PERCEPT

PERCEPT DCK Series Docking Stations

User Manual

Document Version 1.6

PERCEPT

PERCEPT DCK Series Docking Stations
User Guide

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The following words and symbols mark special messages throughout this guide:

Warning: Text set off in this manner indicates that failure to follow directions could result in damage to persons or equipment.

Note: Text set off in this manner indicates special instructions which should be given attention.

PERCEPT

Contents

1   Packing List

1.1   What is in the package?

PERCEPT-DCK1, single port docking station

Qty	Description
1x	IONODES PERCEPT DCK1 docking station
1x	12 VDC power adapter with US/EU/UK/AU/CN plugs

PERCEPT-DCK6, 6-port docking station

Qty	Description
1x	IONODES PERCEPT DCK6 docking station
1x	12 VDC power adapter
1x	power cable with US plug (power cable with EU plug optional)

PERCEPT-DCK12, 12-port docking station

Qty	Description
1x	IONODES PERCEPT DCK12 docking station
1x	12 VDC power adapter
1x	power cable with US plug (power cable with EU plug optional)

Note: When unpacking, inspect the shipment box and appliance to identify any possible damages due to shipping. Make sure all items have been delivered and that no items are missing. Contact your IONODES representative should you find any damages or defects.

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2 Product Compliance

FCC Statement

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:
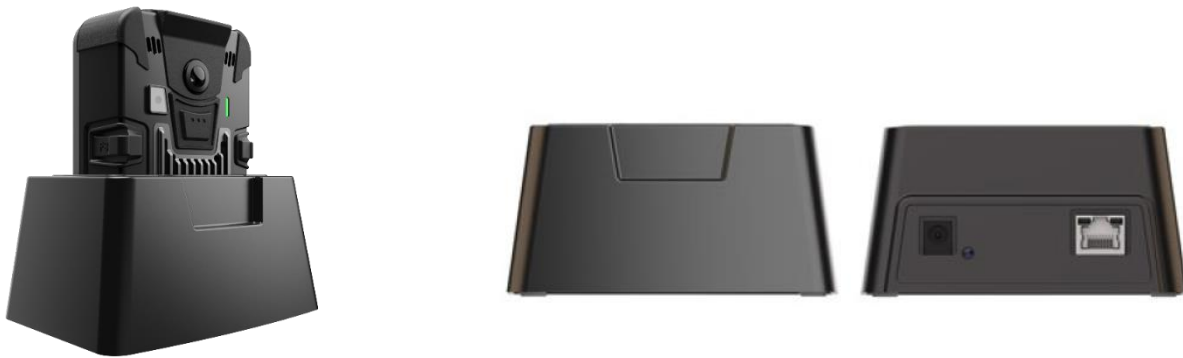
- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help. Changes or modifications to this product not authorized by IONODES could void the electromagnetic compatibility (EMC) and wireless compliance and negate your authority to operate the product.

Industry Canada Compliance Statement

The product has been tested to comply with *ICES-3(B)/NMB-3(B)*. This digital apparatus does not exceed the Class B limits for radio noise emissions from digital apparatus set out in the interference-causing equipment standard entitled: "Digital Apparatus," ICES-003 of the Canadian Department of Communications.

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3 Product Overview

The single unit docking station (PERCEPT-DCK1) allows users to charge their PERCEPT Body Camera (supports QuickCharge 3.0 mode at up to 18W), as well as offload the internal recordings to a dedicated storage platform, via the onboard GbE RJ45 port. For connecting to a power source, the PERCEPT-DCK1 features a barrel type DC power input, supporting a 12 VDC input, located at the rear of the unit (a suitable 12VDC power adapter with US/EU/UK/AU plugs is included with the dock).

PERCEPT-DCK1

The multi-port docking stations (PERCEPT-DCK6 / DCK12) extend the number of PERCEPT body cameras that can be charged and connected to the network. On the networking side, they act like a switch, aggregating the traffic from all connected body cameras onto a single GbE uplink. In terms of charging capabilities, they can deliver the maximum charge rate (QuickCharge 3.0 mode at up to 18W) simultaneously to all connected body cameras and come with the appropriate 12 VDC power supply in the box (US plug provided as standard, EU plug optional).

