Surfsight AI-12: User Guide

Need Help?

support.surfsight.net

surfsight.net

Thank you!

We are excited to introduce you to your new Surfsight AI -12 Connected Dashcam.
With Surfsight you can harness the power of video to connect your fleet vehicles, protect your drivers on the road and saves lives.

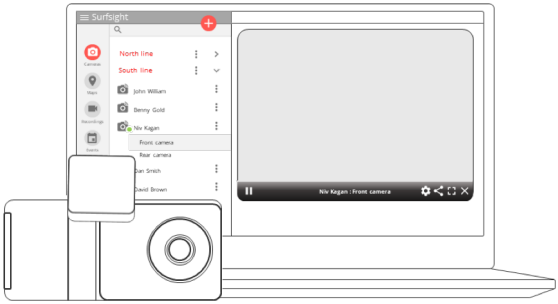
Now all you need to do is sit back and enjoy the ride.

Have a safe drive,

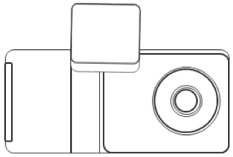
Surfsight team

Explore Surfsight

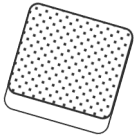
- Live video from vehicle, viewed from any device.
- Distracted driver and dangerous driving detection in real-time.
- Driver warning systems with visual and audio alerts.
- On-demand retrievals of video events and recordings.



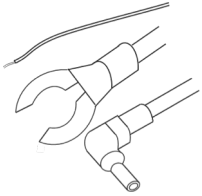
What's in the box



AI-12 Camera



Mounting bracket

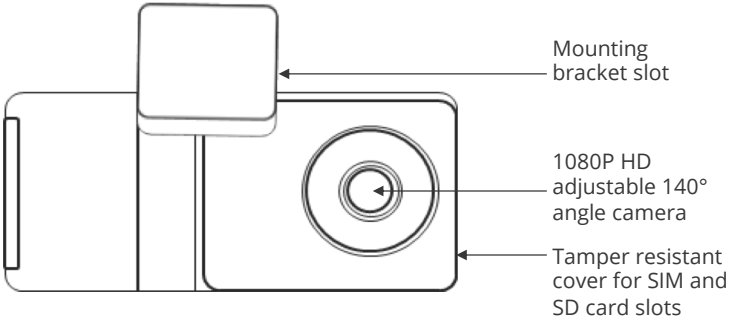


Hardwire Kit

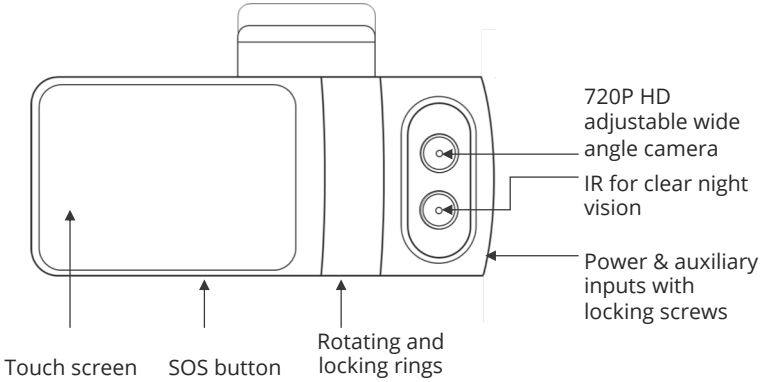
Proprietary screwdriver

Surfsight AI-12 Features

Road-facing camera



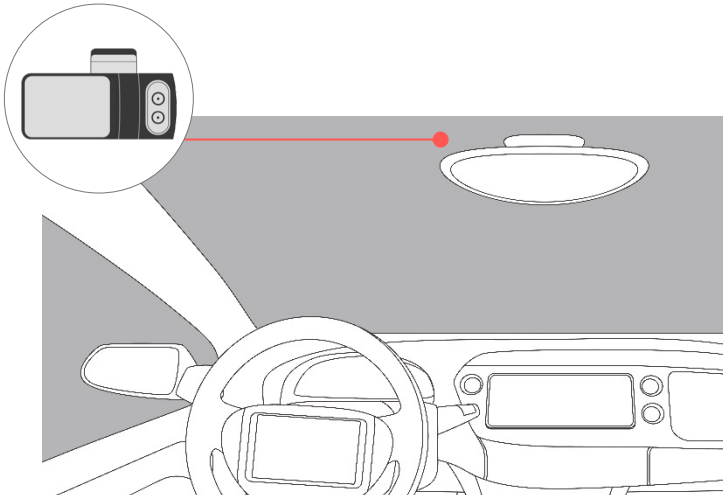
Cabin-facing camera



Install Surfsight AI-12

Before you start, make sure that the vehicle is parked on a level surface and that the windshield is clean and dry.

