

## Falcon™ Flex : FAQ's and Training

### General

- **What is included with the Falcon Flex Kit?**
  - Falcon camera with ball mount
  - Falcon camera pole mount & pole mount connector
  - External battery pack with mount cleat
  - External battery pack mount
  - A/C wall charger
  - 12" (x2), and 36" (x2) sizes of band clamps
  - Carrying Case
- **What are the steps I need to take when I first receive the camera?**
  - Watch the installation video and read through the installation guide [here](#)
  - Start charging the camera with the provided wall charger. To ensure your camera has the latest software, power the camera and wait 4-5 hours before deployment
- **Where and how do I mount the camera?**
  - Installation guide can be found [here](#)
  - If the provided band clamps are too small for the pole you are installing on, please go to a local hardware store and buy the proper size clamp for the mount connector
- **Can I attach the camera to a patrol vehicle?**
  - No. The camera and mounting system is not designed to be used while moving. You can attach the camera to stationary objects that are stable enough to safely hold the weight of the camera so it does not move or fall



- **How will this camera function in cold weather states?**
  - The camera will function similarly to the standard Falcon camera, operating down to -4 F
- **Who do I contact if I have any questions?**
  - If assistance is needed, please call 866-901-1781 or email us at [support@flocksafety.com](mailto:support@flocksafety.com). The team is available 8am-8pm EST Mon-Fri
- **Why am I unable to see the option to register my camera?**
  - Flock Safety must provide your user with the proper permissions to register a Falcon Flex. If you are unable to follow the registration steps, try logging out and logging back into the portal to activate your permission changes. If this still does not work, and you believe you are an admin and should have this permission, please contact [support@flocksafety.com](mailto:support@flocksafety.com) to get the proper permissions set.

## Charging & Battery

- **How does the battery connect to the camera?**
  - The battery is inside the camera
- **How long will the camera stay charged?**
  - The camera is capable of ~30k scans per charge. Under normal use this would range from 1 day (high volume highway) up to 5 days (small neighborhood)
- **How is the camera recharged?**
  - The camera is delivered with a wall charger. It takes approximately 8 hours to recharge the camera from fully discharged
- **How often do I need to charge the camera?**



- In addition to normal usage noted above, Flock recommends to charge the camera at least once a month, even when not in operation
- **How will I know when the battery needs to be recharged?**
  - The device's battery health can be monitored on the Device page. Each camera's 'card' will display the battery level if it is online.
- **Can the camera be charged while capturing vehicles at the same time?**
  - No. The charger is not rated to work outdoors
- **Can I opt to purchase or use a solar panel with the Flex?**
  - This is a standalone self-powered device; anything utilizing a self-installed solar panel or other non-Flock external power sources are not supported
  - Contact your if you are interested in purchasing a non-Flex Falcon
- **Will scans of non-vehicles lower the battery life of the Falcon Flex?**
  - Yes, any motion in the field of view of the camera will trigger a scan. We recommend deploying in locations where there is not significant background movement in order to preserve the battery life

## External Battery

- **How do I turn the external battery on and off?**
  - The battery can be powered on by holding the power button for 2-3 seconds until a light appears
  - To power off, press the power button 5 times quickly until a white led appears and then turns off
- **Does the battery have to be powered on to charge?**



- Yes the battery should be powered on to charge
- **What charger should be used for the battery?**
  - Only the Flock provided charger should be used to charge. This charger can be used for both the camera and the external battery
- **How do I know the battery is registered to the camera?**
  - Once the battery is registered to the camera, it will show a solid green LED around the power button. After a few minutes, you should see the connection verified within the flock portal
  - If you are having trouble registering the battery to the camera ensure that
    - The battery is powered on
    - The battery is plugged into a charger
    - You have correctly input the serial number into the Flock registration portal
- **How long does it take the battery to charge?**
  - Approximately 4-6 hours to reach full charge from a dead state
- **Can I use multiple batteries on the same camera?**
  - Multiple batteries can be registered to the same camera, but should be deployed with that camera one at a time
- **Do I have to register the battery each time it is deployed?**
  - No, once a battery has been registered to a camera it will reconnect to the battery once powered on and within bluetooth range
- **How much additional charge will the battery provide?**
  - The battery pack will double the expected life of your camera
- **Can I purchase additional external batteries?**
  - Yes, if you are interested in purchasing an additional battery pack please reach out to your sales representative for more information
- **Can I use the same external battery with multiple cameras?**



- Yes, but you should deregister the battery from the old camera and register it to the camera which you plan to deploy. Reference the installation manual for more detail on this process

## Installation

- **Do I need any special tools to install the camera?**
  - No, all you need is a flat-head screwdriver
- **How do I angle the camera properly?**
  - Please refer to the [Install video](#), or the [Install guide](#)
- **How do I uninstall the camera?**
  - Please refer to the [Install video](#), or the [Install guide](#)

- **What kind of installation is supported?**

Typical installations are on the side of a road, following these guidelines:

- 1-2 lanes of traffic
  - Optimal height of the camera is within 8' to 12'
  - Capture distance from the camera is within 50' to 75'
  - Direction of capture is with traffic, so camera is capturing the rear of the vehicle
  - Stationary mounting location (ex: traffic pole, traffic light, utility pole, etc)
  - Mounting location is ideally within 10' of the road
  - Optimal captures will be on roadways with speed limits of 55 mph or less
- **What kind of use is NOT supported?**
    - Greater than 2 lanes of traffic
    - Extreme heights of 20' or more
    - Oncoming traffic captures



- Non-stationary or unstable mounting locations (ex: Vehicles, barrels, etc)

