Transcend®

User's Manual

2025/06 (v2.5)

Dashcam DrivePro 550

Table of Contents

1. Package Contents

The DrivePro dashcam package includes the following items:

DrivePro 550

Suction Car Mount

microSD Memory Card

Car Lighter Adapter

Quick Start Guide
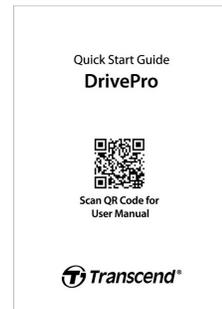
2. Getting Started

2-1 Overview

Mounting Socket

Microphone

Front Lens

Speaker

Infrared LED

Rear Lens

2.4" LCD Display

LED Recording Indicator

Reset Button

Emergency Button

Power Button

Function Buttons

micro USB Port
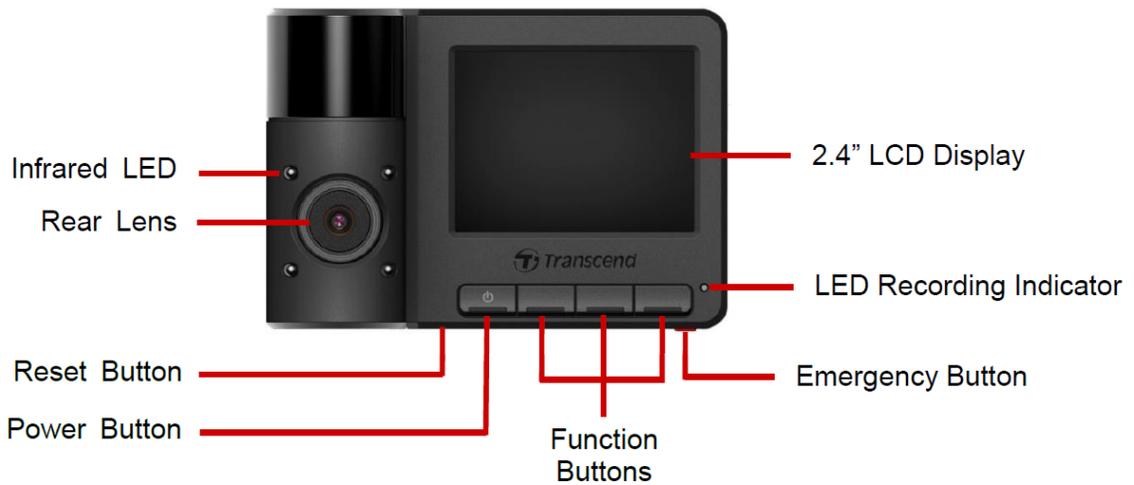
microSD Slot

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 card slot of the DrivePro.

> ⚠ **"WARNING"**
>
> - Always format new memory cards through DrivePro before using them for the first time. To format a new memory card, press the ⚙☐**Settings** button during recording, and select **Format Card**.
> - Ensure the microSD card's allocation unit size is 32 KB or larger. If it's not, the DrivePro will automatically format the card before recording.
> - **Formatting will erase all data on the memory card.**
> - The DrivePro 550 supports only the FAT32 file system and does not support exFAT or NTFS.

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

> ⚠ **"WARNING"**
>
> To prevent damage to the memory card and potential data loss, please do not remove the memory card during a shutdown.

- 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

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

2-3 Mounting the Dashcam

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

2. Before installation, be sure to clean the selected windshield area meticulously. For optimal visibility, consider mounting the dashcam in the middle of the windshield at approximately the height of the rear-view mirror.

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

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


5. After correctly positioning the DrivePro, rotate the adjustment knob clockwise to ensure it securely locks the device.

2-4 Connecting to Power

1. Connect the micro USB cable from the car lighter adapter to the DrivePro.
2. Insert the other end of the adapter into your car's power outlet.

3. After starting the car engine, the DrivePro will automatically power on and begin recording.
4. After turning off the car engine, the DrivePro will automatically save the current recording and power itself off.

✏️ **"Note"**

- Insert a microSD memory card into the DrivePro before connecting it to your car's power outlet.
- 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 power outlet to avoid unnecessary power consumption and unexpected issues.

2-5 Function Buttons

Mode	A	B	C	D
Video Recording	🛜⏻ Power / WiFi	☰ 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

- Press and hold the 🛜⏻ **Power** button for 3 seconds to manually turn on/off the DrivePro in any mode.
- Long press the 📷🔇 **Snapshot** button to quickly turn on/off the microphone.
- Long press the ⚙🕓 **Settings** button to quickly enter the **Time-Lapse Video** menu.
- WiFi connection is available only when the DrivePro is connected to power.

