



DS-MCW405/32G/GPS/WIFI
Body Camera
User Manual

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This 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:

- This device may not cause harmful interference.
- 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:

- This device may not cause interference, and
- 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 :

- l'appareil ne doit pas produire de brouillage, et
- 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 SAR value is 0.3W/Kg for 2.4G Band which satisfies the RF exposure requirement.

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.

Contents

Chapter 1 Product Introduction	7
1.1 Introduction.....	7
1.2 Key Features.....	7
Chapter 2 Basic Operation	8
2.1 Startup and Shutdown.....	8
2.2 Charge.....	8
2.2.1 How to Protect Charger.....	8
2.2.2 Charge Device.....	8
2.3 Turn on/off LED Light.....	8
2.4 Record.....	9
2.5 Tag Important Data	9
2.6 Enable/Disable Mute Mode.....	9
2.7 Alarm.....	9
Chapter 3 Body Camera Assistant Operation	10
3.1 Install Assistant	10
3.2 Log in	14
3.3 Log out.....	14
3.4 Recover Password.....	14
3.5 System Configuration	15
3.5.1 Enable Positioning	15
3.5.2 Upload Positioning Information	16
3.5.3 Overlay Positioning Information	16
3.5.4 Set IR.....	16
3.5.5 Set Recording Parameters.....	17
3.5.6 Enable LED Indicator	17
3.5.7 Set GPS Time Synchronization	17
3.5.8 Set Quick Charging	17
3.5.9 Enable Overwritten Record	18
3.5.10 Set Vibration	18
3.5.11 Enable Debug Mode.....	18
3.6 Export File	18
3.6.1 Export File via Assistant	19
3.6.2 Export File via USB Mode	20
3.7 Playback	21
3.8 Format Storage.....	22
3.9 Set Encoding Parameters	22
3.10 Set Saving Path	23
3.11 Set Network	23
3.11.1 Set Dynamic Wi-Fi.....	23
3.11.2 Set Static Wi-Fi	24

3.11.3 Set Wi-Fi AP	24
3.11.4 Set Bluetooth.....	25
3.11.5 Connect to Platform	25
3.12 Maintenance.....	26
3.12.1 Set Device Information.....	26
3.12.2 Change Password.....	26
3.12.3 Synchronize Time	27
3.12.4 Search Log.....	28
3.12.5 Upgrade Device	28
3.12.6 Restore Default Settings	28
3.12.7 Reset Device.....	29
Chapter 4 FAQ	30
4.1 Why does the device fail to start?	30
4.2 Why does the device fail to record?	30
4.3 Why can't the device be configured after it is connected to the computer?.....	30
4.4 Why can't the device be logged in to via Body Camera Assistant?.....	30

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 position 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 Features

- Full HD record.
- Supports GPS, and the position information can be uploaded to the command center in realtime.
- 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 by model. The actual product prevails.

Chapter 2 Basic Operation

2.1 Startup and Shutdown

- **Startup:** Hold  for three 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 solid green, indicating the device has started up.
- **Shutdown:** Hold  for three seconds. Then the device vibrates for 0.5 second, and the two indicators become 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 by dampness, DO NOT use it.
- To protect device and your security, DO NOT touch the device, charger, and USB cable with a 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 fast red, and indicator 2 stays the former status. Charge it in time.


1. Open the Mini USB interface cover.
2. Insert one end of USB cable to the Mini USB interface, and the other end to the charger.
 - Use the matching 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 *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, 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 one 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 *Set Recording Parameters* for details.

2.5 Tag Important Data

You can tag important data in the video for future searches.



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

NOTE: Tagging takes effect only for the current record. When the record ends, tagging stops.

You cannot cancel tagging after it starts.

2.6 Enable/Disable Mute Mode

By enabling mute mode, the indicators, LED light, IR lights, and vibration are disabled.

- After the device starts, hold  to enable mute mode.
- In mute mode, hold  to disable the mode, and the device vibrates for 0.5 second, indicating 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 *Export File* for details.

When the power is low, charge the device in time. Refer to *Charge*.

Chapter 3 Body Camera Assistant Operation

You can log in to the body camera via the 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 your computer's operating system.

NOTE: Install *BodyCameraAssistant-win32.exe* if your computer is a 32-bit operating system.

