Transcend®

User's Manual

Dashcam

DrivePro 550

2024/01

v1.1

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Suction Mount

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Car Lighter Adapter

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Quick Start Guide
DrivePro 550

Transcend®
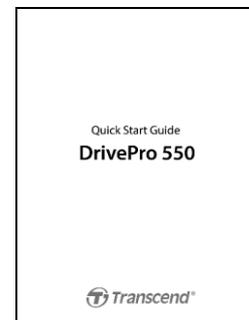
2. **Getting Started**

2-1 Overview

Mounting Socket

Microphone

Front Lens

Speaker

Infrared LED

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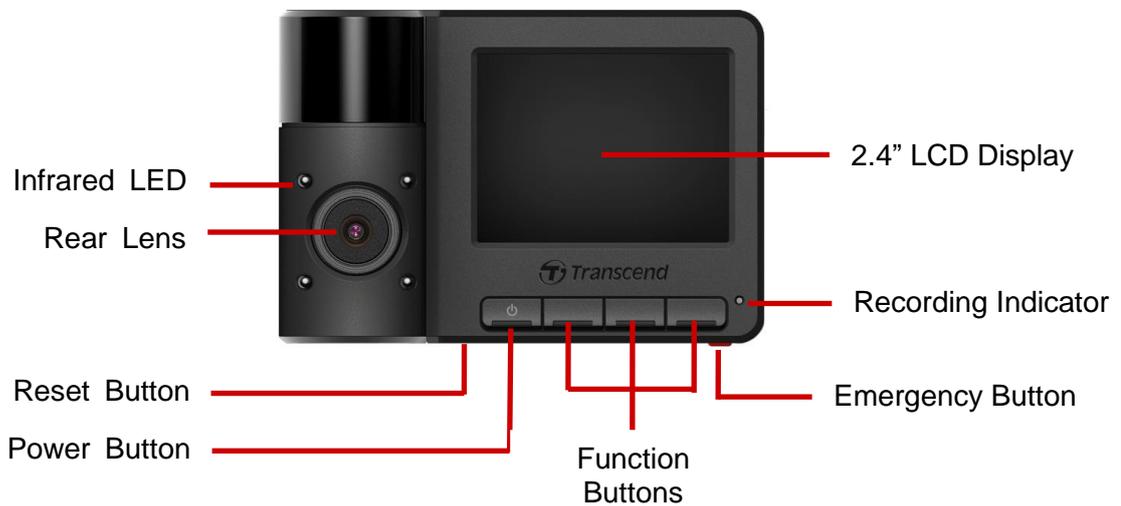
microSD Slot

2-2 Inserting a microSD Memory Card

You must insert a microSD memory card into the DrivePro before you can start recording.

1. Insert a microSD memory card into the appropriate card slot on the bottom of the DrivePro.

Note: Always format new memory cards in the DrivePro before using them for the first time. To format a new memory card, press the Settings button during recording, and select **Format Card**.

Format your memory card on a regular basis. For the best recording stability, you are encouraged to format the microSD card regularly.

> **WARNING:**
> 1. The DrivePro 550 supports only the FAT32 file system and does not support exFAT or NTFS.
> 2. Make sure the allocation Unit Size of the microSD card is 32 KB or larger; if not, the DrivePro will format the card before recording.

2. To remove, push to eject the memory card out of the slot.

> **WARNING:** Do not remove the memory card during shutdown to avoid damages to the memory card and loss of recorded videos.

- We recommend Transcend's High Endurance microSD cards or MLC-based memory cards to ensure the best recording performance.
  - o High Endurance microSDHC card
  - o High Endurance microSDXC 350V card

- For more details on the approximate recording time according to card capacity, go to FAQ on our official website.

2-3 Mounting the DrivePro

1. Insert the mounting bracket into the top of the DrivePro, and slide sideways until you hear a click.

2. Thoroughly clean and dry the area of the windshield you wish to mount the DrivePro. If possible, mount the DrivePro in the middle of the windshield near the rear-view mirror for the best field of view.

3. Press down the lever bar of the suction mount, and firmly attach the DrivePro to the windshield.

4. Turn the adjustment knob anticlockwise to loosen, and then adjust the DrivePro's position.

5. After the DrivePro is in the best position, turn the adjustment knob clockwise to make sure that the DrivePro is securely locked in place.

