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TECHNOLOGY SOLUTIONS

T500 Single Dock User Guide

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Welcome

Welcome, and thank you for choosing the Trusted Technology T500 Single Dock. This user guide is designed to help you set up and use the T500 Single Dock. This guide provides an overview of installation, operation, and key indicators so you can confidently use the T500 Single Dock.

Ease of Use

T500 Single Dock is designed to support plug and play installation, with no configuration required. If you have an internet connection, the T500 Single Dock can be put into service in minutes, after being powered and connected.

If you have questions or require additional assistance, please contact Trusted Technology.

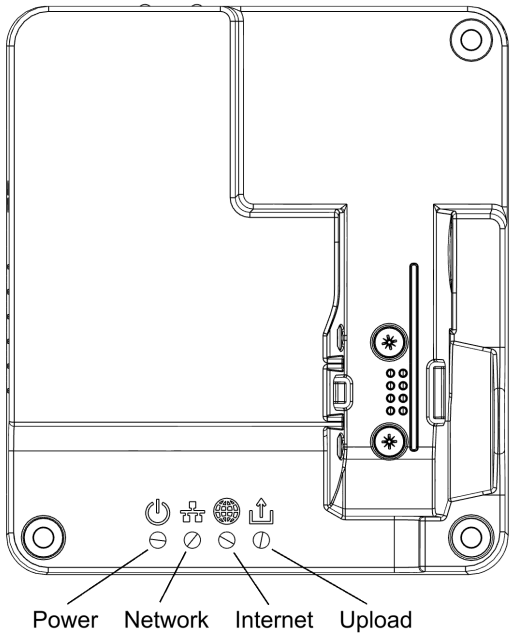
Box Contents

Your T500 Single Dock package includes:

- T500 Single Dock
- 27W USB-C Power Adapter
- 6 ft Cat5e Ethernet patch cable
- Installation Instructions

Dock Status LEDs

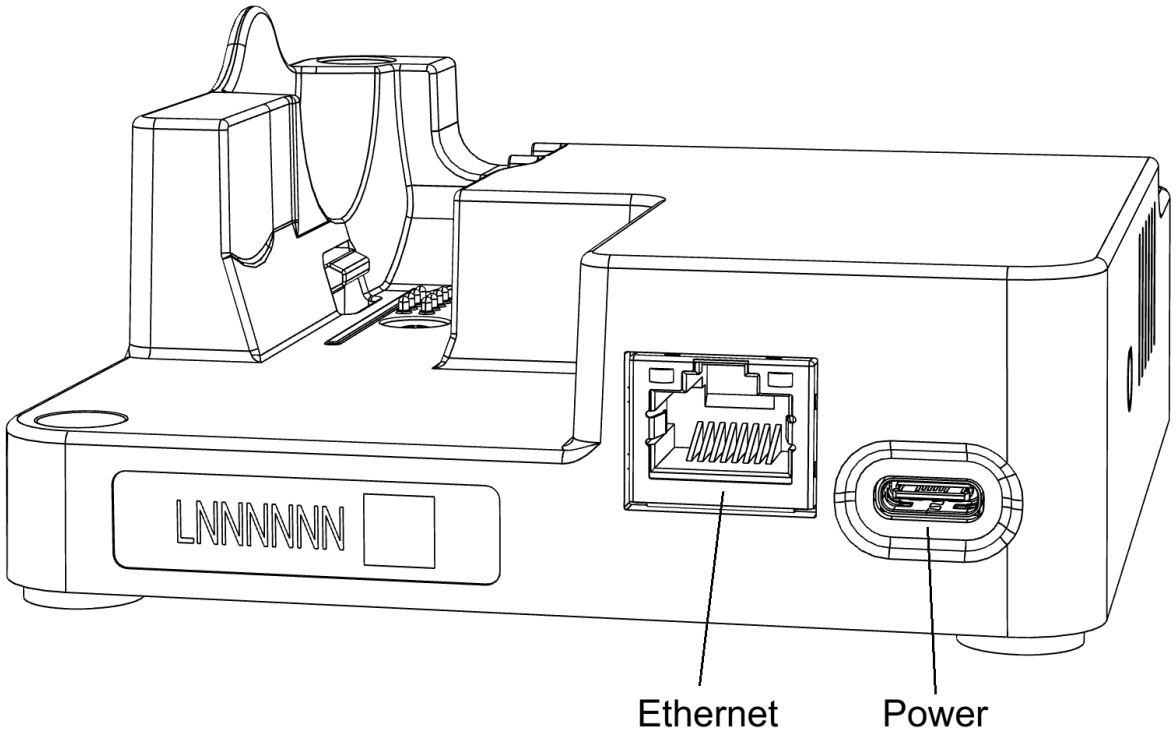
The T500 provides status updates via LEDs. In the event of any network issues, please check the LEDs to observe status of the Dock.



