# REXING®
## IIIDash Cam



# USER MANUAL

# R1

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The information in this manual is subject to change without notice.

# Safety information

To prevent injury to yourself or others, or damage to your device, read all safety information before using.

# ⚠ Warning

**Failure to comply with safety warnings and regulations can result in serious injury or death.**

**Rexing Dash Cam is not intended to be touched, modified, or calibrated while operating a vehicle. Rexing is not responsible for any damages resulting from the user's misuse of the camera.**

**Do not use damaged power cords or plugs, or loose electrical sockets.** Faulty connections can cause electric shock or fire.

**Do not touch the car charger with wet hands or disconnect the charger by pulling the cord.** Doing so may result in electrocution.

**Do not use a bent or damaged car charger.** Doing so may cause electric shock or fire.

**Do not touch your device with wet hands.** Doing so may cause electric shock.

**Do not short-circuit the charger or the device.** Doing so may cause electric shock or fire, or cause the battery to malfunction or explode.

**Use only manufacturer-approved chargers, accessories, and supplies.**

- Using generic chargers may shorten the life of your device or cause the device to malfunction. They may also cause fire or cause the battery to explode.

- Use only the manufacturer-approved charger specifically designed for your device. Using an incompatible charger can cause serious personal injury or damage to your device.

- *Rexing* cannot be responsible for the user's safety when using accessories or supplies that are not approved by *Rexing*.

**Do not drop the charger or device, or subject them to impact.** Handle and dispose of the charger and device with care.

- Never crush or puncture the device.

- Never dispose of the device in a fire.

- Never place the device in or on heating devices, such as microwave ovens, stoves, or radiators. The device may explode if overheated. Follow all local regulations when disposing of a used device.

- Avoid exposing the device to high external pressure, which can lead to an internal short circuit and overheating.

**Protect the device and charger from damage.**

- Avoid exposing your device to excessive cold or heat. Extreme temperatures can damage the device and reduce the charging capacity and life of your device.

- Do not allow children or animals to bite or chew the device. Doing so can result in fire or explosion, and small parts can be a choking hazard. If children use the device, make sure they use the device properly.

- Never use a damaged charger.

**Do not handle a damaged or leaking lithium ion (Li-Ion) battery.** For safe disposal of your Li-Ion battery, contact your nearest authorized service center.

# ⚠ Caution

**Failure to comply with safety precautions and regulations can result in property damage, serious injury or death.**

**Do not use your device near other electronic devices.** Most electronic devices use radio frequency signals. Your device may interfere with other nearby electronic devices.

**Do not use your device near other devices that emit radio signals, such as sound systems or radio towers.** Radio signals from these may cause your device to malfunction.

**Do not expose the device to heavy smoke or fumes.** Doing so may damage the outside of the device or cause it to malfunction.

**If you notice strange smells or sounds coming from your device, or if you see smoke or liquid leaking from the device, stop using the device immediately and take it to a *Rexing* Service Center.** Failure to do so may result in fire or explosion.

**For your own safety, do not operate the controls of this product while driving.** The window mount is needed when using the recorder in a car. Make sure that you place the recorder in a location where it will not obstruct the driver's view.

**Always keep the camera lens clean, and ensure that the lens is not blocked by any object or placed near any reflective material.** If the car's windshield is tinted with a dark coating, recording quality may be affected.

**Do not store your device in excessively hot, cold, damp or dry locations.**
Doing so may cause the screen to malfunction, result in damage to the device, or cause the battery to explode. Your device is recommended for use within a temperature range of -10 °C to 70 °C, and a humidity range of 10% to 80%.

**If your device becomes overheated, allow it to cool down before use.**
Prolonged exposure of skin to an overheated device may cause low-temperature burn symptoms, such as red spots or areas of darker pigmentation.

**Install mobile devices and equipment with caution.**

- Ensure that any mobile devices or related equipment installed in your vehicle are securely mounted.

- Avoid placing your device and accessories in or near an airbag deployment area. Improperly installed wired equipment can cause serious injury in a situation where airbags inflate rapidly.

