How to Playback a Video Clip from an R5 Recorder

QUESTION: We are a law enforcement agency that often receives video clips that were captured by a March Networks recorder. When we try to play them back with our default video player, we are prompted with a message that there is a problem playing the file or that the player does not support the video format of the file. What options do we have that will allow us to view the video clips?

ANSWER: The types of messages that you are seeing are likely similar to those found at right (Figures 1 and 2).

The reason these messages are appearing is that the video codec required to play back these clips cannot be found on your system. A video codec is a piece of software that enables the compressed video file to be decompressed and displayed. The video codec required is one that matches the codec that was used to originally compress the video source.

There are three options available which will allow you to view the March Networks video clip:

Figure 1

Figure 2

Option 1 – Executable Evidence Reviewer

The simplest method for viewing March Networks video clips is to use the executable version of the Evidence Reviewer. The Evidence Reviewer can be executed directly from the media on which it resides. This removes the requirement to install software for the purpose of viewing video and overcomes the issue of not having the privileges to install software on your computer. This is the recommended option to use if the viewing of video clips is going to be infrequent.

Download the zipped Evidence Reviewer from the March Networks website **http://www.marchnetworks.com/Resources/Players.aspx** and unzip to a known location either on your computer or on external media. Once unzipped, you will see several files in the folder (Figure 3). Click on the RunReview.bat file to launch the Evidence Reviewer without having to install any software. When the application is running, browse to the location of the video clip and select the file that is to be viewed (Figure 4).
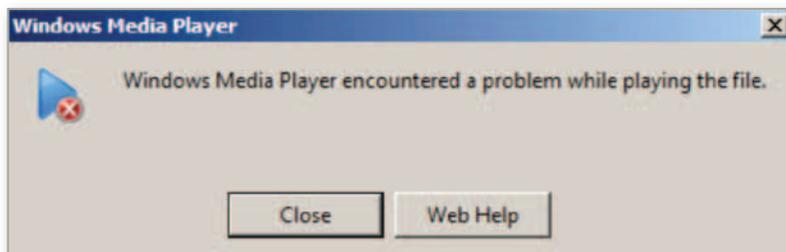

Figure 3 —
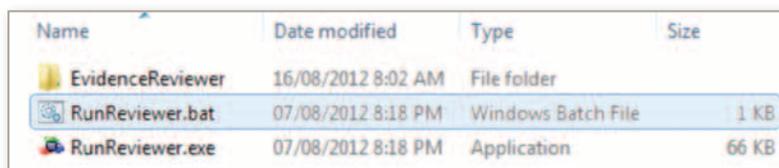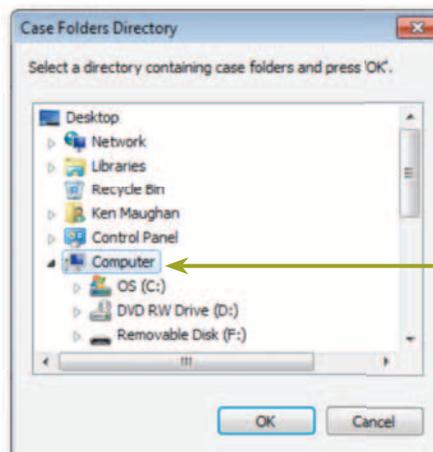*Click on RunReview.bat*

Figure 4
select the file that is to be viewed

Option 2 – Installed Evidence Reviewer

An alternate method for those who will be reviewing video on a frequent basis is to install the Evidence Reviewer application. This is very similar to Option 1 with the exception that the Evidence Reviewer is installed on your computer and is always available to use.

Download the zipped "Evidence Reviewer" from the Technical Support area on the March Networks Partner Portal **http://partners.marchnetworks. com** and unzip to a known location either on your computer or on external media. Click on Setup.exe to launch the Evidence Reviewer menu page and select the "Install the Evidence Reviewer" option (Figure 5). This will install the Evidence Reviewer on your computer and it can now be launched from your desktop using the icon in Figure 6.

