Body Camera

User Manual

User Manual

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About this Manual

This Manual is applicable to Body Camera.

The Manual includes instructions for using and managing the product. Pictures, charts, images and all other information hereinafter are for description and explanation only. The information contained in the Manual is subject to change, without notice, due to firmware updates or other reasons. Please find the latest version in the company website (http://overseas.hikvision.com/en/).

Please use this user manual under the guidance of professionals.

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Regulatory information

FCC information

FCC compliance: Please take attention that changes or modification not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Note: This product has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This product generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this product does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

—Reorient or relocate the receiving antenna.

—Increase the separation between the equipment and receiver.

—Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

—Consult the dealer or an experienced radio/TV technician for help.

This equipment should be installed and operated with a minimum distance 20cm between the radiator and your body.

FCC conditions

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference.

2. This device must accept any interference received, including interference that may cause undesired operation.

EU Conformity Statement

This product and - if applicable - the supplied accessories too are marked with "CE" and comply therefore with the applicable harmonized European standards listed under the Radio Equipment Directive 2014/53./EU, the EMC Directive 2014/30/EU, the LVD Directive 2014/35/EU, the RoHS Directive 2011/65/EU.

2012/19/EU (WEEE directive): Products marked with this symbol cannot be disposed of as unsorted municipal waste in the European Union. For proper recycling, return this product to your local supplier upon the purchase of equivalent new equipment, or dispose of it at designated collection points. For more information see: www.recyclethis.info.

2006/66/EC (battery directive): This product contains a battery that cannot be disposed of as unsorted municipal waste in the European Union. See the product documentation for specific battery information. The battery is marked with this symbol, which may include lettering to indicate cadmium (Cd), lead (Pb), or mercury (Hg). For proper recycling, return the battery to your supplier or to a designated collection point. For more information see: www.recyclethis.info.

Industry Canada ICES-003 Compliance

This device meets the CAN ICES-3 (B)/NMB-3(B) standards requirements.

This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions:

1) this device may not cause interference, and
2) this device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radioexempts de licence. L'exploitation est autorisée aux deux conditions suivantes :

1) l'appareil ne doit pas produire de brouillage, et
2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

Under Industry Canada regulations, this radio transmitter may only operate using an antenna of a type and maximum (or lesser) gain approved for the transmitter by Industry Canada. To reduce potential radio interference to other users, the antenna type and its gain should be so chosen that the equivalent isotropically radiated power (e.i.r.p.) is not more than that necessary for successful communication.

Conformément à la réglementation d'Industrie Canada, le présent émetteur radio peut fonctionner avec une antenne d'un type et d'un gain maximal (ou inférieur) approuvé pour l'émetteur par Industrie Canada. Dans le but de réduire les risques de brouillage radioélectrique à l'intention des autres utilisateurs, il faut choisir le type d'antenne et son gain de sorte que la puissance isotrope rayonnée équivalente (p.i.r.e.) ne dépasse pas l'intensité nécessaire à l'établissement d'une communication satisfaisante.

Safety Instruction

These instructions are intended to ensure that user can use the product correctly to avoid danger or property loss.

The precaution measure is divided into “Warnings” and “Cautions”

Warnings: Serious injury or death may occur if any of the warnings are neglected.

Cautions: Injury or equipment damage may occur if any of the cautions are neglected.

Warnings Follow these safeguards to prevent serious injury or death.	**Cautions** Indicates a potentially hazardous situation, which if not avoided, could result in equipment damage, data loss, performance degradation, or unexpected results.

Warnings

- Proper configuration of all passwords and other security settings is the responsibility of the installer and/or end-user.
- In the use of the product, you must be in strict compliance with the electrical safety regulations of the nation and region. Please refer to technical specifications for detailed information.
- Input voltage should meet both the SELV (Safety Extra Low Voltage) and the Limited Power Source with 5 VDC according to the IEC60950-1 standard. Please refer to technical specifications for detailed information.
- Do not connect several devices to one power adapter as adapter overload may cause over-heating or a fire hazard.
- Please make sure that the plug is firmly connected to the power socket.
- If smoke, odor or noise rise from the device, turn off the power at once and unplug the power cable, and then please contact the service center.

Preventive and Cautionary Tips

Before connecting and operating your device, please be advised of the following tips:

- Make sure that all the related equipment is power-off during the installation.
- Do not place the product in high-temperature or damp environment, and do not expose it to high electromagnetic radiation.
- If the product does not function properly, please contact your dealer or the nearest service center. Do not disassemble the product for repair or maintenance by yourself.
- Only use the battery, power adapter and assembly parts specified by the manufacturer.
- Consult the authorized dealer or technician from Hikvision for any question and request for product using.

Applicable Models

This manual is applicable to the models listed in the following table.

Series	Model
DS-MH2211 Series	DS-MH2211/32G
	DS-MH2211/32G/GPS/WIFI

Symbol Conventions

The symbols that may be found in this document are defined as follows.

Symbol	Description
	Indicates a potentially hazardous situation, which if not avoided, could result in equipment damage, data loss, performance degradation, or unexpected results.
	Provides additional information to emphasize or supplement important points of the main text.

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Chapter 1 Introduction

Purpose:

Body camera is a video recording system that is typically used by law enforcement to record their interactions with the public and gather video evidence at crime scenes.

1.1 Main Features

- H.264/H.265 encoding technology.
- Recording resolution is up to 1080p/30fps.
- 110° wide-range lens.
- Dismountable battery design.
- A built-in small battery will supply body camera power when replacing the battery.
- Denoising technology helps to reduce noise and resist echo.
- Built-in GPS module.
- Light weight (127 g).
- Small size (81.5 × 54.5 × 26 mm)
- IP65.

1.2 Package List

Following objects are delivered with package list. If something loses, contact us or our supplier for it.

- 1 * Body camera.
- 1 * USB data cable.
- 1 * Charger.
- 1 * Demountable and angle adjustable clip
- 1 * CD which contains user manual and Body Camera Assistant.
- 1 * Printed quick start guide.

