

THINKCAR

Version: V1.00.001

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Important Security and Operation Information

To avoid personal injury, property loss or accidental damage to the product, please read all information in this chapter before using the product.

Handle the Equipment with Care

Do not drop, bend, puncture, insert foreign objects, or place heavy objects on the equipment, or else, vulnerable components inside may be damaged.

Do not Disassemble or Modify the Equipment

It is a sealed device without part that can be repaired by user inside. All internal repairs must be carried out by authorized maintenance agencies or technicians. Attempts to disassemble or modify the equipment will void the warranty.

Do not Attempt to Replace Internal Battery

The internal rechargeable battery must be replaced by authorized maintenance organization or technician.



Adapter information


Do not wet the equipment and adapter. Do not soak the equipment into water or place it in position where it may absorb water or other liquids. The charging device may be hot in normal use. Ensure good ventilation around the charging device.

Unplug the charging device if any of the following occurs:

- The charging device is exposed to rain, liquid, or excessive humidity.
- The charging device shows signs of physical damage.
- You attempt to clean the charging device.

Protect Data and Software

Do not delete unknown files or change names of files or directories created by others, otherwise, the equipment software may fail to run.

 Note: access to network resources may make devices vulnerable to computer viruses, hackers, spyware, and other malicious acts, which may damage devices, software, or data. You should ensure that your computer is adequately protected with firewalls, anti-virus software, and anti-spyware software, and that these software is always up to date.

Precautions for Use

The ignition switch should be in the OFF position when the diagnosis line is removed or inserted.

Precautions for Vehicle ECU Operation

- When the ignition switch is on, please do not disconnect the internal electrical device of the car at will, so as to avoid damage to the ECU or equipment.
- Do not place magnetic objects near the computer to avoid circuit and component failure in the ECU.
- Disconnect the ECU system power supply when welding is carried out on the vehicle.
- When performing repairs near the computer or sensor, pay particular attention to avoid damage to the ECU and sensor.
- The connector of the ECU wire harness should be connected reliably to avoid damage to the integrated circuit and other electronic components inside the ECU.

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1. Overview

1.1 Instruction

The THINKTOOL X5 video remote diagnosis equipment (hereinafter referred to as THINKTOOL X5) has the strongest dual diagnosis mode, which can not only realize the local diagnosis function, but also complete the remote vehicle diagnosis through real-time communication of equipment, so that the diagnosis is not bound by space.

THINKTOOL X5 supports voice and video communication, and provides massive technical maintenance expert support anytime. THINKTOOL X5 remote service dealers and certified technicians can initiate remote diagnosis services online according to maintenance needs, and remotely solve auto repair problems for you.

1.2 Recognize diagnosis host



① Diagnosis interface

② Microphone

③ Screen

④ Power/Button

Long press the button to start or shut down.

Simply press the key to sleep or wake up.

⑤ Type C charge jack

For connecting attached charger for charging.

⑥ Ethernet interface

⑦ Rear camera

⑧ Heat dissipation port

⑨ Loudspeaker

⑩ LED lamp

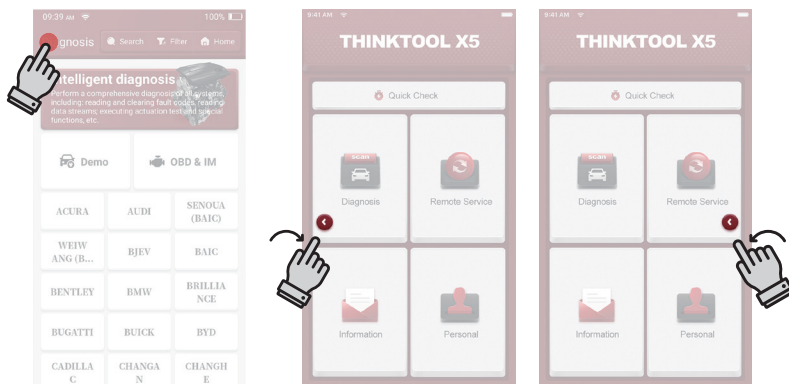
1.3 Performance parameter

Operating system	Android 10.0
Memory	4 GB
Memory capacity	64 GB
Battery	3150 mAh/ 3.7 V
Display screen	5 inches

Camera	Rear 13 megapixel camera
Network connection	Wi-Fi/Ethernet interface
Bluetooth	Bluetooth 5.1
Work temperature	0°C ~ 50°C
Storage temperature	-20°C ~ 60°C

1.4 Equipment operation



Click on the title in the upper left corner of the page to return, and gesture return is available



1.5 Shortcut setting

Drop-down menu shortcut keys, including Wi-Fi, screen recording, screen capture, screen flip, LED switch, and Ethernet switch (icon in red indicates enabled). The screen brightness and volume can be also adjusted.



After the screen capture function  is enabled, the screen displays the screen capture button  capture the screen by clicking the button. Check screenshot from "Personal" -> "Photo Album".

Long press the Wi-Fi to enter the Wi-Fi setting interface rapidly.

2. Rapid use introduction

2.1 First use

The following setting should be made in first use.

2.1.1 Start

Long press the power key to start the machine, and the screen displays as follows:



2.1.2 Language Setting

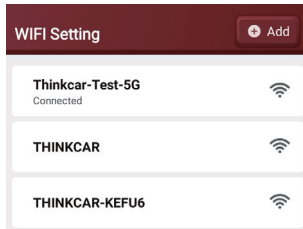
Select the tool language from the languages interface as following.



