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Firmware updates

Motorola Solutions is committed to the continual testing and improvement of our firmware. As new revisions become available, these updates will be made available to your agency; fees may apply depending on your licensing agreement.

Manufacturer contact information

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Send us your suggestions

We want to hear from you. Tell us about your experience and how you are using the V300. We will do our best to accommodate any suggestions you may have in future revisions. International customers, please contact your local distributor.

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FCC and IC notices

This equipment complies with Part 15 of the FCC rules and Industry Canada license-exempt RSS standard(s). This equipment should only be used with the antenna supplied by Motorola Solutions Video. Any changes or modifications not expressly approved by the manufacturer could void the user’s authority to operate the equipment.

Motorola Solutions V300 contains the following IDs:

FCC ID YJV-VST400
IC ID 9073A-VST400

Motorola Solutions WiFi base contains the following IDs:

FCC ID YJV-VST500
IC ID 9073A-VST500

Cet appareil est conforme à la Partie 15 des règlements de la FCC et Industrie Canada exempts de licence standard RSS. Cet appareil doit être utilisé uniquement avec l’antenne fournie par Motorola Solutions. Tout changement ou modification non expressément approuvée par le fabricant pourrait annuler l’autorité de l’utilisateur de faire fonctionner l’appareil.

Motorola Solutions V300 contient les identifiants suivants:

FCC ID: YJV-VST400
IC: 9073A-VST400

Motorola Solutions WiFi base contient les identifiants suivants:

FCC ID YJV-VST500
IC ID 9073A-VST500

The device complies with Part 15 of the FCC rules and Industry Canada license-exempt RSS standard(s) subject to the following two conditions:

1. The device may not cause harmful interference.
2. The device must accept all interference received, including interference that may cause undesired operation.

Cet appareil est conforme à la Partie 15 des règlements de la FCC et Industrie Canada exempts de licence standard RSS soumis aux deux conditions suivantes:

1. Cet appareil ne peut causer des interférences nuisibles.
2. Cet appareil doit accepter toutes les interférences reçues, y compris les interférences qui peuvent perturber 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, cet émetteur radio ne peut fonctionner à l'aide d'une antenne d'un type et maximum (ou moins) Gain approuvé pour l'émetteur par Industrie Canada. Pour réduire le risque d'interférence avec d'autres utilisateurs, le type d'antenne et son gain doivent être choisis afin que la puissance isotrope rayonnée équivalente (PIRE) ne dépasse pas ce qui est nécessaire pour une communication réussie.

The radio transmitters IC: 9073A-5 have been approved by Industry Canada to operate with the antenna types listed below with the maximum permissible gain and required antenna impedance for each antenna type indicated. Antenna types not included in this list, having a gain greater than the maximum gain indicated for that type, are strictly prohibited for use with this device.

Antenna type (radio transmitter): Motorola Solutions part number WGP02541, 4.6 dBi gain, 50 Ohm impedance.
Ces émetteurs radios IC: 9073A-VST500 ont été approuvés par “Industry Canada” pour fonctionner avec les types d'antennes énumérés ci-dessous avec le gain maximal admissible et l'impédance d'antenne requise pour chaque type d'antenne indiqué. Les types d'antennes ne figurant pas dans cette liste, ayant un gain supérieur au gain maximum indiqué pour ce type, sont strictement interdits pour une utilisation avec cet appareil.

Type d'antenne (émetteur radio): Motorola Solutions part number WGP02451, 4.6 dBi gain, 50 Ohm impedance.

The antennas used for this transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Les antennes utilisées pour cet émetteur ne doivent pas être co- Les antennes utilisées pour cet émetteur ne doivent pas être co-localisées ou fonctionner conjointement avec une autre antenne ou un autre émetteur.

**CE Declaration of Conformity**

In accordance with the requirements of Radio Equipment Directive 2014/53/EU, Annex III, Module B, section 3 (c), Motorola Solutions declares that the radio equipment has been designed in accordance with harmonized standards and a full review of the equipment against the requirements of the following standards has been conducted. We confirm that the equipment is fully within the scope of these standards.

ETSI EN 301 489-17, V3.1.1: 2017

ETSI EN 300 328, V2.1.1: 2016

EN 55024:2010

EN 55032:2012/AC:2013

EN 62311:2008

IEC 62368-1:2018
## Contents

**Introduction to the V300 Body-Worn Camera** .......................................................... 11
  - About this document .................................................................................................. 11
  - What's New with the V300 Body-Worn Camera .................................................. 12
  - Related documents and information ...................................................................... 12
  - Transfer Station II and WiFi base .......................................................................... 12

**Getting Started** ........................................................................................................... 15
  - Using V300 Body-Worn Camera Overview ......................................................... 16
  - First Steps ............................................................................................................... 16
  - Removing V300 Camera Battery ........................................................................... 17
  - V300 Buttons .......................................................................................................... 18
  - V300 LCD Display ................................................................................................... 19
  - Error messages ........................................................................................................ 19
  - Wearing the V300 Camera ...................................................................................... 20
  - Center chest mount ................................................................................................. 20
  - MOLLE vest mount ................................................................................................ 21
  - V300 Camera Field of View .................................................................................. 22

**Power On and Off** ....................................................................................................... 22
  - Power on ................................................................................................................ 22
  - Power off ............................................................................................................... 23
  - Forcing power off ................................................................................................... 23

**Starting and Stopping a Recorded Event** .................................................................. 24
  - Starting a recorded event manually ........................................................................ 24
Contents

Audio ................................................................. 53
Subtitles ............................................................... 53
Recording Reminder Alert .......................................... 54
Data and video encryption ......................................... 54
Storage ...................................................................... 55
Low storage and full storage messages ....................... 55
GPS ........................................................................... 55
WiFi base .................................................................... 56
LEDs for WiFi base ..................................................... 57
  Left LED .................................................................. 57
  Right LED .................................................................. 57
Connections .................................................................. 58
Setting up the WiFi base ............................................. 58
Remote upgrade Wi-Fi base ......................................... 58
V300 Camera display .................................................. 58
V300 LCD Flow .......................................................... 59
V300 LCD Flow (cont.) ................................................ 60
Disk full ...................................................................... 60
Upload events ............................................................ 60
Charge the battery ...................................................... 61
Discharge the battery .................................................. 61
Charge temperature ................................................... 61
Associate with a group ............................................... 61
Error code ................................................................... 62
Transfer Station II and WiFi base LEDs ....................... 63
  Power LED indicators ............................................... 63
  Activity LED indicators .......................................... 63
  Transfer Station II front LED indicators .................... 64
SmartControl ............................................................... 65
  Supported versions ................................................ 65
  SmartControl Overview ......................................... 66
    Get the SmartControl app ..................................... 66
    Enabling SmartControl ........................................ 67
Connecting to SmartControl ................................................................. 68
Categorizing an event ................................................................. 69
Starting a state capture ............................................................ 70
Appendix: Transfer Station II ....................................................... 71
  Transfer Station II Setup Overview ....................................... 72
  About the Transfer Station II ................................................. 73
    LEDs .................................................................................. 73
    Connections ....................................................................... 73
  Transfer Station II Configuration Settings ................................ 74
    Admin Evidence Library Transfer Station II Settings .............. 74
    Transfer Station II Configuration ........................................ 74
    V300 Settings .................................................................... 76
    DHCP IP Config ................................................................. 76
    Upgrade Transfer Station II ................................................ 77
  Administrative functions ....................................................... 78
    Change Username and Password ......................................... 78
    Disable Transfer Station II ................................................. 78
    Restart Transfer Station II ................................................ 79
    Get Transfer Station II Logs ............................................... 79
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Introduction to the V300 Body-Worn Camera

Welcome to the V300 Body-Worn Camera User Guide. This guide walks you through the basics of using your V300 to collect video and audio evidence.

About this document

This guide covers the basic components and operation, including:

- First Steps to using V300
- Docking, charging, provisioning, and uploading
- Removing the V300 battery
- The Function button
- Associating a recording group with a V300 Body-Worn Camera
- Wearing the V300 Body-Worn Camera
- Powering on and off
- LCD display
- Recording evidence
- Security
- Categorizing events
- Pre-event and Record-After-the-Fact® (RATF)

The guide also includes a section on recording groups and how V300 Camera and the WiFi base work within a local recording group network.

Note: This user guide covers the basic use of the V300. If you have a question that is not covered in the user guide, contact Customer Service at https://support.watchguardvideo.com/V300.
Introduction to the V300 Body-Worn Camera

What's New with the V300 Body-Worn Camera

The V300 Body-Worn Camera is the next generation of the body camera. Features include:

- User-replaceable, stand-alone battery that allows 24 hr shifts with same camera
- Electronic turret that allows +15/-20 degrees adjustment
- Momentary mute
- Wi-Fi and Bluetooth enabled
- WiFi base
- Transfer Station II
- 120 dB Wide Dynamic Range (WDR) that better resolves details in bright versus dark lighting situations
- Reduced fisheye effect
- 8 MP back-illuminated HDR, WDR image sensor that realizes high picture quality in the visible light regions
- Dual microphones
- Stores 24 - 36 hours of events with maximum resolution and 30 frames per second with 128 GB of storage
- Works with other V300 Body-Worn Cameras and the 4RE to form a recording group
- To prevent unauthorized access to your data, V300 Body-Worn Camera elevates your data security with encryption at rest and in transit
- A rating of IP67 from the International Electrical Commission that means the camera can survive a drop into fresh water up to 1 meter (3 feet 3 inches) deep and for up to 30 minutes.
- SmartControl smart phone app

Related documents and information

For subjects related to your Motorola Solutions system that are not covered by the V300 Body-Worn Camera User Guide, see the following documents:

- 4RE® In-Car Video User Guide
- Evidence Library (EL)
- Evidence Library 4 Web (EL4 Web)

Transfer Station II and WiFi base

The V300 Camera needs a second generation transfer station and WiFi base. You can dock either the stand-alone battery in the Transfer Station II or WiFi base or dock the camera and battery together.
Docking both lets you charge and upload at the same time. Docking a spare battery in a WiFi base lets you have a second battery available when needed. The camera and battery only dock in one direction.
In this section...

