

Sarmert

User Manual

C2



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CUSTOMER SERVICE



Defective or damaged item?

Inaccurate description?

Missing parts or accessories?

Performance or quality not adequate?

Wrong item was sent?



Scan to download
RoadRec app.



Scan to visit
our website.



Scan the Code
to Email us



support@sarmertvip.com

Response in just 12 hours

Contact us before returning the item.
We will help you resolve any issue as
soon as possible.

INTRODUCTION

Thank you for purchasing the Sarmert C2 4K Dash Cam. This product provides high-quality image capture and irrefutable evidence, allowing you to understand what happened from the dashboard perspective. The Sarmert C2 4K Dash Cam is an elegant, convenient, and durable multi-vehicle driving recorder.

PRODUCT OVERVIEW

This product is a leading ultra-high-definition digital in-car black box recorder. Equipped with 4K ULTRA-HD and outstanding sensors, it features excellent low-light sensitivity and high dynamic range, enabling you to continuously record high-quality video playback. It delivers extraordinary 4K ultra-high-definition resolution videos even at night without the need for infrared sensors. It boasts exceptional night vision technology for capturing outstanding videos in all low-light conditions. Additionally, it includes advanced built-in Wi-Fi, built-in GPS, G-sensor, emergency video lock button, audio recording, loop recording, wide dynamic range, 24-hour automatic parking mode trigger, and more. Compared to most dash cams, this uniquely designed product combines elegance with top-tier unique features, allowing you to record unparalleled stunning videos that are incredibly user-friendly to operate.



WARNINGS

Kindly ensure to read and understand all instructions before using this product. Failure to follow the instructions may result in damage, consequently voiding the warranty.

- Avoid exposing this product to rain, moisture, or water at all costs, as it could lead to external or internal damage. The device is not designed to withstand damp environments.

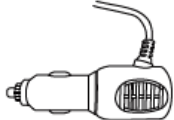
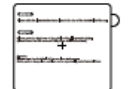
- Do not attempt to open the cover or repair the device by yourself. For any issues with accessories, contact the seller for assistance.
- Ensure that the unit is not installed in a way that obstructs the driver's view of the road, mirrors, or airbag deployment.
- Refrain from placing the camera loosely on the dashboard or in front of airbags to prevent potential hazards.
- Mount the camera securely to avoid distractions or accidental falls while driving.
- Keep the device away from excessive heat, fire, dust, and avoid using chemicals for cleaning opt for a soft, moist cloth instead.
- Exercise caution when cleaning the lens surface to maintain video quality by using a soft, damp cloth.
- Do not operate or install the camera while driving, including attempting to change any settings. Make sure to pull off the road and do so only when it is safe.
- Handle the product with care and avoid dropping, puncturing, or disassembling it.
- Do not use the charger if the cord is broken or damaged, and keep it out of reach of children.
- Remember that this device is NOT a toy and should be kept away from children. It is intended for indoor use within a motor vehicle.
- Before inserting an external memory card, check for physical damage or cracks. Do not use a damaged memory card, as it can short-circuit and cause issues.

NOTE

In certain countries or states, including some in the USA, regulations prohibit drivers from mounting objects on windshields or in specific windshield areas. It is the responsibility of the owner/operator to ensure compliance with local laws when installing or using this device.

Please note that the company does NOT accept responsibility for any data loss or loss of content that may occur during operation or under any circumstances.

PACKAGE CONTENTS

	
Sarmert C2 4K Dash Cam ×1	GPS Bracket ×1
	
Type-C Cigarette Lighter Power Cable(11.5ft/3.5m) ×1	User Manual ×1
	
Cable Clips ×5	Car Wire Trim Tool ×1
	
Electrostatic Sticker ×2	3M Adhesive ×2
	
Wet Cleaning Pads ×2	Rear Camera(6m/20ft) ×1
	
64GB Card ×1	

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SPECIFICATION

Model Name	C2
Screen Size	2.0 Inch
Lens Aperture	F=1,8
Color	Black
Language	English/Germany/France/ Italian/Spanish/ Chinese
Video Format	MP4
Photo Format	JPG
Compression Format	H.264(Default)
WiFi	Supports 2.4GHz and 5GHz Dual-Band
GPS	Built-in GPS Geo-Tagging Support
GPS Player	Download GPS Player From www.sarmertvip.com
APP Control	Download Roadrec APP, Free app, Easy control
Video Resolution	3840*2160P 30FPS+1080P 30FPS 2560*1440P 30FPS+1080P 30FPS
G-Sensor	Built-in 3-Axis Impact Accelerometer Gravitational Sensor to Lock & Protect Current Video.
Anti Flicker	60Hz, 50Hz

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Loop Recording	Support-Seamless Loop Recording
Timelapse Record	Support (1frame per second, fast video playback)
24hr Auto Trigger Parking Mode	Support (Sarmert Type-C Hardwire kit Required, NOT Included)
Memory Card	Sarmert Includes a 64GB Memory Card or Other TF Card Class 10, U3 Speed (Max support 512GB, not included).
Mic/Speaker	Built-in Microphone & Speaker
Type-C USB Function	Charging
Battery/Supercapacitor	Built-in Supercapacitor
Power Interface	5V/2.5A
Temperature Guideline	Storage Temperature: -30°C(-22°F) ~ +85°C(185°F) Working Temperature: -20°C(-4°F) ~ +70°C(158°F)

NOTE

1. Please use the Sarmert car charger included in this package.
2. Always connect to power when in use. It has no internal battery, the built-in supercapacitor uses only a 1mAh lithium metal battery for memorize time.
3. We recommend using Sarmert's TF Card or other Class 10, U3 Speed cards for optimal performance. Using third-party or uncertified TF cards can affect the dashcam's performance and may, in some cases, result in random reboots during the recording process.

