



Trouble Shooting

This part of manual presents you the instant actions to be taken for the most frequently reported troubles.

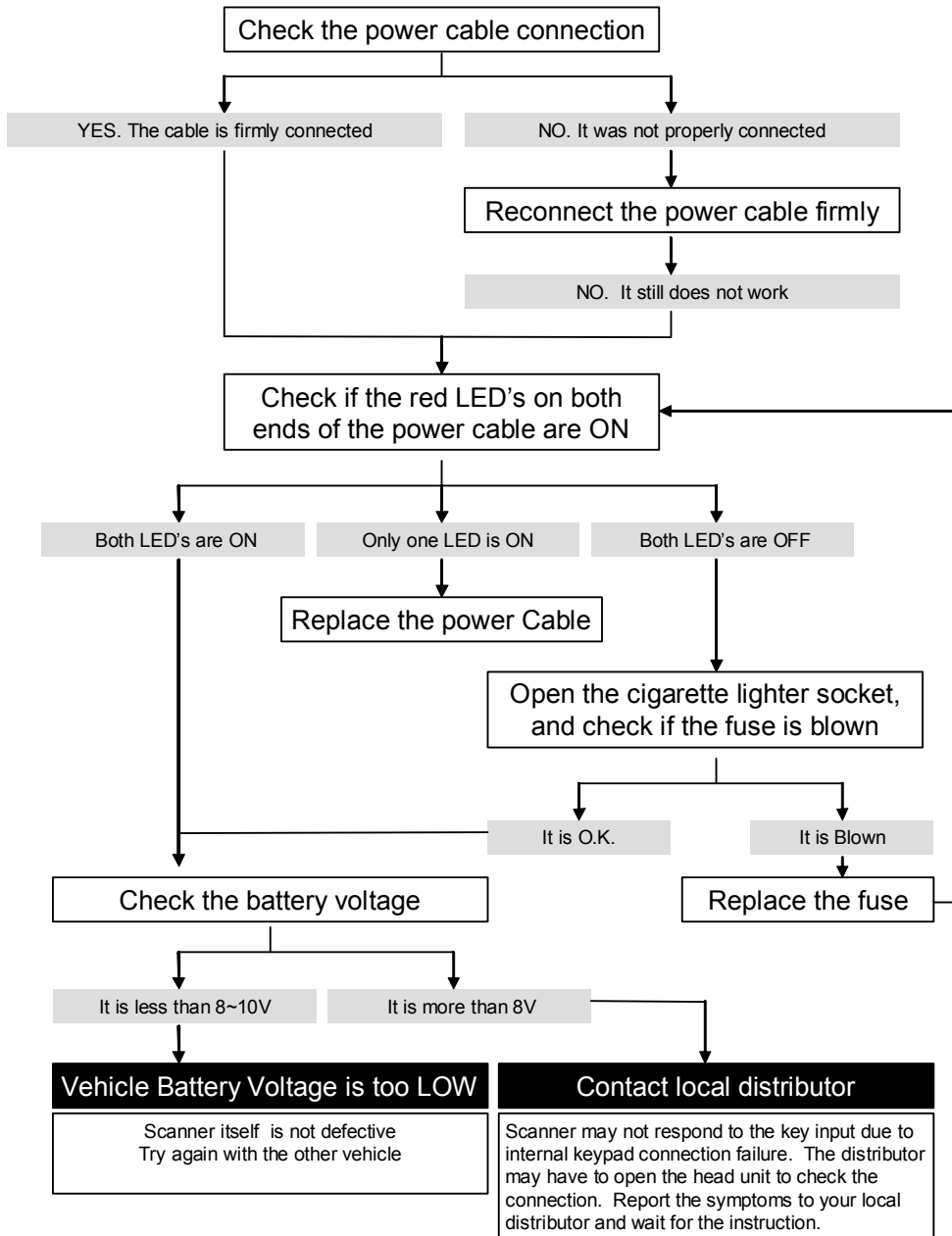
The purpose of this troubleshooting guide is to minimize the loss of time and cost caused by disputing of troubles that can be simply solved by the user himself.

Please always refer to this troubleshooting guide and do as suggested herein when you have any trouble while using ULTRASCAN P1 equipment in advance to calling up your local distributor.

The manufacturer keeps endeavoring to minimize the possible troubles, therefore, remedies to prevent listed problems can be made without notice to individual users.

