CREWSTRO

Photo camera and crew interpreter

How to take every photo of a visit without closing the camera, and how to talk to a client in another language with the interpreter.

For cleaners, team leads, office assistants and owners of cleaning companies.

November 2026 version

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1

Part 1. The camera that keeps shooting

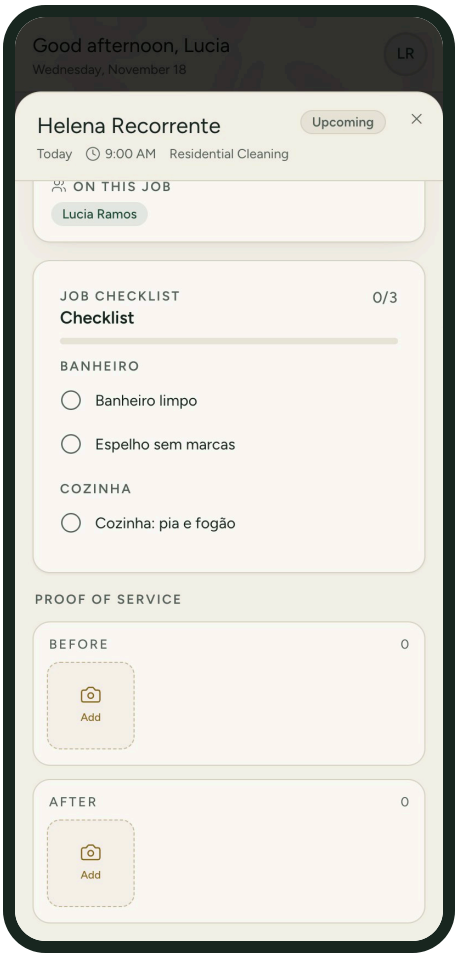
1

Before and after photos

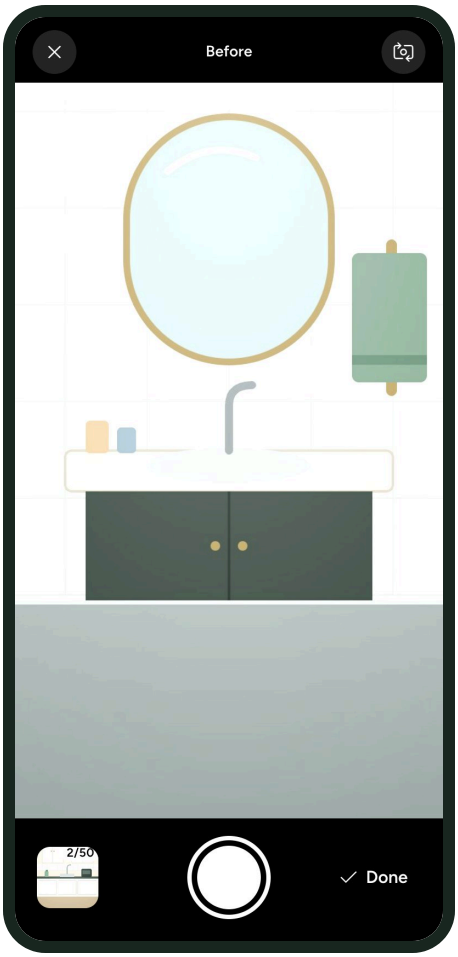
Before, every photo meant opening the camera again. Now you open the camera **once**, take every photo and tap **Done**.

> **WHERE IT IS** Crew app > the visit of the day > Proof of service

1. Open the visit and scroll down to **Proof of service**.
2. Under **Before** (or **After**), tap **Add**.
3. The first time, the phone asks if Crewstro may use the camera. Tap **Allow**.
4. Point and tap the round button. The camera stays open: go to the next room and tap again.
5. When you finish, tap **Done**.



The visit, with the Before and After blocks and the Add button.

