Table of Contents

STANDARD LIMITED WARRANTY MODEL DVM-500PLUS ................................. 3
BEFORE YOU BEGIN INSTALLATION ......................................................... 4
DVM-500PLUS PARTS LIST (001-0550-30) ................................................. 4
CAUTIONS & NOTES .............................................................................. 6
  DVM-500PLUS Interface Box Backup Battery ........................................... 6
  Before powering on your new DVM-500PLUS ........................................... 6
SYSTEM DIAGRAM .................................................................................. 7
SYSTEM INSTALLATION .......................................................................... 8
  Step 1: Factory Mirror Removal ............................................................. 8
    2011-2012 Dodge Charger Rearview Mirror Removal ............................. 8
  Step 2: Remove Factory Body Trim ........................................................ 8
  STEP 3: Attach the Mirror Mount ........................................................... 10
    Standard Mount .................................................................................. 10
    Mounting the mirror .......................................................................... 11
    Optional Big Ball Mount ..................................................................... 11
  STEP 4: Mirror Connections .................................................................. 13
  STEP 5: Camera Installation .................................................................. 14
  STEP 6: GPS and Rear Microphone Connections .................................... 15
  STEP 7: Power, Ignition, Ground, and Trigger Connections .................. 15
    Wiring Connections Chart .................................................................. 16
  STEP 8: Mount the Interface Box ........................................................... 17
  STEP 9: Wireless Microphone Charging Cradle ...................................... 17
IMPORTANT NOTES WHEN INSTALLING AND USING YOUR DVM-500PLUS .... 17
POST INSTALLATION CHECKLIST ............................................................. 18
HOW TO RESET THE DVM-500PLUS SYSTEM ......................................... 18
TROUBLESHOOTING ............................................................................. 19
PRODUCT REPAIR ................................................................................. 20
STANDARD LIMITED WARRANTY
MODEL DVM-500PLUS
REAR VIEW MIRROR IN-VEHICLE DIGITAL VIDEO SYSTEM

We warranty that our In-Car Digital Video System, Model DVM-500Plus, will be free from defects in workmanship and material for a period of 24 months from the date of purchase by the original purchaser. If any defect is discovered through normal and proper use of the unit during this period, the defect will be repaired or the unit will be replaced at our factory or at one of our authorized service centers at no cost to the purchaser. The purchaser must return the defective unit to the factory or one of our authorized service centers, freight prepaid. We will pay for shipping charges for the return of the unit.

This warranty applies only to defects in a unit’s internal electronic components and circuitry, and is void as to units that have been opened without prior authorization, have experienced unauthorized repairs, or have had unauthorized modifications. This warranty does not cover the following:

- Normal wear and tear on the unit such as batteries, frayed cables or wires, broken connectors, or scratched or broken cases.
- Damage caused by operator abuse or neglect.
- Damage caused by incorrect use of the unit, carelessness, unauthorized alterations to the unit, improper storage of the unit or unauthorized service, installation or repairs made to the unit.
- Damage caused by fire, flood, lightning, vandalism, collision, Acts of God, or other events beyond the reasonable control of Digital Ally, Inc. or the purchaser.
- Damage to external parts of the unit such as buttons, microphones, wires, and cables, etc.
- Damage from use of the unit in hostile operating environments.

We reserve the right to charge for repairs to a unit during the warranty period made necessary because of any of the foregoing causes at our standard rates for repair of units not under warranty.

The purchaser assumes all risk of use from its purchase and use of the unit. Harmful personal contact with a unit might occur in the event of violent maneuvers, collisions, or similar circumstances, even if the unit was properly installed and used. We are not responsible for, and we specifically disclaim any liability for injury caused by a unit in such circumstances.

