

Dear customer,

Thank you for ordering our SC02 body camera. To ensure proper use of this product, please read the manual carefully and keep it for future reference. We have also prepared a few minutes of video tutorials that can be accessed by visiting <https://www.spikecam.com/sc02> or by scanning the QR code below. If you have any questions, please contact our customer service by Amazon message at info@spikecam.com, and we will respond within 24 hours.



For your convenience, we have compiled a list of common problems that users may encounter while using this camera. Please review them before using the camera.

1. I am unable to power on the camera by pressing the power button.

- First, please ensure that your camera has remaining battery.
- Release the Power Button and try pressing it again for more than 3 seconds. If it still doesn't work, press the small RESET button (No.7) on the back with a pin a couple of times and try again.

2. How do I export video to my computer?

- Connect the camera to your computer using a USB cable and enter the default password "000000" by pressing the Confirm Button to unlock the camera's memory card. The camera will then turn into a USB disk driver on the computer, and you can copy files from it.

3. Does the camera support night vision?

- Yes, you can turn on auto night vision by pressing the FN button (No.13).

4. How do I turn on the SOS light and siren?

- In standby mode, hold the Audio button for 2-3 seconds to turn on/off the SOS Alarm. Hold it again to stop the SOS siren. Hold it once again to stop the flashing SOS Alarm LEDs.

5. How do I playback video files?

- You can use the 2-inch screen to playback video/audio/photo files. Hold the menu

button for 3 seconds, and the camera will enter playback mode. Use the up and down buttons to move and select files and use the menu button as Confirm and the Photo button as Cancel. You can also play back files on your computer using a USB cable.

6. When I connect the camera to my computer, it shows “Unrecognized USB device...”

- This issue may be due to an unstable connection between the camera and computer. Please try the following solutions:
 - 1) Try another USB port on your computer or try it on another computer.
 - 2) Try another mini USB cable if you have one.

7. How to mute button key sounds?

Go to the menu setting and find out the **button sound** item, turn it off. Please notice that if you mute the button sound, the SOS siren sound will be muted also.

8. The camera displays a message indicating that the memory card is full and recording cannot continue.

To preserve evidence, Body Cameras typically do not automatically delete old video files when the memory card is full. However, you can enable the Loop Recording feature in the menu. When the memory card capacity is insufficient, the camera will automatically delete the oldest video files to make room for new ones.

9. If the camera clip is damaged, how can I purchase a new one?

Please reach out to our customer service team. We offer a one-year replacement service for the original back clip.

10. The camera doesn't record long battery life.

If the camera has a short battery life, such as 4-5 hours, there could be a few possible solutions:

- The camera may not have been fully charged. Please ensure that you charge the camera for at least 3-4 hours.
- Please check if you have not turned on the night vision function. The night vision function can significantly affect the battery life.

11. How to delete the specific video on camera?

The SC02 Body Camera, being a traditional law enforcement device, does not support deleting specific video files directly on the camera itself. You will need to perform the

deletion using a computer. Alternatively, you can use the included TF card reader to delete the files using a smartphone with OTG (On-The-Go) support.

If you are certain that the video is not important, you can use the formatting function in the camera's menu to delete all video files at once. However, please make sure that the videos are indeed unnecessary before proceeding with the formatting.

Additionally, you can enable the Loop Recording function, which automatically deletes the oldest video files when the memory card is full, making space for new recordings.

If you specifically require the ability to delete specific files directly on the camera, you may consider our consumer-grade body camera, the Z9.

If you have any other questions or problems, please contact us via Amazon message or email at info@spikecam.com. Our support team will reply to you within 24 hours. Thank you again for choosing our camera.



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