

CameraMatics how-to guides

Hardware Status Reports

Understanding the status of your CameraMatics hardware

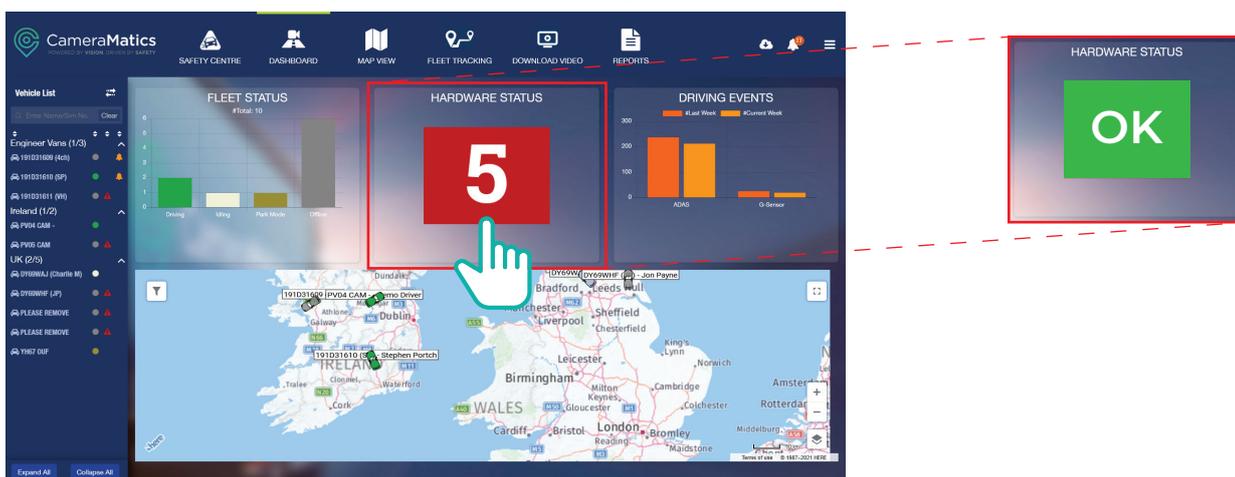
Login

Firstly, login to the **CameraMatics Portal**, then click to enter the **CameraMatics Dashboard**.



Fleet Status Widget

In the **CameraMatics Portal Dashboard**, a widget displays the health status of your vehicle hardware.



- If there are no Hardware issues, the display will be a green **'OK'** box.
- If there are any hardware issues, the display is red and highlights the number of vehicles with issues.

To identify any Hardware issues, **click the red box**. This will open a new screen and provide more details.

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Hardware Report – more detail

The details in the hardware report will highlight the following:

- **Device** – the vehicle registration
- **Vehicle Group** – the group under which the vehicle is assigned to (if any)
- **Last Report Time** – the last date and time that the vehicle was online
- **3G/4G** – relates to the SIM installed in the DVR
- **GPS** – relates to connectivity/signal
- **Storage Status** – relates to the Hard Disk Drive and SD Card
- **Camera** – relates to whether there is any video loss with from specific camera/s
- **Info** – provides more detail of the hardware issues
- **Status** – the status of the vehicle

The screenshot shows the CameraMatics web interface. At the top, there is a navigation bar with icons for Safety Centre, Dashboard, Map View, Fleet Tracking, Download Video, and Reports. Below this, a 'Vehicle List' sidebar is visible on the left. The main content area is titled 'Hardware Issues' and contains a search bar for 'Vehicle Group' and 'Select vehicle'. Below the search bar, there is a table with the following columns: #, Device, Vehicle Group, Last Report Time, 3G/4G, GPS, Storage Status, Camera, Info, Status, and Options. The table contains one row of data for a vehicle with ID 1, device PV05 CAM, registered in Ireland, with a last report time of 15 Mar 2021 13:34:00. The Storage Status is 'HDD Missing, SD Present', and the Camera status is 'Video loss: Rear, Forward' and 'Not recording: Rear, Forward'. The Info column contains 'Missing HDD; No signal; Video Loss; Not Recording; Offline 7+ days;'. The Status column shows a green dot and the Options column has a menu icon.

#	Device	Vehicle Group	Last Report Time	3G/4G	GPS	Storage Status	Camera	Info	Status	Options
1	PV05 CAM	Ireland	15 Mar 2021 13:34:00	OK	No signal	HDD Missing, SD Present	Video loss: Rear, Forward Not recording: Rear, Forward	Missing HDD; No signal; Video Loss; Not Recording; Offline 7+ days;		

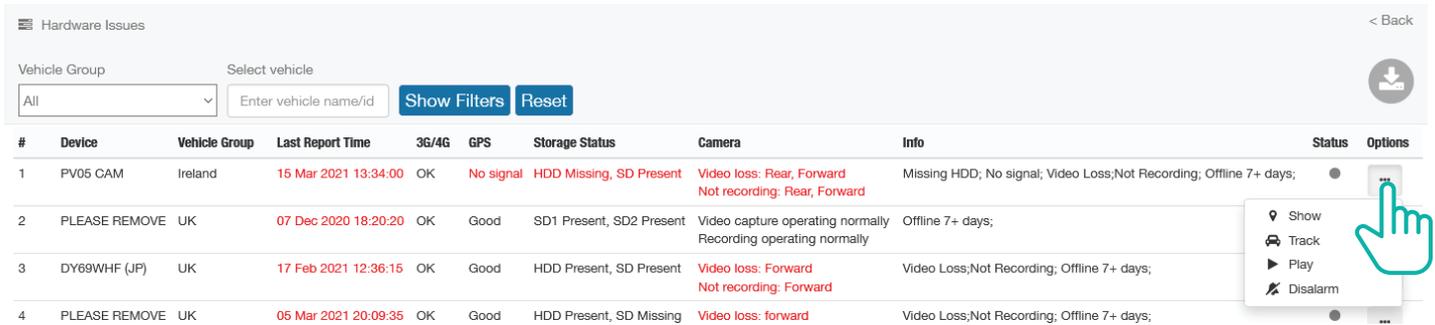
Each vehicle may have several points of failure due to having multiple cameras and pieces of hardware. The number of issues that appear does not necessarily prevent the vehicle from being functional, but there may be an issue that could affect the overall performance of the vehicle. There are approximately 15 failure points per vehicle.



