

# DQTCAM ADPLUS TROUBLESHOOTING

DQTCAM CUSTOMER

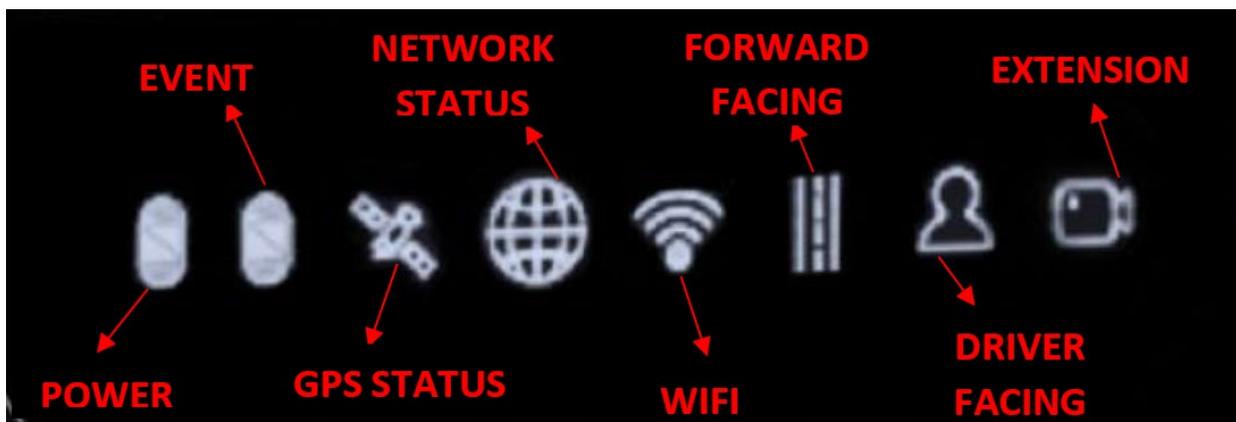


VERSION: 1.0

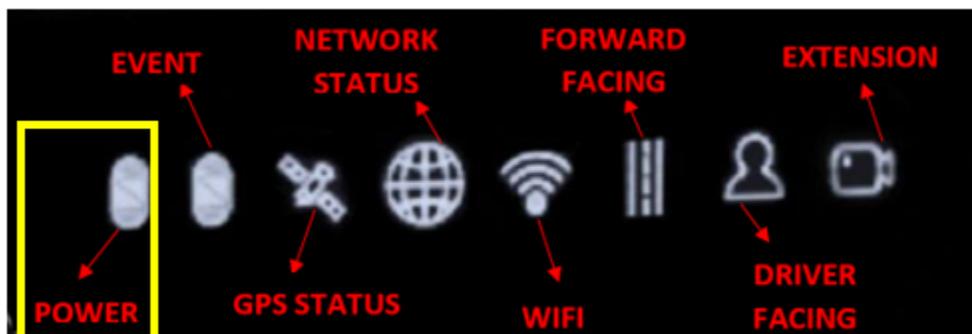
DATE: 8/13/2023

PRESENTED BY: DQT SUPPORT

## LED indicators and some trouble shooting tips for Cameras:



### Power:



Indicator Light **GREEN** when device has power

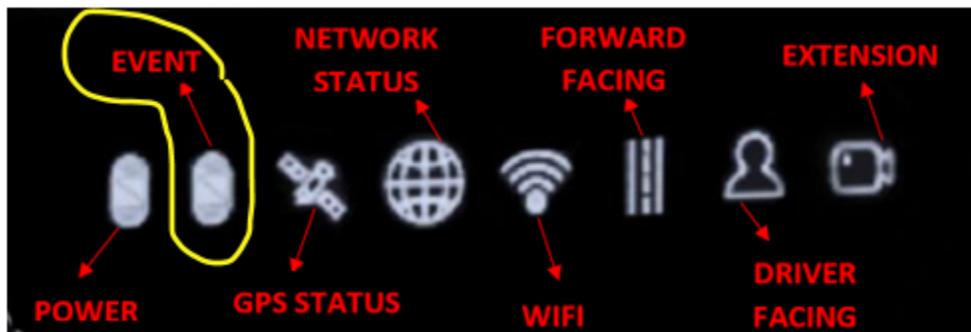
Indicator Light OFF (no light) when device does not have power

### Troubleshooting Notes:

If the device has been installed and there is no **GREEN** power indicator light, check the following:

- All device cables are connected. If connections are within reach, disconnect and reconnect.
- Vehicle has ignition turned on. When ignition is on, give the device a minute to power up.

