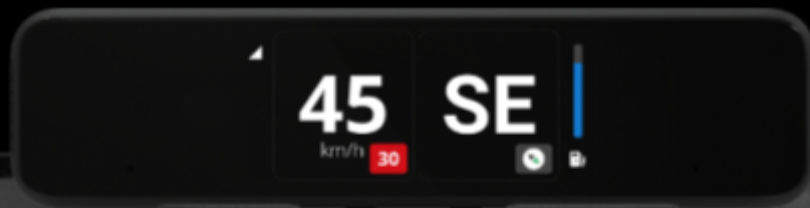


# raven+



## Fleet Manager's Guide

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# Setting up Raven

Each Raven you've received has been shipped already pre-assigned to your account.

**If this is your first set of Raven units and you haven't set up your account before**, you will:

1. A temporary account password has been sent to your email. Use this password to log in to the Raven Connected Web App ([app.raven.is](http://app.raven.is)). You will be prompted to change your password.
2. After resetting your account password, you will be prompted to enter your billing information. This needs to be completed before you install any of your Raven devices. Failure to do so will prevent Raven from registering onto your account and you will need to contact Support to complete the set up.
3. Install Raven in your vehicles using the instructions contained in the [Quick Start Guide](#).
4. Once these steps are complete, you are ready to start monitoring your fleet.

**If you're adding more Raven units to your existing account:** Each additional Raven will be delivered pre-assigned to your account and pre-provisioned. Install Raven into your vehicles using the instructions contained in the [Quick Start Guide](#), and they will begin appearing in the Raven Apps.

## Raven Connected Web App

The Raven Connected Web App is the primary tool that fleet managers use to track their vehicles with Raven.

To login to the Web App:

- Navigate to [app.raven.is](http://app.raven.is)
- Sign in using your Raven credentials

For an overview of the Raven Web App, watch [this video](#).





## 1. Vehicles Tab

### 1.1. Status Icons


From the Vehicles Tab real-time status icons notify you of common issues Raven may experience, allowing you to proactively identify problems and take action to resolve them immediately.


The following real-time status icons are available:

 Loss of cellular connectivity

 Raven unplugged

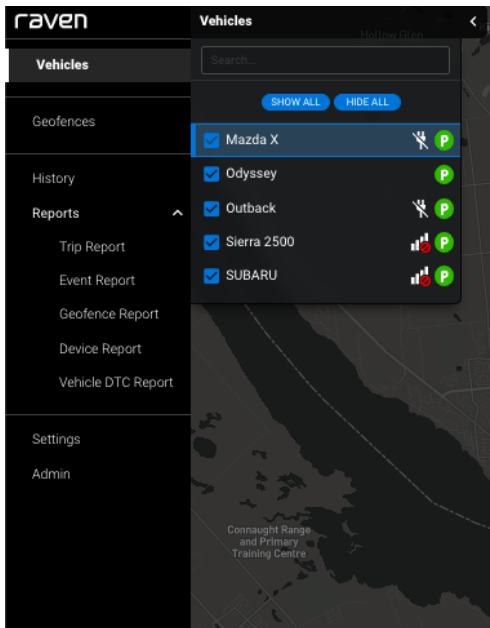
 Vehicle Idling

 SD card issue

 Possible Impact

#### **SD Card Status Icons**

Additional information about SD card issues is provided through a tool-tip when you hover over the status icon. More details are also available in the Details panel.



The following are the potential SD card issues:

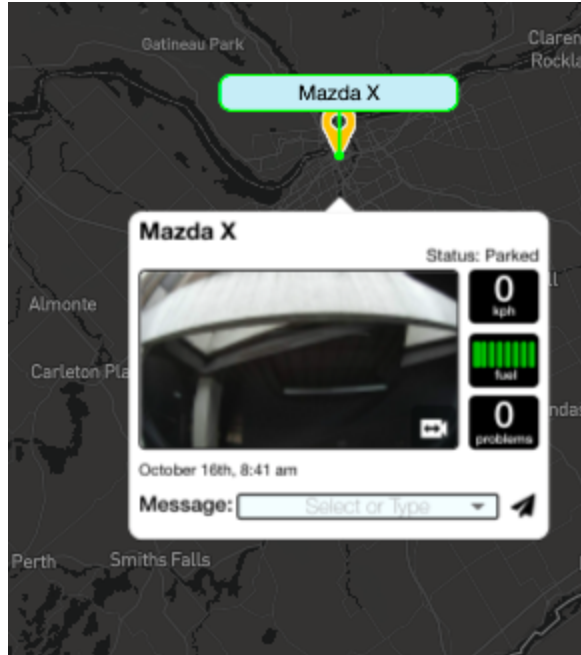
- SD card is missing
- SD card needs formatting
- SD card is not large enough
- SD card is full

## 1.2. Vehicle Status

Vehicle Statuses provide real-time information about a particular vehicle in your fleet.

To check on the status of a vehicle, from the Vehicles Tab, click on a vehicle from the map. A status box will appear presenting the following information:

- If the car is driving or parked
- Who's driving
- The live speed
- The live fuel level
- If there is an issue with the vehicle (if there is a DTC code, it will appear red, clicking on the box will provide insight on the possible cause)

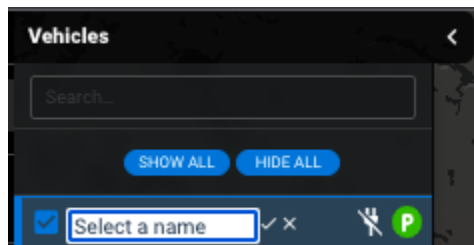


You can also find this information and granular trip data on the left-hand side of the details panel.

### 1.3. Naming Vehicles

Name your vehicles to be able to tell them apart distinctly.

From the vehicles panel in the dashboard, hover over the vehicle you would like to rename. Select the pencil, then type in your desired name. Select the checkmark to confirm the change or the 'x' to discard changes.

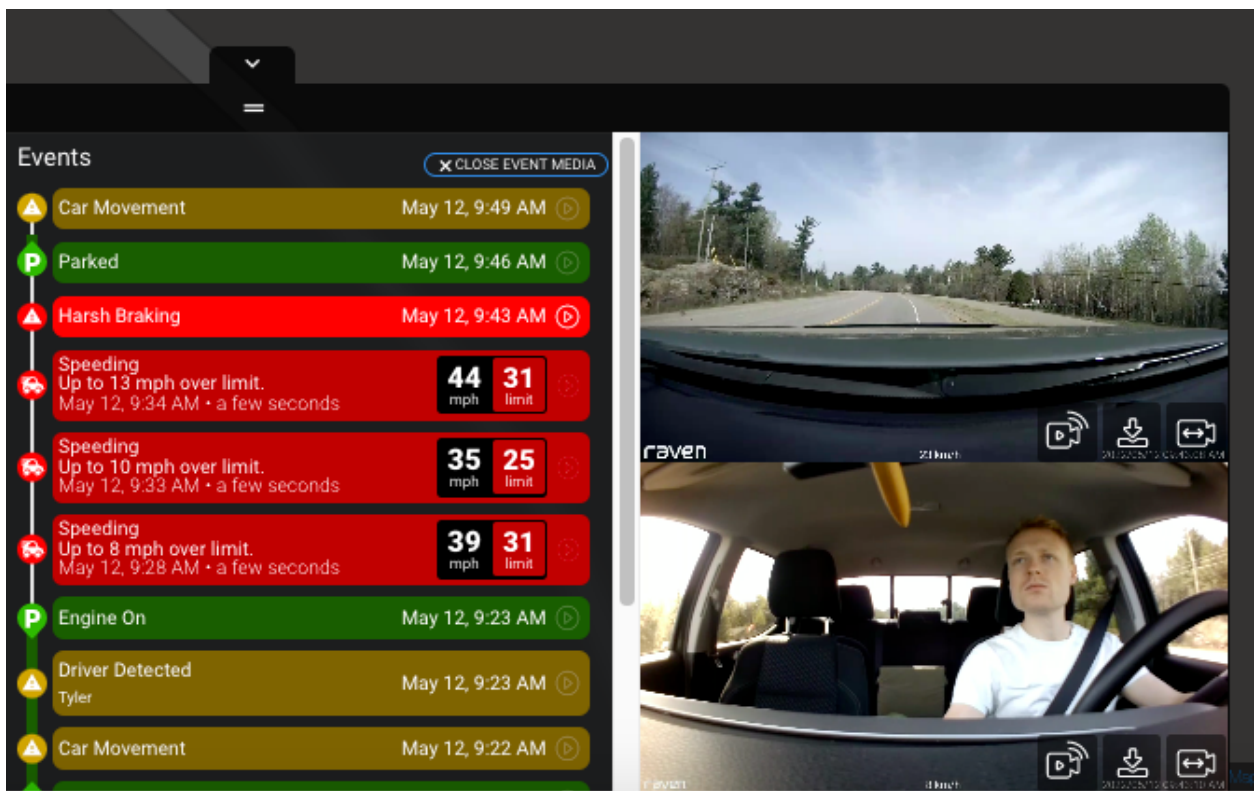


### 1.4. Event Alerts

In addition to the status icons, when Raven detects a change in the vehicle's behavior, an event will be added to the list in the Details panel with road and cabin camera images, so you can confirm what occurred. The following is a complete list of event alerts:

- Engine on
- Parked

- Car Battery Low
- Car Trouble Code
- Raven Unplugged
- User Shutdown
- Entered Geofence
- Exited Geofence
- Aggressive Acceleration
- Harsh Braking
- Idling Started
- Possible Impact
- Speeding Started
- Car Movement While Parked



