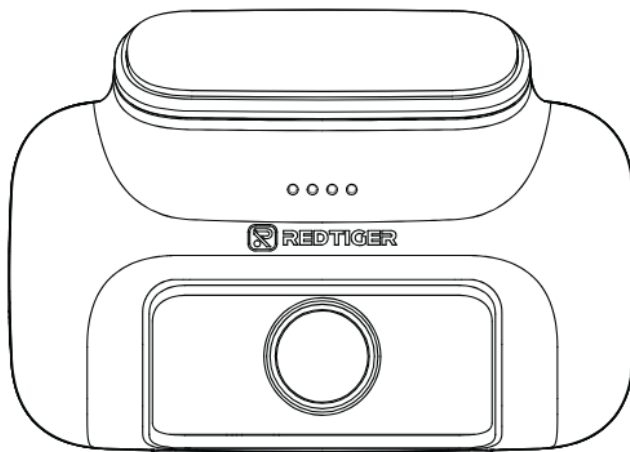


## REDTIGER VisionSync 10 Dash Camera User Manual



V1.0



# VisionSync 10

## User Manual

[redtigercam.com](http://redtigercam.com)

The information in this manual is subject to change without notice.

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## Notice

- Please read this manual carefully before operation and keep it for future reference. It will be helpful should you encounter any operational problems.
- Improper installation will void the manufacturer's warranty. The installation instructions do not apply to all types of vehicles and are written as guidelines to assist in installing the system.

- Consult with an experienced technician if you are not comfortable installing the device on your own.
- Please make sure to read and understand local laws and regulations regarding cameras and their use in a vehicle. Laws may vary by state.
- Do not obscure the view of the road ahead or obstruct the deployment of any airbags in the event of an accident.
- When not in use, please disconnect the car adapter from both the 12/24V DC outlet in your vehicle and the device itself.
- Only clean the device with a soft dry cloth, for tough dirt, apply some neutral detergent diluted in 5 to 6 parts water on a soft cloth.
- Note that alcohol, thinner, benzene, etc. could cause damage to the paint or coatings on the device.
- Avoid making contact with the lens as this may cause damage.
- The video recordings made by this device are intended for personal use only.
- While driving, do not adjust the controls of your device, as it may draw your attention from your surroundings.

## Product Specifications

Item Name	VisionSync 10 Dash Cam	Video Format	TS
Screen Size	3" IPS Screen	Photo Format	JPG
Recording Resolution	2.5K@25fps+1080P@25fps 1080P@25fps+1080P@25fps		
Input	DC 12V/24V	Output	DC 5V  2.5A
Operating Temperature	-4°F~158°F	Lens	Front cam F1.8 Rear cam F2.05
Maximum Supported Memory Card	256GB	Warranty Period	18 Months

### Note:

If you have any problems during use, we will provide free warranty within 18 months of

purchase,in addition to lifetime technical support.

\*The specific warranty period is subject to local laws.

