



CAMERA TRAPS cc
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SENDING via PREMIUM - Using the SPARTAN Web Portal and Mobile App.

For PREMIUM online Support and Knowledgebase information please go to <https://support.spartancamera.com/hc/en-us>

PREMIUM is a paid web portal and mobile app service offered by Spartan. One premium 'credit' is worth one month of premium service for one camera. The Premium service enables the camera to send photos (and videos for video-capable cameras) to the web portal and for unlimited users to install the free Spartan Camera Management app (Android or iOS) to receive photos.

There are no limits on the number of pictures, the number of videos, HD requests, etc., and there are no extra charges for large thumbnails, transmitted HD photos, or transmitted videos.

Each new camera comes with one free premium credit, so one month of premium service for free.

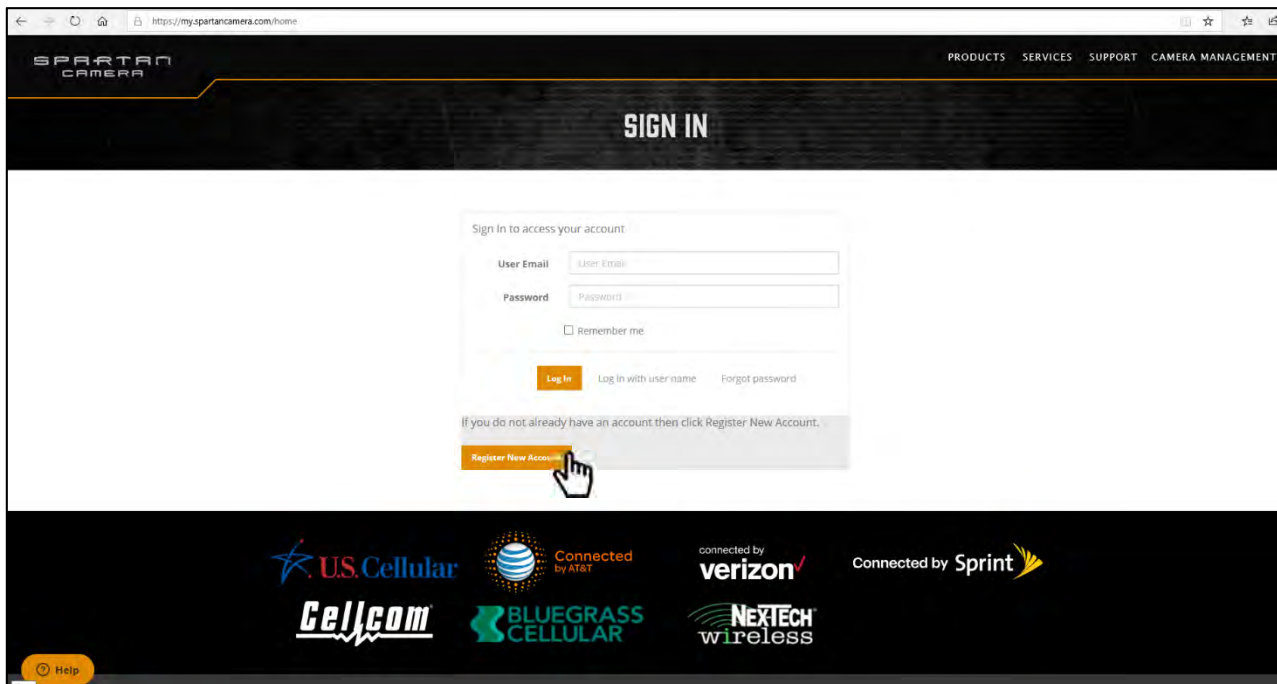
Premium credit pricing

- 1-5 credits costs \$4.00 / credit
- 6-11 credits costs \$3.50/ credit
- 12 or more credits costs \$3.00 / credit

Helpful information can also be found at the following links.

