REXING Dash Cam

V1 3rd Generation

User Manual

The information in this manual is subject to change without notice.

www.rexingusa.com 07/2018Rev2

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Safety Information

To prevent injury to yourself or others, or damage to your device, read all safety information before using.

Warning

Failure to comply with safety warnings and regulations can result in serious injury or death.

Rexing Dash Cam is not intended to be touched, modified, or calibrated while operating a vehicle. *Rexing* is not responsible for any damages resulting from the user's misuse of the camera.

Do not use damaged power cords or plugs, or loose electrical sockets. Faulty connections can cause electric shock or fire.

Do not touch the car charger with wet hands or disconnect the charger by pulling the cord. Doing so may result in electrocution.

Do not use a bent or damaged car charger. Doing so may cause electric shock or fire.

Do not use your device while it is charging or touch your device with wet hands. Doing so may cause electric shock.

Do not short-circuit the charger or the device. Doing so may cause electric shock or fire, or cause the battery to malfunction or explode.

Use only manufacturer-approved chargers, accessories, and supplies.

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- Using generic chargers may shorten the life of your device or cause the device to malfunction. They may also cause fire or cause the battery to explode.

- Use only the manufacturer-approved charger specifically designed for your device. Using an incompatible charger can cause serious personal injury or damage to your device.

- *Rexing* cannot be responsible for the user's safety when using accessories or supplies that are not approved by *Rexing*.

Do not drop the charger or device, or subject them to impact. Handle and dispose of the charger and device with care.

- Never crush or puncture the device.

- Never dispose of the device in a fire.

- Never place the device in or on heating devices, such as microwave ovens, stoves, or radiators. The device may explode if overheated. Follow all local regulations when disposing of a used device.

- Avoid exposing the device to high external pressure, which can lead to an internal short circuit and overheating.

Protect the device and charger from damage.

- Avoid exposing your device to excessive cold or heat. Extreme temperatures can damage the device and reduce the charging capacity and life of your device.

- Do not allow children or animals to bite or chew the device. Doing so can result in fire or explosion, and small parts can be a choking hazard. If children use the device, make sure they use the device properly.

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- Never use a damaged charger.

Do not handle a damaged or leaking lithium ion (Li-Ion) battery. For safe disposal of your Li-Ion battery, contact your nearest authorized service center.

Caution

Failure to comply with safety precautions and regulations can result in property damage, serious injury or death.

Do not use your device near other electronic devices. Most electronic devices use radio frequency signals. Your device may interfere with other nearby electronic devices.

Do not use your device near other devices that emit radio signals, such as sound systems or radio towers. Radio signals from these may cause your device to malfunction.

Do not expose the device to heavy smoke or fumes. Doing so may damage the outside of the device or cause it to malfunction.

If you notice strange smells or sounds coming from your device, or if you see smoke or liquid leaking from the device, stop using the device immediately and take it to a *Rexing* Service Center. Failure to do so may result in fire or explosion.

For your own safety, do not operate the controls of this product while driving. The window mount is needed when using the recorder in a car. Make sure that you place the recorder in a location where it will not obstruct the driver's view.

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Always keep the camera lens clean, and ensure that the lens is not blocked by any object or placed near any reflective material. If the car's windshield is tinted with a dark coating, recording quality may be affected.

Do not store your device in excessively hot, cold, damp or dry locations. Doing so may cause the screen to malfunction, result in damage to the device, or cause the battery to explode. Your device is recommended for use within a temperature range of -10 °C to 70 °C, and a humidity range of 10% to 80%.

If your device becomes overheated, allow it to cool down before use. Prolonged exposure of skin to an overheated device may cause low-temperature burn symptoms, such as red spots or areas of darker pigmentation.

Install mobile devices and equipment with caution.

- Ensure that any mobile devices or related equipment installed in your vehicle are securely mounted.
- Avoid placing your device and accessories in or near an airbag deployment area. Improperly installed wired equipment can cause serious injury in a situation where airbags inflate rapidly.

Do not drop your device or subject your device to impact. If the device is bent, deformed or damaged, malfunction may occur.

