



# Mobile Video Recorder Quick Start Guide

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# Regulatory Information

The regulatory information herein might vary according to the model you purchased. Some information is only applicable for the country or region where the product is sold.

## FCC Information



CAUTION

Changes or modifications not expressly approved by the party responsible for compliance could avoid the user's authority to operate the equipment.

### **FCC conditions:**

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

- This device may not cause harmful interference.
- This device must accept any interference received, including interference that may cause undesired operation.

### **FCC compliance:**

This equipment has been tested and found to comply with the limits for a digital device, pursuant to part 15 of the FCC Rules. This equipment generate, uses and can radiate radio frequency energy and, if not installed and used in accordance with the guide, may cause harmful interference to radio communication.

- For class A device, these limits are designed to provide reasonable protection against harmful interference in a commercial environment. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.
- For class B device, these limits are designed to provide reasonable protection against harmful interference in a residential installation. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:
  - Reorient or relocate the receiving antenna.
  - Increase the separation between the equipment and receiver.
  - Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
  - Consult the dealer or an experienced radio/TV technician for help.





# Foreword

## General

This Quick Start Guide describes the installation, operation, and abnormal problems of the vehicle video recorder in detail.

## Safety Instructions

The following categorized signal words with defined meaning might appear in the Guide.

| Symbol   | Description   |
|--|---|
|  <b>DANGER</b>  | Indicates a medium or low potential hazard which, if not avoided, could result in slight or moderate injury.                              |
|  <b>CAUTION</b> | Indicates a potential risk which, if not avoided, could result in property damage, data loss, lower performance, or unpredictable result. |
|  <b>TIPS</b>    | Provides methods to help you solve a problem or save you time.  |
|  <b>NOTE</b>    | Provides additional information as the emphasis and supplement to the text.   |

## Important Safeguards and Warnings

The following section describes how to use this product correctly and how to prevent dangers and property loss in using it. Do comply with it strictly. Before using this product, read this Manual carefully. Keep this Manual properly after reading for future reference.

### **CAUTION**

- This product must be installed in a dry and ventilated environment on a vehicle. Keep the device away from heat sources, dust, strong vibration sources and strong magnetic field.
- Install the device horizontally or in a stable place. Take measures to prevent it from falling.
- Do not drip or splash liquid onto the device. Make sure that the device does not bear any objects filled with liquid to prevent liquid from flowing into the device.
- Install the device in a place with good ventilation. Do not block the air vents of other devices.
- Use the device only within the rated input and output range.
- Do not dismantle the device without permission.
- Transport, use and store the Device under the allowed humidity and temperature conditions.

### **WARNING**

Use the wires (power cables) recommended for the region where the device is used within the specified range of specifications.

# 1. Installation

## 1.1 Connecting to Device Cables

### 1.1.1 Connecting to Power Cables



- Before connecting the power cable, confirm whether the input voltage is between 6V DC and 36V DC. If it is out of the range, it will damage the device.
- Please make sure that the positive and negative poles of the power are connected correctly. If not, the device may be damaged.
- The diameter of the power cable should be more than 1.0 mm<sup>2</sup>. Use power cables recommended by our company.
- When connecting the cables to the device, make sure that the main power switch of the vehicle is turned off and the key of the vehicle is placed in the off state.
- Introduction of Power Cable

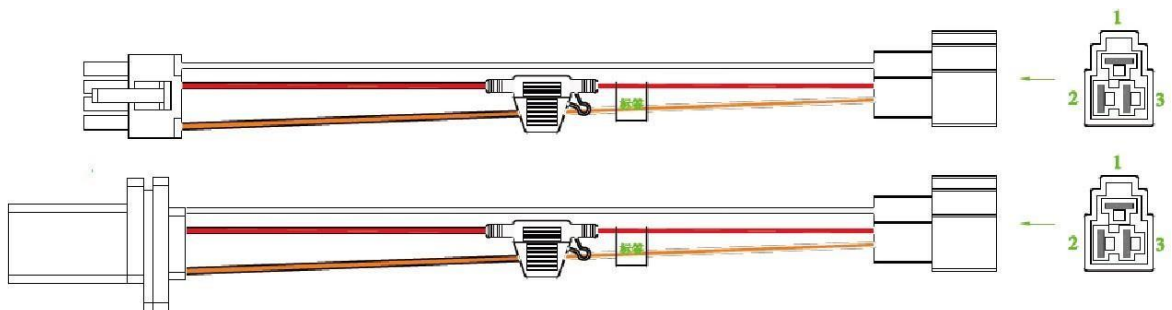
For the power cable of the device,

Connect one end of the power cable to the power port of the device (the left port in the figure) or directly use the power cable from the device. Connect the other end to the vehicle battery (the right port in the figure). The red one with fuse is positive pole of the power (normal live). The black one is the grounding cable. The orange one is the ACC signal (Key live).



Only some devices with the power cable connected can be directly used, subject to actual situation.

#### Power cable



## 1.1.2 Obtain Connection Modes of the Main Power Switch

- To ensure correct cable connection, it is necessary to obtain the connection mode of the main power switch through three methods (is the main power switch connected to the positive or negative pole of the battery?).
- Ask the vehicle to manufacture the connection modes of the main power switch of the vehicle.
- Measure with a multimeter: disconnect the main switch, then measure the voltage between the vehicle body and the positive pole of the vehicle battery. If the voltage is 12V or 24V, it means that the main switch disconnects the positive pole. If the voltage is 0V, then the main switch disconnects the negative pole.
- Visual inspection: whether the switch cable near the vehicle battery is connected to the positive pole or the negative pole.

## 1.1.3 Connecting Operation

The power supply of the vehicle video recorder requires grounding cable connection, ACC signal, and normal live wire.

**Step 1** Enable the main power switch on the vehicle, place the key in the OFF state, and then measure the normal live electricity of the vehicle. Use a multimeter to measure the voltage on the fuse by switching to the DC voltage range. When the multimeter detects voltage, it measures the normal live electricity on the vehicle. Generally, the voltage is 24V DC for large vehicles and 12V DC for small vehicles. However, this is subject to actual data.

**Step 2** When the vehicle key is placed at the ACC state or the ON state, the ACC signal of the vehicle is measured. Use a multimeter to measure the voltage on the fuse by switching to the DC voltage range. When the multimeter detects voltage, remove the car key. If the voltage changes to 0V, it means that the measured signal is ACC on the car.

