

## FAQs

### How to update the latest firmware? [H50/H100/X150/X300/F550]

1. Go onto Thinkware website and go into support.
2. Select the series and model you are using. If the F550 is selected, all of the download links will say F550 on the bottom.
3. Download the firmware that is available.
4. Once the new firmware is downloaded, unzip the downloaded file into the root directory of your MicroSD Card.
5. Insert the memory card into the dash cam and power it on.
6. Your dash cam LED lights should blink for a while, as the firmware upgrade may take up to 10 to 15 minutes.
7. Once the dash cam is done upgrading it will tell you that "Upgrade is now complete, continuous recording will now start." Do not power off your dash cam until it begins continuous recording as it may cause permanent damage to the dash cam.

IF firmware upgrade is continued for more than 5 minutes or downloading failed as like image below, it means that firmware file is corrupt.

In that's the case, please delete the downloaded . bin, . rom or . pkg file and re-download the firmware file into MicroSD Card.

And please proceed to the upgrade from 4th step again.



### How to upgrade Speed Cam Data?

1. Download the latest speed / red light camera data in accordance to the geographic region.  
(smartguidepoint.dx2)
2. Copy the downloaded smartguidepoint.dx2 file into the 'driveinfo' folder. (If 'driveinfo' folder doesn't exist in the root directory of your MicroSD Card, please create one.)

[SD\_ROOT]:/driveinfo/smartguidepoint.dx2

3. Insert the MircoSD Card into the dash cam unit.

4. The device will start recording and operate with the latest speed camera data.

If your country of residence is outside the supported regions for speed and red light camera alerts, or if you wish to disable the alerts altogether, please skip the steps above.

\* To check if the device is upgraded to the latest speed cam data properly, check the version at ;

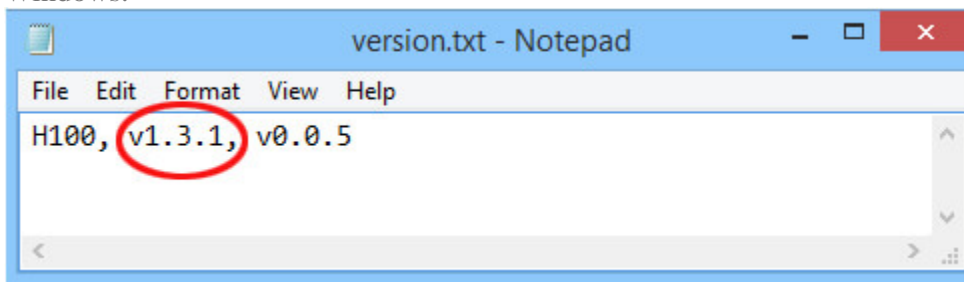
X500 : Go to Menu > About Device > Device Info > Safety Guidance

F750 : Go to Menu > Device Info > Safety guidance version

### **How do I check the current firmware version on my device?**

Browse the folders on the MicroSD Card and open “version.txt” file under “update” folder. Current firmware version is circled in red as shown below.

※ It is recommended to update firmware automatically via Thinkware PC Viewer App when using a PC running on Windows.



### **What is a difference between a Dash Cam and an Action Cam?**

1) Automatic Power On/Off with Auto-Looping Capabilities.

While an Action Cam could provide good video quality, they do not automatically power on and off ? requiring the driver to power on the device every time before starting their commute. Action Cams often does not have auto-looping functions either ? once the memory card is full, it will cease recording.

The THINKWARE Dash Cam automatically powers up when the vehicle is started, so the driver does not have to worry about forgetting to turn on the device. Memory storage is also less of a concern because of the auto-looping technology, as non-incident footages will be overwritten automatically to ensure that the device is always recording.

2) Impact Detection.

Action Cams often do not come equipped with essential components such as a 3-axis G-Sensor to detect sudden impact. In an incident, an Action Cam will not isolate the video footage for viewing purposes, nor does it have the capability to detect hit-and-run incidents when the vehicle is parked.

The THINKWARE Dash Cam will isolate and store footages automatically in the event of an incident using a built-in 3-axis G-Sensor to register impact, so there is no need to worry about missing important evidences in crucial moments.

### 3) Safety and Durability.

Conventional Action Cams are equipped with standard rechargeable batteries which has limited operating time. In addition, the rechargeable batteries inside these devices could overheat and become volatile under extreme heat, affecting its performance.

Dash Cams are plugged into the power outlet inside your vehicle, hence eliminating the need for a rechargeable battery. Our THINKWARE Dash Cams also utilize a Super Capacitor that is designed to withstand harsh conditions inside a car's interior while eliminating the risks of heat related battery failures. Even if the power is disconnected in the event of an accident, the Super Capacitor allows the videos to be safely stored. With this technology, our Dash Cams provide a steady and dependable performance throughout a class-leading range of storage and operating temperatures.

### 4) GPS Tracking (for devices with GPS Antenna only).

In the event of a collision, it is important to collect as much information as possible to use as evidence. All THINKWARE Dash Cams have the capability to connect to a GPS antenna, while selected models have a built-in GPS antenna to pinpoint the time, your speed and your location at the time of the incident, so you don't have to worry about recalling the specifics when you most need it.

### 5) Rear View Recording Capability (Optional).

For the drivers who desire the best protection from other road users, all THINKWARE Dash Cams can pair with an optional rear view camera that are designed with the same high standard of quality and durability for a worry-free drive.

### 6) Out of Sight, Out of Mind.

An Action Cam needs to be remounted every time the driver gets into the car; require manual deletion of used videos; is vulnerable to unstable battery performance; could become projectile objects in a crash; and is often subject to theft.

A good Dash Cam has to be a device that drivers need not to worry about on their daily commute. Our

THINKWARE Dash Cam is easy to install, highly autonomous, safe, durable, and discreet ? all you need to do is just simply get in your car and go for a drive.

### **Why can't I use my own smartphone to record video footages?**

For the same reason why you should not use conventional action cameras as a Dash Cam. In addition, a smartphone's dash cam app often ceases recording whenever you receive a call or a text ? if you become involved in an accident during a call, no footages will be recorded.

### **What is the benefit of a tape mount versus a suction mount?**

Most dashboard cameras employ a bulky plastic suction mount which induces vibration in the video, impedes the driver's view of the road, as well as being vulnerable to hardening after prolonged use ? potentially endangering occupants in the vehicle if the device falls off the windshield in a crash.

THINKWARE Dash Cams use a 3M adhesive tape mount which is discreet and secure, ensuring that the device stays on the windshield even after a violent impact. The tape mount also eliminates video vibration by minimizing the distance between the camera and the windshield while firmly securing the Dash Cam.

### **Should I choose a Dash Cam that is battery-powered?**

Almost all Dash Cams do not support a parking surveillance mode, as they are not designed to withstand the extreme temperatures that is often recorded in a parked car on a hot summer day. In such conditions, the conventional Lithium batteries inside these devices could overheat and become unstable, thus reducing the device performance. In extreme cases, the batteries can become volatile and potentially damage your vehicle.

THINKWARE Dash Cams utilize a Super Capacitor that is designed to withstand harsh conditions inside a car's interior, enabling support of the parking surveillance mode while eliminating the risks of heat related battery failures. Even if the power is disconnected in the event of an accident, the Super Capacitor allows the videos to be safely stored. With this technology, THINKWARE Dash Cams provide a steady and dependable performance throughout a class-leading range of storage and operating temperatures. 0408029734