2-6 LED Indicator

LED Status	Definition
Solid Red	Standby
Flashing Red	Recording
Flashing Blue	WiFi On and Recording

2-7 Setting the Date and Time

Please first configure the date, time, and UTC timezone settings to ensure accurate recording time.

1. Press the ⚙️🕑 **Settings** button.
2. Use ▲／▼ to select **Date/Time** and press **OK**.
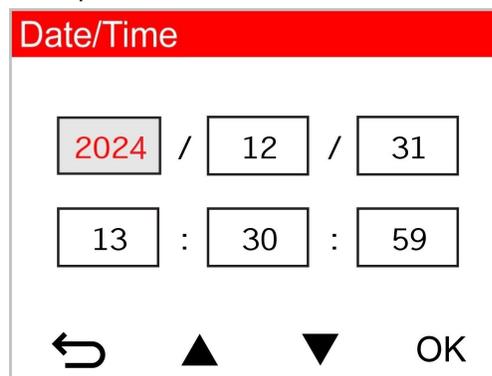
Date/Time		
2024 / 12 / 31		
13 : 30 : 59		
↩ ▲ ▼ OK		

3. Use ▲／▼ to adjust values, and press **OK** to move to the next block.
4. Repeat Step 3 to set the date/time **format** and **time zone**. Press **OK** once you've completed the settings.
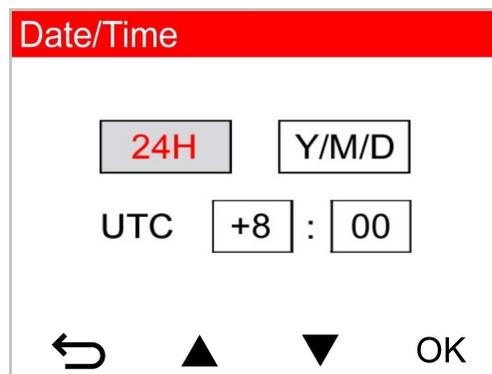
Date/Time	
24H Y/M/D	
UTC +8 : 00	
↩ ▲ ▼ OK	

3. Recording Videos

3-1 Normal Recording

Recording Screen

1. Recording status indicator
2. Video length
3. Video resolution / Frame rate
4. WiFi connection indicator
5. GPS connection indicator
6. Voice record status
7. Battery status
8. Date / Time
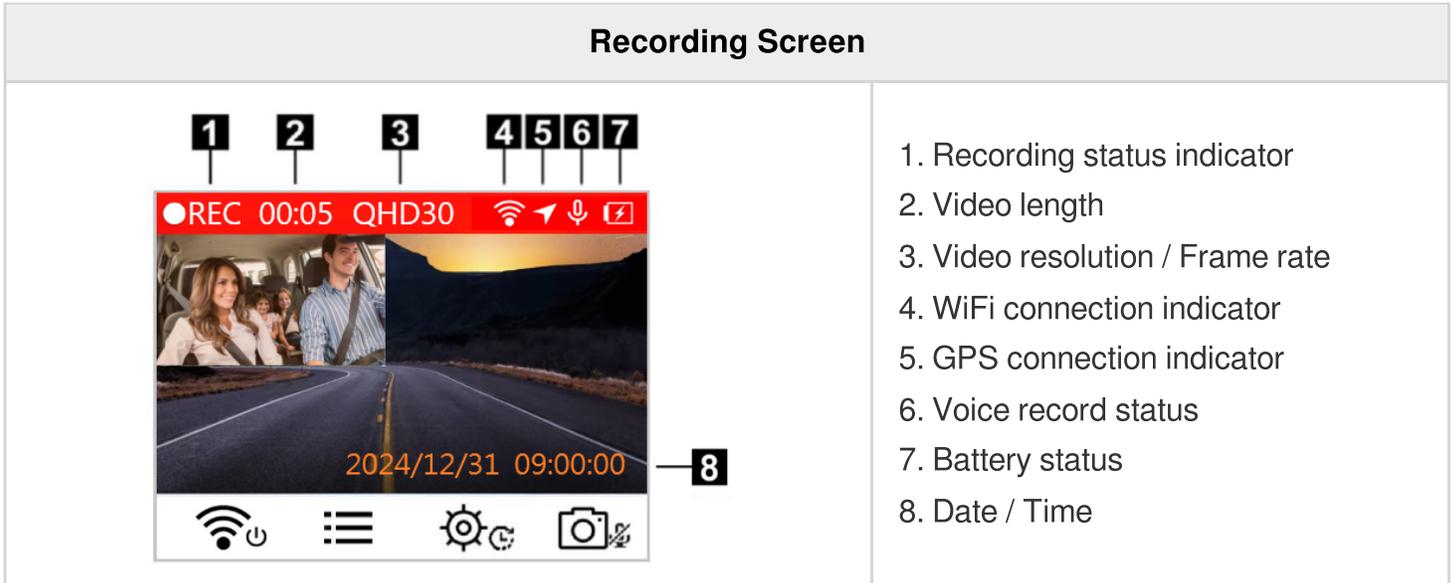
After the car engine is switched on, the DrivePro will automatically power on and start recording.

