

Frequently Asked Questions



Recording

Will I know when Road-iQ is recording?

Yes. If the VDS is recording, REC on the Road-iQ Connect app Drive Mode screen will be in red. If REC is black, recording is paused. Pause or resume recording by tapping the REC square.

How much additional storage do I need?

There are a number of factors to consider when determining storage needs, such as the number of cameras you have, the number of hours you drive per day and how many days per week you drive. See Road-iQ's Video Memory Calculator to help make a determination on the amount of storage you need for your application.

How do I retrieve recorded video? What are the various ways I can get videos off of the USB memory stick?

Retrieve video on the iPad by using the share feature in the Road-iQ Connect app to send to a remote device via text or email. You can also remove the USB-connected flash drive from your VDS and plug it directly into your computer to view the files. For more information on alternative methods of storage, see the Road-iQ Memory Comparison Chart.

How do I upload a video from the VDS to the portal for viewing remotely?

Event triggered video will automatically show up on the portal. This can happen one of two ways: an event occurs (hard braking, etc.) or you manually tag a video by tapping the 'User Event' star to generate an event. In both of these cases, the video will automatically upload to the portal and will be accessible for download.



Road-iQ Connect App

How do I download and install the Road-iQ Connect app?

Go to the App Store on your iPad. Search for "Road-iQ Connect" and click "Get" then "Install." See page 8 of this manual for detailed instructions.

What username and password do I use for the Road-iQ Connect app?

Use the same username and password combination you use for the VDS Control Panel.

How do I change my login password for the Road-iQ Connect app?

Connect to the Road-iQ VDS Control Panel using a web browser of your choice (typically reached at 192.168.2.1/cp). Login as user/admin. Navigate to the 'Users' tab. Enter your new password in the text fields provided and press "Apply." Note: You must have admin level authentication to change the admin password. Contact your administrator for changing your password.

What do the different colors of “REC” mean?

Red letters mean the VDS is recording. Black letters mean recording is paused.



Portal

Can I change my Portal login password?

For a new randomly generated password, follow one of the steps below. Note: at this time, personalized passwords are not available.

Option 1: At the portal login screen, click on ‘Forget Password’ and enter your login and email address. A new password will be assigned and emailed to you at the address provided.

Option 2: Contact your company’s Road-iQ portal Administrator for a new randomly generated password.

Option 3: You can talk with your Velvac/Road-iQ product support staff, and they can change your ‘user’ or ‘admin’ account password.

Can I change my VDS name as it appears in the Portal?

No, but your company’s Road-iQ administrator can update it. Note: it must only contain letters, numbers, or ‘-’. No spaces are allowed.



Wi-Fi

Does Road-iQ have Wi-Fi?

Yes, with Road-iQ you can have up to 8 smart devices connected to Road-iQ’s Wi-Fi at one time. If you choose to add the optional NetHub device, you and your passengers gain access to Verizon’s 4G LTE network, allowing you to access the internet when on the road.

How do I connect to the VDS via Wi-Fi?

Go to your device’s Settings/Wi-Fi page and confirm the Wi-Fi signal is on. Look for the Network address of your VDS (ex: Road-iQ –72:b3:d5:4d or customized Name as assigned by your VDS Admin staff) and click connect. If applicable, enter your password to connect.

Can I leverage a display currently in my vehicle?

Yes. Camera cabling can use a “Y” splitter to send the camera signal to a standard monitor and the Video Data Server. Note that you will be able to view live camera feed from a monitor, but without an iPad you will not be able to use the tools within the application’s interface that give you access to playing back recorded video and other important features.



VDS Control Panel

What is the VDS Control Panel?

The VDS Control Panel contains additional information and controls for your Road-iQ server. It is an access point for connection to various cameras, Wi-Fi and other administrative functions.

How do I access the VDS control panel, and view up-to-date settings and information?

From any browser, go to 192.168.2.1/cp and login. Note: you must first be connected to your VDS Wi-Fi hotspot to access.

What username and password do I use to login to the VDS control panel?

A: If you are the admin, use the username of 'admin' and the password (typically 'password') created during VDS setup.

A2: For other users, use the username 'user' and the password created by your admin person.



Triggers

What is the set threshold of a hard braking alert?

A negative speed change of 7mph/sec will trigger an alert. This is the insurance industry standard. The vehicle speed sensor on a per second basis is a much more accurate methodology than using GPS, since with GPS the signal can be lost and it is not as accurate in obtaining data.

What is the set threshold of a hard acceleration alert?

A positive speed change of 7mph/second.

Can the thresholds for hard acceleration and/or hard braking be changed?

Yes. Note: this change will only be made for large fleets that want a specific value change for all of their equipped vehicles.

How does the Road-iQ system's accelerometer measure for a potential crash?

It detects a change in the accelerometer, which measures G-Force, when the accelerometer exceeds 8G in any direction.