THIS WARRANTY IS GIVEN IN LIEU OF ALL OTHER WARRANTIES. THERE ARE NO WARRANTIES THAT EXTEND BEYOND THIS STATEMENT. ALL IMPLIED WARRANTIES ARE DISCLAIMED, INCLUDING, WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY, NON-INFRINGEMENT, FITNESS FOR A PARTICULAR PURPOSE, AND WARRANTIES IMPLIED FROM A COURSE OF DEALING, COURSE OF PERFORMANCE OR USAGE OF TRADE. THE PURCHASER’S SOLE AND EXCLUSIVE REMEDY FOR A WARRANTY CLAIM WILL BE THE REPAIR OR REPLACEMENT OF A UNIT.
BEFORE YOU BEGIN INSTALLATION

Tools Needed

- #2 Phillips head screwdriver
- #20 Torx screwdriver or bit
- 1/8" (4mm) flat blade screwdriver
- Basic socket set
- Multimeter
- Power Drill
- Velcro or double sided tape
- Tie Wraps

DVM-500PLUS PARTS LIST (001-0550-30)

<table>
<thead>
<tr>
<th>Part Number</th>
<th>Image</th>
<th>Description</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>006-08186-00</td>
<td><img src="image1.png" alt="Image" /></td>
<td>DVM-500PLUS with &quot;rubber duck&quot; antenna and CF Card Installed</td>
<td>1</td>
</tr>
<tr>
<td>566-00125-00</td>
<td><img src="image2.png" alt="Image" /></td>
<td>Main Camera 10X Zoom</td>
<td>1</td>
</tr>
<tr>
<td>006-0076-01</td>
<td><img src="image3.png" alt="Image" /></td>
<td>Interface (I/O) Box</td>
<td>1</td>
</tr>
<tr>
<td>004-09060-00</td>
<td><img src="image4.png" alt="Image" /></td>
<td>VoiceVault™ Wireless Mic (RMT) (Includes 050-0130 Belt Clip)</td>
<td>1</td>
</tr>
<tr>
<td>004-0506-00</td>
<td><img src="image5.png" alt="Image" /></td>
<td>Desktop Charging Cradle with AC Power Adapter</td>
<td>1</td>
</tr>
<tr>
<td>004-0507-00</td>
<td><img src="image6.png" alt="Image" /></td>
<td>In Car Charging Cradle with DC Auto Adapter</td>
<td>1</td>
</tr>
<tr>
<td>004-0902-00</td>
<td><img src="image7.png" alt="Image" /></td>
<td>Clip-on Style Lapel Mic</td>
<td>1</td>
</tr>
<tr>
<td>Part Number</td>
<td>Description</td>
<td>Quantity</td>
<td></td>
</tr>
<tr>
<td>-----------------</td>
<td>--------------------------------------------------</td>
<td>----------</td>
<td></td>
</tr>
<tr>
<td>006-08255-00</td>
<td>Visor Mount for Main Camera</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>008-08132-01</td>
<td>Main Camera Cable</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>008-01281-00</td>
<td>Interface to Mirror Y Cable</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>006-0810-00</td>
<td>Covert Rear Seat Microphone</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>310-00100-10</td>
<td>GPS Receiver Module</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>008-0051</td>
<td>I/O Box to DVM Wiring Harness</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>(Gray portion only)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>008-01287-00</td>
<td>Vehicle to I/O Box Wiring Harness</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>280-0014</td>
<td>(Qty-2) 7.5 Amp Fuses</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>280-0011</td>
<td>In-Line Fuse Holder</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>280-0014</td>
<td>7.5 Amp fuse</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>280-0012</td>
<td>Butt splices</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>006-0808-00</td>
<td>Auxiliary Rear Seat Camera (optional)</td>
<td>Call Sales</td>
<td></td>
</tr>
<tr>
<td>002-05030-00</td>
<td>Kit, Drop Mount (optional)</td>
<td>Call Sales</td>
<td></td>
</tr>
<tr>
<td>002-05023-00</td>
<td>Big Ball Mirror Mount with Adapter Plate (optional)</td>
<td>Call Sales</td>
<td></td>
</tr>
<tr>
<td>002-05112-00</td>
<td>Windshield Mount Adapter Kit (Optional, Dodge Charger only)</td>
<td>Call Sales</td>
<td></td>
</tr>
</tbody>
</table>
CAUTIONS & NOTES

Please read and follow the instructions and precautions in this installation guide when installing the DVM-500PLUS system.