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UNIT STRUCTURE, APPEARANCE & BUTTONS



- 07 -

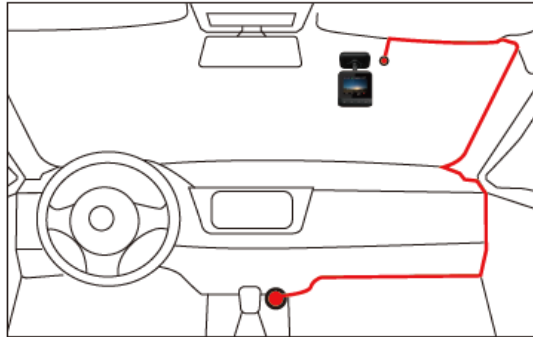
SHORTCUTS & UNDERSTANDING BUTTONS

	POWER BUTTON	Press Once - to lock and unlock the screen while in the Powered-on state.
		Press power button once - to Turn ON The Camera while in the Powered-off state.
		Long press power button for 3-seconds - to Turn OFF The Camera while in the Powered-on state.
	MENU/ EMERGENCY LOCK/ BACK	Press Once - to enter/exit menu settings
		Press Once - to back in Any Menu settings
		Press Once - to Lock the Current Loop Cycle Video File while Video is being recorded
	UP/WIFI/ MICROPHONE	Press Once - to Mute/UN-Mute Microphone while in Video Mode
		Press Once - to Turn ON/OFF WiFi
		Press Once - to Scroll UP while in Any Menu Settings
		Press Once - to Scroll to Previous Video Files while in Play Mode
		Press Once - to Reverse Playback while video is being played in Play Mode

	DOWN	Press Once - to Take a snapshot while in Video Mode
		Long Press - to Toggle Recording Mode
		Press Once - to Scroll DOWN while in Any Menu Settings
		Press Once - to Scroll to Next Video Files while in Play Mode
		Press Once - to enter playback mode
	OK/ CONFIRM	Press Once - to Start/ Stop Video Recording
		Press Once - to Play/Pause Current Video while in Play Mode
		Press Once - to Enter/Confirm Specific Settings while in Menu Settings.

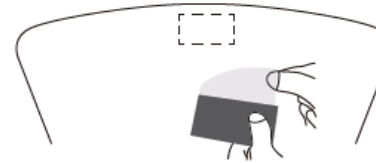
INSTALLATION

Install the C2 4K dash cam at the top of the front windshield. Remove any foreign matter and clean and dry the windshield before installation. The C2 4K dash cam comes with default settings, allowing you to start using it right out of the box without any adjustments. Remember to format the memory card before first-time use.



Start the vehicle generator, and do a bench test before officially installing the dash cam: connect the car charger to the cigarette lighter port and the C2 4K dash cam, connect the C2 4K dash cam, and insert the MicroSD card to ensure that the dash cam can work normally.

1. **Installation Position:** Most people will install their C2 4K dash cam next to the rearview mirror, on the opposite side of the driver. First, turn off the engine in a well-lit and safe location, then remove the key.
2. Insert the microSD card into the microSD slot of the dash cam and format your SD card for the first time use.
3. Make sure to clean your windshield from dust particles and evaporated grease from the dashboard surface.
4. Then peel off the electrostatic sticker from the cellophane, transfer it to the place you want to stick it.



5. Eliminate the air bubbles on the static stickers. It is recommended to install the dash cam after standing still for half an hour to make the static stickers stronger. Then stick the GPS bracket on top of the electrostatic film.
6. Attach the C2 4K dash cam with the GPS mount. Set the camera lens to point forward to the center when installing it. We suggest angling the lens slightly downward (approximately 10° below horizontal) to achieve a 6:4 ratio of road to background in the recorded videos.
7. Peel off the protective film from the double-sided tape and attach the rear camera to the rear windshield. Adjust the angle of the lens by rotating the body of the rear camera, and then connect the front camera to the rear camera. Meanwhile, use the pry tool to lift the edges of the rubber window seal and molding, and tuck in the rear camera connection cable.
8. Use the power cord to connect the USB Port of the product to the car's cigarette lighter socket.
9. Hide the cable inside the trim and use the included cable clips for additional support to organize the cable if needed so it does not interfere with the driver's vision.
10. Start the engine and check if the product works properly. The device will start up automatically and record as soon as power is supplied, and the device will save the last video file and power off automatically after cutting the power supply.

CAUTION

Make sure to remove the Plastic Lens Screen Protector from the lens before recording videos. Otherwise, your videos will look blurry and blocked. Do not remove the microSD card while the camera is turned ON. Otherwise, it may cause the memory card to be write protected and possible loss of data or damage your memory card. Remove/Insert the memory card only when the camera is turned OFF.

TURNING YOUR CAMERA ON/OFF

AUTO POWER ON/OFF

- **Auto Power On:** The Sarmert C2 4K Dash Cam is set to turn on and start recording by itself when it gets power, like when you start your car.
- **Auto Power Off:** The camera will automatically turn off a few seconds after it loses power, such as when you turn off your car.

CAUTION

Some trucks and cars have electrical outlets that remain powered even when the vehicle is turned off. If this is the case with your vehicle, the auto on/off feature may not function properly. Leaving the camera recording while the vehicle is off will drain the battery and may cause issues the next time you start it. To avoid this, you can use Sarmert's hardwire kit to connect the dash cam directly to your car's fuse box. You can purchase this kit at a Sarmert store.

MANUAL POWER ON/OFF

- To turn the camera on manually, press the power button once.
- To turn it off manually, press and hold the power button for about 2-3 seconds.

NOTE

Make sure to insert the memory card before turning on the camera. Don't insert or remove the memory card while the camera is on; only do this when it's turned off.

MICROSD (TF) CARD

WHICH MEMORY CARD SHOULD I USE?

ANSWER:

We highly recommend using the Sarmert Ultimate microSD card included in the package. At Sarmert, We have higher standards, 1-Year Hassle-Free Warranty, and we have specifically designed our memory cards to work with our dash cams. In order to save time, money, and hassle in the long run, we simply recommend our Sarmert Ultimate microSD Cards. See a few details below to understand why?

SHOULD I ONLY GET THE SARMERT ULTIMATE MEMORY CARDS?

ANSWER:

No, you are not restricted to only purchasing Sarmert Ultimate memory cards. You have the flexibility to choose any brand of memory card, provided it meets the specifications of being Class 10 and U3 speed. While we have gathered valuable insights from assisting customers with troubleshooting over the years, it's important to acknowledge that opting for a different brand may carry uncertainties regarding quality and longevity.

Typically, return policies expire within 30 days of purchase. If an alternative branded memory card malfunctions after a few months, handling the warranty process rests with the respective manufacturer, and their level of assistance during replacement cannot be assured. With this in mind, to simplify the decision-making process and avoid potential complications, we now recommend our Sarmert Ultimate microSD Card. Upholding superior standards at Sarmert, we aim for seamless functionality between your camera and memory card, ensuring a hassle-free experience. Ultimately, our goal is to provide you with peace of mind, allowing you to focus on more significant aspects of life rather than grappling with memory card choices.

