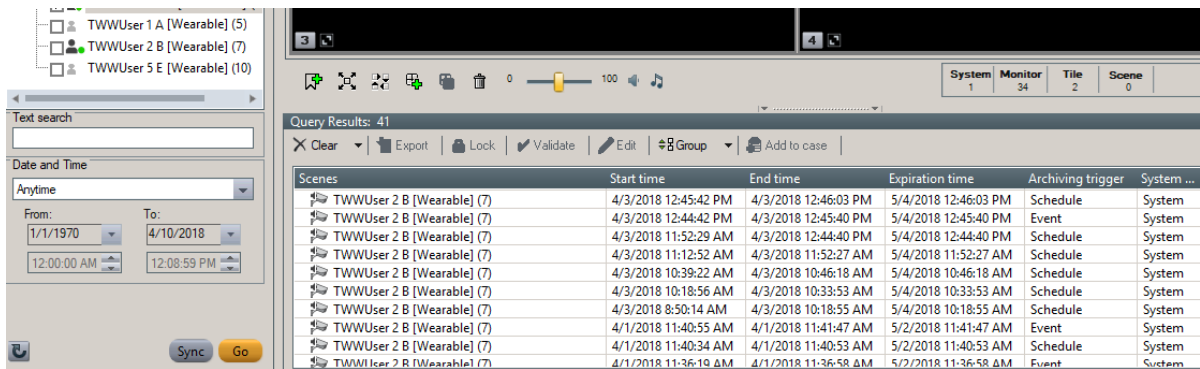


#### 3.1.1 Audio - TruWITNESS

Audio and video are automatically linked and synced when the wearable device is assigned to a TruWITNESS User and will be played simultaneously.



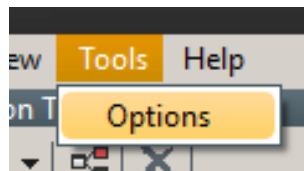
During [playback](#), the Operator will query for footage from the User only, to receive a synced playback scene with video and embedded audio. It is not possible to query for the audio scene alone.



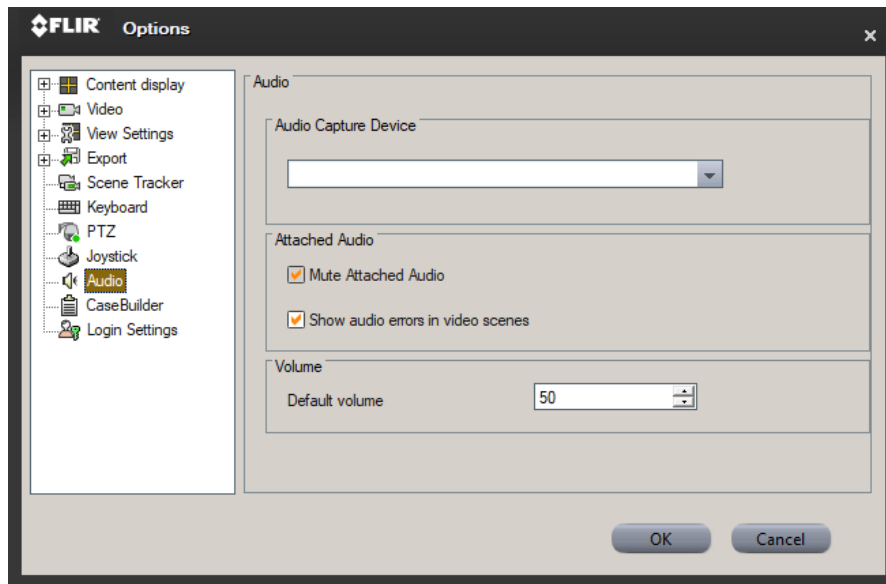
### Recommendation:

By default all linked audio scenes are enabled and un-muted. For the CC operator who is viewing multiple audio-linked scenes at one time this can create a lot of noise. It is recommended to complete the following steps to mute all audio scenes by default, allowing the CC operator to un-mute and mute individual scenes, as needed.

