

# USER



# MANUAL

**focuway**

SMART WITNESS ON THE ROAD MODEL:D2-Duo

# QUICK USING GUIDE

## Install guide (Video)

Thank you for selecting the FOCUWAY D2 Duo dash cam. To assist you with the installation process, please find the installation video below:



Car Cigarette  
Lighter Socket



Car Cigarette  
Lighter Plug



FOCUWAY D2 Duo  
Dash Cam

Search FOCUWAY on  
youtube.com



FocuWay

@focuway1951 238 subscribers 5 videos

Hello everyone, this is a technical support of

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Go our channel and find this video:

***Installation guide for D2-Duo***

## Quick setting & App using guide

Please note that If you choose to connect the GPS module to use, it is important to remember to set the Time Zone and Daylight Saving Time settings to ensure accurate date and time display. For step-by-step instructions on setting up your dash cam, please refer to our video guide.

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**youtube.com**



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to enter our channel

Go our channel and find this video:










***Using guide for D2 Duo - Okcar App***

In the event that you encounter any issues while using this dash cam, we are here to help. Please don't hesitate to reach out to our after-sales customer service team either through Amazon or by sending an email to:




**[support@focuway.com](mailto:support@focuway.com)**

We will promptly assist you with any problems you may have.

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## USER AGREEMENT

By purchasing FOCUWAY Dash Cams, it is assumed that, by default, you agree to the precautions, user warnings, and all the terms and conditions of the warranty. If for any reason you do not agree with any of the terms mentioned in this manual, you may return the product in its original packaging, unused, within the designated return window, for a full refund.



### PRECAUTIONS

Please read the manual carefully before using and installing the dash cam, and keep it safe for future reference. It will be helpful if you have any questions or encounter any problems.



### WARNING

Failure to comply with the safety warnings and regulations can result in serious injury.

- Due to local laws and vehicle safety considerations, do not manually operate the device while driving.
- Do not expose the device to rain or moisture or submerge in water or it will result in external or internal damage.
- Please do not directly touch the metal panel and card slot of the camera after long time use to avoid scald.

Because long-term use will cause the camera to heat up, especially if the car is parked under the hot sun for a long time.

- Don't try to open the cover or try to repair yourself. If the accessories have any problems please contact the seller support.
- Keep the windshield and the Dash Cam lens clean for optimal video quality. If there is a foreign object on attached to the lens, this might reduce the quality of the recorded videos.
- Before attaching to your windshield, please check in your local DMV about traffic laws that dictate the positioning/method of mounting the device.
- Do NOT install the Dash Cam in a location that will obstruct your view of the road while you're driving.
- For some vehicles, a DC power socket will keep providing power after the engine is turned off. To avoid draining your car battery, please manually unplug the Dash Cam when the engine is turned ff.
- Working temperature is  $-4^{\circ}\text{F}$  -  $167^{\circ}\text{F}$  ( $-18^{\circ}\text{C}$  -  $75^{\circ}\text{C}$ ) . Avoid extreme temperature.
- Keep the device away from excessive heat, such as direct sunlight, fire or the like, to protect the Dash Cam and extend the device service life.

- Use the original or certified cables, if you need to export the videos from TF card to your laptop. Please use the DATA transmission cable with Type-C port.
- Do not use any corrosive cleaner/oil to clean. Keep out of reach of children. It contains small parts which may be a choking hazard.
- To prevent damage to your device's parts or internal circuits, do not use it in dusty, smoky, damp or dirty environments.


***Some countries or US states prohibit drivers from mounting anything on the windshield or prohibit mounting in certain areas on the windshield. It is the owner/operator's responsibility to mount or use this device in compliance with local laws.***


***The company is not responsible for the loss of any data or your content during operation or under any circumstances.***

**GETTING START**



**YOU SHOULD KNOW BEFORE INSTALL**

 Make sure to always keep the dash cam plugged into power when recording.

 The 64GB memory card has been inserted into the card slot. You can press the SD card into the card slot again until it clicks, and then it will pop up automatically.

If you want to use a new memory card, we recommend your purchase:




 **UHS3**  
Ultra High Speed


 **CLASS 10**





**RECOMMENDED  
CARD**

**SAMSUNG Class-10,  
U3 Speed Micro-SD  
card is required, up to  
256GB Maximum**

 Before the first use, you **MUST FORMAT** the memory card on the camera to prevent any errors and ensure smooth operation.

