

Road Mate DVR ®

User's Manual

Model: L-640



Road Mate DVR © 2011 All rights reserved.

Under the copyright laws, this manual may not be copied, in whole or in part, without the written consent of Road Mate DVR. Road Mate DVR makes no expressed or implied warranty of any kind and assumes no responsibility for errors or omissions. No liability is assumed for incidental or consequential damages arising from the use of the information or products contained herein. Features and specifications are subject to change without notice.

All other products and brand names are trademarks of their respective holders. No part of this user manual may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying and recording, for any purpose other than the purchaser's personal use.

Revised :01-01-2015

Table of Contents

1. BEFORE USING YOUR DRIVING RECORDER	3
2. TECHNICAL SPECIFICATIONS AND FUNCTIONS	5
Specifications & Functions	5
3. IMPORTANT SAFETY WARNINGS	6
4. QUICK START GUIDE	9
5. CONFIGURATION	11
Introducing Your Driving Recorder	11
Operations	12
Install the battery	12
Power on	12
Auto Recording	12
Manual Recording	12
Pause Recording	12
Switch Mode & Display the Menu	12
Power off	13
Adjust your view angle	13
Screen Display Status	13
Accessing the setting Menu	14
Accessing Video Mode Settings & Configurations	14
Video Mode Settings	14
Video Size	15
Date Stamp	15
Video Length	15
Motion detection	16
Loop Rec	16
Loop time	16
Continue	16
Video Sound	16
System Settings	17
Sounds	17
Power Frequency	17
Power Save	17
Panel Protect	18
Date & Time	18
Language	18
TV Out	18
Start-up Image	19
Format	19
IR LED	19
Reset All	19
Accessing the Photo Settings	20
Resolution	20
Quality	20
Exposure	20
Timer	20
Date Stamp	21
Playback Settings	21
Lock file(s)	21
Delete file(s)	21
7. ACCESSING RECORDED VIDEOS	22
Connecting Diagram	22
Accessing files via connecting USB port to a computer	23
Accessing files via Inset SDHC card to computer card reader	23
Viewing the video on (Non-HD) TV set	24
8. HOW TO REGISTER MY PRODUCT	25
9. ONE YEAR CONSUMER LIMITED WARRANTY	27
10. TROUBLESHOOTING AND FAQs	30

1.**BEFORE USING YOUR DRIVING RECORDER**

Thank you for purchasing Road Mate DVR driving recorder. This user manual provides you with information to get started. Please read carefully and follow the instructions to connect and set up your new driving recorder. You may review the troubleshooting FAQs on last page.

Package Contents

Please check the following items have been included with your package.

Product Photo	Description	Qty.
	Road Mate DVR, L-640 Driving Recorder	1
	USB Cable	1
	USB Car Charger	1
	Windshield Suction Mount	1

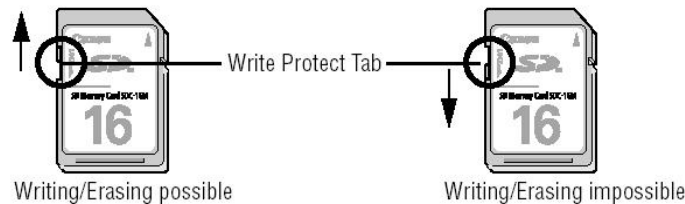
Memory Cards Supported

This package does not ship with a SDHC memory card; you need to purchase one for this device. This device is compatible with Class 6 or 10 SDHC memory card. A 32GB SDHC, class 10, 80MB/s memory card is recommended to use for this driving recorder. If an accident was occurred, please lock your SDHC memory card immediately, then remove your SDHC memory card and keep it safe with you for future evidence.

- This device supports up to 32GB SDHC Memory Card, Class 6 or Class 10 (See below sample images for your reference)



Make sure your SDHC memory card's write protect switch is set upward to enable writing/erasing.



Make sure a SDHC card is inserted before recording video. DO NOT remove your SDHC memory card during recording video.

Handling Cautions

1. This device is a precision instrument. DO NOT drop it or subject it to physical shock.
2. This device is not waterproof and cannot be used underwater. If this device gets wet, wipe off any water droplets with a dry cloth, and promptly consult Road Mate DVR customer service (info@roadmatedvr.com) .
3. DO NOT leave this device in places prone to excessive heat on a sunny day. Excessive heat can cause this device to malfunction. The working temperature range is 14°F~158°F (-10°C~70°C).
4. This device contains precision electronic circuitry. Never attempt to disassemble the device.
5. Use only a blower brush to blow away dust or lens cleaner to clean the lens.

This cost-effective driving recorder saves your money by preventing false claims to you. It's a compact, face-forward digital recording system, records video/audio in case of any accidents or incidents that may have taken place and preventing false or fraudulent claims. This compact, lightweight driving recorder is fitted to your vehicle windshield in order to record forward view during your journey.

This device is designed to record video and audio simultaneously when you drive on the road; it also can be used as a portable DV, camera, and web cam. The key features are as following:

Specifications

- 120° wide angle lens.
- 6 night vision IR LEDs
- 2.5" TFT full color screen.
- 270° whirl display angle.
- Built-in speaker & microphone.
- Fixed focus, 50cm ~ infinity lens.
- ¼" Full color CMOS WXGA HD sensor
- Modes: video/recorder/camera/webcam
- Built-in 500 mAh Li-ion rechargeable battery.
- Support SD/SDHC memory card up to 32 GB (SDHC card excluded from the package)
- Recording resolution: 280 X 720 (Interpolation), 720 X 480 (D1), 640 X 480 @ 30 fps.
- File format: FAT32; Video Format: AVI; Still Image Storage Format: JPEG
- USB 2.0 connectivity: USB port connect to PC; AV out connect to TV.
- Package weight: 434g; Product size (folded): 106 X 62 X 33 mm
- Operating temperature range is 14°F ~ 158°F (-10°C ~70°C)
- Power supplied by car charger or USB port (Input: DC 12V~24V, Output: DC 5V, 1 Amp)

Functions

- Motion detection for anti-theft.
- Adjustable recording time slice
- Loop recording video and audio.
- Real-time date/time stamp on video
- 11 international languages user interface.
- Supports Real Time & Date stamp on video.
- Auto power on/off, when car engine ignites and turns off.

