DHUB/DHUBX Field Troubleshooting Guide
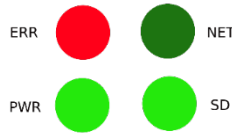
Ver.1.0

6/28/23

Contents

Section 1:

General Notes

- Units that are manually paired in IDMS cannot be unpaired using the installer app.

- OTA upgrades are now being implemented.

    o Upgrades will only happen when vehicle exceeds 30mph.

    o The upgrade process will take approximately 1 min.

    o If RMA is required communicate with your Netradyne customer service rep.

Section 2:

Hardware Checks

- **Determining if the HUB(X) is Powered On**
  - o The DHUB(X), when fully wired and connected, will power on with ignition. To determine if the DHUB(X) is on, look for the 4 LED's on the panel opposite to the cable connections. The PWR and SD Card LED's will glow green, and the ERR LED will blink red. This is normal operation. **(ERR Red LED indicates device is recording and working properly when blinking)**

LED #	Label / Designation	State	Description
LED 1	ERR	Red – Blink	Connected to Wi-Fi network
LED 2	NET	No glow	Reserved for future use
LED 3	PWR	Green – Solid	Device Power ON indicator
LED 4	SD	Green – Solid	SD card installed
LED 5	IR	No glow	Reserved for Installers – IR activity while using remote

DHUBX and DHUB Storage using 720p external cameras.

Driveri SKU	Storage Hours (Standalone Driveri)*	DriveriHub Option	Storage hours on Driveri with external Cameras through DHUB/DHUBX			
			1 Ext Cam	2 Ext Cam	3 Ext Cam	4 Ext Cam
			(Hours)	(Hours)	(Hours)	(Hours)
D-430 (128GB)	Up to 100 **	DHUB X	Up to 100	Up to 100	Up to 100	Up to 100
D-430 (256GB)	Up to 200	DHUB X	Up to 200	Up to 200	Up to 200	150
D-210 (128GB)	100	DHUB X	100	100	100	100
D-210 (256GB)	200	DHUB X	200	200	200	150
D-410 (128GB SD Card)	Up to 100	DHUB X	Up to 100	Up to 100	Up to 100	Up to 100
D-410 (256GB SD Card)	Up to 200	DHUB X	Up to 200	Up to 200	Up to 200	150
D-410 (512GB SD Card)	360	DHUB X	360	250	200	150
D-210 (128GB)	100	DHUB	85	65	50	40
D-210 (256GB)	200	DHUB	180	130	105	85
D-410 (128GB SD Card)	Up to 100	DHUB	60	50	40	35
D-410 (256GB SD Card)	Up to 200	DHUB	125	100	85	70
D-410 (512GB SD Card)	360	DHUB	260	205	170	150

DHUB and DHUBX

The DHUBX is a newer generation of Driveri HUB. It contains the same base functionality as the DHUB, while providing some feature enhancements.

Some new features include:
- Onboard storage of video footage
  - This provides better retention of footage in cases where accidents or other events of interest are recorded.
- I/O port (For future use, to control backup camera monitoring views) Not to be confused for trigger activation (Door Switch)
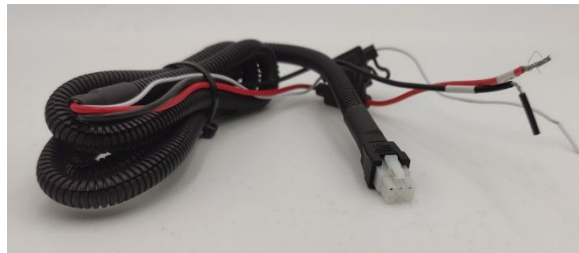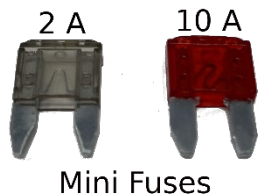
The DHUB and the DHUBX can be distinguished by the presence of the I/O port. Another way to determine the difference between the DHUB and the DHUBX is by the Serial Number or SKU printed on the sticker attached to the unit. DHUB unit serial numbers typically start with "**21**" while DHUBX units.

