

2025/04 (v2.6)

# **Body Camera DrivePro Body 10**



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# 1. Package Contents

#### DrivePro Body 10



#### Adapter



**USB** cable



microSD memory card (Pre-inserted in the DrivePro Body)



#### 360° rotating clip & Velcro holder







Note: When removing the DrivePro Body from the holder, gently pull it from the left to the right side. When reassembling, ensure the DrivePro Body is securely attached to the holder.

#### **Quick Start Guide**



# 2. Getting Started

### **2-1 Function Buttons**



### 2-2 Charging the DrivePro Body 10

Before use, please ensure that the battery is fully charged. Charge the DrivePro Body 10 via the adapter or by connecting the USB cable to the computer. A solid orange light of the warning indicator is visible while charging and will turn off when fully charged.

To charge the DrivePro Body 10, you can either:

- 1. Connect the USB cable to the body camera and a wall outlet with the included adapter.
- 2. Connect the USB cable to the body camera and a computer.

### 2-3 Changing the microSD Memory Card

A Transcend microSD memory card is pre-inserted in the DrivePro Body.



1. Insert a microSD memory card into the card slot on the bottom of the camera.



#### "WARNING"

- Please use DrivePro Body Toolbox to format the memory card. If you plan to format the card using other methods, please refer to our FAQ.
- DrivePro Body 10 only supports the FAT32 file system, not exFAT or NTFS.
- If the DrivePro Body 10 detects an unsupported memory card or file system, it will flash a blue warning indicator and sound a buzzer to indicate an error.
- 2. To remove the memory card, push to eject it out of the slot.

#### "WARNING"

- Do not remove the memory card during shutdown to avoid damages to the memory card and loss of recorded videos.
- Transcend does NOT take any responsibility for data loss or damage during operation.
- We recommend Transcend's High Endurance microSD cards or MLC-based memory cards to ensure the best recording performance.
  - High Endurance microSDHC card
  - High Endurance microSDXC 350V card
- For models produced before September 2019, please use a microSD card with a capacity of 8GB, 16GB, or 32GB (Class 10 or above).

### 2-4 LED Indicators

### Top View



Warning Indicator

Recording

LED	Status	Definition	
•	Flashing	Memory almost full / Memory card error	
•	Flashing	Low battery	

Connected to computer/power

LED	Status	Definition
	Flashing	Transferring data
•	Solid	Charging





### **Recording Indicator**

### Recording

LED	Status	Definition
	Flashing steadily	Normal recording

Flashing rapidly	Event recording

### 2-5 Setting the Video/Photo Stamp

Before use, it is recommended to connect the DrivePro Body 10 to your computer using the DrivePro Body Toolbox. This will enable you to set the date, time, and video/photo user label. By doing so, the date, time, and user name will be displayed on the recorded videos and photos.

For further details, please refer to the "DrivePro Body Toolbox Software" section.

# 3. Recording Videos

### **3-1 Normal Recording**

To start recording, long-press the **D Power** button; you will hear a beep. The red LED light of the recording indicator will flash while recording. To stop recording, press and hold the **D Power** button again; you will hear a beep, and the red light will turn off. DrivePro Body 10 automatically saves video files every 3 minutes during recording.



### **3-2 Recording Videos with Infrared LEDs**

At night or in low light conditions, DrivePro Body 10 will automatically activate the Infrared LED mode, causing the four Infrared LEDs to illuminate in red. You can also manually turn ON/OFF the Infrared LED mode by long-pressing the Snapshot button. Please keep DrivePro Body 10 at least 50 centimeters away from objects to avoid misjudgment of the light condition due to short-distance infrared reflection.

"Note"

- Videos recorded with Infrared LEDs will be in grayscale.
- In complete darkness (0 lux), the Infrared LEDs can detect moving objects with an effective distance of 10 meters.

### **3-3 Event Recording**

To start event recording, short press the **OPower** button once while recording; you will hear 2 beeps (1 short beep and 1 long beep), and the red LED light of the recording indicator will flash faster than in normal recording. The mode will automatically switch back to normal recording after the file finishes recording (depending on the video length set). Video files recorded in event recording are saved in the "EVENT" folder and are protected from being overwritten.