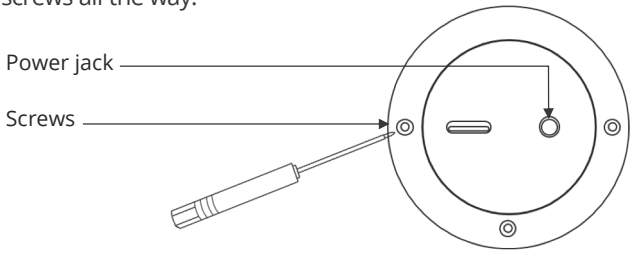
- Unscrew the safety screws that lock the tamper proof case using the specialty screwdriver.
- Insert the SIM and SD cards.
- Attach the mounting bracket to the camera.
- Place the camera as high as possible on the driver side of the vehicle.
- Remove the 3M adhesive tape cover, and mount the camera to the windscreen.



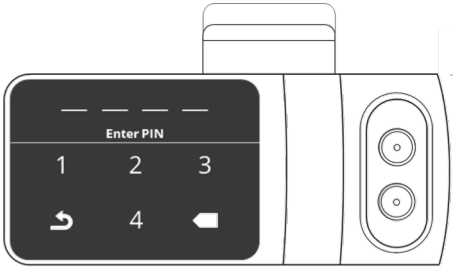
⚠ DO NOT INSTALL THE PRODUCT IN A LOCATION WHERE IT CAN OBSTRUCT THE DRIVERS FIELD OF VISION.

Direct the camera

- Unmount the camera from the windscreen. Make sure that the mounting bracket is not inserted, as it locks the camera position.
- Use the screwdriver provided to unscrew the three security screws on the round side of the camera.
- Unscrew the screws to rotate the cameras. Do not unscrew the screws all the way.

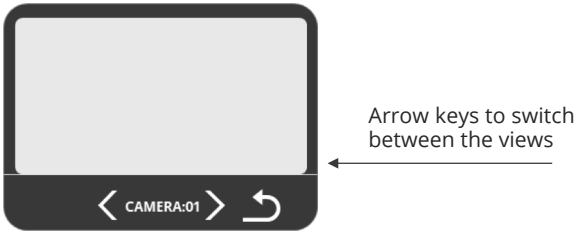


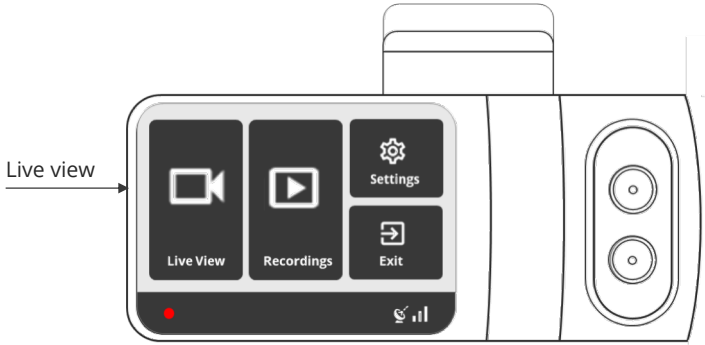
- Mount the camera back to the windscreen.
- Connect the camera to a power source (page 12).
- The camera will turn on automatically.
- To unlock the camera touch screen enter a default PIN number 3333 (page 13).