⚠️ **WARNING:** The equipment is only suitable for mounting at heights ≤ 2 m.

2-4 Connecting to Power

Note: Insert a microSD memory card before connecting the DrivePro to your car power outlet.

1. Connect the micro USB cable to the DrivePro.
2. Plug the other end of the car charger in your car power outlet.
3. After the car engine is switched on, the DrivePro will automatically turn on and start recording.

    Note:

    1. To use for the first time, please set the date, time and time zone.
    2. Car power outlets of some types of vehicles will still supply power after the car engine is turned off. If your car is of this type, please unplug your dashcam from the car power outlet to avoid unnecessary power consumption and unexpected issues.

Recording Screen

1. Recording indicator
2. Video length
3. Video resolution and frame rate
4. Wi-Fi indicator
5. GPS indicator
6. Voice record status
7. Battery status
8. Date/Time

2-5 Function Buttons

Mode	A	B	C	D
Video Recording	📶 Power / Wi-Fi	☰ Browse Files	⚙ Settings	📷 Snapshot
Browse/Settings	↩ Back	▲ Up	▼ Down	OK OK
Video Playback	↩ Back	▶ ‖ Play/Pause	🔒 / 🔓 Protected/Unprotected	🗑 Delete
View Photos	↩ Back	▲ Up	▼ Down	🗑 Delete

- Long press the ⏻ button to manually turn on/off the DrivePro in any mode.
- Long press the 📷 button to quickly turn on/off the microphone.
- Long press the ⚙ button to quickly enter the Time-Lapse Video menu.
- Wi-Fi connection is only available when the DrivePro is connected to power.

2-6 LED Indicator Chart

LED	Wi-Fi	Status	Definition
●	On	Flashing	Recording with Wi-Fi
●	On	Solid	Standby with Wi-Fi
●	Off	Flashing	• Recording without Wi-Fi • Recoding in Parking mode
●	Off	Solid	• Standby without Wi-Fi • Standby in Parking mode

Note: Wi-Fi connection is only available when the DrivePro is connected to power.

2-7 Setting the Date, Time and Time Zone

To set the current date and time:

1. During video recording, press the Settings button ⚙ .
2. Use ▲ / ▼ to select **Date/Time** and press OK .

Date/Time
2020 / 12 / 31
13 : 30 : 59
↩ ▲ ▼ OK
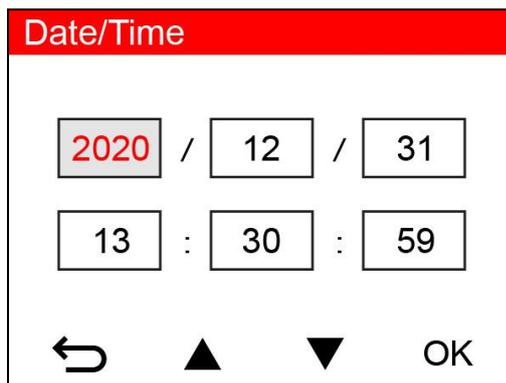
3. Use ▲ / ▼ to adjust values, and press OK to move to the next block.
4. Repeat Step 3 to set up the date/time format and time zone. Press OK after finishing the settings.

Date/Time
24H   Y/M/D
UTC +8 : 00
↩ ▲ ▼ OK
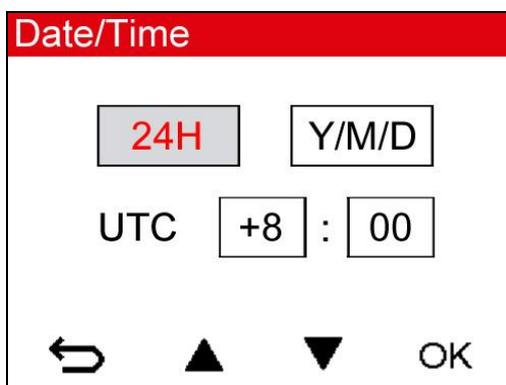
3. <u>Recording Videos</u>

3-1 Normal Recording

After the car engine is switched on, the DrivePro will automatically turn on and start recording.

By default, one video file is saved for every 3 minutes of recording. To adjust the recording length, please refer to the Settings section in this manual.

After the car engine is switched off, the DrivePro will automatically save the current recording and power off.