Take care to maximum battery and charger life:

- Your device may wear out over time. Some parts and repairs are covered by the warranty within the validity period, but damage or deterioration related to the use of unapproved accessories is not.

Do not attempt to disassemble, repair, or modify your device.

- Any changes or modifications to your device can void your manufacturer's warranty.

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Clean your device and charger by wiping with a towel or eraser. Do not use chemicals or detergents. Doing so can discolor or corrode the outside of the device, and may result in electric shock or fire.

Do not distribute copyright-protected material. Doing so without the permission of the content owners may violate copyright laws. The manufacturer is not responsible or liable for any legal issues that result from the user's illegal use of copyrighted material.

Correct Disposal of This Product

(Applicable in countries with separate waste collection systems)

Waste Electrical & Electronic Equipment

This symbol, found on the device, accessories or accompanying literature, indicates that the product and its electronic accessories (e.g. charger, headset, USB cable) should not be disposed of with other household waste.

To prevent possible harm to the environment or human health from uncontrolled waste disposal, **please separate these items from other types of waste and recycle them responsibly** to promote the sustainable reuse of material resources.

Household users should contact either the retailer where they purchased this product, or their local government office, for information on where and how they can take these items for environmentally safe recycling.

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Business users should contact their supplier and check the terms and conditions of the purchase contract. This product and its electronic accessories should not be mixed with other commercial wastes for disposal.

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About This Manual

This device provides high-quality digital recording using *Rexing*'s high standards of design, construction and technological expertise. This user manual describes the device's functions and features in detail. Please read this manual before using the device to ensure safe and proper use. Note that all descriptions included here are based on the device's default settings.

- Images and screenshots may differ in appearance from the actual product. Content may differ from the final product or from software provided by service providers, and is subject to change without prior notice.
- For the latest version of this manual, refer to the *Rexing* website at www.rexingusa.com.
- Available features and additional services may vary by device and software.
- Applications and their functions may vary by country, region, or hardware specifications.
- *Rexing* is not liable for performance issues caused by applications from any provider other than *Rexing*.
- *Rexing* is not liable for performance issues or incompatibilities caused by failure to install the device as stated in this manual. Attempting to customize the installation may cause the device or applications to work improperly, which may result in device malfunctions and data corruption or loss. These actions are violations of your *Rexing* agreement and will void your warranty.
- Default applications that come with the device are subject to updates and possible discontinuation of support without prior notice. If you have questions about an application provided with the device, contact an authorized *Rexing* Service Center.

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Product Specifications

Image Sensor	OV4689
Lens	7-layer fixed-focus with full-glass elements
CPU Class	Novatek
LCD	2.4 inch, 4:3 TFT
Audio	Built-in high-sensitivity microphone and speaker
External Memory	Class 10 or above Micro SD card (up to 128GB)
Gravity Sensor	Low / Medium / High / OFF
Shutter	Electronic
White Balance	Auto
Exposure	Auto ISO
Battery	320mAh 3.7V rechargeable lithium ion battery
Video Format	.MOV
Video Resolution	2880x2160p24f, 2560x1440p30f, 1920x1080p60f
Languages	English, Chinese, French, Spanish, Portuguese, German, Italian, Russian, Japanese
USB Support	USB 2.0
Loop Recording	1 min / 2 min / 3 min / OFF
Screen Saver	15 sec / 1 min / 3 min / OFF
Auto Power Off	1 min / 2 min / 3 min / OFF
Delayed Shutdown	10 sec / 20 sec / 30 sec

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Package Contents

The following items should be found in the package:

- Rexing V1 3rd Generation Dashboard Camera
- Car charger (12ft)
- 3M adhesive mount
- USB cable
- User manual
- Thank you card

The items supplied with the device and any available accessories may vary depending on your region. Appearances and specifications are subject to change without prior notice. Availability of all accessories is subject to change.

All supplied items are designed for use only with this device and may not be compatible with other devices. Malfunctions resulting from the use of unapproved accessories are not covered by the warranty service.

For more information about available accessories, refer to www.rexingusa.com.