PERCEPT-DCK6

PERCEPT-DCK12
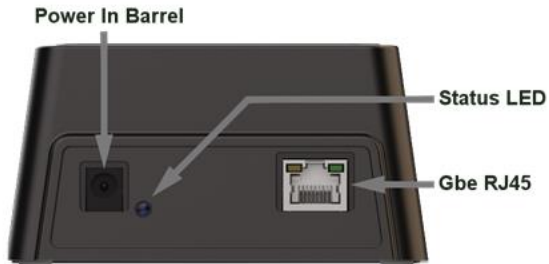
4 Getting started

4.1 Inserting the body camera into the dock

To get started with your PERCEPT docking station, please insert the body camera directly into the docking station. The cradle is designed to support a single orientation of the body camera (with the lens of the body camera facing the user).

Note: The docking station has no network address by itself. It replicates the MAC address and network settings of the docked body camera. This makes it transparent to Video Management Systems (VMS) or other software integrated with the PERCEPT Body Camera.

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4.2   Understanding LED status

PERCEPT-DCK1   **PERCEPT-DCK6 / DCK12**

RJ45 port LEDs:

- 1 Gbps: Green LED (lit solid, blink on activity), Yellow LED (lit solid, blink on activity)
- 10/100 Mbps : Green LED (lit solid, blink on activity), Yellow LED (OFF)

Status LED (PERCEPT-DCK1):

- Charging mode – Orange light solid
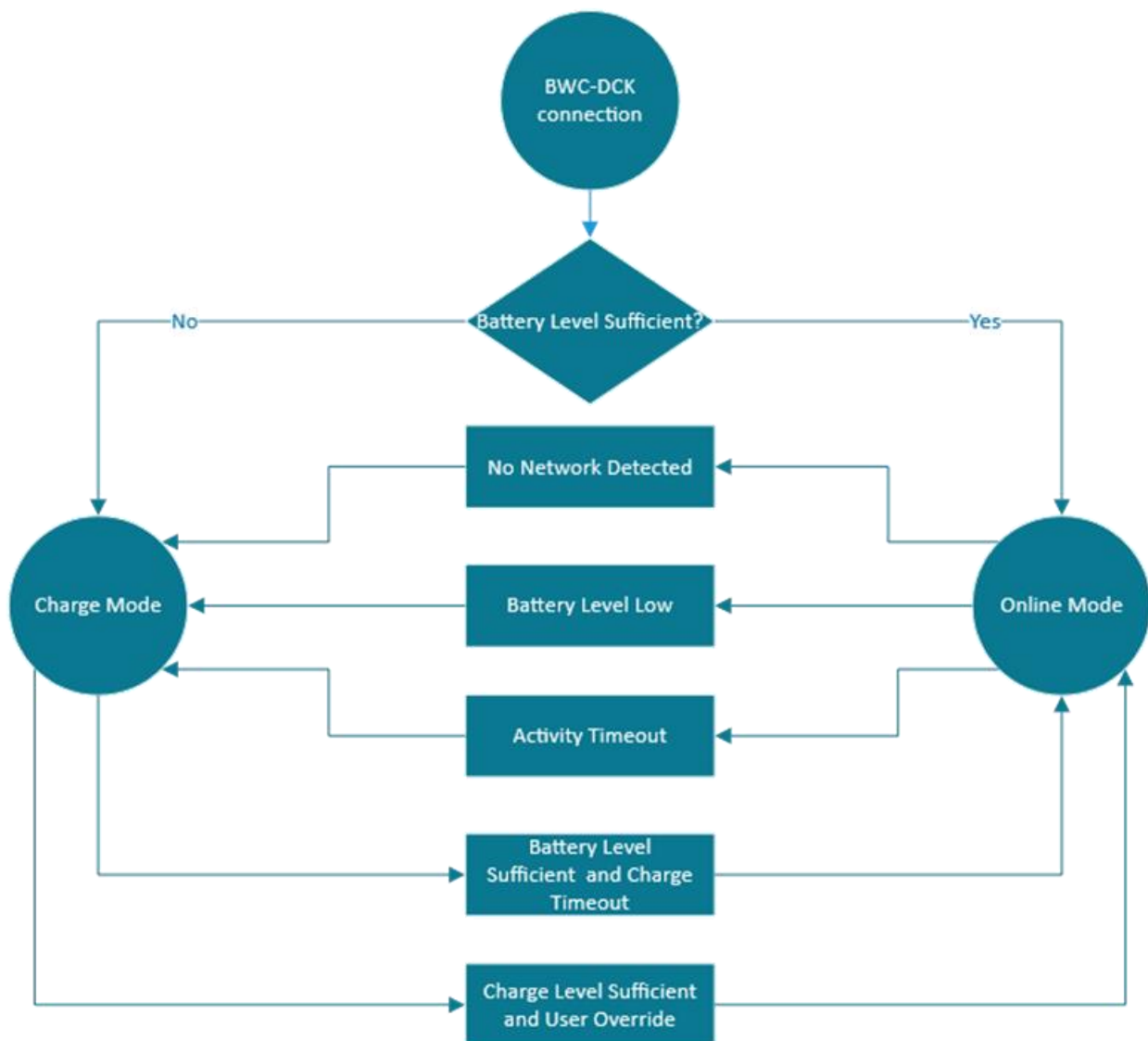- Online (Data transfer) mode – Green light solid

