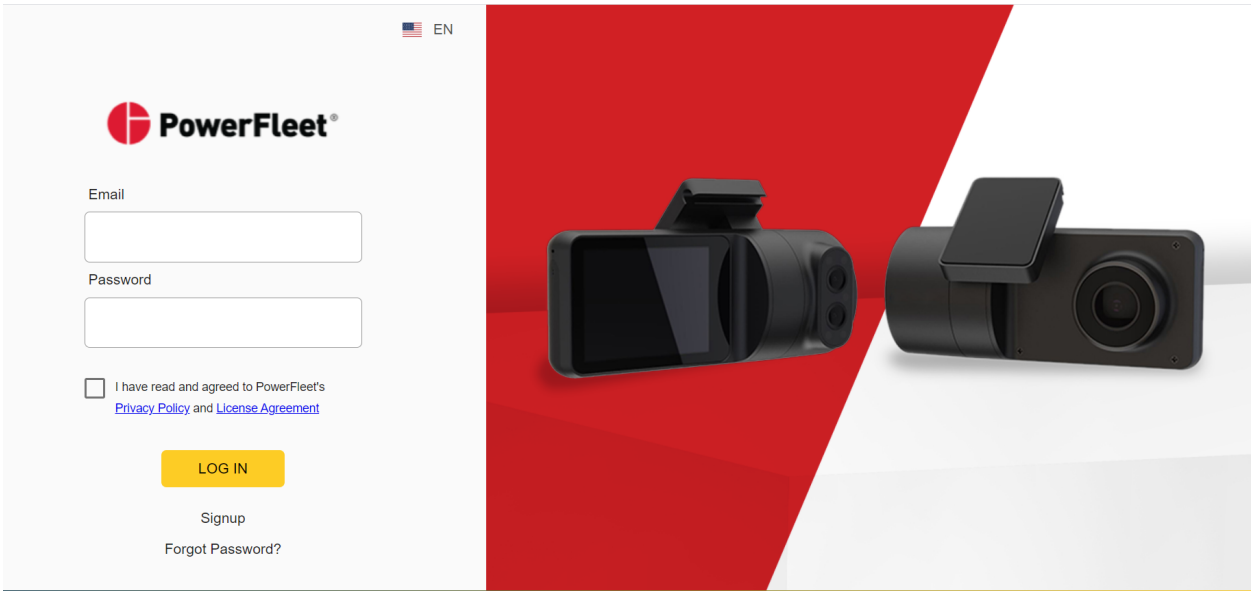
Vista Cloud Software Guide



User Manual

PowerFleet Vista Cloud Software Version 2.7.5

PowerFleet

www.powerfleet.com

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Get started with your cloud account

Once you purchase at least one V-AI12 dashcam, you should sign up for a PowerFleet cloud app account. Skip to Step 3 if the reseller set up your cloud account for you.

To sign up and log into your account:

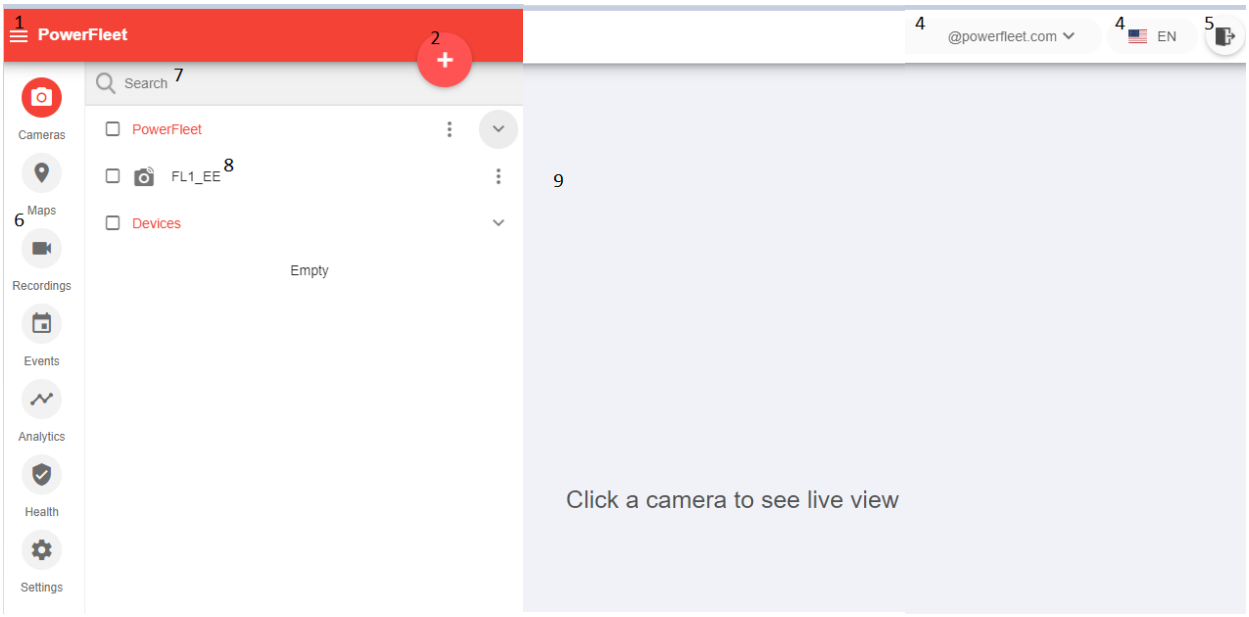
1. From the dashcam you have purchased, take note of the IMEI number.

The IMEI number can be found on the sticker on the dashcam itself or on the back of the dashcam box.

2. Open an internet browser and navigate to the PowerFleet cloud app.
3. If you already have an account, enter your email and password and log in.
4. If you do not have an account, click **Signup** directly under the login.
5. Enter the necessary details on the screen. Use the IMEI number noted in Step 1.
6. Click **SIGNUP**.

Navigate the PowerFleet cloud app

When you log into the cloud, the **Cameras** area loads.



The following table describes the layout and components of the app:

Number	Component	Description
1	Expand/collapse	Expand or collapse access to the navigation bar.
2	Add	Add a new dashcam or group.
3	User menu	Access our privacy policy, your app licenses, and view details about the current app version.
4	Language menu	Change the UI language to: • English • Spanish • French • Hebrew
5	Logout	Exit the app.
6	Navigation bar	Access all areas of the app.
7	Search	Access the **Search** bar from most areas to find the relevant dashcam.
8	Area panel	Displays all information and options relevant to the area in which you are located.
9	Main window	Displays data relevant to the options and items you have selected and the area in which you're located.

Add cameras to your PowerFleet account

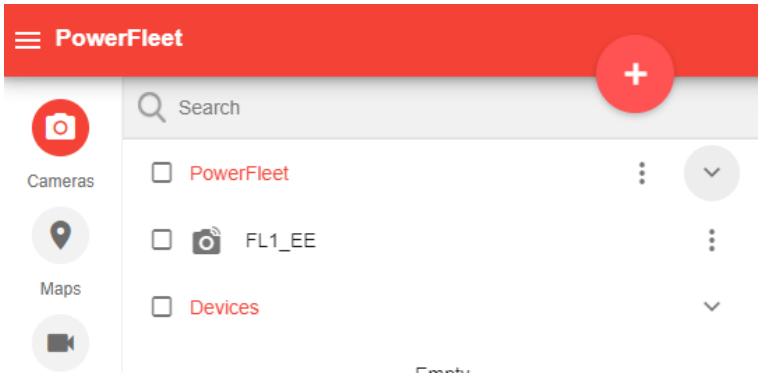
You can add a single dashcam or multiple dashcams at once:

- Add a single dashcam
- Add multiple dashcams

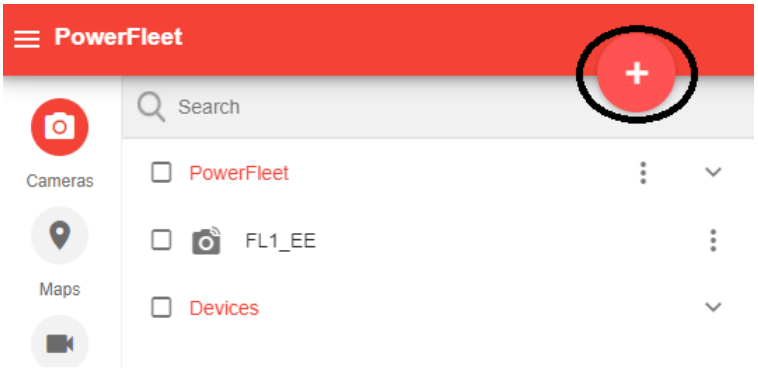
Add a single dashcam

1. From the PowerFleet cloud app dashboard, click **Cameras** on the navigation bar.

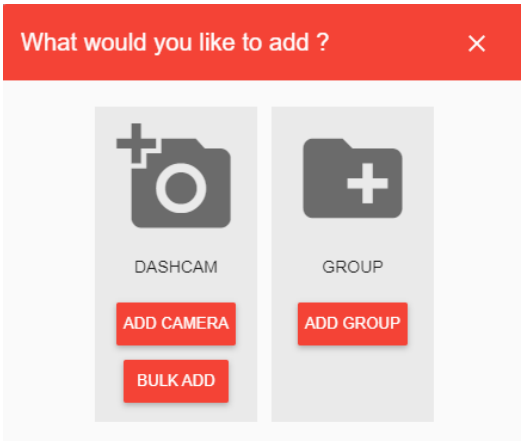
The list of dashcams appears.



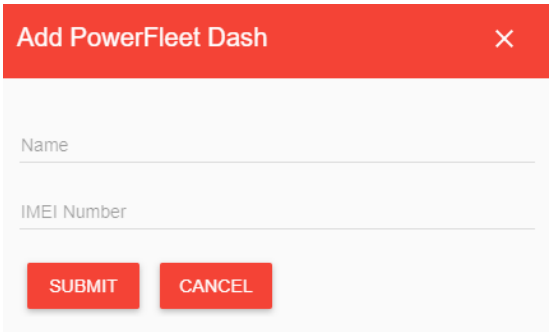
2. Click +.



3. Click **ADD CAMERA**.



5. Give the dashcam a unique name.



Note

The dashcam name appears on the device list so choose carefully.

6. Enter the dashcam IMEI number.

Note

The IMEI number can be found on the sticker on the dashcam itself or on the back of the dashcam box.

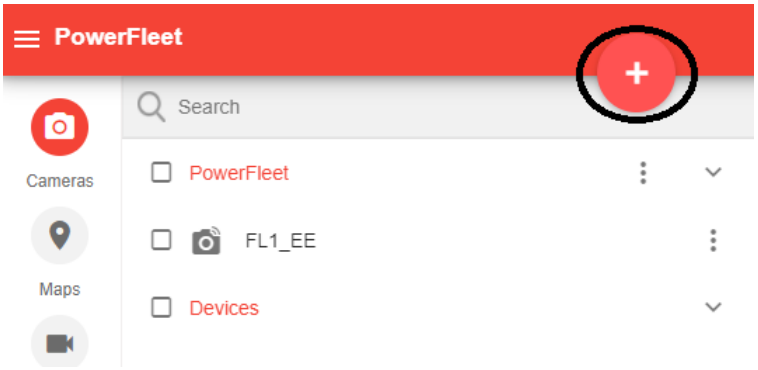
7. Click **SUBMIT**.

To test the dashcam connection, turn on the dashcam. After a minute you should see the dashcam name on the list with a green icon next to it, indicating the dashcam is online.

Add multiple dashcams

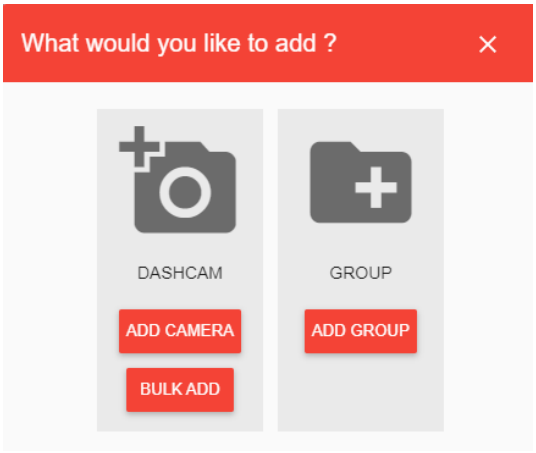
Add multiple dashcams in one click.

1. From the PowerFleet cloud app dashboard, click **Cameras** on the navigation bar.
2. Click +.



A window opens from which you can add an additional dashcam or create a group.

3. Click **BULK ADD**.



4. Enter the IMEI number for each dashcam followed by its unique name. You can copy and paste this directly from a CSV file, or manually type the values.

Use the following format:

Dashcam IMEI Number, "Dashcam Name"

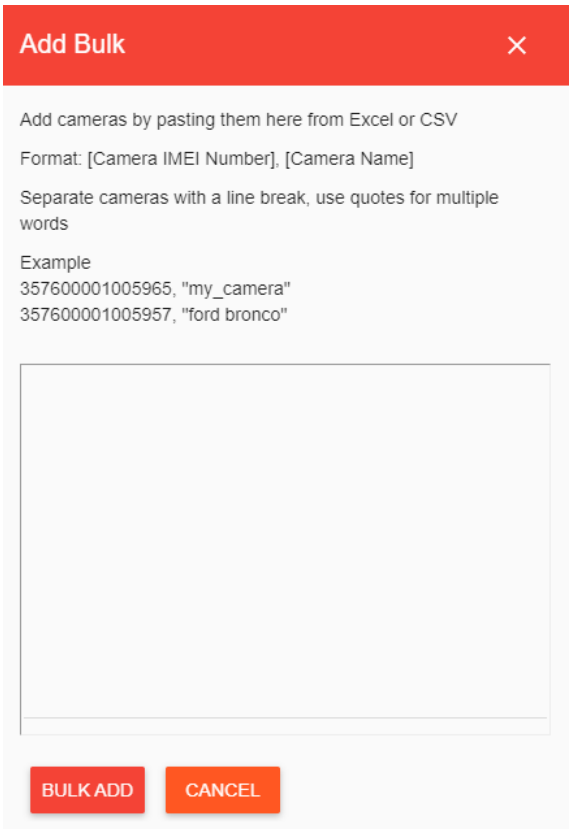
357600001005965, "my camera"

357600001005957, "ford bronco"

357600001005960, "juice truck #10"

Note

The IMEI number can be found on the sticker on the dashcam itself or on the back of the dashcam box.



5. Click **BULK ADD**.

The dashcams should appear on the **Cameras** list.

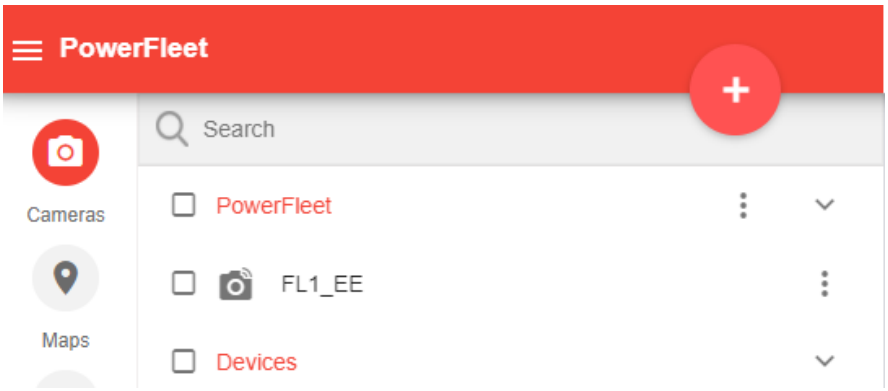
Create groups for dashcams

Create a group of V-AI12 dashcams to manage and apply settings to multiple dashcams at once.

1. From the PowerFleet cloud app dashboard, click **Cameras** on the navigation bar.

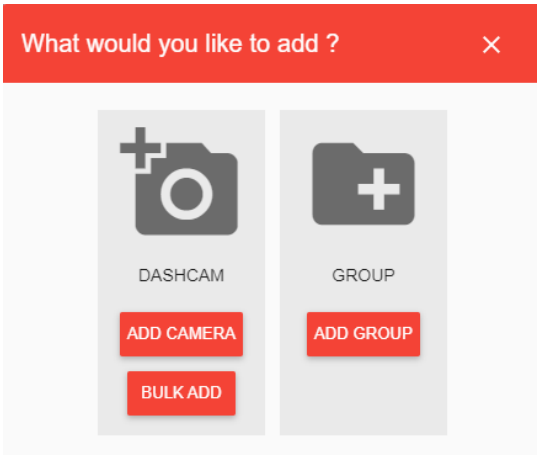
The list of dashcams appears.

2. Click +.



A window opens from which you can add an additional dashcam or create a group.

3. Click **ADD GROUP**.



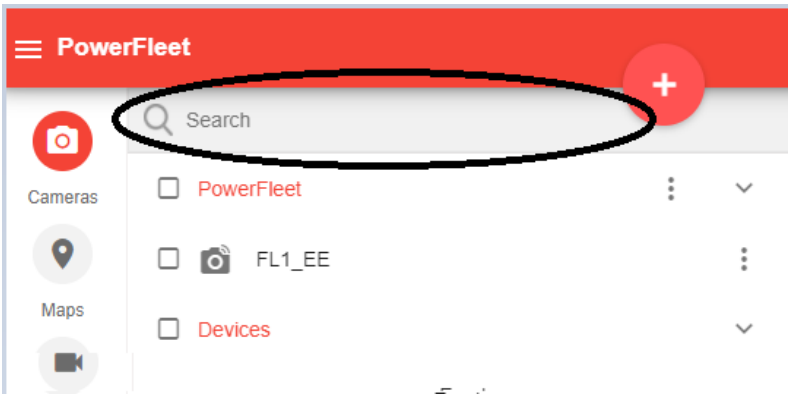
4. Give the group a unique name and click **Add**.

The new group appears in the **Cameras** list.

5. Drag and drop dashcams into the group.

Search in the cloud

Most of the sections in the PowerFleet cloud app have a search field at the top of their window. For example, in the **Cameras** window, it appears as follows:



Type a search word for the V-AI12 dashcam you are searching for and click **Enter**. The relevant results load.

View live video from Cameras

The dashcam has two cameras, and they appear in the cloud as follows:

- Front camera: road-facing camera placed to see the road in front of the vehicle
- Rear camera: in-cabin-facing camera placed to see the driver and the vehicle cabin

The use of the cloud allows the fleet manager to view the road and the cabin as the vehicle moves.

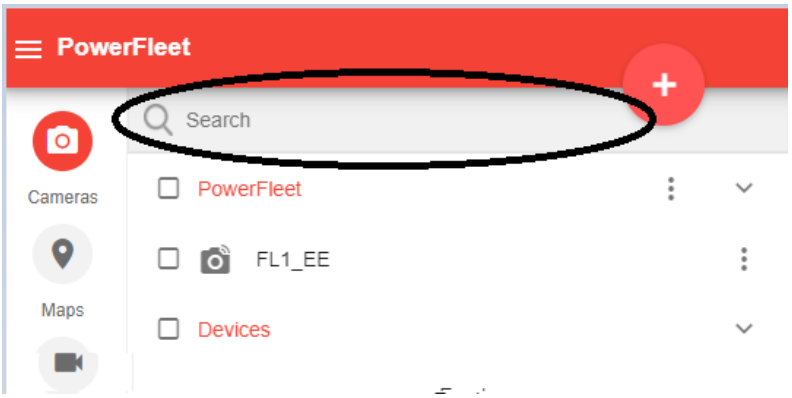
Note: To view live video, the dashcam must be online.

To view live video from the Cameras area:

Note: To manage bandwidth, audio does not play when live streaming.

1. From the PowerFleet cloud app dashboard, click **Cameras** on the navigation bar.

The list of dashcams appears.



2. Use the **Search** bar to find the name of the dashcam or select a group name to find the relevant dashcam. The list of views expands, enabling you to see the front (road-facing) and rear (in-cabin-facing) cameras, as well as any available auxiliary cameras.

Note: If the dashcam is currently offline, a notification pops up instead.

3. Select **Front camera** to open and view live video from the road-facing camera.
4. Select **Rear camera** to open and view live video from the in-cabin-facing camera.

