VM750D Body Worn Camera (Hytera Hytalk Sight)

User Manual

Hytera Communications Corporation Limited

Preface

Welcome to the world of Hytera and thank you for purchasing this product. To derive optimum performance from the product, please read this manual carefully before use.

This manual is applicable to the following product:

VM750D Body Worn Camera (Hytera Hytalk Sight)

Icon Conventions

The instructional icons and their respective meanings are listed below:

NOTE: Indicates references that can further describe the related topics.

CAUTION: Indicates situations that could cause data loss or equipment damage.

Key Operations

- Long press: To press and hold the key for two seconds.
- Press: To press a key and release it immediately.
- Press and hold: To press a key and keep holding it down.

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If you have any suggestions or would like to learn more details, please visit our website at: http://www.hytera.com.

EU Regulatory Conformance

As certified by the qualified laboratory, the product is in compliance with the essential requirements and other relevant provisions of the following directives:

- 2006/66/EC
- 2011/65/EU
- 2012/19/EU
- 2014/53/EU

Please note that the above information is applicable to EU countries only.

1. Packing List

Please unpack carefully and check that you have received the following items. If any item is missing or damaged, contact your dealer.

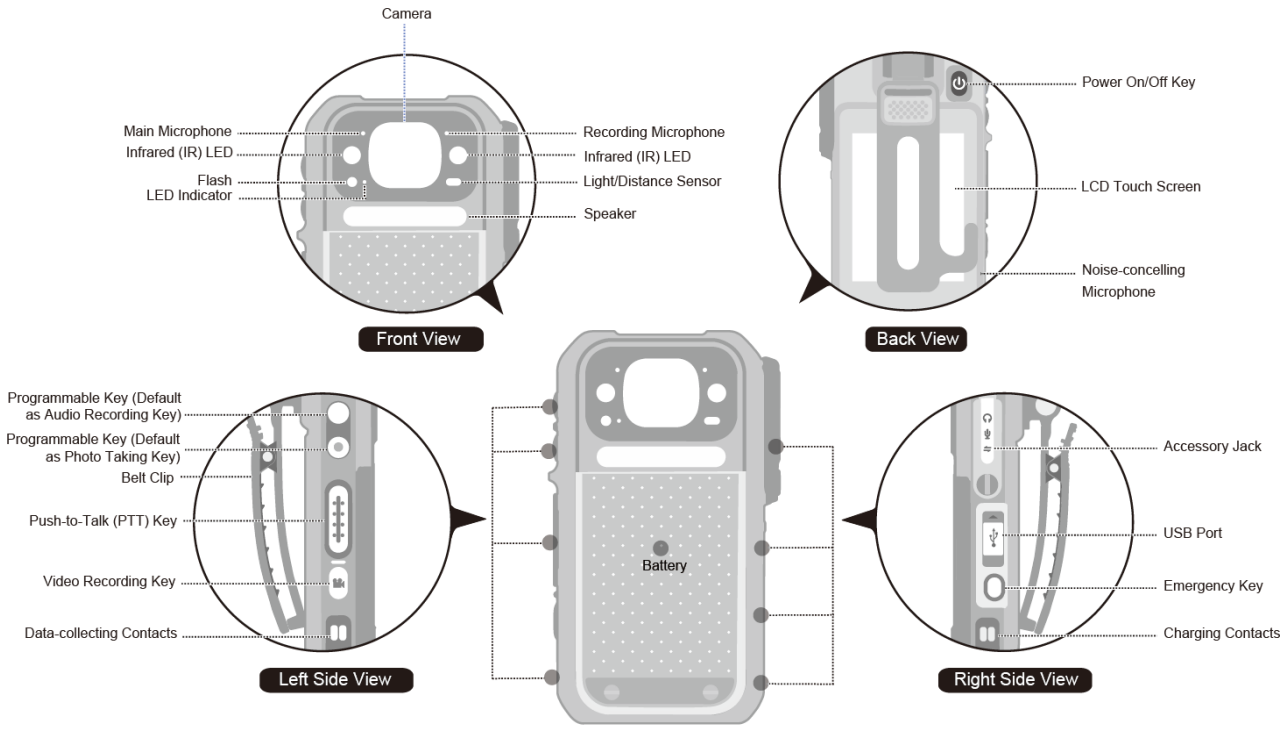
Item	Quantity (PCS)	Item	Quantity (PCS)
VM750D Body Worn Camera (BWC)	1	USB Data Cable	1
Battery	1	Power Adapter	1
Belt Clip	1	User Manual	1

NOTE

Pictures in this manual are only for reference.

2. Product Overview

2.1 Product Layout



2.2 LED Indicator

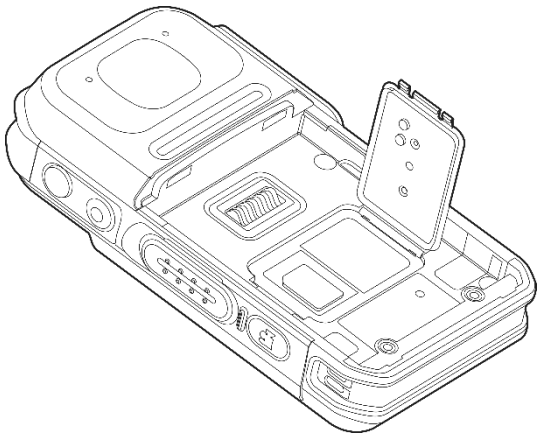
Status		Description
Glows red	Always	● The product is transmitting voice. ● The product is being charged, and the battery power is below 80%.
	For three seconds	The TF card is full.
	For two seconds	The product is being turned off.
Glows green		● The product is fully charged. ● The product is being turned on.
Glows orange		The product is being charged, and the battery power is equal to or above 80%.
Flashes orange rapidly for three seconds		The remaining capacity of the TF card is less than 2 GB.
Flashes red slowly	Once every second	The product is recording a video.

Status		Description
	Once every five seconds	The battery runs low. Please recharge or replace the battery in time.
Flashes orange slowly		The product is recording audio.
Flashes blue slowly	Once every second	The product is connected with a BT device (without BLE).
	Once every two seconds	The product is transmitting data.
Flashes red and blue alternatively		The product is switching to BT pairing mode (without BLE).
Flashes green slowly		The product is connected with a BLE device (without BT).
Glows cyan		The product is switching to BT pairing mode (with BLE).
Flashes cyan slowly		The product is connected with a BT device (with BLE).
Glows blue for one minute		The product has completed data transmission.

3. Before Use

3.1 Installing the Nano SIM Card

1. Open the card slot cover.
2. Unlock the Nano SIM card flip cover according to the instructions on it.
3. Place the Nano SIM card into the slot.
4. Lock the flip cover and slot cover, as shown in the following figure.



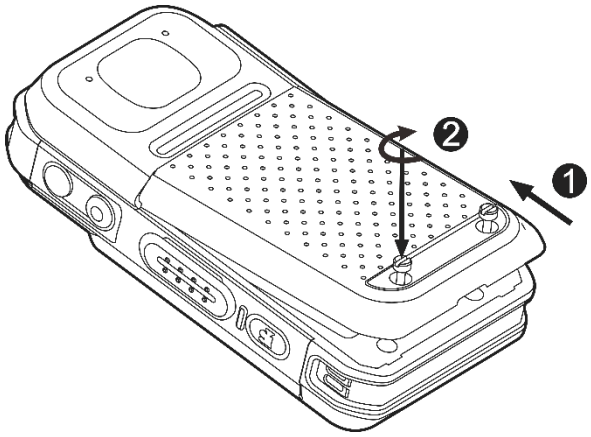
3.2 Attaching the Battery

CAUTION

- Use only the Hytera standard or optional battery. Polarity reverse or use of other batteries may result in explosion and fire hazards.
- Dispose of used batteries in accordance with the "Recycling and Handling Safety Precautions" in the *Safety Information Manual*.
- Do not remove the battery except when installing the SIM card or when the battery is damaged. An alarm will be sent to the Hytera Hytalk Sight (HHS) Monitor upon battery removal.