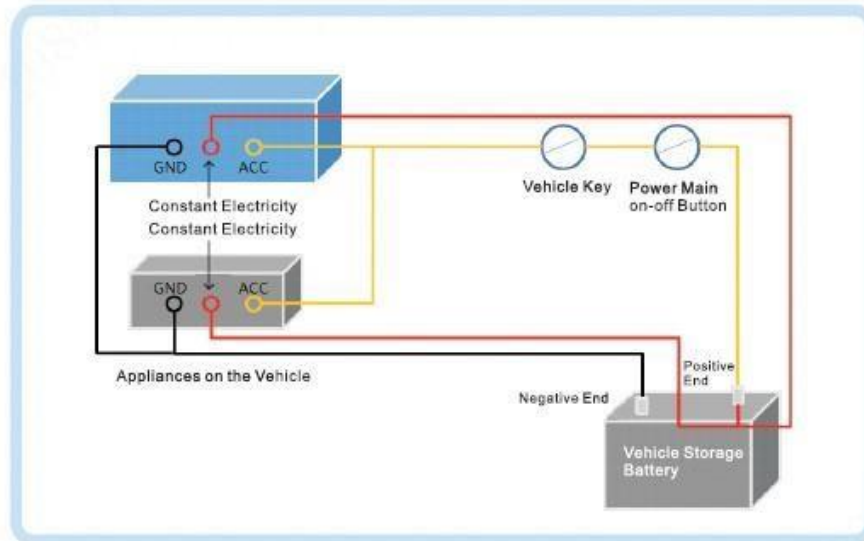
**Step 3** Turn off the main power switch on the vehicle and place the key in the OFF state.

**Step 4** Connect the power cable according to the main power switch installation mode. See 0 and 0.

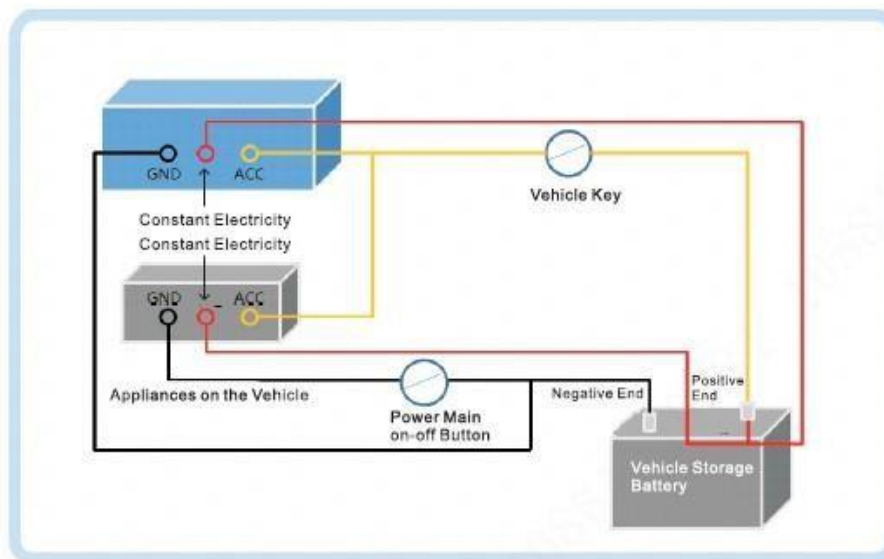


- ★ The positive and negative poles of the battery must be equipped with protective devices such as fuses.
- ★ For the vehicle with the main power switch installed on the negative pole of the vehicle battery, install the device separately. Separate Installation for details.

Vehicle main power switch installed on the positive pole of the vehicle battery



Vehicle main switch installed on the negative pole of the vehicle battery



### 1.1.4 Connecting with Alarm Input

When you have the need for emergency alarm, left turn, right turn, reversing, braking, door opening and closing, and other alarm signals, you need to understand the alarm input connection method.

## 1.1.5 Introduction of Alarm Input

Alarm Input supports 2 modes including high electrical level and low electrical level.

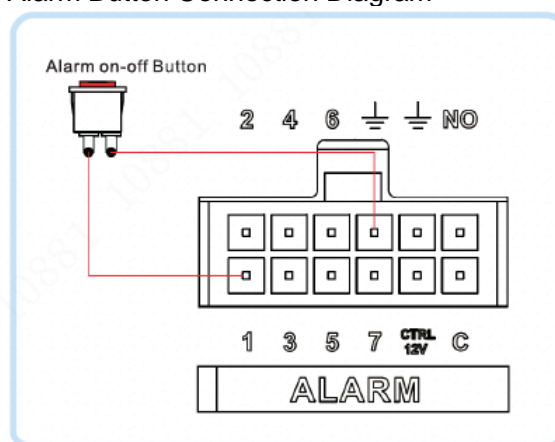
- ★ Low level alarm voltage input ranges from 0V DC to 1.5V DC.
- ★ High level alarm voltage input ranges from 4V DC to 36V DC.

## 1.1.6 Connecting with the Emergency Alarm Button

The emergency alarm button should be connected to the alarm port of the vehicle video recorder. The emergency alarm button needs to set Trigger Mode as Low Effective, and Device.

Type as Normally Open. For details about local alarms, Setting Local Alarm.

Alarm Button Connection Diagram



## 1.1.7 Connecting with Other Types of Alarms on the Vehicle

Taking reversing and door signals as an example, introduce the operation of other types of alarms on the vehicle.

Reversing and door signals can be connected to the device as alarm input signals.

- ★ Receive the reverse alarm signal

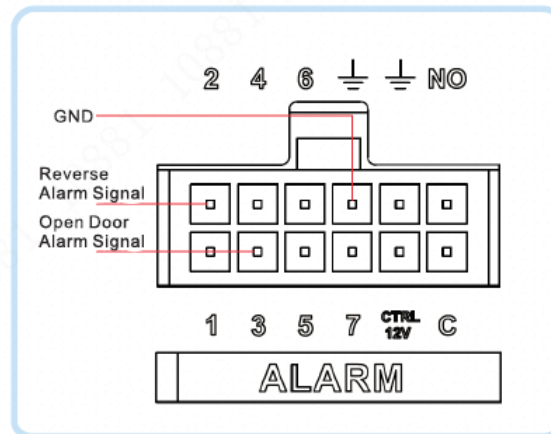
- ◇ **Vehicles with reversing indicator (R):** receive the signal from the reversing indicator. When put the vehicle in the reverse gear, the line with voltage of +12V or +24V is the reverse alarm signal line.
- ◇ **Vehicles without reversing indicator:** receive the signal from the reversing clutch. When put the vehicle in the reverse gear, the line with voltage of +12V or +24V is the reverse alarm signal line.
  - ★ Receive the door alarm signal
- ◇ **Vehicles with door indicator:** receive the signal from the door indicator. When the door is open, the line with voltage of +12V or +24V is the door alarm signal line.

