

Settings In the app



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These Settings can be changed in the app.

Format SD Card

Clear the SD card of all files. Ensure you back up any files you want to keep before formatting the SD card.

Default Settings

Reset the Dash Cam to default settings.

Emergency SOS

Set up Emergency SOS in the App.

In the event that leaves you unable to call for help, the Dash Cam will register a serious incident and tell the App to call the emergency services to your location.

This call to the emergency services can be canceled using the app if you find that you do not need emergency attention.

Voice Control

Toggle voice commands On/Off.

With it turned on you can start and stop recording and protect files.

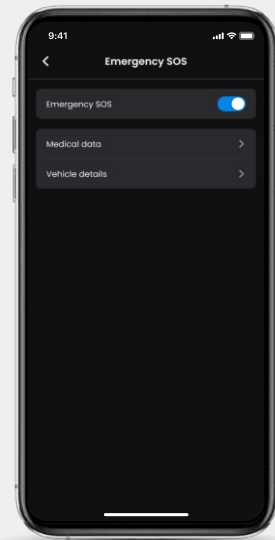
The full list of commands can be found on the Voice Control page in the app.



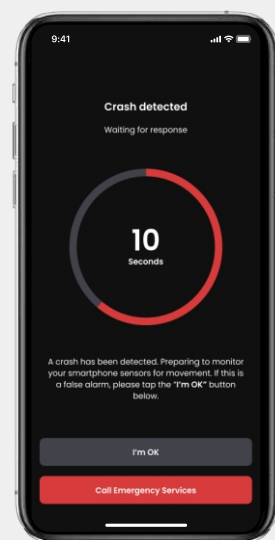
Emergency sos Feature

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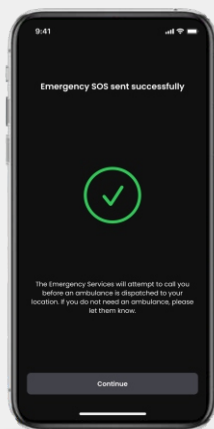
- 1 Ensure Emergency SOS is enabled, and you have entered your medical and vehicle information.



- 2 Crash detected: countdown begins

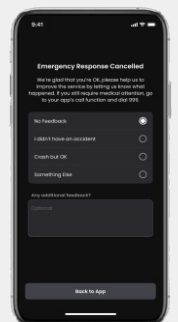


- 3 You are unable to cancel. Emergency Services contacted.

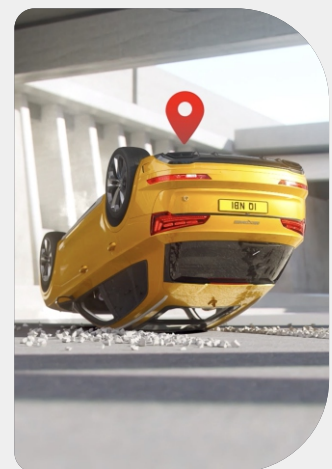


Or

Cancel
You manually cancel ESOS. No further action, return to app.



- 4 Emergency Services are called to your location to assist.



When the countdown is cancelled your Pico and app will return to normal usage mode.



Witness mode LITE Feature

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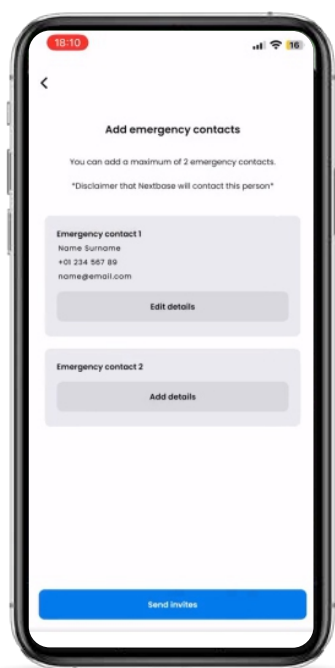
In the event of a dangerous or stressful situation, Witness Mode Lite will allow you to notify an emergency contact. Once set up in the app, activate Witness Mode with the voice command:

“Hey Nexy, turn on Witness Mode”

After activating Witness Mode Lite, recorded video files for the next 15 minutes will be protected, and marked as Witness Mode files on the SD Card and in your app video library.

If your mobile device is connected to your Pigo, a notification will be sent to your emergency contact to alert them that you’ve activated Witness Mode and may need assistance. Input your Witness Mode Lite emergency contact info using the App, to access Witness Mode Lite.

Witness Mode recording can be stopped by saying “Hey Nexy, stop Witness Mode”.



If your mobile device is not connected to Pigo when Witness Mode is activated, your emergency contact will not be notified.

When you reconnect, you will receive a notification alerting you to new Witness Mode files.



Guardian mode LITE Feature

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Set up Guardian Mode Lite in the App.

