3 Time
This setting allows you to set the Time manually, if required during initial setup.

Note:
- The time will be overwritten when there is a subsequent satellite connection.

4 Date
This setting allows you to set the Date manually, if required during initial setup.

Note:
- The date will be overwritten when there is a subsequent satellite connection.

5 Time Zone
The Time and Date are automatically set from the satellite signal, but can be adjusted dependent upon your Time Zone or whether Daylight Savings Time is operational.

6 Country
Select your current Country, this will then automatically adjust the Time Zone / DST setting to your Time Zone, i.e. if France is selected the Time Zone will become GMT +1.

If your required Country is not available, select 'Other'. This will take you to the 'Time Zone' menu, from there you can manually select your Time Zone.

Options: United Kingdom, Belgium, Denmark, Finland, France, Germany, Italy, Netherlands, Norway, Poland, Spain, Sweden and Other
Default Setting: United Kingdom

7 Speed Units
Select whether to record and display speed in KMH or MPH.

Options: MPH and KMH
Default Setting: MPH

8 Sounds
Turn Off / On the device sounds, these will cancel the notification Sounds and also the Startup & Shutdown chimes.

Options: On and Off
Default Setting: On

9 Announcements
Turn Off / On the spoken announcements, these are heard when there is no SD card inserted or the SD card has an error and needs to be formatted using the Dash Cam.

Options: On and Off
Default Setting: On

Note:
- Announcements are currently only available in English.

10 Language
Select preferred language for the spoken announcements.

Options: English, Danish, German, Spanish, French, Italian, Dutch, Norwegian, Finnish and Swedish
Default Setting: English

11 Enable Wi-Fi on Startup
Once enabled the Dash Cam's Wi-Fi will turn on automatically when the Dash Cam starts up.

The Dash Cam's Wi-Fi will be seen as an Access Point (hotspot) by your mobile device, depending on the settings within your device it may automatically connect to the Dash Cam. This may leave you without a cellular connection.

Options: On and Off
Default Setting: Off

Note:
- Depending on your mobile device a Cellular connection may not be available during Wi-Fi connection to the Dash Cam, hence the recommended setting is off.

12 System Info
View system information such as Dash Cam Model, Firmware Version, and SD card details here.

13 Default Settings
Reset the Dash Cam to the default settings.

PC Connection

The dash cam has two available modes when connecting to a computer, these are:

Mass Storage Mode (Windows and Mac)
This mode is used to view, edit and share recordings using NEXTBASE Replay 3 playback software on your computer.

Note:
- Mass Storage mode is 'read-only', this means that content on the SD card can only be read, not updated or erased.

Update Mode (Windows and Mac)
This is used to Update the firmware on your Dash Cam, using NEXTBASE Replay 3.

Please see details within the NEXTBASE Replay 3 Playback software for more information.

Note:
- Update mode is 'read+write', this means that content on the SD card can be updated and erased. This in turn lets NEXTBASE Replay 3 write the new firmware to the SD card, allowing the automatic update to take place.

Connecting the Dash Cam to your Computer
The USB socket is located on the left had side of the Dash Cam, underneath the removable side cover. The side cover may or may not be screwed down, depending on how you have chosen to setup the Dash Cam.

Once the side cover has been removed, connect the supplied USB cable to the Dash Cam and then to your computer.
Do NOT connect the USB cable to the Powered Mount.

Once connected the Dash Cam will power on and automatically enter Mass Storage mode, this can be identified by the Protect Button flashing red.

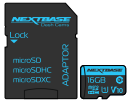
To connect the Dash Cam in Update mode, press and hold the Protect button during connection. of the USB cable. Release the button once the Wi-Fi button flashes blue.

Note:
- ALWAYS turn off the Dash Cam before disconnecting from your computer.

Nextbase™ SD Cards

For best results, we recommend using our Nextbase™ branded SD cards with your Dash Cam, available to purchase online from nextbase.com, or your nearest retailer.

16GB



Approx 2 hours footage.

32GB

Approx 4 hours footage.

64GB

Approx 8 hours footage.

128GB

Approx 16 hours footage.