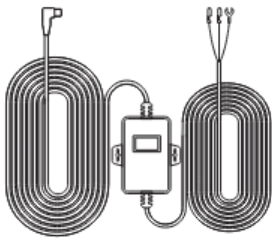
## Package Contents



• VisionSync 10 Dash Cam



• 1080P Rear Camera



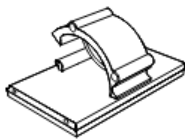
• Hardwire Kit



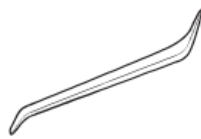
• Electrostatic Sticker \*2



• 3M Adhesive



• Cable Clips\*5



• Tool



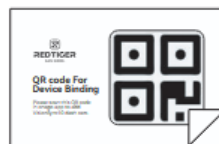
• User Manual



• Quick Guide

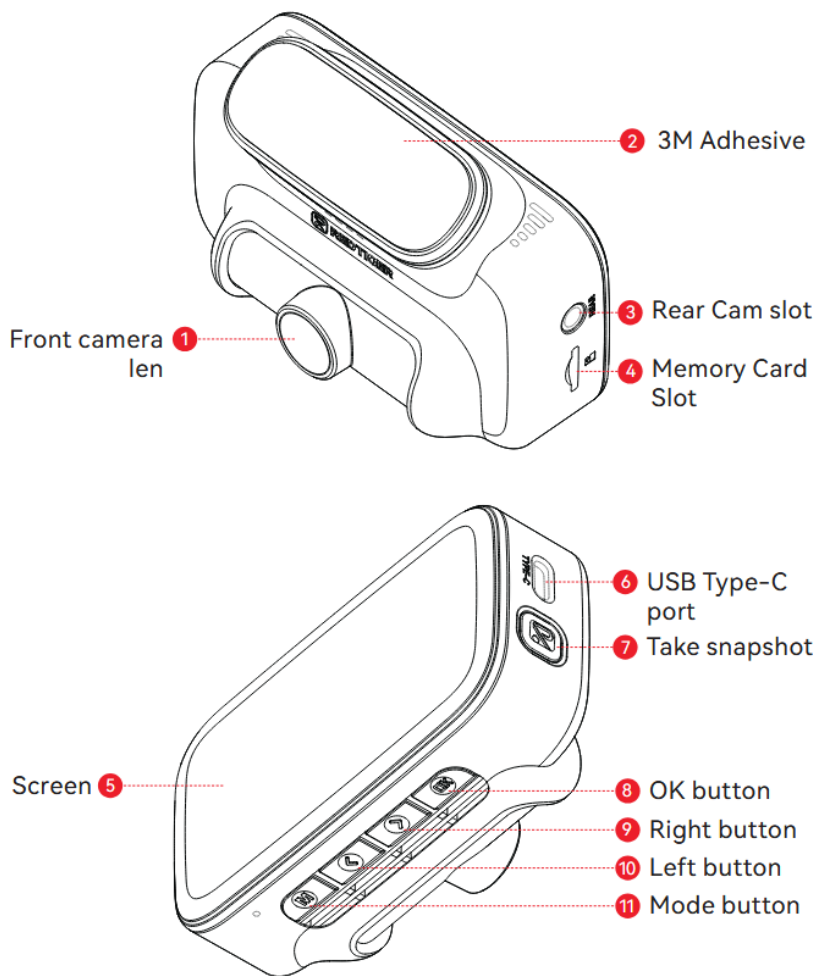


• App Quick Guide



• Device Binding Card

## Appearance



## Buttons and Functions



### Power Button

Recording Mode:

- Short press-to Take a snapshot
- Long press-to Restart
- Double press-to Take 15 seconds clip

Setup Mode:

- Short press-to Return to the previous screen

Playback Mode:

- Short press-to Return to the previous screen



### Menu Button

Recording Mode:

- Short press to Enter main menu

Setup Mode:

- Short press-to Return to the previous screen

Playback Mode:

- Short press-to Return to the previous screen



### **Left Button**

Recording Mode:

- Short press-to Enter playback mode

Setup Mode:

- Short press-to Select the previous function

Playback Mode:

- Short press-to Select the previous file



### **Right Button**

Recording Mode:

- Short press-to Lock/Unlcok the recording file
- Long press-to Turn on/off Audio

Setup Mode:

- Short press-to Select the next function

Playback Mode:

- Short press-to Select the next file



### **OK Button**

Recording Mode:

- Short press-to Switch screen
- Long press-to SOS

Setup Mode:

- Short press-to Enter/Confirm specific settings







Playback Mode:






- Short press-to Select and play the specific file
- Long press-to Delete/Lock/Unlock the specific file

## User Interface Overview




### Recording Mode



Icon	Description
	4G Signal Strength
	G-Sensor sensitivity
	Loop recording in 1 min/3 mins/5 mins per file
	Recording resolution
	Parking monitor mode
	GPS status