By default, one video file is saved for every 3 minutes of recording. To adjust the recording length, please go to the ⚙️ **Settings** menu.

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

3-2 Emergency Recording

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

Manual Emergency Recording

While recording a video, press the emergency button at the bottom of the DrivePro to manually activate Emergency Recording mode.

A warning will appear on the screen when the emergency recording is activated.
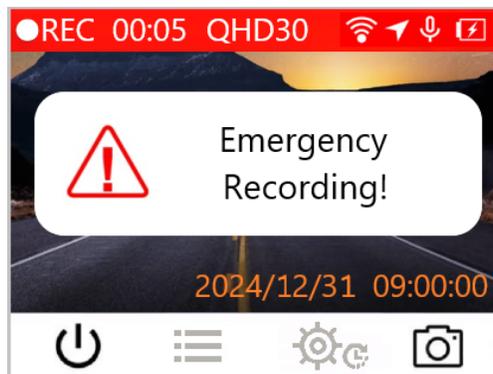
G-Sensor Emergency Recording

During video recording, the DrivePro automatically activates Emergency Recording mode when detecting a collision or hit.

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

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

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 the ⚙️🕑 **Settings** menu.

During Parking mode, the LCD display will turn off and the LED indicator will remain solid red on standby. If the DrivePro detects a collision or motion of the vehicle, it will record footage for about 15 seconds, and the display will turn on while the LED flashes red. If no more motion is detected within 15 seconds, the display will turn off again. 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 📶⏻ **Power** button in Normal Recording mode. To power off the DrivePro, long press the 📶⏻ **Power** button again.

Low Battery

Please charge the DrivePro immediately after receiving the Low Battery warning to prevent system time errors. Please avoid using the built-in battery to record videos directly.
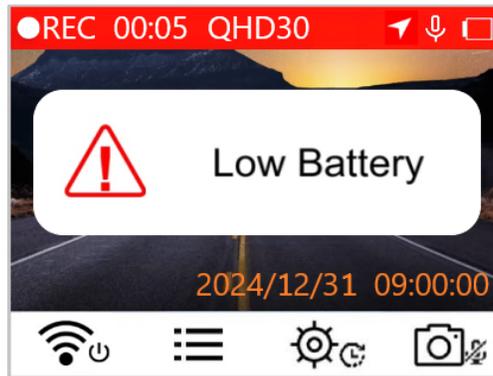
> ✏️ **"Note"**
>
> If you intend to use the built-in battery for recording, please ensure that it has a sufficient power supply.

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**.
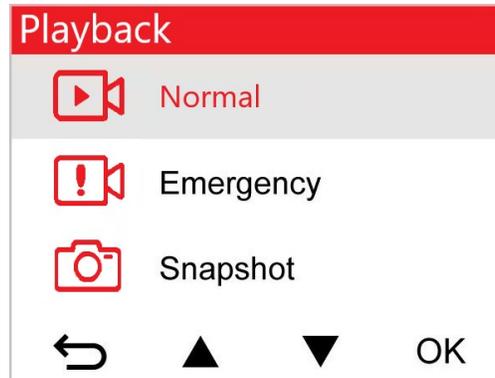
3. Use ▲ ╱ ▼ to select the desired video file, and press **OK** to preview.
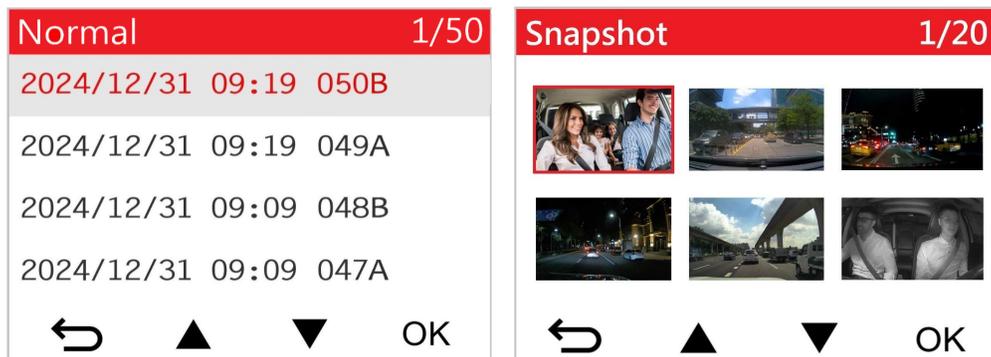
4. Press ⬑ to return to the video file list.

