

iQ **USER**
MANUAL

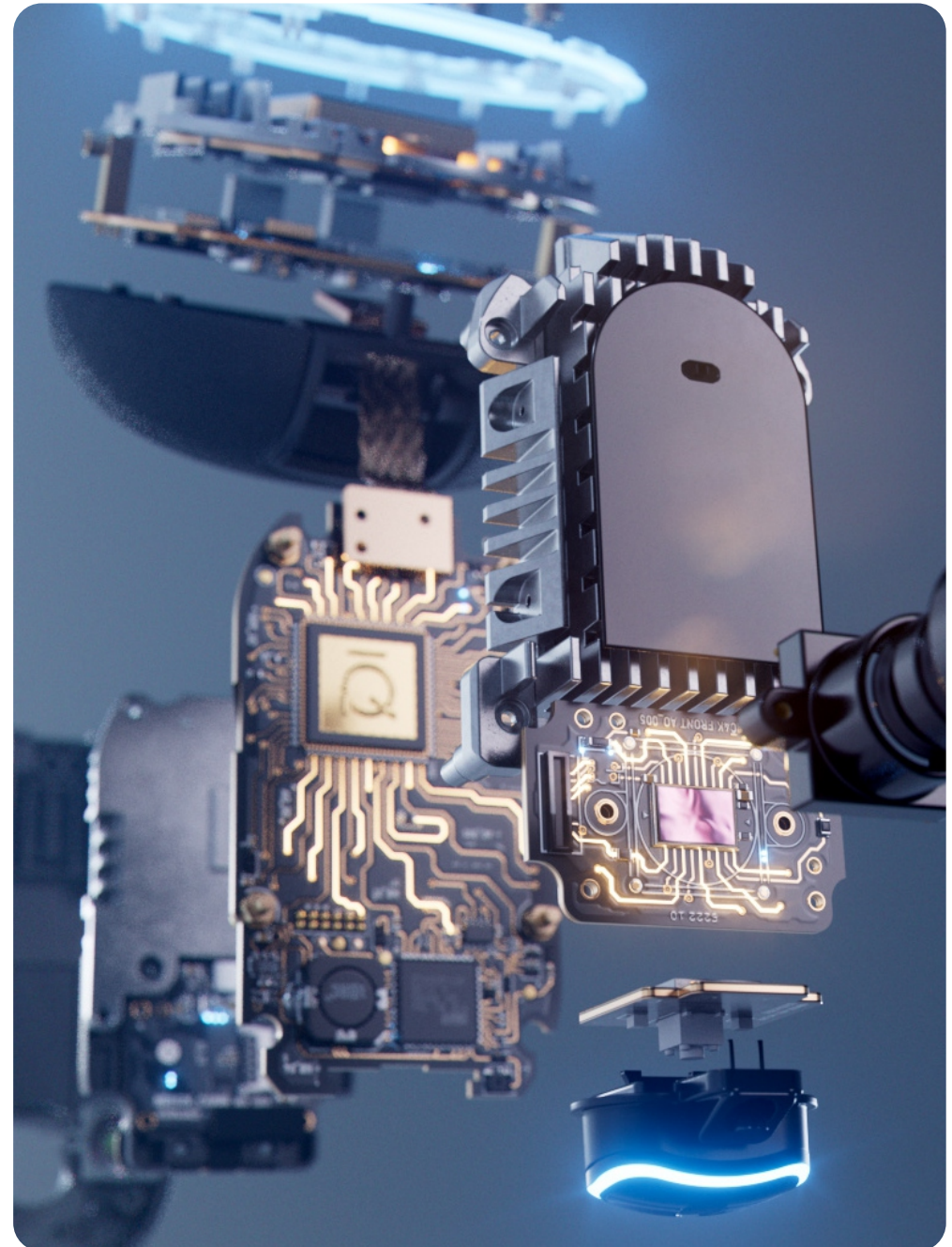


NEXTBASE



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Introduction

Welcome to your iQ Dash Cam, the world's most advanced connected Dash Cam.

It's safety, security, and peace of mind like never before.

Record your journeys front, back and inside, giving you total coverage in case of an incident.

All of your footage can be stored in the cloud, letting you access it anytime.

Before using iQ, please ensure you familiarise yourself with the contents of this manual including Safety Notices on page 36.



iQ Overview

How a Dash Cam Works

Camera

iQ has front facing and interior cameras (and an optional rear-window camera) to record in and around your vehicle.

Power Source

When connected to your vehicle's OBD port, iQ automatically turns on and starts recording when the engine is started.

Recording

The camera continuously records video footage while you're driving. The video is typically recorded in short segments, a few minutes long, to make it easier to manage the files.

Storage

The recorded video footage is stored on a memory card inserted into the dash cam. The memory card acts as storage, similar to an SD card in a digital camera.

Loop Recording

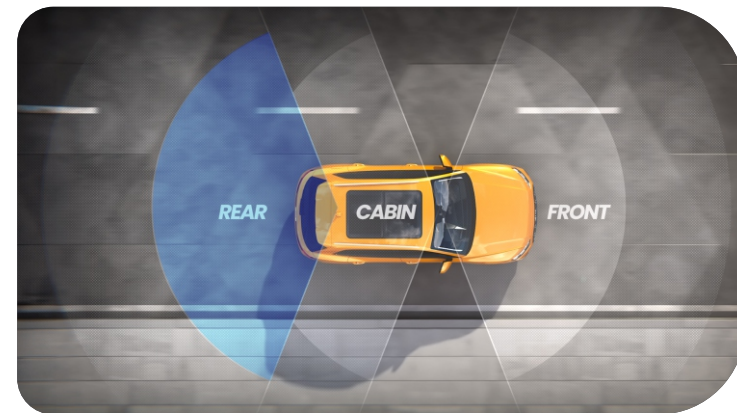
As the memory card fills up with recorded video, iQ uses a feature called "loop recording" to overwrite the oldest footage with new recordings. This ensures that the camera can keep recording even when the memory card is full. Important files can be manually saved to prevent them from being overwritten.

Event Recording

iQ has built-in G-sensors and Radar, which detect sudden movements or impacts in and around your vehicle. When an event like a collision or sudden braking is detected, iQ will automatically save the footage surrounding the event and mark it as an important file that to be reviewed. When you're away from your vehicle, iQ can send you notifications to let you know of suspicious activity near where you're parked, letting you keep an eye on what's going on.

Playback and Accessing Footage

To view the recorded footage, use the iQ app (recommended) or remove the memory card from the dash cam and insert it into a computer. Once the footage is accessed, you can review, edit, or share the recordings as needed.



iQ Overview

With stunning front view resolution (up to 4K, selected models), coupled with a built-in HD cabin view surveillance and optional Rear Window Camera you'll have complete visibility both inside and out.

An optional 1440p **Rear Window Camera** guards against tailgaters and rear end impacts, providing yet a further level of detail, security and safety.

The **iQ App** has been designed with user ease in mind. It will help you set up iQ, show you the latest features and allow to easily browse your recorded videos and journeys. It will also allow you to remotely access your iQ, download recorded videos, and share important clips so you never lose useful footage.

Using the **iQ App** you can also enable user-set notifications, so you are alerted to activity near your vehicle when you aren't near it.

iQ has **4G connection capability**, which can provide unique security features such as remote **Live View, Cloud Storage**, and remote access to your iQ recorded videos. iQ can be used as a single unconnected camera, however for maximum coverage we highly recommend downloading the iQ app and subscribing to access the full range of safety and security options.

Radar in both the Front and Rear Cameras provides all round motion detection, while cutting edge features such as **Emergency SOS, Voice Control**, and **Witness Mode** keep you safe whatever the situation.



Your iQ Dash Cam

1K



1920 x 1080p

All the relevant details in Full HD.

Recording Angle Front **140°**
 Recording Angle Cabin **180°**
 Cabin Resolution **1080p**
 Recording Format **Mp4**

2K



2560 x 1440p

Step up to quad HD for superior clarity. Perfect for the everyday driver.

Recording Angle Front **140°**
 Recording Angle Cabin **180°**
 Cabin Resolution **1440p**
 Recording Format **Mp4**

4K



3840 x 2160p

Choose the best – 4K delivers crystal perfection that captures everything. Use on the busiest roads where even the tiniest details matter.

Recording Angle Front **140°**
 Recording Angle Cabin **180°**
 Cabin Resolution **1440p**
 Recording Format **Mp4**

REAR



2560 x 1440p

Connect a Rear Window Camera to provide total coverage around your vehicle, now in crystal clear quad HD.

Recording Angle Rear **140°**
 Recording Format **Mp4**



CAMERA PARTS



- ① **Front Camera**
Records the road in front.
- ② **Dust Cover**
SD card slot.
- ③ **4G Antennae**
Connects iQ to the 4G network, allowing you to access iQ videos and Live View remotely. These are fragile, be careful when handling.
- ④ **Connectors**
Connect Power and Rear Cam Cable.
- ⑤ **Adhesive Pad**
Remove the red cover to expose adhesive pad beneath. This pad is pressed onto the windscreen to mount the iQ. The mount pad can be removed for easier access to the connectors.



- ⑥ **Display**
Shows icons such as signal strength, GPS strength, recording status, and processes.
- ⑦ **Interior camera**
Records the vehicle interior.
- ⑧ **Speaker**
iQ sounds will emit from here.
- ⑨ **Microphone**
Records sound for video and listens for voice commands.



- ⑩ **Ring Light**
The ring light has multiple modes that correspond to what action iQ is performing. See page 36 for the full list of light modes.
- ⑪ **Protect Button**
Press to protect the current video file.
- ⑫ **Light Sensor**
Measures the light level to decide when to switch between day and night recording.



- ⑬ **Adhesive Pad**
Remove the red cover to expose adhesive pad beneath. This pad is pressed onto the rear window to mount the Rear Camera.
- ⑭ **Rear Camera**
Records the road behind the vehicle.



4G Information

iQ's 4G capability allows you to interact with iQ remotely. See the live video feed, access files and use security features such as the alarm.



Distance from Cell Tower

The farther you are from a 4G cell tower, the weaker the signal strength becomes.



Obstacles

Physical obstructions such as buildings, walls, trees, and mountains can block or weaken 4G signal strength.



Weather Conditions

Weather conditions, such as heavy rain, thunderstorms, and snowstorms, can interfere with 4G signals. Interference occurs because water droplets in the atmosphere can scatter and absorb radio waves reducing signal strength.



