



DIGICORE IVMS 2.0 STARTER GUIDE



A comprehensive guide to accessing your dashboard, installing your device, viewing trip details and much more.

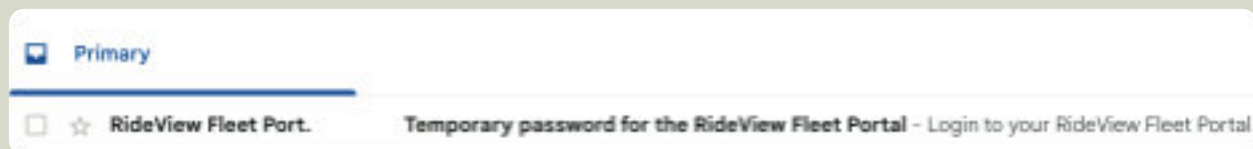
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STEP 1 - ACCESS FLEET DASHBOARD

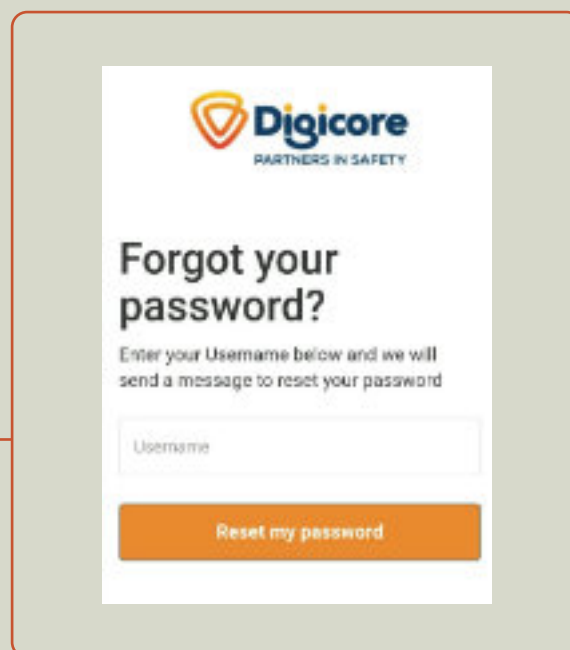
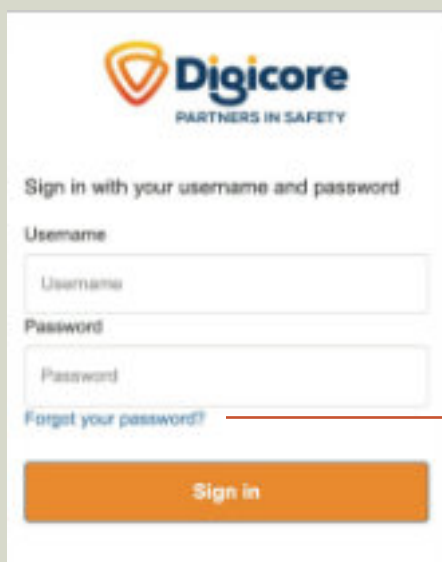
Digicore's fleet dashboard is accessible through our Video.digicore.com.au. You should have received an invitation e-mail with your temporary credentials. Please reach out to your account manager in any case you have not received the invitation email.

You will receive an invitation email to verify your account, as shown below:



Emails are sent from the account support@digicore.com.au. Please check your spam folder if you do not find them in your inbox and tag the sender as not-spam in your email client.

Please sign in with the credentials provided in the email.



You will be asked to reset the password on the first successful log in.

STEP 2 - CREATE DRIVER/INSTALLER LOGINS

For ease of installation, we provide a mobile app, RideView Companion App, that can be downloaded and installed from the Google Play or App Store. It is a mobile application which lets you interface with the dashcam and has the following features:

- Offers a step-by-step guide and real-time information for hassle-free installations.
- Previews the video footage seen by both cameras. This will aid the installers to ensure that the installation and camera line of sight are optimal for running AI on the dashcam.
- Configures the dashcam for APN, sets device volume, and a host of other useful features.
- Allows drivers to retrieve footage from recent trips as saved in the dashcam on to their mobile phones.

[Companion App](#)

[Play Store](#)

[Apple Store](#)

Once you have access to the webportal you can add additional drivers and installers to use the app. The app user can be one of two personas, installer or driver.

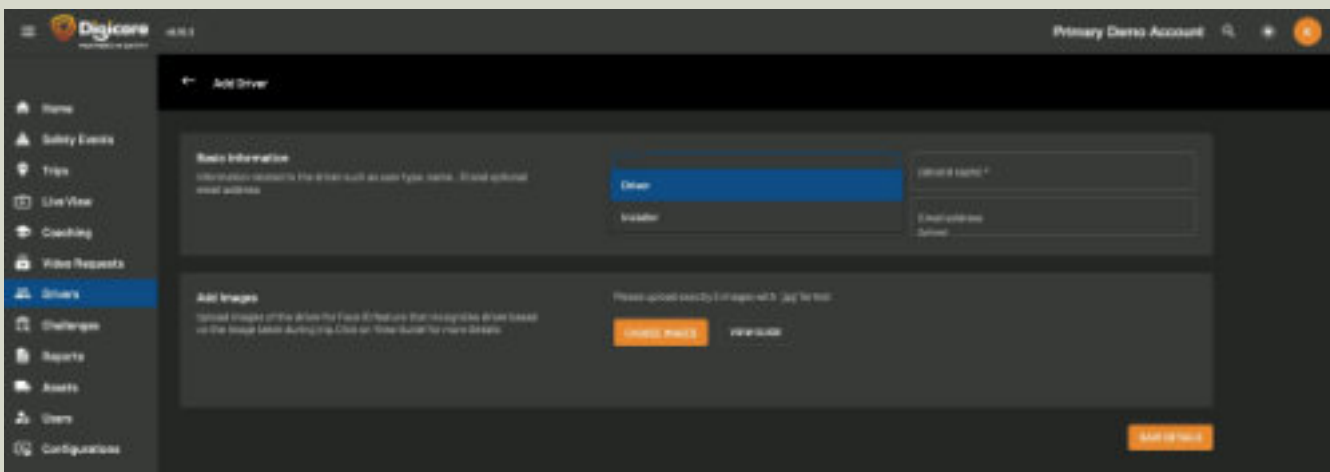
An installer will be able to run the installation workflow. An installer will not be able to review event videos, add comments to event videos etc.