See also:

- View live video from Maps
- View vehicle events directly from the map
- Retrieve video events from the trip history of a vehicle
- View live video from Maps
- Retrieve recordings from the time of an event

- View vehicle events directly from the map
- View recordings from the cloud
- Download recordings

About Health and Alarms Reports

The **Health Report** registers the last time a camera was connected and the date of last recording. Use this report to help identify cameras that may be disconnected or troubleshoot other issues. Fleet managers can access health reports through the PowerFleet cloud app.

The **Alarms Report** shows if a camera is not working properly.

From both the **Health and Alarms Reports**, you can export the data and set real-time email notifications. These reports provide fleet managers with an efficient tool to follow up on errors and get alerts in real-time.

To access Health and Alarms Reports:

1. Log into the PowerFleet cloud app and from the navigation bar, click

.
2. From the **Reports** window, select **Health** or **Alarms** to access the relevant reports.

Access health reports

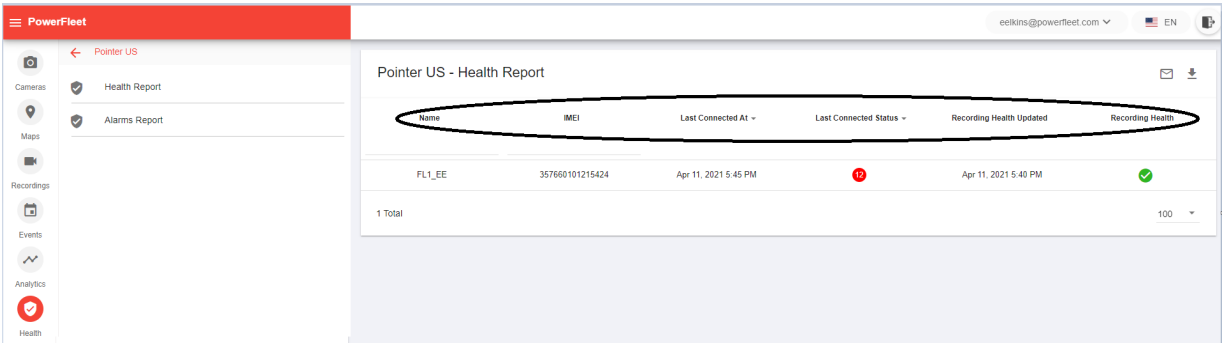
The **Health Report** registers the last time a vehicle V-AI12 dashcam connects and records. It also shows if a vehicle dashcam is currently connected. If a connected camera does not have recordings, the health monitor turns red. From this area, you can also sign up to receive email notifications.

To access and understand the Health Report:

1. Log into the PowerFleet cloud app and from the navigation bar, click

.
2. From the **Health and Alarms** panel, select **Health Report**.

The **Health Report** for your organization loads.



3. Sort the table alphabetically or chronologically by clicking the arrow in the relevant column.
4. Minimize or maximize the size of this table by selecting the number of rows to display from the dropdown list at the lower right of the window.

Tip

From the top right corner, click to download a CSV file of the report. Click to add recipients and deliver the report by email.

The Health Report provides the following information:

Setting	Description
Name	The name you gave the dashcam.
IMEI	This refers to the IMEI number of the dashcam.
Last connected at	The date when the dashcam was last connected.
Last Connected Status	The number of hours that have lapsed since the dashcam was last connected.
Recording Health Updated	The last time the recording health of the dashcam was verified.
Recording Health	Whether the dashcam has recordings. Ten minutes after the dashcam turns on, the **Health** monitor checks for recordings. If there are recordings, **Recording Health** turns green. If there are none, **Recording Health** turns red. The health monitor continues to check the dashcam every hour.

Access alarms reports

The **Alarms Report** shows if a camera is not working properly. From the **Alarms Report** area, you can export alarms reports, set email notifications, and add comments about actions taken for each alert.

Note

For help with the different alarms, see Alarm reference.

To access the Alarms Report:

1. Log into the PowerFleet cloud app and from the navigation bar, click

.
2. From the **Health and Alarms** panel, select **Alarms Report**.

The following information appears:

Setting	Description
Severity	The fleet manager can select how serious this alert is. Severities, from most severe to least severe, are: • Fatal • Error • Warn • Info • Debug • Trace
Name	The name you gave the dashcam.
IMEI	This refers to the IMEI number of the dashcam.
Created At	The date when the alarm occurred.
Alarm	The type of alert that occurred.
Recommendation	The recommended course of action for the alert.
Action	The actions taken for the alert.

3. From **Severity**, click **Select**. Select how serious this alert is from the dropdown list.
4. Sort the table alphabetically or chronologically by clicking the arrow in the relevant column.
5. Minimize or maximize the size of this table by selecting the number of rows to display from the dropdown list at the lower right of the window.

Tip

From the top right corner, click to download a CSV file of the report. Click to add recipients and deliver the report by email.

The following alarms can appear for a V-AI12 dashcam:

Alarm	What is happening	Recommendation
SD Card is not mounted	The camera is not recording video.	Reboot the camera; if the SD card still is not recognized, try formatting the SD card or replacing it.
Hardware failure	Unable to start the camera sensor and record video.	Contact the partner reseller support to return the unit.
Camera reset due to app freeze	The camera restarts from time to time.	Contact the partner reseller support; this may require a software upgrade or may indicate a hardware issue. Treat this camera as unreliable until this issue is resolved.
Recording failure two times in the last twenty-four hours	The SD card is not behaving as expected and recordings may not be written properly to the SD card.	Monitor this unit for accurate recordings; the SD card may need to be replaced. Contact your partner reseller support agent for detailed support.

About MV+AI

Machine vision (MV) and artificial intelligence (AI) help drivers and fleet managers correct distracted driving as it occurs. Data is collected when your vehicle moves and is analyzed to detect distracted driving events. The driver receives visual and audio alerts when an event is identified. If the driver continues their behavior, the event is uploaded to the cloud.

The events include:

- cell phone usage
- smoking
- eating and drinking
- general distracted driving
- unfastened seat belt

Control MV+AI alerts

MV+AI alerts depend on the settings of your V-AI12 dashcam. You can control these settings from the dashcam or the PowerFleet cloud app.

Settings		Features		
Distracted Driver	**In Cabin Recordings**	**Live View**	**Recordings**	**Events**
On	On	Yes	Yes	Yes
Off	Off	No	No	No
On	Off	No	No	Yes
Off	On	Yes	Yes	No

Note: When the in-cabin-facing camera is turned off, none of these features are available. For more information, see the in-cabin-facing camera.

MV+AI confidence levels

Data is collected and analyzed every ten seconds while your vehicle is moving. Within every ten-second window, a confidence level for whether an event is occurring is determined each second. When the number of seconds in a window determined to have events occurring passes a pre-configured threshold, we mark the event as identified.

Note: The threshold is hard-coded and cannot be changed.

The driver is warned after an event is identified for a few ten-second windows in a row (**Intervals to beep** in the table below). If the event continues to be identified for a few more ten-second windows (**Intervals to send event** in the table below), an alert is sent to the cloud.

The following table identifies the number of intervals required for each event:

Event	Intervals to beep	Intervals to send event
Cell phone	1	3
Smoking	2	4
Food and drink	1	2
Distracted driver	1	2
Seat belt	5	6

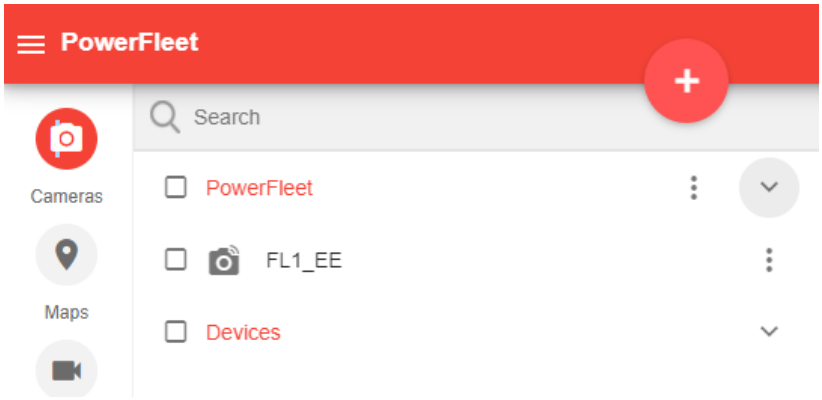
Note: The number of intervals before a warning is sent to the driver or an alert is sent to the cloud are hard-coded and cannot be changed.

Edit or delete a single dashcam

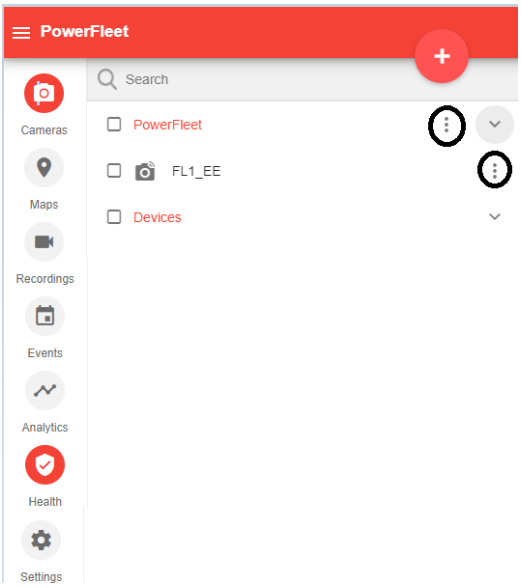
To edit or delete a single V-AI12 dashcam:

1. From the PowerFleet cloud app dashboard, click **Cameras** on the navigation bar.

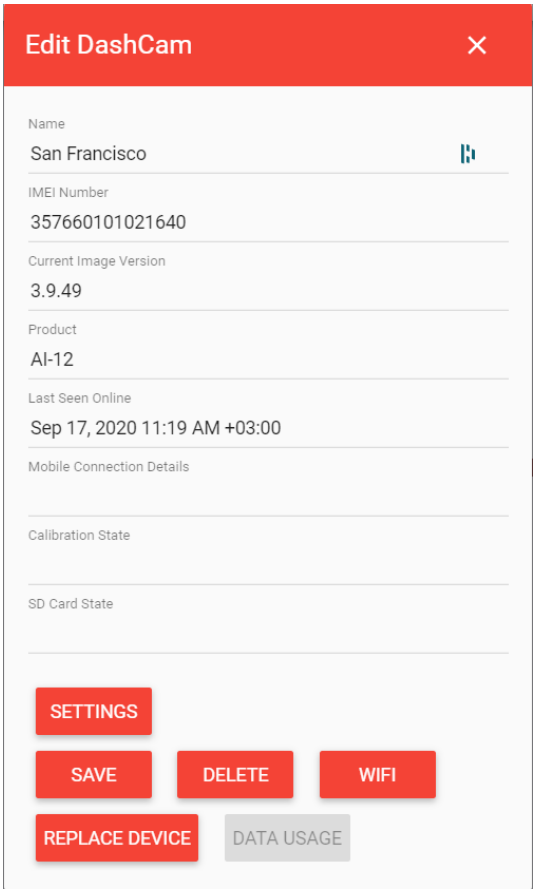
The list of dashcams appears.



2. Click on a group name to find the individual dashcam that you want to edit or delete.
3. Click the three dots next to that camera.



4. Edit the dashcam or delete it.



You can also Set the V-AI12 dashcam Wi-Fi connection from this window and view the breakdown of Data Usage.

5. Click **SAVE** to apply the changes.

Add a dashcam to a different organization

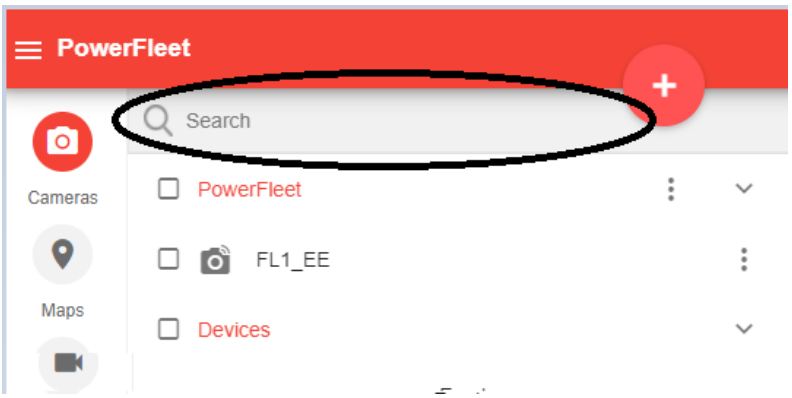
Every V-AI12 dashcam can only be registered under one organization. To move a dashcam from one organization to another, you need to delete it from the original organization and then you can assign the relevant IMEI number to the new organization.

Caution: Deleting a dashcam also deletes all its data from the PowerFleet cloud app. Download any important data before deleting the dashcam.

To add a dashcam to a new organization:

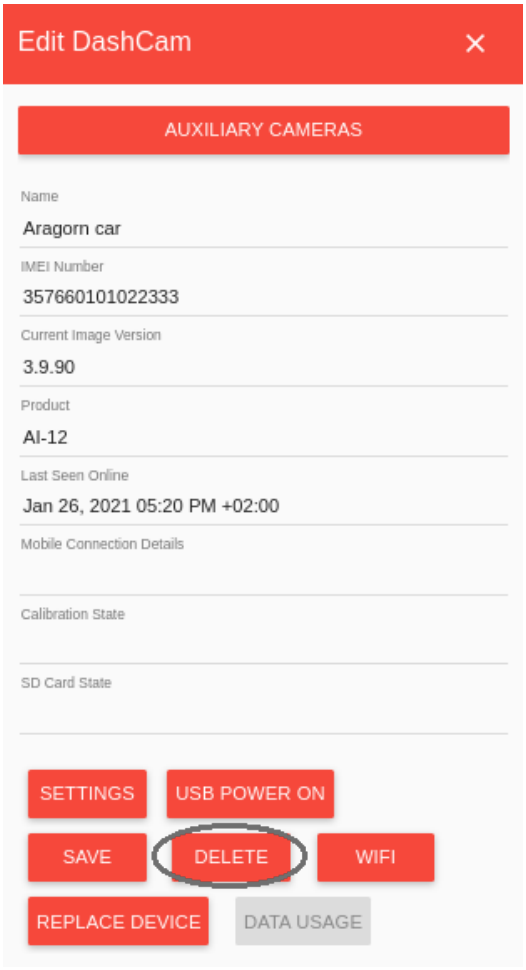
1. From the PowerFleet cloud app dashboard, click **Cameras** on the navigation bar.

The list of dashcams appears.

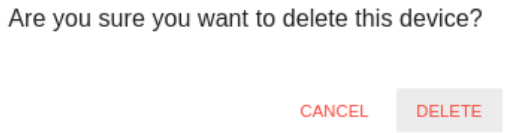


2. Use the **Search** bar to find the name of the dashcam or browse to find the relevant dashcam.
3. Click the three dots next to the relevant dashcam.

4. In the **Edit DashCam** window that pops-up, click **DELETE**.



5. In the window that pops-up, click **DELETE**.



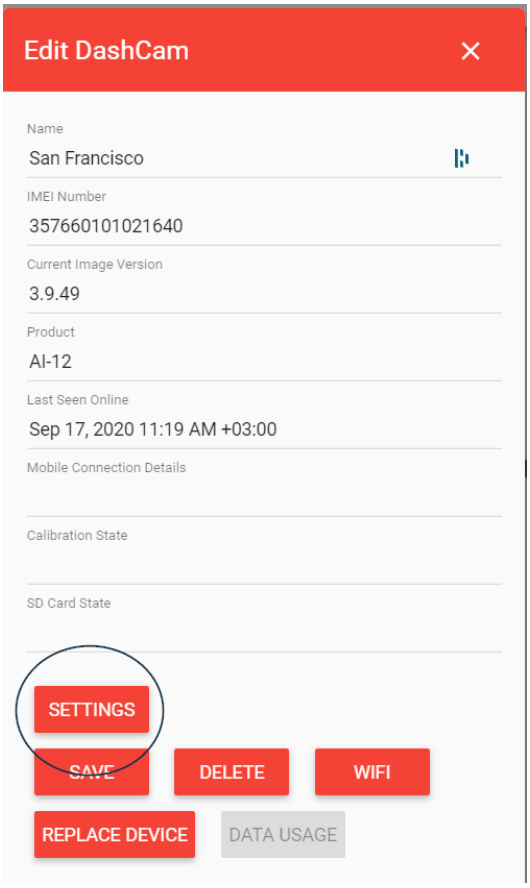
6. Follow the steps in Add cameras to your PowerFleet account to add the dashcam to a new organization.

Customize settings for the dashcam

Fleet managers can customize the settings for a vehicle V-AI12 dashcam from the PowerFleet cloud app.

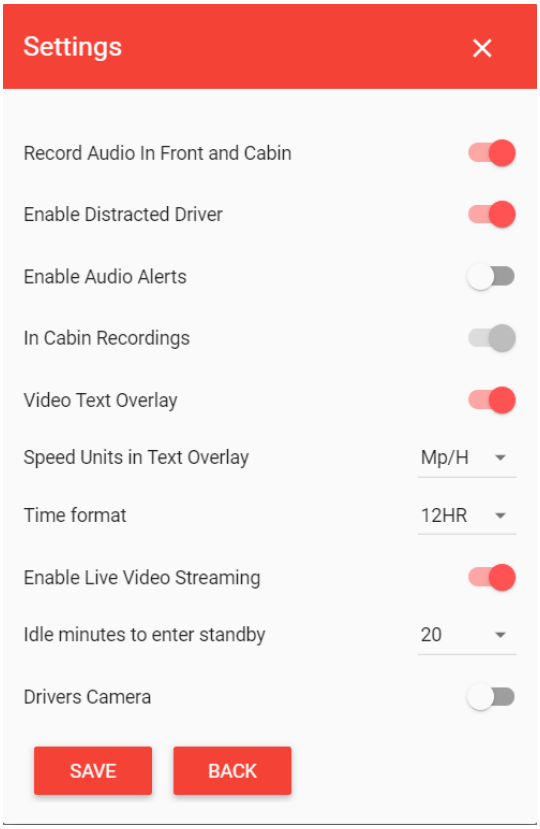
To customize settings:

1. From the PowerFleet cloud app dashboard, click **Cameras** on the navigation bar.
2. Use the **Search** bar to find the name of the dashcam or browse to find the relevant dashcam.
3. Click the three dots next to the relevant dashcam.
4. In the **Edit DashCam** window that pops-up, click **SETTINGS**.



Setting	Explanation
Record Audio in Front and Cabin	This setting enables the recording of audio in both the front and the cabin of the vehicle.
Enable Distracted Driver	This setting triggers events when the driver is distracted.
Enable Audio Alerts	This setting enables audio alerts in the vehicle when there is a risky driving event.
In Cabin Recordings	This setting enables video recording of the vehicle cabin.
Video Text Overlay	This setting enables the text overlay on the video.
Speed Units in Text Overlay	This setting determines the speed units (MPH or KPH) to be used on the video recording.
Time Format	This setting determines the time format (24 HR or 12 HR).
Enable Live Video Streaming	This setting enables live video streaming from the vehicle.
Idle Minutes to Enter Standby	This setting sets the minutes (10 to 60 minutes) from when the vehicle stops moving until the dashcam enters **Standby** mode. In **Standby** mode, the camera does not stream live video, record video, or upload video events unless vibration events and tamper proof events occur.
Driver's Camera	This setting enables the in-cabin-facing camera.

5. Adjust the settings, as necessary.



6. Click **SAVE** to apply the changes.

See also:

- Customize settings of multiple dashcams

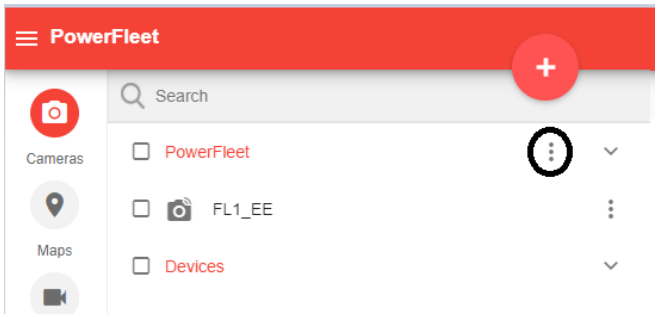
Edit group name or delete multiple dashcams

Fleet managers can edit group names or delete multiple V-AI12 dashcams at once.

