



Edge Troubleshooting Guide

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A. CPU will not power on

Cause: Burnt Molex or burnt power board component

1. Turn the power switch to off on the Edge unit and turn it on after 10 seconds
2. Turn on the vehicle
3. Check for the CB, PWR and ACC light on the CPU if they are on
4. If not, then check the Molex connection
5. Molex is the 9 color wires connector connected to the CPU
6. Turn off the vehicle
7. Disconnect and reconnect the Molex to the CPU
8. Turn on the vehicle
9. Check for the CB, PWR and ACC light on the CPU if they are on
10. If not, obtain a voltage meter reader
11. Measure the car battery to make sure it has 12.96v or higher
12. Measure the voltage of Molex's black and red wire to make sure it has 12.96v or higher
13. If not, then check the wiring for damages or loose connection.
14. Also check for burnt Molex pin
15. Any physical damages will need to send the Edge unit for repair

B. New System Not Booting Into Mobile Recorder

All new EDGE vehicle installations will require a newly checked out mobile hard drive (MHDD) on its initial boot-up. The template for this new vehicle should have been created in the BO (DVMS) and the new vehicle's unit number or id should have been added to this template. Always confirm the MHDD is properly checked-out to the correct vehicle template.

C. Hard Drive Check Out

Always attempt to re-checkout the hard drive to resolve an issue. Incorrect files or hard drives pulled out of the cradle too soon before the files finish writing to the drive, are a main cause of errors on the system.

1. Check out the hard drive
 - a. Rechecking out the hard drive is your first step to try when resolving an error in the vehicle.
 - b. Easiest way to resolve an issue
2. Verify the In Car Unit is in the correct template under Setup > In Car Unit Setup
3. Any time the hard drive is checked out, it gets updated files and user information from the server which is then copied into the internal drive of the unit when inserted and booted up.

D. Incorrect Time and Date

Cause: Puffy Capacitor or CMOS battery

1. Connect the external USB keyboard to the monitor USB port
2. Select on Menu from the Mobile Recorder camera view
3. Press ESC key on the keyboard 3 times to exit the Mobile Recorder
4. Select Start then select Log off
5. Log on with administrator as username and ***** as password
6. Select log on without entering the password at the officer log on screen
7. Select cancel to exit the Mobile Recorder
8. Select the time icon located on the bottom right of corner of the task bar
9. Select change date and time setting
10. Select change date and time and select the correct date and time and Select ok and ok
11. Select start then shutdown
12. Turn off the vehicle
13. Turn the power switch to off on the Edge unit and turn it on after 10 seconds
14. Turn on the vehicle
15. Press the power button on the Edge monitor to turn the unit on
16. Log on with the officer id and password
17. If the Date and Time does not save the setting, we have to replace the CMOS battery/Capacitor
18. We will need to create a RMA ticket to replace the CMOS battery/Capacitor

E. Blue screen (BSOD) on power up

Cause: missing some system required files

1. Turn off the vehicle
2. Turn the power switch to off on the Edge unit and turn it on after 10 seconds
3. Turn on the vehicle
4. Press the power button on the Edge monitor to turn the unit on
5. If Blue screen is still present, we will need to reimage the Edge unit
6. Turn the power switch to off on the Edge unit
7. Remove the MHHD
8. Insert the USB ghost image flash drive into the Edge CPU USB port 1
9. Turn on the power switch on the Edge unit
10. Press the power button on the Edge monitor to turn the unit on

11. Edge unit will boot into a black command prompt screen with blinking cursor C:\user\ _
12. Ghost image will load and automatically process the reimage to completion
13. Remove the USB ghost image flash drive
14. Reinsert the MHDD (preferably a fresh check-out MHDD)
15. Press continue to reboot the Edge unit
16. This will reload all program files and should be working now.

F. MHDD disconnect frequently, MHDD not connected or Getting Red X error

Cause: MHDD adapter board

1. Remove and reinsert the MHDD and check for error
2. Wiggle the MHDD and check for looseness, does it connect and disconnect
3. Check to see if there is Mylar is attached on this MHDD
4. Run the Check Disk and format MHDD and test
5. If step 1-4 failed, then it could be the MHDD or CPU
6. Try another MHDD and check for error
7. If there is no error on the second MHDD, then we need to replace the MHDD
8. If there is error on the second MHDD, then we will need to replace the CPU

G. System intermittently freezes

Cause: Bad sectors

1. Run scandisk on the C, D and E drive
2. Connect the external USB keyboard to the monitor USB port
3. Select on Menu from the Mobile Recorder camera view
4. Press ESC key on the keyboard 3 times to exit the Mobile Recorder
5. Select Start then select Log off
6. Log on with administrator as username and ***** as password
7. Select log on without entering the password at the officer log on screen
8. Select cancel to exit the Mobile Recorder
9. Select on Start then My Computer
10. Select on C drive and right Select on it and select properties
11. Select on Tool, Select on Check Now
12. Select on Scan for and Attempt to recovery of bad sectors
13. Select on Start
14. Repeat step 9-13 for the D and E drive
15. Format the E drive once a month (after the videos are uploaded)
16. When possible, format the D drive (this will delete all videos in this drive)

17. To Format the drive
18. Select on Start then My Computer
19. Select on D drive and right Select on it and select format
20. Select Quick format and Select on Start
21. Repeat step 18-20 for the E drive

H. Unit becomes unresponsive.

1. Shut down the unit by holding down power up button for 5 sec. This will shut the system down.
2. Boot unit back up and log on. Wait the pre-event time and shut down system properly.

I. Determining if it is a Software or Hardware Problem

If the specific issue is across multiple or all vehicles, it is likely software related. If the issue is related to only cars within a specific in car unit template it may be a template setting that is set incorrectly in the in car unit setup. If the issue is specific to one car, Complete the following steps 1-5 to better determine if it is a hardware related issue.