Status LED (PERCEPT-DCK6 / DCK12):

- Docking station health status good – Green light solid
- Docking station error – Red light solid

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4.3   Charging and offloading recorded data

When docked, the body camera can either be *Charging* or *Online*. When *Charging*, the battery is being charged, the Ethernet connection is disabled, and the Wi-Fi connection is active. When *Online*, the battery is not being charged, the Ethernet connection is active, and the Wi-Fi connection is disabled.

Charging/Online behavior is controlled automatically as described in the chart below. Pressing the body camera's F1 or F3 buttons for >5 seconds can manually override this behavior to force *Charging* or *Online*. Manual override is maintained until the body camera is removed from dock or returned in automatic mode by pressing F1 or F3 buttons for >5 seconds.

The terms used in the chart above are defined as follows:

- *Battery Level Sufficient*: The battery level is at least "*Sufficient Offset*" more than the "*Low Battery Level*"
- *Battery Level Low*: The battery level is less than the "*Low Battery Level*"
- *Activity Timeout*: There has been at least "*Docker Activity Timeout*" without any recorded media retrieval activity (recorded playback via VMS or file download via the web interface).
- *Charge Timeout*: The device has been charging for at least "*Docker Charge Timeout*"

When *Charging*, there are 2 ways to go *Online*:

1) The battery level is sufficient (*Battery Level Sufficient*) and we have been *Charging* for *Charge Timeout*.
2) The battery level is sufficient (*Battery Level Sufficient*) and a manual override command (by API or through the web interface) is received.

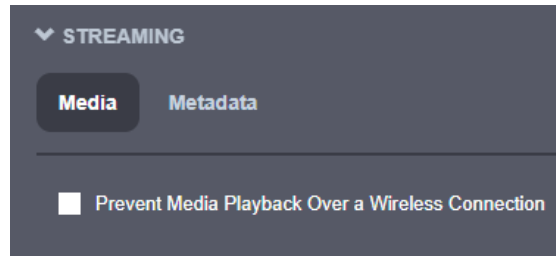When *Online*, the switch to *Charging* can happen in the 3 following ways:

1) No link is detected on the docking station's RJ45 network connector.
2) The battery level is below the Battery Low Level.
3) The "*Docker Activity Timeout*" has been reached without any recorded media retrieval activity.

