DashCam FAQ

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Here you will find answers to the most frequently asked questions about DashCam.

Please check answers here, if you will not find answer then fill the Helpdesk query.

Frequently asked questions regarding DashCam solution

Question	Comments
What is the best device to use DashCam with?	Our FMX125 family devices are integrated to work best with DashCam solution, these include FMC125, FMB125 or FMB225 FMC225.
Firmware to install on FMX125 device for best DashCam support?	The latest current firmware to use on FMX125 devices is 03.27.13.Rev.663 and latest for DashCam solution is V2.2.3, please see the link here.
Picture quality received is very blurry, what can I do?	Please visit your configuration settings in RS232/RS485 Tab, in there you should see DualCam selected. With this selection, you should be able to see DashCam Feature Settings with available resolutions. There is a variety of different resolutions available ranging from 160x120 px to 1920x1080 px. Please note that selecting highest possible resolution will make a bigger file which will take longer to upload and consume more data compared to 1280x720 px size. We advice 1280x720 px as best choice.
MicroSD card is not detected, how to fix this?	It is possible that your microSD card is formated under different file system, please format the card on the computer with the FAT32 file system and then try re-inserting the card again.
How can I quickly check if my camera is recording or whether it is in working order?	It is advisable to test the camera upon arrival with our videoplayer.exe software here, the link to download it can be found on our wiki page. Simply download and click on .exe file extension and the program will open. In there, please follow the following steps as described in our wiki page here.
My FMX device does not send photo to server even with camreq:1,1 command, received packet is empty. What can I do?	Camera image sending is not being sent as AVL data, it requires special protocol from the server side to be implemented. More information can be found on our wiki page here.
Can I configure my DashCam over RS485 input for faster data transfer?	Our DashCam solution only works with RS232 input for more efficient development and lower power consumption.
I do not see DashCam as selection on my RS232 input, what to do?	Please ensure that the configurator and firmware of your device is at the recommended version. If you are not sure which version of configurator you need, please contact your sales manager or create HelpDesk query.
Why do I not see time and date on my photos and videos as seen in some other camera brands?	This function is toggle-able and in order to turn it on, please go to your RS232/RS482 tab on your Configurator. In there please navigate to Camera Feature Settings and enable OCD Display. This feature will allow your camera to display date and time on pictures and videos.

I am not able to request photos to my Wialon server, the command is either unresponsive or shows me invalid command error.

We have created a guide which you can follow step by step in order to set up your camera to Wialon servers. It is advisable to read through all of it as the there are specific steps to be taken in order to receive the photo, you can read more [here](#).

There are further issues with my Wialon server, who to turn to for assistance and help?

For any server related issues please contact Wialon directly on [\[email protected\]](#).

What is the IP Rating of our DashCam?

The IP rating of DashCam is IP41.

Is DashCam compatible with FMC225?

DashCam is compatible with FMC225. As [FMC225](#) is developed on the existing platform, it keeps all the functionalities from [FMC125](#).