

Prestigio



ROADRUNNER 380

Video recorder
Article number: PCDVRR380

User manual
Version 1.0

Introduction

With the RoadRunner 380 compact DVR you will always be aware of what is happening and have no problem seeing license plates, even in motion. You can also use it to quickly and easily resolve disputes on the road.

This manual contains a detailed description of the unit as well as instructions for its operation.

Copyright

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Responsibility and technical support

This document has been prepared in accordance with all necessary requirements and contains detailed information on the operation of the device which is current at the date of issue.

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Prestigio makes no warranty of any kind with respect to the material herein, including but not limited to the merchantable condition and suitability of the product for any particular purpose.

If you have any technical questions, please contact your local Prestigio representative or contact the technical support department at www.prestigio.com/use. The most common problems are described in Section 7 of this document and on the website www.prestigio.com where you can also download the latest version of this manual.

Information about the manufacturer:
Prestigio Plaza Ltd.
Cyprus, Limassol 4040, Spirou Kyprianou 26.
Country of manufacture: China.
www.prestigio.com

Conformity to standards



The device is CE certified and meets the requirements of the following European Union directives:

- Directive 2014/30/EU on electromagnetic compatibility;
- Low Voltage Directive 2014/35/EU.

RoHS

The device meets the requirements of the RoHS Directive 2011/65/EU on the restriction of hazardous substances.



The device has passed all assessment procedures established in the technical regulations of the Customs Union and complies with the norms of the Customs Union countries.



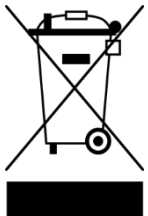
National Mark of Conformity of Ukraine, indicating that the device meets all required technical regulations.



The product packaging is made entirely or partially from recyclable raw materials and can also be recycled.



It is recommended that the packaging of this product be thrown in the trash.



The symbols of the crossed-out wheeled garbage can are shown in accordance with Directive 2012/19/EU on waste electrical and electronic equipment (WEEE)* and Directive 2006/66/EC on batteries and accumulators and battery and accumulator waste, and indicate that this equipment requires separate collection after its end of life and must be kept separate from unsorted municipal waste.

According to the regulations, the device, its batteries and accumulators, and its electrical and electronic accessories must be disposed of separately at the end of their service life. Do not dispose of the device together with unsorted municipal waste, as this would be harmful to the environment.

To dispose of the device, batteries and accumulators, as well as its electrical and electronic accessories, must be returned to the point of sale or turned in to your local recycling facility.

For more information about recycling this unit, contact your local household waste disposal service.



*Waste Electrical and Electronic Equipment, or WEEE, means used electrical or electronic equipment, including all components, assemblies, consumables that are part of the equipment at the time it is taken out of service (including supplied batteries/rechargeable batteries (if any), components containing mercury, etc.).



Information about the certificates received is listed in Section 6 of this document. Copies of certificates and reports can be found in the appropriate section of the www.prestigio.com/certificates.

EN	RU	EE	KZ	LT
LV	RO	SI	UA	

Rules for safe use

Please read the information in this section of the document carefully before using the unit.

WARNING! The warnings, precautions and instructions in this document may not contain all possible and dangerous situations. Use common sense when using the device.

1. Place the device in a location in the passenger compartment that does not obstruct the driver's view or interfere with the deployment of the airbags.
2. Do not block the view area of the camera with foreign objects.
3. Make sure the device is securely fastened. It must not move during movement.
4. Do not remove the memory card while the power is on. This can damage the card.
5. Do not use the DVR memory card with other devices. Video files cannot be saved in this case.
6. Do not insert foreign objects into the memory card slot. This can cause damage to the device.
7. Do not perform any operation on the device while the vehicle is in motion. Stop it in a safe place beforehand.
8. Do not disconnect the vehicle's interior camera while the DVR is recording.
9. The Micro-USB port on the DVR is for charging the device only.
10. To charge the device from the cigarette lighter of a car, use only the original car charger included in the package. The manufacturer shall not be liable for any consequences, whether direct or indirect, arising from the use of the vehicle charger for purposes other than its intended use, or for powering or recharging a device other than the one supplied with it.
11. Do not use force when plugging in external devices. This can damage the contacts.
12. To reduce the risk of fire or electric shock, do not expose this unit to rain or moisture.
13. If you see signs of smoke, turn off power to the unit immediately.
14. Do not expose the unit to fire.
15. Do not expose the unit to sudden temperature fluctuations due to possible condensation.
16. Do not allow the device to come into contact with sources of strong electromagnetic radiation.
17. Do not use the device in places prohibited for the operation of electronic devices.
18. Keep the camera lens clean. Use a soft cloth for cleaning; do not use water or corrosive liquids.
19. Do not touch the surface of the screen with sharp objects.
20. Do not apply excessive pressure or place objects on the display.
21. Protect the device from excessive force and shock. Doing so may cause it to become damaged or malfunction.
22. If any malfunctions are found, you should stop using the device and contact a Prestigio Authorized Service Center. Do not attempt to repair the device yourself.

