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IMPORTANT

Before operating or maintaining this unit, please read this manual carefully, paying extra attention to the safety warnings and precautions.

For Services and Support

pro.autel.com
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1-855-288-3587/1-855-AUTELUS (North America)
0086-755-86147779 (China)

Support@autel.com

For technical assistance in all other markets, please contact your local selling agent.

Safety Information

For your own safety and the safety of others, and to prevent damage to the device and vehicles upon which it is used, it is important that the safety instructions presented throughout this manual be read and understood by all persons operating or coming into contact with the device.

There are various procedures, techniques, tools, and parts for servicing vehicles, as well as in the skill of the person doing the work. Because of the vast number of test applications and variations in the products that can be tested with this equipment, we cannot possibly anticipate or provide advice or safety messages to cover every circumstance. It is the automotive technician's responsibility to be knowledgeable of the system being tested. It is crucial to use proper service methods and test procedures. It is essential to perform tests in an appropriate and acceptable manner that does not endanger your safety, the safety of others in the work area, the device being used, or the vehicle being tested.

Before using the device, always refer to and follow the safety messages and applicable test procedures provided by the manufacturer of the vehicle or equipment being tested. Use the device only as described in this manual. Read, understand, and follow all safety messages and instructions in this manual.

Safety Messages

Safety messages are provided to help prevent personal injury and equipment damage. All safety messages are introduced by a signal word indicating the hazard level.

DANGER

Indicates an imminently hazardous situation which, if not avoided, will result in death or serious injury to the operator or to bystanders.

WARNING

Indicates a potentially hazardous situation which, if not avoided, could result in death or serious injury to the operator or to bystanders.

Safety Instructions

The safety messages herein cover situations Autel is aware of. Autel cannot know, evaluate or advise you as to all of the possible hazards. You must be certain that any condition or service procedure encountered does not jeopardize your personal safety.

DANGER

When an engine is operating, keep the service area WELL VENTILATED or attach a building exhaust removal system to the engine exhaust system. Engines produce carbon monoxide, an odorless, poisonous gas that causes slower reaction time and can lead to serious personal injury or loss of life.

SAFETY WARNINGS

- Always perform automotive testing in a safe environment.
- Wear safety eye protection that meets ANSI standards.
- Keep clothing, hair, hands, tools, test equipment, etc. away from all moving or hot engine parts.
- Operate the vehicle in a well ventilated work area, for exhaust gases are poisonous.
- Put the transmission in PARK (for automatic transmission) or NEUTRAL (for manual transmission) and make sure the parking brake is engaged.
- Put blocks in front of the drive wheels and never leave the vehicle unattended while testing.
- Be extra cautious when working around the ignition coil, distributor cap, ignition wires and spark plugs. These components create hazardous voltages when the engine is running.
- Keep a fire extinguisher suitable for gasoline, chemical, and electrical fires nearby.
- Do not connect or disconnect any test equipment while the ignition is on or the engine is running.
- Keep the test equipment dry, clean, free from oil, water or grease. Use a mild detergent on a clean cloth to clean the outside of the equipment as necessary.
- Do not drive the vehicle and operate the test equipment at the same

time. Any distraction may cause an accident.

- Refer to the service manual for the vehicle being serviced and adhere to all diagnostic procedures and precautions. Failure to do so may result in personal injury or damage to the test equipment.
- To avoid damaging the test equipment or generating false data, make sure the vehicle battery is fully charged and the connection to the vehicle DLC is clean and secure.
- Do not place the test equipment on the distributor of the vehicle. Strong electro-magnetic interference can damage the equipment.

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1 Using This Manual

This manual contains device usage instructions.

Some illustrations shown in this manual may contain modules and optional equipment that are not included in your system. Contact your sales representative for availability of other modules and optional tools or accessories.

Conventions

The following conventions are used.

Bold Text

Bold text is used to highlight selectable items such as buttons and menu options.

Example:

- Tap **OK**.

Notes and Important Messages

Notes

A **NOTE** provides helpful information such as additional explanations, tips, and comments.

Example:

NOTE
New batteries reach full capacity after approximately 3 to 5 charging and discharging cycles.

Important

IMPORTANT indicates a situation which, if not avoided, may result in damage to the test equipment or vehicle.

Example:

IMPORTANT
Keep the cable away from heat, oil, sharp edges and moving parts. Replace damaged cables immediately.

Hyperlink

Hyperlinks, or links, that take you to other related articles, procedures, and illustrations are available in electronic documents. Blue italic text indicates a selectable hyperlink and blue underlined text indicates a website link or an email address link.

Illustrations

Illustrations used in this manual are samples, the actual testing screen may vary for each vehicle being tested. Observe the menu titles and on-screen instructions to make correct option selection.

2 General Introduction

Based on the Android operating system, MaxiPRO MP808 is featured with an extensive coverage of OE-level diagnostics. Installed with a fast quad-core processor, MP808 offers maximum convenience and efficiency for your diagnosis and analysis. The intuitive user interface makes using the device effortless through a 7-inch LCD touchscreen that displays at 1024 x 600 quality.

This manual describes the construction and operation of the device and how it works to deliver diagnostic solutions.

MaxiPRO MP808 Display Tablet

Functional Description

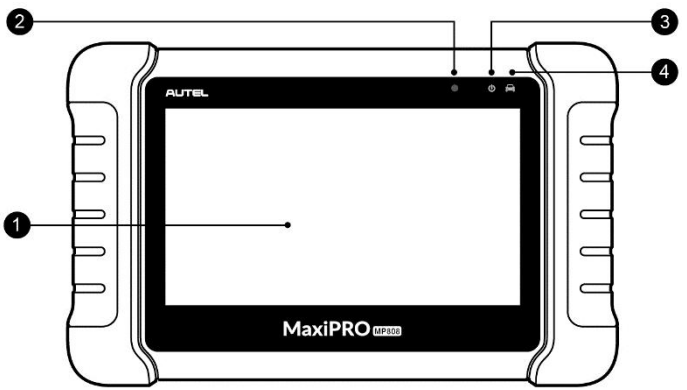


Figure 2-1 ***Display Tablet Front View***

1. 7.0” LCD Capacitive Touchscreen
2. Ambient Light Sensor – detects ambient brightness.
3. Power LED – indicates battery level & charging or system status.
4. Vehicle Communication LED – flashes green when the Display Tablet

is communicating/linking with the vehicle's systems.

The power LED displays green, yellow or red depending on power level and operating state.

A. Green
   - Illuminates green when the Display Tablet is charging and the battery level is above 90%.
   - Illuminates green when the Display Tablet is powered on and the battery level is above 15%.

B. Yellow
   - Illuminates yellow when the Display Tablet is charging and the battery level is below 90%.

C. Red
   - Illuminates red when the Display Tablet is powered on and the battery level is below 15%.

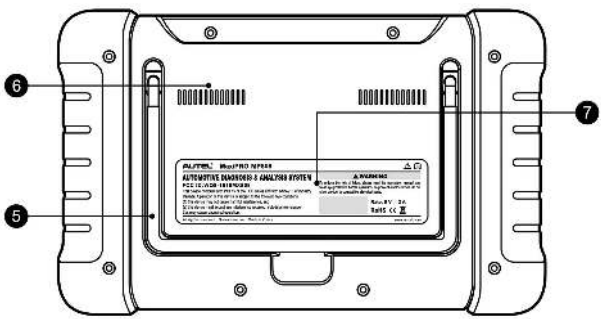


Figure 2-2 ***Display Tablet Back View***

5. Collapsible Stand – extends from the back to allow hands-free viewing of the Display Tablet.
6. Heat Sink
7. Built-in Battery

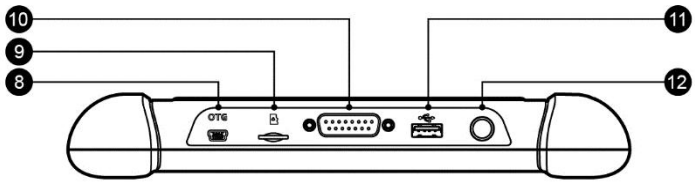


Figure 2-3 ***Display Tablet Top View***

8. Mini USB OTG Port
9. Micro SD Card Slot – holds the micro SD card.
10. DB15-Pin Port – connects the main cable.
11. USB Port
12. Lock/Power Button – turns the device on & off with long press, or locks the screen with short press.

Power Sources

The Display Tablet can receive power from any of the following sources:

- Internal Battery Pack
- Vehicle Power
- External Power Supply

Internal Battery Pack

The Display Tablet can be powered with the internal rechargeable battery, which if fully charged can provide sufficient power for about 4.5 hours of continuous operation.

Vehicle Power

When the Display Tablet is connected to the test vehicle via the main cable, the Display Tablet automatically receives power from the vehicle.

External Power Supply

The Display Tablet can be powered from a wall socket using the mini USB cable and the USB external power adapter. The external power supply also charges the internal battery pack.

