

REXING

Dash Cam



V1LG

User Manual

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

www.rexingusa.com

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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 use your device while it is charging or 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 batteries, 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.

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PRODUCT SPECIFICATIONS

Image Sensor	5MP CMOS
Lens	Fixed-focus with full-glass elements
Aperture	F = 2.8
CPU	Novatek
LCD	2.7 inch, TFT
Audio	Built-in high-sensitivity microphone/speaker
External Memory	Class 10 or higher Micro SD card (up to 256GB)
Gravity Sensor	Low / Medium / High / OFF
Shutter	Electronic
White Balance	Auto
Exposure	Auto ISO
TV Interface	None
Battery	450 mAh 3.7V rechargeable lithium ion battery
Video Format	MOV
Video Resolution (Front)	1920x1080P30, 1280x720P30, 848x480P30, 640x480P30
Video Resolution (Rear)	720P, VGA
Languages	English, Chinese, French, Spanish, Portuguese, German, Italian, Russian, Japanese
Loop Recording	1 min / 3 min / 5 min / OFF
Screen Saver	1 min / 3 min / OFF
Auto Shutdown	3 min / 5 min / 10 min / OFF
Microphone Mute	ON / OFF
GPS Model	U-blox 7

GETTING STARTED









Device Layout

1. Menu Button
2. Mode Button
3. Toggle front/rear camera view
4. OK (Confirm) Button/ Record Button














5. Up Navigation Button
6. Down Navigation Button
7. Emergency lock button
8. MicroSD Card Slot
9. Rear camera port
10. Mini USB port
11. Reset Button
12. 12V Charging port
13. Lens Angle Adjuster
14. Indicator



Buttons

Button	Functions
	<ul style="list-style-type: none"> Press to turn on and off screen Hold to turn the device on or off
	<ul style="list-style-type: none"> Press to confirm a selection while in Setting Mode Click to start or stop recording
	<ul style="list-style-type: none"> MENU – Press to enter and exit Settings Mode
	<ul style="list-style-type: none"> Press to navigate UP through options in Settings Mode
	<ul style="list-style-type: none"> Press to navigate DOWN through options in Settings Mode
	<ul style="list-style-type: none"> MODE Select – Press to toggle between Recording / Photo / Playback modes
	<ul style="list-style-type: none"> Press to switch between front/rear/picture in picture
RESET	<ul style="list-style-type: none"> Press and hold for 4 seconds to reset the device in the event that it is malfunctioning.
	<ul style="list-style-type: none"> Emergency button: Press once to lock video Hold to mute
Indicator	<ul style="list-style-type: none"> Blinking Red – Recording

Status Icons

Icon	Meaning
	Video Resolution
	Blinking – Recording
	Wide Dynamic Range
	Charging
	Battery Power Level
	Microphone Mute
	Microphone On
	Video Recording Mode
	Video Playback Mode
	Photo Mode
	Memory Card Inserted
	GPS Signal (Blue-GPS OK, Gray-Acquiring GPS)
	Current video file locked

Package Contents

- V1LG Dashboard Camera
- HD Rear Camera
- Rear Camera cable (20ft)
- Operating manual
- Mounting holder for camera (adhesive-mount type)
- Car charger
- Thank you card

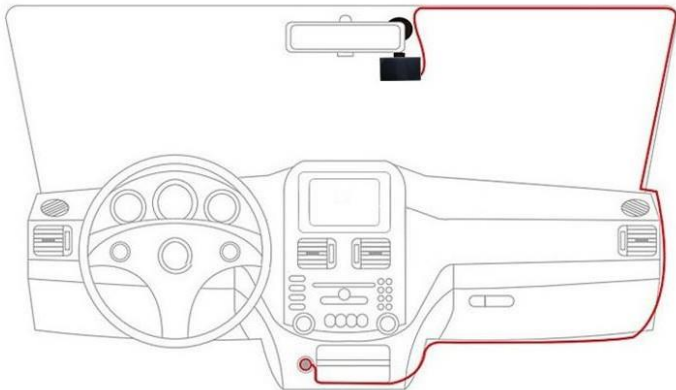
The items supplied with the device and any available accessories may vary depending on the region. Appearances and specifications are subject to change without prior notice. Availability of all accessories is subject to change depending entirely on manufacturing companies.

