Alleswolke UCM3310 Smart Dash-Cam FAQ

General Question

How do Alleswolke Smart Dash-Cam products work?
The LTE Dashboard Camera is a solutions based on a simple principle of providing automobile security by implementing: an all-time 360-degree video and GPS monitoring with multifunctional dashboard camera, LTE hub, emergency button, and OBD-II power cable as an uninterruptible power source. The system uses mobile internet connectivity (LTE) to interact with users through the free Alleswolke app (available for Apple and Android devices) to alert you and auto record whenever someone is trying to break into your vehicle, when you make an emergency action, and when the system detects an collision, or when you press the emergency button mounted on your steering wheel. The footage recorded will be automatically uploaded and stored on to the Alleswolke cloud for later view. You can also view an HD video stream of the person driving and speak to them using audio communication. The free Alleswolke app also allows you to control and rotate the camera, watch history footages, and view alert logs.

How is Alleswolke Smart Dashboard cameras different from other stand-alone dashboard cameras?
Alleswolke Smart Dash-Cam provides all-time 360-degree video streaming access by smartphone application and web remotely, 24/7 run-time video and GPS route recording, parking sleep mode for power saving, shock/impact event or incident detection and wake-up function, 24/7 event/incident cloud recording, video push notification alerts with GPS location and LTE Wi-Fi hotspot for wireless internet connection.

How large is the Smart Dash-Cam products?
The UCM3310 camera and hub is designed in a state of art sleek and stealth form with a low profile and hard to spot matt black colour. The camera is shaped to be more squared while the hub is shaped flat and sleek.

How does Alleswolke Smart Dashboard camera system use power?
It uses OBD-II port which provides uninterrupted power supply from the vehicle’s battery, even if the vehicle is parked with engine turned off.
Installation

Is it easy to install an Alleswolke Smart Dashcam system to my car?
Yes. It does not require professional skill to connect the power and attach the camera. However, if the user expects a perfect installation with all the cables hidden in the trims, it is recommended to consult an automobile professional for aid. The software setup can be easily done by logging in to My Account, clicking Add Device and scanning the QR code on the camera.

What should I do if all 4 green LED lights on my hub keep flashing?
The constant flashing of all the green lights indicates that there is no SIM card inserted, or it is not inserted properly. Please verify that the SIM card's chip side is facing down and the cut corner is facing your side.

Do I have to turn off the car before installing the device?
This will vary depending on your vehicle, but as a general rule, yes, you should turn off the power of your vehicle any time you're working with wires.

Where is the best location to install Alleswolke Smart Dashboard camera, inside or outside of the car?
Alleswolke Smart Dashboard camera is not designed to be waterproof and therefore can only be installed inside vehicles. It is recommended to attach it
On the inner side of the windshield for the best visual coverage and prevention of water damage.

**Will I have to purchase anything at a hardware store in order to install the device?**
No. Everything you need to install your Smart Dash-Cam device including mount and wires is included in the box when you purchase the product.

**Compatibility**

**Can I use the power adapter from Alleswolke Smart Dashcam system to charge my smartphone?**
NO. The accessories provide by Alleswolke are designed to only work with Alleswolke Smart Dash-Cam. While the port looks like universal, different electronic devices have different hardware and software specs and requirements. Using the power adapter designated for Alleswolke products to charge other undesignated devices will cause unexpected damages to the devices being charged or the power adapter itself, which may further cause subsequent damages such as personal injuries or death, in which case Alleswolke does not undertake any liability or warranty.

**Can I use my smart phone charger to provide power to Alleswolke Smart Dashcam system?**
NO. power adapters from third parties may have different technical specs from the requirement of Alleswolke devices. To reiterate the policy, Alleswolke disclaims any liability from damages caused by misuse or using incompatible accessories with our products.

**What version of iPhone, iPad, or Android will I need for the mobile version of the App?**
Apple devices must be iOS 9.1 or newer. Android devices must be version 6.0 or newer.

**What desktop version will I need for the desktop version of the app?**
Windows PCs must be running on Windows XP or newer. MacOS machines require version 10.11 or newer.
Are Alleswolke devices compatible with Blackberry and Windows phone devices?
No. Alleswolke devices are not compatible with Blackberry and Windows phone devices.

Do Smart Dash-Cam devices work with multiple users?
Yes. You are able to make subsidiary accounts with multiple users that will allow you to control over the devices. In other words, an operator or administrator can manage and control multiple subsidiary accounts.

Do you offer add-on cameras?
Yes, we do offer the solution with an add-on Wi-Fi camera kit for rear windshield or other in-car positions. Please read user manual for further instructions.

What if I have other OBD-2 devices that occupy the port already?
We do have OBD-II splitter can help you to solve the problem. We are aware that the OBD-2 port can be used by other devices by occasion, especially for car repairing work. While it is the user's own responsibility to maintain the power connection of the system, we recommend to have a splitter installed for auto-servicing purposes or other devices’ connection.

Technical

Can the Smart Dash-Cam withstand the elements: extreme heat, cold, rain, and snow?
Yes. the devices (camera and hub) will work in freezing temperatures. In general, the devices are rated for operating temperatures between -4 to 149 degrees F. (-20 to 65 degrees C.).

What is the video quality put out by the Smart Dash-Cam devices?
Alleswolke camera provides the video resolution up to 1080p HD with a presence of robust LTE connectivity for uploading/streaming to cloud servers. The local recording to SD card is always with the resolution of 1080p.