Note your local distributor's contact information here:

Scanner would not turn on when the Power key is pressed





Power automatically turns off after turned on

Check if the user pressed Power key continually

It may sound stupid, but it actually happens out there. If the user presses the "Power" key too long, Scanner recognizes the long key input signal as a turning off command.

Press the Power key shortly to turn on

YES. It is solved

NO. It is not solved. It happens again

You must know

To turn on: Press the Power key shortly
To turn off: Keep pressing the Power key for 1 seconds or more until "Turning Off" message appears

Check the battery voltage

Scanner requires the power of 8V or higher for proper operation. Insufficient vehicle battery voltage may result in prompt system turn off. Check the vehicle battery voltage

It is lower than 10 V

It is normal. It is higher than 10 V

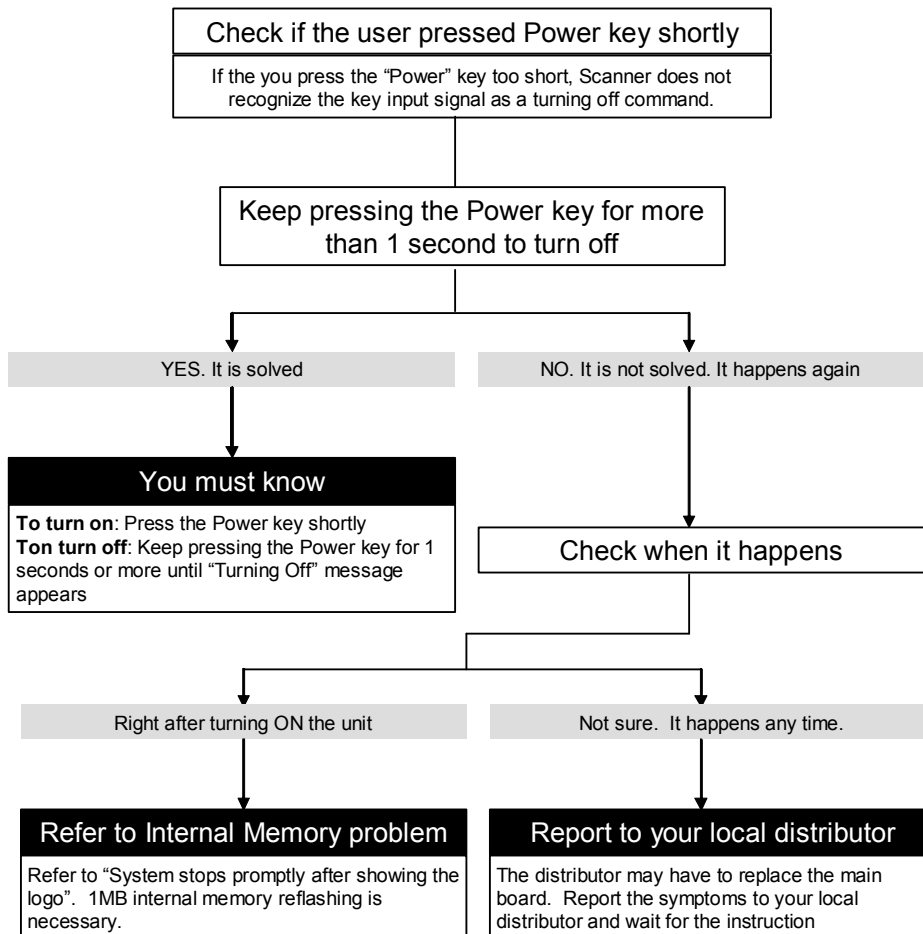
Use the other power source

Replace the vehicle battery with fresh new one. Or use external vehicle battery for temporary power supply.

