



# Equiinet Smart Helmet Quick Start & Testing Guide

**A step-by-step manual for setting up and testing your new device.**

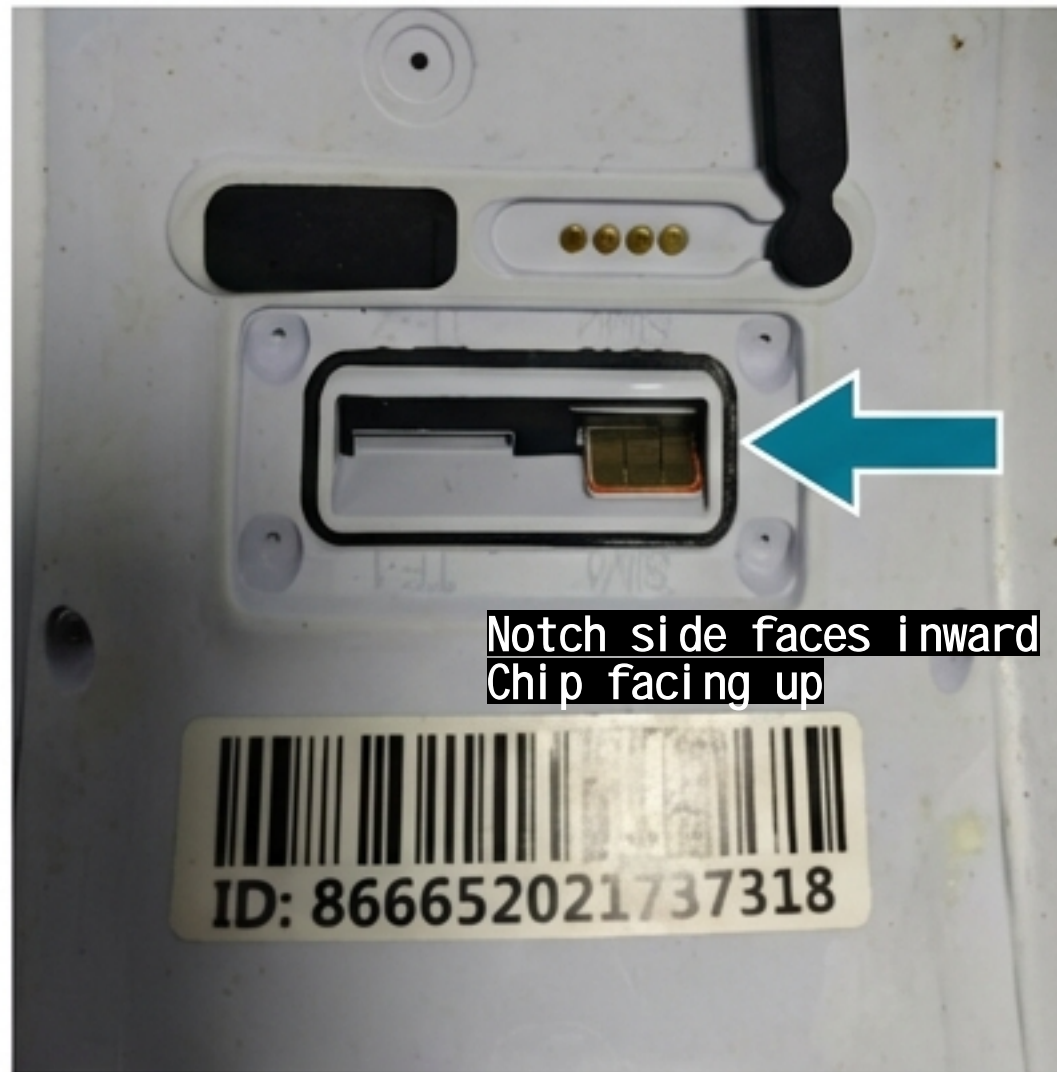
Thank you for purchasing our helmet products. After receiving the device, please follow the steps below to conduct the test step by step.