1. Restart the in car unit (Perform a Complete Shutdown wait 10 seconds and Restart)
2. Re-Check Out the Removable Hard Drive
3. Verified the in car unit profile is correct
 - This can be done in the back office under Setup > In Car Unit Setup. Verify the car/unit number is under the same template as the cars related to it. If it is a one off, such as a K9 car, keep in mind this should be in a separate template designated with only a Front Facing camera and no rear facing camera.
 - If it is under the incorrect template, drag it into the correct template. Then Re-Checkout the hard drive.
4. Reimage the in Car Unit's Internal Hard Drive via the Tech Support Kit's Ghost Image Stick. (Instructions in this document)
5. Reseat the pigtail connection for the component not functioning, both on the component side and CPU side of the extension cable.

If the steps above have been completed, you can further determine if it is hardware by replacing the component that is not functioning in the vehicle, for example.

- Use a spare extension cable to determine if the extension cable is bad/damaged for the part not working properly. You do not have to rewire to check, simply run the cable on the outside of the vehicle from the CPU to the component. Have fleet/outfitter Replace cable if this resolves this issue.

- If the microphone is not functioning/syncing, take the mic out of another vehicle and try to use it in the vehicle that is not working, if it still does not work, try the same with the receiver module (Sync Base) that connects to the CPU by disconnecting the Red Pigtail and connecting a spare. Note: If the receiver is hard mounted you can just unscrew the 2 screws that hold the receiver card on top of the receiver (The part that you sync the mic to) and swap the receiver out that way if needed, unless pigtail damage is suspected.



- If the camera does not show up on the live view screen, connect a spare camera or swap one from another vehicle to see if it functions properly.
- Connect a component direct to the CPU (Module typically mounted in the trunk that holds the removable hard drive) to rule out the extension cable in between the components. Please note: The Monitor (Black Cable) will need a gender changer/adaptor to be able to hook the monitor up direct to the CPU, all other cables will connect direct without a gender changer.

J. Edge Cables and Extension Details

All Cables and Extensions running between Components are color coded at the plug for easy identification.

Black – CPU to LCD



Blue – CPU to Optional 2nd Detached Camera



Green – CPU to Primary Camera





K. Properly Exiting from Mobile Recorder to Get Access to Windows

Properly exiting from Mobile Recorder will allow you access to the windows desktop and logging off and back on as administrator to access tools and drives necessary for troubleshooting. Please see your administrator for administrator username and password for the system.

Exiting from task manager or just logging off without properly existing will cause the I/O to become unresponsive on the next startup and will trigger a recording via I/O saying the light bar is activated. If Mobile Recorder is exited this way and causes this issue, stop the recording and properly exit by going to Menu > Exit System > Upload and Shut Down or Shutdown. On next boot the system will boot correctly.

There are 2 ways to exit Mobile Recorder without going into task manager. Plug in a USB keyboard into the monitor.

1. When at the Log On screen, put the cursor in the user id field and hit the ESC key on the keyboard.
2. If already in Mobile Recorder go to Menu, once at the Menu screen, Select the ESC key on the keyboard to exit

After exiting Mobile Recorder, Log off as regular user and log on as Administrator to gain access to the C, D, and E Drives, note that mobile recorder will launch when logging on as Administrator (Please see Administrator for Password), hit the esc key when the Mobile Recorder logon screen comes up again to exit.

To log back on as the user either reboot the system which will return to normal system operation or log off and log back on with the user account.

Username: user

Password: user

L. Reading Log Files to Determine the Cause of an Issue

*Log files are located on the in car unit under the **C:\program files\mobilerecorder\logs** folder.*

The log files can be useful in determining what is going on with the system from when videos start/stop, video upload issues, power issues (Shows voltage readings of car and UPS battery), triggers, com port GPS errors, etc. Obtaining the logs from the in car unit and reading through the time when the error was reported can help determine the cause of the error.

An example of this would be if the officer reports the unit is shutting down much earlier than when the unit is set to after the ignition is off. If this is the case you can review the logs and see whether the car battery is dropping voltage to quickly and may need to be replaced, or if it is shutting down based on the time settings set in the in car unit template, or if it is just hard shutting down.

You can also determine when an officer triggers a recording and stops a recording in case there is a discrepancy in that they are saying they recorded but the recording did not show up, even shows when a failsave video is deleted. Below is a small example of part of a log, keep in mind when you open the log there is one log per day, and labeled by the unit id and date and time, and there will be much more information shown than in this short excerpt.

