
REVIEW

ADMINISTRATOR AND USER MANUAL

Knowledge Based Article

MMS Version 12.0.1

Revision 12.2022

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INTRODUCTION

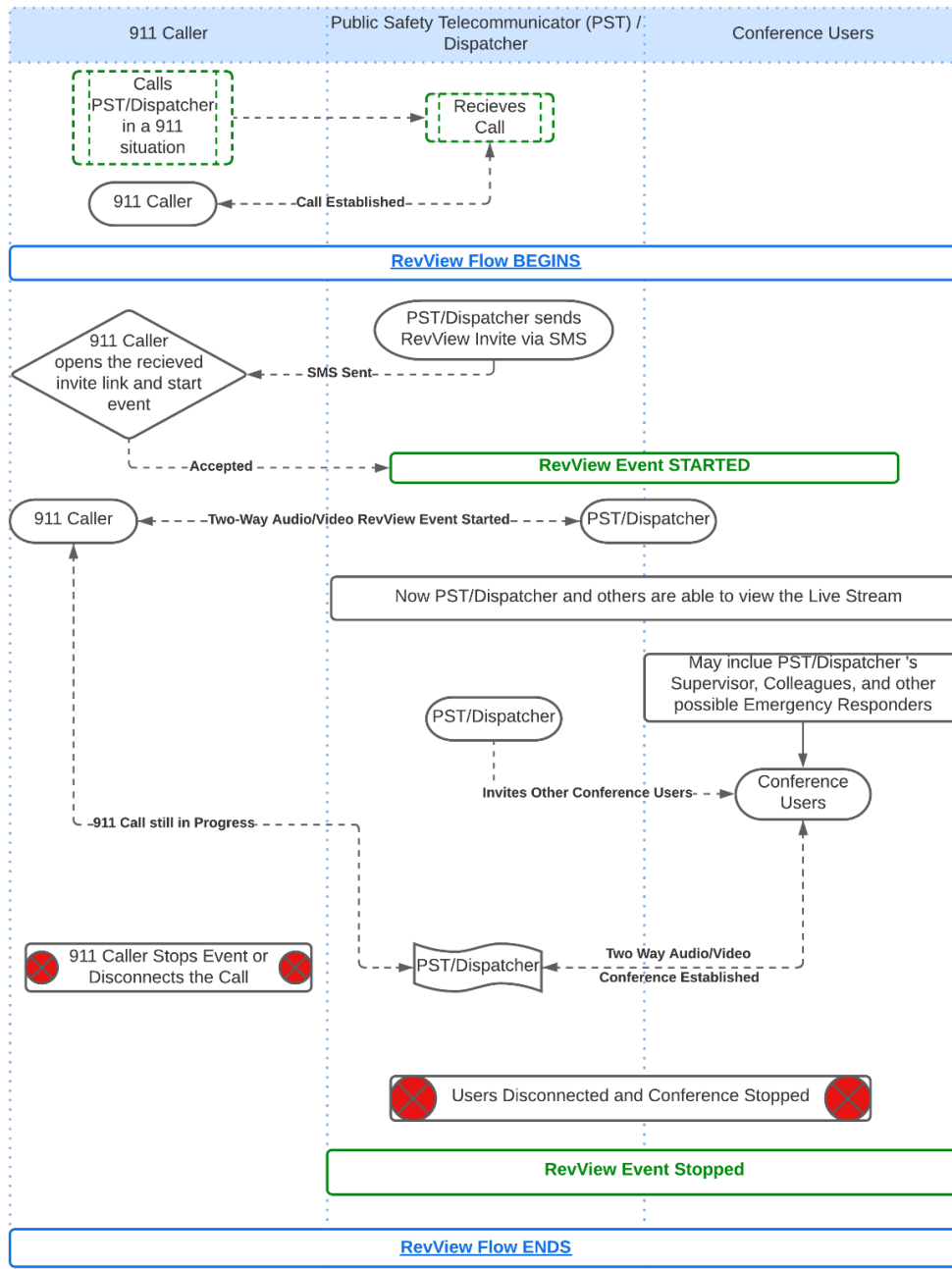
The purpose of this KBA is to introduce RevView to the current offerings for RevCord. RevView is downloaded and installed as a patch and will be fully incorporated into this RevCord MMS revision