 When you first use this car cam, please follow the **GUIDE** to set up your dash cam. Every time you set the dash cam to 'factory default, you will need to perform the initial setup again.

 The FOCUWAY D2 Duo 4K dash cam is programmed to automatically turn on and start recording when it receives power. It will also automatically stop recording and turn off within 5 seconds when the power is disconnected, such as when you start or stop your car.

 WiFi: You can connect the dash cam to your smartphone. Please note that Android smartphones require at least version 8.0 to be compatible with the app, while iOS smartphones are always compatible.



## SPECIFICATION

Model Name	FOCUWAY D2 Duo
Chipset/Sensor	NOVATEK 96670 / Sony IMX 335
Display	3 Inch IPS Screen
Lens	150° Wide Angle Lens – 6-Glass
Language	English/French/Dutch/Spanish/Portuguese/German/Italian/Simple/Chinese/Traditional Chinese/Hebrew/Japanese
Storage	Micro-SD Card, Class 10 U3 Speed, Max 256GB

Video Resolution	3840x2160P 30FPS, 2560X1440P 30FPS, 1920X1080P 30FPS
Photo Resolution	VGA, 1.3M, 3M, 5M, 8M, 10M, 12M
File Format	Video: MP4 ; Photo: JPEG
Built-in WiFi	Supported
GPS	Supported
Microphone	Supported
Built-in Speaker	Supported
Loop Recording	Supported – seamless recording
Parking Monitor	Supported
Anti Flicker/ Frequency	50Hz/ 60Hz
Power Input/ Output	Input: DC 12-24V/2A Max, Output: DC5V/4.8A
Battery Capacity	super capacitor
Working Temperature	-4°F - 167°F (-18°C - 75°C)



## PACKAGE CONTENT



Rear Camera



D2 Duo dash cam & inserted SD card



Car Charger



## INSTALLATION

### 1 VIDEO GUIDE

#### Video installation guide

Before the official installation, please verify if the D2-Duo functions properly in your vehicle: start the car engine, power the D2-Duo using the provided car charger, and check if it powers on and records correctly. Similarly, insert the rear camera into the main unit to test if it displays properly.



Car Cigarette  
Lighter Socket



Car Cigarette  
Lighter Plug



FOCUWAY D2 Duo  
Dash Cam

### Video Installation Tutorial:



Please Search "FOCUWAY" on [youtube.com](https://www.youtube.com)



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Go our channel and find this video:  
***Installation guide for D2 Duo***  
***Using guide for D2 Duo- OKCAR***

Or Scan this QR code  
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## 2 GRAPHIC GUIDE

### Things you should know before installation

- ✓ The camera comes with default settings make sure you can use it directly without changing any settings.
- ✓ Memory card has been inserted in the camera, please format it on the camera before the first use.
- ✓ 3M Sticky Mount has been install on the Dash Cam.

### ① Fastening the D2 Duo to the front windshield inside the car



D2 Duo install position



Adjust mount get the best perspective

## PLEASE:

1. Make sure to clean your windshield from any dust particles.
2. Stick the electrostatic sticker onto the windshield, remove the red protective film from the 3M adhesive, and then attach the 3M Sticky Mount onto the electrostatic sticker.

### ! NOTE

- Make sure that the camera view is not obstructed by window tint or any other object.
- If your vehicle has side curtain airbags, exercise caution when routing cables along the vehicle windows. Ensure that the cables do not pass in front of any of the airbags, as this can impede the proper deployment of the airbags.

### ② Wire dash cam



## CAUTION

Only use the FOCUWAY USB-C car charger to power the camera. Using any other charger may result in frequent reboots or LCD flickering due to insufficient power.






③ Start engine and check if the dash cam work properly.



## USING D2 DUO DASH CAM

### 1 CAMERA BODY & BUTTON FUNCTION



	Name	Function discription
	Left	1. Press once: switch front and rear camera display mode. 2. Press and hold when stand by: Turn on / Off WiFi .
	Right	1. Press once: Turn on/off microphone. When D2 Duo is recording: 1. Press and hold: Take a photo When D2 Duo is stand by and the WiFi is turned on: 1. Press and hold: Switch between 2.4GHz and 5GHz WiFi modes to meet your mobile phone's WiFi connection requirements.
	POWER	1. Press once: Turn on/off screen saver. 2. Press and hold: Power on/ off D2 Duo.
	MENU	When D2 Duo is recording: 1. Press once: Lock the current video. When D2 Duo is stand by: 1. Press once: Enter dash cam system settings. 2. Press and hold: Enter Playback mode.
	OK	1. In main page: Start/Stop recording. 2. In setting page: confirm. 3. in Preview page: Play/ Pause.

