



**Camile R100**

**FAQs**

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# Camile R100 FAQs

## 1) Installation

### 1. Can Camile also be installed on motorcycles and scooters?

The Camile mount can be secured to the handlebar of most bikes and motorcycles.

### 2. How do I make Camile stable on the handlebar?

The belt on the mount is able stretch, so you can fasten the belt tight to make it stable.

### 3. How do I remove Camile from the mount?

Pull the Camile device against the spring latch and take it out from the mount.

## 2) Device

### 1. What do the different light indicators mean?

1. If the green light flashes, it indicates that the battery is low. If the power supply is connected and the device is turned off, the flashing green light indicates it's charging. If the green light goes out and the device turns off, the device is out of battery.

2. If the red light flashes, it indicates the device is in interval-shooting mode taking photos (if it's a constant red light, the device is taking a video). If the red light automatically turns off, it indicates that the battery is low, so the Wi-Fi and recording function will automatically turn off.

3. If the yellow Wi-Fi indicator is off, there are three possibilities:

1. First, the battery is too low, so the Wi-Fi and recording function will automatically turn off.
2. Second, the video or photo function is on. The Wi-Fi can't stay on at the same time.
3. Third, it's turned off automatically after a long period of no use.

### 2. How do I get a GPS signal?

The bike-computer function of Camile depends on the GPS signal. The device will automatically turn on the GPS signal search when it's on. Please make sure you are in an open and unobstructed area. If you turn on the recording function, the GPS signal search may be delayed.

There are cold starts and warm starts for GPS satellite searching. To search the satellite for the first time is called a cold start, in most cases, it will take 30 seconds to 2 minutes; to search again within 2 hours is called a hot start, in most cases, hot start will be completed within 5 seconds to 45 seconds. Keeping the Camile still and stable helps shorten the time to search for satellites.

### 3. How long does it take for a complete charge?

Camile generally requires 1.5 hours for a complete charge. The flashing green indicator light indicates charging in progress; the green indicator will turn solid when it's fully charged.

**4. Is the Camile R100 waterproof?**

The Camile R100 is weatherproof. General weather conditions such as rain will not damage the device, though we don't recommend submersing Camile in water.

**5. How do I calibrate the time on the device?**

1. Turn on the Camile R100 device, and make sure you have a GPS signal. If the screen shows -- it's already positioned.
2. Turn on your phone's Bluetooth and connect to your Camile device.
3. After it's successfully positioned and connected with Bluetooth, the device will automatically align with the local time.

**6. How much cycling data can I store on the device?**

Camile can store up to 64 hours of cycling data, and will automatically loop storage (the system will overwrite the oldest data with the latest data if there's not enough storage).

**7. Why is the speed on the screen not stable?**

The bike-computer function of Camile depends on the GPS signal. Please make sure you are in an open and unobstructed area. An obstructed area will hinder the satellite search and thus makes your speed seem inconsistent.

**8. How do I use the bike-computer function indoors?**

There might be no GPS signal or the signal might be unstable indoors. While the bike-computer function most likely can't work indoors, the camera function will still work.

**9. Why is there a fixed speckle of dirt in the video?**

Please detect if there's dust on the lens and then clean it.

**10. Why does the video shake?**

Video image stabilization is divided into electronic image stabilization and optical (mechanical) image stabilization. Electronic image stabilization mainly reduces the shake through algorithms, while optical image stabilization through PTZ. So the effect of optical image stabilization is better. As the Camile R100 is directly mounted to a bicycle handlebar, compared to other sports scenes or fixed positions, the vibration transmission is very direct, it mainly reduces shake through electronic image stabilization process.

**11. Why is the video blurry?**

Please check if there's dust on the lens that may affect the clarity of the video. The chosen video resolution can also be responsible to a degradation in the sharpness of the video. A bright environment may also be a factor.

### **12. Why are my videos divided into two minute segments?**

The video resolution of videos taken by Camile R100 is 1080P; a 2-minute video file size can reach 200MB or more. The longer the video is, the larger the file size. The speed to download them to your phone will be directly affected by this. Therefore, the Camile R100 automatically edits all videos into 2 minute segments. Video segments can be merged together through the use of video editing software.

### **13. How do I connect Camile to my computer?**

1. Firstly, connect Camile via micro-USB to your computer, and then turn on the power button of Camile. Wait for the system to recognize the removable hard disk.
2. If it does not successfully connect, check the Device Manager on your computer. If the device does not appear, turn your device off and on again to see if there is a change. If recognized as an 'unknown device', please try it on other computer.
3. If you are still not able to successfully connect, there may be a manufacturing fault. We recommend contacting Camile support: [support@miniwing.com](mailto:support@miniwing.com).

### **14. Will video storage overwrite previously recorded videos?**

Yes, when the 32GB memory card is full, the system will overwrite the oldest videos with the latest video.

### **15. Why does a video file appear as a broken file?**

The latest video file will be damaged if there's an abnormal shutdown. When you need to turn off your device, we recommend turning off the video function first. A damaged video file often also occurs when the battery life of your device is too low and it's forced to switch off.

### **16. Does Camile support heart rate monitoring?**

The Camile R100 does not currently support connection with heart rate monitoring devices.

### **17. When I upgraded the firmware package, why does my screen show "----"?**

If this occurs during the firmware upgrade progress, you can connect your Camile with your computer via Micro USB cable and download the upgrade package on our website. Wait for 3 minutes, and then press any key to enter the equipment upgrade progress. You can use it after it completes the firmware upgrade.

