



For all Idrive X and D4 Manuals, and Guides, go to www.wiki.idrive.pro

Expected Client Weekly Camera Maintenance Routines

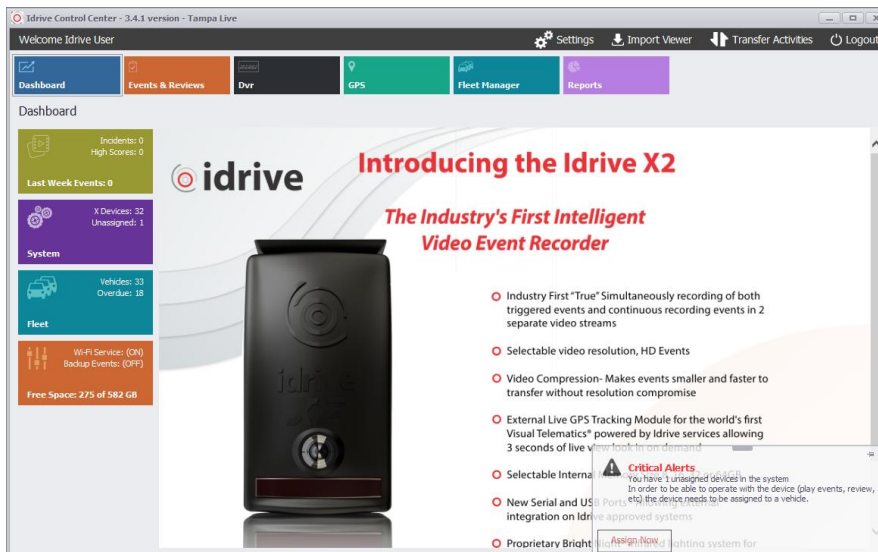
- **Inspection of X Cameras** - should take less than 1 minute including ignition on and off
- **D4 DVR** inspection including checking all cameras and inspecting with detachable monitor - under 2 minutes per device

X Cameras

- Weekly every X camera should be inspected for looseness of the mounting bracket (usually caused by tampering, impacting the camera or re-use with old adhesive after windshield change)
- LED behavior (if not reporting for 7 days see #1 and 2 below)
- External attachments to cameras such as paper coverings over lens
- Oil or liquid traces on camera or lens
- Other physical signs

Software - Control Center>Fleet Manager tools to accomplish above...

1. When signing into Control Center software see if there are any Critical Alerts (Devices that have communicated that are not assigned to a Vehicle)
 - a. In the software go to Fleet Manager>Manage my vehicles> and assign or create a vehicle name for the unassigned device(s)
2. Look at the software under Alerts and overdue vehicles at least once a week



If a device has not checked in for 7 days, the person that is the Fleet Manager should look at the vehicle(s) in question

- a. Does the vehicle routinely park near the access point or is it assigned an area away from the regular parking
- b. If parking near access point...
 - i. Control Center Software – go to Transfer Activities and view present transfers taking place
 - ii. What are the Camera LEDs behavior (see chart below)

- iii. Does the camera have power
 - 1. Fuses, connections, harness cut or pinched, is the plug in back of camera firmly in?
- iv. Does the camera boot up to Green Green
- v. Ignition OFF LEDs go to normal Transfer Mode or turn off right away?

Possible external causes for idrive X Camera failures...

- a. Moving the Cameras on the bracket (screw removed) - Drivers are regularly observed tampering with the cameras by moving them forward or backward on the mounting bracket
 - i. Moving (or attempted moving/tampering) causes stress and shear on the Motherboard causing board connections to break
 - ii. Tampering also can cause lenses to break loose and blur
- b. Contaminants - Covering the lens with grease, oil or other contaminants
- c. Foreign objects shoved into camera openings –
 - i. Paperclips
 - ii. Foil chewing gum wrappers
 - iii. Liquids (causing short circuit)

Troubleshooting:

- a. Verify power at fuses and at removable power harness clip on back of camera
- b. Red always 12VDC
- c. Black always Ground
- d. White 12VDC at ignition ON/ 0VDC ignition OFF
- e. Blue connected to Panic Button and other side of Panic to Ground

[See Last Page, X Camera LED Behavior troubleshooting report](#)

LED Color text version (in case black and white copy of this doc)

Ignition OFF and vehicle at rest longer than 45 min; OFF OFF

Ignition just ON and camera booting; RED GREEN (variations for 40 seconds)

Ignition ON (after 40 seconds) Camera Booted; Green Solid – Green Solid















Event triggered (if programmed); Red Solid – Green Solid

Ignition OFF (Looking for Access Point); Fast Green Flashing – Green Solid

Ignition OFF (Transferring to System); Slower Green Flashing – Green Solid

Sleep Mode after transfer; default 30 minute Sleep; Green Solid – OFF

NOTE: if other devices are attached, such as Idrive GSM (tracking) Module, then the right LED will reflect GSM module connectivity.

X2 LED Behaviors	
	
Off	
	
Booting	
	
Booted	
	
Recording	
	
Searching for AP	
	
Transferring Events	
	
Sleep Mode	

D4 Mobile DVRs

Weekly every D4 Mobile DVR should be looked at for:

- External attachments to cameras such as paper coverings over lens
- Oil or liquid traces on camera or lens or DVR
- Other physical signs
- LED behavior on DVR at ignition ON
 - Power LED Solid ON, occasional flash
 - RUN LED flashing 1 second intervals
 - HDD ON occasional flash
 - REC ON solid
- Make sure Key position on front of DVR is aligned wide; parallel with DVR case
- Visually inspect the attached cameras (up to 4) internally and/or externally
- Plug in the supplied 7" color monitor to the back of the DVR



- Inspect cameras live; verify positioning of cameras and any external tampering or lens obstruction
- Upper right hand corner of monitor should have a blinking RED Record icon under the time
- Verify proper time
- Using the supplied wireless Remote (looks like a TV remote silver and black) point at the DVR and press OSD (lower right hand side of remote) the screen should display the "FREE / Total HDD space"
- As long as it displays HDD info and the REC light is blinking move to the next device

Troubleshooting D4 DVR:

- Verify power at fuses and at removable power clip on back of DVR
- Red always 12VDC
- Black always Ground
- Yellow 12VDC at ignition on
- LEDs see above

If HDD does not appear on monitor with OSD button

- Turn key on DVR to OFF pull HDD cassette out, reinsert (gently but firmly)
- Exchange with additional HDD (if you have them) or swap with another vehicle to verify device
- Pull DVR HDD and bring in to office and plug cassette into HDD reader attached to idrive Computer
 - Windows should see this device as an attached HDD
 1. Click the Windows Start Button and select Computer from the menu
 2. Drive should appear as D, E or F (depending on your system configuration)

Possible external causes for idrive D4 DVR failures...

- a. Contaminants - Covering the lens with grease, oil or other contaminants
 - b. Foreign objects shoved into DVR vent openings –
 - iv. Paperclips
 - v. Foil chewing gum wrappers
 - vi. Liquids (causing short circuit)
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X Camera LED Behavior troubleshooting report

In order to properly diagnose your cameras with idrive Support, please fill in the serial number and the LED Behaviors according to the Ignition position in the chart.

	LEFT LED	RIGHT LED	Recommended next step
Serial Number _____ Vehicle ID _____ Make sure vehicle is in front of the access point			
Ignition OFF start test			
Ignition ON			
Ignition ON +30sec.			
Ignition OFF			
Ignition OFF +3min.			
Notes:			

Copy and repeat this form as necessary for the devices you need to report