2.1.3 Connect Wi-Fi

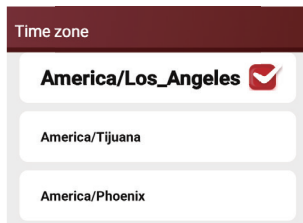
The system will automatically search all available Wi-Fi networks and you can choose the Wi-Fi needed. If the chosen network is open, you can connect it directly; If the chosen network is encrypted, you must enter the correct password.

⚠️ Tips: Wi-Fi must be set. If no Wi-Fi network is available nearby, you can enable "Portable Mobile Hotspot".



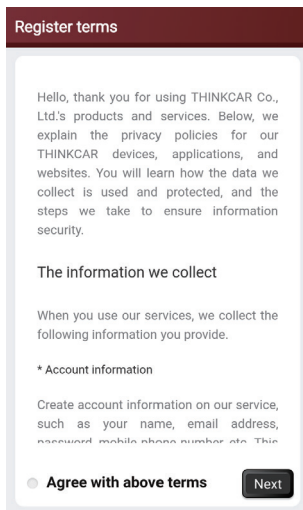
2.1.4 Choose Time Zone

Choose the time zone of the current location, then the system will automatically configure the time according to the time zone you chose.



2.1.5 User agreement

Read all the terms and conditions of the user agreement carefully and select "Agree to the Terms".



2.1.6 Account creation

You need to enter your email address to register an account. If you already have other THINKCAR products and have registered, you can directly use the existing account to log in.

Register

Registered Activate VCI Completed

User name

Password

Confirm Password

Email

CAPTCHA CAPTCHA

Sign-up means acceptance [Privacy Policy](#)

Register

2.1.7 Diagnosis equipment activation

Enter the serial number and activation code of the equipment to activate it. If no activation operation is performed, you can also tap [Personal] on the home screen to enter to select [Activation VCI] to carry out operation.

⚠ Note: the activation code consists of 8 digits, pasted on the "Password Letter".

Register

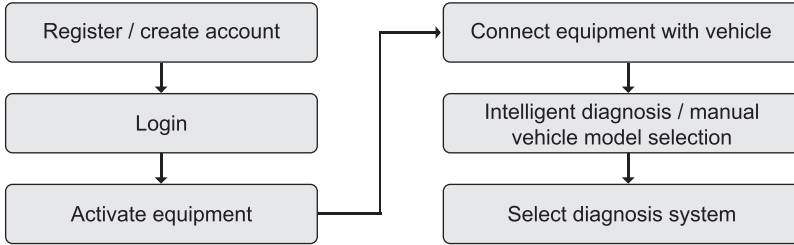
Registered Activate VCI Completed

Serial Number

Activation Code

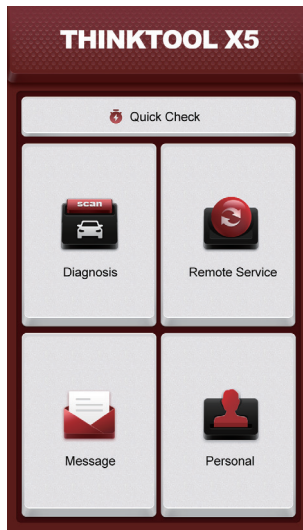
ACTIVATE

2.2 Diagnosis procedure



2.3 Function menu

After diagnosis host is started, the system automatically enters the home page:




THINKTOOL X5 mainly comprises the following function options:

- [Diagnosis]: including intelligent diagnosis and traditional diagnosis. It can detect the electronic control system faults of covering most brands and models of Asian, European, and American vehicles. The diagnostic functions include fault code reading, fault code clearing, data stream reading, action testing, special functions, etc.
- [Remote Service]: the user and the remote expert technician communicate with each other about the diagnostic requirements through this module, and the expert technician can use the third-party diagnostic equipment to provide professional remote diagnosis support after confirming the operation.
- [Message]: to display list of contacted merchants and relevant information.
- [Personal]: in this function, includes machine settings, account management, information query, etc.

2.4 Recharge the host

The host is recharged by the following steps:

1. Connect one end of the power cable to the USB socket of the power adapter.
2. Connect the other end of the power cable to the charge jack at the top of the host.
3. Plug the charger into the power socket and start charging.
4. When the battery symbol shows , it means charging is finished, and disconnect the power socket of the host.

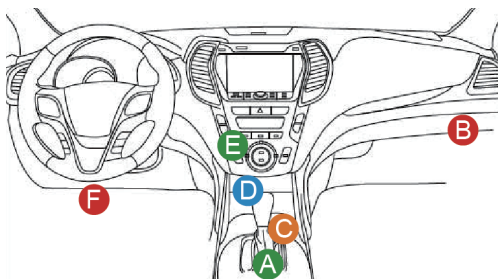
2.5 Battery use

- If the battery has not been used for a long time or the battery is exhausted, it may not be able to start up the machine properly when charging. This is normal. Please charge the battery for a period of time before starting the machine.
- Please use the attached charger for charging. The Company will not be responsible for any damage or loss caused by using other chargers other than those specified by the Company.
- The battery can be recharged. But since the battery is a consumable, after a long time of use, the standby time of the equipment will be shortened. To extend the service life of the battery, avoid frequent recharging.
- The battery charging time varies with temperature conditions and battery usage.
- When the battery of the equipment is low, the system will pop up the prompt of connecting the charger. When the battery is too low, the equipment may be automatically shut down.