1. Navigate to Tools > Options



2. On the left hand side, go to 'Audio'. Under "Attached Audio" check the "Mute Attached Audio" check box



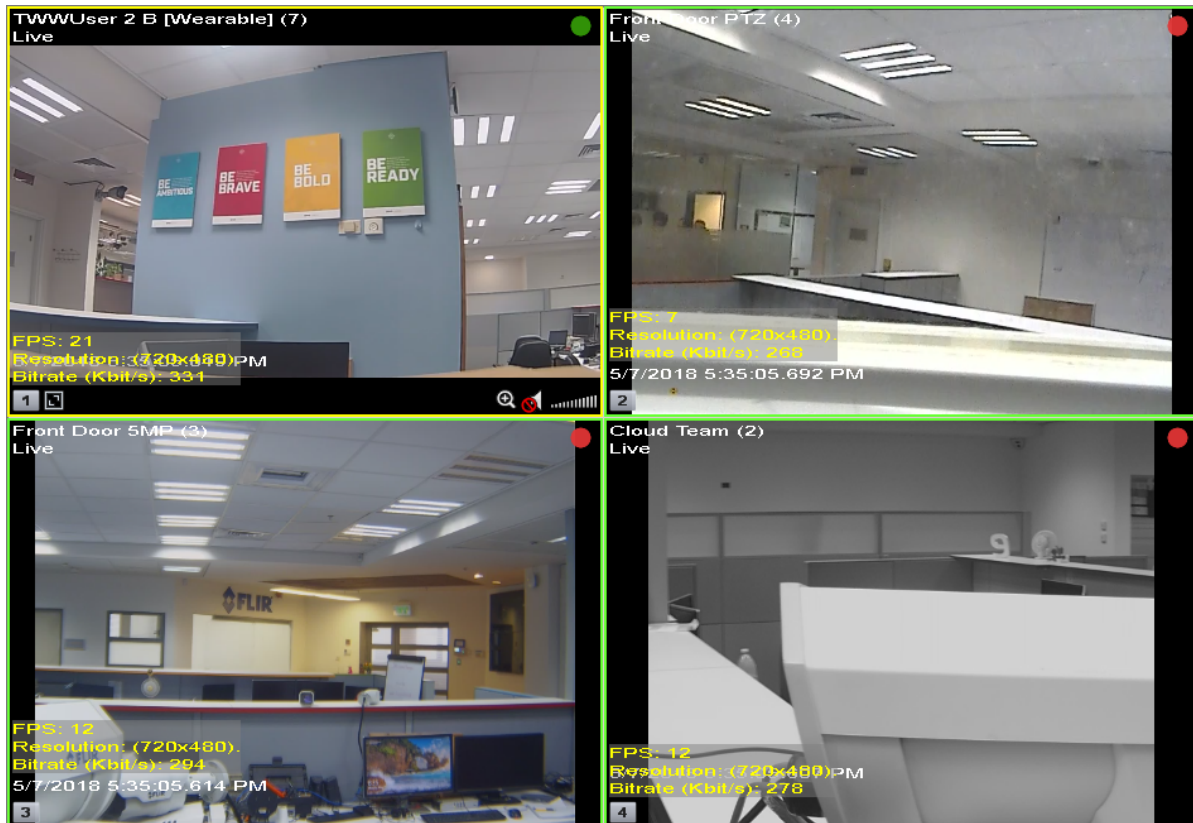
3. When a scene with linked audio is dragged into a tile, it will be muted by default. The operator can choose to un-mute it by clicking the speaker with the red symbol on the bottom right of the tile.




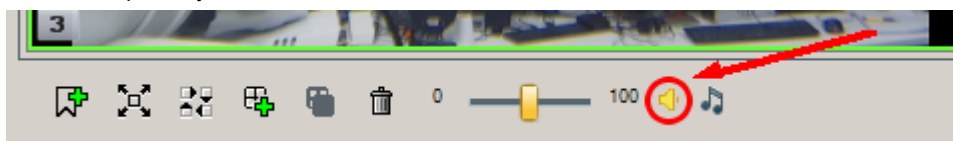
4. When the un-muted scene is removed and returned to a tile, it will default to the muted state

Additionally, if the operator does not want to mute all audio by default, they can complete the following steps to mute multiple scenes temporarily:


1. Bring multiple linked audio scenes into the tile layout
2. Holding the CTRL button on the PC keyboard, while using the mouse to click the tiles the operator can select the scenes they want to mute



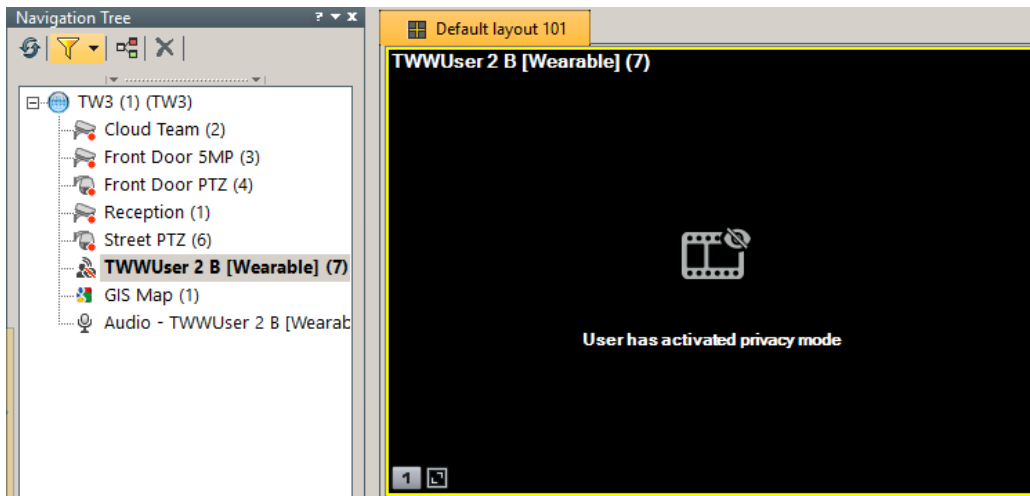
3. Once the desired scenes are selected, click the  button on the toolbar underneath the tile layout to mute those scenes temporarily



