



NEVER DRIVE ALONE

USER MANUAL

4K ULTRA HD DASHCAM

deluxe **VERSION**



Scan the QR Code to download
Viidure APP

DISCLAIMER

The OE Witness WIFI hidden style digital video recorder (DVR) is designed for the recording of video and taking of photos when driving. OE Witness takes no responsibility for the loss, damage or corruption of data due to incorrect operations. We strongly advise this device be used with a memory card of Class 10 or above.

Please note that loss, damage or corruption to data can occur as warned below:

Removal of the memory card whilst device is operating/recording. Abnormal operation whilst device is operating/recording Physical severe damage to the device itself.

Important Safety Information and Notes of Caution

DANGER – Failure to comply to the following instructions can result in property damage, serious injury or death.

The basic instructions below are for yours and the dash cams protection: Please use this device according to the associated laws and regulations of the relevant country where used.

Please do not disassemble, modify or repair the dash cam yourself. This can cause fire, electric shock or product malfunction. For repair or inspection please contact your supplier.

If any foreign matter contaminates the dash cam, disconnect the product immediately. Contact your supplier for inspection or repair.

Please ensure that the device is installed and tested by professionals properly prior to use.

Please fully test all operations before the device is used on the road. Please do not touch the dash cam whilst driving. Doing so can result in an accident. Stop and park your car safely before touching.

Please do not use this product if the power cord is damaged or modified in any way. Only use the power cord supplied with this product. Damaged or modified power cord can cause fire, electric shock or product malfunction.

Please do not control or operate the dash cam with wet hands as this can cause electric shock.

Please do not install this dash cam in an environment that is of high humidity, or combustible gases or liquids. Doing so can cause explosion and/ or fire.

Do not spray liquid or wax directly onto the dash cam when cleaning the vehicle. This can cause fire, electric shock or product malfunction.

If you detect smoke or unusual smell from the dash cam disconnect immediately. Contact your supplier for inspection or repair.

Please keep the product away from infants, children or pets.

Please ensure when installing the product the correct input voltage is supplied to the dash cam.

Failure to do so so can cause fire, explosion or product malfunction.

Please ensure the power cord is installed firmly to avoid it being disconnected. Failure to do so may cause fire.

Please make sure the product is installed correctly to avoid vibrations causing the product to fall and cause physical injury.

Please make sure this user manual is kept safe.

Please be aware that when facing direct sunlight, exiting a tunnel or night recording in low level light, can cause the quality of video to deteriorate. Please be aware if the power cord is cut or damaged due to an accident video may not be recorded.

Please note that excessively tinted windscreen can distort the quality of video.

Please be aware that SD cards are consumable items and should be checked regularly and replaced if necessary.

Please clean the lens regularly so as to not affect video recording quality. Please be aware if the vehicles engine is not on and the device is powered on by ignition power please be aware that this can cause the vehicles battery to be drained of power.

Normal working temperature for the device is -20 degrees to 70 degrees Celsius. Please do not use the device at high/low temperature or under high moisture to avoid working failure.

The device will be updated with new and improved features and uses which can result in slightly different operations differing from this manual.

Notice:

This car digital video recording device is for the sole use of driving assistance and it will NOT replace the actual manual operation of the vehicle. OE Witness will NOT be held liable for any accident or dispute caused.

The video or photo data taken by the device is for use of recording only. OE Witness takes no responsibility for any dispute caused by the illegal transmission of data which may contain privacy information.

The video or photo data taken by the device is just for reference when there is an accident, offence or incident and its responsibility is subject to the related road traffic department or law enforcement agency. OE Witness takes no responsibility for the cases above.

ENGLISH

► Download App

Scan the QR code on the cover to download the Viidure App.
Or search for Viidure in Apple AppStore or GooglePlay to download.



► Buttons

Power button: press and hold to turn off, short press to turn on.

Camera button: press and hold the camera button for 20 seconds to restore to factory settings.

Reset key: press the reset key when power is on to restore the factory settings.

