

**PHILIPS**

Automotive

Dashcam



## FAQs

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# General

**Question** [What is FHD? And when it comes to resolution, is it the case of the higher the better?](#)

**Answer** 1080p (1920×1080 pixels; also known as Full HD or FHD) is a set of HDTV high-definition video modes characterized by 1080 horizontal lines of vertical resolution.

No, image quality is not just a case of the higher the resolution the better. For the purpose of protecting yourself from “crash-for-cash” or “bump-and-run” accidents, a recorder with 1080p is the optimum resolution for clarity fine enough for license plate recognition, low light performance, while balancing long recording time. A higher resolution will greatly reduce the life of the memory card, and shorten the amount of time it can record. For the same SD (TF) card, with 1440p, the recordable time will be reduced by 30%, and the increased repetitive read/write operation will reduce the memory card’s lifetime, hence more frequent replacement of the SD (TF) card.

In addition, due to the fact that less light is allocated to each pixel, a higher resolution camera (1296p/1440p) will be significantly less effective when used at night.

Your dash cam should be practical and durable for use inside a car. For technical specifications, it is not always the higher the better.

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**Question** [What is FOV? And is a wider viewing angle always better?](#)

**Answer** The larger the viewing angle, the larger the range of visual evidence that can be recorded. However, when the recording range is large, the resolution is also reduced. Also, with a higher FOV, cars usually appear further away, hence vehicle license plate become smaller and harder to detect. The optimum FOV should be the degree to cover the lanes left and right of your vehicle and no more, in order to maximize the image of what is relevant. With 1080p, it is around 140 degree FOV. However, this is a personal choice, as some might prefer to record as wide as possible for parking surveillance while danger can be from all angles.

And unfortunately, some manufacturers make feature claims that exaggerate reality. In other words, what you’re sold is not what you get. For example, a dash cam is advertised as having a 140° wide angle lens, when it is in fact only 100°. The key is to only choose products from manufacturers with a reputable brand.

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**Question** [What is Automotive Grade Quality? And why is it good that a product is advertised as Automotive Grade Quality?](#)

**Answer** Unlike consumer and home products, automotive operates under tough condition. Hence, Dashcam must be able to be as tough as the automotive in order to survive extreme heat and cold during outdoor parking and high vibration frequency during operation.

Automotive Grade Quality means the product can function properly and reliably under harsh automotive environments (e.g. high temperatures and high vibrations). And most dashcam are consumer grade instead of automotive grade. When you buy an automotive grade quality product, you can be sure it will work under the similar tough condition as your vehicle, giving you that extra peace of mind.

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**Question** [Do you have spare parts available for replacement? For example, a power cable and mounting accessories.](#)

**Answer** There are no spare replacement parts for sale, like power cables or mounting accessories. It’s very rare that replacements are necessary, but in the case you need spare parts, please seek assistance from retailer where you purchased the product.

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# Operation issues

**Question** [Why does my Dashcam not start working when the power cable is plugged in?](#)

**Answer** For some cars, the cigarette lighter does not provide power until the engine is on. So please start your car engine first. For some dashcams (ADR810s, ADR900), you must also turn on the power button on the device.

If the Dashcam still fails to turn on, please check the power cable is functioning by connecting it to other devices. If all above efforts fail, please contact our technical support center.

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**Question** [Is the Dashcam working when the screen is off?](#)

**Answer** For safety reasons, the LCD screen will turn off after 3 minutes of recording. However, this doesn't mean that Dashcam stops working. The device will continue to record after the screen has switched off. As long as the LED indicator is on, or is blinking, you know your device is working. You can adjust the LCD screen ON/OFF function in the settings.

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**Question** [When the emergency recording is on, can I use other features at the same time?](#)

**Answer** No. When the emergency mode has been triggered, your Dashcam will focus on recording all information that it can, so other functions will be deactivated. For safety reasons, you can NOT operate the Dashcam at this time.

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**Question** [Does the Dashcam power on and off automatically?](#)

**Answer** Yes. When you switch the car engine on, the Dashcam will start recording automatically. Likewise, when the engine is turned off, the Dashcam will also switch off. Or, if you have an Dashcam with WaveGuard functionality, it will enter parking surveillance mode.

