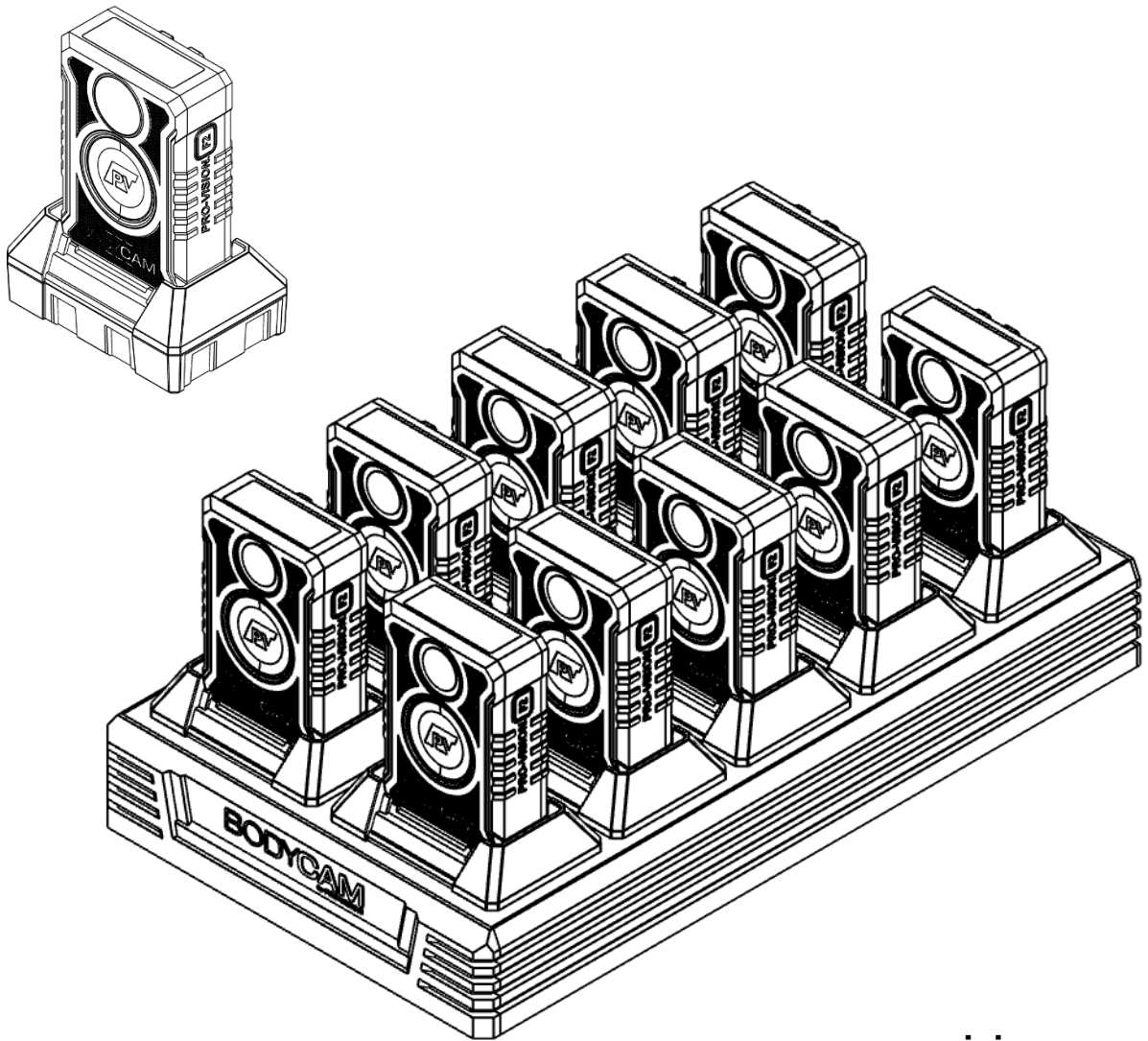


BODYCAM 4 DOCK SETUP GUIDE



provisionusa.com

Rev. C - 3/23/2022

IMPORTANT NOTICES

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MANUFACTURER CONTACT INFORMATION

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For more information about PRO-VISION and its products, go to www.provisionusa.com or call us at (800) 576-1126.

Thank you for choosing *PRO-VISION!*

Please read this manual carefully before use and keep it for future reference.