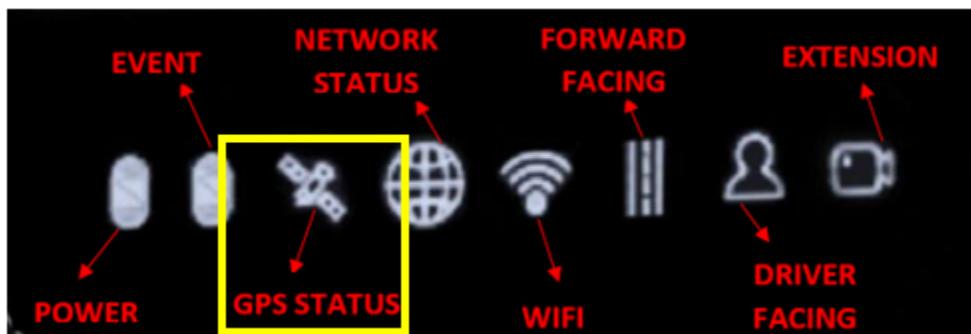
## Event:



Indicator light will flash **RED** when an event occurs

- This is not commonly an icon used for device troubleshooting.
- Blinks **RED** three times when event occurs

## GPS Status:



Indicator Light OFF (no light) when device has GPS positioning and functioning normally

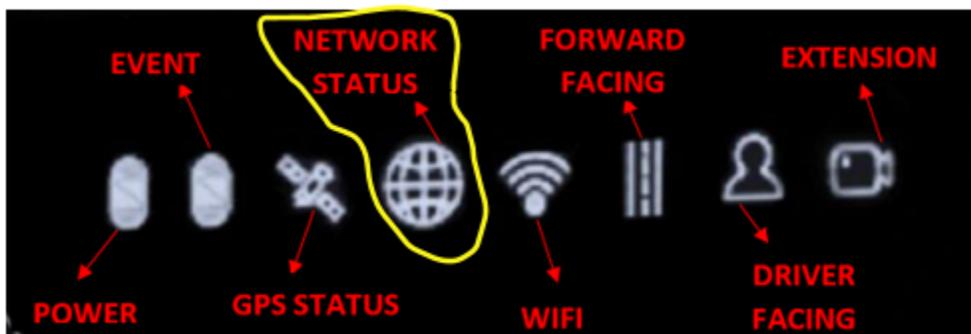
Indicator Light **RED** when GPS error detected, positioning abnormal

## Troubleshooting Notes:

If the indicator light is **RED** consistently:

- GPS reception requires line of sight to sky with little to no metallic obstruction(s)
- Check location devices and ensure there are no other devices that could be blocking signal
- Ensure vehicle is not in a building or covered area that might prevent a GPS fix
- If indicator light is **RED** periodically but device is reporting properly, no troubleshooting required, intermittent coverage with store and forward of data is common and handled by the system

## Network Status:



- Indicator Light OFF (no light) when network connectivity is normal
- Indicator Light **RED** when there network connectivity error is detected