Logs may be requested when contacting Coban technical support, so copying the log before contacting tech support is good practice, therefore calling in the vehicle again or going back out to the vehicle is not needed to get them.

```

30000192-log20141205-8944.txt - Notepad
File Edit Format View Help
12/5/2014 4:46:44 PM CPU: 74% mobile.mdb is good
12/5/2014 4:46:44 PM CPU:100% Try to connect Edge powerboard
12/5/2014 4:46:44 PM CPU:100% Configuration File: E:\cobanvideos\data\config.xml
12/5/2014 4:46:44 PM CPU: 40% wireless mic version: 04740500
12/5/2014 4:46:44 PM CPU: 88% Mic1 transmitter version: 04700400
12/5/2014 4:46:44 PM CPU: 13% Mic2 transmitter version: 04700400
12/5/2014 4:46:44 PM CPU:100% Initialize wireless mic successfully
12/5/2014 4:46:44 PM CPU:100% OpenCommPort
12/5/2014 4:46:44 PM CPU:100% command line:
12/5/2014 4:46:44 PM CPU:100% winuser = Administrator
12/5/2014 4:46:44 PM CPU: 43% Message window opened, message: The last wireless upload was unsuccessful due to 1
12/5/2014 4:46:44 PM CPU: 29% xbc4 F/W ver:1.11..
12/5/2014 4:46:44 PM CPU: --% cameracontrol connected
12/5/2014 4:46:44 PM CPU:100% wndcamera = 66094
12/5/2014 4:46:44 PM CPU: 12% autoupload.exe 10331,10431 started
12/5/2014 4:46:44 PM CPU: 24% autoupload connected
12/5/2014 4:46:44 PM CPU: 4% user did not respond to the message.
12/5/2014 4:46:44 PM CPU:100% Mobile Hard Drive disconnected
12/5/2014 4:46:44 PM CPU: 6% Start to open YUANCARDlib
12/5/2014 4:46:44 PM CPU: 50% YUANCARDlib opened
12/5/2014 4:46:44 PM CPU:100% Yuan Card SDK Version: 115
12/5/2014 4:46:44 PM CPU: 35% Menu is up
12/5/2014 4:46:44 PM CPU:100% System start up. Mobilerorder version: 3.4.21 SDK version: 115 Firmware version:
12/5/2014 4:47:33 PM CPU: --% wireless mic version: 04740500
12/5/2014 4:47:33 PM CPU: --% Mic1 transmitter version: 04700400
12/5/2014 4:47:33 PM CPU: --% Mic2 transmitter version: 04700400
12/5/2014 4:47:33 PM CPU: 21% Mobile Recorder started: Edge, Dual Cam, Dual Wl Mic
12/5/2014 4:47:33 PM CPU:100% MHDD Serial No: 30000192
12/5/2014 4:47:33 PM CPU: 31% frmLogin loaded
12/5/2014 4:47:34 PM CPU: 56% Server 192.168.11.2 is not available
12/5/2014 4:48:34 PM CPU: 8% Switch to Car battery
12/5/2014 4:50:34 PM CPU: 10% Car: 13.48V, UPS: 14.39V, Temperature: 32F
12/5/2014 4:53:34 PM CPU: 10% Car: 13.40V, UPS: 14.39V, Temperature: 32F
12/5/2014 4:53:34 PM CPU: --% CB_UVP: 10.5
12/5/2014 4:53:34 PM CPU:100% PB_UVP: 11
12/5/2014 4:53:34 PM CPU:100% ON_DELAY: 3
12/5/2014 4:53:34 PM CPU:100% LOW_DELAY: 3
12/5/2014 4:53:34 PM CPU:100% D_MIN: 250
12/5/2014 4:53:34 PM CPU:100% T_MIN: 5
12/5/2014 4:53:34 PM CPU:100% THRM_HIGH: 188.6F
12/5/2014 4:53:34 PM CPU:100% THRM_LOW: -4F
12/5/2014 4:53:34 PM CPU:100% THRM_NOW: 74.3F
12/5/2014 4:53:34 PM CPU:100% PB_GOOD: 12
12/5/2014 4:54:46 PM CPU: 8% PC01957 emergency login
12/5/2014 4:54:46 PM CPU: 13% Officer PC01957 system logged on
12/5/2014 4:54:46 PM CPU:100% InitQuickLogon
12/5/2014 4:54:48 PM CPU: 52% logged for process, video ending time is 11/27/2014 10:13:26 PM, file: PC01957@201
8001.video PC01957@20141127221011 start at 3015 second end at 11/27/2014 10:13:26 PM from buffer file PC01957@2014

```

The log files are also uploaded to the server; please refer to the admin manual for more detail on obtaining logs from the server.

M. Power/System Shutting Down Related Issues

(If you Experience Issues Booting, System Shutting Down, Light Bar Not Triggering, etc)

1. Visual Indicators on the CPU



Left to Right: System Turned Off or No Power, System on and Ignition On, System on with Ignition Off.

On the Edge CPU in the trunk, if the lights on the unit are not illuminated at all as shown above, system is either turned off or has no power, check the following:

- On/off switch on front of CPU behind the small door with a thumb screw.



- 9 pin molex is getting proper power (At least 10.5V, typically should be closer to 14 when car is running).



- The system fuse (Front of CPU by On/Off Switch) and battery fuse (Located near battery) are not blown



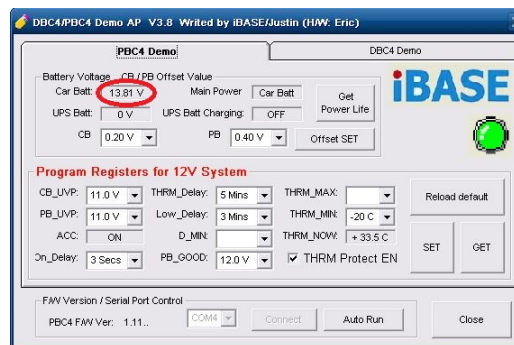
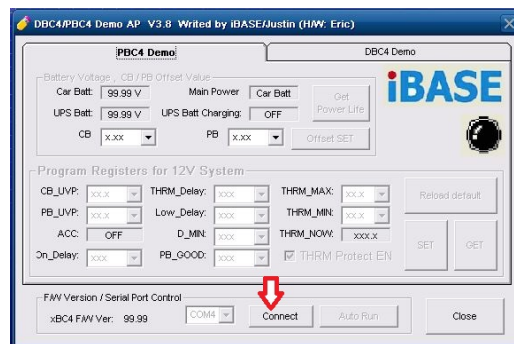
2. Power related problems.

- Make sure ignition is on (When ignition is on there should be a blue light illuminated on the CPU) If no lights are illuminated check main power fuse.
- If ignition is on but the blue light on the CPU is not illuminated, have fleet check to ensure the orange wire on the 9 pin molex is getting 12v power while the ignition is on. Please note: When ignition is off, the blue light should no longer be illuminated, if it stays illuminated when the ignition is off have fleet check the orange wire is connected to the proper ignition wire for the car (Edge system should not be connected to a "Charge Guard" as the CPU contains it's own power management system).

- Locate main power fuse and replace if necessary.
 - Check Molex is connected securely.
3. Edge shuts down when the vehicle is restarted.
- Check/Replace the UPS battery
 - Recommended to replace UPS battery for the system on a yearly basis
4. System shuts down while car is running and ignition is still on.
- Check the Molex connected at the back of Coban CPU (Look for burnt pins or bad connections)
 - Open PCB4 program and check voltage read by system.

Stop MobileRecorder, goto Start and select PBC4. After program opens select Connect at the bottom.

After you select connect a voltage reading will appear. Compare this voltage to actual voltage at battery. If PCB4 is not the same as voltage at battery, reset system by disconnect the Molex for 10 sec and re-connect. Recheck PCB4 and if problem still occurs contact Coban Tech support.