A Driver will be able to review his/her own event videos, review his/her performance, respond to fleet managers comments on certain event videos, etc.

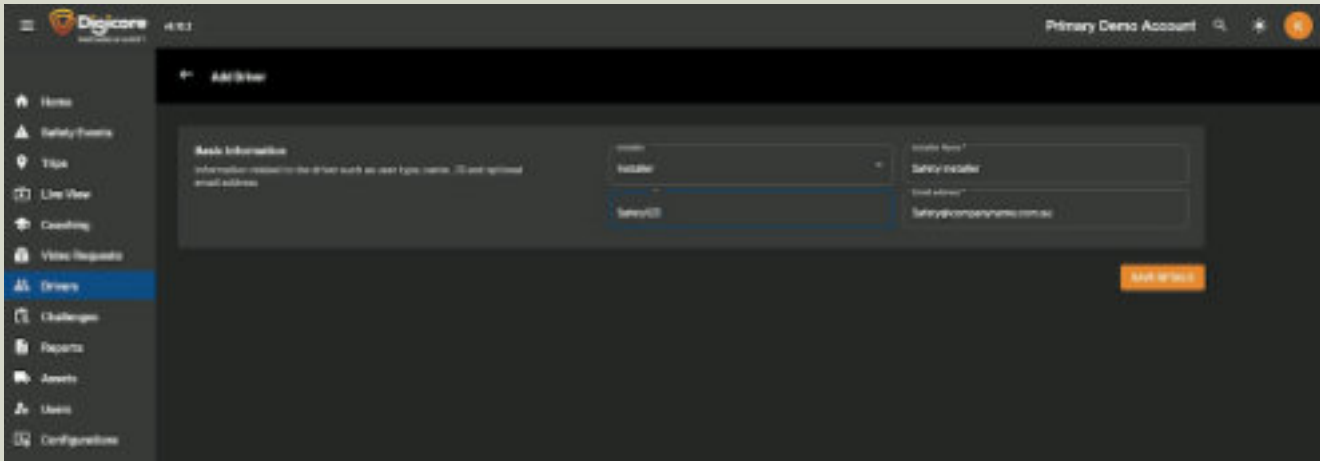
KNOWLEDGE BASE

To create an installer login, go to the fleet dashboard, and click the Driver item in the left menu on the dashboard and then click on [MANAGE DRIVERS](#)

To add a new installer, click on the “Add Driver” in the top-right and click the drop menu on the modal to select the login as “Installer”



Provide the details to create the account as an Installer login.



An email with login credentials will be sent to the email address (which is provided in the above modal). Please note that this email is an automated email sent from support@digicore.com.au

Please ask the users who have been invited to check their spam folders in case he/she does not see the invitation mail in your inbox.

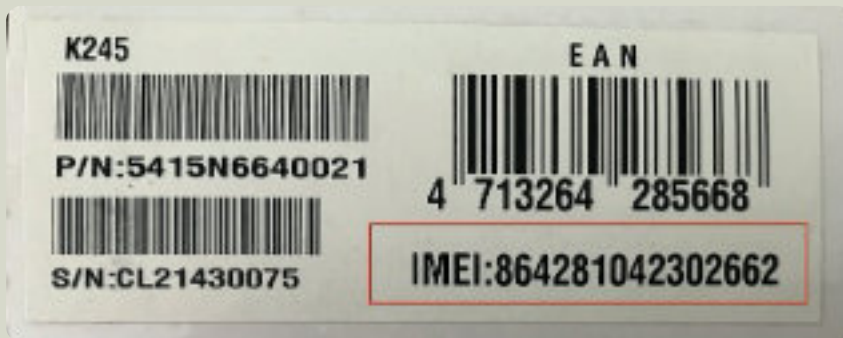
You may similarly create driver logins.

Driver's page will show the list of all the enrolled drivers and installers within the fleet



STEP 3 - DEVICE PROVISIONING

Please share the IMEI's (unique 15-digit serial number given to every dashcam) of the devices you want to test with your account manager. The IMEI of the dashcam can be found on the package as a barcode as shown below:

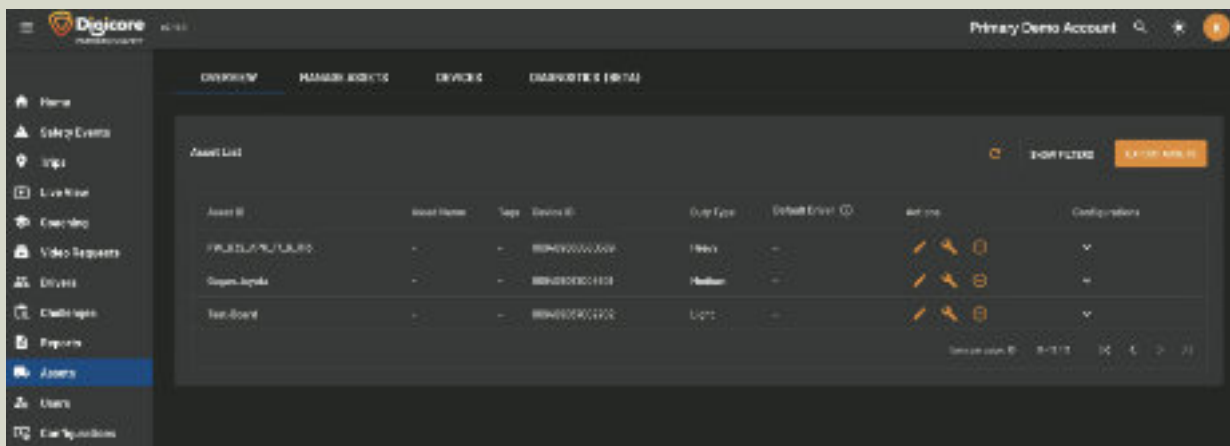


or on the on the back of the camera as shown below



We will add these IMEI to your account.

You will be able to see all the semi-provisioned (unpaired to any vehicle/asset) dashcams under the DEVICES tab in Assets menu in the dashboard.



