# Release Notes

# Illustra Body Worn Camera Integration

**Product Data**

Visit the IP Cameras section of our web site, [www.illustracameras.com](www.illustracameras.com), to download datasheets and other documentation in PDF format.

December 2023

---

**Note**
**In case of discrepancy, the information in this document supersedes the information in any document referenced herein.**

---

**8200-2077-03_E**

# Table of Contents

# What's in this Release

## What's New

Illustra Body Worn Camera version 2.0 includes the following:

This software release includes new features, bug fixes and major user interface changes.

- We have overhauled the web interface, to take advantage of these new features, you must install the new version even if you have an earlier version of the software. Upgrade from Body Worn Camera v1.0 is not supported. Please review the steps in the user guide to remove existing software before installation.
- **Note:** A camera firmware (version 8.2) upgrade is required to use these features. This new firmware is included with the software. Please review the steps in the user guide to upgrade camera firmware.

Each component of the software bundle also includes number of minor fixes and improvement.

### Key Features

1. **Simplified Installation** – The installation process has been simplified to a three click process. Install process installs all necessary components and auto configures the Illustra Mobile video manager.
2. **Dark Theme** – The Illustra Body Worn Kiosk web application is updated to a dark theme to improve readability and enhance the aesthetic appeal of the application.
3. **Demo License** – By default the Illustra Mobile video manager installation will allow a license to be assigned for the first 30 days after installation. This allows full installation of BWC Kiosk while a license request is processed in parallel. If no valid license is installed before the 30 days elapses, then all temporary licenses are invalidated on day 31.
   - You no longer require opening the Illustra Mobile Video Manager web interface to request new license.
   - Live Stream License options available in the web interface allow you to request, upload and view available license.
4. **Auto-assignment of camera license** – You no longer require opening the Illustra Mobile video manager to allocate a license to an encoder. By default, the install process creates the "IllustraBWC" domain. When the device is connected to the Body Worn Kiosk for the first time, it gets added to the "IllustraBWC" domain and all licenses are assigned automatically provided you have a demo license, or a permanent license installed on the Illustra Mobile Video Manager.
5. **Camera Assignment** – We improved how user selections are auto filled during checkout, instead of having to enter full email addresses.
6. **Camera Profiles** – You no longer must assign a profile to a camera. By default, the Illustra Body Worn Kiosk includes a "Default Profile" that is automatically assigned to each new camera that is connected to the Kiosk. You can edit the ''Default profile'' or create a new profile and set it as the default profile.
   - Network Profile allows you to configure the WiFi network connection details associated with a default profile.
     **Note:** When changing the default profile, the Network Profile settings will show the corresponding configuration associated with the current default profile.
   - Action & LEDs – The camera profile web interface allows you to set multiple actions associated with buttons and status of the front LEDs.
   - Camera & Recording – Camera profile web interface allows configuration of IR intensity, Location and Privacy Mode features.
     **Note:** Camera firmware (version 8.2) upgrade is required to your camera devices to use these features.

**Versions:** The following versions are included in this release:
- Illustra Body Work Camera v2.0
- Illustra Mobile Video Manager v8.5
- Illustra Mobile Live Relay v1.0.
- JCI Dock Controller v2.1

## Previous release

## What's New
This release includes the following software packages:
- Illustra Body Worn Camera Kiosk v1.0
- Illustra Mobile Video Manager v8.0

## Illustra Body Worn Camera Kiosk
This includes two windows services that allows operation of Illustra Body Worn Camera Kiosk.

### JCI Dock Controller Service
The Dock Controller is a Windows service that allows connectivity of Illustra Body Worn Camera and synchronisation of recorded footage on camera with the video recorder. Once recordings have been uploaded, they will be removed from the camera, while camera gets charged whilst docked so it is ready for next use.

### JCI Body Worn Camera Kiosk Driver Service
The Body Work Camera Kiosk is a Windows service that runs on the same PC as the JCI Dock Controller and provide web-based Kiosk user interface for administration and management of Illustra Body Worn Cameras.

## Illustra Mobile Video Manager
Illustra Mobile Video Manager provides secure video streaming for monitoring live video streams from Illustra Body Worn Camera and situation awareness alarms to video management system. A static IP address is required both on local network and externally to Internet for Live view and Alerts.

