



P R O C A M

FAQ GUIDE

4K DASHCAM



Contents

1. Connectivity

- Can I access the camera remotely?
- Do I need an app to use the dash cam?
- When should I download the app?
- Do I need to keep my phone connected all the time?
- Does the camera still record without my phone nearby?
- Can more than one phone be connected?
- Can I view the footage from my dash camera on other devices?
- What causes connection interference between phones?
- Do I need to keep my phone's software up to date for the dash camera app to work properly?
- What's the first thing I should check if the dash camera has no power?
- I'm connected to my home Wi-Fi. Why can't I see the dash cam footage?
- Does ProCam have a number for support?

2. Settings & Adjustments

- Why does it alert for an 'IMPACT' in Parking Mode even without any damage?
- Can I turn off audio recording?
- Why are so many 'EVENT' clips recorded during normal driving?
- How do I turn off announcements like 'GPS CONNECTED'?

3. Battery Use & Parking Mode

- How much footage can be stored?
- How long will Parking Mode remain active after turning off the engine?
- Non-Hybrid cars / Hybrid cars
- Will the dash camera drain my car's battery?

4. Video Quality & Performance

- What is the camera's viewing angle?
- Can it capture number plates clearly from a distance?
- How is its night-time recording quality?
- Will installing the dash camera void my warranty?

5. Storage & Playback

- Can I upgrade the memory card?
- Why can't I see the map when watching videos in the App?
- Why does my phone say "INTERNET MAY NOT BE AVAILABLE" when connected to the camera?
- How long does installation of the dash camera take?



Connectivity

FREQUENTLY ASKED QUESTIONS



Can I access the camera remotely?

No, your phone MUST be within around 9m of the camera and connected to its built-in Wi-Fi to access any footage.

Do I need an app to use the dash cam?

Yes. You must download ProCam Au dash cam app to view footage, change settings, and manage recordings.



When should I download the app?

Download the app before connecting to the dash cam Wi-Fi. You need an internet connection (mobile data or Wi-Fi) to install ProCam app from the App Store or Google Play.



Do I need to keep my phone connected all the time?

No, video recordings are saved to the camera's internal 128GB MicroSD card. You only need to connect via your phone via the ProCam AU App when you want to view or download footage.



Connectivity

FREQUENTLY ASKED QUESTIONS



Does the camera still record without my phone nearby?

Yes, the camera records independently and saves all videos directly to the memory card, even when your phone is disconnected.

Can more than one phone be connected?

Multiple phones can be paired with the dash camera, but only one device can access it at a time.



Can I view the footage from my dash camera on other devices?

Yes, you can view and download footage to other electronic devices as long as they have wifi connection.

NOTE: Please ensure that only one device is connected at a time.

What causes connection interference between phones?

The dash camera broadcasts a Wi-Fi signal that only one phone can access at a time. If another paired phone is close by, it may latch onto the signal first. Disable Wi-Fi on any nearby devices to restore proper connectivity.



Connectivity

FREQUENTLY ASKED QUESTIONS



Do I need to keep my phone's software up to date for the dash camera app to work properly?

Yes. Ensure your mobile device is running the latest software version. Outdated operating systems can cause connectivity issues or prevent the app from functioning correctly.

What's the first thing I should check if the dash camera has no power?

Ensure the power plug hasn't been unplugged. Verify the camera is switched on and the LED power indicators are illuminated.



I'm connected to my home Wi-Fi. Why can't I see the dash cam footage?

To view your dash cam footage, your phone must be connected to the dash cam's Wi-Fi, not your home or office Wi-Fi. The camera creates its own wireless connection that allows the app to communicate directly with the device.



Does ProCam have a number for support?

Yes - Our support team is available on 1800 372 338, Monday to Friday from 9am to 5pm.



Settings Adjustments

FREQUENTLY ASKED QUESTIONS

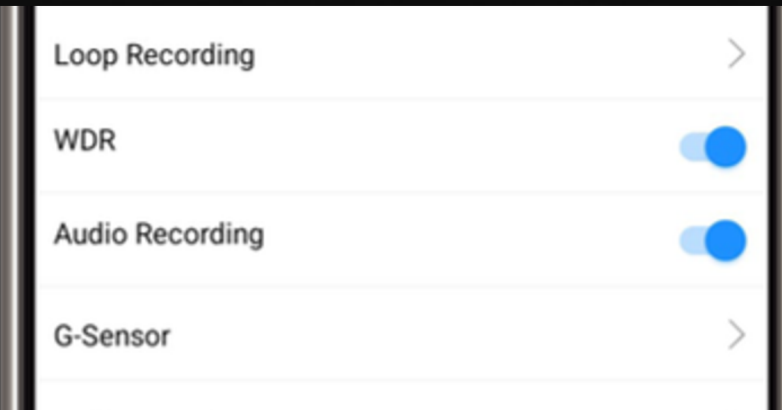


Why does it alert for an 'IMPACT' in Parking Mode even with any damage?

Minor vibrations such as closing a door or boot can trigger false alerts. You can lower the sensitivity level in the ProCam AU App to reduce this.

Can I turn off Audio Recording?

Yes, voice and sound recording features can be disabled through the App settings.



Why are so many 'EVENT' clips recorded during normal driving?

The dash camera may detect potholes, quick stops or sudden acceleration as impacts. Adjust the sensor's sensitivity in the App to avoid unnecessary recordings.

How do I turn off announcements like 'GPS CONNECTED'?

Voice alerts can be modified or turned off in the ProCam AU App. Check the User Guide for instructions.



Battery Use & Parking Mode

FREQUENTLY ASKED QUESTIONS



How much footage can be stored?

A 128GB MicroSD Card can hold up to 8 hours of continuous video.

How long will Parking Mode remain active after turning off the engine?

This depends on your vehicle's battery. The dashcam shuts off automatically if voltage drops too low to protect the battery.



Non-Hybrid Cars

Up to 1 week in motion detection mode.

Hybrid Cars

Up to 2 days in motion detection mode.

Will the dash camera drain my car's battery?

The hardwired system includes safety features like voltage monitoring and times to avoid battery drain while parked.



Video Quality Performance

FREQUENTLY ASKED QUESTIONS



What is the camera's viewing angle?

The ProCam AU dash camera offers a wide-angle view of around 135°-150°, capturing both the road ahead and surrounding areas.

Can it capture number plates clearly from a distance?

It performs best when capturing nearby vehicles. Plates that are farther away may not appear as clearly due to focus limitations.



How is its night-time recording quality?

The camera uses a SONY Starvis sensor and HDR technology for strong performance in low-light conditions.

Will installing the dash camera void my car's warranty?

No, proper installation won't affect your manufacturer's warranty.



Storage & Playback

FREQUENTLY ASKED QUESTIONS



Can I upgrade the Memory Card?

Yes, you can swap the included card with a high-endurance model such as the Samsung Endurance. Avoid budget cards, as they may fail over time. MLC-Type memory cards are recommended. Maximum support size is 128GB.

Why can't I see the map when watching videos in the App?

Map overlays are only available through the desktop viewer software. You need to remove the SD card, insert it into a PC and open the files using the viewer.



Why does my phone say 'INTERNET MAY NOT BE AVAILABLE' when connected to the camera?

This is expected. The dash camera's Wi-Fi is for local use only and doesn't provide internet connectivity.



How long does installation of the dash camera take?

Installing both front and rear cameras usually takes around 2.5 - 3 hours depending on the car.