Technical Specifications

Table 2-1 ***Specifications***

Item	Description
Recommended Use	Indoor
Operating System	Android™ 4.4.4
Processor	Cortex-A9 processor (1.5 GHz)
Memory	32GB
Display	7-inch LCD capacitive touchscreen with 1024x600 resolution
Connectivity	• Mini USB 2.0 • USB 2.0 • Wi-Fi • Micro SD card (supports up to 32GB)
Sensors	Ambient light sensor for brightness auto changing
Audio Input/Output	• Input: N/A • Output: buzzer
Power and Battery	• 3.7 V/5000 mAh lithium-polymer battery • Charges via 5 VDC power supply
Tested Battery Life	Around 4.5 hours of continuous use
Battery Charging Input	5 V/1.5 A
Power Consumption	500 mA (LCD on with default brightness, Wi-Fi on) @3.7 V
Operating Temp.	-10 to 60°C(14 to 140°F)
Storage Temp.	-20 to 70°C (-4 to 158°F)
Operating Humidity	5% - 95% non-condensing

Dimensions (W x H x D)	237.8 mm (9.4”) x 148.6 mm (5.9”) x 35.5 mm (1.4”)
Net Weight	788 g (1.74 lb.)
Supported Automotive Protocols	ISO9141-2, ISO14230-2,ISO15765, K/L-Line, Flashing Code, SAE-J1850 VPW, SAE-J1850 PWM, ISO11898(Highspeed, Middlespeed, Lowspeed and Singlewire CAN,fault-tolerant CAN), SAE J2610,GM UART,UART Echo Byte Protocol, Honda Diag-H Protocol, TP2.0, TP1.6

Other Accessories

Main Cable

The Main Cable connects the Display Tablet to the vehicle’s data link connector (DLC).

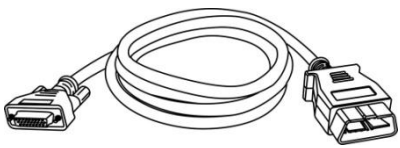


Figure 2- 4 *Main Cable*

Other Accessories



Mini USB Cable

Connects the Display Tablet to the PC or USB external power adapter.



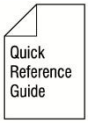
USB External Power Adapter

Together with the mini USB cable, connects the Display Tablet to the external DC power port for power supply.



User Manual

Tool operations instructions.



Quick Reference Guide

Devices connection and diagnostic software update instructions.

3 Getting Started

Ensure the Display Tablet is sufficiently charged or is connected to the external power supply (see *Power Sources* on page 5).

NOTE

The images and illustrations depicted in this manual may differ slightly from the actual ones.

Powering Up

Long press the Lock/Power button on the top right of the tablet to power on the unit. The power LED light will illuminate green. The system boots up and displays the lock screen. Slide the Lock icon to the left to enter the

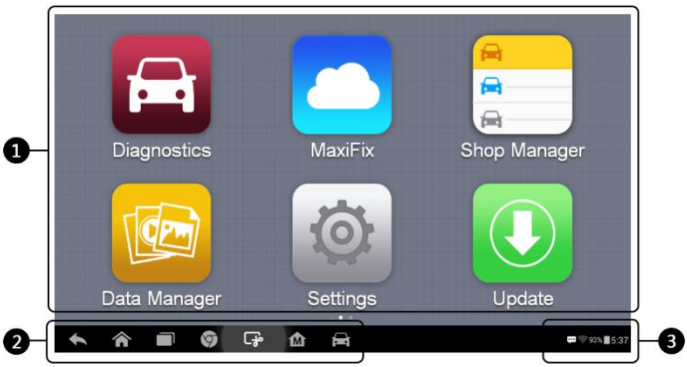


Figure 3-1 ***Sample MaxiPRO MP808 Job Menu***

MaxiPRO Job Menu or slide to the right to unlock.

1. Application Buttons
2. Locator and Navigation Buttons
3. Status Icons

NOTE

The tablet screen is locked by default when first powered on. It is recommended to lock the screen to protect the information in the system and reduce the power consumption.

The touch screen navigation is menu driven, enabling quick access to functions and features by tapping on options headings and answering dialog windows. Detailed descriptions of the menu structures are found in application chapters.

Application Buttons

Descriptions of the tool applications are displayed in the table below.

Table 3-1 Applications

Button	Name	Description
	**Diagnostics**	Accesses diagnostic function menu. See *Diagnostics* on page 14 for details.
	**MaxiFix**	Launches the MaxiFix platform which provides the most compatible and abundant repair techniques and diagnostics database. See *MaxiFix* on page 47 for details.
	**Shop Manager**	Accesses Shop manager database to store workshop, customer information and vehicle test history. See *Shop Manager* on page 57 for details.
	**Data Manager**	Accesses the organization system for saved data files. See *Data Manager* on page 65 for details.
	**Settings**	Accesses MaxiPRO system settings menu and general tablet menu. See *Settings* on page 70 for details.
	**Update**	Checks for the latest update available for the MaxiPRO system and performs updates. See *Update* on page 79 for details.

Button	Name	Description
	**Support**	Launches the Support platform which synchronizes Autel's on-line service base station with the MaxiPRO tablet. See *Support* on page 81 for details.
	**Academy**	Accesses technical tutorials and training articles about the device or vehicle diagnostic techniques. See *Academy* on page 89 for details.
	**Remote Desk**	Configures the unit to receive remote support using the TeamViewer application program. See *Remote Desk* on page 90 for details.
	**Quick Link**	Provides associated website bookmarks to allow quick access to product update, service, support and other information. See *Quick Link* on page 92 for details.
	**Function Viewer**	Provides quick search for the supported functions and vehicles of Autel diagnostic tools. See *Function Viewer* on page 93 for details.

Locator and Navigation Buttons

Operations of the Navigation buttons at the bottom of the screen are described in the table below:

Table 3-2 Locator and Navigation Buttons

Button	Name	Description
	**Locator**	Indicates the location of the screen. Swipe the screen left or right to view the previous or next screen.
	**Back**	Returns to the previous screen.
	**Android Home**	Returns to Android System's Home screen.

Button	Name	Description
	**Recent Apps**	Displays a list of applications that are currently in use. Tap an App icon to launch. To remove an app, swipe it to the top or bottom.
	**Chrome**	Launches the Android built-in browser.
	**Screenshot**	Takes a screenshot when you want to save the displayed information.
	**MaxiPRO Home**	Returns to MaxiPRO Job Menu from other Android applications.
	**Diagnostic Shortcut**	Returns to the Diagnostic screen from other operations.

System Status Icons

As the Display Tablet is working with the Android operating system, you may refer to Android documents for more information.

By tapping the bottom right corner, a Shortcuts Panel will be displayed, on which you are allowed to set various system settings of the tablet. Operations of each button on the panel are described in the table below.

NOTE

The shortcuts buttons will be highlighted when enabled and dimmed when disabled.

Table 3-3 Shortcuts Panel Buttons

Button	Name	Description
	**Calculator**	Launches calculator when pressed.
	**Clock**	Launches clock when pressed.
	**Wi-Fi**	Enables/disables Wi-Fi when pressed.
	**Airplane Mode**	Enables/disables Airplane Mode when pressed.

	**System Settings**	Launches the Android System Settings screen when pressed.

Powering Down

All vehicle communications must be terminated before shutting down the Display Tablet. A warning message displays if you attempt to shut down the Display Tablet when it is communicating with the vehicle. Forcing a shut-down while communicating may lead to ECM problems on some vehicles. Please exit the Diagnostics application before powering down.

➢ **To power down the display tablet**

1. Long press the Lock/Power button.
2. Tap **Power off** option.
3. Tap **OK** and the tablet will turn off in a few seconds.

Reboot System

In case of system crash, long press the Lock/Power button and tap **Reboot** option to reboot the system.

4 Diagnostics

The Diagnostics application can retrieve ECU information, read & erase DTCs, and view live data. The Diagnostics application can access the electronic control unit (ECU) for various vehicle control systems including engine, transmission, antilock brake system (ABS), airbag system (SRS).

Getting Started

Ensure a communication link is established between the test vehicle and the Display Tablet via the main cable.

Vehicle Menu Layout

When the tablet is properly connected to the vehicle, the platform is ready to start vehicle diagnosis. Tap on the **Diagnostics** application button on the MaxiPRO MP808 Job Menu to access the Vehicle menu.



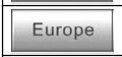
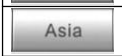
Figure 4-1 ***Sample Vehicle Menu***

1. Top Toolbar Buttons
2. Vehicle Manufacturer Buttons

Top Toolbar Buttons

The operations of the toolbar buttons at the top of the screen are listed and described in the table below:

Table 4-1 ***Top Toolbar Buttons***

Button	Name	Description
	**Home**	Returns to the MaxiPRO Job Menu.
	**VIN Scan**	Provides a fast way to identify the test vehicle. See *Auto VIN Scan* on page 16 for details.
	**All**	Displays all the vehicle makes in the vehicle menu.
	**History**	Displays the stored test vehicle history records. See *Vehicle History* on page 58.
	**USA**	Displays the USA vehicle menu.
	**Europe**	Displays the European vehicle menu.
	**Asia**	Displays the Asian vehicle menu.
	**Search**	Searches for a specific vehicle make.
	**Cancel**	Exits the search screen or cancels an operation.

Vehicle Manufacturer Buttons

To begin, select the manufacture button of the test vehicle, followed by the vehicle model and year.

Vehicle Identification

The MaxiPRO diagnostic system supports four methods for Vehicle Identification.

1. Auto VIN Scan
2. Manual VIN Input
3. Automatic Selection

4. Manual Selection

Auto VIN Scan

The MaxiCheck diagnostic system features the latest VIN-based Auto VIN Scan function to identify vehicles and scan all the diagnosable ECUs and run diagnostics on the selected system. This function is compatible with 2006 and newer vehicles.

➢ **To perform Auto VIN Scan**

1. Tap the **Diagnostics** application button from the MaxiPRO Job Menu. The Vehicle Menu displays.
2. Tap the **VIN Scan** button on the top toolbar to open the dropdown list.



Figure 4-2 ***Sample Auto VIN Screen***

3. Select **Auto Detect**. Once the test vehicle is identified, the screen will display the vehicle VIN. Tap **OK** at the bottom right to confirm the vehicle VIN. If the VIN does not match with the test vehicle's VIN, enter VIN manually or tap **Read** to acquire VIN again.



