

# THINKWARE X1000 Dash Cam User Guide

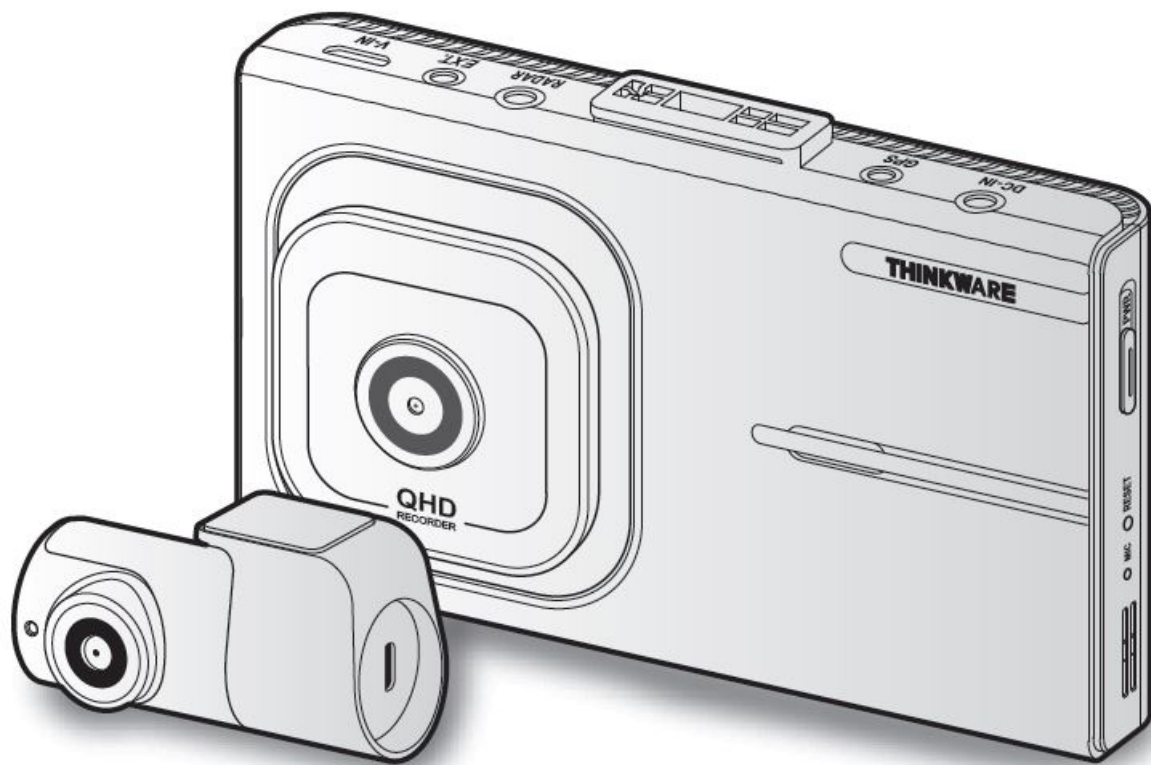
[Home](#) » [THINKWARE](#) » THINKWARE X1000 Dash Cam User Guide 

## Contents

- 1 [THINKWARE X1000 Dash Cam](#)
- 2 [Before using the product](#)
- 3 [Safety information](#)
- 4 [Other information about the product](#)
- 5 [Included items](#)
- 6 [Part names](#)
- 7 [Installing the product](#)
- 8 [Using the continuous recording features](#)
- 9 [Using parking mode](#)
- 10 [Upgrading the firmware](#)
- 11 [FCC Compliance Statement](#)
- 12 [Industry Canada Statement](#)
- 13 [Warranty](#)
- 14 [Documents / Resources](#)
  - 14.1 [References](#)
- 15 [Related Posts](#)

# THINKWARE

**THINKWARE X1000 Dash Cam**



## Before using the product

This Dashboard Camera (dashcam) is a specialized onboard device that continuously records while the vehicle is in use. This manual contains the basic steps required for X1000 installation. For detailed information, please refer to the user guide in the memory card included in the product package. This product records videos while the vehicle is operating. Use this product only for reference when investigating incidents or road accidents. This product is not guaranteed to record or process cloud data for all events. The device may not record accidents with impacts that are too minor to activate the impact sensor or accidents with massive impacts that cause the vehicle's battery voltage to deviate. Video recording does not begin until the product is completely turned on (booted up). To ensure that all vehicle events are recorded, wait until the product is completely booted up after turning it on, and then begin operating the vehicle. THINKWARE is not responsible for any loss caused by an accident, nor is it responsible for providing any support regarding the outcome of an accident. Depending on the vehicle's configuration or operating conditions, such as the installation of remote door lock devices, ECU settings, or TPMS settings, some product features may not be supported, and different firmware versions may influence the product's performance or features.

