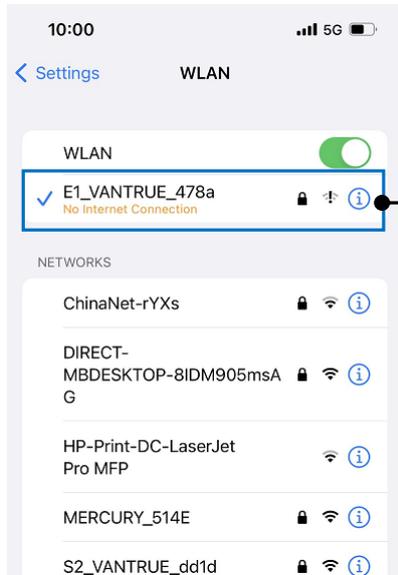


Vantrue Cam APP using on iPhone FAQ Guide

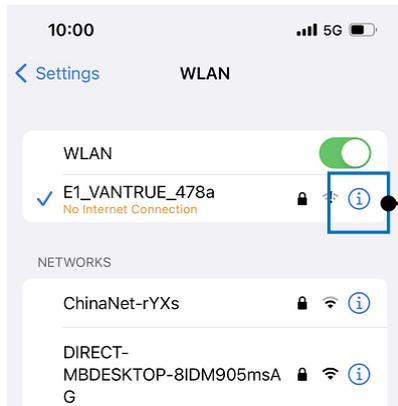
1. The phone cannot connect the dash cam Wi-Fi:

- 1.1 The current connection may not be the dash cam Wi-Fi, please check whether the connected Wi-Fi name is consistent with the dash cam Wi-Fi name.

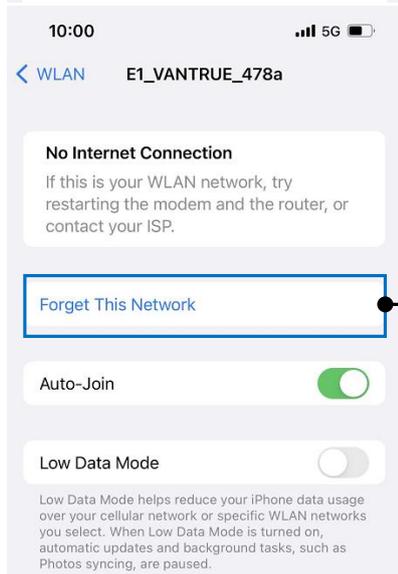


Please make sure the Wi-Fi name here is the same as the dash cam Wi-Fi name

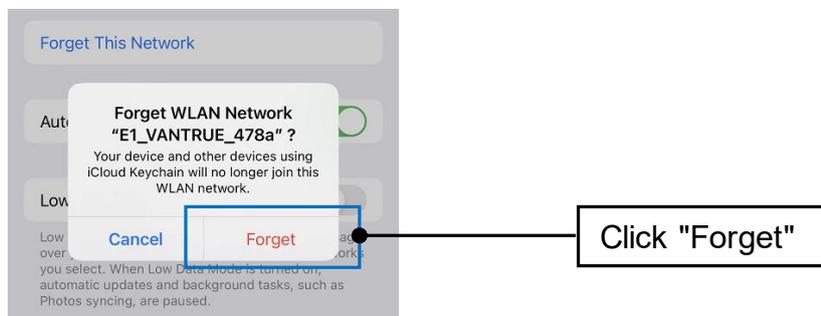
- 1.2 Please confirm whether the Wi-Fi password is entered correctly, you can delete or forget the network first, then try the default password [12345678] to connect, or reset the dash cam to connect.



