

Q

The dash cam makes a “ding dong” sound while driving.

A

As an impact detection sensor inside the dash cam detects impact or curve while driving, there is a buzzer sound with LED flickering.

It means that the dash cam is working correctly.

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

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Q

The recordings are out of focus.

A

Out-of-focus issues are caused by incorrect positioning during installation, even if not a lens defect. So, make sure you have the dash cam installed in an exposed position on the windshield. Please kindly move the camera position and try to check the video again. Before installing the dash cam, you must clean the car's windscreen. Dust, excessive pigmentation, and backlighting can blur the video quality. If it still doesn't work after trying all the solutions.

Take a video of the problem and contact your seller or manufacturer.

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Q

Is dash cam available for a tinted car?

A

Dark shades can affect clear vision and video quality. If the video is too dark to recognize any objects in the video, it is recommended to remove the tint where the dash cam is installed.

Q

Parking mode works on curves or slopes of the road.

A

To switch to parking mode, the dash cam needs some information such as the path of travel and the horizontal angle of the car. If the car is parked on an incline, the dash cam may not recognize that the car is stationary. In other words, the vehicle maintains an angle above the specified value, the dash cam may misunderstand that some event has occurred.

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Q

GPS signal reception does not work properly.

A

For your information, GPS needs to be far away from the dashcam to prevent interruption of GPS reception inside the car.

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Q

How can I set the date and time through GNET viewer?

A

Insert the memory card into your PC and open the dedicated PC viewer. Select the time zone to match the date and time on your current location in Settings and save it. Then, reinsert the memory card into the camera and start over. Setup is completed in a few minutes depending on your environment.

Q

If the dash cam is connected with a constant power cable, won't the car battery discharge?

A

Our dash cam has a function that automatically turns off when the voltage value of the car engine is below. The feature, LBP(Low Battery Protector) prevents car battery discharge and it gives the minimum battery charge rate so that the driver can activate the engine without failure. However, in winter, depending on the battery condition and cold temperature, the car battery may be discharged due to the nature of the battery. If the battery has been used for more than 2-3 years, please replace the car battery for safe use.

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Q

My car was discharged even though I installed the dash cam with a constant power cable.

A

First of all, you need to make sure if the fuse cable connections are installed correctly according to the instructions. Home users may not be accustomed to hardwired compared to cigar jack cables. ACC (red) should be connected to a fuse that is powered when the car engine is turned on. VCC (= B +) (Yellow) should be connected to a fuse that retains power even when the car engine is off. GND (black) should be connected to a bolt that makes physical contact with the metal surface around the fuse box. Plus, you need to check the battery life. An aging battery will affect the battery level. If the problem persists even after testing using both methods, please contact the seller or manufacturer's 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.

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Q

Dash cam is suddenly power off while driving.

A

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

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Q

There is noise in the recordings.

A

Dash cam records any sound in your vehicle by amplifying the sound for better recordings. Even if it seems there is no sound around the camera, a few noises may be recorded. Please be aware that it is operating normally. If the sound cannot be recognized due to noise, you should contact the seller or manufacturer.

Q

The dash cam doesn't turn on at all.

A

[Using Cigar jack Cigarette cable]

- a. Please make sure if cigar jack cable is correctly working or not.
- b. Confirm that power socket of cigar cable is correctly connected.
- c. Please check cigar jack is correctly placed on AC terminal.
- d. 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]

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

Q

Voice is not recorded.

A

If the voice recording is not working properly, please check the feature in the Gnet App and the Viewer whether its function is off. If the function is on but you cannot hear any sounds, the speaker is probably damaged.

In the case of LCD model dash cams, you can change the function by touching the LCD screen without using the App or the viewer.

Q

Why user should use genuine memory card.

A

Each manufacturer's memory card has a different NAND flash and an internal controller. Our genuine memory cards have not only been tested in multiple test environments for many years but are also best compatible with our products.

A memory card is an important storage device and must be powerful enough to read and write data every few seconds during operation.

