

# TROUBLESHOOTING

## Common Problems

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### 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 ScanTool 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 Locating OBD-II Connector.

Check that the serial/COM port cable is firmly connected to the PC and to the AutoEnginuity ScanTool OBD-II connector. Also, check that the serial/COM port you are connected to on the PC is the same one that is selected in the Communications Configuration window. If you are using a USB-to-serial adaptor, make sure the device drivers are installed. Finally, check the serial/COM port settings. The ScanTool requires 19,200 baud. See *Appendix D: Serial Port Troubleshooting* in your ScanTool User Guide for complete details on how to do this.

### 3. I get a checkmark after the Locating OBD-II Connector, but no other checkmarks appear.

Most likely the vehicle interface type is incorrect for your vehicle or Auto Detect failed to determine the vehicle interface type. (See *Table 1.*) Open the Connection Configuration window to set the correct vehicle interface type by clicking the AutoEnginuity logo in the Connection Status window, or by selecting *Communications Configuration* in the *Vehicle* menu. Also, make sure that the PC 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:**

email: support@autoenginuity.com  
phone: 1-480-827-TOOL (\*665)

# Quick Installation Guide

**READ ME FIRST!**

## Check Your Package Contents

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**Your AutoEnginuity ScanTool package should contain:**

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

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

## Operating the ScanTool

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### 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

**WARNING:** DO NOT USE A POWER INVERTER WITHOUT AN "ISOLATED GROUND" WITH ANY USB PRODUCT CONNECTED TO YOUR VEHICLE. A GROUND LOOP MAY OCCUR.

1. Locate the Data Link Connector (DLC) in your vehicle. It is most often located 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.



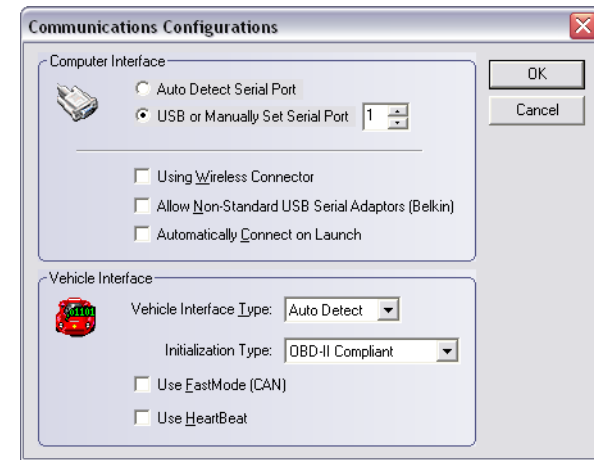
3. Connect the “PC” end of the AutoEnginuity ScanTool OBD-II connector to your computing device with the USB or serial cable.
4. Connect the “Vehicle” end of the AutoEnginuity ScanTool OBD-II connector to the vehicle’s DLC.
5. Turn the vehicle’s key to the “ON” position. In rare cases, starting the vehicle may help to operate the ScanTool. You will be required to start the vehicle for some onboard system tests to run, and for some live vehicle data sensors to report (i.e., oxygen sensor, 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 from the *Start | Programs | AutoEnginuity* menu.
2. The Connection Status window will appear over the ScanTool program. If the ScanTool doesn’t automatically start connecting to your vehicle. Select *Vehicle | Connect*.
3. The ScanTool program connection settings are defaulted to *USB or Manually Set Serial Port* for the computer interface and *Auto Detect* for the vehicle interface type. The ScanTool can usually connect to all vehicles with these settings. If this is not the case, you may be required to manually change these settings. In the Connection Status window, click either the AutoEnginuity logo or select *Vehicle | Communications Configuration* to change the serial/COM port and/or vehicle interface type. If you have trouble getting the first checkmark, see *Appendix D: Serial Port Troubleshooting* in your ScanTool User Guide for more help. For details on which vehicle interface type to select, see Table 1: Vehicle Interface

Types per Manufacturer . You will **not** be required to restart the program if you change these settings.



**Table 1: Vehicle Interface Types per Manufacturer**

Interface Type	Manufacturer
J1850 PWM	Ford*, Lincoln, Mercury, 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.), Jaguar, and early Hyundai/Kia, Chrysler*, Dodge, Eagle, and Plymouth
KWP2000	Daewoo, 01+ Hyundai/Kia, some 01+ Mercedes, and Opel/Vauxhall
CAN	All 2008 models and 2004 and later Ford, Jaguar, Mazda, and some Nissan, Mercedes, GM, Porsche, and Toyota*
*Exceptions	98+ Concorde, Intrepid, LHS, 300M, 2000+ Neon, 96-97 Toyota, all Celica, Supra Turbo 96-99; some '96-97 Lexus 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

4. As each step is completed, a checkmark will appear next to it. When the first two checkmarks appear, the ScanTool is connected to the vehicle and will ask you to tell it the make, model, and year. This information is required to help the software translate all the data it retrieves. Click *OK* when you are done. Once all the steps have completed, the Connection Status window will disappear and you are free to operate AutoEnginuity’s ScanTool.