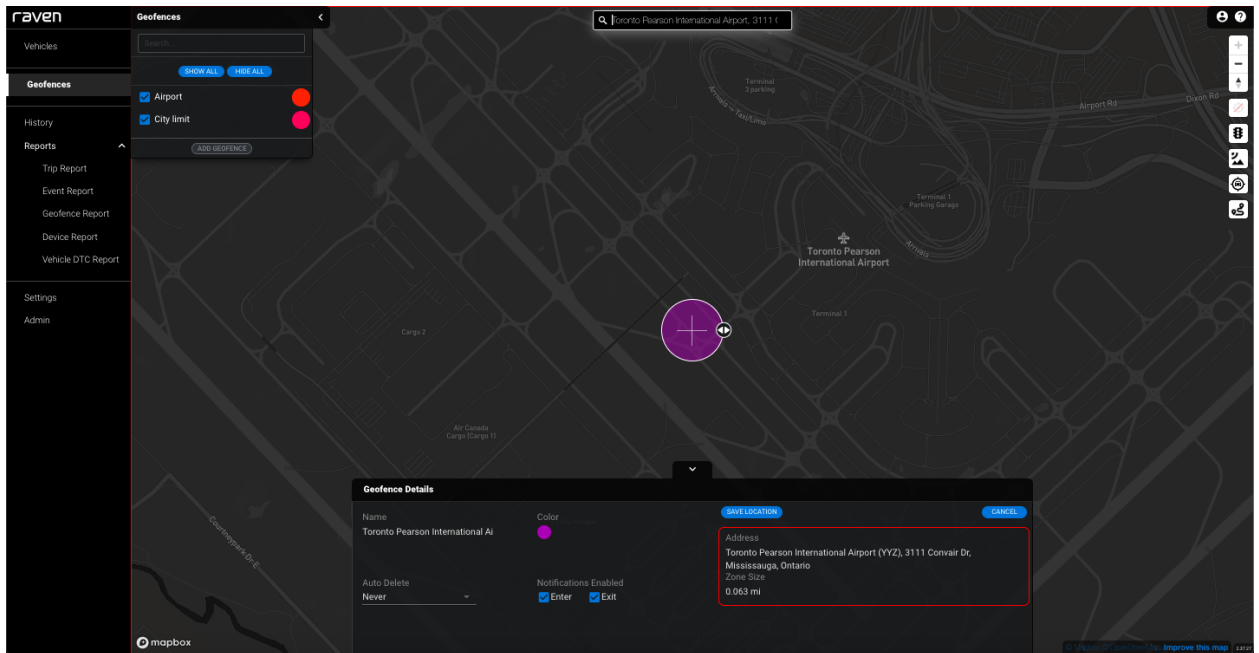
### 1.5. [Geofences](#)

A Geofence is a point or area on a map that can trigger events. For example, you might set a Geofence around a job site to generate reports on when vehicles arrived or left the area and know how long they were at that location.

To create a Geofence, select the Geofences Tab from the menu on the left hand side. Within the Geofences panel, click on the 'Add Geofence' button. A Geofence will appear in the middle of the map, which will be in Edit Mode. (You will see a



red outline around the map when in this mode). **To position the Geofence**, move the map or type in the exact address in the search bar. To change the size of the Geofence, use the dragger on the Geofence. Click Save to save it.



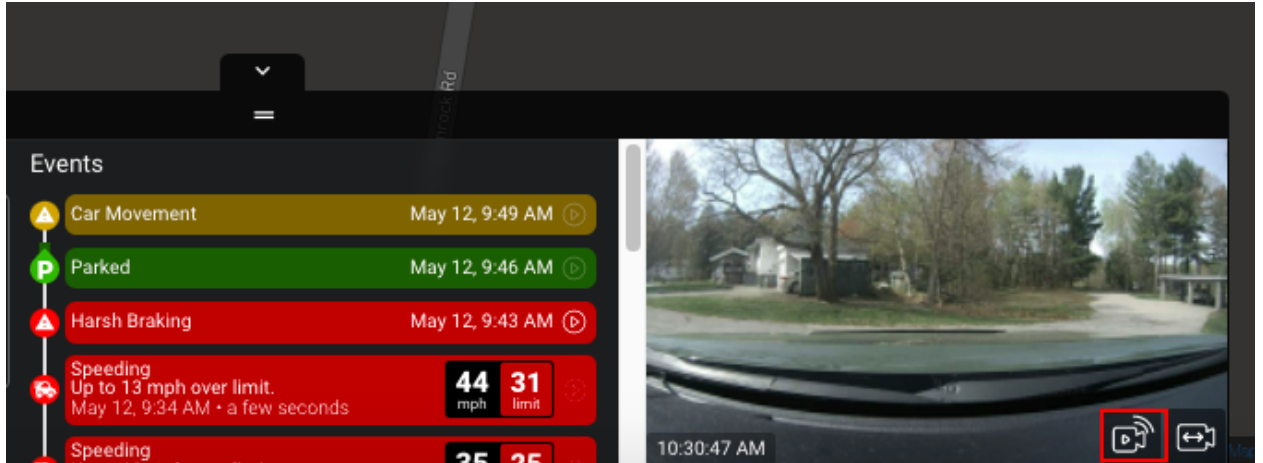
**Geofence Enter / Exit Events** will appear on the Vehicles Tab, within Trip Histories, and in Geofence Reports.

For all configurable settings within the Geofence setting, check out [the spotlight](#).

## 1.6. [Live Streaming and Recording](#)

The Live Streaming feature enables you to check-in on your vehicles and the driver in real-time, at any point.

To access Live Streaming, open the Details panel at the bottom of the Vehicles Tab. In the bottom right corner, click the 'LTE Live Stream' icon on the preview image.



A video viewing window will pop up. You can switch between cabin- and road-facing camera views by clicking on the 'Camera Switch' icon.

As you watch the Live Stream, the video viewed will be created as a 'Live Stream Event' allowing the ability to replay your streamed session at any time within the Event stack from the Vehicle and History tabs.

**\*Note:** Compared to the Preview Images provided in the Details panel, Live Streaming video will use more data on the cellular network.

## 1.7. [Dispatch Messaging](#)

Raven's Dispatch Messaging feature enables you to send real-time messages to Ravens screens to communicate with drivers while they're on the road.

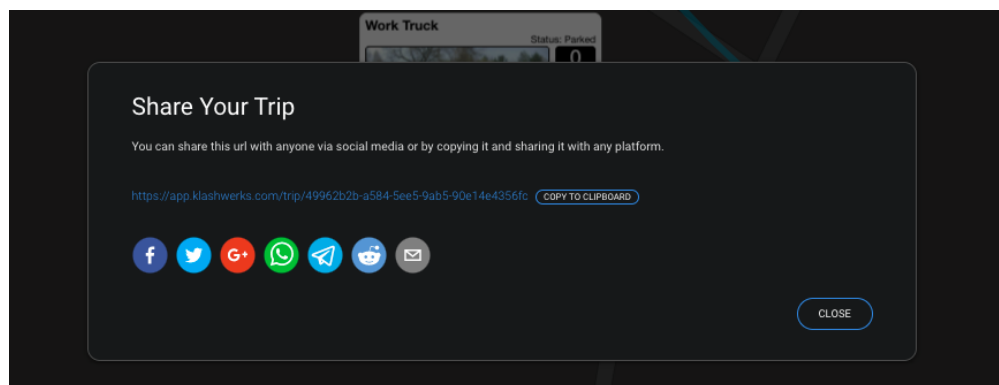
To send a dispatch message, from the Vehicles Tab, select a vehicle you wish to send a message to. The vehicle's card will open up, revealing a Message box for you to select a pre-canned message, or type a 15-character message of your own. Click the "paper airplane" icon to send.



## 1.8. [Trip Sharing](#)

Trip Sharing allows you to send a link to anyone, so they can temporarily live-track the location of your vehicle and access preview images from the road-facing camera.

To begin sharing a trip, from the Vehicles Tab, open the Details panel and select the Share Trip button to create a link to your trip. Send this link via SMS, email or other communication channels.



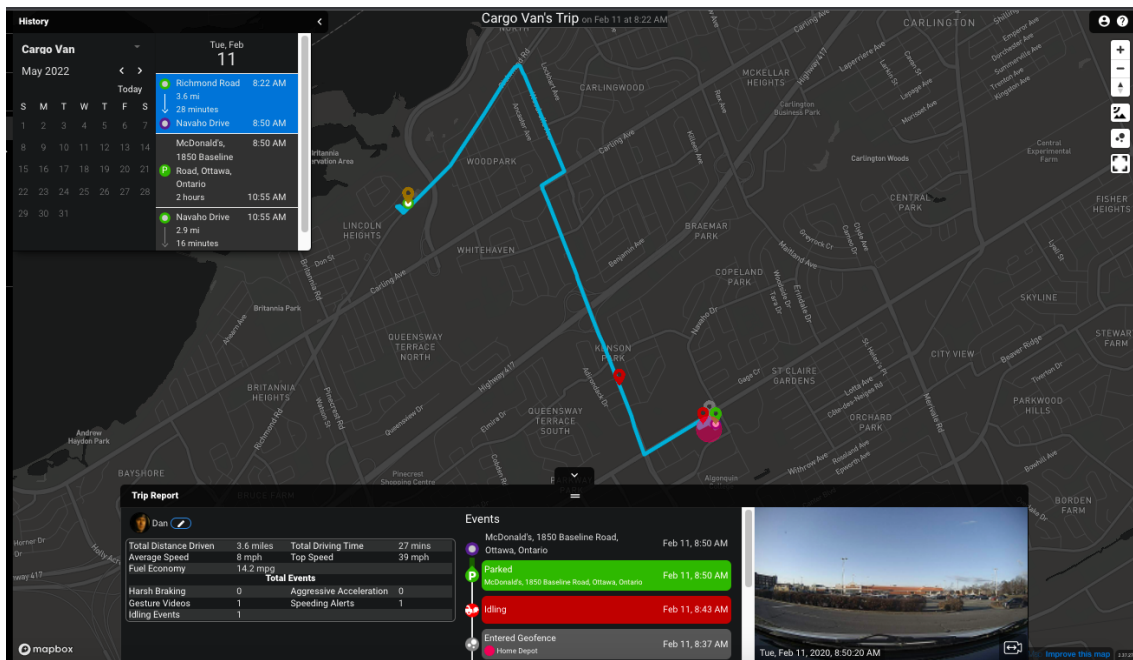
When the trip expires, the link also expires and sharing is terminated. The link will no longer work after the trip ends. Raven considers a trip to end one hour after the car is turned off.

