Driver•i – FAQ

Help Center

Link: https://help.gpsinsight.com/docs/driveri-resources/driveri-faq/ Last Updated: August 7th, 2026

Questions about Driver•i? Check out the below.

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Driver•i Frequently Asked Questions

Question	Answer
What is Driver•i™?	The Driver•i camera provides fleet managers with a comprehensive view of drivers' activity through a blend of real-time positive driving notifications and best practice identification. By being able to capture the driver's full-day, managers have more visibility into the challenges they face. The system notifies managers of driving behaviors that may need to be changed, but more importantly identifies when to reward drivers on all the hours, days, weeks of great driving.
What is the purpose of the program?	Driving is one of the riskiest things you do on a daily basis. The main goal of the Driver•i™ program is to prevent collisions by identifying and correcting unsafe behaviors before they lead to a collision. The program gives you a holistic view of your driving experience in identifying and correct any bad habits, while focusing on the amount of time you spend driving safely. Many times, collisions are based on inaccurate eye-witness accounts, often pointing the finger at the vehicle associated with a company. Video provides an unbiased view that can exonerate you if you were in an incident that was not your fault.
What are the benefits for me?	It is capturing every aspect of the driving experience, rather than a sample of time, delivering a full picture of your route. Driver•i's GreenZone™ monitors daily driving and sends a notification when you have reached a milestone. This allows your manager to recognize great driving with confidence or gives them the ability to intervene if at-risk conditions are present. Without video, drivers involved in a traffic incident are subject to false claims and often assigned the blame for the incident. With the Driver•i device you have an unbiased video showing what happened from both sides and outside the vehicle – many times exonerating the driver. Since outside video is always being captured, this allows you to request video that may be helpful to identify some of the following: – You showed up at a site and could not gain access. – Provide feedback about routes or timing of deliveries. – Road-rage by another driver. – Exonerate you if there is a false claim that you had done something wrong or reverse an inaccurate traffic violation. – Capturing low-force collisions, such as mirrors being clipped by passing motorists.
Are there state or federal concerns with placing a Driver•i camera on the windshield of the vehicle?	No. In 2022, a federal rule was changed that increased the area on the interior of a commercial motor vehicle windshield where certain vehicle safety technology devices may be mounted. See the link for details: https://www.federalregister.gov/documents/2022/03/07/2022-03996/parts-and-accessories-necessary-for-safe-operation-authorized-windshield-area-for-the-installation.
If an alert event is rejected will that influence the driver's GreenZone score?	Yes, rejecting an event will negatively or positively impact the driver's score based on the event type that's rejected. Scores are generally updated within 3 hours of the rejection.
How does the device work?	The device contains a QuadHD video system. The device is always recording while the vehicle is on; however, only one-minute videos are uploaded if a violation or unsafe driving maneuver is identified and two-minutes videos if a high g-force event is triggered. The device uses artificial intelligence (AI) and accelerometer-based forces to capture erratic movement to the vehicle, other vehicle maneuvers, markers on the road, signs, speed, and other driving situations. If the device identifies an unsafe maneuver or if you avoided a collision, a video will be created, immediately uploaded, and depending upon your organization's settings, a real-time alert may notify your manager. The device can store up to 50 hours of videos from both inward and outward cameras and can be requested by an authorized user in your organization. Once the memory is full, the oldest data will start to be overwritten.
Is it on all the time?	The outward and camera is recording and saving data when the vehicle is turned on and for ~ 3 minutes after the vehicle has been shut off. The inside view is on when the vehicle is in motion, but is disabled and enters "privacy mode" when the vehicle stops moving for 3 minutes.
How does the camera report its device health when the vehicle is inactive?	The Driver•i Device wakes up every 3 hours for 6 minutes and uploads basic device health information. Heavy operations do not work during this period. Only minimum light functions can run and thus use a minimum amount of current to conserve the battery in the vehicle. If the vehicle isn't driven for 7 consecutive days then the device stops reporting at the periodic wake-up interval, ensuring that the vehicle battery is not affected when the vehicle is stationary for long periods.
When a driver initiates an event by pressing the button on the camera, what amount of time is captured/sent (e.g., how many seconds are capture prior to the button press, and how many seconds after)?	About 30 seconds on each side for a minute. There are factors that may impact the triggering point, such as other triggers within close proximity to the button press.
What cellular connectivity is supported by Driver•i?	LTE Connectivity – Driver•i offers Cat4 LTE connectivity and GPS tracking through the bundled connectivity module which connects to the T-Mobile network on LTE bands B25, B26, and B17. The Cat4 LTE technology offers unparalleled upload/download speeds and provides real time statistics to fleet managers. Devices traveling in Canada will primarily report on the Telus network. When the Driveri camera is deployed in the United States, the default carrier is T-Mobile.
Does the use of the Driver•i™ program create a new set of driving policies?	No. The Driver•i™ program does not create any new policies. It is intended to improve driving safety, compliance with company policies, and recognize safe driving behaviors. Most unsafe driving behaviors and violations are usually included in already existing company policies.
Why do I not have access to all Driver•i features referenced in the Help Center?	Driver•i features are separated by plans. To learn more or upgrade, contact your Account Manager.
How do I "tag" a video alert to my manager?	On the bottom of the device there are two buttons. If you want to immediately 'TAG' a video, press either button. Upon pressing either button, a 1-minute video alert will be 'TAGGED' to be preserved. After two minutes, a notification will be automatically populated on the Customer Portal. The video will also appear in your profile on the Driver•i dashboard.
Who can view the video?	Only authorized personnel have access to the secure Driver•i™ portal.
Is there a limit to the number of video events automatically sent to the portal without having to create a manual request?	Yes. Users can expect up to 30 video events per vehicle per month. All other video events must be manually requested and will count against the event requests total (10/veh/mo.).