	Wi-Fi status
	Camera system sound status
	Voice recording status
	Whether the rear camera is switched
● 03:22	Recording status and recording time
● 03:22	Emergency recording is on
07:20 <sub>PM</sub>	Date and time of the camera
	Enter The Menu

	Emergency Video Lock
	Photograph Function
	Switch Display Cameras

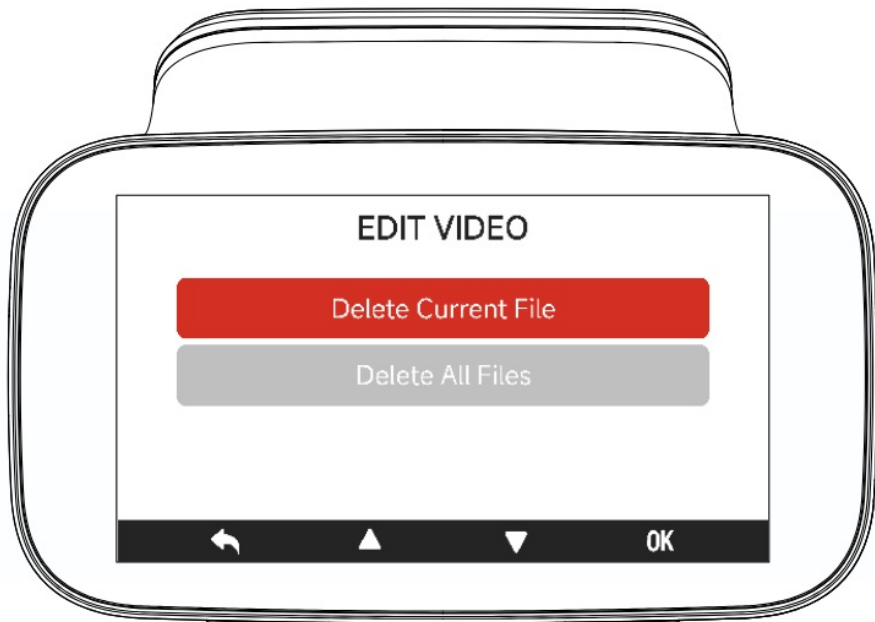
## Playback Mode

1. Press Right button to enter Playback mode.
2. Press Left or Right button to select the folder you want to play,press **M** button to enter.





3. Press **OK** button to watch the recorded video.
4. Long press **OK** button 3s to edit your records.













**Note:**














All of the above functions can be done via the touch screen.

## Function Overview

Short press the M button to enter the settings menu, where you can adjust various functions and parameters of the camera.

Icon	Function	Option/Description
	Resolution	2.5K@25fps+1080P@25fps 1080P@25fps+1080P@25fps
	Sound Record	Sound Recording
	Loop recording	1/3/5mins
	G-sensor	Off/Low/Medium/High
	Fatigue Reminder	A Reminder Will be Made During 1h/2h/3h/OFF
	Wi-Fi	OFF/2.4G

	Volume Setting	OFF/Low/Medium/High
	Click Tone	ON/OFF
	Screen Saver	OFF/10s/30s/2mins, Screen goes off after the set time
	Parking Mode	Please connect the ACC hardwire kit

	GPS	Display GPS signal strength
	Machine Stamp	ON/OFF
	Speed Units	KM/H / MPH
	Language	Choose Your Preferred Language
	Time style	12h/24h
	Format Reminder	Reminder to Clear Data
	Format	Format SD card. All data will be deleted
	Card Speed	Card Speed Detection
	Reset Setup	Reset All Settings
	APP	A QR Code for Onago app
	Device Binding	Provides a QR code to scan and link their device with the app
	Product Information	Software Version
	Help Center	Scan the QR code to contact us

### Note:

- In order to ensure a smooth user experience, it is suggested that you format your memory card once a month.
- When you change the Volume Setting, the Click Tone will also change.

## APP and Wi-Fi Function

## How to download the APP?




— You can download onago app by scan the QR Code left handside or located on your dash cam (may be located on the right side)

— Search “onago” in the App Store or Google Play.



