

User Guide

ThermoVu DTM-500



User Guide.....1

 ThermoVu DTM-5001

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Section 1

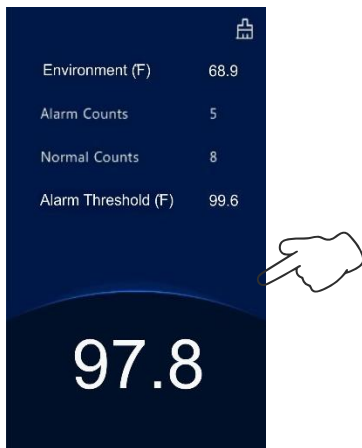
Web Portal

1.1 | Portal Access

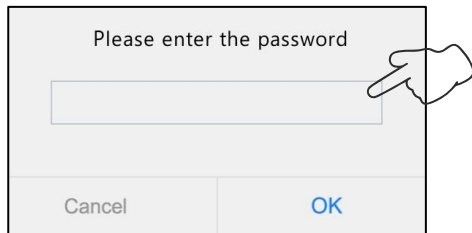
1.1.1 | IP Address

To log in to the web portal, you will need the device IP address.

Press and hold the display screen for approximately 3 seconds.



Enter the password (the default is admin) in the pop-up.



NOTE:

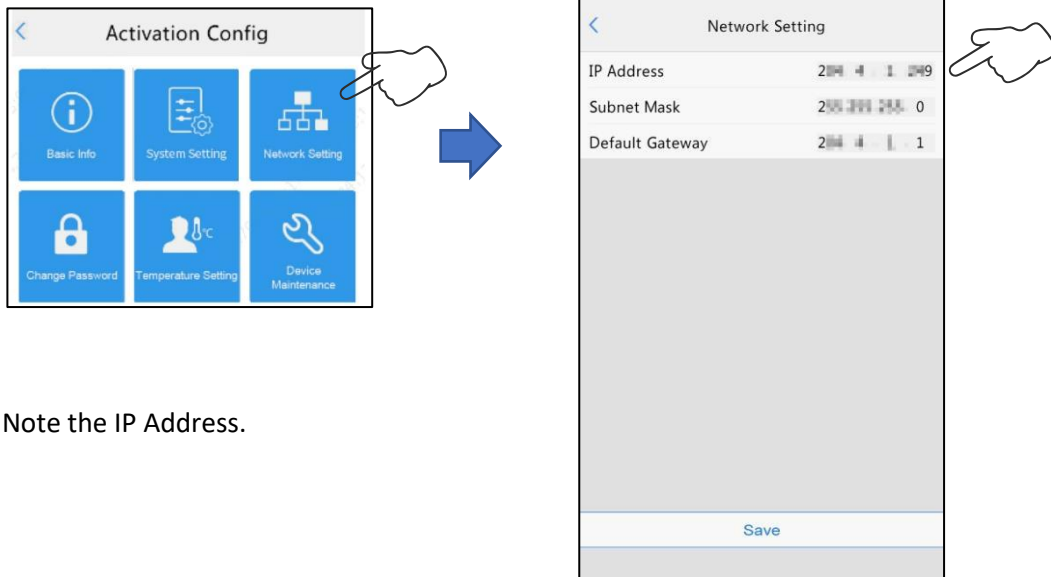
The default activation password is intended for initial use.

Please change the password with initial setup.

With a successful log-in, the **Activation Config** interface will appear.



From the touchscreen, select the **Network Setting** icon in the **Activation Config** interface.



Note the IP Address.

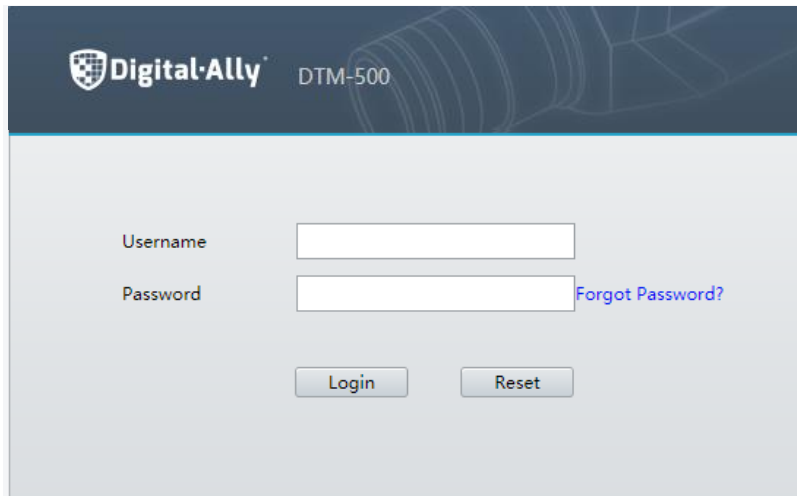
1.1.2 | Login

Open a web browser and type the IP address in the URL.

At the web portal login prompt, type the username and password.

Select Login to continue.

Note: the default password for admin is admin.



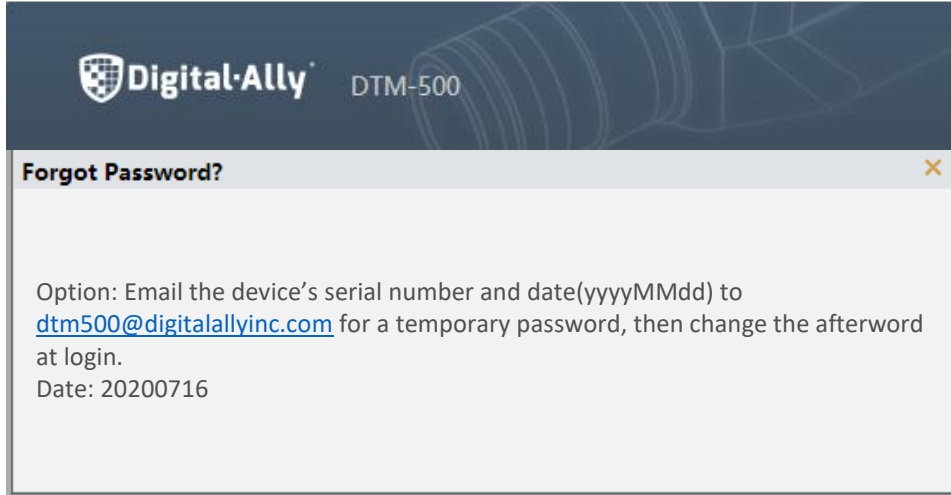
Note: There is a limit to the number of failed login attempts.

With six consecutive login failures, the device locks automatically for ten minutes.

1.1.3 | Forgot Password

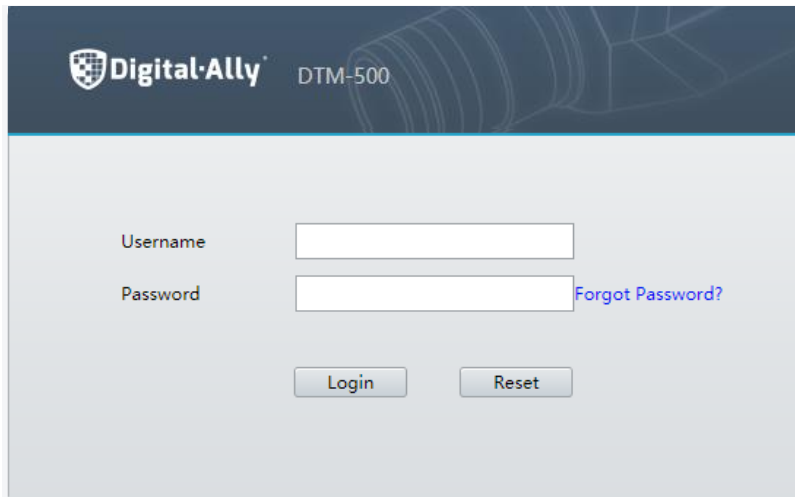
In the event the user has forgotten their password, select Forgot Password?

A pop-up will appear noting to email dtm500@digitalallyinc.com to generate a temporary password.



