

We are sorry to hear you are experiencing issues with your camera. We are here to help! Before having to make a call to Support, please follow the steps below provided for different scenarios to troubleshoot your camera.

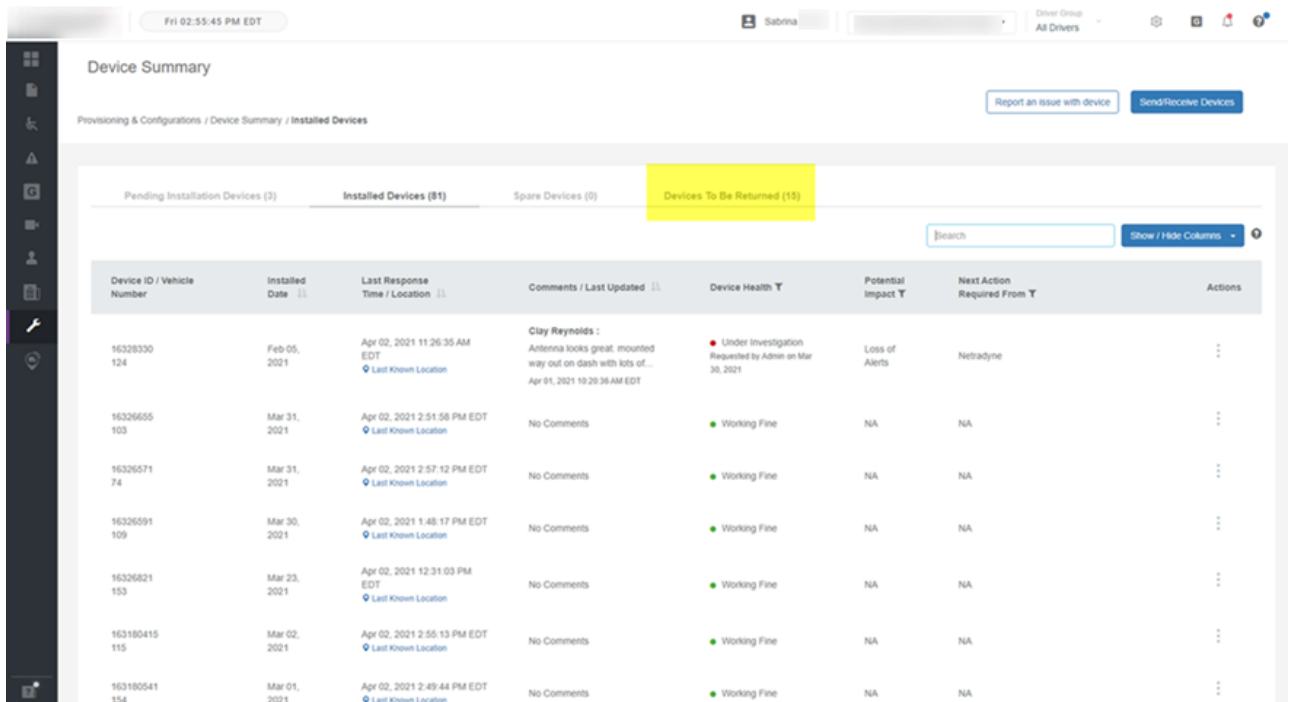
## Camera is Not Providing Alerts

If your camera is not sending alert notifications, please use the following checklist to troubleshoot this issue.

1. In the Portal, verify that all alert options are selected.
2. On the Camera, press the Driver Alert button.



3. Initiate a Power Cycle by pulling the power plug on top of camera.
4. In the Portal, verify the camera is on RMA list.



Device Summary							
Provisioning & Configurations / Device Summary / Installed Devices							
<div>Report an issue with device</div> <div>Send/Receive Devices</div>							
Pending Installation Devices (3)   Installed Devices (81)   Spare Devices (5)   <b>Devices To Be Returned (15)</b>							
<div>Search</div> <div>Show / Hide Columns</div>							
Device ID / Vehicle Number	Installed Date	Last Response Time / Location	Comments / Last Updated	Device Health	Potential Impact	Next Action Required From	Actions
16328330 124	Feb-05, 2021	Apr 02, 2021 11:26:35 AM EDT <a href="#">Last Known Location</a>	<b>Clay Reynolds :</b> Antenna looks great, mounted way out on dash with lots of... Apr 01, 2021 10:20:36 AM EDT	Under Investigation Requested by Admin on Mar 30, 2021	Loss of Alerts	Netradyne	...
16326655 103	Mar 31, 2021	Apr 02, 2021 2:51:58 PM EDT <a href="#">Last Known Location</a>	No Comments	Working Fine	NA	NA	...
16326571 74	Mar 31, 2021	Apr 02, 2021 2:57:12 PM EDT <a href="#">Last Known Location</a>	No Comments	Working Fine	NA	NA	...
16326591 109	Mar 30, 2021	Apr 02, 2021 1:48:17 PM EDT <a href="#">Last Known Location</a>	No Comments	Working Fine	NA	NA	...
16326621 153	Mar 23, 2021	Apr 02, 2021 12:31:03 PM EDT <a href="#">Last Known Location</a>	No Comments	Working Fine	NA	NA	...
163180415 115	Mar 02, 2021	Apr 02, 2021 2:55:13 PM EDT <a href="#">Last Known Location</a>	No Comments	Working Fine	NA	NA	...
163180541 154	Mar 01, 2021	Apr 02, 2021 2:49:44 PM EDT <a href="#">Last Known Location</a>	No Comments	Working Fine	NA	NA	...

