



System Firmware Update Instructions for Pioneer VREC-Z820DC Dash Camera

This firmware update applies only to the following model of Pioneer Dash Cameras sold in the United States and Canada.

VREC-Z820DC

IMPORTANT

It is important that you complete all the steps correctly as per the flow prescribed in the ai-sense Mobile App.

Note: If you have any questions, please contact Pioneer Customer Service toll free at 1-800-421-1404, Monday through Friday, 7:30 AM – 11:30 AM and 12:30 PM – 4:00 PM (Pacific Time), excluding holidays, or online through <https://usa.pioneer/pages/contact>.

In order to perform this update, the following items are needed:

- Pioneer VREC-Z820DC Dash Camera
- Smartphone running on Android OS or iOS
- Pioneer ai-sense Mobile App installed on the Smartphone

CAUTION: Do not switch off the power supply, change engine ignition status (Off to On or On to Off) or disconnect the Mobile App after the firmware download process has started. Doing so could cause permanent damage to the unit.

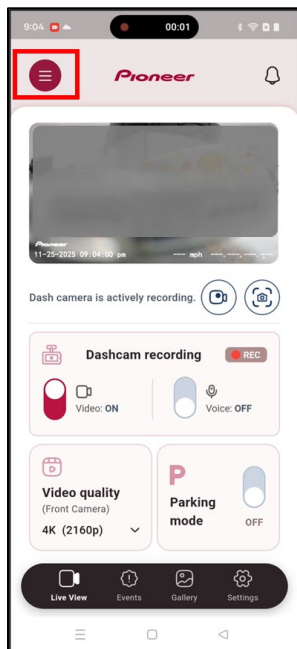
WARNING: Install this update only when the vehicle is **safely parked in an open, well-ventilated area, such as an outdoor parking lot**, where you can safely keep the engine running to maintain power to the battery. **NEVER RUN YOUR VEHICLE'S ENGINE IN AN ENCLOSED SPACE, WHICH CAN QUICKLY FILL UP WITH TOXIC CARBON MONOXIDE GAS, LEADING TO SERIOUS INJURY OR DEATH.**



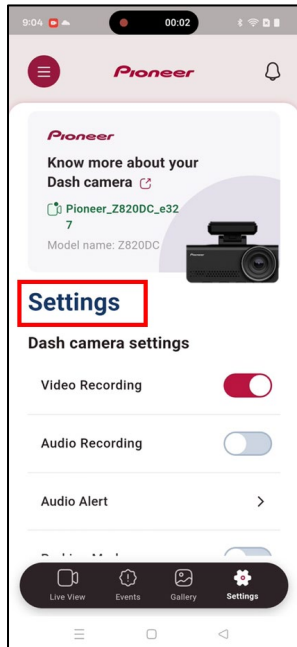
Checking the firmware version

Check whether the firmware of your unit needs to be updated by checking the version number of the firmware.

Go to the Menu Icon on the ai-sense Mobile App:

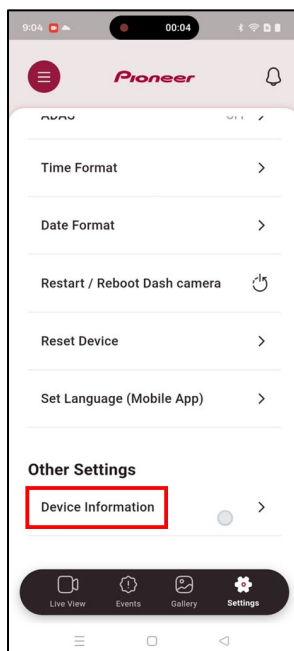


Go to Settings section

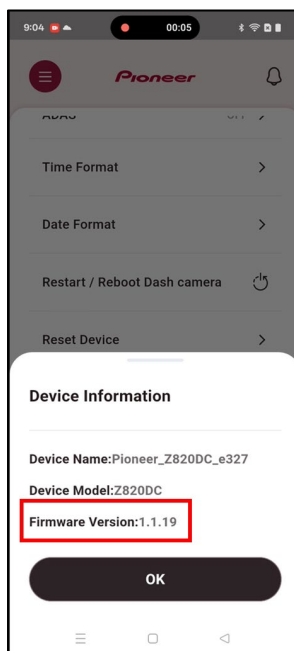




Scroll towards the bottom of the Settings Menu and tap on Device Information tab.