INSERTING/REMOVING A MICROSD CARD

1. With your dash cam turned off, insert the card into the slot with the label facing the back of your dash cam. You can remove the card by pressing it into the slot with your fingernail.
2. You need to insert the memory card included in the package to store your videos and photos, or use a dedicated U3 Class 10 memory card; otherwise, your dash cam may malfunction.
3. Over time, MicroSD cards may deteriorate and impact your dash cam's ability to save your media. If you encounter any issues, consider replacing an older card with a new one.



CAUTION

Do not insert or remove the microSD card while the camera is turned ON. Otherwise, it may cause the memory card to become write-protected, potentially resulting in data loss or damaging your memory card. Always remove or insert the memory card while the camera is turned OFF.

FORMATTING MEMORY CARD

1. Press **OK** to STOP video recording first or to clear the error message. If you have any on the screen.
2. Please press the **Menu** button once to enter the System Settings.
3. Then press the **Down** button to scroll down until you see Format SD card >> Then press the **OK** button to enter format submenu >> Then press the **Down** button to select Yes >> Then press **OK** the button to confirm to format the memory card (The formatting process will be super quick.).



NOTE

1. We recommend formatting the memory card every month (default) to ensure smooth operation and maintain cleanliness.
2. Please be aware that memory cards have a limited lifespan. With continuous data writing, they may eventually become inoperable. In such cases, we suggest replacing your memory card.

SETTING UP YOUR CAMERA

POWERING ON

Short press the  button to turn on your C2 4K dash cam.



POWERING OFF



Press and hold the  button for 3 seconds to turn it off.

FIRST TIME USE

For first time setup, use this menu to set the preferred language, time zone, date and time, speed units, and memory card format. Press the OK button to proceed to the next step.

Language Setup Interface:
The default setting is English.
Press the  button to move downwards to select your preferred language.
Press "OK" to confirm the selection, then proceed to the date and time setup interface.



Time Zone Setting Interface:
To set the date & time, choose one of the following options below.

1. You can manually select your preferred date and time settings by accessing System Settings > Date/Time.
2. Alternatively, you can opt to set the GMT time-zone value. This way, the camera will automatically adjust the date and time based on the selected GMT value once it receives a GPS signal lock.



USA Time Zones - GMT (Greenwich Mean Time) Values

USA Time Zones - GMT (Greenwich Mean Time) Values		
Time Zones	When DayLight Savings Ends Nov - March	When DayLight Savings Begins March - Nov
Hawaii	GMT (-10:00)	
Alaska	GMT (-9:00)	GMT (-8:00)
Pacific Time Zone	GMT (-8:00)	GMT (-7:00)
Mountain Time Zone	GMT (-7:00)	GMT (-6:00)
Central Time Zone	GMT (-6:00)	GMT (-5:00)
Eastern Time Zone	GMT (-5:00)	GMT (-4:00)

Go to <https://greenwichmeantime.com/time-zone/usa/to> to find out your Correct GMT (Greenwich Mean Time) value based on your location outside of the USA.

NOTE

1. The dash cam will automatically synchronize the time after connecting to the phone.
2. The time zone setting does not automatically adjust the time when traveling through different time zones. It will solely ensure the precise date and time based on the chosen GMT time zone.

Date and Time Setup Interface:

Press the **▲** button to increase parameters or the **▼** button to decrease parameters to adjust the date and time. After completing the settings, press **OK** to confirm the selection, then proceed to the speed setup.



Speed Setup Interface:

Select the desired speed unit, press the **OK** button to confirm the selection, and proceed to the formatting setup.



Formatting Interface:

Select "YES" and press the **OK** button. After formatting is complete, the main interface will automatically open, and recording will start after 15 seconds.



HOME SCREEN



Recording interface



Emergency recording interface



Non-recording interface

ICONS	WHAT DOES IT MEAN?
	Emergency Video Lock
	Microphone ON/OFF
	Take a Snapshot
	White: Stop Video Recording
	Yellow: Stop Emergency Recording

	Enter the Menu
	WiFi On/Off
	Enter the Playback Mode
	Red LED Blinking: Recording Video
	No Red LED: Not Recording Video
	Red: Displays the recording status and recording time.
	White: Displays the remaining recording duration
	Yellow: Displays the emergency recording status and emergency recording time.
	Red GPS: Signal Present, No Positioning White GPS: No Signal, No Positioning Green GPS: Signal Present, Positioning Available
	Video Resolution
	Parking Monitor-Time-lapse ON
	Cam Switch (Long Press to Switch Camera)
	Parking Monitor-Collision Detection ON
	Headlight Reminder ON
	Wide Dynamic Range (WDR) ON
	Loop Recording ON (1min/3mins/5mins per file)
	Microphone ON/OFF
	WiFi ON/OFF

LED STATUS INDICATOR

DIFFERENT SCENARIOS



When camera is plugged into the POWER

Indicator Light Color	Status Description
BLUE LED	It remains lit during normal recording.
RED LED	Stays illuminated during abnormal situations (including emergency recording, crashes, memory card errors, etc.).

UNDERSTANDING 3 – CAMERA MODES

Sarmert C2 4K Dash Cam has 3 different camera modes:

1. RECORDING MODE
2. PLAYBACK MODE
3. SETTING MODE

1. RECORDING MODE

Recording mode lets you record live videos and store them on the installed microSD card.



While in the Recording Mode:

- Short press the  button to lock and unlock the screen.
- Press the  while video is being recorded to manually lock the video, so it will not get deleted by loop cycle function.
- Press the  button Once to Mute/UN-Mute Microphone while in Video Mode
- Press the  button Once to take a snapshot while in Video Mode
- Long press the  button to toggle recording mode
- Press the  button to Start/Stop video recording manually.

2. PLAYBACK MODE

Playback mode lets you play your Video file or photos.



- Press the **OK** button first to stop video recording or clear the error message, then press the **▽** button to ENTER PLAYBACK MODE.
- Select the folder you want to view (Normal Video/Emergency File/Photo)

While in the Playback Mode:



- Press the **⏮** button to Back
- Press the **OK** button to Play/Pause video.
- Long Press **OK** button to Delete current video.
- Press the **△** button to Delete current video.
- Press the **▽** button to scroll to Next video file.