3-2 Emergency Recording

30% of the storage space will be saved for emergency video files. Video files recorded in emergency mode are protected from being overwritten.

Manual Event Recording: During video recording, press the emergency button on the bottom of the DrivePro to manually activate emergency recording mode.

A warning will appear on the screen when the emergency recording is being activated.

G-Sensor Event Recording: During video recording, the DrivePro will automatically activate Emergency Recording mode when detecting a collision.

- If the G-Sensor sensitivity is set to "High", even minor shocks will activate Emergency Recording mode.
- If the G-Sensor sensitivity is set to "Low", only significant shocks will activate Emergency Recording mode.

G-Sensor sensitivity can be adjusted or disabled in the **Settings** menu.

Note: The earliest emergency file saved will be overwritten by the latest emergency file recorded once the 30% storage space is full.

3-3 Parking Mode Recording

After the car engine is switched off, the DrivePro can automatically enter Parking mode and record footage when motion or collision is detected. Parking mode is disabled by default and can be enabled in ⚙ **Settings**.

Note: After the car engine is switched off, enabling Parking mode will drain the DrivePro's built-in battery.

During Parking mode, the LCD display will turn off; the LED indicator will be solid red on standby. When a motion or collision of the vehicle is detected, the DrivePro will record a footage of about 15 seconds; the display will turn on and the LED will flash red. The display will turn off again if no more motion/collision is detected in about 15 seconds. The DrivePro will resume Normal recording mode when the engine is switched on again (connected to power).

Transcend's car lighter adapter does not supply power after the engine is switched off. If long-term recording in Parking mode is required, please use an external power supply. Enter the Parking mode manually by long pressing the ⏻ button during video recording. To power off the DrivePro, long press the ⏻ button again.

Low Battery

Please charge the DrivePro immediately after viewing the Low Battery warning to avoid errors happening to the system time. Please avoid using the built-in battery to record videos directly.
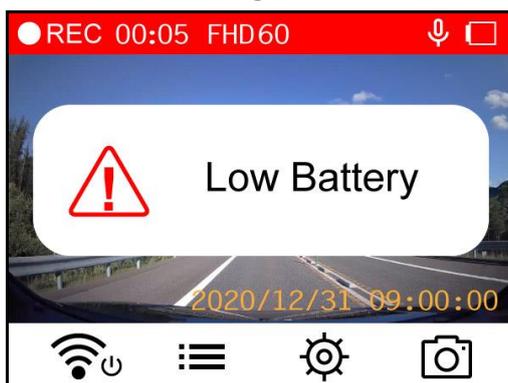
Note: If you want to record by the built-in battery, please make sure that it has a sufficient power supply.

4. Playing Videos and Browsing Photos

4-1 Playing Videos / Browsing Photos

1. During video recording, press the Browse button ☰ .
2. Use ▲ / ▼ to select either **Normal, Emergency or Snapshot**, and press OK .
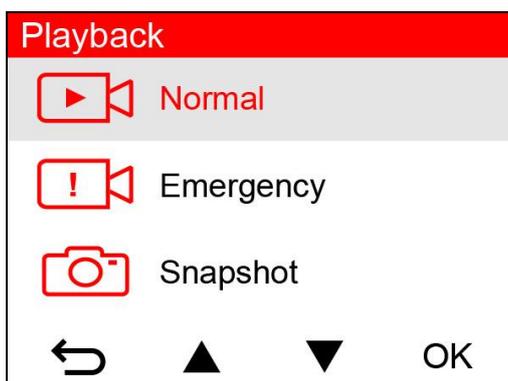
3. Use ▲ / ▼ to select the desired file, and press ^OK to preview

Normal	1/50
2020/12/31 09:15 50B	
2020/12/31 09:15 49A	
2020/12/31 09:12 48B	
2020/12/31 09:12 47A	
↩ ▲ ▼ OK	
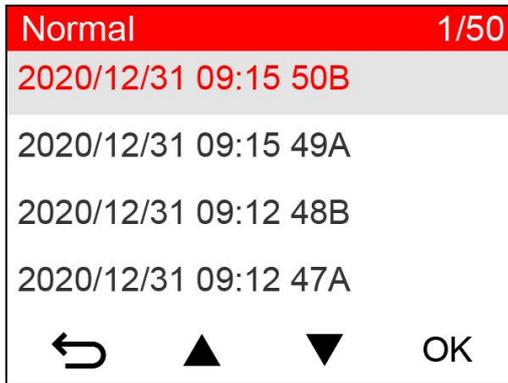
4. Press ↩ to return to the video file list.