Provision Device ✕

Device ID: 864281040454507

Asset ID
ravK245

Asset Name (Optional)
Ravi K245

Duty type *
Heavy

Device ID ✕

PROVISION DEVICE

The Duty type (Light, Medium, Heavy) should be chosen to reflect the vehicle in which the camera is installed.

STEP 4 - DEVICE INSTALLATION AND SET-UP

For optimal installation of the dashcam in the vehicle, please use the RideView Companion app either from Android Playstore or Apple Store

The camera needs to have connectivity for it to upload trip data, media etc. to the cloud. This connectivity is expected to be provided by an active SIM in the dashcam.



Install your device in the vehicle as per this video and the images shown below. We recommend dashcam to be biased (off-center) towards the driver (for optimal DMS functionality), and slightly above the eye level (towards higher part of the windshield), in compliance with local regulations and without impeding the driver's view of the road:



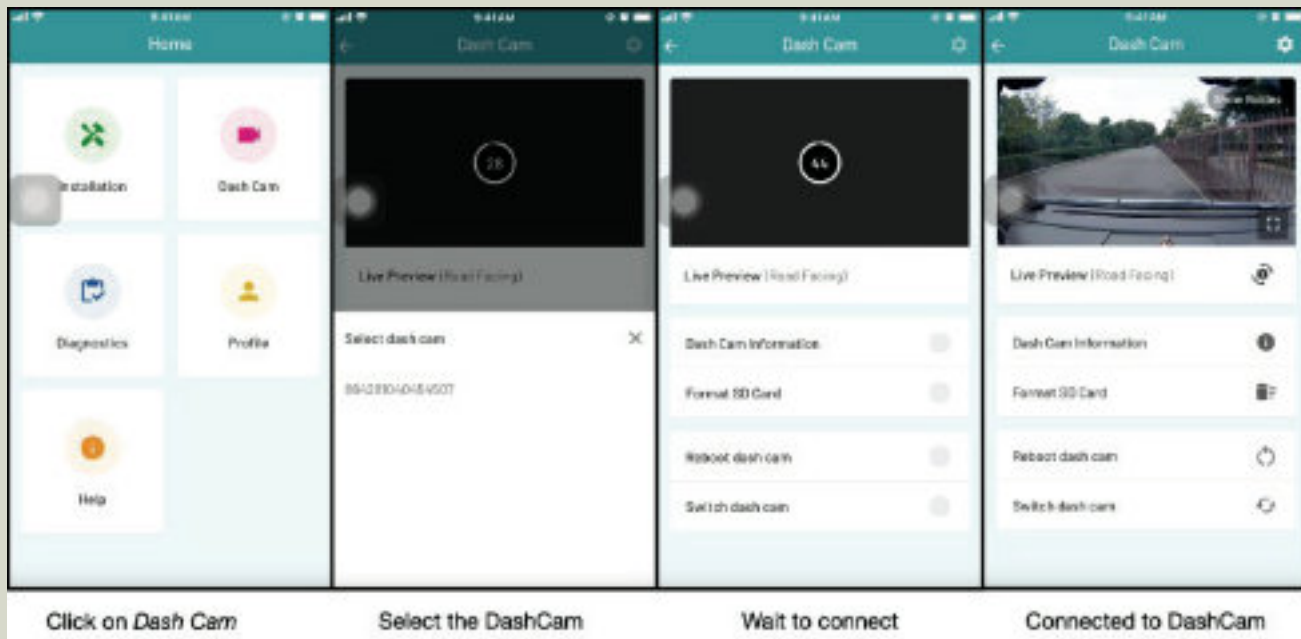
Please follow the installer workflow for completing the [INSTALLATION PROCESS](#). The workflow consists of the following main steps.

Dash Cam installation is a step-by-step process. Please follow below steps for successful installation.

- ✓ Unboxing
- ✓ Provision
- ✓ Check Network
- ✓ Diagnostics
- ✓ General Settings
- ✓ Mounting
- ✓ Complete Installation

CAMERA PREVIEW

A user may also check the dashcam preview using the companion app. Please ensure that the camera is powered, and the vehicle ignition is turned ON. Please open the companion app, click on the 'Dash Cam' tile and follow the steps shown below to see a live-stream video from the camera. Use this preview with mounting guide to ensure mounting is as per requirement.



*Note: For being able to connect to the camera using iPhone companion, the camera should have been provisioned and configured already. For the first time APN settings, please use Android. For camera app versions prior to 1.13, the live preview is shown only if the camera is provisioned on the backend.

You may review the status of the camera by clicking on the Dash Cam Information.



Please ensure that the Asset ID, Fleet ID, Device Model, Device Storage are correct before mounting the camera.

You may validate that the installation is done as per specification using the 'Show Guides' option in the preview screen. The recommendations for ideal mountings are displayed as an overlay in the respective preview screens.

ROAD-FACING CAMERA PREVIEW:

To ensure optimal AI performance, please ensure that the road facing lens is oriented correctly. The camera preview for road facing camera, provides an overlay to guide this reorientation. Please click on Show Guides in the preview screen. Orange box shows the area processed by the ADAS engines. Ensure that this portion of the camera field of view has a clear and an unobstructed view of the road as shown below.



The horizon line, visible in the scene at the time of installation, should fall in the shown green colored SAFE ZONE overlay. One can pitch the road facing camera up or down by tilting the road facing camera lens. Please loosen the Allen screw next to the road facing camera lens before reorienting the lens.

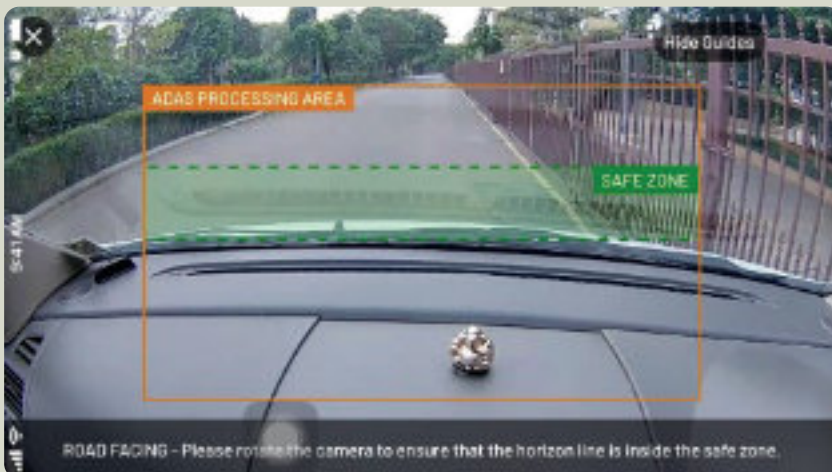


Please ensure that the horizon, observed in field of view, is in the SAFE ZONE as shown in the image above.