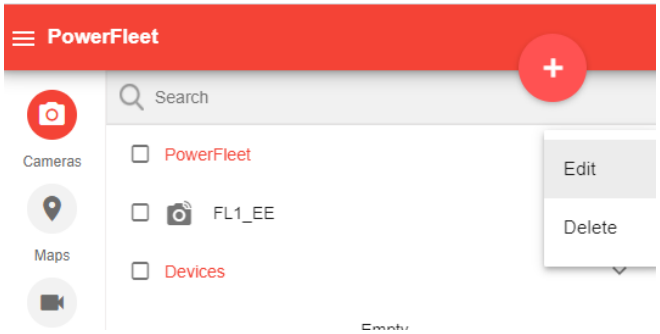
To edit group names or delete multiple dashcams:

1. From the PowerFleet cloud app dashboard, click **Cameras** on the navigation bar.

The list of dashcams appears.



2. Find the group of dashcams whose name you would like to edit or delete.
3. From the three dots next to a group name, click **Edit** to edit the group name or click **Delete** to delete the group and all of the dashcams in that group.



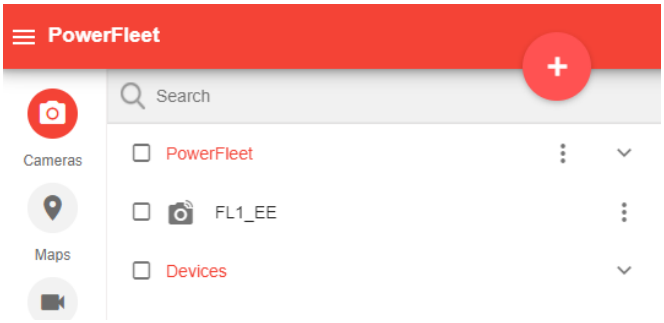
View data usage

The data usage breakdown can help to better understand and manage the data usage.

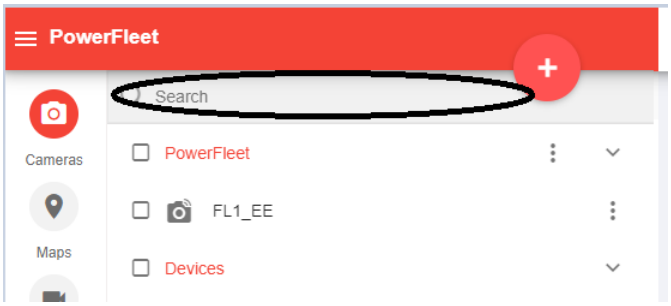
To view the data usage of a camera:

1. From the PowerFleet cloud app dashboard, click Cameras on the navigation bar.

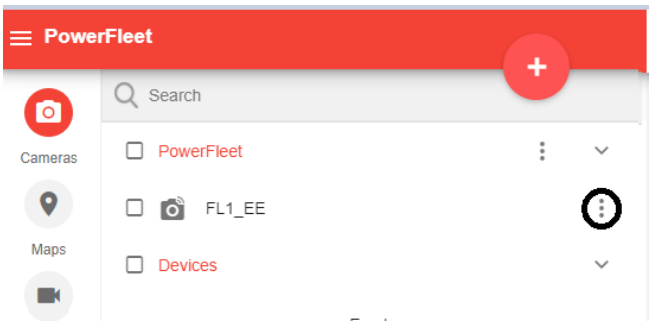
The list of dashcams appears.



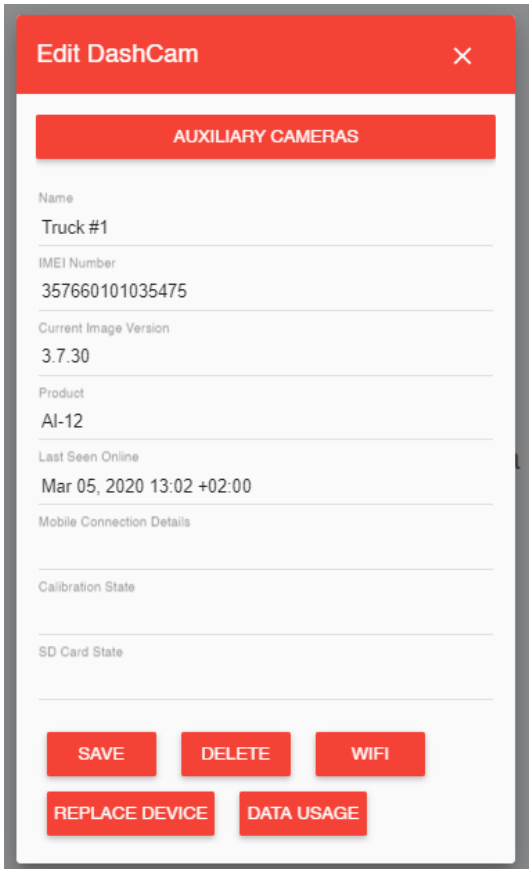
2. Use the Search bar to find the name of the dashcam or select a group name to find the relevant dashcam. The list of views expands, enabling you to see the front (road-facing) and rear (in-cabin-facing) cameras, as well as any available auxiliary cameras.



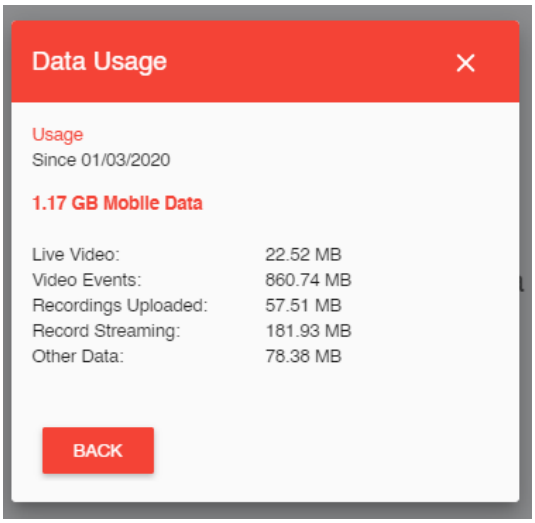
3. Click the three dots next to that camera and choose EDIT.



4. Click DATA USAGE.



5. A window opens with the data usage breakdown from the live video, video events, recordings uploaded, and record streaming.



See also:

- Set the dashcam Wi-Fi connection

Set the dashcam Wi-Fi connection

To connect the V-AI12 dashcam to Wi-Fi, make sure you have the dashcam with you, as well as access to the relevant PowerFleet cloud app account.

Note: If you connect the dashcam to a Wi-Fi hotspot in your vehicle instead of using a SIM card, the time stays on GMT and does not switch to local time.

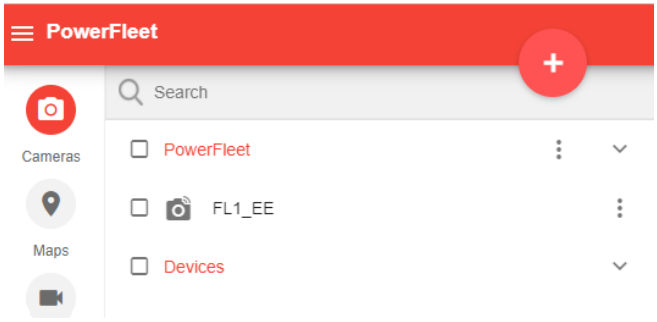
To connect the dashcam to Wi-Fi:

- Create a Wi-Fi QR code
- Connect to the Wi-Fi with the QR code

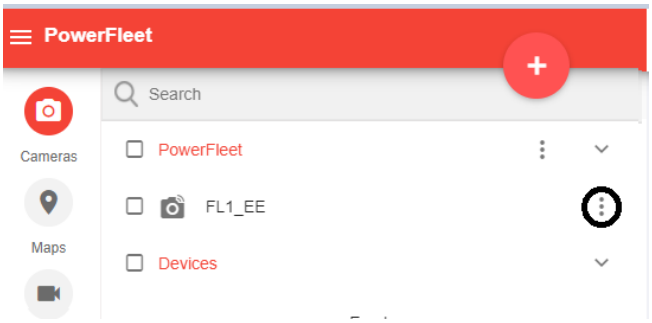
Create a Wi-Fi QR code

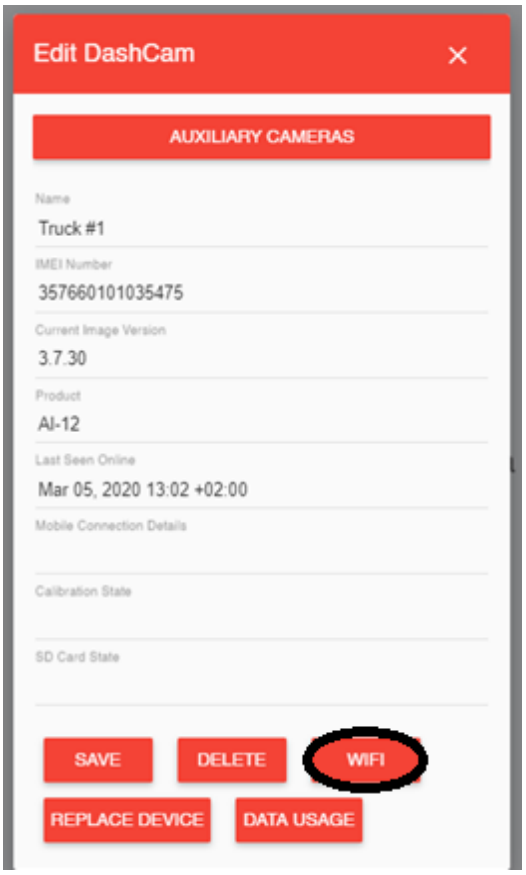
1. From the PowerFleet cloud app dashboard, click Cameras on the navigation bar.

The list of dashcams appears.

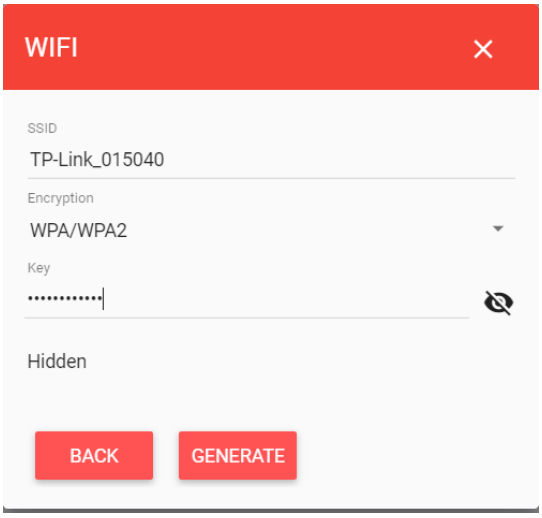


2. Select the relevant dashcam.
3. Click the three dots next to that camera and choose **EDIT**.





4. Scroll to the bottom of the window and select Wi-Fi.
5. The Wi-Fi window opens.

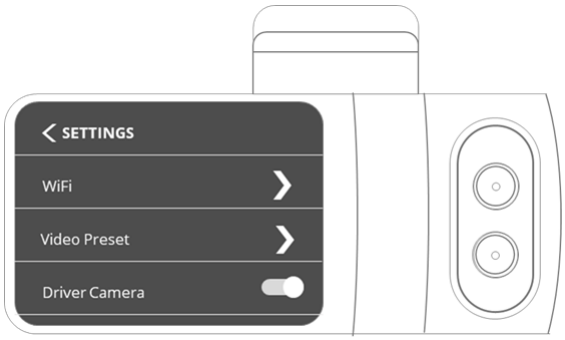


6. In the SSID field, enter the name of the Wi-Fi network to which you want to connect the camera.
7. Select the Encryption relevant to your network from the drop-down list.
8. In the Key field, enter the password of your Wi-Fi.
9. Click GENERATE.

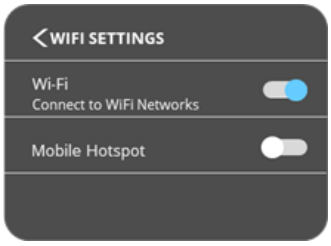
A QR barcode opens on your screen.

Connect to the Wi-Fi with the QR code

11. Turn on the dashcam.
12. Go to the dashcam Settings.
13. Select Wi-Fi.

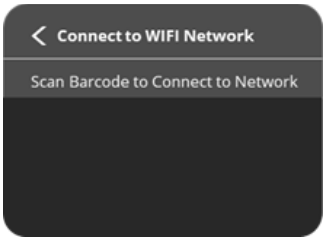


14. Toggle the button to turn on the Wi-Fi connection.



15. When enabled, a list of available networks appears on the screen.
16. Press Connect to a Different Network.

17. The camera beeps several times.
18. Point the camera at the QR barcode on the screen of your computer to scan the code.



19. The camera connects to the Wi-Fi network.

See also:

- View data usage

About Events

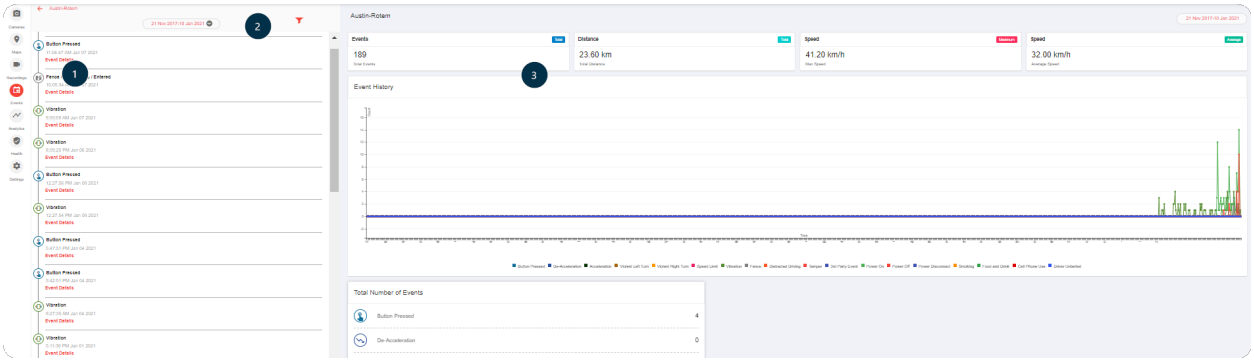
Events are any of several risky incidents that can occur during a trip, such as acceleration, violent turns, or distracted driving. Events are automatically uploaded to the cloud and stored for 30 days. Events can be configured to upload as text, snapshots, or videos. Video events capture 5 seconds before and after the event occurs. The data tracked for each event includes the type of event, the date and time of the event, the location of the event, and the speed of the vehicle during the event. From the **Events** area, you can set the kinds of email notifications you want to receive from each V-AI12 dashcam and who to alert, and you can view driving statistics and events received from each dashcam.

To access Events:

Log into the PowerFleet cloud app and from the navigation bar, click

.

The **Events** area loads. When you select one of the dashcams the main window loads with relevant data.



The following table describes the different components of the **Events** area:

	Part	Description
1	Events pane	Search and browse for relevant dashcams. Click on a dashcam and the pane (as in the image) lists all related events.
2	Search and filter	When the **Events** area first loads, the list of dashcams loads. Once you've selected a specific dashcam, **Date Filter** and **Events Filter** are available.
3	Analytics	Displays event data related to the selected dashcams.

See also:

- Events settings
- Bulk events settings
- Review events
- Retrieve recordings from the time of an event
- Email alerts

Events settings

Events include risky incidents and driving distractions. The fleet manager can configure these events to control how the events are handled and whether to receive email alerts.

From events settings, you can customize the events that are triggered to meet the needs of each vehicle and fleet. Settings can be applied for an individual vehicle or for multiple vehicles at once.

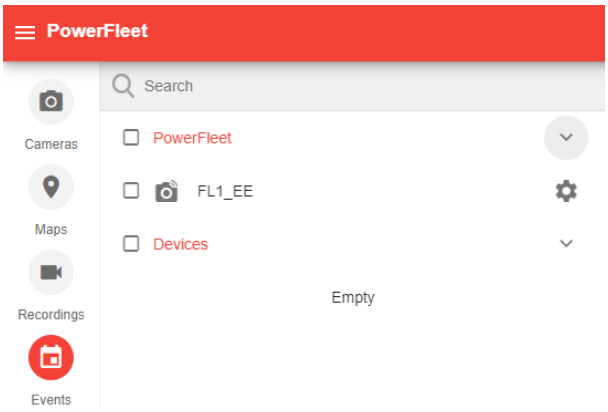
To configure settings and email alerts:

1. Log into the PowerFleet cloud app and from the navigation bar, click

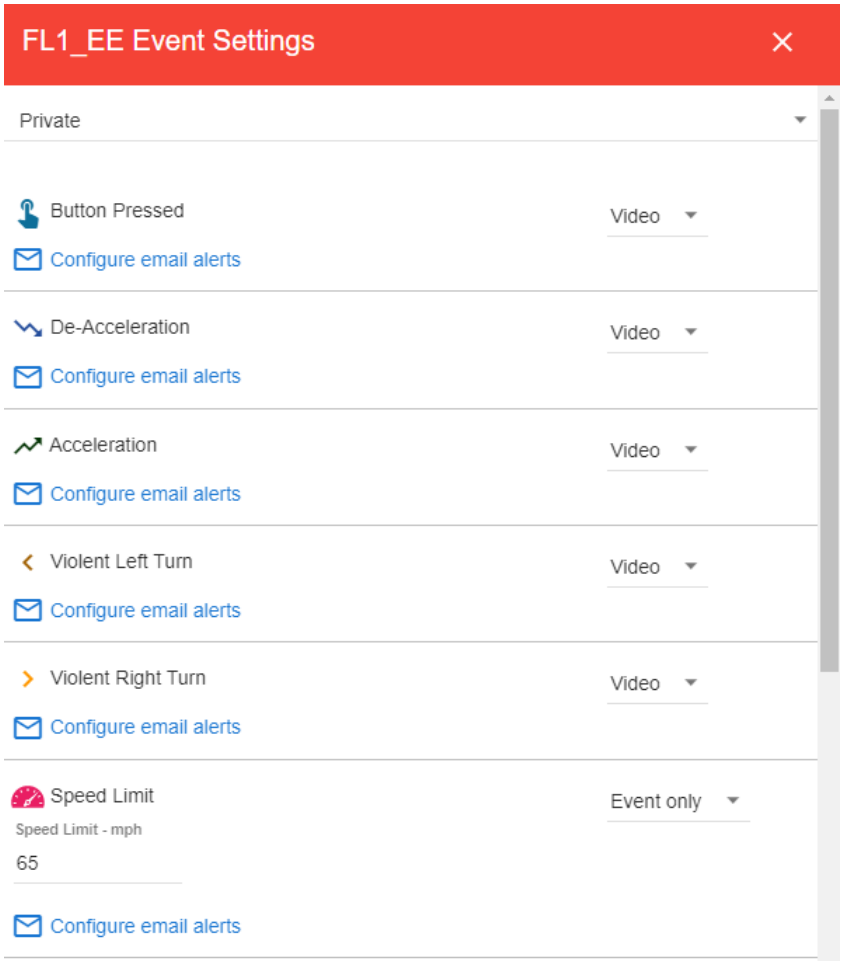
.

The list of V-AI12 dashcams loads.

2. Click the settings cog next to the vehicle for which you would like to change its settings. To configure settings for multiple dashcams simultaneously, see Bulk events settings.