## 2 SD CARD USING

- ✓ Do not remove the Micro-SD card when the dash cam is ON. Otherwise it will damage the memory card or cause data loss.
- ✓ Always remove/ insert the sd card when the dash cam is off.
- ✓ If you need a memory card with more storage space, please refer to page 04 to purchase!

### ! NOTE

If you experience FREEZING or LAGGING or STOPS recording after few seconds. Then it is the issue of the MEMORY CARD (NOT the dash cam issue) – Please contact US. (email address: support@focuway.com)  
FOCUWAY D2 Duo is a high-bit rate 4K dash cam, which needs a high RATING SPECIFIC Micro-SD card.  
DO NOT buy SANDISK card. Do not purchase it from the third party seller or eBay or any online place. Otherwise they may be a fake card that not work.

## 2 Format SD card

### ! NOTE

- 1 We recommend to format the micro sd card every month to keep it clean for smooth operation.
- 1 Please note the micro sd card has itself life span, after so many uses of writing data over and over, eventually they will become inoperable. When that happens, please replace your memory card.

If the dash cam still pop up 'format the sd card' after you formatting it on your camera, please format the memory card again on the computer:

### Format on dash cam



1 Click **OK** to stop recording

2 Click **M** to Enter setting page



3 Click **▲** to find "Format" option, the use **OK** to format SD card.

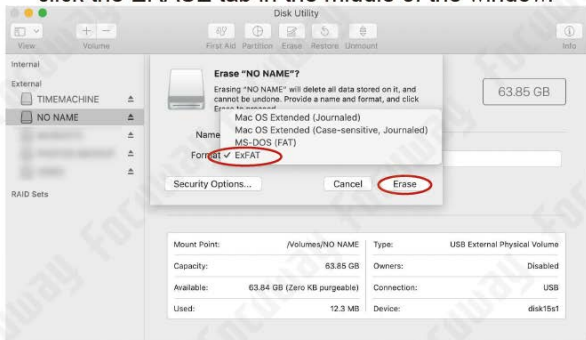
## Format on Windows

- 1 Insert the MicroSD card into your computer. You may need a SD card reader for this.
- 2 Open File Explorer and locate the drive letter for your MicroSD card. Right-click the drive and select Format.
- 3 Set the File System to exFAT (32GB SD card choose FAT format). Set the Allocation unit size to 32KB OR 64KB. Select Start to begin.
- 4 Select OK to begin formatting the card.



## Format on MAC


- 1 Insert the MicroSD card into your PC. (Please prepare a card reader If your PC does not have a card slot)
- 2 Open the Disk Utility. click on the magnifying glass in the top-right corner of your computer screen. Type “disk utility” in the search box that opens, then click on the “Disk Utility” application that comes up.
- 3 Find the card in the left side of the window.
- 4 Select exFAT (32GB SD card choose MS-OOS FAT) click the ERASE tab in the middle of the window.



## 3 CHARGING D2 DUO

- ✓ Only use the original charger to power and charge the FOCUWAY D2 Duo dash cam.



-  The device will automatically start recording when it powered and it will save the last video and power off automatically after cutting the power supply.

## 4 SET DATE & TIME

The system time will automatically update after:

1. Successfully connecting to the GPS signal.
2. Successfully connecting to your phone.

Also, you can manually set the date and time. Please locate the 'Date/Time' option in the system settings. How to enter system setting? Please refer to page 24.

## 5 TURN YOUR CAMERA ON/OFF

### AUTOMATICALLY POWER ON/OFF



#### **Automatically Power On**

The D2 Duo dash cam is designed to auto power on and start recording when it receive power.

i.e when you start the engine.



#### **Automatically Power Off**

The D2 Duo dash cam will power off within seconds when the power supply is cut.

i.e when you turn off the engine.

**NOTE**

Some car's cigarette lighter is always 'HOT', which means the cigarette lighter will keep providing constant power to your camera even when the car is turned OFF and LOCKED. If this is the case for your vehicle then the auto off/on feature is not work. And if you leave the dash cam continuously recording after engine off, it may drain your car battery and you might have enough power to start your car the next time. To remedy this condition, you can do that: change the connection in the fuse box for your 12V outlet to socket which only supplies power when car key is turned to ACC or ON position.