- Using the V300 Body-Worn Camera Overview (page 16)
- First steps
  - Removing the battery (page 17)
  - V300 Body-Worn Camera buttons (page 18)
  - Wearing V300 Body-Worn Camera (page 20)
  - Powering the camera on and off (page 22)
  - Starting and stopping a recorded event (page 24)
  - Momentary muting of the audio (page 26)
  - Covert mode (Covert mode) (page 25)
  - Categorizing a recorded event (page 27)
- Docking the V300 Body-Worn Camera (page 29)
  - Docking in the Transfer Station II (page 30)
  - Docking in the WiFi base (page 31)
  - Charging the battery (page 31)
  - Configuring the camera (page 33)
  - Associating with a recording group (page 32)
  - Uploading recorded events from storage (page 34)
  - Understanding tricolor LEDs on each Transfer Station II slot (page 34)
  - Upgrading the V300 Body-Worn Camera (page 35)
  - Upgrading WiFi base firmware (page 36)
Using V300 Body-Worn Camera Overview

The Motorola Solutions V300 Body-Worn Camera serves as a Digital Video Recorder (DVR) to capture, process, and store video and audio evidence. Connect the camera to Evidence Library (EL) to configure it and upload video for evidence management.

The V300 Body-Worn Camera works with other V300 Body-Worn Cameras and the in-car 4RE DVR to form a recording group (page 41).

Note: The [[[Undefined variable Variables.Product1ShortName]]] cannot pair as part of a group with the VISTA cameras in the same car. You can combine the videos of V300, VISTA WiFi and VISTA XLT video captures for the same event in EL.

First Steps

For best results, before using your V300 Camera for the first time:

1. Fully charge the camera and removable battery.
2. Ensure the camera software is current using Evidence Library (EL).

To charge the camera:

- Dock the camera in a Transfer Station II (Transfer Station 2).

Note: The camera battery charges any time it is docked. A blinking LED means camera is charging. A solid green LED on any of the bases means the battery is fully charged.

To configure the camera:

1. Dock the camera in a Transfer Station II.
2. Using EL, create and/or assign a configuration and an officer to the docked V300 Camera.

When the configuration is applied, the screen displays Checked out to on the first line and the officers name on the second line. The camera reboots to apply the configuration and displays the same information then transitions to an idle screen.

Checkout

Checked out to

12345SMITH JOH

See the Evidence Library Online Help for more information.
Removing V300 Camera Battery

You can remove the V300 battery and charge it separately from the camera. If you use a spare battery this ensures you never run out of power.

**Note:** No events can be uploaded if the camera is not docked.

To remove the battery:

1. Power off the camera.
2. Slide the silver bar on the back of the camera to the left.
3. Pull straight down on the battery. Do not lift out.

To replace the battery, slide it into the tracks and push it in until it clicks.
V300 has four **buttons**: 

- **Function (top)**
  - Press and Hold (1) the Function button for **Covert mode** or to tag an event

- **Display Backlight**
  - Press the **Display Backlight** (2) button to:
    - Turn on the backlight for the LCD Display
    - See the camera status or review categories for an event recording
    - Press and hold to start momentary mute

- **Record Start/Stop**
  - Press the **Record Start/Stop** (3) button to start or stop a recorded event

- **Power**
  - Press and release the **Power** (4) button on the bottom of the camera to power V300 on or off

At the beginning of your first shift, V300 automatically calibrates the horizon, once a day, and notifies you when it finishes.
V300 LCD Display

The LCD display shows:

- **Battery status backlight**
  
  The V300 battery charge lasts up to 12 hours, depending on your configuration. The camera display shows the icon and the percentage of battery remaining.

- **Storage status and number of recordings in storage (1, 6)**
  
  When recording in HD format, V300 can store about 36 hours of maximum-resolution events or up to about 200 hours at low resolution. As the storage on the camera fills, the storage icon fills (1) and the percentage increases (2) until storage is full.

- **Recording status and Recording length (3, 4)**
  
  The [REC] icon (3) shows whether the V300 is recording (3). The time shows the recording length (4).

- **Assigned officer name (5)**
  
  Officer with the camera checked out.

- **Current date and time (7)**
  
  V300 sets its internal date and time from the Evidence Library computer.

- **Camera ID (8)**
  
  Device ID or serial number. (8)

- **Available event categories (page 69)**
  
  Categories are set by your agency.

### Error messages

If an error appears on the V300 display screen the top LED flashes red to show an error condition.

Press the **Backlight button** to acknowledge the error. The LED may then turn solid **amber** until the error is cleared by the camera. If it does not clear on its own, reboot the camera.
Wearing the V300 Camera

The V300 Camera uses magnets to secure the mounts to your clothing.

**Warning!** Do not wear the Magnetic Chest Mount (Universal Chest Mount) near sensitive medical equipment or implants such as pacemakers or other magnetically programmable medical devices.

Wear the V300 on your clothing and vest where it is most comfortable, convenient, and secure. Ensure that the lens is not obstructed and that it is aimed at the horizon (page 22).

Center chest mount

The mount is made to fit ideally over the buttons or zipper in the center of your chest. You can also wear it over your pocket or on the protective vest or jacket.

The magnets are strong with 65 pounds of pressure when snapped together.

To use the chest mount:

1. Separate the under-shirt bracket (2) from the over-shirt bracket (1):
   a. Hold the under-shirt bracket in one hand with the thumb on top and the two middle fingers on the bottom.
   b. Raise the levers (3) on both sides.
   c. While holding the levers (3) up, pull the brackets (1, 2) apart.
2. Match the anchor tabs (3) and camera slots (5) on the over-shirt bracket with the back of the camera—keeping the magnets apart. You can attach the V300 Camera before or after the mount is in place.
3. Place the under-shirt bracket (2) under your shirt where you want to wear your camera.
4. Line up the anchor slots (3) and place the over-shirt (1) against the under-shirt bracket (2), with your shirt between them. (These will snap together forcefully.)

The magnets on both brackets line up automatically, securing the mount to your shirt.
Caution: WATCH YOUR FINGERS! Because of the strength of the magnets, separating the brackets requires some effort. Realigning the brackets causes them to snap together forcefully. Keep your hand flat and keep your fingers away from the snap-to area.

**MOLLE vest mount**

The MOLLE vest mount uses hooks to anchor the mount over two rows of loops on the MOLLE vest.

**Tip:** Install the mount on the vest before you connect the camera to the mount.

To use the MOLLE vest mount:

1. Determine which two rows of loops on the MOLLE vest you want to use to mount the V300 Camera.
2. Slide the forked end down over the sewn seam, on the lower of the two rows, between the two loops until the hook is engaged below the seam.
   You may need to slightly twist the mount to help the hook slide over the seam.
3. Fold the fabric between the two rows so that the support loop hooks engage two loops on the upper row of loops.
4. Slide the upper loop hooks down over the two loops, straightening the fabric between the rows, to fully seat the mount.
   The forked end should be fully engaged with the seam on the lower row of loops. The hooks should be fully engaged with two loops on the upper row of loops.
5. Align the V300 Camera with the two tabs on the bottom of the mount and snap the camera in to the mount.
Getting Started

To unmount the camera

1. Pull straight up on the camera and battery.
2. Lift out the V300 camera and battery.

**V300 Camera Field of View**

The V300 Body-Worn Camera Field of View can be configured in Evidence Library (EL) for individual officers. The 130-degree wide-angle lens adjusts vertically +15° / -20°. The camera angle is based on where the camera is worn and is set in EL. The graphic below shows the difference of views for +15°, 0°, and -20° for a camera worn in the middle of the chest.

![Field of View Diagram]

**Power On and Off**

Use the **Power** button to power the Motorola Solutions V300 Camera on and off. The **Power** button is a rectangle on the bottom of V300.

**Power on**

To power on the camera:

- Press and release the **Power** button.

The camera goes through its booting and information sequences. When it is ready to use, the display shows the number of events in storage and displays a solid green LED light on the top. The camera vibrates or plays an ascending tone sound (depending on your configuration).
Power off

To power off the camera:

- Press and release the Power button.
  
  The camera prompts you to press the Power button again.

After you press the Power button the second time, the screen shows SHUTTING DOWN and the green LED turns off. Descending tones sound (depending on your configuration).

Forcing power off

⚠️ **Warning!** Avoid forcing the V300 to power off. Forcing the camera to power off can result in data corruption.

If the V300 stops responding to commands (or if Technical Services instructs you to), remove the battery to force the camera to power off.