3. A window opens with the **Event Settings** list.



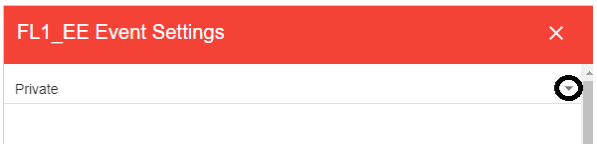
4. The following table describes the events:

Event	Description
Vehicle size	The type of vehicle being driven - private, van, or trailer. The type of vehicle affects the sensitivity of the camera's motion sensor. Private is the least sensitive to movements, and trailer is the most sensitive.
Button Pressed	The driver manually triggers an event when he spots an unusual incident worth alerting about. To manually trigger an event, the driver presses the SOS button on the dashcam.
De-Acceleration	The driver reduces speed significantly.
Acceleration	The driver increases speed suddenly.
Violent left turn	The driver turns left quickly.
Violent right turn	The driver turns right quickly.
Speed Limit	The driver travels at a speed above the speed limit designated in the cloud. The speed is detected through the GPS.
Vibration	The vehicle moves suddenly while in standby mode. If this is set as a video event, the recording only begins after the event is triggered, since the camera does not generally record during standby mode.
Fence	The driver enters or exits a geofence.
Distracted Driving	The driver is generally distracted from the road.
Tamper	The tamper-proof case is opened. A magnet under the case is used for detection.
Power On	The camera is turned on or woken up from standby mode to active mode.
Power Off	The camera is shut down.
Power Disconnect	The power cable is removed from the camera.
Smoking	The driver is smoking.
Food and Drink	The driver is eating or drinking.
Cell Phone Use	The driver is using their cell phone.
Driver Unbelted	The driver does not have their seat belt fastened.

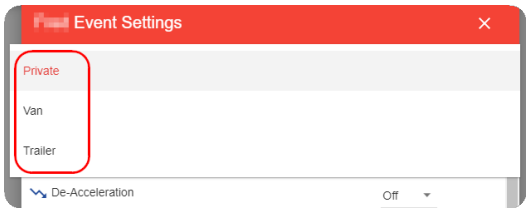
5. Some events, such as acceleration and violent left turn, are detected by the camera's motion sensor. The motion sensor has different sensitivities to trigger events depending on the vehicle size, from the least sensitive (*private*) to the most sensitive (*trailer*).

6. Other events, such as distracted driving and smoking, are detected by MV+AI. Machine Vision (MV) uses an algorithm to determine if the driver is focused on the road or distracted. Artificial Intelligence (AI) focuses on face and upper body movements to determine the type of distracted driving.

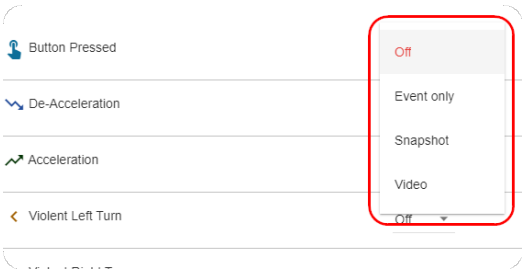
7. Select the type of vehicle in which the dashcam is installed.



This setting determines the sensitivity for each of the events. For example, vibration or turns change based on the kind of vehicle, and so events are triggered differently. From the top of the window, open the dropdown list to select one of the available options.



8. From the scroll down menu next to each event, select how you want the event to be handled.



You can decide whether you would like the event to be:

- **Off -** The event will not be captured by the camera; the event won't be registered, and the video won't automatically upload to the cloud.
- **Event Only -** The event is registered and uploaded to the cloud as text.

If needed, recordings can be retrieved from the camera's SD card. Read more about recordings when this setting is configured.

- **Snapshot -** The event is registered, and an image is uploaded to the cloud.

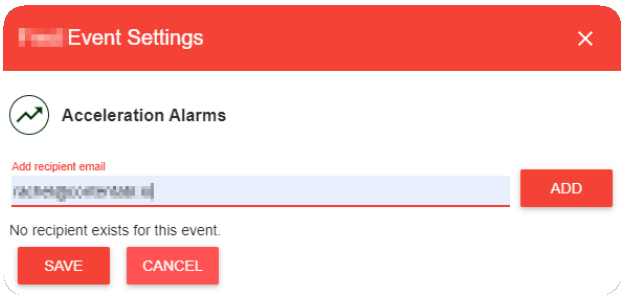
If needed, recordings can be retrieved from the camera's SD card. Read more about recordings when this setting is configured.

- **Video -** The event is registered, and the video of the event is automatically uploaded to the cloud.

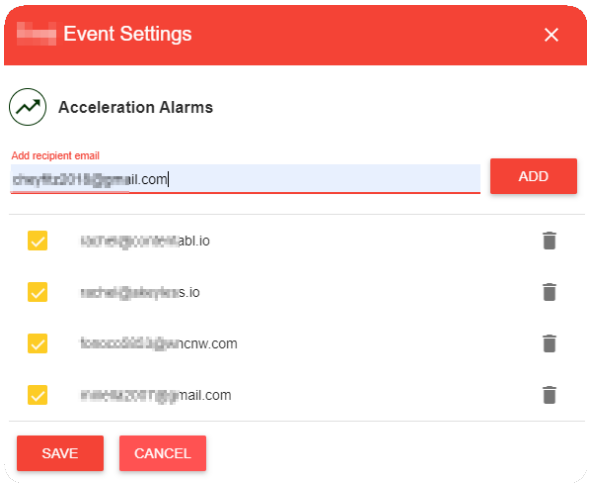
Note: Video events are captured with 5 seconds prior to and after the event and the recordings and images are saved in the cloud for 30 days.

9. Set the email alerts per event.

    - For the relevant event, click **Configure Email Alerts**. The following window pops-up:



    - Enter a single email address and click **ADD**. The email address is added to the list of recipients in the same dialog.



    - Enter additional email addresses, as necessary.
    - Click to delete any of the recipients.
    - When finished, click **SAVE**.

The email recipients are set, the dialog box closes and the main **Event Settings** dialog box refreshes with a confirmation that pops up for a few seconds at the bottom.

See also:

- About Events
- Bulk events settings
- Review events
- Retrieve recordings from the time of an event
- Email alerts

Bulk events settings

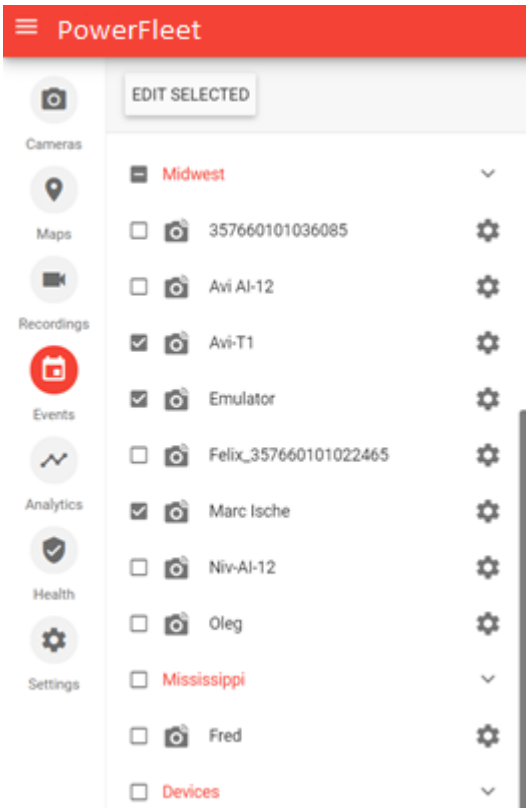
You can customize the events that are triggered for multiple V-AI12 dashcams at once.

To set settings in bulk:

1. Log into the PowerFleet cloud app and from the navigation bar, click

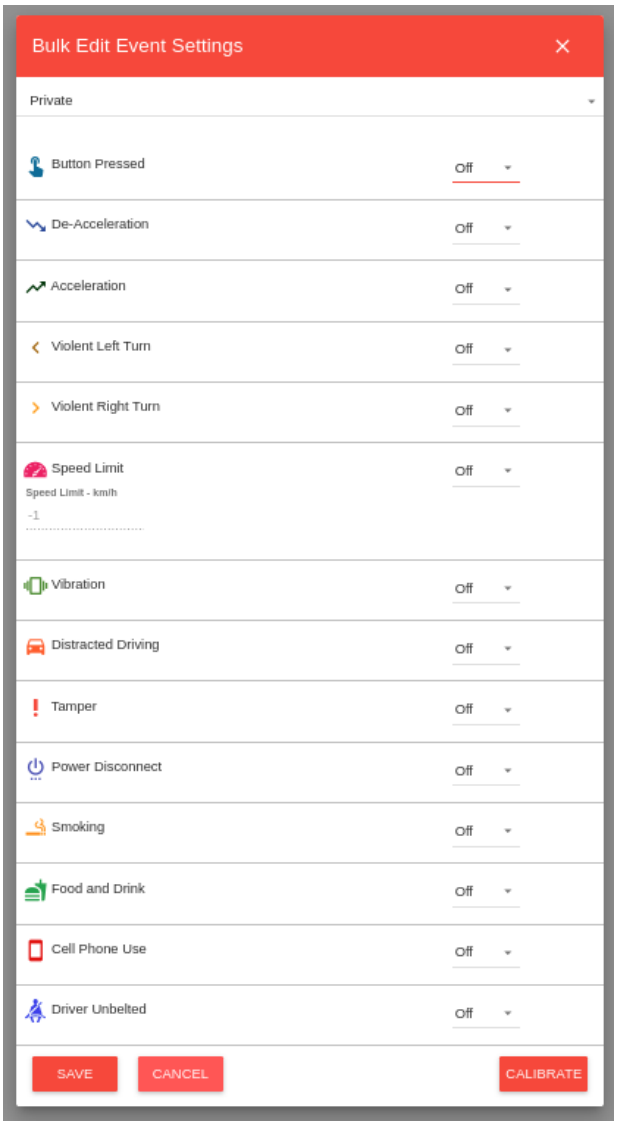
.
2. Check the boxes next to the individual vehicles or groups of vehicles that have installed cameras.

The **Edit Selected** button appears at the top.



3. Click **EDIT SELECTED**.

A window opens with the **Event Settings** list.



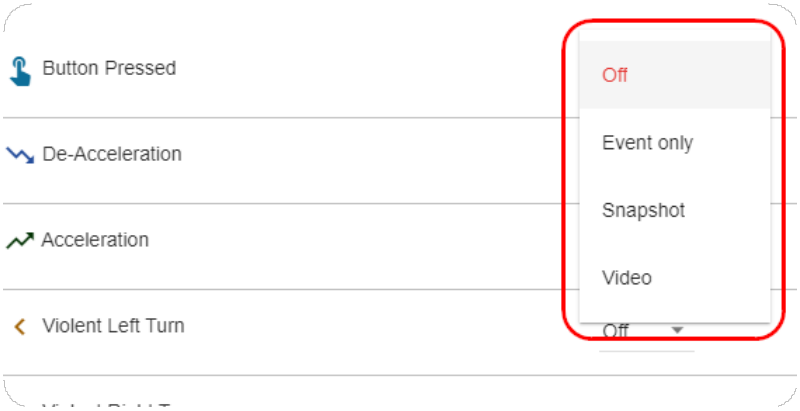
The following table describes the events:

Event	Description
Button Pressed	The driver manually triggers an event when he spots an unusual incident worth alerting about. To manually trigger an event, the driver presses the SOS button on the dashcam.
De-Acceleration	The driver reduces speed significantly.
Acceleration	The driver increases speed suddenly.
Violent left turn	The driver turns left quickly.
Violent right turn	The driver turns right quickly.
Speed Limit	The driver travels at a speed above the speed limit designated in the cloud. The speed is detected through the GPS.
Vibration	The vehicle moves suddenly while in standby mode. If this is set as a video event, the recording only begins after the event is triggered, since the camera does not generally record during standby mode.
Fence	The driver enters or exits a geofence.
Distracted Driving	The driver is generally distracted from the road.
Tamper	The tamper-proof case is opened. A magnet under the case is used for detection.
Power On	The camera is turned on or woken up from standby mode to active mode.
Power Off	The camera is shut down.
Power Disconnect	The power cable is removed from the camera.
Smoking	The driver is smoking.
Food and Drink	The driver is eating or drinking.
Cell Phone Use	The driver is using their cell phone.
Driver Unbelted	The driver does not have their seat belt fastened.

Note: Some events, such as acceleration and violent left turn, are detected by the camera's motion sensor. The motion sensor has different sensitivities to trigger events depending on the vehicle size, from the least sensitive (*private*) to the most sensitive (*trailer*).

Other events, such as distracted driving and smoking, are detected by MV+AI. Machine vision (MV) uses an algorithm to determine if the driver is focused on the road or distracted. Artificial intelligence (AI) focuses on face and upper body movements to determine the type of distracted driving.

4. From the scroll down menu next to each event, select how you want the event to be handled.



You can decide whether you would like the event to be:

- **Off -** The event won't be captured by the camera; the event won't be registered, and the video won't automatically upload to the cloud.
- **Event Only -** The event is registered and uploaded to the cloud as text.

If needed, recordings can be retrieved from the camera's SD card. Read more about recordings when this setting is configured.

- **Snapshot -** The event is registered, and an image is uploaded to the cloud.

If needed, recordings can be retrieved from the camera's SD card. Read more about recordings when this setting is configured.

- **Video -** The event is registered, and the video of the event is automatically uploaded to the cloud.

Note

Video events are captured with 5 seconds prior to and after the event and the recordings and images are saved in the cloud for 30 days.

5. Click **SAVE** to apply the changes.

See also:

- About Events
- Events settings
- Review events
- Retrieve recordings from the time of an event
- Email alerts

Review events

Events are automatically uploaded to the PowerFleet cloud app and stored for 30 days. If the event includes a video, the video capture 5 seconds before and after the event occurs. If the event includes a text notification or image, recordings can always be retrieved from the dashcam SD card. Events can be configured to control the type and frequency of alerts.

There are two ways in which you can view the video events from the PowerFleet dashboard:

- View video events from **Events**, as described here.
- View video events from **Maps**. See View vehicle events directly from the map.

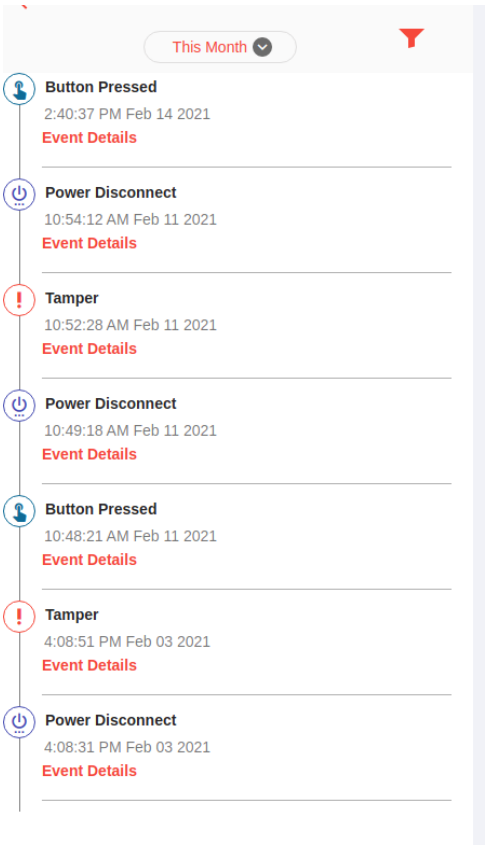
Note: To view recorded video events, the dashcam can be offline.

To view video events from Events:

1. Log into the PowerFleet cloud app and from the navigation bar, click

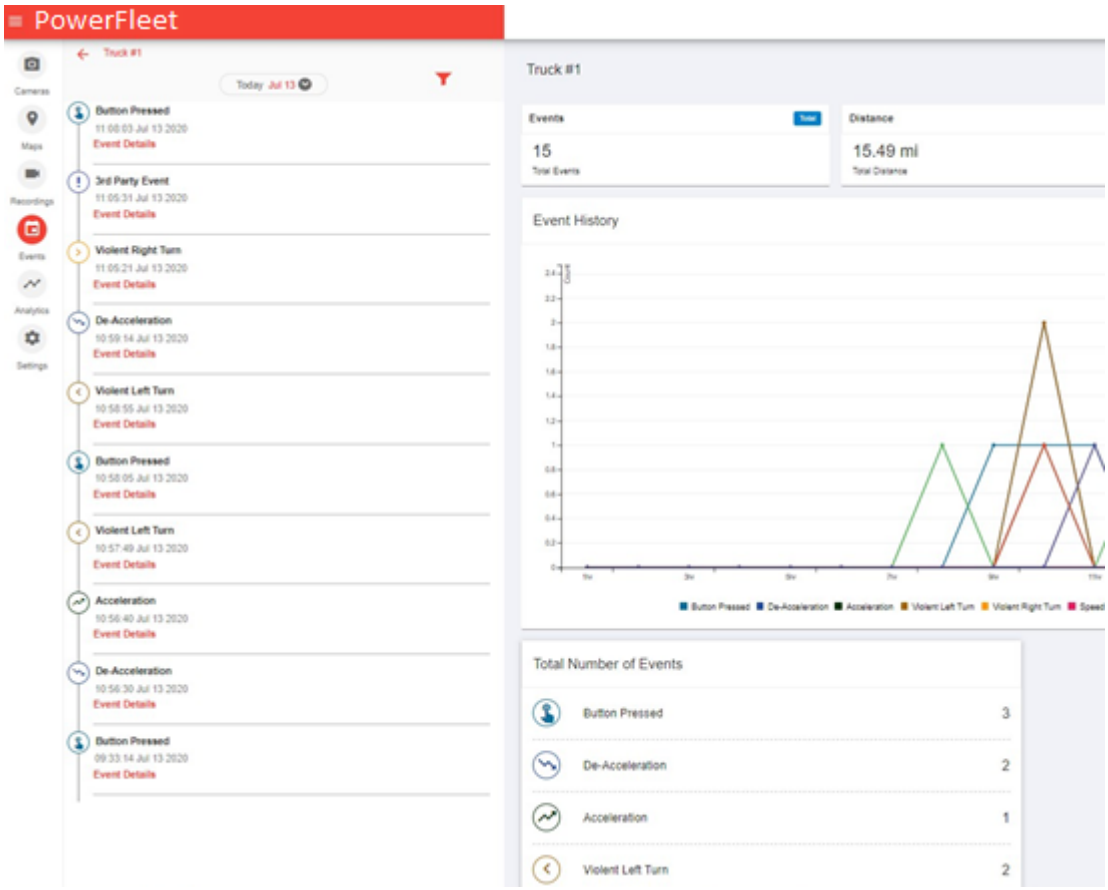
.
2. Select the dashcam you would like to view.

A list with the recent events will open on the left screen, sorted by date and time. At the top of the list you can select a different time frame.



3. Browse or filter the list to find the relevant trip you would like to view by date.

4. From the main screen, a summary report of the events loads, including the number of events, event types, maximum and average speeds.



5. To view more event details, click on its **Event Details** link.
6. If it is a video event, click **Play** to view the video.
7. If it is a video event, click the download arrow from the video screen to download the video.

See also:

- About Events
- Events settings
- Bulk events settings
- Retrieve recordings from the time of an event
- Email alerts

Retrieve recordings from the time of an event

If an event is set to **Snapshot** or **Event Only**, video does not automatically upload to the PowerFleet cloud app. Instead, only a snapshot or an event notification is uploaded. If needed, you can retrieve a recording from the time of an event from the camera. Cameras are constantly recording during trips.

Note: Configure event settings like this.

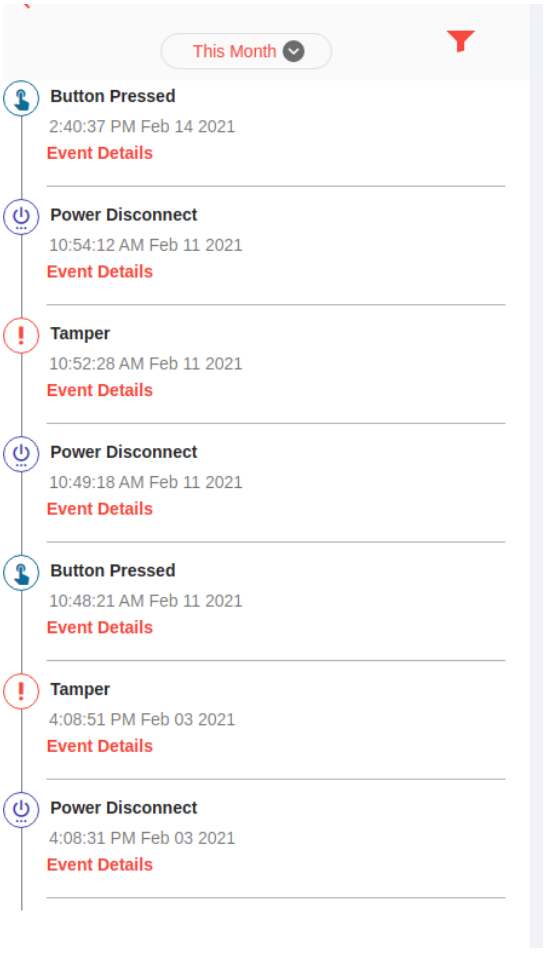
To do this, the dashcam must be in **Active** mode or in **Active-Standby** mode.

