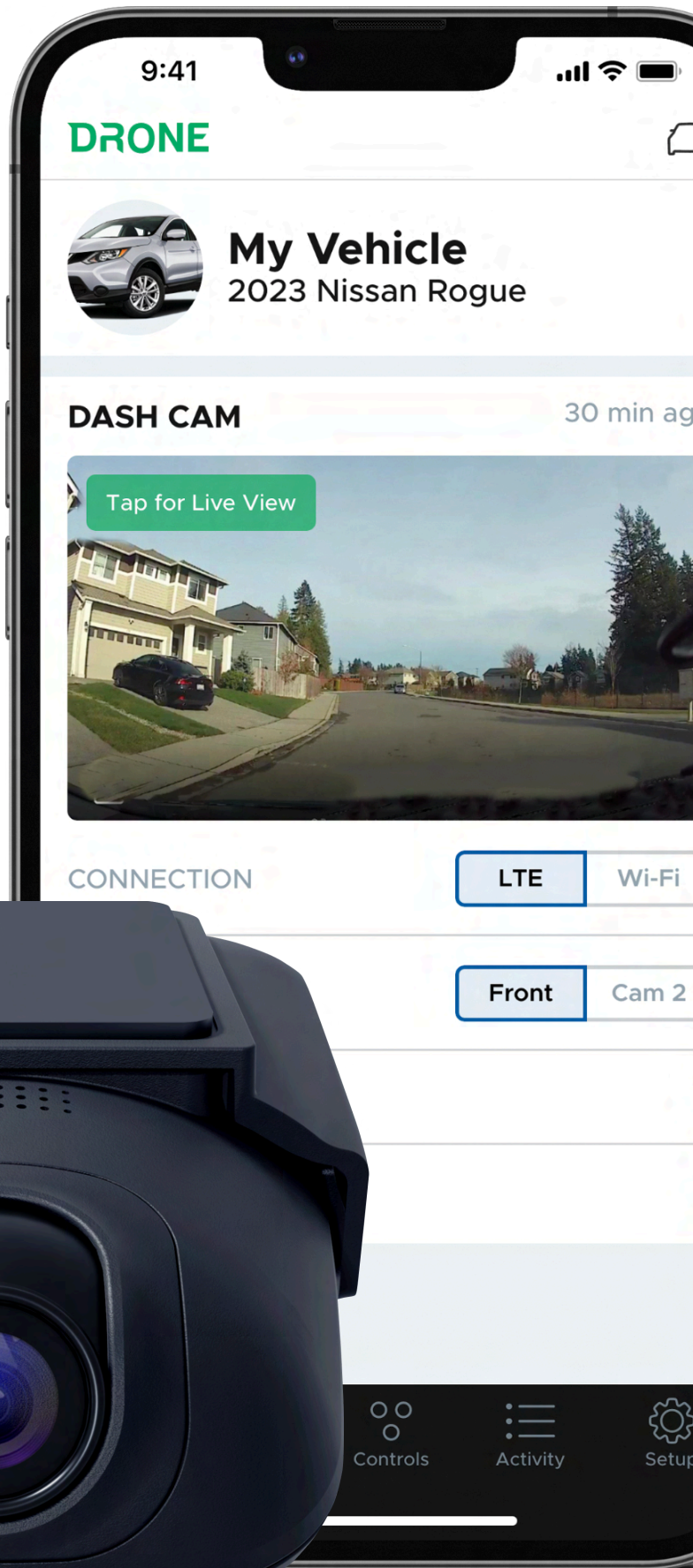


# DRONE<sup>®</sup>XC

## User Guide



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# 1 | Contents



XC Front Camera



Windshield Mount



Install Harness



64GB Micro SD Card



Harness Cover



Screwdriver



Screws (2)



Door Jamb Sticker



Cleaning Swab



Quick Card



Free 30-Day Trial



IR1 Interior Camera  
(Sold Separately)



IR1 Interior Camera  
(Sold Separately)

# 2 | Specs

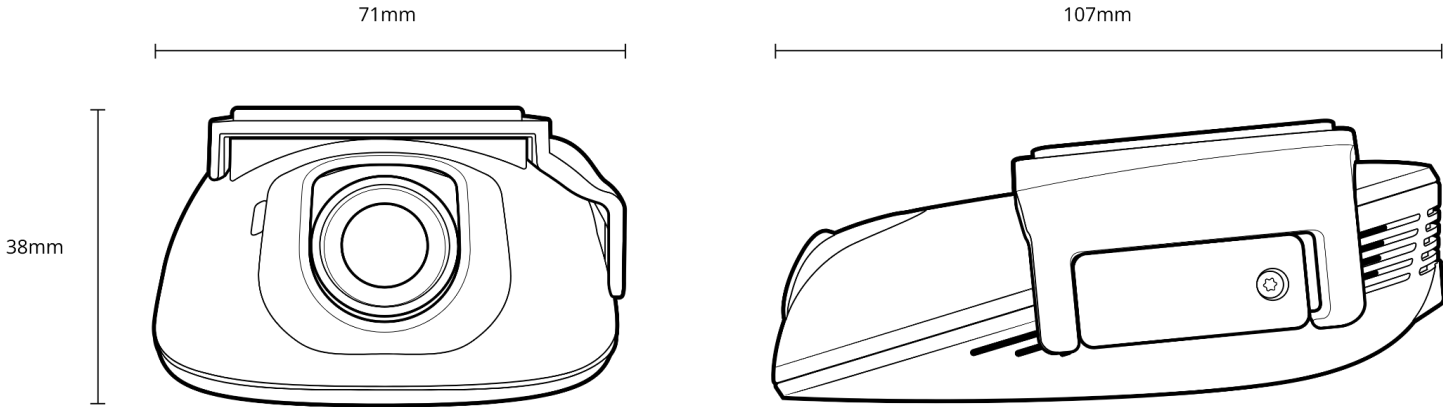


Image Resolution	2K QHD (1440p) Front Camera
Live Stream Resolution	540p
Video Channels	Up to 2, including front camera
Frames/sec	30fps
Image Sensor	Sony STARVIS
File Format	.mp4
LTE Connectivity	Yes
Wi-Fi Connectivity	Yes
GPS Location	Yes
Microphone	Yes
Internal Speaker	Yes
Recording Modes	Driving, Event, Parking with Motion, Parking with Timelapse, Parking with Alerts,
Security Sensors	Shock, Tilt, Glass-Break, Motion, Door, Hood, Trunk
SD Card	64GB, Upgradeable to 512GB
Install Methods	Standalone or Data-to-Data

## 3 | Installation

### 3.1 | Where to Buy

DroneMobile products are sold and installed exclusively at authorized dealers across North America. To find an authorized dealer near you, please visit [www.dronemobile.com](http://www.dronemobile.com).

### 3.2 | Installation Types

- **Standalone Mode** - Install Drone XC as a standalone LTE/Wi-Fi dash cam with GPS tracking capabilities to monitor speed, location, battery voltage, and more!
- **Data-to-Data Mode** - Connect Drone XC to a compatible Firstech remote start or security system to enjoy the convenience of unlimited-range vehicle control and monitoring.

### 3.3 | Basic Connections

- All Drone XC installations will require constant power (12v) and ground connections to sufficiently power the device.
- If installed in standalone mode, an additional connection to ignition is required.
- If installed in Data-to-Data Mode, Drone XC will connect to the RS-232 data port on the Firstech remote start or security control module.

### 3.4 | Compatibility

Drone XC works with all current Firstech remote start and security brands, including Compustar, Arctic Start, Nustart, FTX, and iDatastart.

#### Compatible Control Modules:

- Firstech CM-X
- Firstech CM-9 Series
- Firstech DC3 Series
- Firstech CM-2400/CM-2500 Series
- iDatastart HCX Series
- iDatastart VWX
- iDatastart BMX

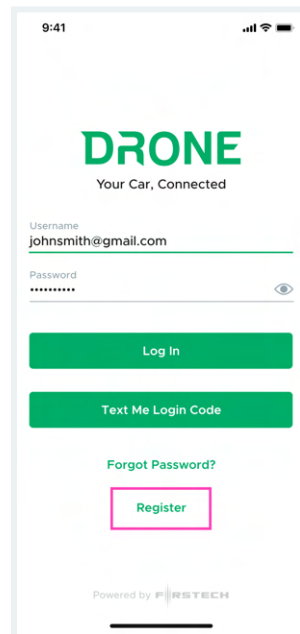
## 4 | Setup

### 4.1 | Download the DroneMobile App

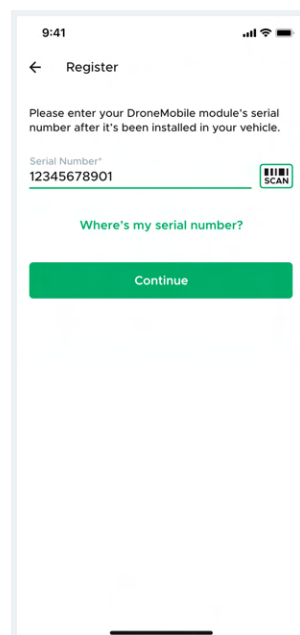
Once you've gotten your Drone XC installed by an authorized dealer, download the DroneMobile App on your smartphone from the App Store or Google Play.

### 4.2 | Account Registration

1. If you're a first-time DroneMobile user you will have to create an account. You can do so by opening the DroneMobile App and tapping on the "Register" link on the "Log In" page.



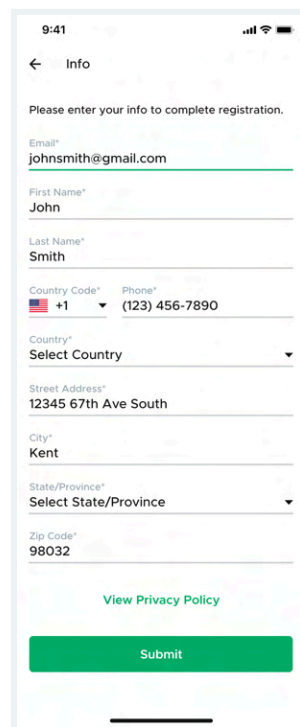
2. You will be prompted to enter your DroneMobile system serial number.



(Please note: At the time of installation, your authorized DroneMobile installer should have provided you with a few materials where you can locate your DroneMobile system's serial number)

- **Keychain Tag** - DroneMobile systems come with a keychain tag that your DroneMobile installer should have attached to your keychain or remote fob. This keychain tag has your system's serial number and barcode, which you can easily scan from the DroneMobile app.
- **Door Jamb Sticker** - As a backup, your DroneMobile installer may also place a sticker with your system's serial number to the driver's side door jamb, which is the area that connects your door to the vehicle body.
- **On the Drone XC Dash Cam itself** - All Drone XC Dash Cams have a label with your system's serial number. Remove the dash cam from the mounting bracket to access the label.
- **Bill of Sale** - As a last resort, check your bill of sale from your DroneMobile retailer, as your serial number may have been included on that document as well.