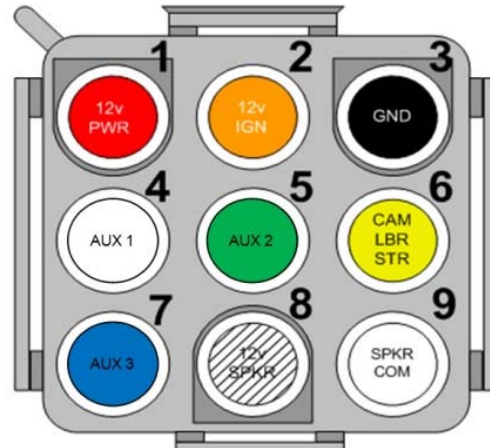


5. Check Failsave drive (If full notify supervisor to clear this drive).

N. 9-Pin Molex Power Plug Connection Details

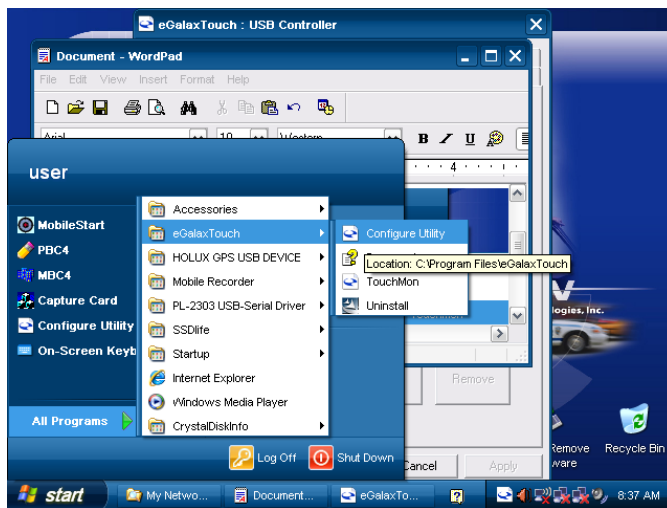
Pin ID	Wire Size (AWG)	Wire Color	Wire Marking	Circuit Function
#1	14	Red	PWR 12V	12V Power
#2	16	Orange	IGN 12V	Ignition Input
#3	14	Black	GND	Ground
#4	16	White	CAM BRK	Auxiliary #1*
#5	16	Green	CAM GUN	Auxiliary #2*
#6	16	Yellow	CAM STR LBR 12V	Light bar/Strobe Input*
#7	16	Blue	CAM SPR	Crash Sensor
#8	16	White/Black	SPKR 12V	Sire Speaker Load*
#9	16	White	SPKR COM	Siren Speaker Common*

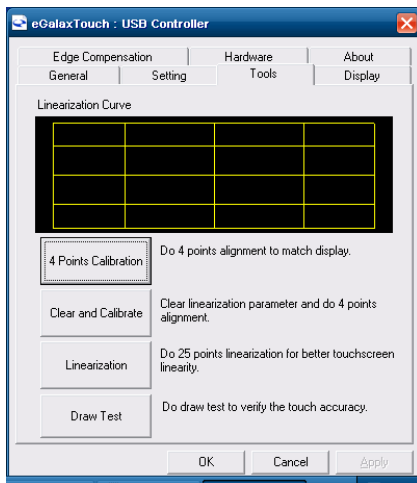
***Optional functions (to be determined by Department Fleet Manager)**



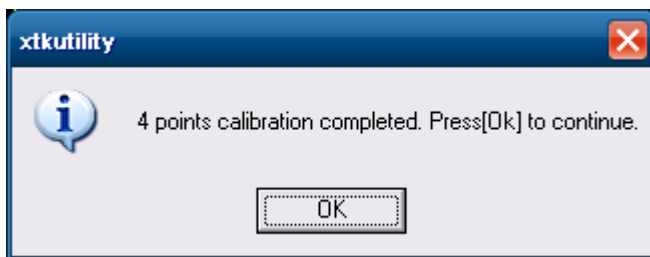
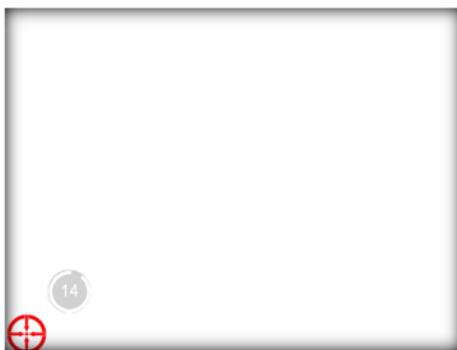
O. Touch Screen/Monitor Related Issues

1. Monitor/Touch Screen Monitor display is black or appears OFF.
 1. Turn off monitor and back on.
 2. Increase brightness using the up arrow at the top of the screen with the sun icon.
 3. Check and reseat the black pigtail connector at the Monitor and CPU side, check for bent pins or damage when reseating.
 4. Swap a spare monitor into the unit to verify if the spare monitor functions properly. If so, please contact Coban Tech Support.
 5. If spare monitor does not function, check extension cable by connecting a spare extension cable ran around the outside the vehicle to test, if this resolves the issue, replace the extension cable.
 6. Connect the monitor direct to the CPU (Note: Connecting direct to the CPU with the Monitor will require a gender changer).
2. The touch screen does not respond or needs calibration
(The mouse does not go to the correct location when touching the screen).
 - Stop MobileRecorder > start menu > configure utility > tools tab > select 4 point calibration.





- After selecting 4 Points Calibration, you will see the below screen. Place and hold your pointer or finger on the crosshairs center until it reaches 100% and you hear a beep, repeat for next 3 corners.



The screen above will appear when complete, Select ok to exit. If you receive an error when attempting to calibrate, re-image unit, if issue persists contact Coban tech support.

- Check and reseal the black pigtail connector at the Monitor and CPU side, check for bent pins or damage when resealing.
- If neither of the above resolve the issue contact Coban Tech Support.



