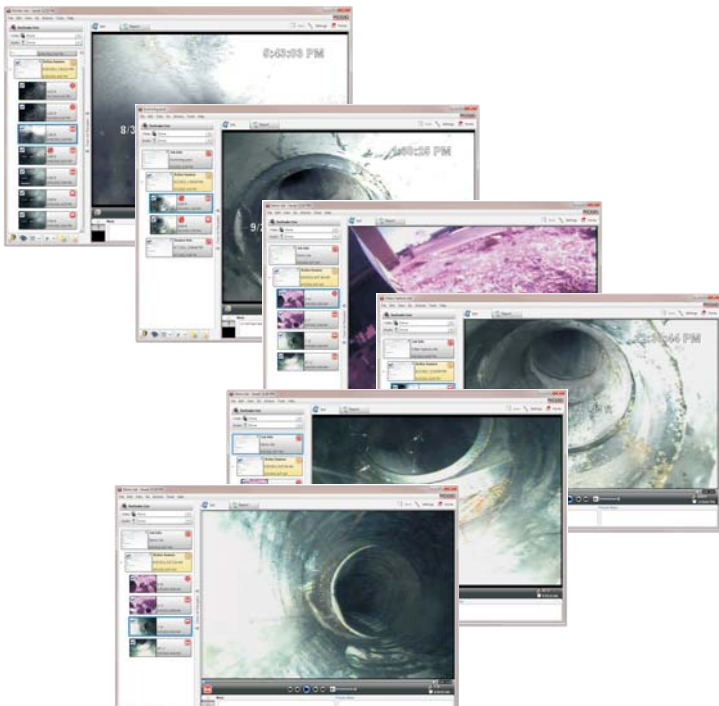


SeeSnake®

HQ



Quick Start Guide



Overview

SeeSnake® HQ™ software allows users to:

- Collect pipe inspection media; including photos and video.
- Create “Reports” for customers.
- Organize and store pipe inspection content as “Jobs.”

SeeSnake HQ enables users to collect and view pipe inspection content in three ways:

1. Use a LT1000 and an attached SeeSnake Reel equipped with a pipe inspection camera to collect and view pipe inspection content during an inspection.
2. Use a SeeSnake inspection system made up of a SeeSnake Reel and a CCU such as a CS10 or CS1000 to perform the pipe inspection and to collect the information on a USB thumbdrive. Plug the USB thumbdrive into a computer equipped with SeeSnake HQ to access the pipe inspection information.
3. Upload past pipe inspection content from DVDs and other external sources.

Note: While SeeSnake HQ allows users to upload media content from DVDs and other external sources to create a new Job, SeeSnake HQ can not only reimport the raw media in an old Job and not the entire old Job.

System Requirements

- Windows® 7
- Intel® Pentium®, Core™2 Duo, or AMD Athlon™ 1.8 GHz or higher
- DirectX® 9 or 10 compatible graphics card with at least 256 MB
- DirectX® 9 or higher compatible sound card
- CD-ROM drive or internet connection for installation
- 2 GB system memory
- 30 GB disk space
- One USB 2.0 port
- Screen resolution of at least 1024 × 768

Note: While SeeSnake HQ only operates on PC computers using a Windows® operating system, Reports can be viewed on any computer.

Install

To install SeeSnake HQ, insert the installation disk into the CD or DVD drive and follow the onscreen prompts. Alternatively, download the most current version of SeeSnake HQ from hq.ridgid.com.

Jobs and Sessions

During an inspection, SeeSnake HQ gathers information and packages it into a “Job.” To help organize the information, Jobs can be broken down into subcategories or smaller units called Sessions.

As an example, during a home inspection, an inspector may start a new session as the camera is moved to different parts of the house, but all of the sessions will be listed under the same Job.

Also, a Job at the same address can contain multiple sessions performed on different days. This allows an inspector the ability to group and organize all inspections performed for a singular customer.

Jobs and Sessions can contain the following information:

- Video
- Photos
- Job location information
- Customer information
- Text notes

Jobs with the LT1000

When performing a pipe inspection using the LT1000 and a SeeSnake Reel, view the image from the inspection camera in the box labeled “SeeSnake Live” or click the box to minimize SeeSnake Live” (See Item 1, Figure 1) and to expand the camera view in the View Port (See Item 1, Figure 1).

