



## Getting Started

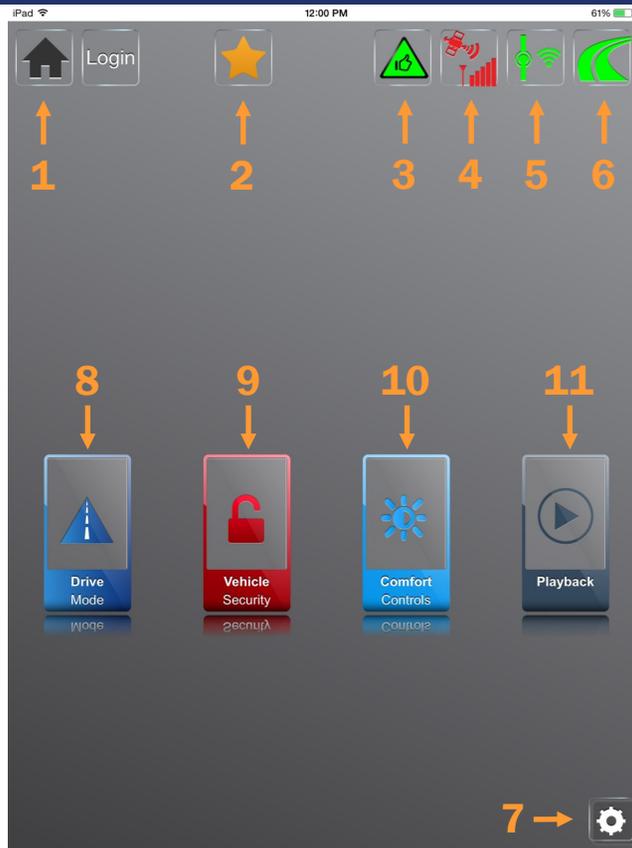
### Connecting the iPad and Road-iQ

1. First plug the lightning USB cable into the Road-iQ VDS USB port, or into either USB port in the NetHub (if equipped) 
2. Next, power the Road-iQ VDS by turning the vehicle ignition to the "ON" position. You may be prompted on your iPad if you trust the connection. Confirm that you do. 
3. From the iPad home screen, tap the "Road-iQ Connect" app icon to launch the app. 
4. When the app loads, verify connection between the iPad and the Road-iQ (The "Connections" icon should be green in color). 

### View Cameras Remotely

To access your cameras from a remote device such as a laptop or desktop computer follow these steps (note you may also access this from your iPad in the Road-iQ Connect Application by clicking the "Vehicle Security" button):

1. Go to your web browser and type in [my.roadiq.com](http://my.roadiq.com)
2. Enter your user name and password in the fields provided, then click "Login".
3. Once logged in you will see the Road-iQ portal's home page. Click the button labeled "ROADIQ".
4. Click the name of your vehicle. (If highlighted in green it means that your cameras are on and functional. If highlighted in gray, it means your cameras are off.)
5. Once clicked, on the left-hand side of the screen click "Video".
6. You will now see the video dashboard. To start a video stream, choose a camera from the dropdown menu, then click the red streaming button (it will change to green when clicked). Wait a few seconds for the stream to start, and you should now be able to see live video of your cameras.



### Launching Road-iQ Connect

1. From the iPad home screen, tap the "Road-iQ" app icon to launch the app.
2. Once the application is loaded, click the "Login" button in the top left-hand corner of the screen.
3. Enter your user name and password. These are case sensitive so "admin" and "user" must be used.

### Retrieving Recorded Video

1. To retrieve recorded video, remove flash drive from the NetHub or VDS. 
2. Plug your flash drive into the USB port of your laptop or desktop computer. 
3. Access recorded MP4 video footage. 