1.3 Buttons and Interfaces

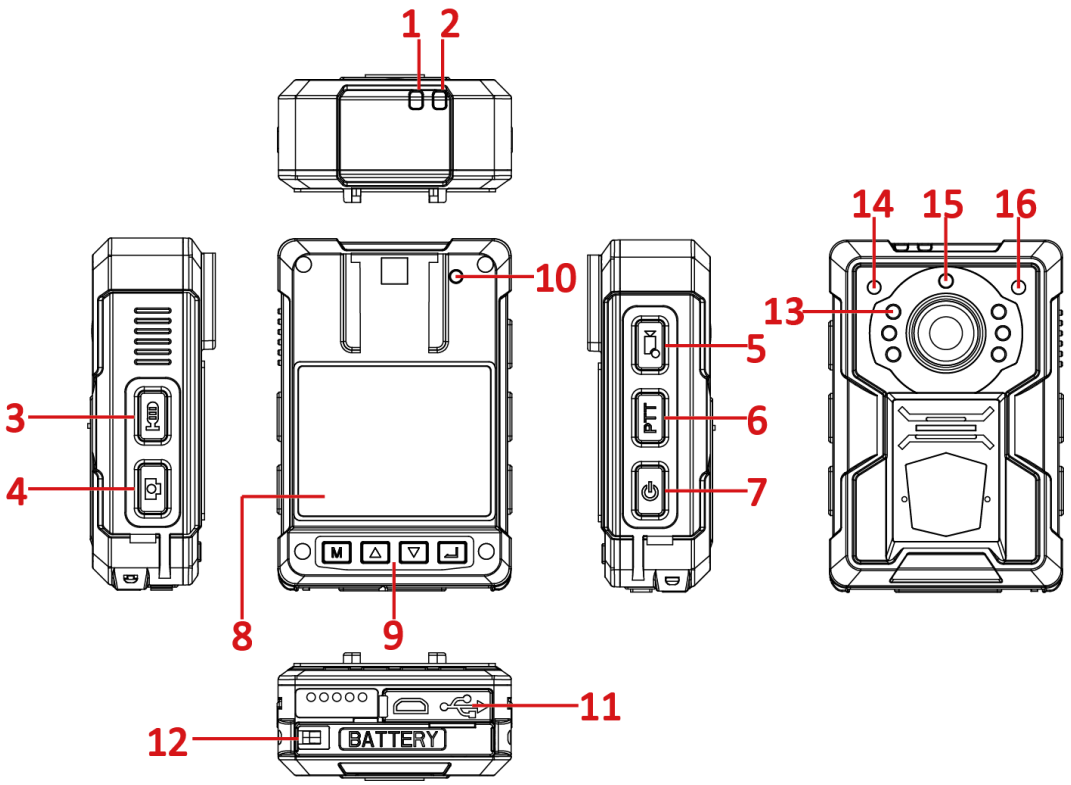

Figure 1. 1 Overall View

Table 1. 1 Button Description

No.	Button	Description
1	LED 1	● When body camera is being charged, it is solid red. ● When body camera is in low battery, it flashes in red with high frequency. ● When body camera is recording, it flashes in red with low frequency.
2	LED 2	When body camera is starting up, it is solid green.
3	Taping	● Press it to start/stop taping. ● Hold it for 3 seconds to turn on/off fluorescent.
4	Capture	Press it to capture current live view image.
5	Recording	● Press it to start/stop recording. ● Hold it for 3 seconds to turn on IR positioning light. ● Hold it for 2 seconds to start up body camera and start recording.
6	PTT	Group intercom button.
7	Sleep/Wake	● When device is off, hold it for 3 seconds to start up. ● When device is on, hold it for 3 seconds to shut down. ● After device started up, press it to inactivate/activate LCD.
8	LCD	It displays local menu and live view image.
9	Menu button	M: ● In LCD live view mode, press it to enter main menu.

No.	Button	Description
		● In LCD menu, press it to exit.
		△/▽: ● In LCD menu, press it to navigate between fields and items in menus. ● In LCD playback mode, press △/▽ to speed up/slow down playback speed. ● In LCD live view mode, press △/▽ to zoom in/out.
		↵: ● In LCD menu, press it to enter a sub-menu or confirm a selection. ● When device is recording, hold it for 3 seconds to set a video tag.
10	Reset button	Press it to shut down body camera forcedly.
11	USB interface	USB interface for charging and data transmission.
	Serial port	Serial port for debugging.
12	Battery	Battery slot.
13	IR Light	You can turn on the IR lights to supply body camera sufficient light to get a visible image.
14	White light	Supplies light at dark environment.
15	Image sensor	Image sensor.
16	IR positioning light	IR positioning light.

1.4 Shoulder Clip Installation

Purpose:

The shoulder clip helps you to fix the body camera on your garment. The vertical adjustable angle is 360°.

Step:

Push the shoulder clip into top of the clip slot as the direction shown in the following figure, till the clip is tightly fixed.

Figure 1. 2 Install Shoulder Clip

1.5 Charging

1.5.1 Charger Specification

- Input: 200 to 240 V AC, 50/60 Hz, 0.2 A.
- Output: 5 V/2.0 A

1.5.2 How to Charge

Purpose:

Follow the steps to charge device.

Steps:

1. Open the cover of USB interface.
2. Connect body camera to the charger or USB port of computer with the USB data cable. The LCD will show the charging status.

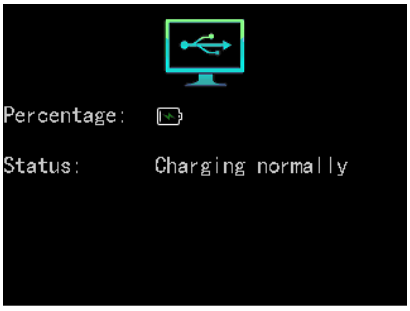

Figure 1. 3 Charging via Computer

1.5.3 How to Protect Charger

- Once charging completed, disconnect the connection between charger and body camera, and the connection between charger and power supply.
- Handle with care. In case the charger or USB data cable is physically damaged or is affected with damp, do not keep using it. You can contact us to change charger.
- To protect device and your security, do not touch the body camera, charger, and USB cable with wet hand.
- Don’t pull out charger from power supply by pulling the USB data cable.

Chapter 2 Start-up

2.1 Start-up

Before you start:

Ensure the power is sufficient. If not, charge body camera. For details, refer to *1.5.2 How to Charge.*

Step:

Hold **Sleep/Wake** for 3 seconds. Then the LED 2 turns green, the ***HIKVISION*** logo pops up, and you will hear an audible notification. All of these indicate the body camera starts successfully.

2.2 Sleep/Wakeup

Step:

The LCD goes to sleep automatically when there is no operation in the predefined auto-lock time. Press any button, except PTT, to manually activate LCD. Press the **Sleep/Wakeup** button to inactive LCD.

2.3 Shutdown

Step:

Hold **Sleep/Wake** for 3 seconds. When you hear an audible notification, and the ***HIKVISION*** logo pops up on the LCD, the LCD shut down successfully.

2.4 Force to Shutdown

Step:

If body camera crashed or it cannot be shut down normally, you can press the **Reset** button with a pin or similar thin object to shutdown forcedly.

2.5 Log into Device

If login feature is on, you need to log into device by entering your ID at every boot. You can go to System Settings > Login to turn off login feature.

Step:

1. Select the user to log in.
2. Enter your ID and confirm. When operating files via assistant or in USB mode, the ID will show in the file name of the recorded video, audio, and picture.

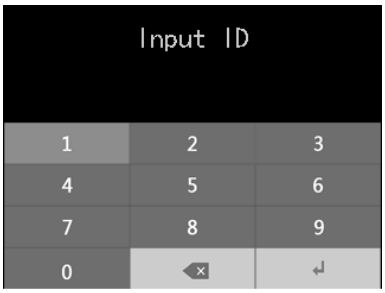

Figure 2. 1 Log into Device

Chapter 3 Basic Functions

3.1 Live View Icons

Purpose:

Once the body camera starts up completely, it automatically enters the live view image. 11 icons are shown in live view.

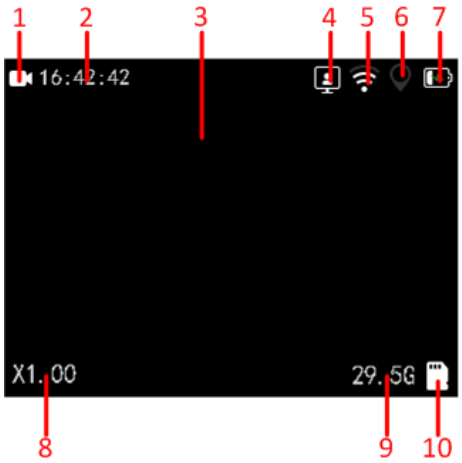

Figure 3. 1 Live View Icons

Table 3. 1 Live View Icon Description

Number	Name	Description
1	Recording status	Shows the recording status. ● Not recording: ● Recording:
2	Remaining recording time	The time is variable and is decided by video resolution, frame rate, and bitrate.
3	OSD (On Screen Display) menu	Shows the device date and time.
4	Platform status	Shows whether device is connected with platform. ● Disconnected: ● Connected:
5	Wi-Fi status	Shows whether Wi-Fi is connected. ● Disconnected: ● Connected:
6	Positioning status	Shows whether positioning is successful. ● Unsuccessful: ● Succeeded:

Number	Name	Description
		• GPS module failed:
7	Battery information	Shows the remaining battery and charging status.
8	Zoom status	Shows the zoom status.
9	Remaining memory capacity	Shows the remaining memory capacity
10	Memory card status	Shows whether memory is recognized.

3.2 Menu Operation

Before you start:

Wake up LCD.

Steps:

1. Press M to bring up main menu.
2. Press ↵ to enter the four sub-menus, including Playback, Camera Settings, Network Settings, and System Settings.

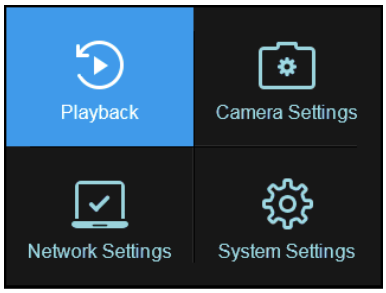

Figure 3. 2 Main Menu

Table 3. 2 Sub-Menu Description

Menu	Description
Playback	You can view recorded videos, pictures, and audios.
Camera Settings	You can set camera parameters including video resolution, bitrate, frame rate, pre-record time, post-record time, video clip time, and picture quality.
Network Settings	You can turn on/off Wi-Fi and set network transmission resolution, network transmission bitrate, network transmission frame rate, and platform connection.
System Settings	You can set positioning parameters, time synchronization, system sound, language, and so on.

3.3 Taking Pictures

Purpose:

You can take pictures of the crime scenes or other situations.