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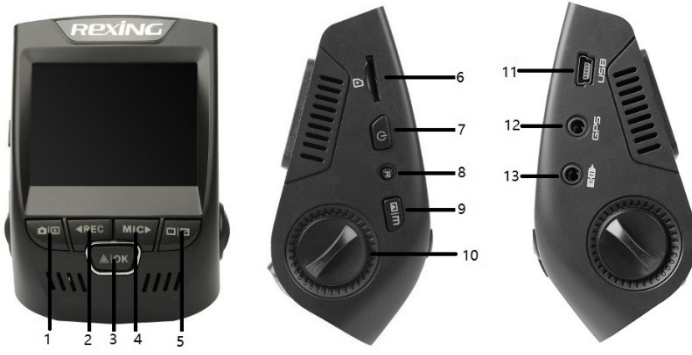
Camera Overview

Device Layout



1. MODE
2. REC
3. OK
4. MIC
5. SCREEN
6. Micro SD Card Slot
7. Power
8. Reset
9. MENU
10. Lens Angle Adjustment
11. Mini-USB Port
12. GPS Logger Port
13. Rear Camera* Port

*Not supported by V1 3rd Generation

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Buttons

Button	Function
	Hold: Turn the device on or off manually
OK	**Menus:** Confirm a selection **Video Mode (Press):** Lock / unlock current recording **Video Mode (Hold):** Enter Wi-Fi mode **Photo Mode:** Take photo **Playback Mode:** Play / pause recording
	Press: Toggle display
	Press: Cycle between Video / Photo / Playback Mode
M	**Press:** Enter menu, cycle through menus or exit current menu
REC	**Menus:** Move selection up **Video Mode:** Start/stop recording **Playback Mode:** Decrease or reverse playback speed / Cycle left through recordings
MIC	**Menus:** Move selection down **Video Mode:** Enable / disable audio recording **Playback Mode:** Increase playback speed / Cycle right through recordings

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R (Reset)	Hold: Reset the device
LED Indicator	Solid Red / White: Receiving power Flashing Red: Recording

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Status Icons

Icon	Meaning
1440P	Video resolution
	Currently recording (blinking)
WDR	Wide Dynamic Range enabled
	Connected to power source
	Audio recording enabled
	Audio recording disabled
	Video Recording Mode
	Playback Mode
	Photo Mode

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	Loop Recording
	Memory card detected
EV 0.0	Exposure
	GPS signal
AAAAAAAAA	License plate
	Current recording locked

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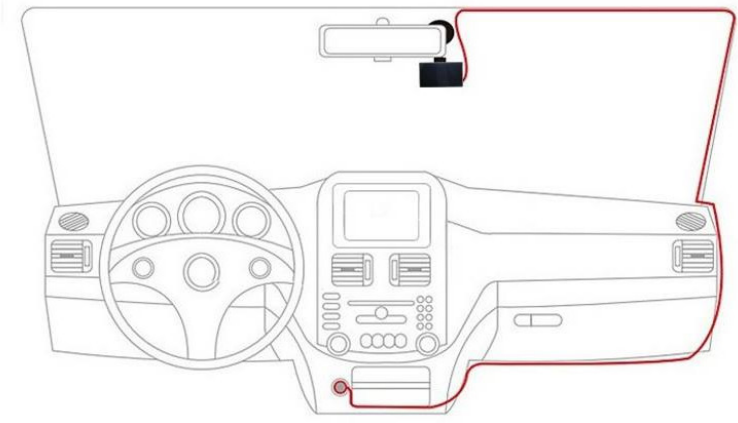
Getting Started

Installation

Video guide can be found at video.rexingusa.com.



1. Attach the camera to the window mount

Make sure that you mount the camera in a safe, appropriate location where it will not obstruct the driver's view. Clean your windshield before applying the mount. Wait at least 20 minutes after applying the mount to the windshield before attaching the camera.

2. Insert a memory card

You will need to insert a memory card before you can begin recording. **Do not insert or remove a memory card while the device is powered on.** The Rexing V1 3rd Generation supports Micro SD cards up to 128GB in size. For reliable operation, we recommend using a High Endurance Micro SD card (See: Page 24).