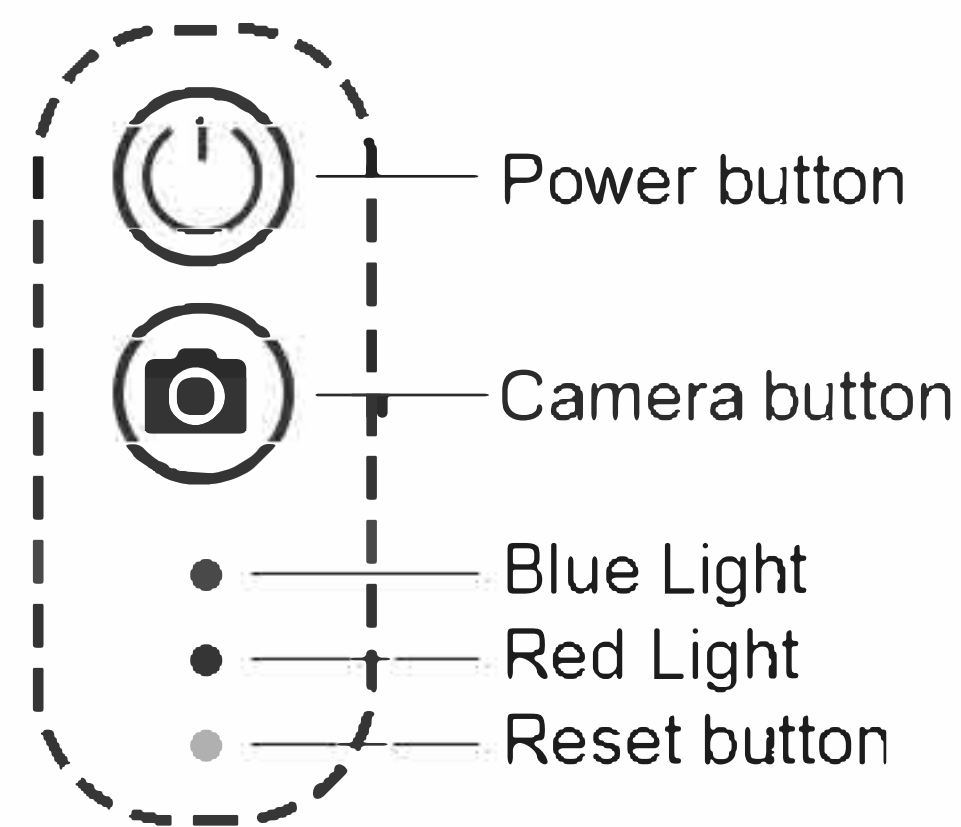
*When the car starts, the camera will automatically turn on, and when the car is parked and locked, the camera will automatically turn off, so there is no need to press any buttons during normal daily use.