## Recommended minimum PC Specification (up to 24 body worn cameras)
- A 64-bit PC running Windows 10, Windows 11
- Intel i5-8400 CPU
- 16GB RAM
- 256GB Storage

## USB-C connector
A body worn camera may be connected to a computer system (running the offload server) indirectly through the cameras docking station, or directly through the USB-A to USB-C cable that is supplied with the body worn camera. If you choose to connect directly, its is recommended that the supplied USB-A to USB-C cable is used. This cable is non-standard in that the depth of the USB-C connector is 7.6mm rather than the standard 6.65mm. If a standard USB-C cable is used, the connection may be unreliable.

## New Features
Illustra Body Worn camera can record video and audio as well as live stream over LTE or Wi-Fi. The data captured by the camera can be managed from the video management system in the same way as other fixed cameras.
Illustra Body Worn cameras can be managed from the Kiosk when docked.
The screen on the Illustra camera displays information showing the device serial number, charging state, wearer name and recording transfer progress.

## Known Issues

The following known issues are present at the time of release.

**Maximum camera limitation:** This release of the Body Worn Camera Kiosk does not restrict the number of cameras that can be connected. Testing has shown that the service is stable with 24 cameras connected and offloading based on the PC specification described above. When more than 24 cameras are offloading footage simultaneously, offloads may occasionally fail. Failed offloads will automatically resume, and no footage will be lost. However, this may result in increased time to offload all recordings.

**Cameras report as docked when Docking Station is disconnected from the PC:** If the USB cable from the PC to the Docking Station is disconnected, the cameras will continue to report a docked and downloading status on the camera screen. The issue can be resolved by reconnecting the USB cable.

| Limitation | Workaround |
| --- | --- |
| If a camera is inserted with 89% Battery or lower, it will not leave the "Not Ready" state. | Unplug the camera and plug it in again. |
| Changing the time zone on the system hosting the JCI Dock Controller does not update the timezone used by the camera. | Reboot the camera. |
| When a Body Worn Camera is syncing and offloading video, the Kiosk gives an incorrect remaining time figure. | None |
| If a Body Worn Camera fails to add to a VideoEdge due to a licensing problem a generic message is given: "Failed to add Video" | None, if this message occurred, please do check there are sufficient VideoEdge Camera licenses before retrying. |
| The camera name is truncated in the "Available", "Not Ready" and "Settings". | Click on the cog for setting and the name is displayed in "Overview". |
| You cannot disable Audio recording from the Kiosk | Disable this using the menus on the camera itself. |
| The firmware upgrade method allows you to perform a firmware downgrade. | None |
| The disable wi-fi option does not disable wi-fi on the camera | None |
| The IR lights are disabled by default. These cannot be enabled via the camera menus or Kiosk | None |
| When an alert is triggered on the camera, it will not end IF the camera is not linked to an Illustra Mobile video server | Rebooting the camera will end the alert |
| When a settings profile is changed it is no longer associated with any camera | None |
| Audio is recorded on pre/post record even when "Enable Audio for Pre/Post-Recording" is disabled within the Kiosk. | None |
| Occasionally the camera software will crash when it is quickly connected and disconnected | Reboot the camera |
| If you are doing pre or post recording, you should get a message on the LCD display of the camera unit. This message doesn't appear if the "Enable Audio for Pre/Post-Recording" is disabled | None |
| The configuration option "Use device name as encoder name" on the Kiosk is not implemented/used by the camera. | None |
| The option to change the setting "Allow Secure connection" does not affect the setting on the camera. | None |

