

### DVD Disc Media

Insert DVD disc label side **UP**.



### USE ONLY:

WatchGuard Evidence™, Sony®, or Maxell® brand DVD+RW discs



### Start Recording

Activate the emergency lights, wireless microphone, or press the **RECORD** key.



### Stop Recording

Press the **STOP/QUIT** key. Each recorded EVENT creates a CHAPTER on the DVD.

#### CHAPTER STOP POINT

To Eject the DVD, press and hold the **STOP/QUIT** key for 2 seconds.

### Blank Disc Detected

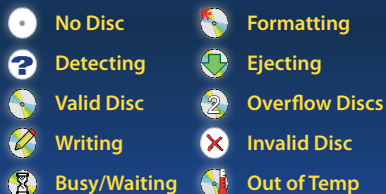
Choose **YES** to format the disc to begin recording.



### Used Disc Detected

Choose **Reuse** to confirm you wish to overwrite a used disc. (Supervisor permission may be required)

### DVD Status Icons



### Ejecting DVD's

Eject DVD discs by holding down the **STOP/QUIT** key.



Do not use the Manual Eject Button to eject discs because the system may not be done writing to the disc.

### Disc Usage Meter



### Camera Features

#### BACK LIGHT

- Brightens the overall picture
- Compensates for back-lighted conditions like dusk or dawn (subject is darker than background)

#### AUTO ZOOM

- Zooms to a preset level and holds zoom to a preset time
- To set: **MENU > SYSTEM SETTINGS > RECORDING CRITERIA > SET CAMERA ZOOM**

#### NIGHT VIEW

- Optimizes the camera settings for nighttime operation.
- AUTO FOCUS turned Off
- Focus point set to about 50'
- NIGHT VIEW is automatically activated in dark conditions!**

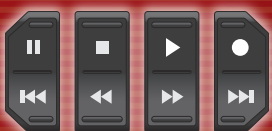


If desired, the NIGHT VIEW Mode can be toggled on or off manually by pressing the NIGHT VIEW key on the camera. System reverts to AUTO on startup/reboot.

### Video Playback



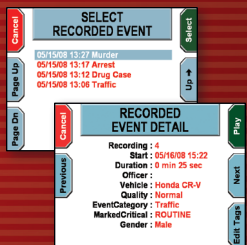
To review recorded video, press **MENU > VIDEO REVIEW**



- SKIP-** Backup 1 Chapter
- REW** Backup 2 Minutes
- FF** Forward 2 Minutes
- SKIP+** Advance 1 Chapter



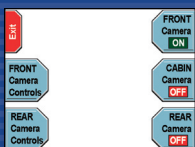
**View By Event**  
Select video chapter to review



### Front Panel Controls

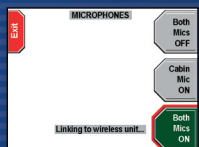
#### CAMERA Select Camera

Activate or Deactivate cameras by pressing their corresponding keys. When two are selected, both cameras will be displayed and recorded in a split screen view.



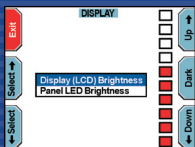
#### MICROPHONE Microphones

Both microphones are automatically activated upon **RECORD**, and automatically turned OFF after **STOP**. Press **MICROPHONE** to manually control the microphones.



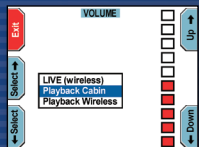
#### DISPLAY Adjust Display

**Dark Mode** - turns OFF Screen & Indicators (press any key or record trigger to reverse)  
**Display LCD** - adjusts screen brightness  
**Panel LED** - adjusts indicator brightness



#### VOLUME Volume Control

**"LIVE"** controls feedback level of the wireless microphone audio through the speakers. Playback levels adjust audio playback volume for the DV-1 only (not recorded levels).



# Troubleshooting Guide

## MEDIA ERRORS

### Writing to the DVD

Some percentage of all DVDs have flaws or scratches that cause the system to stop writing to the disc. This is the most common error. Since the DV-1 uses both a Hard Drive and a DVD drive, no video will be lost as a result of these normal writing errors.

*The system will not lose video data during a media error.*

### First Time WRITE ERRORS (#1 & #3)

#### ISSUE WRITING TO DVD (#1)

There has been a problem writing to this DVD.  
No video has been lost.

When ready, press **RESET** to restart the system and retry writing to the DVD.

Reset

1. Wait until your recordable event has concluded (system continues recording to the hard drive during a write error)
2. Press the **STOP/QUIT** key to stop recording.
3. Press **RESET** to restart the system.
4. System will attempt to re-burn the video files.

