

PRO

Quick Start Guide



CONTACT US

If you run into issues not covered or resolved by this quick start guide, additional information can be found on our website:

photosentinel.com/support

Our support team in Melbourne, Australia can be reached by phone during normal AEST office hours (9-5 AEST, Mon-Fri), or any other time by pre-arrangement. Our timezone is Australian Eastern Standard Time (+10GMT, +11GMT in summer).

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TEST BEFORE INSTALLING

The number one technical tip for use of this unit is that you set it up and test it before going out into the field to install it. Because the system integrates with complex cellular technology, you may need to manually configure the equipment to work with your local network. Therefore, to save you time, money and stress at the installation site, it is imperative that you set up and test the system before you travel to install it.

CHECK SYSTEM ALERTS ARE TURNED ON

A key feature of your photoSentinel is the alert system that will send you an email and/or SMS if there is an issue with your equipment.

Your system alerts are switched on when your system connects over the cellular network for the first time. However, we still encourage you to manually double-check they are turned on.

To check the alert system is switched on:

1. Log into photoSentinel Control Hub at setup.photosentinel.com.au
2. Select your unit from the dropdown, navigate to the **Config** page, and scroll down to **Advanced Settings**.
3. Confirm the checkbox is ticked for **Send me warnings when this photoSentinel exhibits faulty behaviour**.
4. Next, navigate to **My Details** by clicking on your username in the top right corner of the window, and then click on **Edit**.
5. Scroll down and confirm the checkbox is ticked for **Email me system warnings when potential problems arise**. If you want SMS alerts, tick the checkbox for **SMS critical warnings to me** and select the hours between which you wish to receive SMS alerts.
6. Click **Save**.

QUICK START FOR THE PRO

1 Log into the photoSentinel Control Hub and configure your photoSentinel for testing.

2 Insert your SIM card and check that the microSD card is already installed in the controller. Connect all the photoSentinel and camera cables (see opposite) and mount your camera on the Joby ballhead.

3 Switch the photoSentinel controller **ON**.

4 Switch the controller into **Camera Bypass** mode, and set up the camera.

5 Switch the photoSentinel controller to **Normal** mode. The system will power on the camera and take a photo, and upload it over the cellular network.
Allow 5-10 mins for upload.
(See LED guide on page 7.)

6 View the photo on the web gallery to ensure it has uploaded.

7 Repeat steps 4-6 until you're happy with the photo that is uploading.

- 1A**
- Go to setup.photosentinel.com.au
 - Log in with your username and password. If you are a new user, you will have received an email with your login credentials.
 - Select your photoSentinel from the dropdown menu, then navigate to the **Config** page.
 - For testing, set both the photo frequency and upload/connection frequency to ten minutes.

- 4A**
- Check the camera's on-board time and date settings are correct.
 - Frame the photo. Make all your photography adjustments (aperture, ISO, etc. **Use manual focus**).
 - Set a low resolution - for the test run, you'll want to conserve upload time and data usage.
 - Save the on-board camera settings, generally done by switching the camera off and on again. Leave the camera switched on.
 - Take a photo and view it in playback to make sure the camera is saving to the microSD card in the controller.

5A

The photoSentinel controller will attempt to connect to the cellular network for the first time using a series of pre-programmed APNs. If it finds a working APN, it will connect and upload a photo.

If, after trying all the pre-programmed APNs, the system still does not connect, you will need to manually program in your network's APN.

For how to set your APN, see pages 6-8.

- 6A**
- Go to setup.photosentinel.com.au
 - On the **Galleries** page, click on your photoSentinel unit to go to the photo gallery.

8 Having completed the trial run, set your ongoing camera settings.

9 Switch the photoSentinel controller back to **Normal** mode.

10 Wait for it to capture and upload another photo, then view the gallery to make sure the photo is what you want. Make adjustments again as necessary.

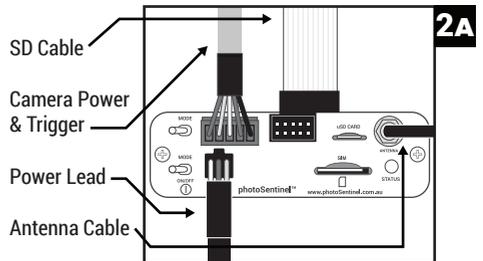
11 Place the provided silica gel sachet into the photoSentinel housing and shut the door (making sure all the cables are clear) and tighten the triangular security screws.

12 In Control Hub, adjust the photoSentinel unit's photo interval and connection settings to the preferred ongoing regime for your project.