RevCord now offers 911 Call Center Public Safety Telecommunicators (PST/Dispatcher) and First Responders the ability to view and record critical video information obtained from the caller to the PST/dispatcher's console and record it as part of a call event. The PST/dispatcher can also invite additional users such as a supervisor, a trainer, or others who can be called upon to advise in emergency situations.

There will be a two-way audio/video conference between the PST/dispatcher and the other conference users. The 911 caller can only stream and talk to the PST/dispatcher through the 911 call he/she has initiated.

The stream will be recorded and can be accessed along with the 911 call at a later time.

REVIEW FLOW

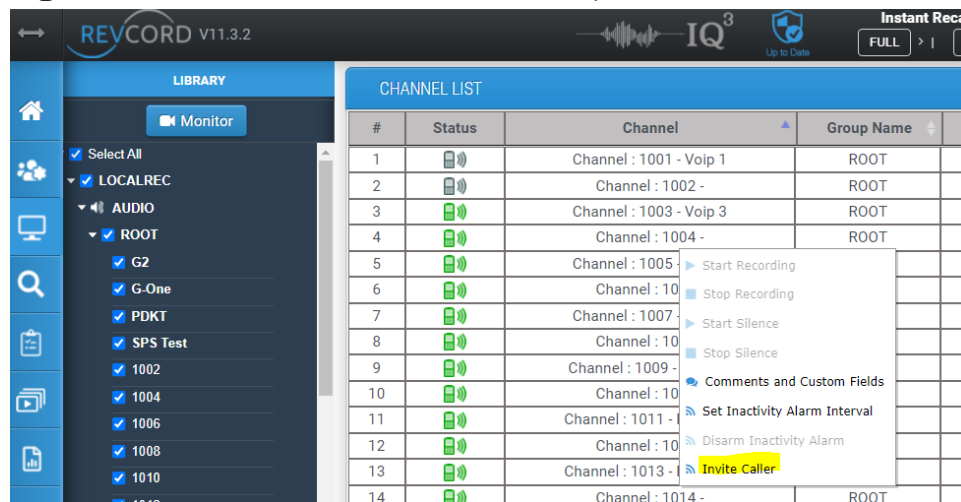


REVIEW USER INSTRUCTIONS

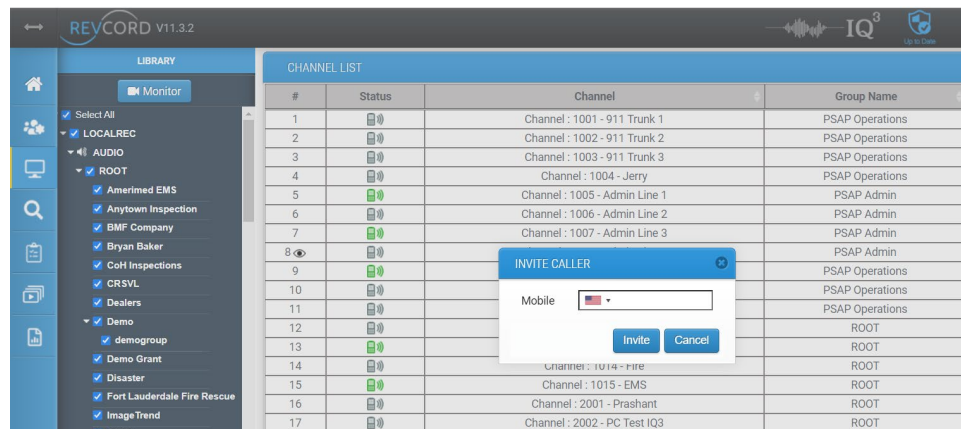
REVIEW EVENT STEPS WITH DETAILS

Initiating a RevView Event

1. The PST/Dispatcher will identify the channel the caller is on from the Monitor page on the MMS.
 - a. Right-click on the active channel which you need to stream.



