# EASE PC SCAN TOOL FREQUENTLY ASKED QUESTIONS

A list of questions most frequently asked about the EASE Scan Tool follows. If the problem you are having is not on the list, check our website **http://www.obd2.com/support/pc_scan/pc_support.htm** or call your EASE Sales Representative. If you purchased your PC Scan Tool direct from EASE, contact our Technical Support Line at 570-465-9062 or e-mail your questions to techsupport@obd2.com.

## User's Manual

**I received my Scan Tool Package but no User's Manual. Where is my User's Manual?**

- The User's Manual is located on the installation CD and now is installed with the scan tool. With the professional software it is located under EASE Diagnostics\Help. With the Personal version is it located in the same directory as the software. The user manual can also be accessed via the Windows Start menu for the professional and personal versions. The User's Manual is in a PDF format and can only be read or printed using Adobe Acrobat Reader. Adobe Acrobat Reader is included on the same CD as the manual in the Reader folder. Alternatively, all of the information can be found in the Scan Tool Software Help. To purchase a printed copy of the User's Manual, call the EASE Sale's Office at 570-465-9060.

**When I print the User's Manual only a few pages print or only the tops of the pages. How do I print it?**

- Since the User's Manual is a large file, your printer may not be able to print all the pages at once. Try printing only 10 or 20 pages at a time. For example print pages 1-20 and then 21-40 and so on. To purchase a printed copy of the User's Manual, call the EASE Sale's Office at 570-465-9060.

## Installing/Uninstalling

**While installing the software I get a kernal 32 error. What should I do?**

- The installation CD's are designed to auto-start when placed in the CD drive. Sometimes this feature will cause the CD to auto-start twice which then results in a kernal 32 error. When this occurs, close the kernal 32 message box and the install should continue without a problem.

**I purchased a Personal version of the scan tool and am installing it on my laptop which has a replacable CD/Floppy drive. Both a CD drive and Floppy drive are required to install the software. What can I do?**

- When you get to the portion of the install that asks for you to insert the Key Disk into the floppy drive, click the 'X' in the upper right corner of the screen to close the key disk screen, then complete the install. Remove your CD drive and insert your floppy drive. Place the key disk in the floppy and from Windows Start select Run and run the unlock.exe file located on the floppy drive.

**How do I uninstall my software properly?**

- To uninstall the software properly, select the Start button from the Windows taskbar and then select Settings, and then Control Panel. From the Control Panel screen, select Add/Remove programs. Select EASE Scan Tool Suite (or the EASE Scan Tool for the personal versions) you wish to uninstall and then select the Add/Remove button. NOTE: MAKE SURE THE INSTALLATION CD IS NOT IN THE COMPUTER WHEN UNINSTALLING YOUR SOFTWARE.

**How do I uninstall a specific scan tool instead of the entire scan tool suite?**

- To uninstall a specific tool rather than the whole suite, select the Start button from the Windows taskbar and then select Setting, and then Control Panel. From the Control Panel, select Add/Remove Programs. Select EASE Scan Tool Suite and then select the Add/Remove button. NOTE: MAKE SURE THE INSTALLATION CD IS NOT IN THE COMPUTER WHEN UNINSTALLING YOUR SOFTWARE. Once you have selected the Add/Remove button the Install Shield wizard will display a message that it is preparing an install. Following that message, a screen is displayed with three options; Modify, Repair, Remove. Select the Modify option and hit the next button. A screen is then displayed that shows all of the separate scan tools installed on your computer. Remove the checkmark beside the tool you wish to uninstall by clicking on the checkmark. Leave all other checkmarks on and then continue through the screens. You will be asked all the same questions as if you were installing the software, just answer them as if you were installing the software. Once the uninstall finishes, close the screen and then close the Control Panel and Add/Remove screen. Put the installation CD in your computer. The install shield wizard will come up again as it did when you were uninstalling the software, and give you the 3 choices. Select Modify again and this time click in the box beside the tool you just uninstalled and hit the next button. Note: make sure to not remove any checkmarks that are originally on at this time. Continue with the install until completed.