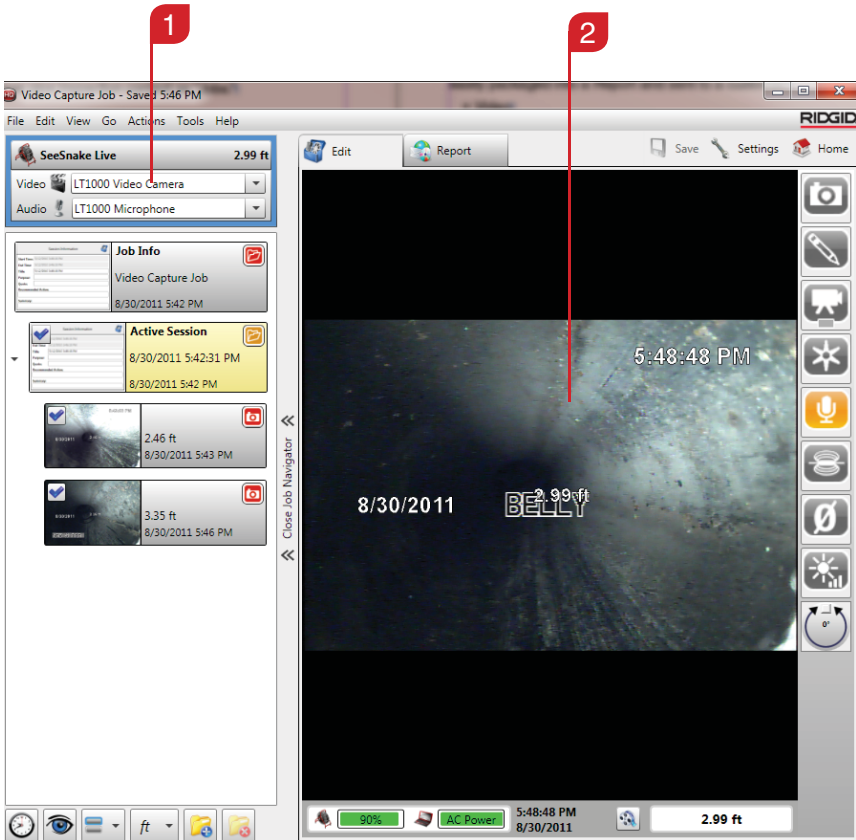


Figure 1 – SeeSnake Live View in the Job Window

Starting a New Job

To start a new job when using a SeeSnake Reel equipped with a pipe inspection camera and a LT1000, perform the following functions:

1. Ensure the SeeSnake Reel has been correctly connected to a LT1000.
2. Connect the LT1000 to a computer equipped with SeeSnake HQ.
3. Turn ON the LT1000 and insert the pipe inspection camera into the pipe.
4. Open SeeSnake HQ and click the “New” icon in the Home Toolbar or select “New Job” from the File Menu to open a “Job Window.”
5. The SeeSnake Live image as seen by the pipe inspection camera will be shown in the “View Port” when the SeeSnake Live box is selected and outlined in blue in the Job “Navigator.”

Collecting Media

With SeeSnake Live selected and appearing in the View Port, use the icons on the right side of the Job Window to collect media and control media collection options. As media is captured, it will appear in the Job Navigator in the order captured and underneath the “Active Session” box.

Note: The LT1000 also contains similar icons on its faceplate that allow users to run the entire inspection from the CCU.

Taking a Photo



Select the photo icon to take a still image picture as seen by the pipe inspection camera.

Including Notes with Photos and Video



Select the notes icon to simultaneously take a picture and include notes.

To enter notes for photos or video that have already been captured, select the photo from the Job Navigator. The photo or video will appear in the View Port. Enter notes in the boxes below the photo in the View Port.

There are two options for entering notes:

1. Notes: Public notes associated with the photo can be read by the customer and the user in the Report.
2. Private Notes: Notes associated with the photo which can only be viewed by the user in HQ.

Recording Video



Press the video icon to start recording video. Press the video icon a second time to stop recording video.

SeeSnake HQ also enables users to pause the video. After starting a video, press the video icon a second time. A 5 second countdown will appear. Press the video icon during the countdown to pause the video. If the video icon is not selected, the video will stop and the red light under the video icon will turn OFF.

Recording Autolog Video



Autolog videos are highly compressed files of video that results in a smaller file size than standard video. Autolog video recordings saves screen images in a motion JPEG (MJPEG) video format. Press the Autolog key to start and stop Autolog video.

