

## FREQUENTLY ASKED QUESTIONS

### **AUTOVUE P-100 DASCHAM AUTOVUE S-100 DASCHAM**

#### **How long will my camera record for?**

AutoVue cameras use a loop recording method. When the card is full it deletes the oldest files and continues to record. A 32gb memory card will hold approximately 4 hours of high-resolution video. This is spread across parking, motion and events. All recording mode times are increased with larger memory cards. This also gives a larger buffer before any files are written over. Memory card capacity (approximate) 32gb = 4 hrs. 64gb = 8 hrs. 128gb = 16 hrs etc

#### **What is parking mode?**

Parking mode is a secondary function and is the ability for a dash camera to record while the vehicles ignition is off. Parking mode can be programmed to:

- Record continuously until the preset timer expires OR the battery safety cut-off is reached.
- Detect and record impact events.

#### **Parking mode limitations**

- No camera brand has indefinite parking mode
- Front only cameras can only record forward of the vehicle (a tip to remember when parking)
- Cameras can record in “low light”, but not “no light”
- Parking mode CANNOT record side view of the vehicle
- Parking mode performance is severely degraded in rain / ice / frost / fog

#### **How long will parking mode last?**

The default time period is six hours. This is to prevent excess power consumption that can lead to flat batteries. This time can be increased BUT will still end when the vehicles battery reaches a lower level of 12.3v. The camera will then “sleep” to prevent a flat battery. Parking mode is designed for short operations such as shopping centre trips, not long airport stays. If you set the voltage below 12.1v you will get a flat battery. **Larger memory cards are required for longer recording loop times.**

#### **What should I do after an accident/incident?**

**Important - keep the camera or memory card in your possession.**

Remove the memory card from the camera or unclip and remove the main camera body from the vehicle. Contact your insurer and let them know you have dashcam footage.



DRIVE. RECORD.REPEAT.

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#### **What are common Connection Issues?**

- WiFi not being turned on.
- Permissions not granted when installing AutoVue app.
- Temporarily turn "OFF" mobile data on Android.
- Incorrect password.
- Being connected to a different WiFi network or phone.
- Being physically too far away from the camera

#### **Do memory cards have a finite life?**

- Worn out memory cards will cause problems such as failure of the camera to boot up, no recordings, "hung" cameras, constant rebooting (boot looping) and error messages.
- The "Samson Pro Endurance" is by far the best card on the market for performance and longevity. This memory card is strongly recommended.
- Avoid the online purchase of large-capacity memory cards as we have seen many fakes and they will not work in your dashcam. Please buy your memory cards from reputable retailers like Officeworks etc.

#### **How do I replace the memory card?**

- Push the Micro SD card into the camera to release it. Note: observe the orientation of the card as it slides out.
- Remove the old SD card and push in the new one. Please note the memory card can only be installed one way. If the card is forced incorrectly, damage will occur to the cardholder.
- Wait for boot up. The camera will automatically format the new card.
- Check camera for normal operation.

#### **Where are recordings stored?**

Your videos can be viewed from the home screen on the WiFi app. You can also download videos to your phone from here (iCloud/Google Drive etc). Just press and hold the file for a few seconds, then release to see options.