4-2 Deleting Videos/Photos

1. Press 🗑 to delete video/photo files.

2. Use ▲ / ▼ to cancel or confirm the deletion of the video/photo file, and press ^OK .

4-3 Protecting Videos

1. Press 🔒 to protect the video file.

2. Use ▲ / ▼ to select the desired option and press OK .

5. <u>Settings</u>

In the Settings menu, you can adjust settings of video resolution, recording time and G-Sensor sensitivity. You can also set the date/time, change the interface language, format the memory card, and upgrade firmware, etc.

1. Press the Settings button ⚙ .

2. Use ▲ / ▼ to select the menu and press OK.

Settings	
▦	Resolution
◑	Exposure Value
⬚	Microphone
▶	Video Length
↩ ▲ ▼ OK	

3. Use ▲ / ▼ to select the desired setting, and press OK.

Video Length
1 min
3 mins
✓ 5 mins
↩ ▲ ▼ OK
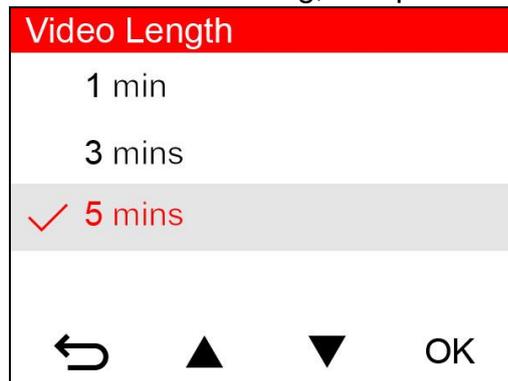
4. Press ↩ to return to the Settings menu.

5-1 Menu Options

Camera		
Icon	Feature	Function/Option
	Resolution	Set the resolution/quality for video recording (front lens+rear lens).
		1080P 60fps+1080P 30fps / 1080P 30fps+1080P 30 fps(default) / 720P 30fps+720P 30fps
	Exposure Value	Adjust exposure composition value to lighten or darken the preview screen.
		+2.0 / +1.5 / +1.0 / +0.5 / 0 (default) / -0.5 / -1.0 / -1.5 / -2.0
	Microphone	Turn on/off the microphone during video recording.
		Disable / Enable (default)
	Video Length	Set the recording length of each recorded video file.
		1 min / 3 mins (default) / 5 mins
	Video Stamp	Display the current time of the event or GPS information of the video being recorded.
		Disable / Enable (default)
	Loop Recording	Overwrite the earliest video files with new ones if the microSD card capacity is full.
		Disable / Enable (default)
	Light Frequency	Select the appropriate frequency to avoid flashing A/C light.
		50Hz (default) / 60Hz
	Time-Lapse Video	Set a preferred time interval to make time-lapse videos. Time-lapse video mode can only be enabled manually; once enabled, it will replace Normal Recording mode. Note: To prevent the car battery from being completely drained, the DrivePro will automatically power off after 48 consecutive hours of recording in Time-Lapse Video mode.
		Disable (default) / 1 shot per sec / 2 sec per shot / 4 sec per shot

Driving Assistant		
Icon	Feature	Function/Option
	Lane Departure	Alert the driver when the vehicle veers out of a lane. This function is activated when the driving speed exceeds the value set ahead.
		Disable (default) / >60 km/h ~ 150 km/h (40 mph~85 mph)

Icon	Feature	Function/Option
🚗	**Forward Collision**	Alert the driver when the vehicle is getting too close to the car ahead. This function is activated when the driving speed exceeds the value set ahead.
		Disable (default) / 60 kmh ~ 150 kmh (40 mph~85 mph)
📻	**Speed Alarm**	Alert the driver with warning beeps if the driving speed exceeds the value set ahead.
		Disable (default) / 60 kmh ~ 150 kmh ((40 mph ~ 85 mph)
⏱	**Speed Unit**	Set the measurement unit of speed.
		km/h (default) / mph
HUD	**Head-Up Display**	Display the current speed and safety alerts onscreen.
		Disable (default) / Enable
🔦	**Headlight Reminder**	When the DrivePro detects poor lighting conditions, the headlight reminder will automatically activate.
		Disable (default) / Enable
☕	**Driver Fatigue Alert**	Remind the driver of the need to rest after driving for a preset, driver-determined period of time.
		Disable (default) / 1 hour / 2 hours / 3 hours / 4 hours
📹	**Parking Mode**	Determine if a continuous recording is necessary according to motion detection after the car engine is switched off (this mode will drain DrivePro's battery).
		Enable / Disable (default)