Install *BodyCameraAssistant-win64.exe* if your computer is a 64-bit operating system.

1. Double-click the application to start installing.

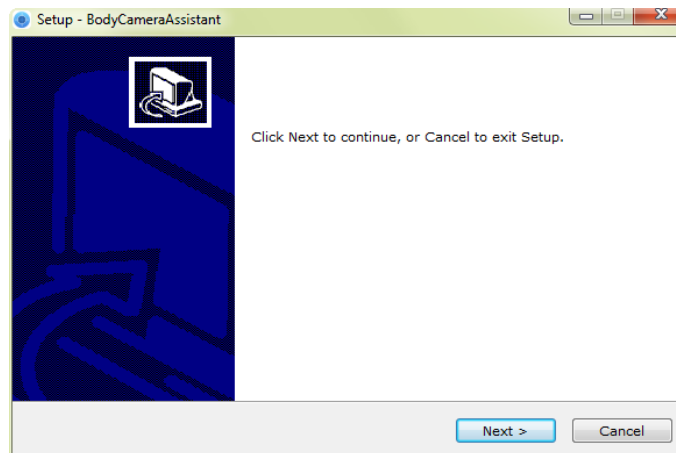


Figure 1, Setup

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

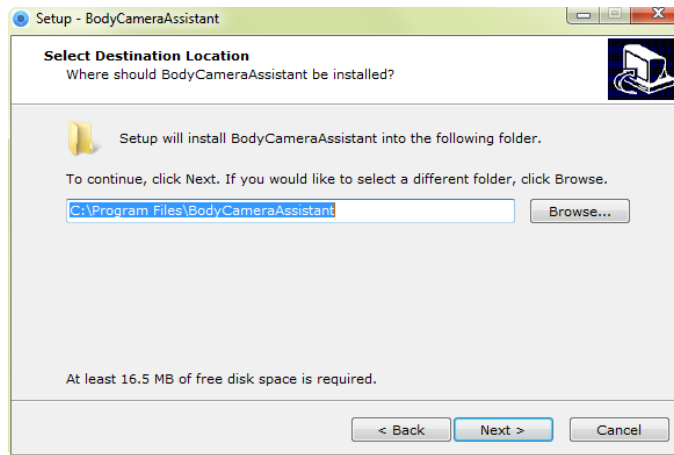


Figure 2, Select Destination Location

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.