- For assistance, a qualified installation technician or mechanic should be consulted.
- Do not route wiring and cabling over sharp metal edges where they may become damaged or cut.
- To prevent electrical shorts or breakage in the wiring and cabling, do not allow wiring and cabling to be pinched behind trim pieces, panels, etc.
- Do not run wires or cables in areas where they become damaged by heat from the engine or the exhaust system.
- Do not install any in-car video system components or wiring in the deployment path of the air bag(s).
- When installing the cables or making wire connections, it is recommended you allow for service loops and leave a little 'slack' in the cable connections to allow for service loops and to allow for movement of the mirror so the connections do not get pulled or accidentally disconnected.
- Avoid running cables parallel to other wiring and/or antenna coax of other systems that may be installed in the vehicle and do not leave excessive cable above the headliner. Doing so may cause Radio Frequency (RF) interference in the video or audio recordings of the DVM system.
- If installing the optional Wireless Transfer Module (WTM), consult the WTM-555 installation instructions.

DVM-500PLUS Interface Box Backup Battery

This system is equipped with a Backup Battery that is located in the Interface Box (pictured on page 16 of this manual). In case of vehicle power failure, the Backup Battery will maintain power to your DVM-500Plus system for 30-90 minutes. If the Backup Battery does not have a high enough charge at the time of installation, the DVM-500Plus system may not turn on correctly the first time. It may be necessary to charge the Backup Battery.

**To charge the Backup Battery, install your DVM-500Plus system, but do not turn it on. Start the vehicle and allow the vehicle to idle for 5-10 minutes.

Before powering on your new DVM-500PLUS

Your DVM-500Plus system comes equipped with a Compact Flash card that the system records all of your video files to. In order to ensure that you receive the latest features and benefits your system has to offer, please follow the following steps before turning on your system for the first time:

- Logon to [www.digitalallyinc.com/tech-support.php](http://www.digitalallyinc.com/tech-support.php) and register for an account to be an Authorized User. By registering, you will be able to download all of the latest software and firmware updates and you will also be notified of all future updates.

- Download the latest firmware, copy the file to your Compact Flash Card that was included with your system, and follow the Firmware Update instructions in your DVM-500PLUS User’s Guide.

- For further assistance, please contact our Technical Support staff at: Phone: Toll-Free 1-800-440-4947 or 1-913-814-7774 Email: support@digitalallyinc.com.
SYSTEM DIAGRAM

**Shown With Optional Wireless Transfer Module (WTM)**

- GPS Antenna
- Optional Back Seat Camera
- Front Camera
- WIFI USB Dongle
- USB Dongle Interface Box
- External Microphone
- Wireless Transfer Module (optional)
- USB1
- USB2
- Serial
- DVM Y Cable
- Vehicle to IF Box Harness
- Switched Ignition 12V+
- Constant 12V+
- Ground
- Interface Box
- WTM POWER HARNESS
  - RED = Constant 12V+
  - WHITE = Switched 12V+
  - BLACK = Ground
  - (See WTM-555 installation guide)
- WTM to DVM serial cable
- DVM to I/O Box harness
- Voice Vault Wireless Microphone and Charger Assembly with Cigarette Lighter Adapter
- Optional A/V Connections
- DVM Y Cable
- WTM to DVM serial cable
SYSTEM INSTALLATION

**Step 1: Factory Mirror Removal**

The current factory rearview mirror must be removed from the windshield mounting plate. There are several versions of mirror mounting systems. Below are the most common methods of rearview mirror removal. Do not use excessive force when removing the mirror from the windshield. The mirror mounting plate may become separated from the windshield and/or the windshield may break if excessive force is used. Use one of the following methods below that matches the mirror mounting configuration of your vehicle:

1. Using a Philips screwdriver or #20 Torx bit, loosen the screw in the base of the mirror.
2. After loosening the screw, gently lift upward to slide mirror off of mirror mount.

