



GOCAM FAQ / Install / Technical Specifications

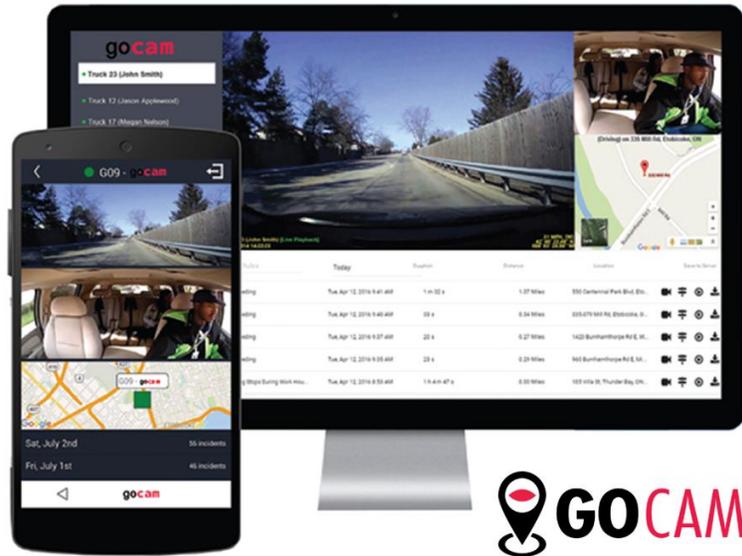


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Software

Footage

1. How is video recorded on the camera?

Cameras will continually record footage onto an internal SD card. Recording rules and manual video requests are used to automatically save footage to cloud storage. Once the SD card has reached capacity, it will begin recording over the oldest collected footage. In other words, the SD card will work in a loop, only recording over the oldest footage on-hand.

2. How much data can systems record before the SD card fills up and begins overwriting?

Storage times depend on several factors: SD card size, FPS (frames per second), video resolution, number of connected camera channels, and video quality (bitrate). All of these are selectable options in the camera configuration. Smartwitness Cameras will accept 32GB, 64GB, and 128GB SD cards. For a calculated estimate of your SD card's storage capacity, see our [SD storage calculator](#).

3. Once a piece of footage has been overwritten, am I able to access it at all?

If the footage in question was linked to an exception that saves video footage, it will be accessible in the driver's Exceptions tab under Asset Map. Otherwise, the only way that the footage will still be accessible is if you already manually downloaded it using GOCAM or by removing the SD card and viewing with the free [PC analysis software](#).

4. Can I have footage be automatically sent to me in certain scenarios?

Under the Settings tab on GOCAM, you can set rules that will trigger an alert to be sent to you automatically. These triggers can include hard braking/acceleration, speeding, and impact detection. In creating these rules (under the section of the same name), you are able to set the rule to automatically send you (or any other emergency contact) the footage collected during the event.

×

Rule

Name:

Type:

Groups:

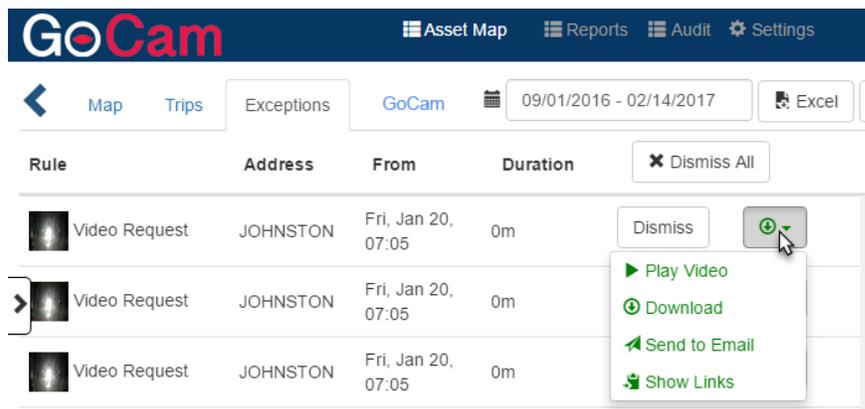
Immediately Alert: Driver by SMS Driver by Call

