Geotab Camera Add-In for Order Now Camera Partners

User Guide

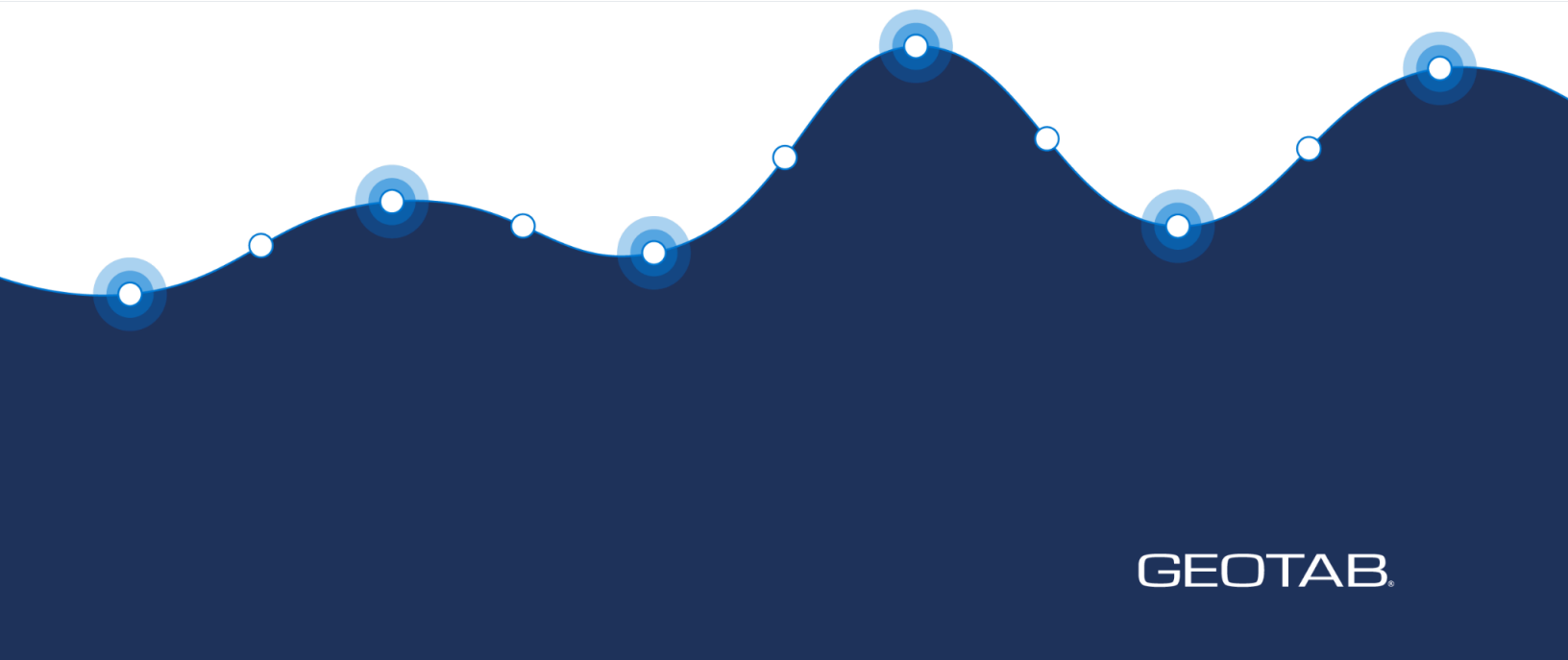May 2023

GEOTAB.

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Introduction

The Geotab Camera Add-In for Order Now camera partners allows users to view live video feeds and video recordings, create rules and exceptions to detect distracted driving behavior and harsh driving conditions, and much more.

The Add-in is only available for Customers enrolled in the Order Now program that ordered their Surfsight or Sensata cameras via Order Now on the Geotab Marketplace. Currently, the Add-in is not available for Customers who purchased Surfsight or Sensata cameras through a Partner.