**IMPORTANT SAFETY WARNINGS**

This device is an advanced portable vehicle digital video recorder (also known as driving recorder, car DVR, dash cam, or car cam etc), it is designed to record video and audio when you are driving on the road. When you are using the Road Mate DVR driving recorder, the safety rules must be followed to prevent accidents that may result in injury to yourself or others.

1. Please check the applicable regulations in your state regarding device mounting on windshield; some states prohibit the mounting of any items on your windshield. This driving recorder is not a life saving device, you may use recorded video/audio files to provide evidence in the event of an incident or accident. Please consult your legal counselor if you involved in an accident.
2. It is your responsibility to comply with traffic laws and to use or mount the Road Mate DVR in such a manner that is compliance with applicable laws.
3. When installing this device on your vehicle windshield, make sure it is secure and does not obstruct the driver's visibility of the road. It is your responsibility as the vehicle operator to securely place the device that will not interfere and prevent the operations of the vehicle's safety devices (such as air bags) in your vehicle. Do not place or mount this device unsecured and in a place where the driver or passengers may receive injury during vehicle operation or collision. For your safety, take care to route all cables away from shifters, pedals, accessory controls and other control mechanisms.
4. Keep your eyes on the road; the vehicle's operator should not be distracted by the driving recorder device or software while driving and always be fully aware of all driving conditions. Minimize the amount of time spent viewing the device screen while driving. Do not change settings or access any functions requiring prolonged use of the device controls while driving. Should there be a distraction with the ability to drive responsibly, please pull over in a safe and legal manner before attempting such operations.
5. The windshield mount may not stay attached to the windshield in all circumstances. Do not place the mount where it will become a distraction, if the mount should become detached. Keep your windshield clean to help ensure that the mount stays on the windshield.
6. Keep the Road Mate DVR driving recorder safe from extreme temperature conditions; for example, do not leave this device exposed to direct sunlight for an extended period of time. The operating temperature range of this device is 14°F ~ 158°F (-10°C~70°C). This device is not designed for outdoor use; do not place this device in wet and dusty environment in order to avoid the lens and other components to be dusty and affect the camera effects.
7. Do not use harsh chemicals, cleaning solvents or cleaning agents to clean the device. Please use a slightly damp soft cloth to clean the device.
8. Do not use any batteries, power sources, and accessories not come with the original package. Do not use any home-made or modified batteries.
9. Do not short-circuit, disassemble, or modify this device or battery pack.
10. Do not leave any cords near a heat source. It can deform the cord or melt the insulation and cause a fire or electrical shock.
11. A tinted windshield will cause video clarity or color distortion.

Operating Temperature

This device operating temperature range is 14°F ~ 158°F (-10°C ~70°C). Temperatures below or over the operating temperature may cause damage. The limited factory warranty will be voided, if your device is subjected to temperatures outside the operating temperature range.

Battery Warnings

If below guidelines are not followed, the internal lithium-ion battery may experience a shortened life span or may present a risk of damage to this device, fire, chemical burn, electrolyte leak, and/or injury.

- The battery in the Road Mate DVR driving recorder is rechargeable and should not be removed or replace with other specifications. In the event that it should need to be replaced, please contact Road Mate DVR technical support (info@roadmatedvr.com).
- Do not leave this device exposed to a heat source or in a high temperature location, such as in the sun in an unattended vehicle. To prevent damage, remove the device from the vehicle or store it out of direct sunlight.
- Do not puncture or incinerate the device or battery.
- Do not operate this device outside of the following temperature range from 14°F ~ 158°F (-10°C ~70°C). When storing the device for an extended time, store within the following temperature range: from 32°F to 77°F (0°C~25°C).
- If using an external battery charger, only use the Road Mate DVR accessory approved for your product.
- Only replace the battery with the correct replacement battery. Using another battery presents a risk of fire or explosion. Do not remove or attempt to remove the non-user-replaceable battery. To purchase a replacement battery, see your Road Mate DVR dealer or the Road Mate DVR web site.

Insert SDHC Memory Card

- Open memory cap to insert your SDHC memory card.