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3. SETTING MODE

Setup mode enables you to customize all desired settings. Press the **OK** button first to stop video recording or clear the error message, then press the **⏮** button to SETTING MODE.

While in the Setting Mode:



- Press the **⏮** button to BACK
- Press the **△** button to Scroll UP
- Press the **▽** button to Scroll DOWN
- Press the **OK** button to CONFIRM

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CUSTOMIZING YOUR C2 4K DASH CAM SETTING

Setting Interface Page 1

Playback: FRONT/REAR(Normal video/ Emergency file/Photo)

Resolution:

3840*2160 30FPS+1080P 30FPS

2560*1440 30FPS+1080P 30FPS

Loop recording: 1/3/5mins

Frequency: 60Hz/50Hz

G-Sensor (Gravity Sensor):

OFF/Low/Medium/High

WiFi: 5G or 2.4G WiFi ON/OFF

SSID: DC-C2-XXXXX Password:

12345678



Setting Interface Page 2

GPS: GPS ON/OFF > Speed

Units > KM/H&MPH

Time Zone: You can choose the time zone you want.

Screen Saver: 1/3/5Mins/OFF

Volume Setting: Beep Sound

ON/OFF System Volume >

100%/70%/50%/OFF Video

Playback Sound > 100%/

70%/50%/OF

Sound Recording: ON/OFF

Language: Choose Your Prefer Language



Setting Interface Page 3

Headlights Reminder:

ON/OFF

Power Indicator Settings:

ON/OFF

Fatigue Driver Alert: 1/2/4

Hours/OFF

Parking Monitor: Time-lapse/

Collision Detection /OFF

Date/Time: Set time and date

Car Plate Stamp: This feature will allow you to insert a custom vehicle ID or Driver ID to be stamped on video.



Setting Interface Page 4

Video Stamp: You can select Date & Time/Speed/Brand/Model No. /Coordinates to be displayed in the downloaded video.

Delete Videos Reminder:

ON/OFF

Format Reminder: 15/30/60

Days/OFF

Format SD Card: All Date Will Be Deleted

Default setting: Restore all settings to the factory state

Card Storage Capacity: You can see the storage space of the memory card



Setting Interface Page 5

About: You can view the current system version

Back Mirror: You can toggle the mirror image of the rear camera ON or OFF.



NOTE

1. For a clean, smooth, and comfortable user experience, it is recommended to format your MicroSD card once a month.
2. If there is no GPS signal or if the GPS signal is available but the timestamp is not activated, you will be unable to view the real-time vehicle route.
3. The dash cam features an integrated GPS function, allowing it to automatically update the time based on your location and time zone, eliminating the need for manual time adjustments. Daylight saving time can be adjusted through DST settings.

PAIRING YOUR C2-4K WITH YOUR SMART PHONE USING WIFI

STEP 1: Search & Install the RoadRec APP

Search for "RoadRec" in App Store or Google Play Store to find the App and then download and install it on your phone



NOTE

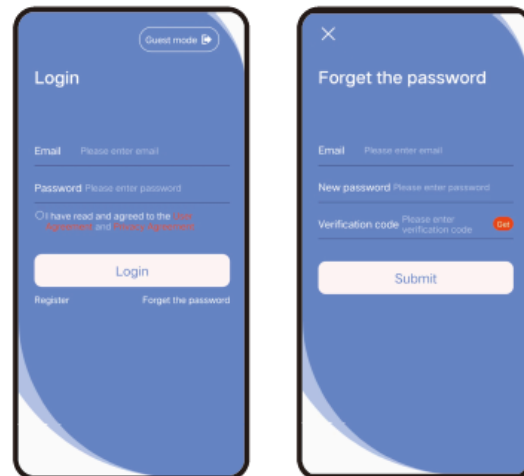
Sarmert C2-4K's WiFi Connection pairing does NOT provide internet access. The WiFi Connection to Sarmert C2-4K is intended for transferring data between your phone and the Sarmert C2-4K dash cam.

STEP 2: Sign Up (For First Time Users Only), Skip this step if you already have an account

IMPORTANT:

Do NOT Connect your iOS/Android device to Sarmert C2-4K's WiFi yet.

FIRST-TIME USERS:



You will need to register and create a free account using RoadRec APP, so you can keep your videos and data secure on your device. (To register-you will need internet access, so make sure to stay connected to the internet using your home wifi or cellular data while registering for the first time) - You will only need to do this once. You should stay logged in to your RoadRec account mostly unless you get logged out.

If you ever need to sign back into your RoadRec account again, then you will need to be connected to the internet first, then login to your account before pairing with Sarmert C2-4K's WiFi.

STEP 3: Turn the WiFi ON from the C2-4K's Settings.

CONNECTING SARMERT C2 4K DASH CAM WITH SMART PHONE:



1. TURN ON WIFI FROM THE CAMERA: Press the  button briefly on the preview screen (the main screen when not recording) to access the Wi-Fi interface and turn on Wi-Fi.
2. Now open the RoadRec app on your smartphone, and click on the "Connect Dash Cam Wi-Fi" button. This will open up your smartphone's Wi-Fi setting now; look for a Wi-Fi network named "DC-C2-*****" on the lists.

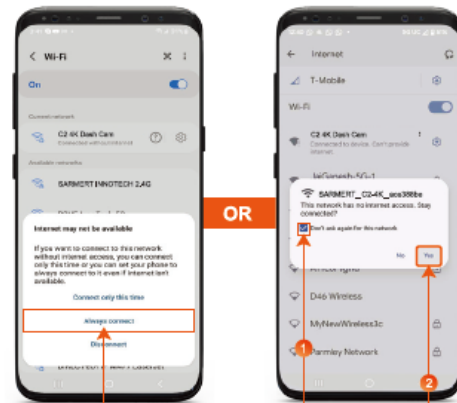
Wi-Fi Credentials	
WiFi Name SSID	DC-C2-*****
Default Password	12345678

3. Join the "DC-C2-*****" network using a default password displayed on your dash camera's screen.
(Default Password: 12345678)
4. Once your smartphone is connected to the Sarmert C2 4K Dash Cam Wi-Fi, return to the RoadRec app. Select your dash cam model and proceed to establish the connection. You will then view the live video feed from the camera on the main home screen of the RoadRec app. You are now ready to access your recordings through the RoadRec app and delve deeper into them.