2.6 Diagnosis equipment connection

The connection steps are as follows:

1. Find the diagnosis socket on the vehicle. Most of the diagnosis socket are standard OBDII diagnosis socket (non-standard OBDII vehicle diagnosis socket require corresponding adapters) are generally located on the driver's side, 12 inches from the center of the instrument panel. If you cannot find the location of the vehicle diagnosis socket, please consult the vehicle maintenance manual.




A	Opel, Volkswagen, Audi
B	Honda
C	Volkswagen
D	Opel, Volkswagen, Citroen
E	Changan
F	Hyundai, Daewoo, Kia, Honda, Toyota, Nissan, Mitsubishi, Renault, Opel, BMW, Mercedes-Benz, Mazda, Volkswagen, Audi, GM, Chrysler, Peugeot, Regal, Beijing Jeep, Citroen and most prevailing models

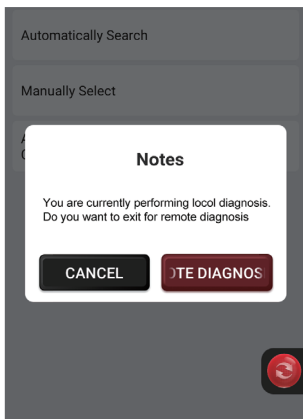
2. Connect the diagnosis equipment with the diagnosis socket on the vehicle.

⚠ Note: for the non-standard OBDII diagnosis socket, if the diagnostic block is insufficient in power, power supply can be obtained in a battery double-embedded wire mode.

3. Diagnosis

When using the diagnosis function, the user can use VIN identification to quickly enter the system for diagnosis, or manually select the model and system for diagnosis.

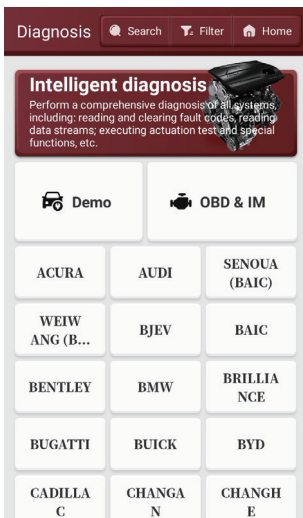
This icon  is a shortcut key for remote diagnosis, which can be slid and docked on both sides of the screen. After tapping, the following pop-up box will appear.



3.1 VIN automatic identification

Automatic VIN identification gives you faster access to the test vehicle system, and models and submodels do not need to be manually selected.

Click [Diagnosis] on the home page of the equipment, and then click [Intelligent diagnosis] button to enter the function.



A. Intelligent diagnosis: the user can connect the vehicle through the diagnosis cable to read the VIN from the ECU of the vehicle, and then compare the read VIN with the server, so as to obtain the vehicle information for quick diagnosis, and the previous problems that the menu shall be selected step by step to test the vehicle, the speed is slow, and selection errors can be made, can be solved. (You can also enter the function directly through "Intelligent diagnosis" in the diagnosis main screen.)

3.2 Manual diagnosis

In addition to supporting quick diagnosis, it also supports step-by-step manual selection of the menu for diagnosis.

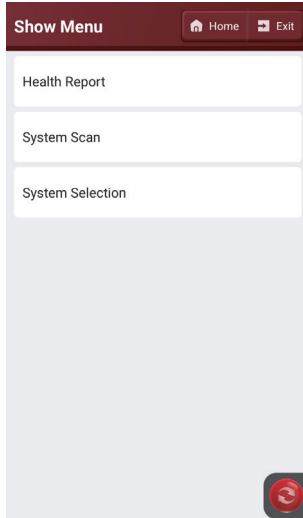
How to start the diagnosis is explained as follows by taking [Demo] program as example: using the demo as an example.

1) Select model: directly click the [Demo] symbol on the diagnosis interface, and click [OK] in the lower right corner after entering. (For actual diagnosis, please select the vehicle model on the main diagnosis interface.)



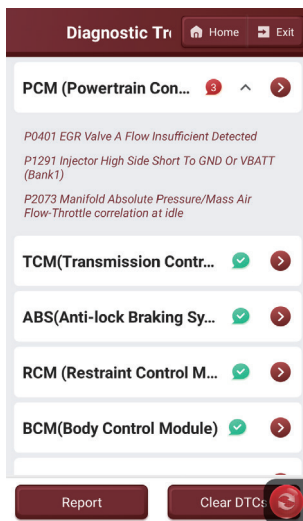
⚠ Note: diagnosis software for different models may have different diagnosis menus.

2) Select diagnosis mode: after the connection is successful, the screen will enter the diagnosis item selection interface.

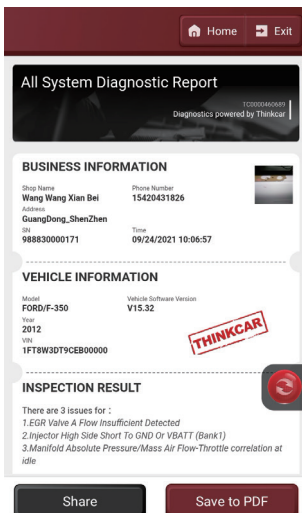


A. Health report: this function is used to quickly detect vehicles and view vehicle health reports (this item will only be displayed if the model diagnosis software supports this function).

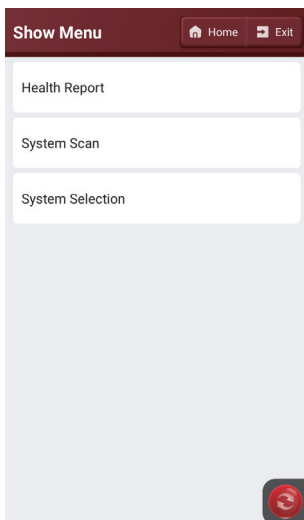
Click [Smart Scan], the system starts to scan for fault codes in each system and displays specific scan results.