1.1.4 | Reset

To clear the username and Password fields, select the Reset



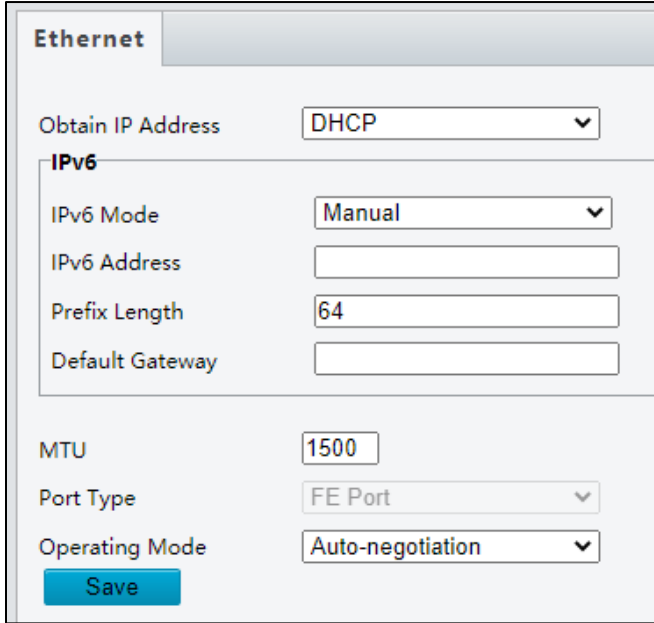
1.2 | Network Configuration

1.2.1 | Ethernet

There are three options for obtaining and IP address.

1.2.1.1 | DHCP

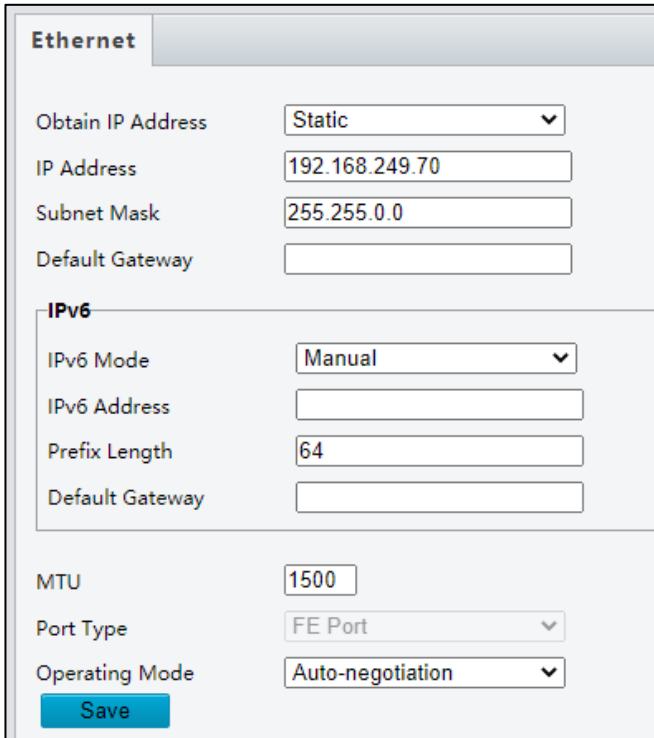
This is the default Ethernet configuration



The screenshot shows the 'Ethernet' configuration page. At the top, the 'Ethernet' tab is selected. The 'Obtain IP Address' dropdown is set to 'DHCP'. Below this, the 'IPv6' section is expanded, showing 'IPv6 Mode' set to 'Manual', 'IPv6 Address' as an empty field, 'Prefix Length' set to '64', and 'Default Gateway' as an empty field. Other settings include 'MTU' at '1500', 'Port Type' at 'FE Port', and 'Operating Mode' at 'Auto-negotiation'. A blue 'Save' button is located at the bottom left.

1.2.1.2 | Static

Users can configure a Static IP Address if



The screenshot shows the 'Ethernet' configuration page with 'Obtain IP Address' set to 'Static'. The 'IP Address' field contains '192.168.249.70', 'Subnet Mask' contains '255.255.0.0', and 'Default Gateway' is empty. The 'IPv6' section is expanded with 'IPv6 Mode' set to 'Manual', 'IPv6 Address' as an empty field, 'Prefix Length' set to '64', and 'Default Gateway' as an empty field. Other settings include 'MTU' at '1500', 'Port Type' at 'FE Port', and 'Operating Mode' at 'Auto-negotiation'. A blue 'Save' button is located at the bottom left.

1.2.1.3 | PPPoE

An option for Point to Point over Ethernet.

Username and Password are provided by your Internet Service Provider.

Ethernet

Obtain IP Address

Username

Password

IPv6

IPv6 Mode

IPv6 Address

Prefix Length

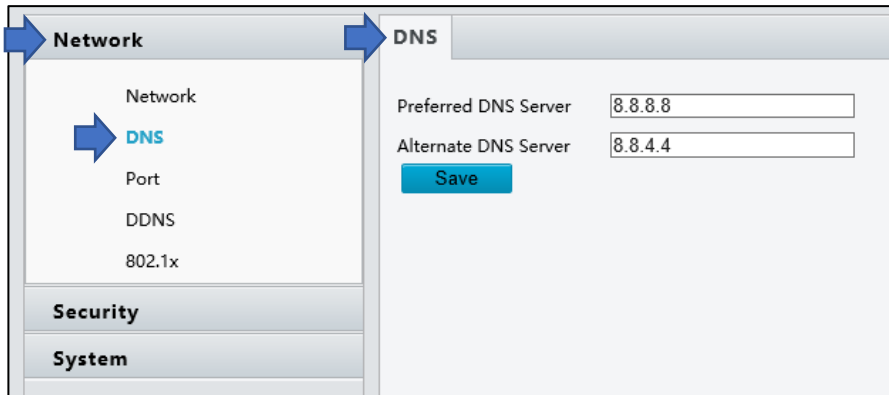
Default Gateway

Port Type

Operating Mode

1.2.2 | DNS

Under **Network**, select the **DNS** option.



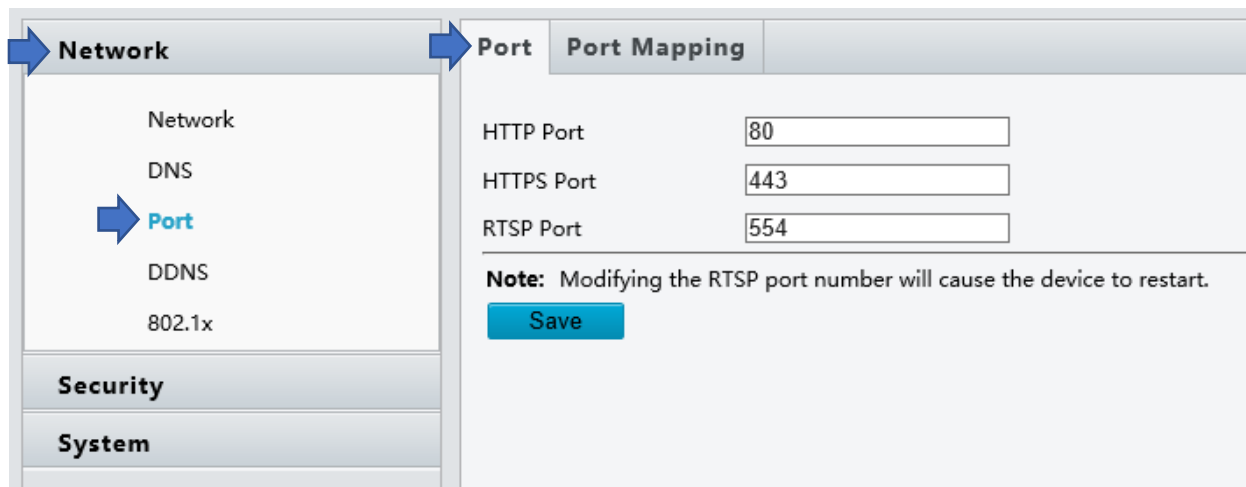
Update as needed.

Click **Save**.

1.2.3 | Port Setting

- **Port**

Under **Network**, select the **Port** option, and the **Port** tab.

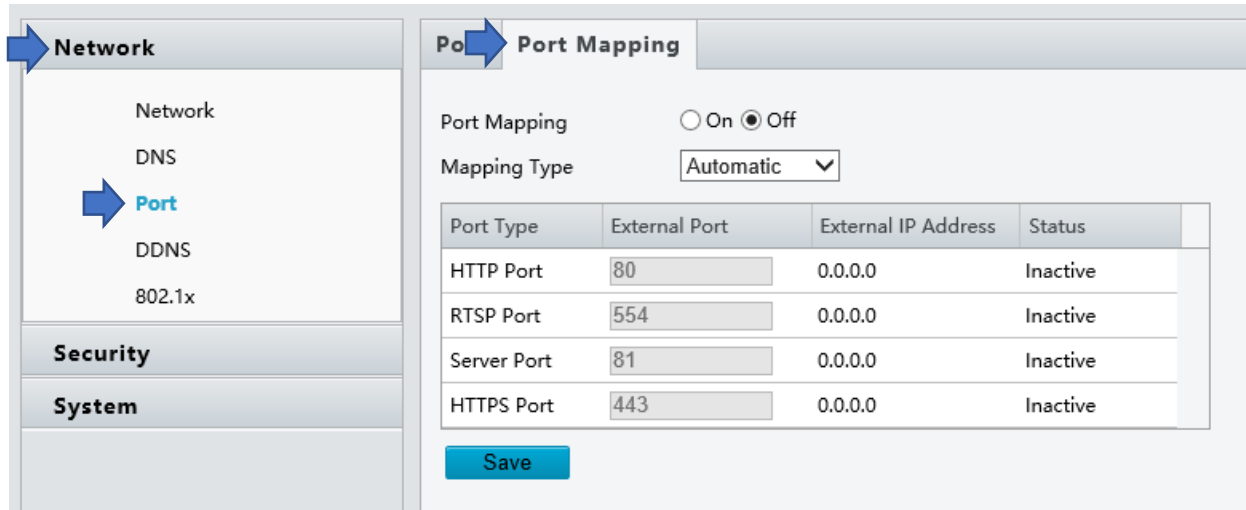


Update as needed.

