Digital·Ally™

FirstVu·HD
FirstVu·HD One

12-Bay Docking Station
Standard Battery Version
User Guide

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Digital·Ally™

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Section 1 Introduction

The FirstVu HD Docking Station provides fast, secure transfers over gigabit wired connection to your VuVault server. Within minutes, depending on the Docking Station model that you have purchased, videos can be viewed on any VuVault-enabled computer within your network, or on the cloud-based VuVault.com website.

The Docking Station provides automated, simultaneous data uploading and charging for up to 12 FirstVu HD devices equipped with standard life batteries, in addition to 12 spare standard batteries. It is desk or wall mountable with optional hardware. Status LED's on the Docking Station and on the FirstVu HD will inform you of the upload and battery charging progress for each attached device. Configuration updates are transferred automatically to your attached FirstVu HD's.

To configure your Docking Station, attach it to your network switch using an ethernet cable and power it on. An IP address will automatically be acquired from your DHCP server.

Specifications

Power

MAXIMUM POWER CONSUMPTION	32W (Dock Only)
	130W (with 12 FirstVu HD's and 12 Batteries connected and charging)
POWER INPUT	90-130VAC, 60/50Hz

Environmental/Mechanical

OPERATING TEMPERATURE	0°C to +60°C
STORAGE TEMPERATURE	-20°C to +70°C
DIMENSIONS	34.6cm (13.5in.) (L) x 36.5cm (14.3in.)(W) x 15.8cm (6.3in.)(H)
WEIGHT	5.35kg (11.8 lbs)

Network

NETWORK INTERFACE	10/100/1000 Mbps Intel 82579LM GbE, support Wake On Lan, DHCP
DATA TRANSFER RATE	Average >8MB/s per device upload to docking station. Up to 1GB/s from docking station to server.

*** Specifications subject to change without notice ***

Section 2 Installation

Connect the Docking Station to your network via ethernet cable to the Data Port connection and connect the AC power cable. Press the ON/OFF button to power the unit on. You will hear a series of short beeps during the boot process. The docking station may be placed horizontally on a flat surface or installed vertically using the optional wall mounting bracket.

Docking Station Rear Panel

Data Port: Connects the docking station to your network using an ethernet cable	
USB Port: Service port used for firmware updates and other diagnostics	
MONITOR (HDMI Port): Used for advanced configuration and troubleshooting	
ON/OFF: Power switch	
AC Input: Connect to 110VAC Wall Outlet using the supplied power cord	

Vertical Mount

Use 4 appropriate screws or lag bolts (not supplied) to secure the optional mounting bracket to 2 wall studs. Next, start the four mounting screws into the sides of the docking station, then slide the docking station down into the wall mount bracket slots as shown to the right. Tighten the mounting screws to secure the docking station to the bracket.

*Docking Station Wall Mount Bracket
Part Number 050-10154-00*

For best results and stability, secure the wall mount bracket to a flat piece of wood, then attach to a wall to span 2 or more wall studs.

## Section 3 Server Configuration for VuVault Local Installation

Skip to Section 4 if you have the cloud-based VuVault.com Docking Station
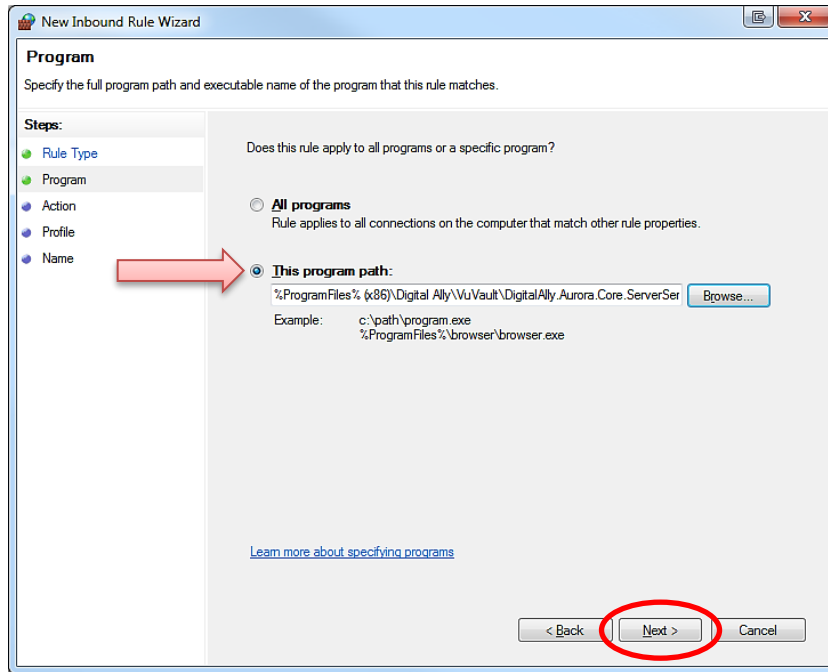
Firewall Exceptions