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3. Connect the car charger to the car's 12V DC outlet

Run the cable down from your camera to the 12V cigarette lighter port of your vehicle, as shown in the diagram. Be sure to connect only *Rexing*-approved chargers designed and supplied specifically for use with your device. Using an incompatible charger can cause serious personal injury or damage to your device.

4. Format the memory card

To ensure your camera records to your Micro SD card properly and without error, **you must format the card within the camera** (See: Page 25).

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Powering the Camera

Connect your camera to your vehicle via the included car charging cable to power your camera and charge the battery while driving.

Connect the charger to the car cigarette lighter or 12V DC power outlet, then insert the mini-USB end of the charger into the mini-USB port on the camera.

- You should always connect the camera to a power source while recording. The internal battery is primarily used to save files in the event of an emergency, and is only intended to handle a maximum of 15 minutes of disconnected operation.
- If the battery is completely depleted, the device will not turn on immediately when the charger is connected. Allow a depleted battery to charge for at least 5 minutes before attempting to turn on the device.
- If the device receives an unstable power supply while charging, the screen may not function properly. If this happens, unplug the charger from the device.
- While charging, the device may heat up. This is normal and should not affect the device's performance or lifespan.
- If the device is not charging properly, take the device and the charger to an authorized *Rexing* Service Center or contact Customer Care.

Connecting the charger improperly may cause serious damage to the device. Any damage caused by misuse is not covered by the warranty.

Use only *Rexing*-approved chargers. Using unapproved chargers or cables can damage the device or cause the battery to explode.

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Inserting the Memory Card

Recommended Card Type: "High-endurance" Micro SD Card

The V1 3rd Generation accepts Micro SD memory cards (class 10 or higher) with a maximum capacity of 128GB. Depending on the memory card manufacturer and type, some cards may not be compatible with your device. Using an incompatible card may damage the device or the memory card, or corrupt the data stored on it.

Inserting a memory card:

1. Press and hold the Power button to turn the camera off.
2. Insert the card in the orientation shown.
3. Push the card into the slot.
4. Listen for click sound that signals the card is securely inserted.

Note: We recommend "High-endurance" Micro SD cards, which assure reliable recording after several years of constant use, making them an ideal choice for dash cams.

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Removing the Memory Card

Before removing a memory card from your camera, you must first prepare it for safe removal by powering down the device.

Removing a memory card from your camera:

1. Press and hold the Power button to turn the camera off.
2. Gently push the memory card in until you hear a click, and allow the spring release to push the card out.

Do not remove the memory card while the device is transferring or accessing information. Doing so can result in data loss or corruption, or damage to the memory card or device. *Rexing* is not responsible for losses that result from the use of damaged memory cards, including the loss of data.

Formatting the Memory Card

Using your camera to format a memory card:

1. Upon turning on the camera, press the REC button to stop recording.
2. Press the MENU button twice to enter the Setup Menu.
3. Use the REC and MIC buttons to navigate to the "Format" option.
4. Press OK to confirm your selection.
5. You will be notified that all data will be deleted. Press the MIC button to scroll down to “OK”.
6. Press OK to confirm.

Before formatting your memory card, always remember to make backup copies of all important data stored on the device. The manufacturer’s warranty does not cover loss of data resulting from user actions.

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It's recommended that you format your memory card after transferring files to your computer, or at least once a month. For best results, format the memory card using the Format function on your camera.

Powering the Device Manually

You may find yourself wanting to access the device manually, independent from a power source. To do so, press and hold the Power button for a few seconds to manually turn on the device. A welcome message will be displayed onscreen, as shown in the image below.

To turn off the device, again press and hold the Power button for a few seconds. The above image will again be displayed briefly upon shutdown.

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Basic Operation

Automatic recording

The camera will automatically power on and start recording once it begins receiving a charge, such as when you start your car. There will be a red dot blinking on the top left of the screen to indicate that it's currently recording.

Display control

To reduce power consumption, you may press the SCREEN button to toggle the built-in LCD display. The camera will continue to record with the display off.

Locking videos

While in Video Recording Mode, you can press the OK button to manually lock the current video clip. This will ensure that Loop Recording will not overwrite the clip when the memory card is full. Locked videos can be found on the memory card under "\CARDV\MOVIE\RO".

