

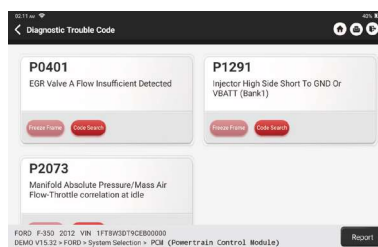
A. Version Information

As shown in the picture, tap "Version Information" to read the current version information of the car ECU.

B. Read Fault Code

This function is to read the DTC in the ECU memory, helping maintenance personnel to quickly identify the cause of the vehicle breakdown. As shown below, tap "Read Fault Code", and then the screen will display diagnostic results.

⚠️ Tips: Reading the DTC when troubleshooting a vehicle is only a small step in the entire diagnostic process. Vehicle DTC are for reference only, and parts cannot be replaced directly based on the given DTC definition. Each DTC has a set of test procedures. The maintenance technician must strictly conform to the operation instructions and procedures described in the car maintenance manual to confirm the root cause of the breakdown.



C. Clear Fault Code

On the diagnostic function selection screen, tap Clear Fault Code, the system will automatically delete the currently existing DTCs and display the dialog box of "DTCs Cleared".

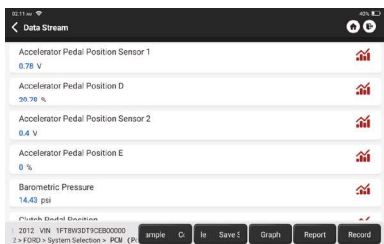
⚠️ Note: For general models, please operate strictly according to the normal sequence: read DTC - clear DTC - test the car - retrieve DTC for verification - repair the car - clear DTC - recheck the car, to confirm that the DTC no longer appears.

D. Read Data Stream

This option lets you view and capture (record) real-time Live Data of ECU. This data, including current operating status for parameters and/or sensor information, can provide insight on overall vehicle performance. It can also be used to guide vehicle maintenance.

Select all and tap "OK" or just select the one you would like to check.

⚠️ Note: If you must drive the vehicle in order to perform a troubleshooting procedure, ALWAYS have a second person to help you. Trying to drive and operate the diagnostic device at the same time is dangerous, and could cause a serious traffic accident.



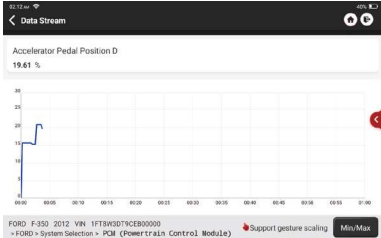
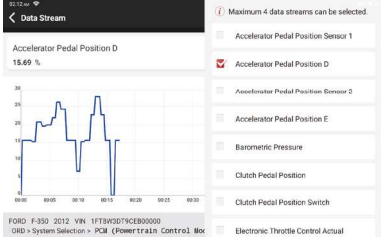
On-screen Buttons:

[Graph]

Display the parameters of the selected data stream in waveform. On the data stream waveform page, you can do the following:

- [Combine]:** Display in graph merge status for data comparison.
- [Value]:** Display the parameters in values and shown in list format.
- [Customize]:** Customize the data stream option to be viewed. Tap the button, a pull-down list of the data stream items appears on the screen. Select the desired items (max 12 items), and then screen will display the waveforms corresponding to these items immediately. If you need to remove any items, just deselect them.