# 4. Taking Photos

To take photos during recording, simply press the **Snapshot** button.





Photos taken with Infrared LED will be in grayscale.

# 5. Audio Recording

To utilize this feature, configure it through the DrivePro Body Toolbox. Adjust the settings for longpressing the **Snapshot** button to activate the audio recording function instead of enabling the infrared LEDs. The audio files will be stored in the "AUDIO" folder.

Transcend®	DrivePro <sup>™</sup> Body Toolbox	FERENCE ① ABOUT
Status	Device L7E9317F59AF640 •	
Settings	Device Settings     Video Settings     Video Stamp       Sync time with PC :     Set	]
Tools	Status Indicator : Set Light Frequency : 60 Hz -	
File Manager Smart Detection	Snapshot Button : Audio Recording ▼ Audio Sample Rate : 48000 Hz ▼	
	Reset Using Function Buttons :   OFF ON ①	

# 6. Playing, Transferring & Deleting Videos / Photos

To play recorded videos or view photos, connect the DrivePro Body 10 to your desktop or laptop:

### Option 1:

Remove the microSD memory card from the DrivePro Body 10 and insert it into a compatible card reader to transfer files to your computer.

### **Option 2:**

- 1. Connect the small end of a USB cable to the USB port located on the bottom of the DrivePro Body 10.
- 2. Plug the large end of the cable into an available USB port on your desktop or laptop.



### 6-1 Playing Videos and Browsing Photos

Select the DrivePro Body 10 folder (with the file name "DPB10") and choose the "VIDEO" folder to play your recorded videos. Alternatively, click on the "PHOTO" folder to view your photos.

### 6-2 Transferring and Deleting Videos & Photos

#### Windows 10 or later

Connecting the DrivePro Body 10 to your desktop or laptop does not require any additional drivers. Windows Operating Systems come with built-in drivers to support your camera. When you plug the the DrivePro Body 10 into an available USB port using the cable, Windows will automatically install the necessary files. Once successfully connected to your computer, a **Removable Disk** drive labeled with a name beginning with "TRANSCEND," representing the DrivePro Body 10, will appear automatically in **My Computer**.

🚍   🕑 📙 🖛   TRANSCEN	D (D:)		- 0	×
File Home Share	View			~ 🕐
$\leftarrow$ $\rightarrow$ $\checkmark$ $\uparrow$ $\blacksquare$ $\rightarrow$ TRAI	NSCEND (D:) 🗸 ひ	Search TRANSCEND (D:)		
🗄 Documents \land	Name	Date modified	Туре	Si
🖶 Downloads	Android	11/8/2023 3:06 PM	File folder	
b Music	DPB10	11/8/2023 2:28 PM	File folder	
Pictures	LOST.DIR	11/8/2023 2:40 PM	File folder	
Videos	SYSTEM	11/7/2023 2:49 PM	File folder	
Local Disk (C:)	DrivePro Body_V5.5-release.apk	11/28/2023 1:55 PM	APK File	
🕳 TRANSCEND (D.				
TRANSCEND (D:)				

"Note"

(D:) is an example drive letter – the letter in your "My Computer" window may differ.

Your DrivePro Body 10 is now ready to transfer data, functioning like an external storage device. To transfer videos and photos, you can easily drag and drop files from the folder corresponding to the DrivePro Body 10. Additionally, you can delete any unwanted files if your memory card becomes full.

- Proper removal of your DrivePro Body 10 (from Windows):
- 1. Click once on the **Removable Hardware** icon in the system tray.
- 2. A Safely Remove Hardware window will pop up. Click to continue.
- 3. A window stating, "**Safe To Remove Hardware**," will pop up. Unplug your DrivePro Body 10 from the USB port after seeing this message.



#### macOS 10.14 or later

No additional drivers are required. Plug your DrivePro Body 10 directly into an available USB port, and your computer will automatically detect it.