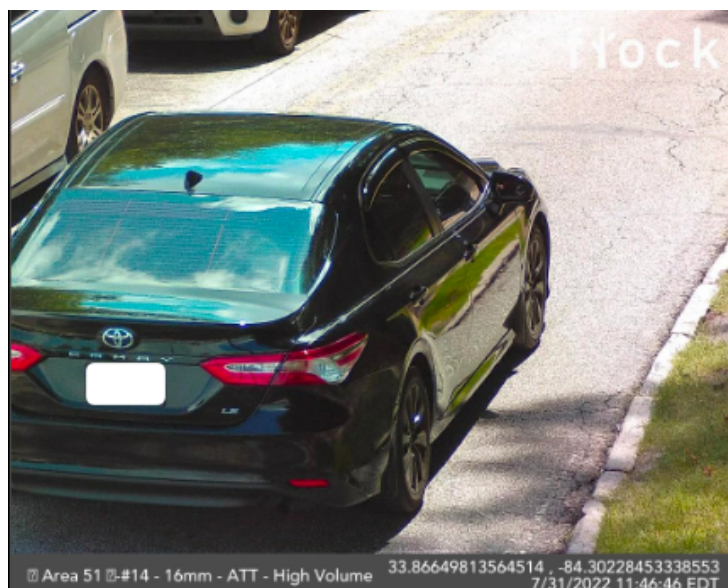
## Search, Hotlist, Location Tool

- **How do I conduct a Search with Flex cameras?**

- The overall [Search experience](#) will not change, however, when a user wants to select a Flex camera within the Camera Map, we will only display the current name of the Falcon Flex in the list
- If you're wanting to conduct a search on a vehicle during a timeframe where the Falcon Flex had a different name, Flock can still execute the search with the current name of the Flex, but our results will display the actual name of the device at the time of image capture
- The team will be working on a solution to display historical names throughout our Flock OS experience.

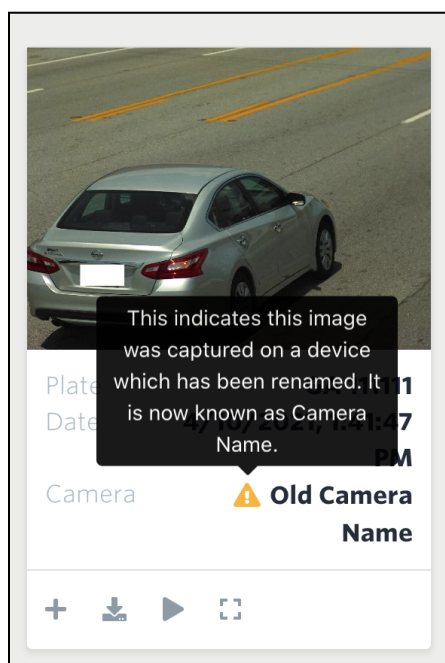
- **What does the lat/long watermark on the image mean?**

- The lat/long stamped on the image denotes where the camera was assigned at the time the image was taken.



- **Is there a way I can differentiate a Search result for a Falcon Flex vs. Falcon?**

- The search result card will contain a tag/icon that upon hover displays a tooltip indicating that this result is from a Flex camera. Also, when you change the camera name at each deployment, you can more easily identify a Flex camera if you have included something like “Falcon Flex” as part of the name
- Example of Falcon Flex notation on Search card:



- **Will searches on the Lookup Tool include Flex cameras?**
  - Flex cameras will follow the same permission your organization has set for [Statewide or Nationwide sharing](#)
- **Will Flex camera names be displayed for Lookup tool results?**
  - Yes, your results in Lookup for the vehicle will contain the actual name of the device at the time of image capture
- **Will Flex cameras appear in the camera selection for Search and Hotlist?**
  - Yes! All Flexes should be grouped together as a network and you will be able to see it in the Camera Map. For the time



being, we are only able to display the current name of the Falcon Flex in this list

- **How will Hotlist alerts from a Flex camera appear from the Hotlist Patrol and Dispatch page?**
  - Alerts will appear in the same way as our current experience for [Patrol](#) and [Dispatch](#). The Camera, Network and Map of the device should all reflect the Falcon Flex that triggered the hotlist alert
- **How long after a Flex is installed will we see results in search or receive active hotlist alerts?**
  - This will be the same as our current Falcon products. Once the Flex device is registered and running, it will immediately start to capture images to be searchable, or trigger hotlist alerts
- **How will Flex cameras appear in Insights reports?**
  - For now, we will only display the current name of the Falcon Flex in the list, but will report on metrics associated with this device. The team will be working on a solution to display historical names throughout our Flock OS experience
- **How can our agency keep track of our Falcon Flex movement?**
  - Flock will be logging any changes made to the Flex camera (name change, location change). The audit event data can be found in Insights → Event Log

## Warranty & Replacement

- **If the camera or battery pack malfunctions or dies, does Flock cover replacement costs?**
  - Yes, Flock continues to cover manufacturing defects. However, any malfunctions as the result of misuse will be the customer's responsibility





- **How do I request a replacement for Falcon Flex?**
  - Please contact our support team at [support@flocksafety.com](mailto:support@flocksafety.com)
- **How do I register a replacement camera?**
  - You will first need to deregister the previous camera. Select “Camera Registration” within the Device page, and select the option to “Deregister” the camera. Then proceed to register your new camera by following the instruction process provided in the ShowPad [page](#).

### Tips & Reminders

- **Every time you install the Flex in a new location:**
  1. Select “Edit” for that camera in the Device page, within the Flock Safety portal
  2. **Rename your camera to reflect the location** in the camera details. To identify the camera more quickly in the Flock OS, it is recommended to *add Flex as part of the name*.
  3. Always **change the Camera Address** every time you deploy the camera to a new location to ensure the evidence you capture is properly tagged with the camera latitude and longitude
- Ensure the camera and the battery pack is charged at least once a month, regardless of usage