[]	Display the current (single) data stream in waveform graph. On the waveform graph page, you can do the following: [Min/Max]: To define the maximum/minimum value. Once the value goes beyond the specified value, the system will alarm. A screenshot of the 'Data Stream' application interface. At the top, it shows 'Accelerator Pedal Position D' with a value of '19.61 %'. Below this is a waveform graph with a blue line showing a sharp increase from 0 to approximately 20 on a scale of 0 to 30. The x-axis represents time from 00:00 to 01:00. At the bottom, there is a status bar with vehicle information: 'FORD F-350 2012 VIN 1FT8W3D7GCEB00000' and 'FORD > System Selection > PCM (Powertrain Control Module)'. There are also icons for 'Support gesture scaling' and 'Min/Max'. [Customize]: Tap “” on the right side of the screen, to define the data stream option to be viewed.  Note: Max 4 data streams can be displayed at the same time. A screenshot of the 'Data Stream' application interface in 'Customize' mode. The main graph shows 'Accelerator Pedal Position D' at '15.69 %'. To the right of the graph is a list of selectable data streams: 'Accelerator Pedal Position Sensor 1', 'Accelerator Pedal Position D' (checked), 'Accelerator Pedal Position Sensor 2', 'Accelerator Pedal Position E', 'Barometric Pressure', 'Clutch Pedal Position', 'Clutch Pedal Position Switch', and 'Electronic Throttle Control Actual'. At the top right, a message says 'Maximum 4 data streams can be selected.' The status bar at the bottom shows the same vehicle information as the previous screenshot.
[Compare Sample]	To select the sample DS file. All the values you customized and saved in process of DS sampling will be imported into the Standard Range column for your comparison.  Note: Before executing this function, you have to sample the values of data stream items and save it as a sample Data Stream file.

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[Report]	To save the value of current data stream.
[Record]	To record diagnostic data, for you to replay and review. Tap “Stop” button to end reading. The saved file follows the naming rule: It begins with vehicle type, and then the product S/N and ends with record starting time. All diagnostic records can be replayed from User Info -> My Report.
[Save Sample]	To sample data stream. After sampling, recording and saving the data stream, each time you review the data stream items, you will be able to call out the corresponding sample data to overwrite the current standard range. Tap it to start recording the sample data stream (Note: Only data stream items with measurement units will be recorded). Once the recording process is complete, tap to end recording, the system will automatically jump to the data revision screen. Tap the Min./Max. value to change it. After modifying all desired items, tap Save to save it as a sample DS file. All DS files are stored in User Info -> Data Stream Sample.

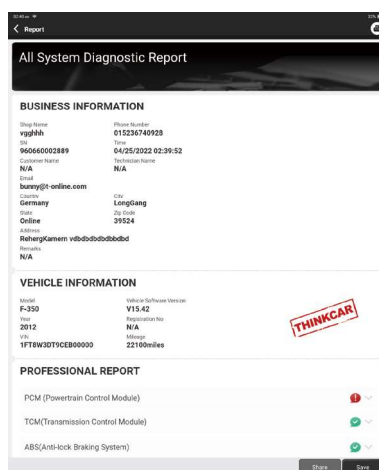
E. Actuation Test

This function is used to test whether the execution components in the electronic control system can work normally.

3.3 Quick Check

It adopts smart detection mode. After the vehicle is connected, the system will automatically recognize the vehicle information, automatically check the vehicle, and automatically generates a report. Automatic printing can be set so that no human intervention is needed throughout the process.





3.4 Maintenance

The device supports matching, coding, programming of most vehicles' programmable modules, and most commonly used maintenance and reset functions: Oil Reset; Elec. Throttle Adaption; IMMO Service; Injector Coding; Brake-pad Reset; Steering Angle Reset; ABS Bleeding; AFS Reset; Battery Matching; A/T Learning; DPF Regeneration; EGR Adaption; TPMS Reset; Sunroof Initialization; Suspension Matching; Gear Learning; Airbag Reset; ODO Meter Reset; AdBlue Reset; A/F Reset; Coolant Bleeding; Language Change; NOx Sensor Reset; Seat Calibration; Stop/Start Reset; Transport Mode; Tyre Reset; Windows Calibration.

3.4.1 Oil Reset

The lightening of the car maintenance light indicates that the vehicle needs maintenance. Reset the mileage or driving time to zero after the maintenance, so the maintenance light will go out and the system will start a new maintenance cycle.

