RFP# 1516-45
Due: Wednesday, March 2, 2016

PROPOSAL FOR VIDEO/AUDIO IN-CAR RECORDING SYSTEM

AND AN INTEGRATED BODY WORN VIDEO/AUDIO SOLUTION

Norman, Oklahoma

Submitted by
WatchGuard Video

WatchGuard Video
415 Century Parkway, Allen, TX 75013
1.800.MPEG (6734)
www.watchguardvideo.com

This page has been intentionally left blank for the purpose of double-sided printing.

1st of March, 2016

City of Norman
Attn: Major Kevin Foster
201-B West Gray Street, Room 125
Norman, Oklahoma 73069

Reference: RFP # 1516-45 for Digital In-Car Video/Audio System and Integrated Body Worn Video/Audio Solution

We are pleased to present the 4RE HD Wireless In-Car Video System VISTA HD Wearable Camera System, and Evidence Library Evidence Management software for the City's consideration.

4RE HD makes high definition practical by eliminating the painful compromise between video quality and file storage needs. This means your agency will have high definition video for all of your court-bound video while simultaneously requiring less total storage than any other competing systems – or in other words you get HD video at SD cost.

Substantial investment into the development of the new VISTA one-piece wearable camera system began two years ago. VISTA sets new standards in ruggedness, overall performance, and ease of use. Unlike nearly every competing system, VISTA is constructed with industrial grade components and is manufactured in the U.S.A. It is capable of recording both High Definition and Standard Definition video, and is able to record up to 9 hours of continuous HD video.

The fully integrated 4RE and VISTA solution being proposed will be available Q2 2016.

Thank you for your consideration to this proposal.

Respectfully Submitted,

Jason Stuczynski
Vice President of Sales

415 Century Parkway • Allen, TX • 75013
Toll Free (800) 605-6734 • Main (972) 423-9777 • Fax (972) 423-9778
www.WatchGuardVideo.com

Contact Information:

RFP Point of Contact
Kyrie Endres, Proposal Manager
(214) 785-2608 - Direct
bids@watchgaurdvideo.com - Email

Authorized Signer
Jason Stuczynski, Vice President of Sales
(214) 785-2617 - Direct
bids@watchgaurdvideo.com - Email

Company
WatchGuard Video
415 Century Parkway
Allen, TX 75013
(800) 605-6734 – Toll Free
(972) 423-9777 – Main
(972) 423-9778 – Fax

CITY OF NORMAN
POLICE DEPARTMENT

Request for Proposals
Digital In-Car Video/Audio System and Integrated Body Worn Video/Audio Solution

Release Date
January 22, 2016

RFP#
1516-45

This page has been intentionally left blank for the purpose of double-sided printing.

Table of Contents

This page has been intentionally left blank for the purpose of double-sided printing.

PROJECT SPECIFICATIONS

This page has been intentionally left blank for the purpose of double-sided printing.

EQUIPMENT WARRANTY

This page has been intentionally left blank for the purpose of double-sided printing.

LIMITED IN-CAR HARDWARE WARRANTY

WatchGuard Video, in recognition of its responsibility to provide quality systems, components, and workmanship, warrants each system, part, and component it manufactures first sold to an end user to be free from defects in material and workmanship for a period of **ONE-YEAR** from the date of purchase. A defective component that is repaired or replaced under this limited warranty will be covered for the remainder of the original warranty period. Where defects in material or workmanship may occur, the following warranty terms and conditions apply:

WARRANTOR – This warranty is granted by WatchGuard Video, 415 Century Parkway, Allen, TX 75013, Telephone: 972-423-9777, Facsimile: 972-423-9778.

PARTIES TO WHOM WARRANTY IS INTENDED – This warranty extends to the original end user of the equipment only and is not transferable. Any exceptions must be approved in writing from WatchGuard Video.

PARTS AND COMPONENTS COVERED – All parts and components and repair labor of the warranted unit manufactured and/or installed by WatchGuard Video are covered by this warranty, except those parts and components excluded below.

PARTS AND COMPONENTS NOT COVERED – The Limited Warranty excludes normal wear-and-tear items such as frayed or broken cords, broken connectors, and scratched or broken displays. WatchGuard reserves the right to charge for damages resulting from abuse, improper installation, or extraordinary environmental damage (including damages caused by spilled liquids) to the unit during the warranty period at rates normally charged for repairing such units not covered under the Limited Warranty. In cases where potential charges would be incurred due to said damages, the agency submitting the system for repairs will be notified. Altered, damaged, or removed serial numbers results in voiding this Limited Warranty. If while under the warranty period, it is determined that the WatchGuard Video system was internally changed, modified, or repair attempted, the system warranty will become null and void.

LIMITED LIABILITY – WatchGuard Video's liability is limited to the repair or replacement of components found to be defective by WatchGuard Video. WatchGuard Video will not be liable for any direct, indirect, consequential, or incidental damages arising out of the use of or inability to use the system even if the unit proved to be defective. WatchGuard Video will not be responsible for any removal or re-installation cost of the unit or for damages caused by improper installation.

REMEDY – If, within the duration of this warranty, a unit or component covered by this warranty is determined by WatchGuard Video to be defective in material or workmanship, WatchGuard Video shall replace any defective components. Replacement of a defective component(s) pursuant to this warranty

415 Century Parkway • Allen, TX • 75013
Toll Free (800) 605-6734 • Main (972) 423-9777 • Fax (972) 423-9778
www.WatchGuardVideo.com

shall be warranted for the remainder of the warranty period applicable to the system warranty period. WatchGuard Video will advance ship a replacement unit, or at the request of the customer, ask for the unit to be sent in for repair. In the case of an advanced shipment replacement, WatchGuard will supply a return label with the advance unit, and the customer must return the defect within thirty days.

SHIPPING – When an advanced replacement is sent out, the unit will ship via ground shipping, and WatchGuard Video will provide a prepaid shipping label to return any defective unit for end users in the continental United States. A serial number is required to be submitted with the request in order to receive an advanced replacement unit. The customer will need to contact WatchGuard's Customer Service Department to request a return material authorization (RMA) number. Failure to return the unit within the thirty day window will result in the customer being billed the full purchase price of the advance shipped unit.

If the customer requests the unit be sent in for repair, the end user will be responsible for any shipping charges to WatchGuard Video. WatchGuard Video will return ship the product to a customer within the continental United States by prepaid ground shipping only. Any expedited shipping costs are the responsibility of the end user.

Customers that are outside the continental United States will be responsible for all transportation costs both to and from WatchGuard Video's factory for warranty service, including without limitation to any export or import fees, duties, tariffs, or any other related fees that may be incurred during transportation. You may also obtain warranty service by contacting your local WatchGuard Authorized Service Center (ASC) for shipping instructions. A list of local ASCs may be obtained by contacting WatchGuard's Customer Service Department. Customers will be responsible for all transportation costs to and from the local ASC for warranty service.

EXTENDED WARRANTY – Extended Warranties may be purchased directly from WatchGuard Video. Any and all extended warranties must be purchased prior to the expiration of any previous warranty. Failure to purchase an extended warranty prior to the expiration of the warranty period will require the covered unit to be physically inspected at the facility of the manufacturer and any repairs necessary to bring the unit back to full working order must be performed prior to the issuance of any new warranty. The customer will be responsible for the cost of the inspection (equal to 1 hour of labor) plus the standard costs associated with any required repairs. Should you have any further questions regarding the WatchGuard Video limited warranty, please direct them to:

WatchGuard Video
Attn: Customer Service Department
415 Century Parkway
Allen, Texas 75013
(800) 605-6734 Toll Free Main Phone
(972) 423-9777 Main
(972) 423-9778 Fax
www.watchguardvideo.com
support@watchguardvideo.com

LIMITED WEARABLE CAMERA HARDWARE WARRANTY

WatchGuard Video, in recognition of its responsibility to provide quality systems, components, and workmanship, warrants each system, part, and component it manufactures first sold to an end user to be free from defects in material and workmanship for a period of **ONE-YEAR** from the date of purchase. A defective component that is repaired or replaced under this limited warranty will be covered for the remainder of the original warranty period. Where defects in material or workmanship may occur, the following warranty terms and conditions apply:

WARRANTOR – This warranty is granted by WatchGuard Video, 415 Century Parkway, Allen, TX 75013, Telephone: 972-423-9777, Facsimile: 972-423-9778.

PARTIES TO WHOM WARRANTY IS INTENDED – This warranty extends to the original end user of the equipment only and is not transferable. Any exceptions must be approved in writing from WatchGuard Video.

PARTS AND COMPONENTS COVERED – All parts and components, including consumable items such as batteries, and repair labor of the warranted unit manufactured and/or installed by WatchGuard Video are covered by this warranty, except those parts and components excluded below.

PARTS AND COMPONENTS NOT COVERED – The Limited Warranty excludes camera mounts and normal wear-and-tear items such as frayed or broken cords and scratched or broken displays. WatchGuard reserves the right to charge for damages resulting from abuse, improper use, or extraordinary environmental damage (such as submersion in liquid) to the unit during the warranty period at rates normally charged for repairing such units not covered under the Limited Warranty. In cases where potential charges would be incurred due to said damages, the agency submitting the system for repairs will be notified. Altered, damaged, or removed serial numbers results in voiding this Limited Warranty. If while under the warranty period, it is determined that the WatchGuard Video system was internally changed, modified, or repair attempted, the system warranty will become null and void.

LIMITED LIABILITY – WatchGuard Video's liability is limited to the repair or replacement of components found to be defective by WatchGuard Video. WatchGuard Video will not be liable for any direct, indirect, consequential, or incidental damages arising out of the use of or inability to use the system even if the unit proved to be defective.

REMEDY – If, within the duration of this warranty, a unit or component covered by this warranty is diagnosed by WatchGuard Video's Customer Service phone support and proves to be defective in material or workmanship, WatchGuard Video shall replace the defective unit with an Advance Replacement unit. The Advance Replacement unit will ship via UPS ground and include a prepaid shipping label to return the defective unit, which must be received by WatchGuard Video within thirty

415 Century Parkway • Allen, TX • 75013
Toll Free (800) 605-6734 • Main (972) 423-9777 • Fax (972) 423-9778
www.WatchGuardVideo.com

days. The Advance Replacement unit pursuant to this warranty shall be warranted for the remainder of the warranty period.

SHIPPING – When an advanced replacement is sent out, the unit will ship via ground shipping, and WatchGuard Video will provide a prepaid shipping label to return any defective unit for end users in the continental United States. A serial number is required to be submitted with the request in order to receive an advanced replacement unit. The customer will need to contact WatchGuard's Customer Service Department to request a return material authorization (RMA) number. Failure to return the unit within the thirty day window will result in the customer being billed the full purchase price of the advance shipped unit.

If the customer requests the unit be sent in for repair, the end user will be responsible for any shipping charges to WatchGuard Video. WatchGuard Video will return ship the product to a customer within the continental United States by prepaid ground shipping only. Any expedited shipping costs are the responsibility of the end user.

Customers that are outside the continental United States will be responsible for all transportation costs both to and from WatchGuard Video's factory for warranty service, including without limitation to any export or import fees, duties, tariffs, or any other related fees that may be incurred during transportation. You may also obtain warranty service by contacting your local WatchGuard Authorized Service Center (ASC) for shipping instructions. A list of local ASCs may be obtained by contacting WatchGuard's Customer Service Department. Customers will be responsible for all transportation costs to and from the local ASC for warranty service.

EXTENDED WARRANTY – A 3 Year Extended "No-Fault" Warranty may be purchased directly from WatchGuard Video. Any and all extended warranties must be purchased prior to the expiration of any previous warranty. Failure to purchase an extended warranty prior to the expiration of the warranty period will require the covered unit to be physically inspected at the facility of the manufacturer and any repairs necessary to bring the unit back to full working order must be performed prior to the issuance of any new warranty. The customer will be responsible for the cost of the inspection (equal to 1 hour of labor) plus the standard costs associated with any required repairs. Should you have any further questions regarding the WatchGuard Video limited warranty, please direct them to:

WatchGuard Video
Attn: Customer Service Department
415 Century Parkway
Allen, Texas 75013
(800) 605-6734 Toll Free Main Phone
(972) 423-9777 Main
(972) 423-9778 Fax
www.watchguardvideo.com
support@watchguardvideo.com

VISTA NO-FAULT 3 YEAR EXTENDED HARDWARE WARRANTY

WatchGuard Video, in recognition of the high demands placed on all equipment worn, and used by Police Officers is offering the following No-Fault Warranty option. WatchGuard warrants each system, part, and component it manufactures first sold to an end user to be free from defects in material and workmanship for a period of **ONE-YEAR** from the date of purchase in its standard Limited Warranty.

The No-Fault 3 Year Extended Warranty may be purchased directly from WatchGuard Video. Any and all No-Fault warranties must be purchased with the initial purchase of the VISTA unit, and the VISTA No-Fault warranty must also be purchased for all VISTA units. Failure to purchase the No-Fault warranty at the time of purchase will require the covered unit to be physically inspected at the facility of the manufacturer and any repairs necessary to bring the unit back to full working order must be performed prior to the issuance of any new warranty. The customer will be responsible for the cost of the inspection (equal to 1 hour of labor) plus the standard costs associated with any required repairs. The following warranty terms and conditions apply with the purchase of the No-Fault VISTA Camera Warranty:

WARRANTOR – This warranty is granted by WatchGuard Video, 415 Century Parkway, Allen, TX 75013, Telephone: 972-423-9777, Facsimile: 972-423-9778.

PARTIES TO WHOM WARRANTY IS INTENDED – This warranty extends to the original end user of the equipment only and is not transferable. Any exceptions must be approved in writing from WatchGuard Video.

PARTS AND COMPONENTS COVERED – The VISTA No-Fault warranty covers all parts and components of the VISTA Standard, and the VISTA Extended capacity Body Worn Cameras. This also includes the base, cables, and battery replacements during the life of the extended warranty. Repair labor of the warranted unit manufactured and/or installed by WatchGuard Video are covered by this warranty, except those parts and components excluded below.

PARTS AND COMPONENTS NOT COVERED – The No-Fault Warranty will not include systems with intentionally altered or removed serial numbers, or it is determined that the WatchGuard Video system was internally changed, modified, or repaired.

LIMITED LIABILITY – WatchGuard Video's liability is limited to the repair or replacement of components. WatchGuard Video will not be liable for any direct, indirect, consequential, or incidental damages arising out of the use of or inability to use the system even if the unit proved to be defective.

415 Century Parkway • Allen, TX • 75013
Toll Free (800) 605-6734 • Main (972) 423-9777 • Fax (972) 423-9778
www.WatchGuardVideo.com

REMEDY – If, within the duration of this warranty, a unit or component covered by this warranty is damaged in any way, WatchGuard Video shall replace the unit with an Advance Replacement unit. The Advance Replacement unit will ship via UPS ground and include a prepaid shipping label to return the defective or damaged unit. WatchGuard requires that any and all parts and pieces of the damage unit be returned. By contacting WatchGuard to send in a unit in for repair or replacement under the No-Fault Warranty, the customer agrees to return the damaged unit within 30 days. Failure to return the unit will result in the customer being billed the full purchase price for the new advance shipped unit. The Advance Replacement unit pursuant to this warranty shall be warranted for the remainder of the warranty period.

SHIPPING –Throughout the duration of the warranty period, WatchGuard Video will provide an Advance Replacement unit with a prepaid shipping label to return any defective unit for end users in the continental United States provided serial numbers are submitted during the Customer Service diagnostic process. In such event, contact WatchGuard's Customer Service Department for troubleshooting and to start the diagnostic process. Any expedited shipping costs are the responsibility of the end user. Customers that are outside the continental United States will be responsible for all transportation costs both to and from WatchGuard Video's factory for warranty service, including without limitation to any export or import fees, duties, tariffs, or any other related fees that may be incurred during transportation.

You may also obtain warranty service by contacting your local WatchGuard Authorized Service Center (ASC) for shipping instructions. A list of local ASCs may be obtained by contacting WatchGuard's Customer Service Department. Customers will be responsible for all transportation costs to and from the local ASC for warranty service.

Should you have any further questions regarding the WatchGuard Video No-Fault warranty, please direct them to:

WatchGuard Video
Attn: Customer Service Department
415 Century Parkway
Allen, Texas 75013
(800) 605-6734 Toll Free Main Phone
(866) 384-8567 Toll Free Queued Customer Service
(972) 423-9777 Main
(972) 423-9778 Fax
www.watchguardvideo.com
support@watchguardvideo.com

VISTA WiFi Trade-In Program

VISTA WIFI TRADE-IN STATEMENT

WatchGuard Video, technology pioneer and market leader for law enforcement video systems, offers agencies the ability to capture the whole truth with the most reliable, durable and highest-quality products including the 4RE® in-car and VISTA™ body-worn camera systems. The company supplies more than one-third of law enforcement agencies in the U.S. and Canada.

Our goal is to proactively develop, and provide the most technologically advanced solutions for law enforcement. The result being that new and improved features are continually being developed and added to our product line.

The WatchGuard VISTA HD Body Worn Camera, released this year, is quickly becoming the go to standard for law enforcement agencies. The VISTA HD camera fits the needs of almost all situations, but what we have heard time and again from agencies is that they want a product that more fully integrates with their in-car video system. Our next generation of VISTA HD Body Worn Cameras will have this feature, as well as, much more.

NEW FEATURES

Currently estimated to start shipping in Q2 2016, the VISTA WiFi camera will have all the functionality of our first generation VISTA Cameras, and will add some key new features:

- Remote Triggering of the 4RE In-Car Video System
- Eliminates the need for the Hi-Fi Microphone
- WatchGuard Video Mobile Application Support

The VISTA WiFi is an exciting next step in the evolution of our Body Worn Camera line.

WHAT DOES THIS MEAN FOR CUSTOMERS WHO ALREADY OWN VISTA

As stated above, technology is always evolving and we recognize that the need for a Body Worn Camera solution is right now. So for all customers that have purchased a VISTA HD Body Worn Camera prior to the release of the new VISTA WiFi Cameras, we will be offering a Trade-In Program.

TRADE IN DETAILS

The VISTA units that are to be traded in will be given a prorated value based on how long they have been owned. The trade in value of both the Extended, and Standard model VISTA HD cameras, will

415 Century Parkway • Allen, TX • 75013
Toll Free (800) 605-6734 • Main (972) 423-9777 • Fax (972) 423-9778
www.WatchGuardVideo.com

decrease by $35 per month from the initial purchase date. The total number of months will then be subtracted from the original purchase price to determine the trade-in value.

All new VISTA Wireless cameras will start off with a complete 1st Year Standard Warranty from WatchGuard Video.

TRADE IN RESTRICTIONS

The following pre-requisites must be met in order to qualify for the VISTA WiFi Trade-In Program:

1. All units to be traded in must have an existing warranty, and must have had full continuous warranty coverage from the initial purchase date.
2. Customers wishing to take advantage of the VISTA WiFi Trade-In Program must initiate the trade-in process within six months after the release of the VISTA WiFi cameras.

SUPPORT CONTACT INFORMATION

WatchGuard Video

Attn: Customer Service Department
415 Century Parkway
Allen, Texas 75013
(800) 605-6734 Toll Free Main Phone
(972) 423-9777 Main
(972) 423-9778 Fax
www.watchguardvideo.com
support@watchguardvideo.com

EVIDENCE LIBRARY SOFTWARE MAINTENANCE PLAN

TERMS AND CONDITIONS

Your WatchGuard Software Maintenance Plan for Evidence Library (herein referred to as the "Software Maintenance Plan") is governed by these Terms and Conditions and constitutes your contract with WatchGuard as described below. Subject to these Terms and Conditions,

(i) The Software Maintenance Plan applies to all customers who signed up for an active plan with WatchGuard Video after July 1, 2015.

(ii) The Evidence Library Software ("Covered Software") first sold to an end user is guaranteed to be free defects in material and workmanship for the duration of the coverage period.

(iii) The Software Maintenance Plan provides you with access to telephone technical support and web-based support resources for the Covered Software.

(iv) The Software Maintenance Plan provides you with access to software service packs, minor software updates, major software upgrades, and 4RE/VISTA Firmware updates.

(v) The Software Maintenance Plan includes the "Basic" level of CLOUD-SHARE.

The Software Maintenance Plan can be extended beyond the first year, provided payment for the annual Software Maintenance Plan for each year is made to WatchGuard prior to the end of the Coverage Period. The Software Maintenance Plan must be carried consecutively without any lapses in yearly coverage across all purchased 4RE In-Car, and VISTA units. WatchGuard will track the serial numbers of each unit and associate coverage with the Software Maintenance Plan respectively. All 4RE In-Car, VISTA and IT related hardware is excluded under the Software Maintenance Plan.

The duration of the Software Maintenance Plan ("Coverage Period") is for the period specified by any and all paid invoices related to the purchases of Software Maintenance Plans. WatchGuard may restrict service provided under this Software Maintenance Plan to the Covered Software's original country of purchase.

All Software Maintenance plans will have a "Common" expiration date that will be determined by the expiration of the original Software Maintenance from the initial purchase invoice. The common expiration date will be the same for all units. Any additional units purchased after the initial invoice, will not have Software Maintenance extended past the common expiration date unless additional years of Software Maintenance are purchased. All units must be extended at the same time and then the new expiration date will become the common expiration date for all current and future units purchased.