Wi-Fi CONNECTION

For Android phones:

For the initial setup, there is an additional step required. Upon connecting to Sarmert C2 4K Dash Cam Wi-Fi, you may receive a "No internet" message, which is normal. Wait for about 10-15 seconds until you see a popup or notification. Simply tap on the notification that appears to confirm your desire to remain connected despite the lack of internet access. Once you select "OK", you are ready to proceed. Feel free to reach out if you require any assistance.



If this pop up show up, make sure to select "Always Connect"

If this pop up show up, make sure you select "Don't ask again" and then select "YES"

For iPhone:



When using an iPhone, you may encounter a message stating "No Internet Connection", which is expected and can be disregarded. Since the Sarmert C2 Dash Cam does not offer internet access, this message will appear on your iPhone. You are simply establishing a connection between your iPhone and the Sarmert C2 Dash Cam via Wi-Fi. Once you see this ✓ blue Check Mark, indicating the connection to the Sarmert C2 Dash Cam's Wi-Fi, you can proceed to open the RoadRec APP.

STEP 4: Getting Started with RoadRec APP

How to View, Download and Delete Video

1. Saving to the App:

Ensure your phone is connected to the C2 dash cam. Click "Camera Files" on the homepage to access the Camera Files interface. Tap "Select" in the upper right corner to choose your desired video or photo. Finally, tap "Download" at the bottom of the interface to save it to the "Album" within the app (Note: This step saves exclusively in the app and not in the phone's native album).

2. Download videos and photos from the app to your phone:

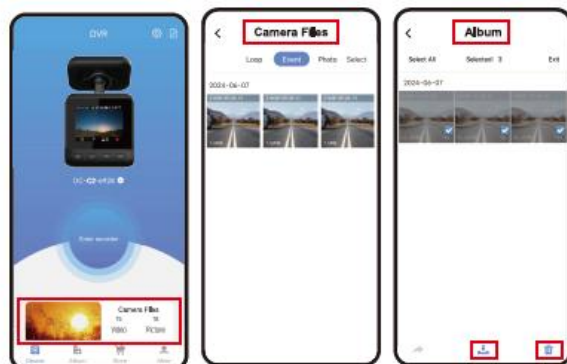
Check that your desired videos and photos are saved in the "Album" section. Access the album interface by tapping "Album" at the bottom. Here, you can view the saved media. Start by selecting "Select" in the top right corner, then select the photos and videos you want. Once you have made your selections, click on 'Download' at the bottom of the interface to save them to your phone.

3. Deleting videos and photos:

In the "Album" interface, begin by clicking on "Select" in the top right corner, then choose the photos and videos you wish to select. After making your selections, click on "Delete" at the bottom of the interface to remove them.

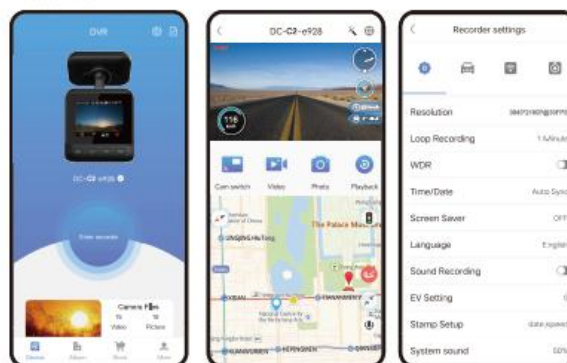
CAUTION

Saving photos and videos requires TWO steps, first save from "Camera Files" to Album, then save from "Album" to your phone album.



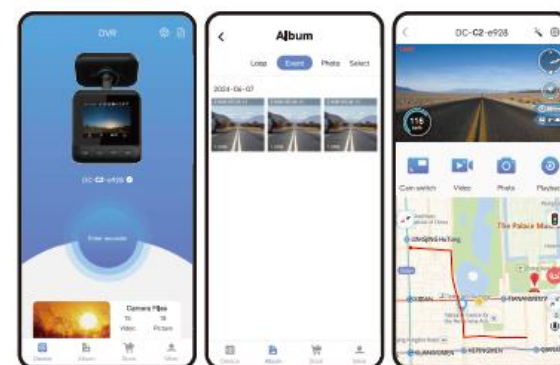
How to customize DASH CAM settings via RoadRec APP

1. First, enter the main interface after connecting to the dashcam.
2. Click on "Settings" in the top right corner.
3. In the main interface of "Settings" you can customize your settings, and these settings will sync to your Sarmert C2 4K dash cam.



How to View Maps and GPS Tracks on the phone

1. First, ensure that your dash cam has a GPS signal and enable the GPS stamp.
2. Next, select the video you wish to watch and download.
3. Return to the app's home page and choose the Album.
4. Open the video and enjoy watching it.



GPS PLAYER INSTALLATION

How to View Maps and GPS Tracks on the Computer

1. Download the FREE GPS player from www.sarmertvip.com > Support > Downloads and install it on your computer.
2. Install the SARMERT GPS player on your computer.
(Note: Please close or ignore any prompts from the antivirus software; we assure you that it will not pose any security risks to your computer.)
3. Connect your dashcam to the computer using a USB Type-C port, or remove the microSD card from the dashcam. Then, insert the card into the microSD card reader and connect it to a computer.
4. Click the "Open Files" button to navigate to and select the Movie or EMR folder on the microSD card within the GPS player interface. This will display all files in the normal, event, or parking folders.
5. Select "My Computer" and locate the memory card disk. Choose the video file you wish to play, then drag and drop the file directly into the player. You can access GPS information through the GPS player.



(Subject to the actual updated GPS player)



Subject to the actual updated GPS player.

Why GPS Player? What are the features?

1. Play back your recorded videos
2. Check G-Sensor data
3. To see the Exact GPS route with the video on google maps
4. Check driving speed
5. Check driving direction (i.e. N, S, NW, SE, etc.)



Subject to the actual updated GPS player.

UNDERSTANDING CAMERA SETTINGS

Short press the  button to enter the setting interface after powering on. In this scenario, video recording will stop, and you will access the Settings Menu.

Attention: To EXIT the Settings Menu, press the  button to go back.

VIDEO RESOLUTION

You can choose the video resolution you like. Higher-resolution videos will take up more storage space.

