



Set up the app and the hard part is done.

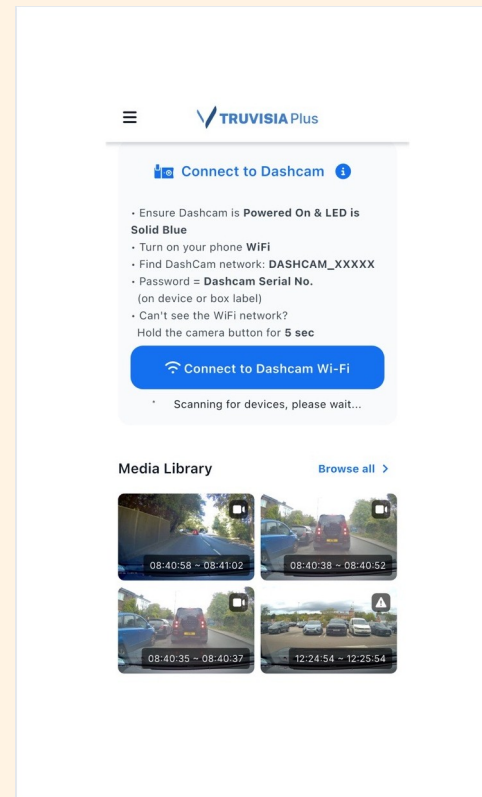
TruVisia Plus app · User guide

The camera records every drive. When you want footage, you open the app. Nothing to export, no laptop needed.

Free app

Clips straight to your phone

No subscription



Using the app.

What it does, in four steps.

1

It records.

The camera starts a few seconds after the engine and loops over the oldest footage when the card fills. You don't need to connect anything for it to record.

2

You watch.

Join the camera's Wi-Fi and open the app for live view, or scroll back through the day.

3

You save.

Tap once to keep a clip. Press the Event Button in the car and the camera saves it for you.

4

You share.

Download to your phone, send it on, or upload it to the TruVisia Cloud for safe keeping. Data Sync does the uploading for you whenever you're parked in range of your Wi-Fi.

What you'll need.

- A fitted TruVisia camera with the supplied memory card.
- A phone running iOS 15 or later, or Android 10 or later.
- The free TruVisia Plus app.
- Power to the vehicle. The camera has to be on to connect.
- Wi-Fi. The camera's own for live view, plus a home or office network you park in range of, for Data Sync.

This guide covers the app. For fitting the camera, see the TruVisia T2 Installation Guide.

What's in this guide.

1. **Get started**
2. **Connect to the camera's Wi-Fi**
3. **Data Sync**
4. **Live video and playback**
5. **Event clips and the Media Library**
6. **Save, share, and upload to the cloud**
7. **The menu and settings**
8. **Care and maintenance**
9. **Troubleshooting**
10. **Frequently asked questions**
11. **Safety, legal, and specifications**
12. **Support and glossary**

1. Get started.

Search for 'TruVisia Plus' in your app store, or scan the QR code below with the phone you'll use with the camera.



Android

Google Play



iPhone

App Store

Allow these permissions.

Tap Allow for each one on first launch.

Permission	Why the app needs it
Camera	Scanning QR codes and identifying devices
Storage	Saving and managing recordings and app data
Location	Location information for your recordings
Network	Connecting to the camera and syncing data
Motion	Accelerometer data for incidents
Bluetooth	Finding nearby cameras. No pairing needed
Local Network (iPhone)	Talking to the camera over its Wi-Fi. Without it the app can't see the camera

Wording matches what the app shows on first launch.

The app also asks you to accept the Terms and Conditions and the Privacy Policy. Both stay available from the Policies menu.

Minimum requirements: iOS 15 or later, or Android 10 or later; newer is better. If your phone's from the last five years, you'll be fine. Phones only; tablets haven't been tested. The app is in English. **The camera works without the app:** it keeps recording on its own. The app is only needed to watch, save, share, or upload.

2. Connect to the camera's Wi-Fi.

The camera records whether or not you're connected. You only join its Wi-Fi when you want footage, and it's fine to disconnect for the rest of the journey. The network is short-range, about five metres, so connect from inside the car.