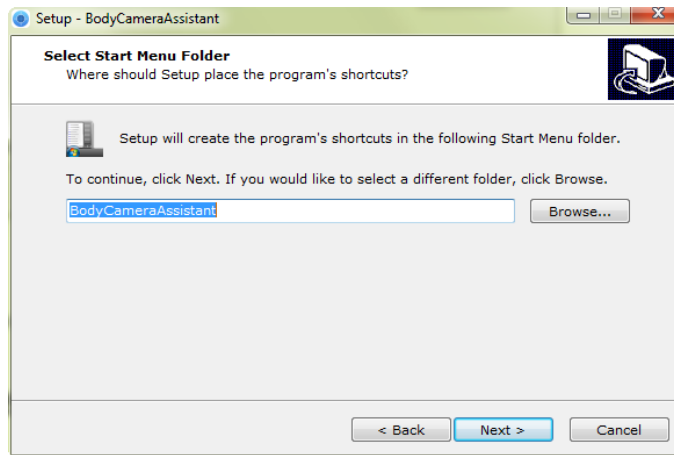


Figure 3, Select Start Menu Folder

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

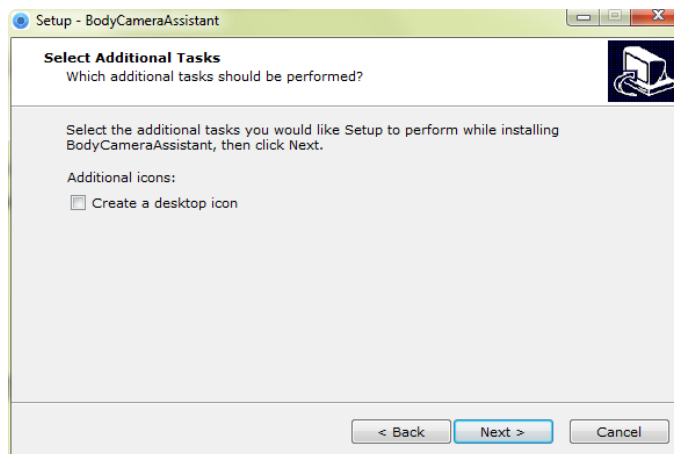


Figure 4, Select Additional Tasks

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

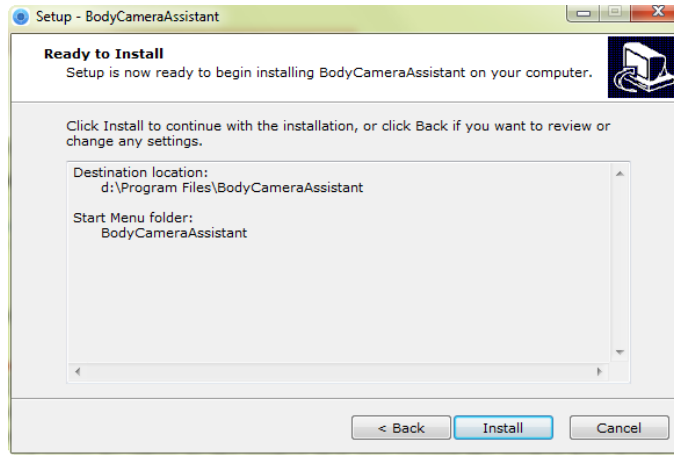


Figure 5, Ready to Install

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

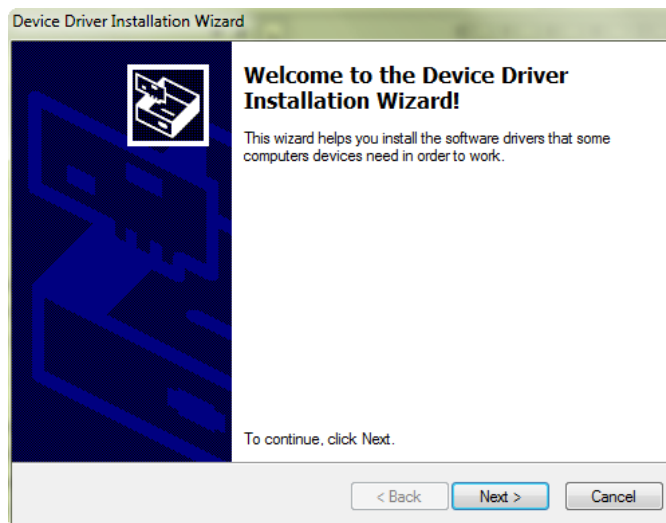


Figure 6, Device Driver Installation Wizard

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

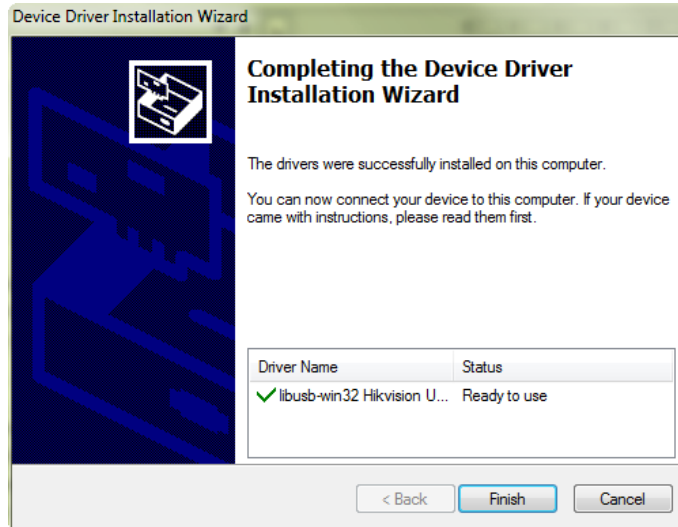


Figure 7, Device Driver Installation Wizard

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

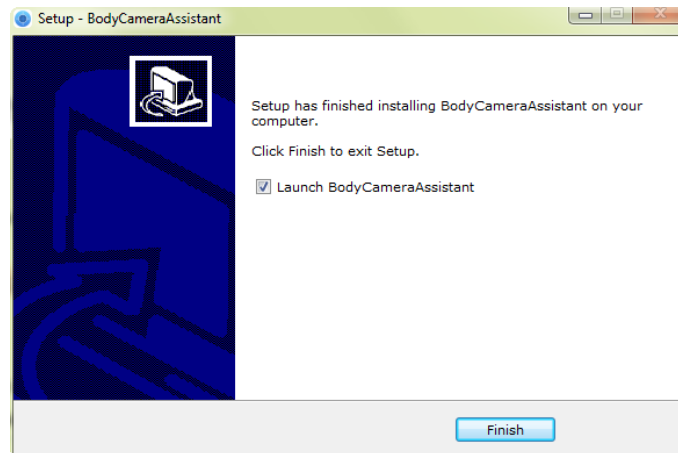


Figure 8, Finish Installation

9. Then the Body Camera Assistant window appears.

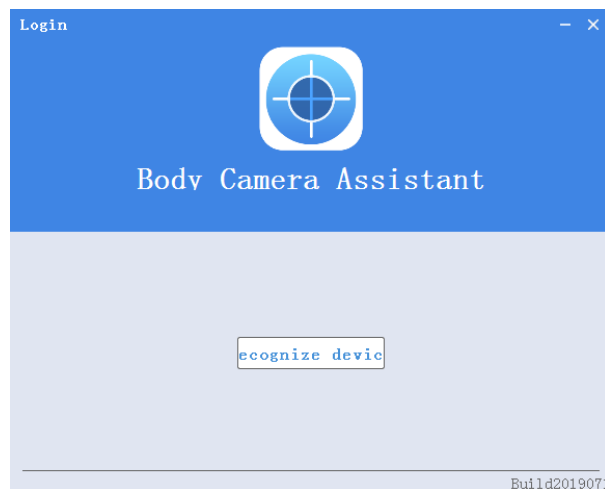


Figure 9, Body Camera Assistant

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.

1. Double-click the icon of Body Camera Assistant to start it.