Interference from Other Electronic Devices

Some electronic devices emit electromagnetic waves that can interfere with 4G signals.

NOTE

iQ subscription is required to access 4G Features.

iQ's 4G capability works in much the same way as your mobile devices' data usage. Here are several factors can interfere with 4G signals and affect the quality of wireless communication.



High Network Congestion

Large numbers of users simultaneously accessing the 4G network in a specific area can lead to delays.



Electromagnetic Interference (EMI)

EMI can occur from sources such as power lines, electrical equipment, and radio frequency (RF) devices.



Geographical Factors

Hilly terrain or dense urban environments with tall buildings can affect 4G signal.

Please note that while these factors can impact 4G signals, network operators generally strive to optimize coverage and minimize interference. Use the below links to check coverage in your area :

 vodafone.co.uk/network/status-checker

 t-mobile.com/coverage/coverage-map

SET UP

Before beginning set up, make sure that you have all the necessary parts ready:

iQ Camera

iQ Rear camera (if applicable)
& Rear Connector Cable

Power Cable with OBD Connector

Windscreen Wipes

Cable Tidy Tool

Your Mobile Device with iQ App installed



SET UP

Open the iQ App and select 'Power your iQ'.
For optimum results follow the step-by-step instructions closely.
Here's a breakdown of the steps needed for setup:

- ① Clean Windshield**
Wipe the front windshield and back window with alcohol rub, wipe clear with cloth, and leave to dry for 5 minutes.
- ② Connect your iQ**
Connect the end of the QuickConnect power cable to your iQ. Plug in your QuickConnect OBD Cable. Most vehicles have their OBD outlet near the footwell, on either the passenger or driver's side. Connect Rear Camera (if necessary). Plug the rear camera cable into the top of your iQ. If you're having trouble accessing the connectors, you can slide the mount pad off for easier access.
- ③ Use Live View to Position iQ Camera**
Use the iQ app to scan the QR Code on the iQ. Hold your iQ where you intend to mount it, using the Live View to ensure you have a clear and level view of the road. You can do this for both Front and Rear cameras. Ensure that the road is positioned in the centre third of the Live View, and the road is centered in frame. Your iQ should not obstruct the driver's view.
- ④ Mount iQ**
Remove the red cover from the adhesive mount and firmly press the mount onto the windscreen. Hold for 10 seconds. If necessary, manually adjust the angle of your iQ, also using the Live View to ensure the road is clear and level.
- ⑤ Mount Rear Cam**
Connect the Rear Camera to iQ using the Rear Cam Connector Cable. Choose a position for the Rear Camera at the top of the rear window, leaving enough loose cable to allow the tailgate to be opened. When ready, remove the adhesive cover, and firmly press the mount to rear window for 10 seconds in your desired position. Adjust angle using the iQ App Live view if required.

Create an Account

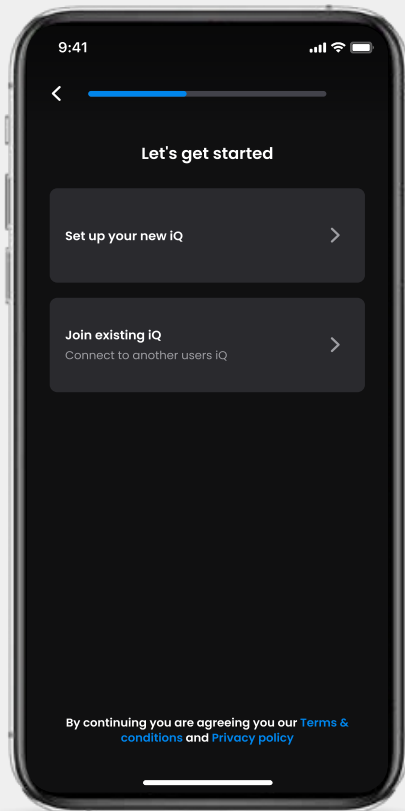
Continue to follow the iQ App setup steps, by creating an account and setting up a subscription. A subscription is necessary to access iQ's unique 4G features such as Emergency SOS, Witness Mode, and Remote Notifications.



STEP 1

Clean Windscreen

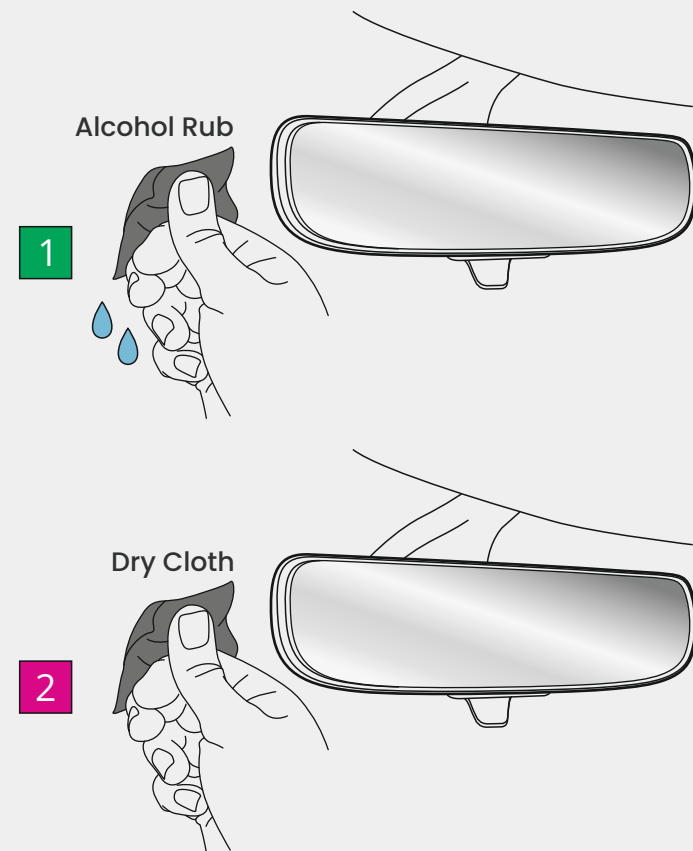
Open the iQ App. The app will walk you through setting up your Dash Cam. We've included additional steps here as well to ensure your iQ is set up correctly.



iQ App Onboarding screen

SET UP

Clean windshield;
wipe with alcohol rub, wipe clear with cloth,
then leave to dry for 5 minutes.

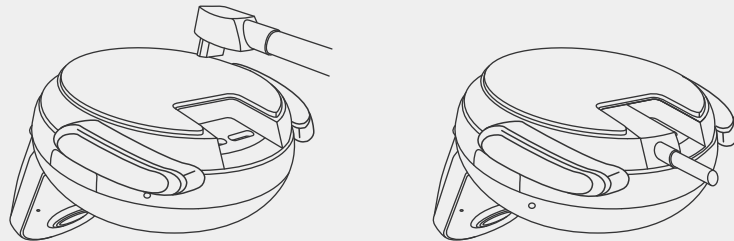


STEP 2

Connections

If you are using a Rear Camera

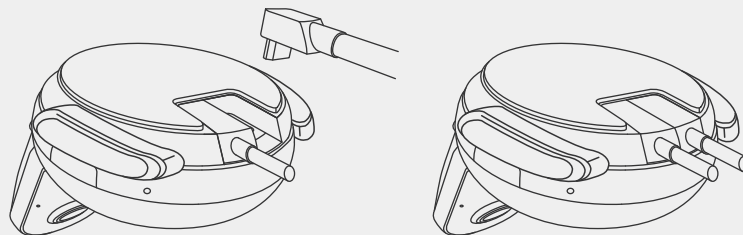
Plug the Rear Cam into the Rear Cam Connector Cable. Plug the Rear Cam Connector Cable into iQ (left connector). Route the Rear Cam Connector Cable towards the Rear of the vehicle.



Rear Cam Connector Cable to iQ

To Connect Power

Plug in your QuickConnect OBD cable (right connector). The vehicle OBD connector is usually found in the footwell; check your vehicle's manual to locate it. Connect the QuickConnect Cable to your iQ.

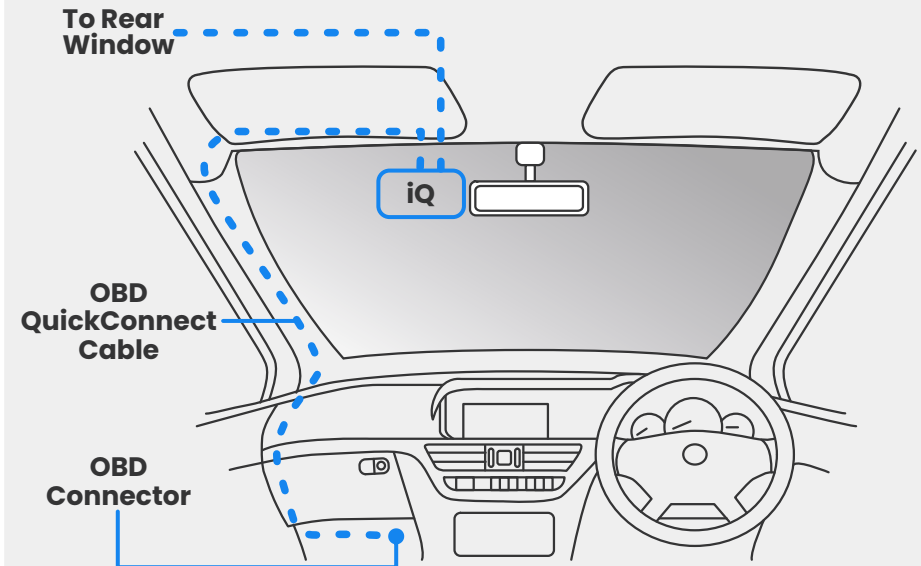
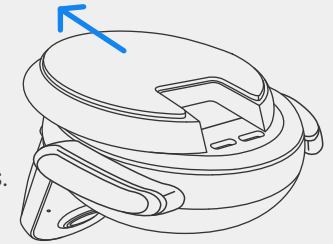


QuickConnect OBD Cable to iQ

SET UP

Note

If you are having trouble accessing the connectors, you can slide the mount pad forward for easier access.



Approximate placement of iQ, OBD, and QuickConnect Cable.

Power Up

Once the connections are made, turn on the vehicle to power up the iQ Camera. Ensure the iQ Camera is connected to the vehicle's OBD port and the Rear Camera (if applicable).