[https://app.xctthings.com/app\\_url.php?pkg\\_name=com.xctthings.onago&ver=last](https://app.xctthings.com/app_url.php?pkg_name=com.xctthings.onago&ver=last)

## How to connect 4G and activation

1. After you have complete installation of your VisionSync 10 using the hardwire kit, VisionSync 10 will automatically turn on with the vehicle ignition on, an  icon is displayed in the upper left corner of the VisionSync 10 screen, indicating that VisionSync 10 needs to perform the following steps to access the 4G networks.
2. In Onago app, click  icon and scan the QR code which is in the “Device Binding” menu in the VisionSync 10 to complete the addition (or scan the QR code in the “For Device Binding” Card in the package).
3. After addition successfully, rename VisionSync 10 and follow the prompts of the app to receive the gift package.
4. Now please turn off your vehicle now and restart it after one minute if you have installed VisionSync 10 using the Hardwire kit.
5. The icon  will be displayed in the upper left corner of the VisionSync 10 screen, which means that VisionSync 10 has successfully connected to the 4G network.
6. Back to onago app and get started.

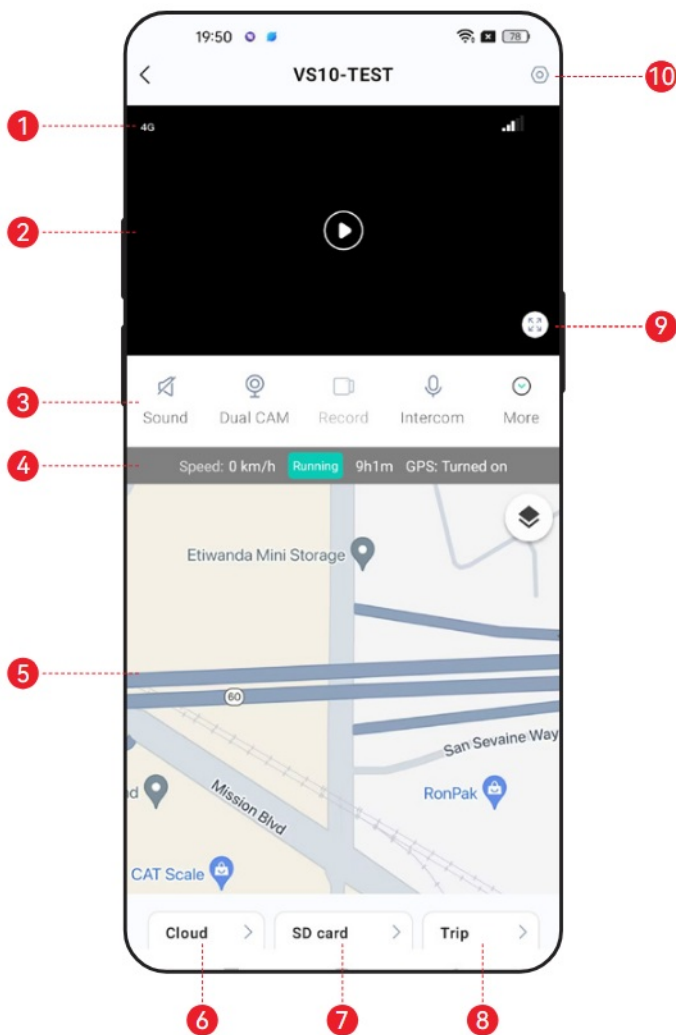
## How to connect to Wi-Fi Function

1. WiFi will automatically turn on when the Dash Cam is powered on. Please check the SSID and password in the Wi-Fi menu.
2. Select the SSID names with Redtiger prefixes and connect (the default password is 12345678) on your phone’s WLAN settings.
3. Open onago app, connection is successful.

## How to play back footage

1. On 4G connection, click on your VisionSync 10 in the Device page in the app, select SD Card menu at the bottom of the page and select the date or drag the timeline. Please note the 4G traffic consumption.
2. You can play back the footage via hotspot if you're in your car.
3. Please note that if you turn on time-lapse recording, it will take up space on your SD Card.

