DQTCAM VIDEO RETRIVAL FROM SD CARD

DQTCAM CUSTOMER

Global Productivity Solutions

VERSION: 1.0

DATE: 4/24/2024

PRESENTED BY: DQT SUPPORT

How To Save DQTcam Videos from Incidents or Accidents

DQTcam video records are saved to the local SD card in the camera (64GB each). The SD cards typically allow 5-7 days' worth of recorded events.

Once the SD cards are full, the stored events are then overwritten as new events are generated.

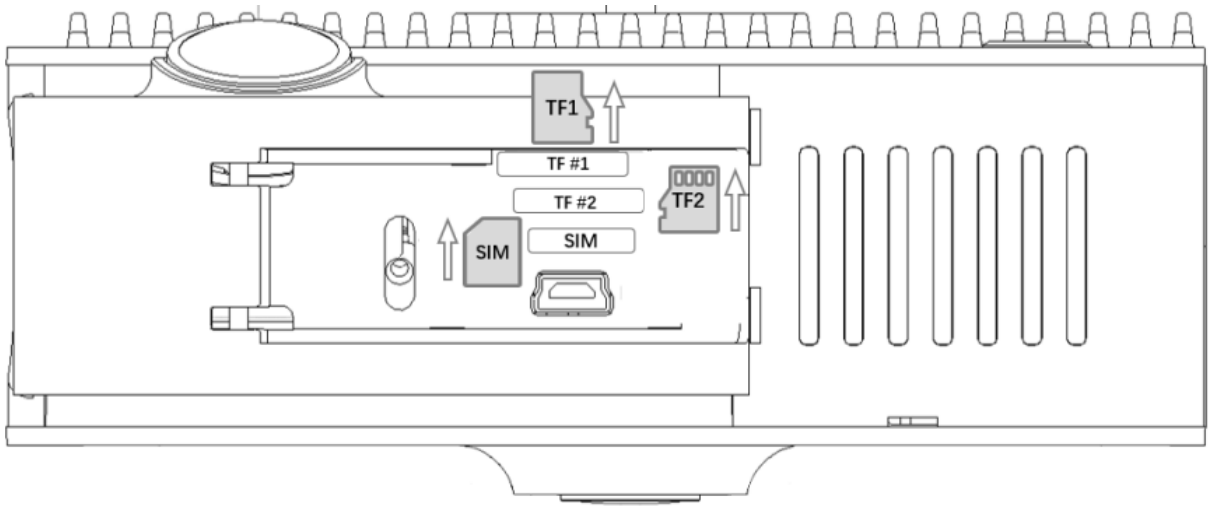
Anytime there is an accident or any incident involving your fleet, you should promptly pull the SD cards from the camera and copy the events over to a local PC or storage to prevent any possibility of overwriting the events.

If evidence is recovered from an SD Card, it is best practice to keep the SD card for evidence and utilize a new SD card in the Dash-cam when it is put back into use.

Sep by Step Directions for Pulling Video from SD Cards

Take out the main unit (without powering on) and turn the card slot panel at the bottom of the main unit counterclockwise with the L-shaped socket head wrench in the package to open the panel.

SD Card slots are labeled TF1 and TF2 in the graphic below. **IMPORTANT:** Note which SD card is in each slot when they are removed as you will need to put them back to the same spot later.



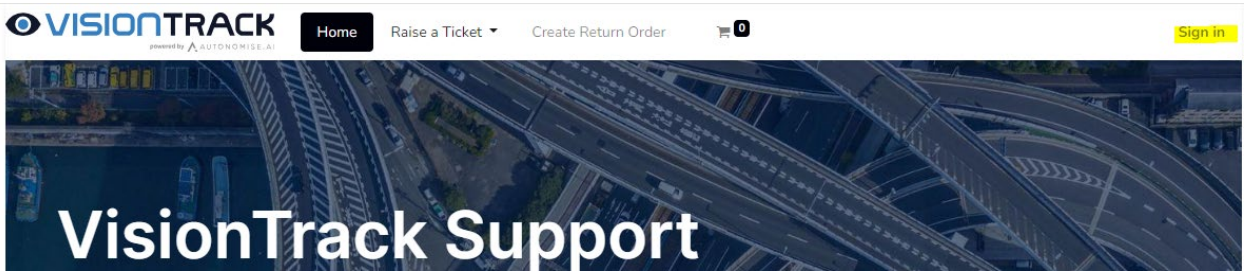
If you would like more retention time before the overwriting, you can use larger SD cards. The videos will still be overwritten once there is no more room for new recording.

In order for an event to be available from the website, it needs to be requested by a user from .NET so it is uploaded and available. The uploaded events will only be low resolution, so pulling the SD card is the better option especially if a police ticket, or insurance get involved.