To manually retrieve a recording from the time of an event:

1. Log into the PowerFleet cloud app and from the navigation bar, click

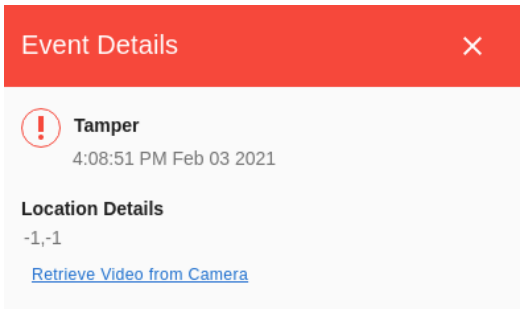
.
2. Browse for the dashcam you would like to view and select it.

A list with the recent events will open on the left screen, sorted by date and time. At the top of the list, you can select a different time frame.



3. To view the video event, click on **Event Details**.

A window opens with event details, including the event location and time. There is also a link to **Retrieve Video from Camera**.



4. Click the underlined link to retrieve video from the camera.

The video loads and plays on-screen. It might take several seconds for the video to buffer and load.

5. Retrieve the video event from the camera as follows:

    a. Retrieve the video event from the dashcam and any of its connected cameras, including road-facing (front), in-cabin-facing (rear) and auxiliary cameras.

        1. Click the video camera icon to open a list of all connected cameras.

        2. Select the camera you would like to view.

    b. From the bottom bar of the player, click the three dots to retrieve different video lengths and select the quality of video you want to retrieve.

    c. To download the video, click .

    d. To expand the video to full-screen view, click the full-screen icon.

See also:

- View live video from Maps
- View vehicle events directly from the map
- Retrieve video events from the trip history of a vehicle
- View live video from Maps
- View live video from Cameras
- About Events
- Events settings
- Bulk events settings
- Review events
- View vehicle events directly from the map
- Email alerts
- View recordings from the cloud
- Download recordings

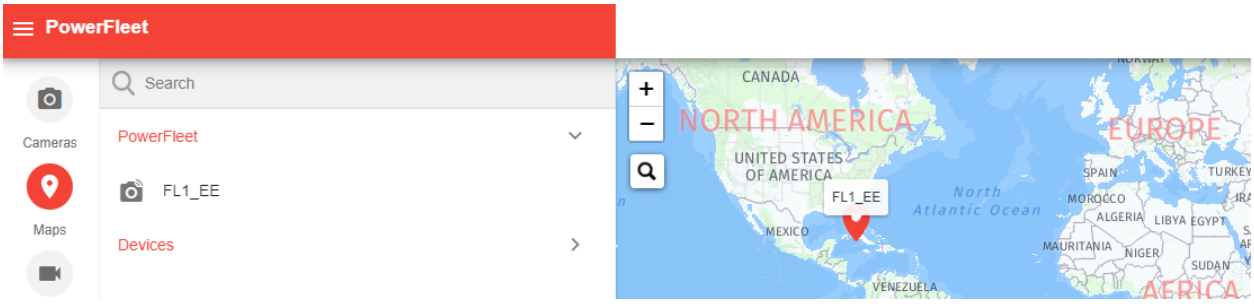
View vehicle events directly from the map

The V-AI12 dashcam can be in active or standby mode when viewing video events in **Maps**.

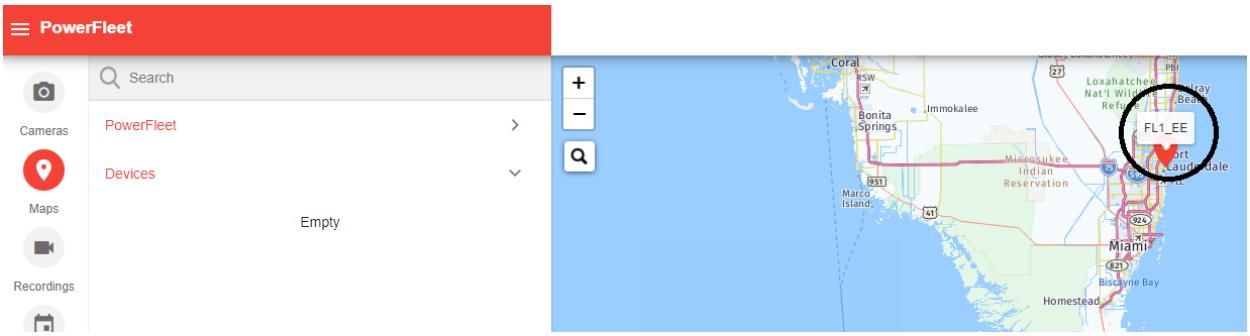
To view a vehicle's video events:

1. Log into the PowerFleet cloud app and from the navigation bar, click Maps.

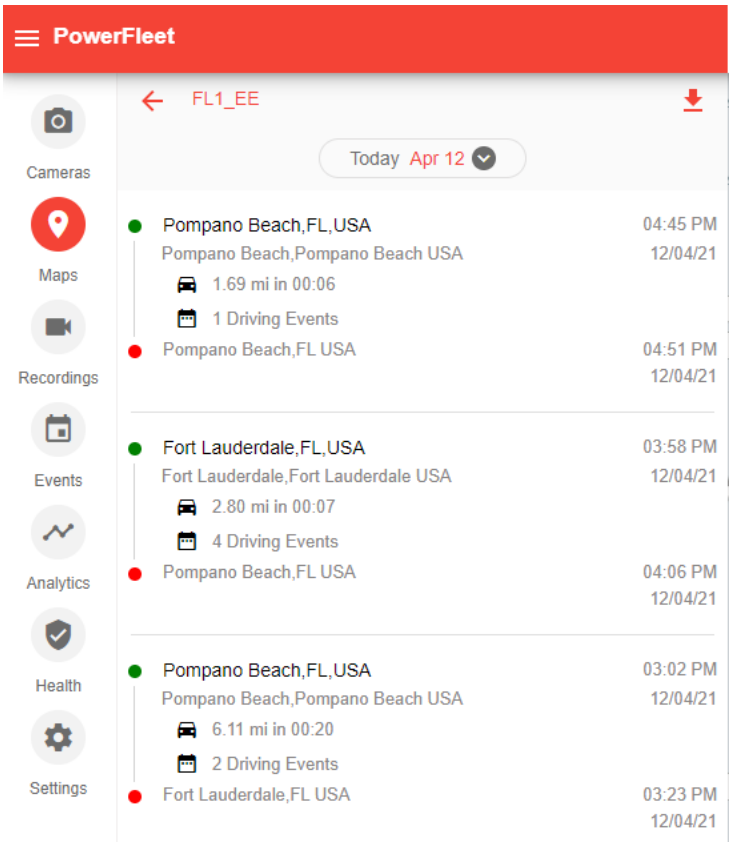
   The **Maps** area loads.



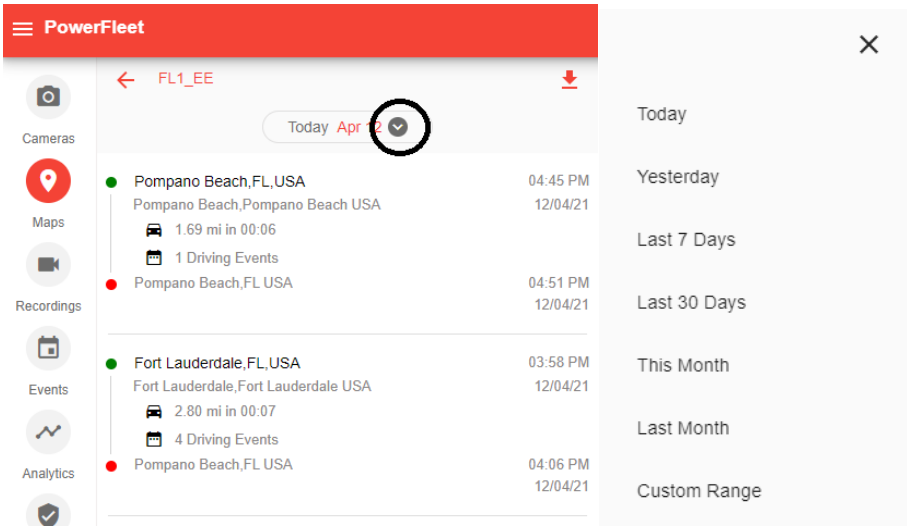
2. From the **Maps** pane, navigate to the vehicle you want to view and select it.



The **Trips** list loads for the selected vehicle, giving the area of the trip, the kilometers, and the number of driving events.



3. Browse or filter the list to find the trip you want to view. You can edit the date or range of the trips by clicking the down arrow next to the day and selecting a value or entering a custom range:

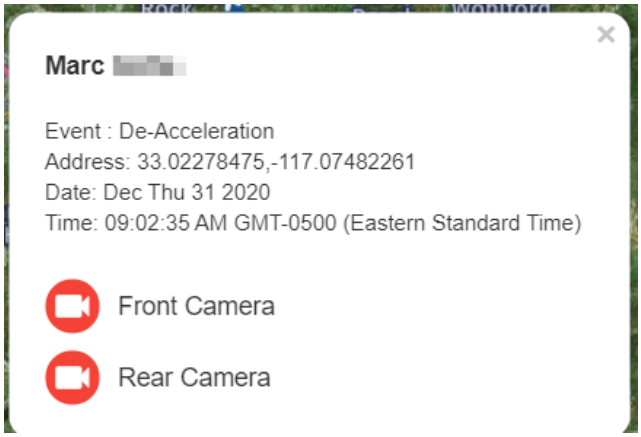


4. Select the relevant trip from the list.

   The trip route loads on the map, with icons indicating the locations and types of events that occurred.

5. Click an event icon to view more information.

   A pop-up window loads with the event details, location, date, and time. If there is a video recording or photograph, the cameras in the vehicle appear.



6. Select the camera you want to view.

   A panel opens on the right of the map and loads the video.

Important

Acceleration, de-acceleration, geofence, and power off events do not have any video recordings.

7. Click the arrow in the lower right corner to save the video to your computer.

See also:

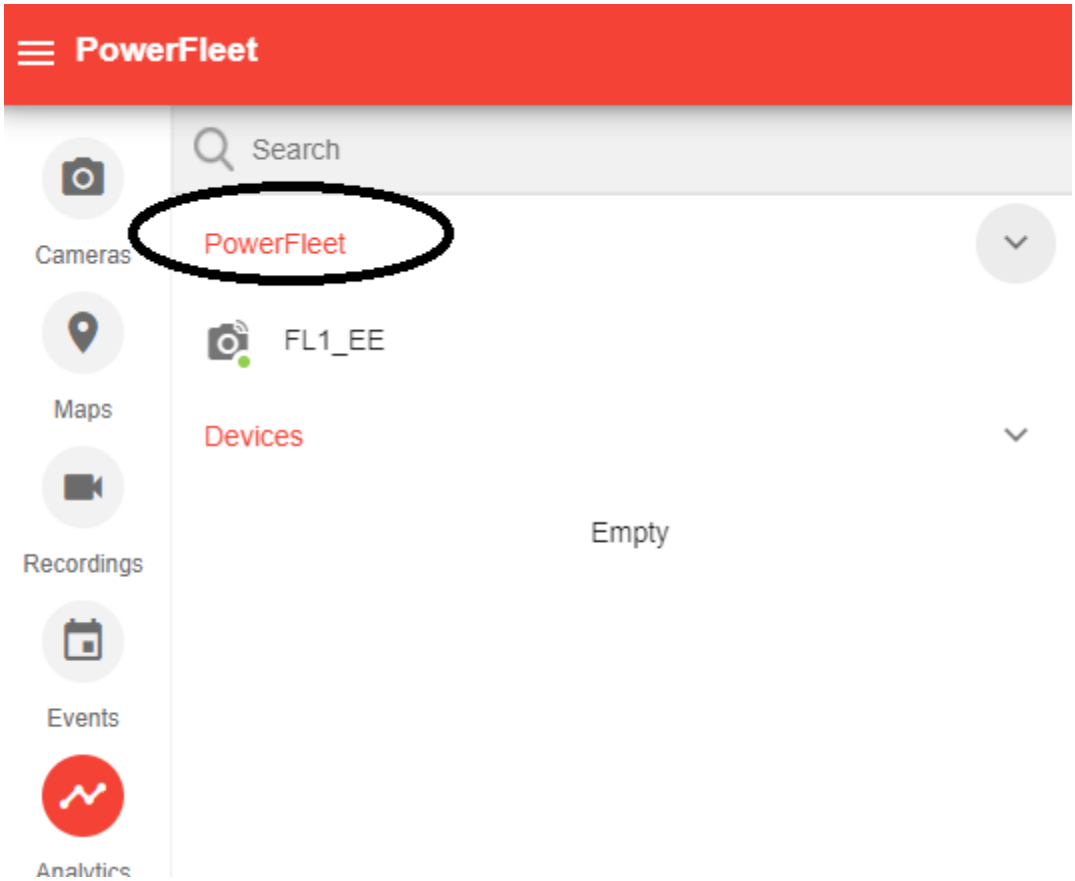
- View live video from Maps
- View vehicle events directly from the map
- Retrieve video events from the trip history of a vehicle
- View live video from Maps
- View live video from Cameras
- Retrieve recordings from the time of an event
- View recordings from the cloud
- Download recordings

View driving analytics

The fleet manager can view summary, aggressive driving, speeding, and geofence reports for all or individual vehicles from the **Analytics** area.

1. Log into the PowerFleet cloud app and from the navigation bar, click

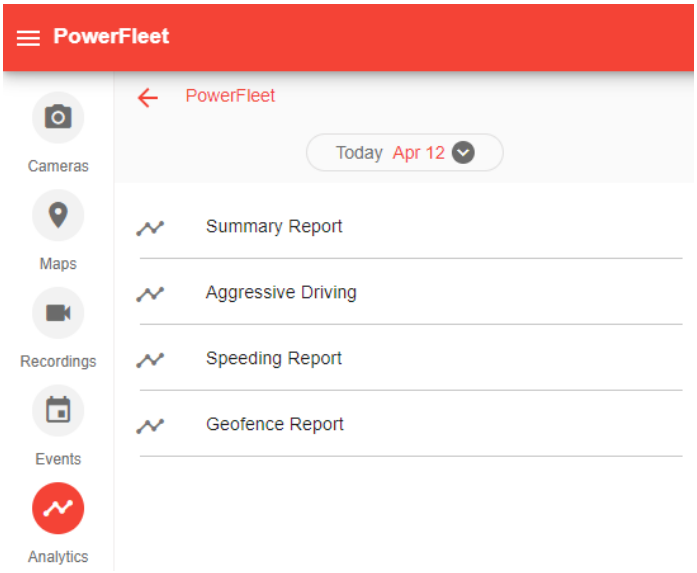
.
2. From the list of V-AI12 dashcams, browse for the relevant group or specific vehicle.



3. To view reports for a group, select its name; to view reports for a specific vehicle, open the group and select the name of the relevant dashcam.
4. Optionally, filter from the left pane by time period.

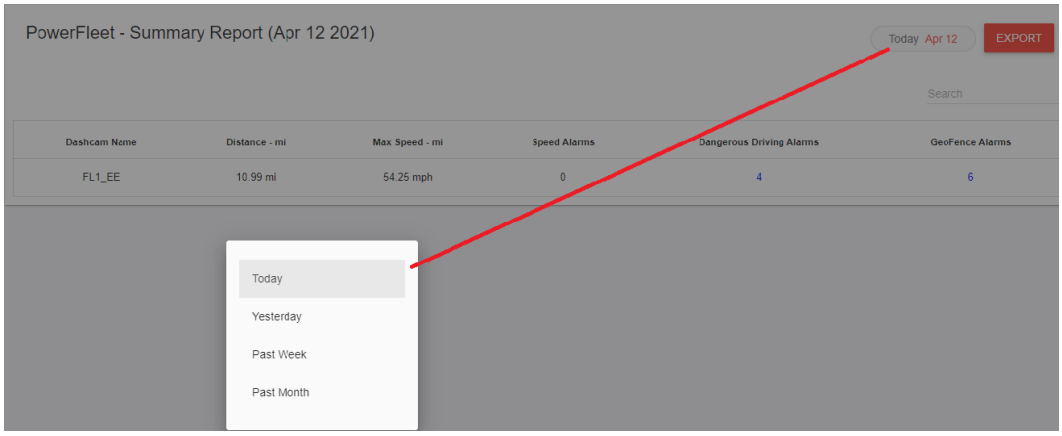
5. Navigate the **Reports** list and select the relevant report.

   Tip: The **Summary Report** provides an overview of any aggressive driving events, speeding events, and geofence events and additional reports can be accessed from this report.



   The report data loads in the main window.

6. From the **Report** area, filter by time.



7. In the **Summary Report** and the **Aggressive Driving Report**, click the numbers in blue for a full report about specific types of events.

Dashcam Name	Distance - km	Max Speed - km	Speed Alarms	Dangerous Driving Alarms	GeoFence Alarms
Avi-T1	0.00 km	0.00 km/h	0	0	0
Marc	1074.11 km	140.80 km/h	23	201	111

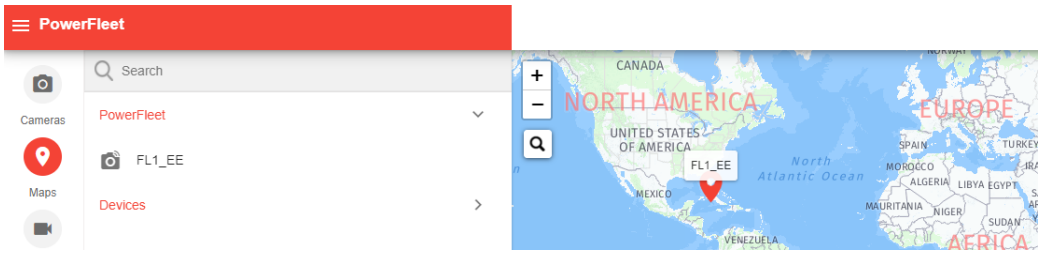
8. From any of the reports, click **Export** from the top right of the report to export it in CSV format.

Navigate to maps

The PowerFleet **Maps** enables fleet managers to track and monitor all of their vehicles visually with the help of our **Next-Gen Interactive Map.™**

Log into the PowerFleet cloud app and from the navigation bar, click Maps.

The **Maps** area loads.



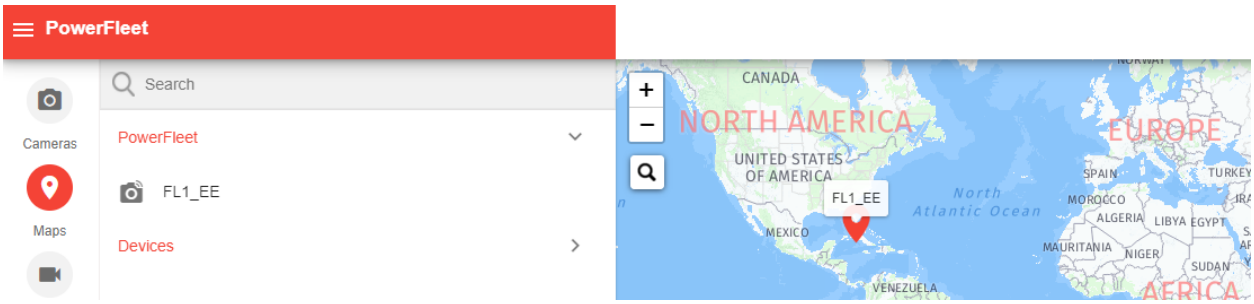
	Part	Description
1	Dashcam list	Navigate to the cameras you would like to zoom in on in the map.
2	Zoom	Zoom in and out to focus on the geographical area of interest to you.
3	Map view	Change the map view type.