Click **Save**.

- **Port Mapping**

Under **Network**, select the **Port** option, and the **Port Mapping** tab.



Update as needed.

Click **Save**.

1.2.4 | DDNS

Under **Network**, select the **DDNS** option.



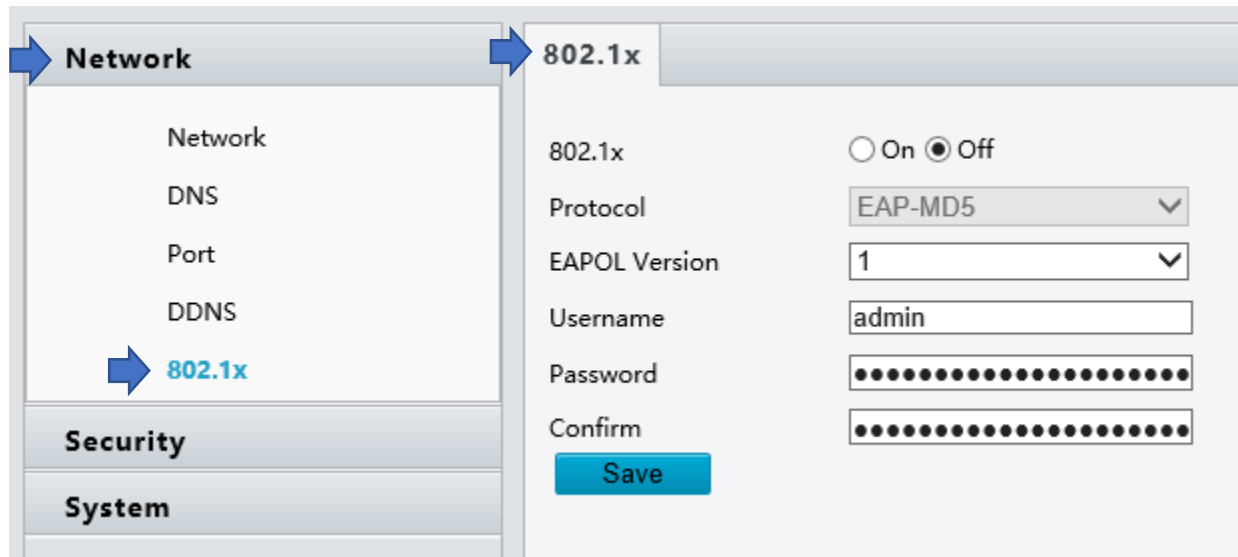
Update as needed.

Click **Save**.

1.2.5 | 802.1x

802.1x provides authentication to devices trying to connect to a network. Only the authenticated devices can connect the network. This enhances security.

Under **Network**, select the **DDNS** option



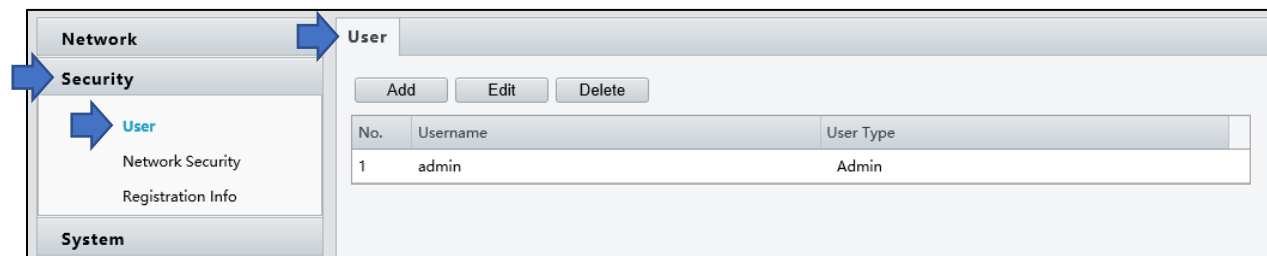
Update as needed.

Click **Save**.

1.3 | Security

1.3.1 | User [Feature Not Available]

The DTM-500 does not support the use of additional users.

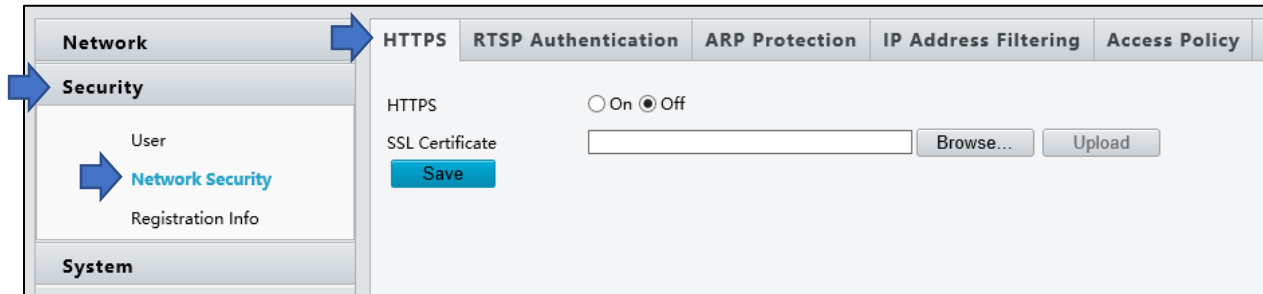


1.3.2 | Network Security

The following options offer an information security channel to ensure data transmission security.

- **HTTPS**

Under **Security**, select the **Network Security** option, select the HTTPS tab.

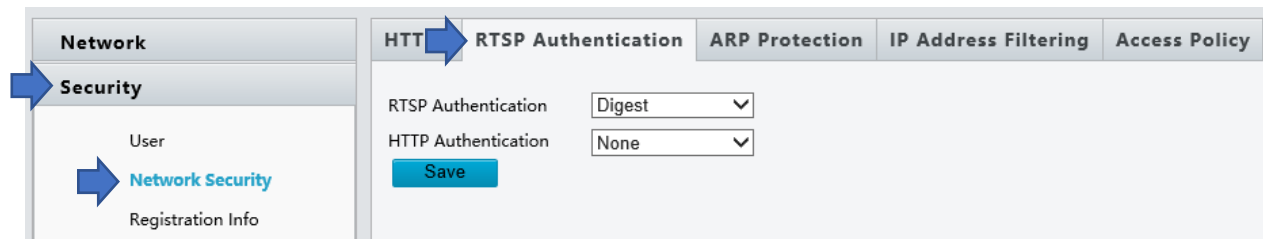


Update as needed.

Click **Save**.

- **RTSP Authentication**

The DTM-500 does not support the use of RTSP Authentication.



- **ARP Protection**

This function protects a device from ARP attacks. The gateway and the MAC address must be set properly before a PC can access the device from another network; if an incorrect MAC is set, only PCs on the same LAN can access.

Under **Security**, select the **Network Security** option, select the HTTPS tab.



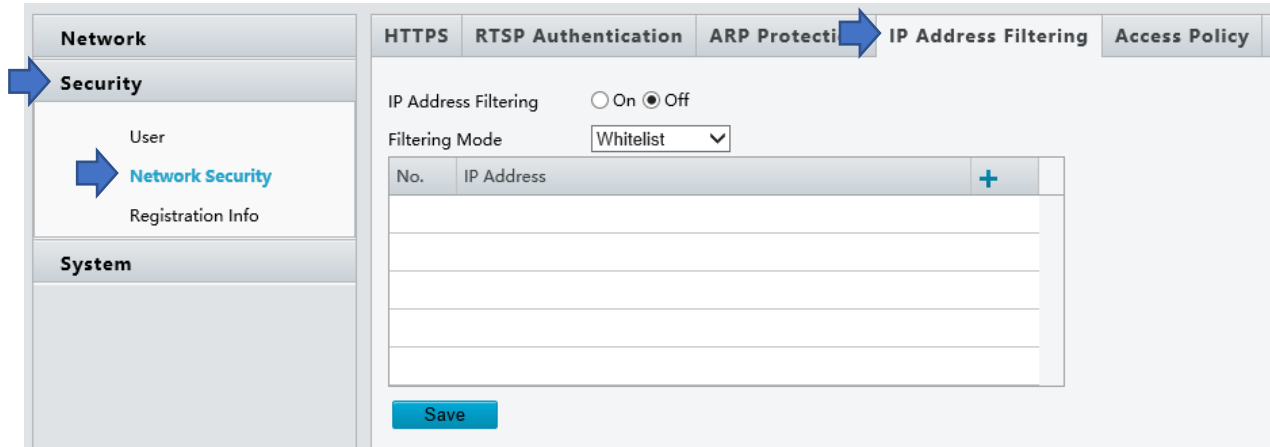
Update as needed.

