



# SW012 Silent Witness Dash Camera User Manual

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# Thank you for buying our Silent Witness Camera.

**This instruction manual contains information on the main functions of your Silent Witness Camera. Please read and understand these instructions prior to installing and operating this product. The contents of this manual are subject to change without user's prior consent.**

- This product is an auxiliary images recording device for a vehicle. Storing the recorded images on a memory card through the product (camera) mounted in the vehicle. Checking the recorded footage is done through a private program or video playback (display) program.
- The recorded images on this product is supplementary data that can be used to determine incident circumstances.
- This product is an auxiliary device recording and storing images at the time of car accidents but it is not guaranteed to record all the images of accidents. The moment of the accident occurring from slight shock may not be recorded because shock sensing sensor would not work normally, and any images may not be recorded due to malfunction of the product caused by careless use or incorrect installation.
- Depending on user environment, the performance and features of this product can be limited or unusable.
- Our company is not responsible for any data loss or recording equipment malfunction that can happen when our customers are using this product.
- Please backup important images at all times for the precautions against data loss caused by product failure or malfunction.
- This manual is protected by copyright law.
- The copyright to all the materials is owned by Parksafe Automotive Limited and any reproduction and use without authorisation is prohibited.

## Safety precautions

**Please read the following precautions to ensure user safety**

Please be informed of these precautions to protect user's safety and prevent property damage. If you do not use the product correctly, it can be the cause product failure and abnormal operation. Please feel free to contact Parksafe Automotive Limited customer support centre for product failure, repair and other matters regarding the use of product.

- Do not disassemble, repair and remodel (convert) this product yourself, it may cause fire, electric shock and malfunction.
- If water or foreign objects get into the product, quickly disconnect the electrical power.
- Do not adjust the product whilst driving as this may cause an accident, only do this whilst the vehicle is stationary.
- Please install this product in a suitable place where the driver's field of vision is not obstructed.
- You must use the power cable supplied by the manufacturer. Please do not use a damaged or converted power cable because this may lead to damage to the product or even fire/explosion.
- Please always keep the power cable terminals clean. It can be the cause of overheating and fire.
- Do not handle this product with wet hands or you may be electrocuted.
- If water/wax and other liquid substances get into this product, it may cause discolouration, deformation and breakdown.
- If you install this product in a place where the surrounding temperature and humidity is high, it may cause breakdown.
- If you install this product in a place where highly inflammable liquid or gas is nearby, it can be the cause of fires and explosions.
- Please keep this product out of the reach of children and pets.
- The product should be disconnected quickly, via the power cable, from the vehicle if the unit produces abnormal smoke or burning smell.

- If you install this product in a place where the surrounding humidity is high, it can be the cause of breakdown. If this product is not well ventilated i.e. being covered with something, it may cause discolouration, deformation and breakdown due to over-heating.
- Please always ensure the power cable and other accessories are firmly connected and the cabling is neatly stored.
- Whilst driving through a tunnel, where tunnel lighting is too bright or too dim, the recording quality of the video can be degraded.
- If this product is damaged because of accident or impact and power supply is cut off, the video recording can be stopped.
- If there are foreign substances on the lens or excessive window tinting, the recorded image can be blurred, distorted or appear dark.
- Please be careful when this product is exposed to direct sunlight and turned on for a long time, as the camera may become hot.
- We recommend this product to be installed by one of our recommended professional installers.
- Please note that the user has a liability for the recorded and stored image/sound data in accordance with Personal Data Protection Act and related law (statute).
- Please use the authentic Silent Witness product/parts that we provide. We will not be held responsible for the breakdowns and accidents caused by the use of non-authentic Silent Witness products/parts.
- Do not drop the product. -It may cause damage or malfunction not covered by warranty.
- Do not place near magnets. -It may cause the device to malfunction or operate erratically.
- Keep the unit away from other GPS devices. - It may cause interference of the GPS signal rate.
- GPS function requires loading time when first powered on. - It can take up to a few minutes for the device to lock on to satellite signal.
- Metallic tinting and heated front windscreens can cause interruption in the GPS signal. - If you vehicle has this then please experiment mounting the camera in different positions.
- Sudden changes of brightness such as entering or exiting a tunnel or extremely dark place may cause a temporary loss in video quality.
- The front glass - camera lens should be kept clean. - If it is dirty, recording image quality may be low.
- Attach the product in the recommended place. - If it is installed in an obscure place, the image may be skewed.

