

FAQ - DC200 INFORMATION TRANSFER.



INSTALLATION

1. Will the installation void any manufacture warranty on the vehicle?

The DC200 warranty works in conjunction with your vehicle warranty. The product, installation and wiring are all covered by ATGA. For any questions, please contact us directly on 1300 885 461

2. Generally, how long will the installation take for a DC200 Front & Rear?

We want to give you an installation we can be proud of. You can expect a standard installation to take up to 1.5 Hours; however, this is generally completed before you take possession of the vehicle.

BATTERY DC200

1. How many hours can the camera store footage on the included memory card?

The DC200 front and rear dash camera with a 128GB SD card will retain approximately 8 – 10 continuous hours of the most recent footage. The recording time will vary for some of the following reason, the dash camera's resolution settings, the amount of driving time V parked time and number of incident videos store .

2. How long does parking mode work for to protect my vehicle when I'm away?

Parking Mode relies on your vehicles battery (or optional Power Pack) however it will turn off if it detects the battery is getting low as a safety precaution. With a battery pack that is receiving sufficient charge, you can expect up to 20 hours of continuous recording.

3. Will the camera negatively impact my batteries performance?

When hardwired (our standard installation option) we use safeguards such as Low Battery Protection, Timer cut-offs and voltage minimums to keep you and your vehicle protected.

VIDEO FOOTAGE / QUALITY

1. How wide can a camera see in terms of field of view? Can the video show the sides of the vehicle?

The front camera has a Field of View of 140 Degrees, it will see around 20% of your dashboard, and generally all 4 corners of your bonnet and objects forward of your bonnet.

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- 2. What is the maximum distance that the camera will be able to see a legible license plate?**

All dash cameras have a fixed-focus point of the vehicle directly in front of you (the danger-zone). Vehicles 2, 3 or 4 vehicle length ahead are not considered close enough to be dangerous to your own vehicle, thus the camera lens is "tuned" to read license plates closest to you.
- 3. How well can the DC200 see at night?**

The DC200 dash cameras are some of the best when recording nighttime and low-light situations, thanks to its SONY Starvis sensor and a new feature known as WDR. While they won't be able to see in pitch black conditions - they are excellent when lighting is less than perfect.

CONNECTIVITY

- 1. Can I connect to the camera if I'm not close to the vehicle?**

No, you'll need to be in Wi-Fi Range to connect to your dash camera (around 10 metres).
- 2. Does my phone need to be always connected?**

No, the dash camera records all videos to its own MicroSD card. Your phone simply allows you to connect to view live video and previously recorded photos and videos.
- 3. Will my DC200 still record if I leave my phone at home?**

Yes, the camera records all videos to its own MicroSD card.
- 4. Can multiple phones be connected at the one time?**

You may have multiple devices saved to connect to your camera, but only 1 at a time can view the live and saved footage concurrently.
- 5. Why doesn't the green GPS LED stay solid consistently?**

GPS requires a clear line of sight to the satellites in orbit to operate. Your GPS position or recorded speed may not be available if you are in a tunnel, underground car park or multiplex.
- 6. Can I connect to my DC200 if my phone's WiFi is connected to Apple or Android CarPlay?**

No, you will need to disconnect from your vehicles Apple or Android CarPlay. You can also turn off "auto-join" on the DC200 so it does not interfere with your connection to your vehicles Apple or Android CarPlay.
- 7. If I am using a VPN on my phone, will it affect connecting to my DC200?**

Yes, it could affect your connection to your DC200. When connecting to your DC200, temporarily disable the VPN to ensure proper app functionality.

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SETTINGS AND ADJUSTMENTS

- 1. Why does my DC200 say “Emergency video while in parking mode” when I see no damage?**

You may get ‘False-Positives’ from other shocks to the vehicle, such as closing a car door with force or a hatch/boot. You can adjust the sensitivity from the DC200 App.
- 2. Can I turn off the inbuilt microphone on the DC200?**

Yes, you can turn off Voice Recording from within the DC200.
- 3. Why do I have so many “Impacts” or “Event” videos when I’m just driving normally?**

Sometimes these can also be due to potholes, bumps in the road, hard accelerating or braking. You can adjust the sensitivity from within the DC200.
(Please refer to the full user manual for more information)
- 4. How do I turn off the DC200 from speaking to me? “ie: Emergency video, WiFi is off or 5G WiFi”**

You can reduce the volume of the DC200 with the DC200 app settings to the 4 options, off, low, medium or high.
(Please refer to the full user manual for more information)

ACCESSORIES

- 1. Can I upgrade my SD card, even if they purchase one from a retail store?**

Yes, you can upgrade or replace your memory card without voiding your warranty. Just be sure to use an “ATGA” rated MicroSD card for the best and most reliable performance). Other rated cards such as a standard Class10 may not be compatible.

Please ensure that if a new SD is purchased and inserted, it is formatted correctly. Methods include ‘pressing and holding the blue illuminated Wi-Fi button for 10 seconds, or within the settings of the DC200 app’