force
Fleet Tracking™

# IMPORTANT SOFTWARE UPDATE FOR YOUR TRAKVIEW DASHCAM(S)

- One or more of your TrakView Dashcams has likely been impacted by a critical software bug, which can cause them to go offline.

- Once the dashcam goes offline, we are unable to fix the problem by remotely updating the dashcam's software.

- This package includes one (1) 32 GB micro SD memory card for each dashcam we believe has been impacted.

- Each card is preloaded with a software fix and must be inserted into an impacted dashcam to bring it back online.

IMPORTANT NOTES

- Each preloaded micro SD card can only fix one dashcam, which is why we have provided one (1) card for each dashcam that we believe requires an update.

- Once used, you can discard the card with the software update or keep it for other purposes.

- Remember to reinstall the original 256 GB micro SD card after you've completed the update.

# HOW TO IDENTIFY A VEHICLE WITH AN OFFLINE DASHCAM

- To identify any "offline" dashcams in the Force Fleet Tracking web or mobile apps, go to the map view and look for any vehicles that are marked with a dark gray icon that says "Offline". You can also check the status in the "Vehicles" section.

- Tap on the vehicle icon and it will open up the exact details of the vehicle, including the make, model, and year.
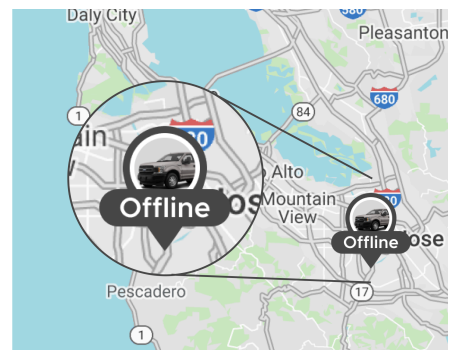
UPDATE YOUR DASHCAM'S SOFTWARE

STEP 1 - Remove the existing 256 GB micro SD card

- Confirm that your vehicle's engine is turned is OFF.

- Confirm that your dashcam is plugged into the OBD-II port.

- Locate the micro SD card slot at the **bottom of the dashcam –** it's beneath a rubber pull-tab cover.

- Open the cover and remove the current micro SD card from the slot labeled "SD".

- To release the card, push it in (use your fingernails or a tool like a small slotted screwdriver) and it should "click" to release.
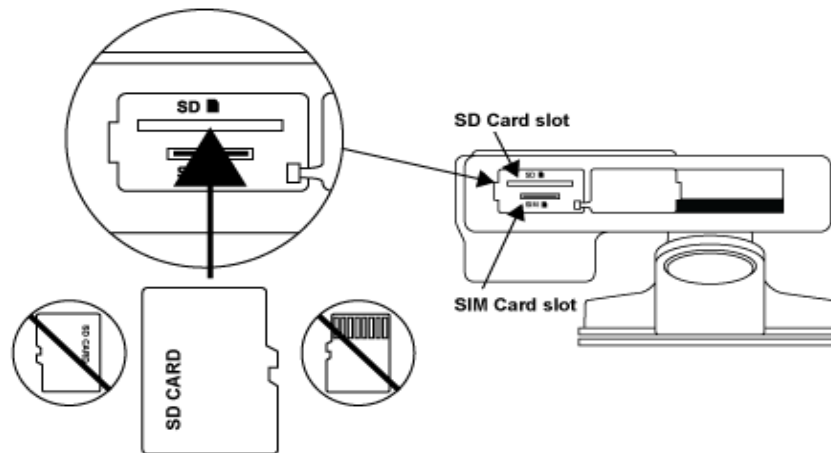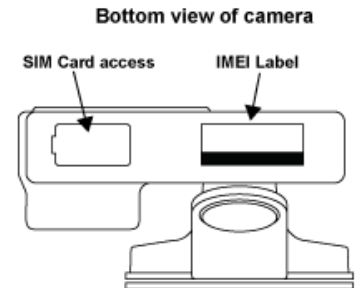
STEP 2 - Insert the new micro SD card with the software update

- Insert the new software update card into your dashcam. (Note the card orientation in the image above.)

- **IMPORTANT:** Make sure the card "clicks" into place – you'll feel some pressure when you are pushing it in.

STEP 3 - Start the software update

- Start your vehicle's ignition to begin the software update.

- **IMPORTANT:** The update may take several minutes. Please leave your vehicle running to ensure that the dashcam remains powered on. Do not press any buttons on the dashcam.

- The dashcam will make an audio alert stating "Update Complete" when finished.

STEP 4 - Verify that your dashcam is back online

- Check your vehicle in the Force Fleet Tracking web or mobile app. Your vehicle's status should have changed from "Offline" to "Parked" or "EnRoute".

- A good LTE signal will be indicated by a solid GREEN light on the dashcam.

STEP 5 - Reinstall the original 256 GB micro SD card

- Remove the micro SD card with software update and reinsert the original micro SD card.

- Any trip data that was on the original micro SD card, including video clips, will still be available.

STEP 6 - Repeat this process for any other "offline" dashcams

- Follow steps 1 through 5 for any other dashcams that require the software update.

- **Reminder:** Each micro SD card with a software update can only be used to update one dashcam.

QUESTIONS? NEED MORE HELP?

- We know how busy you are and we are extremely sorry for any inconvenience this issue is causing for you, your team and your business.

- If you require any additional assistance with the software update process (including additional SD cards with the software fix), or if you would like to request replacement dashcams instead of doing the software update, please get in touch with us directly. We're here to help!

- **Force Fleet Tracking Customer Support:**

  - Phone: **1-806-855-8255**

  - Email: customerservice@forcefleettracking.com