Step by Step Directions for Requesting Video via Web

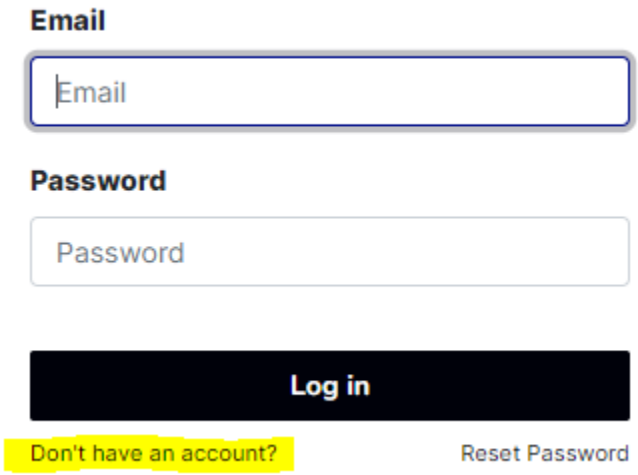
How to Access Ceiba Software Tool

1. Go to https://support.visiontrack.com/
2. Select **Sign In**

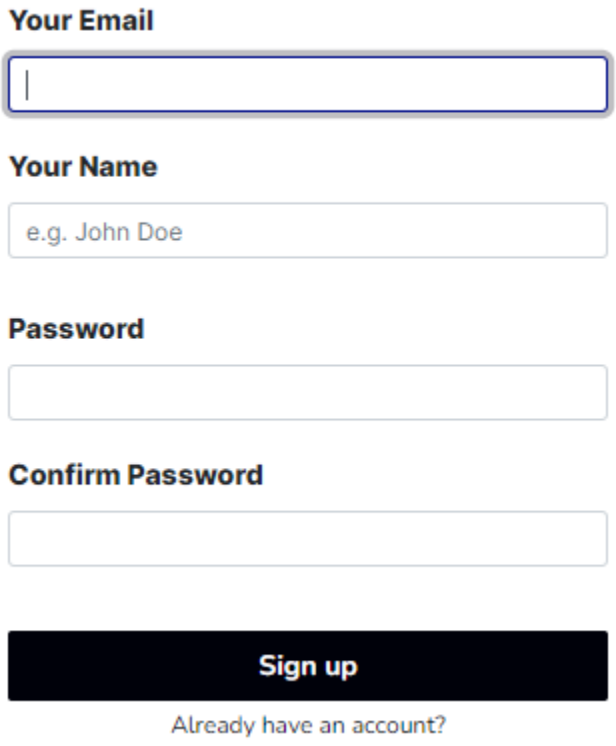


3. If you have a login account already enter your Email and Password and select Log in.
   For New Users:

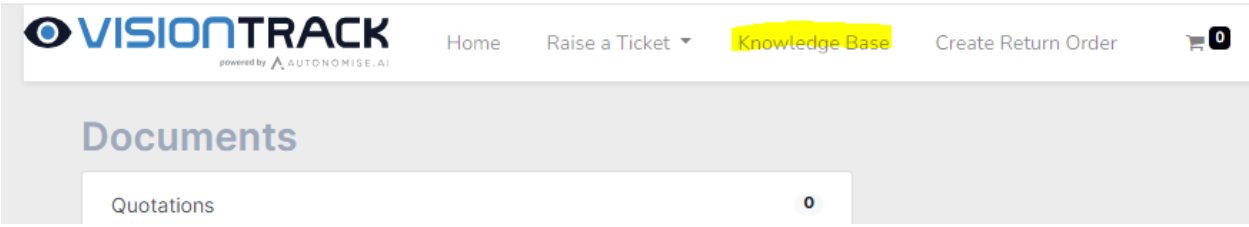
a. Select Don’t have an account?



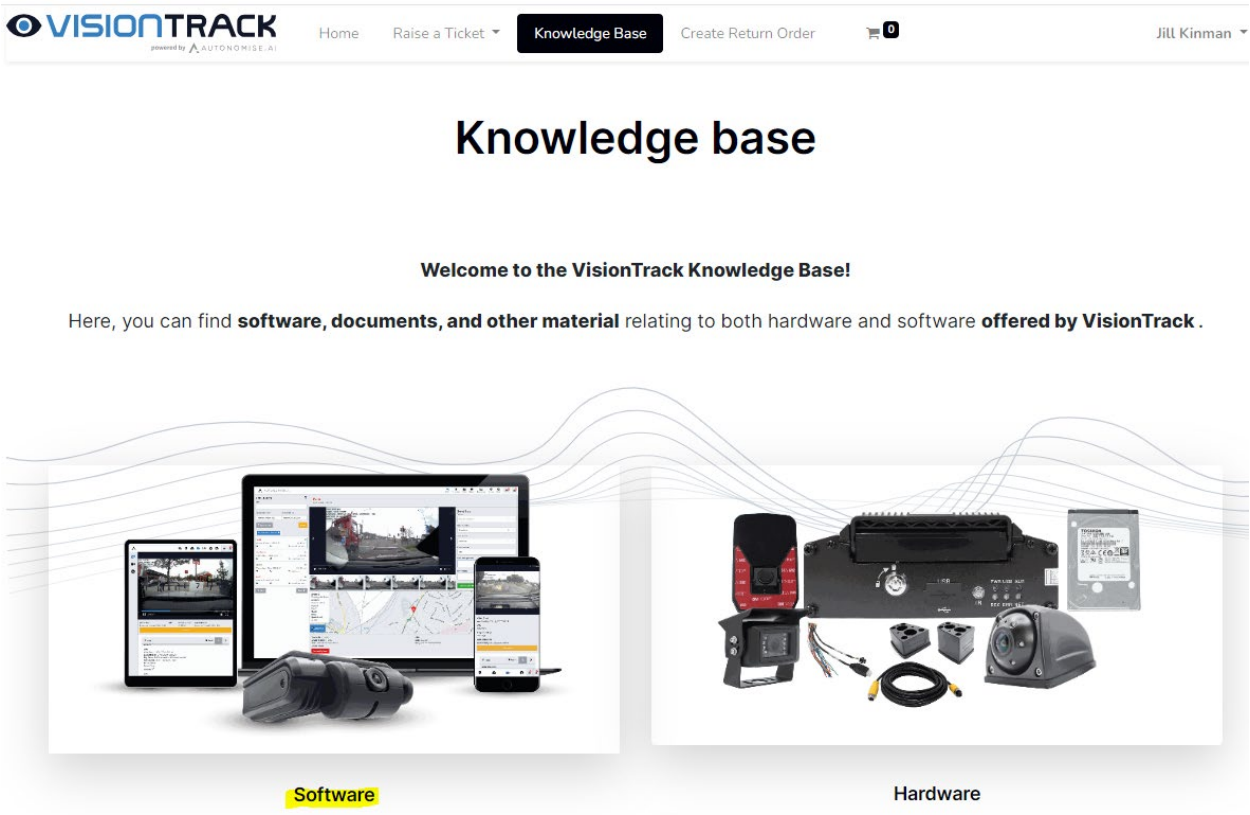
b. Fill out email, name, password, & confirm password fields and click sign up