Report to your local distributor

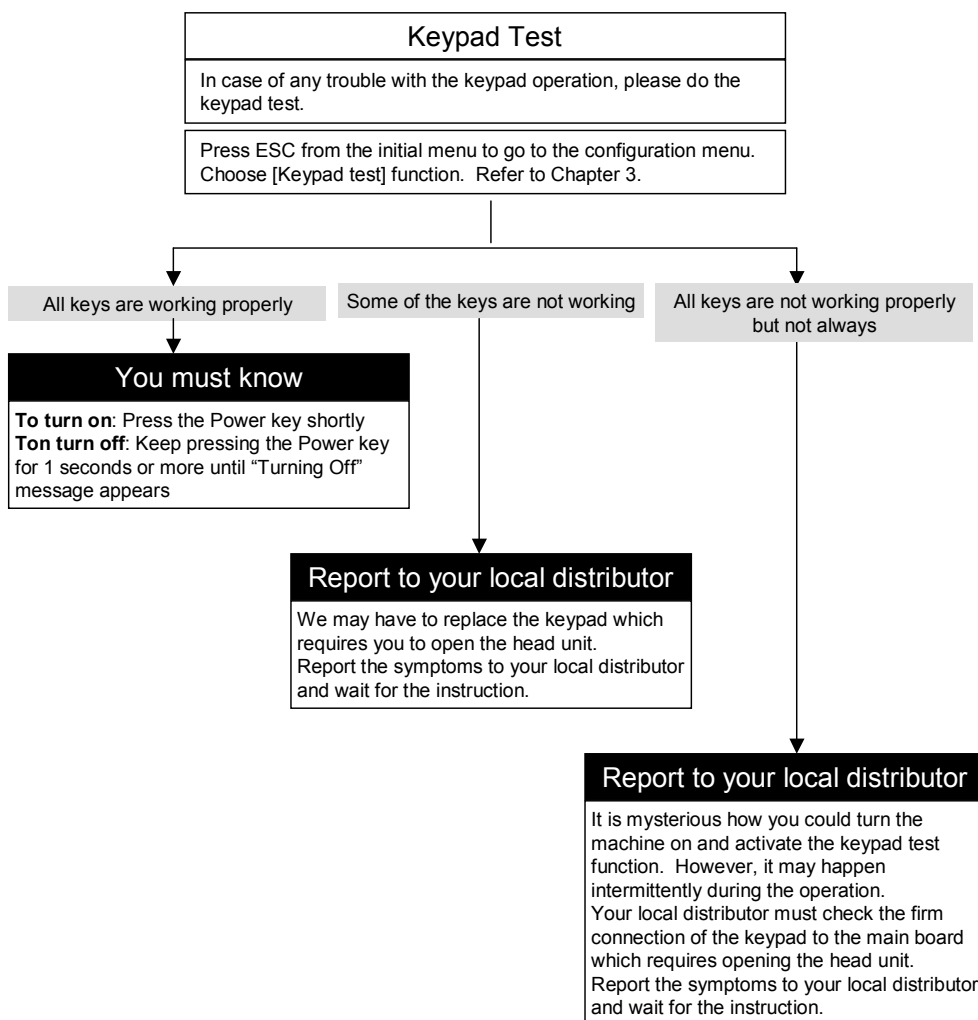
The distributor may have to replace the main board. Report the symptoms to your local distributor and wait for our instruction

Power doesn't turn off even the Power key is pressed





Improper response to Key input



LCD screen problems

The display is too dim or too dark

Adjust the contrast using the contrast wheel on the right side of Scanner

LCD stands for Liquid Crystal Display, and it is very sensitive to temperature.

If you have placed Scanner in a cold or hot place, the display may become too dim or too dark when turned on. This is not a defect of Scanner itself, but a normal response of all LCD to the change of temperature.

This is not a defect of Scanner.

However, if you cannot control the contrast using the dial, please contact us for further assistance.

A part of LCD became very dark

Adjust the contrast using the contrast wheel on the right side of Scanner

The LCD unit of Scanner has a backlight for brighter display. This backlight generates heat as time elapses when turned on.

As mentioned above, because LCD is sensitive to temperature, the part of the LCD near the backlight may turn dark when you keep SCANNER turned on for more than 2 hours.

This is not a defect of Scanner.

However, if the LCD becomes dark too early or the contrast adjustment doesn't work, please contact us for further assistance.

Report to your local distributor


If the problem is too serious to use properly or the contrast dial does not function, report the symptoms to your local distributor and wait for instruction.
Replacement of the LCD module may be necessary.



LCD screen problems

Backlight doesn't turn on

Press the [Backlight] button

When you press the [Backlight] button marked [], the backlight must be turned-on with a faint ticking sound.

Please contact your local distributor for further assistance if the key doesn't work



Report to your local distributor

Your local distributor must check the firm connection of the LCD module power wire to the main board, which requires opening the head unit. Or the replacement of the LCD module may be necessary, too.

Report the symptoms to your local distributor and wait for the instruction.

System fails promptly after showing brand logo

System fails with continuous BEEP sound and erratic display

Remove power then turn ON again

No, it doesn't work. It stops again.