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: video.rexingusa.com



1. Attaching the front camera to the window mount

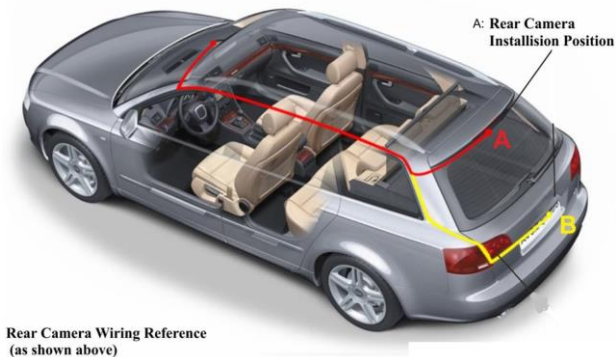
Before the device can be used in a car, it is essential to first install a properly attached window mount. Make sure that you place the recorder in a safe, appropriate location where it will not obstruct the driver's view.

Clean windshield before applying the mount, do not attach camera for at least 20 minutes.

2. Mounting the rear camera

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

The switch on rear camera can switch between regular/mirrored image.



3. Inserting a memory card

You will need to insert a memory card before you can begin recording. The recorder supports Micro SD cards with a capacity of up to 256GB. For reliable operation, use a Class 10 memory card with a capacity of at least 8GB.

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

Press the button on the charger, make sure the power LED is ON. 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.

Rexing V1LG can **ONLY** powered by 12V Charging port. You can **NOT** charge unit via USB port.

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 25).

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 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 charging port, and then plug the charger into the car cigarette lighter or 12V DC power outlet. Press the button on the charger, make sure the power LED is ON.

- Battery is mainly used to save files in emergency. Please always connect Rexing V1LG to external power while it is in use.
- When 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.
- Rexing V1LG can ONLY powered by 12V Charging port. You can NOT charge unit via USB port.

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

The V1LG accepts Micro SD memory cards (class 10 or higher) with a maximum capacity of 256GB. 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.

Please visit www.rexingusa.com/memory-card to view recommended cards.

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.

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.


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.



Removing the memory card

Before removing a memory card from your device, you must first prepare the device for a safe removal.

Before removing a memory card from your device:

1. Press and hold the  ON/OFF button to switch off the device
2. Gently push the memory card in and let go until it unlocks

Do not remove the memory card while the device is Powered ON. 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. Press the **MENU** button twice 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 **YES** 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 actions.

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.

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.






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.



Note: The V1LG Dashboard Camera will switch on and off automatically if you keep it permanently connected to the car charger.

If your car cigarette lighter provides constant power to the Dash Cam, the unit will not turn on and off with the vehicle

Basic Operation

- Rexing Dash cam will automatically start recording once power on, the indicator and the red dot icon  on screen should be flashing while recording.
- During recording, press EMERGENCY  button to lock current video clip, so the loop recording will not overwrite locked video clip. All locked video clip files can be found under \CARD\MOVIE\RO folder in memory card.
- Press POWER  button to turn screen on/off.

VIDEO SETTINGS

On Video Recording Mode, Press OK to stop recording then press MENU button once open Video Settings Menu.

Resolution

Recommend setting: 1080FHD

Use this menu to set the recording resolution.

Rear-View Camera

Recommend setting: 720P

Use this menu to set the rear recording resolution

Loop Recording

Recommend 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.)

WDR (Wide Dynamic Range)

Recommend setting: On

When enabled, this feature automatically adjusts exposure settings to improve recording quality in particularly bright or dim environments, providing balanced lighting and clearer recorded video.

EV

Recommend setting: +0.0

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

Recording Audio

You may choose to record audio with video, or turn off the microphone so that all recorded videos will be muted.