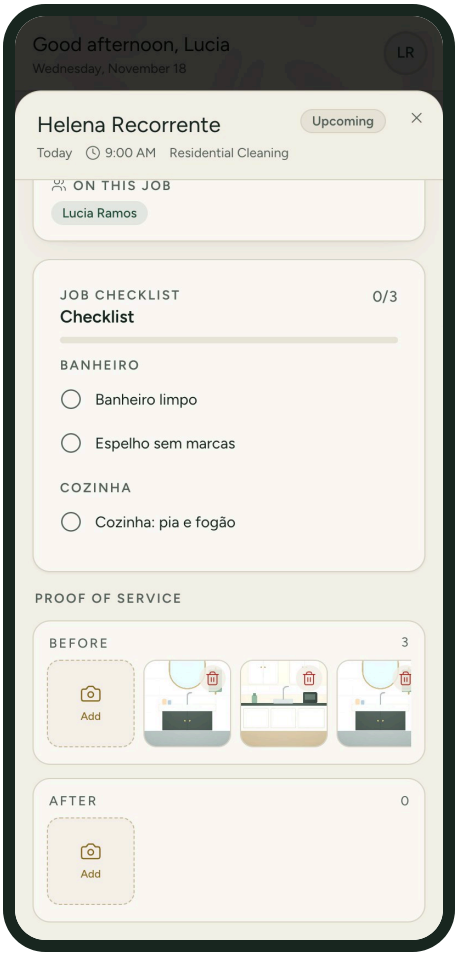


The camera open: the counter shows how many photos you took and the thumbnail shows the last one.

What is on the camera screen

On the screen	What it does
Round button	Takes one photo. Tap it as many times as you need.
Thumbnail with the counter (for example, 2/50)	The last photo and how many the block has. The limit is 50 per block.
Camera icon with arrows, at the top	Switches between the back and the front camera.
Done	Closes the camera and goes back to the visit.
X, at the top	Closes the same way. The photos already taken stay.

The photos are saved while you keep shooting. If you tap **Done** while one is still being saved, **Saving the photos** shows for a moment and the camera closes by itself.



Back on the visit: the photos are in the block, and the trash can deletes a wrong one.

TIP No signal in the house? Keep shooting. The photos stay on the phone and upload by themselves when the signal is back.

CAREFUL In the app installed from the store, the new camera arrives with version **1.1.8**. On an older version the Add button still opens the phone camera, one photo at a time.

2

Required photos in a row

Some companies ask for required photos to close a visit (for example: kitchen, bathroom, bed made). When two or more are missing, the button **Take all the photos in a row** appears.

1. In the block **Required photos to finish**, tap **Take all the photos in a row**.
2. The camera opens showing, at the top, the **name of the photo** it expects now and the position (for example, 2/5).
3. Take the photo. The camera moves to the next one by itself.
4. After the last photo, the camera closes by itself.

If you prefer, each required photo can still be taken one by one, by tapping its line.

> **TIP** This button only shows in companies that use the Quality add-on with required photos. If yours does not, you only see Before and After.

2

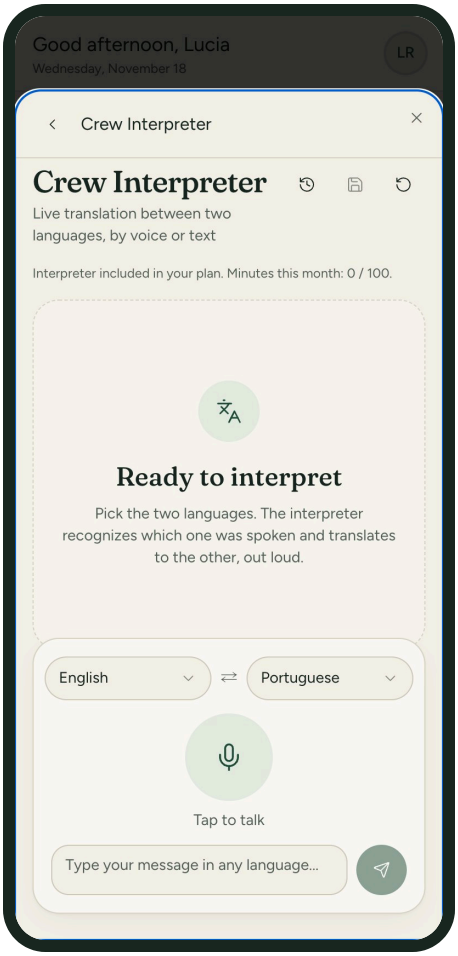
Part 2. The crew interpreter

3

What it is for

The interpreter translates a live conversation between **two languages**. You speak Portuguese and the client hears English. The client answers in English and you hear Portuguese. It recognises by itself which of the two languages was spoken.

WHERE IT IS Crew app > More > Crew Interpreter. On the computer: Team menu > Crew Interpreter.



The interpreter ready: the two languages, the microphone and the field to type.

CAREFUL The interpreter helps with the day to day: house instructions, where things are, what to clean. For serious matters (contract, prices, an accident), confirm in writing or call the office.