Click the Network Attributes Tag

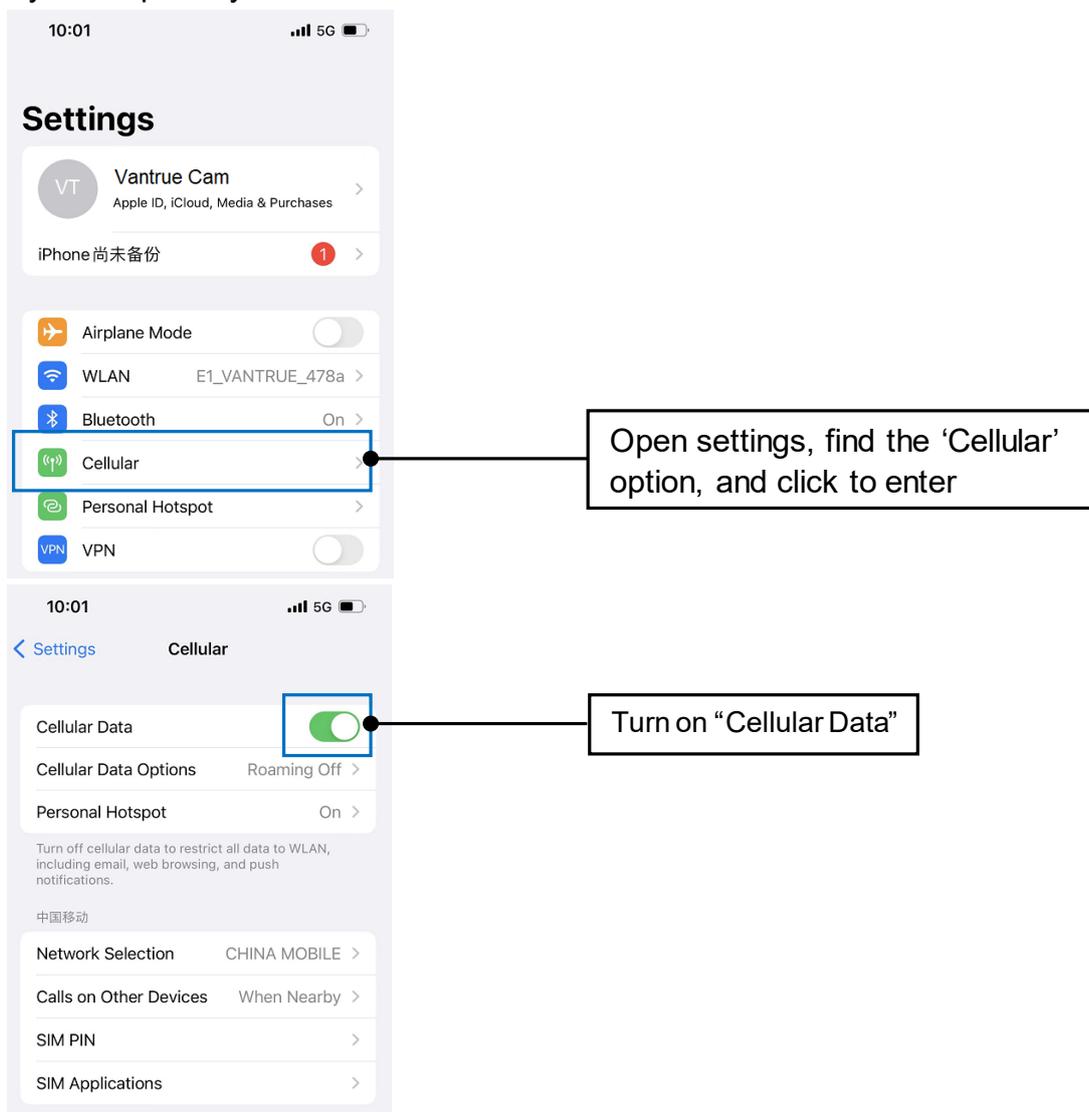


Click "Forget This Network"



1.3 Please try to restart the dash cam.

1.4 Since the mobile phone system has intelligent management behavior for all networks, please try to temporarily close the mobile network and then connect.