4. Once logged in select **Knowledge Base**



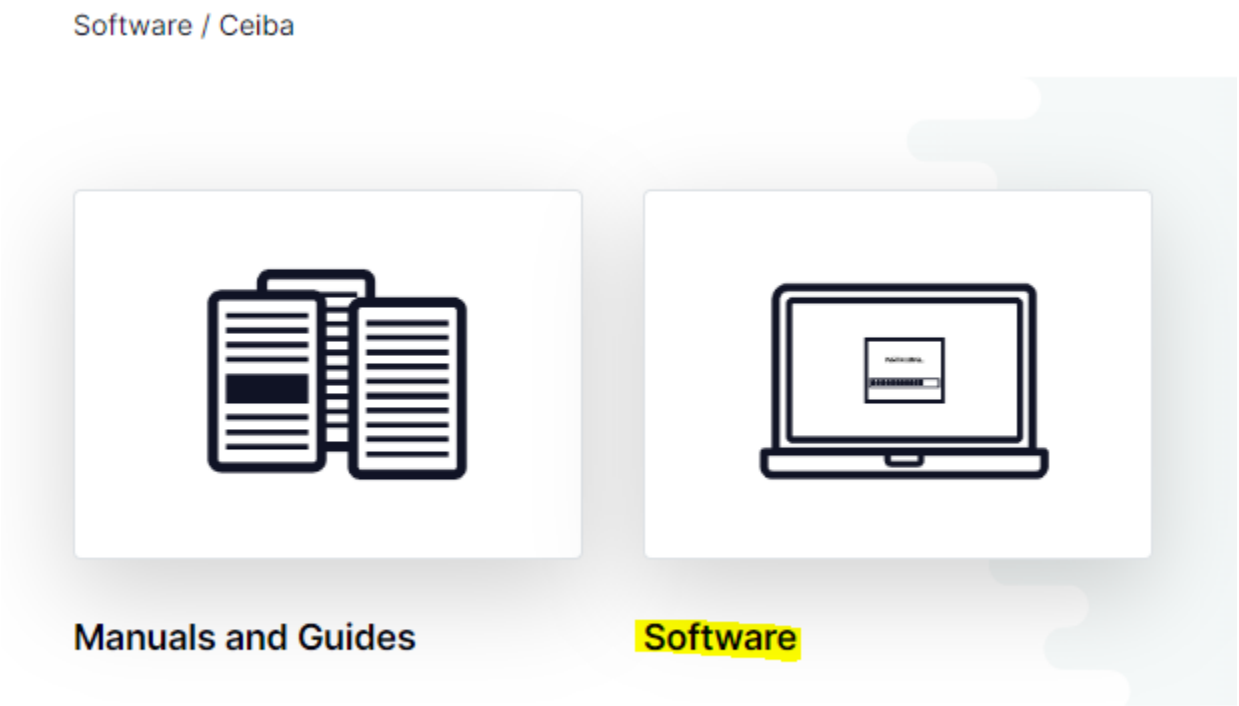
5. Then select **Software**



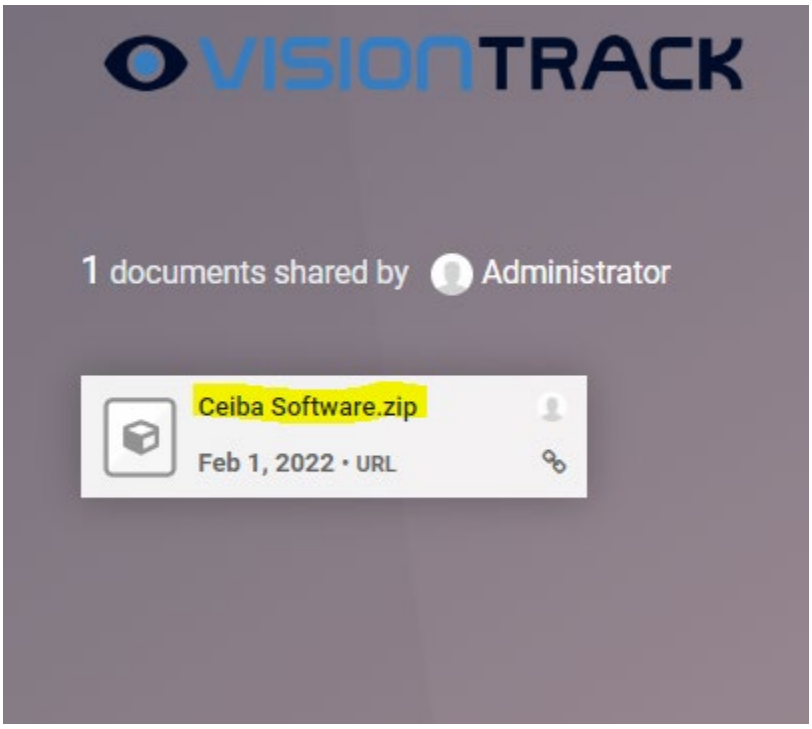