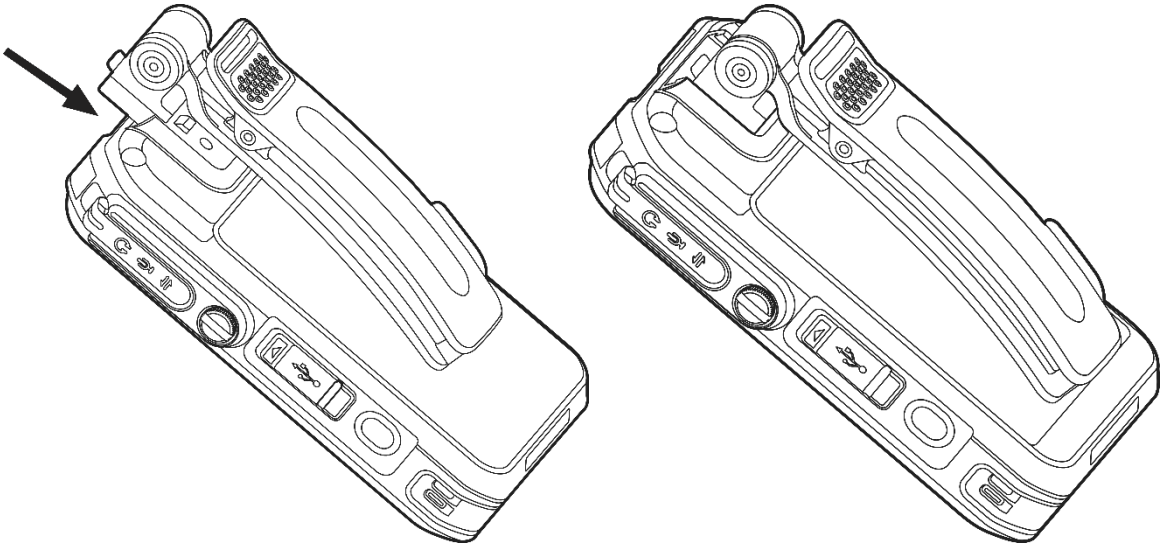
Attach the battery according to the following figure.

1. Insert the battery (①).
2. Fasten the two screws with a screwdriver (②).



3.3 Attaching the Belt Clip

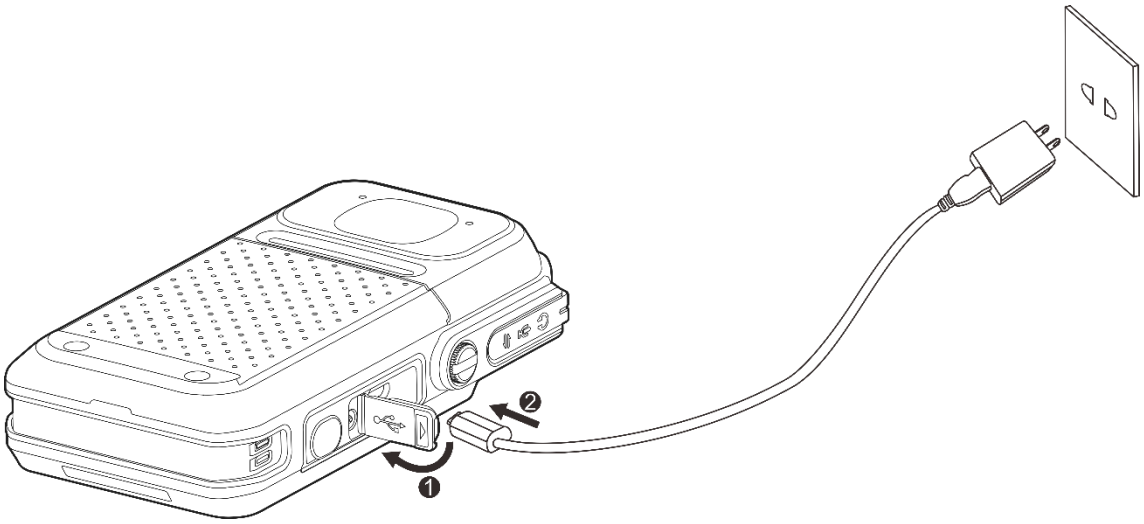
Attach the belt clip according to the following figure.



To remove the belt clip, reverse the attaching steps.

3.4 Charging the Product

Charge the product according to the following figure.



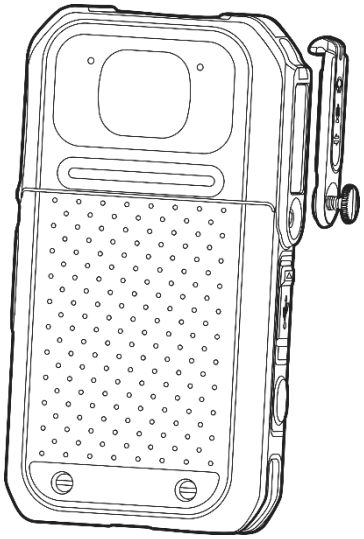
You can learn about the charging status from the LED indicator. For details, see 2.2 LED Indicator.

3.5 Attaching the Accessory

CAUTION

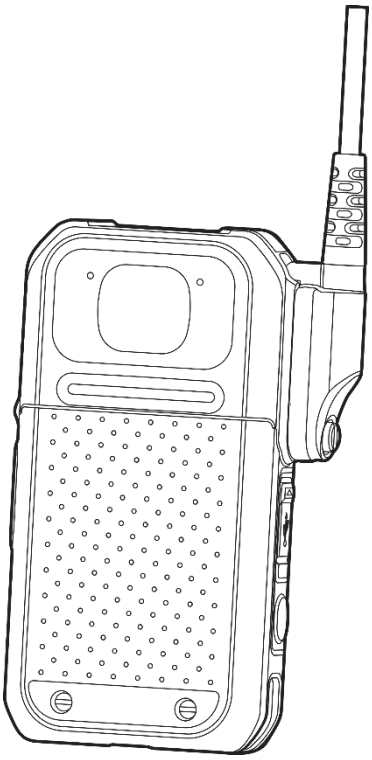
- To ensure the waterproof performance, do not scrape the silicone surrounding the accessory jack.
- After disconnecting the accessory, put the accessory jack cover back in place and tighten the screw on the cover.

1. Open the accessory jack cover.



2. Insert the accessory to the accessory jack.

3. Tighten the screw on the accessory.

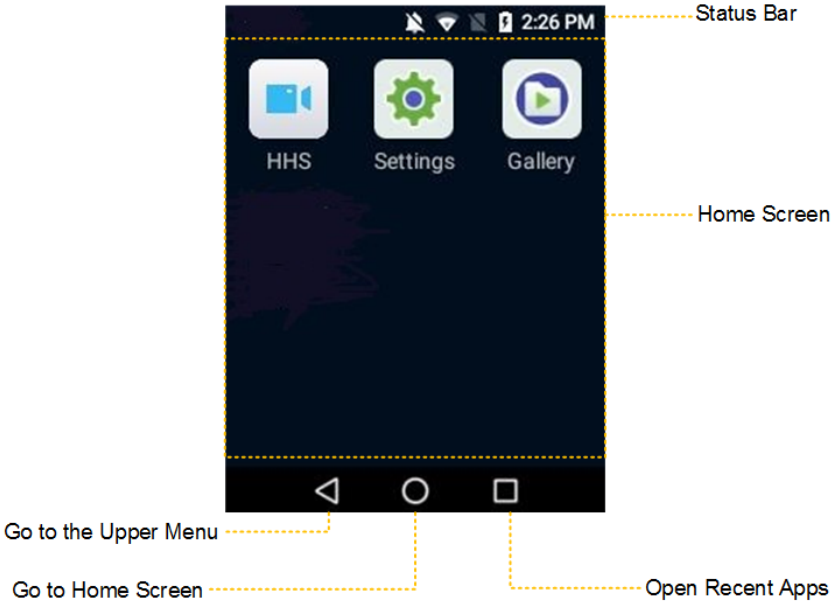


4. Basic Operations

4.1 Turning On/Off the Product

Long press ⏻ for three seconds to turn on or off the product.