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Question	Answer
Is this used to spy on or embarrass me?	No. The Driver•i™ device cannot be triggered remotely. The purpose is to identify any poor driving habits that need to be changed, to be able to see what happened in a critical situation, and in most cases, Driver•i™ creates notifications alerting your manager of good driving.
Is this going to be used to fire me?	The program is not intended to be used to terminate drivers. It is a tool to identify unsafe driving habits as well as identifying the amount of good driving that occurs during your route.
Can I use the system to communicate with dispatch or my supervisor?	No. The system only captures and sends data.
How does the system determine 'minutes analyzed'?	The logic behind the minutes analyzed for a driver is if a vehicle speed is > 2mph at least for one second, then we consider that minute as a driving minute.
How does the Driver•i camera help mitigate power draw on a vehicle's battery?	The camera is always monitoring for external voltage and will automatically shut down when the external voltage drops below 10V.
How long does the voltage have to be at 10V for the camera to shut down, and at what voltage does the camera turn back on?	The camera needs to see 10V or lower for at least 30 seconds for it to trigger shut down, and will not power back on until voltage returns to +10V and either the next regular wake up or next Ignition On is triggered.
What are the Power Draw guidelines and electrical characteristics for Driver•i?	See: Driver•i Power Draw Guidelines
Is there a voltage limitation to the Driver•i installation?	Yes, there is a 17v voltage threshold built into the camera that forces it to shut down and protect itself in instances where there may be a bad voltage regulator or some other external cause for the voltage to be higher than the typical 12v operating system.
How does the Smoking Alert work?	The Driver•i system looks for the holding of a smoking device near the mouth and smoke coming out of the mouth. Potential challenges that could be faced in recognizing smoking: – If the driver doesn't blow smoke that is clearly visible – The driver holds the vape to their mouth in such a way which might be similar to eating something, as the smoking feature is trained to not be confused with detecting eating, so as not to provide false positives
What is the resolution for playback on the D-210 and D-215 – I can't read the plates on vehicles when watching playback video.	Resolution for video playback varies based on the type of playback, Full Video vs. Primary (ref: Request Full Video from Primary Video). That said, other factors can impact resolution such as glare, fast/sudden movement, etc. Please contact Support to submit an example video so that we may appropriately assist you.
How long are video events stored online?	Depending on your Driver•i plan, included Cloud storage can range from 30 to 90 days. Coordinate with your account rep to learn more.
Why is my account missing certain AI features such as Traffic light violation, Advanced Speeding, and Forward Collision Warning, or missing some coaching features like Green Zone Scoring and Driver Stars?	Depending on your Driver•i plan, some features are removed or limited for use. Coordinate with your account rep to learn more.
For devices configured with "Wake on Motion" reporting, how long does it take for the device to register Ignition Off when the vehicle is not moving/idle?	Once the vehicle stops moving, the device requires 6 minutes of continuous inactivity before it assumes an Ignition Off status.
How do I connect the Driveri camera directly to the vehicle's diagnostic port?	For the D-215 and D-450, for 9 Pin heavy-duty vehicles, we recommend using the Cable: Driveri 9 Pin Y-Adapter. Please refer to our Quick Connect installation guides (D-215/D-450) for more information.