► Indicator lights

Recording: flashing blue light

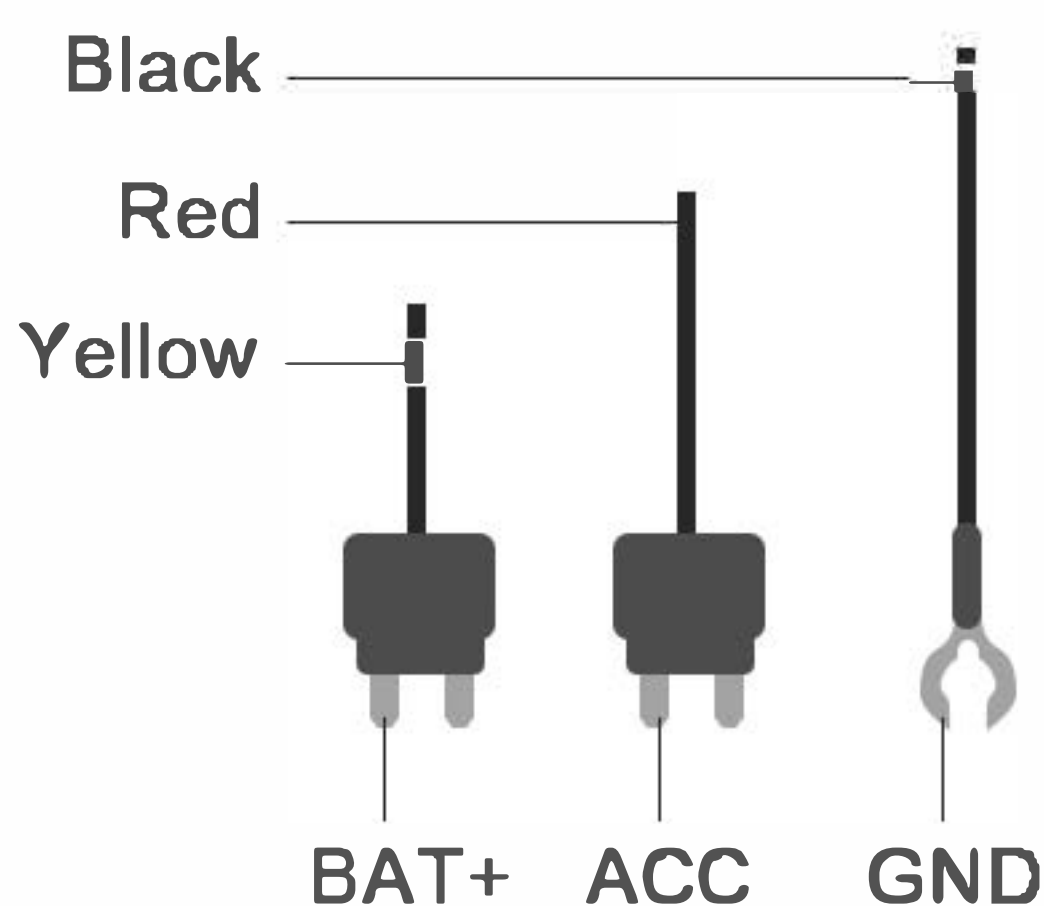
Pause video recording: only red light

*Due to the upgrade of the firmware version, the lights may be different



► Installation

- 1 Scan the QR code on the cover or open More on the App to watch the installation tutorial.
- 2 Do not start the engine or leave the car switched on when installing, otherwise the car may display error codes.
- 3 If you encounter difficulties during installation, please contact us; our contact information is available on the last page of the manual for you.
- 4 After installation, check whether the lens still has its protective film, if so, it needs to be removed.



- 5 If you buy the Fuse Box power take-off version, it is recommended to have a professional to install it.

The red wire is connected to the ACC (the fuse that has power when the car is running and no power when it is turned off).

The yellow wire is connected to the BAT+ (a fuse that has power when the car is running and also has power when it is turned off).

The black wire is connected to the GND (metal screw connected to the car body).

► Wi-Fi

Step 1 After installing the camera, please start the car, and the camera light will come on.

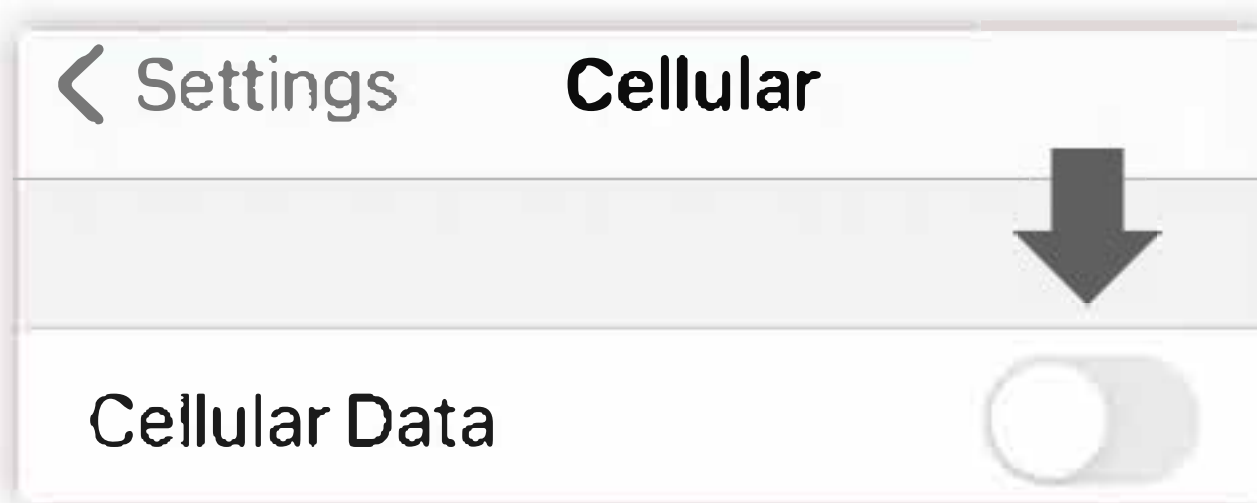
Step 2 Open the phone settings->Search WiFi.
WiFi name: CAR / LHD / CARDV_XXXXXXXX
Password: 12345678

Step 3 After connecting to the WiFi, return to Viidure App, click Access Camera.

