

MDVR Error Troubleshooting Checklist

backwatch.co.uk — Fleet Vehicle Safety Equipment

Black Screen / No Image

- ☐ Check power supply — confirm 12V/24V at MDVR power leads
- ☐ Reseat camera connectors (BNC or aviation plug)
- ☐ Check camera channel assignment in MDVR menu
- ☐ Test with a known-good camera on the affected channel
- ☐ Inspect cable run for damage or pinching
- ☐ Reformat storage if 'No HDD' alert also present

Storage / HDD Error

- ☐ Check HDD/SD card seating — remove and re-insert
- ☐ Format storage via MDVR menu (not via PC)
- ☐ Confirm storage type is compatible with MDVR spec
- ☐ Replace SD card if format fails repeatedly
- ☐ Check for overheating — ensure MDVR ventilation is clear
- ☐ Verify storage capacity does not exceed MDVR maximum

GPS Not Logging

- ☐ Confirm GPS antenna has clear sky view — not under metal
- ☐ Check GPS antenna cable at MDVR input port
- ☐ Allow 5–10 minutes for satellite acquisition on first use
- ☐ Check time zone setting in MDVR menu
- ☐ Test GPS fix with static vehicle in open area
- ☐ Replace antenna if no fix after 10 minutes in open sky

MDVR Shows Offline on Platform

- ☐ Confirm SIM card is seated correctly in MDVR SIM slot
- ☐ Check SIM data plan is active and not exhausted
- ☐ Verify APN settings match network provider requirements
- ☐ Test 4G signal in vehicle location
- ☐ Reboot MDVR — hold power button or disconnect and reconnect power
- ☐ Check platform for any server-side outage notifications

Wrong Timestamps on Footage

- ☐ Set correct date, time, and time zone in MDVR menu
- ☐ Confirm GPS time sync is enabled (auto-corrects via satellite)
- ☐ Check whether NTP is configured on connected system
- ☐ Re-check after GPS fix — time corrects automatically when GPS locks

G-Sensor Not Triggering

- ☐ Review G-sensor sensitivity setting — reduce threshold if too high
- ☐ Check G-sensor axis orientation matches MDVR installation angle
- ☐ Confirm G-sensor events folder in MDVR storage is not full
- ☐ Test trigger manually: sharp brake application in safe area
- ☐ Update MDVR firmware if sensitivity adjustments have no effect