**I'm installing my software and get an error message that says there is not enough space. What can I do?**

- If you are running Windows NT or Windows 2000, it is required that you be logged on as administrator when installing and running the EASE Scan Tool software. Cancel the install, log in as administrator and try the install again.

**I just received a software update. Do I need to uninstall and reinstall my software?**

- No, you do not need to uninstall the software; you just run the new software install. The vehicle list, recordings, users, and user groups will not be affected.

**I have an error that the Repair function does not correct so I need to uninstall and reinstall my software. Is there anything I can do so that I can keep my vehicle list and don't need to import all my recordings? Also, can I keep my user login's and user groups?**

- Before uninstalling the software, under the Data directory of every tool you are uninstalling, copy all the files called Vehicles.*, all the files called Scans.*, all the files called Schedules.*, and all the files called Persons.* to a temporary directory. Uninstall and reinstall the software and then copy the files from the temporary directory back to the same Data directory they were originally copied from. Note: These files, even though they have the same name for each tool, must be copied back to the same directory they were copied from. Note: The Scans directory is where all your recordings are saved, and is not removed when the software is uninstalled so there is no need to copy them before uninstalling, however, backups are always recommended for any information you want to retain.

**I just received my new install. How can I find out what has been updated?**

- Version 2 software or later installs a Whatsnew.txt file in the EASE Diagnostics\Help directory, which lists what is new in the software.

## Communications

**I have all my cables connected but the software says 'Unable to Connect'. What do I do?**

- Check that the correct COM Port is selected. When the correct port is selected and the key is in the on position in the vehicle, the Cable Status on the Vehicle Communication page will display 'Connected'.
    - Try starting the vehicle.
    - Check that the fuse in the vehicle for the DLC connector has not blown.
    - Ensure that none of the pins in the cable or connector are bent.
    - Ensure that the car alarm or theft system is off.
    - **NOTE: IF YOU HAVE VERSION 2.0 SOFTWARE OR LATER, THE PROPER INTERFACE TYPE MUST BE SELECTED IN ORDER TO CONNECT TO THE SCAN TOOL. IDENTIFY THE VEHICLE INTERFACE STYLE YOU HAVE AND SELECT IT IN THE VEHICLE COMMUNICATIONS SCREEN BY CLICKING ON THE *Communications* BUTTON. THE DIFFERENT INTERFACE TYPES ARE LISTED BELOW. IF YOU ARE UNSURE OF WHICH INTERFACE TYPE TO SELECT, CONTACT EASE DIAGNOSTICS.**
        - FSI-OBD12 OBD I/I Vehicle Interface Select Style: FSI12-INT
        - 2.4 GHz Wireless Vehicle Interface Select Style: WVI2-INT
        - 900 MHz Wireless Vehicle Interface Select Style: WVI (900 MHZ)
        - ST12-INT OBD I/II Scan Tool Interface Select Style: ST12-INT
        - ST2-INT Scan Tool Interface with 15 pin vehicle connector Select Style: PFI-INT
        - ST2-INT Scan Tool Interface with 25 pin vehicle connector Select Style: ST2-INT
        - ST1-INT Scan Tool Interface with 25 pin vehicle connector Select Style: ST1-INT
        - Red-nosed OBD II Scan Tool Interface Select Style: ST2-INT

**I select the COM Port but the Communications Options screen just keeps popping up when I select the OK button. What is wrong?**

- The COM Port is already opened by the software or some other software. First exit the software and re-enter the software.
    - If your PC has any PDA sync software running on it, that has opened your PC's COM Port upon computer start up. Disable the PDA sync software from using the COM Port and re-enter the Scan Tool software.
    - Check any other software that uses your COM Port to determine if it has opened the port.

**I have the USB to Serial Port converter and don't know which COM Port number to pick to connect to the tool. How do I determine which COM Port number to select?**

- Select Windows Start, Settings, then Control Panel. Select System. The System Properties window is displayed. Select the Device Manager Tab (note: with Windows XP, select the Hardware tab and then the Device Manager button on that tab). This lists all hardware resident on your computer. If the driver for the USB was installed properly, the USB Serial Port will be listed under the Ports entry in the Device Manager list. Select the plus (+) sign to the left of 'Ports' in the list. The USB Serial Port will be listed with the COM number associated with after it in parenthesis. This is the COM Port number you select in the Scan Tool. **Note: If the USB Serial Port is not listed under ports, you need to add the hardware and the driver that came with your USB adapter.** See Windows help for information on adding new hardware.

