

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.

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How do I access billing information?

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

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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.
- Update the glider's firmware if the LED remains blinking red after powering on.
- Contact support@hefring.com if you are experiencing persistent issues.

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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.

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What safety guidelines should I follow?

- Stay clear of the glider's tail section when active.
- Avoid carrying the glider when it's on, as the internal battery compartment may shift.

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How do I ensure the glider is neutrally buoyant?

Follow the ballasting procedure by adding or removing ballast weight disks in the nose cone plate and adjusting the Variable Buoyancy Engine (VBE) to achieve neutral buoyancy in the desired water body.

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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.

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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 remote.

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How do I calibrate the motors?

Access the "**Operations**" tab on the glider webpage and use the available buttons to calibrate each motor.

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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.

For more detailed information, please refer to the full user manual or contact support@hefring.com