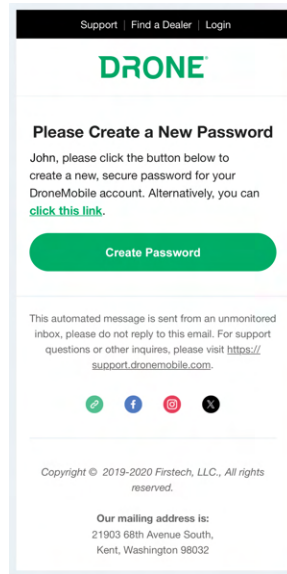
3. Next, you will be prompted to enter your personal information.



The screenshot shows a mobile app interface for registration. At the top, the status bar shows the time 9:41 and signal strength. The app header has a back arrow and the word 'Info'. Below the header, a message says 'Please enter your info to complete registration.' The form contains several fields: 'Email\*' with the value 'johnsmith@gmail.com', 'First Name\*' with 'John', 'Last Name\*' with 'Smith', 'Country Code\*' with a dropdown showing '+1' and a flag, 'Phone\*' with '(123) 456-7890', 'Country\*' with a dropdown 'Select Country', 'Street Address\*' with '12345 67th Ave South', 'City\*' with 'Kent', 'State/Province\*' with a dropdown 'Select State/Province', and 'Zip Code\*' with '98032'. There is a link 'View Privacy Policy' and a green 'Submit' button at the bottom.



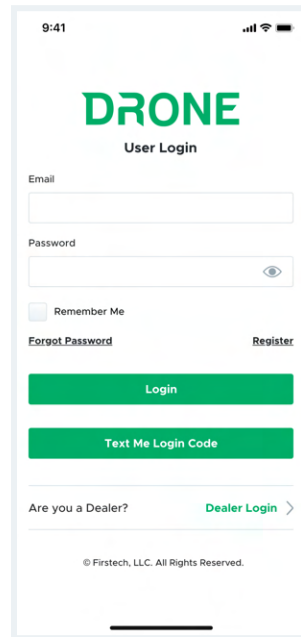
4. A confirmation email will be sent containing a link to set up a secure password.



5. Follow the on-screen instructions to create a secure password.

This is a screenshot of a web form titled "Create Your Password" for DroneMobile. The form has a white background with a light blue border. At the top, the DroneMobile logo is displayed. Below the title, it says: "Your new password must meet the following requirements:". There are four checkmarks with the following text: "8 Characters", "Contains Number", "Contains Uppercase", and "Contains Special Character". Below these requirements are two input fields: "Password\*" and "Confirm Password\*", each with a toggle icon to the right. At the bottom of the form is a green button with white text that says "Set Password". Below the form, there are two links: "Privacy Policy" and "Return Policy". At the very bottom, there is a copyright notice: "© Firstech, LLC. All Rights Reserved."

6. Once you create a password, you will be prompted to log into accounts.dronemobile.com.

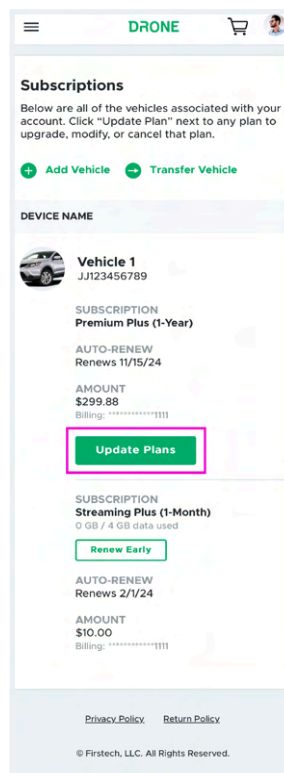


A mobile app screenshot of the 'DRONE User Login' screen. At the top, the time is 9:41 and there are signal and battery icons. The title 'DRONE' is in large green letters, with 'User Login' below it. There are input fields for 'Email' and 'Password' (with an eye icon for toggling visibility). Below these is a 'Remember Me' checkbox. There are links for 'Forgot Password' and 'Register'. Two large green buttons are present: 'Login' and 'Text Me Login Code'. At the bottom, there is a link 'Are you a Dealer? Dealer Login >'. The footer contains the text '© Firstech, LLC. All Rights Reserved.'

## 4.3 | Selecting Your DroneMobile Plan

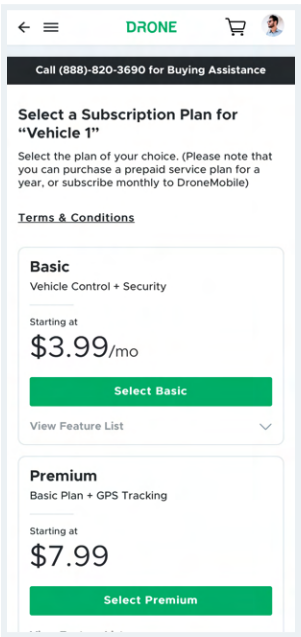
Drone XC comes with a Free 30-Day Premium Trial which gives you access to Vehicle Control, Security, and GPS Tracking. The trial also includes remote live streaming from your dash cam and cloud storage for all your media. You can purchase a subscription prior to trial expiring for uninterrupted service.

1. Log into accounts.dronemobile.com and navigate to the “Subscriptions” page. Click “Add Plan” or “Update Plan” by your desired vehicle



A mobile app screenshot of the 'Subscriptions' page. At the top, there is a menu icon, the 'DRONE' logo, a shopping cart icon, and a user profile icon. The title 'Subscriptions' is followed by a paragraph: 'Below are all of the vehicles associated with your account. Click “Update Plan” next to any plan to upgrade, modify, or cancel that plan.' Below this are two green buttons: 'Add Vehicle' and 'Transfer Vehicle'. A section titled 'DEVICE NAME' contains a card for 'Vehicle 1' with ID 'JJ123456789'. This card shows two subscription options: 'Premium Plus (1-Year)' with an 'Update Plans' button (highlighted with a red box), and 'Streaming Plus (1-Month)' with a 'Renew Early' button. Below these are details for 'AUTO-RENEW' (renewal dates), 'AMOUNT' (\$299.88 and \$10.00), and 'Billing' information. At the bottom, there are links for 'Privacy Policy' and 'Return Policy', and the footer text '© Firstech, LLC. All Rights Reserved.'

2. Select a DroneMobile plan.



**Basic**  
Vehicle Control + Security

As low as \$3.99/mo

**Premium**  
Basic Plan + GPS Tracking

As low as \$7.99/mo

**Premium Plus**  
Premium Plan + Advanced GPS Tracking

As low as \$19.99/mo

**Ultimate**  
Premium Plus Plan + More Advanced GPS Tracking

As low as \$39.99/mo

3. Then select a term length. (Longer term lengths offer greater savings)

4. Afterwards, select your “Streaming Plan”.

**Streaming**

Live streaming from anywhere

Starting at \$7.00/mo

**Streaming Plus**

More live streaming from anywhere

Starting at \$10.00/mo

## Plan Features:

### **No Streaming**

- Connect via Wi-Fi
- Free

### **Streaming\***

- Connect over LTE & W-Fi
- 1GB of Live Streaming data
- 25GB of cloud storage
- \$7/month OR Free with Premium Plus and Ultimate Plans

### **Streaming Plus\***

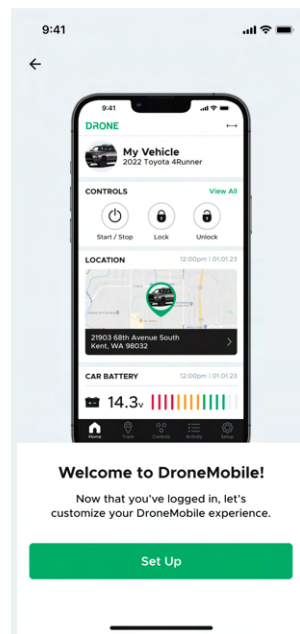
- Connect over LTE & W-Fi
- 2GB of Live Streaming data
- 50GB of cloud storage
- \$10/month OR \$3 with Premium Plus and Ultimate Plans

\*DroneMobile Plan required

5. Lastly, enter your billing info and click “Submit Payment”.

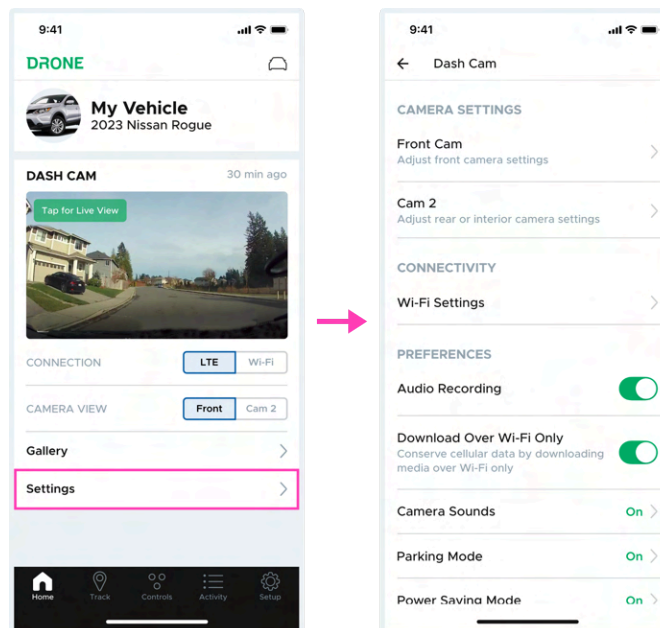
## **4.4 | Onboarding**

The first time you log into the DroneMobile App you will be guided through the onboarding steps. Follow the onscreen instructions to set up your vehicle profile and account profile/settings. You will then be guided through the steps for connecting to your dash cam’s Wi-Fi for the first time.