415 Century Parkway • Allen, TX • 75013
Toll Free (800) 605-6734 • Main (972) 423-9777 • Fax (972) 423-9778
www.WatchGuardVideo.com

SERVICE OPTIONS:

Remote Service which includes call center, on-line chat, email, will call, and remote desktop service, is provided free of charge for the Coverage Period. In instances where remote desktop capability is accessible, WatchGuard will make every reasonable effort to provide a solution remotely.

On-Site Technical Service must be scheduled in advance and is available at a minimum daily rate. Contact WatchGuard for further information regarding rates and availability.

TECHNICAL SUPPORT

TELEPHONE AND WEB SUPPORT

During the Coverage Period WatchGuard will provide you with access to telephone technical support and web-based technical support resources. Technical support may include the launch, configuration, troubleshooting, and recovery, interpreting system error messages, and determining when hardware repairs are required. WatchGuard will provide technical support for the Covered Software including software applications that are installed by WatchGuard or an Authorized Service Center. WatchGuard will provide support for the then-current version of the software.

SUPPORT LIMITATIONS

The Software Maintenance Plan does not cover:

(i) Issues that could be resolved by upgrading the software to the then-current version.

(ii) Your use of or modification to the Covered Software in a manner for which the Covered Software is not intended to be used or modified.

(iii) Third-party products or their effects on or interactions with the Covered Software.

(iv) Does not cover the services or time related to the installation of the software, training, or software upgrades.

(v) Your use of a computer or operating system that is unrelated to Covered Software.

(vi) Connectivity issues with the Covered Software over networks not built or supported by WatchGuard.

(vii) Covered Software that has been deleted or uninstalled.

(viii) Preventative maintenance on the Covered Software.

(ix) Damage to, or loss of, any software or data residing or recorded on the same computer as the Covered Software. The contents of the hard drive may be deleted in the course of service. WatchGuard may install system software updates as part of your service that will prevent the software from reverting to an earlier version. Reinstallation of software programs and user data are not covered under this Plan.

415 Century Parkway • Allen, TX • 75013
Toll Free (800) 605-6734 • Main (972) 423-9777 • Fax (972) 423-9778
www.WatchGuardVideo.com

(x) Hardware Warranty coverage includes, but is not limited to, servers, computers, DVD burners, JBOD online storage devices, uninterruptable power supplies, building mounted antennas, and all related brackets and mounting hardware ("IT Equipment").

(xi) On-Site technical service.

(xii) Problems caused by the function of a network or viruses or other software problems introduced into the Covered Software or computer the Covered Software is running on.

(xiii) Except as specifically provided herein, any other damages that do not arise from defects in materials and workmanship or ordinary and customary usage of the Covered Software.

Any Incident deemed out of scope as defined in this Software Maintenance Plan or any incident that occurs while no Software Maintenance Plan Agreement is in place, shall be subject to additional fees and/or charges. The Customer will be quoted applicable charges and rates prior to any service(s) being performed. Approved service(s) will commence upon receipt of a purchase order.

OBTAINING TECHNICAL SUPPORT

You may obtain technical support by calling (800) 605-6734. The Customer Service Representative will provide you technical support.

YOUR RESPONSIBILITY

To receive service or support under the Plan, you agree to comply with the following:

(i) Provide your agency name and serial number (if required) of the Covered Software.

(ii) Provide information about the symptoms and causes of the problems with the Covered Software.

(iii) Respond to requests for information, including but not limited to the associated serial number of Covered Software, version, model, IT hardware, and software including operating system and database software, third-party software installed, any peripherals devices connected or installed with the Covered Software, any error messages displayed, actions taken before the Covered Software experienced the issue and steps taken to resolve the issue.

(iv) You shall maintain all IT Equipment related to or required by the Covered Software. Any incident arising from inadequate maintenance of these systems shall be subject to additional per incident charges

(v) Any changes to the hardware or software environment for both the Covered Software and IT Equipment made by Customer that results in any degradation in performance will be the responsibility of you including any related costs to correct the issue. Changes include, but are not limited to, in-car installation resulting in a non-approved

415 Century Parkway • Allen, TX • 75013
Toll Free (800) 605-6734 • Main (972) 423-9777 • Fax (972) 423-9778
www.WatchGuardVideo.com

installation, damaged or misalignment of wireless antennas caused by the customer or weather, untrimmed trees or added obstacles that degrade wireless signal strength, added vehicles without regard for adding additional wireless access points that results in degraded performance, adding or changing video storage locations in an improper manner, adding or updating server software without the approval of WatchGuard, changes to the 4RE related network topology or architecture without consultation of WatchGuard.

GENERAL TERMS

(i) WatchGuard may subcontract or assign performance of its obligations to third-parties but will not be relieved of its obligations to you in doing so.

(ii) WatchGuard is not responsible for any failures or delays in performing under the Plan that are due to events outside WatchGuard's reasonable control.

(iii) This Plan is offered and valid only in the United States of America. This Plan may not be available in all states, and is not available where prohibited by law.

(iv) In carrying out its obligations WatchGuard may, at its discretion and solely for the purposes of monitoring the quality of WatchGuard's response, record part or all of the calls between you and WatchGuard.

(v) WatchGuard is not obligated to renew the Software Maintenance Plan after termination. If a new Software Maintenance Plan is offered, WatchGuard will determine the price and terms.

LIMITATION OF LIABILITY

EXCEPT FOR THE LIMITED WARRANTIES AND REMEDIES CONTAINED HEREIN, THIS PRODUCT IS PROVIDED ON AN "AS IS" BASIS, WITHOUT ANY OTHER WARRANTIES OR CONDITIONS, EXPRESSED OR IMPLIED, INCLUDING BUT NOT LIMITED TO, WARRANTIES OF MERCHANTABLE QUALITY, MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, OR THOSE ARISING BY LAW, STATUTE, USAGE OF TRADE, OR COURSE OF DEALING.

NEITHER WATCHGUARD NOR ITS DEALERS OR SUPPLIERS WILL HAVE ANY LIABILITY FOR ANY INDIRECT, INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES WHATSOEVER, INCLUDING BUT NOT LIMITED TO, LOSS OF REVENUE OR PROFIT, WHETHER RESULTING FROM THE USE, MISUSE OR INABILITY TO USE THIS PRODUCT OR FROM DEFECTS IN THE PRODUCT, EVEN IF WATCHGUARD HAS BEEN ADVISED OF THE POSSIBLITIY OF SUCH DAMAGES, OR THEY ARE FORESEEABLE. WATCHGUARD IS ALSO NOT RESPONSIBLE FOR CLAIMS BY A THIRD PARTY. WATCHGUARD'S MAXIMUM AGGREGATE LIABILITY TO YOU, AND THAT OF ITS DEALERS AND SUPPLIERS, SHALL NOT EXCEED THE AMOUNT PAID BY YOU FOR THIS PRODUCT AS EVIDENCED BY YOUR PURCHASE RECEIPT.

415 Century Parkway • Allen, TX • 75013
Toll Free (800) 605-6734 • Main (972) 423-9777 • Fax (972) 423-9778
www.WatchGuardVideo.com

This limited warranty gives you specific legal rights. You may also have other rights that may vary from state to state or from country to country. You are advised to consult applicable state or country laws for a full determination of your rights.

SUPPORT CONTACT INFORMATION

WatchGuard Video

Attn: Customer Service Department
415 Century Parkway
Allen, Texas 75013
(800) 605-6734 Toll Free Main Phone
(972) 423-9777 Main
(972) 423-9778 Fax
www.watchguardvideo.com
support@watchguardvideo.com

This page has been intentionally left blank for the purpose of double-sided printing.

KEY PERSONNEL

This page has been intentionally left blank for the purpose of double-sided printing.

KEY PERSONNEL

RÉSUMÉS

WatchGuard only employs the best representatives who share the company commitment and passion for excellent service and support. All representatives are qualified and experienced professionals who strive to maintain the company's position as number one in the industry for customer service and support.

Project Support and Implementation Team	
Role	**Team Member**
Project Manager (PM)	Susanne Varner
Technical Services Manager (TSM)	Justin Vanman
Technical Services Engineer (TSE)	Eddie Babiak
Technical Services Engineer (TSE)	Lee Stoa
Customer Service Management (CSM)	Mark McHenry & Joe VanSchuyver
Sales / Organization Management (SM)	Jason Stuczynski, Robert Vanman, Steve Coffman

PROJECT MANAGER

Susanne Varner

Susanne Varner has been with WatchGuard Video since 2010. Ms. Varner began her career at WatchGuard as a Sales Support Representative where she was responsible for providing support for internal and external customers. Her attention to detail, leadership and organizational skills, and process driven work ethic has resulted in her being promoted to the role of Project Manager. Since her promotion, she has successfully directed and coordinated a majority of the mobile video with solution deployments.

RESPONSIBILITIES	*YEARS*	*RELEVANT EXPERIENCE*	*PROFESSIONAL*
Direction, coordination and execution of in-car video projects	2	Manages deployment process by scheduling and communicating with internal staff and the Department Prioritizes actions based on	Associates of Science from Richland College Bachelors of Science in Business

		customer needs and expectations	Administration from University of Texas at Dallas
Ensures project completion within the established timeframe, budget, and other measured parameters		Established processes and procedures for solution implementation, scheduling and communication	
		Performs review of expectations and deliverables	
Acquires resources and schedules effort of team members and third party contractors and consultants		Ensures completion of project documentation and customer satisfaction reviews	
		Minimizes exposure and risks on projects	
Reviews deliverables and ensures overall customer satisfaction	3	Provided Sales support and customer service for Regional Sales Managers and Inside Sales Representatives.	
		Answered inbound calls, quote management and order entry.	
		Created and managed weekly and monthly reports.	
		Managed daily operations of mid-level sub-contractor based Home Window Sales and Installation company.	
	4	Inside Sales, Customer Service and Project Management including order finalization, product ordering, product inspection, installation scheduling with customer and sub-contractor, post installation inspection and invoicing.	
	3	Provided outside sales support, lead follow-up, quote management, order entry, customer database	

		maintenance. **12 YEARS**	

TECHNICAL SERVICES MANAGER

Justin Vanman

Justin has been a member of the WatchGuard Technical Services team since 2010. He specializes in training users on all WatchGuard Video products; installing software on servers/clients; advanced troubleshooting on DVRs, networking, software and vehicle installation; and installing access points and server hardware.

Mr. Vanman has strong leadership and training abilities. He served six years in the Army National Guard, with 15 months of active duty with Operation Iraqi Freedom. He was a Team Leader: Rank Sergeant (E-5). As a team leader he led soldiers from failing physical training tests to passing. After his service he worked at in the Information Technology Department of the North Central University in Minneapolis, Minnesota. While there he did phone support in the Technical Support Center, managed purchasing technology equipment for the University, repaired student and employee computers, and managed classroom technology equipment.

RESPONSIBILITIES	*YEARS*	*RELEVANT EXPERIENCE*	*PROFESSIONAL*
Install and support WatchGuard Video applications at client site Develop and implement the most efficient and cost-effective solutions	4	Train users on all products Install software on servers/clients Advanced troubleshooting on DVR, networking, software, and vehicle installation Participated and lead in-car video deployments for more than 90 law enforcement agencies	A+ Certified IT Technician, Network + Certified IT Technician, Bachelors of Business Administration from North Central University Minneapolis, MN
Evaluate system specifications for business	2	Technical support call center Managed purchasing for of technology equipment for North	

requirements		Central University IT Department Computer repair	
Develop and prepare computer solutions		Managed classroom technology equipment	
Manage, develop and train Technical Service Engineers / direct reports	6	Coached and led soldiers in the Army National Guard to go from failing physical examination tests to passing	
	12 YEARS		

TECHNICAL SERVICES ENGINEER

Eddie Babiak

Eddie Babiak began working for WatchGuard Video in 2013 as a Technical Services Engineer. In this role he has been able to use his 18 years of Information Technology experience to deploy video technology and evidence management systems at law enforcement agencies throughout the United States. Mr. Babiak is a hardworking customer advocate, who consistently exceeds customer and company expectations. He specializes in complex infrastructure deployments, and is a very valuable member of the team because of his troubleshooting and problem solving abilities. The attached customer testimonials attest to his strong worth ethic and outstanding service.

RESPONSIBILITIES	*YEARS*	*RELEVANT EXPERIENCE*	*PROFESSIONAL*
Install and support WatchGuard Video applications at client site	2	Install software on servers/clients Advanced troubleshooting on DVR, networking, software, and vehicle installation On-site installation of in-car	Computer Electronics Technology – August 2004 CompTIA Security Plus – April 2012

Develop and implement the most efficient and cost-effective solutions Evaluate system specifications for business requirements Develop and prepare computer solutions		hardware, software, servers, and access points On-site user and administrator training On-site technician training Troubleshooting and solution repair expert Customer support, and on-site service provider System Administrator Install, maintain, and upgrade OS Windows 7 and applications for Microsoft Advanced server environment Advanced server support, Level 2 and 3 problem resolution Network Administrator / Desktop Support Created new domain for credit union and configured all servers, switches, and firewalls Provided support to government personnel with desktop applications, configuration of software, network access, home drive, and network mapping Application Specialist Troubleshooting and application support Created Windows Server 2000 for special application, SQL, Sybase and	Department of Defense Top Secret Clearance – 2010 Department of Dense SCI – 2012
	2		
	7		
	5		

		file server connecting to a Novell Domain Maintain operating system Engineering Technician Maintain operations of power plant rotating equipment	
	2	Created access database to maintain service records Networking, cable runs, and equipment maintenance	
18 YEARS			

TECHNICAL SERVICES ENGINEER

Lee Stoa

Lee Stoa is a qualified, knowledgeable, and highly experienced professional. Mr. Stoa has a Bachelor of Arts degree in IT Systems Management which encompasses computer science and business. Prior to working for WatchGuard, Mr. Stoa was the Project Analyst for military GPS applications for Rockwell International, a defense contractor. He has also worked as a programmer and IT Administrator. Mr. Stoa spent two years working for the United States Bankruptcy Court where he was the IT and Help Desk Manager. Mr. Stoa has earned the title of Certified Trainer through the Federal Judiciary Center (FJC) and he holds an A+ Certification.

Mr. Stoa's three years of experience being a police Officer for the Mt. Vernon Police Department in Iowa also makes him a valued asset to the company and the customers he serves. Mr. Stoa has been a part of the WatchGuard team since 2007. He previously held the IT Manager position before he transitioned to the Technical Services team. Mr. Stoa's extensive IT management experience makes him a troubleshooting and vehicle electronics expert. He is able to use his extensive knowledge of technology systems to solve problems quickly and effectively. Mr. Stoa has also been an essential team player in multiple large agency deployments, onsite user training, and installation and repair training. Mr. Stoa leads monthly product training classes which focus on user operation, supervisor training, certified installation training, and certified service center training.

RESPONSIBILITIES	*YEARS*	*RELEVANT EXPERIENCE*	*PROFESSIONAL*
Install and support WatchGuard Video applications at client site Develop and implement the most efficient and cost-effective solutions Evaluate system specifications for business	8	On-site installation of in-car hardware, software, servers, and access points On-site user and administrator training On-site technician training Leads headquarters training sessions and factory certification programs Hardware installation expert Troubleshooting and solution repair expert Customer support, and on-site	A+ Certified IT Technician; Bachelor of Arts degree in IT Systems Management from Central College, Pella Iowa;

requirements Develop and prepare computer solutions		service provider Unique installation and wiring expert, specializing in non-traditional deployment scenarios Has deployed in-car video solutions at more than 100 law enforcement agencies	
	2	Project Management Analyst for military GPS applications for a defense contractor Programmer and IT Administrator	
	2	IT and Help Desk Manager for United States Bankruptcy Court Certified Trainer through the Federal Judiciary Center and Carnegie Training	
	3	Officer for the Mount Vernon Police Department in Iowa	
	15 YEARS		

CUSTOMER SERVICE MANAGEMENT

Mark McHenry, Vice President of Service and Support

Mark McHenry comes to WatchGuard Video with a successful 11 year career at Informatics, Inc. While at Informatics he was Product Support Manager using his technical abilities as a Software Engineer and IT Manager to provide the finest Customer Support in their industry. Mr. McHenry has also developed the models and infrastructure for other Product Support departments at Wasp Technologies US, Wasp Technologies Europe and SystemID Warehouse which are all divisions of Informatics, Inc. WatchGuard Video was very fortunate to obtain the services of Mr. McHenry whose dedication to Customer Service is a real passion. He is a passionate customer advocate which is directly aligned with the business philosophy of WatchGuard Video.

Joe VanSchuyver, Director of Technical Services

Joe VanSchuyver brings 18 years of Information Technology experience to the WatchGuard team. He has worked in a diverse set of industries, including: Military, Internet Services, and Construction. Mr. VanSchuyver is an expert in architecture, infrastructure, networks, and information systems. He spent nine years designing and managing large scale Enterprise systems at Fortune 500 company, Centex Corporation (purchased by Pulte), as well as serving as Chief Technology Officer at Ticket Master's Match.com division. Mr. VanSchuyver is also an inventor who was awarded a patent for a security evaluation and testing system, and has also been awarded three Navy Achievement Medals. Mr. VanSchuyver has broad technical expertise in hardware and software applications, including:

- Windows Server
- SQL Server
- Active Directory
- SharePoint
- Cisco Routers/Switches
- Cisco Firewall PIX/ASA
- Oracle Database
- HP/IBM/Dell Hardware

At WatchGuard, Mr. VanSchuyver is the Director of Technical Services where his experience and expertise are used to design and help to successfully implement 4RE deployments. He also manages a group of Technical Services Representatives who assist with the installation, training, and service of these deployments.

SALES MANAGEMENT AND ORGANIZATION MANAGEMENT

Robert Vanman, Chief Executive Officer

Robert Vanman is a successful entrepreneur who has founded two previous companies, the second of which became an Inc. 500 company. He went on to became an owner/partner of Applied Concepts (Stalker Radar) which, under his tenure, grew into the number one police radar manufacturer is the U.S. In 2002, Mr. Vanman sold his interest in Stalker Radar and founded WatchGuard Video. Mr. Vanman is a leader focused on excellence, innovation, and on serving the company's employees and customers. His passion for excellence permeates the entire company; from elegant product designs with remarkable sophistication to passionate customer service that is intended to exceed the customer's expectations. He currently holds 7 patents and has 16 additional patents pending.

Stephen Coffman, President

Stephen Coffman brings extensive management success and leadership experience to WatchGuard, having previously served as President of Wasp Barcode Technologies and most recently, as Chief Operating Officer of First Cash Financial Services, Inc. (Nasdaq: FCFS). As a graduate of Texas A&M, Mr. Coffman began his career as a business consultant with Deloitte & Touche. During Mr. Coffman's tenure at Wasp Barcode and First Cash, both companies' revenue and profitability grew significantly under his leadership.

Jason Stuczynski, Vice President of Sales

Jason has been in the law enforcement products industry since 1999 where he began working for 911EP, the pioneer of LED warning lights. Between 1999 and 2005, Mr. Stuczynski held the following positions at 911EP, later acquired by Armor Holdings of Jacksonville, FL and later acquired by BAE Systems.

- Production 1999-2000
- Production Supervisor 2000-2001
- Manager of Technical Services 2001
- Production and Technical Services Manager 2002-2003
- Regional Sales Manager (East Coast) 2004-2005

It is during this length of service Mr. Stuczynski realized the unique needs of the law enforcement industry, helping to pioneer the Technical Services division of 911EP. A transition into sales is where Jason began to learn about the deployment realities that exist in a fleet and technical environment. Mr. Stuczynski moved up the ranks at 911EP, eventually transitioning

from the St Cloud, MN based factory to the offices at Jacksonville, FL, where he moved into a Regional Sales Position covering the entire East Coast, managing outside sales representatives and working closely with distribution channels.

In the beginning of 2006, Mr. Stuczynski accepted a Regional Sales Manager position with WatchGuard Video, a direct sales and service company. Jason was responsible for the sales initiatives in the State of Florida, where he quickly brought on the first large account for WatchGuard Video, the Collier County Sheriff's Office. This was a 450 unit project deployed over two years. Mr. Stuczynski closely managed this project while maintaining high performance. In late 2007, he re-located to the WatchGuard Video factory in TX, where he accepted the position of Technical Sales Director. Mr. Stuczynski's key roles and responsibilities included bid and RFP responses, contract and project management, as well as various responsibilities with product management and development. Mr. Stuczynski has personally managed the initial contract and product deployments of the Kansas Highway Patrol, California Highway Patrol, Georgia Department of Public Safety, and Pennsylvania State Police, in addition to other smaller projects. Mr. Stuczynski's valuable contributions, commitment to excellence, and vision for the direction of the company have led him to become the Vice President of Sales. In this position he draws from his wealth of knowledge and experience to guide and direct the Sales effort, as well as help to develop and utilize the talents of his team members.

This page has been intentionally left blank for the purpose of double-sided printing.

DELIVERY SCHEDULE

This page has been intentionally left blank for the purpose of double-sided printing.