Step:

1. To set picture quality, do following steps:

1) Enter Camera Settings sub-menu.
2) Press △/▽ to position the cursor on **Picture Quality**. And click ↵ to enter Picture Quality menu.
3) Press △/▽ to select picture quality. And click ↵ to save the settings.

2. Press 📷 at the left side of device to take a picture of current live view image.

NOTE

- Step 2 is invalid in playback, quick charging, USB communication interface. Exit the interfaces before operation.
- The picture is saved in memory in *.jpg* format and named by taking picture date and time.
- You can play back the picture in playback menu or download and save it in computer local path. For detailed steps of downloading pictures, you can refer to *7.7 Assistant File Saving Path*.

3.4 Record and Capture

Purpose:

You can record the videos in crime scenes or other situations. And during the recording, you can capture.

Steps:

1. Enter live view mode.
2. Press 📹 to start recording. Then ▭ in live view turns to ■ and the LED 1 starts flashing in red.
3. Optionally, during the recording process, you can press 📷 to capture current live view image.
4. Press 📹 again to stop recording. Then ■ turns to ▭.

NOTE

- The operation is invalid in playback, quick charging, USB communication interface. Exit the interfaces before operation.
- The video is saved in memory in *.mp4* format and named by recording starting time.
- The picture is saved in memory in *.jpg* format and is named by capturing date and time.
- The captured picture's resolution is the same as video resolution.
- You can play back the video and picture in playback menu or download and save it in computer local path. For detailed steps of downloading videos, you can refer to *7.7 Assistant File Saving Path*.

3.5 Taping

Purpose:

You can tape audios in crime scenes or other situations.

Steps:

1. Enter live view mode.
2. Press 🎙 to start taping. Then 🎙 pops up in live view interface.
3. Press 🎙 again to stop taping. Then 🎙 disappears.

- The operation is invalid in playback, quick charging, USB communication interface. Exit the interfaces before operation.
- The audio file is saved in memory in *.WAV* format and is named by taping starting time.
- You can play back the audio in playback menu or download and save it in computer local path. For detailed steps of downloading audios, you can refer to *7.7 Assistant File Saving Path*.

3.6 Playback

Purpose:

You can play back recorded videos, pictures, and audios.

Steps:

1. Enter Playback interface.
   Main Menu > Playback
2. If Verify function is on, you need to enter device password to get permission.

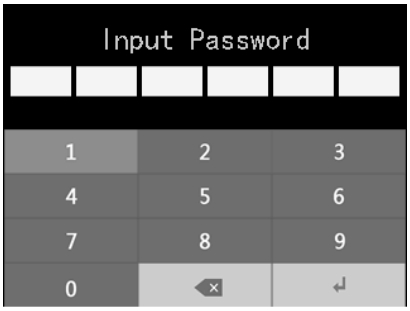

Figure 3. 3 Input Password

3. Press △/▽ to select the playback file type as **Video**, **Picture**, or **Audio**. And press ↵ to enter selected type menu.

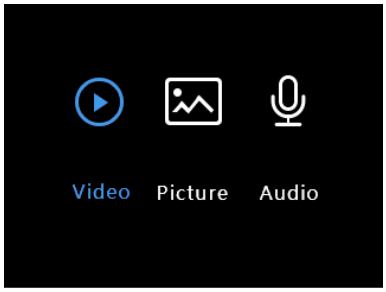

Figure 3. 4 File Type

4. File Type
5. In file list, press △/▽ to select the file to play back.
   - During video playback process, you can press △/▽ to speed up/slow down the playback speed. And you can press ↵ to pause/resume playback process.
   - During picture playback process, you can press △/▽ to turn to previous/next picture.
6. Press ↵ to start playback.
7. Press M to exit playback.

3.7 Memory Full Alarm

Purpose:

If memory is full, when you start recording, taping, capture, or other function consumes storage, the following phenomena will show: the message “Memory is full.” pops up in LCD, body camera sends out an alarm audio, and LED 1 starts flickering. To save new files, you need to backup device first and clear memory.

Memory full alarm is on by default and cannot be turned off.

Chapter 4 Network Settings

4.1 Wi-Fi

Purpose:

You can access internet by connecting to a Wi-Fi.

The function is only available for DS-MH2211/32G/GPS/WIFI and DS-MH2211/64G/GPS/WIFI.

Before you start:

Configure Wi-Fi parameters, including SSID and key, in body camera assistant. For detailed steps, refer to *7.5.4 Wi-Fi Parameters*.

Steps:

- To turn on Wi-Fi on LCD menu, do following steps:

1. Enter Network Settings interface.
   Main Menu > Network Settings
2. Press △/▽ to position the cursor on **Wi-Fi** item. And press ↵ to enter Wi-Fi menu.

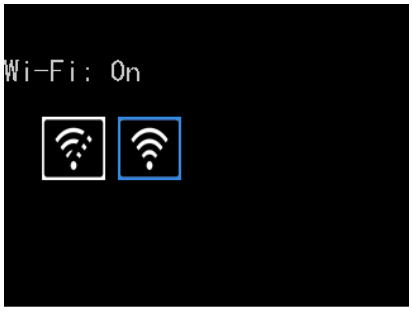

Figure 4. 1 Wi-Fi Settings

3. Press △/▽ to select Wi-Fi as **On**.
4. Press ↵ to save the settings.
5. When the prompt “Reboot device to take effect.” pops up, select **OK** and press ↵ to reboot body camera.
6. You can view the Wi-Fi Status, SSID, and IP in Wi-Fi Information menu.
   Main Menu > Network Settings > Wi-Fi Information

Figure 4. 2 Wi-Fi Information

- To turn on Wi-Fi on Body Camera Assistant.

For detailed steps, refer to *7.5.4 Wi-Fi Parameters*.

4.2 Network Transmission Parameters

Purpose:

To determine the resolution, frame rate, and bitrate used by iVMS platform when it views body camera image, configure the network transmission parameters.

Steps:

1. Enter Network Settings interface.

   Main Menu > Network Settings

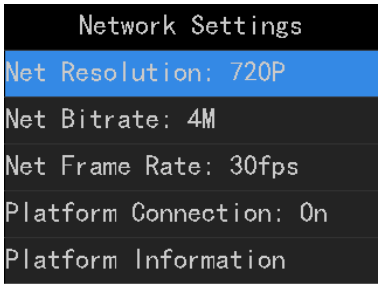

Figure 4. 3 Network Settings

2. Press △/▽ to position the cursor on **Net Resolution**, **Net Bitrate**, or **Net Frame Rate**. And press ↵ to enter corresponding menu.
3. Press △/▽ to select target parameter.
4. Press ↵ to save the settings.

Chapter 5 Camera Settings

Purpose:

Set the parameters for video, including resolution, frame rate, bitrate, and so on.

Steps:

- To configure camera parameters on LCD menu, do following steps:

1. Enter Camera Settings interface.

   Main Menu > Camera Settings

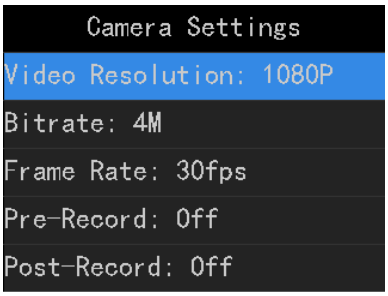

Figure 5. 1 Camera Settings

2. Press △/▽ to position the cursor on **Video Resolution**, **Bitrate**, **Frame Rate**, **Pre-Record**, **Post-Record**, or other items. And press the ↵ button to enter corresponding menu.
   - **Pre-Record**: The time you set to record before the start recording time. For example, when you start recording at 10:00, if you set the pre-record time as 5 seconds, the camera records it at 9:59:55.
   - **Post-Record**: The time you set to record after the stop recording time. For example, when you stop recording ends at 11:00, if you set the post-record time as 5 seconds, it records till 11:00:05.
   - **Video Clip**: Maximum size for every video. Video will be automatically recorded into a new clip once reaches the size.
3. Press △/▽ to select target parameter.
4. Press ↵ to save the settings and go back to upper menu.
5. Optionally, if encoding type is changed, reboot body camera to take effect the new settings.

- To configure camera parameters on Body Camera Assistant.

For detailed steps, refer to *7.5.2 Encoding Parameters*.

Chapter 6 System Settings

To enter System Settings menu, do following step:

Press △/▽ to position the cursor on **System Settings** menu. And press ↵ to enter System Settings menu.