4-2 Deleting Videos/Photos

1. Press 🗑 to delete video/photo files.

2. The message "Delete?" will pop up. Use ▲／▼ to cancel or confirm the deletion of the video/photo file, and press **OK**.
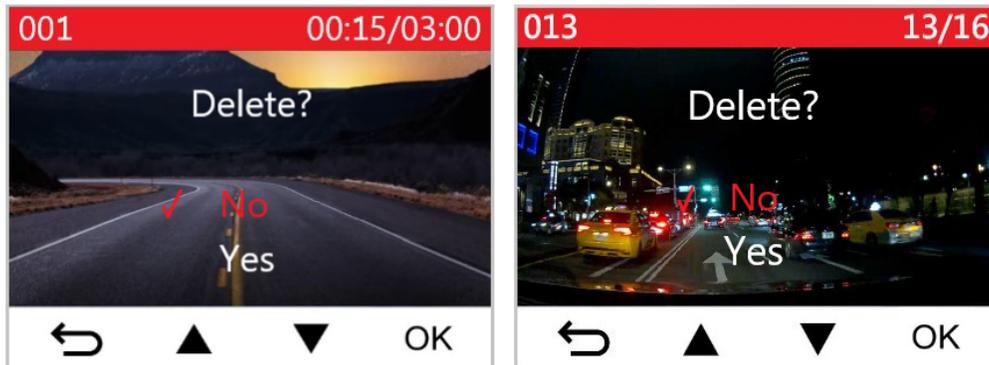
4-3 Protecting Videos

1. Press 🔒 to protect the video file.
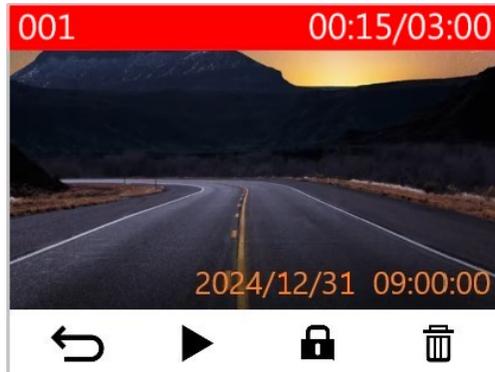
2. The message "Lock?" will pop up. Use ▲／▼ to select the desired option and press **OK**.

5. Settings

In the ⚙️ **Settings** menu, you can adjust video resolution, recording time, and G-Sensor sensitivity. Additionally, you can configure date and time settings, change the interface language, format the memory card, and perform firmware upgrades.

1. While recording a video, press the ⚙️ **Settings** button.

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

3. Modify the value using ▲ ／ ▼ , and press **OK**.

4. Press ↩ to return to the ⚙️ **Settings** menu.

5-1 Menu Options

Camera		
Icon	**Feature**	**Function / Option**
	Resolution	Set the resolution for video recording (front lens + rear lens).
		1440P30+1080P30 (default) / 1080P60+1080P30 / 1080P30+1080P30 / 720P30+720P30
	Exposure Value	Adjust the exposure value of the camera.
		+2.0 / +1.5 / +1.0 / +0.5 / 0.0 (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 recorded videos.
		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.
		50 Hz (default) / 60 Hz
	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.**

