

4	THINK Thermal Imager		<p>320*240 ultra-high pixels with its own thermal tracking points, which can be used for image superposition (refers to the coincidence of real image and thermal image collected by the camera, so as to achieve more accurate positioning). The thermal sensitivity reaches 0.07°C (32.126 °F), which is more accurate.</p> <p>Higher image acquisition resolution is displayed on the high-definition display. THINK Thermal Imager has a large number of car diagnostic fault thermal comparison maps. Technicians can accurately locate vehicle faults by image comparison.</p> <p>Application scenario:</p> <ol style="list-style-type: none"> <li>1. Cylinder misfire;</li> <li>2. Generator power generation;</li> <li>3. Belt and bearing aging;</li> <li>4. Relay overload;</li> <li>5. Three-way catalytic blockage, etc.</li> </ol>
5	THINK Battery Tester		<p>Detect the battery voltage, resistance service life, current and other battery information.</p> <p>Combined with the high-resolution screen of the device and high-precision data monitoring to make the detection efficiency greatly improved.</p> <p>Application scenario: Automobile battery health detection, starting system and charging system.</p>
6	TPMS Module (Standard configuration)		<p>Work with the device to complete tire pressure diagnosis related functions.</p> <p>Application scenario:</p> <ol style="list-style-type: none"> <li>1. Read tire pressure information such as pressure, temperature, and battery status;</li> <li>2. Replace the sensor for programming;</li> <li>3. Change the position of the tire or other abnormalities that require sensor learning</li> </ol>

### 3.8 Oscilloscope

The THINKDIAG 4 integrates the function of a two-channel oscilloscope. The visual graphical interface assists users in identifying electrical problems with sensors, actuators, control modules, or circuits.



### 3.9 Multimeter

The device integrates the function of a multimeter. It can measure various electronic components and electrical parameters such as AC current, DC current, AC voltage, DC voltage, resistance, diode, on-off test, etc., through the THINKDIAG 4 multi-function diagnostic box.



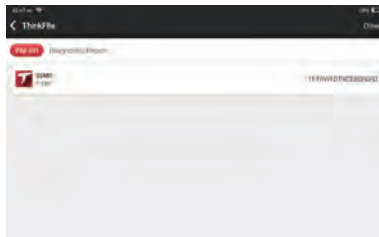
### 3.10 Remote Assistance

In this function, you can request remote assistance through third-party software [teamview]. By sending your device ID number to the remote technician or after-sales personnel, you can authorize the other party to remotely operate the device, so as to guide you to the problems encountered in the process of using the device.



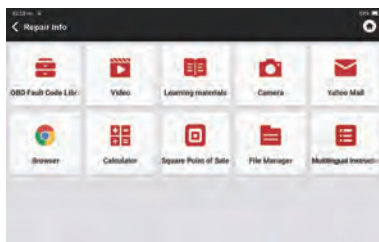
### 3.11 ThinkFile

It is used to record and establish the file of the diagnosed vehicles. The file is created based on the vehicle VIN and check time, including all VIN-related data such as diagnostic reports, data stream records and pictures.



### 3.12 Repair Info

Tap "Repair Info" on the homepage, the following page will appear.



#### 3.12.1 Fault Code Enquiry

You can enquire the definition of OBD fault codes.

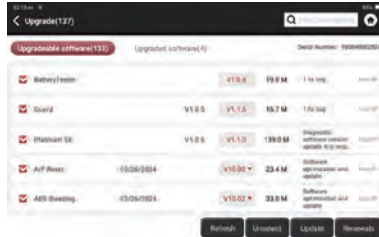
#### 3.12.2 Learning materials

You can view the operation playback of the special functions of each brand model, to help users study the operation of the special functions online without connecting the vehicle.

### 3.13 Update

In order to let you enjoy better functions and upgrade services, we recommend you make software upgrades irregular. When there is a newer software version, the system will remind you to upgrade.

"Software Upgrade" to enter the upgrade center. There are two function tabs on the upgrade page:



Upgradeable software: A list of software that can be upgraded to newer versions.

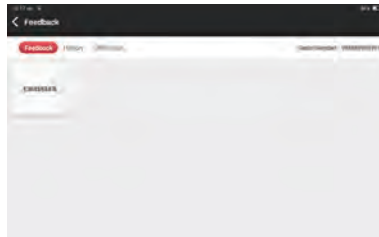
Upgraded software: A list of software that has been downloaded.

⚠️ Note: During the upgrade, please keep normal network connection. Upgrade many software may take a few minutes, please wait.

If you need to cancel certain software, please enter setting -> diagnostic software clear -> remove software to operate.

