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Disclaimer of Warranties and Limitation of Liabilities

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Using This Manual

This manual contains device usage instructions.

Some illustrations shown in this manual may contain modules and optional equipment that are not included in your system.

The following conventions are used.

Bold Text

Bold text is used to highlight selectable items such as buttons and menu options.

Notes

A NOTE provides helpful information such as additional explanations, tips, and comments.

Warning

Warning indicates a hazardous situation which, if not avoided, could result in minor or moderate injury to the operator or to bystanders.

Danger

Danger indicates an imminently or potentially hazardous situation which, if not avoided, could result in death or serious injury to the operator or to bystanders.

Illustrations

Illustrations used in this manual are samples, the actual testing screen may vary for each vehicle being tested. Observe the menu titles and on-screen instructions to make correct option selection.

Important Safety Precautions

To avoid personal injury, property damage, or accidental damage to the product, read all of the information in this section before using the product.

DANGER

- When an engine is operating, keep the service area well-ventilated or attach a building exhaust removal system to the engine exhaust system. Engines produce various poisonous compounds (hydrocarbon, carbon monoxide, nitrogen oxides, etc.) that cause slower reaction time and result in death or serious personal injury.
- Please use the included battery and power adaptor. Risk of explosion if the battery is replaced with an incorrect type.
- If you must drive the vehicle in order to perform a troubleshooting procedure, always have a second person help you.

Trying to drive and operate the diagnostic tool at the same time is dangerous, and could cause a serious traffic accident.

WARNING

- Always perform automotive testing in a safe environment.
- Do not connect or disconnect any test equipment while the ignition is on or the engine is running.
- Before starting the engine, put the gear lever in the Neutral position (for manual transmission) or in the Park (for automatic transmission) position to avoid injury.
- NEVER smoke or allow a spark or flame in vicinity of battery or engine. Do not operate the tool in explosive atmospheres, such as in the presence of flammable liquids, gases, or heavy dust.
- Keep a fire extinguisher suitable for gasoline/chemical/electrical fires nearby.
- Wear an ANSI-approved eye shield when testing or repairing vehicles.
- Put blocks in front of the drive wheels and never leave the vehicle unattended while testing.
- Use extreme caution when working around the ignition coil, distributor cap, ignition wires and spark plugs. These components create hazardous voltage when the engine is running.
- To avoid damaging the tool or generating false data, please make sure the vehicle battery is fully charged and the connection to the vehicle Data Link Connector (DLC) is clear and secure.
- Retrieving and using Diagnostic Trouble Codes (DTCs) for troubleshooting vehicle operation is only one part of an overall diagnostic strategy. Never replace a part based only on the DTC definition. Each DTC has a set of testing procedures, instructions and flow charts that must be followed to confirm the location of the problem. This information can be found in the vehicle's service manual.
- Automotive batteries contain sulfuric acid that is harmful to skin. In operation, direct contact with the automotive batteries should be avoided. Keep the ignition sources away from the battery at all times.
- Keep the tool dry, clean, free from oil, water or grease. Use a mild detergent on a clean cloth to clear the outside of the equipment when necessary.
- Keep clothing, hair, hands, tools, test equipment, etc. away from all moving or hot engine parts.
- Store the tool and accessories in a locked area out of the reach of children.
- Do not use the tool while standing in water.
- Do not expose the tool or power adapter to rain or wet conditions. Water entering the tool or power adaptor increases the risk of electric shock.
- This tool is a sealed unit. There are no end-user serviceable parts inside. All internal repairs must be done by an authorized repair facility or qualified technician. If there is any inquiry, please contact the dealer.
- Keep the tool far away from magnetic devices because its radiations can damage the screen and erase the data stored on the tool.
- Do not attempt to replace the internal rechargeable lithium battery. Contact the dealer for factory replacement.
- Do not disconnect battery or any wiring cables in the vehicle when the ignition switch is on, as this could avoid damage to the sensors or the ECU.
- Do not place any magnetic objects near the Electronic Control Unit (ECU). Disconnect the power supply to the ECU before performing any welding operations on the vehicle.
- Use extreme caution when performing any operations near the ECU or sensors. Ground yourself when you disassemble Programmable Read Only Memory (PROM), otherwise ECU and sensors can be damaged by static electricity.
- When reconnecting the ECU harness connector, be sure it is attached firmly, otherwise electronic elements, such as Integrated Circuits (ICs) inside the ECU, can be damaged.

FCC Statement

FCC ID: XUJOADDPD1302

Note: 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.

The device has been evaluated to meet general RF exposure requirement. The highest reported SAR for stand-alone and simultaneous transmission exposure conditions are below the maximum value. End-users must be informed of the operating requirements for satisfying RF exposure compliance.

This device is in compliance with the essential requirements and other relevant provisions of Radio Equipment Directive 2014/53/EU. The RF frequencies can be used in Europe without restriction.

TABLE OF CONTENTS

1 Overview

1.1 Product Introduction

This Android OS-based, tablet-style diagnostic tool incorporates the best possible coverage of OE-level diagnostics with multitasking capable software.

Using the powerful Octa-core 2GHz processor, 12G RAM, and a 13.6” IPS capacitive touch screen with a resolution of 2560 x 1600 pixels, it delivers quick and complete diagnostic functionalities which technicians need to diagnose, research and repair vehicles in one solution.

It has the following features: Intelligent Diagnose, Local Diagnose, EV (Electric Vehicle) Diagnose & Service, SmartLink Super Remote Diagnose, X431 Remote Diagnose, Service Function, Toolbox, Software Update, Feedback, Online Mall and Diagnostic History etc.

1.2 Packing List

Common accessories are same, but for different destinations, the accessories may vary. For detailed accessory items, please consult the seller or check the packing list supplied with this tool together.

No.	Item	Description	Qt.
1	Scan tool	Indicate the test results.	1
2	SmartLink C device	Connect to vehicle’s Data Link Connector (DLC) port to access vehicle’s live data.	1
3	Diagnostic cable	Connect the SmartLink C device to vehicle’s DLC port. It can be separated into two parts: DB15F to HD15F data cable and HD15M to OBD16 adaptor.	1
4	Power adaptors	Charge the scan tool.	4
5	Type A to Type B data cable	Connect the SmartLink C device to the scan tool to perform vehicle diagnosis.	1
6	Type A to Type C data cable	Connect the SmartLink C device to the PC for data exchange.	1
7	Password envelope	A piece of paper bearing Product S/N and Activation Code, which is needed for product registration.	1
8	Crossover cable	Connect the SmartLink C device to the modem when performing SmartLink Super Remote Diagnostics.	1
9	Mini-HDMI to HDMI cable	Connect to an external projector or monitor with HDMI interface.	1
10	Quick start guide		1
11	Non-16pin adaptor kit for passenger cars	For different vehicle diagnostic socket, it may be necessary to use one of the non-16pin connectors included within the kit. For detailed non-16pin connectors, please check the package box.	(optional)

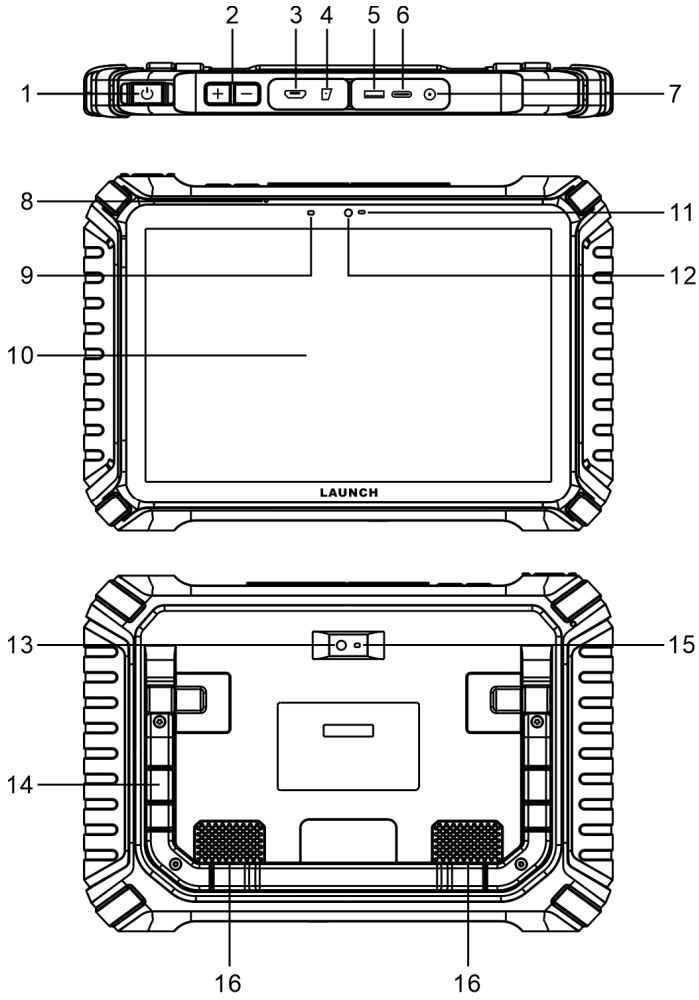
1.3 Components & Controls

There are two main components to the diagnostic system:

- Scan tool – the central processor and monitor for the system (See Chapter 1.3.1).
- SmartLink C device – the device for accessing vehicle data (See Chapter 1.3.2).

1.3.1 Scan Tool

The scan tool acts as the central processing system, which is used to receive and analyze the live vehicle data from the SmartLink C device and then output the test result.



1. Power/Screen Lock Button

Turn the scan tool on/off with long press, or lock the screen with short press.

2. Volume Buttons

Adjust the volume.

3. High Definition Multimedia Interface Output Port

Connect to an external projector or monitor.

4. Memory Card Slot

Store the memory card for storage expansion.

5. Data Transmission Port

Reserved for add-on modules, and other USB devices use only.

6. Type-C Port

Reserved for exchanging data with a PC.

7. DC IN Port

Connect the power adaptor to charge the scan tool.

8. Microphone

9. Charging indicator

It illuminates red while the scan tool is charging. Once charging is finished, it will illuminate solid green.

10. Touch Screen

11. Ambient Light Sensor

12. Front Camera

13. Rear Camera

14. Adjustable Kickstand

Flip out it to any angle and work comfortable at your desk, or hang it on automotive part.

15. Camera Flash

16. Audio Speaker

1.3.2 SmartLink C Device

The SmartLink C device features powerful functions and it can be applied in the following situations:

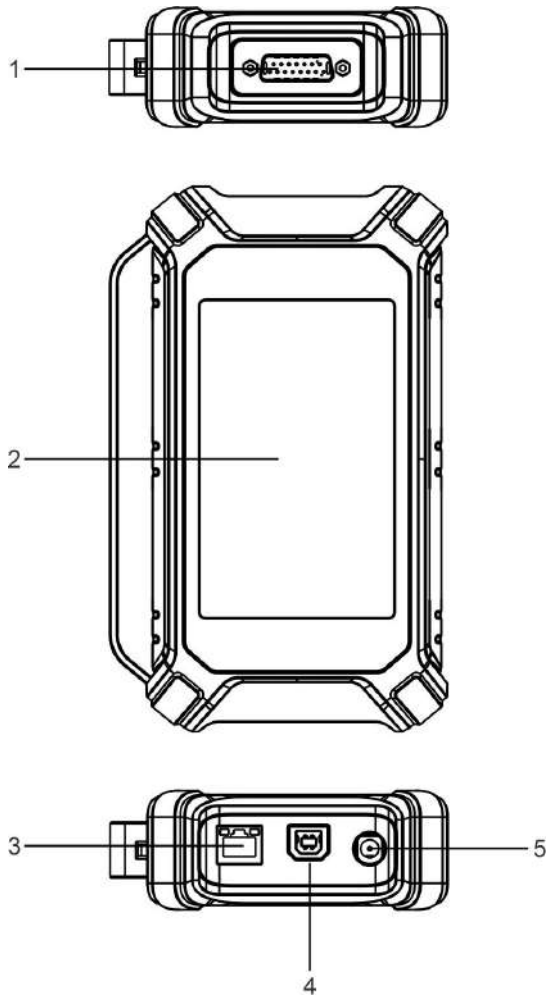
1). When as a Vehicle Communication Interface (VCI), it needs to work in conjunction with the **Diagnose** module of the scan tool, which is used to obtain vehicle data, and then send it to the tool for analysis wirelessly or via data cable.