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1 General description and characteristics

1.1 Purpose of the device

The RoadRunner 380 DVR records video in FullHD format, ensuring realistic color reproduction and maximum image clarity.

You can find out the license plate number even while driving. In addition, all video recordings can be viewed from the comfort of the car on the compact LCD display.

The main advantages of the RoadRunner 380 DVR:

- **Cabin camera**

The quick-release interior camera records HD 720p video at 30 frames per second. With the RoadRunner 380, the driver can control the situation in the cabin, which ensures safety and is suitable for all types of transportation, both for cabs and trips with the family.

- **High quality shooting**

RoadRunner 380 road camera records high-quality video with FullHD resolution (1920x1080) at 30 frames per second, and the viewing angle of 140 ° covers up to 5 lanes of traffic.

- **A clear picture**

The IPS sensor delivers high-quality images regardless of the viewing angle and provides enhanced color reproduction.

- **G-sensor for fixing accidents**

When the shock sensor (G-sensor) is triggered, the video recording of the accident will be automatically saved to a separate folder and protected from being overwritten.

- **Night Photography**

The cabin camera has infrared sensors for night vision mode and high-quality recording in the dark. And the night shooting mode of the traffic camera ensures that a controversial situation will be recorded at any time, even with low light levels.



Figure 1 - Appearance

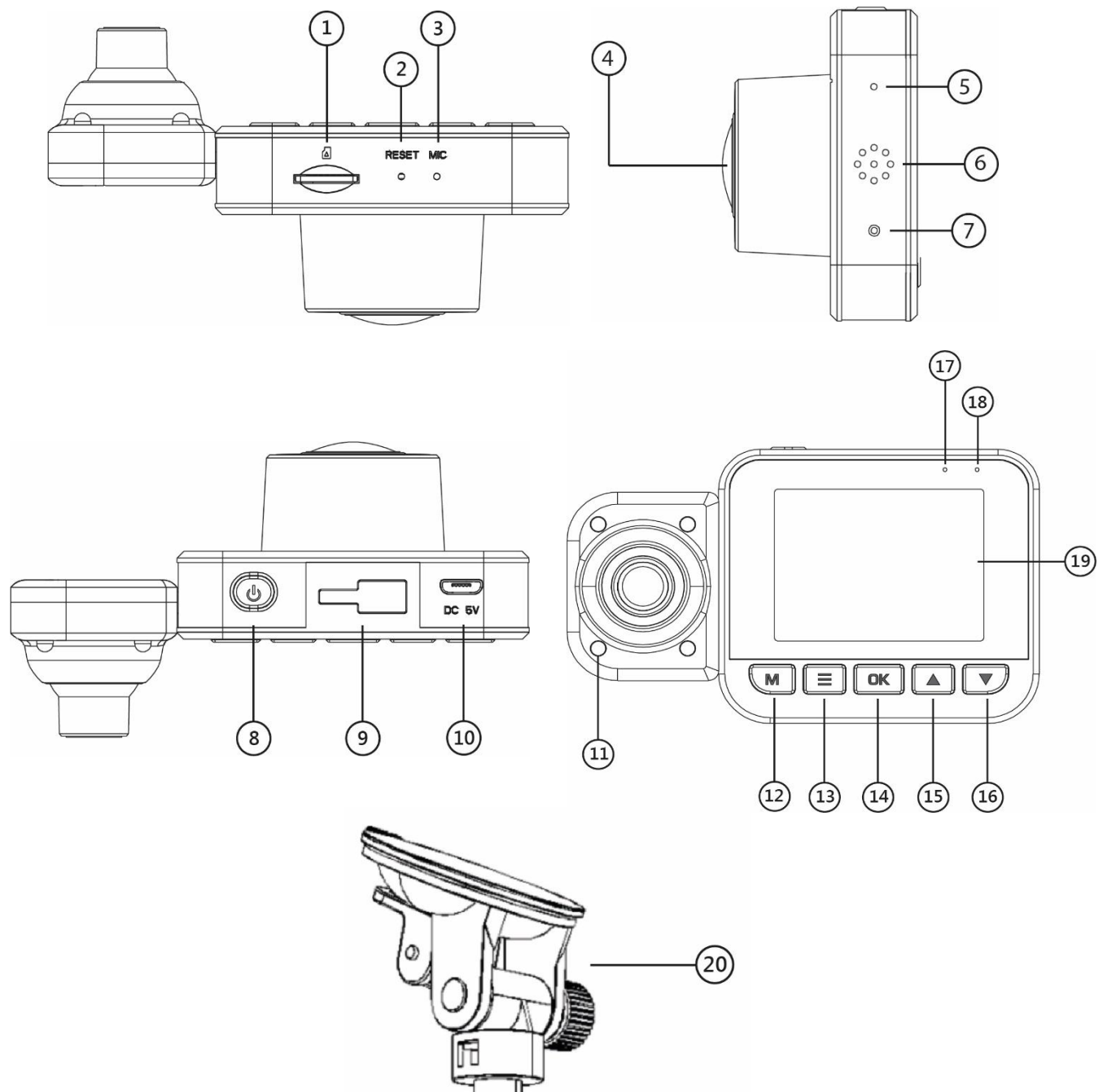


Figure 2 - Components and controls

Components and controls

1. Micro-SD card slot
2. Reset button [RESET]
3. Microphone [MIC]
4. Lens
5. Interior camera mount
6. Speaker
7. Connector for the cabin camera
8. Power button

9. Connector for holder attachment
10. Micro-USB connector for power connection
11. Removable interior camera
12. Mode button [M]
13. Main menu button [≡]