1. Switch the ignition on (the engine needn't be running). The light is white while the camera starts, then blue when it's recording, about 30 seconds. That's when the Wi-Fi appears.
2. Open your phone's Wi-Fi settings, or tap **Connect Dashcam to Wi-Fi** in the app.
3. Choose the network named **DASHCAM_** followed by your camera's Device ID.
4. Enter the password: your camera's **serial number**, printed on the box and on the label. It looks like SN: 3NNWNXXXXXXXXX. First connection only.
5. If your phone says "Connected, no internet" or asks whether to stay connected, choose Stay Connected. That's normal. Your phone is talking to the camera, not the internet.
6. Go back to the app. **Connect** shows in green, with a play button to start live view.

Keep the box until you're connected.

The Wi-Fi password is the serial number, printed on the box and on the camera label.

New memory card: the camera formats it first, up to three minutes on a white light. **Where the app works:** on the camera's Wi-Fi, or on the network the camera has joined for Data Sync.



The password is the serial number on the label

What the light means

Light	What it means
White	Starting up, or powered but not recording
Blue	Recording normally
Red	Event Button pressed, or shutting down
Blue + green flashing	Recording, Data Sync session active
Green	Data Sync session active, not recording
All colours, looping	Firmware updating. Wait for solid blue

3. Data Sync.

Save up to three Wi-Fi networks: home, office, anywhere you park regularly. Whenever the camera is in range of one, it uploads your footage to the TruVisia Cloud on its own and keeps it for 180 days. It only works while you're in range, so pick networks you park next to often.

Switch it on.

1. Connect to the camera's Wi-Fi (section 2).
2. Tap **Settings** on the home screen, then **Data Sync**.
3. Toggle Data Sync on.
4. Enter up to three Wi-Fi networks, with the name and password for each. Both are case sensitive.
5. Leave **IP Configuration Mode** set to DHCP (Automatic).
6. To change a network later: toggle Data Sync off, edit the details, toggle it back on.

Check the capitals.

If the camera won't join your network, check the capitals in the network name and password, and that you're parked in range. Then try a different network before you call support.

How the two modes work.

- **Hotspot mode.** The camera broadcasts its own Wi-Fi and your phone connects to it directly. Live view, playback, and settings all work here.
- **Data Sync mode.** The camera stops broadcasting, joins your saved network, and uploads footage to the TruVisia Cloud. Your phone can still use the app if it's on the same network.
- Switching Data Sync on in the app sends the setting to the camera, which then looks for your saved network and joins it when found.
- To get the hotspot back, **press and hold the Event Button for five seconds**. It stays up for about three minutes waiting for a phone; once you disconnect, the camera returns to Data Sync after about two minutes.
- Synced footage lands in **Media Library, Browse all, Cloud Library**, or at app.truvisia.com with the same sign-in. Kept for 180 days.

4. Live video and playback.

The camera records to the memory card a few seconds after the engine starts. There are two ways to see it. Both need your phone on the camera's Wi-Fi.

Live video.

What the camera sees now. Watching also records a clip.

1. Make sure your phone is on the camera's Wi-Fi, or on a network the camera has joined for Data Sync.
2. Tap **Live Video** on the home screen.
3. It starts recording a clip straight away, up to 10 minutes long.
4. Press the back button to stop the clip. Press it again to return to the home screen.
5. Tap **View** to watch it back. The clip is saved to the Media Library automatically.

From a saved clip you can upload it to the cloud, download it to your phone, expand it to full screen, or delete it.

Deleting a clip is safe.

It only leaves the app's library. The original recording stays on the camera's card and you can find it again in Playback till it's overwritten.

Playback.

Scroll back through everything on the memory card. The timeline shows the card only, not the cloud. A green Wi-Fi symbol top right confirms you're connected.

1. Tap **Playback** on the home screen. It opens on today; use the arrows to change the day.
2. Green lines show where footage exists; blank means nothing recorded.
3. Use the time slider to pick a time. The magnifying-glass icons zoom the timeline; the refresh icon resets it.
4. Press play. This records a clip as it plays, up to 10 minutes. Press pause to stop.
5. Clips land on the home page and in the Media Library.

To download from Playback: tap Download, enter the time range, tap Download again. Stay on the camera's Wi-Fi until it says Download complete, or the download fails. A one-minute 1080p clip usually takes under a minute.

Where downloads end up.

In the app's media gallery, and in the app menu under Download Alarm Footage if captured by pressing the Event Button.

5. Event clips and the Media Library.

The Event Button.

Press the button on the camera and it saves a protected clip. The press is the middle of the clip, and you choose how much is kept either side in Event Settings.

Press it when something happens.

One press saves the footage so the loop can't record over it. The status light turns red to confirm.

Hold it for five seconds.

If Data Sync is on, that brings the camera's own hotspot back for about three minutes so your phone can connect directly.