4.2 Understanding the Screen



4.2.1 Status Bar Icon

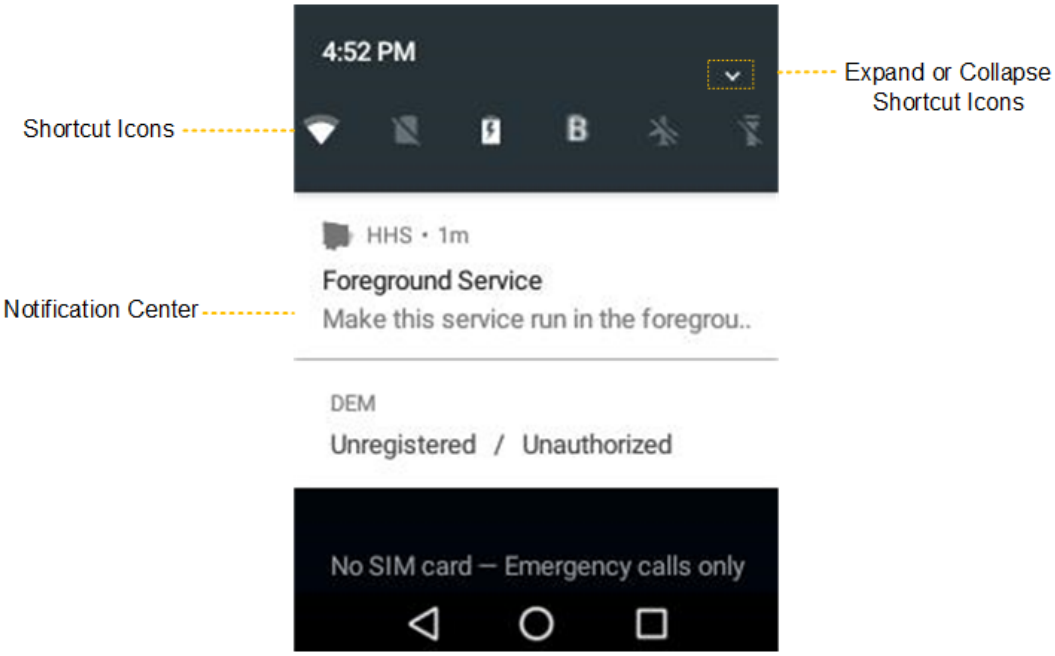
The following table describes icons that might appear in the status bar.

Icon	Description	Icon	Description
	The Location feature is enabled.		A wireless local area network (WLAN) is connected.
	The BT feature is enabled.		The cellular network is enabled.
	A BT device is connected.		No SIM card is inserted.
	The silent mode is enabled.		The battery power is full.
	The airplane mode is enabled.		The battery is being charged.

4.2.2 Notifications and Shortcuts

New notifications are displayed shortly at the top of the screen, or displayed constantly in the middle of the screen till you view or clear it.

On the home screen, swipe down from the status bar to open the notification center, where you can adjust brightness, turn on or off shortcut switches, open settings, and view or clear notifications.



4.2.3 Sleep and Wakeup

Sleep

- To enter sleep mode manually, press ⏻ in power-on mode.
- To enter sleep mode automatically, go to **Settings** > **System settings** > **Sleep,** and then set the sleep time. When the sleep time is up, the product enters sleep mode automatically.

Wakeup

When the screen goes off, press any key to wake up the screen.

4.3 Connecting to the Network

4.3.1 Cellular Network

Before enabling the cellular network, make sure that the SIM card has been registered to the carrier networks. When not using the cellular network, disable the cellular network feature to save traffic and extend the standby time.

1. Wipe down from the status bar to open the notification center.
2. Tap ◢.
3. Tap to enable the cellular network; or tap to disable the cellular network.

4.3.2 WLAN

You can connect the product to the WLAN to access the Internet or share files with other network devices.

To use the WLAN, do the following:

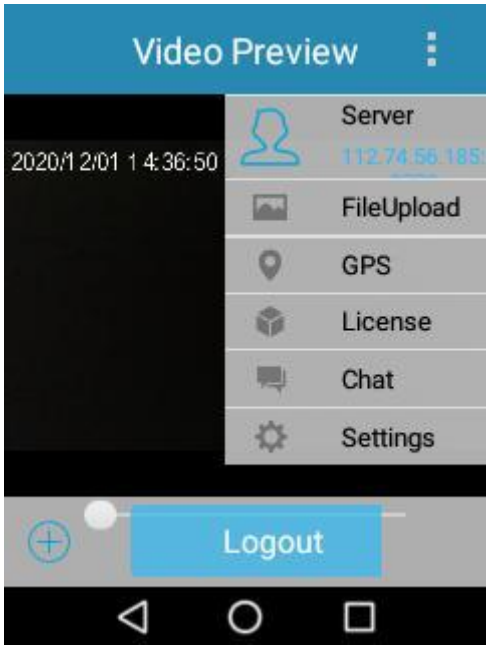
1. To enable the WLAN feature and view the WLAN list, do either of the following:
   - Swipe down from the status bar, tap to enable WLAN, and then touch and hold till the WLAN list is displayed.
   - Tap on the home screen, tap **WLAN**, and then turn on WLAN.
2. Select an available network from the WLAN list.
3. If the network displays with a icon, enter the password, and then tap **CONNECT**.

The product automatically saves WLAN information upon successful connection, and automatically reconnects when WLAN is switched on.

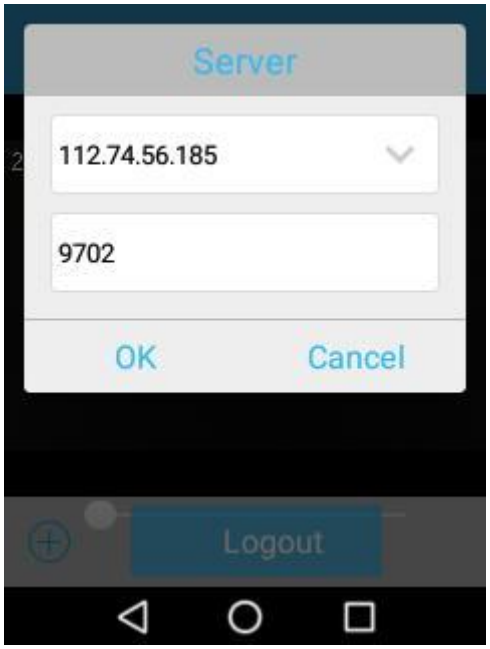
4.1 Logging in to the HHS Server

You must log in to the HHS server to use features such as PoC calls, messages, and emergency mode.

1. On the home screen, tap **HHS**.
2. In the HHS preview screen, tap , and then select **Server**.



3. Enter the address and port number (default: 9702) of the HHS server, and then tap **OK**.



Upon successful login, the **Login** button turns into **Logout**.

5. System Settings

On the home screen of the product, tap to enter the **Settings** interface, and then configure the parameters according to actual situations.

Setting	Description
Accounts	You can view information such as user name, user number, unit name, and unit number.
WLAN	You can enable or disable the WLAN, view the available networks, and connect to a network without or with the password. After successful WLAN connection, you can access the Internet or share files with other network devices.
BT	You can enable or disable the BT feature, set the product to be detected by other BT devices, view the BT devices that can be connected, and pair the product with other BT devices to transfer data within a short distance.
BT mode	You can select **Master mode** or **Slave mode**. ● Master mode: proactively search and connect with other BT devices. Use the mode when you want to connect the product with a BT earpiece. ● Slave mode: passively wait to be searched and connected. Use the mode when you use the product as a wireless speaker microphone to connect with other terminals.
Language	You can select a language as required. The options include simplified Chinese, English, Russian, and Uzbek.
Location	With the Location feature enabled, the product obtains location information through GPS, WLAN, BT, or cellular network. ● High accuracy: The product uses GPS, WLAN, BT, and cellular networks for positioning. ● Battery saving: The product uses WLAN, BT, and cellular networks for positioning. ● Device only: The product uses GPS for positioning.
SIM card settings	You can enable or disable data roaming. With data roaming enabled, you can use the mobile networks for smooth communications across areas.