Figure 4-3 ***Sample Auto Detect Screen***

4. Tap OK to confirm the vehicle profile or **NO** if the information is not correct.

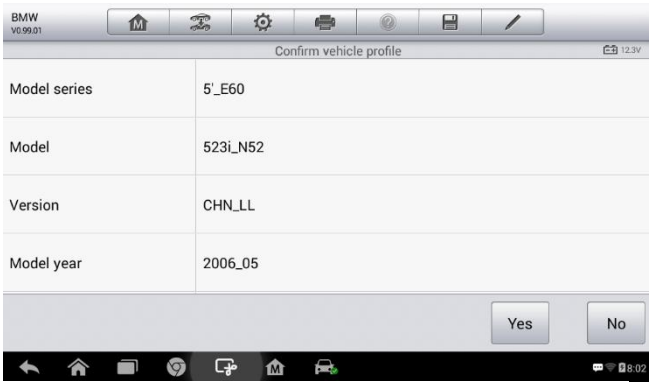


Figure 4-4 ***Sample Vehicle Profile Screen***

5. The tool establishes communication with the vehicle and reads the control unit information. Choose **Auto Scan** to scan all the test vehicles' available systems or tap **Control Unit** to access a specific system to diagnose.

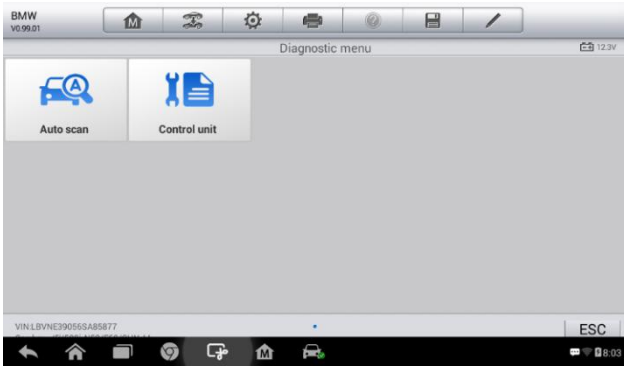


Figure 4- 5 ***Sample Diagnostic Screen***

Manual VIN Input

For vehicles not supporting the Auto VIN Scan function, you may manually enter the vehicle VIN.

➢ **To perform Manual VIN Input**

1. Tap the **Diagnostics** application button from the MaxiPRO Job Menu. The Vehicle Menu displays.
2. Tap the **VIN Scan** button on the top toolbar to open the dropdown list.
3. Select **Manual Input**.



Figure 4-6 ***Sample Manual VIN Input Screen***

4. Tap the input box and enter the correct VIN.
5. Tap **Done**. Once the vehicle is identified, the Vehicle Diagnostics screen displays.
6. Tap **Cancel** to exit Manual Input.

Automatic Selection

The Auto VIN Scan can be selected after selecting the test vehicle

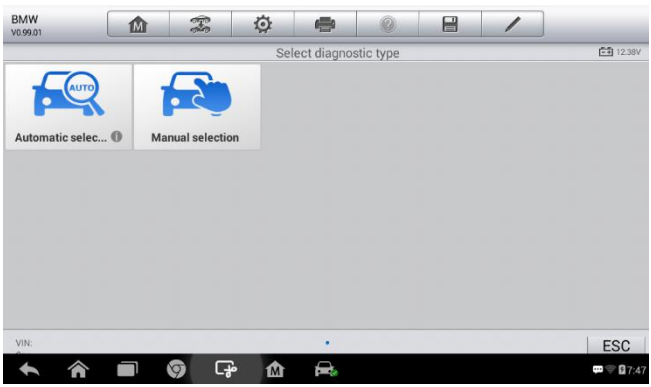


Figure 4-7 ***Sample Selection Screen***

manufacturer.

➢ **To perform Automatic Selection**

1. Tap the **Diagnostics** application button from the MaxiPRO Job Menu. The Vehicle Menu displays.
2. Tap the manufacturer button of the test vehicle.
3. Tap **Automatic Selection** and the VIN information will be acquired automatically. Follow the on-screen instruction to display the diagnostic screen.

Manual Selection

When the vehicle's VIN is not automatically retrievable through the vehicle's ECU, or the specific VIN is unknown, the vehicle can be manually selected.

This mode of vehicle selection is menu driven, repeat the first two steps from the automatic selection operation and tap **Manual Selection**. Through a series of on-screen prompts and selections, the test vehicle is chosen. If needed, press the **Back** button at the bottom right corner of the screen to return to previous screen.

Navigation

Navigating the Diagnostics interface and selecting test are discussed in this section.

Diagnostics Screen Layout



Figure 4- 8 ***Sample Diagnostics Screen***

The diagnostic screens typically include four sections.

1. Diagnostics Toolbar
2. Status Information Bar
3. Main Section
4. Functional Buttons

Diagnostics Toolbar

The Diagnostics Toolbar contains a number of buttons such as print and save. The table below provides a brief description of the operations of the Diagnostics Toolbar buttons.

Table 4- 2 ***Diagnostics Toolbar Buttons***

Button	Name	Description
	**Home**	Returns to the MaxiPRO Job Menu.

Button	Name	Description
	**Vehicle Swap**	Exits the service session of the currently identified test vehicle and returns to the vehicle menu screen.
	**Settings**	Opens the settings screen. See *Settings* on page 70 for details.
	**Print**	Prints a copy of the displayed data. See *Tap the* **Home** button on the top left corner to return to the MaxiCheck Job Menu, or tap another setting to adjust. Printing Setting on page 71 for details.
	**Help**	Displays operations instructions or tips.
	**Save**	Saves the current page. See *Data Manager* on page 65 for details.
	**Data Logging**	Records the communication data and ECU information of the test vehicle. See *Data Logging* on page 85 for details.

➢ **To print data in Diagnostics**

1. Tap the **Diagnostics** application button from the MaxiPRO Job Menu. The **Print** button on the diagnostic toolbar is available throughout the Diagnostics operations.
2. Tap **Print**. A drop-down menu displays. Tap **Print This Page** to print a screen shot copy of the current screen.
3. A temporary file will be created and sent to the connected computer for printing.
4. When the file is transferred successfully, a confirmation message displays.

➢ **To submit Data Logging reports in Diagnostics**

1. Tap the **Diagnostics** application button from the MaxiPRO Job Menu. The **Data Logging** button on the diagnostic toolbar is available throughout the Diagnostics operations.
2. Tap the **Data Logging** button. The button displays blue during the active recording process.

3. Tap the **Data Logging** button again to end recording. A submission form will display for inputting of the report information.
4. Tap the **Send** button to submit the report form via the Internet. A confirmation message displays when the report has been successful sent.

Status Information Bar

The Status Information Bar at the top of the Main Section displays the following items:

1. Menu Title – displays the menu heading of the Main Section.
2. Voltage Icon –displays the vehicle's voltage status.

Main Section

The Main Section of the screen varies depending on the stage of operations. The Main Section can display vehicle identification selections, the main menu, test data, messages, instructions, and other diagnostic information.

Functional Buttons

The displayed Functional Buttons vary depending on the stage of operations. Functional Buttons can be used to navigate menus, to save or clear diagnostic data, to exit scanning and to perform a number of other control functions. The use of these buttons will be discussed in detail in the following sections of the corresponding test operations.

Screen Messages

Screen messages appear when additional input is needed before proceeding. There are three main types of on-screen messages: Confirmation, Warning, and Error.

Confirmation Messages

This type of messages usually displays as an "Information" screen, to inform the user that a selected action cannot be reversed or when an action has been initiated and confirmation is needed to continue.

When a user-response is not required to continue, the message displays briefly.

Warning Messages

This type of messages displays a warning that a selected action may result in an irreversible change or loss of data. An example of this type of message is the “Erase Codes” message.

Error Messages

Error messages display when a system or procedural error has occurred. Examples of possible errors include a disconnection or communication interruption.

Making Selections

The Diagnostics application is a menu driven program that presents a series of choices. As a selection is made, the next menu in the series displays. Each selection narrows the focus and leads to the desired test. Tap the screen to make menu selections.

Main Menu

The Diagnostics application enables a data link to the electronic control system of the test vehicle for vehicle diagnosis. The application performs functional tests, retrieves vehicle diagnostic information such as trouble and event codes and live data from various vehicle control systems such as engine, transmission, ABS.

The Vehicle Diagnostics screen has two main options:

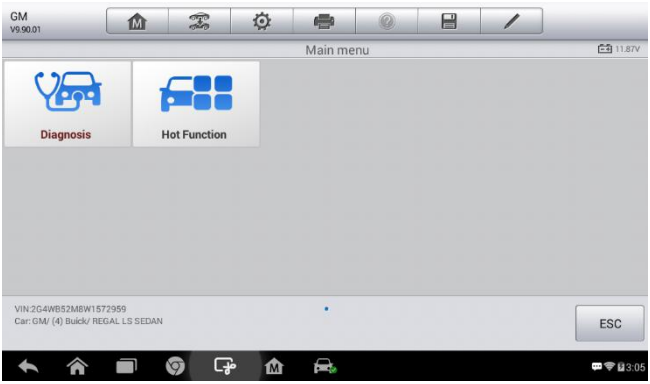


Figure 4-9 *Sample Main Menu*

1. Diagnosis – a comprehensive section which includes all available functions: reading, clearing, saving and printing diagnostic information, as well as performing active tests and special functions.
2. Hot Function – a separate section designed to perform vehicle scheduled service and maintenMance, such as to reset the service lights and perform calibration for various systems.

After a selection is made and the tablet establishes communication with the vehicle, the corresponding function menu or selection menu displays.

Diagnosis

There are two options available when accessing the Diagnosis section:

1. Auto Scan – starts auto scanning for all the available systems on the vehicle.
2. Control Units – displays a selection menu of all available control units of the test vehicle.

