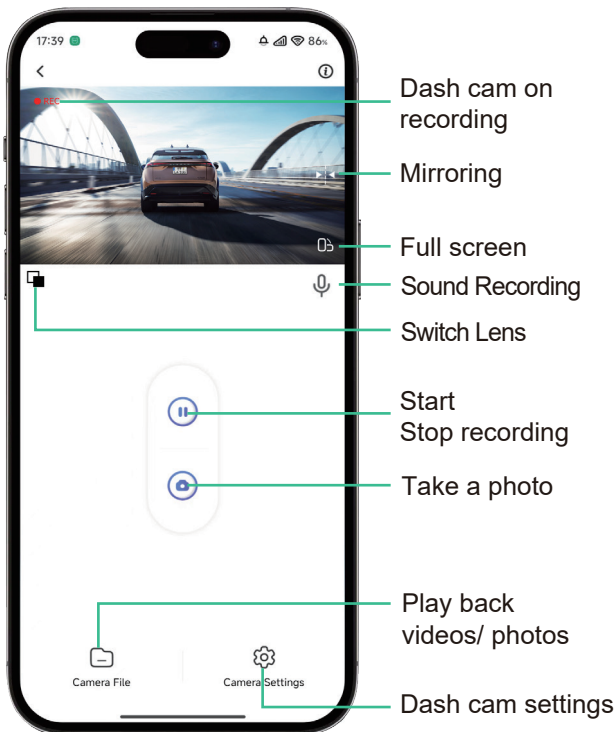
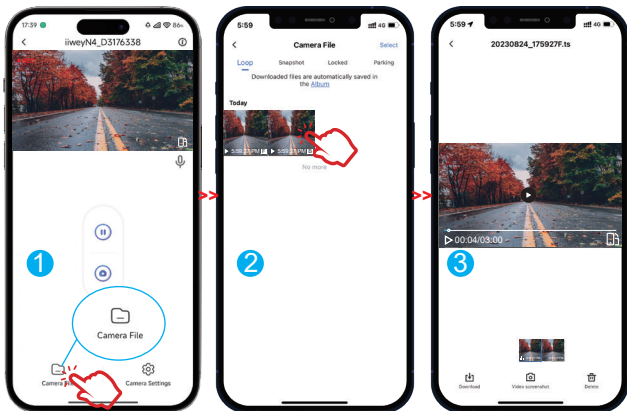


4 APP USING



5 PLAYBACK & DOWNLOAD



- 1 Click camera file to enter the file folder >> 2
- 2 Click video to preview video or photos >> 3
Click **select** to download/delete the selected files
Loop --- front and rear camera videos
Snapshot --- Photos that you have taken
Locked --- Emergency locked videos (at page 22)
Parking --- Videos recorded while parking
Album --- Local album for storing downloaded videos
- 3 Preview (Playback) the video, you can also download or delete the single video



TROUBLESHOOTING

Camera does not turn ON.

1. Use a USB-C cable and your smartphone's USB charger, then plug it into your home's 110V wall outlet.
2. When you plug it on, the dash cam should turn ON. If not, then Press & Hold 5 seconds the Power button to see if it turns on? If it still not turn ON, then remove the memory card.
3. Keep the camera plugged in. Now use the included retrieve card pin to press the RESET Button (Located at the bottom) . Now the camera should turn ON. If it still not Turn ON, then please CONTACT US.

Error/Message 'Card full' 'Please format sd card'

If there are too much LOCKED videos to fill up the memory card, the dash cam will stop recording and ask you to format the memory card. This is because that LOCKED video cannot be overwritten by the Loop Recording function. To solve this problem, please format SD card (see how to format, please go to page 15), IF you don't want this message warn again, please turn off "Collision Sensing", **but this will cause your important evidence will not be locked, we do not recommend you do this.** If you want to format the memory card less frequently, please set the Collision Sensing to "low"

Dash Cam keeps turn ON and OFF frequently.

Format card by going into the system settings (The main function page)>format>OK.

If still cannot be solved, please format the memory card on the dash cam. (Refer to page: 15).

If still cannot be solved, please change a new memory card to use.

This issue is always caused by the dash cam cannot recognize the memory card. The dash cam still not work well after you try the methods above, please CONTACT US.

Why can't my phone access the Internet after I connected the dash cam to my mobile app?

N5 dash cam has built-in WiFi, but it is not a network that really needs to consume data, nor is it a mobile hotspot. After connecting, it can only be used to view real-time videos and download videos, but it cannot access the Internet. Currently, all dash cam WiFi on the market have the same working principle. In normal use, the recorder will work normally even if it is not connected to WiFi. We recommend connecting to WiFi only when you need to download videos to your phone.

Camera get HOT.

It is normal for your camera to run slightly hot. Especially the card slot and the Alloy Camera Back. Please don't touch these two place after the camera running a long time, You should wait minutes then to operate the camera. The Standard Operating temperature of IIWEY-N5 camera: -4°F - 167°F (-18°C - 75°C)

The high temperature we tested in the laboratory is 80 degrees Celsius, but this is an extreme temperature, and our recommended operating temperature is below 70 degrees Celsius.

Camera Freezing/Lagging or Crashing.

Guys please TRUST US on this.

If your camera Freezing/Lagging or Crashing does not record video after some seconds etc. while operating: then it is the MEMORY CARD ISSUE. Either you are using the WRONG, FAKE or BAD Memory card. If you are using our original Memory card, please CONTACT US, we can send you a brand new memory card, of course we will test it before sending to you and make sure it is compatible. But if you have purchased your memory card from eBay or any third party seller online then it is most likely a fake one, even though it looks exactly real. Please

trust US. We have sold thousands of IIWEY Dash Cams and they don't lag, we stand by our product and we do extensive testing. Some customers simply thinks the camera is bad or not stable, but that NOT the case here. It's the memory card issue. Please CONTACT US and we are dedicated in resolving this for you ASAP and make sure you don't have any loss.