Check the firmware version:



IMPORTANT

An update is necessary if the current firmware version is V1.1.20 or lower.

New Version: V1.1.26



Requirements for Firmware Update

1. VREC-Z820DC is installed in the vehicle and switched on
2. ai-sense Mobile App is installed on the user's smartphone
3. Mobile App is paired with the VREC-Z820DC via a Wi-Fi connection
4. VREC-Z820DC is operating on Firmware Version V1.1.20 or lower

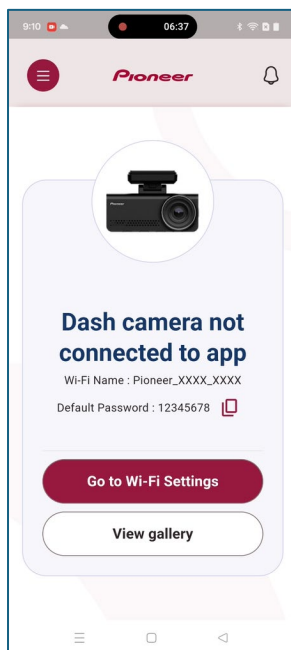
Downloading the firmware update Over-the-Air (FOTA)

STEP 1:

You will need to open the Mobile App while your smartphone is connected to the internet. It is recommended that you connect to the internet via a Wi-Fi network to download the update more quickly and avoid potential data plan charges. If you download the update while using a cellular data connection, carrier charges may apply. After confirming that your smartphone is connected to the internet, launch the ai-sense Mobile App.

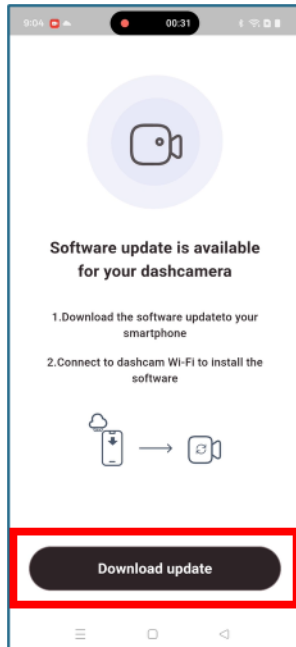
STEP 2:

Mobile App's Landing Screen appears as below.



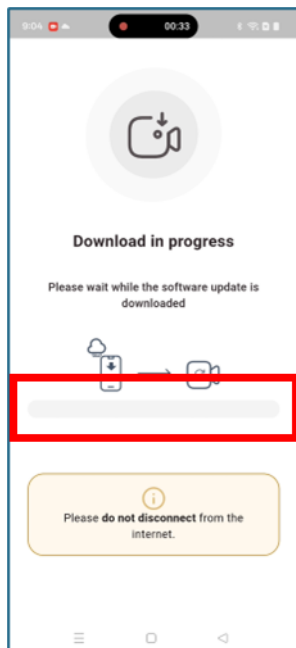
STEP 3:

- Next, a software update notice appears on the Mobile App.
- Tap the “Download update” button.



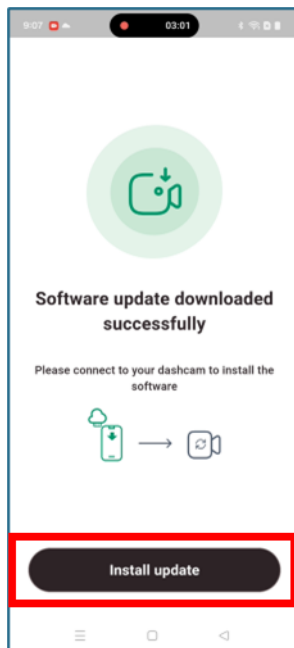
STEP 4:

View the Download Progress via the Status Update bar.