6.1 Sound

Purpose:

Turn on and turn off system sound. If it is on, when you press a button or alarm occurs, body camera will send out a tone. By default it is on.

Steps:

1. Enter System Settings menu.
2. Press △/▽ to position the cursor on **Sound**. And press ↵ to enter.
3. Press △/▽ to select Sound as **On** or **Off**. And press ↵ to save the settings.

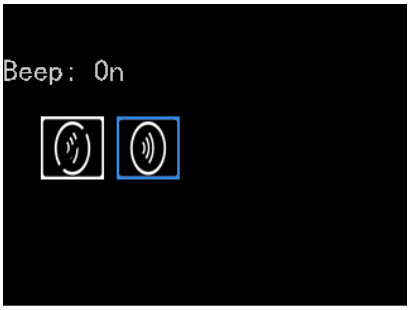

Figure 6. 1 Sound

6.2 Turning on/off LED

Purpose:

Turn on or turn off the LEDs. If LEDs are on, they will be automatically turned on or off according to device status. For details of LED status, you can refer to *1.3 Buttons and Interfaces.*

Steps:

1. Enter System Settings menu.
2. Press △/▽ to position the cursor on **LED**. And press ↵ to enter LED settings menu.
3. Press △/▽ to select LED as **On** or **Off**. And press ↵ to save the settings.

Figure 6. 2 LED

6.3 Language Settings

Purpose:

Two languages are provided: Chinese and English.

Steps:

1. Enter System Settings menu.
2. Press △/▽ to position the cursor on **Language**. And press ↵ to enter Language settings menu.
3. Press △/▽ to select language as **Chinese** or **English**. And press ↵ button to save the settings.

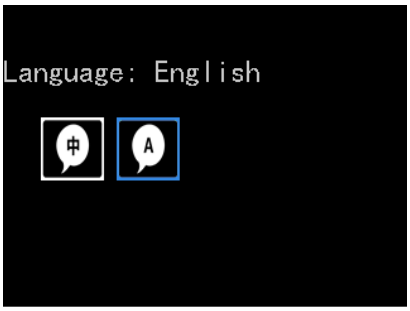

Figure 6. 3 Language

6.4 Turning on/off IR Lights

Purpose:

The body camera provides IR (Infrared Radiation) lights. At night or dark environment, the IR lights supply sufficient light to get a visible image.

Steps:

1. Enter System Settings sub-menu.

   Main Menu > System Settings
2. Press △/▽ to position the cursor on IR Light item. And press ↵ to enter.

Figure 6. 4 IR Light

3. Press △/▽ to position the cursor on **OFF**, **ON**, or **AUTO**.
   - **OFF**: By default, IR light is off. The status adapts to daylight period.
   - **ON**: In night period or dark environment, it is recommended to turn on IR light.
   - **AUTO**: Body camera automatically turns on/off IR light according to environment.
4. Press ↵ to save the settings.

6.5 Positioning Settings

Purpose:

Body camera has a built-in positioning module. By turning on positioning function, the device can obtain the latitude, longitude, and speed information.

The function is only available for DS-MH2211/32G/GPS/WIFI and DS-MH2211/64G/GPS/WIFI.

Before you start:

Ensure the body camera locates in a place the positioning signal exists.

Steps:

1. Enter System Settings interface.
2. Press △/▽ to position the cursor on **Positioning** item. And press ↵ to enter.
3. Press △/▽ to select positioning type as **Off**, **GPS**, **BeiDou**, or **GPS + BeiDou**.
4. Press ↵ to save the settings and reboot device to take effect the settings.

   After device restarted, if positioning succeeded, the positioning icon in live view will turn from to .

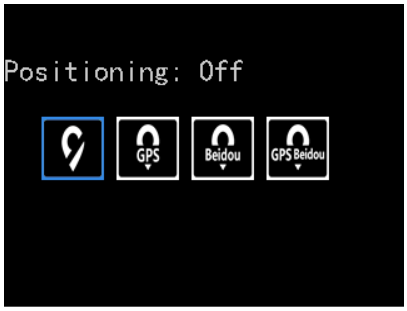

Figure 6. 5 Positioning

6.6 Login Settings

Purpose:

If login feature is on, you need to log into device by entering your ID at every boot. The ID will show in the file

name of the recorded video.

Go to **System > Login** to turn on/off login feature.

6.7 System Information

Purpose:

System information menu shows the device model, serial number, and version.

Steps:

1. Enter System Settings interface.
2. Press △/▽ to position the cursor on **System Information** item. And press ↵ to enter.

6.8 Battery Information

Purpose:

Battery information menu shows the remaining battery, time to fully charged, and charging status.

Steps:

1. Enter System Settings interface.
2. Press △/▽ to position the cursor on **System Information** item. And press ↵ to enter.

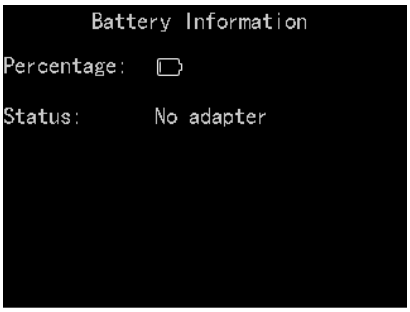

Figure 6. 6 Battery Information

Chapter 7 Body Camera Assistant

Purpose:

Log into body camera via the Body Camera Assistant to view device's logs, videos, audios, and pictures, and configure parameters remotely.

NOTE

Assistant mentioned below refers to the Body Camera Assistant.

7.1 Assistant Installation

Purpose:

The body camera assistant's installation package is delivered with the CD.

NOTE

Installation package includes *BodyCameraAssistant-win32.exe* and *BodyCameraAssistant-win64.exe*. Select installation package according to your computer system type.

Steps:

1. Double-click the installation package to start installing.

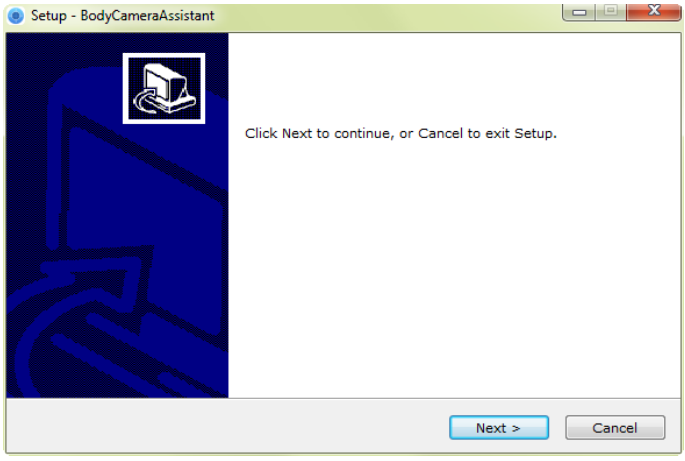

Figure 7. 1 Setup

2. Click **Next** to enter Select Destination Location window. Click **Browser** to select the path where to install the assistant.

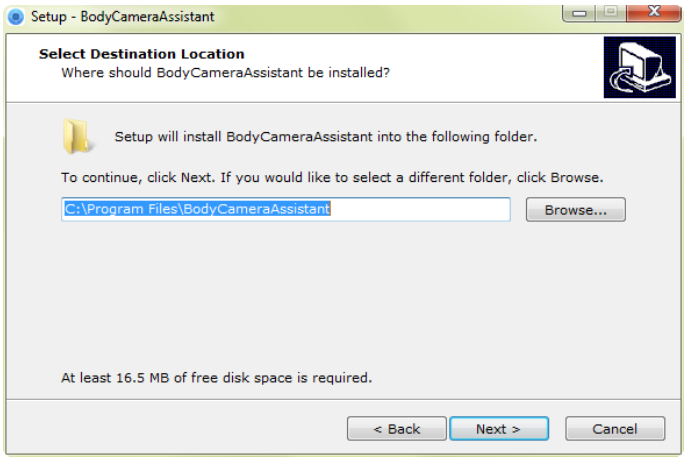

Figure 7. 2 Destination Location

3. Click **Next** to enter Select Start Menu Folder window. Optionally, you can edit the shortcut name and click **Browser** to select the folder where to create shortcut.

