
RealCam™

Installation & Operation Instructions





THANK YOU

For Choosing RealCam™

RealCam™ setup involves two main steps; installation of the camera and installation of the RealCam software. These steps should take you less than 15 minutes.

Instruction can also be found online at go-reahard.com/realcam3-instructions.

Need assistance? Contact Reahard & Associates at **1.866.732.4273**.

REALCAM INSTRUCTIONS

Contents

Camera Installation	3
RealCam Software Installation	4
RealCam Settings	5
RealCam Operation	6
Viewing Recorded Transactions	8
State by State Recording Laws	9

System Requirements:

Recommended:

Operating System: Windows 10 (64 bit)
Processor: Intel Core i5, i7 or AMD FX with at least 3.0 GHz
Hard disk space: 20 GB
Display 1280-x 720

Required:

Memory: 4 GB
Graphics: DirectX 9 or later
Other software: .NET Framework 4.6.1 or higher;
Microsoft Visual VC++ 2010 SP1
1.0 Mbps internet connection
Available USB 2.0 port [3.0 preferred]
Windows compatible speakers

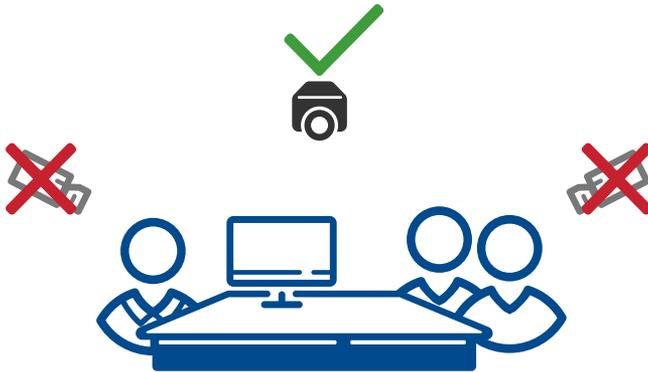
Minimum:

Operating System: Windows 7 or higher (64 bit)
Processor: Intel Pentium or AMD
Hard disk space: 10 GB
Display 800 x 600

STEP 1

Camera Installation

1. Determine mounting location for camera. Please follow the suggested mounting specifications
 - Camera should be mounted so as to provide a side view of both the customer and the F&I manager. **Do not** mount the camera behind the customer or F&I manager!
 - Camera should be mounted near the ceiling for best viewing angle.
 - Before mounting, ensure the USB cable will reach the computer.
 - Camera should be mounted away from ventilation systems to prevent any audio interference.



Mount the camera high, and at an angle which provides a side view of both the customer and F&I manager.

2. Mount the camera at the location determined in step 1.
3. Safely run the camera wire to the computer and connect the camera.

STEP 2

RealCam Software Installation



Make sure the camera has been installed before continuing with step 2. Also make sure to be logged into your computer as the user who will be using RealCam before software installation.

1. To download the RealCam installation software, go to go-reahard.com/realcam3.
2. Open or run the downloaded file and follow any on-screen prompts to install the RealCam software.
3. Please have Windows Defender or Firewall/Anti-virus programs "allow" or "run" installation of RealCam 3.0.
4. Enter the Dealership Key that was emailed to you by Reahard & Associates. If you were not provided registration key, please call us at **1.866.732.4273**.
5. Select '**Continue**'. Upon successful installation you will be prompted to choose a user from the list.

Welcome to RealCam

Please enter your dealership key:

CONTINUE

4

5

Enter the registration information that was emailed to you.