6. Next, **select Ceiba**

Software

7. To download the software then select **Software**

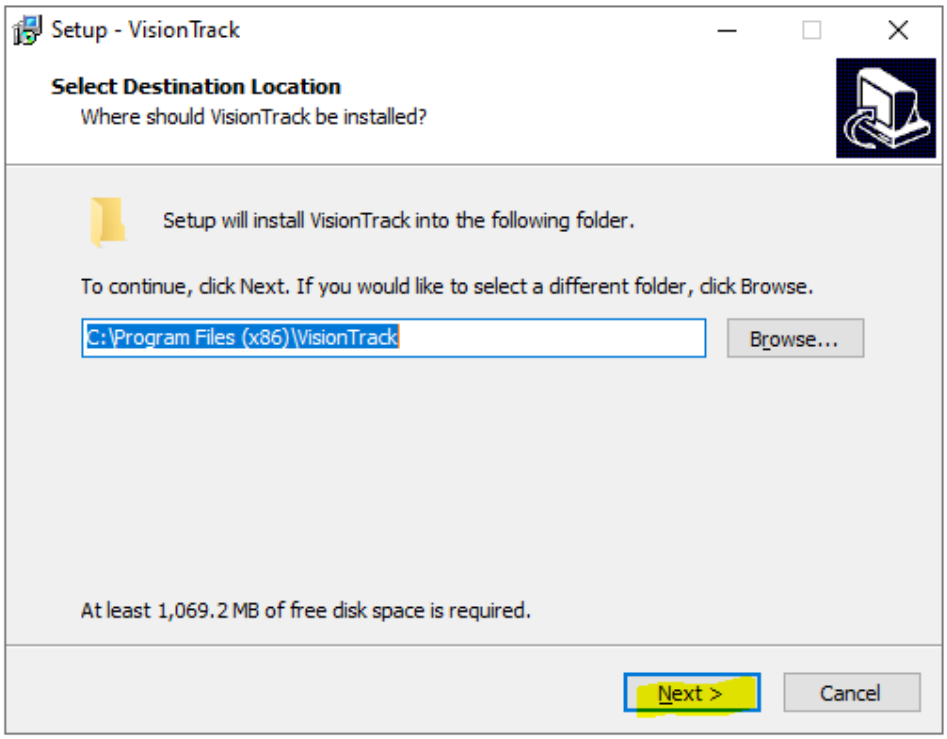


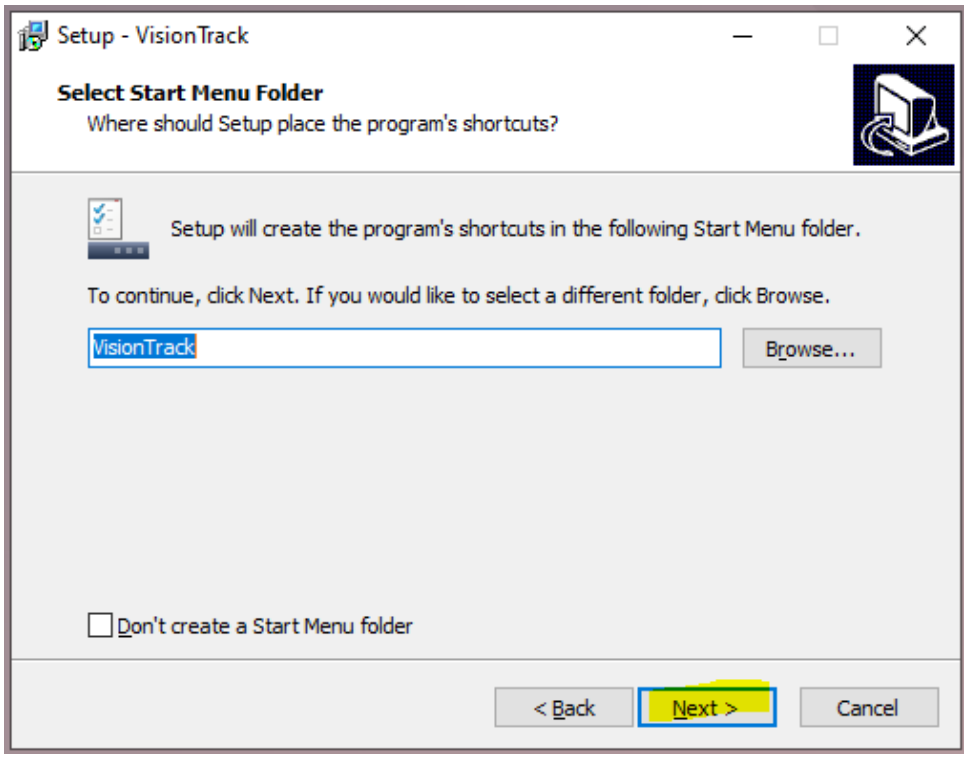