- New Login – Verify your email - <https://support.spartancamera.com/hc/en-us/articles/360010452714-New-Login-Verify-your-email>
- How do I get the Registration Code from my GoCam? - <https://support.spartancamera.com/hc/en-us/articles/360010452854-How-do-I-get-the-Registration-Code-from-my-GoCam->
- How to Set Up and Configure Premium - <https://support.spartancamera.com/hc/en-us/articles/360010539453-How-to-Set-Up-and-Configure-Premium>
- Premium Credits: what are they, buying them, and monitoring them - <https://support.spartancamera.com/hc/en-us/articles/360010539473-Premium-Credits-what-are-they-buying-them-and-monitoring-them>
- How do I add credits (months) to my account? - <https://support.spartancamera.com/hc/en-us/articles/360010539513-How-do-I-add-credits-months-to-my-account->
- How to change the camera name using the portal - <https://support.spartancamera.com/hc/en-us/articles/360010453254-How-to-change-the-camera-name-using-the-portal>

Go to <https://my.spartancamera.com/> and 'Register New Account' on the Web Portal with a User Email address and a Password.





Prerequisites: Before adding your camera, you should already have your camera activated with the appropriate carrier and have followed the diagnostic steps under Troubleshooting to verify your camera has an internet connection and can communicate with the Spartan Camera Server. If this is your first time adding this camera, you will receive a free monthly Premium Service credit. Otherwise, make sure you have available credits. You must add each camera you plan to use on the Spartan Camera Premium service first using the following steps to register your camera.

Request Status

This option will instruct the camera to send a status report to the server. If Real Time control is ON, the camera should respond immediately. If Real Time control is OFF, then the request is processed the next time the camera interacts with the server and may be canceled under the Pending Actions for this camera.

View Photos

This option will open the photo gallery where you can view your photos, download to zip or delete photos.

Note: All photos are automatically purged after 30 days

Change Settings

This option will open the Camera Settings page where you can change your camera settings.

Take a Photo

If your camera has Real Time turned on, this command will tell the camera to take a photo. The next photo you receive should have an "S" code on the information strip.

Remove Camera

The Remove option will remove a camera from your account. You may wish to do this if you are selling the camera, the camera is no longer functioning, or if you wish to move the camera to another account.

Note: Removing a camera will also remove all the uploaded photos for that camera.

Pending Actions

Pending Actions will be visible after sending or retrieving a request through the server. If Real Time control is ON, the camera should respond immediately. If Real Time control is OFF, then the request is processed the next time the camera interacts with the server, if a command is scheduled but the camera has not yet responded you will see a Cancel button, which you can click to cancel this request.

Command History

Click the Command History tab to review the most recent commands. For each command, you will see the Action and the resulting status information.

Signal	No Report	Last Update	0000-00-00 00:00:00
Battery		Card Size	0 MB
Power Voltage	0.00 Volts	Card Space	0 MB
		Temp	N/A
		Timezone	N/A
		Photos Lifetime	1
		Photos Current	1
		Month	
		Information	N/A

The interface also includes a 'CAMERAS MENU' sidebar with links for Management, Camera Settings, Delivery Options, Manage Photos, and Firmware Update. A 'SEARCH OPTIONS' section is present with a search input field and 'Clear' and 'Search' buttons. A 'COMMAND HISTORY' tab is visible at the bottom of the main content area.

Send a Test Picture: With the camera in Live View / Preview mode, press OK to take a picture - then OK again to send it. If you can see the picture on the MY CAMERAS > CAMERA MANAGEMENT or MANAGE PHOTOS page, the service is working.

Customise the camera setup for your particular needs (Photo or Video / MP size / date and time etc.) – switch the camera to 'ON' and it's good to go.

Camera Settings

This provides the means to synchronize the camera's settings remotely with the server.

Schedule a Settings Update

This option will schedule a Camera Action, instructing the camera to download the settings that you have set from the web portal server and update. This means the camera settings will then match those on the web portal server. If Real Time control is **ON**, a message is sent to the camera to perform the action immediately, otherwise, it will update on the cameras next activation or it is scheduled and may be viewed/canceled under Camera Management | Pending Actions | Command History.