Normal operation and warranty service cannot be guaranteed when using dash cams with other brands of memory cards.

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Q

The voice repeats from the camera.

A

If you have any trouble with voice guidance repeated, take out the memory card and insert it into your PC to format the SD card to check if the SD card has a fault. For the safe use of the device, users should check the memory card every two weeks.

Q

How to use products stably.

A

1. Keep the dash cam lens clean regularly. Fingerprint and dust on the lens are some of the problems that cause blurred video quality.
2. Make sure your dash cam is working properly.  
It may not perform well due to some errors such as a bad memory card or a bad connection with the cigar jack.
3. Check and format the memory card once a week if the user uses a constant power cable.
  - Basically, our products support a format-free function for a user's convenience. But, it may strain memory cards while it is reading/ writing. Also, the error can occur due to excessive file operation on the memory card.
4. Please separate the power jack when you do not use a car for a long time.
  - The standby power consumption when the car engine is off will cause the complete car battery drain.

Q

How long is the warranty period?

A

The warranty period for GNET Dash cam 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-ONQ
Serial Number			Purchasing Date	
Consumer Information	Name		Tel	
	Address			
Seller / Vendor			Tel	
Warranty Period	Dash Camera : 1 Year Micro SD card : 3 months			



What is the password of Wi-Fi ?



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

Cancel	Enter Password	Join
Password	qwertyuiop	

**\*Caution: Be aware if you press the Wi-Fi button for more than 10 seconds on the dash cam, it will start the factory initialization. So don't press it for more than 10 seconds unless you want to set it as default.**



If I download a video on my smartphone, where can I find it?



It is different system depends on the manufacture.

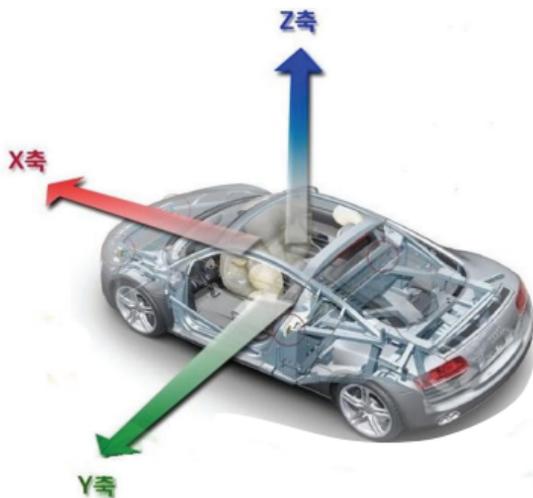
- A. Samsung : My file → Device Internal storage → DCIM → GNET
  - B. LG : File management → All files (or Internal storage → DCIM → GNET)
  - C. I-phone : Camera roll (in the picture app)
- If you can not find the files, Search for "DCIM" folder on your smartphone

Q

What is the G-Sensor?

A

The G-sensor (Gravity Sensor) is a sensor that recognizes the movement or tilt of an object due to the action of gravity on the Earth.



**X axis:**

Front and rear shock and acceleration (+) and deceleration (-) are shown in red.

**Y axis:**

On the left (+) and right (-) sides, the impact and left/right Tovement (turn left, turn right) are shown in green.

**Z axis:**

The top (sky +) and bottom (ground -) impacts are shown in blue.



What is the LBP?



LBP stands for Low Battery Protector, which checks the voltage of the car battery in real-time to prevent the car battery from discharging by turning off the dash cam at low voltage.

The purpose is to save the minimum power of the vehicle battery to be able to start the vehicle.

It can be set in 5 steps of 11.3V, 11.5V, 11.8V, 12V, 12.3V in the LBP voltage management system, and the dash cam turns off when it is below the threshold 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 the dash cam records and stores videos when the vehicle is not being driven for a long time.

In the case of using a 3-wire constant power cable, if the ACC power cuts off after parking which means you turn off your vehicle, it enters the parking mode immediately. Entering parking mode, the dash camera recording frame (FPS) is automatically changed from 30FPS to 10FPS to minimize unnecessary recording time. In other words, parking mode can record up to 3 times more than normal (driving) mode.