a. Select Ceiba Software.Zip

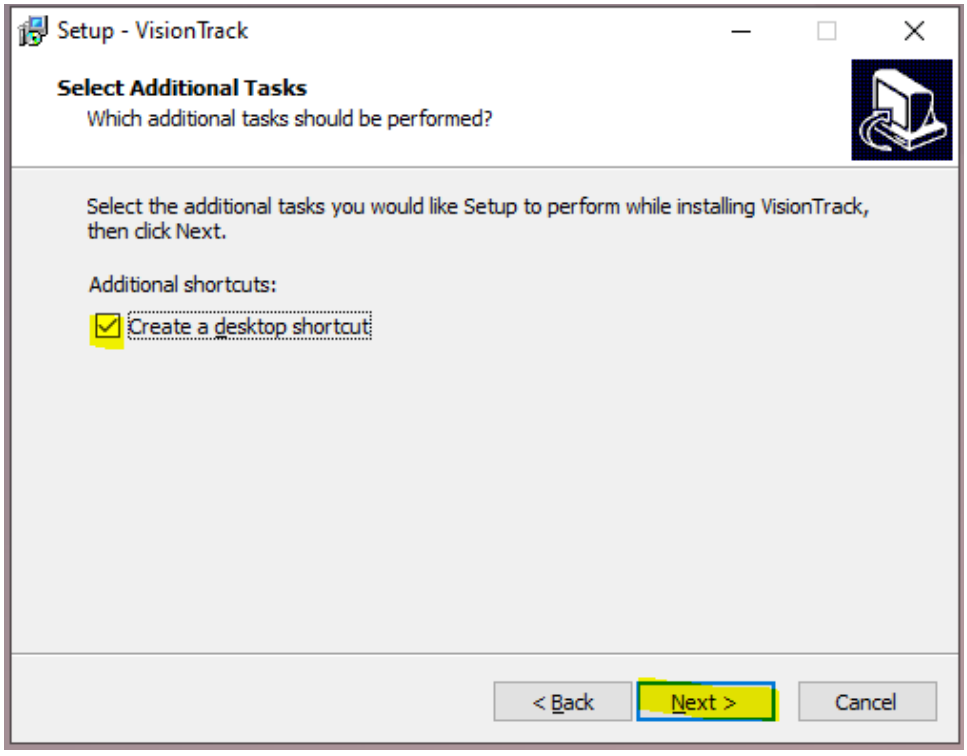


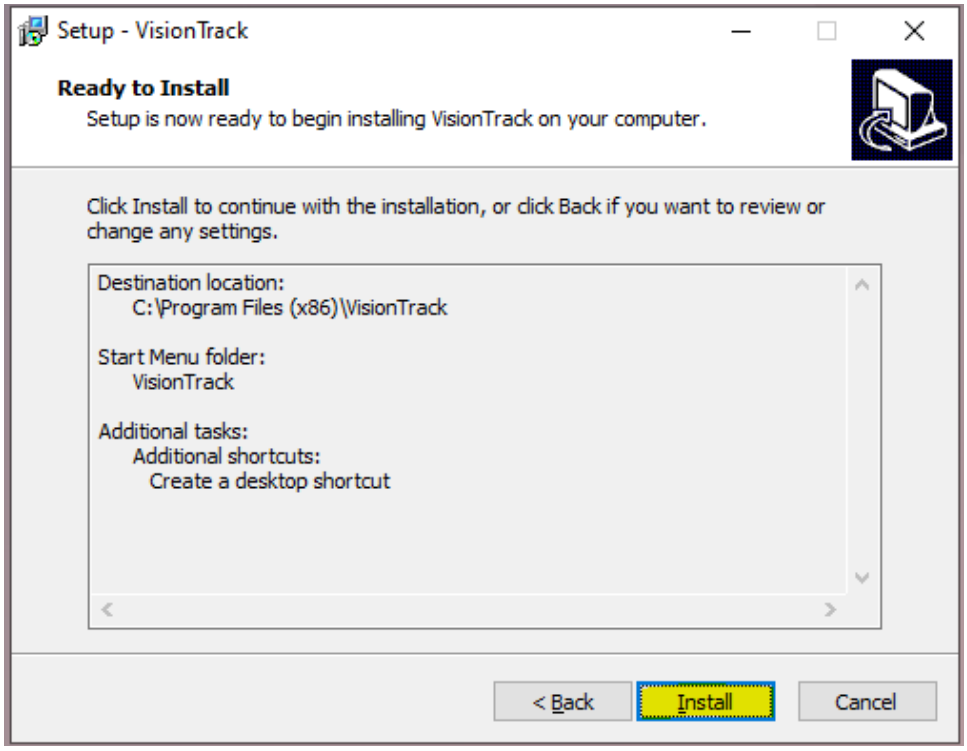
b. Follow the prompts on the computer to download the program.

