

FAQ

1. Please provide how to update the firmware.

You can download the new firmware from the Notice section and update your device. There are two ways to update firmware; (1) by using the Dashcam7 app to update firmware wirelessly, and (2) by visiting our website to download the firmware into the micro SD card directly.

2. Please provide how to connect to Dashcam3 Mobile App.

Dashcam7 supports both iOS and Android. After installing the Dashcam7 Mobile App, start the car equipped with the Dashcam and tap the WiFi button to connect with the smartphone. Enabling Wi-Fi connection will disable your mobile data. Select Wi-Fi and enter password (number 00000000) to connect. The recording function of the Dashcam is interrupted while connected.

3. What should I do if I can't connect the Dashcam to my smartphone?

Disable the mobile data on your smartphone. If the connection still fails after disabled, please check if the Dashcam7 Wi-Fi is connected.

4. A reboot occurs while driving. What is the cause?

The cause of automatic rebooting problems can be varied. Intermittent abnormalities due to bad memory card recognition or recording file damage may cause software error in the device.

First of all, the priority measures are as follows.

- ① Install the firmware after formatting the memory card and insert the memory card into the device. Then, the firmware is automatically installed and rebooted.
- ② The power of the device should be changed in the same way as the power ON / OFF status of the vehicle. However, if the vehicle reboots regardless of the change in the starting of the vehicle, it is necessary to check the wiring connection and contact the place of installation to get a check-up.

5. Where can I get a repair service if the manufacturer warranty period is expired?

At present, our warranty department is currently conducting all repair service.

You can contact the customer service center for consultation about the symptoms of failure. If the product is still under the warranty period, you can receive a free service. If the product is out of warranty period, all services fee will be charged.

6. If I turn on Wi-Fi, can I check the app at home?

WiFi is a different way of offering IoT services over local area networks.

M35 is a product that uses a smartphone's communication network. Instead of checking from the Dashcam behind the rear view mirror, you can start the car and connect the Dashcam to the smartphone by activating the WiFi function to check the firmware and easily update the firmware or set up the Dashcam.

7. I'd like to know how to setup the ADAS function.

In order to use ADAS function, the GPS external antenna must be installed.

First, touch the screen to display the bottom menu and tap the gear icon to camera

recording. If you look at the screen, you can see the third list called "ADAS". When you touch the screen, you can turn on / off the forward collision warning, front vehicle depart warning and lane departure warning functions. After you turn on all three functions, press detailed setting to adjust yellow line at the bottom, blue line at the center and red line at the top according to the characteristics of your driving.

8. Do I have to install a GPS antenna?

GPS is a satellite navigation system that calculates the user's current position by receiving signals from the satellite. If you install external GPS antenna, you can collect information such as the date, time and longitude/latitude by receiving the signal, and most of all, you can use built-in ADAS function to help you drive safely.

9. The rear camera screen is reversed.

Install the camera by rotating it backwards. If the left and right side looks reversed on the front camera screen, there is a switch on the back of the rear camera lens.

You can correct the image shown reverse by switching left and right by pressing NOR (left) or MIR (right) switch.

10. The Dashcam does not record in parking mode.

Unlike normal recording mode, the parking mode does not record at all times unless motion or impact is detected.

11. The screen does not appear in parking mode.

Parking mode is to record with the minimum amount of power.

When entering into the parking mode, the screen turns off but the recording function is not lost.

12. I set the low voltage setting, but my car wont start because the battery has been discharged.

When the weather gets cold, the Dashcam turns off itself if the input voltage is below the set power level. However, if the vehicle battery is old, it may cause a bad starting due to a natural consumption of battery power regardless of the Dashcam, so please check the battery condition of the vehicle and replace it if necessary.

13. The PC Viewer wont play.

You may need to install a separate patch file depending on your PC's specifications.

If you are using a Windows 10 operating system, please install the "CoreAAC Codec" patch file before using the PC Viewer.