2. Click **Recognize device** to start recognizing. Then the recognized device will be listed.

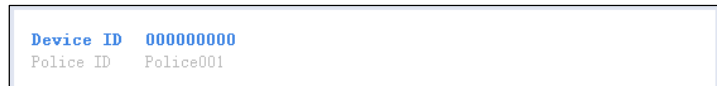


Figure 10, Recognized Device

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 *Change Password* for details.

3.3 Log Out

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



Figure 11, Log Out

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.

1. Enter device login window.

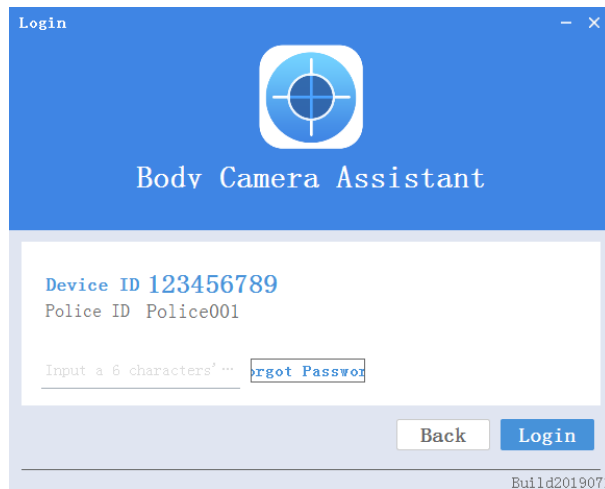



Figure 12, Login Window

2. Click **Forgot 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 the default.

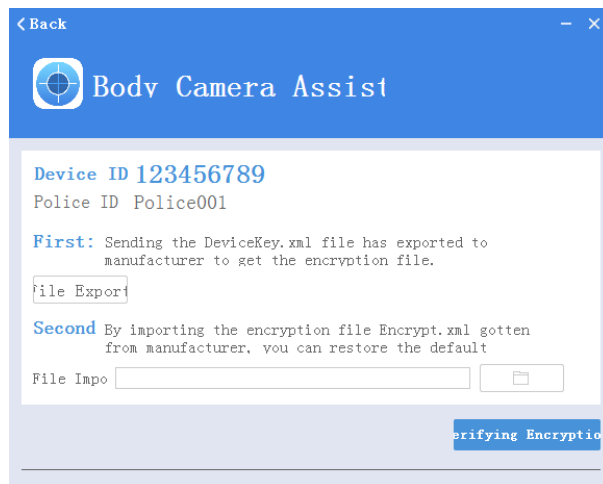


Figure 13, Recover Password

3.5 System Configuration

3.5.1 Enable Positioning

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

1. Go to **Device Configuration > System Settings**.
2. Select positioning mode for **Positioning Settings**.

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 by model. 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 *Connect to Platform* for details.

