

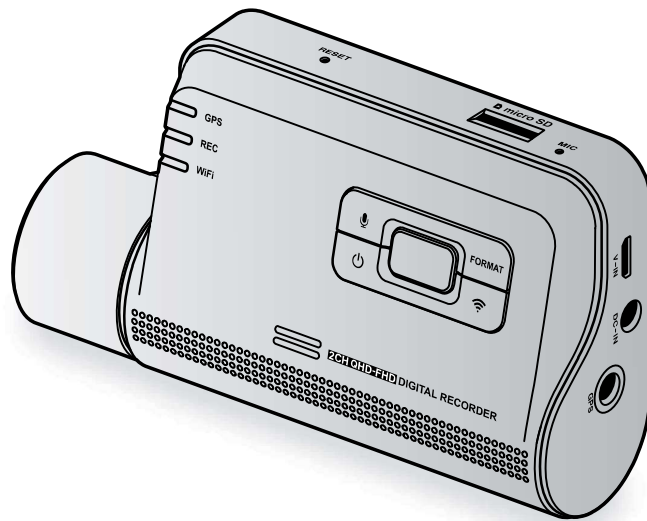
Dashboard Camera **QHD**

THINKWARE

Q800 PRO

User Guide

This product records videos while the vehicle is operating.
Read and follow the instructions in this guide to properly use and maintain the product.



Before using the product

About the product

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 and cloud service for ALL events. The device may not properly record accidents with small 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.

About the user guide

The information provided in the guide may change when the manufacturer updates its service policy.

This user guide is intended for THINKWARE Q800PRO models only, and it may contain technical errors, editorial errors, or missing information.

Copyrights

All rights for the content and maps in this guide are reserved by THINKWARE and are protected under copyright laws. All unauthorized duplication, revision, publication, or distribution of this guide without written consent from THINKWARE is prohibited and is eligible for criminal charges.

Registered trademarks

THINKWARE Q800PRO is a registered trademark of THINKWARE.

Other product logos and service names in this guide are trademarks of the relevant companies.

Industry Canada Radiation Exposure Statement

This equipment complies with IC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20 cm between the radiator & your body.

Déclaration d'exposition aux radiations

Cet équipement est conforme aux limites d'exposition aux rayonnements IC établies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé avec un minimum de 20 cm de distance entre la source de rayonnement et votre corps.

FCC 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.

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 to 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.
- This appliance and its antenna must not be co-located or operation in conjunction with any other antenna or transmitter.
- A minimum separation distance of 20cm must be maintained between the antenna and the person for this appliance to satisfy the RF exposure requirements.

FCC CAUTION: Any changes or modifications to the equipment not expressly approved by the party responsible for compliance could void your authority to operate the equipment.

FCC ID: 2ADTG-Q800PROB

Information to user : RSS-247

This device complies with Industry Canada's licence-exempt RSSs.

Please be cautioned the changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Notice: 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 B digital apparatus complies with Canadian ICES-003.

IC: 12594A-Q800PROB

Énoncé FCC

Cet appareil est conforme à la partie 15 des Règles de la FCC. Son utilisation est assujettie aux deux conditions suivantes : (1) Cet appareil ne doit causer aucune interférence nuisible et (2) cet appareil doit accepter toutes les interférences reçues, y compris celles qui pourraient provoquer un fonctionnement non souhaitable.

Cet équipement a été testé et déclaré conforme aux limites pour appareils numériques de classe B, selon la section 15 des Règles de la FCC. Ces limites sont destinées à assurer une protection raisonnable contre les interférences nuisibles dans une installation résidentielle. Cet équipement génère, utilise et émet de l'énergie de fréquences radio et peut, en cas d'installation ou d'utilisation non conforme aux instructions, engendrer des interférences nuisibles pour les communications radio. Toutefois, il n'existe aucune garantie qu'une installation particulière sera à l'abri des interférences. Si cet équipement cause des interférences nuisibles à la réception radiophonique ou télévisuelle, ce qui peut être vérifié en mettant l'équipement hors, puis sous tension, l'utilisateur peut tenter de résoudre le problème de l'une des façons suivantes :

- Réorienter ou déplacer l'antenne de réception.
- Augmenter la distance entre l'équipement et le récepteur.
- Brancher l'équipement sur un circuit électrique différent de celui où le récepteur est branché.
- Consulter le fournisseur ou un technicien expérimenté dans le domaine de la radio ou de la télévision.
- Cet appareil et son antenne ne doivent pas être placés à proximité de toute autre antenne ou de tout autre émetteur, ni être utilisés conjointement avec ceux-ci.
- Une distance de séparation minimale de 20 cm doit être maintenue entre l'antenne de cet appareil et l'utilisateur pour satisfaire aux exigences d'exposition aux RF.

