

70mai App Connection Guide

The Smart Way Forward

Customer Service Card

70mai

1. Download the 70mai App

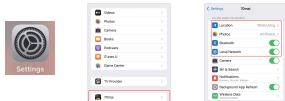
Search for "70mai" in the App Store or Google Play Store to download and install it.

2. Authorize the permissions

Open the 70mai App and authorize the permissions.

For iPhone

Please go to "Settings", find the 70mai App and authorize the following permissions.



For Android Phones

Please choose "Keep" "Allow" "Authorization" when these prompts appear.



3. Connect to Wi-Fi

- Turn on the app, just simply press "+" and find your dash camera or corresponding type.
- Press the name or type to enter the Wi-Fi connection process.
- Turn on the Wi-Fi on the dash camera.

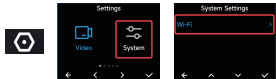


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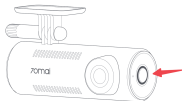
For device with screen:

Go to "Setting" - "System Setting" - "Wi-Fi" and turn on the switch.



For device without screen:

Press the power button once to turn on the Wi-Fi.



- Then jump to System Settings > WLAN > 70mai_****_****.
- Enter the default password: 12345678 or the password shown on the camera screen to join the network.

4. Start to use

Once connected to Wi-Fi successfully, go back to the 70mai App. Connect to the camera and you can see the live video on the app. Keep exploring the APP from here.

Notice: Once you connect to 70mai_****_**** Wi-Fi, it may say 'No Internet'. Which is fine. As long as you keep the Wi-Fi connection, you can still use the APP normally.

*According to the requirements of the phone system, we must obtain the use of the above permissions in order to provide the Wi-Fi connection or other functions. We only utilize your permissions to comply with laws. You can connect with us via email dataprotection@70mai.com or get more contact information via this email.

FAQ

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1. Why can't I connect to the dashcam remotely?

The recorder and the mobile phone APP need to be connected within a range of 5m.

2. Why does the dashcam WiFi prompt "No Internet Connection" when connected?

Because the dashcam's WiFi is a local area network and cannot connect to the Internet, this prompt will appear, but it does not affect normal use. Please connect to the WiFi and then switch directly to the APP to complete the dashcam connection.



3. Do I have to keep connecting to the camera's Wi-Fi all the time in order to record?

No, the dash cam will automatically start recording as long as it has power, without the need for a connection to your phone's Wi-Fi.

4. Will having CarPlay/Android Auto in my vehicle affect the use of the dash cam?

No, it will not affect the dash cam's ability to record normally.

However, it may impact your ability to connect the app to the dash cam. Since CarPlay/Android Auto uses your phone's Wi-Fi, your phone cannot connect to the dash cam's Wi-Fi simultaneously. To resolve this, please go to your phone's "Settings", find the Wi-Fi for CarPlay/Android Auto, and turn off "Auto-Join." After that, you can connect to the dash cam's Wi-Fi.



Trouble Shooting

70mai

Overall

If there is a problem with the connection, please refer to the following steps to solve it.

Please make sure that the correct device model is selected for connection (Some devices may look similar). Also, please verify if the last four digits of the device number and the hotspot name are consistent.

70mai Smart Dash Cam M500-bd9b

Confirm the dash cam is working properly (the indicator light is solid green), the Wi-Fi hotspot is enabled.

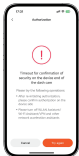
Please make sure all permissions of the 70mai app in phone settings are enabled, including Location, Bluetooth (Bluetooth-enabled products only), Local Network.

Check if you turned on the VPN, please turn it off and try again.

Check whether the CarPlay/Android Auto wifi is turned on. If yes, turn it off and try to connect again. To resolve this, please go to your phone's "Settings", find the Wi-Fi for CarPlay/Android Auto, and turn off "Auto-Join."

Trouble Shooting

zomai



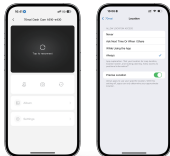
Authorization timeout

Please check that the device button is pressed for authorisation within the specified time period. Check if the phone's Wi-Fi is connected to another device's hotspot. Check if VPN is enabled on the phone. Please turn it off. Ensure local network permissions are granted.



Keep connecting

The device's Wi-Fi network is unstable. Please try to turn on the device's hotspot again, restart the device, restore factory settings, or have the phone forget the Wi-Fi and reconnect. Check if VPN is enabled on the phone. Turn off network acceleration.



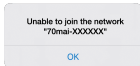
Keep prompting to reconnect

Check if the App-related permissions (Location, Local Network) have been turned on. Check if VPN is enabled on the phone. Please turn it off. If prompted to format the memory card, format it first before connecting.



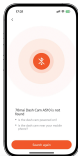
Failed to establish data connection

Confirm if both the App and the device are overseas version. Confirm the dash cam is working properly, Wi-Fi hotspot is enabled, and the button responds.



Unable to join network

Confirm the phone and the dash cam in the same area. Confirm the App-related permissions (Bluetooth, Local Network) have been turned on. Confirm if the dash cam Wi-Fi is turned on. Check if the bluetooth is occupied by other devices. Turn off Bluetooth and try again. (Bluetooth-enabled products only)



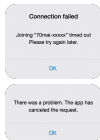
Can't find bluetooth

(Bluetooth-enabled products only)

Confirm bluetooth permissions are enabled. Confirm if the phone is connected to other Bluetooth devices.

Trouble Shooting For Android

70mai



Connection timeout or prompting

(An issue has occurred, and the application has canceled the device selection request.)

Individual models of mobile phones (mainly Huawei phones) may fail to connect, please try to manually reconnect instead.



Prompting the network is Poor

Slide down the screen to disconnect from the dash cam's Wi-Fi and switch to your own network connection. (Because the dash cam Wi-Fi is a local network, there is no access to the Internet.)



Can't find bluetooth

(Bluetooth-enabled products only)

Confirm bluetooth permissions are enabled. Confirm if the phone is connected to other Bluetooth devices.

Contact Us

help@70mai.com



WhatsApp Online



FAQ Web



E-Mail Service