3.4.2 Elec. Throttle Adaption

Elec. Throttle Adaption is to utilize the car decoder to initialize the throttle actuator so that the learning value of the ECU returns to the initial state. By doing these, the movement of the throttle (or idle motor) can be more accurately controlled, thus adjust the intake volume. Situations when throttle matching is needed:

- a. After replacing the electronic control unit, the relevant characteristics of the throttle operation have not been stored in the electronic control unit.

- b. After the electric control unit is powered off, the memory of the electric control unit's memory is lost.
- c. After replacing the throttle assembly, you need to match the throttle.
- d. After replacing or disassembling the intake port, the controlling of the idle speed by the coordination between the electronic control unit and the throttle body is affected.
- e. Although the characteristics of the idle throttle potentiometer have not changed, the intake volume has changed and the idle control characteristics have changed at the same throttle openings.

3.4.3 Steering Angle Reset

To reset the steering angle, first find the relative zero-point position for the car to drive in straight line. Taking this position as reference, the ECU can calculate the accurate angle for left and right steering. After replacing the steering angle position sensor, replacing steering mechanical parts (such as steering gearbox, steering column, end tie rod, steering knuckle), performing four-wheel alignment, or recovering car body, you must reset the steering angle.

3.4.4 Battery Matching

This function enables you to perform a resetting operation on the monitoring unit of vehicle battery, in which the original low battery fault information will be cleared and battery matching will be done.

Battery matching must be performed in the following cases:

- a. Main battery is replaced. Battery matching must be performed to clear original low battery information and prevent the related control module from detecting false information. If the related control module detects false information, it will invalidate some electric auxiliary functions, such as automatic start & stop function, sunroof without one-key trigger function, power window without automatic function.
- b. Battery monitoring sensor. Battery matching is performed to re-match the control module and motoring sensor to detect battery power usage more accurately, which can avoid an error message displaying on the instrument panel.

3.4.5 ABS Bleeding

When the ABS contains air, the ABS bleeding function must be performed to bleed the brake system to restore ABS brake sensitivity. If the ABS computer, ABS pump, brake master cylinder, brake cylinder, brake line, or brake fluid is replaced, the ABS bleeding function must be performed to bleed the ABS.

3.4.6 Brake-pad Reset

If the brake pad wears the brake pad sense line, the brake pad sense line sends a signal sense line to the on-board computer to replace the brake pad. After replacing the brake pad, you must reset the brake pad. Otherwise, the car alarms.

Reset must be performed in the following cases:

- a. The brake pad is replaced or brake pad wear sensor.
- b. The brake pad indicator lamp is on.
- c. The brake pad sensor circuit is short, which is recovered.
- d. The servo motor is replaced.

3.4.7 DPF Regeneration

DPF regeneration is used to clear PM (Particulate Matter) from the DPF filter through continuous combustion oxidation mode (such as high temperature heating combustion, fuel additive or catalyst reduce PM ignition combustion) to stabilize the filter performance.

DPF regeneration may be performed in the following cases:

- a. The exhaust back pressure sensor is replaced.
- b. The PM trap is removed or replaced.
- c. The fuel additive nozzle is removed or replaced.
- d. The catalytic oxidizer is removed or replaced.
- e. The DPF regeneration MIL is on and maintenance is performed.
- f. The DPF regeneration control module is replaced.

3.4.8 Gear Learning

The crankshaft position sensor learns crankshaft gear machining tolerance and saves to the computer to more accurately diagnose engine misfires. If gear learning is not performed for a car equipped with Delphi engine, the MIL turns on after the engine is started. The diagnostic device detects the DTC P1336 'gear not learned'. In this case, you must use the diagnostic device to perform gear learning for the car. After gear learning is successful, the MIL turns off. After the engine ECU, crankshaft position sensor, or crankshaft flywheel is replaced, or the DTC 'gear not learned' is present, gear learning must be performed.

