

## Frequently Asked Questions

### I want to know whether my vehicle is supported.

Compatible with all vehicles supporting the OBD II / EOBD protocol since 1996, which can perform diagnostic services for more than 100 vehicle brands.

### Where can I download the App?

For IOS you can find THINKDRIVER on Apple Store, and you can also update the IOS version on Apple Store.

### What's the difference between Thinkcar1s, Thinkdiag and Thinkdriver?

THINKCAR is the earliest OBDII Bluetooth diagnostic tool for full vehicle systems in the market full of basic tools with few functions. Compatible with all vehicles after 2005. THINKDIAG do not have the 0-60miles acceleration test function. THINKDRIVER is based on THIKDIAG, but we optimize the cost and reduce functions for professional mechanics. We strive to minimize the price of THINKDRIVER to let all car owners test the full system of the vehicle, much more than the OBDII.

### Does THINKDRIVER require an internet connection?

The ThinkDriver device doesn't connect to the Internet. The ThinkDriver app will connect to the device via Bluetooth. The ThinkDriver app will need internet connection when using the diagnostic functions.

### How to connect the equipment with my phone?

Once your scanner tool is inserted into the OBD port, simply search for the THINKDRIVER using your Bluetooth settings and connect. The tool supports both Android and IOS systems.

### Will my tablet be compatible?

We support almost all mobile and tablet devices, but we prefer to use mobile phones, which are more adaptable.

### Does THINKDRIVER need charging?

THINKDRIVER is powered directly by the vehicle's OBD II port.

### What is the OBD-II port?

The On-Board Diagnostics port (OBD-II) grants the driver access to information on their car's electronic engine control system, as well as other functioning modules in the vehicle. An OBD scanner tool is needed to actually extract the information, which can then be connected with a mobile device so that the information can be read via an app. Once acquired, the information can be used to assess the working status of an automobile. Data is collected in real-time so that a fault can be detected as soon as it appears. This information is convenient for knowing when and how a car must be repaired, and for developing the car's functions and equipment to avoid damage in the future.

### Can THINKDRIVER be used on more than one car?

Yes, it can be used with different vehicles as long as you download the corresponding diagnostic software and purchase manufacturer software subscriptions.

### Can my ThinkDriver device be used on more than one car?

Yes, the device can be plugged into different vehicles for "Full OBD II Functions". The "Full Vehicle Modules Scan" need to identify and bind the VIN number of the vehicle, which can only be used for one vehicle each VIN.

### How do I activate the function of a full-system check?

We support OBD full functions and full system check, the OBD check is totally free. The whole system detection is for the purchase of a single-vehicle. The App connects the device and clicks the whole system diagnosis function in the diagnosis page to purchase the function.

## Can I share my test reports with others?

Yes, you can share your reports on Facebook, Twitter, or in the THINKDRIVER app's community.

## Does THINKDRIVER use my car's Bluetooth?

No, it connects directly to your phone's Bluetooth.

## Why did you offer subscriptions instead of one-time fees?

This decision is made after careful thought and review of user feedback. Instead of charging you high one-time fees, we give you the flexibility and choice of renewing your subscription after a year. Users who change cars after one or two years can choose to switch to a subscription to another car manufacturer, instead of being stuck with a tool that only works for one manufacturer.

## Are pickup trucks compatible?

Yes, ThinkDriver can be used on pickup trucks sold in North America after 1996.

## How does ThinkDriver connect to my Phone?

The ThinkDriver APP will only connect via Bluetooth. Please pair the phone with the device via Bluetooth USING the ThinkDriver App. If the device is not connecting correctly, please make sure you turn on location permission. Without location permission, the scans won't return any results. Any smartphone with Android 6.0 or above will ask for location permission to scan for Bluetooth devices with low energy according to Google Policy on Android. We, the ThinkDriver team declare here that we are NOT using your data for any purpose other than scanning for Bluetooth devices.

### o I need to update the Bluetooth firmware?

When there is a new version, the Bluetooth firmware will need to be updated manually. You can do this by Opening the APP, then select "Bluetooth firmware fix" on the "My page" page, and follow the prompts to update.

## Is there any additional cost for using the ThinkDriver service?

If you already have a ThinkDriver device, you can use the OBD diagnostics without restrictions, and you can use it on multiple cars without paying. Full Vehicle Modules Scan require an additional purchase. If you purchased the ThinkDriver these functions are free for one year for one VIN, Both the trial and one year start on first use of service, not purchase date.

## What is THINKDRIVER VIN subscription ?

In order to deliver on its vehicle diagnosis features, THINKDRIVER requires the purchase by your vehicle's VIN code through the app. If you have more than one vehicle, you'll need to purchase by each vehicle's VIN code, even if they are both from the same vehicle brand. Each VIN code purchase can be used for 1 year.

## What if I have added nine VIN's to a device?

If you have already add 9 vins, you can contact customer service to get a new device for free.