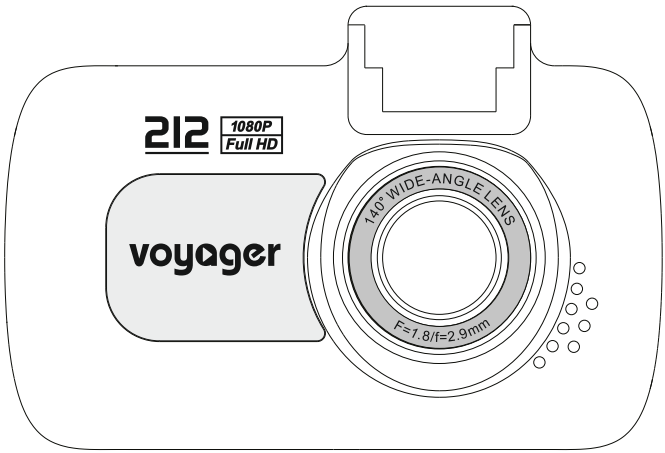
voyager

Instruction Manual



VYDVR212

INTRODUCTION TO USING A DASH CAM

The VOYAGER range of dash cams have been designed specifically with ease of use in mind, it is recommended NOT to change the default settings, which have been carefully selected to give the best performance for day to day use.

Basic operation.
The camera is set to record video seamlessly, in files of just 3 minutes in length. This means that each video file is a manageable size should you need to download and send to your insurance company etc. Eventually your MicroSD card will fill up with video files but don't worry, the camera automatically deletes the oldest file to make space for new recordings. This way you never run out of space and have plenty of driving historical evidence saved.
Typically a 16Gb card will store the last 2 hours of driving footage.

There are 3 modes of camera operation - Video, Photo and Playback.
Video Mode: The default mode when the camera is turned on, for video recording.
Photo Mode: Allows you to take still photographs.
Playback mode: Allows you to view recorded video or photographs upon the dash cam screen.

Press the MODE button to select required mode.

Automatic Start / Stop Technology. The camera senses power supplied to the cigarette lighter socket as soon as the vehicle ignition is turned on and will start to record automatically.
When the ignition is turned off, the camera will perform an automatic shutdown process.

1. Tips for capturing best video footage:

1.1 Position the camera in the centre of the windscreen and ideally behind the rear view mirror so it is not a distraction to the driver.

1.2 Reduce the amount of sky in the picture, by angling the view of the camera towards the road. Too much sky will make the road appear darker due to the automatic exposure compensation.

1.3 Remove unnecessary items from your dashboard. If objects are placed on your dashboard these can cause reflections to be seen on the windscreen and these reflections may be captured during recording.

2. Tips for stable memory card performance:

2.1 Periodically reformat the memory card. Every 2-3 weeks we recommend that you reformat the memory card. This will wipe any files from the card and set it up afresh for continued use with your camera.
Of course, you should only do this AFTER you've downloaded any files from the card that you may want to keep, as formatting the card will remove all content.

2.1 Format your memory card using the camera. This will make sure that the card is structured specifically for your camera. Press MENU twice and choose the Format Card option. Follow the on-screen instructions accordingly.

2.2 Switch off the camera before removing the SD memory card, to prevent the chance of damage being caused to the memory card or the files stored upon it, turn OFF the camera before removing or inserting the memory card.

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PRECAUTIONS

Please read this manual carefully before operation and keep it for future reference. It will be helpful should you encounter any operational problem.

WARNING: Do not expose this product to rain, moisture or water under any circumstances, doing so may result in the risk of electric shock or fire.

CAUTION: To reduce the risk of electric shock, do not perform any servicing other than that contained in the instruction manual unless you are qualified to do so.
Have the unit serviced by a qualified service technician if;
The Unit has been exposed to rain or water.
The unit does not seem to operate normally.
The unit exhibits a marked change in performance.

LCD: A Liquid Crystal Display (LCD) screen is a multilayer complex component, containing 691,200 pixels. Pixels can however fail during normal product life. 1 pixel = 0.0001% failure rate, and one pixel failure per year of operation is considered normal and not a cause for concern.

WEEE: **Disposal of Waste Electrical and Electronic Equipment and/or Battery by users in private households in the European Union.**

This symbol on the product or on the packaging indicates that this cannot be disposed of as household waste. You must dispose of your waste equipment and/or battery by handing it over to the applicable take-back scheme for the recycling of electronic equipment and/or batteries. For more information please contact your local household waste disposal office.

CAUTIONS ON USING THIS PRODUCT

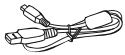
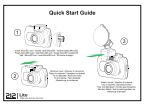
1. Ensure that the windscreen is free of dirt or grease before placing mount upon it.
2. Do not obscure the view of the road ahead or impede the deployment of any airbags in the event of an accident.
3. When not in use, please disconnect the car adaptor from both the 12/24Vdc outlet in your vehicle and the device itself.
4. Only clean the device with a soft dry cloth, for tough dirt, apply some neutral detergent diluted in 5 to 6 parts water to a soft cloth.
   Note that alcohol, thinner, benzene etc could cause damage to the paint or coatings.
5. Avoid making contact with the lenses as damage may be caused.
6. If required clean the glass lens carefully using spectacle lens cleaning fluid on a soft cloth only.
7. The video recordings made by this Digital Video Recorder are intended for personal use only.
8. Publication of the recordings on Youtube, the internet or other methods are subject to the Data Protection Act and the requirements thereof must be adhered to.
   If the Digital Video Recorder is to be used within a commercial environment, i.e. truck use, then the CCTV regulation apply also, in addition to the Data Protection Act regulations. This includes labelling to identify the use of CCTV is taking place, the omission of Audio recording and informing the relevant authorities of who controls the data.
9. Video playback upon the device which is visible to the driver is prohibited or restricted in some countries or States. Please adhere to these laws.
10. Whilst driving, do not adjust the controls of your device as this is a distraction to driving.