Your network must have the correct firewall exceptions to allow the docking station to connect and transfer video. Make sure there are firewall exceptions for the following Windows services running on the VuVault server.

- ➢ DigitalAlly.Aurora.Core.ServerService.exe
- ➢ DigitalAlly.Aurora.FileServer.ServerService.exe
- ➢ Digitalally.Aurora.Client.exe (If using VuVault Server/Client environment)

1. From your VuVault server, open the *Windows Firewall with Advanced Security* console from the *Administrative Tools* menu. In the left pane of the console, you'll see two nodes, the *Inbound Rules* and the *Outbound Rules* nodes. The *Inbound Rules* node lists the rules that control unsolicited, inbound connections to the server. The *Outbound Rules* node lists the rules that control outbound connections made by the server.

2. Click on the *Inbound Rules* node. The rules that you see here will vary depending on what servers and services are installed and enabled. Then under *Actions*, click *New Rule.*
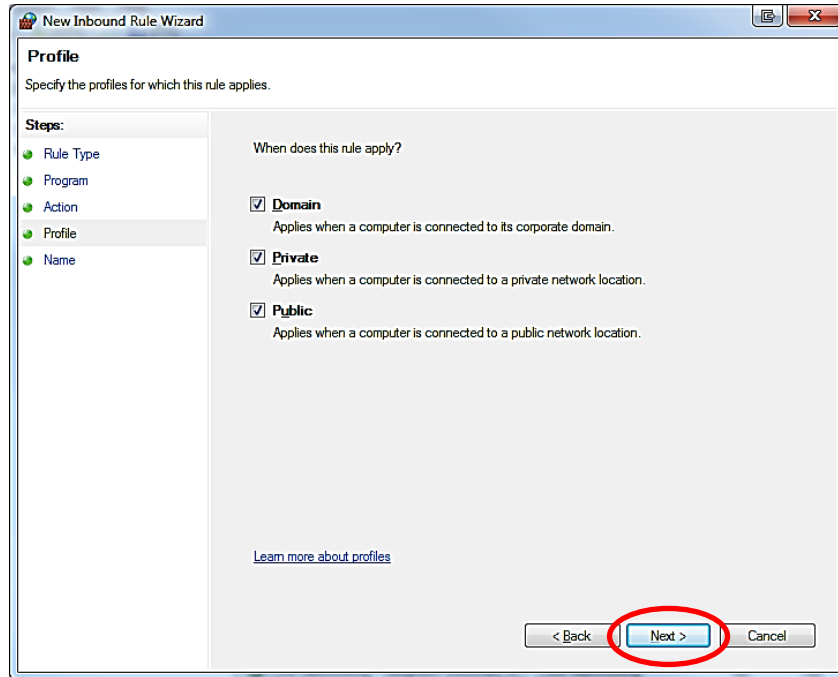
3. Select *Program* and click *Next.*
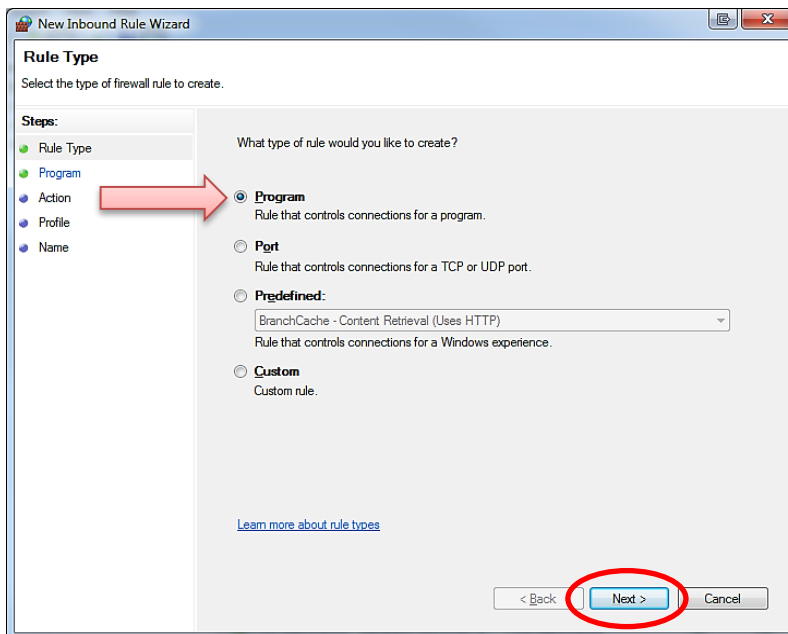
4. Click *Browse* to enter the path of the service. By default, the Digital Ally services are located in the *C:\Program Files (x86)\Digital Ally\VuVault* directory. For this example, the Core Server Service has been chosen. Click *Next.*
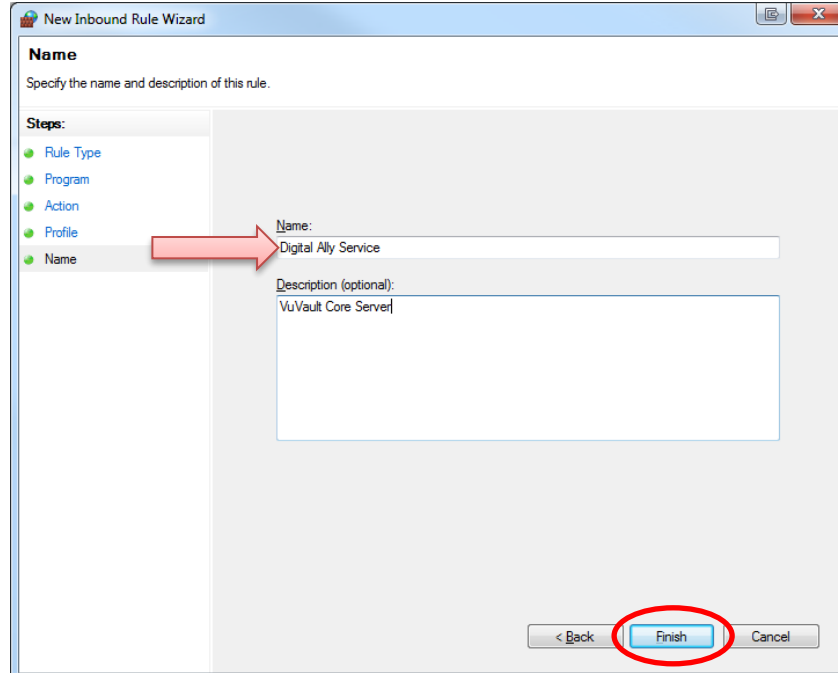