Auto Scan

The Auto Scan function performs a comprehensive scanning over all the ECUs in the vehicle's ECU to locate systems faults and retrieve DTCs. An

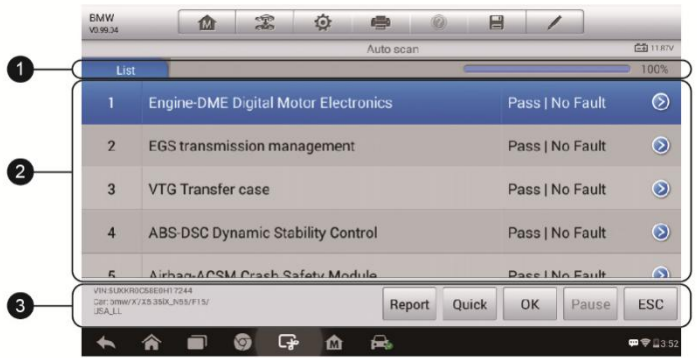


Figure 4- 10 ***Sample Auto Scan Operation Screen***

example of Auto Scan interface is pictured as below:

1. Navigation Bar
2. Main Section
3. Functional Buttons

Navigation Bar

List Tab – displays the scanned data in list format.

Progress Bar – indicates the test progress.

Main Section

Column 1 – displays the sequence numbers.

Column 2 – displays the scanned systems.

Column 3 –displays the diagnostic indicators describing test results:

These indicators are defined as follows:

- ✧ **-!-**: Indicates that the scanned system may not support the code reading function, or there is a communication error between the Display Tablet and the control system.
- ✧ **-?-**: Indicates that the vehicle control system has been detected, but

the Display Tablet cannot accurately locate it.

- ✧ **Fault(s) | #**: Fault(s) indicates there is/are detected fault code(s) present; "#" indicates the number of the detected faults.
- ✧ **Pass | No Fault**: Indicates the system has passed the scanning process and no fault has been detected.

Column 4 – to perform further diagnosis or testing on a specific system item, tap the ⊳ button to the right of that item. A Function Menu screen will display.

Functional Buttons

A brief description of the Auto Scan's Functional Buttons' operations are displayed in the table below.

Table 4-3 Functional Buttons in Auto Scan

Name	Description
Report	Displays the diagnostic data in the report form.
Quick Erase	Deletes codes. A warning message screen will display to inform you of possible data loss when this function is selected.
OK	Confirms the test result. Continues to the system diagnosis after required system is selected by tapping the item in the Main Section.
Pause	Suspends scanning and it will change to **Continue** button after tapping.
Save	Saves the diagnostic session as a history record.
ESC	Returns to the previous screen or exits Auto Scan.

Control Units

Manually locate a required control system for testing through a series of choices. Follow the menu driven procedures and make proper selections; the application guides the user to the proper diagnostic function menu

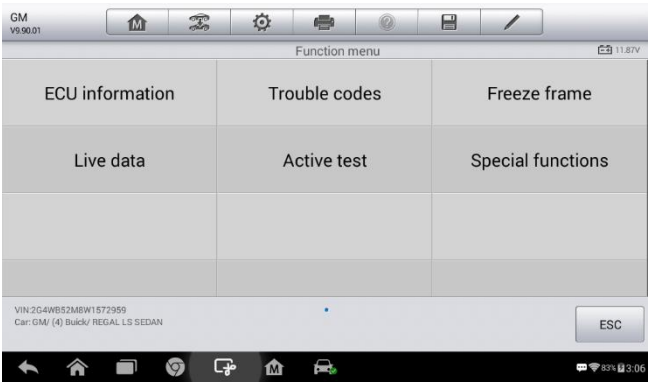


Figure 4- 11 ***Sample Function Menu***

based on selections.

The Function Menu options vary slightly for different vehicles. The function menu may include:

- ECU Information – provides the retrieved ECU information in detail. An information screen opens upon selection.
- Trouble Codes – includes **Read codes** and **Erase codes** functions. Displays detailed information of DTC records retrieved from the test vehicle's ECU and erases DTC records and other data from the test vehicle's ECU.
- Freeze Frame – displays the freeze frame data of the DTCs.
- Live Data – retrieves and displays live data and parameters from the test vehicle's ECU.
- Active Test – provides specific subsystem and component tests. This selection may appear as **Actuators**, **Actuator Test**, or **Function Tests**, etc., and the tests options vary depending on the manufacturer and model.

NOTE

Toolbar functions such as saving and printing of the test results can be performed throughout diagnostic testing. Data logging and access to help information are also available.

➢ **To perform a diagnostic function**

1. Establish communication with the test vehicle.
2. Identify the test vehicle by selecting from the menu options.
3. Select the **Diagnosis** section.
4. Locate the required system for testing by **Auto Scan** or through menu driven selections in **Control Units**.
5. Select the desired diagnostic function from the **Function Menu**.

ECU Information

This function retrieves and displays the specific information for the tested control unit, including unit type, version numbers and other specifications.

The sample ECU Information screen displays as below:

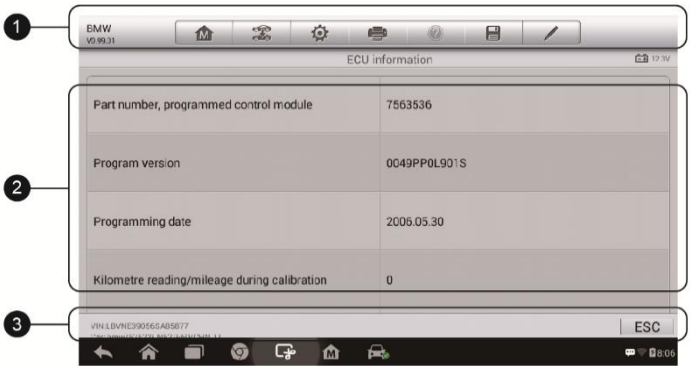


Figure 4-12 ***Sample ECU Information Screen***

1. Diagnostics Toolbar Buttons – see *Table 4-2 Diagnostics Toolbar Buttons* on page 21 for detailed descriptions of the operations for each button.
2. Main Section – the left column displays the item names; the right column shows the specifications or descriptions.

3. Functional Button – **ESC** (or **Back**) button is available; tap it to exit after viewing.

Read Codes

This function retrieves and displays the DTCs from the vehicle's control system. The Read Codes screen varies for each vehicle being tested. On some vehicles, freeze frame data can also be retrieved for viewing. The

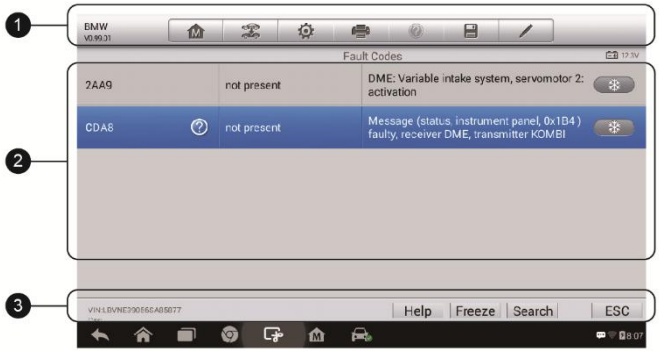


Figure 4-13 ***Sample Read Codes Screen***

sample Read Codes screen displays as below:

1. Diagnostics Toolbar Buttons – see *Table 4-2 Diagnostics Toolbar Buttons* on page 21 for detailed descriptions of the operations for each button.
2. Main Section
   - Code Column – displays the retrieved codes from the vehicle.
   - Status Column – indicates the status of the retrieved codes.
   - Description Column – detailed descriptions for the retrieved codes.
   - Snowflake Icon – only displays when freeze frame data is available for viewing; selecting this icon will display a data screen, which looks and behaves similar to the Read Codes screen.
3. Functional Button
   - Help – tap to view fault code information, including fault description, condition for fault identification and driver information.
   - Freeze frame – tap to view the freeze frame.

- Search – tap to search for the fault code related information on Google.
- ESC – tap to return to the previous screen or exit the function.

Erase Codes

After reading the retrieved codes and making appropriate vehicle repairs, use this function to erase vehicle codes.

➢ **To erase codes**

1. Tap **Erase Codes** from the Function Menu.
2. A warning message displays to advise of data loss if this function is completed.
   a) Tap **Yes** to continue. A confirming screen displays when the operation is successfully done.
   b) Tap **No** to exit.
3. Tap **ESC** on the confirming screen to exit Erase Codes.
4. Perform the Read Codes function again to check if codes have been erased successfully.

Live Data

When this function is selected, the screen displays the data list for the selected module. The items available for any control module vary by vehicle. The parameters display in the order that they are transmitted by the ECM, so expect variation between vehicles.

Gesture scrolling allows for quick movement through data list. Using one or two fingers, simply swipe the screen up or down to locate the data you want. The figure below shows a typical Live Data screen:

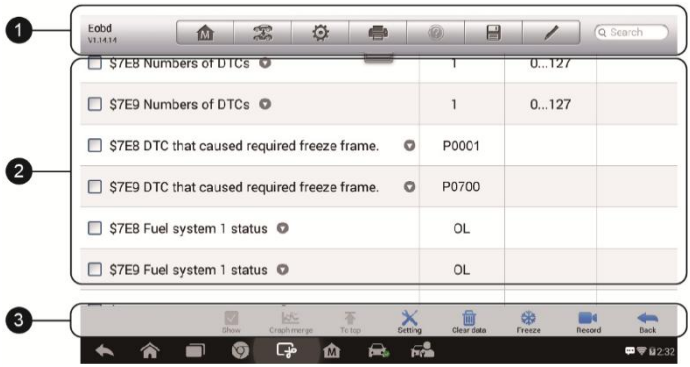


Figure 4- 14 *Sample Live Data Screen*

1. Diagnostics Toolbar Buttons – tap the drop-down button at the top center of the screen and the toolbar buttons will display. See *Table 4- 2 Diagnostics Toolbar Buttons* on page 21 for detailed descriptions of the operations for each button.
2. Main Section
   - Name Column – displays the parameter names.
     a) Check Box – tap the check box on the left side of the parameter name to make item selection. Tap the check box again to deselect the item.
     b) Drop-down Button – tap the drop-down button on the right side of the parameter name opens a submenu, providing data display mode options.
   - Value Column – displays the values of the parameter items.
   - Unit Column – displays the unit for the parameters.
     ➢ To change the unit mode, tap the Setting button on the top toolbar and select a required mode. See Unit on page 70 for more information.