PRODUCT SPECIFICATION

Model Number	VYDVR212
Power Requirements	5V / 1.5A
Power Supply	12-24Vdc Car Power Cable (supplied) Fuse Type: 32mm / 2A Output: 5Vdc
Sensor Resolution	3M Pixel (3,000,000 Pixel)
Lens - Type / Angle / Aperture	6G / 140° / F1.8
Recording Resolution	1920 x 1080 @ 30fps (default)
Screen Size	2.7"
Screen Resolution	960 (W) X 240 (H) pixels x RGB
Screen Ratio	16:9
Card Reader	MicroSD, Class 6-10, up to 32GB
SD Card (Recommended Type)	8-32GB SDHC, Class 10 (48mb/s), for best results use a recognized brand
SD Card Recorded File Capacity (based on default settings)	8GB Micro SD = 60mins of recording (20x 3 minute recordings) 16GB Micro SD = 120mins of recording (40x 3 minute recordings) 32GB Micro SD = 240mins of recording (80x 3 minute recordings)
Recording Format	MOV
Video / Audio Out	2.5mm Jack (Video / Audio)
Internal Battery	Lithium-ion 3.7V / 450mAh (approx. 30mins recording time) 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.
Unit Dimensions	87 x 59 x 38mm
Unit Weight	78g

PACKAGE CONTENTS

Please check the contents of your VOYAGER product.

DASH CAM	Powered Mount	Car Power Cable	USB Cable
			
Quick Start Guide 			

Product appearance may differ slightly to that shown above.

PRODUCT FEATURES

Thank you for purchasing this VOYAGER Dash Cam product, in this section we will outline some of the features available with this dash cam.

2.7" LCD Colour Screen
LCD screen for ease of use and viewing the playback of recorded videos and photos.

Powered Mount
Supplied with an Easy-Fit powered mount, which allows the camera to be fitted and removed quickly and easily. The car power cable can remain in place, connected to the mount.

G Sensor / File Protection
In the event of an impact the device will automatically 'protect' the recording, stopping the file from being over-written. This can also be performed manually, by pressing the ‘protect’ button. Individual files can also be 'protected' when viewed within playback mode.

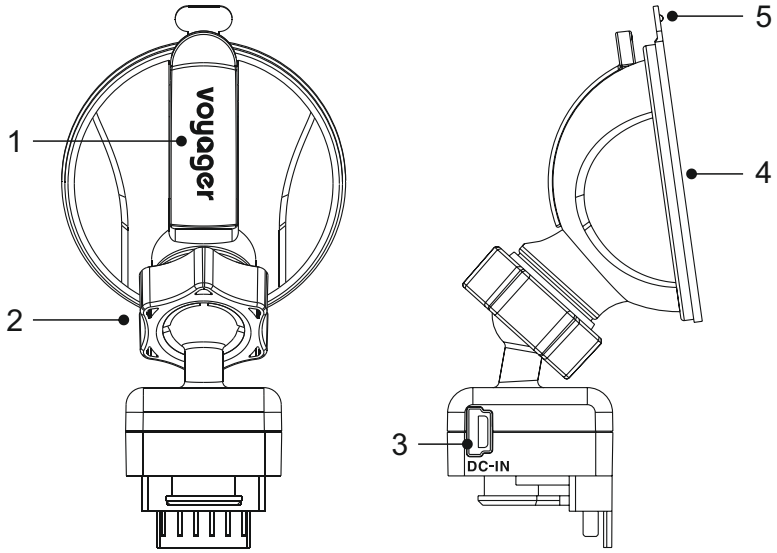
Automatic Start / Stop Technology
The camera senses power supplied to the cigarette lighter socket, as soon as the vehicle ignition is turned on and will start to record automatically.
When the ignition is turned off, the camera will perform an automatic shutdown process.

Parking Mode
The camera turns on automatically to record 30 seconds of video, when physical movement of your vehicle is detected.

Built-in Microphone & Speaker
Record audio to compliment the video recordings.

POWERED MOUNT

Please see below to identify the parts of the supplied powered mount.



1. **Locking lever**
   The locking lever is used to attach and release the window mount to your vehicles windscreen. Pull the lever down to prepare the window mount for use. Once the mount is firmly upon the windscreen (in a suitable location) push the lever to lock the mount in place.

2. **Locking ring**
   Loosen the locking ring to adjust the camera position if required, remembering to re-tighten before use.

3. **DC-IN socket**
   Connect the supplied car power cable here.

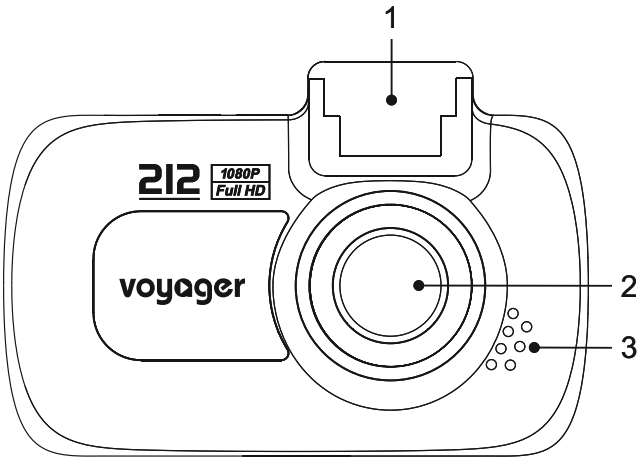
4. **Suction cup**
   This is used to attach and release the window mount to your vehicles windscreen. Affix to a clear piece of windscreen where there is no paint effect applied.

5. **Suction release tab**
   Once the locking lever has been opened use this release tab to break the seal between the mount and windscreen.

CAMERA - PARTS & CONTROLS

Please see below to identify the parts and controls of your camera.