#### • Proper removal of your DrivePro Body 10 (from macOS):

Drag and drop the Disk icon corresponding to your camera into the trashcan, then unplug your DrivePro Body 10 from the USB port.



After manually deleting files from your memory card in macOS, these files may temporarily exist as hidden files on the memory card, taking up space. Please empty the Trash or format the memory card to completely free the space.

### "WARNING"

- To prevent data loss, always follow the proper removal procedures when disconnecting the DrivePro Body 10 from your computer.
- When the DrivePro Body 10 is connected to a computer, it can only be used for file transfers. None of the DrivePro Body's features can be accessed during this time. Please disconnect your camera from the computer to resume normal functionality.

# 7. Using the DrivePro Body App

Designed for Android devices, the DrivePro Body App enables you to watch live-view videos and adjust the camera settings wirelessly on your smart devices.



### 7-1 Downloading and Installing the DrivePro Body App

- 1. Search for the DrivePro Body App on Google Play.
- 2. Download and install the application.

Once the installation is complete, the app will be displayed on your device's home screen.

### 7-2 Connecting to the DrivePro Body App

Connect your DrivePro Body 10 to the app using the USB-C to C cable provided with your Android device. With this setup, you can check remaining battery and recording time, view recorded videos, and perform other useful functions directly from your Android device.

#### **Connection steps**

- 1. Open the DrivePro Body App and select DrivePro Body 10.
- 2. Connect DrivePro Body 10 to your Android device using the USB-C to C cable, then click Next.



3. In the pop-up window, click **OK** to allow the app access to this device.

÷	Pairing Your Camera	
ſ	Notification DrivePro Body App has not yet obtained the permissions of this device. Please select the outermost layer of device and allow access.	
	CANCEL <b>OK</b>	
PI	ug DrivePro Body 10C into the mobil device.	е

4. The mobile device screen will show the following display. Press the  $\equiv$  Menu button and select **TRANSCEND**.

E Pixel 3 XL	⊡ = :	Op	en from		÷	= :
Pixel 3 XL			Pixel 3 XL			
Files on Pixel 3 XL	≣	Ŷ	TRANSCEND	≙		■
Can't use this fold To protect your privacy,	der choose another folder				310	
	Create new folder				TEM	
C Alarms	Android					
Audiobooks	DCIM					
Documents	Download					
🗅 Elite - 備份	Movies					
Music	Notifications					
Pictures	Podcasts					
Recordings	Ringtones					
StoreJet Cloud						
Use this	folder					

5. Tap **Use this folder** and allow DrivePro Body to access files within **TRANSCEND**.

	⊡ = :		⊡ = :
TRANSCEND		TRANSCEND	
Files on TRANSCEND	≡	Files on TRANSCEND	E
Android	DPB10	Android	DPB10
LOST.DIR	SYSTEM	LOST.DIR	SYSTEM
System Volume I		Allow DrivePro files in TR/ This will let DrivePro B and future content sto	Body to access ANSCEND? rody access current red in TRANSCEND. Cancel Allow
DrivePro Body_V 319 MB Nov 28		DrivePro Body V 319 MB Nov 28	
Use this	Use this folder		is folder

6. The app will pop up. Click on DPB10C to complete the connection.



#### "Note"

- Please fully charge your DPB10C and use the USB-C cable provided with your Android device for connection.
- Only DrivePro Body 10C supports this feature.

### 7-3 DrivePro Body App Homepage



### 7-4 Playing Videos and Browsing Photos

- 2. Tap the icons at the top to watch videos, browse pictures, or listen to audio recordings.



While playing a video, you can trim and download the desired segment (10s, 20s, or 30s) without downloading the entire clip to your phone for editing. See Trim Video.

### 7-5 Settings

Tap the  $\equiv$  Menu button on the top left corner first, then tap the O Settings button.

In **Settings**, you can adjust the video, device, and system settings.