Icon	Feature	Function / Option
		Disable (default) / 1 sec/shot / 2 sec/shot / 4 sec/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. 🔔 **Note: This feature is automatically disabled when the front camera's resolution is set to 1080P at 60FPS.**
		Disable (default) / >60 km/h to >150 km/h (>40 mph to >95 mph)
	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. 🔔 **Note: This feature is automatically disabled when the front camera's resolution is set to 1080P at 60FPS.**
		Disable (default) / >60 km/h to >150 km/h (>40 mph to >95 mph)
	Speed Alarm	Alert the driver with warning beeps if the driving speed exceeds the preset value.
		Disable (default) / >60 km/h to >150 km/h (>40 mph to >95 mph)
	Speed Unit	Set the measurement unit of speed.
		km/h (default) / mph
	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.
		Disable (default) / 1 hour / 2 hours / 3 hours / 4 hours
	Parking Mode	Determine if a continuous recording is necessary based on motion detection after turning off the car engine. (Please be aware that this mode

Icon	Feature	Function / Option
		will drain DrivePro's battery.)
		Disable (default) / Enable
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 to 7 (Choose 0 to switch on Silent Mode)
	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
	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, Lane Departure, Forward Collision, Headlight Reminder, Driver Fatigue Alert, or Head-Up Display is enabled.**
		Never (default) / After 1 min / After 3 mins
	GPS Status	Display the number of GPS satellites received and GPS signal intensity.
	WiFi	Turn off/on WiFi.
		Off / On (default)
	Date / Time	Set the date, time, format and time zone.
	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 / Polski

	Format Card	Format the microSD memory card. ⚠ **WARNING: Formatting will erase all the data stored in the card.**
		Cancel (default) / Confirm
	Upgrade Firmware	Keep your DrivePro up-to-date with the latest firmware version. Download from Transcend website: https://www.transcend-info.com/Support/service
		Cancel (default) / Confirm
	Restore Defaults	Reset all settings to their factory defaults.
		Cancel (default) / Confirm
	Screen Adjustment	Adjust the position of the recording screen.
	Information	Display the DrivePro's current firmware version, card capacity, WiFi SSID, password, and model name/number.

5-2 Firmware Upgrade

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

Name	Date
DP550	2020/12/25 AM
SYSTEM	2020/12/25 AM

2. Insert the microSD memory card that contains the latest firmware version into the card slot of the DrivePro.

3. Connect the DrivePro to an external power outlet. 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 to 2 minutes. Please do not turn off the DrivePro while upgrading. The DrivePro will restart automatically after the upgrade is complete.

Upgrade Firmware

Upgrade firmware?

✓ Cancel
Confirm

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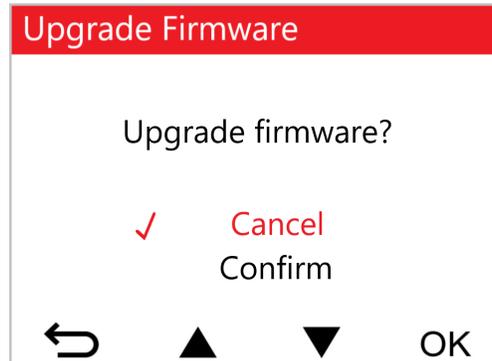
> ⚠️ **"WARNING"**
>
> **NEVER remove the power cord or the microSD memory card while the firmware is being upgraded.**
> If the DrivePro cannot be turned on due to firmware upgrade failure, please contact Transcend customer service for technical support.

6. Using the DrivePro App

Tailored for iOS (iPhone/iPad) and Android devices, the free downloadable DrivePro App enables you to wirelessly watch live-view video footage while recording, manage DrivePro features, and play videos on your smartphone or tablet.

DrivePro App

6-1 Downloading and Installing the DrivePro App

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

Once the installation is complete, the App will be displayed on the home screen of your device.

Before using the App, please refer to the DrivePro App instructions.

6-2 Connecting to the DrivePro

1. Please connect your mobile device to the DrivePro using one of the following methods:

- **Option 1: Scan the WiFi QR code on the dashcam.**
  - Press the 🛜 **Power** button on the DrivePro.
  - Scan the QR code on the DrivePro's screen using your mobile device.

