



User's Manual

2025/05 (v2.6)

Motorcycle Dashcam DrivePro 20



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1. Package Contents

The DrivePro 20 dashcam package includes the following items:

DrivePro 20



microSD memory card



Camera holder



Quick Start Guide



Adhesive mounting base



micro-USB to USB Type-A cable



2. Getting Started

2-1 Overview



① Power Button	⑥ Reset Button
② LED Indicator	⑦ microSD Card Slot
③ O-shape Seal Ring	⑧ micro USB Port
④ Microphone	⑨ Protective Case
⑤ Lens	⑩ Lanyard Hole

2-2 Inserting a microSD Memory Card

A microSD memory card is required before recording.

1. Rotate protective case anti-clockwise until loose.
2. Insert a microSD memory card into the appropriate card slot.
3. To remove the memory card, simply press once to release it from the card slot.



"NOTE"

- Always format new memory cards in the DrivePro before using them for the first time. Formatting will erase all data on the memory card.
- Ensure that the allocation unit size of the microSD card is 32KB or larger; otherwise, the DrivePro may not work properly.



"WARNING"

- Do not remove the memory card during a shutdown to avoid damages to the memory card and potential data loss.
 - DrivePro 20 only supports the FAT32 file system, not exFAT or NTFS.
-
- We recommend Transcend's High Endurance microSD cards or MLC-based memory cards to ensure the best recording performance.
 - [High Endurance microSDHC card](#)
 - [High Endurance microSDXC 350V card](#)
 - For more details on the approximate recording time according to card capacity, go to [FAQ](#) on our official website.

2-3 Mounting the DrivePro



"NOTE"

- Installation surface should first be cleaned and dried so 3M adhesive pad can be firmly attached. Avoid uneven surfaces.
- Allow at least 24 hours for the mount to properly adhere to the surface.
- To separate mount and holder, press the holder and push it forward.
- The arrow symbol on the camera holder should point towards the lens.
- During initial setup, connect the dashcam to the DrivePro App and adjust the position of the recording screen as needed.
- Ensure the O-shape seal ring is in the right position to achieve complete water resistance. Tighten the protective case and make sure the ring is not exposed.

2-4 Charging

1. Rotate protective case anti-clockwise until loose.
2. Connect micro USB end of the USB power cable to the device and the Type-A end to a charging device with 5V power output.
3. LED light will turn solid orange while charging, and turn off automatically when fully charged.



"NOTE"

The ideal temperature for charging is 10°C ~ 40°C and the output power supply is DC 5V/2A.

2-5 Operation

Status	Operation	Vibration
Turn on/off dashcam	Long press Power Button for 3 seconds	Vibration-short
Turn on/off Wi-Fi	Press Power Button once	Vibration-short
Reset to default	In recording mode, long press Power Button for 10 seconds	Vibration-long
Low battery	--	Vibrate twice every 30 seconds
Disk error	--	Vibrate twice every 5 seconds and turn off after 180 seconds



"WARNING"

Resetting to default will restore the device's factory settings and format the memory card. After that, the device will shut down automatically, and all data will be permanently deleted.



"NOTE"

When the dashcam's battery is low, Wi-Fi will turn off automatically. Turning it on manually is not allowed.

2-6 LED Indicator

LED	Status	Description
Red	Flashing	Recording / Firmware Upgrade
	Flashing quickly	Emergency Recording / Formatting
	Flashing quickly twice every interval	Low Battery
	Solid	Power Saving Mode / Disk Error / Connecting to Computer
Blue	Flashing	Recording and Wi-Fi On
Orange	Solid	Charging while powered off

3. Recording Videos

3-1 Normal Recording

By default, the DrivePro creates a single video file for every minute of recording. You can modify the video length in the Settings of the DrivePro App. When fully charged, the DrivePro 20 can record for approximately 4 hours. Actual recording time may vary depending on recording conditions.

"NOTE"

DrivePro 20 has loop recording function. The earliest videos will be overwritten by new footage.

3-2 Emergency Recording

30% of the storage space will be saved for emergency video files. Video files recorded in Emergency Recording mode are protected from being overwritten.

Automatic Emergency Recording:

During video recording, the DrivePro automatically activates Emergency Recording mode when detecting a collision or hit.

G-Sensor sensitivity can be adjusted or disabled in the **Settings** menu.

"NOTE"

- If the G-Sensor sensitivity is set to “High,” even minor shocks activate Emergency Recording mode.
- If the G-Sensor sensitivity is set to “Low,” only significant shocks activate Emergency Recording mode.
- In Power Saving Mode, recording is disabled.

4. Using the DrivePro App

Designed specifically for iOS (iPhone/iPad) and Android devices, the DrivePro App, available for free download, enables you to wirelessly view live video footage during recording, control DrivePro functions, and play videos directly on your smartphone or tablet.



DrivePro App



4-1 Downloading and Installing the DrivePro App

1. Search “DrivePro” on App Store or Google Play.
2. Download and install the [DrivePro App](#).

Once the installation is complete, the App will be displayed on the home screen of your device. Before using the App, please refer to the DrivePro App instructions.