Display Mode

There are four types of display modes available for data viewing. Select the proper mode for the diagnostic purpose.

Tap the drop-down button on the right side of the parameter name to open a sub menu. There are four buttons to configure the data display

mode, and one Help button on the right for access to additional information.

Each parameter item displays the selected mode independently.

1) Analog Gauge Mode – displays the parameters in the form of an analog meter graph.
2) Text Mode – this is the default mode which displays the parameters text, displaying in list format.

NOTE

Status parameters, such as a switch reading, can primarily be viewed in text form such as ON, OFF, ACTIVE, and ABORT. Whereas, value parameter, such as a sensor reading, can be displayed in text mode and additional graph modes.

3) Waveform Graph Mode – displays the parameters in waveform graphs.

When this mode is selected, three control buttons display on the right side of the parameter item for manipulation of display status.

- Text Button – resumes Text Display Mode.
- Scale Button – changes the scale values that are displayed below the waveform graph. There are four scales available: x1, x2, x4 and x8.
- Zoom-in Button – tap to display the selected data graph in full screen.
  - ✧ Edit Button – tap this button to open an edit window, on which you can set the waveform color and the line thickness displayed for the selected parameter item.
  - ✧ Scale Button - changes the scale values, which are displayed below the waveform graph. There are four scales available: x1, x2, x4 and x8.
  - ✧ Zoom-out Button – exits full screen display.

4) Digital Gauge Mode – displays the parameters in form of a digital gauge graph.

Full Screen Display – this option is only available in the waveform graph mode, and primarily in Graph Merge status for data comparison.

Under this mode, there are three control buttons available on the top right side of the screen.

➢ **To edit the waveform color and line thickness in a data graph**

1. Select 1 to 3 parameter items to display in Waveform Graph mode.
2. Tap the **Zoom-in Button** on the right to display the data graph in full screen.
3. Select a parameter item on the left column.
4. Select a desired sample color from the middle column.
5. Select a desired sample line thickness from the right column.
6. Repeat step 3-5 to edit the waveform for each parameter item.
7. Tap **Done** to save the setting and exit, or tap **Cancel** to exit without saving.

3. Functional Buttons

The operations of available functional buttons on Live Data screen are described below:

Back – returns to previous screen or exits the function.

Record – starts recording the retrieved live data; the recorded data is then stored as a video clip in the Data Manager application for future review. This function can be triggered automatically at preset threshold value or values may be set manually. The triggering mode and record duration can be configured in the Setting mode of Live Data.

Freeze frame – displays the retrieved data in freeze frame mode.

- Previous Frame – displays previous frame of the freeze data.
- Next Frame – advances to the next frame in the freeze data.

Clear Data – clears all previously retrieved parameter values at a cutting point.

To Top – moves a selected data item to the top of the list.

Graph Merge – tap this button to merge selected data graphs (for Waveform Graph Mode only). This function is useful for comparison between different parameters.

NOTE

In this mode, Graph Merge can only display up to three parameter items.

➢ To cancel Graph Merge mode, tap the drop-down button on the right side of the parameter name, and select a data display mode.

Show – tap this option to switch between the two options; one displays the selected parameter items, the other displays all the available items.

Setting – tap this button to access setting menu to set the trigger mode, recording duration and threshold values for data recording, and define

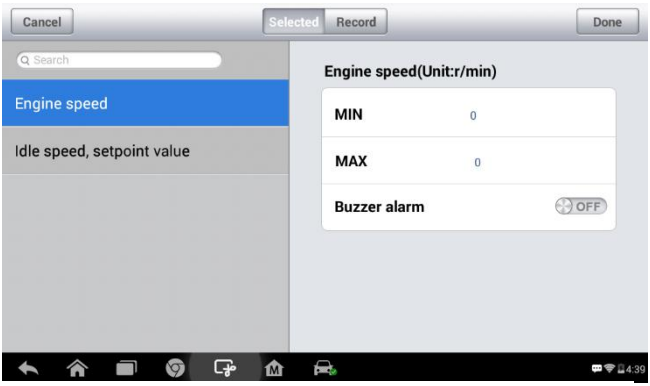


Figure 4- 15 ***Sample Setting Mode in Live Data***

other control settings.

There are four navigation buttons on top of the **Setting** mode screen.

- Selected Button – displays the configuration screen to set the threshold values, an upper limit and a lower limit, for triggering the buzzer alarm. This function is only applied to the Waveform Graph display mode.
  a) MIN – tap to display virtual keyboard and enter the required lower limit value.
  b) MAX – tap to display virtual keyboard and enter the required upper limit value.
  c) Buzzer Alarm – switches the alarm on and off. The alarm function makes a beep sound as a reminder whenever the data reading reaches the preset minimum or maximum point.

➢ **To set threshold limits for the parameter values**

1. Tap the **Setting** functional button at the bottom of the Live Data screen.

2. Tap the **Selected** navigation button.
3. Select a parameter item on the left column or enter the item name in the Search bar.
4. Tap on the right side of the **MIN** button and enter the required minimum value.
5. Tap on the right side of the **MAX** button and enter the required maximum value.
6. Tap the **ON/OFF** button on the right side of the Buzzer Alarm button to turn it on or off.
7. Tap **Done** to save the setting and return to the Live Data screen; or tap **Cancel** to exit without saving.

If the threshold limits are successfully set, two horizontal lines will display on each of the data graphs (when Waveform Graph Mode is applied) to indicate the alarm point. The threshold lines are displayed in different colors from the waveform of the parameters.

- Record Button – displays the configuration screen for Record Setting, to set the trigger type, duration and trigger point for the data recording function.
  a) Trigger Type – sets the trigger mode for data recording, Manual and Auto. There are four options available:
     1) Manual – manually start and stop data recording.
     2) DTC – auto triggers data recording when any DTC is detected.
     3) DTC Check Mode – auto triggers data recording when certain pre-selected DTC types are detected.
     4) Parameter – auto triggers data recording when any parameter value reaches the preset threshold.
  b) Duration – sets the recording time (for Auto trigger mode only).
  c) Trigger Point – reserves a relative percentage of a record length before the data recording start point for reference (for Auto trigger mode only).

➢ **To perform setting for live data record**

1. Tap the **Setting** functional button at the bottom of the Live Data screen.
2. Tap the **Record** navigation button.

3. Tap the ⓢ button on the right of **Trigger Type** bar and select the required trigger mode.
4. Tap the ⓢ button on the right of **Duration** bar and select a length of time.
5. Tap the ⓢ button on the right of **Trigger Point** bar and select a relative percentage of a record length to be reserved before the data recording start point.
6. Tap **Done** to save the setting and return to the Live Data screen; or tap **Cancel** to cancel without saving and exit Setting.

- Done Button – confirms and saves the setting, and returns to the Live Data screen.
- Cancel Button – cancels the setting operation and returns to the Live Data screen.

Active Test

The Active Test function is used to access vehicle-specific subsystem and component tests. Available tests vary depending on the manufacturer, year, and model, and only the available tests display in the menu.

During an active test, the tester outputs commands to the ECU in order to drive the actuators. This test determines the integrity of the system or parts by reading the engine ECU data, or by monitoring the operation of the actuators, such as switching a solenoid, relay, or switch between two operating states.

Selecting Active Test opens a menu of test options that varies by make and model. Selecting a menu option activates the test. Follow on-screen instructions while performing tests. The content and pattern of the on-screen information vary according to the type of test being performed. Some toggle and variable control tests display Active Test Controls at the top of the screen with data stream information below, or vice versa.

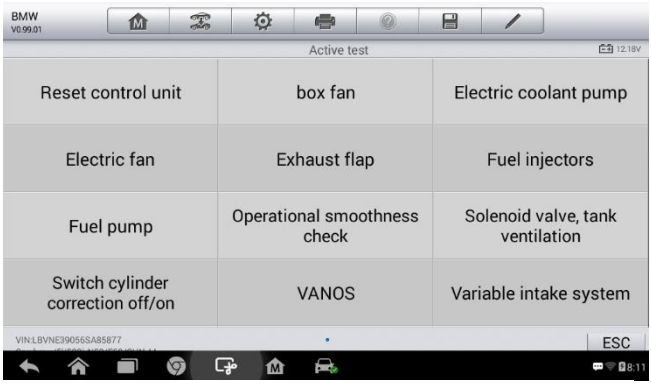


Figure 4- 16 ***Sample Active Test Screen***

The functional buttons at the lower right corner of the Active Test screen manipulate the test signals. The operational instructions are displayed on the main section of the test screen. Simply follow the on-screen instructions and make appropriate selections to complete the tests. Each time when an operation is successfully executed, message such as “Command Finished”, “Activation Successful”, or something similar displays.

Tap the **ESC** functional button to exit the test when finished.

Special Functions

These functions perform various component adaptations, allowing you to recalibrate or configure certain components after making repairs or replacement.

The main menu displays the supported special functions for the test vehicle. Follow the on-screen instructions to complete the desired function. When the operation is done, an execution status message such as Completed, Finished or Successful, displays. Tap the **ESC** button to exit the function.