Event clips are highlighted on the Playback timeline and appear in the Media Library.

The Media Library.

Your latest clips sit on the home screen under Media Library. 'Browse all' shows everything, with a Dashcam tab for clips on your phone and a Cloud Library tab for uploads. The filters along the top narrow it to today, yesterday, or the last week, which helps once Data Sync has added a lot of files.

1. Find the clip you want.
2. Tap the download icon to save it to your phone.
3. When **Download complete** appears, it's in your gallery.

What you can do with any clip.

Play

Watch it in the app.

Tap the clip in the library.

Save

Download it to your phone.

It drops into your photo or media gallery.

Share

Send it to someone.

Text, email, or any messaging app on your phone.

Rotate

Turn it landscape.

Full-width viewing on your phone.

Delete

Remove it from the library.

The original stays on the camera's memory card till overwritten.

6. Save, share, and upload to the cloud.

Uploading keeps a clip safe without filling up your phone. You'll be asked to create an account the first time you use it. Data Sync uploads to the same place.

Create your account.

Tap Continue on the sign-in message ("TruVisia Plus wants to use TruVisia to login"), then:

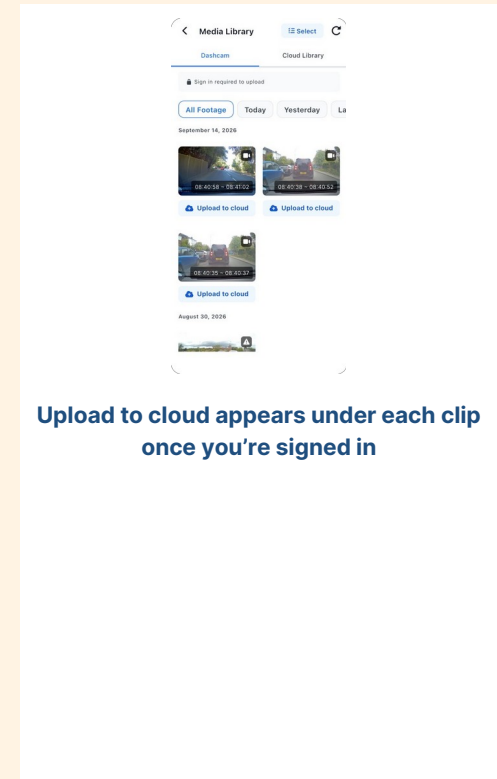
1. Enter your first and last name, and your vehicle registration. That becomes the label on your footage.
2. Enter the email address for the account. This becomes your username.
3. Choose a password and re-enter it. At least 12 characters, with capital letters and a special symbol. Simple words like 'password' are rejected.
4. Tap **Create Account**, and save the password to your phone if you want a quicker sign-in next time.

Upload a clip.

1. Leave the camera's Wi-Fi and join a normal internet network.
2. Open the clip you want to keep.
3. Tap **Upload to TruVisia Cloud** and sign in when prompted.
4. The clip is marked 'Uploaded' in green when it's done.

Switch networks first.

Uploads fail while your phone is still connected to the dashcam. Join your home, work, or mobile network before you upload.



Finding it later.

In the app: Media Library, Browse all, then the Cloud Library tab. Use the filters to narrow it by date.

From a browser: sign in at app.truvisia.com with the same email and password. Kept for 180 days.

7. The menu and settings.

Tap the menu icon (three lines in the top corner) for device options. Tap Settings on the home screen to change how the camera records. Settings only appear while your phone is on the camera's Wi-Fi or one of its saved networks.

The menu.

Option	What it does
Update Device	Tells you when a camera firmware update is available, and installs it.
Download Alarm Footage	Lists event clips by date. Use the arrows to move between days, then tap a clip to download.
About You	Your name and the vehicle registration shown on your footage.
Support	FAQs and user guides.
Policies	The Terms and Conditions and Privacy Policy.
Login / Logout	Register for the cloud, sign in, or sign out.

System and device

- Date, time, time zone, and daylight saving.
- Vehicle registration, shown on the video overlay.
- Device information: Device ID, MCU version, and firmware version.
- **Format SD card** wipes every clip on the card and can't be undone. The camera doesn't need routine formatting.

Video and audio.

Resolution	Best for	Trade-off
1080p Full HD	Sharper detail; clearer plates and signs	Bigger files, so the card fills faster
720p HD	Longer recording and faster downloads	Less fine detail

Out of the box the camera records 1080p at 25 frames per second. Audio recording is off by default. You can turn it on in Settings, but it reduces the hours that fit on the card.