Controlling the Audio



When taking both standard and Autolog video, SeeSnake HQ automatically records audio by default. Press the microphone mute button to turn OFF the audio recording. The microphone mute button will turn a gold color when the microphone is ON.

Controlling the Sonde



Many SeeSnake pipe inspection systems have a Sonde built into the camera which transmits a 512 Hz signal. When the Sonde is turned ON, a locator can detect it and allow the inspector to locate the camera's position underground. When the Sonde is ON, the icon will turn green and the Sonde icon will appear on the photo or video. Press the Sonde icon a second time to turn it OFF.

Rotating an Image



If the camera rotates in the pipe, the picture can be rotated in SeeSnake HQ. Press the rotate image icon to rotate the image as viewed by the camera.

Uploading Jobs from CS10, CS1000, and Other External Sources

When using a CS10 or CS1000 Jobs and subsequent sessions will be saved to a USB thumbdrive. When inserted into a computer, SeeSnake HQ will auto-import new Jobs from a USB thumbdrive by default. To turn off the auto-import, go to the Settings tab and remove the "x" from the auto-import box in the Preference section.

Upload Jobs saved on an external source such as a thumbdrive or a DVD to SeeSnake HQ as follows:

1. Insert the thumbdrive or other external source into a computer with SeeSnake HQ.
2. In the Home screen, an "Import" icon will appear in the "Job Spaces" section (See Item 1, Figure 2).
3. Click on the "New" icon and right click on the Jobs to be imported and select, "Import Job" or "Import All." **Note:** If the USB thumbdrive contains Jobs which have already been imported, an "Imported" icon will appear in the Job Spaces.
4. Find the imported Job in the Job Space.

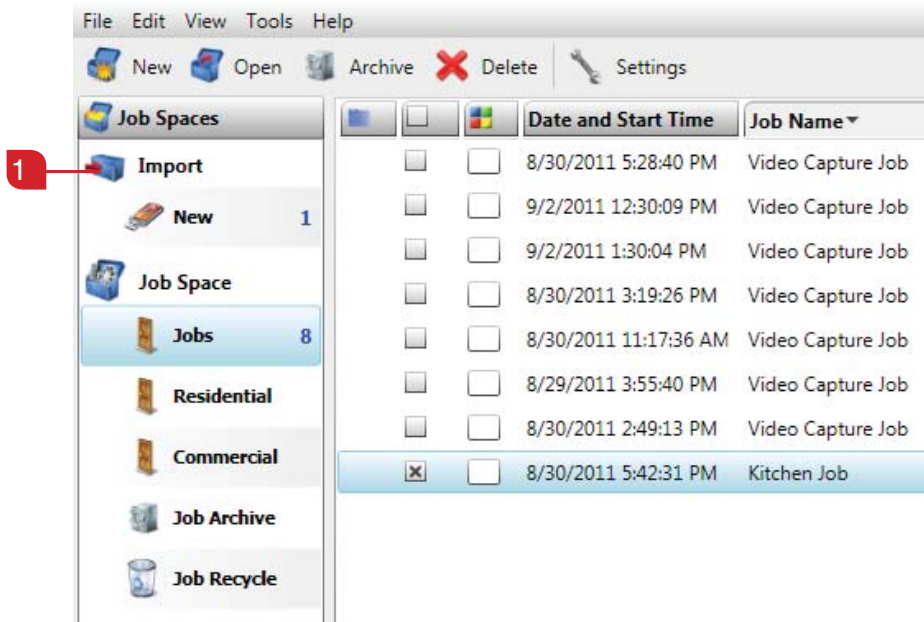


Figure 2 – Job Spaces and the Home Screen

Note: The CS10 and CS1000 will automatically save photos, videos, and Autolog videos to the latest Job on the thumb drive. The CS10 and CS1000 will save media files to a new session on the thumb drive. If a Job does not already exist on the thumb drive, the CS10 and CS1000 will open a new Job.

Job, Inspector, and Customer Information

There are multiple ways that an inspector can enter Job, Inspector, and Customer information into SeeSnake HQ. This information helps to organize Jobs, but will also be generated into Reports when created for the customer. Information can be added before, during, or after an inspection.

Manually Adding Information

1. Open the Job from the Home screen by double clicking it or by selecting the Job and then clicking the Open Icon.
2. In the Job Window, click the Job Info box in the Job Navigator to view the fields for Job information, Customer information, and Inspector information in the View Port (See Figure 3).