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Q

What is the Smart Motion Detection?

A

During parking:

When parking mode is on, the dash cam records at 10 fps.

When parking mode is off, the dash cam records at 30fps.

When parking mode is on and motion detection is OFF, the dash camera continues recording at 10fps.

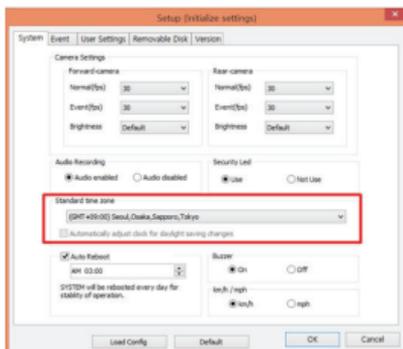
When both parking mode and motion detection are on, the dash camera will start recording at 10fps only when motion is detected.



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



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



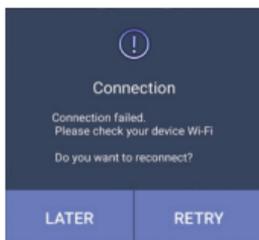
Q

My smartphone can not be connected with dash cam.

A

Depending on your smartphone settings, some smartphones may lose connection due to a weak internet signal.

This is not a problem with the product or the smartphone application. Please refer to the solution below.



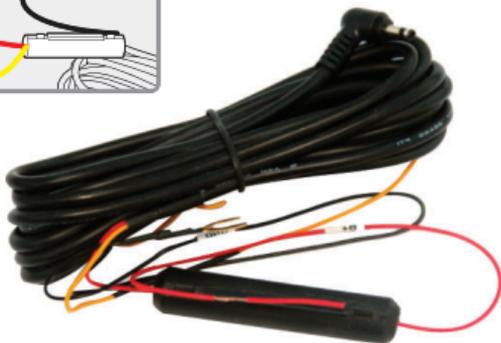
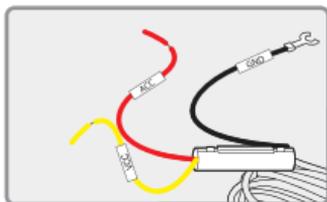
### How to solve the problem - [samsung]

1. Smart Network Switch allows you to stay connected by switching to an available cellular data source whenever your Wi-Fi connection becomes unstable.
- 1) Swipe down from the top of the screen to bring down the notification panel.
- 2) Open the [Settings] and select [Connections].
- 3) Select Wi-Fi
- 4) Tap on [Advanced] at the top right of the screen.
- 5) Select the toggle next to Smart Network Switch to enable the function.
- 6) Once the function is activated, you can also enable Aggressive Switching, which allows the network connection to switch over from Wi-Fi to mobile data when your Wi-Fi connection is only slightly unstable.

※ Occasionally, the smartphone and dash cam may not be connected due to insufficient memory of the smartphone. If you are still unable to connect after completing the above methods, clear the memory of your smartphone or close 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.)



For the continuous recording even when the ignition is turned off,  
please refer to each cable below.

Black cable(Ground) should be connected to the ground on a car.

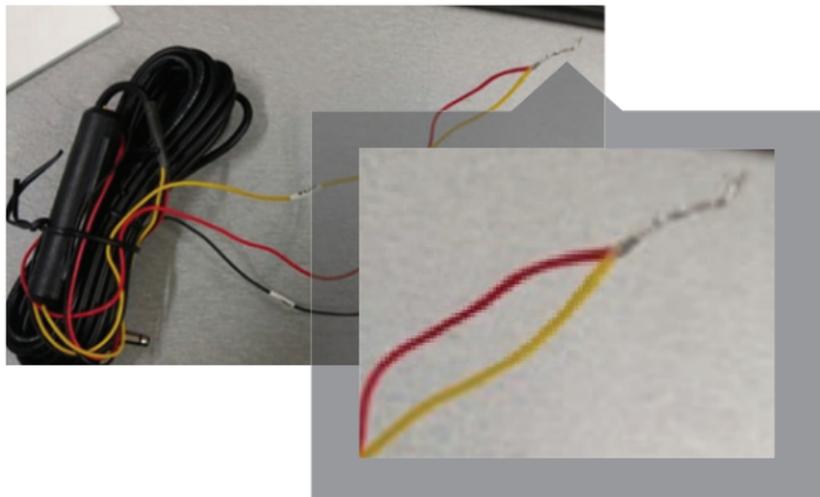
Yellow cable(VCC) should be connected continued the power supply of a fuse in  
the fuse box. (ex : Emergency light, Hazardous light, Door lock, etc)