Set alerts for speed or location, where you or an emergency contact can be notified if your Pigo exhibits unusual activity.

You can set up and manage your emergency contacts as well as change Guardian Mode parameters in the App.

Set up maximum speed alerts to be notified if the maximum speed is exceeded.

Set up location alerts to be notified if your Pigo deviates from a pre-defined area.

If you are not with your vehicle when your Guardian Mode parameters are broken, you will be notified of new Guardian Mode videos when you next connect to your Pigo.



LEDs

Actions and colours

The ring light on your Piqo shows different colours and behaviours to display its functions. Use this guide if you are unsure what the lights mean.



	Solid	Pulse	Flash	Fade In	Fade Out
BLUE	Power On, NOT Recording	Bluetooth Pairing	Bluetooth Pairing Failed	Power On	Power Off
RED		Normal Loop Recording	Recording Protected File		
RED / BLUE			ESOS Active		
RED / WHITE			ESOS Error		
YELLOW		Firmware Installing	Clearing SD Card		
WHITE		Voice Command Recognised			
ORANGE	No SD Card Detected		SD Card Error		
GREEN	Connected to Computer	Wi-Fi Connected			
PURPLE		Witness Mode Active			



Video Image is blurred

Clean the lens, make sure the windshield is clean and clear of grease, dirt, and debris.

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 or a small coin until you feel a small click. The card will stay retained within the Dash Cam.

I cannot remove the MicroSD card

With the card installed, use your fingernail to push the card in until you 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 hold it.

Video has no sound

Ensure that 'Audio' setting is turned ON within the Video Menu.

Video Files cannot be played on my computer

Dash Cam video files are in Mp4 format and may not be compatible with your PC if suitable playback software is not installed.

Can't delete files on Dash Cam's SD card

Check to see if these files are 'protected'. If so please follow instructions to 'un-protect'.



Video File playback is jumpy

Format the SD card and try recording again. For best recording use a Nextbase branded SD card up to 256GB. 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 App for playback.

I can only record a few minutes of video on my MicroSD card

Change the recording resolution to a smaller size. Increase the size of the MicroSD card. Max 512GB. In the Setup Menu, ensure that Limited History is set to Maximum. Minimum limits the total number of recordings on your Dash Cam to 4.

Downloading files from nextbase.com using Google Chrome results in a Malicious Software message.

This message will appear whenever new software is downloaded from the internet. Go to the settings in Google Chrome to turn off the malicious software protection to download and install playback software. Reinstate previous Google Chrome settings afterwards.

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.



No power to my Piqo but it works on my computer

The power cable is not working and should be replaced.

My Piqo does not connect to my computer using the provided power cable

The power cable does not support data transfer. Use a USB C cable that supports data transfer, as the provided cable is only intended for use in your vehicle

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.

Unresolved Issues

Reset the Dash Cam to the default settings within the Setup Menu and try again. Should the problem persist call your local support centre, found at www.nextbase.com or email: support@nextbase.com



Dash Cam

Also known as a dashboard camera, a Dash Cam is a video recording device mounted on the windshield of a vehicle to capture video footage. Piqo includes a front facing camera.

Mount

The mount is the part that adheres directly to the windscreen (or rear window for a Rear Camera). The Mount attaches to the Camera body. The Piqo can be removed from the mount by sliding the Piqo away from the mount.

Loop Recording

The Dash Cam records continuously by overwriting older footage when the storage capacity is full. Loop recording ensures that the camera always has the latest footage available.

Emergency SOS

When Emergency SOS is set up, in the event of an incident that leaves you unable to call for help, Emergency SOS will contact emergency services to your location to assess the situation and assist where necessary. Emergency SOS can be set up using the App.



MicroSD Card

Piqo uses a microSD card for storage. The card's capacity determines how much footage can be stored before looping begins. It's important to use Nextbase-branded, high-quality, high-capacity cards that are compatible with your Piqo. It is important that this SD Card is not removed during recording, or forced into the slot, as this could damage the SD Card or the SD Card reader in the Piqo.

Resolution

Refers to the clarity and sharpness of the video footage recorded by your Dash Cam. The higher the resolution, the more detail in the video, and the larger the file size.

Field of View

Describes the angle of the area captured by the Dash Cam. It is usually measured in degrees and determines the width of the recorded footage.

G-Sensor

A built-in sensor that detects sudden changes in motion or impact. If Parking Mode is turned On, an event will be recorded if the G-Sensor levels pass a predetermined threshold. G-Sensor data is also recorded along with video feeds.



LED

Light Emitting Diode; Pigo has LEDs to signify different functions and processes by displaying various colours through the light ring.

Event Recording

Your Pigo has built-in G-sensors which detect sudden movements or impacts. When an event like a collision or sudden braking is detected, Pigo will automatically save the footage surrounding the event and mark it as an important file to be reviewed.

