



## SmartDrive Event Recorder FAQs

### Why does ICSA endorse the use of forward-facing event recorders for its members?

- Event recorders help carriers and drivers recognize unsafe driving practices as early as possible and assist in improving driving skills and habits.
- Event recorders are installed to protect your company and your drivers from unfounded and fraudulent claims and allegations. Statistics show that 80% of crashes involving commercial trucks and passenger vehicles are caused by the driver of the passenger vehicle. Yet, truck drivers are often targeted and unfairly presumed responsible.
- Event recorders protect a driver's CDL and driving record and to better support our driver's professional goals.
- ICSA members understand that adopting technology and practices will improve highway safety. Quite simply, event recorders improve safety and protect drivers.

### • How does the SmartDrive event recorder work?

- The event recorder works on a loop. When it is "triggered," the SmartRecorder automatically offloads an event.
- **The SmartDrive system will not allow anyone to listen or watch a driver in real time.** The SmartRecorder cannot be remotely activated.
- When a triggering event (described below) happens, the event recorder captures the 10 seconds before the triggering event and the 10 seconds after the triggering event, and then uploads that 20 second video clip to the SmartDrive Review Center. The video clip is then reviewed by a SmartDrive professional reviewer who looks for events of interest as agreed to by ICSA. Each video event is reviewed based on established criteria by SmartDrive personnel.
- If an event of interest is identified, it is made available for viewing to the designated person at your company.

### • What "triggers" and uploads a recording?

- "Shock" is a triggering event that jars the truck, such as a curb strike, pothole, crash, or abuse.
- Active Safety Alert (for example):
  - Roll Stability
  - Following Distance
  - Collision Mitigation
  - Excessive Speed
- Severe Maneuvers (for example):
  - Hard Braking
  - Hard Acceleration
  - U-Turn

- Swerve
  
- **Manual Activation**
  - The driver may press a button on the unit to offload a recording of an event. Examples of when a driver may wish to activate the button include: an unsafe motorist, closed gates, traffic delays, shipper delays, post-accident views of drivers and passengers from other vehicles or road conditions.
  
- **Is there a microphone, and can you hear me?**
  - When a 20 second event is captured and uploaded for review, the sound associated with that recorded event will be captured.
  
- **What happens if I am involved in a collision?**
  - If you have been involved in a collision, chances are that SmartDrive will have recorded an event. To be on the safe side, ICSA wants you to push the Manual Activation button to start recording the event within seconds of the event. This will help ensure we have the necessary proof to protect our member carrier and the driver, the driver's CDL and clean driving record.
  - Please make sure to follow the other steps found in the Claims FAQ section.
  
- **How does the SmartDrive event recorder know if I do a U-turn?**
  - The SmartDrive system can leverage engine data, GPS, and G-Force measurements to understand if a vehicle is making a U-Turn. As a reminder, you should not perform a U-turn on a public highway even if allowed by local ordinance.
  
- **How does the system know where traffic lights and signals are?**
  - The SmartDrive system does not know where a traffic light or sign is located. If something triggers the SmartRecorder, SmartDrive will verify if a traffic light or sign was violated during the 20 second video event. The violation of the traffic light or sign does not by itself trigger the SmartRecorder.
  
- **Can you see my location?**
  - The SmartDrive event recorder does have a GPS system installed. It is used to document the location of events recorded but is not used to track the tractor in real-time.
  
- **What expectation does ICSA have of its member carriers and their drivers?**
  - Drivers should drive professionally and safely.
  - If there is a triggering event and an event is uploaded, we expect that it will be reviewed by the driver and/or a constructive conversation about the event discussed with the designated manager.
  
- **Is there an "Emergency" button and how does it work?**
  - The SmartDrive event recorder is equipped with a "Manual Activation" button. This button is located on the bottom of the event recorder and can be pushed any time to document an event or situations. There is no "emergency" button that would summon assistance from first responders.

- **Can the driver turn the event recorder on and off?**
  - No, the driver cannot turn the event recorder on and off. The SmartDrive event recorder is always working to protect the driver, their CDL, their driving record and the company. The system can also detect efforts to tamper with it or obstruct the lens.
  
- **What happens if I have an event recorded?**
  - The event recorder is always working. However, more than 90% of the recordings never leave the event recorder. Should an event be uploaded and forwarded to you or your manager, please take the time to watch and discuss the event.
  - Just like an NFL Quarterback reviews video clips on the sidelines to perform better the next time he steps on the field; we advocate the use of event recordings to help our member carriers and their drivers improve their driving skills and decision making. Our mission is to help professional drivers go from good to great, or great to exceptional.
  
- **What do I need to get started?**
  - The first step is to join ICSA. Follow the instructions on the ICSA website ([www.safecarriers.org](http://www.safecarriers.org)) to calculate and remit membership dues. Once you have joined ICSA, you will have access to purchase SmartDrive cameras at a special rate for ICSA members. The units that you order will be shipped to the location that you specify. We have made it easy for you to find the best location to have your installation completed by an authorized SmartDrive installer. When you order a unit, the installation cost is included. Simply schedule the installation time and location within 30 days of joining ICSA.
  
- **How do I get cameras installed?**
  - Please click on this link to arrange installation of your SD camera: <https://irontruck.com/smartdrive-camera-installation/>
  
- **How do I log into the SmartDrive system once the camera is installed?**
  - Be sure to download the free “Silverlight” program before opening the SmartDrive app. It is necessary for the SmartDrive system to run on your system. <https://www.microsoft.com/silverlight/>
  - Then, using the Internet Explorer browser (necessary for the program to function properly), log on to [www.smartdrive.net](http://www.smartdrive.net) and enter your username and password provided after installation.
  - SmartDrive has provided an e-learning site for you at: <https://smartdrive.litmos.com/account/>. [Log in](#) using your same username and password