Automatic shutdown

Once power is disconnected, the dash cam will shut down after 10 seconds (See: Page 35 – Delayed Shutdown).

Using Wi-Fi

In Video Recording Mode, while recording is stopped, hold the OK button to enter the Wi-Fi Connect mode. For detailed instructions on how to use Wi-Fi, see page 28 – Wi-Fi Connect.

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Wi-Fi Connect

Use your mobile device to download the “TimaCam” app from the App Store or Google Play Store.

After you’ve done this, follow the instructions below:

1. Dash cam:
   Press the REC button to stop recording.
   Access the Wi-Fi function by holding OK while the camera is not recording (this can also be done by enabling the Wi-Fi feature in the Setup Menu).
2. Mobile device: Navigate to your device’s Wi-Fi settings and connect to the Wi-Fi name that’s shown on the dash cam after “SSID:”. When prompted for a password, enter the password shown on the dash cam.
3. Mobile device: Once connected to the dash cam Wi-Fi, open the TimaCam app. From there, press the “Recorder” button to connect to the dash cam interface.
4. Dash cam: Once connected, the screen should switch to the camera view and display a “Wi-Fi Connected” message.

Using the TimaCam app, you can view a live preview of the dash cam screen, start/stop recording, as well as view and save your captures to your device.

To exit Wi-Fi: Hold OK button to return to Video Recording Mode.

Note: To use live view, set your video resolution to 1440p or lower.

For further instruction regarding the Wi-Fi Connect feature, please visit www.rexingusa.com/wifi-connect/.

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Video Settings

These settings affect your video recordings. In Video Recording Mode, press REC to stop recording, then press MENU once to open the Video Menu.

Resolution

*Default setting: QHD P30 2560*1440 (1440p, 30fps)*
Set the video recording resolution.

Approximate recording time

Memory Card Size	2160p Resolution	1440p Resolution
16GB	1 hour	1.5 hours
32GB	2 hours	3 hours
64GB	5 hours	6 hours
128GB	10 hours	12 hours

Loop Recording

Default setting: 1 Minute
Video will be continually recorded in 1, 2, or 3 minute segments. When the storage limit is reached on the memory card, new recordings will automatically overwrite oldest recordings. Locked video files will not be overwritten.

Note: Turning Loop Recording off would require you to manually clear recordings from your memory card whenever storage is full, thus we highly recommend keeping Loop Recording enabled.

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Time-lapse Record

Default setting: Off
When enabled, the camera will capture video frames at a specified interval of time and condense them into a video time-lapse.

Note: If your footage appears to be too fast upon playback, you may have mistakenly enabled this setting. Revert this setting back to default (off) to avoid this effect in future recordings.

WDR (Wide Dynamic Range)

Default setting: On
The camera automatically adjusts exposure settings to provide balanced lighting and clear video.

Exposure

Default setting: +0.0
Manually adjust the camera's exposure value to brighten or darken recordings. Positive values brighten recordings, while negative values darken them.

Record Audio

Default setting: On
Allows you to enable or disable audio recording with your videos.

Note: This feature can also be toggled with the MIC button.

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Date Stamp

Default setting: On
Stamp the date and time to the bottom of your videos.

Gravity Sensing

Default setting: Low
If a change in gravitational forces is detected, such as in the event of a vehicular accident, the g-sensor will signal to the camera, and an automatic file lock will be placed on the current video, preserving your most crucial footage. Locked videos can be found on the memory card under "\CARDV\MOVIE\RO".

Note: Locked video files will not be erased by Loop Recording, they will remain on the memory card until they are manually deleted, or when the card is formatted.

Plate Number

Default setting: Off
Enter your vehicle plate number. The plate number will be displayed at the bottom of your videos.

To enter your license plate number:

- REC / MIC – Change current value
- OK – Move to next value
- MENU – Confirm setting

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Daylight Saving

Default setting: Off
When enabled, time is advanced forward by 1 hour to match daylight savings time.

GPS

Default setting: mi/h
Display speed information on the bottom of your recordings (requires GPS Logger).