Front:



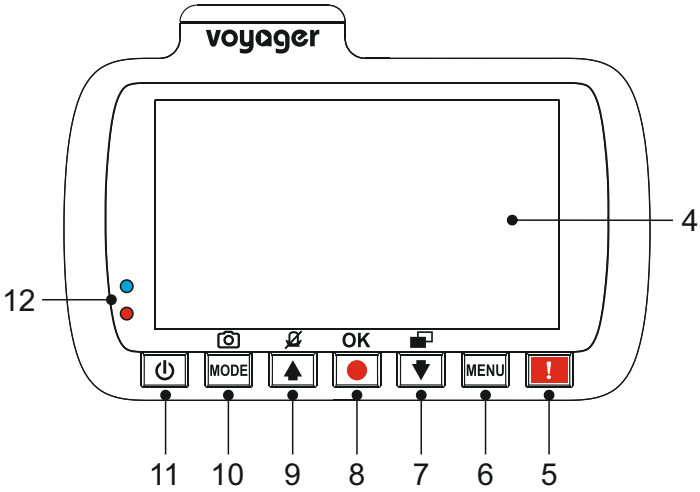
1. **Mounting point (located under dust cover)**
   After removing the dust cover, attach the supplied powered mount here.

2. **Camera lens**
   Wide Angle 140°, 6 Element glass lens for optimum picture quality.

3. **Speaker**
   Integral speaker for audio playback directly from the camera.

CAMERA - PARTS & CONTROLS (CONTD.)

Back:



4. Screen
2.7' LCD colour screen for the viewing of recorded files on the camera.

5. Protect File button
Press whilst recording to protect the current file in event of an emergency situation. A beep sound will be heard to confirm that the file was protected successfully.

6. Menu button
Press to open the menu within current mode, press twice to open the general settings.

7. Down / Screen Off button
Down:
Press to navigate down within menus and to move to the next file when in playback mode.

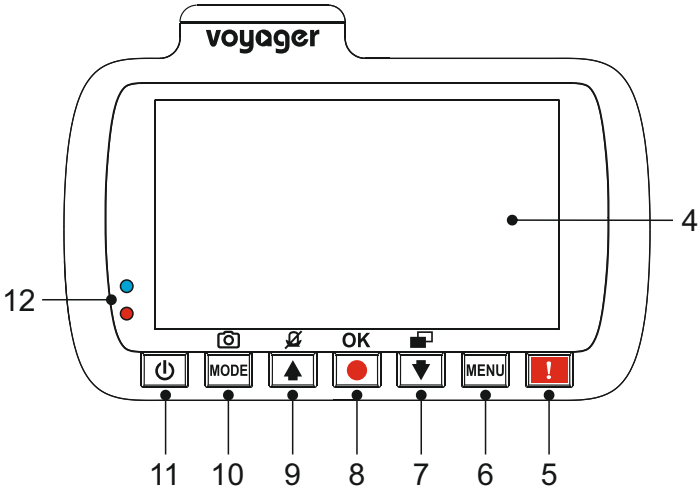
Screen Off:
Press to turn off / on the screen, only available whilst in video mode.

8. Record / OK button
Record:
Press to start or stop a recording when in video mode, or take a photo when in photo mode.

OK:
Press to confirm selection when in menus.

CAMERA - PARTS & CONTROLS (CONTD.)

Back continued:



9. Up / Microphone Off button
Up:
Press to navigate up within menus and to move to the previous file when in playback mode.

Microphone Off:
Press to turn off / on the microphone (audio recording), only available whilst in video mode.

10. Mode / Screen Capture button
Mode:
Press to change between video, photo or playback modes.

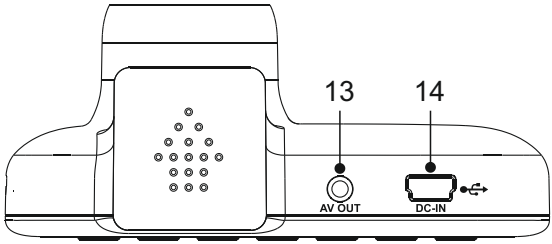
Screen capture:
Whilst recording press to save a screen capture of the current frame.

11. Power On / Off button
Press and hold to turn on / off the camera.

12. Dual colour LED indicator
Red = power on
Red flashing = recording
Blue = battery charging

CAMERA - PARTS & CONTROLS (CONTD.)

Top:

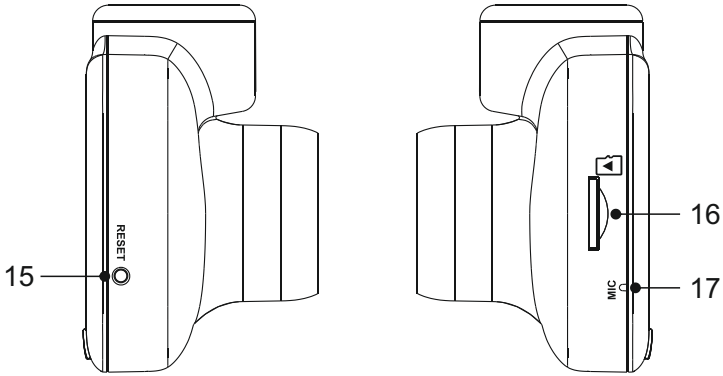


13. AV Out socket
Used to connect your camera to a television using an AV Cable (sold separately).

14. DC-IN & USB socket
Connect the supplied car power cable or USB data cable here.

Note:
- Normally the Car power cable is connected to the powered mount when in use, not directly to this socket.

Sides:



15. Reset button
In the unlikely event the camera becomes unresponsive, press the RESET button to restart the camera.

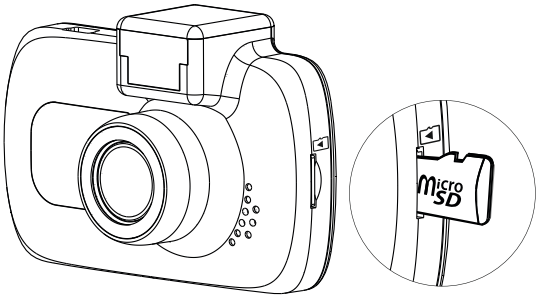
16. MicroSD Card slot
Insert the MicroSD card here, taking care that the gold contacts are facing towards the back of the camera.

17. Microphone
Integral microphone for audio recording.

IN VEHICLE INSTALLATION

Please follow the instructions below for first-time installation of the camera. For day to day use simply remove the camera from the mount as required.