<table>
<tr><th>Setting</th><th colspan="3">Description</th></tr>
<tr><td rowspan="6">System settings</td><td>Airplane mode</td><td colspan="2">For security, you may be asked to turn off the product or turn on the airplane mode the airplane. With the airplane mode enabled, the product will automatically close the cellular network and WLAN so the services such as voice, audio, and data are unavailable. If allowed by the airline company, you can manually enable BT and WLAN.</td></tr>
<tr><td>NFC</td><td colspan="2">With the NFC feature enabled, the product can exchange data with a nearby device such as recognition of IC card information.</td></tr>
<tr><td rowspan="3">Display settings</td><td>Brightness</td><td>Adjust the screen brightness automatically or manually. With Adaptive brightness enabled, the product automatically adjusts the screen brightness according to the environmental brightness over the light sensor for optimal experience.</td></tr>
<tr><td>Sleep</td><td>If no operation is made to the product within the preset sleep time, the screen automatically goes off to save battery power.
The options include Never, 10 sec, 20 sec, and 30 sec. Never means the product is always in the wakeup status.</td></tr>
<tr><td>Antibanding</td><td>When the product is used under indoor fluorescent lamp, because of the frequency disparity between the light sensor exposure and the local AC power, the LCD touch screen may have flickers or stripes during video and photo shooting. To fix the flickers, set the antibanding to Auto, and then the product will adjust the flickers automatically.
The options include 50 Hz, 60 Hz, and Auto.</td></tr>
<tr><td>Sound settings</td><td colspan="2">You can adjust the volume of the media or ringtone.</td></tr>
<tr><td>Date & time</td><td colspan="3">You can enable or disable Automatic time zone. With the feature enabled and network connected, the product can synchronize the date, time, and time zone. You can also enable or disable 24-hour format.</td></tr>
<tr><td>Apps</td><td colspan="3">You can configure apps, show system, and reset app preferences.</td></tr>
</table>

Setting	Description
Silent mode	In silent mode, the product gives no alerts or rings; the indicator does not light, and the screen goes dim to keep the product in concealment.
External camera	Enter the password (99999999 as initial password) to enable the external camera feature. You can connect the product with a compatible external camera, and then use it to realize the features of the product such as video recording, video return, and photo taking.
Sever account	Set the Smart MDM and DEM accounts. The parameters of the Smart MDM account are described as follows: ● Self-upgrade mode: In the mode, the product periodically queries whether a firmware upgrade is available on the Smart MDM. If yes, you are reminded to upgrade the firmware. Server address: address of the server where the upgrade firmware is stored. You can fill in the domain name, or the address in the format of "IP address of the server: port number". ● Strong control mode: In the mode, you can manage the product, and change the Smart MDM address on the product through the Smart MDM. In addition, self-upgrade is unavailable. Server address: address of the Smart MDM server with the format of "IP address of the Smart MDM server: port number". The parameter of the DEM account is described as follows: Report address: Address of the DEM server with the format of "IP address of the DEM server: port number".
About device	● You can view the software version, product name, product ID, serial number (SN), and storage capacity (total space and available space). ● The product supports local upgrade and network upgrade.

6. HHS Settings

6.1 Basic Settings

On the HHS video preview screen, tap , and then select **Settings**. Configure the parameters according to actual situations.

Setting	Description
Device info	You can do the following: ● View the product ID and user name. ● Set the product name. ● Enable or disable **automatic acquisition ID**.
Storage	You can set storage information such as post-recording time length, pre-recording time length, video time length (video split time), cleaning cycle of multimedia files, video encoder, video or audio file name format, and photo name format.
GPS settings	You can set GPS location frequency (unit: s), GPS upload interval (unit: s), and enable or disable **GPS record**. ● GPS location frequency: interval of positioning after the GPS is enabled. ● GPS upload interval: interval of GPS data uploaded to the HHS server. The interval also can be set on the HHS system. Regardless of being set on the product or on the HHS system, the actual interval is the one set latest. ● GPS record: With the feature enabled, the product can store the GPS data to the local path.
Infrared settings	With infrared turned on, when the product is recording video in dark environment, it automatically turns on the IR LED. The options include **AUTO**, **Open**, and **Close**.
Voice setting	In certain situations, such as during video recording, audio recording, and photo taking, or when the battery power is low, the available space is insufficient or running out, the product can give voice reminders or alert tones. You can set this feature according to actual needs. The options include **Voice** and **Beep**.

Setting	Description
Camera setting	You can set photo resolution, and enable or disable **Continuous Capture Modes**. With **Continuous Capture Modes** enabled, you can continuously take multiple photos or snapshots. The burst-shot number of photos can be set up to ten.
Version	You can view the version code, and version name of the HHS. The HHS with the version cannot be upgraded through online update or local update.
Platform	You can select one option from the HHS, GB28181, ONVIF, and RTMP systems. For the GB28181, ONVIF, and RTMP systems, contact technical support engineers of Hytera. The parameters of the HHS system are described as follows: ● Auto upload photos: With the feature enabled, the product automatically uploads photos to the HHS server. ● Auto upload of key video: With the feature enabled, the product automatically uploads the tagged videos to the HHS server. ● PTT half duplex intercom: With the feature enabled, the product works in half-duplex mode when using PoC services. With the feature disabled, the product works in full-duplex mode when using PoC services. ● Delete local files after uploading: With the feature enabled, the product will automatically delete the local files after upload. ● No movement alarm: When keeping motionless for a preset duration, the product will send an alarm to the HHS Monitor. Move the product to cancel the alarm. ● Man down alarm: When tilted by an angle equal to or greater than 60 °for one minute or longer, the product will send an alarm to the HHS Monitor. Place the product upright to cancel the alarm. ● Disassembly alarm: In power-on mode, when the battery or the shell is removed, the product will send an alarm to the HHS Monitor. ● Camera blocking alarm: In power-on mode, when the camera is blocked, the product will send an alarm to the HHS Monitor. Remove the blocker to cancel the alarm. ● Signaling transport protocol: default, non-configurable. ● Session password: default, non-configurable.
Restore default settings	You can restore the HHS app to factory settings.

Setting	Description
	⚠ **CAUTION** After enabling the feature, you cannot restore to current settings again. Before enabling the feature, consider it carefully.
About device	You can view the total storage and available storage.
Screen lit	With the feature enabled, while the HHS app is opened, the screen will always light up.
Auto run	With the feature enabled, the product automatically opens the HHS app upon power-on.
Auto login	With the feature enabled, the HHS app will automatically log in to the HHS server upon opening.
GPS	With the feature enabled, the product automatically jumps to the **Location** interface in the system settings, where you can set the positioning feature.
LBS	With the feature enabled, the HHS app will locate through the WLAN network, BT, or mobile network.
Auto record	With the feature enabled, the product automatically records a video upon power-on.
Circulating storage	With the feature enabled, when the TF card is full and a new video is being recorded, the product automatically deletes the oldest non-key video to store the new video.
Pre-record	To ensure all interactions during an incident are captured, pre-recording allows you to capture a period time of footage before the recording is started. You can program the pre-recording time length.
Post-record	To ensure all interactions during an incident are captured, post-recording can add a period time of footage after the recording is deactivated. You can program the post-recording time length.
Mute mode	With the feature enabled, the HHS app will be in silent mode.
File encryption	With the feature enabled, the files of videos, audios, and photos will be encrypted.
System preview	With the feature enabled, the recorded videos and uploaded videos are all original without OSD information and not be processed by the app.
Flow statistics	/

6.2 Other Settings

In the HHS video preview interface, tap to enter the camera interface, and then configure the parameters according to actual situations.