**MANUALLY POWER ON/OFF****Manually Power On**

Press the power button and hold for 2 seconds.

**Manually Power Off**

Press the power button and hold for 2 seconds.

**NOTE**

Be sure inserting the memory card before turn on the camera, please do not insert/ remove the memory card when the dash cam is turned ON, only do that when the dash cam is turned OFF.

## 6 PLAYBACK RECORDED VIDEO

### PLAY BACK ON DASH CAM

Click **OK** to stop recording and enter standby mode, then click **M** and hold for 3 seconds to enter playback mode.

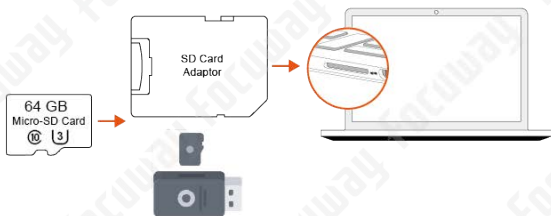


 Videos  Emergency videos  Photos

### PLAY BACK ON YOU PHONE

D2 Duo come with WiFi function, you can connect it to your phone by WiFi, and playback/ edit/ share videos in app. Learn more about this, go to page31, part: wifi&app using.

### PLAY BACK ON COMPUTER



Remove SD card from dash cam, then connect to PC




## BASIC FUNCTIONS OF D2 DUO

### 1 LOOP RECORDING



Due to the limited capacity of the SD card, when the SD card is full, the latest recorded video will replace the oldest recorded video.

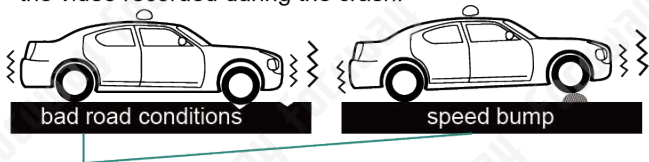
But if the video file was locked , it will be kept in the SD card and can never be overwritten unless you format the SD card. **We recommend to format the Micro-SD card every month.**

You can manually lock the video you think is critical, click **M** to manually lock when recording. Also, D2 Duo will help you to automatically lock the files by emergency lock.

### 2 EMERGENCY LOCK



D2 Duo dash cam has a built-in gravity sensor **G**. When the car vibrates or suffered a crash, the built-in gravity sensor will obtain this information and automatically lock the video recorded during the crash.



This two conditions can also cause emergency locke (we call it false lock), to reduce false locking, please set the G-Sensor to "low".

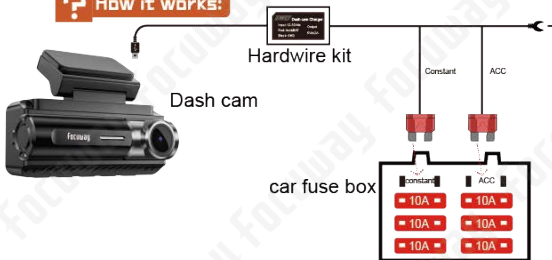
! Despite this, false locks are unavoidable, so you'll need to periodically unlock falsely locked files( or format the SD card), Otherwise, wrongly locked files will accumulate and fill up the memory card (learn more about why this happened, please go to page19, loop recording section), resulting in failure of loop recording.

## 3 PROTECT WHEN PARKING

There are two working modes that can ensure D2 Duo maintains surveillance while parking: Parking monitoring and Time-lapse photography.

However, both of these modes require the additional purchase of Focuway's hardware kit in order to function!!!

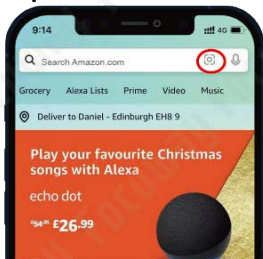
### How it works:



### 1. Purchase the FocuWay hardwire kit

Enter the link or scan the code with the amazon app

<https://www.amazon.com/dp/B0BG5DM5CL>



## 2. Parking monitoring



If you activate the parking monitoring, the G-sensor will remain active. If the car experiences vibrations, the D2 Duo dash cam will automatically activate and record a 30-second video. This video will serve as evidence and the file will be locked.

Following the 30-second emergency recording, the D2 Duo will automatically power off and await the next vibration.

## 3. Time-lapse photography

There is a detailed introduction of this function on page 27, please check back.