5. Select "*Allow the connection".* Click *Next.*
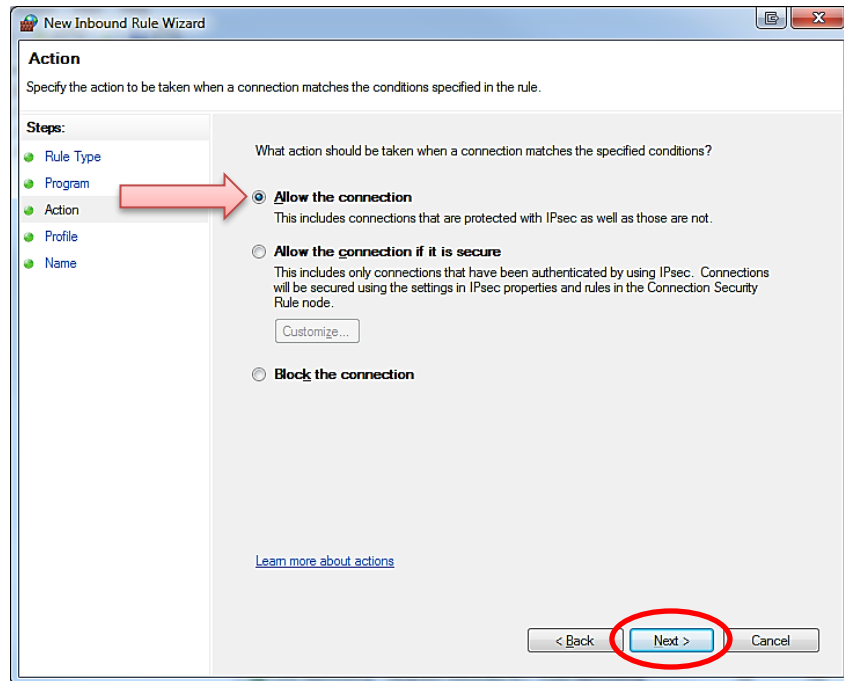
6. Select your network environment and click "*Next*".
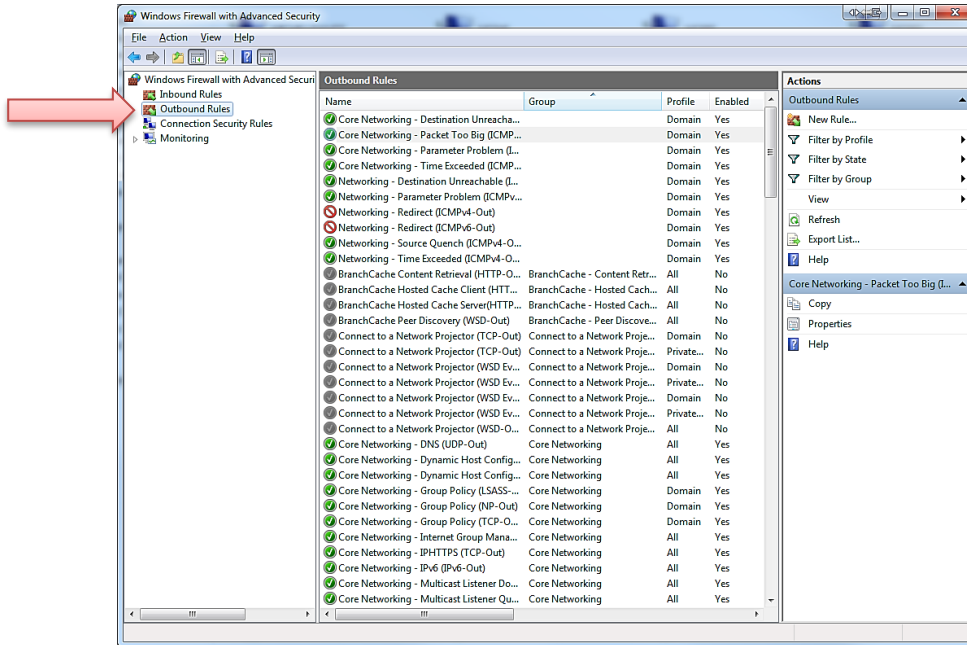

7. Give your new firewall exception a name and click *Finish.*

8. The new exception will now be listed under the inbound rules column. Repeat this procedure for the *File Server Service*.

