

Step 1 — Check the Vehicle's Cellular Signal

- ☐ Open the fleet platform and check the vehicle's last GPS update time
- ☐ Confirm the vehicle is not in a known dead zone or underground location
- ☐ Check the camera power indicator is on (ask the driver if needed)
- ☐ Wait for the vehicle to move to better signal coverage if required
- ☐ If the vehicle shows permanently offline despite driver confirming it is powered, suspect SIM issue — proceed to Step 6

Step 2 — Confirm the Platform Subscription

- ☐ Log into the fleet platform billing/account section
- ☐ Confirm live view is included in the current subscription tier
- ☐ Check the subscription renewal date — has it recently lapsed or downgraded?
- ☐ If live view option is absent from the vehicle menu, resolve subscription before further diagnosis

Step 3 — Check Firmware and Software Versions

- ☐ Check the MDVR firmware version in device settings or the platform's device management screen
- ☐ Ask your supplier what the current expected firmware version is for your MDVR model
- ☐ Check whether a platform update has been applied in the last 48 hours
- ☐ If firmware is behind expected version, apply the update and retest
- ☐ Confirm the fleet management app/browser client is up to date

Step 4 — Eliminate VPN and Firewall Interference

- ☐ Check whether VPN software is running on the device you use to access the platform
- ☐ Temporarily disable VPN entirely and attempt live view — did it connect?
- ☐ If yes: request IT add the fleet platform domain to the VPN split tunnel exclusion list
- ☐ Test live view on a mobile phone using 4G data (bypasses office firewall entirely)
- ☐ If it works on mobile but not office WiFi, contact IT to whitelist RTSP port 554 / RTMP port 1935 / HTTPS port 443
- ☐ Confirm your fleet platform supplier can provide the exact streaming endpoint addresses for IT to whitelist

Step 5 — Try a Different Device and Browser

- ☐ Access live view from a different device and a different network (4G mobile, not office WiFi)
- ☐ Clear the browser cache and cookies on the primary device

- ☐ Try a different browser (Chrome, Edge, Firefox) to rule out browser compatibility issues
- ☐ If live view works elsewhere but not your primary device, isolate the device/network issue

Step 6 — Investigate the Vehicle (MDVR and SIM)

- ☐ Contact supplier with the MDVR serial number — ask them to check SIM status remotely
- ☐ Check whether MDVR indicator lights are behaving differently than normal (restart cycle?)
- ☐ Check for recent electrical work on the vehicle that may have affected MDVR wiring
- ☐ Inspect wiring connections at the MDVR power input — loose joint or blown fuse?
- ☐ Provide supplier with: vehicle reg, MDVR serial, firmware version, time issue started, different-device test result

Prevention — Ongoing Checks

- ☐ Test live view access across the fleet at least once a month
- ☐ Audit MDVR firmware versions against current expected version quarterly
- ☐ Document fleet platform network requirements with IT (ports, streaming endpoints)
- ☐ Set a calendar reminder 2 weeks before subscription renewal to confirm feature tiers