STEP 3

Position iQ

Open the iQ App and when prompted, scan the QR Code that appears on the iQ to connect your iQ and iQ App.

Position and align the iQ using the Live View on the iQ App. Do this for Front, Cabin, and Rear Window views.

The iQ should be placed high on the windshield as close behind the rear view mirror as possible. The camera must not obstruct the driver's view.



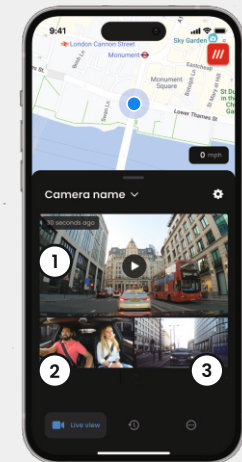
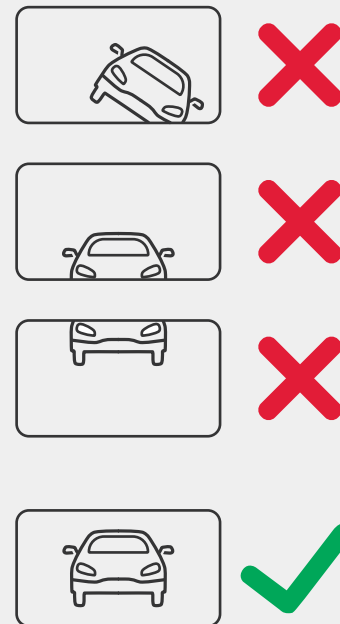
Where to mount the iQ

SET UP

Positioning the Cameras

Ensure that objects on the Live View display are level and adjust as required. Ensure that the road ahead is at the centre of the image, in the central third of the display. If too much of the sky is visible it may risk underexposing details on the road; ensure that the road ahead is clearly visible on the Live View display.

Do NOT attempt to adjust the Dash Cam while driving.



- ① Front Camera
- ② Cabin Camera
- ③ Rear Window

Once you are happy with each cameras' position you can affix your iQ to the windscreen or rear window (see next page).



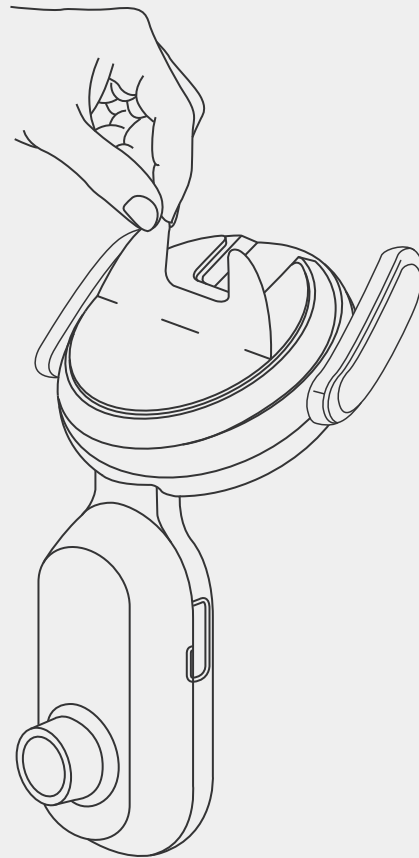
STEP 4

Mount Camera

Remove adhesive cover from the mount and firmly press mount onto windscreen. Hold for 10 seconds and release.

Leave iQ for as long as possible; the longer the mount adheres to the windscreen without usage the more effective the adhesion will be.

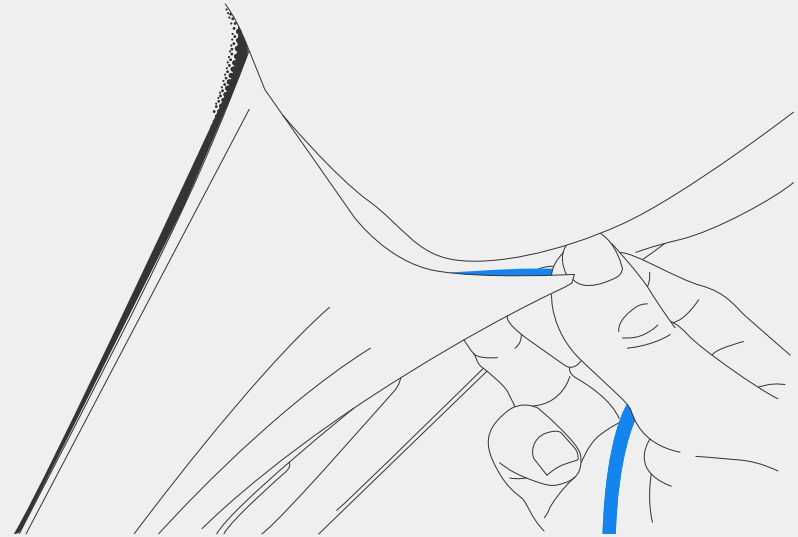
Once the mount is firmly fixed in place, adjust the angle of the camera if required, still using the Live View.



SET UP

NOTE

Ensure that the Camera and cables do not block or hinder the deployment of the airbag. Ensure the Camera and cables do not obstruct the driver's view.



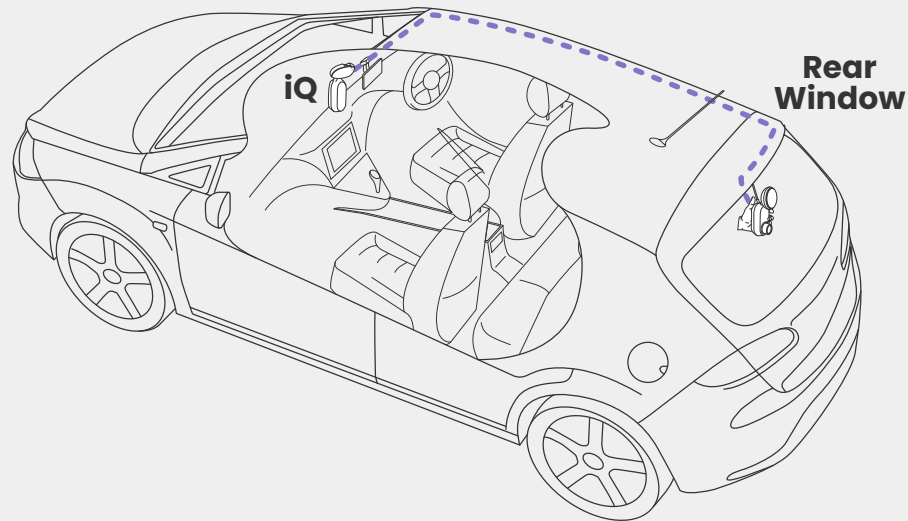
Hide any unsecured cable in the roof trim so it is out of the way.



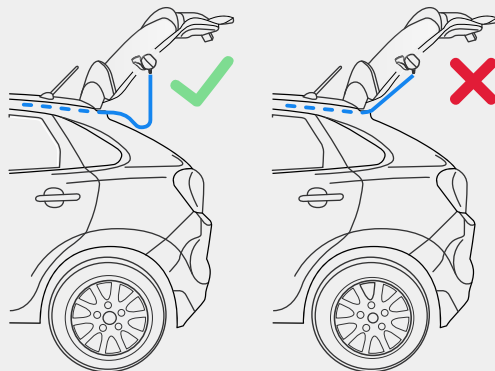
STEP 5

Rear Camera

Route Rear Camera cable to the rear of the vehicle.



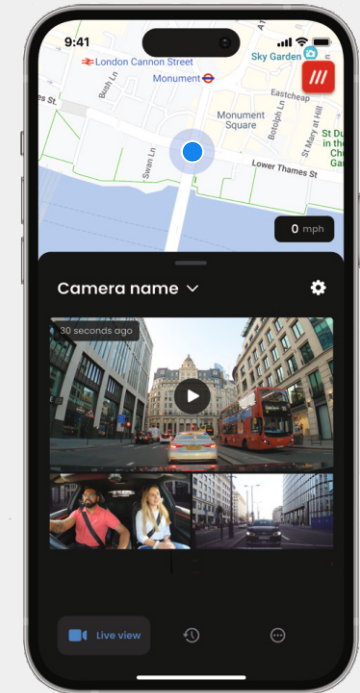
Choose a position for the Rear Camera at the top of the rear window, leaving enough loose cable to allow tailgate to be opened.



SET UP

Clean the rear window. Wipe with alcohol rub, wipe clear with cloth, then leave to dry for 5 minutes.

Move the Rear Camera into the position you wish to mount it, using the Live View on the iQ App to ensure the road is clear and level on the screen, as you did for the Front Camera.



Remove adhesive cover from the mount and firmly press the mount onto the rear window. Hold for 10 seconds to ensure maximum adhesion. Manually adjust the angle of the camera if required using the Live View.



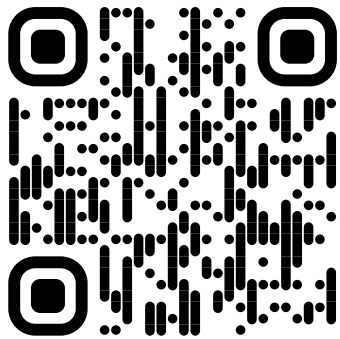
iQ APP

The all-new “iQ” app has been developed from the ground up, specifically built for our new Smart range.

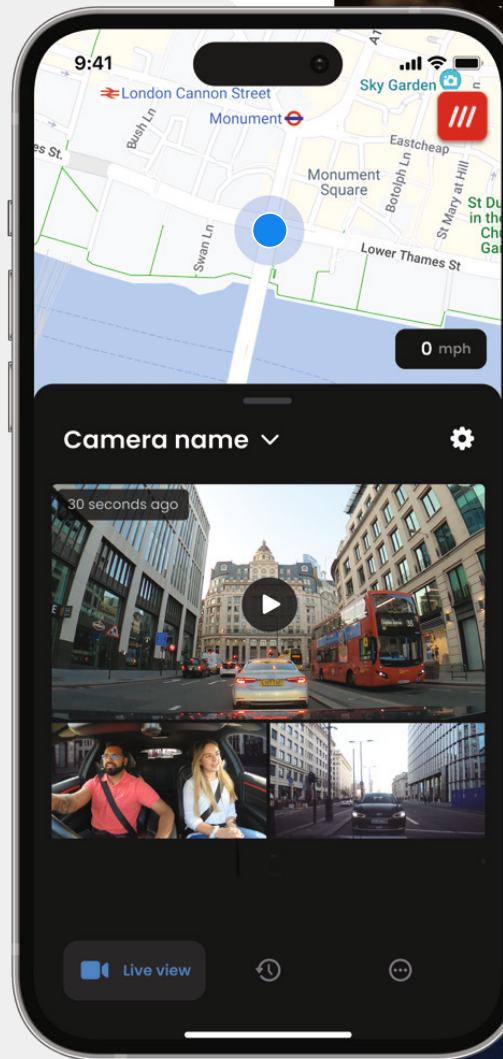
Expect the same security you would with a home monitoring system, plus a whole lot more via the iQ app.

