NEXIGO D621 Three Channel Dash Camera User Manual

Three-Channel Dash Cam
D621
User Manual

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IMPORTANT SAFETY INSTRUCTIONS

Read the user manual in full before operating your dash cam and make sure to save it for future reference. Follow all instructions provided. Failure to do so may result in personal injury or damage to the device.

IMPORTANT INFORMATION ABOUT MICRO SD CARDS

- The device comes with a 128G Micro SD card. Please format the Micro SD card before using it for the first time.
- To use a TF card, ensure that it is formatted with FAT32, has a storage capacity between 16GB and 256GB, and has a reading and writing speed no lower than U3. Please format the TF card before using it for the first time.
- Please regularly move your data from the Micro SD card to an external drive to avoid overloading the disk. We recommend reformatting the Micro SD card in this way at least once a month.
- Micro SD cards are subject to degradation over time due to repeated writing/erasing cycles. We recommend replacing the Micro SD Card every year to ensure that this degradation does not affect the performance of your dash cam.
- Do not insert or remove the TF card while the dash cam is actively recording, as this may damage the TF card.

OPERATIONAL SAFETY MEASURES

- The NexiGo D621 can’t protect drivers or passengers from automobile accidents. We take no responsibility for any traffic collisions, nor will we bear any loss due to product failure, information loss, or product operation.
- Only use this product within the scope of the law. Do not operate the device while driving under any circumstances. Manufacturers will not be held liable for failure to follow local ordinances and laws regarding the usage of electronic devices while operating a motor vehicle.
- The product can record and save footage of traffic accidents, but we do not guarantee all accident footage will be recorded and saved. Small collisions may not be detected by the sensor, and so the footage of the collision may not be stored with other event videos. Additionally, if the product is physically damaged during an accident, crash data may not be recorded.
- Ensure that you install the product correctly. Do not block the driver’s vision. Do not obstruct the airbag. Keep the product at least 20 cm (7.8 in) away from the driver and passengers. Incorrect installation of the product may cause product failure and personal injury.
- Do not attempt to service the unit yourself. Opening the unit may expose you to dangerous voltages and other hazards. The unit should only be repaired by the manufacturer or its service agent.
- This device can only be used and powered as directed. Any unauthorized power distribution, such as plugging this item directly into the car battery, will void the warranty.
- For appliances having a specially prepared cord, if the supply cord is damaged, it must be replaced by a special cord or assembly available from the manufacturer or its service agent.
- Only use attachments and accessories endorsed by the manufacturer.
- Keep this product away from strong magnetic fields to avoid damage.
- Do not use this product in temperatures higher than 70°C (158°F) or lower than -20°C (-4°F). Please note that the housing’s temperature rises when the device is running.
- Do not handle the product roughly. Strong impact or shaking may cause irreparable damage to the product.

- Do not clean this product with harsh chemical solvents or cleaning fluids.

WELCOME TO THE NEXIGO FAMILY!

Thank you for choosing the NexiGo D621 Three-Channel Dash Cam! You are now part of an exclusive club — the NexiGo family! It's our job to make sure you enjoy your membership. If you have any problems, please contact us any time at **cs@nexigo.com** for further assistance.
This product is automatically covered by our industry-leading one-year manufacturer's warranty. Make sure to register your purchase at nexigo.com/warranty within 14 days of the delivery date, and we will extend your warranty coverage another year, for a total of two years!
From all of us here at NexiGo, we want to thank you for your trust in us. We look forward to serving you again in the near future.
Sincerely,
The NexiGo Team

CONTACT INFORMATION

Website: **www.nexigo.com**
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Email: **cs@nexigo.com**
Tel: +1 (458) 215-6088
Address: 11075 SW 11th St. Beaverton, OR 97005U.S.A.

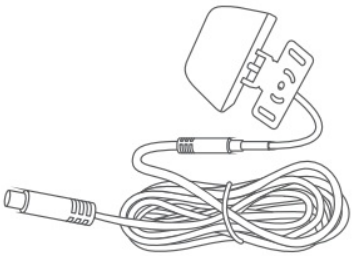
PRODUCT INTRODUCTION

The NexiGo D621 is a three-channel dash cam that uses G-sensor technology to detect and save footage in case of a collision or break-in. This footage can then be accessed wirelessly through the NexiGo Dash Cam app.
This dash cam features three different cameras to capture vital footage from every angle. No matter the time of day, the interior wide-angle camera is adaptable to your space with its infrared LEDs and 180° vertical rotation. Meanwhile, the front and rear cameras capture 2K and 1080p quality footage with their advanced sensors.

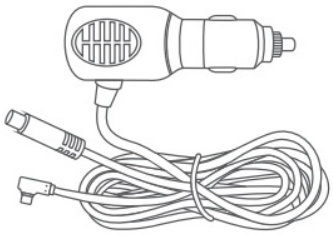
WHAT'S IN THE BOX?