## **WARNING**

- Do not place near effective range of an air bag. - It may cause malfunction of air bag or accident.
- Keep the power socket clean of dust. -A poor connection will result in malfunction.
- Install with the power off. (After installation, connect DC jack) - It may cause electric shock or malfunction.
- Do not operate the product whilst driving. - It may cause an accident. Stop in a safe place to operate.
- Do not pull the power cable, remove by holding the plug and pull. Do not use a damaged cable. - It may cause cable malfunction, electric shock and fire.
- Do not clean exterior with alcohol, volatile or oily solvents. - It may cause deformation of the surface and malfunction.
- Attach the product on the front window firmly. - Clean the front window and fix it firmly, otherwise it may be detached due to temperature / humidity / dust / shock.

## SD CARDS

**Please read the below notice for SD cards. We do not take responsibility for data loss or damage caused by SD cards malfunctioning.**

- Please use only authentic SD cards. - The manufacturers of the camera do not take responsibility if a non-recommended card is used.
- Do not put foreign substances in to SD card slot. - It may cause a malfunction or SD card inserting problem.
- Do not touch the SD card with wet or oily hands. - It may cause malfunction due to card damage.
- Push the SD card in fully. Do not force the SD card in to the slot. Ensure the card is the correct way up before inserting. - If the SD card is not fully inserted then the camera cannot record data.
- Before removing the SD card, please check the power off status. - If you pull SD card out during power on status, it may cause malfunction or data loss.
- SD cards are consumables. - SD cards do not last forever and should be checked regularly. SD cards are not covered by our warranty.
- Use a secure case for storing SD cards. - The data may be damaged by static while storing or moving.
- Please make sure the lock on the SD card is off. - If it is set to lock, recording is not possible.
- In case of important data, please make sure you back up your SD Card, - The data may be lost after long term usage.
- Please check and backup the data stored on SD card
- We recommend formatting the SD card regularly.
- Do not disassemble or modify an SD card. - It may cause a serious damage to the SD card.
- Do not drop the SD card. - It may cause a serious damage to the SD card.
- Do NOT buy cheap memory cards...they do not last very long!
- During normal operation of the camera it will get warm. This is normal.
- Do not leave the camera in a very hot car during the daytime.
- It is advisable to remove the camera from the vehicle when not in use to deter thieves.
- Recording times may vary based on the type of memory used and settings of camera. Any quoted times are for use as a guide only.

## IN THE EVENT OF AN ACCIDENT

**IMPORTANT: In the event of an accident, we recommend unplugging the camera immediately to reduce the risk of the camera recording over these files. It is advisable to carry a spare SD card in your vehicle for such events.**

- If for any reason you are involved in an accident that does NOT trigger the camera to make an EVENT and you keep driving with the camera running then you can potentially record OVER the bit of video you need to use.
- If the camera does create an EVENT file at the time of the accident and you continue to drive and the camera makes too many EVENTS then the camera could overwrite the EVENT you need to use.

- If you are involved in an accident it is best to unplug the camera, wait for it to shut down and remove the SD card. Insert a new SD card in to the camera until you have transferred the files you need to keep to a computer.
- Parksafe Automotive Limited cannot be held responsible for video files being overwritten or for data loss from the SD card.
- If the Silent Witness camera is being used in a commercial application. We advise the company's fleet manager to relay this information to the drivers. We recommend keeping a spare SD memory card in the vehicle so it can be swapped in the event of an accident.
- WARNING: NEVER remove the SD card from the camera whilst it is powered on. Always remove the power supply from the camera and wait for the camera to chime to let you know it is safe to remove the SD card.