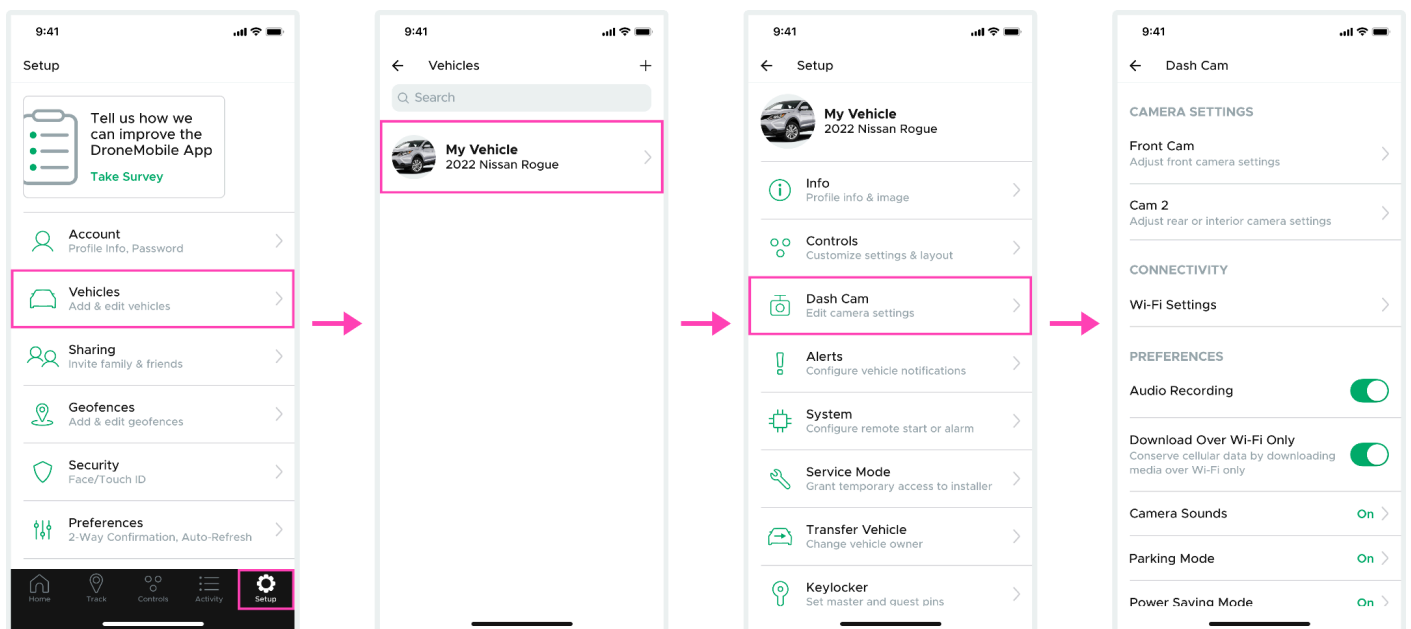


## 4.5 | Dash Cam Settings

Drone XC Dash Cam Settings are accessible through the “Dash Cam” widget on the “Home” page.



They are also accessible by going to Setup > Vehicles > [Select a Vehicle] > Dash Cam.



### Dash Cam Settings Breakdown:

#### Camera Settings

- Front Cam - View a camera preview for the front camera
- Cam 2 (if installed) - View a camera preview for the rear or interior camera

## Connectivity

- Wi-Fi - Set the SSID and password. (Please note: this is only available to customers with a “Streaming Plan”)

## Preferences

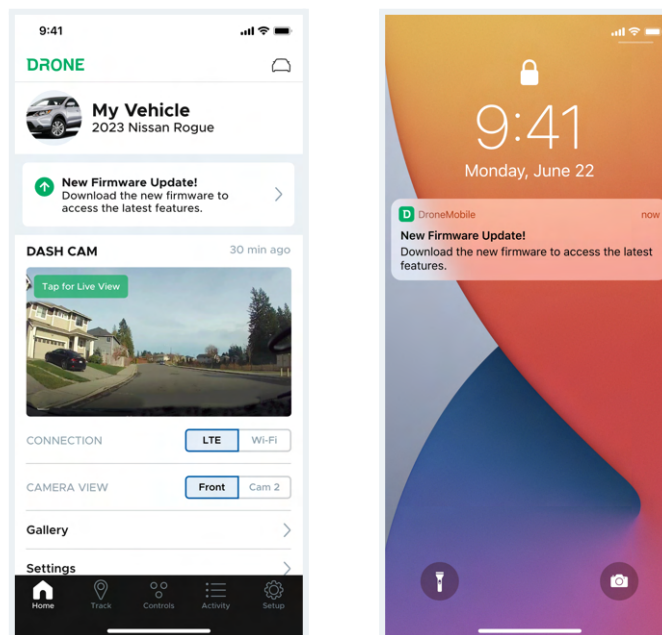
- Audio Recording - Enable/disable the dash cam’s microphone when recording video
- Download Over Wi-Fi Only - Enable/disable media downloads over Wi-Fi only to conserve cellular data
- Camera Sounds - Enable/disable camera sounds and adjust the volume
- Parking Mode - Enable/disable video recording and select how your dash cam records while your vehicle is parked
- Power Saving Mode - Enable/disable conserving your battery by temporarily turning off GPS and Wi-Fi while your vehicle is parked. You can also set the battery level at which this mode will turn on.
- Data Overlay - Select which information to display on top of video recordings

## Sensors

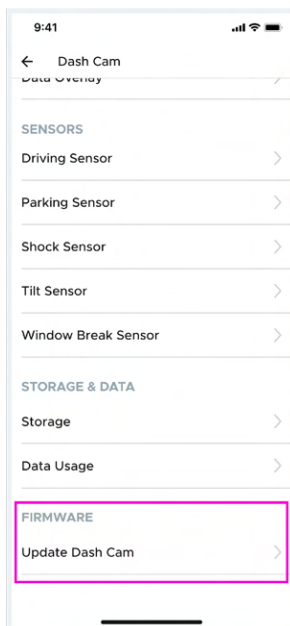
- Driving Sensor - Adjust the sensitivity of Drone XC to events while driving from 1-5.
- Parking Sensor - Adjust the sensitivity of Drone XC to events while parked from 1-5.
- Shock Sensor - Enable/disable Drone XC’s ability to detect medium to severe impacts. Adjust the sensitivity from 1-7.
- Tilt Sensor - Enable/disable Drone XC’s ability to detect unauthorized tilting/towing. Adjust the sensitivity from 1-2.
- Window Break Sensor - Enable/disable Drone XC’s ability to detect the sound of breaking glass. Adjust the sensitivity from 1-9.

## 4.6 | Firmware Update

Firmware updates ensure your hardware will work with the latest software and security features. Firmware updates appear as pinned messages on the “Home” page, push notifications, and email messages.



(Please note: If you don't have a DroneMobile subscription, you will have to manually update your dash cam's firmware via the "Update Dash Cam" page within your dash cam's settings)

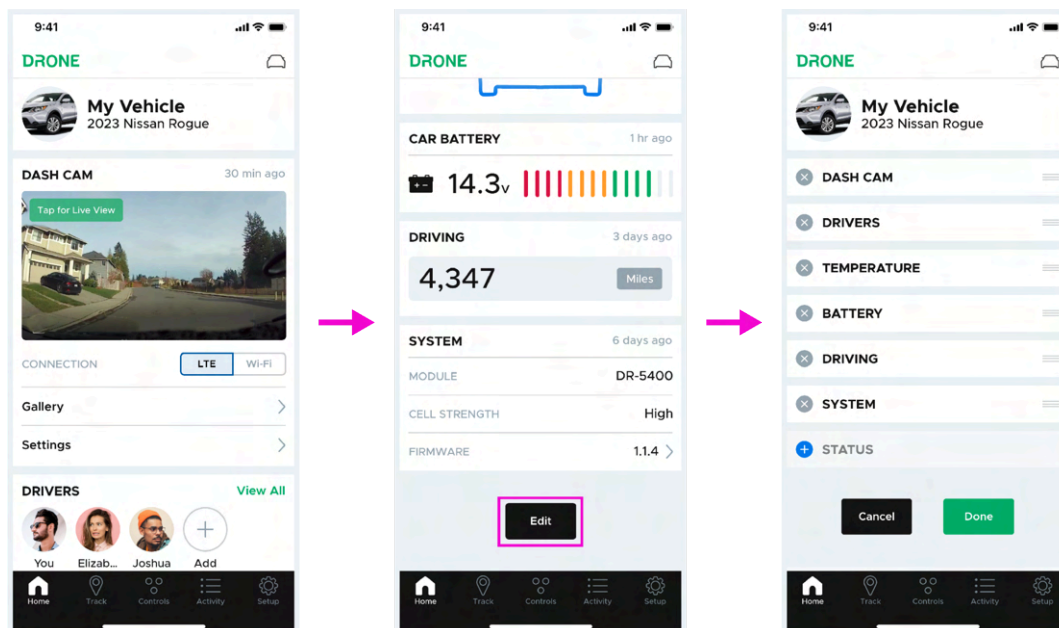




## 5 | Basic App Functions

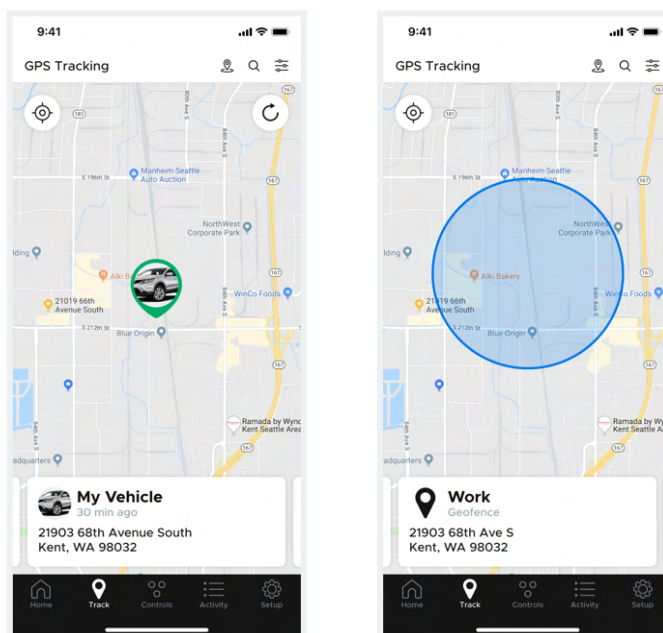
### 5.1 | Home

The “Home” page gives you access to various widgets that display key information about your vehicle and other DroneMobile features. You can customize which widgets are shown via the “Edit” button at the bottom of the page.



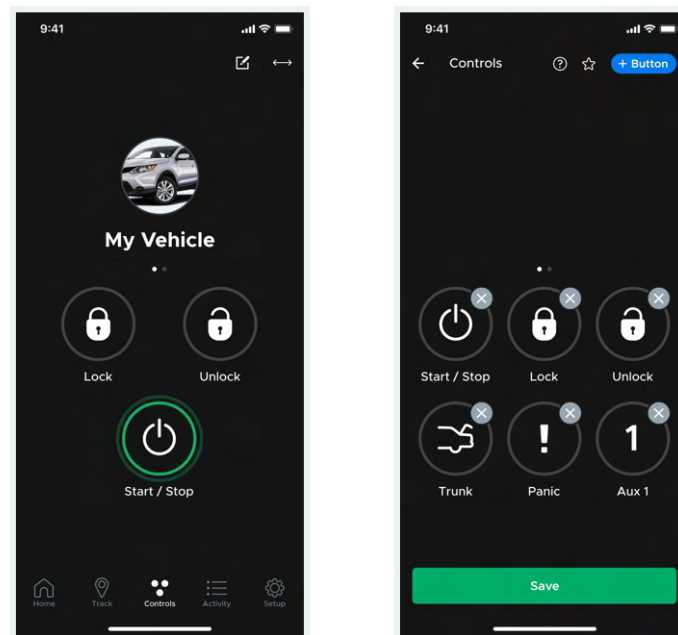
### 5.2 | Tracking

The “Tracking” page allows you to pinpoint your vehicle(s) exact location. Utilize geofences and POI's (Points of Interest) to receive alerts based on your vehicle's location.