Click **Save**.

- **IP Address Filtering**

Use IP address filtering to allow or deny access from specified IP address(es).

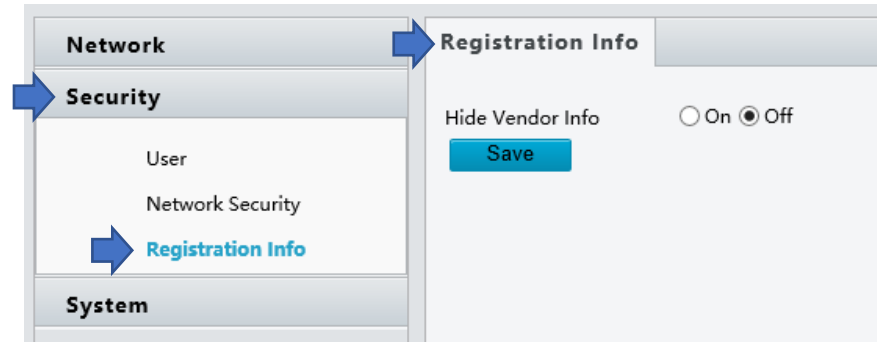
Under **Security**, select the **Network Security** option, select the HTTPS tab.



Update as needed.

Click **Save**.

1.3.3 | Registration Info - not support



1.4 | System Configuration

1.4.1 | Device Info

- **Basic Info**

The **Basic Info** interface allows you to view the status of the current device.

Under **System**, select the **Basic Info** option.

Basic Info	
Model	DTM-500
Firmware Version	GPTS-B2102.1.16.L04.200708
Hardware Version	A
Boot Version	V1.12
Serial No.	210250X07A3205000015
Network	192.168.249.61/255.255.0.0/192.168.254.1
MAC Address	48:ea:63:fa:19:8c

Status	
System Time	2020/7/16 12:48:56
Operation Time	0 Day(s) 19 Hour(s) 42 Minute(s)

Refresh

NOTE: the fields can be updated by selecting the Refresh option below the Status section.

The **External Device** tab provide the hardware and firmware version of the Temperature Measurement Module.

Temperature Measurement Module	
Model	8
Firmware Version	01
Hardware Version	01

1.4.2 | Time Setting

- **Time**

The **Time** Interface offers several options for setting the time.

Under **System**, select the **Time** option.

The screenshot shows a web interface for time settings. On the left, a sidebar menu has 'System' selected, and 'Time' is highlighted under it. The main content area has two tabs: 'Time' (active) and 'DST'. Under the 'Time' tab, there are three fields: 'Sync Mode' with a dropdown menu set to 'Sync with Latest Server Time', 'Time Zone' with a dropdown menu set to '(UTC) London, Casablanca, Coordinated Universal Time', and 'System Time' with a text input field containing '2020-07-16 12:51:40' and a 'Sync with Computer Time' button. A blue 'Save' button is located below the 'System Time' field.

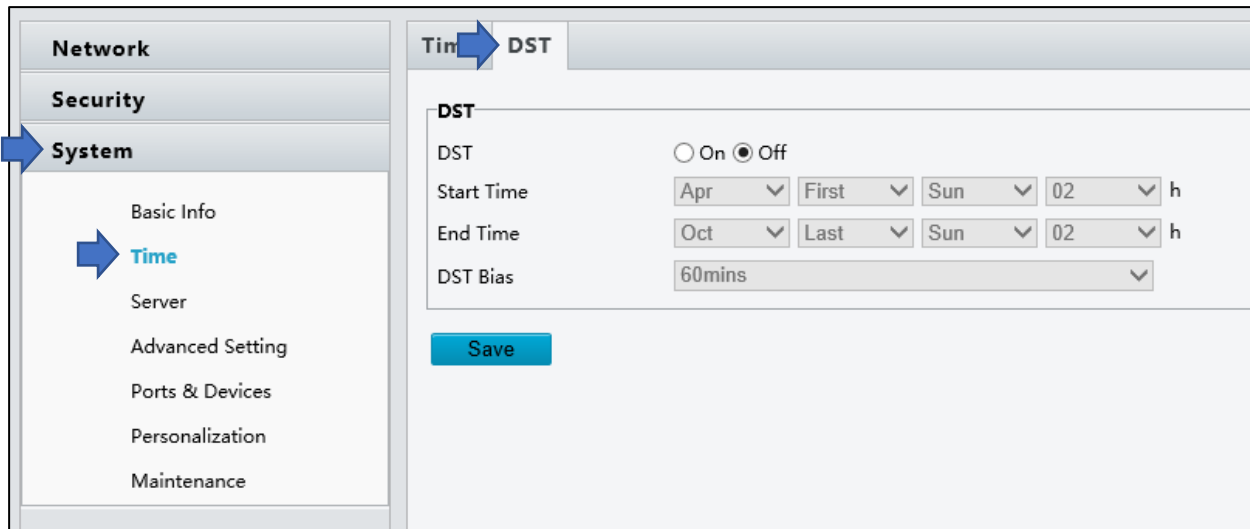
Update as needed.

Click **Save**.

Parameter	Description and Configuration
Sync Mode	<ul style="list-style-type: none"> ● Sync with System Configuration: The time is synchronized with the initially configured time of the system. ● Sync with NTP Server: The time is synchronized with the time of the NTP server. ● Sync with Management Server(Non-ONVIF): The time is synchronized with the time of the management server. ● Sync with Management Server(ONVIF): The time is synchronized with the time of the management server. ● Sync with Latest Server Time: The time is synchronized with the latest time of all servers in the network.
Time Zone	Select the correct time zone.
System Time	This parameter is available only when Sync Mode is set to Sync with System Configuration or Sync with Latest Server Time . Configure the correct time.
Sync with Computer Time	This parameter is available only when Sync Mode is set to Sync with System Configuration or Sync with Latest Server Time . The system time for synchronization is the time of the local PC.
NTP Server Address	This parameter is displayed only when Sync Mode is set to Sync with NTP Server . Enter the IP address of the NTP server.
Update Interval(s)	This parameter is displayed only when Sync Mode is set to Sync with NTP Server . It indicates the interval for synchronizing time with the NTP server. The value ranges from 30s to 3600s.

- **DST**

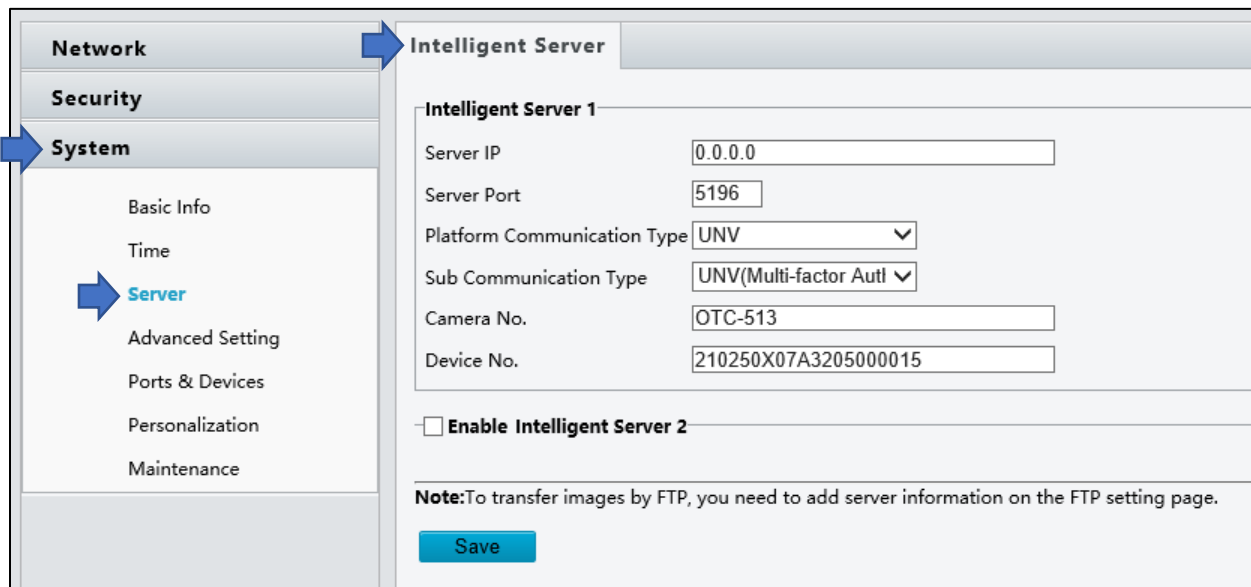
The DST Interface offers the option of enabling/disabling daylight saving time.