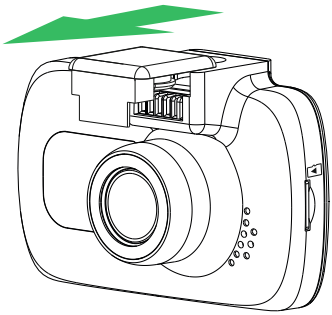
1. **Insert MicroSD Card**
   Insert a suitable MicroSD card (Class 10 48/Mbps) in to the camera, taking care that the gold contacts are facing towards the LCD screen side of the camera. Push the memory card until it clicks into place.



Note:
- Use the edge of a small coin (or similar object) to push the memory card in place if required. Take care that card has 'clicked' into place, a second push inwards will release the memory card.
- Do not remove or insert the memory card when the camera is turned on. This may damage the memory card.

2. **Remove dust cover**
   Remove the dust cover that is located on the top of the camera to gain access to the mounting point.

   To remove the dust cover, slide it forwards away from the LCD screen of the camera.

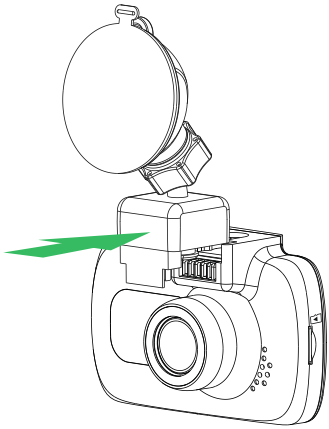


Note:
- If the camera is not to be used for a period of time please replace the dust cover to help keep the metal contacts free of dust or other contaminants.

IN VEHICLE INSTALLATION (CONTD.)

3. Attach the mount to the camera

Slide the camera onto the mount. Once attached magnets within the mount will hold the two parts together.

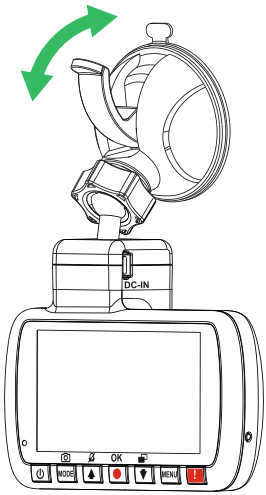


4. Attach the mount to the windscreen

Remove the protective plastic film from the suction cup of the mount.

Select a suitable position for the mount and clean the windscreen with a dry / clean cloth to achieve a good contact between the glass and suction cup.

Release the locking lever of the mount by pulling down and then whilst holding the suction cup onto the glass push the lever up to secure the mount to the windscreen.

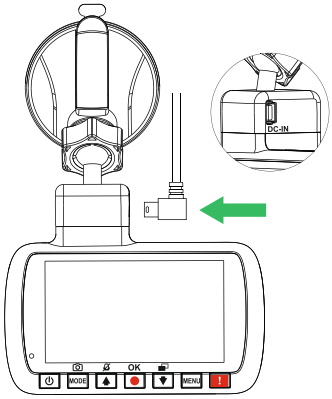


Note:
- Choose a smooth glass area without painted effect.
- Please ensure that once mounted the camera will be located within the area of the vehicles windscreen wipers to maintain a clear view during rainfall.

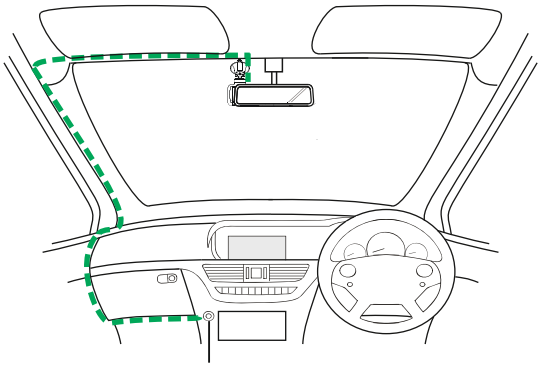
IN VEHICLE INSTALLATION (CONTD.)

5. Connect car power cable

Connect the supplied car power cable to DC-IN socket of the mount.



Plug the power cable into the 12-24Vdc outlet of your vehicle.



The above diagram is for illustration purposes only.

The camera will automatically power on and start recording once power is available.
In some vehicles this will be when connections are made, for others the camera will power on once the ignition has been turned on.

Should your vehicle not have a 12-24Vdc outlet, but does have a 5Vdc USB Outlet, this can be used instead. Connect the USB cable supplied with your camera in place of the cigarette power cable.

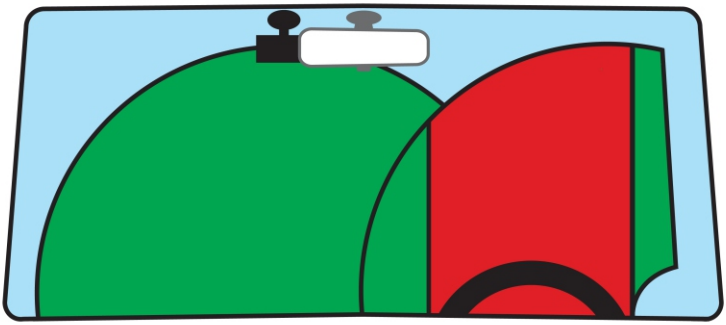
Ensure you connect the USB cable to the Powered mount only, NOT directly to the camera when using in–car

Note:
- Do NOT wire the camera directly to a 12V supply by cutting the cigarette plug off the end of the cable, or permanent damage will result.

IN VEHICLE INSTALLATION (CONTD.)

Please read and follow the notes below for the safe operation of your camera within your vehicle.

As per the installation instructions, you must install the camera so it does NOT obstruct the drivers view of the road, preferably on the passenger side of the vehicle and behind the rear view mirror. Whilst the camera clearly needs to view through the windscreen in an area swept by the windscreen wipers, the camera should be installed so as not to intrude significantly within the wiped area. A 40mm intrusion into the green wiped area is the maximum permitted by law.



Do NOT mount the camera in front of the driver, as depicted by the red area in the above illustration.

When installing the camera in a vehicle, always place the device securely against the windscreen and where possible conceal the power cable under trim. Make sure that the camera power cable does not interfere with the drivers operating controls, such as the steering wheel, pedals or gear levers.