Direct the camera

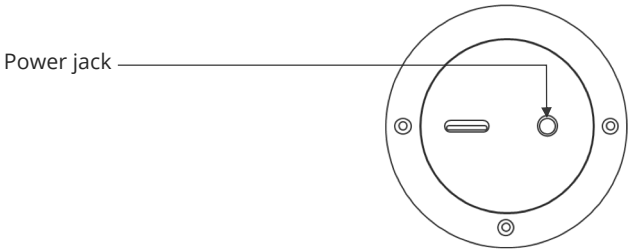
- On the main screen enter to the 'Live View' mode.
- Use the 'Live View' to direct the road facing camera and the cabin facing camera to the proper direction. You can use the arrow keys to switch between the views.
- Unmount the camera from the windscreen and screw in the security screws. Mount the camera back on the windscreen.




Live view
Live View
Recordings
Settings
Exit

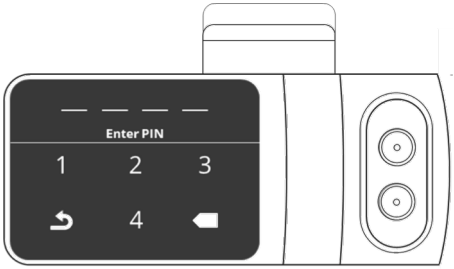
Connect the camera to a power source

- Surfsight may only be connected to a power source using the supplied cables.
- The power cable connects to the round connector located on the round side of the camera.
- The power source must provide 5V DC and at least 2A when connected through the supplied USB cable.



Unlock the camera

- Press the camera touchscreen.
- Enter the default PIN number 3333.
- The camera is now unlocked. You entered the camera main menu.



Calibrating the camera sensors

Surfsight AI-12 contains an internal accelerometer that detects unsafe driving events. The accelerometer is not calibrated in advance as the installation in every vehicle is different. Please follow the following steps to calibrate the accelerometer.

- Turn on the vehicle ignition.
- Check that the camera turns on.
- Press the touchscreen and enter the default PIN number 3333.
- Enter the 'Settings' mode in the main menu.
- Select 'Calibrate'.

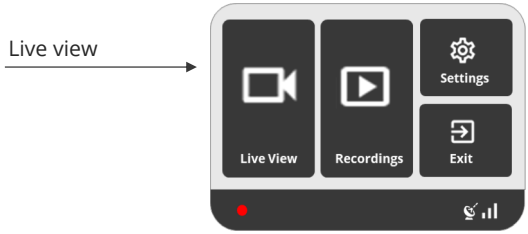
Setting menu

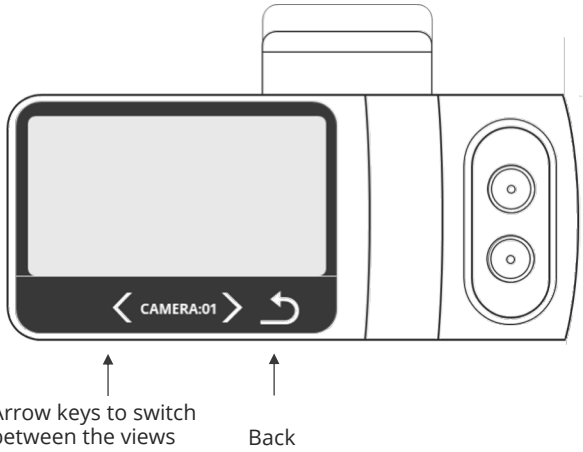
Enter the 'Settings' mode in the main menu to set your camera:

- Calibration the camera accelerometer
- Cabin facing camera
- WiFi connectivity
- Voice alerts
- Distracted driver
- Overlay text in the video recordings
- Set a new PIN number to unlock the camera
- Adjust volume and screen brightness

View live video

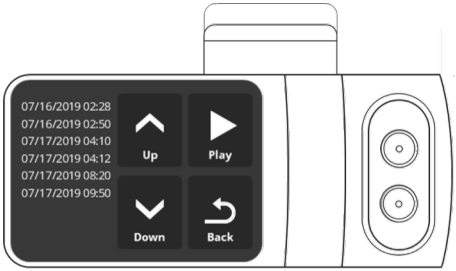
- Enter the ‘Live View’ mode in the main menu.
- The live video will be displayed on the screen.
- Use the arrow keys below the screen to switch between the road and cabin facing cameras.
- Use the arrow back button to return to the main menu.