## Camera Not Powering Up

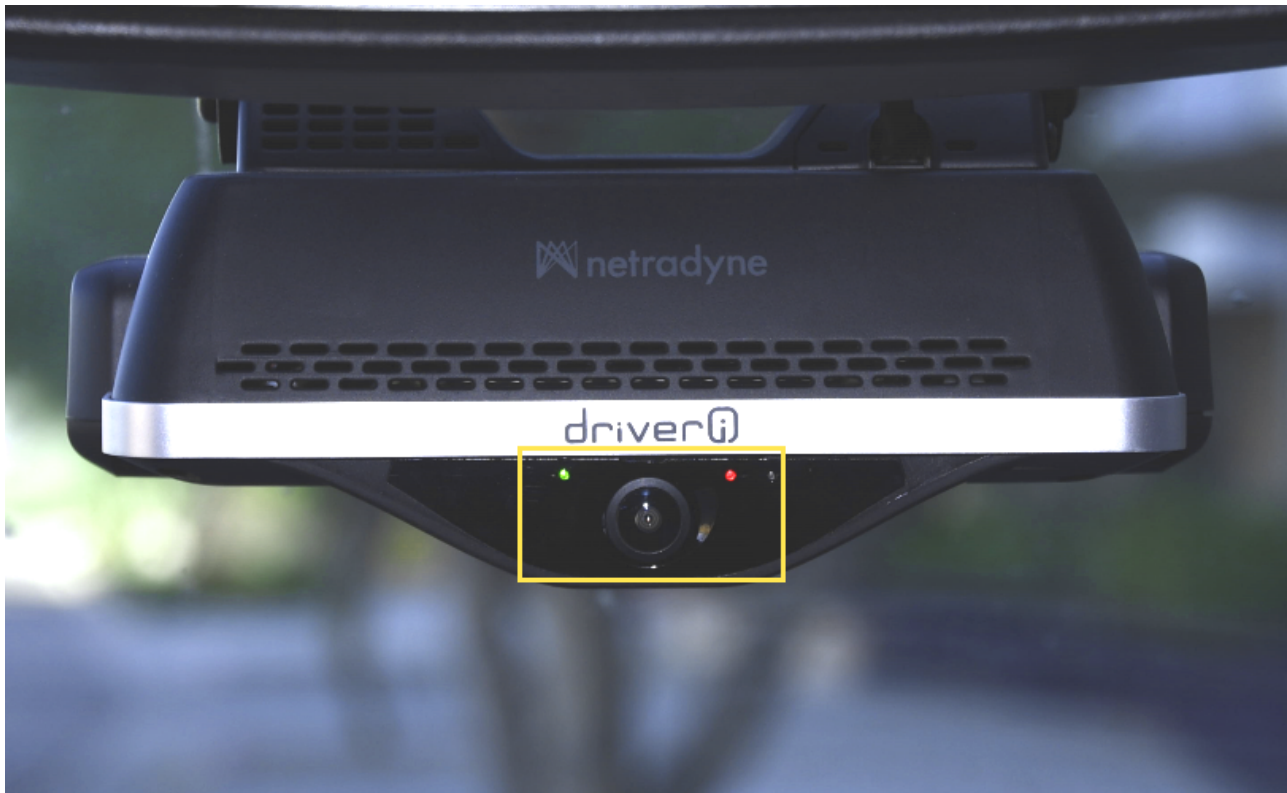
If your camera will not turn on, please proceed through the following checklist.

Link: <https://help.responsiblefleet.com/troubleshooting/troubleshooting-your-camera/> Last Updated: March 22nd, 2021

