Frequently Asked Questions

What is the frequency of the photo capture?

Our **standard capture interval is 10 minutes**. This means every 10 minutes a photo is captured, timeframe tagged and uploaded to our cloud servers. Six photos per hour is our standard recommended frequency.
On your app the standard refresh rate is 30 minutes. This means you can view, compare and download two pictures per hour.
The higher frequency captured images are always stored and backed up in case you need them for detailed documentation and the final time-lapse.
Nevertheless, the **capture and refresh rate intervals can be set to match your needs,** with the capture limit of 1 photo per minute. (This can have an impact on data transfer and storage costs.)

What if I have a critical operation I would like to monitor?

No problem. We can activate a temporary capturing schedule. For critical operations **we can configure the capture device's frequency remotely** to capture limit of 1 photo per minute.
Once the critical operation is over, we will restore the default configuration.

How long does it take to be up and running?

This depends on the complexity of your job site, but on average it takes **5 to 10 days** after we receive your order to be operational. From then on you are able to monitor your project on the app and have access to all the tools. During these 5 to 10 days we **visit** and **survey** the site, **establish** the camera position, **assemble** the capture device, **install** and **deploy** your user interface. Then you are ready to monitor!

Can it capture overnight and weekends?

Most of our clients **choose not to capture during weekends and overnight**, as there is no activity at the construction site. However, we **can capture images**, 7 days per week, **uninterruptedly**. (This can have an impact on data transfer and storage costs.)

Do I need to have Wi-Fi at the site?

There is **no need to have Wi-Fi** at your site. All our units are equipped with **dual-SIM 3G/4G** industrial routers that ensure every image is transferred to the cloud so you can securely access it through the app.

What are the power supply needs?

We need you to provide us with a **AC 220V** domestic plug socket. The power consumption of our units is extremely low. In case of a power loss at the site, all our units are equipped with a backup power system that runs from 4 to 8 hours. Once power is restored, we will remotely resume capturing.
We can also provide **solar panel energy if necessary**. (Quoted separately.)

Are the units weather/dust resistant?

Yes. Our units are **designed and tested in rough environments for long periods**. They get dusty on the outside but they run smoothly on the inside! Rugged and IP65 compliant.

What happens with the units once the project is completed?

We take care of the de-rigging of the units or if contracted, the relocation to another construction site.

What is the resolution of the images?

- **4K units** capture **12 MP** images.
- **360º units** can capture **14.4 MP** or **23 MP** images.
- **DSLR units** can capture **23 MP** or **50 MP** images.

What are the timelapse video outputs?

We deliver a **FULL HD** video when you choose to go with 2D units (4K or DSLR) at the end of your project or whenever contracted.
If your choice is to use 360º units or a combination of 360º and 2D units, we deliver a **360º 5K/7K VR** video.
All of them can easily be played on YouTube or embedded on your web-site/social networks.

Can I get a quote?

Just e-mail us at **info@timeview.pt** or contact us by phone: **+351 914 741 718** or **+351 934 955 881**.

Let us know if you have any other questions.

We look forward to hearing from you soon!

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