If Not Dismissed After:

Escalate To: Attach Video

5. Am I able to store footage from broken rules for later use?

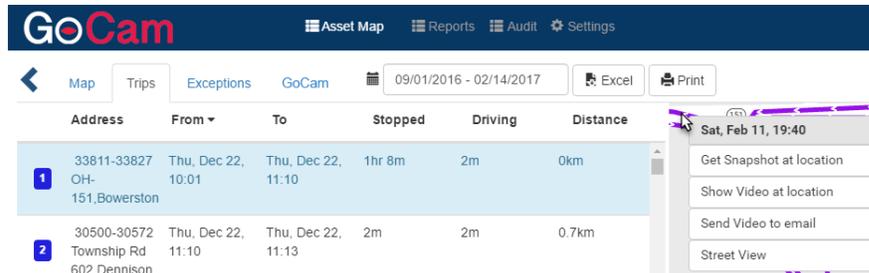
The footage sent to emergency contacts due to rule breaking (or “exceptions”) is also automatically stored in the cloud and can be viewed and downloaded under the driver in question’s Exceptions tab under Asset Map. These exceptions can also be dismissed under this tab should you no longer have need for them.



Rule	Address	From	Duration	
Video Request	JOHNSTON	Fri, Jan 20, 07:05	0m	Dismiss <input checked="" type="button" value="⌵"/>
Video Request	JOHNSTON	Fri, Jan 20, 07:05	0m	▶ Play Video ⬇ Download ✉ Send to Email 🔗 Show Links
Video Request	JOHNSTON	Fri, Jan 20, 07:05	0m	

6. How do I view/save the recorded video/data?

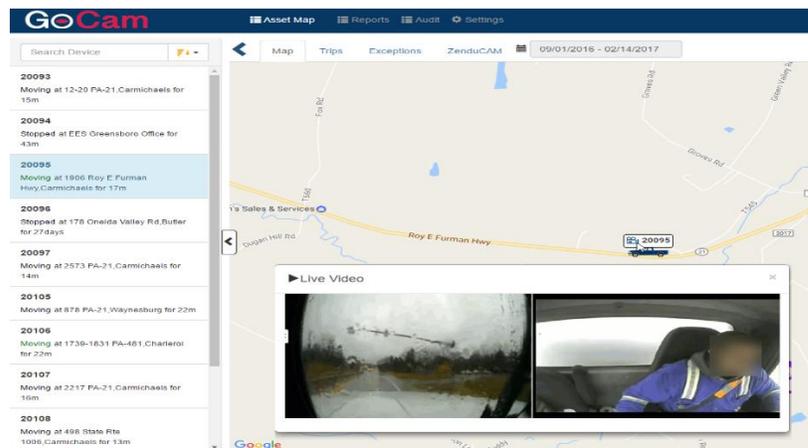
Recorded footage can be accessed via GOCAM or the PC analysis software. To access video footage which has not yet been overwritten and **that is not related to an exception**, you can click on the breadcrumb (section of the driving path) in question, in both Map and Trips under Asset Map, and choose the option “Show Video at location”. You can also choose to send the video via email to save it for future use.



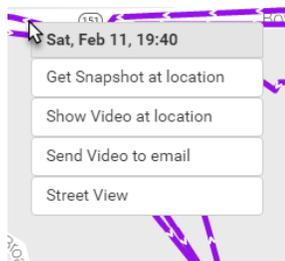
You can also manually view and save footage using the [PC analysis software](#).