Update as needed.

Click **Save**.

1.4.3 | Server – not supported

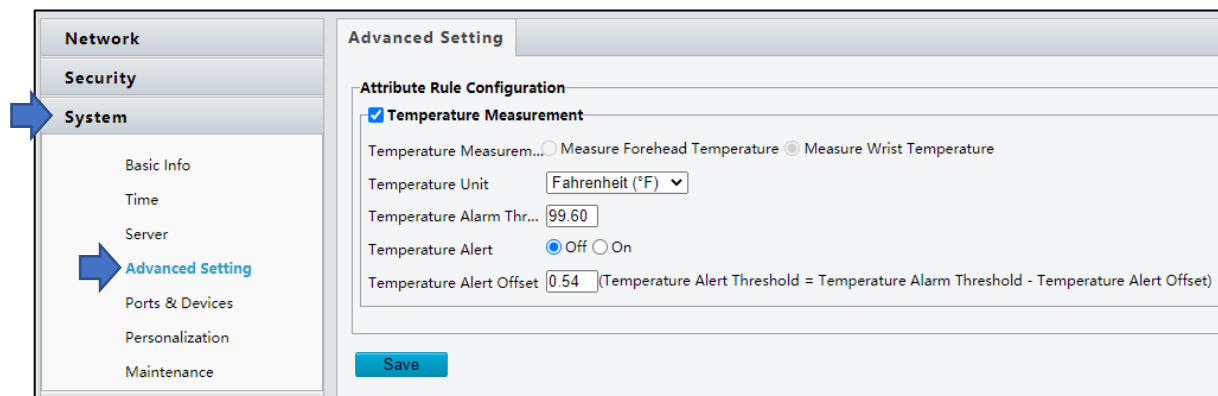


1.4.4 | Advanced Setting

The Advanced Setting Interface allows configuring the temperature measurement options.

Under **System**, select the Advanced option.

NOTE: by default **Temperature Measure** is selected



Update as needed.

Click **Save**.

Parameter Options	Description
Temperature Measurement Default: Measure Wrist Temperature selected by default with connected module.	The options are Measure Forehead Temperature and Measure Wrist Temperature Measure Forehead Temperature: The forehead temperature will be measured. Measure Wrist Temperature: The wrist temperature will be measured.
Temperature Unit Default: Fahrenheit	The options are Celsius or Fahrenheit .
Temperature Alarm Threshold Default: 99.60	The options are 86°F - 113°F When the digital detection module detects a temperature higher than the threshold configured, the "abnormal temperature" alarm is displayed on the GUI along in addition to an audible alarm.
Temperature Alert Default: OFF	The options are On and Off . After turning on the temperature alert, when body temperature is within the range of temperature alert threshold and temperature alarm threshold, a high temperature alarm is displayed on the GUI along in addition to an audible alarm.
Temperature Alert Offset Default: 0.54	The options are 0°F – 1.8°F Temperature Alert Threshold = Temperature Alarm Threshold - Temperature Alert Offset

1.4.5 | Ports and Devices

- **IO Configuration**

The device has an alarm output interface which can be configured to provide an output to an external device through a normally open or normally closed connection. The alarm can be configured to an active state when either a Normal or High temperature is detected. The alarm can be configured for an active state of 0.1 seconds to 20 seconds.

The normally open connection provides a broken circuit until the alarm is active.

The normally closed connection provides a complete circuit until the alarm is active.

The **Type** and **Level Value** are not configuration options.

Under System, select **Ports & Devices**.

ID	Enable	Type	Level Value	Pulse Width
F1	<input checked="" type="checkbox"/>	Alarm Outp	Low Level	5000 ms

Trigger Condition

High Temperature Off On

Normal Temperature Off On

[Save](#)

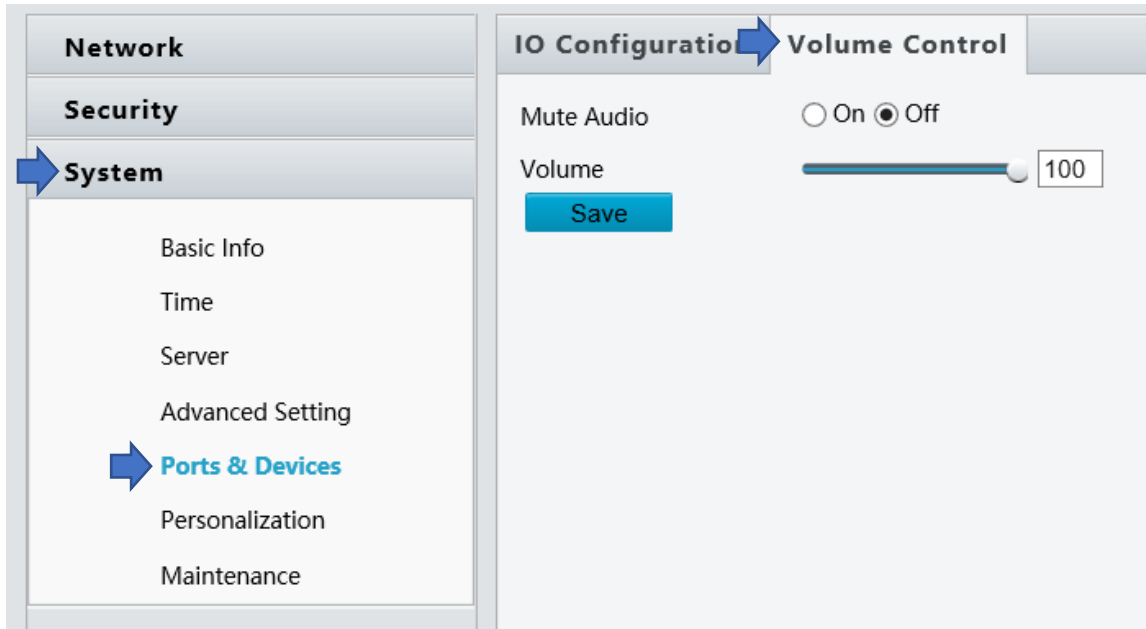
Update as needed.

Click **Save**.

- **Volume Control**

The Volume Control interface allows controlling the audio level.

Under **System**, select the Ports & Devices option, and the Volume Control tab.



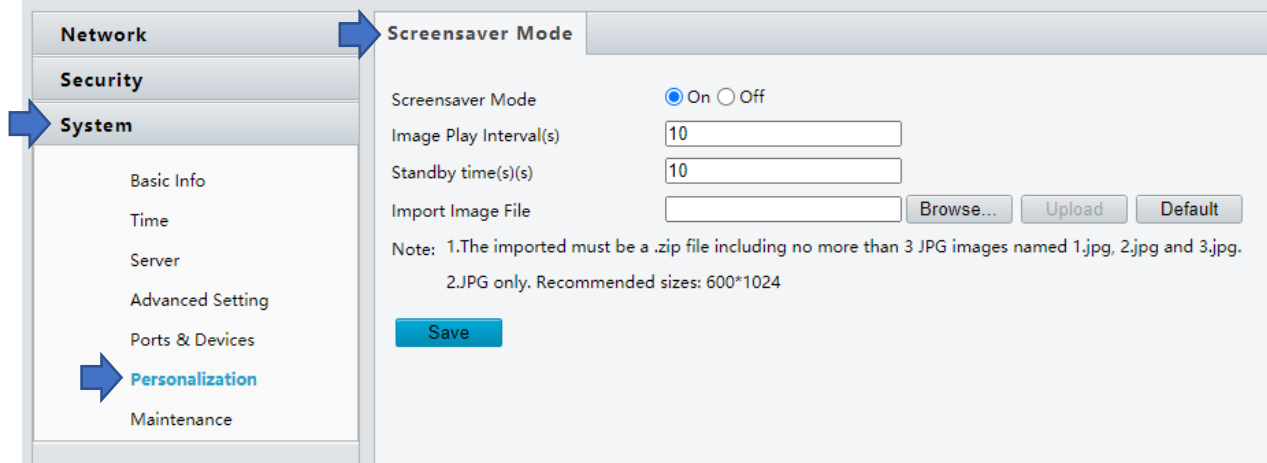
Update as needed.

Click **Save**.

1.4.6 | Personalization

The Screensaver Mode interface allows customizing the image and intervals for the screensaver.

Under **System**, select the Personalization option.



