

# DVRVIEWER

Video Playback Made Easy **PRO**

**USER MANUAL - for Sales Team Training**

**DVRViewer Pro | Desktop App**

**247**

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## Introduction - Table of Contents

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**DVR Viewer Pro** is the latest software from 247Security. It builds on the power and workflow of DVR Viewer to allow you to do more, faster.

This manual is intended to get you comfortable with **DVR Viewer Pro** as quickly as possible. There is a **Quick Start** section that can be used separately. The rest of this User Manual provides detailed information and instructions on all aspects of the software.

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## Computer Requirements

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### Minimums

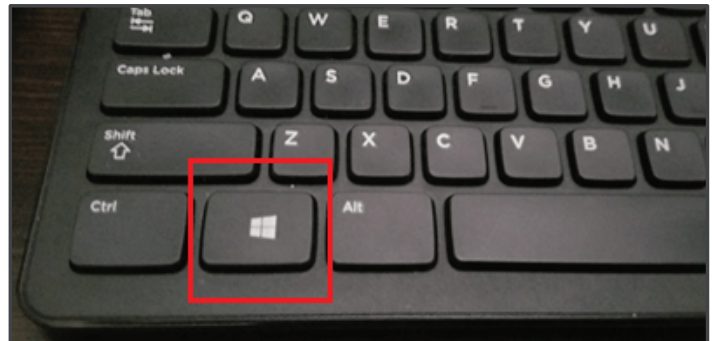
- PC only (Apple products are not supported or recommended)
- Windows 7
- Processor: i5 or Ryzen 5
- 8GB of RAM

### Recommended

For best results, your PC should have at least:

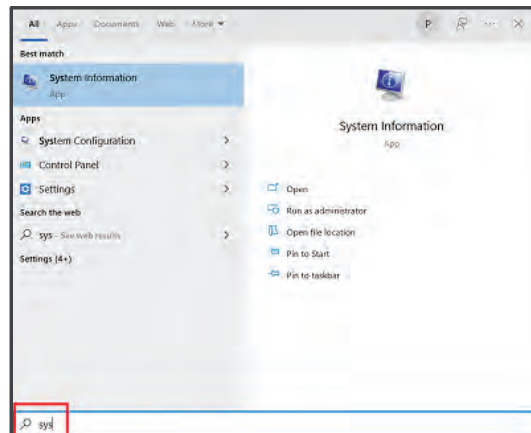
- Windows 10
- Processor: i7 or Ryzen 7
- 16GB or RAM
- Internet access (necessary to link video with GPS and map data)

- To find what your PC has, press the **windows key**



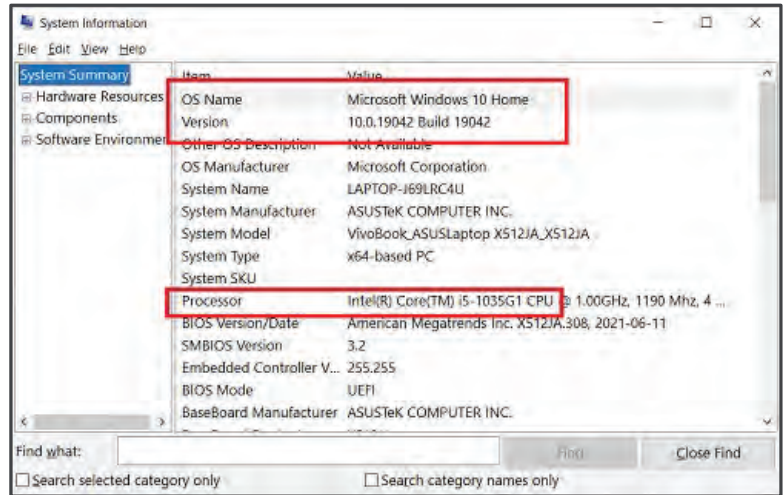
- Type “**sys**” and press “**Enter**”

The system Information window will open



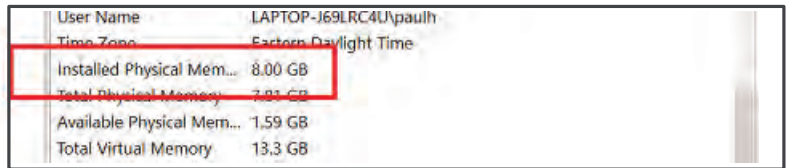
**Look at:**

- OS Name and Version
- Processor



**...and scroll down to see**

- Installed Physical Memory



If you are ready to go, go directly to the separate Quick Start section and return to this document for reference.

## Quick Start

For this section, it is assumed that you have:

- Downloaded and installed DVRViewer Pro
- Logged in
- Connected a bus's hard drive to the PC

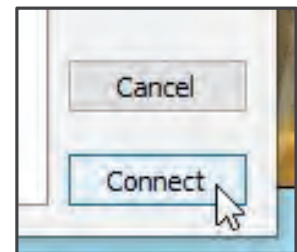
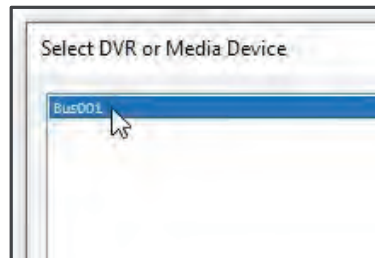
For details on how to do these, see later chapters

## Videos, Cameras, and Map

- Click **View/Playback**, select **Archives, Local** to connect with the hard drive you connected to your computer



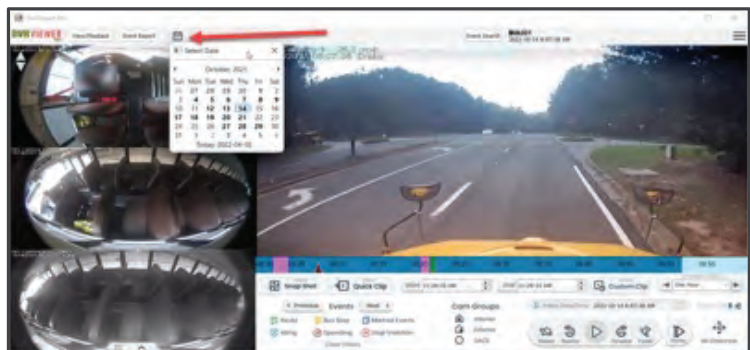
- Select **the bus** and click **Connect**



- Your video will open to the most recent date with video.

To view other dates, click the **calendar icon**; dates with video are bold. Click on the date to video.

In this example, all Events have been selected, so the Timebar shows dark blue for video available at the indicated times, and color-coded for Events.



Events include bus stops, speeding, marked events (button push), stop arm violations, etc.

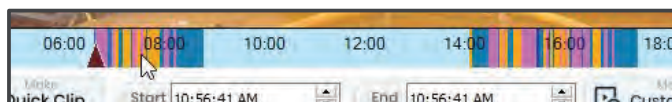


■ Play controls

The Play button will change to a Pause button when clicked

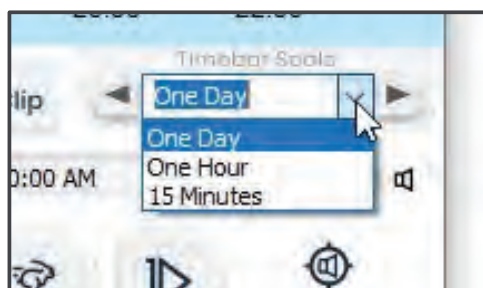


■ Timebar colors will change to indicate selected events in the bus's route



■ Adjust the Timebar scale as needed, and navigate to previous or next time block using left and right arrows

For example, if you select "One Hour", the Timebar scale will read the selected hour. Clicking the left or right arrows, the Timebar will be labelled as the previous or next hour



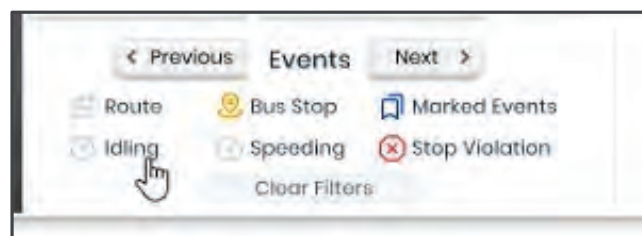
■ Drag the Timebar pointer to navigate to a specific time in the scale

The Info Bar, right of the Event Search button updates according to the time




■ Click the Event Filter icons to quickly select events you want to see

Use Previous/Next to quickly navigate to highlighted events, or...  
...drag the Timebar Pointer to the event you want and click Play



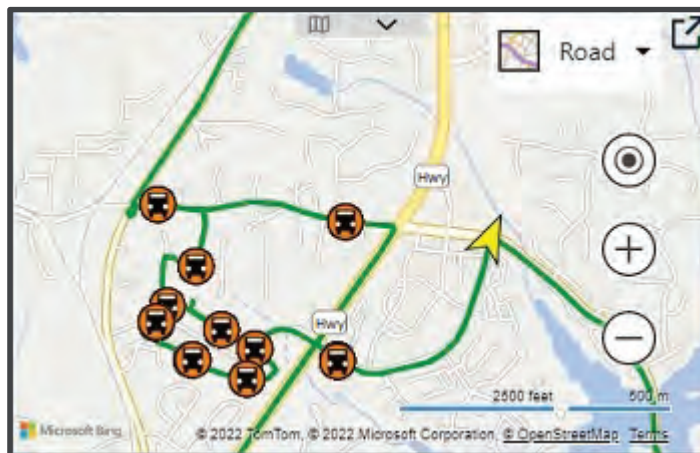
■ The Map will display Events and the bus's Route. Click the [Map Icon] button, lower left to open the map



- Icons on the Map are clickable and the video will go to that point in the timeline. The yellow arrow represents the bus on the map. You can select different overviews by clicking the  dropdown.

Click  to expand the map to full-screen

**Note:** The green line represents the route taken by the bus and is not clickable



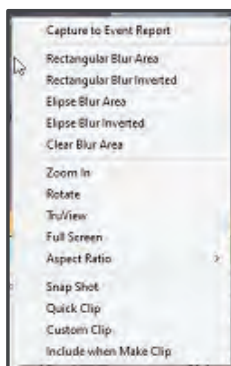
- Select the camera views with the two buttons top left. For buses with multiple cameras, click the up/down arrows or the grid button to display cameras



- To open a minimized camera (on the left) to the main window, right-click and select Make Primary. To maximize any camera, double-click it.

- Right-click on any camera to open other options, such as:

- Blur
- Zoom
- TruView
- Full Screen
- Aspect Ratio
- Snap Shot
- Quick Clip
- Custom Clip
- Include when Make Clip




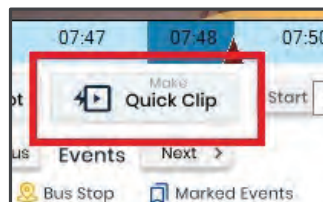
Selecting Blur or Zoom allows you to select an area of the video and apply the command.

TruView only works with 247's Security's OmniView 360° HD camera. It applies a visual algorithm to make it easier to view wide-angle video. To create clips, snapshots and Event Reports, see below.

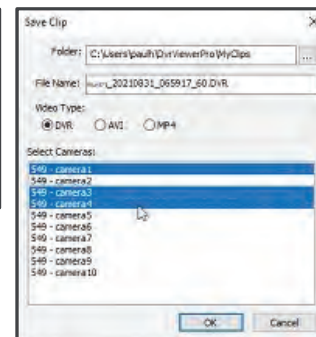
## Clips, Snap Shots and Event Reports

- A Quick clip creates a 1-minute video, 30 seconds before the Timebar pointer to 30 seconds after.

Locate the incident you need to capture and click the Make Quick Clip button. Click  to save the video to a location other than the defaults set by DVP




Select the cameras you want to include



- DVP sets the default folder as:
- My Clips: C:\Users\\DvrViewerPro\MyClips
- My Snap Shots: C:\Users\\DvrViewerPro\MySnapShots
- My Event Reports: C:\Users\\DvrViewerPro\MyEventReports

You can change the default location of these folders in the Settings dialog. See page 20 in **DVRViewer Pro User Manual**.