P. Microphone Related Issues

1. Status Indicators

Action/Alert	Regular Mode (Audio, LED & Vibrate)	Covert Mode (Vibrate Only)
Toggle between regular and covert modes - hold down Record and Button 1 for two seconds	Vibrates and beeps once when active	Vibrates twice when active
Record	Beeps and vibrates twice GREEN LED (w/o lapel mic) BLUE LED (w/ lapel mic)	Vibrates twice
Low signal / Out of range	YELLOW LED Beeps intermittently	Vibrates intermittently
Stop recording – press Button 1 or Button 2	Long beep and vibrate once	Long vibrate once
Mute - press Button 1 or Button 2	GREEN LED BLINKS Beeps and vibrates in interval	Button 2 – vibrates once Button 3 – vibrates twice Continues to vibrate once in interval time frames
Other user defined button functions - press Button 1 or Button 2	Button 1 – beeps once Button 2 – beeps twice	Button 1 – vibrates once Button 2 – vibrates twice
Panic - hold down Record button for 3 seconds.	RED LED (wireless unit and lapel) On - beeps and vibrates 3 times Off - beeps and vibrates once	On - vibrates 3 times Off - vibrates once

- Sync points – Mountings, locations and functional differences.
- Programmable buttons – An additional button, as well as several new button functions are introduced with the G5 wireless microphone.
- Power – The G5 microphone has a secure battery housing and offers a newer, lighter battery. To change battery, remove the two small screws on the back of the wireless microphone. Remove the battery, insert the new battery, ensure the charging pin on the battery align with those on the microphone. The battery should fit snugly, replace cover and secure the two screws.



G5 Wireless Microphone	
 <p>The antenna placement on the G5 wireless microphone is on the right side and is optional due to a built-in antenna. It features one record button and two programmable buttons. The LED on the front displays the battery status.</p>	 <p>The side programmable button allows users to record the rear camera when pressed.</p> <p>The top programmable button has no selected feature and has no function.</p> <p>The larger button allows users to record the front camera when pressed.</p> <p>The lapel microphone connection port resides to the left of the microphone.</p>
 <p>The sync points on the G5 microphone are located on the bottom.</p> <p>The battery access cover is secured by two Phillips screws.</p> <p>Another view of the lapel microphone connection port.</p>	 <p>The G5 microphone receiver features an external adjustable antenna on the left side.</p> <p>The two gold contacts are sync points for the primary wireless microphone.</p>

2. Wireless Microphone is not responding

- Re-sync the Microphone to the receiver



Note: Syncing a secondary microphone to the same receiver will replace and nullify the primary microphone for that receiver.

- Sync the microphone with another car to see if the microphone operates properly.
- If it still does not work, try the same with the receiver module (Sync Base) that connects to the CPU by disconnecting the Red Pigtail and connecting a spare. Note: If the receiver is hard mounted you can just unscrew the 2 screws that hold the receiver card on top of the

receiver (The part that you sync the mic to) and swap the receiver out that way if needed, unless pigtail damage is suspected.

- If the secondary microphone receiver will not sync any microphone, check the connection for the remote sync base (Secondary Receiver) where it plugs into the main receiver on the back, reseal by unscrewing the screw that holds the secondary receiver plug in place and pull the plug out from the back of the receiver, check for damage. Also verify the connector is screwed into the Ch2 port, Not Ch1.



- If no beep while re-syncing a microphone check the charge level of the microphone.
- If the Microphone is unable to charge fully (stays on red in excess of 12 hours) Replace battery. If problem continues contact Coban Tech Support.

3. In-car microphone not recording

- Verify that the in-car Microphone recording symbol is flashing on your display. Touching the icon will toggle the In-car microphone(when recording is active)
- Verify that the In-car Microphone is securely plugged in the rear of the CPU and fully seated.



- Check the in car unit template in DVMS to ensure it is not set to mute.

Q. Reimaging (Ghosting) a CPU

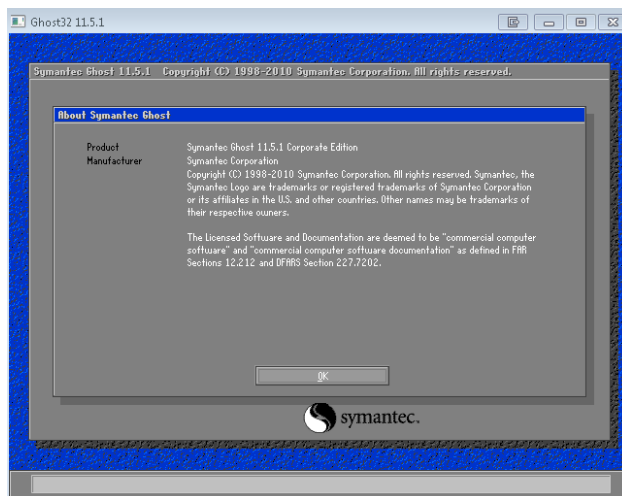
Procedure before Attempting to Re-Image

1. Retrieve ghost image from our customer website or from a previously captured image.
2. Place the ghost image into a bootable storage device (USB Flash Drive) with Symantec Ghost.
3. Connect a keyboard to the CPU.
4. Shutdown the CPU.
5. Remove the mobile hard drive. **NOTE: Failure to remove mobile hard drive can result in imaging the wrong destination drive.**
6. Plug in the storage device into USB 1 on the front of the CPU.