Troubleshooting Guide

Issue	Solution
<p>My iPad only shows a white screen when I open the Road-iQ Connect app</p>	<p>In most cases, restarting the Road-iQ iPad app will fix any unwanted or unexpected behavior. To do this, either swipe up on the iPad with four fingers, or double-tap the iPad home button. This will bring up the list of actively running applications on your iPad. Swipe the Road-iQ Connect app off the screen to terminate it. After terminating the Road-iQ Connect app, tap on the Road-iQ Connect app icon from the iPad home screen to restart it.</p>
<p>There is no connection to the VDS or it has become unresponsive and/or lost expected functionality</p> <p>OR</p> <p>My Road-iQ iPad app keeps disconnecting from the Road-iQ VDS while I am actively using it</p>	<p>First, ensure that the VDS is powered up and operational. In most cases, restarting the Road-iQ iPad app will fix any unwanted or unexpected behavior. To do this, either swipe up on the iPad with four fingers, or double-tap the iPad home button. This will bring up the list of actively running applications on your iPad. Swipe the Road-iQ Connect app off the screen to terminate it. After terminating the Road-iQ Connect app, tap on the Road-iQ Connect app icon from the iPad home screen to restart it.</p> <p>If you are still experiencing connection troubles, follow the below:</p> <p>If this issue is occurring via a Wi-Fi connection between the VDS and the iPad, your local Wi-Fi environment could be too busy to sustain a healthy connection between the VDS and the iPad. Try moving the iPad closer to the Road-iQ VDS. If behavior does not improve, try moving to a different location.</p> <p>If this issue is occurring via a USB connection, contact Road-iQ customer support for further diagnosis.</p>
<p>Wi-Fi signal not detected by iPad/PC/Mac/phone</p>	<p>Confirm your VDS has power. It may take a couple minutes for the Wi-Fi on the Road-iQ VDS to be detected when the VDS is first turned on.</p> <p>If the VDS Wi-Fi network is not listed in the iPad Wi-Fi Settings page, power cycle the VDS for 2 minutes by turning vehicle power off via ignition or auxiliary battery if connected. The VDS will appear in the list.</p>
<p>Wi-Fi connects to the wrong VDS or other host</p>	<p>Use iPad settings page to verify the correct VDS is listed. Select the incorrect device from the list. You will see a button that say "Forget this network." Tap this option for the incorrect connection to prevent the iPad from switching to a different Wi-Fi connection point in the future.</p>

Issue	Solution
Internet access via Wi-Fi not established	<p>Step 1: Confirm the NetHub has power, as indicated by a green light.</p> <p>Step 2: Go to the iPad's Settings page and verify the VDS has a Wi-Fi connection.</p> <p>Step 3: Verify you have cellular coverage by checking the bar icon at the top right on the app's Home screen. A green or yellow bar means there is a signal.</p>
Camera image is mirrored, flipped or inverted	<p>Incorrect OEM configuration setting. Contact Road-iQ support (support@road-iq.com).</p>
Data use is significant	<ul style="list-style-type: none"> • Only use the streaming video feature when someone is watching. • Do not send video "into the cloud" by mistake. • Do not broadcast video unless someone will watch the video in real time. • Limit hotspot data usage.
When driving and having others watch the live video feed, the video feed drops offline	<p>Some Verizon cell phone towers transitions have a "hard handoff" similar to a dropped voice call. The viewer may need to reconnect once the vehicle is registered on the next cell phone tower that supports 4G LTE.</p>
My iPad isn't charging	<p>Step 1: Check the "Cable Connections" icon in the top right hand corner of the Road-iQ Connect app to ensure you have a USB connection.</p> <p>Step 2: Check physical USB cable connection from NetHub to iPad.</p> <p>Step 3: Reboot / power cycle for 2 minutes.</p>
When I use my turn signals, engage reverse, or move faster than 5 MPH, I experience unexpected/unwanted behavior in the Road-iQ iPad app	<p>In most cases, restarting the Road-iQ iPad app will fix any unwanted or unexpected behavior. To do this, either swipe up on the iPad with four fingers, or double-tap the iPad home button. This will bring up the list of actively running applications on your iPad. Swipe the Road-iQ Connect app off the screen to terminate it. After terminating the Road-iQ Connect app, tap on the Road-iQ Connect app icon from the iPad home screen to restart it.</p>
VDS is not showing current/proper Geo-location or GPS location	<p>The GPS satellite signal may be weak at your current location. Move to a clear view of sky and away from tall buildings.</p>
After I upgraded to the latest software, I am unable to access Road-iQ Integrated Playback, LTS or STS files	<p>Reset your admin and user passwords from the VDS Control Panel. See above FAQ for instructions.</p>

If this list does not resolve the issues you are encountering, please contact Road-iQ customer support for further diagnosis.