■ **File Types** 

We strongly recommend that you save video clips in DVR format for security and privacy reasons. Here's a comparison of your options:

- AVI and MP4: very portable; not secure or private; can be publicly viewable online; each camera is saved as a different file, and it takes longer for DVP to process
- DVR: not portable; very secure; viewer must have DVRViewer or DVP to open; all selected cameras saved as one file

**Note:** None of these formats will save a clip with map and GPS data, this can only be viewed in DVP.

**Event Reports**

A formatted document that includes up to 4 Snap Shots, GPS data and information you enter

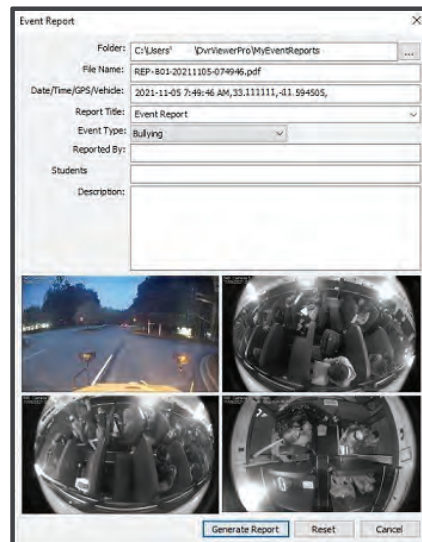
1 Find the video you want, right click and select **Capture to Event Report**. Only the **four most recent captures** will be included



2 Click  and complete the report

3 Click 

4 The formatted PDF document will be saved in your chosen location and will open in your PDF Viewer



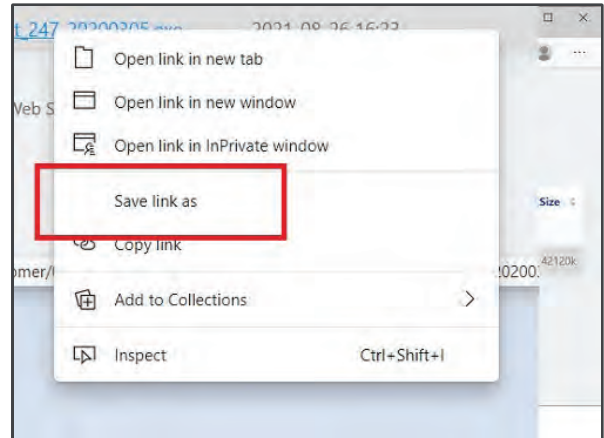
## Installing DVRViewer Pro

- Point your browser to:  
["https://247securityinc.com/247customer/"](https://247securityinc.com/247customer/)  
 Click **"New DVRViewer Pro"**

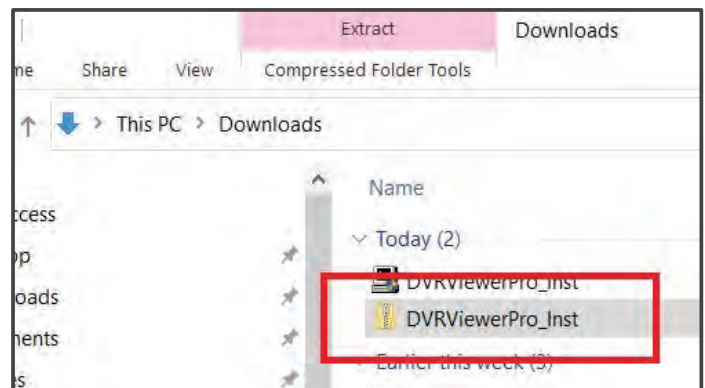


- Right click on **"DVRViewerPro\_Inst\_nnnnnn.zip"**, then select **"Save link as"**

Make a note of where it is saved, probably in your Downloads folder



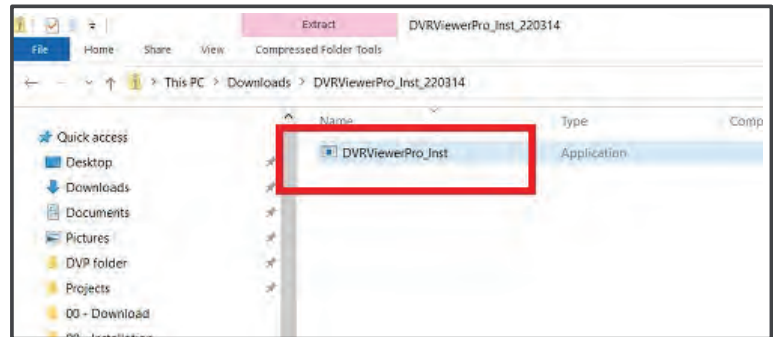
- Open the saved zip file



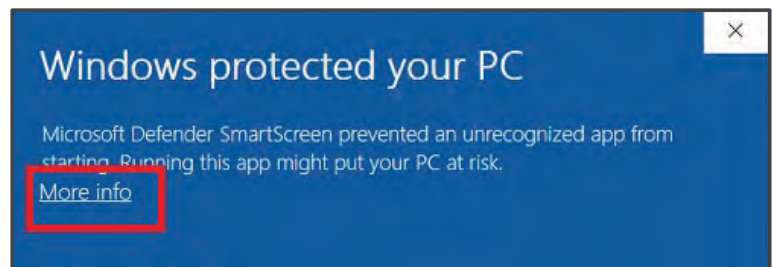
- If you need a password, use “247SECURITYINC”



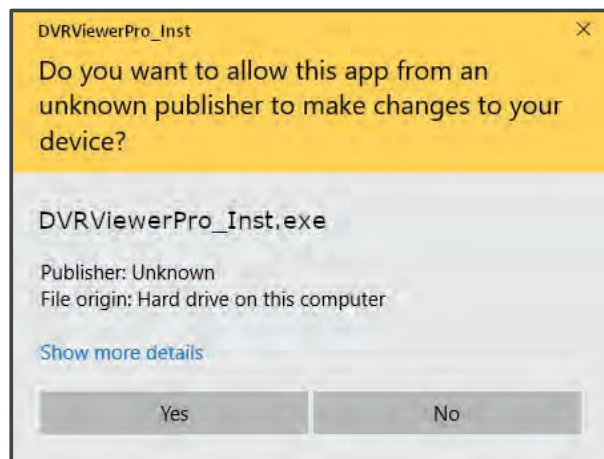
- ...then open the installer



- You might see this window. Click “More Info” and “Run Anyway”



- Click “Yes”



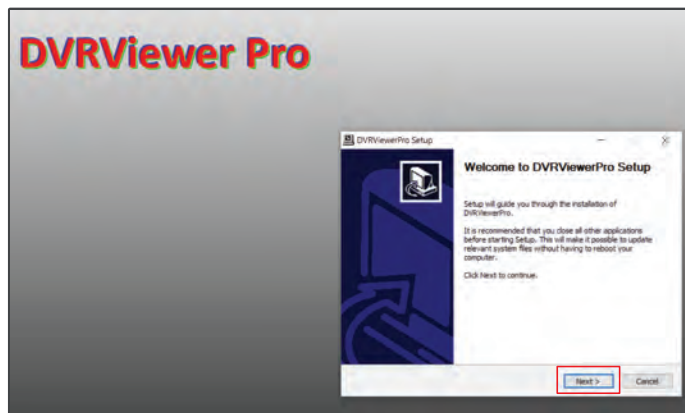
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- When the Installer window opens, click the **“Next”** or **“Install”** button as you progress through the screens

When it’s done, click the **“Finished”** button



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## Connect DVR Hard Drive to PC

For those without TouchDown, manually connect a DVR to the computer.

- The DVR is usually located in the bus's front bulkhead compartment

Unlock the DVR and open the front panel door



- Remove the hard drive from the DVR.

Slide it straight back from the DVR

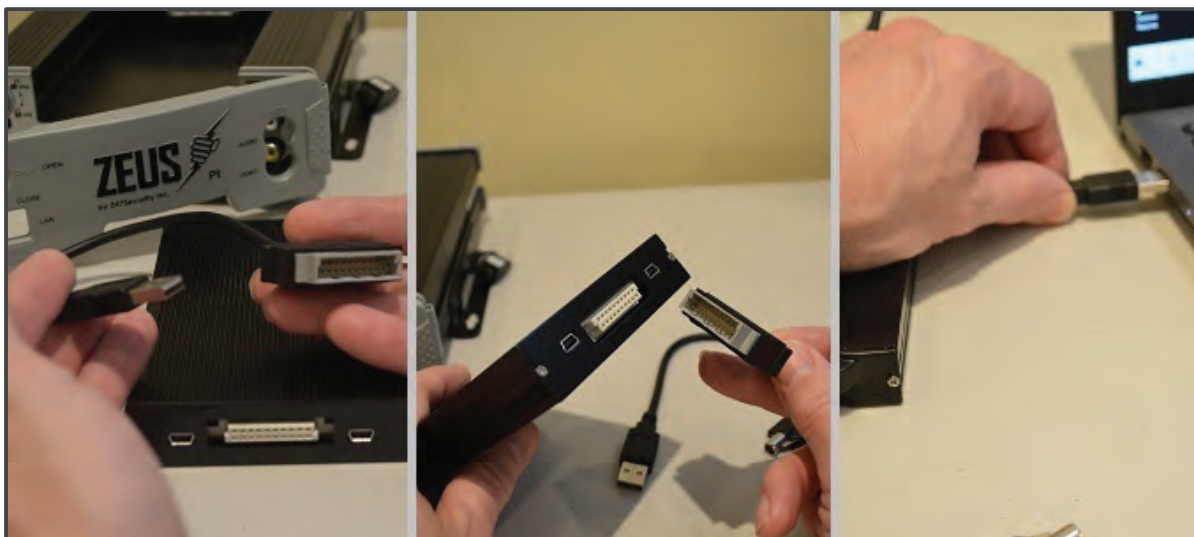




- **Note:** Opening the door tells the DVR to shut down. Wait until either all lights or only the **IGNITION** light is on



- Connect the USB cable to the drive and to the computer



- Make sure the computer is on. It may take a few minutes for Windows to “talk to” the hard drive

Open Windows Explorer by pressing the “**Windows**” key and “**E**”



Two new drives will display under This PC

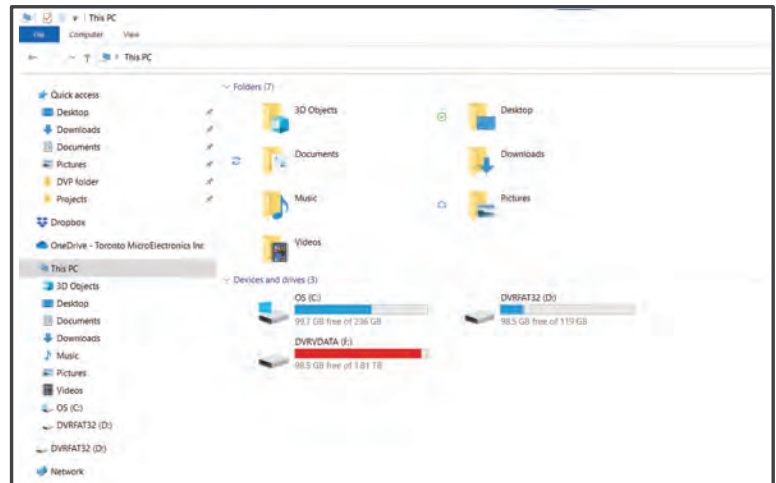


- Your computer will look like this. The first drive to load is “**DVRFAT32**”

This is the SSD (solid state drive) so it connects very quickly.

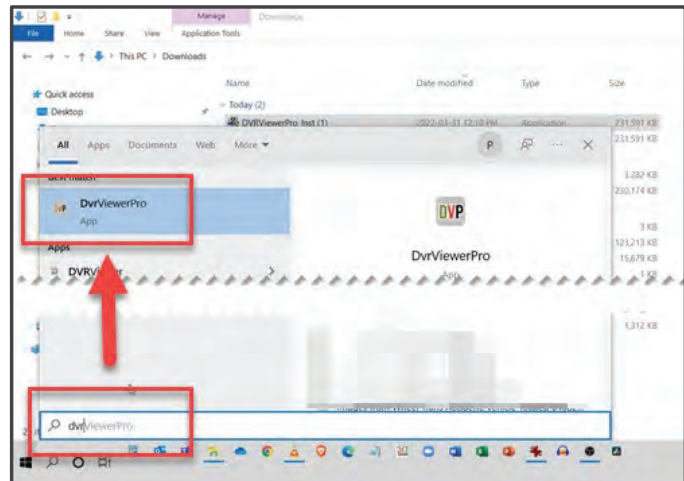
The main hard drive, “**DVRDATA**”, takes longer because it’s standard mechanical hard drive

You’re ready to open DVRViewer Pro and start working with videos

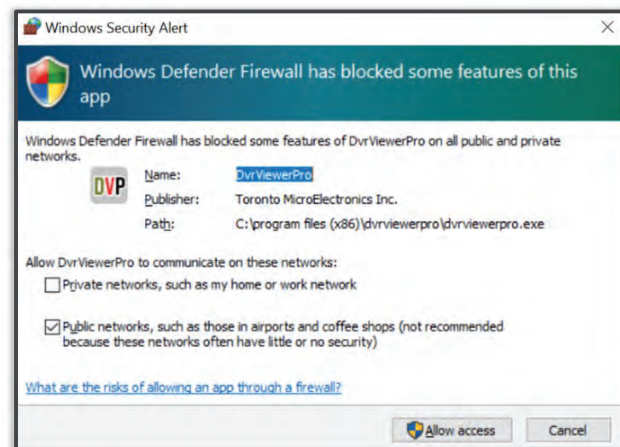


## Launching DVRViewer Pro

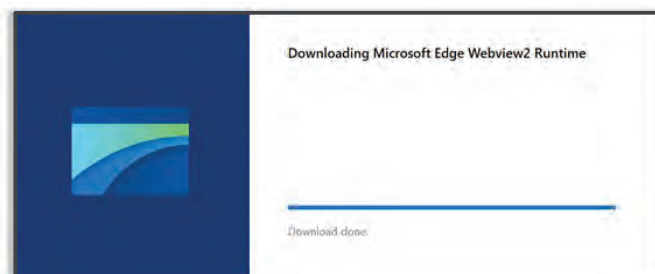
- To open DVRViewer Pro, press the **Windows key**, begin typing **"DVRViewer Pro"** and select the program