Sharing a trip will send a link to the current trip. If the vehicle is parked, then the next trip will be shared.

## 2. History

### 2.1. [Trip Review](#)

While the Vehicles Tab shows you the current location and status of your vehicles, the History view allows you to view information for past Trips. To access a complete historical trip data select “Trip Histories” from the menu within the History section.



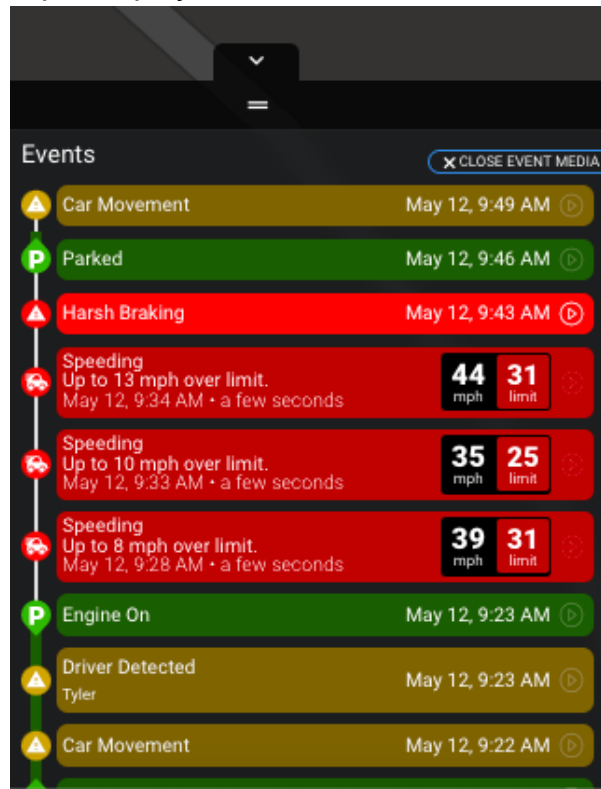
Select the vehicle of interest through the dropdown in the left hand corner then filter through the calendar and select a day. This will populate a list of Trips to the right of the calendar, select from the list of Trips or a duration while the vehicle was parked. In the Details panel the Trip Report and Events will be available and the route will appear on the map. Hover your mouse over the **Trip Path** to display the time the vehicle was at that location on the path.

**Note:** Raven loops its video storage, with the oldest videos being removed to make room for the newest footage.

## 2.2. [Cloud Video](#)

Raven's **Remote Cloud Video** captures video footage from all detected Events, from both the cabin- and road-facing cameras, and is immediately available, remotely, for review in the Web App.

To access Cloud Videos, from the Histories Tab, you will see a small 'play' icon beside all Events in the Details panel, indicating video footage of the event is available for you to upload/play.



An opaque icon means that the video is already in the cloud and ready to be played. A transparent icon indicates that the video is available for remote upload to the cloud from the Raven device. Click on the icon in the preview pane to upload/play the video.

Certain events are designated as "critical" (e.g., "Possible Impact", "Harsh Braking"), and their video will be automatically uploaded without any actions required by the user. All other events will have the transparent icon requiring action to upload.



Once any video is uploaded, it's stored in the cloud and can be accessed at any time from the web app.

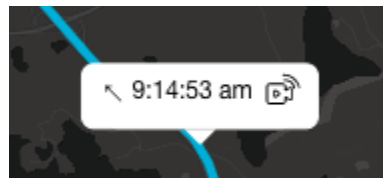
Cloud videos can also be accessed from the Vehicles Tab for the current trip.

### 2.3. [Historic Streaming](#)

Historic Video Streaming enables continuous footage to be made remotely available via the Web App for your review. Once you have streamed that video, it is saved to the cloud and accessible at any time.

To access Historical Streaming, from the History tab, in the 'Calendar' panel, select the Vehicle, Date, and Trip of interest. **If the continuous video footage from this Trip is still available on Raven's storage**, it will be available for remote viewing.

To choose what point in the Trip you would like to start streaming from, hover your cursor along the map's breadcrumb trail. The time of day each part of the Trip took place will appear. Once you find the part of the Trip you want to review, click the icon to begin streaming.



Using the arrows, skip forward and backward by 15-second increments to review the whole Trip. You can also pause/play the video at any time.

Cloud videos can also be accessed from the Vehicles Tab for the current trip.

All Historic Video Streams are automatically saved to your Raven Cloud storage. These videos will appear as a 'Streaming Event' in the 'History' tab in the Event stack. These videos are available to view and download at any time.

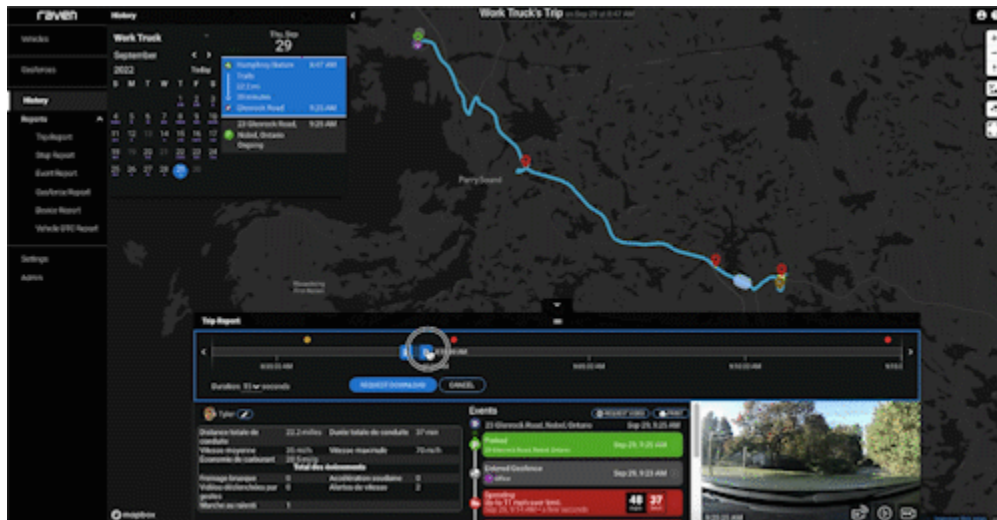
## HD Streaming Downloads

HD Streaming Downloads can be used for moments where high quality footage is necessary. 30 second HD clips of pertinent information can be downloaded directly from the historical video streaming player.

To download HD streaming clips open a Historical Streaming session. Once you've identified the point of interest, pause the video. A download button will become available. Downloading from this point will select 15 seconds prior to the pause and 15 seconds afterwards. A dialogue box will appear confirming your request. Once confirmed the video will be pushed to the cloud. A User Video Request event will become available in the Events stack. Here, you can replay and download the clip anytime.

## 2.4. [Enhanced Video Access](#)

EVA can be accessed via the History Tab for any footage that remains available on the Raven device.



To request a video from the EVA feature, open the Vehicle Details panel and select "Request Video". Click and drag the blue slider along the timeline. Once you've identified the segment of interest, select the desired duration, click 'Request Download,' and choose from which camera you would like the video to be retrieved. Once the request is complete, the HD Video will be available from

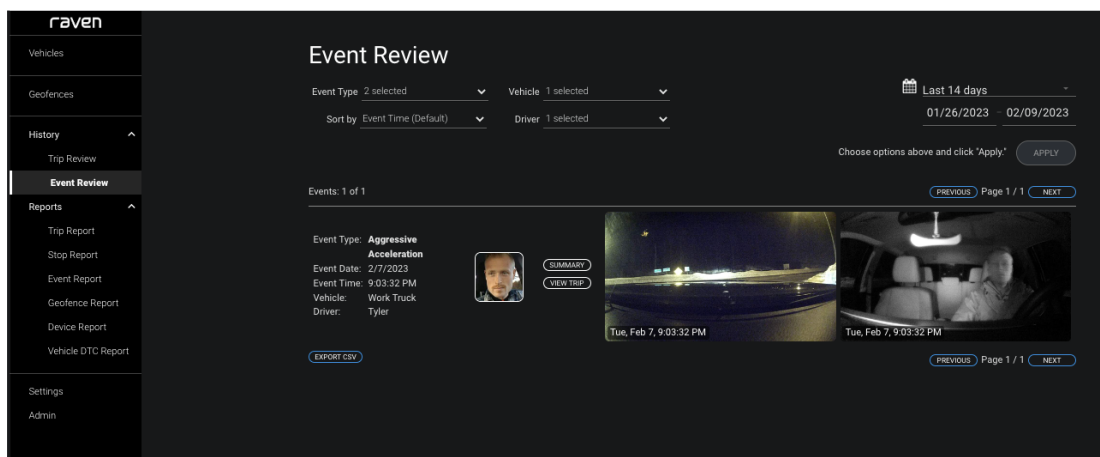
the Events stack labeled 'User Video Request' at the time the recording took place.

For all of the details on the feature, check out [our Feature Spotlight](#).