4-2 Connecting to DrivePro App

1. Tap Settings > Wi-Fi from your mobile device.
2. Select the Wi-Fi network with DP20 in the SSID. (The default password is 12345678.)
3. In the app, select the **DP20** (DrivePro 20) icon.

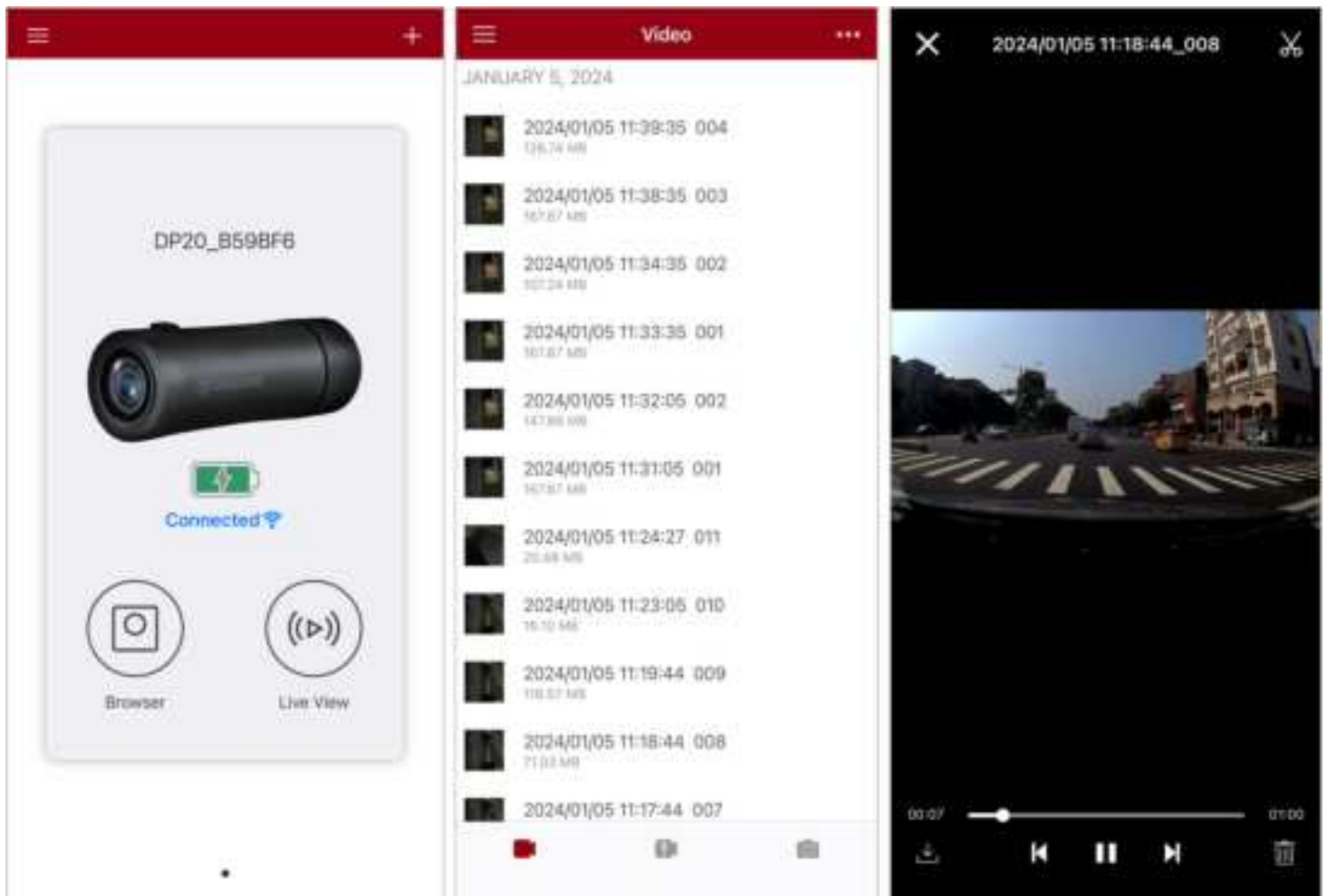
Visit the [DrivePro FAQ](#) for detailed operational guidance.



"NOTE"

We recommend changing the DrivePro's Wi-Fi password the first time you connect to the app.

4-3 Playing Videos on a Smart Device



1. To browse saved clips, tap  **Browser**.
2. You can play back videos recorded in normal or emergency mode.
3. Tap  to download a video, or  to delete it.