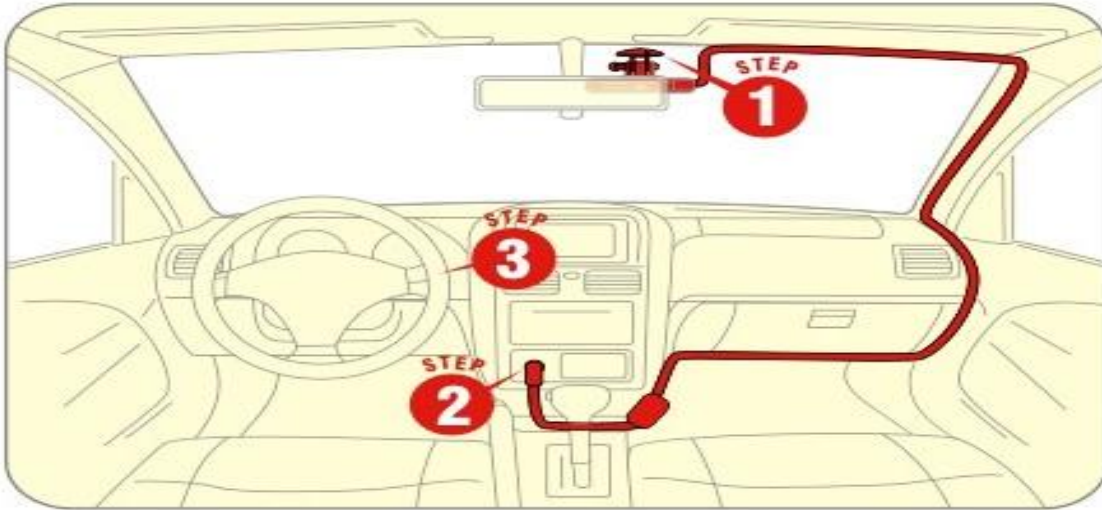


Charging your Road Mate DVR driving recorder

- Please use the USB cable or the car charger comes with the package to charge your Road Mate DVR driving recorder. Use another type of AC adapter or car charger can result in malfunction and/or possible fire hazard due to battery overheating.
- Only use the car charger approved for supplied with your Road Mate DVR driving recorder. Use of another type of car charger will result in fire or electric shock.
- For safety reasons, the battery in your Road Mate DVR driving recorder will stop charging when the ambient temperature is less than 32 °F (0° C) or more than 158°F (70° C).
- To obtain a full battery charge, it is recommended that you charge the battery initially for at least 2 hours. Estimated usage of the Road Mate DVR driving recorder on battery power is approximately 90 minutes.
- When connecting to and using a household power outlet, use only AC/DC Adapter (rated input: 100~240V AC, 50/60 Hz, rated output: 5V, 1A DC). Using anything else can cause fire, overheating, or electrical shock.

3 easy steps

Installation of the Road Mate DVR is very easy and simple. Please read the safety guidelines described above carefully.

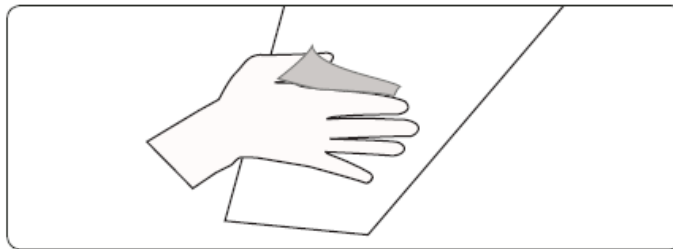


STEP

1

Install suction mount

- Find a safe location on the interior of vehicle's windshield to mount the pedestal.
- Use windows cleaner or alcohol pad to clean up internal windshield surface that has been selected for mounting the Road Mate DVR driving recorder. Let the area dry completely before you mount the pedestal.



- Firmly push the suction base against the windshield and flip the base lever down to the locked position. Adjust the angle of the pedestal arm by tightening the angle adjustment knob to the desired angle. Be sure it will not interfere with your view of the road.



For your safety, avoid routing the cable from shifters, pedals, accessory controls, and **DO NOT** place the suction mount near to airbags deployment zone or where it will obstruct view of the road.

STEP

2

Route the car charger cable and connecting power.

- Plug the car charger into your vehicle power receptacle (cigarette lighter socket), and connect the USB connector to the driving recorder USB port. Route the car charger power cord along the windshield edge. Be sure to stay away from the side air bags shifters, pedals, accessory controls and other control mechanisms.

Note: If the car charger power-on indicator is ON, it means the power is being supplied to the driving recorder. Otherwise, check the cable connection to the vehicle power receptacle. If the power-on indicator remains OFF, please turn your vehicle to ignition position.

STEP

3

Starts car engine and get recording.

Start your car engine, the Road Mate DVR driving recorder will automatically turn on by itself.

Note: Some of vehicles apply power to the power receptacle only when the ignition is ON. If your cigarette lighter socket is always powered on, the Auto power on/off feature will not function.

