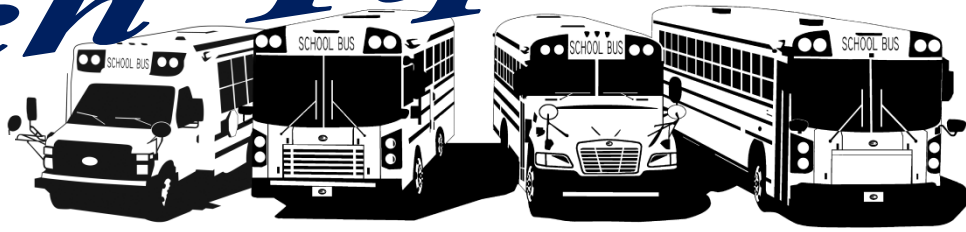


Tech Tip

FROM YOUR FRIENDS AT
NEW YORK BUS SALES!



ANGELTRAX “QUEST” CAMERA SYSTEM “BEEP”

Complaint – The system is “beeping” like it is powering up or down-

Cause – The first and foremost issue could be the extreme cold conditions we have been experiencing lately. The hard drive is positioned over the power supply so that the heat from the power supply will warm the hard drive but on extremely cold days that may take some time and the “beep” will occur. If you are only hearing it on cold days and after warming up it goes away this is most likely the issue.

The second issue AngelTrax has found to be with the hard drive

Correction – Locate the DVR unit as pictured in Figure #1. In the unit it will have a locked cover, delivered with the unit are the keys to the system, locate the keys and using the small round key remove the cover (Figure #2 & #3). Once the cover is removed you will see that the components fill in the case with a “flat” surface except for a “gap” about an inch from the top and putting your finger in and pulling out you will see that the small plastic “lever” will move out (Figure #4 & #5). Once the lever is out you can pull on it and the hard drive will come out of the unit (Figure #6). Once out of the unit look for the “silver” tag (Figure #7). Should the silver tag read “USB 3.0” it needs to be replaced with a new hard drive. If the silver tag reads “SATA3.0” or simply “3.0” the hard drive is the updated version. If there is NO tag then it is a 2.0 and does NOT need to be changed.

PLEASE NOTE – IN EITHER CASE ANGELTRAX TECH SUPPORT SHOULD BE CONTACTED DIRECTLY AT 800-673-1788

- IF THE ISSUE IS THAT YOU HAVE A HARD DRIVE READING “USB 3.0” THEY WILL OVERNITE YOU A NEW UPDATE “3.0” HARD DRIVE AND IF YOU HAVE ONE OR TWO UNITS THEY WILL INCLUDE A NEW MAIN BOARD (Figure #8) WITH FIRMWARE UPDATED TO VERSION 30.65 AND THEY WILL PRE-PROGRAM THE BOARD FOR YOU WITH SCHOOL/OPERATOR NAME AND BUS NUMBER IF YOU PROVIDE THEM THAN INFORMATION WHEN YOU CALL. TO CHANGE THE MAIN BOARD LOCATE IT UNDER THE HARD DRIVE, REMOVE THE 2-2.0MM ALLEN HEAD SCREWS AND SLIDE OUT, INSTALL THE NEW BOARD BY SLIDING INTO PLACE AND REINSTALLING THE 2-2.0MM ALLEN HEAD SCREWS.

IF YOU HAVE A LARGER NUMBER OF UNITS THEN THEY WILL SEND A “FLASH DRIVE” WHICH YOU CAN DOWNLOAD INTO THE SYSTEMS.



Figure #1

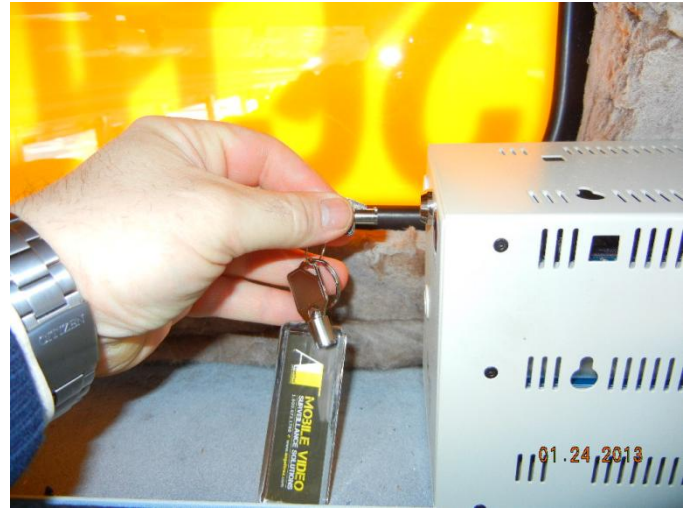


Figure #2

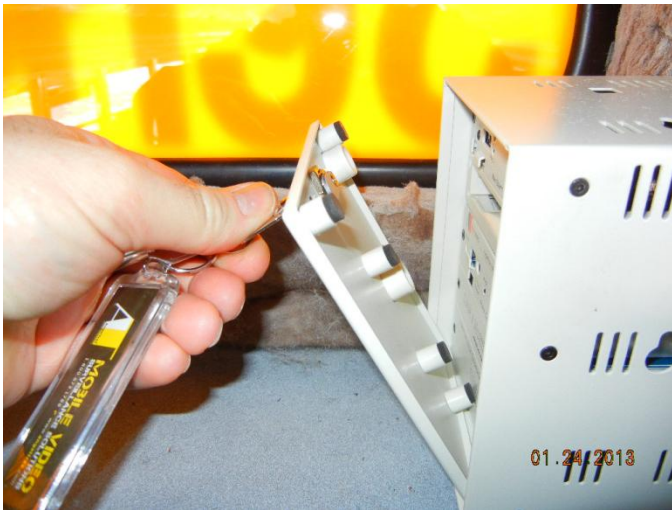


Figure #3



Figure #4



Figure #5



Figure #6



Figure #7



Figure #8

**CALL ANGELTRAX TECH
SUPPORT @ 800-673-1788 AND
YOU WILL HAVE THE ANSWERS
YOU NEED IMMEDIATELY AND
THE PARTS YOU NEED TO FIX
THE PROBLEM THE NEXT DAY**

Contact Our Service Department With Any Questions

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