## Safety information

Read the following safety information to properly use the product.

### Safety symbols in this guide

- “Warning” – Indicates a potential hazard which, if not avoided, may result in injury or death.
- “Caution” – Indicates a potential hazard which, if not avoided, may result in minor injury or property damage.
- “Note” – Provides useful information to help users better utilize the product's features.

### Safety information for proper use

- Do not operate the product while driving a vehicle.
- Install the product in places where the driver's view is not obstructed.

Check with your state and municipal laws before mounting the product to the windshield.

## **Power supply**

- Do not operate or handle the power cable with wet hands.
- Do not use damaged power cables.
- Keep the power cable away from all heat sources.
- Use the power cable with the correct connector and make sure the power cable is connected securely and is firmly in place.
- Do not modify or cut the power cable. Also, do not place heavy objects on the power cable or pull, insert, or bend the power cable using excessive force.
- Use only genuine accessories from THINKWARE or an authorized THINKWARE dealer. THINKWARE does not guarantee compatibility and normal operation of third-party accessories.
- When connecting the power cable to the product, ensure that the connection between the cable plug and the power cable connector on the product is secure. Video recording is not available if the power connector is disconnected.

## **Children and pets**

Ensure that the product is out of the reach of children and pets. If the product breaks, it may result in fatal damage.

## **Other information about the product**

### **Product management and operation**

- Do not expose the product to direct sunlight or intense light. The lens or internal circuitry may fail otherwise.
- Use the product at a temperature between 14°F and 140°F (-10°C to 60°C) and store the product at a temperature between -4°F and 158°F (-20°C to 70°C). The product may not function as designed and some permanent physical damages may result if it is operated or stored out of the specified temperature ranges. Such damages are not covered by the warranty.
- Frequently check the product for the proper installation position. Impact caused by extreme road conditions may alter the installation position. Ensure that the product is positioned as instructed in this guide. Do not apply excessive force when pressing the buttons. Doing so may damage the buttons.
- Do not use chemical cleaners or solvents to clean the product. Clean the product using a clean, soft, and dry fabric.
- Do not disassemble the product or subject the product to impact. Unauthorized disassembly of the product voids the product warranty.
- Handle with care. If you drop, mishandle, or expose the product to external shocks, it may cause damage and/or result in the malfunction of the product.
- Avoid excessive humidity and do not allow any water to enter the product.
- Depending on the make and model of your car, the power may be constantly supplied to the dash cam even when the ignition is turned off. Installation of the device to a continuously powered 12V outlet could result in vehicle battery drainage.
- This device is designed to record video while the vehicle is in operation. The quality of the video might be

affected by weather conditions and the road environment, such as whether it is day or night, presence of street lighting, entering/exiting tunnels, and the surrounding temperature.

- Although designed to withstand high-impact car collisions, THINKWARE does NOT guarantee the recording of accidents when the device is damaged as a result of the accident.
- Keep the windshield and camera lens clean for optimal video quality. Particles and substances on the camera lens or windshield may reduce the quality of the recorded videos.
- This device is intended to be used inside the vehicle only.

## Included items

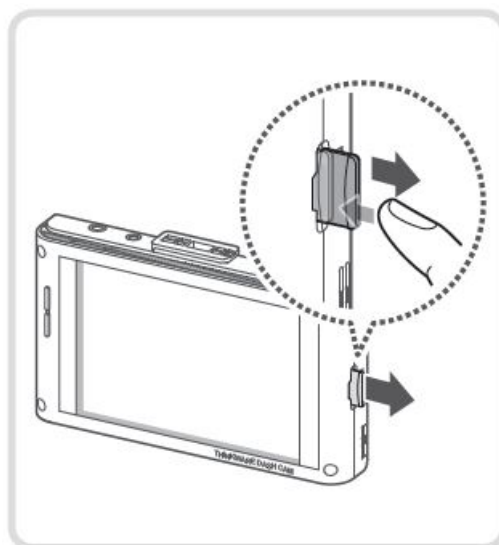
Ensure that all the items are included when you open the product box.

