TROUBLE SHOOTING (CONTD.)

PROBLEM	SOLUTION
Video has no sound.	Ensure that “Audio Recording” setting is turned ON within the Setup menu of the Dash Cam.
I have turned on 'Parking Mode' and now can't stop the recording.	The Dash Cam will start a recording whenever motion is detected. To turn off Parking Mode firstly shutdown the Dash Cam and remove the SD card, this will avoid recording being activated accidentally. Switch the Dash Cam On and connect to your mobile device using the Cam Viewer APP. Within the Dash Cam Setup Menu, turn off the 'Parking Mode'.
When I get in to my car, the Dash Cam is already recording and the file is protected.	This is normal. Parking Mode has been switched on and the Dash Cam has sensed vibration and has started to record correctly. Parking mode can be turned off within the Setup, Video menu if required.
The time on my Dash Cam is wrong and when I adjust the time manually, it keeps changing.	The Dash Cam sets the time based upon the country which has been selected and also whether Daylight Savings time is currently in force. Please verify the Country setting within the Cam Viewer APP Setup menu is correct. The Time Zone can be set manually, if the Dash Cam is to be used outside the listed countries.
Downloading files from www.nextbase.com using Google Chrome results in a Malicious Software message.	This is not a cause for concern, simply go to the settings within Google Chrome and turn off the malicious software protection temporarily to download and install the playback software. Reinstate previous Google Chrome settings thereafter.
My Mobile Device will not connect to my Dash Cam.	Please ensure that you have turned the Dash Cam Wi-Fi Mode on by pressing the Wi-Fi button until it starts to flash. When Wi-Fi Mode is turned on the Blue Wi-Fi button will either flash when waiting for a connection, or be solid blue once connected to your mobile device.
The NEXTBASE Cam Viewer app will not open.	Please uninstall the NEXTBASE Cam Viewer app and re-download again from your devices App Store.
When I open the NEXTBASE Cam Viewer App I get a message saying 'Please Check Device'.	Ensure that the Dash Cam is in Wi-Fi Mode and that your mobile device has connected to the Dash Cam Wi-Fi network.
When I try to play back a file from my Dash Cam I get a message saying 'Buffering' or a spinning circle, but the video does not load.	Please restart your mobile device and reconnect to the Dash Cam Wi-Fi network, then re-open the Cam Viewer App.

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PROBLEM	SOLUTION
I have forgotten my password for the Wi-Fi connection.	The password is a primary measure to ensure the privacy of your recordings and to prevent misuse of the Dash Cam. If the password has been changed from default and then forgotten, then the Dash Cam will need to have new firmware installed to reset the password (and all other settings) back to the defaults. Visit www.nextbase.co.uk for product firmware and instructions upon how to perform the update.
Unresolved issues.	Reset the Dash Cam to the Default Settings within the Setup Menu and try again. Should the problem persist call the helpline (02920) 866429 or email: support@nextbase.com

NOTES

NEXTBASE

www.nextbase.com

RoHS

Caution:

This device complies with Part 15 of the FCC rules and Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications or change to this equipment. Such modifications or change could void the user's authority to operate the equipment.
This radio transmitter (identify the device by certification number or model number if Category II) has been approved by Industry Canada to operate with the antenna types listed below with the maximum permissible gain indicated. Antenna types not included in this list, having a gain greater than the maximum gain indicated for that type, are strictly prohibited for use with this device.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:
-- Reorient or relocate the receiving antenna.
-- Increase the separation between the equipment and receiver.
-- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
-- Consult the dealer or an experienced radio/TV technician for help.

The device has been evaluated to meet general RF exposure requirement.

To maintain compliance with FCC's RF exposure guidelines, this equipment should be installed and operated with a minimum distance of 20cm between the radiator and your body.