9. Next, select *Outbound Rules* and repeat the above procedure for the same Digital Ally services.
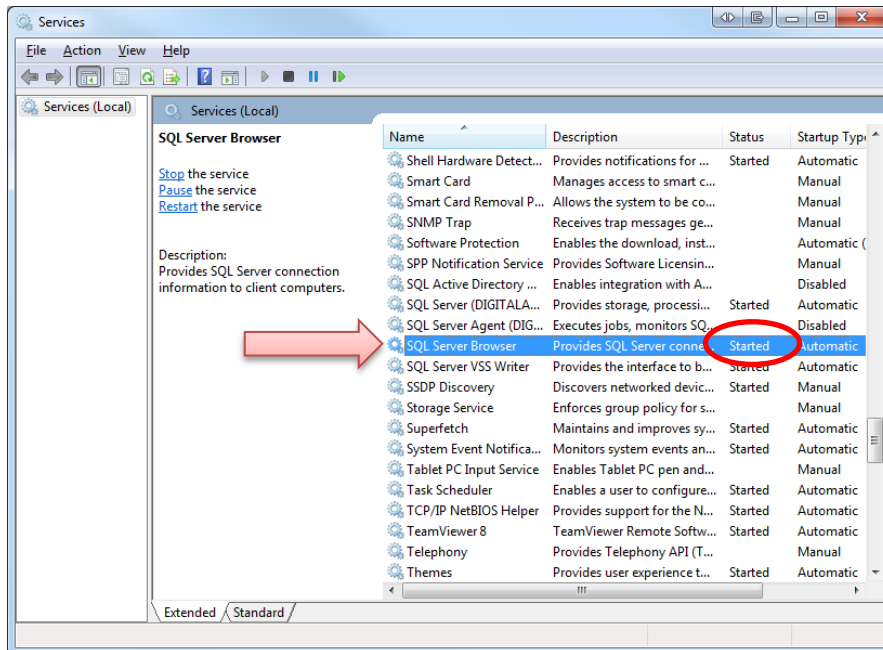

Computer Services

Verify that the *SQL Server Browser* Service is running on your VuVault server. From your start menu, type in *services.msc* to bring up your services window. Right click with your mouse to start the service.

If this service does not start, you may need to create a firewall exception for UDP port 1434.