2. The PST/Dispatcher will enter the User's mobile number and click Invite.
 - a. A unique link is sent to the User. (This link is for the 911 caller i.e., the User who is going to stream video.)



ACCEPTING AND STARTING AN EVENT

1. The Caller accepts an Event by clicking on the link received via Text/SMS/MMS.
2. The Caller will then click on the **Go Live** button, this action will start the event, and complete the Video Link with the PST/Dispatcher,



JOINING AN EVENT

1. The PST/Dispatcher viewing the Monitor Page will
 - a. Double-click on the Channel to view the Event. The channel will be identified with an “eye” icon next to the Channel Number.



The screenshot displays the REVCORD V11.3.2 interface. The top navigation bar includes the REVCORD logo, version number, and user information (admin). The main interface is divided into a left sidebar (LIBRARY) and a central content area (CHANNEL LIST).

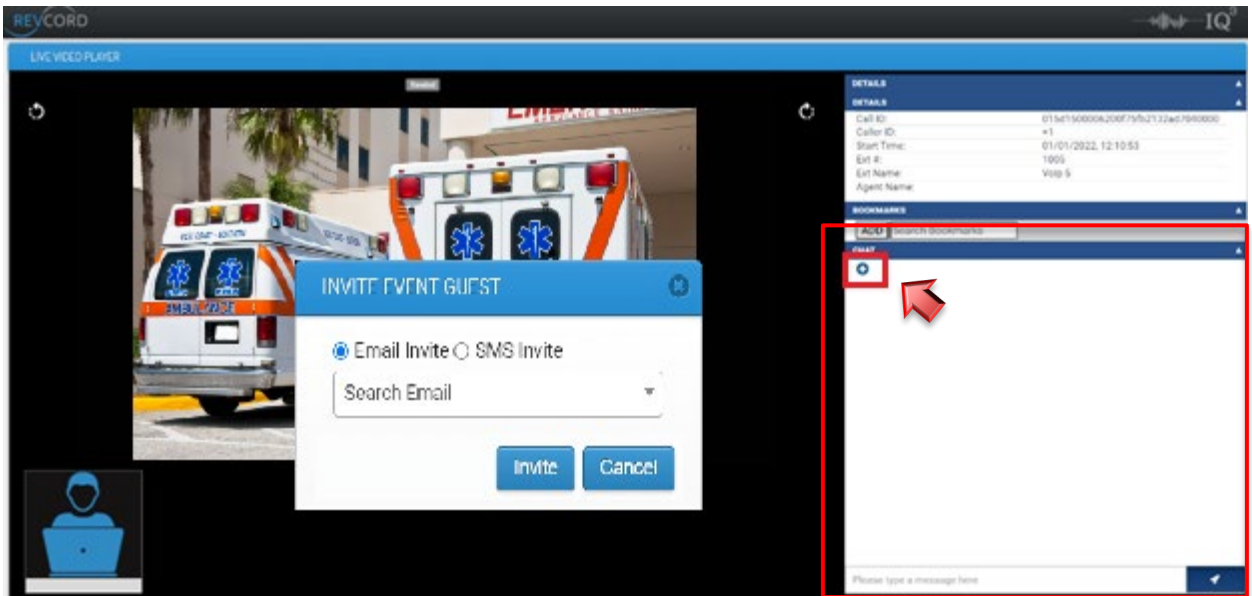
The LIBRARY sidebar shows a tree view of channels, with 'Monitor' selected. The CHANNEL LIST table displays the following data:

#	Status	Channel	Group Name	Duration	Record
1		Channel : 1001 - Voip 1	ROOT	00:00:00	LOCALRE
2		Channel : 1002 -	ROOT	00:00:00	LOCALRE
3		Channel : 1003 - Voip 3	ROOT	00:00:09	LOCALRE
4		Channel : 1004 -	ROOT	00:00:09	LOCALRE
5	👁️	Channel : 1005 - Voip 5	ROOT	00:00:02	LOCALRE
6		Channel : 1006 -	ROOT	00:00:09	LOCALRE
7		Channel : 1007 - Voip 7	ROOT	00:00:00	LOCALRE
8		Channel : 1008 -	ROOT	00:00:00	LOCALRE
9		Channel : 1009 - Radio 9	ROOT	00:00:09	LOCALRE
10		Channel : 1010 -	ROOT	00:00:09	LOCALRE
11		Channel : 1011 - Radio 11	ROOT	00:00:09	LOCALRE
12		Channel : 1012 -	ROOT	00:00:00	LOCALRE
13		Channel : 1013 - Radio 13	ROOT	00:00:09	LOCALRE

The bottom screenshot shows the 'LIVE VIDEO PLAYER' interface. The main video area displays a live feed of an ambulance. The right sidebar contains 'DETAILS' for the event, including:

- CALL INFO
 - Call ID: 015d150006...
 - Start Time: 2022-01-01 04:08:32
 - Ext #: 1005
 - Ext Name: Voip 5
 - Agent Name: Agent 1005
- BOOKMARKS
 - Bookmark Time
- CHAT

2. The PST/Dispatcher can now add other Conference Users.
 - a. The PST/Dispatcher will send an invite link once the RevView Streaming Event has started using the same Text/SMS/MMS invite option by clicking on the Plus Sign in the Chat area in the lower right-hand area of the Monitor.



EVENT PLAYBACK FROM SEARCH PAGE

1. All Audio and Video will be available for Playback once in the Search Page. (i.e., Start after the time the actual Event is started.)



2. All Playback Options like Seeking, Play, and Pause will all work accordingly.
3. Creating a Playlist that includes a Call with a RevView Video Event will follow the same rules as a Voice Only Event

TROUBLESHOOTING

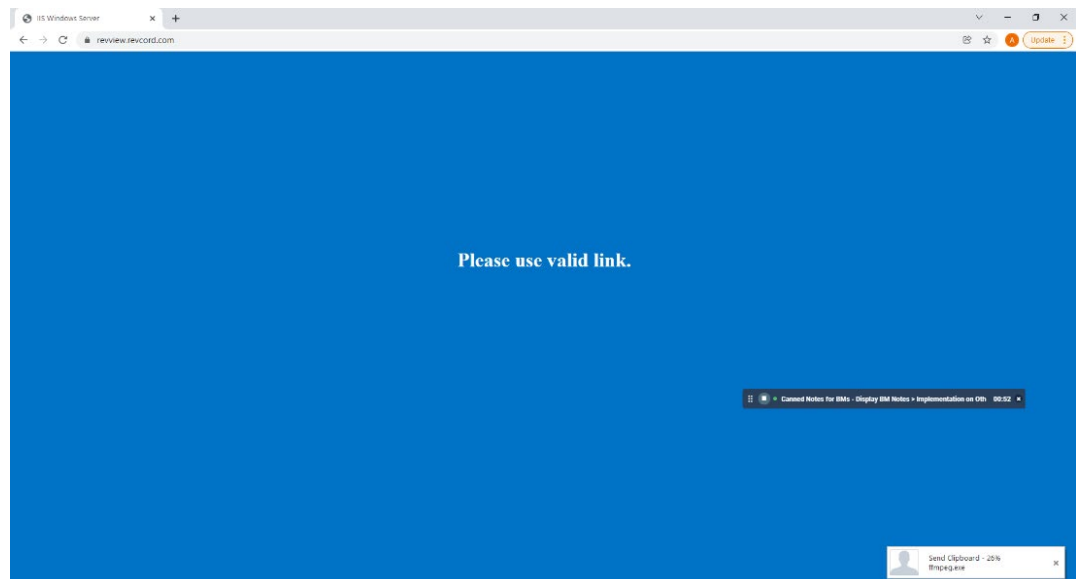
This area lists general issues, that the PST/Dispatcher may face during the use of RevView.