4K: 3840*2160P@30FPS+1080P@30FPS (Default)

2.5K: 2560*1440P@30FPS+1080P@30FPS

Below are the estimations of how much time is stored on the memory card in the loop feature:

Resolution	32GB	64GB	128GB	256GB	512GB
4K: 3840×2160P@30FPS	3 hrs 4 mins	6 hrs 8 mins	12 hrs 16 mins	24 hrs 32 mins	49 hrs 4 mins
2.5K: 2560×1440P@30FPS	5 hrs 18 mins	10 hrs 36 mins	21 hrs 12 mins	42 hrs 24 mins	84 hrs 48 mins

This is an approximation, with variations depending on the memory card. Lower resolutions will allow for more storage capacity, while higher resolutions will require more space.

LOOP RECORDING

This feature enables the camera to continuously record in loops, deleting the oldest video files automatically when the memory card reaches capacity, eliminating the need for manual deletion. Each video file is split into appropriate lengths based on your selection.

1 min	3 mins(Default)	5 mins
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IMPORTANT

The logic for the loop recording feature is as follows:

Let's assume that the total capacity of the memory card is 100%. When the combined normal and emergency videos exceed 90%, the dash cam will initiate loop recording.

The pre-allocation of directory space for normal and emergency videos is as follows: Normal Videos = 60%, Emergency Videos = 30%. If the number of emergency files is less than 30%, normal video files can utilize the unused emergency file allocation space until it reaches 90%, triggering loop recording.

In the presence of more emergency (Locked) video files, the emergency file directory space is reserved up to a maximum of 30%. If emergency files reach their maximum allocation of 30%, the camera will delete the oldest emergency (Locked) video files to accommodate the new latest emergency video. Therefore, it is important to understand that you cannot lock an unlimited number of videos on your memory card. If you lock any important video files, please be aware that even locked videos will be deleted following the loop cycle function, starting with the oldest file. If an event occurs and your locked video allocation is depleted, ensuring free space for a new locked emergency video in case of a real incident is crucial.

NOTE

We recommend downloading any emergency (Locked) videos immediately to prevent them from being deleted.

VIDEO RECORDING G-SENSOR

The G-Sensor is a three-axis accelerometer that detects physical impacts and gravitational forces acting on the camera.

While Video is Being Recorded: When the G-Sensor is triggered by a physical or gravitational impact force on the camera, the current loop cycle length of the video file in the emergency folder will be locked to prevent it from being deleted by the regular loop cycle function.

CAUTION

In the event of an accident, please ensure to retrieve your footage before using your camera again to prevent the loss of important video files due to the loop cycle function. This is crucial in case the force was minor and did not trigger the G-Sensor to lock the video file automatically. It is a best practice and highly recommended to retrieve all necessary video footage after any emergency of an accident before using your camera to prevent the loss of vital video files.

PARKING MONITOR (OPTIONAL)

Sarmert has custom-designed its parking monitor for the best user experience and automation. Please see the details below.

1. Sarmert Ultimate USB Type-C Hardwire Kit is not included and must be purchased separately.
2. Hardwire Kit is needed only when using Parking Monitor.
3. If Parking Monitor is desired, contact Sarmert to purchase.

CAUTION

Never connect the dash cam directly to your car's 12/24V battery by modifying wires. The dash cam is not designed to handle direct current from the battery. It needs a step-down circuit in the middle (Hardwire Kit) to adjust the current required by the dash cam. You must connect the dash cam using the Sarmert Ultimate USB Type-C Hardwire Kit and connect it to the car's fuse box (NOT to the battery terminals directly).

NOTE

The camera is equipped with a built-in temperature sensor. In hot and sunny afternoons, especially when the car is parked under direct sunlight, the interior temperature of the car can rise significantly due to the greenhouse effect. Depending on your location, this temperature increase may surpass the recommended operating limits for the camera. In such situations, the camera will automatically shut down to prevent any damage and ensure a longer product lifespan.

24 HOUR PARKING MONITOR HOW DOES IT WORK?

ANSWER:

Sarmert C2 includes a built-in Parking Mode feature that allows you to record in three different ways after parking your vehicle.



Before delving into specifics, it's important to NOTE that the Sarmert Ultimate USB Type-C Hardwire Kit is necessary for the parking mode to function.

WHY DO I NEED TO PURCHASE AN ADDITIONAL HARDWIRE KIT?

1. To enable the 24-hour parking monitor, you must supply power to your dash cam even when you are away from your vehicle. Hardwiring your dash cam to the car's fuse box is essential for providing power, and please note that the Sarmert Ultimate USB Type-C Hardwire Kit is NOT included in the packaging and must be purchased separately.
2. We acknowledge that not all users may require the hardwire kit for their particular installation requirements. Excluding it from the default packaging helps us maintain cost efficiency and reduce electronic waste, thereby addressing environmental concerns related to unnecessary accessories.
3. The hardwire kit also monitors the battery voltage and is programmed to disconnect power to the dash cam upon detecting low voltage. This feature is aimed at conserving sufficient power in your car's battery for your next startup.

HOW DOES THE "TIMELAPSE" PARKING MONITOR WORK?

Time-Lapse (See how this feature works)

1. When this feature is set to ON and the Sarmert Ultimate USB Type-C Hardwire Kit is properly installed.
2. Then, when you turn OFF the car's engine and turn the key to the lock position.
3. Then the camera will STOP the continuous video recording and it will go into the timelapse 1fps recording mode automatically.
4. Now, during the timelapse recording, if your car is hit and the impact reaches the set G-Sensor level, the camera will pause the timelapse video. It will then start recording a 1-minute continuous video, save and lock it in the EMERGENCY FILE, and afterward resume timelapse recording.

NOTE

When the Parking Monitor is activated, the camera will provide a voice alert stating "The parking mode got activated while you were away. Check the Emergency File to see what happened" when you start your car next time. If you hear this alert, it is recommended to check the EMERGENCY FILE to review what occurred.

5. The next time you start your car, the camera will automatically STOP the timelapse 1fps and G-Sensor parking mode. It will then switch back to normal video mode automatically to begin continuous video recording.

HOW DOES THE "COLLISION DETECTION" PARKING MODE WORK?

