IMPORTANT - MEMORY CARDS

Modern dashcams use high-speed flash memory of class 10 or better. These are consumable items and should be replaced each year due to the heavy-duty cycle placed on them by modern dashcams. (except Samsung Pro)

All memory cards have a finite life.

Worn out memory cards will cause problems such as failure of the camera to boot up, no recordings, "hung" cameras, constant rebooting (boot looping), and error messages.

The "Samsung Pro Endurance" is by far the best card on the market for performance and longevity. This memory card is strongly recommended.

Avoid the online purchase of large-capacity memory cards as we have seen many fakes and they will not work in your dashcam.

Please buy your memory cards from reputable retailers like Officeworks etc.

TO REPLACE:

1. Push the micro SD card into the camera to release it (the edge of a credit card is helpful)
1. Note: observe the orientation of the card as it slides out
2. Remove the old SD card and push in the new one. Please note the memory card can only be installed one way. If force is used and the card is reversed damage will occur to the cardholder
3. Wait for boot up. The camera will automatically format the new card
4. Check camera for normal operation

MEMORY CARD LOCATIONS:

NON-TOUCH SCREEN MODELS   **TOUCH SCREEN MODELS**

IF I HAVE AN ACCIDENT WHAT DO I DO?

If you are in the unfortunate situation where you have had an accident firstly you need to keep the camera or memory card in your possession. Remove the memory card from the camera or unclip and remove the main camera body from the vehicle. Contact your insurer and let them know you have dashcam footage.

YOUR UVUE WARRANTY COVERS:

UVUE warrants that all Dash Cams sold and installed by us are free from defects and manufacturing errors for a period of five years from installation.

HOWEVER:

Due to variables in the operating environment, no performance guarantees can be given. For the best outcome, you the owner have the responsibility of:

- **Checking operation of the camera periodically.**
- **Replacing memory cards as per the maintenance schedule. This is once every twelve months or 10,000km, whichever comes first.**
- **Clean windscreen/rear window and any external camera lenses.**

Should the unit fail after that time it will be replaced for a fee of $249.00 for as long as you own the vehicle.

This warranty does not cover water, misuse, or physical damage.
A service fee may be applicable if not a warranty issue.

If you suspect a fault with your camera, please contact us on

0418 374 465

Please record details here for your records:

Dealership purchased from:_____
Date of vehicle delivery: _____
Vehicle type and registration: _____
Camera model number (example U4): _____

UVUE
YOUR SILENT WITNESS

FRONT AND REAR
DASH CAMS

Thank you for choosing us!

We are so glad you did!
From our whole team, welcome!

Enclosed you'll find information that will help you set up and use your UVUE Dash Cam. It includes your warranty information, so please keep it handy in the glove box for future reference.

- Quick start guide – let's get you started.
- Frequently asked questions.
- Password Reset – if required.
- Memory Card Replacement Info – every 10,000km.
- Warranty Information – please fill in & retain.

If you have questions or get stuck, don't panic! We are here to help.

Just call Rod on 0418 374 465

QUICK START – ALL MODELS

App selection
- APPLE: Search "UVUE"
- Android: Search: "UVUE"
- "Get" (Apple) // "Install" (Android)

Wifi Connection
- Go to: Settings > WiFi and turn on (if not on)
- Search for "UVUE_Uxx_xxxxx" (WiFi name)
- Select and enter the password "12345678" and wait for App Connection
- Open UVUE app
- Dashcam will automatically connect

MY PHONE WON'T CONNECT!

Common issues are:

1. WiFi not being turned on (U3 / U9 / U11)
2. Permissions not granted when installing UVUE app
3. Temporarily turn "OFF" mobile data on Android
4. Incorrect password.
5. Being connected to another WiFi network (or phone)
6. Being physically too far from the camera

WHERE ARE VIDEOS STORED ON MY PHONE?
Your videos can be viewed from the home screen of the WiFi app. You can also download videos to your phone from here and share them as well. (send to Google Drive, Dropbox, iCloud etc) Just press and hold the file for a few seconds and release to see options.

