



# BlackVue C App Manual

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**BLACKVUE**<sup>™</sup>  
*Over the Cloud*

# BlackVue C App Manual

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## Connecting to BLACKVUE CLOUD

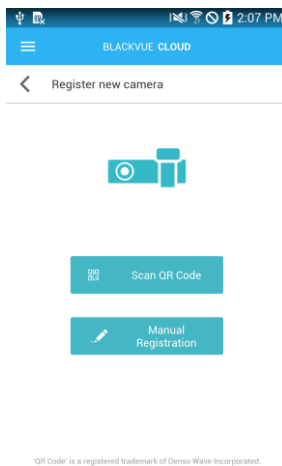
If you have a mobile Wi-Fi hotspot (portable Wi-Fi router), in-car Wi-Fi or a Wi-Fi network near your car, you can use the BlackVue C app to connect to BLACKVUE CLOUD and see in real-time where your car is and the dashcam's live video feed.

### (A) Create an account

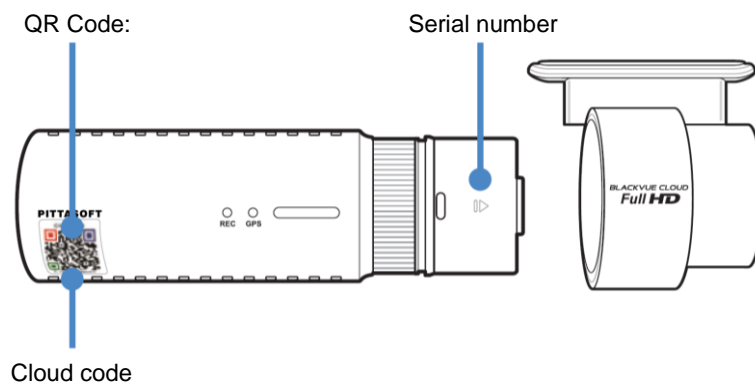
1. Open the BlackVue C app.
2. Tap  and select **Create account**.
3. Enter your email address and choose a password. Re-enter your password and press **Next**.
4. Read the Terms & Policies and check the boxes to agree to them. Press **Create account** to continue.
5. Check your email account for the confirmation link from Pittasoft. Click the link to confirm your email address and finish creating your account.

### (B) Register your dashcam with your account

1. In the BlackVue C app select **BLACKVUE CLOUD** and login to your account.
2. Tap **Yes** to receive push notifications (this setting can be adjusted at any time later).
3. Select **Register new camera**.
4. Register your camera using one of the following methods:



**QR Code:** Press **Scan QR Code** and line up the QR Code on your smartphone's screen.

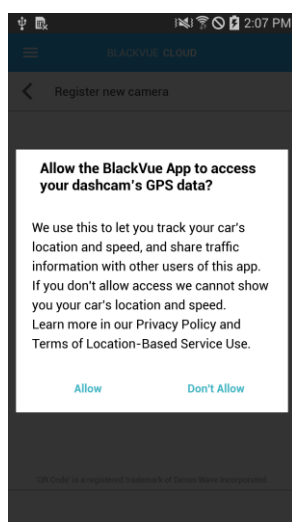


or

**Manual registration:** Enter your camera's Serial number and Cloud code and press **Register**.

If you have a compatible dashcam but don't have a QR Code or Cloud code, please go to [www.blackvue.com/blackvue-over-the-cloud/](http://www.blackvue.com/blackvue-over-the-cloud/) and follow the steps in the Q&A to be issued with a Cloud code.

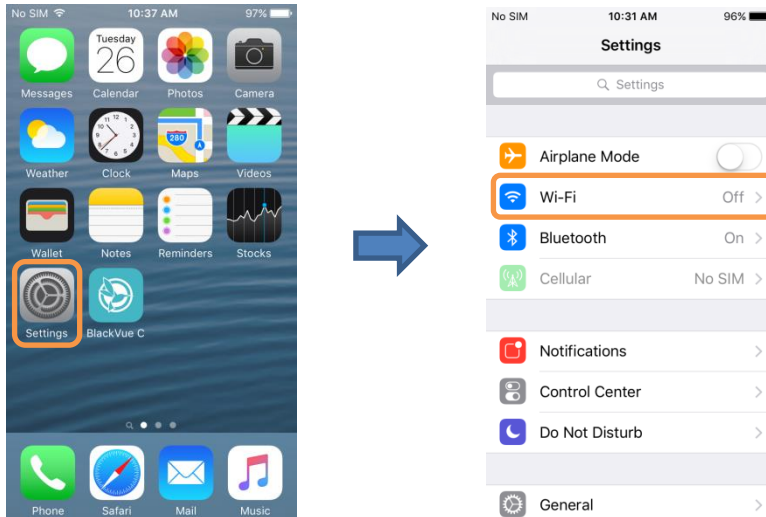
5. The app will ask for your permission to access your dashcam's GPS data. If you **allow** access the app will be able to show you your dashcam's location and speed. If you **don't allow** access you won't be able to see your dashcam's location and speed (you can allow access later in **Privacy settings**).




## (C) Connect your BlackVue dashcam to a Wi-Fi hotspot for Cloud connectivity

[Click here for a step-by-step video tutorial](#), or go to the main menu and select **Help > Video tutorials**.

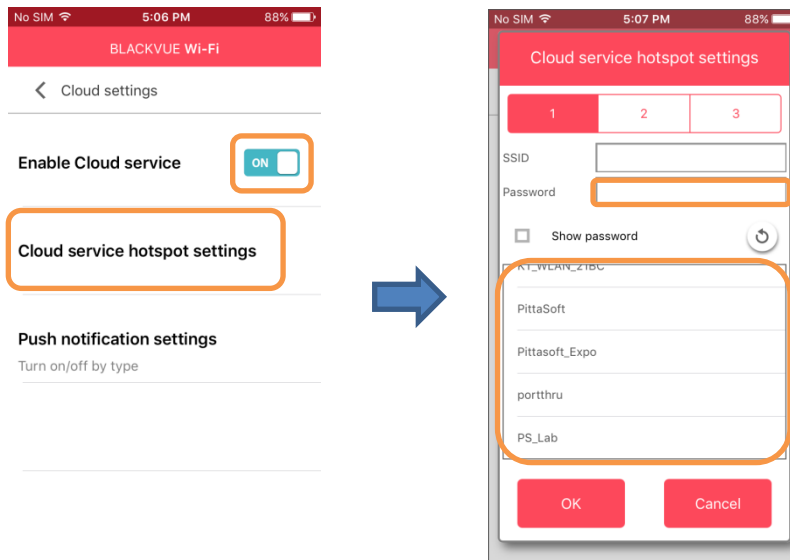
1. Make sure your BlackVue dashcam and mobile Wi-Fi hotspot are on.
2. Go to your smartphone's **Settings** then select **Wi-Fi**, and make sure Wi-Fi is turned on.



3. Choose your BlackVue dashcam from the network list. The dashcam's default SSID begins with its model number (e.g. DR650S-\*\*\*\*\*).
4. Enter the default password 'blackvue' and tap Join.
5. Open the BlackVue C app. Select BLACKVUE WI-FI >  > **Cloud settings**.




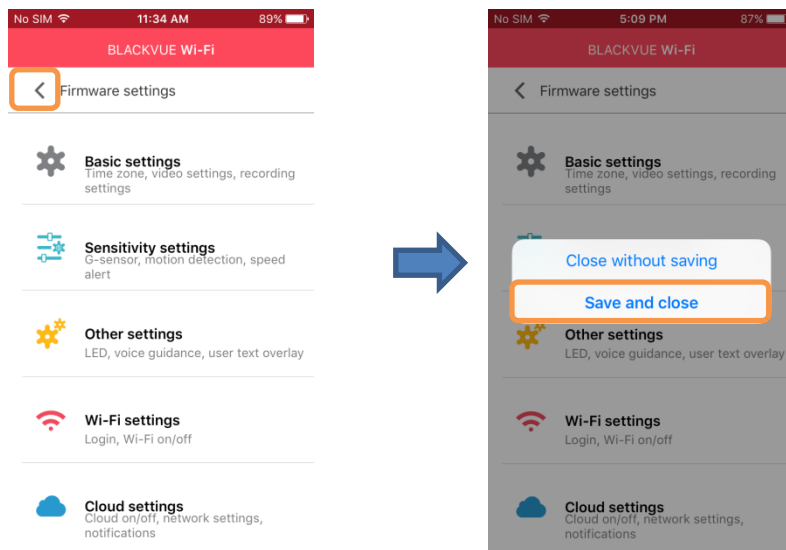
6. Ensure **Enable Cloud service** is on. Select **Cloud service hotspot settings**.
7. Choose your Wi-Fi hotspot from the list and enter the password. Tap 2 and 3 to add settings for additional hotspots. Once done tap **OK**.