1 x Three-Channel Dash Cam

1 x Suction Cup Mount

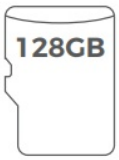


1 x Rear Camera with 21.3ft Extension Cable



1 x 11.5 ft Auxiliary Power Cable for Dash Cam

1 x Cleaning Cloth



1 x 128GB Micro SD Card

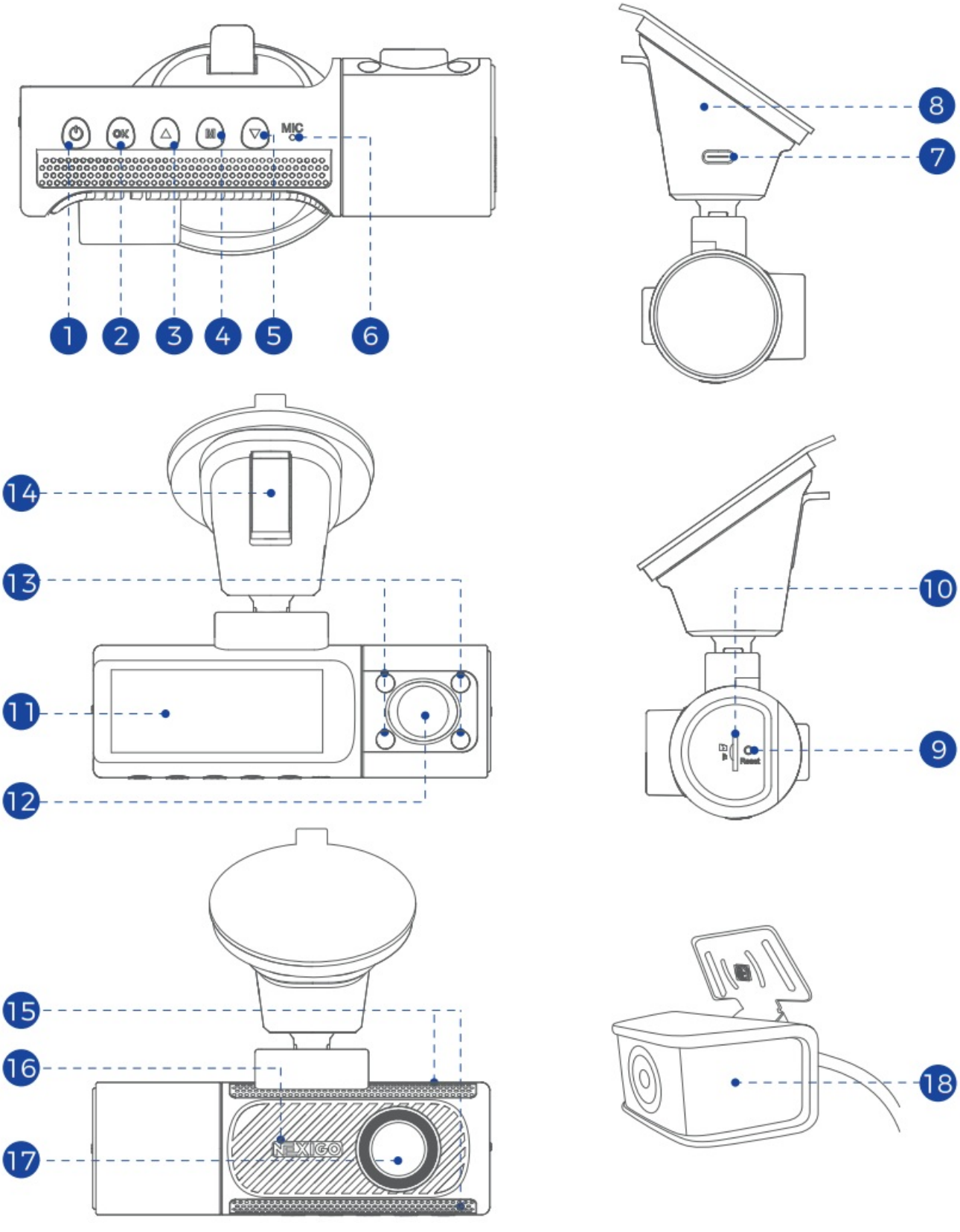
1 x User Manual

1 x Pry Tool

SPECIFICATIONS

Display	2.9″ IPS screen; 830x320px
Camera Resolution	Front: 2160×1440@25fps Interior: 1920×1080@25fps Rear: 1920×1080@25fps
Sensors	Front: IMX335 Interior: GC2053 Rear: IMX307
dFOV	Front: 88° Interior: 132° Rear: 132°
Lens Aperture	Front: F/2.7 Interior: F/2.0 Rear: F/2.0
WiFi	Dual-band 5.8GHz & 2.4GHz WLAN connection
GPS	Built-in GPS to save satellite location to the metadata of emergency footage
File Format	Video: MP4 Image: JPG
Video Encoding	H.265, H.264
Memory Card	Micro SD card (FAT32 format, U3 or higher, up to 256GB)
G-Sensor	Built-in 3-axis impact accelerometer gravitational sensor to detect collisions
Audio	Built-in microphone to record audio (optional) Built-in speaker to play back audio
Input	5V ⎓ 3A
Power Supply	9V – 24V auxiliary power adapter
Operating Temperature	-20°C ~ 70°C
Storage Temperature	-30°C – 80°C

PRODUCT OVERVIEW


OK
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1	Power Button	– Press and hold to powers the dash cam on/off – Starts/Stops recording
2	OK Button	– Plays back footage – Press and hold to enter/exit FrontCam Special Exposure Setting – Confirms an action
3	Up Button	– Navigates up in the menu – Starts an emergency recording – Saves the currently recording video clip following an emergency to prese rve important videos
4	Menu Button	– Pulls up the on-screen display menu – Returns to the previous screen
5	Down Button	– Navigates down in the menu – Switches between displaying the front, in-car, and rear cameras – Toggles PiP mode
6	Microphone	Records audio for your footage (optional)
7	USB-C Port	Powers your dash cam
8	Suction Cup Mount	Mounts the dash cam to the windshield
9	Reset Button	Resets the device to its factory settings
10	MicroSD Card Slot	Provides expandable storage (up to 256GB; in FAT32 format; U3 or higher)
11	Display	Displays footage (2.9″ IPS screen; 830x320px)
12	Interior Camera	– Records footage of the vehicle interior – Rotates vertically up to 180°
13	Infrared (IR) LED Lights	Enhances night vision
14	Suction Cup Mount Lock	Loosens/locks the suction cup mount
15	Cooling Vents	Improves heat dissipation
16	Speaker	Delivers sound when you play back footage
17	Front Camera	Records road events in front of the vehicle
18	Rear Camera	Records road events behind the vehicle

INSTALLATION GUIDE

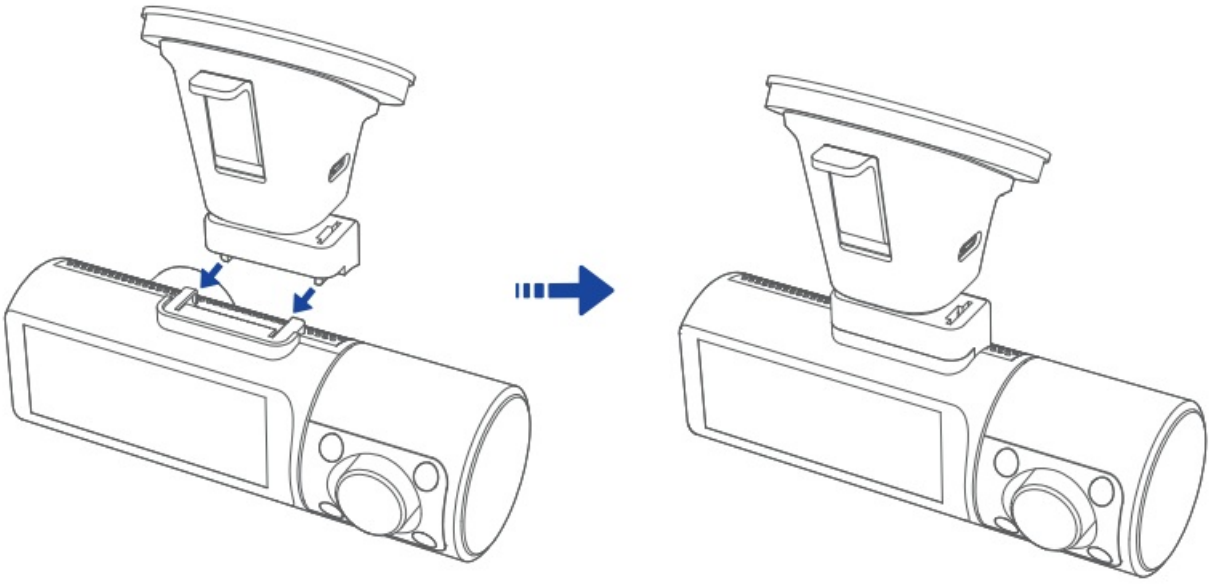
- Before installing, test the device to ensure each component works as intended.
- Installation may require professional assistance. If you are not comfortable completing any of the steps listed, please contact a local professional for assistance.

INSTALLING THE FRONT CAMERA

The device comes with a 128G Micro SD card. Please format the Micro SD card before you use it for the first time.

Step 1: Assemble the suction cup mount

Slide the suction cup mount into the slot on the top of the dash cam.