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**Question** [Why would the Dashcam continue to work after the car is turned off?](#)

**Answer** When the engine is off, the cigarette lighter can still draw power in some car models. So your Dashcam could still use electricity from the car battery. To avoid this, please unplug the power cable from the socket to avoid draining the car battery when you're not in your car.

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**Question** [When I start the ignition, why does the Dashcam turn off and then on again?](#)

**Answer** When we turn on the ignition, the car's battery needs all available power to start the engine. So at that moment, all other devices will be turned off temporarily, including the Dashcam. Once the ignition system has finished its job, the car battery begins to power other devices, so the Dashcam will turn on again.

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**Question** [When the Dashcam is connected to a computer, can it still record?](#)

**Answer** When connected to computer, the Dashcam will switch to data transfer mode. So it cannot record at the same time.

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# Product features

**Question** [Is FOV 170 better than 120?](#)

**Answer** A wider angle lens means more of the field of view can be recorded, but it also means that the video resolution will be reduced a little. The final choice depends on your needs as a consumer. For example, you may prefer a wider angle lens if you're using your Dashcam for parking surveillance, as it will capture more of what happens around your car.

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**Question** [Why does the Dashcam need good night time capabilities?](#)

**Answer** You need your Dashcam to protect you when you're driving during the day and the night. And with the risk of an accident increasing in low-light conditions, it's vital that your Dashcam has good night time recording capabilities. For parking monitoring features, quality night time recording is also important, as there may be little illumination of the area around your car.

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**Question** [What is optimal in terms of night view? ISO3200, or ISO6400?](#)

**Answer** Quality of night vision is influenced by three elements: lens aperture, the capacity of the processor and the light sensitivity of the sensor. For ISO ratings, it is a case of the higher the number, the better the night viewing capabilities.

There are also many Dashcam in market claiming starlight visibility. As this is a very casual, generic term without professional definition like ISO rating, please check their night time quality carefully as many are not as good as claimed.

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**Question** [What is the "Fatigue Index"? How does it work?](#)

**Answer** To help drivers manage their changing levels of fatigue, the device displays a fatigue index. This takes into account physiological and journey related parameters (such as the time of day and the time spent driving), and informs the driver if they might be getting too tired to drive. The device will also sound a fatigue alert every two hours of driving.

When the fatigue index is less than 60, the value is displayed in a green color. Before the fatigue index reaches 80, the value is in yellow and accompanied by an alert beep. When the fatigue index goes above 80, the value changes to red and the audible alert sounds three times.

To use this feature, ensure it is turned on in the settings and that the system time is correctly set. When this feature is switched off, the fatigue index will not be displayed on screen.

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# Product features

**Question**      [What is WaveGuard? How is it different from parking monitoring features in other Dashcams?](#)

**Answer**          Many Dashcam claims motion (G-sensor) activated parking monitoring, meaning the recording only starts after motion detected. Most of the time, this is too late as that means the accident already happened. And many lower end Dashcam needs up to 5 seconds to start recording after motion detected. Hence, it is unlikely those Dashcam can record useful information during parking monitoring.

WaveGuard uses unique Philips microwave detection technology. This senses the scene in front of the car and starts recording when it detects a moving object, such as a human or other vehicle, approaching too closely to your vehicle. If the object then moves past the vehicle and no further motion is detected, the device will stop recording and automatically shut down to save vehicle battery power. Hence, it will recording before, during and after the accident, if that happened.

With parking monitoring that relies on video motion detection, when compared to WaveGuard, they are less effective at identifying movement, especially in low-light conditions (and it's at night that you most need your motion detection technology to be working well). Due to their inability to identify distance, those parking monitoring will be constant recording irrelevant information from far away, and draining battery far quicker than needed. Note: WaveGuard, and also video motion detection parking monitoring, requires a continuous power supply, so the device needs to be plugged in to your vehicle.