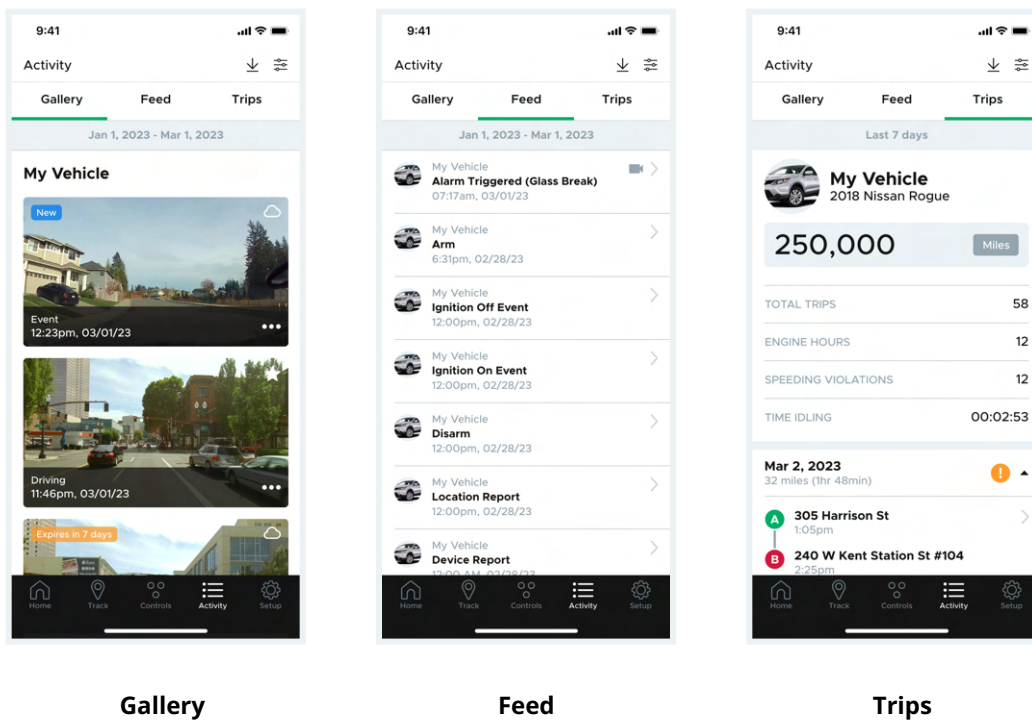
## 5.3 | Controls

The “Controls” page allows you to send commands to your vehicle from your smartphone. You can fully customize which buttons are displayed and how they are arranged.



## 5.4 | Activity

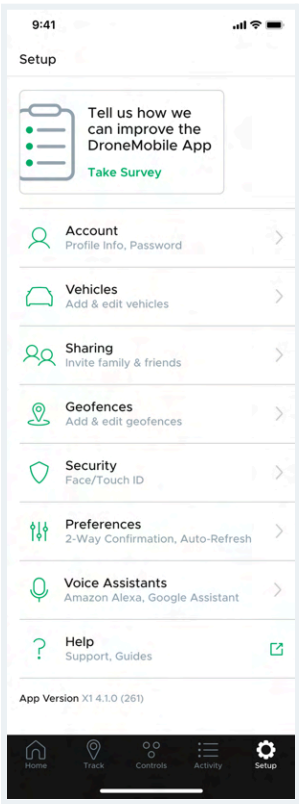
The “Activity” page is a history log of dash cam media, events, and trips associated with your vehicle(s).



- **Gallery** - On the “Gallery” tab you can view, favorite, and download media from your dash cam.
- **Feed** - The “Feed” tab lists all events and alerts regarding your vehicle(s). You can tap on each event to see more details. Events that include video recording(s) are marked with a “Video” icon
- **Trips** - The “Trips” tab records every drive you take in your vehicle(s). “Premium Plus” plans or higher have access to detailed trip reporting via breadcrumbing, turn-by-turn updates and location-based alerts. **(Please note: This feature only works when the Drone XC detects ignition on and off.)**

## 5.5 | Setup

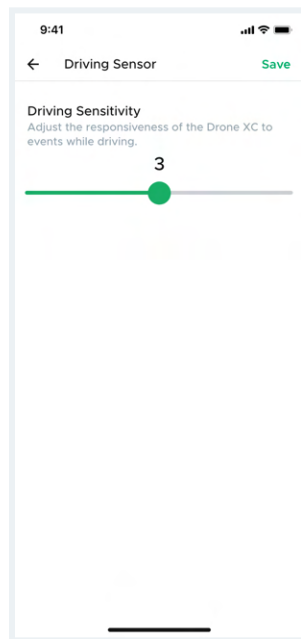
The “Setup” page allows you to configure all settings associated with your DroneMobile account, hardware and app.



## 6 | Recording Modes

### 6.1 | Driving Mode

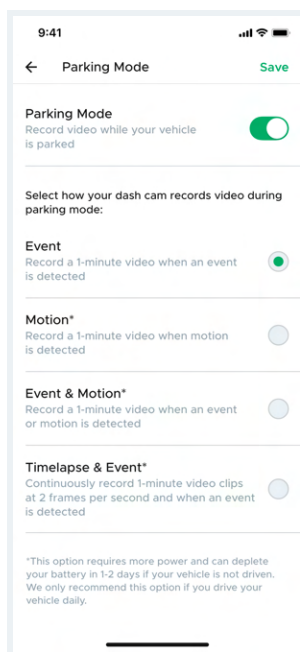
- Records video while your vehicle is in motion and the ignition is on.
- Records a separate 1-minute video clip anytime shock/impact is detected.
- You can adjust the sensitivity of Drone XC to events while driving from 1-5.



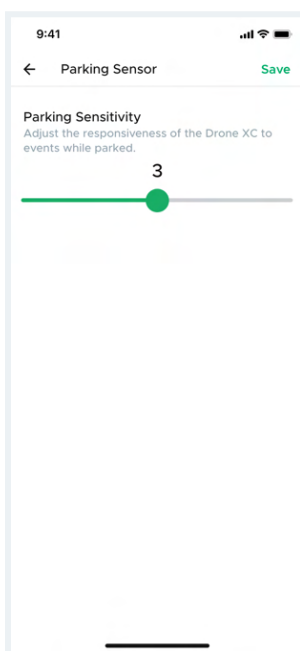
### 6.2 | Parking Mode

- Records 1-minute video clips while your vehicle is parked and the ignition is off.
- You can set what triggers video recordings during Parking Mode:
  - **Event** - Captures anything that would trigger the alarm (ex. shock/impact, glassbreak tilting/towing, etc.)
  - **Motion\*** - Captures any movement within your camera's field of view.
  - **Event & Motion\*** - Captures alarm triggers and movement.
  - **Timelapse & Event\*** - Continuously records video clips as well as when the alarm is triggered.

**\*This option requires more power and can deplete your battery in 1-2 days if your vehicle is not driven. We only recommend this option if you drive your vehicle daily.**

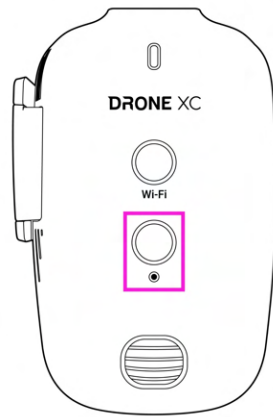


- You can adjust the sensitivity of Drone XC to events while driving from 1-5.



## 6.3 | Manual

- You can initiate a 1-minute manual recording by pressing the “record” button on the Drone XC dash cam.

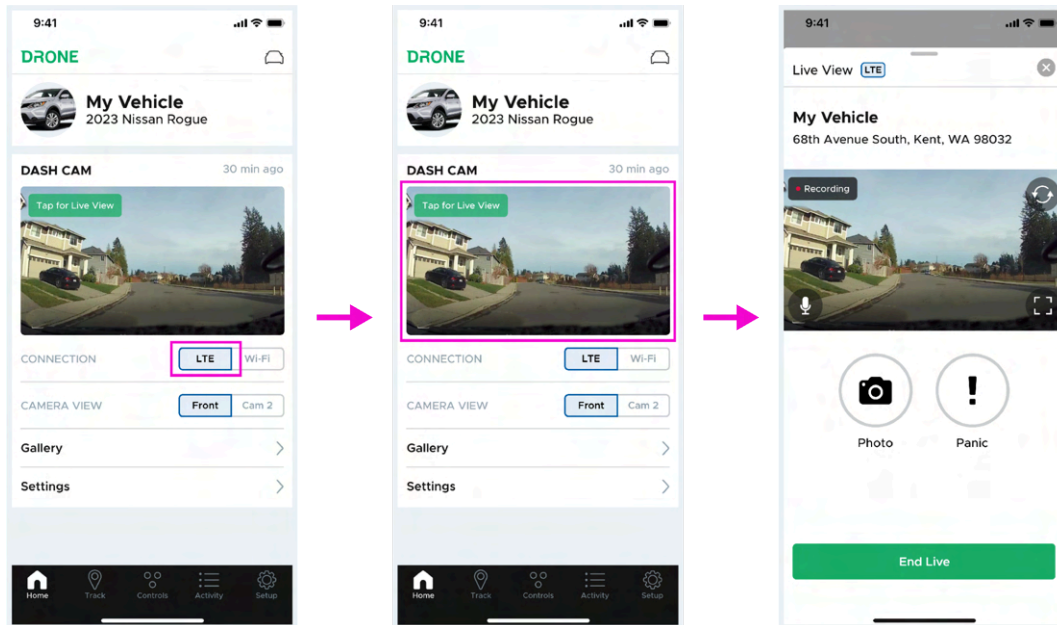


## 7 | Live View

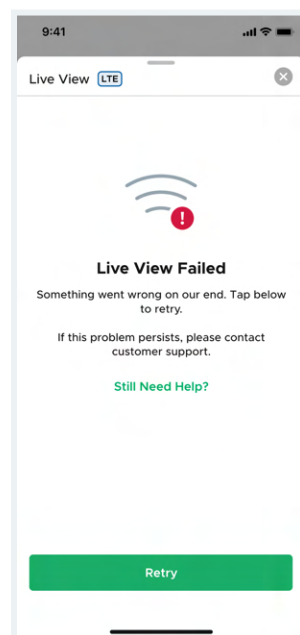
Drone XC allows you to view a live video feed of what's happening at your vehicle. You have the option of live streaming remotely via LTE or while connected to your dash cam's Wi-Fi inside your vehicle.

