

JioEyeQ



Quick Start Guide

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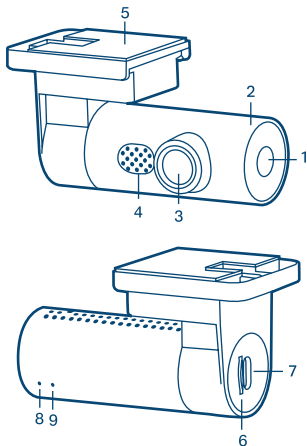
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1 Introduction

Introducing JioEyeQ K1000, our Full HD Wi-Fi Dash Camera that acts as your reliable safety companion on every journey. It captures crystal-clear details of the road and records crucial events while driving, helping you stay protected. With its seamless Wi-Fi connectivity, you can easily access your files locally and

share it, giving you peace of mind and an added safety net whenever you're on the move.

Product Overview



1 Power button

3 Lens

5 3M adhesive

7 USB-C port

9 Mic

2 Reboot button

4 Speaker

6 Micro SD card slot

8 LED indicator

2 Inbox Contents



Dash Camera



Adapter



Pry tool



Host bracket



Double sided tape



32GB Memory
card



Electrostatic
film

3 Getting Started

3.1 Button Instructions

Power Button

Power ON: Short press to turn on when the device is connected to a power supply.

Power OFF: Long press for 3 seconds to turn off

Turn On/Off Video: Short press

Factory Reset: Hold the power button for 8 seconds.

4 LED indicator

Indicator	LED	Description
Power ON (Blue)	Solid ●	Power On/ Video not recording
	Blinking ● ○ ●	Video recording
	Fast Blinking ●○●	Micro SD card failure

5 Features

- Full HD Video recording 1080P
- Inbuilt GPS logging
- AI People detection
- Loop Recording
- Collision detection
- 32GB Memory Card included in Box

6 Installation Process

Step 1: INSTALL JioThings APP

Search and install the JioThings App from Google Play Store or Apple App Store.

You can also use this QR code to download and install the JioThings app.



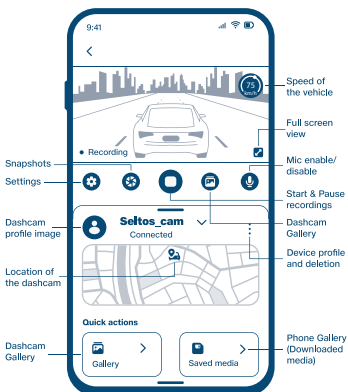
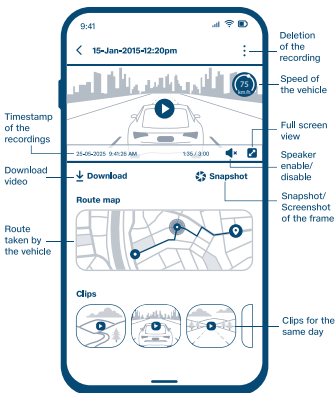
Step 2: LOG IN to JioThings APP

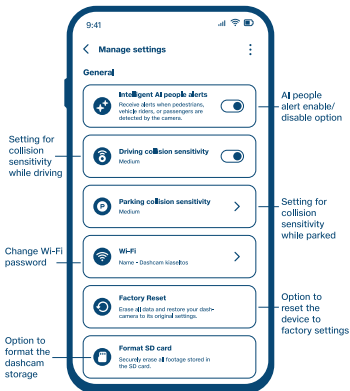
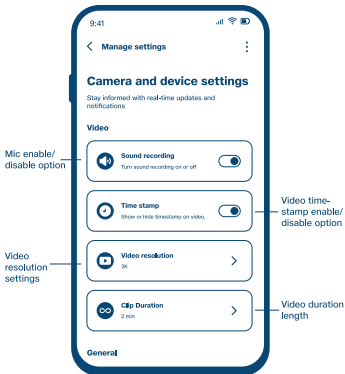
Open the JioThings App and log in using your credentials. In case you don't have a JioThings account, you can 'Sign Up'.