**My software will not stay connected with the vehicle. What's wrong?**

- If there are IR ports on your computer, it is possible that they are interfering with the serial port communications. Disable the IR ports on your computer when running the scan tool.

- Close the communications screen and from the Options menu on the parameter grid screen, select on Disable O2 Test Requests so there is a check mark beside it. Go back to the communications screen and hit reset to connect to the vehicle.

## Error Messages

**I get an error when I first run the program that says "Invalid Float Value 1.0 in field two of Offsetmultiply, 1.0, -40.". I then get two Access Violation errors. What is the problem?**

- The Regional Settings for your computer must be set to English (United States) for the program to run properly. To change your Regional Settings, select Start on the Windows task bar, then Settings, and then Control Panel. Select Regional Settings from the Control Panel window. Change the Regional Settings on the Regional Settings window to English (United States).

**When I start my tool, I get an error message that says, "…BDEEngine error…". What do I do?**

- You need to restart your computer and then uninstall and reinstall the software. Note: When uninstalling the software you may be asked to remove a shared component. Click in the box to not display this message again and then select 'Yes' to removing the shared component. **Note: User Groups and Vehicle Lists will be removed when the software is uninstalled. See the final question in the Installing/Uninstalling section for instructions on how to save these before uninstalling.**

**When I start my tool, I get an error message that says, "Corrupt Index…" or "Blob has been modified" or "Index out of date". What do I do?**

- One of the tables, which the tool uses, has become corrupted. First restart your computer. Insert the installation CD and select the 'Repair' option. If this does not remove the error, **remove the installation CD from the computer** and again restart the computer. Then you must uninstall the software using Add/Remove programs and then reinstall by again inserting the installation CD. Note: Only the particular scan tool, which displays the error message, needs to be uninstalled/reinstalled. This is done by selecting the 'Modify' option and then unchecking the scan tool to be removed from the list. **Note: User Groups and Vehicle Lists will be removed when the software is uninstalled. See the final question in the Installing/Uninstalling section for instructions on how to save these before uninstalling.**

**When I start my tool, I get an error message that says, "Cannot perform this operation on a closed dataset". What do I do?**

- One of the tables, which the tool uses, has become corrupted. Insert the installation CD and select the 'Repair' option. The install will give you three choices: Modify, Repair, and Remove. Select the Repair option and continue with the install. Answer 'No' or 'Ignore' to any questions during the Repair. The vehicle list, recordings, users, and user groups will not be affected.

**Upon program start-up, I get an error that says 'Access Violation at address …' or 'Exception in Eprinter'. What do I do?**

- It's possible that the printer driver that is installed on your computer is corrupted. Remove the printer driver and then reinstall it and select it as the Default printer. The scan tool software should then run without error.

- It is possible that there is no printer driver on your computer, or it is not selected as the default printer. A local printer driver must be installed and selected as the default printer for the software to run. To add a printer driver, select Windows Start, Settings, then Printers. If you have a local Printer Driver installed, right click on it and then left click on the Set As Default selection. If there is no local Printer Driver installed, double click on the Add Printer icon and follow the instructions to add the driver and make sure to select it as the default printer. Note: The fax cannot be selected as the default printer or the software will not run.

**I'm getting errors that do not make sense. Is there a way to check the integrity of my system?**

- The first step should be to run scan disk. After that, there are some system integrity checks that should be run if you have Windows 98. From the Windows task bar, select Start, then Programs, then Accessories, then System Tools, then System Information. From the System Information menu, select Tools, then System File Checker. Select Scan for Altered Files and then select the Start button. If there is a system error, select Restore and restore the file from your Windows 98 CD. Once the System File Checker is run, exit from the screen and then from the Tools menu again, select Registry Checker. Once that is complete, from the Tools menu again, check the Version Conflict Manager to check for any conflicting files.