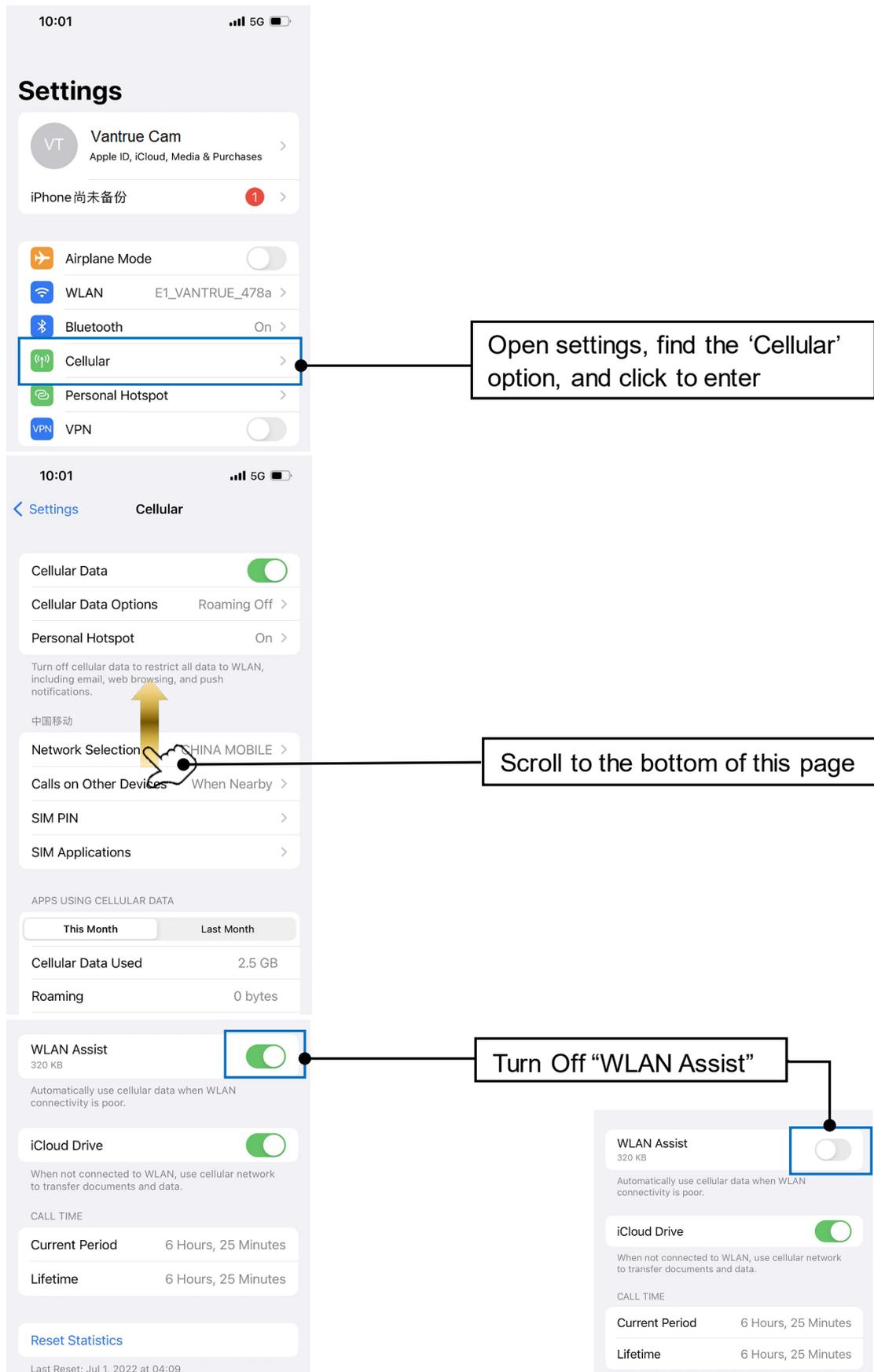


1.5 Since the Wi-Fi of the dash cam does not have the function of accessing the Internet, the mobile phone system may prompt you to switch to the network with Internet access after the connection is successful. In this case, please authorize to keep the current Wi-Fi connection of the dash cam, otherwise the connection will be disconnected.

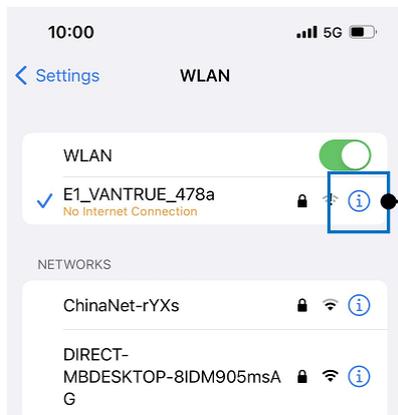
1.6 Please make sure that the Wi-Fi of the dash cam is connected and is not being connected by other mobile phones, as at the same time the dash cam Wi-Fi only allows one phone to connect.

1.7 Since the "WLAN Assist" of the mobile phone system will remind the user to disconnect or switch the current network according to the network strength, in this case, please enter the

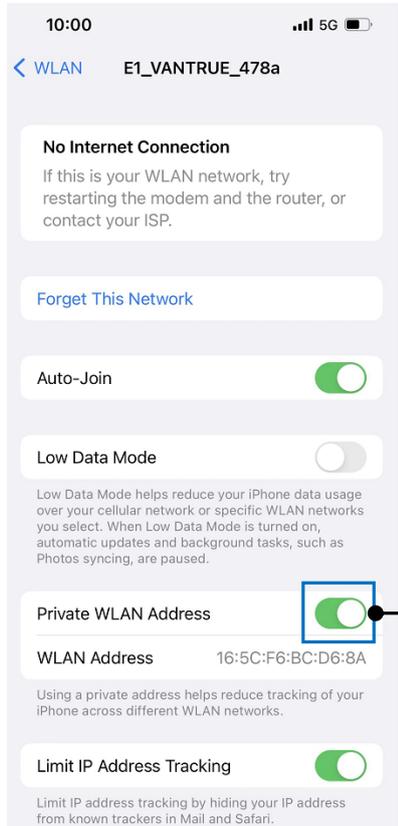
mobile phone "Settings", click "Cellular", slide to the bottom to find and close the "WLAN Assist".



1.8 Please find and open "WLAN" in the phone "Settings", click on the Wi-Fi name of the connected dash cam, find and close the "Private Wireless LAN Address" on the pop-up page.