### 7.1 | "Live View" via LTE (Requires a "Streaming" plan)

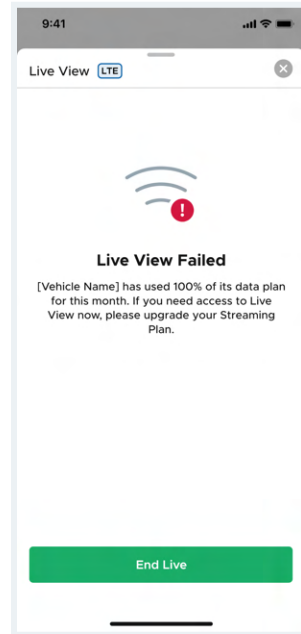
1. Navigate to the "Dash Cam" widget on the "Home" page.
2. Set "LTE" as your "Connection" type
3. Tap on the thumbnail to open the "Live View" window and wait 10-15 seconds for the live stream to start.



4. If "Live View" fails due to a technical error on our end, please tap "Retry". If this problem persists, tap on the "Still Need Help?" link for further assistance.



5. If “Live View” fails due to insufficient data, you can renew your “Streaming” plan early, or wait until your data is reset in the next billing cycle.

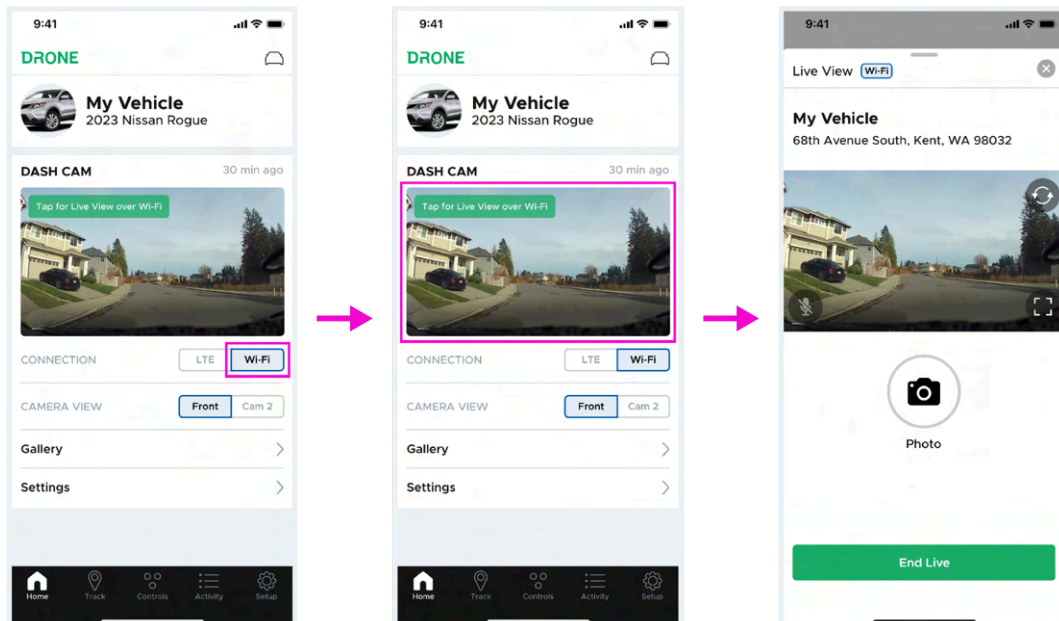


## 7.2 | “Live View” via Wi-Fi

1. Make sure you are inside your vehicle as the dash cam’s Wi-Fi has limited range.

**(Please note: Your phone may have limited access to the internet while connected to the dash cam’s Wi-Fi.)**

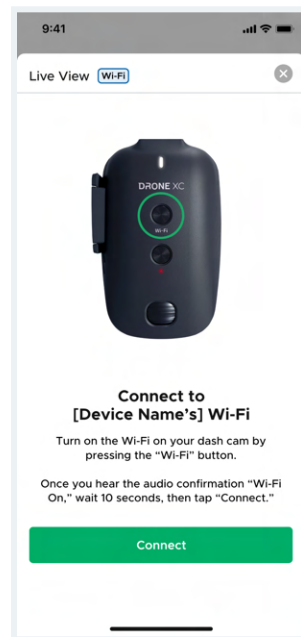
2. Navigate to the “Dash Cam” widget on the “Home” page.
3. Set “Wi-Fi” as your “Connection” type
4. Tap on the thumbnail to open the “Live View” window.



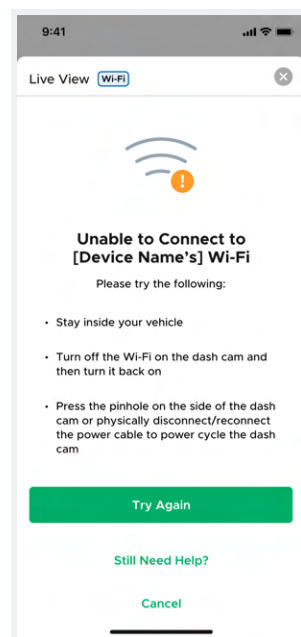


5. Follow the onscreen prompts to turn on your camera's Wi-Fi and connect.

**(Please note: If you have a streaming plan, you will not need to physically press the dash cam's Wi-Fi button.)**



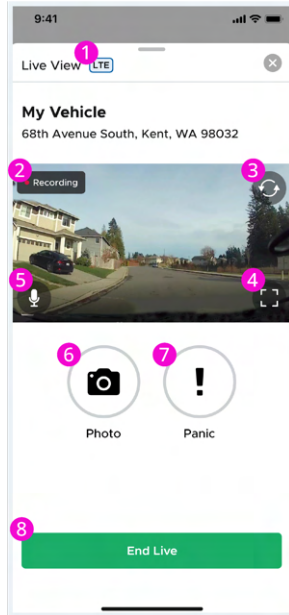
6. If "Live View" fails please try the following:



- Please make sure you stay inside your vehicle.
- Turn the Wi-Fi on your dash cam OFF and then ON
- Power cycle your dash cam by pressing the button inside the pinhole on the side of your dash cam OR by disconnecting & reconnecting the power cable.
- If the problem persists, tap on the "Still Need Help?" link for further assistance.

(Please note: Other Wi-Fi based products like “Wireless CarPlay” or “Wireless Android Auto” can significantly impact Wi-Fi performance of the dash cam. If you are having issues connecting, or staying connected to the dash cam’s Wi-Fi, please connect while the ignition is off.)

## 7.3 | “Live View” Controls



Live View



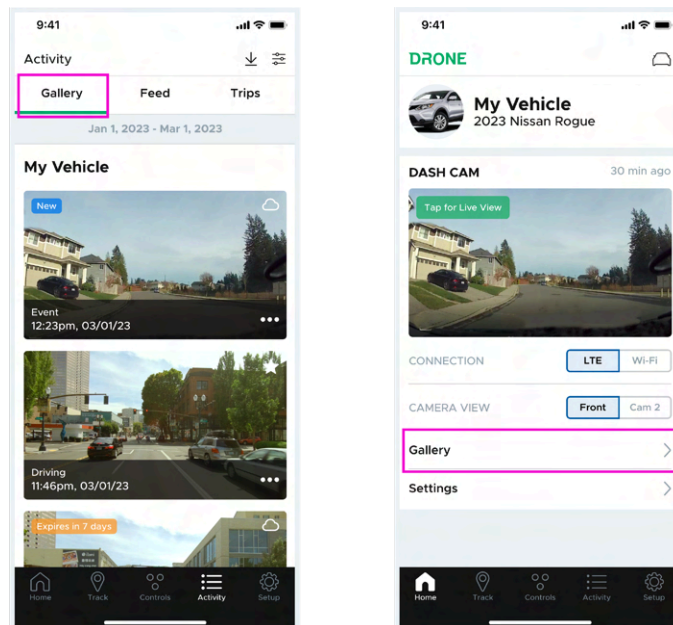
Live View (Full Screen)

1. **Connection Indicator** - Displays whether “Live View” is being accessed via Wi-Fi or LTE
2. **Recording Indicator** - LTE streams are recorded and saved to the cloud for 7 days unless favorited.
3. **Switch Camera View** - switch from front cam to interior/rear cam (if installed)
4. **Full Screen** - Rotates video between portrait and landscape view
5. **Mute** - Turns the microphone ON/OFF
6. **Snapshot** - takes a photo during “Live Stream” and saves it to your “Gallery”
7. **Panic** - LTE streams give you the ability to remotely trigger your vehicle’s alarm system
8. **End Live** - Close the “Live View” window by tapping the “End Live” button. You can also tap the “X” in the top right, or swipe down on the window itself to end a “Live View” session.

(Please note: Minimizing the app or closing the “Live View” window will terminate the live view session. If you start a new “Live View” session, you may have to wait 15-30 seconds.)

## 8 | Gallery

The Drone XC's Gallery is accessible on the "Activity" page as well as the "Dash Cam" widget on the "Home" page.



You can view media stored on the cloud or your dash cam's SD card by tapping the "Filter" icon in the upper right hand corner of the "Activity" page and selecting a source.



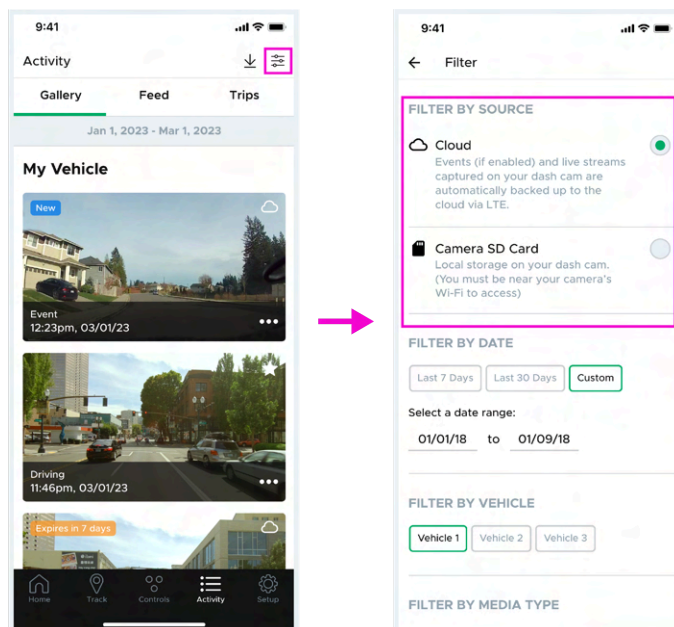
### Cloud

Events (if enabled) and live streams captured on your dash cam are automatically backed up to the cloud via LTE.