**I just installed the software on my computer. When I start the software I get an access violation, what should I do?**

- If there is not a local printer driver installed on your computer and a default printer selected, the software will not run. Select Windows Start, Settings, then Printers. If you have a local Printer Driver installed, right click on it and then left click on the Set As Default selection. If there is no local Printer Driver installed, double click on the Add Printer icon and follow the instructions to add the driver and make sure to select it as the default printer. Note: The fax can not be selected as the default printer or the software will not run.

## Parameters

**There are only seven (or less) parameters on the parameter grid screen no matter which parameter set I select. Where are all the rest of the parameters?**

- To see more parameters, place your mouse on the scroll bar on the right side of the grid and click. This essentially pages down the list of parameters. To display more than seven parameters on the screen, hit the + button on the toolbar above the parameter grid. You can also display more parameters on the screen by selecting the Two-Column mode from the tool bar above the parameter grid. If you are running your computer display in Super VGA mode, you can also maximize the screen to allow even more parameters to be displayed. With Version 2 software, you can also decrease the font size to allow more parameters on the screen.

**I can only see 2 or 3 parameters when I connect to the vehicle or not all the parameters listed have values. What's wrong?**

- Ensure that the All Parameters group is selected. The current parameter group can be changed by selecting the Choose Parameter Group button on the parameter grid screen.
- It's possible the vehicle has more than one controller. Most Chrysler vehicles (Jeep is one exception) and Kia vehicles have more than controller. An engine controller and a transmission controller. When a vehicle has two or more controllers, the scan tool displays the Controller Selection screen immediately after connecting to the vehicle. Select the Controller that has the higher PID count to see the larger group of parameters. The Controller Selection screen can also be displayed via the menubar by selecting Vehicle/Select Controller. If the vehicle does not have two controllers, then it is possible that it only supports a small number of parameters.
- Most vehicles that connect with the VPW interface allow the packing of parameter data for faster information. Some do not. When this occurs, there are several parameters on the parameter grid that do not have values or the traces do not appear as they should on the charts for all parameters. Try the following: If you have GM Enhanced professional version 1.0.7.62 or later, or GM Enhanced personal version 1.0.7.65, or OBD II Generic professional version 1.4.10.42, or OBD II Generic personal version 1.4.10.45 or later, then under the Options menu on the parameter grid screen, select Fast Data Packets so that the check mark is no longer on and then reset the tool. The parameters values should now fill in and the traces will appear on the charts.

**How do I change the font size on the parameter grid?**

- The font size can be changed from the Options Menu or by selecting on the parameter grid and then hitting the Ins and Del keys on your keyboard.

## User Groups

**How do I make a user group?**

- You must first be logged in as a user other than Factory Default. **Note: with Version 2 software, you must login before connecting to a vehicle.** Then, display only those parameters that you want in the group on the screen. The easiest way to do that is to first select the All Parameters Group, then double click on the desired parameter in the green section of the parameter grid causing the selected parameter to be moved to the yellow section of the parameter grid. Once you have all the parameters desired for your user group in the yellow section of the grid, turn off the green section of the grid. This is done by depressing the button on the toolbar directly above the grid that has the picture of a lock with a green background. Then to save the group, select the button at the end of that same toolbar (the help bubble displays 'Save Active Parameters As Set' when the mouse cursor is held over it). A box will be displayed for you to enter a name for your group.

**Can I use the same user group for all vehicles?**

- Any user group that is made in the Generic Scan Tool can be used on all vehicles.
- Any user group that is made in the Ford OBD II Enhanced Scan Tool can be used on all Ford vehicles.
- Any user group that is made in the Toyota OBD II Enhanced Scan Tool can be used on all Toyota vehicles.
- User groups made with the General Motors 82-95, General Motors OBD II Enhanced, Ford EEC-IV, Chrysler 92-95, or Chrysler OBD II Enhanced Scan Tools cannot be used with all vehicles. These scan tools have vehicle specific parameter groups. To make a user group for a specific vehicle, that vehicle must first be the selected vehicle. A good idea when saving the group is to name it using the vehicle information so you will be certain to select the correct user group the next time you are scanning that vehicle. Selecting a user group that was made for a different vehicle can display erroneous data. For example, a user group made when a 1998 Camaro is the selected vehicle cannot be used when connecting to a 1996 C1500 Pickup truck, or even a 1999 Camaro. The user group must be made from the All Parameters group when the vehicle to which you are connecting is selected in the scan tool. **Note: with Version 2 software, you must login before connecting to a vehicle.**

## Recording

**How can I get my recorded data into an Excel spread sheet?**

- The recordings made with the scan tool can be exported in a text (ASCII) format. This can then be imported to an Excel or another spreadsheet program. To export the recording, go to the Playback screen, and hit the Export button. The Export Scan File screen is displayed. At the bottom of the screen, where it says 'Save As type' select Text Files and then hit the Save button, to save the recording as a text file. This file can then be opened in Excel or another spreadsheet program.