**Note**

- Up to 3 Wi-Fi hotspot SSIDs can be saved (e.g. home, portable hotspot and work). Your BlackVue will connect to the first hotspot it can, in the following order: Hotspot 1 → Hotspot 2 → Hotspot 3.
- The BlackVue dashcam is not compatible with 5GHz wireless networks.

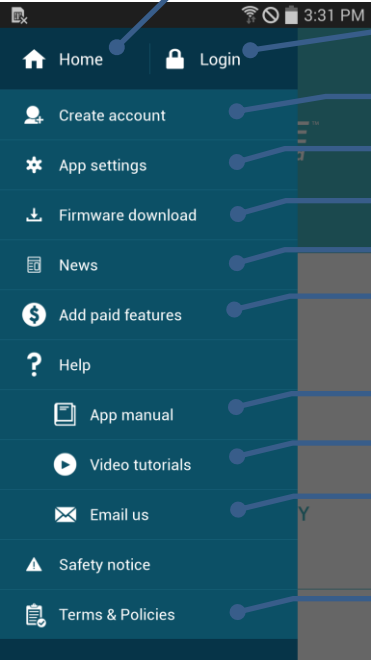
8. Go back to the Firmware settings menu, tap  and tap **Save and close**.



After rebooting, your dashcam will automatically connect to the Wi-Fi hotspot.

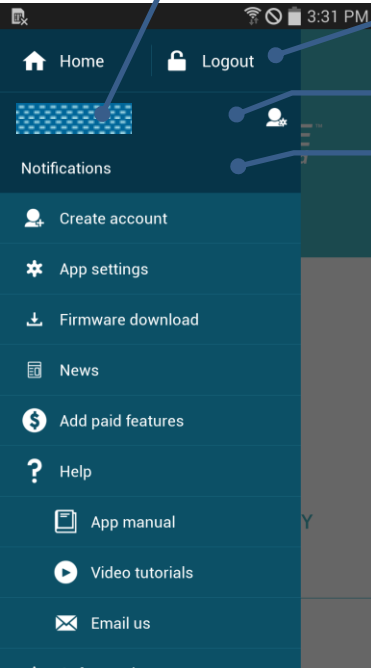
# Main menu

## Main menu when logged out:



- Go to the app home screen
- Login to your BlackVue account
- Create a BlackVue account
- Change map service/map speed unit, check app version
- Download the latest firmware for your dashcam model
- See the latest news from BlackVue
- See starter account features, purchase Live View Add-ons and Dashcam Slots
- Go to the BlackVue C App Manual
- Watch step-by-step video tutorials
- Email a Customer Support expert at [cs@pittasoft.com](mailto:cs@pittasoft.com)
- Read the app Terms of Service, Privacy Policy, etc.

## Main menu when logged in:



- Your email address
- Logout of your BlackVue account
- Account settings: Check Cloud usage, change password and turn push notifications on/off
- See all notifications



## FAQ

### Is my dashcam compatible?

Compatible models:

- DR650S series
- DR650GW series\*

\*Only newer editions of the DR650GW series are compatible. To check if your DR650GW series dashcam is compatible go to [www.blackvue.com/blackvue-over-the-cloud/](http://www.blackvue.com/blackvue-over-the-cloud/).

### Is my smartphone compatible?

The BlackVue C app is available for smartphones and tablets running:

- iOS 8.0 or later
- Android 4.4.2 and up

Some functions may not be available depending on your dashcam model, iOS/Android version or smartphone.

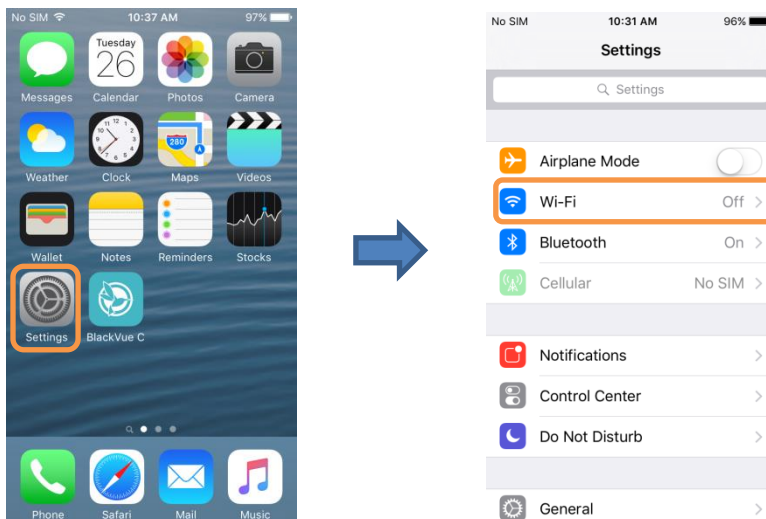
### How do I change the camera's time zone and Wi-Fi password?

[Click here for a step-by-step video tutorial](#), or go to the main menu and select **Help > Video tutorials**.

Make sure your BlackVue dashcam is on and nearby.

Connect to your camera:

1. Go to your smartphone's **Settings** then select **Wi-Fi**, and make sure Wi-Fi is turned on.



2. Choose your BlackVue dashcam from the network list. The dashcam's default SSID begins with its model number (e.g. DR650S-\*\*\*\*\*).
3. Enter the default password 'blackvue' and tap **Join**.

Change the time zone:

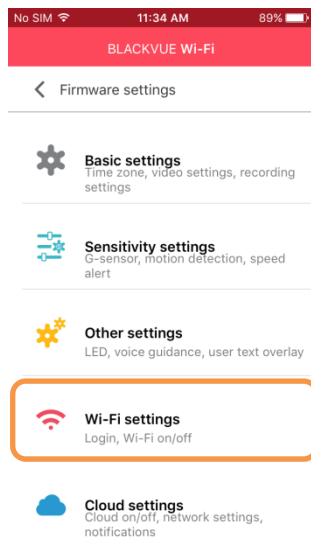
4. Open the BlackVue C app. Select **BLACKVUE WI-FI** >  > **Basic settings**.



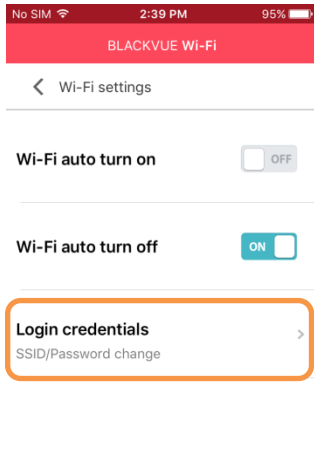
5. Select **Time zone**. Select your time zone from the list. If your city is not in the list, select any other city within the same time zone.

Change the Wi-Fi password:


6. Go back to the Firmware settings menu. Select **Wi-Fi settings**.

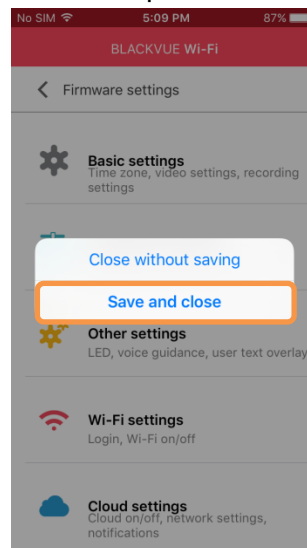
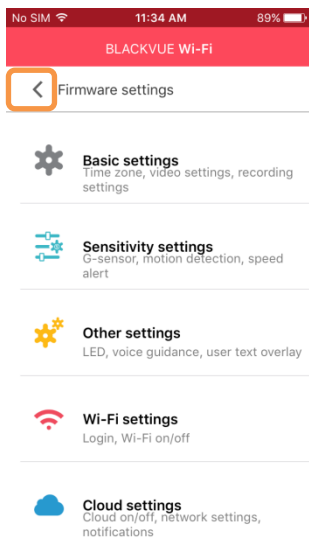


7. Select **Login credentials**. You can change the camera's SSID and Wi-Fi login password.



Save settings:


8. Go back to the Firmware settings menu, tap  and tap **Save and close**.

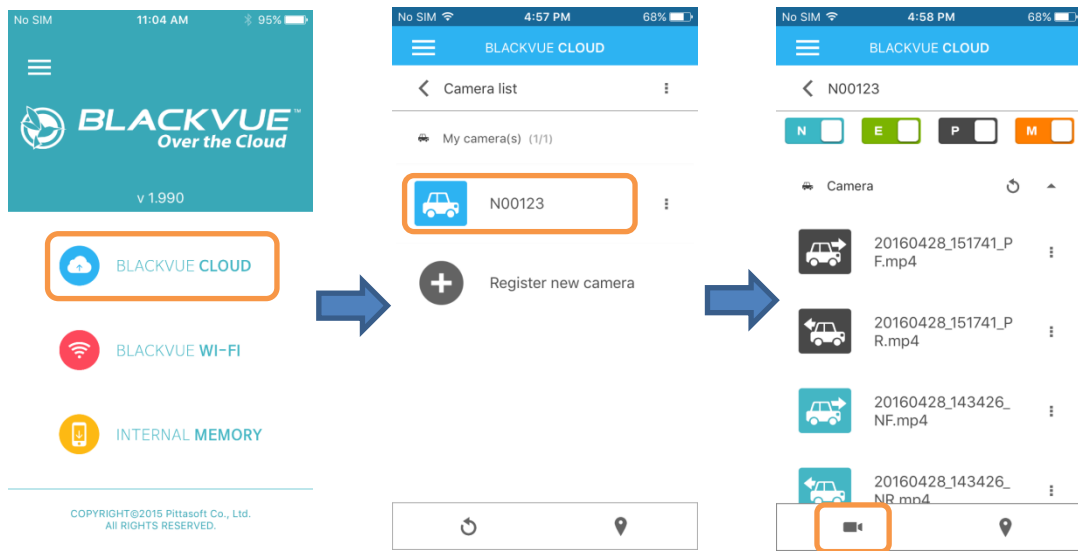


The new settings will be uploaded to your BlackVue dashcam and it will reboot. After rebooting, the new settings will take effect.


## How do I watch Live View?

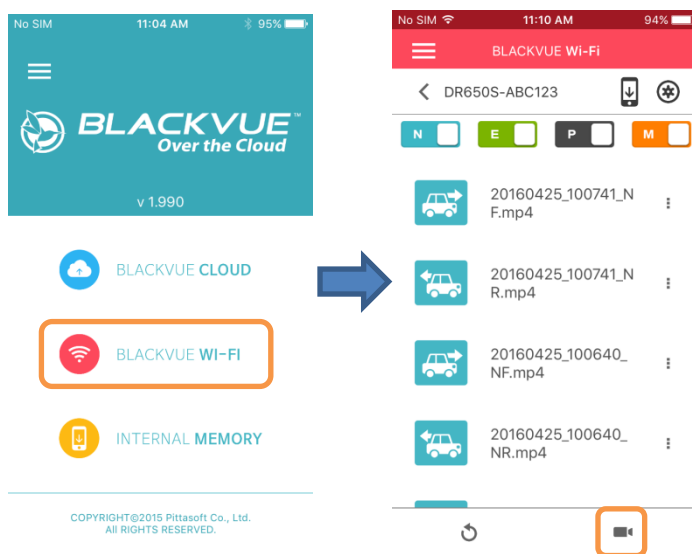
### Watching Live View over the internet:

1. Login to the BlackVue C app.
2. Select **BLACKVUE CLOUD**. Select your camera and tap the  button.




### Watching Live View via direct Wi-Fi:

1. Go to your smartphone's **Settings > Wi-Fi** and connect to your dashcam.
2. Open the BlackVue C app. Select **BLACKVUE WI-FI** and tap the  button.



## How do I see my dashcam's current location?

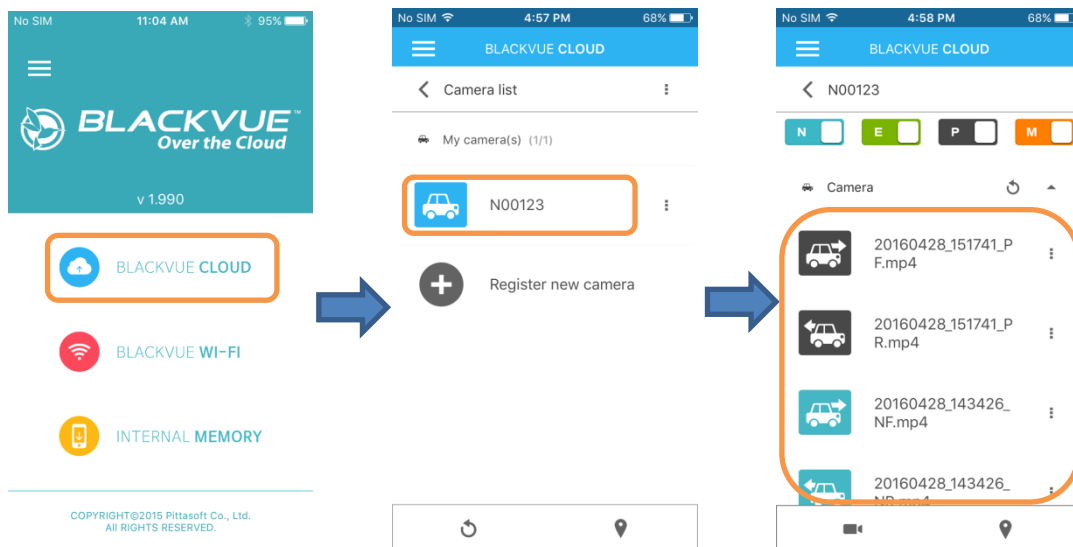
1. Login to the BlackVue C app.
2. Select **BLACKVUE CLOUD**. Tap the  button to switch to map view.



## How do I watch recorded videos?

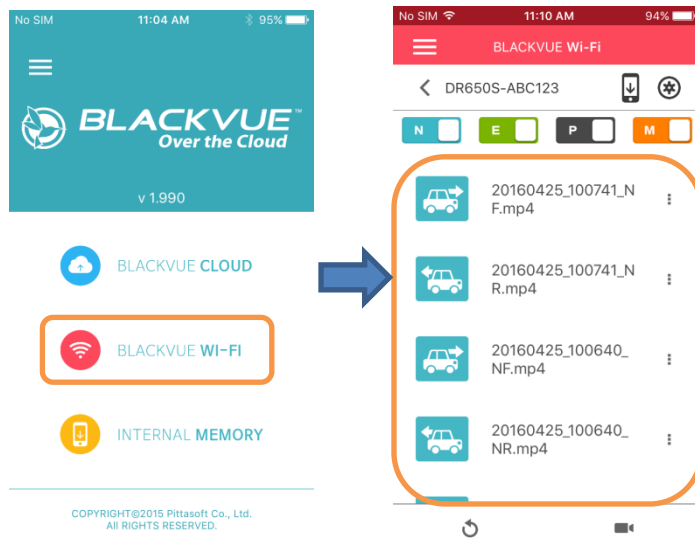
### Watching recorded videos over the internet:

1. Login to the BlackVue C app.
2. Select **BLACKVUE CLOUD**. Select your camera.
3. Select the video you want to watch. You can watch videos from the camera's microSD card and from cloud storage.



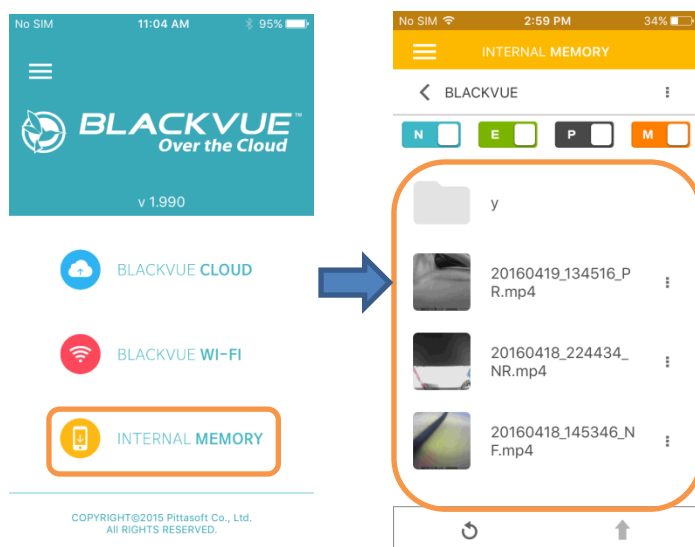
### Watching recorded videos via direct Wi-Fi:

1. Go to your smartphone's **Settings** > **Wi-Fi** and connect to your dashcam.
2. Open the BlackVue C app. Select **BLACKVUE WI-FI**.
3. Select the video you want to watch. You can watch videos from the camera's microSD card.