- Front camera (main unit)
- Mount
- Rear camera
- Rear camera cable
- Hardwiring cable
- MicroSD memory card
- Quick start guide & Warranty / CS information / User guide (stored in the MicroSD card)

## Accessories

- Car charger
- External GPS receiver
- RADAR module
- External battery pack

## Removing and inserting the memory card



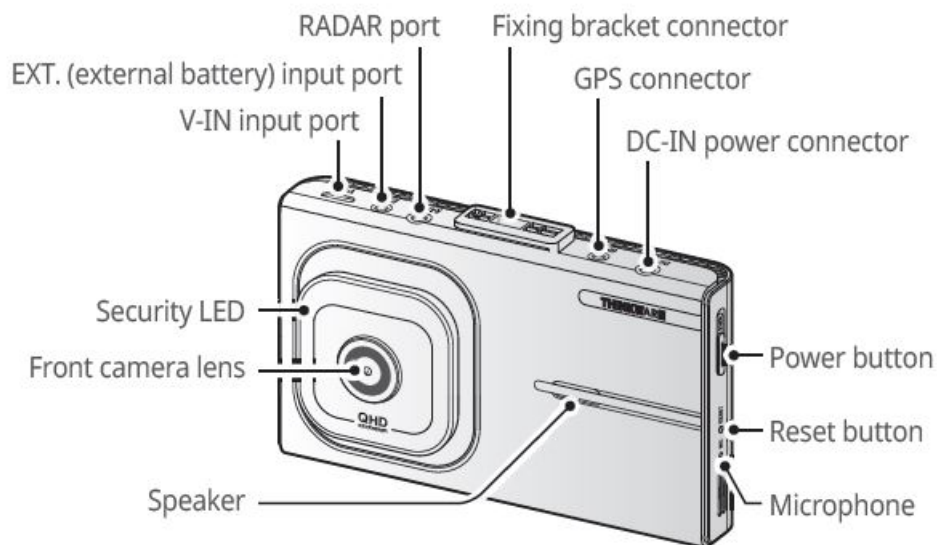
Before removing the memory card, ensure that the product is turned off. Gently push the bottom of the memory card with your fingernail to release it, and then remove it from the product. To insert the memory card into the memory card slot, ensure that the metal contacts on the memory card are facing toward the lens of the product, and insert it into the slot until you hear a click.

- Ensure that the product is turned off before removing the memory card. The recorded video files may be corrupted or lost if you remove the memory card while the product is on.
- Ensure that the memory card is in the correct direction before inserting it into the product. The memory card slot or the memory card may be damaged if it is inserted incorrectly.
- Use only authentic memory cards from THINKWARE. THINKWARE does not guarantee the compatibility and normal operation of third-party memory cards.

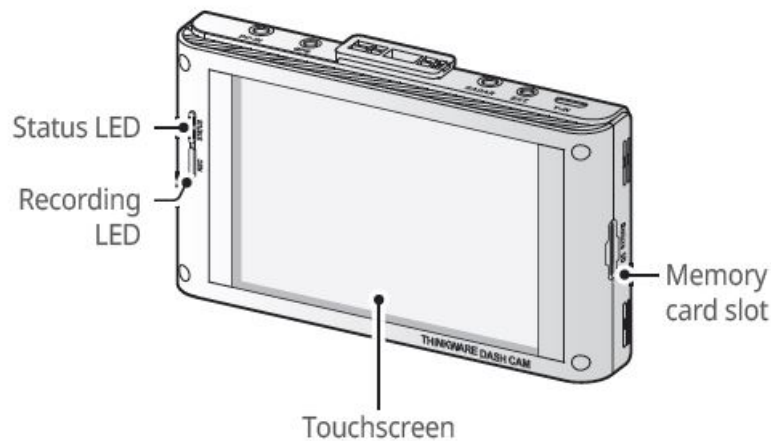
To prevent loss of recorded video files, periodically back up the video files on a separate storage device.