2). When as a SmartLink C (Customer) dongle, it does not communicate with the scan tool, but it needs to work together with the **SmartLink** module of the scan tool. The scan tool is mainly used to issue remote diagnostic requests, and the SmartLink C dongle is networked to receive and execute commands from the remote SmartLink B (Business).

Note: For detailed operations, please refer to Chapter 4.3.1.

3). When as a local J2534 PassThru device, it can be used in conjunction with the PC installed with OEM diagnostic software.

Note: For detailed operations, please refer to Chapter 10.



1. **DB-15 diagnostic connector**

Connect it to the vehicle's DLC (Data Link Connector) port via the diagnostic cable.

2. **Touch screen**

3. **LAN/WAN port**

Connect it to the modem via the crossover cable. It only applies to the SmartLink Super Remote Diagnostics.

4. **Data I/O port**

- Connect it to the scan tool to perform vehicle diagnosis.
- Connect it to the PC to perform J2534 reprogramming when as a J2534 PassThru device.

5. **DC-IN power jack**

It can obtain power via connecting the diagnostic cable to the vehicle's DLC port or connecting to an external DC power supply.

Warning: The SmartLink C device obtains power through the vehicle's DLC via the DB-15 diagnostic connector. DO NOT connect this power jack to an external DC power supply when the SmartLink C device is properly connected to the vehicle's DLC port. No responsibility can be assumed for any damage or loss caused as a result of not strictly following the warning.

1.4 Technical Specifications

1. Scan tool

Operating system: Android

CPU: Octa-core processor, 2.0GHz

Display: 13.6 inch IPS capacitive touch screen with 2560 x 1600 resolution

Memory: 12GB

Hard disk: 512GB

Connectivity:

• Wi-Fi: 2.4G/5GHz dual frequency

• Universal Serial Bus ports (1 x Type-C + 1 x Type-A)

• Micro High Definition Multimedia Interface Out

Camera: font-facing 8MP + 20MP rear-facing camera (Auto focus)

Operating Temperature: 0℃ ~ 50℃

Storage Temperature: -20℃ ~ 70℃

2. SmartLink C device

Display: 3.95 inch TFT screen with 320 x 480 resolution

Working voltage: DC 9~36V

Communication: wireless and wired

Size: 197mm x 108mm x 43mm

Working temperature: 0℃~ 50℃

2 Getting Started

2.1 Charging & Powering On

Notes:

- Only use the included power adaptor to recharge the scan tool. Use of any other adaptor may damage the tool. We assume no responsibility for damage or loss resulting from using other similar adaptors other than the specified one.
- Always charge on a non-flammable surface in a well-ventilated area.

To check the battery power level, press and hold the Power button about 3 seconds to turn on the scan tool. Power level is indicated as a percentage in the upper right corner of the screen. If the power level drops below 10% while the tool is on, a prompt message will appear on the screen.

1. Connect one end of the power adaptor to the DC IN port of the scan tool, and the other end to the AC outlet.
2. The charging indicator illuminates solid red and the charging symbol will appear on the screen.
3. Once it illuminates solid green, it indicates that the battery is fully charged. Disconnect the power adaptor from the AC outlet.
4. Press and hold the ***POWER*** button for about 3 seconds to turn on the scan tool. The system starts initializing and then enters the home screen.

   To turn the scan tool off, press and hold the ***POWER*** button until an option menu appears. Tap **Power Off**.

2.2 Screen Layout

On-screen keys and status bar on the bottom of the screen are as follows:

Tap  to return to the previous screen or exit the application.

Tap to jump to the home screen.

Tap  to display a list of applications that are currently running or recently used.

Tap  to capture the current screen and all captured screenshots are stored in the Screenshots folder.

 shows whether the VCI is connected properly or not.

2.3 Language Setup

The scan tool supports multiple languages. To change the language of the tool, please do the following:

1. On the home screen, tap **Settings -> System -> Language & input -> Languages**.
2. Tap the desired language from the list and the system will change to the chosen language.

2.4 Network Setup

The scan tool has built-in Wi-Fi that can be used to get online. Once you're online, you can register the tool, browse the Internet, get and update apps on your network.

Note: Once the Wi-Fi is set as ON, the scan tool will consume more power. When the Wi-Fi keeps unused, turn it off to conserve battery power.

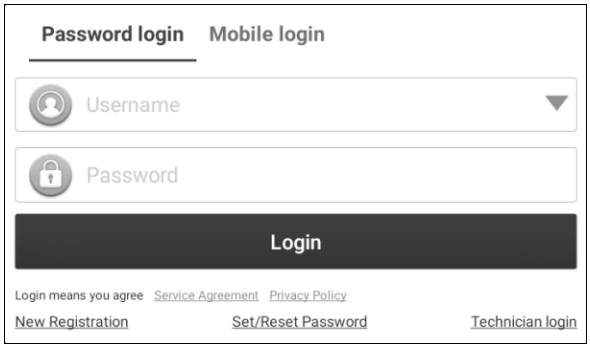
1. On the home screen, tap **Settings -> Network & internet -> Internet -> Wi-Fi**.
2. Tap or slide the Wi-Fi switch to ON, the scan tool starts searching for all available wireless LANs.
3. Choose the desired Wi-Fi access point / network,
   - If the network you chose is open, you can connect directly.
   - If the selected network is encrypted, you have to enter the right security key (network password).

When this tool is in range, it will connect to the previously linked network automatically.

2.5 Registration & Update

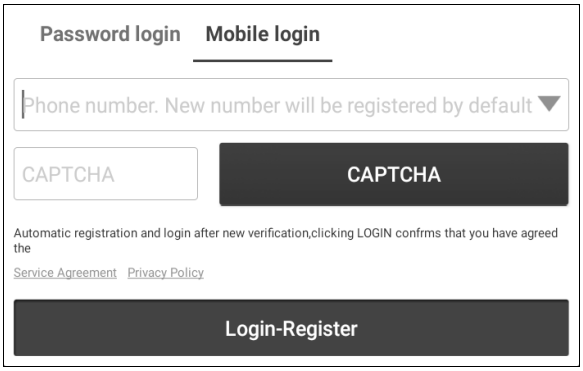
For new users, you will need to experience a user registration process before getting started.

Tap the application icon on the home screen, and then tap **Login** on the upper right corner of the screen. The following popup will appear.



There are two methods available for users to login: *Password login* and *Mobile login*.

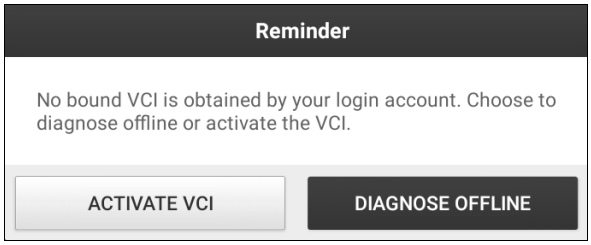
1. If you have not registered any authorized account of LAUNCH scan tool, please use *Mobile login*. Tap **New Registration**, the following screen will appear.



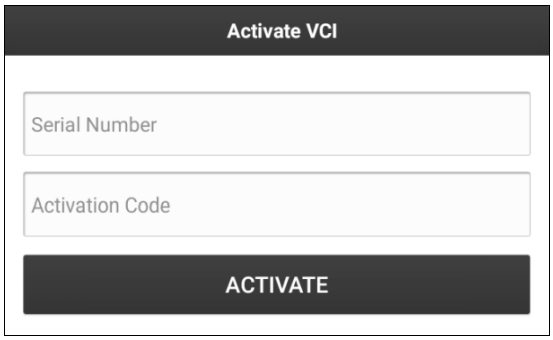
Input the mobile phone number, tap **CAPTCHA** and enter the received verification code. Tap **Login-Register** to continue.

A. <u>If no scan tools are bound to this mobile phone before</u>, follow the steps below to proceed:

1). After the following popup appears, tap **ACTIVATE VCI** to go to the next step.



2). Input the 12-digit Product Serial Number and 8-digit Activation Code (can be obtained from the password envelope), and then tap **ACTIVATE**.



3). After the VCI device is successfully activated, the system automatically enter the update center. Tap **Update** to update all available software.

Note: All software is updated periodically. It is recommended to check regularly for updates and install the latest software version for the best service, functions and experience.

B. If there are scan tools bound to this mobile phone, it will enter the home screen directly. In this case,

1). Tap the button on the upper right corner to enter *User Info*.

2). Tap **Activate VCI**. Input the Product Serial Number and Activation Code, and then tap **Activate**.

3). Go to *Software Update* to update all available software.

Note: Before use, please make sure that you have chosen the correct VCI device by tapping **User Info -> VCI**.

2. If you have an authorized account of LAUNCH scan tool, please use Password login. Input the username and password (If you forgot the password, tap **Set/Reset Password** to set a new one), and tap **Login** to login the diagnostic system.

2.6 Job Menu

It mainly includes the following items:

Name	Description
Intelligent Diagnose	• Obtain vehicle data from the cloud server to perform quick test via reading VIN, to avoid various defects resulting from step-by-step menu selection. • Check the historical repair records online.
Local Diagnose	Diagnose a vehicle manually.
Remote Diagnose	There are two remote diagnostics platforms available: SmartLink Super remote diagnostics solution and X431 Remote Diagnostics.
EV	To diagnose the electronic control systems, detect battery pack and perform some service functions of new-energy vehicles. Note: This function needs to work with New Energy Vehicle Diagnosis Add-on Kit (optional), which can be purchased from the authorized dealer.
Special Function	It offers coding, reset, relearn and more service functions, to help vehicles get back to functional status after repair or replacement.
Toolbox	Additional add-on tools include TPMS, ADAS, Oscilloscope, Sensor simulator, BST360 Battery Tester, Immobilizer programmer, Videoscope, Current clamp, Multimeter, Insulation Tester, Key programmer and more.
Software Update	Update vehicle diagnostic software and APK.
X-431 Diagnostic Kit	Includes vehicle coverage, CANBUS pin detection, CANScope, and Fix connector firmware/system etc.
Feedback	Feedback the recent 20 diagnostic logs to us for issue analysis.

Mall	An online diagnostic software store. This module enables you to subscribe some extra software or service functions that are not integrated in the tool online.
LAUNCH Academy	Include abundant repair case, operation skills and training videos for quick reference.
Repair Info	Check repair information and ask for support via Facebook or from after-sales team.
User Info	Manage VCI, diagnostic reports & records, change password, order and logout / login etc.
Settings	Make some system settings of diagnostic application.
About	Include software version, product manual, service agreement and privacy policy etc.

3 Connections & Communication Setup

3.1 Connection

1. Make sure that the vehicle battery voltage range is 9-14V (for passenger cars) or 18-30V (for commercial vehicles) and the vehicle ignition is turned off.
2. Find the vehicle's DLC location.

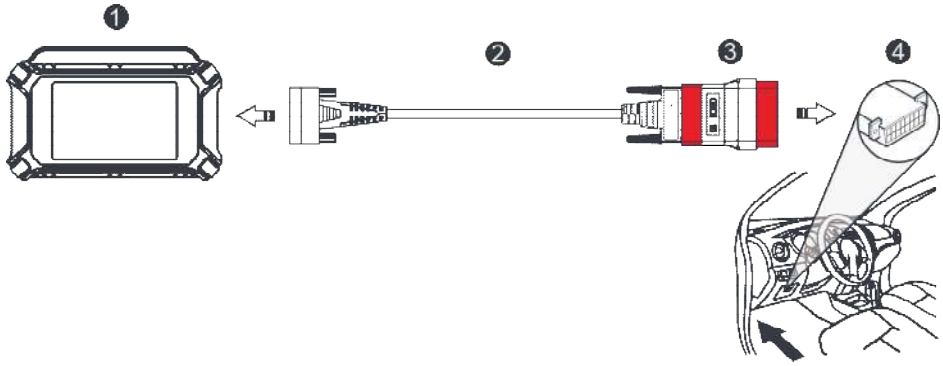
   For passenger cars, the DLC is usually located 12 inches from the center of the instrument panel, under or around the driver's side for most vehicles. For some vehicles with special designs, the DLC location may vary.

   If the DLC cannot be found, refer to the vehicle's service manual for the location.

   For commercial vehicles, the DLC is always located in driver's cab.
3. Refer to the following illustrations to make connection.