3.4.9 IMMO Service

To prevent the car being used by unauthorized keys, the anti-theft key matching function must be performed so that the immobilizer control system on the car identifies and authorizes remote control keys to normally use the car. When the ignition switch key, ignition switch, combined instrument panel, ECU, BCM, or remote-control battery is replaced, anti-theft key matching must be performed.

3.4.10 Injector Coding

Write injector actual code or rewrite code in the ECU to the injector code of the corresponding cylinder so as to more accurately control or correct cylinder injection quantity. After the ECU or injector is replaced, injector code of each cylinder must be confirmed or re-coded so that the cylinder can better identify injectors to accurately control fuel injection.

3.4.11 TPMS Reset

After the tire pressure MIL turns on and maintenance is performed, the tire pressure resetting function must be performed to reset tire pressure and turn off the tire pressure MIL. Tire pressure resetting must be performed after maintenance is performed in the following cases: tire pressure is too low, tire leaks, tire pressure monitoring device is replaced or installed, tire is replaced, tire pressure sensor is damaged, and tire is replaced for the car with tire pressure monitoring function.

3.4.12 Suspension Matching

This function can adjust the height of the body. When replacing the body height sensor in the air suspension system, or control module or when the vehicle level is incorrect, you need to perform this

function to adjust the body height sensor for level calibration.

3.4.13 AFS Reset

This feature is used to initialize the adaptive headlamp system. According to the ambient light intensity, the adaptive headlamp system may decide whether to automatically turn on the headlamps, and timely adjust the headlamp lighting angle while monitoring the vehicle speed and body posture.

3.4.14 A/T Learning

This function can complete the gearbox self-learning to improve gear shifting quality. When the gearbox is disassembled or repaired (after some of the car battery is powered off), it will lead to shift delay or impact problem. In this case, this function needs to be done so that the gearbox can automatically compensate according to the driving conditions so as to achieve more comfortable and better shift quality.

3.4.15 Sunroof Initialization

This function can set the sunroof lock off, closed when it rains, sliding / tilting sunroof memory function, temperature threshold outside the car etc.

3.4.16 EGR Adaption

This function is used to learn the EGR (Exhaust Gas Recirculation) valve after it is cleaned or replaced.

3.4.17 ODO Reset

- a. ODO reset is to copy, write, or rewrite the value of kilometers in the chip of odometer by using a car diagnostic computer and data cable, so that the odometer shows the actual mileage.
- b. Usually when the mileage is not correct due to the damaged vehicle speed sensor or odometer failure, it is necessary to do ODO reset after maintenance.

3.4.18 Airbag Reset

This function resets the airbag data to clear the airbag collision fault indicator. When the vehicle collides and the airbag deploys, the corresponding fault code of the collision data appears, the airbag indicator lights up, and the fault code cannot be cleared. Since the data inside the airbag computer is disposable, it is required that all new accessories must be replaced, but after performing this function, the data of the airbag computer can be recovered and the fault code can be cleared, the airbag light will go out, and the airbag computer can continue to use.

3.4.19 Transport Mode

In order to reduce power consumption, the following functions may be disabled, including limiting the vehicle speed, not waking up the door opening network, and disabling the remote-control key, etc. At this time, the transport mode needs to be deactivated to restore the vehicle to normal.

3.4.20 A/F Reset

This function is applied to set or learn Air/Fuel ratio parameters.

3.4.21 Stop/Start Reset

This function is used to open or close the automatic start-stop function via setting the hidden function in ECU (provided that the vehicle has a hidden function and supported by hardware).

3.4.22 NOx Sensor Reset

NOx sensor is a sensor used to detect the content of nitrogen oxides (NOx) in engine exhaust. If the NOx fault is re-initialized and the NOx catalytic converter is replaced, it is necessary to reset the catalytic converter learned value stored in the engine ECU.

3.4.23 AdBlue Reset (Diesel Engine Exhaust Gas Filter)

After the diesel exhaust treatment fluid (car urea) is replaced or filled up, urea reset operation is required.

