

# [LENSLOCK Body Worn Camera User Manual](#)

## [Manualsum](#), simplified manuals

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# LENSLOCK Body Worn Camera User Manual

LENSLOCK Body Worn Camera User Manual

SHELL GROUP Body Worn Camera User Manual

FCC id: [2BH3M-GEN12](#)

## Lenslock Gen 12.5 BWC Operation

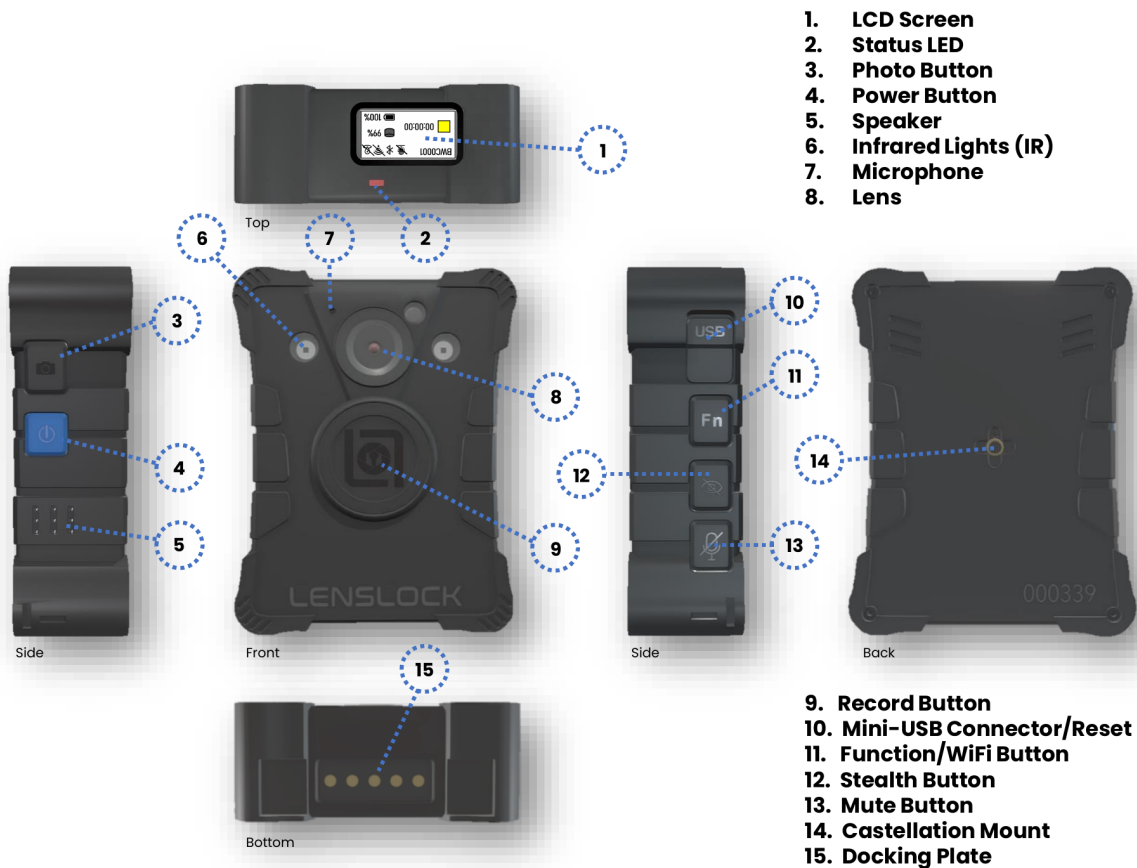
### GEN 12.5 Design

1. LCD Screen
2. StatusLED
3. Photo Button

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4. Power Button
5. Speaker
6. InfraredLights (IR)
7. Microphone
8. Lens
9. Record Button
10. Mini-USB Connector/Reset
11. Function/WiFiButton
12. Stealth Button
13. Mute Button
14. Castellation Mount
15. Docking Plate