**Do not drop your device or subject your device to impact.** If the device is bent, deformed or damaged, malfunction may occur.

**Take care to maximum battery and charger life:**

- Your device may wear out over time. Some parts and repairs are covered by the warranty within the validity period, but damage or deterioration related to the use of unapproved accessories is not.

**Do not attempt to disassemble, repair, or modify your device.**

- Any changes or modifications to your device can void your manufacturer's warranty. If your device needs servicing, take it to an authorized *Rexing* Service Center.

**Clean your device and charger by wiping with a towel or eraser.** Do not use chemicals or detergents. Doing so can discolor or corrode the outside of the device, and may result in electric shock or fire.

**Do not distribute copyright-protected material.** Doing so without the permission of the content owners may violate copyright laws. The manufacturer is not responsible or liable for any legal issues that result from the user's illegal use of copyrighted material.

# Correct disposal of this product

(applicable in countries with separate waste collection systems)



*Waste Electrical & Electronic Equipment*

This symbol, found on the device, accessories or accompanying literature, indicates that the product and its electronic accessories (e.g. charger, headset, USB cable) should not be disposed of with other household waste.

To prevent possible harm to the environment or human health from uncontrolled waste disposal, **please separate these items from other types of waste and recycle them responsibly** to promote the sustainable reuse of material resources.

Household users should contact either the retailer where they purchased this product, or their local government office, for information on where and how they can take these items for environmentally safe recycling.

Business users should contact their supplier and check the terms and conditions of the purchase contract. This product and its electronic accessories should not be mixed with other commercial wastes for disposal.

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# About this manual

This device provides high-quality digital recording using *Rexing*'s high standards of design, construction and technological expertise. This user manual describes the device's functions and features in detail. Please read this manual before using the device to ensure safe and proper use. Note that all descriptions included here are based on the device's default settings.

- Images and screenshots may differ in appearance from the actual product. Content may differ from the final product or from software provided by service providers, and is subject to change without prior notice.

- For the latest version of this manual, refer to the *Rexing* website at *www.rexingusa.com.*

- Available features and additional services may vary by device and software.

- Applications and their functions may vary by country, region, or hardware specifications.

- *Rexing* is not liable for performance issues caused by applications from any provider other than *Rexing.*

- *Rexing* is not liable for performance issues or incompatibilities caused by failure to install the device as stated in this manual. Attempting to customize the installation may cause the device or applications to work improperly, which may result in device malfunctions and data corruption or loss. These actions are violations of your *Rexing* agreement and will void your warranty.

- Default applications that come with the device are subject to updates and possible discontinuation of support without prior notice. If you have questions about an application provided with the device, contact an authorized *Rexing* Service Center.

# Contents

# PRODUCT SPECIFICATIONS

| | |
|---|---|
| Lens | 140-degree wide-angle lens |
| CPU | 2248 |
| LCD | 4.3 inch |
| Audio | Built-in high-sensitivity microphone/speaker |
| External Memory | Class 10 or above MicroSD card (SDHC spec.) |
| Gravity Sensor | ON / OFF |
| Shutter | Electronic |
| White Balance | Auto |
| Exposure | Auto ISO |
| TV Interface | None |
| Battery | 320mAh 3.7V rechargeable lithium ion battery |
| Video Format | MOV |
| Video Resolution | 1080FHD 1920*1080 / 720p 1280*720 |
| Languages | English, Chinese, French, Spanish, Portuguese, German, Italian, Russian, Japanese |
| USB | USB 2.0 |
| Loop Recording | 3 min / 5 min / 10 min / OFF |
| Screen Saver | 15 Secs / 1 min / 3 min / OFF |
| Auto Shutdown | 3 min / 5 min / 10 min / OFF |
| Microphone Mute | ON / OFF |
| Motion Detect | ON / OFF |
| Operating Temperature | -20℃ ~ +65℃ |

# GETTING STARTED

## Device Layout

1. OK (Confirm) Button
2. Mode Button/Menu Button
3. Power ON/OFF Switch
4. Up Navigation Button
5. Down Navigation Button
6. USB Charging Port