**It is advisable to take precautions after an EVENT takes place in order for the camera to not ERASE this important data. The best way to do this is to UNPLUG the camera, wait for the camera to shut down remove the SD card. A spare/backup SD card can be used if you need to continue to drive.**

**LIMITED WARRANTY STATEMENT:**

This Limited Warranty shall apply to the Silent Witness product including all accessories as contained within the original Silent Witness box "the Product". Parksafe Automotive Limited warrants the product from its authorised distributor will meet the applicable product specifications and be free from all defects in material and workmanship for an applicable period herein "Limited Warranty". This Limited Warranty is subjected to the following terms and conditions:

1. This Limited Warranty is given only to the original purchaser of the Product "Customer" it shall neither exclude nor limit a) any statutory rights of the Customer or b) any of the Customer's rights against the sellers of the Product.
2. The Limited Warranty shall be restricted to the country/region of Product purchase this is to avoid excessive import or exportation of the Product throughout the supported countries.
3. This Limited Warranty is only valid and enforceable in countries where the Product is sold. Outside of the country of purchase, any repairs performed by Parksafe Automotive Limited Authorised Service Centre are subject to charge to the purchaser at normal repair rates.
4. The Limited Warranty entitles the Customer to a Product replacement or a full refund of the purchase price for any defects relating to the performance and / or functioning of the Product which result from normal use of the Product, provided that such a defect arises within ten (10) days of the original date of purchase of the Product and cannot be otherwise repaired. Parksafe Automotive Limited will provide a replacement or repair of the Product at Parksafe Automotive Limited own expense for any such defect arising after ten (10) days but within two (2) month of the original date of purchase. This Limited Warranty may not be sold – on, assigned, transferred or given to any subsequent purchaser or acquirer of the Product.
5. This Limited Warranty shall last for two (2) years from the date of original purchase "Warranty Period". A valid original invoice "Proof of Purchase" is required.
6. This Limited Warranty covers expenses for inspecting and repairing the product during the term of the Limited Warranty. Customer shall deliver the defective Product to the Parksafe Automotive Limited - designated premises together with the proof of purchase, and proof of identity of the Customer. Products shipped by the Customer missing any one of these documents may render this Limited Warranty invalid. If the defect was the result of the Customer's own mishandling of the Product, force majeure, or the result of a repair by an unauthorised service provider, the Customer shall bear all expenses relating to shipping such a defective Product.

7. Parksafe Automotive Limited will return the repaired Product or another Product to the Customer in good working condition. All replaced faulty Products or components thereof will become the property of Parksafe Automotive Limited.

8. This Limited Warranty applies only to the original hardware components of the Product and does not apply to any software or other equipment.

9. If Parksafe Automotive Limited repairs or replaces the Product, the repaired or replaced Product shall continue to be warranted for the remaining term of the Limited Warranty period or for three (3) months from the date of repair or replacement, whichever is longer.

10. Before returning any units for service, the Customer is solely responsible for backing up data and removing any confidential, proprietary, or personal information from the Product. Parksafe Automotive Limited is not responsible for damage to or loss of any programs, data, or removal storage media.

11. This Warranty does NOT cover recovery from any software updates, installation and removal of the application software, or any loss of data storage.

12. Parksafe Automotive Limited reserves the right to add, delete or amend the terms and conditions of this Limited Liability and any such change will be made available to the purchasers of the Product either Parksafe Automotive Limited Web site or by other means.

13. THIS LIMITED WARRANTY SHALL NOT APPLY IF THE DEFECT WAS CAUSED THROUGH ANY OF THE FOLLOWING:

(a) The Product serial number, the accessory date code has been removed, erased, defaced, altered or is illegible; or

(b) The defect is resulting from the use of the product in a manner other than their normal and customary manner, e.g., in excess of their minimum specification of operating instructions, or malfunction or failure resulting from use of uncalibrated voltages; or

(c) Deterioration of the Product due to normal wear and tear. All plastic surfaces and other natural wear of externally exposed parts of the product are scratched or damaged under normal usage; or

(d) The defect is arising from improper installation, unauthorised repair, alteration or modification to the Product by third parties; or

(e) The defect is arising from operating with components or accessories (ancillary or peripheral equipment) not officially authorised or provided by Parksafe Automotive Limited or used in other than its intended use; or