   The method used to connect the VCI device to a vehicle's DLC depends on the vehicle's configuration as follows:

   For OBD II vehicles, use the included diagnostic cable (DB15F to HD15F data cable and HD15M to OBD16 adaptor) to connect the VCI to the vehicle's DLC port.



1. VCI
2. DB15F to HD15F data cable
3. HD15M to OBD16 adaptor
4. Vehicle's DLC port

For non-OBDII vehicles, refer to the above figure to make connection.

1. Select the appropriate adaptor according to the vehicle's DLC port type (4).
2. Loosen the captive screws of the DB15F to HD15F data cable (2) and disconnect the HD15M to OBD16 adaptor (3) from the data cable.
3. Connect the data cable (2) with the target adaptor (sold separately) on the above figure and tighten the screws. Other steps shall also apply.

If you choose to perform vehicle diagnosis via data cable, connect one end of the data cable into the VCI, and the other end into the data I/O port of the scan tool.

4. Turn the vehicle' ignition ON with engine OFF.
5. Now the tool is ready for diagnostics.

3.2 Communication Setup

There are two kinds of ways available for the scan tool to communicate with the VCI device: wireless and wired (USB).

After the user registration is successfully finished, the wireless communication between the scan tool and the VCI device is automatically established and user has no need to configure it again.

The USB connection is a simple & quick way to establish communication between the scan tool and the VCI. After

properly connecting the data cable from the scan tool to the VCI, the VCI navigation button at the bottom of the screen will be enabled indicating the USB connection is successful.

Note: The USB connection provides the most stable and fastest communication. When all communication methods are applied at the same time, the scan tool will use the wired communication as the default priority.

4 Diagnosis & Service Function

4.1 Intelligent Diagnose

Through simple wireless communication between the scan tool and VCI, you can easily get the VIN (Vehicle Identification Number) information of the currently identified vehicle. Once the VIN is successfully identified, the system will retrieve it from the remote server and then guide you to vehicle information page without performing step-by-step manual menu selection.

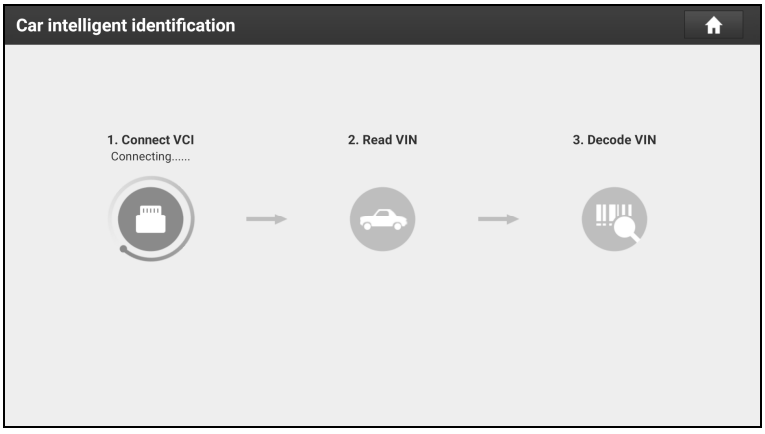
The vehicle information page lists all historical diagnostic records of the vehicle, which lets the technician have a total command of the vehicle faults. In addition, a quick dial to Local Diagnose and diagnostic function are also available on this page for reducing the roundabout time and increasing productivity.

Notes:

- Before using this function, please make sure the VCI is properly connected to the vehicle's DLC port. For detailed connection, see Chapter 3.1.
- A stable network connection is required for this function.

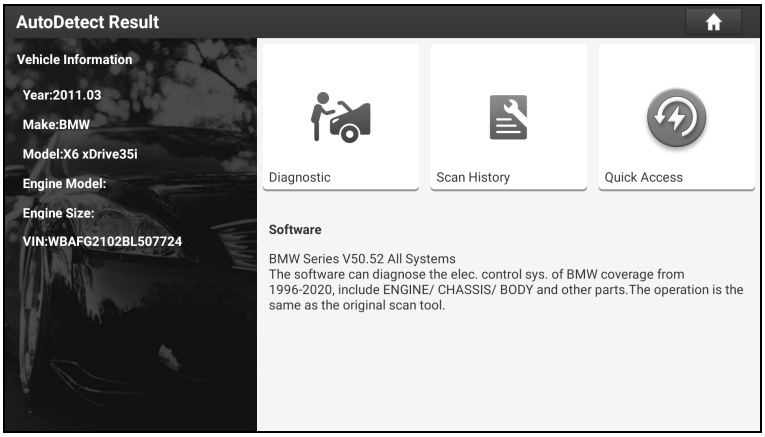
Follow the steps below to proceed.

1. Tap **Intelligent Diagnose**, the following screen will appear.



2. After pairing is complete, the scan tool starts reading the vehicle VIN.

A. If the VIN can be found from the remote server database, the following screen will appear:

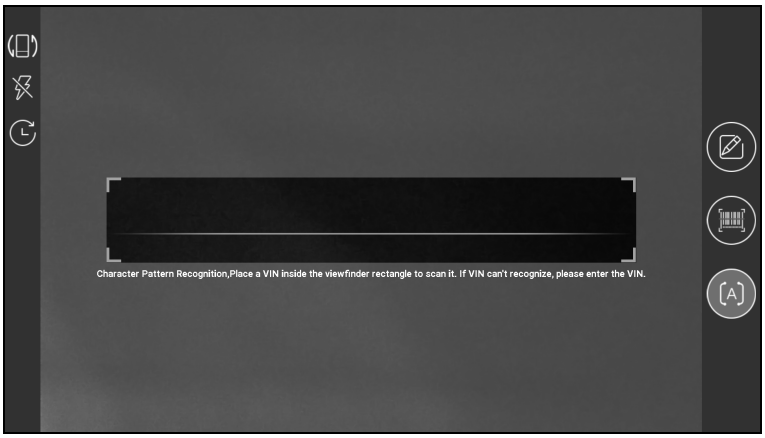


- Tap **Diagnostic** to start a new diagnostic session.
- To perform other functions, tap **Quick access** to directly go to the diagnostic function selection screen. Choose the desired one to start a new diagnostic session.
- Tap **Scan History** to view its historical repair record. If there are records available, it will be listed on the screen in

sequence of date. If no records exist, the screen will show *No Record*.

B. If the scan tool failed to access the VIN information, the following screen will appear:

- Tap the input field to input directly, tap **OK**. If the VIN exists on the remote server, the system will enter the diagnostic function selection screen.
- Tap to launch the VIN recognition module.

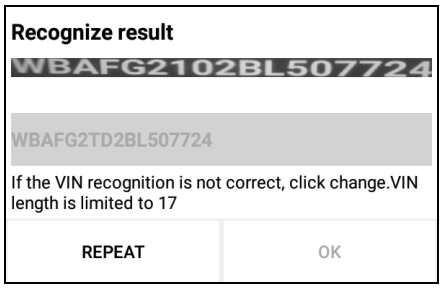


Place the VIN inside the viewfinder rectangle to scan it. The most recognizable location for this number is in the top left corner on the vehicle's dashboard. Other locations include the driver's door or post, and the firewall under the hood.

- Tap to switch the display mode of the screen.
- Tap to turn the camera flash on.
- Tap to choose it from the record list if the VIN of the vehicle has been scanned before.
- Tap to input the VIN manually if the scan tool has failed to identify the VIN of the vehicle.
- Tap to scan the VIN barcode. If the VIN barcode cannot be recognized, please manually input the VIN.
- Tap to scan the VIN character. If the VIN character cannot be recognized, please manually input the VIN.

Note: In general, vehicle identification numbers are standardized - all contain 17 characters. VIN characters may be capital letters A through Z and numbers 1 through 0; however, the letters I, O and Q are never used in order to avoid mistakes of misreading. No signs or spaces are allowed in the VIN.

After scanning, the screen automatically displays the result.



- If the VIN scanned is incorrect, tap the result field to modify it and then tap **OK**.
- To scan it again, tap **REPEAT**.

If the VIN exists on the remote server, the system will enter the diagnostic function selection screen.

4.2 Local Diagnose

This function allows you to diagnose electronic control systems of single vehicle models by manually executing the menu-driven command.

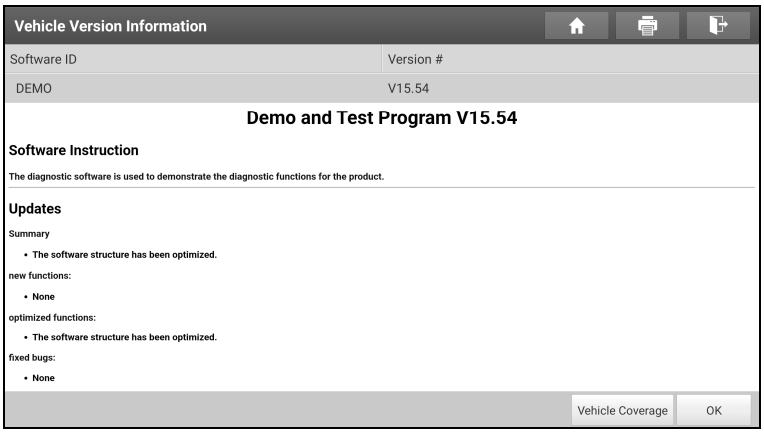
Tap **Local Diagnose** to enter the vehicle selection page.

2 approaches are provided for you to access the vehicle diagnostic software. Choose any one of the following ways:

1. Operations of VINSCAN Service are same as Intelligent Diagnose. Refer to Chapter 4.1 for details.
2. Tap a corresponding diagnostic software logo, and then follow the on-screen instruction to access the diagnostic software.

Take Demo (Version 15.54) as an example to demonstrate how to diagnose a vehicle.

1). Select diagnostic software version: Tap the **DEMO** to go to Step 2.



On-screen Buttons:

Vehicle Coverage: Tap to view the vehicle models that the current diagnostic software covers.

OK: Tap it to go to next step.

The diagnostics toolbar contains a number of buttons that enable various procedures. It is displayed at the top of the vehicle diagnostic screen throughout the whole diagnostic session. Refer to the table below for a brief description of the functions of the diagnostics toolbar buttons:

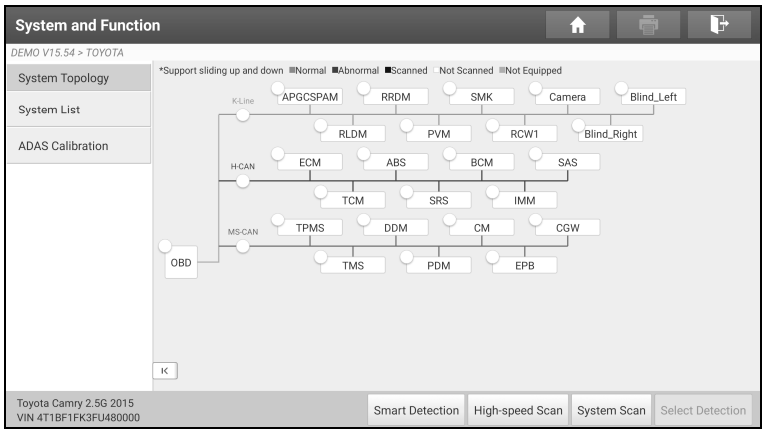
Home: Return to the home screen.

Print: Tap to print the selected screenshots out via external printer. The printer needs to be configured separately. For details on printer setting, refer to Chapter 9.3.

Exit: Exit the diagnostic application.

2). Select vehicle model. Here we take **TOYOTA** for example to demonstrate how to diagnose a vehicle.

3). Select the desired test item to proceed.



System Topology: Displays all available vehicle systems in form of topology structure.

System List: Displays all available vehicle systems in form of list.

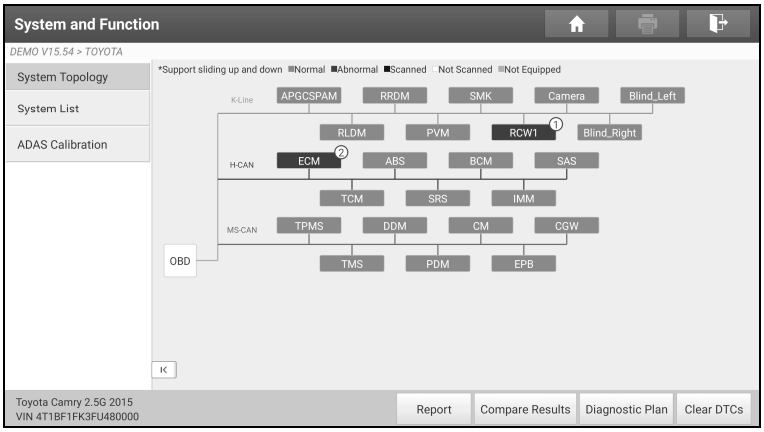
ADAS Calibration: Performs ADAS calibration operations. It is extracted from the system list as a functional module and provides a quick access to ADAS system.

