

## Recording Problems

### 1. Camera stops recording for no reason

For DC10/50 models, check if Motion Detection feature is switched on. In order to save space on smaller SD cards this feature will stop recording whenever no motion is detected in front of the camera. When movement is detected the camera will commence recording again. For larger SD cards this feature is not required.

To turn this feature off select:-

MENU > Video > Motion Detection > Off



DC10/50

### 2. Screen goes blank during recording

Check if the 'Backlight' or 'LCD Power Save' function is switched on. This feature will switch off the LCD screen after a selected time in order to reduce distraction at night. This may give the impression recording has stopped but it will still be recording in the background.

To turn this feature off select:-

For DC10/50 models - MENU > Setup > Backlight > Off

For DC200 model – MENU > General Settings > LCD Power Save



DC10/50



DC200

### 3. Camera does not start recording after ignition switched on

This can happen if the internal battery is heavily discharged. If the camera has not been used for some time and the internal battery is fully discharged, it may take a few minutes before there is sufficient energy from the power adapter to charge the battery and power the dash camera

### 4. Recording is intermittent

#### 4.1 Check SD card speed

Check the SD card being used has a speed of at least Class 6 (preferably Class10). The speed of the card is indicated by a number inside a circle like below. If the SD card is not fast enough recording may be intermittent and files may become corrupted, causing playback problems.



## 4.2 Check SD card is not fake

There are some fake SD cards on the market, which may not perform to their specified speed and cause recording problems, especially when recording at Full HD resolution. If you wish to check the speed of an SD card there are programs available such as [HD Tune](#) which can confirm the data transfer rate. The table below shows expected transfer rates for each class of SD card. Highlighted in red are speeds for the Class6 & Class10 cards recommended for use with Ring dash cameras

	Mark	Minimum Serial Data	SD Bus Mode	Application
UHS Speed Class	<b>3</b>	30MB/s	UHS-II	4K2K Video Recording
	<b>1</b>	10MB/s	UHS-I	Full HD Video Recording HD Still Image Continuous Shooting
Speed Class	<b>CLASS 10</b>	10MB/s	High Speed	HD and Full HD Video Recording
	<b>CLASS 6</b>	6MB/s	Normal Speed	
	<b>CLASS 4</b>	4MB/s		
	<b>CLASS 2</b>	2MB/s		Standard Video Recording

## 4.3 Check SD card is compatible with camera

Check the SD card being used is not the UHS - Ultra High Speed type (indicated by a number inside a 'U'), as these may not be compatible with the current Ring dash cameras.



## 4.4 Check power supply

Check the 12V power adapter is securely fitted into the car power socket and the LED is always illuminated whilst the engine is switched on. If the LED flickers or goes out during use, then the power adapter may not be securely fitted into the socket, which will cause the camera to power down. Check the fuse in the end of the adapter is not blown

# Dash Camera Troubleshooting Guide



Check the cable for damage, which may have caused the fuse to blow



## 4.5 Check 12V power socket on Stop/Start vehicles

If you have a stop/start vehicle, check that the 12V power socket does not power down when the vehicle enters stop/start mode. If this happens the dash camera will also switch off. In this case the hard wire kit (Part: RBGDCHK) can be used to connect directly to the vehicle fuse box

## 5. Error message is displayed

### 5.1 'Card Full' message appears on screen

If the loop recording function is set to 'Off' this message will be displayed when the card becomes full. To avoid this problem set the length of each video clip to 3 or 5 minutes using the procedure below. This will ensure 'loop mode' is activated, which will automatically delete the oldest files when the card becomes full.

For DC10/50 model – MENU > Video > Loop Recording

For DC200 model – MENU > Movie Mode > Move Clip Time

### 5.2 'Card Error' message appears on screen

The SD card has become corrupted. Remove the useful files then re-format the card using the camera menu option

For DC10/50 models – MENU > Setup > Format

For DC200 model – MENU > General Settings > Format SD-Card

## File transfer problems

### 1. Error when connecting via USB

If the error similar to below appears then the SD card may not have been correctly formatted.



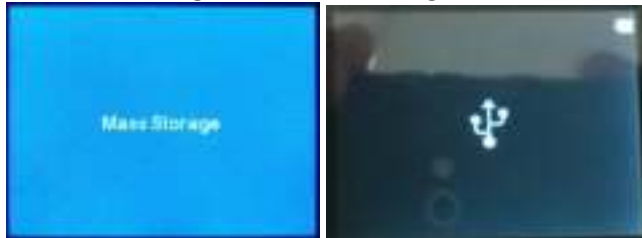
Re-format the SD card using procedure below depending on camera model

For DC10/50 models – MENU > Setup > Format

For DC200 model – MENU > General Settings > Format SD-Card

## 2. Camera is not recognized by PC

After connecting camera to PC using the USB cable, the display should show one of the screens below



DC10/50

DC200

If this does not happen then check USB cable connections or try a different USB cable

On the PC a screen similar to below should appear to allow browsing of the camera SD card by selecting 'Open folder to view files'



If this does not happen then try a different USB port or try a different USB cable

## File playback problems

### 1. Video files cannot be played

The video files from the cameras are in AVI format and may not be compatible with your PC if suitable software is not installed. For most PCs the videos will play back using Windows Media Player which is supplied as standard with Windows installations.

If Also try downloading the latest Media Player Codec Pack

### 2. Video playback is jumpy

For best recording quality use a branded SD card with a speed of Class 10

Try reformatting the SD card to remove any corrupted or non-contiguous files

Running videos by connecting camera via USB will be slower, try copying files to PC before playback to improve speed

# Dash Camera Troubleshooting Guide





Some older PC's may struggle to playback files smoothly. Try a faster PC with a more up to date video hardware.

## Other problems

### 1. MENU button will not respond

The menu cannot be accessed whilst the camera is recording. First stop the recording by pressing the OK button before attempting to access the menus.

### 2. Night vision LEDs do not activate at night

The night vision LEDs must be activated manually by briefly pressing the Power button   
A symbol  will then display on the screen to show night vision is activated

### 3. Suction cup not sticking to windscreen

Ensure the protective film has been removed from the suction cup  
If temperature is below 5 deg C then gently warm the area before attaching suction cup  
Do not stick suction cup to areas of the windscreen printed with a sunshade area, as this will not provide the best adhesion

## If problem cannot be resolved

If the camera has an issue that cannot be resolved using the troubleshooting section above, then press the RESET button with a paperclip to reset the camera back to its factory settings  
If the problem still persists then contact Ring Technical Support on:-  
Tel: 0113 213339 or Email: [technicalsupport@ringautomotive.co.uk](mailto:technicalsupport@ringautomotive.co.uk)