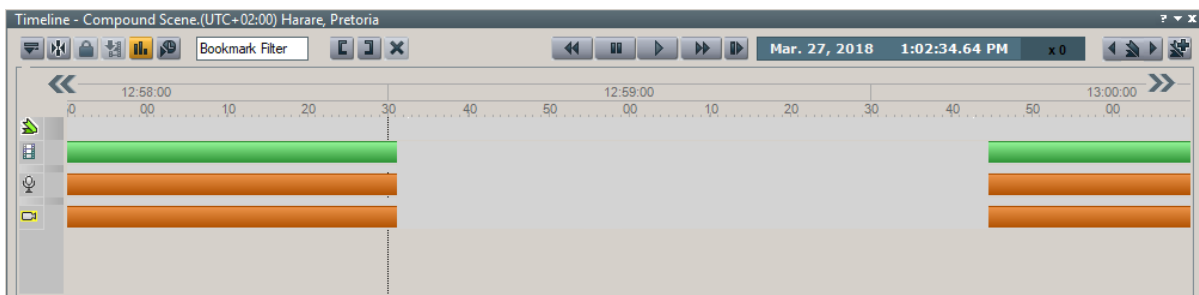
### 3.1.2 Privacy Mode

When the User initiates privacy mode, by holding down the two volume buttons together and releasing, the live and recorded video and audio stream will be blocked. GPS Metadata will continue to be sent. This will be indicated by the icon in the navigation tree  as well as a message in the layout tile. When privacy mode is disengaged, recording will resume.






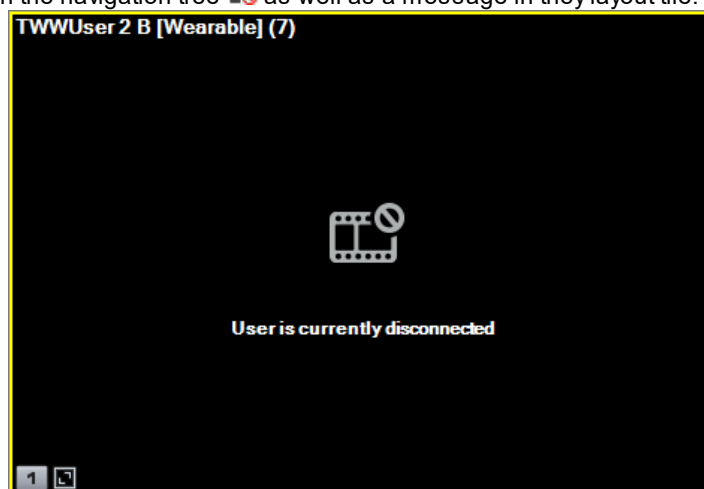
During [Playback](#), if the user was in privacy mode, it will show a gap in video.



During an [Alarm](#) the User will be forced out of Privacy Mode until the Alarm is closed by the User  
An [Event](#) will have no effect on Privacy Mode and will not trigger if in Privacy Mode

### 3.1.3 Inaccessible

If the User loses accessibility due to a disconnected Sensory, loss of internet services, etc. This will be indicated by the icon in the navigation tree  as well as a message in the layout tile.