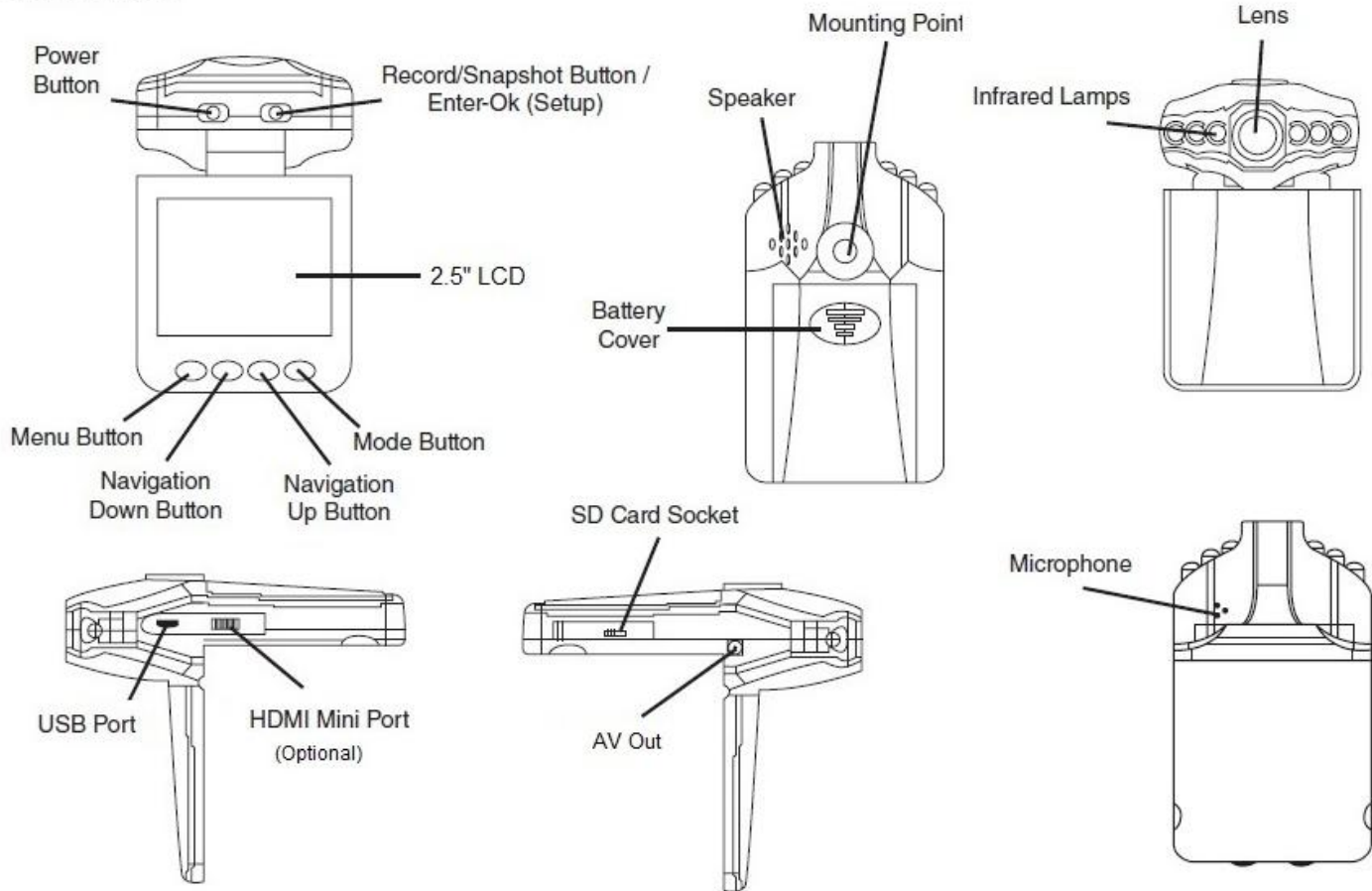


Safety Precautions

Follow all safety guidelines for operating your device. Failure to practice safe usage of this device while driving may result in damage, injury, or death. Road Mate DVR is not responsible for any damages caused to your car, your device, or yourself due to the installation or use of this pedestal mount.

Introducing Your Car DVR

Illustration



MENU: Indicates a function which can be changed by pressing the  button and changing the settings.

DOWN: Indicates the navigation down button, by pressing the  button.

UP: Indicates the navigation up button, by pressing the  button.

MODE: Indicates a mode which can be changed by pressing the  button and changing the mode.

POWER: indicates power on, by pressing the  button.

OK: indicates start/stop recording and to confirm an action by pressing the  button.

Operations

■ Power on

Auto Power on

While ignition your car engine, the car DVR will automatically power on.

Manual Power on

Press power button  , if your vehicle cigarette receptacle always powered on.

Note: The auto power on/off feature will not work, if cigarette receptacle always powered on.

■ Auto Recording

Once the car DVR is powered on, it will automatically start recording.

■ Manual Recording

For manual recording, press the  button to start/stop recording.

■ Pause Recording

While recording video, you may press  button to pause recording.

■ Switch Mode & Display the Menu

■ **Mode:** press  button to select mode below.

-  Video mode
-  Camera mode
-  Voice recorder mode
-  Playback mode

■ **MENU:** Once a mode is selected, press  button to settings.

■ Power off

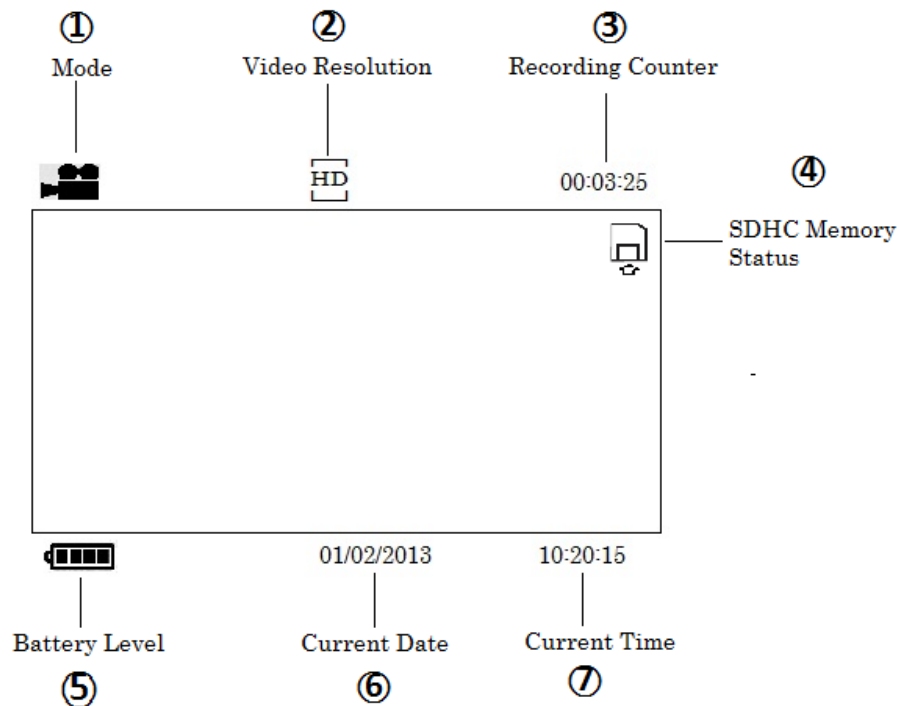
1. Shut down your car engine will automatically power off the car DVR or press the [POWER] button  to power off.

■ Adjust your screen view angle

The screen can be whirled 270°, you may adjust the screen to have better view angle.



Screen Display Status



- ① → Mode: Display current mode.
- ② → Video Resolution: Display current video resolution.
- ③ → Recording Counter: Display video recording time.
- ④ → SDHC Memory Status: Display current SDHC memory card status.
- ⑤ → Battery Level: Display current battery power level.
- ⑥ → Current Date: Display current date.
- ⑦ → Current Time: Display current time.

Accessing the Setting Menu

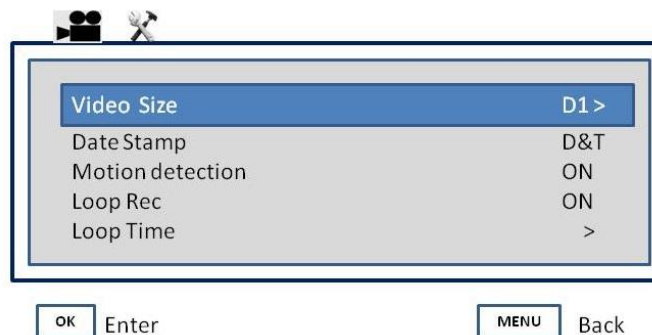
Press the  button to display the **Menu**.

*. While video is recording, press  button to pause, then press  button to access **Menu**.