If you force the camera to power off, we recommend that you dock it in a WiFi base or Transfer Station II as soon as feasible. Docking the camera allows V300 to repair itself.
Getting Started

Starting and Stopping a Recorded Event

Use the Record Start/Stop button on the front of the camera to start or stop a recorded event.

If your Motorola Solutions V300 is a member of a recording group, the camera can start or stop a recorded event automatically. Another group member can alert that it has started or stopped an event (page 40).

Both LEDs on the camera are red when recording, except Covert mode. In Covert mode, they are both off. When stopped, the Status (top) LED is green and the front LED is off.

Starting a recorded event manually

To manually start a recorded event on the V300:

- Press the Record Start/Stop button.

The display shows RECORDING. The dot above REC in the display begins to blink and shows the recording length. The camera LEDs appear solid red.

As the recorded event continues, the display shows the length increasing every second and the storage indicators updating.
**Stopping a recorded event manually**

To manually stop a recorded event on the V300:

- Press the **Record Start/Stop** button.
- Press the **Record Start/Stop** button a second time within 5 seconds to

**Important!** The V300 can be configured in EL to NOT allow manual event stop.

On the camera the display and the front red LED turn off and the top LED turns green.

After a recorded event stops, if your configuration requires event categorization, the event categorization sequence starts *(page 27).*

**Tip:** Your V300 automatically starts an event whenever any member of the local recording group reports that it started a group event. To **STOP** the group event, press the Record Start/Stop button twice within 5 seconds.

---

**Covert mode**

In **Covert mode** the V300 Camera makes no sound and is dark. The display backlight can light up on demand, depending on your configuration. The camera can still vibrate in Covert mode (depending on the configured alert notifications). All V300 functions operate the same way in Covert mode as they do in normal mode. Whether Covert mode is available is configurable.

**Enter Covert mode**

- Press and hold the **Function** button for **5 seconds** to transition to Covert mode.

The camera vibrates and the display shows **READY**, then **COVERT**

The display changes from black on white to white on black during Covert mode. All content on the display is the same in Covert mode as in normal mode.

**Exit Covert mode:**

- Press and hold the **Function** button for **5 seconds** to end Covert mode (LEDs on, display backlight on).

The Evidence Library administrator sets officer access to Covert mode.
Momentary Muting of the Audio

**Note:** A configuration setting in Evidence Library controls whether you can mute your Motorola Solutions V300 Body-Worn Camera during a recorded event.

### Muting audio

To temporarily suspend recording of audio by muting the microphone:

1. Press and hold the **Backlight** button to briefly mute the audio. Audio resumes when you release the button.

   **Note:** Your administrator must set the configuration to allow muting.

   The display shows **MUTED** while you hold down the **Backlight** button and **REC** in a smaller font.

2. Release the **Backlight** button.

   **Tip:** You cannot mute the audio while you are categorizing a recorded event. After you finish categorizing, you can again mute the audio.
Categorizing a Recorded Event

**Note:** Event categorization is set up in the V300 Camera configuration in Evidence Library (EL). Your agency sets the categories.

To categorize a recorded event:

1. Stop the event manually or allow the camera to stop the event automatically.
   
   The **Backlight** turns on and the display shows the default **Category** on top, if not in **Covert mode**. The prompt times-out in 30 seconds if tagging is not required.

2. Press and release the **Backlight** button as many times as needed to move through the list of event categories, one at a time.

3. Press the **Function** (top) button when the event category you want to select appears on the display.

   The display shows **Saved** (1) in small type and the event category, **Warning** (2), in large letters below saved. The camera vibrates when the category is saved. One long tone sounds with a vibration (depending on your alert configuration).

   If another recorded event starts (manually or automatically) while the camera is in the middle of the event categorization sequence, the camera saves the event category as unknown and starts a new event. Complete categorizing the recorded event in EL.

**Note:** V300 always adds a tag to an event if you do not tag the event. For example, **NO TAG** or **UNCATEGORIZED** is applied.

Categorizing an event on the camera in a recording group

If your camera is a member of a recording group, the camera can automatically accept an event category from the 4RE DVR group member as its own category. Any category selected directly on the V300 overrides the 4RE category.

PreEvent and Record-After-the-Fact (RATF) Overview

**PreEvent Capture** lets you add up to two minutes of video before a recorded event. **RATF** lets you continuously capture and save video. You may want to capture part of an event that was not recorded as part of the original recorded event. Because the V300 Camera continuously records, you can capture that part of the event.

When either **PreEvent** or **RATF** (page 37) are enabled, the camera continuously captures and saves video when it is powered on. You enable both in Evidence Library (EL). See the **Evidence Library Online Help** for more information about configuration.
Docking the V300 Body-Worn Camera

In this section...

- Docking overview (page 29)
- Docking the V300 Body-Worn Camera in a Transfer Station II (page 30)
- Docking the V300 Body-Worn Camera in a WiFi base (page 31)
- Charging the battery (page 31)
- Assigning a configuration and officer and checking out (page 33)
- Associating the V300 Body-Worn Camera with a recording group (page 32)
- Uploading events (page 34)
- Understanding the LEDs on the Transfer Station II (page 34)
- Upgrading Covert mode firmware (page 35)
- Upgrading WiFi base (page 36)
Docking the V300 Camera Overview

Dock the V300 to recharge the battery, upload evidence, and update firmware. You can dock the V300 from:

- WiFi base (upload from) (page 31)
- Transfer Station II (upload from) (page 30)
- USB base (charge only)

**Note:** The camera and battery can only dock in one direction on the bases. Do not remove the camera from the battery while charging. You can damage files on the camera.

You can dock the V300 Camera with the battery or dock the stand-alone battery in any of the available bases. Use the WiFi base for incidental charging during your shift. Charging in a vehicle base (WiFi or USB), without the vehicle running, can impact the vehicle battery and can slow charging in warmer temperatures.

**Caution:** If the ambient temperature gets too hot (40° C / 104° F) the battery may stop charging.

While docked, you can:

- Charge the battery
- Upgrade firmware for the V300 Camera from Transfer Station II
- Upload recorded events from Transfer Station II
- Define a Record-After-the-Fact® (RATF) event
- Request a state capture from Transfer Station II for troubleshooting
- Upgrade the camera software (Transfer Station II only)

**Note:** The V300 must interact with Evidence Library (EL) to be customized for your agency. For that interaction to take place, the camera must be docked in a Transfer Station II with access to the computer running EL.
Docking the V300 Camera in a Transfer Station II

**Important!** Set up and configure the Transfer Station II for use with Evidence Library (EL). See the Evidence Library Online Help and the Transfer Station II Quick Start User Guide.

When you dock the V300 Camera and battery in a Transfer Station II:

- The V300 stand-alone battery charges
- The V300 time and date synchronize with the Evidence Library (EL) system

**Caution:** The V300 sets its internal date and time from the EL computer. If the computer date and time is set incorrectly, the camera will be set incorrectly, and your video evidence will be marked with the incorrect date and time.

While docked:

- The camera communicates to the EL software that it has recorded events to upload. The Transfer Station II can upload from eight cameras simultaneously.
- EL sends commands and requests to the camera:
  - Mark any imported recorded events as import confirmed
    - Events confirmed as imported are immediately unprotected. This makes the storage space available to be reused.
  - Update the configuration
  - Stage a firmware upgrade
    - After staging, the upgrade is immediately applied to the camera.
  - The WiFi base software and/or firmware can be downloaded to the V300
When you undock the camera and battery from the Transfer Station II, they are ready for normal operation.

### Docking the V300 in a WiFi base

You can dock the V300 in one direction only. The camera pairs with that base and with any other V300 Cameras that pair with the base.

When you dock the camera and battery in a WiFi base that is connected to a computer that has access to Evidence Library (EL), the camera communicates to EL that it has recorded events to upload.

> **Note:** The camera must be configured to upload events directly to EL from the WiFi base. See your EL online help.

- Recorded events are uploaded to EL
- EL sends commands and requests to the camera as applicable:
  - Mark any imported recorded events as import confirmed
    - The events confirmed as imported are immediately unprotected. This makes the storage space available to be reused.
  - Stage a firmware upgrade
    - After staging, the upgrade is immediately applied to the camera.

The camera is ready for operation when you undock it from the WiFi base.

### Charging the Battery

A full charge in the Transfer Station II or WiFi base can take up to 6 hours. The battery can run for approximately 12 hours on a full charge, depending on the configuration and video resolution.

- Dock the camera with battery or just the stand-alone battery in the WiFi base or the Transfer Station II.

> **Tip:** Before using the camera for the first time, fully charge the battery and configure the camera.

Motorola Solutions recommends that you use the USB base (plugged into an outlet) or the Transfer Station II inside your agency when fully charging the battery.

Charging a battery in a vehicle that’s not running can impact the vehicle battery. For the best battery life and fastest charging times, charge the Covert mode in a cool environment.

> **Important!** If the ambient temperature gets too hot (40° / 104° F) the battery may stop charging. Do not leave the camera and battery in a hot car.
Docking the V300 Body-Worn Camera

**Camera charging display**

While the V300 is charging the screen remains on the Event count.

When the camera is fully charged:

- The display scrolls CHARGE COMPLETE once, then returns to the Event-count screen
- The display shows 100% and a fully-filled Battery Charge icon on the Event-count screen
- The green LED displays a steady light
- Two tones sound

**Low battery, camera shutdown**

If a battery error is issued, shut down the V300 Body-Worn Camera. This can leave 2 to 4 minutes of runtime before the camera runs out of power. Switch to your backup, charged battery.