Inspector Contact Information

Set as default inspector

Contact Type: Inspector

First Name: Mike

Last Name: Flannagan

Company: Pipe Guys

Email Address: pipeguys@pipes.com

Web Address:

Address Type: Home

This is the address that will appear in reports

Street Address: 1159 Grand Ave

City: San Diego State/Region: CA

Postal Code: Country: United States

Customer Contact Information

Contact Type: Residential

First Name: Roger

Last Name: Wilborne

Company:

Email Address:

Web Address:

Address Type: Home

This is the address that will appear in reports

Street Address: 1258 Aero Drive

City: San Diego State/Region: CA

Postal Code: Country:

Business:

Figure 3 – Entering Job, Inspector, and Customer Information in the View Port

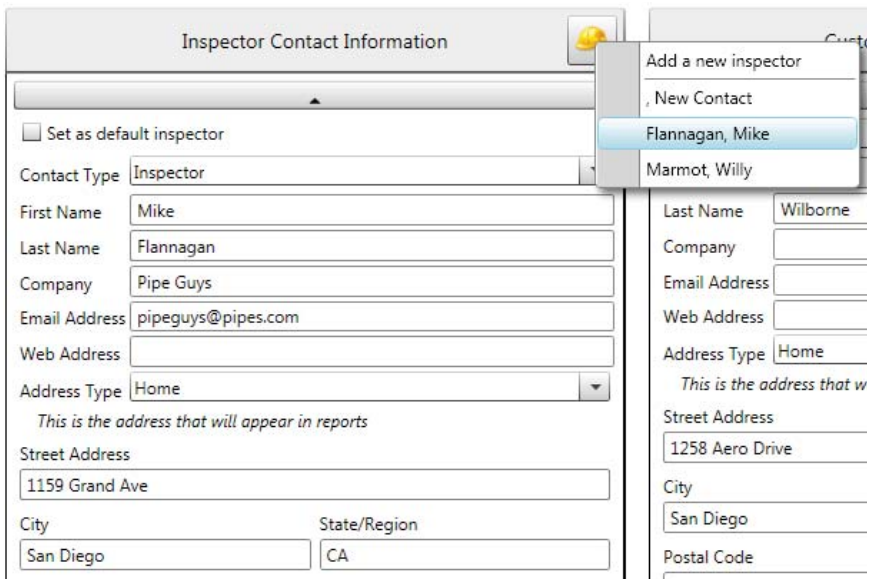
3. Type the contact information into each field or select “new contact.”
4. To enter new contact information and to also save the information into the Contacts List:
 - Select the yellow construction hat icon in the Inspector Contact Information field or the house icon in the Customer Contact Information field (See Item 1 and Item 2, Figure 3)
 - Select “new” contact from the drop-down list.
 - When closing, save the Job to automatically import the contact information into the Contact List.

Note: Check the box next to “Set as default inspector’ after entering new inspector information to automatically apply the same inspector information to subsequent Jobs. Change the default inspector from the contacts list.

Adding Information from the Contacts List

Add, remove, edit, import, and view contact information by selecting “Contacts” from the Tools Tab of the Home screen. Automatically apply information saved in the contacts list to a Job:

1. Open the Job from the Home screen by double clicking it or by selecting the Job and then clicking the Open Icon.
2. From the Job Navigator, click the Job Info box and fields for Job information, Customer information, and Inspector information will appear in the View Port (See Figure 3).
3. Click the yellow construction hat icon in the Inspector Contact Information field or the house icon in the Customer Contact Information field (See Item 1 and Item 2, Figure 3).
4. Select a contact name from the drop down list to populate the fields with information already contained in the Contacts List (See Item 1, Figure 4).



The screenshot shows a web form titled "Inspector Contact Information". A dropdown menu is open over the form, listing contact names: "Add a new inspector", "New Contact", "Flannagan, Mike" (highlighted), and "Marmot, Willy". The form fields are as follows:

<input type="checkbox"/> Set as default inspector	
Contact Type	Inspector
First Name	Mike
Last Name	Flannagan
Company	Pipe Guys
Email Address	pipeguys@pipes.com
Web Address	
Address Type	Home
<i>This is the address that will appear in reports</i>	
Street Address	1159 Grand Ave
City	San Diego
State/Region	CA
Last Name	Wilborne
Company	
Email Address	
Web Address	
Address Type	Home
<i>This is the address that w</i>	
Street Address	1258 Aero Drive
City	San Diego
Postal Code	

Figure 4 – Inputting Contact Information from the Contact List

Renaming a Job

There are two ways to rename a Job:

1. From the Home screen, right click the desired job and select “Rename”
2. Open the Job and click the “Job Info” box in the Job Navigator. Rename the Job in the Job Information box (See Item 1, Figure 5).