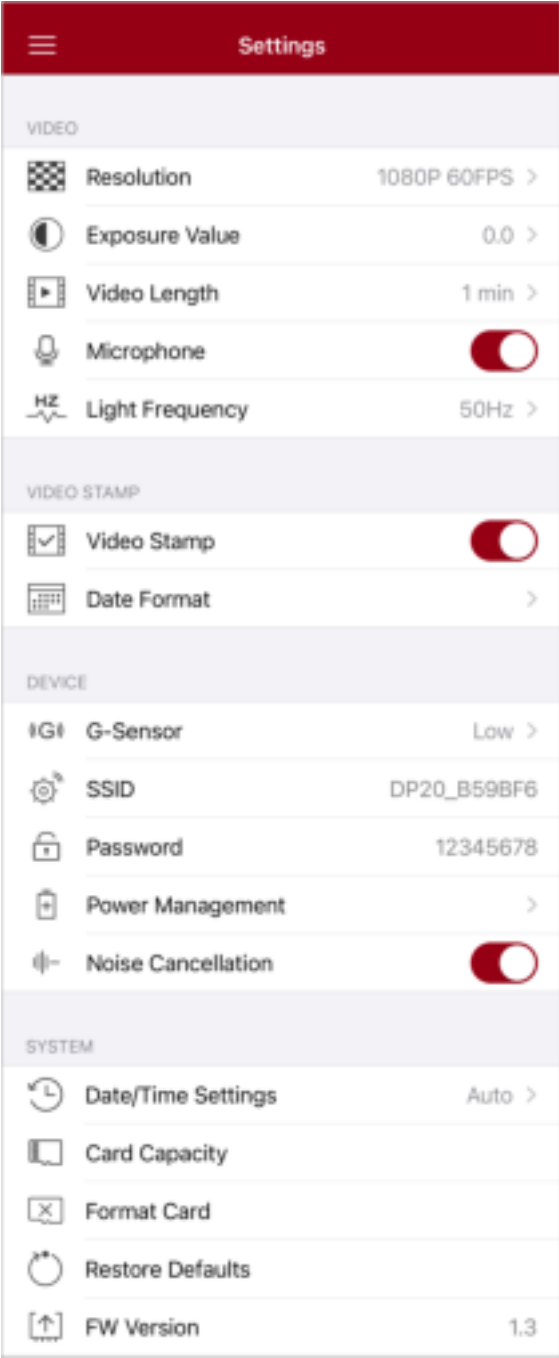
"NOTE"

The camera stops recording when you tap  **Browser** or  **Settings** in the app, the front LED turns solid blue. Exiting the Browser or Settings will automatically resume recording.

To stream live on your mobile device, tap  **Live View**.

4-4 App Settings

Tap  on the top-left corner first, then tap  to enter the Settings menu.
In the **Settings** menu, you can adjust the video, device, Wi-Fi, and system settings.



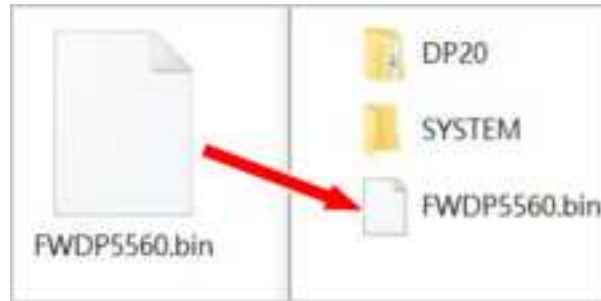
Menu options

Video		
Icon	Feature	Function / Option
	Resolution	Set the resolution for video recording.
		1080P 60FPS (default) / 1080P 30FPS / 720P 60FPS / 720P 30FPS
	Exposure Value	Adjust the exposure value of the camera.
		+2.0 / +1.5 / +1.0 / +0.5 / 0.0 (default) / -0.5 / -1.0 / -1.5 / -2.0
	Video Length	Set the recording length of each recorded video file.
		1 min (default) / 3 mins / 5 mins
	Microphone	Turn on/off the microphone during video recording.
		Enable (default) / Disable
	Light Frequency	Select the appropriate frequency to avoid flashing A/C light.
		50Hz (default) / 60Hz
Video Stamp		
Icon	Feature	Function / Option
	Video Stamp	Display the current time of the recorded videos.
		Enable (default) / Disable
	Date / Time Format	Adjust the date and time format.
		DATE FORMAT: YYYY/MM/DD / MM/DD/YYYY / DD/ MM/YYYY 24-HOUR TIME: 24 HR / AM/PM
Device		
Icon	Feature	Function / Option
	G-Sensor	Adjust the sensitivity of the G-Sensor.
		Disable / Low (default) / Medium / High
	SSID	Set Wi-Fi name

	Password	Set Wi-Fi password.  Note: We recommend changing the DrivePro's Wi-Fi password the first time you connect to the app.
	Power Management	Turn on/off the power saving mode. If no vibration is detected in 10 minutes, the dashcam will turn off automatically. Enable / Disable
	Noise Cancellation	Reduce wind noise when wind strikes the surface of the microphone. Enable (default) / Disable
System		
Icon	Feature	Function / Option
	Date/Time Settings	Sync the DrivePro's system time with that of your smart device.
	Card Capacity	Check the capacity of the microSD card.
	Format Card	Format the microSD memory card.
	Restore Defaults	Reset all settings to their factory defaults.
	FW Version	Keep your DrivePro up-to-date with the latest version downloaded from the Transcend website .

