

FAQ

1. How to save power?

- 1) Please turn off the screen while the tool keeps idle.
- 2) Set a shorter standby time.
- 3) Decrease the brightness of the screen.
- 4) If WLAN connection is not required, please turn it off.

2. Communication error with vehicle ECU?

Please confirm:

- 1) Whether diagnostic connector is correctly connected.
- 2) Whether ignition switch is ON.
- 3) If all checks are normal, send vehicle year, make, model and VIN number to us using Feedback feature.

3. Failed to enter into vehicle ECU system?

Please confirm:

- 1) Whether the vehicle is equipped with this system.
- 2) Whether the VCI dongle is correctly connected.
- 3) Whether ignition switch is ON.
- 4) If all checks are normal, send vehicle year, make, model and VIN number to us using Feedback feature.

4. How to reset the tablet?

Resetting may cause data loss. Before doing so, please make sure important data and information has been backed up.

Do the following to reset the tablet:

- 1) Tap "Settings" -> "System" -> "Advanced" -> "Reset Options"
- 2) Tap "Erase all data".to start resetting until the tool automatically reboots.

5. How to download the App after resetting the tablet?

*Note: Before registration, please make sure the network is properly connected.

After the tablet has been successfully reset, follow the steps below to download the App:

- 1) Launch the browser and the default official Launch website opens (If a blank page pops up, just type in www.x431.com in the input bar).
- 2) Tap "Login", input the username and password and tap "Log In."
- 3) Make sure that the serial number is correct, tap "APP application program" and tap the Download icon to start downloading.
- 4) After the download is complete, follow the on-screen instructions to install it.
- 5) After installation, use the existing username and password to login and go to update center to download the diagnostic software.

6. What to do if the language of vehicle diagnostic software does not match the system language?

English is the default system language of the tool. After the system language is set to the preference language, please go to the update center to download the vehicle diagnostic software

of the corresponding language. If the downloaded diagnostic software is still displayed in English, it indicates that the software of the current language is under development.

7. How to retrieve the login password?

Please follow below steps to proceed in case you forgot the login password:

- 1) Tap the application icon on the home screen to launch it.
- 2) Tap [Login] button on the upper right corner of the screen.
- 3) Tap "Retrieve password".
- 4) Input product S/N and follow the on-screen prompts to retrieve the password.

8. How to view the multilingual manual?

For overseas standard products, at least French, Spanish, German, Italian, Portuguese, Russian, Japanese, English in total 8 language product manuals are provided. If you need to view the corresponding language manuals, please set the system language to that language first. Then enter the product manual module in the app to browse.

9. Why is the USB cable connected to the VCI connector and the host, but the wired diagnosis is still cannot be performed?

Please make sure that the system "settings--USB MANAGEMENT --USB Switch" status is on, otherwise it will be failed to operate wired diagnosis.