Step 3: ONBOARD JioEyeQ dashcam on JioThings APP

- 1 Press the Power Button on JioEyeQ to switch it ON.
- 2 Use "Add New" from the MyEyeQ tab or "+" option on JioThings home page and follow the onboarding instructions.
- 3 During onboarding, when the app redirects you to your phone's Wi-Fi settings, select the dashcam Wi-Fi network named JioEyeQ_XXXXXX and connect using the password "12345678".
- 4 After connecting to the dashcam Wi-Fi, set the Device Name, Vehicle Number, and a new Wi-Fi password for the dashcam (mandatory for security).
- 5 You can adjust video settings and view dashcam recordings by connecting your phone to dashcam through the JioThings app.

7 App Interface Attributes





8 Getting Started with Device

- 1 Turn off the car engine.
- 2 Insert a high-speed Micro SD card / TF card (Class 10 or above) into the dashcam's card slot. The supported capacity is minimum 32GB and up to 128GB.
- 3 Securely route the power cable along the edge of the windshield and connect it to the car's power supply.
- 4 Turn on the car engine and ensure the dashcam is powered on.
- 5 Connect the dashcam to the JioThings app and use the live feed to adjust the position so that the lens is level with the ground and the road view is correct.
- 6 Once aligned, fix the dashcam to the windshield (or rear-view mirror) and secure it using the adhesive provided in the package.

9 Technical Specifications

Wireless Technology	Wi-Fi
Wi-Fi module frequency	Wi-Fi 2.4GHz
Video Resolution	1080P (1920x1080)
Video File format	TS
Lens View angle	140-degree wide angle
Input Power	5V, 1A
Dimensions (L x W x H)	75x48x38 mm
Weight	60gm
Operating Temperature	-10°C to 70°C
Storage Temperature	-20°C to 70°C
Phone OS support	Android 8 and above/ iOS 16 and above

10 Troubleshooting & FAQs

Onboarding is not working

Please check if your phone is connected to the dashcam Wi-Fi. If not, connect to it and try onboarding again.

App shows a message to disconnect dashcam Wi-Fi

The JioThings app needs an active internet connection to add the device to your account.

- Since the dashcam Wi-Fi has no internet, you'll need to temporarily disconnect from it.
- If you have mobile data, simply turn off Wi-Fi and continue onboarding.
- If you rely on another Wi-Fi network for connectivity, switch to that Wi-Fi and then complete the onboarding process.

Unable to take photos or videos

Please check if the micro SD card is installed properly in the dashcam. If the recording is not working, please follow the below instructions.

- Open JioThings app and connect to the dashcam
- Navigate to the dashcam settings and try the factory reset
- Also try the SD card format option in settings.
- Try with a new SD card and make sure that format is FAT32.

If the above steps are not working, reach out to JioThings customer support.

Video recording stops automatically

Follow the process below to fix the issue:

- Due to the huge data of HD video, it is recommended to use compatible high speed C10 micro SD card.
- Ensure the SD card is properly inserted. You should hear a small click when it is inserted correctly. Confirm the dashcam is powered ON.
- You can hear the voice message "Recording enabled" to get it confirmed. If not, check the power and connection.
- If you cannot see recordings in the JioThings app, remove the SD card and test it on a computer or phone to confirm whether new videos are being saved.
- If no recordings are available, format the SD card and reinsert it to restore proper video saving.

Not able to view pictures or play videos?

This error may occur due to result of incomplete files or Micro SD card issue.

- Reformat the micro SD card via the app and try again.
- If the issue persists, remove the SD card and insert it into your mobile phone or laptop.
- Format the SD card there, then reinsert it into the dashcam and check again.

Video recording is not clear

If the video recording is not clear, please check the dashcam lens for any dirt or fingerprints. Use a clean lens cloth or lens paper to gently wipe the lens before recording.

Video recording does not start

If you have disabled video play in the app or on the device, please enable it. To enable it on the device, press the Power button once. To enable it through the JioThings app, simply open the app and tap the Play button to resume recording. You will hear the voice message "Recording enabled" to confirm it.