- While in System Topology mode, different highlight bars indicate different detection status.

On-screen Buttons:

Smart Detection: Tap to quickly access all the electronic control units of the vehicle and generate a detailed report about vehicle health. The tested systems malfunctioning are displayed in red with a number indicator displaying DTC quantity and the systems with functioning properly are displayed in green.

Note: Diagnostic Trouble Codes or Fault Codes can be used to identify which engine systems or components that are malfunctioning. Never replace a part based only on the DTC definition. Retrieving and using DTCs for troubleshooting vehicle operation is only one part of an overall diagnostic strategy. Follow testing procedures (in vehicle's service manual), instructions and flowcharts to confirm the locations of the problem.

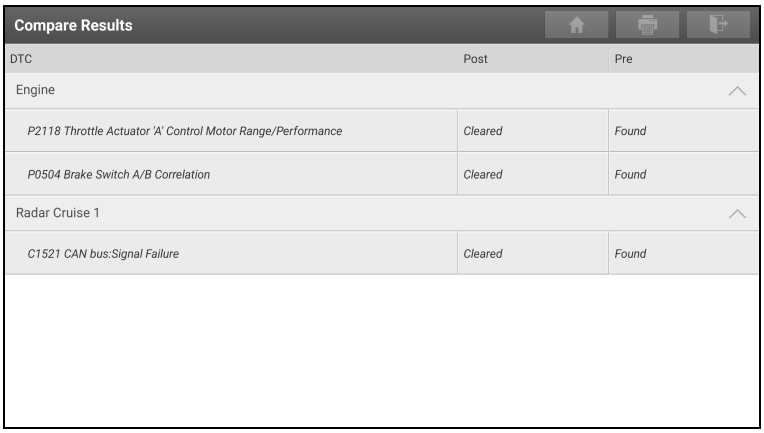


- **Report**: Tap to save the current data in text format. All reports are saved in **User Info -> My Report -> Health Reports**.

  Notes:

  1. Diagnostic report is classified into two categories: Pre-Repair report and Post-Repair report. To facilitate the comparison of the pre-repair and post-repair reports and get accurate test result, please make sure you saved the right type of the diagnostic report.
  2. By default, the workshop information is blank. You can configure and revise it from Settings -> Shop Information. After you configured the information, it will be automatically generated every time the diagnostic report is saved. All vehicle and workshop information will be appended as a tag on the diagnostic report, which allows you to easily retrieve the desired report while performing Filter function of Diagnostic Report.

- **Compare Results**: Tap to select the pre-repair report to compare. By comparison of the pre- and post- repair reports, you can easily identify which DTCs are cleared and which remain unfixed.



Note: Before performing this function, please make sure that: 1) You have saved a pre-repair report of the currently tested vehicle; and 2) You have already made some repairs and service and cleared the DTCs after the pre-repair reported is generated. Otherwise, no differences exist between the pre- and post- repair reports.

- **Diagnostic Plan**: Figures out the diagnostic plan and repair solutions for the detected DTCs.
- **Clear DTCs**: Tap to clear the existing diagnostic trouble codes.

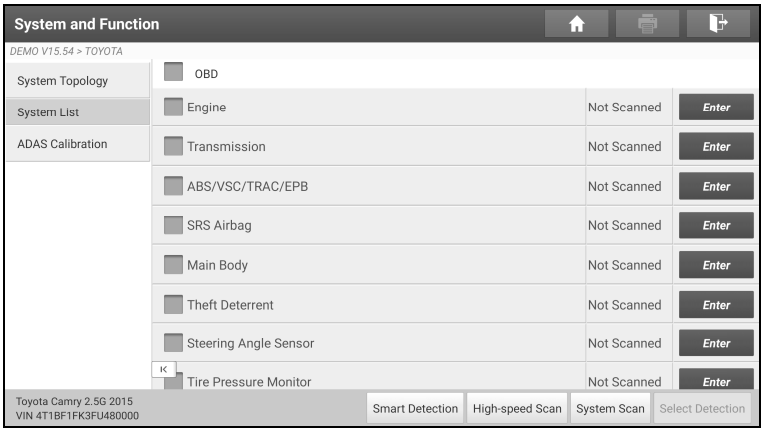
  Note: Clearing DTCs does not fix the problem(s) that caused the code(s) to be set. If proper repairs to correct the problem that caused the code(s) to be set are not made, the code(s) will appear again and the check engine light will illuminate as soon as the problem that cause the DTC to set manifests itself.

High-speed Scan: Tap to simultaneously scan all vehicle systems and generate a detailed report about vehicle health. This function runs faster than smart detection.

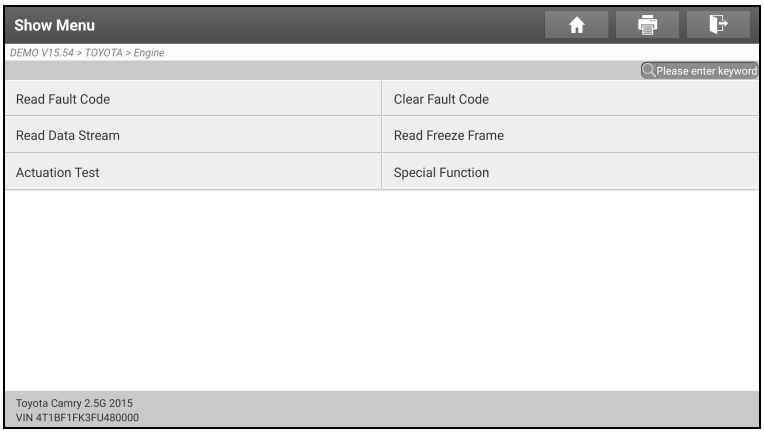
System Scan: Tap to scan which systems are installed on the vehicle.

Select Detection: Select certain system manually to start scanning.

- While in System List mode, the following screen will appear.



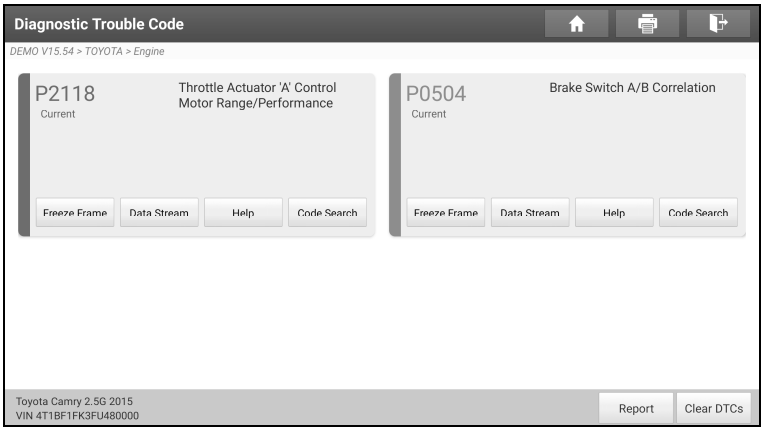
- **Enter**: Select certain system, and tap this button to enter the diagnostic function selection screen.



In general, the diagnostic functions vary with different vehicle models. It mainly includes the following options:

A. Read Fault Code

This function displays the detailed information of DTC records retrieved from the vehicle's control system.



On-screen Buttons:

Freeze Frame: Tap it to view the snapshot of critical parameter values at the time the DTC is set.

Help: Tap to view the help information.

Code Search: Tap it to search for more information about the current DTC online.

Report: To save the current data in text format. All reports are saved in **User Info -> My Report -> Health Reports**.

Clear DTCs: Tap to clear the existing diagnostic trouble codes.

B. Clear Fault Code

This option can erase the codes from the vehicle. Before the operation, please make sure the vehicle's ignition key is in the ON position with the engine off.

Note: After clearing, you should retrieve trouble codes once more or turn ignition on and retrieve codes again. If there are still some trouble codes in the system, please troubleshoot the code using a factory diagnosis guide, then clear the code and recheck.

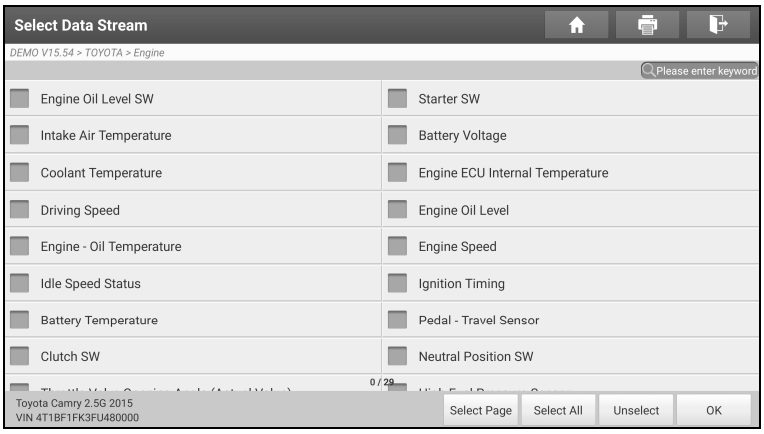
C. Read Data Stream

This option retrieves and displays live data and parameters from the vehicle's ECU.

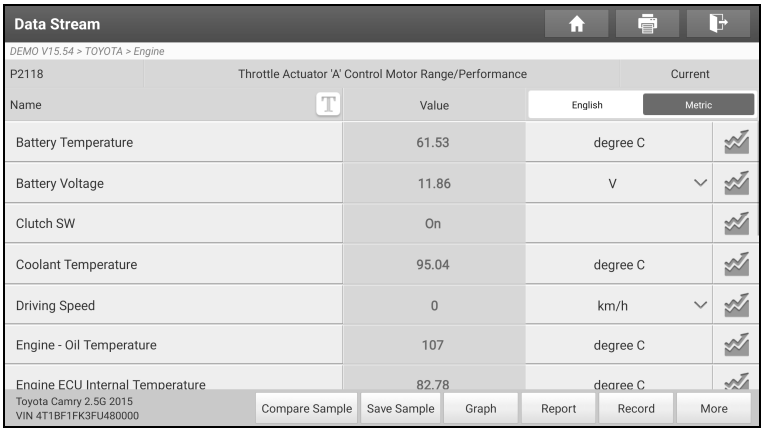
Caution: If you must drive the vehicle in order to perform a troubleshooting procedure, ALWAYS have a second person help you. Trying to drive and operate the diagnostic tool at the same time is dangerous, and could cause a serious traffic accident.

Note: The real time (Live Data) vehicle operating information (values/status) that the on-board computer supplies to the tool for each sensor, actuator, switch, etc. is called Parameter Identification Data (PID).

Tap **Read Data Stream**, the following screen will appear:



After selecting the desired items, tap **OK** to enter the data stream reading page.



Notes:

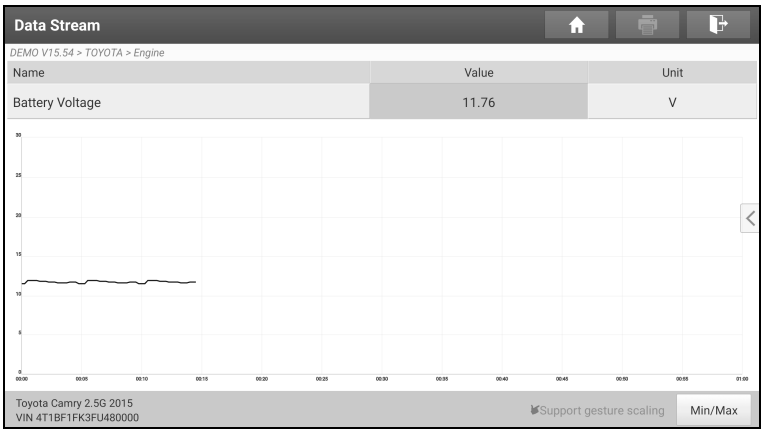
1. Tap T to set the display style. indicates sticky top. If it is tapped, it will change into . On the data stream display screen, the data stream item with will be shown on the top of the selected data stream list. To remove it from the top of the list, just tap it again. B indicates this item will be displayed in **Bold**. A indicates this item will be displayed in Red.
2. Tap **English** or **Metric** to switch the measurement unit.
3. If the value of the data stream item is out of the range of the standard (reference) value, the whole line will display in red. If it complies with the reference value, it displays in blue (normal mode).

