



Hearing "Ding-Dong" sound come from dash cam while driving.



A impact detection sensor inside dash cam detects impact or when dash cam detect curve while driving, there is buzzer sound like Ding-dong with frequent LED blinking. It means that dash cam is correctly working.

If the sound from device bothers you, you can configure sound and buzzer to turn on/off via dedicated viewer.



When user realize out of focus video recorded from own dash cam.



The focus out problem is caused by misplace when use install it, even if it is not lens faulty. So, please make sure dash cam is installed in over exposed location windshield. Please kindly move camera's position and try to check video again. Before installing dash cam, user need to clean car's wind screen in case of getting blurry video quality from dust, excessive tinting and back light.

If it doesn't work after you take all the solution, please contact your seller or manufacture by sending video including problem.



Is dash cam available for a tinted car?



Heavy tinting of windshield may influence video quality. The video quality gets too dark. For this case, we recommend that user remove tinting on where dash cam is installed.

Q Parking mode work in curve or slope on the road.

A To switch into parking mode, dash cam need to have those information such as migratory routs, horizontal angle of car. But, if your car is parked on slope, dash cam may not be recognized that car is not stopped. So, your vehicles maintains an angle more that specified value, dash cam may misunderstand that some events are occurred.

Q GPS signal reception does not work well.

A For your information, GPS must be away from dash cam due to interruption of GPS reception inside a car. If you install dash cam behind mirror on front, external GPS antenna is suggested to place upper left and right side.

Q How to set Date and time through dedicated viewer.

A Please insert memory card onto your PC. And, open dedicated PC viewer. Select right time zone and time at system section in setting. Please save it when you close viewer. Once all that is done, please insert your memory card back to camera and start it again. The setting is done in few second as your configuration.

Q If dash cam is connected with constant power cable, is the car battery discharged at all?

A Our dash cam has a function that it is automatically power off when dash cam detects below voltage value from car's engine. We can say that our dash cam is fully working against discharge of car battery. But, please be informed that car battery may get discharged depend on battery condition and cold temperature in winter season according to its nature. So, if your battery has been using more than 2~3 years, please replace car battery for safety usage.

Q My car is discharged, even if I installed dash cam as constant power cable connection.

A First of all, you need to make sure that your connection of fuse cable is properly installed as per instruction. Personal user may be not familiar with hard wire compared with cigar jack cable. ACC(Red) need to be connected to a fuse which is powered when car engine is on. VCC(=B+)(Yellow) need to be connected to a fuse which maintain power even if car engine is off. GND(Black) should be connected to a volt which is physically contacted to metal surface around fuse box. And, you need to check battery life. Deteriorated battery affects battery shortage. If the problem is existed even after your test by using two methods, please contact to your seller or manufacture customer service center.

Q Is dash cam used with AC adapter?

A Our products are only for car and it is not available to use with AC adapter.

Q Dash cam is suddenly power off while driving.

A Users who are using dash cam with constant power cable often trouble with this kind of issue. This problem is considered that dash cam take over voltage from car battery. Especially in winter season, there is more chance for discharge as frequently using heater, extended usage time of head lamp, fog light and navigation.

Q Noises in recording sound.

A Dash cam is recording any sound in car by amplifying sound for clear recording. Even if there is no sound around camera, low noise may be recorded in recording sound. Please be aware that it is normally working. If you can not recognize sound for recording due to noise, you need to contact seller and manufacture shortly.

Q Dash cam is turn on at all.

A [Using Cigar jack Cigarette cable]

- Please make sure if cigar jack cable is correctly working or not.
- Confirm that power socket of cigar cable is correctly connected.
- Please check cigar jack is correctly placed on AC terminal.
- If dash cam doesn't work after firmware update, it is caused by update failure which case need to be sent to customer service center.

[Using Fuse cable/ OBD power cable]

- If input voltage goes down below LBP(lower battery protection) value setting, dash cam interrupt power itself to protect car's battery.
 - Please check dash cam operation after turn on car and charge car battery.
-

Q Voice is not recorded.

A If the voice recording function is released by dedicated viewer by user, voice recording does not work. Or In case it is LCD model, if user press mode button shortly via LCD panel, user may turn voice recording on/off. Sometime, user mistakenly press mode button via dash cam, voice recording is off even though, this set is on through PC viewer. So, please make it on via dash cam as pressing mode button shortly if you need voice recording.

Q

Why user should use genuine memory card.

A

Every memory card from each manufacture has different NAND flash and internal controller. Our genuine memory card has been tested for long time in multiple test environments. Also, genuine memory card shows the best compatibility with our products. Memory card is very important storage device and must have solidity to endure reading / writing data in every few seconds during operation. If you use dash cam with other brand memory card, we cannot guarantee proper working and warranty service.

