



FAQ's - ZR4

Q: Why doesn't the device shut down when the ignition switches off?

Solution 1: Check to make sure the System Set, Time Set, Shut Down Delay functions are ON.

Solution 2: Check the power cable.

Q: Why is the device not recording normally?

Solution: Please check whether the Record Status is ON and whether the record time is correct. The correct is "everyday, timing, 00:00 to 23:59".

Q: The audio cable is connected to the device, but why can't I hear station announcements?

Solution 1: First check station announcement file and make sure the external station announcement audio is loaded on your device.

Solution 2: Make sure the station announcement function is ON, then set the period to "7 am to 8 pm".

Q: My MDVR is plugged in, so why can't I see anything on the monitor?

Solution 1: Please make sure that the cables connecting 1) the monitor and MDVR and 2) the camera(s) and MDVR are correctly connected to ensure the video input signal is valid.

Solution 2: Please check to make sure the HDD is correctly connected to the device. If the HDD installation is incorrect the Power LED will flash continuously. During this time, the device will test the HDD again and again and there will be no response on the monitor.

Solution 3: Check whether the power switch and ignition switch are on.

Q: Why does it take so long to download the events and logs?

Solution 1: The software is affected by many factors such as network card, network circumstance and bandwidth. Assuming the ideal LAN setup, the best achievable speed is 1MPBS. Also, a PC with two network cards will affect the transfer speed.

Solution 2: The software will download all the events and logs stored in the MDVR HDD. So we suggest if you just want to copy one event or log, consider using the CF card or USB.

Q: How do I find a specific incident in the video?

Solution: The date and the time-stamped time of the video clip are in the center of the video file.

Example:

0000000022220000-080110-154010-12001000000.m65

The date in this file is 08-Jan 10 (Jan. 10, 2008) and the video file begins at 1540:10 (3:40 pm & 10 seconds), stated in military time.

Q: How do I collect the video from the ZR4?

Solution: There are three possible ways to collect video. One is through an actual video connection using the module's video-out connectors and on-board software. The second is by removing the module's removable hard drive and connecting through the USB port to your desktop or laptop. The third and perhaps easiest is via wireless download. This method requires Zepco's optional wireless radio, but the cost is recaptured via the convenience of downloading from your office!

Q: Can the ZR4 track other functions of the vehicle?

Answer: Yes. The ZR4 can track up to eight 12v signals— lights, brakes, turn signals, etc. With Zepco's optional passive-GPS module, the ZR4 will also record vehicle speed and location for your review once the vehicle returns.

Q: Can the ZR4 record audio?

Answer: Yes. The ZR4 will record using up to 4 microphones (each recording separately on its own audio channel!). With the ZR4 analyzer software, the audio can be segmented between video shots to allow listening to audio at different locations positioned throughout your vehicle.

Q: Is the Video encoded?

Answer: Absolutely! Zepco understands keeping evidentiary-quality video is paramount for all users & it is standard operating procedure for the ZR4! The video is encoded and can only be opened in the ZR4 software. Once the video has been opened it can be saved and copied in any generic format to be emailed and viewed by others, however the encrypted original video remains encoded and unalterable.

Q: Where is the unit mounted in the vehicle?

Answer: The ZR4 can be installed virtually anywhere you want it. The total size of the device is approximately 9.5" long X 7" wide X 3" tall. Up to 4 cameras and 4 microphones can be mounted anywhere inside OR outside your vehicle.

Q: What do I do when I'm having trouble with my ZR4?

Answer: Call your dealer or Zepco immediately—your Zepco-authorized dealer is selected for the reliable care and support they extend to their clients! Should you ever have a problem, your dealer OR Zepco are available to troubleshoot and solve any issues or concerns you may have.

FAQ's - ZTR9200™

Q: Why would I need a digital trip recorder? - I trust my drivers!

Answer: The sole purpose of the ZTR9200™ is to help lower operating cost, not get drivers in trouble! Even the safest drivers have bad habits with respect to economical operation of their vehicles. The ZTR9200™ helps fleet owners/operators identify idle time, hard braking, hard accelerating, speeding - all things that increase the cost of fleet operations.

Q: How do I get information off of the ZTR9200™?

Answer: With a datalink cable and a laptop, all of the information on the ZTR9200™ can be downloaded in seconds.

Q: What is the biggest cost savings report generated by the ZTR9200™?

Answer: This depends on your specific fleet operations. However, most fleets can easily pay for the ZTR9200™ with data from the Excessive Idle report. With the ever-increasing cost of fuel, this report will tell operators how much time is spent idling AND when it occurs (and don't forget the cost of that idle driver's time!).

Q: Is the information on the ZTR9200™ time stamped?

Answer: Yes, ALL information on the ZTR9200™ is time stamped, to the SECOND (DD:HH:MM:SS), making the reports reliable and defensible.

Q: How long has the ZTR9200™ been around?

Answer: The ZTR9200™ was launched into the transportation industry across North America in 1992 and is purchased by fleets around the world. The device is incredibly reliable and rugged making it a solid retrofit device for existing fleets and a solid addition to all new vehicle purchases.

Q: Can the ZTR9200™ be tampered with?

Answer: The information in the ZTR9200™ can only be read by someone with the software and download cable. With solid-state memory the device can withstand a severe impact and still have information recovered from the memory banks. With the dimensions of a small book, the ZTR9200™ can be concealed and locked away from driver access.