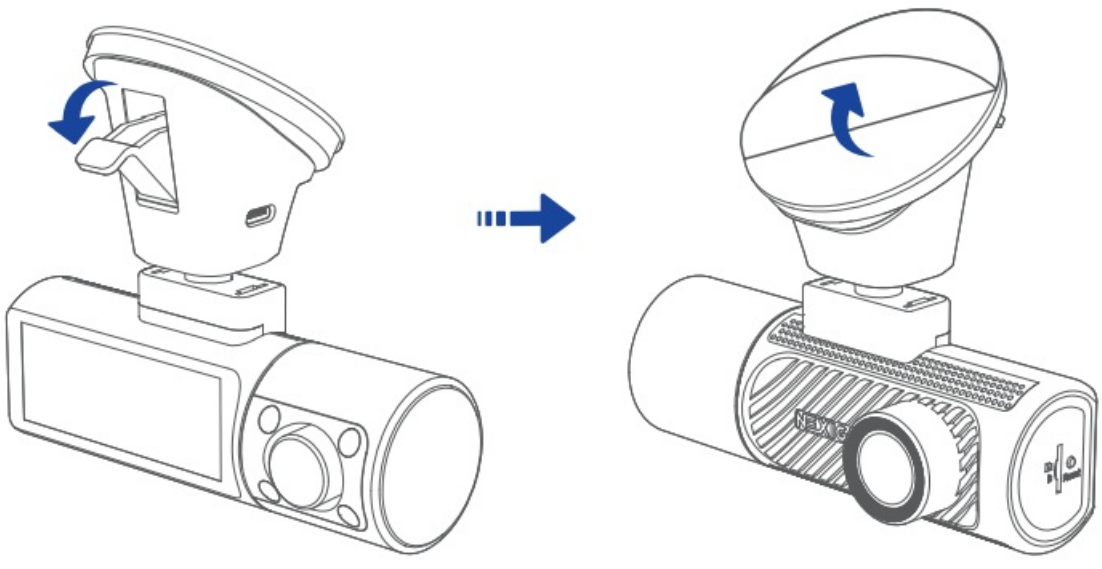


Step 2: Clean the windshield

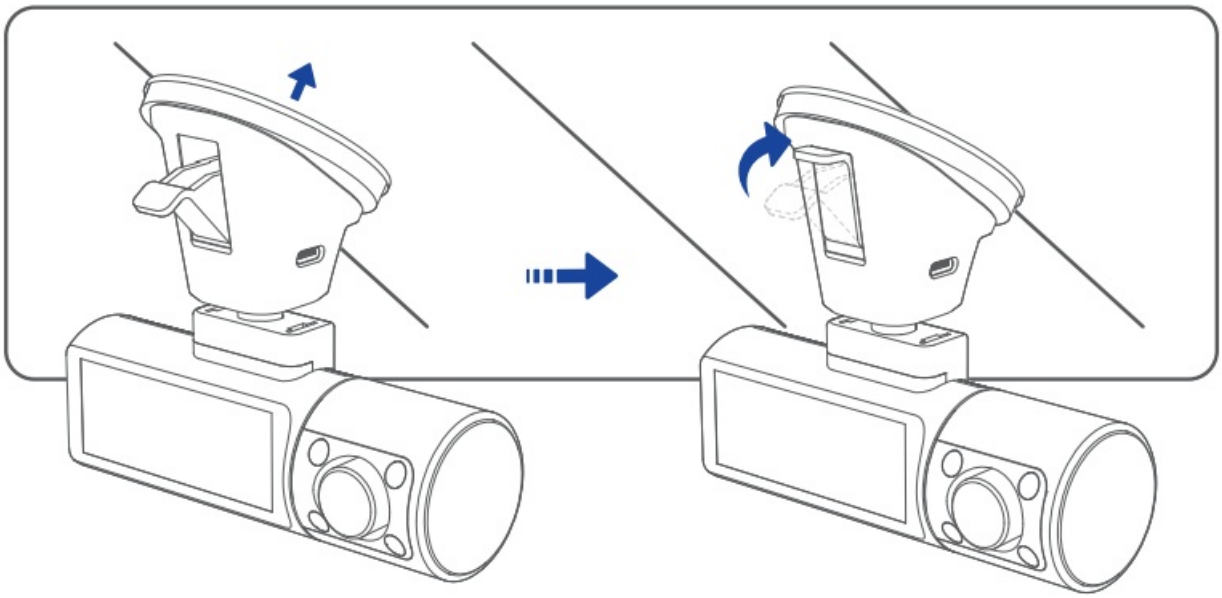
Clean the windshield thoroughly with water or alcohol, then wipe it dry with the included cleaning cloth.
Remove any protective film from the windshield before mounting the dashcam to ensure a secure installation.

Step 3: Mount the dash cam

Loosen the suction cup mount lock, and remove the protective film on the suction cup.

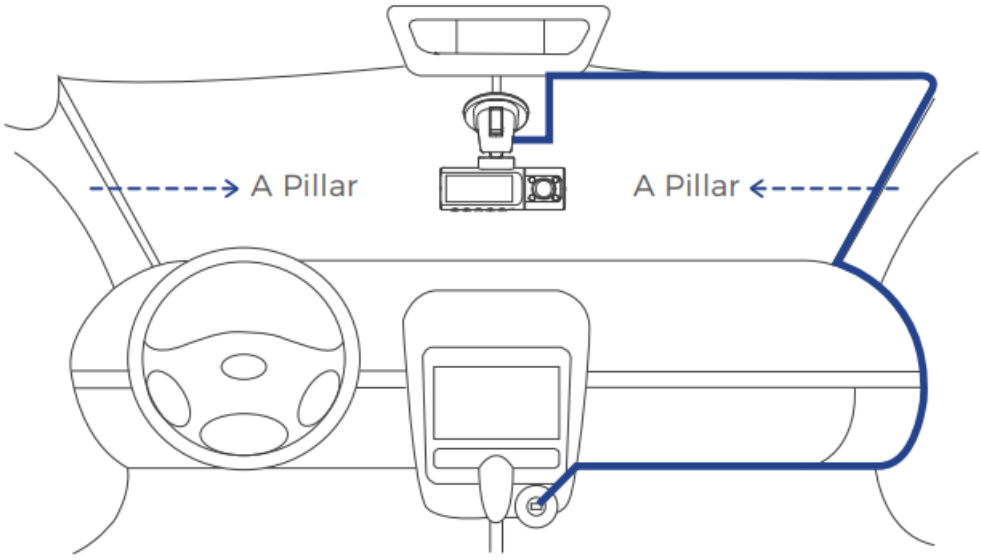


Firmly press the suction cup mount onto the windshield, then raise the locking lever to secure it into place.



Step 4: Route the power cable
Plug the power cable into the USB-C port on the side of the suction cup mount. Then, run the power cable along the following route:

1. Along the top of the windshield, towards the passenger side;
2. Down the A Pillar;
3. Underneath the passenger dash panel; and
4. Into the auxiliary power outlet.



Optionally, you can hide the cable by using the pry tool to pry back the edges of the trim enough to tuck the cable underneath. If you choose not to hide the cable underneath your trim, you will need to tape or clip the cable into place.