7. How can I view live footage of one of my drivers?

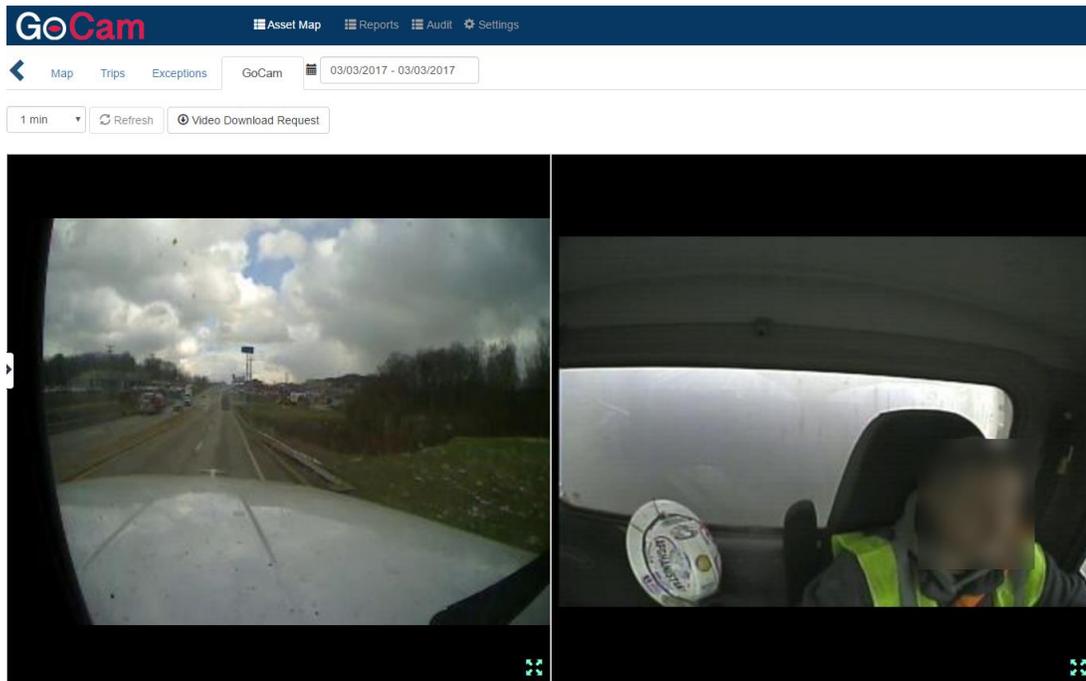
On GOCAM, there are 3 different ways that you can view live camera footage. Live footage will only be available once the driver in question is selected from the sidebar on the left of the screen and the camera is turned on. Under Map (in the Asset Map tab), live footage can be shown by **clicking the GOCAM icon** shown above the driver's icon on the map.



Also under the Map tab, live footage can be shown by clicking any of the driver's breadcrumbs and **selecting "Live Video" from the drop down menu**.

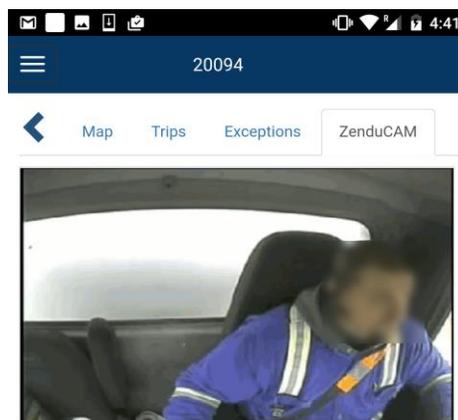


The final way to view live footage is by **clicking the GoCam tab** under Asset Map.



8. Can I get a live feed from my phone?

Live footage on the GoCam mobile app can be accessed in the exact same way as described above, as the app maintains the same structure as the website.



9. Can I view my footage without GoCam?

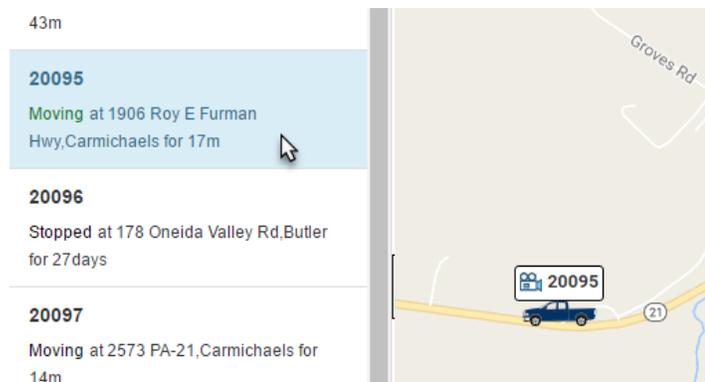
As each camera comes with an SD card, video footage will be recorded whether or not you have the GoCam integration. In such a case, recorded footage can only be viewed using the [PC analysis software](#) after connecting the SD card to the computer.

