Troubleshooting Your Camera

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

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.

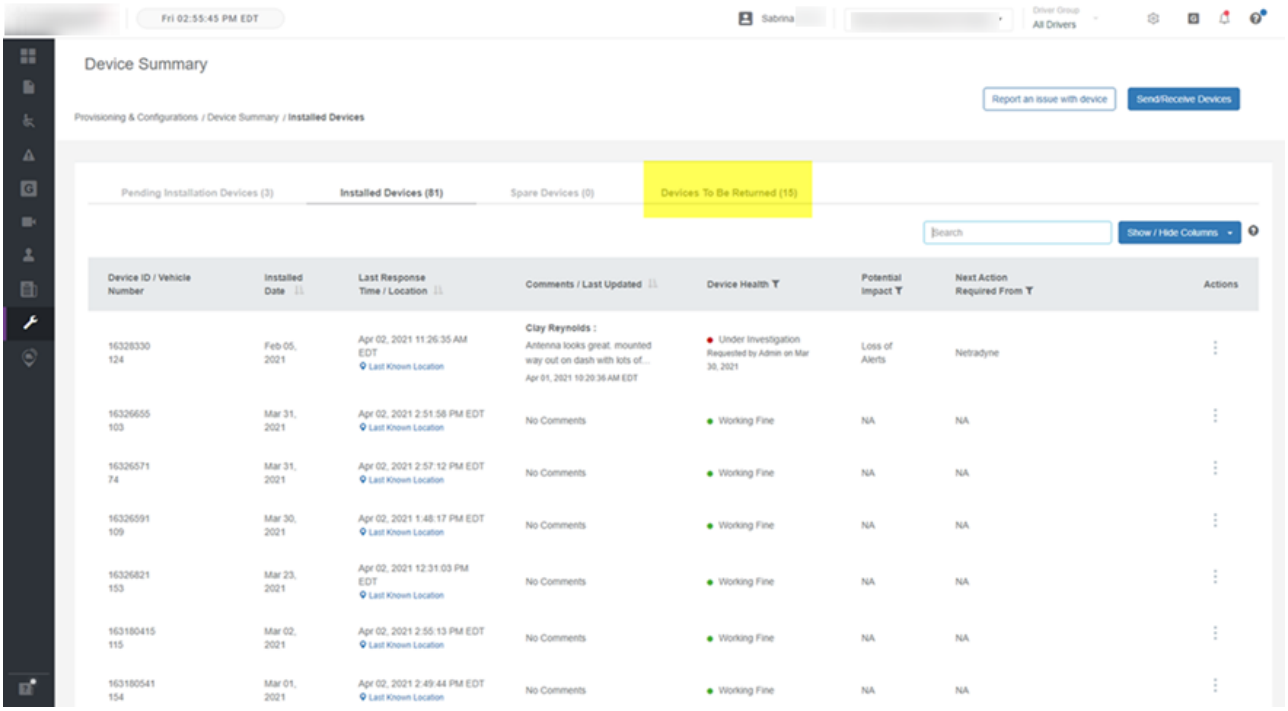
Camera is Not Providing Alerts

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.



Camera Not Powering Up

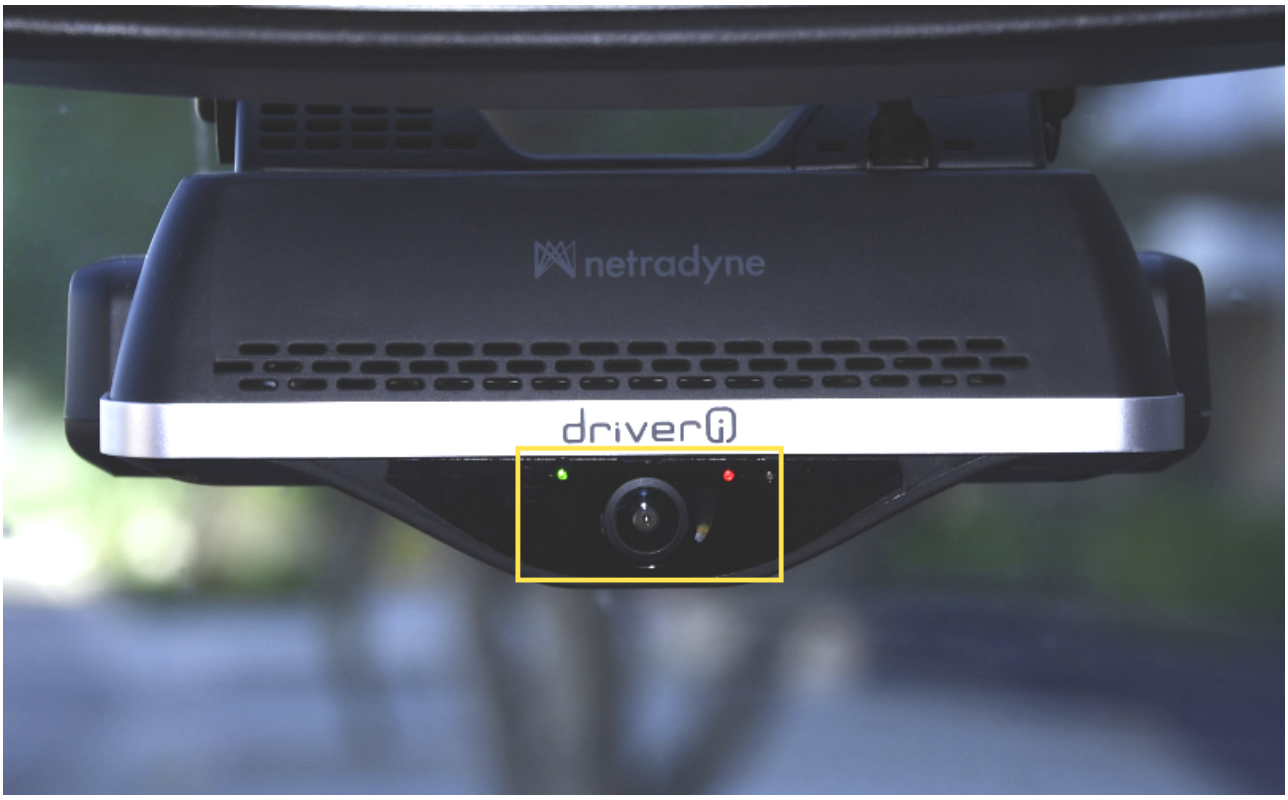
If your camera will not turn on, please proceed through the following checklist.