> ✳ **NOTE**: The Geotab Camera Add-In does not have a separate menu item in the MyGeotab navigation menu.

Get started

Before you can use the Geotab Camera Add-In, you must install the Add-In on MyGeotab, and add a camera to an asset in the MyGeotab database.

For steps to install the Camera Add-In on MyGeotab, refer to [How to add the Camera add-in to MyGeotab](#).

> **! IMPORTANT**: Prior to adding a camera to an OEM telematics device, please ensure that the OEM telematics device is enrolled and activated.
>
> If you are uncertain, please contact your Partner for further assistance.

Installation Instructions

For the various options on installing your camera and the steps to follow, please review the following documents:
🅦 Surfsight Getting Started Guide [PUB].docx

📄 Surfsight User Guide-Order Now (2).pdf

Adding cameras to assets

1. Navigate to the **Cameras** page. The **Cameras** page can be found under **Safety > Cameras & Video > Cameras.**
2. On the **Cameras** page, click the **Add camera** button.
3. On the **Add Camera** page, enter the required information.

Add Camera

Select the asset with which you want to pair the camera.

Camera Provider: [⌄]

Camera IMEI number: [xxxxxxxxxxxxxx] ⓘ

Asset: [Search asset by name, serial number, license plate, or VIN ⌄]

✱ **NOTE**: To add a camera to an asset using the Geotab Camera Add-In, the camera must be ordered through the Geotab Marketplace using the Order Now program, and the serial number must match a GO device that has already been added to the database.

4. Click **Save** to add the camera.

Adding cameras to assets in bulk

1. Navigate to the **Cameras** page.
2. On the **Cameras** page, select **Bulk import cameras** from the **Add camera** dropdown menu.
3. In the **Bulk Camera Import** pop-up window, enter the required information for each device on a separate line.

Bulk Camera Import ✕

Quickly import cameras by adding a list of paired cameras and assets. Cameras should be installed in assets prior to importing them into the Fleet Management Application. Add the cameras and the assets in which they are installed following this format:

<Camera IMEI number>, <Device serial number>

Separate each pair with a line break.

Example:
xxxxxxxxxxxxxx, Gxxxxxxxxxxx
xxxxxxxxxxxxxx, Gxxxxxxxxxxx
xxxxxxxxxxxxxx, Gxxxxxxxxxxx

Camera Provider: [Surfsight ⌄]

[Camera IMEI number, Device serial number]

[Cancel] [Import]

✱ **NOTE**: To add a camera to an asset using the Geotab Camera Add-In, the camera must be ordered through the Geotab Marketplace using the Order Now program, and the serial number must match a GO device that has already been added to the database.

4. Click **Import** to add the cameras.

Unpairing cameras from assets

Before removing assets from MyGeotab, you must first unpair any existing cameras from the assets. After it is unpaired, the camera can be paired with another asset, either in a new asset or by installing another telematics device in the asset within the same database.

✳ **NOTE**: If the asset is removed from MyGeotab while the camera is still paired or if you would like to move a camera that has been unpaired to a different database, you must contact the Support team for assistance.