Q

Keep repeating Voice from camera.

A

If you have a problem with keeping repeating voice guidance, you need to check SD card whether it is faulty our not. So, take out memory card and insert onto PC to format SD card. For safety of device, user should check memory card every two weeks.



How to use products stably.



1. Swipe dash cam lens regularly. Fingerprint and dust on lens are one of issue to make Blurred video quality.
2. Please check if you dash cam is properly working or not. It may not correctly work from errors such as memory card faulty and poor contact of cigar jack.
3. If user use constant power cable, please check and format the memory card once in a week.
 - Basically, our products support format –free function for user's convenience. But, it may strain for memory card while it is reading / writing. Also, the files in memory card get failure by excessive work.
4. Please separate power jack when you do not use car for long time.
 - The trickle consumption even if car engine is off from car battery will cause out of battery sometime.



How long is the warranty period?



The warranty period for GNET Dash camera is one year from the date of purchase.

※ The warranty period for accessories and Micro SD card : 3 months

WARRANTY CARD

Product	GNET Dash cam		Model	G-ON
Serial Number			Purchasing date	
Consumer	Name		Tel	
	Address			
Vendor			Tel	
Period of free guarantee	Dash Camera : 1 Year Micro SD card : 3 months			

Q What is the password of Wi-Fi ?

- A**
1. Turn on Wi-Fi function of smartphone
 2. Select the "GNET_BB_XXXX" in the list
 3. Write [qwertyuiop] in the password blank and touch the join button.
 4. Press the Wi-Fi registration button of the dash camera



* Caution: If you press the Registration waiting button(WI-FI button) on dashcam over 5 seconds, the dashcam becomes a factory default. So, pls do not put it over 5 seconds if you do not want a default.

Q Where is the saved when I save the dash camera video on my smartphone?

A It is different system depends on the manufacture.

- A. Samsung : My file → Device Internal storage → DCIM → GNET
- B. LG : File management → All files (or Internal storage → DCIM → GNET)
- C. I-phone : Camera roll(in the picture app)

If you can not find the files, Search for "DCIM" folder on your smartphone

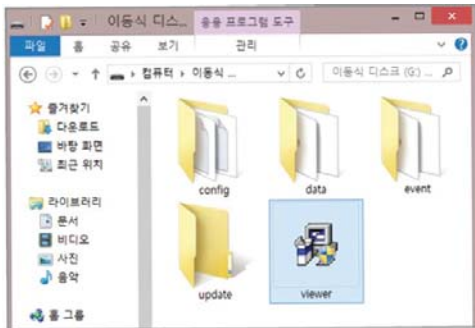


Where can I download the GNET PC Viewer?



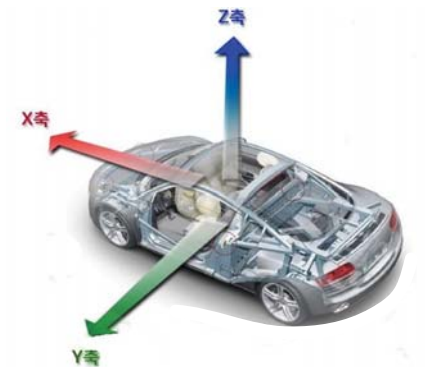
Dash camera will automatically save the viewer program installation file in the Micro SD Card when it is first booted (when a formatted SD card is loaded).

- (1) When first use, insert the GNET Micro SD card to front camera
- (2) And connect the power cable
- (3) Takes 3~5 min to initialize and create the file system when first use.
- (4) After finished, insert the GNET Micro SD card into the PC
- (5) Run the "GNET PC VIEWER. EXE" program which is saved.
- (6) When the installation is completed, the program runs automatically and GNET icon will be created on your PC.



Q What is the G-Sensor?

A G sensor (Gravity Sensor), is a sensor that recognizes movement or tilting of an object due to gravitational action of the Earth.



X axis:

Shock and acceleration (+) and deceleration (-) in front and rear are displayed in red.

Y axis:

Shock from left (+) and right (-) side and left and right movement (left turn, right turn) are displayed in green.

Z axis:

Shows the shocks in the top (skyward +) and bottom (ground direction -) in blue.



What kind of recording mode GNET Dash cam have?



We have 4 types of recording mode.