### Watching recorded videos saved on your smartphone:

1. Open the BlackVue C app. Select **INTERNAL MEMORY**.
2. Select the video you want to watch.




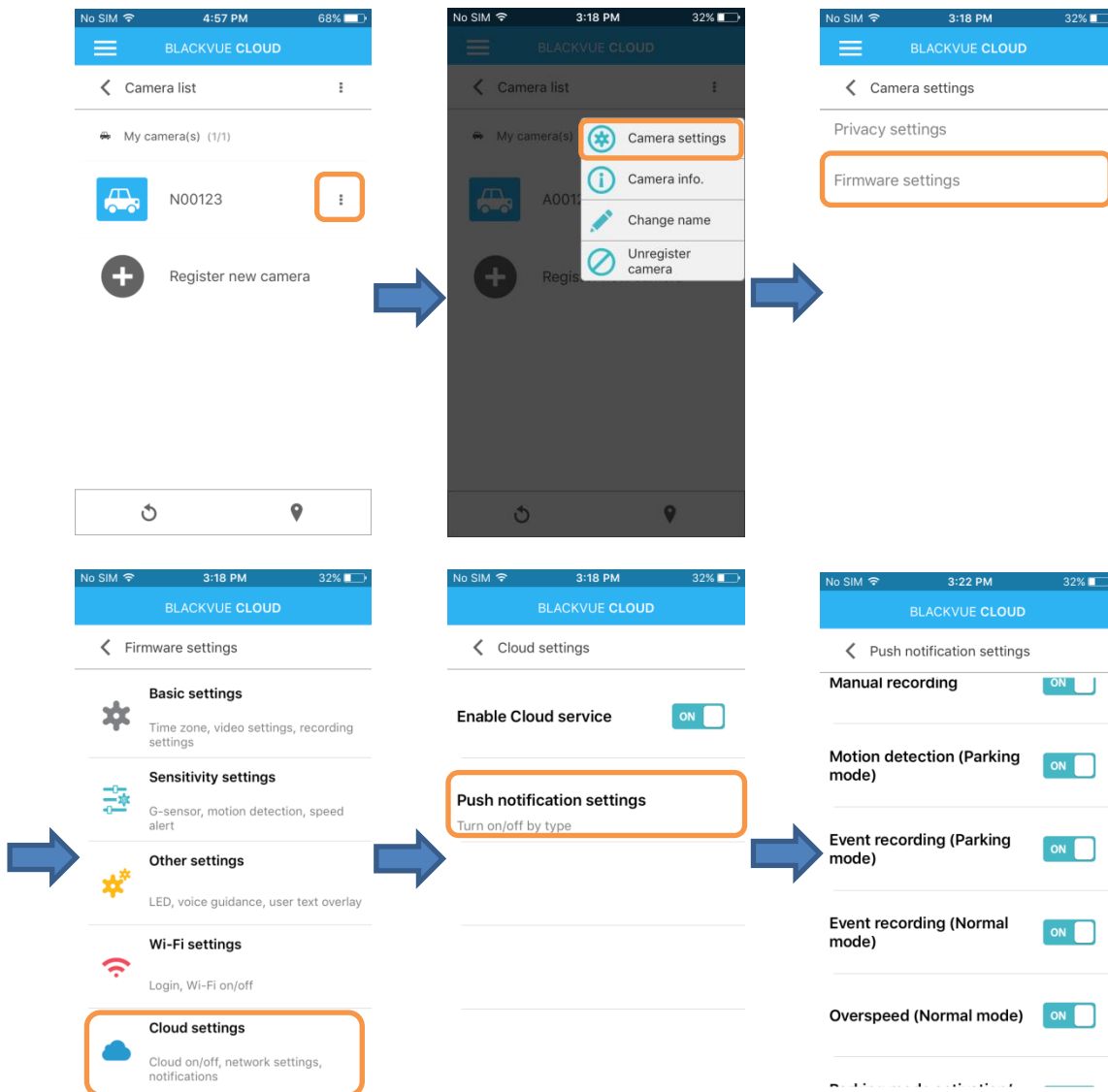
## Alert me when something happens to my car (push notifications)

Turn on dashcam alerts:

1. Login to the BlackVue C app.
2. Tap  and select your email address to open **Account settings**.
3. Make sure **Dashcam alerts** is On.


Customize when your dashcam sends alerts:

1. Login to the BlackVue C app.
2. Select **BLACKVUE CLOUD**.
3. Tap  next to your camera name and select **Camera settings** > **Firmware settings** > **Cloud settings** > **Push notification settings**.



4. Customize when you want to receive push notifications.

## How do I backup recorded videos?




1. Login to the BlackVue C app.
2. Select **BLACKVUE CLOUD**. Select your camera.
3. Tap  next to the video you want to backup. Select **Copy to Cloud** to backup the video recording to the Cloud.



4. Select **Copy to Internal Memory** to backup the video recording to your smartphone.


It's also possible to connect to your dashcam via direct Wi-Fi and copy video recordings to your smartphone that way.

## Two-way voice communication function

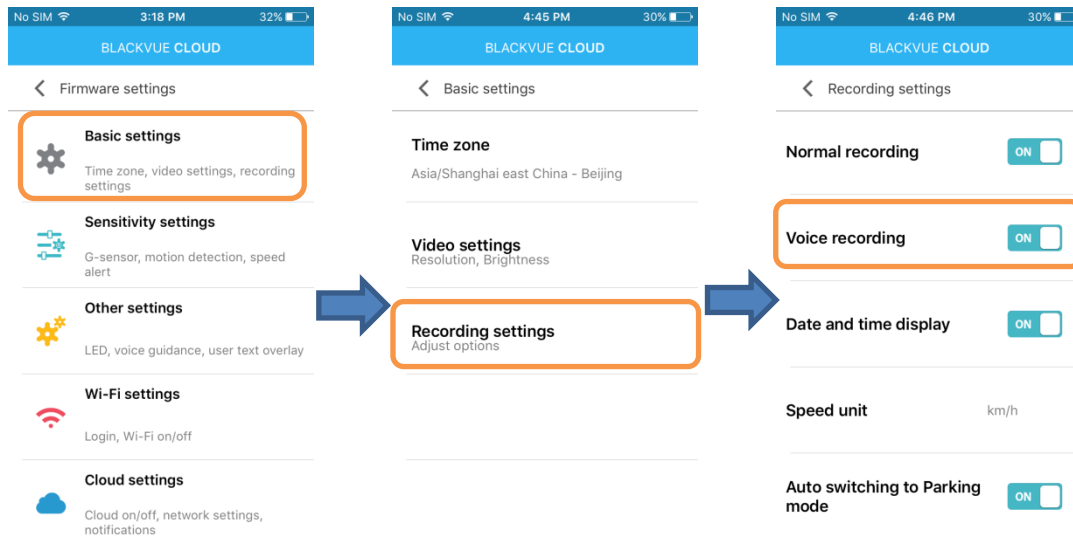
1. Login to the BlackVue C app.
2. Select **BLACKVUE CLOUD**. Select your camera and tap the  button.
3. Tap  to turn on the voice communication feature.
4. Tap  to turn it off.

Two-way voice communication can only be turned on and off from the smartphone end. To use the voice communication function, voice recording must be enabled.

Enable voice recording:

1. Select **BLACKVUE CLOUD**.
2. Tap  next to your camera name and select **Camera settings > Firmware settings > Basic settings > Recording settings**.






3. Make sure **Voice recording** is On.

## Uploading to a file hosting service/video-sharing website or emailing a video recording

First, you need to copy the video recording to your smartphone's internal memory. BlackVue video recordings in your smartphone's internal memory can be uploaded, shared or emailed.


