

1 About X-431 PADV LINK HD

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 reset the tablet?

 Warning: 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** -> **Back & Reset**.
2. Tap **Factory data reset**.
3. Tap **Reset tablet**.
4. Tap **Clear all data** to start resetting until the tool automatically reboots.

5. How to download the diagnostic program 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.cnlaunch.com/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** 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.

2 About SmartLink Diag.

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

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

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

The Delay (network delay) indicates the quality of the current network. Different colors represent different delay status. There are three states of network delay:

Green: Indicates the network is normal. It is recommended that the diagnosis operation be performed when the network delay is green. Otherwise, the communication with the vehicle may fail or the incorrect system detection may occur.

Yellow: Indicates the network is not stable. Please keep it stable.

Red: Indicates the network delay is serious and not suitable for remote diagnosis or the network is disconnected.

3. Why is the network connection so poor?

If the displayed network is poor, there may be too many people using the network in the LAN and some users are downloading. It is recommended to use a stable network for remote SmartLink diagnosis.

4. Why does the sign appear on the upper right corner of the SmartLink C screen?

Some networks have firewall restriction which leads to a longer delay of connection. You are most likely to see this sign while your system is in connection with networks managed by communities or companies. It is recommended to use the networks directly installed by telecommunication operators where there is no firewall restriction.

5. Some systems of some old vehicles cannot be tested

The SmartLink C device supports CANBUS and DoIP communication protocols, but some old vehicle uses K-Line communication protocol.

6. 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.

7. Can I charge the SmartLink C device through an external DC power supply?

No. The SmartLink C device obtains power only through a vehicle's OBD diagnostic socket. Getting power through an external DC power supply could result in system malfunction.

8. How to update SmartLink C system?

After the SmartLink C device is powered on and connected to the network, a message "Whether to upgrade now?" will be displayed if a new system version is detected. Tap **Yes** to start updating, wait until the upgrade is complete.