Term	DHUB	DHUBX
Front Panel		
Back Panel		
Side panel Serial Number needed for DHUB/DHUB-X		

Section 3:

Troubleshooting

- DHUB Won't Power On
    - Search for burnt fuses inline with the power cables.
        - Red line contains a 10A fuse.
        - White line contains a 2A fuse.
    - Check with a multimeter.
        - Check the voltage out of circuit (utilizing the plug - ground)
        - 12VDC on both sides, in circuit
        - Molex on DHUB

2 A   10 A

Mini Fuses

- **Only PWR LED is ON**
    - For the device to operate the key will need to be in the locked position.
    - Next to the 4 LED's there is a keyhole. Check the position of this keyhole and verify that the indentation faces the "Locked" position.
    - SD Card LED should turn on and ERR LED should blink red shortly after the key is turned to Lock state. (**ERR Red LED indicates device is recording and working properly when blinking)**

- **Pitch Black or Corrupted Stream Feeds**
    - Check the camera ports and secure the connections to the correct ports.
        - Ports must match IDMS configuration.
        - Check for proper seating, corrosion, or damage.
    - Configure the video feed resolutions in the Installer App corresponding to the camera ports and camera types.
        - You will see this warning every time you access a view on the installer app, either you have the incorrect resolution setting, or no camera attached.
- Check video communication protocol NTSC(USA) VS PAL(Europe) settings. (Only available on Installer App) See section 4 of this document.

We are not receiving any video from Additional Camera 1. Please make sure camera is connected properly to DriveriHub and camera resolution or video standard is set correctly.
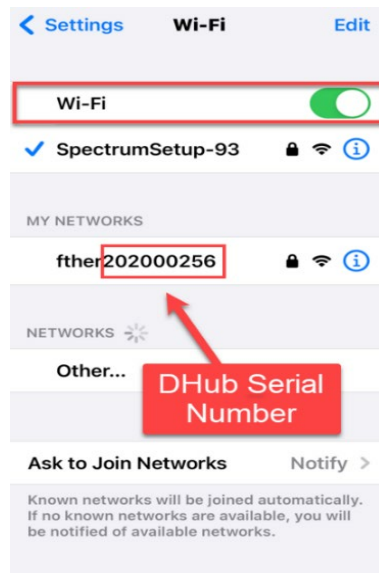
OK

How to locate the DHUBX Serial Number via Wi-Fi

If the identifying sticker is missing/unreadable/inaccessible it can be found via **Wi-Fi** settings on your smart phone.
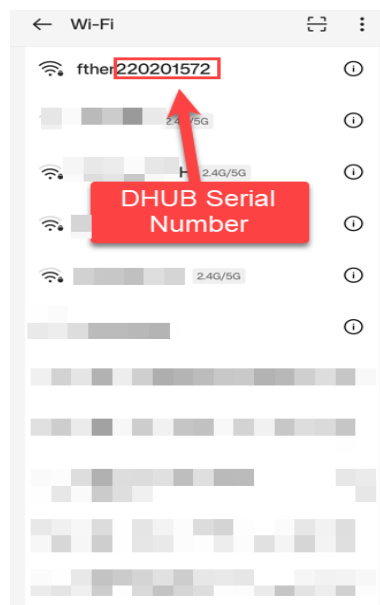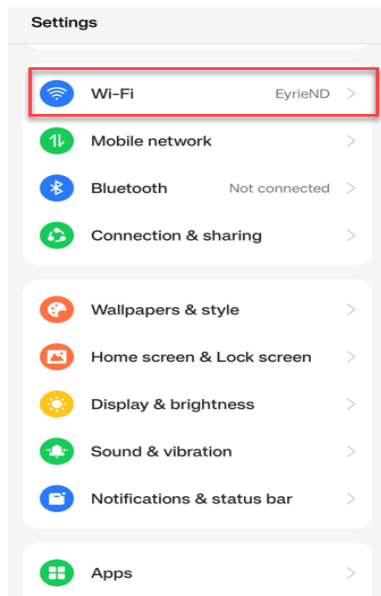
Ensure the DHub has been powered On, turn on the Wi-Fi on your smart phone, then go to your smart phone's Wi-Fi connectivity section.

