

Patterson Distributors Limited
Manufacturers of Eye In The Sky
Cockpit Video Audio & Flight Data Recorder



Service Advise Bulletin	SA - 01
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Subject	Data collection issues
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Date of issue	Revision No.	Applicable Product	
14 Nov 2022	0	EITS100-series	

Summary	Reported problems with data corruption, incorrect file date and lost data.
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Details	<p>During the installation or removal of the camera micro SD card, ensure the camera is not powered by the aircraft or internal battery. Check that all of the 3 operating lights on the camera are off before removal OR installation of the card, otherwise data corruption may occur.</p> <p>After downloading recorded data to a safe and secure external hard drive or a cloud-based server, ALWAYS re-format the SD card before re-installing the card in the EITS camera.</p> <p>Once the card is installed and the unit is re-powered, check there are 3 green LED lights illuminate, confirming correct operation of the camera. (Aircraft may need to be outside for a GPS lock)</p> <p>It is recommended that you appoint a person within your organisation to be familiar with Eye In The Sky, so that they may be responsible for administering the retrieval and secure storage of flight data with a REGULAR download schedule and procedure adopted to avoid footage being overwritten.</p> <p>Go to the EITS WEB site and ensure that your camera has the latest Firmware, and you are using the latest software.</p> <p><u>Full operating instructions and troubleshooting can be found in the Eye In The Sky User Guide</u></p>
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Further
information
contact details

Visit the web site: www.eyethesky.co.nz
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