Driver•i D-400 Series Frequently Asked Questions

Question	Answer
What network does the device use?	T-Mobile
Does the device record while the vehicle is off?	The device can record for up to 10 hours after the ignition is turned off. Please note that extended recording while the vehicle is off will draw power from the vehicle's battery. You should be aware that requesting long recording times after ignition off may increase the risk of a dead battery.
When do devices activate?	All devices begin reporting at shipment, with no buffer time. Invoicing starts at activation regardless of when it's installed.
How do I access the Driver•i Portal?	Driver•i links can be found within the GPS Tracking Portal web app once your account has been synced through the account setup process.

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Question	Answer
Can brackets/mounts be cleaned and re-used in the event of a broken windshield?	No. Due to the strength of the adhesive used, we highly recommend that you purchase a new bracket/mount.
My truck has a “headliner box,” can the camera be mounted to this instead of the windshield?	Mounting to the windshield is always recommended to ensure a clear view. Any further back and the view could be distorted/obscured.
For “split windshield” trucks, which side of the windshield is the camera mounted?	The camera is mounted on the passenger side.
Does the camera have an internal battery?	No, though it does maintain just enough residual charge when power is lost to ensure proper shutdown.
How are camera firmware updates handled?	Cameras are updated in the field via over-the-air (OTA) updates and do not impact its ability to continue capturing video.
What types of data security and encryption are guaranteed with this device?	The Driver•i device uploads a video to the cloud over HTTPS (HTTP over SSL) secure channel. HTTPs will encrypt all the data while transferring to the cloud. Videos are stored encrypted in cloud storage (Amazon S3) using the strongest block ciphers available, 256-bit Advanced Encryption Standard (AES-256). Currently, there are no security compliance certifications available.
Is there a timeframe from when a vehicle starts up of how long the camera takes to cycle before it starts recording?	The device boots up in less than a minute and starts recording from Outward and Side Camera. If Privacy Mode is enabled, the inward camera will begin recording from the next minute when the vehicle starts moving.

Driver•i D-430 Frequently Asked Questions

Question	Answer
What is the Fleet manager experience with D-430, is it any different from D-410?	Alert Cards – Capturing videos/alerts from outward, inward and side cameras will be identical. Alert previews will also be similar to what is available on D-410. The D-430 inward camera has a better sensor, and the inward camera images are better than the D-410.
Is there anything different for the Driver using D-430 over D-410?	Between the D-410 and D-430, the driver has the same functionalities: LED lights, driver alert buttons, privacy mode, and quad-camera function. The in-cab audio alerts are identical to the offerings on D-410 and D-210. However, the audio quality is better since better speaker components are used in the newer D-430.