Click [Report] to generate vehicle health report.



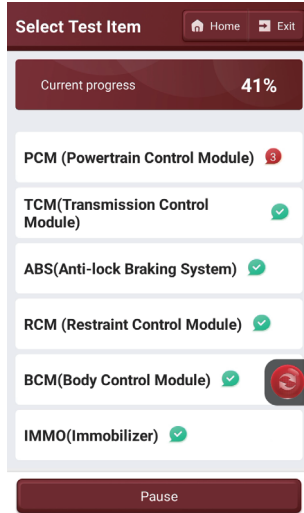
B. System Scan: what systems the vehicle are equipped with are automatically scanned.



C. System Selection: scan the manually selected vehicle electric control system.

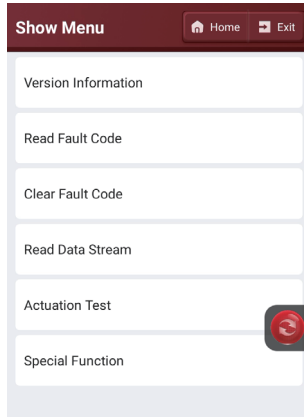
3.3 Select diagnosis system

1) Select diagnosis system, click [Enter], the screen enters the function selection interface. EMC (engine control model) is taken as example.



2) Click to diagnose the function.

⚠ Note: the diagnosis menu may vary from vehicle to vehicle.



a) Version information

Click [Version Information] to read the version information of the ECU of the vehicle to be tested.

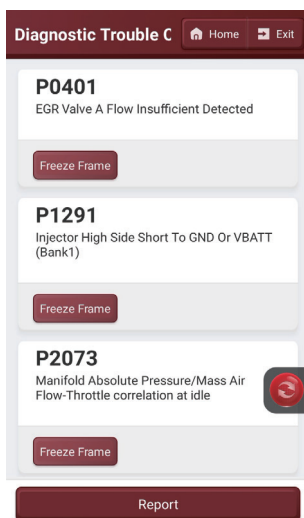
b) Read fault code

This function is used to read the fault codes existing in the ECU of the current vehicle.

Click [Read Fault Code] on the function selection page, and the diagnosis result will be displayed on the screen.

⚠ Note: reading the fault code is only a small step in the process of vehicle troubleshooting. The vehicle fault code is only for reference, and the parts cannot be replaced directly on the basis of the given fault code

definition. Each fault code has a set of test procedures, maintenance technicians must strictly follow the operation instructions and procedures described in the vehicle maintenance manual to confirm the crucial of the fault.



c) Clear fault code

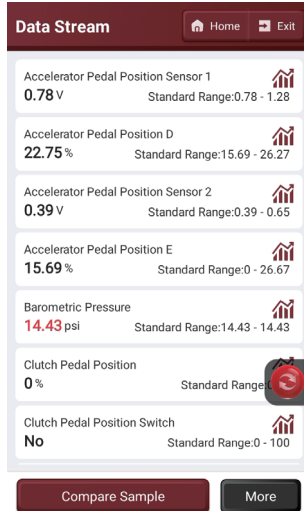
On the function selection page, click [Clear Fault Code], the system automatically deletes the existing fault code and pops up the dialog box "Clear Fault Code successfully".

⚠️ Note: for general vehicles, please operate strictly following the routine sequence: first read the fault code, then clear the fault code, carry out trial run, retrieve DTC for verification, repair the vehicle, clear the fault code, and carry out trial run again to confirm that the fault code does not appear any more.

d) Read data stream

This function is mainly used to read and display the real-time operation data and parameters of vehicle ECU. By observing this real-time data stream, maintenance technicians can gain insight on overall performance of the vehicle and provide guidance on vehicle maintenance.

⚠️ Note: to perform vehicle troubleshooting, you must drive the vehicle, please find someone else to help you. It is dangerous to drive and operate the diagnosis equipment at the same time, and serious traffic accidents can be caused.



When the data stream options are not displayed in the screen, scroll up and down to view all the options. There are three display modes, you can choose the most suitable way to browse:

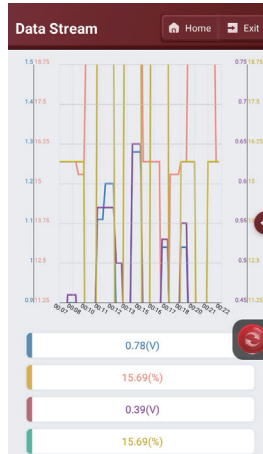
[Value]: The default display mode displays the parameters as values and lists (*Note: if the data stream value is not within the standard value range, the data stream is displayed in red).

[Graph]: Parameters are displayed in the waveform mode.

[Combine]: The graphs are presented in a combination mode for user to compare (*Note: different data stream options are marked in different colors).

Screen button:

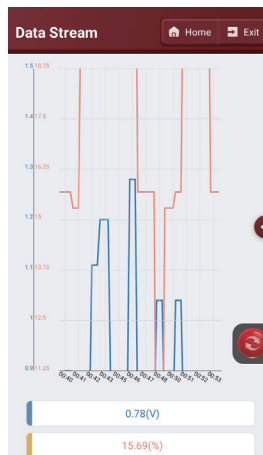
[Graph] : Parameters are displayed in the waveform mode.