When using your Dash Cam with a Rear Facing Camera, a U3 or higher SD Card is required.
We recommend formatting your SD Card every 2 weeks to ensure that there is enough space to record and store new footage. When formatting, protected files WILL be deleted. If you wish to keep these protected files, you must back then up externally, most commonly by saving files to a desktop computer, or another secure storage point.
To clear your SD card, go to the '*Format SD Card*' function in your Dash Cam's Setup settings Menu and follow the instructions on screen.

Which SD Card shoulld I use in a Dash Cam?

Nextbase have designed an SD card specifically to fulfil the needs of our Dash Cams. We work directly with the factory to ensure consistency of the SD card quality. Nextbase have spent years testing, trialling and developing SD cards to optimise their performance with our Dash Cams.

Due to the differences in technology an SD card that works with a mobile phone or computer won't necessarily work well with a Dash Cam. The main differences and selling points between all SD cards are the storage size (16GB, 32GB, 64GB, etc.) and the READ speed. READ speed isn't too important when it comes to Dash Cams, as a Dash Cam WRITES data to the SD card when recording. The ability to maintain a high WRITE speed consistently is what Nextbase SD cards are designed to do better than any other SD card. Any drop/fluctuation in WRITE speed within the SD card causes the Dash Cam footage to buffer and in some cases will stop the recording entirely. Years of research and design allows our SD card controller and Firmware on the SD card to achieve the requirements of our Dash Cams, where other SD cards cannot.

A large requirement our Dash Cams place on the SD card is the ability to re-WRITE over the oldest footage when the SD card memory becomes full. This means the Dash Cam is always Loop recording - when the Dash Cam is on it is always recording. From our experience most non-Nextbase SD cards struggle to do this as effectively as our SD cards, this has caused footage to be missing and footage fail to record in the first place.

Best practise is still to Format the SD card occasionally – for a heavy user this would be every two weeks, for a light user this would be once a month.

Q&A

Q) "Why should I buy a Nextbase branded SD card? Can't I just use any card?"
A) Our cameras have different requirements to other recording devices; this is because they need to keep recording when the SD card is full whilst overwriting the oldest unprotected files at the same time.

Q) "Why are Nextbase SD cards more expensive than other brands SD cards?"
A) Years of research and development have led to the creation of an SD card that has superior capabilities to ensure it works with a Dash Cam, where other SD cards don't have such capabilities. Dash Cams have greater technological requirements from an SD card than a mobile phone or computer, for example, thus the larger price tag.

Q) "Do non-Nextbase SD cards work at all?"
A) A card that is not made for this purpose may appear to work perfectly in the beginning, although failure tends to happen after prolonged use, this could be days, weeks, or months. In a worst-case scenario, you may only discover recording failure after your SD card fails to record a serious incident, therefore using a suitable card is imperative.

Q) I have a rear camera module as well as the Dash Cam, which SD card do I need?
A) If you are using a Rear Camera Module and a Dash Cam you need to ensure that a U3 SD card is used inside the camera. It is important to note that our 32GB U3 microSD Card will record approximately 4 hours of HD footage before the Dash Cam overwrites the oldest recordings, or 2 hours is using a Rear Camera Module. The 64GB U3 microSD Card will record approximately 8 hours of HD footage before the Dash Cam overwrites the oldest recordings, or 4 hours is using a Rear Camera Module. The 128GB U3 microSD Card will record approximately 16 hours of HD footage before the Dash Cam overwrites the oldest recordings, or 8 hours is using a Rear Camera Module.

Q) "What errors may I encounter using a faulty or incompatible SD card?"
A) You may experience any of the following:

- SD error messages
- Recording failure
- Automatic recording failure
- Frozen screen
- Gaps between recordings
- Corrupted or unplayable files
- Failure to startup and shutdown
- Inoperable buttons

If you experience any of the faults listed above, we strongly recommend that you replace your SD card with a Nextbase one.

All our dashcams are tested using Nextbase branded SD cards, therefore we cannot attest to the compatibility of other manufactures products. For best results we always recommend using Nextbase branded cards.