Schedule a Settings Retrieval



This option will schedule a Camera Action, instructing the camera to upload its existing pre-set settings to the web portal server. This means the web portal server settings will be updated from those that are programmed on the camera. If Real Time control is **ON**, a message is sent to the camera to perform the action immediately, it will update on the cameras next activation or it is scheduled and may be viewed/cancelled under Camera Management | Pending Actions | Command History. These and other settings can be controlled on the web portal by clicking 'Manage Camera' and then 'Change Settings'

The screenshot shows the Spartan Camera web portal. At the top, there's a navigation bar with 'PRODUCTS SERVICES SUPPORT SHOP ACCOUNT CAMERAS LOGOUT'. Below that, a 'GET HELP ...' section contains two buttons: 'Schedule a Settings Upload' and 'Schedule a Settings Retrieval'. A note explains that clicking these buttons schedules actions. The 'CAMERA PROPERTIES' section shows a camera selection dropdown set to 'GC-ZA4b2' and a 'Phone SMS Email Address' field containing '@mymtmail.co.za'. Below this is the 'CAMERA SETTINGS' section with fields for 'Camera Description', 'Camera Mode', 'Name tag', 'Photo Size', and 'Thumbnail Size'. A red arrow points from the 'Schedule a Settings Upload' button to the 'Phone SMS Email Address' field.

Note: By clicking either of these buttons, you are instructing the portal to create a scheduled action. The next time the camera communicates with the server it will execute any pending actions.

Phone SMS Email Address:

This is required for the web portal server to communicate with the camera and vice versa. It is the relevant cameras SIM card cell number followed by the relevant cell networks' Email to SMS bridge (with no country prefixes and no spaces). For South African networks they are as follows;

Vodacom: SimCellNumber@vodamail.co.za e.g. 0812345678@vodamail.co.za

MTN: SimCellNumber@mymtmail.co.za e.g. 0823456789@mymtmail.co.za

Telkom: SimCellNumber@8tamail.com e.g. 08456789012@8tamail.com

Cell C: SERVICE DISCONTINUED – used to be SimCellNumber@cellc.co.za e.g. 08345678901@cellc.co.za

- For other countries – please e-mail info@cameratraps.co.za for your relevant cell networks' Email to SMS bridge.

Delivery Options

If you would also like recipients to receive an email each time a photo is uploaded to the server - click 'Add Email Contacts' – and add the relevant e-mail recipient (Up to 5 Email can be added. These Email recipients can always be added / deleted by clicking 'Account / Email Contacts' .

Tick the boxes next to each email recipient that. If you do not wish to get any emails when a photo is uploaded, then untick all the recipients

A copy of each uploaded photo will be sent to each checked email address; it will also be stored on the server for up to 30 days.

Input an optional email address in the Email to Send Status Reports. When the camera sends a status report to the server, an email with the a copy of the status will be delivered to this email address.

The screenshot shows the 'DELIVERY OPTIONS' page in the Spartan Camera web portal. It features a 'GET HELP ...' section, a 'CAMERAS MENU' on the right, and a 'DELIVERY OPTIONS' section. The 'DELIVERY OPTIONS' section includes a camera selection dropdown set to 'GC-ZA4B2', an 'EMAIL RECIPIENTS FOR: GC-ZA4B2' section with an 'Add Email Contact' button, and an 'OTHER DELIVERY OPTIONS' section with an 'Email to Send Status Reports' field and an 'Update' button. A red arrow points to the 'Add Email Contact' button.



Install the **Spartan Camera Management** app on your mobile device.

Follow

1. Please make sure the camera has wireless service.
2. Please attach the antenna to the camera. Insert 12 AA batteries, SIM card, and SD card into the camera.
Please make sure to use a standard size, no more than 32GB SD card. And a class 10 SD card is recommended.
3. Download and open the Spartan Camera Management app.
4. If you do not have a Spartan Camera account, click "Register" and follow the steps to create a Spartan Camera account, otherwise please log in.



1. Account Login:

When you open your app, it will ask you to log in with an email and password.



A. New Users

All users are required to register an account to use the **Spartan Camera** app. If you do not have an account, tap on the *Register* button to register a new account.

B. Existing Customers

If you have an email account for spartancamera.com, please proceed to log in with your credentials. Once logged in, all of the cameras on your account will show up in the **Spartan Camera** app Home page.

C. New & Existing Users

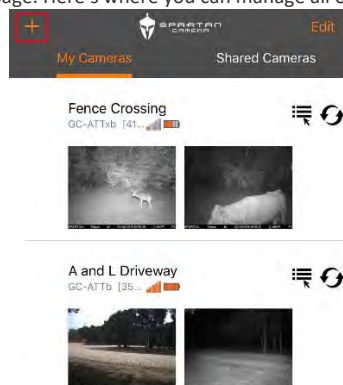
If on the old app, you had the Account ID and the Admin/Guest Access code of a camera, that was shared from someone else's account. Once you log in, that camera will be moved to the *'Shared Camera'* tab on the Home page.