4-5 Firmware Upgrade

1. Download the latest firmware for the camera from the Transcend website. Once downloaded, decompress the file and copy it to the root directory of your memory card. (Ensure it is not placed within any folders.)



2. Insert the microSD memory card that contains the latest firmware version into the card slot of the DrivePro.
3. Connect the DrivePro to an external power source. Upon powering up, the DrivePro will automatically detect the latest firmware file, indicated by a flashing red LED. Once the upgrade is complete, the DrivePro will restart on its own.



"NOTE"

The firmware upgrade will take about 1 ~ 2 minutes. Please do not turn off the DrivePro while upgrading.



"WARNING"

- **NEVER remove the microSD memory card or the power cord while the firmware is being upgraded.**
- If the DrivePro cannot be turned on due to firmware upgrade failure, please contact Transcend customer service for technical support.

5. Using the DrivePro Toolbox Software

The DrivePro Toolbox, developed for Windows and macOS, features a user-friendly interface that allows you to select and play videos recorded on your DrivePro, and see your driving paths of the recorded videos displayed on maps without the need to install separate codecs.

System requirements for connecting the DrivePro to a computer:

- A desktop or a laptop with a working USB port
 - Microsoft Windows 10 or later
 - macOS 10.12 or later

1. Download the [installation files](#).
2. Install DrivePro Toolbox software on your computer.

Main Features	
 Video Sorting	Sort videos by filename, recording date, or group, which allows users to search for recorded videos efficiently and to play them.
 Smooth Video Playback	Connect the DrivePro or use a microSD card reader or adapter to play back recorded video events on your computer.
 Edit and Trim Videos	Select a video, trim it and save it as a new clip immediately. You can also capture snapshots from your videos during playback.
 Map View	View the driving paths of your journey displayed on maps along with the recorded video.  Note: This feature works with DrivePro models with a GPS receiver. (DrivePro 550, DrivePro 520, DrivePro 250, DrivePro 230, and DrivePro 220)
 License Plate Recognition	Automatically identify the license plates in a video and extract footage to allow users to perform a quick search.  Note: Available only on Windows 64-bit version.



Export Merged Videos

Play videos recorded by the front and rear lens/camera simultaneously.
Export and play merged videos.

 **Note:** Available only on dual lens/camera models: DP550/DP520.

5-1 Toolbox Interface & Operation

Interface

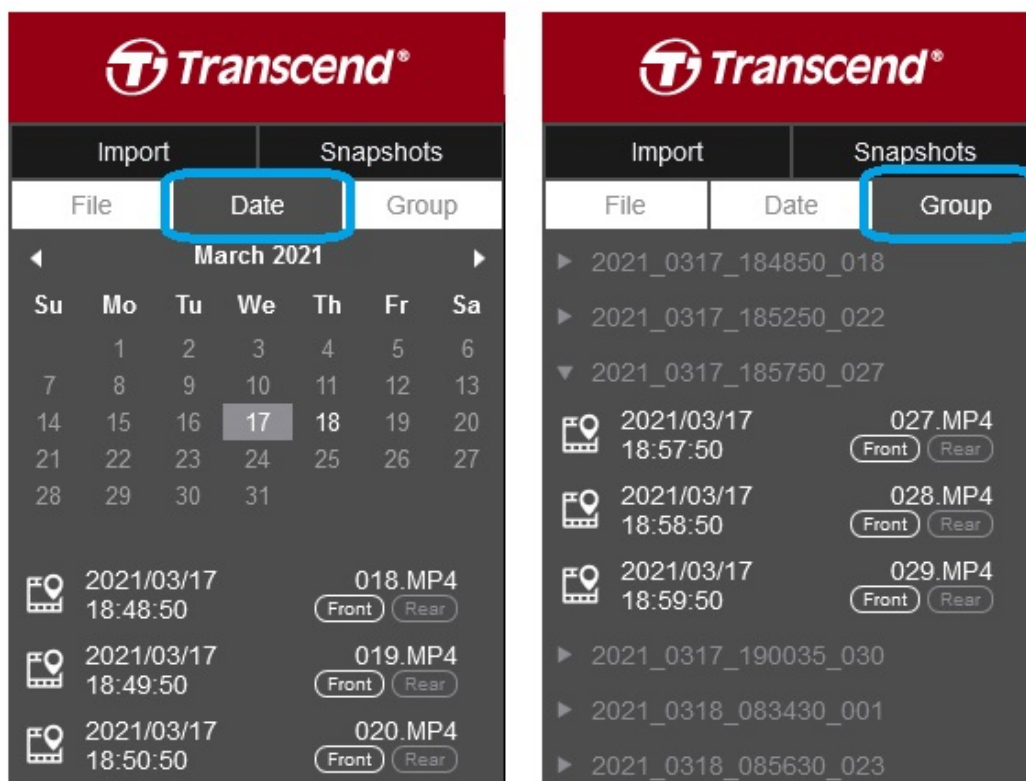


Import Files and Review Snapshots (A)

When connecting the DrivePro to a Windows computer, the DrivePro Toolbox will automatically ask users whether to import the videos in the DrivePro.