(f) The defect or damage are arising from unauthorised modification: or

(g) The defect or damage is arising from misuse, mishandling, accidental lost, abuse, accident, negligence and damage caused directly or indirectly by Customer, including but not limited to improper testing, installation, alteration or modification or any kind, or spillage of food or liquid, or build-up of dirt or dust, or mains supply problem, thunderstorm activities, or infestation by insects or vermin, or exposure to abnormally corrosive conditions, or operation with extreme heat or humidity; or

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14. WHERE A DEFECT WAS UNDETECTABLE BY THEN-AVAILABLE TECHNOLOGY OR WAS THE RESULT OF COMPLYING WITH THE APPLICABLE REGULATORY STANDARDS OF WHERE THE DEFECT WAS THE RESULT OF THE CHANGE IN THE DESIGN OF THE PRODUCT COMPONENTS SUPPLIED BY A THIRD PARTY, PARKSAFE AUTOMOTIVE LIMITED WILL NOT BE LIABLE FOR ANY LOSSES OR DAMAGES OF ANY NATURE, INCLUDING BUT NOT LIMITED TO LOST PROFITS OR COMMERCIAL LOSS OF THE CUSTOMER.

15. This Limited Warranty does not affect the Customer's statutory rights in law specific to the country of purchase, and such - rights remain protected. Some countries do not allow the exclusion or limitation of incidental or consequential loss or damage, or limitation of the implied warranties, in which case the preceding limitation of exclusions may not apply to such Customers. Please note warranty service availability and response times may vary from country to country and may also be subject to registration requirement in the country of purchase. If you require assistance regarding warranty conditions, or have

any other inquiries, please contact the Parksafes Automotive Limited Customer Care Centre or via the official website.

16. Parksafes Automotive Limited reserve the right to make changes to the software and firmware including but not limited to the way mapping data is displayed and the service used to provide this data.

17. Parksafes Automotive Limited cannot access your personal data from the camera although the GPS data from the camera will be transmitted over the internet to the mapping data servers in order to provide the map display within the software.

18. Video, Audio, G-Force data and GPS data stored on the camera's SD card can be used in evidence against you in some countries. In some countries, police authorities reserve the right to seize such data from the SD card in the camera and use it as evidence against you.

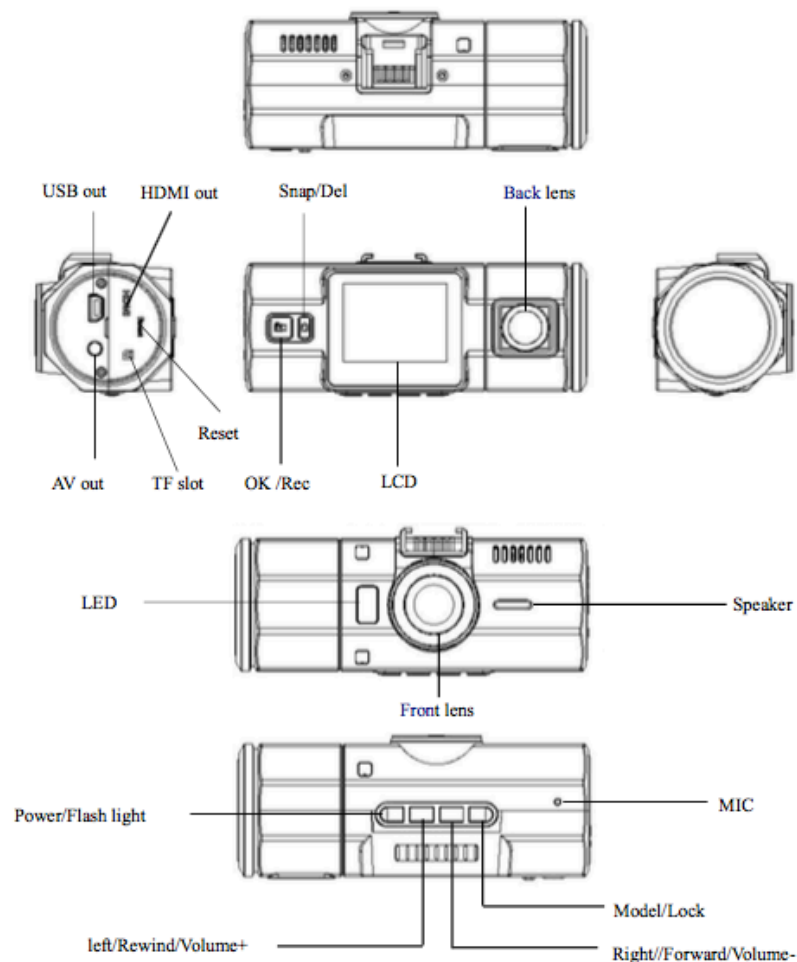
## Please take note of the following before using your new SW012 Dash Camera