WiFi QR Code
SSID:
DP550_AB7613

Password:
12345678

- **Option 2: Select the WiFi signal.**
  - Tap **Settings** > **WiFi** from your mobile device.
  - Select the **WiFi network with DP550** in the SSID. (The default password is 12345678)
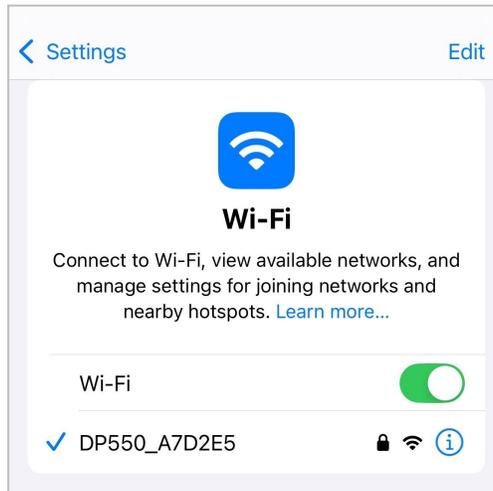
2. Tap the DrivePro App icon on your mobile device and connect to the DrivePro 550.

3. The image above will be displayed when you are connecting to the DrivePro.

> ✏️ **"Note"**
>
> - We recommend changing the DrivePro's WiFi password the first time you connect to the app.
>
> - To change the default SSID and password, access ⚙️ **Settings** in the DrivePro App.

4. Visit the DrivePro FAQ for detailed operation guidance.

7. DrivePro Toolbox Software

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 from:
   https://www.transcend-info.com/support/software/drivepro-toolbox
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. Transferring Files to a Computer

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

> ✏️ **"Note"**
>
> After manually deleting files from your memory card in macOS, these files may temporarily exist as hidden files on the memory card, taking up space. Please empty the Trash or format the memory card to completely free the space.

9. Troubleshooting

If a problem occurs with your DrivePro, please check the instructions below before sending your DrivePro for repair. If you cannot find an ideal solution to your question below, please consult the store where you purchased the product or the service center, or contact the local Transcend branch office. 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.

- **None of the DrivePro buttons are responding. (The dashcam crashes or runs with lag.)**
  - Try unplugging the car adapter from your DrivePro, and reconnecting it.

- **My DrivePro cannot play videos stored in my memory card.**
  - Edited videos may not be displayed on your DrivePro.

- **Nothing happens when I press the "Emergency button."**
  - Emergency Recording works in the Recording mode only.

10. Safety Cautions

These usage and safety guidelines are **IMPORTANT**! Please follow them carefully to ensure your 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 be compatible with the DrivePro.
- Some vehicles have power outlets that remain active even when the 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 is subject to changes that could affect its performance. Transcend does not guarantee the accuracy of GPS data, which should not influence your 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).
- WiFi function is available only 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 tint 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 the memory card for your dashcam to a computer or other storage medium.

> ⚠ **"WARNING"**
>
> Rechargeable batteries may leak under extreme conditions. Misuse or abuse can lead to the following hazards:
>
> - Overheating
> - Fire
> - Explosion
> - Smoke emission

11. Specifications

	DrivePro 550	
	Models produced before November 2023	**Models produced after November 2023**
Dimensions	95.6 mm (L) × 65.9 mm (W) × 40.5 mm (H) 3.76" (L) × 2.59" (W) × 1.59" (H)	
Weight	107 g (3.77 oz)	
Connection Interface	USB 2.0	
Storage Capacity	64 GB microSD card included	
WiFi Protocol	802.11n	
Frequency	2.4 GHz	
Display	2.4" color TFT LCD	
Lens	Front: F/2.2, 150° (Diagonal) Rear: F/2.0, 130° (Diagonal)	Front: F/2.0, 140° (Diagonal) Rear: F/2.0, 140° (Diagonal)
Video Format	H.264 (MP4: up to 1920×1080P 60FPS)	H.264 (MP4: up to 2560×1440P 30FPS)
Resolution / Frame Rate (Max.)	Front: 1920×1080P (60FPS) Rear: 1920×1080P (30FPS)	Front: 2560×1440P (30FPS) Rear: 1920×1080P (30FPS)
Operating Temperature	-20°C (-4°F) to 60°C (140°F)	

DrivePro 550		
	Models produced before November 2023	**Models produced after November 2023**
Power Supply (car charger)	Input: DC 12 V to 24 V Output: DC 5 V / 2 A	
Global Navigation Satellite System	GPS / GLONASS	
Certificate	CE / FCC / BSMI / NCC / MIC / KC / EAC / RCM	CE / UKCA / FCC / BSMI / NCC / MIC / KC / EAC / RCM
Warranty	Two-year Limited Warranty	
Memory Card Supported	Check product specifications	
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

$$C\hspace{0.3em}E$$

Dashcam / Body Camera series	
Frequency: 2400 MHz to 2483.5 MHz	**Maximum transmit power:** < 100 mW

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)