## 4 Playback

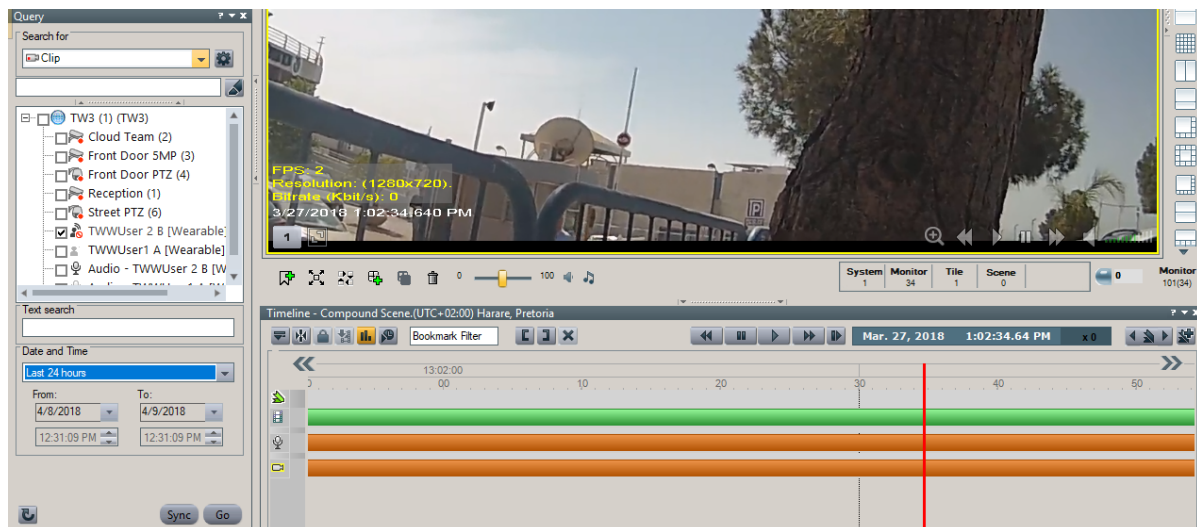
Video and audio which is recorded by the TruWITNESS Wearable device is able to be played back for review at a later time. Playback from a TruWITNESS Wearable device is possible once the User has inserted the PCS (Power/Communications/Storage Pack) into the Charging Hub and the footage and data has successfully offloaded.

Once the footage is offloaded, it can be queried the same as any other video recorded by the VMS. The Query tree will show User's with the same [icons](#) as shows in the navigation tree.

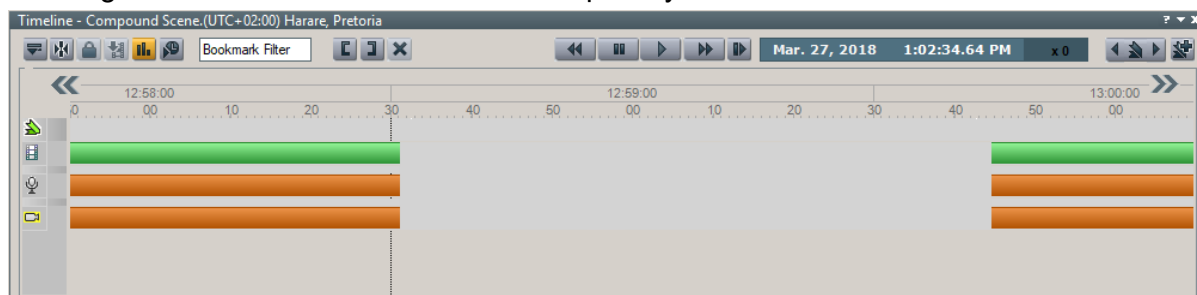
An Operator will query the User to receive a synced playback of video and and embedded [audio](#). It is not possible to query for the audio scene alone.

**Note:** Audio is only shown in the timeline if there is audio enabled in the user policy.

When the desired clip is selected, and sent to play, the time line will show the video and audio within the same clip.



During times when the User was in [Privacy Mode](#), there will be a gray indication on the timeline, as well as showing bookmarks at the start and finish of privacy mode.



Additionally, clips from a Privacy mode session will show in the query results with the word "Privacy" as the recording reason.

**Note:** If there are offloads from one device on two different Archivers, there are issues with Jump-to-Time during playback when trying to jump to video from a different Archiver.

## 5 Events and Alarms

The User has the ability to mark video and/or alert the Control Center Operator by using the Event and Alarm functionality.

### Event

An event is used in the case where the User wants to mark video with a bookmark for later review but does not find it necessary to trigger an alarm to alert the Control Center Operator.

This is accomplished by performing a **'Short Press'** (<2 sec) on the **Sensory Alarm button**.

1. With 'Event-based Recording' enabled, the TruWITNESS Wearable device will begin recording, based on configured pre/post recording settings, and create a bookmark event in the recording
2. With 'Always Recording' enabled, it creates a bookmark event in the recording timeline


If the User is in [Privacy Mode](#), the event will not have an effect.

### Alarm

When the User triggers an Alarm from the sensory, an automatically pre-configured alarm will trigger in the Control Center, alerting the operator that the User requires emergency attention.