Collision Detection (See how this feature works)



1. When this feature is turned ON and the Sarmert Ultimate USB Type-C Hardwire Kit is correctly installed.
2. Then, when you turn OFF the car's engine and turn the key to the lock position.
3. Then the camera will STOP the continuous video recording and switch to collision detection mode. The camera will remain ON and idle, but the SCREEN will turn OFF after a few seconds.
4. Now, if your car is hit and the impact reaches the set "G-Sensor" level, the dash cam will activate and start recording a 1-minute video. Subsequently, it will save and lock that video in the EMERGENCY FILE before turning off.
5. The dash cam will continue to monitor for any impacts until another event occurs, such as a subsequent impact or until you start your car's engine.
6. However, let's say No One hits your car, and if the "Parking Mode G-Sensor" didn't get activated, you will NOT get any parking mode alert.
7. If you need to watch the activated parking mode videos, you will find them under the EMERGENCY FILE.

WHAT LEVEL SHOULD I CHOOSE FOR MY "PARKING MODE G-SENSOR" SETTING?



ANSWER:

This varies depending on different factors and personal preferences. Let's explore some of the most common scenarios to help you make an informed decision.

You have the option to choose between OFF/Low/Medium (Default)/High levels for the Parking Mode G-Sensor setting.



G-Sensor-HIGH Level

If you set your parking mode G-Sensor to the HIGH level, the dash cam will be highly sensitive. Even minimal vibrations, like closing the car's door, can trigger the Sarmert C2 4K dash cam. Opt for this setting if you prefer your dash cam to activate with even the slightest impact on the car.

However, there are drawbacks to consider. Your dash cam may trigger even when simply closing the car's door as you exit the vehicle, resulting in false alerts of the parking mode being activated. On the positive side, it means that your car/dash cam is responsive to minor bumps or impacts on your vehicle.

G-Sensor-LOW Level

If you set your parking mode G-sensor to the LOW level ensures that false alerts are not triggered by actions such as closing your car door, preventing inaccurate signals. When valid alerts are received, reviewing the last locked videos allows you to investigate unexpected events effectively, given the absence of false alarms.

However, this adjustment may lead to reduced sensitivity of your dash cam towards minor bumps or impacts, potentially causing you to overlook smaller events. On a positive note, if you utilize features like time-lapse with collision detection, your parking mode time-lapse videos are stored in regular folders. This setup enables you to review these videos when investigating potential incidents like someone hitting your car. We hope this explanation is clear and helpful to you.

NOTE

In conclusion, the sensitivity setting of the G-Sensor depends on various factors and personal preferences. The system default G-Sensor sensitivity is set to medium. If this does not meet your requirements, you can manually adjust the G-Sensor sensitivity to high or low.

ONE-YEAR LIMITED WARRANTY

Samert dash cam provides a worry-free warranty for one year. For any dash cam-related concerns, feel free to reach out to us. Our dedicated after-sales team is available online for 12 hours each day to assist you.

Warranty Terms Conditions:

1. The warranty is confined to the first purchaser of the product and is not transferable.
2. Service and repairs during the warranty period shall be carried out by company-authorized personnel only.
3. It is the responsibility of the purchaser to bring the product to the authorized service center at their cost and risk.
4. The company will not be liable for any hardware and/or data loss arising from the use of any third-party software, whether downloaded or otherwise.
5. In case of any physical damage to the product and/or misuse detected by the authorized service center personnel, the warranty will be void. Subsequent service/repairs will be conducted on a chargeable basis only and subject to part availability.
6. Under this warranty, the company's obligations are limited to repair or replacement of parts. In the event of a claim, the maximum claim amount will depend on the highest retail price or purchase price of the product (whichever is lower) and requires presentation of the original proof of purchase.
7. During the warranty period, if unforeseen circumstances arise where spare parts are unavailable, a commercial solution will be calculated based on the company's current depreciation rules for repair substitution, binding the purchaser.
8. The replaced unit will either be new or refurbished depending on availability. If we have ceased production of the current model, we reserve the right to upgrade you to the latest version, regardless of similarity.

SAFETY & LEGAL ASPECTS

ISED Notice

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference.
 - (2) This device must accept any interference received, including interference that may cause undesired operation of the device.
- The digital apparatus complies with Canada ICES-3

(B)/NMB-3(B).

Cet appareil contient des émetteurs/récepteurs exemptés de licence qui sont conformes aux RSS exemptés de licence d'innovation, sciences et développement économique Canada. Le fonctionnement est soumis aux deux conditions suivantes:

- (1) Cet appareil ne doit pas causer d'interférences nuisibles, et
- (2) Cet appareil doit accepter toute interférence reçue, y compris les interférences susceptibles de provoquer un fonctionnement indésirable de l'appareil.

L'appareil numérique est conforme au Canada ICES-3 (B)/NMB-3(B).

This device complies with exemption from the current assessment limits in section 6.6 of CNR - 102 and RSS 102 RF exposure compliance, users can obtain canadian data on RF field exposure and RF field exposure. This equipment complies with Canada radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum 20cm distance from a radiator or your body. This transmitter must not be co-located or operate in conjunction with any other antenna or transmitter.

Cet appareil est conforme à l'exemption des limites d'évaluation courante dans la section 6.6 du cnr -102 et conformité avec rss 102 de l'exposition aux rf, les utilisateurs peuvent obtenir des données canadiennes sur l'exposition aux champs rf et la conformité. This equipment complies with Canada radiation exposure limits set forth for an uncontrolled environment. Cet équipement doit être installé et fonctionner à au moins 20cm de distance d'un radiateur ou de votre corps. Cet émetteur ne doit pas être co-localisé ou fonctionner en conjonction avec une autre antenne ou un autre émetteur.

FCC STATEMENT

This device complies with part 15 of the FCC Rules. Operation is subject to the following 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.

Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Note: 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 to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference 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 encouraged 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 the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

RF warning:

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

TROUBLESHOOTING YOUR SARMERT C2 4K DASH CAM

QUESTION: The dash cam won't power ON.

ANSWER:

1. Use a different Type-C USB data cable and USB charger. Now plug it into a 110V outlet in your home.
2. Once plugged in, the camera should power on. If it doesn't, press the power button once to see if it turns on. If it still doesn't power on, remove the memory card. Keep the camera connected to power. Now, using a pen tip or paperclip, press the reset button once (located at the bottom side). The dash cam should turn on now. If it still doesn't turn on, please contact us.

QUESTION: Dash cam gets HOT.

ANSWER:

It is normal for your camera to become slightly warm. The dash cam may heat up while recording videos at high speeds.