**2011-2012 Dodge Charger Rearview Mirror Removal**

1. With your right hand, grip the mirror and keep it stabilized.
2. With your left hand, grip the base of the factory mount where it meets the glass.
3. Gently apply a small amount of additional inward force toward the glass and rotate the base clockwise.
4. The spring loaded factory mount should release from the windshield puck. See picture Below.

![Image of mirror removal](image1)

**Step 2: Remove Factory Body Trim**

1. Remove front passenger side threshold

![Image of body trim removal](image2)
2. Pull the door seal away and remove any side trim pieces

3. Remove the passenger side front interior A-pillar cover

4. Remove the passenger visor clip with #20 Torx screwdriver or Phillips screwdriver
5. Remove the passenger side kick panel & pull back the carpet to expose the vehicle chassis

Step 3: Attach The Mirror Mount

1. Standard Mount

There are two types of adapter plates included in the mirror mounting kit. One that has an optional stainless steel lanyard attached and one that does not. After you have determined which one you prefer to use, the steps required to mount them are the same.

The optional adapter plate with the stainless steel lanyard is enclosed for those departments that wish to attach the retaining lanyard to the vehicle. If properly attached to the vehicle, the lanyard should help prevent the possibility of the DVM from coming loose within the vehicle in the event of a wreck or a similar situation.

* The DVM has been mounted in several vehicles that have been involved in wrecks and we are not aware of any issues of it coming loose within the vehicle. However, to safeguard against this possibility we have enclosed the optional adapter plate with stainless steel lanyard and two mounting rings for permanent attachment to your vehicle.
2. Mounting the mirror

2.1.1. It is recommended that all threaded surfaces be treated with a small amount of Blue thread-locking compound (such as blue Loctite a.k.a. assembly Loctite).

2.1.2. Place the aluminum spacer into the center mounting hole in the back of the mirror. Note: The beveled edge of the spacer should be placed face down in the mounting hole.

2.1.3. Place the adapter plate onto the mirror mount with the angled tang pointing towards the mirror mount. The two alignment pins on the mirror mount should seat into the alignment slots on the adapter plate.

2.1.4. Thread the mirror mount/adapter plate assembly into the center mounting hole in the back of the mirror and hand tighten. Using a wrench, tighten the mirror mount 1/4 turn.

2.1.5. Insert the Interference Screw into one of the holes until it bottoms out in the groove (it is normal for the shoulder of the cap screw to protrude above the lanyard). This will prevent the mirror mount from rotating.

   \[\text{If neither screw hole aligns with a groove, then gently tighten the mirror mount until one of them does.}\]

3. Optional Big Ball Mount

To attach the optional big ball mirror mount, attach the adapter plate with the supplied 1/4-20 x 1/2" long button head screw and the #6-32 x 1/4" long pan head screw as shown below. Leave the aluminum spacer in place between the DVM and the adapter plate. Apply removable thread locker to both.
Attach the mirror mount to the adapter plate with four #4-40 x 1/2” pan head screw and four #4 split lock washers shown above. Position the mount with the notch up as shown. Attach the lanyard to one of the top two screws and the other end attach to a structural rib underneath the headliner.

If the optional drop mount (002-05030-00) is required, secure the puck shown below to the drop bracket with the two #6-32 x 1/2” pan head screw in the tapped holes to get the proper amount of drop for your application. The amount of drop can be varied by 1/2” increments. Apply removable thread locker to the threads before installing.