3.4.24 Seat Calibration

This function is applied to match the seats with memory function that are replaced and repaired.

3.4.25 Coolant Bleeding

Use this function to activate the electronic water pump before venting the cooling system.

3.4.26 Tyre Reset

This function is used to set the size parameters of the modified or replaced tire.

3.4.27 Windows Calibration

This feature is designed to perform door window matching to recover ECU initial memory, and recover the automatic ascending and descending function of power window.

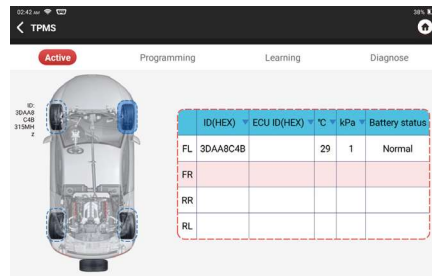
3.4.28 Language Change

This function is used to change the system language of the vehicle central control panel.

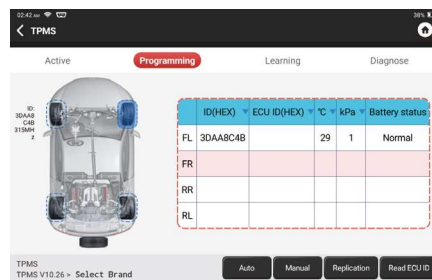
3.5 TPMS Diagnosis

The device can work with wireless tire pressure diagnostic tool (optional accessory) to achieve the features of TPMS activation, programming and learning.

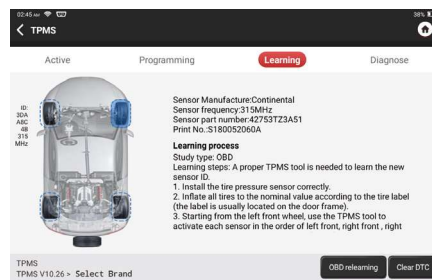
A. Activation: to activate the sensor's ID, wheel pressure, sensor frequency, tire temperature and battery status.



B. Programming: to program sensor data to a new THINKCAR sensor, so as to replace a sensor that is in low battery and does not function properly. There are three sensor programming methods available: Automatic, manual, and via activation replication.

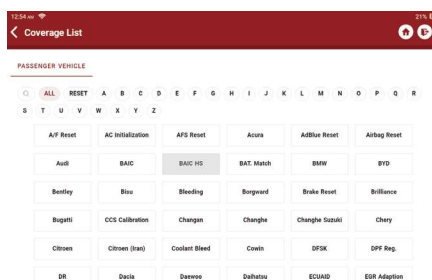


C. Learning: to write the sensor ID into the vehicle ECU for sensor identification.



3.6 Coverage list

You can enter the vehicle brand, model, year and other information to enquire the support functions and diagnostic system.

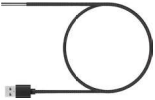


3.7 Module

The device supports OPTIONAL function modules, list as below:

 Note: The functions of different product configurations are slightly different, please check the packing list of this product.

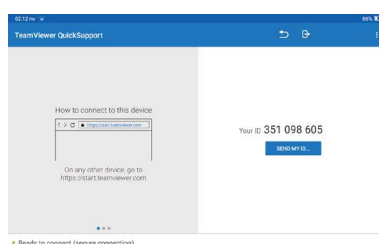
S/N	Name	Image	Description
1	THINK Printer		Thermal printer, can be used with the device or moduledock, quickly print diagnostic reports anytime and anywhere.
2	THINK WorkLight		High Brightness Work light, ultra-high 25000K white-light with 144 high brightness LED lights. Service life is more than 10,000 hours. It works with the device or use independently with the dock. Application scenario: 1. Go out for rescuing at night; 2. Car repairing in a dark environment.