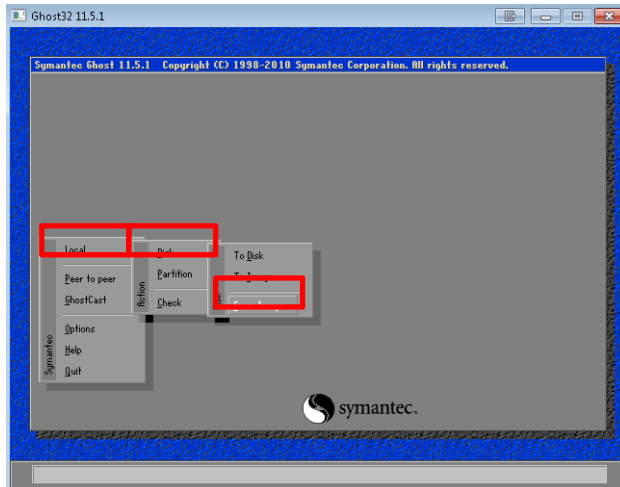


Using Symantec Ghost

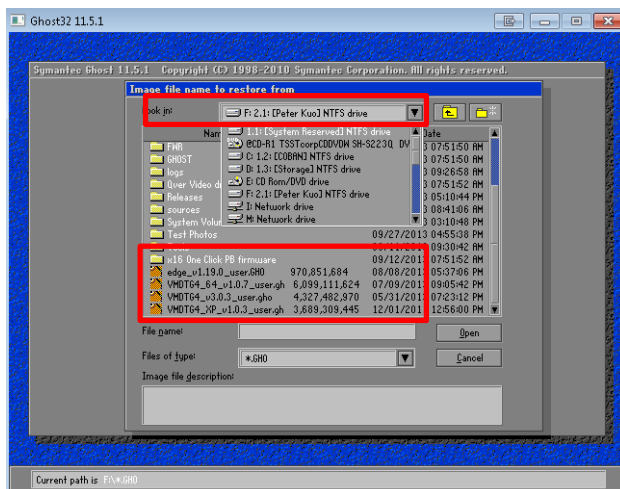
1. When booting up the CPU with the USB storage device connected, a command window will popup. It may take several minutes for Symantec Ghost to start up after seeing the window. NOTE: Make sure that the boot order is correct in BIOS if the system is not booting up from the USB device.
2. Select "OK" when the Symantec Ghost window pops up.



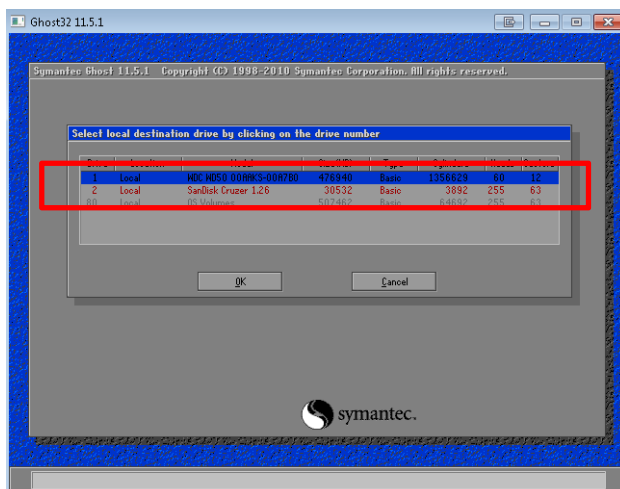
- From the menu, select “Local” → “Disk” → “From Image”



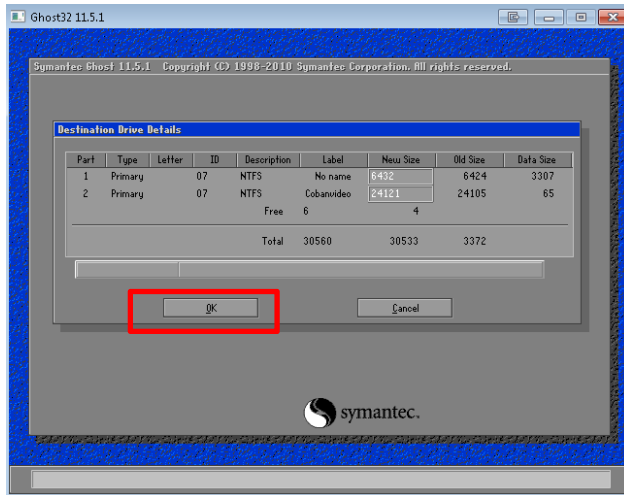
- Select the drive with ghost image (.GHO) from the drop down menu. NOTE: Use TAB to select the drop down menu. If the wrong drive was selected, use ESC to go back.



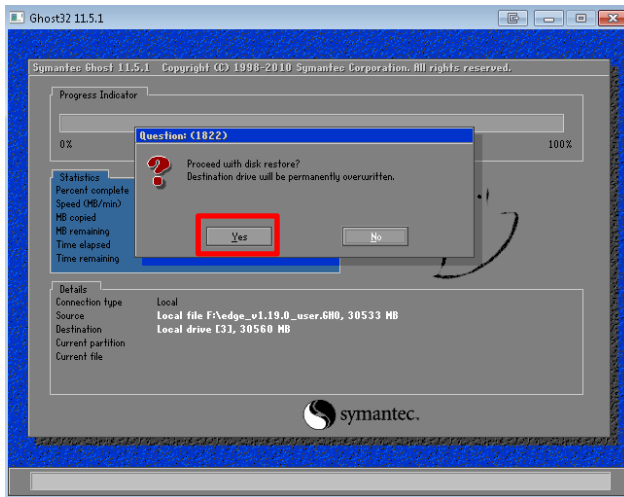
- Proceed to select local destination drive. This is usually “Drive 1”.



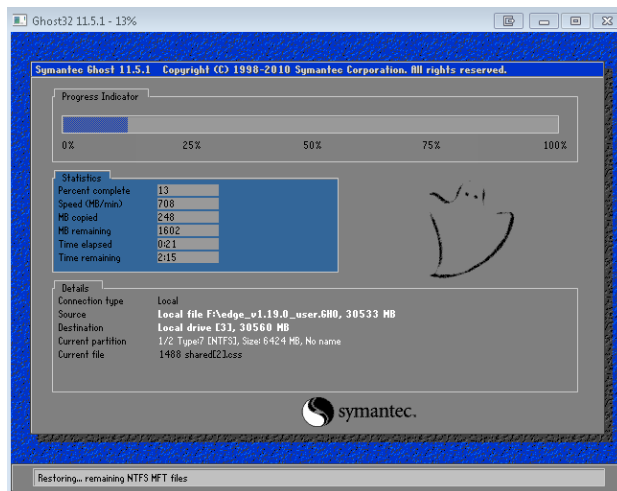
- After selecting the destination drive, Symantec Ghost will prompt the user to change the “Drive Details”. This should be kept the same to ensure the system runs properly with enough space in each partition. Press “OK” to proceed.



