Manuals+ — User Manuals Simplified.

Apps THINKCAR App User Manual

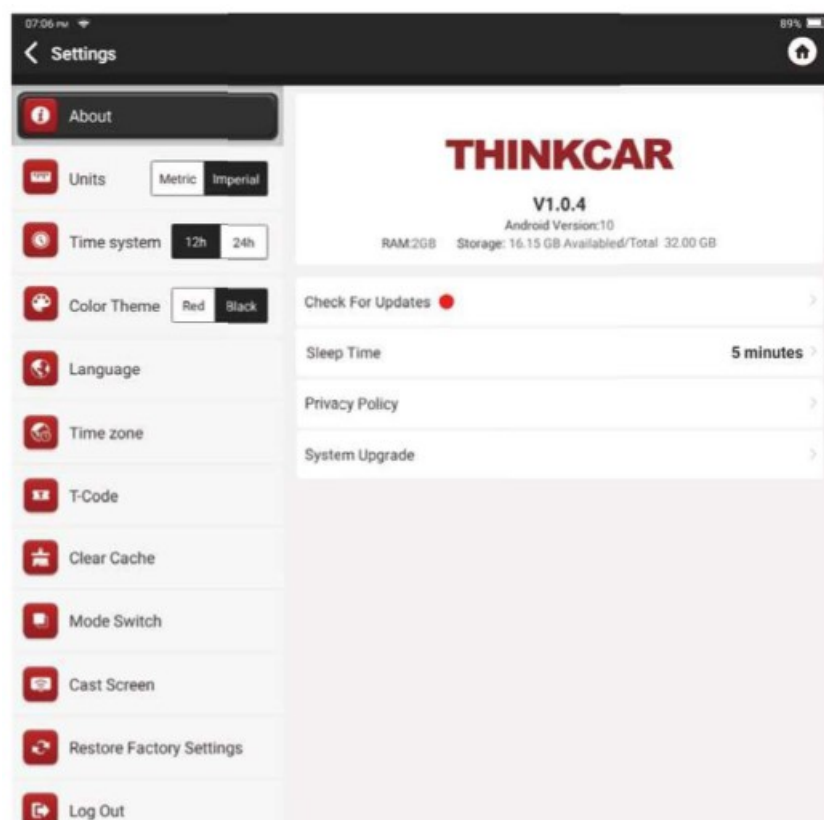*Apps THINKCAR App User Manual*

4.14 Photo Album
This module saves all the pictures including screenshots.

4.15 Screen Recorder
This module saves screen recorded videos.

4.16 Settings
In here, we would be able to check the version, system, storage and other fundamental settings of the device.

4.16.1 Check for Updates
It is for checking the version of the device and update it if it is necessary.
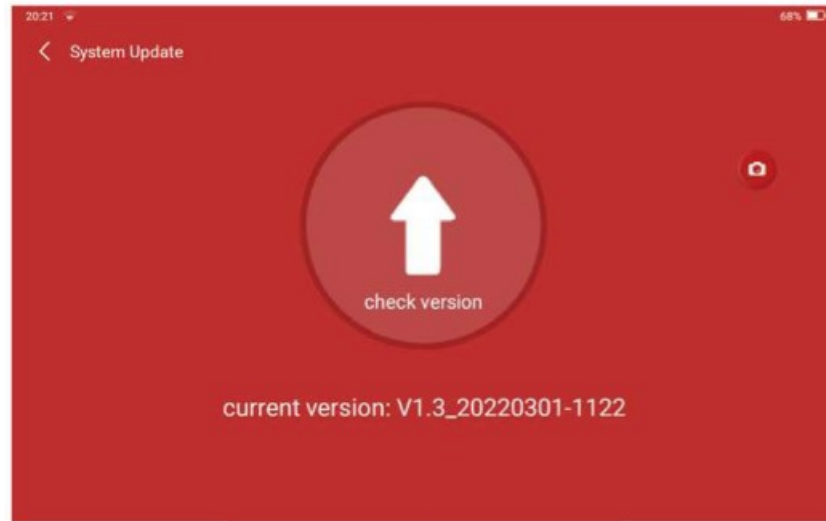
4.16.2 Sleep Time
This is used to set up the sleep time. If the device is not operated within the sleep time limit, the device will automatically turn off the screen.

4.16.3 Privacy Policy
You can find the seller's service information in here.

4.16.4 System Upgrade
To check the latest Android system version and upgrade it if it is necessary.

4.16.5 Units
It controls the data unit in the device. Choose the one that you are accustomed to reading.

4.16.6 T-Code
T-code is a series of number that proves you have been purchase the service. Enter T-Code to realize the service you have been purchased.

4.16.7 Clear Cache
To clear all the storage software, account, information, setting, and all the records of the device to save the space. PLEASE USE IT WITH CAUTION.