This is accomplished by performing a **'Long Press'** (>= 2 sec) on the **Sensory Alarm button**

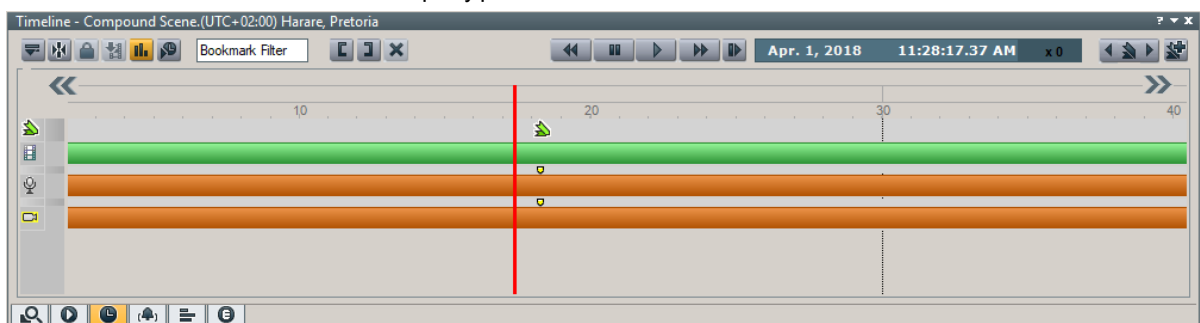
The Alarm accomplishes the following:

1. While the User is online and out in the field, the triggered alarm will appear in the CC Alarm Pane.
  - a) If a tile is 'Armed for alarm', by clicking the tile number on the bottom left until it's red , the live view of the User will pop into the tile automatically
  - b) If a tile is not 'Armed for alarm', when the alarm is double-clicked by the operator in Control Center, the live view of the TruWITNESS Wearable device will display in the tile layout with an alarm status.

**Note:** If a GIS map is opened, the alarm will display there as well. To learn more see: [GIS Map](#)



2. With 'Always Recording' enabled, when the Alarm is triggered, it creates a bookmark event in the recording timeline. This can be used to easily locate an important event on the timeline as well as query using the "search for Bookmark" function in the query pane.



3. With 'Event-based Recording' enabled, the TruWITNESS Wearable device will begin recording, based on configured pre/post recording settings, and create a bookmark event in the recording. This can be used to easily locate an important event on the timeline as well as query using the "search for: Bookmark" function in the query pane.


**Note:** A TW alarm can only be cleared with the User ends the Alarm from the sensory.

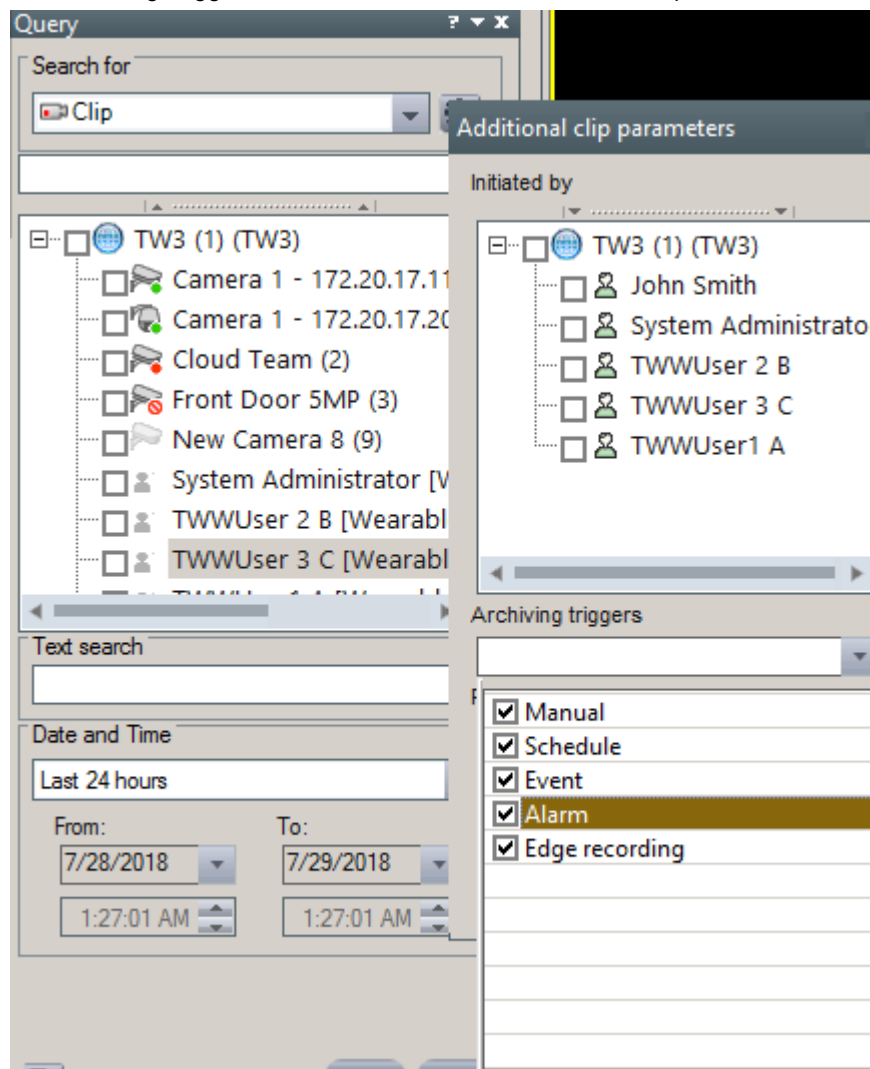
**Note:** If the User is in [Privacy Mode](#), triggering an Alarm will force his unit out from privacy mode and perform the necessary recording and bookmarking tasks.