If the recording still doesn't work, reset the dashcam from the App Settings. To perform a manual reset on the device, press and hold the Power button for 8 seconds. You will hear the message 'Factory reset successful' once the reset is completed.

Route of the drive is not visible in the app.

The dashcam has an in-built GPS that records route data onto the SD card. However, the route may not appear in the app due to the following reasons:

- Check if the video shows location coordinates at the bottom left corner. If they are missing, the device may not have latched to GPS during that drive. In such cases, the route will not be available on the map.
- When your phone is connected to the dashcam's Wi-Fi, it may lose internet access. Without internet, the app cannot load the route map. To fix this, enable the Wi-Fi Assist (or Switch to Mobile Data) feature on your phone. This allows mobile data to be used even when connected to a Wi-Fi network without internet. You can also download the video and check the route map from downloaded gallery

Few files missing in the SD card

The dashcam temporarily stops recording when you open the gallery to view or download files, or when you access the settings page. Since

recording is paused during these actions, a few video segments may not be saved.

Not able to find my JioEyeQ device in app

You can find the added device on the home page or by navigating to the MyEyeQ tab. In case you cannot find it, please reinstall the app and retry.

Seeking not working during video playback

You can seek (forward or rewind) videos only in the downloaded media gallery. It is not supported for video playback from dashcam directly.

Few of the video has wrong timestamp of date and time

Once you onboard the device with the JioThings app, the dashcam automatically updates its timestamp to the current date and time. Until then, recordings may have a wrong date and time. Also please ensure that your phone's time and timezone are set correctly to Indian Standard Time (IST) during onboarding for accurate values.

In case you are still facing a wrong timestamp in the live video or recordings, delete the device from

the app and re-add it. To delete the device, tap the three-dot menu next to the vehicle name and select 'Delete'.

Pause the dashcam recording?

You can pause dashcam recording by pressing the dashcam's power button once or by tapping the pause button in the JioThings app. Please note that recording will automatically resume whenever the dashcam is restarted.

11 Disclaimer

11.1 Safety Precautions

- 1 Please use the dashcam within the scope permitted by law.
- 2 Read the Quick Start Guide (QSG) carefully before using the product.
- 3 If the dashcam is connected directly to the vehicle's power supply, do not keep it running for long when the engine is off, as this may drain the battery and prevent the vehicle from starting.
- 4 The normal operating temperature range is -20°C to 70°C . Avoid using

the dashcam in environments with extreme temperature, high humidity, water exposure, rain, or dust.

- 5 The application and product firmware may be updated periodically. Some functions may differ slightly from this manual. Please refer to the actual product features and functions.
- 6 This product is intended only as a driving assistance tool. It cannot replace manual driving control or fulfill specific driving requirements.
- 7 After turning off the engine, check whether the LED indicators are off to confirm that the dashcam has powered down. Under normal conditions, the LEDs will turn off within 10 seconds.

11.2 Memory Card Recommendation

- 1 Use a Class 10 or above memory card (writing speed ≥ 10 MB/s).
- 2 The dashcam must be in normal operating condition to record. The following situations may cause image or file loss:

- Removing the memory card during recording or performing abnormal operations may result in the loss of the latest file.
 - File loss due to severe collision or physical damage to the dashcam during recording.
- 3 Format the memory card before first use, either via a computer or mobile app. If you use a computer, select the FAT32 format.
 - 4 Continuous recording creates frequent overwritten cycles, which may generate storage fragments and affect card performance. To maintain optimal recording quality, regularly format the memory card using a mobile app or computer.
 - 5 When replacing a memory card, use one purchased from a reliable source. Always choose Class 10 or higher, high-speed cards.
 - 6 A typical one-minute 1080p video file is approximately 33 MB. A 32 GB card can handle around 500 overwrite cycles.
 - 7 Based on an average of 2 hours of daily use, it is recommended

to replace the card every 10–12 months (adjust accordingly for higher capacities)

- 8 When an accident occurs, please download the video manually or pull out the memory card, so as not to be overwritten and lost in the cycle of recording.



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With love, from Jio.

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