CAMERA:01
Arrow keys to switch between the views
Back

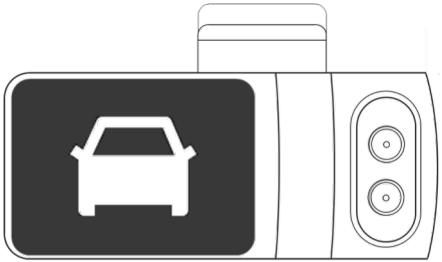
View recorded videos

- Enter the ‘Recordings’ mode in the main menu.
- All the recorded videos on the SD card will be displayed in a list, sorted by date and time.
- Use the arrow buttons to scroll through the list.
- Select the video you would like to view and then click the ‘Play’ button.



Driving alerts

- A white vehicle icon will be displayed on the screen while driving.
- In case of a dangerous driving event such as violent turn or unsafe driver behavior, the car icon will turn red, indicating a visual alert for the driver.
- In addition, a voice alert will be heard.



Hardwire to the vehicle fusebox

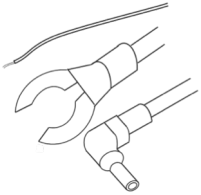
Hardwiring a dashcam to the vehicle's fuse box is one of the most common installation methods to power on your dashcam. You can either wire your dashcam to a 'constant fuse' (our preferred method) or an 'ignition-switched fuse'.

- **A constant fuse** remains on and continues to provide power to the dashcam when the vehicle is off. (Our preferred method)
- **An ignition-switched fuse** turns off when the vehicle is off, relying on the battery while in parking mode.

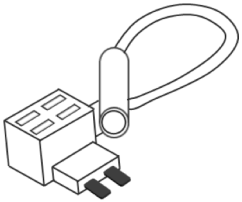
NOTE: The hardwiring kit includes 2 wires; one that will goes to constant or ignition switch and a ground wire that will go to a metal ground bolt.

Essential Install Package

WARNING: This type of installation should be performed by a qualified or professional person only. Working with your vehicle's power system can be dangerous for you and your vehicle. In any doubt, consult a professional.



Hardwire Kit



Add a fuse kit

Fuse tape

Hardwire to the vehicle fusebox

Step 1: Locate Your Fuse Box

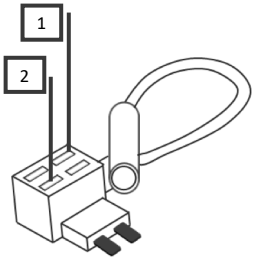
Check the car owner's manual for the fuse box location. It may vary depending on the vehicle model. Remove the plastic panel to access the fuse box. It may open simply by lifting a tab or pulling it with your fingers, or you may need a trimming tool.

Step 2: Which Slot Should I use?

Use a circuit tester to test which fuse is constant (typically red) . A fuse that is constant will stay on when the car is off. The camera will automatically enter standby mode when the car is not moving for 10 minutes.

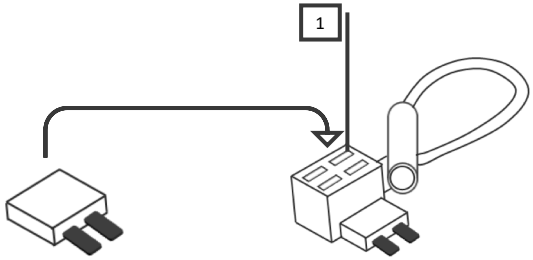
Step 3: Add-A-Fuse Kit

We recommend using an add-a-fuse kit included in our Essential Install Package, for a more secure, long lasting installation. The add -a-fuse kit provides a fuse slot for the existing OEM circuit (constant or ignition switched, #2 in picture below) and another fuse slot for the new circuit for the dashcam device (#1 in picture below).



Hardwire to the vehicle fusebox

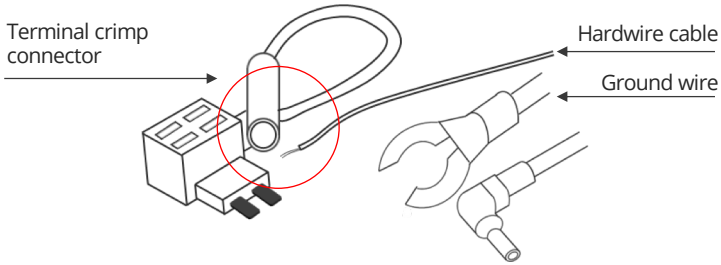
1. Insert the new fuse tap provided in the kit into “slot 1” , and the fuse from the fuse box into “slot 2” (Constant or Ignition Switch). If you set them with the wrong order, it will not feed power to the hardwire kit.