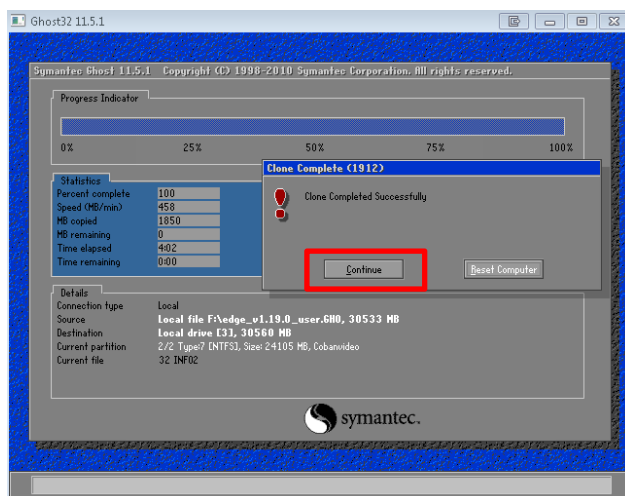
- A prompt will appear, select “Yes” to proceed with the disk restore.



8. Ghost will now go through the process of re-imaging the internal drive. The progress is shown here.
NOTE: If a decompression error appears, repeat steps 1 – 7 but if it appears again, it could mean that the ghost image is bad.



9. If the re-image was successful, this message will pop up. Remove the USB storage device containing the Ghost program and restart the CPU.



R. Swapping/RMA Hardware

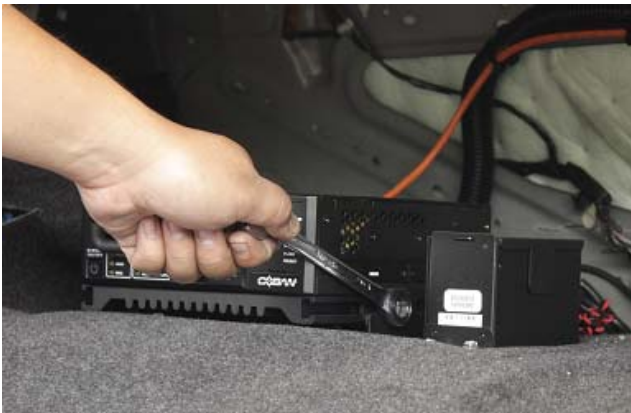
1. Removing the CPU



Disconnect the Connections in the back of the CPU by locating the Pigtails and unscrewing them, disconnect the 9 Pin Molex, GPS, UPS, Battery, In Car Mic, and Wireless Antennas from the back of the CPU



Remove CPU by unscrewing the (4) 7/16in Bolts/Nuts to the point where it will allow the CPU to slide out. Tip: You do not have to unscrew the nut all the way, just enough to loosen the hold on the mounting plate.



2. Removing the Front (Primary) Camera



Remove the (4) Screws from the underside of the camera mount to detach just the camera. Then trace the cable back to the green pigtail (Should be just inside the headliner) and disconnect.

3. Removing the Back Seat Camera



Unscrew the (4) screws on the sides of the camera, then trace the wire from the camera to the blue pigtail connector. Disconnect the camera by unscrewing the blue pigtail connector



4. Removing the Monitor



Remove the (4) Screws from the monitor mount. Trace the cable back to the black pigtail connector and disconnect.

5. Removing the UPS Battery Holder (Not just the battery)



Unscrew the (4) 7/16in nuts for the mounting plate.

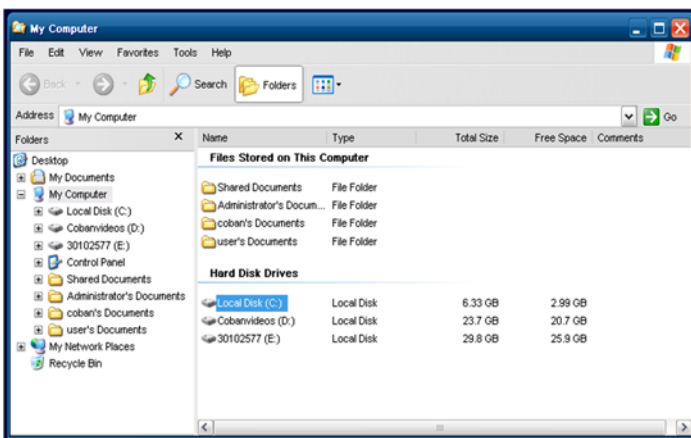
Tip: If just swapping a battery, there is a thumbscrew on the back side of the battery holder (Where the wires come out) that will open the top cover for battery replacement.