System		
Icon	Feature	Function/Option
🗔	**Display**	Display both lenses or the front / rear lens only.
		Front / Rear / Both (default)
🔊	**Volume**	Set the speaker volume level.
		0~7 (0 Silent Mode)
«G»	**G-Sensor**	Adjust the sensitivity of the G-Sensor.
		Disable / Low (default) / Medium / High
⏻➜	**Delay Power Off**	Schedule the DrivePro to shut down at a certain time.
		Disable / 10 secs (default) / 30 secs

|		
![icon]	**Auto Display Off**	Set duration for the display to automatically turn off after a recording begins. Note: Auto Display Off is disabled when Speed Alarm, Forward Collision, Lane Departure, Headlight Reminder, Driver Fatigue Alert, or Head-Up Display is enabled.
		Never (default) / After 1 min / After 3 mins
![icon]	**GPS Status**	Display the number of GPS satellites received and GPS signal intensity.
![icon]	**Navigation System**	Select a navigation system according to your preference.
		GPS (default) / GLONASS
![icon]	Wi-Fi	Turn on/off Wi-Fi
		Off / On (default)
![icon]	**Date/Time**	Set the current date, time, format and time zone.
![icon]	**Language**	Set the on-screen display menu language
		English / 繁體中文 / 简体中文 / 日本語 / Deutsch / Español / Français / Italiano / Русский / Português / Ελληνικά / / Türkçe / 한국어 / ไทย
![icon]	**Format Card**	Format the microSD memory card. **WARNING: Formatting will erase all the data stored in the card.**
		Cancel (default) / Confirm
![icon]	**Upgrade Firmware**	Keep your DrivePro up-to-date with the latest version downloaded from the Transcend website https://www.transcend-info.com/Support/service.
		Cancel (default) / Confirm
![icon]	**Restore Defaults**	Reset all the settings to factory default settings.
		Cancel (default) / Confirm
![icon]	**Screen Adjustment**	Adjust the position of the recording screen
![icon]	**Information**	Display the DrivePro's current firmware version, card capacity, Wi-Fi SSID and password, model name/number.

5-2 Upgrade Firmware

1. After downloading the firmware from Transcend website, decompress it and put it in the "SYSTEM" folder in the microSD memory card.

名稱	修改日期	類型
DP550	2020/12/25 上午 ...	檔案資料夾
SYSTEM	2020/12/25 上午 ...	檔案資料夾

2. Insert the microSD memory card that contains the latest firmware version.

3. Select Upgrade Firmware from the Settings menu, and press ^{OK} to start the firmware detection process. The DrivePro will automatically find the latest firmware file. Select Confirm to complete the firmware upgrade process.
   Note: The firmware upgrade will take about 1-2 minutes. Please do not turn off the DrivePro while upgrading. The DrivePro will restart automatically after the upgrade is completed.

Upgrade Firmware

Upgrade firmware?

✓ Cancel
Confirm

↩ ▲ ▼ OK
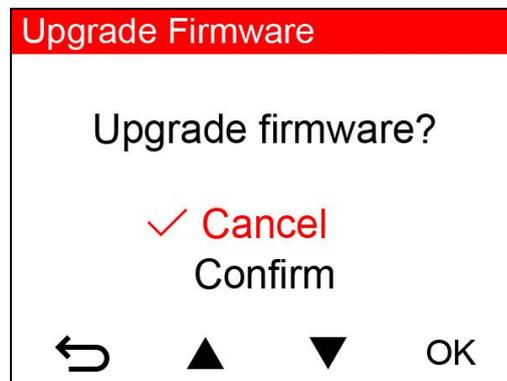
> **WARNING: NEVER remove the power cord or the microSD memory card while the firmware is being upgraded.**
>
> If the DrivePro cannot be turned on due to firmware upgrade failure, please contact Transcend customer service for technical support.

