HIKVISION

Body Camera

User Manual

User Manual

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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 of this Manual at the Hikvision website (https://www.hikvision.com/en/).

Please use this Manual with the guidance and assistance of professionals trained in supporting the Product.

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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.

This equipment complies with FCC/IC RSS-102 radiation exposure limits set forth for an uncontrolled environment.

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.

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.

After the laboratory measurement, the max SAR value is 0.91mW/g for 2.4G Band which satisfies the RF exposure requirement.The maximum simultaneous transmission SAR is 1.12mW/g.

Symbol Conventions

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

Symbol	Description
NOTE	Provides additional information to emphasize or supplement important points of the main text.
WARNING	Indicates a potentially hazardous situation, which if not avoided, could result in equipment damage, data loss, performance degradation, or unexpected results.
DANGER	Indicates a hazard with a high level of risk, which if not avoided, will result in death or serious injury.

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Chapter 1 Product Introduction

1.1 Introduction

Body camera (hereinafter referred to as device) highly integrates with record, local storage, GPS, etc. It is embedded with positioning module with high sensitivity and ultra-low consumption, locating the occurring positon of events accurately. It can record the process and condition of events completely via recorded video and audio. You can also tag the important data for future search.

It is small and light, convenient to carry, and can be worn on the shoulder, satisfying the requirement of mobile duty and evidence record for single person. It is widely applicable to public security protection, city management, industry and commerce, etc.

1.2 Key Feature

- Full HD record.
- Supports GPS, and the position information can be uploaded to the command center in real time.
- Supports IR night vision. Even in low illumination condition, the facial characteristics in recorded video are clear.
- Waterproof, dustproof, and fall protection, adaptable to all-weather field operation.
- Wi-Fi accessible.

NOTE

The functions vary with different models. The actual product prevails.

Chapter 2 Basic Operation

2.1 Startup and Shutdown

- Startup: Hold for 3 seconds until indicator 1 displays red. After a small period of time, the device vibrates for 0.5 second, indicator 1 becomes unlit, and indicator 2 changes to sold green, indicating the device has started up.
- Shutdown: Hold for 3 seconds. Then the device vibrates for 0.5 second, and the two indicators becomes unlit, indicating the device is shut down.

NOTE

Vibration is enabled by default. You can disable vibration via Body Camera Assistant software. Refer to *3.5.10* for details.

2.2 Charge

2.2.1 How to Protect Charger

- Once charging completes, disconnect the connection between the charger and device, and the connection between the charger and power supply.
- Handle with care. In case the charger or USB cable is physically damaged or is affected with damp, DO NOT use it.
- To protect device and your security, DO NOT touch the device, charger, and USB cable with wet hand.
- DO NOT pull out charger from power supply by pulling the USB cable.

2.2.2 Charge Device

When the device is in low power, Indicator 1 flashes in red fast, and indicator 2 stays the former status. Charge it in time.

Step 1 Open the Mini USB interface cover.

Step 2 Insert one end of USB cable to the Mini USB interface, and the other end to the charger.

NOTE

- Use the matched charger to charge the device.

- Quick charging is enabled by default. In quick charging mode, record and other functions will be disabled. You can disable the function via Body Camera Assistant software. Refer to *3.5.8 Set Quick Charging* for details.

2.3 Turn on/off LED Light

When the environment is dim or dark, or in emergency condition, you can hold to turn on LED light for light supplement or emergency illumination. Hold the button again to turn off LED light.

2.4 Record

- After the device starts up, press , and the device vibrates for 0.5 second, indicating record is enabled.
- During record, hold , and the device vibrates for 0.5 second, indicating record is disabled.

NOTE

If you have enabled post-record, during record, hold , and the device vibrates for 1 second. After the set post-record time is up, the device vibrates for 0.5 second, and the post-record ends. For post-record settings, refer to *3.5.5 Set Recording Parameters* for details.

2.5 Tag Important Data

You can tag the important data of the video for future search.

During record, press to make a tag, and the device vibrates for 0.5 second, indicating tagging starts. The tagged files are named with *IMP* to distinguish with untagged files.

NOTE

- Tagging only takes effect with the current record. When the record ends, tagging stops.
- You cannot cancel tagging after it starts.

2.6 Enable/Disable Mute Mode

You can enable mute mode, in which the indicators, LED light, IR lights, and vibration will be disabled.

- After the device starts up, hold to enable mute mode.
- In mute mode, hold to disable the mode, and the device vibrates for 0.5 second, indicating the mute mode is disabled.

2.7 Alarm

When the memory is insufficient or the power is low, the device will alarm automatically.

- When the memory is insufficient, indicator 1 stays the former status, indicator 2 flashes in yellow fast, and the device vibrates for 0.5 second twice every 30 seconds.
- When the power is low, indicator 1 flashes in red fast, indicator 2 stays the former status, and the device vibrates for 0.5 second twice every 30 seconds.

NOTE

- When the memory is insufficient, it is recommended to back up the data and clear the internal storage. For backup, refer to *3.6 Export File* for details.
- When the power is low, charge the device in time. Refer to *2.2 Charge*.

Chapter 3 Body Camera Assistant Operation

You can log in to the body camera via Body Camera Assistant to view logs and videos, and configure parameters remotely.

NOTE

- Get Body Camera Assistant from the official website (https://www.hikvision.com/en/).
- Assistant mentioned below refers to Body Camera Assistant.

3.1 Install Assistant

Install Body Camera Assistant according to the operating system of your computer.

NOTE

- Install *BodyCameraAssistant-win32.exe* if your computer is in 32-bit operating system.
- Install *BodyCameraAssistant-win64.exe* if your computer is in 64-bit operating system.

Step 1 Double-click the application to start installing.