1. Verify the voltage on the power harness with a Multimeter (12v required).
2. Try a different power harness.



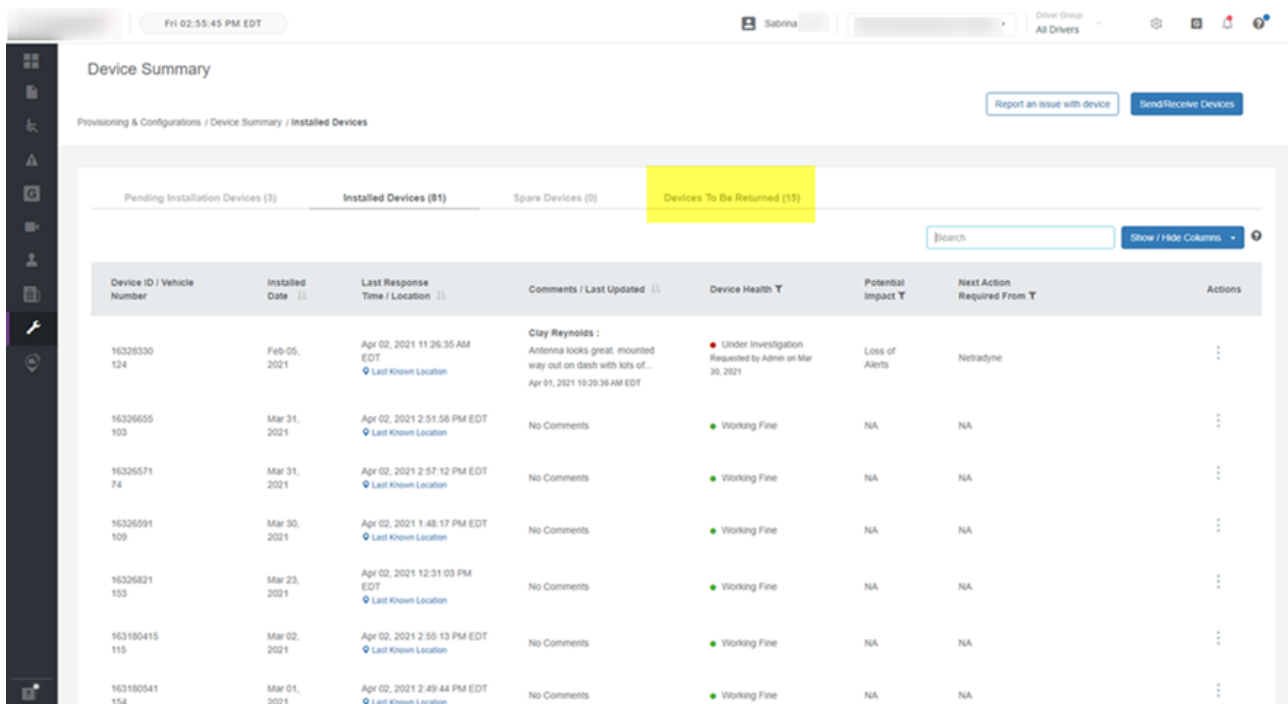
3. Try a different camera.
4. Verify the light status.



LED Status	Description
LED1 is flashing RED and LED2 is off.	Device is booting up.
LED1 is GREEN and LED2 is off.	There is an error. Please contact your GPS Administrator
LED1 is GREEN and LED2 is GREEN.	Privacy mode is off. The driver-facing camera is on and recording.
LED1 is GREEN and LED2 is RED.	Privacy mode is on. The driver-facing camera is off and not recording.

LED Status	Description
LED1 is off, solid RED, or flashing RED for more than 30 seconds and LED2 is also off for more than 30 seconds.	There is an error. Please contact your manager.

5. Ensure fuses are installed.
6. In the Portal, confirm the camera is on the RMA list.



Device Summary

Provisioning & Configurations / Device Summary / Installed Devices

Pending Installation Devices (3) Installed Devices (81) Spare Devices (0) **Devices To Be Returned (15)**

Search Show / Hide Columns

Device ID / Vehicle Number	Installed Date	Last Response Time / Location	Comments / Last Updated	Device Health	Potential Impact	Next Action Required From	Actions
16328330 124	Feb 05, 2021	Apr 02, 2021 11:26:35 AM EDT Last Known Location	Clay Reynolds : Antenna looks great, mounted way out on dash with lots of... Apr 01, 2021 10:20:36 AM EDT	Under Investigation Requested by Admin on Mar 30, 2021	Loss of Alerts	Netradyme	...
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16326591 109	Mar 30, 2021	Apr 02, 2021 1:48:17 PM EDT Last Known Location	No Comments	Working Fine	NA	NA	...
16326821 153	Mar 23, 2021	Apr 02, 2021 12:31:03 PM EDT Last Known Location	No Comments	Working Fine	NA	NA	...
163180415 115	Mar 02, 2021	Apr 02, 2021 2:55:13 PM EDT Last Known Location	No Comments	Working Fine	NA	NA	...
163180541 154	Mar 01, 2021	Apr 02, 2021 2:49:44 PM EDT Last Known Location	No Comments	Working Fine	NA	NA	...

## Camera Stopped Reporting

If your camera is no longer reporting, please proceed through the following checklist.

1. Verify the camera is receiving required 12v power with a multimeter.
2. Initiate a Power Cycle by pulling the power plug on top of camera.
3. Check all wiring connections on the camera.
4. Check camera fuses.
5. Check ground wire attachment.
6. In the Portal, confirm the camera is on the RMA list.

Link: <https://help.responsiblefleet.com/troubleshooting/troubleshooting-your-camera/> Last Updated: March 22nd, 2021

Fri 02:55:45 PM EDT

Sabrina

Driver Group  
All Drivers

Report an issue with device

Send/Receive Devices

Pending Installation Devices (3)

Installed Devices (81)

Spare Devices (0)

Devices To Be Returned (15)

Search

Show / Hide Columns

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