#### **Menu Options**

VIDEO			
lcon	Function	Description / Options	
	Decolution	Set the quality for video recording.	
1993	Resolution	1080P/60FPS / 1080P/30FPS / 720P/60FPS / 720P/30FPS	

₽⊾₿	Video Lenath	Set the recording length of each recorded video.
H - H	video Lengin	3 Mins / 5 Mins / 10 Mins
	Microphone	Turn off/on the microphone during video recording.
9	Microphone	Disable / Enable
Ch	Loop	Overwrite the old video files with new ones.
Ωμ	Recording	Disable (default) / Enable
HZ	Light	Select the appropriate frequency to avoid flashing A/C light.
-~~-	Frequency	50 Hz / 60 Hz
		VIDEO STAMP
lcon	Function	Description / Options
H. ZH	Video Stamp	Display the video label, date/time, and watermark on photos or videos.
₽ <u>~</u> ₽		Disable / Enable
Т	Video Label	Tap to edit the video label to be displayed. (The default label is "Transcend DPB10".)
	Date / Time	Select the date and time format.
		Date: Y/M/D / M/D/Y / D/M/Y Time: 24HR / AM/PM
HTATH		Display the Transcend logo watermark on photos or videos.
<u>H vv H</u>	watermark	Disable / Enable
		DEVICE
lcon	Function	Description / Options
$\sim$	Buzzor	Deactivate/activate the Buzzer.
<u>لې</u>	Duzzei	Disable / Enable
<u>.)//-</u>	LED	Deactivate/activate LED indicators.
U	Indicators	Disable / Enable

) : : : : : : : : : : : : : : :	Infrarad LED	Select to activate the Infrared LEDs manually or automatically.	
		Manual / Auto	
		SYSTEM	
lcon	Function	Description / Options	
۲ ۲	Time Synchronized	Sync the DrivePro Body time with your smart device.	
[ <b>↑</b> ]	Firmware Version	Tap to upgrade the firmware to the latest version.	

### "WARNING"

- Before proceeding with the firmware update using the DrivePro Body App, ensure the battery level is at least 50%. Alternatively, you can connect the power cord for a stable power source.
- The DrivePro Body will shut down and the warning indicator will flash red while the firmware is being upgraded. Please wait until the firmware upgrade is complete before manually restarting the DrivePro Body.
- If the DrivePro Body cannot be turned on due to firmware upgrade failure, please contact Transcend customer service for technical support.

# 8. DrivePro Body Toolbox Software

DrivePro Body Toolbox is video file management software which simplifies the settings of the camera. The software features a user-friendly interface that allows users to set the basic functions of the DrivePro Body camera.

### 8-1 System Requirements

System requirements for connecting the DrivePro Body 10 to a computer and for using the DrivePro Body Toolbox software:

A desktop or a laptop with a working USB port:

- Windows 10 or later
- macOS 10.14 or later

Downloading and Installing the DrivePro Body Toolbox:

1. Download the installation file:

https://www.transcend-info.com/support/software/drivepro-body-toolbox

2. Install DrivePro Body Toolbox on your desktop or laptop.

### 8-2 Status

In Status, you can view basic information about the DrivePro Body, including the **user label**, **model**, **device serial number**, and **firmware version**.

Transcend®	DrivePro <sup>™</sup> Body Toolb	юх	PREFERENCE ① ABOUT
Status		Transcend DPB10	🖉 🛋 (i)
Settings		DPB10C Device : L7E9317F59AF640 Firmware Ver : 1.5	
Tools	2h 18m (20.19 GB free ① )		Backup
File Manager			
Smart Detection			
To change the user label, click 🥙.			
To find a device, click ((**))			
To play videos or browse photos, click 💼 .			
To enter Webcam mode, click ${ extsf{Q}}$ to use the device as a camera and microphone.			
Fo back up files, click Backup			

### 8-3 Settings

On the Settings page, you can adjust the **Device**, **Video**, and **Video Stamp** settings.