[Graph]

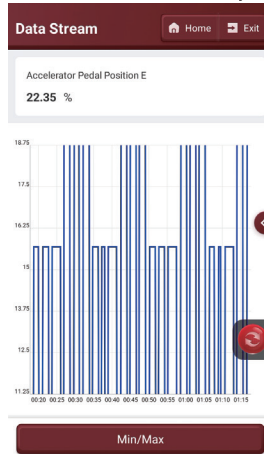
[Combine] : Graphs are presented in a combination mode for users to compare.


⚠ Note: at most 4 data stream waveforms are displayed at the same time.




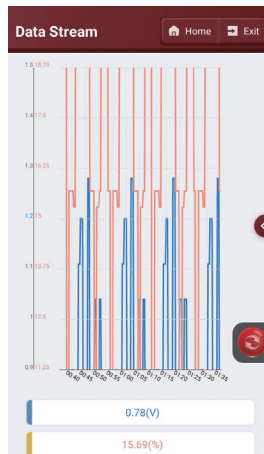
In the value mode, click  to display the current (single) data stream as a waveform. On the waveform display page, users can perform the following operations:





【Upper Limit/Lower Limit】 : Click to set Max/Min. If the run value exceeds the set value, the system issues a warning.



【User Defined】 : Click " " on the screen to define data stream options to be checked.

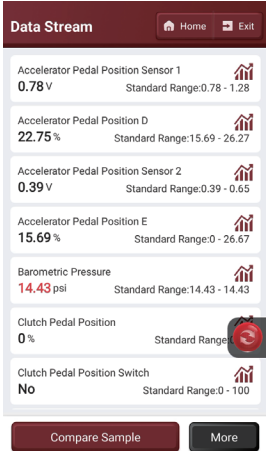
 Note: at most 4 data stream options are selected.



<p>【Report】</p>	<p>Click this button to save the current data stream report.</p> <p> Note: the saved report is stored under menus "Personal" → "ThinkFile".</p>																																
<p>【Record】</p>	<p>Used to record diagnosis data for user to playback and review. To stop reading, click the button .</p> <p> Note: the saved file is named after the serial number of the model diagnosis connector + the system time when it starts recording, and it is stored under menus "Personal" → "ThinkFile".</p>																																
<p>【Save Sample】</p>	<p>Used to collect standard data streams, standard values stored can be imported into the [Standard Range].</p> <p>Click [Collect] to start recording the sample data stream (Note: the system only records the data stream option with unit). After the recording is complete, click  to terminate recording, then the system automatically jumps to the value modification page.</p> <div data-bbox="524 651 786 1102" style="border: 1px solid #ccc; padding: 10px; margin: 10px auto; width: fit-content;"> <p style="text-align: center; background-color: #800000; color: white; padding: 5px;">Confirm Sample DS</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #f2f2f2;"> <th style="text-align: left;">Name</th> <th style="text-align: left;">Min Value</th> <th style="text-align: left;">Max Value</th> <th style="text-align: left;">Unit</th> </tr> </thead> <tbody> <tr> <td>Absolute Throttle Position B</td> <td>13.73</td> <td>21.18</td> <td>%</td> </tr> <tr> <td>Accelerator Pedal Position D</td> <td>15.69</td> <td>26.27</td> <td>%</td> </tr> <tr> <td>Accelerator Pedal Position E</td> <td>0.0</td> <td>26.67</td> <td>%</td> </tr> <tr> <td>Accelerator Pedal Position Sensor 1</td> <td>0.78</td> <td>1.28</td> <td>V</td> </tr> <tr> <td>Accelerator Pedal Position Sensor 2</td> <td>0.39</td> <td>0.65</td> <td>V</td> </tr> <tr> <td>Ambient Air Temperature</td> <td>21.0</td> <td>21.0</td> <td>degree C</td> </tr> <tr> <td>Ambient Air Temperature</td> <td>1.72</td> <td>1.73</td> <td>V</td> </tr> </tbody> </table> <p style="text-align: center; background-color: #800000; color: white; padding: 5px; margin-top: 10px;">Save</p> </div> <p>Click values in columns "Min" and "Max" after the data stream option to modify the value. When the modification is complete, click "Save" to save your data stream values as a standard data stream sample. All standard data streams are stored in "Personal" → "ThinkFile" → "Reprot" → "Data Stream Sample".</p>	Name	Min Value	Max Value	Unit	Absolute Throttle Position B	13.73	21.18	%	Accelerator Pedal Position D	15.69	26.27	%	Accelerator Pedal Position E	0.0	26.67	%	Accelerator Pedal Position Sensor 1	0.78	1.28	V	Accelerator Pedal Position Sensor 2	0.39	0.65	V	Ambient Air Temperature	21.0	21.0	degree C	Ambient Air Temperature	1.72	1.73	V
Name	Min Value	Max Value	Unit																														
Absolute Throttle Position B	13.73	21.18	%																														
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Accelerator Pedal Position Sensor 1	0.78	1.28	V																														
Accelerator Pedal Position Sensor 2	0.39	0.65	V																														
Ambient Air Temperature	21.0	21.0	degree C																														
Ambient Air Temperature	1.72	1.73	V																														

【Compare Sample】


Click [Compare Sample] to select the standard data stream sample acquired and saved. The values you set and saved in the data stream acquisition process will be imported into the column "Standard Range" for you to compare.