## 4 VOICE CONTROL

You can use voice commands to control the functions of the D2 Duo dash cam. Below are the key phrases for voice control:

Key phrases	Function explanations
Take photo	D2 Duo will take a photo immediately
Lock the video	The D2 Duo will lock the currently recorded video as crucial evidence, preventing it from being overwritten during loop recording. Unless unlocked or the memory card is formatted, that video segment will persistently remain.

To ensure proper reception of instructions, please speak slowly and consider increasing the volume slightly. If the speaking speed is too fast or the voice is too low, the system may not accurately capture the instructions.









SYSTEM

1 HOME





## Meaning of icons

	WiFi is ON(WiFi default is off)
	Dash cam is recording/Lock current record video
	Parking Mode turn on
	Record audio / Don't record audio
	G-Sensor ON
	GPS Connected / Weak GPS signal
<b>10 KM/H</b>	Current Speed

## 2 SETTINGS

- 1 Click **OK** button to stop recording!
- 2 Click **M** button enter setting page.



## Resolution

The resolution for recording videos on the dash cam, we recommended to maintain the default settings.


## Loop Recording

The basic working principles of the dash cam, please refer to the feature description on page 19.


## WiFi

WiFi Name: FOCUWAY-D2-DUOxxx

Password: 12345678.

There are two available modes: 2.4GHz and 5GHz. Please long-press the  button on the main interface when WiFi is enabled and the device is in recording mode to switch between modes.

## Dual cam display

Switching between the front and rear camera display modes is possible during recording. You can use the  button to toggle between the display modes.

## Record Audio

The dash cam records audio along with the video. If you disable this function, the recorded video evidence will be silent. Audio recording is important evidence, and we recommend enabling this function.

## Date stamp

Enabling this function will add a system timestamp watermark to all recorded video frames. As time is a crucial aspect of evidence, we recommend enabling this function and ensuring the system time is correct.

## G-Sensor

The base of "Emergency Lock" function, please refer to the detailed description of "Emergency Lock" on page 19.

## OSD mode

Display the logo, time, and speed indicators on the main screen.

## Screen saver

After setting, if there are no operational instructions for D2 Duo dash cam within the set time period, the display on the device will turn off, leaving only a flashing red dot as an indication that D2 Duo is recording video.



## Parking monitor

This function is part of the parking protection feature and requires purchasing FOCUWAY's voltage reduction cable. Please refer to the description of the parking protection on page 21 for detailed information.

## Time-lapse Record

Time-lapse photography and Parking monitoring are both solutions to protect the car while parked, so you can only choose one of these solutions to protect your car when parking. Both solutions require the purchase of FOCUWAY's voltage reduction cable to be used. Please refer to page 21 for information on how to purchase FOCUWAY's hardwire kit.

When using the hardwire kit for power supply and enabling the "Time-lapse photography" feature, the dash cam will continue to work after the car engine is turned off. In this mode, the D2 Duo dash cam will take photos at a rate of one frame per second and compress them into a video at 30 FPS. For example, for a 30-second parking time, it will only require 1 second of playback time in the recorded video.

### **There are two benefits to this approach:**

Reducing the power consumption of D2 Duo to prevent draining your car battery.

Reducing the memory space occupied by 30 times

for the same recording time, which helps prevent a large number of video clips from being overwritten by the loop recording function.

### Time zone, Daylight Saving Time

Set the appropriate standards according to your time zone and country to ensure the accuracy of time as evidence.

### Format

This option allows you to format the memory card, which will erase all data on the TF card and convert it to FAT32 format.

If you are using a new memory card and receive a prompt to "Please format SD card" during the initial use, it is because the memory card you are using is not in the supported FAT32 format. Please use this option to format it.

### Default Setting

In this option, you can restore the device to its default settings.

### Version

The system version number of the D2 Duo dash cam is provided to our customer service team, which can help us assist you in resolving certain issues.



## DASH CAM WORKING MODE

### 1 STANDBY MODE

Standby mode let you set your dash cam, whenever you need to change the function settings, you need enter the standby mode. In the normal, you can press OK button to stop/start recording to switch standby mode and recording mode.



### 2 RECORDING MODE



## PLAYBACK MODE



Videos



Emergency videos



Photos



Previous

Next

Back

Menu

Play/ Pause



## WIFI & GPS & APP USING



### Things you should know before using WiFi

#### **What is a WiFi Feature?**

This WiFi feature is designed to pair the dash cam wirelessly with your smartphone through the free App. Here you can view, download and share your recordings with your family and friends.