**Why can I only record 600 frames of data?**

- The scan tool can save up to 600 frames of data when it is in scan mode. The scan tool must be in record mode to record (save) more than 600 frames. Make sure to push the record button on the tool bar to start a recording.

**I made a recording but can't find it. What happened?**

- Once you have completed the recording, you must save the recording. To do this, select the floppy icon on the Record toolbar at the bottom of the screen. Enter in any keywords or notes and then select the Save button. An alternate way to save the recording is to select the stop button on the Record toolbar at the bottom of the screen. A message box is then displayed asking if you want to end the recording. To save the recording, you must hit the Save button on this message screen before ending the recording or the recording is lost. Once the Save button is selected, you can enter keywords and notes and then must select the Save button to complete the saving process.

**Are there hot keys that can be used to make starting and saving a recording easier?**

- Version 2 software allows the following keys on the keyboard to be used once the tool is in Scan mode:
  - R – displays record screen
  - Space Bar – each press of the space bar switches the tool in and out of Pause mode
  - V – displays end Record Message Screen and from there:
    - Y – ends Record without Saving
    - N – returns to Record mode
    - S – displays Save Record Screen and from there:
      - Alt-V – Saves recording and continues Record
      - Alt-B – Save recording and then plays it back
      - Alt-N – Save recording and return to Scan mode
      - Alt-X – Exit screen without saving and return to Record

## Charts

**I am connected to the vehicle and there are values in the parameter grid, but when I look on the charts, there aren't any traces (lines) in the charts for some of the parameters. How do I get all the traces to show on the charts?**

- Sometimes the actual possible Minimum and Maximum value for a particular parameter is so great, that the line is actually drawn very close to one of the axis and can't be seen. Hit the Autoscale button on the toolbar at the top of the screen (the button with the A on it) to immediately change the Minimum and Maximum values of the scale to the actual low and high value of the parameter since the scan was started.
- Wait for all the parameters that are displayed in the grid to have a value (no N/A's in the Value column) before displaying the charts.

**Is there a way to have the charts automatically AutoScale upon entry?**

- Version 2 software defaults to automatically AutoScaling the charts upon entry. To turn this feature off, select the Options Menu from the Parameter grid screen then click on the AutoScale Charts Upon Display selection so the checkmark is no longer displayed. Charts will no longer be AutoScaled upon entry.

## Printing

**I can't print a current report. What can I do?**

- Save the report, open the saved report and print from there.

**Print Screen prints a blank sheet or a black sheet of paper. What can I do?**

- Select Alt-Print Screen on your keyboard then open Windows Paint (Program/Accessories) and select Edit/Paste. Then print the file from Paint.

## Ford OBD II Scan Tool

**I have an older Ford vehicle (not OBD II) and it is not in the select new vehicle list.  How do I get real-time parameter data?**

- For users with Version 1 software, if the vehicle is not in the Ford EEC-IV Select New Vehicle list then the vehicle does not support real-time parameter data.  However, these vehicles still support KOEO/KOER tests.
- Version 2 software users, all vehicles are listed in the Ford EEC-IV Select New Vehicle list.

**I have the Ford Enhanced OBD II Tool but I can't get to the KOEO/KOER or input tests.  Also, I can't get any enhanced parameters.  What do I do?**

- For users with Version 1 software, the Ford Car Enhanced OBD II PCM signal set must be selected to have access to any of the Ford Enhanced capabilities.  The signal set screen is displayed whenever a New or Previous Vehicle is selected.  Also, the signal set screen can be displayed via the menubar under *Vehicle/Select Signal Set….*  Once the Ford Enhanced OBD II PCM signal set is selected, the black box on the bottom of the parameter grid screen will say "Ford Car Enhanced OBD II PCM".  To get to the KOEO/KOER tests and the Input tests select the DTC page and the selections appear on the top right of the screen.   Version 2 software users need to select the Powertrain signal set in order to run the KOEO/KOER tests.