Data Stream Home Exit

Accelerator Pedal Position Sensor 1	0.78 V	Standard Range:0.78 - 1.28
Accelerator Pedal Position D	22.75 %	Standard Range:15.69 - 26.27
Accelerator Pedal Position Sensor 2	0.39 V	Standard Range:0.39 - 0.65
Accelerator Pedal Position E	15.69 %	Standard Range:0 - 26.67
Barometric Pressure	14.43 psi	Standard Range:14.43 - 14.43
Clutch Pedal Position	0 %	Standard Range:0 - 100
Clutch Pedal Position Switch	No	Standard Range:0 - 100

Compare Sample More

 Note: before you perform this function, you must first acquire and save the values of the data stream options.

e) Actuation test

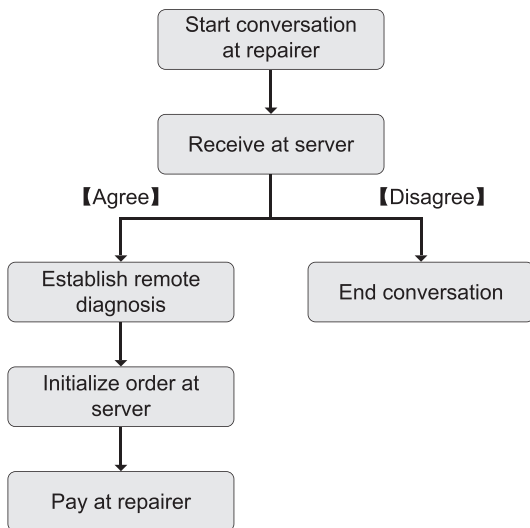
The function is mainly used to test whether the executive components in the electronic control system can work normally.

4. Remote diagnosis

Remote diagnosis is a service system integrating remote diagnosis platform and professional remote diagnosis equipment, including THINKTOOL X5 video remote diagnosis equipment (repairer), remote service platform, and ThinkLink remote diagnosis service box (server).

When THINKTOOL X5 users encounter diagnosis or maintenance problems during the diagnosis process, they can ask the server personnel to initiate a remote service request, and find a professional to answer your questions and even remotely program.

4.1 Remote diagnosis flow

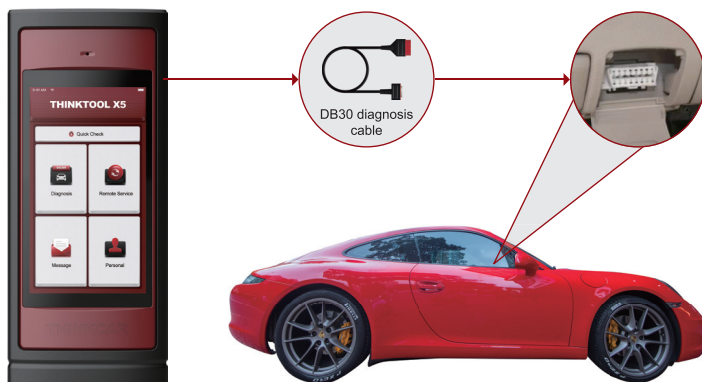


4.2 Connect and start remote diagnosis

1) Shut down vehicle ignition switch.

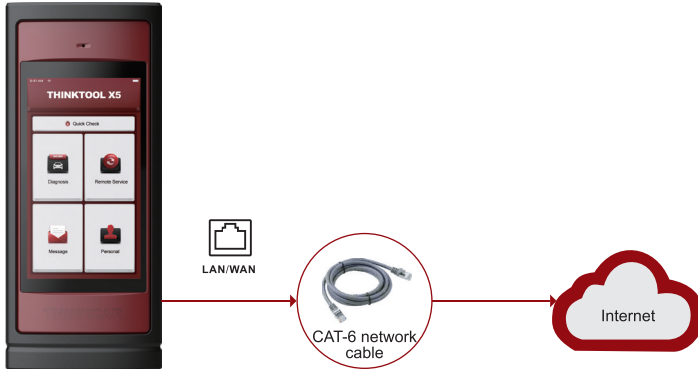
2) Connect one end of the DB30 diagnosis cable to the host of THINKTOOL X10, and connect the other end to the OBDII diagnosis port of the vehicle.


⚠ Note: it is suggested that during remote diagnosis, the battery of the vehicle should be connected with an external charging power supply to avoid battery loss of the vehicle and the failure of the vehicle to start due to the long time of remote diagnosis.




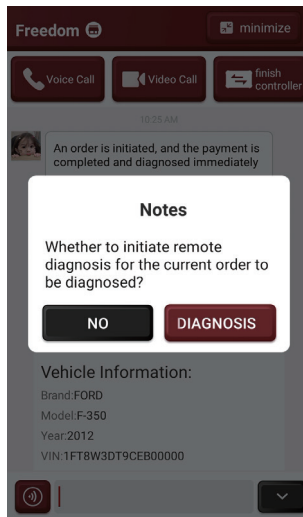
3) Connect one end of the delivered network cable to the LAN/WLAN port of the THINKTOOL X10 and the other end to the network modem LAN jack.

⚠ Note: it suggests that the network is of 100 mbit broadband and above.