## 2.5. [Event Review](#)

With employees behind the wheel, you need to be assured they're adhering to the rules of the road and your business's expectations. It's critical to ensure employees are driving appropriately to keep premiums low and your reputation intact. Event Review provides the necessary context for driver coaching initiatives. Users can select any event type and review by Driver or Vehicle over a specified timeframe with cabin and road-facing imagery. Event Review places the power in the hands of the fleet manager to determine which events displayed poor driving behavior and which should be shared for coachable moments.

To access 'Event Review' select it from the menu within the 'History' section.

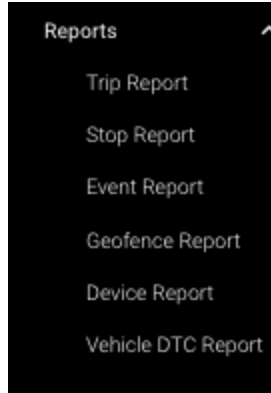


## 3. [Reporting](#)

Raven's Reporting functionality enables you to keep track of driver performance, vehicle usage, and the status of each Raven device.

To access reports, select one from the list below the Reports Tab on the left hand side of the Web App. The Reporting tool provides **Trip, Stop, Event, Geofence, and Device** reports.





You can access the raw data from any report by exporting the report data to a Comma Separated Values (CSV) file. These CSV files can be opened in a spreadsheet program (e.g., MS Excel, Google Sheets) and are easily read by other software systems. Select the **Export CSV** button.

**Note: Driver-based reports are only available if you have Facial Recognition enabled.**

### 3.1. Trip Reports

Trip Reports will display a summary of all the Trips taken during a specified time range.

Vehicle	Date	Type	Start Time	End Time	Driving Dura...	Parked Dura...	Start Location	End Location	Dist. (mi)	Geofences	Details
▼ Work Truck (35)	May 5th 2022				08:57:29	148:37:13			291.6		
	May 12th 2022										
	May 5th 2022		08:12:16 pm	08:34:13 pm	00:21:57	00:00:00	Glenrock Road	Humphrey Nature Trail	19.1		Details
	May 5th 2022	P	08:34:13 pm	09:09:29 am	00:00:00	12:35:16			0.0		Details
	May 6th 2022		09:09:29 am	09:55:09 am	00:29:46	00:15:54	Humphrey Nature Trail	Glenrock Road	19.6		Details

### 3.2. Stop Reports

The Stop Report includes a detailed view of all parking and idling events over a specified timeframe. This report can be used in your workflows to validate timesheets and customer billing or investigate the misuse of company assets and time.

## Stop Report

Show: Both parking and idling Last 31 days  
 09/06/2022 - 10/07/2022

Vehicle	Date	Type	Start Time	End Time	Parked Duration	Idling Duration	Location	Geofences	Details
▼ Work Truck (96)	Sep 5th 2022 - Oct 7th 2022				32 days	00:52:00		Office	
	Sep 5th 2022		01:29:49 pm	08:54:18 am +1 day	19:24:29	00:00:00	23 Glenrock Road, Nobel, Ontario <a href="#">📍</a>		<a href="#">Details</a>
	Sep 6th 2022		09:21:02 am	09:24:20 am	00:03:18	00:00:00	294 Louisa Street, Parry Sound, Ontario <a href="#">📍</a>		<a href="#">Details</a>
	Sep 6th 2022		09:36:14 am	10:21:53 am +2 days	24:45:39	00:00:00	23 Glenrock Road, Nobel, Ontario <a href="#">📍</a>		<a href="#">Details</a>
	Sep 7th 2022		10:35:42 am	10:41:59 am	00:00:00	00:06:17	2 Pine Drive, Parry Sound, Ontario <a href="#">📍</a>		<a href="#">Details</a>
	Sep 7th 2022		10:42:05 am	11:05:10 am	00:00:00	00:23:05	114 Bowes Street, Parry Sound, Ontario <a href="#">📍</a>		<a href="#">Details</a>
	Sep 7th 2022		11:12:43 am	11:37:26 am	00:24:43	00:00:00	Hart, 70 Joseph St, Parry Sound, Ontario <a href="#">📍</a>		<a href="#">Details</a>
	Sep 7th 2022		11:46:37 am	12:23:49 pm	00:37:12	00:00:00	23 Glenrock Road, Nobel, Ontario <a href="#">📍</a>		<a href="#">Details</a>
	Sep 7th 2022		12:35:17 pm	05:04:07 pm	04:28:50	00:00:00	23 Glenrock Road, Nobel, Ontario <a href="#">📍</a>		<a href="#">Details</a>

For short parking durations (shorter than 1 hour), you'll notice the icon. These parked events will not display as individual trips in the Trip Report but will appear as parking time in the row for the previous driving trip.

### 3.3. Event Reports

Event Reports are a summary table of significant captured events which include: **Idling, Speeding, Aggressive Acceleration, Harsh Braking, Car Trouble Codes, and Possible Impact events.**

*A direct link to the Trip History is available under the Date column.*

# Event Report

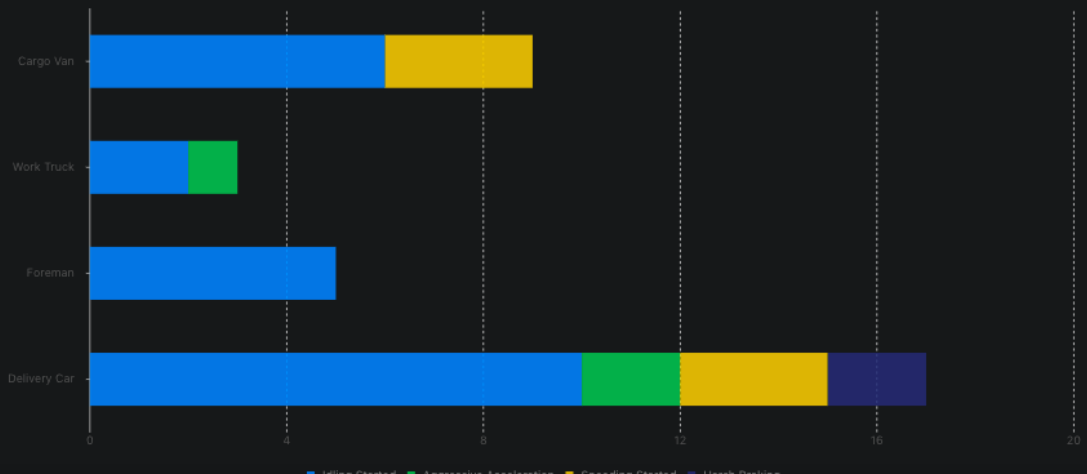
Sort by: Vehicle Show: Both trips and parking

Calendar icon Last 7 days

05/05/2022 - 05/12/2022

Vehicle	Date	Idling Started	Aggressive Acceleration	Speeding Started	Harsh Braking
▶ Delivery Car (6)	May 6th 2022 - May 11th 2022	10	2	3	2
▶ Foreman (5)	May 6th 2022 - May 10th 2022	5	0	0	0
▶ Work Truck (3)	May 7th 2022 - May 11th 2022	2	1	0	0
▶ Cargo Van (5)	May 7th 2022 - May 11th 2022	6	0	3	0

EXPORT CSV



## 3.4. Geofence Reports

When did a vehicle / driver arrive at a specific location (Geofence)? How long were they at the site (within the bounds of the Geofence)? Geofence Reports can provide these answers.

## Geofence Report

Sort by: Vehicle

Last 7 days  
05/05/2022 - 05/12/2022


Geofence	Vehicle	Date	Enter	Exit	Time Inside
Filter geofence name(s) ...	Filter vehicle name(s) ...				
▶ Dan's Home	Cargo Van, Delivery Car, Work Truck	May 5th 2022 - May 11th 2022			237:30:51
▶ Home Depot	Cargo Van	May 6th 2022 - May 11th 2022			00:58:08
▶ HQ	Cargo Van, Delivery Car, Foreman, Work Truck	May 5th 2022 - May 11th 2022			284:48:58
▶ Work Site #1	Cargo Van, Delivery Car	May 10th 2022 - May 11th 2022			04:02:49
▶ Work Site #3	Delivery Car	May 9th 2022 - May 11th 2022			07:14:37
▶ Work Site #4	Cargo Van, Work Truck	May 7th 2022			00:28:56

EXPORT CSV

### 3.5. Device Reports

The Device Report provides information about each of your Raven devices. This report includes Raven's state (i.e. Driving, Parked, Unplugged), which vehicle the Raven is installed in, SIM card information, and other important details.

## Device Report

State	Raven	Name	Vehicle	VIN	Last State Change	First Provisioned	IMEI	ICCID
	1RVP502002865	Work Truck	Unknown	UNINITIALIZED	May 12th 2022	Jun 2nd 2021	014757000096981	890126086229589 8596

EXPORT CSV

### 3.6. Vehicle DTC Reports

While live vehicle diagnostic trouble codes were always available in the primary dashboard, Vehicle DTC Reports now allow users to filter by date to see if any

vehicle displayed a DTC code and what that code was.

Name	Vehicle	VIN	Car trouble code	Date
▼ Tacoma (2)	Unknown		P0057,P0705	Apr 10th 2022 - May 1st 2022
	Unknown		P0057	Apr 10th 2022 - May 1st 2022
	Unknown		P0705	Apr 21st 2022 - Apr 22nd 2022

## 4. Settings

### 4.1. Global Configurations

Global Configurations enable you to customize Raven's features to your preference.

To make your customizations, from the 'Settings' tab, locate the 'Global Configurations' section. The following configurations are available:

- **Audio** - Enable/disable audio recording and streaming on Ravens
- **Cameras** - Enable/disable the road- or cabin-facing cameras and adjust recording quality
- **Driver Alerts** - Enable/disable in-vehicle alerts from Ravens (i.e. Speeding)
- **Events** - Enable/disable speeding events triggered by Ravens and set a threshold
- **Gestures** - Enable/disable triggering short video recording with gesture
- **Integrations** - Enable/disable exposed integrations
- **Units of Measure** - Set the units of measure displayed on Ravens

**Note:** Settings are applied fleet-wide. When you make adjustments to the Global Configurations, the changes will be applied to all of the Raven devices on your account

**Note:** For all other alert types users must configure them via the Mobile App.

#### 4.1.1. Audio Settings

##### **Audio Recording**

Audio recording enables all recorded footage to host audio with it. This includes Event, Continuous, and Gesture videos.

