

Help

Getting to know your camera

FAQ



1 On / Off Button
Press and hold button for 3 seconds to turn on / off

2 Light ring



Camera ready for use



Camera booting up



Upload mode

Activated in the following 2 scenarios:

- When the camera is turned off and plugged into a power source.

- When the camera is turned off, it will first detect if there are any files on the local storage and upload these before switching off.



Camera off

3 2 independent cameras

4 Power source

Camera has independent battery and can operate without power source.

5 LAN cable source

LAN cable source Camera can operate independent of a LAN cable via an independent 3G connection. However, it is highly recommended to use a LAN cable at all times for the best results.

Help

Getting to know your camera

FAQ

General faq

File storage

Taking video

How do I turn the camera on/off?

Press and hold the power button for 3 seconds to on or off the camera.

How do I connect my iPad to the camera?

Enter your iPad settings and navigate to WiFi. Select the Haerst camera Wifi network and you will be connected to the camera.

Can I conduct a session without an internet connection?

Yes, a session can be conducted without an active internet connection, so long as the Haerst camera is still transmitting a WiFi signal to allow for the iPad to connect to it.

*The Haerst camera WiFi network exists only to allow for the iPad to connect to it and functions independent of any external WiFi / internet connection.

What happens when I conduct a session without an internet connection?

The session will run normally, the key difference between running a session without an internet connection vs with an internet connection is that the video files will not be uploaded to the Haerst portal.

Instead, the video file will be stored on local storage for upload at a later time when internet connection becomes available.

What do the colors on the camera ring mean?

Please refer to the "Getting to know the Haerst camera" section

If you are encountering issues with the camera and are unable to troubleshoot, please contact your Haerst service provider, thank you.

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FAQ

General faq

File storage

Taking video

When are files uploaded to the Haerst portal?

Video files are uploaded to the Haerst portal immediately after a session. The upload occurs in the background and a user can continue to use the camera normally. Video files that have been successfully uploaded to the Haerst portal are immediately deleted from the camera local storage.

What happens if the video upload fails?

If video upload fails, the video file is kept on the camera local storage for upload at a later time. A user can trigger a manual upload of these files by performing the following actions:

- A) Enter "settings" in the app home screen and push "Upload files"
 - B) Turning off the camera (When the camera is switched off, it will first detect if any files are present on local storage, if there are, the camera will upload these files to the Haerst portal before switching off).
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What happens to video files after they have been uploaded?

Video files that have been securely uploaded to the Haerst portal are immediately deleted from the local storage. The only files that remain on local storage are those that have failed to upload.

How long are files kept on camera storage?

Files are kept on the camera local storage for a maximum duration of 2 weeks before being deleted.

Can I delete a video file?

A video file can only be deleted immediately after a session. A clear indication will be provided to the user allowing for a delete option.

If the user does not delete at this point, then the video file can only be deleted once it has been uploaded to the Haerst portal.

What video files are shown on the camera local storage?

The camera local storage will only display files that have not yet been uploaded.

If you are encountering issues with the camera and are unable to troubleshoot, please contact your Haerst service provider, thank you.

Help

Getting to know your camera

FAQ

General faq

File storage

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How do I take a video?

To take a video, follow the easy steps below:

- 1) Push "Start new session" on the dashboard.
- 2) Key in all details of the subject and push start session. A countdown timer will be initiated and the video session begins immediately after.
- 3) When the timer runs out, the session is considered complete.
- 4) At the session ended screen, the user has the option to playback and review the session.
- 5) The user can also choose to extend or share the video with other users.
- 6) Once the user is satisfied, push the "Finish" button to return to the dashboard.
- 7) At this point, the captured video will be uploaded in the background.
- 8) User can review the upload progress by entering "Settings"

How do I share a video with other users in my institution?

After a session has concluded and the user enters the session ended screen, the option to share a video is provided to the user via a button in the bottom left hand corner.

The user can select one or multiple users to share the video with from a dropdown list. (The list will be populated with other users from the same institution ONLY).

After selecting users to share a video with, the user will push "Finish" to initiate video upload. At this point, the video will be uploaded both to the user and shared user's accounts on the Haerst portal.

How do I extend a video session?

After a session has concluded and the user enters the session ended screen, the option to extend the video is provided to the user via a button on the bottom left hand side of screen.

Once selected, the user is presented with the option to extend the video by 5, 10, 15, 30, 45, 60 or 90 minutes.

Once a time frame has been chosen and the user proceeds, the countdown timer will start and the extended session will begin.

There is no limitation to the number of times a user can extend their videos.

What happens if I share a video that has been extended?

If a user selects to share a video, all subsequent extensions to the session will also be shared to the same individuals.

If a user selects to share at the conclusion of an extended video, all videos preceding the extension will also be shared (within the same session).

How do I delete a video?

A video can only be deleted at the session ended screen immediately after a video is captured.

The option is provided to the user via a button in the bottom right hand corner of the session ended screen.

Please note that this is the only point at which a video can be deleted on the iPad app. Once the video has been uploaded to the portal, the user can delete the video there if desired.