With real-time alerts you can access incident videos and images, all when you are a world away.

Intuitive, smarter and faster—would you expect anything less from a genius?

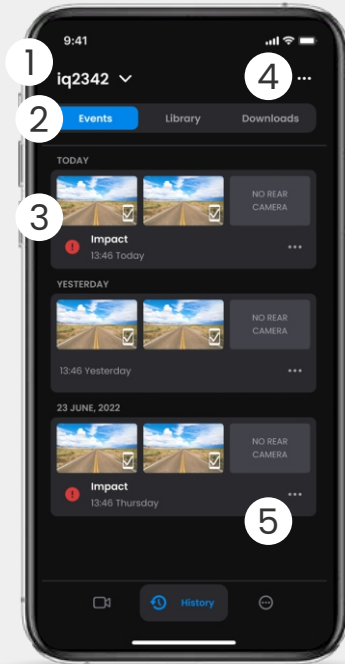


Scan the QR Code to
download the iQ App

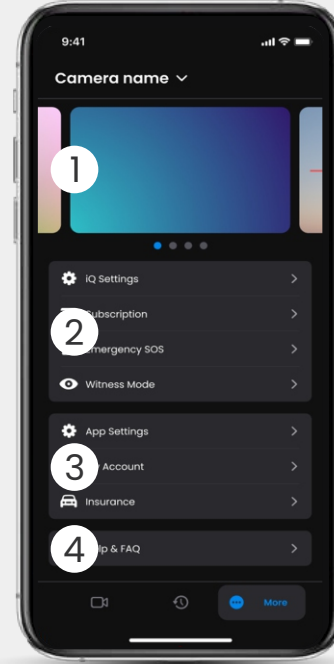




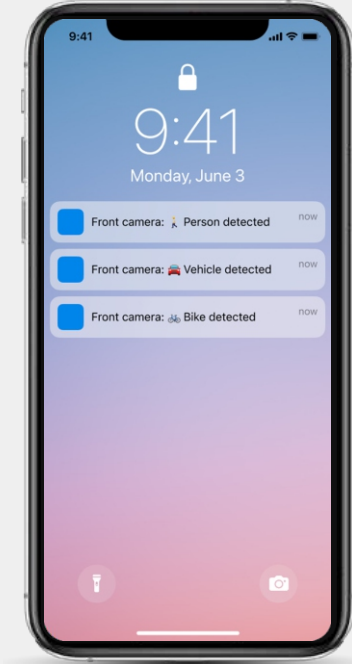
- ① **Map**
Your current location
Blue Dot - Live GPS location
Grey Dot - No live GPS data, last location
- ② **What3words**
See your W3W location
- ③ **Speed**
Your current driving speed
- ④ **Live View**
Live view from 3 Cameras
- ⑤ **Settings**
Go to Dash Cam Settings
- ⑥ **App Navigation**
Live View, History, and More



- ① **Choose Dash Cam**
Connected Dash Cam name
- ② **Video Navigation**
Events, All videos, or downloaded media.
- ③ **Video Card**
Video preview, Active Cams, event type, recording date and time. Click for full video playback
- ④ **Filter**
Live view from 3 Cameras
- ⑤ **Video Options**
Download, share, delete, more



- ① **Information**
News and ads from Nextbase
- ② **Dash Cam Features**
Dash Cam settings control, subscription information, and setup for Emergency SOS and Witness Mode
- ③ **App and Account**
App Settings, Account information, and insurance information
- ④ **Assistance**
Help & FAQ



Notifications

You can receive notifications from your Front, Cabin, and Rear Camera, with information about the type of event trigger (see above).

Event Icons

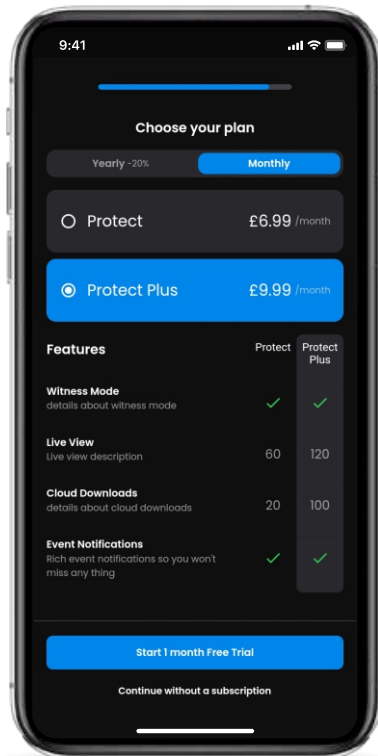
These icons may appear on video tiles in your library showing you what triggered the recording (see below).

-  **Impact**
Something has hit the vehicle
-  **Live View Capture**
Manually recorded during Live View
-  **Motion Detected**
Something is moving around the vehicle
-  **Car Tilted**
Vehicle is at an abnormal angle



SUBSCRIPTIONS

Protect Plus unlocks the full potential of your Dash Cam. Choose your subscription package using the iQ app.



Solo

Free

iQ App

Voice Control

Notifications - text

Protect

£6.99

iQ app

Voice Control

Notifications - images & text

Live View

Smart Sense Parking

Witness Mode

Roadwatch AI

Guardian mode

Remote Alarm

Cloud Storage - 30 days

Protect Plus

£9.99

iQ app

Voice Control

Notifications - images & text

Live View

Smart Sense Parking

Witness Mode

Roadwatch AI

Guardian mode

Remote Alarm

Cloud Storage - 180 days

Multiple User Accounts

Emergency SOS

Monthly prices shown; annual payment also available.



APP SETTINGS

Here's a rundown of what settings and parameters can be changed using the iQ App.

Notifications

Select what type of events you would like to be notified of or toggle all notifications On or Off.

iQ Sounds

iQ plays sounds and tones when certain actions are taken, such as starting recording or protecting a file. Toggle these sounds On or Off.

Motion Detection Sensitivity

Adjust the sensitivity and direction of the stationary radar to ensure that you only receive useful notifications. You can also choose the sensitivity of the G-Sensor and Impact Detection by specifying your vehicle type.

Voice Commands

Toggle Voice Commands On or Off and choose the language you want to give voice commands in.

Local Connections and Permissions

Manage your device's connection and permission options. Bluetooth, Wi-Fi, and camera. Bluetooth and Wi-Fi enable connections from your mobile device to iQ. Allowing the camera permission means you can scan the iQ QR code to connect your device.

SD Card Manager Check the storage status and details of the SD Card in your iQ. Format the SD Card from here, if needed. Formatting the SD Card will delete all files. Back up any files you want to keep before formatting.

Time Settings

Toggle between 12 and 24 hour time stamp on iQ videos.

Audio

Toggle Audio recording on videos On or Off.

Exposure

Move the sliders to adjust the exposure levels of the iQ Cameras.

Video Stamps

Toggle video stamps on and off for time & date, etc.

Shared Access

Multiple devices can connect to iQ. You can manage connected devices here, including adding and deleting users.

Software Update

When connected to the internet, the iQ App will look for any available iQ updates. It will automatically install and list the new features for you to review. Some features are unavailable during update.

Privacy Mode

Privacy Mode disables 4G connection which allows you to use iQ undetected.

Low Power Cut Off

Temporarily disables non-essential function to save your vehicle battery power. Do **not** adjust if you are unsure about your vehicle's battery level.



DRIVING FEATURES

* - Feature requires a subscription



Emergency SOS - Safety secured*

A world-leading safety feature to automatically notify emergency services in the event of an accident when the driver is unresponsive. Key information, including location, medical details, and blood type are shared with emergency personnel.



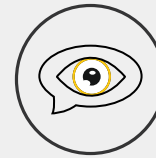
Location - What3words & GPS*

Stay visible on the grid. what3words provides precise location sharing, crucial to emergency services, or even friends and family, to show exactly where you are located within a ten foot (3m) square proximity to your vehicle. Even when you aren't sure yourself, w3w will always help others find you.



Voice Control - We're here, just ask

Convenient voice control without having to lift a finger. Nextbase Native Voice Control gives you hassle-free direct command of your Smart Cam without requiring internet or phone linking setup. Save recorded footage instantly with a simple voice command. With your hands safely on the wheel, Nextbase hears you loud and clear.



Witness Mode - Always protecting you*

For those critical moments when you feel in danger, iQ is always looking out for you. From road rage to police stops, simply saying "Start Witness Mode" enables immediate recording and real-time sharing directly to emergency contacts, family and friends. Drive secure, knowing you have all the evidence you need.



AI Roadwatch - Eyes on the Road*

Roadwatch AI can classify pedestrians, cyclists, vehicles and more and help you track their movements as you watch. At the same time, it shows the approximate speed and distance of the vehicles around you to give anyone watching a clearer idea of what happened.

SECURITY & REMOTE FEATURES

* - Feature requires a subscription



Live View - Never miss a moment*

Always have access with real-time streaming, anytime, any place. Live View allows you to instantly monitor your vehicle from any camera (front, rear, cabin). If you are notified of an intruder, you can take action immediately, ideal for parents of young drivers, employers, or fleets, offering extra peace of mind and safety.