Parameter	Description and Configuration
Screensaver Mode	<ul style="list-style-type: none"> On – enables screensaver Off - disables screensaver
Image Play Interval(s)	<p>The interval for playing screensaver images.</p> <p>The value is an integer in the range of 3s to 3600s. The default value is 10s.</p> <p>This feature applies when multiple images are loaded.</p>
Standby Time(s)	<p>The time elapsed when the device does not detect an object to measure temperature.</p> <p>The value is an integer in the range of 3s to 3600s. The default value is 10s.</p> <p>The device exits the screensaver mode when someone measures the temperature or taps the screen.</p>
Import Image File	<p>Users can define ad images. The requirements for ad images are as follows:</p> <ul style="list-style-type: none"> The file to be imported must be a .zip file. The file can contain three .jpg pictures at most, which are named 1.jpg, 2.jpg, and 3.jpg, respectively. Image requirements: The image must be in jpg format, and the recommended resolution is 600x1024.

Update as needed.

Click **Save**.

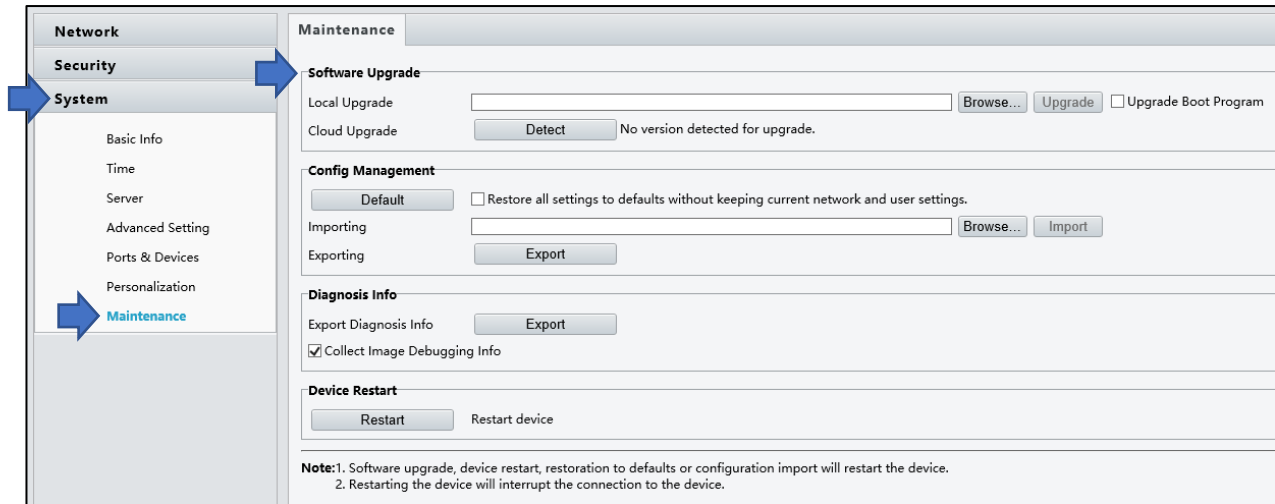
1.4.7 | Maintenance

1.4.7.1 | Software Upgrade

The DTM-500 firmware can be upgraded through the Software Upgrade section.

Note: it is important not to remove power during the firmware update

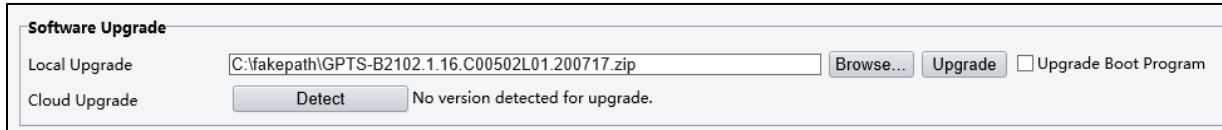
Under **System**, select the **Maintenance** option.



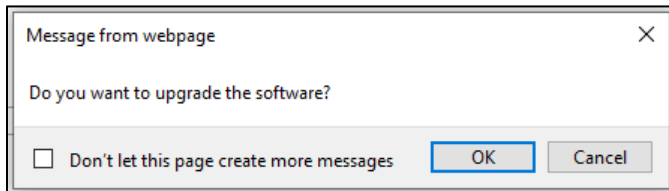
Select **Browse** to navigate and select the appropriate upgrade .zip folder.

Select **Upgrade** once a file has been selected.

Note: The **Upgrade Boot Program** and **Cloud Upgrade** are not options available for the DTM-500.



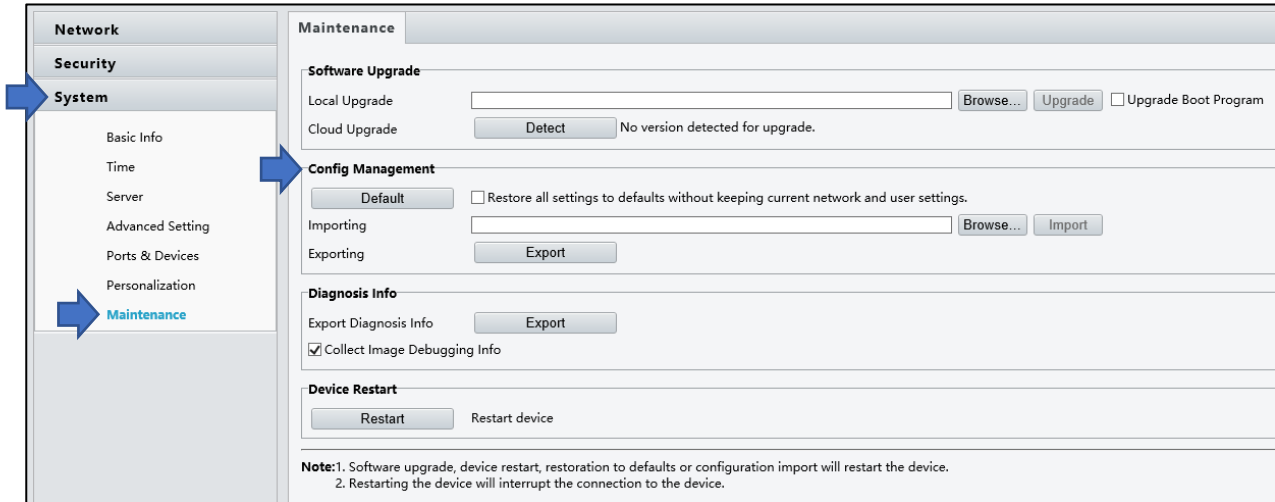
Select **OK** to continue.



The firmware upgrade can take up to 3-4 minutes, after which the unit will restart.

1.4.7.2 | Config Management

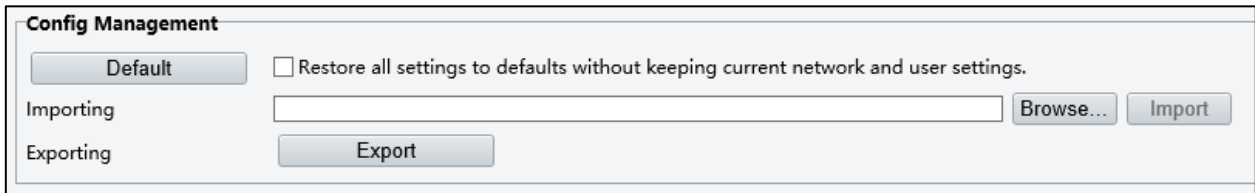
The DTM-500 configuration can be managed through the Config Management interface.



- **Restore factory defaults**

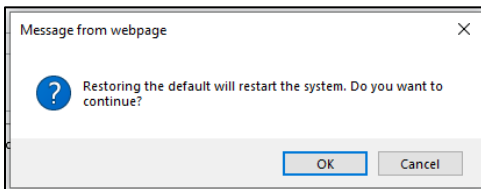
When **Default** is selected, all parameters are restored to factory defaults except the administrator login password, network port parameters, and system time.

Select **Default** to continue.



Select **OK** to continue.

Note: the unit will restart when restoring factory defaults.

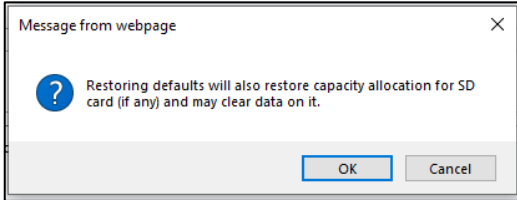


- **Complete restore of factory defaults**

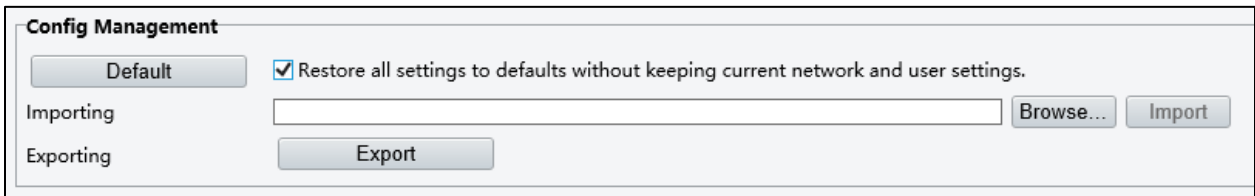
When **Restore all settings to defaults without keeping current network and user settings** is selected, all parameters are restored to factory defaults.