NOTE

Only in the logout status and non-recording status, you can switch to external camera, and set the external camera, videos, and audios.

Setting		Description
Camera	Front/Back camera	Camera that comes with the product. ● If no external camera is connected, the option is selected by default and unchangeable. ● If an external camera is connected, you can select the option to use the back camera. You can also switch between the back camera and external camera.
	External camera	When you connect an external camera with the product, the option will be automatically selected. You can also switch between the external camera and back camera.
	Camera rotation (degree)	Set the camera rotation degree. You can view the video screen rotation effect through the video preview interface. The options include **Original state**, **90**, **180**, **270**, and **Mirror rotation 180**.
External camera setting		Includes format, resolution, and frame. Configure the parameter according to the performance of the external camera.
Video setting		Includes resolution, bitrate, frame, contrast, saturation, brightness, and video encoder.
Audio setting		Includes audio encoder, channel number, bitrate, AEC parameters, and AGC parameters. To eliminate the echo between the product and HHS system, select **Enable**. To avoid echo, it is recommended to use microphone or earphone on the HHS

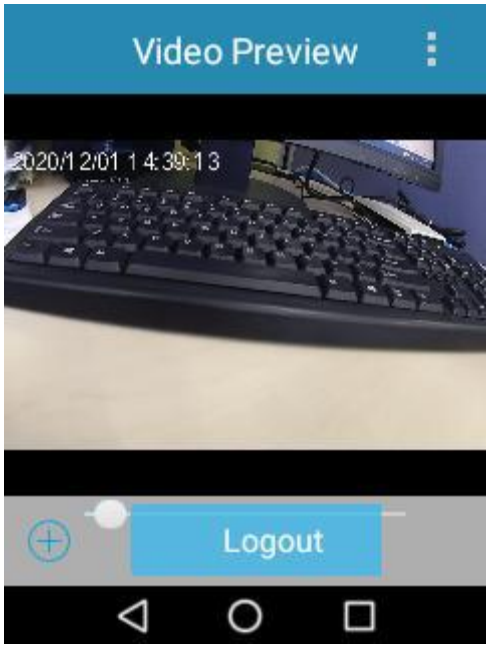
Setting	Description
	system, and BT earphone on this product.
OSD information	You can add OSD type, OSD information, OSD render, OSD position, and Custom Text to your videos or photos. To validate the settings, select **Enable**.

7. Basic Functions

7.1 Zooming

In the HHS video preview interface, slide to adjust the focal length.

As you increase the focal length, the field of view become narrower. As you decrease the focal length, the field of view become wider.



7.2 Video Recording

You can locally record the dynamic scenes during law enforcement. After recording, you can upload the local videos to the HHS system in the following modes:

- Self-upload: only for the tagged recording. For details, see "Platform" in 6.1 Basic Settings.
- Manual upload: for the normal recording and tagged recording. For details, see 7.12 File Synchronization.

NOTE

When the dispatcher enables remote video recording features through the HHS system, the product will automatically record and upload videos without your operations.

Before Recording

- Set parameters such as enabling or disabling the pre-recording and post-recording, setting the length of pre-recording, post-recording, and video split, video encoder, and circulating storage according to 6.1 Basic Settings.

- Set OSD information according to "OSD information" in 6.2 Other Settings.
- Encrypt the video according to "File encryption" in 6.1 Basic Settings.

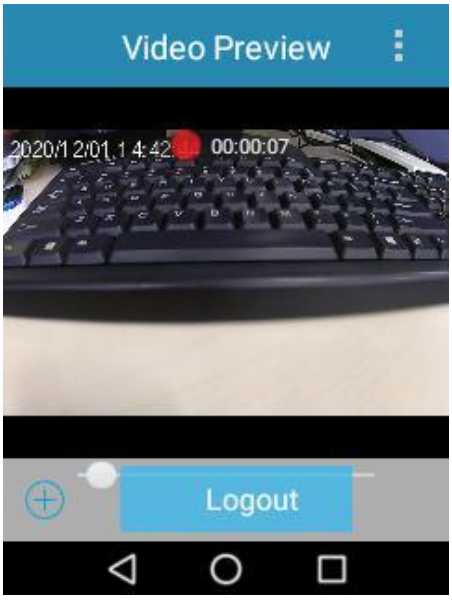
Procedure

- Normal recording

  a. In preview mode, press the **Video Recording** key to start.

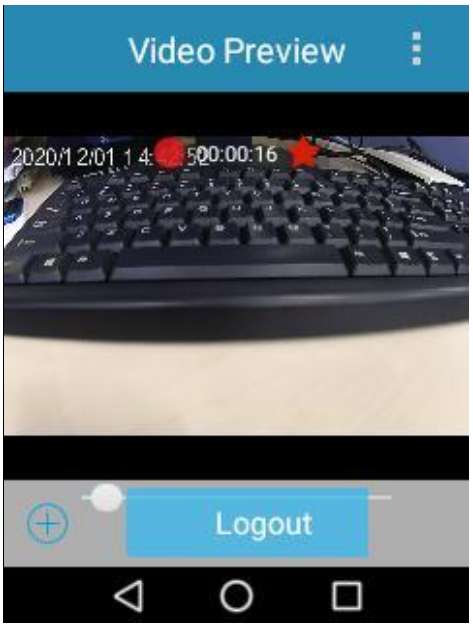
     The LCD touch screen displays the recording time.

  b. Press the **Video Recording** key again to finish.



- Tagged recording

  During video recording, press the **Audio Recording** key to tag the video as key evidence or untag the video.



7.3 Audio Recording

You can locally record the on-site audios during law enforcement. After recording, you can manually upload the local audios to the HHS system according to 7.12 File Synchronization.

NOTE

When the dispatcher enables remote audio recording features through the HHS system, the product will automatically record and upload audios without your operations.

Before Recording

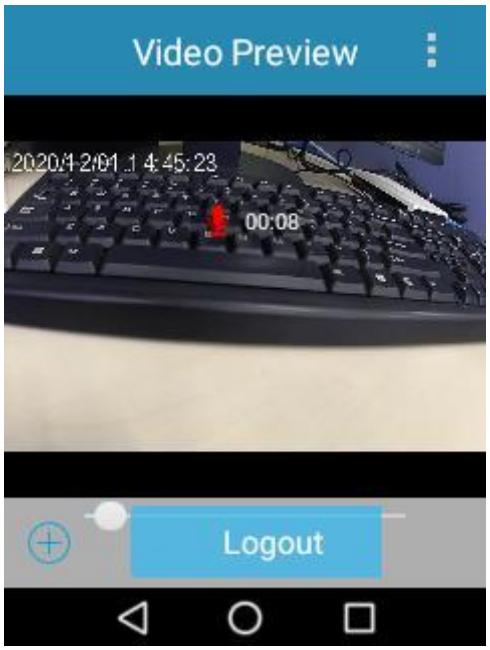
Encrypt the audio according to "File encryption" in 6.1 Basic Settings.

Procedure

- Normal recording

  a. In preview mode, long press the **Audio Recording** key to start.

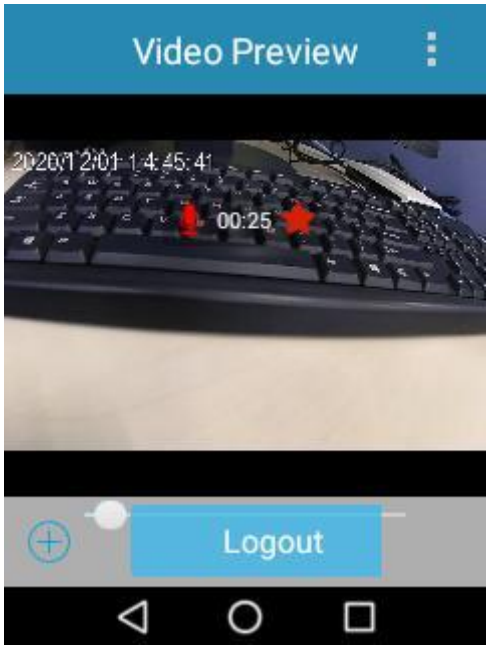
  The LCD touch screen displays the recording time.



  b. Long press the **Audio Recording** key again to finish.