7. Rear Camera Port
8. MicroSD Card Slot
9. GPS Module Port (Not Support)
10. Reset Button

# Buttons

| Button | Functions |
|--------|-----------|
| ⏻ | • POWER – Press and hold to turn the device on or off<br>• Press to turn screen on / off during recording |
| OK | • Press to confirm a selection while in Setting Mode<br>• Press to start / stop recording<br>• Press to take photos in Photo Mode<br>• Press to playback Mode to start/stop playing video files |
| `M | • MENU – Hold in Recording or Photo modes to enter Settings Mode<br>• Photo Modes to enter and exit Settings Mode<br>• Recording Mode Hot Key: Emergency Lock<br>(Hold to manually lock the file during recording)<br>• MODE Select – Press to toggle between Recording / Photo / Playback modes |
| ▲ | • Press to navigate UP through options in Menu / Playback functions<br>• Press to toggle between the screens of front and rear cameras in Recording / Photo modes<br>• Press and hold in Playback Mode to enable fast rewind during video playing |
| ▼ | • Press to navigate DOWN through options in Menu / Playback functions<br>• Press to toggle between Record and Mute in Recording Mode<br>• Press and hold in Playback Mode to enable fast forward during video playing |

| RESET | Press and hold for 4 seconds to reset the device in the event that it operates erratically, hangs up, or freezes. |
|-------|---------------------------------------------------------------------------------------------------------------------|

# Package Contents

Check the product box for the following items:
- Rexing R1 Dashboard Camera
- Rear Camera
- Rear Camera Extension Cable
- Operating manual
- USB cable
- Car charger
- Thank you card

The items supplied with the device and any available accessories may vary depending on the region. Appearances and specifications are subject to change without prior notice. Availability of all accessories is subject to change depending entirely on manufacturing companies.

All supplied items are designed for use only with this device and may not be compatible with other devices. Malfunctions resulting from the use of unapproved accessories are not covered by the warranty service.

For more information about available accessories, refer to the *Rexing* website at *www.rexingusa.com.*

# Installation

Video guide available at video.rexingusa.com
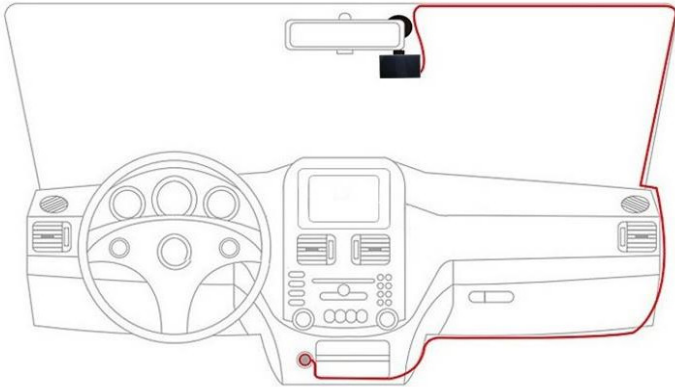


**1. Attaching the front camera to the window mount**
Fix the recorder in the position of rear view mirror and connect it to cigarette lighter via car charger.

**Note:** You can lay out the extended charging/power supply wiring along the edge of windshield. Optional rear camera is installed in the rear of the vehicle, and you need to pay attention to the direction of the installation. Wiring can be laid along the roof of a vehicle. After installation is complete, put camera plug into the recorder's rear camera port. Adjust the lens position to ensure that the lens level with the ground. Start the engine to check if the device has been installed correctly.