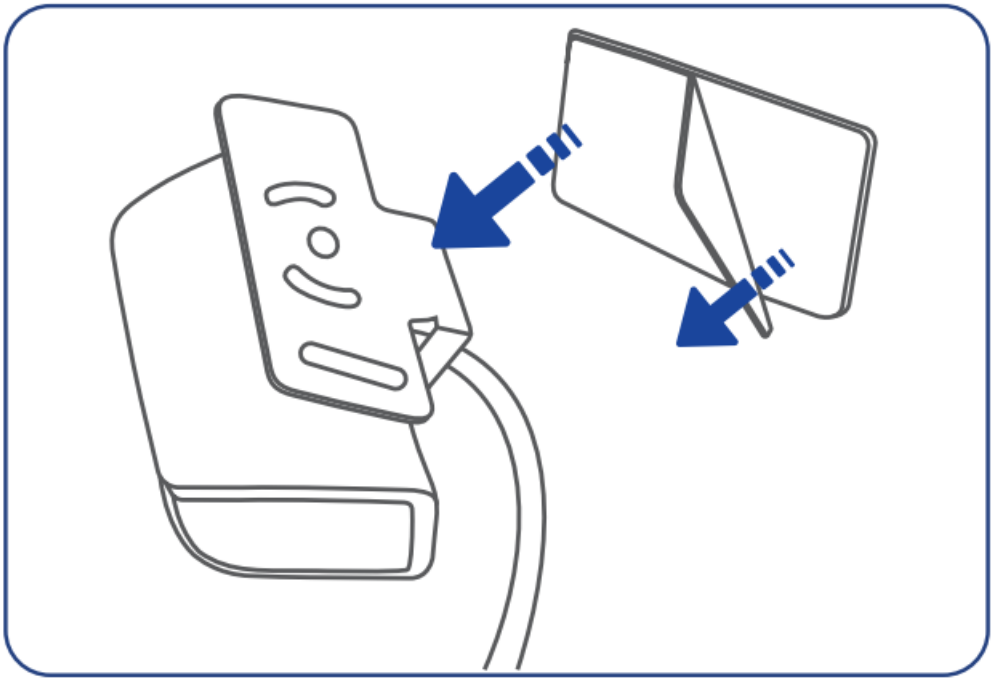
- Ensure that the placement of the power cable does not interfere with your vision or impede your ability to drive in any way. If you are not sure if you can do this without risking the safety features of the vehicle, please contact a local professional for installation assistance.

- It is important to ensure that the placement of the cable doesn't interfere with the vehicle's airbags or other safety functions. Failure to properly run the wiring may be a violation of local regulations and can result in fines or serious injury.
- Consider using a hardwire kit instead of the provided auxiliary power cable if your auxiliary power outlet supplies a constant power source. This will prevent the dashcam from draining your car battery, as the constant auxiliary power outlet will constantly power the dashcam.

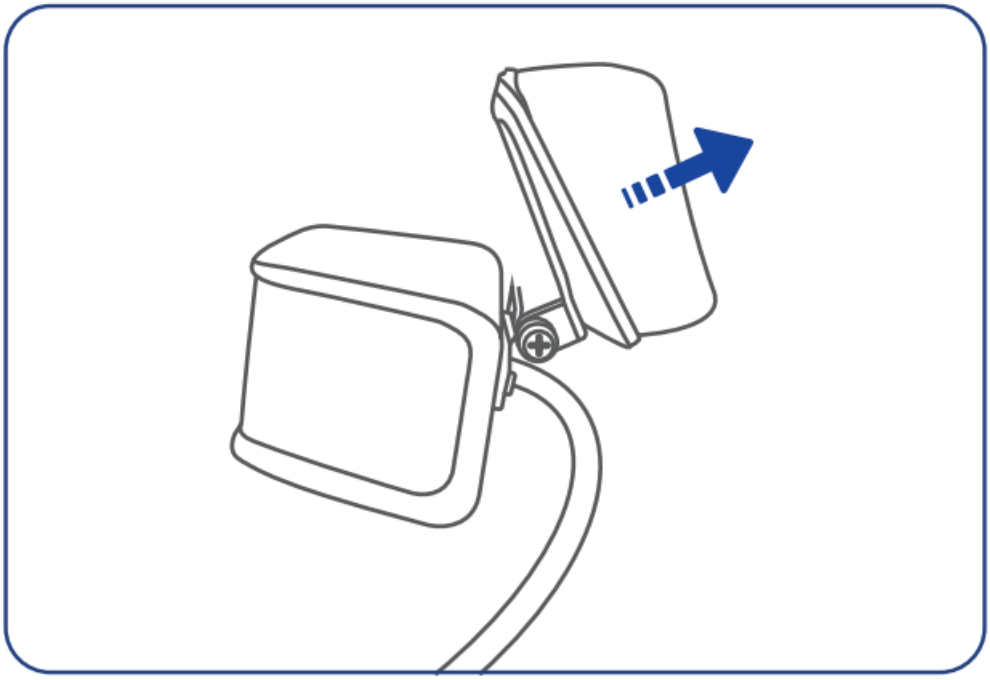
INSTALLING THE REAR CAMERA

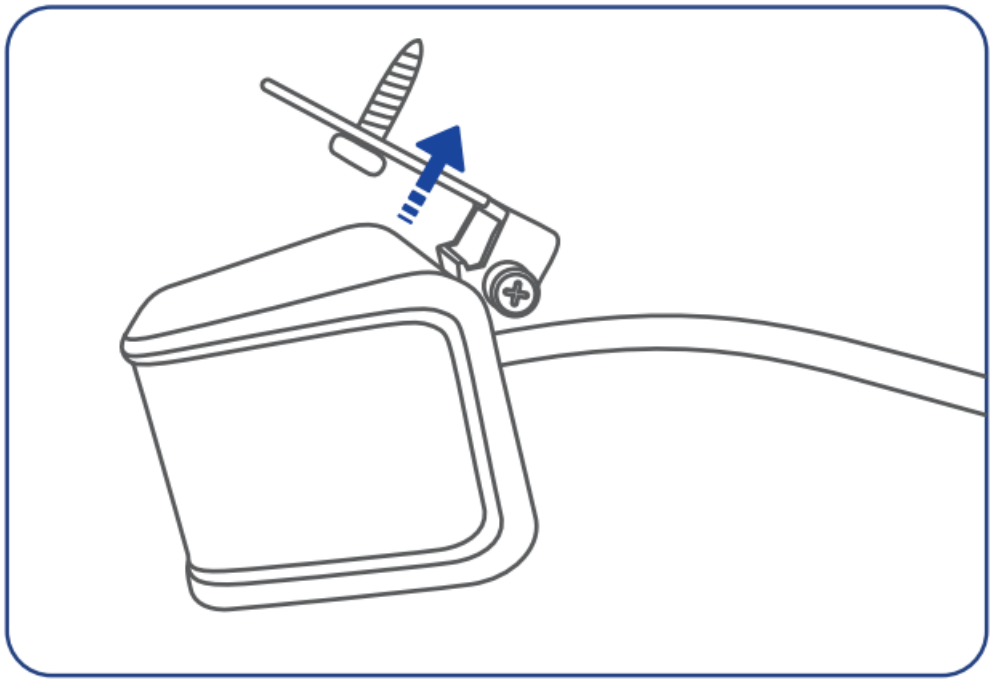
The following steps detail how to mount the rear camera above the rear license plate. While we recommend this location because it works for most passenger vehicles, it doesn't work for everyone. Please consult a professional to decide on an alternate solution if this placement doesn't work for you.