1. Use the original car charger and hard wire kit provided.
2. Rotate the camera in the mount to right angle when fixed on the car windshield to get the correct angle of view.
3. Do not expose the camera to moisture, dust, dirty or sandy conditions. Exposing the camera or the lens to these conditions can damage the camera and its component.
4. During use the camera will become hot, this is normal and there is no need for concern.
5. Do not expose the camera to high temperatures. The normal operating temperature of the camera is 0°C to 40°C (32F to 104F). High temperatures can shorten the life span of electronic devices, and extremely high temperatures will shorten the super capacitor life and/or degrade the plastic components. Note extreme temperatures can be achieved in parked cars in direct sunlight. Exposing the dash camera to strong sunlight when using Motion Detection mode may cause the camera to malfunction or become damaged as the temperature can be too high in your car in summer or during high temperature conditions.
6. Do not expose the camera to cold environment. Extremely low temperatures can damage electronic components; if there is water or moisture in cold environments, freezing water can cause damage, as thawing. Do not attempt to dismantle or open the casing. Doing so may result in electrical shock and will most likely result in irreparable damage to the camera.
7. Over temperature protection. Because extreme temperatures can cause damage to the camera, the smart temperature adjustment within the camera will react when the parking guard function is in operation. When inner temperature reaches 85°C(185F), the camera will power off and stop record automatically to prevent any internal damage.
4. Do not mistreat the camera, dropping, sudden impact, and vibration can cause damage to the camera.
5. Do not clean the camera with chemicals, cleaning solution or detergents. Only a slightly damp cloth should be used.
6. Before using the camera, please format the memory cards in the camera or computer to avoid potential camera or card malfunction. Memory cards also need to be formatted regularly to avoid potential camera or card malfunctioning.
7. There may be a layer of plastic film on the LCD screen and the lens, this is intended to prevent any scratching during transportation. Please remove the protective film from the lens before using.
8. The camera uses a built-in super capacitor to get power from the car, due to this the start up time may be a little longer (about 10 seconds). On the first occasion when connected to a computer. The camera may not connect with the computer or the computer may not detect a USB flash. This is normal in the first time instance. If this occurs please remove the plug and then re-plug USB cable to the computer. This will resolve the issue.
9. The camera will start to record automatically once the car engine is started.
10. Please set the time zone, date and time correctly before using camera.
11. The camera will not power on without an external power supply connected.

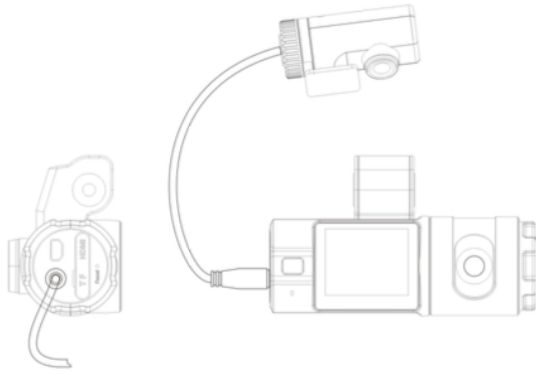
**For additional operating instructions, please read the manual thoroughly before use.**

# SW012 FEATURES

- ◎ 1920x1080P FULL HD high quality resolution
- ◎ 120 degree ultra wide angle lens
- ◎ Advanced H.264 video compression technology
- ◎ 5 mega pixels
- ◎ 1.5 inch high resolution LCD, can watch while shooting.
- ◎ Support HDMI high quality video transmission
- ◎ 30 frames per second for smooth video flow.
- ◎ Equipped with special auto suction cup holder.
- ◎ Powerful document protection, even in the recording process, the occurrence of sudden power outages, machine damage, etc., video files will be intact.
- ◎ Seamless continuous recording; will not miss any data.
- ◎ To start the auto automatic off to start the video recording function.
- ◎ Automatic circulating video recording, being able to set the record time for each file.
- ◎ Watch video while make video recording in driving. Support on-spot play back.
- ◎ Improve time & date display
- ◎ Set the video recording time, stop recording when the setting time is up..
- ◎ Charge through USB or Vehicle
- ◎ Human orientated operation interface.