Registering your Docking Station within VuVault

Before you can begin using the Docking Station it must be registered to your VuVault server. To begin, connect your network ethernet cable to the *Data Port* jack on the dock, then turn the docking station ON using the power button. From the *VuVault Settings>Dock Registration* Tab, Select *Add Dock.* VuVault will search the network and locate your docking station. Once located, the serial number of the docking station will be displayed. Select *Register.*
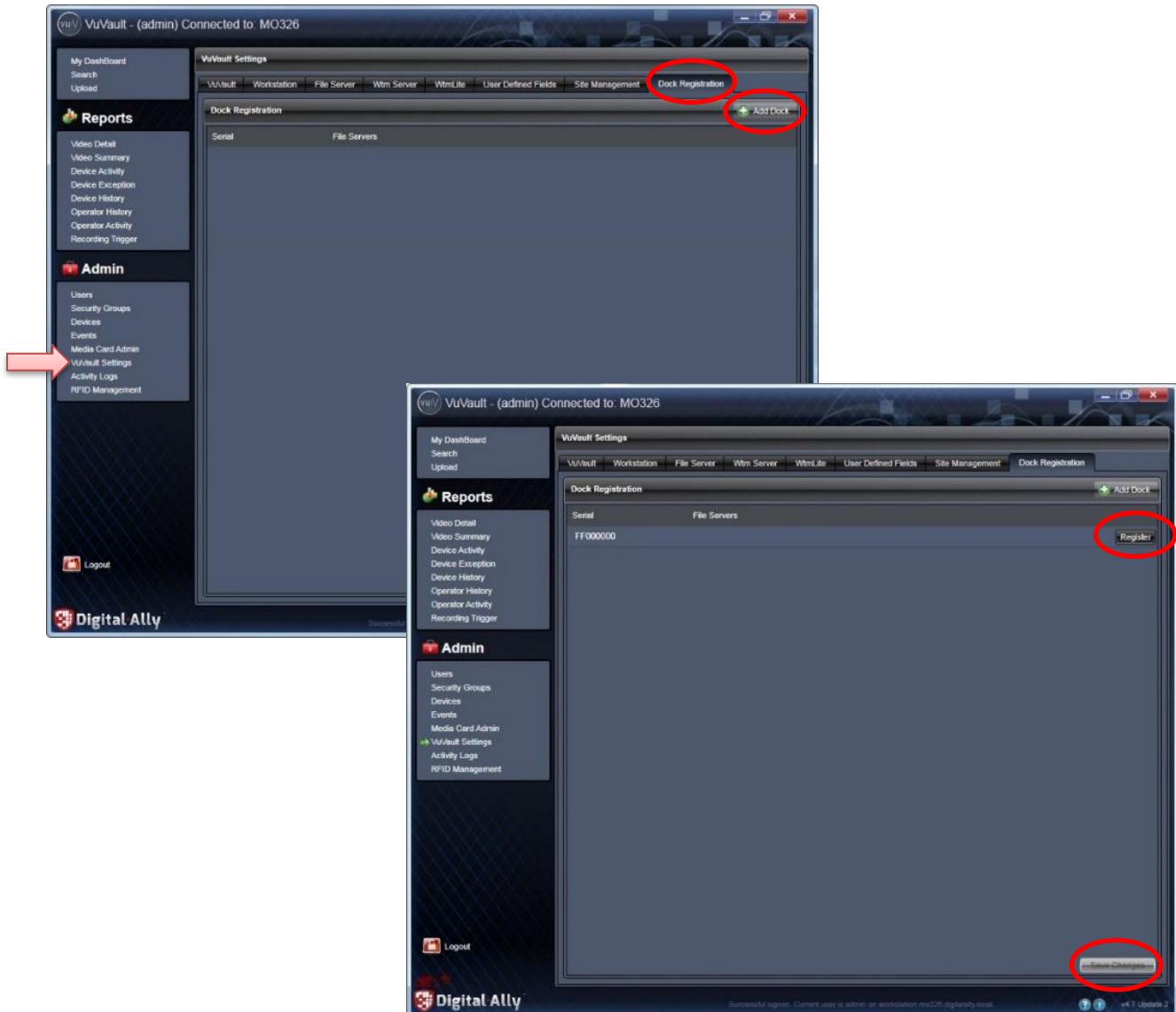
Next, select *Save Changes.* The docking station will then be assigned to your *default site,* but you may choose to re-assign it to any of your configured sites if using an Enterprise environment. For more information on configuring multiple sites, consult the *VuVault Administrator Guide.*

Before you can upload video events and metadata from your FirstVu HD devices, you must add the serial numbers of all of your FirstVu HD's into VuVault. Each device serial number is located inside the battery compartment, underneath the battery. Consult the VuVault Administrator's Guide for instructions on how to add a new device into the system.

Section 4 Operation

The FirstVu HD Docking Station provides automated, simultaneous data uploading and charging for up to 12 FirstVu HD devices equipped with standard life batteries, in addition to 12 spare standard batteries. The Status LED's on the FirstVu HD will inform you of the upload and battery charging progress for each attached device.

Attaching devices to the Docking Station

Power ON your FirstVu HD & place it into the docking station as shown below. Plug the USB cable from the Docking Station into the USB port on the FirstVu HD. The battery charging and data upload process will begin automatically. Additional batteries may be charged in the adjacent charging slot located next to each FirstVu HD. For proper battery connection, snap one of the supplied battery covers (not shown) over each battery while the batteries are being charged.

The FirstVu HD Chest Camera or POV Camera may be temporarily stored in the camera slot during processing.