- ◇ **Vehicles without door indicator:** receive the signal from the door switch (this signal is the high level or low-level pulse signal).

For reverse and door alarm connections, Set alarm input 2 for reverse alarm and alarm input 3 for door alarm. Set Trigger Mode as High Effective and Type Mode as Normally Open.

For details about local alarms, Setting

Reverse and door alarm signal connection



## 1.1.8 Separate Installation

If the main power switch installed on the negative pole of the vehicle battery is disconnected, the electrical appliances on the vehicle will generate a loop through the recorder shell, the vehicle body, and the battery, which can lead to the following problems. Therefore, install the device separately.

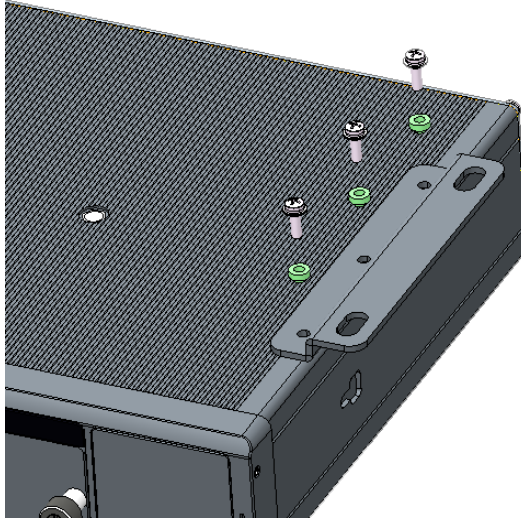
- ★ If there are high-power electrical appliances on the vehicle, it can cause the cathode line blowout.
- ★ The vehicle electrical appliances cannot be turned off.
- ★ The vehicle video recorder cannot be turned off.

Separate installation refers to making the insulation between the whole system shell and the negative pole and the vehicle shell, which mainly includes separate installation of recorder and separate installation of device.

## 1.1.9 Separate Installation of Device

Attach the screws to the spacer and then tighten the holder and the device.

Separate installation of vehicle video recorder



## 1.1.10 Separate Installation of Recorder

Our company's vehicle camera series have the shell separate from the negative pole of the power, so that there is no need to install the camera separately. If the vehicle is equipped with a camera from other manufacturers, it is required to determine whether to install separately.

### **Step 1** Verify whether separate installation is needed

First, use a multimeter to confirm whether there is a conduction between the camera and the negative pole. If there is a conduction, it needs to be installed separately.

### **Step 2** Separate Installation Method:

- Install on an insulated decorative plate. The plate is from the vehicle itself.
- The camera is installed on an insulating plate, which can be fixed on the vehicle. The insulation plate needs to be made separately.

## 1.2 Installation of Antenna

The device antenna is installed to connect the device to the network and to locate the position of the vehicle.

### 1.2.1 Installation of Mobile Network Antenna



- When installing sticking antenna, make sure there is no metal material below the sticking spot.
- The large sucker antenna needs to be attached vertically to the metal. In special cases, when the material of the adsorption position is not metal, it can be fixed by double-sided 3M adhesive or gluing.

For installation of mobile network antenna. Flat antennas and large sucker antennas are recommended to be attached vertically and closely to the vehicle windshield (e.g., on the dashboard, under the windshield) or hidden in the dashboard.

Install the mobile network antenna outside the vehicle. Large sucker antenna is attached to the roof of the vehicle, the upper of the trunk, or other positions.

Inside installation of Mobile Network Antenna



## Outside installation of Mobile Network Antenna



### 1.2.2 Installation of GPS Antenna

At present, the mainstream locating methods include GPS, and GLONASS. Positioning antenna includes GPS antenna, antenna, and GLONASS antenna respectively.

In this document, GPS antenna is used as an example to illustrate the installation steps of locating antennas. The installation process of another locating antenna is identical.

### 1.2.3 Outside Installation

**Step 1** Place the GPS antenna on the left front of the roof.

The antenna is magnetically attached to the roof of the vehicle. Glue can be applied to four sides of the antenna to fix more reliably.

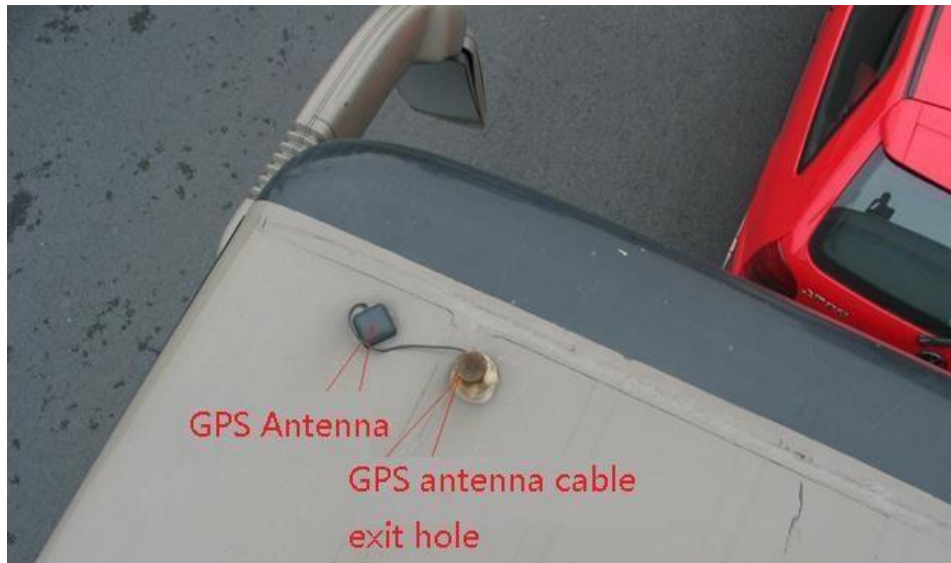


To make the sensitivity and accuracy of positioning free of interference, ensure that there is no high-power electrical or electronic interference source (such as a fan or AC compressor) or obstacles within 1 meter around the GPS antenna.