14. Select/Confirm/Pause/Play Video/Photo Button [OK]
15. Move up button [▲]
16. Down Button [▼]
17. LED device status indicator
18. LED charging mode indicator
19. LCD display
20. Holder with suction cup

Functions and button assignments

Table 1 - Functions and purpose of the buttons

Title	Functions and purpose
Reset button [RESET]	Restarting the device
Power button	Turning the device on/off
Mode button [M]	Changing the operating mode of the device. In recording mode, press to protect the recorded file from being overwritten
Main menu button [≡]	In standby mode, press to access the settings menu. In the menu - return to the previous menu
Selection/confirmation/pause/pause button to play back the video/photo [OK]	Selects/confirms settings or menu items. Pause/playback in video recording mode. Pause/playback during video playback. Activating changes, making and confirming new settings. View the selected file. In standby mode, press to take a photo
Move up button [▲]	Menu navigation. Move between files in viewing mode. During video recording, press to take a screenshot
Down Button [▼]	Menu navigation. Moving between files in viewing mode

Table 2 - Status of indicator lights

Indicator	Status	Description
Red	Lights up all the time	The DVR is charging
Green	Lights up all the time	DVR is fully charged
Blue	Shimmering	Video file recording in progress
Blue	Lights steadily without flicker	Power is connected

1.2 Technical data

Table 3 - Main technical specifications

Parameter	Value
General information	
Article number	PCDVRR380
Processor	Jieli AC5401A
Color	Black
Case Material	ABS plastic
Connector	micro-USB
Screen size	2"/5.1 cm
LCD display technology	IPS
Main Features	
Sensor	GC2053
Sensor resolution	2 MP
Optical sensor size	1/2,7"
Matrix type	CMOS
Viewing angle	140°
Shooting options	
Maximum video recording resolution	FHD 1080p
Maximum frame rate	30 fps
Maximum photo resolution	2 MP
Recording mode	Cyclic
Video codec	H.264
Digital Video Recording Format	MOV
Functions	
G-sensor	Yes
GPS sensor	No
Motion sensor	Yes
Cyclic recording	Yes