6. Using the DrivePro App

Developed specifically for iOS and Android devices, the free download DrivePro App allows you to wirelessly live stream real-time video footages while recording, adjust DrivePro settings, and play videos directly from your mobile devices.

DrivePro App

Download on the App Store   GET IT ON Google Play

6-1 Downloading and Installing the App

1. Search "DrivePro" on your App Store or Google Play.
2. Download and install the DrivePro App.

Once the installation is completed, the App will be displayed on the home screen of your device. Before using the App, please refer to the DrivePro instructions.

6-2 Connecting to the DrivePro

1. Tap Settings > Wi-Fi from your mobile device.
2. Select the Wi-Fi network with DP550 in the SSID. (default password is 12345678)

3. Tap the DrivePro icon on the home screen of your mobile device to use the App.

4. The image above will be displayed when you are connecting to the DrivePro.
   Note: To change the default SSID and the password, go to Settings in the DrivePro App.
5. Click the links below for detailed operation guidance.
   iOS: https://help.transcendcloud.com/DrivePro/iOS/EN/connect/
   Android: https://help.transcendcloud.com/DrivePro/Android/EN/connect/

7. <u>DrivePro Toolbox Software</u>

The DrivePro Toolbox, developed for Windows and macOS, features a user-friendly interface that allows you to select and play videos recorded on your DrivePro, and see your driving paths of the recorded videos displayed on maps without the need to install separate codecs.

System requirements for connecting the DrivePro to a computer:

● A desktop or a laptop with a working USB port
   • Microsoft Windows 10 or later
   • macOS 10.12 or later

1. Download the installation files.

2. Install DrivePro Toolbox software on your computer.

Main Features		
	Video Sorting	Sort videos by filename, recording date, or group, which allows users to search for recorded videos efficiently and to play them.
	Smooth Video Playback	Connect the DrivePro or use a microSD card reader or adapter to play back recorded video events on your computer.
	Edit and Trim Videos	Select a video, trim it and save it as a new clip immediately. You can also capture snapshots from your videos during playback.
	Map View	View the driving paths of your journey displayed on maps along with the recorded video. 🔔 **Note: This feature works with DrivePro models with a GPS receiver. (DrivePro 550, DrivePro 520, DrivePro 250, DrivePro 230, and DrivePro 220)**
	License Plate Recognition	Automatically identify the license plates in a video and extract footage to allow users to perform a quick search. 🔔 **Note: Available only on Windows 64-bit version.**
	Export Merged Videos	Play videos recorded by the front and rear lens/camera simultaneously. Export and play merged videos. 🔔 **Note: Available only on dual lens/camera models: DP550/DP520.**

8. <u>Transferring Files to a Computer</u>

Take the microSD memory card out of the DrivePro, and insert it into a compatible card reader to transfer files to your computer.

9. <u>Safety Cautions</u>

These usage and safety guidelines are **IMPORTANT!** Please follow them carefully to ensure your own personal safety, and help protect your DrivePro from potential damages.

■ General Use

- For in-car use only.
- For your safety, do not operate the DrivePro, or use the DrivePro App while driving.
- Avoid placing the DrivePro in an extreme temperature environment.
- Avoid splashing water or any other liquids on the DrivePro and accessories.
- Do not use the DrivePro in an environment with strong magnetic fields or excessive vibration.
- Only use the car adapter provided by Transcend. Other car adapters may not compatible with the DrivePro.
- Car power outlets of some types of vehicles will still supply power after the car engine is turned off. If your car is of this type, please unplug your dashcam from the car power outlet to avoid unnecessary power consumption and unexpected issues.
- The GPS system is subject to changes which could affect its accuracy and performance.

Transcend does not guarantee the accuracy of GPS data, which should not influence your personal judgment while driving.

- GPS signals cannot penetrate buildings and metallic tinted films. The accuracy of GPS data depends on the surroundings including the weather and the location it is being used (e.g. high buildings, tunnels, undergrounds and forests).
- Wi-Fi function is only available when the DrivePro is connected to power.

Mounting Location

- Never place the DrivePro where the driver's view or deployment of airbags is obstructed.
- Mount the DrivePro within the range of the windshield wipers to ensure clear visibility in rain.