## App Home (4G connection)



1. 4G signal
2. Live view
3. Function button
4. GPS info
5. Map
6. Message

7. SD card footage
8. GPS Trip info
9. Full screen
10. Setting

### **Over-The-Air Updates**

1. In the Onago app, please select firmware update in the settings of VisionSync 10.
2. If there is an updateable firmware version, please upgrade it according to the prompts of the app.
3. VisionSync 10 will automatically restart after the upgrade is completed.

#### **• Predicting 4G traffic consumption**

\*Take 1GB traffic as a reference

#### **1.With the vehicle in the ignition**

- In HD mode, the bitrate is at 1.24 ~ 2.48 Mbps, with a continuous live stream of at about 54 minutes, usually around 110 minutes.
- In SD mode, the bit rate is at 0.72 ~ 1.45 Mbps (default), continuous live broadcast at about 93 minutes, usually around 190 minutes.

#### **2.In the parking monitor state**

- The front camera is in HD mode with a bit rate at about 1.8 Mbps (default) and a continuous live stream of at about 73 minutes, usually around 155 minutes.
- Rear camera in HD mode at 1.5 Mbps (default), continuous live streaming for at about 89 minutes, typically around 180 minutes.

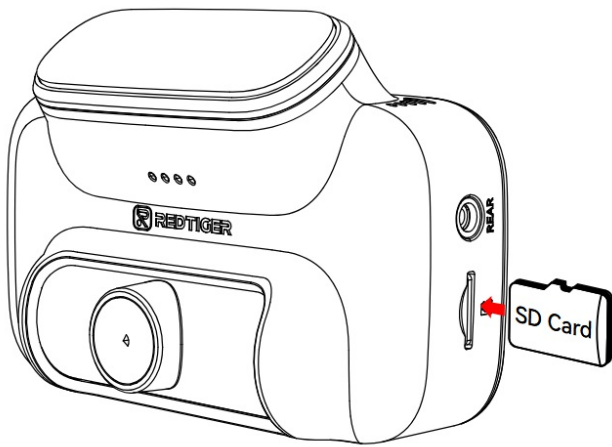
### **Installation**

#### **WARNING**

Please make sure to connect all cameras and wires before powering on the camera screen, otherwise the camera will not work properly. Please follow the “Multi-Size Type-C Hardwire Kit” user manual to complete the installation of VisionSync 10.

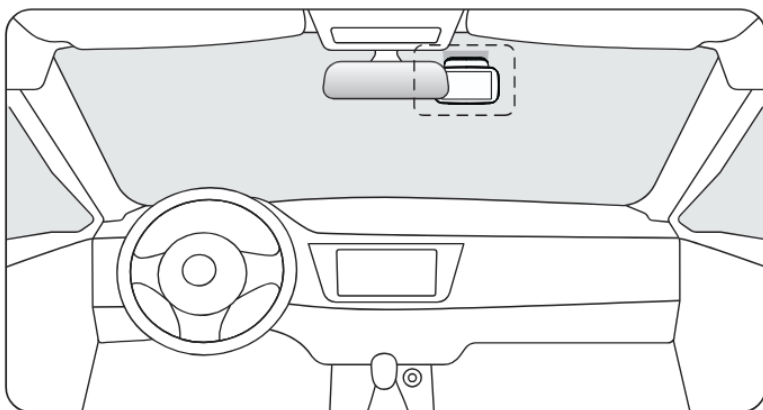
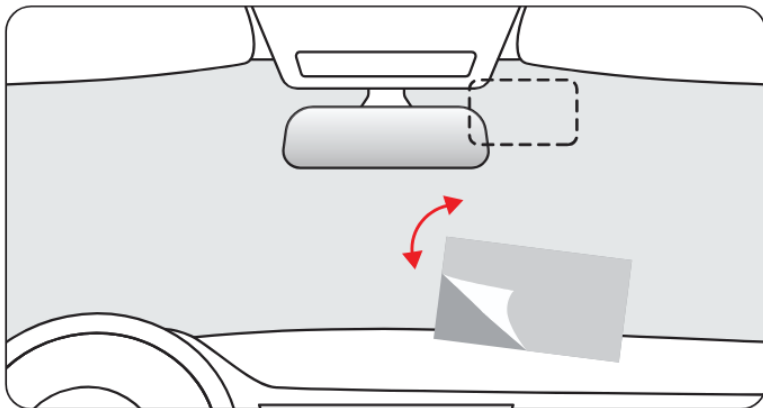
## Insert Memory Card