## Road-iQ Connect App

### Navigation

1. **Home:** Provides a quick link to commonly used sections of the application, such as the comfort controls or video playback.
2. **Important Event:** Pressing the gold star will cause a notable event flag to be generated in the video recordings that can be searched for later. Use this to easily find moments during your drive that you want to review later.
3. **Diagnostic Messages:** Alerts the driver to any current vehicle problems. If tapped when it changes to yellow or red, it will display a fault code and correlating error message.
4. **Signal Reception (GPS and cellular):** Indicates the strength of cellular signals being received and whether or not there is a valid GPS position available.
5. **Cable Connections (Vehicle & USB):** Indicates the connection status of vehicle's connectivity & USB or Wi-Fi as the connection used between the VDS and the iPad connections. If the connection status is Yellow then the vehicle's data bus is not reporting data.
6. **System Health:** The Road-iQ logo indicates system health. A green logo indicates that all systems are normal; yellow indicates the VDS is not connected or powered off; red indicates a system malfunction.
7. **Settings:** Most screens will have a "Settings" button in the bottom right hand corner.
8. **Drive Mode:** Access to live-streaming video and live data display, for use when driving.
9. **Vehicle Security:** Access live-streaming video across the internet for security monitoring.
10. **Comfort Controls:** Remote controls for various interior comfort systems such as HVAC and lighting.
11. **Playback:** Access to recorded video and data for playback.



## Setup

### Video Privacy Setup (optional)

Video Privacy is for setting up certain video cameras to prevent them from being used or recorded. Without disabling recording on cameras, the system records them at all times the power is turned on to the Road-iQ VDS .

- To login as an administrator, enter the user name and your new password in the fields below the Road-iQ logo and click "Submit".
- Click on "Video" in the Installer Control Panel.
- Under each camera (1-6) check "Enable" if the camera is not connected or should not be recorded or viewed. Uncheck "Enable" if the camera is not connected or should not be viewed or recorded.
- Check "Record" if the camera should be recorded. Clear Record if the camera should not be recorded or viewed.

	Enable	Record
View & Record	✓	✓
View Only	✓	
Not Used		

### Server Based Storage Setup (optional)

Admin privileges are required to complete the setup process. To login as an administrator, enter the user name and password that you created in the fields below the Road-iQ logo and click "Submit".

- Click on "Storage" in the Installer Control Panel.
- Insert your USB device into the VDS USB port or NetHub USB port.
- You should now see your device show up under the "Name" column and status should say "Available". Check the "Enabled" box under "Recordable".
- Click "Eject"
- Unplug your USB drive and wait until its name disappears from the control panel.
- Reinsert your USB device. Its name should appear and recording will begin.

Problem	Solution
<b>No Connection to VDS</b>	Ensure that the VDS is powered up and operational.
<b>Wi-Fi signal not detected by iPad.</b>	Use iPad Settings page to verify the VDS network is not listed. Power cycle the VDS for 2 minutes while watching the iPad's Wi-Fi settings page. Expect that the VDS will appear in the list.
<b>Internet access not established.</b>	Step 1: Be sure that you have a NetHub powered on. Step 2: Verify that you have Wi-Fi connection to the VDS. Step 3: Verify you have cellular coverage by checking the icon or on the app.
<b>Wi-Fi connects to the wrong VDS or other host</b>	Use iPad settings page to verify the VDS is listed. Select that device from the list. Consider using the "forget this network" option to prevent the iPad from switching to a different Wi-Fi connection point in the future.
<b>Camera image is mirrored, flipped or inverted.</b>	Incorrect OEM configuration setting. Can be corrected by loading a different configuration via the USB port. Contact Road-iQ support (support@road-iq.com)
<b>Cellular connection is significant.</b>	Only use the streaming video feature when someone is watching. Do not send video "into the cloud" by mistake. Do not broadcast video unless you really intend someone to watch the video in real time. Limit hotspot data usage.
<b>When driving and having others watch the live video feed, sometimes the video feed drops offline.</b>	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.
<b>iPad isn't charging</b>	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. Step 2: Check other physical USB cable connections (USB from NetHub to iPad). Step 3: Reboot / power cycle for 2 minutes.
<b>When I try to open my app it just shows a white screen</b>	If you encounter a white screen on your Road-iQ Connect app, it means the app is frozen. Follow these steps to fix the white screen issue: Step 1: Double tap the iPad "Home"