Update Time of GPS

Default setting: Off
Updates the time automatically with your time zone (requires GPS Logger).

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System Settings

Press MENU twice to open the Setup Menu (in Video Recording Mode, you must first stop recording, done by pressing REC).

WiFi

Default setting: Off
Turn this feature on to enter Wi-Fi mode (See: Page 28).

Date/Time

Set the time and date on your device.

To enter the date/time:

- REC / MIC – Change current value
- OK – Move to next value
- MENU – Confirm setting

Note: If the battery is fully discharged or removed from the device, the time and date may be reset.

Auto Power Off

Default setting: Off
When enabled, this feature allows the device to shut down after a period of time in which the camera isn't recording.

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Beep Sound

Default setting: On
Enable or disable the device's sound effects.

Language

Default setting: English
Set your preferred menu language.

TV Mode

Default setting: NTSC
TV mode used in your country or geographical region. United States users should use NTSC (default).

Frequency

Default setting: 60Hz
Power supply specification used in your country or geographical region. United States users should use 60Hz (default).

Screen Saver

Default setting: Off
Specifies the duration for which the display will stay on after the device is powered on. Having this setting disabled (default) will keep the display on constantly, though you may manually toggle it with the SCREEN button (See: Page 16).

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Delayed Shutdown

Default setting: 10 Seconds
Determines how long the camera waits to automatically shut down after being disconnected from a power source.

Format

Performing this operation will format the memory card, clearing it of **all** files.

Note: Locked videos will also be cleared, so ensure you have backed up your important footage before formatting the card.

Default Setting

Performing this operation will reset all settings to their default values.

Version

Displays the current device firmware information.

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Photo Settings

These settings affect your still photo captures. In Photo Mode, Press MENU once to open the Still Menu.

Capture Mode

Default setting: Single
Sets a timer that counts down before capturing images.

Resolution

Default setting: 5M
Set the pixel resolution for captured images. Higher resolution images are more detailed, but take up more space on the memory card.

Quality

Default setting: Fine
Set the quality level of captured images. Lower quality images will take up less space on the memory card, but are more visually compressed than higher quality images.

Sharpness

Default setting: Normal
Automatically enhance images for a clearer, more distinct picture.

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White Balance

Default setting: Auto
Adjust the white balance for different lighting environments. When set to Auto, the camera will automatically determine the appropriate white balance for each shot.

Color

Default setting: Color
Overlay a color effect for captured images. When set to Normal, no overlay is applied.

ISO

Default setting: Auto
Adjust the camera's sensitivity to light when taking photos. The higher the ISO, the better the camera operates in low light, although images are produced with more noise (grainy-looking).

Exposure

Default setting: +0.0
Adjust the camera exposure value to manually brighten or darken your images.

Anti-Shaking

Default setting: On
When enabled, the camera will automatically reduce the amount of blurriness resulting from quick or “shaky” movement.

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Quick Review

Default setting: Off
Upon capturing an image, the image will be previewed on the display for a few seconds before returning to Photo Mode.

Date Stamp

Default setting: Date/Time
Apply a date and/or time stamp to captured images (works similarly to the Date Stamp function in the Video Menu).

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Playback

Camera Playback Mode

To play back recordings on your device:

- Switch to Playback Mode using the MODE button.
- Use the REC and MIC buttons to navigate through your recordings.
- Press OK to play back a selected recording.
- During playback, press OK to pause a recording.
- FAST FORWARD: During playback, press the MIC button one or more times to increase playback speed (2X / 4X / 8X).
- FAST REWIND: During playback, press the REC button one or more times to decrease or reverse playback speed (-2X / -4X / -8X).
- Press MODE to stop playback.

To delete a selected recording:

1. In Playback Mode, use the REC and MIC buttons to navigate through your recordings.
2. Once you find the recording you want to delete, press MENU to view options.
3. Press the MIC button to scroll down to "Delete".
4. Press OK once to view options to "Delete Current" recording or "Delete All" recordings.
5. With “Delete Current” selected, press OK.
6. When prompted with “Erase This?” press the MIC button to scroll down to "OK" and press OK to delete the selected recording.