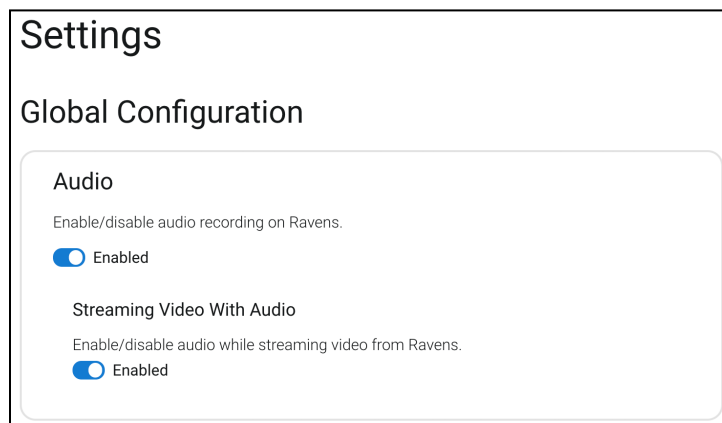
To enable or disable audio on your video recording toggle the first button below the 'Audio' section within 'Global Configurations'.

##### **Audio Streaming**

Audio Streaming is set to 'Disabled' by default. Enable the Audio Streaming setting to hear the audio from Raven's microphones when you are streaming live or from historical video footage.

**Note:** Two-way audio is not supported.

Using the toggle buttons, first, make sure audio recording on your Ravens is enabled, then enable 'Streaming Video With Audio' below it.



When you toggle this setting to 'Enabled,' a pop-up will appear to confirm the action. Please read the details provided in the pop-up carefully before clicking 'Enable.' Ensure that you use Audio Streaming in compliance with your local laws. Depending on where you live, you may need consent to record people's voices in your vehicles.

You can enable/disable Audio settings at any time from the Web App.

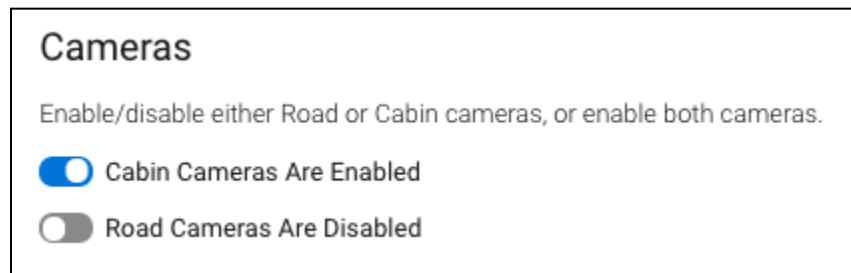
#### 4.1.2. Cameras Settings

##### Camera Configuration

Enable/disable either Road or Cabin cameras, or enable both cameras.

In some cases you may want to temporarily or permanently disable either the road or cabin-facing camera depending on your local laws or preferences.

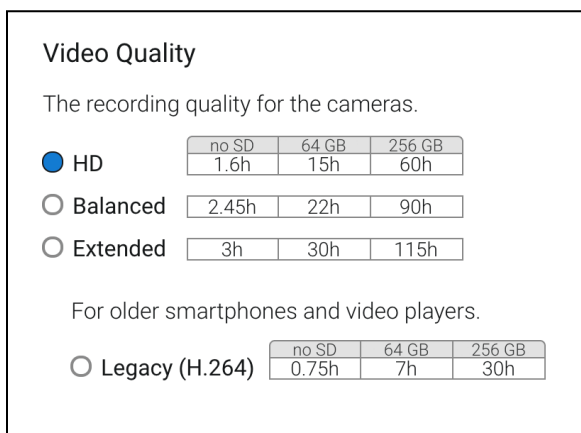
To do so from the 'Cameras' section of 'Global Configurations' Toggle on or off either or both cameras. Your changes will be saved automatically.



##### Video Quality Settings

Video Quality Settings are user-selectable allowing you to extend the video storage capacity. To choose the recording quality of Raven's cameras, from the 'Video Quality' section within 'Cameras' select your preferred recording quality:

- **Legacy:** The original H.264 video recording quality on Raven
- **HD:** The current default quality setting that we enabled just before the new year (H.265; nearly double the video length as the Legacy option)
- **Balanced and Extended:** Increased video storage options through incremental reductions in the frame rate and bitrate (video quality)



**Note:** Video storage durations are approximate only and may vary depending on various factors, including the video scenery, lighting, or health of the SD card.



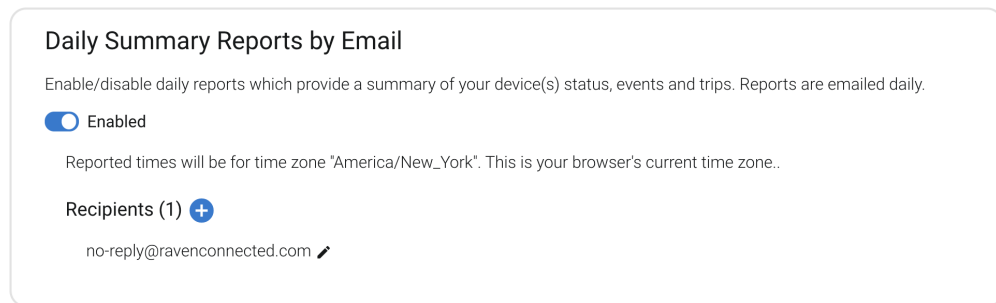
### 4.1.3. Daily Summary Reports

The Daily Summary Reports provide an overview of your drivers, vehicles, and pertinent information. Delivered to your inbox each morning, the report includes a summarized view of:

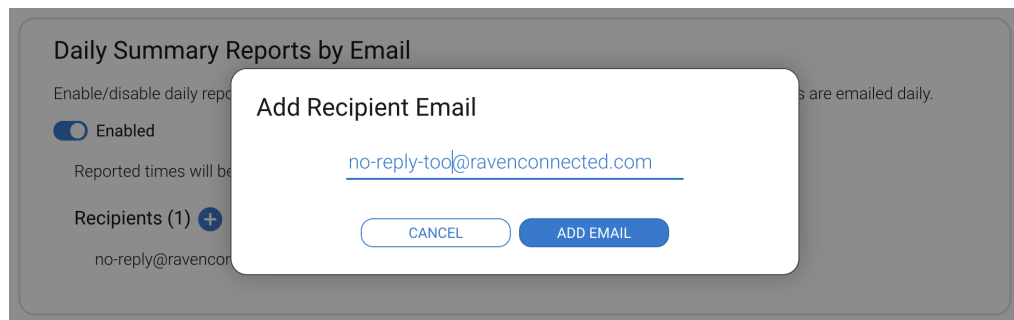
- Critical Events (i.e. Harsh Braking, Potential Impact)
- Device Events (i.e. SD Card Unplugged, Low Battery Voltage)
- DTC Codes (i.e. Engine troubles or other fault codes)
- Driving Events (i.e. Speeding)

#### How to use it

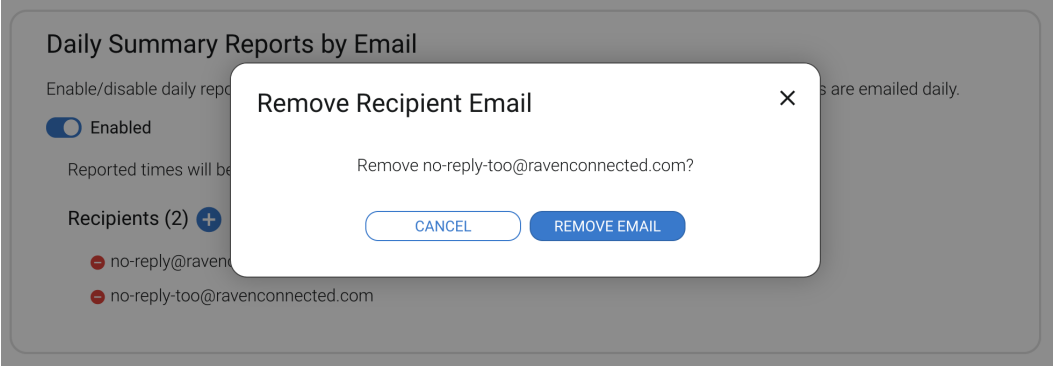
To Enable Daily Summary Reports, from the Web App, select the 'Settings' tab. Scroll to the 'Daily Summary Reports by Email' section and toggle the button to Enable.



To add recipients, select the plus button, type in their email address, and select 'ADD EMAIL.' You can add as many recipients as you would like. All recipients will begin receiving the daily report in their inboxes.



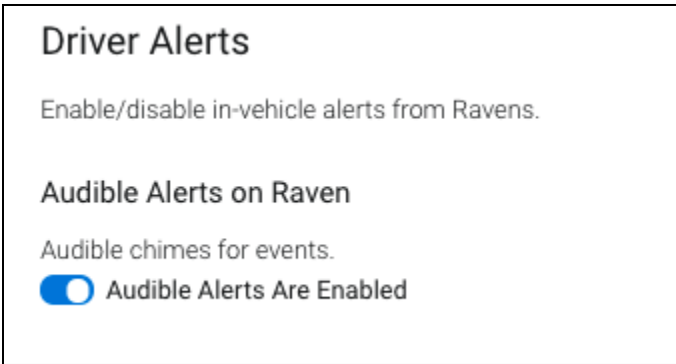
If you would like to remove a recipient from receiving the report, select the negative red button to the left of their email. Confirm your decision by selecting 'REMOVE EMAIL,' and they will immediately stop receiving the reports to their inbox.