MISE EN GARDE DE LA FCC : Tout changement ou toute modification à l'équipement qui n'a pas fait l'objet d'une autorisation expresse par la partie responsable d'assurer sa conformité pourrait annuler votre droit à utiliser l'équipement.

Code FCC : 2ADTG-Q800PROB

Information pour l'utilisateur : CNR-247

Cet appareil est conforme aux exigences des CNR d'Innovation, Sciences et Développement économique Canada pour les dispositifs exempts de licence.

Soyez avisés que tout changement ou toute modification à l'équipement qui n'a pas fait l'objet d'une autorisation expresse par la partie responsable d'assurer sa conformité pourrait annuler le droit de l'utilisateur à utiliser l'équipement.

Avis : L'utilisation est assujettie aux deux conditions suivantes : (1) Cet appareil ne doit causer aucune interférence et (2) cet appareil doit accepter toutes les interférences, y compris celles qui pourraient provoquer un fonctionnement non souhaité.

Cet appareil numérique de classe B est conforme à la norme canadienne NMB-003.

ISDEC : 12594A-Q800PROB

Contents

Safety information	6	4.5 Cloud service	27
1. Product overview	9	4.5.1 Log in to the THINKWARE account	27
1.1 Included items	9	4.5.2 Locating the vehicle	28
1.1.1 Standard items	9	4.5.3 Setting Geo-Fence	29
1.1.2 Accessories (sold separately)	9	4.5.4 Using the driving impact notification feature	31
1.2 Part names	10	4.5.5 Viewing driving impact videos on the cloud service	32
1.2.1 Front camera (main unit) - front view	10	5. Using the PC viewer	33
1.2.2 Front camera (main unit) - rear view	11	5.1 System requirements	33
1.2.3 Rear camera (optional)	11	5.2 PC viewer for Windows	33
1.3 Removing and inserting the memory card	12	5.2.1 Installing the PC viewer (for Windows)	33
2. Installing the product	13	5.2.2 PC viewer screen layout (for Windows)	34
2.1 Installing the front camera (main unit)	13	5.2.3 Playing recorded videos on the PC viewer (for Windows)	35
2.1.1 Selecting an installation location	13	5.2.4 Video control menu overview (for Windows)	36
2.1.2 Securing the product	13	5.3 PC viewer for Mac	37
2.1.3 Connecting the power cable	15	5.3.1 Installing the PC viewer (for Mac)	37
2.2 Installing the rear camera (optional)	16	5.3.2 PC viewer screen layout (for Mac)	38
2.2.1 Selecting an installation location	16	5.3.3 Playing recorded videos on the PC viewer (for Mac)	39
2.2.2 Securing the rear camera	17	5.3.4 Video control menu overview (for Mac)	40
2.2.3 Connecting the rear camera cable	18	6. Settings	41
3. Using recording features	19	6.1 Managing the memory card	41
3.1 Turning the product on or off	19	6.1.1 Partitioning the memory card	41
3.2 Learning about file storage locations	19	6.1.2 Formatting the memory card	41
3.3 Using the continuous recording feature	19	6.1.3 Configuring the video overwriting function	41
3.4 Recording manually	20	6.2 Setting the camera	42
3.5 Using parking mode	20	6.2.1 Setting the brightness of the front camera	42
4. Using the mobile viewer	22	6.2.2 Setting the brightness of the rear camera	42
4.1 Connect the product to a smartphone	22	6.2.3 Reversing left and right of the rear view	42
4.1.1 Connecting the product to an Android device	22		
4.1.2 Connecting the product to an iOS device	23		
4.2 Mobile viewer screen layout	25		
4.3 Playing recorded videos on the mobile viewer	26		
4.4 Video control menu overview	26		

