

# THINKWARE

## Troubleshooting Manual

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### Exporting Footage- Error Occurred

If you are experiencing an error exporting footage to your smartphone via the Thinkware Cloud App, please follow the steps below to resolve the issue.

First ensure there is an album called "ThinkwareDashCam" in your camera roll. If you are unable to find this folder, please create one.

Lastly please ensure that the Thinkware Cloud App has all permissions enabled under your phone's settings.

### Red Light Camera Issues

If you are experiencing an issue with the Red Light/Speed Camera's not announcing while driving, first please re-download the latest version of the Speed Cam Data to the Dash Cam itself.

Speed Cam Update Instructions:

1. Download the latest speed/ red-light camera data , by selecting your dash cam model and the file for your corresponding geographic region. Then, unzip the downloaded speed cam data file.
  - The file name should resemble (smartguidepoint.dx2)
2. Plug your memory card into your computer.
3. Copy the speed cam data file into the 'driveinfo' folder. If the 'driveinfo' folder doesn't exist in the root directory of your MicroSD card, please create one.

The file patch should resemble [SD\_ROOT]:/driveinfo/smartguidepoint.dx2

4. Insert the MicroSD card into the dash cam unit.
5. The device will start recording and operate with the latest speed cam data

- If you wish to disable the alerts altogether, please skip the steps above and delete the 'driveinfo' folder.

We also have video tutorials available for updating speed cam data on Windows and MAC operating systems.

*PLEASE NOTE: You do not need to update the speed cam data separately if you have already recently updated the firmware – the firmware upgrade process will update both for you!*

## GPS Not Connecting

If the GPS is not connecting when the device is powering on, please note that the GPS signal may not be received in out-of-service areas, or if the product is located between tall buildings.

Also, GPS signal reception may not be available during storms or heavy rain. Try again on a clear day at a location that is known to have a good GPS reception. It may take up to 5 minutes until GPS reception is established.

Follow the instructions below to Reset the GPS for your Dash Cam.

**[F200/FA200/F800/F800PRO/Q800PRO/QA100 ELITE/U1000/M1]** Connect to the Thinkware App and goto Dash Cam Info. Select GPS > then the Arrow in the top-right corner to reset. Ensure the GPS Status says "connecting".

Wait a few minutes and listen for the message "GPS Connected."

[M1] You can also test by changing the placement of the main unit to ensure the signal is not being interrupted.

**[F750/F770]** Connect to the Dash Cam Viewer Application and goto Dash Cam Info. Select GPS > then reset. Ensure the GPS Status says "connecting".

Wait a few minutes and listen for the message "GPS Connected."

## Registration Issues

**\*\*Please note only the F800PRO and Q800PRO Dash Cams require registration for Cloud Features.**

All other Dash Cam models do not need to be registered.

If you are having a hard time registering your Dash Cam ensure to follow the steps below;

- 1) Create a Thinkware Cloud Account
- 2) Verify the Account with a Confirmation Email
- 3) Connect to the Dash Cam via **Hotspot**

4) Follow the on screen prompts to finish the registration.

\*\*\* The Dash Cam can only be registered via Hotspot.

## Rebooting With Rear Cam

If the Front Dash Cam continually restarts with a Rear Camera Attached, first disconnect the Rear Camera and test if the Rebooting Stops.

If the Rebooting Stops;

1) Please check the 3 digits that follow BCFH- (Can be found on the back of the Rear Camera) to ensure you have the correct Rear Camera for your model.

BCFH-660 F100/F200/FA200

BCFH-150 F750/F770/X500/X550

BCFH-200 F800/F800PRO/Q800PRO/QA100

If the Rebooting Continues;

Update/Re-download the latest Firmware for the Dash Cam via MicroSD Card.

## Dash Cam displaying the wrong year

If you are having an issue with your Dash Cam displaying the wrong year on the video files;

Please check that the Time Zone is correct, and re-download the latest version of Firmware to the camera.

If the issue persists please try resetting the GPS in the following way;

- 1) Connect to the Thinkware Mobile App
- 2) Select Dash Cam Info then GPS
- 3) Tap the Arrow in the top-right corner to reset.

## Regularly Format for Data Integrity Error

If the Dash Cam states "Format SD Regularly for Data Integrity" upon each startup, this is an indication that the SD Card may be corrupt.

To fix;

1) Format the SD Card in your Home Computer. If your computer gives you an error and is unable to complete the format, the SD has gone corrupt and must be replaced.

A corrupt SD Card will not save the Video Files accordingly.

2) Re-download the latest version of Firmware to the Dash Cam.

3) If using a 3rd Party SD Card please test with the Original Thinkware SD to pinpoint if the card is the issue.

## Cannot Download the Thinkware Cloud App- Android

Android users running any software **before 7.1** will be unable to download the Thinkware Cloud Application in the Google Play Store.

### "Dash Cam not responding"

When connecting to the Mobile App for the Dash Cam if you receive the pop-up "Dash Cam is not responding" immediately after opening the app, this is an indication that you have download the incorrect Application.

Thinkware Cloud App - FA200/F200/F800/F800PRO/Q800PRO/QA100 ELITE/U1000

Dash Cam Viewer- X350/F750/F770

## WiFi Connection Issues

If you are struggling to connect to the Dash Cam via WIFI, follow the process below for a secure connection.

The best process for connecting to the Mobile Apps is as follows;

- 1)Ensure the Mobile App has been **Forced Closed**.
- 2)Press the Wi-Fi Button on the Dash Cam
- 3)Look for Thinkware Network. Look for Blue Check Mark (iPhones) or "Connected, No Internet" (Android)
- 4)Open the Mobile App ~ You should be connected
- 5)If not connected;

**Thinkware Cloud:** Press the Grey "Not Connected" bar > WiFi > Tap "Next" Button 3 Times until you hear "Connected to a Smartphone".

**Dash Cam Viewer:** Slide the WiFi Bar to the "On" Position.

\*\*\*IOS Users: Ensure "WiFi Assist" has been disabled in your phone's Cellular Settings.

\*\*\* Android Users: Ensure "Switch to Mobile Data" has been disabled in the Advanced WiFi Settings on your smartphone.