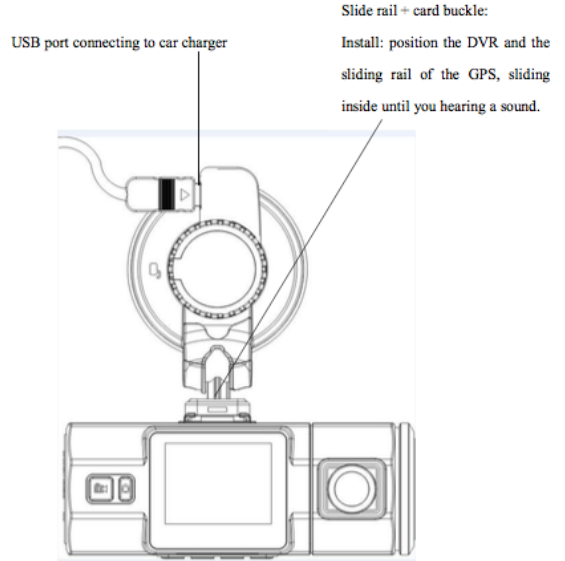






NOTE: When connecting the 3<sup>rd</sup> camera, the DVR unit needs be connected to the power source for the 3<sup>rd</sup> camera to work.

Sensor	Front camera:5M CMOS Sensor, 1/2.5" light-sensing surface area Inner Camera: VGA CMOS Sensor Back Camera: CMOS Camera
Lens	5 fixed focus Lens, aperture 2.0, focus 3.4mm
LCD display	1.5 inches 4:3 TFT LCD
Video output	High definition TV terminal interface: HDMI signal output. Max 1920X1080i50 or 1920X1080i60
Picture	JPG file format Maximum output pixel: 5.0 mega pixels
Video recording	H.264 compressed format      1920 x 1080, 30 frame/sec 1440 x 1080, 30 frame/sec      1280 x 720, 30 frame/sec 848x480, 60 frame/sec      848x480, 30 frame/sec
Audio	Microphone and speaker (AAC) Equipped
Memorizer	Memory: 128M (for firmware use only) External media: SDHC (support 32G max, TF card)
Shutter	Electronic shutter
Flashlight	Automatic electronic video supplement lamp (LED)
Battery	130mAh 3.7V Polymer Li-ion battery



# BUTTONS

**MODE Shift Key:** to shift between video recording, photo mode, review mode, and system settings.

**Capture Key:** In the video recording mode, press the capture key, to capture the current video. Turn to photographic mode, press capture to take photos, and then automatically return to the video recording mode.

**Up/Down Key:** In Menu mode, used for menu selection. In the review mode, use for browsing images and adjust the volume

**Power key:** Short press, power on, press for 2 seconds power off. In the camcorder mode, short press, light flash on/off. In six-image mode, short press can lock or unlock the current file.

**REC/OK Key:** In photographic mode, use to make a screenshot of the video. In the menu state, used to set menu. During video replay, used to start, pause playback.

# OPERATION



◆ Battery indicators:

- ◆ Battery Recharge: This SW012 can be charged through the USB terminal of computer as well as supplied charger.
  - Note: Only a car charger with the output of 5V 1.1A can be used anything else could damage the SW012. Connect to 12V/24V only through the supplied cigar charger cable.The purpose of the battery is mainly to allow the camera to save the last file should the power be cut.
- ◆ When used as driving recorder, it is important to make sure Loop Video Recording and Automatic Video Recording is on upon start up are both selected. This will start video recording automatically when the power is applied and when the vehicle is switched off, the data will be saved, and the device will shutdown automatically.
- ◆ Caution. Inserting the memory card in the wrong direction could damage the SW012 and/or TF card; confirm the direction of TF card first. Use the correct SDHC specification TF card. C6 or C10. Format the TF Card before use.
- ◆ Turning on/off the SW012. Press the power key for 1 second to turn on/off the device. For saving the power capacity of battery set the automatic off time in the menu, the device will turn off automatically.
- ◆ Battery Save. For saving the power capacity of the internal battery set the automatic off time in the menu, the device will turn off automatically when power is removed.
- ◆ Camcorder Mode. Press REC button to start the video recording, and then press REC button to stop the video recording. During the process, red icon will flash on the screen.
- ◆ Select flashlight: Choose the mode of flashlight in the status of video recording by pressing right key. The sequencing will be forced flash, automatic flash and no flash. When the battery is low the flash not able to turn on.
- ◆ Digital zoom: Focus the camera on the subject; press the key Up and Down to make the digital zoom.

# MENU

- **RESOLUTION:** Video recording quality: to choose the resolution of video recording: 1920x1080P30, 1440x1080P30, 1280x720P30, 848x480P60, 848x480P30.
- **RECORD OVERWRITE:** Loop video recording set to on or off when the capacity of TF card is full, the oldest content will be deleted automatically if on.
- **MOTION DETECTION:** Set on for unattended recording when the camera see motion in its field of view. (See motion detection notes)
- **POWER ON RECORD:** Automatic video recording, the device will start the video recording automatically 3 seconds after applying power.
- **POWER ON DELAY:** When applying power t the camera you can set a delayed start time.
- **INSIDE CAMERA:** Inward facing Camera: ON/OFF
- **BACK CAMERA:** Internal or external optional camera ON/OFF
- **MIC:** Microphone ON/OFF
- **DATE AND TIME STAMP:** Video recording/pictures will have time and date stamp added.
- **TIME SETUP:** Date and time changing, Use up or down key to change the digits and press OK to go to next item.
- **LANGUAGE:** Set language of menu
- **TV TYPE:** NTSC/PAL.
- **AUTO POWER OFF:** Set time to power off the device.
- **NUMBER SET:** Add a unique number to the video. ie. Vehicle Registration
- **FORMAT:** Format the TF/SD card.
- **AUTO LCD OFF:** Set the screen Saver, screen off mode.
- **DEFAULT SETTING:** Reset system factory values.
- **FLICKER:** Choose the frequency of power wire, in the event of selecting the wrong frequency, the horizontal lines interruption will show on the image. 50/60 Hz
- **NIGHT MODE:** if the light is dim, night mode can significantly improve the ability to capture the light, enhancing effect of night photography.
- **GSENSOR SET:** Set the impact values of the G-Senser
- **ACTIVE SLOT SETUP:** Internal or External Memory. Its is recommended to use external SD card as the internal memory is quite small
- **FIRMWARE VERSION:** The firmware on the camera is displayed here

## NOTES ABOUT MOTION CONTROL RECORDING

**For motion detection recording to work the camera needs to be connected to a permeant live supply. The risk at this point is that long term use can flatten the vehicles battery.**

Enter the menu and turn on Motion Detection.

Then leave the menu. The camera will then only record when it sees movement through any of the cameras.

(A Blue M will show on the screen when motion detection mode is active).

The screen, if set to go off after a set time, will turn off.

The camera at this point will show no red LED behind the OK/Rec button only a green light behind the Stop/Delete button.

The OK/Rec button will illuminate when its sees motion and then turn off when its done. (The screen will stay off)

To check motion detection is operational press the camera button only once to check the blue M is on the screen

To stop motion detection, press the camera button twice and then if you want to start normal recording press the camera button again so as to get the recording symbol on the screen.

## About the Manual

We have tried to ensure that what is in this manual is correct and up to date. However, we can not guarantee that all content is correct without any errors. If there is a variance between the manual and camera, please accept the camera standard as correct. We reserve the right to change content or technical regulations without informing you prior to making any changes. In addition, the manufacturer reserves the right to change technical specification without informing you prior to making any changes.

**For more information, large text manual and video guides please  
visit...  
[www.silentwitness.co.uk](http://www.silentwitness.co.uk)**