Attach the bracket shown below to the puck on the windshield and tighten the #10-24 set screw, then attach the mirror mount bracket with the DVM to the puck on the bracket. Tighten the #10-24 screw on the mirror mount.

To tighten the Big Ball DVM Mount, use a 7/64" hex key wrench or driver to carefully tighten the two screws on the socket that are loose. Start by tightening one screw 1/8" of a turn maximum.

Do not over tighten the hex locking screws in the middle of the Big Ball mount or the DVM may break off the windshield when adjusted, possibly causing damage to the windshield. Digital Ally is not responsible for damage caused to a vehicle windshield due to over tightening of the set screws.

Check how tight the DVM mirror mount feels. If it is still loose, tighten the other screw another 1/8" turn. Continue this process until the DVM has the correct feel. If the other socket is also loose, perform this same procedure on the other socket. The socket nearest the windshield should be tighter than the socket nearest the DVM, i.e. the socket nearest the DVM should move before the socket nearest the windshield moves. Also keep in mind that if you are making this adjustment when the ambient temperature is high, the mount will become tighter as the temperature decreases.
1. Attach the following cables to the back of the DVM: GPS, MAIN CABLE HARNESS, FRONT CAMERA, EXT MIC, and AUX CAM (if purchased). Also, connect the USB if the wireless option was purchased or if manual download to a laptop is desired.

2. Attach the mirror to the windshield

Secure your DVM to the vehicle windshield. For 2011 or 2012 Dodge, attach and orientate the adapter to factory windshield as shown below. Use Loctite™ to secure the adapter to the factory windshield mount. Attach optional drop down bracket as shown.
In some vehicles, the factory position of the manufacturer’s windshield mounting plate may not allow for proper rearview DVM adjustment. The mounting plate included with the DVM-500PLUS package can be glued to the windshield in a location that will allow proper adjustment. We recommend Loctite 03346 for installation of the mounting plate. **DO NOT** glue mounting plates to the black coated portion of the glass.

3. Route cabling along the roofline and down the A-pillar

Leave enough slack in the cables as a service loop for the rearview mirror adjustment. Then you can begin routing the cables under the front edge of the headliner towards the passenger side of the vehicle. Continue routing the cables down the windshield pillar below the dash. **Secure the cables together with tie wraps** every 8 to 12 inches. To conceal the cable it may be necessary to loosen the sun visor mounting bracket and/or other trim pieces to allow the cable to be tucked in behind the headliner.

---

**Step 5: Camera Installation**

**Front Camera**

Install the visor mounting plate and then re-install the sun visor clip which holds up the visor mount. The visor mount has a slot and three sets of screw holes for various adjustments if necessary. Attach the camera to the plate. The camera can also be installed onto the windshield by gluing a mounting puck to the windshield.
Rear Camera (optional)

Determine a mounting location for the auxiliary rear camera. Digital Ally suggests securing the camera in the center of the cage along the roofline or on the driver’s side hanger hook. This gives a wide angle view of the entire back seat. Route the remaining portion of the camera cable to the external surface mount camera and connect. Secure extra cable in the headliner away from any other existing cabling and/or airbag.

Step 6: GPS and Rear Microphone Connections

The external Rear Microphone cable should be routed to the rear of the vehicle and is usually placed covertly on the roofline door seal near the cage.

The magnetic GPS antenna/receiver can be placed in the corner on the front or rear dash of the vehicle, or mounted externally if desired. Use high quality Velcro or double-sided tape if mounting internally. Connect the GPS antenna cable to the GPS INPUT connector on the back of the DVM system. Optionally, the magnetic antenna/receiver can be mounted on the outside of the vehicle if better reception is required.

Step 7: Power Ignition, Ground, and Trigger Connections

Connect the power and sensor input wiring harness (11-wire, 14-pin, multicolored) to the interface box and follow the wiring chart on page 16 to connect the desired optional inputs and record triggers. Insert the two 7.5 AMP fuses into the slots located on the side of the interface box, as shown in the picture to the right.