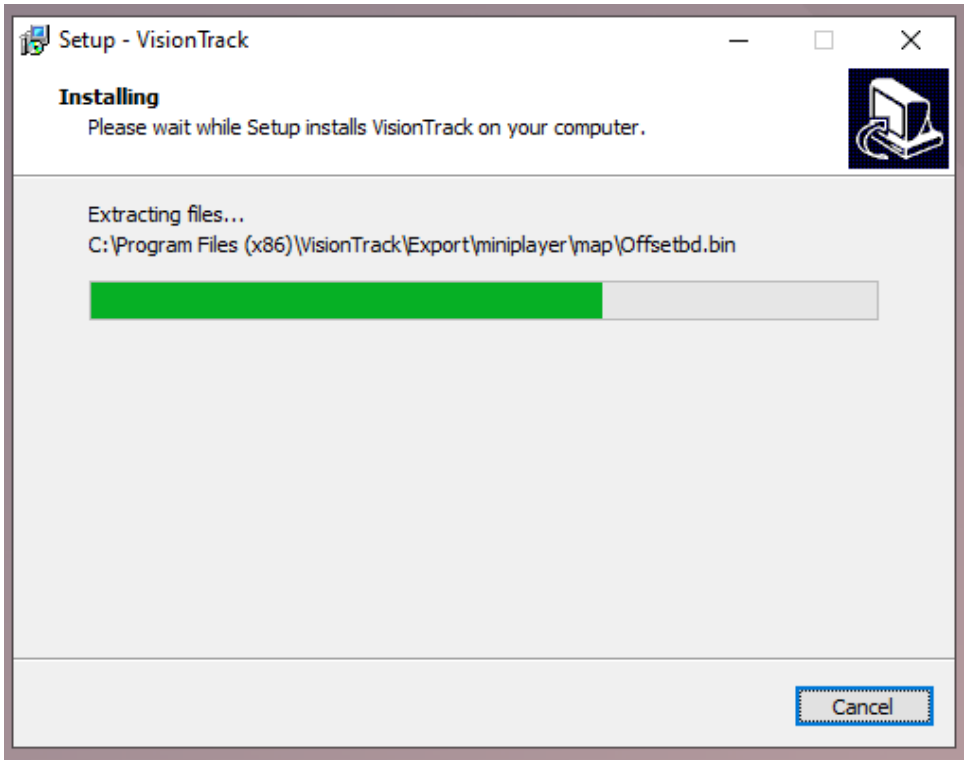
c. Once downloaded click on the file on your computer



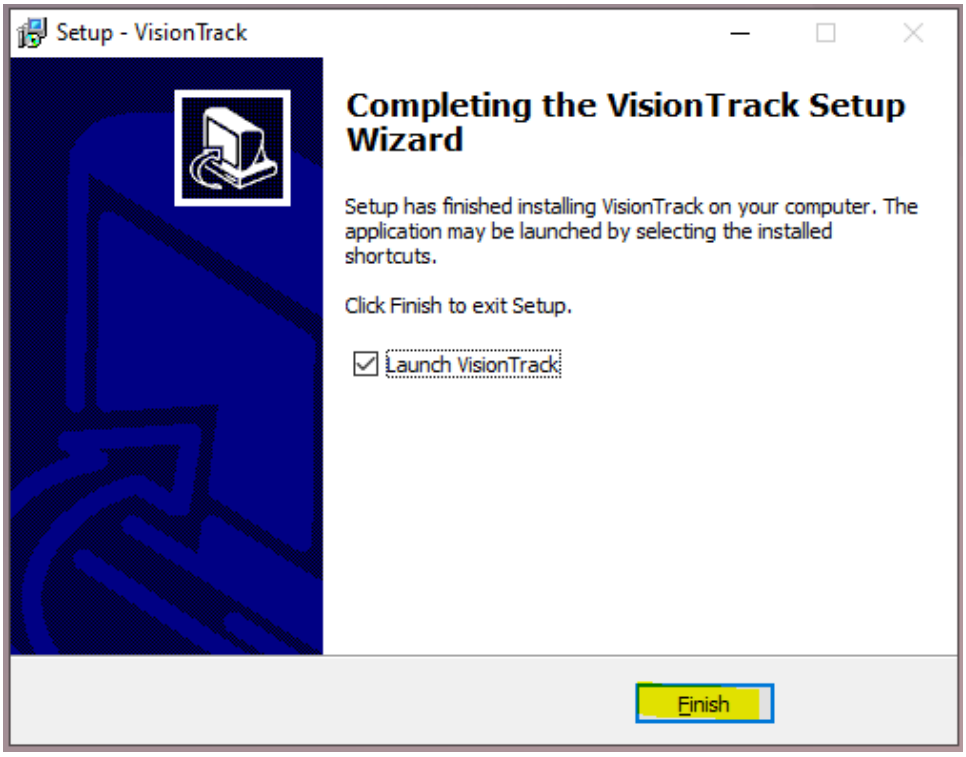

Setup - VisionTrack
Select Start Menu Folder
Where should Setup place the program's shortcuts?
Setup will create the program's shortcuts in the following Start Menu folder.
To continue, click Next. If you would like to select a different folder, click Browse.
VisionTrack
Browse...
Don't create a Start Menu folder
< Back
Next >
Cancel

