

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.

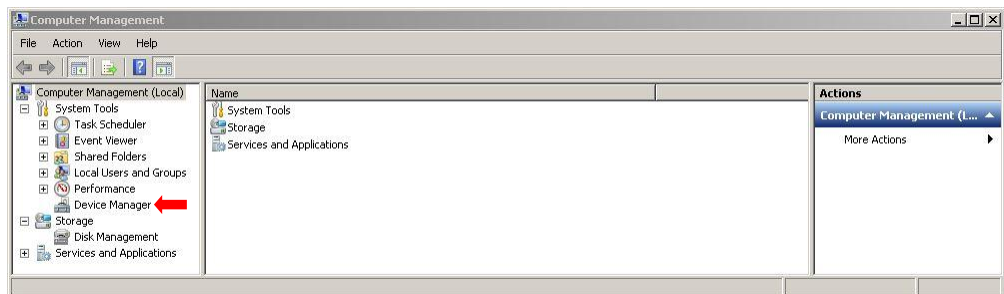
Please view the accompanying video clip (COM_port_change.mp4) and follow these instructions.

Part 1: Install the BV Software & VIEVU Drivers

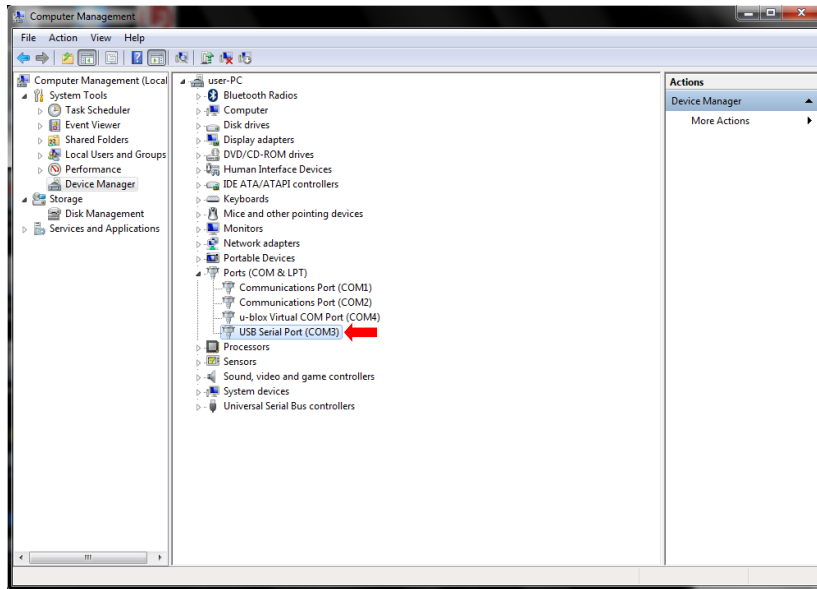
- 1 Install Basic Viewer 3.0 HD. Instructions are available for download from <http://s6.parature.com/FileManagement/Download/9b7b71c5cc664b8cb742186118f169a2>
- 2 Plug the VIEVU serial USB cable into two available USB ports on your PC (that is, the PC on which Basic Viewer is installed). Typically, 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.viewu.com/web/software/VIEVU_Cable_Driver.zip.

Part 2: Change Your COM Port Number

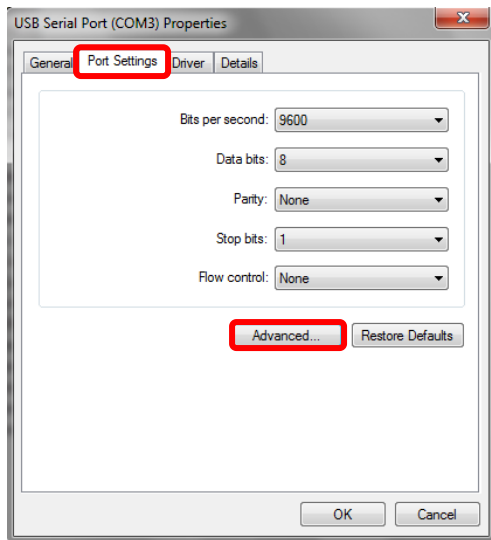
- 1 Click the Windows **Start** button or  icon in the lower left corner of your screen.
- 2 Right-click on the word **Computer**.
- 3 Click on **Manage**.
- 4 Click on **Device Manager**.



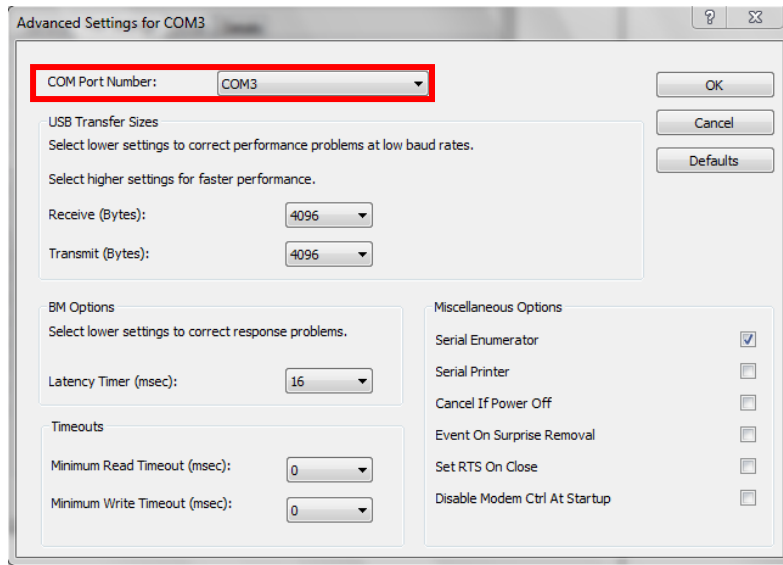
- 5 Double-click on **Ports (COM & LPT)**.
- 6 Double-click on **USB Serial Port**.



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



- 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.



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