It is recommended that these connections are made directly to the police package accessory harness or engine compartment battery wiring harness for best results. These wires should be used ONLY for the DVM system and not be tapped into for installation of any other equipment in the vehicle. Doing so, could result in possible radio frequency interference from the other equipment. NEVER connect Digital Ally equipment through a vehicle charge guard or battery saver.
<table>
<thead>
<tr>
<th>Input Signal</th>
<th>Color</th>
<th>AWG</th>
<th>Description</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>+12V Power</td>
<td>Red</td>
<td>16</td>
<td>+12VDC Un-switched Power</td>
<td>REQUIRED. Digital Ally recommends connecting directly to the engine compartment battery. Do NOT connect through a charge guard or battery saver system.</td>
</tr>
<tr>
<td>Ground</td>
<td>Black</td>
<td>16</td>
<td>Ground</td>
<td>REQUIRED. Digital Ally recommends connecting directly to the engine compartment battery</td>
</tr>
<tr>
<td>Ignition</td>
<td>Blue</td>
<td>18</td>
<td>+12VDC Switched</td>
<td>REQUIRED. +12V power only when ignition is in the ACC or On position. When ignition is turned off, the unit can be set to do a controlled shutdown automatically based on a user selectable time setting. This connection also necessary to charge the I/O box internal backup battery.</td>
</tr>
<tr>
<td>Emergency Lights</td>
<td>Orange</td>
<td>18</td>
<td>Emergency Light interface. +12V when lights are activated</td>
<td>Connect to Light Bar Controller</td>
</tr>
<tr>
<td>Siren</td>
<td>Yellow</td>
<td>18</td>
<td>Connect directly to one side of siren speaker. Or, connect one yellow wire to siren controller if it outputs +12VDC when siren is ON.</td>
<td></td>
</tr>
<tr>
<td>Siren</td>
<td>Yellow</td>
<td>18</td>
<td>Connect directly to other side of siren speaker. Or, connect other yellow wire to ground if the siren controller outputs +12VDC when siren is ON.</td>
<td></td>
</tr>
<tr>
<td>Brake</td>
<td>Green</td>
<td>18</td>
<td>Brake interface. +12V signal when brakes are activated</td>
<td>Connect to brake pedal switch or 3rd brake light</td>
</tr>
<tr>
<td>Speed</td>
<td>Grey</td>
<td>18</td>
<td>Vehicle speed sensor for speedometer interface. (VSS)</td>
<td>Speed sensor that outputs X number of pulses per mile.</td>
</tr>
<tr>
<td>Left Turn Signal</td>
<td>Violet</td>
<td>18</td>
<td>Left turn signal input. +12V signal when turn signal is activated</td>
<td></td>
</tr>
<tr>
<td>Right Turn Signal</td>
<td>Pink</td>
<td>18</td>
<td>Right turn signal input. +12V signal when turn signal is activated</td>
<td></td>
</tr>
<tr>
<td>Reverse</td>
<td>White</td>
<td>18</td>
<td>Reverse input. Signal grounded when vehicle goes into reverse</td>
<td></td>
</tr>
</tbody>
</table>
The interface box is usually mounted under the dash, on the passenger side of the vehicle. It is recommended that this be mounted in a location where it can be accessed later if necessary. It is recommended the I/O box is not placed directly on the passenger floorboard in order to avoid the possibility of moisture from rain, mud, or snow that can be tracked in by a passenger, or in the event of an accidental liquid spill.

Never mount the interface box in the center console. To minimize the effects of RFI within the vehicle, mount the interface box away from all other police equipment.

Possible mounting locations for the I/O Box:

- Under the dash on the passenger side.
- Behind the kick panel on the passenger side (or driver side).
- Screwed into the transmission hump below the dash (for Accelerometer Enabled I/O Boxes).
- Under the rear seat on some SUV-type vehicles.
- Behind a panel on the right hand side of the dash (nearest to the door).