Do NOT mount the camera in front of an airbag field of deployment or in a position to obscure any mirrors.

Clean the windscreen at the point of location, prior to fitting the camera, also, applying some moisture to the suction cup may be beneficial, to ensure absolute adhesion.

It is recommended NOT to operate the camera whilst driving. The automatic Start-Stop technology incorporated within the device negates any need to operate the controls whilst driving.

Adjust any settings or review recordings whilst stationery, not whilst driving.

After the preliminary SETUP has been carried out upon the camera, adjust the Screen Saver setting to 1 minute, this will blank the screen automatically shortly after starting the vehicle and therefore the screen will NOT be a distraction in any way to the driver.

VIDEO MODE

The key below explains the various information displayed on the screen when your camera is in Video mode, some icons will only be displayed once the relevant function has been selected within the Video menu, as described below.

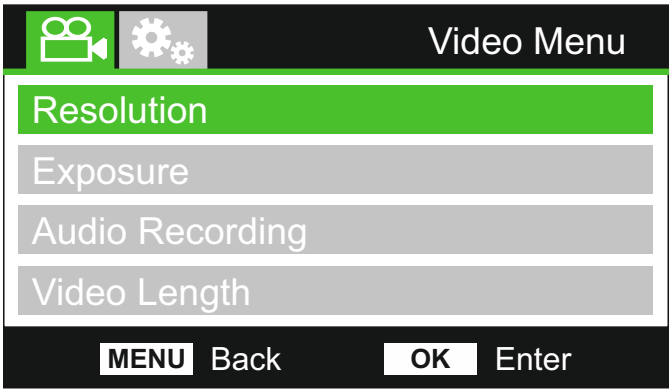
1. Mode: indicates the camera is in Video mode.
2. Recording: appears on screen when recording is in progress.
3. Resolution: displays current Resolution level setting.
4. Exposure: displays current Exposure level setting.
5. Video Length: displays the length of the individual recordings in minutes.
6. Parking Mode: appears on screen when Parking Mode has been turned on.
7. Microphone: displayed on screen when Audio Recording is active, when the microphone has been turned off a red cross will be seen upon the microphone icon.
8. Protected: shown on screen when a video file has been protected by activation of the G Sensor or by the pressing of the file protect button.
9. Date: current date.
10. Time: current time.
11. Memory Card: indicates whether a memory card is present.
12. Battery: indicates whether the camera is running on battery or external power.

The default settings have been set to allow you to use the camera without the need to change any settings.

See the next page for video menu settings, should you want to make any adjustments however.

VIDEO MODE (CONTD.)

Video Menu
The Video Menu is accessed by pressing the MENU button whilst in video mode.



The default settings have been carefully selected to allow you to use the camera without the need to change any settings. However, should you wish to change a setting then please see below.

Use the up and down buttons to highlight the function that you'd like to change and press the OK button to enter the settings sub-menu.

Once in the submenu, use the up and down buttons to highlight the required setting and then press OK to confirm your selection and return to the Video Menu.

Press the MENU button twice to return to video mode.

Note:
- Menus are not accessible whilst the camera is recording.

1. **Resolution**
   Select recording resolution, this will increase or decrease the quality of the recorded video.

   Options: 1080P, 720P and 720P 60FPS
   Default Setting: 1080P

2. **Exposure**
   Adjust exposure level for different light conditions.

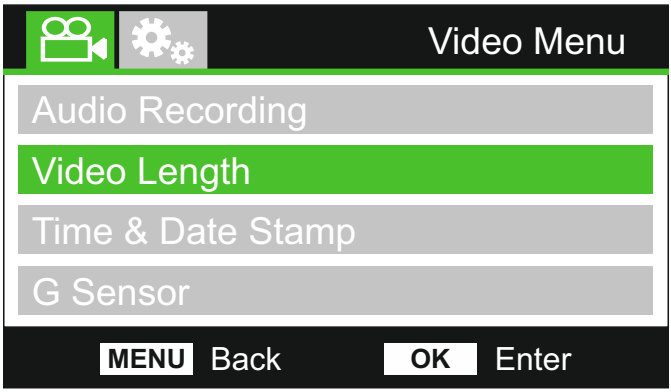
   Options: +2, +1, 0, -1 and -2.
   Default Setting: 0

3. **Audio Recording**
   Turn On / Off the microphone.

   Options: On and Off
   Default Setting: On

VIDEO MODE (CONTD.)

Continued from previous page.



4. **Video Length**
   Select the duration of the individual recorded video files. The camera will continue recording, filling the memory card. When the memory card becomes full, the oldest file will be automatically deleted to make space for the new recording.

   Note:
   - Protected files will never be deleted.

   Options: 2 Minutes, 3 Minutes and 5 Minutes
   Default Setting: 3 Minutes

5. **Time & Date Stamp**
   Turn On / Off the time and date stamp shown on recorded files.

   Options: On and Off
   Default Setting: On

6. **G Sensor**
   Turn Off or adjust the sensitivity of the built in G Sensor. The G Sensor detects forces which will automatically protect the current recording in event of a collision.

   Options: High, Middle, Low and Off
   Default Setting: Middle

Note:
- Within the Setup Menu which is accessed by pressing the MENU button twice, there is a 'Default Setting' option to allow you to reset the camera to the factory defaults, if required.

PHOTO MODE

Press the MODE button to select Photo mode.

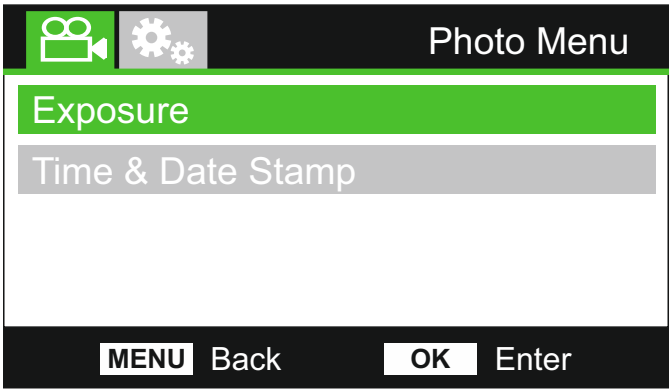
The key below explains the information displayed on the screen when your camera is in Photo mode.