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**Question**      [Will the use of a UV protection screen affect the performance of WaveGuard?](#)

**Answer**          No, as long as the UV protection screen is not composed of any metal materials.

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**Question**      [How long does the battery of the ADR620 normal last when recording?](#)

**Answer**          When you turn off the engine, the device's in-built battery will be able to support recording for up to 30 minutes.

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**Question**      [How long will it take to charge the battery in the ADR620?](#)

**Answer**          A full charge is complete in about 3 hours.

# Micro SD card issues

**Question** Which Micro SD card should be used for the Dashcam?

**Answer** You should choose the highest quality SD card available, as it will be better able to endure strong vibrations and high temperatures. Transfer speed must be of class 10 or above.

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**Question** What is the recording time for the different sized memory cards?

**Answer**

Micro SD Card Capacity	Video Resolution		
	720P/30FPS	720P/60PFS	1080P/30FPS
16GB	260 minutes	170 minutes	160 minutes
32GB	520 minutes	340 minutes	320 minutes
64GB	1040 minutes	680 minutes	640 minutes

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**Question** The micro SD memory card I'm using often experiences writing/reading errors, why is that?

**Answer** It's likely due to the quality of memory card you're using, as opposed to an issue with your Dashcam. Please replace the SD card with a more reliable and durable product. Otherwise, you might lose critical video evidence due to a corrupt memory file.

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**Question** The Dashcam suggested I format the SD memory card every 2 to 3 months, why is that?

**Answer** By periodically formatting your SD card you ensure it works at its best, guaranteeing a reliable video recording.

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**Question** How often should I back up my recordings stored on the SD card?

**Answer** We recommend you regularly back up your recordings. While you may not have been involved in an accident, it's possible your camera witnessed an event that you didn't notice. So being able to look back at archived recordings could be very valuable.

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# App connection and usage issues

Question [Do all Philips Dashcam models have a Wi-Fi connection?](#)

Answer Selected models, like ADR820, have Wi-Fi connection to your smartphone using the GoSure app.

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Question [Once the Philips Dashcam is connected to my phone with Wi-Fi, will it automatically save the videos to the phone?](#)

Answer No. There are many video clips already recorded in the SD card of the Dashcam so you have to select the relevant files and perform the download function to get them copied onto your smartphone's memory.

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Question [What is the GoSure app? Can I use other apps?](#)

Answer The GoSure app allows you to live stream your Dashcam recordings, save important videos, and adjust the dashcam settings, all from your smartphone. And no, you can only connect your Philips Dashcam with the Philips GoSure app.

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Question [Are there any special requirements for a smartphone, in order to be able to use the GoSure app?](#)

Answer There are no special system requirements, the GoSure app will work well on most smartphones using iOS and Android.

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Question [Can I connect to more than one Philips Dashcam?](#)

Answer No, you can only connect to one Dashcam at a time.

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Question [Even though the GoSure app is installed, I cannot pair the Philips Dashcam with my smartphone via Wi-Fi.](#)

Answer Please check that you have switched on the Wi-Fi for both the Dashcam and the smartphone, and that you've inputted the Wi-Fi password correctly. Then repeat the pairing procedure. Please note it is connected to the Wi-Fi of the Dashcam, not your home/office Wi-Fi.

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Question [When my phone is connected to the app, will it consume data?](#)

Answer No, while phone and Dashcam are connected to each other via Wi-Fi, it will not consume any data.

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Question [Does my phone need to be on all the time when the app is on?](#)

Answer Yes. You need to keep your phone turned on to keep the app running, in order to operate the app's features.

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# App connection and usage issues

Question [Do I need to keep my phone on the whole time when the Dashcam is operating?](#)

Answer No. The Dashcam is recording onto the SD memory card, so you don't need to connect it to the app all the time. Connection between your phone and the Dashcam is only needed when you want to use the app, such as live streaming the recording, or to transfer recorded videos over to your phone's memory.

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Question [How do I know if there is a firmware upgrade?](#)

Answer Please check the official Philips page for the latest product updates.

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Question [How do I upgrade the firmware?](#)

Answer When you download new firmware, please also download the corresponding instructions, which will clearly explain how to perform the upgrade.

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