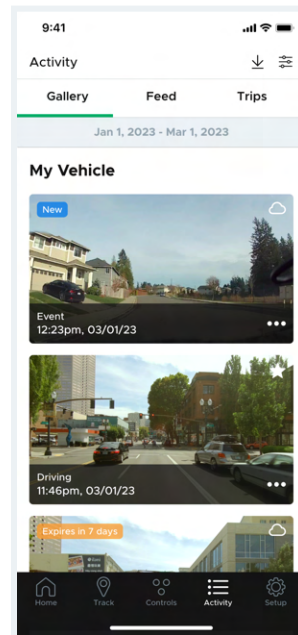
### Camera SD Card

Local storage on your dash cam. (You must be near your camera's Wi-Fi to access)



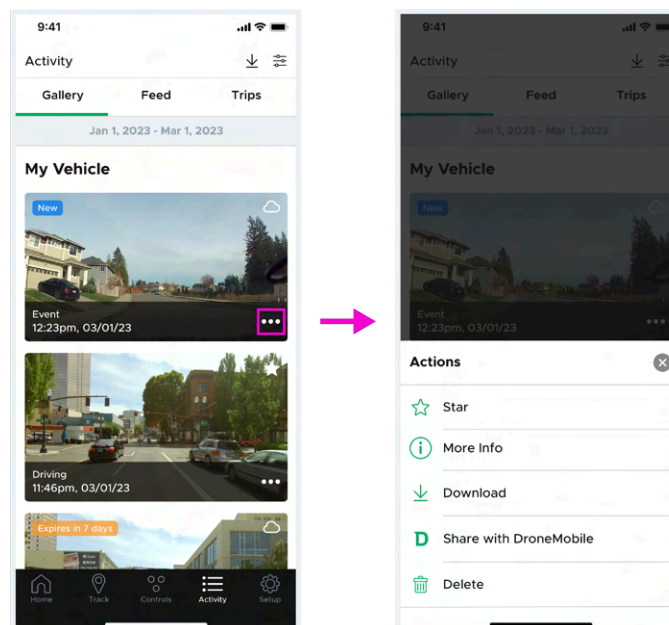
## 8.1 | Cloud Gallery

The “Cloud” gallery displays a log of media from your Drone XC dash cam that is stored in the cloud. All driving and parking events, and snapshots are automatically uploaded. Live streams are also stored on the cloud, but expire in 7 days unless they are favorited.

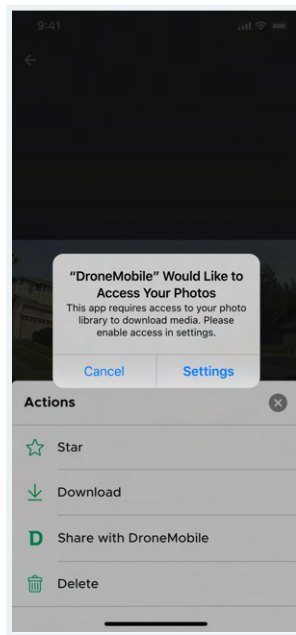


**(Please note: A “Streaming” plan is required in order to have access to the “Cloud” gallery. To learn more about “Streaming” plans see section [4.3 - “Selecting Your DroneMobile Plan”](#).)**

The “Cloud” gallery consists of a timeline of media thumbnails. Within each thumbnail you will find the event name, time & date, source/star indicator in the top right, and space in the top left corner for a badge indicating the status of the media item. Additionally you will see a “More Actions” icon in the bottom right.

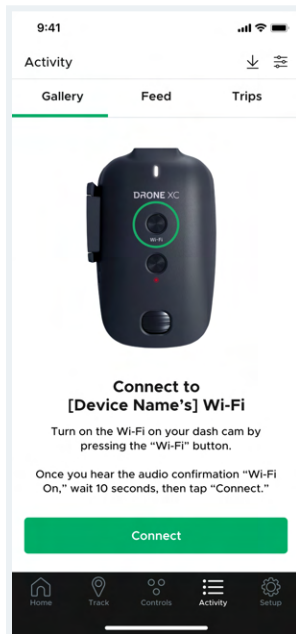


The “More Actions” pop-up gives you the ability to star/favorite, get more info, download, share with DroneMobile, or delete. In order to download media, you will need to give the DroneMobile App permission to access your photo library.

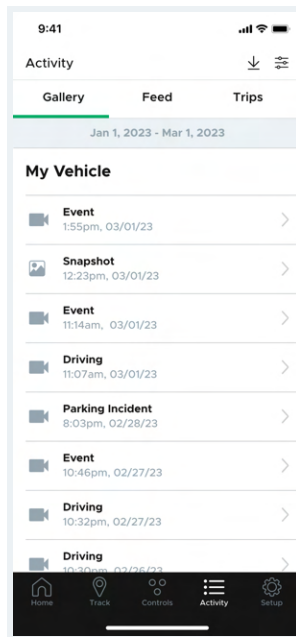


## 8.2 | SD Card Gallery

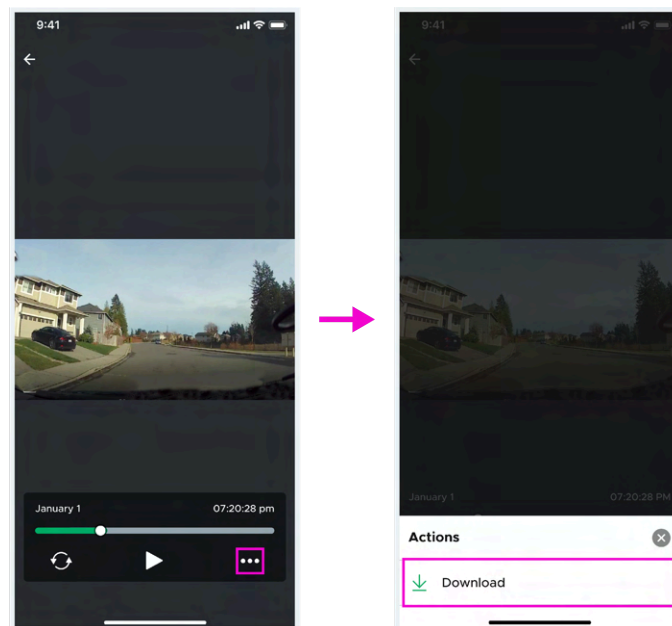
(Please note: You must be in your vehicle and connected to your dash cam's Wi-Fi in order to view the "SD Card" gallery. Other Wi-Fi based products like "Wireless CarPlay" or "Wireless Android Auto" can significantly impact Wi-Fi performance of the dash cam. If you are having issues connecting, or staying connected to the dash cam's Wi-Fi, please connect while the ignition is off.)



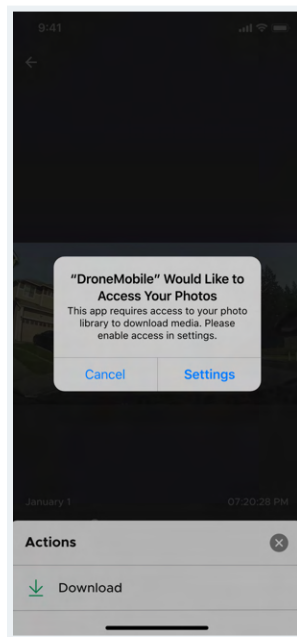
The "SD Card" gallery displays a log of media from your Drone XC dash cam that is stored on the SD Card. All drives, parking mode timelapses (if enabled), snapshots, and driving/parking events are stored on the SD Card.



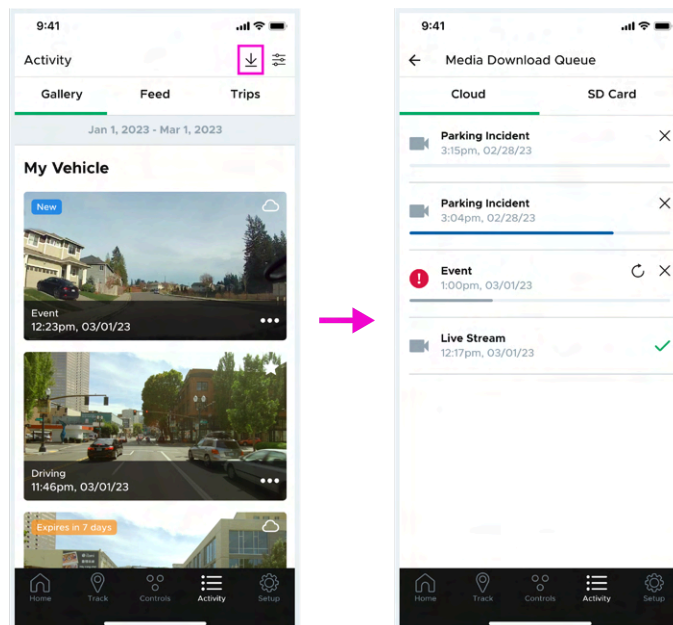
The “SD Card” gallery is a timeline list of media items. Within each item you will find an icon indicator of the media type, the event name, and time & date. Each item can be tapped to access the “Media Player/Viewer” page.



On this page you will find the “More Actions” icon which gives you the ability to download. In order to download media, you will need to give the DroneMobile App permission to access your photo library.



## 8.3 | Media Download Queue

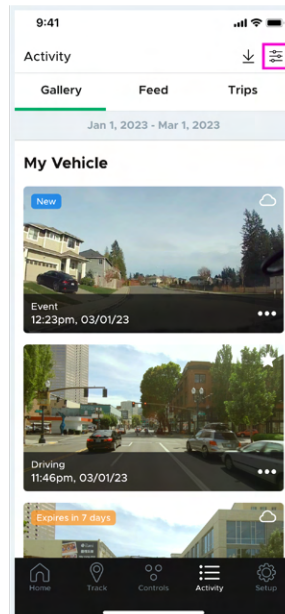


The “Media Download Queue” shows the progress of items currently being downloaded to your device. You can access this page by tapping on the “Download” icon in the top right corner of the “Activity” page. On this page, queued items are separated into “Cloud” and “SD Card” tabs. For each item in the queue you will see an icon indicator of the media type, event name, date & time, and progress bar. You may also see an “X” icon to cancel in-progress downloads, a “Retry” icon for failed downloads, or a green checkmark for completed downloads.

**(Please note: If you are downloading from the SD card via Wi-Fi, you must remain in the vehicle until the download is complete, otherwise, it will fail.)**

## 8.4 | Filters

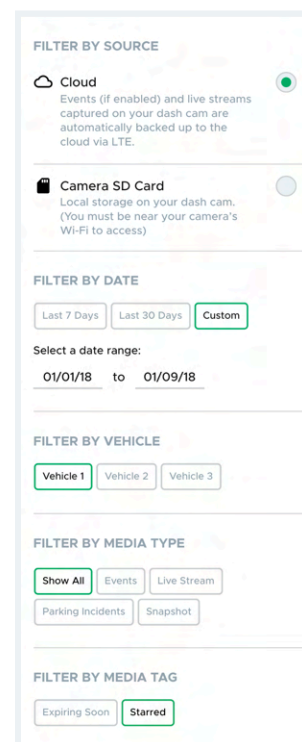
Filters allow you to refine the media items you are viewing. Please note, SD Card filters do not include the “Live Stream” media type, and you cannot filter by “Media Tag”. You can access the “Filters” page by tapping on the “Filters” icon in the top right corner of the “Activity” page.