## **3) App**

### **1. How do I download the Camile App?**

iOS App: Please search “Camile” in the Apple App Store.

Android App: Currently in beta. Coming soon.

## 2. How to connect with Camile?

1. Bluetooth connection: Press and hold the power button to start the device, and turn on Bluetooth on your mobile device. Select your Camile device and connect.
2. Wi-Fi connection: Press the power button once (without holding) to turn on Wi-Fi (Yellow indicator will come on). Turn on Wi-Fi on your mobile device and select your Camile device. The default password is 12345678.

## 3. How do I use the ‘Smart Edit’ function?

To use the ‘Smart Edit’ function, you need to first make sure that the track you choose contains video you recorded during the trip. Then, you can click on the track to enter the detailed page, then click on the scissors button to “Smart Edit” your video (the video will then be saved in Album → Edits). When you use the ‘Smart Edit’ function, the App will automatically take 10 second clips showing the fastest parts of our route, and edit them together in to one video.

## 4. How do I use the camera mode in the App?

Connect your phone to Camile via Wi-Fi, click the camera mode button in the setting menu of the App to enter the preview function. You can then set the shooting mode, video resolution, continuous shooting interval, as well as check the storage status and change passwords.

## 5. How do I change between photo mode and video mode?

Connect your phone to Camile via Wi-Fi, click the camera mode button in the settings menu of the App to enter the preview function. In this mode, you can set it as either photo mode or video mode. When you select the video mode, the video resolution ratio can be set to 1080p30, 720p30, 720p60 or VGA.

## 6. How do I change the Wi-Fi password of my Camile device?

Connect your phone to Camile via Wi-Fi, click the camera mode button in the App to enter the preview page. You can then modify the Wi-Fi password in the setting page. After successfully changing the password, please choose to ignore connection to the Camile Wi-Fi wireless network, and then reconnect to it with the new password.

iOS Device: Phone's Settings → WLAN → find Camile \_\*\*\*\*\*, click on the exclamation mark → choose to ignore the network → click Camile \_\*\*\*\*\* → enter the new password and connect.

Android mobile operating methods: phone's Settings → WLAN → find Camile \_\*\*\*\*\*, press and hold → choose to ignore the network → click Camile \_\*\*\*\*\* → enter the new password and connect.

## 7. How do I share photos?

Sync and download photos to your album from your Camile device; select the desired photo which you just downloaded to your phone, and click the share button on the right corner. You can then select the desired sharing platform (Facebook or Twitter) and share.

**8. How do I share videos?**

Camile App does not support direct video sharing from the App at the moment. We recommend you download it to your computer and upload to video sharing sites.

**9. How do I share routes?**

Enter the route page of the App, click the data you want to see to open the detailed information. You can then click the share button at the top right corner to share it to WeChat or QQ, or click the lower right corner to share it to Strava.

**10. What will happen when I reach my training goal?**

After a training goal is completed, Camile R100 screen will show "----", you can press any key to switch back to the previous mode.

**11. How do I change the distance unit?**

After connecting the Camile to your mobile via Bluetooth, you can set the unit as miles or kilometers.

**12. How do I use the long-distance trip function?**

After your phone is connected to the Camile R100 via Bluetooth, you can turn on the long-distance trip function in the settings page. When it's on, the device will automatically combine the tracks into one whole track for you.

**13. Under what circumstances do Bluetooth and Wi-Fi need to be connected?**

The Bluetooth connection is used for time calibration, training plans, bike-computer settings, the long-distance trip function and the call reminder function; Wi-Fi connection is used for downloading tracks and media, as well as the video previewing function, and changing camera settings. After your first Bluetooth connection, your phone will automatically recognize your device and connect to it every time you turn on Bluetooth on your mobile device. Wi-Fi requires you to switch on Camile's Wi-Fi each time.

**14. Why can't I search for my Camile through the Bluetooth settings of my phone?**

If you need to connect to Camile via Bluetooth, please enter the Camile App and search for your Camile device through the connection screen.

**15. Why is there no media downloaded to the App?**

First you need to make sure the phone is connected to Camile via Wi-Fi. When the Wi-Fi is connected, select, in the app: album → camera → pull down the page and then release to refresh the page → wait for video synchronization. If you need to download

media, click on the desired video or photo. Downloaded videos or photos can then be viewed on your phone without a connection.

**16. Why doesn't a video appear after sync?**

Due to the large file size of the video, it takes time to download every video, so we suggest you not to download too many videos at the same time. The speed of the download may also be affected by the number of Wi-Fi connections surrounding you.

**17. Why is there no route data?**

Make sure the phone is connected to Camile via Wi-Fi, routes → pull down the page and then release to refresh the page → wait for data sync.

**18. Why is detailed information of my route only able to be viewed after I shared the route?**

The current version of our App is unable to allow you to see Altitude/Pressure and Speed/Distance chart in the track page. An update is coming soon.

**19. Why does the screen continue to show "CALL"?**

If you turn on call alerts, it will show "CALL" when there's an incoming call, you can press any button to get back to the previous mode.

**20. Why does the call alert function not work on my device?**

Due to the restrictions of the iPhone software, Camile R100 can't remind you of an incoming call when the phone screen is off (you must unlock the device), but an Android device is capable of having the call alert even when the screen is off.

If you have any further questions, please contact us: [support@miniwing.com](mailto:support@miniwing.com)