FirstVu HD with Chest Camera

FirstVu HD with POV Camera
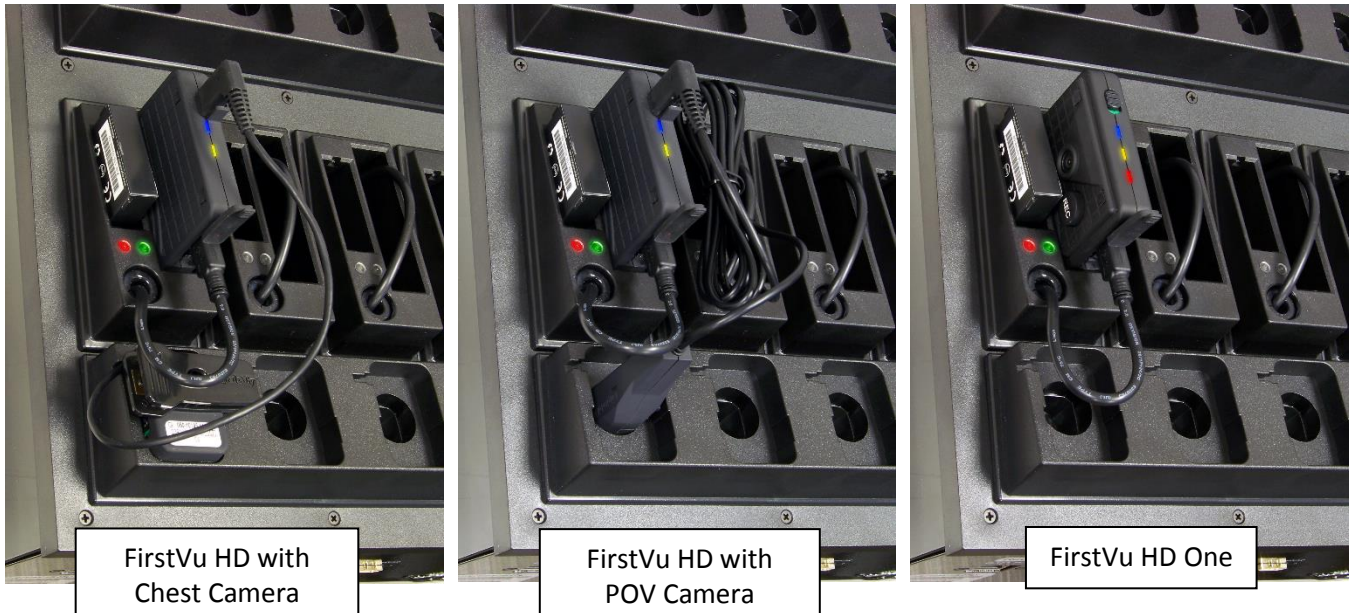
FirstVu HD One

Upload Process

Once your FirstVu HD is docked, the Docking Station will upload and store the files onto its internal hard drive. After the integrity of the files has been verified, they will be automatically deleted from your FirstVu HD. Once the files are deleted, the FirstVu HD will reboot. Next, the Docking Station will transfer the files to your *storage location**.
The files are not deleted from the Docking Station until the file transfer to your storage location is complete and the files have been internally validated. This is a simultaneous process for all docked devices. If the FirstVu HD is removed from the Docking Station before the file transfer is complete, the file transfer will be resumed when the FirstVu HD is reattached to the dock.

*Storage location may be either the VuVault Local File Server or the Cloud-Based VuVault.com, depending on the system that you have purchased.

Status LED's

When devices are seated in the docking station, the FirstVu HD and Docking Station LED indicators provide information about the battery charging status & data transfer to the Docking Station.

	Docking Station LED's		FirstVu HD LED's	
	RED	**GREEN**	**BLUE**	**YELLOW**
	Battery Charging			
Charge in Progress	*On*	-	*Flash*	-
Charging Complete	-	*On*	*On*	-
	Data Transfer			
Upload in Progress	-	-	-	*Flash*
Upload Complete	-	-	-	*On*
Error	-	-	*3 flashes/5 seconds*	

Section 5 Support and Troubleshooting

Firmware Updates

Periodic firmware updates are recommended to ensure your Docking Station remains at peak performance. Log on to http://www.digitalallyinc.com/login.cfm and register for an account to be an authorized user. By registering you will be able to download all the latest firmware/software updates and will be notified of future updates.