1. Can the camera work independent of Geotab?

Yes. While having Geotab integrated with GOCAM allows for rule setting and exception detection, it does not impact the main function of the camera. GOCAM has its own features, such as an accelerometer and panic button. As such, rules can be set using any of GOCAM's exception features. These exceptions will therefore continue to send video footage (if requested) to the emergency contact(s). The removal of Geotab simply reduces the variety of rules that can be set, as Geotab's diagnostics capabilities offer a more in-depth view of vehicle performance.

2. How is the real-time GPS position of a vehicle viewed?

GPS locations of all fleet vehicles can be viewed on the camera in real-time. In Map (under Asset Map), any connected vehicle's current position can be viewed by simply selecting the specific vehicle from the left sidebar.

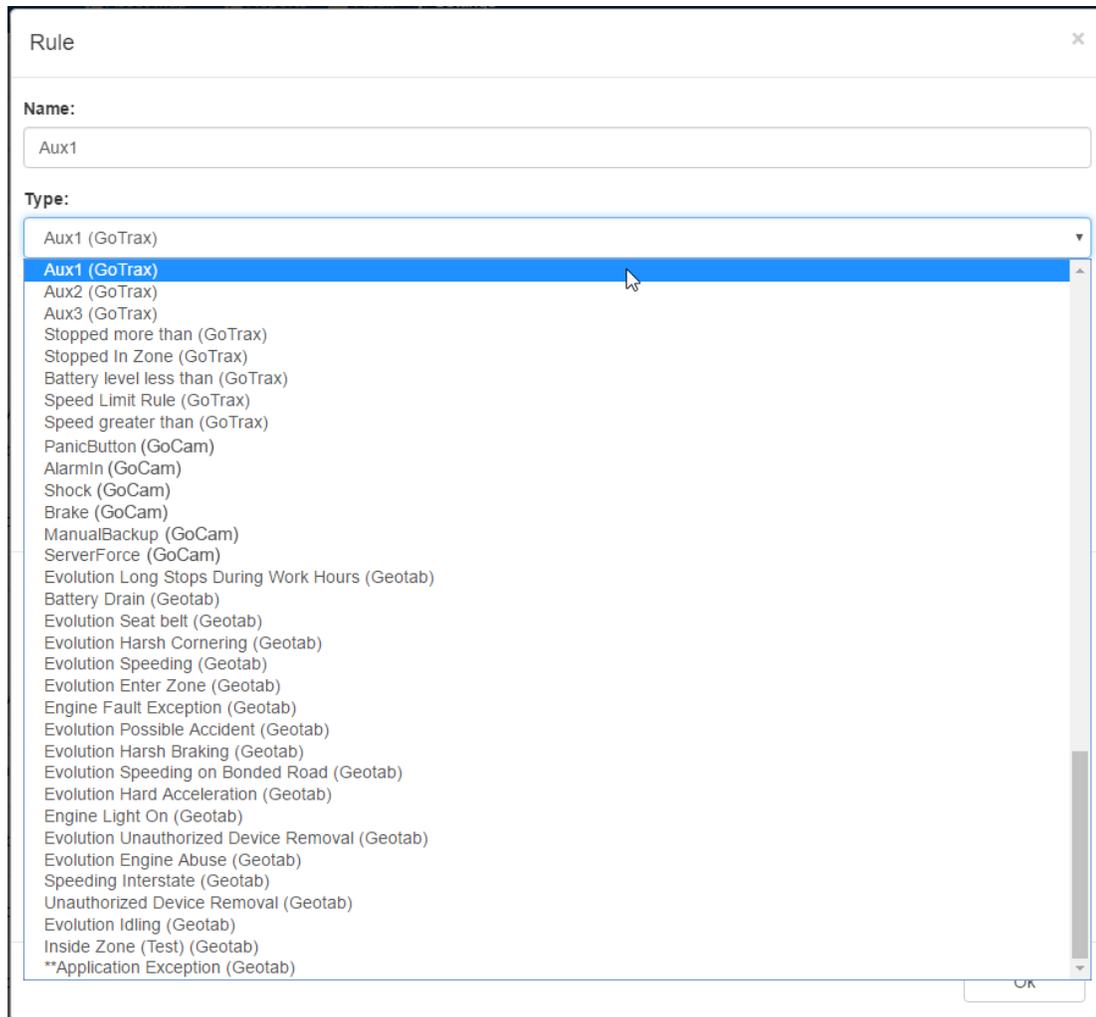


