

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 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 managers within your organization have access to the videos.

Does the in-cab Inattentive Driving+ Sensor have the ability to record, or is it just sensing the particular driving behavior?

The sensor-based system does not have the ability to record on its own. When the sensor identifies the particular risky driving behavior, it sends a signal to the SmartRecorder controller to trigger and record an event.

Is SmartDrive only used for disciplinary or punitive purposes?

No, SmartDrive is intended to promote a positive, closed-loop communication that recognizes both good driving skills, as well as identifies risky maneuvers that are opportunities for improvement.

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 or company details, making the process both fair and anonymous. Videos are provided to your fleet and prioritized for coaching based on your organization's guidelines.

How do I get feedback?

Your organization will determine how they will provide feedback to you. Typically, this will happen in a "coaching session" where you will review the video together with your manager – talking through what happened, including good driving skills, as well as opportunities for improvement and next steps.

What is the purpose of extended recording?

Your fleet may have the extended recording feature, which can protect you by providing additional video for sideswipes, mirror clips or low-force events, in addition to other occasions when 20 seconds is not enough to prove your innocence.

If you have additional questions, contact your manager.

THE SMARTRECORDER SYSTEM

The system consists of one or more video cameras (e.g. road-facing and cab-facing), a controller, a sensor bar, a keypad/key fob and possibly other optional accessories.

The 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	

PRIVACY MODE

When Privacy Mode is enabled, the inward camera does not record video or audio.

The Privacy Mode function is only available while the vehicle is stopped. Once the vehicle moves privacy mode is automatically disabled.

To initiate Privacy Mode, press and hold the DFD volume UP button for three (3) consecutive seconds.



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.

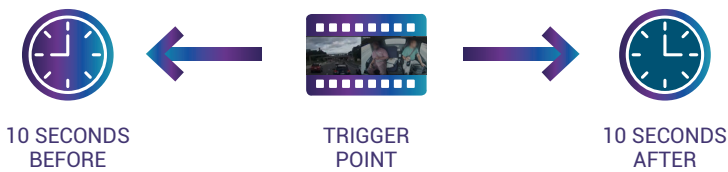
Whether you're a seasoned veteran or a rookie, you can see immediate improvements and get recognition for your good driving skills.

- 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.

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# 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.



- 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.

# WHERE DOES THE VIDEO GO?

Once triggered, the event is wirelessly uploaded to our secure SmartDrive Response Center where only authorized managers have access. Like “game films”, these events show what occurred during the event, similar to how video is used by sports teams and athletes to continually improve their performance.

# WHAT IS THE VIDEO USED FOR?

SmartDrive is designed to help protect you and your company. It can help improve driving skills and protect you against fraudulent claims.

# WHAT ABOUT MY PRIVACY?

Important privacy features are built into the system:

- Cameras send video only when triggered
- Cameras cannot be monitored remotely
- Driver facing camera can be placed in privacy mode

# INATTENTIVE DRIVING+

Your vehicle may be equipped with an optional in-cab sensor camera system designed to intelligently detect risks incurred by sleep, drowsiness, inattention, and smoking. Your fleet may choose to detect some or all of these risks. The system alerts drivers with sounds from a built-in loudspeaker when a risk is detected.



Inattention Severity 1

Audible alert:  
Three short beeps

Visual Alert: Yellow



Inattention Severity 2

Audible alert:  
One long tone

Visual Alert: Orange + Red



Drowsiness Severity 1

Audible alert:  
Three short beeps

Visual Alert: Yellow



Drowsiness Severity 2

Audible alert:  
Short sharp tone, 3 seconds

Visual Alert: Orange + Red



Sleep

Audible alert:  
Short sharp tone, 3 seconds

Visual Alert: Orange + Red



Suspected Smoking Device

Voice alert:  
“Smoking device detected”

Visual Alert: Yellow