Transcend®	DrivePro <sup>™</sup> Body Toolbox	EFERENCE ① ABOUT
Status	Device L7E9317F59AF640 •	
Settings	Device Settings         Video Settings         Video Stamp           Sync time with PC :         Set	]
Tools	Status Indicator : Set Light Frequency : 60 Hz 🔻	
File Manager Smart Detection	Snapshot Button : Infrared LED  Infrared LED : Auto	
	Reset Using Function Buttons : <ul> <li>OFF</li> <li>ON</li> </ul>	

Device Settings		
Function	Description / Options	
Sync time with PC	Click the <b>Set</b> button to sync the time of the device with the PC.	
Status Indicator	Click the "Set" button to enable/disable LED Indicator and Buzzer.	
Light	Select the appropriate frequency to avoid flashing A/C light.	
Frequency	50 Hz / 60 Hz	
Snapshot Button	Adjust the long-press Snapshot button setting to enable the infrared LEDs or the audio recording function. A Note: On the Settings page, beneath the "Snapshot Button," you will see either "Infrared LED" or "Audio Sample Rate," depending on the selected function, which can be "Infrared LED" or "Audio Recording."	

	Infrared LED / Audio Recording	
Infrarod I ED	Select to activate the Infrared LEDs manually or automatically.	
	Manual / Auto (default)	
Audio Sample	Set audio sample rate. The higher the frequency, the better the sound quality.	
Rate	48000 Hz / 44100 Hz / 32000 Hz / 24000 Hz / 22050 Hz	
Reset Using Function Buttons	To format and reset the device, press the <b>OPower</b> and <b>Snapshot</b> buttons simultaneously for over 5 seconds while the power is on. Afterward, the camera will turn off.	
Bullons	ON / OFF (default)	

Transcend®	DrivePro <sup>™</sup> Body Toolbox	PREFERENCE ① ABOUT
Status	Device L7E9317F59AF640	
Settings	Device Settings     Video Settings     Video Settings       Resolution :     1080P / 60FPS •	štamp
Tools	Video Length : 3 mins ▼ Loop Recording : OFF ▼	
File Manager	Microphone : ON 👻	
Smart Detection		

Video Settings		
Function	Description / Options	
Resolution	Set the quality for video recording. Displayed depending on your model.	
	1080P/60FPS / 1080P/30FPS / 720P/60FPS / 720P/30FPS	
Video Length	Set the recording length of each recorded video.	
	3 mins / 5 mins / 10 mins	
Loop Recording	Overwrite the old video files with new ones.	
	ON / OFF (default)	
Microphone	Turn on/off the microphone during video recording.	
	ON / OFF	

Transcend®	DrivePro <sup>™</sup> Body Toolbox	- 🗖 🗙
Status	Device J7DFB9BA59A1B40 •	
Settings	Device Settings     Video Settings       Video Stamp :     ON	Video Stamp
Tools	Date Format : Y/M/D ▼ Time Format : 24HR ▼	
File Manager	watermark : ON 👻	
Smart Detection		

Video Stamp		
Function	Description / Options	
	Display the video recording time and the video label.	
video Stamp	ON / OFF	
Date Format	Set the date format.	
	Y/M/D / M/D/Y / D/M/Y	
Time Format	Select the 24-hour clock or the 12-hour clock.	
	24HR / AM/PM	
Watermark	Display the Transcend logo watermark on photos or videos.	
	ON / OFF	

### 8-4 Tools

On the Tools page, you can upgrade firmware to the latest version, format disk or reset DrivePro Body to its default status.

Transcend®	DrivePro <sup>™</sup> Body Toolb	ох	PREFERENCE ① ABOUT
Status	Device J7DFB9BA59A1B40	•	
Settings	Firmware Ver	Firmware Ver : 1.0 Latest FW Ver : 1.0 ①	
Tools	Format Disk		
File Manager		All data will be permanently erased.	Format
Smart Detection	Reset Device	Reset All Settings Settings will be reset to default.	Reset
		Erase All Contents and Settings All data will be permanently erased.	
			Erase / Reset

#### Tools

Function	Description / Options	
Firmware Ver	Upgrade your firmware to the latest version available.	
Format Disk	Format your disk.	
Reset Device	Reset all settings to default or erase all contents and settings.	

#### "WARNING"

Formatting the disk and resetting the device will permanently erase all data.

### 8-5 File Manager

Once the data is backed up, you can search and manage your videos and photos on the File Manager page.