Track the location of a vehicle in real time

To track a vehicle's location in real time:

1. Log into the PowerFleet cloud app and from the navigation bar, click Maps.

   The **Maps** area loads.



2. Select the vehicle you want to view.

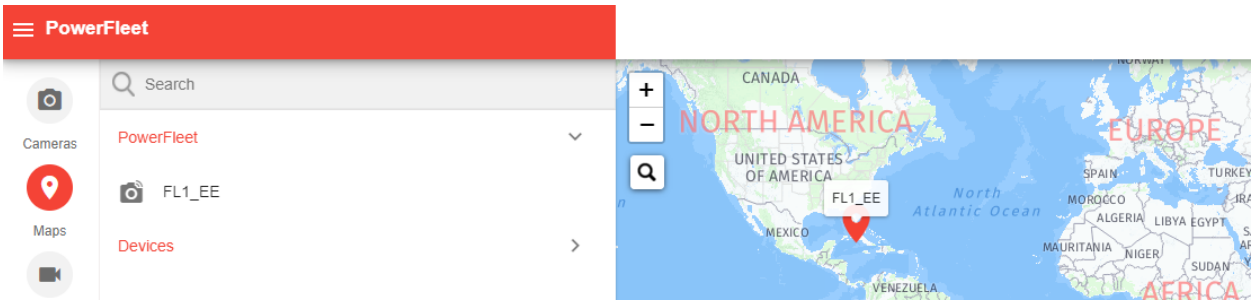
   If the vehicle is online, the GPS updates the location of the vehicle on the map every five seconds.

View trip history

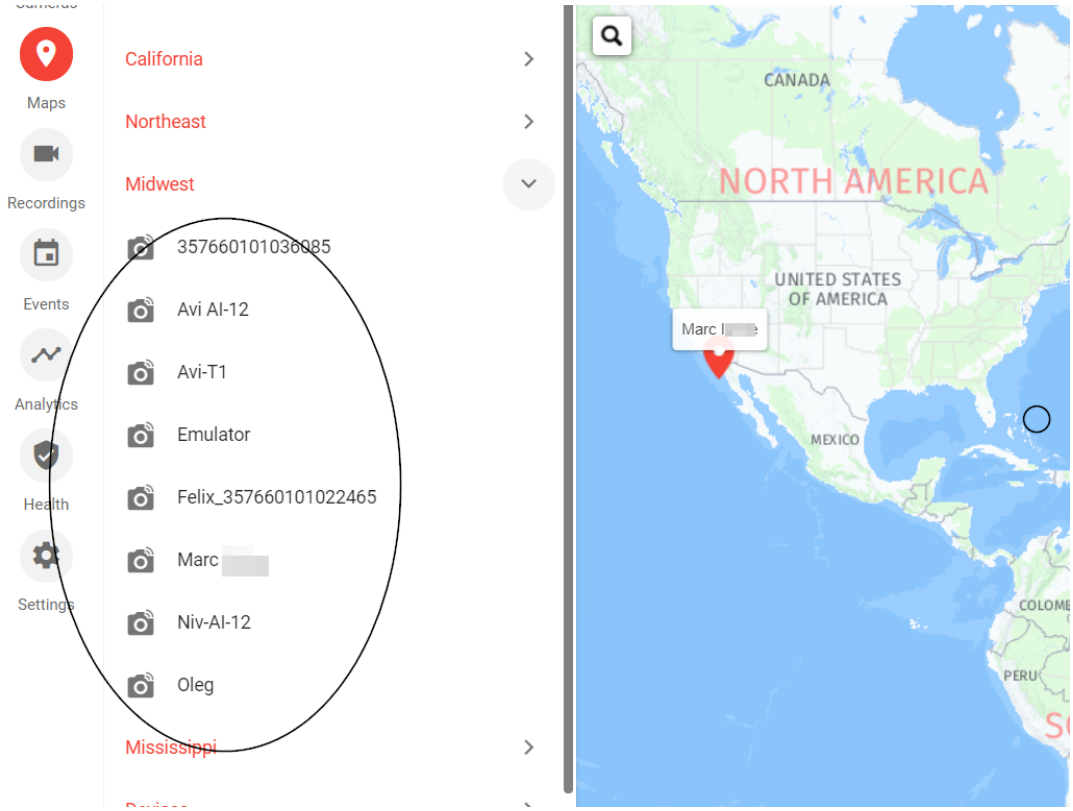
To view a dashcam's trip history:

1. Log into the PowerFleet cloud app and from the navigation bar, click Maps.

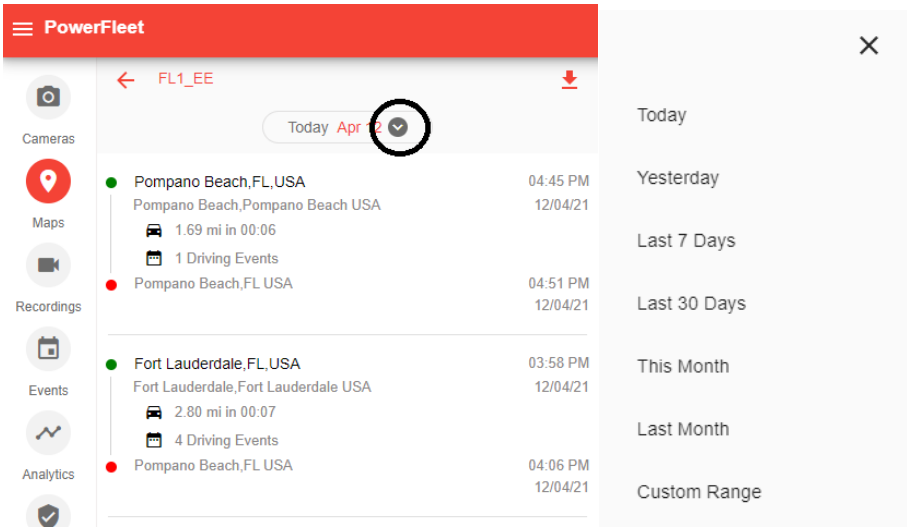
   The **Maps** area loads.



2. Select the camera you want to view.

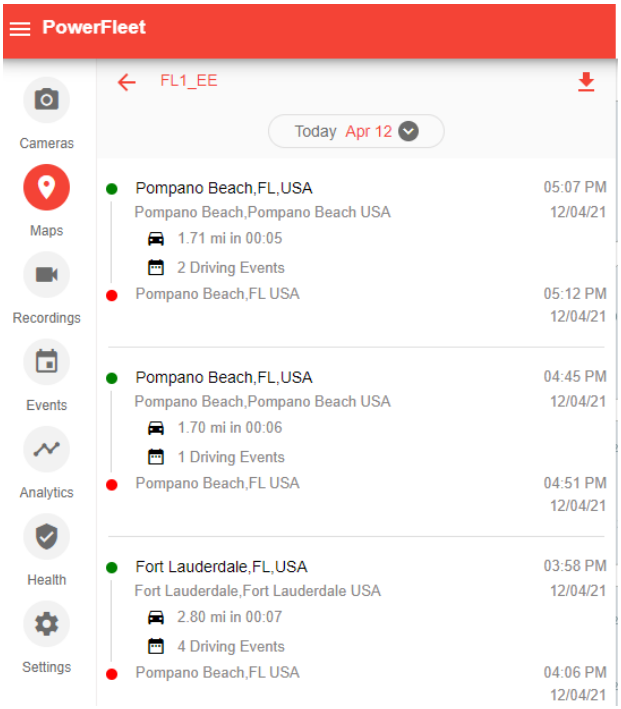


3. Click the arrow from the **Today** display at the top of the panel.

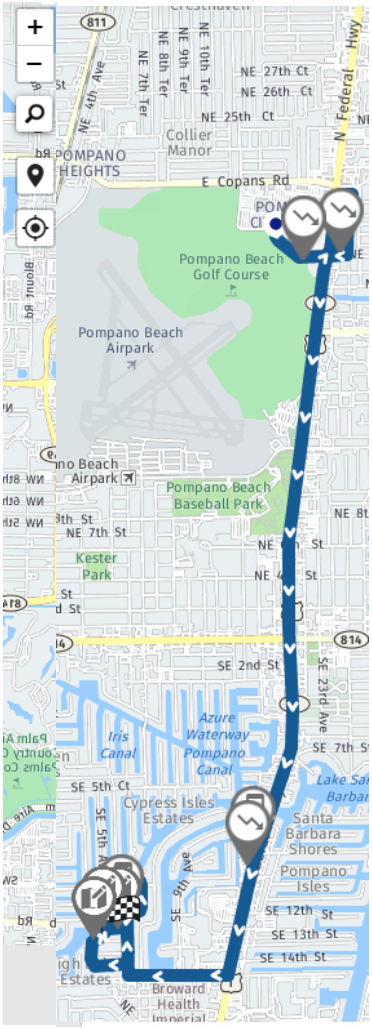


4. From the pop-up window, select the relevant time frame. All the trips of more than 100 meters during that time frame are listed on the left side.

   Each trip summary includes general location, trip dates, trip distance, overall time, and the number of driving events that occurred during the trip.



5. Select a trip to view it in the map to the right.



Click anywhere in the trip to retrieve a recording from that part of the trip.

Click on an event icon in the trip to view that event alert.

View live video from Maps

The dashcam has two cameras, and they appear in the cloud as follows:

- Front camera: road-facing camera placed to see the road in front of the vehicle
- Rear camera: in-cabin-facing camera placed to see the driver and the vehicle cabin

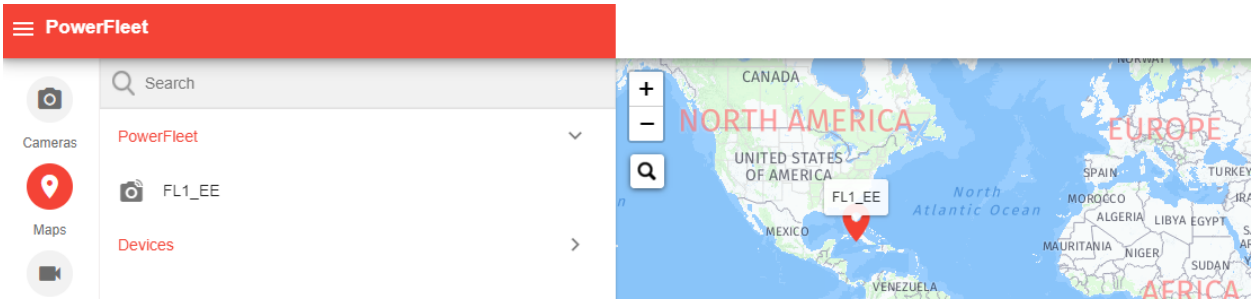
The use of the cloud allows the fleet manager to view the road and the cabin as the vehicle moves.

Note: To view live video, the dashcam must be online.

To view live video from the Maps area:

Note: To manage bandwidth, audio does not play when live streaming.

1. Log into the PowerFleet cloud app and from the navigation bar, click Maps.
2. The **Maps** area loads.



3. From the **Maps** pane, navigate to the vehicle you want to view and select it.

Note: Online cameras, with a green dot next to them, expand to display live video. If the dashcam is not currently online, then a notification pops up instead.

4. Select **Front camera** to open and view live video from the road-facing camera.
5. Select **Rear camera** to open and view live video from the in-cabin-facing camera.

See also:

- View live video from Maps
- View vehicle events directly from the map
- Retrieve video events from the trip history of a vehicle
- View live video from Cameras
- Retrieve recordings from the time of an event
- View vehicle events directly from the map
- View recordings from the cloud
- Download recordings

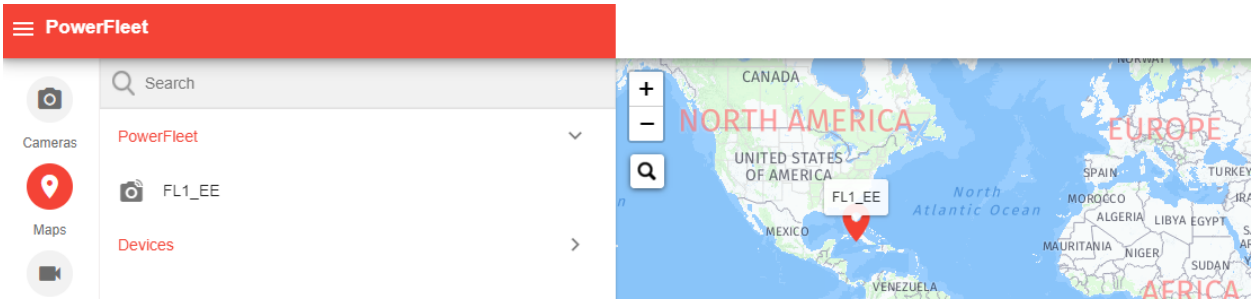
View vehicle events directly from the map

The V-AI12 dashcam can be in active or standby mode when viewing video events in Maps.

To view a vehicle's video events:

1. Log into the PowerFleet cloud app and from the navigation bar, click Maps.

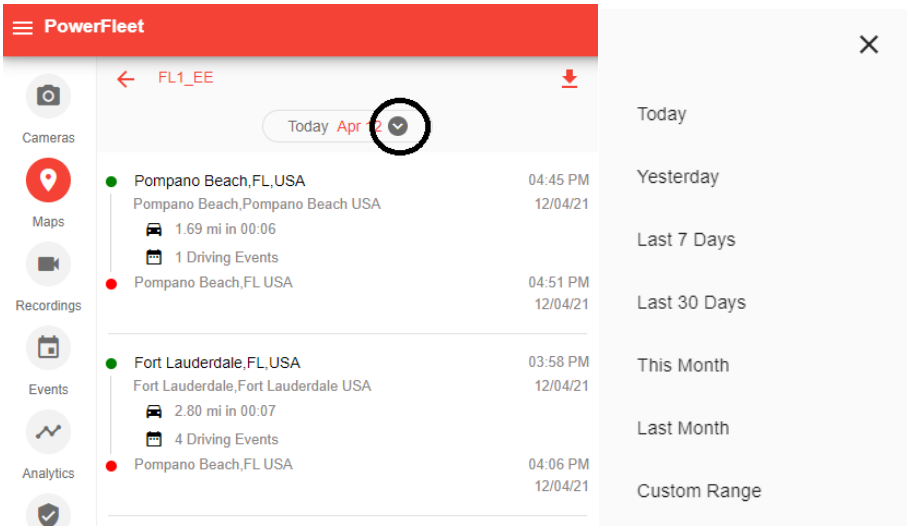
The Maps area loads.



2. From the Maps pane, navigate to the vehicle you want to view and select it.

The Trips list loads for the selected vehicle, giving the area of the trip, the kilometers, and the number of driving events.

3. Browse or filter the list to find the trip you want to view.

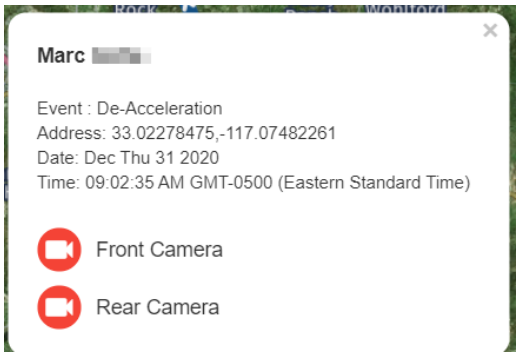


4. Select the relevant trip from the list.

The trip route loads on the map, with icons indicating the locations and types of events that occurred.

5. Click an event icon to view more information.

A pop-up window loads with the event details, location, date, and time. If there is a video recording or photograph, the cameras in the vehicle appear.



6. Select the camera you want to view.

A panel opens on the right of the map and loads the video.

Important

Acceleration, de-acceleration, geofence, and power off events do not have any video recordings.

7. Click the arrow in the lower right corner to save the video to your computer.

See also:

- View live video from Maps
- Retrieve video events from the trip history of a vehicle
- View live video from Maps
- View live video from Cameras
- Retrieve recordings from the time of an event
- View vehicle events directly from the map
- View recordings from the cloud
- Download recordings

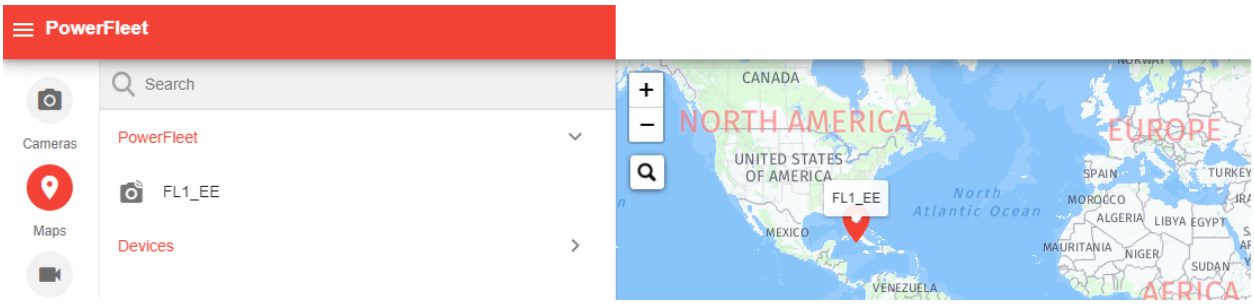
Retrieve recordings from the trip history of a vehicle

From the vehicle trip history, you can retrieve recordings of the trip by filtering for the main V-AI12 dashcam and by filtering by time.

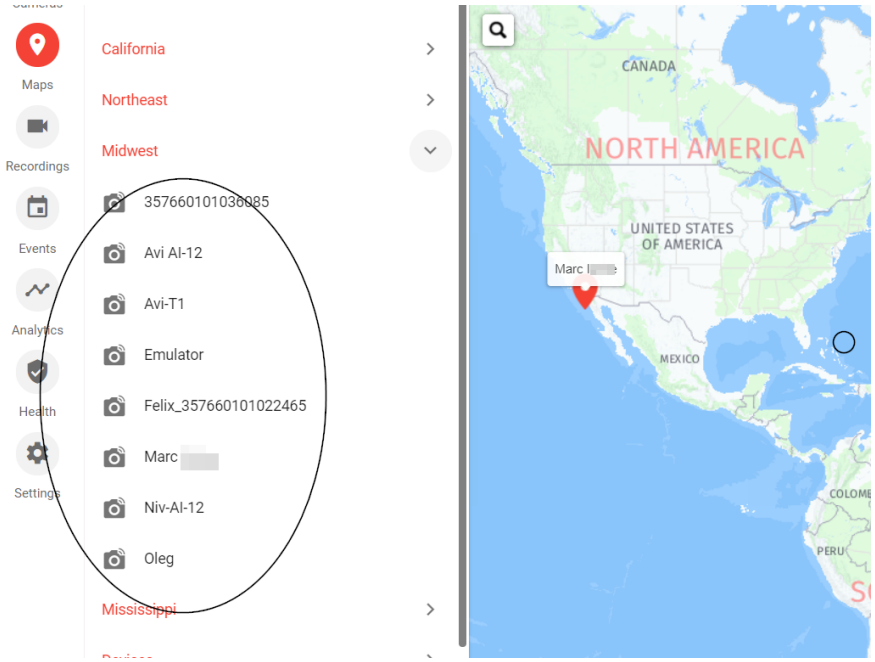
To retrieve trip history recordings:

1. Log into the PowerFleet cloud app and from the navigation bar, click Maps.

   The **Maps** area loads.