- ① Tap **Import** to select the video files you want to import; tap **Snapshots** to open snapshot files.
- ② Sort videos by recording dates, either from **old to new** or **new to old**.
- ③ Select **Date** to view videos recorded on a specific day.
- ④ Choose **Group**, the videos will be grouped by recording date.

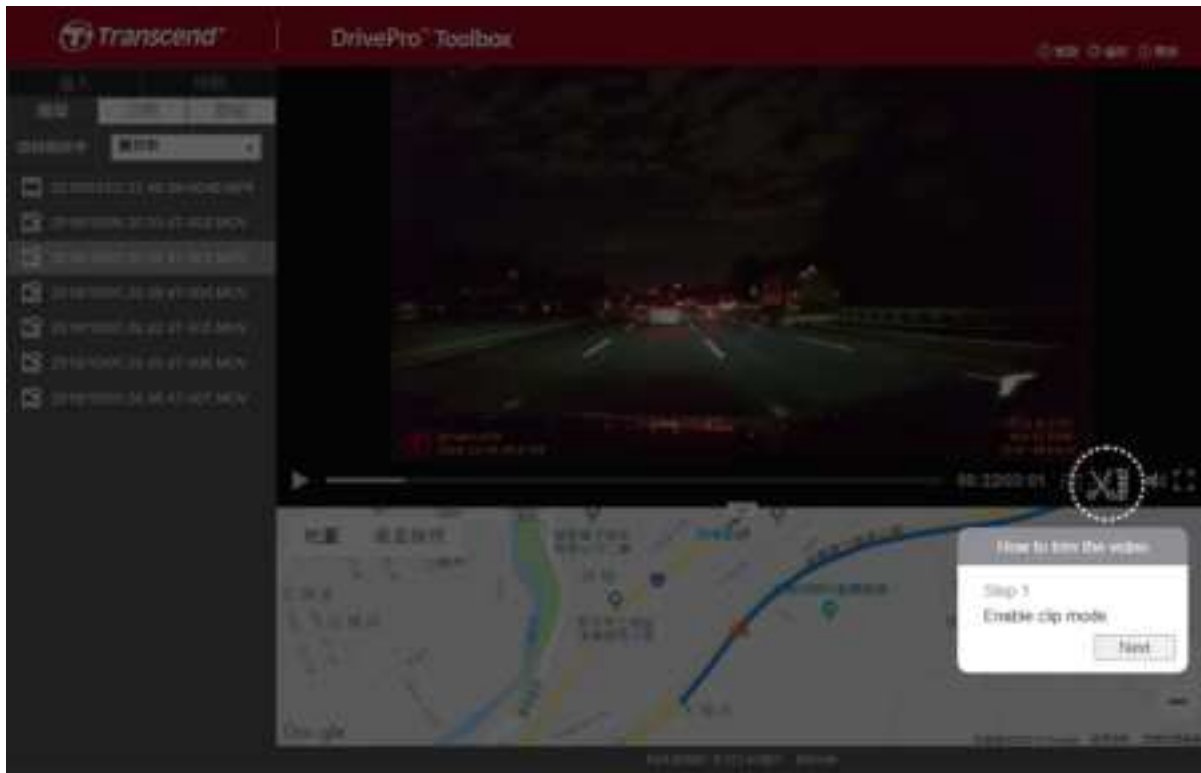


Video Editing, Snapshots, and Tools (B)

