

Questions about the Drive360? Check out the below.

Drive360 Frequently Asked Questions

Features

Question	Answer
What is the main difference between the Drive360 and other dash cameras?	While most dashcams can only look in one direction at a time, the Drive360 line uses true 360-degree imaging technology for a seamless 360-degree view both in and around your vehicle when you are driving and when you are parked. The Drive360 also has a GPS device built into the camera so a separate GPS device is not required for tracking.
Drive360 low light or night conditions	The Drive360 uses true 360-degree imaging technology, recording 360-degree fisheye video with 2Kx2K (4Mega pixels) resolution and High Dynamic Range. Infrared/night vision LEDs ensure visibility in low-light and nighttime conditions.
How does the Drive360 record and when?	Video is recorded in driving mode. While in driving mode, the camera records in a constant looping mode. If the Drive360 detects abnormal movement, as in a collision, a highlight video is automatically generated for easy location by the user. This highlight recorded to the camera's SD card is available upon request and viewable after it has been successfully retrieved from the GPS Fleet Tracking Portal.
How long is the recording for an event identified by the Drive360?	Driver behavior events will upload 15 seconds of footage; 8 seconds before the triggered event and 7 seconds afterwards.
Does the Drive360 have two-way talk features?	Two-way talk features are not offered on the Drive360 at this time.
How does the Drive360 mount to the windshield and is it removable?	<p>The Drive360 comes with a custom GPS-equipped mount that attaches securely to the windshield with heat-resistant adhesive tape.</p> <p>The mounting plate portion of the mount is easily removable, but because the Drive360's purpose is to protect the vehicle at all times, it is intended to remain on the windshield.</p>
How long are video clips stored?	Successfully requested camera events are available in the GPS Fleet Tracking Portal for 30 days after the event has been triggered.
When can I expect camera footage to be available once requested?	The camera will upload footage to the cloud when it is powered on and has a good cellular signal. This process typically takes about 5-10 minutes to upload, if available.
Does the Drive360 gather diagnostic information from the vehicle?	No, the Drive360 will not gather and provide diagnostic information in the GPS Fleet Tracking Portal.

Question	Answer
Will I be able to run alerts and reports on the Drive360 camera?	Yes, but only for alerts and reports that do not require diagnostic information. Diagnostic fields on reports will appear blank.
How do I export clips manually to save to a native photo library?	Please use the instructions provided in Exporting Clips Manually .

Manual Clip Request

Question	Answer
How does requesting a Manual Clip work?	When a Manual Clip is requested with the inputted criteria, our Portal sends a request to the camera for the clip. Once that is received from the camera, the clip will then be playable in the GPS Fleet Tracking Portal.
How long is a Manual Clip stored in the GPS Fleet Tracking Portal?	It is stored for 90 days in the portal and will automatically be removed after 90 days.
How long does it take to retrieve a clip from the camera?	The timeframe is dependent on when the camera is powered on. Once the request is sent, the request may take up to 2 min when powered on. If the vehicle is off, the camera will send the clip once it is turned back on.
How does the quota work and why is there a quota?	The quota is based on how many cameras are on the account. Each Drive360 camera has 25 clips per camera and it is pooled across the entire account (e.g., If an account has 4 Drive360 cameras, that account will have 100 clips total to request). This quota is viewable on the vehicle card and when submitting a Manual Clip request. If a user needs to request more clips above their quota, please contact Support.
My Manual Clip request says the video is not available. What happened?	When submitting a Manual Clip request, the GPS Fleet Tracking Portal sends the criteria directly to the camera. If the camera does not have the inputted date/time on the SD card, it will not be available. This can be due to the camera not being on during that time, or the clip being overwritten. If further investigation is needed, please reach out to Support. If a clip is not available after requesting, it will not count against the account quota.
When does my quota reset?	Quotas are reset on the 1st of each month.

Camera

Question	Answer
What are the dimensions of the Drive360?	Total dimensions including the mount: 128mm x 103mm x 60mm (approximately 5 x 4 x 2.4 inches). It weighs approximately 6.5 oz.
How is video encrypted on the Drive360?	The Drive360's data transmission is TLS/SSL encrypted. TLS and SSL are widely recognized as secure protocols that enable server authentication, client authentication, data encryption, and data integrity over networks.
What format are Drive360 videos saved?	Drive360 videos are recorded in .TS format which is considered standard. Most universal players support this format. Video highlights can be exported to MP4 format as well using desktop software.
Why is the camera still in driving mode if I have already turned off the car?	<p>Under normal circumstances, it will enter parking mode for a short period of time (depends on the setting of Power Off Delay) after the vehicle has turned off. If the camera does not enter parking mode for a long time after the vehicle has turned off, contact support.</p> <p>There are two ways to detect whether your vehicles are parking or driving, and you should choose the corresponding mode according to your vehicle type, otherwise, it may give incorrect results.</p> <p>1) Vehicle Power-Obtain ignition status from power voltage directly. For most cases, the camera can get the correct ignition status with this option. But for some vehicles using OBD-II power cord, especially for electric/plug-in hybrid vehicles, this option might not work properly.</p> <p>2) Vehicle Movement-Obtain ignition status from the vehicle's movement. This option does not operate in real-time, so just choose this option if the first option does not work properly, especially for OBD-II cord and electric/plug-in hybrid vehicles users.</p> <p>Coordinate with support if these modes need to be adjusted.</p>
Where is event video stored on the Drive360?	The Drive360 uploads video evidence to the Cloud upon user request while also recording to a MicroSD card.
Is the Drive360 available in different colors?	The Drive360 housing and mount are black to be unobtrusive and fit the widest range of vehicle interiors.