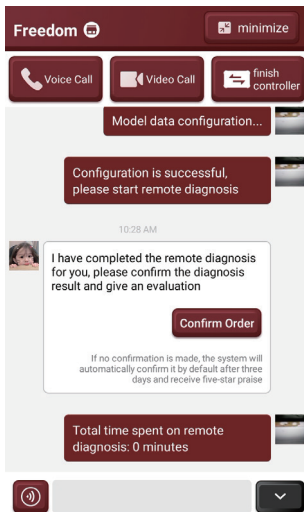



- 4) Turn on the Ethernet switch  using the THINKTOOL X5 drop-down menu.
- 5) Turn on the ignition switch.
- 6) After the connection between THINKTOOL X5 (repairer) and service box (server) is successful, it enters the remote diagnosis mode.
- 7) In the remote diagnosis area of THINKTOOL X5, select an appropriate server for (text, voice, or video) communication.
- 8) After reaching an agreement with the server, the other side will create a service order, and the repairer will wait for the maintenance service and pay.


 Note: using the "Remote Service" function at the bottom of the dialog box, you can initiate a server to remotely operate your device.



- 9) After the maintenance service is finished, the maintenance terminal can view the report and confirm the order through the dialog window.

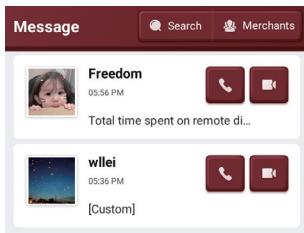


10) After the remote diagnosis is completed, remove the network cable and turn off the Ethernet switch , so as to terminate remote diagnosis.

 Note: in "Message" on the home page, you can view the records of the servers you contacted.

5. Message

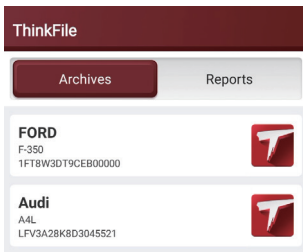
Here will first show the business that we have communicated with, quickly find the business that we have cooperated with and communicated.



6. User Info

6.1 ThinkFile

Used to record and establish a diagnosis vehicle file. It is created based on the vehicle VIN and inspection time, including diagnosis reports, data stream records, pictures and all VIN-related data.



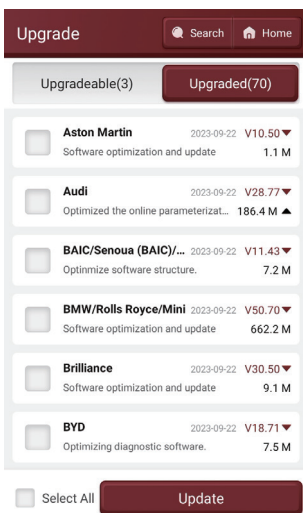
6.2 Order

To check detailed information of order.

6.3 Upgrade

To ensure that you enjoy better functions and upgrade services, you are advised to upgrade the software from time to time. When a new software version is available, the system prompts you to upgrade it.

Click [Upgrade] to enter the upgrading center. There are two function tabs on the upgrade page:



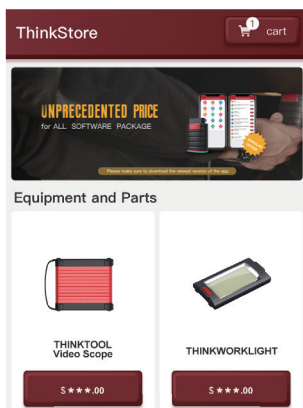
Upgradeable software: list of software upgradeable.

Downloaded software: list of software downloaded.

⚠️ Note: during upgrading, ensure that the network connection is normal. In addition, due to the large number of software, it may take a few minutes. Please wait patiently. To deselect a software, click the check box of the software.

6.4 ThinkStore

ThinkStore is provided by THINKCAR, including software and hardware products. In the store, you can buy required software, each software has a detailed functional introduction. All THINKCAR hardware is also available for purchase online.

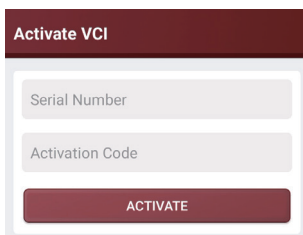


6.5 VCI

If multiple equipment serial numbers are registered with the same THINKTOOL X5 account, use this item to select the corresponding equipment serial numbers.

6.6 Activate VCI

It is used to activate the equipment and check activation help information.



Enter the connector serial number and verification code, then click "Activate". Once activated, the equipment serial number will be displayed in my equipment list.

6.7 Firmware Fix

To repair connector firmware. In the repairing process, do not cut off the power or switch the interface.

6.8 Data Stream Sample

To manage recorded standard data stream sample files.

6.9 Profile

To set and manage personal information.

6.10 Change Password

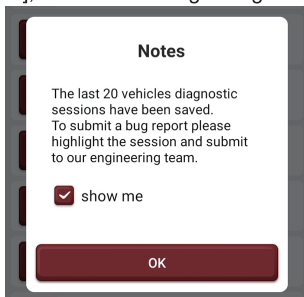
To reset user password.

6.11 Wi-Fi

To set connectable Wi-Fi network.

6.12 Feedback

In case of an unresolvable problem or a problem with the diagnosis software, click [Personal]→[Feedback], and you may also send the latest 20 test records back to THINKCAR. After receiving your feedback, we will follow up and deal with it in time, so as to improve our product quality and user experience. Click [Feedback], and the following dialog box will pop up:



Click [OK] to enter the feedback selection interface of vehicle diagnosis records. The following three options are available:

[Diagnosis feedback]: to display list of all detected models.

[Diagnosis feedback history]: click to check handling progress of all submitted diagnosis feedback. [Offline list]: click to view the diagnosis feedback of upload failure due to network problems. Once the network is restored, the system automatically uploads the data to the server.

Under the [Diagnosis Feedback] tab, click the diagnosis record of the corresponding model or special function to enter.