S. Running Check Disk on Drives (Internal and Removable)

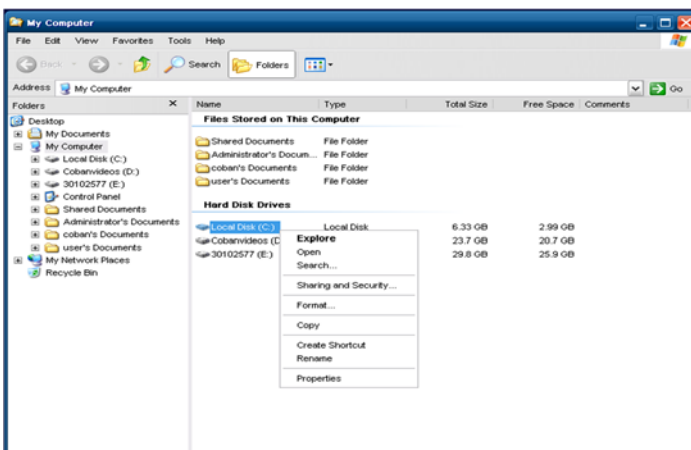
Select Start > Select My Computer



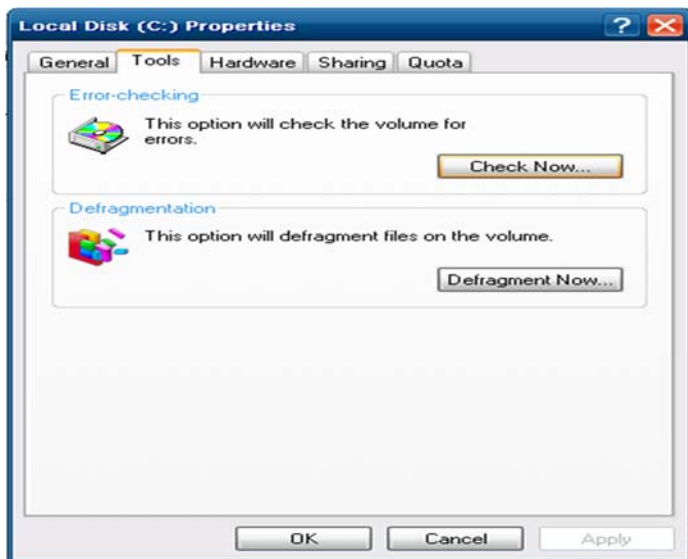
Select Local Disk (C) > Right Click



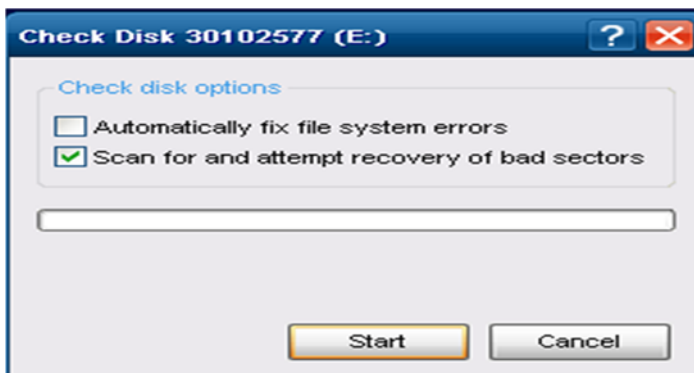
Select Properties



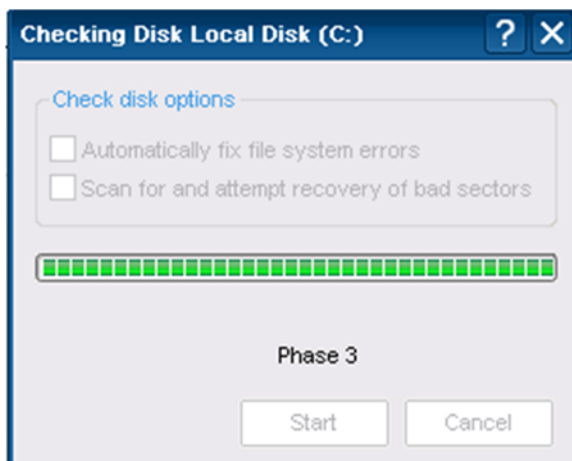
Select on Tools > Select Check Now.



Select Scan for and attempt recovery of bad sectors to place a check mark > Select Start



The System will perform the check disk and display completion.



T. List of Common Error Messages and Resolution

Note: Most of the error code issues will require the administrator log on to troubleshoot.

1. Fail to open the capture card SDK Library

Cause: Missing driver

- a. Log on as administrator the unit
- b. Check Device manager for capture card and its driver
- c. Click Start > Right click on My computer > Manage > Device manager
- d. Select the “+” sign on Sound, Video and Game controller
- e. Look for AH8400 PCL
- f. Right click on AH8400 PCL and Select uninstall
- g. The system will reinstall
- h. Reboot the unit and test

2. Method of Object Failed or Run time error 13 type mismatch Mobilerecorder

Cause: Bad failsave video

- a. Log on as administrator the unit
- b. Click Start > My computer > Double click on D Drive > Right click on Failsave folder > Click Rename
- c. Rename the folder to something like Failsave22
- d. Close the window
- e. Click the MobileStart icon to launch Mobile Recorder.

If it works, you will need to either cut Failsave22 to an external hard drive or delete the Failsave22 folder to remove bad video(s)

If it does not work, run scandisk on C, D and E drive, To run scandisk:

- a. Click Start > My Computer > Right Select on C drive > Properties > Tools > Check Now.
- b. Uncheck Automatically fix file system errors
- c. Check Scan for and attempt recovery of bad sectors and Select Start.
- d. Repeat previous step for drive D and E.
- e. Reboot the unit and test.

3. Runtime error '429' = ActiveX component can't create object

Cause: Missing files MR SSubTmr620130418.dll and SSubTmr6.dll in MobileRecorder folder and not registered in System32 .

- a. Log on as administrator

- b. Click Start > My computer > Double click E Drive -> Double click Cobanvideos folder > Double click Bin folder
- c. Look for SSubTmr620130418.dll and SSubTmr6.dll > Copy and paste both to the C:\programfiles\mobilerecorder folder and to C:\windows\system32
- d. Register the file: Click Start > Run > Type in regsvr32 ssubtmr6.dll > Enter.
- e. System will display message whether registration was successful or not.
- f. Reboot the unit and test.

4. Runtime Error 53: File Not Found Yuancardlib

Cause: Missing file or File version mismatched

- a. Verify AMESDK and YUAN files are running on the same version located in MobileRecorder folder.
- b. Click Start > My Computer > Local disk C > Program files > MobileRecorder folder.
- c. Right Click on AMESDK > Properties > Version > write down file version > close window.
- d. Click Start > My Computer > Local disk C > Program files > MobileRecorder folder.
- e. Check the version for Yuanfilelib.dll, Yuanclientlib.dll and Yuancardlib.dll

If there is a version mismatch, shutdown the Edge system, conduct a mobile hard disk cradle check out and reboot system with checked out hard disk and test again.