HIKVISION

Body Camera

Quick Start Guide

TABLE OF CONTENTS

Quick Start Guide

About this Manual

This Manual is applicable to DS-MH2311 Series 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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LAW, THE LATER PREVAILS.

Applicable Models

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

Series	Model
DS-MH2311	DS-MH2311/32G
	DS-MH2311/32G/GLE

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.

Chapter 1 Introduction

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

1.1 Package List

Following objects are included in package. 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.

1.2 Buttons and Interfaces

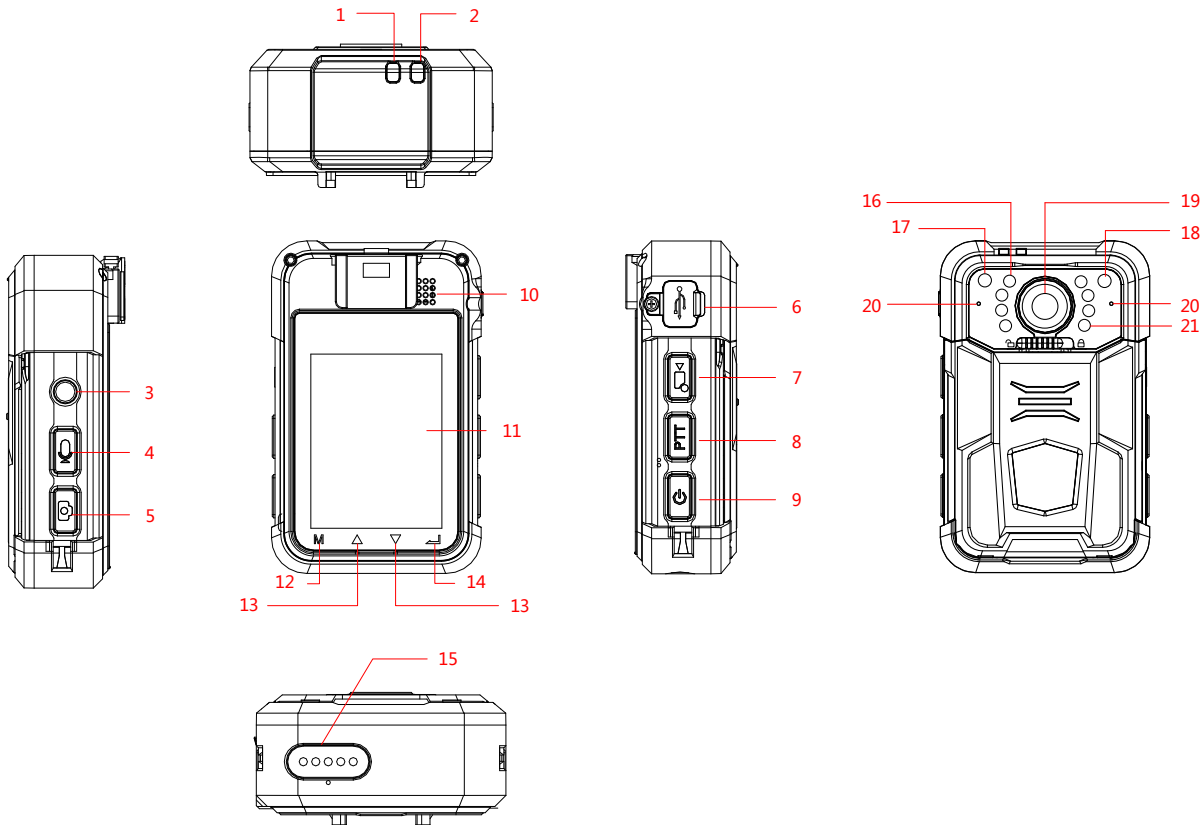Refer to Figure 1-1 for the overall view of the body camera.

Figure 1-1 Overall View

Table 1-1 Description of Overall View

No.	Button	Description
1	LED 1	- When body camera is being charged, it is solid red. - When body camera is fully charged, it is solid green. - 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 working, it is solid green. - When body camera is taping audio, it flashes in yellow.
3	SOS	In emergency, hold it for more than 1 second to alarm manually and send the alarm to the platform.
4	Taping	- Press it to start/stop taping. - Hold it for 3 seconds to turn on/off white light.

