ATLAS X FAQ's

Why does it not power up?

Check that the power cables are the correct orientation, it is a common fault to mistake the red wire for "battery live" when it is in fact ignition. (We are working on changing these colours around).

Check that the Earth connection is to fresh unpainted metal, or a reliable negative source.

What is the Wi-Fi passcode?

Name: VIRTUS_FLEET_ATLAS_X_XXXXX

Pass:123435678

Why isn't the App working?

Please check the customer has downloaded "Virtus Fleet" **NOT** Virtus Atlas- this is the old atlas app.

Make sure the customer is not connected to any other wifi sources, its common for wireless Apple Car Play to interfere.

Why is the front of the camera flashing all the time?

This is the security LED, go into settings – System – Security LED **OFF**

How do I turn the Alerts off?

Set the speaker volume to **OFF** under the sound part of the settings menu.

How do I format the SD card?

Two ways:

1) Connect to the app, settings, memory, select **SD CARD FORMAT.**
2) Using a Micro SD card adapter you can plug it into your computer, select all files on the card and remove.

How do I set it up so that it doesn't drain my vehicles battery?

You can set it up so that it will cut off at whatever voltage you would like, we would recommend 11.4V or 23.4V.

Does it have Parking mode?

Yes this camera has parking mode, it will need to be enabled in our mobile App.

Does it connect to my phone?

Yes, it will connect to your mobile via our Virtus Fleet App.

Can I use a rear view camera too?

Yes, the Atlas comes as single channel or double channel.

Does it have time and speed stamps?

Yes, if enabled Via the app.

Does it have night vision or low light recording?

Yes, this is switched on as standard.

Does it have loop recording

Yes, this ensures that the camera deletes old unused footage in order to keep recording. We advise you check the driving history every so often as SD cards can corrupt.

Does it record audio? Can audio recording be disabled?

Yes and yes, this can all be setup in the Virtus Fleet app.