- Tagged recording

  During audio recording, press the **Audio Recording** key to tag the audio as key evidence or untag the audio.



7.4 Photo Taking

You can locally take photos during law enforcement, and then you can upload the local photos to the HHS system in the following modes:

- Self-upload: For details, see "Platform" in 6.1 Basic Settings.
- Manual upload: For details, see 7.12 File Synchronization.

NOTE

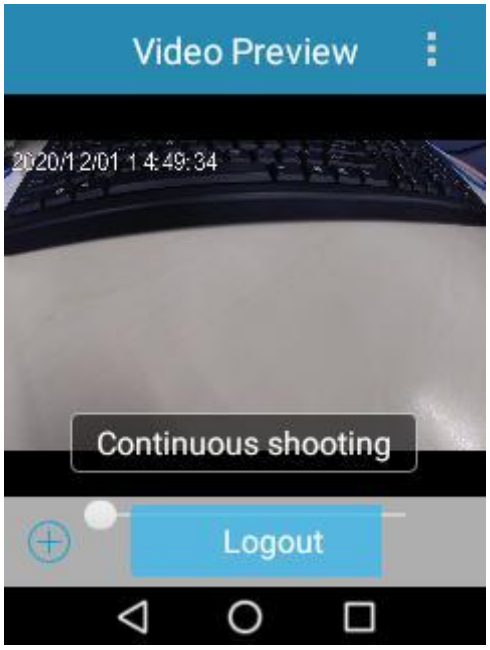
When the dispatcher enables remote photo taking features through the HHS system, the product will automatically take photos without your operations.

Before Photo Taking

- Set the burst mode according to "Camera setting" in 6.1 Basic Settings.
- Set OSD information according to "OSD information" in 6.2 Other Settings.
- Encrypt the photo according to "File encryption" in 6.1 Basic Settings.

Procedure

Press the **Photo Taking** key to take a photo.



7.5 Photo Snapshot

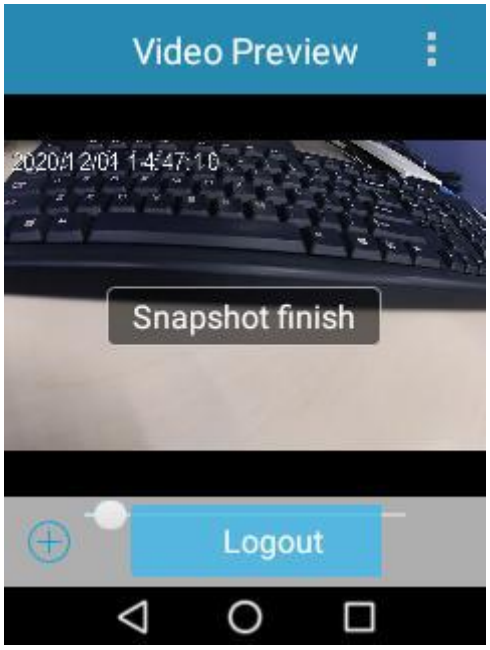
You can snapshot the key static scenes during the video recording.

Before Photo Snapshot

- Set the burst mode according to "Camera setting" in 6.1 Basic Settings.
- Encrypt the photo according to "File encryption" in 6.1 Basic Settings.

Procedure

During video recording, press the **Photo Taking** key to snapshot a photo.



7.6 Flashlight

1. On the home screen, swipe down from the status bar to enter the notification center.
2. Tap to turn on the flashlight; or tap to turn off the flashlight.

7.7 PoC Services

If using the two-way intercom (one-to-one) and one-way intercom (one-to-one or one-to-many) services, you can only answer a call initiated by the HHS dispatcher. If using the group call service, you can both answer and initiate a call. This section instructs you to initiate a group call.

Prerequisite

- The product has been added to a group created by the HHS dispatcher, and the voice function has been enabled for the group.

NOTE

On the product, you can see only one group. If multiple groups are added to the product on the HHS system, the group displayed on the product is subject to the latest group with the voice function enabled.

- You have set the **PTT** modes (half-duplex or full-duplex). For details, see "Platform" in 6.1 Basic Settings.

Procedure

- Half-duplex mode
  a. Press and hold the **PTT** key, and then speak into the microphone.

b. After speaking, release the **PTT** key.

- Full-duplex mode

  Speak into the microphone.

7.8 Message

Message allows you to exchange texts, voice, emotions, pictures, and others in the group. The group members include the HHS dispatcher and the product users.

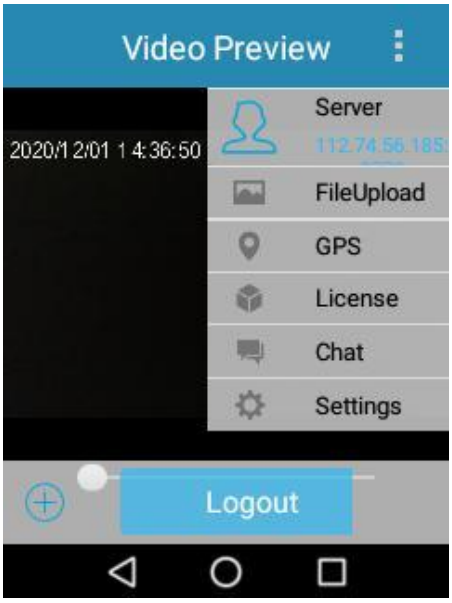
Prerequisite

The product has been added to a group created by the HHS dispatcher.

Procedure

1. View messages.

   a. In the HHS video preview interface, tap , and then select **Chat**.



   b. In the displayed **Chat** interface, do either of the following:

      - Tap the message history under **Conversation**.
      - Tap the group under **Contact**.

      You can view the unread or all messages.

NOTE

If leaving the **Chat** interface, you will see ☐ in the status bar when receiving messages. Swipe down from the status bar, and then tap the message. You can view the messages.

2. Send messages.

If You Want To…	Then…
Send texts	1. Tap the text box, and then enter your content. 2. Tap **Send**.
Send voice	1. Tap . 2. Tap and hold **Hold to Talk**, and then speak into the microphone. 3. After finishing speaking, release the button.
Send emotions	1. Tap . 2. In the displayed emotion box, select an emotion. 3. Tap **Send**.
Send pictures	1. Tap > , and then select a local picture. 2. Tap **OK**.
Send location	1. Tap > . 2. Tap **Send**.
Send files	1. Tap > , and then select a local file. 2. Tap **OK**.

7.9 Emergency Mode

The emergency mode allows you to record a tagged video with one press in case of emergencies.

7.9.1 Enabling Emergency Mode

Press the **Emergency** key.

The product starts tagged recording and sends an emergency message to the HHS system. After receiving the emergency message, the HHS system enables the upload function of audio and video.

7.9.2 Disabling Emergency Mode

Long press the **Emergency** key.

The product stops tagged recording, and the upload function of audio and video is disabled at the same time.

7.10 Alarm

7.10.1 Man Down Alarm

When tilted by an angle equal to or greater than 60 ° for one minute or longer, the product will send an alarm to the HHS Monitor.

Place the product upright to cancel the alarm.

7.10.2 Disassembly Alarm

In power-on mode, when the battery or the shell is removed, the product will send an alarm to the HHS Monitor.

7.10.3 Camera Blocking Alarm

In power-on mode, when the camera is blocked, the product will send an alarm to the HHS Monitor.

Remove the blocker to cancel the alarm.

