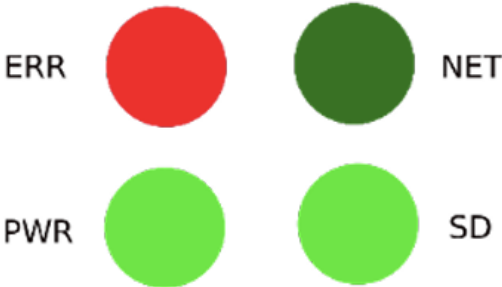



Link: <https://help.wextelematics.com/troubleshooting/driveri-hub-x-faq/> Last Updated: October 27th, 2023

Do you have questions about Driveri Hub-X? That’s great because we have answers!

## Driveri Hub-X Frequently Asked Questions

Questions	Answers
What are the requirements for existing camera integration?	Cameras will need to be an analog camera capable of being adapted to the GX12 4 pin Aviation connector. The DriveriHub device supports 480, 720, and 1080.
Can units manually paired in the Driveri portal be unpaired using the installer app?	No.
Are OTA (over the air) upgrades available?	Yes, upgrades only happen when the vehicle exceeds 30mph. This process takes approximately 1 minute. If RMA is required, please contact Support.
How do I confirm the Hub-X is on?	<p>The Hub-X, when fully wired and connected, will power on with ignition. To determine if the Hub-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)</p> <div style="text-align: center;">  <p>ERR      ●      ●      NET PWR      ●      ●      SD</p> </div>
How do you troubleshoot a non-working camera?	Please see <a href="#">Driveri-Hub-X-Troubleshooting-Guide</a> for a troubleshooting guide.
What does each LED signify?	Please refer to the LED State table below.

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Questions	Answers
<p>How do I know if a camera should be installed on the right side, left side, or rear of the asset?</p>	<p>The Driveri external cameras have a model number and SKU on the boxes they come in and the cameras themselves have the model number. Please use the following list to identify the installation area:</p> <ul style="list-style-type: none"> <li>- <b>Left Side Camera:</b> FL-750L, SKU NDSQ720PL</li> <li>- <b>Right Side Camera:</b> FL-750R, NDSQ720PR</li> <li>- <b>Rear Facing Camera:</b> FL-750, SKU NDSQ720PC</li> <li>- <b>Internal "Round" Camera:</b> FL-MC-001, SKU NDR720PA</li> </ul> 
<p>What is the warranty period for the hub and its' external cameras?</p>	<p>The warranty for both DHUBs and external cameras is three (3) years from ship date. There is no extended warranty.</p>

## Hub-X Monitor Frequently Asked Questions

Questions	Answers
<p>Is there any integration between the monitors and the Driveri platform?</p>	<p>No, the monitors are solely hardware-based, and usable by individuals within the cab of the vehicle. There is no reporting or alerting connected to the in-cab monitors such as allowing others to know if the monitors are on or off, etc.</p>
<p>I have a Driveri Hub-X, do I now need an in-cab monitor for my solution to work?</p>	<p>No, the monitor is an optional add-on to the Hub-X solution and is not required.</p>

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Questions	Answers
Are there any AI capabilities built into the monitors allowing for in-cab alerts if the monitor were to detect the vehicle potentially backing into something or turning into something?	No, this is strictly a real-time monitor feed but with no alert functionality.
My driver would like to see the cameras displayed in a different order than what is currently displayed on the monitor, can this be changed?	Camera display order is determined during the installation process for the monitor. Please see <a href="#">Driveri Hub-X Monitor Installation Guide</a> for detailed installation instructions.

## LED State

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

## Hub-X Storage

The storage information below is based on use of 720p external cameras.

Driveri Camera	Storage Hours (Standalone Driveri)	1 Ext Cam Storage (hr)	2 Ext Cam Storage (hr)	3 Ext Cam Storage (hr)	4 Ext Cam Storage (hr)
D-210	50	50	50	50	50
D-215	100	100	100	100	100
D-410	Up to 100	Up to 100	Up to 100	Up to 100	Up to 100
D-430	Up to 100	Up to 100	Up to 100	Up to 100	Up to 100