1. Mode: indicates the camera is in Photo mode.
2. Exposure: displays current exposure level setting.
3. Date: current date.
4. Time: current time.
5. Memory Card: indicates whether a memory card is present.
6. Battery: indicates whether the camera is running on battery or external power.

See the next page for photo menu settings.

PHOTO MODE (CONTD.)

Photo Menu
The Photo Menu is accessed by pressing the MENU button whilst in photo mode.



The default settings have been carefully selected to allow you to use the camera without the need to change any settings. However, should you wish to change a setting then please see below.

Use the up and down buttons to highlight the function that you'd like to change and press the OK button to enter the settings sub-menu.

Once in the submenu, use the up and down buttons to highlight the required setting and then press OK to confirm your selection and return to the Video Menu.

Press the MENU button twice to return to photo mode.

1. **Exposure**
   Adjust exposure level for different light conditions.

   Options: +2, +1, 0, -1 and -2.
   Default Setting: 0

2. **Time & Date Stamp**
   Turn On / Off the time and date stamp shown on images.

   Options: On and Off
   Default Setting: On

Note:
- Within the Setup Menu which is accessed by pressing the MENU button twice, there is a 'Default Settings' option to allow you to reset the camera to the factory defaults, if required.

PLAYBACK MODE

Press the MODE button to select Playback mode, the last file that was saved to the memory card will be shown on screen along with the relevant playback controls.

Press the Up or Down buttons to move to the previous or next file respectively.

Dependent on the type of file, the on-screen information and playback functions differ.

Video Files:

1. File name: displays current file name.
2. Elapsed time. Displays the elapsed time for the video being watched.
3. Time: displays the start time that the current file was recorded.
4. Date: displays date that the current file was recorded.
5. Playback controls: use the control buttons as described below:
6. Battery: indicates whether the camera is running on battery or external power.
7. Protected file: indicates that the video file is protected.

Playback Controls:

OK	Press the OK button to play / pause playback.
MODE	Press the MODE button to stop playback.
▼	Use the DOWN button to select the next file, this is only available once playback has been stopped.
▲	Use the UP button to select the previous file, this is only available once playback has been stopped.

PLAYBACK MODE

Photo Files:

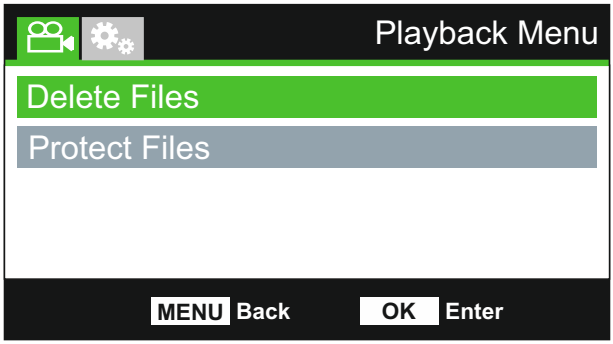
1. File name: displays current file name.
2. Time: displays the time that the current image was taken.
3. Date: displays the date that the current image was taken.
4. Previous: press the up button to move to previous file.
5. Next: press the down button to move to next file.
6. Battery: indicates whether the camera is running on battery or external power.
7. Protected file: indicates that the video file is protected.

Within Playback mode there are options available to Delete and Protect files, press the MENU button to access the Playback Menu.

See following pages for details.

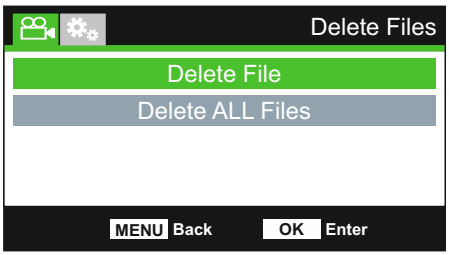
PLAYBACK MODE (CONTD.)

Deleting files:
Highlight the Delete Files option and press the OK button.



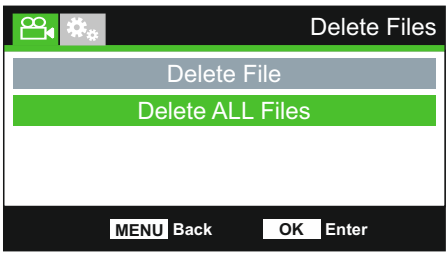
This will then give you two options:

Delete File



Once selected, follow the on screen instructions to delete the current file.

Delete ALL Files

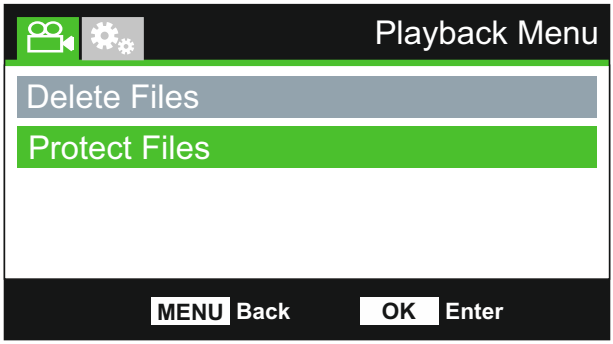


Once selected, follow the on screen instructions to delete all files.

Note:
- Protected files cannot be deleted.

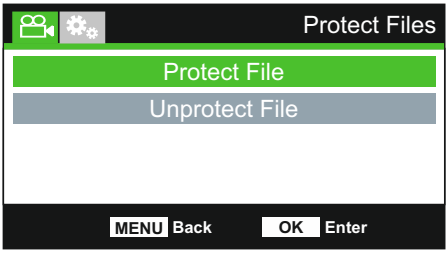
PLAYBACK MODE (CONTD.)

Protecting files:
Highlight the Protect Files option and press the OK button.