1. Navigate to the **Cameras** page.
2. On the **Cameras** page, select a camera from the list.
3. On the **Asset Edit** page, select the **Camera Settings** tab.
4. On the **Camera Settings** tab, click **Unpair**.
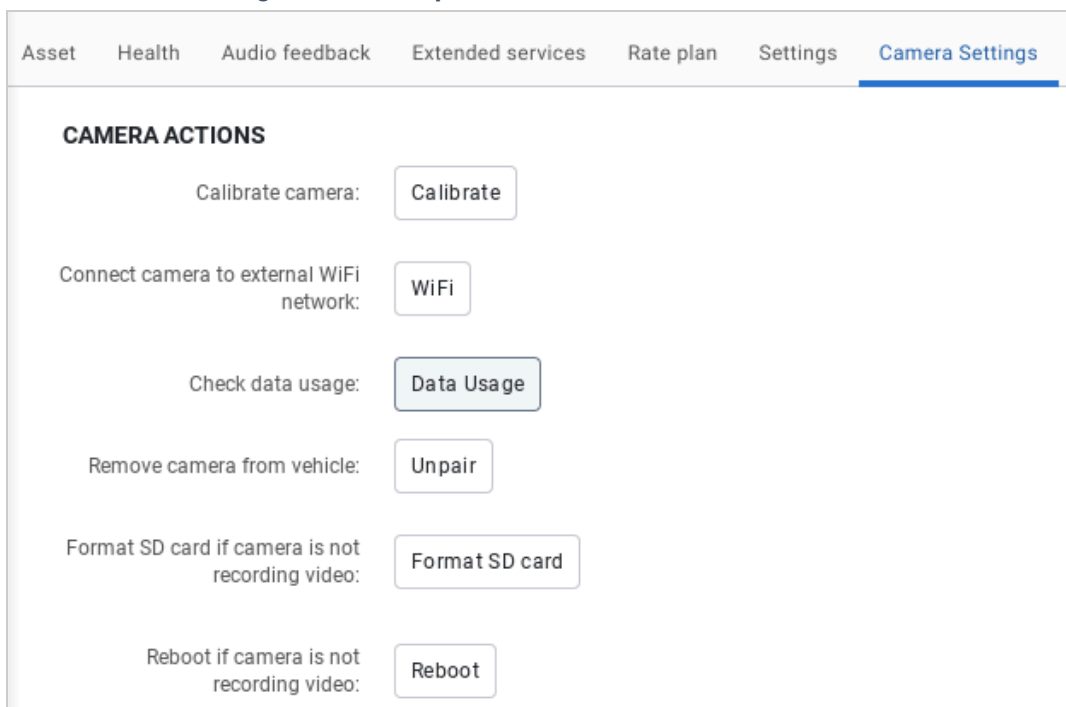
5. Click **Save** to save the changes.

Viewing installed cameras

Navigate to the **Cameras** page. On the **Cameras** page, the table displays a list of currently installed cameras, the current assigned driver, the associated IMEI or DRID numbers, and the serial number of the paired GO device.

Configure default settings

1. Navigate to the **Cameras** page.
2. On the **Cameras** page, click the **Fleet-wide camera settings** button.

* **NOTE:** If you do not see this option or are unable to make changes, please confirm with your administrator that your user has the appropriate permissions to edit settings. More information on security clearances can be found in the Security Clearances section of this document.

3. On the **Fleet-wide Camera Settings** page, you have the option to select a default configuration for event capture, including units of measure, live recording and audio recording. These values will apply to all current and new cameras on the database.

Modifying camera settings

1. Navigate to the **Cameras** page.
2. On the **Cameras** page, select a camera from the list.
3. On the **Asset Edit** page, select the **Camera Settings** tab.

* NOTE: If you do not see this option or are unable to make changes, please confirm with your administrator that your user has the appropriate permissions to edit settings. More information on security clearances can be found in the [Security Clearances](#) section of this document.

4. On the **Camera Settings** tab, modify the settings as needed.
5. Click **Save** to save the changes.

For customers using Surfsight AI-12 cameras within the EMEA region, an additional privacy option is available to enable blurring of faces & license plates. This setting will only be available at the database level and will apply to all cameras and all videos requested once turned on. This setting is listed in this menu as **Concealment**

* NOTE: Concealment is done as video is processed into the cloud platform and not by the camera itself. Due to this post-processing, real-time footage (live view) cannot be concealed and will show raw/unblurred video. Additionally, video retrieved from the SD card manually without being processed by the platform will also not be blurred.

Viewing camera data usage

1. Navigate to the **Cameras** page.
2. On the **Cameras** page, select a camera from the list.
3. On the **Asset Edit** page, select the **Camera Settings** tab.
4. On the **Camera Settings** tab, click **Data Usage**.

