Sometimes you may need on extract and download footage from your vehicles. Follow these simple steps.

1. Collect key information

In order to extract specific footage efficiently, try and have the following information to hand, particularly if you need to speak to a driver first.
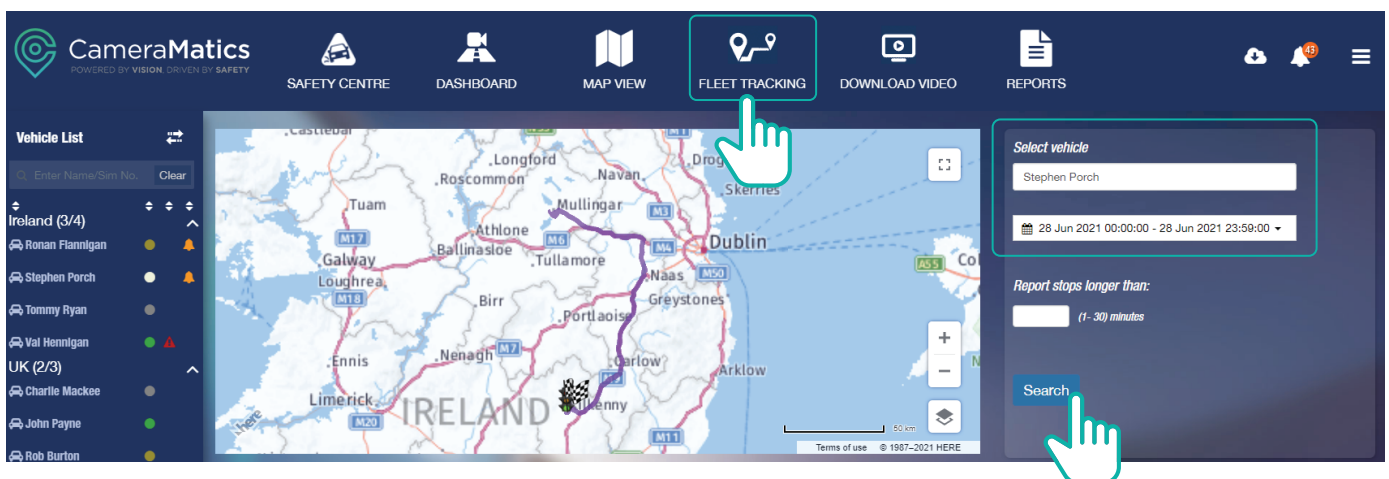
- Approximate date and time
- Location of incident (as much information as possible such as any landmarks, etc.)
- Nature of the incident
- Did the vehicle stop after the incident?
- Which camera(s) most likely caught the incident?
- If a third party was involved, are there any details of the vehicle (e.g. make, model, vehicle registration, colour)?

2. Locate the Approximate Footage

Log in to the **CameraMatics Portal** and enter the **CameraMatics Dashboard**. Then select **'Fleet Tracking'** the menu bar at the top of the screen.

On the right you can:

- Select vehicle
- Select approximate date & time of event
- Search

This presents you with the **summary tracking**.

3. Pinpoint the Incident

From the summary tracking, Use each individual route to help identify the footage required. Using landmarks, roads, streets, directions, etc. these routes can be played back to help pinpoint the exact time of the event.

If a particular route matches up with the information collected, select the option **'Retrieve Video'** which enables you to view the video footage by camera in 5 minute segments.

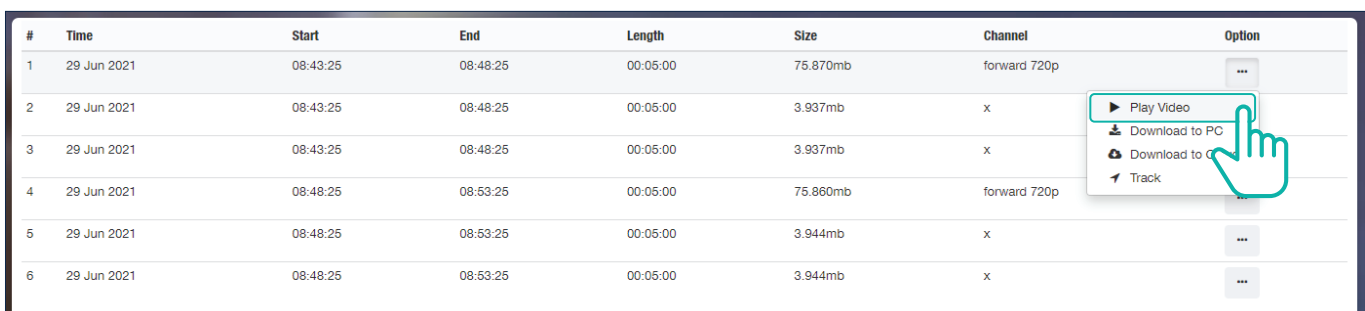| Summary	Vehicle: Ronan Flannigan	Distance: 240.249 KM	Idling: 1 hr 50 min 42 s				
	Trips: 24	Duration: 3 hr 42 min 43 s	Stationary: 1 hr 52 min 32 s				