You should see a network pop up called **fther202000256**, the numbers of that network will be the serial number for that DHub device. *Also keep in mind you may see more than one number pop up if there are multiple DHUBs powered up nearby*(Don't Try to Connect to Wi-Fi)-
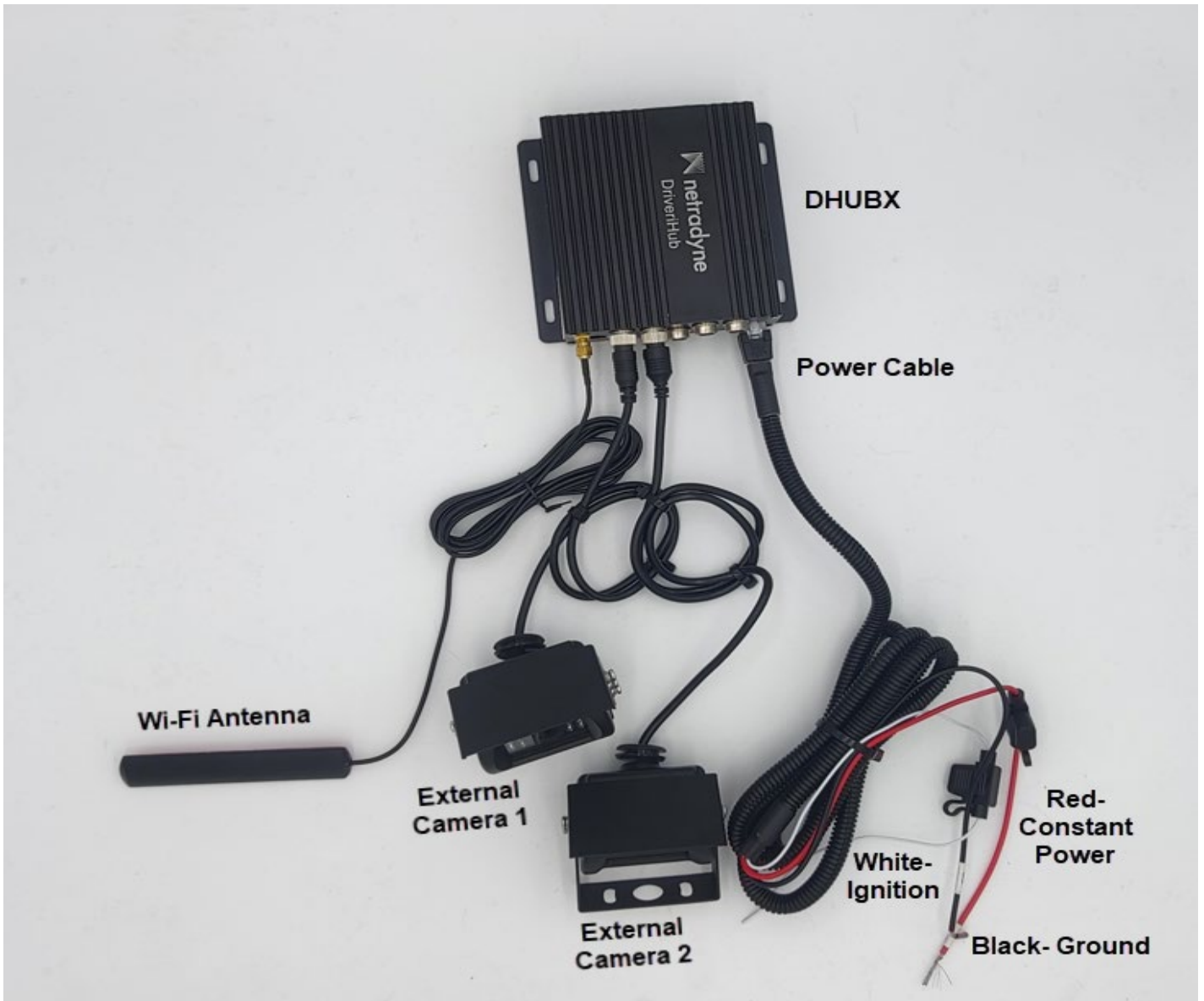
APPLE IOS