Parameter	Value
General information	
Night Mode	Yes
Electronic Image Stabilization	No
Cabin camera infrared illumination	Yes
Digital zoom	No
Built-in speaker	Yes
Built-in microphone	Yes
Memory	
Memory type	Flash
Maximum memory card capacity	32 MB
Support for memory cards	micro-SD (SDHC/SDXC) card from 8 to 32 GB (class 10 or higher)
Nutrition	
	Car cigarette lighter (input: DC 12-24 V, DC 5 V/1 A output)
Backup power	
Battery type	Built-in lithium-ion
Battery capacity	180 mAh
Full charge time	1–2 h
Full discharge time	10 min
Dimensions and weight	
Dimensions (L x W x H)	93.4 mm × 67.2 mm × 53 mm
Weight	60 g
Cabin camera weight	14 g
Other information	
Operating Temperature	-10 °C to +45 °C
Operating humidity	15 to 65% relative humidity
Storage temperature	-10 °C to +50 °C
Storage humidity	Up to 85% relative humidity
Warranty period	2 years
Declarations	CE, EAC

1.3 Package Contents

The RoadRunner 380 comes with a package:

1.	PCDVRR380 Video Recorder	1 pc.
2.	Removable interior camera	1 pc.
3.	Holder on suction cup	1 pc.
4.	Car charger with micro-USB cable (cable length 3.6 m)	1 pc.
5.	Quick start guide	1 pc.
6.	Warranty card	1 pc.

1.4 Packaging and labeling

Video recorder The RoadRunner 380 comes individually packaged in 165.5 mm × 142.5 mm × 53 mm (L×W × H) cardboard with the full name and labeling, a list of accessories and main specifications, and information about the manufacturer.

Weight of the carton:

- net weight: 81 g;
- gross weight: 307 g.

2 Operating instructions device

Before you use the device, read the information in the "How to use it safely" section.

2.1 Charging the battery

Before using the DVR for the first time, fully charge the battery. It takes at least 1.5 hours to fully charge the battery from a car power source or at least 3 hours from a USB port on your personal computer (laptop).

- Use your car's cigarette lighter: Charging will start automatically when the ignition is turned on.
- Use the micro-USB cable (not included): Connect the device to the power adapter (not included) or a USB port of a computer/laptop with an output voltage of 5 V and a current of at least 500 mA.

While the DVR is charging, the LED indicator of the charging mode will glow red. When the device is fully charged, the LED indicator will glow green.

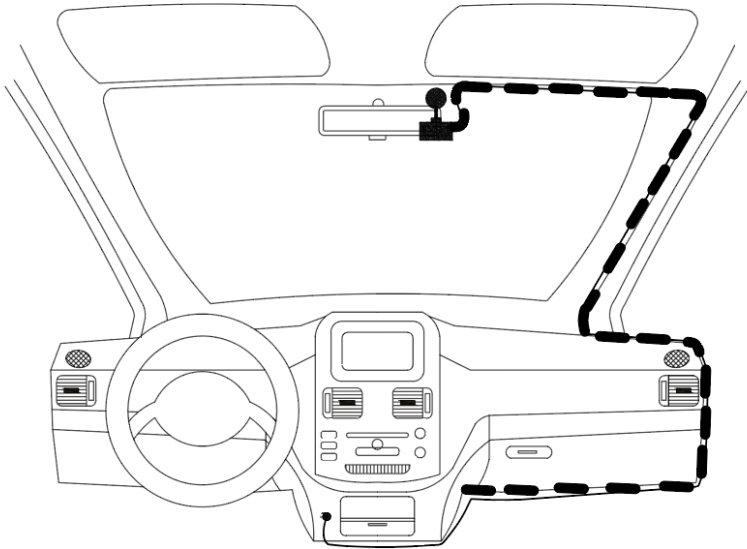
WARNING!

- The built-in rechargeable battery is designed to terminate the last video recording when external power is disconnected.
- If you do not use the device for an extended period of time, you should fully charge the battery once every two weeks.

