



ST9720

SunTech AI Dash Cam Installation Guide

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Purpose

This guide provides step-by-step instructions for installing and activating the SunTech Dash Cam model ST9720 as deployed by DQTech (DQT). It is intended for fleet maintenance teams, installers, and operations managers.

What's in the box:

- ST9730 camera
- Wiring harness
- Mounting bracket with hardware
- Double-sided adhesive sticker
- Allen wrench
- Mini Phillips screwdriver
- MicroSD card (already installed)
- LightMetrics sim card (already installed and provisioned)

STEP 1 - Access Fleet Dashboard

1. LightMetrics' Fleet Dashboard is accessible via the web portal.
2. You should receive an **invitation email** with temporary login credentials.
 - Sender: **rideview@lightmetrics.co**
 - If you do not see it, check your **spam/junk folder** and mark it as *Not Spam*.
3. Click the link in the email and sign in using the provided credentials.
4. On first login, you will be prompted to **reset your password**.
5. If using a **demo account**, select **USA** as the region (regardless of location).

If you did not receive an invitation email, please contact DQT Support.

Installers will need to be set up in the **Driver** section of the **Ride View portal**—this can be done by any admin user. Once added, they'll automatically receive an email invitation to create their installer account for Companion App access.

Please contact DQ Support if you need any assistance with the setup.

STEP 2 - Device Installation and Set-up

Install the RideView Companion App

Download the app from your device's app store:

- **Android:**
https://play.google.com/store/apps/details?id=lm.app.rideviewcompanion&hl=en_US
- **iOS:**
<https://apps.apple.com/us/app/rideview-companion/id1565535618>

Camera Mounting Guidelines

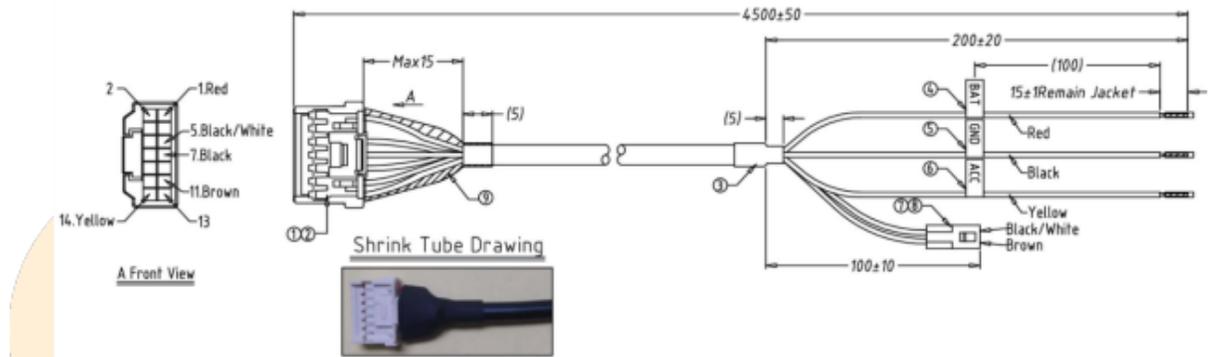
- Install the dashcam:
 - Slightly **off-center toward the driver**
 - **Above eye level**, near the top of the windshield
 - In compliance with **local regulations**
 - Without obstructing the driver's view



The **power cable** connects the ST9730 to the vehicle and includes:

- 2 power wires
- 1 ACC wire
- Panic button connection

ST 9730DashCam Installation Guide



Main Connector (14Pin)	Wire Color	Function	Refer Drawing
Pin1	Red	Battery positive (+12V/+24V)	④
Pin7	Black	GND	⑤
Pin14	Yellow	ACC	⑥
Pin5	Black/White	Panic Button Connector	⑦⑧

Installer Workflow

Follow the full installation workflow here:

<https://lightmetrics.freshdesk.com/support/solutions/articles/61000311850-the-updated-installer-workflow>