#### 4.1.4. Driver Alert Settings

Driver Alerts sound a chime, alerting the driver whenever a notable event occurs. The most common Audible event is the speeding event.

Audible Alerts are 'Enabled' by default. To disable Audible Alerts, from the 'Driver Alerts' section, use the toggle button and disable 'Audible chimes for events'.



#### 4.1.5. Event Settings

##### **Speeding Events and Thresholds**

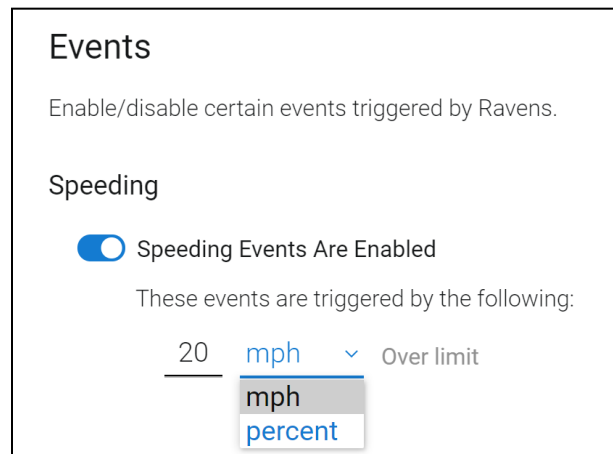
Raven tracks your vehicles' speeds and how fast they are being driven relative to the posted speed limits.

Within the 'Events' Section of 'Global Configurations', you can enable Speeding Events to alert you when one of your vehicles goes over the limit.

You can also set a Speeding Threshold to limit Speeding Event notifications to more significant overages, rather than be alerted every time a vehicle goes one mile (or kilometre) over.

You can select either an absolute- or percentage-based Speeding Threshold.

To enable Speeding Events use the toggle below 'Speeding'. Use the dropdown menu to choose an absolute-based (mph/kph) or percentage-based (percent) threshold. Next, enter the amount you want the threshold set at.



Events

Enable/disable certain events triggered by Ravens.

Speeding

Speeding Events Are Enabled

These events are triggered by the following:

20 mph Over limit

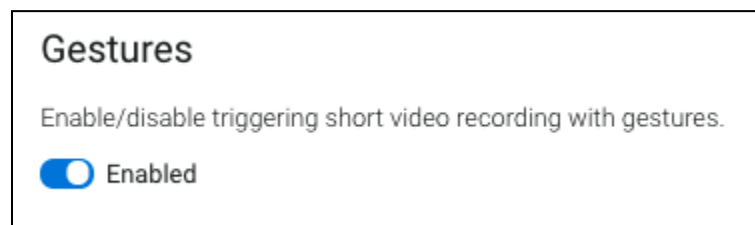
mph

percent

#### 4.1.6. [Gesture Triggered Video](#) Settings

Gesture Triggered Videos enable drivers to manually flag, with a Gesture to Raven, important events as they occur on the road or from within the cabin. This Gesture results in a 50 second video, retrieving 20 seconds prior to the gesture and 30 seconds after.

To use Gesture Triggered Videos, they must first be enabled. By default they are disabled for business users. From the 'Gestures' section within 'Global Configurations' toggle on Gesture Short Videos. The driver must also have the mobile app downloaded to their phone for the video to download.



Gestures

Enable/disable triggering short video recording with gestures.

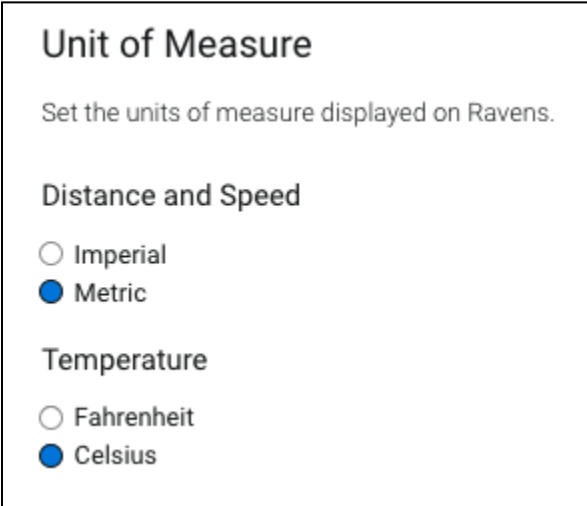
Enabled

To trigger a Gesture Video, from the vehicle, move your hand towards the Raven device until it beeps and begins a countdown. The video will immediately download to their phone.

#### 4.1.7. Unit of Measure

Whether you're more comfortable reading metric or imperial units from the Raven device screen you can select your Distance and Speed and Temperature measures.

To do so, from the 'Units of Measure' section of 'Global Configurations' select from Imperial or Metric for Distance and Speed measurements and Celcius or Farenheit for temperature. Your selection will automatically be saved.



**Unit of Measure**

Set the units of measure displayed on Ravens.

**Distance and Speed**

Imperial

Metric

**Temperature**

Fahrenheit

Celsius

## 4.2. [Facial Recognition](#)

Raven's Facial Recognition feature enables the cabin-facing camera to:

- Know who's driving the vehicle, without the need for additional hardware such as fobs and key tags
- Know if there's an 'Unknown' driver
- Know if the driver has changed
- Generate driver-based reports

To enable and begin training the Facial Recognition Feature, from the Settings Tab, scroll down to the 'Facial Recognition' section.

The fleet administrator will have the discretion of turning this feature ON or OFF. **It is OFF by default.**

**Please ensure that you use Facial Recognition in compliance with your local laws. Depending on where you live, you might**

**need to get consent to have your camera help identify people in your vehicle.**

**By enabling Facial Recognition, you agree that you have read and accepted its terms of use as detailed in the Raven [EULA](#).**

The Raven Facial Recognition system uses artificial intelligence to recognize faces and assign faces to an identity (name). It compares facial information with a database of known faces in order to find a match.

When getting started with this technology, we recommend that you review it frequently to help train the system. Train it by assigning names to drivers, merging faces that the system has mistaken for different people and delete images that were incorrectly assigned. As you continue to maintain the face library over time, the recognition models will become more accurate and you will not have to review as often. For step-by-step instructions on how to train Raven's Facial Recognition Feature check out the [Spotlight](#).

## 5. Account

### 5.1. User settings

#### 5.1.1. Email/Passwords

Update your account password any time. To do so, navigate to the 'Admin' tab. Under 'User Settings' then 'Email and Password', select 'Change'. Enter your existing password, then your new one and again select 'Change'.

Update the password for your account

Email Password

### Update Password

Please enter your old password followed by a new password twice.

Old Password

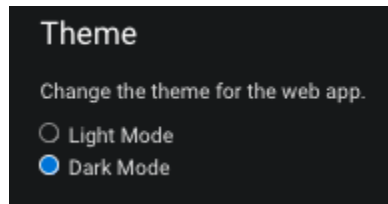
New Password

Confirm New Password

X CANCEL CHANGE

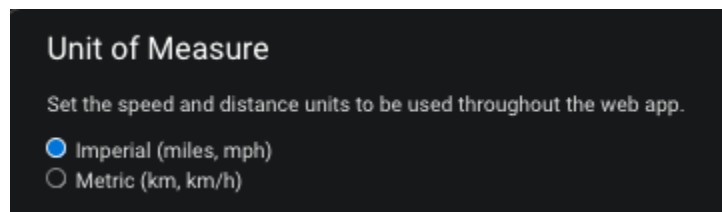
### 5.1.2. Theme

Customize the look and feel of your Raven Web App by updating the theme. To change the theme, from the 'Theme' Section of 'User Settings' select from either 'Light Mode' or 'Dark Mode' and the App will automatically switch over.



### 5.1.3. Unit of measure

Choose from either Imperial (miles, mph) or Metric (km, km/h) measurements for metrics throughout the Raven Web App. To switch units of measurement select one of the two options. The newly selected units will automatically display throughout the Web App.



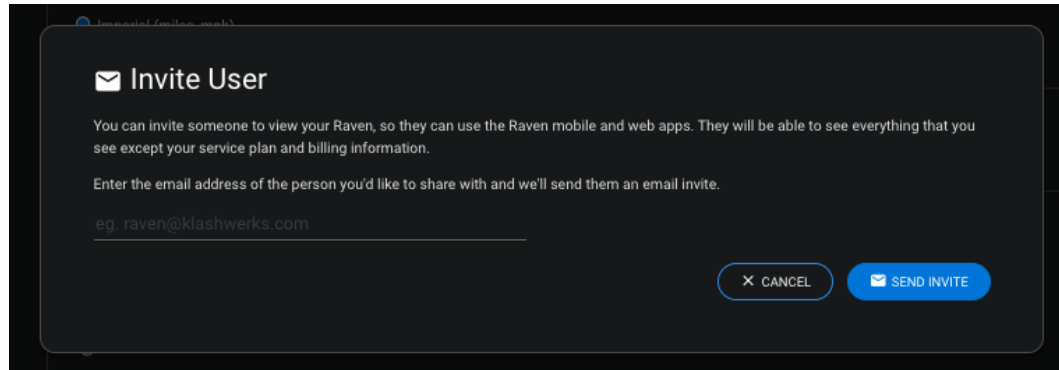
## 5.2. My Ravens

### 5.2.1. App Sharing

App Sharing allows you to invite others to monitor and track any Raven you choose to share with them. Invited users will not have access to change configurable settings.

You can withdraw the App Sharing at any time if you no longer want to share the vehicle's status.