Trouble Shooting

Problem	Solution
The Mount will not stay in place.	Ensure that the red protective cover (plastic film) has been removed from the mount pad. Make sure that the glass is smooth and clean. Press the mount firmly to the glass ensuring that there is 100% contact with the glass. This can easily be seen from outside the windscreen, as contact area of the pad turns a darker colour. If the mount pad has lost it's sticky qualities, change the pad for the spare item contained within the box.
I cannot insert the MicroSD card.	MicroSD cards are very small and require delicate use. Align the card with the diagram shown upon the Dash Cam and insert the card until you feel a slight spring resistance. You now need to push the card, using your finger nail until you hear and feel a small click. Release pressure and the card will stay retained within the Dash Cam. If you are having difficulty, use the edge of a small coin.
I cannot remove the MicroSD card.	With the card installed, using your fingernail, you now need to push the card further inwards slightly, until you hear and feel a small click. If you are having difficulty, use the edge of a small coin. Release pressure and the MicroSD card will spring out far enough for you to take a hold of it.
I can only record a few minutes of video on my MicroSD card.	Replace the Class 10 type MicroSD card with a new quality branded card. Max 128GB. Ensure to format the new SD card from within the Dash Cam.
I cannot save files to the memory card when the Dash Cam is connected to my computer under 'Access Files'.	Correct, the Dash Cam is a 'read-only' device. It is not recommenced to save files from other sources to the same memory that you will use for recording within the Dash Cam, as these may have a negative effect on the performance of the Dash Cam.
No power to my Dash Cam but it works upon my computer.	The cigarette power cable is not working. Inspect the fuse in the Car Power Cable plug. Replacement fuse = 2A 32mm type. If the fuse is found to be blown, inspect the power cable for damage which may have caused the fuse to blow.
My Dash Cam shuts down by itself after a while.	Either the battery has gone flat, there is no power to the Dash Cam and the Auto Power Off has been triggered, or Parking Mode has been turned on and no vehicle movement has been detected for 5 minutes.
The Battery will not charge.	Ensure that the 380 Battery Pack is in fact installed ! The battery pack is an accessory available separately. Ensure the Dash Cam is connected to a reliable power source and that the supplied Car Power Cable is being used, with the Power LED lit. The charging LED is blue and indicates whether the battery is being supplied with power, in order to charge.
The battery only lasts 30 seconds.	The battery will only receive charge when the Dash Cam is connected to power, please reconnect the car adaptor or domestic USB charger and leave the Dash Cam to charge. Charging takes approximately 90 minutes and a full charge is indicated when the BLUE (charging) LED goes out.
The battery on ly lasts 15 minutes.	This is normal, the battery is primarily for use with Parking Mode on a switched live power supply and NOT intended as an alternative power source to replace the supplied car adaptor.
I get the announcement "Card Error. Please format SD card".	The SD card has been formatted in another device and the Cluster Size is not compatible. There may also be an error on the card. Use the Setup option within the APP to re-format the SD card from in the Dash Cam. Ensure that the SD card is a Class10 type SD card of 8-128GB.
The SD Card in my Dash Cam cannot be read.	Use a good quality branded SD card between 8GB and 128GB Class 10 and format the card from within the Setup Menu of the APP.
I can't delete files on my SD card within the Dash Cam.	Check to see if these files are 'protected', if so please follow instructions to 'un-protect' the files within the APP.
Mass Storage function does not work	The Mass storage function will work on both Windows and Mac. Restart the PC, as this may be required for the necessary driver to be loaded correctly. Disconnect and reconnect the Dash Cam. Contact NEXTBASE for the required driver.
Video Files cannot be played	The video files from the Dash Cam are in .MOV format and may not be compatible with your PC if suitable playback software is not installed. Install the Nextbase Replay 3 playback software which is freely available from www.nextbase.co.uk
Video Image is blurred.	Remove the protective lens cover and check that the Dash Cam field of view does NOT include any painted section of the windscreen. Clean the lens, clean the windscreen!