#### **What is the WiFi Range?**

The WiFi feature is not IP/4G feature, so you cannot remotely control your Dash Cam. The WiFi signal range is about 10TF when there is NO Obstructions in the middle. Please note that just like your home WiFi network, you cannot get signal outside. The same way, WiFi range is 10TF from the small device.

#### **Can I remotely watch the video or surveillance around my car?**

NO. FOCUWAY D2 Duo Dash Cam is not made to broadcast footage over the cloud or internet. It is not a cloud or an IP camera, it is not meant to do that. You can get the live video or download footage as long as you are close to the device within 10TF.



## 1 TURN ON WIFI



- 1 Press **OK** to stop recording
- 2 Press **M** to enter the system setting
- 3 Find WiFi option and turn it on

WiFi Name: FOCUWAY-D2-Du0xxx

WiFi Password: 12345678

## 2 DOWNLOAD APP



OKCAR



Google Play



App Store

Download APP "OKCAR" from Google Play.

Download APP "OKCAR" from App store

Scan the QR code to download



WiFi CONNECT

Please Search "FOCUWAY" on [youtube.com](https://www.youtube.com)



FocuWay

@focuway1951 238 subscribers 5 videos

Hello everyone, this is a technical support ch

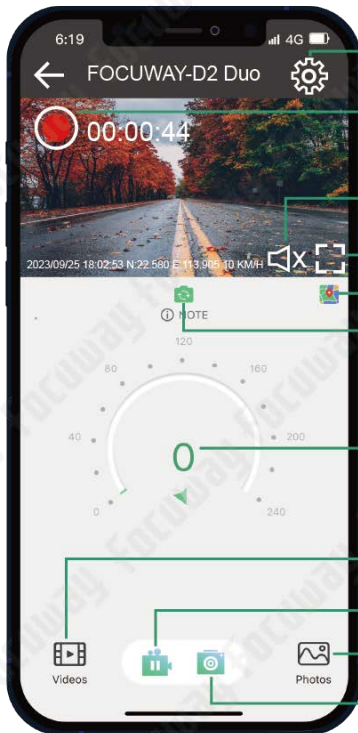
Go our channel and find this video:

***Using guide for D2 Duo - Okcar App***

Or Scan this QR code  
to enter our channel



## 4 APP USING



Settings

Dash cam is recording

Turn on sound/mute

Full screen

Map mode

Switch preview front and rear camera

Speed (Speed mode)

Video folder

Start/Stop recording

Photo folder

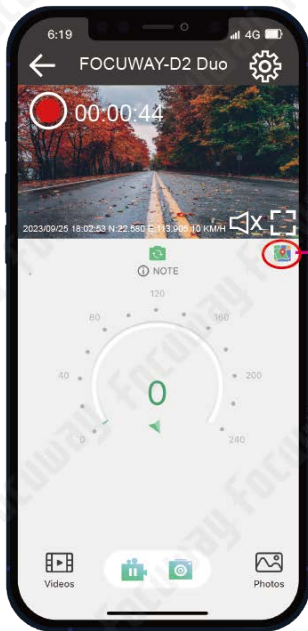
Take a photo

## 5 GPS & DRIVING ROUTE

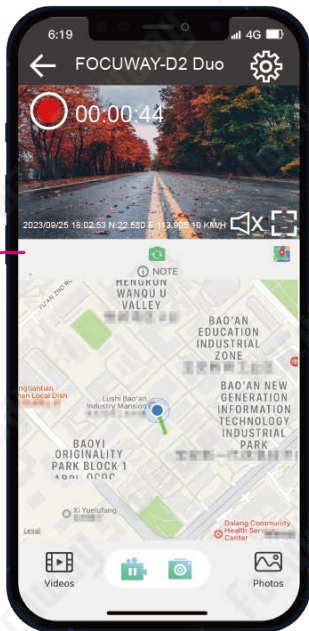
Please note: GPS signals may not be received in indoor parking areas or tunnels.