### 2. Mounting the rear camera

Mount the rear camera as shown below, using rear camera extension cable, connect rear camera to the main unit.
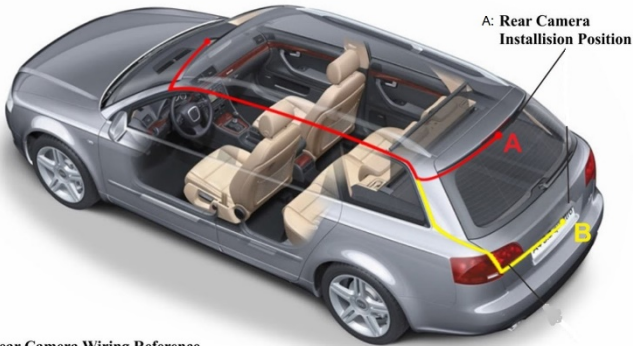


Rear Camera Wiring Reference
(as shown above)

### 3. Inserting a memory card

You will need to insert a memory card before you can begin recording. The recorder supports cards with a capacity of up to 32GB. For reliable operation, use a Class 10 high-endurance memory card with a capacity of at least 8GB.

### 4. Connecting the charger to the car's 12V DC outlet

Be sure to connect only the *Rexing*-approved charger designed and supplied specifically for use with your device. Using an incompatible charger can cause serious personal injury or damage to your device.

**5. Format the memory card**

To ensure the memory card works on the dash cam, we recommend using the dash cam to format the memory card, (please refer to Formatting the Memory Card section on Page 23).

**DO NOT** insert or remove a memory card while the device is powered on.

# Charging the battery

Charge the device by connecting the camera via the USB car charger port. Use only *Rexing*-approved chargers. **Using unapproved chargers or cables can damage the device or cause the battery to explode.**

Connect the car charger's jack to the USB charging port, and then plug the charger into the car cigarette lighter or 12V DC power outlet.

- Internal battery is mainly used to save files in emergency. Please always connect the device to external power while it is in use.

- When the device detects no power supply, it will automatically power off after 5 seconds. To turn on the device again, you will need to do so manually by pressing the ⏻ ON / OFF button.

- If the battery is completely discharged, the device will not turn on immediately when the charger is connected. Allow a depleted battery to charge for a few minutes before attempting to turn on the device.

- The device can be used while it is charging, although it may take longer to fully charge the battery.

- If the device receives an unstable power supply while charging, the screen may not function properly. If this happens, unplug the charger from the device.

- While charging, the device may heat up. This is normal and should not affect the device's performance or lifespan.

- If the device is not charging properly, take the device and the charger to an authorized *Rexing* Service Center.

**Connecting the charger improperly may cause serious damage to the device. Any damage caused by misuse is not covered by the warranty.**

# Inserting the memory card

**Note: For a 32GB memory card, you will need to replace your micro SD card after 3,000 hours of use to prevent any freezing issues or corruption of the card or videos.**

When using a high-endurance card, you will need to replace it after 12,000 hours of use to prevent any freezing issues or corruption of the card or videos.

The device accepts memory cards with a maximum capacity of 32GB. Depending on the memory card manufacturer and type, some cards may not be compatible with your device. Using an incompatible card may damage the device or the memory card, or corrupt the data stored on it.

Use caution to insert the memory card right-side up as shown in the image below.
- Insert memory card with the gold-colored contacts facing downwards.
- Push the memory card into the slot until it locks in place.

- Click sound when memory card locks in place.
- Using a coin or other tool push memory card will make it easier.

Reformatting a memory card keeps important elements of data and file structure clean, helping to prevent error messages and missing images. Reformatting also restores the memory card, which can help prevent it from becoming corrupted.

**It is recommended that you reformat a memory card after every time that images are transferred from it to a computer, or at least once a month.**

# Removing the memory card

Before removing a memory card from your computer, you must first unmount it for safe removal.

Before removing a memory card from your device:

1. Press the **OK** button to stop the device from recording
2. Press and hold the ⏻ ON/OFF button to switch off the device
3. Gently push the memory card in and let go until it unlocks

**Do not remove the memory card while the device is transferring or accessing information.** Doing so can result in data loss or corruption, or damage to the memory card or device. *Rexing* is not responsible for losses that result from the use of damaged memory cards, including the loss of data.