No.	Button	Description
5	Capture	Press it to capture current live view image.
6	USB interface	Connect USB cable or charger to it.
7	Recording	● Press it to start/stop recording. ● Hold it for 3 seconds to turn on laser positioning light. ● When body camera is shut down, hold it for 3 seconds to start up it and start recording.
8	PTT	Reserved button.
9	On/Off	● When body camera is off, hold it for 3 seconds to start it up. ● When body camera is on, hold it for 3 seconds to shut it down. ● After body camera is started up, press it to inactivate/activate LCD.
10	Loudspeaker	Loudspeaker.
11	LCD	It displays local menu and live view image.
12	M	● In LCD live view mode, tap it to enter main menu. ● In LCD menu, tap it to exit.
13	△/▽	● In LCD menu, tap it to navigate between fields and items in menus. ● In LCD playback mode, tap △/▽ to speed up/slow down playback speed. ● In LCD live view mode, tap △/▽ to zoom in/out.
14	⌐	● In LCD menu, tap it to enter a sub-menu or confirm a selection. ● When body camera is recording, hold it for 3 seconds to set a video tag.
15	Expansion interface	Connect it to the cradle for charging or data transmission. [i] NOTE

No.	Button	Description
		The cradle is optional.
16	White light	It supplies light at dark environment.
17	Photosensitive sensor	It can detect the surrounding light and adjust the LCD brightness to save power and make your eyes comfortable.
18	Laser positioning light	You can turn on the laser positioning light to judge the position when recording or capturing.
19	Lens	Lens.
20	MIC	MIC.
21	IR Light	You can turn on the IR light to supply body camera sufficient light to get a visible image.

1.3 Charge Body Camera

Step 1 Open the cover of USB interface on one side of the body camera.

Step 2 Connect the body camera to the charger with the USB data cable.

i NOTE

● When the body camera is being charged, LED 1 is solid red. When it is fully

charged, LED 1 is solid green.

● You can enable quick charging mode in system settings. In quick charging

mode, the body camera cannot be operated. If quick charging mode is

disabled, you can operate the body camera normally when the body camera is

being charged.

Chapter 2 Installation

2.1 Install Shoulder Clip

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

Step 1 Insert the shoulder clip down into the slot on the front panel of the body camera.
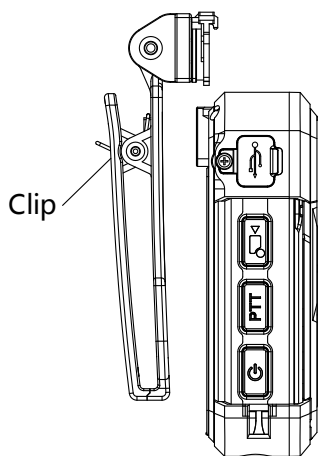
Clip

Figure 2-1 Install Shoulder Clip
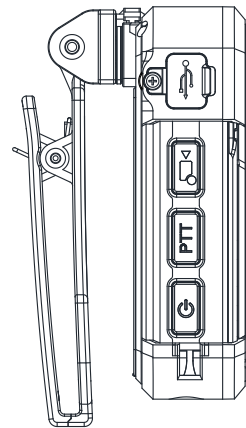
Step 2 Check if the clip is inserted into the slot firmly.

Figure 2-2 Successful Installation

2.2 Uninstall Shoulder Clip

Step 1 Press the buckles on both sides of the clip inwards with your fingers.
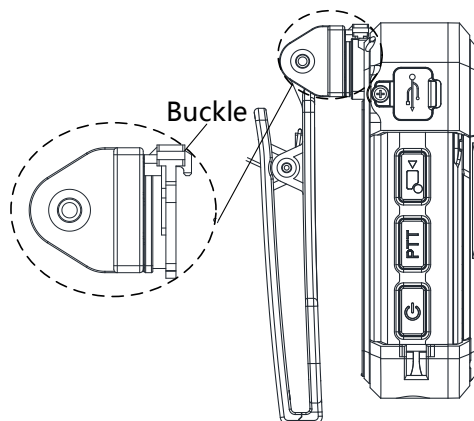
Buckle

Figure 2-3 Press Buckles

Step 2 Slide the clip upwards to uninstall it.

2.3 Install Battery

When the body camera is in low battery, LED1 flashes in red with high frequency, and the message "Low power." pops up on LCD. In this condition, charge it in time or change the battery.

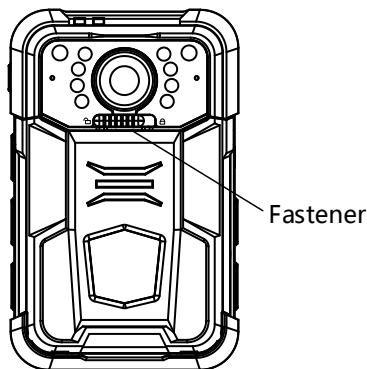Step 1 Slide the fastener on the rear panel of the body camera to the left.

Step 2 Open the back cover by pulling the protruding handles.