2.2 Device installation

Installing the device with a suction cup holder

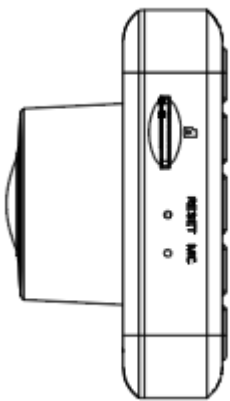
1. Follow the directional arrows on the device to install the suction cup mount and secure the device. Slide the bottom of the bracket to the mating part on the DVR body. Then turn the bracket until the locking mechanism engages (you will hear a click).
2. Select a location on the windshield where you want to install the device. Optimal is the middle of the windshield, next to the rearview mirror.
3. Degrease the glass, remove the protective film from the suction cup holder.
4. Press the mount firmly against the glass and lower the latch.
5. Route the cable along the ceiling and the front pillar of the car so that it does not interfere with the driver's view.
6. Make sure that the routed cable does not interfere with the deployment of airbags and other systems.
7. Select the angle of the device to get the best possible image from the DVR camera.

**NOTE.**

- The device will not be able to provide the required image quality when placed on a windshield with excessively dense toning.
- Temperature and humidity fluctuations can cause the suction cup to detach from the glass.

2.3 Installing the memory card

To use the video recording functions, you must install a memory card (not included). Make sure the memory card is correctly positioned (see markings on the device) and insert the card into the slot until you hear it click into place.



The device automatically recognizes the card as a storage device - all data will be stored on the memory card.

Use a memory card micro-SD card with a read/write speed of at least 10 MB/s and a capacity of 8 GB to 32 GB.

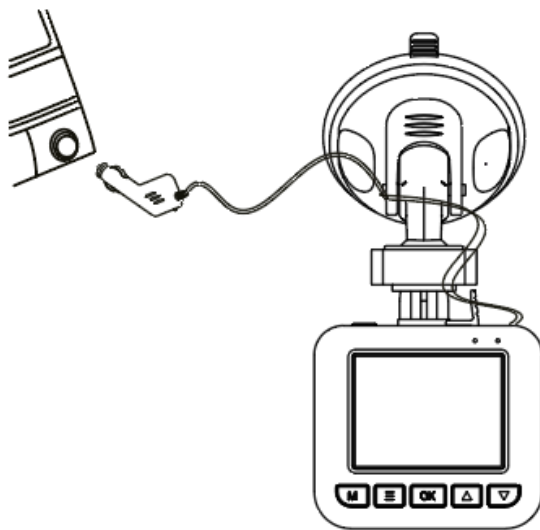
To remove the card, first press it and then pull it out.

IMPORTANT!

- The device cannot record video footage or photos without a memory card.
- The memory card should only be installed when the power is off. When using the device for the first time, format the memory card to FAT32 (read open sources on how to do this).
- Use only tested and recommended memory cards. Otherwise, the manufacturer does not guarantee correct operation of the device.

2.4 Starting the DVR

1. Connect the car charger with micro-USB cable (included) to the micro-USB power connector of the DVR.
2. Connect the charger to a vehicle power source (cigarette lighter socket in the car).



3. Once connected to a car power source, the DVR will automatically turn on and start recording video.
4. To stop the video recording, press the [OK] button.
5. Press the power button to turn the device off.

2.5 Configuring the DVR

Set up the device according to your requirements before shooting video.

To access the settings menu, stop recording (recording starts automatically when the power is connected) by pressing [OK], then press [≡]. Use the [▲]/[▼] buttons to navigate in the menu. To activate changes, make and confirm new settings, press the [OK] button. To continue recording, press [≡] twice and then press [OK].

The following video recorder settings are available**Resolution**

Allows you to select the resolution/quality of the recorded video file. Available options: FHD/HD.

Cyclic recording

Allows you to set the duration of each video recording. When the micro-SD card is full, the old, unprotected entries will be replaced with new files. The following values are available: 1/3/5 min. or off.

Motion sensor

Allows the device to automatically start recording when there is motion in the frame and stop recording when motion stops. Available options: enable/disable.

Audio recording

Allows you to enable or disable audio recording at the same time as recording video. Available options: enable/disable.

Marks on the video

Allows you to display the date, time, brand, name, model and license plate number of the car on the video. Available options: enable/disable.

Date and time

Allows you to set the correct date and time on your device so that they appear correctly on your videos and photos. Available options: DD/MM/YYYY, YYYY/MM/DD, MM/DD/YYYY.

Automatic shutdown

Allows you to set the time after which the device will automatically turn off after you stop recording. Depending on the selected settings, the device will automatically turn off after 1/3/5 min.