### 3.14 Feedback

If you encounter an unresolved problem or diagnostic software bug during diagnosis, you can revert the most recent 20 test records to Thinkcar Team. When we receive your feedback, we will analyze and troubleshoot it in a timely manner, to improve the quality of our products and user experience. Tap **Feedback**, the below pop-up message will appear:



Tap **OK** to enter the vehicle diagnostic feedback selection screen. There are three options:

**Feedback:** to show the list of all tested vehicle models.

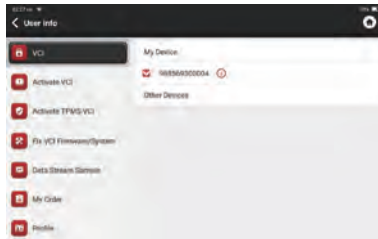
**History:** Tap to view all diagnostic feedback reverted and the processing progress.

**Offline List:** Tap to display all diagnostic feedback logs which have not been submitted successfully due to network failure. Once the tablet gets a stable network signal, it will be uploaded to the server automatically. On the Diagnostic Feedback page, tap the diagnostic record of certain vehicle model or special function to next step.

Tap Choose File to open the target folder and choose the desired diagnostic logs. Choose the failure type and fill with the detailed failure description in the text box, and leave your telephone or email address. After inputting, tap Upload Logs to revert feedback to us.

We will follow up your feedback as soon as we receive your diagnostic feedback, please keep an eye on the progress and results of your diagnostic feedback in Diagnostic Feedback History.

## 4. User Info



### 4.1 VCI

If several VCI connectors are registered on the device, this option allows you to choose one from those.

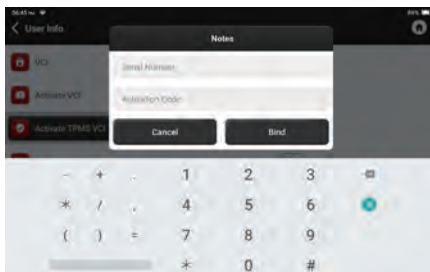
### 4.2 Activate VCI

This step allows you activate a new VCI connectors or get help. Input the Serial Number and Activation Code, and then tap "Activate" to activate it.

Once the VCI connector is activated, the serial number of it will be displayed in the list which located in the VCI.

### 4.3 Activate TPMS

This step is for binding the Tire Pressure Monitoring System.



#### 4.4 Fix VCI firmware/system

Use to repair the VCI firmware. During the repair, please don't power off or switch interfaces.



#### 4.5 Data Stream Sample

This feature allows you to manage the recorded data stream sample files.

#### 4.6 My Order

To manage order details.

#### 4.7 Profile

To set and manage shop information.

#### 4.8 Change Password

This item allows you to modify your login password.

#### 4.9 Wi-Fi

Set up Wi-Fi networks that can be connected.

## 4.10 Diagnostic Software Clear

This option can clear some cache files and free up the storage space.

## 4.11 Business Information

Add the information of the workshop, to which the scanner belongs, and it will be displayed to the customers in the diagnostic report.

## 4.12 Customer Management

Manage information of all customers, who conduct vehicle diagnostic on this equipment and display in turn.

## 4.13 Diagnostic Record

You can check the diagnostic history in here.

## 4.14 Photo Album

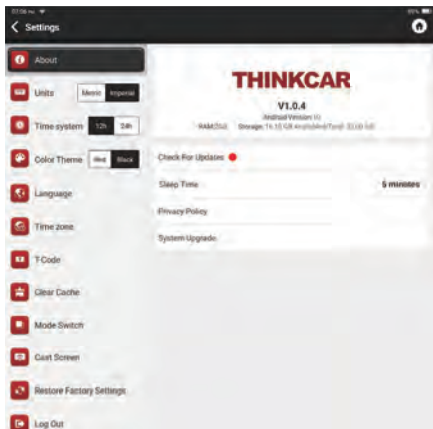
This module saves the screenshots.

## 4.15 Screen Recorder

This module saves the screen recordings.

## 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

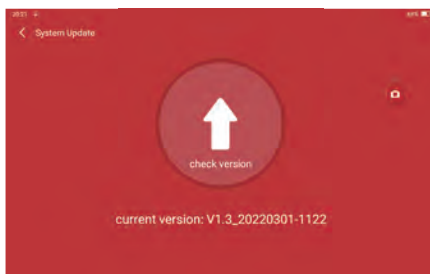
This is used to set up the sleep time. If the device is not operated within the sleep time limit, the device will automatically turn off the screen.

#### 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.

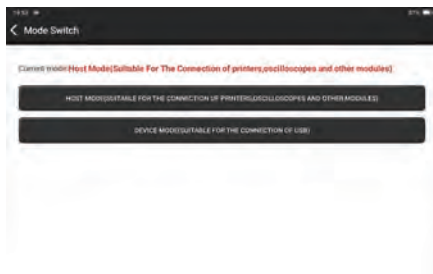
#### 4.16.7 Clear Cache

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, it must use the HOST MODE.