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Question	Answer
Is the installation of D-430 different?	The installation of D-430 should be no different than that of D-410- instead of using just a GPS antenna on D-410, you are using a separate GPS/Wireless Module with its cable (similar to the D-210). Having a separate module will provide installer flexibility to ensure no obstruction for GPS/Wireless module. In case of GPS or SIM issues (not able to connect) then RMA would be just for the GPS/Wireless module (and not the entire D-430 unit) so this should simplify RMA due to connectivity issues.
Can I leverage a D-410 install and replace D-410 with D-430?	Yes, since the mount and power/adaptor cables are the same, you can leverage that. However, the D-430 uses a different connector cable (since GPS/Wireless module was added) compared to D-410 and we plan to build an adaptor soon to make this seamless.
Is Wake on Motion (WoM) available for D-430 for an easy install option?	As of now WoM feature is available only on the D-210.

Driver•i D-450 Frequently Asked Questions

Question	Answer
Does the D-450 kit come with the Loose Lead Harness to tie into the power cable?	No
Will the kits always come with a paired Lumia device?	Yes
Is the D-450 mounting bracket fully interchangeable with the D-210 or D-215?	Yes
Is the Lumia box on the D-450 interchangeable with the Lumia from the D-410 or D-430?	The D-410 did not use a Lumia; it is never recommended and ill-advised to swap Lumia devices.
Will the D-450 be compatible with the Quick Connect cables?	Yes
Will the D-450 be configured for ‘Wake On Motion’ by default?	Yes
What is the storage of the D-450?	The D-450 can store up to 100 hours of activity.

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Driver•i Live Streaming Frequently Asked Questions

Question	Answer
Is there a limit to how long I can watch the live stream?	You can view consecutive 1-minute Live Stream sessions until you reach your quota. The quota can range from 5 to 15 minutes per device per month depending on the device plan/subscription. Coordinate with your account rep to learn more.
Does Live Stream automatically stop after 1 minute or do I need to initiate the request again to continue seeing the live stream?	You can continue the live stream by clicking the button that appears at the top of the player at the 48-second mark. Doing so places the next session in the queue so it can start another 1-minute session when the current session ends.
Will my quota change when Event Access can be pulled for 5 minutes (vs. 5 one-minute increments) alongside this? In other words, if I request a 1-minute Live Stream session, is that video offloaded like an event access request?	The Live Stream quota is separate from the Event Access Quota, so requesting live streaming sessions will not reduce the number of videos you may request via Event Access.
Which devices support Live Stream	Live Stream is available now on the D-200 Series and D-400 Series devices.
Can I request more than 5-15 minutes of 1-minute Live Stream sessions for one vehicle if I have more than one device in my fleet?	Yes, with pooled minutes you can live track for longer than 5-15 minutes per month with one vehicle as long as the total Live Stream minutes do not exceed your threshold multiplied by the number of vehicles in the fleet.
Can I request Live Stream sessions in times less than a 1-minute interval such as 15 seconds, 30-seconds, etc.,?	Not at this time. One minute is a standard period of time and is long enough to provide context to what is happening during the Live Stream session. If you request to live stream and the request is accepted 1 minute will be counted toward your quota even if you exit out of the live stream in less than 1 minute.
Can I purchase more time for my quota or a higher quota?	Not at this time. However, if this is possible in the future, we will let you know.
Can I convert a Live Stream to a stored alert?	No, Live Stream sessions are not recorded. However, you could request the video from Event Access for the same day and time.

