



Parksafe Automotive Limited

Camera Maintenance and Use

Date: 06/09/16

Category: Cameras

Camera maintenance and use.

It's is very important to maintain your vehicle camera, failure to do so my result in lost video, damaged SD cards and possible problems with camera.

It is recommended that you become familiar with the cameras features and its operation. Manuals are provided with the camera and are also available from the Silent Witness website, www.silentwitness.co.uk. Manuals on the Silent Witness website may be more up to date due to any new firmware updates.

Any technical help documents will be available on the Silent Witness website.

Check www.silentwitness.co.uk for any firmware updates for your model of camera on a monthly basis and only use firmware that is provided by Silent Witness.

Camera.

It is recommended that the camera is checked at the start of every journey to make sure the power cable is connected, the camera is looking in the correct direction and there are no warnings being flagged up. Make sure the lens is clean and the camera is securely mounted. Check for proper operation of the camera and any ventilation holes are not blocked.

Internal Memory, Memory Cards and Hard Drives .

It is highly recommended that the storage device is regularly formatted. This should be done at least every month and no longer, the more regular the better. Ideally the memory should be formatted by the camera system for optimum results. If formatting SD cards outside of the camera it is suggested to use SD Formatter (www.sdcard.org)

Do not format the memory until you have saved any important data.

Formatting will keep the storage medium in an optimum condition, preventing buildup of lost files or bad files and allow maximum use of the storage capacity and helps prevent recording failures.

Formatting can often remove problems you may be seeing and can improve the cameras general operation.

SD and microSD Cards

We suggest that you buy your SD and microSD cards from a known supplier who you can trust. EBay and Amazon are well known for selling poor quality fake cards, even brand name cards can be fake, not only can these fail they can often cause serious issues in the cameras operation. Buying a brand name is not always a sign of reliability. If in doubt, contact Silent Witness for advice.

Errors and omissions excepted. Copyright 2016 Parksafe Automotive LTD. All rights reserved.

Memory life.

SD and microSD cards are considered as consumables and should be treated this way. Hard Drives also have a life. Vehicle recording systems stress memory to a level that will reduce their effective life. It is recommended that if the recording system is used on a daily basis you should consider replacing memory after 6 months with a maximum replacement time of no more than 12 months.

Check your videos.

It is highly recommended to check the videos on the memory from time to time to make sure the videos are being recorded as expected.

Problems with your camera.

The first thing to do is check what firmware you have, quality of memory and have you formatted the memory recently. If not please format the memory first and check to see if you still get the same issues. Then try a firmware update or just re-installing the firmware can sometimes help.

What to do after an accident or incident. Prevent overwriting.

Deal with the accident or incident first. Then remove the power to the camera and if you can remove the memory and put in a safe place. If you can't remove the memory leave the power disconnected. Do not leave the camera powered up with important footage that you need. Some cameras will record over the data after a set time, removing the power will prevent this from happening. Don't tempt fate. If you want to continue to use your camera, then use new memory or save the file there and then. If your camera has Wi-Fi, then you can download the video to the device connected to it to protect the data.

We strongly suggest you don't use the camera after an accident or incident until you have saved the data.

Checklist.

- Understand how your camera works.
- Check camera operation, mounting and power on a regular basis
- Format memory on a regular basis.
- Check for new firmware.
- Play some video files back from time to time.
- Don't use poor quality memory.
- Don't leave the camera on after an accident or incident.

Most of all don't just fit and forget your camera. Maintain it.