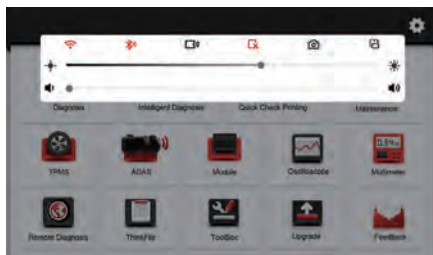


#### 4.16.9 Restore Factory Settings

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 other chargers to charge the tablet?

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

Q: How do I save battery power?

A: Please turn off the screen when not using the tablet, set a shorter standby time, and decrease the brightness of the screen.

Q: Why my tablet cannot be turned on?

Possible reasons	Solution
The equipment has not been used for a long time, and the battery drains.	Charge it for more than 2 hours before turning it on.
The charger is faulty.	If there is a quality problem with the charger, please contact the dealer or after-sales service of THINRCAR.

Q: Why can't I register my account?

Possible reasons	Solution
Network connection failure.	Please make sure your tablet has connected to Internet.
Your email address has been registered.	Use another email for registration or skip the registration and log in with the existing account associated with the email (If you forget your account info, you can retrieve it by email).
Not receiving the verification code.	Check if the email address is correct and try to get the verification code again.

Q: Why can't I log in?

Possible reasons	Solution
Network connection failure.	Please make sure your tablet has connected to Internet.
Username or password incorrect.	Check the username and password. Contact THINKCAR after-sales service to retrieve your username and password if you forgot them.
Server problem.	Server under maintenance. Please try again later.

Q: Why can't I activate my VCI?

Possible reasons	Solution
Network connection failure.	Please make sure your tablet has connected to Internet.
Input incorrect serial number or activation code.	Check the serial number and activation code and make sure they are correct (Serial number 12 digits, activation code 8 digits).
Activation code invalid.	Contact THINKCAR after-sales service or regional sales.
Configuration empty.	Contact THINKCAR after-sales service or regional sales.

Q: Notes: the equipment is not activated during update software ?

Possible reasons	Solution
VCI not activated	Use the serial number and activation code to activate the VCI as follows: Click [Settings] -> [Activate VCI]. Input the correct serial number and activation code in the interface, and click [Activate].
Network connection failure	Please make sure your tablet has connected to Internet.
Tablet out of storage space	Uninstall irrelevant applications and delete uncommonly used vehicle software (enter setting -> diagnostic software clear -> remove software to operate), to free storage space.
Server problem	Server under maintenance. Please try again later.

Q: Why my VCI got no power after connecting to the vehicle's DLC port?

Possible reasons	Solution
Poor electric contact with the vehicle's DLC port.	Plug out the VCI connection cable, and then plug it in again.
Too low voltage of the vehicle battery.	<ul style="list-style-type: none"> <li>• Recharge the vehicle battery.</li> <li>• Replace the vehicle battery if it is damaged.</li> </ul>
VCI faulty.	Contact THINKCAR after-sales service to get support.

Q: Why my tablet cannot establish a connection with the VCI?

Possible reasons	Solution
VCI not powered on.	<ul style="list-style-type: none"> <li>• Please refer to the answers above to make sure the VCI is working properly.</li> <li>• Pair again the Bluetooth connection between the tablet and the VCI.</li> </ul>
Firmware damaged.	Enter the settings and tap "Fix Connector Firmware/ System" to fix the firmware

Q: How do I connect the VCI with my vehicle if it does not have the standard OBDII DLC port?

A: We provide 13 non-standard adapters with the tool. Please select the appropriate one from them.

Q: Why does it show communication error with vehicle ECU?

A: Please confirm if the VCI is correctly connected with the vehicle and if the vehicle ignition switch is ON. If all are normal, please send us a Feedback along with vehicle information (Model, Year, VIN). Our service team will get back to you shortly.

Q: Why can't I enter the desired vehicle ECU system?

A: Please confirm if the vehicle is truly equipped with the ECU system, if the VCI is correctly connected, and if the vehicle ignition switch is ON.

Q: What shall I do if I lost my VCI?

A: Please contact THINKCAR after-sales service or regional sales.

## Warranty Terms

- This warranty applies only to users and distributors who purchase THINKCAR products through normal procedures.
- Within one year from the date of delivery, THINKCAR warrants its electronic products for damages caused by defects in materials or workmanship.
- Damages to the equipment or components because of abuse, unauthorized modification, use for non-designed purposes, operation in a manner not specified in the instructions, etc. are not covered by this warranty.
- The compensation for dashboard damage caused by the defect of this equipment is limited to repair or replacement. THINKCAR does not bear any indirect and incidental losses.
- THINKCAR will judge the nature of the equipment damage according to its prescribed inspection methods. No agents, employees or business representatives of THINKCAR are authorized to make any confirmation, notice or promise related to THINKCAR products.

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Customer Service Email: [support@thinkcar.com](mailto:support@thinkcar.com)

Official Website: [www.thinkcar.com](http://www.thinkcar.com)

Products tutorial, videos, Q&A and coverage list are available on Thinkcar official website.

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