Step 1: Apply tape to the mounting bracket
Remove the adhesive backing from one side of the double-sided tape. Adhere the double-sided tape to the mounting bracket of the rear dash cam as shown in the image below.



Step 2: Mount the rear dash cam
Thoroughly clean and dry the mounting surface above the license plate. Then, remove the adhesive backing from the other side of the double-sided tape, ensure the camera lens is pointed outwards, and firmly press the camera onto the mounting surface. Alternatively, you can screw the rear camera into place using the included mounting hardware.

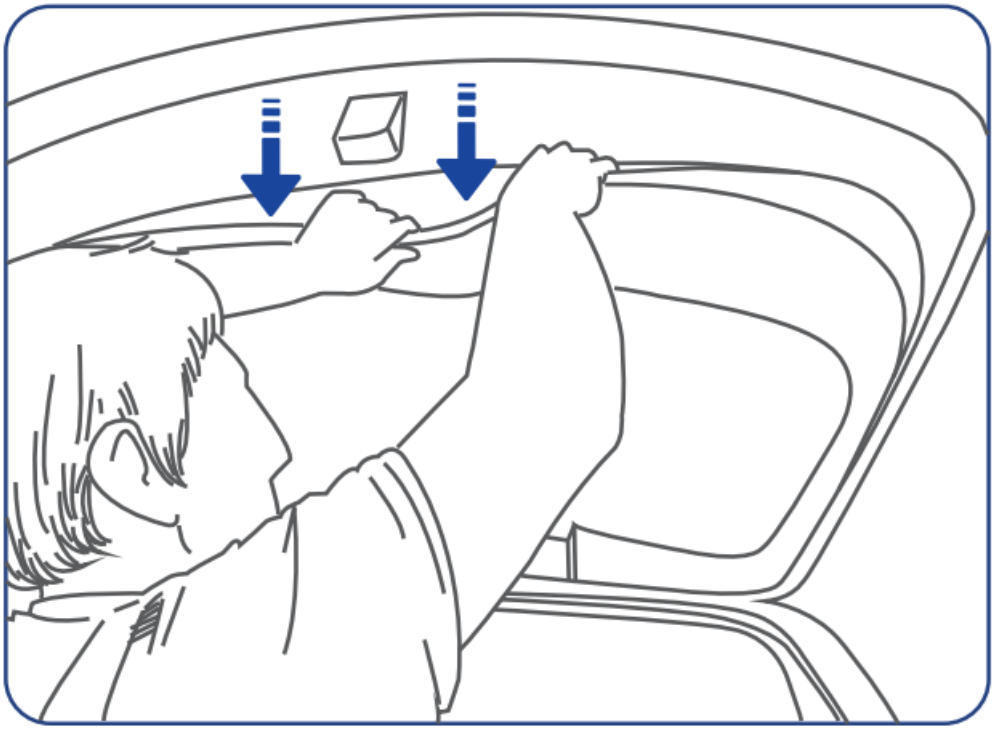




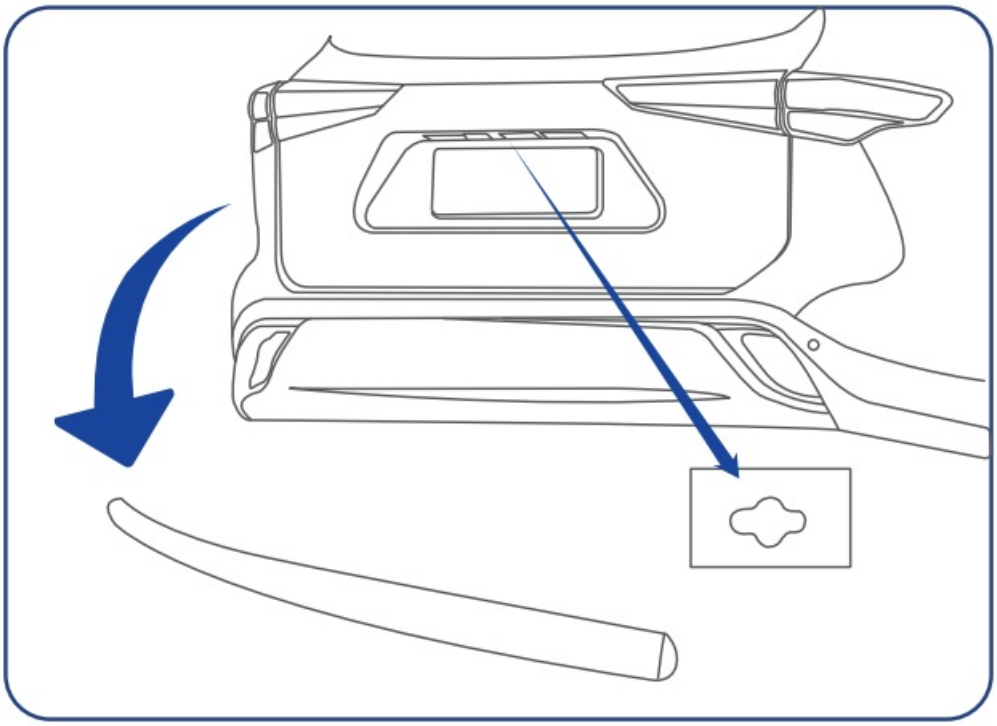
Ensure that you are not blocking any sensors, latches, buttons, or any other items needed for vehicle operation. Please ensure that your license plate is fully visible.