Disabling the screen

Allows you to set the time after which the screen will automatically turn off if there is no action. Depending on the selected settings, the screen turns off automatically after 30/60/120 s. Press any button to turn on the screen.

Beep

Allows you to turn on/off the sound while pressing the buttons.

Volume

Allows you to set the volume level of the playback sounds on your device. The following options are available: low/medium/high.

Selecting a language

Allows you to select the interface language of the device. The following languages are available for selection: EN, RU, BG, BY, EE, HU, KZ, LT, LV, RO, SI, UA.

Update rate

Allows you to select the desired screen refresh rate. Available options: 50/60 Hz.

Turn off delay

Allows you to delay the device shutdown, in order to save the video recording after parking and turning off the vehicle engine, as well as to save the file correctly. The following options are available: 10/15/60 c.

G-sensor settings

Allows you to select the level of G-sensor sensitivity. The smaller the value, the higher the sensitivity. Thanks to the G-sensor, the video file recording is automatically protected in case of a collision, jolt or emergency braking. The following values are available: high/medium/low.

Parking mode

Allows you to enable or disable the parking control function. Parking control function is activated by the G-sensor. When the G-sensor is off, the parking monitor and the processor will not work. When it is on, the device will switch to parking monitor mode after it is turned off.

Exposition

Allows you to adjust the exposure compensation depending on the light. The following values are available: -3, -2, -1, 0, 1, 2, 3. When recording in dim light, use a higher exposure value.

Formatting

Allows you to delete all files on the memory card.

WARNING! Before formatting, make sure that all important files have been moved to another storage medium. Once formatted, they cannot be recovered.

Reset Settings

Allows you to set the initial settings of the system. All user-defined values will be restored to defaults.

Software version

Displays the software version of the device.

License plate

Allows you to enter the license plate number of your vehicle into the memory of the device.

2.6 Working with cameras

Connecting the cabin camera

The RoadRunner 380 comes with The interior camera is designed to record what happens inside the vehicle.

To connect it, you need to insert the plug of the camera into the connector for the cabin camera.

Display modes

The following camera display modes are available: Main camera, Cabin camera, or a combination of both. Video is recorded from two cameras simultaneously, regardless of the selected display mode. Press the [▲] button to switch modes.

2.7 Recording video

Automatic video recording

Connect the device to the car charger. When you start the car engine, the device will automatically turn on and start cyclic video recording.

When you turn off the engine, the DVR will save the last recorded file and stop working. Thanks to the built-in battery, an automatic shutdown, depending on the settings, is available in 10/15/60 seconds.

Recording a video file in manual mode

In recording mode, press [OK] to stop/continue recording.

Recording a protected video file

To protect the currently recording file from being overwritten, press the [M] key.

2.8 File Management

File view mode

To select the file view mode, you must stop recording by pressing [OK], then press [M]. Use the [▲]/[▼] buttons to move between files. Press [OK] to start watching the selected file. Press the [M] button to exit viewing mode.

Deleting files

In playback mode, press the [≡] main menu button, then enter the delete files menu. Press [▲]/[▼] to delete the current file or all files.

Lock/unlock files

In playback mode, press the [≡] main menu button, then enter the file lock/unlock menu. Press [▲]/[▼] to lock or unlock the current file.

2.9 Camera mode

Stop recording by pressing the [OK] button. Then press [M] to switch to Camera mode and press [OK] again to take the photo.

2.10 Creating a screenshot

To take a screenshot, press the [▲] button once during video recording.

2.11 Playing files on a PC

1. To view or copy a saved video or photo to a PC, connect the DVR to the PC with a USB cable with data transfer function via the micro-USB port of the DVR.
2. After connecting to a PC, press the power button on the DVR.
3. If video recording has started, stop it by pressing [OK].
4. The DVR memory will be recognized as an external hard drive.
5. Use your computer to manage your files.
6. Disconnect the USB cable to complete the operation.

3 Care Recommendations

The RoadRunner 380 requires no special maintenance during operation. Nevertheless, in order to maintain proper condition and stable operation of the appliance, it is advisable to follow the steps below:

- Observe the rules for safe use of the device.
- Periodically clean the device of dirt and dust with a dry soft cloth. The device must be turned off before cleaning.
- Clean the lens of the DVR regularly.
- Have the device repaired only at service centers.