Click [Select File] to open the target folder, select the diagnosis log that you want to feedback, and then select the corresponding diagnosis feedback problem type. Enter the fault description and contact information in the text box. Then click [Upload Log] and send it to us.

After receiving your fault feedback, we will follow up your feedback report in time. Please pay attention to the progress and results of the diagnosis feedback in the [Diagnosis Feedback History].

6.13 Setting

To perform system settings, such as diagnostic unit setting, language and time zone settings, cache clearing, and mode switch.

7. FAQ

Q: Can the same type of charger be used to charge the host?

A: No, please charge with the attached charger. The Company is not responsible for any damage or economic loss caused by the use of adapters not provided by THINKCAR.

Q: How can the electricity be saved?

A: Turn off the screen when the equipment is not used. The screen standby time shall be shortened. The screen brightness shall be reduced.

Q: Why cannot the host power on after charging?

Possible cause	Solution
The equipment stands by for a long time, and the battery is under power	Charge for more than 2h first, and then power on the equipment.
Adapter problem	If there is any quality problem, please contact distributors or after-sales service of THINKCAR.

Q: Why cannot the product be registered?

Possible cause	Solution
The equipment is not connected with the network	Make sure that the equipment is connected with the network normally.
Notes that your email has been registered.	Use another email for register or log in with the username registered by the email (If you forget the username, you can retrieve it by email)
The email didn't receive the verification code during the registration	Check if the email is correct and get the verification code again

Q: Why cannot the product login?

Possible cause	Solution
The equipment is not connected with the network	Make sure that the equipment is connected with the network normally.
The user name or password is incorrect	Make sure the user name and password input is correct; Contact the THINKCAR customer service or regional sales to find back the user name and password.
Server problem	The server is maintained, please try later.

Q: Why cannot the product be activated?

Possible cause	Solution
The equipment is not connected with the network	Make sure that the equipment is connected with the network normally.
Serial number and activation code input is incorrect	Make sure the serial number and activation code input is correct. (the serial number consists of 12 digits, and the activation code consists of 8 digits).
Activation code is valid	Contact the after-sales of THINKCAR or regional sales.
It prompts the setting is omitted	Contact the after-sales of THINKCAR or regional sales.

Q: Why does it prompt that the software is not activated during upgrading?

Possible cause	Solution
The diagnosis equipment may be not activated in registration	To activate the equipment using the serial number and activation code, the operation steps are as follows: click "Personal" → "Equipment Activation", input correct serial number and activation code into the interface, and click "Activate".

Q: Software upgrading failure.

Possible cause	Solution
The equipment is not connected with the network	Make sure that the equipment is connected with the network normally.
Problems of server	The server is maintained, please try later.

Q: The diagnosis line is not powered on when connected to the vehicle

Possible cause	Solution
The diagnosis line is insufficient in contact	Please replug the diagnosis line.
Vehicle diagnosis seat lines are not in good contact	Please check whether the diagnosis pin is normal.
The battery itself of the vehicle is under power	Please replace the accumulator.

Q: Non-standard OBDII vehicle diagnosis interface connection?

A: There is non-standard conversion connector in the equipment packing case. Connect it according to the method described in the manual.

Q: Why cannot diagnosis equipment communicate with vehicle ECU?

A: Ensure that the diagnosis cable is connected correctly. Make sure the ignition key is turned on. If all the checks are normal, please send the following information to us through the function module of "Feedback": VIN code, model and model year.

Q: Why cannot it enter the vehicle ECU system?

A: Ensure the vehicle is equipped with this system. Ensure that the system is electronically controlled. Ensure that the diagnosis cable is connected correctly. Ensure that the ignition key is turned on.

Q: The diagnosis software has abnormality in use.

A: Click "Personal" → "Feedback" to feedback the specific problems to us for improvement.

IC Requirement

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:

- (1) This device may not cause interference.
- (2) This device must accept any interference, including interference that may cause undesired operation of the device.

L'émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:

- 1) L'appareil ne doit pas produire de brouillage;
- 2) L'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

IC WARNING

Cet équipement est conforme aux limites d'exposition aux rayonnements ISED établies pour un environnement non contrôlé. L'utilisateur final doit suivre les instructions spécifiques pour satisfaire les normes. Cet émetteur ne doit pas être co-implanté ou fonctionner en conjonction avec toute autre antenne ou transmetteur.

Le dispositif portable est conçu pour répondre aux exigences d'exposition aux ondes radio établie par le développement énergétique DURABLE. Ces exigences un SAR limite de 1,6 W/kg en moyenne pour un gramme de tissu. La valeur SAR la 0.733W/kg plus élevée signalée en vertu de cette norme lors de la certification de produit à utiliser lorsqu'il est correctement porté sur le corps.

FCC Requirement

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

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.

Note: 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.

FCC WARNING

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. End user must follow the specific operating instructions for satisfying RF exposure compliance. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

The mobile device is designed to meet the requirements for exposure to radio waves established by the Federal Communications Commission (USA). These requirements set a SAR limit of 1.6 W/kg averaged over one gram of tissue. The highest SAR value reported under this standard during product certification for use when properly worn on the body is 0.733 W/kg.

For body operation, this device has been tested and meets FCC RF exposure guidelines when used with any accessory that contains no metal and that positions a minimum of 15mm from the body. Use of other accessories may not ensure compliance with FCC RF exposure guidelines.

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.

Thinkcar Tech Inc

Service Line: 1-833-692-2766

Customer Service Email: support@thinkcarus.com

Official Website: www.thinkcar.com

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

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