**Step 2** Insert the GPS antenna lead wire into the antenna lead hole on the roof of the vehicle and connect to the GPS antenna port inside the vehicle.

The requirements of the GPS antenna lead hole are as follows. The inner radius is at least 10mm. It must be waterproof. Easy to replace and maintain the antenna.

Outside Installation



## 1.2.4 Inside Installation

When limited by waterproof and wiring requirements, the antenna can be installed inside the vehicle.


To select the installation place, it is recommended to place the antenna horizontally on the dashboard close to the windshield and make the GPS cable facing upward to enhance the signal.

Inside Installation



## 2. Turning on/off the Device

Turning on/off operations are depending on the devices. Refer to the corresponding operation manual for details.

- ★ **Turning on:** Turn the device key to  and the vehicle key to ACC position. The power indicator is on, and the recorder is booting up. Booting up takes time. After the Device is booted up, the initialization interface is displayed by default.
- ★ **Turning off:** When the vehicle ACC is disconnected, the Device is turned off according to the settings of auto turn-on/off and auto turn-off delay.

## 3. Initializing Device

When you login the device for the first time or you want to restore the factory settings, you need to initialize the device. Only after initialization can you operate and configure your device. This document takes operations on local interface as an example to introduce the device operation. For the Web interface operation, refer to the corresponding operation manual.

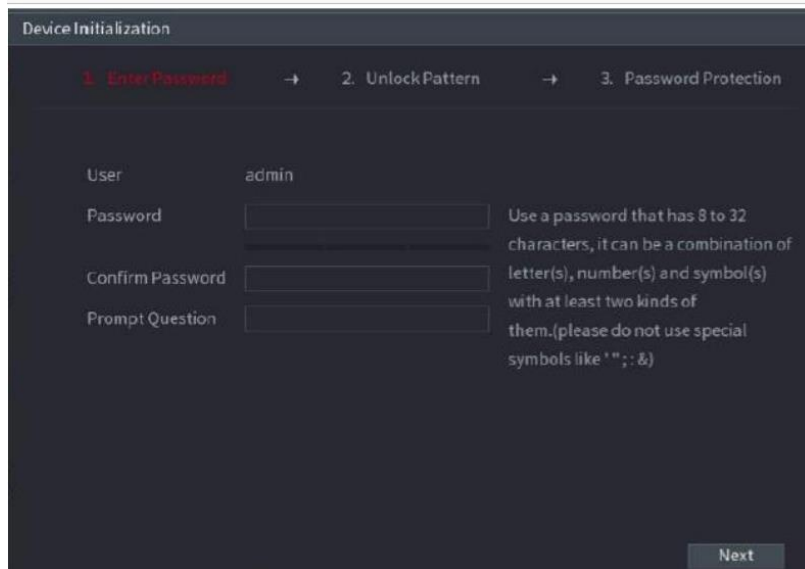
### Preconditions

The device is connected to the display and the mouse.

### Steps

- Step 1** Plug the device's power line into a socket.  
After the Device is turned on, the initialization interface is displayed.

Device initialization entering password



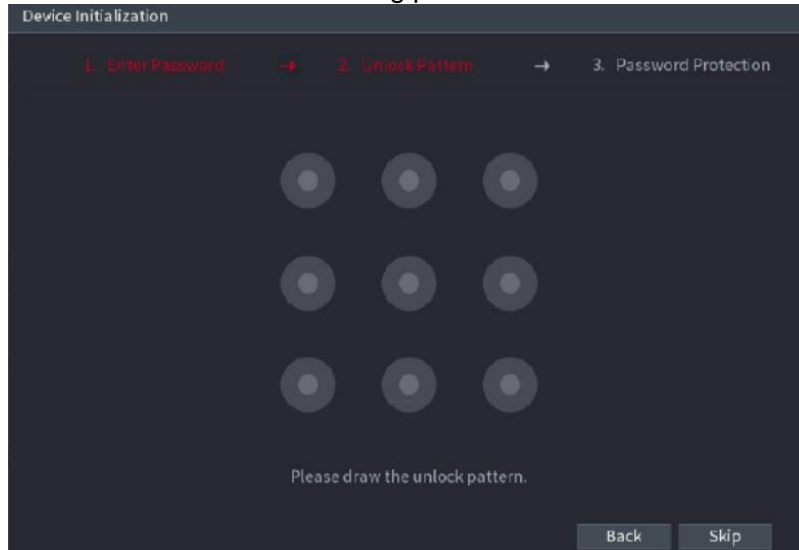
The screenshot shows a dark-themed 'Device Initialization' screen. At the top, there is a progress bar with three steps: '1. Enter Password' (highlighted in red), '2. Unlock Pattern', and '3. Password Protection', connected by right-pointing arrows. Below the progress bar, there are four input fields: 'User' (with the value 'admin'), 'Password', 'Confirm Password', and 'Prompt Question'. To the right of these fields, there is a text instruction: 'Use a password that has 8 to 32 characters, it can be a combination of letter(s), number(s) and symbol(s) with at least two kinds of them.(please do not use special symbols like " ; : & )'. At the bottom right corner, there is a 'Next' button.

**Step 2** Enter the **Password** confirm the **Password** and the **Prompt Question**, and then click **Next**.

The pattern lock setting interface is displayed.

- To secure your account, it is recommended to keep the password properly and change it regularly.
- The password hint can help you recall the password.

