



Set up the app and the hard part is done.

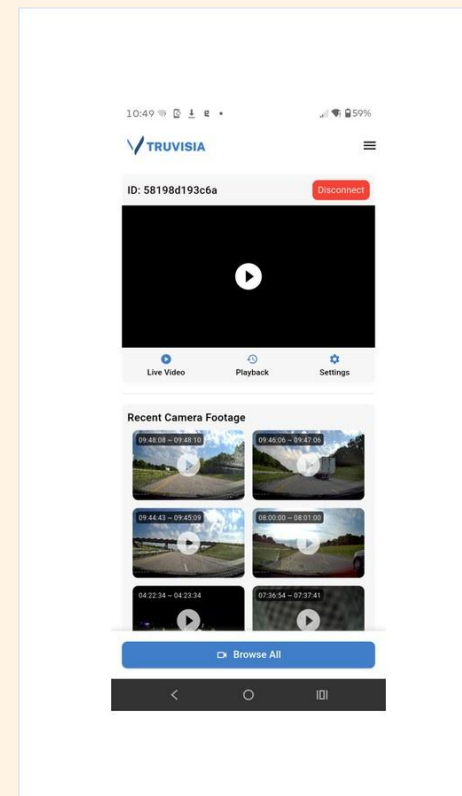
App user guide · TruVisia T2 dash camera

The camera records every drive. When you want footage, you open the app - no exporting, no laptop, no subscription.

Free app

One tap to your phone

No subscription to record



Using the app.

The four key things the app does.

1

It records.

The camera starts a few seconds after the engine and loops over the oldest footage when the card fills.

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 cloud for safe keeping.

What you'll need.

- A fitted TruVisia camera with the supplied memory card.
- A phone or tablet - iOS 13+ or Android 7 (SDK 24)+.
- The free TruVisia Dash Camera app.
- Power to the vehicle. The camera has to be on to connect.
- Wi-Fi or mobile data - only needed to upload to the cloud.

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. Live video and playback
4. Event clips and recent footage
5. Save, share and upload to the cloud
6. The menu and settings
7. Care and maintenance
8. Troubleshooting
9. Frequently asked questions
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11. 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, so the app can do its job.

Permission	Why the app needs it
Camera	To show live video from the dash camera
Storage	To save clips to your phone
Location	To tag footage with where it was recorded
Network	To join the camera's Wi-Fi and upload to the cloud

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

Minimum requirements

iOS 13 or later, or Android 7 (SDK 24) or later. 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 makes its own short-range Wi-Fi - about five metres - so connect from inside the car. Your phone needs to be on this network whenever you want footage.

1. Turn the car on so the camera has power. A blue light comes on a few seconds later - that's when the Wi-Fi appears.
2. Open your phone's Wi-Fi settings, or tap **Connect Dash Camera to Wi-Fi** in the app.
3. Choose the network named **DASHCAM- XXXXXXXX** - this number is unique to your camera.
4. Enter the password: your camera's **serial number**, printed on the box and on the label. First connection only.
5. "Connected, no internet" is normal. Your phone is talking to the camera, not the web.
6. Go back to the app. You'll see a video panel with Live Video, Playback and Settings.

Keep the box until you're connected

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



The password is the serial number on the label



Connected - the app home screen

What the light is telling you

Light	What it means
White	Starting up - just powered on
Blue	Recording normally
Red	An event clip was saved

3. Live video and playback.

The camera records to the memory card a few seconds after the engine starts. There are two ways into that footage.

Live video.

What the camera is seeing, right now. You can save a clip straight from the live view.

1. Tap **Live Video** on the home screen.
2. Tap **Save Clip** to start capturing, then **Stop** to end it.
3. Tap **View** to watch it back.

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

Binning 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 card. Green blocks on the timeline show where video exists.

1. Tap **Playback** on the home screen.
2. Use the time slider to pick a date and time.
3. Use the magnifying-glass icons to zoom the timeline in or out; the refresh icon resets it.
4. Tap **Save Clip** to capture, then **Stop**. Clips can be up to 10 minutes.

To download from Playback: tap Download, enter the time range, tap Download again. Downloads run at up to about 6 MB per second, so a one-minute 1080p clip is usually ready in 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.

4. Event clips and recent footage.

The Event Button.

