

FREQUENTLY ASKED QUESTIONS

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 managers within your organization have access to the videos.

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.

WELCOME TO 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.



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

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	

KEYPAD

Privacy Mode

The keypad can be used to engage the privacy mode. While in Privacy Mode, the system will record video from the road-facing camera, but it will not record audio and video from the cab-facing camera. All other functions will continue to operate normally.

To engage Privacy Mode:

1. The vehicle must be stopped and the system must be powered on.
2. To activate, enter code "99999" and press the green check mark button. The gear icon on the sensor bar will turn green to indicate the camera has been put into Privacy Mode.
3. When you drive the vehicle over 5 MPH or cycle the ignition, the system will resume normal operation.

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."

*May not be used by your fleet.