READ ME FIRST!

Attention VIEVU Users

If you are using Basic Viewer HD version 3.0 with the VIEVU LE2 or VIEVU LE3 body worn camera, you may need to change your VIEVU COM port assignment in order to get your videos to upload correctly. Specifically, we recommend that you assign your VIEVU device to COM port number **COM9** or lower. (In some cases, it may be necessary to reassign the VIEVU to the same COM port.)



NOTE: If you have successfully used VIEVU with Veripatrol software in the past, you should still change your VIEVU's COM port setting to COM9 or lower, as Veripatrol communicates with VIEVU in a different manner than Basic Viewer does.

Please view the accompanying video clip (COM_port_change.mp4) and follow these instructions.

Part 1: Install the BV Software & VIEVU Drivers

- 1 Install Basic Viewer 3.0 HD. Instructions are available for download from http://s6.parature.com/FileManagement/Download/9b7b71c5cc664b8cb742186118f169a2
- 2 Plug the VIEVU serial USB cable into two available USB ports on your PC (that is, the PC on which Basic Viewer is installed). Typically, you will be prompted to download two drivers that are required to operate the VIEVU. However, if your computer does not recognize the VIEVU cable or cannot automatically locate the drivers, you can manually download and install the drivers from either DES (see System Status option→ Tools tab→ VieVu Drivers button) or from the VIEVU website: http://storage.vievu.com/web/software/VIEVU Cable_Driver.zip.

Part 2: Change Your COM Port Number

- 1 Click the Windows Start button or 🚳 icon in the lower left corner of your screen.
- 2 Right-click on the word **Computer**.
- 3 Click on Manage.
- 4 Click on **Device Manager**.





- 5 Double-click on **Ports** (COM & LPT).
- 6 Double-click on USB Serial Port.



7 Click on the **Port Settings** tab.

USB Serial Port (COM3) Properties			
General Port Settings Driver Details			
Bits per second: 9600 💌			
Data bits: 8			
Parity: None			
Stop bits: 1			
Flow control: None			
Advanced Restore Defaults			
OK Cancel			

- 8 Click on the Advanced button.
- **9** Select a new COM port from the *COM Port Number* drop-down list, as pictured on the next page. You may select any unused port that is COM9 or lower.



Advanced Settings for COM3		8 23
COM Port Number: COM3	•	ОК
USB Transfer Sizes Select lower settings to correct performance problems at low b Select higher settings for faster performance. Receive (Bytes):	baud rates.	Cancel Defaults
Transmit (Bytes): 4096	Miscellaneous Options	
Select lower settings to correct response problems. Latency Timer (msec): 16	Serial Enumerator Serial Printer Cancel If Power Off	
Timeouts Minimum Read Timeout (msec):	Event On Surprise Removal Set RTS On Close	
Minimum Write Timeout (msec):	Disable Modem Ctrl At Startup	

- **10** Click **OK** to save your changes.
- **11** Launch Basic Viewer HD.