Below we show a couple of incorrect road camera orientation. As shown in the image below, if you observe that the horizon is below the SAFE ZONE, please pitch the road facing lens up till the horizon falls in the SAFE ZONE.



As shown in the image below, if you observe that the horizon is above the SAFE ZONE, please pitch the road facing lens down so that the horizon falls in the SAFE ZONE.



After reorienting the camera lens, please ensure that both the Allen screws is tightly secured to ensure the lens do not move during the drive.

DRIVER-FACING CAMERA PREVIEW:

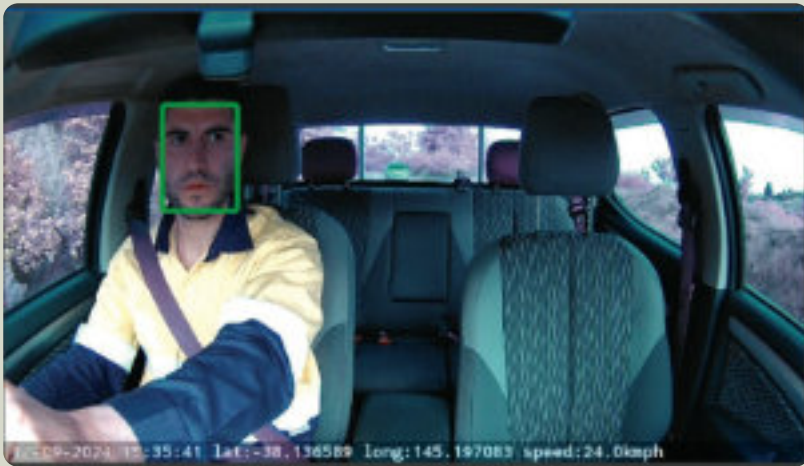
To ensure optimal AI performance, please ensure that the driver facing lens is oriented appropriately. Please ensure that the driver camera is placed to provide a clear and unobstructed view of the driver as shown below:



DO NOT INSTALL THE DRIVER-FACING CAMERA ON THE PASSENGER SIDE

Ensure you do not move the camera once installed, as it will interfere with the existing camera calibration settings and cause inconsistent performance.

The camera preview for driver facing camera provides an overlay to guide this reorientation. Please click on Show Guides in the preview screen. Ensure that region highlighted by the green box, SAFE ZONE, has a clear and an unobstructed view of the driver as shown below:



If the driver's face is not in the middle of the SAFE ZONE, please loosen the Allen keys next to the driver camera lens, and reorient the driver camera lens up/down. Please note that the driver camera lens is surrounded by 4 four dark flash LEDs that illuminate the cabin at night.



Please ensure that the driver camera field of view is unobstructed by either the rear-view mirror or the opened sun visor.

STEP 5 - YOUR FIRST TRIP



Status LED on the AI Dashcam

When the camera is powered up the first time, it takes about a minute to complete the boot sequence. When ignition is turned OFF, the camera goes to standby mode. The time to start a trip after the ignition is turned ON is typically under 10 seconds.

When the vehicle's ignition is switched ON, the camera automatically starts a trip:

- If the camera is connected to the internet , the LED will blink **GREEN** every 15 s.
- If the camera is not connected to the internet, the LED will blink **BLUE** every 15 s.
- If the camera is unprovisioned (not configured) on the LM cloud, the LED will blink **CYAN** every second.
- If a camera is neither provisioned nor connected to the internet, the LED will blink **BLUE** every second.

When the vehicle's ignition is switched OFF, the camera will automatically end the trip. All pending data is uploaded to the cloud, and the camera enters standby mode after 1 minute. While the camera is entering standby mode or it loses power, the LED will blink **RED** every 500 milliseconds.

If the camera is not fully provisioned the LED will blink white every 500 msec. Please ensure you have followed the device installation and set-up before proceeding further. Call Digicore Support on (03) 9945 2240

Once the Digicore subscription service is enabled for the device, the following audio notifications can be heard when driving. If there is a corresponding violation an event video will be generated for the same and uploaded.

- G-sensor events (verbal alerts - "hard acceleration/hard braking/hard cornering"). Hard acceleration, hard braking and hard cornering events are triggered using the g-sensor in the camera.
- Maximum speed exceeded (verbal alert – "over-speeding"). This is only a warning and not a violation and does not show up on the dashboard. Generated when the vehicle exceeds a pre-set upper speed limit (default 110 kmph).

For the ADAS features, the following additional notifications can be heard when driving. If there is a corresponding violation an event video will be generated for the same and uploaded.

- Speed limit recognition, and over-speeding detection (verbal alert - “speed limit 40/speed limit violation”). Speed limit recognition is only a warning and not a violation and does not show up on the dashboard.
- STOP sign recognition and rolling STOP detection (verbal alert - “STOP sign/STOP sign violation detected”). STOP sign recognition is only a warning and not a violation and does not show up on the dashboard.
- Forward collision warning (verbal alert – “distance warning”). This is only a warning and not a violation and does not show up on the dashboard. Only enabled above 40 km/h. Tailgating (verbal alert - “following too close”). Only enabled above 40 km/h.
- Lane drift (verbal alert – “lane drifting”). Triggered when the vehicle is being driven significantly off centre in a lane for a sustained duration. Only enabled above 70 km/h.

NOTE: A self-calibration step is necessary before lane and forward collision warnings and violations are enabled. This calibration process takes a few minutes of driving on a road with clearly marked lanes, at a speed greater than 30 mph, to complete (verbal alert - “following distance monitoring starts”). The calibration process happens during the first trip after installation and is stored and reused for subsequent trips. Prior to the completion of lane calibration, lane drift and lane departure warning performances could be inconsistent.