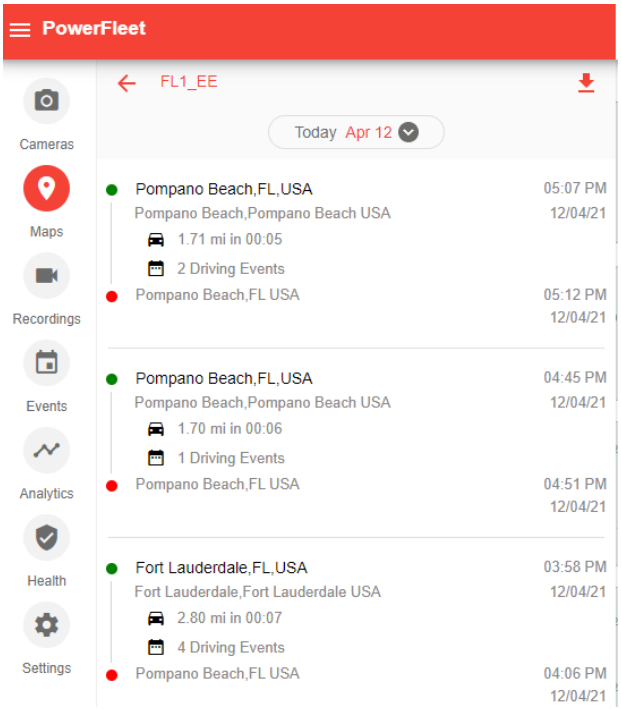


2. Select the vehicle you want to view.

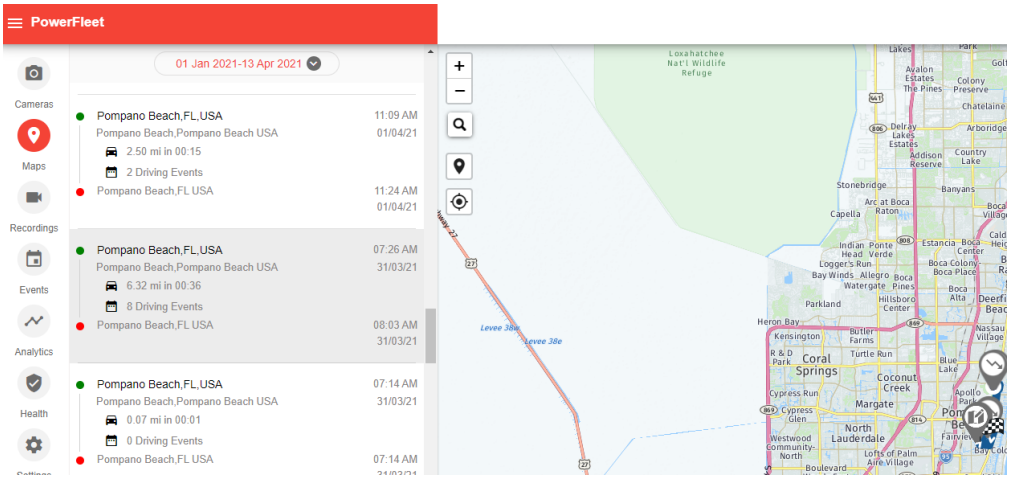


3. Click **Today** from the top of the panel and select the time frame you'd like to view.

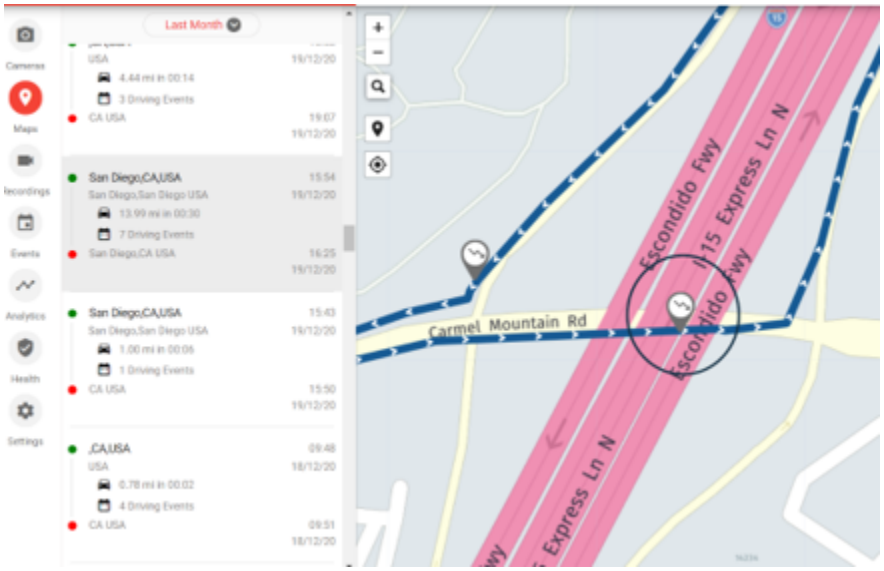
   All the trips of more than 100 meters during that time frame are listed on the left side. Each trip summary includes general location, trip dates, trip distance, overall time, and the number of driving events.



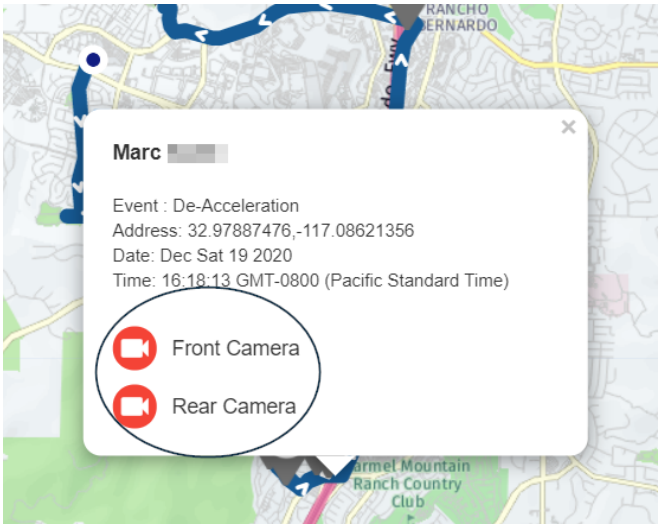
4. Select the trip you want to view. The entire trip loads on the map.



5. Click on a **Driving Event**.



6. If the event is a video event, select the camera you want to view.



The video event loads.

7. Click the arrow in the lower right corner to save the video to your computer.

See also:

- View live video from Maps
- View vehicle events directly from the map
- View live video from Maps
- View live video from Cameras
- Retrieve recordings from the time of an event
- View vehicle events directly from the map
- View recordings from the cloud
- Download recordings

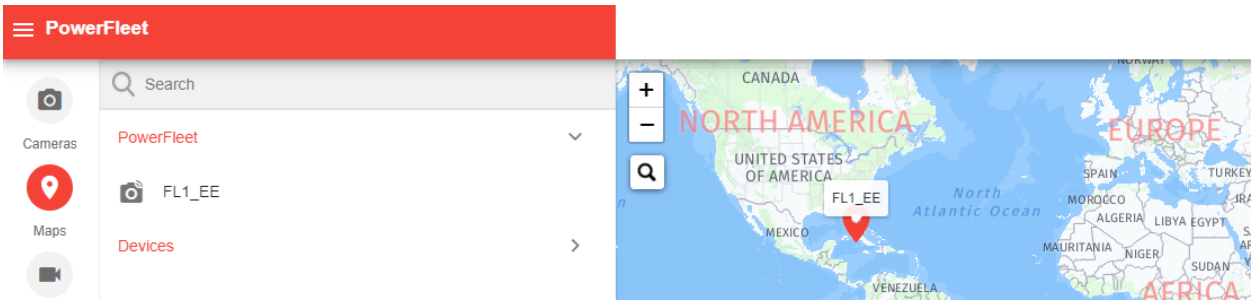
Set a geographic boundary (geofence)

A geofence defines a geographic boundary, as determined by the GPS technology. Setting a geofence triggers an event when the vehicle enters or exits the defined area. You can use the geofence to define areas that are allowed or prohibited to your drivers and then track vehicles accordingly.

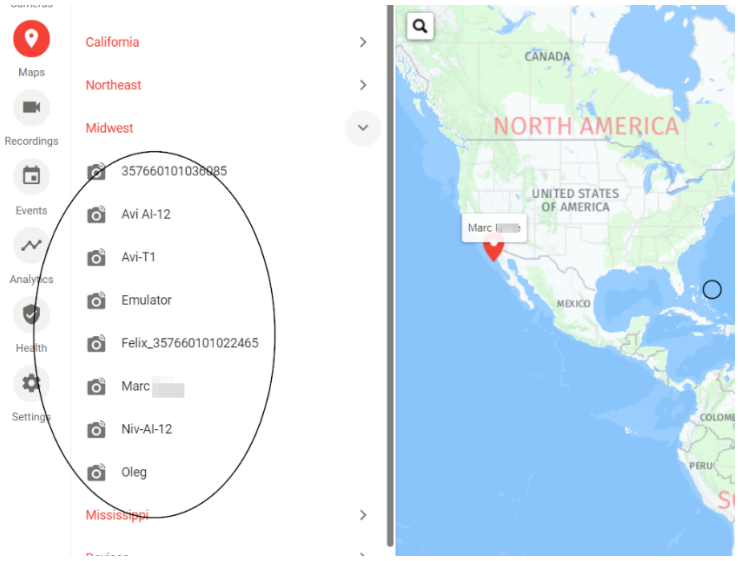
To set a geofence:

1. Log into the PowerFleet cloud app and from the navigation bar, click Maps.

   The **Maps** area loads.

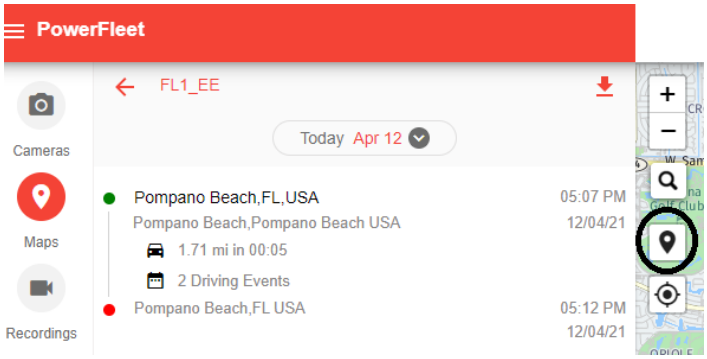


2. Select the vehicle to which you want to add a geofence.

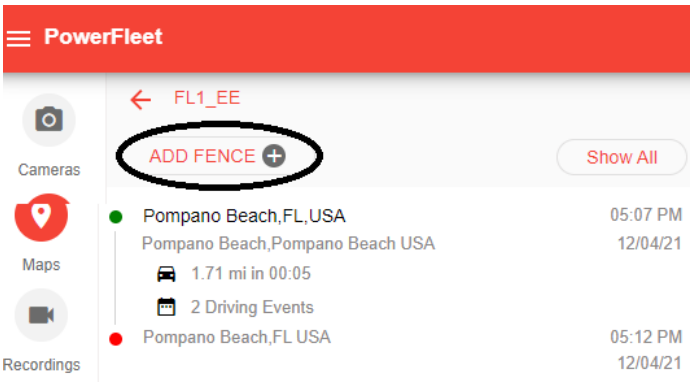


   The map displays the GPS location of the vehicle.

3. Click the **Geofence** button from the top left of the map.



4. Click **ADD FENCE** from the **Maps** window.



5. Drag the mouse on the map to draw the geofence area.

   When you release the mouse, the **ADD FENCE** window pops up.

6. Assign a unique name to the geofence and click **OK**.

Get around the Recordings area

Cameras continuously record trips of more than 100 meters. Find all the recordings, organized by group and dashcam, in the **Recordings** area.

Once you select a dashcam, the main window loads recording history, and you can navigate through the recordings for the dashcam, viewing:

- recordings from road-facing cameras and in-cabin-facing cameras
- recordings from auxiliary devices
- recordings by date and time

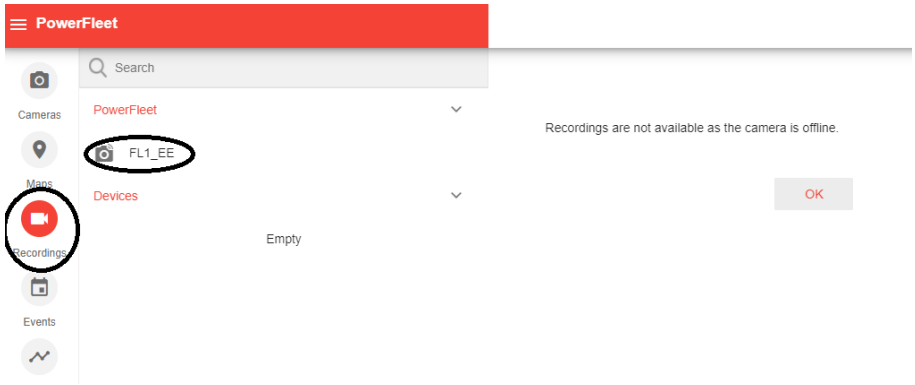
To filter for the recordings you want from the Recordings area:

1. To view recordings from the Recordings area, click

from the PowerFleet cloud app dashboard.

   The **Recordings** panel opens.

2. Navigate to the dashcam for which you would like to view recordings.
3. Click on the dashcam. Navigation tools and the recordings load in the main pane. The dashcam must be online to view recordings.



   You can filter for recordings in **Timeline View** or **File View**.

Tip: You can find the recordings in **Maps** by navigating through maps and geographical areas.

Read more about retrieving and viewing recordings here:

- View recordings from the cloud
- Download recordings

View recordings from the cloud

View the following recordings from the **Recordings** area:

- recordings from road-facing cameras and in-cabin-facing cameras
- recordings from auxiliary devices
- recordings by date and time

Navigate to the camera you are interested in.

1. To view recordings from the Recordings area, click

from the PowerFleet cloud app dashboard.

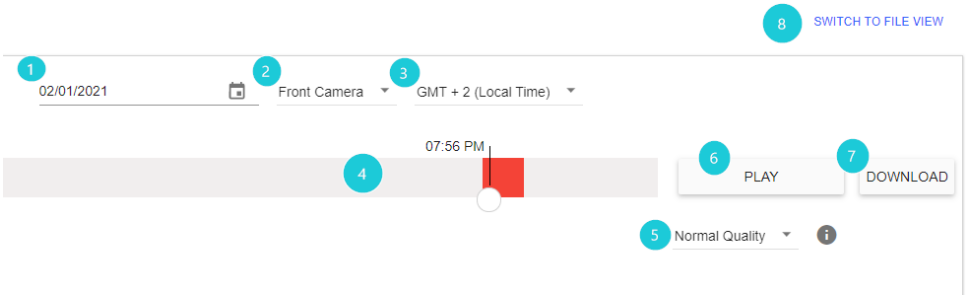
   The **Recordings** panel opens.

2. Navigate to the dashcam for which you'd like to view recordings.
3. Click on the dashcam. Navigation tools and the recordings load in the main pane.

Filter for the recordings you need.

To filter for recordings from Timeline View

From the main pane, filter and view the recordings you need as follows:



1. From the date drop-down, select to the relevant date.
2. From the camera drop-down, select the device for which you would like to view recordings.
3. From the time zone list, select the relevant time zone by which you would like to navigate.

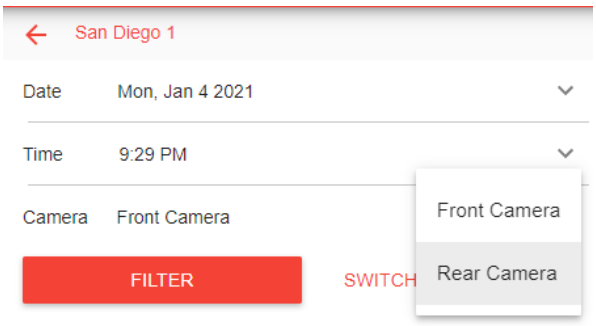
   If you are in New York, the default that appears here is EST, your local time zone. If you would like to review events according to noon GMT time, select GMT from the drop-down list and then navigate to noon on the timeline.
4. Once you filter for the camera and dates, move the slider to the red sections of the timeline for different recordings.
5. From the quality drop-down, you can choose to watch or download the recording in **Normal** or **High** quality.
6. When you have found the recording, click **PLAY**.

   The video loads in the center of the pane. Click the play and pause buttons, as necessary.

   Click **SWITCH TO FILE VIEW** to filter for recordings using the file view.

   To filter for recordings from File View:

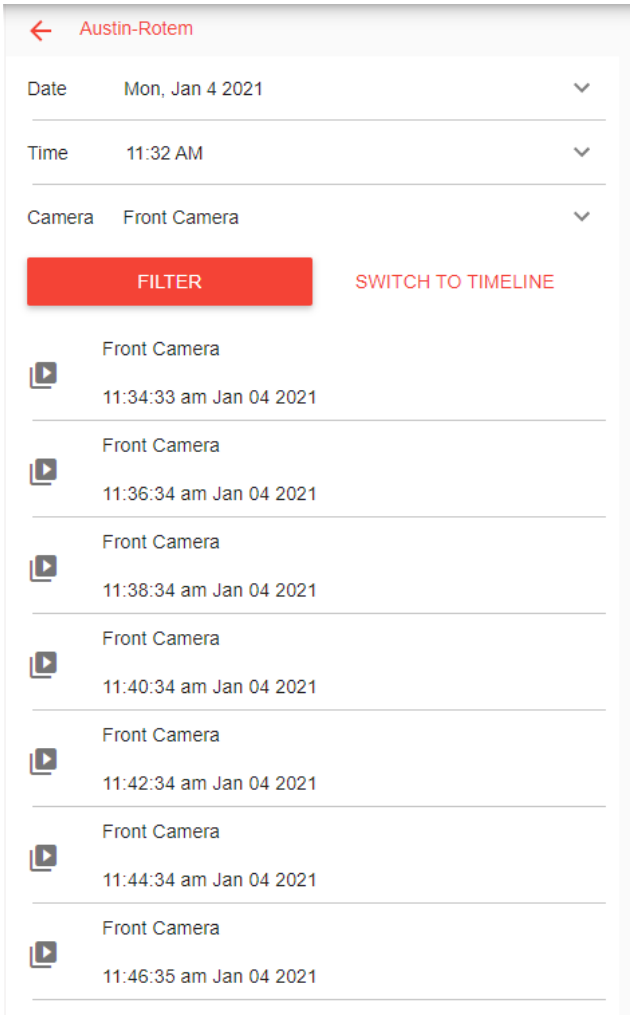
1. From the main pane, click the **Switch to File View** link.



2. Click the **Date** field to open the calendar and navigate to the date you need.
3. Click the **Time** field to open the clock and choose the relevant hour.

4. Click the **Camera** field and then choose the relevant camera.
5. Click **Filter** to display the available recordings based on your settings.

   The results appear in the same panel.



   Click **SWITCH TO TIMELINE** to filter for recordings using the timeline view.