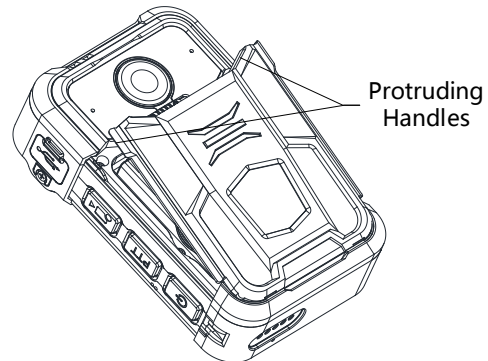Protruding Handles

Figure 2-5 Open Back Cover

Fastener

Figure 2-4 Slide Fastener

Step 3 Take the battery out by pulling the battery handle.

Step 4 Change a battery.

Step 5 Install the back cover.

Step 6 Slide the fastener to the right to lock the back cover.

2.4 Install 3G/4G MicroSIM Card

Install a 3G/4G microSIM card on the body camera if you want to connect to the network via 3G/4G microSIM card. Shut down the body camera before the installation.

NOTE

This chapter is only applicable to DS-MH2311/32G/GLE.

Step 1 Open the back cover and take the battery out. Refer to *Chapter 2.3 Install Battery* for details.

Step 2 Open the sheet metal of the card slot, and put the card into the slot with the metal side facing down.

Step 3 Push the sheet metal forwards to lock the card.

Step 4 Push the sheet metal forwards to lock the card.

Step 5 Install the battery and back cover.

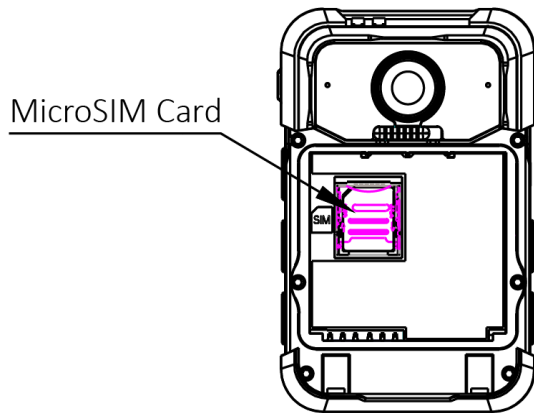Step 6 Slide the fastener to the right to lock the back cover.

MicroSIM Card

Figure 2-6 Install 3G/4G MicroSIM Card

Chapter 3 Basic Operations

3.1 Start up

Before you start

Ensure the power is sufficient. If not, charge the body camera. Refer to *Chapter 1.3 Charge Body Camera* for details.

Step

Hold the **On/Off** button for 3 seconds. Then LED 2 turns green, and after 10 seconds, the *HIKVISION* logo pops up. You will hear an audible notification. All of these indicate the body camera starts successfully. Then it automatically enters the live view interface.

 NOTE

You can also hold the **Recording** button for 3 seconds to start up the body camera

and start recording at the same time.

Figure 3-1 Live View Interface

Table 3-1 Live View Icons Description

No.	Name	Description
A	Recording status	Shows the recording status. Not recording: Recording: (red icon)
B	Remaining recording time	The time is variable and is decided by video resolution, frame rate, and bitrate.
C	OSD (On Screen Display) menu	Shows the device date and time.
D	Platform status	Shows whether device is connected with platform. Disconnected: (grey icon) Connected:

E	Wi-Fi status	Shows whether Wi-Fi is connected. Disconnected: (grey icon) Connected:
F	3G/4G status	Shows whether 3G/4G is connected. Disconnected: (grey icon) Connected: ("4G" in blue color) 3G/4G function is only applicable to DS-MH2311/32G/GLE.
G	Positioning status	Shows whether positioning is succeeded. Unsucceeded: (grey icon) Succeeded: (blue icon) GPS module failed: (red icon)
H	Battery information	Shows the remaining battery and charging status.
I	Zoom status	Shows the zoom status.
J	ID information	Shows the device ID and police ID.
K	Remaining memory capacity	Shows the remaining memory capacity.
N	Memory card status	Shows whether memory is recognized.

3.2 Turn on/off LCD

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 **On/Off** button again to inactivate LCD.

 NOTE

If the LCD goes to sleep and you press the **Recording** button, you can activate LCD

and start recording at the same time.

3.3 Shut down

Hold the **On/Off** button for 3 seconds. When you hear an audible notification, and
the *HIKVISION* logo pops up on the LCD, the body camera is shut down successfully.

3.4 Other Basic Operations

- **Capturing**: Press the **Capture** button to capture current live view image.

- **Recording**: Press the **Recording** button to start/stop recording. If the body
  camera is shut down, hold the **Recording** button for 3 seconds to start it up and
  start recording.

- **Taping**: Press the **Taping** button to start/stop taping.

- **Alarm**: In emergency, hold the **SOS** button for more than 1 second to alarm
  manually and send the alarm to the platform.

 NOTE

Refer to *Chapter 1.2 Buttons and Interfaces* for the positions of the buttons.