Copy to Internal Memory:

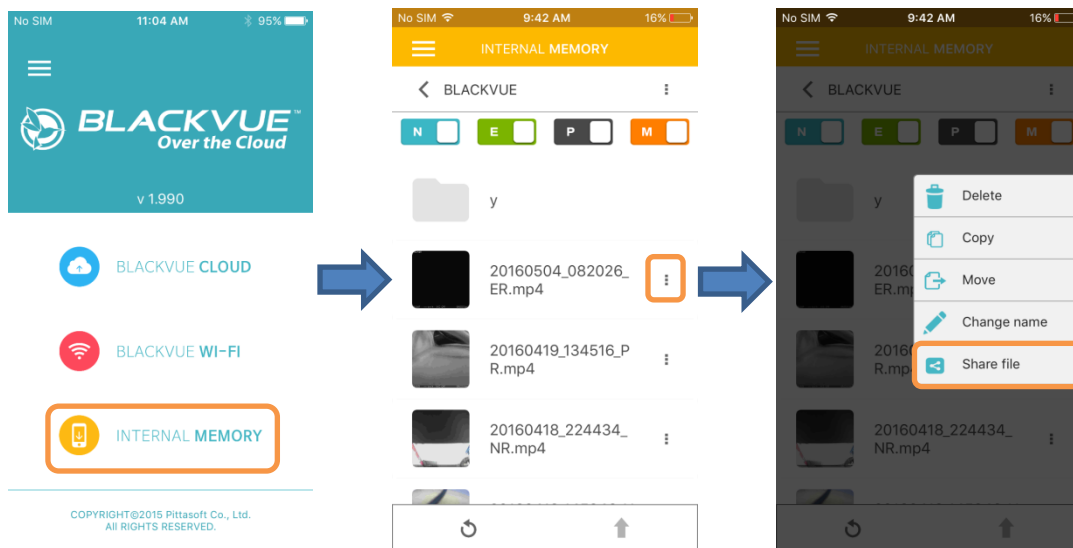
1. Login to the BlackVue C app.
2. Select **BLACKVUE CLOUD**. Select your camera.
3. Tap  next to the video you want to backup. Select **Copy to Internal Memory** to backup the video recording to your smartphone.



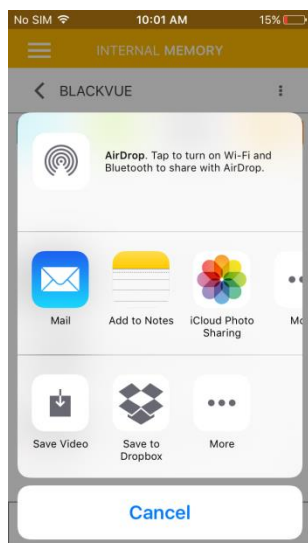
4. Go back to the app home screen.

Share file:

5. Select **INTERNAL MEMORY**. Tap the  button next to the video you want to share. Select **Share file**.



6. Choose the app you want to share with. The available options will depend on what apps you have installed on your smartphone.



## Tips for best performance

### Format the microSD card once a month


Format the microSD card periodically or when the BlackVue dashcam tells you the card needs maintenance.

**Formatting the microSD card will delete all video recordings stored on the card.** Please backup all important videos before proceeding.


#### Self-format function:

1. To format the microSD card press the **Wi-Fi/Format** button on the side of the dashcam for 10 seconds until the dashcam beeps.

#### Format using BlackVue Viewer (Windows):

1. Download **BlackVue Windows Viewer** from [www.blackvue.com](http://www.blackvue.com) > Support > Downloads and install it on your computer.
2. Insert the microSD card into the microSD card reader and connect the reader to your computer.
3. Launch the copy of BlackVue Viewer that is installed on your computer.
4. Click the Format  button, select the card drive and click OK.

#### Format using BlackVue Viewer (Mac):

1. Download **BlackVue Mac Viewer** from [www.blackvue.com](http://www.blackvue.com) > Support > Downloads and install it on your computer.
2. Insert the microSD card into the microSD card reader and connect the reader to your computer
3. Launch the copy of BlackVue Viewer that is installed on your computer.
4. Click the Format  button and select the microSD card from the list of drives in the left frame.
5. After selecting your microSD card select the Erase tab in the main window.
6. Select "MS-DOS (FAT)" from the Volume Format drop-down menu and click Erase.


## Keep the firmware up-to-date

Firmware upgrades may add new features or improve performance.

### Upgrading the firmware using an iOS or Android device (Firmware Over The Air):

[Click here for a step-by-step video tutorial](#), or go to the main menu and select **Help > Video tutorials**.

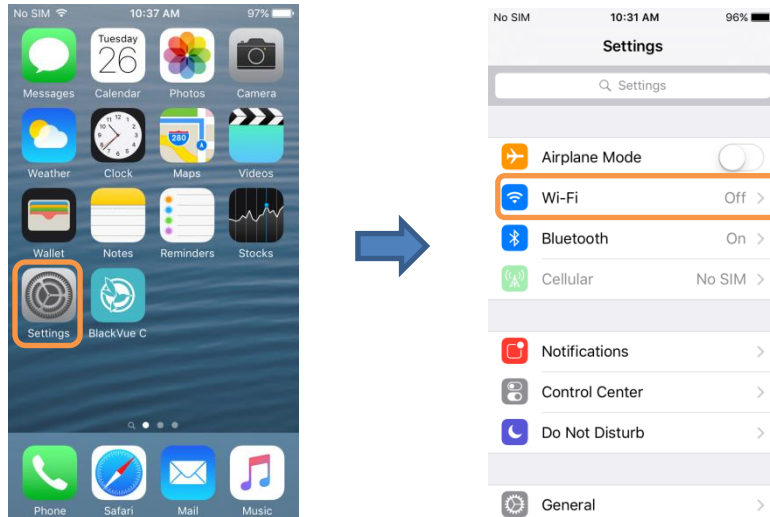
Makes sure your smartphone has a stable internet connection.


1. Open the BlackVue C app
2. Tap  and select **Firmware download**.
3. Select your dashcam model and the firmware language and tap **OK**.

4. Check the firmware version and release notes and tap **OK** to start downloading.
5. After the download completes tap **OK** to be taken back to the home screen.

Make sure your BlackVue dashcam is on and nearby.

6. Go to your smartphone's **Settings** then select **Wi-Fi**, and make sure Wi-Fi is turned on.



7. Choose your BlackVue dashcam from the network list. The dashcam's default SSID begins with its model number (e.g. DR650S-\*\*\*\*\*).
8. Enter the password (the default password 'blackvue') and tap **Join**.
9. Open the BlackVue C app. Select **BLACKVUE WI-FI** >  > **Firmware upgrade**.



10. Tap **OK** to apply the firmware upgrade.
11. The dashcam's firmware will be upgraded – this may take a few minutes. The dashcam needs to reboot to complete the firmware upgrade.

### **Upgrading the firmware using a Windows or Mac OS computer:**


- Go to [www.blackvue.com/support/downloads/](http://www.blackvue.com/support/downloads/) and follow the firmware upgrade guide.
- When you use a computer to upgrade the firmware all settings are reset to the defaults to ensure stable operation. Please reconfigure your personal settings such as the time zone, Wi-Fi and Cloud settings.

