

Release Notes

Illustra Body Worn Camera

Product Data

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

January 2022

Note

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

8200-2077-03 A0

JOHNSON CONTROLS, TYCO and ILLUSTRRA are trademarks and/or registered trademarks.

Unauthorized use is strictly prohibited

© 2022 Johnson Controls. All rights reserved.

Table of Contents

What's in This Release	3
What's New	3
<i>JCI Dock Controller v1.0.0.68</i>	3
<i>New Features</i>	3
<i>Camera management APIs</i>	3
<i>PC Specification</i>	3
<i>Illustra Body Worn Camera v8.0.1.77</i>	4
<i>New Features</i>	4
<i>Known Issues</i>	4
Contact Information	5

What's in This Release

What's New

This release includes the following software packages:

- **JCI Dock Controller v1.0.0.69**
- **Illustra Body Worn Camera v8.0.1.77**

JCI Dock Controller v1.0.0.68

The Dock Controller is a Windows service that allows Illustra Body Worn cameras to be managed and synchronise footage with the Tyco VideoEdge NVR.

New Features

Docking and automatic upload of recordings: When cameras are placed in their docking station, any recordings captured will automatically be uploaded to the Tyco VideoEdge NVR. Once recordings have been uploaded, they will be removed from the camera. The camera will be charged whilst docked so it is ready for next use.

Camera management APIs

Status and configuration API endpoints have been added to allow access to:

- Device status information: device ID, docked status, camera assigned state and wearer name, and footage offload progress.
- Camera configuration: Allows a configuration file to be pushed to a camera with full control over recording settings, button options, alerts, and communications settings.
- Camera software update: Allows a new software version to be pushed to docked cameras.
- Forget device: This API can be used to effectively delete a camera from the system that is no longer used.
- Dock Controller configuration: Configuration of the Dock Controller settings.
- Wearer configuration: Allows cameras to be assigned or unassigned to/from a specific wearer.

API documentation is available from: <https://tvi-support.digitalbarriers.com/live/products/illustra>

PC Specification

The Dock Controller has been validated with the following hardware specification:

- Windows 10 Professional 64-bit
- Intel i5-8400 CPU
- 16GB RAM
- 256GB Storage

The above specification can support 16 body worn cameras (refer to known issues list below).

Illustra Body Worn Camera v8.0.1.77

The Illustra Body Worn camera can record video and audio as well as live stream over LTE or WiFi. The data captured by the camera can be managed from the VMS in the same way as other fixed cameras.

New Features

Synchronisation with JCI Dock Controller: Cameras can be fully managed from the JCI Dock Controller when docked.

Status Information Display: The screen on the Illustra camera displays information showing the device serial number, charging state, and recording offload progress.

Known Issues

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

Maximum camera limitation: This release of the JCI Dock Controller does not restrict the number of cameras that can be connected. Testing has shown that the service is stable with 16 cameras connected and offloading based on the PC specification described above. When more than 16 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.

Camera reboots: Docked cameras disconnect from the JCI Dock Controller every 5 minutes and reboot. Cameras automatically reconnect and resume offloading automatically after 30 seconds.

Cameras report as docked when Docking Station is disconnected from Dock Controller: If the USB cable from the JCI Dock Controller 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.

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.bustamante@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

Information furnished by Tyco Security Products is believed to be accurate and reliable. However, no responsibility is assumed by Tyco Security Products for its use, nor any infringements of other rights of third parties which may result from its use. No license is granted by implications or otherwise under any patent rights of Tyco Security Products.