LINK NOT RECEIVED

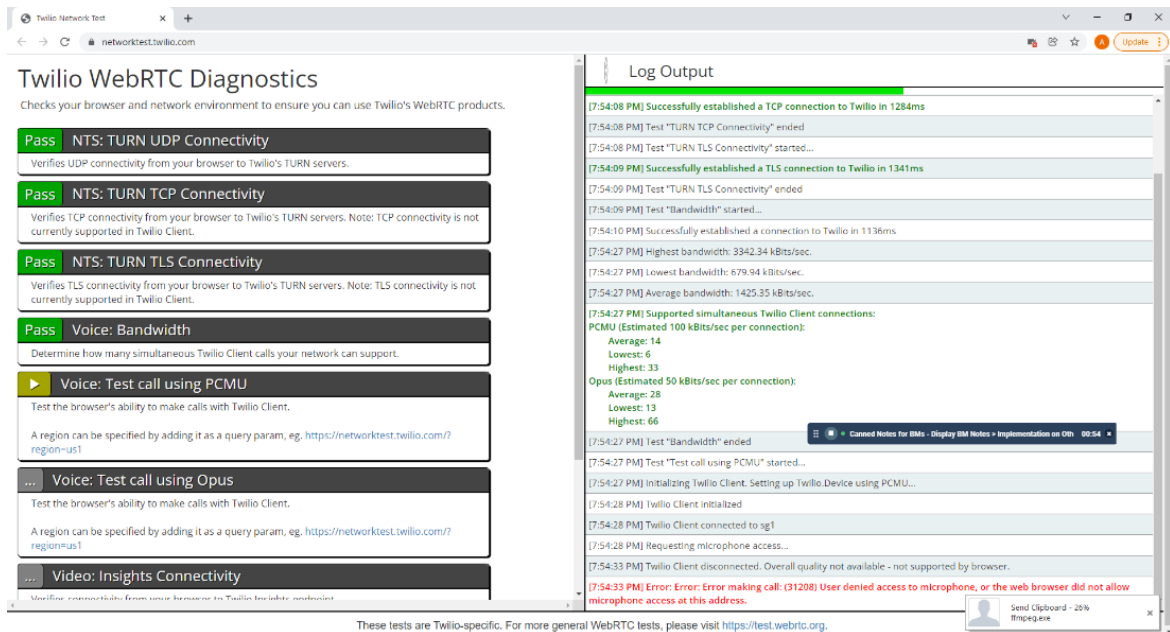
1. For Caller if Text/SMS/MMS is not received within 15 seconds
 - a. The PST/Dispatcher will need to confirm mobile number entered into invite.
2. For Conference Users, if Email with link is not received within 15 seconds
 - a. The Conference User will need to check Spam/Junk Folder section of their email.
3. If the Invite is still not received, then you are good to send another invite.

CHECK CONNECTIVITY ISSUES/FIREWALL SETTINGS ARE CORRECT

1. Open RevView.Revcord.com
 - a. The page should appear as shown below.



- For Conference connectivity, please open <https://networktest.twilio.com> It must pass connectivity tests. If connectivity fails, check with IT for Firewall Rule Exceptions.



- For Streaming connectivity issues, click on the following link <https://cloud.wowza.com> If the link does not open, check with IT for Firewall Rule Exceptions.
- For Streaming Latency issues, please check with IT for possible Bandwidth Restrictions at the desktop level.

EMPTY CALLER ID

If the PST/Dispatcher receives an error upon Text/SMS/MMS invite to the 911 Caller.

- The PST/Dispatcher should refresh Monitor Page and attempt the invite again.
- If this does not resolve the issue, Contact Revcord Support via email at Support@Revcord.com