  GPS Connected / Weak GPS signal

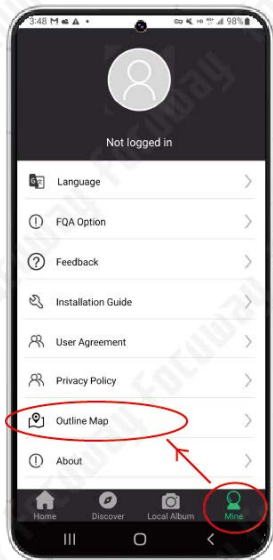
### 1. Real-time GPS tracking: speed and location



Real-time Speed



Real-time location (IOS)




### *For Android phone:*

If you are using an Android phone, you need to follow the steps to import the map when using it for the **first time**. This will enable the real-time location display feature. Please disconnect FOCUWAY-D2 Duoxxx wifi, **use WiFi or cellular data that can connect to the Internet to load the map**

***You can import the whole google map by zooming***

## **2. Playback driving route on PC (computer)**

Insert the memory card into the computer using a card reader. In the primary directory, locate the file "gxplayerv1.3.6.exe" and install it. You can use this software for playback the video file, it can replay the driving route.

 gxplayerv1.3.6.exe

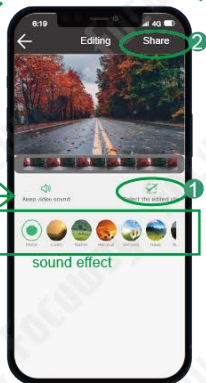
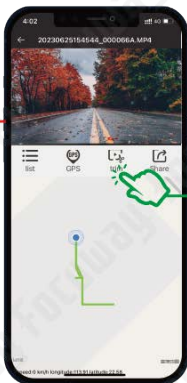
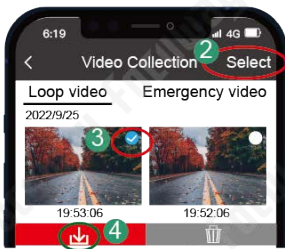
2023/1/1 0:01

 Novatek

2023/1/1 0:00

## **3. Playback driving route on phone**

To replay the driving route on your phone, you need to first download the video file to your local gallery. Afterward, you can preview it within the local gallery.



The downloaded file stored in "Local Album"

Playback driving route

You can edit and share interesting stories here.



## TROUBLESHOOTING

### Camera does not turn ON.

1. Use a USB-C cable and your smartphone's USB charger, then plug it into your home's 110V wall outlet.
2. When you plug it on, the dash cam should turn ON. If not, then Press & Hold 5 seconds the Power button to see if it turns on? If it still not turn ON, then remove the memory card.
3. Keep the camera plugged in. Now use the included paper clip to press the RESET Button (Located at the bottom) OCE. Now the camera should turn ON. If it still not Turn ON, then please CONTACT US.

### Error/Message 'Card full' 'Please format sd card'

Please turn on loop recording, go to Product Settings Page > Loop Recording > choose either 1-min, 3-min, 5-min. This allow loop cycle function to be turn ON, and it will keep recording over and over.

If you have turned on "Loop Recording", but but you also get a warning message, this because that LOCKED video cannot be overwritten by the Loop Recording function, if there are too much LOCKED videos to fill up the memory card, the dash cam will stop recording and ask you to format the memory card.

Learn more about loop recording and emergency lock, please go to page 19 - 20.

To solve this problem, please format SD card(see how to format, please go to page 13),

IF you don't want this message warn again, please turn off "G-sensor", **but this will cause your important evidence will not be locked,we do not recommend you do this.**

If you want to format the memory card less frequently, please set the G-sensor to "low"

### Dash Cam keeps turn ON and OFF frequently.

Format card by going into the system settings (The main function page)>format>OK.

If still cannot be solved, please format the memory card on the computer (Refer to page: 14).

If still cannot be solved, please change a new memory card to use.

This issue is always caused by the dash cam cannot recognize the memory card. If the dash cam still not work well after you try the methods above, please CONTACT US.

### Video is fuzzy.

Please make sure the lens of the camera is clean and there is no dirt or grease on the windshield also. If the lens is out of focus, we are extremely sorry in advance. This can be a manufacturing defect. Please send us and email



with a screenshot or a sample video so we can get this resolved for you ASAP.

### Camera get HOT.

It is normal for your camera to run slightly hot. Especially the card slot and the Alloy Camera Back. Please don't touch these two place after the camera running a long time, You should wait minutes then to operate the camera. The Standard Operating temperature of FOCUWAY-D2 Duo camera:  $-4^{\circ}\text{F}$  -  $167^{\circ}\text{F}$  ( $-18^{\circ}\text{C}$  -  $75^{\circ}\text{C}$ )

The high temperature we tested in the laboratory is 80 degrees Celsius, but this is an extreme temperature, and our recommended operating temperature is below 70 degrees Celsius.