LED Status

Icon	Name	LED Activity	Description
	Power	Solid	The external power supply is connected and providing power.
	Network	Solid	Dock has a link to the customer's Ethernet network.
	Internet	Solid with occasional blink	Dock connected to the customer's internet router.
	Upload	Solid light	No current data transfer to Trusted Vault.
		Blinking	Data is being transferred.

Interfaces



Name	Description
Ethernet	The Ethernet port connects the T500 Single Dock to an internet network, allowing T500 BWCs to automatically upload footage to Trusted Vault when docked. Connection and activity status are shown by the Ethernet port LEDs.
Power	The provided external power supply connects via USB-C, powering the dock while charging the T500 Body-Worn Camera.

Installation

Location

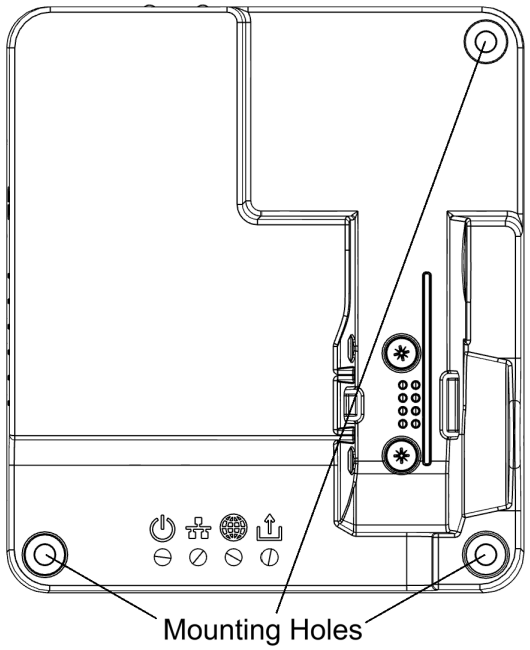
The T500 Single Dock requires the following connections:

- AC power
- Active Ethernet network connection

Ensure the dock is installed within a convenient distance of both the power outlet and network connection points. For optimal battery charging performance, install the dock in a location where the ambient temperature does not exceed 80°F (27°C). Avoid placing the dock in direct sunlight. The T500 Single Dock can be free standing, or it can be desk or wall mounted using three No. 6 screws (not supplied) and the appropriate anchor for your surface type.

The dimensions and weight of the T500 Single Dock are

- Dimensions (h x w x d) : 1.9 x 4.0 x 4.5 in (49 x 102 x 115 mm)
- Weight (with no camera): 6.3 oz (180 g)
- Weight (with 1 camera): 9.7 oz (275 g)



The T500 Single Dock is designed for indoor use only.

Dock Setup

This section describes how to set up the T500 Single Dock by connecting it to the local network and power.

1. Connect the T500 Single Dock to the Ethernet network, either using the supplied 6 ft Ethernet patch cable or, if required, a longer Cat5e patch cable (not supplied).
2. Connect the supplied Power Adapter to the T500 Single Dock.
3. Connect the Power Adapter to AC power (Wall power). The dock will power on automatically.

Connectivity Test

After completing the dock setup, it is recommended to perform a connectivity test to ensure there are no interruptions or unexpected behaviour when using the T500 Single Dock. Before starting the connectivity test, record a short 30-second test video on a T500 BWC and then power it off.