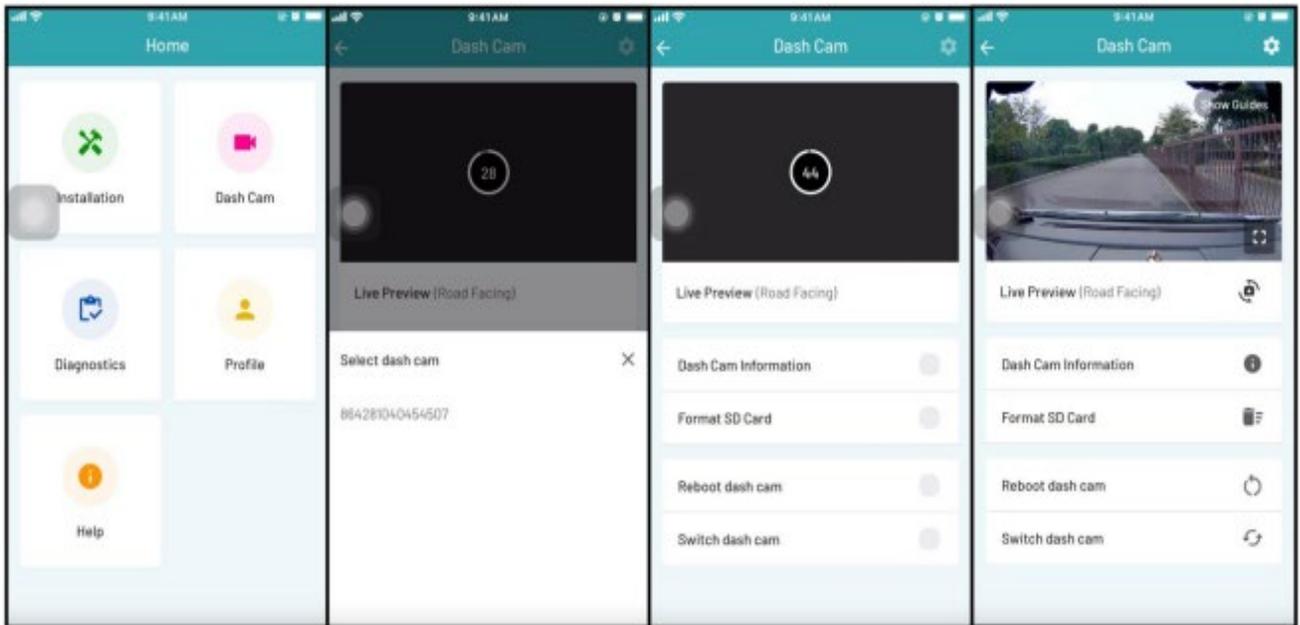
Installation video:

https://drive.google.com/file/d/1bn-Rk8zkqmhqRVgXEE_JVDkgc1w8mpUC/view?usp=drive_link

Camera Preview & Verification

Accessing Live Camera View

1. Ensure the vehicle ignition is **ON**.
2. Open the **RideView Companion App**.
3. Select **Dash Cam**.
4. Follow on-screen instructions to view the live camera feed.
5. Use the preview to confirm correct mounting.



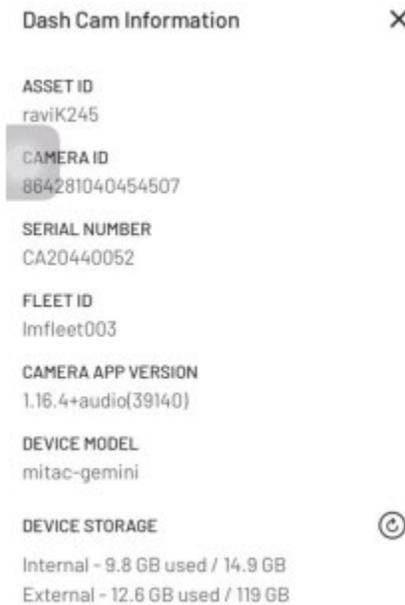
Click on *Dash Cam*

Select the DashCam

Wait to connect

Connected to DashCam

You may review the status of the camera by clicking on the Dash Cam Information



Road-Facing Camera Setup

- Enable **Show Guides** in the preview screen.
- The **orange box** indicates the area used by ADAS.
- Ensure:
 - Clear, unobstructed view of the road
 - Horizon line falls within the **green SAFE ZONE**



- Adjust the camera by loosening the **Allen screw** if needed.



- Tighten screws securely after alignment.
 - ✓ The horizon must remain inside the SAFE ZONE for accurate AI performance.

Driver-Facing Camera Setup

⚠ **Do NOT install the driver-facing camera on the passenger side.**

- Ensure the driver's face is:
 - Fully visible



- Centered within the **green SAFE ZONE**
- Click **Show Guides** in the preview screen for alignment help.



- If adjustment is needed:
 - Loosen the Allen screws
 - Reposition the lens up/down
 - Re-tighten securely
-  Note:
 - The driver-facing camera contains **infrared LEDs** for nighttime visibility.
 - Ensure the camera view is **not obstructed** by:
 - Rear-view mirror
 - Sun visor

Important Notes

- Do **not move the camera after installation**, as it will affect calibration.
- Ensure all screws are tightened to prevent vibration.
- Confirm both camera views before completing installation.