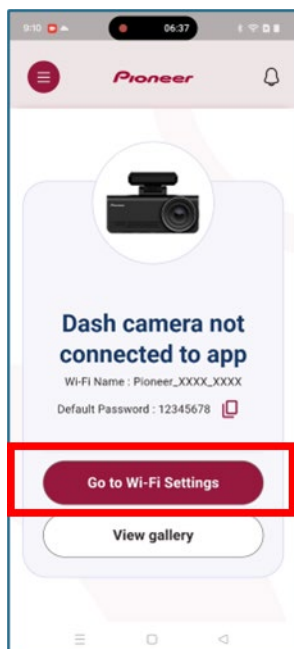
STEP 5:

Confirm that the software update has been downloaded to the Mobile App successfully.



STEP 6:

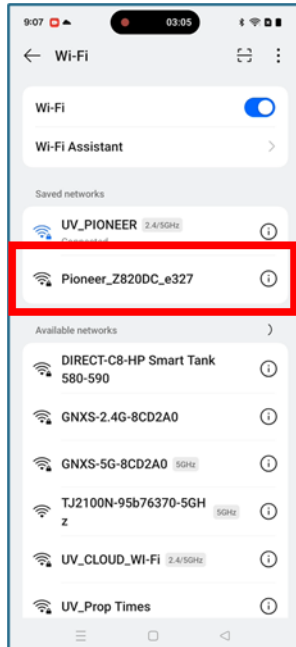
- The Dash Camera will disconnect from the Mobile App after successful download.
- Tap on the "Go to Wi-Fi Settings"





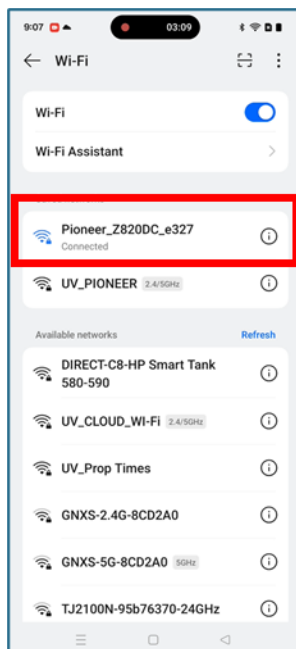
STEP 7:

Tap on “Pioneer_Z820DC_XXXX” from the connections available to connect over Wi-Fi; where XXXX is the serial no. of the Dash Camera.



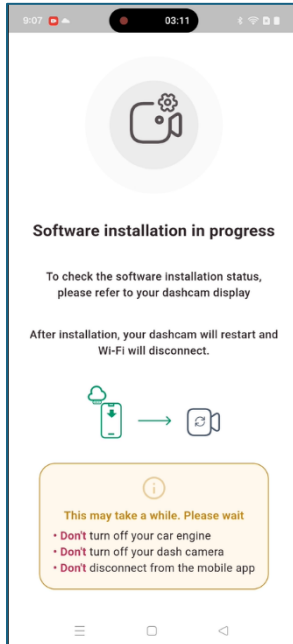
STEP 8:

The Dash Camera is connected over Wi-Fi to your smartphone.



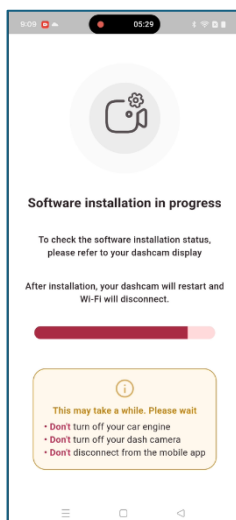
STEP 9:

- Now the update installed on the Mobile App is transferred to the Dash Camera via Wi-Fi.
- The LED color on the Dash Camera during this operation will be Blue.