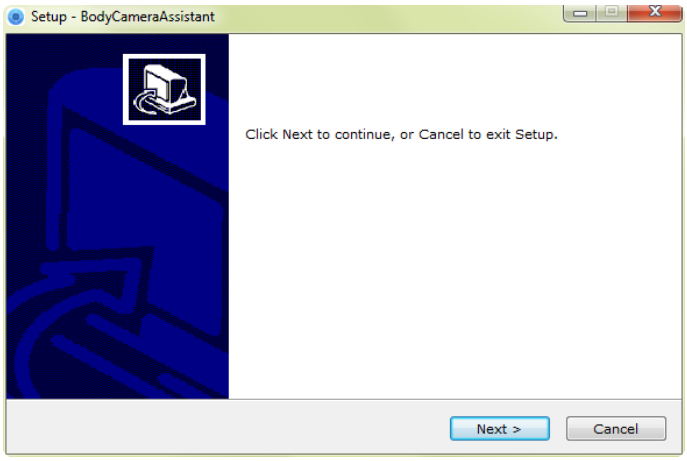

Figure 3-1 Setup

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

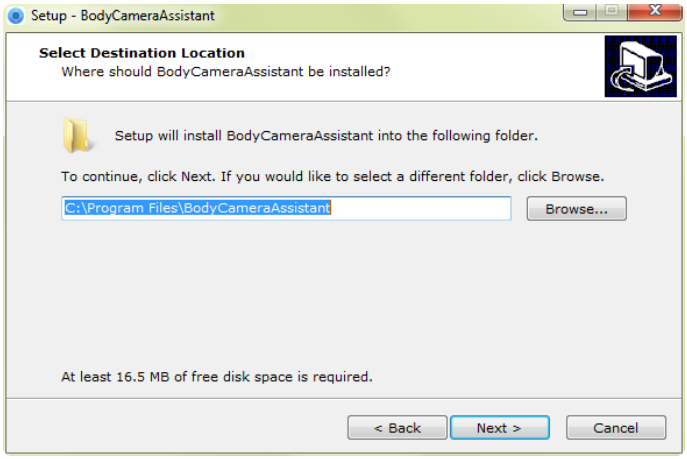

Figure 3-2 Select Destination Location

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

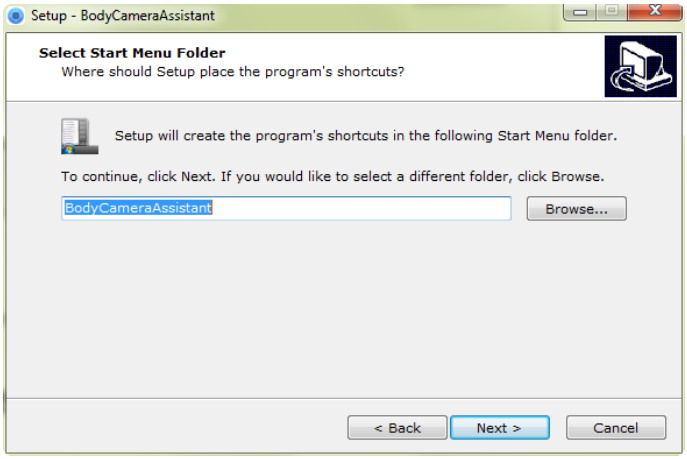

Figure 3-3 Select Start Menu Folder

Step 4 Click **Next** to enter Select Additional Tasks window. You can check **Create a desktop icon**.