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To delete all recordings:

1. In Playback Mode, press MENU to view menu options.
2. Press the MIC button to scroll down to "Delete".
3. Press OK once to view options to "Delete Current" recording or "Delete All" recordings.
4. With “Delete All” selected, press OK.
5. When prompted with “Erase All Images?” press the MIC button to scroll down to "OK" and press OK to delete all recordings.

Computer Playback

Recommended Media Players: QuickTime Media Player / VLC / Windows Media Player

Using an SD card adapter

Insert your Micro SD card into an SD card adapter, then insert the SD card adapter into your computer or card reader to access your card storage. Your videos will be stored under “\CARDV\MOVIE”.

Using a USB cable

Connect your camera to your computer using the provided USB cable and select “Mass Storage” to access your card storage. Your videos will be stored under “\CARDV\MOVIE”.

Finding locked files

Locked videos can be found on the memory card under “\CARDV\MOVIE\RO”.

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GPS Playback

If you purchased a Rexing GPS Logger with your camera, you may play back your recordings in a specialized application which allows you to view speed and location information alongside your footage.

Minimum System Requirements

Operating System: Windows 7, 8, or 10
Display Resolution: 1280x720

Installing the application:

1. Go to downloads.rexingusa.com and use the menu to select the GPS Video Player for your camera.
2. You will download a zip folder containing the software installer. Unzip the folder to access the installer file contained within.
3. Open the installer and follow the instructions to install the GPS Playback software to your computer.
4. Once installed, you may launch the application.

Opening a GPS video file:

1. Once you've opened the application, navigate to the top menu bar and click File > Open to browse through your files.
2. Navigate to your video file you want to add to the playback queue, select it and click "Open" to load it into the application. You may also select multiple videos at once.
3. After a brief loading period, the (first) video should begin playing back automatically, displaying speed and location information in real time along the right-side panels.

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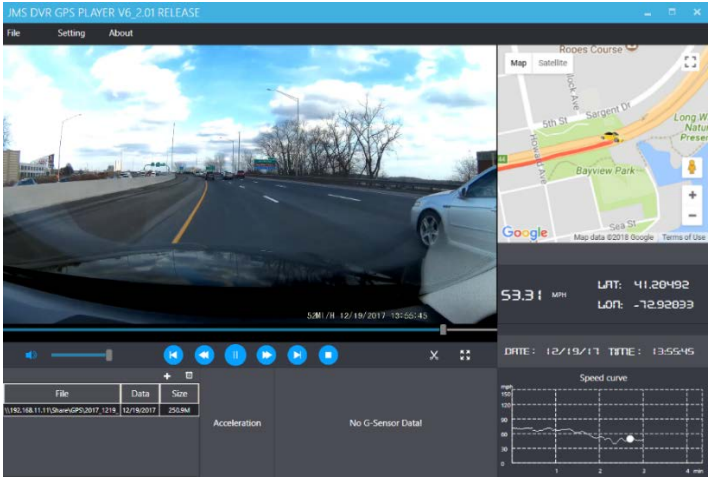

Playback

Beneath the video is a playback bar and a volume control slider, as well as previous, rewind, pause/play, fast forward, next, and stop buttons.

Additional Controls

Snip: Save the current frame of video as an image (PNG).

Full Screen: View the video in full screen (double click the video to exit).

Settings

In the settings menu, you may change your language from English to Chinese, Japanese, or Vietnamese. You may also change your unit of speed measurement from MPH to KM/H. Additionally, you have the option to change the map application used from Google Maps to Baidu Maps.

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Troubleshooting

Updating Firmware

Please note that we only recommend updating your firmware if you experience issues with your camera.

Installing incorrect firmware can damage your device. Identify the correct firmware for your camera by following the prompts on the rexingusa.com firmware portal.