**Associating V300 Camera with a Recording Group**

When you dock your V300 in a WiFi base, the camera pairs with the base. This pairing allows the camera to associate with the local recording group (page 40) that includes other V300 Cameras and (if present) the 4RE DVR. A recording group is typically associated with a vehicle.

**Note:** You can pair multiple cameras with the same WiFi base. You cannot pair with VISTA cameras.
Assigning a Configuration and Officer and Checking Out

**Important!** Before using the camera for the first time, fully charge and assign a configuration and officer to the camera.

Depending on how your agency assigns its cameras, you may need to configure and assign the camera each time it is checked out.

To configure the camera:

1. Dock the camera in the WiFi base or Transfer Station II connected to a computer with access to the Evidence Library (EL).
2. Create and then assign a configuration and an officer to the docked camera using EL.

**Caution:** If you have the battery with attached camera docked, ensure that you remove them together. Undocking one without the other can damage your data.

As a configuration is applied to the camera, the display shows CONFIG. The configuration update alert sounds when the update is finished. The camera vibrates when the update completes.

**Transfer Station II configuration**

You can only create a Transfer Station II configuration in EL.

Some of the configuration properties you can set up for the V300 include:

- Agency or department name
- Time zone
- Officer name and badge ID
- Device ID
- Network preferences
- Officer preferences for indicators
- Recording group interaction
- Recording preferences
- Power and storage-saving preferences
- Event tags

See your *EL Online Help* for more information.
Docking the V300 Body-Worn Camera

Upload Events

The V300 Body-Worn Camera can upload directly to Evidence Library (EL) Cloud. You can upload recorded events from your V300 Body-Worn Camera while it is docked in:

- Transfer Station II
  Events upload automatically from a camera in the Transfer Station II.

⚠️ **Important!** Critical events (page 27) always upload first.

Monitor event uploading

You can monitor the upload progress in EL.

Record-After-the-Fact® events

Use Evidence Library to define and request a RATF event and upload it while docked.

Clearing video out of camera storage

Once the V300 Camera has successfully uploaded its recorded events to evidence storage, the camera no longer protects that storage space. It can be used for future recorded events.

For more information

See your Evidence Library Online Help.

Understanding Tricolor LEDs on Each Transfer Station II Slot

The Transfer Station II has a tricolor LED for each slot that provides information about what is happening in that slot. These LED lights let you know the upload progress, charging status, and any fault conditions.

<table>
<thead>
<tr>
<th>Charging</th>
<th>Linking</th>
</tr>
</thead>
<tbody>
<tr>
<td>Green</td>
<td>Linked</td>
</tr>
<tr>
<td>Solid</td>
<td>Battery charging</td>
</tr>
<tr>
<td>Green</td>
<td>Flashing</td>
</tr>
<tr>
<td>Battery charging</td>
<td>Green Flashing</td>
</tr>
<tr>
<td>Red</td>
<td>Solid</td>
</tr>
<tr>
<td>Solid</td>
<td>Camera docked</td>
</tr>
<tr>
<td>Amber</td>
<td>Off</td>
</tr>
</tbody>
</table>

34 V300 Body-Worn Camera User Guide
WGD00169, Revision B
Upgrading V300 Body-Worn Camera Firmware

You can push new firmware upgrades to the V300 Camera while it is docked in the Transfer Station II. You can push an upgrade automatically when it is docked (depending on your configuration).

**Important!** *Do not remove the battery while the upgrade is in progress.*

- WiFi base
  
  You can push an upgrade to the V300 Body-Worn Camera when it is docked in a WiFi base, only if the WiFi base has access to Evidence Library (EL) upload server. The upgrade is pushed automatically.

When an upgrade is pushed to the camera, the firmware is first **staged** on the camera, then the upgrade is **applied**.

To upgrade the V300 Body-Worn Camera firmware:

1. Dock the camera in a WiFi base or Transfer Station II with access to EL.
   
   EL
   
   V300 checks EL for firmware upgrades.

2. Keep the camera docked while upgrading.

**Warning!** *DO NOT REMOVE the camera from the dock while its new firmware is being applied.* Removing the camera from the dock during the upgrade can cause the camera to stop functioning. The camera cannot perform any other function, including uploading video, while it is upgrading its firmware.

While the **upgrade is being staged** on the camera, the LCD shows **DO NOT INTERRUPT** under the upgrade bar.

When the **upgrade has finished applying**, the camera sounds the ready alert (depending on your alert notification selections). You can safely undock the camera.
Upgrading WiFi base Firmware

The Motorola Solutions V300 Body-Worn Camera automatically pulls firmware upgrades for the WiFi base from Evidence Library (EL) when V300 is docked.

**Note:** EL can be set up to push new firmware automatically or you can pull it manually, depending on your agency’s configuration. For instructions, see your Evidence Library Online Help.

WiFi base upgrade

**Important!** Do not remove the battery while the upgrade is in progress.

To upgrade the WiFi base:

1. Dock the V300 in the Transfer Station II.
2. Upload events.
   EL
3. Undock the V300 Camera after the firmware upgrade is complete.
4. Dock the V300 Camera in the WiFi base in the vehicle.
   WiFi base upgrade occurs automatically.
   - The **amber LED blinks quickly**.
   - When the upgrade is complete the **amber LED blinks slowly**.
5. Power cycle the in-car system so that the upgrade will take effect immediately.

**Note:** If you undock the camera before the upgrade is complete, the camera downloads the upgrade the next time the camera is docked. The upgrade does not take effect until the download is complete and the in-car system powers up.

If the camera is undocked after the upgrade and then quickly redocked, the **amber LED** no longer shows. If the upgrade is already complete, no upgrade occurs. Return to step 4.

If the ignition is turned off, without completing the upgrade, the next time the camera is docked, the upgrade process begins again.
Using PreEvent and Record-After-the-Fact (RATF)

In this section...

- PreEvent and RATF overview (page 27)
- PreEvent capture (page 38)
- Record-After-the-Fact (Record-After-the-Fact) (page 39)
- Force Microphone On (page 39)
Using PreEvent and Record-After-the-Fact (RATF)

PreEvent Capture

PreEvent supported values are none, 15 secs, 30 secs, 1 min, and 2 mins. You can configure PreEvent to include audio. You can have audio for the event but not for PreEvent. The evidence is always written to storage.

As shown in the graphic, you start a recorded event at 2:15 PM and stop it at 2:35 PM. With a PreEvent Capture time configured for one minute, the recorded event includes video recorded from 2:14 PM to 2:35 PM.

ℹ️ Note: PreEvent only works if your camera is continuously recording.

Audio

Audio is NOT included with PreEvent video unless your agency enables Force Microphone On (page 39). Typically, the V300 Body-Worn Camera only begins to record audio when you start a recorded event.
Record-After-the-Fact® (RATF)

Enabling RATF lets you continuously capture and save video you can use to generate a RATF event. You enable RATF in Evidence Library (EL).

The V300 works as a DVR and camera combination to record events. When you start and stop a recording (manually or automatically), the camera protects the segment between the recording start and stop as the recorded event.

Generating a RATF event

You may want to make an official record of an event that was not part of a recorded event. If the video of that event resides in the camera storage, you can retrieve it and make a RATF. Use EL to send a manual request to the camera to generate and retrieve a RATF event.

See the Evidence Library Online Help for more information about generating a RATF from the V300 Camera.

Storage

When you enable RATF, the camera continuously overwrites the oldest unprotected (nonrecorded event) area in storage with any newly captured video or recorded events. This process continues until all unprotected video is overwritten with recorded events or RATF. Then you must upload recorded events to EL to free up storage space before you can continue to use the camera.

Audio

Audio is not typically included in the saved video when RATF is enabled. The V300 only begins to record audio when a recorded event is started.

You can include audio whenever the camera is capturing and saving video if you enable the Force Microphone On feature (page 39).

Force Microphone On

The Force Microphone On feature lets you capture audio whenever the V300 Camera is capturing and saving video. Audio is NOT typically included in pre-event video or RATF events.

Force Microphone On is set by your Administrator in the configuration settings of Evidence Library.
Using V300 in a recording group

In this section...

- Recording group overview (page 41)
- Recording group members and functions (page 41)
  - V300 Camera (page 41)
  - Smart Power Switch (page 42)
  - 4RE DVR (page 43)
- Group events (page 44)
  - V300 behavior (page 44)
Recording Group Overview

When you dock V300 in the WiFi base, the camera pairs with the base. This pairing lets the camera associate with other V300 Cameras as a local recording group.

The decision to create an event for the group recording is made by each device in the local recording group network. This is called Distributed Multi-Peer Recording (Distributed Multi-Peer Recording)™. Starting a recorded event on one device alerts the other devices in the group through the WiFi base that there has been a change in recording status on that device. In response, the other devices in the group can start recording the event, each according to its own configuration. Recordings from the individual cameras are uploaded and automatically linked in evidence management software for viewing and sharing.

A local recording group may include:

- Up to eight V300 Cameras
- One WiFi base
- 4RE DVR, firmware version of 4.0.7 or later

Recording group members

A recording group consists of a network of devices communicating with each other whenever one of them changes its recording status. Although a recording group is typically linked to a vehicle, the V300 Cameras can form their own recording group. A local recording group may include:

- Up to eight V300 Cameras
- One WiFi base
- 4RE DVR, firmware version of 4.0.7 or later
- SPS

V300 Camera functions

As part of the local recording group network, the [[[Undefined variable Variables.G2WShort]]]:

- Pairs with the WiFi base
  
  After docking (page 29) and pairing the cameras with the WiFi base, the pairing associates the cameras with the local recording group.