### Camera Freezing/Lagging or Crashing.

Guys please TRUST US on this.

If your camera Freezing/Lagging or Crashing does not record video after some seconds etc. while operating: then it is the MEMORY CARDS ISSUE. Either you are using the WRONG, FAKE or BAD Memory card. If you are using our original Memory card, please CONTACT US, we can send you a brand new memory card, of course we will test it before sending to you and make sure it is compatible. But if you have purchased your memory card from eBay or any third party seller online then it is most likely a fake one, even though it looks exactly real. Please

trust US. We have sold thousands of FOCUWAY Dash Cams and they don't lag, we stand by our product and we do extensive testing. Some customers simply think the camera is bad or not stable, but that NOT the case here. It's the memory card issue. Please CONTACT US and we are dedicated in resolving this for you ASAP and make sure you don't have any loss.

### My oldest video files are missing

Your FOCUWAY-D2 Duo dash cam has Loop Cycle Recording. When it is set to either 1,3,5-mins, it will delete the oldest files and record the newer files over and over when the memory card is full.

To test again: Set the date and time correctly, then FORMAT the memory card, then do the continuous recording test again and check if all videos are present.

Camera showing 'Memory Error' or 'Please insert Micro SD Card' even though memory card is already installed into the camera.

1. please make sure the memory card is at least Class 10, U3 and purchased from trusted vendor such as Walmart, target, best buy, Ship & Sold by Amazon" etc. (There are many fake cards out there Online, remember if it's cheap. Its fake.)
2. Go to camera's system settings (The Main Function page) and FORMAT your memory card. (make sure to

backup your videos first before formatting the memory card). After formatting the memory card, please press and hold the power button to turn the camera off. Now unplug the power cable and re-plug the power cable, the dash cam should power on automatically and start recording.

3. If you still getting the same error message, please format the memory card to the correct FORMAT on the computer (See page14).

4. If your problem still not solved, please CONTACT US.

### My date/time is not staying the same even I set the data time

Please have an check: while you turn off the engine/disconnecting the camera, whether the dash cam screen going to BLACK immediately or shows a 'FOCUWAY' logo then shut down?

If the Dash Cam screen going black immediately without showing the FOCUWAY logo, please CONTACT US.

### Can't connect to WIFI or disconnect frequently.

1) Please confirm your phone setting is correct - when the mobile phone is connected to a WLAN that cannot connect to the Internet (because the dash cam WI-FI cannot connect to internet), please confirm that it will not automatically switch to another network.

2) Close the mobile data before connect to the WIFI.

3) Choose 'connect' if your phone prompt the WLAN

cannot connect to internet.

4) If you still can't connect to the WIFI, please reset the dash cam or update the firmware (Please contact us through Amazon to get the firmware).

## My iPhone 13/13 Pro cannot connect to the App.

Every time you connect the dash cam wifi and open the App to press the Add Device button, your smart phone will automatically switch to this page ask you to allow the App permission:



but you have already allowed all the permission, included Photo Album, Location and you have turned on the WLAN.

Please follow the steps to resolve this issue:

1. Forget the FOCUWAY-D2 Duo WiFi on your WIFI list;
2. Restart the Dash Cam and

re-open the WiFi function>>re-connect the FOCUWAY-D2 Duo WiFi by entering the password>>when the WiFi is connected successfully, re-open the App to 'Add Device'

3. If still not work, Turn on the dash cam wifi, open "Settings" → "Wireless LAN", tap the blue ' i ' icon next to the dash cam Wi-Fi network → turn off "Private Address" → Reconnect the dash cam wifi.

If you still cannot connect to the App, then repeat the above operation, but this time you need to TURN ON the "Private Address" and re-open the dash cam wifi, then reconnect the wifi

4. Please CONTACT US after you try the methods above but you still can't connect to the App to use.

### GPS does not connect?

Please make sure you are in an open area, the GPS activate time is about 1 minute when the first use, and when the GPS signal is connected, the GPS symbol will turn Green.

### Cannot see the GPS tracking when playback the downloaded videos?

1. Ensure that the GPS is activated while using the dash cam.
2. After downloading the videos, return to the Local Album of the App to play them back.
3. Disconnect the dash cam's Wi-Fi and enable cellular data while playing back the downloaded videos. If the issue persists, please contact our support team via email at [support@focuway.com](mailto:support@focuway.com).

**foruway**

SMART WITNESS ON THE ROAD MODEL: D2-Duo