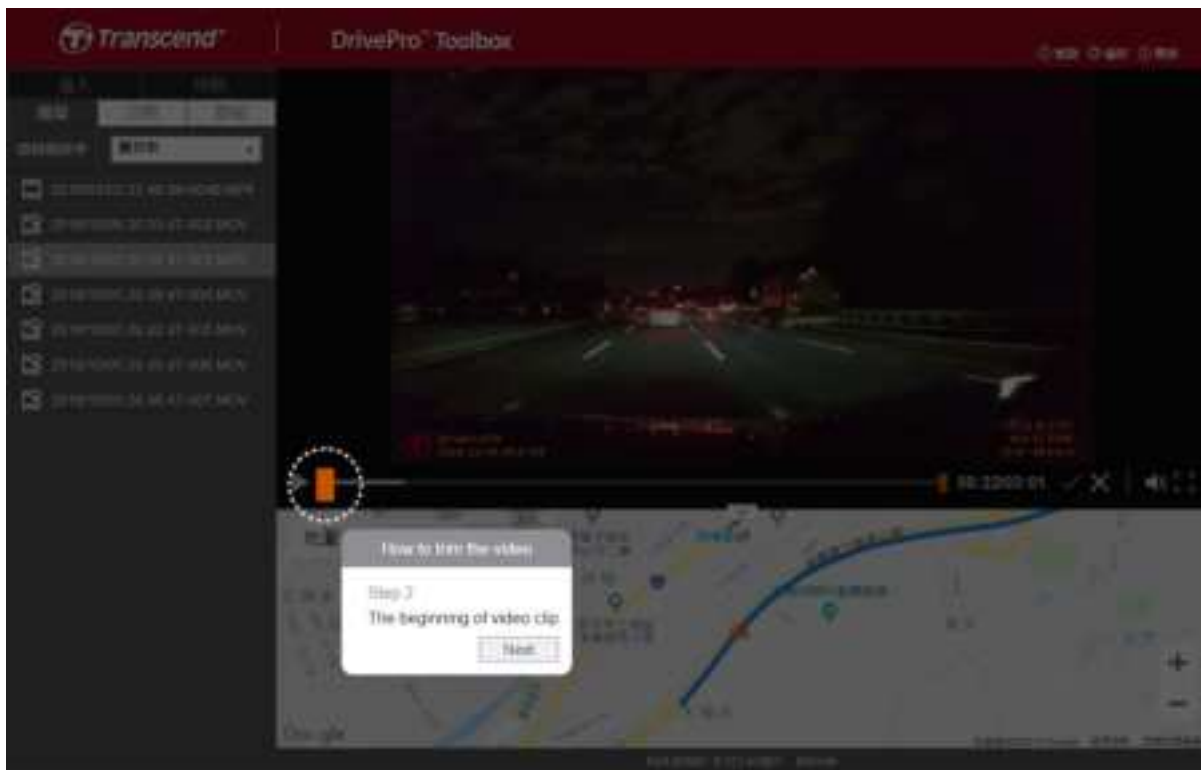
Video		
Icon	Feature	Description
	Snapshot	Capture and save snapshots from the video.
	Trim	Trim your video.
	Sound	Enable or disable the sound.
	Full Screen	Play the video in full screen.