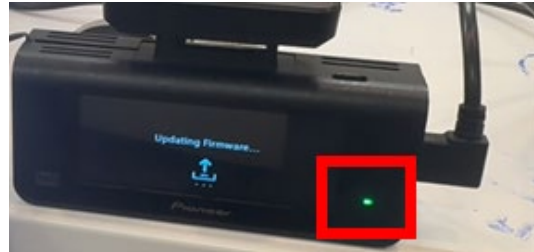
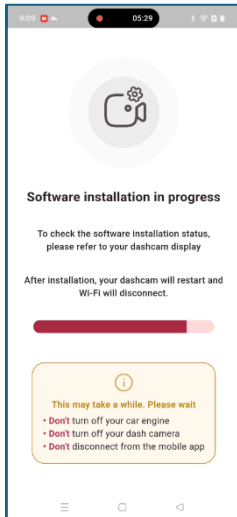
STEP 10:

- You may see a Progress Bar as well on the Mobile App.
- The update transfer will be initiated on the DVR.
- Once the file is transferred to the Dash Camera, the LED color during this operation will turn to RED.



STEP 11:

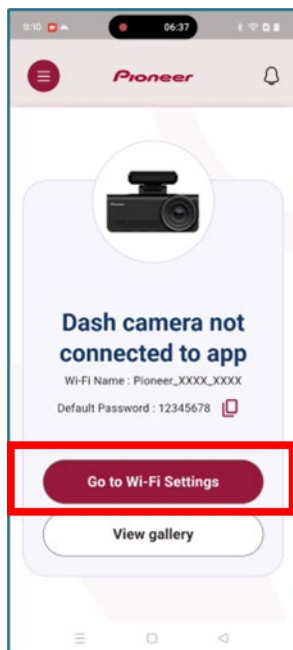
- After the file transfer is complete, the firmware installation will start on the Dash Camera.
- The LED will start blinking Green.



STEP 12:

Connect the Mobile App with the Dash Camera over Wi-Fi.

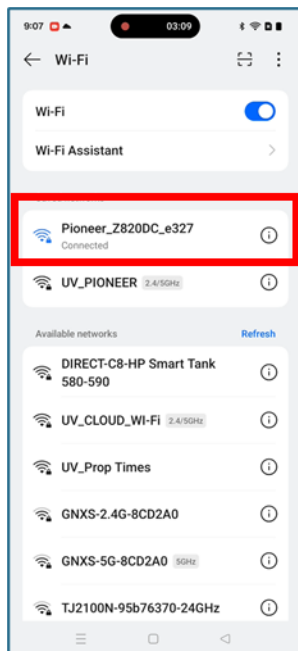
Note: The process to enable Wi-Fi may differ in different smartphones. In some smartphones, you may need to connect the Wi-Fi from Smartphone Wi-Fi Settings page, while in others could have a pop-up notification to connect as shown in the picture below.





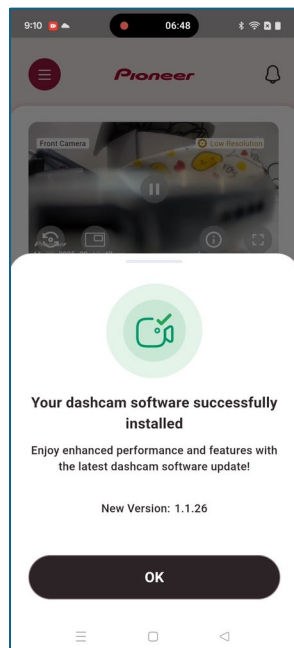
STEP 13:

The Mobile App is connected to the Dash Camera via Wi-Fi.



Checking the firmware version

After the Dash Camera is connected again with the Mobile App, you can see the Successful Download Confirmation.



The firmware update is now installed and the Dash Camera is ready to use.



If you have any difficulty following these instructions, please contact Pioneer Customer Service toll free at 1-800-421-1404, Monday through Friday, 7:30 AM – 11:30 AM and 12:30 PM – 4:00 PM (Pacific Time), excluding holidays, or online through <https://usa.pioneer/pages/contact>.

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