

COMTEC HDR965GW

COMTEC HDR965GW Dash Cam User Manual

Model: HDR965GW | Brand: COMTEC

1. INTRODUCTION

Thank you for purchasing the COMTEC HDR965GW Dash Cam. This device is a high-performance 2-camera drive recorder designed to capture clear video footage both in front of and behind your vehicle. Featuring a 2.7-inch Full HD display, GPS functionality, and advanced night vision capabilities, it provides reliable recording for your safety and security on the road. This manual provides essential information for proper installation, operation, and maintenance of your dash cam.



Figure 1: COMTEC HDR965GW Dash Cam Main Unit

2. SAFETY INFORMATION

- Do not install the dash cam in a location that obstructs the driver's view or interferes with airbag deployment.
- Ensure all cables are securely routed and do not interfere with vehicle operation.
- Avoid exposing the device to extreme temperatures, direct sunlight for prolonged periods, or excessive moisture.
- Do not attempt to disassemble or modify the device. This may void the warranty and cause damage.
- Use only the provided accessories and power cables. Using incompatible accessories may cause malfunction or damage.
- Periodically check the mounting to ensure the device remains securely attached.

3. PACKAGE CONTENTS

Please verify that all items are present in the package:

- COMTEC HDR965GW Dash Cam Main Unit
- Rear Camera Unit
- HDROP-15 Direct Wiring Cord
- MicroSD Card (32GB)
- Mounting Bracket (Adhesive Type)
- Rear Camera Connection Cable
- Instruction Manual (This document)
- Warranty Card

4. SETUP AND INSTALLATION

4.1. MicroSD Card Insertion

1. Ensure the dash cam is powered off.
2. Locate the microSD card slot on the main unit.
3. Insert the provided 32GB microSD card into the slot until it clicks into place. Ensure the correct orientation.

4.2. Mounting the Front Camera

1. Clean the windshield area where the dash cam will be mounted. Ensure it is free of dust and grease.
2. Attach the adhesive mounting bracket to the front camera unit.
3. Peel off the protective film from the adhesive pad.
4. Mount the front camera on the windshield, ideally behind the rearview mirror, ensuring it does not obstruct your view. Press firmly for at least 30 seconds.



Figure 2: Front Camera Mounting Position

4.3. Mounting the Rear Camera

1. Clean the rear window area where the rear camera will be mounted.
2. Attach the adhesive mounting bracket to the rear camera unit.
3. Peel off the protective film and mount the rear camera on the rear window, ensuring a clear view.
4. Connect the rear camera to the front camera using the provided rear camera connection cable. Route the cable neatly along the vehicle's interior trim.



Figure 3: Rear Camera Mounting Position

4.4. Power Connection (HDROP-15 Direct Wiring Cord)

The HDROP-15 direct wiring cord allows for a clean installation by connecting directly to your vehicle's power supply. Professional installation is recommended for this step.

1. Identify a constant power source (B+) and an accessory power source (ACC) in your vehicle's fuse box.
2. Connect the red wire of the HDROP-15 to the B+ fuse.
3. Connect the yellow wire of the HDROP-15 to the ACC fuse.
4. Connect the black wire of the HDROP-15 to a vehicle ground point.
5. Connect the other end of the HDROP-15 cord to the power input port on the main dash cam unit.



Figure 4: Direct Wiring Connection Diagram

5. OPERATING INSTRUCTIONS

5.1. Powering On/Off

- When connected to the vehicle's ACC power, the dash cam will automatically power on and begin recording when the vehicle ignition is turned on.
- The dash cam will automatically power off when the vehicle ignition is turned off.

5.2. Recording Modes

- **Continuous Recording:** The dash cam records continuously in short segments. When the microSD card is full, the oldest files are overwritten.
- **Event Recording:** In the event of a sudden impact (detected by the G-sensor), the current recording segment is locked and protected from being overwritten.
- **Manual Recording:** Press the designated button on the device to manually save a recording segment as an event file.

