

# TROUBLESHOOTING

## Common Problems

---

### 1. I can't find my vehicle's DLC / 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 ProLine VCI connector.

### 2. What do the lights on the ProLine connector mean?

The LED lights on the ProLine VCI connector can help you determine the connection state. The red light is for power. Power will come from the vehicle and it can also be powered by the USB port on the computing device. Next to the power LED is the amber light, that tells you if the USB chipset has completed enumerating on your computing device. Finally, the green light is the TX/RX indicator. When data is exchanged it will blink. If either the red or amber light are not illuminated, then the ScanTool software won't be able to complete a connection.

### 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 change the computer or vehicle interface type by clicking the AutoEnginuity logo in the *Connection Status* window, or by selecting *Vehicle / Communications Configuration*. Also, make sure that the PC and the vehicle are properly cabled, the AutoEnginuity ScanTool ProLine VCI connector is firmly attached to the vehicle's DLC, 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](mailto:support@autoenginuity.com)  
phone: 1-480-827-8665 (TOOL)



# 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 *ScanTool User Guide*
- 1 x AutoEnginuity ScanTool ProLine VCI connector

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

## 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.
3. If you purchased any enhanced expansions, refer to the blue activation instruction sheet for details about activating your enhanced coverage.

### Connecting the ProLine VCI connector to the Vehicle

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 & Mercedes). 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. Connect the “USB” end of the AutoEnginuity ProLine VCI connector to your computing device with the USB cable. Look for the red and amber LEDs to light.



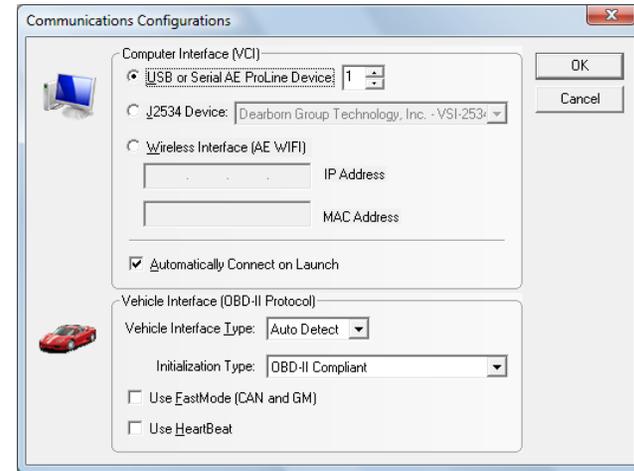
3. Connect the “Vehicle” end of the AutoEnginuity ProLine VCI connector to the vehicle’s DLC.
4. Turn the vehicle’s key to the “ON” position. In rare cases, starting the vehicle may help to operate the ScanTool. You will be required to start the vehicle for some onboard system tests to run, and for some 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 Serial AE ProLine Device* 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 computer interface and/or vehicle interface type. First, ensure that the computer interface you are using (i.e., USB, J2534, or Wireless) is correctly selected. Next, you should try manually selecting the vehicle interface. 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, 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, Jaguar, Mercedes, MINI, Porsche, etc.), and early Hyundai, Kia, Chrysler*, Dodge, Eagle, and Plymouth
KWP2000	Daewoo, Hyundai, KIA, and some Mercedes and Opel/Vauxhall
CAN	All 2008 models and some 2004 and later Ford, 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 of 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.