

SR600

IN-CAR VIDEO CAMERA

FAQ



INSTALLATION AND SETUP FAQS

Q: IS THERE AN INSTALLATION GUIDE?

A: The following documents: "Sr600 - Quick Start Guide" and "Sr600 - Installation Manual" have been posted to the Motorola Solutions Sr600 Webpages under Resources tab. Please refer to the following URL: https://www.motorolasolutions.com/en_us/products/police-cameras/sr600.html#tabresource

Q: IS THERE A WAY TO MOUNT THE CAMERA IN THE BASE SO THAT IT CAN NOT BE REMOVED?

A: The included latch lock screw prevents the camera from being removed from the base when it is used.

Q: HOW DO I CONFIRM PROPER ALIGNMENT/FIELD OF VIEW OF THE CAMERA/MOUNT?

A: To ensure proper alignment, please follow instructions in the Installation Guide.

Q: HOW DO I CONFIGURE CAMERA SETTINGS (I.E. INITIAL SETUP)?

A: Configuration is done by the Admin in CommandCentral Vault.

Q: HOW DO I ADJUST SETTINGS AFTER INITIAL SETUP (WIFI, SPEED THRESHOLD, CRASH SENSITIVITY, TRIGGER COMBINATIONS, ETC)?

A: Configuration can be changed by the Admin in CommandCentral Vault and the new configuration gets pushed down automatically to the device from Vault after video upload.

Q: HOW MANY TRIGGERS ARE SUPPORTED?

A: The Sr600 supports 8 input triggers and they can be configured as single triggers or as a combination of different triggers.

Q: WHAT TYPES OF TRIGGERS ARE SUPPORTED?

A: Lights and sirens activation, speed, door opening, etc. Really anything that can cause a 12 V transition is supported.

Q: IS THE CAMERA LOOKING FOR PRE-CONFIGURED WIFI ACCESS POINTS ACTIVELY OR DOES IT HAVE TO BE MANUALLY ACTIVATED TO UPLOAD?

A: The camera looks for pre-configured WiFi access points.

Q: THE CAMERA IS IN WI-FI RANGE BUT DOES NOT APPEAR TO BE CONNECTED TO WI-FI. WHAT SHOULD I DO?

A: Power cycle the camera using the main power button

Q: I HAVE CONFIGURED MY SR600, BUT PRE-RECORDING WILL NOT TURN ON. WHY?

A: The ignition line (A6 - Orange) must be connected and active for pre-record to be active. Pre-record is shut off when the car's ignition is turned off.

Q: WHAT ARE THE FUNCTIONS FOR THE FRONT POWER BUTTON?

A: A short press of the button will start or stop a recording. A long press of over 3 seconds will either power up or power down the camera.

Q: WHAT DOES THE RESET BUTTON DO?

A: A short press of 3 seconds will reset the camera. This is the same as a power off and reboot. No videos or configuration data will be lost.



MOTOROLA SOLUTIONS

USER OPERATIONAL FAQs

Q: HOW CAN I TELL IF MY CAMERA IS ON, WHEN I AM NOT RECORDING?

A: During the power-up cycle, the camera will flash a BLUE LED. A solid BLUE LED will be shown whenever the camera is powered on.

Q: HOW CAN I TELL IF MY CAMERA IS RECORDING?

A: A solid RED LED on the power button means the camera is recording. You will also hear a periodic tone when recording. Note: If you are in surveillance mode, you will not hear a tone or see the LED.

Q: HOW CAN I CONFIRM THE CAMERA IS CONNECTED TO MY WIFI NETWORK?

A: After the camera is initially configured and connected to your designated Wifi network, a solid GREEN LED will be displayed. Whenever the camera is in range of this network and connected the camera will have a GREEN LED.

Q: HOW CAN I TELL IF THE VIDEOS ARE UPLOADING TO COMMANDCENTRAL VAULT?

A: The camera will display alternating GREEN and BLUE LEDs while uploading videos. A 1 hour video using typical network speed is expected to upload in 15 minutes. The last video recorded will upload first, subsequent videos will load one at a time.

Q: HOW CAN I PLAYBACK RECORDED VIDEO?

A: Playback of video is done in CommandCentral Vault after upload.

Q: HOW DO I TAG VIDEO?

A: Tagging of video is done in CommandCentral Vault after upload.

Q: WHAT IS SURVEILLANCE MODE?

A: Surveillance mode turns off the LED on the camera and the base. It also turns off the periodic tone when recording. User will not get any visual or audio indications when in Surveillance Mode.

Q: MY CAMERA SHUT OFF AFTER I PRESSED THE RECORD BUTTON. WHY?

A: A long button press of longer than 3 seconds will shut the camera off.

Q: HOW CAN I TELL IF MY CAMERA IS LOW ON BATTERY POWER?

A: The flashing YELLOW LED means the camera has low battery.

Q: HOW DO I KNOW IF MY CAMERA IS FULL OF VIDEOS (MEMORY FULL)?

A: The camera LED will exhibit a flashing RED LED.

Q: WHAT DOES IT MEAN WHEN THE CAMERA LED IS FLASHING RED?

A: The camera will display a flashing RED LED when the memory is full, or there is an issue with the device.

Q: WILL THE PRE-RECORD RUNNING WHEN THE VEHICLE'S IGNITION IS OFF?

A: No, Pre-record is shut off when the vehicle's ignition is turned off.

Q: CAN THE SR600 UPLOAD VIDEOS TO COMMANDCENTRAL VAULT WHEN PRE-RECORD IS RUNNING?

A: Yes, Sr600 can support simultaneous pre-recording and upload.

Q: CAN THE SR600 UPLOAD VIDEOS TO COMMANDCENTRAL VAULT WHILE ACTIVELY RECORDING?

A: No, Sr600 does not support simultaneous recording and upload.

Q: HOW DOES MY CAMERA GET A SOFTWARE UPDATE?

A: When the camera is connected to your Wi-Fi network, and there is an available update on CommandCentral Vault, the camera will automatically download and install the update. The camera LED will show solid YELLOW during this time. Time to download software is 1-2 minutes. Time to install the software is 2-3 minutes.

Q: IS THERE A WIRELESS MIC?

A: Audio is recorded as part of the up-close video recorded by the Si500 video speaker microphone worn by the officer.

Q: WHAT CAUSES THE FAN IN THE BASE TO TURN ON?

A: The camera is designed to turn on the base's fan when the temperature reaches a certain temperature. This is automatic and the camera will operate as normal.

Q: WHAT CAUSES THE CAMERA TO STOP RECORDING ON IT'S OWN?

A: A battery level below 15% while not charging will cause the camera to stop recording. Also, when the camera reaches critical temperature and overheats, recording will pause until the temperature drops back to normal.