**Friendly Reminder Before Testing:** The working hours of the Equiinet technical team are Monday to Friday: 9:00 am to 12:00 am (UTC+8), and 1:30 pm to 6:30 pm (UTC+8). If you need our assistance, it is best to test and contact us during these hours for a quick response.

# Step 0: Preparation & SIM Card Insertion

Insert your Nano SIM card before powering on.  
Follow the orientation precisely.

**Nano SIM Only**



EQ-D6 SIM1 Slot Insertion Diagram



EQ-D6 SIM2 Slot Insertion Diagram

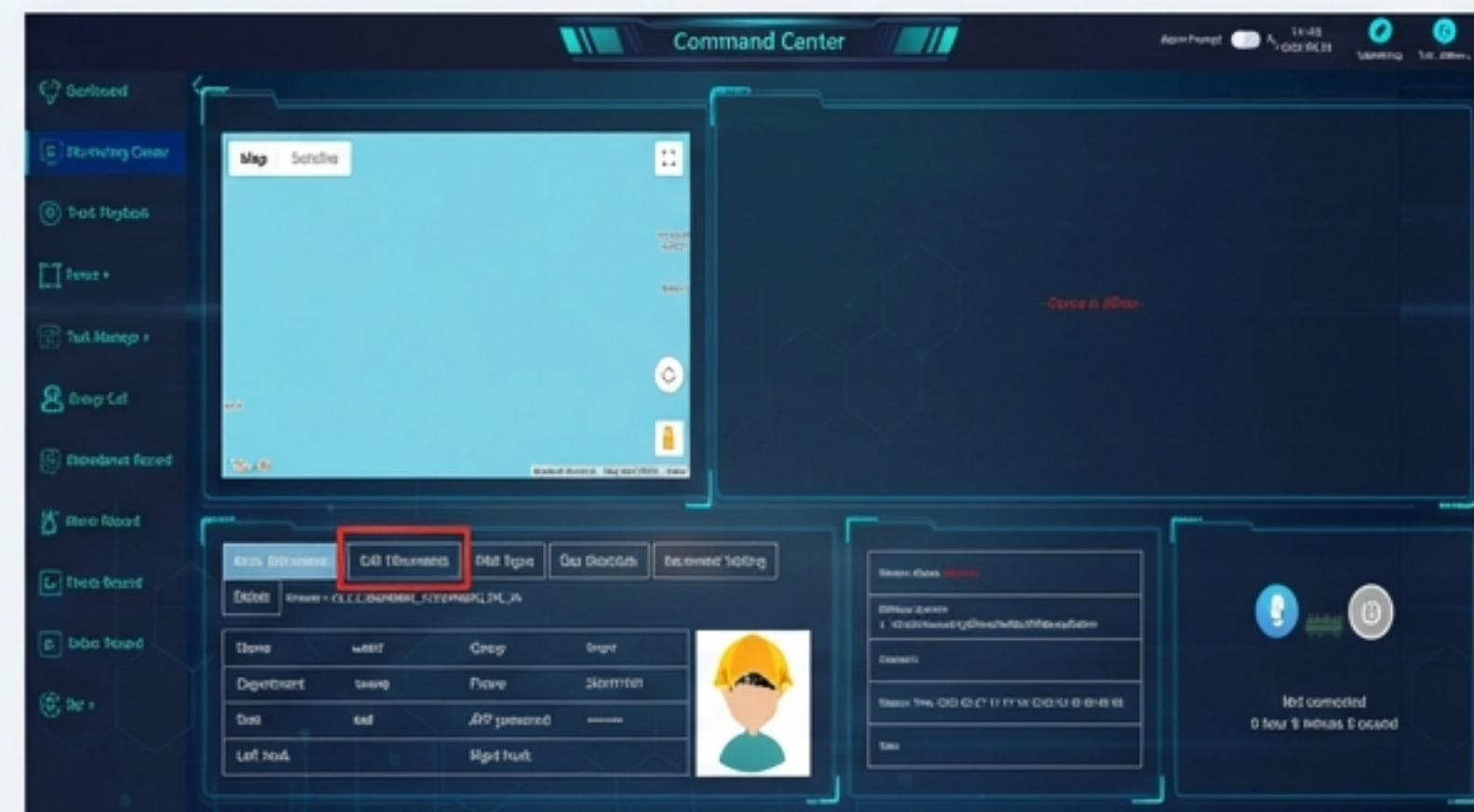


EQ-D6(HB) SIM Slot Insertion Diagram

# Step 1: Adding the Helmet to the Platform

Devices must be added to a platform account. If the Equinet team has not pre-added the device, you must add it yourself.

Note: All 8 fields mentioned in the video (Name, Group, Department, Phone Number, Role, APP Password, Type, and Device Number) are strictly required.



## ▶ Watch Tutorial: Creating a Group

([https://www.youtube.com/watch?v=vu8BTM4d-zk&list=PLiZGPgcaahc89\\_xTCirSrtz5k5rsY4-9x&index=12](https://www.youtube.com/watch?v=vu8BTM4d-zk&list=PLiZGPgcaahc89_xTCirSrtz5k5rsY4-9x&index=12))

## ▶ Watch Tutorial: Adding a Helmet

([https://www.youtube.com/watch?v=tW3SFZoosNs&list=PLiZGPgcaahc89\\_xTCirSrtz5k5rsY4-9x&index=13](https://www.youtube.com/watch?v=tW3SFZoosNs&list=PLiZGPgcaahc89_xTCirSrtz5k5rsY4-9x&index=13))

# Troubleshooting: Adding Helmets



## **Why does it prompt “Username already exists?”**

You are using our shared cloud server. We recommend naming it with “Company + Name” to greatly reduce duplication. Please try a different name.



## **Why does it prompt “Device number already exists?”**

If you see this prompt, please contact the Equinet team directly.