Note: Renaming a Job within HQ does not rename the raw files as stored in the system data. Raw files will always remain as labeled by the Job date and time even if the Job name changes.

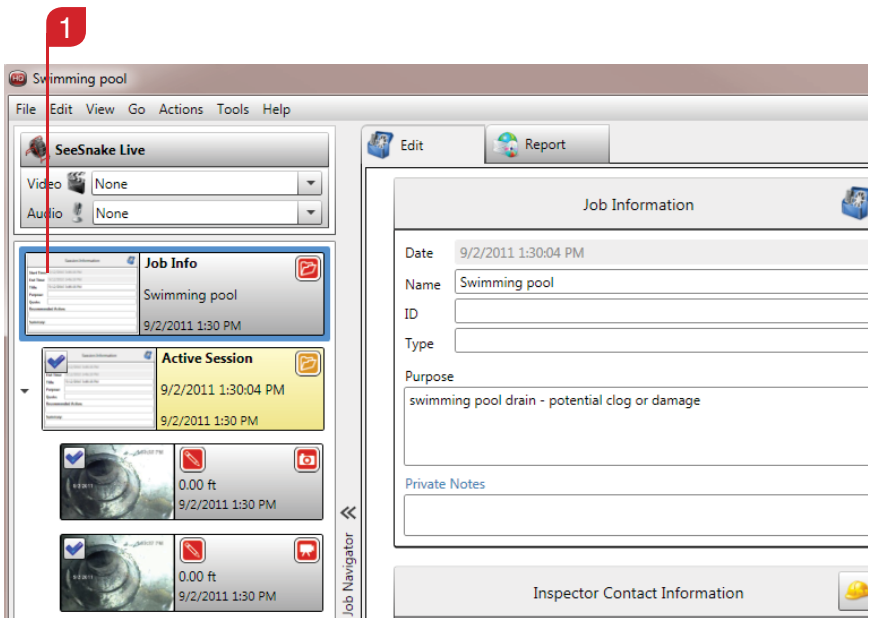


Figure 5 – Job Info Box

Organizing and Sorting Jobs

Sort Jobs by information type as shown on the column headers in the Home screen. Click on a column header to switch between ascending and descending sorting orders.

To edit available column headers, perform the following:

1. Right click the headers area in the Home screen.
2. Select “Show/Hide Column Headers.”
3. Select or deselect various options from the drop down list.

Delete a Job

To delete a Job, move the Job into the Job Recycle bin as shown on the Home screen. After moving the Job into the Job Recycle bin either select and individually delete a Job or empty the entire Job Recycle bin.

Archive a Job

Instead of deleting a Job, which is permanent, archiving a Job allows users to save Jobs without cluttering the current Job workspace. Archive Jobs by one of the following methods:

1. Right-click on the Job and select, “Archive Job” from the drop down menu.
2. Select Jobs and drag the Jobs to the Archive folder in the Job Spaces.

Reports

Reports will automatically populate from the information input from the Job fields in the View Port (See Figure 6 and Figure 7).



Figure 6 – Report Example – Cover Page



Figure 7 – Report Example

SeeSnake HQ enables users to package and deliver information from a inspection session to customers in a variety of different ways.

Table 1 SeeSnake HQ Reports	
Report Type	Information Included
Email or Print	Photos
	Text
Export*	Photos
	Text
	Standard video
	Autolog video
DVD†	Photos
	Text
	Standard video
	Autolog video
Upload‡	Entire Reports
	Individual photos
	Individual videos
* Export as HTML or PDF to USB thumb drive † Can be viewed without computer. ‡ Subscribers and customers can log onto RIDGIDConnect to view content.	

Individual Images or Video

Send individual images or video to customers without creating a Report by performing the following functions:

1. Open the Job containing the desired information to be delivered to the Customer.
2. Click on the photo, video, or Autolog video to be delivered and drag it to the computer desktop, USB thumb drive, or other external option.

Note: By default, photos will be exported as JPG files and videos will be exported as AVI files.

Frequently Asked Questions

See <http://hq.ridigid.com/faq> for a more inclusive list of frequently asked questions.