! Forgot Password

If you do not remember your password, you can reset it by tapping the *'Forgot'* button on the login page. Then type in the email address of the account to receive a *verification code*. Next, the app will ask you to type in the *verification code* and a new password. Once done, tap *'Submit'*, and you'll be taken back to the login page.

2. Add New Camera:

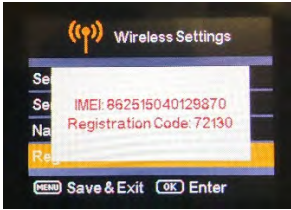
Once you are logged in, the first thing you'll see is the *Home* page. Here's where you can manage all of your cameras.



1. To add a new camera, tap on the '+' sign on the top-left corner.
2. Next, input or scan in the **IMEI / MEID** [i] number.
3. Based on the camera model, you will be prompted to purchase the appropriate data plan.



4. Once you have verified the data plan is activated for the camera, in the next step, the app will ask for a registration code.



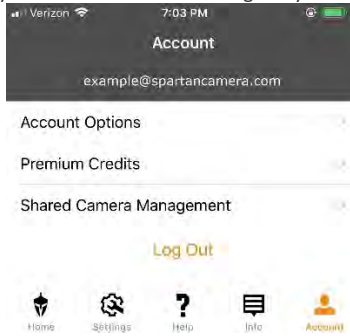
5. Follow the instruction on the App to retrieve the registration code from the camera and type it in.

6. Read and check ✓ the privacy policy and terms of use, then tap the 'Add' button to finish.

! After the camera is added, in the camera list, you have the option to *delete* the camera in the **camera options menu**.

3. Account Page:

Additional account access has been added to the App to give you more control while being away from your computer.



Account Options

- Change Password - allow users to change the account password.
- Timezone - change the timezone for the account which is reflected in the Command History from the Status Report page.

Premium Credits [i]

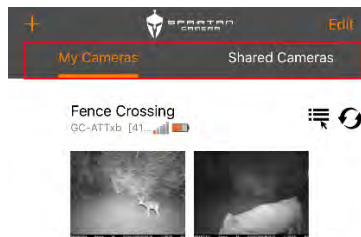
- Check Credit - check remaining credit and credit history.
- Usage History - check credit usage history.

Share Camera Management

- Change the recipient's name
- Change access type
- Resend Invitation Link
- Delete recipient

4. 'My cameras' & 'Shared Camera':

On the *Home* page, where all the cameras are listed, to improve ease of managing multiple cameras, we separated the cameras on your account and the cameras that are shared to you into two sections.



- The cameras that are on your account are listed under the 'My Camera' list.
- The cameras that *shared* from other users are listed under the 'Shared Camera' list.

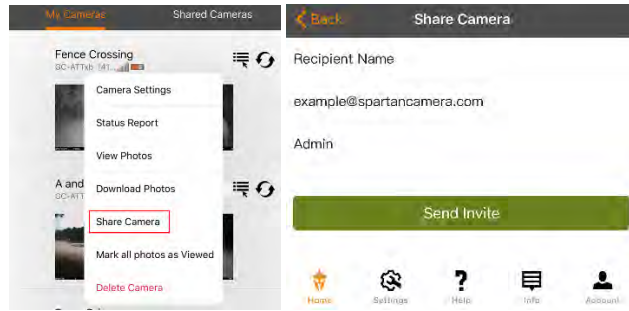
5. Share Camera and Management:

- **Admin** access has full access to all of the camera's functionalities.
- **Guest** access is limited to only view photos.
- Both are not allowed to delete the camera from the camera owner's account nor can they share the camera to another user.

A. Share Camera

You can now share any camera by tapping the 'Share Camera' option under the **camera options menu**. Simply type in the recipient's name and Email, select either Admin or Guest access, and then tap 'Send Invite'.