Event settings

How much footage the camera keeps around a button press. The press sits at the centre of the clip.

- Before the press: 0–600 seconds.
- After the press: 0–300 seconds.

Data Sync

Toggle it on, save up to three Wi-Fi networks, and leave IP Configuration Mode on DHCP (Automatic). Names and passwords are case sensitive. Section 3 has the detail.

8. Care and maintenance.

- Keep the lens clean with a soft, dry microfibre cloth. Avoid solvents.
- Check now and then that the camera is firmly mounted, especially after very hot or very cold weather.
- The memory card doesn't need routine reformatting. Only reformat it if the camera stops saving new recordings, and save anything worth keeping first.
- Don't swap the supplied card for a shop-bought one. Consumer cards vary widely and an unsupported card can cause missing recordings.
- If the supplied card fails, contact support for a replacement.
- Keep the camera within its rated temperature range. After extreme heat or cold, let the car return to a normal temperature before powering on.

Warranty.

The camera carries a 12-month warranty from the date of purchase. Keep your receipt and original packaging.

Before the card loops.

A 32 GB card holds about eight driving hours, then records over the oldest footage. Data Sync uploads it to the cloud before that happens.

9. Troubleshooting.

The camera Wi-Fi won't connect

- Check the car is on and the camera has power.
- Be inside the car, within about five metres. The Wi-Fi is short-range.
- Confirm your phone's Wi-Fi is on, then look for DASHCAM_ followed by the Device ID.
- "Connected, no internet" is expected. Go back to the app and tap Connect Wi-Fi.
- If Data Sync is on, the camera's hotspot may be off. Hold the Event Button for five seconds.
- If that fails, toggle your phone's Wi-Fi off and on, or restart the car.

A recent clip can't be found

- Check the Media Library on the home screen.
- For downloaded clips, look in your phone's photo gallery.
- For older clips, use Playback and scroll to the date and time. With Data Sync on, the Cloud Library goes back further than the card alone.

The camera won't join my home network

- Network name and password are case sensitive. Check the capitals.
- Check the car is parked within range of that network.
- Try a different saved network. If none of them work, contact support.

The camera won't power on

- Confirm the car is running.
- Check the power cable is fully seated.
- Check the light. White means it's starting up; if it stays off, check the car is supplying power.

Upload to cloud keeps failing

- Leave the camera's Wi-Fi and join a normal internet network.
- Confirm you're signed in to your cloud account.
- Try again on a stronger signal. Large clips may need Wi-Fi.

Footage is missing or has gaps

- Check the event time is within the recording window for your card size and resolution.
- Blue light means it's recording normally.
- If it continues, reformat the card from System Settings, saving anything worth keeping first. If that doesn't fix it, contact support; don't fit a shop-bought card.

10. Frequently asked questions.

Does it record when the car is off?

It depends how it's powered. On OBD-II or hardwired (the standard options), it keeps recording for about 15 minutes after the engine stops. On a 12 V socket, most cars cut the power so it stops shortly after. With Data Sync on, it then adds an hour of parking mode at a reduced frame rate.

How long is footage kept on the card?

Until the card is full, then the oldest footage is overwritten. As a rough guide, a 32 GB card holds about eight driving hours, less at higher resolution or with audio on. Data Sync uploads footage before that happens.

I have an incident. Where do I find the footage?

Playback shows everything on the memory card. If you use Data Sync, the Cloud Library goes back much further. If you pressed the Event Button, the clip is highlighted on the timeline and sits in the Media Library.

Where can I find my device password?

On the sticker on the camera and on the box. It looks like 3NNWN26XXXXXX.

How do I change or add a home network?

Go to Settings while connected to the camera or one of its saved networks. Toggle Data Sync off, edit the network details, then toggle it back on. Names and passwords are case sensitive.

I put the card in my computer but can't see all the footage

The card holds about eight hours and isn't designed to be read on a computer. Use Playback in the app, or Data Sync for anything you want to keep.

Can I see my cloud footage on a computer?

Yes. Sign in at app.truvisia.com with the account you created in the app. Footage stays there for 180 days. The same clips are in the app under Media Library, Cloud Library.

How do I register for the cloud?

Open the menu and tap Login. You can register or sign in there, and the app prompts you anyway the first time you try to upload.

I don't see an upload option on my clip

Make sure you're connected to the camera or your home network, then open Browse all in the Media Library. You need to be logged in to upload.