Please note that the Partner Portal is restricted to registered March Networks solution providers. Registration is available online by clicking the Register button at **http://partners.marchnetworks.com**.

Figure 5 — Click on Setup.exe to launch the Evidence Reviewer

Figure 6 — Evidence Reviewer icon

Option 3 – Installed Video Codecs

The third method would be used if you desire to use a third party video player to view the video clip. While this may seem like the simplest way to view video, the third party player does not provide detailed time information while playing back the clip.

To install the March Networks video codecs, download the zipped "Release 5 Software Codec" from the Technical Support section of the March Networks Partner Portal (**http://partners.marchnetworks. com**). Unzip the file to a known location either on your computer or on external media. Click on "Release5_Codec.exe" to launch the installer for the codecs and follow the prompts.

Once installed, you will be able to use third party video review tools to view the March Networks video clips.
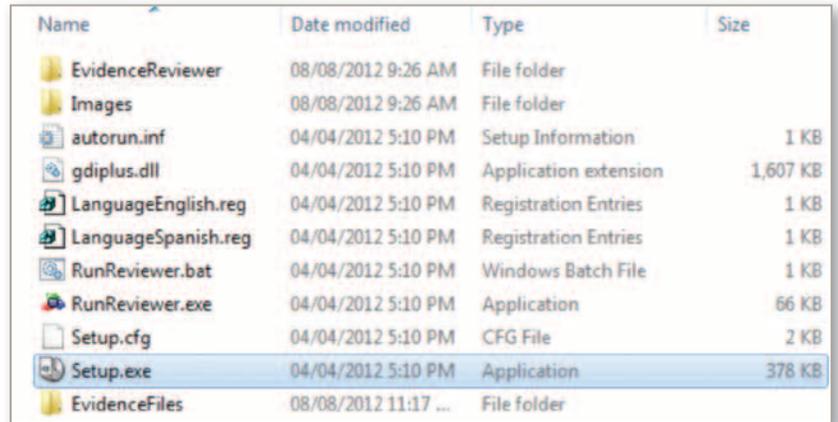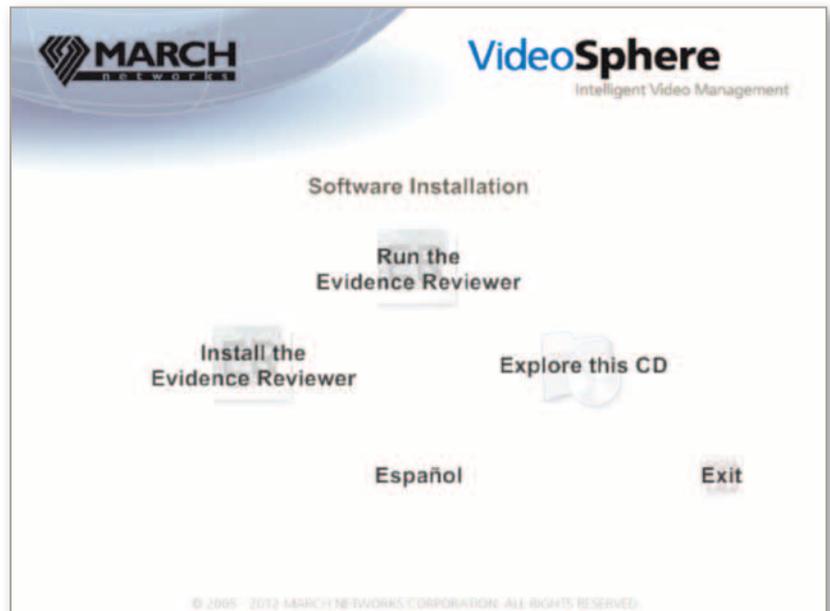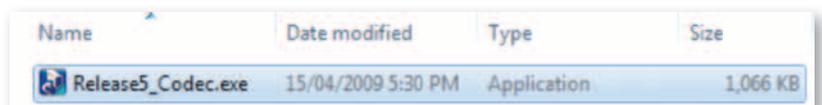

Figure 7 — Software Installation screen

Figure 8 — Click on Release5_Codec.exe" to launch the installer