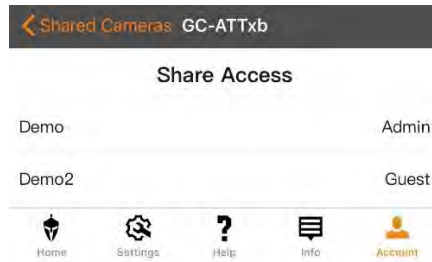
The recipient will receive a confirmation link in their email. Tap the link to accept the shared camera, and it will show up on their app under the *Shared Camera tab*. If they don't have a *Spartan Camera account*, the link will direct them to the Spartan Camera website to complete the new user registration process. After their account is created and logged in the new app, the camera will be in the 'Shared Camera' tab.



B. Management

The camera owner can manage the shared camera(s) by going to the *Account* tab and tap on 'Shared Cameras Management'. The cameras you shared to others will be displayed on this page. You can tap on the camera to display the list of users that are sharing the camera, and here you can rename the shared user, change the access type, or swipe left delete the shared user.

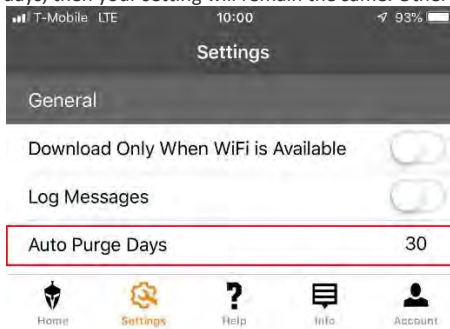
Note: If there are no users shared to the camera, it will not show up in the Shared Camera Management list. The shared user email cannot be changed. You'll have to set-up a new share for the new email addresses.



6. 'Auto Purge' parameter changed:

This feature has been updated to improve and stabilize app performance. The **Auto Purge** under the *Setting* tab is now set to purge every 30 days by default. The minimum and maximum purge days can be set will be between 1 to 30 days.

If you had previously set auto purge days between 1-30 days, then your setting will remain the same. Otherwise, it will default to 30 days.



Note: The days are counted from the day the photo was downloaded on to the app.

7. Save favorite photos locally

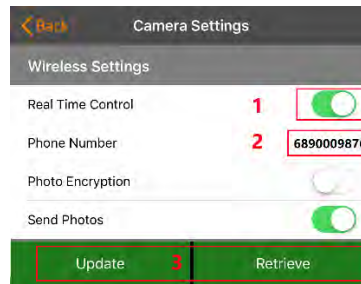
The 'Save' button will now save a copy of the image to your local storage to prevent loss of photos.



Note: Previously this was used to mark photos that users want to save from being Auto Purged. The screenshot above is from an Android device. The saved photos on iOS App will be available through the Photo App.

8. 'Take photo now' improved:

In order to improve the functional efficiency, the "Take photo now" commands will be sent out via text messages by default. The "Take photo now" option will be hidden unless the following three requirements are met simultaneously.



1. The Realtime function is turned on
2. The camera phone number is typed in the camera setting
3. No pending actions

*Note: This function is only available on devices with **Realtime** feature.*

9. Hide Camera:

Hide

To start, go to the Home page, press the edit button on the top right corner. Now you can select which cameras you want to hide. Once you selected the cameras, then press the Hide Camera button on the bottom of your phone.

Unhide

Once the camera(s) is hidden, you can bring it back by going to your Account tab, and go to Hidden Cameras. In the Hidden Camera page, press the Unhide Camera button next to the camera you want to bring back. Here you'll be asked if you want to download the photos during the time the camera was hidden, by choosing one of the following three options:

1. **Yes** - this will download all the photos*.
2. **Last 50 Photos** - this will only download the latest 50 photos
3. **No** - This will not download any of the photos during the time the camera was hidden, and only download photos that were sent in after it's unhidden.

10. In-App credit purchase:

To purchase Premium credits for your cameras, go to the Account tab > Premium Credits > Purchase Credits. Here you can enter the number of credits you want to purchase then hit the checkout button. The next page will show you a summary of your purchase, the total and the space to enter your payment card info. If you have made purchase previously, then your default card will show here. Press the PAY (\$Total Amount) to pay for your purchase.

Once your payment is processed, you'll be shown a summary of your purchase, press Ok to close that page, and you'll be taken to the Usage History page, where it will show your recent purchase on the top.

11. Status Report update & Firmware OTA:

Status report page is getting a few new features and a UI update.

Interface Update

Status As Of - is moved to the top, so at a first glance, you'll know right away at what time your status report pertains to.

Command History - is now collapsed by default. On the Command History bar, you can tap on the arrow on the right to expand the list.