Firmware Update Instructions

The docking station requires a specific filename to perform a firmware update. If the firmware file is not found, the docking station will not perform the update. The firmware is available from the Digital Ally Customer Portal website mentioned above.

1. Place the firmware file onto a blank USB drive. The drive must have the volume label name **FVDOCKFW** for it to be recognized by the docking station.
2. The Docking Station should be powered on before proceeding.
3. Disconnect all FirstVu HD devices from the docking station.
4. Insert the USB drive containing the firmware file into the USB slot on the rear panel of the docking station.
5. The docking station will begin performing the firmware update.
6. Once completed, the docking station will reboot.
7. Wait 10 minutes until the dock is fully rebooted.
8. You may now re-attach your FirstVu HD's.

Troubleshooting

Symptom	Resolution
System will not power up.	• Unplug the AC Power cable and then plug back in. You will hear a series of short beeps during boot up.
Docking Station will not associate or upload videos to VuVault	• Review section 3. Recheck computer services & network firewall settings. • Check Ethernet cables and network switch settings. • Unplug the AC Power cable and then plug back in. • Contact Digital Ally tech support for further assistance.

Product Repair

The docking station should be returned to Digital Ally Inc. for service. The warranty may be voided if the device is opened by any unauthorized individual. Please contact Digital Ally to obtain an authorized Return Materials Authorization (RMA). It is helpful and will expedite the process if you have your unit's serial number available at the time of your call.

All In-Warranty and Out-of-Warranty service must be performed by Digital Ally, Inc. There are no user serviceable parts inside of the Docking Station.

Warranty Information

We warranty that our *FirstVu HD Docking Station* will be free from defects in workmanship and material for a period of 12 months from the date of purchase by the original purchaser. If any defect is discovered through normal and proper use of the unit during this period, the defect will be repaired or the unit will be replaced at our factory or at one of our authorized service centers at no cost to the purchaser. The purchaser must return the defective unit to the factory or one of our authorized service centers, freight prepaid. We will pay for shipping charges for the return of the unit.

This warranty applies only to defects in a unit's internal electronic components and circuitry, and is void as to units that have been opened without prior authorization, have experienced unauthorized repairs, or have had unauthorized modifications. This warranty does not cover the following:

- Normal wear and tear on the unit such as batteries, frayed cables or wires, broken connectors, or scratched or broken cases.
- Damage caused by incorrect use of the unit, carelessness, unauthorized alterations to the unit, improper storage of the unit or unauthorized service, or repairs made to the unit.
- Damage caused by fire, flood, lightning, vandalism, collision, Acts of God, or other events beyond the reasonable control of Digital Ally, Inc. or the purchaser.
- Damage to external parts of the unit such as buttons, wires, and cables, etc.
- Damage from use of the unit in hostile operating environments.

We reserve the right to charge for repairs to a unit during the warranty period made necessary because of any of the foregoing causes at our standard rates for repair of units not under warranty.

The purchaser assumes all risk of use from its purchase and use of the unit. Harmful personal contact with a unit might occur in the event of violent maneuvers, collisions, or similar circumstances, even if the unit was properly installed and used. We are not responsible for, and we specifically disclaim any liability for injury caused by a unit in such circumstances.

THIS WARRANTY IS GIVEN IN LIEU OF ALL OTHER WARRANTIES. THERE ARE NO WARRANTIES THAT EXTEND BEYOND THIS STATEMENT. ALL IMPLIED WARRANTIES ARE DISCLAIMED, INCLUDING, WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY, NON-INFRINGEMENT, FITNESS FOR A PARTICULAR PURPOSE, AND WARRANTIES IMPLIED FROM A COURSE OF DEALING, COURSE OF PERFORMANCE OR USAGE OF TRADE. THE PURCHASER'S SOLE AND EXCLUSIVE REMEDY FOR A WARRANTY CLAIM WILL BE THE REPAIR OR REPLACEMENT OF A UNIT.