Normal Recording		<ul style="list-style-type: none"> - It starts recording when power is connected - Security LED flickers once every 2 seconds
Event Recording	Impact Mode	<ul style="list-style-type: none"> - If there is impact or shock, the REC LED will flicker and record in event mode - After event recording is finished, it will be automatically changed to normal recording mode.
	Parking Mode	<ul style="list-style-type: none"> - When the ACC voltage is released, the parking mode automatically operates in 10 seconds. - It is recorded with 10 frame in order to extend recording time - Security LED flickers every 4 second - If it connects with ACC voltage, it will switch to normal recording mode.
	Motion detection Mode	<ul style="list-style-type: none"> - Under parking mode, it records if there is any movement within a range of 3M - Security LED will blink faster - If the movement finishes, it returns to parking mode again



What is the LBP?



It is equipped with the voltage management function which is installed to protect the battery of the customer who uses the LBP and the dash camera.

LBP is the implication of **L**ow **B**attery **P**ower.

The dash camera is a function that protects the battery of the customer by cutting off the power by oneself. (The purpose of saving the minimum power of the vehicle battery so that the vehicle can be started)

In the case of LBP voltage management system, it can be set in five steps of 11.3V, 11.5V, 11.8V, 12V, and 12.3V, The dash camera will be turned off when you keep it below the reference value for 5 minutes.

	Configurable voltage (V)				
Power OFF	11.3V	11.5V	11.8V	12V	12.3V

Q What is the Parking mode ?

A Parking mode means that if you do not drive the car and the parking condition to record and store for a long time.

In the case of a product which uses a 3-wire constant power cable, if the ACC power is cut off after parking the car, it will enter the parking mode right away.

When entering the parking mode, the dash camera recording frame (FPS) is automatically changed from 60 FPS to **10 FPS**,

In other words, the parking mode can be recording to 3 times than normal (driving) mode.

Q What is the Smart Motion Detection?

A During the Parking:

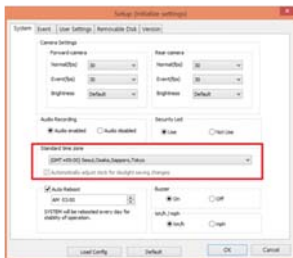
When parking mode is ON, the dash camera records at 10fps.

When parking is OFF, the dash cam continuous recording at 30fps

When parking mode is ON and motion detection is OFF, the dash camera continuous the recording at 10fps. When parking mode is ON and the motion detection is ON, the dash camera starts the recording at 10fps **only when** there is movement detected.

Q How can I change the time of device without LCD screen ?

A In PC VIEWER, you can enter the **Setting > System > Time** Setting as below

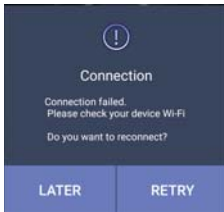




My smartphone can not be connected with dashboard camera.



Depending on the smartphone settings, some smartphones may be disconnected due to weak Internet signals. This is not a problem with the product or smartphone application, please refer to the solution below.



How to check Wi-Fi connection

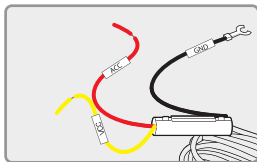
1. Smart network switch lets you stay connected by switching to available cellular data sources whenever your Wi-Fi connection becomes unstable.

- 1) Swipe down from the top of the screen to pull down the Notification Shade.
- 2) Tap the Settings button in the top right corner of your screen
- 3) Tap Wi-Fi.
- 4) Tap More in the upper right corner of your screen
- 5) Tap Smart network switch.
- 6) Tap on or off in the pop-up message box.

※ Sometimes due to lack of memory of smartphone, smartphone can not be connected with dash camera. If you do not want to connect even after completing the above ways, please clean the memory in the smartphone or quit all running applications.

Q How to use direct power cable (3 Wired Type)

- A**
- * Black cable : Ground
 - * Red cable : ACC
(Power source on when key ignition is in accessories or ON position.)
 - * Yellow cable : VCC (Continued power source.)



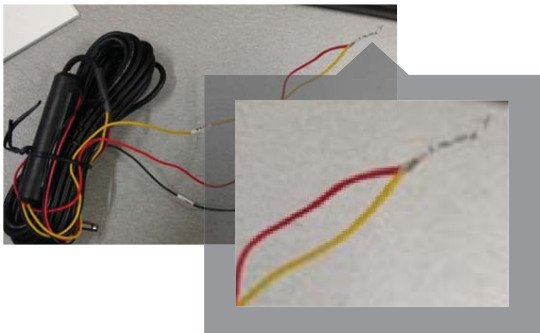
1. Continued recording. even if turn off ignition.