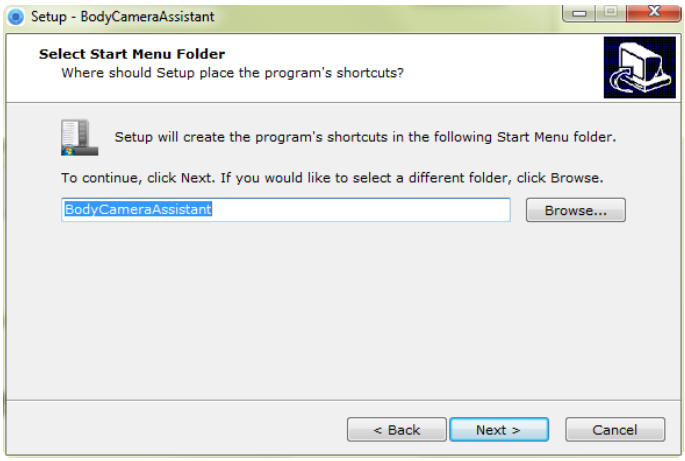

Figure 7. 3 Start Menu Folder

4. Click **Next** to enter Select Additional Tasks window. Optionally, you can create a desktop icon by checking the checkbox of **Create a desktop icon**.

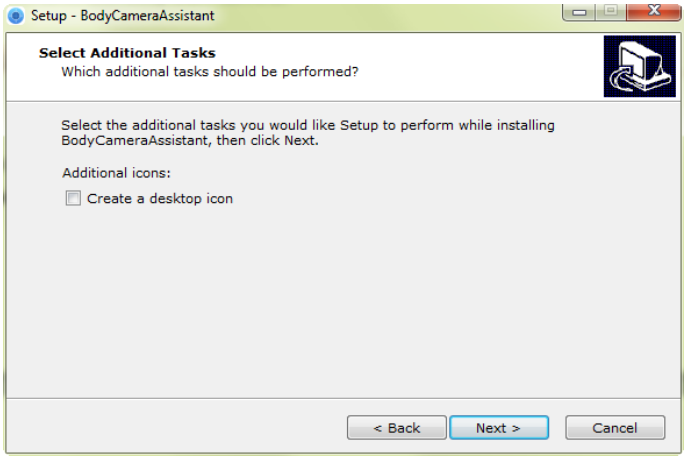

Figure 7. 4 Additional Tasks

5. Click **Next** to enter Ready to Install window. Click **Install** start installing.

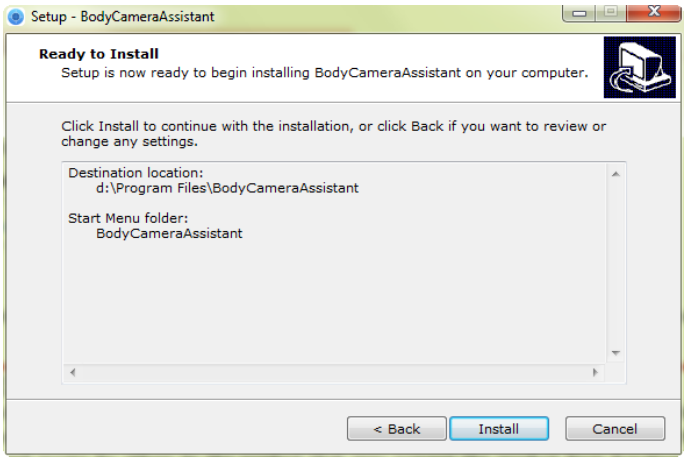

Figure 7. 5 Ready to Install

6. During the installation process, the following window will pop up.

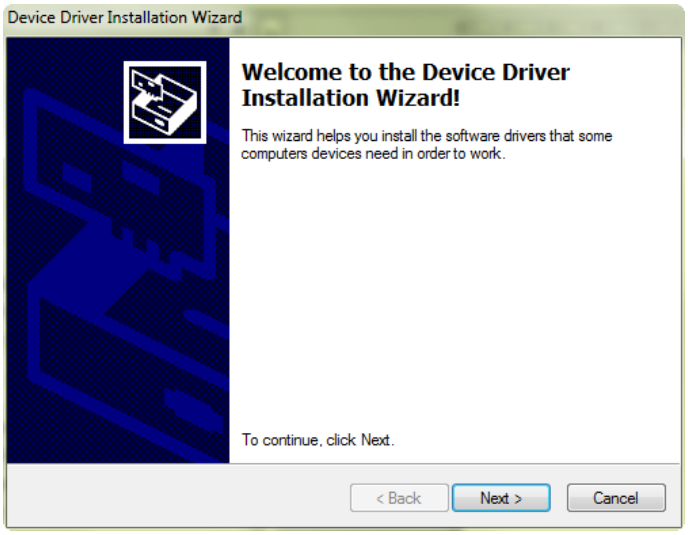

Figure 7. 6 Device Driver Installation Wizard

7. Click **Next** to start installing device driver.

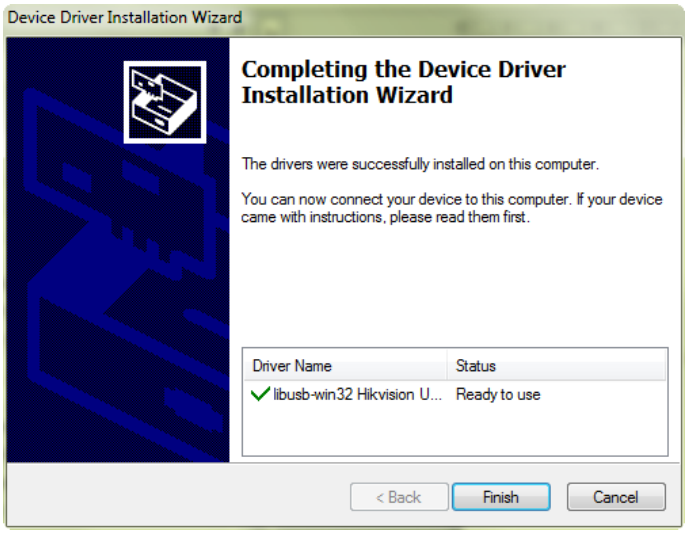

Figure 7. 7 Device Driver Installation Wizard

8. Click **Finish** in Device Driver Installation Wizard and click **Finish** in Body Camera Assistant Wizard to finish the installation.

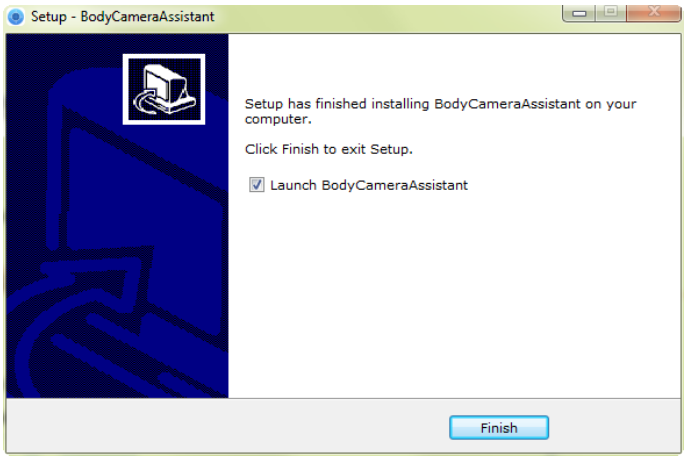

Figure 7. 8 Finish

9. Then the body camera assistant window appears.

Figure 7. 9 Body Camera Assistant

7.2 Device Login

Purpose:

You need to connect the assistant with body camera.

Before you start:

Connect the body camera to your computer with the USB data cable.

Steps:

1. Run the assistant.
2. Click **Recognize device** button to start recognizing. Then the recognized device will be listed.

Figure 7. 10 Recognized Device

3. Click the recognized device, input device password, and then click **Login** to log in. Then the assistant

window shows. If you forget the password, refer to *7.3 Password Recovery* to recover password.

