

## FAQ

### Is the camera always recording?

The SmartRecorder is recording, but only saves a 20-second event when triggered. In addition, videos can be triggered up to one hour after the engine is turned off to capture events, such as damage to the vehicle while it is parked.

### If something happens and it is not my fault, or it's a situation I want my supervisor to see, how can I record the event?

Simply press the manual button on the keypad/fob. It will record a 20-second event – 10 seconds before and 10 seconds after.

### Is audio also recorded during an event?

Yes – if state law permits it. In many instances, having the audio (such as a siren or brakes) provides additional insight into the event.

### Is the video secure?

Yes, SmartDrive uses a proprietary video format that can only be viewed on our event player. Only designated individuals have access to the videos.

### Who looks at the videos?

SmartDrive's expert review team analyzes videos according to a standardized set of observations. They do not have access to the driver details, making the process both fair and anonymous.

### What is the purpose of extended recording?

The extended recording feature, if available, can provide additional video for sideswipes, mirror clips or low-force events, in addition to other occasions when 20 seconds is not enough to show the entire event.

**If you have additional questions, contact your manager.**



## WELCOME TO THE SMARTDRIVE PROGRAM

The SmartDrive program is an easy-to-use safety program that helps improve driving skills and protect against fraudulent claims. It's used by hundreds of fleets and thousands of drivers every day.

Whether you're a seasoned veteran or a rookie, you can see immediate improvements and get recognition for your good driving skills.

- It can help you when something happens and it's not your fault by providing documentation and context of the event.
- You can use it to document traffic, service delays, locked gates or blocked entries, along with passenger safety or security threats.
- It identifies defensive and other good driving skills.

## How Does It Work?

The SmartRecorder™ records an event as seen by the camera(s) and then the video is automatically uploaded with no additional work from you. Recording time is typically limited to 20 seconds. Your fleet may have extended recording, which allows authorized users to pull longer video segments if needed.



## How is it triggered?

The SmartRecorder can trigger\* an event by:



\*Note: some features may be disabled depending upon your organization's configuration. Contact your manager for your settings.

## Where does the video go?

Once triggered, the event is wirelessly uploaded to our secure SmartDrive Response Center where only authorized parties have access.

## What is the video used for?

SmartDrive is designed to help provide incident-rated data and footage.

## What about my privacy?

Important privacy features are built into the system:

- Cameras send video only when triggered
- Cameras cannot be monitored remotely

## THE SMARTRECORDER SYSTEM

The system consists of a video camera, a controller, a sensor bar, a keypad/key fob and possibly other optional accessories.

### Road-facing Camera

The camera shows the road in front of the vehicle and is generally mounted in the center of the windshield.

### Sensor Bar

Combines GPS, accelerometers, microphone and LEDs for driver feedback.

## What do the sensor bar lights mean?

Target Icon	Green	Blue	Red
Off	Powered off	Powered off	Powered off
Blinking	Safety event recorded	Manual event triggered	Non-critical fault in system
Solid	System is operational	Event awaiting offload	Critical fault in system
Gear Icon			
Off			
Blinking		Offloading event(s)	
Solid	Privacy Mode	Wireless connection	

## KEYPAD

### Driver log-in

Upon entering your ID number, press the check mark.

1. Using the keypad, type in your ID number (six numbers or less); press the red "X" to remove a number.
2. Upon entering your ID number, press enter.
3. If there is a problem, the keypad will scroll ">>>" or display "No ID."



For a better experience:

1. Print on legal size paper: 8.5 x 14 inch/ 216 x 356 mm, back and forth.
2. Fold the page as a trifold.
3. Place it in your vehicle compartment.