To update your camera's firmware:

1. Format the memory card using the Format function (See: Page 25).
2. Take note of your firmware version number (See: Page 35 – Version).
3. Visit rexingusa.com to find the latest firmware for your camera.
4. Download the zip file containing the firmware to your computer.
5. Unzip the file.
6. Move the resulting file (.bin) to the root of your memory card.
7. Safely eject card from computer, then insert into your unpowered camera.
8. Turn the camera on by connecting to a power source.
9. The camera will update automatically. The screen will stay off but the status light will stay on for up to 1 minute while the firmware updates.
10. After updating, format the memory card once more. Failure to do this will result in the camera attempting to update the firmware every time it's powered on.
11. After formatting, use the Power button to reboot the camera. Do not disconnect the camera from the power source.
12. Upon reboot, you may disconnect your camera from power.

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Common Solutions

Problem	Possible Cause(s)	Solution(s)
Images are not being saved	Memory card is full or malfunctioning	Format memory card or replace with a new one
None of the buttons are responding	Processing error or faulty device operation Memory card contains errors, or is damaged	Press Reset to restart the camera Press the buttons firmly to ensure that the button input is registered Format the memory card. If issue persists, replace the memory card
MENU button isn't responding	Camera is recording	Press REC to stop recording before accessing the menu
Device will not turn on	Battery is depleted	Charge the battery for 3 hours. Make sure device is off while charging

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Not holding charge	Battery is depleted Power cord is defective	Charge the battery for 3 hours. Make sure device is off while charging. Turn on the device, unplug it. If it turns off immediately, contact customer service for assistance with a replacement
Device keeps rebooting	Battery is depleted	Charge the battery for 3 hours. Make sure device is off while charging Ensure you are using a proper connection for charging your device while driving
Memory card won't stay in	Memory card isn't compatible Memory card is too thin	Use your nail or a coin to push the memory card in until it clicks Use a new memory card
Memory card isn't recognized (cluster error)	Memory card needs to be formatted	Format the memory card. If issue persists, replace the memory card

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Can’t find locked files	When you lock a file, it only saves the current recording. The remainder of the video may be in a separate file	Check the memory card RO folder
Screen powers off unexpectedly	Screen Saver feature is enabled Low battery	Disable Screen Saver feature Charge the battery Restore to default settings
Keeps turning off	Memory card isn’t compatible Camera isn’t getting continuous power	Restore to default settings Get a replacement power cord Use a new memory card
Screen is frozen	Memory card is defective or corrupted	Format the memory card. If issue persists, replace the memory card

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Unable to record videos	Memory card is full Memory card is defective or corrupted	Make sure the red light is blinking while recording Check remaining space on memory card and delete files if necessary Restore to default settings Format the memory card. If issue persists, replace the memory card
Stops recording after 20-40 minutes	Loop Recording is off	Turn Loop Recording on
Stops recording at random intervals	Memory card isn't compatible	Restore default settings Format the memory card. If issue persists, replace the memory card
Loop Recording isn't functioning	G-sensor sensitivity is too high Memory card is full	Make sure Gravity Sensing is on low sensitivity Format the memory card

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Memory card is full	Loop Recording is off There are too many locked videos	Make sure Gravity Sensing is on low sensitivity Enable Loop Recording Clear some locked files Format the memory card
Stops recording after 1-3 looped files	Insufficient power is being supplied to the device Memory card isn't compatible	Restore to default settings Replace power cord Format the memory card. If issue persists, replace the memory card
"File error" is encountered when trying to play back pictures or video	Memory card is corrupted	Format the memory card. If issue persists, replace the memory card
Hazy images	Lens is dirty	Carefully clean dust or fingerprints from the lens with a microfiber cloth

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Horizontal stripes appear on images	The Frequency setting is incorrect	Change the Frequency setting to match the power supply used in your country or geographical location. US users should select the 60Hz option, SG/MY users should select the 50hz option
Auto On/Off isn't working	Car charging port has continuous flow of power	This feature can only work if it is being used in a charging port that turns off with the vehicle
Losing/resetting date	Firmware is outdated	Update firmware Disable "Update Time of GPS" setting
Wi-Fi isn't connecting	Mobile device isn't connected to camera	Check Wi-Fi settings on your mobile device, ensure you are connected to the SSID shown on the camera
GPS Logger isn't connecting	GPS Logger is too close to the device, causing interference with the signal	Update firmware Place GPS Logger at least 5" from device

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