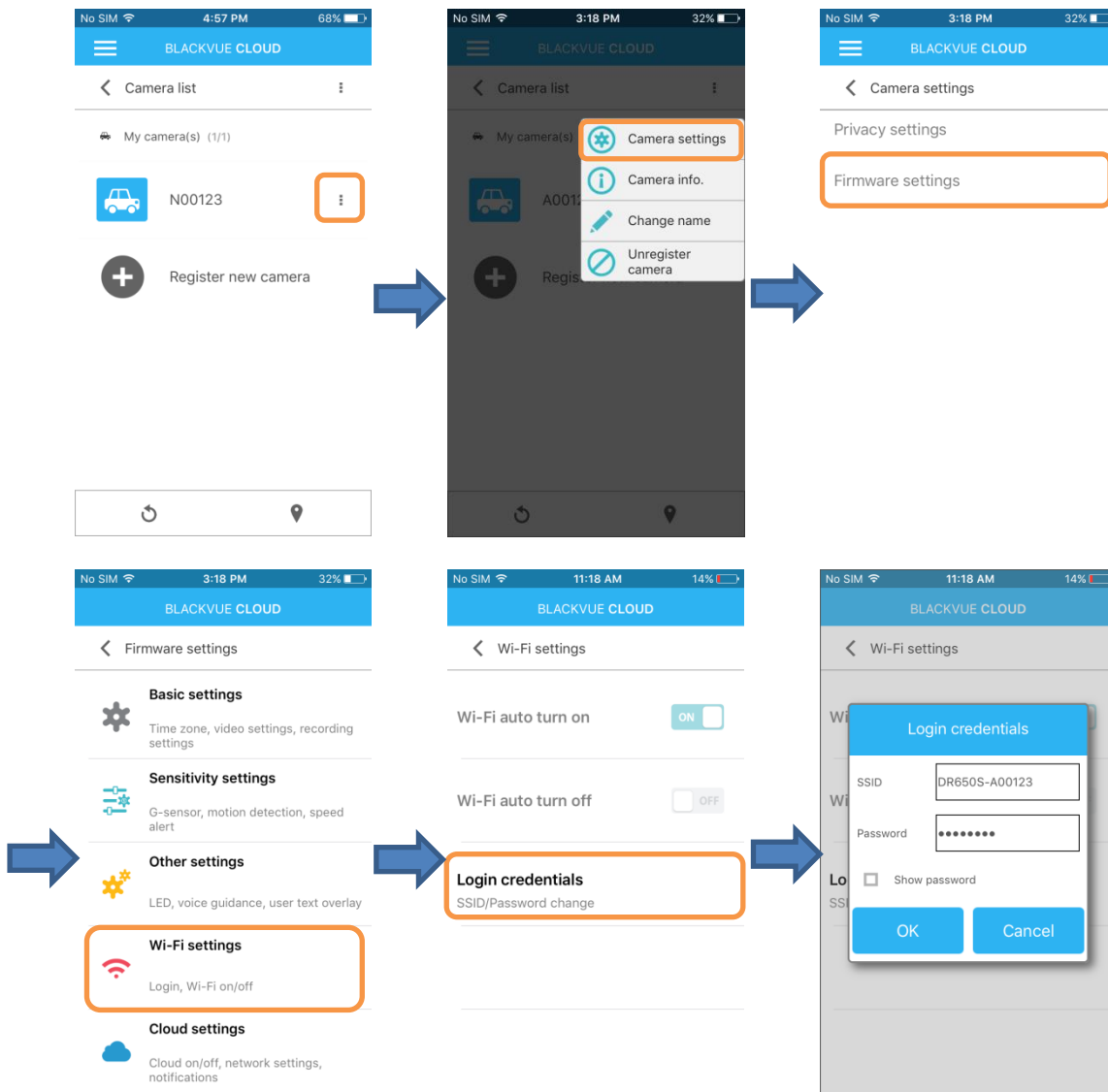
## Troubleshooting


### How do I reset the direct Wi-Fi login password?

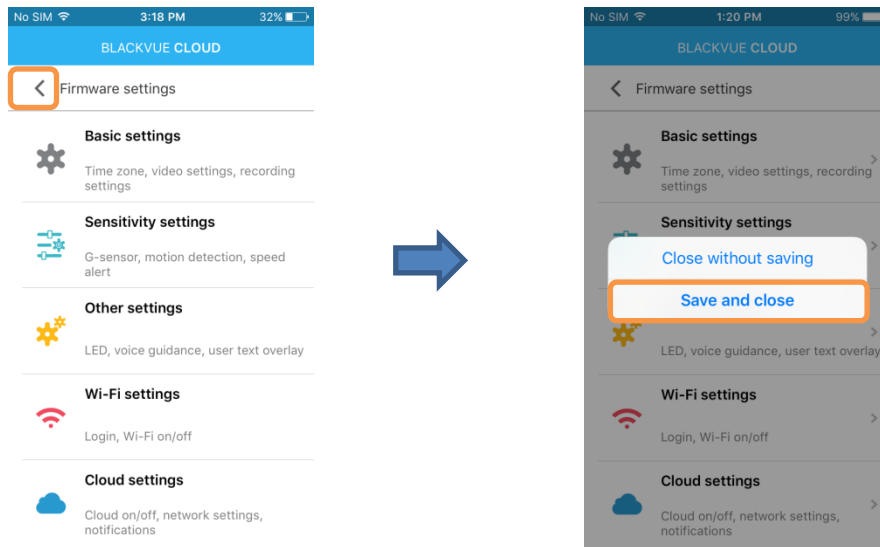
If you have forgotten the password you can change or reset it using one of the following methods.

#### Change the Wi-Fi password over the internet:

1. Login to the BlackVue C app.
2. Select **BLACKVUE CLOUD**.
3. Tap  next to your camera name and select **Camera settings** > **Firmware settings** > **Wi-Fi settings** > **Login credentials**. You can change the camera's SSID and Wi-Fi login password.



4. Go back to the Firmware settings menu, tap  and tap **Save and close**.





### Change the Wi-Fi password using BlackVue Viewer (Windows or Mac):

1. Remove the microSD card from the dashcam.
2. Insert the card into the microSD card reader and connect it to a computer.
3. Find and run the BlackVue Viewer program.

**For Windows users:** Open Windows Explorer and click on the microSD card (Removable Disk (F:), or the name of your card location). Go to <F:\BlackVue\Application\Viewer for Windows\BlackVue.exe> and run [BlackVue.exe](F:\BlackVue\Application\Viewer for Windows\BlackVue.exe).

**For Mac users:** Open Finder and select the microSD card reader from the list in the left frame. Go to <\BlackVue\Application\Viewer for Mac\BlackVue Viewer> and run [BlackVue Viewer](\BlackVue\Application\Viewer for Mac\BlackVue Viewer).

4. In BlackVue Viewer click on the  button or the  **BlackVue Viewer** menu to access the settings panel.
5. Click the **Wi-Fi & Other** tab and under **Login credentials** change the password.
6. Click **Save & Close**.

### Reset the Wi-Fi password by upgrading the firmware using a computer (Windows or Mac):

- Go to [www.blackvue.com/support/downloads/](http://www.blackvue.com/support/downloads/) and follow the firmware upgrade guide.
- When you use a computer to upgrade the firmware all settings are reset to the defaults to ensure stable operation. Please reconfigure your personal settings such as the time zone, Wi-Fi and Cloud settings.


### How do I delete a video recording?

Individual video recordings stored in the Cloud or smartphone internal memory can easily be deleted.

1. Tap  next to the video recording file and select **Delete file**.

To delete individual video recordings stored in the microSD card use a computer. Alternatively, if you format the microSD card all video recordings will be deleted.


## How do I change my account password?

1. Login to the BlackVue C app.
2. Tap  and select your email address to open **Account settings**.
3. Select **Change password**.

## How do I reset my account password?

If you are logged in to your account, you can simply change your account password.

If you are logged out of your account:

1. Open the BlackVue C app.
2. Tap  and select **Login**.
3. Enter your email and tap **Password reset**.
4. A password reset email will be sent to you. Click on the link to reset your password.

## How do I log out from my account remotely?

1. Login to your account on another smartphone.
2. You will see the following pop up:  
“Same ID already logged in. Logging in will end all other active sessions. Proceed?”
3. Select **OK**.

## How do I change the Wi-Fi auto turn on/off settings?

When the Cloud service is enabled the Wi-Fi auto settings cannot be adjusted. Wi-Fi will automatically switch on when you turn on the dashcam and remain on.

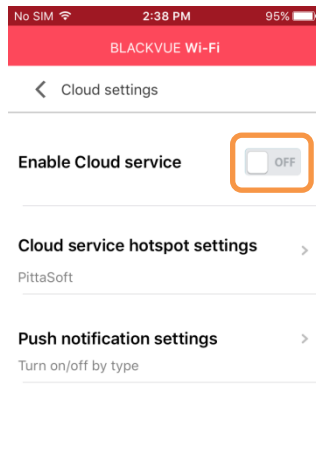
If you don't use the Cloud service, you can adjust the Wi-Fi auto settings.

1. Go to your smartphone's **Settings > Wi-Fi** and connect to your dashcam.
2. Open the BlackVue C app. Select **BLACKVUE WI-FI >  > Cloud settings**.

