

# Release Notes

## Illustra Body Worn Camera Integration

### Product Data

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

February 2022

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#### Note

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

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## **Table of Contents**

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<b>What's in This Release</b> .....	<b>3</b>
What's New .....	3
<i>Illustra Body Worn Camera Kiosk</i> .....	3
<i>Illustra Mobile Video Manager</i> .....	3
<i>Recommended minimum PC Specification (up to 24 body worn cameras)</i> .....	3
<i>New Features</i> .....	3
<i>Known Issues</i> .....	3
<b>Contact Information</b> .....	<b>6</b>

## **What's in This 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

### **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.

Illustra Body Worn Camera and Illustra Body Worn Camera Kiosk Release Notes

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
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.

Illustra Body Worn Camera and Illustra Body Worn Camera Kiosk Release Notes

Limitation	Workaround
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

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

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