For additional ADAS and DMS is enabled for the device, the following additional notifications can be heard when driving. If there is a corresponding violation an event video will be generated for the same and uploaded.

- **Distractions driving** (voice alert - “distracted”): A driver distraction violation is triggered when the driver is looking left or right (yaw) and/or down(pitch) instead of looking at the road normally, for a predefined time. This is based on head pose. The trigger for this violation depends on the deviation in yaw and pitch angles and the duration over which this deviation is observed. Based on whether the movement of the head is prolonged in a single direction or whether there are multiple cumulative head movements, this type of distraction is categorised into LongYaw (continuous sideways), Long Pitch (continuous downwards) and Short Pitch (multiple up/down movement of the head). Violation is triggered only when the speed of the vehicle is above the configured limit. By default, the durations and speeds are

5s and 30 km/h for Long Yaw, 5s and 10 km/h for Long Pitch, and 10s and 10 km/h for Short Pitch respectively.
- **Gaze Down Distraction** (voice alert - “distracted”): This type of distraction is triggered when the driver repeatedly focuses on an in-vehicle task or glances at a phone by moving the gaze away from the road with the head position/pose unchanged. The violation trigger depends on the duration the driver’s eyes are looking down and on the configured speed limit for the event. An alert can be expected when the duration of looking down cumulatively is for more than 10s in a period of 30s. If at any point the driver looks up for more than 2s, the 10s duration is reset. The default speed threshold is 10 km/h.
- **Drowsy driving** (voice alert – “drowsy driving”): A drowsy driving violation is triggered when the driver’s eyes are closed continuously for more than a preset duration. This violation also depends on the configured speed limit. By default, an alert can be expected if the eyes are closed for a duration of 4s if the vehicle speed is greater than 10 km/h speed threshold.

- **Cell phone calling distraction** (voice alert - “Cell phone distraction”): A cell phone distracted violation is triggered when the driver holds the cell phone to the ear in the typical calling position to either ear. The violation depends on the duration the cell phone is held in the calling position and configured minimum speed threshold. An alert can be expected in about 7 to 8 seconds from the time the cellphone is held to the ear when the speed of the vehicle is greater than 6 mph.
- **Texting distraction** (voice alert – “texting”): This violation gets triggered when the driver is seen to be texting using a handheld device. The handheld device should be clearly visible in the field of view of the camera. While the gaze down distraction (mentioned above) captures such a behavior implicitly, this violation captures it explicitly. With default configuration, an alert can be expected within 5 to 6 seconds from the time the driver starts texting with a speed of the vehicle being more than 10 mph.
- **Drinking distraction** (voice alert – “drinking”): This gets triggered when the driver is found to be drinking from a bottle/mug/cup (and other) for a specified duration. This violation also depends on the configured speed limit. An alert can be expected within 10s from the time drinking action is observed when the vehicle speed is above the speed threshold of 16 kmph (10 mph). Please note that this event is in beta.
- **Smoking distraction** (voice alert – “smoking”): This violation gets triggered when the driver is smoking a cigarette and a minimum of two puffs is observed in a duration of 2 minutes. The vehicle speed should be more than the configured speed threshold. Under default settings, based on the smoking behavior of the driver, an alert can be expected at the earliest by 15s and latest by the end of 2 minutes when the vehicle speed is greater than 10 mph. Please note that this event is in beta.
- **Unbuckled Seat Belt** (voice alert - “please wear seatbelt”): This event occurs when the seatbelt is found to be unbuckled for a minimum duration of 1 continuous minute and the speed of the vehicle is greater than the default speed threshold of 5 mph.

Thresholds and other configurations for all the above events are visible (and can be set) in the ‘Configurations’ tab in the dashboard.

NOTE: Configurations are set by vehicle duty type (Heavy/Medium/Light), and not for an individual camera/asset.

Press the panic button on the camera to manually trigger an event video capture.



STEP 6 - VIEWING TRIPS AND VIDEOS

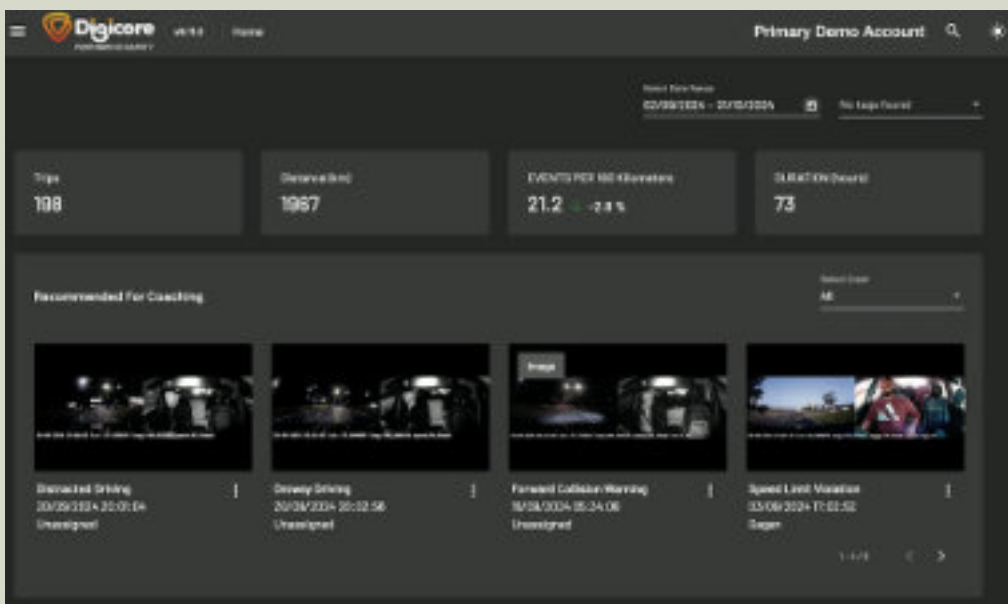
The fleet dashboard provides comprehensive functionality around advanced video telematics, described [HERE](#) in more detail. Please login to the fleet dashboard.