There are 3 types of display modes available for data viewing, allowing you to view various types of parameters in the most suitable way.

- Value – this is the default mode which displays the parameters in texts and shows in list format.
- Graph – displays the parameters in waveform graphs.
- Combine – this option is mostly used in graph merge status for data comparison. In this case, different items are marked in different colors.

On-screen Buttons:

: Tap it to view the live waveform.



Graph: Tap it to view the waveform of the selected data streams. Tap on the edge of the screen to customize the target data streams for displaying.

Compare Sample: Tap it to select the sample data stream file, the values you customized and saved in process of data stream 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.

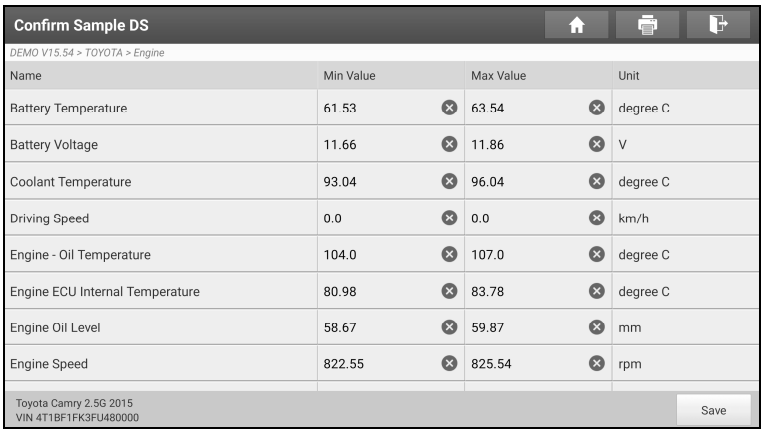
Report: To save the current data in text format. All reports are saved in **User Info -> My Report -> Health Reports**.

Record: Tap to start recording diagnostic data. Recorded live data can serve as valuable information to help you in troubleshooting of vehicle problems. All recorded files are stored in **User Info -> My Report -> Recorded Data**.

Help: Tap to view the help information.

Save Sample: This item enables you to customize the standard range of live data stream items and save it as sample file. Each time you run the data stream items, you can call out the corresponding sample data to overwrite the current standard range.

Tap it to start recording the sample data (Note: Only data stream items with units will be recorded). Once recording is complete, tap to stop it and navigate to the data modification screen.



Tap the value to change it. After modifying all desired items, tap **Save** to save it. All data stream files are stored in **Diagnostic Widget -> Sample**.

D. Read Freeze Frame

This option takes the snapshot of the operating conditions when a vehicle fault occurs.

E. Actuation Test

This option is used to access vehicle-specific subsystem and component tests. Available test vary by vehicle manufacturer, year, and model.

During the actuation test, the scan tool outputs commands to the ECU in order to drive the actuators, and then determines the integrity of the system or parts by reading the ECU data, or by monitoring the operation of the actuators, such as switching a injector between two operating states.

F. Special Functions

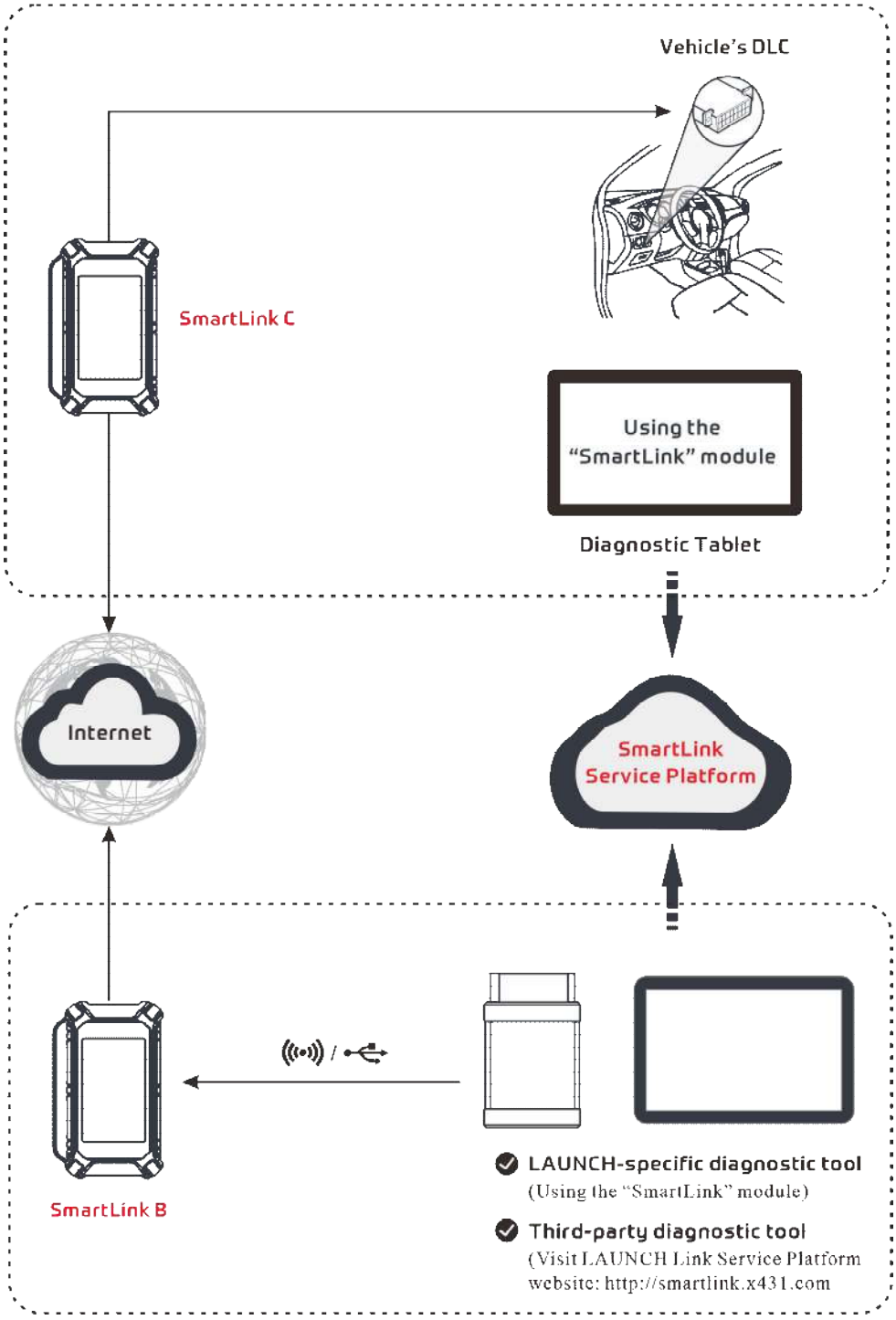
This option offers coding, reset, relearn and more service functions, to help vehicles get back to functional status after repair or replacement. Available tests vary by vehicle manufacturer, year, and model.

4.3 Remote Diagnose

4.3.1 SmartLink Super Remote Diagnosis

SmartLink is a newly developed powerful service system dedicated to remote vehicle diagnosis and service. In the SmartLink ecology system, if a technician (SmartLink C) does not have time to puzzle through a tough vehicle problem, he can seek a trusted second opinion or additional expertise on various vehicle issues from remote master technicians or repair shops (SmartLink B). SmartLink B enables the shop owner to greatly increase customer's retention and boost shop revenue by providing the professional technical assistance service.

It mainly consists of the following parts:



- **SmartLink Service Platform** – It can be accessed from the **SmartLink** module of the scan tool. There are two modules available on the link service platform: **Common user** (for SmartLink C) and **Service provider** (for SmartLink B).
- **SmartLink C (Customer)** - ***SmartLink Service Subscriber***. In the SmartLink system, the SmartLink C needs to perform the following operations.

  1). Launch Service Link Platform: Binds SmartLink C dongles and submits remote repair orders.

  2). SmartLink C Dongle: Connects to the vehicle's DLC port for collecting the vehicle data and sends it to the remote SmartLink B.

  It supports remote diagnostic services for vehicles that meet CAN / CAN FD / J2534 vehicle diagnostic standards.
- **SmartLink B (Business)** - ***SmartLink Service Provider***. In the SmartLink system, the SmartLink B needs to

perform the following operations.

1). Launch Service Link Platform: Binds SmartLink B dongle and accepts orders from SmartLink C.

- If the SmartLink B dongle works with the LAUNCH-specific diagnostic tool equipped with SmartLink module, tap **SmartLink** to add the SmartLink B device and accepts orders on the diagnostic tool.
- If the SmartLink B dongle works with the third-party diagnostic tool, open the browser and visit SmartLink Service Platform website http://smartlink.x431.com (web client) to add the SmartLink B device and accepts orders in the browser.

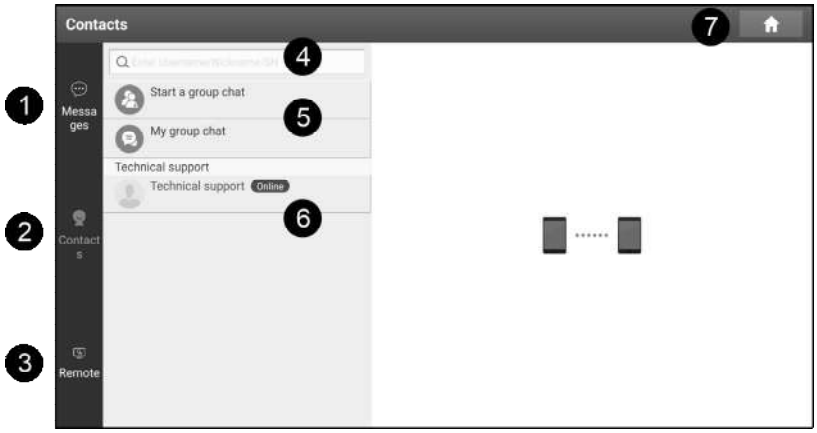
2). SmartLink B Dongle: After accepting the orders, it can work with the compatible diagnostic tool to perform diagnosis of the vehicle connected to the SmartLink C dongle.

For more detailed operations, refer to the User Manual integrated in the SmartLink Platform.

4.3.2 X431 Remote Diagnosis

This option aims to help repair shops or technicians launch instant messaging and remote diagnosis, making the repair job getting fixed faster.

Tap **Remote Diagnose -> X431 Remote Diagnosis** to enter the following screen.



1	Messages tab	Once an incoming message reaches, a red dot will appear on the upper right corner of the tab.
2	Contacts tab	Tap to enter the friend list.
3	Remote	Tap to slide the switch to ON, the tool keeps online and becomes accessible on the web client. In this case, inform the technician of your product S/N, and he/she will control your device remotely.
4	Search bar	Directly input the registered username of the tool to start searching, and then tap the desired one to add it into your friend list.
5	Group chat operation	Used to start a group chat and manage group chat.
6	Contacts list	Displays a list of friends. The technical support is displayed by default if no friends list is created.
7	Home button	Tap it to navigate to the home screen.

1. Adding friends

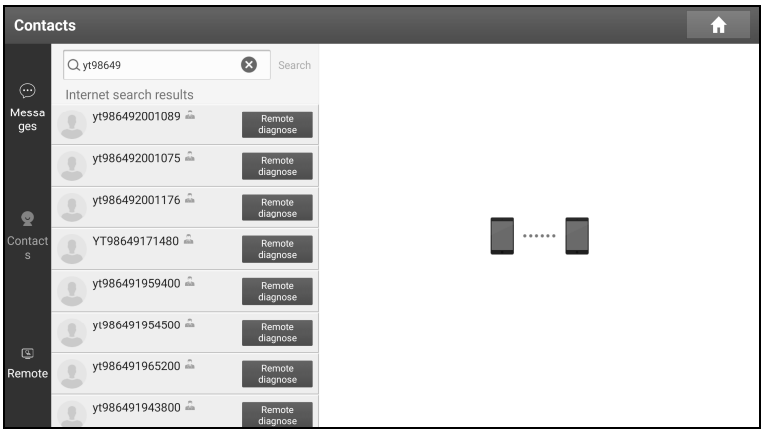
Tap **Contacts** to enter the contact page. By default it appears blank.