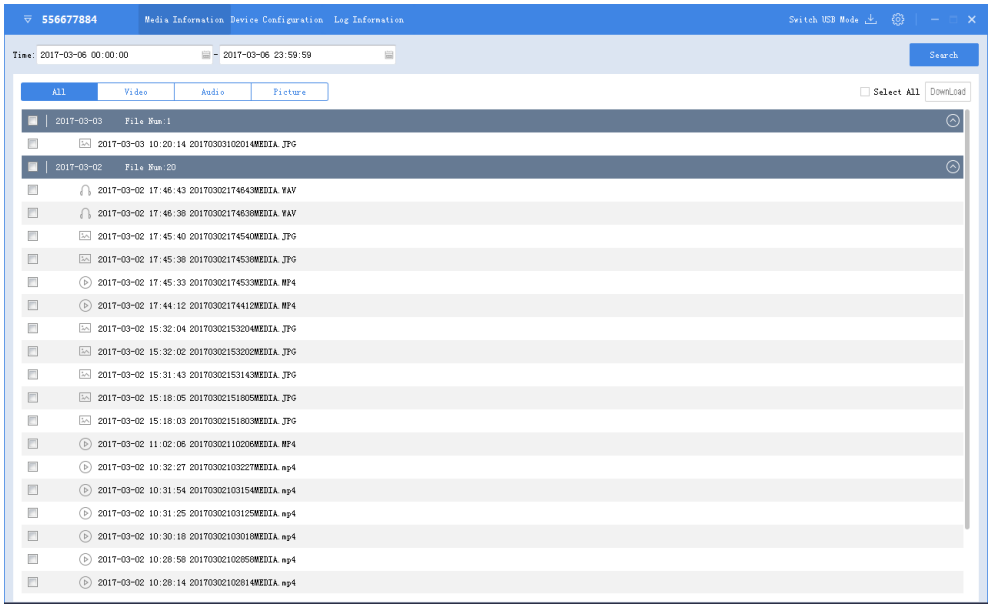

Figure 7. 11 Body Camera Assistant

7.3 Password Recovery

Purpose:

If you forgot your device password, you can recover it back to default password.

Steps:

1. Enter device login window.

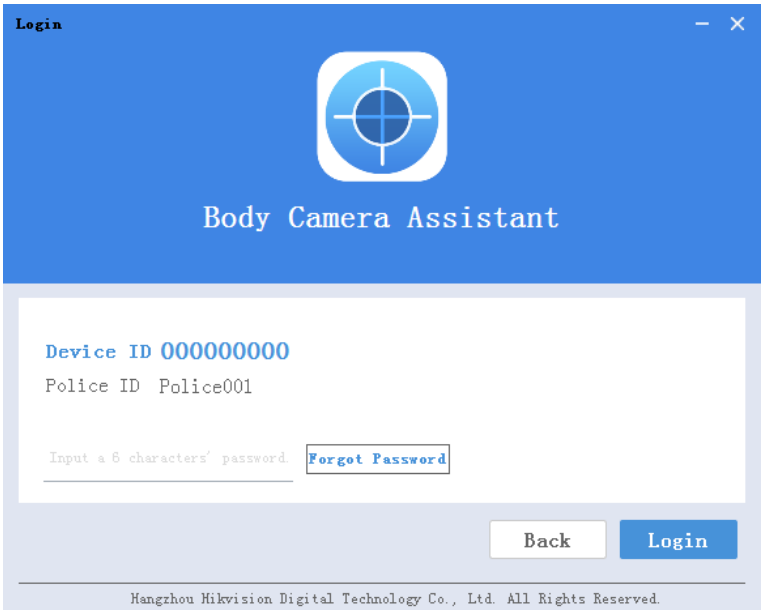

Figure 7. 12 Login Window.

2. Click **Forget Password**.
3. Click **File Export** to export file *DeviceKey.xml.*
4. Send the file to your manufacturer. They will send you an encryption file.

5. Click to import the encryption file received in step 4.
6. Click **Verifying Encryption** to start verifying. If verifying succeeded, device password will be recovered to default.

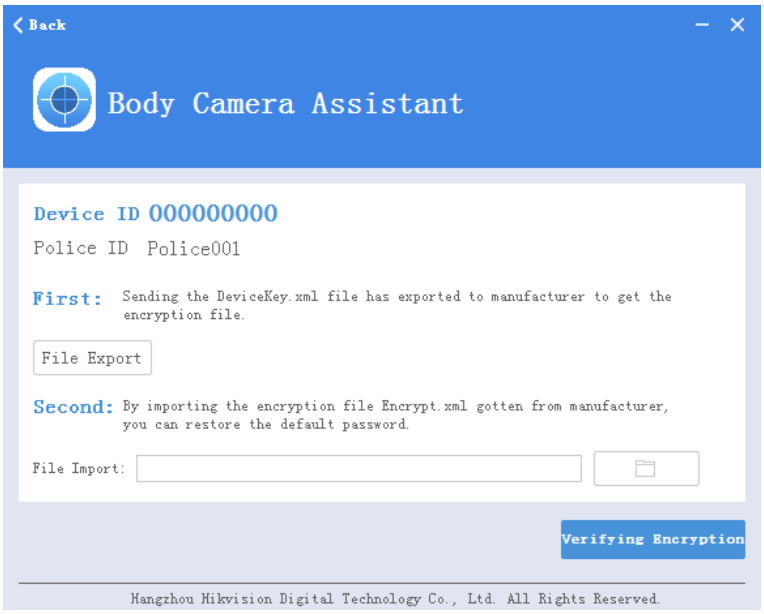

Figure 7. 13 Password Recovery

7.4 Media Information

Purpose:

Two methods are provided for you to operate files saved in body camera: operating files via logging in assistant and switching device into USB mode.

7.4.1 File Operation via Assistant

Purpose:

You can download or clear files here.

Steps:

1. Log in device via assistant.
2. Click the **Media Information** tab.

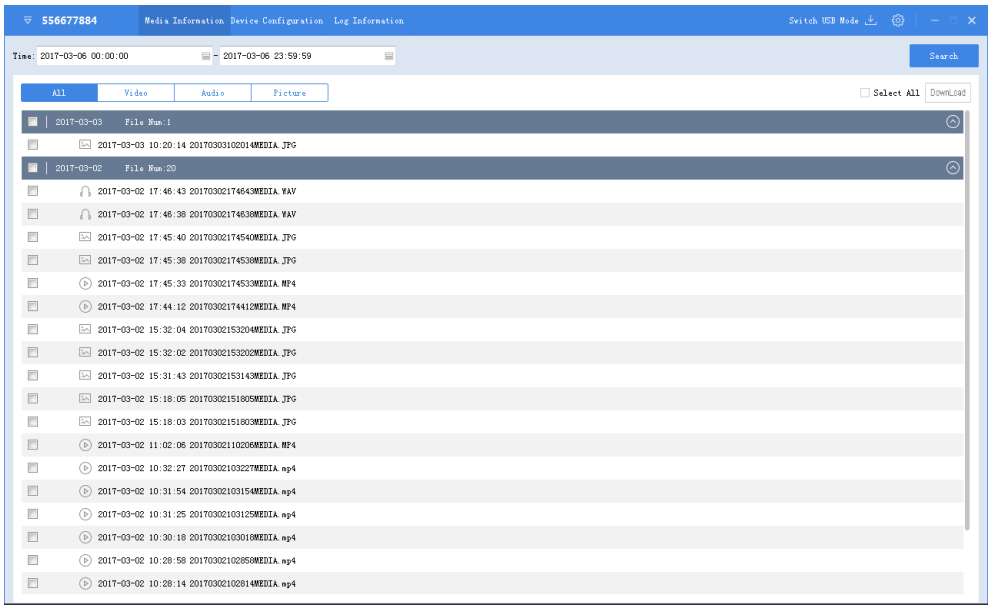

Figure 7. 14 Media Information

3. Click **All**, **Video**, **Audio**, or **Picture** tab to select which file type you want to view.
4. Check the checkboxes of files you want to download.
5. Click DownLoad to enter File Download window.

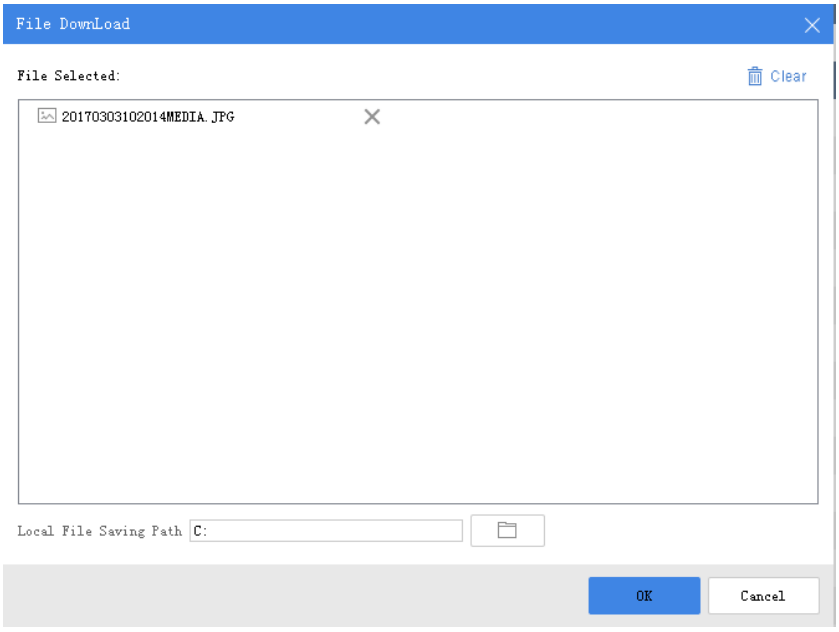

Figure 7. 15 File Download

6. Click to select Local File Saving Path.
7. Click **OK** to start downloading.
8. Optionally, you can click in upper right corner to view downloading status.