  **Note:** You can have a maximum of eight cameras in a recording group with one WiFi base.

- Initiates group recordings
  
  The V300 notifies the WiFi base that it started a recorded event. The WiFi base then uses the group network to notify the other group members that V300, has started an event. The other group members can
Using V300 in a recording group

- join the group by starting their own recorded events.
- Responds to group-recording starts or stops by other group members
  Through the recording group network, the WiFi base is notified by other group members when they start or stop a group recording. The base then notifies the cameras and a camera can start or stop its own recorded event with the recording group.

**Tip:** If the 4RE DVR or V300 Cameras are members of the same recording group, 4RE can initiate group event starts, stops, and categorization and V300 can join in on the group actions depending on the EL configuration.

**Important!** If a V300 moves out of range of its associated recording group network, it does not receive notifications of group recording starts and stops until it is back in range.

### Smart Power Switch (SPS)

As part of the local recording group network, the SPS:

- Functions as the central connection point for a recording group
  Through the switch, the devices connect together to form a network, letting the 4RE DVR and/or group members communicate with each other.
- Intelligently manages power within the local recording group network
  The SPS can detect the status of the devices in the network, whether they are powered on or have powered themselves off after finishing event upload or charging. When the switch detects that the devices in the local recording group network no longer need power, it shuts down any remaining devices connected to the local network, including itself.
- Functions as the local network DHCP server for the local recording group network and other devices connected to it (for example, wireless radio)

The SPS is required to form a recording group. There can only be one Smart Power Switch in a recording group.
Note: The 4RE DVR must be at firmware version 4.0.7 or later to participate in a recording group.

If your agency uses the 4RE DVR as part of a local recording group network, the 4RE DVR:

- Initiates group recordings
  4RE uses the group event network to inform the other group members when it starts an event. The other members can join by starting their own recorded events.

- Stops group recordings
  Only the 4RE DVR can stop all recorded events that are part of the group event at the same time.

- Responds to group-recording starts by other group members
  Through the group event network, the 4RE DVR is informed by other group members when they start a recorded event. 4RE can then join the group by starting its own recorded event.

- Passes on its event categorization to other members’ recorded events in the group recording
  The category you assign on the 4RE to a recorded event is passed to other group members’ recorded events. The other group members can choose to categorize their own recorded events, overriding any category passed to them by 4RE.

- Shares Covert mode entry and exit with other group members
  Other members can choose to enter or exit Covert mode.

There can only be one 4RE DVR in a recording group.

For more information about the 4RE DVR and group recordings, see the 4RE DVR In-Car Video User Guide.
Group Events

The collaboration of V300 Cameras and the 4RE DVR creates a group event. Each device in the same recording group creates individual recorded events of the same incident. This shows the individual event from different perspectives to create a more comprehensive view of an incident.

When a group event is uploaded to Evidence Library, the individual events are automatically linked together.

V300 Camera Behavior

What happens when:

- You try to manually start a recorded event on V300 just after it automatically starts an event as part of a group event?

  If you press the Record Start/Stop button within 10 seconds of the automatic group event start, V300 asks you to confirm that you want to STOP the recorded event with your Record Start/Stop button press. If you do not press the Record Start/Stop button again within 5 seconds, the camera continues recording the event as part of the group event.

  If you press the button a second time within 5 seconds, the camera stops recording the event.

- The V300 Camera that initiated the group event moves out of range during the group event?

  All the devices in the recording group keep recording an event until the 4RE stops the group event or each individual member stops its own event, each according to its configuration. The initiating device moving out of range does not affect the other devices' ability to start, stop, and categorize their own events.

  The V300 Camera that went out of range keeps recording the event until it is manually stopped. A device moving out of range does not affect its ability to start, stop, and categorize its own events.

- The group event is stopped while the V300 that is part of that group event is out of range?

  The out-of-range V300 Cameras keep recording the event until it is manually stopped or moves back into range of the recording group network.

  When the V300 that is still recording an event moves back into range, it is informed that its associated group has stopped the group event. It can then stop its own event, according to its configuration.
About the Features of the V300 Camera

In this section...

- Overview (page 46)
- Feedback indicators (page 49)
- V300 user-removable battery (page 50)
- Video, audio, and subtitle evidence (page 53)
- Recording reminder alert (page 54)
- Data and video encryption (page 54)
- Storage (page 55)
- GPS (page 55)
- WiFi base (page 56)
- [[Undefined variable Variables.G2WShort]][LCD Flow (page 59)
- Transfer Station II (page 73)
- Transfer Station II and WiFi base LEDs (page 63)
V300 Camera Features Overview

The V300 Camera functions as a camera and a DVR (Digital Video Recorder) combination. It captures, processes, and stores video and audio evidence. You can dock the V300 in any one of three bases:

- WiFi base (upload)
- Transfer Station II (Transfer Station 2) (upload)
- USB base (for charging only)

The camera can be paired with the WiFi base to associate with other V300 Cameras to form a recording group (page 40).

This chapter gives you background information that helps you take advantage of all of V300 Body-Worn Camera (V300 Body-Worn Camera) special features.

V300 Body-Worn Camera Components

The Motorola Solutions V300 is a body-worn HDR camera with Bluetooth, Wi-Fi, and GPS. The HDR camera sensor is separate from the camera DVR. V300 components include:

- Dual microphones
- Buttons:
  - Function (top)
  - Power (bottom)
  - Display Backlight button (side)
  - Record Start/Stop (front)
- Top Status LED
- User-replaceable battery
- Storage capacity for V300 is 24-36 hours at max resolution and frame rate
- Ultra-wide dynamic range image sensor that:
  - Maintains rich colors at all light levels
  - Increases low-light sensitivity
  - Vertically adjusts the 130-degree wide-angle lens +15° / -20°
- Images have less digital noise and low-light performance is improved
- Captures a balanced image
Microphone

The digital microphone records CD-quality sound. Depending on the configuration applied to the camera, the microphone:

- Continuously records audio (default setting)
- Only records audio when you press the Function button

Buttons

V300 has four buttons that control the camera functionality.

Power button

Use the Power button only to power the camera on or off. The Power button is on the bottom of the camera.

see Power On and Off on page 22.

Record Start/Stop button

Use the Record Start/Stop button to start or stop a recorded event (page 24). The Record Start/Stop button is on the front of the camera. You can also use Record Start/Stop to interrupt the info sequence.

Function button

The Function (top) button controls:

- Covert mode (Covert mode)
- Tagging an event
- Display of event tags

Display Backlight button

The Display Backlight button is on the right side as you look at the front of the camera.

The screen backlight turns on when you power up the camera until it reaches the ready screen.

The screen backlight turns on when you power off the camera and remains on until the camera powers off.

Use the Display Backlight button for multiple functions. Turn the display backlight on with one button press to:

- Show the camera status on the display
- Step through the status sequence:
  - Press the Backlight button a second time, while backlight is on, to start the display of the status sequence
  - Press the Backlight button while in status sequence, to advance to the next item in the sequence (At end of sequence, it starts over)
About the Features of the V300 Camera

- End the sequence of status information on the display
  - The Backlight turns off about 8 seconds after going through all of the info screens,
  - The Record button interrupts the status sequence
- Mute the audio momentarily (page 26)

V300 display

The display on the V300 shows icons and messages to indicate the status of the camera. The icons show in the top half of the display. The messages show in the 8-character area on the bottom half of the display. If a message is longer than 8 characters, the message scrolls. The display is on the top of the camera.

The display informs you of:

- **Status LED**
  Lets you know immediately if you are recording.

- **Battery status**
  As the charge level decreases, the number of bars in the Battery Charge icon decreases.

- **Current recording length**
  The recorded event length shows as HH:MM:SS, for example, **1:23:59**, and includes any configured pre-event time.

- **Date and time**
  The date shows as an abbreviation for the month with a 1- or 2-digit day of the month, for example, **NOV 3**.

- **Event categories**
  Each category shows as you cycle through the list, for example, **Domestic Domestic (Domestic)**. If the item is longer than the window screen, the item scrolls. The list of categories is configured in Evidence Library (EL).

- **Number of recorded events in storage**

- **Officer name**

- **Recording status**
  The **REC** icon (●REC) shows even if the camera is not recording.

- **Saved storage total**
  The saved storage total shows as a decimal value in GB, for example, **11.07 GB**.

- **Storage status**
  As the camera storage fills with recorded events, the Storage Used meter fills with bars and the Storage Percentage increases.

- **Upload status**, if docked in the Transfer Station II or the WiFi base
  The upload status shows the number of events uploaded out of the total number of events to upload. Critical events upload first.
- **Wi-Fi or GPS signal status**
  
The **Wi-Fi Signal Strength** icon shows the status of the V300 Wi-Fi connection with the WiFi base.

**Display in different modes**

- When the camera is not recording, the default message shown on the display is the number of recorded events in storage.
- When the camera is in Covert mode (Covert mode) and not recording, the default shown on the display is **Covert**
- When the camera is recording, the default shown on the display is the recording length.