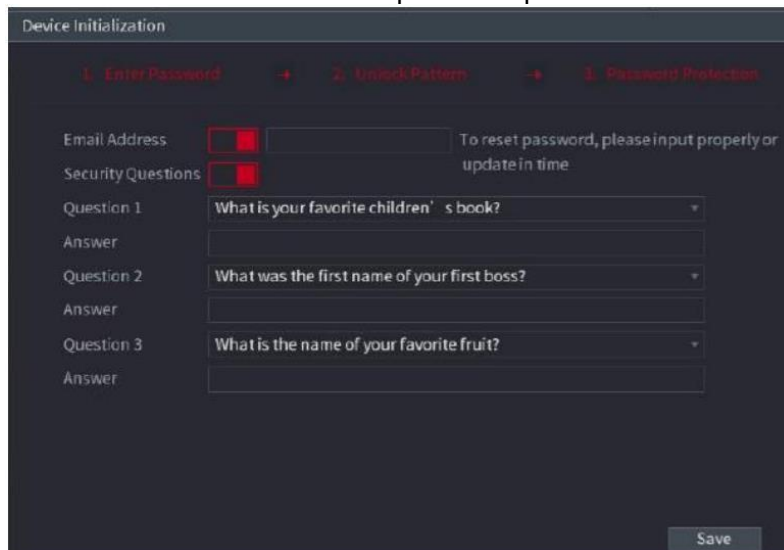
Device initialization setting pattern lock



**Step 3** Draw a pattern lock and confirm it. If you do not want this configuration, click **Skip**.

The password protection interface is displayed.

Device initialization password protection



|                    |   |  |
|--------------------|---|--|
| Email Address      | <input type="text"/>                        | To reset password, please input properly or update in time |
| Security Questions | <input type="text"/>                        |  |
| Question 1         | What is your favorite children' s book?     |  |
| Answer             | <input type="text"/>                        |  |
| Question 2         | What was the first name of your first boss? |  |
| Answer             | <input type="text"/>                        |  |
| Question 3         | What is the name of your favorite fruit?    |  |
| Answer             | <input type="text"/>                        |  |

**Step 4** Configure the protection method for password. If you do not want to set the protection, clear both the **Email Address** check box and the **Security Question** check box.

- Select **Email Address** and enter your Email address.
- Select the **Security Question** check box, select the question and enter the corresponding answer.

**Step 5** Click **Save**.

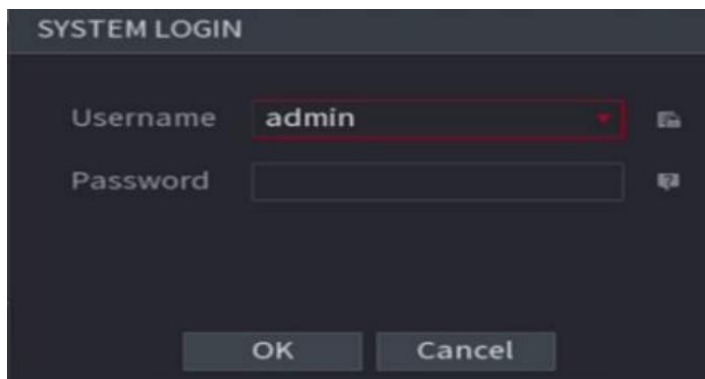
## 4. Logging into the Device

After the completion of device initialization, you can log into the device and configure. This document takes operations on local interface as an example to introduce the device operation. For the Web interface operation, refer to the corresponding operation manual.



**Step 1** Right-click on the live view screen, the shortcut menu is displayed. Then select **Main Menu**.

The **SYSTEM LOGIN** interface is displayed.

Logging in system



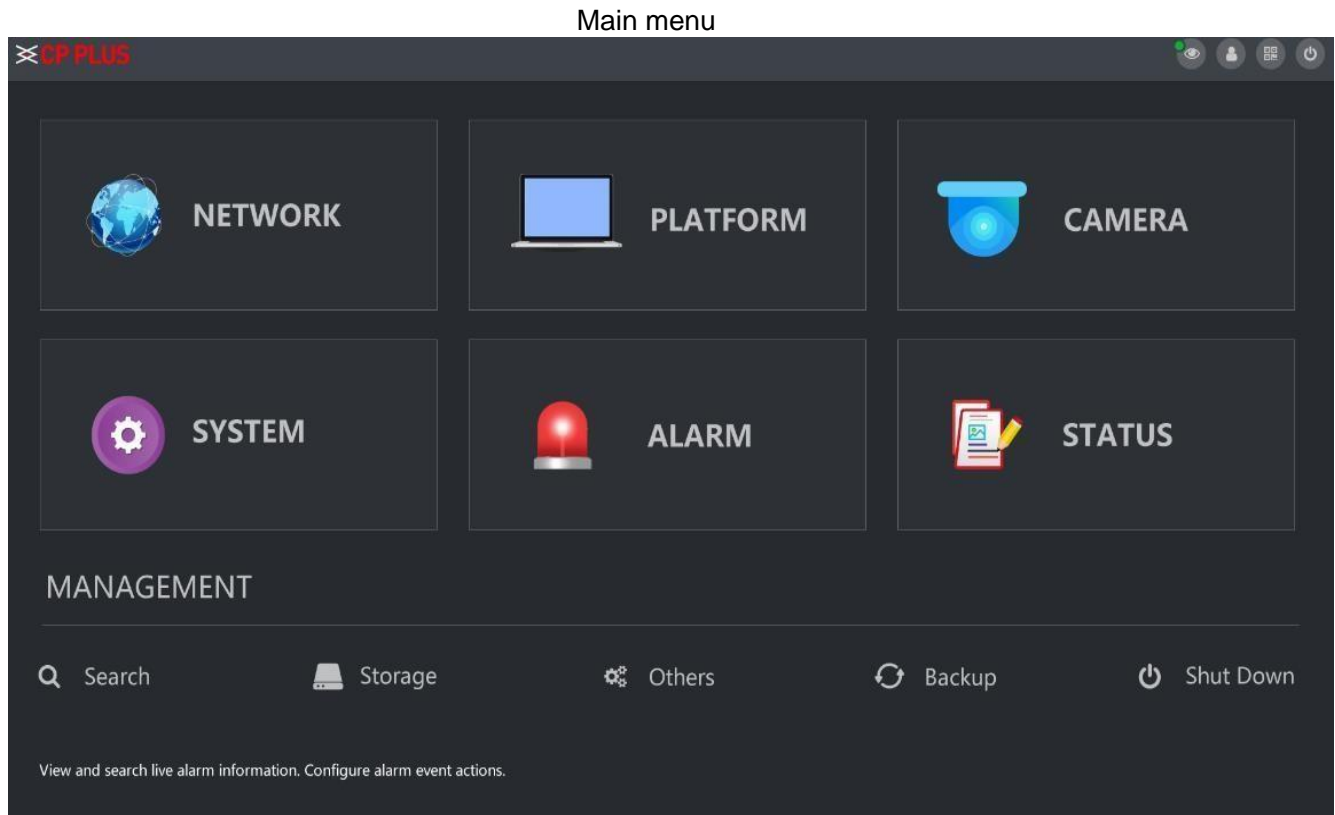
The screenshot shows a dark-themed dialog box titled "SYSTEM LOGIN". It contains two input fields: "Username" with the text "admin" and a small downward arrow icon to its right, and "Password" which is currently empty. To the right of the password field is a small icon that looks like a document with a keyhole. At the bottom of the dialog are two buttons: "OK" and "Cancel".