6.3 Setting recording features	43	6.6 Configuring network function settings	50
6.3.1 Setting the continuous impact detection sensitivity	43	6.6.1 Setting the network function	50
6.3.2 Setting the Super Night Vision feature	43	6.6.2 Setting sensitivity for driving impact notification	50
6.3.3 Setting parking mode	43	6.6.3 Setting driving impact video upload	50
6.3.4 Setting the impact sensitivity in parking mode	44	7. Accessing the product information	51
6.3.5 Setting the motion detection sensitivity	44	7.1 Viewing the product information	51
6.3.6 Setting the record timer feature	44	7.2 Accessing and configuring the GPS	51
6.3.7 Setting the battery protection feature	44	8. Upgrading the firmware	52
6.3.8 Setting the battery cutoff voltage feature	45	9. Resetting the product	52
6.3.9 Setting the battery protection feature for wintertime	45	10. Troubleshooting	53
6.4 Setting road safety features	45	11. Specifications	54
6.4.1 Setting the safety cameras	45		
6.4.2 Setting the mobile zone alert	46		
6.4.3 Identifying the vehicle type	46		
6.4.4 Initializing the ADAS calibration setting	46		
6.4.5 Setting the lane departure warning sensitivity	46		
6.4.6 Setting the lane departure detection speed	47		
6.4.7 Setting the forward collision detection sensitivity	47		
6.4.8 Setting the low speed forward collision detection sensitivity	47		
6.4.9 Setting front vehicle departure warning	47		
6.5 Configuring the system settings	48		
6.5.1 Setting the display language	48		
6.5.2 Adjusting the system volume	48		
6.5.3 Setting the Security LED	48		
6.5.4 Setting the rear camera LED	48		
6.5.5 Setting the time zone	49		
6.5.6 Setting the daylight saving time	49		
6.5.7 Setting the speed unit	49		
6.5.8 Setting the speed stamp	49		
6.5.9 Setting the voice recording	49		

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

Driving and product operation



- **Do not operate the product while driving a vehicle.** Distraction while driving may cause accidents and result in injury or death.
- **Install the product in places where the driver's view is not obstructed.** Obstruction of the driver's vision may cause accidents and result in injury or death. 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.** Doing so may result in electrocution.
- **Do not use damaged power cables.** Doing so may result in electrical fire or electrocution.
- **Keep the power cable away from all heat sources.** Failure to do so may cause the power cord insulation to melt, resulting in electrical fire or electrocution.
- **Use the power cable with the correct connector and make sure the power cable is connected securely and is firmly in place.** Failure to do so may result in electrical fire or electrocution.
- **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. Doing so may result in electrical fire or electrocution.



- **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.** If the connection is loose, the power cable may become disconnected due to vehicle vibration. 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.** Doing so may damage plastic components of the product. Clean the product using a clean, soft, and dry fabric.
- **Do not disassemble the product or subject the product to impact.** Doing so may damage the product. 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.
- Do not attempt to insert foreign objects into the device.
- **Avoid excessive humidity and do not allow any water to enter the product.** Electronic components inside the product may fail if exposed to humidity or water.



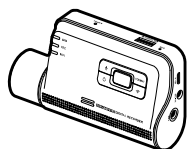
- Depending on the make and model of your car, the power may be constantly supplied to the dash cam even when the ignition is turned off. Installation of the device to a continuously powered 12V outlet could result in vehicle battery drainage.
- This device is designed to record video while the vehicle 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.
- THINKWARE is NOT responsible for the loss of any recorded video during operation.
- Although the device was 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.

1. Product overview

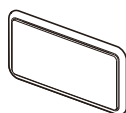
1.1 Included items

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

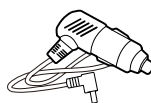
1.1.1 Standard items



Front camera (main unit)



Mount



Car charger



Adhesive cable holder



MicroSD memory card
with adapter
(consumable)



Quick start guide & Warranty
/ CS information / User guide
(stored in the microSD card)



USB MicroSD card reader



The standard items may change without prior notice.

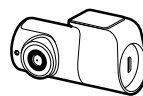
1.1.2 Accessories (sold separately)



Hardwiring cable



External GPS receiver



Rear camera



- GPS reception may be affected by interference from the vehicle's windshield, particularly those treated with anti-UV protective coating, or built-in defroster. It is recommended that an external GPS receiver is used when the GPS signal is weak or when you cannot get a GPS signal.
- To connect the external GPS receiver to the front camera, carefully remove the front camera's GPS port cover with a pry tool or a small flat-head screwdriver to access the port.