**Feedback Indicators**

Apart from the displays, all models of V300 Body-Worn Camera can provide feedback on their status using:

- Tones
- Vibration
- Red and green LEDs

All of these feedback indicators are configurable in Evidence Library. You can set up the tones and vibration to alert with:

- Tone only
- Vibration only
- Tone and vibration together
- No tone or vibration

---

**Note:** If you place the camera in Covert mode, no tones sound and the LEDs do not light.
V300 User-Removable Battery

With the user-removable battery, you can extend your shift by having a replaceable battery charging in the car. The battery can get from 10 - 12 hours on a shift depending on the configuration. The replaceable battery can extend that time for another 10-12 hours. The V300 battery recharges in about 4 hours.

When the battery is getting close to shutting down:

- An audio chime plays and the battery icon blinks when the battery gets close to a critical level.

**Note:** These alarms depend on your officer preferences.

- Start watching the battery icon when it gets to 2%. When the battery icon gets to 1% replace your battery. When the icon starts blinking the LCD displays LOW BATTERY and the camera starts a shutdown procedure.

**Note:** Keep an eye on the battery percentage.

**Caution:** Ensure that you **shutdown** the camera before pulling the battery out. You can damage data by not shutting down the camera.

Weather can affect charging the camera. Extreme hot or cold temperatures can shut down battery charging. The ambient temperature range for charging is 0° C / 32° F to 40° C / 104° F. At the lowest and highest temperatures, charging can stop.
V300 Camera Battery Maintenance

You may need to clean your battery and camera contacts if your camera shows any of these signs,

- Random rebooting or random power off
- The battery percentage on the display abruptly reports 0% battery life remaining
- The V300 will not power on or off outside of the dock

Random rebooting or random power off

The V300 powers off or reboots when docked or undocked or other shock type events occur. An abrupt reboot causes the camera to initiate a System Recovery message. The recovery can take up to 4 minutes to complete. Contamination on the battery or camera contacts can cause these symptoms. Follow the cleaning instructions for the battery provided here.

Battery percentage reports at 0% battery life remaining

V300 camera battery life indicator on the LCD display is showing 0% battery life remaining. This typically occurs at power on or when undocked from charging and upload station or base. Low Battery may show briefly on the camera display. Contamination on the battery contacts can cause these symptoms. Follow the cleaning instructions for the battery provided here.

V300 will not power on or off

The camera powers up when docked but after it is removed from the dock the power button is unresponsive or must be held for an extended time. Follow the cleaning instructions for the battery and camera provided here.

Causes for these problems

Root cause analysis has proven that contaminated battery contacts on both the battery and camera contacts prevent good electrical connection. Contamination can encompass many foreign materials such as accumulated residue from, surface disinfectants or sanitizers, dirt, fibers, liquids, food and other non conductive material on the contact surfaces. These can cause intermittent connection to the battery.
About the Features of the V300 Camera

**Corrective actions**

To clean the battery and camera contact surfaces:

- Remove the battery from the camera.
- Clean the battery and camera contacts with a fine tipped cotton swab and isopropyl alcohol (rubbing alcohol) with at least a 70% alcohol concentration.

![Image of a cotton swab]

Precision Tipped Cotton Swabs are available through online retailers.

**Note:** *Never apply the alcohol directly to the battery or camera contacts in an uncontrolled manner.*

- Gently clean all of the contact surfaces to remove debris.

**Important!** *Do not use bleach, solvents or cleaning sprays to clean or disinfect your battery and camera contacts.*

**Resolutions and repair procedures**

If cleaning the battery and camera contacts does not lead to full functionality, isolate the source by changing out the battery with a working battery.

- If replacing the battery resolves the issue, re-clean the battery and camera contacts
- If re-cleaning does not resolve the issue, contact Customer Service to replace the battery
- If replacing the battery does not resolve the issue, re-clean the camera contacts
- If re-cleaning does not resolve the issue, contact Customer Service to replace the camera

See the Motorola Solutions Technical Notification (MTN), MTN-0134-20-NA issued 09/2020 at:


Contact customer service at 1-800-605-6734.
Video, Audio, and Subtitle Evidence

The V300 works as a DVR and camera combination to collect evidence in a recorded event. A recorded event is a unique, protected segment composed of:

- Video
- Audio
- Subtitles

Video

The V300 records a single compressed video stream using h.264 high-profile compression. Depending on the configuration applied to the camera, the video quality can be:

- High Dynamic Range function (HDR) (not available at 60 frames-per-second)
  HDR synthesizes different exposure conditions into an image so that bright and dark data can be seen at the same time. Lets you capture brilliant colors even when video is taken against bright light for video imaging and still imaging.
- High Definition (HD), 1080p, at a rate of 30 frames-per-second, 1920 by 1080 pixels
- High Definition (HD), 720p, at a rate of 30 frames-per-second, image resolution of 1280 by 720 pixels

Image distortion correction

The V300 camera lens sensor corrects image distortion. It reduces the fisheye effect from the wide-angle lens.

Audio

The V300 records CD quality audio with dual microphones. Depending on the configuration applied to the camera, it can:

- Continuously record audio
- Only record audio during recorded events

Your Administrator uses EL to add the configuration to use audio feedback when you select Event Categories. When you toggle to the next sequential category, the camera beeps each time a new category is shown. When you select a category, a longer beep plays and the camera vibrates.

Subtitles

Subtitles are the text information that can be overlaid on the video. Subtitles can include:

- Officer name
- Date and time
- Device ID
About the Features of the V300 Camera

- Microphone on or off
- GPS location

**Tip:** The subtitles are always included with the video and audio in a recorded event. Using Evidence Library, you can turn them off or on.

For more information...

- see Record-After-the-Fact® (RATF) on page 39
- see PreEvent Capture on page 38
- see Assigning a Configuration and Officer and Checking Out on page 33
- see Upload Events on page 34
- see Using V300 in a recording group on page 40

**Recording Reminder Alert**

The V300 notifies you at regular intervals that it is still capturing an event. Configure Recording Reminder Alert in Evidence Library (EL) to remind you periodically that V300 is recording an event. Reminders include:

- Two tones sound with a vibration (depending on the configured alert notification options)
- The recording duration blinks on the display with the tones/vibration, then remains on the display

**Data and video encryption**

The V300 Body-Worn Camera system supports data and video encryption at rest and in-transit. The data on the SD Card in the camera is not readable if removed. Also, you cannot write to it or erase it. To read the data on the SD Card, contact Customer Support.

The evidence uploaded to Evidence Library is encrypted. The V300 is CJIS (FBI Criminal Justice Information Services) compliant.
Storage

The V300 Camera stores 24 to 36 hours of HD video at 1080 pixels. The camera uses a 128 GB SD Card. When you need to free up storage space on the camera, upload recorded events (page 34) from the camera to Evidence Library (EL).

The V300 display shows a Storage Used icon and percentage (50%) used for protected recorded events. As the camera records events and its storage fills, the Storage Used icon fills with black and the percentage increases.

Low storage and full storage messages

When the camera is about 10 minutes away from running out of storage space, it alerts you with:

- Two short tones and/or a vibration (depending on your alert configuration settings)
- Slow-blinking red LED and Storage Used meter and icon on the display

When the camera storage is full, it alerts you with an error condition alert:

- Fast-blinking red LED
- Three short tones and/or a vibration (depending on your alert configuration settings)
- FULL message on the display

⚠️ Warning! If storage fills completely, the camera stops recording new video.

GPS

The V300 Camera includes a built-in Global Positioning System (GPS). V300 uses the GPS feature to apply:

- Accurate timestamps to recorded events
  These timestamps allow Evidence Library (EL) to synchronize playback between events (video and/or audio) from the V300 Cameras and a 4RE DVR.
- GPS location coordinates to the V300 recorded events

EL

The fix status, longitude, latitude, speed, and time of day information is sent to the Metadata service each second so that it can be included in the event data. The speed information is compared to the configured maximum speed to determine if the vehicle has exceeded the excessive speed trigger. If it has, a message is sent to the Event service to determine if an event should be started.

⚠️ Note: The GPS feature can be disabled in your EL configuration.
About the Features of the V300 Camera

WiFi base

The Motorola Solutions V300 includes built-in Wi-Fi (802.11n).

You can dock the V300 Camera and battery or just the stand-alone battery in the WiFi base. The camera pairs with the base to:

- Associate with a local recording group
  The WiFi base acts as the Wi-Fi access point (802.11n) for the V300 Camera to connect to the local recording group network. The broadcast range for the WiFi base depends on its current environment. The WiFi base typically associates with two cameras at one time, but can associate with up to eight cameras.
- Update firmware
- Charge the camera battery
  For example, you can have a second battery charging in the base while your first battery is on the camera.

**Note:** Charging in a vehicle base can slow in warmer temperatures and can impact the vehicle battery.

**Important!** Battery charging can shut down at ambient temperatures greater than 40° C. 104° F.
LEDs for WiFi base

October 2020

Left LED

<table>
<thead>
<tr>
<th>Left LED (red and green)</th>
<th>WiFi base state</th>
</tr>
</thead>
<tbody>
<tr>
<td>No light</td>
<td>Powered off</td>
</tr>
<tr>
<td>Red</td>
<td>Solid</td>
</tr>
<tr>
<td>Red</td>
<td>Blinking</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>Red</td>
<td>Blinking</td>
</tr>
<tr>
<td>Green</td>
<td>Solid</td>
</tr>
<tr>
<td>Green</td>
<td>Blinking</td>
</tr>
</tbody>
</table>

The left LED on the WiFi base blinks green when it successfully pairs with a V300. The LED blinks red if the pairing was not successful.