- Windows Firewall may block access. If you see this alert, click **"Allow Access"**



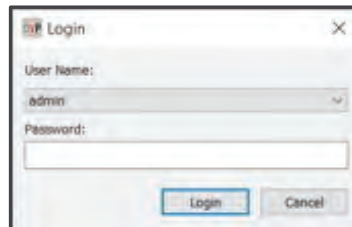
- Windows may need to download and install **Microsoft Webview2 Runtime**. Allow the computer to complete the task





- The program will ask for a login and password. For now, use “admin” and “247SECURITYINC”

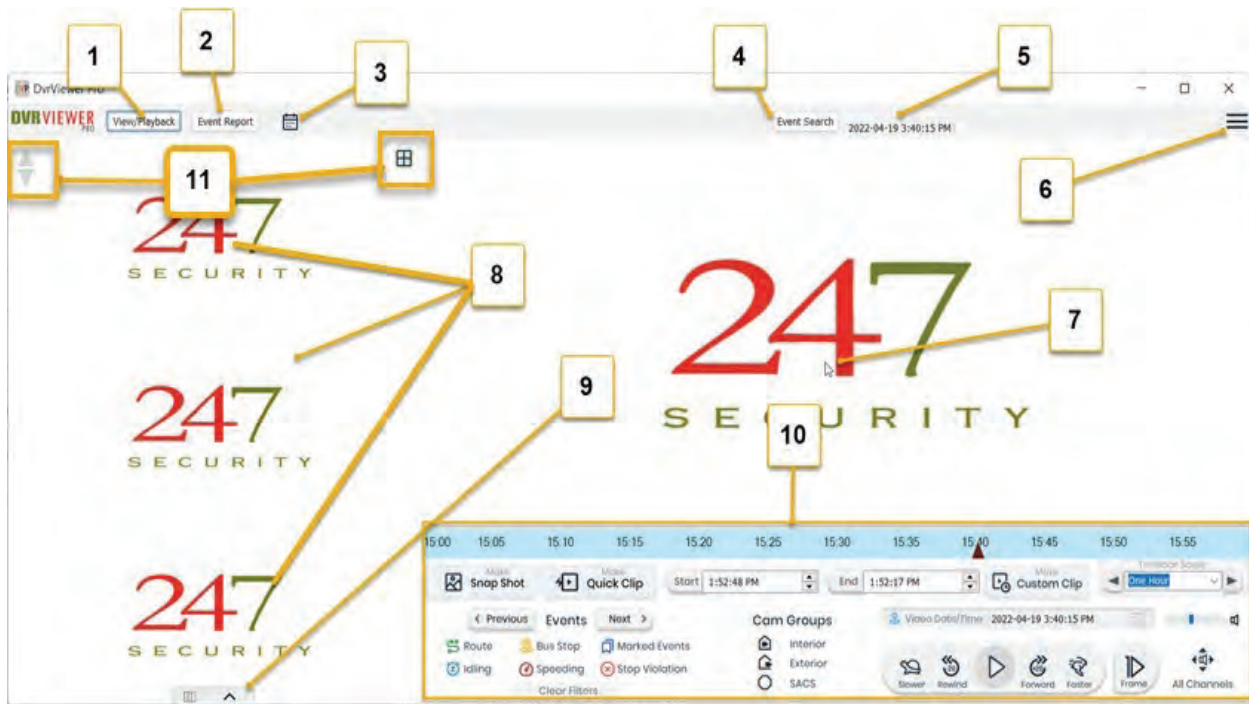
You can configure other users, each with their own User Name and Password and with 2 levels of access. See page 18 for more information



- Congratulations! You have successfully installed DVRViewer Pro. Initial launch is now complete



## Overview



- 1 **View/Playback (Open)** - dropdown menu to open a resource for viewing and playback - **pg. 22**
- 2 **Event Report** - Opens Event Report popup form to input fields and image captures - **pg. 46**
- 3 **Calendar Icon (Date)** - with a video resource opened, click "Date" to select date of video you want to play. Dates with available video are in bold.
- 4 **Event Search (Filter)** - opens search filters for selecting GPS events and marked video for display on Timebar and Map if event is present - **pg. 30**
- 5 **Information:** Date, time, current connected bus name, current user, organization name
- 6 **Options and Settings Menu** - **pg. 18**
- 7 **Primary video camera/channel**
- 8 **Secondary video camera/channel**
- 9 **Map View toggle** - click to open - **pg. 32**
- 10 **Navigation and Playback controls** - **pg. 28**
- 11 **Camera/channel buttons:** scroll and pagination - **pg. 33**

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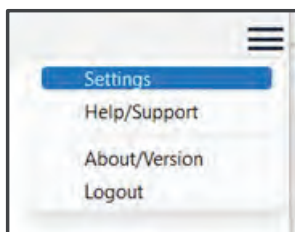
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## Options / Settings Menu

- The Options/Settings button:



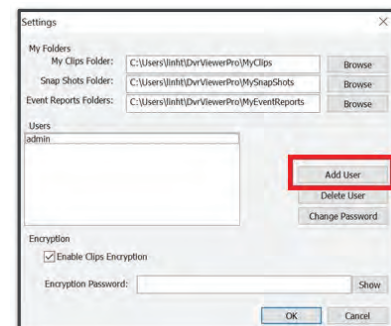
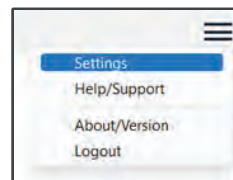
Menu:



## Managing Users

### Adding Users

- To add a user: open the **Options/Settings Menu**, click **Settings**, then **Add User**

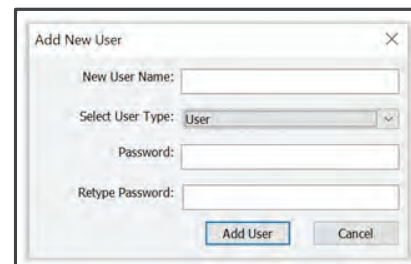


- Input the new **user's name** select the **Type** and complete the **password** fields

User Types:

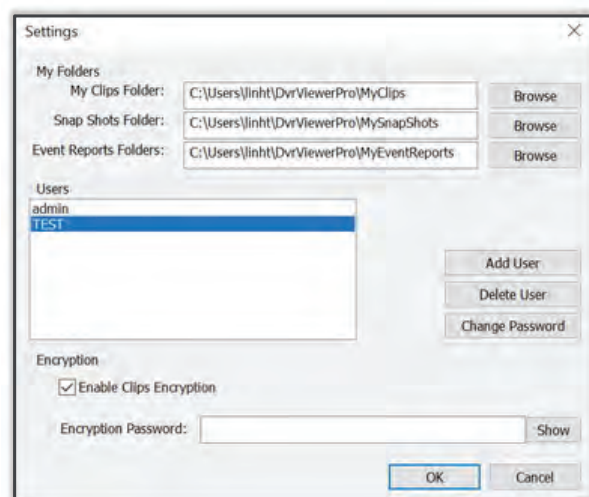
**Admin** - has full access, can add or delete users and change passwords

**User** - can only change their own password, cannot add or delete users



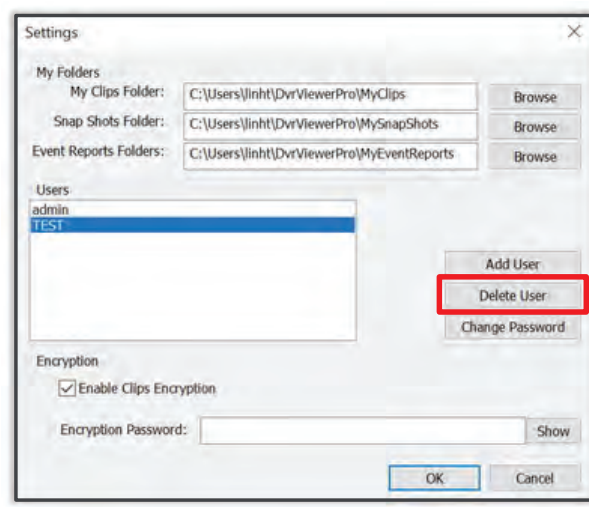


- The new user will now appear in the list

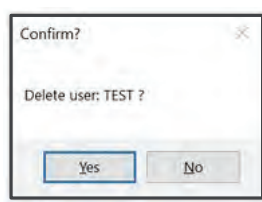


## Deleting Users

- From the **Options/Settings** window, select the user you want to delete and click **“Delete User”**



- A confirmation dialog will appear. Click **“Yes”** to confirm deletion

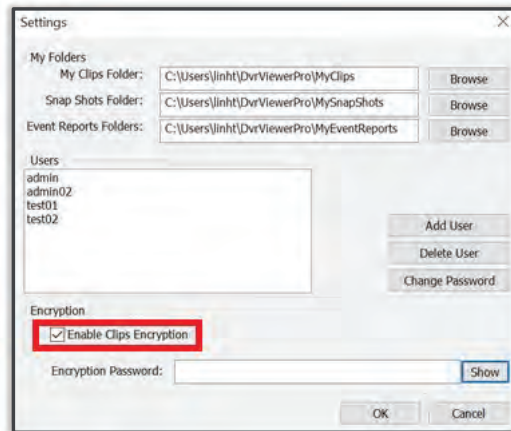




## Setting Video Encryption Password

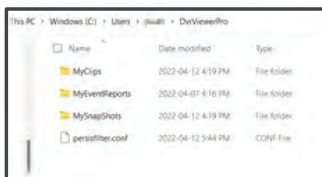
This will assign a password to all video clips saved in “DVR” format.

- From the Settings window, click the “**Enable Clips Encryption**” check box and enter your password
- To disable encryption, uncheck the box
- Click the “**Show**” button to make the password visible. When you click **OK** the password is saved, and will display when you re-open the **Settings window**



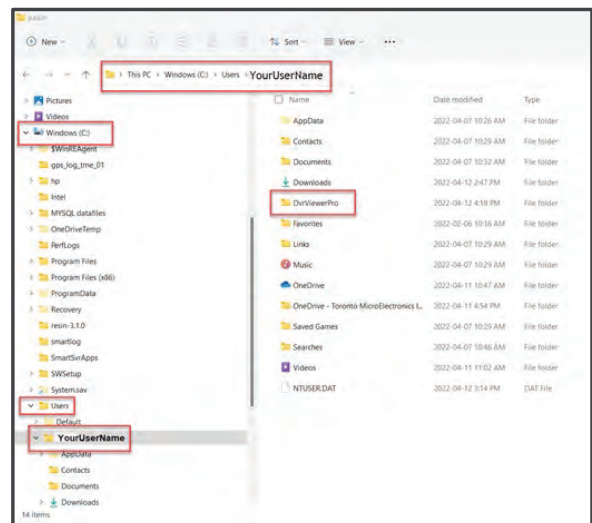
## Setting default folders for Clips, Snap Shots and Event Reports

- By default, these folders are created when you install DVRViewer Pro. The location is under the computers current Windows User directory in a folder called “**DVRViewer Pro**”



The path looks like this:

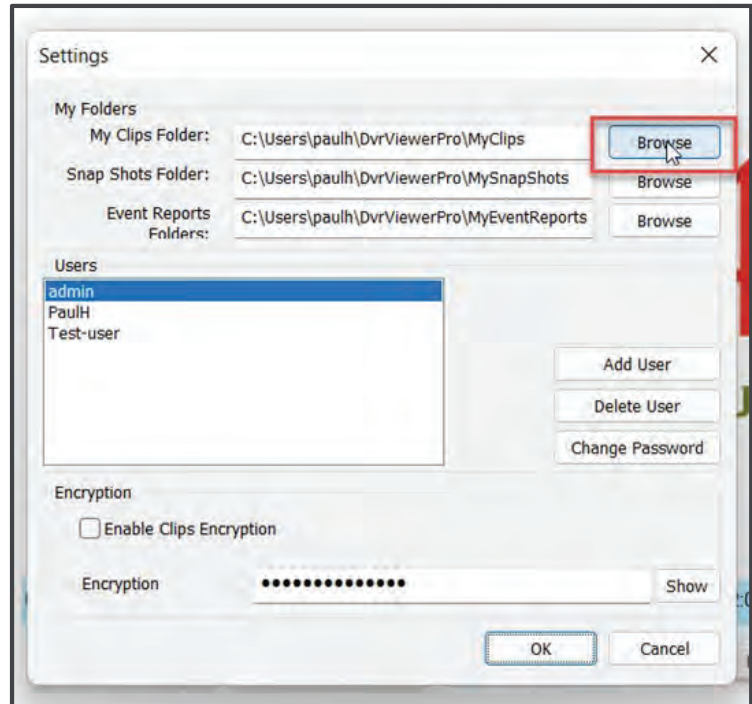
**C:\Users\[user]\DvrViewerPro**



- To set difference folders, open the **Settings** window. Click on **“Browse”** beside the corresponding item

A standard **File Explorer** window will open. Navigate to your desired location and click Open. Click **OK** on the **Settings** window