Accessing Video Mode Settings & Configurations

- Under video mode () , press the  button to access setup interface. use the navigation buttons  and  to select desired selection then press the  button to confirm.
- Press  button to switch “Video Settings”  or “Configuration” .

Video Mode Settings



■ **Video Size:** Allows you to choose between the different video resolutions including:

- [HD] 1280 X 720 (Interpolation)
- [D1] 720 X 480
- [640] 640 X 480

1. To change video resolution, select **Video Size**, then press navigation button 
or  to select, and press  to confirm selection
2. Press  back to main menu.

■ **Date Stamp:** Allows you to add a watermark on video file with date and time.

1. Press  or  button to select **Date Stamp** then press  button.
2. Press  or  button to select “Off”, “Date”, “D&T”
3. Press  to confirm. Press  back to main menu.

■ **Motion Detection:** Allows the car DVR automatically recording when it detects movement.

1. To enable or disable motion detection feature, press  or  button to select **Motion detect**, and then press  button.
2. Press  or  button to select “On” or “Off”
3. Press  to confirm. Press  back to main menu.

■ **Loop Rec:** Allows you to set the loop recording ON or OFF.

1. To enable or disable video loop recording feature, press  or  button to select **Loop Rec**, and then press  button.
2. Press  or  button to select “On” or “Off.”
3. Press  to confirm. Press  back to main menu.

■ **Loop Time:** Set the interval of recording video, from 2, 5, 10 to 15 minutes segment.

4. To set the length of video file segment, press  or  button to select **Loop Time**, and then press  button.
5. Press  or  button to select “2 Min.”, “5 Min.”, “10 Min.”, “15 Min”
6. Press  to confirm. Press  back to main menu.

■ **Continue:** Allows you to set the delay shutdown time after power is off.

1. Press  or  button to select **Continue**, then press .
2. Press  or  button to select “Off”, “10 Min.”, “20 Min.”
3. Press  to confirm. Press  back to main menu.

■ **Video Sound:** Allows the ability to turn on or off the microphone, while recording video.

1. To enable or disable audio while video is recording. Press  or  button to select **Audio**, and then press .
2. Press  or  button to select “On” or “Off”.
3. Press  to confirm. Press  back to main menu.

System Settings

■ **Sounds:** To change the chime of power on and power off.

1. Press  button to select **Sounds**, and then press  button.
 - Press  to select **Shutter** “On”, “Off”.
 - Press  to select **Start-up** chime “1”, “2”, “3”. or “None”
 - Press  to select **Beep** “On” or “Off”
 - Press  to select **Volume** level “0”, “1”, “2”, or “3”. 0 is salient.
2. Press  to confirm. Press  back to main menu.

■ **Power Frequency:** To set the frequency of your player system.

1. Press  or  button to select **Frequency**, and then press  button.
2. Press  or  button to select “50Hz” or “60Hz”.
3. Press  to confirm. Press  back to main menu.

■ **Power save:** To set the duration of time that this device screen remains idle.

1. To set the system idle time. Press  or  button to select **Power save** then press .
2. Press  or  button to select “1 Min.”, “3 Min.”, “5 Min.” or “Off”..
3. Press  to confirm. Press  back to main menu.

■ **Panel Protect:** Allows you to set the screen shut off after X time is displayed.

1. To set the screen shutoff time. Press  or  button to select **Panel Protect** then press  button.

2. Press  or  button to select “30 Sec.”, “1 Min.”, “2 Min.”, or “Off”.
3. Press  to confirm. Press  back to main menu.

*. While the Screen shut off feature is in effect, press  or     to display the screen.

■ **Date & Time:** Allows you to set the current date and time.

1. Press  or  button to select **Date & Time**, and then press .
2. Press  6 times, to MM/DD/YYYY then press  or  to select your Date format type. Press  after you select your Date format.
3. Press  or  button to set Month, Date, Year, Hour, Minute, and Second. Press **MODE** for each section.
4. Press  to confirm. Press  back to main menu.

■ **Language:** Allows you to select the desired language.

1. Press  or  button to select **Language**, and then press  button.
2. Press  or  button to select your language.
3. Press  to confirm. Press  back to main menu.

■ **TV Out:** To select your video system.

1. Press  or  button to select **TV Out**, and then press .
2. Press  or  button to select “NTSC” or “PAL”.
3. Press  to confirm. Press  back to main menu.

■ Start-up Image

1. Press  or  button to select **Start-up Image**, and then press .
2. Press  or  button to select “Off” or “System”.
3. Press  to confirm. Press  back to main menu.

■ Format: Allows you completely erase all data from your SDHC memory card.

1. To format your SDHC memory card. Press  or  button to select **Format** your SDHC memory card, and then press .
2. Press  or  button to select “Yes” or “No”.
3. Press  to confirm. Press  back to main menu.
- 4.

■ IR LED: Allows you to set infrared LED to night vision.

1. To enable or disable IR LED. Press  or  button to select **IR LED (Infrared LED)** on or off, and then press .
2. Press  or  button to select “On” or “Off”.
3. Press  to confirm, press  back to main menu.

■ Reset All: Allows you to restore this device back to original factory settings.

1. To reset settings back to factory default, press  or  button to select **Reset All**, and then press .
2. Press  or  button to select “Yes” or “No”.
3. Press  to confirm. Press  back to main menu.

Accessing Photo Mode Settings & Configurations

Photo Mode Settings

■ **Resolution:** Allows you to choose between the different photo resolutions including:

- 5M 2592 X 1944
- 3M 2048 X 1536
- 2M 1600 X 1200
- 1M 1024 X 768

1. To change photo resolution, select **Resolution** on screen.

2. Press  to select, press  back to main menu.

■ **Quality:** Allows you to set image recording quality.

-  **Super Fine**
-  **Fine**
-  **Normal**

1. Press  or  button to select.

2. Press  to confirm. Press  back to main menu.

■ **Exposure**



■ **Driver Mode (Timer):** To set the respective function remains in effect.

- Off
-  **Self-timer 2 Sec.**
-  **Self-timer 10 Sec.**
-  **Burst** (Allows you to shoot up to about 3~4 shots per sec.)