1. Go to **Device Configuration > Extended Settings**.
2. Set **GPS Upload Interval**.
3. Click **Save**.

NOTE: Positioning function varies by model. The actual device prevails.

3.5.3 Overlay Positioning Information

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

1. Go to **Device Configuration > Extended Settings**.
2. Check **GPS Overlay**.
3. Click **Save**.

Result

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

NOTE: Positioning function varies by model. The actual device prevails.

3.5.4 Set IR

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

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

1. Go to **Device Configuration > System Settings**.
2. Select **Infrared Settings**.
 - **Close:** IR function is disabled.
 - **Open:** When record starts, IR is enabled. Otherwise, IR is disabled.
 - **Auto:** IR switches between daylight and night working modes automatically.

3. Click **Save**.

3.5.5 Set Recording Parameters

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

1. Go to **Device Configuration > System Settings**.
2. Set the parameters.
 - **Pre-Record:** The time you set to record before the recording start time. For example, if you start recording at 10:00, if you set the pre-record time as 5 m, the device records it at 9:55.
 - **Post-Record:** The time you set to record after the recording end time. For example, if you stop recording at 11:00, if you set the post-record time as 5 m, it records until 11:05.
 - **Video Clip Time:** Maximum size for every video. Video will be automatically recorded into a new clip once reaching the size.
3. Go to **Device Configuration > Extended Settings** to select **Code Type**.

NOTE: Reboot the device to have the settings take effect.

3.5.6 Enable LED Indicator

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

1. Go to **Device Configuration > System Settings**.
2. Set **LED Light** as **Open**.
3. Click **Save**.

Result

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

3.5.7 Set GPS Time Synchronization

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

1. Go to **Device Configuration > System Settings**.
2. Enable or disable **GPS Synchrony**.
3. Click **Save**.

3.5.8 Set Quick Charging

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

1. Go to **Device Configuration > Extended Settings**.
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 have the settings take effect.

3.5.9 Enable Overwritten Record

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



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

1. Go to **Device Configuration > Extended Settings**.
2. Check **Overwritten Record** to enable the function.
3. Click **Save**.
4. Reboot the device according to the prompt.

3.5.10 Set Vibration

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

1. Go to **Device Configuration > Extended Settings**.
2. Check or uncheck **Vibration**.
3. Click **Save**.

Result

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

3.5.11 Enable Debug Mode

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

1. Go to **Device Configuration > Extended Settings**.
2. Check **Debug Mode**.
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.