Tips for Data Management

Cameras ordered via Order Now offer a fixed data plan which, in most circumstances, should provide enough data to capture the risk events needed to support a fleet's safety program. If you are a fleet who finds themselves running out of data, this guide provides the tips to help you make the most of your data.

Tip 1: Decide on your video telematics goals

You may have had one or more of the below goals in mind when you considered adding video telematics to your safety program. Deciding which is a priority is a first step in making the most of your data.

- What safety objective are you trying to achieve and what does the baseline look like?
- Are you trying to gather data to set up an incentive program?
- Are you seeking to uncover problematic drivers?
- Do you want video to provide a safeguard for liability?

Tip 2: Align the use of video with your goals

There's always a temptation, especially in the beginning, to capture video for every event. This will most certainly deplete your data quickly, leaving you without video for when you actually need it. Instead, use the different types of functionality and integration with MyGeotab to work for you, so you can gather the data and video you actually need to meet your goals.

Tip 3: Considering adjusting your Geotab camera Event Settings to Manage Data

Limiting the amount of video saved to the cloud can help you to stay within your allotted data. One way to limit these uploads is by adjusting the settings under Camera Settings → Event Settings. Fleets can choose from three settings:

1. Automatically creates an event and uploads the video footage to the cloud (Automatic Upload option) - Best to use only for events that are of greatest concern
2. Creates an event and only uploads the data to the cloud with the video footage available upon request (Video on Request option) or
3. No video footage or event recorded (Off option)
4.
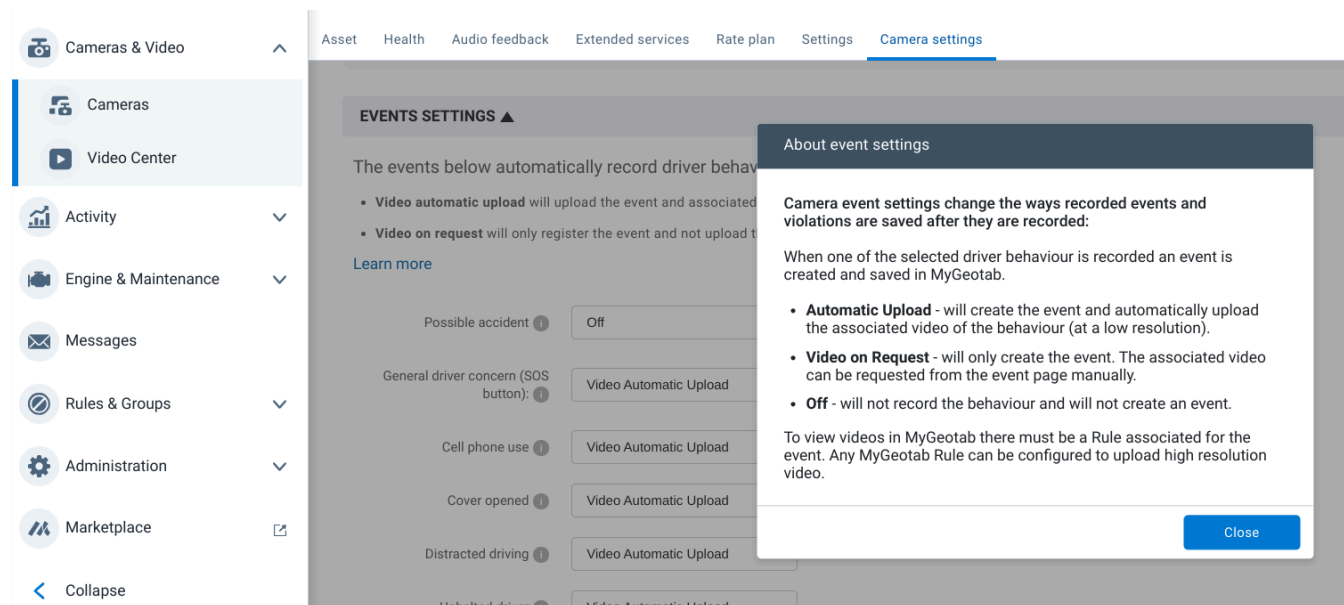
The second option, Video on Request, is great to use for capturing data to understand safety trends and opportunities. This will help you determine which video footage you should be capturing and help answer the question "what are my largest safety issues?" For example, if you see a driver is setting off an event at a higher rate than their colleagues, this may be a time to start capturing video for that event.