3	THINK Video Scope		Ultra long custom coil pipeline design, flexible bending with durable materials, suitable for a variety of complex environments. Multiple uses with 3 kinds of special connectors (Hook, side view mirror, magnet). Supports 720P HD image. With 6 auxiliary lights for brighter light, it is easy to use in dark environment. Application scenario: 1. Engine combustion chamber inspection; 2. Engine internal carbon deposit inspection; 3. Three-way catalytic inspection; 4. Air-conditioning pipeline inspection; 5. Vehicle corners that are not easy to detect, such as falling screws, or water leakage, cracks, and foreign objects.
4	THINKEASY Battery Test Clip		Display the health status of the battery, and detect the damaged part. Check the starting system and charging system of your vehicle. Low battery inspection. Support all 12V with starting lead acid batteries.
5	THINK Thermal Imager		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. 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. Application scenario: 1. Cylinder misfire; 2. Generator power generation; 3. Belt and bearing aging; 4. Relay overload; 5. Three-way catalytic blockage, etc.

6	THINK Scope Box		Equipped with 4 channels 100MHz bandwidth, sampling rate reaches up to 1GS/s. Combined with the device screen to achieve full touch control operation. Special automatic maintenance and detection menu and high-definition waveform display make it more convenient to use. Application scenarios: THINK Scopebox can accurately determine the problems of sensors, actuators, control modules or circuits.
7	THINK Battery Tester		Detect the battery voltage, resistance service life, current and other battery information. Combined with the high-resolution screen of the device and high-precision data monitoring to make the detection efficiency greatly improved. Application scenario: Automobile battery health detection, starting system and charging system.
8	Wireless TPMS		Work with the device to complete tire pressure diagnosis related functions. Application scenario: 1. Read tire pressure information such as pressure, temperature, and battery status; 2. Replace the sensor for programming; 3. Change the position of the tire or other abnormalities that require sensor learning.

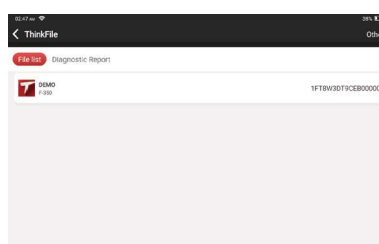
3.8 Remote Assistance

In this function, you can request remote assistance through third-party software. 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.



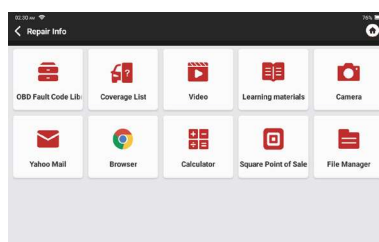
3.9 ThinkFile

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.



3.10 Repair Info

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



3.10.1 OBD Fault Code Library

You can enquire the definition of OBD fault codes.

3.10.2 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.

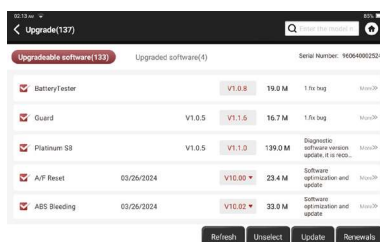
3.10.3 User Manual

You can find the E-Manual in here.

3.11 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.

Tap "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.

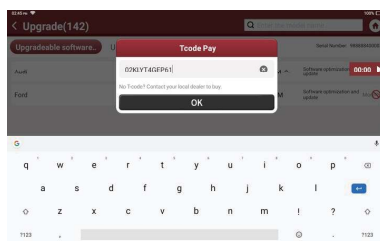
⚠ Note: During the upgrade, please keep normal network connection. Upgrade many software may take a few minutes, please wait.

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

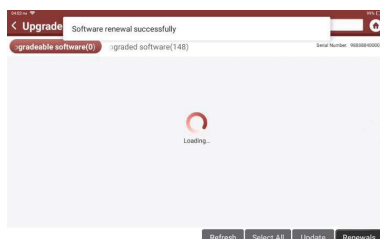
Renewals: Please contact your local dealer to purchase a T-code card when your vehicle model package expires.



Tap "Renewals" and enter the T-code and tap OK.

