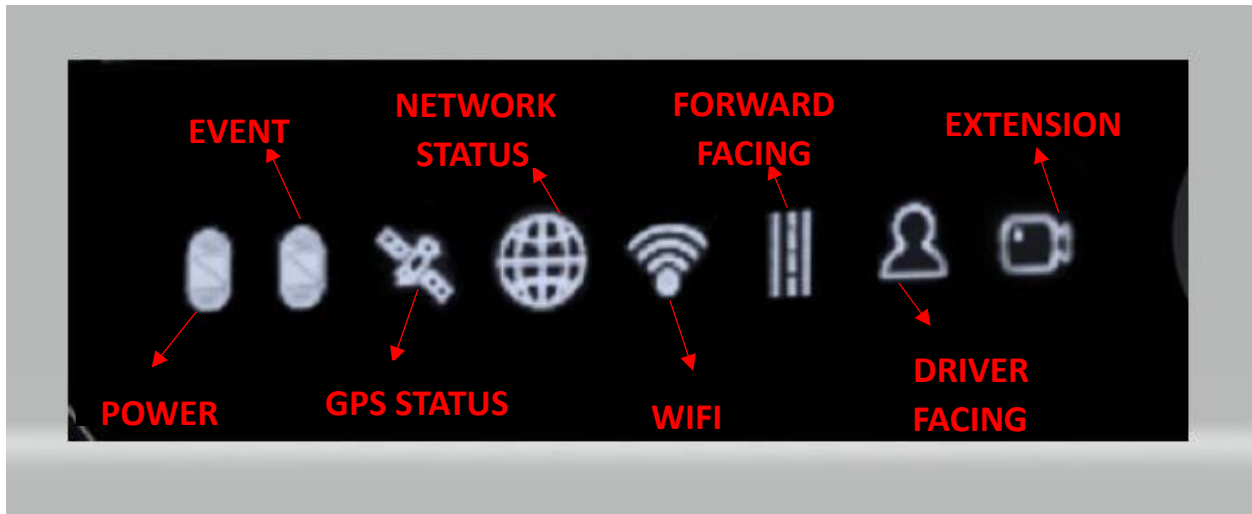


VT3500 Device Icons



Power:

Indicator Light **GREEN** when device has power

Indicator Light **OFF** (no light) when device does not have power

[Troubleshooting Notes](#)

If customer indicates that device has been installed and there is no green power indicator light, check the following:

- All device cables are connected. If connections are within reach, disconnect and reconnect.
- Vehicle has ignition turned on. When ignition is on, give the device a minute to power up.

Event:

Indicator light will flash **RED** when an event occurs

- This is not commonly an icon used for device troubleshooting.
- Blinks **RED** three times when event occurs

GPS Status:

Indicator Light **OFF** (no light) when device has GPS positioning and functioning normally

Indicator Light **RED** when GPS error detected, positioning abnormal

If the indicator light is **RED** consistently:

- Check location devices and ensure there are no other devices that could be blocking signal
- Check SIM management portal for SIM activity
- Ensure vehicle is not in a building or covered area that might prevent network connection

If indicator light is **RED** periodically but device is reporting properly, no troubleshooting required, intermittent coverage with store and forward of data is common and handled by system

Network Status:

Indicator Light **OFF** (no light) when network connectivity is normal

Indicator Light **RED** when there network connectivity error is detected

If the indicator light is **RED** consistently:

- Check SIM management portal for SIM activity
- Check SIM management portal for network outage notification
- Ensure vehicle is not in a building or covered area that might prevent network connection

If indicator light is **RED** periodically but device is reporting properly, no troubleshooting required, intermittent coverage with store and forward of data is common and handled by system

Forward Facing Camera:

Indicator Light **OFF** (no light) when forward (road) facing camera is recording properly

Indicator Light **RED** when error is detected with forward (road) facing camera recording

Troubleshooting Notes

If the indicator light is **RED** consistently:

- Confirm device connections
- Confirm camera lens is not obstructed
- Confirm in platform if recordings are available for this channel

Driver Facing Camera:

Indicator Light **OFF** (no light) when driver facing camera is recording properly

Indicator Light **RED** when error is detected with driver facing camera recording Troubleshooting Notes

If the indicator light is **RED** consistently:

- Confirm device connections
- Confirm camera lens is not obstructed
- Confirm in platform if recordings are available for this channel

Extension Camera:

Indicator Light **OFF** (no light) when extension (accessory) camera is recording properly

Indicator Light **RED** when error is detected with extension (accessory) camera recording