Alternatively, you can use a hot key shortcut for this feature. During Recording Mode, press the **OK** button to mute / unmute the microphone for video recording.

Date Stamp

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.

G-sensor

Recommend 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.) We recommend that you use the "Low" setting for this feature.

Time-lapse Record

Recommend setting: Off

Time-lapse photography is a technique whereby the frequency at which film frames are captured (the frame rate) is much lower than that used to view the sequence. When played at normal speed, time appears to be moving faster and thus lapsing.

SYSTEM SETTINGS

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

Date/ Time Setup

Use this menu 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.

Auto Power Off

Recommend setting: Off

When enabled, this option allows the device to shut down automatically if Recording Mode is not engaged.

Beep Sound

Recommend setting: On

This setting allows you to turn the device's button sound effect on or off.

Language

Use the following procedure to change the device's time and date. Language availability may vary depending on the region.

Frequency

Recommend setting: U.S. - 60Hz

This option should be set according to the power supply specification used in your country or geographical region (U.S. users should select the "60Hz" option).

Screen Saver

Recommend setting: 15 Seconds

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 **POWER** button to turn the LCD screen on or off.

Format

Performing this operation will format memory card.

Note: any files in the memory card will be lost.

Default Setting

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

Delayed shutdown

Recommend setting: 10 econds

Select a time duration for the unit turn off after power lost.

Car No.

Enable this feature to enter your vehicle plate number for video recording. The plate number will stamp in the video.

UP/Down – Change value

OK – Move to next segment

MENU – Save Settings

DST

Enable/Disable Daylight Saving Time.

GPS

Recommend setting: MI/H

Select GPS speed unit.

Update time of GPS

This feature need GPS Logger connected, select a time zone to enable automatic update time of GPS.

Version

Device firmware version information.

PHOTO SETTINGS

On Photo Mode, press MENU button once open System Settings Menu.

Capture Mode

Recommend setting: Single

With this feature you can set a timer for automatically capturing images.

Resolution

Recommend setting: 5M

This option allows you to set the pixel resolution for captured images.

Sequence Mode

Recommend setting: Off

This feature allows you to capture a sequence of 3 quick photos with one button press.

Quality

Recommend setting: Normal

This option allows you to set the quality level of captured images.
(Lower quality images take up less space on the memory card.)

Sharpness

Recommend setting: Normal

This feature will automatically enhance captured images for a clearer, more distinct picture.

White Balance

Recommend setting: Auto

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

Color

Recommend setting: Auto

This feature allows you to choose a color effect for captured images.

ISO

Recommend setting: Auto

This setting enable you to adjust the camera's sensitivity to light when taking photos. The higher the number, the greater the light sensitivity.

EV

Recommend setting: +0.0

This setting allows you to adjust the brightness level of captured images.

Anti-Shaking

Recommend setting: Off

This feature enables the image stabilizer function to reduce blurring of captured images.

Date Stamp

Recommend setting: Date/Time

This feature will automatically apply a date and/or time stamp to captured images.

PC GPS Playback Function

GPS Player Instructions

"GPS Player Software" is designed to play recorded videos along with displaying GPS data and driving routes on a computer.

Minimum System Requirements:

Monitor Resolution: 1280*720

OS: Windows 7 / 8 (32bit / 64bit)

Software Installation

1. Locate your dash cam at support.rexingusa.com to access the GPS Playback software.
2. Download the zip folder containing the software installer.
3. Unzip the folder to access the installer file contained within.
4. Open the installer and follow the instructions to install the GPS Playback software to your computer.
5. Once installed, you may launch the application.

Accessing Video Files

Insert the SD card into your computer to access the video files.

Playback

Double click the "GPS Player" application icon. Drag and drop a MOV file into the player to watch. You can use this player to play recorded videos and to show a map with the recorded driving routes.

Windows OS Users: if your computer does not have video codec installed, you may not be able to play MOV files on your computer. Run the "MOV Player

Operating your V1LG Dashboard Camera Playback Function

Plugin "XP.exe" file from the CD ROM to install a MOV video codec. Depend on your OS security setting, you may need to right click software icon and "Run As Administrator".

