

Frequently Asked Questions

Audio Kits (Bluetooth Microphones)

Q: If we have our own Bluetooth mics can we use those instead? We also have a tripod.

A: IRIS Connect has done extensive testing with multiple bluetooth microphones and have chosen these due to their compatibility with the Record app. We ask you to use the provided microphone to reduce the risk of rejected videos.

Please feel free to use your own tripods. Our device stands (puck) are provided in case you do not have a tripod or other device stand available.

Q: We have received our microphones, are we going to receive stands or tripods for the tablets to go on?

A: In the same package as your microphones, you've received a device stand (puck) and a wedge. If your program does not have tripods available, you can use this puck to hold your device.

Q: Are there 360 microphones on the device?

A: You will receive a bluetooth microphone for your recording. One mic will be used during the recording and will be pinned to the Lead teacher. It will pick up the audio from the teacher and those in the room.

Q: Are multiple mics used per recording?

A: Only **one** microphone will be paired to the device at a time. Your device will pick up a second channel of audio, by default.

Camera Placement

Q: Do we have to continue recording while we are moving the camera?

A: You must continue recording if you decide you need to adjust your camera angle or position. There is no "pause" option on the Record app. Your video submission will need to be at least 60 minutes in length to identify two codable cycles. Please avoid moving the device/camera as much as possible.

Q: How often can you relocate the camera?

A: You are permitted to relocate the recording device so that the children and teachers are within the frame and visible. Try to do so the least amount of times as possible.

Q: Can you zoom in and out?

A: Depending on your device, you may be able to zoom out by pinching the camera screen with your fingers, similarly as to how you would zoom out on your native camera app. Do this before you begin recording if you'd like, then keep it as is. Don't attempt to zoom in and out mid recording.

Also, you can choose which camera within the Record app that you'd like to use, under Settings → Camera. Use the widest angle camera available. If you need to adjust the placement of the device occasionally, that is fine. Please keep the device stationary as much as possible.

Recording

Q: Can we record without internet connection?

A: Recordings can be made without an internet connection, provided the user account has previously logged in on the device. Once the recording is stopped, tap "Save and Upload." The video will be encrypted and stored on the device until you are reconnected to the internet, as an internet connection is required for uploading the video file.

Q: Is there a preferred device for recording?

A: Not a specific device, but it will need to be an Apple / iOS or Android device. The device will need to run iOS 15 or newer or Android 7 or newer.

Q: After recording the video we should delete them from the device?

A: You will be recording video exclusively on the IRIS Connect Record app. Once the video is fully uploaded on the app, it will be automatically deleted. After uploading, you'll view it on the secure web platform to move it forward for submission. After your review is over, all videos will be deleted.

Q: Is it acceptable if our recording is over 60 mins? Or does it have to be exactly 60 mins?

A: 60 mins is the *minimum* length for a submission, there is no maximum. However, we recommend between 60-80 min.

Q: Can we record more than 1 video per classroom?

A: We recommend you record at least 2 videos per classroom, and choose the best of the 2 to submit. However, you can record as many times as you want. But only *one* video is allowed to be submitted per classroom. Unless, if that submission is rejected, you will need to submit a new video.

Q: Can you save videos locally from the app?

A: No, you will not be permitted to save any videos recorded during your review. All videos recorded during this time are for OHS Video Review purposes only and will be deleted after your observation period.

Q: Is it possible to have multiple videos in your queue waiting to upload?

A: Yes, you can have multiple videos in your queue at once within the Record app. Once you've connected to the internet, the files will start to upload one at a time. However, the more files in your queue, the more storage on your device they will take up until they're uploaded. We recommend no more than 3 videos in your queue at once.

User-level / Web Platform

Q: If we have multiple recorders, can they see other recorders videos or will they only see their own submissions?

A: Only the person who recorded the video will be able to review it. Not until the video is proposed to organizational admins will others also be able to review it.

Q: Can you be identified as both admin and recorder?

A: An admin level user can do everything a recorder level user can, and more. If you want to be able to record *and* finalize submissions, then you should be an Admin for your org.

Q: Is there any time limit for moving a video from proposed to submitted?

A: No, there is no time limit. However, we recommend submitting early on in the observation period in case of rejection. You'll want sufficient time to record (if needed) and submit a replacement for the rejected video.

Q: Do we have to wait until our observation start date to begin recording ?

A: Although you will receive your activation email prior to the official start of your observation period, you will not be formally recording videos to be used in your classroom sample until the start date at the earliest. During the time prior, your Program Director will be adding users to your program (Recorders and Admins). We do encourage you to practice connecting your bluetooth microphones to your device, and take test videos. However, the videos you record during this time before your observation period begins are only meant for learning. They will not be eligible for submission when your window opens. All videos are auto-stamped with date/time of recording.

Q: Can an administrator give his/her access to other users?

A: No, please do not share credentials with any users within your Organization. Each user is expected to have and use their own individual account.

Q: What have been the top reasons for rejected videos?

A: Most videos are rejected due to poor video quality or audio quality, poor lighting, the teacher being too far away to see faces, the teacher leaving the frame, going back to the camera, etc.