■ Date Stamp

- Off
- Date/Time

1. Press  or  button to select.
2. Press  to confirm. Press  back to main menu.

Playback Mode Settings

On menu, press  button to select “Playback” mode (▶ shown on upper left screen), press  or  button to select video file. Then press  show below options.

■ **Lock:** Allows you to lock one or all video files.

- ▶ **Lock/Unlock one** (To lock or unlock one selected video file)
- ▶ **Lock All** (To lock all video files)
- ▶ **Unlock All** (To unlock all video files)

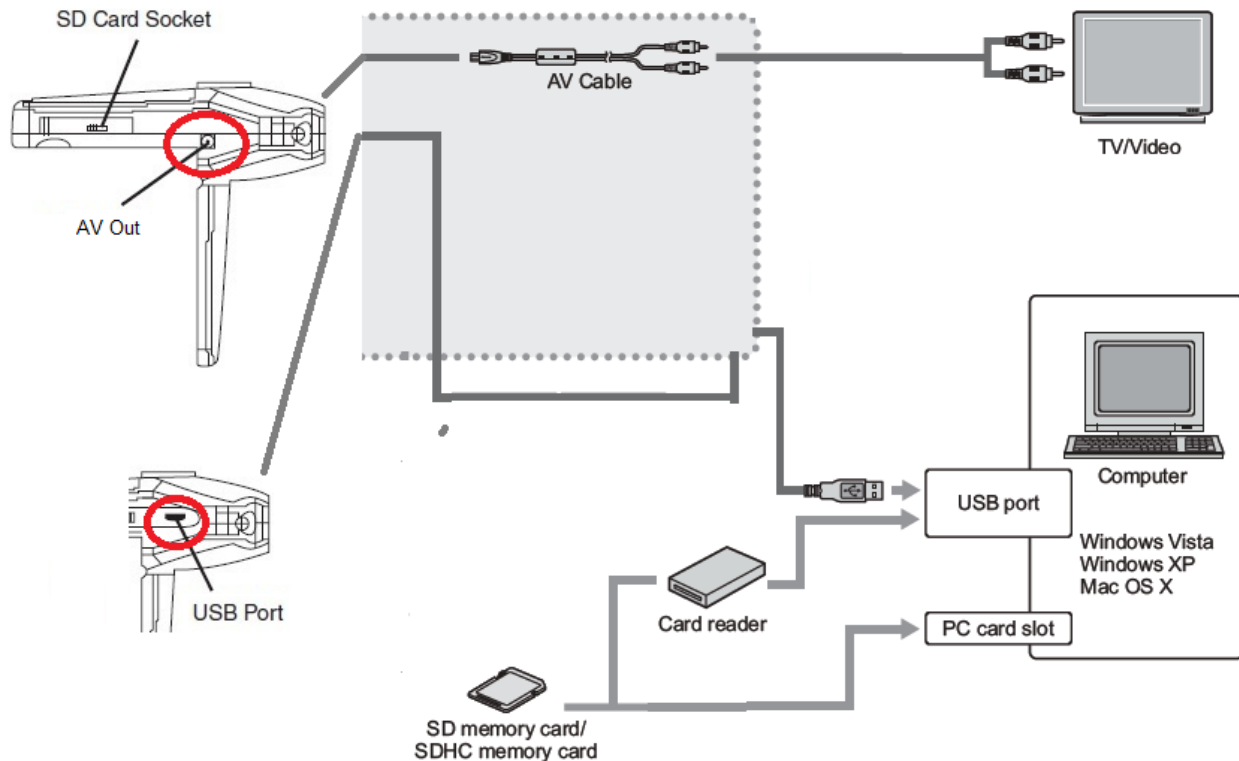
■ **Delete:** Allows you to delete one or all video file(s).

- ▶ **One** (To delete one selected video file)
- ▶ **All** (To delete all video files)

You can either select and erase videos one by one or erase them in one batch. Once an image is erased, it cannot be recovered. Make sure you no longer need the image before erasing it.

Connecting Diagram

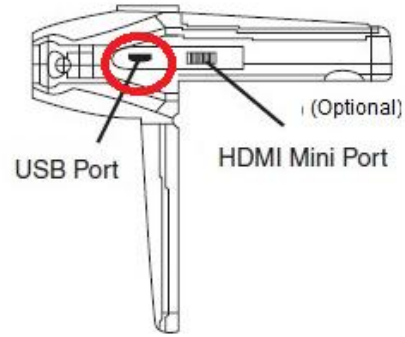
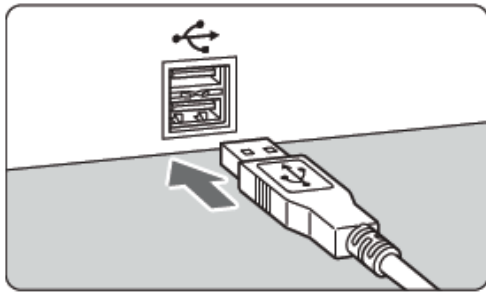
Below diagram shows the ways to connect your driving recorder to a TV unit and computer, and the ways to read your recorded video files.



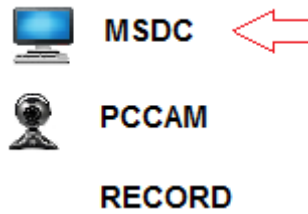
■ Accessing Files via Connecting USB Port to a Computer

By connecting the driving recorder to a computer, you can transfer videos and photos from the SDHC memory card. The videos sent to the computer will be displayed in the folder of **[My Computer] \ SD Disk** in subfolder organized according to the shooting date.

1. Press  power button to turn on driving recorder. (Don't take out SDHC memory card)
2. Connect your driving recorder to a computer via USB cable.



3. Press  button to select **MSDC**, while the driving recorder display as below



4. Additional window will appear your “SD Disk” folder. You may also find on “My Computer”.

- During the file transfer, do not disconnect the USB cable.