Camera IMEI/MEID - is moved down to its own labeled section.

New Feature

Firmware OTA - You'll be able to schedule firmware updates from your app now!

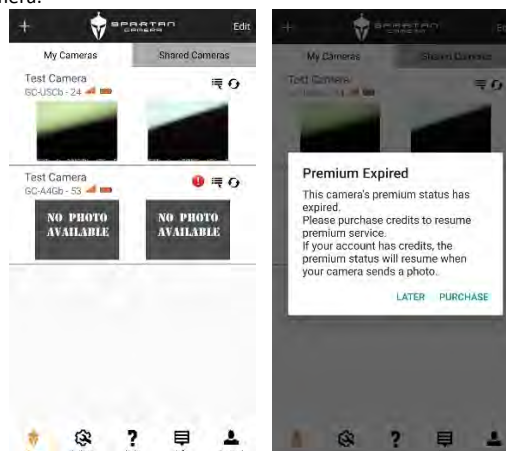
*ICCID** - The camera will be able to send ICCID of the SIM card that is in the camera- *not applicable for CDMA (3G) devices.*

*Format SD card** - Skip the drive to your camera and set the camera to format SD card remotely.

*Currently only available for the following models: GC-A4Gb, GC-A4Gi, GC-E4Gb, GC-LR4b, GC-U4Gb, GC-Z4Gb, GC-Z4Gi. If your camera is listed here, make sure your firmware is updated to the 07/03/2019 version.

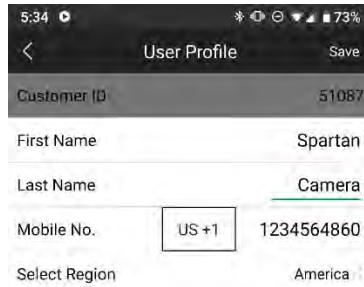
12. Premium Expiration Status

In the Home tab, next to your list of cameras, you'll see a ! mark next to any camera that no longer has access to premium. Tap on the icon, and it will give you instructions on how to restore premium for that camera.



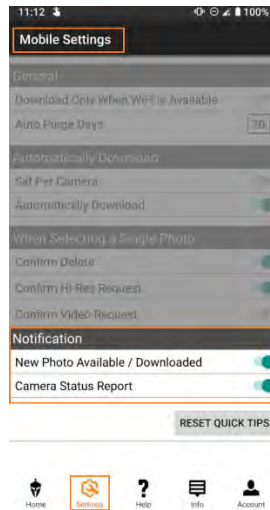
13. User Profile

In the Account tab, in Account Options, you'll see User Profile, which replaced the previous Timezone setting. In the User Profile section, you can update your contact name, phone number, and timezone so our support can reach you when you submit a ticket.



14. Push notification Filter

This feature is currently only available on the Android platform. On the Setting tab, there's the section called Notification. Here you can turn on and off the notification for new photo alerts and status reports.

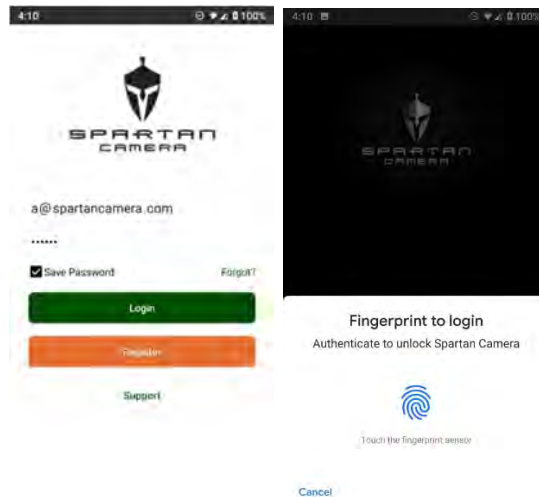


15. Fingerprint login

This is currently only available to users that signed up for the beta app for Android.

When logging in, check the box for Save Password.

For devices that has a Fingerprint authentication setup. After you are logged in, go to Settings, and under General, turn on Login with Touch ID. Then the time you need to login, just use your Fingerprint to login.



For PREMIUM online Support and Knowledgebase information please go to <https://support.spartancamera.com/hc/en-us>

Please feel free to contact us if there is any additional information that you require.

Kind Regards

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