## **Why does it prompt “User information was entered incorrectly”?**

Please carefully check the field requirements. The following 8 fields **MUST** be filled/selected: Name, Group, Department, Phone Number, Role, APP Password, Type, and Device Number. (APP Password and Department/Role Department/Role can be any value; Phone Number must be 11 digits).

## Step 2: Network Connection & Video Center

After adding the device, it will go **online automatically** if it has network connectivity (4G or Wi-Fi). To use the Video Center, your computer must have a camera and microphone.



**Critical Requirement:** We highly recommend using Google Chrome or Edge browser to ensure all functions work properly.

▶ Watch Tutorial: Video Call Center ([https://www.youtube.com/watch?v=VKx-lnelkkw&list=PLiZGPgcaahc89\\_xTCirSrtz5k5rsY4-9x&index=10](https://www.youtube.com/watch?v=VKx-lnelkkw&list=PLiZGPgcaahc89_xTCirSrtz5k5rsY4-9x&index=10))

▶ Watch Tutorial: Real-Time Live Monitoring ([https://www.youtube.com/watch?v=Dl6mwioyt9E&list=PLiZGPgcaahc89\\_xTCirSrtz5k5rsY4-9x&index=11](https://www.youtube.com/watch?v=Dl6mwioyt9E&list=PLiZGPgcaahc89_xTCirSrtz5k5rsY4-9x&index=11))

# Troubleshooting: Video Calls

## **Q1. Can hear helmet, but helmet can't hear computer?**

Check computer microphone permissions and ensure Chrome/Edge has granted mic/camera access to the platform.

## **Q2. "Video call failed to start?"**

Please try another browser (Chrome/Edge recommended).

## **Q3. Stuck on 'Selecting a suitable channel' after SOS?**

Please try another browser (Chrome/Edge recommended).

## **Q4. Helmet location is inaccurate?**

Indoor signals are weak. Take the device outside, and the location will sync quickly.

## **Q5. No two-way audio during monitoring?**

Normal. Two-way communication requires an explicit video call, not just monitoring.