In the event of warranty repair or replacement, contact the retailer with the receipt and the purchased device.

For more information on replacing and repairing the device, contact your local representative or technical support via the www.prestigio.com.

4 Warranty obligations and warranty service procedure

The service life of the device is two (2) years.

You may have other rights under the laws of your country regarding the sale of consumer goods. This limited warranty does not affect such rights.

The warranty card entitles you to warranty service only under the following conditions: all fields of the card must be filled out in clear handwriting, the seller's stamp must be available and must correspond to the seller's details indicated in the card.

The warranty card is valid only if it is filled out correctly and completely by the seller. When purchasing the unit, check that the serial number and model match the information in the warranty card.

If the warranty card is incomplete or illegible, it is invalid. In this case, it is recommended that you contact your dealer to obtain a properly filled out warranty card. It is also allowed to provide sales and cash receipts or other documents confirming the fact and date of sale of the device. The date of sale is the date indicated on the sales invoice/cash receipt or other appropriate document. If the date of sale cannot be determined, the warranty period is calculated from the date of manufacture of the device.

The manufacturer guarantees that all materials, components and workmanship of Prestigio brand products will be free from defects under normal use during the warranty period. This limited warranty applies only to the first purchaser of a Prestigio product and cannot be transferred to a subsequent purchaser.

For warranty replacement, the unit must be returned to the retailer with the receipt. Prestigio brand products are warranted only in the country of purchase.

WARRANTY SERVICE PROCEDURE

If you discover a suspected defect or defect in the device, you should contact an authorized service center before the warranty period expires and provide the following information:

1. A device with an alleged defect or defect.
2. Warranty card, drawn up in accordance with the requirements of current legislation, or the original proof of purchase, with a clear indication of the name and address of the selling company, as well as the date and place of purchase.

LIMITATION OF LIABILITY

Prestigio brand products are NOT eligible for free warranty service if the following damage or defects are found:

- damage caused by acts of God, accidents, negligence, intentional or negligent actions (omissions) of the buyer or third parties;
- damage caused by the effects of other objects, including but not limited to exposure to moisture, dampness, extreme temperatures or environmental conditions (or if they change

drastically), corrosion, oxidation, ingestion of food or liquid and exposure to chemicals, animals, insects and their products;

- if the device (accessories, components) has been opened (the seals are broken), altered or repaired by anyone other than an authorized service center, or with unauthorized replacement parts;
- defects or damage caused by improper use, misuse, including use contrary to the operating instructions;
- defects caused by normal wear and tear, including bags, cases, battery packs, or instruction manuals;
- if the serial number (nameplate), manufacturing date or model name on the unit has been removed, erased, damaged, altered or is illegible in any way;
- in case of violation of the rules and conditions of operation, as well as the installation of the device, set forth in the operating manual;
- cracks and scratches as well as other defects resulting from transportation, operation by the purchaser or negligent handling on his part;
- mechanical damage that occurs after the device has been transferred to the user, including damage caused by sharp objects, bending, crushing, dropping, etc;
- damage caused by non-compliance with standards for parameters of power supply, telecommunications, cable networks and similar external factors.

THIS LIMITED WARRANTY IS THE EXCLUSIVE AND SOLE WARRANTY PROVIDED AND IS IN LIEU OF ALL OTHER EXPRESS AND IMPLIED WARRANTIES. THE MANUFACTURER MAKES NO WARRANTY, EITHER EXPRESS OR IMPLIED, BEYOND THE DESCRIPTION CONTAINED HEREIN, INCLUDING AN IMPLIED WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. IT IS AT THE DISCRETION OF THE PURCHASER TO USE A DEFECTIVE, FAULTY OR UNACCEPTABLE DEVICE. THE MANUFACTURER SHALL NOT BE LIABLE FOR DAMAGES TO OTHER PROPERTY DUE TO ANY DEFECTS IN THE DEVICE, LOSS OF USEFULNESS OF THE DEVICE, LOSS OF TIME, OR FOR ANY SPECIAL, INCIDENTAL, INDIRECT OR CONSEQUENTIAL DAMAGES, PUNITIVE DAMAGES OR LOSSES, INCLUDING BUT NOT LIMITED TO COMMERCIAL DAMAGES, LOSS OF PROFIT, LOSS OF PROFITS, LOSS OF CONFIDENTIAL OR OTHER INFORMATION, LOSS OF BUSINESS OR BUSINESS INTERRUPTION DUE TO THE DEVICE BEING FOUND TO BE DEFECTIVE, DEFECTIVE OR UNFIT

NOTE. The manufacturer does not produce equipment for the field of "vital tasks". Devices for "vital tasks" include life support systems, medical equipment, implant-related medical devices, commercial transportation, nuclear equipment or systems, and any other application where equipment failure could result in harm to human health or death, or damage to property.