The new folder location has now been set and saved. DVP will remember the location until it is changed





## The View/Playback Menu

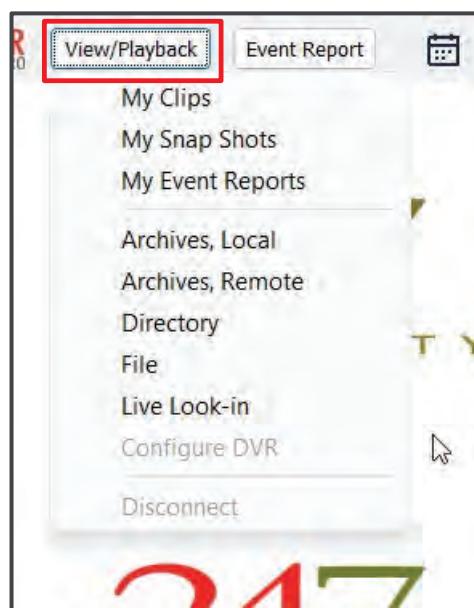
- The **View/Playback** menu allows you to open and work with videos and other files



From here you can:

- Open File Explorer folders where you have saved Clips, Snap Shots and Event Reports
- Open videos on a locally connected hard drive
- Open videos on a networked - remote DVR
- Open saved video files

**Configure DVR** is not covered in this manual. Primarily for installers or senior admins, it allows the user to change the settings directly on the bus's DVR. It requires a special physical connection to a DVR and an additional login





# Viewing Videos

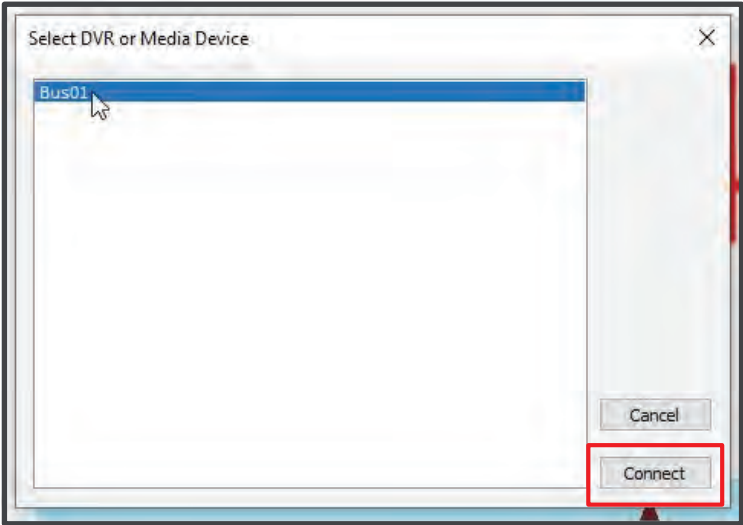
## Archives, Local

- To view a physically connected bus's hard drive (See "Connect DVR Hard Drive to PC" - pg. 12 to 14)

Select **Archive, Local** from the **View/Playback** menu.

A pop-up dialog will list available devices. (You may need to plug in a storage device to see in the list).

Select desired device and click "**Connect**" to load



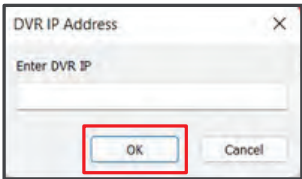
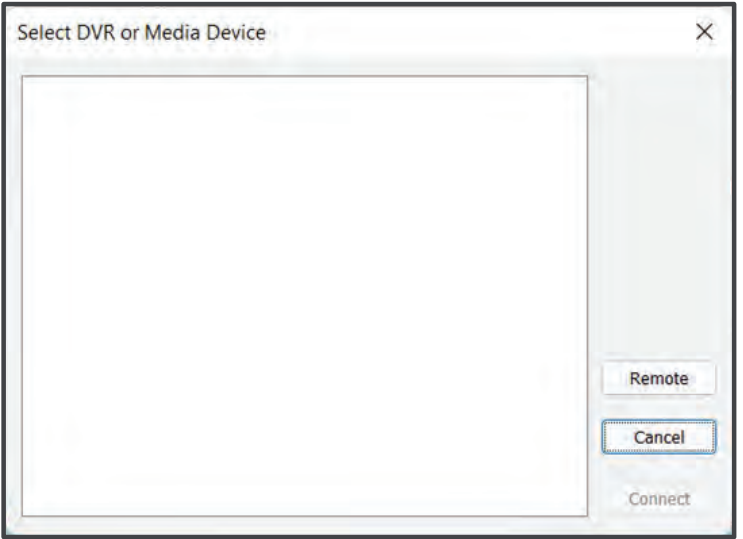
## Archives, Remote

- To view a **WiFi/Networked** connected device, click **Archives, Remote**.

A pop-up dialog will list available devices.

Select device and click "**Connect**"

If no device is listed, click "**Remote**", enter the IP of DVR and click **OK**





# Directory (ie. MP4 or AVI files)

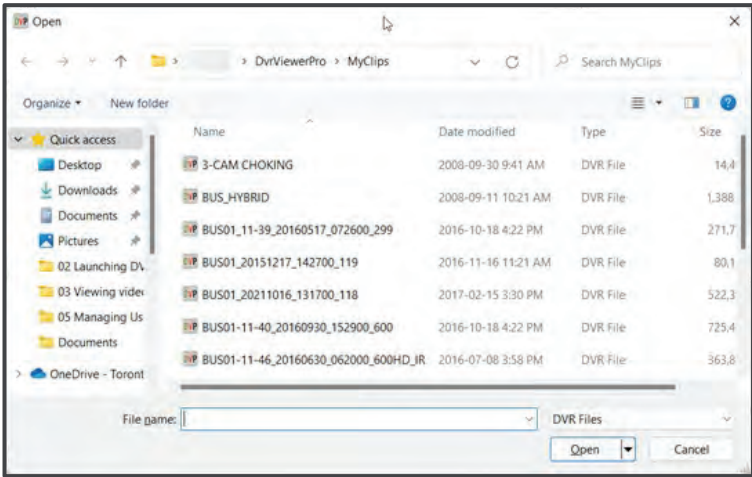
To open video files that are not saved in .DVR format, such as MP4 or AVI videos, click Directory. A Windows File Explorer dialog will pop-up. Locate the folder of your resource to view.

## File (top open .DVR files)

- To open a clip created in DVRViewer or DVRViewer Pro, click **View/Playback > File**

A Windows File Explorer dialog will pop-up. Locate the .DVR file and select it to view

“.DVR” files are associated with DVRViewer Pro

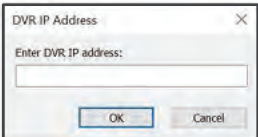
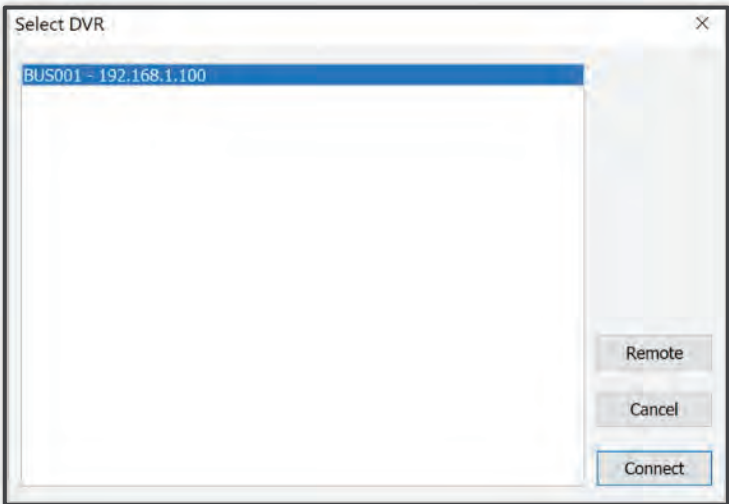


## Live Look-in

- To view a bus’s cameras in real time, through a WiFi or cellular connection, click **“View/Playback > Live Look-in”**

A pop-up dialog will list available devices. Select device and click **“Connect”**

If not device is listed, click **“Remote”** to specify an IP address. Enter the IP of the DVR and click **“OK”** to load

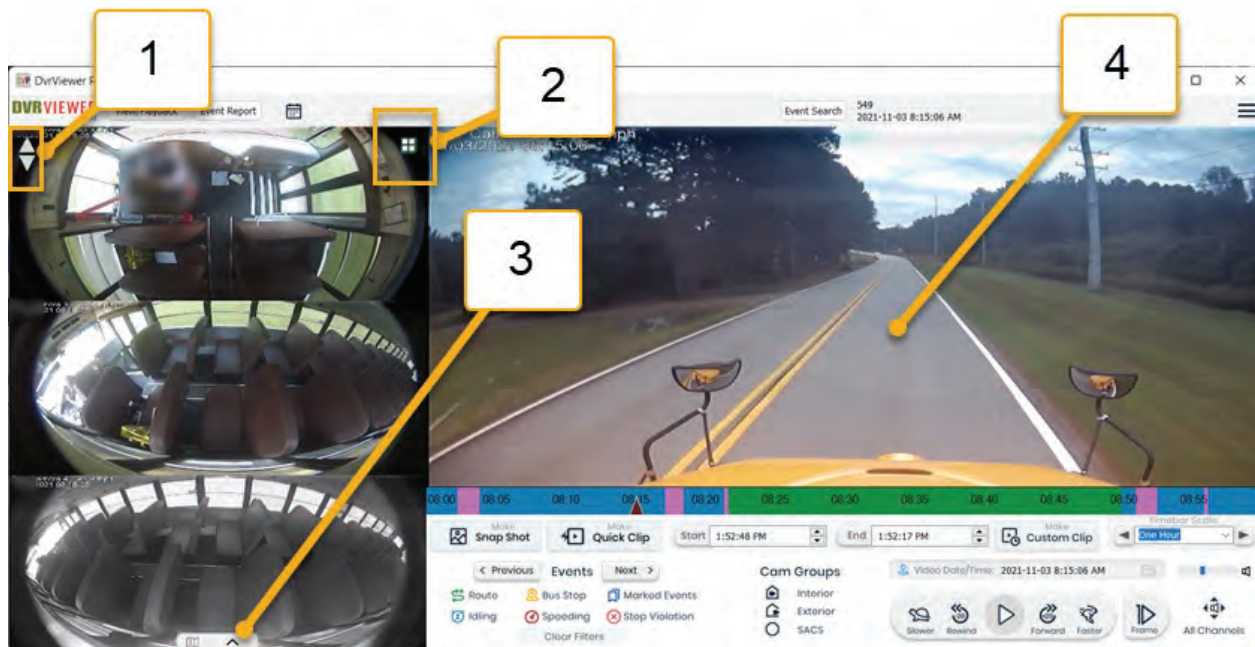


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## Overview of Video



1 **Scroll Camera Buttons (Up/Down)** - display next 3 available secondary video channels. Dependent on the number of cameras on a particular bus. I.e. if less than 4 cameras, this scroll button will have no effect

2 Toggles between 3 secondary video channels and up to 12 secondary channels/cameras

In the example to the right, the bus has 10 cameras: one in the Primary position (not shown here) and 9 more cameras/channels. To revert back to the 3 camera layout, click the toggle

3 **Map View button** - click to open Map View

4 **Primary camera/video channel**



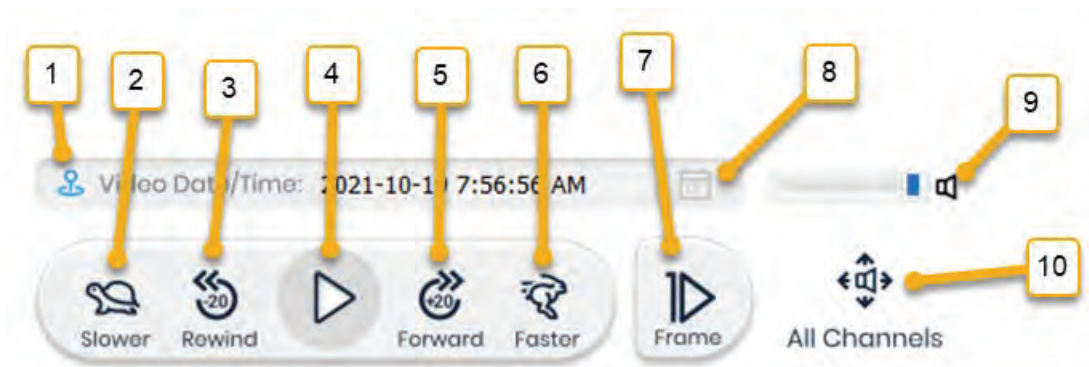


## Other View/Playback Functionality

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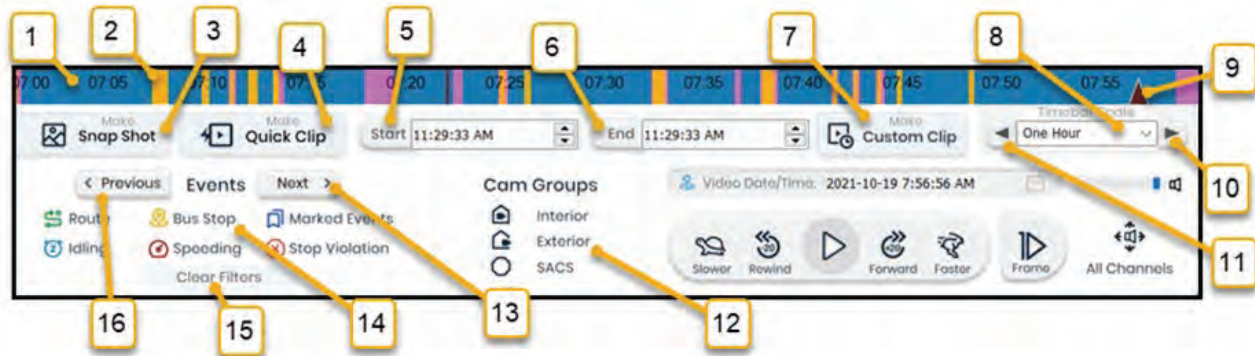
- **Configure DVR** is for installers and advanced admins. It is covered in a separate manual.
- **Disconnect** stops the video playing and severs the current connection. You can re-open the connection using one of the methods above.