DELIVERY SCHEDULE

PROJECT PLAN

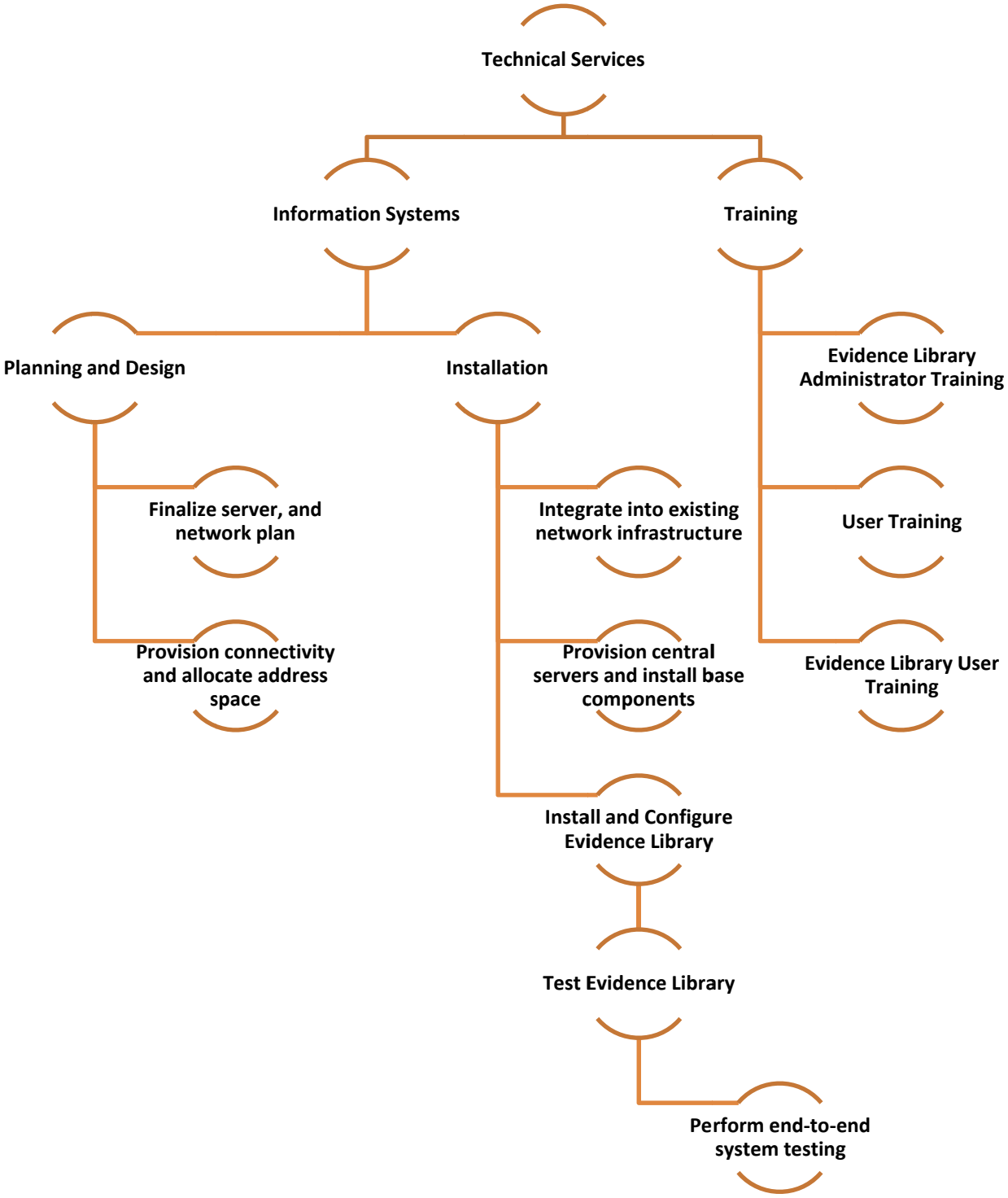
The purpose of the Project Plan is to present the detail required to successfully execute and control the project, facilitate communication among project stakeholders, and document approved schedule baselines. The project plan is a living document and is expected to change over time as more information about the project becomes available.

The Project Plan is generally executed within 6-8 weeks. The major steps in the deployment are outlined in more detail below. This plan will be adjusted for the number of locations and size of deployment but is used as a general guide.

Project Introduction	Understand the deployment process Collect the required information	Week 1
IT Call	Verify network information and server requirements Discuss access point installation	Week 1
Schedule Installation	Installation date is scheduled Preparation steps are discussed	Week 1
Confirm Schedule	Confirm installation date Determine if preparation steps are completed or on track	Week 3
Technician Introduction	Technician will make contact with you to cover the installation schedule	Week 4
Installation	Technician completes software installation, verifies wireless upload and trains either on-site or remotely	Week 6
Follow-Up	Review the installation and confirm satisfaction	Week 7

Work Breakdown Structure

The work breakdown structure identifies some of the project's major tasks to provide a framework for organizing and managing the work of the project.



Sample Installation Schedule

The installation schedule includes milestones, task duration, delivery dates, and staff resources assigned to complete the tasks. This schedule is an approximation based on our experience with the RFP process. The schedule is subject to change, and can be updated as more information is provided. If the City is able to reach a purchase decision sooner, WatchGuard Video will gladly accommodate the City's timeline.

Task	Task Description	Effort Estimate in Days	Sample Start Date	Sample End Date	Resource
1.0	Project Initiation				
1.1	Project award	1	07/04/16	--	--
1.2	Purchase order received	1	07/11/16	--	--
1.3	Shipment delivered (maximum 30 day product lead time)		08/02/16	08/02/16	--
2.0	Planning and Design				
2.1	System and storage design	1	07/13/16	07/13/16	Susanne Varner Department Project Director
2.2	Finalize server, network, and wireless plan	1	07/14/16	07/14/16	Susanne Varner Department Project Director
2.3	Finalize installation locations and procedures	1	07/15/16	07/15/16	Susanne Varner Department Project Director

3.0	Information Systems Installation				
3.1	Provision network connectivity and allocate address space	1	07/02/16	07/02/16	Justin Vanman Department Project Director
3.2	Provision server and install base components	1	07/03/16	07/03/16	Lee Stoa Eddie Babiak
3.3	Install, configure, and test Evidence Library	1	07/04/16	07/04/16	Justin Vanman
3.4	Perform end-to-end system testing	1	07/05/16	07/05/16	Lee Stoa Eddie Babiak
3.5	Complete information systems installation	1	07/05/16	07/05/16	Lee Stoa Eddie Babiak
4.0	Training				
4.1	Administrator training	1	07/03/16	07/03/16	Lee Stoa
.2	User training	1	07/04/16	07/04/16	Eddie Babiak
5.3	Technician training	1-2	07/04/16	07/05/16	Lee Stoa

SYSTEM IMPLEMENTATION DETAILED DESCRIPTION

The following task list is broken down by implementation phase. During execution of this project, there are multiple steps that will happen, some concurrently.

I. Planning and Design

The planning and design phase will begin after Project Initiation, and will last for a week to two weeks into the project as the work performance site is examined and the final plan is put into place. This phase includes understanding the layout of the Department and designing the solution to fit its individual needs, including, designing the back-end server system to the custom specifications of the Department, and designing the network topology. The following tasks will be required to compete this phase:

1. Final agreement on how much video will be stored and where it will be stored.
2. Site inspection/survey so that gang station placement and installation may be planned.
3. Meet with IT to plan the network topology, IP addressing requirements, and server naming requirements the Department would like WatchGuard Video to adhere to during deployment.
4. Obtain all system settings and parameters, including: user information, security roles, evidence retention, etc.

II. Execution – Information Systems and Fleet Installations

All of these steps will be performed onsite by the WatchGuard Video Technical Services team or agency approved subcontractors. Project execution steps include:

1. Server installation and configuration
2. Gang station installation and configuration
3. System Configuration
    a. Install and run the client software locally and from the network.
    b. Configure all the system settings and parameters, including: user information, security roles, evidence retention, etc. and export the configurations.
    c. Install and run clients on any machines the Department specifies and test.

4. In-car hardware installation
    a. Each installer can perform installation at a rate of about two to four vehicles per day. Installations can be performed by a WatchGuard Video subcontractor, or by the Department.
    b. Department technician training will coincide with system installation.

III. Testing

A detailed Test Plan and Checklist have been provided in the section below.

1. Begin testing the solution as systems are deployed.
2. Apply any updates or fixes as necessary.
3. Deliver the solution to the Department.
4. After the Department is up and running, close monitoring of the solution will begin and will last for several days.

IV. Training and Handoff

The training and handoff phase of implementation will last approximately two days depending on how the Department wants to structure training class attendance.

1. Training
2. Delivery – After successful completion of the solution, it will be handed off to the Department.
3. Support
    a. Once the Department has taken over the day to day use of the in-car video and evidence management solution, WatchGuard Video will begin the support phase. In this phase we will provide ongoing support to the Department as needed. Support types include:
        - 24/7 Telephone Support
        - Remote Access (If approved by the Department)
        - Onsite (Additional fees may apply)
    b. A WatchGuard representative will follow-up with the Department on the 3rd, 30th, 45th, and 60th days after delivery.

TRAINING

This page has been intentionally left blank for the purpose of double-sided printing.

TRAINING

Training and knowledge sharing are important aspects of WatchGuard Video's overall solution. WatchGuard Video's goal is to help all stakeholders (officers, supervisors, system administrators, installers, etc.) to obtain a level of training required for their specific role. To achieve this goal, WatchGuard Video will conduct formal training classes and provide useful reference documentation for the operation of the system. Additionally, WatchGuard Video support staff will be available to assist 24 hour a day, seven days a week.

The training and handoff phase of implementation will last approximately two days depending on how the Department wants to structure training class attendance.

Class Name	Description	Participants	Class Size
4RE and VISTA User Training	Training of Department staff will take place onsite as needed for the in-car user experience and will take approximately 1 to 2 hours per class.	End-User / Officer	Up to 30
Admin Training	This classroom based comprehensive training includes camera user, administrative functions, troubleshooting, and Evidence Library configuration and management. The training will consume an entire day and can be section off, if needed by the Department, to isolate certain areas for certain users.	Supervisors and Administrative staff responsible for Evidence Library	Up to 20
EL User Training	This video or classroom based training is intended to train users to search for and produce evidence.	Admin staff / Prosecutors, as appropriate	N/A
EL Admin Training	This training is intended to train Information Technology support personnel on the operations aspects of the Evidence Library system and servers. This training	IT staff	N/A

	can be provided onsite or via web session and is included with the Evidence Library installation.		
Online Training	Available with two courses: Basic Operation and using the Evidence Library software. These classes are self-paced and include an assessment at the end of each course. The results can be provided to Supervisors if needed. Providing a list of names and email addresses is all that is needed to sign up.	Determined by Department	N/A

SYSTEM TECHNICAL SPECIFICATION

This page has been intentionally left blank for the purpose of double-sided printing.

SPECIFICATION RESPONSES

This page has been intentionally left blank for the purpose of double-sided printing.

3.2 In-Car Mobile Video solution

The in-car system should be capable of the following:

Complete turnkey solution

WatchGuard Video is proposing a complete turnkey solution, including: in-car video systems, integrated wearable cameras, and evidence management software.

Very compact hardware components

4RE is built small, lightweight, rugged, user-friendly, and requires minimal Officer interaction. The system has automotive grade components that feature a sturdy over molded construction which increases durability as well as occupant safety. Further adding to the robustness of the system, all vital connections are locking connectors that have been thoroughly tested in this environment.

The hardware components and their dimensions have been included in the following table.

4RE Hardware Components		
Component	**Dimensions**	**Weight**
HD Mini Zoom Front Camera	3.68" L x 1.93" H x 1.97" W	19 ounces
Zero Sightline Front Camera	3.65" W x 1.76" H x 1.13" D	4.5 ounces
Panoramic X2 Front Camera	3.57" W x 2.90" H x 1.40" D	5.5 ounces
Cabin Camera	2.50” D x 1.63” H x 2.66” W	--
Auxiliary Camera (optional)	1.65” D x 1.50” H x 1.26” W	--
DVR	1.91" High x 7.56" Wide x 7.38" Deep	3.0 pounds
Remote Display Control Panel	3.94" Tall x 5.03" Wide x 1.34" Deep	8 ounces
Hi-Fidelity Wireless Transmitter	2.875" Tall x 1.94" Wide x 1.0" Deep	2.8 ounces
Transmitter In-Car Cradle	3.125" Tall x 2.94" Wide x 1.75" Deep	4.3 ounces
Cabin Microphone	7 feet, 12 foot extension available	--

Video recorded in any of the common compression schemes (h.264, MPEG 1, 2, 4, Motion JPEG, Etc.)

4RE complies with this specification. Video files are compressed using H.264HP (High Profile) compression, which reduces file sizes by nearly 50%. 4RE is the first and only system to use H.264HP compression. This allows it to have the best video quality to file size ratio of any camera currently available. This means that the department does not have to sacrifice video quality to reduce the cost of storing video files.

Pre- and post-event recording capable up to 5 minutes in duration

4RE is capable of automatically capturing and appending both pre-event and post-event video for as little as 15 seconds and up to 10 minutes per event. These settings are independently adjustable and restricted by a supervisor. Pre- and post-event times are continuous with the record event; they are not separate video events.

The 4RE system has a dual drive architecture. The first drive is a 64GB solid state drive (200GB hard drives also available) that is constantly buffering video, even if the system is not actively recording. The second drive is a removable 16GB USB flash drive. When the 4RE system is triggered to record, the events are automatically stored on the flash drive as well as the hard drive. This gives the Department a very secure and redundant way to store video. 4RE's unique dual drive architecture makes our patent pending, Record-After-The-Fact feature possible. Most video systems are able to have pre and post event recording, which adds about 60 to 120 seconds on to the front or back of a recorded event. Record-After-The-Fact however, literally gives the Department the ability to go back in time to recover video that was not initially recorded.

Support for at least 4 cameras, including "High Definition" cameras

The standard configuration supports three (3) cameras, and can be expanded to support up to six (6).

Support for up to 12 configurable triggers

The system can be triggered to record manually by pressing the RECORD button, or automatically using record triggers. The system has multiple record triggers including: emergency lights, siren, auxiliary input, wireless microphone, vehicle speed, and crash detection sensor. This is a total of seven (7) triggers.

Support for continuous recording from ignition on/off

4RE complies with this specification. 4RE can be configured to turn on with the vehicle ignition. The dual drive architecture also allows for video to be constantly be buffered. The DVR is also able to continuously be in an active recording state, but that is not recommended because of the resulting file size.

Automated wireless file upload capability. System should also support wired or removable media file offload to storage solution

4RE complies with this specification. The 4RE HD system has three methods for video transfer: wireless transfer, manual USB transfer, and through a wired Ethernet connection.

Wireless Transfer – 4RE system uploads are 100% hands free over an 802.11n wireless connection. 802.11n is the most advanced wireless technology available today. Compared to the earlier 802.11g, 802.11n has up to five times the performance and nearly double the range. Using an industrial grade 802.11n wireless radio system in the car and sophisticated antennas at the agency, the 4RE system is able to achieve wireless transfer speeds roughly equal to the wired transfer speeds reached by most other digital in-car video systems.

Anytime during the shift the Officer is present at the Department and within the 802.11n connection put in place by the Department, 4RE will automatically begin negotiating with the Server. While unbeknownst to the Officer, who will only see a connection icon and signal strength on the 4RE user interface, the server will begin to "ask" the DVR to begin sending its recorded events. Also during this time, any DVR configuration changes that have been made are also pushed to the DVR and immediately engaged.

During this process, the Officer is under no constraints. If they shut the vehicle off, the DVR will continue its transfer in the Wireless Timer. If the Officer drives off or loses connection with the server, the server will retain the partial event it has and standby for the vehicle to return. After a period of time of not seeing the vehicle back at the Department, the server will package up this "partial" event and enter it into the database. This is to protect any and all video that the server receives. It will never throw away any video, even partially transferred events. When that vehicle does return, the server will recognize it and resume the upload, without any intervention.

Manual USB Flash Drive Transfer – The manual USB transfer option provides a high level of security and simplicity. As stated in earlier explanations, when the USB drive is used to transfer video, 4RE is still maintaining that video on its integrated hard drive. If the USB drive becomes damaged or lost 4RE is still protecting its copy of the video in the car. The DVR in the car will protect the video on the integrated hard drive until it receives secure confirmation from the server that the event is secured on the back end. Only then will the in-car version of the event

be freed up for deletion. Unlike other systems, you never risk losing important evidence during manual transfers should the flash drive be lost or destroyed.

When a transfer is necessary the removable USB flash drive can be taken from its secure position behind a locked door on the DVR, and a manual transfer of the video can take place. This transfer of video from the USB flash drive to the server can be done on any EL Remote Client on the LAN (with appropriate permissions). When transferring video files with the USB, the WatchGuard Import Scanner is used. This is a lightweight application that may be installed on any Windows XP or Windows 7 workstation where there is a potential for officers to perform USB Video transfers. The Import Scanner runs in the background with an icon in the taskbar. It is continually looking for a USB drive containing video files from a 4RE unit. If it finds one, it automatically launches the small application window and prompts the user for credentials to begin uploading the video.

Wired Ethernet Transfer - 4RE supports a wired Ethernet transfer. This transfer can be done by connecting the 4RE DVR to data port equipment (if in use) within the vehicle.

Evidence upload can be prioritized based on evidence tags (more important offenses uploaded first)

4RE does not currently include this functionality.

Upload can be delayed if the Officer is in range but still reviewing video or completing annotations

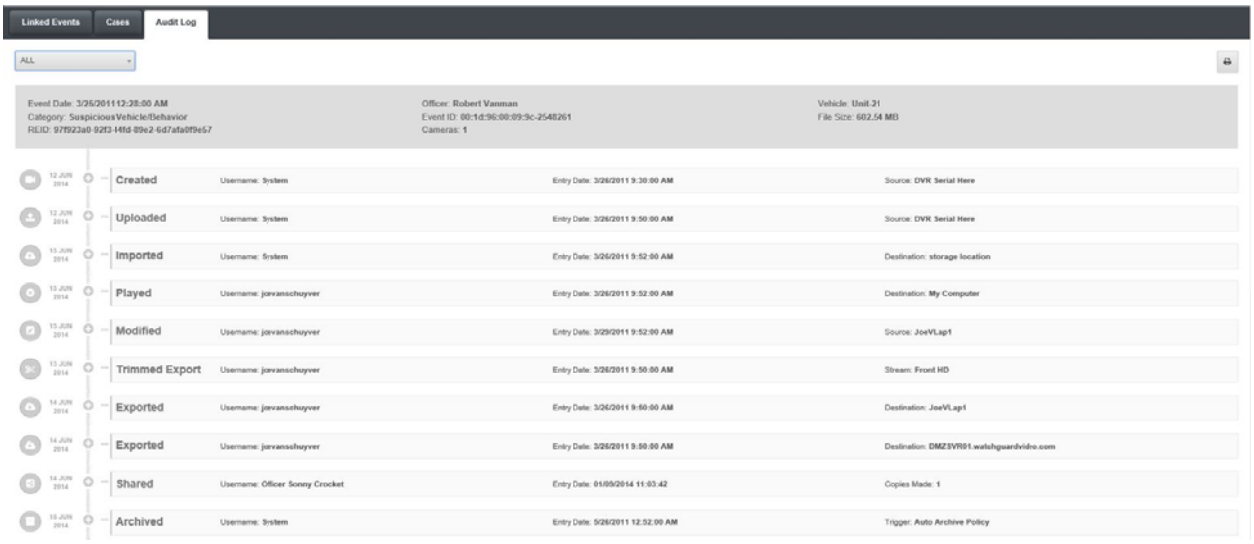
4RE does not currently include this functionality.

Full integration with a Digital Evidence Management system

4RE complies with this specification. Evidence Library is the evidence management system used with 4RE.