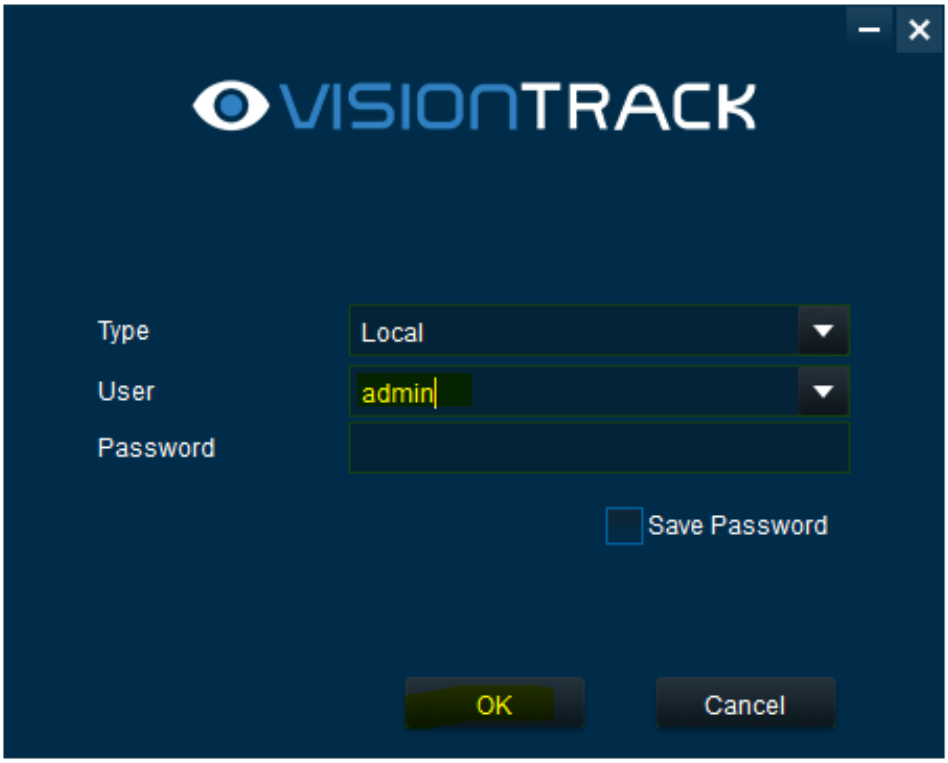

Setup - VisionTrack
Select Additional Tasks
Which additional tasks should be performed?
Select the additional tasks you would like Setup to perform while installing VisionTrack, then click Next.
Additional shortcuts:
Create a desktop shortcut
< Back
Next >
Cancel


Setup - VisionTrack
Ready to Install
Setup is now ready to begin installing VisionTrack on your computer.
Click Install to continue with the installation, or click Back if you want to review or change any settings.
Destination location:
C:\Program Files (x86)\VisionTrack
Start Menu folder:
VisionTrack
Additional tasks:
Additional shortcuts:
Create a desktop shortcut
< Back
Install
Cancel


Setup - VisionTrack
Installing
Please wait while Setup installs VisionTrack on your computer.
Extracting files...
C:\Program Files (x86)\VisionTrack\Export\miniplayer\map\Offsetbd.bin
Cancel

Once installation is complete hit **Finish** and the program will Launch



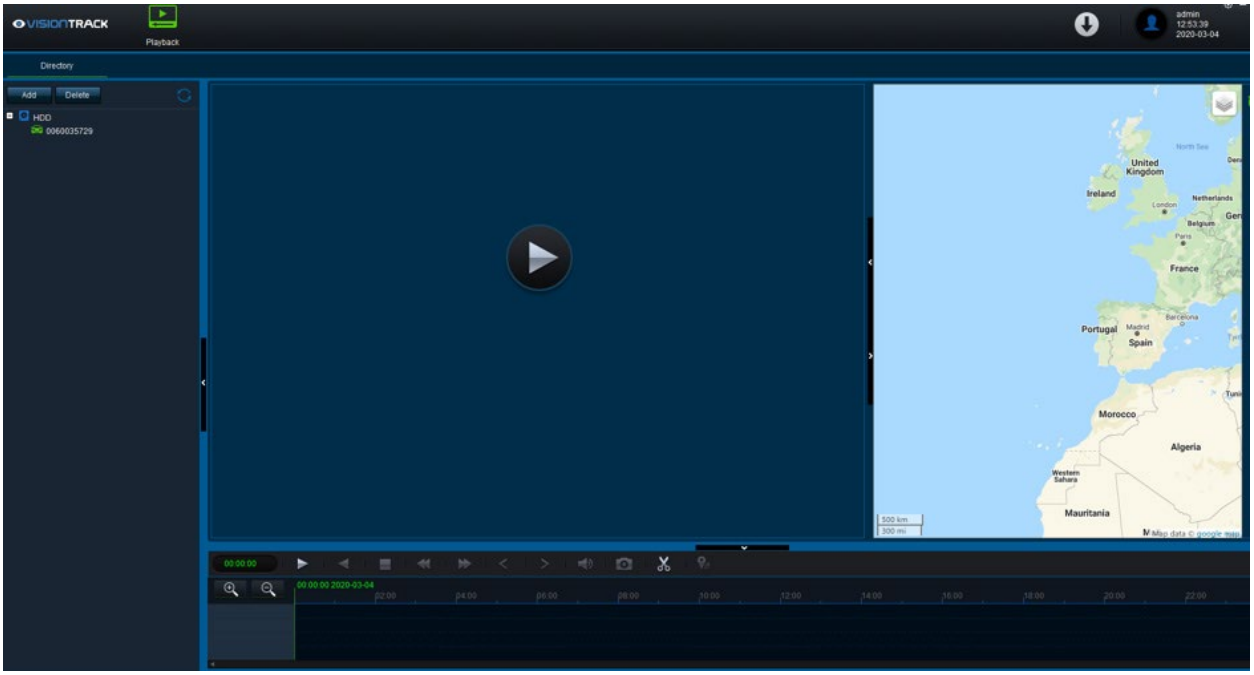


Credentials:
USER NAME: admin
PASSWORD: there is no password, keep this field blank