Insert the Memory Card into the dash cam, taking care that the gold contacts are facing towards the screen of the dash cam. Push the memory card until it clicks into the slot.



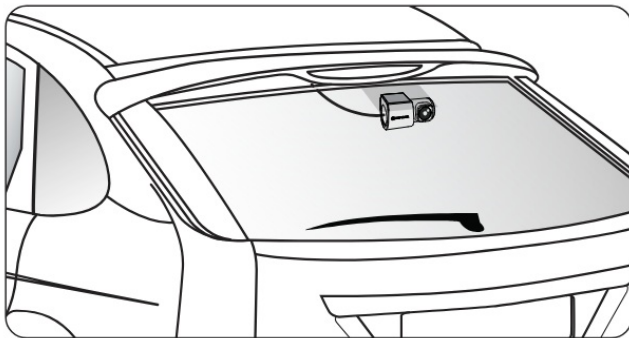
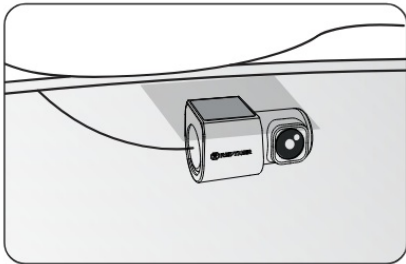
## Front camera installation

Peel off the electrostatic sticker on the cellophane and transfer it to where you want to stick it. Attach the front camera to the electrostatic sticker and press to make it firmer.



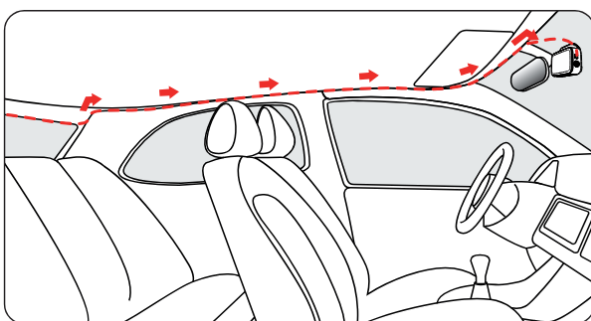
## Mount The Rear Camera

1. Use a clean cloth to wipe the rear windshield where the rear camera needs to be installed.
2. Peel off the electrostatic sticker, transfer it to the place you want to stick it.
3. Drain the air bubbles on the electrostatic sticker.
4. Peel off the adhesive on the rear camera and stick it on the electrostatic sticker.
5. Please place the rear camera in the orientation shown, with the REDTIGER Logo facing out the window.



### Wire Layout In The Vehicle

1. Connect the interface of the rear cable with the interface of the rear cam cable.
2. Hide the rear cam cable along the gaps between the front windshield and the ceiling, between the car body and the ceiling on the side of the passenger seat, and between the rear seats and the ceiling.



### Trouble Shooting



### **Why is there no GPS signal?**

1. Clean and reconnect the probe on the main unit and bracket. Check for any interference in your car, like metal film on the windshield, radio antenna, or radar detector.
2. Move your car to an open area. Observe if the GPS icon on the screen turns green and displays GPS info.
3. Once GPS locks onto a signal, a satellite icon will appear at the bottom left of the screen. Green indicates positioning, while white indicates no positioning.
4. Please turn on GPS authorization in the Onago app.