Question	Answer
<p>How do you install the Drive360 power connection?</p>	<p>Installation of the Drive360 takes a matter of minutes. The Direct Wire has three wires to connect:</p> <ol style="list-style-type: none"> 1) constant electric 2) ACC (used to determine engine status) 3) ground <p>The device may also be installed via OBD-II cable is for 16-pin diagnostic ports.</p> <p>Your Drive360 will ship with clear instructions for installation, and instructions can also be found here: Drive360: Conventional Hardwire or Drive360: Diagnostic. The Direct-Wire Cable can be installed by anyone familiar with automotive electrical systems. If in doubt, contact Support."</p>
<p>How do you install the camera on a freightliner or heavy duty vehicle?</p>	<p>Use a 3-wire harness (6pin or 9pin cables are unavailable). The OBD-II cable is for 16-pin diagnostic ports.</p>
<p>How is Drive360 powered?</p>	<p>With the included Direct Wire cord, the Drive360 in the vehicle can provide 24/7 protection for weeks with easy and straightforward installation.</p> <p>There is no need to worry about draining your car battery. The Drive360 is equipped with a suite of advanced low-power sensors allowing it to stay alert to events even if the car is turned off for weeks (up to 360 hours or 15 days). When an event happens, the camera instantly turns on and starts recording, going back to low-power sleep mode when the event is over.</p>
<p>To what extent can the Drive360 see behind the vehicle?</p>	<p>Like the human eye, the Drive360 can see anything that is visible through the vehicle windshield and windows. Also, like the human eye, the Drive360 is limited by dark tinting and solid objects such as the vehicle body or passengers or privacy screens. The advantage the Drive360 has over the human eye (that can look only in one direction at a time with limited peripheral vision) is that the Drive360 sees and records in all directions simultaneously.</p>
<p>Drive360 Operating/Standby Temperature</p>	<p>The Drive360 is intended to stay mounted to the windshield in order to protect the vehicle at all times. The internal thermal management system assures Drive360 operates under extreme conditions. A novel spiral architecture maximizes the camera's heat dissipation.</p> <p>Drive360's operating temperature is -4°F ~ 104° F (-20°C ~ 40°C) and standby temperature is -4°F ~ 167° F (-20°C ~ 75°C). If the camera is too hot or cold it will temporarily shut down until optimal conditions are met.</p>

Link: <https://help.gpsinsight.com/docs/drive360-faq/> Last Updated: November 16th, 2023

Question	Answer
How does the Drive360 handle heat?	The Drive360 is intended to stay mounted to the windshield to protect the vehicle at all times, so several technical measures went into its design to ensure it performs well even in hot conditions. For instance, the Drive360 does not contain an internal Li-ion battery, and a novel spiral architecture maximizes the camera's heat dissipation. The Drive360's on-board thermal monitoring system proactively adjusts machine activity under different thermal conditions. Under the worst heat conditions, the camera knows to turn itself off to protect its electronic components.
Does the Drive360 record audio?	The Drive360 has the ability to record audio; this feature is disabled by default.
Can I use the Drive360 internationally?	Since the Drive360 is a connected product that requires certification, we offer service only in the United States, Mexico, and Canada.
What is the warranty period of the camera?	The Drive360 camera is warrantied for 1 year after purchase.
What happens if the camera loses power mid-incident?	Though the large majority of accidents do not lose power to the camera, the Drive360 supports circuitry enhancements to prevent loss in the case of power spikes. If all power is lost then there is potential that the data on the SD card could be faulty or corrupted and so it is recommended the hardwire installation to be done properly in order to mitigate power loss to the extent possible.
What is the normal operating voltage compared to when uploading video?	The normal operating voltage is 12V, with a min/max of 11.8V/~36.0V. The Drive360 can peak at 1000mA when uploading a video.
What is the length of the power harness for the Drive360 camera?	10 feet.
What is the warranty period of the camera?	The warranty period is for the life of the contract.

MicroSD Card

Question	Answer
What is the default SD card shipped with the camera?	256GB

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Question	Answer
How does the Drive360 manage storage on the microSD card?	<p>For video storage on the Drive360, we recommend high-endurance SD cards (class 10 or higher MLC MicroSD cards) with a minimum size of 32GB, accommodating SD cards up to 256GB. (Use of non-high-endurance SD cards or SD cards with 8GB or less is not recommended.)</p> <p>In driving mode, the Drive360 records video in looping fashion with the latest footage automatically overriding the earliest footage as storage becomes full. Videos for security events and user-specified highlights also loop (with new events and highlights overwrite the oldest ones to make sure the user doesn't miss new evidence), but cannot be overwritten by regular driving footage. To ensure this preservation of critical event data, sufficient space (8GB minimum) is allocated for looping of driving video.</p>
Recommended microSD cards for Drive360	We recommend using a high endurance SD card (class 10 or higher MLC MicroSD card 32-256GB) designed for continuous recording situations. While other cards will work with the Drive360, they are much more prone to card errors and failures due to the high frequency of IO for video applications.
Drive360 microSD card capacity	The Drive360 accepts MicroSD Cards up to 256 GB.
Drive360 record time and media capacity	The record time for the Drive360 will vary based on the user preferences for event detection and microSD card capacity. View the chart below for estimated recording times.

MicroSD Card Size	Driving Videos	Driving & Event Videos
32gb	3 hrs	1.5 hrs / 1.5 hrs
64gb	6 hrs	3 hrs / 3 hrs
128gb	12 hrs	6 hrs / 6 hrs
256gb	24 hrs	12 hrs / 12 hrs (default)

*video recorded at 25mbps

*event recordings est. 1/2 total record time