Step 3: Remove your trunk's interior panel

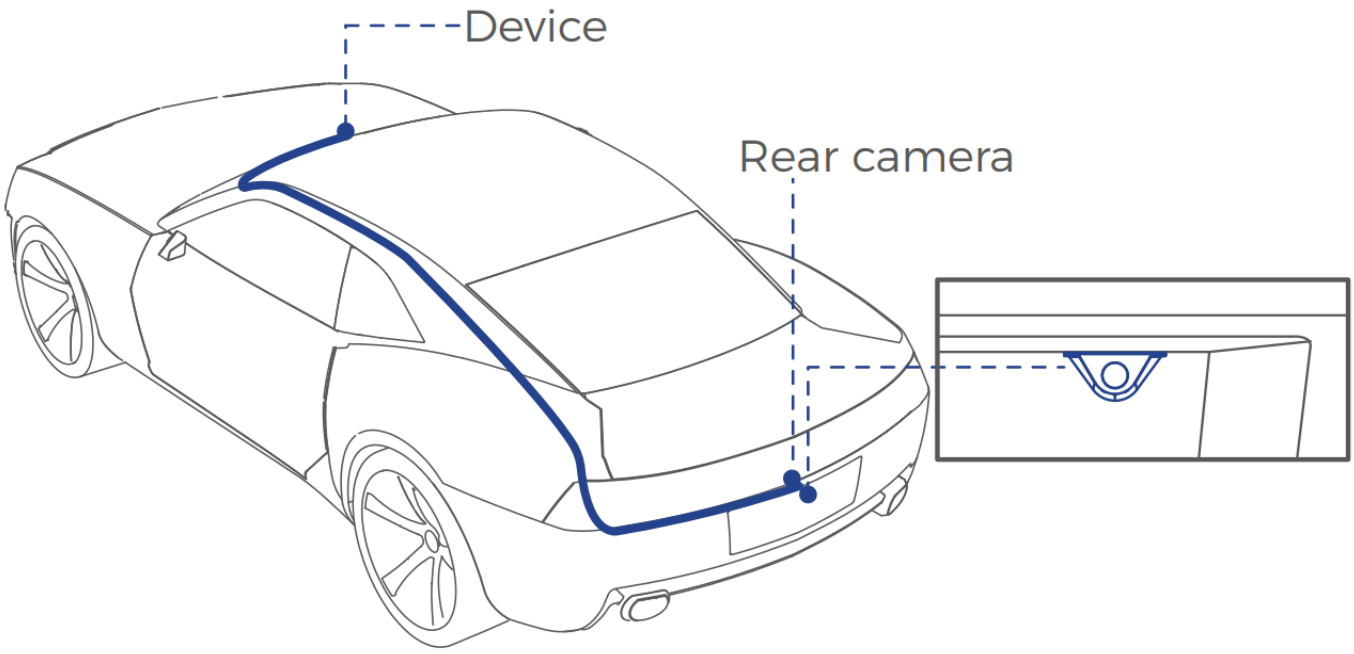
Open your trunk. Using the provided pry tool, remove the interior trunk panel as shown in the image below. Removing this panel will expose one of the vehicle's rear wiring bays so that the wiring for the rear camera can be run cleanly.

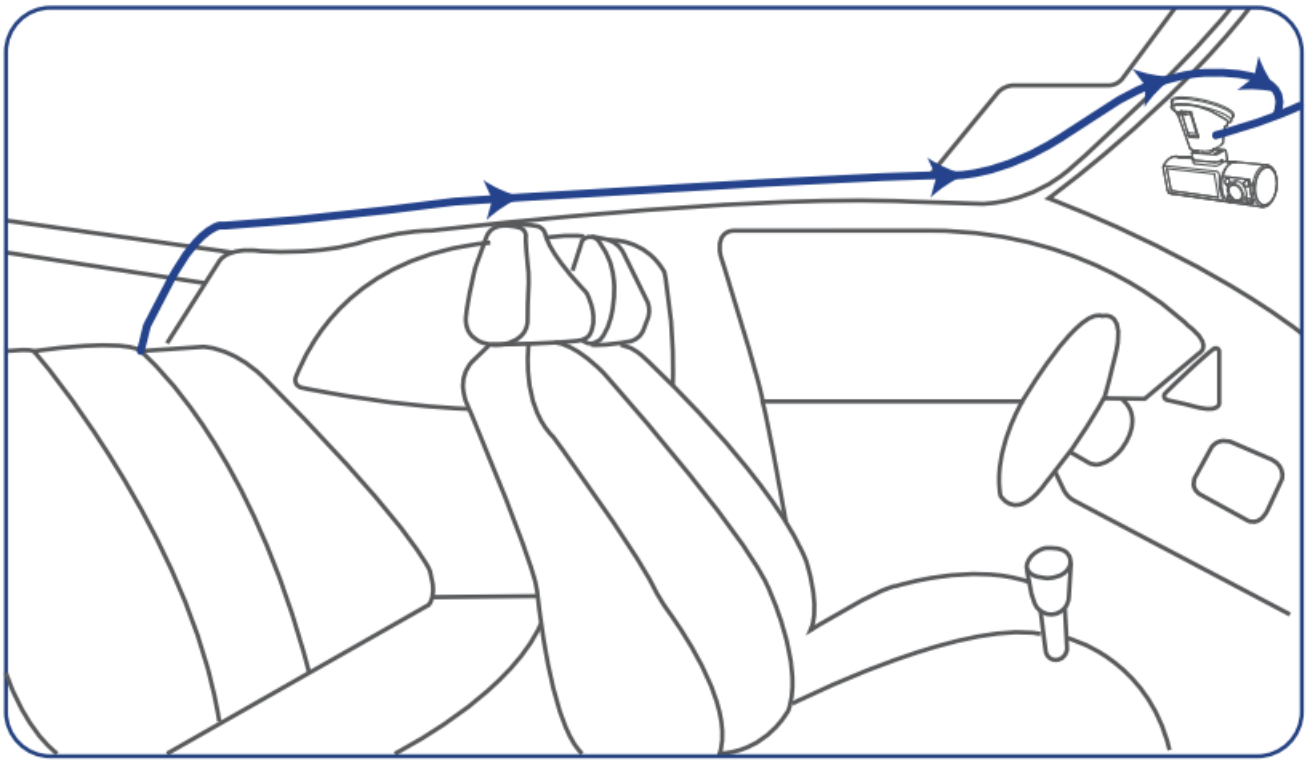


Step 4: Conceal the rear camera cable within the trunk of your vehicle
Use the pry tool to remove the tailgate trim as shown below. Then, insert the rear camera cable into the trunk of the vehicle through the holes that were underneath the trim.



Step 5: Route the rear camera cable
Route the rear camera cable to the front of the vehicle as shown below.

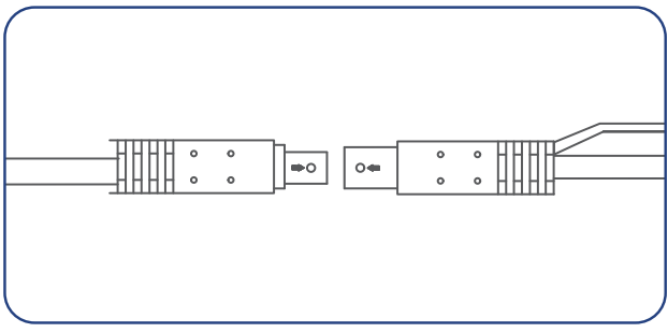


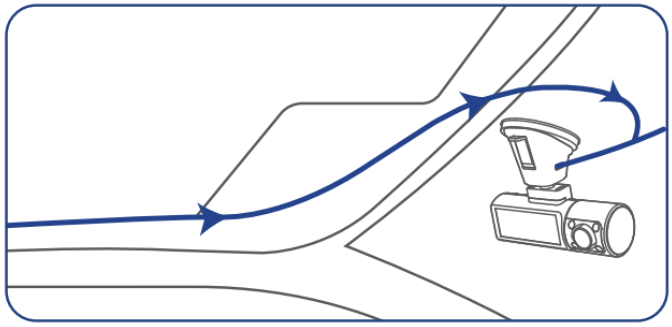


Replace the trim panel once you finish running the cable. Optionally, you can hide the cable by using the pry tool to pry back the edges of the trim enough to tuck the cable underneath. If you choose not to hide the cable underneath your trim, you will need to tape or clip the cable into place.

Step 6: Power and test your dash cam

Connect the rear camera power connector on the auxiliary power cable to the rear camera extension cable as shown below.