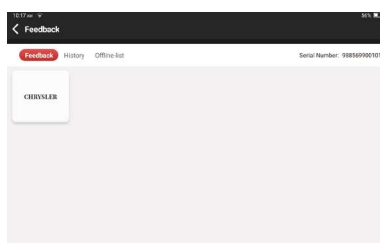


When it pops up a "software renewal successfully" box, that means you have renewals successfully. After that, please download the software of the car model you need, then you can use it.



3.12 Feedback

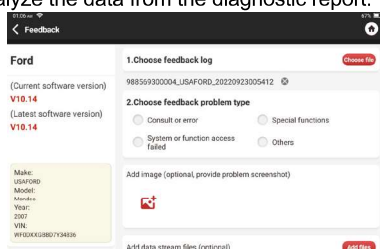
If you encounter an unresolved problem or diagnostic software bug during diagnosis, you can revert the most recent 20 test records to THINKCAR Team. When we receive your feedback, we will analyze and troubleshoot it in a timely manner, to improve the quality of our products and user experience. Tap **Feedback**,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



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

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

Tap on the target diagnostic record, filling out some information and tap "Submit Result". After submission, our engineers will be able to analyze the data from the diagnostic report.



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

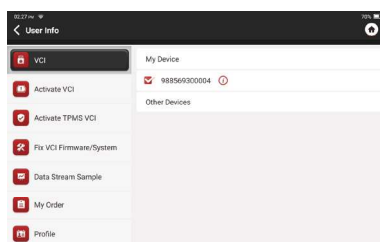
network failure. Once the tablet gets a stable network signal, it will be uploaded to the server automatically. On the Diagnostic Feedback page, tap the diagnostic record of certain vehicle model or special function to next step.

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

The functions of different product configurations are slightly different. For details, please refer to the user manual in the repair info of the device.



4.1 VCI

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

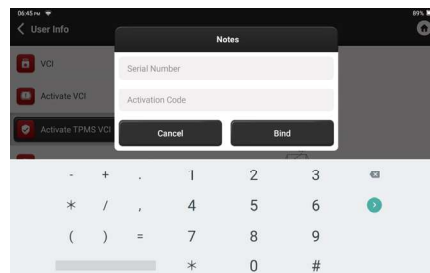
4.2 Activate VCI

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.

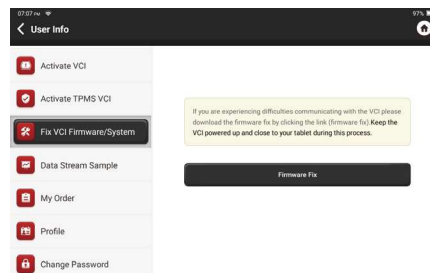
4.3 Activate TPMS VCI

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

Use to manage order details.

4.7 Profile

Use to set and manage personal 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 unused diagnostic software and free up the storage space.

4.11 Business Information

Add the information of the working place, to which the device 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

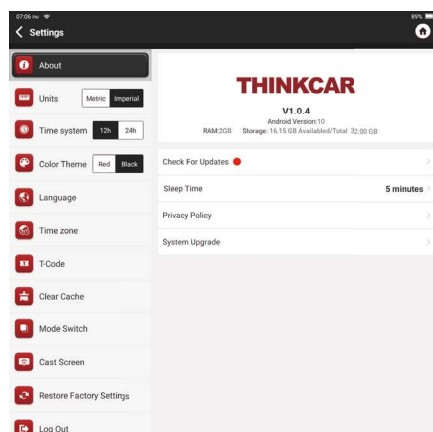
This module saves all the pictures including screenshots.

4.15 Screen Recorder

This module saves screen recorded videos.