The interface box includes a battery backup that provides between 30-90 minutes of operation in the case of unexpected power loss, and is kept charged while the vehicle is running. If the Backup Battery does not have a high enough charge at the time of installation, the DVM may not power up correctly the first time. It may be necessary to charge the backup battery in the IF Box prior to first use. To charge the Backup Battery, start the vehicle and allow it to run for at least 5 to 10 minutes following installation.

The ignition input (Blue wire) MUST be connected to a point where +12V is present only when the ignition is in the ON position.

Mount the wireless MIC charging cradle in a desirable location, plug the power cable into the charging cradle, then connect the cigar plug to a constantly powered +12V receptacle. Mounting hardware is included, and there are 2 threaded mounting holes in the bottom of the charging cradle allowing you several mounting options.

A 110 Volt AC Wall charger is also provided for charging outside the vehicle.

YOUR DVM INSTALLATION IS COMPLETE. TURN ON THE VEHICLE’S IGNITION, INSERT THE CF CARD INTO THE DVM-500PLUS, AND PRESS THE “MARK” BUTTON ON THE DVM TO POWER ON THE SYSTEM. IF INSTALLING THE OPTIONAL WIRELESS TRANSFER MODULE, CONSULT THE WTM-555 INSTALLATION GUIDE.

IMPORTANT NOTES WHEN INSTALLING AND USING YOUR DVM-500PLUS

> The DVM’s CF memory card comes with 2 default login settings already configured, and they are as follows:

<table>
<thead>
<tr>
<th>User</th>
<th>Password</th>
</tr>
</thead>
<tbody>
<tr>
<td>User1</td>
<td>222222</td>
</tr>
<tr>
<td>Admin</td>
<td>111111</td>
</tr>
</tbody>
</table>
A CF Memory Card Must Be Installed. Your DVM has been shipped with a 4GB CF memory card. A memory card must be fully inserted before powering up the unit or a message "Error – CF Missing or Bad" will appear on the screen and the unit will fail to start up. Although your CF card is ready to use out of the box, it should be activated through your back office software. Consult the DVM-500Plus User Guide, and the VideoManagerII™ or VuVault™ User’s guides for information on activating your CF card.

DO NOT FORCE MEMORY CARDS INTO THE SLOT

The card only goes in one way, with the back side of the card towards the front of the mirror and the colorful label side facing the back of the mirror. The memory card should slide in very easily and you should only encounter resistance as the last 1/8” snaps into place. If the card is difficult to insert, pull it back out and make sure it is facing the right direction and align it carefully with the slot as you reinsert it.

Important: Do Not Insert or Remove the Compact Flash Card while the Unit is Powered On.

Important: Before Jump Starting the Vehicle, all power should be removed from the system. Remove the (2) 7.5 Amp fuses from the side of the I/O Box BEFORE jump-starting the vehicle. This will prevent potentially damaging voltage spikes from entering the DVM-500PLUS System. Reinsert the fuses after jump-starting the vehicle.

POST INSTALLATION CHECKLIST

<table>
<thead>
<tr>
<th>DVM serial number</th>
<th>Camera serial number</th>
<th>Vehicle Make &amp; Model</th>
<th>Vehicle license plate number</th>
<th>VIN number</th>
<th>Date of Installation</th>
<th>Installer Signature</th>
</tr>
</thead>
</table>

HOW TO RESET THE DVM-500PLUS SYSTEM

1. Remove power from the Interface (I/O) Box for 30-60 seconds by removing the (2) 7.5 Amp fuses from the side of the small, black I/O Box located in the vehicle (location will vary). The I/O Box, DVM, and the Camera(s) will reset automatically.