## Playback Controls



- 1 **GPS indicator pin** (grey = no GPS data, green = has route only, blue = has all GPS events)
- 2 **Slow down video playback speed**
- 3 **Rewind 20 seconds**
- 4 **Play/Pause** button
- 5 **Fast-Forward 20 seconds**
- 6 **Speed up playback speed**
- 7 **Advance the video forward one frame**
- 8 **The date and time of the video**
- 9 **Global volume control**
- 10 **Audio output button:** toggles the audio output so you can hear all channels/cameras or only the Primary channel

## Navigation Controls



- 1 The “**Timebar**” displays a solid light or dark blue band depending on whether video is available at the indicated time
- 2 **Vertical bands** are color-coded based on Events selected in item #14
- 3 **Make Snap Shot** - creates a Snap Shot of current image in Primary window. **See pg. 41**
- 4 **Make Quick Clip** - opens dialog to create Quick Clip, **See pg. 43**
- 5 **Custom Clip start time**, at the Timebar pointer location. **See pg. 45**
- 6 **Custom Clip end time**, at the Timebar pointer location
- 7 **Clicking the Make Custom Clip** button opens the dialog to save a custom clip
- 8 **Selects the scale displayed** by the Timebar, 1 day / 1 hour / 15 minutes
- 9 **Timebar pointer**
- 10 **Timescale navigate buttons** - click to display the previous or next block of time.
- 11 **Eg.** if timescale is 15 min and the current time block is 7:00am to 7:15am; clicking “Next” will show the timebar with the next 15 min block - 7:15am to 7:30am - on the timebar
- 12 **Note** - this is in development, currently not functional: Camera Groups - toggles the cameras displayed on/off based on type
- 13 Clicking these buttons moves the video and **Map** to the previous/next **Event** according to the
- 16 **Events Toggle** buttons.
- 14 **Events Toggle** buttons - turns indicated events on/off on the **Timebar AND Map** icons
- 15 Clears all Events (except dates) from **Map and Timebar**



# Timebar Color Key

■ These Events will appear on the Timebar with this color code and on the Map

- Stop Violation
- Bus Stops
- Idling
- Parking
- Stopping
- Speeding
- Marked Events
- G-Force Event
- Route

## Event Search

Event Search

- To easily find video of **GPS and Marked Events** (Bus Stops, Stop Arm Violations, etc..), click on the **Event Search** button at the top of the screen to open the **Events** dialog.

Apply the desired parameters and click **“Sync & Play”** to start the video from the earliest event. **Events** will appear on the **Map and Timebar** based on the filters selected.

The screenshot shows the 'Events' dialog box with the following components and callouts:

- 1a**: Points to the 'Event List' table.
- 1b**: Points to the 'Event Time' column header.
- 1c**: Points to the 'Duration' column header.
- 2**: Points to the 'Total Events: 14' indicator.
- 3**: Points to the 'Sync & Play' button.
- 4**: Points to the 'Delete' and 'Save' buttons.
- 5a**: Points to the 'Event Type' column header.
- 5b**: Points to the 'Events' filter section, specifically the 'Bus Stop' filter.
- 5c**: Points to the 'G-Force' filter section, specifically the 'Racing Start' filter.
- 6**: Points to the 'Event Time' column header.

Event Type	Event Time	Duration
Stopping	2021-11-08 6:31:57 AM	0:14:29
Idling	2021-11-08 6:31:57 AM	0:14:29
Stopping	2021-11-08 6:32:58 AM	0:13:28
Idling	2021-11-08 6:32:58 AM	0:13:28
Stopping	2021-11-08 6:51:42 AM	0:00:43
Bus Stop	2021-11-08 6:51:47 AM	0:00:32
Stopping	2021-11-08 6:56:26 AM	0:00:15
Stopping	2021-11-08 6:58:17 AM	0:01:11
Bus Stop	2021-11-08 6:58:21 AM	0:00:50
Bus Stop	2021-11-08 7:00:47 AM	0:00:19
Stopping	2021-11-08 7:07:37 AM	0:00:29
Bus Stop	2021-11-08 7:07:40 AM	0:00:22
Bus Stop	2021-11-08 7:08:59 AM	0:00:14
Stopping	2021-11-08 7:10:09 AM	0:00:33
Bus Stop	2021-11-08 7:10:13 AM	0:00:17
Bus Stop	2021-11-08 7:11:35 AM	0:00:15
Bus Stop	2021-11-08 7:12:42 AM	0:00:31
Bus Stop	2021-11-08 7:14:00 AM	0:00:20
Stopping	2021-11-08 7:19:53 AM	0:01:53
Stopping	2021-11-08 7:24:30 AM	0:00:45
Stopping	2021-11-08 7:26:25 AM	0:00:28
Stopping	2021-11-08 7:28:01 AM	0:01:35
Stopping	2021-11-08 7:30:36 AM	0:00:15
Bus Stop	2021-11-08 7:32:31 AM	0:00:23
Bus Stop	2021-11-08 7:33:54 AM	0:00:30

- 1a The **Event List** window shows a list of event records based on parameters selected to the right. It will auto-refresh with each parameter selected. Click each column heading to sort by that field
- 1b Date/Time stamp of each GPS event record; click **Event Time** to sort by date-time
- 1c Duration of the event record

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- 2 Date and time selected. Choose **Full Day** or choose the **Start and End** times and click **Range** for a custom time period
- 3 **Sync & Play** synchronizes the video with events data and plays the video from the start of the time range or from an event selected in **Event List**
- 4 **Quick Filters** allows you to save and delete event presets. Adjust your settings (see #5), name the preset in the dropdown field and click **Save**. Select from the dropdown to load or delete a preset
- 5a Check the boxes to include the indicated events
- 5b You can adjust the threshold parameter for the event to register as an event. For example, if the bus never goes on to a highway, you may want to adjust the **Speeding** threshold to an appropriate value for urban streets
- 5c If you have buses equipped with G-Force sensors, DVRViewer Pro can automatically include these events according to the parameters you set
- 6 Double-click any event in the list to jump directly to the video for the event

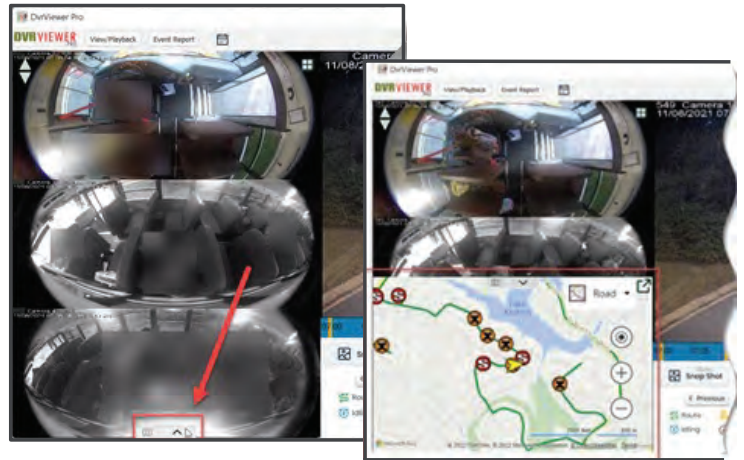


# Map View

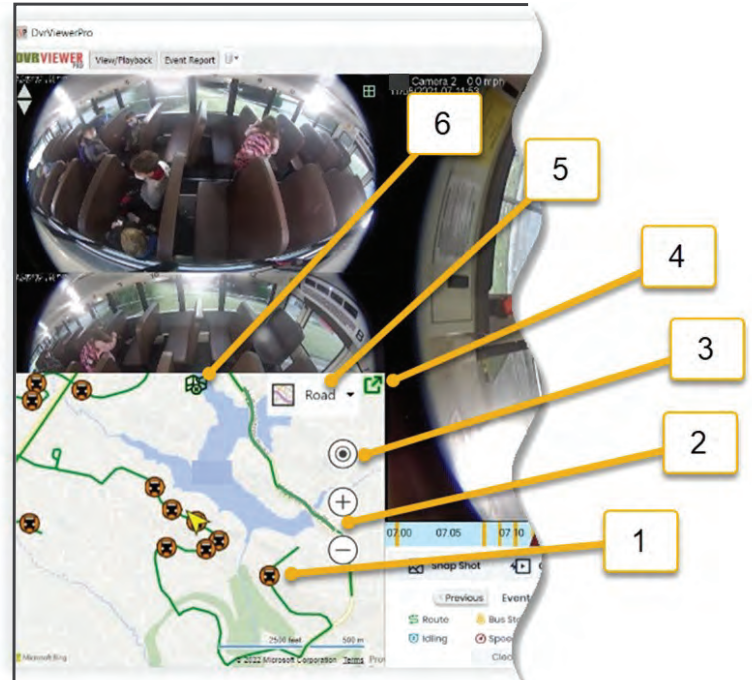
- Buses with **GPS** data can display events in **Map View** synchronized with video.

To open map, click on the map button at the bottom of the **Secondary** channels area.

Click on the pop out arrow to open map in separated window (can be used on second monitor)



- 1 Events Icons** - color-coded event icons.  
Click icon to jump to that point in the video
- 2 Zoom the map in/out**
- Re-center the current bus position (current video time) to the center of map
- Expand the map to **full screen mode**
- Dropdown selects the type of map view:** Road, Aerial, Bird's eye, Streetside, and a switch to turn road and landmark labels on or off
- 6 Hide the map overlay** from the main window



## Working with Cameras / Video Channels

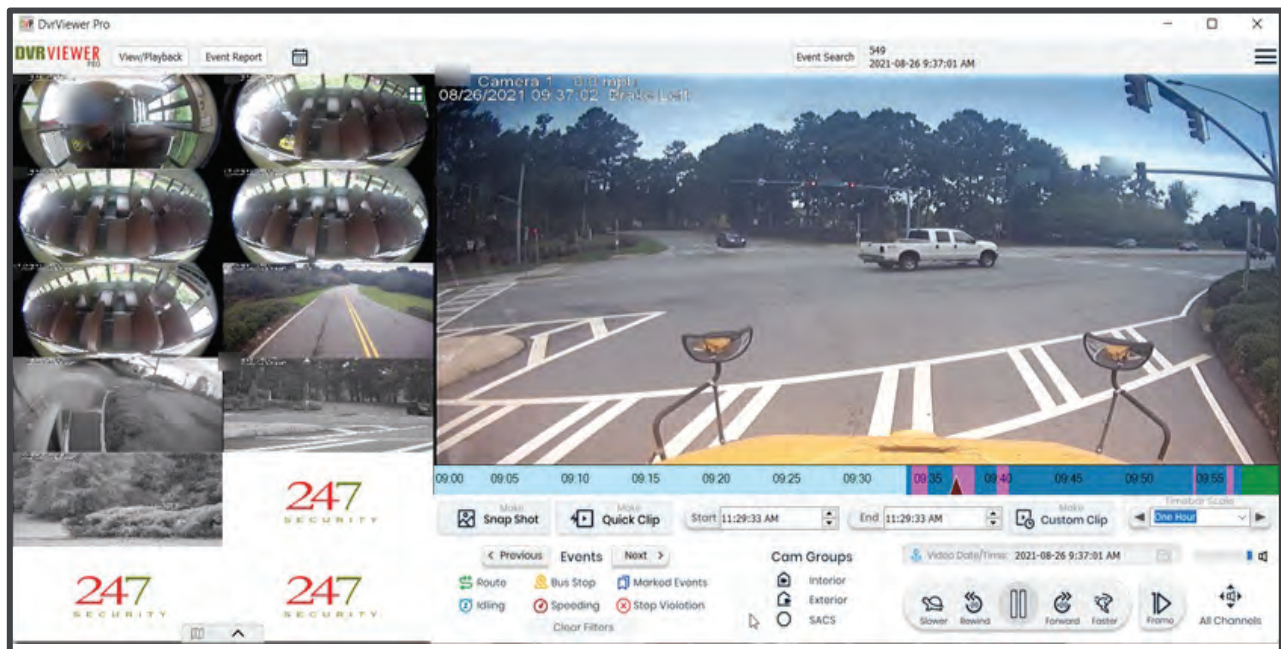
### Scrolling through the cameras

- Select the camera views with the two buttons top left. For buses with multiple cameras, click the up/down arrows or the grid button to display more camera