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

Use it at the moment something happens

One press saves the footage so.
The status light turns red to confirm.

Recent camera footage.

Your latest clips sit on the home screen. 'Browse All' shows everything saved or downloaded - the small icon on each clip tells you where it came from.

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.

Delete

Remove it from the library.

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

5. 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.

Create your account.

The app shows a message about signing in. Tap Continue and fill in your details - your name, and your vehicle registration, which becomes the label on your footage.

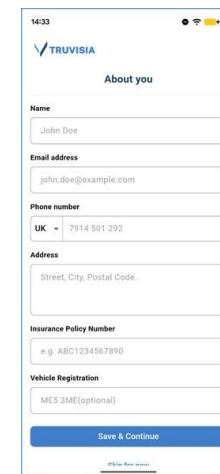
1. Enter your first and last name.
2. Enter the email address for the account. This becomes your username.
3. Choose a password, then re-enter it to confirm.
4. Tap **Create Account**, and save the password to your phone if you want a quicker sign-in next time.

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 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 dash camera. Join your home, work or mobile network before you upload.

A screenshot of the TruVisia app's 'About you' registration screen. The screen is white with a blue header bar containing the TruVisia logo and the title 'About you'. Below the header, there are several input fields: 'Name' (with 'John Doe' entered), 'Email address' (with 'john.doe@example.com' entered), 'Phone number' (with a dropdown set to 'UK' and '7914 501 292' entered), 'Address' (with 'Street, City, Postal Code' entered), 'Insurance Policy Number' (with 'e.g. ABC1234567890' entered), and 'Vehicle Registration' (with 'M55 3ME (optional)' entered). At the bottom, there is a blue 'Save & Continue' button and a small link for 'Forgot your password?'. The status bar at the top shows the time as 14:33 and battery level at 90%.

Creating your cloud account in the app

Getting to it from a browser

Once a clip is uploaded you can sign in to the cloud portal from any web browser with the same email address and password - watch it, play it full screen, or download it to a computer.

6. 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.

The menu.

Option	What it does
Update Device	Installs the latest camera firmware. This release supports local, in-app updates only.
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.

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.

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

Both record at up to 30 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.

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 everything

It permanently deletes every clip on the card and can't be undone. The camera doesn't need routine formatting.

7. 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.

8. 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 number.
- "Connected, no internet" is expected. Go back to the app and tap Connect Wi-Fi.
- Still nothing? Toggle your phone's Wi-Fi off and on, or restart the car.

A recent clip can't be found

- Check Recent Camera Footage 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.

The app says "Disconnected" during playback

- Check the car is still on and you're in range.
- Reopen the app and reconnect to the camera's Wi-Fi.

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, contact support.

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.

9. Frequently asked questions.

Does it record when the car is off?

No. It records only while the car is running. Parking mode isn't supported in this version.

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.

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 it record audio?

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

How is the firmware updated?

Open the menu and tap Update Device while connected to the camera's Wi-Fi. This release supports local updates only.

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.

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.

What languages does the app support?

English.

Is the camera under warranty?

12 months from the date of purchase.

10. 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 Settings menu at any time.

Specifications.

Item	Detail
Model	VT-TRUVISIA-T2
Operating system	Embedded Linux
Resolutions	1080p (Full HD) and 720p (HD)
Frame rate	Up to 25 fps (NTSC) / 25 fps (PAL)
Video compression	H.265 / H.264
Field of view	116° horizontal (front)
Audio	1 channel, built-in mic. Off by default.
Wi-Fi	2.4 GHz, range about 5 metres
Bluetooth	Bluetooth 4.2 (built-in)
Max memory card	512 GB
Max in-app download	About 6,400 KB/s

Item	Detail
Parking mode	Not supported in this version
Mobile OS support	iOS 13+ · Android 7 (SDK 24)+
Power input	9–36 V DC
OBD power supply	Supported (optional)
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
Firmware updates	Local, in-app, in this release
Warranty	12 months from purchase

11. Support and glossary.

Getting help.

If the troubleshooting section doesn't solve it, get in touch at truvisia.com/contactus.

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
Event clip	A protected recording, created when the camera button is pressed.
Cloud	Secure online storage for viewing clips from any device.
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 - one of the optional power sources.
Tethered	Your phone connects straight to the camera over its own Wi-Fi, not the internet.



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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