GPS Troubleshooting

10. Support · https://manual.blackvue.com/docs/dr770x-2ch-lte/troubleshooting/gps-troubleshooting/

Check the items below if the GPS LED does not turn on, or if your videos have no location or speed information.

The GPS LED does not turn on

The GPS LED lights up when the dashcam receives a GPS signal. The LED color and position vary by model. See **Product Overview** in your model's manual.

1) **Move to an open area.** GPS signals cannot reach underground parking lots, tunnels, or indoor garages, and can be weak between tall buildings. Wait a few minutes with a clear view of the sky.

2) **Check your windshield.** Heat-reflective (metal-coated) windshields or metallic tint film can block GPS signals. See GPS reception is weak on a heat-reflective windshield below.

3) **External GNSS module models** (e.g. DR590X Series, Box Series): Check that the module is connected to the dashcam and attached to the windshield.

4) Turn the dashcam off and on again, and update it to the latest firmware.

Videos have no location or speed information

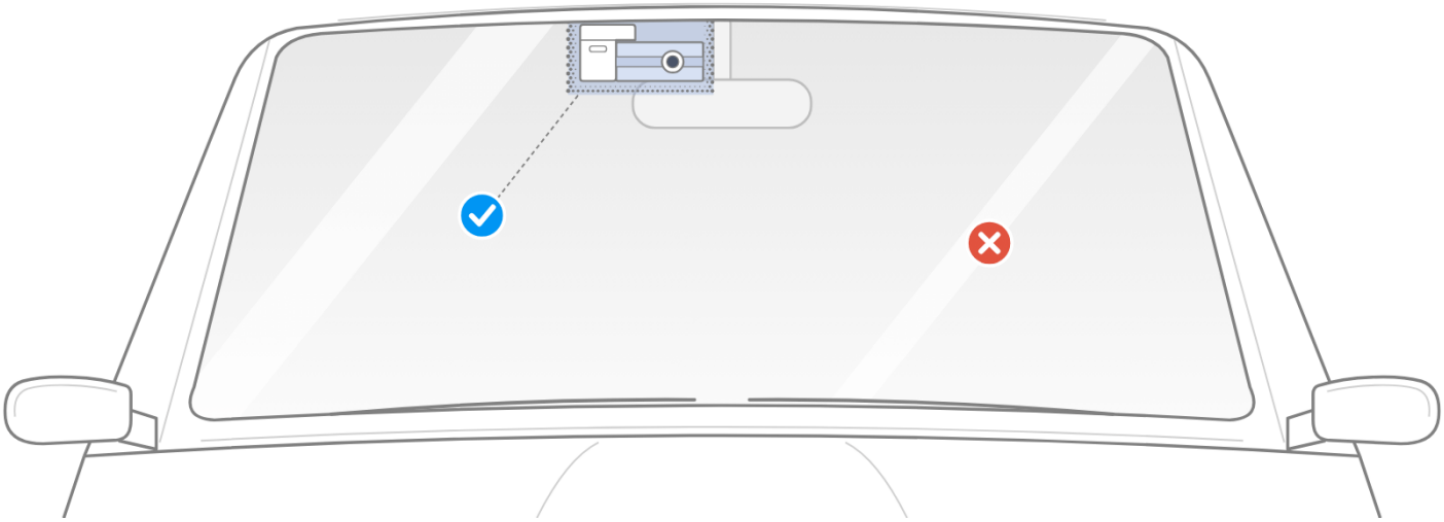
1) **Check GPS Location Recording.** In the BlackVue app settings, make sure **GPS Location Recording** is on (it is on by default). When it is off, your location and route are not saved or sent to the cloud.

2) **Parking mode:** On some models, GPS data is not recorded during parking mode, so parking mode videos show no map data.

3) If the GPS LED is also off, see The GPS LED does not turn on above.

GPS reception is weak on a heat-reflective windshield

Heat-reflective (metal-coated) windshields or metallic tint film may weaken GPS reception (and LTE reception on LTE models).



Radio-permeable area (usually near the rearview mirror, often bordered by a dot pattern): mount the dashcam here, with the lens clear of the dot pattern.

Metal-coated area: GPS signals may be blocked.

View from outside the vehicle. The location and shape of this area vary by vehicle. Check your vehicle manual.

1) Find the radio-permeable area of your windshield. It is usually near the rearview mirror and is often marked by a dot pattern. Check your vehicle manual.

2) Mount the front camera (or GNSS / connectivity module) in or near this area. Keep the lens clear of the dot pattern.

3) Do not cover this area with metallic tint film.

Still not working?

Contact BlackVue Customer Service (**www.blackvue.com** > **Support**). Have your dashcam model, firmware version, and vehicle model ready.