WatchGuard Inc. Training Overview

Initial Deployment On-Site training – Group training or “Train-the-Trainer”

- Groups: Product training geared to the audience attending detailed below.
- “Train-the-Trainer”: Specialized training for a single person or small group on using and managing the purchased product(s).

WatchGuard Online Training – Self-paced training program

- Includes user accounts for each person in need of training
- Grade reports available at request for tracking
- Can be accessed 24/7 at http://training.watchguardvideo.com
- Many courses available for all skill levels
- Request information by emailing watchguard.training@motorolasolutions.com

WatchGuard Factory Training – Classroom setting training at WatchGuard Headquarters

- 4-day in-depth training course designed for users, administrators and installers for 4RE, VISTA and evidence management software. (DV-1 training by request only)
- Free training course to current customers and installers
  - Training materials, tools and lunch are provided each day
  - Registered attendees are responsible for travel, lodging and evening meal expenses.
- Continuing Education Units (CEU’s) provided for time in class (Up to 24 CEU’s)
- Seats are limited and registration is required. Register or find more information at: https://watchguardvideo.com/training

Outline of On-Site Group Training

- **End User VISTA HD Body Worn Camera – Approx. 30 minutes**
  - Getting started with a new VISTA camera
  - Mounting options
  - Starting and stopping video recordings
  - Categorizing recorded videos
  - Reading the Display
  - VISTA Special Features

- **End User 4RE HD In-Car Video System – Approx. 45 minutes**
  - In-Car components
  - How 4RE collects evidence
  - Starting and stopping video recordings
  - Categorizing recorded videos
  - Officer login and logout procedures
  - Officer preferences and settings
  - 4RE Special Features
• **End User Evidence Library – Evidence Management**
  o Accessing and logging in
  o Searching for videos
  o Video playback, player controls and features
  o Exporting video evidence
  o Importing recorded video evidence
  o VISTA camera checkout

• **Administrative 4RE and VISTA Training – Approx. 45 minutes**
  o 4RE and VISTA device management best practices
  o Camera and video quality settings
  o DVR behavior and power settings
  o Officer permissions
  o Video import settings
  o Error codes and getting support

• **Administrative Evidence Library – Evidence Management – Approx. 60 min**
  o User Security Groups and permissions
  o Video storage settings
  o Retention rules
  o Using VISTA and USB Dashboards
  o Administrator Tools
  o Add-On Features training: Cloud-Share, Watch Commander, Redactive, Supervisor Dashboard, SSRS Reports

### WatchGuard Online Training Courses

• **VISTA & VISTA WiFi Wearable Camera - User Training – Approx. 45 minutes * **
  o Introduction to the operation of the VISTA body worn camera.
  o *Includes an optional administration training. – Approx. 30 minutes

• **4RE - Basic Operation for In-Car Officers – Approx. 30 minutes**
  o Introduction to the operation of the 4RE In-Car Video System.

• **Evidence Library 4 Web – Approx. 1 hour * **
  o Introduction to the video evidence management software: Evidence Library 4 Web.
  o *Includes optional administration training. – Approx. 45 minutes

• **EvidenceLibrary.com – Approx. 1 hour * **
  o Introduction to the new fully cloud-hosted evidence management software: EvidenceLibrary.com.
  o *Includes optional administration training. – Approx. 1 hour

• **Introduction to Evidence Library 3 – Approx. 45 minutes**
  o Introduction to the video evidence management software: Evidence Library 3.
• **Introduction to Evidence Library Express – Approx. 45 minutes**
  o Introduction to the video evidence management software: Evidence Library Express.

• **Watch Commander – Approx. 10 minutes**
  o Introduction to the operation of Watch Commander the live video streaming software.

• **REDACTIVE – Approx. 40 minutes ***
  o Introduction to the platform independent redaction software: REDACTIVE Single User and REDACTIVE Enterprise.
  o *Includes optional administration and installation training. – Approx. 30 minutes

• **4RE Vehicle Installation Certification – Approx. 50 minutes**
  o Certifies installers on the proper installation and best practices of the 4RE In-Car Video System components. A passing score on this course provides 4RE Vehicle Installation Certification which is valid for 1 year. This course can also be taken again for certification renewal.

*Online Training Course Under Development / Coming Soon:*
  - 4RE - Advanced Operations for In-Car Supervisors