Black cable(Ground) : It should connect to ground in car

Yellow cable(VCC) : It should connect continued power supply of fuse in fuse box
(ex : Emergency light, Hazardous light, Door lock)

Red cable (ACC) : It should connect to power supply of fuse which is operated.
when turn on ignition (ex : cigar light fuse etc)

2. If you don't want to use continued recording of dash cam. when turn off ignition
Black cable(Ground): It should connect to ground in car Twist Yellow cable(VCC)
with Red cable(ACC) as below a picture.



Twisted cable should connect to power supply of fuse which is operated.
when turn on ignition (ex : cigar light fuse etc)



No power (no boot)



1. Check whether the power is applied even after starting the car-> Check the normal operation (Setting → Power management → Check the power off voltage) → The power was cut off by operating LBP.
 2. Unplug the power jack and plug it back in → If it is normal after inserting the jack again → If the problem persists afterwards, send the problem DASHCAM to GNET.
 3. If the main body power LED is turned on → off, if the chip managing power → only the power LED is turned on and DASHCAM is not working normally, send the problem DASHCAM to GNET.
-



Video input error



1. After checking whether the front camera or the rear camera is due to a bad image sensor, send the DASHCAM in question to GNET.



SD card damage



Check the operation after power on / off, check the operation after reinserting SD card, and check if the real-time camera image is normal. It is related to the life of the SD card. If the same symptom appears afterwards, contact the usage time and receive a replacement product within 3 months. If there is no live video, contact GNET.



SD card recognition failure



Check whether the PC is recognized or not, check the operation after reinserting the SD card, contact us for usage time, and receive a replacement product within 3 months.



How to connect your smartphone to Wi-Fi



1. Wi-Fi dongle is used after purchase
3. Install GNET app

3. Select WI-FI menu on the dashcam LCD screen and switch to 'Registration Standby' mode At this time, the voice prompt 'Registered standby mode' appears (For models without LCD screen, press WI-FI button)
 4. Run GNET app of dashcam registration window and click " Yes" button
 5. Select and connect the model image you are using
-



Contact G-SYNCLOUD



FULL GUIDE DOWNLOAD (www.gnetsystem.com/en)



When the battery power is off and the power is turned off



1. Normal operation

1) Check the type of power cable

1ch models : GN700, G-BLACK

2ch models : G-ON, N2, X2, L2, GDR, IRONMAN, MATMAN, GK,
G-STYX, N2I, N2T, X2I, X2T

3ch models : G-STYX, X3I, GT700 3CH

4ch models : CP440, GT700 4CH

2)Description of LBP

Our dashcam seems to have rebooted the LBP function to protect the car battery. LBP is below the set voltage during parking

The Dashcam automatically shuts off to protect your vehicle's battery.

- 2-wire model: In case of the model you are using, there is no black box start / stop detection line, so a certain voltage must go up and down to divide the driving and parking.
- 3-wire model: In case of the model you are using, there is a Dashcam start-up detection line to check the voltage value at the time of parking and cut off the Dashcam power when it reaches the LCP voltage setting value.

In winter, the weather can get cold and your car's battery performance will weaken, causing frequent dashcam voltage interruptions.



Vehicle battery discharge



1. Always-on connection check
2. Confirm whether it is a 2-wire or 3-wire model (2-wire model does not apply to items 2 and 3 below)
3. Cause of discharge
 - ① In winter, when the weather is cold and the battery performance of the car is weakened, the car may be discharged when the driving time is short. Since the dashcam is a symbiotic car battery, the LBP function is activated to prepare for discharge.
 - ② Setup → Voltage Management → LBP → LBP On Setup → Winter LBP Off Enable → Set LBP Cutoff Voltage to 12.3V
 - ③ If the above setting is still blocked, Voltage Management → Auto Off → Set 3 hours.
 - ④ It is recommended to connect the power cable to the ACC (turn off when the power is turned

If you have to park for 24 hours, please turn off the device. Even if LBP is set, the battery may be discharged during long-term parking.



Recovery Inquiry



1. Saved time Deleted videos cannot be restored because they are overwritten sequentially.
 2. If the user checks the SD card on the computer and accidentally deletes the jdf file in the data / event folder (or if for some reason)
 - ① Just put a SD in the device and boot-> recovered.
 - ② If the user checks the SD card on the computer and accidentally deletes the jdf file in the data / event folder (or if for some reason)
- ※ If you format SD, it can't be recovered.
- ※ If you press the registration standby button (WI-FI BUTTON) for more than 5 seconds, the factory default stored data may be deleted.

WARRANTY CARD

Product	GNET Dash cam		Model	G-ON
Serial Number			Purchasing date	
Consumer	Name		Tel	
	Address			
Vendor			Tel	
Period of free guarantee	Dash Camera : 1 Year Micro SD card : 3 months			

※ If you would like to repair the product, please contact by e-mail address info@gnetsystem.com



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