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To the right of your vehicle information, the **'Options'** button gives you several options:



The screenshot shows the 'Hardware Issues' page with a table of vehicle data. The table has columns for #, Device, Vehicle Group, Last Report Time, 3G/4G, GPS, Storage Status, Camera, Info, Status, and Options. A hand icon points to the 'Options' button for the first row.

#	Device	Vehicle Group	Last Report Time	3G/4G	GPS	Storage Status	Camera	Info	Status	Options
1	PV05 CAM	Ireland	15 Mar 2021 13:34:00	OK	No signal	HDD Missing, SD Present	Video loss: Rear, Forward Not recording: Rear, Forward	Missing HDD; No signal; Video Loss;Not Recording; Offline 7+ days;	●	⋮
2	PLEASE REMOVE	UK	07 Dec 2020 18:20:20	OK	Good	SD1 Present, SD2 Present	Video capture operating normally Recording operating normally	Offline 7+ days;	●	⋮
3	DY69WHF (JP)	UK	17 Feb 2021 12:36:15	OK	Good	HDD Present, SD Present	Video loss: Forward Not recording: Forward	Video Loss;Not Recording; Offline 7+ days;	●	⋮
4	PLEASE REMOVE	UK	05 Mar 2021 20:09:35	OK	Good	HDD Present, SD Missing	Video loss: forward	Video Loss;Not Recording; Offline 7+ days;	●	⋮

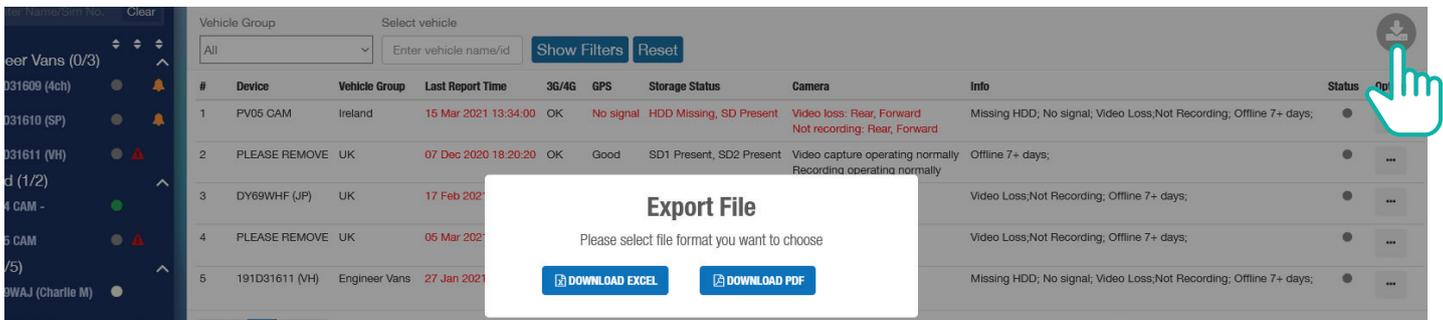
- **Show** – you will be redirected to the vehicle details page
- **Track** – you will be redirected to the **'Fleet Tracking'** tab for that specific vehicle
- **Play** – will redirect you to the **'Download Video'** tab
- **Disalarm** – Depending on the issue/s highlighted for the vehicle, you may wish to disalarm the hardware status. To do this, click 'disalarm' which will prompt you to select what type of issue you would like to disalarm. This will hide the hardware issue from appearing on the main dashboard number of issues being displayed. The issues will still appear in your detailed report.

Exporting the Hardware Status Report

A daily report is generated at 7am with the current fleet status information. This provides the same information as it is displayed in the Hardware Status widget on your Portal.

The report is available to download and is emailed daily to the main Fleet Manager contact. The Hardware Status report can be downloaded from the portal into an Excel or PDF format by pressing on the **'Download'** button.

The Hardware Status Report function facilitates the Fleet Manager to have a proactive approach to system maintenance by flagging any issues on a daily basis.



The screenshot shows the 'Hardware Issues' page with an 'Export File' dialog box open. The dialog box has the text 'Please select file format you want to choose' and two buttons: 'DOWNLOAD EXCEL' and 'DOWNLOAD PDF'. A hand icon points to the 'Options' button in the table.

The exported file can be e-mailed to support@cameramatics.com who will investigate and resolve the issue/s.

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Our **Customer Success Team** are here to help you get the most out of your **CameraMatics Platform**.

For more 'how-to guides' please visit:
www.cameramatics.com/resources/help-centre

If you need more assistance please e-mail the team on:
customersuccess@cameramatics.com



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