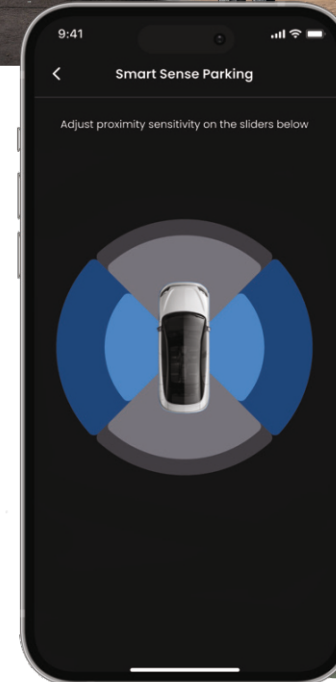
Security - Watching out for you*

Parking Mode, Radar, Live View and more let you remotely monitor your vehicle in case of any suspicious activity. If a car bumps you, if someone is loitering next to your vehicle, or even if you just want to check-in, you can remotely access Live View to assess the situation. Not happy with what you see? Activate the iQ Alarm to let bystanders know you're watching. You can manage the frequency of notifications in the app, to ensure you are only notified when it really matters.



Connected - Front, Cabin, & Rear Cameras

Connectivity is key. The world's first "blended data upload" Dash Cam uses both 4G and Wi-Fi for optimum performance to give you global network coverage (4G connection requires subscription). iQ makes the connections happen by always linking you to the Dash Cam. Access footage (such as driving and parking incidents) on demand from the cloud or via user-set notifications*.



EMERGENCY SOS

Feature Highlight

A world-leading safety feature to automatically notify emergency services in the event of an accident when the driver is unresponsive.

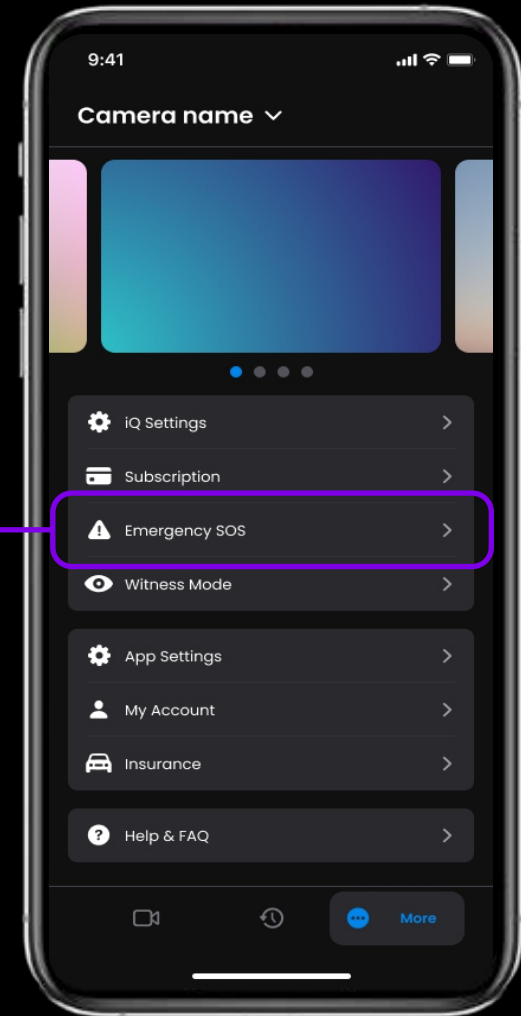
Key information, including location, medical details, and blood-type are shared with emergency personnel.

Set up **Emergency SOS** using the iQ App, adding in your medical, personal and vehicle information.

If you — or whoever is driving — are unresponsive during an accident, the iQ will share location and medical details with emergency personnel so you can get the help you need. Fast.

NOTE iQ subscription is required to access 4G Features.

Use the iQ App
to set up
Emergency SOS



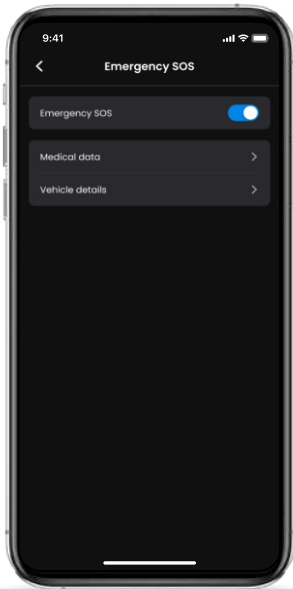
EMERGENCY SOS STEPS

Feature Highlight

Below is a diagram showing how Emergency SOS can work for you. Ensure you have an active iQ Subscription to allow Emergency SOS to work.

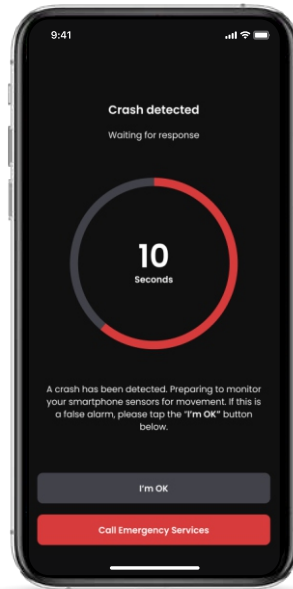
1

Ensure Emergency SOS is enabled, and you have entered your medical and vehicle information.



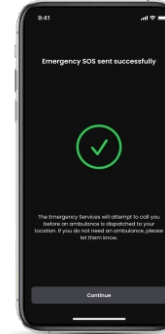
2

Crash detected: countdown begins



3_a

You are unable to cancel. Emergency Services contacted.



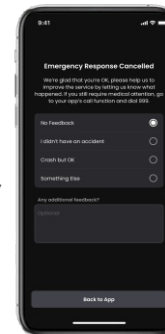
4

Emergency Services are called to your location to assist.



3_b

You manually cancel ESOS. No further action, return to app.



SMART SENSE PARKING

Feature Highlight

NOTE *iQ subscription is required to access 4G Features.*

When set up in the iQ app Smart Sense Parking will begin recording when it detects movement within its sensory field.

Using the iQ App, you can change the sensitivity and direction of the radar (see below app screen), as well as adjust notification settings to filter out harmless or repeat warnings so you are only notified when it really matters.

Radar sensors are located in both the Front Camera and the Rear Camera. Using the Rear Camera increases the Radar coverage.



WITNESS MODE

Feature Highlight

In the event of a dangerous or stressful situation, Witness Mode will allow you to stream video to an emergency contact; to activate Witness Mode, use the voice command:

“Dash Cam, turn on Witness Mode”

After activating Witness Mode, your iQ video feed will be streamed to the cloud. A link to this stream is sent to your emergency contact that will allow them to watch the live stream. The Witness Mode recording will last 30 minutes, or can be stopped by saying “iQ, stop Witness Mode”. The link to the stream will be accessible for 30 days.



NOTE *iQ subscription is required to access 4G Features.*

1

Choose a Subscription Plan

Witness Mode requires a subscription; in order to use the service you will need to sign up and ensure that your account has successfully been set up.

2

Witness Mode

From the Home Page showing Live View, go to the 'More' tab, shown by the 3 dots in the bottom right of the page. From there, select "Witness Mode."

3

Setup

Set up Witness Mode by entering details for up to 3 Emergency Contacts; they will be sent an invite to be put on your Witness Mode contact List. Once they accept, if Witness Mode is triggered they will be sent a link to your live stream, allowing them to monitor your situation. Your contacts can be managed through the Witness Mode button on the "More" page.



WITNESS MODE STEPS

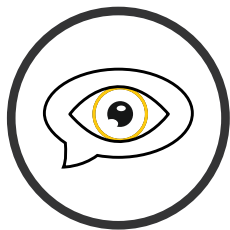
Feature Highlight

Below is a diagram showing how Witness Mode can work for you. Ensure you have an active iQ Subscription to allow Witness Mode to work.

1

If you feel unsafe and want a video link forwarded to your Emergency Contacts, activate Witness Mode by saying:

“Dash Cam, turn on Witness Mode”

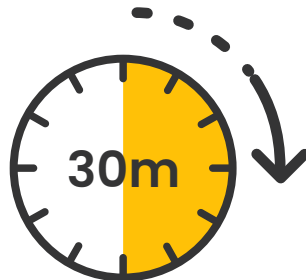


2

30 minutes of video recording begins.

Video can be stopped by saying

“Dash Cam, stop Witness Mode”.



3

A link to the video stream is generated on Nextbase Cloud.



4

A link to the video is sent to your Emergency contacts for them to view. The link is available for 30 days.



LIVE VIEW

Feature Highlight

Always have access with real-time streaming, anytime, any place. iQ's 4G connection allows you to monitor your vehicle from all angles (Front, Rear, Cabin). If you are notified of an intruder, you can warn them by sounding an alarm. This is ideal for parents of young drivers, employers or fleets, offering extra peace of mind and safety.



NOTE iQ subscription is required to access 4G Features.

Notifications

When you're notified of suspicious activity around your vehicle, check your Dash Cam's Live View video feed to check what's going on, putting you in the centre of the action, from anywhere.

Alarm

If you see someone in or around your vehicle you can remotely activate the iQ Alarm to let them know you can see them. The alarm is accessible through Live View in the iQ App.

Live View & Check in

Lending your vehicle to someone else? Or just want to check in on your vehicle? Use the Live View to make sure nothing is amiss while you're away from your vehicle.



VOICE CONTROL

Feature Highlight

NOTE iQ subscription is required to access 4G Features.

Stay Hands Free and enjoy your drive.

Start your command using the phrase:

“Hey Dash Cam...”

and follow it with any of the commands listed below.

...Protect this file

...Lock this file

...Start Witness Mode

...Stop Witness Mode

...Turn Microphone On

...Turn Microphone Off

...Turn Cabin Camera On

...Turn Cabin Camera Off

...Turn Privacy Mode On

...Turn Privacy Mode Off



Frequently Asked Questions

How do I check the iQ Dash Cam's firmware version?

While connected to the iQ App, go to "Dash Cam Settings" in the "More" tab to check if there is an update available for your current Dash Cam Firmware version. You will be prompted in the app if there is an update available.

How do I check the iQ App's firmware version?

Within the iQ App, navigate to the "App Info" tab to see the current app version. You will be prompted in the app if there is an update available.

How do I update the firmware on both Dash Cam and App?

The app checks for updates automatically after the app is paired with the camera. It will display a message when an update is available. Or you can download the latest Dash Cam Firmware from the Nextbase website onto the SD Card, which can then be inserted into the Dash Cam.

What type of SD Card do I need to use with the iQ Dash Cam?

We would recommend a Dash Cam compatible 32GB-256GB U3 Micro SD card, specifically designed for Dash Cam or CCTV usage. We would recommend a Nextbase SD card for most consistent functionality with a Nextbase product. If another brand of SD Card is used we cannot guarantee results.

I keep losing my 4G connection.