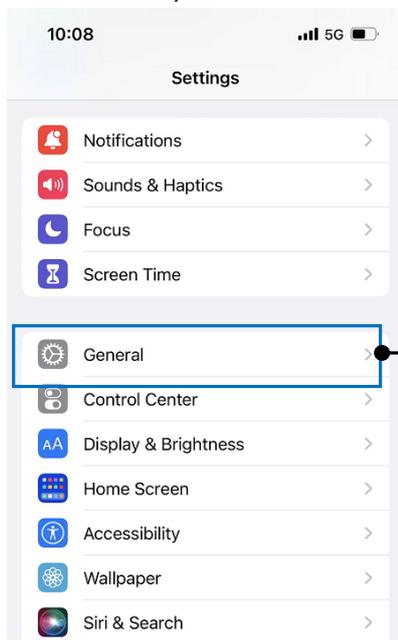


Click the Network Attributes Tag

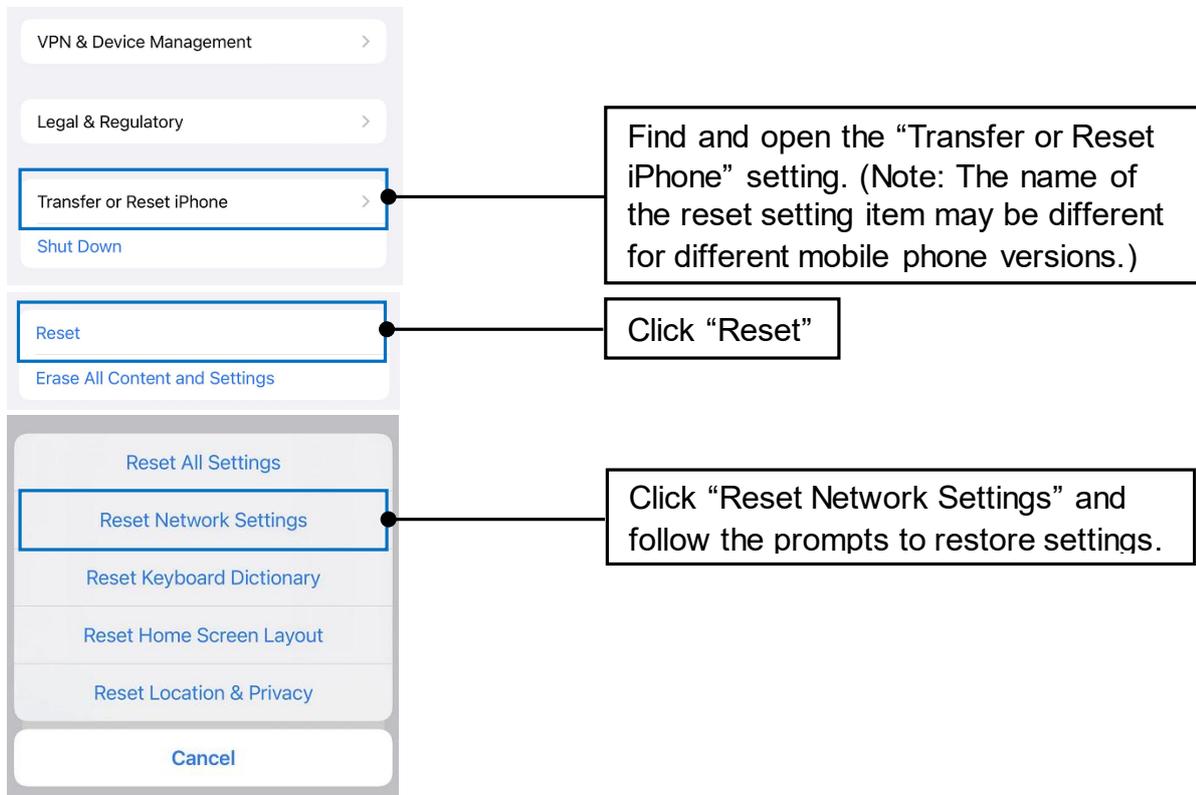


Turn on "Private WLAN Address"

1.9 Please try to restore the network settings before connecting (Reminder: After restoring the network settings, all saved networks need to be connected with the key again, please use with caution)



Find and Open the "General" in the "Settings"



2. The mobile phone is connected to the Wi-Fi of the dash cam, but cannot load the Pre-view screen on the cam APP:

- 1.1 Please try to temporarily turn off the mobile network and then restart the dash cam APP.
- 1.2 Please find and open "WLAN" in the phone "Settings", click the Wi-Fi name of the connected dash cam, find and close the "Private Wireless LAN Address" on the pop-up page.
- 1.3 Please try to uninstall the dash cam APP and re-download and install the latest APP.
- 1.4 When the dash cam APP applies for the necessary permissions, please agree to the authorization (reminder: the permission application is limited to network and photo album-related items, and the relevant legal requirements are strictly enforced. There is no transitional claim, please use it with confidence).