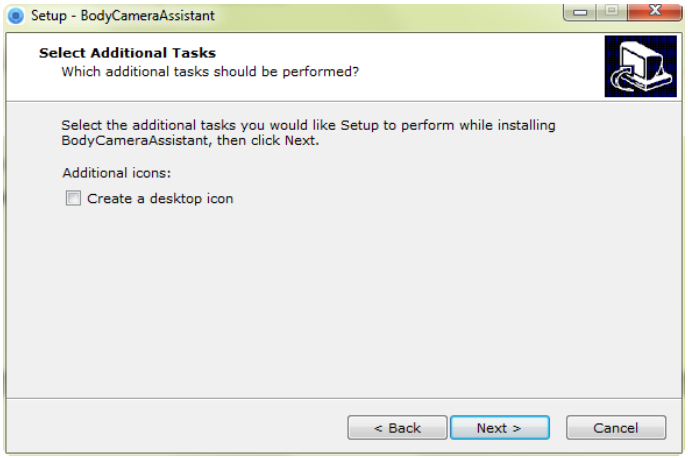

Figure 3-4 Select Additional Tasks

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

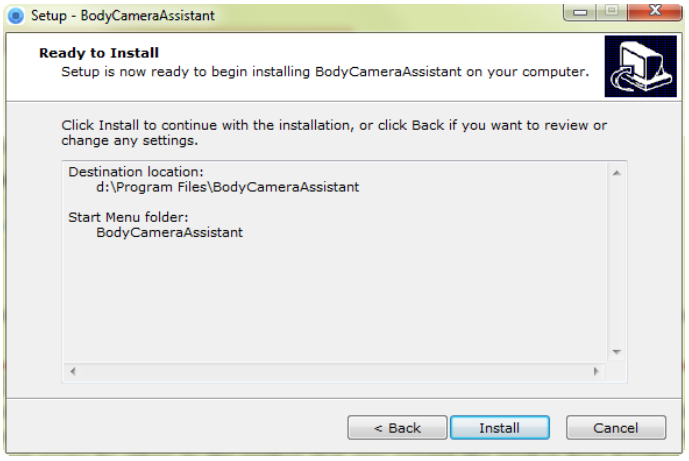

Figure 3-5 Ready to Install

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

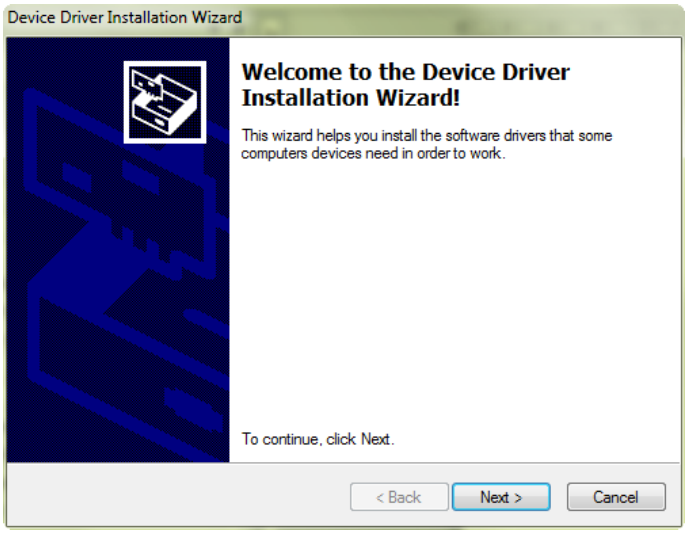

Figure 3-6 Device Driver Installation Wizard

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

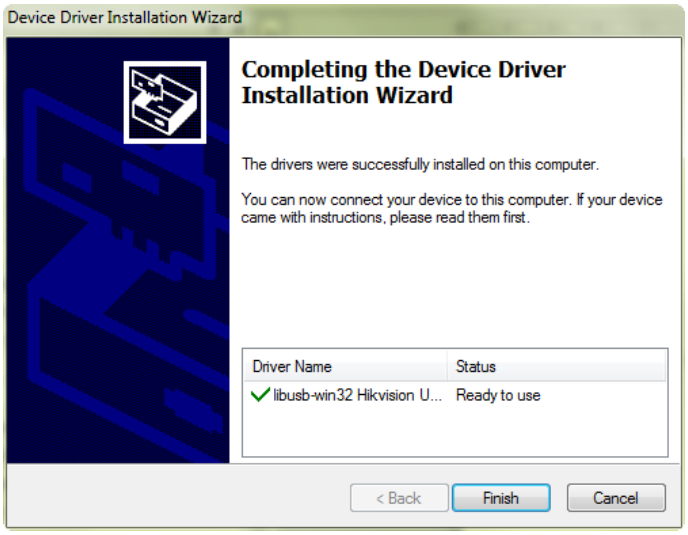

Figure 3-7 Device Driver Installation Wizard

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

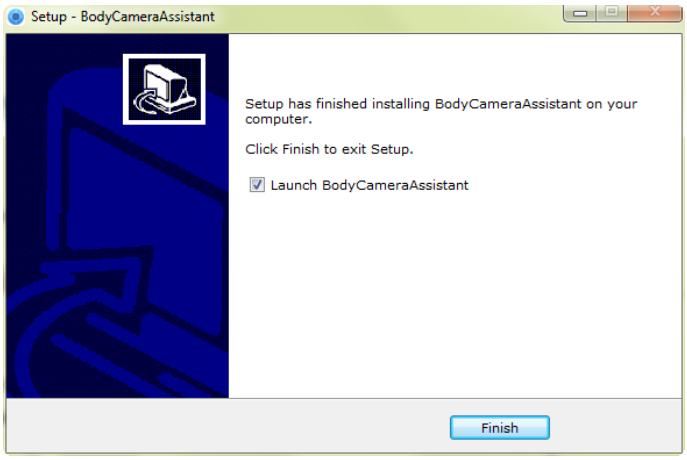

Figure 3-8 Finish Installation

Step 9 Then the Body Camera Assistant window appears.

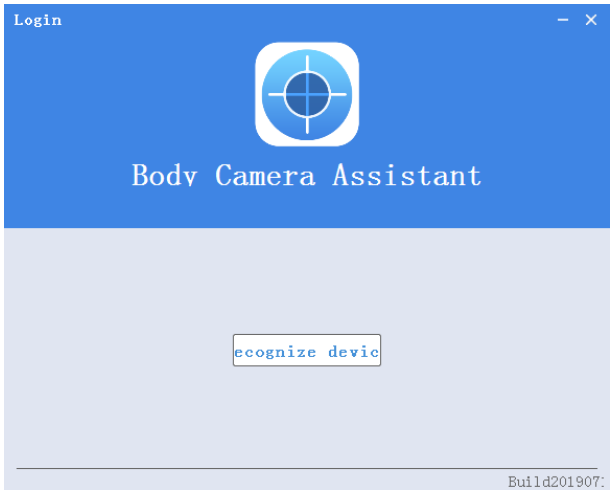

Figure 3-9 Body Camera Assistant

3.2 Log in

Log in to the device via the assistant to operate.

Before you start

Connect the device to your computer with the USB cable, and turn on the device.

Step 1 Double-click the icon of Body Camera Assistant to start it.

Step 2 Click **Recognize device** to start recognizing. Then the recognized device will be listed.

Figure 3-10 Recognized Device

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

NOTE

The device default password is 123456. Change the password in time. Refer to *3.12.2 Change Password* for details.

3.3 Log out

Step 1 Click on the upper left corner of the interface.

Figure 3-11 Log out

Step 2 Click **Exit** to log out of the assistant.

3.4 Recover Password

If you forget your device password, you can recover it to the default password.

Step 1 Enter device login window.