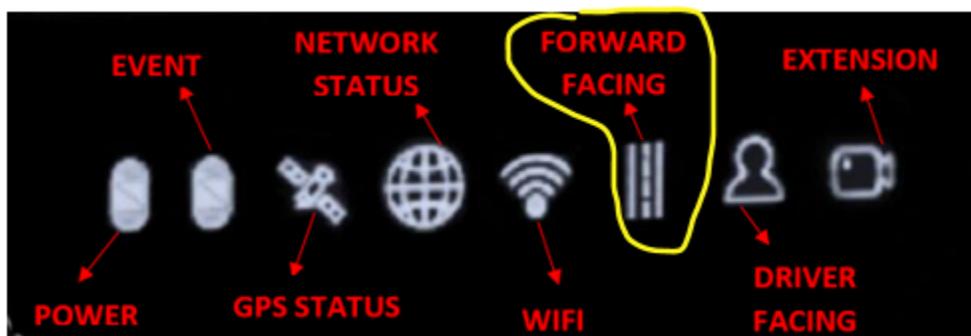
## Troubleshooting Notes

If the indicator light is **RED** consistently:

- Ensure vehicle is not in a building or covered area that might prevent network connection
- Check SIM management portal to ensure sim is active and no other issues are present
- Ensure vehicle is not in a building or covered area that might prevent network connection

If indicator light is **RED** periodically but device is reporting properly, no troubleshooting required, intermittent coverage with store and forward of data can be common and handled by the system

## Forward Facing Camera:



Indicator Light OFF (no light) when forward (road) facing camera is recording properly

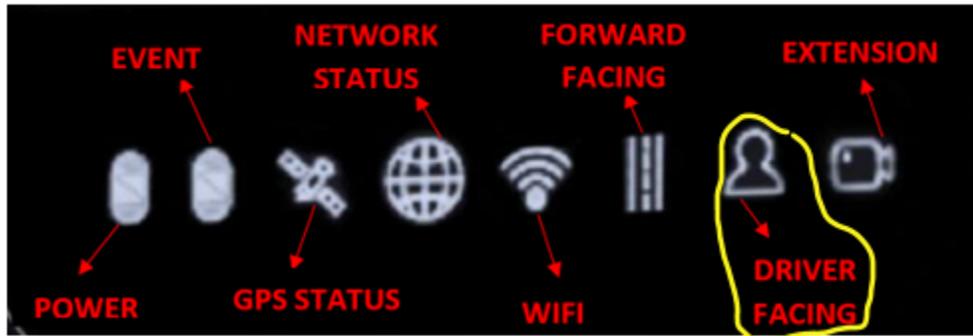
Indicator Light **RED** when error is detected with forward (road) facing camera recording

## Troubleshooting Notes

If the indicator light is **RED** consistently:

- Confirm device connections
- Confirm camera lens is not obstructed
- Confirm in platform if recordings are available for this channel

### Driver Facing Camera:



Indicator Light OFF (no light) when driver facing camera is recording properly

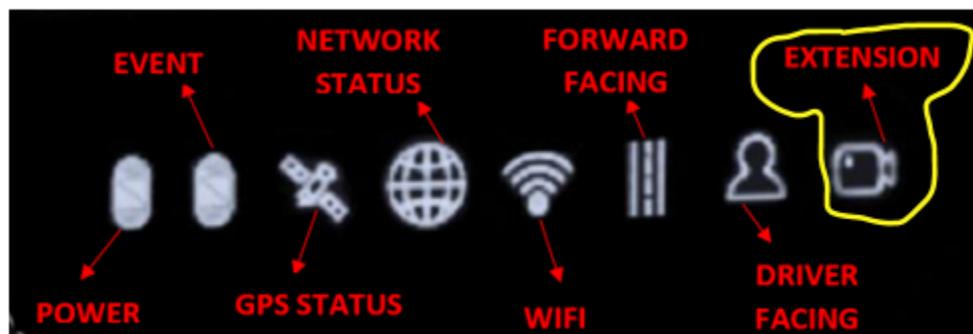
Indicator Light **RED** when error is detected with driver facing camera recording

### Troubleshooting Notes

If the indicator light is **RED** consistently:

- Confirm device connections
- Confirm camera lens is not obstructed
- Confirm in platform if recordings are available for this channel

### Extension Camera (if in use):



Indicator Light OFF (no light) when extension (accessory) camera is recording properly

Indicator Light **RED** when error is detected with extension (accessory) camera recording