Pro Install Cable

A Pro Install Cable allows you to connect Pigo directly to your vehicle's fusebox allowing you to free up the 12V socket in your vehicle. Connecting to your vehicle's permanent live and enabling parking mode allows Pigo to record footage even when the car is off. An installation guide is included with the Pro Install Cable, once purchased.

App

Download the latest Nextbase App for more features. When connected, you can instantly view the videos on your Dash Cam through the app, as well as edit and share clips.

Live View

Live View is an App feature which allows you to view the camera feed in real time, handy when setting up the Dash Cam, to make sure the view is clear.



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.

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 right 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 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.

Product Compliance Information

Product Wireless Information
2.4G Wi-Fi (EIRP Max 9.95dBm)

ACMA RCM Notice to Users in Australia & New Zealand

Having had regard to documents submitted, our Authorised Agent (Global Approvals ACN/ARBN 25 497 357 455) is satisfied that the in-vehicle accessory product NBPC01/NBPIC02 complies with the requirements of the relevant ACMA Standards made under the Radiocommunications Act 1992 and the Telecommunications Act 1997. The full compliance declaration, including the details of the applicable standards and documents submitted can be found on our website at <https://www.nextbase.com/certifications>

CE

Hereby, Portable Multimedia Limited declares that the radio equipment type 380GWX Dash Cam is in compliance with Directive 2014/53/EU. The full text of the EU declaration of conformity is available at the following internet address: <https://www.nextbase.com/certifications/>

UKCA

Hereby, Portable Multimedia Limited declares that the radio equipment type 380GWX Dash Cam is in compliance with UK Regulation SI. 2017 No. 1206. The full text of the UKCA declarations of conformity are available at the following internet address: <https://www.nextbase.com/certifications/>

RF Exposure Information (MPE)

This device meets the EU requirements and the International Commission on Non-ionising Radiation Protection (ICNIRP) on the limitation of exposure of the general public to electromagnetic fields by way of health protection. To comply with the RF exposure requirements, this equipment must be operated in a minimum of 20 cm separation distance to the user.

RF Exposure Statement FCC

This equipment complies with the FCC RF radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20cm between the radiator and any part of your body.

FCC Statement:

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) the device may not cause harmful interference, and
- (2) the device must accept any interference received, including interference that may cause undesired operation.

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 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 the receiver.
- Connect the equipment to 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.
- This appliance and its antenna must not be located or operated in conjunction with any other antenna or transmitter.
- A minimum separation distance of 20cm must be maintained between the antenna and the person for the appliance to satisfy the RF exposure requirements.

FCC Caution

This product does not contain any user serviceable parts. Repairs should only be made by an authorised Nextbase™ service centre. Unauthorized repairs or modifications could result in permanent damage to the equipment, and void your warranty and your authority to operate this device under Part 15 regulations.

FCC Identifier andISED Certification Number

The device meets the FCC Radio Frequency Emission Guidelines and is certified with the FCC. Information about this product is on file with the FCC and can be found by inputting the Product's FCC ID (available on the product gift box and as an e-label accessible as per the information given above) into the FCC ID Search form available at: <https://www.fcc.gov/oet/ea/fccid>

The party responsible for FCC compliance is:

Portable Multimedia Limited, 230 Blackfriars Road, London, England, SE1 8NW

To contact Nextbase about the device's FCC equipment authorization, please write us at the address shown above or contact us using the following address: compliance@nextbase.co.uk

IC Warning

This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions:

- (1) this device may not cause interference, and
- (2) this device must not accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'industrie Canada applicable aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:

- (1) l'appareil ne doit pas produire de brouillage, et
- (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

This device has been evaluated to meet general RF exposure requirement. To maintain compliance with RSS-102 - Radio Frequency (RF) Exposure guidelines, this equipment should be installed and operated with a minimum distance of 20cm between the radiator and your body.

Le dispositif a été évalué à répondre général d'exposition exigence. Pour maintenir la conformité avec les directives d'exposition du RSS-102 - Radio Fréquence (RF). Ce matériel doit être installé et exploité à une distance minimale de 20cm entre le radiateur et votre corps.