■ Accessing files via inset SDHC card to computer card reader

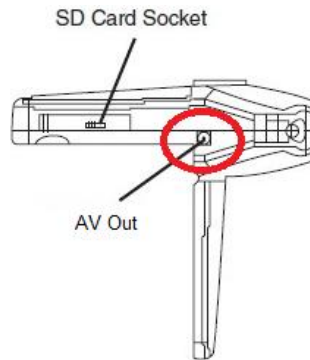
1. Remove your SDHC card from the driving recorder.
2. Insert your SDHC card to your computer card reader.
3. The “SD Disk” icon will appear on “My Computer”.
4. The recorded files will be stored similar the contents of a flash drive.



■ Viewing the video on (Non-HD) TV set

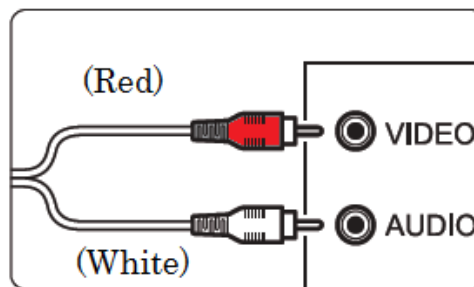
You can view the videos and photos on a TV set. Simply connect the driving recorder to a TV set via a RCA cable to the AV output and enter the DVR into Preview mode.

1. Connect the AV cable to the driving recorder.



2. Connect the AV cable to the TV set.

- Connect the AV cable to the TV's video IN terminal and the audio IN terminal and the audio IN terminal. Red terminal for video output, white terminal for audio output.
- Set your driving recorder video format to NTSC in USA.



3. Turn on the TV and switch the TV's video input to select the connected terminal.

4. Press the car DVR Power button .

- The image will appear on the TV screen. (Nothing will be displayed on the driving recorder's LCD monitor.)
- If your video system format does not match the TV's, the images will not be displayed properly. Set the proper video system format with **Video System** between NTSC and PAL.
-

8.

HOW TO REGISTER MY PRODUCT

To register your Road Mate DVR driving recorder you will receive one year limited factory warranty from the date of purchase (refer One year limited warranty). Please visit the [Road Mate DVR registration page](http://www.roadmatedvr.com) online at <http://www.roadmatedvr.com> then follow below steps.

1. Click on "registration"

The screenshot shows the Road Mate DVR website homepage. The navigation menu includes: home, products, your basket, registration, sign in, help, events, news, forum. A red arrow points to the 'registration' link. The main banner features a car driving on a road with the text 'Don't Drive Without It.' and a list of users: 'A great idea for "Daily commuter, Teen driver, New driver, Truck driver, RV owner, Law enforcement, Journalist, Private investigator etc."'. Below the banner is a 'Special Offer' for the 'Road Mate DVR, 720p HD 2.5" LCD, 4 IR Night Vision LED, Digital Driving Recorder' with a price of \$125.00. The left sidebar contains links for 'Your Cart', 'Products Search', 'Products Top Rated', and 'User Login'. The right sidebar contains 'FAQ Top Viewed' and 'Knowledge Base Search'.

2. Create your account.

The screenshot shows the 'Profile' registration form on the Road Mate DVR website. The form is divided into two sections: 'Login Information' and 'Personal Details'. The 'Login Information' section includes fields for Username, Password, and Confirm Password. The 'Personal Details' section includes fields for Name, Email, Street Address 1, Street Address 2, City, State (a dropdown menu), Zip/Postal Code, Country (a dropdown menu), Daytime Phone, and Evening Phone. The form is titled 'Profile' and has a 'Login Information' sub-header.

3. Once your account is created, select “My Registered Products” as below.

Road Mate DVR

home products your basket user home sign out events news forum

My Account

Home Page

My Orders
Once you have placed your order with us you will be able to track the status of your order and review the order details.

Change your details
Change the contact or login information you entered when creating your account. The link below will take you to the page where you can change your password
▶ **Change password**

My Support Requests
If you experience any problems with the products you have purchased, our Support Team are ready to help. Feel free to [contact us](#) by clicking above link to submit a Support Request.

My Forum Topics
Have you ever wondered if the problem you are having is one that someone else has experienced? Would you like to share your expertise with [new](#) users? Why not become a Forum user and join the community?

My Registered Products

My Ads
If you have items that you would like to sell, place an ad here. It's quick and easy to [place ads](#).

My Saved Carts
Here you can view/retrieve baskets saved in the past.

My Wishlist
Here you can view wishlist items saved in the past.

My Reminders
My Reminders

[Logout](#)

News | Frequently Asked Questions | Links | Images | Events | Site Map

4. Click “Register Product”

Road Mate DVR

home products your basket user home sign out events news forum

My Account > **My Registered Products**

My Registered Products

No Product Registrations

[Register Product](#)

Stop (Esc)

News | Frequently Asked Questions | Links | Images | Events | Site Map

5. Enter your product information on each field. Refer example below

- a. Product Name: Road Mate DVR
- b. Code: L-640 (The model number)
- c. S/N: RM XXXXX (Product serial number, it can be found on the DVR)



- d. Invoice Number
- e. Purchase from (store name):
- f. Date of purchase:

Road Mate DVR

[home](#) | [products](#) | [your basket](#) | [user home](#) | [sign out](#) | [events](#) | [news](#) | [forum](#)

[My Account](#) > [My Registered Products](#) > **Register Product**

Register Product

Product Name

Code

S/N *

Invoice Number *

purchased from (Store name) *

Date of purchase *

Month

Year

Im done registering

Register more products

Cancel

9.**ONE YEAR CONSUMER LIMITED WARRANTY**

Road Mate DVR products are warranted to be free from defects in materials or workmanship for one year from the date of purchase. Within this period, Road Mate DVR will, at its sole option, repair or replace any components that fail in normal use. Such repairs or replacement will be made at no charge to the customer for parts or labor, provided that the customer shall be responsible for any transportation cost. This warranty does not apply to: (i) cosmetic damage, such as scratches, nicks and dents; (ii) consumable parts, such as batteries, unless product damage has occurred due to a defect in materials or workmanship; (iii) damage caused by accident, abuse, misuse, water, flood, fire, or other acts of nature or external causes; (iv) damage caused by service performed by anyone who is not an authorized service provider of Road Mate DVR; or (v) damage to a product that has been modified or altered without the written permission of Road Mate DVR. In addition, Road Mate DVR reserves the right to refuse warranty claims against products or services that are obtained and/or used in contravention of the laws of any country.