Connection Succeeded

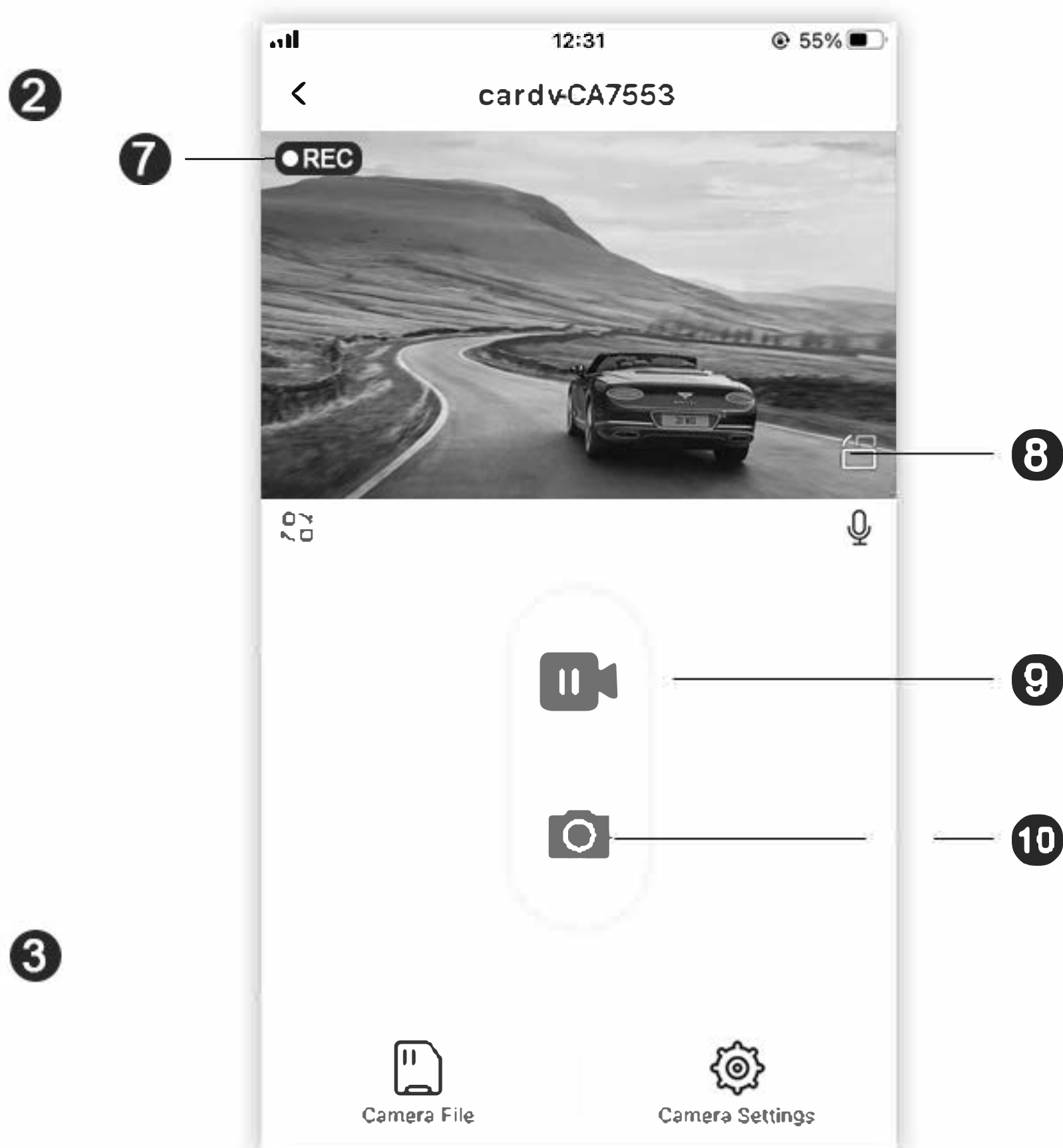