# Formatting the memory card

You may choose to format your memory card with either the device or a computer. To use the device for formatting a memory card:

1. Press the **OK** button to stop the device from recording
2. Hold the **MENU** button to enter System Settings
3. Press the **DOWN** button to navigate to the "Format" option
4. Press **OK** to confirm your selection
5. Press the **UP** button once
6. Press **OK** when the word OK is highlighted in blue

Before formatting a memory card, always remember to make backup copies of all important data stored on the device. The manufacturer's warranty does not cover loss of data resulting from user action.

# Turning the Device On and Off

Press and hold the ⏻ ON/OFF button for a few seconds to turn on the device. A welcome message will be displayed onscreen as shown in the image below.

**REXING**®
**||Dash Cam**

To turn off the device, again press and hold the ⏻ ON/OFF button for a few seconds. A goodbye message will be displayed onscreen as shown in the image below.

**REXING**®
**||Dash Cam**

Note: The camera will switch on and off automatically if you keep it permanently connected to the car charger. The camera will automatically start recording when power on.
\*\*\*If your car cigarette lighter provides constant power to the Dash Cam, the unit will not turn on and off with the vehicle, and will instead remain on.\*\*\*

# Basic Operation

The dash cam will automatically start recording once it's powered on. When the R1 is recording, you will see the recording time counting up in the top right corner, next to the red recording mode indicator. If you're not currently recording, there should be no time being displayed in this area.

To lock the current video clip while recording, press EMERGENCY **M** button, so that loop recording will not overwrite locked video clip. All locked video clip files can be found under \CARDV\MOVIE\RO folder within the memory card.

Press **ON/OFF** button to turn the display on/off.

# VIDEO SETTINGS

In Video Recording Mode, Press **OK** to stop recording, then hold **MENU** button once to open System Settings Menu.

## Video Quality (Resolution)

Recommended setting: 1080FHD
Use this setting to set the recording resolution.
Approximately recording time:

| Memory card size | 1080p Resolution | 720p Resolution |
|------------------|------------------|-----------------|
| 8GB              | 1.3 hour         | 2.4 hour        |
| 16GB             | 2.7 hour         | 4.8 hour        |
| 32GB             | 5.3 hour         | 10 hour         |
| 64GB             | 11 hour          | 19 hour         |
| 128GB            | 21 hour          | 39 hour         |

## Loop Recording (Video Time Length)

Recommended setting: 3 Minutes
With Loop Recording Mode enabled, the device will continuously erase older video as it records new video, keeping only the images captured over a user-selected time range. All video older than this range will be replaced with new video (Note: any locked video files on the memory card will remain protected, and will not be automatically deleted during Loop Recording).

It is recommended that you reformat a memory card after every time that images are transferred from it to a computer, or at least once a month. This keeps important elements of data and file structure clean, helping to prevent error messages and missing images.

Remember to always make backup copies of all important data stored on the device. The manufacturer's warranty does not cover loss of data resulting from user actions.

# Collision Sensitivity (G-Sensor)

Recommended setting: Low

This feature acts as an accelerometer, measuring physical and gravitational forces acting on the camera itself. In the event that such forces are detected, the device will perform an automatic file lock. (Locked video files cannot be erased during Loop Recording; they remain on the memory card until manually deleted or the card is reformatted.)

# Exposure

Recommended setting: +0.0

Adjust the camera exposure value for brighter or darker recorded video, according to your preference.

# Record Voice

After the box is checked, video is recorded with synchronized sound; not ticked, not only the video is recorded.

# Time Watermark

You have the option to display the date and time in your videos. Note that the date and time stamp cannot be removed from videos if this feature was enabled at the time of recording.

# Move Detect

Your device can be used as a remote surveillance camera with motion detection capability. When this feature is enabled, the built-in camera can detect movement in the surrounding area using an advanced motion detection algorithm. If movement is detected, the device will automatically enter Recording Mode and start recording. It will stop recording 10 seconds after the motion stops.

# Power On Record

The feature enables the camera to record the moment the device is turned on.

# Parking Monitor

After the box is checked, this feature is enabled. This feature allows you to use your device as a surveillance camera with added shake-detection functionality. If shaking is detected by the built-in g-sensor, the device automatically enters Record Mode and records for 15 seconds.