**Note:** If an alarm/event was triggered and then the user pressed again to end the alarm/event, the default setting (configurable) is to have 30 seconds post-recording. If a second alarm/event was triggered during the post recording period, it will continue the first event/alarm, rather than create a second one. This will result in one long alarm/event in the query and a single email will be sent when the event is fully ended, and post-recording has completed.

## 5.1 Query

When Querying for Events and Alarms, a "Additional Clip Parameter" exists for both Alarm and Event.

1. Click the  next to the "search for" drop down.
2. Drop down the "Archiving Trigger" section and select the desired offload parameters.



## 6 GIS Map

The GIS Map allows the Control Center Operator to display a map according to its stored GIS parameters (Longitude, and 'Eye Altitude').

The TruWITNESS Wearable device is equipped with a GPS locator which is able to report its live and recorded location to the VMS for real-time monitoring and investigative queries.

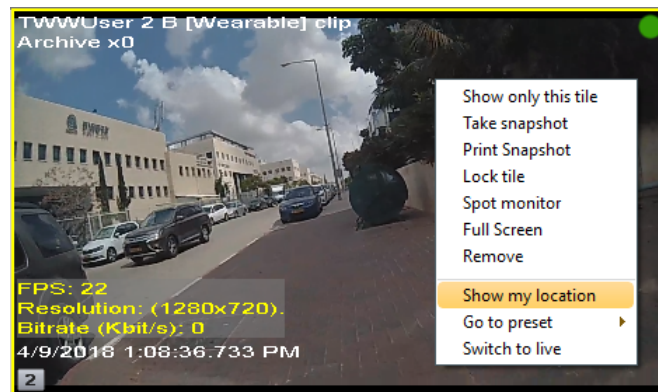
### Live View:

The Control Center does **not** allow streaming live video to stream from the TruWITNESS Wearable directly to the Control Center. Live stream is only available for a unit when an [Alarm](#) is triggered.

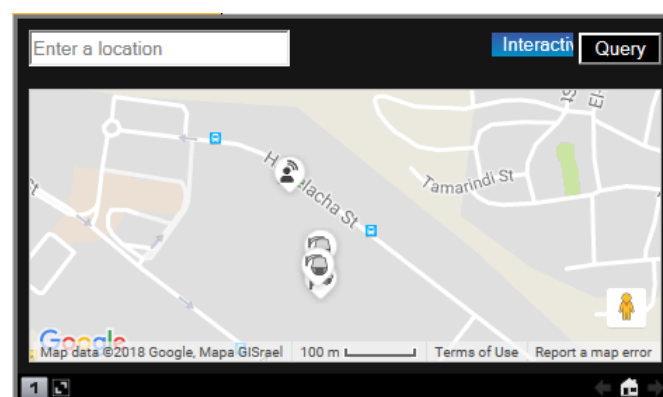
During an alarm state, if the tile wasn't automatically populated with the video, drag an online, TruWITNESS Wearable live view into a tile


Select the GIS Map you want to display, and drag it to another tile.

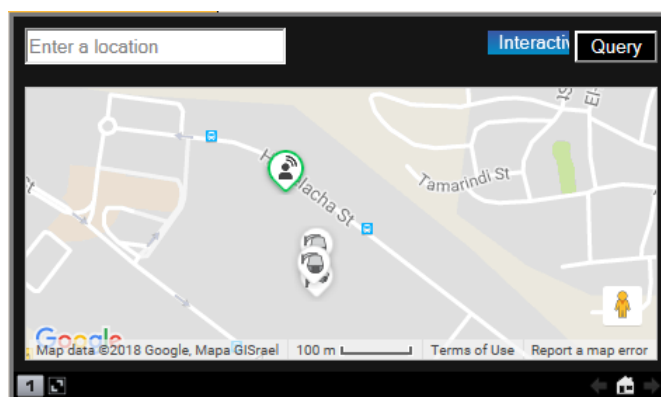
Right-click on the opened TW tile to open the Context Menu and select 'Show my location'




If not in an alarm state, and therefore live video is not available, right click on the user in the Navigation tree and click "Show my Location". Even in [privacy mode](#), the GIS map live location is still available.




Once the TW device receives a GPS signal, the User icon on the map will change to designate that the location information is accurate and real-time .