Please access the [FAQs](#) to get a quick overview of different sections in the fleet dashboard.

Trips and videos from all cameras assigned to your account will be visible here, along with advanced driver and fleet analytics will be visible through the fleet portal.

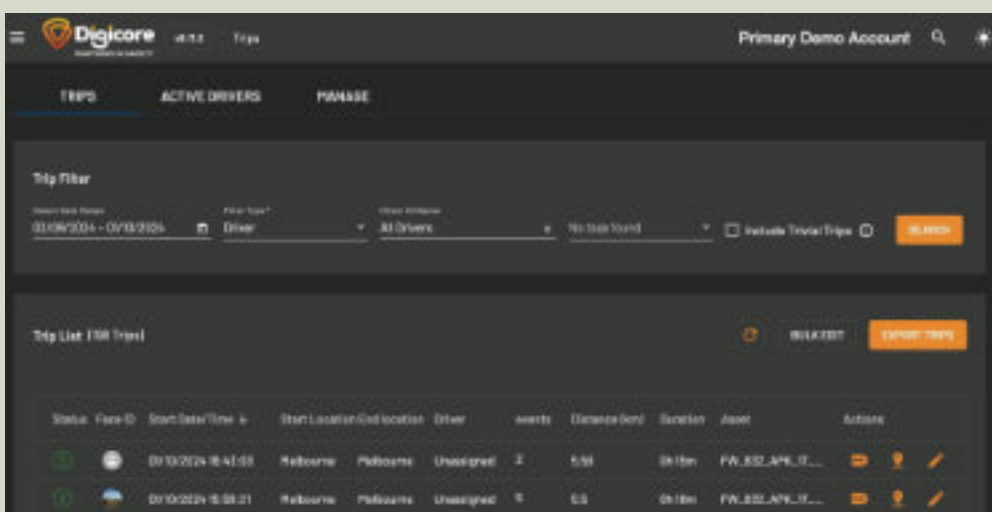
HOME

Shows overall statistics, driver scorecards, and a highlight reel of incidents sorted by severity:

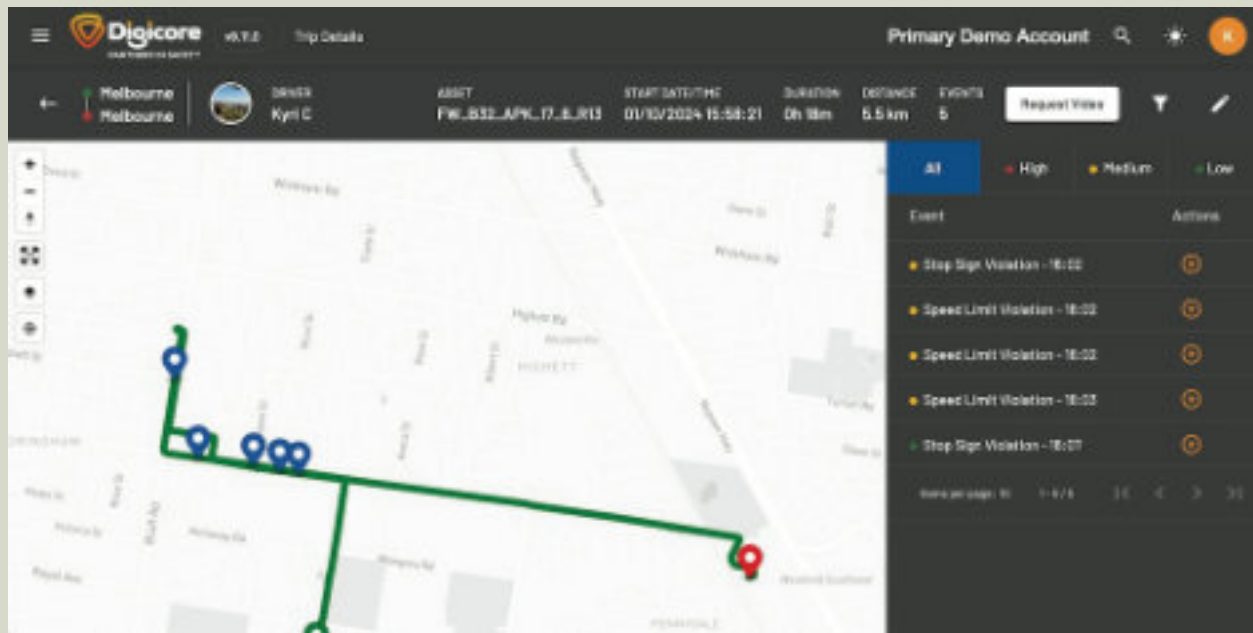


TRIPS

View trips taken across assets and drivers, with status:

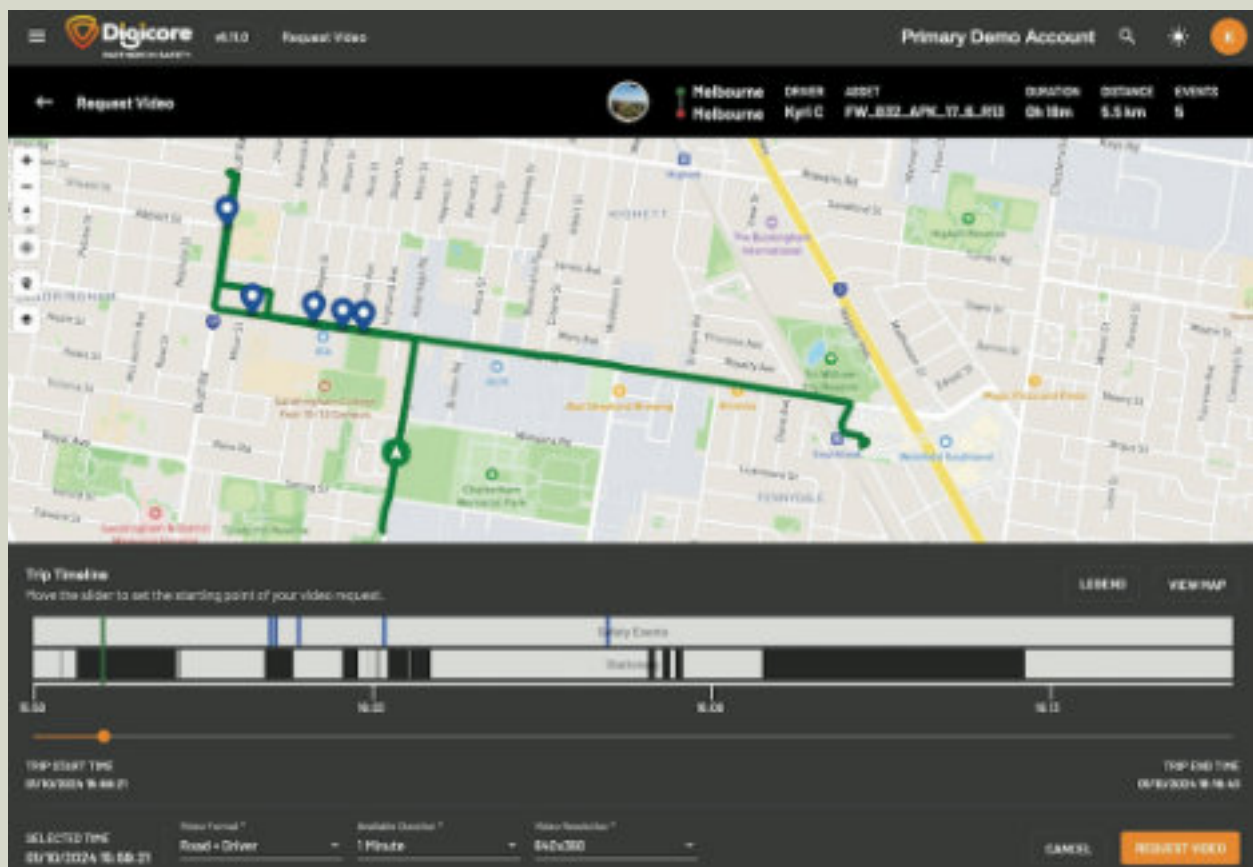


Trip details - View expansive map-based views of routes with incidents and videos overlaid:



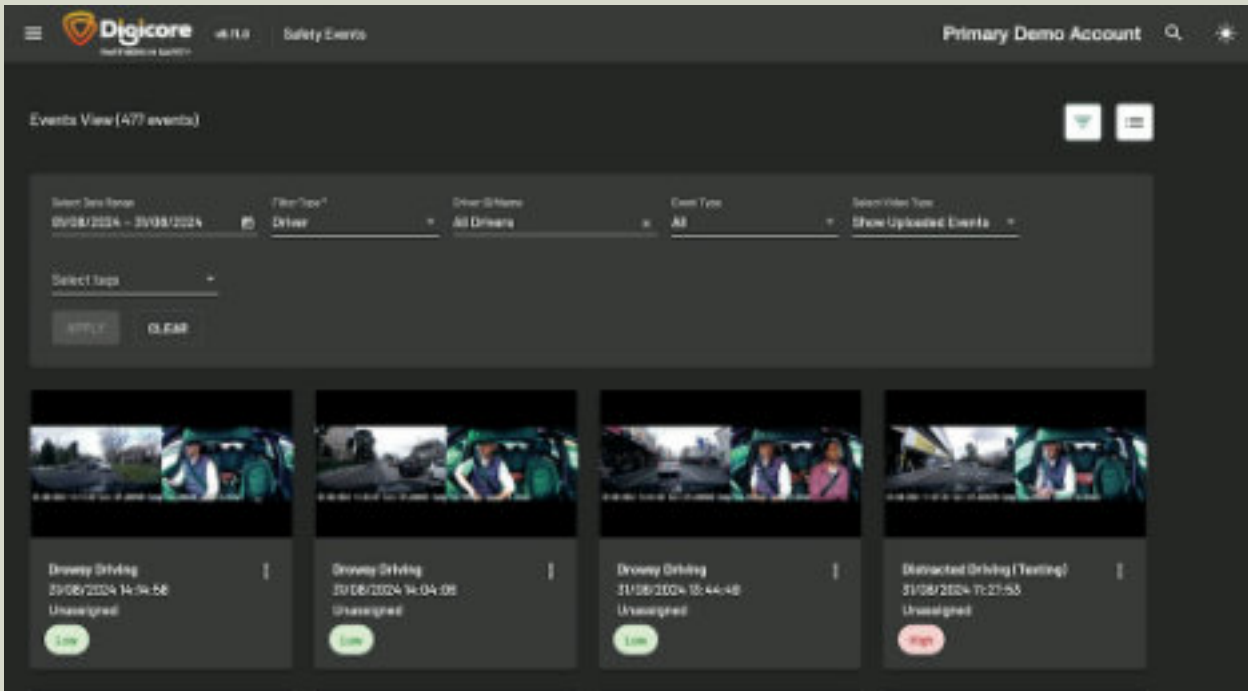
VIDEO REQUESTS

[MAKE ON-DEMAND DVR AND TIME-LAPSE VIDEO REQUESTS](#)