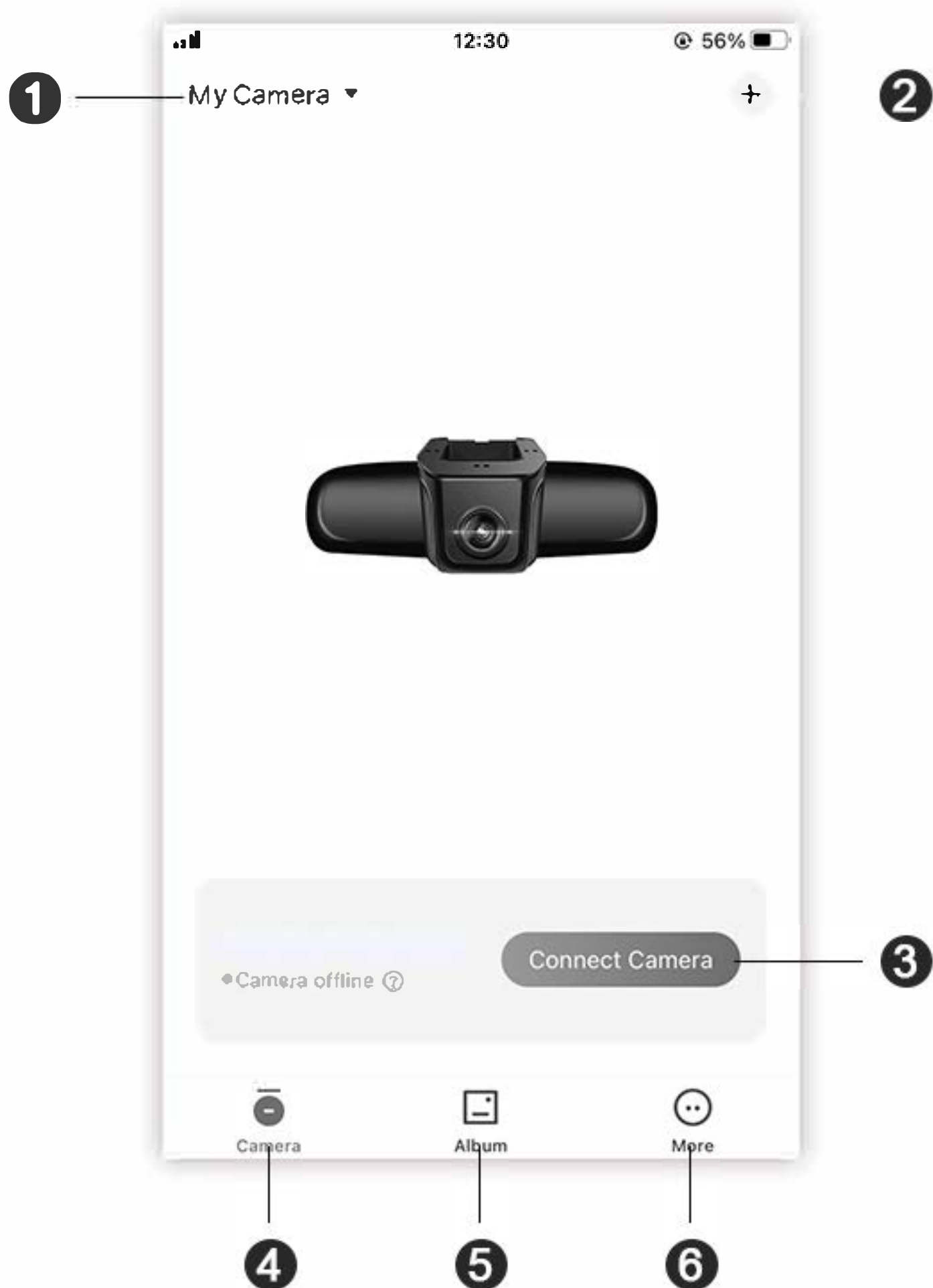