The app says "Trip Started" but I haven't moved

That's normal. It means the camera has been recognised and is powered on.

Can I use the camera without the app?

Yes. It keeps recording on its own. The app is only needed to watch, download, share, or upload footage.

Does the app use mobile data?

Only when uploading to the cloud. Live view, playback, and downloads all run over the camera's own Wi-Fi.

How long is footage kept in the cloud?

180 days.

What's the biggest card it takes?

Up to 512 GB. Use the supplied card for this model. A customer-supplied card may void the warranty.

Does it record audio?

Not by default. You can turn audio on in Settings, but it reduces the hours that fit on the card.

I don't see the camera in my Bluetooth list

You don't pair it. Bluetooth is only used to find nearby TruVisia cameras when there's more than one.

How is the firmware updated?

Open the menu and tap Update Device while connected to the camera's Wi-Fi. The light cycles through its colours during the update. Don't power down until it's solid blue.

Why Wi-Fi and not Bluetooth?

Video files are big, and Wi-Fi moves them far faster. You only connect when you want footage; the camera records regardless.

Can I use CarPlay or Android Auto at the same time?

Not while your phone is on the camera's Wi-Fi: mobile data pauses, so maps and music drop out. The camera records regardless, so connect only when you want footage, then disconnect. On iPhone, turn off Auto-Join for the DASHCAM network so your phone doesn't jump back to it on every drive.

Why is Playback one long timeline rather than separate journeys?

Playback shows the whole memory card as a continuous timeline. Clips you save, download, or capture with the Event Button appear as separate items in the Media Library.

The app can't find the camera, even though I'm on its Wi-Fi

On iPhone, check Settings, TruVisia Plus, and that Local Network is allowed. Without it the app can't talk to the camera.

What languages does the app support?

English.

Is the camera under warranty?

12 months from the date of purchase.

11. Safety, legal, and specifications.

Driving safety

Never operate the app while driving. Pull over safely before you adjust settings or watch footage.

Recording laws

Recording laws, including those covering audio, vary by country and region. It's your responsibility to know and follow the rules that apply where you drive.

Data and privacy

The app collects only what's needed to provide the service: footage you choose to upload, your account details, and basic device information.

Terms and conditions

Use of the app is subject to the Terms and Conditions and Privacy Policy. Both can be opened from the Policies menu at any time.

Specifications.

Item	Detail
Model	TruVisia T2
Operating system	Embedded Linux
Language	English
Resolutions	1080p (Full HD) and 720p (HD)
Frame rate	25 fps (PAL)
Video compression	H.264
Field of view	116° horizontal (front)
Audio	1 channel, built-in mic. Off by default.
Wi-Fi	2.4 GHz
Bluetooth	Bluetooth 4.2 (built-in)
Max memory card	512 GB
Max in-app download	About 6,400 KB/s

Item	Detail
Parking mode	One hour, automatic, with Data Sync on
Mobile OS support	iOS 15+ · Android 10+
Power input	9–36 V DC
OBD power supply	Supported (standard)
Event button	1 button on the camera
Operating temperature	–20 °C to 70 °C
Storage temperature	–40 °C to 85 °C
Dimensions	110 × 67.8 × 29.5 mm
Cloud retention	180 days
Cloud service	TruVisia Cloud
Firmware updates	In-app, when available
Warranty	12 months from purchase

Specifications follow the product document.

12. Support and glossary.

Getting help.

If the troubleshooting section doesn't solve it, get in touch at truvisia.com/contactus. The Support option in the app menu has FAQs and guides too.

Have these to hand.

Your Device ID, MCU version, and firmware version. All three are in the app under Settings, Device information.

Glossary.

Term	What it means
Data Sync	When parked in range of a saved Wi-Fi network, the camera joins it and uploads footage to the TruVisia Cloud by itself.
Hotspot mode	The camera broadcasts its own Wi-Fi so your phone can connect directly.
Event clip	A protected recording, created when the camera button is pressed.
Media Library	Your clips in the app. Browse all shows everything; Cloud Library shows what's uploaded.
Cloud	Secure online storage for your clips, in the app or at app.truvisia.com . Kept 180 days.
Firmware	The software running on the camera. Updates add features and fixes.
Memory card	The microSD card inside the camera that stores recordings.
OBD	The car's diagnostic port, the standard power source for the camera.



Drive smarter.

Drive safer.

Drive with proof.

Need a hand?

truvisia.com/contactus

Help with the app, your camera, or your
order.

Warranty

12 months from purchase

Keep your receipt and the box label.

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