## Part names

### Front camera (main unit) – front view

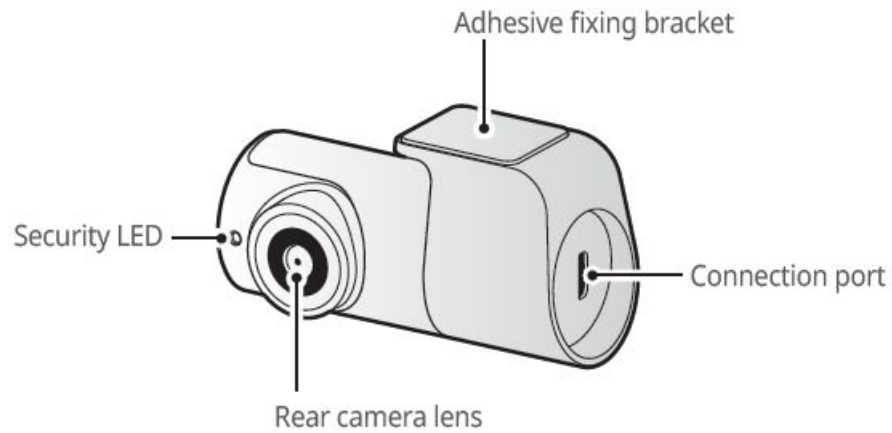


### Front camera (main unit) – rear view

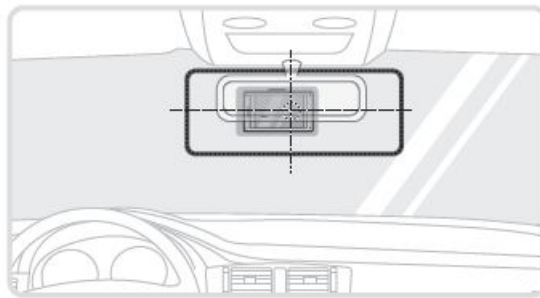


Gently touch the screen to make inputs on the touchscreen. The screen may be damaged if you apply excessive force to the screen or if you touch the screen with a sharp object.

### Rear camera

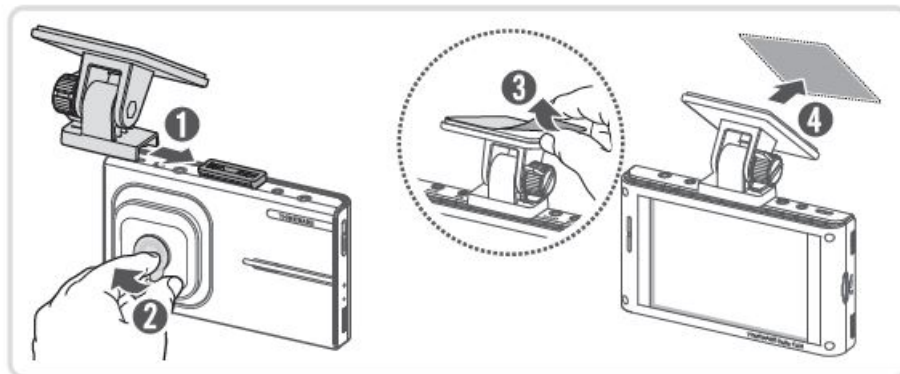


## Installing the product



Select an installation location that can record the entire view in front of the vehicle without obstructing the driver's vision. Ensure that the front camera lens is located in the center of the windshield.