4G coverage is broad but not universal; use the below links check the 4G signal strength in your area.

 vodafone.co.uk/network/status-checker

 t-mobile.com/coverage/coverage-map

Check your mobile's 4G signal and compare it to iQ to see if the issue is localised to iQ.

When will iQ be active?

Your iQ Camera will run as long as the engine is turned on. While you are away from your vehicle, the OBD connection will provide enough power to send you notifications in the event that parking mode is triggered. If your vehicle's battery falls below a certain voltage, iQ will stop using power to allow your vehicle to turn on properly. If this happens you will not receive notifications. Typically, it is expected that a vehicle can be left for approximately 6 days before the voltage drops too low. For optimal performance of iQ and your vehicle, we recommend frequent driving to charge the vehicle battery.

How do I access 4G features?

4G Features require a subscription, which can be set up in the iQ App.

Why would I need to update iQ firmware?

Occasionally Nextbase will release new firmware to improve iQ's performance. We recommend updating to stay up to date with the latest features.

I'm having a problem with the iQ App.

The minimum app requirements are Android 8 or iOS 13, and Bluetooth 4.2. Please check that your phone meets these minimum requirements. Please check in your phone's settings that all the app permissions are enabled for the iQ App. These settings being wrongly configured account for the majority of app issues that users experience. Please also ensure that Bluetooth and Wi-Fi are both enabled on your phone.

For further help, please contact Nextbase Support at support@nextbase.com, Live Chat or +44 808 169 9126 (UK) or +1 (888) 817 4209 (US).



Frequently Asked Questions

The Mount does not stay attached to the windscreen?

The following factors may contribute to a loss of adhesion between the mount and windscreen:

- Extreme temperature changes.
- Debris on the windshield due to not having been cleaned prior to mounting.
- Touching the adhesive prior to mounting.
- Not allowing sufficient time for the adhesive to bond to the windshield before use.

How do I know that iQ is recording?

Once it has been installed correctly, your iQ Camera will record whenever the ignition is on. When iQ powers on, a small tone will be heard and a red circle will appear on the screen. Video recording will continue until the ignition is turned off. If you have a valid subscription, you can view the camera feed through the iQ App, and manually record any live footage of interest.

How do I protect a file?

During the course of normal recording you can click the 'protect' button found on the bottom of the iQ Camera. iQ will also automatically protect videos if the G-Sensor is triggered or any 'events' are triggered when you are away from your vehicle.

How do I view my recorded videos?

Videos are stored on your iQ Camera's SD Card. These videos can be accessed and viewed through the iQ App or by removing the SD Card and using a card reader to view the files on a computer.

How do I set up a subscription to access 4G features?

Subscriptions are managed in the iQ App. Check the 'Settings' to amend personal, payment, and subscription type information.

How can I best take care of my iQ Dash Cam?

There are a few ways to keep iQ running smoothly:

- Use your vehicle at least once a week to ensure that your vehicle battery is in the best condition to continue to power your iQ when you access it remotely.
- Format your SD Card every couple of weeks to free up space to allow new recordings to be stored locally.
- Keep up to date with any newly released firmware for the iQ Camera and the iQ App, as these are released to improve performance.

How do I access 4G features?

4G Features require a subscription, which can be set up in the iQ App.

Once you have an active subscription you can sign up for Emergency SOS, and begin using other features like Witness Mode, and setting up remote notifications.

What resolution is my iQ Camera?

There are 3 iQ models and a Rear Window Camera:

1K	1080p
2K	1440p
4K	4K
Rear Camera	1440p

The more pixels the video has the higher the quality of the video, and the larger the file.

What do I do with the spare lengths of cables once iQ is installed?

Once your iQ Camera is in place, tuck the exposed QuickConnect Cable into the trim of your vehicle using the supplied Cable Tidy tool. Hide as much of it as much of it as possible so any remaining cable is not a distraction to the driver.



USEFUL LINKS

UK Support

+44 808 169 9126

CONTACT@NEXTBASE.CO.UK

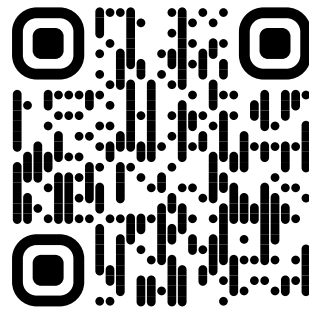
iQ Info Page

NEXTBASE.CO.UK/IQ-EXPERIENCE

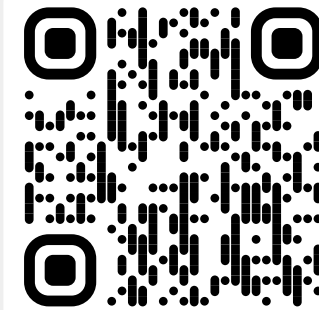
Nextbase Help Page

<https://support.nextbase.com/hc>

Download iQ App



iQ Support



USA Support

+1 (888) 817 4209

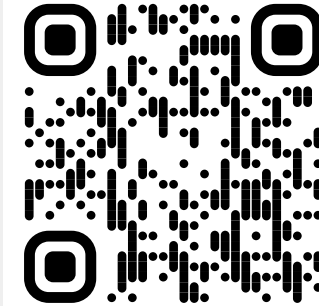
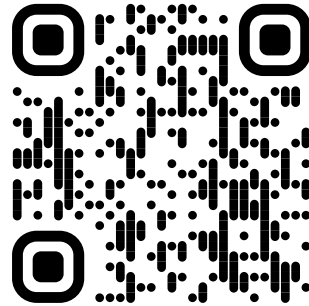
CONTACT@NEXTBASE.COM

iQ Info Page

NEXTBASE.COM/IQ-EXPERIENCE

Nextbase Help Page

<https://support.nextbase.com/hc>



Glossary of Terms

Dash Cam

Also known as a dashboard camera, a Dash Cam is a video recording device mounted on the windshield of a vehicle to capture video footage. iQ includes a front facing and cabin facing camera in one unit, with the option of connecting a camera to mount on the rear window of your vehicle.

Loop Recording

The dash cam records continuously by overwriting older footage when the storage capacity is full. Loop recording ensures that the camera always has the latest footage available.

4G

iQ's 4G capability works in much the same way as your mobile devices' data usage; iQ will communicate with the 4G network to create a link with the iQ App on your mobile device, allowing you remote access to iQ's video feeds, and cloud upload. There are many factors can interfere with 4G signals and affect the quality of wireless communication such as weather, network usage, and physical obstacles that can block and distort the 4G signal.

Use this link to check 4G coverage in your area: vodafone.co.uk/network/status-checker
t-mobile.com/coverage/coverage-map

iQ has 2 4G antennas, located on the sides of the mount that aid in connecting to the 4G network. These antennas are fragile, be careful when handling iQ so as not to damage them.

iQ

With stunning front view 4K resolution, iQ is the world's first and only true 4K, three-way cam video system. Coupled with a built-in HD cabin-view surveillance up to 1440p, you'll have complete visibility both inside and out, while 4G connectivity allows remote viewing of your vehicle, wherever you are.

Micro SD Card

iQ uses a microSD card for storage. The card's capacity determines how much footage can be stored before looping begins. It's important to use Nextbase-branded, high-quality, high-capacity cards that are compatible with the dash cam. iQ comes with an SD card pre-installed; it is important that this SD Card is not removed during recording, or forced into the slot, as this could damage the SD Card.

Onboarding

Onboarding is the process of introducing new users to iQ in order to help users understand the product, its capabilities and how to set up iQ to get up and running. When you first open up the iQ App, you will be walked through the setup and features of your iQ range.

iQ App

Specially designed iQ App to work exclusively with iQ allowing full remote control over your Dash Cam while you're away from your vehicle. App can be downloaded from the App Store and Google Play Store.

QR Code

A QR code consists of black squares arranged in a square grid on a white background. This can be scanned by a mobile phone camera with varying effects; it can link devices together, link to a website, open a video file and much more.

Emergency SOS

When Emergency SOS is set up, in the event of an incident that leaves you unable to call for help, Emergency SOS will contact emergency services to your location to assess the situation and assist where necessary. Emergency SOS can be set up using the iQ App (subscription necessary).

Witness Mode

In the event of a dangerous or stressful situation, Witness Mode will allow you to capture video and designate a 3rd party to receive a link to a live stream from you iQ, allowing them to see what you're seeing. Witness Mode can be set up using the iQ App (subscription necessary).

Radar

iQ uses a number of sensors to detect movement around your vehicle. If you're not with your vehicle, iQ will record the event to be reviewed later. Radar can be set up using the iQ App (subscription necessary).

Subscription

iQ can be used on its own, but to benefit from the range of new features users can subscribe (monthly or yearly) to activate 4G features. This includes remote notifications, Witness Mode, Emergency SOS, and much more.

Live View

in the iQ App landing page, the video feeds from all connected iQ cameras can be seen (Front, cabin, and Rear). If you are away from your vehicle, this feed will be shown using a 4G connection, meaning a subscription is required.

Voice Control

iQ comes with built-in Voice Control. You can ask iQ to perform a variety of basic functions without having to open the app or physically interact with the Dash Cam.

Resolution

Refers to the clarity and sharpness of the video footage recorded by iQ. iQ is available in 3 models, 1080p, and 1440p or 4K (Ultra HD).

Field of View (FOV)

Describes the angle of the road or area captured by the dash cam. It is usually measured in degrees and determines the width of the recorded footage. In the case of iQ the front/rear window FOV is 125° while the cabin FOV is 180°.

G-Sensor

A built-in sensor that detects sudden changes in motion or impact. If Parking Mode is turned On, an event will be recorded if the G-Sensor levels pass a predetermined threshold. G-Sensor data is also recorded along with video feeds.



Glossary of Terms

Parking Mode

iQ has a parking mode feature that allows it to continue recording even when the vehicle is parked and the engine is turned off. It typically uses motion detection or the G-sensor to activate recording when an event occurs. If Parking Mode is turned On, an event will be recorded if the G-Sensor levels pass a predetermined threshold. This threshold denotes 'normal' external forces; passing the threshold implies an abnormal event, and iQ will start recording

Live Chat

Talk directly to a member of the Nextbase Support team in order to answer any questions you might have.

OBD

On-Board Diagnostics (OBD), refers to the system in a vehicle that monitors and reports the status of various vehicle components and systems. In the case of iQ, the Dash Cam is plugged into the OBD outlet as a power source. The OBD outlet is usually found in the passenger footwell, but the precise location can be found in your vehicle's manual.