Be aware that more cameras = more video = more for the computer to process. On some machines, video and audio will get choppy with multiple cameras

- In the example below, the bus has 10 cameras. Playing back 10 channels of video can appear choppy and the audio may have clicks and dropouts as the computer struggle to display all channels

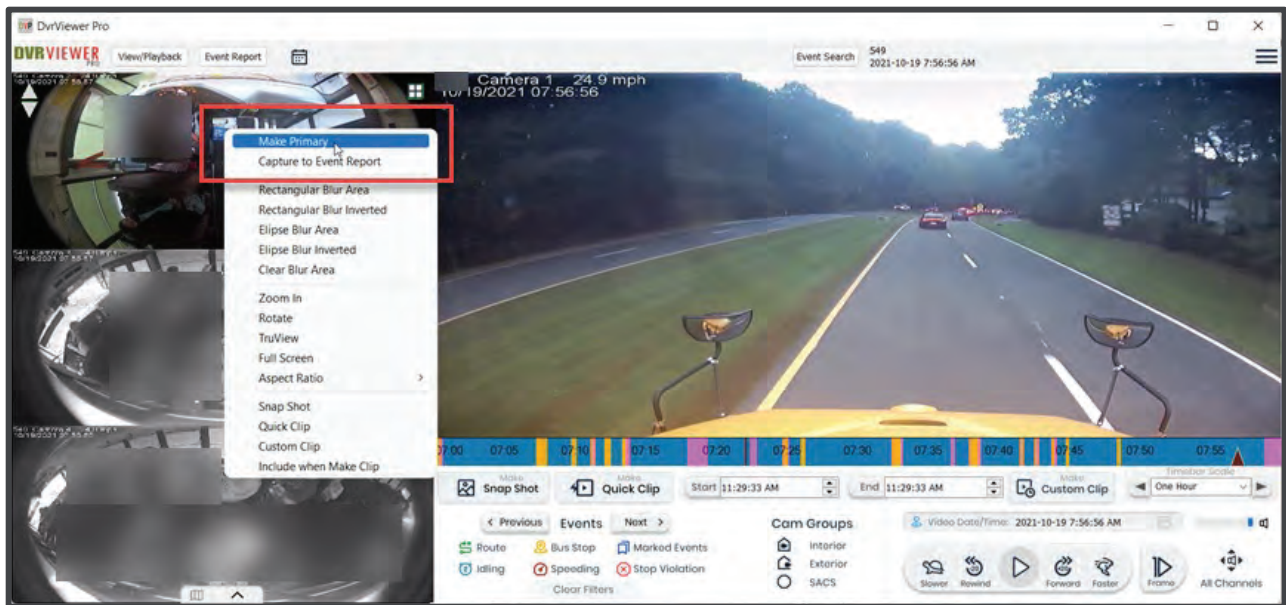


- When you save videos for incident reporting, only include the necessary cameras



## Moving a camera to the Primary position

- Right-click on any camera, select **“Make Primary”**, and it will swap positions with the camera in the Primary spot



Camera 2 becomes Primary:

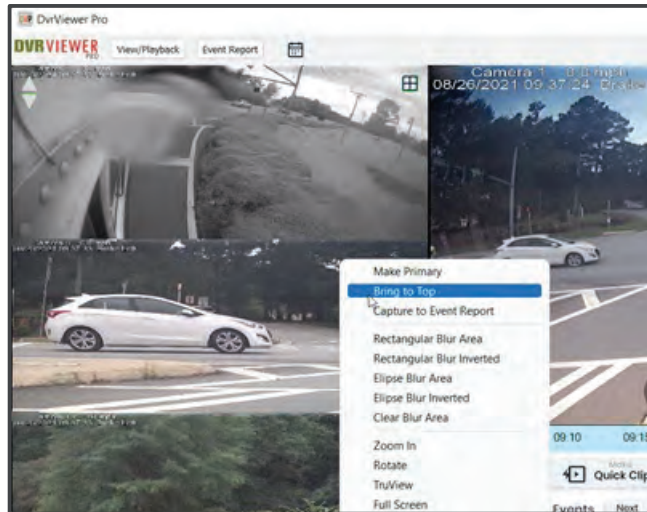




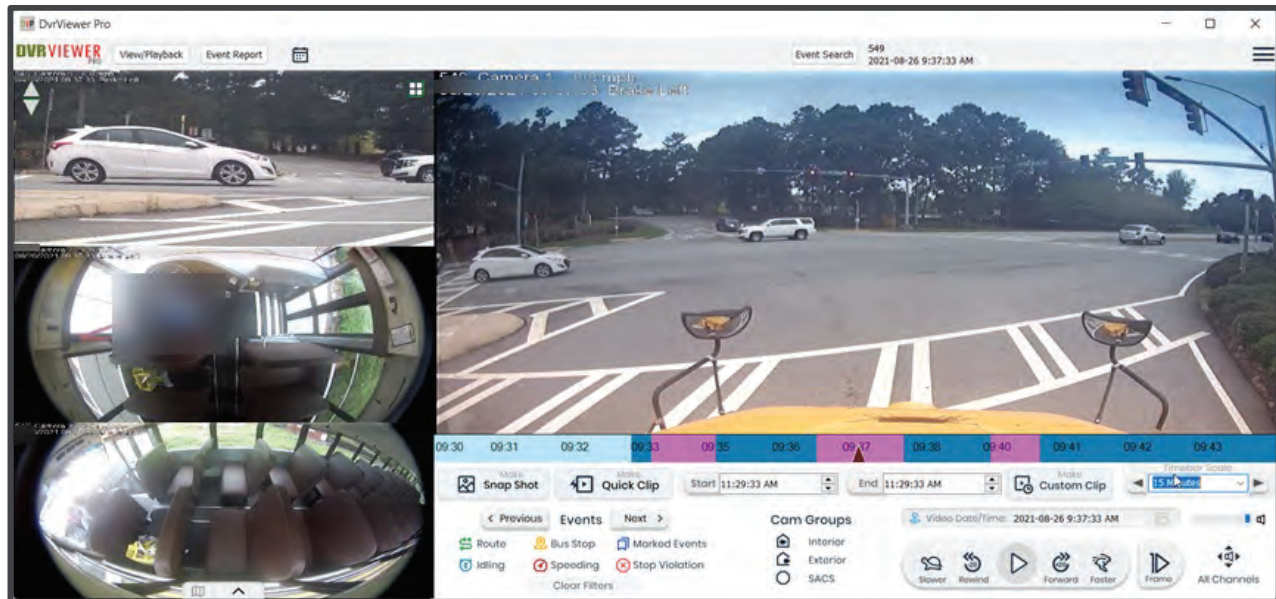
## Moving a camera to the top of the list

- To bring a camera to the top of the page, right click and select **“Bring to Top”**

In this example, selecting the camera with the white car in the frame...



...moves the channel to the top of the list of cameras



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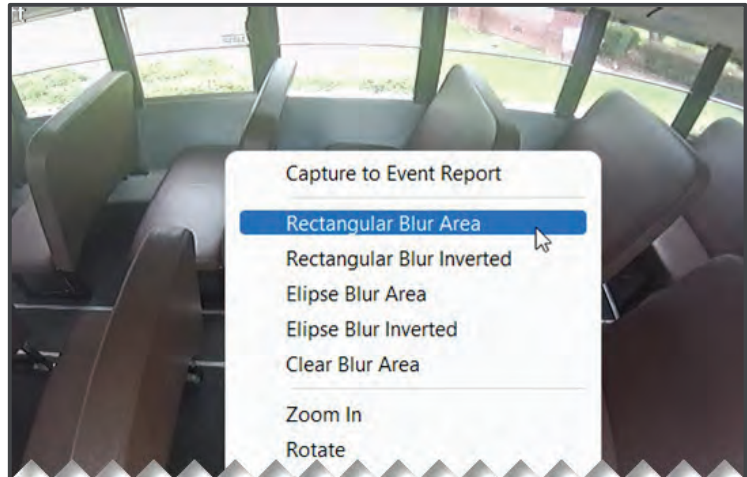
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## Blurring Video

- Right click on any channel. The **Options** dialog will appear. Select the type of blur you want to apply, then click and drag across the part of the video you want to affect. The region you just created will be blurred, or inverted-blur.

A description of each option follows.

If the video is on pause, you will need to advance the video to see your blur



- Unaffected - original image**



- Rectangular Blur Area**



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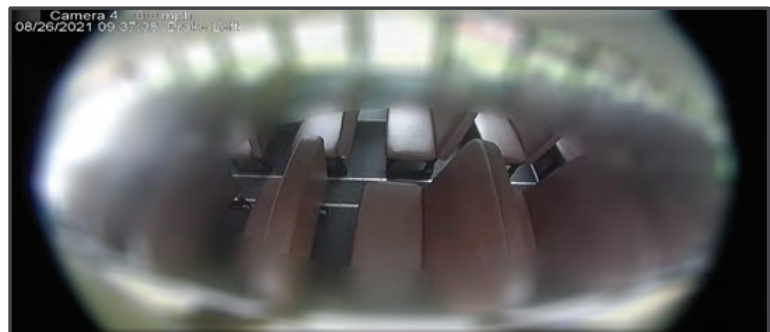
■ Rectangular Blur Inverted



■ Ellipse Blur Area



■ Ellipse Blur Inverted



**Notes regarding blur tools:**

- Any combination of Rectangular Blur and Ellipse Blur can be applied at the same time on the same channel, and also across multiple channels
- Only one inverted blur can be applied to a channel
- Blurs hold their fixed position when video is running
- Blurs are applied to Snap Shots of the selected channel
- Blurs are applied when saving video clips of the selected camera channel
- If the video is on pause, you will need to advance the video to see your blur. You can press Play or the Frame button to advance the video

- Right click and select **Clear Blur Area** to remove all blurs from the currently selected channel

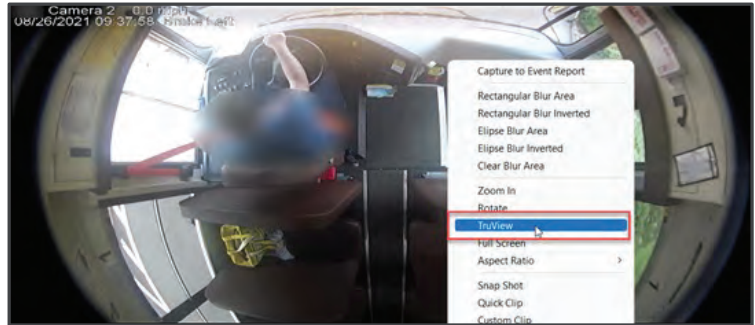
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## Zoom in

- Right click on any channel.  
Select **“Zoom In”** on the **Options dialog**.  
Click and drag the mouse pointer across any part of video channel. The smaller the area selected, the greater the zoom



- The area inside of the rectangle will be zoomed in

You can move the zoomed image with the arrow keys on your keyboard

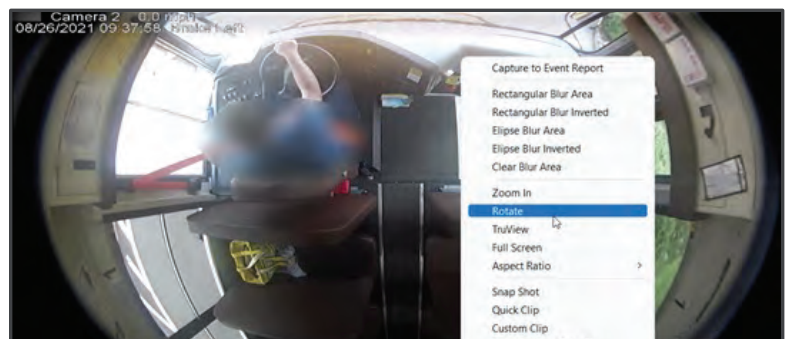
Right click and uncheck **Zoom In** to clear the zoomed effect



## Rotate Camera

- Right click on any channel.

Select **“Rotate”** to rotate image by 90° clockwise



■ **Rotate Image:**

Continue to rotate the image as desired. The image will be in its original state after four rotations



## Fullscreen Mode

- Double click on any channel to view it in fullscreen. Double click again to return to original state

**Original:**



**Fullscreen:**



## TruView

TruView is a 247 Security Inc exclusive! You can convert a fish-eye lens image from a OmniView 360° camera into 3 additional images. TruView adjusts the image to three separate linear views to make it easier to see

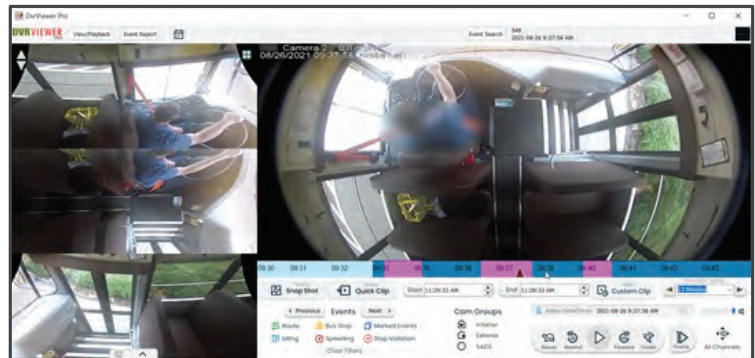
- To switch to TruView mode, select any channel with any camera with an OmniView 360° camera, right click to open the popup dialog then select **“TruView”**.