1. Refer to the figures below to install the camera to the windshield.



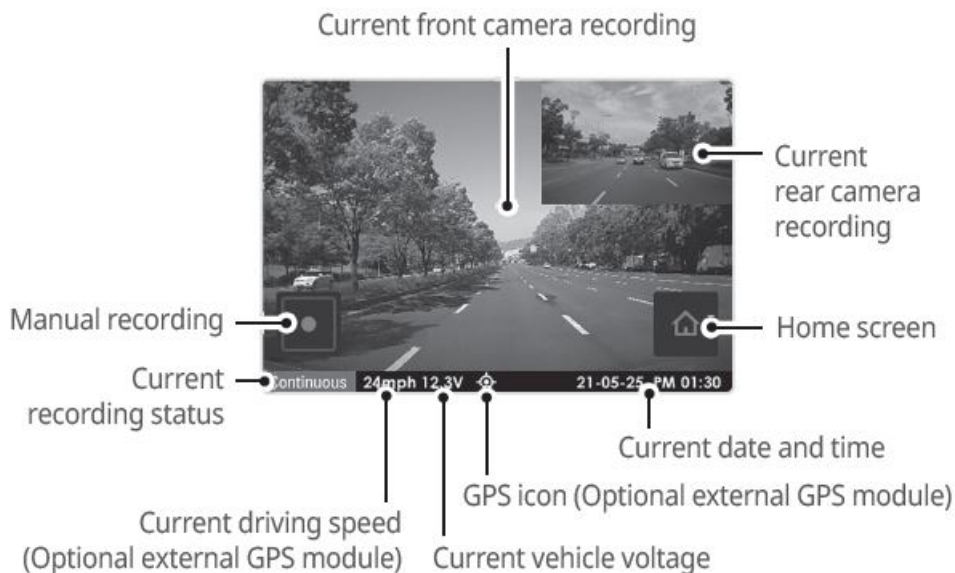
2. Remove the product from the mount, and then push the mount against the windshield to fix it firmly.

3. Reattach the product to the mount, and then adjust the camera angle.

- To confirm the camera angle, record a video after installation and check the video using the product or the PC viewer. If necessary, adjust the camera angle again.
- The product may fall and be damaged during vehicle operation if it is not firmly fixed to the mount.
- If you need to remove the mount from the windshield to alter the installation location, be careful not to damage the windshield's film coat.

## Live view screen

On the Live view screen, you can view the currently recorded video and operate the product by tapping on the LCD display. When you turn on electrical accessories and start the engine, the Live view screen will be displayed.



## Using the continuous recording features

Connect the power cable to the product's DC-IN power port and then turn on the vehicle's electrical accessories or start the engine. The status LED and the voice guide are turned on, and the continuous recording starts.

## Using parking mode

When the product is connected to the vehicle via the continuous power cable, the operating mode is switched to parking mode with the voice guide after the engine or electrical accessories are turned off.

Refer to the user guide to check the LED indicators for each recording mode.

## Upgrading the firmware

You can download the latest firmware upgrade file from <http://www.thinkware.com/Support/Download>. For detailed information about firmware upgrades, refer to the user guide.

## FCC Compliance Statement

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

### FCC Statement

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

### FCC Caution

Any changes or modifications (including the antenna) made to this device that are not expressly approved by the manufacturer may void the user's authority to operate the equipment.

Responsible Party – U.S. Contact Information

- Company Name : Thinkware Systems USA Inc.
- Company Address : 18021, Sky Park Circle, STE J2, Irvine, CA, 92614, USA

- E-mail : [support@thinkware.com](mailto:support@thinkware.com)

## Industry Canada Statement

This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

"This Class (A) digital apparatus complies with Canadian ICES-003."

### Canadian Representative

- Company Name: Mondo System Technology Canada Inc.
- Contact Name: Youngtae Song
- Company Address: 210-1580 BRIGANTINE DRIVE COQUITLAM BC, V3K7C1, CANADA
- ISED Company Number: 9737B
- Telephone: 604.544.2741
- Email: [andy.song@mondosystem.com](mailto:andy.song@mondosystem.com)

## Warranty

THINKWARE warrants to the original purchaser for the following period from your purchasing date against deficiencies in material and workmanship under normal use. Should this unit fail to operate in a satisfactory manner within the warranty period, THINKWARE will at its discretion, replace or repair the product. We may use functionally equivalent, similar (if model is discontinued or out of stock), reconditioned, refurbished, remanufactured, pre-owned or new products or parts.

- MicroSD Card: 6 months
- Main Dash Cam unit and all Accessories in Box: 1 Year

### If service is required

Should this unit fail to operate in a satisfactory manner, it is best to first check with the store where it was originally purchased. Should this fail to resolve the matter and if you believe your unit meets the criteria for warranty replacement or repair, please contact us at [www.thinkware.com/Support](http://www.thinkware.com/Support).

### What this warranty does not cover This limited warranty does not cover:

1. If the device was not purchased from THINKWARE or its authorized retailers.
2. Device malfunction due to the normal wear and tear, misuse, lack of maintenance, accidents, modification, alteration or repairs by an unauthorized person or entity.
3. Products that are operated in combination with ancillary or peripheral equipment not furnished or otherwise certified by THINKWARE for use with the product or any damage to the products or ancillary equipment as a result of such uses.
4. THINKWARE is not liable for any damages (properties, business, and/or indirect damages), loss or corruption of data for any reason, product damage or personal injuries that occur due to accidents or natural disasters.
5. THINKWARE Dash Cam records and saves video of vehicle accidents. It does not however guarantee to record all accidents. Accidents with light impact that is not enough to activate the impact detection sensor may not be recorded.