Limiting the amount of video saved to the cloud can help to manage your cellular data use.

Tip 4: Using Geotab's Rules to Capture Videos

Geotab offers an out-of-the-box ruleset, which can be adjusted as in Tip 3, but you can also leverage any Geotab Rule to capture important videos by using a "Web Request". For example, a fleet or safety manager may want to capture video for excessive speeding or harsh braking. You may decide that these events should take priority over the "out-of-the-box" rules.

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Camera Rules

By enabling a rule below, your cameras will record the rule scenario when it occurs and it will be saved in MyGeotab autor

- This means that when the described conditions are met, an Exception Event will be generated and a camera will capture a recording of the event.

Tip 5: Remote Access to Camera Footage

As mentioned in Tip 2, you can change the settings to upload only the event data to the cloud. But what if you decide you would like to obtain that video after all? Also, what if you need video that was not uploaded for other reasons, such as not having a rule applied to trigger the upload?

Geotab offers several ways to remotely access the video on the camera. These ad hoc video requests are typically used in the cases where you may want video to exonerate a driver in a liability situation. Once a request is made, the video is uploaded to the cloud where it can be shared with other team members, eliminating the need to transfer the file.

Tip 6: Leveraging Geotab's Exception Reporting

Creating Camera Rules will automatically create a Geotab Exception rule. If you no longer feel you need video for this rule but would like to continue to track it, remove the "Web Request" within the rule to make the most of your data. A reason a fleet may choose to discontinue recording video is when a type of risk is deprioritized. Even if the type of risk has moved down in priority, the associated data may still be relevant for your safety program.

Tip 7: Safety Scorecard

Geotab offers a Safety Scorecard. The data from the Exception Reporting in Tip 6 can also be incorporated into a customized Safety Scorecard. Your reseller or PAM can provide you with more information.

Viewing camera status on map

To view the camera status on the map, hover over the asset on the map. In the pop-up window, the **Camera feed** field displays **Live** if the asset is moving and camera footage is available, or **Offline** if the vehicle is not moving.

Viewing Camera Faults

1. Navigate to Maintenance > Diagnostics > Faults.
2. On the **Faults** page, select the **Options**.
3. In the **Options** menu, select the faults that you would like to review from the following list, and filter for specific vehicles:

   - Camera issue detected
   - Camera SD Card Not Mounted
   - Camera Recording Failure
   - Camera Hardware failure: unable to start camera imager and record video
   - Camera reset due to app freeze
   - Camera Recording failure 2 times in the last 24 hours
   - Camera constantly resetting
   - Driver camera recording failure
   - Driver camera recording when it should not be
   - SD card may be fragmented or corrupt

Note that faults can be used to create rules or in reports. These faults can be used to identify cameras with issues and common causes for issues.

View camera footage

There are various options to view camera footage, outlined in the sections below.

Viewing live camera footage from the map

1. Navigate to **Map** > **Map**.
2. From the **Map,** select the asset.
3. From the dropdown menu, select **Live video**. The camera footage opens on the right side of the page.
4. Click the **Play** icon to start viewing the live camera footage.
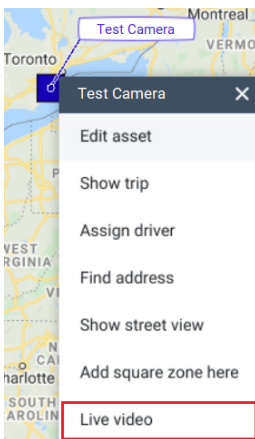
Viewing camera footage for a specific time period

1. Navigate to **Map** > **Trips History**.
2. On the **Trips History** page, use the **Search** bar to search for the asset.
3. On the map, select a point from the highlighted trip.
4. From the dropdown menu, select one of the following:
   - **Request 30s video recording** — Shows camera footage of 30 seconds after the selected time period.
   - **Request custom video recording** — Allows you to choose a custom time period, using the panel on the right side of the page.