Chapter 4 Body Camera Assistant

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

[i] NOTE

- Get Body Camera Assistant from the attached CD in the package.

- Assistant mentioned below refers to Body Camera Assistant.

4.1 Install Assistant

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

Step 1 Double-click the application to start installing.

[i] 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 2 Follow the wizard to install the assistant.

4.2 Log in

Log in to the assistant to operate the body camera.

Before you start

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

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.

> Device ID 000000000
> Police ID Police001

Figure 4-1 Recognized Device

Step 3 Click the recognized device, input device password, and then click **Login** to log in. Then the configuration interface shows as below.
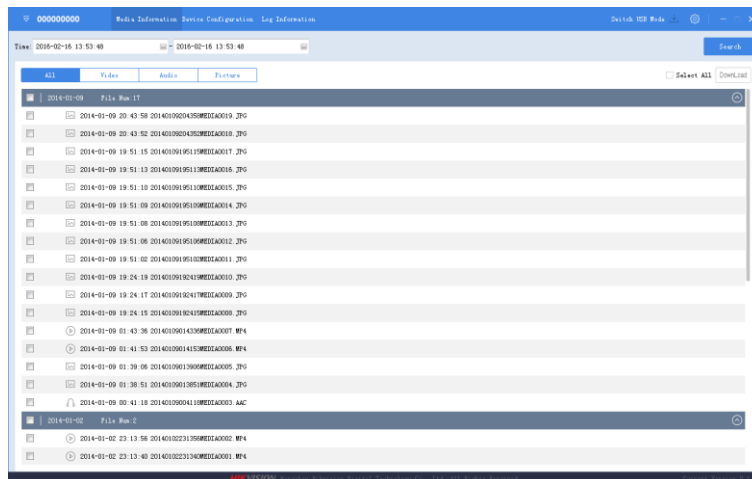

Figure 4-2 Body Camera Assistant

 NOTE

The default password is 123456.

4.3 Switch USB Mode

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

Step 1 Log in to the body camera via assistant.

Step 2 Click **Switch USB Mode** on the upper right corner of assistant window.

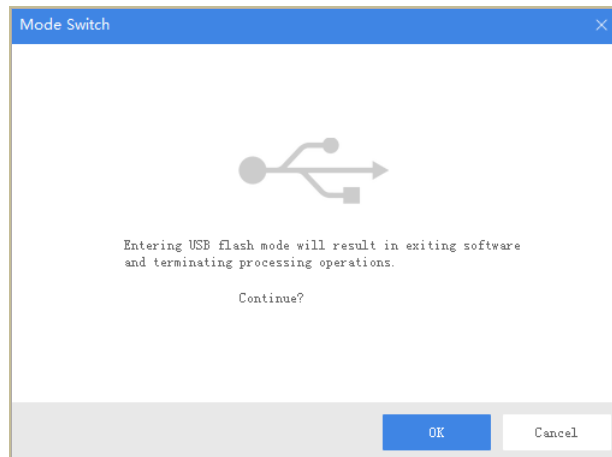Step 3 Click **OK** to confirm. Then the assistant will exit.

Figure 4-3 Switch USB Mode

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

Figure 4-4 Devices with Removable Storage

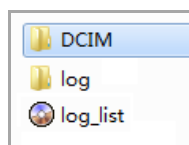Step 5 Double-click the disk to enter it and export files.

Figure 4-5 Root Directory of Body Camera

- **DCIM**: It contains the subfolders named with the date of taking pictures, capturing, taping audio, and recording. Double-click the subfolders to see the pictures, audios, and videos.

- **Log**: It contains the operation logs.

4.4 Log out

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

Figure 4-6 Log out

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

Chapter 5 Troubleshooting

● **Unable to start up.**

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

Solution: Get device be charged.

b) **Possible Reason:** The battery is damaged or runs out of power.

Solution: Change battery.

● **Unable to start recording.**

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

Solution: Back up device and clear device memory.

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

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

Formatting in user manual.

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

Solution: Reboot device.

● **Unable to dial.**

a) **Possible Reason:** Wi-Fi is enabled and connected.

Resolution: Disable Wi-Fi.

b) **Possible Reason:** 3G/4G SIM card is not installed well.

Resolution: Reinstall 3G/4G SIM card.

c) **Possible Reason:** 3G/4G SIM card is fees owed.

Resolution: Renew the card.

d) *Possible Reason:* Device is abnormal.

Resolution: Reboot device.

● **Unable to log in.**

a) *Possible Reason:* Password error.

Resolution: Reset your password. For detailed steps, refer to *7.5.8 System Resetting* in user manual.

b) *Possible Reason:* Device is abnormal.

Resolution: Reboot device.

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See Far, Go Further

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