In the search bar, input the partner's username and tap **Search** button next to the search bar to starts searching from Launch's business database.

The partner must be the users who have registered their Launch-specific diagnostic tools. They may be the following:

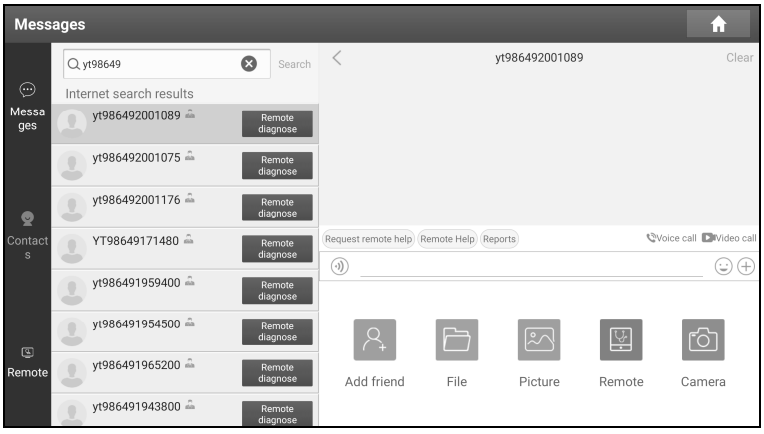
- Workshop
- Technician
- golo users

Once the result matches the keyword, the following screen will appear:



Tap **Remote Diagnose** to launch remote diagnostics directly or follow the steps below to add the partner into the Contacts list.

Tap the desired name from the list, the following screen will appear:



Tap **Add friend** to send your request.

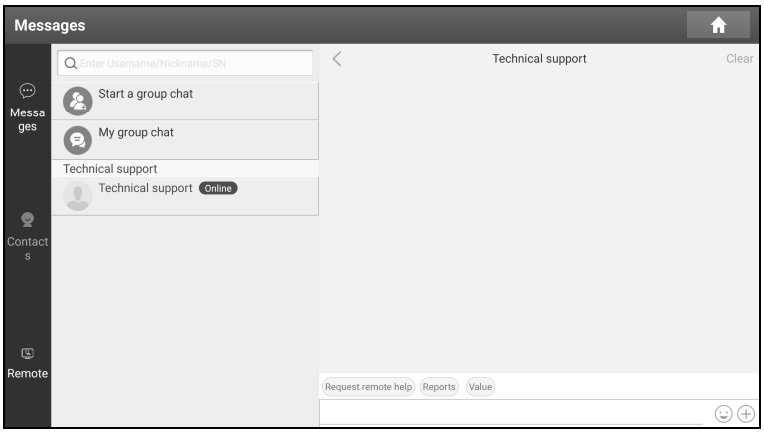
Once the partner receives the request, a beep will sound. Tap the **Message** tab:

- Once the partner agreed your request, he/she will automatically be listed in the ***Contacts*** tab.
- If a technician sent you a friend request, tap **Agree** and his/her name will appear in the friend ***(Contacts)*** list. Or tap **Ignore** to ignore this request.

2. Start instant messaging

The I/M (Instant Messaging) function is open to all users who had the diagnostic tool equipped with this module.

After adding your friends, tap the desired one's photo to enter the following screen:



Tap the input field and use the on-screen keyboard to enter the text message, and then tap **Send** to send it.

Tap ☺ to send the emoj.

Tap ⊕ to call out the following function options:

File: Choose diagnostic reports or local files to send.

Picture: Choose screenshots or pictures to send.

Remote Diagnose: To start a remote diagnostic session.

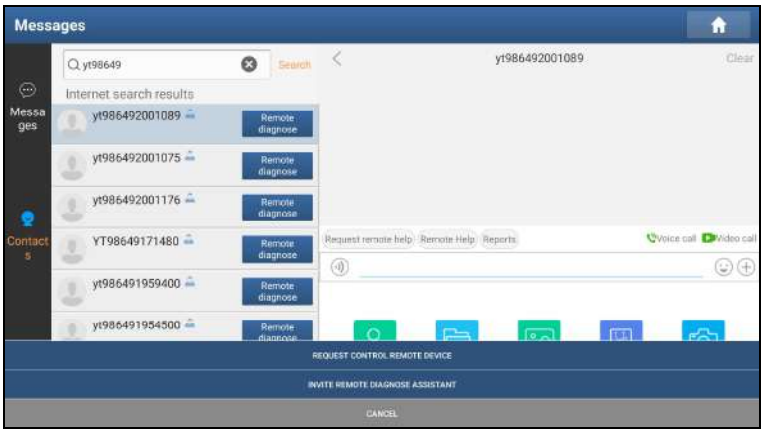
Camera: Open camera to take pictures.

Tap **Clear** to delete all the partner's dialog logs.

3. Launch Remote Diagnosis (Scanner-To-Scanner)

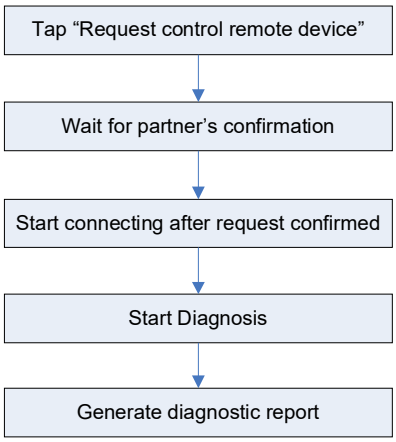
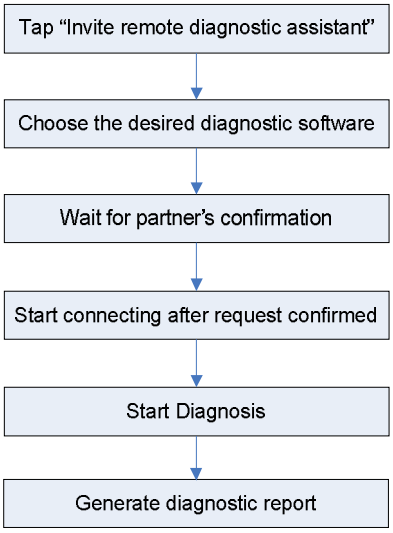
The tool is allowed to initiate remote diagnosis with other diagnostic tools, which are equipped with this module.

On the function option selection screen, tap **Remote Diagnostic**, the following pull-down menu will appear:



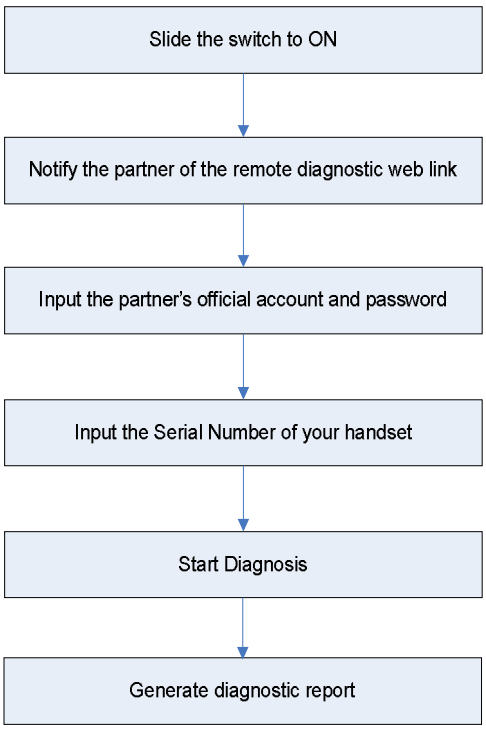
These options are defined as follows:

Actions	Results
Request control remote device	Request to control the partner's device remotely to help him diagnose the vehicle. Note: Once vehicle diagnosis is complete, a report will be created. Input your comments on this report, and then tap **Send Report** to send it to the partner.

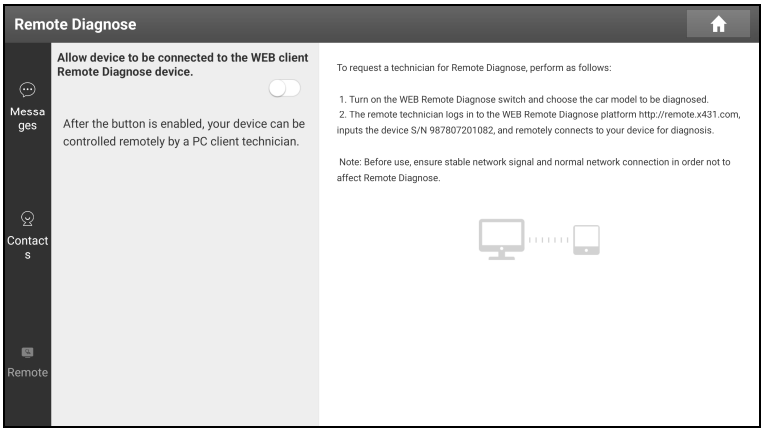
	
Invite remote diagnostic assistant	Use this option to invite a technician to perform a remote control on your tool. Note: Once you received the report from the partner, tap **View Report** to view details. All diagnostic reports are saved under **User Info** -> **My Report** -> **Remote Report**. 
Cancel	To cancel this operation.

4. Launch Remote Diagnosis (Scanner-To-PC)

User also can ask for remote control from a PC client technician.

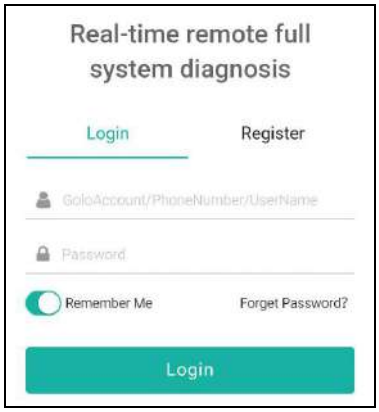


Tap **Remote**, the following screen will appear:

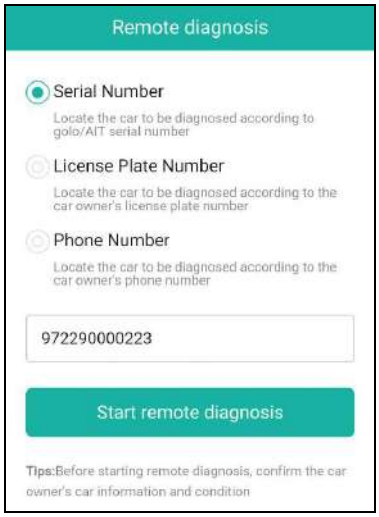


1. Slide the switch to ON so that the partner can find and connect to this device while using the PC.
2. Choose the car model to be diagnosed.
3. Notify the partner of the PC client website http://remote.x431.com. When the partner accesses the link, the PC displays as below:

Note: Before processing remote diagnosis, please make sure the tool is properly connected to the vehicle.



4. Tell the partner to input his own official technician account and password, and then tap **Login** to navigate to the following figure.



5. Tell the partner to check the box **Serial number** and enter the Serial Number provided by you, and then tap **Start remote diagnosis** to control your device remotely.

   In process of remote diagnosis, please note the following things:

   1) You are not suggested to execute any actions.

   2) The partner is not allowed to save any diagnostic reports or records on your tool.

The operations in remote diagnosis are same as those in local diagnose. Once the session is complete, a remote diagnostic report will be automatically generated.

4.4 EV (Electric Vehicle) Diagnose

This function only applies to the new energy vehicles. Vehicle diagnosis, battery pack detection and some service functions are available.

Note: This function needs to work with New Energy Vehicle Diagnosis Add-on Kit (optional), which can be purchased from the authorized dealer.

4.4.1 Vehicle Diagnosis

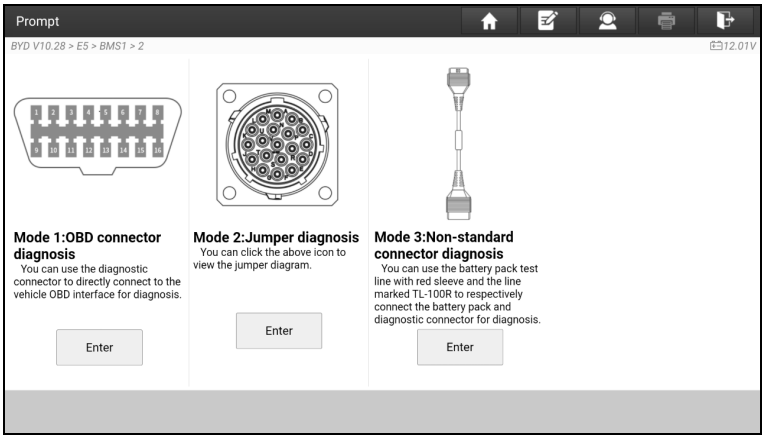
This function is specially designed to manually diagnose electronic control systems of single new energy vehicle. Operations of this function are same as those in local diagnose. Refer to Chapter 4.2 for details.