| Limitation | Workaround |
|---|---|
| Body Worn Cameras streaming to victor via the Illustra Mobile video Server may intermittently stop streaming audio. | None |
| When streaming video and audio from a Body Worn Camera into victor, the CPU usage can rise rapidly and cause victor to crash | None |
| Repairing the Body Worn Camera Kiosk fails | None |
| Rarely offloaded files are not promptly deleted form the offload server (JCI Kiosk) | None |
| When logged in as a camera wearer, you can request to be assigned a free camera. The user cannot choose what profile should be assigned to this camera or request a specific camera but will be allocated the first free camera. | None |
| You can only associate one Wi-Fi network with a camera profile in the Body Worn Camera Kiosk. | The camera remembers any of the wi-fi networks associated with it previously. |
| The filter on the Camera List View does not work. | Run the filter on the Camera Tile View. |
| Changes to your password will not be saved if you append a new character to the existing characters displayed in the password field. | The password fields must have their contents deleted before entering a new password. |
| When a camera is checked in, it will no longer be associated with a specific profile but rather list - "Custom" as its profile. This will not affect the settings on the camera. | None |
| A camera, with "Record while streaming" enabled in its profile, will enable archiving when streaming occurs. This means after the first streaming action occurs the camera will record constantly until it is docked. This will reduce battery life and record much more than may have been intended- converting the camera from record on user prompt to record always. | None |
| When a Video Recorder connected to a JCI Docking station is removed (so it can no longer contact the docking station), no data will be deleted from the JCI docking station for 7 days. | None |
| Unable to record using an Illustra BWC after it is connected to the Illustra Mobile Video Manager. This occurred when no "Edge Recording" license was assigned to the camera via the Illustra Mobile Video Manager. | License the camera to support "edge Recording" on the Illustra Mobile Video Manager |

## Contact Information

If you have any questions regarding these release notes, please contact Tyco Security Products Technical Services at:

**Toll Free:** 800-507-6268, Option 2      **International:** 561-912-6259, Option 2      **Alternative Number:** 800-392-2873

**Fax:** 450-444-2029      **Hours:** 08:00 – 20:00  EST

**Email:** adtechservices@tycoint.com      **Website:** www.illustracameras.com

In Europe, Middle East and Africa, contact Technical Support at:

**Toll Free:** 00 800 CALLTYCO or 00 800 2255 8926      **Direct**: +31 475 352 722

**Hours:** 8am – 6pm  CET      **Email:** video-support@jci.com

**Website:** www.tycosecurityproduct.com      **Website:** www.tycosecurityproducts.com

Local Direct dial numbers:

| | | | |
|---|---|---|---|
| **UK** | +44 (0) 330 7771 300 | **Bahrain** | (0) 800 041 27 |
| **France** | 0800 90 79 72 | **Greece** | 00800 31 229 453 |
| **Spain** | 900 99 31 61 | **Russia** | 810 800 20 521 031 |
| **Germany** | 0800 1806 757 | **Turkey** | 00800 31 923 007 |
| **Italy** | +39 02 3051 0112 or +39 02 8998 1845 | **United Arab Emirates** | (0) 800 0310 7123 |
| **Belgium** | 0800 76 452 | **Israel** | +972 (0) 77 220 1350 |
| **Ireland** | 180 094 3570 | **Nordic Countries** | +45 4494 9001 |
| **S. Africa** | (0) 10 100 3292 | **Qatar** | (00) 800 100 841 |
| **Oman** | (00)  800 743 64 | **Lebanon** | 01 426 801 first, then dial 855 234 3677 |
| **Egypt** | (0) 800 000 9697 | **KSA** | +966 (0) 800 850 0830 |

In Latin America and Caribbean, contact Technical Support at:

**Southern Latin America**
Contact: Cristian Bustamante Meza
Cell: +56 933769309
Email:
cristian.enrique.bustamantemeza@jci.com

**Brazil**
Contact: Robson Santos
Phone: +55 11 3833 6792
Cell: +55 11 99106 8125
Email: robson.2.santos@jci.com

**Caribbean & Central America**
Contact: Virginia Baez Medina
Phone: +1 787 474 9824
Cell: +1 787 619 6527
Email: virgina.baez@jci.com

**Northern Latin America**
Contact: Jaime Trujillo
Phone: +1 305 330 6447
Cell: +57-317 863 0661
Email: jaime.trujillo@jci.com

**Mexico**
Contact: Luis Saavedra Sol
Phone: +52 1 (55) 7960 0398
Email: luis.saavedra@jci.com

In Asia Pacific, contact Technical Support at:

**Toll Free:** 00 800 CALLTYCO or 00 800 2255 8926      **China Direct:** +86 21 6163 8644

**China Hotline:** 400 671 1528      **India Direct:** +91 80 4199 0994

**Australia Toll Free:** 1 800 580 946      **New Zealand & Pacific Direct:** +64 9942 4004

**Hours:** 9am – 6pm Monday to Friday, China local time      **Email:** video-support@jci.com

**Hours:** 9am – 7pm Monday to Friday, India local time      **Hours:** 8am – 6pm Monday to Friday, Australia local time