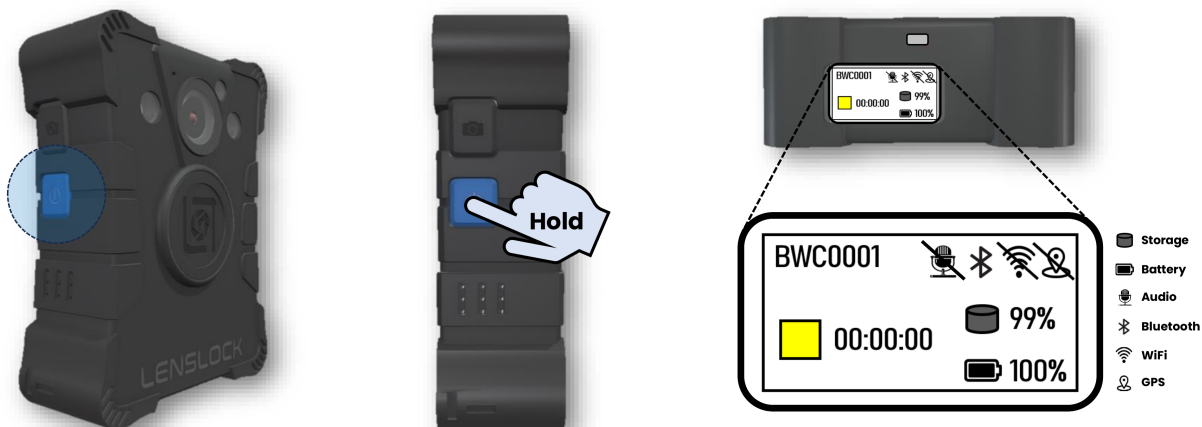




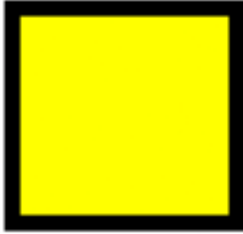
## GEN 12.5 Power On/Off

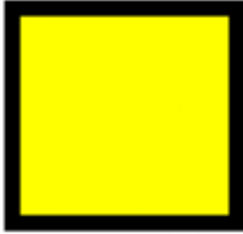
To power on the Gen 12.5 BWC, press and hold the blue power button for 3-4 seconds. The BWC will emit a vibrate and the LED screen will illuminate. The LED screen will remain illuminated until it has reached 30 seconds of inactivity. Activation of any button will illuminate the LED screen.

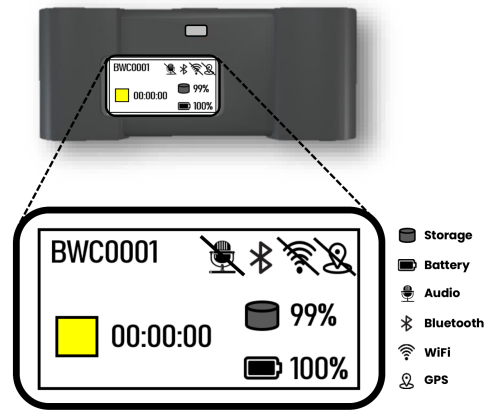
To power off the Gen 12.5 BWC, press and hold the blue power button for 3-4 seconds.



## GEN 12.5 Pre-Record




The  on the LED screen indicates the BWC is powered on and currently set in pre-record. The BWCs are configured with a 30-second pre-record feature. Upon activating a recording, the recording will include an additional 30-seconds of video prior to the recording activation. While 30-seconds of video will be included prior to the recording activation, audio will be muted during the 30-second pre-record. Once a recording is activated, video and audio will be present until the recording has concluded.

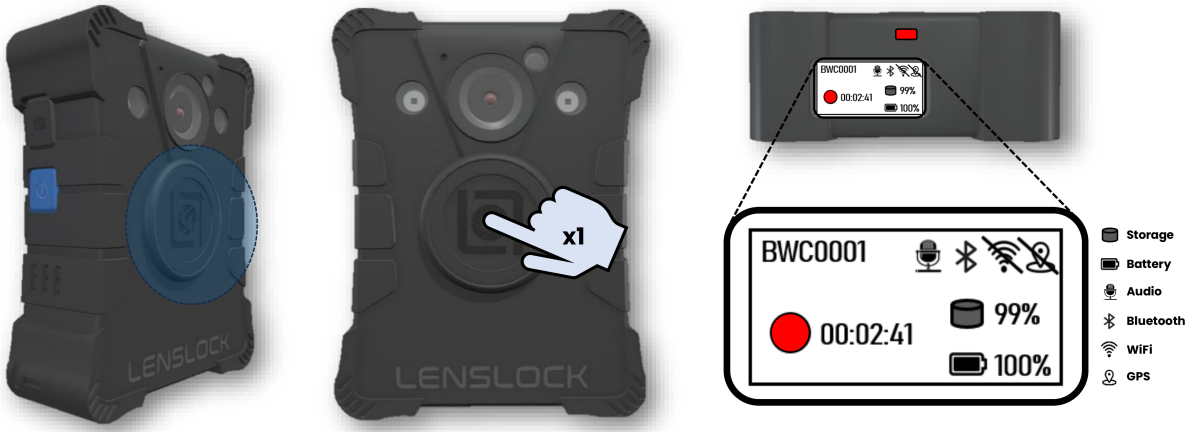


## GEN 12.5 Start Recording

To start a recording, single press the center record button. The BWC will emit

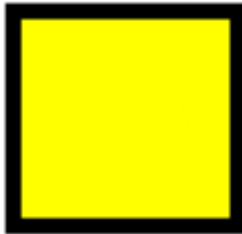


a single vibration,  will appear on the LED screen, as well as a red LED on top of the BWC. In addition, the recording duration will appear on the LED screen. After 30 seconds of inactivity, the LED screen will appear dormant, however the red LED on top of the BWC will remain while recording. While recording, a vibration notifier at a select interval will alert the user that a recording is present.