3. What kind of alerts can be set up through GOCAM?

Different alerts or rules can be set up depending on whether or not you also have Geotab installed in your vehicle. Without the addition of Geotab diagnostics, the camera can make rules based on the following:

- *Panic Button* - triggered by the driver pressing the panic button on the camera
- *Alarm In* - triggered by a designated alarm signal reaching the input wire
- *Shock* - triggered by a large shock or impact detected by the built-in accelerometer
- *Brake* - triggered by hard deceleration detected by the built-in accelerometer

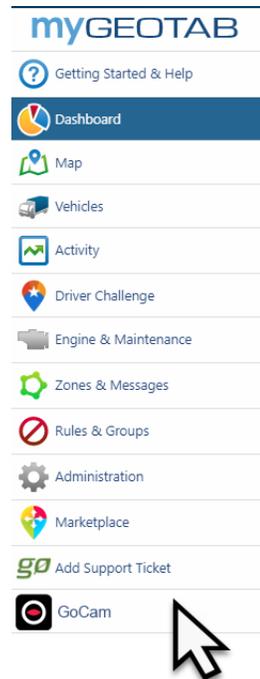
The addition of Geotab diagnostics allows for a wider variety of alerts. These alerts include everything from speeding to vehicle faults to idling for too long. See below for a full list of possible rules:



Geotab

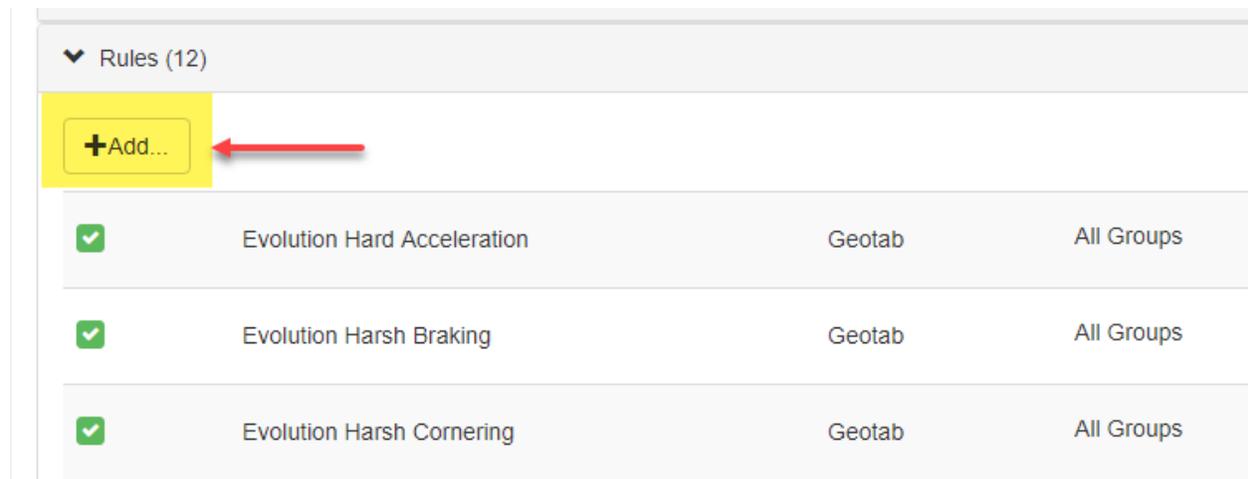
1. How do I log into GOCAM if I am using Geotab?