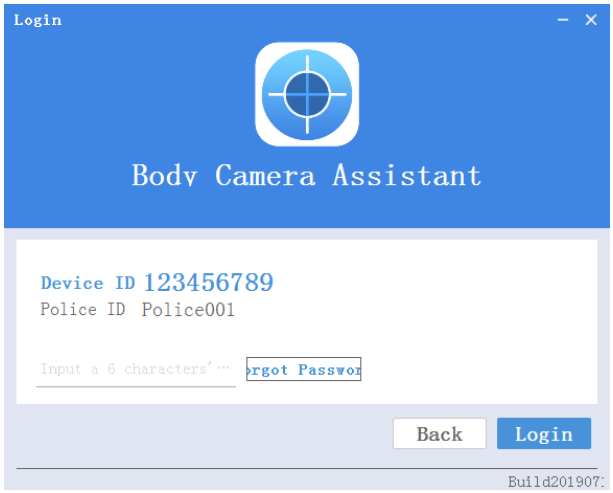

Figure 3-12 Login Window

Step 2 Click **Forgot Password**.

Step 3 Click **File Export** to export file *DeviceKey.xml.*

Step 4 Send the file to your manufacturer. They will send you an encryption file.

Step 5 Click to import the encryption file received in step 4.

Step 6 Click **Verifying Encryption** to start verifying. If verifying succeeded, device password will be recovered to default.

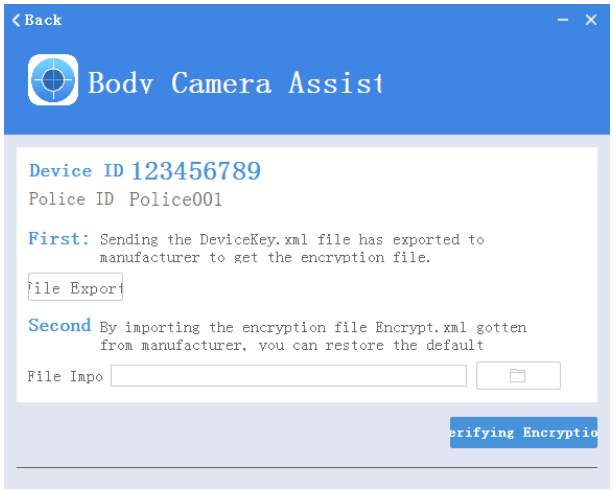

Figure 3-13 Recover Password

3.5 System Configuration

3.5.1 Enable Positioning

Enable positioning to record the occurring position of events to guarantee the completeness and availability of data.

Step 1 Go to **Device Configuration > System Settings**.

Step 2 Select positioning mode for **Positioning Settings**.

Step 3 Click **Save**.

NOTE

- If positioning failed, take the device to an open place to ensure the device can receive the positioning signal.
- Positioning function varies with models. The actual device prevails.

3.5.2 Upload Positioning Information

After positioning is enabled, if the device has been connected to the platform, the positioning information can be uploaded to the platform according to the set interval.

Before you start

Connect the device to platform. Refer to *3.11.5 Connect to Platform* for details.

Step 1 Go to **Device Configuration > Extended Settings**.

Step 2 Set **GPS Upload Interval**.

Step 3 Click **Save**.

NOTE

Positioning function varies with models. The actual device prevails.

3.5.3 Overlay Positioning Information

After positioning is enabled, the positioning information can be overlaid on video.

Step 1 Go to **Device Configuration > Extended Settings**.

Step 2 Check **GPS Overlay**.

Step 3 Click **Save**.

Result

During record and playback, the positioning information can be overlaid on video.

NOTE

Positioning function varies with models. The actual device prevails.

3.5.4 Set IR

When the record environment is dim or dark, you can enable IR light to supplement light.

NOTE

If you turn on LED light while IR function is enabled already, the IR function will be disabled forcedly. After you turn off LED light, the IR function will restore to be enabled.

Step 1 Go to **Device Configuration > System Settings**.

Step 2 Select **Infrared Settings**.

- **Close**: IR function is disabled.
- **Open**: When record starts, IR is enabled. Otherwise, IR is disabled.
- **Auto**: IR can be switched between daylight and night working mode automatically.

Step 3 Click **Save**.

3.5.5 Set Recording Parameters

Set the recording parameters of local record, including pre-record, post-record, encoding type, etc.

Step 1 Go to **Device Configuration > System Settings**.

Step 2 Set the parameters.

- **Pre-Record**: The time you set to record before the recording start time. For example, when you start recording at 10:00, if you set the pre-record time as 5m, the device records it at 9:55.

- **Post-Record**: The time you set to record after the recording end time. For example, when you stop recording at 11:00, if you set the post-record time as 5m, it records till 11:05.
- **Video Clip Time**: Maximum size for every video. Video will be automatically recorded into a new clip once reaching the size.

Step 3 Go to **Device Configuration > Extended Settings** to select **Code Type**.

NOTE

Reboot the device to make the settings into effect.

3.5.6 Enable LED Indicator

If you want to show the device status via indicators, enable LED indicators.

Step 1 Go to **Device Configuration > System Settings**.

Step 2 Set **LED Light** as **Open**.

Step 3 Click **Save**.

Result

The LED indicators will show different colors and status under different conditions. Refer to Quick Start Guide for detailed indicator description.

3.5.7 Set GPS Time Synchronization

After GPS is enabled, the device time can be synchronized via GPS.

Step 1 Go to **Device Configuration > System Settings**.

Step 2 Enable or disable **GPS Synchrony**.

Step 3 Click **Save**.

3.5.8 Set Quick Charging

You can enable or disable quick charging mode. The mode is enabled by default.

Step 1 Go to **Device Configuration > Extended Settings**.

Step 2 Check or uncheck **Quick Charging**.

- Check it to enable quick charging. When the device is being charged, you cannot record or operate the device, which can shorten the charging time.
- Uncheck it to disable quick charging. When the device is being charged, you can operate it normally.

NOTE

Reboot the device to make the settings into effect.

3.5.9 Enable Overwritten Record

You can enable overwritten record to keep recording when the available memory is insufficient, and the former recorded videos will be overwritten.

WARNING

If you enable overwritten record, back up the important data in time, or they will be overwritten.

