Frequently Asked Questions (FAQ)

This is a selection of frequently asked questions.

How do I set up my account?

- Navigate to "**Account**" > "**Profile**" to edit your profile.

- Adjust display units under "**Account**" > "**Units**".

- Upload your logo via "**Management**" > "**Meta**".

How do I add users to my organization?

- Navigate to "**Management**" > "**Users**".

- Click "**New user**", enter details, and send an invitation.

What's the difference between user access levels?

- **Organization Administrator**: Manages projects, users, fleets, and billing.

- **Organization User:** Can create routes and deploy vehicles within assigned projects.

How do I set up fleets and vehicles?

- Go to "**Management**" > "**Fleets" and "Vehicles**" to add and configure fleets and vehicles.

- Assign users and vehicles to fleets, and ensure vehicles are in "**Maintenance mode**" for editing properties.

How do I plot courses?

- Navigate to "**Deployments**" > "**New/deploy**".

- Use the interactive map to create routes by adding waypoints and defining segments.

How do I deploy a vehicle?

- Click the deploy button, select the vehicle, and upload the route.

- Name your deployment, set starting points, and launch the mission.

How do I access billing information?

- In Cloud, go to "**Management**" > "**Billing**" to view invoices by month, project, deployment, or fleet.

What should I do if the glider encounters problems?

- Ensure batteries are correctly installed if the glider LED is not illuminated.

- Power-cycle the glider if unable to connect to its SSID.

- Rreach out to the Hefring team on Slack or contact support@hefring.com if you are experiencing persistent issues.

How do I handle the batteries?

- Batteries cannot be recharged.

- Do not drop or expose them to water or extreme heat.

- Remove batteries if the glider is inactive for more than an hour.

- Store batteries at room temperature and recycle them properly when depleted.

- Do not dispose of batteries in regular trash. Bring depleted batteries to a lithium battery recycler or return them to Hefring for recycling.

What safety guidelines should I follow?

- Stay clear of the glider's tail section when active.

- Refer to the safety section of this manual.

How do I ensure the glider is neutrally buoyant?

Install 0 nose weight disks for fresh water or 8 disks for salt water. Allow the glider to complete its automatic buoyancy calculation at the beginning of the dive. Refer to the ballasting section under Hardware in this manual.

How do I recover PAM data?

Shut down the glider, remove the nose, and eject the SD card from the slot in the nose bulkhead wall to retrieve the data.

How do I update the glider's firmware?

Select "**Firmware Update**" on the **maintenance page**, upload the firmware image, and reboot the glider using the magnet. Do not power off the glider until firmware update is complete.

How do I calibrate the motors?

Run the Platform Test operation through command line or glider webpage.

Or

Access the "**Operations**" tab on the glider webpage and use the available buttons to calibrate each motor. Or run the Platform Test operation using command line or the webpage button.

What should I do if the glider surfaces unexpectedly?

The glider has likely gone into "**abort mode**". Verify the cause (e.g., `low battery`, `leak detected`) before restarting the mission using the Cloud UI. Do not restart a glider that has aborted unless you understand why it aborted and determine it is safe or necessary to resume the mission.

For more detailed information, please refer to the full user manual. You may also contact the Hefring support team on Slack or support@hefring.com at any time.