## Data Logger

**I'm trying to configure my Data Logger and the Data Logger Information on the Data logger Configure Data Logger screen displays that the Link is 'Working' but the Model displays 'Error'.  What is wrong?**

- The wrong COM (serial) port is selected.  Select on the Set COM Port Button… and select the proper COM Port.

**How do I replace my Data Logger battery?**

- You need to remove the screws and the d-sub screws around the serial plug on one end of the Data Logger, which will allow you to remove the end plate.   Then, from the opposite end of the Data Logger, remove the d-sub screws from around the serial plug only.  Slide the top plate of the Data Logger (the part that has the buttons on it) and **at the same time,** slide out the circuit card from inside the Data Logger enclosure box.  The circuit card is attached to the top plate by a ribbon cable.  Once both the top plate and the circuit card are free from the enclosure box, you can get to the battery.  Buy the same type of battery that is currently in your Data Logger and be sure to put it in the same way.  Carefully replace the top plate and circuit card by sliding them back in the enclosure and replace all screws.  The firmware must be loaded and the data logger must be configured before it is ready for use.

**My Data Logger no longer records.  I have reloaded the firmware but it doesn't help.  What should I do?**

- Typically when the battery is low, the firmware can be loaded, but immediately is lost once the Data Logger is unplugged from the outlet, which is why it doesn't record when taken to the vehicle.  Replace the battery and then reload the firmware once the battery is replaced.  Note that the Data Logger battery typically needs replacing every 6-8 months.

**My Data Logger makes a different (sad) sound when I plug it in.  What's wrong?**

- Typically when the battery is low or the firmware is corrupted, the Data Logger makes a different beeping sound.  Try reloading the firmware and then unplug the Data Logger from the outlet. Plug the power back into the Data Logger.  If the beeping sound is not any different, replace the battery and then reload the firmware once the battery is replaced.  Note that the Data Logger battery typically needs replacing every 6-8 months.

## Launcher

**The Scan Tool Launcher runs whenever I start up my computer.  I no longer want this feature.  How do I keep it from running on computer start-up?**

- From the Windows task bar select Start/Settings, then Task Bar & Start Menu….  The Taskbar Properties window is displayed.  On the Taskbar Properties screen, select the Start Menu Programs Tab.  Select the Remove button.  On the Remove Shortcuts/Folders screen, double click on 'Start Up'.  Then click once on 'Ease Scan Tool Launcher' and click the Remove button.  Then click the Close button to close the Remove Shortcuts/Folders screen.  Then click the OK button to close the Taskbar properties window.

**I installed my software but the Scan Tool Launcher is grayed out so I can't select any of the tools.  What can I do?**

- Right click on the launcher and a menu is displayed listing all the scan tools.  Left click on the first tool in the list.  The Launch Properties window is displayed.  Select the Browse button and navigate to the directory in which the scan tool was installed.  Note:  The default directory of all the scan tools is EASE Diagnostics with separate directories for each tool.  Select the '.exe' file and hit the Open button.  Then back on the Launch Properties windows select the Ok button.  The scan tool you selected will now be enabled for selection from the launcher.  Do this for all scan tools which you installed.

## Vehicle Select Screen Software Lock-up

**When I select a vehicle the next screen does not load completely and the software locks up completely. What should I do?**

- The display colors on the monitor must be set to 256 Colors or High Color (16 bit). To check your display properties, select Windows Start, Settings, Control Panel, and then Display. Select the Settings tab on the Display Properties window. On the bottom left corner the Colors box displays your computer's current setting. To change the setting, select the down arrow in the box that displays a drop down list of the Color selections. Select either 256 Colors or High Color (16 bit). Select the OK button and follow any instructions (if any) about restarting your computer.