The camera you select can be Primary or one of the channels on the left



- The original channel will be in the Primary channel position. Three additional linear perspectives views will be created from the 360° view

Currently, fullscreen mode, blur, and zoom tools cannot be performed on the TruView derived channels but can still be done for the original OmniView 360° channel



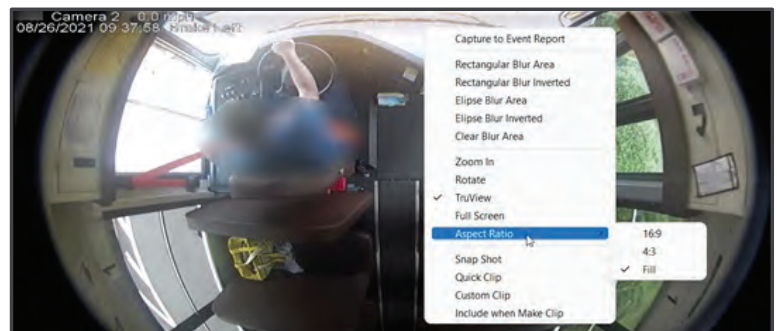
- You can create snapshots and save the video clips from TruView
- To exit, TruView, right click on any of the 4 channels and uncheck TruView

## Changing Video Aspect Ratio

DVRViewer Pro automatically scales its window to optimize viewing on your computer monitor

- To accommodate the best views, right click on any channel

Select **“Aspect Ratio”**. Choose the appropriate ratio (16:9, 4:3, Fill) to size each channel to the desired proportions in each viewing area



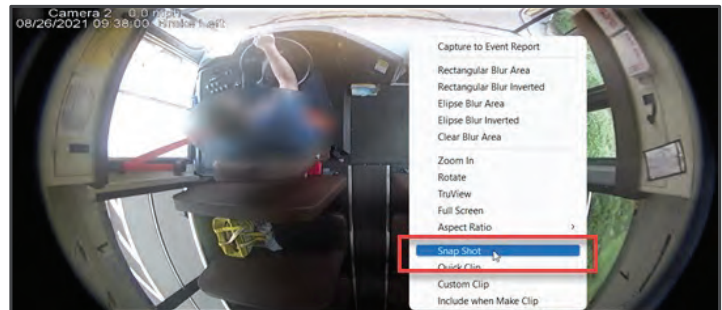
## Video Clips and Snap Shots

- You can capture different elements of your videos to distribute to interested parties. Customized video clips and Snap Shots (still images) are captured directly from the video, and are useful for incident reporting.

## Creating Snap Shots

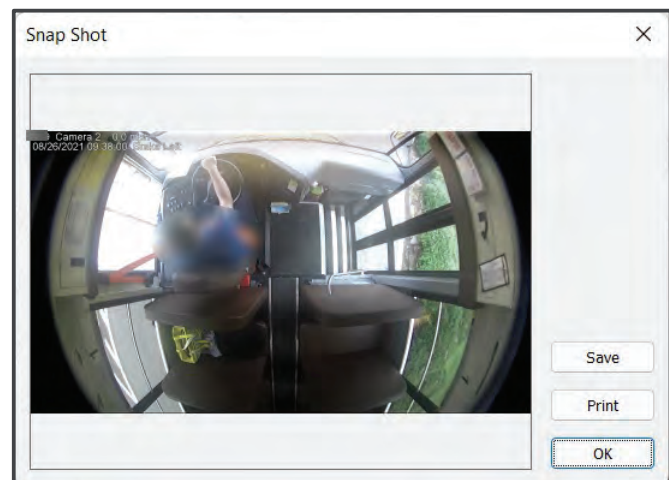
- Use the **Play/Pause** and **Frame** buttons to locate the best shot. Right click on any channel.
- Select **"SnapShot"** to capture image.

You can also use the SnapShot button on the control panel to capture a still image of the Primary window



- This dialog will display. Click **Save** and choose a destination folder or use the default **MySnapShots** folder

Click **OK** to close the dialog





# Creating Video Clips

- There are two main ways to create video clips:
  - **Quick Clip:** automatically creates a 1 minute clip
  - **Custom Clip:** you set the start and stop times

## Video File Types

- You have 3 choices of file format when you save a video clip. We strongly recommend that you save video clips in DVR format for security and privacy reasons.



Here's a comparison of your options.

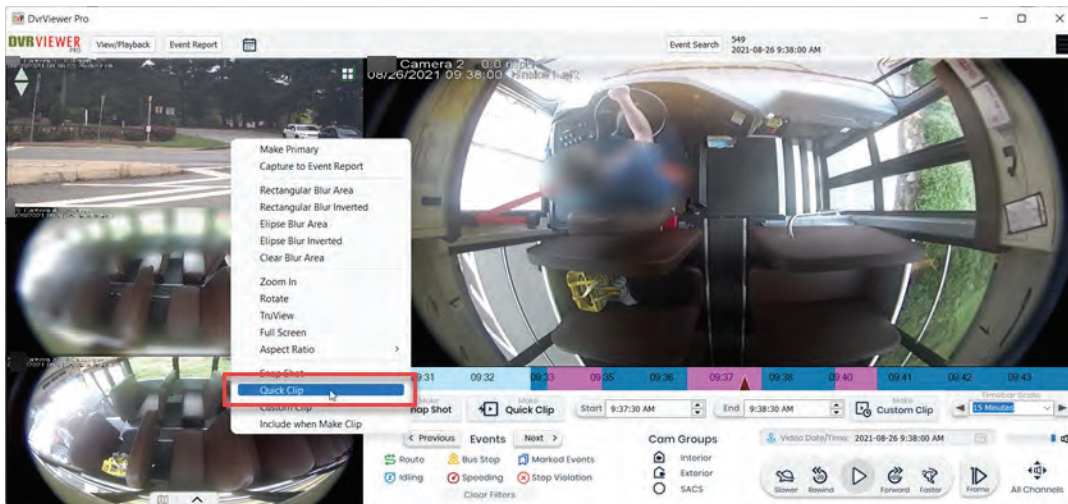
AVI and MP4	DVR (DVRViewer Pro)
• Very portable	• Not as portable
• Can be viewed by any device: Apple, PC, Smart Phones, etc...	• Can only be viewed on a PC with DVRViewer or DVRViewer Pro
• Not secure or private	• Very secure; can be encrypted and password protected
• Can be shared and viewed online	• Not viewable online
• Each camera is saved as a different file	• All selected cameras saved as one file
• Map and GPS data is not included in the files	• Map and GPS data is included in DVR file
• Takes longer for DVP to process when saving	• Faster saves fro DVRViewer Pro

- DVRViewer Pro can be installed on any PC; the installation files are accessible by download from the 247 Security Inc. support website. The program requires a login and password which should be kept confidential.



## Creating a Quick Clip

- Pause your video where you want to create the Quick Clip. The clip will automatically include 30 seconds before and 30 seconds after the current video time. It's also a good idea to know which cameras you want to include in the clip. For example, it may not be relevant to include external cameras. etc...
- Right click on any camera and select **Quick Clip**, or click the **Make Quick Clip** button



- A popup dialog with available camera channels will appear
- From top to bottom:

### Folder:

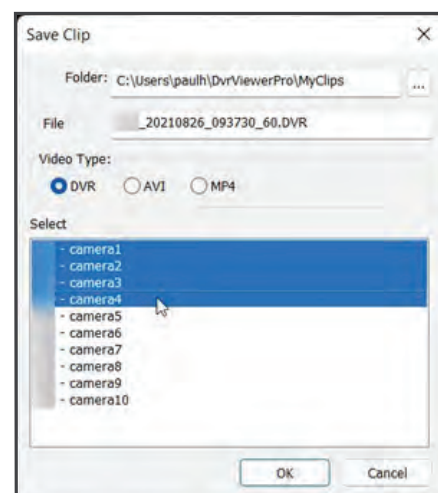
- Choose the location to save your files(s)
- Click the three dots  to choose a location other than the default **MyClips** folder

### File:

- Rename the file if you want. It's a good idea to include at least the bus number and the date

**Video Type:** As discussed above, see pg. 42

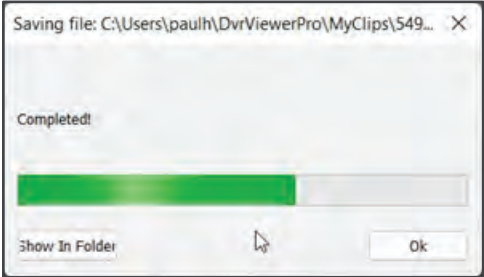
- Select: Choose the cameras to include in your clip, click to select and highlight.
- Click **OK** and your **Quick Clip** will save to the selected folder



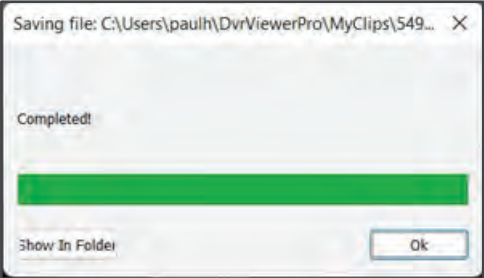


- The progress will be shown as the clip(s) is saved.

It will take longer for AVI or MP4 as each camera will be saved as a different video file.



- Clicking **Show In Folder** will open the Windows Explorer directory where the video has been saved.
- Click **OK** to return to DVRViewer Pro.



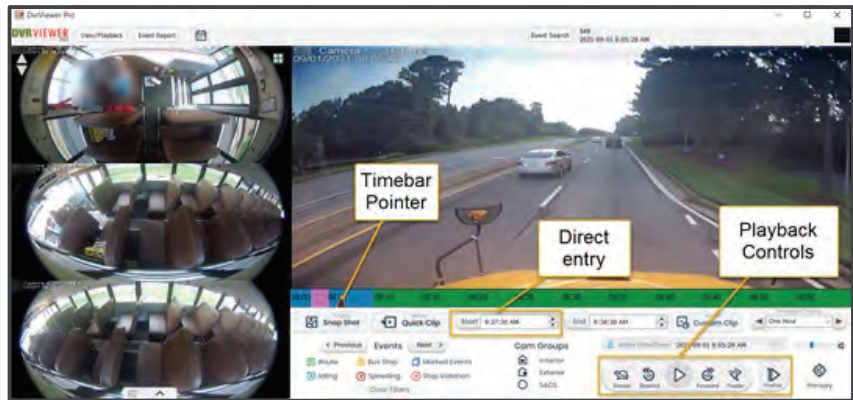
## Creating a Custom Clip

- This is a very similar process to creating a Quick Clip. Where a Quick Clip creates a one-minute video, you can change the length of the video with Custom Clip.

- Determine when the beginning of your video clip should start.

You can:

- Drag the **Timebar Pointer**
- Use the **Playback Controls**
- Direct typing entry into the **Start** box to precisely set the start time



Click the **Start** button.

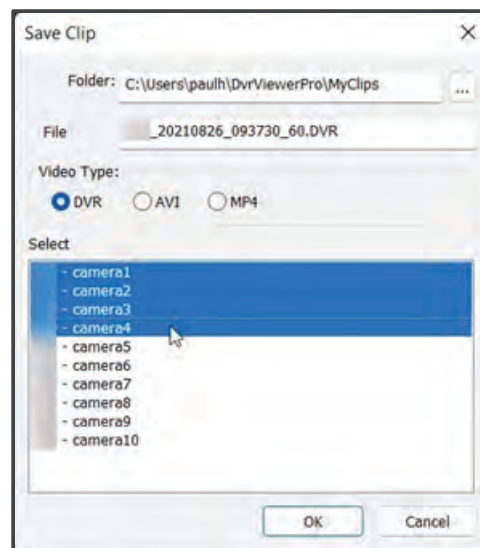
- Set the end of the video, and click the **End** button. Click the **Make Custom Clip** button, or right-click on a camera and select **Custom Clip**.

- The same popup dialog as **Quick Clip** will appear.

Choose where to save your clip (default is **MyClips**), the name of your file, and the file format.

Highlight the channels you wish to include in your clip and click **OK**.

The same window will open displaying the progress, and then you will have the option of **Show In Folder** or **OK** to close the dialog.





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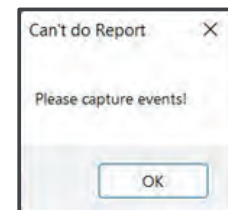
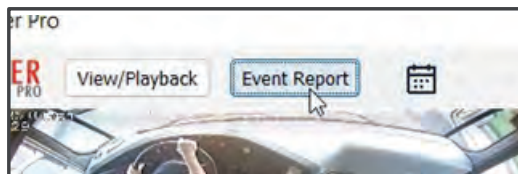
## Creating Event Reports

- An Event Report is a formatted document designed for sharing with law enforcement, parents, principals, and other interested parties.
- It includes up to 4 Snap Shots, GPS data regarding where and when the incident took place, and customized fields for you to enter your own text.
- A map is provided and the nearest relative address is also included.
- This document is saved as a PDF file that can be emailed or printed as required by the situation.