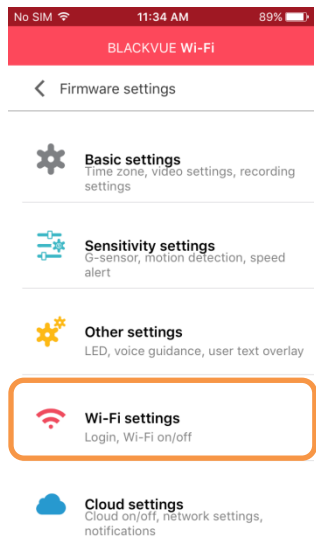




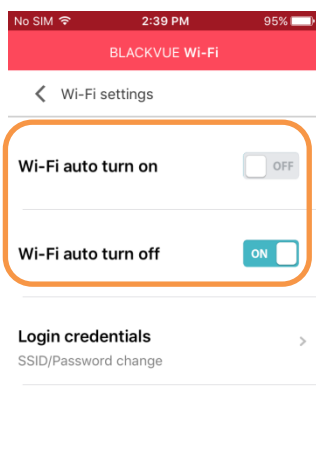
3. Turn **Enable Cloud service** off.



4. Go back to the Firmware settings menu. Select **Wi-Fi settings**.




5. You can adjust the Wi-Fi auto settings.



	ON	OFF
Wi-Fi auto turn on	Wi-Fi turns on when the dashcam turns on.	Wi-Fi does not turn on when the dashcam turns on.
Wi-Fi auto turn off	Wi-Fi turns off if it is inactive for 10 minutes.	Wi-Fi does not turn off automatically.


You can press the physical **Wi-Fi / Format** button on the dashcam to manually switch Wi-Fi on/off.

- Go back to the Firmware settings menu, tap  and tap **Save and close**.

## Get More Help

### My camera


#### How do I rename my camera?

- Login to the BlackVue C app.
- Select **BLACKVUE CLOUD**.
- Tap  next to your camera and select **Change name**.

#### How many dashcams can I register per account?


You may register up to 3 cameras per account (1 free slot + 2 paid slots).

#### How do I remove a dashcam from my account?

- Login to the BlackVue C app.
- Select **BLACKVUE CLOUD**.
- Tap  next to your camera and select **Unregister camera**. Unregistering a camera will delete all of its files that are stored in the Cloud.


### Map view

#### How do I change the speed unit displayed on the map?

- Tap  and select **App settings**.
- Select **Speed unit on map**.

#### Can I change the mapping service used?

The BlackVue C app uses Google Maps. Users in China can use Baidu Maps as an alternative to Google Maps.

- Tap  and select **App settings**.
- Select **map service**.

#### Why are there other dashcams displayed on the map?

Up to 30 dashcams can be shown on the map. Your dashcams will be shown, as well as some of those of other users.

## Playing back videos

### Why are thumbnail previews displayed for some videos?

There are 4 types of videos:

Normal	Event	Parking	Manual
Tap the icon to load a thumbnail	Thumbnails are automatically shown	Tap the icon to load a thumbnail	Thumbnails are automatically shown

### What do the file names mean?

Recording file names include the date and time, recording mode and camera direction (2-CH models only).

**Example file name:** 20160531\_093010\_NF.mp4


**Date and time:** 31 May 2016, 9:30:10 am

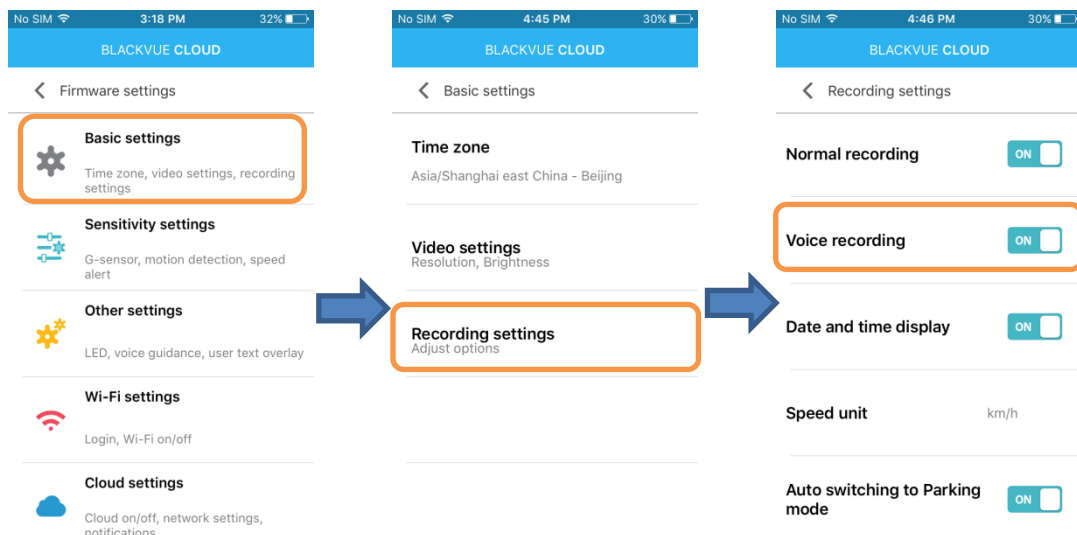
**Recording mode:** **N:** Normal    **E:** Event    **P:** Parking    **M:** Manual


**Camera direction:** **F:** Front dashcam    **R:** Rear dashcam

## Audio and voice settings


### How do I enable or disable voice recording (audio)?

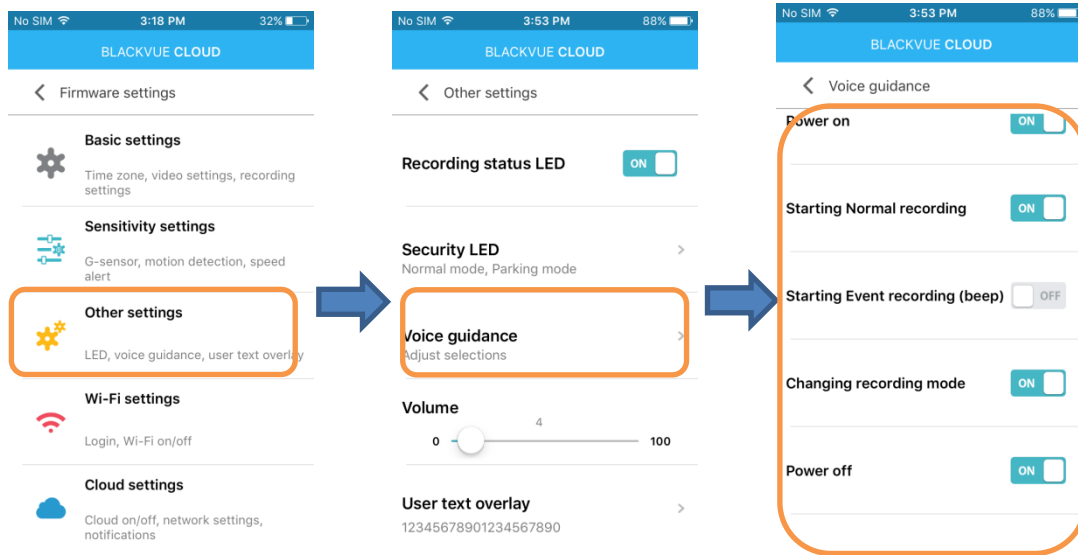
1. Select **BLACKVUE CLOUD**.
2. Tap  next to your camera name and select **Camera settings > Firmware settings > Basic settings > Recording settings**.



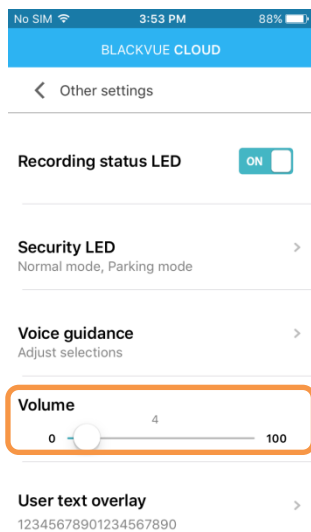
3. Go back to the Firmware settings menu, tap  and tap **Save and close**.


## How do I adjust when the camera speaks (voice guidance)?

1. Select **BLACKVUE CLOUD**.
2. Tap  next to your camera name and select **Camera settings > Firmware settings > Other settings > Voice guidance**. Adjust when you want to hear the voice guidance (alerts).