Reahard & Associates

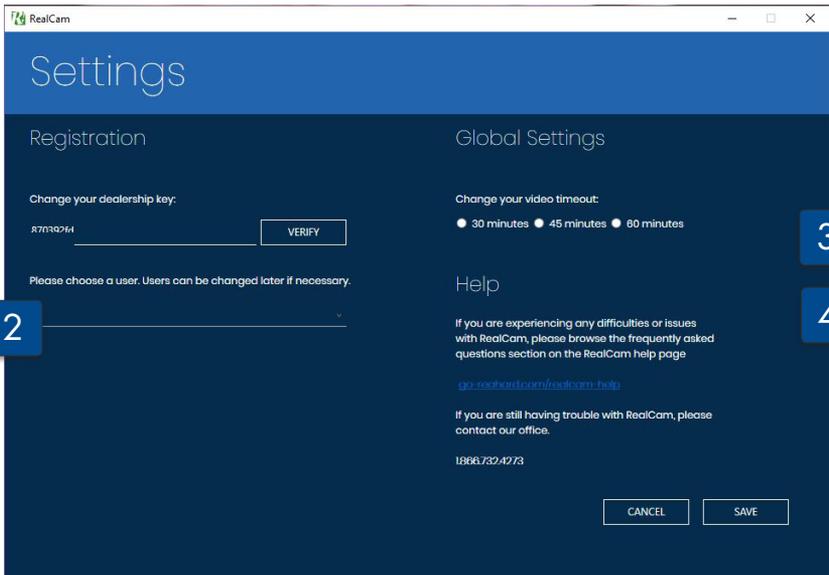
Please choose a user. Users can be changed later if necessary.

CONTINUE

STEP 3

RealCam Settings

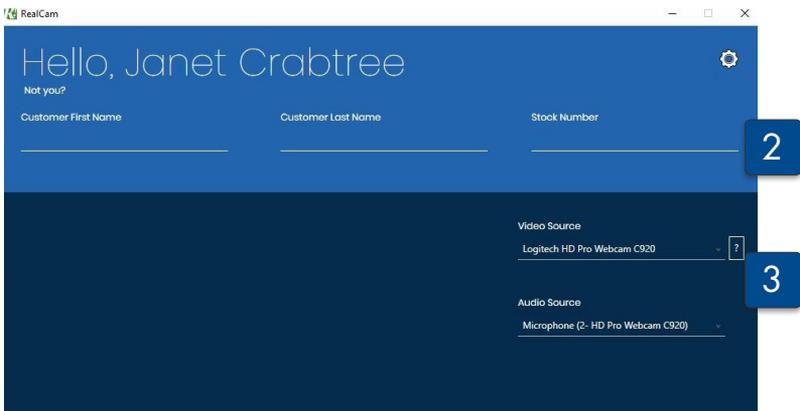
1. To adjust record time, changes users, or get help, select the **Settings** tool.
2. To change users, Verify your Dealership Key then select the appropriate user from the User list.
3. The default record time is 45 minutes. You can adjust it to 30 or 60 in the Global Settings.
4. Need further Help; click on the link or contact our office as instructed.



STEP 4

RealCam Operation

1. Open the RealCam software using the desktop shortcut.
2. Enter the '**Customer Information**' and '**Stock Number**'. Be sure to confirm your name is listed at the top "**Hello, (your name)**". If not you will need to go to settings to select your name after verifying your dealership.
3. For '**Recording Information**', select "Logitech HD Pro Webcam C920" or "LifeCam" from the '**Video Source**' drop down list and "Microphone HD Pro Webcam C920" or "LifeCam" from the '**Audio Source**' drop down list. **Once selected this should default to these sources.**

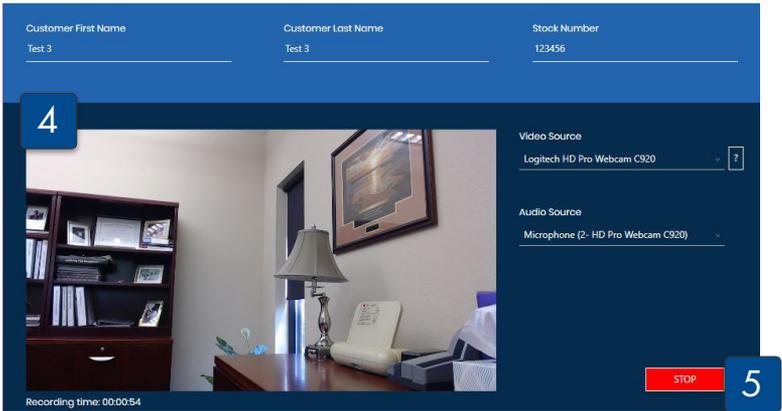


Ensure all settings are correct before recording your transaction.