QuickConnect OBD Cable

Use this cable to connect iQ to the OBD outlet. This connection will provide power to the Dash Cam.

Rear Window Camera

A separate camera that plugs into the main iQ unit via the long connector cable. This points backwards out the rear window of the vehicle.

Front Camera

The front facing camera on the iQ unit. This points forwards out of the front windscreen of the vehicle.

Cabin View camera

The rear facing camera on the iQ unit. This points backwards into the interior of the vehicle.

Software Update

From time to time Nextbase will release new software for iQ and the iQ App to improve performance and release new features. If new software is available for either the dash Cam or app you will be prompted to update through the App.

iQ Account

This contains your personal information such as e-mail address and payment details (for subscriptions). This information can be edited at any time in the App.

Events

Events refers to anything that triggers a video to be saved or a notification to be sent to your mobile device

Library

The list of recorded videos on the iQ SD Card, found in the iQ App. This can be filtered by date, event, and more. Your mobile device must be connected to iQ to view these videos. If your iQ is not connected to the internet you will only be able to view downloaded videos.

Downloads

The list of videos that have been downloaded from iQ to your mobile device. These can be viewed on your mobile device at any time.

History

Refers to the full archive of recorded videos on the iQ SD Card. These videos are divided into Events, Library and Downloads.

Exposure

Refers to the amount of light that reaches the camera sensor during the process of capturing an image. It directly affects the brightness or darkness of the resulting video.

Privacy Mode

Turns off all 4G connections and disables all smart features. Allows the iQ to be used as a video recorder only, storing video files on the SD Card only.

Settings (App)

Adjust settings relating to the app, including personal information, notifications etc,

Settings (iQ)

Adjust settings relating to the functioning of the iQ Dash Cam; radar, Emergency SOS, and much more.



iQ Screens



Power On Screen



QR Code Pair device using QR Code



QR Code Cannot pair, 4G not available



Device in Onboarding Mode



Device Setup in Progress



Update in Progress



Action successfully completed Setup, update, etc.



Loop Recording in progress



Footage Protected



Power Off Screen



Witness Mode Active



Parking Mode Active



Loop Recording with Incognito Mode Active



Loop Recording with Live View Active



Formatting SD Card



Siren Activated Through App



Incoming Voice Message



Motion Detected



Impact / Vehicle Movement Detected



Emergency SOS Mode Activated



Emergency SOS Countdown from 110 to 0



ESOS Message Sent / Failed

In the event of failure the device must be reset.



Bluetooth Connected



Remote Cloud Transfer



Voice Command processing / Not Recognized



Error States

Replace SD card / SD Card not detected / General Error



Signal Strength No signal / Weak / Medium / Strong











Connected Locally



No GPS Signal










iQ Light Modes

Icon Key	
	Solid Light
	Spin
	Flash
	Pulse
	Fade Out
	Fade In
	Positive Tone
	Negative Tone


There are lights on the iQ mount, body, and Rear Camera that show different colours and behaviours to display its functions. Use this guide if you are unsure what the lights on iQ mean.

Note: In general, a Green light with a positive tone indicates a successful process, while a Red light with a Negative tone indicates that something has gone wrong.


RED

	General Error SD Card Error No SD Card Replace SD Card Process Failed ESOS Message Sent  ESOS Message Not Sent  ESOS Error
	Loop Recording Active (low light)
	No 4G For Pairing Parking Mode Triggered
	Radar Detects Movement G-Sensor Triggered ESOS Activated Siren Activated Low Voltage (iQ will turn off to protect vehicle battery)
	Voice Command Not Recognised




YELLOW

	Software Update In Progress SD Card Formatting
---	---



BLUE

	Voice Command Processing
	Voice Command Detected
	iQ Turn On / Off
	Voice Command Actioned

GREEN

	On Boarding Bluetooth pairing
	Process Completed Software Update Completed SD Card Format Completed
	Bluetooth Pairing Completed

PURPLE

	Witness Mode Active
	iQ Resetting
	Live View Active



Legal & Compliance

Windshield Mounting Legal Restriction Precaution

Before using the Dash Cam on your windshield, check the state and local laws and ordinances where you drive. Some laws prohibit or restrict the placement of objects on the windshield of a motor vehicle.

IT IS THE USER'S RESPONSIBILITY TO MOUNT THE DEVICE IN COMPLIANCE WITH ALL APPLICABLE LAWS AND ORDINANCES.

Always mount your Nextbase Dash Cam in a location that does not obstruct the driver's view of the road. Nextbase does not assume any responsibility for any fines, penalties, or damages that may be incurred as a result of any state or local law or ordinance relating to the use of your Nextbase Dash Cam.

Camera Legal Requirements Precaution

In some jurisdictions it could be considered an invasion of privacy rights to take or publicly display photographs or videos of people or their vehicles using this product. It is your responsibility to know and comply with applicable laws and rights to privacy in your jurisdiction and in any jurisdiction in which you may use this device. Video recordings made by this Dash Cam should be for personal use only. Publication of the recordings on YouTube, the internet or other methods is subject to the data protection legislation and the requirements thereof must be adhered to. Such data protection legislation may prohibit the use and dissemination by you of Dash Cam footage or may impose restrictions on it. We recommend that you check the legal requirements with your legal advisor before disseminating any Dash Cam footage. If the Dash Cam is to be used within a UK commercial environment (i.e., truck use) then the CCTV regulations apply in addition to the Data Protection Act regulations. This includes labelling to identify the use of CCTV is taking place, the omission of Audio recording and informing the relevant authorities of who controls the data.

For use in a commercial environment in non-UK countries, please refer and adhere to local regulations and requirements. For non-UK operation, specific legal requirements may apply where Dash Cams are to be used in a commercial or employment context. We recommend that you check the legal requirements with your legal advisors prior to commencing use of Dash Cams in commercial or employment contexts.

For certifications and compliance information, follow the link:

[NEXTBASE.CO.UK/CERTIFICATIONS](https://nextbase.co.uk/certifications)



Regulatory Conformance

EU Regulatory Conformance

CE Statement

Hereby, Portable Multimedia Limited t/a Nextbase declares that the radio equipment type iQ is in compliance with Directive 2014/53/EU. The full text of the EU declaration of conformity is available at the following address <https://www.nextbase.com/certifications>

Restrictions in the 5GHz band

This device is restricted to indoor use (which also applies to inside a vehicle) only when operating in the 5150 to 5250 MHz frequency range in the following countries.

	AT	BE	BG	CY	CZ	DE	DK
	EE	EL	ES	FI	FR	HR	HU
	IE	IT	LT	LU	LV	MT	NL
	PL	PT	RO	SE	SK	CH	IS
	LI	NO	TR	UK (NI)			

Product Wireless Information

The frequency bands and transmitting power (radiated and or conducted) for this radio equipment are as follows; LTE Bands 1,1920-1980MHz /3, 1710-1785MHz /7, 2500-2570MHz /8, 880-915MHz /20, 832-862MHz /28A, 703-733MHz/ 38,2570-2620MHz, 23dBm conducted; Bluetooth (BR+EDR) 2402-2480MHz, 3.4dBm EIRP; 2.4G WIFI 802.11b, 802.11g, 802.11n(HT20), 2412-2472MHz,18.6dBm EIRP; 5G WIFI 802.11a, 802.11n(HT20/40), 802.11ac(VHT20/40/80) Band 1 5180-5240MHz, 19.4dBmEIRP; GPS, GLONASS, 24GHz Radar 24000-24250 MHz, 14.37 dBm EIRP.

Disposal of this Product



The crossed-out wheeled bin symbol on your iQ, and its packaging indicates that the product and its electronic accessories should not be disposed of with other household waste. Your iQ should be handed over to an authorized collection site for recycling waste electronic equipment. Improper handling of this type of waste could have a possible negative effect on the environment. For more information on where you can drop off your waste equipment, please contact your local waste authority, or your household waste disposal service.

RoHS Compliance

This product complies with Directive 2011/65/EU and its amendments, on the restriction of the use of certain hazardous substances in electrical and electronic equipment.

RF Exposure Information (MPE)

This device meets the EU requirements and the International Commission on Non-ionizing Radiation Protection (ICNIRP) on the limitation of exposure of the general public to electromagnetic fields by way of health protection. To comply with the RF exposure requirements, this equipment must be operated at a minimum of 20cm separation distance to the user.

UK Regulatory Conformance

UKCA Statement

Hereby, Portable Multimedia Limited t/a Nextbase declares that the radio equipment type iQ is in compliance with the UK Regulation S.I. 2017 No. 1206. The full text of the EU declaration of conformity is available at the following address <https://www.nextbase.co.uk/certifications>

FCC Regulatory Compliance

FCC Compliance Statement

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) this device may not cause harmful interference, and
- (2) this device must accept any interference received, including interference that may cause undesired operation.

NOTE This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.
- This appliance and its antenna must not be co-located or operated in conjunction with any other antenna or transmitter.
- A minimum separation distance of 20cm must be maintained between the antenna and the person for this appliance to satisfy the RF exposure requirements.

FCC Caution This product does not contain any user serviceable parts. Repairs should only be made by an authorized Nextbase™ service center. Unauthorized repairs or modifications could result in permanent damage to the equipment and void your warranty and your authority to operate this device under Part 15 regulations.

The device meets the FCC Radio Frequency Emission Guidelines and is certified with the FCC. Information about this product is on file with the FCC and can be found by inputting the Product's FCC ID (available on the product giftbox and on the product's mount into the FCC ID Search form available at: <https://www.fcc.gov/oet/ea/fccid>

The party responsible for FCC compliance is:

Portable Multimedia Limited, 230 Blackfriars Road, London, England, SE1 8NW

Note 5G frequency band 5150-5250MHz indoor use only - LE-LAN devices are restricted to indoor operation only in the band 5150-5250 Mhz.

Industry Canada Conformance Compliance

IC Warning This device complies with Industry Canada license-exempt RSS standard(s).

Operation is subject to the following two conditions:

- (1) this device may not cause interference, and
- (2) this device must not accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicable aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:

- (1) l'appareil ne doit pas produire de brouillage, et
- (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

This device has been evaluated to meet general RF exposure requirement. To maintain compliance with RSS-102 - Radio Frequency (RF) Exposure guidelines, this equipment should be installed and operated with a minimum distance of 20cm between the radiator and your body.

le dispositif a été évalué à répondre général rf exposition exigence. Pour maintenir la conformité avec les directives d'exposition du RSS-102 - Radio Fréquence (RF). Ce matériel doit être installé et exploité à une distance minimale de 20cm entre le radiateur et votre corps.