QUESTION: Unable to activate Parking Monitoring mode.

ANSWER:

Sarmert Ultimate USB Type-C Hardwire Kit is NOT Included in the packaging. Purchase separately. Once you've ensured that the Sarmert Ultimate USB Type-C Hardwire Kit is installed correctly, navigate to the settings interface and select your preferred parking monitoring mode under the parking monitor function to activate this feature.

QUESTION: I can't find my oldest video files.

ANSWER:

Your Sarmert C2 4K Dash Cam features Loop Cycle Recording. When set to intervals of 1, 3, or 5 minutes, it automatically deletes the oldest files to make space for newer recordings when the memory card reaches full capacity.

QUESTION: I want the dash cam to automatically lock more videos.

ANSWER:

Please adjust your G-sensor setting to a higher sensitivity level. This adjustment should align with the type of vehicle you drive and the level of vibrations it produces due to factors like suspension and road conditions.

QUESTION: The microSD card is misaligned or not inserting smoothly into the slot.

ANSWER:

Please ensure that you align the microSD card correctly with the gold contacts facing towards the screen.

QUESTION: The video is blurry.

ANSWER:

Please ensure that the camera lens is clean and there is no dirt or grease on the windshield. If the lens appears to be out of focus, we sincerely apologize for any inconvenience. This could potentially be a manufacturing defect. Kindly send us an email with a screenshot or a sample video so that we can address and resolve this issue for you promptly.

QUESTION: The dash cam displays "Please Insert microSD Card" or "Memory Error" even though the memory card is already inserted in the camera.

ANSWER:

1. Ensure that you are using a memory card of at least Class 10, U3, purchased from a reliable source. Be cautious of fake cards available online, as cheaper prices often indicate counterfeit products.
2. Next, access the system settings on your dash cam and proceed to format the memory card or use the RoadRec app for formatting. Remember to back up your videos before formatting.
3. After formatting the memory card, hold down the power button to switch off the camera. Disconnect the power cable, then reconnect it. The camera should automatically power on and start recording.

QUESTION: The camera is turning on and off frequently by itself.

ANSWER:

1. Ensure that you are using a memory card of at least Class 10, U3, purchased from a reliable source. Be cautious of fake cards available online, as cheaper prices often indicate counterfeit products.
2. Please reset your camera or attempt to update the firmware using the RoadRec app to resolve the issue. If the problem continues, kindly reach out to customer service for further assistance.

QUESTION: Why is it that I downloaded it but it is not in my phone album?

ANSWER:

Saving photos and videos requires two steps, first save from "Camera Files" to Album, then save from "Album" to your phone album. (Please refer to page 35 for details)

QUESTION: Camera is experiencing freezing, lagging, or crashing issues.

ANSWER:

Please trust us. If your camera freezes, lags, or stops recording after a few seconds during operation: it's most likely due to the memory card. The card you are using could be incorrect, fake, or defective. (Please be cautious of counterfeit products on the market as they can appear identical to genuine ones. Trust us, we have encountered numerous issues with memory cards. We take responsibility for our products and conduct extensive testing. Some customers may simply believe that the camera is faulty or unstable, but that is not the case. It is a memory card issue. Please contact us, and we will resolve this matter promptly.)

QUESTION: The license plate in the video recorded from the rearview camera is mirrored.

ANSWER:

Answer: You can enter the settings menu, go to the last page of the menu, find the mirror setting (**Back Mirror**), and then toggle it on or off. This will ensure that the license plate appears normal in the recording.

QUESTION: How do I switch the dash cam display to show only the front view?

ANSWER:

Make sure your Sarmert C2 4K dash cam is properly connected to the rear camera, then press and hold the "DOWN" button to switch to your desired view.

QUESTION: How do I monitor camera on my app when out of its wifi range?

ANSWER:

Unfortunately, videos cannot be accessed outside of the Wi-Fi range; you must be within the Wi-Fi distance to view them. This is a common feature across all dash cams in the market—the Wi-Fi functionality is solely for connection and viewing purposes.

QUESTION: How do I skip the initial screen and go directly to the dash cam while using the RoadRec app?

ANSWER:

Go to the home page of the RoadRec app, click the settings icon in the upper right corner, and then turn off the "WiFi connection guide" to achieve this.

AGREEMENTS

Upon purchasing the Sarmert Dash Cam, you are deemed to have consented to all terms and conditions governing the warranty, warnings, and precautions. If you do not agree with any of these terms for any reason, you may return the unused product in its original packaging within the designated return period to receive a full refund.

A HEARTFELT EXPRESSION OF GRATITUDE!!

We are truly grateful for your purchase of our Sarmert dash cam. Your decision to choose our product means the world to us, and we sincerely hope it brings both utility and joy into your life.

In the event that you encounter any challenges during setup, please don't hesitate to reach out to us at support@sarmervip.com. We've got your back! Rest assured that nearly 99% of setup issues can be swiftly resolved, ensuring you're back on the road in no time.

Should there be a rare instance where our assistance falls short, we stand ready to offer you a hassle-free refund. Our ultimate goal is to see you delighted and proud to use your Sarmert Dash Cam!

While perfection may be elusive, our commitment to providing you with exceptional customer service remains unwavering. Your satisfaction is our priority, and we promise to go above and beyond to serve you with excellence.

Every detail of our user manual has been crafted with care. If you come across any inaccuracies or have suggestions for improvement, please share them with us. For the most current and updated user manual, along with other valuable content, be sure to check our website regularly.

Please note that upgrades to the dash cam, firmware updates, and changes to box contents may occur without prior notice. Visit our website anytime to access the latest information and stay informed about all things Sarmert.

Once again, thank you for choosing Sarmert. Your trust in our brand is what drives us to continually improve and provide you with top-notch products and service. We look forward to supporting you on your journey with Sarmert.

CUSTOMER SERVICE



EXPERIENCING PROBLEMS?

"Item NOT as described?

Damaged or defective?

Missing items?

Any other issues?"

CONTACT US BEFORE RETURNING THE ITEM

WE WILL HELP YOU IN RESOLVING ANY ISSUES ASAP

ANY ISSUES ASAP



Scan to download
RoadRec app.



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our website.



Scan the Code
to Email us

Sarmert website address is: www.sarmertvip.com

Sarmert after-sales email address is: support@sarmertvip.com