4

Talking by voice or by text

1. Choose the **two languages** of the conversation. The arrows in the middle swap left and right.
2. Tap the **microphone**. The first time, the phone asks for permission to use the microphone.
3. Say **one sentence at a time** and make a short pause. The translation shows large on the screen and is read aloud.
4. Let the other person answer. The interpreter translates back.
5. To finish, tap the microphone again.



A conversation: the original sentence small and the translation large. The icons beside it read it again and copy it.

By text

In a noisy place, type the sentence in the field at the bottom and tap the arrow to send. The translation shows the same way.

- Speak close to the phone, in a place without much noise.
- One sentence at a time is understood better than a whole paragraph.
- Addresses, door codes, names and numbers are kept as they were said.
- While the translation is read aloud the microphone is muted, so the interpreter does not hear itself.

5

Plan minutes and extra minutes

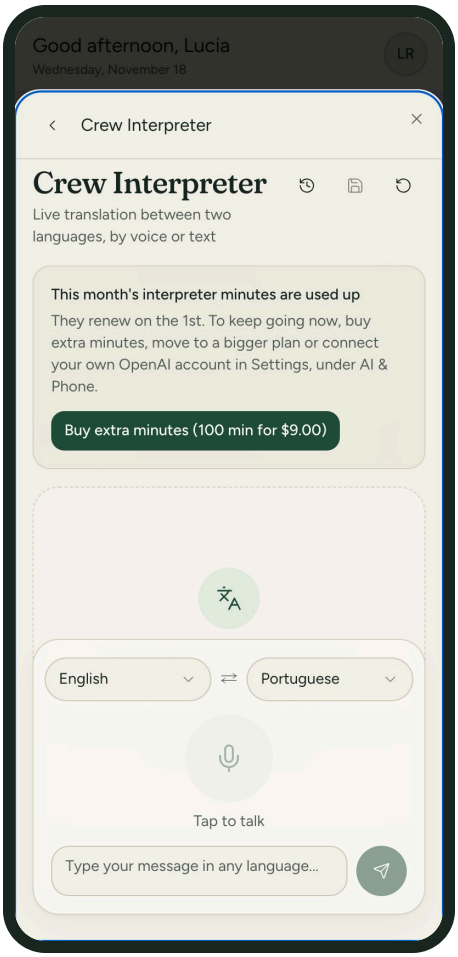
The interpreter works out of the box, with nothing to set up. Each plan has minutes per month, adding up the use of everyone in the company:

Plan	Minutes per month
Free	10
Starter	40
Professional	100
Enterprise	600

The interpreter screen shows how many minutes were used this month. They **renew on the 1st**.

When the minutes run out

A notice says the minutes of the month are used up. Whoever administers the company sees the button **Buy extra minutes**: a pack of **100 minutes for US$ 9**.



The minutes of the month are used up: whoever administers the company can buy a pack right there.

- The pack is bought **once**; it is not a subscription.
- Extra minutes **do not expire**.
- They are only spent **after** the plan minutes of the month run out.
- Payment is by card, on a secure page. On the way back the minutes already show on the screen.
- Only who administers the company buys. The field team sees the notice and asks the office.

Using your own OpenAI account

A company that connects its own OpenAI account under **Settings > AI & Phone** uses the interpreter with **no minute limit**, paying OpenAI directly. In that case the plan minutes are not spent.

3

Part 3. If something does not work

6

Common problems

? The camera did not open and a notice showed.

WHAT TO DO

1. Tap **Use the phone camera** to take the photo the old way, one at a time.
2. To allow the new camera: in the phone settings, open Crewstro and turn on the **Camera** permission.
3. Check that the app is on version 1.1.8 or newer.

? I tapped Done and the camera took a while to close.

WHAT TO DO

1. It waits for the photos that were still being saved. With a weak signal this can take a few seconds.
2. With no signal at all, the photos stay on the phone and upload later.

? I took a wrong photo.

WHAT TO DO

1. On the visit, tap the **trash can** on the thumbnail to delete it and take another.

? The interpreter microphone does not react.

WHAT TO DO

1. In the phone settings, open Crewstro and turn on the **Microphone** permission.
2. Close the interpreter and open it again.
3. Meanwhile, use the text field.

? The translation came out in the wrong language.

WHAT TO DO

1. Check the **two languages** chosen. The interpreter only translates between those two.
2. Say a full sentence. Loose words confuse it more.

? I did not hear the translation.

WHAT TO DO

1. Turn the volume up and check the phone is not on silent.
2. Tap the speaker icon beside the translation to hear it again.

? It says the minutes are used up.

WHAT TO DO

1. They come back on the 1st. To keep going now, whoever administers the company buys a pack of extra minutes, changes plan or connects the OpenAI account.