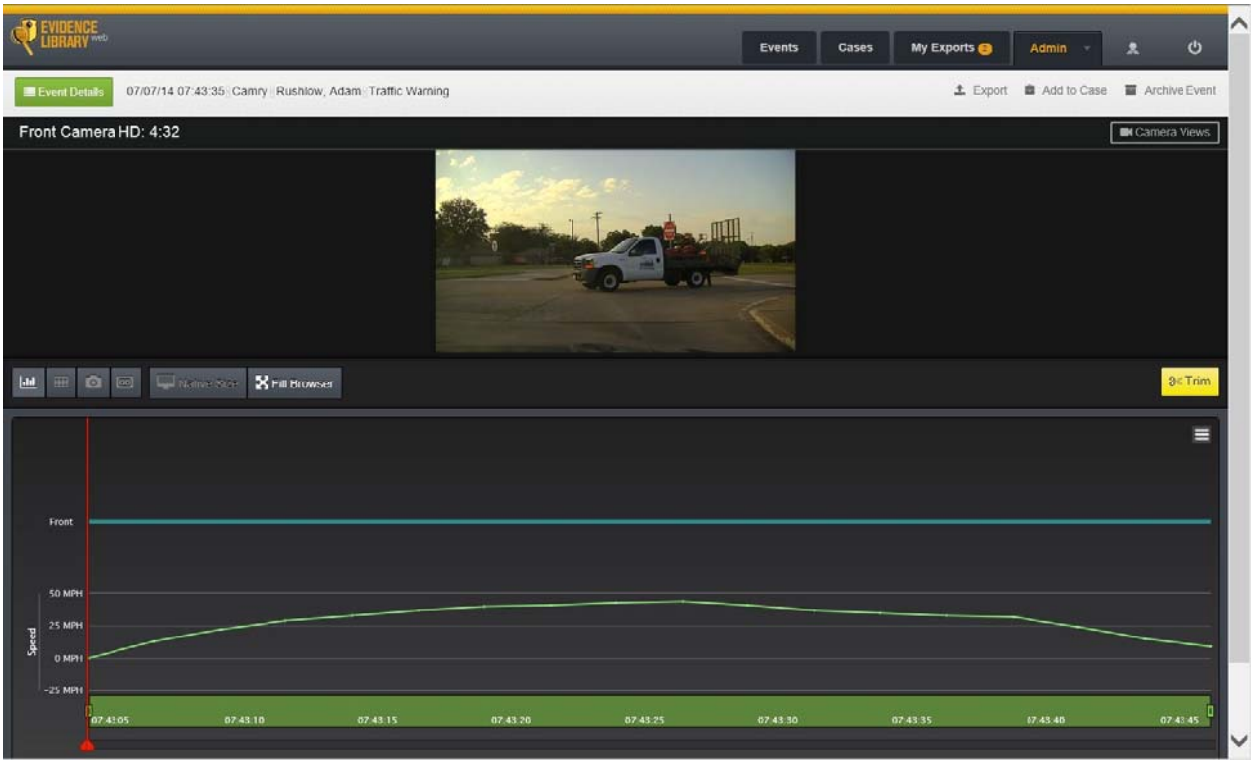
Maintains complete chain-of-custody (including events in the vehicle prior to video upload)

Evidence Library maintains a complete audit trail for each device and event that is transferred, viewed and exported. The following is a sample audit log.



4RE records event metadata included, but not limited to: event category, date, time, officer name, record status, microphone status, emergency lighting status, brake status, GPS coordinates, etc.

The built-in media player includes a graphical display of the dynamic metadata. Users can visually spot when lights, siren, or brakes were activated during the event timeline or view the patrol speed graph to quickly find moments of interest.



Video Files must be verified for authenticity with a verification hash that meets or exceeds IACP Standards for in-car video.

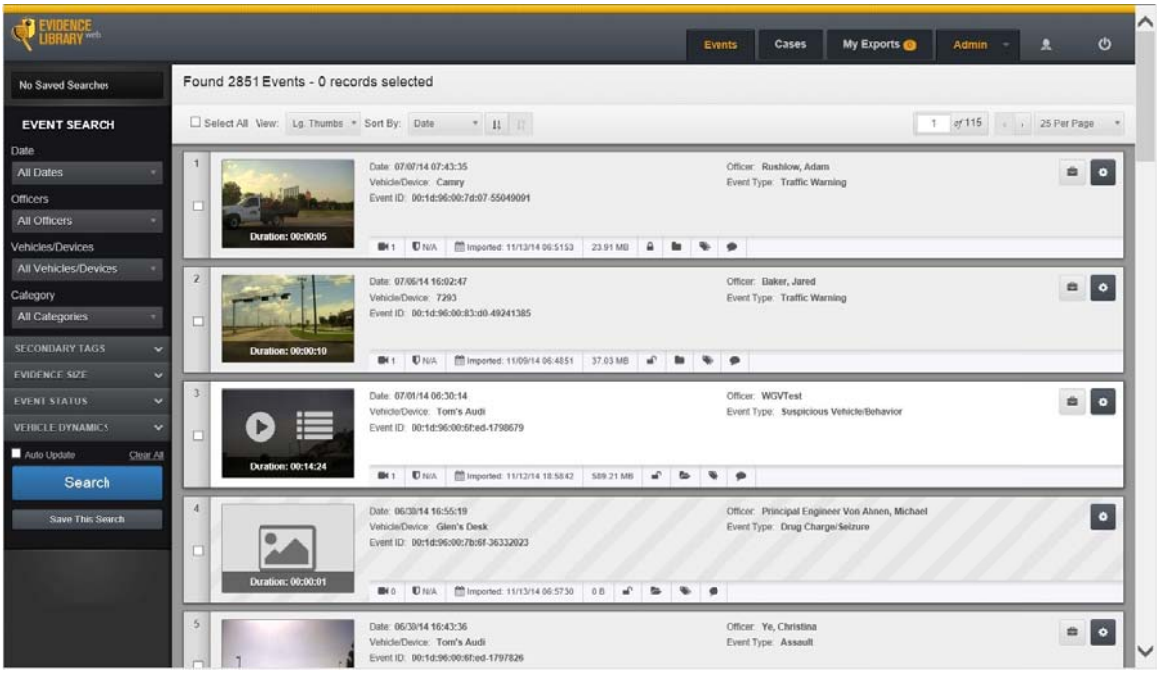
4RE complies with this specification. Video files include an MD5 hash that occurs during every transaction for that file. The audit log contains a full report of the results of the hashing.

3.3 In-Car Digital Evidence Management System

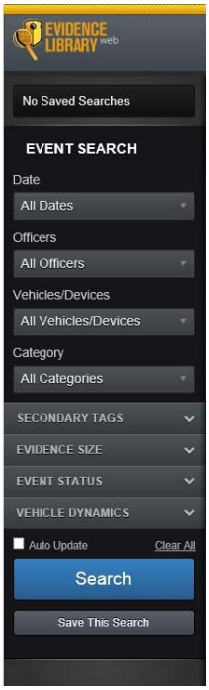
Searching: Users must be able to narrow their search by one or more criteria simultaneously from the client search page:

- **Date and time frame**
- **User/Officer**
- **Video objects (cabinets/folders/video file descriptions)**
- **Video tags (user definable tags)**
- **Source (vehicle) and area**
- **Bookmarks**
- **Storage type**

Evidence Library 4 (EL4) complies with this specification. There is not a limit to the number of searchable indexes or event tags that the Department may create.



Evidence Library uses a very intuitive graphical and tabbed interface. This interface allows the user to easily toggle between the available functions of EL4, including Events, Cases, Exports, and Admin functions.



From the Events Tab, important information from each event is displayed on this screen including, a thumbnail image from the event, Date/Time, Vehicle/Device, Event ID, Officer Name, and Event Type. Additionally, the user can see other key pieces of information at a glance such as the date the event was imported, the number of camera views, the size of the event, secondary Event Tags like Case Number, and notes.

Searches are performed live on the Search bar, which can be simple or complex in nature, allowing all types of searches to be performed from the same area without leaving the main Records Events screen. The ability to perform complex searches on the Search bar allows for building and saving complex searches using multiple fields, with both specific values or across ranges in a graphical environment. For example, a search could easily be created to find any recordings in the last 60 days tagged as "Traffic" or "Other", with a radar target speed of 55 MPH or higher, that occurred within 1.25 miles of a specific GPS location.

Video and metadata Playback: Clicking the thumbnail image should start the video media player. The player will play the video and associated metadata. The player supports typical functions such as play, rewind, fast forward, and stop. In addition, the player will display file functions available to the user based on permissions (verify, export, convert, burn DVD, etc.).

Evidence Library complies with this specification. Double clicking an event's thumbnail will open that event's Record Event Properties. The Record Event Properties reveals all of the details of the record event. The items in this view are as follows:

- The Video Section (
  - Here, the user sees the thumbnail image of the video with a graphical representation of how what video is available for this event. Above, you'll see that both the Front Camera and Cabin Camera both recorded during this event. The user may select either of these to begin playing
  - Below, a checkbox indicates that when the video is played, that the player will show the Metadata Graph.
  - Near the thumbnail, the user can Burn this event to DVD, Export the Event (to a file system) and grab a snapshot of the thumbnail in JPEG format that can be saved onto the computer or any other location.

- Event Properties which shows the following information:
  - Recorded on Date
  - Officer Name
  - Vehicle ID
  - Event Category
  - Restricted Access - This is a great feature of 4RE. This attribute, when set, will restrict and to only those few users who have been granted specific permission to view Restricted Events. This feature stemmed from incidents when high-profile recording were leaked from agencies, or simply watched by too many people. In the User Security, there is a permission for setting this attribute to Restricted and a separate permission for reviewing Restricted Video. For example, the department may dictate policy that requires Sergeants to set high profile events (such as celebrity encounters) to Restricted but only allow Captains and up to actually Review and Un-Restrict the Event.
  - Keep Online – This attribute will effectively hide this event from the automated purging and archiving process so the event, despite its Event Category, does not get removed from the database. When we explained the In-Car ability to allow Officers to set the "Server Retention" to "Protected," this is the attribute they are affecting.
  - Archive Safeguard – This attribute ensures that the event is archived during Data Cleanup, even if its Event Category would have normally caused it to be deleted.
- Import Properties
  - The Import Properties tab shows all of the details about the event related to import such as date of import, how it was imported, the event ID, etc.
- Event Tags
  - The Event Tags tab shows all of the various Event Tags and Categorizations that the agency has defined. Some of these are setup to be answered in the car by the Officer, and some may be setup for use here, on the client, for adding additional information to the Event which may later be searched and queried.
- Cases
  - This tab allows the user (with proper permissions) to add the record event to a new case folder or and existing case folder.

- Video Dynamic Metadata
    - This is a very powerful reporting and investigative tool that prints, in tabular form, all of the Static and Dynamic Metadata that was recorded for each event and the precise moment that the metadata was recorded. This report allows both a tabular and graphical view of the event.

Playback Window

Pushing 'Play' in the record event properties window will open the playback window for the event.

After launching the player, the playback window begins the process of streaming the event to the client. This streaming protocol allows playback to initiate prior to the event being fully downloaded by the client. As the screenshot above shows, the user is allowed to view the dynamic metadata graph, which shows a full representation of the event's triggers and speeds throughout the entire event. Using navigation arrows next to each trigger, the user can quickly skip to upcoming occurrences of the event. Full playback controls are included along with a snapshot feature that allows saving of JPEG images of the video.

If multiple camera views are available, the use can toggle to that video from the playback window.

Mapping: GPS position data should constantly be collected during an in-car video. This position data should be used to provide an interactive map that updates at the video is played back. As the video plays, the map updates to show precisely where the car is in each frame of the video.

4RE captures GPS information, but the map functionality is not currently available.

File Tagging: All assets managed in the system must be able to be assigned user definable video tags. These tags can be used to categorize assets. For example, it's common to tag video with an incident type and case number. Since tags are user definable, virtually any meta-tag should be able to be introduced to the system.

Evidence Library complies with this specification. Creating and editing the Event Tags is done globally using either a wizard or by manually creating them. Event tags may be any of the following formats:

- List of answers
- Alphanumeric input
- Numeric input

The Department may designate which event tags should be prompted in the car after the Officer stops the recording. Event tags may be created for the sole purpose of back office use, and therefore not applied in the car.

There is not a limit as to how many tags may be created. In the car, six event tags are allowed to be presented to the Officer. After event tags are created they may be added to any configuration. One event tag is hard-coded into Evidence Library; Event Category. This list may be modified but the Event Category will drive other sections of the solution, such as Evidence Retention.

Video Asset Verification: The evidence management system should use a SHA-2 hash to verify that the file ingested into the management system is an exact duplicate of the file recorded in the vehicle. The file verification can be performed at any point forward on demand. The application will automatically verify an exact duplicate anytime an asset is moved from one storage location to another.

4RE and Evidence Library use an MD5 hash to verify the integrity of video files.

Chain of Custody: A full evidentiary audit trail must be recorded in the system. A chronological report can quickly be generated to document who has accessed a file, what file operations have been performed on the file, and when they were performed. Reports will also be run by user or other selection criteria.

Evidence Library complies with this specification.

User or Group Permissions: Rights and permissions will be configured within the system to allow or restrict file access or file functions. For example, a user group such as a "Patrol Commander" may have access to view, export, and write a DVD of any patrol video, whereas a group of users such as "Patrol Officers" may have rights to view their own files only. Permissions are highly configurable.

Evidence Library complies with this specification. The Security Management module of E4 houses all of the user information, permissions and group level security settings. Users of the system must include any person who will be logging into the Web Client or operating a VISTA or

4RE system. After the users are entered into the system (Active Directory integration available) User Groups are created that give a specific set of permissions, or claims. Users are then added into User Groups based on the level of access to the system needed. Based upon the Department's desire for certain users to perform certain tasks, groups may be dynamically created for nearly any circumstance the Department envisions.

What Action The Claim Allows

Claim Name	Login	Search for Un-Restricted Recorded Events	Review and Play Un-Restricted Record Events	Mark a Record Event as Restricted	Search for Restricted Recorded Events	Review and Play Restricted Recorded Events	Un-Restrict a Record Event	Edit Record Event Tags, Officer Name	Import Record Events via US Transfer	Export Record Events	Printing Record Event Data	Setup Users, Groups and Permission Levels	Fleet Management Access	Restore Events from Archive to Online Storage	Evidence Management Access	Audit Log Review	Able to Appear in the In-Car Officer List	Granted In-Car Supervisor Permissions	Create and Manage Case Artifacts	Allows the Viewing of Case Artifacts	Grants Access to Watch Commander
User	Yes	My	My																		
Enhanced Search		All																			
Enhanced Search and Review		All	All																		
Enable Restricted Access				Yes*																	
Search and Review Restricted Events				Yes*	Yes	Yes	Yes														
Edit Record Event Properties								Yes*													
Import									Yes												
Export										Yes*	Yes*										
User Security Management												Yes									
Fleet Management													Yes								
Archive Restore														Yes							
Evidence Management															Yes						
Review Detailed Audit																Yes					
In-Car Officer																	Yes				
In-Car Officer and Supervisor																	Yes	Yes			
Case Management																			Yes	Yes	
Case Worker																			My	My	
Enhanced Case Worker																				Yes	
Live Video Streaming																					Yes
Admninistrator	Yes	All	All	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes			Yes	Yes	Yes

* = Assumes other claims have allowed you access to the given event.

Digital Evidence Retention Policy: The System should provide a configurable and easy-to-use structure for automatically managing digital evidence based on the type of event and retention period. Once digital evidence is tagged, the system can be configured to automatically trigger a workflow process based on the Norman Police Department's retention and storage policy.

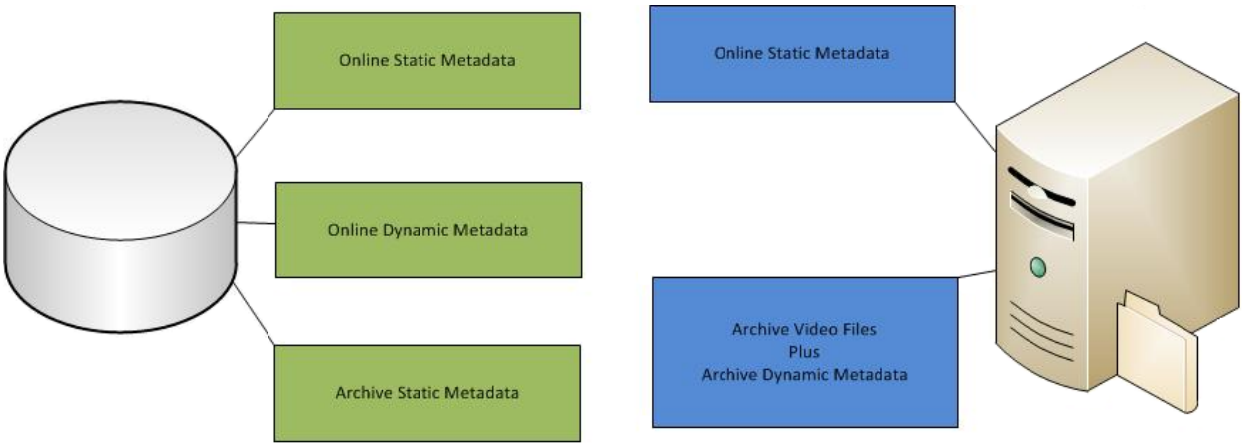
Evidence Library complies with this specification. Rules are created in Evidence Management section of EL4 that determine how long video is kept before it is either deleted or archived. This section leverages the Event Category that was selected VISTA or 4RE or later identified in the client. For each Event Category listed, the Department is allowed to specify an action that is performed and at what interval it is performed. Both the retention period and the action performed on the event are choices left up to the Department.

The next configuration related to Data Cleanup is how the Department wants the Data Cleanup procedure to run. It may be set to run on a schedule automatically or manually at times initiated by a user with Evidence Management permissions. Regardless of when and how it runs, Data Cleanup will run through the entire list of retention rules and perform the actions necessary across the entire solution.

Workflow Management: It is required that the video management be automated with rules and associations based on Norman Police Department's Digital Evidence Retention Policy. For example, the system will be configured to manage a given type of offense, (e.g. DUI) for three years in primary storage and transfer to secondary storage for an additional five years; then to the recycle bin automatically.

Evidence Library complies with this specification. The 4RE Back Office Solution is architected in such a way that there are two types of stored video; Online and Archive. Online Video refers to video whose Dynamic Metadata is still contained within the SQL tables. The video files themselves are stored on a secure storage device readily accessible by the Server. Archive Video is video whose Dynamic Metadata and video have been removed from the SQL tables and packaged into a file folder (Archive Location). An Archived Video will not show up in searches related to Dynamic Metadata (such as GPS Radius Searches) but can quickly be found using the Static Metadata (Date, Officer Name, Vehicle ID, etc.) and, if needed, re-imported into the Active Storage.

With our solution, the biggest benefit of archiving events out of Active Storage is the efficiency that the database feels from having all the Dynamic Metadata removed, making searching the database faster.



Our architecture archives events into their own folder, to the file system that we designate. If these file systems are accessible to the server, events can be re-imported immediately, without delay. This removes the manual steps involved with managing DVDs, tapes, maintenance to DVD Robots, and the actual time and energy needed to re-import each event manually.

Comprehensive Video File Management: The System is to maintain all metadata associated with a video asset. Triggers and other metadata are to be integrated with the player, and viewable upon playback. This system needs to support all standard

media types, as well as proprietary file types by associating the related codecs and compatible player.

Evidence Library complies with this specification. Exporting video is done from the Record Event Properties window of a given event. The user has the option of burning the event to a DVD (or CD if space allows) in a data format or to a file system, such as a USB drive or portable hard drive. The original video format may also be changed to: DVD Video, MPEG2, WMV, MP4, or AVI. Exporting video is fully IACP compliant and includes the following:

- Choice of whether to include both camera views or a single camera view
- Choice of adding a portable WatchGuard player to the exported files.
  - This player may be run completely from the media it is located on. Nothing has to be extracted or installed on the local machine that is accessing the exported media. This player allows full subtitles to display all metadata for courtroom presentation, as well as the ability to snapshot portions of the video for closer examination.
- The exported information contains all of the video, metadata, player (if specified) and audit information showing every transaction that has taken place for this record event since it was first imported, including the results of all file hashing along the way.

Exporting. The System will provide a mechanism to export video assets in their native format or convert the proprietary video asset to a Windows Compatible file format (.WMV, .MP4, Etc.) or authored format. The system will produce a DVD using the native proprietary file and player, or converts the asset to a windows compatible file and produces a DVD which is playable in Windows Media Player, or converts to authored DVD which is viewable from any standard DVD player.

Evidence Library complies with this specification.

3.4 In-car Video Solution

The solution needs to be highly reliable and durable platform for capturing, managing and storing video.

The in-car video solution will consist of the following hardware and software installation per vehicle:

- **Forward-facing mini-zoom camera specifically designed to maximize officer visibility**

4RE has three front camera options available:

- HD Mini Zoom
- Zero Sightline
- Panoramic

HD Mini Zoom Camera Specifications

The HD Mini Zoom camera has backlit controls for auto-zoom, zoom in, zoom out, auto-focus, focus far, focus near, back light compensation, and night view mode. All camera controls are also accessible using the system's touch screen control panel.