> ⚠️ **WARNING:** Remove the DrivePro carefully if it is mounted on a tinted window to prevent damages to the tinted film.

Backing up Data

- **Transcend does NOT take any responsibility for data loss or damage during operation.** We strongly advise that you regularly back up data in your memory card to a computer or other storage medium.

10. <u>Troubleshooting</u>

If a problem occurs to your DrivePro, please first check the instructions listed below before sending your DrivePro for repair. If you cannot find any ideal solution to your question below, please consult your dealer, service center, or local Transcend branch office for further help. You can also visit the Transcend website for FAQ and Technical Support services. For any Hardware issues, please refer to the DrivePro User's Manual.

<u>None of the DrivePro buttons are responding (hangs / lags / stalls)</u>

Try unplugging the car adapter from your DrivePro, and reconnecting it to your DrivePro again.

<u>My DrivePro cannot play videos stored in my memory card.</u>

Edited videos may not be displayed properly on your DrivePro.

<u>Nothing happens when I press the "Emergency Recording" button.</u>

Emergency Recording only works in the recording mode.

11. Specifications

Display Type & Size	2.4" color TFT LCD
Connect Interface	USB 2.0
Storage Capacity	microSD, 64GB
Dimensions	95.6 mm (L) ✕ 65.9mm (W)✕ 40.5 mm (H) 3.76" (L) x 2.59" (W) x 1.59" (H)
Weight	107g (3.77 oz)
Battery	Li-Polymer
Power Supply (power cable)	Input: DC 12V~24V Output: DC 5V 2A
Operating Temperature	-20°C (-4°F) ~ 65°C (149°F)
Video Format	H.264 (MP4: up to 1920x1080P 60fps)
Lens	Front: F/2.2, 150° (Diagonal)
	Rear: F/2.0, 130° (Diagonal)
Resolution / Frame Rate (Max.)	Front: 1920 x 1080P (60fps)
	Rear: 1920 x 1080P (30fps)
Global Navigation Satellite System	GPS/GLONASS
Wi-Fi	802.11b, g, n
Certification	CE, FCC, BSMI, NCC, MIC, KC, RCM, EAC, UKCA
Warranty	2-Year Limited
Memory Card Supported	Check product specifications on our official website

Note	In addition to the bundled microSD card, we recommend Transcend's High Endurance microSD cards or MLC-based memory cards to ensure the best recording performance.
	● High Endurance microSDHC card
	● High Endurance microSDXC 350V card

12. EU Compliance Statement

Transcend Information hereby declares that all CE marked Transcend products incorporating radio equipment functionality are in compliance with Directive 2014/53/EU.

The full text of the EU declaration of conformity is available at the following internet address:

https://www.transcend-info.com/eu_compliance

Dashcam / Body Camera series

Frequency:	Maximum transmit power:
2400 MHz to 2483.5 MHz	< 100mW

13. Recycling and Environmental Protection

For more information on **recycling the product (WEEE)** and **battery disposal**, please refer to the following link: https://www.transcend-info.com/about/green.

14. Federal Communications Commission (FCC) Statement

This device complies with Part 15 FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference. (2) This device must accept any interference received including interference that may cause undesired operation.

This Equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment 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.

RF Exposure Information (SAR)

This equipment complies with the FCC portable RF exposure limit set forth for an uncontrolled environment. The exposure standard for wireless devices employing a unit of measurement is known as the Specific Absorption Rate, or SAR. The SAR limit set by the FCC is 1.6W/kg.

This equipment could be installed and operated with minimum distance 0cm between the radiator & your body.

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

* This device and its antenna must not be co-located or operating in conjunction with any other antenna or transmitter.

Transcend Information Inc (USA)

1645 North Brian Street, Orange, CA 92867, U.S.A

TEL: +1-714-921-2000

15. **Warranty Policy**

Please find the warranty period of this product on its package. For details of **Warranty Terms and Conditions** and **Warranty Periods**, please refer to the link below:
https://www.transcend-info.com/warranty.

16. **GNU General Public License (GPL) Disclosure**

Please visit https://www.transcend-info.com/Legal/?no=10 to view more information on open-source licensing.

17. **End-User License Agreement (EULA)**

For details of software license terms, please refer to the following link:
https://www.transcend-info.com/legal/gpl-disclosure-eula.

18. **Eurasian Conformity Mark (EAC)**