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

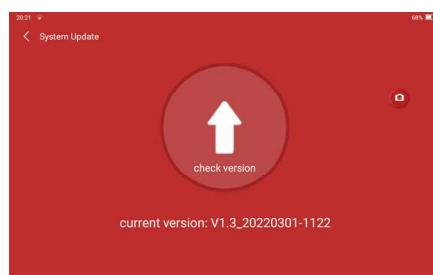
This is used to set up the sleep time. If the device is not operated within the sleep time limit, the device will automatically turn off the screen.

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

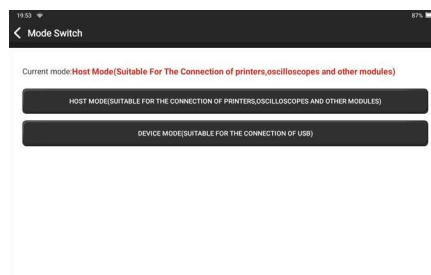
T-code is a series of number that proves you have been purchase the service. Enter T-Code to realize the service you have been purchased.

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, HOST MODE must be used. If you need to connect to a computer to access the pictures or recorded data stored in the device, you can select "Device mode".

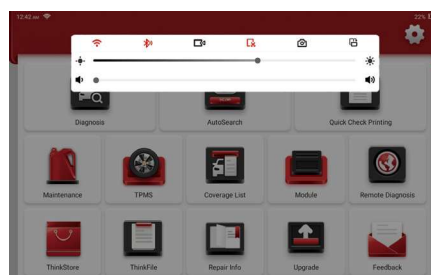


4.16.9 Restore Factory Settings

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 the same type of charger to charge the tablet?

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

Q: How to save power?

A: Please turn off the screen while the device isn't used, set a shorter standby time, and decrease the brightness of the screen.

Q: Why the tablet cannot be turned on after charging?

Possible reasons	Solutions
Battery loss caused by the device not using for a long time.	Charge it for more than 2 hours before turning it on.
Problem of Charger.	If there is a quality problem, please contact the dealer or after-sales service of THINKCAR.

Q: Why can't make register?

Possible reasons	Solutions
The device is not connected to the network.	Please make sure the network is connected.
Notes that your email has been registered.	Register with another e-mail account or log in with the username registered by e-mail (If you forget the username, you can retrieve it by e-mail).
The email didn't receive the verification code during the registration.	Check if the e-mail is correct and get the verification code again.

Q: Why can't I log in?

Possible reasons	Solutions
The device is not connected to the network.	Please make sure the network is connected.
The username or password is incorrect.	Check the username and password. Contact THINKCAR after-sales service or regional sales to retrieve the user name and password.
Server problem.	Server maintenance, please try again later.

Q: Why can't I activate the device?

Possible reasons	Solutions
The device is not connected to the network.	Please make sure the network is connected.
The serial number and activation code are inputted wrong.	Check the serial number and activation code and make sure they are correct (Serial number 12 digits, activation code 8 digits).
The activation code is invalid.	Contact THINKCAR after-sales service or regional sales.
Notes that the configuration is empty.	Contact THINKCAR after-sales service or regional sales.

Q: Why was the device not activated during the software update?

Possible reasons	Solution
The VCI connector may not be activated during registration.	Use the serial number and activation code to activate the connector. Steps are as follows: Click [Settings] -> [Activate VCI] Enter the correct serial number and activation code in the interface, and click [Activate].

Q: Why the software upgrade failed?

Possible reasons	Solutions
The device is not connected to the network.	Check the network connection.
The username or password is wrong The device has not enough memory.	Check the username and password. Uninstall irrelevant applications and delete uncommonly used vehicle software (enter setting -> diagnostic software clear -> remove software to operate).
Server problem.	Server maintenance, please try again later.

Q: Why is there no power in the VCI dongle after connecting to the vehicle's DLC port?

Possible reasons	Solutions
Poor contact of vehicle's DLC port.	Plug out the VCI dongle, and then plug it in again.
Too low voltage of the vehicle battery.	• Recharge the vehicle battery. • Replace the vehicle battery if it is damaged.
Damage of the VCI dongle.	Contact THINKCAR after-sales service to get support.