- Dual-Exposure, Ultra-WDR Technology
- 720p HD Resolution (1280x720)
- 16:9 Aspect Ratio
- 57 Degree Wide Field of View
- 12x Optical Zoom
- Large Format, Dual-Exposure CMOS Sensor
- F1.6 Optics, 0.82 LUX Full Color

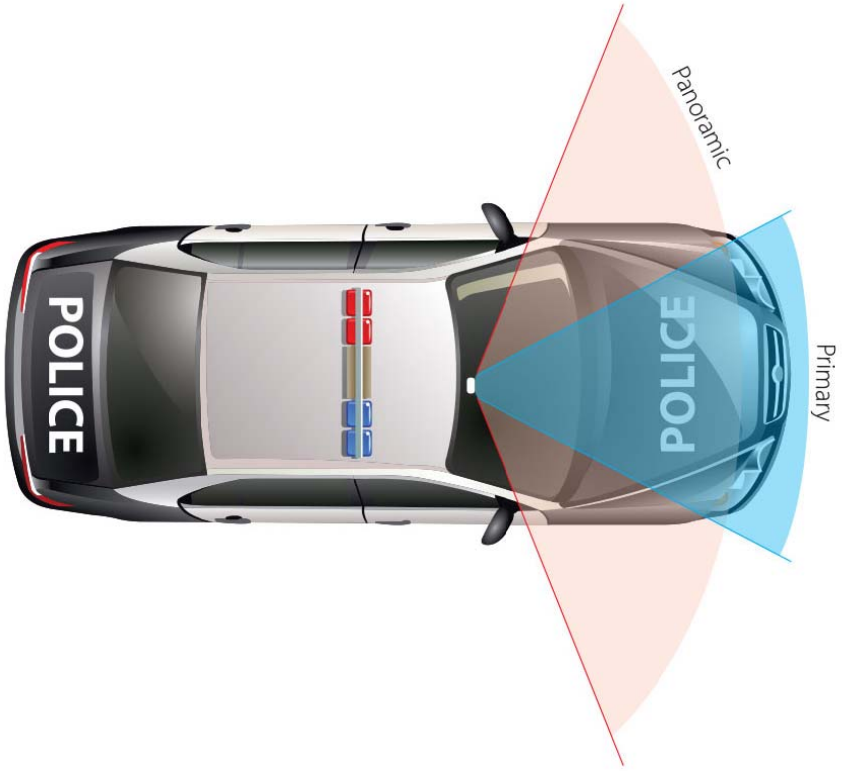
ZSL (Zero Sightline) Camera Specifications

The ZSL camera has no interference with an officer's line of sight while driving. Smaller than a smartphone, this camera tucks neatly behind the rearview mirror. The ZSL camera uses Wide Dynamic Range to handle difficult lighting conditions dramatically better than standard camera technology. All camera controls are accessible using the system's touch screen control panel.

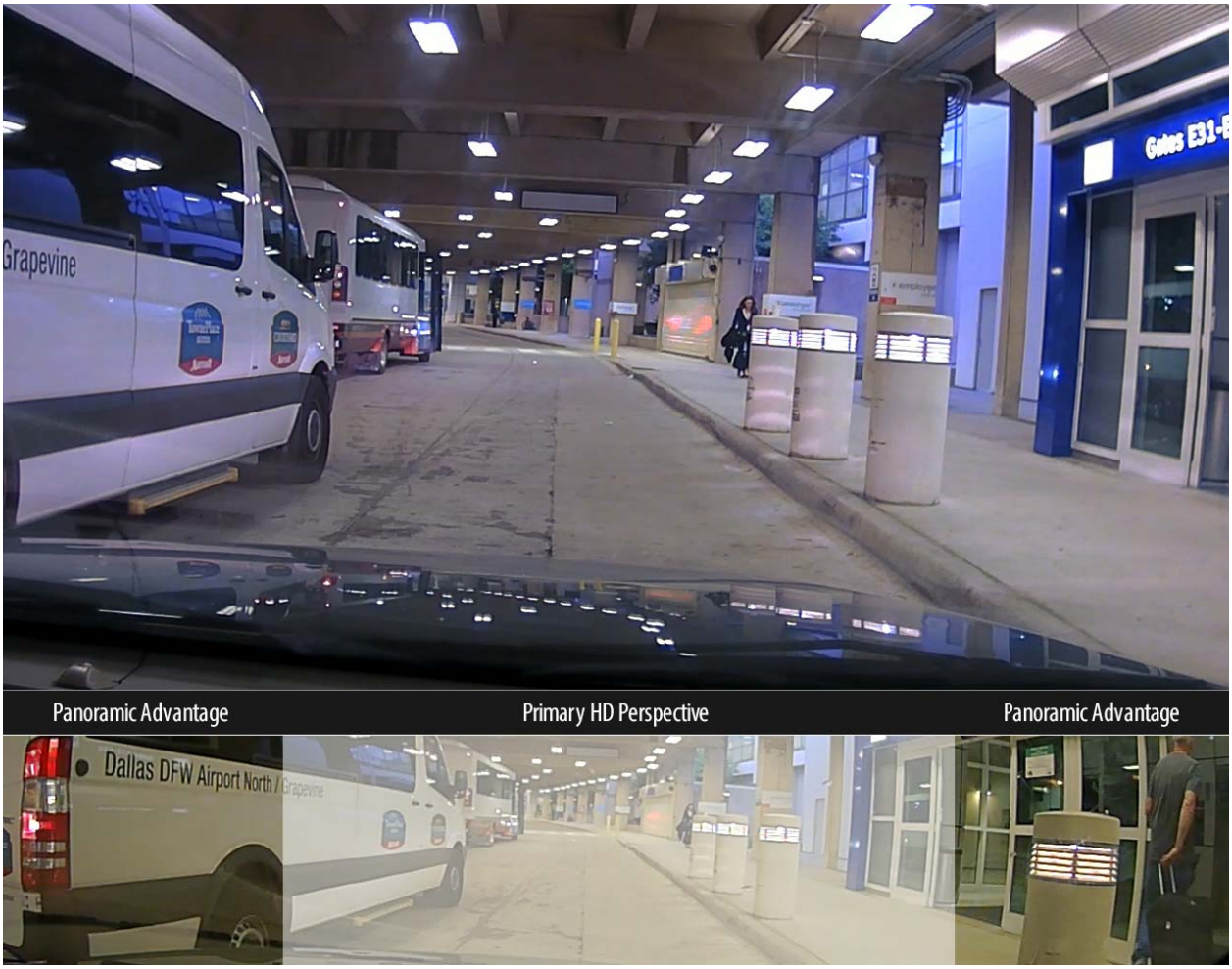
- Dual-Exposure, Ultra-WDR Technology
- 720p HD Resolution (1280x720)
- 16:9 Aspect Ratio
- 68 Degree Wide Field of View
- Large Format, Dual-Exposure CMOS Sensor
- F1.7 Optics, 0.85 LUX Full Color

Panoramic X2 Camera

WatchGuard's industry-first 4RE Panoramic X2 in-car video system dramatically expands video coverage with the addition of its exclusive "pillar-to-pillar" Panoramic X2 HD camera, more than doubling the field of vision. The system integrates two cameras: a fixed panoramic camera, capturing the widest single-camera view available on the market, and a primary camera, providing the maximum details of a normal coverage area with a turret lens that may be aimed as needed.



The image below is a comparison photo of video image captured with the Panoramic X2 camera versus the standard camera perspective.



With WatchGuard's flexible, purpose-built technology, agencies benefit from a dual-recording and expanded view without requiring additional storage. Agencies may elect to store either or both recordings from the system based on their needs and policies.

The Panoramic X2's specifications include:

- Dual-Exposure, Ultra-WDR Technology
- Panoramic Lens Resolution – 1280x240
- Secondary Camera Lens Resolution - 720p (1280x720)
- 138 Degree Wide Field of View

- **Rear Seat Camera with Microphone**

The 4RE system will include a compact, full color back seat camera with infrared illumination for back seat recording in zero light conditions.

Each system also includes an internal cabin microphone that records on a separate sound audio channel from the wireless microphone system when activated. This microphone is amplified in order to clearly pick-up even the faintest of conversations. Additionally, this microphone is wired and extendable so that it may be installed in an optimal location for any type of vehicle.

- **Wireless Digital Microphone & Transmitter**

The WatchGuard High Fidelity (Hi-Fi) Wireless Microphone is has superior quality and design. Rubber over-molded construction protections it from harsh environmental conditions and accidental dropping. In addition to the Hi-Fi microphones rugged design, it has superior performance and quality. The Hi-Fi microphone is designed around high powered industrial radio modem technology instead of the cordless telephone technology used by nearly every other wireless microphone in the in-car video industry.

Other features include:

- Near CD Quality High Fidelity Sound
- Audio Range - 200 – 12K Hz (vs. 200 – 4K Hz)
- Line of Sight Range – 1 to 2 Miles (vs. 1,200 ft.)
- Superior Building Penetration Performance
- Battery Life (Lithium Polymer iPod Battery)
- Typical Talk Time – 24 Hrs. (vs. 12 Hrs.)
- Typical Standby time – 30 Days (vs. 12 Hrs.)
- Charge Time – 2.5 Hours
- LCD Status Display
- Robust Duty Belt Clip and Rotatable Alligator Clip

When VISTA Wi-Fi is available the agency will have the choice of eliminating the separate wireless microphone, and using the wearable camera to capture audio for the in-car system.

- **DVR equipped with 60 GB solid state hard drive**

4RE can be equipped with either a 64GB solid state drive, or a 200GB automotive grade hard drive.

- **UPS**

4RE does not include a UPS.

- **3 in 1 antenna**

4RE has an integrated GPS antenna, a Wi-Fi kit, and an antenna for the wireless microphone.

- **Wiring harness**

4RE complies with this specification.

- **Mobile Management System Control (in-car Video) Software**

The 4RE system includes a Remote Display Control Panel. The Remote Display Control Panel has a simple and intuitive graphical user interface that is easy to navigate when needed. System keys and buttons provide tactile and audio feedback on key presses. The display includes LED backlit buttons for: Power, Menu, Record, Stop, Review, Volume (+ and -), Brightness (+ and -), Cameras (1-4), and Microphones (1-4).

4RE has an optional mobile application that allows the system to integrate with the laptop in the car. The 4RE Mobile App is a simple interface for the tasks that Officers need as they go about their duties with an in-car video system (see screen shot below). The Mobile App runs on Windows XP and Windows 7 (32 and 64 bit) and interfaces with the 4RE DVR via an Ethernet connection. The Mobile App is merely an interface and does not leverage the MDC for any of 4RE's CPU intensive video processing. Furthermore, the Mobile App also works in conjunction with the 4.3" touch screen control panel, allowing 4RE to have full functionality when the MDC is not present, or not functioning. With both functional, Officers may choose to interface with the Control Panel and/or the Mobile App at their convenience.

The in-car Video System will be required to be configured to collect metadata that can be searched in the management system once it has been uploaded. Below is an outline of the kind of metadata that needs to be captured:

4RE records event metadata included, but not limited to: event category, date, time, officer name, record status, microphone status, emergency lighting status, brake status, GPS coordinates, etc.

GPS, Longitude & Latitude: Location metadata helps locate where the driver was at a specific point in time when an incident occurs. This is critically important in forensic situation when it the location of the vehicle is in question.

4RE complies with this specification.

Triggers: When the trigger is incurred, the system starts recording in response. Typical triggers in clued but are not limited to; Speed over 80mph, rifle removed from dock, Light bar activated, Impact (accident), Siren activated, rear door opened. The solution should provide support for up to 12 customizable triggers.

The system can be triggered to record manually by pressing the RECORD button, or automatically using record triggers. The system has multiple record triggers including: emergency lights, siren, auxiliary input, wireless microphone, vehicle speed, and crash detection sensor. This is a total of seven (7) triggers.

Forced Evidence Tags: The system will be configured to require specific "Evidence Tags" at the end of a recording to catalog the incident. The department needs to be able to determine the best categories for their specific needs and then configure the system to require the user to choose from the drop down list of Evidence Tags available.

4RE complies with this specification.

3.5 Body Worn Camera Solution

Integrated Body Worn Solution:

The system must support an integrated body worn video solution where the body worn video can be uploaded wirelessly from the car or uploaded to the secure web application using any computer on the police network.

4RE and the VISTA wearable camera comply with this specification. When you use the VISTA HD Wearable Camera along with a 4RE in-car system, our software will automatically link the recordings together as part of the same event. The VISTA recording automatically becomes an alternate camera view within the 4RE in-car video recording. They even export together automatically.

In the second quarter of 2016 WatchGuard Video will release the next version of VISTA; VISTA Wi-Fi. VISTA Wi-Fi is designed to add a new level of integration and functionality to 4RE by maintaining an intelligent link to 4RE with almost no impact to VISTA's battery life. The integrated GPS receiver ensures perfect time synchronization between 4RE and VISTA. When paired with a 4RE system, VISTA Wi-Fi offers the following features:

- 4RE automatically activates VISTA and it automatically stops VISTA when the incident is over
- VISTA automatically activates 4RE
- VISTA automatically becomes an additional camera view within the 4RE in-car recording
- 4RE automatically pushes the category type (plus any case number or incident IDs) to VISTA

- 4RE automatically sets the officer name and the configurations for VISTA

VISTA Wi-Fi will be able to upload video wireless over the same 802.11n connection that 4RE uses. Video may also be transferred by docking the camera in the USB Charge and Docking base or a transfer station.

WatchGuard has designed an 8-Bay Transfer Station equipped with a Gigabit Ethernet port to dock and charge VISTA. This has the option of being rack mounted to allow for multiple Transfer Stations to easily be setup at a given location making it a highly scalable solution for any size agency. The Transfer Station can transfer video from 8 cameras simultaneously at up to 50 Mbps. When combined with Evidence Library 4 Web, the Transfer Station also helps with the management of VISTA by supporting features like a self-service Kiosk and Rapid Checkout for quickly deploying cameras. The VISTA Dashboard in Evidence Library 4 Web will provide an overview of every VISTA docked in a Transfer Station to show critical information such as camera location, battery life, camera status, date of last checkout, assigned officer and current version of firmware.

Body Worn Camera:

Video resolution should record in a 640x480 pixel matrix(30 FPS)

The VISTA wearable camera features high quality video and sound capabilities. The camera has six selectable video recording resolutions, including:

- 720p (1280x720) – High, Medium and Low
- 480p (864x480) – High, Medium and Low

VISTA Video Quality and File Sizes			
Setting	**Resolution (pixels)**	**Sample Rate (megabits/second)**	**Average File Size Per Hour (gigabytes)**
HQ-High	1280x720	5	2.32
HQ-Medium	1280x720	4	1.89
HQ-Low	1280x720	3	1.46
SQ-High	864x480	2	1.09
SQ-Medium	864x480	1.5	0.88
SQ-Low	864x480	1	0.66

WatchGuard chose 720p not because it's the highest possible setting, but because we believe that it is the *right* setting. 720p strikes a great balance between quality and file size. To move to

1080p would be to significantly increase the file size of every video that is recorded as well as impact battery life by requiring more from the camera's processor.

Video shall be in color

VISTA complies with this specification.

Video recorded in any of the common compression schemes (h.264, MPEG 1, 2, 4, Motion JPEG, Etc.)

VISTA complies with this specification.

The lens field of view should be 120 degree wide angle

VISTA has a 130° Horizontal field of view, and a 71° vertical field of view. The camera lens is capable of being rotated 28 degrees vertically. These angles allow the camera to have a picture covering 8.5 feet wide by 3 feet high, from 24 inches away. An example of the resulting image is below.

There should be a date and time stamp on the video file

VISTA complies with this specification.

The solution should have a minimum 8GB internal storage capacity

VISTA exceeds this specification. VISTA includes 32GB of internal storage, which is a total capacity of 12 hours of HD video.

Recording times on an 8 GB memory should be 8 hours at 640x480

VISTA exceeds this specification. VISTA includes 32GB of internal storage, which is a total capacity of 12 hours of HD video.

The unit should have low light recording capability.

VISTA uses Ultra-WDR (Wide Dynamic Range) technology that dramatically improves video quality in nighttime video and difficult lighting situations. For every frame of video, the camera actually takes two separate images, a dark exposure and a light exposure. The camera then automatically blends the two images into a single video frame. The result is an ideally exposed picture that keeps bright areas from being over-exposed and keeps darker areas from turning black.

The following picture compares standard camera technology with WatchGuard's Ultra-Wide Dynamic Range camera technology. The child on the bicycle is almost invisible in the picture on the left, but can be clearly seen in the image on the right.

The unit should have the ability to provide a confirmation "chime" when a recording starts. This "chime" can also be disabled in the volume control settings

VISTA complies with this specification.

The unit should have the ability to provide a confirmation "chime" when a recording is stopped. This "chime" can also be disabled in the volume control settings.

VISTA complies with this specification.

The unit should allow for discreet recordings by having the ability to disable all audible confirmations.

VISTA can be switched into a covert mode to ensure the camera doesn't give away an officer's position. Covert mode disables the power and record LEDs, and silences any audible indicators.

The unit should have "One Touch Record" functionality.

VISTA includes an easy one-touch operation. Simply press the button on the front of the camera to begin recording. Press the button again to end a recording. Once a recording is complete, the user has the option (can be administratively configured to be required) to select an event category, which can be used for video searches and retention.

The unit should utilize the AAC2 audio format

Audio from VISTA is recorded in AAC format.

The unit should provide for the ability to be used as an audio recorder only

VISTA does not currently include this functionality.

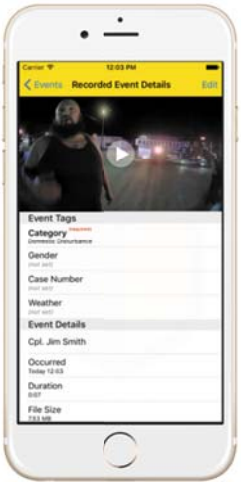
The unit should provide up to 100 hours of audio only recording

VISTA does not currently include this functionality.

The unit should provide playback modes of 2x, 4x, and 8x speeds.

VISTA does not have a playback screen on the camera itself.

The release of VISTA Wi-Fi will also include the VISTA Mobile Companion. The Mobile Companion is an optional smart phone application that will provide the officer with immediate in-field access to VISTA. Features include:



- Play back recordings in HD at full frame rates
- The live viewfinder lets you see what the camera sees
- Automatically and securely pairs with VISTA
- Categorize recordings
- Enter incident IDs, case number and more
- Control the VISTA camera remotely
- Change officer alert types, volume and brightness
- Toggle VISTA in or out of Covert Mode

Video from VISTA can also be reviewed with the Evidence Library Client after it has been uploaded or with the Evidence Library Viewer application on a laptop or MDT in the police vehicle. The Evidence Library Viewer is designed to allow an officer to review video in the field while also uploading it from the VISTA camera later to the main Evidence Library database hosted at the agency.

The unit should provide slow motion review at 1/8, 1/2, and 1/4 speeds.

VISTA does not have a playback screen on the camera itself.

The unit should have the ability to pause during playback.

VISTA does not have a playback screen on the camera itself.

The unit should have the ability to advance frame by frame during playback.

VISTA does not have a playback screen on the camera itself.

The unit should have the ability to advance backwards frame by frame during playback.

VISTA does not have a playback screen on the camera itself.

The unit should have the ability to preview files by thumbnails.

VISTA does not have a playback screen on the camera itself.

The unit should allow files to be played back on a PC or HD TV.

VISTA complies with this specification.

The units should provide the following PC compatibility: Windows Media Player, QuickTime, Real Player, and VLC Player.

VISTA video files are not proprietary, and they can be exported from Evidence Library in a converted format, including: DVD Video, MPEG 2, WMV, MP4 or AVI. Files may be played most standard players, or an optional portable WatchGuard player may be included with the exported files. This player may be run completely from the media it is located on. Nothing has to be extracted or installed on the local machine that is accessing the exported media.

The unit should provide 8 hours of playback time.

VISTA does not have a playback screen on the camera itself.

The unit should have a 2.0 USB Connection

VISTA's USB Dock & Charging base complies with this specification. VISTA was designed with transfer and security in mind. One of the weakest parts of a wearable camera is often the cable used to connect it to a PC. Cables and connectors can be prone to breaking or wearing out over the life of a camera as they are subjected to many uses and insertions. These cables are typically standard and commonly available consumer cables that could be used to gain access to evidence in the event a camera were lost or misplaced. Because of this, WatchGuard has designed a very rugged USB base that is used for transferring video and thus eliminated what is often the weakest piece in a wearable camera solution.

The unit should be drop test rated at 6 feet.

VISTA complies with this specification.

The unit should utilize a Lithium Polymer (non-removable; rechargeable) 1800mAh battery.

VISTA complies with this specification.

The unit should be capable of continuous non-stop recording for 6 hours at 648x480.

VISTA exceeds this specification. VISTA includes 32GB of internal storage, which is a total capacity of 12 hours of HD video. The approximate battery life of a single charge allows for continuous recording of:

- Standard Capacity
  - 6 Hours of recording at 720p resolution
  - 6.7 hours of recording at 480 p resolution

- Extended Capacity
  - 9 Hours of recording at 720p resolution
  - 10 Hours of recording at 480p resolution

The next release of VISTA, VISTA 2-Piece, will include 12+ hours of continuous recording.

The unit should have a standby life of 1 week.

VISTA can last up to several days in standby mode.

The unit should charge from dead to full in 6 hours or less.

VISTA complies with this specification.

The unit should allow for charging by either an AC wall charger or by USB.

VISTA complies with this specification.

The unit should have a power input of 5V DC 1 Amp via charger/USB.

VISTA complies with this specification.

The unit should prevent users from deleting files or changing settings.

VISTA complies with this specification.

The unit should be password protected and require a security code to delete files.