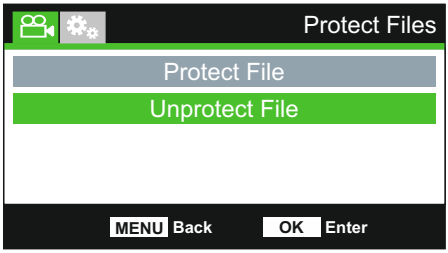
This will then give you two options:

Protect File



Once selected, follow the on screen instructions to Protect the current file

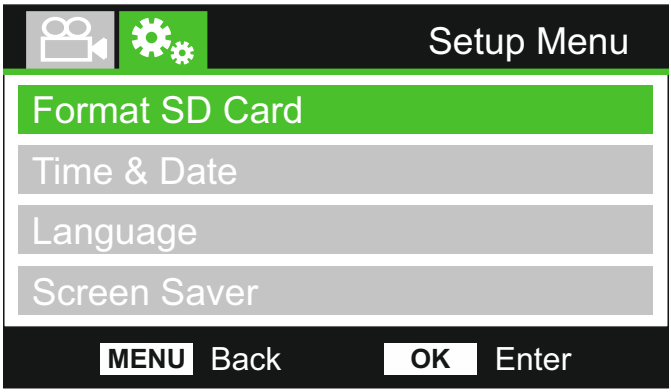
Unprotect File



Once selected, follow the on screen instructions to Unprotect the current file.

SETUP MENU

Setup Menu
The Setup Menu is accessed by pressing the MENU button twice.



The default settings have been carefully selected to allow you to use the camera without the need to change any settings. However, should you wish to change a setting then please see below.

Use the up and down buttons to highlight the function that you'd like to change and press the OK button to enter the settings sub-menu.

Once in the submenu, use the up and down buttons to highlight the required setting and then press OK to confirm your selection and return to the Video Menu.

Press the MENU button to return to the current mode.

Note:
- Menus are not accessible whilst the camera is recording.

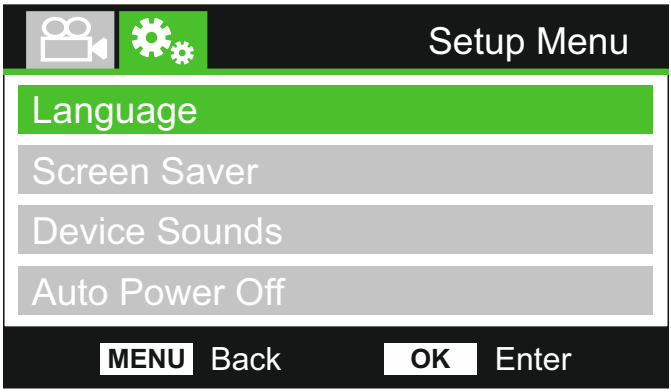
1. **Format SD Card**
   Format the inserted memory card, this will delete all content.

   Note:
   - For stable performance, it is recommended that you format the memory card every 2-3 weeks.
     Of course, you should only do this AFTER you've downloaded any files from the card that you may want to keep.

2. **Time & Date**
   Adjust the date / time as required using the OK button to toggle through the fields and use the up & down buttons to set variables. Press MENU to exit and return to the Setup Menu.

SETUP MENU (CONTD.)

Continued from previous page.



3. **Language**
   Select preferred language.

   Options: English, Danish, German, Spanish, French, Italian, Dutch, Norwegian, Finnish and Swedish.
   Default Setting: English

4. **Screen Saver**
   Turn on the Screen Saver function to shut down the screen after a chosen period of inactivity, press any button to re-activate the display.

   Options: On and Off
   Default Setting: Off

5. **Device Sounds**
   Turn Off / On the beep sound which is heard when a button is pressed or the device shuts down. This does NOT mute the startup sound.

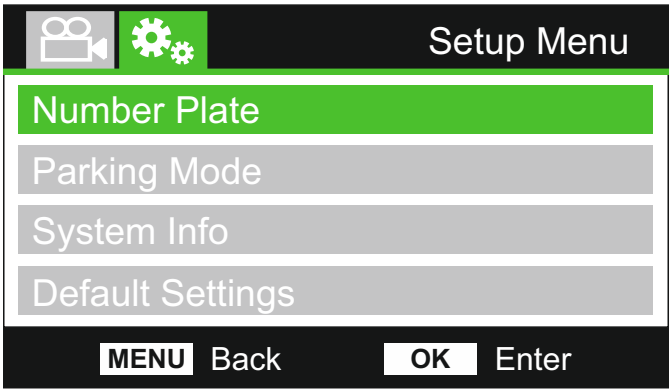
   Options: On and Off
   Default Setting: On

6. **Auto Power Off**
   Adjust the timing of the Auto Power Off function, this can be used to continue recording in event of loss of power within in the vehicle.

   Options: 10 Seconds, 1 Minute and 2 Minutes
   Default Setting: 10 Seconds

SETUP MENU (CONTD.)

Continued from previous page.



7. **Number Plate**
   Enter the registration number for your vehicle, this will then be shown on the recorded video files.
   Use the OK button to toggle through the fields and use the up & down buttons to set variables.

8. **Parking Mode**
   When Parking Mode has been turned on, the Dash Cam enters standby mode when the 12Vdc supply has been turned OFF (typically removing your ignition key).

   The Dash Cam will also enter standby mode if no physical movement is detected for 5 minutes, this is designed to allow use of a permanent 12Vdc supply, i.e hard-wire kit.

   Should physical movement of the vehicle be detected, the Dash Cam will power on and start recording a 1-2 minute protected video. If no further physical movement is detected then the Dash Cam will return to standby mode, if physical movement is detected subsequently, then the camera will continue to record normally, i.e. driving once more.

   Options: On and Off
   Default Setting: Off

9. **System Info**
   Display the version number of the cameras software.

10. **Default Settings**
    Reset the camera to the default settings.

PC CONNECTION

Use the supplied USB cable to connect the Dash Cam directly to your PC via the

socket, do NOT connect the USB cable to the Powered Mount.

Once connected the Dash Cam will turn on with three options available, as described below.

- Mass Storage
- Power On
- Update

Use the UP and DOWN buttons to select required function and press OK to confirm selection.