* Note, if App does not show a live camera preview, please turn off the Mobile Data/Cellular Data in the phone settings, and then reconnect to the WiFi. If the preview is normal, there is no need to turn off.



► Introduction to the App menu

- | | |
|---|--|
| <ul style="list-style-type: none"> ❶ My camera ❷ Add a new camera ❸ Access camera ❹ Camera main menu ❺ Album ❻ More | <ul style="list-style-type: none"> ❼ Video status ❽ Full screen ❾ Video start/video pause ❿ Take picture |
|---|--|
- (Settings/Feedback/Installation/Customer Service)



► Introduction to basic functions



G-Sensor (Collision Sensing)

During driving, if the car has a collision, the camera will automatically lock the video.

Parking Mode



When parking, once the car is subjected to a strong collision, the camera will automatically turn on to record a video and lock it. This function is available only when the camera is powered through the fuse box or OBD (Hardwire Kit). Some models also have this feature when powered from the rain fall sensor or the interior light. It depends on whether the source from which the power is drawn provides continuous power when the car is parked.

Format SD Card



Format the memory card the first time you use the camera. It is recommended that you format the memory card every 2-3 months and deleting locked videos. If formatting the memory card on a computer, please select the Fat32 or exFat format.



Loop Record

The camera will automatically save the video in a loop. When the memory card is full, the camera will automatically delete the oldest video.

► Frequently Asked Questions, Problems and Solutions:

Problem:

Apple iPhone connection failed

Solution:

- 1 First, turn off the Cellular Data of the phone settings, and then connect to WiFi.
- 2 If the phone is connected to the car's CarPlay, you need to turn off the Bluetooth, and then connect the camera WiFi.
- 3 Check whether the album and network permissions of the App have been opened. (*Album permission is only used to save videos and pictures recorded by the camera into the phone album).

Problem:

Android phone connection failure

Solution:

- 1 After connecting to the camera WiFi, your phone may prompt that you can't access the Internet, please click "Keep WiFi Connection".
- 2 Switch off Mobile Data first and then connect to WiFi.

Problem:

App cannot save settings (default settings are restored after reboot)

Solution:

After setting the App, please press and hold the power button of the camera to turn off the camera, then press the power button briefly to turn on the camera.

Problem:

APP video file is empty, no video is loaded.

Solution:

- 1 Please open the App settings to format the memory card and then record the video.
- 2 If the App album still has no video, please insert the memory card into a computer, check whether the memory card is damaged, or not compatible with the camera, if so you need to replace the memory card.
- 3 It is recommended to use Class10 specification SanDisk/KIOXIA/Samsung memory cards of 32GB or 64GB capacity. (Maximum size supported is 128GB)

Question:

Why doesn't my computer play the videos? Or why is the playback video not smooth?

Solution:

- 1 We recommend the use of PotPlayer and KMplayer players.
- 2 If the computer configuration is too low, it may cause the playback to not be smooth, especially for H.265 format and 4K resolution videos.

Question:

Why can't you connect 2 phones at the same time?

Solution:

WiFi only supports connecting one phone at the same time; if another phone needs to be connected, you must first disconnect the WiFi of the first phone.

Question:

Why is the timestamp of the video wrong, or there is no recorded video during some time periods, or there is video when the phone is connected, but no video when the phone is not connected?

Solution:

Please check if the timestamp error is caused by a complete power failure of the camera. After car repair, maintenance or battery replacement, you need to reconnect the camera's WiFi with your phone to synchronize the camera's time with your phone's time. Please regularly check that the camera is working properly.

Question:

What should I do if I forget the WiFi name or password?

Solution:

Press and hold the camera key for 20 seconds, or use a paperclip to press the reset button.

Question:

Do I need to connect the camera WiFi and open the App every time I drive?

Solution:

No need, the camera is automatically turned on and off. The camera will automatically turn on when the car is on and turn off when the car is off.

Question:

What should I do if I can't find the WiFi?

Solution:

- 1 First, remove the memory card and then search for WiFi, because memory card failure will cause the camera to have no WiFi.
- 2 Press and hold the camera button for 20 seconds, or use a paper clip to press the reset button. Restore factory settings.
- 3 Check whether the camera's light is always on. If there is no light, it means there is no power supply, then there will be no WiFi.

For any other questions, please contact us.
Please refer to the **Contact Us** section.

▶ Warranty Policy

- ① We provide a two-year warranty (from the date of receipt of the goods).
- ② If the product malfunctions, please contact us immediately and provide us with photos and the order number to verify the situation. If we can't solve the problem, we will provide you with an exchange or repair service.
- ③ Damage caused to the device by someone is not covered by the warranty.
- ④ For repairs after the 2 year warranty period has finished, you need to pay for the parts and shipping costs.

▶ Politica di garanzia

- ① Forniamo due garanzia di un anno (dalla data di ricevimento della merce).
- ② Se il prodotto funziona male, contattaci immediatamente e forniscici le foto e il numero d'ordine per verificare la situazione. Se non possiamo risolvere il problema, ti forniremo un servizio di scambio o riparazione.
- ③ I danni causati al dispositivo da qualcuno non sono coperti dalla garanzia.
- ④ Per le riparazioni dopo che il periodo di garanzia di 2 anno è finito, è necessario pagare le parti e le spese di spedizione.