4. Click the **'Record'** button when you are ready.
If your video and audio settings are correct, the preview screen will appear.
You can minimize as soon as you begin recording.
To maximize the screen, click on the RealCam icon in the tool bar.
5. Upon completion of the transaction, maximize the screen and stop the recording by clicking the **'Stop'** button. The recording will be automatically uploaded to a secure server for storage.

NOTE

Once the **'Expected Length'** record time has expired, you will be prompted to continue your recording. Choosing **'Yes'** will continue your recording for 15 minutes. If you ignore the prompt, your recording will stop in 15 minutes. Choosing **'No'** will stop your recording immediately.



Ensure audio and video are being captured before recording your transaction.

STEP 5

Viewing Recorded Transactions

1. To view recorded transactions go to go-reahard.com.
2. Log in to the website with the user name and password that was emailed to you from Reahard & Associates. If you were not provided login information, please call us at **1.866.732.4273**.
3. Select 'Videos' from the blue menu bar. A list of your recorded transactions will populate.
4. Click on the customer line of the transaction to begin playback.

2

Website Login

Username
Fbi Professional

Password

LOGIN

Log in at go-reahard.com with your provided user name and password

3

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RealCam Video Viewer

Search and filter through your RealCam videos, and watch them right here in the browser!

RealCam Videos

Search: All

LAST NAME	FIRST NAME	STOCK NUMBER	DATE 4	DURATION
Pattell	Fritz	0511191434	2019-05-13	38
Jenkins	Karina	0511191542-LifeCam	2019-05-13	41
Norris	Bobby	0511191542	2019-05-13	1
Wilkinson	Marilee	0511191334-C930e	2019-05-13	41
Chavez	Solomon	0511191241	2019-05-13	41
Bower	Terry	0511191240	2019-05-13	1
Foley	Randy	0511191237	2019-05-13	1
Witherspoon	Nancy	0511191332	2019-05-13	55
LifeCam	Ten	0507191731	2019-05-07	0
CR20	Ten	0507191729	2019-05-07	0
CR20	Ten	0507191446	2019-05-07	0

4

Just click on a transaction to view it.

STATE BY STATE

Recording Laws

States with One Party Consent Statutes

Alabama	Indiana	New Jersey	South Carolina
Alaska	Iowa	New Mexico	South Dakota
Arizona	Kansas	New York	Tennessee
Arkansas	Kentucky	North Carolina	Texas
Colorado	Louisiana	North Dakota	Utah
Delaware	Maine	Ohio	Virginia
D.C.	Minnesota	Oklahoma	West Virginia
Georgia	Mississippi	Oregon	Wisconsin
Hawaii	Missouri	Rhode Island	Wyoming
Idaho	Nebraska		



Additional stipulations may apply. This content is provided for informational purposes only, and it is recommended that you have not less than annual consultations with your legal, compliance or other applicable departments to assure current statute requirements.

States with Multi-Party Consent Statutes

California	Two-party consent required (all parties to the conversation must consent to its recording). A California court has held that the statute applies to the use of hidden video cameras to record conversations, as well.
Connecticut	Two-party consent required. Under Connecticut law, consent to the recording should be in writing or recorded verbally (or a warning that the discussion may be taped should be recorded).
Florida	Two-party consent required. The safest course of action in Florida is to secure the consent of all parties to the conversation.
Illinois	Two-party consent required. The safest course of action to ensure compliance with Illinois law is to ensure that all parties to the conversation have consented to the recording.
Maryland	Two-party consent required. Where notice is provided that a conversation may be recorded, the actual consent by all parties to such recording is not absolutely necessary.
Massachusetts	All parties consent required.
Michigan	All parties consent required.
Montana	All parties consent required.
Nevada	All parties consent required.
New Hampshire	All parties consent required.
Pennsylvania	All parties consent required.
Washington	Two-party consent required. This requirement may be satisfied if "one party has announced to all other parties engaged in the communication or conversation, in any reasonably effective manner, that such communication or conversation is about to be recorded or transmitted." If the conversation is to be recorded, that announcement must be recorded as well.
Vermont	No specific statutes.

NOTE

If your state is a multi-party consent state, please contact us for a video notification and consent form.



**REAHARD &
ASSOCIATES**

go-reahard.com

Reahard & Associates, Inc.

14203 May Road
Soddy Daisy, TN 37379
866.732.4273

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