IC: 28201-NBIQ1KUS



Warnings & Cautions

SAFETY Please read safety and health information carefully before you install your iQ so that you can ensure its safe and proper operation in your vehicle.



Failure to follow these guidelines may cause harm to your device, your property, your health or the health of others.

WARNING Failure to correctly install iQ may present hazards for the safe operation of your vehicle and could contribute to an accident resulting in serious injury, death or damage to property for you, your passengers or others. When installing this device in your vehicle;

- You must correctly locate iQ on your windshield. Mounting iQ in a position that obscures the forward line of sight for the driver of your vehicle may cause the driver of your vehicle to be unable to adequately see other road users, obstacles or persons around your vehicle. This could result in an accident that causes serious injury, death or property damage. Carefully follow the mounting instructions in your App and in the installation section of this manual.
- You must adequately secure iQ to your windshield. The 3M pad supplied with your iQ consists of a pressure activated tape. If an inadequate bond is achieved whilst fitting iQ may separate from the windshield. If this occurs whilst the vehicle is being driven, it could become a restriction to safe operation of your vehicle leading to an accident that causes serious injury, death or property damage. Stop your vehicle as soon as it is safe to do so and disconnect iQ. Only attempt to refit iQ with a new 3M pad when your vehicle is stationary.
- You must route the iQ power cable (and rear camera cable) appropriately. You must route the power cable (and rear camera cable if you are fitting a Rear Window Camera) so that there is no interference with the deployment of airbags installed on your vehicle. If you impede the deployment of airbags, you will reduce the effectiveness of the secondary protection system which could result in serious injury, death or property damage. You must also ensure that cables do not interfere with vehicle operating controls. If you are hindered from correctly accessing vehicle controls whilst driving, it may cause an accident which could result in serious injury, death or property damage.

WARNING You should not attempt to manually adjust iQ's setting whilst driving. Always maintain awareness of your surroundings and do not attempt to adjust iQ whilst driving. Distractions whilst driving increase the risk of an accident that could lead to serious injury, death or property damage.

CAUTION Ensure that you check the warranty status for your vehicle before you install the OBD-II Power Cable for iQ. Some manufacturers may prohibit the use of OBD-II connections which could void your warranty agreement. NEXTBASE IS NOT RESPONSIBLE FOR ANY COSTS OR EXPENSES ASSOICATED WITH VOID WARRANTIES OR VEHICLE REPAIRS.

If you experience any change in your vehicle's engine performance after connecting the OBD-II Power Cable for iQ, you should disconnect the device as soon as it is safe to do so and contact Nextbase Technical Support.

DO NOT CONTINUE TO USE OBD-II POWER CABLE IF VEHICLE ENGINE POWER IS AFFECTED

The OBD-II Power Cable will provide power to your iQ until your vehicles battery drops below a certain level. The default minimum voltage cut-off is 12Vdc for a 12V battery. BATTERIES IN POOR CONDITION MAY NOT PROVIDE THE REQUIRED CURRENT (AMPS) TO START YOUR CAR IN SPITE OF VOLTAGE PROTECTION.

If your vehicle is going to be parked for an extended period of time, you should consider unplugging the device to avoid draining your vehicle's battery.

CAUTION Do not expose iQ to liquids under any circumstances, doing so may result in the risk of electric shock or fire. Should your iQ become wet, disconnect it from the OBD-II Power Cable and allow it to dry naturally. DO NOT ATTEMPT to accelerate drying by external means.

CAUTION You should only use iQ in compliance with all applicable laws, including local laws of the country and region in which you reside or in which you use your iQ. When you use iQ, you do so at your own initiative and you are responsible for compliance with any applicable laws, including but not limited to applicable privacy and data collection laws, and laws prohibiting or restricting the placement of objects on the windshield of a motor vehicle.

PSTI Statement of Compliance

We, Portable Multimedia Limited t/a Nextbase, hereby declare under our own responsibility that the devices NBIQ1K, NBIQ2K and NBIQ4K comply with the applicable security requirements in Schedule 1 of The Product Security and Telecommunications Infrastructure (Security Requirements for Relevant Connectable Products) Regulations 2023.

1. Password is unique per device or defined by the user of the device, and the password which is unique per device is generated by using as security mechanism that reduces the risk of automated attacks against a class or type of device.
2. Users can report vulnerabilities to Nextbase as per our Vulnerability Disclosure policy available via <https://nextbase.co.uk/vulnerability-disclosure-policy>, users will receive acknowledgment of the receipt of a security issues report and status updates until the resolution of the reported security issues.
3. We will provide security updates for this product during the support period. The defined support period is listed here <https://nextbase.co.uk/security-maintenance-period-policy>

Place of declaration issue: Caerphilly, UK

Date of Issue: 15th April 2024

Issued by: Keelan O'Connor

Quality and Compliance Manager Nextbase

Signature:

Usage Notes & Terms of Service

G-Sensor Notice The G-Sensor within iQ measures forces exerted upon it; one g which is the nominal force exerted upon us when stationary on the earth's surface. The G-Sensor will activate to protect any recording currently in progress if a pre-determined threshold of force is exceeded. The G-Sensor protection will be adversely affected if iQ is NOT mounted in the vertical direction (i.e., with the lens pointing to or from the direction of travel). G-Force information derived from a G-Sensor is not warranted to be totally accurate at all times, as it is derived from the G-Sensor through a sampling method over time. The precision of the G-Sensor value recorded depends upon when the acceleration took place at the instance of the sample taken. The thresholds to activate the video protection rely upon a trigger value being exceeded between two successive samples in any one of the three G-Sensor axes. If the Automatic G-Sensor protection does NOT trigger during an event, then the Protect button should be pressed in order to protect the file. Protecting the file can also be performed using the Playback function on iQ or through the App.

Care & Maintenance The following suggestions will help you maintain and prolong the life of your iQ.

- Only qualified and authorized personal should make repairs to this product
- Clean iQ and its accessories with a soft dry cloth. For tough dirt sparingly apply some neutral detergent diluted in 5 to 6 parts of water with a rung-out cloth. NEVER immerse iQ or its accessories in water (see usage notes).
- Avoid making contact with the lenses as damage may occur.
- If required, clean the glass lens carefully using a spectacle cleaning cloth. Use of inappropriate cleaning cloths may scratch iQ's lens.
- Do not drop, shake, or twist iQ. Avoid placing iQ on sloping surfaces such as dashboards whilst securing the baseplate to your vehicle's windshield.
- Do not attempt to rotate the external antennas on iQ. Antenna positions are limited to 4 positions at 90 degrees to each other. Rotating the antenna will break the connection to the device and will cause connectivity issues.
- Every 2-3 weeks we recommend that you format the memory card. This will wipe any files from the card and set it up afresh for continued use with your iQ. Of course, you should only do this AFTER you've downloaded any files from the card that you may want to keep, as formatting the card will remove all content.
- Format your memory card using the iQ App. This will make sure that the card is structured specifically for your camera. Within the Setup menu, select 'Format SD Card' and follow the on-screen instructions.
- Switch off iQ Cam before removing the SD card, to prevent the chance of damage being caused to the memory card or the files stored upon it.
- If it becomes necessary to replace the SD card supplied with iQ, we strongly recommend using our Nextbase branded SD cards which are available to purchase online from nextbase.com, or your nearest retailer. A card that is not made specifically for a Dash Cam may appear to work perfectly in the beginning, although failure tends to happen after prolonged use, this could be days, weeks, or months. In a worst-case scenario, you may only discover recording failure after your SD card fails to record a serious incident, therefore using a suitable SD card is imperative.

High Temperature Use iQ is designed to function at a maximum ambient temperature of 40°C / 104°F. Above this temperature some of the functions of iQ will automatically be restricted to ensure that the device is not damaged. The device will function will be restored once its core temperature is returned to operating parameters.

Product Specifications

Product Name 1K, 2K, 4K regionalised for Europe and North America, and Rear Window Camera

Model Number NBIQ1KEU, NBIQ1KUS, NBIQ2KEU, NBIQ2KUS, NBIQ4KEU, NBIQ4KUS and NBIQRWC

Operating Temperature 50°C / 122°F.

Electrical Rating Front Cameras, Input 12-16Vdc, 3A; Rear Window Camera, Input 12-16Vdc, 0.5A

Camera Legal Requirements Precaution In some jurisdictions it could be considered an invasion of privacy rights to take or publicly display photographs or videos of people or their vehicles using this product. It is your responsibility to know and comply with applicable laws and rights to privacy in your jurisdiction and in any jurisdiction in which you may use this device. Video recordings made by this Dash Cam should be for personal use only.

Publication of the recordings on YouTube, the internet or other methods is subject to the data protection legislation and the requirements thereof must be adhered to. Such data protection legislation may prohibit the use and dissemination by you of Dash Cam footage or may impose restrictions on it – we recommend that you check the legal requirements with your legal advisor before disseminating any Dash Cam footage.

Many regions have far tighter controls of audio recording than video. The default setting on iQ is for microphones to be active so that voice controls can function. Please ensure you respect the laws of the area in which you live and/or you operate iQ in your vehicle (see usage notes and warnings).

We strongly recommend that you use the window stickers provided with iQ to advise passengers and pedestrians that active audio and video recording is taking place in your vehicle.

Terms of Service

By purchasing or using iQ, you agree to the Terms of Service found at;

EU <https://nextbase.eu/de/terms-and-conditions/>

UK <https://nextbase.co.uk/terms-and-conditions/>

US <https://nextbase.com/terms-and-conditions/>

Information on our warranty agreements can be found at;

EU <https://nextbase.eu/de/help-and-support/warranty-information/>

UK <https://nextbase.co.uk/warranty-policy/>

US <https://nextbase.com/warranty-policy/>

Customer Support Your iQ and its accessories are made to the highest standards and undergo rigorous testing. In the unlikely event that you should encounter any issues with your iQ, or if you need assistance with connecting your device, please contact our Support Team by following the Assistance link at the top of the Nextbase main website for your region.



**The Ultimate
Peace of Mind**



NEXTRBASE

NBDVriQ-EN-R3