Repairs have a 90 day warranty. If the unit sent in is still under its original warranty, then the new warranty is 90 days or to the end of the original one year warranty, depending upon which is longer. The warranties and remedies contained herein are exclusive and in lieu of all other warranties express, implied, or statutory, including any liability arising under any warranty of merchantability or fitness for a particular purpose, statutory or otherwise. This warranty gives you specific legal rights which may vary from state to state. In no event shall Road Mate DVR be liable for any incidental, special, indirect or consequential damages, whether resulting from the use, misuse or inability to use this product or from defects in the product. Some states do not allow the exclusion of incidental or consequential damages, so the above limitations may not apply to you.

Road Mate DVR retains the exclusive right to repair or replace (with a new or newly-overhauled replacement product) the device or software or offer a full refund of the purchase price at its sole discretion. Such remedy shall be your sole and exclusive remedy for any breach of warranty.

To obtain warranty service, contact your local Road Mate DVR authorized dealers or Road Mate DVR Product Support for shipping instructions and an RMA tracking number. Securely pack the device and a copy of the original sales receipt, which is required as the proof of purchase for warranty repairs. Write the tracking number clearly on the outside of the package. Send the device, freight charges prepaid, to Road Mate DVR warranty service station.

Online Auction Purchases: Products purchased through online auctions (this does not apply to purchases made on www.roadmatedvr.com) are not eligible for warranty coverage. Online auction is not accepted for warranty. To obtain warranty service, an original or copy of the sales receipt from the original retailer is required. Road Mate DVR will not replace missing components from any package purchased through an online auction.

To obtain warranty service, please complete these easy steps:

① Contact Our Technical Support to receive an RMA number.

e-mail Road Mate DVR technical support to describe the problem and request a Return Material Authorization (RMA) number. You will need to provide the unit's serial number (if applicable), your return shipping address and a daytime phone number.

Email: info@roadmatedvr.com

② Ship the unit, along with the RMA number, to us.

Once you have received the RMA number, you need to include your RMA number in the shipping address. You need will packed the returning item and ship the package (prepaid and insured) to the following address and include the assigned RMA number: Please allow 5~7 working days to process your case.

Bobee Tech
RoadMate DVR Customer Service
942560 PO BOX
Miami, FL. 33194
RMA Number: (insert your RMA number here)

Contact Road Mate DVR Customer Support Email: info@roadmatedvr.com

Monday– Friday 9 am–5 pm Eastern Time (closed holidays)

If a problem occurs, first refer to this troubleshooting guide. If this troubleshooting guide does not resolve your problem, contact your dealer or Road Mate DVR service center (info@roadmatedvr.com).

■ Power related problems

- The battery cannot be recharged.
 - Check if the car charger connection and make sure the power indicator is on.
 - DO NOT recharge battery pack other than genuine Road Mate DVR DC car charger.
- The driving recorder does not operate even when the power button is pressed.
 - The battery is not properly installed in the driving recorder. Make sure the battery is in proper position
 - Check if the car charger is well connected to cigarette lighter. The power indicator on car charger should be lit on.

■ Memory related problems.

- No videos can be recorded.
 - The SDHC memory card is not properly inserted.
 - The SDHC memory card may slide to write-protect position.
 - Format your SDHC memory card by following steps.
 - 1. Press the  button to display the menu.
 - 2. To format your SDHC memory card. Press  or  button to select **Format** your SDHC memory card, and then press  button.
 - 2. Press  or  button to select "Yes" or "No".
 - 3. Press  to confirm, press  back to main menu.

- **The SDHC memory card cannot be accessed.**
 - Remove and insert your SDHC memory card again.
 - Format your memory card.
 - Try to replace another new memory card.

- **What type of format should select, if I want to use my computer to format SDHC memory card?**
 - You need to use **FAT32** to format your memory card.

- **Screen shows “Memory full” and cannot save videos.**
 - Check if your SDHC memory card specification meets the requirement.
 - Your SDHC memory card may have error sectors.
 - You may have other files or some hidden files are saved in your SDHC memory.
 - Format your SDHC memory card.
 - Press  button after powered on.
 - Try to use another SDHC memory card.

■ Do I need to format a brand new SDHC card?

- No. You don't need to format your new SDHC memory card.

■ Why my recorded video getting blurry?

- The driving recorder lens maybe remains finger print. Clean with a lens cleaner or eyeglass cloth.
- You need to routine clean up both exterior and interior of windshield.
- You need to routine clean up the driving recorder lens with lens cleaner or a eyeglass cloth.

■ Why the screen shows “Memory full”?

When you see “Memory full” message, it means the system detects your SDHC memory card may have some error sectors that cannot not write video into it. You may do the following way.

- Press  button to record.
- Check if your SDHC memory card specification meets the requirement.
- Format your SDHC memory card (see page 21).
- Replace your SDHC memory card if it happened frequently. It means your SDHC memory card have many bad sectors and cannot be repaired, it no longer reliable to be used.

■ I use a Class 10 SDHC memory card, but when play the video feels a little drags on my computer screen?

- This is due to the data transfer rate between your computer to the driving recorder or the card reader on your computer. Or your computer speed too slow.
- You may copy the video files to your computer, then direct play the videos on your computer.

■ Why my driving recorder screen freezes?

- This is due to the driving recorder cannot write video file into your SDHC memory card while recording video. The SDHC memory card may have bad sector(s) caused the driving recorder turns self-protection mode.
- You may reset the system (refer below, How to reset my driving recorder).

■ Where is the product serial number?

- The product serial number can be found on the rear side of driving recorder, refer photo shown below.



■ How to rest my driving recorder?

- Remove the battery from battery cell, and then restore battery back.