Trips	Stops	Speeding	ADAS	Harsh Driving	Severe Driving	Custom Events	Ignition

#	Date/Time	Departed/Arrived	Duration	Stationary	Idling	Distance	Options
1	29 Jun 2021 07:49:24 29 Jun 2021 07:51:13	Lisavalley, Tuam, County Galway, Ireland Lisavalley, Tuam, County Galway, Ireland	1 min 49 s	1 min 49 s	1 min 49 s	0.070 KM	...
2	29 Jun 2021 07:58:16 29 Jun 2021 07:59:31	N17, Tuam, County Galway, H54, Ireland N17, Tuam, County Galway, Ireland	1 min 15 s	0 s	0 s	1	Play Route Retrieve Video
3	29 Jun 2021 08:03:13 29 Jun 2021 08:18:33	N17, Claremorris, County Mayo, Ireland N17, Claremorris, County Mayo, F12, Ireland	15 min 20 s	13 min 49 s	13 min 49 s	0.196 KM	
4	29 Jun 2021 08:30:13 29 Jun 2021 08:31:33	N17, Claremorris, County Mayo, F12, Ireland Ballindine, Claremorris, Ireland	1 min 20 s	0 s	0 s	0.001 KM	
5	29 Jun 2021 09:37:13 29 Jun 2021 09:45:46	Ballindine, Claremorris, Ireland N17, Tuam, County Galway, Ireland	8 min 33 s	6 min 48 s	6 min 48 s	2.770 KM	...

The 5 minute segments of footage will be presented for all cameras. This is split by channel (camera) to allow you to narrow down your search if you already know which cameras you need to look at.

If an approximate timing was provided, at the time the incident took place, select the relevant segment and click **'Play Video'**. This will allow you to view the 5 minute segment to see if it provides the required footage.

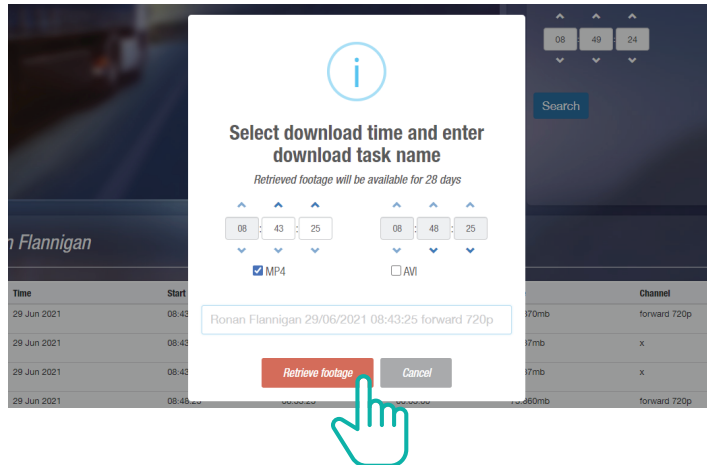| #	Time	Start	End	Length	Size	Channel	Option
1	29 Jun 2021	08:43:25	08:48:25	00:05:00	75.870mb	forward 720p	...
2	29 Jun 2021	08:43:25	08:48:25	00:05:00	3.937mb	x	Play Video Download to PC Download to C Track
3	29 Jun 2021	08:43:25	08:48:25	00:05:00	3.937mb	x	
4	29 Jun 2021	08:48:25	08:53:25	00:05:00	75.860mb	forward 720p	
5	29 Jun 2021	08:48:25	08:53:25	00:05:00	3.944mb	x	...
6	29 Jun 2021	08:48:25	08:53:25	00:05:00	3.944mb	x	...

4. Download footage

When you have pinpointed the required footage, you can download it to the Cloud, where it will be stored for **28 days**. If you download to the cloud, this does not affect the footage which is stored in the hard drive.

When selecting **'Download to Cloud'** from the options, choose the time frame for the download. You can download any part or all of the 5-minute section.
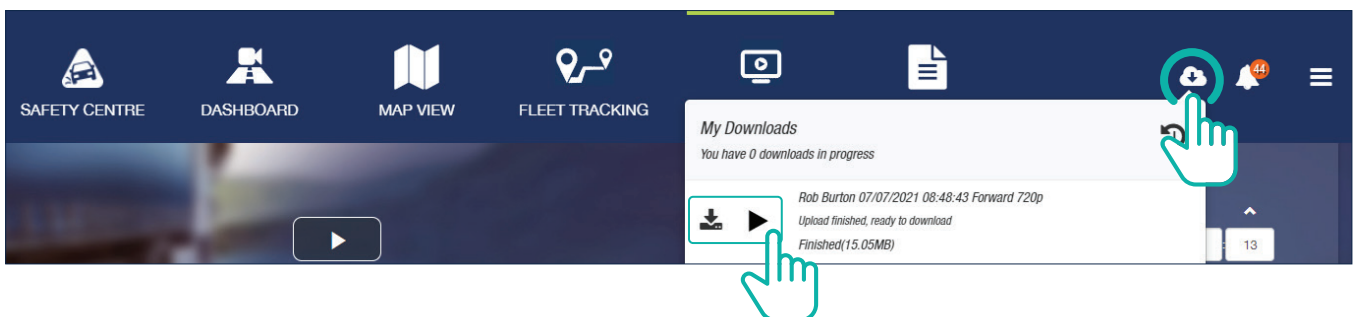

5. Download footage

Downloaded footage can be found by clicking the top right icon.

Footage can then be played or downloaded to be saved to your own computer or storage device if you wish to retain a permanent copy (recommended). In this case you can downloaded from the **'my downloads'** on your local PC/laptop.

Our **Customer Success Team** are here to help you get the most out of your **CameraMatics Platform**.

For more 'how-to guides' please visit:
www.cameramatics.com/resources/help-centre

If you need more assistance please e-mail the team on:
customersuccess@cameramatics.com

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