- 8A**
- Switch the photoSentinel controller to **Camera Bypass** mode.
 - Set your camera resolution and any other settings you want to use for your project.
 - Save the settings to the camera by switching the camera off and back on.
 - Leave the camera switched on.

- 10 A**
- Check the camera hasn't been knocked out of position.
 - Check there are no marks on the window or camera lens.

- 12 A**
- Go to setup.photosentinel.com.au
 - Select your photoSentinel from the dropdown menu, then navigate to the **Config** page.
- The most common regime is to set the photo interval and upload/connection settings to the same frequency to ensure consistent syncing of operations.



Setup Complete

SET THE CELLULAR NETWORK APN

The Access Point Name (APN) allows a SIM card to connect to the internet. To find your APN, either do an online search (your SIM card provider + APN) or call your network provider's help desk. As one provider can have multiple APNs, make sure you get the APN for your particular network plan. If it's unclear which APN is for your service, you may have to try multiple APNs to find the right one.

There are two ways to set the APN.

SMS the APN to photoSentinel

- 1 Make sure the photoSentinel is **OFF** and insert the SIM card.
- 2 Using your phone, send an SMS to the photoSentinel SIM card with the following format:
APN=your.APN (where your.APN is replaced by the relevant APN).
- 3 Turn the photoSentinel **ON** and check the LED indicator light sequence for successful connection (see opposite).

Export the APN via Control Hub and microSD card

- 1 Insert the micro SD card into your computer (using microSD-to-SD, or microSD-to-USB converter).
- 2 Log into setup.photosentinel.com.au , select your unit from the dropdown, and then navigate to the **Config** page.
- 3 Scroll down to **Advanced Settings** and enter the relevant APN.
- 4 Click on **Export Settings to File** at the bottom of the page.
- 5 Save the downloaded file (default.xml) to the root directory of the microSD card.
- 6 Ensure the photoSentinel is **OFF** and insert the microSD card.
- 7 Switch the photoSentinel **ON** (Normal mode) and it will install the new APN. Check the LED light sequence for successful connection (see opposite).

LED INDICATOR LIGHT SEQUENCE

-  Insert the SIM card and turn on the photoSentinel.
-  LED alternating cyan/green - System start up.
-  LED solid yellow - A photo will be triggered.
-  LED solid blue - Trying to connect to the internet.
-  LED flashing green *1 second* - Trying to determine APN.

Successful Connection

-  LED flashing blue *1 second* - APN identified and the photoSentinel has connected to the internet.
-  LED flashing blue *0.2 seconds* - The photo is being uploaded to the photoSentinel server.
-  LED solid green - The photo has been successfully uploaded. After two minutes the photoSentinel will go to sleep until the next scheduled activity.

If the LED indicates successful connection, log into setup.photosentinel.com.au and check that the photo has been uploaded.

Unsuccessful Connection

-  LED flashing green *0.2 seconds* - Cannot determine the APN; requires manual configuration.
-  LED solid red - Failed to connect to the internet or failed to complete file upload. The photoSentinel will sleep for two minutes and then try again.
-  If left on, the photoSentinel will repeat this process indefinitely until it receives the APN information, so turn it off until the APN can be configured.

If the LED indicates an unsuccessful connection, try another APN or check the guide on the next page for other initial SIM card issues.

COMMON CONNECTION SETUP ISSUES

Below are troubleshooting tips for common issues that may occur when trying to connect your photoSentinel to the cellular network for the first time.

Cause	Description	Solution
SIM card has a PIN lock	Some SIM cards have a PIN lock which needs to be disabled for the photoSentinel to use the SIM card.	You can remove a PIN by inserting the SIM card into a mobile phone and disabling the PIN in your settings, or ask to have it removed at purchase.
SIM card hasn't been activated	Some SIM cards require activation before they can be used.	Contact your network provider to activate the SIM card.
Cellular network is not WCDMA	photoSentinel uses the common cellular technology WCDMA (aka UMTS/HSDPA). Some providers use a different, incompatible cellular technology.	Check that your network is WCDMA. If not, you'll need to change your network to one that is WCDMA.
Provider needs IMEI number	The network provider may have locked the SIM card to a certain device and it needs to be unlocked.	Ask your provider to remove the IMEI lock on the SIM card. If they need the IMEI number of your photoSentinel unit, you can find it on your unit's Status page in Control Hub.
SIM card is device-locked	Some network providers lock their SIM cards to particular devices.	Contact your network provider to get the SIM card unlocked.
SIM card requires username and password	Very occasionally, an APN will require a username and password, particularly if the SIM card is on a corporate plan.	Find out the username and password, and contact photoSentinel headquarters to arrange for these to be added to your photoSentinel.