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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.

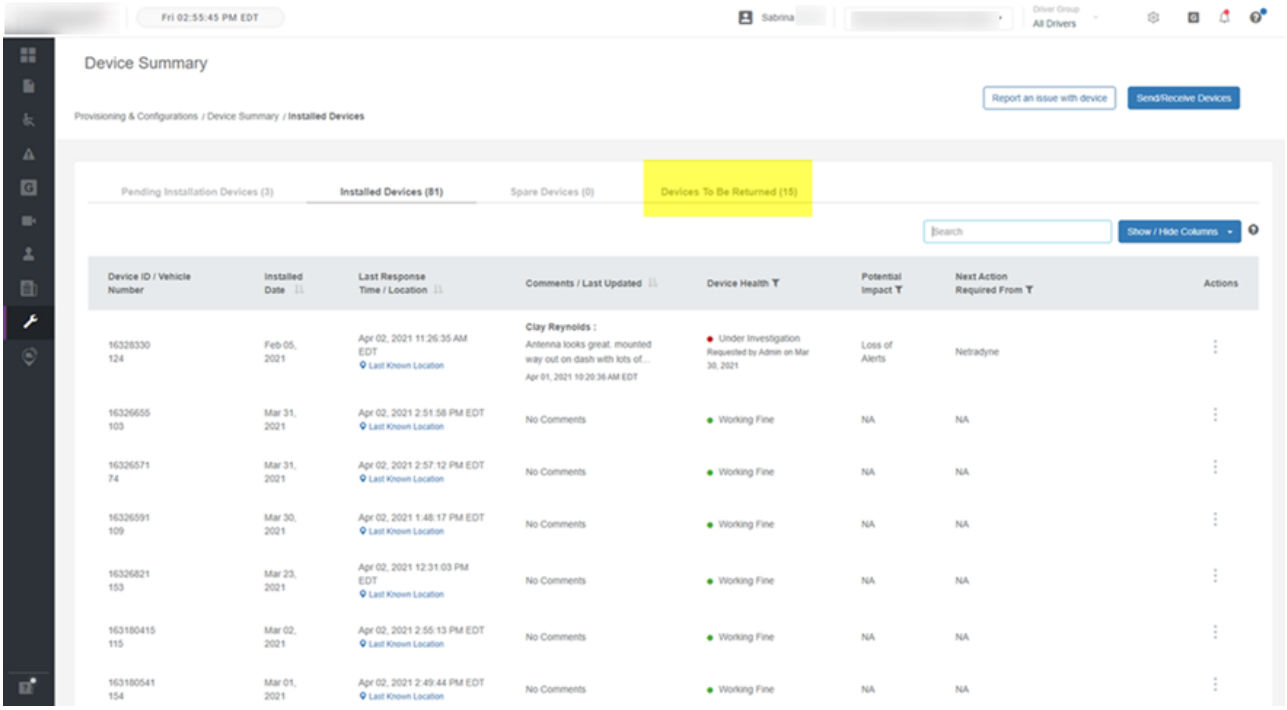


LED Status	Description
LED1 is flashing RED and LED2 is off.	Device is booting up.
LED1 is GREEN and LED2 is off.	There is an error. Please contact your GPS Administrator
LED1 is GREEN and LED2 is GREEN.	Privacy mode is off. The driver-facing camera is on and recording.
LED1 is GREEN and LED2 is RED.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

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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.



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.

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