Viewing camera footage for exception events — Trips History page

1. Navigate to **Map** > **Trips History**.
2. On the **Trips History** page, use the **Search** bar to search for the asset.
3. In the **Camera Captured Exceptions** panel, located on the right side of the page, select an exception event to view the camera footage.

Viewing camera footage for exception events — Exceptions page

1. Navigate to **Rules & Groups** > **Exceptions**.
2. On the **Exceptions** page, click the **Camera exceptions**.
3. On the **Camera Exceptions** page, click **Options** and modify the filters, as needed.
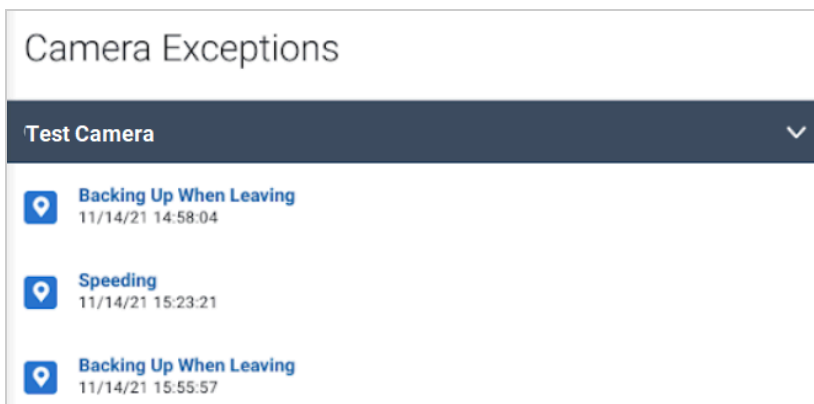
4. Select an exception event from the list. A panel opens on the right side of the page to display the video.

Viewing camera-specific events

1. Navigate to **Engine & Maintenance** > **Engine and Device...** > **Measurements**.

2. On the **Engine Measurements** page, select the **Options**.

3. In the **Options** menu, select the diagnostics that you would like to review from the following list, and filter for specific vehicles:

- Driver drinking or eating detected (1 = detected)
- Driver smoking detected (1 = detected)
- Driver handheld mobile device usage detected (1 = detected)
- Uncategorized driver distraction detected (1 = detected)
- Driver seatbelt status from camera system (1 = unbuckled)
- Other general driver concern detected (1 = detected)
- Camera fault: all power removed - device restarted (1 = fault occurred)
- ADAS Lane Departure Indication
- ADAS Forward Collision Warning
- Camera SIM cover opened (1 = opened)
- ADAS following distance
- Camera Lens Obstruction Detected (1 = detected)
- Camera vibration while in standby mode (1 = vibration occurred)
- Camera unauthorized access (1 = detected)

4. Click **Apply changes**.

Viewing Video Gallery

1. Navigate to the **Cameras** page.

2. On the **Cameras** page, click Video Gallery.

3. In the **Video Gallery**, select filters for date ranges, rules or exceptions, asset and/or driver to review events of interest.

✱ **NOTE**: While reviewing video related to an exception event, you can change the status and leave comments that appear on the **Exceptions Detail** page for the specific event. You cannot change the status or add comments for any custom videos requested from the Trips History page.

Create rules

You have the option to create rules and record camera footage for certain driving events.

Enabling default rules for video events

1. Navigate to **Cameras** page.
2. On the **Cameras** page, click the **Add camera** dropdown and select **Video Rules**.
3. On the **Camera Rules** page, select the event types of events and click **Apply** .