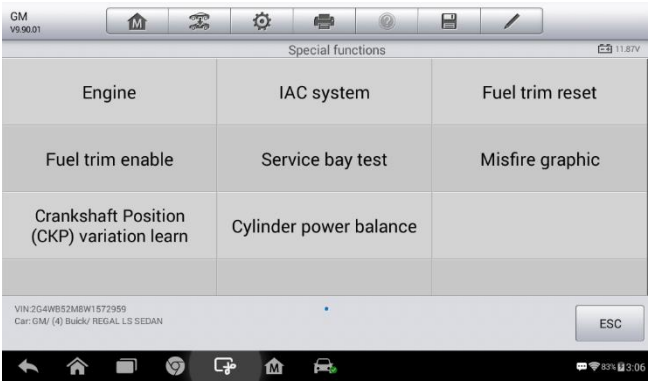


Figure 4- 17 ***Sample Special Functions Screen***

Hot Functions

The Service section is specially designed to provide you with quick access to the vehicle systems for various scheduled service and maintenance performances. The typical service operation screen is a series of menu driven executive commands. By following the on-screen instructions to select appropriate execution options, enter correct values or data, and perform necessary actions, the system will guide you through the complete performance for various service operations.

The most commonly performed service functions include:

- Oil Reset Service
- TPMS Programming Service
- EPB Service
- ABS/SRS Services
- SAS Calibration Service
- DPF Regeneration Service

Oil Reset Service

This function allows you to perform reset for the Engine Oil Life system, which calculates an optimal oil life change interval depending on the vehicle driving conditions and climate. The Oil Life Reminder must be reset every

time the oil is changed, so the system can calculate when the next oil change is required.

Tire Pressure Monitor System (TPMS) Service

This function allows you to quickly look up the tire sensor IDs from the vehicle's ECU, as well as to perform TPMS programming and reset procedures after tire sensors are replaced.

Electric Parking Brake (EPB) Service

This function has a multitude of usages to maintain the electronic braking system safely and effectively. The applications include deactivating and activating the brake control system, assisting with brake fluid control, opening and closing brake pads, and setting brakes after disc or pad replacement, etc.

ABS/SRS Services

This function allows you to perform various bi-directional tests to check the operating conditions of both the Anti-lock Braking System and the Supplemental Restraint System, such as Automated Bleeding, Pump Motor Test, and checking Module information, etc.

Steering Angle Sensor (SAS) Service

This service function allows you to perform calibration for the Steering Angle Sensor, which permanently stores the current steering wheel position as the straight-ahead position in the steering angle sensor EEPROM. On successful completion of the calibration, the steering angle sensor fault memory is automatically cleared.

DPF Regeneration Service

The Diesel Particulate Filter service function performs the regeneration procedure which is the DPF cleaning operation to clear the blockage through continuous burning of the particulate matter captured in the DPF filter. If the DPF light on the vehicle comes on and you successfully

complete a DPF regeneration cycle, you will notice that the DPF light will automatically turn off.

Generic OBD II Operations

A fast-access option for OBD II/EOBD vehicle diagnosis is available on the Vehicle Menu screen. This option presents a quick way to check for DTCs, isolate the cause of an illuminated malfunction indicator lamp (MIL), check monitor status prior to emissions certification testing, verify repairs, and perform a number of other services that are emissions-related. The OBD direct access option is also used for testing OBD II/EOBD compliant vehicles that are not included in the Diagnostics database.

The diagnostics toolbar buttons at the top of the screen function the same as those available for specific vehicle diagnostics. See *Table 4-2 Diagnostics Toolbar Buttons* on page 21 for details.

General Procedure

➢ **To access the OBD II/EOBD diagnostics functions**

1. Tap the **Diagnostics** application button from the MaxiPRO Job Menu. The Vehicle Menu displays.
2. Tap the **EOBD** button. There are two options to establish communication with the vehicle.
   - Auto Scan – when this option is selected, the diagnostic tool attempts to establish communication using each protocol in order to determine the one from which the vehicle is broadcasting.
   - Protocol – when this option is selected, the screen opens a sub menu listing various protocols. A communication protocol is a standardized way of data communication between an ECM and a diagnostic tool. Global OBD may use several different communication protocols.
3. Select a specific protocol under the **Protocol** option. Wait for the OBD II Diagnostic Menu to display.

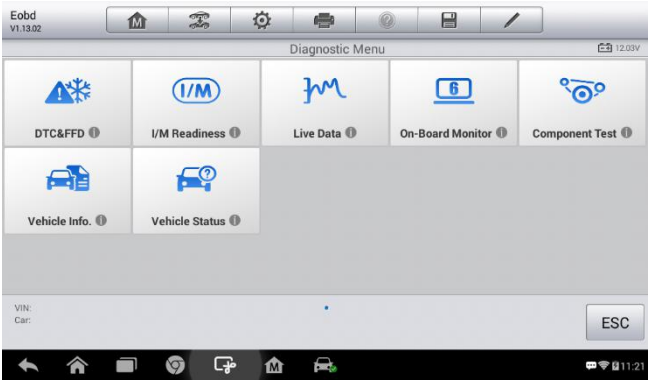


Figure 4-18 ***Sample OBD II Diagnostic Menu***

NOTE

Tapping the ⓘ button displayed beside the function name to an information bubble with additional function information.

4. Select a function option to continue.
   - **DTC & FFD**
   - **I/M Readiness**
   - **Live Data**
   - **O2 Sensor Monitor**
   - **On-Board Monitor**
   - **Component Test**
   - **Vehicle Information**
   - **Vehicle Status**

NOTE

Not all functions are supported by all vehicles.

Function Descriptions

This section describes the various functions of each diagnostic option:

DTC & FFD

When this function is selected, the screen displays a list of Stored and Pending Codes. A snowflake button will display on the right side of the DTC item when the Freeze Frame data is available for viewing. Tap **Clear DTC**

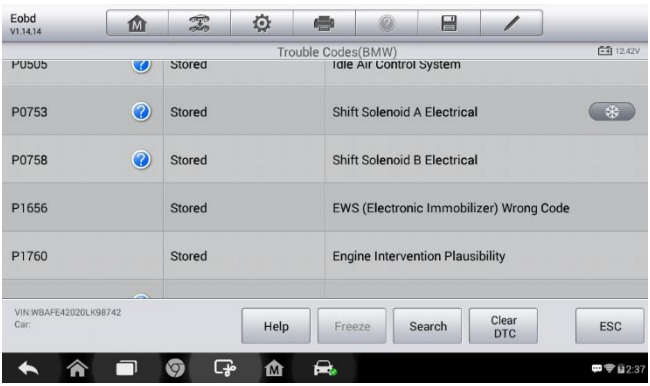


Figure 4- 19 ***Sample DTC & FFD Screen***

to erase codes.

- **Stored Codes**

  Stored codes are the current emission-related DTCs from the ECM of the vehicle. OBD II/EOBD Codes have a priority according to their emission severity with higher priority codes overwriting lower priority codes. The priority of the code determines the illumination of the MIL and the codes erase procedure. Manufacturers rank codes differently, so expect to see differences between makes.

- **Pending Codes**

  These are codes that were generated during the last drive cycle, but before the DTC actually sets, two or more consecutive drive cycles are needed. The intended use of this service is to assist the service technician after a vehicle repair and after clearing diagnostic information, by reporting test results after a driving cycle.

  a) If a test failed during the drive cycle, the DTC associated with that test is reported. If the pending fault does not occur again within 40 to 80 warm-up cycles, the fault is automatically cleared from

memory.

b) Test results reported by this service do not necessarily indicate a faulty component or system. If test results indicate another failure after additional driving, then a DTC is set to indicate a faulty component or system and the MIL is illuminated.

- **Freeze Frame**

  Typically, the stored frame is the last DTC that occurred. Certain DTCs that have a greater impact on vehicle emission, have a higher priority. In these cases, the top prioritized DTC is the one for which the freeze frame records are retained. Freeze frame data includes a “snapshot” of critical parameter values at the time the DTC is set.

- **Clear DTC**

  This option is used to clear all emission related diagnostic data, such as DTCs, freeze frame data, and manufacturer-specific enhanced data from the vehicle’s ECM.

  A confirmation screen displays when the clear codes option is selected to prevent accidental loss of data. Select **Yes** to continue or **No** to exit.

I/M Readiness

This function is used to check the readiness of the monitoring system. It is an excellent function to use prior to having a vehicle inspected for state emissions compliance. Select I/M Readiness to display a sub menu with two choices:

- Since DTCs Cleared – displays the status of monitors since the last time the DTCs are erased.
- This Driving Cycle – displays the status of monitors since the beginning of the current drive cycle.

Live Data

This function displays the real time PID data from ECU. Displayed data includes analog inputs and outputs, digital inputs and outputs, and system status information broadcast on the vehicle data stream.

Live data can be displayed in various modes, see *Live Data* on page 31 for detailed information.

O2 Sensor Monitor

This option allows retrieval and viewing of O2 sensor monitor test results for the most recently performed tests from the vehicle's on-board computer.

The O2 Sensor Monitor test function is not supported by vehicles which communicate using a controller area network (CAN). For O2 Sensor Monitor tests results of CAN-equipped vehicles, refer to *On-Board Monitor*.

On-Board Monitor

Use this option to view the results of On-Board Monitor tests. The tests are useful after servicing or after erasing a vehicle's control module memory.

Component Test

This service enables bi-directional control of the ECM so that the diagnostic tool is able to transmit control commands to operate the vehicle systems. This function is useful in determining whether the ECM responds to a command well.

Vehicle Information

The option displays the vehicle identification number (VIN), the calibration identification, and the calibration verification number (CVN), and other information of the test vehicle.