Does the Smart Dash-Cam support WPA2?
Yes. the devices support WPA2, WPA, and 64-bit WEP Hex. We recommend WPA2 for best results.
Do Smart Dash-Cam devices use Bluetooth?
No. the devices does not operate through Bluetooth.

Can the device run without LTE connection?
The Smart Dash-Cam requires mobile internet connectivity (LTE) to connect, upload and store video footages, and send push notifications to your device.

What if I am in a area with poor mobile connectivity and had a break-in or collision?
The video footage of the break-in or collision will be automatically stored in the local memory card and automatically start to upload and store on the Alleswolke cloud once a mobile connectivity is spotted.

Are Alleswolke Smart Dash-Cam product FCC approved?
Yes. Alleswolke Smart Dash-Cam product is FCC approved.

What are the wireless frequencies used by the panic button use?
It uses the standard 2.4GHz band and fully meets FCC compliances.

Payment

Will I be charged on order or when my Alleswolke product ships?
You will be charged as soon as you place your order.

What kind of payment security do you have in place?
All credit card information is processed by a third party company. Our connection with our servers and the third party is made through HTTPS, the standard security protocol for handling sensitive information.

Is there a warranty on the UCM3300 dash-cam product?
Yes. A limited warranty on parts applies.

Can I pay through PayPal for my cloud service subscription?
No. PayPal is not supported for recurring subscription billing.
Usage

**Do you have to have the app open in order to receive notifications?**
No. As long as you’re not signed out of the app, your smartphone or tablet will receive the notification.

**What if I park my car in a less-secured area and have a risk to be broken-in?**
By default usage, when your car is parked, the system will provide you video and pictures of the impact upon a detection with a very short time delay. However, if your vehicle is parked in an area that has a higher risk to be broken in, you can long-press the panic button to switch the system to auto-patrol mode before turning off the ignition. This mode will make your camera to perform the 360 degree rotation while recording videos to the SD card. If the system detect an impact in this status, it send a notification to you in real time with a longer video clips in order to capture more details. It is highly recommended for the car owners NOT to leave any valuable belongings inside vehicles to reduce the possibility of loss.

**Will Alleswolke Smart Dashboard camera system damage or drain out my car’s battery?**
No, when the car engine is turned on and running, the engine provides the battery and all the devices, with the vehicle’s battery being charged. If your car is parked with the ignition turned off, our system will detect it and automatically switch to power saving mode with significantly less power consumption, unless the system detects an impact and starts event recording/uploading. If the battery voltage is too low, the system will enter power protect mode to ensure the minimum consumption of battery for necessity of next ignition.

**How does impact/accident/break-in detection work on Alleswolke Smart Dashboard camera?**
Alleswolke Smart Dashboard camera can automatically detect events such as impact of car collision, emergency brake and window breaking during parking. The system can automatically record event videos to the cloud and send notifications to users upon such detection.
If I am on my smartphone without any Wi-Fi connection, will I still be able to monitor my vehicle?
You don’t need a Wi-Fi connection as long as you have internet connectivity. If your carrier enables video streaming and you have a good connection, you will be able to see real time HD video from your Smart Dash-Cam device anywhere you have coverage.

Will the admin account receive notification of alerts from all the subsidiary users?
Yes. the admin or operator will be notified and will be able to interact with all the subsidiary accounts.

Will my Smart Dash-Cam device send me a push notification without internet connectivity?
You will receive a push notification when you are connected to a cellular network or Wi-Fi. If your phone is offline when activity is detected, you will see a missed call alert in your Recent Activity log within the Alleswolke app.

Do Smart Dash-Cam products provide a live video feed?
Yes. All Smart Dash-Cam devices are equipped with stream view, which allows users to stream live HD video and audio communication. With Live View, you can always check in on your vehicle 24/7.

Can I record and store the videos from the camera?
Yes, When the vehicle’s ignition is turned on, the video of driving footages are stored in the local SD card; with the ignition off, the system continues to work in sleeping mode that constantly monitors the sensor, which will be triggered upon impact and start recording. All event video include accident, impact, will be stored in the Cloud.

Do I need a Wi-Fi connection to set up my Smart Dash-Cam device?
No. You don't need a Wi-Fi connection as long as you have internet connectivity to set up the dash-cam device via the Alleswolke app.

Does the smart-cam device need to be attached to the computer during the setup process?
No. the devices are set up wirelessly by the Alleswolke app on your smart device. You do not need to connect your Smart Dash-Cam device to a computer during setup.
Where can I download the Alleswolke app?
You can download the Alleswolke app in the Apple Store for apple smart phones, and Google Play for all android smart phones.

Functionality

How is the picture and audio quality produced by Alleswolke Smart Dashcam system?
Alleswolke Smart Dashcam produces video uploading and/or streaming in the resolution of 720p/1080p HD depending on the connectivity of LTE network. It also provides the feature of 1080p video recording to SD card and optional two-way audio function for the user’s convenience of remote voice communication.

Does Alleswolke Smart Dashboard camera system work 24/7?
Yes, When the vehicle's ignition is turned on, the video of driving footages are stored in the local SD card; with the ignition off, the system continues to work in sleeping mode that constantly monitors the sensor, which will be triggered upon impact and start recording. All event video include accident, impact, will be stored in the Cloud.

How to use the panic button?
If you have an emergency without an impact or accident to your own vehicle, or you see a car accident nearby and wish to record, pressing the panic button can manually trigger an event and start recording, then transfer the video to the cloud.

Can I adjust impact sensitivity?
Yes, the sensitivity of impact strength is adjustable in the mobile application.