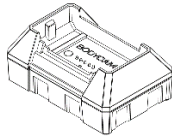
Understanding this manual prior to installation will greatly reduce the time needed for system installation.

Technical support is available Monday thru Friday from 8:00 AM to 5:00 PM EST for questions.

OVERVIEW

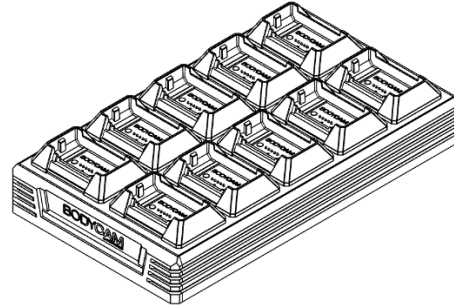
BODYCAM 4 Dock Types

There are two different BODYCAM 4 dock offerings: a single bay dock and a 10-bay multi-dock. Both docking stations connect to power for charging the camera and Ethernet for offloading video.



Single Unit Docking Station
BC4-DOCK-S

- Secure magnetic camera docking
- Simultaneous charging and transfer
- USB-C Power input
- Direct network uploads, no PC required
- Mounting bracket for wall and vehicle mounting
- Small Size



10-Unit Multi-Docking Station
BC4-DOCK-10

- 10 cameras can charge and transfer simultaneously
- Secure magnetic camera docking
- Direct network uploads, no PC required
- Secondary network port allows multiple docks to connect through a single network connection
- Integrated power supply for improved wire management
- Wall mounting slots for optional wall mounting

Network Requirements & Considerations

The BODYCAM 4 system has very different offloading characteristics compared to previous generation systems. Previous generations relied upon a USB connection from camera or docking station to a PC; the BODYCAM 4 does not utilize USB, it can establish a direct network connection from the docking station to the server.

Considerations

- Each BODYCAM 4 device requires its own IP address when docked. The dock itself does not have an IP address, but each bay has its own Media Access Control (MAC) address. The bottom label of the docking station contains the list of MAC addresses for each bay.
- Dynamic Host Configuration Protocol (DHCP) should be used to provision the IP address and network configuration for each device. Static IP addresses are not supported, as the devices could be docked in various locations with different IP configurations. Each BODYCAM 4 docking bay functions as an ethernet card, with its own MAC address. The multi-dock acts as a network switch, routing each of the camera ethernet connections through a single connection to the network. If you are planning to use the dock in vehicle, additional steps may be required depending on your in-vehicle setup, see the [Vehicle Network Configuration](#) section below.
- The camera is capable of an upload speed up to 64 Mbps per device if not regulated by network administrators. There is no Quality-Of-Service (QOS) control on the docking station or camera; it is

not possible to set upload bandwidth restrictions on the devices. If your agency requires upload bandwidth-limiting, it is recommended to deploy rate-limiting restrictions in your layer-3 networking infrastructure as needed. Your network switches will have an aggregated view of devices and traffic; they can allocate all available bandwidth to a single device or small number of devices when they are the only ones with uploads queued, while limiting the total bandwidth when large numbers of devices are uploading at once. It is especially recommended to implement a QOS if the internet connection's upload speed is low; without QOS, camera uploads could use all available bandwidth, preventing other services relying on the internet connections to stop performing correctly.

- The network configuration requires the camera's network interface to have a direct connection to the server, use of proxy servers are not supported.

Security Requirements

The BODYCAM 4 devices and docks are network connected devices and should only be installed on networks trusted by the agency in accordance with agency policy. **DO NOT** expose the BODYCAM 4 devices or docks directly to the Internet. The BODYCAM 4 devices and docks must be connected behind a firewall or secure network to prevent unauthorized connections being initiated from the Internet or from clients not trusted by the agency.

You may need some assistance from your IT department to set up the docking stations.

Firewall Configuration

The BODYCAM 4 devices and docks do not require any incoming data ports for regular operation. Outbound firewall ports must be opened for proper operation depending on the software used:

- **SecuraMax Cloud:** Port 443 (TCP) opened for outgoing traffic to your agency's SecuraMax Cloud instance. This is used to upload data to SecuraMax using the HTTPS protocol.
- **SecuraMax Server:** If you are using a self-hosted instance of SecuraMax and will be transferring files over the Internet from a site that is not on the same LAN as your server, Port 443 (TCP) must be opened for outgoing traffic to your servers external address. This is used to upload data to SecuraMax using the HTTPS protocol.
- **PV Transfer:** If you are using the PV Transfer software included with the ECB software license to transfer files over the Internet from a site that is not on the same LAN as your server, Port 5004 (TCP) must be opened for outgoing traffic to your server's external address. This is used to upload data to the server using the HTTPS protocol.