My oldest video files are missing

Your IIWEY-N5 dash cam has Loop Cycle Recording. When it is set to either 1,3,5-mins,it will delete the oldest files and record the newer files over and over when the memory card is full.

To test again: Set the date and time correctly, then FORMAT the memory card, then do the continuous recording test again and check if all videos are present.

Camera showing 'Memory Error' or 'Please insert Micro SD Card' even though memory card is already installed into the camera.

1. Please make sure the memory card is at least Class 10, U3 and purchased from trusted vendor such as Walmart, target, best buy, Ship & Sold by Amazon" etc.(There are many fake cards out there Online, remember if it's cheap. Its fake.)
2. Go to camera's system settings (The Main Function page) and FORMAT your memory card. (make sure to

backup your videos first before formatting the memory card). After formatting the memory card, please press and hold the power button to turn the camera off. Now unplug the power cable and re-plug the power cable, the dash cam should power on automatically and start recording.

3. If you still getting the same error message, please format the memory card on dash cam(see page 15)

4. If your problem still not solved, please CONTACT US.

My date/time is not staying the same even I set the data time

Please charge the dash cam for about 10 minutes and try again.

If the dash cam still not saving the date/time, please contact us at support@iiwey.com

Can't connect to WIFI or disconnect frequently.

1) Please confirm your phone setting is correct - when the mobile phone is connected to a WLAN that cannot connect to the Internet (because the dash cam WI-FI cannot connect to internet), please confirm that it will not automatically switch to another network.

2) Close the mobile data before connect to the WIFI.

3) Choose 'connect' if your phone prompt the WLAN

cannot connect to internet.

4) If you still can't connect to the WIFI, please reset the dash cam or update the firmware (Please contact us through email or online support to get the firmware).

My iPhone 15/15 Pro cannot connect to the App.

Every time you connect the dash cam wifi and open the App to press the Add Device button, your smart phone will automatically switch to this page ask you to allow the App permission:



but you have already allowed all the permission, included Photo Album, Location and you have turned on the WLAN.

Please follow the steps to resolve this issue:

1. Forget the IIWEY-N5 WiFi on your WIFI list;
2. Restart the Dash Cam and

re-open the WiFi function>>re-connect the IIWEY-N5 WiFi by entering the password>>when the WiFi is connected successfully, re-open the App to 'Add Device'

3. If still not work, Turn on the dash cam wifi, open "Settings" → "Wireless LAN", tap the blue 'i' icon next to the dash cam Wi-Fi network → turn off "Private Address" → Reconnect the dash cam wifi.

If you still cannot connect to the App, then repeat the above operation, but this time you need to TURN ON the "Private Address" and re-open the dash cam wifi, then reconnect the wifi

4. Please CONTACT US after you try the methods above but you still can't connect to the App to use.

Can Wifi kept turned on all the time?

If the WiFi is turned on for a long time, the dash cam will overheat, especially if the dash cam has a display screen. To prevent the dash cam from overheating, most dash cams with display screens on the market will set the WiFi to automatically turn off. Only turn on the WiFi when you need to connect to the APP.

IR light recording is easily triggered, how to solve it?

For the right camera, you can go to the dash cam setting and turn off the IR light.

And the IR Light of the left camera cannot be turned off. It will automatically sense the dark environment for infrared recording, which can better cope with emergencies.

Video is fuzzy.

Please make sure the lens of the camera is clean and there is no dirt or grease on the windshield also. If the lens is out of focus, we are extremely sorry in advance. This can be a manufacturing defect. Please send us and email with a screenshot or a sample video so we can get this resolved for you ASAP.

Keep saying “Please format memory card!”

All the new SD CARD requires to be formatted in IIWEY App. Please connect N5 to your phone, then go to IIWEY APP→Access Camera→Camera Setttings→Format SD Card.

Can't find IIWEY-N5xxx WiFi?

If there are too many WiFi signals in the surrounding environment, the connection may fail due to interference between signals. It is recommended to use the recorder in an environment with less interference. In addition, you can try to restart the N5 (remove then replug the type-c plug) to connect again.

Can't view live video on the APP

The cellular data will cause the live feed not to be viewed. Please disable the "IIWEY" cellular data of your cellphone



Latest IOS System

- 1 Go Setting
- 2 Scroll down to find "IIWEY"
- 3 Wireless Data "WLAN"

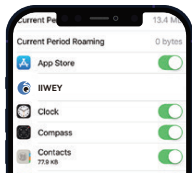
Older IOS System

Way1

- 1 Go Setting
- 2 Scroll down to find "IIWEY"
- 3 Disable "Cellular Date"

Way2

- 1 Go Setting
- 2 Cellular Date
- 3 Scroll down to find "IIWEY", disable it



Still Need Help or Have Questions?

Please feel free to contact our world class support Email:

support@iivey.com

We will reply you in 12 Hrs under most circumstances

24 Hrs all questions are answered within 24 hours.

We also recommend to scan this QR code for timely support

Online support



1 YEAR WARRANTY



We at IIVEY would like to provide One (1) full YEAR of worry-free limited warranty for your product from the date of purchase to be free from defects in material and craftsmanship.



Online order receipt can the proof of original purchase for any warranty service.

FCC WARNING

This device complies with part 15 of the FCC Rules. 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.

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

NOTE: 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.

To maintain compliance with FCC's RF Exposure guidelines, This equipment should be installed and operated with minimum distance between 20cm the radiator your body: Use only the supplied antenna.



SMART WITNESS ON THE ROAD MODEL: N5