

6.6 Configuring network function settings

You can activate or deactivate network function and driving impact notification.

6.6.1 Setting the network function

Follow the instructions to turn on or off the network function.

- 1 From the mobile viewer, tap **Dash Cam Settings** > **Network Function Settings**.
- 2 From **Network Function**, select **Enabled** or **Disabled**. The new setting is applied automatically.

6.6.2 Setting sensitivity for driving impact notification

You can set the detection sensitivity to notify you if an impact is detected while driving. Follow the instructions to select a sensitivity for the driving impact notification.

- 1 From the mobile viewer, tap **Dash Cam Settings** > **Network Function Settings**.
- 2 From **Driving Impact Notification**, select the desired sensitivity. The new setting is applied automatically.



1G: An acceleration of 1G equates to a rate of change in velocity of approximately 35 kilometers per hour (22 mph) for each second that elapses.

- Impact 1 = 3G
- Impact 2 = 4G

6.6.3 Setting driving impact video upload

You can choose to upload driving impact videos to the cloud server if an impact is detected while driving. Follow the instructions to enable or disable this feature.

- 1 From the mobile viewer, tap **Dash Cam Settings** > **Network Function Settings**.
- 2 From **Upload Driving Impact Video**, select **Enabled** or **Disabled**. The new setting is applied automatically.

7. Accessing the product information

New users may benefit from the basic product information that can be accessed from the Menu screen.

7.1 Viewing the product information

From the mobile viewer, tap **Dash Cam Info** to view product information. The following product information will be displayed on the screen.

- Model Name
- Firmware Ver.
- Safety Camera Ver.
- Memory Size
- LOCAL ID
- GPS Info

7.2 Accessing and configuring the GPS

A GPS module is used to include the location data in the recorded videos. From the mobile viewer, tap **Dash Cam Info > GPS Info** to view the GPS features. The connection status, signal strength, time (UTC), vehicle speed, current altitude, and Horizontal Dilution of Precision (HDOP) are displayed on the screen.

Tap  to initialize the GPS, and allow it to locate the current position.



Horizontal Dilution of Precision (HDOP)

HDOP is a value that refers to GPS deviation due to satellite positioning.

8. Upgrading the firmware

A firmware upgrade is provided to enhance the product's features, operation or to increase stability. For optimal operation of the product, ensure that you keep the firmware up to date.

Follow the instructions to upgrade the firmware.

- 1 On your PC, open a web browser and go to <http://www.thinkware.com/Support/Download>.
- 2 Select the product and download the latest firmware upgrade file.
- 3 Unzip the downloaded file.
- 4 Disconnect power to the product and remove the memory card.
- 5 Open the memory card on a PC and copy the firmware upgrade file to the root folder of the memory card.
- 6 While the power is disconnected from the product, insert the memory card into the memory card slot on the product.
- 7 Connect the power cable to the product, and then turn on the power (ACC ON) or start the engine to turn on the product. The firmware upgrade starts automatically, and the system will restart once the firmware update is completed.



Do not disconnect the power or remove the memory card from the product during the upgrade. Doing so may cause serious damage to the product, or to the data stored in the memory card.



You can also update the firmware from the mobile viewer and the PC viewer.

9. Resetting the product

Press and hold the voice recording () and manual recording () buttons simultaneously until you hear beeps.

10. Troubleshooting

The following table lists the problems users may encounter while using the product and measures to resolve them. If the problem persists after taking the measures provided in the table, contact the customer service center.

Problems	Solution
Cannot power on the product	• Make sure the power cable (the car charger or the hardwiring cable) is connected to the vehicle and the product properly. • Check the vehicle's battery level.
The voice guide and/or buzzer do not sound.	Check if the volume is set to the minimum. For more information about how to adjust the volume, refer to "6.5.2 Adjusting the system volume".
The video is unclear or hardly visible.	• Ensure that the protective film on the camera lens has been removed. The video may look unclear if the protective film is still on the camera lens. • Check the installation location of the front or rear camera, turn on the product, and then adjust the camera's viewing angle.
The memory card cannot be recognized.	• Ensure that the memory card has been inserted in the correct direction. Before inserting the memory card, ensure that the metal contacts on the memory card are facing toward the lens of the product. • Turn off the power, remove the memory card, and then check to ensure that the contacts in the memory card slot are not damaged. • Ensure that the memory card is an authentic product distributed by THINKWARE. THINKWARE does not guarantee compatibility and normal operation of third-party memory cards.
The recorded video cannot be played on a PC.	The recorded videos are stored as MP4 video files. Ensure that the video player installed on your PC supports the playback of MP4 video files.
GPS signal cannot be received even though the external GPS receiver is installed.	The GPS signal may not be received in out-of-service areas, or if the product is located between tall buildings. Also, GPS signal reception may not be available during storms or heavy rain. Try again on a clear day at a location that is known to have a good GPS reception. It may take up to 5 minutes until GPS reception is established.

11. Specifications

To see the product specifications, refer to the following table.

Item	Specification	Remarks
Model name	Q800 PRO	
Dimensions / Weight	107 x 60.5 x 30 mm / 102.7 g 4.2 x 2.4 x 1.18 inch / 0.22 lb	
Memory	microSD memory card	16 GB, 32 GB, 64 GB, 128 GB (UHS-I)
Recording mode	Continuous Rec	Records videos in 1-minute segments (dual channels are supported for recording the front and rear view)
	Incident Rec	Records 10 seconds before and after the incident (total 20 seconds)
	Manual Rec	Records from 10 seconds before and 50 seconds after manually starting the recording (total 1 minute)
	Parking Rec (parking mode)	(Optional)
	Audio Recording	Press the voice recording button to turn the audio recording on or off
Camera sensor	5.14 Megapixel, 1/2.8" Sony STARVIS	
Angle of view (Lens)	Approximately 140° (diagonally)	
Video	QHD (2560 x 1440) / H.264 / file extension: MP4	
Frame rate	Maximum 30 fps	Applies equally to the front / rear recording
Audio	HE-AAC	
Acceleration sensor	3-axis acceleration sensor (3D, ±3G)	5 levels for sensitivity adjustment available
Rear camera (optional)	V-IN port	Optional accessory that requires separate purchase
GPS	Embedded GPS	Safety driving section alert supported
Power input	DC 12 / 24 V supported	
Power consumption	2ch: 4.2 W / 1ch: 2.9 W (mean)	Except for the fully charged supercapacitor / GPS
Auxiliary power unit	Super capacitor	
LED indicator	• Front: Security LED • Rear: GPS LED, Rec LED, Wi-Fi LED	
Alarm	Built-in speakers	Voice guide (buzzer sounds)

Item	Specification	Remarks
Operating temperature	14 – 140°F / -10 – 60°C	
Storage temperature	-4 – 158°F / -20 – 70°C	
Connection Interface	1 x V-IN port	

Before contacting a service center

Please back up all important data stored in the memory card. The data in the memory card may be deleted during repair. Every product requested for repair is regarded as a device that has had its data backed up. The customer service center does not back up your data. THINKWARE is not responsible for any loss, such as data loss.

<http://www.thinkware.com>