Vehicle Status

This option is used to check the current condition of the vehicle, including communication protocols of OBD II modules, retrieved codes amount, status of the Malfunction Indicator Light (MIL), and other additional information.

Exiting Diagnostics

The Diagnostics application remains open as long as there is an active communication with the vehicle. You must exit the diagnostics operation to stop all communications with the vehicle before closing the Diagnostics application.

NOTE

Damage to the vehicle electronic control module (ECM) may occur if communication is disrupted. Make sure all connections, such as USB cable and wireless connection, are properly connected at all times during testing. Exit all tests before disconnecting the test connection or powering down the tool.

➢ **To exit the Diagnostics application**

1. From an active diagnostic screen, tap the **Back** or **ESC** functional button to exit a diagnostic session step-by-step.
2. Or tap the **Vehicle Swap** button on the diagnostics toolbar to return to the Vehicle Menu screen.
3. From the Vehicle Menu screen, tap the **Home** button on the top toolbar; or tap the **Back** button on the navigation bar at the bottom of the screen.
4. Or tap the **Home** button on the diagnostics toolbar to exit the application directly and go back to the MaxiPRO Job Menu.

Now, the Diagnostics application is no longer communicating with the vehicle and it is safe to open other MaxiPRO applications or exit the MaxiPRO Diagnostic System and return to the Android System's Home screen.

5 MaxiFix

The MaxiFix application launches the on-line troubleshooter database, which not only provides you virtually all common diagnostic trouble code (DTC) database for most vehicles, but also serves as a forum allowing you to network with other MaxiCheck users, and gives you access to a vast database of repair and diagnostic tips along with proven filed fixes.

While the MaxiFix database keeps growing with daily troubleshooting resources and the advisory reports from the MaxiCheck users from all over the world.

Information in the MaxiFix database is organized into a series of diagnostic tips that are designed to quickly lead you to the root cause of a particular problem on the test vehicle.

Navigation

You need to register the device to your online account before launching the

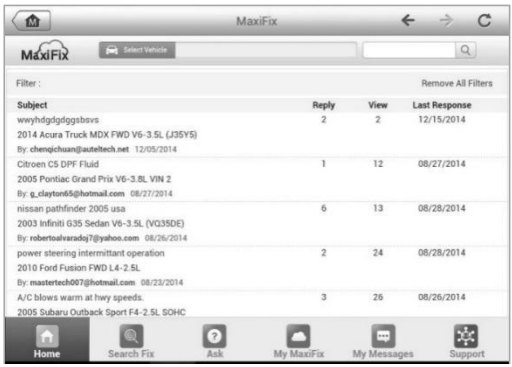


Figure 5-1 ***Sample MaxiFix Home Page***

MaxiFix platform, see *Product Registration* on page 81 for details.

The MaxiFix screen layout consists of 3 main areas:

1. The Header – the tool bar across the top of the screen which allows you to select vehicles and perform searches.
2. The Main Screen – located at the center of the screen displaying content based on the vehicle attributes and keywords specified. The tabs on the main screen vary in accordance with the section selected on the Navigation Menu, allowing you to switch between functions.
3. The Navigation Menu – the main menu at the bottom of the screen, which provides you access to different sections of MaxiFix.

The Header

The Header at the top of the screen features:

- A Select Vehicle button to open the vehicle identification window, and vehicle information bar, for example “2014 > Hyundai > Accord Coupe > L4-2.4L (K24W1)”.
- A search field to find relevant information by entering keywords, codes, or problems.

Select Vehicle Button

The **Select Vehicle** button on the Header allows you to specify the vehicle which you want to research on MaxiFix, by selecting each of the vehicle attribute from a sequence of option lists. This feature helps to filter out the searches that allow only the information that applies to the identified vehicle to display.

NOTE
All attributes must be specified to make a complete vehicle selection for the most efficient search results.

➢ **To select a vehicle**

Follow the procedure below to select a vehicle:

1. If you haven’t already done so, click the **Select Vehicle** button on the Header.
2. Select the **year** of the vehicle from the list.
3. Select the **make** of the vehicle from the list.
4. Select the **model** of the vehicle from the list.

5. Select the **submodel** of the vehicle from the list.
6. Select the **engine** of the vehicle from the list.

After completing the vehicle selection procedure, the identified vehicle is shown on the Header.

Terminology

MaxiFix Tip

A MaxiFix Tip provides practical information of real fix of a specific vehicle repair issue with detailed descriptions. It is combined with proven fix and vehicle specific data, and filed into an all-in-one information source to provide you with quick and easy repair solutions.

On MaxiFix community you can find Tips or share your own Tip with the community.

➢ **To search for a MaxiFix Tip**

1. Select a Vehicle:
   a) Click the **Select Vehicle** button on the Header at the top of the page.
   b) Select the **year** of the vehicle from the list.
   c) Select the **make** of the vehicle from the list.
   d) Select the **model** of the vehicle from the list.
   e) Select the **submodel** of the vehicle from the list.
   f) Select the **engine** of the vehicle from the list.

   After completing the vehicle selection procedure, the identified vehicle is shown on the Header.

2. Enter a Search Term

   MaxiFix has an exclusive one-stop lookup that helps you find all of MaxiFix resources by one click. Simply enter a search term into the search bar on the Header to begin the search.

3. Proven Results!

   The powerful MaxiFix database gives you proven results! The typical MaxiFix Tips combine actual workshop fixes and data which may include:

a) OBD II Fault Codes description and reference – helps in diagnostic assessment by making clear the nature of an automotive problem so that beginner and advanced technicians can make effective repairs.

b) Real Fix Tips – provides repair tips from actual shop practices and are presented in an easy to understand Complaint, Cause, Correction format.

If you still can't find the information you want, you can ask the MaxiFix community for help by clicking **Ask** on the Navigation Menu at the bottom of the screen.

Adopted!

The **Adopted!** icon that displays at the top right side of a Tip page indicates that the related Tip has been adopted by at least 1 technician in the community. If a tip has helped you to solve a repair problem, you are encouraged to give an Adopted! count to the tip. Each member is allowed to click the **Adopted!** once for a tip, and each click will add 1 count to the total number of "Adopted!" The "Adopted!" count helps you easily identify which tips are really helpful for repairing vehicle issues. You can also post a comment about how the tip has helped you as reference to other members.

Operations

The Navigation Menu is at the bottom of the screen. Selecting the items on the Navigation Menu allows you to switch between the main sections on MaxiFix. These main sections include:

- Home – shows all questions and allows you to specify questions about one or multiple makes.
- Search Fix – allows you to search for information from all available resources on MaxiFix, including: Open Questions, Tips, and Real Fixes, and displays search results.
- Ask – allows you to ask a question in the community.
- My MaxiFix – shows all your posts including Questions and Fixes in the community, and allows you to view your personal profile, select your vehicle preference, and share your tips.
- My Messages – shows a list of message notifications which is relevant to your activities in the Question section.

- Support – opens the FAQ page, or a message box for contacting Customer Service by email.

Home

Home is the first option on the Navigation Menu at the bottom of the screen. Tapping it opens your MaxiFix home page. There is a list of questions posted on the community and you can scroll down the page to the bottom and view more questions by tapping **View More**. Click on any question and you will be linked to the detailed page in the Ask section.

You can configure your main screen to display questions only related to the vehicle makes you are interested in, by clicking the **Filter** button on the main page of Home, and select the desired vehicle makes. This filter can be canceled anytime by clicking the **Remove All Filters** button, and the default setting will be restored to display questions about all vehicle makes.

Search Fix

Search Fix, the second option on the Navigation Menu at the bottom of the screen, presents search results for the specified vehicle. Search results are listed in various categories:

- All – includes all search results, including related Questions, Tips, and Real Fixes to your search.
- Questions – presents a list of open Question discussed in the community that may be pertinent to your search.
- Tips – presents a list of Tips that directly correlate to your search criteria. Select a Tip from the list to open and review the complete Tip.
- Real Fixes – presents a list of Tips that have been collected from actual shop repair orders and are presented in an easy-to-understand Complaint, Cause, and Correction format.

Ask

Ask, the third option on the Navigation Menu at the bottom of the screen, allows you to ask a question about a particular vehicle repair issue in the community.

➢ **To ask a MaxiFix Question**

1. Click **Select Vehicle** on the Header to specify the vehicle you are asking about.
2. Click **Ask** on the Navigation Menu at the bottom of the screen to open the Ask page.
3. On the **Ask** page find **Ask for Help**, fill in the following sections to ask a question.

The Ask page has four sections:

- Subject – this is where you enter a brief subject for the question.
- My Question – ask a clear and concise question that you want to ask the community. Be sure to be descriptive and concise when asking your question.
- Problem Description – describe how the vehicle is behaving.
- Repair History – include any previous diagnostic tests that you performed, including the results of the tests. Also list any parts that were replaced during previous diagnostic work.

Tap the **Cancel** to cancel your question and return to the Ask page.

Tap the **Submit** to post your question to the community.

Tap the **Attach File** to include images or reference files with your question.

You are requested to select one Adopted Answer from all of the responses and then close the question. For details, please refer to *My Messages* on page 54.

My MaxiFix

My MaxiFix, the fourth option on the Navigation Menu at the bottom of the screen, opens your personal MaxiFix page. To access the features on My MaxiFix page you can select from the tabs:

- My Questions – opens a list with links to the opened questions that you have posted to the community.
- My Cases – opens a list with links to the closed questions and tips that you have contributed to the community.