## GEN 12.5 Stop Recording

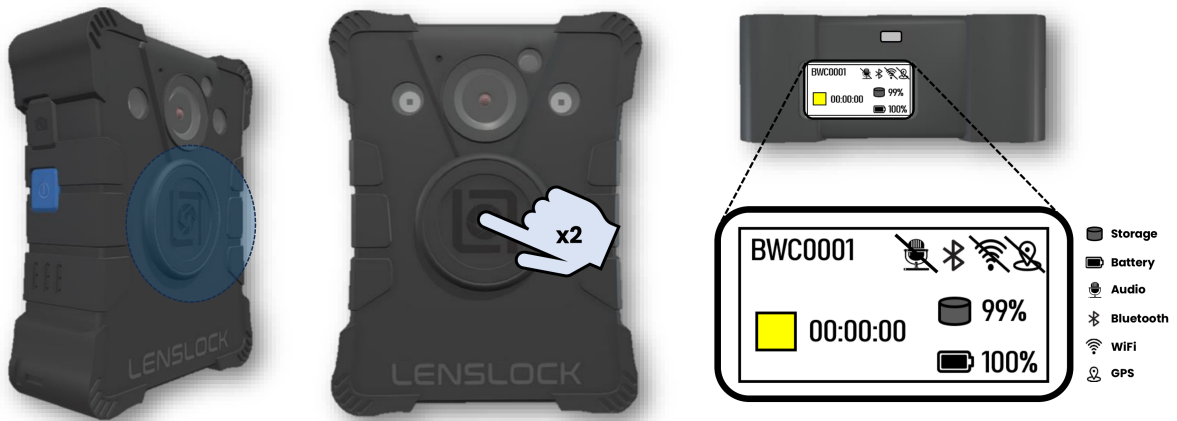
To stop a recording, double press the center record button. The BWC will



emit three vibrations,

and the red LED will disappear on top of the BWC. The recording duration will revert to 00:00:00 on the LED screen.

will reappear on the LED screen,



## GEN 12.5 Photo Capture

To capture a photo, single press the photo button located above the power button. The BWC will emit a single vibration and a still-image will be captured via the BWC.



You may capture a photo while in pre-record and/or while recording.

## GEN 12.5 Enable/Disable WiFi

\*to connect to the mobile application

To enable WiFi to access the mobile application, press and hold the Fn (function) button for 2-3 seconds. The BWC will emit two vibration and

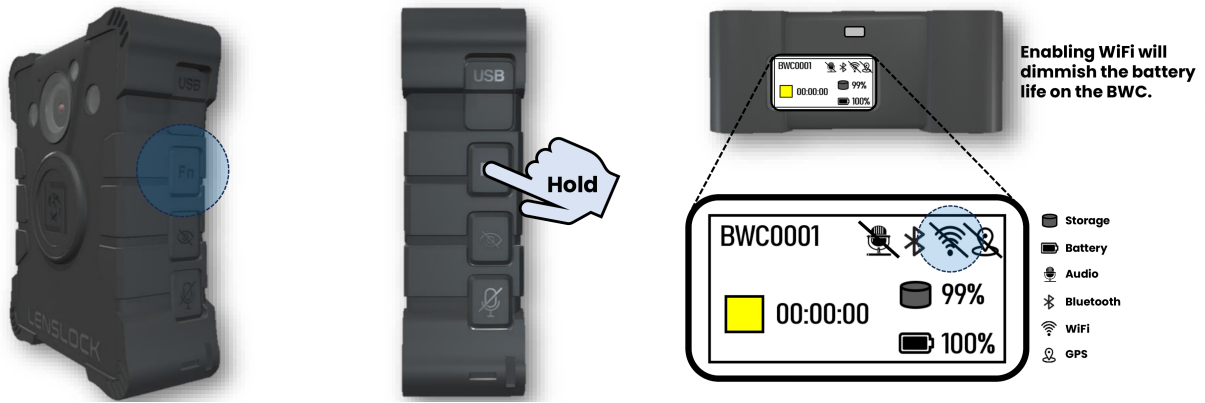


will appear on the LED screen to indicate WiFi is enabled.



To disable WiFi, press and hold the Fn (function) button. will appear on the LED screen indicating the WiFi is disabled.

will



\*Please locate the Mobile Application training document for connection instructions

## GEN 12.5 Device/Firmware

To toggle between the Device ID on the BWC as well as the firmware version on the BWC, double press the Fn (function) button.