## **Q6. Loud echo or noise?**

This happens if the helmet and computer are tested in the same room. It will not happen in normal field operation.

# Step 3: Broadcast Intercom & Local Recording

## Broadcast Intercom

Devices in the same group receive each other's broadcasts, functioning like a walkie-talkie for team members.

▶ **Watch Tutorial: Broadcast Intercom**  
([https://www.youtube.com/watch?v=VLAjuX\\_vhjw&list=PLiZGPgcaahc89\\_xTCirSrtz5k5rsY4-9x&index=8](https://www.youtube.com/watch?v=VLAjuX_vhjw&list=PLiZGPgcaahc89_xTCirSrtz5k5rsY4-9x&index=8))

## Local Recording

**Long-press** the photo button. You will hear “open recording, start local recording”. To end and save, long-press again until you hear “Recording is off”.

▶ **Watch Tutorial: Video Playback & Upload**  
([https://www.youtube.com/watch?v=iMCkpBZnW0U&list=PLiZGPgcaahc89\\_xTCirSrtz5k5rsY4-9x&index=6](https://www.youtube.com/watch?v=iMCkpBZnW0U&list=PLiZGPgcaahc89_xTCirSrtz5k5rsY4-9x&index=6))

# Troubleshooting: Video Recording & Playback

## Q1. Missing upload button on playback page?

The device must be online and powered on to upload videos.  
The device **must** be online and powered on to upload videos.

## Q2. Videos appear laggy?

Auto-recorded monitoring videos depend on network connection. Locally recorded videos directly on the helmet are never laggy.

## Q3. How long can the helmet store videos?

The device has a default **64GB** storage. Oldest videos are **overwritten automatically** when full.

## Q4. Do videos stay on the helmet after upload?

No, they are **automatically deleted** from local storage after uploading to the server.

## Q5. Can I upload videos from mobile/laptops to server?

No.

## Q6. Video file format?

**MP4.**

# Step 4: Photo Management & Group Calls

## Photo Capture

**Short-press** the photo button to take a photo. Keep still after hearing the 'click' until you hear 'Upload successful' to ensure clarity. Photos include time, battery, temp, and location data.

▶ **Watch Tutorial: Photo Management**  
([https://www.youtube.com/watch?v=W-nBwA9SLjc&list=PLiZGPgcaahc89\\_xTCirSrtz5k5rsY4-9x&index=7](https://www.youtube.com/watch?v=W-nBwA9SLjc&list=PLiZGPgcaahc89_xTCirSrtz5k5rsY4-9x&index=7))

## Group Calls

Initiated from the platform, allowing real-time multi-device viewing and two-way audio.

▶ **Watch Tutorial: Initiating Group Calls**  
([https://www.youtube.com/watch?v=7pn6Qhr\\_Xb8&list=PLiZGPgcaahc89\\_xTCirSrtz5k5rsY4-9x&index=9](https://www.youtube.com/watch?v=7pn6Qhr_Xb8&list=PLiZGPgcaahc89_xTCirSrtz5k5rsY4-9x&index=9))

# Troubleshooting: Photos & Group Calls

## Photo Management:

- **Q1. No 'Upload successfully' sound?** A: Likely due to poor network connectivity at the moment.
  - **Q2. How to save photos to a computer?** A: Right-click the photo on the platform and select "Save Image As." Format is JPG.
  - **Q3. Why are photos blurry?** A: Operational issue. Do not move until you hear "Upload successful."
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## Group Calls:

- **Q1. Only seeing one video screen during a group call?** A: Check for a scroll bar on the right. Browser ratios may push videos out of view.
- **Q2. Can the helmet initiate a group call?** A: No, group calls can only be initiated from the platform.

# Step 5: Tracking & Safety Management

## Electronic Fence

Manage outdoor work areas. Set fences as “No Entry” or “Forbidden to leave.”