Android OS

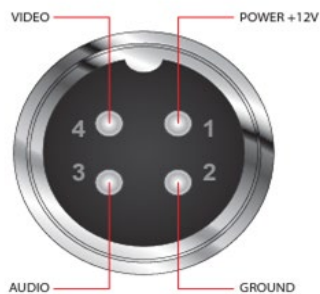# Difficulty Pairing the DHUB/DHUBX with a Driveri Device

- Ensure that the DHUB(X)'s Wi-Fi antenna is connected and placed near the Driveri Device and is not obstructed or blocked by any metallic surfaces.

- The locations/proximity of the Driveri device and the DHUB/DHUBX Wi-Fi antenna can also cause difficulty with the DHUB/DHUBX communicating with the Driveri device. This can cause difficulty in retrieving videos in the DHUB/DHUBX.

- In the example shown the DHub Wi-Fi antenna has been located in close proximity to the Driveri device.
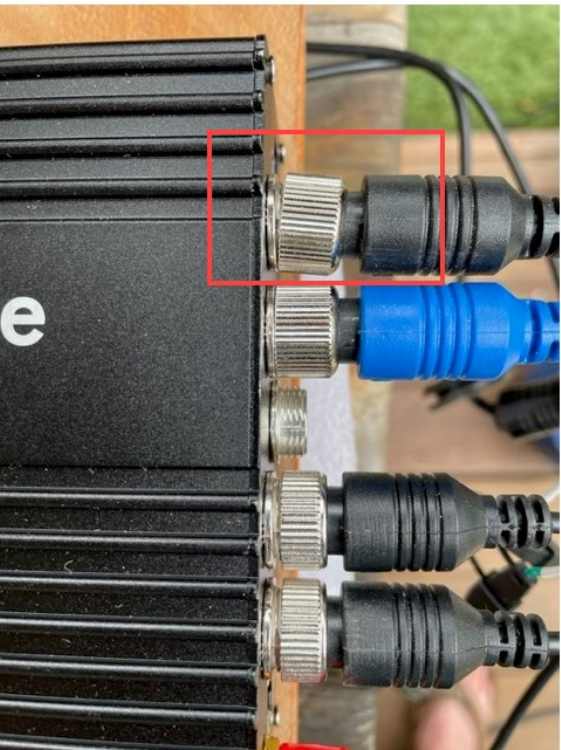
DHUB/DHUBX Connectivity Outline

DHUBX

Power Cable

Wi-Fi Antenna

External Camera 1

External Camera 2

White- Ignition

Red- Constant Power

Black- Ground

External Camera Pinouts

VIDEO   POWER +12V

4   1

3   2

AUDIO   GROUND

Ensuring DHUB/DHUBX Cables are properly connected.

Section 4:

Installer App Checks

- **Changing Resolutions in App**

  - Login into the DHUB and select "DriveriHub Settings", then select "Video."

  - Below is an example of DHUB video settings.

  - Check video communication protocol NTSC(USA) VS PAL(Europe) settings. (Only available on Installer App)