Click 🗐 on the right side of the page to add, delete, or edit the Owner and Category.



Click of to classify the Owner and Category of the selected file.

dit 2023_0303_091826_002		
Category :		
Auto Theft		•
Owner :		
Joyce		•
Description :		
5 vehicles have been stolen		
	OK	Cancel



### 8-6 Smart Detection

The DrivePro Body camera offers a feature that automatically detects faces in videos and extracts footage to the sidebar, allowing users to blur or block out faces. For setup instructions, please refer to the DrivePro Body Toolbox Manual.



### 8-7 Preference

Click Click OPREFERENCE on to

on top of the page to adjust the settings of the DrivePro Body Toolbox based on

your preferences.

Preference	Preference
System Backup Device	System Backup Device
<ul> <li>Auto run at Windows startup</li> <li>Minimize on startup</li> </ul>	<ul> <li>Auto back up</li> <li>Format disk after backup is completed</li> </ul>
License Plate Recognition Language: English	<ul> <li>Secure Data</li> <li>Backup Folder Naming Methods</li> <li>Device ID User label</li> </ul>
	Path of backup: C:\Users\user\Videos\Transcend Change
ОК	ОК



Consult the DrivePro Body Toolbox Manual for further information >

# 9. Cautions

- Do not use or store the DrivePro Body in the following places to prevent malfunction or deformation:
  - In extremely hot, cold or humid places such as in a car parked in the sun
  - Under direct sunlight or near a heater
  - Near strong magnetic fields
  - In sandy or dusty places
- Please clean and protect the lens of the DrivePro Body 10 frequently and carefully.
  - Wipe the lens with a soft cloth in the following cases:
    - When there are fingerprints on the lens
    - When the lens is exposed to salty air, such as at the seaside
  - Store in a ventilated place with little sand and dust.
  - To prevent mold, periodically clean the lens.

#### Cleaning

- Clean the surface of the DrivePro Body 10 by using a soft cloth that has been slightly moistened with water. Afterward, wipe the surface with a dry cloth.
- Do not clean the camera with chemical products (e.g., thinner, benzine, alcohol, insect repellent, sunscreen or insecticide, etc.) and disposable cloths, as they may damage the finish or the casing.
- Do not touch the camera with any of the abovementioned chemicals on your hand.
- Avoid prolonged contact of the camera with rubber or vinyl materials.

#### Moisture condensation

- If the DrivePro Body is brought directly from a warm to a cold place (or on the contrary), moisture may condense inside or outside the camera to cause malfunction of the DrivePro Body.
- If moisture condensation occurs, turn off the DrivePro Body immediately and wait about 1 hour for the moisture to evaporate before using the device again.

### "WARNING"

Rechargeable batteries may leak under extreme conditions. Misuse or abuse can lead to the following hazards:

- Overheating
- Fire
- Explosion
- Smoke emission

# 10. IPX4 Water Resistant

The camera body of the DrivePro Body 10 is IPX4 water resistant (not waterproof), offering protection against splashing water from any direction. However, it is not protected against pressurized water such as from a shower or tap.

Failure caused from incorrect use is not covered by the limited warranty.

- Do not use the DrivePro Body 10 in water as it is not waterproof.
- Firmly close the memory card cover. If the cover is not fully closed, water may leak inside the camera. Do not open/close the cover when your hands are wet.
- Do not use the DrivePro Body 10 in high temperatures and humidity, such as saunas, steams, and shower rooms.
- Do not use the DrivePro Body 10 for long in heavy rains to prevent moisture from penetrating.

### "WARNING"

- 1. An IPX4 water resistance rating does not mean fully waterproof.
- 2. DrivePro Body 10 is not water resistant when connected to a cable.