# SYSTEM SETTINGS

On Video Recording Mode, Press **OK** to stop recording then hold **MENU** button twice to open System Settings Menu.

## Photo Quality (Resolution)

Recommended setting: 5M
This option allows you to set the pixel resolution for captured images.
(Lower quality images take up less space on the memory card.)

## Date/Time Setup

Use this setting to change the device's time and date:
**UP/DOWN** – Change value
**MENU** – Move to next segment
**OK** – Save Settings
Note: If the battery remains fully discharged or is removed from the device, the time and date will be reset.

## Screen Switch

Select a time duration for the screen to stay lit after recording starts. Alternatively, you can use a hot key shortcut for this feature. During Recording Mode, press ⏻ to turn the LCD screen on or off.

## Language

Language availability may vary depending on the region.

# TV Mode

Recommended setting: NTSC
This feature will setup video output format.

# Format

Performing this operation will format memory card.
Note: any files in the memory card will be lost.

# White Balance

Recommended setting: Auto
This setting allows you to adjust the lighting balance for different environments.

# Exposure

Recommended setting: +0.0
This setting allows you to adjust the brightness level of captured images.

# Quick Review

Enabling this feature will allow you to immediately view each captured image for a few seconds before taking the next photo.

# Factory Reset

Performing this operation will reset all of your device's settings to their original values. Note: any user-customized settings will be lost.

# Version (Firmware Info)

Here you can view your device's firmware version information.

# Updating Firmware

Stay up to date with your device's latest firmware by visiting
firmware.rexingusa.com and following the steps below.

**\*Note: Not all Rexing Dash Cams have updated firmware available. If no
firmware is available for your device on firmware.rexingusa.com, you
already have the latest firmware installed.**

The following procedure will allow you to use the *Rexing* website to update
firmware for your Rexing R1 Dashboard Camera:
1. Download the firmware file to your computer
2. Unzip the file
3. Format your memory card in your computer (or unit)
4. Copy the firmware files to the root of your memory card
5. Put card into camera
6. Power camera on (make sure the camera is plugged in)
7. The camera will update automatically. The screen will stay off but the status
   light will light up; it will take 30-60 seconds
8. **IMPORTANT -** After updating, format the memory card using the format
   function, otherwise the device will keep attempting to re-install the firmware
9. Without disconnecting the power cord, hold the power button to reboot unit

# Playback Mode

You can play back recorded video on your device using the following steps:
1. Press **OK** to stop recording
2. Press **MENU** twice to switch from Recording to Playback Mode
3. Press the **UP** or **DOWN** button to navigate through the stored video files
4. Press **OK** to start playback for the selected video
5. Press **OK** again to pause playback
6. Press **MENU** to stop playback
7. **FAST FORWARD**: While video is playing, press the **DOWN** button
8. **FAST REWIND**: While video is playing, press the **UP** button

# Deleting Files

**To delete one particular file:**
1. Press the **UP** or **DOWN** button to navigate through the stored video files
2. Hold **MENU** to view options for the highlighted file
3. Press the **DOWN** button once to select "Delete"
4. Press **OK** once to delete file

**\*Note: If the selected files are protected (locked), the Delete Menu will not pop up. For the files with lock symbol on top, they are protected and can't be deleted directly. To delete them, you need to format the MicroSD card, erasing all the files.**

# PC Playback Function

**Minimum System Requirements**

Windows Media Player/QuickTime Media Player
OR any media player compatible with .MOV files

**Accessing Video Files:**
1. Insert the SD card into your computer, or plug your camera into the computer USB port and select "Mass Storage" to access the video files.
2. Connect the reader into a computer's USB port and open portable disk/DCIM. "DCIMA" folder contains the files taken by front lens and "DCIMB" folder contains the files taken by rear camera.

**\*Note: A file which its name contains "LOCA" is protected. Please exercise caution when you delete it.**

File Backup:
Remember to always make backup copies of all important data stored on the device in your computer. It is not recommended to establish folder in memory card to store data, which would reduce card space.