**Note:** If you get a solid red light, try undocking and redocking your camera and battery. If solid red appears repeatably, contact Customer Service.

Right LED

<table>
<thead>
<tr>
<th>Right LED (green and amber)</th>
<th>WiFi base state</th>
</tr>
</thead>
<tbody>
<tr>
<td>LED state</td>
<td>State</td>
</tr>
<tr>
<td>Off</td>
<td>WiFi base</td>
</tr>
<tr>
<td>Amber</td>
<td>Solid</td>
</tr>
<tr>
<td>Amber</td>
<td>Blinking</td>
</tr>
<tr>
<td>Green</td>
<td>Solid</td>
</tr>
<tr>
<td>Green</td>
<td>Blinking</td>
</tr>
</tbody>
</table>

If two cameras are paired with the same WiFi base, and one is docked, the WiFi base LEDs show the state of the **docked** camera and pair.
About the Features of the V300 Camera

Connections

The WiFi base has connections for a Wi-Fi antenna cable and a provided custom power and data cable on the back.

Setting up the WiFi base

Typically, the WiFi base and the Distributed Multi-Peer Recording are installed in the vehicle by your agency installation technicians. For more information about installing the V300 system equipment in the vehicle, see the 4RE Vehicle Installation Instructions.

Remote upgrade Wi-Fi base

Upgrading the Wi-Fi base is similar to upgrading the V300 Body-Worn Camera. The V300 retrieves the WiFi base upgrade file just as it retrieves the upgrade file for the camera.

The upgrade file for the WiFi base is downloaded while the V300 Body-Worn Camera is docked in the transfer station. The WiFi base initiates the upgrade and pulls the information when the V300 is docked with the base.

V300 Camera display

When V300 is paired with the WiFi base, the camera display shows a Wi-Fi Signal Strength icon (📡) that indicates the strength of the Wi-Fi signal coming from the WiFi base.
About the Features of the V300 Camera

**V300 LCD Flow (cont.)**

![Flowchart](image)

**Disk full**

When the camera has less than 2% of storage available, the SD card element flashes (1 second ON, 1 second OFF). After the camera fills completely, any attempt to record is blocked and the screen displays FULL.

**Upload events**

**CRITICAL COMPLETE** is displayed for 5 seconds after critical events are uploaded.

**COMPLETE** is displayed for 5 seconds when all events are uploaded. The display then returns to the READY or Charging screen.
Charge the battery

In the dock the battery icon takes the whole screen (if not uploading). When charging the battery icon fills progressively until charged. The flash symbol and green LCD blink while charging.

Once charged, the LCD displays "CHARGE COMPLETE" for 2.5 seconds and the green LED goes solid. The LCD then keeps cycling through the info sequence.

Discharge the battery

If you are close to low battery, the battery icon starts blinking until it reaches critical level. LCD displays LOW BATTERY for 5 seconds and starts a shutdown of the camera.

Charge temperature

If the battery is above 40° C / 104° F for an extended period, the battery can stop charging. If the temperature is below 0° C / 32° F for an extended period, the battery can stop charging.

Associate with a group

When the V300 has successfully associated with the WiFi base, the screen displays Association Complete for 2 seconds. The V300 displays Associated for 2 seconds after undocking, to indicate that Group Recording is enabled.
Error code

When an error appears, the screen displays a number. If after you reboot the Error Code remains, contact technical support and give them the Error Number.
Transfer Station II and WiFi base LEDs

Power LED indicators

<table>
<thead>
<tr>
<th>Use Case</th>
<th>Transfer Station II</th>
<th>WiFi base</th>
</tr>
</thead>
<tbody>
<tr>
<td>Powered on standby</td>
<td>Power LED green solid</td>
<td>Power LED green solid</td>
</tr>
<tr>
<td>Camera/Battery docked, charging</td>
<td>Power LED green blinks until 100% charged</td>
<td>Power LED green blinks until 100% charged</td>
</tr>
<tr>
<td>Camera/Battery docked, finished charging</td>
<td>Power LED green solid</td>
<td>Power LED green solid</td>
</tr>
<tr>
<td>Camera/Battery docked, charge error</td>
<td>Power LED red solid</td>
<td>Power LED red blinks</td>
</tr>
<tr>
<td>Associate success</td>
<td>N/A</td>
<td>Power LED green blinks 3 times</td>
</tr>
<tr>
<td>Associate error</td>
<td>N/A</td>
<td>Power LED red blinks 3 times</td>
</tr>
<tr>
<td>Error</td>
<td>N/A</td>
<td>Power LED red blinks 1 second on, 1 sec off</td>
</tr>
<tr>
<td>Base shutdown</td>
<td>N/A</td>
<td>Power LED green blinks until off</td>
</tr>
<tr>
<td>Base firmware upgrade</td>
<td>N/A</td>
<td>Power LED amber blinks 250 milliseconds (ms) on, 250 ms off</td>
</tr>
<tr>
<td>Base firmware upgrade Pending</td>
<td>N/A</td>
<td>Power LED amber blinks 500 ms on, 500 ms off</td>
</tr>
<tr>
<td>SPS firmware upgrade staged</td>
<td>N/A</td>
<td>Power LED amber blinks 1 sec on, 1 sec off</td>
</tr>
<tr>
<td>SPS firmware upgrade pending</td>
<td>N/A</td>
<td>Power LED amber off</td>
</tr>
</tbody>
</table>

Activity LED indicators

<table>
<thead>
<tr>
<th>Use Case</th>
<th>Transfer Station II</th>
<th>WiFi base</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wireless connected, if no camera docked</td>
<td>N/A</td>
<td>Activity LED green WiFi LED blinks with WiFi Activity</td>
</tr>
<tr>
<td>Wireless disconnected</td>
<td>N/A</td>
<td>Activity LED green WiFi LED off</td>
</tr>
<tr>
<td>Camera docked</td>
<td>Activity LED amber solid</td>
<td>Activity LED green WiFi LED off</td>
</tr>
<tr>
<td>Backend server connected, if camera docked</td>
<td>Activity LED green solid</td>
<td>Activity LED amber solid Upload LED green solid</td>
</tr>
</tbody>
</table>

V300 Body-Worn Camera User Guide
WGD00169, Revision B
## About the Features of the V300 Camera

<table>
<thead>
<tr>
<th>Condition</th>
<th>Activity LED</th>
<th>Network upload activity on ethernet interface</th>
</tr>
</thead>
<tbody>
<tr>
<td>Upload in progress, if camera docked</td>
<td>green blinks</td>
<td>Activity LED amber blinks</td>
</tr>
<tr>
<td>Backend server disconnected or Error, if camera docked</td>
<td>red</td>
<td>Activity LED off Upload LED off</td>
</tr>
</tbody>
</table>

## Transfer Station II front LED indicators

<table>
<thead>
<tr>
<th>Use Case</th>
<th>Transfer Station II</th>
</tr>
</thead>
<tbody>
<tr>
<td>Power good</td>
<td>Main Power LED green solid</td>
</tr>
<tr>
<td>Power fail</td>
<td>Main Power LED red solid</td>
</tr>
<tr>
<td>Backend server connected, transfer station link detected</td>
<td>LED amber green</td>
</tr>
<tr>
<td>Backend server not connected, transfer station link not detected</td>
<td>Link LED off</td>
</tr>
<tr>
<td>No MAC Address</td>
<td>Main Power LED red blinks</td>
</tr>
</tbody>
</table>
In this section...

- Smart Power Switch Overview (page 66)
- Getting the SmartControl app (page 66)
- Enabling SmartControl (page 67)
- Connecting to SmartControl (page 68)
- Categorizing and event (page 69)
- Starting a state capture (page 70)

Supported versions

SmartControl runs any Android phone running Android 6 or higher.
SmartControl Overview

SmartControl is the companion smartphone app for the Motorola Solutions V300 Body-Worn Camera. Android requires location information (GPS) to enable Bluetooth and WiFi. It lets officers view evidence and tag videos on the phone.

The SmartControl app makes V300 functionality available on your smartphone:

- Review recorded events
- Categorize recorded events
- Add secondary tags

Note: Your V300 Camera must be at version 2.0.0.12 or later.

Get the SmartControl app

Go to the Google Play Store and search for SmartControl. The app icon appears for you to download.

Download the app and get started using SmartControl.
Enabling SmartControl

SmartControl requires connections to operate properly. The connections include:

1. SmartControl wants to turn on WiFi—ALLOW
2. SmartControl wants to turn on Bluetooth—ALLOW
3. Allow SmartControl to access this device’s location—ALLOW
4. To continue, turn on device location which uses Google’s location service

If you deny any of the connections or turn off connections outside of the app, SmartControl will not work. You can either select Close app or Try again to reinstate the connections. If you select Try again, the dialogs will reappear and step you through the process.

(1) SmartControl wants to turn on—ALLOW
(2) SmartControl wants to turn on Bluetooth—ALLOW
(3) Allow SmartControl to access this device’s location—ALLOW

If you decline the location access a second time, Try Again does not work. You have to reset location access outside the app in your phone.

(4) To continue turn on device location which uses Google’s location service—OK
Connecting to SmartControl

You must check out your V300 Camera from Evidence Library to connect the camera to SmartControl.