Mass Storage (Windows)
When this option is selected, the Dash Cam will function as a card reader for your PC. An extra drive will appear, e.g. Removable Disk (D:) and you will be able to view / manage the stored files upon the MicroSD card within the Dash Cam.

Note:
- The Dash Cam is a 'read-only' device, therefore uploading files to the SD card when in Mass Storage mode is not possible.

Turn off the camera before disconnecting from your computer.

Mass Storage (Mac)
When this option is selected, the Dash Cam will function as a card reader for your MAC.
The Dash Cam will be seen as an external disk upon your MAC and you will be able to view and/or manage stored files.

Note:
- The Dash Cam is a 'read-only' device, therefore uploading files to the SD card when in Mass Storage mode is not possible.

Turn off the camera before disconnecting from your computer.

Power On (Windows & Mac)
When this option is selected, the Dash Cam will power on with all functions available. This includes charging of the internal battery, a full charge will take approximately 2 hours.

Note:
- ALWAYS turn Off the Dash Cam before disconnecting from your computer.

Update (Windows and Mac)
When this option is selected, it is for use with the VOYAGER Dash Cam Playback software in order to update the Firmware within the Dash Cam to the latest version.

Please see details within the VOYAGER Dash Cam Playback software for more information.

VIDEO & AUDIO OUTPUT

The camera can be connected to external video equipment, such as a television or a monitor within your vehicle that uses standard RCA inputs.

Connect the AV cable (sold separately) between the camera and your external device, then turn on the camera. The screen on the camera will be blank as the video image is now being sent to the external device, the red power LED on the camera will be lit indicating the unit is turned on.

Make sure that the camera battery is charged prior to use, as power is not supplied to the camera via the AV cable.

For prolonged use an external power supply may be required, use the supplied USB cable with a 5Vdc/USB adaptor, of the type typically supplied with mobile phones.

Note:
- ENSURE that any external power sources are of the correct 5Vdc output, otherwise damage will be caused that is not covered under the manufacturer's warranty.

TROUBLE SHOOTING

PROBLEM	SOLUTION
Video Image is blurred.	Remove the protective lens cover, clean the lens, clean the windscreen!
I cannot insert the Micro SD card.	Micro SD card are very small and require delicate use. Align the card with the diagram shown upon the camera 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 latch. Release pressure and the card will stay retained within the device. Use the edge of a small coin if you have difficulty.
I cannot remove the Micro SD card.	With the card previously installed, you now need to push the card further inwards slightly, using your finger nail, until you hear and feel a small latch. Use the edge of a small coin if you have difficulty. Release pressure and the card will spring out sufficiently for you to take hold of it.
Video files cannot be played.	The video files from the camera are in MOV 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 reformat to remove non-contiguous files. For best recording use a branded class 10 type (30MB/s) or UHS type 1 micro SD card of 8 to 32GB 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 camera 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.voyager-systems.co.uk**
Video has no sound.	Ensure that “Record Audio” setting is turned ON within the Video Menu.
Photograph is blurred.	Hold the camera still whilst taking the photo. Please be aware the photo is taken around 1 second after the shutter noise is heard.
I can only record a few minutes of video on my Micro SD card.	Change the recording size (Video Length function) to a smaller size. Increase the size of the MicroSD card. Max 32GB.
Mass Storage function does not work.	The Mass storage 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 camera. Contact VOYAGER for the required driver.
I cannot save files to the memory card when the camera is connected to my computer under Mass Storage mode.	Correct, the camera 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 camera, as these may have a negative effect on the performance of the camera.
The sucker will not stay in place upon my windscreen.	Ensure that the protective cover (plastic film) has been removed from the suction pad. Moisten the sucker slightly before affixing upon the windscreen. 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.

TROUBLE SHOOTING (CONTD.)

PROBLEM	SOLUTION
My camera shuts down by itself after a while.	Either the battery has gone flat, or there is no power to the camera and the Auto Power Off period has been triggered.
No power to my camera, but it works upon my PC.	The cigarette power cable is not working. Inspect the fuse in the Car Power 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 blow.
The SD card in my camera cannot be read.	Use a good quality branded SD card between 8GB and 32GB (Class 10 or UHS type 1) and format the card from within the Setup menu.
I can't delete files on my SD card within the camera.	Check to see if these files are 'protected', if so please follow instructions to 'un-protect'.
The screen blanks after a few minutes upon my camera.	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 option to re-format the SD card from within the camera.
The battery will not charge.	Ensure the camera is connected to a reliable power source and that the supplied Car Power Cable is being used, with the Green LED lit.
The battery only last 30 seconds.	The battery will only receive charge when the camera is connected to power, please reconnect the car adaptor and leave the camera turned on. Charging takes approximately 90 minutes and a full charge is indicated when the BLUE (charging) LED goes out.
The battery only lasts 6 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 “Card Error” on screen.	The SD card has become unusable by the camera. Remove useful files using your PC and then perform a “FORMAT” upon the SD card from within camera the Setup Menu.
I get the message “Card Full” on screen.	The SD card has become full as there may be too many protected files which will not be deleted to allow for further recording to take place. Delete unnecessary files or perform a full FORMAT upon the SD card from within the camera Setup Menu.
The AV Out from my camera just buzzes on my TV.	Ensure that the AV cable is correct. Use a stereo 2.5mm jack plug where the tip is the video and the ring is the audio signal. To purchase the correct AV Cable please go to www.voyager-systems.co.uk or phone Voyager on 0330 119 1141
I have turned on 'Parking Mode' and now can't stop the recording.	The camera will start a recording whenever motion is detected. To turn off Parking Mode firstly shutdown the camera and remove the SD card, this will avoid recording being activated accidentally. Switch the camera On and within the Setup Menu, turn off the 'Parking Mode'.

TROUBLE SHOOTING (CONTD.)

PROBLEM	SOLUTION
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.voyager-systems.co.uk using Google Chrome results in a Malicious Software message.	This is not a cause for concern, 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 thereafter.
Unresolved issues.	Reset the camera to the default settings within the Setup Menu and try again. Should the problem persist call the helpline 0330 119 1141 or email: support@voyager-systems.co.uk

NOTES

www.voyager-systems.co.uk