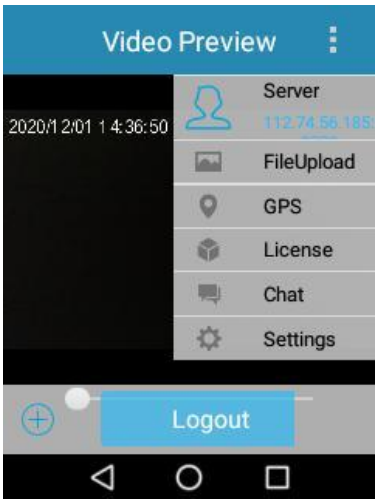
7.10.4 No Movement Alarm

When keeping motionless for a preset duration, the product will send an alarm to the HHS Monitor.

Move the product to cancel the alarm.

7.11 Real-time Positioning

1. In the HHS video preview interface, tap , and then select **GPS**.

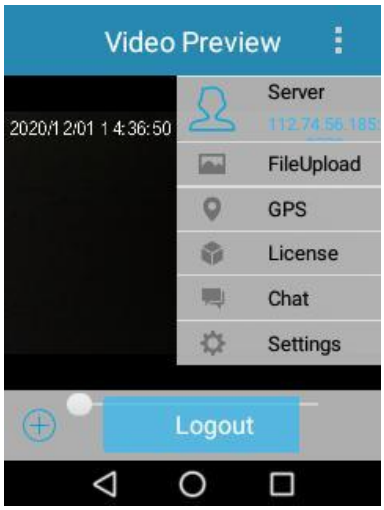


2. On the map, check the location of the product.

7.12 File Synchronization

You can manually upload the local photos, videos, and audios to the HHS system.

1. In the HHS video preview interface, tap , and then select **FileUpload**.



2. In the displayed interface, tap **Photo sync**, **Video sync**, **Audio sync**, or **GPS sync** to enter the corresponding interface.

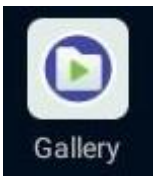
3. Select the files you want to upload to the HHS server.

Back
FileUpload
Photo sync
Video sync
Audio sync
GPS sync
Photo sync upload
20201201_144809.jpg
20201201_144929_1.jpg

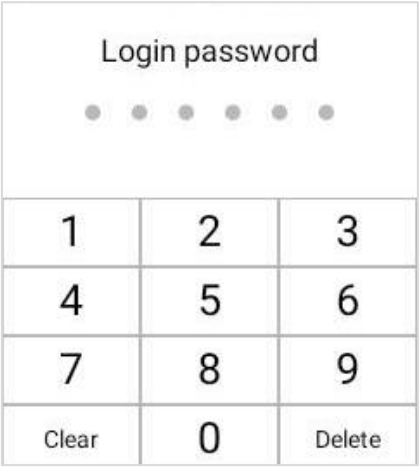
4. Tap .

8. Playing Back Videos/Photos/Audios

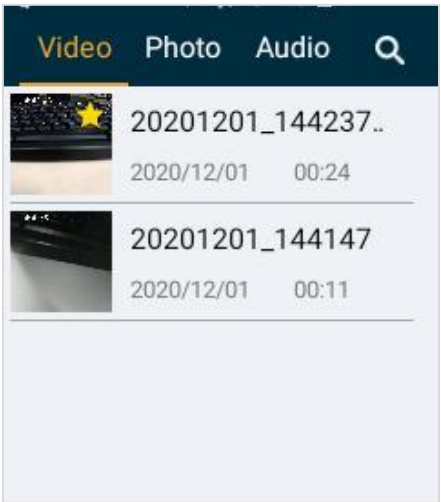
1. On the home screen of the product, tap **Gallery**.



2. Enter the password (123456 as initial password).



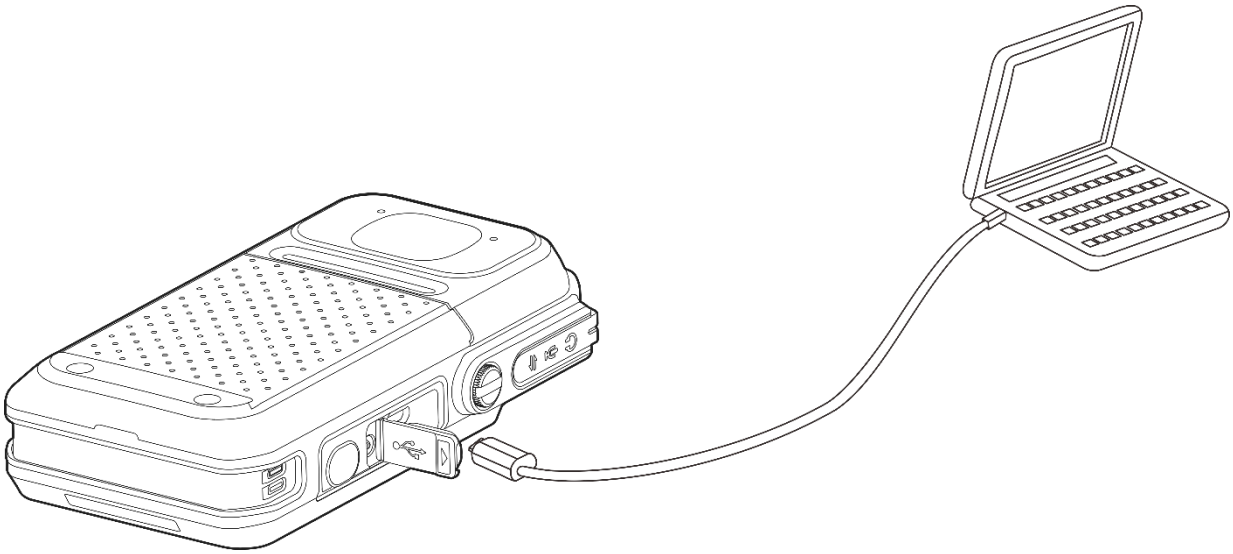
3. Tap **Video**, **Photo**, or **Audio** to enter the playback list of the corresponding media.



4. Tap the photo, audio, or video in the playback list to play the media.

9. Data Collection

You can switch the product into disk mode through the BWC Manager, and then copy photos, audios, and videos to your PC. For details on the operations, refer to the *BWC Manager Operation Guide* in the BWC Manager folder. To connect the product to your PC, do as follows.



If you have purchased the multi-unit charger, you can also collect data through the charger. For details, refer to the related user manual.

10. Troubleshooting

Phenomena	Analysis	Solution
The product cannot be turned on.	The battery may be improperly attached.	Remove the battery and attach it again.
	The battery may run out.	Recharge or replace the battery.
	The battery and the charging probes are in poor contact due to dirtied or damaged battery contacts.	Clean the battery contacts.
The volume is low when you play back audios or videos.	The microphone and the speaker are blocked or damaged.	Clean the microphone and the speaker.
The product cannot record video or audio.	The TF card is full.	Switch to disk mode, and delete all data from the TF card after exporting the data.
The product cannot take photo.	The TF card is full.	Switch to disk mode, and delete all data from the TF card after exporting the data.
The product cannot pre-record or post-record the video.	The pre- or post-recording feature is not enabled.	Enable the feature.
The product does not turn on the IR LED automatically when recording video in dark environment.	The IR LED feature is not enabled.	Enable the IR LED feature.
The product gives no alert tone; the indicator does not light up, and the screen goes dimmest.	The Silent Mode is enabled.	Disable the Silent Mode.
The product cannot log in to the HHS app.	The product does not connect to the WLAN or 4G network.	Connect the product to the WLAN or 4G network.

	The IP address and port number are wrongly filled in.	Fill in the correct IP address and port number of the HHS server.
	The HHS app is not authenticated.	Contact the dealer or Hytera.
The product gives no response to operations.	The product has crashed.	Press the **Power On/Off** key for 10 seconds to forcibly turn the product off.

If the above solutions cannot solve your problems, or you may have some other queries, please contact us or your local dealer for more technical support.

11. Product Care

11.1 BWC

⚠ CAUTION

If the BWC is seriously wet inside, do not turn on it. Contact the dealer or maintenance center in time.