1. Click **Media Information**.

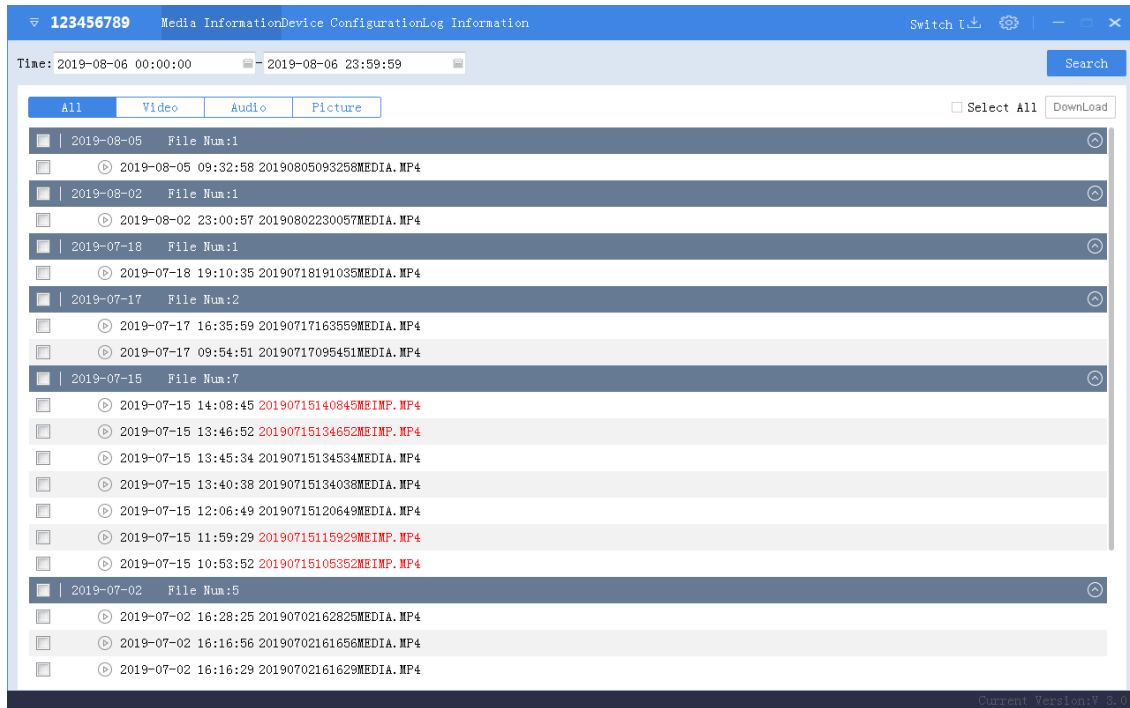


Figure 14, Media Information

2. Click **All** or **Video**, and the recorded videos will be listed.
3. Check the checkbox(es) of file(s) you want to download, or check **Select All** to select all the files.
4. Click **Download** and the window pops up as shown in figure below.

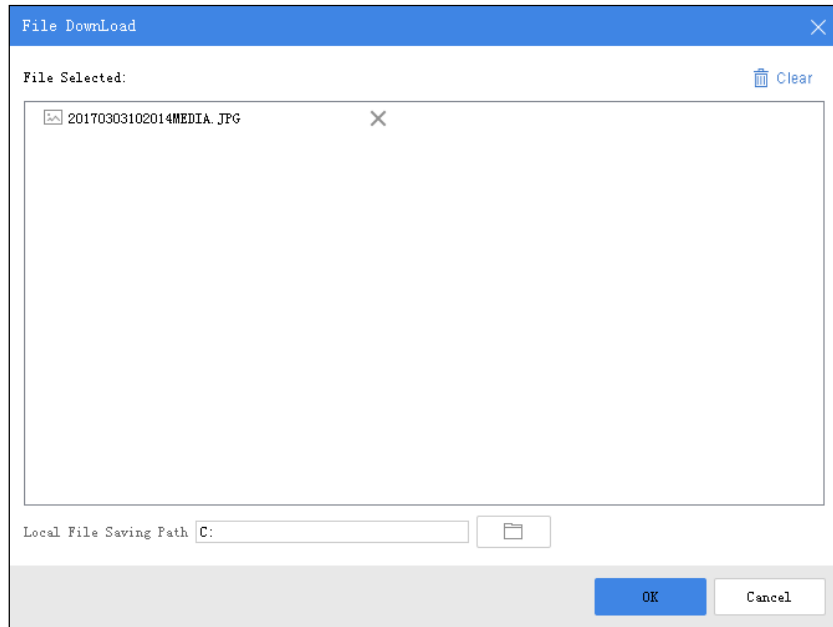



Figure 15, Download File

5. Click  to select local file saving path.
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 to function as a USB flash disk and export files to your computer.

1. Click **Switch USB Mode** on the upper right corner of assistant window.
2. Click **OK** to confirm. Then the assistant will exit.