- ★ If the unlock pattern was set during initializing, the unlock pattern login interface is displayed. Then use the unlock pattern to login.
- ★ Click  to view the password hint to help you recall the password.
- ★ If you forget your password, click  and you can retrieve it through the security questions or reserved phone number. See "5.5 Resetting Password for details.

**Step 2** In the Username list, select a user account, and enter the corresponding password that was set during initializing.

**Step 3** Click **OK**.

The **Main Menu** interface is displayed.



# 5. Device Operations

This document takes operations on local interface as an example to introduce the device operation. For the Web interface operation, refer to the corresponding operation manual. Testing the DeviceAntenna

Verify the installation of the antenna and adjust the antenna position according to the signal intensity.

## 5.1.1 Testing Mobile Network Antenna

The antenna installation can be verified by the 3G/4G signal intensity. When testing the antenna, you should adjust according to the signal intensity. Generally, the signal intensity shall reach 4 bars or more.

**Step 1** Select **Main Menu > Network Settings > 3G/4G**. The 3G/4G interface is displayed.

**Step 2** Select **Enable** and set 3G/4G parameters.  
For detailed parameter settings, see User Manual, or consult the VPN network administrator and 3G/4G provider.

**Step 3** Click **Apply**.

**Step 4** Select the **Status** tab, and check dialing.  
The IP address appears at the IP address when dialing successfully.

Configuring 3G/4G Settings

| 3G/4G      | 3G/4G         | Status  | 3G/4G Flow                                 |
|------------|---------------|---------|--|
| Wi-Fi      | 3G/4G Network | lte0    | Enable <input checked="" type="checkbox"/> |
| TCP/IP     | Network Type  | Auto    | Net Access <input type="checkbox"/>        |
| Switch     | APN           | uninet  |  |
| Connection | AUTH          | NO_AUTH |  |
| Email      | Dial Number   | *99#    |  |

Default Apply Cancel

## 5.1.2 Testing the GPS Antenna

Turn off all the electrical appliances on the vehicle (such as vehicle audio and video system, AC, heater, headlights, and other high-power devices). Then turn on all the electrical appliances on the vehicle. Test the corresponding satellite signal intensity and locating speed respectively.

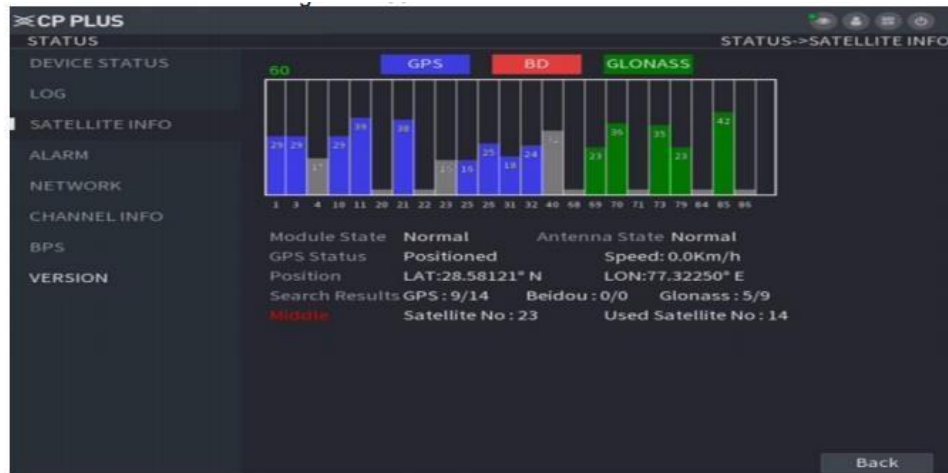
The standards for antenna installation are as follows.

- ★ The number of satellites involved in the locating test on an open ground should be greater than 10 and the signal intensity value should be greater than 40.
- ★ When all the appliances are turned on and off, the satellite signal intensity measured are very similar.

If the signal detected when all the electrical appliances are turned on is significantly weaker than that when all the electrical appliances are turned off, it indicates that the electrical appliances on the vehicle have interference with the antenna and the antenna needs to be re-located. If the interference still exists after trial of different installation positions, it is recommended to add a shield cover.

Click **Main Menu > Status Information > SATELLITE INFO**. The SATELLITE INFO interface is displayed.

Satellite information



## 5.2 Setting Local Alarm

You can configure the trigger mode and linked action for local alarms. When the local alarm is triggered, it outputs the local alarms in the configured way.

**Step 1** Click **Main Menu > Alarm > Alarm Input > Local Alarm**

The **Local** interface is displayed.

Local alarm input

The screenshot shows the 'Local Alarm' configuration page. The title is 'Local Alarm' and the subtitle is 'IPC Disconnect'. The page is divided into several sections. The first section has a red header 'Local Alarm' and contains the following options: 'Enable' (checked), 'Anti-dither' (5 sec), 'Record Channel' (checked), 'Delay' (10 sec), 'Alarm Out' (unchecked), 'Latch' (10 sec), 'Tour' (unchecked), 'Snapshot' (unchecked), and 'Show Message' (unchecked). The second section has a white header 'IPC Disconnect' and contains the following options: 'Alarm Name' (Alarm\_1(Police hijacking)), 'Overlay' (checked), 'Type' (Normal Oper), and 'Trigger' (Low Level). At the bottom of the page, there are four buttons: 'Copy', 'Save', 'Refresh', and 'Default'.

**Step 2** In the Alarm Input list, select a **channel**, and then click the **Enable** check box.

**Step 3** Set alarm name, trigger mode and device type, and set linked actions according to the actual needs.

- ★ Trigger mode includes high effective and low effective. High effective: the alarm signal is 12V/24V voltage. Low effective: the alarm signal is ground signal.
- ★ Device type: normally open and normally closed. If the alarm signal is disconnected under normal circumstances and connected when the alarm is triggered, select Normally Open. If the alarm signal is connected under normal circumstances and disconnected when the alarm is triggered, select Normally Closed.