Step 1 Go to **Device Configuration > Extended Settings**.

Step 2 Check **Overwritten Record** to enable the function.

Step 3 Click **Save**.

Step 4 Reboot the device according to the prompt.

3.5.10 Set Vibration

Vibration is enabled by default to acknowledge you of the device working status. You can disable the function.

Step 1 Go to **Device Configuration > Extended Settings**.

Step 2 Check or uncheck **Vibration**.

Step 3 Click **Save**.

Result

If vibration is enabled, the device will vibrate under different conditions. Refer to Quick Start Guide for details.

3.5.11 Enable Dubug Mode

Debug mode is disabled by default. If you want to record the debug log, enable debug mode.

Step 1 Go to **Device Configuration > Extended Settings**.

Step 2 Check **Debug Mode**.

Step 3 Click **Save**.

Result

Click Log Information to view the debug log.

3.6 Export File

You can export videos to your computer via assistant or USB mode.

3.6.1 Export File via Assistant

You can download files via assistant.

Step 1 Click **Media Information**.

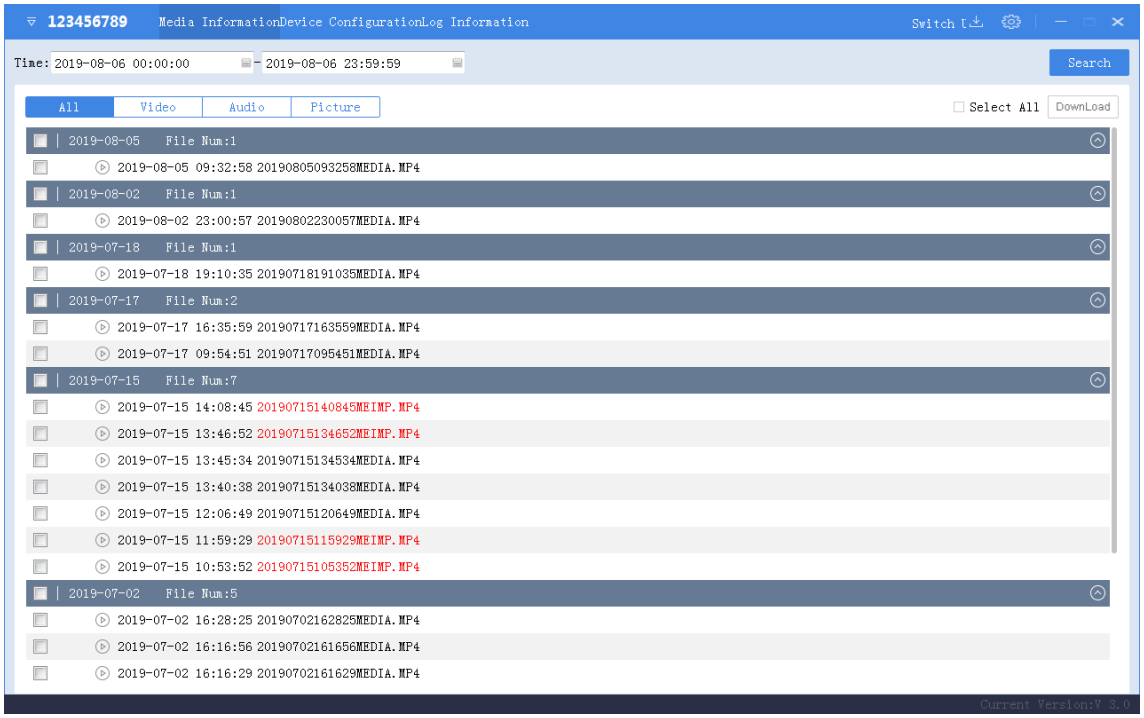

Figure 3-14 Media Information

Step 2 Click **All** or **Video**, and the recorded videos will be listed.

Step 3 Check the checkbox(es) of file(s) you want to download. Or check **Select All** to select all the files.

Step 4 Click **Download** and the window pops up as shown in Figure 6-15.

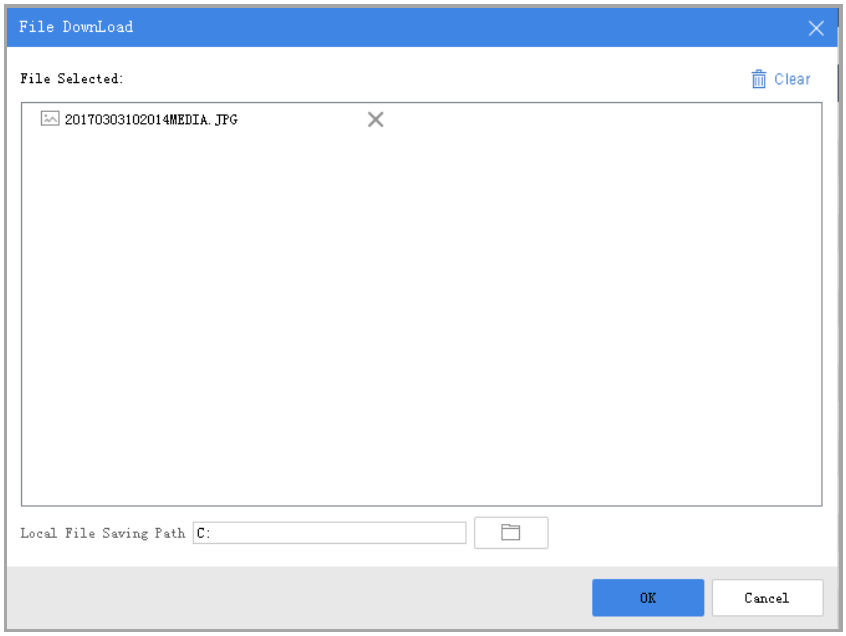

Figure 3-15 Download File

Step 5 Click to select local file saving path.

