
System Health Categories and Definitions

Storage – This indicates a fault with the HDD or SD card, often displayed as an "HDD/SD Missing" message. The unit is unable to recognize the storage and requires formatting. The storage can be formatted remotely; however, permission to format the storage would be needed as any previously recorded data will be erased. If formatting the HDD does not resolve the issue, a service call will be necessary, and the storage will need to be replaced.

Camera/Video Loss – This indicates that a camera is not capturing images. The firmware version should be checked, and it should be verified whether the camera is not hidden on another channel. If the issue persists, it may be due to a loose cable or a faulty camera.

Recording – This indicates that the camera is not recording any images. The firmware version should be checked, and the storage can be formatted remotely, the permission to format the storage would be needed as any previously recorded data will be erased. If formatting the HDD does not resolve the issue, a service call will be required, and the storage will need to be replaced.

GPS – This indicates that the device is not receiving GPS coordinates. The firmware version should be checked, and the unit may be moved to another location to acquire a GPS signal, particularly if it is situated in an isolated area or inside a warehouse/garage. If the issue persists for extended periods while the vehicle is in motion, it may indicate a problem with the antennas, necessitating a service call.

Offline for 7+ Days – This indicates that the unit has been offline for more than 7 days. If the unit has been operational during this period, the SIM card activity should be checked. If the issue cannot be resolved by resetting the SIM card to bring the unit back online, a service call will be required.