

TROUBLESHOOTING

Common Problems

1. I can't find my vehicle's OBD-II connector.

On some vehicles it can be concealed or not in the driver's area. Don't forget to see Appendix A of the User Guide for details on hard to find Data Link Connectors (DLC). Sometimes it also helps to "crouch" outside of the vehicle and use a flashlight to look under the dash. Also, you might find a sticker with the actual DLC location instead of a DLC. Lastly, run your hand underneath the dash to feel for a connector that would fit the vehicle end of the AutoEnginuity ScanTool OBD-II connector.

2. I can't get a checkmark to appear next to Opening COM port.

Check that the serial/COM port cable is firmly connected to the Palm and to the AutoEnginuity ScanTool OBD-II connector.

3. I get a checkmark after the Opening COM port, but no other checkmarks appear.

Most likely the vehicle interface type is incorrect for your vehicle or Auto Detect failed to determine the interface type. (See *Table 1*.) Open the Connection Configuration window to set the correct interface type by clicking the computer or vehicle icon in the Connection Status window, or by selecting *Connection Configuration* in the *Options* menu. Also, make sure that the Palm and the vehicle are properly cabled, the AutoEnginuity ScanTool OBD-II connector is firmly attached to the vehicle's DTC, and that either the vehicle's key is in the "ON" position or the vehicle is running.

If you still need help consult the User Guide or contact us:

e: support@autoenginuity.com
p: 1-480-326-3257

Palm Quick Installation Guide

READ ME FIRST!

Check Your Package Contents

Your AutoEnginuity ScanTool package should contain:

- 1 x CD-ROM containing software, supporting files, and an electronic version of the User Guide
- 1 x AutoEnginuity ScanTool OBD-II connector

NOTE: If *any* of the above items are missing, please contact your reseller.

NOTE: We do NOT provide the required serial HotSync cable.

Operating the ScanTool

Installing the Software

1. Insert the CD-ROM into your PC's CD-ROM or DVD-ROM drive.
2. The Setup program will automate the installation process. Follow the instructions provided on your screen.

Connecting the OBD-II Connector to the Vehicle

1. Locate the Data Link Connector (DLC) in your vehicle. It should be below the dash or steering column in the driver's area. Typically it is not covered and will not require a tool to access (notable exceptions being BMW & MINI). A crouching technician should be able to see it under the dash or steering column. (See *Appendix A of the User Guide for details on hard to find DLCs.*)

2. Firmly connect the AutoEnginuity ScanTool OBD-II connector to the DLC.



3. Connect the serial cable between the Palm and the AutoEnginuity ScanTool OBD-II connector.
4. Turn the vehicle's key to the "ON" position. In rare cases, starting the vehicle may help to operate the ScanTool because the required battery voltage may be too low on the vehicle. Also, you will be required to start the vehicle for some live vehicle data sensors to report (i.e., oxygen sensors, ignition timing advance #1, etc.).

NOTE: Never operate a vehicle within a confined space. Vehicle emissions are dangerous.

Operating the Software

1. Launch the ScanTool program by tapping the Home or Application button and tapping the ScanTool program icon.
2. The Connection Status window will appear. Communication with the vehicle should be established automatically (If this is correct, skip to step 5.). If communications is not established after one minute, you may be required to manually configure the serial/COM port and/or vehicle interface type.
3. In the Connection Status window, click the AutoEnginuity logo when no checkmarks appear next to any of the four required steps in communicating. This can take a few seconds, so be patient.
4. In the Communications Configuration window select the correct serial/COM port and/or interface type. (Note: Palm devices have one serial/COM port (COM 1), unless you added a third-party serial/COM port, use the default selection of COM 1. If you change the serial/COM port and/or interface, you will not be required to

restart the ScanTool application. Simply tap *OK* to allow for the changes to be accepted.

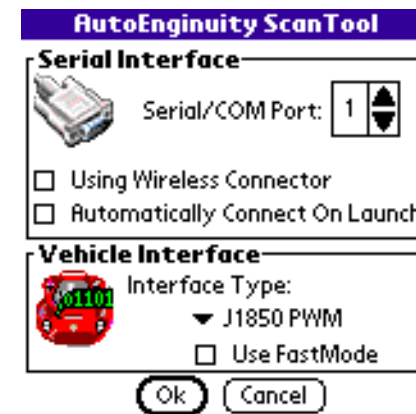


Table 1: Vehicle Interface Types per Manufacturer

Interface Type	Manufacturer
J1850 PWM	Ford*, Lincoln, Mercury, Jaguar, Mazda, Panoz, Saleen
J1850 VPW	Buick, Cadillac, Chevrolet, Chrysler, Dodge, GMC, Hummer, Isuzu, Oldsmobile, Pontiac, Saturn
ISO 9141-2	Asian (Acura, Honda, Infinity, Lexus, Nissan, Toyota*, etc.), European (Audi, BMW, Mercedes, MINI, Porsche, etc.), and early Chrysler*, Dodge, Eagle, and Plymouth
KWP2000	Daewoo, Hyundai, KIA, some Mercedes
CAN	2004 and later Ford, Jaguar, Mazda, and some Nissan, Mercedes, Subaru, and Toyota.
*Exceptions	98+ Concorde, Intrepid, LHS, 300M, 2000+ Neon, 96-97 Toyota, all Celica, Supra Turbo 96-99 use J1850 VPW; 96, 97 Probe 2.5L, 96 Tracer 1.8L, 96 Escort 1.8L, Triumph, Geo, Catera, 97 Paseo, Camry, Avalon use ISO 9141-2

5. As each step in the communications process completes, a checkmark will appear next to it. When all four checkmarks appear, the ScanTool will retrieve the onboard test results data from the vehicle. The connection process is slow and can take up to thirty seconds. If all the checkmarks do not appear within thirty seconds, see step (3) and/or that you are cabled correctly. Once all the steps have completed, the Connection Status window will disappear and you are free to operate AutoEnginuity's ScanTool.