Step 6 Click **OK** to start downloading.

NOTE

- You can click **Clear** to clear all the files. Or click × to delete the selected file.
- You can click **Cancel** to cancel the downloading.
- You can click on the upper right corner to view the downloading status and downloaded file(s) saved in the local file saving path.

3.6.2 Export File via USB Mode

You can switch the device as a USB flash disk and export files to your computer.

Step 1 Click **Switch USB Mode** on the upper right corner of assistant window.

Step 2 Click **OK** to confirm. Then the assistant will exit.

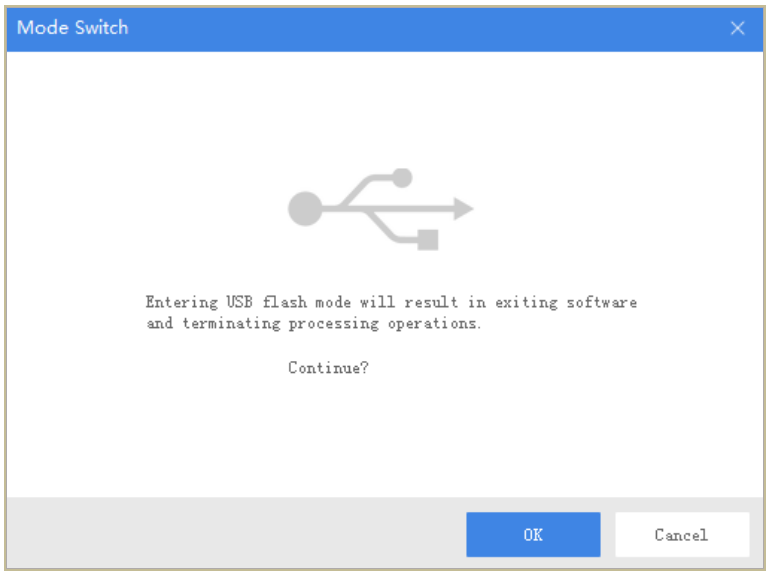

Figure 3-16 Switch USB Mode

Step 3 Enter Computer window to view the body camera. It will be recognized like a USB flash disk.

Figure 3-17 Devices with Removable Storage

Step 4 Double-click the disk to enter it and export files.

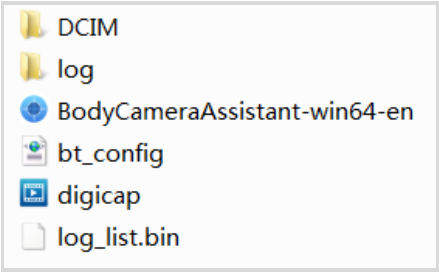

Figure 3-18 Root Directory

- **DCIM**: It contains the subfolders named with the date of recording. Double-click the subfolders to view the videos.
- **Log**: It contains the operation logs.

3.7 Play back

You need to install Hikvision player or plug-in to play back the downloaded or exported video files.

- Hikvision player: Download VSPlayer from Hikvision official website and install it to play back video files.

- Hikvision playing plug-in: If you want to play back video files via other players, download MFPlugins from Hikvision official website and install it.

3.8 Format Storage

You can format storage to clear all the data saved in the device if there is no enough memory.

Before you start

Back up the files to avoid data loss. Refer to *3.6 Export File* for details.

Step 1 Go to **Device Configuration > System Settings**.

Step 2 Click **Format**.

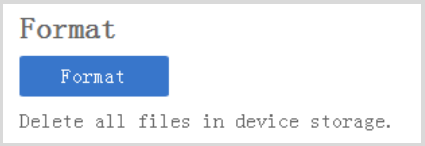

Figure 3-19 Format

Step 3 Enter the device password.

Figure 3-20 Format Device

Step 4 Click **OK** to start formatting.

3.9 Set Encoding Parameters

Set the parameters for recording and network transmission.

Step 1 Go to **Device Configuration > Device Information > Parameters**.

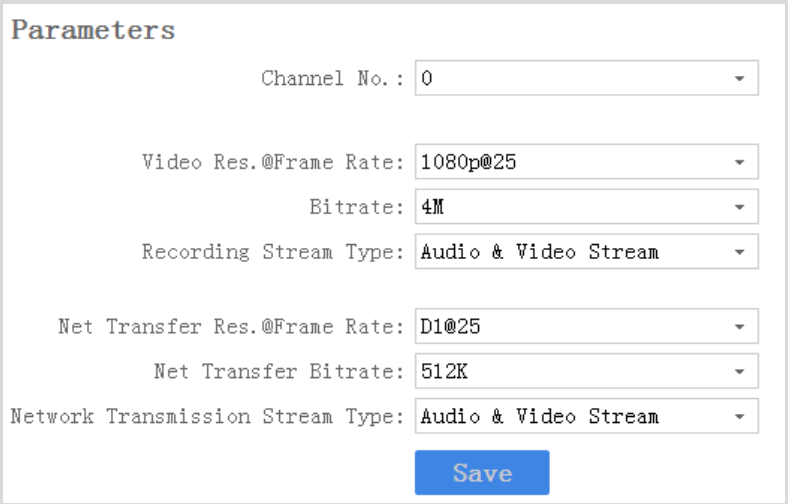

Figure 3-21 Set Encoding Parameters

Step 2 Set the encoding parameters listed.

Step 3 Click **Save**.

3.10 Set Saving Path

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

Step 1 Click on the upper right corner of assistant window.

Step 2 Click to customize **Local File Saving Path** and **Log Saving Path**.

Step 3 Click **Save**.