**Step 4** Click **Apply**.

## 5.3 Setting Auto Registration

After successfully auto registered, when the device is connected into the Internet, it will report the current location to the specified server to make it easier for the Client software to access the Device, and to preview and monitor it.

- Step 1** Select **Main Menu > Platform Access > REGISTER**.  
The **REGISTER** interface is displayed.

Registration

|                         |                          |
|-------------------------|--------------------------|
| CP PLUS                 | PLATFORM->REGISTER       |
| PLATFORM                |                          |
| REGISTER                |                          |
| INSTAON                 |                          |
| Enable                  | <input type="checkbox"/> |
| Status                  | Disable                  |
| No.                     | 1                        |
| Server IP               | 0.0.0.0                  |
| Port                    | 9500                     |
| ID                      | 5B03981PAJF7E77          |
| Platform authentication |                          |
| Username                | admin                    |
| Password                | admin                    |
| Apply Back              |                          |

- Step 2** Click **Enable** to enable auto registration. Set IP address, ports, and sub-device ID for the server.

- Step 3** Click **Apply**.

After successfully connected, connected is displayed at connection status.


## 5.4 Setting Plate Number

Set the license plate number of the vehicle and display the corresponding plate number in the preview interface for the convenience of identifying the vehicle.

**Step 1** Click **Main Menu > SETTING > GENERAL > General**.

The **General** interface is displayed,

General



The screenshot shows the 'General' settings page. At the top, there are two tabs: 'General' (selected) and 'Date&Time'. Below the tabs, there are several settings:

- Language: ENGLISH (dropdown)
- Video Standard: PAL (dropdown)
- HDD Full: Overwrite (dropdown)
- Pack Mode: Time Length (dropdown) with a value of 60 min.
- Auto Logout: 10 min. (0-60)
- Startup Wizard:
- License No.: (empty text input)
- IPC Time Sync: 24 Hours

At the bottom, there are three buttons: Save, Refresh, and Default.

**Step 2** Select the short name of the region where the vehicle is registered and enter the plate number.

**Step 3** Click **Apply**.

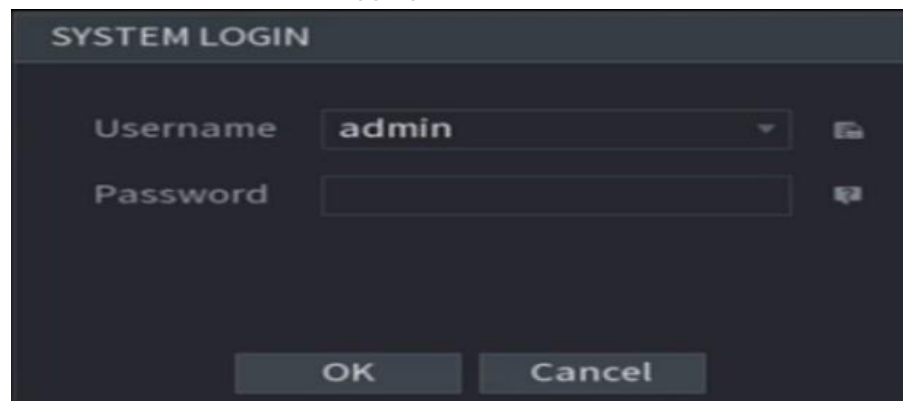
## 5.5 Resetting Password

You can reset the password through reserved phone number or security questions when you forget the password for admin account.

**Step 1** Enter the login interface.

- ★ If you configured unlock pattern, the unlock pattern interface is displayed. Click **Forget Pattern**. The password input interface is displayed.
- ★ If you did not configure unlock pattern, the password login interface is displayed.

Logging in System



The screenshot shows a dark-themed login dialog box titled "SYSTEM LOGIN". It contains two input fields: "Username" with the text "admin" and a dropdown arrow, and "Password" which is empty. To the right of each field is a small icon. At the bottom are two buttons: "OK" and "Cancel".

**Step 2** Click .

- ★ If the reserved email was set, the interface as shown in 0 is displayed.
- ★ If no reserved email was set, set the Email according to system instructions. Then click **Next**.

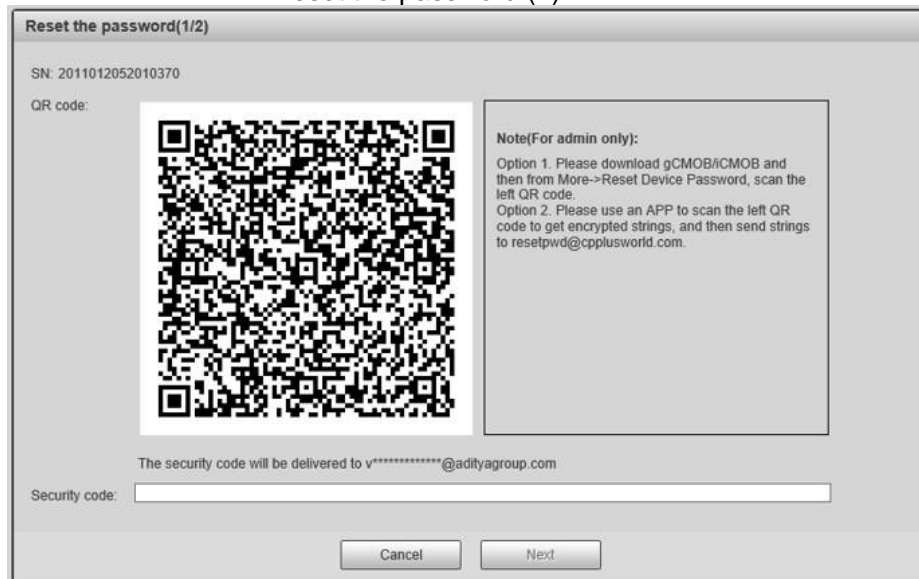
## Reset password (1)



**Step 3** Click **OK**.

The **Reset the password** is displayed.

## Reset the password (2)



**Step 4** Reset the login password.

★ Reset by QR code

In the Reset Type list, select QR Code, and then follow the instructions to get the security code in your reserved phone number. Input the security code into the "Please input the security code" text box.