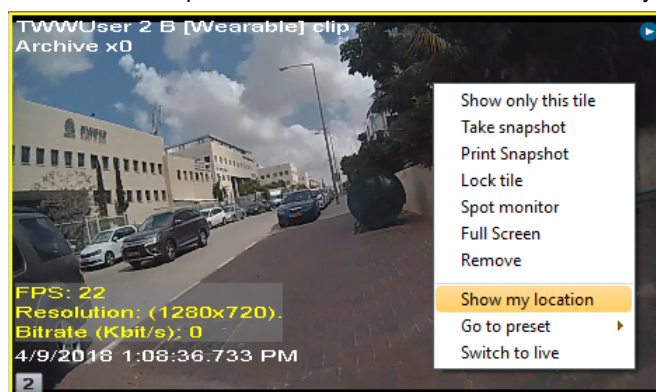
If the User loses GPS connection for 30-60 seconds, the icon will switch back to the "Last known Location"

icon  until it receives another GPS update.

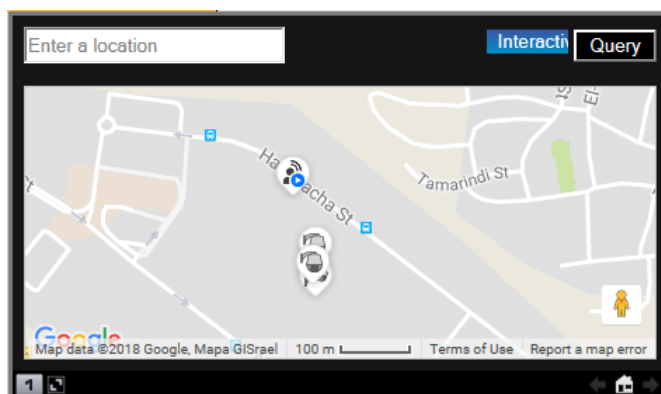
If the unit loses internet connection for more than 60 seconds, the icon will change to the "offline" icon . If the unit remains in this state for more than 30 minutes (configurable) it will be removed from the map until a connection is found.

#### Playback:

1. Query for footage from a User and double click the desired clip to bring it into a tile.
2. Select the GIS Map you want to display, and drag it to another tile.
3. Right-click on the opened TW tile to open the Context Menu and select 'Show my location'




4. The GIS map will jump to the GPS coordinates and show the location of the User during that point in time. The User icon will move along with the playback footage to show the location of the User during the times of playback

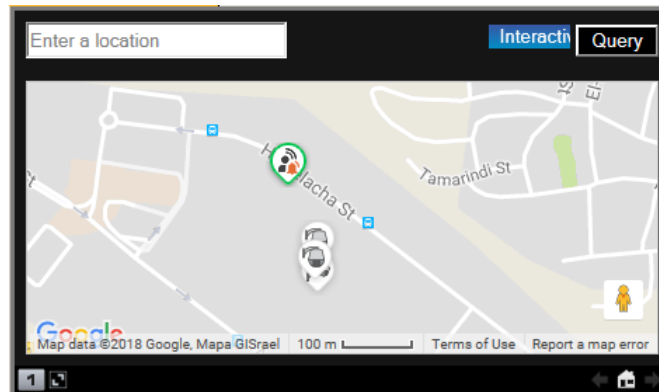



**Note:** If the User lost GPS signal during the shift, the User will disappear from the map for that duration. Once GPS had reestablished, the playback will show the User on the map.

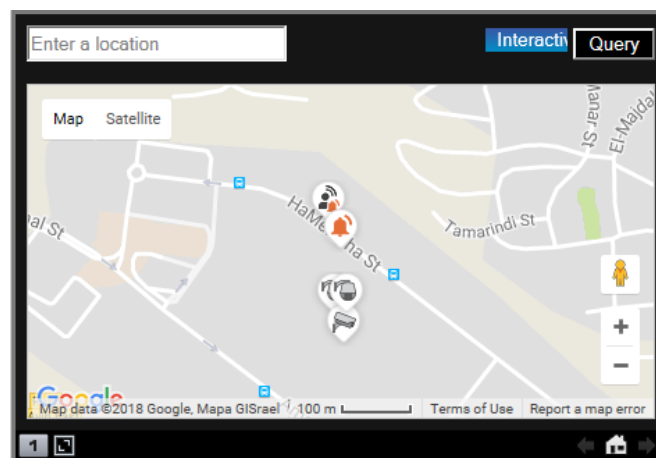
### Alarms:

When the map is opened in a tile and an Alarm is triggered, the map will automatically centralize to the coordinates of where the alarm was triggered. The User on the map will be displayed with a special alarm


icon  showing Accurate Location of the User.



The triggered alarm will show on the map  and will remain on the map until the alarm is cleared.