Create Rules

Rules turned on here will result in an advanced rule being created on the Rules page, with automatic video upload configured.

Recommended

Tailgating
Detects when a driver is tailgating by tracking the distance between the two vehicles.
On **Off**

Incorrect pin code
Detects when the wrong password has been used to connect to the camera.
On **Off**

Camera detected possible collision
Detects when a potential collision has occured.
On **Off**

General

Smoking
Detects when a driver is smoking while in the vehicle.
On **Off**

Device unplugged
Detects when the device has been manually unplugged.
On **Off**

Lens obstruction
Detects when the driver facing camera lens has been obstructed.
On **Off**

Lane departure warning
Detects when a driver starts to drift away from the current lane.
On **Off**

4. On the **Video Rules** page automatic upload settings can be enabled for existing rules through the on/off toggle.

Video Rules

Configure rules to upload videos from the paired camera when a rule exception occurs. The recording will be available to view in the Video Center even if the camera is offline.

Upload Settings

On this page you can view all enabled rules from the Rules page. Set the toggle to **On** for the ones you want to automatically upload videos when exceptions occur.

Search for rules | All

Possible Collision (Legacy)
This is a built-in rule, see Rules page for full description.
On Off

Device button is pressed - CA004
This rule will trigger if the driver presses the red button on the side of the camera.
On Off

Harsh Cornering
This is a custom rule, see Rules page for full description.
On Off

Seatbelt undone - CA009
This rule will trigger if the in-cab facing camera detects that the seat-belt is not connected or if the telematics device detects that seat belt is connected connected while moving.
On Off

✳ **NOTE**: The **Camera Rules** page only displays the rules that work with the cameras from the provider you are currently using. In the event the fleet is mixed with solutions from multiple providers, some rules may have a

disclaimer that they will not apply to one or more of these cameras. Additionally, you will need to ensure the event capture is enabled for these specific events. Please refer to the [Modifying camera settings](#) section or the Configure default settings section for more information.

Creating custom rules for video events

1. Navigate to **Rules & Groups** > **Rules**.
2. On the **Rules** page, click **Add**.
3. Under the **Name** tab, enter the required information, then select the **Conditions** tab.
4. Under the **Conditions** tab, click **Engine data**. For **Type**, click **Measurement or Data**.

5. For the **Diagnostic**: field, click **Display All Diagnostics**, then select an event from the dropdown menu located above the button.

6. In the **Value** field, select **Over** and enter the value **0**.

7. Click **Add**.

8. Next, go to **Notifications.**

9. Open the **Move** options menu and select **Web Request.**

10.

11. Once complete, click **Save**.

✱ **NOTE**: You can add conditions as needed to create complex rules.

Camera diagnostics

Diagnostic Description	Surfsight Event Name	Sensata Event Name
Driver drinking or eating detected (1 = detected)	Food and Drink	
Driver smoking detected (1 = detected)	Smoking	
Driver handheld mobile device usage detected (1 = detected)	Cell Phone Use	
Uncategorized driver distraction detected (1 = detected)	Distracted Driving	Distracted Driving
Driver seatbelt status from camera system (1 = unbuckled)	Driver Unbelted	
Other general driver concern detected (1 = detected)	Button Pressed	Button Press
Camera fault: all power removed - device restarted (1 = fault occurred)	Power Disconnected	
Camera SIM cover opened (1 = opened)	Cover Opened	
ADAS following distance	Tailgating	Headway Monitoring Warning
ADAS lane departure indication	Lane Weaving	Lane Departure Warning
ADAS forward collision warning		Forward Collision Wasning
Driver drowsiness or fatigue detected		Fatigue
Camera Lens Obstruction Detected (1 = detected)	Lens Obstruction	
Camera vibration while in standby mode (1 = vibration occurred)	Jolt (Camera wake from Vibration)	
Camera unauthorized access (1 = detected)	Wrong Pin Code	