Note: 5004 is the default port for PV Transfer and can be changed during software setup.

- **Firmware:** Cameras check and download firmware from <https://firmware.provisionusa.com>. If your device is not updating, ensure that this URL is accessible through the firewall.
- **Date/Time:** Cameras synchronize time with a NTP time server at <https://us.pool.ntp.org>. If your device is not synchronizing time, ensure that this URL is accessible through the firewall.

Vehicle Network Configuration

To connect a BODYCAM 4 dock in a vehicle, the dock must be connected to an in-vehicle 4G router via ethernet, or to a laptop with a 4G connection via Ethernet.

In-Vehicle Router:

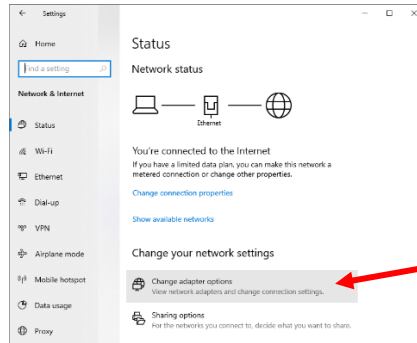
Connect an Ethernet cable from the Ethernet port of the docking station to an open Ethernet port on the in-vehicle router. The router will then assign the camera and IP. Test the setup by docking a configured camera while the router is powered on and connected and then ensure that the camera gets a network connection.



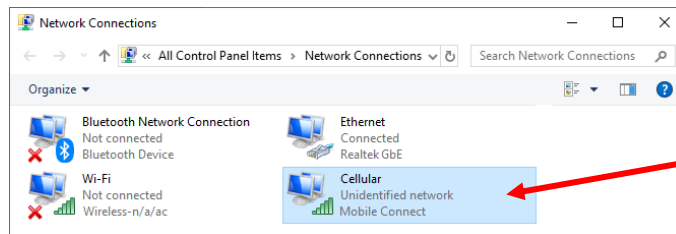
Windows Laptop with 4G connection:

Connect an Ethernet cable from the Ethernet port of the docking station to an open Ethernet port on the in-vehicle laptop. The connection from 4G to the Ethernet will need to be shared within Windows Internet Connection Sharing (ICS).

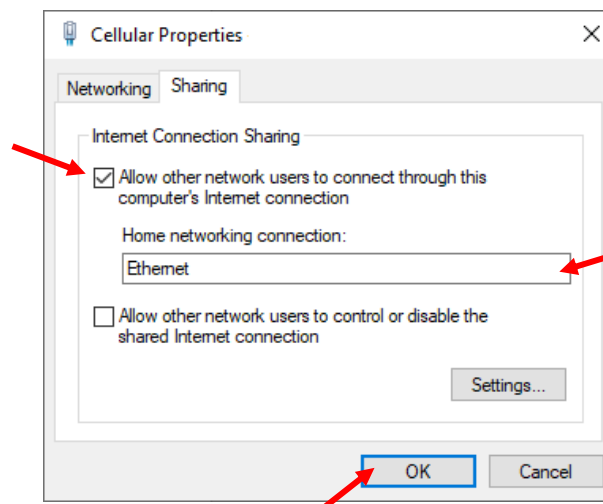
1. Open the Windows Network and Sharing Center and choose “Change adapter settings” on the right.



2. In the Network Connections window, right click on your 4G Cellular connection and choose “Properties”.



3. In your devices “Properties” window, choose the “Sharing” tab. In “Internet Connection Sharing”, check the box next to “Allow other users to connect through this computer’s Internet connection” and then choose your “Ethernet” adapter that is connected to the docking station.



4. Click “Ok” to save the sharing properties and begin using Internet Connect Sharing. The dock should now get an IP address from the laptop, the IP address will be on the default range of 192.168.137.xxx.