Driver•i DMS Sensor Frequently Asked Questions

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Question	Answer
What is the DMS Sensor?	The DMS (Driver Monitoring System) Sensor is an advanced auxiliary sensor designed to help identify early signs of driver drowsiness. It works alongside Driver•i to provide an additional layer of safety by monitoring drivers in real time. Using sophisticated algorithms, the sensor detects key drowsiness indicators such as microsleep events, blink rate, and eye closure percentage — giving fleet managers a heads-up before fatigue becomes a serious risk on the road.
How is the DMS Sensor installed?	Step-by-step installation instructions can be found in our Driver•i DMS Sensor install guide.
What does the in-cab alert sound like?	When a driver triggers a drowsiness detection event, they'll hear a verbal alert inside the cab. You can preview exactly what that sounds like here: [insert audio link].
What is the minimum speed needed to trigger a drowsy incident?	The vehicle must be traveling at a minimum of 10 mph for a drowsy incident to be triggered. Events detected below this threshold will not be recorded.
What is the Live Drowsy Management Dashboard?	The Live Drowsy Management Dashboard is a real-time tool built to help Fleet Managers quickly identify and respond to drowsy driving risks as they happen. Unlike a standard alert list — which logs every alert ever generated — this dashboard focuses specifically on drivers who are actively driving and need attention right now. Because of this action-first design, not every alert will appear here; only those that are immediately relevant. For a full walkthrough on how to use the dashboard, check out this detailed help article (click here).

Driver•i Integration Frequently Asked Questions

Question	Answer
What is the Driver•i integration in the GPS Fleet Tracking Portal?	The GPS Fleet Tracking Portal now includes Driver•i safety and coaching data directly in your portal — so you can manage drivers, review safety events, and take coaching action all in one place.
Do I need a separate login or app to access Driver•i data?	No. If your fleet uses Driver•i, your safety scores, alerts, and coaching information are now accessible directly within your GPS Insight portal.
Is there an additional cost for this feature?	No. The integration is included with your existing Driver•i plan at no additional charge.

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Question	Answer
Where will I find Driver•i information in the portal?	Driver•i data is surfaced across the Map page, driver list, driver and vehicle panels, and driver admin areas.
What information is available?	You can view GreenZone driver safety scores, safety alerts, alert videos, and coaching flags that indicate which drivers need attention.
How do I start coaching a driver?	Look for the “Needs Coaching” tag on a driver profile and click it to open the coaching experience.
Do I need any special permissions?	Yes — you’ll need the appropriate user permissions in the GPS Fleet Tracking Portal to view drivers, alerts, and coaching data. Required permissions include the following for the user: Driveri, Drivers, and Driver Admin. Contact your administrator if you don’t have access.
Does this work with my existing Driver•i hardware?	Yes. The integration works with your current Driver•i setup — no new hardware is required.
What’s coming next for this feature?	Future updates will include deeper reporting, expanded alert filtering, automated coaching recommendations, and driver-facing mobile tools.
Who do I contact if I have questions or need help?	Please contact Support; we’d love to hear from you.

Camera Hardware and Software Quick Specs:

- Frames per Sec: 30fps
- Camera & Field of View: – Outward Camera 74° (Horizontal), 57° (Vertical), 90° (Diagonal) – Inward Camera 148° (Horizontal), 80° (Vertical), 168° (Diagonal)
- Network Provider: T-Mobile

Understanding the Lights on the Device

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GPSINSIGHT

DRIVER CARD

UNDERSTANDING DEVICE LIGHTS

D-210 Driveri® Device

LED STATUS	DESCRIPTION
LED 1 is GREEN and LED 2 is GREEN	Privacy mode if OFF. Inward camera is on and recording.
LED 1 is GREEN and LED 2 is RED	Privacy mode is ON. Inward camera is OFF and not recording.
LED 1 is GREEN and LED 2 is OFF for more than 10 seconds	There is an error. Contact GPS Insight Support.
LED 1 is flashing RED and LED 2 is OFF	Device is booting up and flashing RED should last for 15 seconds.
LED 1 is OFF or solid RED or flashing RED for more than 15 seconds and LED 2 is off	There is an error. Contact GPS Insight Support.

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