▶ Garantiebestimmungen

- ① Wir gewähren zwei einjährige Garantie (ab dem Datum des Erhalts der Ware).
- ② Wenn das Produkt nicht funktioniert, kontaktieren Sie uns bitte sofort und stellen Sie uns Fotos und die Bestellnummer zur Verfügung, um die Situation zu überprüfen. Wenn wir das Problem nicht lösen können, bieten wir Ihnen einen Austausch- oder Reparaturservice an.
- ③ Schäden am Gerät, die von Dritten verursacht wurden, sind nicht von der Garantie abgedeckt.
- ④ Bei Reparaturen nach Ablauf der 2-Jahres-Garantie müssen Sie für die Teile und die Versandkosten aufkommen.

▶ Política de garantía

- ① Proporcionamos una garantía de dos años (desde la fecha de recepción de la mercancía).
- ② Si el producto funciona mal, póngase en contacto con nosotros inmediatamente y proporciónenos fotos y el número de pedido para verificar la situación. Si no podemos resolver el problema, le proporcionaremos un servicio de cambio o reparación.
- ③ Los daños causados al dispositivo por alguien no están cubiertos por la garantía.
- ④ Para las reparaciones una vez finalizado el periodo de garantía de 2 años, deberá pagar las piezas y los gastos de envío.

▶ Politique de garantie

- ① Nous offrons une garantie de deux ans (à compter de la date de réception des marchandises).
- ② Si le produit fonctionne mal, veuillez nous contacter immédiatement et nous fournir des photos et le numéro de commande pour vérifier la situation. Si nous ne pouvons pas résoudre le problème, nous vous fournirons un service d'échange ou de réparation.
- ③ Les dommages causés à l'appareil par quelqu'un ne sont pas couverts par la garantie.
- ④ Pour les réparations après la fin de la période de garantie de 2 ans, vous devez payer les pièces et les frais d'expédition.