4.4.2 Battery Pack Detection

This function can detect the battery pack of new energy vehicles. Two methods are provided for selecting the battery pack: via vehicle model and via battery brand.

Take BYD E5 as an example to demonstrate how to detect battery pack.

1. Tap **Battey Pack Detection**.
2. Tap **BYD -> E5**.
3. Choose the desired BMS model to enter the following screen.

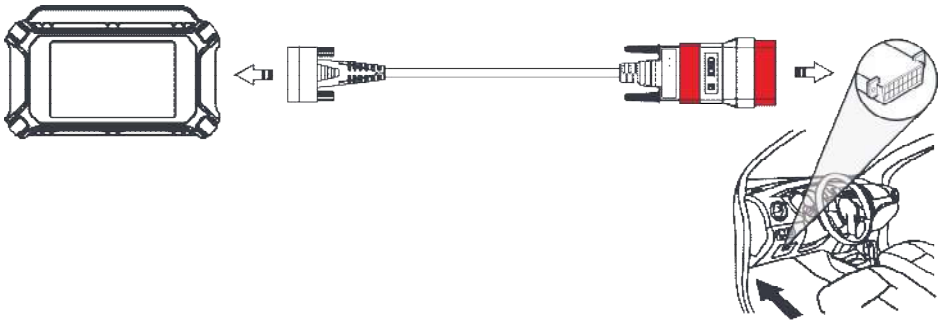


4. Select the preferred detection mode to start the detection until the system outputs the test result.

Note: The available detection mode varies with the vehicle model/battery brand. Generally the following modes are provided:

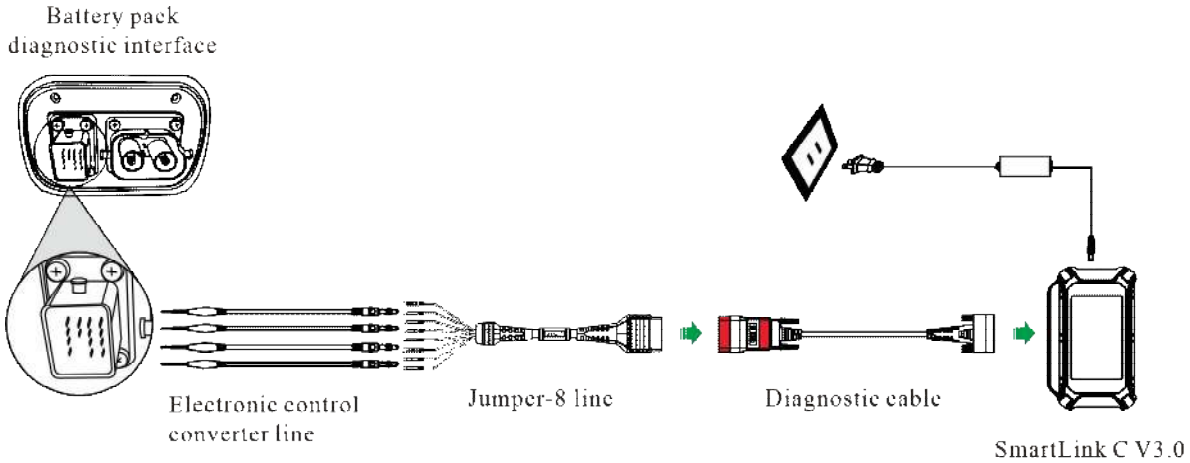
Mode 1: **Via OBD diagnostic interface**

Refer to Chapter 3.1 to make connection.



Mode 2: **Via Jumper**

1. Connect one end of the diagnostic cable to the DB15 diagnostic connector of the SmartLink C device, and the other end to OBD-16 connector of the Jumper-8 line (sold separately).
2. Tap the icon shown on the screen to view the detailed connection prompts. Follow the onscreen instructions to connect the electronic control converter line (sold separately), diagnostic interface of battery pack and the Jumper-8 line (Each pin of Jumper-8 line has clear signal definition).
3. It is suggested that SmartLink C device is connected to an external power source.

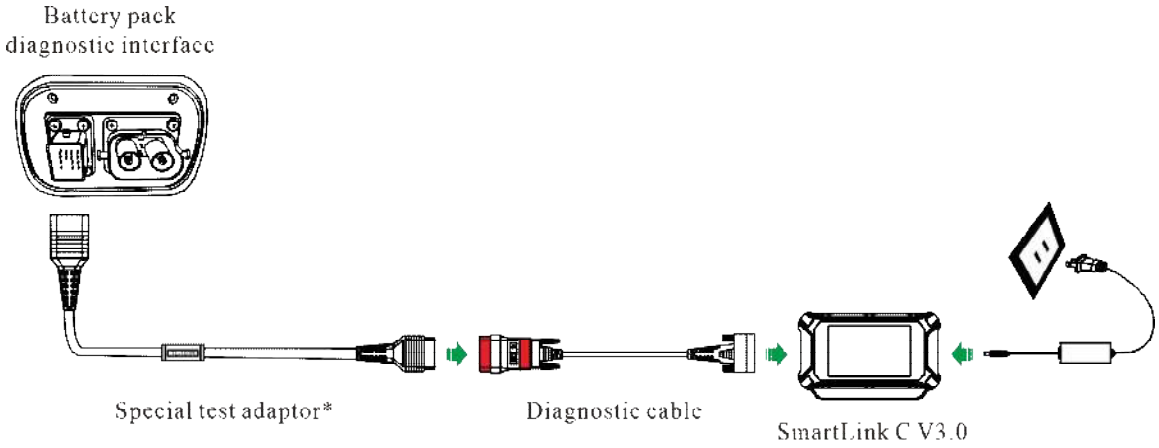


Mode 3: **Via Specific test adaptor**

1. Connect one end of the diagnostic cable to the DB15 diagnostic connector of the SmartLink C device, and the other end to OBD-16 connector of the specific test adaptor (sold separately).

2. Plug the other end of the specific test adaptor to the diagnostic socket of the battery pack.
3. It is suggested that SmartLink C device is connected to an external power source.

The specific test adaptor for battery pack varies with vehicle models/battery brands and the screen will prompt corresponding test adaptor model for current test.

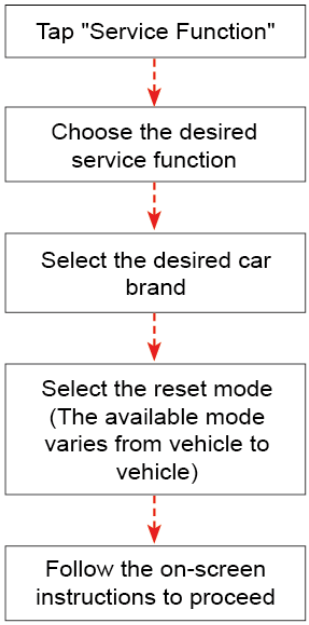


4.5 Service Function

It offers coding, reset, relearn and more service functions to help vehicles get back to functional status after repair or replacement. Available tests vary by vehicle manufacturer, year, and model.

Due to continuing improvements, available service functions are subject to change without prior written notice. To enjoy more service functions, it is recommended to check for updates on a regular basis.

Follow the flowchart below to perform resetting.



4.6 Feedback

If you encounter any unsolved problems in the diagnostic process, you can send the last 20 test records to us by using the Feedback feature for timely technical assistance.

There are 3 options available:

1. Feedback: To show the tested vehicle model list.
2. History: To view all diagnostic feedback and check the processes.

3. Offline list: This feature presents all diagnostic feedback logs that have not been successfully submitted due to network failure. The failed logs are queued for automatic re-upload once the tool establishes a stable network connection.

Our technical support will handle your feedback as quickly as possible.

5 Software Update

This module enables you to update the diagnostic software & App and frequently used software.

5.1 Update Diagnostic Software & APP

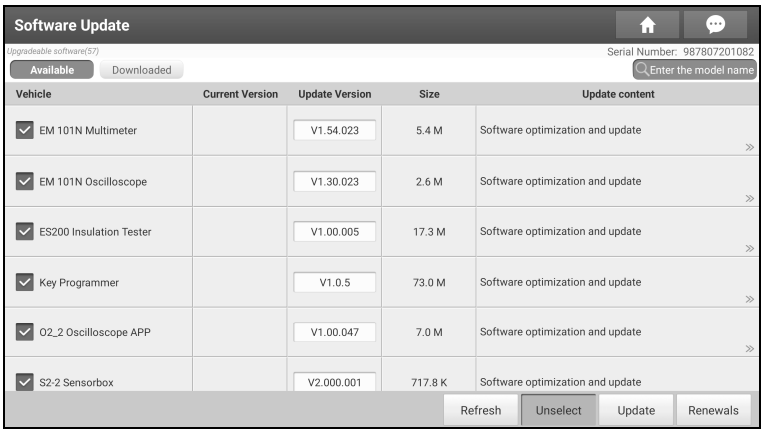
Go to **Software Update** on the Job Menu and tap the **Downloaded** tab.

The **Available** tab displays a list of software that can be updated. Under it, all software is categorized into three kinds:

- **Common software**: mainly includes some common apps that are associated with the diagnostic app. The software of this kind always stays at the top of the list, which can be deselected manually (excluding the system app, such as firmware and ECU aid).
- **Frequently used vehicle software**: refers to the diagnostic software that is frequently used, including the vehicle diagnostic software and Reset software. It is generally displayed following the **Common software** list.
- **Other vehicle software**: refers to the diagnostic software that is rarely used or never used. It is generally displayed following the **Frequently used software** list.

1). If the user does not download any diagnostic software during the sign-up process, all diagnostic software is selected by default. Tap **Update** to start downloading.

2). If the user downloaded all/some vehicle software during the sign-up process and had it serviced for a long period of time, only the frequently used software is selected. Tap **Update** to start downloading. Other vehicle software that is rarely used will also be listed under the **Available** tab, but it is not selected at default.



To download certain software that is not frequently used, check the box before the vehicle model. Tap **Update** to start downloading.

Once download is finished, the software packages will be installed automatically.

5.2 Update Frequently Used software

If the user only intends to update the frequently used software, go to Software Update and tap the **Downloaded** tab.

Tap **Update** to start downloading. Once download is finished, the software packages will be installed automatically.

5.3 Renew Subscription

If the software subscription is due or expires, the system will prompt you to renew your subscription.

Tap **Renewal** on the bottom of the screen to enter the **Mall** to renew the subscription.

6 Toolbox

This function includes the following add-on modules: TPMS, ADAS, Oscilloscope, Sensor simulator, BST360 Battery Tester, Immobilizer programmer, Videoscope, Current clamp, Multimeter, Insulation Tester, Key programmer and more.

Each module consists of two parts: hardware and app. These modules cannot work properly on the scan tool, which need to work with the specific compatible hardware (sold separately). For detailed operations, refer to the User Manual of each module.

6.1 TPMS

This module allows you to configure the scan tool as TPMS activation & diagnostic tool, which provides the ability to trigger TPMS sensor, program TPMS sensor, perform the relearning procedure. It needs to work with the compatible TSGUN device (sold separately).

For more details, please refer to the User Manual included with the module.

6.2 ADAS (Calibration)

This module enables you to effectively and accurately calibrate a wide range of camera-based & radar-based driver assistance systems, e.g. the front camera for the lane departure warning system, the radar sensor for the ACC (Adaptive Cruise Control) or the camera for adaptive headlights. It needs to work with the specific ADAS calibration tool (sold separately).

For more details, please refer to the User Manual included with the module.

6.3 Oscilloscope

This module can make the auto repair technician quickly judge the faults on automotive electronic equipment and wiring. It needs to work with the specific Scopebox (sold separately).

For more details, please refer to the User Manual included with the module.

6.4 Sensor Simulator

This module is specially designed to diagnose and simulator vehicle sensor faults quickly and conveniently. It needs to work with the compatible S2-2 Sensorbox (sold separately).

