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Voyager 360° System No Image (Bluescreen) Troubleshooting

Details:

If the Voyager 360° shows a bluescreen instead of camera image, it is important to check battery voltage. If the vehicle has a low battery, charge the battery and re-test.

If the vehicle was jump-started and the monitor shows bluescreen, shut down the vehicle, charge the battery and then re-test the Voyager 360° for normal operation.

During low voltage or hard engine crank start during jump-start on a weak battery, the Voyager 360° control module may attempt to power-on and have its startup sequence interrupted. This can lead the Voyager 360° control module and cameras to become out of sync as the control module both powers the cameras and has a video detection test during initialization. If the cameras are not detected due to interrupted initialization, the system will not display the camera image resulting in bluescreen.

As the Voyager 360° system must be started as a system, it is not possible to “hot-swap” (reconnect a camera to a powered-on system). Shut down the system and re-start after connecting all cameras to the control module.

Notes:

It is extremely unlikely that all four cameras would have a fault simultaneously; it is most likely that bluescreen for all cameras are due to interrupted start-up. Verify battery voltage and shut down the vehicle and re-test.

If a single camera does not show an image, be sure to shut down the system and re-test after reconnecting the suspect (or replacement) camera.