Red cable (ACC) should be connected to power supply of a fuse which is operated  
when turning on ignition (ex : cigar light fuse, etc)

2. If you do not want to record when the ignition is turned off, please refer to below.

Black Cable (Ground) should be connected to the ground of the car.

Twist Yellow Cable (VCC) with the Red cable (ACC) as shown below.



These twisted cables should connect to the power supply of a fuse which is operated when turning on the ignition. (ex : cigar light fuse, etc)



### No power (no boot)



Check whether the power is supplied 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.

Unplug the power jack and plug it back in. → If it is normal after inserting the jack again → If the problem persists, send the problematic dash cam to GNET.

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### Video input error



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



### SD card damage



After power on/off, check the operation status, reinsert the SD card, check the operation status, and verify that the real-time camera image is normal. It is related to the life of the SD card. If you experience the same symptoms afterward, contact us to confirm the time of use and receive the replacement within 3 months. If you can not find a live- video, contact GNET.

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### 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.



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



Normal operation (Check the type of power cable)

1ch models : GN700, G-BLACK

2ch models : G-ON, G-ON2, N2, X2, L2, GDR, IRONMAN, MATMAN, GK, G-STYX,  
N2I, N2T, X2I, X2T

3ch models : G-ON3, G-STYX, X3I, GT700 3CH

4ch models : CP440, GT700 4CHV



### Vehicle battery discharge



1. Check the cable connection.
2. Check whether it is a 2-wire or a 3-wire type.  
(2-wire type does not apply to items ② and ③ below.)
3. Cause of discharge
  - ① In winter, the cold weather weakens the vehicle's battery performance, and short driving times can cause the vehicle to discharge.  
It prepares for discharge by activating the LBP function being symbiotic with the car battery.
  - 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 your device if you need to park for more than 24 hours.  
Even when LBP is set, the battery may drain during long-term parking.



### Recovery Inquiry



1. Video that has been stored for a long time is overwritten, making it difficult to restore.
  2. If the user checked the SD card on the computer and accidentally deleted the jdf file from the data/events folder (or for any reason), insert the SD into the device and boot -> Recovery.
- ※ If you format SD, it can't be recovered.
- ※ If you press the Wi-Fi button for registration standby mode for more than 10 seconds, data in the SD card may be deleted turning into the factory initialization.

## WARRANTY CARD

<b>Product</b>	GNET Dash cam		<b>Model</b>	G-ONQ
<b>Serial Number</b>			<b>Purchasing Date</b>	
<b>Consumer Information</b>	<b>Name</b>		<b>Tel</b>	
	<b>Address</b>			
<b>Seller / Vendor</b>			<b>Tel</b>	
<b>Warranty Period</b>	Dash Camera : 1 Year Micro SD card : 3 months			

\* If you require product repair, service and/or support, please contact your local seller or send us an email: [info@gnetsystem.com](mailto:info@gnetsystem.com)



GLOBAL NETWORK

[www.gnetsystem.com/eng](http://www.gnetsystem.com/eng)

[www.g-on-the-road.com](http://www.g-on-the-road.com)

[info@gnetsystem.com](mailto:info@gnetsystem.com)

6F Lotte IT Castle II Gasan Digital 2ro 98,  
Geumcheon-gu, Seoul, Korea