### Second Time WRITE ERRORS (#2 & #4)

#### DVD WRITE ERROR (#2)

The system cannot write any further to this DVD.  
Press **RESET** to restart the system.

When the system restarts,  
Step 1: Wait for the DVD to eject.  
Step 2: Insert a new DVD.  
The last chapter will be added to the next DVD. No video will be lost.

Reset

1. Press **RESET** to restart the system.
2. System will eject the disc after the restart.
3. Insert a new DVD.
4. If **ERROR #2**, Uncompleted chapters will be burned to the next DVD. If **ERROR #4**, Entire DVD will be rewritten to the next DVD.

### Recognizing the DVD

#### DVD Write Error (#6)

##### DVD WRITE ERROR (#6)

The system cannot write any further to this DVD.

Step 1: Manually eject the DVD  
Step 2: Press **RESET** to restart the system

The last chapter will be added to the next DVD. No video will be lost.

Reset

This error is most likely caused by a permanent defect in the media, the result of poorly manufactured or damaged/scratched DVDs. When this occurs, the DVD can no longer be used by the DV-1. It must be removed from the system and replaced with a new DVD. Video is still being recorded to the hard drive buffer in the system, so wait until the recording event is complete before pressing the **RESET** button on the screen.



1. Manually eject the DVD.
2. After pressing **RESET**, the system will reboot.
3. Once the system reboots, insert a new DVD.

### “Reuse” the Current Disc

If the system has been successfully burning to a DVD, and then the DVD suddenly becomes unrecognized and you are prompted to “Reuse” the DVD; reboot the system to see if the disc will be recognized following a restart.

1. If not recognized after reboot, press **EJECT** to eject the DVD.
2. Insert a new blank DVD.

The first disc should play all completed chapters. Any uncompleted chapters will be burned to the next DVD.



## SOFTWARE MESSAGES

### MOST SOFT ERRORS ARE FIXED BY REBOOTING

Soft Errors will occur occasionally when a software application or system process has stalled or crashed. Most soft errors occur when the DVD drive has been struggling to read or write to a disc for an extended period of time, or by power interruption as a result of a vehicle start.

Soft errors may be identified as a communication problem or an error with an application name such as “**STATEMGR.**” A Soft Error does not mean there is a hardware problem. Simply press **RESET** to restart the system.

#### SYSTEM RESET IS NEEDED (#40)

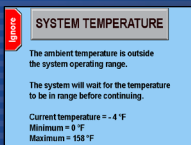
The system has detected an internal communication problem.

This may be caused by a bad DVD. Please manually eject the DVD.

Reboot the system. If it does not shut down, then detach and re-attach the power cable.

### Temperature Issues

The Temperature Screen is displayed during startup when the system is powered up while outside of its operating temperature range. Allow the system temperature to normalize, and it will automatically complete the boot up cycle. The “**IGNORE**” key will force the system to boot up although it is outside of the recommended temperature range.



### DVD Drive Temperature Range

The DVD Drive is taken “offline” when the temperature is outside the normal operating range, and “online” once the temperature normalizes. The system may request a reboot when ready.



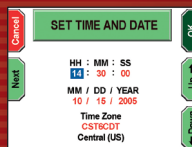
### CHECK INSTALLATION

Improper installation WILL cause system instability. If errors are common, confirm that the installer has connected the power and ground wires through the firewall directly to the vehicle battery (not merely grounding to the car frame or a terminal).

## POWER ISSUES

### Symptoms of a UPS (Battery Backup) Issue

- DV-1 resets after vehicle start
- **SET DATE AND TIME** screen appears after boot-up (indicates power was disconnected, or UPS voltage too low to maintain clock)
- Unexpected system reboots even when not burning to the DVD



### Auto Power Up and Down Not Working

- Check fuse in the ignition (switched) power wire.
- Check **SYSTEM BEHAVIOR** settings in the **SUPERVISOR MENU**.

### System Stalls During Boot-Up

1. Allow up to 5 minutes to complete the file recovery process.
2. If it has stalled at the startup progress bar, press the **OFF** key and attempt another restart.
3. If it stalls again, the hard drive may need a “**QUICK FORMAT.**”

### Unexpected System Reboots

The DV-1 may reboot unexpectedly if power to the system is interrupted or if certain fatal software errors occur. Fatal software errors can be the result of:

- Bad DVD disc causing the DVD drive to “time-out”
- Inadequate vehicle power
- Momentary glitch in electronic components

TOLL FREE SUPPORT

1-866-384-8567

**WATCH GUARD**  
DIGITAL IN-CAR VIDEO