

## FAQ

Link: <https://help.gpsinsight.com/troubleshooting/camera-media-library-faq/> Last Updated: February 19th, 2025

Do you have questions about the Fleet Tracking Portal's Camera Media & Camera Admin page? Great, we have answers to frequently asked questions below.

### Camera Media Library Frequently Asked Questions

| Question   | Answer   |
|--|--|
| <b>How do I access the Camera Media Library page?</b>  | <p>Your account must have at least one dashcam camera installed in a vehicle, then the page will appear and be accessible.</p> <p>To access the <a href="#">Camera Media Page</a>, you will need Camera Media permissions.</p>   |
| <b>Are Camera Media permissions automatically enabled if I have/add safety cameras to my solution?</b>             | <p>Camera Media permissions are automatically enabled for the Master Account user of an account with safety cameras.</p>   |
| <b>How many clips do I get in my quota?</b>  | <p><b>For Driveri360/AIR II cameras:</b> An account is allowed 25 clips requested each month per camera installed on an account. These clips are pooled and not tied to an individual camera. For example, an account that has 10 cameras will be allowed to request 250 clips per month on all their cameras combined.</p> <p><b>Driveri cameras:</b> Quotas are based on selected subscription model.</p>                          |
| <b>Are Event-based clips automatically downloaded and do they count against my request quota?</b>                  | <p>Event-based clips are automatically shown in the media library; however, they are not obtained from the camera until they are manually requested by a user. They are not automatically downloaded when an event occurs. When an event-based clip is requested, it will count against the account quota.</p>   |
| <b>I see a clip in the Camera Media Library, but when I click 'request clip' it says that clip is unavailable.</b> | <p>Clips are available on the camera for a limited time depending on the size of the storage card in the camera and the amount of driving the vehicle does daily. Most cameras will record and store around 100 hours of footage before being overwritten.</p>   |
| <b>How long do clips stay in the Media Library?</b>  | <p>Clips are retained in the Media Library for up to 90 days. Some clips may be available beyond 90 days in their respective 3rd party portals.</p> <p>Use the following link to see more information specific to Driveri clip retention:<br/> <a href="https://help.gpsinsight.com/docs/driveri-resources/driveri-data-retention-policy/">https://help.gpsinsight.com/docs/driveri-resources/driveri-data-retention-policy/</a></p> |

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| Question   | Answer  |
|--|---|
| <b>Can a user download media clips onto their computer to save or share?</b> | Yes! Any camera clip received from the camera and stored in the Media Library can be downloaded to a computer for local, long-term storage. |

## Camera Admin Frequently Asked Questions

| Question  | Answer   |
|---|--|
| <b>Can I change the settings on my camera(s)?</b>   | Yes, basic camera settings are accessible by navigating to <b>Admin &gt; Cameras</b> .   |
| <b>There are more settings available for cameras, but I cannot see them in the Fleet Tracking Portal.</b> | Additional camera settings can be found in the Driveri portal and Driver360/Air II portal.   |
| <b>How long does it take for my updated settings to apply to the Camera?</b>                              | When the camera configuration is updated in the Fleet Tracking Portal, those configurations are sent to the 3rd-party system and then transmitted to the camera. The camera needs to be powered on to update the settings, so the configuration file will remain in a queue until the camera turns on. Once the camera powers up, the changes will be applied. This process can take up to 24 hours. |