Problem	Solution
Video Image is blurred.	Remove the protective lens cover, clean the lens, make sure the windshield is clean and clear of grease, dirt, and debris. Ensure that the Polarising Filter has been set properly if you have one attached.
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.
Video Files cannot be played on my computer.	The video files from the Dash Cam are in .MP4 format and may not be compatible with your PC if suitable playback software is not installed.
Video File playback is jumpy.	Remove the SD card and format to remove non-contiguous files. For best recording use a branded class 10 type (48MB/s), U3, or UHS type 1 micro 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, as the USB system on your PC may be too slow for HD video playback.
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.com.
Video has no sound.	Ensure that 'Audio' setting is turned ON within the Video Menu.
Photograph is blurred.	Make sure the Dash Cam is still while taking the photo. The Dash Cam has a minimum focal range of around 2 meters. objects closer than this are likely to become blurred,
I can only record a few minutes of video on my MicroSD card.	Change the recording size (Video Length function) to a smaller size. Increase the size of the MicroSD card. Max 128GB. In the Setup Menu, ensure that Recording History is set to Maximum. Minimum limits the total number of recordings on your Dash Cam to 4.
Access Files does not work.	The Access Files 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. Be aware that you cannot transfer files to the Dash Cam in 'Access Files'. Files can be transferred to the SD Card using an SD Card reader.
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.
The sucker will not stay in place upon my windshield.	Ensure that the protective cover (plastic film) has been removed from the suction pad. Moisten the sucker slightly before affixing upon the windshield. Ensure that the locking lever is fully closed. Make sure that the glass is smooth and clean. Do not stick to glass that has any non-smooth effect or paint whatsoever. Affix to the glass firmly and then close the locking lever fully.
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 period has been triggered or Parking Mode has been turned on and no vehicle movement has been detected for 5 minutes.
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.
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'.

Frequently Asked Questions (page 2)

Problem	Solution
The screen blanks after a few minutes upon my Dash Cam.	The screen saver is set to ON. Change settings to OFF if required. Default setting is OFF.
I get the message: “Cluster size wrong. Please format SD card” on screen.	The SD card has been formatted in another device and the Cluster size is not compatible. Use the Setup Menu to format the SD card from within the SD card.
The battery will not charge.	Ensure the Dash Cam is connected to a reliable power source and that the supplied Car Power Cable is being used, with the blue LED lit.
The battery only lasts 30 seconds.	The battery will only receive charge when the Dash Cam is connected to a power source. Charging takes approximately 2 hours and a full charge is indicated when the blue LED on the Dash Cam goes out. To charge, take the camera indoors and charge it for 2 hours; once fully charged, check to see if the problem persists. If it persists, the car power supply may be causing the issue.
The battery only lasts 10 - 15 minutes.	This is normal, the battery design allows the 'Auto Power Off' feature to function in event of power loss within the vehicle. It is not intended as an alternative power source to replace the supplied car adaptor.
I get the message “SD Card Error” on screen.	The SD card has become unusable by the Dash Cam. Back up useful files to your PC and then Format your SD card from within the Dash Cam setup menu.
I get the message “Card Full” on screen.	The SD card has become full as there are too many protected files which cannot be deleted to allow for further recording to take place. Transfer useful files to your PC and delete unnecessary files, or Format the SD card from within the Dash Cam setup menu.
When connected to a TV/monitor via HDMI cable, there is no image on the TV/monitor.	The Dash Cam is not compatible with all TVs and monitors. Ensure that all connections are correctly attached.
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 within the Setup Menu, turn off the 'Parking Mode'.
When I press the Menu button nothing happens.	This is normal during recording. Stop the recording before pressing the MENU button. If recording re-starts before you can press MENU, then see the Parking Mode section above.
Downloading files from www.nextbase.com using Google Chrome results in a Malicious Software message.	This is not a cause for concern, as this message will appear whenever new software is downloaded from the internet. 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 afterwards.
There’s no PC Connection Screen when connected to my computer.	Try multiple USB ports and an alternative mini USB cable (if possible). Please ensure it is inserted into the USB port on the Dash Cam and not into the mount.
My Camera feels warm when it is operating.	It is normal for the camera to feel warm during typical use, especially when it’s recording high definition video or communicating via Wi-Fi.
Alexa is not working on my Dash Cam.	Ensure that you have both the Alexa App and the MyNextbase Connect app installed. We recommend signing into Alexa through the MyNextbase Connect home screen to ensure that the apps are successfully paired. Ensure that the volume is turned up on your paired smartphone.
Unresolved Issues	Reset the Dash Cam to the default settings within the Setup Menu and try again. Should the problem persist call the UK helpline (02920) 866429 or call your local support centre, found at www.nextbase.com Alternatively email: support@nextbase.com

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.

More Nextbase™ Products

Dash Cams

Eyes on the Road

Nextbase™ offers a wide range of Dash Cams to best suit your driving needs.

122

222

322 GW

422 GW

522 GW

Rear View Cameras

Ready for the Drive

The new Rear Facing Camera, Cabin View Camera, and Rear Window Camera offer views of the road behind as well as ahead, protecting you from all angles.

Accessories

Ready for the Drive

Everything you might need for video storage, Dash Cam protection, and more.

For more details on our full range of Dash Cams and Accessories, download the Nextbase™ Accessories Manual, available from www.nextbase.com

Nextbase™ Services and Software

MyNextbase.com Cloud™

Access your footage anywhere in the world using the free online web portal (internet connection required)

MyNextbase Connect™

The new Nextbase App to transfer, view, and edit footage on your smart-phone or tablet.

MyNextbase Player™

View, edit, and share your footage on your computer with the new easy to use free PC/Mac software.

Dash Cam Services Compatibility

	MyNextbase Cloud™	MyNextbase Connect™	MyNextbase Player™
122	✓	✗	✗
222	✓	✗	✓
322 GW	✓	✓	✓
422 GW	✓	✓	✓
522 GW	✓	✓	✓

	122	222	322GW	422GW	522GW
Main Resolution	720p @ 30fps	1080p @ 30fps	1080p @ 60fps	1440p @ 30 fps	1440p @ 30 fps
Screen	2” LED HD IPS	2.5” LED HD IPS	2.5” LED HD IPS Touch	2.5” LED HD IPS Touch	3” LED HD IPS Touch
Viewing Angle	120°	140°	140°	140°	140°
GPS	No	No	10x GPS	10x GPS	10x GPS
Wi-Fi	No	No	QuickLink Wi-Fi	QuickLink Wi-Fi	QuickLink Wi-Fi
Bluetooth	No	No	4.2	4.2	4.2
Polarising Filter	Compatible	Compatible	Compatible	Compatible	Yes
Alexa	No	No	No	Alexa built-in	Alexa built-in
Parking Mode	Intelligent	Intelligent	Intelligent	Intelligent	Intelligent
Nextbase™ Emergency Response	No	No	Yes	Yes	Yes
Nextbase™ Module Cam Compatible (Rear Cam, Rear Facing Cam)	No	No	Yes - Front 1080p Rear 720p	Yes - Front 1440p/1080p Rear 720p/1080p	Yes - Front 1440p/1080p Rear 720p/1080p
Nextbase Cloud™ Storage	Yes	Yes	Yes	Yes	Yes
MyNextbase Player™	No	Yes	Yes	Yes	Yes
MyNextbase Connect™	No	No	Yes	Yes	Yes

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Dash Cams

www.nextbase.com

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