2. Re-insert both 7.5 Amp fuses into the I/O Box and then power up the system by using the MARK button, or by turning the vehicle’s ignition switch to the ON position (if the DVM was ordered with the Ignition Power Up option).
## TROUBLESHOOTING

<table>
<thead>
<tr>
<th>Problem</th>
<th>Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unit “locks up”; will not respond to any button input.</td>
<td>Reset the system (page 16). If the problem persists, then please contact Product Support.</td>
</tr>
<tr>
<td>&quot;No I/O Box detected&quot; displayed onscreen during system boot up.</td>
<td>Reset the system (page 16). Disconnect/reconnect the flat, 10-wire connector between the black and grey I/O Box cables. If the problem persists, then please contact Product Support.</td>
</tr>
<tr>
<td>System will not power up.</td>
<td>Inspect the (2) 7.5 Amp fuses in the I/O Box to see if either one is blown. Replace bad fuse(s). If the fuses are good, then call Product Support.</td>
</tr>
<tr>
<td>Unit powers up, but the screen is blank after the logo screen.</td>
<td>Power down the system. Power up the system and then briefly press the MENU/6 button when the “Digital Ally” logo screen appears. This will force the DVM to use the built-in LCD.</td>
</tr>
<tr>
<td>Unit powers up, but will not display the login screen, and will not accept input from any button. May be accompanied by a general color tint to the screen with no visible text onscreen.</td>
<td>Reset the system (page 16). If the condition is still present, then refresh the system software. Please contact Product Support if this does not resolve the problem.</td>
</tr>
<tr>
<td>“Initializing CF Card” or “No Valid User’s Found” is displayed onscreen during system boot up.</td>
<td>Unlock the Door and Power down the DVM. Remove the CF card from the DVM and then reactivate it in VideoManagerII or VuVault. Reinstall the newly-activated CF card back into the DVM.</td>
</tr>
<tr>
<td>Display Text can be seen, but no video is displayed after switching to the Main Camera.</td>
<td>Disconnect and reconnect camera cable. Make a note if wiggling a cable causes the DVM to display video intermittently. If the problem persists, then please contact Product Support.</td>
</tr>
<tr>
<td>Audio breaking up during recording while using the RMT.</td>
<td>1. Check the battery level by inserting RMT into the charger. If 25% or less, then charge RMT to 100%.</td>
</tr>
<tr>
<td></td>
<td>2. Synch a known-good RMT to the DVM and record a test video. Check audio quality during playback.</td>
</tr>
<tr>
<td></td>
<td>3. Synch suspect RMT to a known-good system and record a test video. Check audio quality during playback.</td>
</tr>
<tr>
<td></td>
<td>4. Contact Product Support for further assistance.</td>
</tr>
<tr>
<td>Electronic Lock Error</td>
<td>Power down the DVM. Power up the DVM and login as an administrator-level user. The door should unlock.</td>
</tr>
<tr>
<td>“CF Card Missing or Bad”</td>
<td>Call Product Support with onscreen information to receive an override code. The door will unlock after the code is entered. Upload the videos from the CF card into VideoManager and then Erase/Format the card. If this fails, then the card may need to be replaced. Contact Product Support for more assistance.</td>
</tr>
</tbody>
</table>
PRODUCT REPAIR

The Digital Video Mirror should be returned to the manufacturer for service. The warranty may be voided if the device is opened by any unauthorized individual. Please contact Digital Ally to obtain an authorized Return Materials Authorization (RMA). It is helpful and will expedite the process if you have your unit’s serial number available at the time of your call.

Important: All In-Warranty and Out-of-Warranty service must be performed by Digital Ally, Inc. There are no user serviceable parts inside of the DVM, Camera(s), I/O Box, or Remote charging equipment. Remote batteries are user serviceable and can be purchased directly through Digital Ally.
FCC Data

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 into 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 not expressly approved by the party responsible for compliance could void the user’s authority to operate the equipment.

This Class B digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

The CE Mark is a European marking of conformity indicating that a product complies with the essential requirements of the applicable European laws or Directives with respect to safety, health, environment, and consumer protection.