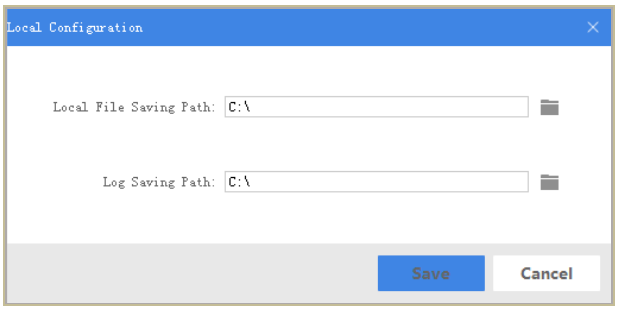

Figure 3-22 Set Saving Path

3.11 Set Network

3.11.1 Set Dynamic Wi-Fi

You can access Internet by connecting to a Wi-Fi. If you want to allocate IP address automatically, set the dynamic Wi-Fi.

Step 1 Go to **Device Configuration > Network Settings > Wi-Fi Parameters**.

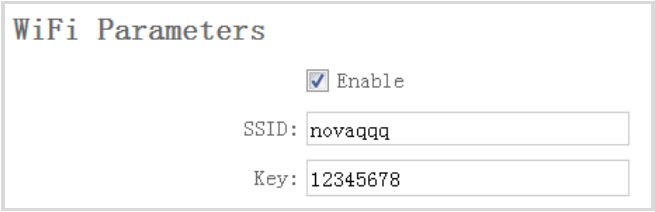

Figure 3-23 Set Dynamic Wi-Fi

Step 2 Check **Enable**.

Step 3 Enter **SSID** and **Key** of the Wi-Fi you want to connect.

Step 4 Click **Save**.

NOTE

Wi-Fi function varies with different models. The actual product prevails.

3.11.2 Set Static Wi-Fi

You can access Internet by connecting to a Wi-Fi. If you want to guarantee the network stability and remain the access address, set the static Wi-Fi.

Step 1 Go to **Device Configuration > Static Wi-Fi Configuration**.

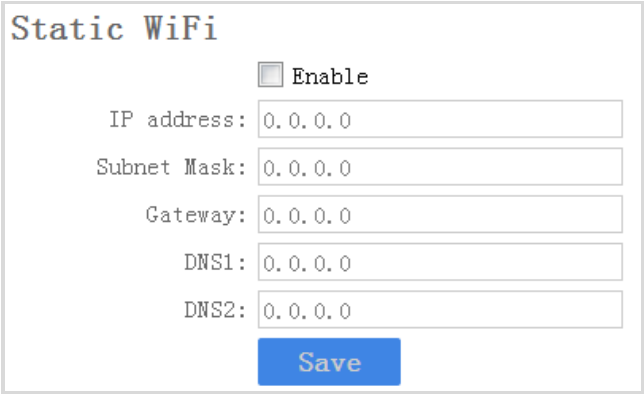

Figure 3-24 Set Static Wi-Fi

Step 2 Check **Enable**.

Step 3 Enter the parameters listed.

Step 4 Click **Save**.

NOTE

- Result the network operator to obtain static Wi-Fi.
- Wi-Fi function varies with different models. The actual product prevails.

3.11.3 Set Wi-Fi AP

The body camera can be set as a hotspot to share network to other devices.

NOTE

Wi-Fi and Wi-Fi AP cannot be enabled simultaneously.

Step 1 Go to **Device Configuration > Network Settings > AP Hotspot Param**.

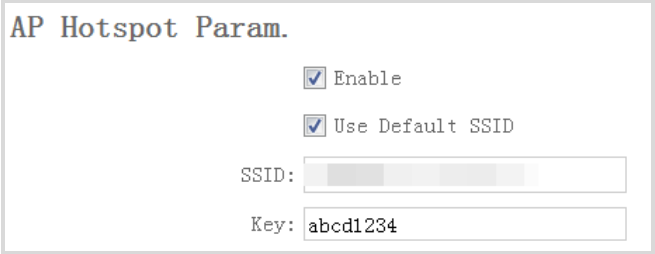

Figure 3-25 Set Wi-Fi AP

Step 2 Check **Enable**.

Step 3 (Optional) Check **Use Default SSID**. When other device is connecting to the Wi-Fi AP, the displayed SSID is the default one.

NOTE

The default SSID of the body camera is names as *Model_Serial No.*

Step 4 Enter **Key**.

NOTE

The default password of the body camera is abcd1234. Change the password to protect security. Refer to *3.12.2 Change Password* for details.

Step 5 Click **Save**.

NOTE

Wi-Fi function varies with different models. The actual product prevails.

3.11.4 Set Bluetooth

You can connect the device to Bluetooth headsets.

Before you start

Prepare Bluetooth headsets.

Step 1 Go to **Device Configuration > Extended Settings**.

Step 2 Check **Bluetooth**.

Step 3 Click **Save**.

NOTE

Connecting device via Bluetooth should be operated via Portable Device Assistant application. Refer to the user manual of application for details.

3.11.5 Connect to Platform

You can log in to the device via platform to realize live view, data management, and so on.

Before you start

Set the connected platform. Refer to the platform user manual for details. Ensure the device can communicate with the platform normally.

Step 1 Go to **Device Configuration > Platform Settings**.

Figure 3-26 Set Platform

Step 2 Check **Enable**.

Step 3 Edit **IP**, **Port**, and **Device ID**.

- **IP**: The IP address of platform server you want to connect.
- **Domain Name**: The domain address 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 the unique identification.

Step 4 Click **Save**.

3.12 Maintenance

3.12.1 Set Device Information

You can view the device version and serial No., and customize the police ID and device ID.

Step 1 Go to **Device Configuration > Device Information > User Information**.