See also:

- View live video from Maps
- View vehicle events directly from the map
- Retrieve video events from the trip history of a vehicle
- View live video from Maps
- View live video from Cameras
- Retrieve recordings from the time of an event
- View vehicle events directly from the map
- Download recordings

Download recordings

Download the following recordings from the **Recordings** area:

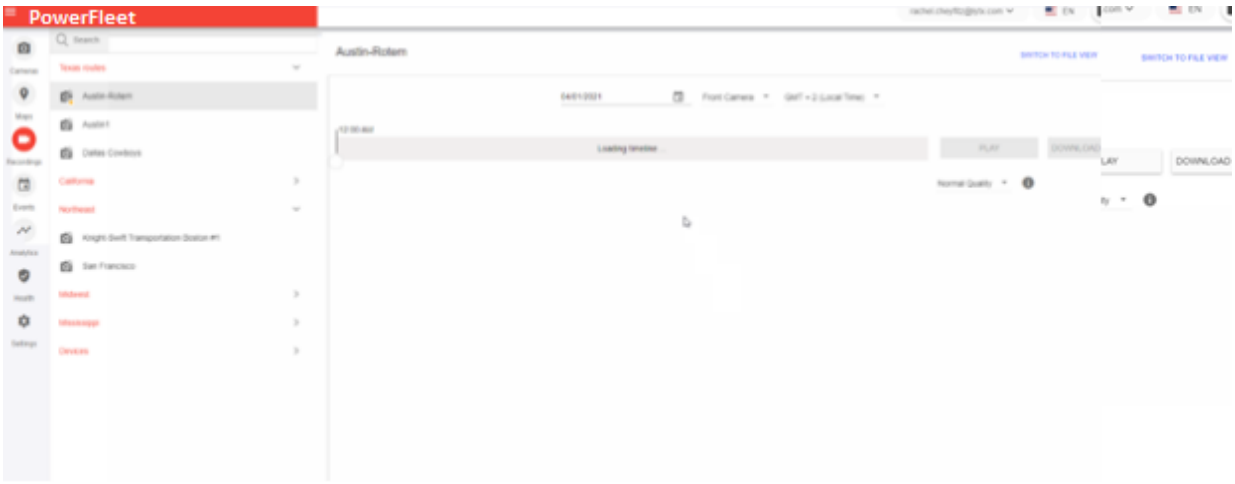
- recordings from road-facing cameras and in-cabin-facing cameras
- recordings from auxiliary devices
- recordings by date and time

Navigate to the dashcam you are interested in

1. To view recordings from the Recordings area, click Recordings from the PowerFleet cloud app dashboard.

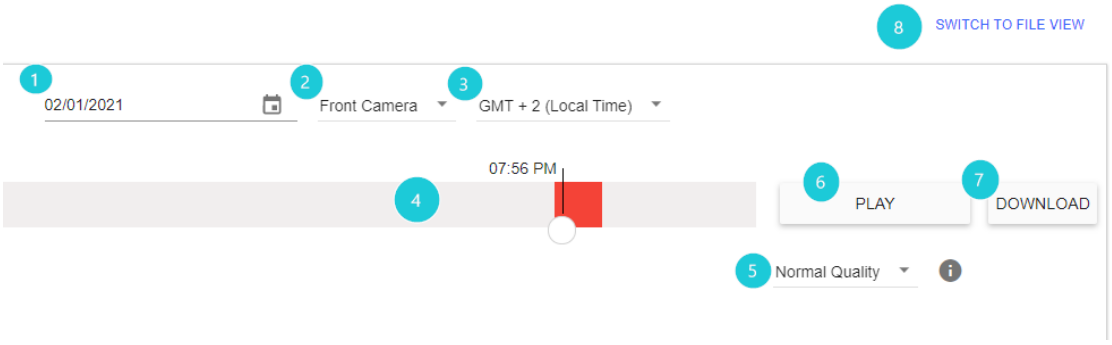
   The **Recordings** panel opens.

2. Navigate to the dashcam for which you would like to view recordings.
3. Click on the dashcam. Navigation tools and the recordings load in the main pane.



Filter for the recordings you need.

From the main pane, filter and download the recordings you need as follows:



1. From the date dropdown, navigate to the relevant date.
2. From the camera dropdown, select the device for which you would like to view recordings.

3. From the time zone list, select the relevant time zone by which you would like to navigate.

   Example 1.

   If you are in New York, the default that appears here is EST, your local time zone. If you would like to review events according to noon GMT time, select GMT from the dropdown list and then navigate to noon on the timeline.

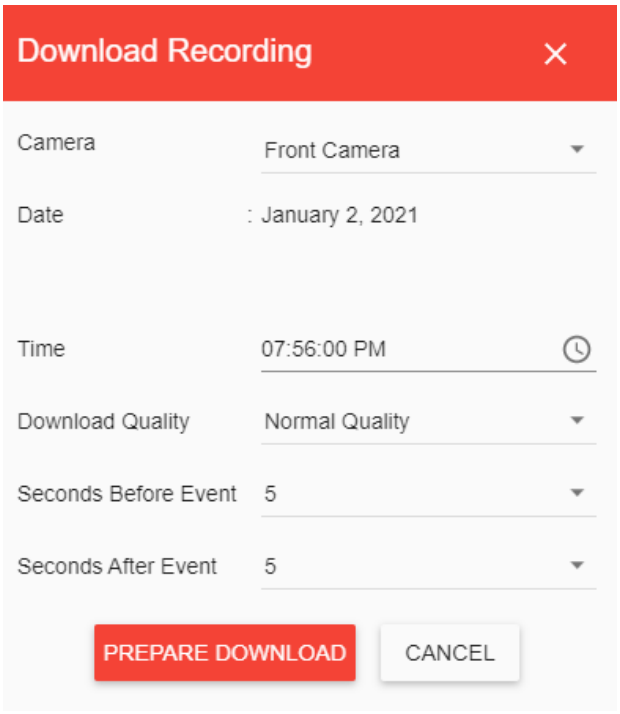
4. Once you filter for the camera and dates, move the slider to the red sections of the timeline for different recordings.

   The time that you select is considered the time of the event for downloading.

5. From the quality dropdown, you can choose to watch or download the video in **Normal** or **High** quality.

6. When you've found the video, click **Download**.

   The **Download Recordings** dialog box opens with the values that you filtered in the main pane.



7. Check and adjust the settings to choose the relevant video.

   The time that you select is considered the time of the event for downloading. The **Seconds Before Event** and the **Seconds After Event** fields determine the entire range in time that you would like to download.

8. From the **Seconds Before Event**, choose how many seconds prior to the selected event time should be included in the downloaded video.

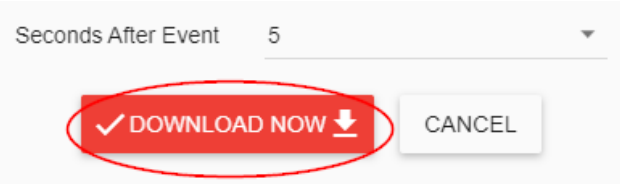
9. From the **Seconds After Event**, choose how many seconds after the selected time should be included in the downloaded video.

   If the time of the event is 07:56:00 PM, the **Seconds Before Event** is set to 5 and the **Seconds After Event** is set to 5, then the video duration that is download extends from 07:49:00 through 08:01:00.

10. Click **Prepare Download**.

    When the download is ready, the button changes.

11. Click **Download Now**.



The recording downloads in mp4 format to your local Download folder.

See also:

- View live video from Maps
- View vehicle events directly from the map
- Retrieve video events from the trip history of a vehicle
- View live video from Maps
- View live video from Cameras
- Retrieve recordings from the time of an event
- View vehicle events directly from the map
- View recordings from the cloud

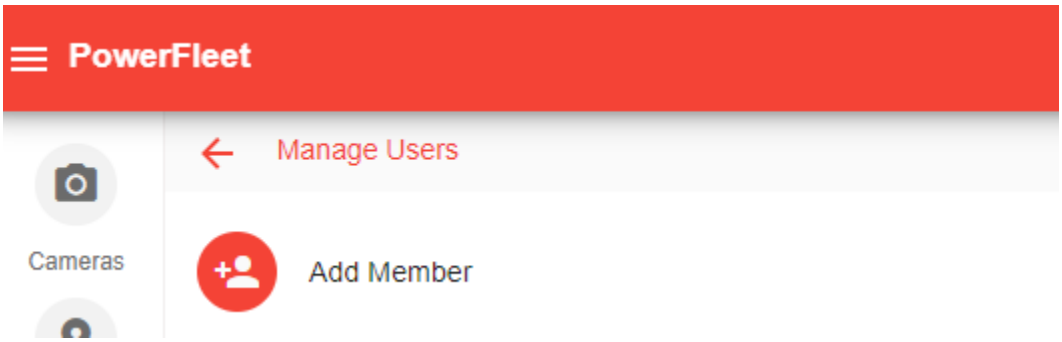
Add new users

To add new users:

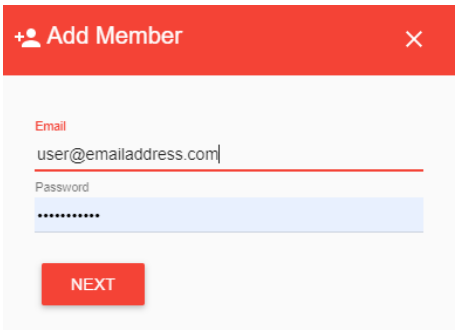
1. Log into the PowerFleet cloud app and from the navigation bar, click

.
2. From the **Settings** menu, select **Manage Users**.

   The **Users** list opens in the left panel.
3. Select **Add Member** from the top of the users list.



5. In the window that pops up, enter the user's email and password.



6. Click **NEXT**.

   The **Permissions and Access** window loads.
7. **Set the user type from the following options:**

   - **Administrator:** The user has full access to the system. The user can view, create or modify any object (dashcam, group, users, settings) in the system
   - **Supervisor:** The user has the same clearance as the administrator, but cannot add, modify, or remove users
   - **User:** The user has full access to the system, but cannot add new dashcams or create new groups
   - **Restricted:** The user is defined in the system but cannot login

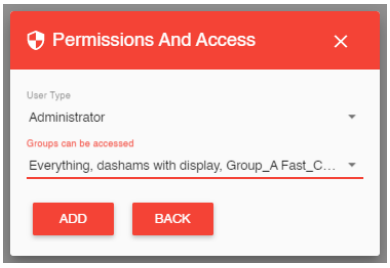
   Security clearance details

	Administrator	Supervisor	User	Restricted
Add dashcam	Allowed	Allowed	Not allowed	Not allowed
Modify dashcam	Allowed	Allowed	Not allowed	Not allowed
Delete dashcam	Allowed	Allowed	Not allowed	Not allowed
Add group	Allowed	Allowed	Not allowed	Not allowed
Modify group	Allowed	Allowed	Not allowed	Not allowed
Delete group	Allowed	Allowed	Not allowed	Not allowed
Add bookmark	Allowed	Allowed	Allowed	Not allowed
Remove bookmark	Allowed	Allowed	Allowed	Not allowed
Add geofence	Allowed	Allowed	Not allowed	Not allowed
Modify geofence	Allowed	Allowed	Not allowed	Not allowed
Remove geofence	Allowed	Allowed	Not allowed	Not allowed
Modify events	Allowed	Allowed	Not allowed	Not allowed
Create user	Allowed	Not allowed	Not allowed	Not allowed
Modify user	Allowed	Not allowed	Not allowed	Not allowed
Remove user	Allowed	Not allowed	Not allowed	Not allowed
Regional settings	Allowed	Allowed	Not allowed	Not allowed

9. Select the **Groups** that the user can access. You can select multiple groups. Also see Group Dashcams.

   Note: The **Groups** are defined in the **Cameras** view.

10. Click **ADD** to apply the changes.

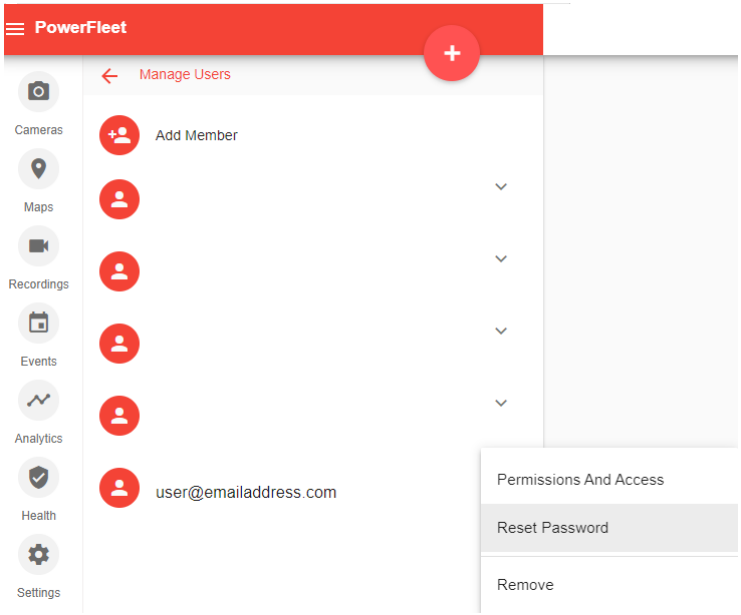


To edit users

1. Log into the PowerFleet cloud app and from the navigation bar, click Settings.
2. From the **Settings** menu, select **Manage Users**.

   The **Users** list opens in the left panel.
3. Click the arrow next to a username to open its context menu.

   From the menu, you can change permissions, reset passwords, and remove users.



User permissions

Administrators can change other users' permissions. To do this, see Edit existing cloud users.

Set the user type from the following options:

- **Administrator:** The user has full access to the system. The user can view, create or modify any object (dashcam, group, users, settings) in the system
- **Supervisor:** The user has the same clearance as the administrator, but cannot add, modify or remove users
- **User:** The user has full access to the system, but cannot add new dashcams or create new groups
- **Restricted:** The user is defined in the system but cannot login

Security clearance details

	Administrator	Supervisor	User	Restricted
Add dashcam	Allowed	Allowed	Not allowed	Not allowed
Modify dashcam	Allowed	Allowed	Not allowed	Not allowed
Delete dashcam	Allowed	Allowed	Not allowed	Not allowed
Add group	Allowed	Allowed	Not allowed	Not allowed
Modify group	Allowed	Allowed	Not allowed	Not allowed
Delete group	Allowed	Allowed	Not allowed	Not allowed
Add bookmark	Allowed	Allowed	Allowed	Not allowed
Remove bookmark	Allowed	Allowed	Allowed	Not allowed
Add geofence	Allowed	Allowed	Not allowed	Not allowed
Modify geofence	Allowed	Allowed	Not allowed	Not allowed
Remove geofence	Allowed	Allowed	Not allowed	Not allowed
Modify events	Allowed	Allowed	Not allowed	Not allowed
Create user	Allowed	Not allowed	Not allowed	Not allowed
Modify user	Allowed	Not allowed	Not allowed	Not allowed
Remove user	Allowed	Not allowed	Not allowed	Not allowed
Regional settings	Allowed	Allowed	Not allowed	Not allowed

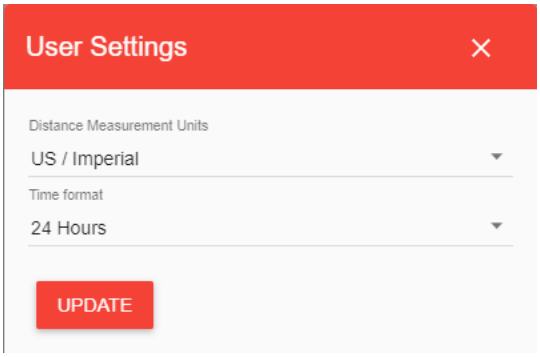
Customize user settings

You can choose the units used to display distance and time.

To customize these settings:

1. Log into the PowerFleet cloud app and from the navigation bar, click Settings.
2. From the **Settings** menu, select **Manage Users**.

   The **Users** list opens in the left panel.
3. From the **Distance Measurements Units** field, select **Metric** or **US/Imperial**.
4. From the **Time format** field, select **24 Hours** or **AM/PM**.



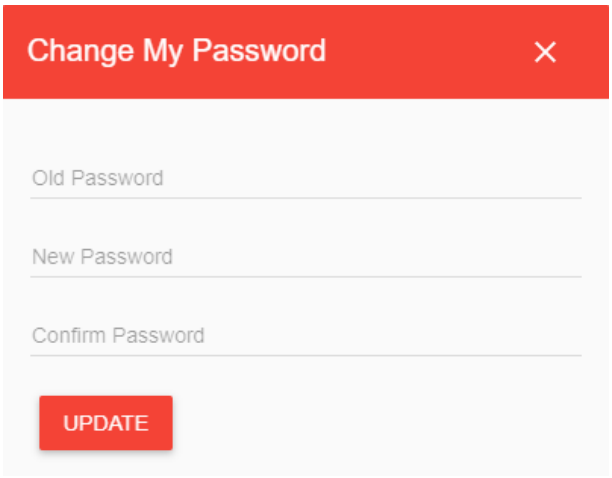
Change your password

You can change your password from the **Settings** area.

To change your password:

1. Log into the PowerFleet cloud app and from the navigation bar, click Settings.
2. From the **Settings** menu, select **Change My Password**.

   The **Change My Password** window opens.



3. In the **Change My Password** window, enter your current and new passwords in the appropriate fields.
4. Click **UPDATE**.

Change user passwords

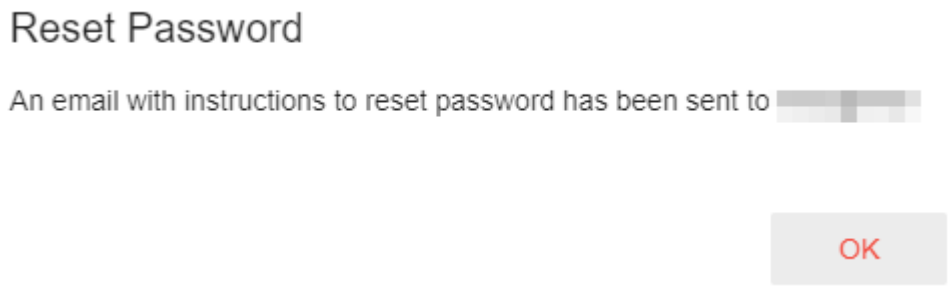
Only users with admin permission can change user passwords.

To change a user password:

1. Log into the PowerFleet cloud app and from the navigation bar, click Settings.
2. From the **Settings** menu, select **Manage Users**.

   The **Users** list opens in the left panel.
3. Click the arrow next to a username to open its context menu.
4. From the menu, select **Reset Password**.

   A confirmation message appears with instructions. The user receives an email from which they change their password.



Troubleshooting: PowerFleet cloud

The following table suggests solutions for issues that may arise with the PowerFleet cloud app:

Issue/question	Possible cause	Suggested solution/explanation
I tried to use the serial number of the device to register it on the PowerFleet cloud app, but it did not work.	The serial number is not used to register devices.	Use the IMEI number of the V-AI12 dashcam and not the serial number. The IMEI number can be found on the sticker on the dashcam itself or on the back of the dashcam box.
I removed the dashcam and then added it back to the same organization. Now I cannot find its data history.	When a dashcam is removed from an organization, its data is deleted from the cloud.	Download the data before removing a dashcam. After removing the dashcam from the organization, historic data will be lost from the cloud.
There is no green dot next to my dashcam in the PowerFleet cloud app.	Your SIM card is not inserted properly or activated.	Verify that your SIM card is inserted properly and activated.
	The network has bad reception.	Perform a speed test through your Wi-Fi hotspot. If the upstream speed is 64 Kbps or less, there could be a network reception issue - contact your SIM provider.
	Your SIM card ran out of data.	Perform a speed test through your Wi-Fi hotspot. If the upstream speed is 64 Kbps or less, there could be a data issue - check if you ran out of data.
There is no green dot next to my dashcam in the PowerFleet cloud app. Everything in the dashcam is working, including the SIM card and network speeds.	The IMEI number is incorrect.	Verify that the IMEI number of the camera configured in the PowerFleet cloud app matches the dashcam IMEI number. The IMEI number can be found on the sticker on the dashcam itself or on the back of the dashcam box.
I am not able to watch my dashcam's live video, even though the dashcam appears to be online.	The user does not have the proper permissions.	Verify your user permissions.
	Your cameras are not listed in the PowerFleet cloud app.	In the PowerFleet cloud app, click on the dashcam and verify that all cameras (front, rear, and auxiliary) are listed, and you are not receiving a "Live video is not available" message. If the live video is still not working, contact PowerFleet.
	There is a firewall blocking WebRTC streaming interface.	In the PowerFleet cloud app, click the gear button in the live video dialog and switch to **HLS Streaming**.
	The network speed is too low.	Perform a speed test through your Wi-Fi hotspot. If the upload speed is less than 250 Kbps, live video does not work. Contact your SIM provider.

Issue/question	Possible cause	Suggested solution/explanation
I do not see the list of recordings for my dashcam.	The SD card is an old version or is not properly inserted.	Verify that your SD card is at least Class 10 and is inserted properly.
	The SD card is not recognized.	1. Format the SD card. 2. Replace the SD card if formatting does not work.
The GPS location of a dashcam is not available in the maps screen.	The dashcam is installed in a bad location.	Verify that the camera is installed with a direct line of sight to the sky.
I want to move a dashcam to another organization. "Device already registered" continuously appears when I try to provision it in the new organization.	The dashcam is still be registered with the original organization.	The dashcam can only be registered under one organization. To move the dashcam from one organization to another, you need to delete the camera from the previous organization and then you will be able to allocate the relevant IMEI number to the new organization.