If you have a streaming plan, “Cloud” will be selected as your default source. In order to select “SD Card” as your source, you must be in your vehicle and follow the on-screen steps to connect to your camera's Wi-Fi. You can filter your results with the following criteria:

### Cloud

- Date:
  - Last 7 Days
  - Last 30 Days
  - Custom Date Range
- Vehicle
- Media Type:
  - Events
  - Live Stream
  - Parking Incidents
  - Snapshot
- Media Tag:
  - Expiring Soon
  - Starred







## SD Card

- Date:
  - Last 7 Days
  - Last 30 Days
  - Custom Date Range
- Vehicle
- Media Type:
  - Events
  - Live Stream
  - Parking Incidents
  - Snapshot

**FILTER BY SOURCE**

 **Cloud**

Events (if enabled) and live streams captured on your dash cam are automatically backed up to the cloud via LTE.

 **Camera SD Card**

Local storage on your dash cam. (You must be near your camera's Wi-Fi to access)

**FILTER BY DATE**

Last 7 Days Last 30 Days **Custom**

Select a date range:

01/01/18 to 01/09/18

**FILTER BY VEHICLE**

**Vehicle 1** Vehicle 2 Vehicle 3

**FILTER BY MEDIA TYPE**

**Show All** Driving Events

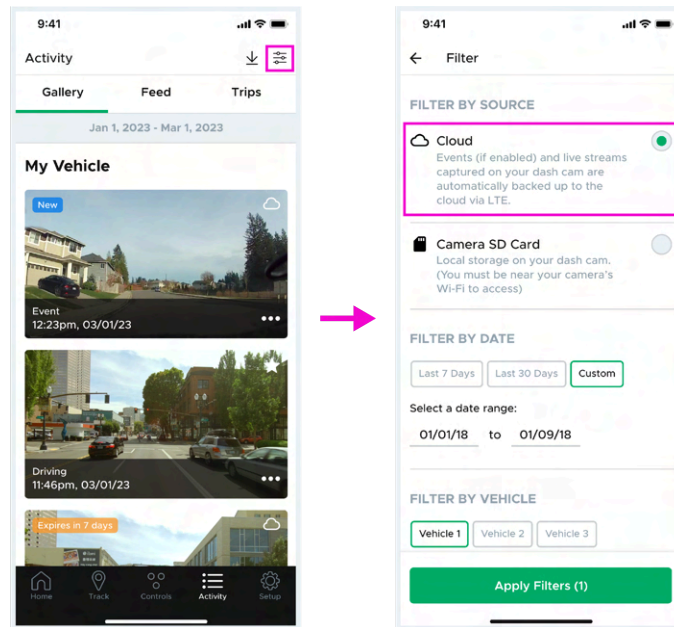
Parking Incidents Snapshot

## 9 | Downloading Media

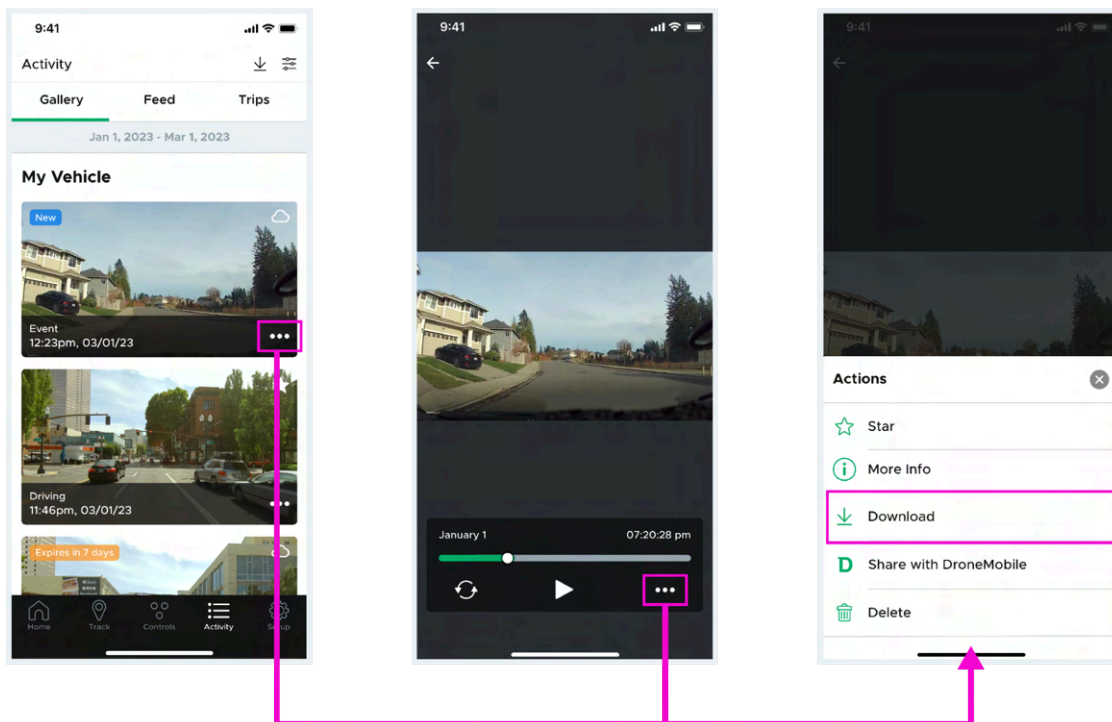
### 9.1 | Downloading Media via LTE on the “Gallery”

(Please note: This feature is for customers with “Streaming” plans only.)

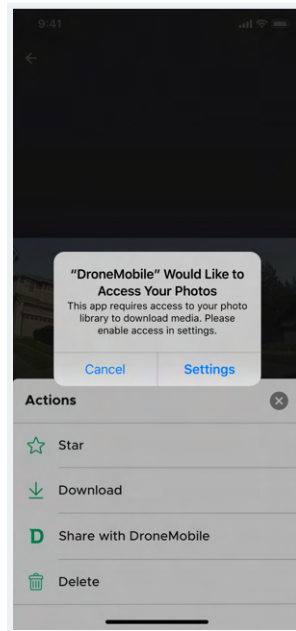
1. Navigate to the “Gallery” tab on the “Activity” page. Select “Cloud” as your source.



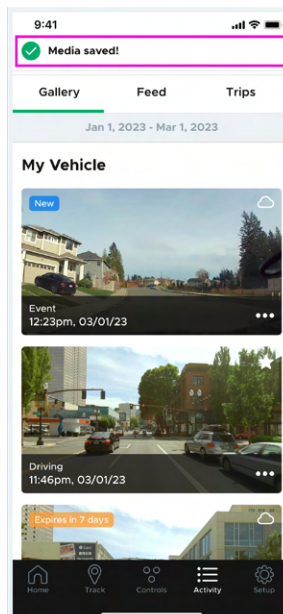
2. Tap the “More Actions” icon on the thumbnail of the media you would like to download. You can also tap the “More Actions” icon on the “Media Player/Viewer” page. Next, tap “Download” on the “More Actions” pop-up.



(Please note: In order to download media, you will need to give the DroneMobile App permission to access your photo library.)



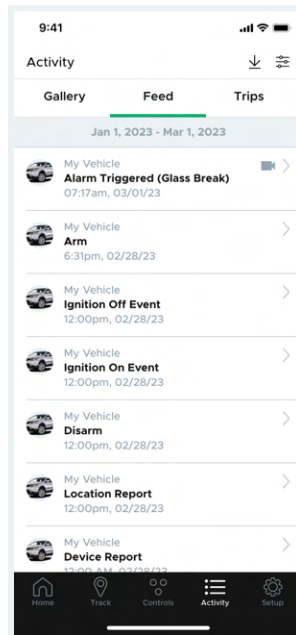
3. The item will be added to the "Media Download Queue" under the "Cloud" tab.
4. You will be notified when the item has been saved to your device's photo library.



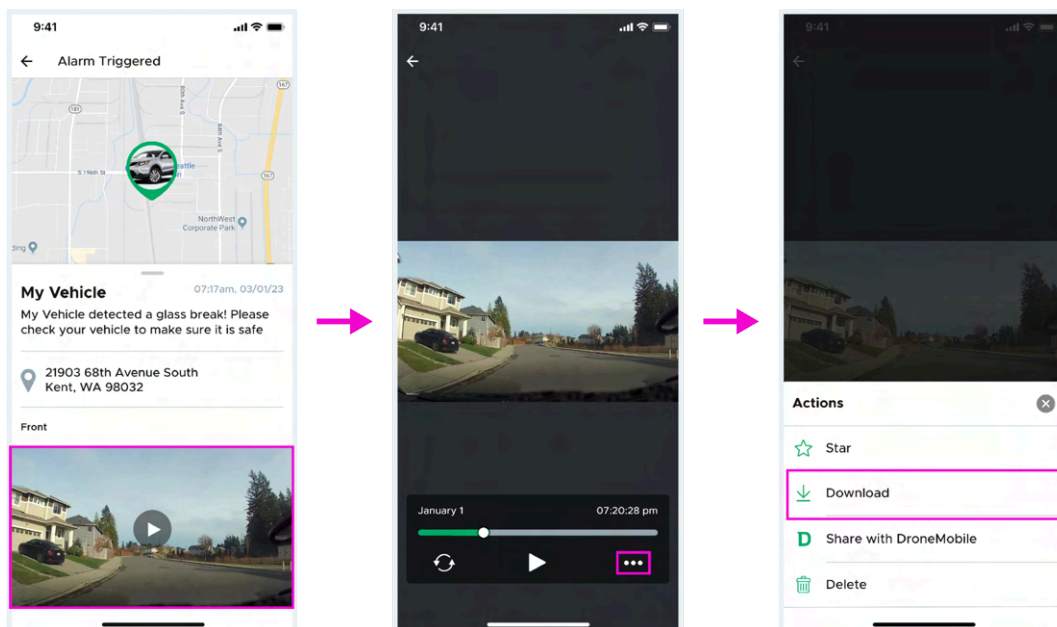
## 9.2 | Downloading Media via LTE on the “Feed”

(Please note: This feature is for customers with “Streaming” plans only.)

1. Navigate to the “Feed” tab on the “Activity” page. On the “Feed,” only alarm events will have video. Tap on the alarm event with the media you would like to download. This will take you to the “Event Details” page.



2. On the “Event Details” page you will see a thumbnail for the media associated with that event. Tap the thumbnail to open the “Media Player” page. From there you can tap on the “More Actions” icon, and tap “Download” on the pop-up that appears.

