



IMPORTANT SOFTWARE UPDATE!

WatchGuard DV-1 Version 6.0 SP2 Update

Attention: WatchGuard DV-1 Police In-Car Video System Customers

Most Advanced Technology

Today's technology moves at an ever-accelerating pace, and the WatchGuard DV-1 is no exception. We're proud of the products we provide to the law enforcement industry and we stand behind them 100%. Our passion is that you are exceedingly satisfied with the performance and reliability of your WatchGuard DV-1.

Obsessed with Perfection

Occasionally, our team of engineers find ways to make the WatchGuard DV-1 even more stable and reliable. After review, we identified some minor but critical issues that may affect the optimal performance of your system, and we feel that this is an important update for you to install. The WatchGuard DV-1 Version 6.0 Service Pack 2 (SP2) Update addresses these issues and represents our commitment to quality. This update ensures continued reliable, trouble-free performance from your WatchGuard DV-1.

How Do I Install?

It's simple! The WatchGuard DV-1 Version 6.0 SP2 Software Update Installation CD is enclosed with this package. Installation instructions can be found on the back of this letter. Please follow the installation instructions carefully to ensure the best operation of your system. There is no need to upgrade to the original Version 6.0 before installing Version 6.0 SP2.

Questions?

We're here to help you anytime you need it. If you have any questions about this update or need installation assistance, please call our 365/24/7 Customer Service Hotline below, or your local sales representative.

We are honored to serve those who protect our safety and security. Thank you for your business and your partnership.

(866) 384-8567

Toll-Free Customer Service Hotline

3001 Summit Avenue • Plano, TX • 75074
Toll Free (800) 605-6734 • Main (972) 423-9777 • Fax (972) 423-9778
www.WatchGuardVideo.com

Version 6.0 SP2 Installation Instructions

Upgrading Your WatchGuard DV-1 Firmware to Version 6.0 SP2

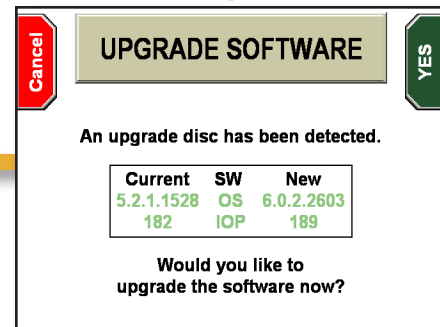
Before beginning the firmware upgrade, it is essential that the DV-1 is in an operational state and any current DVD has been finished and ejected. You will need a new DVD following the upgrade.

To upgrade the firmware in your DV-1, follow these steps **PRECISELY**;

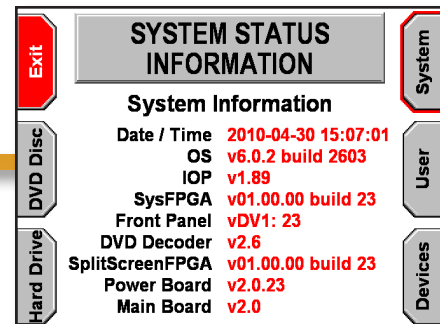
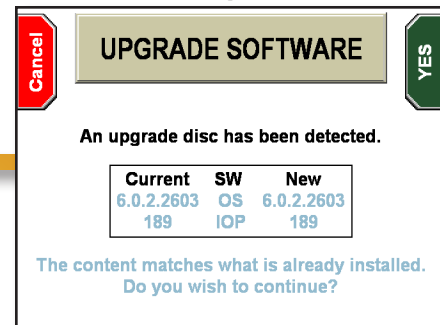
- STEP 1.** Ensure the vehicle is running during the entire upgrade process. Power on your DV-1. Hold down the **STOP/QUIT** key to eject any DVD+RW disc in your system. Your system should display **"Insert Disc."**
- STEP 2.** Insert the update CD labeled **6.0 SP2** into the DVD drive of your DV-1 and wait for the system to detect the upgrade disc, (this should take about 30 seconds)
- STEP 3.** Your system should display that it has detected **UPGRADE SOFTWARE**. Press the **YES** key to start the firmware upgrade process and to begin loading files. Please be patient. It should take about **10-15 minutes to upgrade** the system and it will **restart automatically 2-3 times** during the upgrade.
- STEP 4.** After the upgrade is complete and the system restarts for the last time, it should display the new **UPGRADE SOFTWARE** screen. If your new current version matches the versions on the disc, then press **Cancel** to eject the disc. If they **DO NOT** match, press **YES** to reinstall the upgrade.
- STEP 5.** Replace the 6.0 Software Upgrade disc with a new blank DVD+RW disc, and let the system format the disc.
- STEP 6.** You can verify all of the software versions from the Status Info/System screen:
Press **MENU > STATUS INFO > SYSTEM**.

Your OS Version should now show **v6.0.2 Build #2603**, and the **IOP v1.89**. (May not show "Power Board" information).

First time, press "YES".



Second time, press "Cancel".



If you have any problems during the upgrade, please call customer service at

1-866-384-8567