Tailgating settings

1. On the **Cameras** page, select a camera from the list.
2. On the **Asset Edit** page, select the **Camera Settings** tab.
3. Under the **Camera Settings** tab, expand the **Event Settings** section.
4. In the **Event Settings** section, enable Tailgating and click the gear next to the event for configuration.
5. Modify settings as needed. When modifying the setting, keeping the following in mind:
   - Continuous time to collision is the duration for which the asset must be closer to the vehicle in front of it than the time to collision threshold. For the example below, the asset must be closer than 2 seconds time to collision to the vehicle in front of it for 3 seconds or longer to trigger an event.
   - Time to collision during day and Time to collision during night can be different to help account for

changes in visibility and road conditions.

6. Click **Save**.

✳ **NOTE**: This setting only applies to Surfsight cameras. This can also be done through the **Fleet-wide camera settings** page and will apply to all cameras on the database.

ADAS Calibration

1. On the **Cameras** page, select a camera from the list.
2. On the **Asset Edit** page, select the **Camera Settings** tab.
3. On the **Camera Settings** tab, select **Calibrate ADAS**
4. Follow the instructions on screen and complete the calibration process.
5. Click **Save**.

✱ **NOTE**: This calibration only applies to Surfsight cameras.

Creating rules for video events with OEM telematics

Although the process to create rules and record camera footage for certain driving events for OEM telematics devices is the same as Geotab telematics devices, please ensure the rule conditions take the reporting frequency of the OEM into account.

✱ **NOTE**: Camera events will not be affected by OEM reporting frequency.

Expected reporting frequency can be found in the individual OEM data sets — listedcf below:

- Ford Data Set
- GM Data Set
- Volvo/Mack Data Set
- International/Navistar Data Set
- Hino Data Set
- John Deere Data Set
- Caterpillar Data Set
- Vermeer Data Set
- PSA Data Set
- MBCS Data Set
- Renault Data Set

For OEMs that are not currently included in the list, contact your Partner for more information.

1. Navigate to **Rules & Groups** > **Rules**.
2. On the **Rules** page, click **Add**.
3. Under the **Name** tab, enter the required information, then select the **Conditions** tab.
4. Under the **Conditions** tab, click **Add engine**. For **Type**, click **Measurement or Data.**

5. For the **Diagnostic:** field, click **Display All Diagnostics**, then select an event from the dropdown menu located above the button.

6. In the **Value** field, select **Over** and enter the value **0**.

7. Click **Add**.
8. Once complete, click **Save**.

✴ **NOTE**: You can add conditions as needed to create complex rules.

Support

Please refer to the Community Topic & Knowledge Base Articles for the Geotab Camera Add-In (For Internal use only).

Security Clearances

Similar to most functionality in MyGeotab, access to various parts of the Add-In is controlled using MyGeotab's security clearance system to provide different levels of access to users.

By default, all functionality is enabled for the Administrator role. Once the Add-In is installed, all functionality is enabled for the remaining clearances. To provide access to specific user roles, follow the steps below.

1. Navigate to the **Administration** > **Users** page.
2. On the **Users** page, click **Clearances**.
3. On the **Clearances** page, select the user clearance level for a list of Camera Add-In security identifiers.

✱ **NOTE**: Most of the MyGeotab options are unavailable for default user clearance levels (Administrator, Supervisor, Default User, and more. Only add-in clearances will be editable for these levels. For more information on custom clearances, refer to the How to Create a Security Sub-Clearance community article.

Security Identifier	Functionality
View "mygeotab-camera-addin" add-in	Show or hide entire Add-In across MyGeotab
Administer camera settings	Allows users to edit camera settings and calibration options, and fleet-wide camera settings. Includes all camera settings, such as formatting SD card and ADAS calibration.
Administer paired cameras	Allows users to add or pair new cameras and unpair existing cameras.
View camera live video	Allows users to view live video on the Map page.
View recorded video	Allows users to view video recordings from events, request video upload from the map, and view the video gallery and gallery content.