Video Trimming

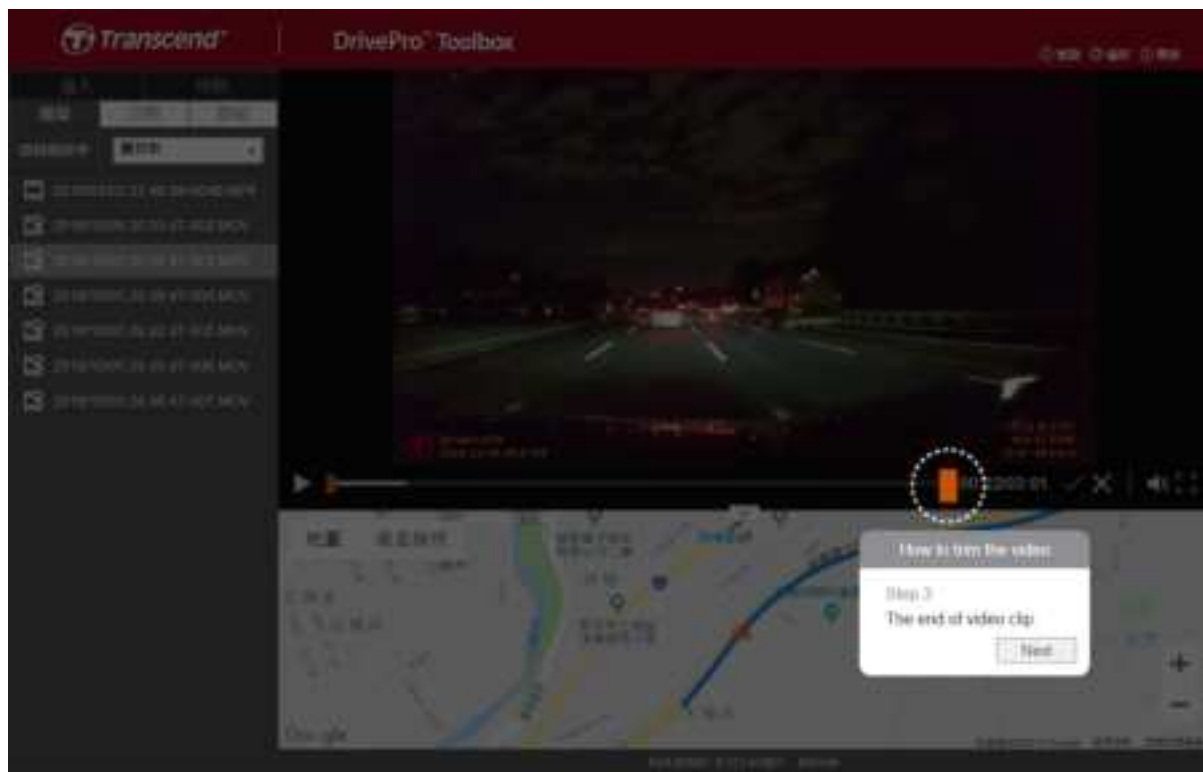
Step 1: Enable clip mode



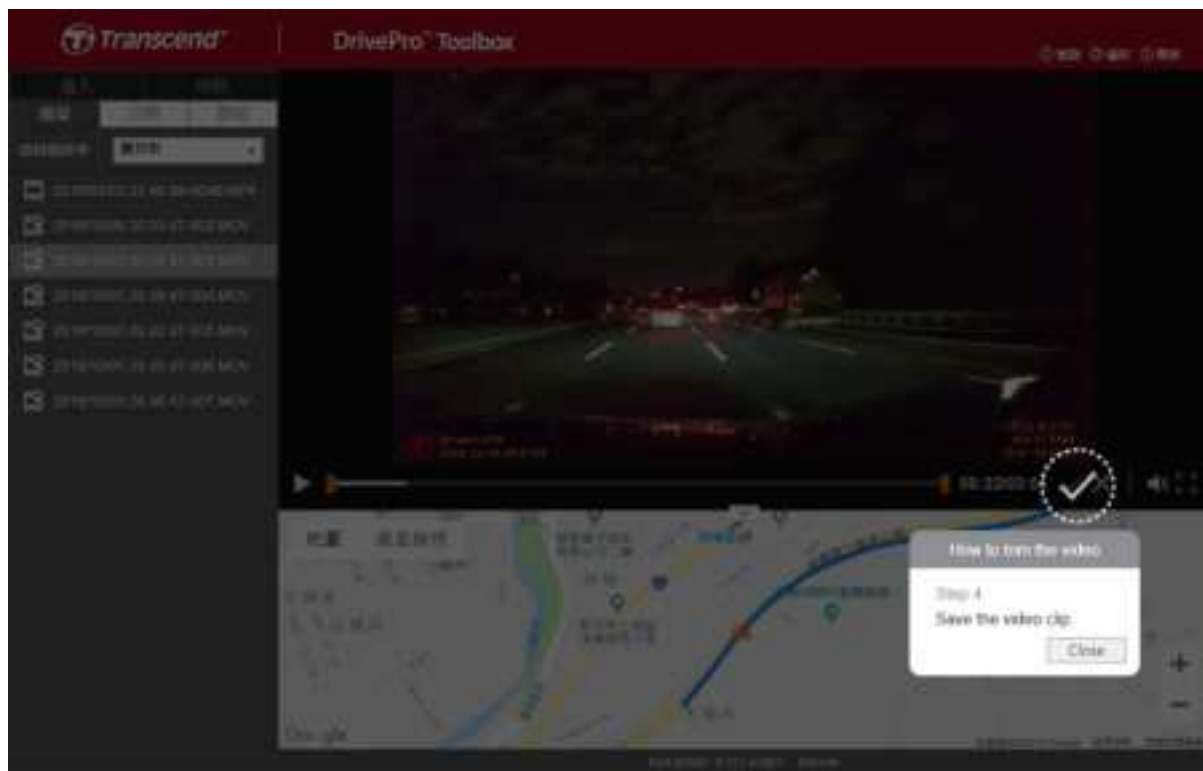
Step 2: Specify the beginning of video clip



Step 3: Specify the end of video clip



Step 4: Save the video clip



Preference Settings (C)

Tap  **PREFERENCE** to change the saving routes of the videos/photos and the language settings.

Preference

Path of video clip:

Path of snapshot:

Language:

5-2 Transferring Files To a Computer

Option 1:

Remove the microSD memory card from the DrivePro, and insert it into a compatible card reader to transfer files to a computer.

Option 2:

1. Insert the microSD memory card into the DrivePro.
2. Connect the smaller end of a USB cable to the DrivePro's Micro-B USB port.
3. Plug the larger end of the cable into an available USB port on your computer.



"WARNING"

- DrivePro 20 package contains a USB cable.
- To prevent data loss, always follow the proper removal procedures when disconnecting the DrivePro from your computer.
- When the DrivePro is connected to a computer, it can only be used for transferring files. The DrivePro's features are not available at this time. Please disconnect your DrivePro from the computer to resume normal function.
- **NEVER** format or initialize the disk while the DrivePro is connected to your computer, even if prompted.



"NOTE"

After manually deleting files from your memory card in macOS, these files may temporarily exist as hidden files in the Trash, taking up space. Please empty the Trash or format the memory card to completely free the space.

6. Troubleshooting

If a problem occurs with your DrivePro, please check the instructions below before sending your DrivePro for repair. If you cannot find an ideal solution to your question below, please consult the store where you purchased the product or the service center, or contact the local Transcend branch office. You can also visit the Transcend website for FAQ and Technical Support services. For any hardware issues, please refer to the DrivePro User's Manual.

- **My computer operating system cannot detect my DrivePro.**

Please check the followings:

- Is your DrivePro properly connected to the USB port? If not, unplug and connect it again. Make sure that both ends of the USB cables are properly connected as shown in the User's Manual.
- Is the computer's USB ports enabled? If not, refer to the user's manual of your computer (or motherboard) to enable them.

- **None of the DrivePro buttons are responding. (The dashcam crashes or runs with lag.)**

- Rotate the protective case until it becomes loose. Use a thin object with a flat tip, such as a straightened paper clip, to press the reset button and reset the dashcam.

7. Safety Cautions

These usage and safety guidelines are **IMPORTANT!** Please follow them carefully to ensure your safety and help protect your DrivePro from potential damages.