Note: By default, no streaming of live media (audio and video) is allowed when the camera is docked. The body camera will only send a static image showing that it is charging. Also, by default, retrieval of recorded video is not allowed over the Wi-Fi connection when docked.

Settings discussed above can be configured in the body camera's web interface. Refer to the PERCEPT's body camera user manual for more details.

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Another relevant setting can be accessed from the body camera's web interface, under:

 Configuration tab > Network > Streaming > Media tab.

Checking *"Prevent Media Playback Over a Wireless Connection"* prevents offloading recorded data over Wi-Fi. Offloading large amounts of video data can strain a wireless network's bandwidth. Docking station users can check this setting to ensure recordings transfers only occur when the body camera is docked and connected to a wired network.

Note:	Offloading data from the body camera is always driven by the VMS (either local or Cloud-based). As such, there is no indication on the current progress or how long it'll take to complete. Please check the PERCEPT Cloud User Manual in order learn how the Cloud Sync jobs are being presented in the web app when using the PERCEPT Cloud VMS.

4.4   Care and cleaning

To guarantee optimum performance, as well as a long service life of the product, please follow the recommendations below:

- Ensure the docking station is not connected to power.
- Keep the product away from corrosive substances.
- Make sure the product is completely dry before charging.

Warning: Do not pierce or scrape the product.

To clean the product:

- Use a dry, soft-bristled brush or compressed air to gently remove any dust or debris from the charging ports and connectors.
- Use a non-abrasive, solvent-free neutral soap, or detergent, with water.
- Dry with a soft cloth to prevent water spotting.

Warning: Do not use any type of solvent, such as thinner and benzene, as they may damage the surface of the product.

PERCEPT

5   Docking station states

This table describes user feedback for the various states of the docking station (with and without the body camera docked).

Body camera/ docking station state	Feedback to the user on body camera		Feedback to the user on docking station	
	Front Status LED	**OLED text**	**Status LED**	**RJ45 port LEDs**
Powered On and Idle (No Body Camera Attached)			Orange (PERCEPT-DCK1) Green (PERCEPT-DCK6 / DCK12)	OFF
Charging Body Camera	Flashing* Yellow	*Charging... Level(%)*	Orange (PERCEPT-DCK1) Green (PERCEPT-DCK6 / DCK12)	OFF
Body Camera Fully charged	*Returns to previous state*		Orange (PERCEPT-DCK1) Green (PERCEPT-DCK6 / DCK12)	OFF
Error on docking station			Red	OFF
Offloading Data from Body Camera			Green	Green/ Yellow (flashing on activity)

flashing: alternating ON for 500ms/ OFF for 500ms

Note: When inserted in the docking station, the PERCEPT Body Camera's top LED will replicate the docking station's status LED.

6 Troubleshooting

6.1 Common issues & resolutions

Symptoms	Possible cause	Resolution
Body camera does not charge when connected to the dock	Dock is not connected to mains power or it is connected via an incompatible power adapter	Connect the dock to a power outlet via a compatible power adapter.
Charging is too slow	"*Allow Live Media Streaming When Docked*" option is enabled	Disable the option "*Allow Live Media Streaming When Docked*" from the body camera's web interface.
Docking station (DCK1 or DCK6) status LED is OFF	Faulty power supply or hardware malfunction	Replace power supply. If issue persists, request Docking Station replacement.
Cannot offload data via the GbE RJ45 port	No connection to the network or connection faulty	Check integrity of Ethernet cable and network switch connected to the docking station.
	Body camera not in Online mode	Make sure that the body camera is in Online (Data transfer) mode and not in Charging mode.

6.2 Contact IONODES Support

For more information, please contact our technical support team:

- Call: 450-696-1060 or 1-844-696-1060 (North America Toll Free)
- Send an email to: support@IONODES.com
- Web request: https://support.IONODES.com/supportcenter/s/contactsupport

Annex – Statement Limited Warranty

Please visit https://www.ionodes.com/limited-hardware-warranty/ for the latest warranty information.