IC: 28201-NBPIC01 & IC: 28201-NBPIC02



Declaration of Conformity



Declaration Number 20210416-380GWX-007

The manufacturer

Portable Multimedia Limited trading as Nextbase

Address

Nextbase, Floor 6, 230 Blackfriars Road, London, SE1 8NW

EU Authorised Representative

AR-Experts, PO Box 5047, 3620 AA Breukelen, The Netherlands

Declares under sole responsibility that the radio equipment:

Product Name:

380GWX Dash Cam

Model Number

NBDVR380GWX, FE NBDVR380GWX, NBDVR380GWX WHT, FE-NBDVR380GWX WHT, VYDVR380GWX, FE-VYDVR380GWX, NBDVR381GWX, FE NBDVR381GWX, NBDVR382GWX, FE NBDVR382GWX, NBDVR380GWXRCB, FE NBDVR380GWXRCB, 380GWX-VM

Is in conformity with the relevant Union Regulations:

2014/53/EU
(Radio Equipment Directive)

2011/65/EU + 2015/863
(RoHS Directive)

The following relevant harmonised standards and/or relevant standards / regulations have been applied:

EN 62368-1: 2014+A11:2017
EN 62311:2008
EN 50665:2017
EN 55032:2015
EN 55035:2017
EN 301 489-1 V2.2.3 (2019-11)
EN 301 489-3 V2.1.1 (2019-03)
EN 301 489-19 V3.2.4 (2020-09)
EN 300 328 V2.2.2 (2019-07)
EN 303 413 V1.1.1 (2017-06)
IEC 62321

The conformity assessment procedure as referenced in Article 17 and detailed in Annex II of the Radio Equipment Directive has been applied for assessment against Articles; 3.1a, 3.1b and 3.2. This product complies with the requirements above and carries the CE mark accordingly.

The ESA fulfils the requirements of UNECE R10, in particular the limits defined in paragraphs 6.5, 6.6, 6.7, 6.8, 6.9.



Mr. Keelan O'Connor, Quality & Compliance Manager

Portable Multimedia Limited,
Caerphilly, Wales,
6th November 2023

NB-QMS-0050, Issue 1, Apr 2021

UK
CA

Declaration of Conformity

UK
CA



Declaration Number UK20211014-380GWX-003

The manufacturer

Portable Multimedia Limited trading as Nextbase

Nextbase, Floor 6, 230 Blackfriars Road, London, SE1 8NW

Declares under sole responsibility that the product:

Product Name:

380GWX Dash Cam

Model Number

NBDVR380GWX, FE NBDVR380GWX, NBDVR380GWX WHT, FE-NBDVR380GWX WHT, VYDVR380GWX, FE-VYDVR380GWX, NBDVR381GWX, FE NBDVR381GWX, NBDVR382GWX, FE NBDVR382GWX, NBDVR380GWXRCB, FE NBDVR380GWXRCB, 380GWX-VM, PW6A3-00120, PW6A3-00012, PW6A3-00220, PW6A3-00022, PW6A3-00013, PW6A3-00023

Is in conformity with the relevant Union Regulations:

S.I. 2017 No. 1206 (Radio)

S.I. 2016 No. 1091 (EMC)

S.I. 2012 No. 3032 (RoHS)

S.I. 2013 No. 3032 (WEEE)

S.I. 2020 no. 1577(REACH)

The following relevant harmonised standards have been applied:

EN 301 489-1 V2.2.3 (2019-11)
EN 301 489-3 V2.1.1 (2019-03)
EN 301 489-19 V3.2.4 (2020-09)
EN 300 328 V2.2.2 (2019-07)
EN 303 413 V1.1.1 (2017-06)
EN 62368-1: 2014+A11:2017
EN 62311:2008
EN 50665:2017
EN 55032:2015
EN 55035:2017
IEC 62321-1, -2, -3, -4, -5, -6, -7, -8, -9

The conformity assessment procedure as referenced in Part 2 of The Radio Equipment Regulations 2017 has been applied for assessment against Articles; 6.1a, 6.1b and 6.2.

This product complies with the requirements above and carries the UKCA mark accordingly.

The ESA fulfils the requirements of UNECE R10, in particular the limits defined in paragraphs 6.5, 6.6, 6.7, 6.8, 6.9.



Mr Keelan O'Connor, Quality & Compliance Manager

Portable Multimedia Limited,
Caerphilly, Wales,
2nd September 2021

NB-QMS-0050, Issue 1, Apr 2021

Dash Cams

More from Nextbase

	Max Resolution	GPS	Wi-Fi	Bluetooth	4G	Voice Control	ESOS	Rear Cam Compatible	Cabin Cam Compatible	App Compatible	Integrated Screen
122	720p										●
222	1080p										●
222G	1080p	●									●
222X	1080p							●			●
322GW	1080p	●	●	●			●	●		●	●
422GW	1440p	●	●	●			●	●		●	●
522GW	1440p	●	●	●			●	●		●	●
622GW	4k	●	●	●			●	●		●	●
iQ	4k	●	●	●	●	●	●	●	●	●	
Piqo 1K	1080p	●	●	●		●	●	●		●	
Piqo 2K	1440p	●	●	●		●	●	●		●	
380GW	1080p	●	●	●						●	
380GWX	1080p	●	●	●				●		●	
385GW	1440p	●	●	●		●	●			●	
385GWX	1440p	●	●	●		●	●	●		●	

For full specifications of all our cameras visit nextbase.co.uk/dash-cams