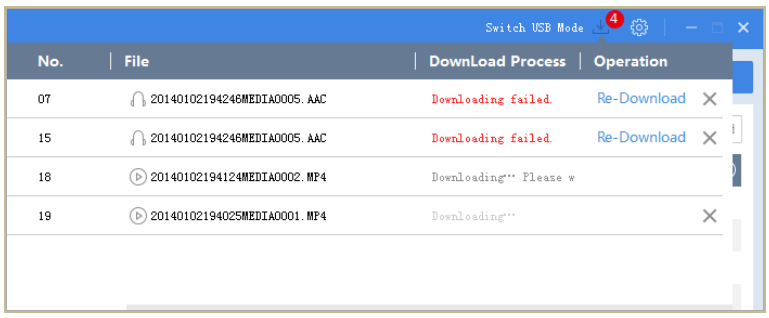

Figure 7. 16 Downloading Status

7.4.2 File Operation in USB Mode

Steps:

1. Log in device via assistant.
2. Click the Switch USB Mode icon in top right corner of assistant window.
3. Click **OK** to confirm in the pop up dialog box. Then the assistant will exit.

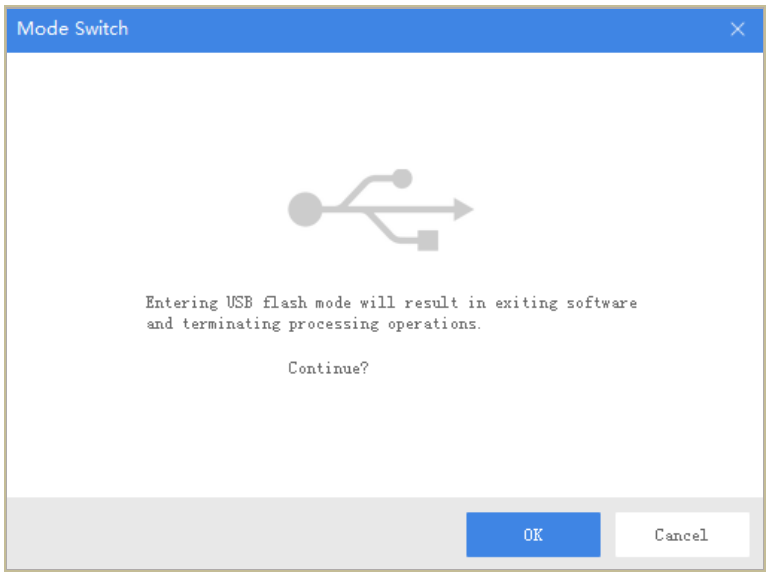

Figure 7. 17 Dialog Box

4. Enter Computer window to view the body camera. It will be recognized like an USB flash disk.

Figure 7. 18 Devices with Removable Storage

5. Double-click the disk to enter it and operate files.

7.5 Device Configuration

7.5.1 User Information Settings

Purpose:

You can customize the police ID and device ID.

Steps:

1. Click the **Device Configuration** tab, and click **Device Information** item in the left menu list.

Figure 7. 19 User Information

2. You can edit the **Police ID** and **Device ID**.

- Device ID cannot be longer than 32 characters.
- Police ID cannot be longer than 10 characters.

3. Click **Save** to save the settings.

7.5.2 Encoding Parameters

Purpose:

You can set the parameters for video, including resolution, frame rate, bitrate, and so on.

Steps:

1. Click the **Device Configuration** tab, and click **Device Information** item in the left menu.
2. Select **Video Res.@Frame Rate**, **Net Transfer Res.@Frame Rate**, **Bitrate**, and **Net Transfer Bitrate** from respective drop-down list.
3. Click **Save** to save the settings.

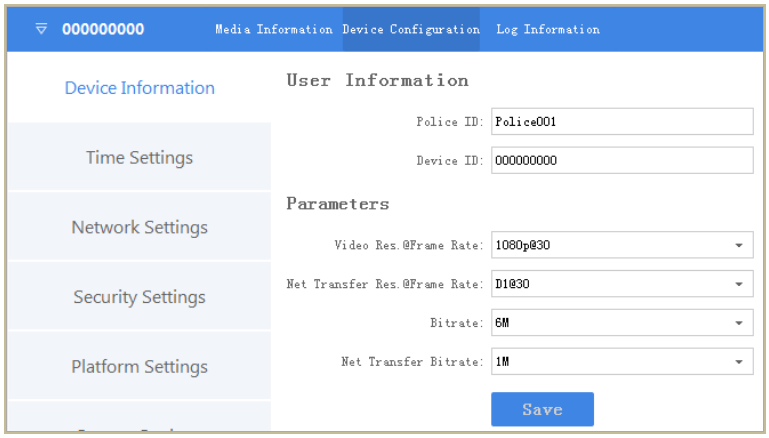

Figure 7. 20 Encoding Parameters

7.5.3 Time Synchronization

Purpose:

You can synchronize device time with your set time or network time.

Steps:

1. Click the **Device Configuration** tab, and click **Time Settings** item in the left menu.

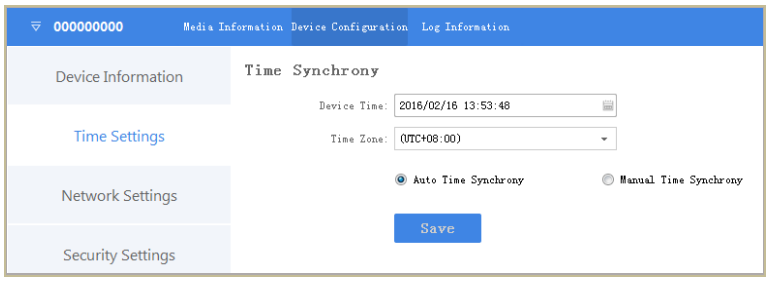

Figure 7. 21 Time Settings

2. You can select time synchronization type as **Auto Time Synchrony** or **Manual Time Synchrony** by checking corresponding checkbox.
   - **Auto Time Synchrony**: If selected, Device Time isn't configurable. Assistant will synchronize the device time with your computer time.
   - **Manual Time Synchrony**: If selected, you can synchronize device time according your custom time.
3. If Manual Time Synchrony is selected, select the **Device Time** and **Time Zone** according to your needs.
4. Click **Save** to save the settings.

7.5.4 Wi-Fi Parameters

Purpose:

You can access internet by connecting to a Wi-Fi. Wi-Fi parameters can only be configured in assistant.

Steps:

1. Click the **Device Configuration** tab, and click **Network Settings** item in the left menu list.
2. Check the checkbox of **Enable.**
3. Input **SSID** and **Key** of Wi-Fi signal you want to connect in text fields.
4. Click **Save** to save the settings.

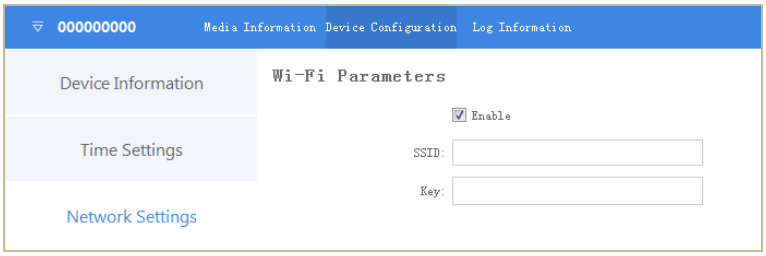

Figure 7. 22 Wi-Fi Parameters

7.5.5 Security Settings

STRONG PASSWORD RECOMMENDED–We highly recommend you create a strong password of your own choosing (Using a minimum of 8 characters, including at least three of the following categories: upper case letters, lower case letters, numbers, and special characters.) in order to increase the security of your product. And we recommend you reset your password regularly, especially in the high security system, resetting the password monthly or weekly can better protect your product.