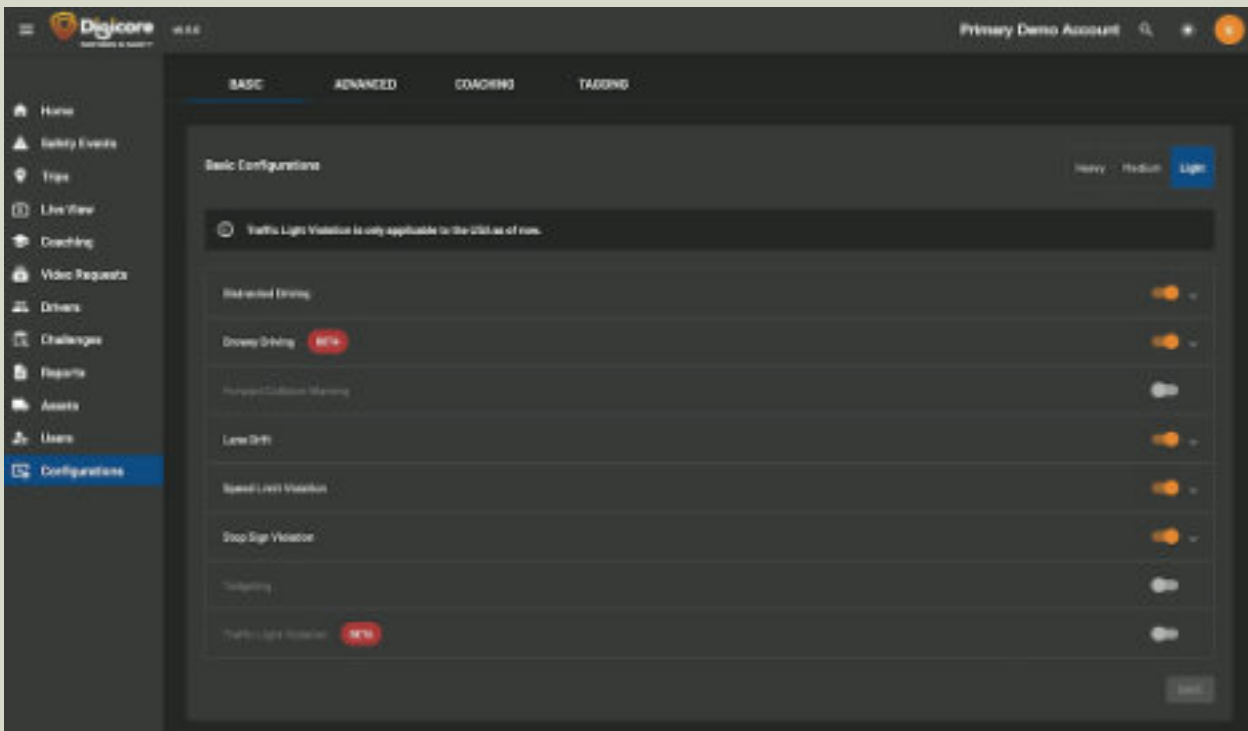
SAFETY EVENTS

View all the safety events captured in the fleet. Ability to filter based on event type, data range, asset, driver, etc.



CONFIGURATIONS

Set event thresholds, enable/disable events, and configure event videos across a variety of parameters:

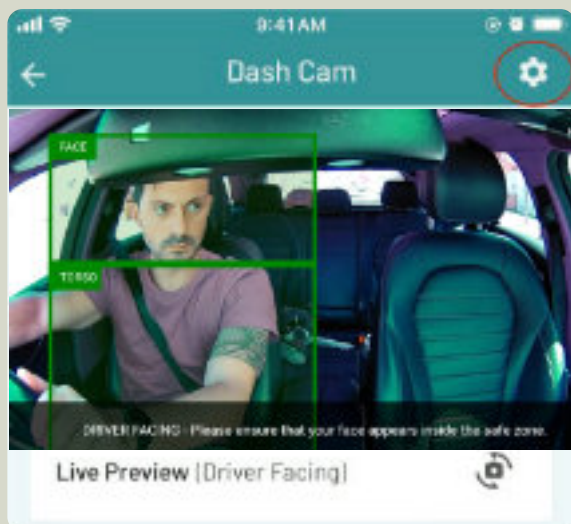


OPTIONAL STEP - APN Setting

If you have to change the SIM or wish to change the APN for the SIM in the camera, please use the companion app to do so.

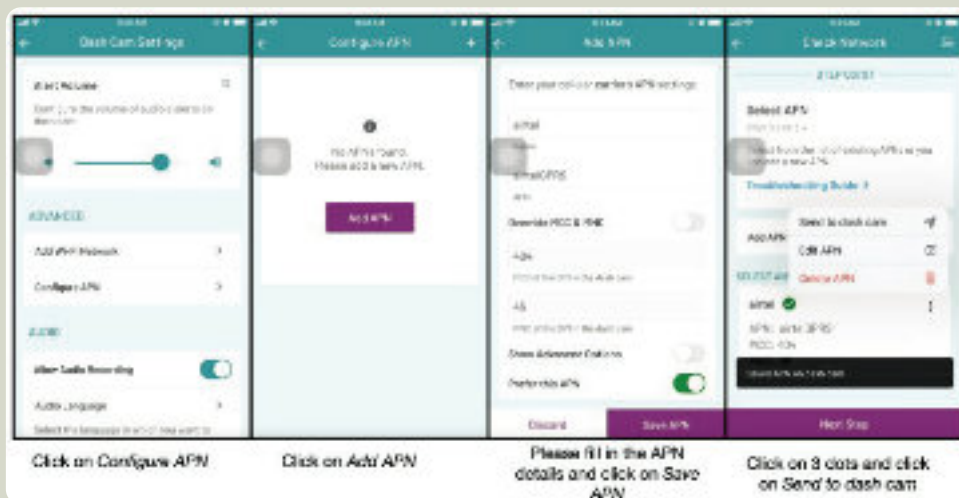
Please sign into the companion app and click on the Dash Cam tile.

After connecting to the Dash Cam, click on the Settings icon on the right as shown in the image below:



Settings: This is the camera configuration screen. Currently, you can configure the volume on the camera, APN settings on the camera, and audio language.

APN setting: For being able to use your own SIM, you might have to set the access point name (APN) for the SIM. You should have the following information from your SIM provider: MCC, MNC and APN. Please follow the steps below once you have this information, please click on the Configure APN.



Please note that the MCC and MNC shown in the screen above, are read from the SIM that is inserted in the dashcam by the dash cam automatically, and sent to the companion app. Please verify that the MCC and MNC match with the details provided the connectivity provider.

Please enter the APN as provided by the connectivity provider. Please ensure you have checked "Preferred APN" and "Carrier Enabled" for the APN configuration before you click Save APN.

If the SIM provider has provided additional configurations, please use the "Show Advanced Options" to set these additional parameters.

Note: the details provided in the screen below are only for demonstration purposes and should be replaced with your own APN settings.

WHERE TO GO FROM HERE



[KNOWLEDGE BASE](#)

You can find extensive coverage on all the aspects of the platform using our knowledge base portal

[GENERAL GUIDELINES](#)

General guidelines on how to trigger violations during test drive

CLIENTS WE WORK WITH



CONTACT US

digicore.com.au

For sales and product information enquiries call (03) 9945 2244 or email sales@digicore.com.au

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