To guarantee optimum performance as well as a long service life of the BWC, follow the tips below:

- Do not disassembly the BWC.
- Do not throw, crack, or hammer the BWC.
- Do not pierce or scrape the BWC, espeically the interfaces.
- Do not expose the BWC to the extreme temperature.
- Keep the BWC away from corrosive substances.
- When no accessory is in use, close the accessory jack cover.
- Do not connect the BWC to the incompatible device.
- Do not hold the BWC by the USB data cable.

To avoid liquid penetration into the BWC, follow the tips below:

- Do not expose the BWC to the environment with high temperature and high humidity.
- Keep the BWC away from salty water, ionized water, alcoholic beverage, lotion, or other impure water.
- Before connecting the accessory or charger to the BWC, ensure the BWC and the interface are dry.

If the BWC has been wet, follow the tips below:

- Do not turn on the BWC.
- Do not connect the accesory or charger to the BWC.
- Do not dry the BWC by microwave, hair dry, or other external heat sources.
- Do not insert the cotton buds or tissue into the interface.
- Use the clean and soft cloth to dry the water on the BWC surface, and then put the BWC to the well-ventilated place until it is dry.

11.2 Battery

To guarantee optimum performance as well as a long service life of the battery, follow the tips below:

- Use the approved charger to charge the battery.
- Keep the BWC turnned off during charging.

- Do not use the BWC during charging.
- Charge the battery under the temperature from 0°C to 45°C.
- When the low battery alert occurs, replace or charge the battery in time.
- When the battery is fully charged, disconnect the charger in time.
- Do not drop the battery by force.
- Do not make the battery wet.
- To avoid short circuit, do not use the conductive substance such as an iron wire to touch the anode and cathode of the battery.

11.3 Cleaning

CAUTION

- Before cleaning, turn off the BWC and remove the battery.
- Ensure no external devices are connected to the BWC.
- After cleaning the accessory jack, put the cover back in place.
- Do not use chemical preparations such as stain removers, alcohol, sprays or oil preparations.
- Do not directly spray the neutral cleanser on the BWC.
- Do not use the BWC until it is fully dry.

It is recommended to clean the BWC regularly. During cleaning, you can check whether the components are damaged. If damages exist, contact the local dealer or the Company.

- Use the non-metal brush to clean up the dust or dirt on the BWC surface.
- Use the lint-free cloth with proper neutral cleanser to clean the surface, screen, keys, knobs, and interfaces.
- Use another lint-free cloth with proper pure water to clean up the cleanser or residue.
- When cleaning the battery slot, use the non-metal brush to clean up the dust and dirt in the slot, and then use the dry and soft lint-free cloth to clean the contacts.

11.4 Sterilizing

CAUTION

- Before sterilizing, turn off the BWC and remove the battery.
- Ensure no external devices are connected to the BWC.
- After sterilizing the accessory jack, put the cover back in place.

- Do not directly spray the alcohol on the BWC.
- Keep the BWC away from the power supply and fire.
- Do not use the BWC until it is fully dry.

It is recommended to sterilize the BWC regularly. You can sterilize the BWC by the following tips:

Use the lint-free cloth with proper rubbing alcohol (density ≥ 70%) to clean the BWC surface, screen, keys, knobs, and interfaces.

11.5 Storing

CAUTION

- Turn off the BWC and remove the battery before storage.
- Ensure no external devices are connected to the BWC.
- If the battery is unused for long time, the battery capacity and performance may decrease.

When storing the BWC, follow the tips below:

- Keep the BWC in the well-ventilated room with the temperature from –30°C to 48°C and with the humidity no greater than 75%.
- Keep the battery in the well-ventilated room with the temperature from –20°C to 45°C (if stored for no more than three months) or 25 ± 3°C (if stored for more than three months), and with the humidity no greater than 75%.
- Keep the BWC or battery away from the acidic and corrosive substances.
- Keep the BWC or battery away from the fire or other heat sources.
- Do not store the BWC or battery in direct sunlight.
- During storing, charge the battery once every three months, and care the battery once every six months.

12. Optional Accessories

CAUTION

Use the accessories specified by Hytera only. Otherwise, we shall not be liable for any losses or damages arising out of the use of any unauthorized accessories.

Contact your local dealer for the optional accessories of the product.

13. Appendix—Product Specifications

Item		Description
Frequency range	European version	● GSM: 850/900/1800/1900 ● TD-SCDMA: B34/B39 ● CDMA: BC0 ● WCDMA: B1/B3/B5/B8 ● TDD-LTE: B34/B38/B39/B40/B41 ● FDD-LTE: B1/B3/B5/B7/B8/B20/B26/B28
	American version	● GSM: 850/1900 ● WCDMA: B2/B4/B5 ● TDD-LTE: B38/B40/B41 ● FDD-LTE: B2/B4/B5/B7/B12/B13/B17/B26/B28
Transmit power		● GSM 850/900: 32.5 dBm ● GSM 1800: 30.5 dBm ● GSM 1900: 29.5 dBm ● WCDMA B1/B3/B5/B8: 23 dBm ● LTE B1/B3: 22 dBm ● LTE B5/B8/B20/B28: 22 dBm ● LTE B7: 21.5 dBm ● LTE B34/B38/B39/B40/B41: 22 dBm

FCC Statement

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1)This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cau undesired operation.

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:
—Reorient or relocate the receiving antenna.
—Increase the separation between the equipment and receiver.
—Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
—Consult the dealer or an experienced radio/TV technician for help.

ISEDC Statement

The device has been tested and complies with SAR limits, users can obtain Canadian information on RF exposure and compliance

Après examen de ce matériel aux conformité aux limites DAS, et/ou aux limites d'intensité de champ RF, les utilisateurs peuvent sur l'exposition aux radiofréquences et la conformité and compliance d'acquérir les informations correspondantes.

SAR tests are conducted using standard operating positions accepted by the FCC/ISEDC with the device transmitting at its highest certified power level in all tested frequency bands, although the SAR is determined at the highest certified power level, the actual SAR level of the device while operating can be well below the maximum value.

Before a new model device is a available for sale to the public, it must be tested and certified to the FCC/ ISEDC that it does not exceed the exposure limit established by the FCC/ISEDC, Tests for each device are performed in positions and locations (worn on the body)as required by the FCC/ISEDC.

For face-up, 10mm was used for test, this equipment should be installed and operated with minimum distance 10mm.

For body worn operation, this device has been tested and meets the FCC/ISEDC RF exposure guidelines when used with an accessory designated for this product or when used with an accessory that Contains no metal.

Non-compliance with the above restrictions may result in violation of RF exposure guidelines.

Les essais SAR sont effectués à l'aide de positions d'exploitation normalisées acceptées par la FCC/ISEDC avec l'appareil transmettant à son niveau de puissance certifié le plus élevé dans toutes les bandes de fréquences testées, bien que le SAR soit déterminé au niveau de puissance certifié le plus élevé, le niveau réel de R-S de l'appareil pendant son fonctionnement peut être bien inférieur à la valeur maximale.

Avant qu'un nouveau dispositif de modèle ne soit disponible à la vente au public, il doit être testé et certifié à la FCC/ISEDC qu'il ne dépasse pas la limite d'exposition établie par la FCC/ISEDC, les tests pour chaque appareil sont effectués dans des positions et des emplacements (portés sur le corps) comme l'exige la FCC/ ISEDC. Pour le face-vers le haut,10mm a été utilisé pour l'essai, cet équipement doit être installé et actionné avec une distance minimale de 10mm.

Pour le fonctionnement du corps usé, ce dispositif a été testé et répond aux directives d'exposition RF FCC/ISEDC lorsqu'il est utilisé avec un accessoire désigné pour ce produit ou lorsqu'il est utilisé avec un accessoire qui ne contient pas de métal.

Le non-respect des restrictions ci-dessus peut entraîner une violation des lignes directrices sur l'exposition aux RF.

5150-5350MHz is only for indoor use.

5150-5350MHz est uniquement pour une utilisation en intérieur

This device complies with Innovation, Science and Economic Development Canada Compliance licence-exempt RSS standard (s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:

(1) l'appareil ne doit pas produire de brouillage, et

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

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