Steps:

1. Click the **Device Configuration** tab, and click **Security Settings** item in the left menu.
2. Input **Current Password** and **New Password**.

Password can only contain the number, instead of the letter and the symbol.

3. Click **Save** to save the new password.

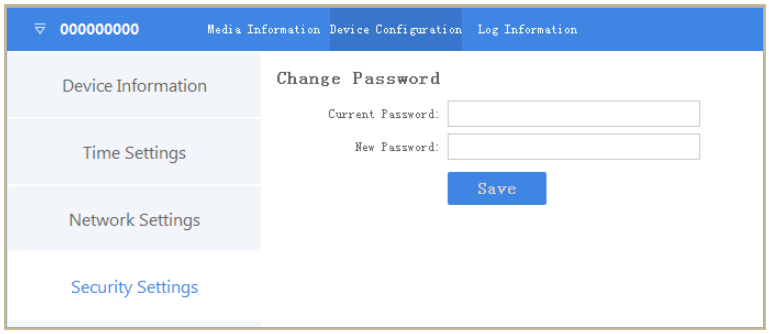

Figure 7. 23 Security Settings

7.5.6 Platform Settings

Purpose:

You can log in device via iVMS, to monitor device, receive alarms, and so on.

Steps:

1. Click the **Device Configuration** tab, and click **Platform Settings** item in the left menu.

Figure 7. 24 Platform Settings

2. Check the checkbox of **Enable** to enable platform connection.
3. Select address type as **IP** or **Domain Name**.
4. Edit **IP/Domain Name**, **Port**, and **Device ID**.
   - **IP/Domain Name**: The IP address/Domain Name of platform server you want to connect.
   - **Port**: The port of platform. The default port of iVMS is 7660.
   - **Device ID**: When adding device via platform, the ID is needed. It is device's unique identification.

7.5.7 Formatting

Purpose:

Format helps you to clear all data saved in device. It's not recommended to format the body camera like the way you format USB flash disk, or the body camera will fail to recognize the memory.

Steps:

1. Click the **Device Configuration** tab, and click **System Settings** item in the left menu list.
2. Click the **Format** button.

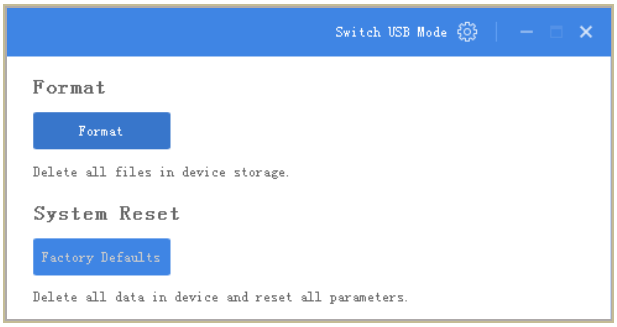

Figure 7. 25 Formatting

3. Input device password in the text field and click **OK** to start formatting.

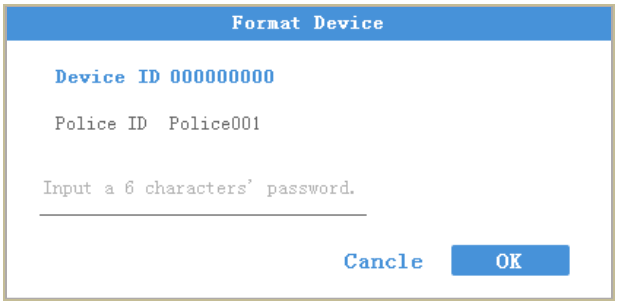

Figure 7. 26 Format Device

7.5.8 System Resetting

Purpose:

You can reset all parameters to default settings by resetting system.

Steps:

1. Click the **Device Configuration** tab, and click **System Settings** item in the left menu.
2. Click the **Factory Defaults** button.

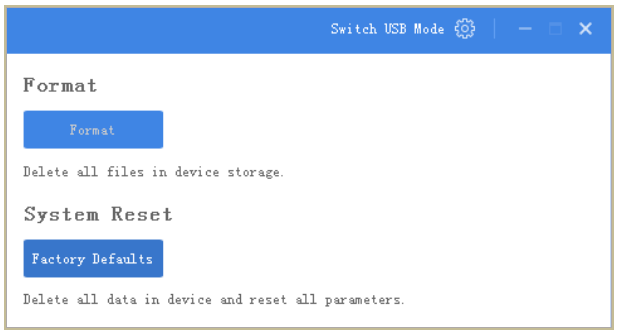

Figure 7. 27 System Reset

3. Input device password in the text field and click **OK** to start resetting.

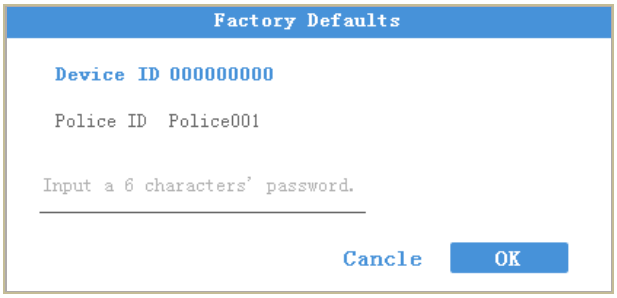

Figure 7. 28 Factory Defaults

7.6 Log Operations

Purpose:

By searching logs, you can review the history device status, device operation, and so on.

Steps:

1. Click the **Log Information** tab.

Figure 7. 29 Log Information

2. To search logs in a specified duration, do following steps:
   1) Edit the log's start time and end time.

Figure 7. 30 Search Condition

   2) Click the **Search** button to start search. The matched logs will be listed.
3. To export searched logs, do following steps:
   1) Search the logs you want to export.
   2) Click the **Export** button to export them.

   The exported logs are saved in the set assistant's log saving path and are saved in *.txt* format.
4. To clear logs, do following steps:
   1) Search the logs you want to clear.
   2) Click the **Clear** button to clear them.

7.7 Assistant File Saving Path

Purpose:

You can customize the local file and log file saving path.

Steps:

1. Click the icon in the top right corner of assistant window.
2. Click the icon to customize Local File Saving Path and Log Saving Path.
3. Click **Save** to save the settings.

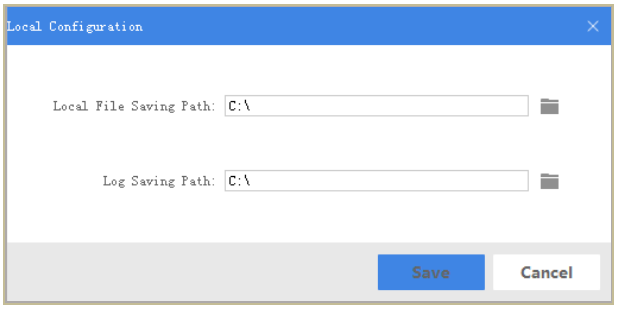

Figure 7. 31 Local Configuration

7.8 Upgrading Device

Purpose:

It is recommended to upgrade device with the help of professional technical support.

Steps:

1. Switch to USB mode. For detailed steps, refer to *7.4.2 File Operation in USB Mode*.
2. Enter the Removable Disk of body camera through Computer.
3. Copy the upgrade file into the removable disk.
4. Reboot the body camera.
5. Enter the System Setting in LED menu.
6. Press △/▽ to position the cursor on **System Upgrade** item. And press ↵ to start upgrading.

7.9 Exit Assistant

Steps:

1. Click the button in the top left corner.
2. To exit the assistant, click **Exit** icon.
3. To switch to other devices, click **Switch Device** icon.

Figure 7. 32 Exit and Switch Device

Chapter 8 Troubleshooting

- **Unable to start up.**

a) ***Possible Reason:*** Device runs out of power.

Solution: Get device be charged.

- **Unable to start recording.**

a) ***Possible Reason:*** Memory is full.

Solution: Back up device and clear the memory.

b) ***Possible Reason:*** Formatting memory error.

Solution: Format the memory via assistant. For detailed steps, refer to *7.5.7 Formatting*.

- **Unable to log in.**

a) ***Possible Reason:*** Password error.

Steps: Reset your password. For detailed steps, refer to *7.5.8 System Resetting*.

b) ***Possible Reason:*** Device is abnormal.

Steps: Reboot device.

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See Far, Go Further