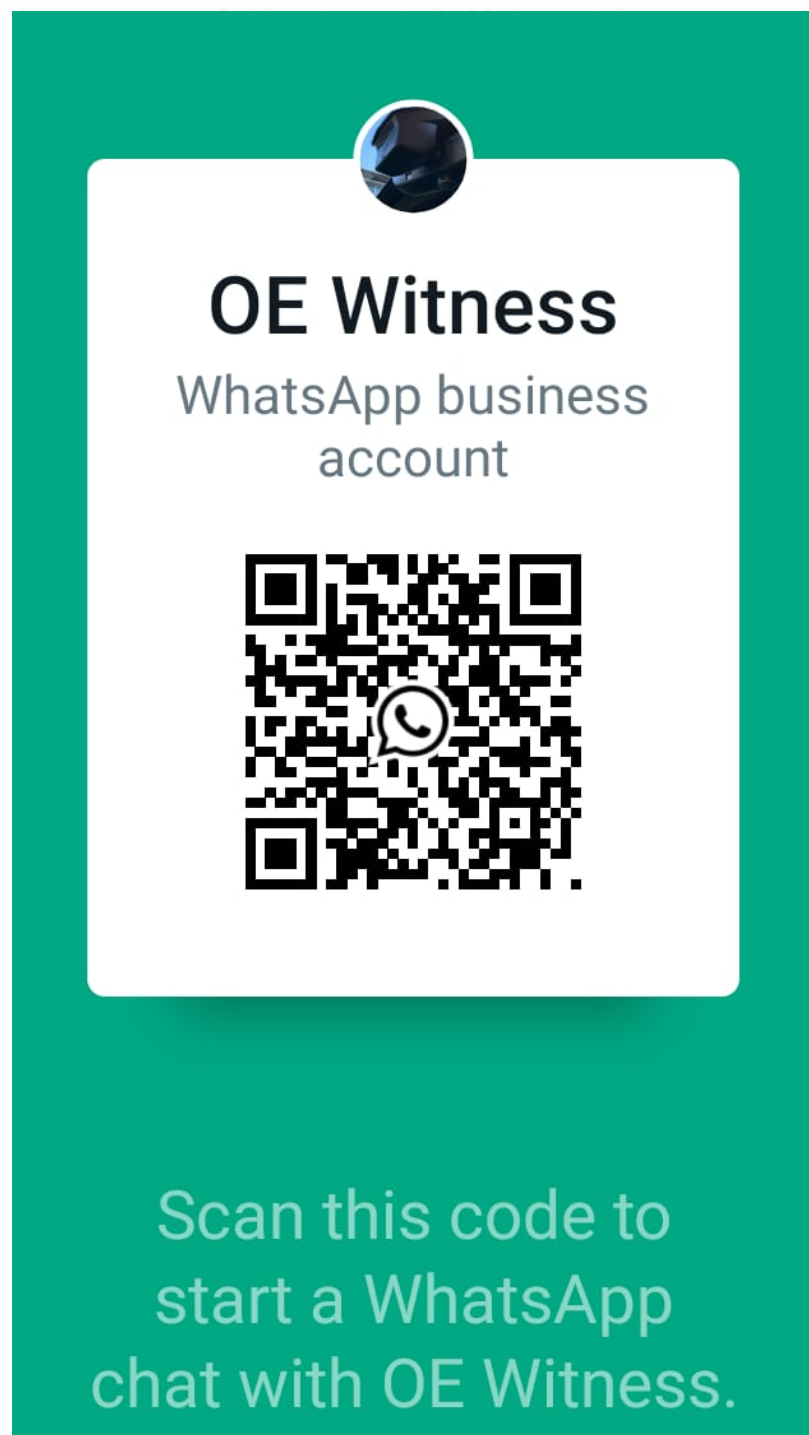
▶ 保証ポリシー

- ① 1年間の保証を提供します（商品の受領日から計算）。
- ② 製品が故障した場合は、すぐにご連絡いただき、写真と注文番号をお知らせください。問題が解決しない場合は、交換または修理サービスを提供します。
- ③ 人為的な損傷は保証の対象外です。
- ④ 保証期間が1年を超える場合は、部品代と送料を支払う必要があります。

▶ Гарантийная политика

- ① Мы предоставляем гарантию сроком на один год (с момента получения товара).
- ② Если продукт неисправен, немедленно свяжитесь с нами и предоставьте нам фотографии и номер заказа, чтобы разобраться в ситуации. Если мы не сможем решить проблему, то предоставим вам услугу обмена или ремонта.
- ③ Гарантия не распространяется на повреждения, причиненные устройству кем-либо.
- ④ Для ремонта по истечении 1-летнего гарантийного срока вам необходимо будет оплатить детали и стоимость доставки.

Contact us for help



support@oewitness.com

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RoHS



OE WITNESS WARRANTY TERMS AND CONDITIONS

The original purchaser is granted a 2 year warranty from the date of purchase. Under the normal use the purchaser is covered against deficiencies in workmanship and material, excluding cosmetic damage. Should the OE Witness dash cam fail to operate satisfactorily within the warranty period, OE Witness at its sole discretion will repair or replace the product. In cases of the product being discontinued or out of stock, OE Witness reserves the right to supply an equivalent model that may be refurbished, reconditioned or pre-owned.

The main dash cam unit is supplied with a 2 year warranty.

The power cable and associated accessories are supplied with a 1 year warranty.

The SD Card is supplied with a 6 month warranty.

The warranty is only valid when purchased through authorised resellers, with a valid proof of purchase. The serial number must be fully in tact and not tampered with otherwise the warranty will be null and void.

As and when your OE Witness dash cam requires any claim under warranty, firstly contact your supplier for assistance. If your product continues to malfunction please contact us via the customer support section at oewitness.com or email us on support@oewitness.com.

Notice:

The following points are not covered under the terms of your limited warranty cover:

If the product was not purchased from an authorised OE Witness reseller.

If the product is used in conjunction with any accessory or peripheral device not approved by OE Witness

Product failure due to misuse, accident, modification, alteration, lack of maintenance or wear and tear.

Product cosmetically damaged due to poor installation.

Product repair or service by an unauthorised entity or person.

OE Witness dash cam is a digital video recorder that records and saves accident data.

OE Witness does not guarantee to record all accidents. Some accidents of a light impact can possibly not activate the in built G sensor and may not be recorded.

OE Witness is not liable for any damages (property, business, personal or indirect), product damage, personal injuries, loss of data, corruption of data that occur due to accidents or natural disasters.

To claim or enquire under warranty please do not hesitate to contact us via our customer support portal at oewitness.com or email us on support@oe-witness.com.

Before making a claim or requesting a service of your OE Witness dash cam please be sure to back up all necessary data. In most cases SD cards will be flashed and formatted when the item is being serviced or repaired.