Problem	Solution
Video File playback is jumpy.	Reformat the SD card to remove non-contiguous files. For best recording use a quality branded Class 10 SD card of 8 to 128GB recommended size. PC may not be sufficient for the playback task, try a different PC. Copy the recorded video files onto the PC / Mac for playback directly rather than use the Dash Cam as a card reader. Reduce the resolution of the recording within the Dash Cam and record some new files to test if this is the problem.
The sound is not synchronised with video during playback.	The Codecs upon your PC may not be compatible or the latest standard. Download the latest Codecs from: www.nextbase.co.uk
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.co.uk 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.
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.
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 e-mail: support@nextbase.com

CE Mark Information (Conformité Europénne)

The CE (Conformité Européenne) mark is a symbol (below) printed on products to indicates it's conformity with health, safety, and environmental protection standards for products sold within Europe. It is used on many products across many industries (for example, SD cards) as a mark of compliance with European standards.

In recent years, many variations of this mark have appeared in the market. While similar, the mark above is the *only* variant that is associated with, and declares compliance with European standards. Other marks, like the ones below, do not guarantee that the product it is attached to or is compliant with European standards for sale in the European Economic Area (EEA).

The main difference between a legitimate CE mark and a misused CE mark is the spacing of the letters. The letters, C and E, tend to be formed identically, however the spacing between them is what separates the real from the false. The images below show how the letters should be spaced. There will never be additional markings such as a border or circle used on a legitimate CE Mark.

CE Mark

False CE Mark
(too close)

False CE Mark
(too far)

As products without the correct CE marking are not guaranteed to comply with European Health and Safety standards, those products are potentially less reliable and could pose a safety risk.
Be aware of the CE marking when purchasing electrical products.
The descriptions above of false CE markings are not comprehensive; be aware that new variations may appear on the market.

Software License Agreement

By using the device, you agree to be bound by the terms and conditions of the following software licence agreement.

Nextbase™ grants to you for the period for which you possess the relevant device a non-exclusive, non-transferrable (save in circumstances where you sell or transfer the relevant device to another person – please see below for more details) a limited license to use the software embedded in this device (the "Software") in binary executable form in the normal operation of the product together with any documentation and material (whether printed or on-line) made available by Nextbase™ in respect of the Software (the "Documentation"). Title, ownership rights, and intellectual property rights in and to the Software and the Documentation remain in Nextbase™ and/or its third-party providers.

You acknowledge that the Software and the documentation is the property of Nextbase™ and/or its third-party providers and is protected throughout the world by intellectual property rights laws and treaties, including the United States of America and international copyright treaties.

You further acknowledge that the structure, organization, and code of the Software, for which source code is not provided, are valuable trade secrets of Nextbase™ and/or its third-party providers and that the Software in source code form remains a valuable trade secret of Nextbase™ and/or its third-party providers. You agree not to decompile, disassemble, modify, reverse assemble, reverse engineer, or reduce to human readable form the Software or any part thereof or create any derivative works based on the Software or the Documentation.

You agree not to copy, rent, lease, sub-license, loan, translate, merge, adapt, vary, alter or modify, the whole or any part of the Software or Documentation nor permit the Software or any part of it to be combined with, or become incorporated in, any other programs

You agree not to export or re-export the Software or Documentation to any country in violation of the export control laws of the United States of America or the export control laws of any other applicable country.

If you use MyNextbase Connect™ or MyNextbase Player™, you must comply with the applicable terms of use and acceptable use policies, which can be found at www.Nextbase.com.

Warranty

Limited Warranty

This limited warranty gives you specific legal rights, and you may have other legal rights, which vary from state to state (or by country or province). Nextbase™ does not exclude, limit or suspend other legal rights you may have under the laws of your state (or country or province). For a full understanding of your rights you should consult the laws of your state, country or province.

Nextbase™ Liability extends to the cost of the Dash Cam alone. Any recordings which have not taken place or recoverable from the SD card for whatever reason are not covered by the product warranty. No liability for costs incurred due to corrupt, missing, erased video recordings will be accepted. No claims for additional costs outside the cost of the Dash Cam itself will be accepted.