- You can get the security code twice by scanning the same QR code. If you need to get the security code once again, refresh the screen.

- The security code is valid for 24 hours.

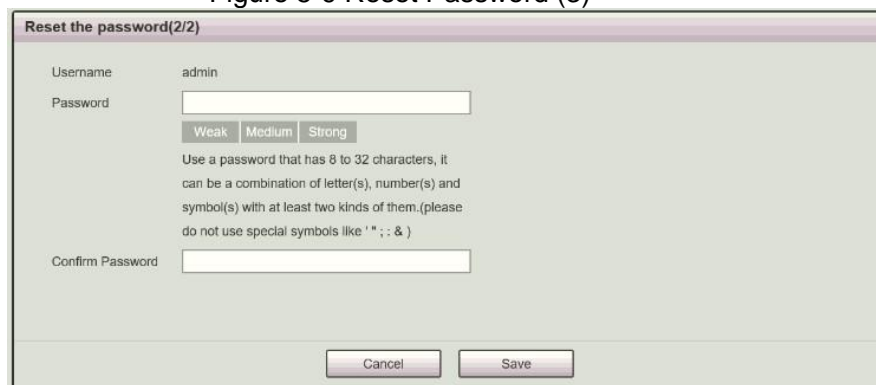
★ Security Questions

In the Reset Type list, select **Security Question**, the security question interface is displayed. In the **Answer** boxes, enter the correct answers.

**Step 5** Click **Next**.

The Reset the password interface is displayed. See 0.

Figure 5-9 Reset Password (3)



**Step 6** In the New Password box, enter the **new password** and enter it again in the **Confirm Password** box.

The new password can be set from 8 characters through 32 characters and contains at least two types from number, letter and special characters (excluding ', ", ;, :, &). Enter a strong password according to the security level indication.

**Step 7** Click **Save** to complete password reset.

## 5.6 Mobile Application QR code

For mobile applications you can download from below QR code

Application name: EMSS PRO



# 6. Abnormal Problems

When you encounter abnormal problems, troubleshoot according to the method provided. If the problem still cannot be solved, contact the company's technical support.

## 6.1 Boot-up Abnormality

### 1. After power is on, the device cannot boot up. Troubleshoot by doing the following

**steps: Step 1** Check if the PWR is on.

- ★ If the PWR is off, check whether the power supply voltage, ACC voltage, and the fuse are proper. A multimeter can be used to measure the normal live voltage and ACC voltage.
- ★ If there is no problem, proceed to Step 2.

**Step 2** Check whether the locker of HDD box/ SD card slot is locked  
If the locker is not locked, the device will not boot up. Simply lock it to solve the problem.

**Step 3** Check the peripherals malfunction  
The host can be disconnected from other peripherals (such as cameras) other than the power cable. The host can be reconnected to see whether it can boot up properly. If it can boot up normally, check the peripherals one by one.

### 2. The device is repeatedly restarting. Troubleshoot by doing the following

**steps: Step 1** The device has the function of “automatic restart when lacking for HDD”

Please check whether the HDD (or SD card) is installed correctly. If you do not need this function, please select **Main Menu > VEHICLE > ABNORMAL** to disable this function.

**Step 2** HDD malfunction causes device unable to properly boot up.  
For examples, when the ambient temperature is too low, the device will restart repeatedly, possibly due to the false recognition of the HDD. You can install the heater module to solve this problem.

## 6.2 No Video Recorded

There is no video recorded. Troubleshoot by doing the following steps:

**Step 1** Check whether HDD (or SD card) can be detected by the device

- ★ Login in the device to check whether the HDD (or SD card) is in normal status (method: select **Main Menu >System Info > HDD Info**)
- ★ Re-install the HDD (or SD card) correctly if HDD (or SD card) is not detected if it is in the Sleep or Severely Damaged state; replace the HDD (or SD card).

**Step 2** Check the device log to see if any HDD formatting process was performed on the device.

**Step 3** Check the recording status of the device. If the recording status is not Auto Recording, select Auto Recording.

## 6.3 GPS Problems

If GPS cannot locate or drift, troubleshoot by doing the following steps:

**Step 1** Check if number of satellites involved in GPS locating and signal intensity meet the requirements.

**Step 2** Check if GPS antenna is connected to the correct antenna base.

**Step 3** If the malfunction is caused by the antenna itself, replace antennas to check.

**Step 4** Determine if there is interference with other electrical appliances on the vehicle. Check the GPS signal intensity from the device menu, open the car electrical appliances (such as car audio and video system, car air conditioning, heater, headlamp, intercom and other high-power devices) to see whether the signal intensity value has a significant change. If it is significantly weakening, GPS is affected by other electrical appliances. You can add a GPS antenna shield cover to avoid interference from other electrical appliances.

## 6.4 Network Problems

1. **3G/4G dial failure and the IP address unobtainable. Troubleshoot by doing the following steps:**

**Step 1** Check if the 3G/4G module is identified by the device. If not, contact the company's technical support.

**Step 2** Check if SIM card is identified by the device.

**Step 3** Check if 3G/4G module, SIM card and the set network service providers are matched.

**Step 4** Confirm that the antenna is installed correctly according to the installation and testing method of the antenna.

**Step 5** Check if the SIM card is overdue or the data package exceeds the plan. You can inquire the network service provider over phone.

**Step 6** Check if 3G/4G parameters are set correctly. Focus on checking parameters such as APN, authentication mode, username, and password. You can inquire the corresponding network service provider for VPN parameters.

**2. Fail to connect to EMSS PRO. Troubleshoot by doing the following steps:**

**Step 1** Confirm the dialing of 3G/4G, and it can ping the EMSS PRO server.

**Step 2** Check the auto registration parameters: Server address, Ports, and Device ID

**Step 3** Check the platform setup parameters to ensure that the platform parameters are consistent with the device parameters.

**3. Video is stuck after properly connecting to EMSS PRO. Troubleshoot by doing the following steps:**

**Step 1** Unstable signal causes video stuck. Check that the antenna is installed properly according to the installation and testing method of the antenna.

**Step 2** Sub stream is not checked on the platform, so that the mainstream is used on the device. Check the sub stream when the device is added to the platform.

**Step 3** Device sub stream parameters are set improperly. Set appropriate stream, frame rate, and other video parameters according to the actual network environment.

**Thanks for Choosing CP Plus!**



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