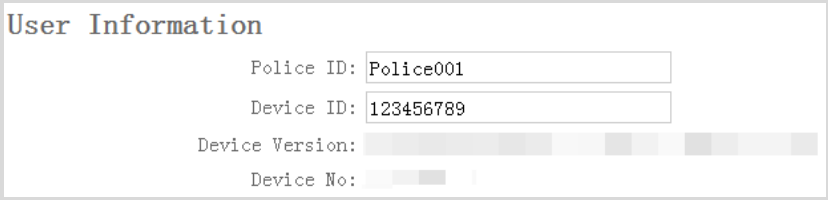

Figure 3-27 User Information

Step 2 View the device version and serial No.

Step 3 Edit **Police ID** and **Device ID**.

NOTE

Police ID and device ID cannot be longer than 32 characters.

Step 4 Click **Save**.

3.12.2 Change Password

You can change the device password.

WARNING

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.

Step 1 Go to **Device Configuration > Security Settings**.

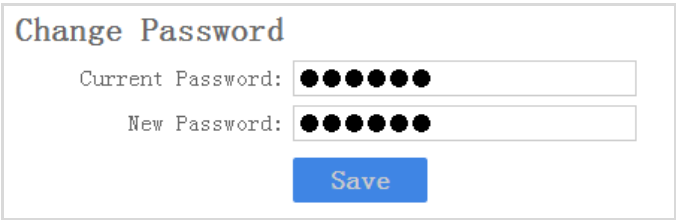

Figure 3-28 Change Password

Step 2 Enter **Current Password**.

Step 3 Enter **New Password**.

Step 4 Click **Save**.

NOTE

Password can only contain numbers. Letters and symbols are not supported.

3.12.3 Synchronize Time

You can synchronize device time with your custom time or computer time.

Step 1 Go to **Device Configuration > Time Settings**.

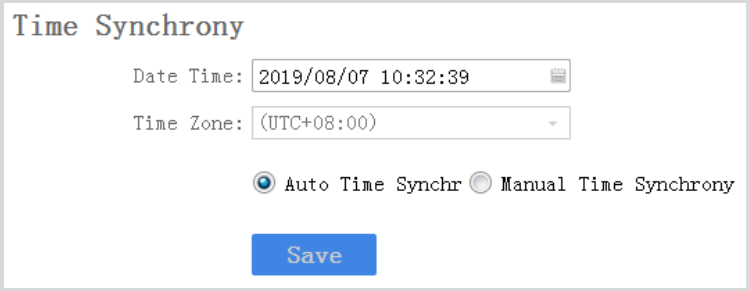

Figure 3-29 Synchronize Time

Step 2 Select time synchronization type.

- **Auto Time Synchrony**: If selected, **Device Time** and **Time Zone** are not configurable. Assistant will synchronize the device time with your computer time.
- **Manual Time Synchrony**: If selected, you can synchronize device time according to your custom time.

Step 3 (Optional) If **Manual Time Synchrony** is selected, select **Device Time** and **Time Zone** according to your needs.

Step 4 Click **Save**.

3.12.4 Search Log

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

Step 1 Click **Log Information**.

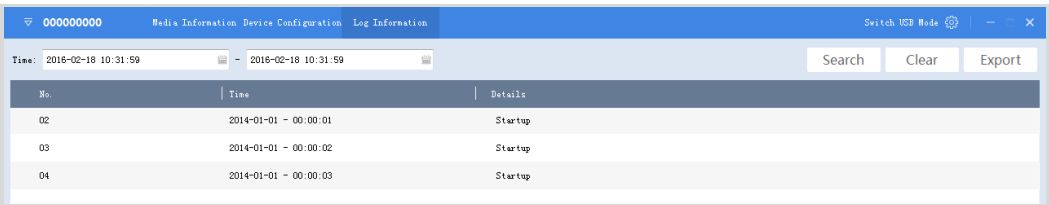

Figure 3-30 Log Information

Step 2 Set the start time and end time, and Click **Search** to search the logs in the duration.

Step 3 (Optional) Click **Export** to export the searched logs.

NOTE

The exported logs are saved in *.txt* format in the set log saving path. Refer to *3.10 Set Saving Path* for the saving path.

Step 4 (Optional) Click **Clear** to clear the searched logs.

3.12.5 Upgrade Device

You can upgrade device via the assistant.

Before you start

Save the upgrade package to your computer. Start the device.

Step 1 Go to **Device Configuration > Upgrade Config**.

Step 2 Click **Browse** to select the upgrade package.

Step 3 Click **Upgrade**. The prompt *Sending file …* pops up.

Step 4 After sending succeeded, the prompt *Update command sent.* pops up. Click **OK**.

NOTE

Wait for a period of time until the upgrade completes. The device will reboot automatically.

3.12.6 Restore Default Settings

You can restore the device to the default settings.

Step 1 Go to **Device Configuration > System Settings**.

Step 2 Click **Recovery**.

Step 3 Enter the device password in the popup window.

Step 4 Click **OK**.

3.12.7 Reset Device

You can reset all parameters and clear all data of the device.

Step 1 Go to **Device Configuration > System Settings**.

Step 2 Click **Factory Defaults**.

Step 3 Enter the device password in the popup window.

Step 4 Click **OK**.

Chapter 4 FAQ

4.1 Why does the device faile to start up?

- The device is out of power. Shut down the device and connect it to the charger to charge for at least 20 minutes.

4.2 Why does the device fail to record?

- There is insufficient memory. Back up the data in the device and clear the storage.
- Formatting storage error. Format the device via Body Camera Assistant.

4.3 Why cannot the device be configured after it is connected to the computer?

- Exit from Body Camera Assistant installed on the computer.
- Unplug and then plug the USB cable.

4.4 Why cannot the devcie be logged in to via Body Camera Assistant?

- If you forget the password, reset the password.
- Password is incorrect. Log in with the right password.
- Reboot the device, and connect it to the computer again.

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See Far, Go Further