How do I copy my Jobs or files to a computer or other storage memory device?

- To move a Job to a storage device, plug in the device to the computer and drag the desired Job directly from SeeSnake HQ onto the drive. On the storage drive, the copied Job will appear as a folder, labeled with the appropriate Job date.

How do I know when updates are available for SeeSnake HQ?

- SeeSnake HQ will check for updates automatically. To check for updates manually, click “Help” and “Check for Update” from the Home screen.

How do I insert my company’s promotional video into a Report?

- Drag videos or photos from the computer or flash drive and drop the file into the SeeSnake HQ Report.

How do I add a company logo to a Report?

- Add a PNG or JPEG file with the company logo to a Report using one of the following two methods:

1. From within the Report, click the logo in the top-left to open a window which will allow the search and upload of the logo image.
2. Navigate to Tools > Settings > Report and browse for the logo image in the Settings area.

Can I put multiple Jobs onto a single USB thumbdrive or flashdrive?

- Yes. Move as many Jobs onto a single USB thumbdrive or flashdrive as allowed by the space available. Note that Jobs with longer videos take up greater amounts of space.

Troubleshooting

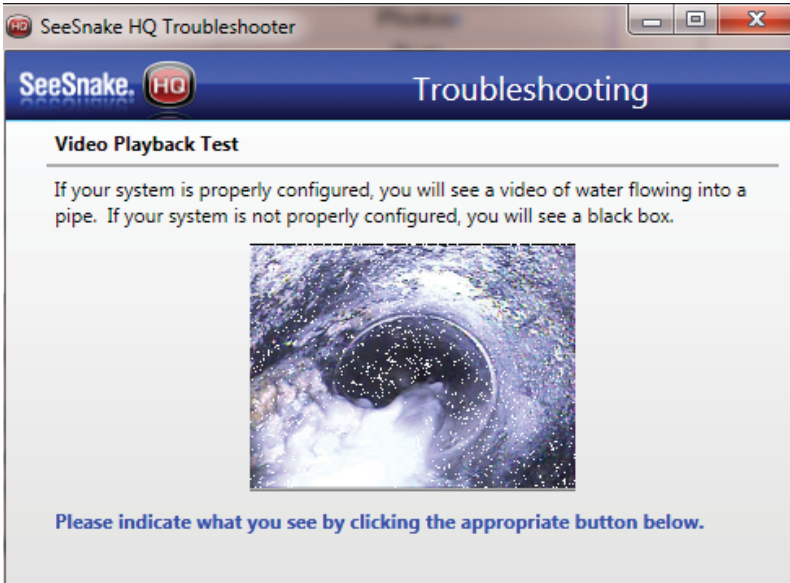


Figure 8 – Troubleshooting Page

SeeSnake HQ contains a built-in troubleshooting tool that will help users configure SeeSnake HQ and the LT1000 for optimal performance. To access the troubleshooting tool, perform the following functions:

1. From the Home screen, click on “Tools” and select “Troubleshooting Tools” from the drop down list.
2. Close SeeSnake HQ when prompted.
3. Follow the on-screen instructions and prompts to help diagnose and resolve common issues.

**Table 2
Troubleshooting**

Problem	Probable Fault	Solution
SeeSnake HQ installation freezes part way through	Installation being halted by the Windows UAC (User Account Control) verification window which requires acknowledgement of the prompt.	Find the UAC window by either clicking through or minimizing any open windows.
		In the Taskbar, locate an icon (possibly flashing) that looks like a shield.
Trouble burning DVDs through SeeSnake HQ.	DVD burner malfunctioning.	Check the DVD burner for error.
	Error with SeeSnake HQ.	Contact technical support to report the error.
	SeeSnake HQ conflicting with pre-installed, built-in DVD software.	Identify and close the pre-installed, built-in DVD software. If allowed by the software, toggle the "Auto-launch" to "Off" within the settings.
Customer unable to view Reports.	Report not properly saved.	Ensure the Report was properly saved by opening SeeSnake HQ and by navigate to the Reports tab. Attempt to re-distribute the Report to the Customer or attempt to re-distribute the Report using a different method.
Report will not print.	Problems with the printer.	Ensure the printer is correctly connected and powered on. If using a network printer, check the network status to verify the connection.
		Ensure the printer has an adequate amount of paper and ink.
		When printing, the print dialogue box will open. Ensure that the desired printer is selected or set as the default printer.

Notes

Notes