▶ Watch: Electronic Fences  
([https://www.youtube.com/watch?v=Ucl2H36sugs&list=PLiZGPggaahc89\\_xTCirSrtz5k5rsY4-9x&index=5](https://www.youtube.com/watch?v=Ucl2H36sugs&list=PLiZGPggaahc89_xTCirSrtz5k5rsY4-9x&index=5))

## Track Playback

Check helmet online duration and movement records from the past month.

▶ Watch: Track Playback  
([https://www.youtube.com/watch?v=YXS3YTewQDs&list=PLiZGPggaahc89\\_xTCirSrtz5k5rsY4-9x&index=3](https://www.youtube.com/watch?v=YXS3YTewQDs&list=PLiZGPggaahc89_xTCirSrtz5k5rsY4-9x&index=3))

## Alarm Records

View records for SOS, fall, electronic fence, and off-hat alerts.

▶ Watch: Alarm Records  
([https://www.youtube.com/watch?v=elaclqetxuk&list=PLiZGPggaahc89\\_xTCirSrtz5k5rsY4-9x&index=4](https://www.youtube.com/watch?v=elaclqetxuk&list=PLiZGPggaahc89_xTCirSrtz5k5rsY4-9x&index=4))

# Troubleshooting: Fences & Alarms

## **Q1. Why didn't the device alert after creating a fence?**

You must add devices to the fence for it to activate. Ensure accurate outdoor GPS positioning and check the fence activation time.

## **Q2. How to add an area without a specific map location?**

Enter coordinates as 'Longitude, Latitude' and click 'Locate.' (Platform uses Google Maps).

## **Q3. Can I temporarily turn off alarm pop-ups on the platform?**

Yes. Use the Alarm Prompt feature on the top right corner near the time to enable/disable alerts.

# Step 6: Sub-Administrators & Advanced Features

## Sub-Administrator Accounts

Create accounts for department managers so they can add and manage their own helmets. Sub-admins only see devices under their own accounts.

▶ Watch Tutorial: Creating Sub-Admins ([https://www.youtube.com/watch?v=vu8BTM4d-zk&list=PLiZGPgcaahc89\\_xTCirSrtz5k5rsY4-9x&index=12](https://www.youtube.com/watch?v=vu8BTM4d-zk&list=PLiZGPgcaahc89_xTCirSrtz5k5rsY4-9x&index=12))

## Non-Standard Features

\* Add-on Purchase Required

High Voltage, Altitude, and Face Recognition are premium add-ons and must be purchased separately to activate.

▶ Watch Tutorial: Advanced Feature Config  
([https://www.youtube.com/watch?v=cLLXyaGhDL8&list=PLiZGPgcaahc89\\_xTCirSrtz5k5rsY4-9x&index=1](https://www.youtube.com/watch?v=cLLXyaGhDL8&list=PLiZGPgcaahc89_xTCirSrtz5k5rsY4-9x&index=1))

# Troubleshooting: Face Recognition & Altitude

## Q1. Why does face recognition keep failing?

1. Ensure uploaded photos are recent.
2. When verifying, **hold still** until you hear “Facial Verification success.”  
Do not move the helmet immediately after taking the photo.

## Q2. From where does the height alarm calculate zero?

It is calculated from the helmet's altitude when powered on. The height resets to zero each time the helmet restarts.

## Step 7: AI Voice Commands (Non-Standard Feature)

If purchased, use these exact commands. Variations will not work.

Command	Expected Response / Action
Wake up	'I'm here'
Turn on / Switch off the light	Light is on / off
Make it brighter / dimmer	Light increases / decreases
Turn on / Switch off the laser light	Laser is on / off
Turn on / Switch off the warning light	Warning light is on / off
Take a photo	'Uploaded successfully'
Start / Stop recording	'Start recording' / 'Recording is off'
Emergency call	'Call the central office'
Check the battery level	Reports percentage
Volume up / down	Increases / Decreases volume

*This concludes the testing of all functions. If you have any questions, please feel free to provide feedback to the Equinet team!*