WHERE DO I DOWNLOAD SOFTWARE AND WATCH "HOW TO" VIDEOS FOR MY DASHCAM?
All files required to understand and operate your new dashcam can be downloaded at www.uvue.com.au. In addition, there are several short "How to" video's on our website.

FREQUENTLY ASKED QUESTIONS

HOW LONG WILL MY CAMERA RECORD FOR?
UVUE cameras use a loop recording method. When the card is full it deletes the oldest files and continues to record. A 32g memory card will hold approximately 4 hours of high-resolution video. This is spread across parking, motion, and events. A 32g card = 4 hours, a 64g = 8 hours, 128g = 16 hours etc. All recording mode times are increased with larger memory cards. This also gives a larger buffer before ANY files are over written.

WHAT IS "PARKING MODE"?
Parking mode is the ability for a dash camera to record while the vehicle's ignition is off. It is often the most misunderstood feature of modern dash cameras. These are primarily drive cameras, parking mode is a secondary function. Parking mode will record with the ignition OFF until EITHER the preset time period expires OR the battery lowers to the safety cut off point.

PARKING MODE HAS LIMITATIONS SO LET'S TALK ABOUT WHAT IT CANNOT DO.
·No camera brand has an indefinite parking mode.
.Front only cameras can only record forward of the vehicle (a tip to remember when parking)
·Cameras can record in "low light", but not "no light".
·Parking mode CANNOT record side view of the vehicle.
·Parking mode performance is severely degraded in the rain/ice/frost/fog.

HOW LONG WILL PARKING MODE LAST?
The default time period is six hours. This is to prevent excess power consumption that can lead to flat batteries. This time can be increased BUT will still end when the vehicle's battery reaches a lower level of 12.3v. The camera will then "sleep" to prevent a flat battery. Parking mode is designed for short operations such as shopping centre trips, not long airport stays. We err on the side of caution and pre-set a higher voltage cut off leading to a shorter parking mode. This being said the times will vary greatly between vehicles due to factors such as battery size, charge level, and temperature. Our cameras cannot be set below 12.1v. LARGER MEMORY CARDS ARE REQUIRED FOR LONGER RECORDING LOOP TIMES.

WHAT IS THE SWITCH ON THE SIDE OF THE U9?
The switch is marked "On", Acc" and "Off". In the "On" position the camera will record in both normal driving and in parking mode. In the "Acc" position the camera will ONLY record while driving. This is commonly used as a "holiday" mode for when the car is not driven much.

PASSWORD RECOVERY

There is no need to change the default password unless there is a genuine security concern. If you do change the password you may need to delete the existing saved WiFi connection in your phone before you can reconnect.
If you forget your password recovery is possible on all models except the U3. For U3 the camera will need to be returned to us for reprogramming.

Your original password is **"12345678" which is eight characters.** Your new password also needs to be eight characters. If you changed your password to (for example) **"12345678910"** which is eleven characters the dashcam will ignore anything after the first eight characters so the new password will be **"12345678"**.
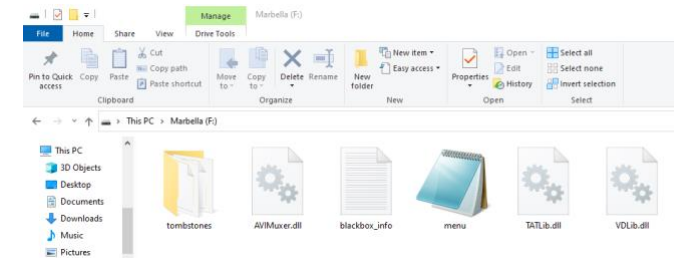
Step 1
Remove your memory card and using the supplied card reader insert the card into your computer.
Step 2
Open the memory card to view its contents and find the file called "menu.cfg" (or menu)
Step 3
"right-click" the file and select open with notepad. (you may need to navigate to find notepad)

Step 4
Your password can be seen by scrolling across as in the below image.

Step 5
Put the memory card back in your camera and after waiting thirty seconds or so for the camera to reboot you should now be able to connect to it.