This includes the administrator login password, network port parameters, and system time.

Select **OK** to continue.

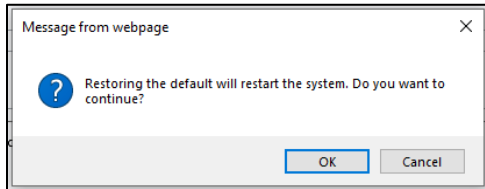


Select **Default** to continue.



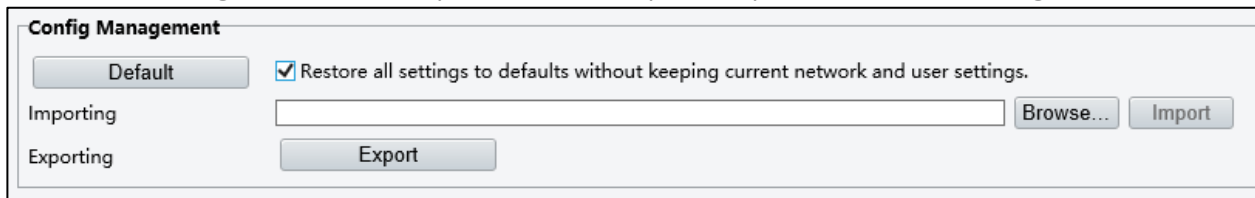
Select **OK** to continue.

Note: the unit will restart when restoring factory defaults.

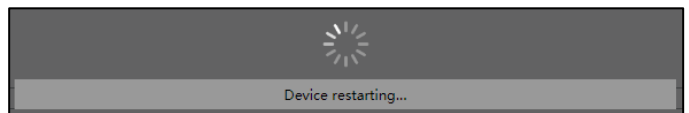
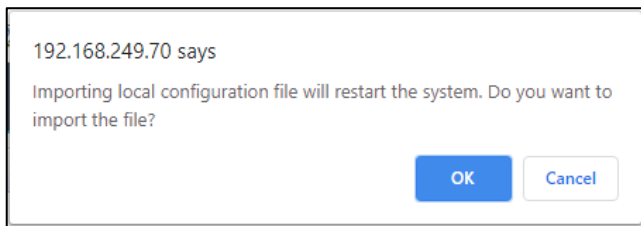


- **Exporting and Importing the System Configuration File**

The device's configuration can be exported as a backup and imported to restore settings.



The device will restart after a configuration file is successfully imported.

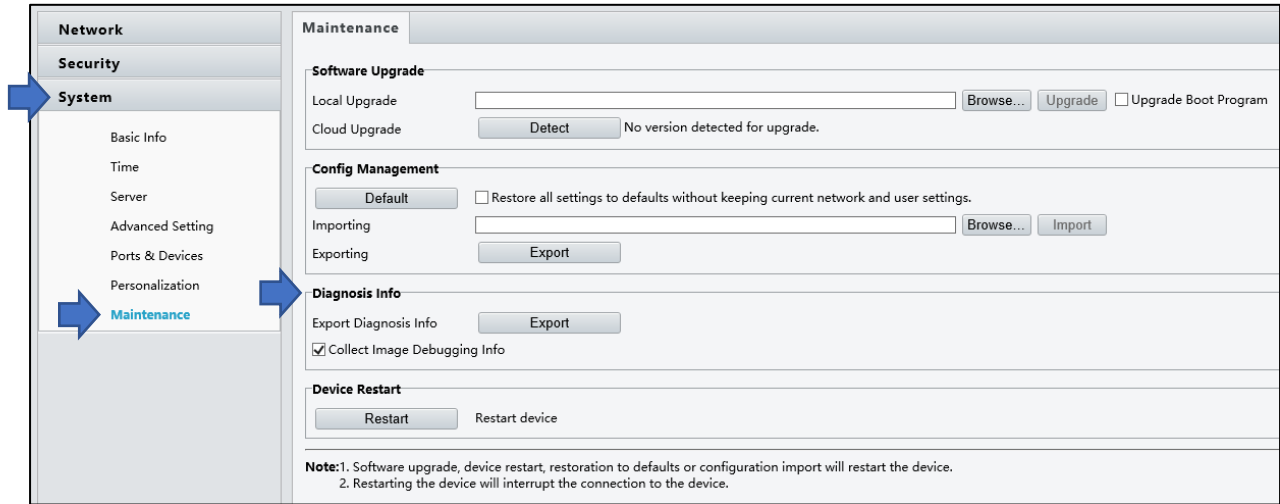


Note: the exported file will be saved as a compressed .tgz file

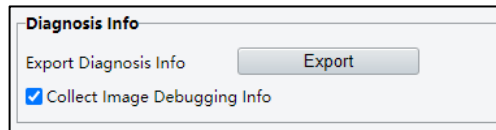
Note: the imported file will need to be in the same file format

1.4.7.3 | Diagnosis Info

The Diagnosis Info interface can be used to export a file containing system logs and the configuration.

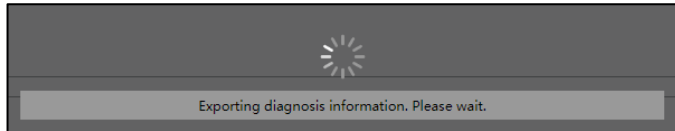


Select Export to begin.

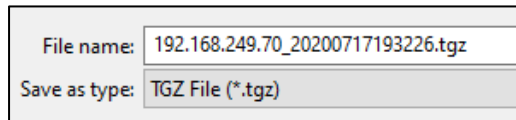


Note: select the **Collect Image Debugging Info** checkbox to include images

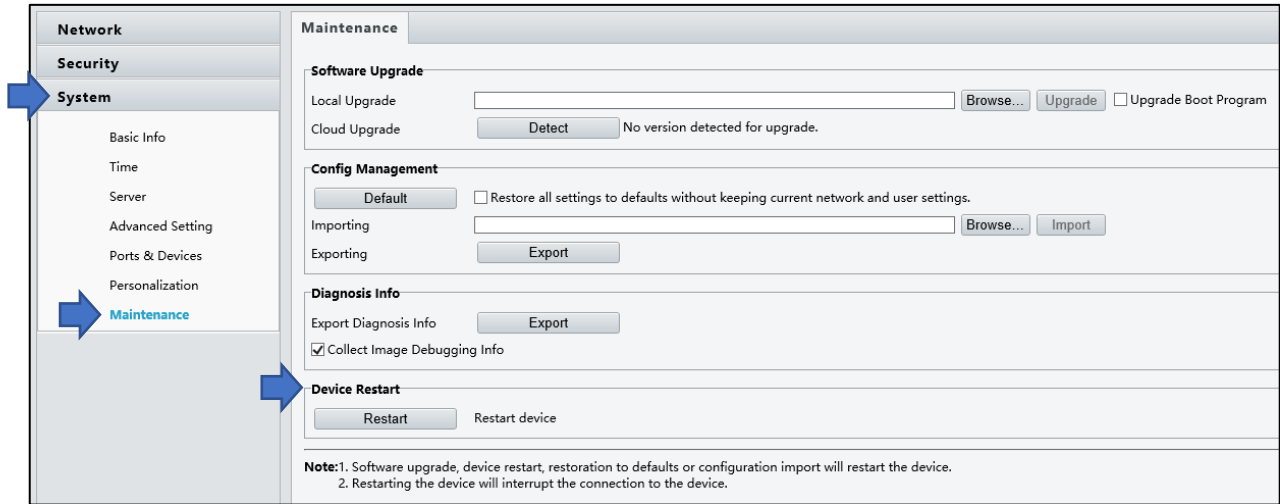
Note: The webpage will gray out during the export.



Select a location to save the file.

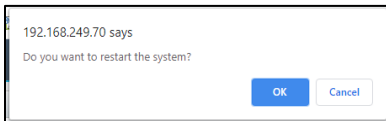


1.4.7.4 | Device Restart Device Restart interface allows the user to remotely restart the device.

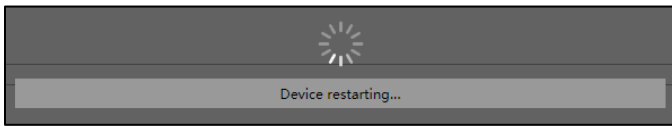


Select Restart to begin.