# **11. Specifications**



19.6 mm

DrivePro Body 10				
	Models produced before 2019.09	Models produced after 2019.09	Models produced after 2023.12	
Connection Interface	Micro-B	Micro-B	Туре-С	
Memory Card Supported	microSD 8GB / 16GB / 32GB (Class 10 or above)	Check product specifications	Check product specifications	
Dimensions	88.4 mm (L) x 52.2 mm (W) x 19.6 mm (H) 3.48" (L) x 2.06" (W) x 0.77" (H)			
Weight	88 g (124 g with holder attached) 3.1 oz (4.37 oz with holder attached)			
Lens	F/2.8, 130° wide angle			
Resolution / Frame Rate	Full HD (1920 x 1080) / 30FPS	Full HD (1920 x 1080) / 60FPS Full HD (1920 x 1080) / 30FPS HD (1280 x 720) / 60FPS HD (1280 x 720) / 30FPS		
Video Format	H.264 (MP4: up to 1920x1080 30FPS)	H.264 (MP4: up to 1920x1080 60FPS)		
Battery	Li-Polymer			

DrivePro Body 10				
	Models produced before 2019.09	Models produced after 2019.09	Models produced after 2023.12	
Power Supply	Input (Max.): AC 100 V to 240 V, 50 Hz to 60 Hz, 0.4 A Output: DC 5 V / 2 A			
Operating Temperature	-20°C (-4°F) to 60°C (140°F) -20°C (-4°F) to 45°C (113°F) when charging with the adapter			
IP Rating	IPX4 (water resistant)			
Certificate	CE/UKCA/FCC/BSMI/KC/EAC/RCM			
Shock Resistance	MIL-STD-810G 516.6 – Transit Drop Test			
Warranty	2-Year Limited			

# **12. Frequently Asked Questions**

If you have issues using DrivePro Body, please refer to the following information to troubleshoot problems. If you cannot find any ideal solution to your questions, please consult the store where you purchased the product or the service center, or contact the local Transcend branch office.

You can also visit Transcend's website for more FAQs and Technical Support services. https://www.transcend-info.com/

https://www.transcend-info.com/Support/contact\_form

#### • My computer operating system cannot detect my DrivePro Body 10.

Please check the followings:

- Is your DrivePro Body 10 properly connected to the USB port? If not, unplug and reconnect it.
   Ensure both USB cable ends are correctly connected, as shown in the User's Manual.
- Is the computer's USB ports enabled? If not, refer to the user's manual of your computer (or motherboard) to enable them.

#### • None of the DrivePro Body 10 buttons are responding.

• Please press the Reset button on the bottom of the DrivePro Body using a thin object with a flat tip, such as a straightened paper clip, to turn it off and on again.

### • Is the DrivePro Body 10 shockproof and waterproof?

- The DrivePro Body 10 is IPX4 water resistant and meets rigorous U.S. military drop-test standards\*.
  - \* Based on MIL-STD-810G 516.6 Transit Drop Test
- Can I use the DrivePro Body 10 to record at nighttime?
  - Yes, the DrivePro Body 10 will activate the Infrared LED automatically at night or in low light conditions. However, please note that photos taken and videos recorded with Infrared LED will be in grayscale.

# **13. EU Compliance Statement**

Transcend Information hereby declares that all CE marked Transcend products incorporating radio equipment functionality are in compliance with Directive 2014/53/EU.

The full text of the EU declaration of conformity is available at the following internet address: https://www.transcend-info.com/eu\_compliance

# CE

# 14. Recycling and Environmental Protection

For more information on **recycling the product (WEEE)** and **battery disposal**, please refer to the following link:

https://www.transcend-info.com/about/green

# **15. Warranty Policy**

Please find the warranty period of this product on its package. For details of **Warranty Terms and Conditions** and **Warranty Periods**, please refer to the link below:

https://www.transcend-info.com/warranty

## 16. GNU General Public License (GPL) Disclosure

For more information on open-source licensing, please refer to the link below: https://www.transcend-info.com/Legal/?no=10

# 17. End-User License Agreement (EULA)

For details of software license terms, please refer to the following link: https://www.transcend-info.com/legal/gpl-disclosure-eula

# 18. Federal Communications Commission (FCC) Statement

This device complies with Part 15 FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference. (2) This device must accept any interference received including interference that may cause undesired operation.

This Equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

# 19. Eurasian Conformity Mark (EAC)