Nextbase™ products are warranted to be free from defects in materials or workmanship for one year from the date of purchase, with batteries warranted to be free from defects in materials or workmanship for six months from the date of purchase. Within this period, Nextbase™ will, at its sole option, repair or replace any components that fail in normal use. Such repairs or replacement will be made at no charge to the customer for parts or labour, provided that the customer shall be responsible for any transportation cost. This Limited Warranty does not apply to: (i) cosmetic damage, such as scratches, nicks and dents; (ii) consumable parts, such as batteries, unless product damage has occurred due to a defect in materials or workmanship; (iii) damage caused by accident, abuse, misuse, water, flood, fire, or other acts of nature or external causes; (iv) damage caused by service performed by anyone who is not an authorised service provider of Nextbase™; (v) damage to a product that has been modified or altered without the written permission of Nextbase™, or (vi) damage to a product that has been connected to power and/or data cables that are not supplied by Nextbase™, or (vii) damage to a product that has been connected to 12Vdc directly, having cut off the Cigarette Lighter plug which contains the 12/24Vdc to 5Vdc adaptor. In addition, Nextbase™ reserves the light to refuse warranty claims against products or services that are obtained and/or used in contravention of the laws of any country.

To the maximum extent permitted by applicable law, the warranties and remedies contained in this limited warranty are exclusive and in lieu of, and Nextbase™ expressly disclaims, all other warranties and remedies, whether express, implied, statutory, or otherwise, including without limitation any implied warranty of merchantability or fitness for a particular purpose, statutory remedy or otherwise. This limited warranty gives you specific legal rights, and you may have other legal rights, which vary from state to state and from country to country. If implied warranties cannot be disclaimed under the laws of your state or country, then such warranties are limited in duration to the duration of this limited warranty. Some states (and countries and provinces) do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

In no event shall Nextbase™ be liable in a claim for breach of warranty for any incidental, special, indirect or consequential damages, whether resulting from the use, misuse or inability to use this product or from defects in the product. Some states (and countries and provinces) do not allow the exclusion of incidental or consequential damages, so the above limitations may not apply to you.

If during the warranty period you submit a claim for warranty service in accordance with this Limited Warranty, then Nextbase™ will, at its option: (i) repair the device using new parts or previously used parts that satisfy Nextbase™'s quality standards, (ii) replace the device with a new device or a refurbished device that meets Nextbase™'s quality standards. Such remedy shall be your sole and

Warranty (cont.)

exclusive remedy for any breach of warranty. Repaired or replaced devices have a 30 day warranty. If the unit sent in is still under its original warranty, then the new warranty is 30 days or to the end of the original 1 year warranty, whichever is longer.

Before seeking warranty service, please access and review the online help resources available on www.nextbase.com. If your device is still not functioning properly after making use of these resources, contact a Nextbase™ Authorised service facility in the original country of purchase or follow the instructions on support at www.nextbase.com to obtain warranty service.

If you seek warranty service outside of the original country of purchase, Nextbase™ cannot guarantee that the parts and products needed to repair or replace your product will be available due to differences in product offerings and applicable standards, laws and regulations. In that case, Nextbase™ may, in its sole discretion and subject to applicable laws, repair or replace your product with comparable Nextbase™ products and parts, or require you to ship your product to a Nextbase™ Authorised service facility in the country of original purchase or to a Nextbase™ Authorised service facility in another country that can service your product, in which case you will be responsible for complying with all applicable import and export laws and regulations and for paying all custom duties, V.A.T., shipping fees and other associated taxes and charges. In some cases, Nextbase™ and its dealers may be unable to service your product in a country outside of the original country of purchase or return a repaired or replaced product to you in that country due to applicable standards, laws or regulations in that country.

Online Auction Purchases of Non-New Goods

Products purchased through online auctions are not eligible for Nextbase™ warranty coverage. Online auction confirmations are not accepted for warranty verification. To obtain warranty service, an original or copy of the sales receipt from the original retailer is required. Nextbase™ will not replace missing components from any package purchased through an online auction.

International Purchases

A separate warranty may be provided by international distributors for devices purchased outside the United Kingdom depending on the country. If applicable, this warranty is provided by the local in-country distributor and this distributor provides local service for your device. Distributor warranties are only valid in the area of intended distribution.

NEXTBASE
Dash Cams

www.nextbase.com

NBDVR380GWXRCB-IM-ENG-R4