The Software Main Screen



- A. Menu
- B. Video player
- C. Longitude and latitude
- D. Speedometer
- E. Playlist
- F. Google Map

Playback Mode (Video)

You can play back recorded video on your device using the following steps:

1. Press **OK** to stop recording
2. Press **MODE** twice to switch from Recording to Playback Mode
3. Press **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 **MODE** to stop playback
7. **FAST FORWARD**: While video is playing, press the **UP** button one or more times to set fast playback speed (2X / 4X / 8X)
8. **FAST REWIND**: While video is playing, press the **DOWN** button one or more times to set reverse playback speed (-2X / -4X / -8X)

Playback Mode (Photo)

Follow these steps to view captured images as a continuous slide show:

1. Press **MODE** twice to enter Photo View Mode
2. Press the **UP** or **DOWN** button to navigate through the stored image files
3. Press **MENU** to view options for the selected file: Delete/Protect/Slide Show
4. Press the **DOWN** button to select "Slide Show"
5. Press **OK** to view time options for each slide: 2Sec/5Sec/8Sec
6. Press **UP** or **DOWN** to make your selection
7. Press **OK** to confirm your entry and start the slide show
8. Press **MENU** to stop the slide show

Deleting Files

To delete one particular file:

1. Press the **UP** or **DOWN** button to navigate through the stored video files
2. Press **MENU** to view options for the highlighted file: Delete/Protect/Slide Show
3. Press the **DOWN** button once to select "Delete"
4. Press **OK** once to view options for "Current MOV" file or "ALL" files. Select "Current MOV"
5. Press **OK** twice to delete file

To delete all files:

1. Press on **UP** or **DOWN** button to navigate through the video files
2. Press **OK** to enter "Video"
3. Press **MENU** to view options for this file: Delete/Protect/Slide Show
4. Press the **DOWN** button once to select "Delete"
5. Press **OK** once to view delete options for "Current MOV" file or "ALL" files. Select "ALL" and press **OK**
6. Press **OK** again to delete all files

Updating Firmware

The following procedure will allow you to use the **Rexing** website to update firmware for your V1LG Dashboard Camera. This is necessary for enabling all available features on your device.

1. Go to firmware.rexingusa.com download the firmware file to your computer
2. Unzip the file
3. Format your memory card in your computer (or unit)
4. Copy the FW96655A.bin file 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 or it will flash every time
9. Do not disconnect power cord, hold power button to reboot unit

General Troubleshooting

Problem	Possible Cause	Solution
The captured image is not stored	Memory card may be full or malfunctioning Image not being saved before the device is powered off	Reformat memory card or replace with a new one Make sure to stop recording before shutting down
All buttons are not responding	Processing error or faulty device operation Memory card may contain errors, or is damaged	Press the RESET button to restart the camera Reformat memory card or replace with a new card 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.

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Not holding charge	Battery may be depleted 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.
SD Card Won't Stay In	SD card may not be compatible SD card may be too thin	Use your nail or a coin to push the SD Card in until it clicks Use a different SD Card
SD Card Not Recognized (Custer error)	SD Card needs to be formatted.	Format SD Card Use a different SD Card
Can't find Locked files	May have saved to the Read Only folder 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 Low battery	Disable Screen Saver feature Charge the battery Restore to default settings

Keeps Turning off	SD Card may not be compatible Might not be getting continuous power.	Use a different SD Card Restore to default settings Get a replacement power cord
Unable to record videos	Memory card may be full If Loop Recording has been enabled, memory card may be corrupted	Check remaining space on memory card and delete files if necessary Reformat your memory card; if issue persists, replace with a new one Restore to Default Settings Make sure to hold the OK button in until the red light is blinking
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 Restore default settings
Not Looping	G sensor may be too high SD Card full	Put G sensor on lowest setting 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

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Stops Recording after 1-3 looped files	SD Card may not be compatible	Restore to default settings Use a different SD Card
"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