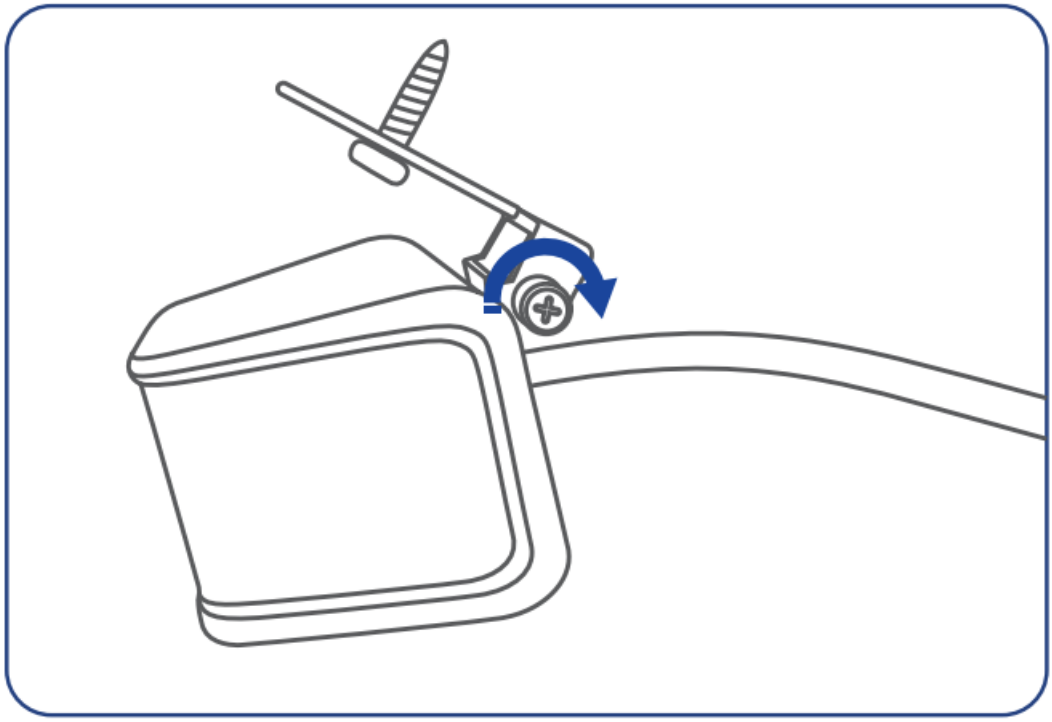




Then, start your car and turn on the dash cam. Test the device to ensure that it is functioning properly and that there are no issues with the wiring.

Step 7: Secure the angle of the rear camera

Test your rear camera to find the best angle, then tighten the hinge screw to secure the unit in place, as shown in the figure below.



MENU WALKTHROUGH

The D621 Dash Cam menu is divided into categories for Camera Settings, System Settings, and Wi-Fi Settings. In the menu, you will also find a Format SD Card tab and an About tab. The following pages contain an overview of the functions available in each category.

CAMERA SETTINGS

Resolution	Adjust the resolution of the front camera. Choose between 1440p@25fps and 1080p@25fps.
Loop Recording	Opt into recording footage from your trip in small segments rather than one continuous video. Choose between 1, 3, or 5 minute segments.
Loop Recording	When Loop Recording is enabled, the dash cam will automatically erase the oldest files to make room for new footage when the Micro SD card is full.
Video Encoding	Choose between H.264 and H.265.
Anti-Flicker Mode	Toggle between 50Hz and 60Hz power line frequency.
Audio Recording	Enable/Disable audio recording.
G-Sensor Sensitivity	Adjust the sensitivity of the G-Sensor. Choose between Low, Medium, High, and Off. • The G-Sensor is the component that detects collision by sensing sudden changes in speed and momentum. When this happens, the dash cam will automatically save the footage surrounding the incident to a locked video directory. We highly recommend backing up this footage on an external drive as soon as possible to prevent it from being overwritten. • When driving, if the road is bumpy such as on gravel or dirt, please adjust the sensitivity to Low to prevent accidental emergency recordings. When parking, we recommend adjusting the sensitivity to Medium. • The dash cam may not save every emergency video under the locked video directory. If you are unable to locate an emergency video under the locked video directory, please check under the normal directory.
Interior Camera Position	Vertically flip the interior camera view. This setting is intended for when you rotate the interior camera 180° to act as a second front-facing camera.
Rear Camera: Flip Vertically	Flip the rear camera vertically.
Rear Camera: Flip Horizontally	Flip the rear camera horizontally.
Display Mode	Switch between displaying the front, interior, and rear cameras. You may also toggle PiP mode to displaymultiple camera feeds at once.
OSD (On-Screen Display)	Toggle a watermark that displays the date on all footage.
Set Special Exposure Time	Adjust the hours during which the Special Exposure Level of the front-facing camera takes effect. You can make the change indefinite, or you can choose to limit the change to one of four time ranges that align with seasonal sunset-to-sunrise cycles.
Set the Exposure Level	Change the night exposure levels for the front-facing camera during a set time range. (Please refer to page 25 for more details.)

SYSTEM SETTINGS

Sleep Mode	Set a timer to determine how long the dash cam will wait to enter sleep mode afte r it powers on. During sleep mode, the display will turn off but the dash cam will c ontinue to record video.
Key Tones	Toggle the keypad sounds.
Volume	Adjust the volume of video playback and system voice prompts.
Set Date and Time	Adjust the current time and date. Any time and date settings may be automatically overwritten when connecting to satellite via GPS.
Date Format	Switch between MM/DD/YY and DD/MM/YY date format.
24-Hour Clock	Switch between 12-hour and 24-hour time format.
GPS Information	Display GPS information. The dash cam will display limited satellite data. To view all available data, ple ase back up your footage on your computer and download the DVPlayer APP from **nexigo.com/dashcam** or **gpsplayer.net/setup.html**. Dash Cam Support

Time Zone Adjustment	Change your time zone.
Speed Unit	Switch between displaying speed in MPH or KM/H.
Fatigue Reminder	Enable/Disable safety reminders to take a break from driving during long trips.
Language Selection	Select your preferred language.
Factory Reset	Reset the device to factory settings. Resetting to factory settings will NOT erase data on your memory card.

WI-FI SETTINGS

Wi-Fi	Enable/Disable WLAN connection
Wi-Fi Information	View the Wi-Fi name and password
Download Mobile App	Scan the QR code to download the NexiGo Dash Cam App
2.4G/5G Wi-Fi	Choose between 2.4GHz and 5GHz Wi-Fi

FORMAT SD CARD
Follow the on-screen instructions to format your Micro SD card. We recommend doing this at least once a month to ensure that you don't overload your disk.
ABOUT
Check your current firmware version and find the contact information for our support team.