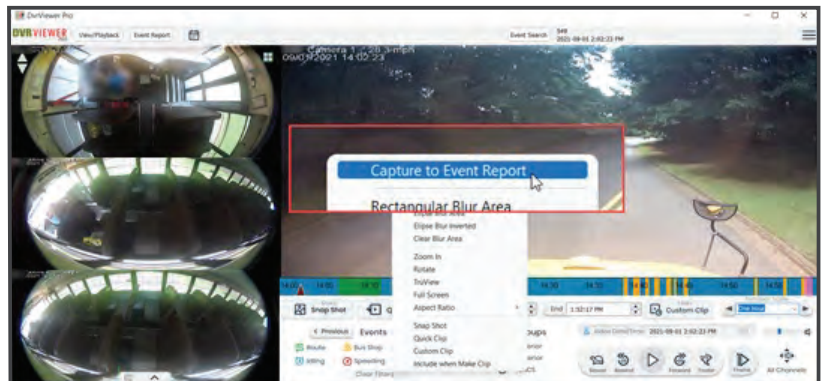
**Note:** Details in this example have been blurred out for privacy

- The first step is to populate the Event Report with **Snap Shots**. If you click the Event Report button before doing this, you will get this message.



- Find the video that you want to include as a Snap Shot.

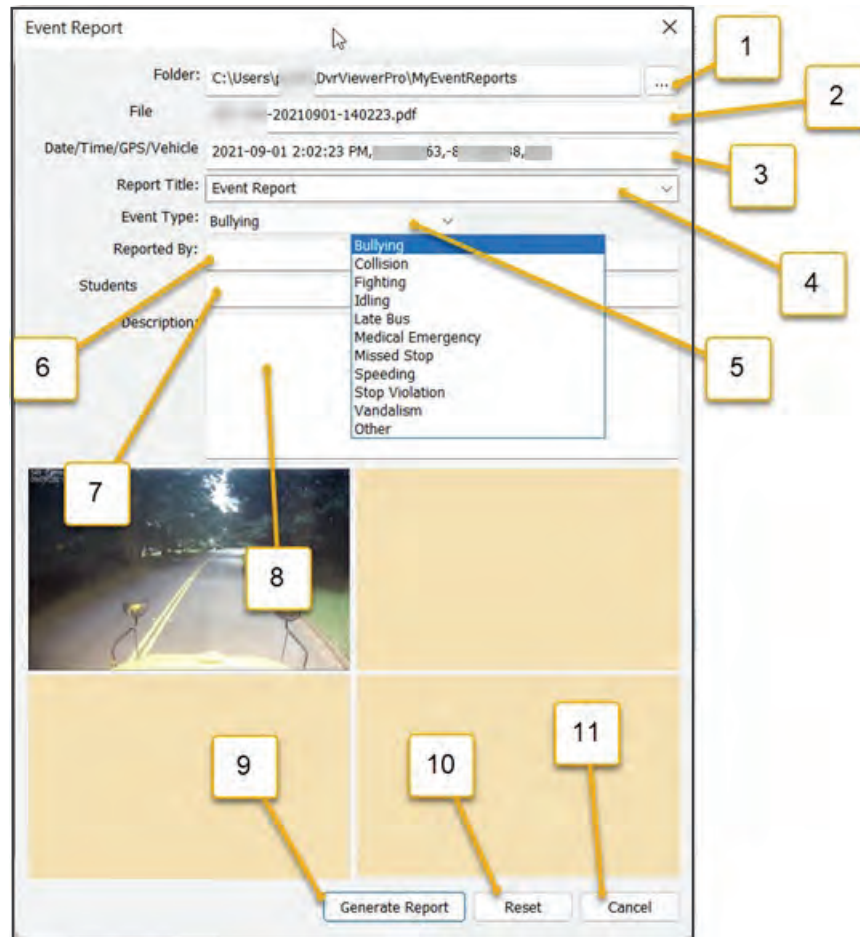
Right click on any channel and select **Capture to Event Report** to capture an image. Your capture will be added to the content for your Event Report.



- Click the **Event Report** button, and you will see the blank dialog window with your just-captured Snap Shot.

If you have enough images, complete the fields. For more images, click **Cancel**, or **Reset** to start over.

- Locate the video you want, right click and select **Capture to Event Report**. The report shows the most recent 4 captures, so if you do a 5th, the first one gets deleted from the report. Once you have the Snap Shots you want, click the **Event Report** button.



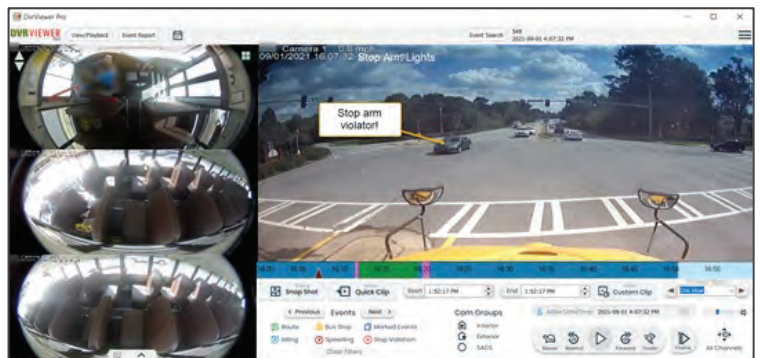
- 1 Save location: defaults to **MyEventReports**. Click the three dot button to navigate to a different location
- 2 Name of the file
- 3 Date, time, GPS coordinates of the incident
- 4 Title of the report: you can change this, and later select other title from the drop-down menu
- 5 The category of incident: some fields may alter depending on what is selected here
- 6 Your name or whomever is reporting the incident
- 7 Student names or leave blank (or N/A)
- 8 Description field: enter the details
- 9 **Generate Report** button will create the PDF
- 10 **Reset** deletes everything so you can start over
- 11 **Cancel** closes the dialog window

## Event Report Tutorial

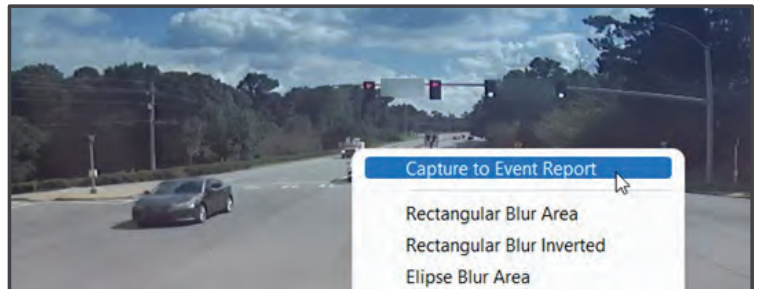
### Stop Arm Violation

This section shows you how to generate an Event Report for a (fake) Stop Arm violation

- 1 Find the video when the violation occurred.  
(In this fictitious scenario, imagine the bus is at a stop with children, the stop lights are on and stop arm is out)



- 2 Capture the image in Primary window to the report

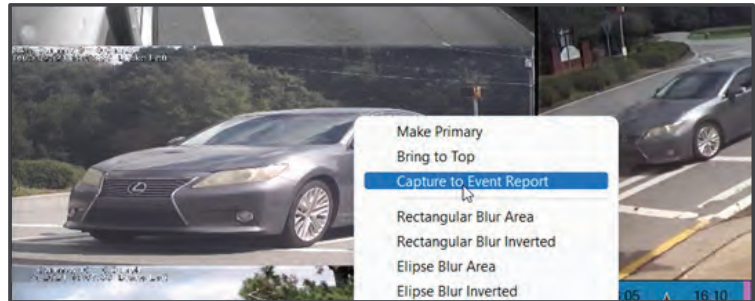


- 3 Find other cameras with the violation in frame

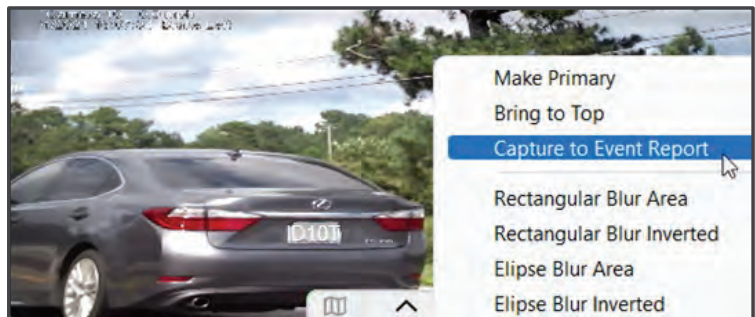
Use the **Frame** button to step forward until you get the perfect image



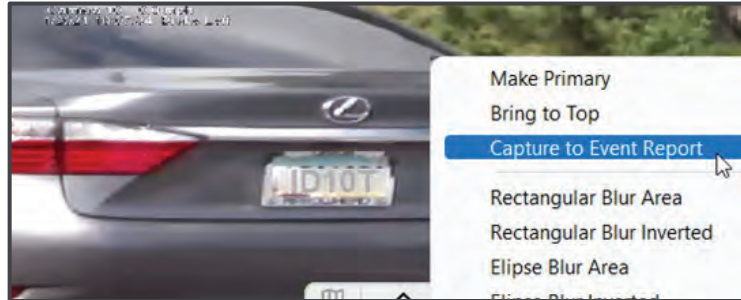
- 4 Right click on any camera and select **Capture to Event Report**



- 5 We need some clear shots of the license plate, so find the best camera and step through the frames



6 Use the **Zoom** feature to make the license plate clearly visible, then capture it to the Event Report



7 Click the **Event Report** button, and complete the fields

**Event Report** ✕

Folder: C:\Users\paulh\DvrViewerPro\MyEventReports ...

File: FakeStopArmViolator-20210901-160732.pdf

Date/Time/GPS/Vehicle: 2021-09-01 4:07:32 PM,33.4xxxxnn2,-84.

Report Title: Fake Stop Arm Violation v



Event Type: Stop Violation v



Reported By: Paul H

Students: n/a

Description: Grey Lexus failed to stop. license as in picture

---

Generate Report Reset Cancel

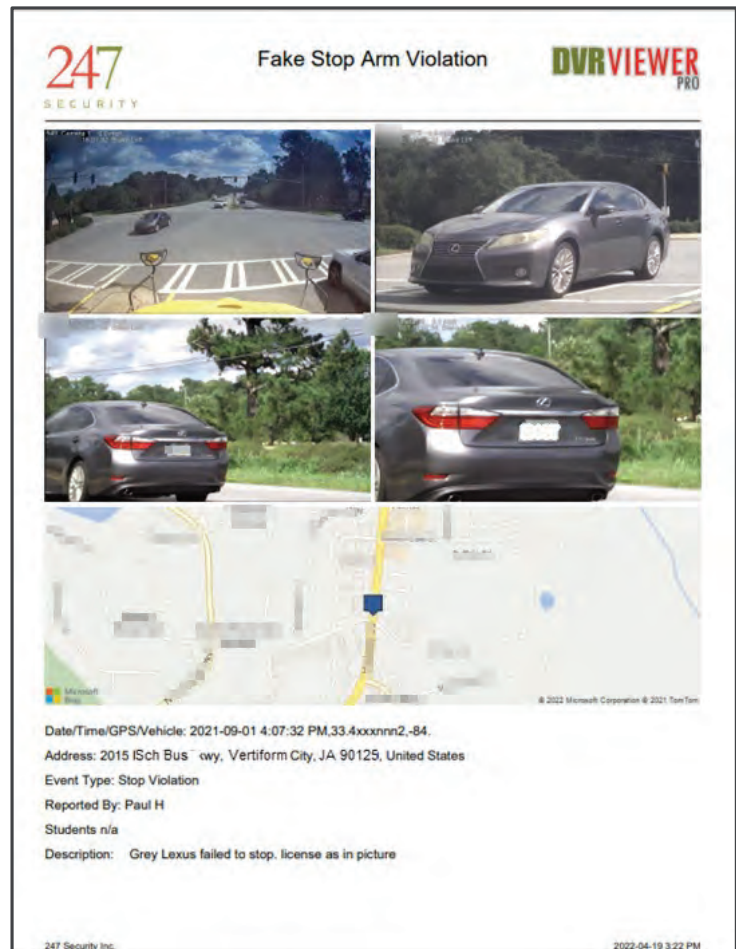
8 Click **Generate Report**



- 9 The completed report will open in your PDF viewer. If there is a local street address according to the GPS coordinates, it will automatically populate
- 10 To share with others, you can print and distribute hard copies or navigate to the folder where you have your Event Reports saved, and email it

**Note:** If you haven't changed it, the default location for Event Report is:

**C:\Users\[yourUserName]\DvrViewerPro\MyEventReports**



**Note:** Some elements of the above example have been blurred for privacy



## Next Steps

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Should you experience any issues, call support at 1.866.693.7492



# DVR VIEWER

Video Playback Made Easy **PRO**

## USER MANUAL - for Sales Team Training