## LIMITED WARRANTY AND DISCLAIMERS

THINKWARE warrants that the product will be free from defects in materials or workmanship under normal use for one (1) year starting from original date of purchase. You may be required to provide proof of purchase as a condition of receiving warranty service. The obligations of THINKWARE and the right of the purchaser under this warranty is limited to repair or replacement at the option of THINKWARE authorized dealer. The purchaser must provide notice of any defect within one (1) year from the date of purchase and the defective product must be returned to the store where it was originally purchased or THINKWARE authorized dealers, at your expense. Where permitted by local law, THINKWARE Products and any replacement products or parts may be either new or refurbished to be functionally equivalent to new in performance and reliability. Replacement products or parts will have functionality at least equal to that of the product or part being replaced. Replacement products and parts are warranted to be free from defects in materials or workmanship for 90 days, or for the remainder of the warranty period for the THINKWARE Product which they are replacing or in which they are installed, whichever is longer. This Limited Warranty extends only to the original retail or wholesale Buyer. This Limited Warranty does not cover cosmetic damage or damage resulting from (a) accident, abuse, misuse, natural disaster, insufficient or excessive electrical supply, abnormal environmental conditions or other external causes; (b) repair, replacement, modification, unauthorized disassembly or service by anyone other than THINKWARE or THINKWARE authorized service provider; or (c) modification or conversion conducted at user's discretion, carelessness, or negligence.


### EXCEPT AS EXPRESSLY SET FORTH IN THIS LIMITED WARRANTY,

THERE ARE NO OTHER WARRANTIES, EXPRESS OR IMPLIED, FOR YOUR THINK ARE PRODUCT. ALL IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE IMPOSED BY LAW ARE LIMITED IN DURATION TO THE APPLICABLE WARRANTY PERIOD. THINKWARE DISCLAIMS ALL OTHER WARRANTIES INCLUDING ANY IMPLIED WARRANTIES. This Limited Warranty gives you specific legal rights, and it is governed by the laws of the jurisdiction in which your THINKWARE Product was purchased. Some jurisdictions do not allow any limitation on how long a limited warranty will last or the exclusion or limitation of incidental or consequential damages in which case, the exclusions or limitations stated in this Limited Warranty may not apply to you. You may also have other rights that vary by jurisdiction. To the extent allowed by local law, the remedies provided in this Limited Warranty are your sole and exclusive remedies. These terms and conditions supersede any prior agreements or representations, including statements made in sales literature or advice given in connection with your purchase. TO THE EXTENT ALLOWED BY LOCAL LAW, AND EXCEPT AS SPECIFICALLY SET FORTH IN THIS LIMITED WARRANTY, IN NO EVENT SHALL THINK ARE OR ANY THINK WARE- AUTHORIZED SERVICE PROVIDER BE LIABLE FOR (1) ANY DAMAGES CAUSED BY THE PRODUCT OR THE FAILURE OF THE PRODUCT TO PERFORM, (2) ANY DAMAGES RESULTING FROM LOSS DATA, OR (3) ANY INCIDENTAL, CONSEQUENTIAL, CONTINGENT OR SPECIAL DAMAGES WHATSOEVER, (4) ANY OBLIGATIONS ARISING FROM TORT OR ANY OTHER LEGAL THEORY, AND WHETHER OR NOT ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. THINKWARE MAKES NO OTHER WARRANTIES.

### Limited 6 Month Warranty:

A product carrying a 6-month warranty against defects in materials and workmanship includes a THINKWARE MicroSD card included in the product package. In the event of a product defect that requires support during the warranty period, please contact THINKWARE Customer Support ([www.thinkware.com](http://www.thinkware.com)) for assistance.

## Documents / Resources

	<a href="#">THINKWARE X1000 Dash Cam</a> [pdf] User Guide X1000, Dash Cam, X1000 Dash Cam
---	--

## References

-  [Thinkware Dash Cam | Official Site](#)
-  [Private Site](#)