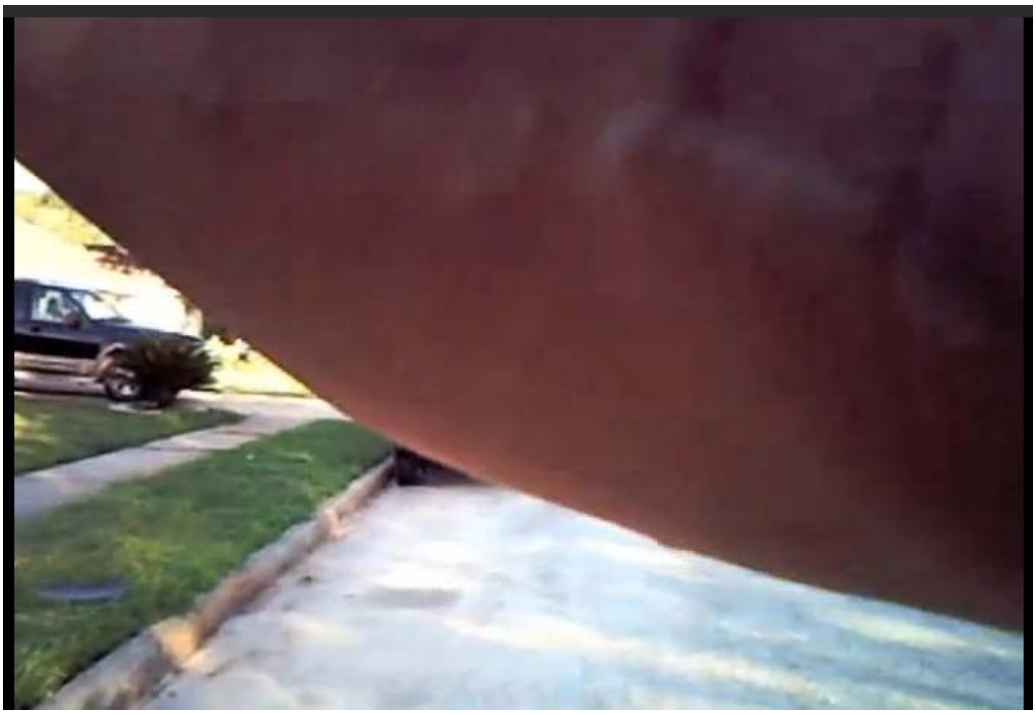
Video files cannot be deleted on the device. Deleting and purging video can only be done with the proper permissions through the Evidence Library evidence management software.

The unit should have a password that is changeable.

VISTA does not require a password on the device. Passwords and security are managed in the Evidence Library evidence management software.

The unit should allow for the following mounting methods: Belt Clip on jacket/ uniform shirt/ Epaulette.

There are two common locations for body cameras to be worn –either on the head or chest of the user. The major drawback of a head mounted solution is that it typically has to be attached to something like a helmet or glasses that the user is required to wear in order to use the camera. There are also some solutions that have a wire going from the camera to a separate body pack, which could cause injury or become disconnected. The more secure location is to have the camera clipped to the chest. This offers a good view of the situation, until the user has to raise their arms, as seen in the progression of images below. Holding a gun with the arms out-stretched completely blocks the view of the camera, and renders the video almost useless at a very critical moment.



VISTA is available with a unique Chest Mount that overcomes the challenges of other mounting solutions. The Chest Mount system is designed to securely hold the camera to the uniform while keeping it very stable. It mounts the camera just below the shoulder of the Officer, rather than center mass, so that the lens is not obstructed by the user's arms when they are outstretched in front of the body.

Other mounting options include:

- Rotatable Shirt Clip
- Duty Belt Clip
- Molle Loop Mount
- Velcro® Plate Mount
- Klick Fast® Mount
- Tripod Mount
- RAM® Mount

A future release of VISTA, scheduled for the second quarter of 2016, will include a 2-Piece unit that has a sensor head separate from the DVR / battery module that will allow for additional mounting options.

The unit should be Windows XP, Vista and Windows 7 compatible.

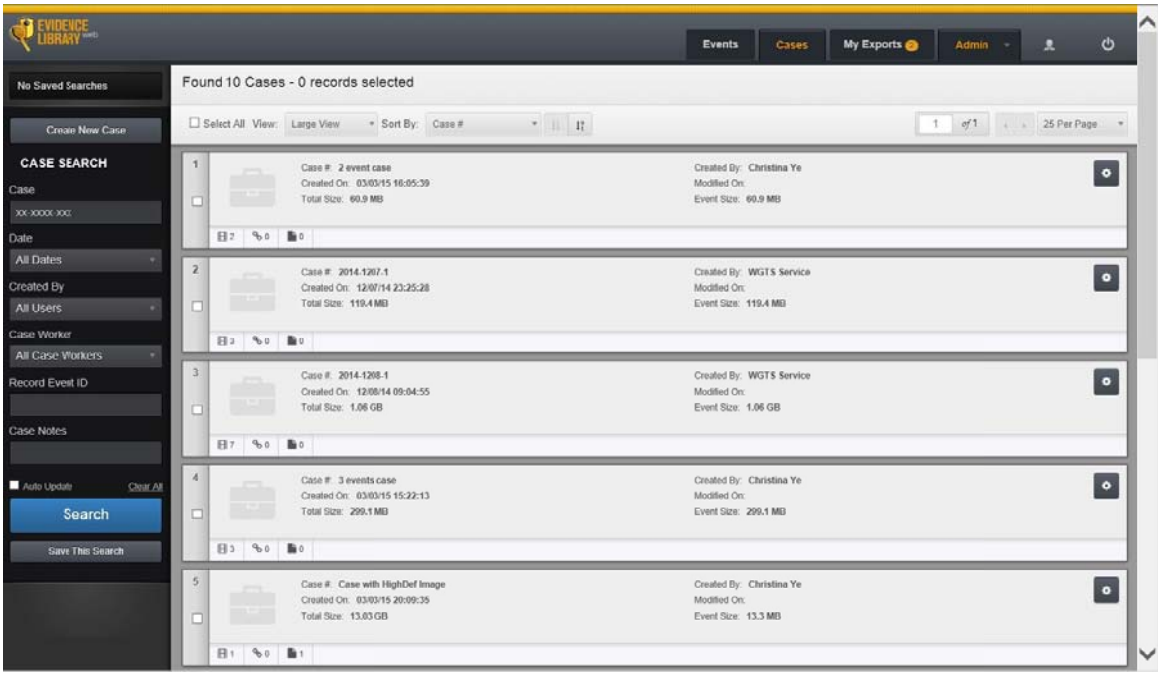
VISTA and Evidence Library comply with this specification.

The unit should utilize a USB cable to connect to a computer.

The VISTA base complies with this specification.

The unit should integrate with storage software that allows for case management of In-car Video, Interview Room Video and CCTV.

VISTA and Evidence Library comply with this specification. EL4 includes the ability to perform Case Management, which allows the ability for case "container" creation and content management. With this feature, users may associate one or more VISTA or 4RE recordings with a case, as well as other general user files such as: PDFs, spreadsheets, reports, videos from 3rd party systems, audio recordings, still pictures, drawings, etc. Cases can be further managed by adding users as Case Workers with specific sets of permissions for that case.



The unit should have its own unique ID that can be assigned to a specific user.

VISTA complies with this specification. This ID can be the serial number or a customizable ID created by the Department.

The unit should have the following certifications;

FCC Class B
CE 2004/108
RoHS
WEEE
IP53 Rations environmental testing.

VISTA is designed with complete industrial grade components and constructed with cast magnesium, polyurethane rubber and a military grade Polyetherimide resin. The camera is ultra-rugged, weatherproof, and has an operating temperature range of-40°F to +185°F. VISTA is designed to withstand years of real world use in the law enforcement environment. VISTA is designed to meet IP54 waterproof and drop test standards, and is MIL-STD-810F certified.

VISTA has also passed the following testing:

- CE CISPR 22 Class B for Radiated Emissions
- CE EN6100 for Immunity
- Mil-810G US Highway vibration
- RoHS

3.6 Mobile Management Software Functionality

The 4RE Mobile App is a simple interface for the tasks that Officers need as they go about their duties with an in-car video system (see screen shot below). The Mobile App runs on Windows XP and Windows 7 (32 and 64 bit) and interfaces with the 4RE DVR via an Ethernet connection. The Mobile App is merely an interface and does not leverage the MDC for any of 4RE's CPU intensive video processing. Furthermore, the Mobile App also works in conjunction with the 4.3" touch screen control panel, allowing 4RE to have full functionality when the MDC is not present, or not functioning. With both functional, Officers may choose to interface with the Control Panel and/or the Mobile App at their convenience.


Watchguard 4RE Mobile App
Live
Playback
Officer
4RE DVR Connection - Present
Info
Date/Time: 03/15/2010 10:17:10
Officer: Stan Wojciehowicz
Vehicle: Jeff Truck
Department: WGV
Latitude:
Longitude:
GPS Speed:
Target Speed:
Locked Speed:
Patrol Speed:
Book Mark
Record
Stop
Auto Zoom
Cameras
Front ON
Cabin OFF

This page has been intentionally left blank for the purpose of double-sided printing.

BILL OF MATERIALS
DESCRIPTIVE LITERATURE

This page has been intentionally left blank for the purpose of double-sided printing.

SOLUTION DESCRIPTION

INTRODUCTION

Since 4RE was released in 2010, it has continually been improved upon through firmware updates that have added additional features and enhanced the user experience. The latest addition to 4RE is the support for VISTA Wi-Fi, a fully integrated body worn camera. VISTA Wi-Fi removes the need for the 4RE Wireless Microphone by providing the audio for 4RE and it is automatically activated by 4RE and can remotely activate 4RE to record. VISTA Wi-Fi also becomes an additional camera view for 4RE and inherits the event properties of the 4RE recording such as officer name, event category, case number and more. The completely integrated solution of 4RE and VISTA Wi-Fi will be available in early Q2 2016.

4RE and VISTA are the components Officers will interface with every day. 4RE is built small, lightweight, rugged, user-friendly, and requires minimal Officer interaction. The system has automotive grade components that feature a sturdy over-molded construction, which increases durability as well as occupant safety. Further adding to the robustness of the system, all vital connections are locking connectors that have been thoroughly tested in this environment. VISTA is designed with industrial grade components, and constructed of cast magnesium, an ultra-hard military-grade resin and polyurethane rubber. Together the components and construction provide an extremely wide operating range of -40°F - +185°F in an ultra-rugged design to meet the demands of law enforcement.

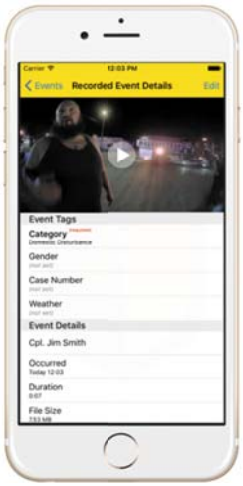
SOLUTION FEATURES AND FUNCTIONALITY

VISTA Wi-Fi – Integrated Wireless Body Camera

VISTA Wi-Fi is designed to add a new level of integration and functionality to 4RE, the industry's leading in-car video system, by maintaining an intelligent link to 4RE with almost no impact to VISTA's battery life. The integrated GPS receiver ensures perfect time synchronization between 4RE and VISTA. When paired with a 4RE system, VISTA Wi-Fi offers the following features.

- 4RE automatically activates VISTA and it automatically stops VISTA when the incident is over
- VISTA automatically activates 4RE
- VISTA automatically becomes an additional camera view within the 4RE in-car recording
- 4RE automatically pushes the category type (plus any case number or incident IDs) to VISTA
- 4RE automatically sets the officer name and the configurations for VISTA

In addition to working with 4RE, VISTA Wi-Fi will also work with the VISTA Mobile Companion, an optional smart phone application that will provide the officer with immediate in-field access to VISTA.



- Automatically and securely pairs with VISTA
- Categorize recordings
- Enter incident IDs, case number and more
- Play back recordings in HD at full frame rates
- The live viewfinder lets you see what the camera sees
- Control the VISTA camera remotely
- Change officer alert types, volume and brightness
- Toggle VISTA in or out of Covert Mode

4RE –High Definition In-Car Video

The 4RE system gives agencies the ability to record their critical evidence in true High Definition. The technology behind the system allows this to be done responsibly with respect to files sizes and storage requirements necessary to support the high definition video. This is achieved through multiple resolution recording. The forward facing camera has the ability to record video in high definition and at a standard definition simultaneously. On recordings that turn out to be important or considered evidentiary, the HD version is stored. Routine recordings, which generally make up about 90% of all recorded video, are stored in standard definition. The differentiation between the two types of video is completely automated and configured through the back-end software using agency defined Event Tags. Customizable Event Tags can be configured to control which recordings are stored in high definition, and they can also instruct the back-end software to retain evidentiary recordings longer. At the end of a recording, Officers simply select an event category, and the pre-configured agency policies determine the rest.

Record-After-The-Fact™

Both 4RE and VISTA offer the benefit of Record-After-The-Fact. 4RE is designed with a dual drive architecture and VISTA is designed with 32GB of internal storage. In 4RE, the first drive is a 64GB solid state drive (200GB hard drive is also available) that is constantly buffering video, even if the system is not actively recording. The second drive is a removable 16GB USB flash drive.

RATF
RECORD AFTER THE FACT™

VISTA can be configured to constantly buffer video to its internal storage in addition to recording triggered events. When a recording trigger is activated, 4RE automatically stores the

events on the both the flash drive as well as the hard drive and VISTA stores the events on its internal drive. This gives the Department a very secure and redundant way to store video.

Most video systems are able to have pre and post event recording, which adds about 60 to 120 seconds on to the front or back of a recorded event. Record-After-The-Fact however, literally gives the Department the ability to go back in time to recover video from both the in-car camera and body camera that was not initially recorded. If a critical event occurs and no recording triggers were active, the Department can still go back and capture the video from both 4RE and VISTA.

Advanced Compression Technology

4RE and VISTA are the first law enforcement camera systems to use the most advanced video compression technology available, H.264 High Profile (HP). H.264 HP technology creates files that are up to 40% smaller than video captured at equivalent qualities using simpler forms of H.264. At equivalent video qualities, older MPEG-4 systems create files that are more than 100% larger than H.264 HP. H.264 HP Technology leverages a highly intelligent video compression algorithm to render video at much higher quality using the same data rate. It can also render video at the same quality using a much lower data rate.

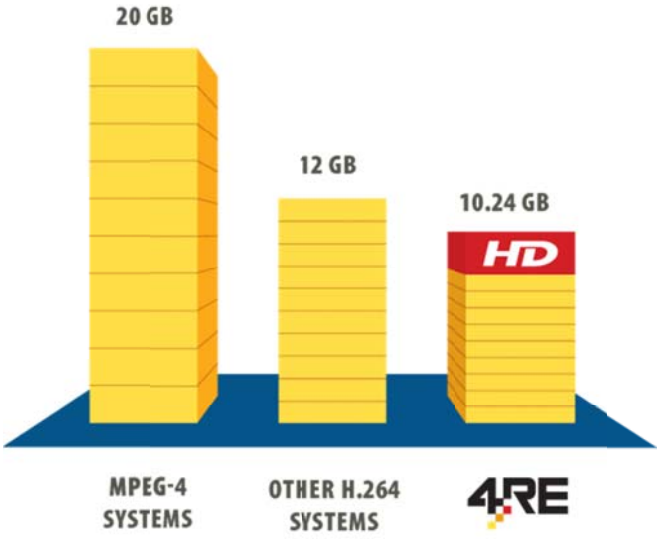
STORAGE FOR 10 HOURS OF VIDEO
(10% Tagged as Evidentiary)

MPEG-4 SYSTEMS
10 Hours Standard Resolution (D1) @ 2.0 GB/Hr. = **20GB**

OTHER H.264 SYSTEMS
10 Hours Standard Resolution (D1) @ 1.2 GB/Hr. = **12GB**

WATCHGUARD 4RE HD
9 Hours Standard Resolution (864 x 480) at 0.8GB/Hr. = **7.92GB**
1 Hour High Definition (1280 x 720p) @ 2.32 GB/Hr. = **2.32 GB**

TOTAL = 10.24 GB



Superior Video Quality

Just like High Definition television, 4RE and VISTA record video in a 16:9 wide screen aspect ratio (versus conventional 4:3 ratio where the image area is almost square). This wide screen aspect ratio is the ideal format for in-car video systems because it wastes fewer pixels on the sky and the vehicle's hood – a full 25 percent fewer wasted pixels. Not only does this provide a better view, it reduces file sizes and increases transfer speeds.

With 720p resolution, the 4RE system provides license plate legibility up to 38 feet away even at the widest able zoom level. Most conventional systems are limited to approximately 18 feet, and systems that tout a 68-degree lens often cannot read plates much beyond the length of the hood.

ACTUAL 4RE HD SCREEN SHOT

IN-CAR HARDWARE COMPONENTS

4RE consists of the following components:

- Touch Screen Graphical User Interface
    - 4RE Remote Display Control Panel features a 4.3" LED backlit touch screen. The user interface that is throughout the in-car experience is intuitive and easy to navigate, when needed.
    - Nearly all of the functions that an Officer will interact with on a daily basis are hardware keys laid out along the Control Panel. Preferences such as brightness and volume are also at the push of a button. Preferences are remembered each time the Officer starts their 4RE system.
- High Definition Front Camera (Multiple Options Available)

    - The HD Mini Zoom Camera with Ultra-Wide Dynamic Range and a 57° field of view supporting 12x optical zoom.
    - The HD Zero Sightline (ZSL) Camera with Ultra-Wide Dynamic Range and a 68° field of view in a compact low profile housing allowing it to be positioned behind the rear view mirror out of the officer's line of sight.

    - The Panoramic X2 Camera with two HD Ultra-Wide Dynamic Range cameras in one housing. This camera features a 68° field of view primary forward camera and an ultra-wide angle panoramic strip camera.
- Back Seat Camera

    - The 4RE system will include a compact, full color back seat camera with infrared illumination for back seat recording in zero light conditions.
- DVR with Dual Drive Architecture
    - 4RE uses an advanced dual drive architecture that provides redundancy and the ability to recover video that was not previously recorded. The first drive is an integrated drive. This drive may be a 64GB solid state drive or a 200GB automotive grade hard drive. 4RE buffers video and audio (when audio is active) to this drive any time the system is powered up.

    - 4RE also includes a removable 16GB USB flash drive that is secured behind a locking door. All recorded

events are copied to this USB drive, giving the Department a redundant means with which to transfer video. If the USB drive were ever used to transfer video, 4RE is still maintaining that video on its integrated hard drive. If that USB drive became damaged or lost 4RE is still protecting its copy in the car. The DVR will protect that video on the integrated hard drive until it receives secure confirmation from the server that the event has been uploaded.

- High Fidelity Wireless Microphone System
  - The WatchGuard High Fidelity (Hi-Fi) Wireless Microphone is has superior quality and design. Rubber over-molded construction protections it from harsh environmental conditions and accidental dropping. In addition to the Hi-Fi microphones rugged design, it has superior performance and quality. The Hi-Fi microphone is designed around high powered industrial radio modem technology instead of the cordless telephone technology used by nearly every other wireless microphone in the in-car video industry.
  - Other features include:
    - Near CD Quality High Fidelity Sound
    - Audio Range - 200 – 12K Hz (vs. 200 – 4K Hz)
    - Line of Sight Range – 1 to 2 Miles (vs. 1,200 ft.)
    - Superior Building Penetration Performance
    - Battery Life (Lithium Polymer iPod Battery)
    - Typical Talk Time – 24 Hrs. (vs. 12 Hrs.)
    - Typical Standby time – 30 Days (vs. 12 Hrs.)
    - Charge Time – 2.5 Hours
    - LCD Status Display
    - Robust Duty Belt Clip and Rotatable Alligator Clip

- Cabin Microphone
  - Each system includes an internal cabin microphone that records on a separate sound audio channel from the wireless microphone system when activated. This microphone is amplified in order to clearly pick-up even the faintest of conversations. Additionally, this microphone is wired and extendable so that it may be installed in an optimal location for any type of vehicle.
- Wireless Radio, Antenna, Power over Ethernet Injector

SIMPLE OPERATION

4RE, typically, is set up to turn itself on with the ignition of the vehicle. This is configurable by the Department. While powered on, there is also a setting that would prohibit manually turning off the system while the ignition is on. Anytime during a record event, 4RE will not respond to any power down commands in order to protect the recording that is in progress.

4RE will also power itself down upon the ignition being turned off (unless in an active record event). At the moment the ignition initiates a power down, 4RE executes two separate shutdown timers that are configured by the Department:

1. Shutdown Timer – This is a period of time that the Department specifies that the 4RE system will remain on before it actually powers itself down. During this timer the system is fully operational.

2. Wireless Timer – This timer allows 4RE to remain in a lower power state for a period of time set by the agency in order to allow the continued transferring of video to the server. This timer also allows a firmware upgrade to complete in the background without any Officer involvement.

During operation, Officers have only a couple tasks they are required to do to use 4RE. At a minimum, they will need to manually stop each recording when they are finished. The second task that will be (likely) required is for the Officer to answer one (or more) event categorization questions after the recording. This can be as simple as choosing from "Evidentiary" and "Routine" or a bit more specific for the Department with customizable answers such as, "Arrest," "Citation," "Warning," "DUI," etc. These categorizations also later drive the retention period of the video as well as the resolution that the recording is kept in. No other interaction is required by the Officer.

Tactical Features

Throughout the shift, Officers may choose to take advantage of some of the tactical features of 4RE. Some of these features include:

- Dark Mode
  - This allows the Officers to quickly disable all the LED indicators and LCD monitor for completely dark situations.
- Covert Mode
  - A function that involves the Officer holding the ON button for three seconds. To the untrained eye, it will look as if the system has been turned off. In reality

both cameras, inside and out are automatically activated and both microphones are automatically activated while the entire system has gone black.