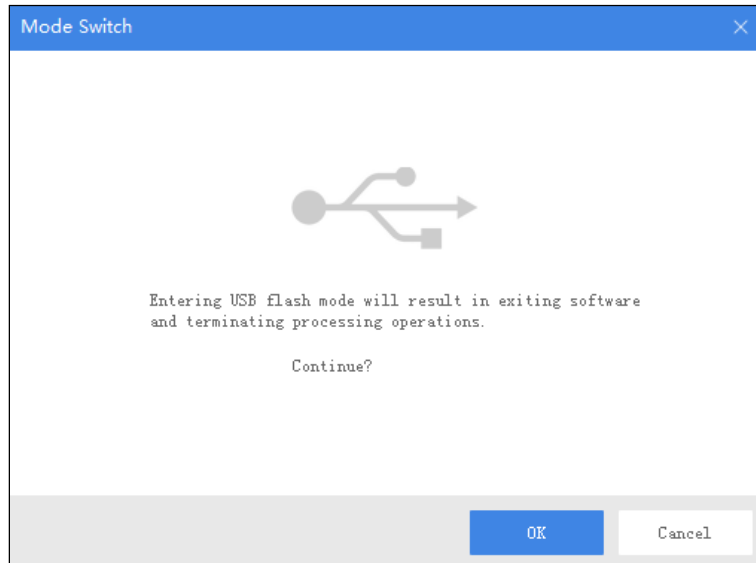


Figure 16, Switch USB Mode

3. Enter Computer window to view the body camera. It will appear as a USB flash disk.



Figure 17, Devices with Removable Storage

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

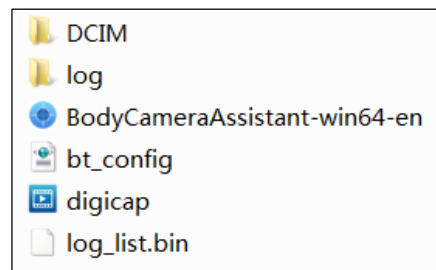


Figure 18, Root Directory

NOTE: **DCIM:** Contains subfolders named with the recording date. Double-click the subfolders to view the videos.

Log: Contains the operation logs.

3.7 Playback

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:** To play the video files via other players, download and install the MFPlugins from the Hikvision official Website.

3.8 Format Storage

You can format storage to clear all data saved in the device if there is not enough memory.

Before You Start

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

1. Go to **Device Configuration > System Settings**.
2. Click **Format**.



Figure 19, Format

3. Enter the device password.



Figure 20, Format Device

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

3.9 Set Encoding Parameters

Set the parameters for recording and network transmission.

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

The screenshot shows a 'Parameters' window with the following settings:

Channel No. :	0
Video Res.@Frame Rate:	1080p@25
Bitrate:	4M
Recording Stream Type:	Audio & Video Stream
Net Transfer Res.@Frame Rate:	D1@25
Net Transfer Bitrate:	512K
Network Transmission Stream Type:	Audio & Video Stream



A blue 'Save' button is located at the bottom right of the window.

Figure 21, Set Encoding Parameters

2. Set the encoding parameters listed.
3. Click **Save**.

3.10 Set Saving Path

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

1. Click  on the upper right corner of the assistant window.
2. Click  to customize **Local File Saving Path** and **Log Saving Path**.
3. Click **Save**.

The screenshot shows a 'Local Configuration' dialog box with the following fields:

Local File Saving Path:	C:\
Log Saving Path:	C:\

At the bottom, there are 'Save' and 'Cancel' buttons.

Figure 22, Set Saving Path

3.11 Set Network

3.11.1 Set Dynamic Wi-Fi

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

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

Figure 23, Set Dynamic Wi-Fi

2. Check **Enable**.
3. Enter **SSID** and **Key** of the Wi-Fi you want to connect.
4. Click **Save**.

NOTE: The Wi-Fi function varies by model. The actual product prevails.

3.11.2 Set Static Wi-Fi

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

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

Figure 24, Set Static Wi-Fi

2. Check **Enable**.
3. Enter the parameters listed.
4. Click **Save**.

NOTE: Consult with the network operator to obtain the static Wi-Fi address.

The Wi-Fi function varies by model. The actual product prevails.

3.11.3 Set Wi-Fi AP

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

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

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

AP Hotspot Param.

Enable

Use Default SSID

SSID:

Key: abcd1234

Figure 25, Set Wi-Fi AP

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

NOTE: The default SSID of the body camera is named *Model_Serial No.*

4. Enter **Key**.

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

5. Click **Save**.

NOTE: The Wi-Fi function varies by model. The actual product prevails.

3.11.4 Set Bluetooth

You can connect the device to Bluetooth headsets.

