

# Password recovery

Why it happens.

1. Your original password is “12345678” which is eight characters. Your new password also needs to be eight characters. If you changed your password to (for example) “mypetsname” which is ten characters the dashcam will ignore anything after the first eight characters so the new password will be “mypetsna”.
2. You forgot.

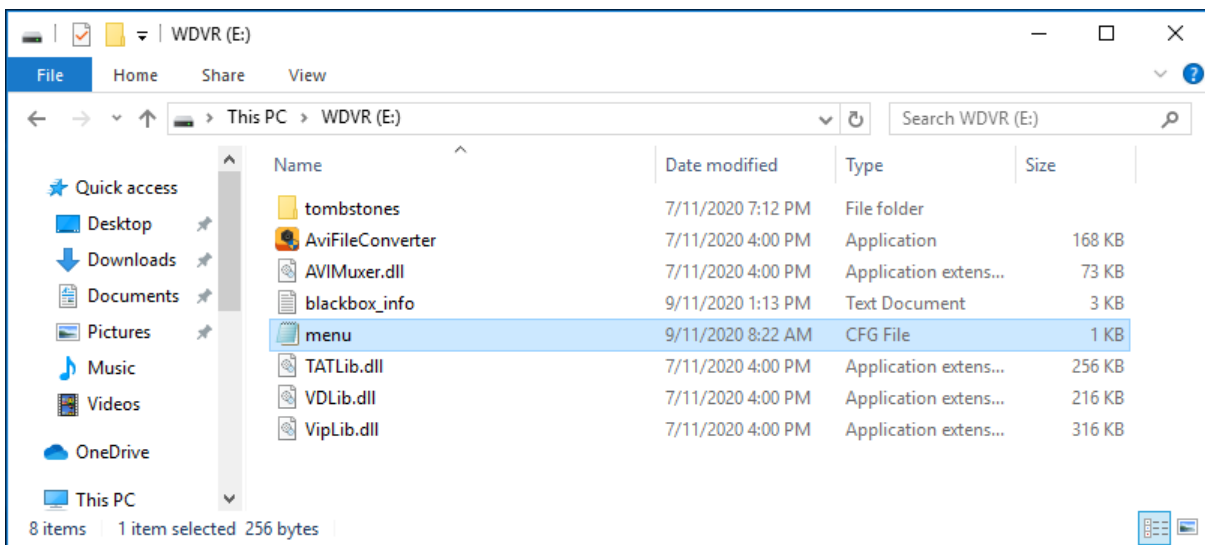
Step 1.

Remove your memory card and using a card reader insert the card into your computer.

Step 2.

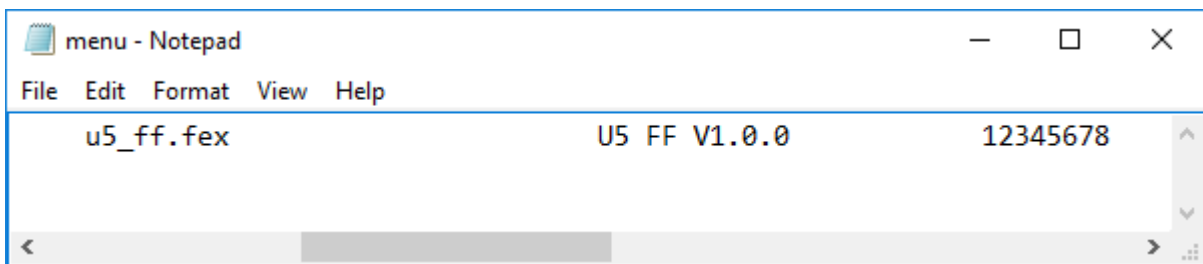
Open the memory card to view its contents and find the file called “menu.cfg” (or menu)

Step 3. “right click” the file and select open with notepad. (you may need to navigate to notepad)



Step 4.

Your password can be seen by scrolling across as in the below image.



Step 5.

Put the memory card back in your camera and after waiting thirty seconds or so for the camera to reboot you should now be able to connect to it.

If you need help please call.

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