For more details, please refer to the User Manual included with the module.

6.5 Videoscope

This module allows you to check those unseen parts of engine, fuel tank, and braking system etc. It needs to work with the compatible Videoscope (sold separately).

6.6 BST360 (Battery Tester)

This module allows you to fix battery detection faster and easier. It needs to work with the specific Bluetooth battery tester (sold separately).

For more details, please refer to the User Manual included with the module.

6.7 Multimeter

This module allows you to measure the physical parameters such as voltage, resistance, frequency etc. It utilizes the same hardware as the EM101N.

For more details, please refer to the User Manual included with the EM101N.

6.8 Current Clamp

This module allows you to perform AC/DC current test and DC voltage test for traditional fuel cars and new energy vehicles. It needs to work with the compatible current clamp (sold separately).

For more details, please refer to the User Manual included with the module.

6.9 Insulation Tester

The function enables you to complete the measurement of insulation resistance, voltage and other parameters. It is suitable for users who measure and overhaul on-site power equipment and power supply lines.

For more details, please refer to the User Manual included with the module.

6.10 Immobilizer Programmer

This module allows you to perform the read-write function for vehicle keys, EEPROM, MCU, and EEPROM/FLASH of vehicle engine and gearbox ECU. It needs to work with the specific immobilizer programmer (sold separately).

For more details, please refer to the User Manual included with the module.

6.11 Key Programmer

The function can identify car key chips and generate various types of chip models from super remotes, read the remote control frequency of car keys, and generate remote control devices for different car models from various types of super remotes. It needs to work with the compatible key programmer (sold separately).

For more details, please refer to the User Manual included with the module.

6 Diagnostic Widget

7.1 Vehicle Coverage

Use this item to check which vehicle models are supported on the tool.

7.2 CAN Bus Pin Detection

This function allows you to detect the voltage of the vehicle OBD II diagnostic socket pins and the supported protocol types to help technicians judge the OBD II diagnostic interface.

7.3 CANScope

This item can monitor vehicle CANBUS data and make it visual on the screen. Moreover it can also check the problems existed in the CAN data, assisting you to analyze fault causes.

7.4 Diagnostic Software Clear

This function enables you to hide or clear the diagnostic software that is not frequently used.

Note: Removing the software may entirely delete it from the scan tool. If you encounter space constraints on the scan tool and certain software is unused, you can use this feature to remove it. To re-download it, go to **Software Update** -> **Available**.

7.5 Fix Connector Firmware/System

Use this item to upgrade and fix VCI firmware/system. During fixing, please do not cut power or switch to other interfaces.

7.6 Data Stream Sample

This function allows you to manage the recorded data stream sample files.

7.7 DLC Voltage Check

This function performs a check of the vehicle's battery to ensure the system is operating within acceptable limits.

7.8 Reset MSVIN

This function can decode the VIN information of all ECUs installed on test vehicle and output all inconsistent VINs.

7.9 Diagnostic History

The History function offers convenient access to previously tested vehicle records, allowing users to resume from the last operation without needing to start anew.

Tap **Diagnostic History**, and all diagnostic records will be displayed on the screen in chronologic order by date.

8 User Info

This function allows users to manage personal information and VCI.

8.1 My Report

This option allows you to view, delete or share saved reports or recorded data.

Tap **My Report**, there are total 3 options available.

1. If the DTC result is saved on the Read Trouble Code page, the files will be listed under the **Health Reports** tab.
2. **Remote Reports** lists all diagnostic reports generated in process of remote diagnosis.
3. If user records the running parameters while reading data stream, the tool will save the file under the **Recorded Data** tab.

8.2 VCI

This option allows you to manage all your activated VCIs.

If several VCIs are activated on this tool, a list of VCIs will be displayed on the screen. Once you choose the VCI that belongs to other account, you have to log out, and then input the right account to continue.

8.3 Activate VCI

This function enables you to activate a new VCI in the event you missed the Activate VCI step during the product registration process.

8.4 Profile

This function allows you to view and configure personal information.

8.5 My Order

This function enables you to check the status of all your orders.

8.6 Change Password

This function allows you to modify your login password.

8.7 Login/Log out

To logout the current user ID, tap **Log Out**.

To login the system again, tap **Login**.

9 Settings

This option enables you to adjust application settings.

9.1 Units

This function enables you to set the measurement unit. Metric System and English System are available.

9.2 Shop Information

This function enables you to define your shop information. After you saved the shop information, it will be automatically filled in the Add Information box every time you save a diagnostic report.

9.3 Printer Set

This option is designed to establish a wireless connection between the tool and the Wi-Fi printer (sold separately) while performing printing operations.

The App is compatible with the LAUNCH Wi-Fi Printer (sold separately) and System (external printer).

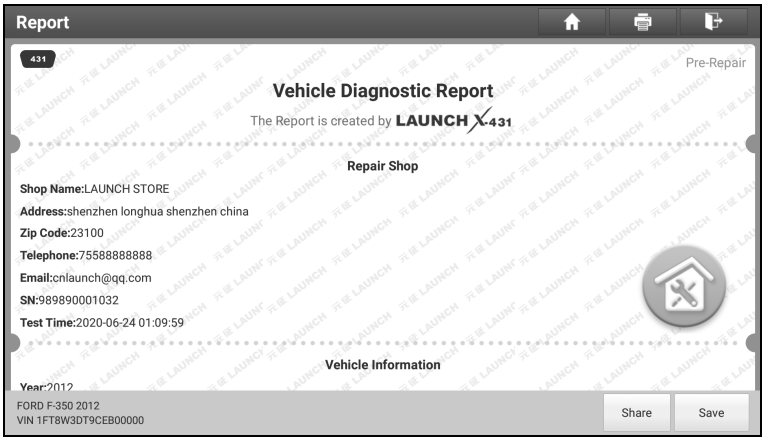
For LAUNCH Wi-Fi printer, refer to the user manual included with the printer to configure it.

For other Wi-Fi printers:

Before printing, make sure that the Wi-Fi printer is powered on and working normally.

Follow the steps below to proceed:

1. Set the default printer as **System**.
2. Set the WLAN switch to On.
3. Tap the desired Wi-Fi printer hotspot to connect.
4. On the report details page, tap .



5. Touch next to **Select a printer** to select the desired Wi-Fi printer from the list. If the chosen Wi-Fi printer hotspot is enabled, the tool can connect to it directly. If it is encrypted, a password may be required. See the Wi-Fi printer user manual for the default password.
6. Now the printer is ready for printing.
7. Alternatively, you can also choose ***Save as PDF*** to save the current diagnostic report as a PDF file for later printing.

9.4 Clear Cache

This function enables you to clear the app cache.

Clearing cache will result in the app restarting.

9.5 Diagnostic Software Auto Update

This function is used to set whether automatic update function is ON.

9.6 Device Account Management

This function manages sub-accounts, enabling the use of the tool by different users and facilitating the tracking of diagnostic logs from various technicians.

Newly added sub-accounts have a one-year validity period. After expiration, they lose the rights and privileges of the main account. However, the main account can modify the validity period of the sub-account.

There are two types of sub-accounts: existing accounts and newly created ones. The main account has the ability to add and remove sub-accounts, while sub-accounts can also be unbound from the main account.

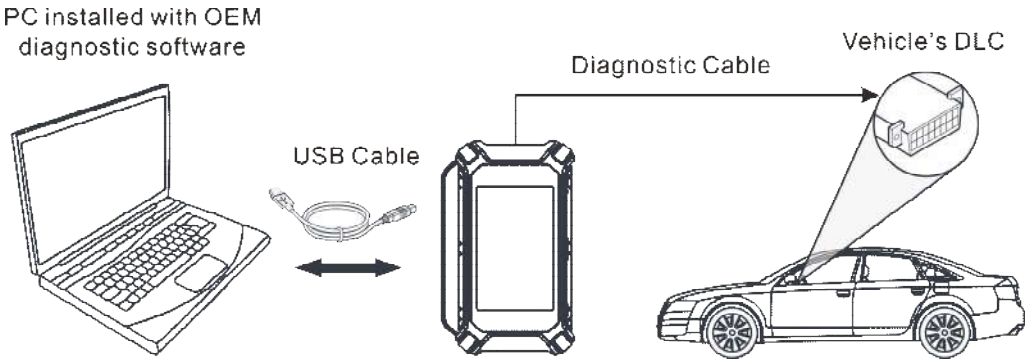
Tap **Device account management**. Tap **Add technician account**,

- If you already have an account, please enter the user name and password. After inputting, tap **Add Immediately** to add it as a sub-account.
- If you have not registered any account, tap **new technician account** to create a sub-account.

After adding the sub-account, user can tap **Remove** to unbind it from the main account or tap **Change** to revise the validity period.

10 J2534 Reprogramming Using SmartLink C

Except that the SmartLink C device can act as a VCI device and a SmartLink dongle, it also can be used as a J2534 PassThru device, working together with the PC installed with the OEM diagnostic software to perform the J2534 reprogramming. In this case, the PC needs to install with the LAUNCH's J2534 tool, which can be downloaded from the official website at https://en.cnlaunch.com.



11 FAQ

11.1 About Scan Tool

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 the VCI 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 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 download the diagnostic App after resetting the scan tool?

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

After the scan tool 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.

5. 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.

6. 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 the **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.

11.2 About SmartLink Diag.

1. What's network conditions is required for SmartLink Diagnosis?

The remote SmartLink Diagnosis operation requires a network broadband of 100MB or above.

2. What does the word "Delay" displayed on the SmartLink C screen mean?

The Delay (network delay) indicates the state of the network communication, which can be regarded as a reference since different vehicles require different delays. Different colors represent different delay status. There are three states of network delay:

Green: Indicates a shorter network delay. In this case, it has a higher success rate of remote communication.

Yellow: Indicates a medium network delay. In this case, it has a medium success rate of remote communication.

Red: Indicates a longer network delay. In this case, it has a lower success rate of remote communication and remote ECU reprogramming operations are not suggested.

3. My network delay is so long.

Please check the following possible reasons:

1. The greater distance between the SmartLink B and SmartLink C dongle causes a longer network delay.
2. There are too many network communication nodes that the data communication passes by, which may cause a longer network delay.
3. Check if the network is poor and data communication speed is slow.

4. Some systems of some old vehicles cannot be tested

The SmartLink C dongle supports CAN2.0/CANFD/DoIP communication protocols, but some old vehicle uses K-Line communication protocol.

5. Is it necessary to re-ignite the car after the diagnostic system starts working?

For the sake of some vehicle's conditions, the re-ignition will provide you a more detailed analysis after OBD diagnosis.

Warranty

THIS WARRANTY IS EXPRESSLY LIMITED TO PERSONS WHO PURCHASE LAUNCH PRODUCTS FOR PURPOSES OF RESALE OR USE IN THE ORDINARY COURSE OF THE BUYER'S BUSINESS.

LAUNCH electronic product is warranted against defects in materials and workmanship for one year from date of delivery to the user.

This warranty does not cover any part that has been abused, altered, used for a purpose other than for which it was intended, or used in a manner inconsistent with instructions regarding use. The exclusive remedy for any automotive meter found to be defective is repair or replacement, and LAUNCH shall not be liable for any consequential or incidental damages.

Final determination of defects shall be made by LAUNCH in accordance with procedures established by LAUNCH. No agent, employee, or representative of LAUNCH has any authority to bind LAUNCH to any affirmation, representation, or warranty concerning LAUNCH automotive meters, except as stated herein.

Disclaimer

The above warranty is in lieu of any other warranty, expressed or implied, including any warranty of merchantability or fitness for a particular purpose.

Purchase Order

Replaceable and optional parts can be ordered directly from your LAUNCH authorized tool supplier. Your order should include the following information:

- Order quantity
- Part number
- Part name

Customer Service

If you have any questions during the operation of the unit, please contact the Seller, or contact LAUNCH TECH Service Center.

Website: https://en.cnlaunch.com

Phone: +86 755 8455 7891

Email: overseas.service@cnlaunch.com

Statement:

LAUNCH reserves the rights to make any change to product designs and specifications without notice. The actual object may differ a little from the descriptions in the manual in physical appearance, color and configuration. We have tried our best to make the descriptions and illustrations in the manual as accurate as possible, and defects are inevitable, if you have any question, please contact local dealer or after-sale service center of LAUNCH, LAUNCH does not bear any responsibility arising from misunderstandings.