### **How to turn off the on/off music of dash cam?**

Please go to Settings > Click Tone > Off.

When the click tone is turned off, the power on and off music will also be turned off.

### **Why does my dash cam prompt card error or please format Memory Card every once in a while?**

Please follow the steps below to check:

1. Please go to Settings > Format Reminder to check whether the regular format reminder is enabled.
2. Format the Memory Card.
3. Restore factory settings and restart the dash cam.
4. Update the firmware.

### **Device restarts repeatedly/no boot?**

1. Ensure you're using the included hardwire kit.
2. Remove the memory card, camera cable, and reinstall them. Check if an issue was caused by the accessories.
3. Reset the device using the button at the bottom of the camera.
4. If none of the above can solve the problem, please try to power on the USB cable to confirm whether the host can be used normally.

5. Please go to the official website to update the firmware.
6. If it is not resolved, please contact your dedicated customer service for a replacement.

### **Why “Mass storage” appears on the screen?**

“Mass storage” happens when you use a USB cable with data transfer mode causing the dash cam to enter transfer mode. In this mode, data can only be transferred; no other functions work. For best results, use the original car charger or a USB cable without data transfer mode.

### **Why can't I connect to Wi-Fi?**

1. Check the working distance of Hotspot, about 15ft.
2. Check the SSID and password of the Wi-Fi, or whether there are other devices connected to the Wi-Fi.
3. Turn off mobile data, security software, and VPN on your phone.
4. If the issue persists, please contact customer support for assistance.

### **Why can't I connect to 4G?**

1. Please check whether there is AT&T coverage in your area.
2. Please check the 4G signal strength in your area is good.

## **Customer Service Center**

If you have any problems using or installing the dash cam, please contact us with any questions.



Help Center



WhatsApp

Help Center: <https://www.redtigercam.com/pages/contact-us>

Whatsapp: <https://wa.me/qr/RK3PFZ6R2FQGD1>



**For more information:**

**After sales:** [help@redtigercam.com](mailto:help@redtigercam.com)

**Business Cooperation:** [contact@redtigercam.com](mailto:contact@redtigercam.com)

**Customer Phone Service:** +1 888 966 8028 (US)

**Warning:**

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.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

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

## RF Exposure Statement

To maintain compliance with FCC's RF Exposure guidelines, this equipment should be installed and operated with minimum distance of 20cm the radiator your body. This device and its antenna(s) must not be co-located or operation in conjunction with any other antenna nr transmitter.

The device for the band 5745-5825 MHz is only for indoor usage to reduce potential for harmful interference to co- channel mobile satellite systems.

## IC warning:

This device contains licence-exempt transmitter(s)/receiver(s)/ that comply with Innovation Science and Economic Development Canada's licence-exempt RSS(s).

Operation is subject to the following two conditions:

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

Radiation Exposure: This equipment complies with Canada radiation exposure limits set forth for an uncontrolled environment; To maintain compliance with IC's RF Exposure guidelines.

This equipment should be. installed and operated with minimum distance of 20cm the radiator your body. This device and its antenna(s) must not be co-located or operation in conjunction with any other antenna or transmitter.




Check us out here.  
Product and service are the foundation of Redtiger.

Instagram: @redtiger\_dashcam  
Facebook: Redtiger Dash Cam



[www.redtigercam.com](http://www.redtigercam.com)

## Documents / Resources

	<p><a href="#">REDTIGER VisionSync 10 Dash Camera [pdf] User Manual</a></p> <p>2BBBN-VISIONSYNC, 2BBBNVISIONSYNC, VisionSync 10 Dash Camera, VisionSync 10, Dash Camera, Camera</p>
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## References

- [REDTIGER® Official Site - 4K UHD Smart Car Dash Cam with WiFi & GPS](#)
- [REDTIGER® Official Site - 4K UHD Smart Car Dash Cam with WiFi & GPS](#)
- [User Manual](#)

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