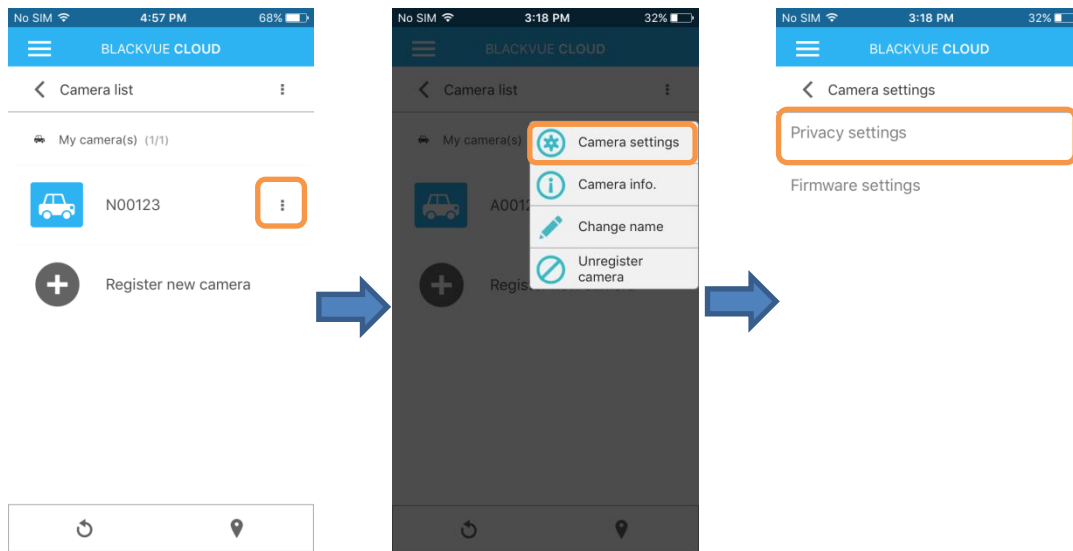
3. Adjust the **Volume** to your desired level.



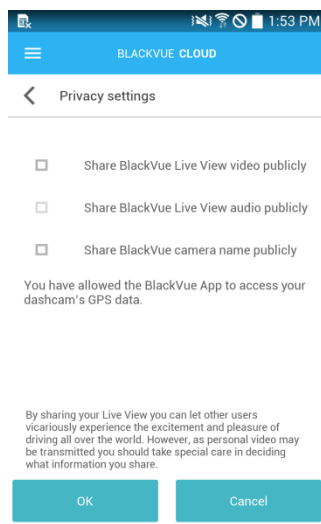
4. Go back to the Firmware settings menu, tap  and tap Save and close.

## How do I adjust the privacy and sharing settings for each camera?

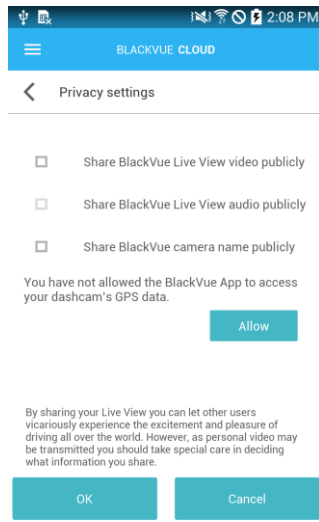
1. Login to the BlackVue C app.
2. Select **BLACKVUE CLOUD**.
3. Tap **☰** next to your camera name and select **Camera settings** > **Privacy settings**.




4. Select which information you would like to share with other users of the app. When your camera is online the information you share publicly will be accessible from map view.




If you didn't allow the app to access your dashcam's GPS data when you first registered it, you can **allow** access now:



5. Go back to the Firmware settings menu, tap  and tap Save and close.

## Cloud access and storage information

You can check your current usage in **Account info**.

1. Login to the BlackVue C app.
2. Tap  and select your email address to open **Account settings**.
3. Select **Account info**.

A free starter account includes:

- 10 minutes of Live View per day (reset daily)
- 100 remote file plays or downloads per month (reset every 30 days)
- 5GB of Cloud storage space
- 1 dashcam slot

File Expiration:

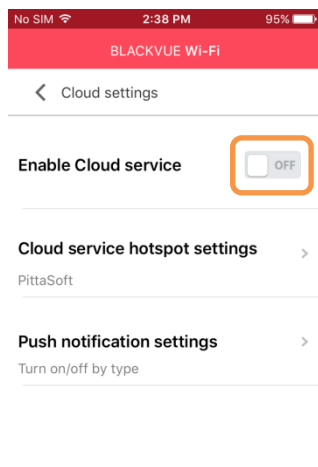
- Files copied to the Cloud will be stored on our servers for 90 days. After 90 days they will automatically be deleted from our servers. Please backup any videos you want to keep to your smartphone or computer.


## How do I disable the Cloud service?

1. Go to your smartphone's **Settings** > **Wi-Fi** and connect to your dashcam.
2. Open the BlackVue C app. Select **BLACKVUE WI-FI** >  > **Cloud settings**.





7. Turn **Enable Cloud service** off.





8. Go back to the Firmware settings menu, tap  and tap **Save and close**.

## Recording settings


### How do I display the vehicle's speed at the bottom of videos?

1. Login to the BlackVue C app.
2. Select **BLACKVUE CLOUD**.
3. Tap  next to your camera name and select **Camera settings > Firmware settings > Basic settings > Recording settings > Speed unit**. Select km/h, MPH or Display Off.
4. Go back to the Firmware settings menu, tap  and tap **Save and close**.


### How do I turn off the date and time display on videos?

1. Login to the BlackVue C app.
2. Select **BLACKVUE CLOUD**.
3. Tap  next to your camera name and select **Camera settings > Firmware settings > Basic settings > Recording settings**. You can turn off **Date and time display**.
4. Go back to the Firmware settings menu, tap  and tap **Save and close**.



### How do I add a 'User text overlay' to my video?

1. Select **BLACKVUE CLOUD**.
2. Tap  next to your camera name and select **Camera settings > Firmware settings > Other settings > User text overlay**. Enter your text.



Up to 20 characters can be entered, comprised of letters (A to Z, a to z), numbers (0 to 9), and symbols ( : ; ' / \ + - \_ ( ) \$ # ).

3. Press **OK**.
4. Go back to the Firmware settings menu, tap  and tap **Save and close**.

### How do I enable/disable automatic switching to parking mode?



1. Login to the BlackVue C app.
2. Select **BLACKVUE CLOUD**.
3. Tap  next to your camera name and select **Camera settings > Firmware settings > Basic settings > Recording settings**. You can turn off/on **Auto switching to Parking Mode**.
4. Go back to the Firmware settings menu, tap  and tap **Save and close**.

### How do I adjust the dashcam's video resolution and brightness?

1. Login to the BlackVue C app.
2. Select **BLACKVUE CLOUD**.
3. Tap  next to your camera name and select **Camera settings > Firmware settings > Basic settings > Video settings**. You can adjust the **Resolution** or **Brightness**.
4. Go back to the Firmware settings menu, tap  and tap **Save and close**.





## How do I adjust the sensitivity to impacts and/or motion?

1. Login to the BlackVue C app.
2. Select **BLACKVUE CLOUD**.
3. Tap  next to your camera name and select **Camera settings > Firmware settings > Sensitivity settings**.
4. Make your desired adjustments.
5. Go back to the Firmware settings menu, tap  and tap **Save and close**.



Setting **Motion detection (Parking mode)** to 0 disables motion detection.

## How do I set up speed alerts?

1. Login to the BlackVue C app.
2. Select **BLACKVUE CLOUD**.
3. Tap  next to your camera name and select **Camera settings > Firmware settings > Sensitivity settings**.
4. Select **Speed alert**. Make your desired adjustments.
5. Go back to the Firmware settings menu, tap  and tap **Save and close**.

## LED settings



### How do I turn on/off the LED indicators?

1. Select **BLACKVUE CLOUD**.
2. Tap  next to your camera name and select **Camera settings > Firmware settings > Other settings**.
3. Make your desired adjustments to the LED settings.
4. Go back to the Firmware settings menu, tap  and tap **Save and close**.




The **GPS LED** automatically switches on when GPS is active and cannot be disabled.

### What do the blinking LEDs mean?



#### Security LED (Front)

-  : Blinks slowly in normal and parking mode.
-  : Blinks quickly when (i) an event is being recorded (impact detected), (ii) motion is detected in parking mode, or (iii) manual recording has started.

#### Recording LED

-  : Blinks orange in normal mode.
-  : Blinks red when (i) an event is being recorded (impact detected), or (ii) manual recording has started.
-  : Blinks green when motion is detected in parking mode.

#### Wi-Fi/Internet LED

-  : Direct Wi-Fi is on.
-  : Blinks when connected to the internet (Cloud connected).