

## Frequently Asked Questions

- > **Micro SD card does not display or cannot be read.**
  - Please use a class 10 (on or above) Micro SD card.
  - Format Micro SD card in dash cam before using.
- > **The Dash Cam will not turn on, or has turned on and off again.**
  - Please plug the GPS cable from the 3M windscreen mount into the 225 S Dash Cam first, then connect the car charger to the GPS mount.
  - Check the power connection and ensure that the indicator light on the car charger turns on.
  - Remove the Micro SD card and reset the camera, then press power button power on the camera.
- > **Dash Cam time is not correct.**
  - Make sure that the Dash Cam has acquired the GPS signal, which means that the letters GPS on the top of the screen have changed from red to green.
- > **Dash Cam time is not correct, even when it's received GPS signal.**
  - Ensure you choose the right time zone in 225 S MENU. 225 S default time zone is GMT+00:00, which is equal to United Kingdom's Standard time in winter. In daylight saving time, please set the time zone to GMT+01:00 in MENU. If you do not see a time zone option in the menu, please contact ProofCam on 0207 278 8926 and they will be able to advise a simple process to correct this.
- > **The recorded video is unclear.**
  - Check that the plastic cover over the lens has been removed, and that the lens is clean and free from dust, fingerprints etc
- > **How can I move the Dash Cam to another vehicle?**
  - The RAC 225S windscreen mount is not designed to be moved to another vehicle - the reason is that it is more secure than a suction pad and in the event of an impact it will not fall off the windscreen. Additional windscreen mounts are available to purchase from ProofCam.com.