Before You Start

Prepare Bluetooth headsets.

1. Go to **Device Configuration > Extended Settings**.
2. Check **Bluetooth**.
3. Click **Save**.

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

3.11.5 Connect to Platform

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

Before You Start

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

Figure 26, Set Platform

1. Go to **Device Configuration > Platform Settings**.
2. Check **Enable**.
3. Edit **IP**, **Port**, and **Device ID**.
 - **IP**: The IP address of the platform server you want to connect to.
 - **Domain Name**: The domain address of the platform server you want to connect to.
 - **Port**: The platform port. The default iVMS port is 7660.
 - **Device ID**: When adding a device via the platform, the ID is needed. It is the unique identification.
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.

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

Figure 27, User Information

2. View the device version and serial no.
3. Edit **Police ID** and **Device ID**.

NOTE: Police ID and device ID cannot be longer than 32 characters.
4. Click **Save**.

3.12.2 Change Password

You can change the device password.



STRONG PASSWORD RECOMMENDED – We highly recommend that you create a strong password of your own choosing (using a minimum of eight numbers in order to increase the security of your product. We also recommend that you reset your password regularly. Especially in high security systems, resetting the password monthly or weekly can better protect your product.

Proper configuration of all passwords and other security settings is the responsibility of the installer and/or end-user.

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

Figure 28, Change Password

2. Enter **Current Password**.
3. Enter **New Password**.

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

4. Click **Save**.

3.12.3 Synchronize Time

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

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

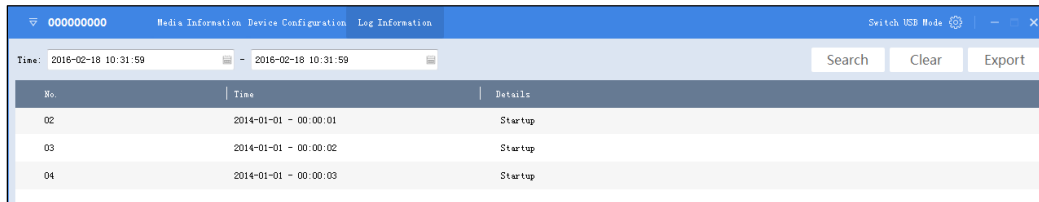
Figure 29, Synchronize Time

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

1. Click Log Information.



The screenshot shows a software window titled "00000000" with tabs for "Media Information", "Device Configuration", and "Log Information". The "Log Information" tab is active. At the top, there are two date-time pickers set to "2016-02-18 10:31:59" and "2016-02-18 10:31:59". To the right are buttons for "Search", "Clear", and "Export". Below this is a table with three columns: "No.", "Time", and "Details".

No.	Time	Details
02	2014-01-01 - 00:00:01	Startup
03	2014-01-01 - 00:00:02	Startup
04	2014-01-01 - 00:00:03	Startup

Figure 30, Log Information

2. Set the start time and end time, and Click **Search** to search the logs in the duration.
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 *Set Saving Path* for the saving path.

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.

1. Go to **Device Configuration > Upgrade Config**.
2. Click **Browse** to select the upgrade package.
3. Click **Upgrade**. The prompt *Sending file...* pops up.
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.

1. Go to **Device Configuration > System Settings**.
2. Click **Recovery**.
3. Enter the device password in the pop-up window.
4. Click **OK**.

3.12.7 Reset Device

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

1. Go to **Device Configuration > System Settings**.
2. Click **Factory Defaults**.
3. Enter the device password in the pop-up window.
4. Click **OK**.

Chapter 4 FAQ

4.1 Why does the device fail to start?

- 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?

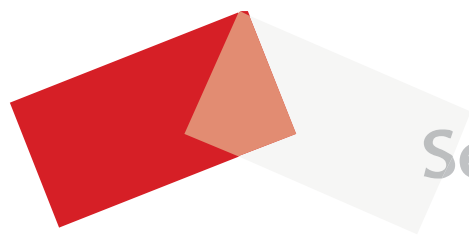
- There is insufficient memory. Back up the data in the device and clear the storage.
- Formatting storage error. Format the device via Body Camera Assistant.

4.3 Why can't 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 can't the device 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.



See Far, Go Further