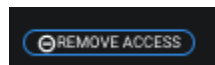
To share a Raven within 'Account Details', under the "My Ravens" select the "Invite Users" button beside each vehicle that you would like to share. Click on this link and provide the email address of the person you wish to share access to. They will then receive instructions to create an account. If they already have an account the Raven will show under their list of Ravens.



### 5.2.2. Revoke user

If you no longer wish to share access to a Raven with another user you can revoke their usage at any point.

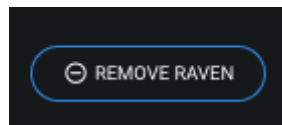
To remove their access, within the 'Account Details' section, under the "My Ravens", locate the device(s) that you have previously shared with them. Beside their name and email address select 'Remove Access', a pop up will appear confirming your decision, click 'Remove Access' again. They will no longer have access to that Raven device. If you change your mind you can re-invite them at any point.



### 5.2.3. Remove Shared Raven

If someone has shared their Raven with you and you would no longer like to see it in your list of vehicles you can remove it at any time.

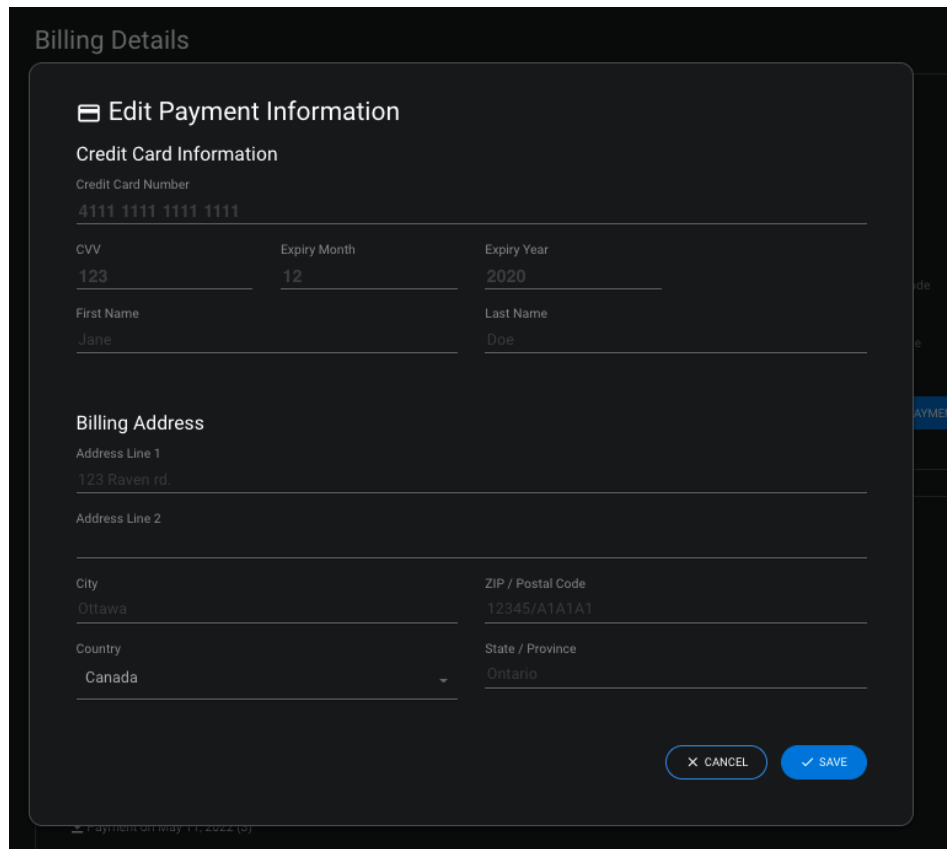
To remove a Raven shared with you, from 'Account Details' scroll down to the Raven you would like to remove. In the bottom right corner select 'Remove Raven'.



## 5.3. Billing Details

If you need to change the card on account or update any payment information, update your billing details from the 'Billing Details' section.

To update your information, scroll down to the 'Billing Details' and select 'Edit Payment Information'. Update the information as necessary and 'save'.



The screenshot shows a dark-themed 'Billing Details' form. At the top, there is a toggle switch for 'Edit Payment Information'. Below this, the 'Credit Card Information' section includes fields for 'Credit Card Number' (4111 1111 1111 1111), 'CVV' (123), 'Expiry Month' (12), and 'Expiry Year' (2020). The 'Billing Address' section includes fields for 'Address Line 1' (123 Raven rd.), 'Address Line 2', 'City' (Ottawa), 'ZIP / Postal Code' (12345/A1A1A1), 'Country' (Canada), and 'State / Province' (Ontario). At the bottom right, there are 'CANCEL' and 'SAVE' buttons. A small footer at the bottom left of the form reads '© Payment Gateway 11, 2022 (v)'.

## Mobile App

The Raven Connected Mobile App is a secondary tool that fleet managers or other employees can use to track vehicles with Raven.

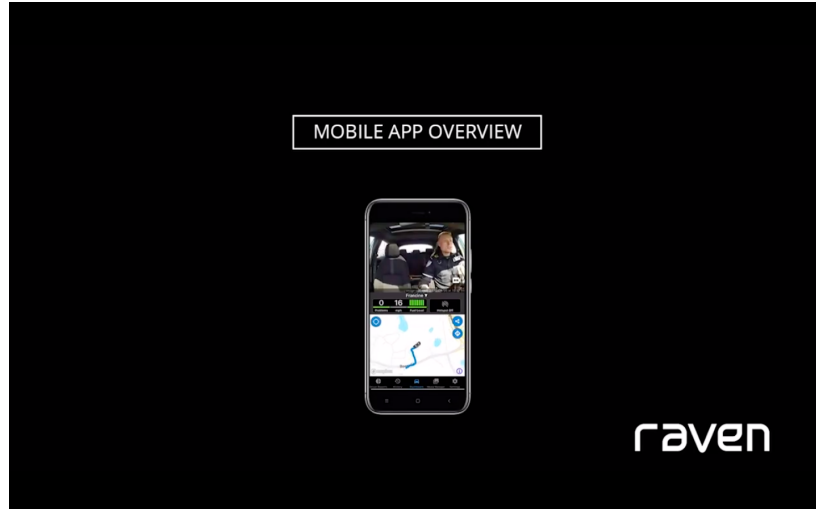
To download the Mobile App:

- Download for: [iOS devices](#)
- Download for: [Android devices](#)

You can then login using your regular Web App credentials.

For an overview of the Raven Mobile App, watch [this video](#).

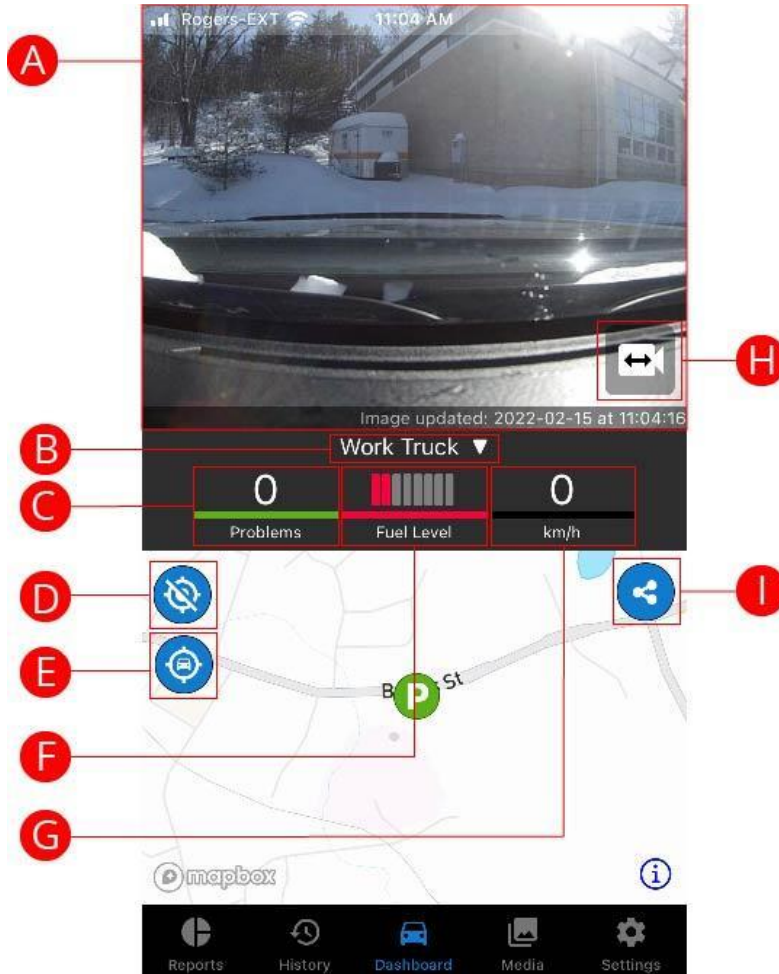




## 6. Mobile Dashboard

The Dashboard is your main view into your Ravens.