- **General use**

- For your safety, do not operate the DrivePro or use the DrivePro App while driving.
- Avoid placing the DrivePro in an extreme temperature environment.
- Do not use the DrivePro in an environment with strong magnetic fields or excessive vibration.
- Only use the adapter provided by Transcend. Other car adapters may not be compatible with the DrivePro.

- **Mounting location**

- Never place the DrivePro where the driver's view is obstructed.

- **Data backup**

- **Transcend does NOT take any responsibility for data loss or damage during operation.** We strongly advise that you regularly back up data in your memory card to a computer or other storage medium.
- To ensure high-speed USB 2.0 data transfer rates when connecting your DrivePro to a computer, please check if the computer is installed with correct USB drivers. If you are unsure how to check this, please refer to the User's Manual of the computer or motherboard for USB driver information.

- **IP (Ingress Protection) 68 rating**

- DrivePro 20 is backed by an international standard rating of IP68, able to withstand dust, dirt, splash or spray. Its protection against intrusions of solid objects/liquid does not mean invincible. The protection level may decrease as the device is used. Damages caused by a liquid are not covered in the warranty service.
- Do not use DrivePro 20 in water.
- Do not use DrivePro 20 in high-temperature, high-humidity environments, such as sauna, steam room, or shower room.
- Make sure the charging cable is dry before charging.
- Malfunctions or damages due to improper usage are not covered by the limited warranty service.



"WARNING"

- DrivePro 20 is not resistant to liquid when the protective case is not tightened.
- Rechargeable batteries may leak under extreme conditions. Misuse or abuse can lead to the following hazards:
 - Overheating
 - Fire
 - Explosion
 - Smoke emission

8. Specifications



DrivePro 20	
Dimensions	90.2 mm x 30 mm x 30 mm (3.55" x 1.18" x 1.18")
Camera Weight	74 g (2.6 oz)
Connection Interface	USB 2.0
Storage Capacity	32GB microSD card included / 64GB microSD card included
Memory Card Supported	Check product specifications on our official website
Wi-Fi Protocol	802.11n
Frequency	2.4 GHz
Lens	F/2.8, 140° (diagonal)
Video Format	MP4 (H.264: up to 1920×1080 60FPS)
Resolution / Frame Rate	Full HD (1920×1080) 30/60FPS HD (1280×720) 30/60FPS
Operating Temperature	-10°C (14°F) ~ 60°C (140°F)
Storage Temperature	-25°C (-13°F) ~ 70°C (158°F)
Battery	Li-Polymer 1140 mAh
Battery Life	4 hours (Max.)
Power Supply	Input DC 5V / 2A (Max.)

IP Rating	IP68
Certificate	CE / UKCA / FCC / BSMI / NCC / MIC / KC / EAC / RCM
Warranty	Two-year Limited Warranty
Note	In addition to the bundled microSD card, we recommend Transcend's High Endurance microSD cards or MLC-based memory cards to ensure the best recording performance. • High Endurance microSDHC card • High Endurance microSDXC 350V card

9. EU Compliance Statement

Transcend Information hereby declares that all CE marked Transcend products incorporating radio equipment functionality are in compliance with Directive 2014/53/EU.

The full text of the EU declaration of conformity is available at the following internet address:

https://www.transcend-info.com/eu_compliance



Dashcam / Body Camera series	
Frequency: 2400 MHz to 2483.5 MHz	Maximum transmit power: < 100 mW

10. Recycling and Environmental Protection

For more information on **recycling the product (WEEE)** and **battery disposal**, please refer to the following link:

<https://www.transcend-info.com/about/green>

11. Federal Communications Commission (FCC) Statement

This device complies with Part 15 FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference. (2) This device must accept any interference received including interference that may cause undesired operation.

This Equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

RF Exposure Information (SAR)

This equipment complies with the FCC portable RF exposure limit set forth for an uncontrolled environment. The exposure standard for wireless devices employing a unit of measurement is known as the Specific Absorption Rate, or SAR. The SAR limit set by the FCC is 1.6W/kg.

This equipment could be installed and operated with minimum distance 0cm between the radiator & your body.

- Any changes or modifications not expressly approved by the party responsible for compliance could void the authority to operate equipment.
- This device and its antenna must not be co-located or operating in conjunction with any other antenna or transmitter.

Transcend Information Inc (USA)
1645 North Brian Street, Orange, CA 92867, U.S.A
TEL: +1-714-921-2000

12. Warranty Policy

Please find the warranty period of this product on its package. For details of **Warranty Terms and Conditions** and **Warranty Periods**, please refer to the link below:

<https://www.transcend-info.com/warranty>

13. GNU General Public License (GPL) Disclosure

Please visit <https://www.transcend-info.com/Legal/?no=10> to view more information on open-source licensing.

14. End-User License Agreement (EULA)

For details of software license terms, please refer to the following link:

<https://www.transcend-info.com/legal/gpl-disclosure-eula>

15. Eurasian Conformity Mark (EAC)