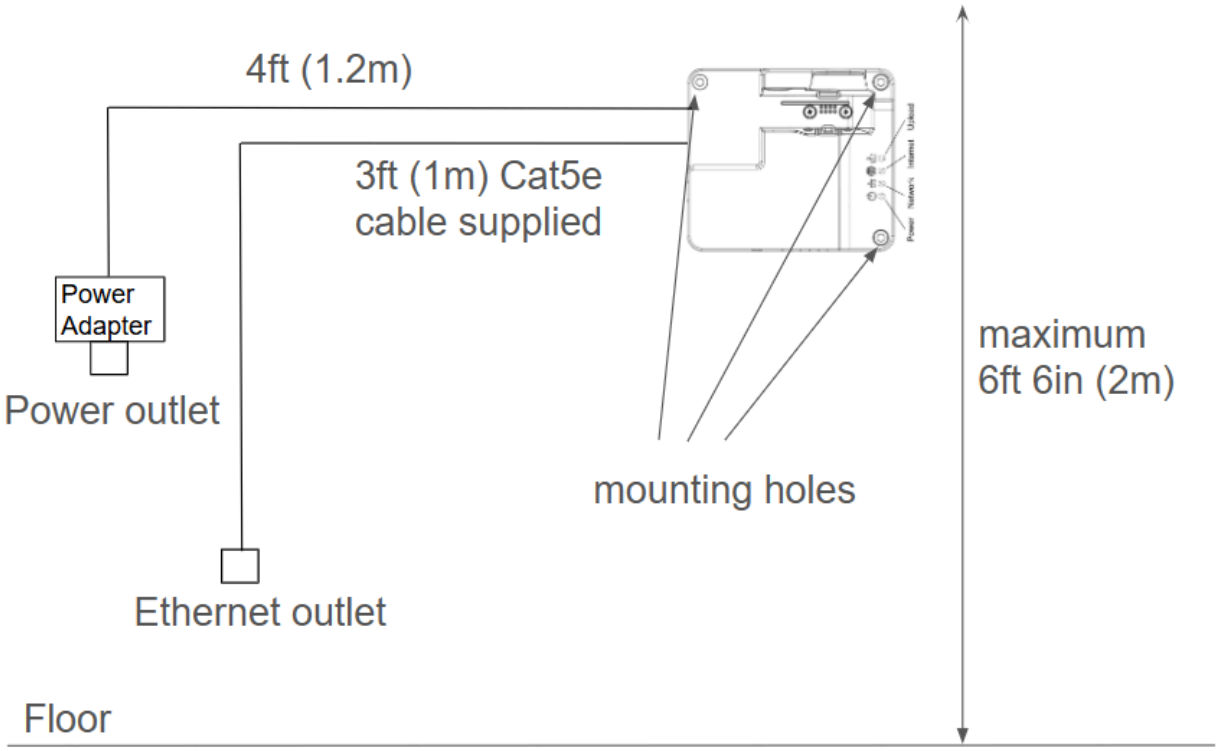
1. Power on the T500 Single Dock. When the dock is first powered on, only the power LED is illuminated. After approximately 25 seconds, all four LEDs will light up for about 4 seconds. This brief sequence confirms that all LEDs are functioning correctly and that the dock is ready for operation.
2. Plug a powered-off T500 BWC into the T500 Single Dock.
3. Verify that the T500 Body-Worn Camera powers on. Once the boot sequence is complete, confirm that the front LEDs on the camera are either all red or all green.
4. Observe the Upload LED on the T500 Single Dock. The Upload LED should then blink on-off about 3 times per second to indicate data transfer.
5. Using a computer connected to the internet, log in to Trusted Vault and verify that your test footage has been successfully uploaded to Trusted Vault.

If you encounter any unexpected behavior during the connectivity test, contact Trusted Technology for assistance.

Optional Wall Mounting

This section provides instructions for using the optional wall-mounting function of the T500 Single Dock.

Identify a suitable location for mounting the T500 Single Dock. We suggest considering installation at a convenient height for users and no more than 6.5 feet (2 meters) from the floor. Before mounting, ensure there is no wiring, pipework, or other obstructions within the wall that could be damaged.
Secure the dock to the wall using four Number 6 screws (not supplied) and the appropriate wall anchors for your wall type (not supplied).



Maintenance

To ensure proper operation and longevity of your T500 Single Dock, perform the following routine checks and maintenance tasks:

Inspect Dock Connections

- Verify that the power adapter and Ethernet cable are securely connected.
- Check for any signs of wear or damage to cables.

Inspect Dock Slots

- Ensure the T500 BWC slot is free of debris or obstructions that could prevent proper seating of camera.
- Check that contacts within the slot are clean and unobstructed.

Test Network Connectivity

- Periodically verify that the dock maintains an active Ethernet link and can communicate with Trusted Vault.
- Ensure network LEDs indicate activity and proper connectivity.

Keeping the T500 Single Dock Clean

- The Dock can be safely cleaned using a dry, lint-free cloth to remove dust or debris. For best results, gently wipe the exterior surfaces without applying excessive pressure.
- Avoid using cleaning chemicals or agents on the T500 Single Dock, as they may damage the device’s surfaces, electrical components, or finish.

Regulatory Information

FCC

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case the user will be required to correct the interference at his own expense.