Remove power.
Remove the cartridge from the slot
then Turn power ON.

Nothing different.
It stops at the logo display

Not identified memory card
83FF Power off now

Turn the power off,
insert the other cartridge and then
Restart

It shows the same trouble.
The system stops shortly after
showing the logo display

It works O.K. with the other cartridge

Report to your local distributor

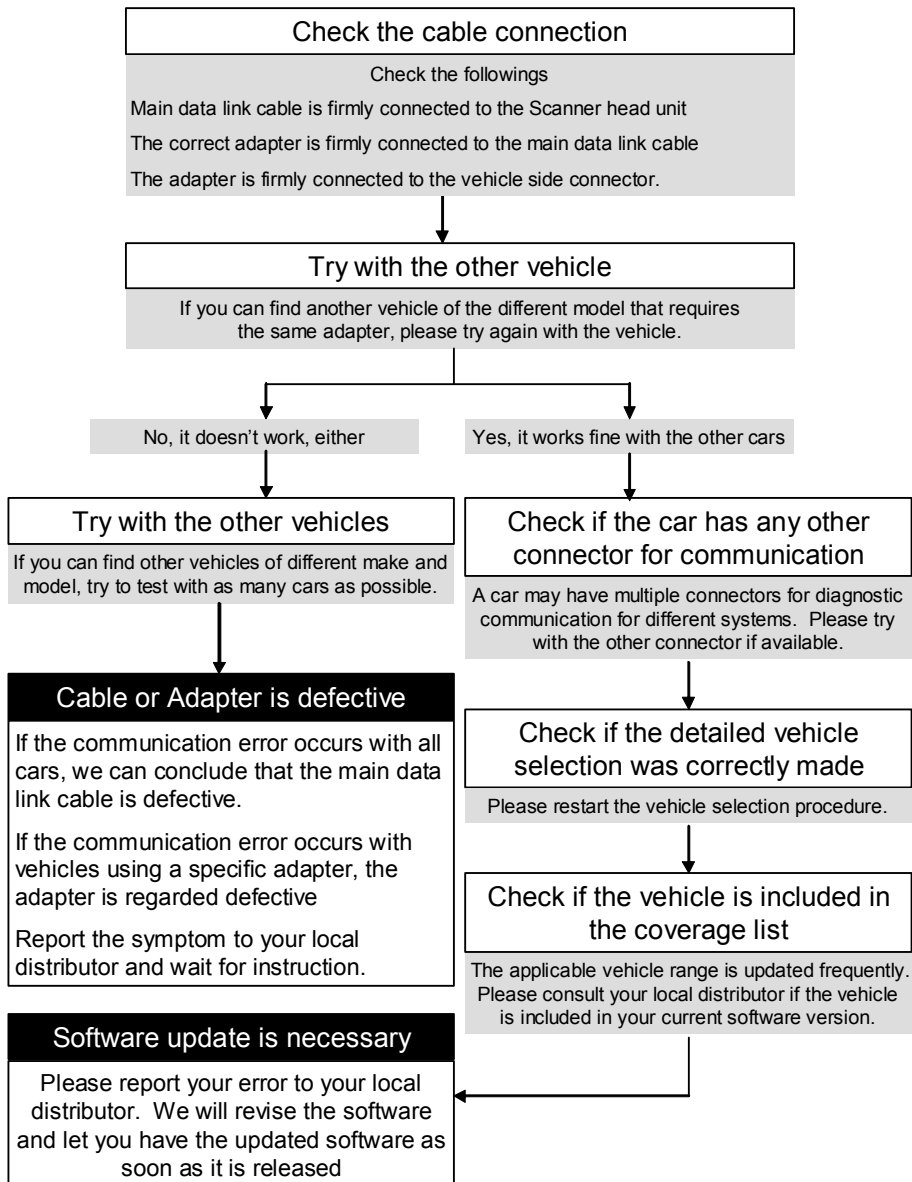
Internal 1MB memory of Scanner seems defective
and needs reflashing.
Replacement of the main board may be necessary,
too.
Report the symptom to your local distributor and
wait for the instruction.

Cartridge is defective

The software cartridge seems defective.
Let your local distributor format the defective
cartridge and then rewrite the software for you.



Communication Error





Hanatech Co., Ltd.
Automotive Diagnostic Solutions



Global Standard

ULTRASCAN P1
CE Marked

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