Select OK to continue



Note: the webpage will gray out during the export.



Section 2

Contact, Spec, Warranty, Disclaimer, Safety, and Regulatory

2.1 | Contact Information



15612 College Blvd
Lenexa, KS 66219

Web: www.digitalallyinc.com

E-mail: info@digitalallyinc.com

Phone: 913.814.7774

Fax: 913.814.7775

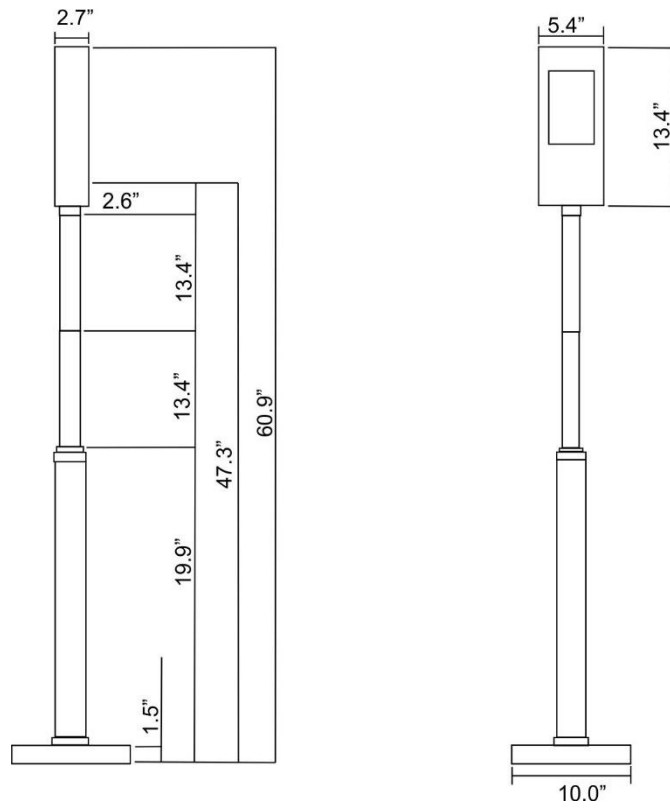
Customer Portal: www.digitalallyinc.com/login.cfm

Support E-mail: support@digitalallyinc.com

Sales E-mail: sales@digitalallyinc.com

Sales / Support Toll Free: 1.800.440.4947 (8am - 5pm CST)

2.2 | Specifications



Feature	Specification
Measurement Area	Wrist
Measurement Range	30°C to 45°C, 86°F to 113°F
Precision	0.1°C, 0.2°F
Measurement Deviation	≤±0.3°C, ≤±0.5°F
Measurement Distance	1-2in
Display	7" touchscreen
Alarm Mode	Sound Alarm
Counting	Alarm Count, Normal Count (resettable)
Material	Stainless Steel, Aluminum
Interface	LANx1, Alarm Inputx2, Alarm Outputx1
Power Supply	DC 12v±25% input
Temperature Module Dimensions	5.4in (L) x 2.7in (W) x 1.3in (H)
Bracket Dimensions	1.75in (diameter) x 19.9in (height)
Pole Dimensions	1.5in (diameter) x 13.4in (height)
Operating Temperature	10°C to 40°C, 50°F to 104°F
Operating Humidity	<95%, non-condensing
Application Situation	Indoor, windless environment

2.3 | Product Repair

The ThermoVu should be returned to Digital Ally Inc. 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.

All In-Warranty and Out-of-Warranty service must be performed by Digital Ally, Inc. There are no user serviceable parts inside of the ThermoVu. Any user serviceable items can be purchased directly through Digital Ally.

2.4 | Warranty Information

We warranty that ThermoVu, Model DTM-500, will be free from defects in workmanship and material for a period of 12 months from the date of purchase by the original purchaser. An optional 12 Month Extended Warranty is also available for purchase. 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, and packaged to protect the unit from damage – specifically the display and wiring. 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 frayed cables or wires, broken connectors, or scratched cases.
- 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 wires and cables, etc.
- Damage from use of the unit in hostile operating environments including water damage from rain.

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.

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.

2.5 | Disclaimer

- This manual is intended for multiple software versions, and the illustrations and descriptions in this manual may be different from the actual GUI and functions of the software.
- Despite our best efforts, technical or typographical errors may exist in this manual. Digital Ally Inc cannot be held responsible for any such errors and reserves the right to change the manual without prior notice.
- Users are fully responsible for the damages and losses that arise due to improper operation.
- Digital Ally Inc reserves the right to change any information in this manual without any prior notice or indication. Due to such reasons as product version upgrade or regulatory requirement of relevant regions, this manual will be periodically updated.
- To the extent allowed by applicable law, in no event will Digital Ally Inc be liable for any special, incidental, indirect, consequential damages, nor for any loss of profits, data, and documents.
- The product described in this manual is provided on an "as is" basis. Unless required by applicable law, this manual is only for informational purpose, and all statements, information, and recommendations in this manual are presented without warranty of any kind, expressed or implied, including, but not limited to, merchantability, satisfaction with quality, fitness for a particular purpose, and noninfringement.
- Users must assume total responsibility and all risks for connecting the product to the Internet, including, but not limited to, network attack, hacking, and virus. Digital Ally Inc strongly recommends that users take all necessary measures to enhance the protection of network, device, data and personal information. Digital Ally Inc disclaims any liability related thereto but will readily provide necessary security related support.
- To the extent not prohibited by applicable law, in no event will Digital Ally Inc and its employees, licensors, subsidiary, affiliates be liable for results arising out of using or inability to use the product or service, including, not limited to, loss of profits and any other commercial damages or losses, loss of data, procurement of substitute goods or services; property damage, personal injury, business interruption, loss of business information, or any special, direct, indirect, incidental, consequential, pecuniary, coverage, exemplary, subsidiary losses, however caused and on any theory of liability, whether in contract, strict liability or tort (including negligence or otherwise) in any way out of the use of the product, even if Digital Ally Inc has been advised of the possibility of such damages (other than as may be required by applicable law in cases involving personal injury, incidental or subsidiary damage).
- To the extent allowed by applicable law, in no event shall Digital Ally Inc total liability to you for all damages for the product described in this manual (other than as may be required by applicable law in cases involving personal injury) exceed the amount of money that you have paid for the product.

2.6 | Safety

The device must be installed, serviced, and maintained by a trained professional with necessary safety knowledge and skills. Before you start using the device, please read through this guide carefully and make sure all applicable requirements are met to avoid danger and loss of property.

Storage, Transportation, and Use

- Store or use the device in a proper environment that meets environmental requirements, including and not limited to, temperature, humidity, dust, corrosive gases, electromagnetic radiation, etc.
- Make sure the device is securely installed or placed on a flat surface to prevent falling.
- Unless otherwise specified, do not stack devices.
- Ensure good ventilation in the operating environment. Allow adequate space for ventilation.
- Protect the device from liquid of any kind.
- Make sure the power supply provides a stable voltage that meets the power requirements of the device. Make sure the power supply's output power exceeds the total maximum power of all the connected devices.

Verify that the device is properly installed before connecting it to power.

- Do not attempt to service the product yourself. Contact a trained professional for maintenance.
- Always disconnect the device from power before attempting to move the device.
- Take proper waterproof measures in accordance with requirements before using the device outdoors.

Power Requirements

- Installation and use of the device must be in strict accordance with your local electrical safety regulations.
- Use a UL certified power supply that meets LPS requirements if an adapter is used.
- Use the recommended cordset (power cord) in accordance with the specified ratings.
- Only use the power adapter supplied with your device.
- Use a mains socket outlet with a protective earthing (grounding) connection.
- Ground your device properly if the device is intended to be grounded.

2.7 | Regulatory Compliance

FCC Statements

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.

Compliance Information Statement refer to:

http://en.uniview.com/Support/Download_Center/Product_Installation/Declaration/

Caution: The user is cautioned that changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. **NOTE:** 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.

LVD/EMC Directive



This product complies with the European Low Voltage Directive 2014/35/EU and EMC Directive 2014/30/EU.

WEEE Directive–2012/19/EU



The product this manual refers to is covered by the Waste Electrical & Electronic Equipment (WEEE) Directive and must be disposed of in a responsible manner.

Battery Directive-2013/56/EC



Battery in the product complies with the European Battery Directive 2013/56/EC. For proper recycling, return the battery to your supplier or to a designated collection point.

FDA Declaration

This declaration is hereby made by Digital Ally Inc, on June 18, 2020, on the DTM-500. The product is not intended for a Medical Purpose and therefore meet the requirement of FDA exemption according to Enforcement Policy for Telethermographic systems During the Coronavirus Disease 2019 (COVID-19) Public Health Emergency. Should there be any uncertainty in the product application, please contact the authorized distributor or Digital Ally Inc.