The Device ID and firmware version will appear on the LED screen. To revert to the normal LED screen, double press the Fn (function) button.



**Device ID: BWC0001**

**FW: S31 231031 v1.1**

## GEN 12.5 Stealth Mode

Stealth Mode will disable all LED indicators (LED screen/LED) and audio tones/chirps. Vibration alerts will remain while in stealth mode.

To toggle the BWC to stealth mode, press and hold the “eye” icon for 2-3 seconds. Repeat to toggle out of stealth mode.



If your BWC emits a vibration when you attempt to power on, however the LED screen does not illuminate, it is most likely in stealth mode. Press and hold the “eye” icon and the LED screen should illuminate.

## GEN 12.5 Mute Function

To mute the audio during a recording, press and hold the “microphone” icon

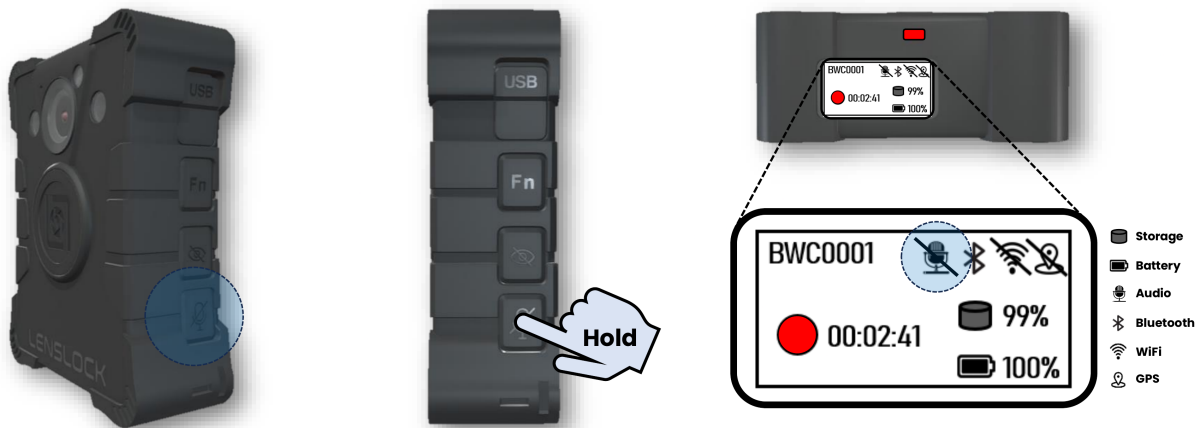


for 2-3 seconds. The LED screen will display indicating that the BWC is recording, however audio is currently muted. To resume audio, press



and hold the “microphone” icon for 2-3 seconds where will reappear, indicating the recording has resumed with audio.





## GEN 12.5 USB Mini-USB Charging/Reset Button

In addition to charging while docked within the LensLock docking station, the BWC can be charged remotely via a USB mini-USB connector cable. Insert the mini-USB into the input located within the USB cover.

Located within the USB cover, is a small reset button. If you are having issues with your BWC, please insert a fine tip tool into the reset button and press for one second. The BWC should run through a power reset.



Remote Charging



Reset Button



# GEN 12.5 Accessories Bundle

Castellation Mount



Magnet Mount



Alligator Clip  
\*Slide Bracket Required



Molle Mount



USB Mini-USB Cable



## GEN 12.5 Troubleshooting

FAILURE	DIAGNOSE	SOLUTION
<b>BWC will not Power On</b>	Battery at 0%	Charge the BWC for 4 — 5 hours
	Protection Mode/Inactive	Press the Reset Button, then power on the BWC
	Stealth Mode	Press and hold Stealth Button to revert out of Stealth
<b>Battery Issue</b>	Low Battery Power	Ensure the BWC is fully charged. Ensure the WiFi is disabled when not using mobile application
	Docking Cradle	Insert BWC into another docking cradle. BWCs are not assigned to specific cradles.
<b>Docking Station not recognizing BWC</b>	Incorrect Badge ID/BWC	Logout on the DSMS screen. Re-enter Badge ID at the authentication screen.
	Memory Full	Dock the BWC in the docking station to offload video data. BWC holds 64 GB of storage data.
<b>BWC failing to start a recording</b>	Internal Glitch	Press the Reset Button. If issue is still present, contact LensLock Support.

## LensLock Support

- The LensLock Support team is ready and available for any questions that may arise.
- To reach the support team via email, please send a detailed email to [support@lenslock.com](mailto:support@lenslock.com) and a representative will promptly get back with you.

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- To reach the support team via phone, please contact 866-LENSLOCK and press “3” for Client Support.
- To reach the support team via Live Chat, please access the Live Chat feature located within the LensLocker Portal.



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