The GOCAM portal can be accessed through MyGeotab. Once you are set up with our camera system, you simply click on the GOCAM button on the sidebar. This will open up our portal within the MyGeotab application



2. How do I trigger recordings based on Geotab rules?

You can decide which exceptions you would like to use based on what you would like to monitor. When integrated with Geotab, our camera can utilize existing Geotab rules to automatically send video footage to the cloud. You simply press Add a New Recording Rule in the Settings tab of our software platform.



Rule x

Name:

Type: **Select Your Existing Geotab Rule** v

Duration (hr):

Groups:

Save Video to Cloud

Immediately Alert: Driver by SMS

If Not Dismissed After: min

Escalate To:

- Custom Speeding (Geotab)
- Away from depot (Geotab)
- Close to speed limit (Geotab)
- Evolution Long Stops During Work Hours (Geotab)
- Seat belt (Geotab)
- Away from depot (Geotab)
- Speeding (Geotab)
- ROSTOSKY (4) Restricted (Geotab)
- Battery Drain (Geotab)
- Evolution Seat belt (Geotab)
- Away from depot (Geotab)
- Hard Acceleration (Geotab)
- EQT Speeding new > 60 Seconds (Geotab)
- Evolution Arrived Service (Geotab)
- ROSTOSKY (6) Restricted (Geotab)
- Unassigned Trips (Geotab)
- Away from depot (Geotab)
- Evolution Harsh Cornering (Geotab)
- Away from depot (Geotab)

3. How do I set up the Geotab integration?

Every Geotab has a serial number associated with it. In order to integrate GOCAM with Geotab, we simply require your Geotab serial number, camera DRID and Asset name to set you up on our platform. Click on the Devices tab under Settings to get to the window below.

GoCam Asset Map Reports Audit Settings Sign Out

Devices (12)

Name
20108
20097
Spare
20093
20096
20095

Add Device x

Asset Name:

Tracker Type:

Smartwitness DRID:

Geotab Device Serial:

VIN:

Comment:

Add Geotab Serial Number Here

1. Does the camera record audio?

Yes, all SmartWitness devices have a built-in microphone for audio recording. The audio can be enabled or disabled in the device settings.

2. I need to see more than just a forward facing dash view. What are my options?

CP2 can connect a second camera and CP4 can connect up to 4 cameras. There are several camera options available which simply "plug 'n play" to the CP2 and CP4: wide angle, infrared, weatherproof, rear back-up, mini, side view, and dome cameras to name a few. Here is a link to all accessory "child" camera options:

<https://smartwitness.com/add-on-cameras>

3. How many cameras can I have attached to my SmartWitness solution?

Currently, the maximum number of cameras that can be hooked up is 4. As mentioned above, the [CP2](#) is a windshield-mounted device with a road facing camera built-in and it can connect a second driver-facing camera. The [CP4](#) can connect up to a maximum of 4 cameras. There is an 8 camera option as well called [CRX](#), which is a mobile DVR system typically used for buses or transit applications.

4. Can my driver unplug the power or steal the SD card evidence?

Our camera systems all have enclosures available to protecting the SD and SIM cards. Additionally, SmartWitness products have permanent power supply cables which connect directly to vehicle power and cannot be disconnected at the unit side. Power up and shutdown is automated via the vehicle's ignition status.

5. Are there surveillance type cameras which can be housed in tamper proof domes?

Yes, we can special order dome cameras if the project requires it but we do not stock dome cameras as standard. However, the [SVA035-A](#) is a dome-like camera and cannot be easily tampered with. These cameras require use of the CP4 system.



6. How is the GOCAM system powered? Will it work when the vehicle is turned off?

All of our camera systems require a direct power connection to the vehicle battery, ignition, and ground. When ignition is turned on, the cameras will boot up. When ignition is turned off, the camera will start its internal shutdown timer. The default timer is set to 15 minutes, but can be increased to a few hours if required. Additionally, the cameras support a “wake up” interval, which if set, the camera will power up on its own (i.e. every 10 hours) even if no ignition is detected. And will stay powered up for a short duration (i.e. 10 minutes) to transmit its location and upload any pending video requests.