# General Troubleshooting

| Problem | Possible Cause | Solution |
|---------|----------------|----------|
| The captured image is not stored | Memory card may be full or malfunctioning<br><br>Image not being saved before the device is powered off | Reformat memory card or replace with a new one<br><br>Make sure to stop recording before shutting down |
| All buttons are not responding | Processing error or faulty device operation<br><br>Memory card may contain errors, or is damaged | Press the RESET button to restart the camera<br><br>Reformat memory card or replace with a new card<br><br>Press the buttons firmly, or hold them in; it will not always respond to a quick hit. |
| Menu Button Not responding | Unit may be recording | Press OK to stop recording so you can access the menu |
| Device will not turn on | Battery may be depleted | Charge the battery for 3 hours. Make sure unit is off while charging. |

| | | |
|---|---|---|
| Not holding charge | Battery may be depleted<br><br>Power cord may be defective | Charge the battery for 3 hours. Make sure unit is off while charging. Turn on the unit, unplug it. If it turns off immediately, contact customer service for assistance with a replacement. |
| Unit keep rebooting | Battery may be depleted | Charge the battery for 3 hours. Make sure unit is off while charging. |
| SD Card Won't Stay In | SD card may not be compatible<br><br>SD card may be too thin | Use your nail or a coin to push the SD Card in until it clicks<br><br>Use a different SD Card |
| SD Card Not Recognized (Custer error) | SD Card needs to be formatted. | Format SD Card<br><br>Use a different SD Card |

| | | |
|---|---|---|
| Can't find Locked files | May have saved to the RO folder<br><br>When you lock a file, it only saves the current recording. The remainder of the video may be in a separate file. | Check the SD Card RO Folder |
| Screen powers off unexpectedly | Screen Saver feature is enabled<br><br>Low battery | Disable Screen Saver feature<br><br>Charge the battery<br><br>Restore to default settings |
| Keeps Turning off | SD Card may not be compatible<br><br>Might not be getting continuous power. | Use a different SD Card<br><br>Restore to default settings<br><br>Get a replacement power cord |
| Screen Frozen | Memory card may defect | Try a new memory card |

| | | |
|---|---|---|
| Unable to record videos | Memory card may be full<br><br>If Loop Recording has been enabled, memory card may be corrupted | Check remaining space on memory card and delete files if necessary<br><br>Reformat your memory card; if issue persists, replace with a new one<br><br>Restore to Default Settings<br><br>Make sure to Press the OK button in until the |
| Stops Recording after 20-40 minutes | Loop Recording off | Turn Loop Recording on |
| Stops Recording at random intervals | SD Card is not Compatible | Use a different SD Card<br><br>Restore default settings |
| Not Looping | G sensor may be too high<br><br>SD Card full | Put G sensor on lowest setting<br><br>Format SD Card |

| | | |
|---|---|---|
| SD Card is full | Need more space on SD Card | Make sure G-sensor is on lowest setting

Clear some locked files

Format SD Card |
| Stops Recording after 1-3 looped files | SD Card may not be compatible | Restore to default settings

Use a different SD Card

Replace power cord |
| "File error" is encountered when trying to play back pictures or video | Memory card may be corrupted with bad sectors | Reformat the memory card. |
| Hazy images | Lens may be dirty | Carefully clean dust or fingerprints from the lens with a microfiber cloth |

| | | |
|---|---|---|
| Horizontal stripes appear on images | The Light Frequency setting is incorrect | Change light frequency setting to match the power supply used in your country or geographical location: US users should select the 60Hz option; SG/MY users should select the 50hz option |
| Auto On/Off Not working | Car charging port has continuous flow of power. | This feature can only work if it is being used in a charging port that turns off with the vehicle. |
| Losing/resetting date | Need to update Firmware. | Update firmware<br><br>Turn off "Update time of GPS" |
| GPS not Connecting | GPS logger may be too close to the unit, causing interference with the signal. | Update Firmware<br><br>Make sure GPS Logger is 5" from unit to not cause interference. |