If the User loses GPS connection for 30-60 seconds, the icon will switch back to the "Last known Location"

icon  until it receives another GPS update.

### Neighbor Aware

During a [Neighbor Aware](#) event, the GIS map will update the present icons to show which units on the map are involved in the event.

There's two versions of each icon when in neighbor aware mode:

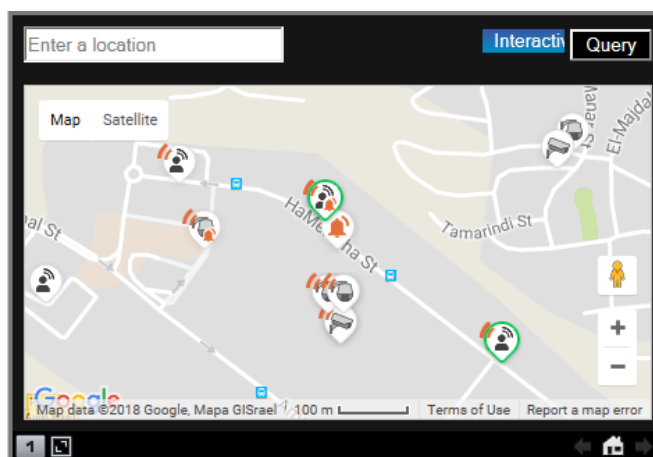
1) A unit in an alarm state AND Neighbor aware state:



2) A unit only in Neighbor Aware state:

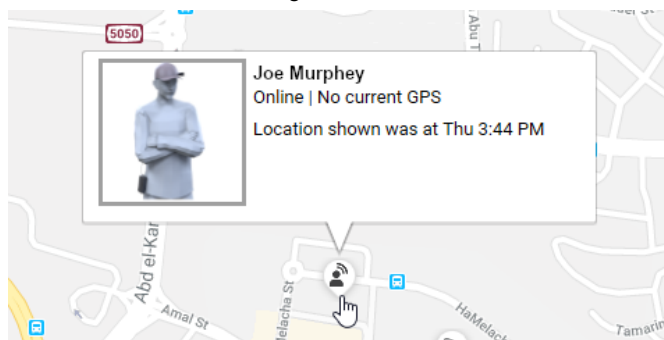






### **Hover to see user details**

While TruWITNESS users are displayed on the map, the Control Center Operator is able to hover over each user to view user details such as: Username, image, online status and GPS information.



### **GPS Not Available:**

If there are no GPS coordinates available from the User, a couple of scenarios might take place:

1. The User will first show on the map at the coordinates set in the Charging Hub (coordinates of hub must be configured in Admin Center or User will not show on map without GPS).
2. The last known location will be kept for the User until a new location is received from the User or the Sensory is unassigned.
3. During playback if the User lost GPS signal during the shift, the User will disappear from the map for that duration. Once GPS had reestablished, the playback will show the User on the map.

### **Notes:**

1. Live GPS coordinates will always be sent even in Privacy Mode, as long as there is a valid internet connection.
2. If the Sensory is stationary and has a poor GPS signal, sometimes it will jump to an inaccurate location on the map.
3. If a user is logged into CC and then goes to File > System > Disconnect > [SYSTEM NAME], and then logs in with another user, TW units that have not sent new GPS coordinates (e.g. last known location) will not show on the map. Workaround: When switching users, close CC and reopen it to log in with the new user.

## 7 Neighbor Aware

Neighbor Aware pairs the mobile freedom of TruWITNESS Wearable with the wide reach of the UVMS infrastructure.

With Neighbor Aware, a User out in the field using a TruWITNESS Wearable device has the ability to trigger an [alarm](#) and by doing so the neighbor aware does the following:

1. All cameras and Sensory which are in the Neighbor Aware region enter into an Neighbor Aware state.
2. If a camera was not recording, it will start recording, including the pre-recording set for the User policy. It will end recording when the neighbor aware event is over.
3. If a PTZ camera is set to "go to location" it will redirect to the GPS location of the User that triggered the event.
4. Any User in the defined radius of the triggered alarm will receive a notification (vibration of PCS, OLED message and blue light on Sensory) alerting them that there is a nearby alert and they will enter into Neighbor Aware state.
5. If a second alarm is triggered by a different User within the same radius:
  - a. PTZ camera location will remain positioned towards the the original alarm device
  - b. The cameras in Neighbor Aware state will update their post recording time to the policy with the longer post alarm time.
  - c. The Neighbor aware device will remain in Neighbor Aware state, even if the first device ends the alarm, loses signal or leaves the radius, as long as there is an active alarm from a TruWITNESS Wearable device within it's radius.
  - d. The Neighbor aware device will not remain in Neighbor Aware state is it itself loses signal or leave the radius of the all alarm devices.



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