VERIFLI TIPS

The Bee Corp

At The Bee Corp, we want you to have an easy, fast hive grading experience. That means we want to give you all the tools to be successful. Here are a few troubleshooting tips, so you can keep on grading.

HOW DO I DELETE AN IMAGE I ALREADY SYNCED TO THE APP?

- You may have accidentally captured an image with your IR camera
  - Press and hold on image ▶ Click the delete symbol that appears ▶ Press and hold any image to exit delete mode

WHAT DO I DO IF MY APP STALLS OR FAILS TO FIND IMAGES?

- If your Verifli app stalls on the loading screen and the counter shows zero images after you click sync then you will likely have to retake the images at that drop
  - Close out of the Verifli app
  - On the IR camera: Setting ▶ Device settings ▶ Reset options ▶ Delete all saved images
  - Re-open the app, connect the camera and re-take the images at the drop
  - Sync again

I AM NOT SURE IF THE IMAGES WERE UPLOADED OR NOT?

- If the app recognizes images to sync but the progress bar stalls at zero the issue is usually caused by poor cell phone service as tree canopies can block cell signals
  - Please be patient and wait a minute after clicking sync
- What if the images still haven't synced after a minute?
  - Close out of the Verifli app, then re-open the app to the summary page
  - Find the site tag where you're currently taking images. If you see images waiting to upload next to the site name, those images have been synced and you can move on to the next drop
- **If you see black or grey thumbnail images** in your syncing queue, the images will still upload. As long as the counter shows all the images synced, you can move on to continue grading
- **If there aren't images waiting to upload** at your current site, you'll need to recapture the most recent set of images and try to sync them again

I AM NOT SURE MY IR CAMERA SETTINGS ARE CONFIGURED CORRECTLY?

- Set IR camera's clock to UTC time
  - Language, time and units ▶ Date and Time
  - Keep the time zone at plus zero, then make sure the year, month and day are correct
  - Adjust hour and minute to match UTC time
  - This uses a twenty-four hour clock (1:30 p.m. = 13:30)
- Change the setting 'Photo as a separate JPEG'
  - Middle button ▶ Settings > Turn **OFF** ▶ Save options
- Change your image mode to Thermal Blending 0.4
  - Middle button ▶ Image mode ▶ Click right 3 times ▶ Press middle button ▶ Adjust the slider to 0.4

HOW DO I DELETE LAST NIGHTS IMAGES FROM MY CAMERA?

- Delete old images on your IR camera
  - Middle button ▶ Click left 2 times ▶ Press the middle button again ▶ Select device settings ▶ Click reset options ▶ Choose delete all saved images ▶ Confirm delete
  - **Important: You must delete all saved images after each night of image capture**

WHY ISN'T MY CAMERA CONNECTING TO MY PHONE?

- **IR CAMERA AND PHONE CONNECTION TIPS**
  - Phone and IR camera should remain close together for best results — no more than 25 feet apart
  - If you are an Android user, make sure your mobile hotspot is still active
- **REESTABLISH A LOST CONNECTION**
  - Close out of the Verifli app ▶ Toggle back to the camera page ▶ Wait 15 seconds
  - If the step above does not work, grab your IR camera and navigate to Settings ▶ Device settings ▶ WiFi and turn the WiFi **OFF** and back **ON** again
  - If the connection still fails, remove the battery from the IR camera and repeat the steps above

WHAT DO I DO IF MY VERIFLI APP IS CRASHING?

- When the Verifli app fails to load, it is most likely due to poor cell phone service. It can be difficult to get cell phone service in some fields due to tree canopies that can block cell signals. The best way to avoid this issue is to drive slowly to the next drop of hives and close out of the app. Try loading the app again once you are away from the trees.
  - If the app fails to load close out of the app, turn **ON** airplane mode, then try opening the app again. Once the app loads, turn off airplane mode.

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THE BEE CORP IS HERE FOR YOU

If you are still having issues, please contact our team and we'd be happy to give you instructions to solve any of your problems. **HAPPY GRADING.** It'll take a few sets of hives before you get the hang of the technology. We have provided several resources on the portal to solve any issues you may have, including the Verifli Training Video and User Manual.

Call us at **(559) 314-2030** or visit **thebeecorp.com** today.

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