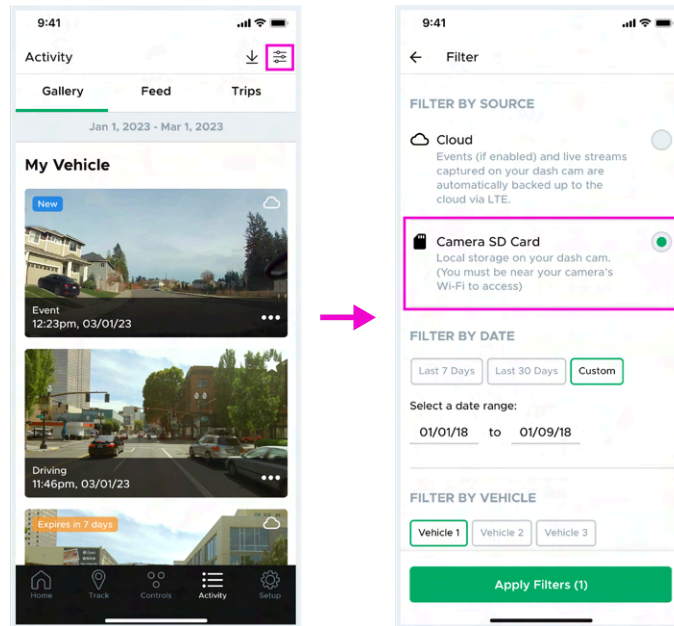


(Please note: If the media for that event has not yet been uploaded to the cloud, you can tap the thumbnail to request the media over LTE.)

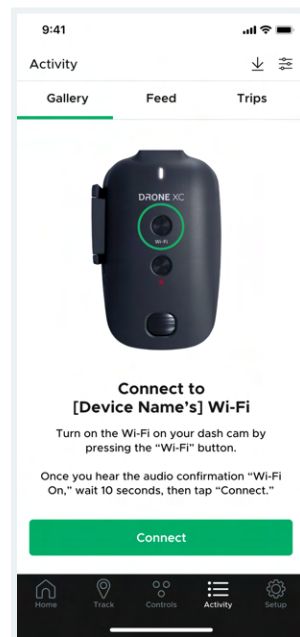
## 9.3 | Downloading Media via Wi-Fi on the “Gallery”

(Please note: You must be in your vehicle and connected to your dash cam’s Wi-Fi in order to download media from your SD Card.)

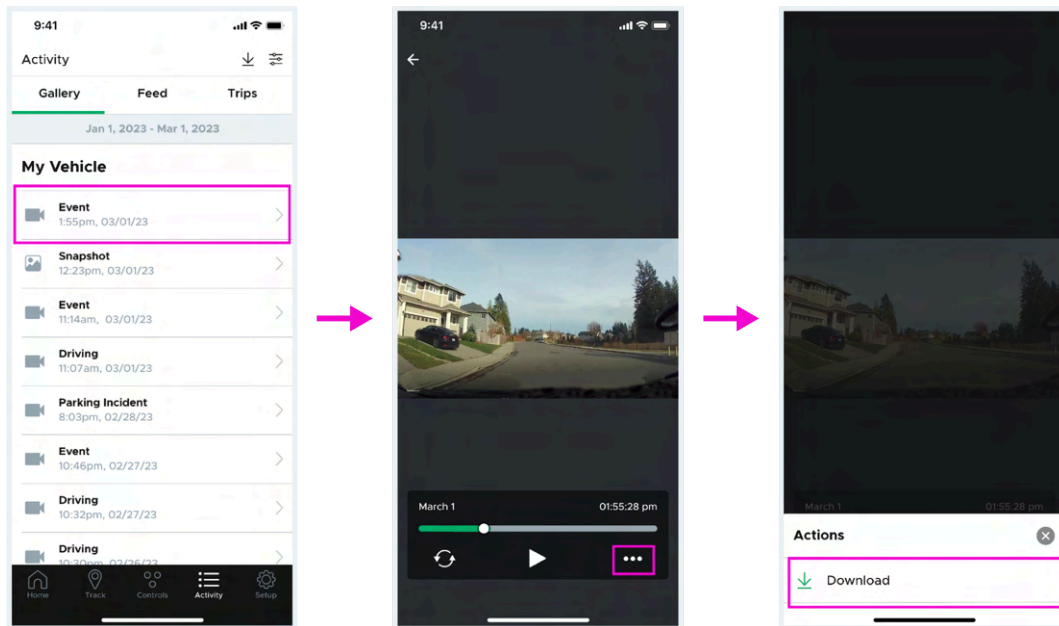
1. Navigate to the “Gallery” tab on the “Activity” page. Select “SD Card” as your source.



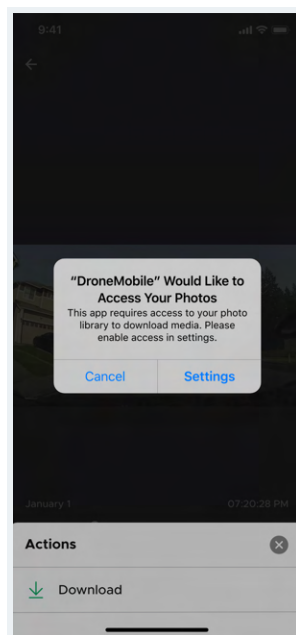
2. Follow the onscreen prompts to connect to the dash cam’s Wi-Fi.



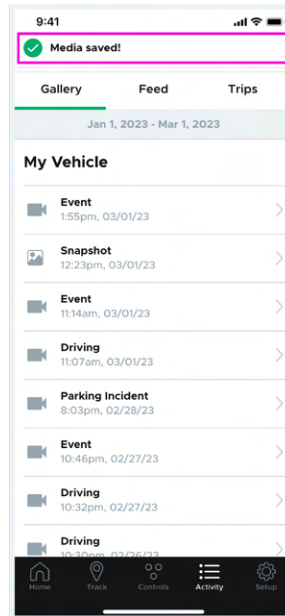
3. Next, tap on the item you would like to download. The “Media Player/Viewer” page will open. From there you can tap on the “More Actions” icon, and tap “Download” on the pop-up that appears.



(Please note: In order to download media, you will need to give the DroneMobile App permission to access your photo library.)



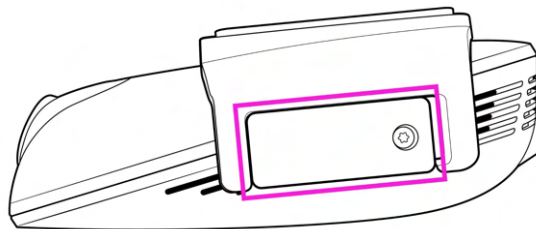
4. You will be notified when the item has been saved to your device's photo library.



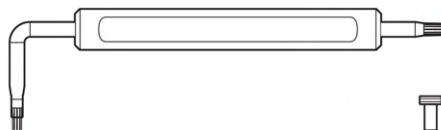
**(Please note: If you are downloading from the SD card via Wi-Fi, you must remain in the vehicle until the download is complete, otherwise, it will fail.)**

## 9.4 | Downloading Media via Micro-SD Card

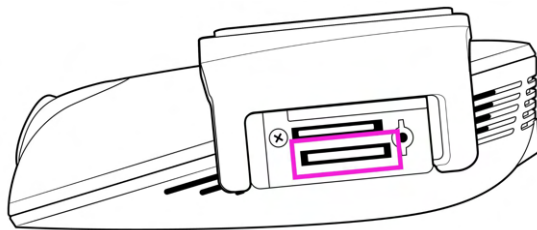
1. The Micro-SD card is located on the side of the Drone XC dash cam, underneath the security cover.



2. Remove the security screw and the cover using the provided screwdriver.



3. Push the Micro-SD card in to eject the card from the camera.



4. Insert the Micro-SD card into any compatible computer to download your media.

**(Please note: Micro-SD card adapter not included)**



## 10 | Warranty

Drone XC is covered by a 1-Year Manufacturer's Warranty to protect your purchase from malfunctioning or defective hardware. The warranty term starts from the day that the device is installed by an authorized dealer. Installations performed at a non-authorized retailer will not be covered under warranty.

To file a warranty claim, visit <https://help.dronemobile.com> to contact our support team. Please make sure that your Drone XC is registered to your email address so that we can verify your ownership.

These warranties are non-transferrable and belong solely to the original purchaser of the unit. These warranties will expire if the original purchaser ever sells the vehicle, in which the DroneMobile system is installed.

For DroneMobile's full warranty terms, please visit [www.dronemobile.com/warranty](http://www.dronemobile.com/warranty).

For all other terms, conditions, and policies, please visit [www.dronemobile.com/legal](http://www.dronemobile.com/legal).

# 11 | Troubleshooting

## 11.1 | Wi-Fi Issues

**The Wi-Fi connection from my smartphone to Drone XC ends after iOS prompts me to use cellular.**

When prompted to use cellular, press the “Stay on Wi-Fi” button. If you switch to cellular, the Wi-Fi connection to your Drone XC will end.

**I can’t connect to Drone XC’s Wi-Fi because of wireless CarPlay/Android Auto.**

Connect while the engine is off. Most smartphones “prefer” CarPlay/Android Auto over other 3rd party devices, and there is no way to override this while the engine is on.

## 11.2 | Gallery/Media Issues

**I can’t download Drone XC videos to my phone.**

In order to download media, you will need to give the DroneMobile App permission to access your photo library. You can do so by tapping “Allow” when prompted in the DroneMobile App or by visiting your smartphone settings.

For detailed instructions on how to download media, please reference [9 | Downloading Media](#).

**Why don’t I see my videos in the gallery?**

Make sure you have the correct filter selected. The “Cloud” filter will display events (if enabled) and live streams captured on your dash cam. This requires a “Streaming” plan. Please note, some media will not be visible in the gallery until it has uploaded to the cloud. You will receive a notification once new media becomes available in the cloud.

The “SD Card” filter will display all drives, parking mode timelapses (if enabled), snapshots, and driving/parking events. In order to view “SD Card” media, you will need to connect to your Drone XC’s Wi-Fi.

## 11.3 | Miscellaneous Issues

**Where is my serial number?**

At the time of installation, your authorized DroneMobile installer should have provided you with a few materials where you can locate your DroneMobile system’s serial number)

- **Keychain Tag** - DroneMobile systems come with a keychain tag that your DroneMobile installer should have attached to your keychain or remote fob. This keychain tag has your system's serial number and barcode, which you can easily scan from the DroneMobile app.
- **Door Jamb Sticker** - As a backup, your DroneMobile installer may also place a sticker with your system's serial number to the driver's side door jamb, which is the area that connects your door to the vehicle body.
- **On the Drone XC Dash Cam itself** - All Drone XC Dash Cams have a label with your system’s serial number. Remove the dash cam from the mounting bracket to access the label.
- **Bill of Sale** - As a last resort, check your bill of sale from your DroneMobile retailer, as your serial number may have been included on that document as well.

## 12 | Contact

Help: <https://help.dronemobile.com>

Login: <https://accounts.dronemobile.com>

Find a Dealer: <https://www.dronemobile.com/find-a-dealer>

Facebook/IG/Youtube: @dronemobile