Data Communication

1. Why does the camera use a SIM card?

The SmartWitness camera uses cellular data (3G/LTE) to transmit information and video in real-time. It utilizes local storage on the device and a unique data flow to keep cellular data usage low whilst not restricting access to crucial evidence. The camera is carrier agnostic and can currently connect to nearly every cellular provider in the world. By default, GOCAM includes an AT&T sim card that is “activation ready” which means it will not activate and start billing until it is installed and transmitting data. In short, SmartWitness devices will automatically activate the SIM cards at the time of installation.

2. Can I use WiFi instead of Cellular SIM?

Some vehicles have an WiFi hotspot already installed. In this case, SmartWitness can

3. Can I use my own SIM card with Smartwitness Cameras?

Users are able to install their own SIM card into the camera only as long as the SIM card meets the following criteria:

- GSM network
- 300-500MB data



- The APN is known

You will need to set the APN on the SD card using the configuration utility for your respective camera model: <http://support.smartwitness.com/support/home>

4. How can I reconfigure the default SD card settings?

The SD card's default settings include AT&T APN and are pointed to the SmartWitness US server (SmartAPI middleware platform). To reconfigure these default settings, you can follow the guides here:

- [CP2](#)
- [CP4](#)

If the devices are already connected, you can use the SmartAPI Workstation to update settings to devices in bulk. SmartWitness will provide you with such workstation access and training if required. [Here is a guide](#) to using the Smart API Workstation for creating default settings and applying them.

5. Can the camera work without any cellular data plans?

While the Smartwitness camera itself works without a cellular data plan, it loses some of its features. Without the ability to transmit data in real time, emergency contacts cannot receive alerts at the occurrence of exceptions, and live camera footage is not accessible. The camera will, however, continue to record footage, and the Geotab (if connected) will save exception history. Using PC analysis software, you are thus able to connect the SD card to a computer to view and download any recorded footage that you wish to view.



Installation

How easy is it to install a SmartWitness system? Can I do it myself?

SmartWitness installations should be performed by a qualified individual or installation professional only. Working with a vehicle's power system can be dangerous to both you and your vehicle. This installation is intended only to be a guide since vehicle designs and power/input sources can vary significantly from vehicle to vehicle.

If you need to schedule a professional installation service in the USA for your SmartWitness device(s), please visit smartwitness.com/request-install and submit the online form. SmartWitness will coordinate an authorized installer for you.

Here are installation guides for SmartWitness systems:

- [CP2](#)
- [CP4](#)

Costs & Comparison

What is covered in the monthly cost?

Listed below are the items that are contained within the monthly cost:

- Real-time GPS location tracking (Integrated to Telematics or Stand-Alone)
- Historical vehicle data
- Reporting functions
- Camera footage retrieval
- Cellular Data Services
- Cloud storage
- Warranty
- Training
- Support
- Server fees

Note: Firmware and software upgrades are free of charge and occur over the air.



How does SmartWitness compare to its competitors?

	Rosco	Defense	DriveCAM	GOCAM
Low-High Real-Time Streaming Video	✗	✗	✓	✓
Live Fleet GPS Mapping Interface	💰	💰	💰	✓
Asset Trip History View	💰	💰	💰	✓
Mobile App	✗	✗	💰	✓
Ability to Pull Video from GPS Breadcrumbs on Map	✗	✗	✗	✓
Stand-Alone Option for Full Telematics (GPS)	✗	✗	✗	✓
Mobile App to Review Video from Exceptions, GPS	✗	✗	💰	✓
Connection, Trips, Exceptions Reports	✗	✗	✓	✓
Cloud Connected Video	✓	Server Setup & Maintenance	✓	✓
Solution Setup Costs	free	💰	💰	free
Remote Access	✓	✗	✓	✓
Automatic SD Card Maintenance	✗	format SD cards regularly	✓	✓

✓ Included(Stand-Alone) 💰 Paid Add-On or Requires Partner Integration ✗ Not Yet Available