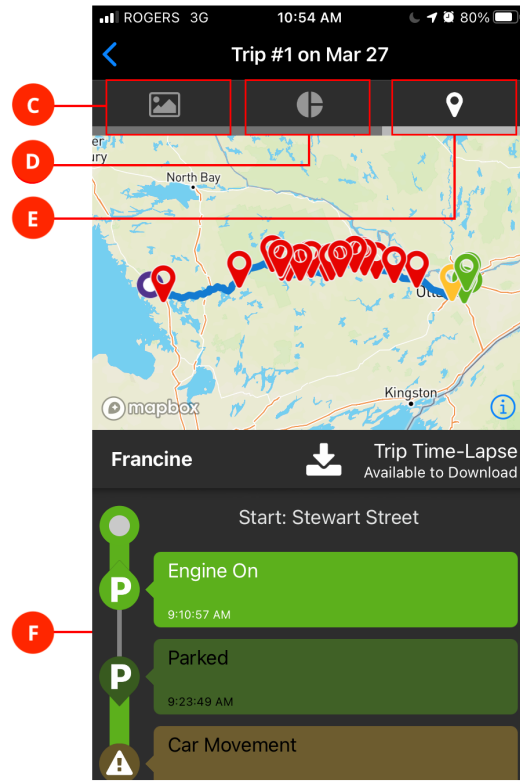
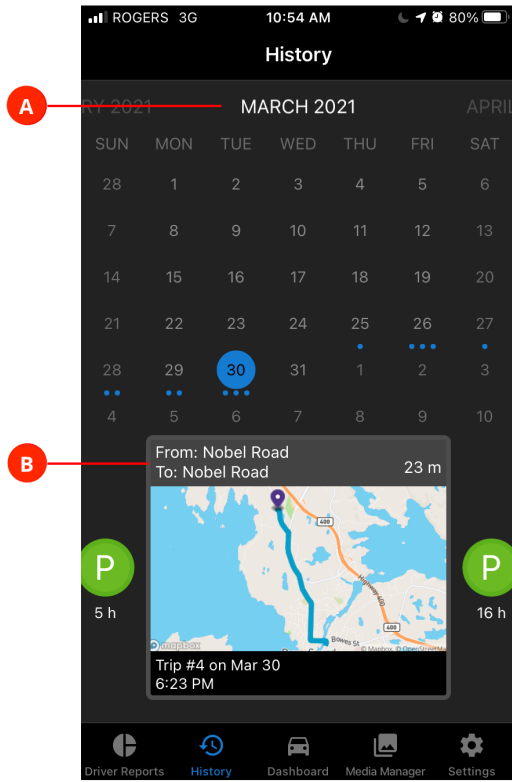
- A. Click on the preview image to access live video streaming.
- B. Switch views between different Raven devices
- C. Click to view any DTC codes that arise
- D. Snap to your location
- E. Snap to vehicle location
- F. Live fuel level
- G. Live speed
- H. Switch between road and cabin camera views
- I. [Trip Sharing](#)



## 7. Mobile Trip Cards (Trip History)

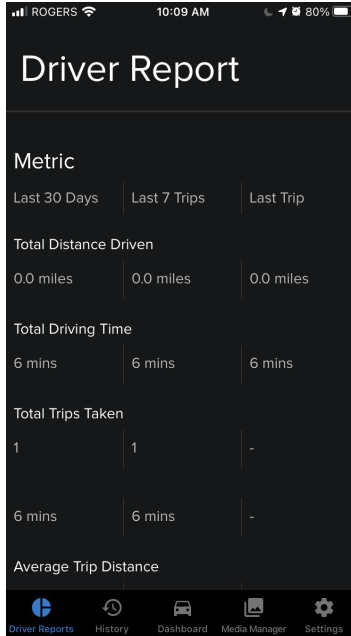
Trip cards are summaries that document trips you've taken with your Raven.

- A. Calendar browser for trip history
- B. Trip card includes granular trip details within
- C. Still images associated with each event
- D. Trip report metrics
- E. Map view of the trip including all events
- F. Trip events



## 8. Mobile Driver Reports

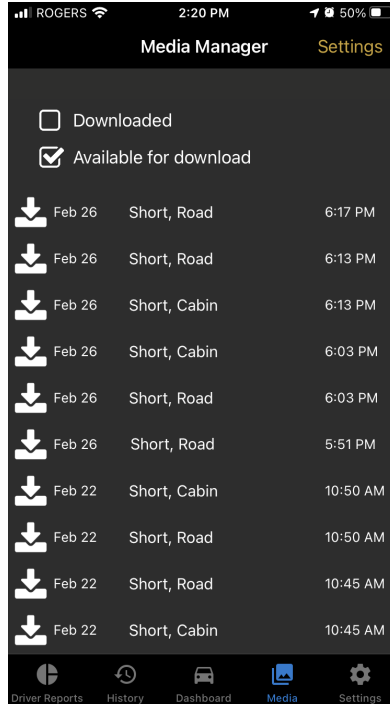
Here you can find summary statistics on your vehicle. Individual trip statistics can be found in the Trip Cards.



## 9. Mobile Media Manager

View and download media stored on your Raven.

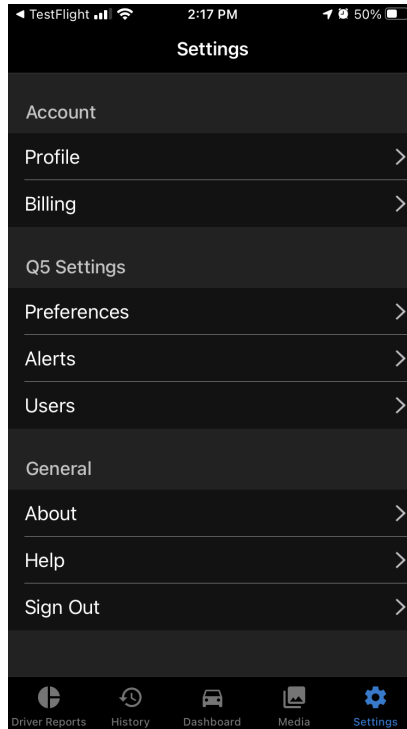
Gesture videos from either the cabin, road or both can be set to automatically download onto your phone by configuring them in Media Manager Settings in the top right corner. For all other videos that you would like to download via the mobile app, select the download button to the left of the video. If it has already been downloaded the download icon will show three dots below it.



## 10. Mobile Settings

Set preferences for your Raven, the app, and sharing. From the Mobile App you can adjust:

- Vehicle name
- Billing details
- Customize preferences including Raven screens, brightness, Gestures, Speeding Alerts, and Units of Measure. Changing any of these settings will apply on a per Raven basis and will not reflect across the entire fleet.
- Enable/disable alerts (any settings configured from the Web App will override the Mobile App settings).
- Invite users
- Check the status of your storage
- Connect with support



# Raven

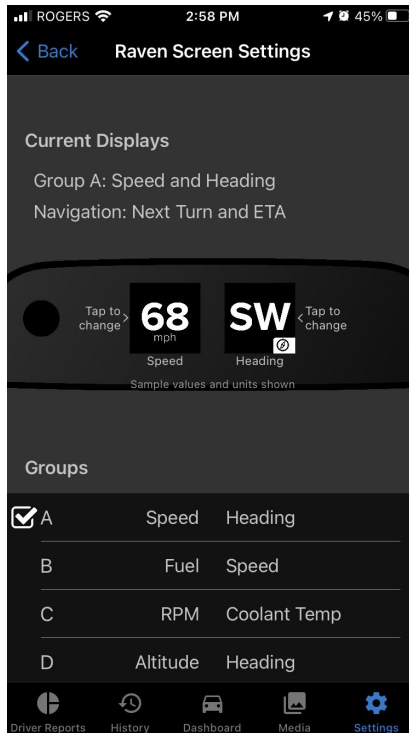
## 11. [Raven Displays](#)

The Raven screen can display a variety of widgets including useful information.

Information derived from the vehicle's OBD port, the sensor array and internet sources can be displayed on the Raven screen.







To configure a new widget on Raven's displays, from the Mobile App, select 'Settings', 'Preferences', then 'Raven Screen Editor'. You can select from one of four preset groupings or select the left or right screen and select the widget you wish to display.

Your Raven screen will update immediately. For a full list of customizable widgets [see the spotlight](#).



## 12. Raven Screen Status Icons

There are a number of icons that appear on Raven's screens to indicate the current status of Raven and some potential issues. These icons appear automatically on Raven's screen when the device senses a change in behaviour. Below is a list of icons and what they mean.

-  REC Short Video Recording
-  SD Card Error
-  SIM Card Error
-  No Cellular Signal
-  Raven is unplugged
-  USB Plugged in

## 13. Continuous Footage

Raven records RAW HD footage from its road- and cabin-facing cameras. If Raven's other means of capturing video are not sufficient for a particular reason, you can pull the continuous footage from the device.

If an SD card is present, video is written to the card. To access the video, remove the SD card and insert into your SD card reader on your laptop or desktop. Locate the temporary device in your files to pull the video from the card.

You can also use Raven like an external hard drive to read the videos from the unit directly, using a micro USB cable. To access footage via a USB cable, connect the device to your PC. A folder will become available. All footage available on the device can be pulled from this folder and downloaded to your PC.

## 14. Rebooting

In the unlikely event that you need to reboot your Raven, here's how to do it.  
**Please perform this activity while your vehicle is parked.**

If the displays are off, press the grey button on the back of Raven to show the displays.

Proceed below once you have the displays active.

### **If your ENGINE is OFF :**

1. Press and hold the grey button down until the COUNTDOWN display appears, followed by the SHUTTING DOWN display, then immediately release the grey button.
2. Screens will eventually go off and stay off.
3. Start your vehicle to restart Raven.
4. A satellite icon will appear on the upper left screen and will eventually disappear once Raven re-establishes cellular connection.

### **If your ENGINE is ON :**

1. Press and hold the grey button down until the COUNTDOWN display appears, followed by the SHUTTING DOWN display, then immediately release the grey button.
2. Screens will go off and then a Raven logo with white lettering will appear as it restarts.
3. A satellite icon will appear on the upper left screen and will eventually disappear once it re-establishes cellular connection.



# Support

We're here to help!

For troubleshooting and additional feature information please refer to [The Help Centre](#). Login using your Raven Credentials to view all available articles.

If additional support is needed, reach out to our team. Our support team can be reached Monday to Friday, 9am-5pm ET during normal business hours via:

Email: [support@ravenconnected.com](mailto:support@ravenconnected.com)

Phone: 1-833-842-0439