SETUP

Single Dock Mounting

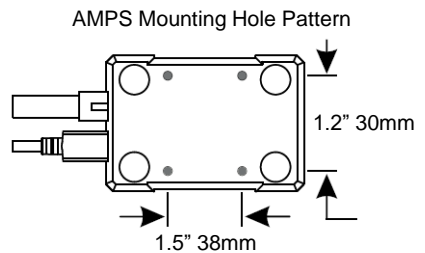
The single dock can be placed on the desktop or can be mounted directly to a surface or with the included mounting bracket.

Desktop Placement:

Place the dock directly on the surface with the top arrow facing the user's position so the camera's top display is orientated correctly when docked.

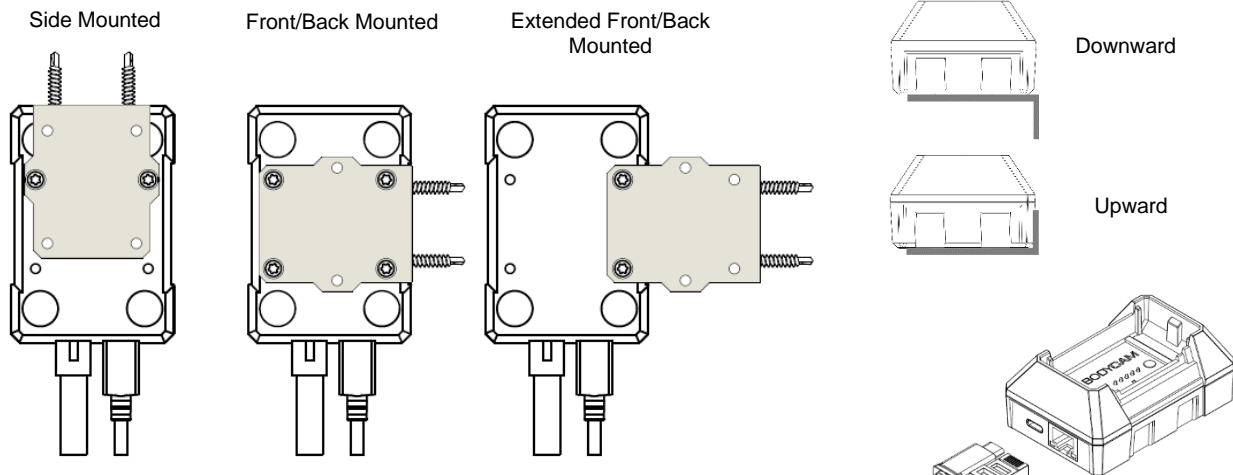
Surface Mounting:

The dock can be directly mounted to a surface such as a vehicle console or shelf. Locate the dock with the top arrow facing the user's position so the camera's top display is orientated correctly when docked. There are four screw holes in the bottom of the dock for mounting; the included mounting bracket can be used as a hole template for marking and drilling the holes. Use four of the included mounting screws to mount the dock to the surface.



Bracket Mounting:

The dock can be mounted at a right angle to a mounting surface using the included right angle mounting bracket; the bracket can be used in multiple configurations to mount the dock. Locate the dock with the top arrow facing the user's position so the camera's top display is orientated correctly when docked. The bracket can be mounted with the right angle upward or downward, it can be mounted flush or extended, and it can be mounted on the side, front, or back.



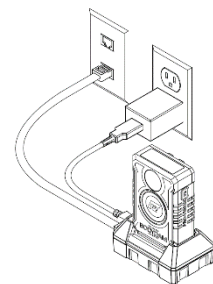
Single Dock Connections

The single dock can be used for charging only or for both charging and video offload. For charging only applications, only the USB-C charging cable needs to be used and the Ethernet port can be left disconnected.

Power: Connect the included USB-C cable to the USB-C port on the side of the dock and connect the USB Male connector to the USB wall charging adapter.

For fastest charging, use only a 2.0A USB charging adapter; smaller current adapters will take longer to charge the camera.

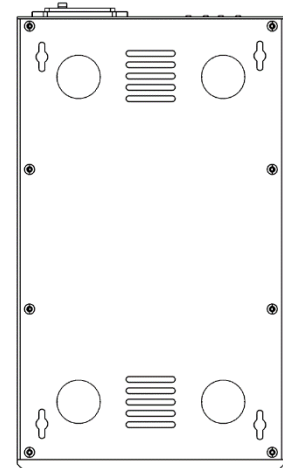
Network: Connect the included Ethernet cable to the LAN port on the side of the dock and the opposite end into an active Internet port on your network.