- Event Override Buttons
  - If the Department chooses, they may display Event Override Buttons to the Officer at the point when they are choosing the Event Category. The Officer may be given the ability to classify an event and then update that event's "Server Retention" policy to, "Protected." When this event makes its way to the server, its "Protected" state will cause it to be ignored by the automatic purging and archiving routines, leaving it on the server indefinitely.

VISTA SOLUTION DESCRIPTION

Video Clarity and Quality

VISTA records up to 720p HD (480p is selectable). WatchGuard chose 720p not because it's the highest possible setting, but because we believe that it is the *right* setting. 720p strikes a great balance between quality and file size. To move to 1080p would be to significantly increase the file size of every video that is recorded as well as impact battery life by requiring more from the camera's processor.

To provide the best video in all lighting conditions, VISTA uses the same Ultra-Wide Dynamic Range technology as 4RE.

Transfer and Security

VISTA was designed with transfer and security in mind. One of the weakest parts of a wearable camera is often the cable used to connect it to a PC. Cables and connectors can be prone to breaking or wearing out over the life of a camera as they are subjected to many uses and insertions. These cables are typically standard and commonly available consumer cables that could be used to gain access to evidence in the event a camera were lost or misplaced. Because of this, WatchGuard has designed a very rugged USB base that is used for transferring video and thus eliminated what is often the weakest piece in a wearable camera solution.

Speed, Security and Rapid Access

VISTA uses a very sophisticated electrical architecture that is able to provide data security on the device, and still maximize the data transfer speed to local PC or server storage.

- Unauthorized users cannot access the video stored on the device
- Extraordinarily fast transfers – transfers 1 GB in less than 90 seconds
- On-premise evidence management provides immediate access to transferred video
- Dock and Go functionality – simply dock the camera and walk away. Even if the camera is off or the battery is completely drained, the USB base will power it on and initiate the file transfer.

With VISTA, a critical incident can be viewed immediately (even before transferring the files), directly from the camera using a docking base with the authorized software. In addition, that critical incident can be transferred and shared with command staff in just a few minutes. A short video recording could be transferred and shared in less than 60 seconds!

Through the individual USB base, VISTA can transfer video at a speed of 90 seconds per 1GB of data. The USB base also supports Dock and Go functionality allowing an officer to simply dock the camera and walk away. Even if the camera is off or the battery is completely drained, the USB base will power it on and initiate the file transfer.

Additionally, WatchGuard has designed an 8-Bay Transfer Station equipped with a Gigabit Ethernet port to dock and charge VISTA. This has the option of being rack mounted to allow for multiple Transfer Stations to easily be setup at a given location making it a highly scalable solution for any size agency. The Transfer Station can transfer video from 8 cameras simultaneously at up to 50 Mbps. When combined with Evidence Library 4 Web, the Transfer Station also helps with the management of VISTA by supporting features like a self-service Kiosk and Rapid Checkout for quickly deploying cameras. The VISTA Dashboard in Evidence Library 4 Web will provide an overview of every VISTA docked in a Transfer Station to show critical information such as camera location, battery life, camera status, date of last checkout, assigned officer and current version of firmware.

With VISTA you get:

- High performance hardware
- Optimized software
- Fast, Local storage

Battery

The features and functionality of a wearable camera are certainly important, but if the battery is not sufficient enough to last a shift while operating in the manner that best serves the department the risk of not having video when you need it most becomes great. Because of this, VISTA was designed with an extremely high capacity battery that has the ability to record 9 hours of continuous HD video and 10 hours of continuous SD video. Additionally, it implements intelligent standby timers to help further the actual battery life. VISTA has the ability to be configured to enter standby mode after a determined time has elapsed based on two independent options:

1) No Movement – determined by internal accelerometers
2) No Button Presses

Ease of Use

VISTA was designed to be simple to use and intuitive while providing clear information as to camera status and operating condition. Most other cameras use a single blinking LED light to communicate the status of storage, battery life, and recording state. The information available from this is minimal and often confusing. VISTA incorporates an LCD screen on the top of the camera to show exactly how much memory is still available, the exact battery life, how many recordings have been captured, and of course the recording state. The screen is also used to easily categorize recordings once they are stopped.

VISTA includes an easy one-touch operation. Simply press the button on the front of the camera to begin recording. Press the button again to end a recording. Once a recording is complete, the user has the option (can be administratively configured to be required) to select an event category, which can be used for video searches and retention.

EVIDENCE LIBRARY

At the heart of the VISTA solution is one of two back office software applications: Evidence Library Express (ELX) or Evidence Library 4 Web (EL4). ELX is a standalone easy-to-use video evidence management software program; whereas EL4 is an enterprise class server application. When you use a VISTA camera along with a 4RE in-car system, the software will automatically link the recordings together as part of the same event. The VISTA recording automatically becomes an alternate camera view within the 4RE in-car video recording. They even export together automatically.

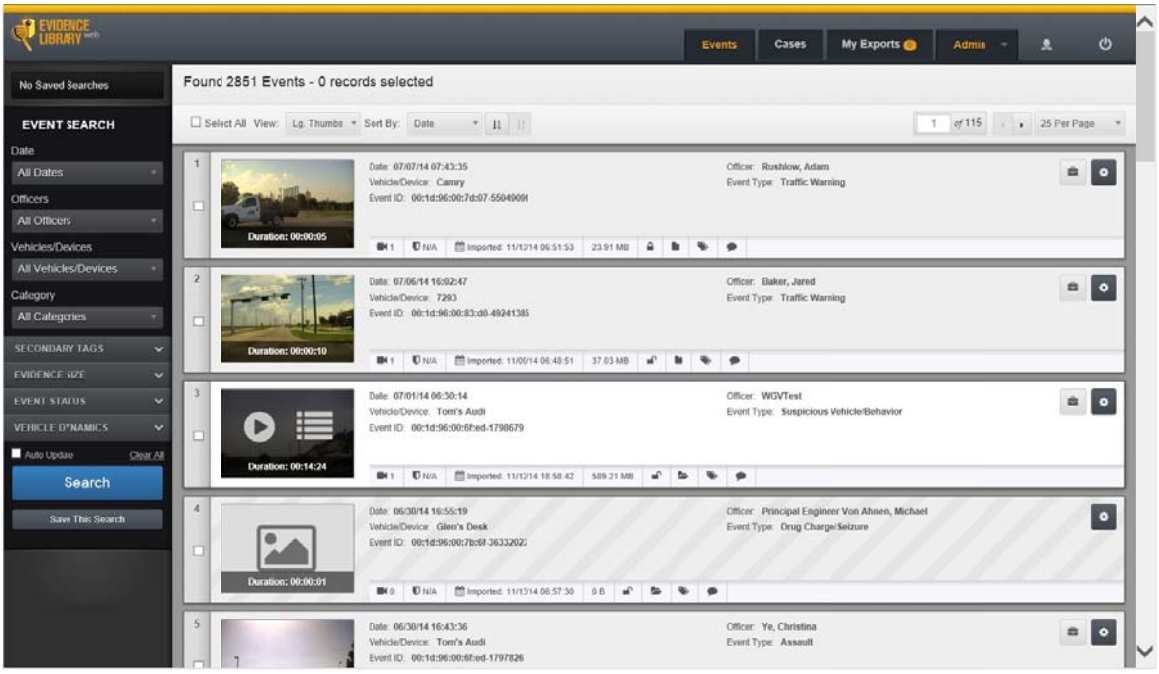
Evidence Library 4 Web

This is a powerful application that utilizes sophisticated Microsoft SQL Server databases, is hosted on premise on agency servers and uses CLOUD-SHARE for sharing evidence. EL4 provides advanced file management, a graphical search engine, the ability to share important evidence, and a feature-rich media player, which is all accessible from a convenient Web Client. Evidence Library sets a new standard for back-end capability and ease of use while offering the capability of flexible storage options. WatchGuard Video engineers designed this software from the ground up to have all of the functionality, features, and the customization options necessary to ensure that law enforcement agencies have a useful tool they can use to protect, search, copy, share, and create reports for their video evidence. Evidence Library is an on premise application that will soon be offered in both Hybrid and Cloud models. WatchGuard believes agencies should be able to choose where their evidence is stored and have the option to migrate from one solution to another as needs and budgets change.

FEATURES AND FUNCTIONALITY

The Interface

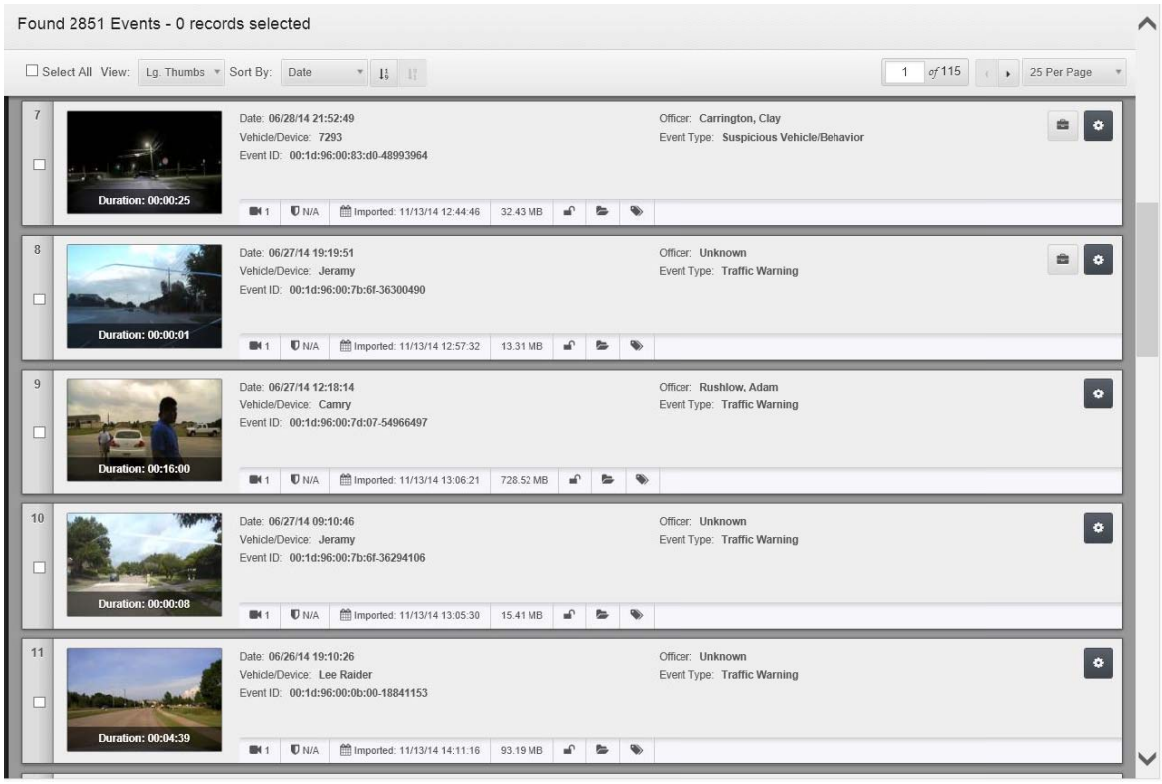
Evidence Library uses a very intuitive graphical and tabbed interface. This interface allows the user to easily toggle between the available functions of EL4, including Events, Cases, Exports, and Admin functions.



Events Tab

The Events tab provides a view of the Recorded Events in EL4 from both VISTA and 4RE. When an officer uses both VISTA and 4RE on the same incident, EL4 automatically links the recordings together based on 4RE and VISTA recordings that have the same officer name and a date and time overlap. With the introduction of VISTA Wi-Fi, the recordings will be linked together through the synchronization in the vehicle as VISTA becomes part of the 4RE system. As a further level of integration, EL4 will also support simultaneous playback allowing for multiple camera streams to be played back in synchronization so the user can watch both the 4RE video and VISTA video at the same time.

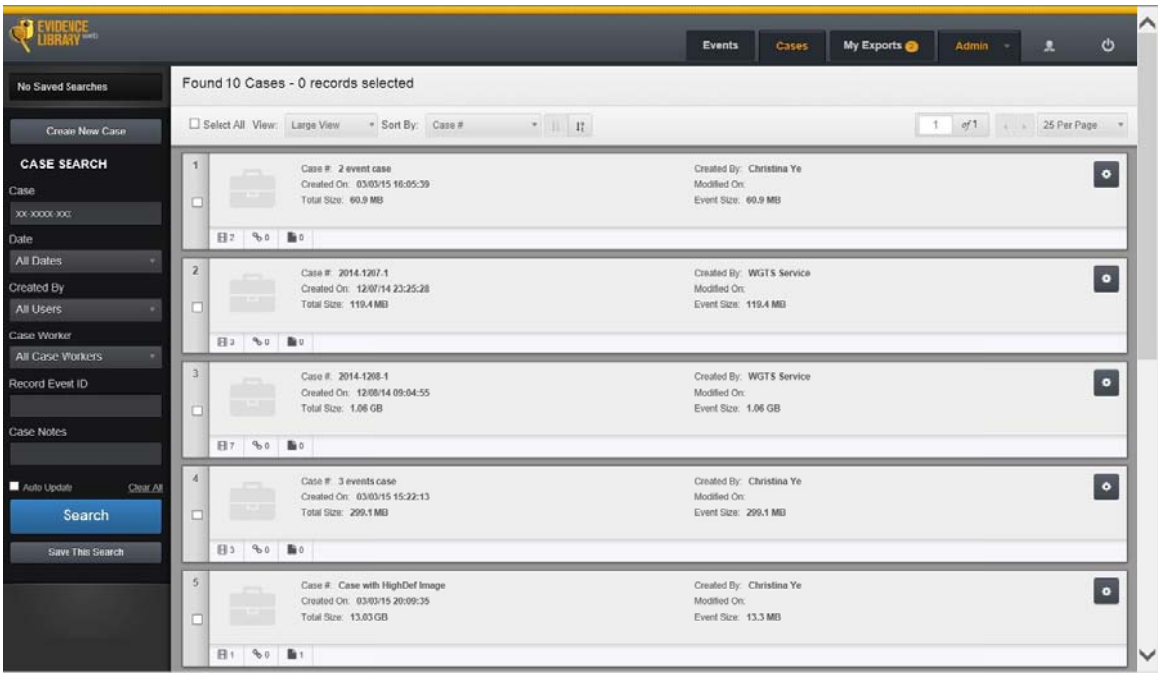
From the Events Tab, important information from each event is displayed on this screen including, a thumbnail image from the event, Date/Time, Vehicle/Device, Event ID, Officer Name, and Event Type. Additionally, the user can see other key pieces of information at a glance such as the date the event was imported, the number of camera views, the size of the event, secondary Event Tags like Case Number, and notes. From here, events can easily be played, exported or added to a case.



Cases Tab

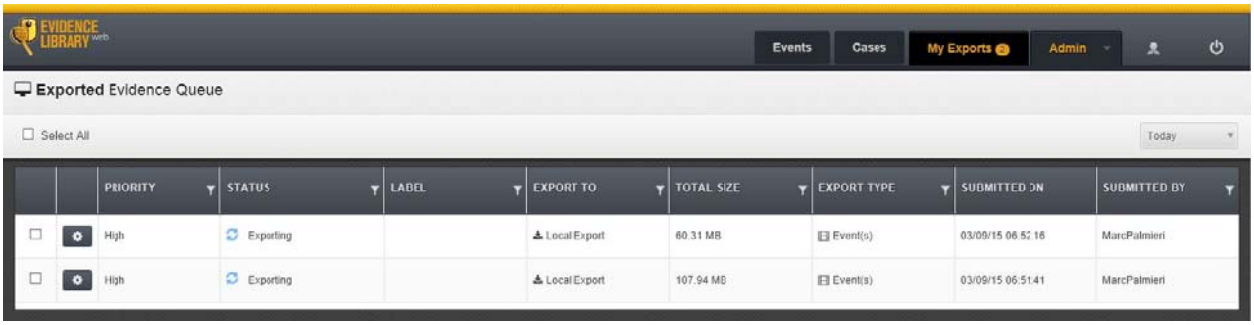
EL4 includes the ability to perform Case Management, which allows the ability for case "container" creation and content management. With this feature, users may associate one or

more VISTA or 4RE recordings with a case, as well as other general user files such as: PDFs, spreadsheets, reports, videos from 3rd party systems, audio recordings, still pictures, drawings, etc. Cases can be further managed by adding users as Case Workers with specific sets of permissions for that case.



My Exports Tab

My Exports allows a user to see and manage their exports and since EL4 includes a Web Client, this can be done from any computer on the network that the user has access to. The My Exports view can easily be sorted and filtered so it can be easily managed.

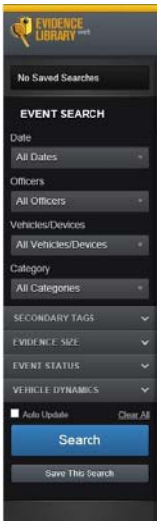


Kiosk Mode

Kiosk mode allows for VISTAs to easily be used in a pooled camera environment where an officer is allowed to use any available camera rather than having a camera assigned to them. From the Kiosk (this is a feature of EL4 that is designed to run in a web browser on a network PC), the officer simply selects their name from a dropdown list and then chooses VISTA Checkout. The Kiosk will then determine the best VISTA for the officer based on the following criteria: fully charged battery and all events transferred. The Kiosk then displays the location of the assigned VISTA (Transfer Station and Slot number) and that VISTA will begin to beep and the LCD screen will illuminate and display the officer's name making it easy to identify.

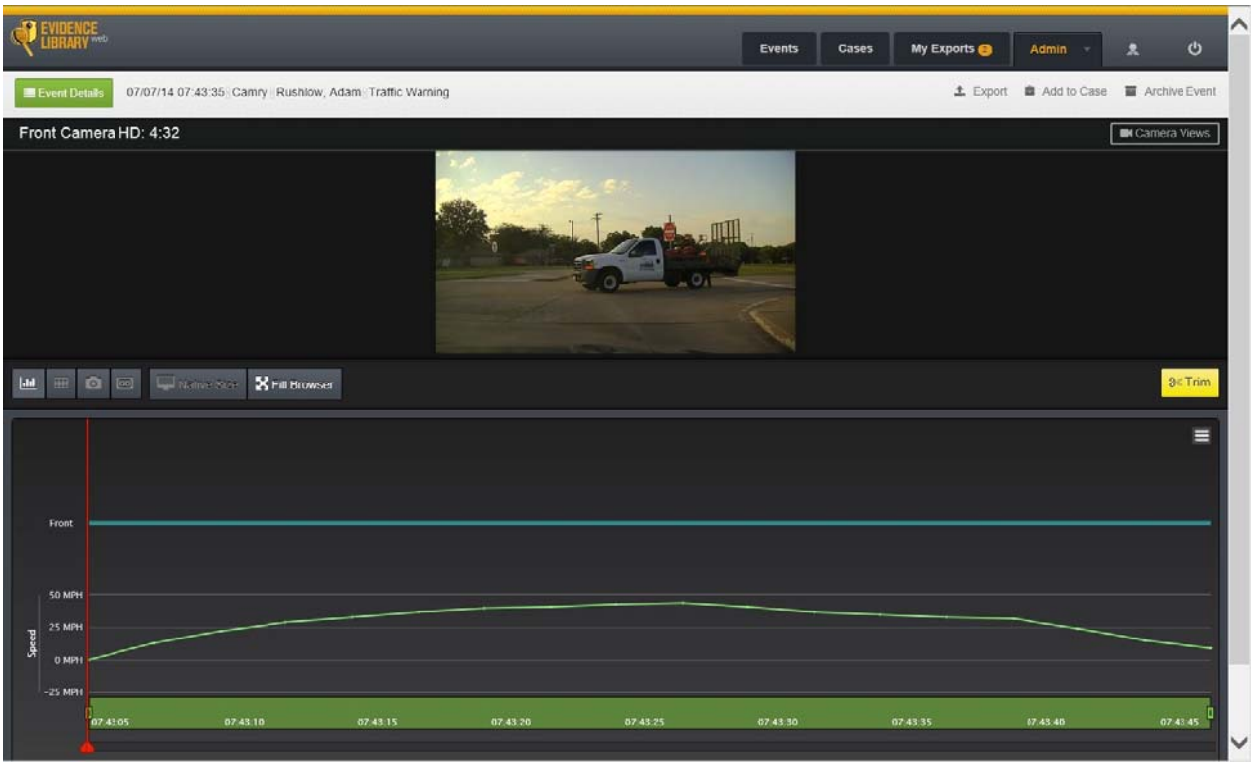
Graphical Search Engine

Searches are performed live on the Search bar, which can be simple or complex in nature, allowing all types of searches to be performed from the same area without leaving the main Records Events screen. The ability to perform complex searches on the Search bar allows for building and saving complex searches using multiple fields, with both specific values or across ranges in a graphical environment. For example, a search could easily be created to find any recordings in the last 60 days tagged as "Traffic" or "Other", with a radar target speed of 55 MPH or higher, that occurred within 1.25 miles of a specific GPS location.