4.16.8 Mode Switch
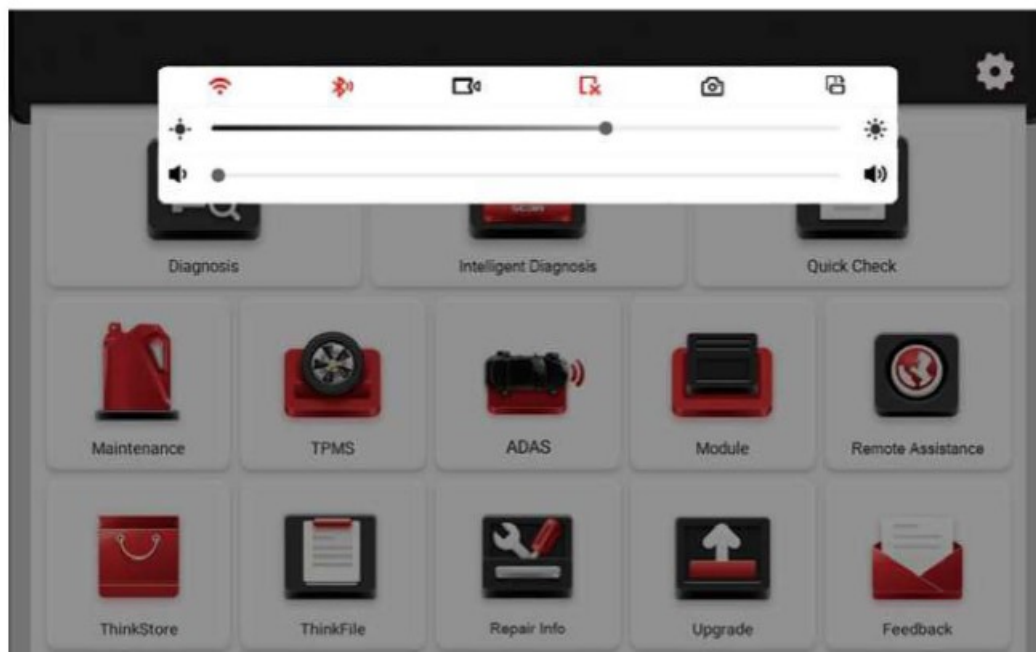When connecting with other modules, HOST MODE must be used.

4.16.9 Restore Factory Settings
Factory Reset, delete all data and restore the original settings. PLEASE USE IT WITH CAUTION.

4.17 Hotkey Setting
Including: Wi-Fi, Bluetooth, screen recording, screenshot, screen flip, brightness and sound.

5. FAQ

Q: Can I use the same type of charger to charge the tablet?

A: No, please use original charger. Our company is not responsible for any damage and economic loss caused by using charger, which is not provided by THINKCAR.

Q: How to save power?

A: Please turn off the screen while the device isn't used, set a shorter standby time, and decrease the brightness of the screen.

Q: Why the tablet cannot be turned on after charging?

Possible reasons	Solutions
Battery loss caused by the device not using for a long time.	Charge it for more than 2 hours before turning it on.
Problem of Charger.	If there is a quality problem, please contact the dealer or after-sales service of THINKCAR.

Q: Why can't make register?

Possible reasons	Solutions
The device is not connected to the network.	Please make sure the network is connected.
Notes that your email has been registered.	Register with another e-mail account or log in with the username registered by e-mail (If you forget the username, you can retrieve it by e-mail).
The email didn't receive the verification code during the registration.	Check if the e-mail is correct and get the verification code again.

Q: Why can't I log in?

Possible reasons	Solutions
The device is not connected to the network.	Please make sure the network is connected.
The username or password is incorrect.	Check the username and password. Contact THINKCAR after-sales service or regional sales to retrieve the user name and password.
Server problem.	Server maintenance, please try again later.

Q: Why can't I activate the device?

Possible reasons	Solutions
The device is not connected to the network.	Please make sure the network is connected.
The serial number and activation code are inputted wrong.	Check the serial number and activation code and make sure they are correct (Serial number 12 digits, activation code 8 digits).
The activation code is invalid.	Contact THINKCAR after-sales service or regional sales.
Notes that the configuration is empty.	Contact THINKCAR after-sales service or regional sales.

Q: Why was the device not activated during the software update?

Possible reasons	Solution
The VCI connector may not be activated during registration.	Use the serial number and activation code to activate the connector. Steps are as follows: Click [Settings] -> [Activate VCI] Enter the correct serial number and activation code in the interface, and click [Activate].

Q: Why the software upgrade failed?

Possible reasons	Solutions
The device is not connected to the network.	Check the network connection.
The username or password is wrong The device has not enough memory.	Check the username and password. Uninstall irrelevant applications and delete uncommonly used vehicle software (enter setting -> diagnostic software clear -> remove software to operate).
Server problem.	Server maintenance, please try again later.

Q: Why is there no power in the VCI dongle after connecting to the vehicle's DLC port?

Possible reasons	Solutions
Poor contact of vehicle's DLC port.	Plug out the VCI dongle, and then plug it in again.
Too low voltage of the vehicle battery.	• Recharge the vehicle battery. • Replace the vehicle battery if it is damaged.
Damage of the VCI dongle.	Contact THINKCAR after-sales service to get support.

Q: Why can't tablets establish a connection with the VCI dongle?

Possible reasons	Solutions
Poor contact of the VCI dongle.	• Plug out the VCI dongle, and then plug it in again. • Perform the VCI Bluetooth pairing again.
The firmware is damaged.	Enter the settings and tap "Fix Connector Firmware/System" to fix the firmware.

Q: Why is the communication error with the vehicle ECU displayed?

A: Please confirm:
Whether the VCI is correctly connected and whether the vehicle ignition switch is ON.
If all are normal, send vehicle production year, model and VIN number by Feedback feature.

Q: Why can't I access the vehicle ECU system?
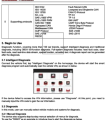
A: Please confirm:
Whether the vehicle is equipped with the system, whether the VCI is correctly connected, and whether the vehicle ignition switch is ON.

Q: What if the connector is lost?

A: Contact THINKCAR after-sales service or regional sales.

Q: What if the downloaded diagnostic software is inconsistent with the serial number?

A: There are several connectors registered under the equipment account, and the serial number of right connector has not been selected.Enter the settings-[VCI] and select the right serial number of connector. Delete the problematic software, then enter the upgrade center to download the diagnostic software again.

Documents / Resources

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