NEXIGO DASH CAM APP INSTRUCTIONS

We offer the free NexiGo Dash Cam app as a way to access footage and change settings from your smartphone. Once you wirelessly pair your dash cam and your smartphone, you can use the app to view, download, and share your videos on social media.
Step 1: Download the NexiGo Dash Cam app
Please search for "NexiGo Dash Cam" in Google Play or App Store.
Alternatively, you can scan the QR code below todownload the App.

https://bit.ly/dashcam-support-U

Step 2: Enable local Wi-Fi on the dash cam
Enable Wi-Fi in the dash cam settings to begin pairing.
Step 3: Connect to the dash cam's local Wi-Fi network
On your smartphone, join the dash cam's Wi-Fi, which will be named NexiGo_XXXXXX. The default password for this network is nexigo99, which you can change later in the system settings.
Step 4: Grant permissions to the NexiGo Dash Cam app
Once your camera is connected to NexiGo_XXXXXX successfully, return to the NexiGo Dash Cam app, and the camera will sync automatically. Please grant the NexiGo Dash Cam app to access your location and media storage. If you have an iPhone, you may also need to allow the app to access devices on your local network in order for the app to detect your dash cam.
You should now be able to see the live video feed from your dash cam on the app. You can access this feed again later by pressing the "Live View" button on the home page.
From the Live View screen, you can select a file to play, download, screenshot, or delete. If you download a file, you can share it to Facebook or Instagram directly through the app.

FIRMWARE UPDATE INSTRUCTIONS

DO NOT power off or unplug your dash cam while updating the firmware. If your car doesn't maintain power to the auxiliary outlet when it's off, make sure to leave your car running for the duration of the update. If the update is interrupted, it will cause damage to the operating system of the dash cam and it won't be able to turn back on.

Step 1: Download the firmware update
Please check nexigo.com/dashcam periodically for new firmware downloads.
Step 2: Load the update onto the Micro SD card
Remove the Micro SD card from the dash cam. Copy the latest version of the firmware from the NexiGo website into the root directory of the Micro SD card folder on your computer. DO NOT place it into a sub folder.
Step 3: Reinsert the Micro SD card
Insert the SD card with the new firmware into the dash cam when the dash cam is powered on.
Step 4: Confirm update
Once the dash cam recognizes the Micro SD card, it will prompt you to update the system. Once you confirm, the system will begin the update. Please do not power off or unplug your dash cam while the update is installing. If your car doesn't maintain power to the auxiliary outlet when it's off, make sure to leave your car running for the duration of the update.

FAQ

Q: How do I format the Micro SD card?

A: To format your Micro SD card using the dash cam, open the menu of NexiGo dash cam and navigate to Settings > Format SD Card. If you are using a computer or laptop, follow the instructions provided by the operating system manufacturer to format a disk.

Q: Why won't my dash cam turn on?

A: Most likely, your dash cam won't turn on because it isn't powered properly. Please try the following to fix this issue: 1. Ensure the power cable is firmly plugged into the USB-C port on the dash cam. 2. Check your vehicle's auxiliary power outlet for debris, corrosion, and other damage. If needed, clean it out or try a different outlet. 3. Ensure the power cable is firmly and fully seated in the auxiliary power outlet. 4. Check to make sure the car fuse for the auxiliary power outlet hasn't been tripped. 5. If your dash cam still won't turn on, please contact our support team at cs@nexigo.com.

A: There may be an issue with your Micro SD card. Please try the following to determine the source of the issue: 1. Ensure that your Micro SD card is fully inserted into the device. 2. Format the Micro SD card using your PC and then try using it with your dash cam again. 3. Try using another Micro SD card. 4. If you are still receiving the error message after trading out Micro SD cards, please contact our support team at cs@nexigo.com.

Q: Why are all of the recorded videos blurry?

A: There may be something on the lens preventing your camera from recording clearly. Please try the following: 1. Check both the front and rear camera lenses for debris and other smudges. If necessary, clean the lenses with a microfiber cloth and a lens cleaning fluid. 2. Ensure that the protective film has been removed from every lens. 3. Clean the windshield near each camera, both inside and outside of the vehicle.

Q: What is the Wi-Fi range?

A: The Wi-Fi signal range is about 10 ft when there are no obstructions.

Q: Can I change the Wi-Fi password?

A: Yes. You can change the Wi-Fi password in the NexiGo Dash Cam app by navigating to Live View > Dash Cam Settings > Wi-Fi Connection Settings. After changing the password, please restart the dash cam. You must forget the original network on your smartphone before reconnecting.

Q: How do I record clear footage at night?

A: If your dash cam isn't capturing enough detail at night, you can adjust the Special Exposure Level to compensate for the low light. To get the most out of this setting, we recommend taking the following steps to correct your dash cam's night vision. 1. Park so that you're facing another car and turn on your headlights. The reflective surface of the other car's license plate will serve as a reference point when you adjust the exposure settings of your dash cam. 2. Press and hold the OK button for entering the Set the Exposure Level (or navigate to Settings > Camera Settings > Set the Exposure Level) to adjust the exposure of the front-facing camera until you can clearly see the license plate of the vehicle ahead. 3. To avoid changing the Special Exposure Level each time you want to enable or disable this feature, adjust the time range for when these exposure changes are active using Set Special Exposure Time in the Camera Settings menu. 4. Rotate the interior camera until it faces forward, and flip the camera view under Settings > Camera Settings > Interior Camera Position so that the footage is right side up. The brighter, infrared-enhanced footage of the interior camera will capture all the detail that the front camera cannot. Now you can record normal front view footage plus license plate monitoring footage at the same time.

Q: What should I do if my latest videos are being overwritten?

A: Your Micro SD card is full. We encourage you to do the following to prevent any more data loss: Move the old files off your Micro SD card regularly. Format the Micro SD card once a month to keep the device running normally. Replace the Micro SD card with a new Micro SD card once a year.

Q: How do I transfer files from the dash cam to my computer?

A: Turn off the dash cam and remove the Micro SD card from the device. Using a card reader, insert the Micro SD card into your computer. You can then drag and drop files from the Micro SD card onto your computer. Do not insert or remove the Micro SD card while it is saving or reading data. The data may be damaged or lost. Only insert or remove the Micro SD card when the dash cam is turned off.

FCC REQUIREMENT

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.
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 into 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 equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20cm between the radiator & your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

WEEE

CORRECT DISPOSAL OF THIS PRODUCT (WASTE ELECTRICAL & ELECTRONIC EQUIPMENT)

(Applicable in countries with separate collection systems)
This marking on the product, accessories or literature indicates that the product and its electronic accessories (e.g. charger, headset, USB cable) should not be disposed of with other household waste at the end of their working life. To prevent possible harm to the environment or human health from uncontrolled waste disposal, please separate these items from other types of waste and recycle them responsibly to promote the sustainable reuse of material resources. Household users should contact either the retailer where they purchased this product, or their local government office, for details of where and how they can take these items for environmentally safe recycling. Business users should contact their supplier and check the terms and conditions of the purchase contract. This product and its electronic accessories should not be mixed with other commercial wastes for disposal.

Get in touch with FREE online services.
facebook.com/letsnexigo

https://bit.ly/fb-u

Register to get EXTRA ONE YEAR warranty. Only valid in registering within 14 days of product delivery.
nexigo.com/warranty

https://bit.ly/warranty-u

Documents / Resources

	NEXIGO D621 Three Channel Dash Camera [pdf] User Manual D621 Three Channel Dash Camera, D621, Three Channel Dash Camera, Channel Dash Camera, Dash Camera, Camera

References

- GPSPlayer download
- Dash Cam Firmware | NexiGo
- NexiGo Manuals | NexiGo
- NexiGo Warranty Registration | NexiGo
- NexiGo | Taking Your Video Calls to the Next Level

Manuals+,