5.3. Playback

1. **On-Device Playback:** Use the touch screen interface to navigate to the playback menu. Select the desired video file (front or rear) to view.
2. **PC Playback:** Remove the microSD card from the dash cam and insert it into a computer's card reader. Download the dedicated COMTEC viewer software from the official website to view and manage recorded files.

5.4. Settings

Access the settings menu via the touch screen to configure various options:

- Video Resolution
- G-sensor Sensitivity
- Date and Time
- Parking Surveillance Mode (if supported by wiring)
- Volume
- Format SD Card



Figure 5: Main Menu Screen

6. FEATURES

- **2-Camera System:** Records simultaneously from both front and rear cameras, providing comprehensive coverage.
- **Full HD Recording:** Captures high-definition video at 2 million pixels for clear image quality.
- **2.7-inch LCD Display:** Allows for real-time viewing, playback, and easy menu navigation via touch control.
- **GPS Functionality:** Records vehicle speed, location, and time data, which can be viewed during playback with the dedicated PC viewer.
- **Night Vision (HDR):** High Dynamic Range (HDR) technology ensures clear video recording even in low-light conditions or at night.
- **G-Sensor:** Automatically detects impacts and saves emergency recordings to prevent overwriting.
- **Internal Memory:** Provides additional data storage capabilities.

7. MAINTENANCE

7.1. MicroSD Card Management

- **Regular Formatting:** It is recommended to format the microSD card regularly (e.g., once a month) to maintain optimal performance and prevent data corruption. This can be done through the dash cam's settings menu.
- **Card Replacement:** MicroSD cards have a limited lifespan. It is recommended to replace the microSD card every 2-3 years, or sooner if you notice recording issues, to ensure reliable operation. Use COMTEC-approved microSD cards for best compatibility.

7.2. Cleaning

- Gently wipe the camera lenses and display screen with a soft, dry, lint-free cloth.
- Do not use chemical cleaners or abrasive materials, as these can damage the lenses or screen.

8. TROUBLESHOOTING

Problem	Possible Cause	Solution
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Problem	Possible Cause	Solution
Dash cam does not power on.	Loose power connection, vehicle ignition off, faulty wiring.	Check power cable connection. Ensure vehicle ignition is on. Verify direct wiring installation (professional check recommended).
Recording stops or is intermittent.	MicroSD card error, card full, faulty card.	Format the microSD card. Replace the microSD card if the issue persists. Use a COMTEC-approved card.
G-sensor is too sensitive/insensitive.	Incorrect sensitivity setting, vehicle vibrations.	Adjust G-sensor sensitivity in the settings menu. Consider mounting location if excessive vibrations are detected.
Cannot save or view recorded images on PC.	No dedicated viewer software, incorrect file format.	Download and install the official COMTEC viewer software from their website. Ensure the microSD card is properly inserted into the PC card reader.
Rear camera image is unclear or not displayed.	Loose connection, dirty lens, faulty camera.	Check the rear camera connection cable. Clean the rear camera lens.

If the problem persists after trying these solutions, please contact COMTEC customer support.

9. SPECIFICATIONS

Feature	Specification
Model Name	HDR965GW
Screen Size	2.7 inches
Display Type	LCD
Video Resolution	Full HD (2 Million Pixels)
GPS	Equipped
Night Vision	HDR (High Dynamic Range)
Internal Memory	Yes
Color	Black
Mounting Type	Adhesive
Control Method	Touch
Included Components	Warranty Card, HDROP-15 Direct Wiring Cord, microSD Card (32GB)
Package Dimensions	22 x 16.6 x 6.9 cm; 550 g

Feature	Specification
ASIN	B09PQK6JQ3
First Available Date	2022/1/5

10. WARRANTY AND SUPPORT

This COMTEC product comes with a manufacturer's warranty. Please refer to the included warranty card for details regarding coverage period and terms. For technical support, troubleshooting assistance, or warranty claims, please contact COMTEC customer service through their official website or the contact information provided in your warranty documentation.

For the latest information and software updates, please visit the official COMTEC website:
www.comtec.co.jp