## Sampling Rate

**I want to get a faster sampling rate on with my OBD II software. What can I do?**

- OBD II is a request/response protocol, meaning that the more parameters being requested, the longer it takes for a parameter to be sampled. Reduce the number of parameters being requested.

- The sampling rate of each parameter can be adjusted on parameters in a user group. See the User Group Section for instructions on how to make a user group. Select one of your user groups and then select the Show Sample Interval button from the secondary tool bar. The Interval column is now displayed in the parameter grid. Right click on the sample rate you want to change and a menu is displayed of sample rates. Left click on the desired sample rate.
- If the vehicle is an OBD II GM vehicle, then make sure that the Fast Data Packets option is checked. The Fast Data Packets option can be found under the Options menu on the parameter grid screen.

## 2.4 GHz Wireless Vehicle Interface

**My 6-foot USB client cable is not long enough for my current setup. Can a longer cable be used?**

- Yes, the USB client cable can be a max length of up to 15 feet.

**Is there a way to achieve better distances with my WVI?**

- If you are using a LinkSys card in your computer, you can achieve better distances by selecting a 1 MBit/s transmit rate and also configuring WVI for the same.

**I've gone through all the steps in the User's Manual but I still can't connect to a vehicle. Is there a way to determine that the network is working?**

- Yes, there is a way to determine if the network is set up properly. The WVI needs to be powered (either with the power adapter or connected to the vehicle). Then from the MS-DOS prompt (Windows Start, Programs, MS-DOS Prompt) type Ping 192.168.0.85 and hit enter. If the response is nothing or a message that is something other than the status of the WVI, then the network is not set up properly.

# Vehicle Specific Questions

## BMW

**I have an OBD II BMW vehicle and my Hand Held QuikCode will not communicate. What can I do?**

- Some BMW vehicles will not connect to the Hand Held QuikCode until the vehicle is warmed up. Warm up the vehicle and then try again.

## Chrysler

**I have my new Chrysler tool and have used it on a vehicle. Now I would like to use my Generic tool to see the Generic OBD II data but it won't connect. What should I do?**

- The Chrysler tool communicates using the SCI protocol. Once the SCI protocol is used, the vehicle will not respond to the OBD II protocol. Turn the vehicle off and remove the interface cable from the DLC. Then plug the cable back in and restart the vehicle and the Generic tool will connect.

**Vehicles anomalies that show bad data due to incorrect information being sent from the PCM:**

- 1995 Dodge Avenger 2.0L VIN = Y, OBD II vehicle shows the O2 data for Bank 1/Sensor 2 incorrectly between 0 and 0.2.

- 1996 Dodge pickup, 3.9L VIN = X, when tool is connected, ABS yellow and Brake red warning lights come on.

## Ford

**I have an OBD II Ford vehicle and some of the generic data is reading 0 when there should be a value (O2 sensors, or vehicle speed for example). What is the problem and what can I do?**

- Some OBD II Ford vehicles, even though they support a generic parameter, will never send any data other than zero. However, the Ford Enhanced Parameter signal set typically does include enhanced parameter data for the non-valid generic data. Also note, some Ford vehicles will start sending valid O2 data once the vehicle is warmed up. Note: the Generic Parameters are included in the All Parameters group. To find the Ford Enhanced O2 parameters, sort on the parameter grid by description by clicking on the word Description at the top of the grid, and then page down to the parameters that start with B1, B2, and Bank 1 and Bank 2. These are the Ford Enhanced parameters and will properly show the O2 values.

## General Motors

**I tried using my GM OBD II Enhanced tool but almost all of the parameters fell out of the list after I connected to the vehicle. Why aren't they supported?**

- The exact vehicle that you are trying to connect to with GM OBD II Enhanced tool must be vehicle selected when you try to connect the software. Check the VIN of the vehicle you are trying to read data from and select the appropriate vehicle (year, make, model, and engine size) from the Select New Vehicle screen. If the incorrect vehicle is selected, all but the generic parameters will fall out of the list. When the correct vehicle is selected, the parameters stay in the list.

- The vehicle does not support the way the scan tool requests the information. If you have Professional version 1.0.7.62 or later, or Personal version 1.0.7.65, then under the Options menu on the parameter grid screen, select Fast Data Packets so that the check box is no longer on and then reset the tool. The parameters should now stay in the list.