Media Player with Timeline Graphing

The built-in media player includes a graphical display of the dynamic metadata. Users can visually spot when lights, siren, or brakes were activated during the event timeline or view the patrol speed graph to quickly find moments of interest. Snapshot and copy/export functions are built into the player, including the ability to burn DVDs or convert file formats along with the ability to trim video.



Convenient Export Video Player

Evidence Library makes it easy to share video with attorneys and prepare videos for court. An embedded player can be included during file export, which enables any PC to play the video files without the need to install software prior to playing the video.

CLOUD-SHARE

In addition to the traditional method of exporting video to a disk or other device to then be shared, EL4 includes the ability to share Events and Cases by publishing the information to the Cloud in a Microsoft Azure CJIS certified data center through CLOUD-SHARE. A link with permissions and expiration dates can then be shared with the appropriate individuals. Links can be sent with one of the following permissions:

- Access allowed to anyone with the link.
- Access allowed with a secure access code
- Access only allowed to a registered user

The ability to use CLOUD-SHARE is a permission that must be assigned to EL4 users and parameters, such as how long the information can be made available for and e-mail addresses and domains allowed for sharing, are administratively controlled. After information has been shared, sharing permission can later be revoked if necessary.

With EL4, WatchGuard has developed a locally hosted solution with the ability to share via a secure hosted cloud solution. This offers the benefits of an on premise deployment while providing cloud based sharing for your critical video without the need to store everything in the cloud. This solution avoids the high reoccurring costs of storing everything in the cloud when only a small percentage of video is needed for easy sharing and distribution. On average we find that agencies typically share 5% or less of the total amount of video they accumulate. Therefore, we feel the best solution is one that is hosted locally and uses the cloud for securely sharing critical data.

MAJOR 2016 PRODUCT RELEASES

Q2 2016

- 2-Piece Body Worn Camera (supports 12+ hour battery life)
  - Sensor head separate from DVR / battery module

- VISTA Smartphone App
  - In-field event tagging of VISTA recordings (i.e. case number, categorization, etc.)
  - In-field video review
  - VISTA remote control capabilities
- Integrated Wireless VISTA
  - VISTA Smartphone App Support
    - Allows in-field event tagging (i.e. case number, category, etc.)
  - Internal GPS
    - Support for synchronized VISTA / 4RE playback and location based features

- Tight 4RE In-Car Video System Integration
  - Replaces Hi-Fi microphone
  - Remote, two-way event triggering
  - Synchronized in-field event tagine (i.e. case number, category, etc.)

- Smart Redaction
  - Ability to redact faces and objects
- Evidence Library 4.x Web
  - Support for Integrated Wireless VISTA and 2-Piece VISTA
  - Support for Hybrid Cloud Storage architecture

Q4 2016

- Full Cloud Hosted solution – www.EvidenceLibrary.com
  - Support for full Cloud Storage architecture and migration from Evidence Library 4 Web

Additional product features not yet determined in which release(s) they will be included are:

- Software
  - API's: CAD and RMS
  - Audio redaction
  - Video redaction
  - Integrated Transcription

- Hardware
  - Camera sensor upgrades
  - Multiple resolution recording
  - Dedicated interview room
  - ALPR integration path

- Ongoing
  - Routine firmware updates to VISTA and 4RE
  - "dot" releases for Evidence Library
  - Sustaining hardware and software compatibility

VISTA Two Piece

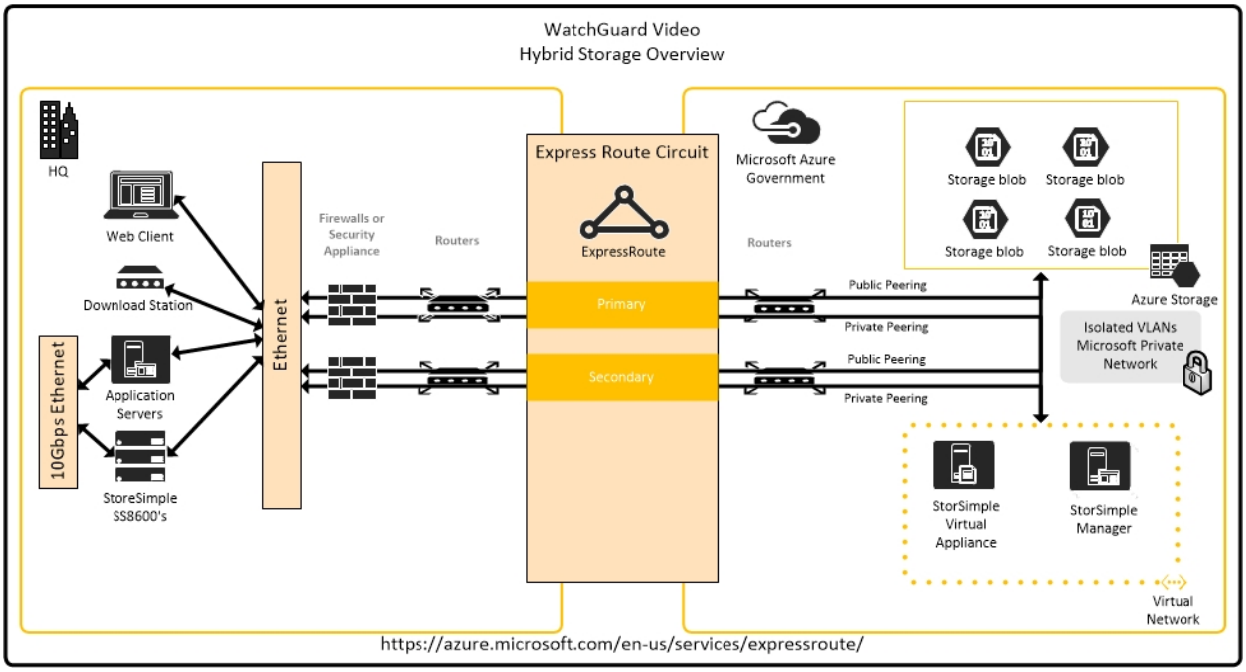
Since the release of VISTA, WatchGuard has continued to develop this product and during Q2 2016 we plan to release a two-piece VISTA camera that will offer the following features:

- 12 hours of Continuous HD recording
- 720P HD Video
- Pre-Event
- Record-After-The-Fact
- Remote DVR and Battery to be Mounted on Duty Belt or in a Pocket
- Two Camera Options with Multiple Mounts
    - Point-Of-View Camera – various head-mounted options
    - Shirt Mounted Camera
- Utilize the same USB Base and Ethernet Transfer Station as the current VISTA

VISTA Two-Piece will offer all the same great features of the current VISTA camera while increasing battery life to 12 hours of continuous HD recording and will be offered in Wi-Fi and non-Wi-Fi versions.

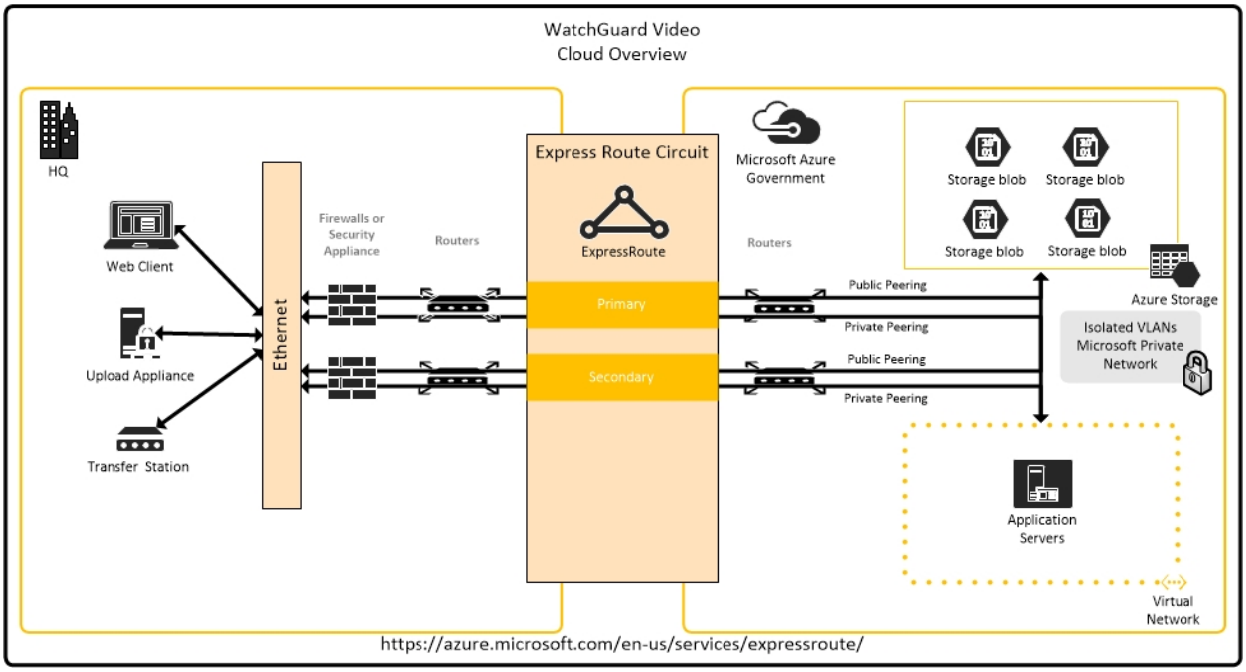
EL HYBRID

The Evidence Library Hybrid model will offer a combination of both on premise storage and cloud storage. This will allow the agency to store video on premise for a defined period of time and then have video moved to the Cloud for long-term storage. This provides the cost efficiency of on premise storage during the time when most access to video is needed while also providing the benefits of CLOUD-SHARE and Cloud storage for long-term retention and archiving.



EvidenceLibrary.com

EvidenceLibray.com will be a fully cloud hosted back office solution for 4RE and VISTA allowing an agency to have the application and all video storage in the cloud. EvidenceLibrary.com will offer all the benefits of a fully cloud hosted solution while also offering the ability for an agency to migrate from an on premise or hybrid solution to a fully cloud hosted model. WatchGuard understands that needs and budgets change, therefore we are committed to offering not only a variety of deployment options but also a path to migrate from one solution to another.



REFERENCES

This page has been intentionally left blank for the purpose of double-sided printing.

REFERENCES

WatchGuard Video has been in the business of producing Video Evidence Capture Devices and Digital Evidence Management Solutions and products since 2005.

We have shipped over 46,000 systems to more than 6,000 Law Enforcement agencies worldwide. WatchGuard Video is the largest provider of In-Car camera systems and Digital Evidence Management Systems in the world today.

WatchGuard has successfully deployed 8 of the 10 largest digital in-car video programs installed to date (including California Highway Patrol and Texas Department of Public Safety). WatchGuard serves some of the largest agencies in the United States, including:

- Pennsylvania State Police
- California Highway Patrol
- Texas Department of Public Safety
- Oklahoma Department of Public Safety
- Minnesota Highway Patrol
- Kansas Highway Patrol
- And several other state agencies

As a consultative partner to all of our customers large and small we pride ourselves on designing and providing a solution that meets the needs, goals, and culture of each agency. We design our systems with our customers to provide a solution that minimizes the impact of financial and personnel resources. We utilize our experience and resources to provide a custom solution for our customers both big and small.

WatchGuard Video utilized our extensive experience with In-Car Camera and Digital Evidence Management Systems and successfully created a line of body worn digital evidence capture devices.

These body worn camera systems utilize the same technology deployed in tens of thousands of our in-car camera systems that are operating successfully and reliably in the field today.

Just as our in-car camera systems our body worn cameras were designed to capture and maintain digital evidence in a safe, secure, and reliable manner. As our current customers begin to deploy our body worn cameras with their current Digital Evidence Capture and Management Programs they have experienced a seamless integration with all of the devices.

WatchGuard Video began deploying wearable cameras at law enforcement agencies in 2010. VISTA has been available to purchase since December 2014, and began shipping in March of this year. More than 7,900 units have been purchased by over 900 law enforcement agencies across the United States in that time. Several large agencies are either in the process of testing, or have recently purchased VISTA. Examples include:

- Lubbock County Sheriff's Department, Texas
- Houston Independent School District, Texas
- Summerville Police Department, South Carolina

Agencies that can attest to the level reliability, performance and service that can be expected from WatchGuard products have been included below. Letters of reference written by our customers have also been included at the end of this section of our proposal.

References	
Contract / Project Name	In-Car Video and Evidence Management System
Name of Organization	Palo Alto Police Department
Name of the Contact Person	Lieutenant Zach Perron zachary.perron@cityofpaloalto.org (650) 329-2115
Address	275 Forest Ave. MS 1C, Suite 6 Palo Alto, CA 94301
Project Dollar Value	$360,000.00
Contract Period	November 2013 - Present
Project Scope	29 4RE In-Car Video Systems, 75 VISTAs, Evidence Library deployed
Contract / Project Name	In-Car Video and Evidence Management System
Name of Organization	Pennsylvania State Police
Name of the Contact Person	Jerry Lenington, IT Administrator jlenington@state.pa.us (717) 657-4150
Address	1800 Elmerton Ave Harrisburg, PA 17110
Project Dollar Value	$7,000,000.00+
Contract Period	Ongoing
Project Scope	1,200 4RE systems with Evidence Library currently deployed
Contract / Project Name	Body Worn Cameras
Name of Organization	Houston Independent School District, Texas
Address of Organization	3500 Tampa Houston, TX 77021
Name of the Contact Person (title, email and phone number)	Lieutenant James Bridges hbridges@houstonisd.org

	(713) 842-3715 -OR- Marcus McCauther, IT / Project Manager mmccaurth@houstonisd.org (713) 842-3715
Project Dollar Value	$200,000.00
Contract Period	July 2015 to Present
Project Scope	Deployed 210 VISTA wearable cameras
Contract / Project Name	In-Car Video and Evidence Management System
Name of Organization	Summerville Police Department, South Carolina
Address of Organization	300 West Second North Street Summerville, SC 29483
Name of the Contact Person (title, email and phone number)	Sergeant Jason Mosher jmosher@summervillesc.gov (832) 285-7035
Project Dollar Value	$350,000.00
Contract Period	Ongoing
Project Scope	Deployed 100 VISTA wearable cameras and 47 4RE in-car video systems with Evidence Library

COUNTY OF OAKLAND

OFFICE OF THE SHERIFF

MICHAEL J. BOUCHARD

December 10, 2015

Mr. Jason Stuczynski
WatchGuard Video, Inc.
415 Century Parkway
Allen, TX 75013

Dear Jason,

I want to write you to share some thoughts and comments on our working relationship with WatchGuard Video, its products and its people.

As you may remember, we vetted several police video manufacturers through two days of presentations back in 2011 before selecting our next video system. When Dave Lowry and you presented WatchGuard to us, four things were apparent and different; 1) WatchGuard Video brought an unmatched level of certainty that we would always be able to capture video (even if an officer didn't or couldn't press record), 2) your audio and video quality were exceptional and offered major storage advantages, 3) your product wasn't stagnant and would further evolve without leaving us behind, and 4) Dave and you were exceptionally candid and open, and didn't "blue sky" your answers. As a result of all this, we chose to work with you and have implemented approximately 200 of your in-car cameras.

Since then, we've have been very satisfied with your product, but it hasn't been perfect. When something goes wrong, however, your company has responded with the resources needed to fix whatever issue we're having, large or small. When it has made sense for someone to physically be here, Dave or an employee from HQ has made the trip. Often, it seems like vendors only worry about money and lose sight of doing the right thing for their customers. Your company seems to have its eye on making sure a customer is happy and attended to first and foremost, rather than trying to figure out how to invoice every possible dollar. I hope that never changes.

Most recently, we've ordered 7 more systems and are configuring those with your small "Panoramic" camera. There is great peace of mind knowing we'll never miss forward facing video, even if we direct the primary camera a different direction. We are glad your innovations such as this are backward compatible with our existing equipment, so we can take advantages of these important advances.

In today's climate, there isn't much that's worse than having cameras available but missing a recording of a critical or controversial situation.
That isn't a worry that keeps us up at night, thanks to the way your cameras work. To that end, we are looking forward to implementing body cameras that can take the place of our wireless microphones, integrate with our existing video systems, and offer the same certainty that we will always have video (even if a Deputy can't or doesn't start a recording).

If you, or any of your prospective clients, would like to hear more about our relationship with WatchGuard Video, please feel welcome to email me or contact me directly at 248-858-1718.

Thank you for providing a good product, good people and for being a company that supports every aspect of our deployment.

Sincerely,

#755

Joseph Lambourn

Sergeant Joseph Lambourn
Patrol Services – Specialized Units

1200 N. Telegraph Rd. Bldg. 57W | Pontiac, MI 48341
Office: 248-858-1718 | Fax: 248-858-4965
Email: lambournj@oakgov.com
Web: www.oaklandsheriff.com

Oakland County Sheriff's Office

Naperville

December 17, 2015

Dave Lowry

Watchguard Video, Inc.

415 Century Parkway

Allen, TX 75013

Mr. Lowry,

It has been two years now since the Naperville Police Department had selected Watchguard Video for our in car camera solution. As I am sure you remember, we went through an extremely rigorous RFP process, which included a detailed list of requirements that we wanted our chosen vendor to deliver. We were not going to let our emotions determine who the vendor was, we kept it all fact based. After all of the proposals from just about every major vendor there was, as well as some smaller companies, were submitted we scrutinized each and every detail provided. When all was said and done we selected your company's product, based on the fact that the solution offered was one of the few that actually checked every box we required. Again this wasn't based on our liking of the companies' representatives or sales pitches. Our selection was strictly based on what was promised to be delivered and what a great choice we made.

There are many things to like about the solution. Great quality of video, quality of the sound recorded by the wireless mics, ease of use of the system and Evidence Library are just a few. But what has mattered most to me in my current role of administrator of the system is the customer service provided. I have heard many different companies speak to how good their customer service would be if chosen. Sometimes this is true, but often times it is not. During your presentation and in conversations after, you were more than assuring that Watchguard's customer service was second to none. You were absolutely spot on with this. It doesn't matter how big or how small an issue we have had, we have always had someone there to assist with an issue that has come up. With technology issues are expected, some turn out to be unique and complex problems to work through. Regardless of how easy or difficult solving those problems have been, you or someone from your company has been of great assistance.

A prime example is just a week ago I contacted you about an accusation that a video had been "doctored". Within a couple of days I discussed the problem with Matt Cutts. Once he heard the issue I was having and needed help with, he connected me with Mike Picou, who just yesterday authenticated the video for me. This is but one specific example of the excellent service provided.

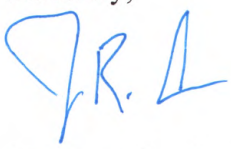
Naperville Police Department ~ 1350 Aurora Avenue ~ Naperville, Illinois ~ 60540 ~ (630) 420-6666 ~ www.naperville.il.us

I would be remiss if I did not mention the product itself in this letter either. During one of the first DUI cases we had where the video was used as evidence in court, the judge made a point to comment on the quality of the picture and sound. He went so far as to call it the best video he had seen in his courtroom yet. This one example alone speaks to how good the product is.

Having quality video is becoming more and more important for the profession of law enforcement. The key word there is quality. That is something that without a doubt your product provides.

I can say that were confident in our decision when we selected Watchguard as our in car video solution and I can also say that we have no regrets at all. I have already spoken to many departments in the Chicagoland area about our satisfaction with your product. If you have anyone in the future that would like to receive real feedback about your product, please do not hesitate to give them my contact information.

Sincerely,



Commander Jason Arres

Naperville Police Department

Office of Professional Standards

Public Information Officer

630-420-4137

arresj@naperville.il.us

To: Jim Hutson

From: Sergeant J. Mosher

Date: December 14, 2015

RE: Watch Guard Vista

To whom it may concern,

On behalf of the Summerville Police Department, I would like to recommend Watch Guard Company as your choice for your in-car video system or body worn cameras. I have been directly involved with the maintenance, ordering and a user of the in-car video systems, (DV1, 4RE) for several years and the body worn camera (Vista) since early 2015.

The products and services provided by Watch Guard are amazing. The Summerville Police Department currently has over “100” Vista Body Cameras in service and “47” 4RE in-car video systems. We are prepared to add an additional ten additional systems this coming year.

The Vista Body Camera is a durable, reliable and a stable device. I have researched other manufactures used by other law enforcement agencies and compared them to the Vista. The Vista offers a far superior mounting platform which allows for stability on the uniform compared to the other systems who typically offer an alligator style clip which provides poor video when the officer moves. The video quality is exceptional even with the lowest setting. The Vista has been utilized in heavy rain and I have received only one documented incident of a malfunction in the past year. The Vista is simple to use for the officers and are able to be uploaded simple by docking the unit at a station computer. The video is then automatically transferred to our server which is then viewable in the Watch Guard Evidence Library. The Vista we currently utilize has the larger battery which allows for all day use without the worry of depleting the battery and has a large storage space to get through the shift and then some.

The customer service provided by Watch Guard has been exemplary. Whenever we have need technical support or resolve any issue with any of our products, Watch Guard has handled them in a timely matter. In my experience, Watch Guard stands behind all their products and warranties.

Respectfully,

Sgt. Jason Mosher
Summerville Police Department