**Important!** SmartControl runs on any Android smart phone running Android 6 or higher.

To activate:

- Press the **Function (top)** button and the **Display backlight** button on the camera at the same time and hold for 5 seconds

1. **V300**
   - **10 Events**

2. **Smart Control**
   - **Now discoverable**
   - **Device Name:** BWC-00357
   - **Device BWC-00357**
   - **PIN:** 750392

(1) All previous device pairing information is cleared when you start the process. Any events in memory will still be on the camera.

(2) SmartControl is searching for a camera to connect to. It only takes a few seconds to search for the connection. (Searching times out after 30 seconds. Try again if this happens.)

(3) The app finds any close camera. Check the screen on the V300 UI for your camera name. Touch the area with the camera ID on the screen to select your camera.

(4) Enter the Pin number shown on the V300 on the line provided for the Bluetooth pairing in SmartControl.
(5, 6) SmartControl searches and connects the Bluetooth connection. When it finds it, the app automatically proceeds.

(7) SmartControl searches and connects to the WiFi connection. (Depending on the phone and Android version, you may be asked if you want to connect to the WiFi hotspot.)

(8) The home screen appears. Since this camera had 10 events in memory, the events show on the screen.

If the camera doesn’t connect or if there is an error, the app sends you back to number 1 and you just start over.

Categorizing an event

You can use the SmartControl app to categorize a recorded event on your smartphone.
SmartControl

To edit an event:
(1) Touch an event in the list of events to edit.
The Edit Event Tags screen opens.
(2) Touch the circle arrow to playback the event.
(3) In the Category box, touch the arrow and choose a category from the drop-down list configured by your agency.
The tags below Category are secondary tags your agency has configured to appear. They can be drop-down lists or text answers.

Starting a state capture

You can request that your V300 Camera perform a state capture and save it to the V300 for use by Motorola Solutions technical services.

To start a state capture:
(1) Touch About the connected device.
(2) Touch Perform state capture.
The State Capture screen appears.
Appendix: Transfer Station II

In this section...

- Transfer Station II setup overview (page 72)
- Setting up the Transfer Station II (Transfer Station 2) hardware (page 1)
- Configuring the Transfer Station II for use with Evidence Library Software (page 74)
Appendix: Transfer Station II

Transfer Station II Setup Overview

The Transfer Station II lets your agency upload video evidence to Evidence Library (EL) software from multiple V300 Cameras simultaneously. Each Transfer Station II has eight slots for the V300 Cameras and stand-alone batteries. You can connect multiple transfer stations to one instance of Evidence Library software, but you must set up and configure each Transfer Station II separately.

---

**Important!** Use the Transfer Station II to upload events to EL.

---

When the transfer station is on, the power LED is on. To set up the Transfer Station II:

1. Set up the Transfer Station II hardware. (page 1)
2. Configure the Transfer Station II in Evidence Library (EL) so the V300 Cameras docked in it will upload to EL. (page 74)

---

**Important!** An administrator should set up the Transfer Station II, or your IT administrator should be on-call.

---
About the Transfer Station II

You can dock the camera and battery together or dock the battery alone in the Transfer Station II.

When you dock the V300 Body-Worn Camera, the camera automatically starts charging, if needed. The camera also uses the Transfer Station II to:

- Upload recorded events from storage
- Upgrade the V300 Camera
- Update firmware

Evidence Library can interact with multiple V300 Body-Worn Cameras simultaneously while in Transfer Station II. Each Transfer Station II has eight slots for cameras or batteries.

**LEDs**

Three LEDs on each slot of the Transfer Station II show power and connection status:

- **Green, left position**: When lit, indicates that the Transfer Station II is powered on
- **Amber, center position**: When lit, indicates that the Transfer Station II is connected to Evidence Library software; when blinking, indicates data is being transferred
- **Red, right position**: When lit, indicates an error condition

For more information on the LEDs, see the *Transfer Station II Quick Start Guide*.

**Connections**

The Transfer Station II has connections for both a power cable and an Ethernet cable. You power the Transfer Station II off and on using the power switch.

*see Docking the V300 Camera in a Transfer Station II on* page 30
Appendix: Transfer Station II

Transfer Station II Configuration Settings

Configure each Transfer Station II (Transfer Station 2) individually using a web page specific to the Transfer Station II. You configure:

- Transfer Station II Settings
- V300 Camera Settings (page 74)

⚠️ Important! To use the Transfer Station to upload events, Evidence Library must be Evidence Librarycom (EL) or on-premise (EL).

Admin Evidence LibraryTransfer Station II Settings

1. Connect the Ethernet cable from the Transfer Station II to the computer.
2. Open your web browser and enter https://192.168.2.20, the Transfer Station II default IP address.
3. Log in to your Transfer Station II web page on the Secure Sign In screen.
4. Enter the Username and Password (Admin, V1$T@xfr).

```
SECURE SIGN IN
Username

Password

Login

Version: 2.0.0.0
```

5. Click login.

Transfer Station II Configuration

The Current Transfer Station II Configuration web page opens with the Transfer Station II default settings.

⚠️ Note: Transfer Station II supports only IPv4 networking.
1. Assign a Static IP Address or let your DHCP server assign its IP address

   **Note:** Use a static IP address for easy access to the UI for troubleshooting.

2. Enter the **Location** of the Transfer Station II.
3. Enter a unique IP address for each Transfer Station II.
4. Enter the **Station ID** that identifies the current Transfer Station II. **Station ID** fields each have a 32-character limit.

   In the example, Transfer Station II uses Building 415 as the location and B as the Station ID.

   EL uses these names to identify the individual V300 Cameras and location of the cameras.

   **Note:** Motorola Solutions provides labels that assume an alphabetic Station ID combined with slot numbers 1 through 8.

5. Enter your **IP Config** type, either **Static** or **DHCP** server assigned. For DHCP setup, see (page 76).

   The first screen shows a Static configuration.

   **Note:** Motorola Solutions recommends that you set up a pool of static IP addresses that you assign to your Transfer Station II.

6. Complete the remainder of the settings.
Appendix: Transfer Station II

7. Click **Save Settings**.

Because the Transfer Station II IP address changed, the default configuration web page is no longer valid and the system logs you out.

**V300 Settings**

1. Complete the **V300 Settings**.
2. Enter your Static IP addresses for each slot.

   This window does not appear if you choose DHCP server assigned address.

3. Click **Save V300 Settings**.

**DHCP IP Config**

If you choose to go with DHCP for your IP Config, complete the two screens shown here.
1. Enter the Station ID. (Optional. Call Customer Support to get the ID.)
   
   **Note 1:** You can get the Station ID when doing the initial setup of your system with technical support.

2. Enter the **Upload Server Config**.

3. Enter the **Primary EL Upload Server Hostname**.
   
   **Note 2:** The address shows Hostname (DNS) with Primary Upload Server Hostname always being device.tx.evidencelibrary.com. In this environment, the video uploads to EL. For EL On Premise, the name is unique to your agency, for example, device.el.agencypd.gov.

4. Enter the **Secondary EL Upload Server Hostname** (Optional)

   **Tip:** The upload server for Evidence Library can also be called the Wireless Import Service.

---

**Upgrade Transfer Station II**

To upgrade software or firmware, choose your files from the computer connected to the network and click **Upgrade** for the one you want to upgrade.
Appendix: Transfer Station II

**Administrative functions**

Only an Admin can perform the functions shown here.

**Change Username and Password**

<table>
<thead>
<tr>
<th>TRANSFER STATION ADMINISTRATIVE FUNCTIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>CHANGE USERNAME / PASSWORD</td>
</tr>
<tr>
<td>Username</td>
</tr>
<tr>
<td>Admin</td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>

Go to the same web portal where you configured IP addresses and EL settings to change the default Username and Password:

1. Enter a new Username.
2. Enter a new Password.
3. Click Save Changes.

Because the login credentials changed, the server logs you out of the Transfer Station II then asks you to log in using the new credentials.

**Disable Transfer Station II**

**Disable** can function as another level of security. Disabling the configuration page, after you finish configuring the Transfer Station II, prevents others from accessing the configuration page to make unauthorized changes. This includes other authorized administrators. To configure the Transfer Station II after disabling, reset the Transfer Station II back to factory defaults.

---

**Note:** To reset the Transfer Station II to factory defaults, use a pin or paper clip, press and hold the Reset button for at least 7 seconds. The button is on the bottom of the Transfer Station II.
Restart Transfer Station II

1. Click **Restart** to restart the Transfer Station II.
   
   Restarting interrupts any in-progress transfers between docked V300 Cameras and the EL upload server.

2. Return to the login screen after restart and wait for the reboot to complete.
   
   The login screen shows **rebooting** and once completed it shows **Reboot Completed**.

Get Transfer Station II Logs

1. Click **Get Logs** to get the Transfer Station II logs.

<table>
<thead>
<tr>
<th>GET TRANSFER STATION II LOGS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Click Get Logs to retrieve logs from Transfer Station II</td>
</tr>
<tr>
<td><strong>Get Logs</strong></td>
</tr>
</tbody>
</table>

2. Click **Download log** to save the file to your desktop.

3. Contact your sales representative to provide the log and the version information shown here.

<table>
<thead>
<tr>
<th>TRANSFER STATION II VERSION INFORMATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Software</td>
</tr>
<tr>
<td>2.0.0.0</td>
</tr>
</tbody>
</table>
Appendix: Transfer Station II

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