Multi-Dock Mounting

The multi-dock is commonly placed on the desktop or flat shelf; its weight and rubber feet will hold it in place during docking and undocking.

The multi-dock has screw slots on the bottom for attaching to a surface or wall mounting. The slots are spaced 6" (15cm) apart left to right and spaced 10.25" (26cm) apart front to rear. If mounting the dock vertically, orient it with the cables exiting the top so the camera's top display is orientated correctly when docked.

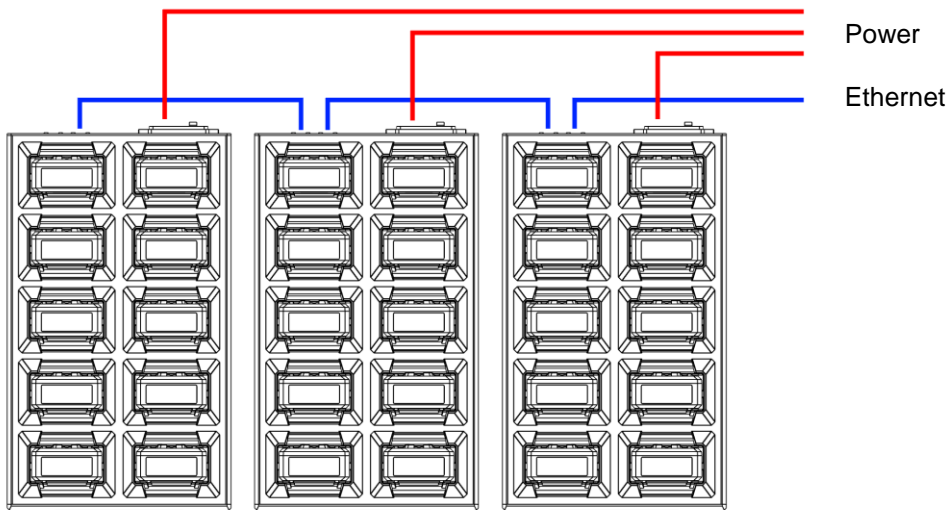
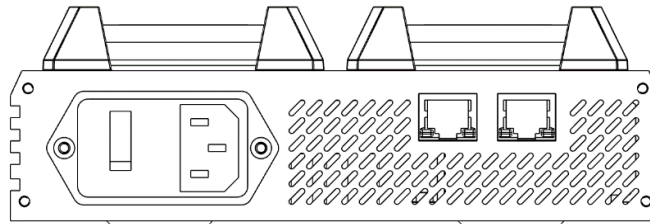


Multi-Dock Connections

The multi-dock can be used for charging only or for both charging and video offload. For charging-only applications, only the power cable needs to be used and the Ethernet ports can be left disconnected.

Power: Connect the included power cable to the power port on the rear of the dock and connect the opposite end to a standard power outlet.

Network: Connect the included Ethernet cable to one of the LAN ports on the rear of the dock and the opposite end into an active Internet port on your network. There are two Ethernet ports on the rear of the dock; both ports are LAN ports and function the same. After connecting one port to an active Internet connection, the second port can be used as a pass-through to continue to another docking station (single or multi), to a PC, or to another network device. This allows multiple docking stations to be connected to a single available Internet port on the network. It is important to note that continued chaining of devices will reduce the overall upload speed of the docks because all the data is passing through the first Ethernet cable. For maximum speed, connect each dock directly to a Gigabit Ethernet port on your network.



TROUBLESHOOTING

The docking stations are very basic devices; they will provide reliable service if they are properly connected.

- The single dock functions as an Ethernet adapter and a charger.
- The multi-dock functions as 10 Ethernet adapters (one for each port), a 12-port unmanaged network switch, and a charger.

Problem	Possible Causes	Solution
Camera display does not rotate when docked or white charge LED does not come on	Docking station does not have power	Check power cable and/or power adapter
	Docking station switch is off (multi-dock only)	Turn on power switch
Camera will not upload	There is no network connection	Check to ensure the network cable is connected to an Ethernet port with internet access
	Server is not accessible	Check firewall to ensure port 443 is open
	Camera is not seated in dock correctly	Remove and redock camera

TECHNICAL SUPPORT

Technical Support is available toll free at (800) 576-1126. Additional support resources can be found at www.provisionusa.com/support

WARRANTY

PRO-VISION Warranty policy applies to BODYCAM 4 products, visit www.provisionusa.com for details.