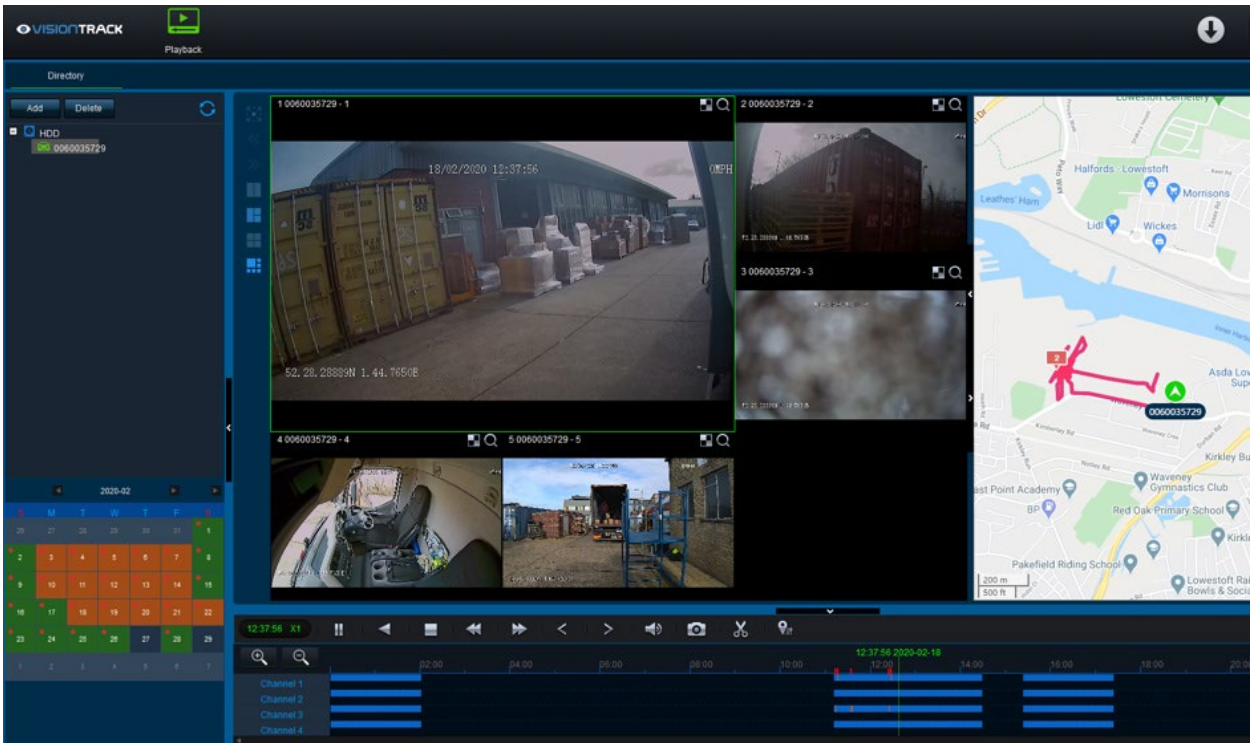
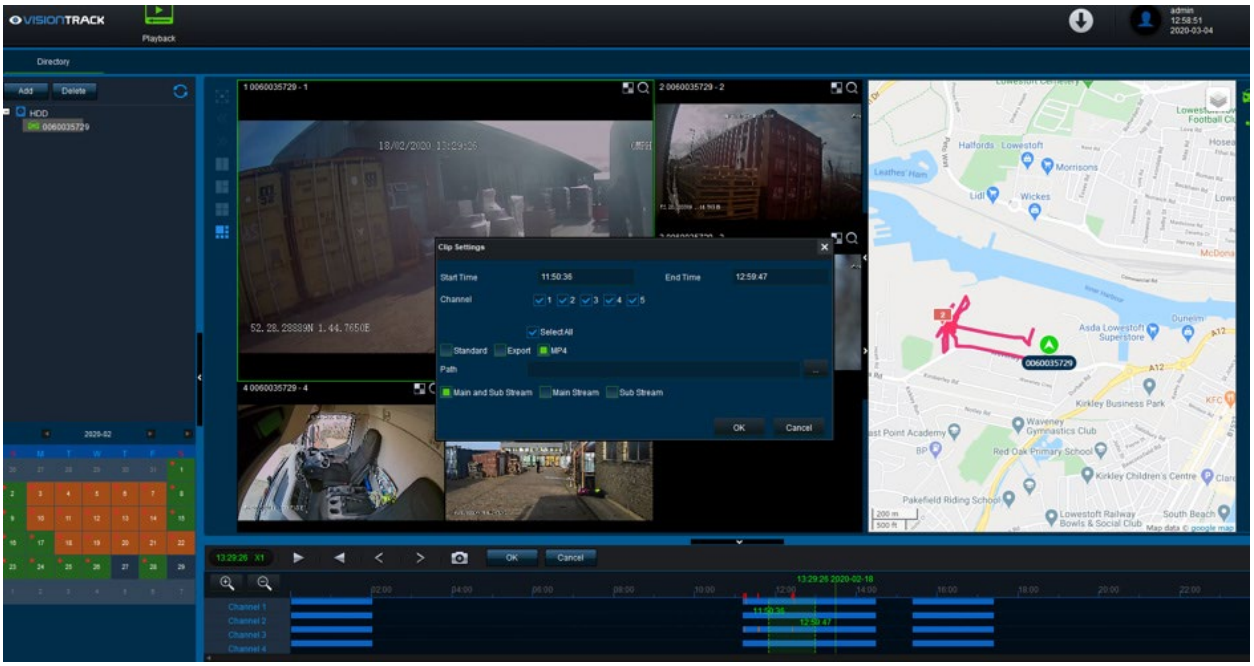
Steps to Retrieve a Video Clip

How To Select the Video Clip

1. Look for your file name. (Will be labeled as SD on the left side of the application)
2. Your Camera ID will also show on the left



3. Double click the device, a calendar will show on the bottom left.
    a. A red dot on the date indicates there is footage from that date
4. Double click on the date and press play



5. To back up the footage, click on the scissor icon and move the dotted line
    a. Click the OK button
    b. Select the channel(s) you want to save, the video format and where you want to save it