**I have a 1996 General Motors vehicle and the scan tool won't connect or all the values won't display with my Generic OBD II Scan Tool or my GM Enhanced OBD II scan tool. What can I do?**

- Most GM vehicles allow packing of parameter data for faster information. Some vehicles do not. If the scan tool cable status says 'Connected' and you have the correct COM port selected and you still won't connect, you can try the following: If you have GM Enhanced professional version 1.0.7.62 or later, or GM Enhanced personal version 1.0.7.65, or OBD II Generic professional version 1.4.10.42, or OBD II Generic personal version 1.4.10.45 or later, then under the Options menu on the parameter grid screen, select Fast Data Packets so that the check mark is no longer on and then reset the tool. The tool should now connect.

**I'm trying to connect to a 1995 S10 Blazer and it won't connect. What can I do?**

- The 1995 vehicles listed in the GM OBD II Enhanced tool all communicate with a different protocol. Because of this, the Generic Scan Tool can not be used to connect to these vehicles, only the GM OBDII Enhanced Scan Tool will work. Note: You must select the signal set A309 in the signal set screen for the scan tool to connect.
- It is also possible that the vehicle is OBD I. If the GM OBD II Enhanced Tool signal set A309 does not connect then try the GM OBD I scan tool.

**Vehicles anomalies that show bad data due to incorrect information being sent from the PCM:**

- 1998 Chevrolet S10 Blazer 4.3 VIN W  The fuel trim incorrectly shows data that is all over the board.

**I am connecting to a General Motors OBD II vehicle and the Cylinder #1 Timing is showing advanced when it should be retard.  What is wrong?**

- On some of the older model General Motors OBD II vehicles, General Motors did not properly scale the Spark Advance Timing, so it is possible the sign of the advance displays incorrectly.

**I'm connected to a GM OBDI RWAL controller and can't determine what the error codes are.  What can I do?**

- For the RWAL controller, the possible DTCs are listed on the Main DTC screen, however, the status (Fault or OK) is not displayed.  To determine the RWAL DTC number, observe the flashing brake lamp on the vehicle dash.  In counting the brake lamp flashes, count the number of short flashes starting from the long flash.  Include the long flash as a count.  Note that sometimes the first count sequence is short because the flashout started with the count already in progress.  Subsequent counts, however, will be accurate.  If there is more than one failure, only the first recognized failure code will be retained and flashed.

## Kia

**I have an OBD II Kia vehicle and can't connect to the software.  What can I do?**

- Connecting to a Kia vehicle can be tricky.  There are typically two controllers that respond – a powertrain controller and a transmission controller.  In order to keep the powertrain controller responding and therefore get the larger number of parameters on the screen, you need to do the following:  Connect all hardware to the vehicle and computer and start the software.  Select the vehicle and once the Communication Screen is displayed, start the engine.  You'll notice after a short period of time, that the tool will disconnect.  When this happens, turn the vehicle off and then quickly turn the key to the 'On' position only.  The software will connect back up automatically.  Go to the parameter grid screen and once the parameter values fill in, you can start the vehicle and the powertrain controller will remain in communication.

## Mercedes

**I've tried to clear a code on a 1997 Mercedes E320 and it just keeps coming back.  What should I do?**

- After you've cleared the code, turn the vehicle off and back on again and see if the code is still there.

## Nissan

**The scan tool connects to the Nissan but then immediately disconnects.  What can I do?**

- Close the communications screen and from the Options menu on the parameter grid screen, select on Disable O2 Test Requests so there is a check mark beside it.  Go back to the communications screen and hit reset to connect to the vehicle.

## Subaru

**I have an OBD II Subaru vehicle and the I/M monitors always say not completed.  Is there something wrong with my vehicle?**

- Some Subaru vehicles clear the I/M monitors when the vehicle is turned off.  After driving the vehicle, leave it running and plug in the scan tool to check you monitors.

## Volkswagen

**The scan tool connects to the Volkswagen but then immediately disconnects.  What can I do?**

- Close the communications screen and from the Options menu on the parameter grid screen, select on Disable O2 Test Requests so there is a check mark beside it.  Go back to the communications screen and hit reset to connect to the vehicle.