New fuse tape

Add a fuse kit

2. Connect the hardwiring cable with the terminal crimp connector from the add-a-fuse kit. Trim off some of the rubber tubing to expose the wiring on your hardwiring cable. Then crimp them down together. You should be able to crimp the fuse kit with a standard needle nose plier. We recommend using electrical tape to further secure the wire.



Hardwire to the vehicle fusebox

3. Connect your Add-a-Fuse Kit to the vehicle fuse slot you chose.

Step 4: Ground the Hardwire Kit

4. The ground wire is usually in the shape of a ring or a C. To connect the ground wire, slip it under a metal bolt or screw in your vehicle.
5. You may need a socket wrench set to loosen the bolt. Loosen the bolt enough to slip it in and tighten it back up afterwards. A loose ground can result in power issues for your dashcam. We recommend grounding your wire to an unpainted bare metal bolt.

Step 5: Test Your Dash Cam

6. Plug the power cable to the dashcam. Start your vehicle to test the dashcam. Once you tested your dashcam, run the power cable along the headliner of the car along the A-Pillar to the power source.

That’s it. You've successfully installed your dashcam!

Sign up to Surfsight cloud

- Open your internet browser and browse to surfsight.net
- Click on the 'Login' button at the top menu
- If you have a Surfsight account, then simply login to your account
- If you do not have a Surfsight account click the 'Signup'
- Create your account by entering the following:
    - Email address
    - Password
    - The dashcam IMEI* number
    - The organization name

Connect Surfsight AI-12 to your account

- Turn on your car ignition
- After about a minute you should see the Surfsight's IMEI* number in the list of devices with a green icon next to it, indicating the camera is online
- Click on the camera and select the road facing or cabin facing camera to view live video

*The IMEI number can be found on the sticker on the camera itself or on the back side of the carton box which contained the camera.

Surfsight Cloud features

Surfsight cloud includes the following features:

- Live video view from your vehicles
- Live view of your vehicle's location
- Trip details and location history
- View and download video events
- View and download recordings from the SD card
- Analytics
- Manage users, permissions, and data access settings

Need Further Help?
Visit our support portal: support.surfsight.net

Surf Communication Solutions Ltd.
surfsight.net

Connected Dashcam AI-12
2 Year Limited Warranty

Warranty: surfsight.net/warranty
EULA: surfsight.net/eula
Privacy: surfsight.net/privacy

This device complies with Part 15 of the FCC Rules. Operation is subject to the f ollowing two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

changes or modifications not expressly approved by the party responsible for co mpliance could void the user's authority to operate the equipment.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed t o provide reasonable protection against harmful interference in a residential insta llation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause har mful interference to radio communications. However, there is no guarantee that i nterference will not occur in a particular installation.
If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encour aged to try to correct the interference by one or more of the following measures:
-- Reorient or relocate the receiving antenna.
-- Increase the separation between the equipment and receiver.
-- Connect the equipment into an outlet on a circuit different from that to which th e receiver is connected.
-- Consult the dealer or an experienced radio/TV technician for help.

This device contains licence-exempt transmitter(s)/receiver(s) that comply with In novation, Science and Economic Development Canada's licence-exempt RSS(s).

Operation is subject to the following two conditions: (1)This device may not cause interference.(2)This device must accept any interference, including interference that may cause undesired operation of the device.

L'émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :(1)L'appareil ne doit pas produire de brouillage; (2) L'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

This equipment complies with FCC/ IC RSS‐102 radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 30cm between the radiator and your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Cet équipement est conforme aux limites d'exposition aux radiations FCC/IC CNR‐102 établies pour un environnement non contrôlé.
Cet équipement doit être installé et utilisé avec une distance minimale de 30 cm entre le radiateur et votre corps.
Cet émetteur ne doit pas être situé au même endroit ou fonctionner avec une autre antenne ou un autre émetteur.