5 Rules of storage, transportation and disposal

Transportation of the product is possible by all modes of transport at any distance. The device and accessories must be in their original packaging during shipment. Similar requirements of the applicable regulations apply to the conditions of storage of the device in the supplier's warehouse.

In accordance with the Waste Electrical and Electronic Equipment (WEEE)* regulations, all electrical and electronic products must be collected separately at the end of their service life and cannot be disposed of together with unsorted municipal waste.

Parts of unusable devices must be separated and sorted by material type. Proper collection, recycling, and disposal of these devices will help avoid potential environmental and health impacts from the harmful substances they contain.

The device must be taken to a local recycling center for disposal. Disposal is carried out in accordance with the applicable laws and regulations of the respective country.

For more information about recycling this unit, contact your household waste disposal service.

If the user cannot deliver the device for disposal to a specialized collection and recycling facility, it can also be handed over to a building and hardware store, the local department of the Ministry of Emergency Situations, or a similar institution.

*Waste Electrical and Electronic Equipment, or WEEE, means used electrical or electronic equipment, including all components, assemblies, consumables that are part of the equipment at the time it is taken out of service (including supplied batteries/rechargeable batteries (if any), components containing mercury, etc.).

6 Other information

Information about the manufacturer

Title	Prestigio Plaza Ltd. (Prestigio)
The address is	Spirou Kyprianou 26, Prestigio Plaza, 4040, Limassol, Cyprus. Country of manufacture: China.
Contact info	www.prestigio.com

Information about the importing company

Name	ASBISc Enterprises
Address	43 Kolonakiou Street, Diamond Court, Avios Athanasios, 4103 Limassol, Cyprus

Information about the organization that provides warranty service and accepts quality claims

Name	ASBISc Enterprises
Address	43 Kolonakiou Street, Diamond Court, Avios Athanasios, 4103 Limassol, Cyprus

Information about declarations of conformity received

Certificates	Certificate of conformity EEC N° 0671194 from 20.04.2018
Declarations	Declaration of conformity of the EAEU from 12.02.2020

The addresses of the service centers can be found on the website www.prestigio.com/use Support.

7 Troubleshooting

The table below shows typical errors and problems that occur during operation of the device, as well as their solutions.

Table 4 - Typical errors and solutions

№	Problem	Possible causes	Solution
1	The device does not turn on	The battery is discharged	Fully charge the battery. When using for the first time, it is recommended to charge the battery for at least 1.5 hours from a car power supply or at least 3 hours from the USB port of your personal computer (laptop)
2	Unable to take a photo or video	There is no free space on the memory card	Check for free space on the memory card and free it if necessary
3	Photos and videos cannot be viewed	The card is faulty. The speed and/or capacity of the memory card does not meet the minimum requirements of the device	Check the memory card to make sure it is in good condition. Use a memory card with a read/write speed of at least 10 MB/s and a capacity of 8 to 32 GB
4	When playing back a video or photo, "File Error" appears	The card is faulty	Delete the file because it was corrupted in the recording process. If none of the recorded files are playable, format the micro-SD card (read open sources on how to do this)
5	MOV video format does not play on PC, audio lags behind video or only audio or only video is played	Lack of necessary codecs on PC	Install the required codecs or VLC player
6	The resulting image is fuzzy	The camera lens is dirty	Check that the camera lens is clean. If the lens is dirty, clean it. Make sure that the maximum video resolution is set in the settings
7	Device does not respond to controls	The operating system of the device malfunctioned	Reboot the device by pressing the reboot button. If the operation of the device is not restored, contact a specialized service center

If the problem is not solved or if you have other questions, contact support. The contacts are listed in the warranty card and on the website www.prestigio.ru/use.

8 Glossary

Cyclic recording – is a process of continuous recording. When the memory fills up, the device deletes the oldest materials to save the new ones.