- Marked Posts – opens a list with links to Tips and discussions that you are actively participating in.
- My Profile – allows you to view your Autel account information including: your Autel ID, personal information, MaxiFix score, phone number and register time, and edit your portrait.
- Vehicle Preference – used to set up a list of preferred vehicles. The preferred list allows you to limit the choices that are displayed on the **Select Vehicle** list to specific years and makes. Click **Set Year** or **Set Make** to set your preferred models. The preferred makes will also be displayed in the **Filter** option on the Home page.
- Share a Tip – allows you to share your personal repair experience with the community.

Click **My MaxiFix** on the Navigation Menu at the bottom of the screen to display all questions and tips that you have contributed to the community.

Create a Tip

A **Tip** is a concise and complete description of the fix for a particular vehicle repair issue.

➢ **To create a new MaxiFix Tip**

1. Select **My MaxiFix** from the Navigation Menu.
2. Select **Select Vehicle** from the Header and enter the identifying attributes of the vehicle you are writing the Tip about.
3. On the My MaxiFix page find **Share a Tip**; click this link to open the **My Tips** page.
4. Enter the Tip subject in the **Subject** field.
5. Compose your Tip in the **Description** field. Include as much information as possible, while keeping the information concise and to the point. A Tip should provide accurate information that is reader-friendly.

Use the **Cancel** button at the right-side bottom of the page to cancel your tip and return to the My MaxiFix page.

Or use the **Submit** button at the right-side bottom of the page to contribute your tip to the community.

Use the **Attach File** button at the left-side bottom of the page to include images or other supporting data with your question.

View Profile Information

You can view your personal profile by clicking on your account ID or **My Profile** in My MaxiFix section or edit portrait where applicable, and visit other community members' profile by clicking their portrait. Information included in your profile determines how you are presented to the community, and what type of information will be sent to you from the community.

My Messages

My Messages, the fifth option on the Navigation Menu at the bottom of the screen, shows a list of message notification which is relevant to your activities in the Question section. A notification icon will appear on the top-right corner of **My Messages** if there is any new or unread message in the Question section. The number on the notification icon indicates the total number of the new and unread messages. The displayed number will be reduced correspondingly after viewing. The message notification will appear under the following two conditions:

1. Your question or answer is replied by other MaxiFix community members.
2. Your answer is marked as the **Adopted!** by the MaxiFix community member who asked the question.

Tap **My Messages**, select and open the message you want to read from the list. If your problem is solved according to the reply, you should select one Adopted Answer and close the question. If your answer is marked as **Adopted!**, the prompt **Adopted! + 4** will be displayed permanently.

Tap **Clear** to delete all message notifications.

Select "Adopted Answers"

Members are requested to select one Adopted Answer from all of the responses on **My Messages** page before closing a question. The community members who provided the Adopted Answer are rewarded with scores for their contribution.

About Adopted Answer:

- Only one answer can be selected as “Adopted Answer”.
- Answers can only be rated by the MaxiFix member who asked the question.

Close a Question

When a repair question that you've posted to the community is resolved, you are encouraged to write down the case as a way to share a good solution. This will help the other MaxiFix members to find useful information for practical fix.

To close a question, you need to select the question’s response message from the message list on *My Messages* page first, then tap **Adopted Answer** and select **Close Question**. Tap the **Cancel** button to cancel your submission and return to My Messages page. It is strongly recommended to share your repair solutions before closing a question. Your question will be converted to a MaxiFix Community Tip after closing.

Score Rewarding System

1. A score of 4 is awarded if your answer is selected as the **Adopted Answer**.
2. A score of 3 is awarded when you close a question.
3. A score of 2 is awarded if your closed question is marked as **Adopted!** by no less than 20 community members.
4. A score of 1 is awarded if your answer is selected as the **Adopted Answer** for a closed question which is marked as **Adopted!** by no less than 20 community members.
5. A score of 1 is awarded to each of the first three respondents.

Support

Support, the last option on the Navigation Menu at the bottom of the screen, opens a page that provides two ways to gain support from MaxiFix:

1. A message form to contact the administrator of MaxiFix.
2. A Frequently Asked Questions (FAQ) link that answers the most frequent questions we hear from MaxiFix community members.

If you wish to contact the administrator of MaxiFix site, please use the contact form. Select **Support** from the Navigation Menu to open the comment window. To allow the administrator to respond to your question or issue, the following information should be provided:

- Your name
- A contact email address
- A contact phone number

6 Shop Manager

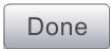
The **Shop Manager** application manages the workshop information, customer information records, and test vehicle history records. There are three main functions available:

- **Vehicle History**
- **Workshop Information**
- **Customer Manager**

The operations of these functions of the Shop Manager application are mainly manipulated by the toolbar buttons, which are listed and described in the table below:

Table 6-1 Top Toolbar Buttons in Shop Manager

Button	Name	Description
	**Back**	Returns to the previous screen.
	**Diagnostics**	Tap this button to access vehicle Diagnostics menu.
	**Enter Edit**	Displays the editing toolbar to print or delete the selected file.
	**Delete**	Deletes the selected vehicle record.
	**Search**	Enters the vehicle name or test path to retrieve the vehicle record.
	**Cancel**	Cancels edit or file search.
	**Edit**	Edits information for the displayed file.
	**Add Account**	Creates a new customer account file.

Button	Name	Description
	**History Notes**	Opens a note form. Audio, video, image and text files may be attached.
	**Vehicle History**	Displays the Vehicle History which the corresponding test vehicle records.
	**Done**	Completes editing and saves the file.

Vehicle History

This function stores test vehicle history records, including vehicle information and the retrieved DTCs from previous diagnostic sessions. All information is displayed in summarized details. Tap on a record to resume a

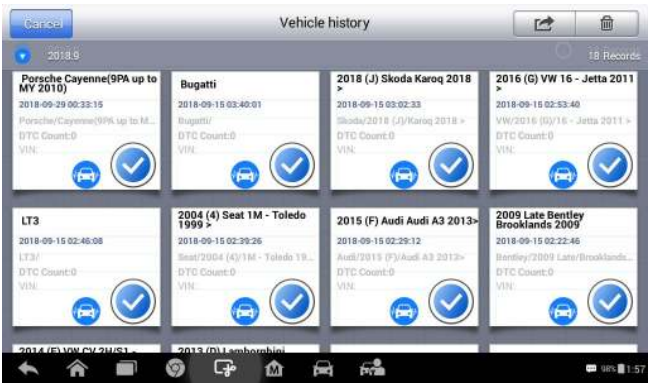


Figure 6-1 ***Sample Vehicle History Screen***

diagnostic session on a “stored vehicle”.

➢ **To activate a test session for the recorded vehicle**

1. Tap the **Shop Manager** application on the MaxiPRO Job Menu.
2. Select **Vehicle History**.
3. Tap the **Diagnostics** button at the bottom of the thumbnail of a vehicle record item.
4. Or tap the vehicle record thumbnail to view record.

5. A Historical Test record sheet displays. Check the recorded information of the recorded test vehicle and tap the **Diagnostics** button on the upper right corner.
6. The vehicle's Diagnostics screen displays. Now a new diagnostic session is activated, see *Diagnosis* on page 25 for detailed instructions on vehicle diagnostic operations.

Historical Test Record

The Historical Test record sheet is a detailed data form that includes general vehicle information such as vehicle year, make and model. The form also includes retrieved DTC from previous test and all information manually



Figure 6-2 ***Sample Historical Test Record Sheet***

inputted by the technician.

➢ **To edit the Historical Test record sheet**

1. Tap the **Shop Manager** application on the MaxiPRO Job Menu.
2. Select **Vehicle History**.
3. Select the specific vehicle history record thumbnail from the main section. The Historical Test record sheet displays.
4. Tap the **Edit** button to start editing.
5. Tap on each item to input the corresponding information or add attaching files or images.

NOTE

The vehicle VIN number or license and the customer information account are correlated by default. Adding one of the information will automatically associate the other item in the record sheet, provided that the later one exists.

6. Tap **Add to Customer** to supplement the Historical Test record sheet to an existing customer account, or add a new associated account with the test vehicle record. See *Customer Manager* on page 61 for more information.
7. Tap **Done** to save the updated record sheet, or tap **Cancel** to exit without saving.

Workshop Information

The Workshop Information form allows you to edit, input and save the detailed workshop information, such as shop name, address, phone number and other remarks, which when printing vehicle diagnostic reports and other



Figure 6-3 ***Sample Workshop Information Sheet***

associated test file, will display as the header of the printed documents.

➢ **To edit the Workshop Information sheet**

1. Tap the **Shop Manager** application on the MaxiPRO Job Menu.
2. Select **Workshop Information**.
3. Tap the **Edit** button on the top toolbar.

4. Tap on each field to input the appropriate information.
5. Tap **Done** to save the updated workshop information sheet, or tap **Cancel** to exit without saving.

Customer Manager

Use the Customer Manager function to create and edit customer accounts and correlate with the associated test vehicle history records.

➢ **To create a customer account**

1. Tap the **Shop Manager** application on the MaxiPRO Job Menu.
2. Select **Customer Manager**.
3. Tap the **Add Account** button. An empty information form displays, tap each field to input the appropriate information.

NOTE
Required fields are noted.

4. Tap the ⊞ photo frame beside the Name chart to add a photo. A sub menu displays, select **Take Photo** to take a new photo for the account, or select **Choose Photo** to choose from an existing image.
5. Some customers may have more than one vehicle for service; you can always add new vehicle information to the account to be correlated. Tap **Add New Vehicle Information** and then fill in the vehicle information. Tap the ⊗ button to cancel adding.
6. Tap **Done** to save the account or tap **Cancel** to exit without saving.

➢ **To edit a customer account**

1. Tap the **Shop Manager** application on the MaxiPRO Job Menu.
2. Select **Customer Manager**.
3. Select a customer account by tapping the corresponding name card. A Customer Information sheet displays.
4. Tap the **Edit** button on the top toolbar to start editing.
5. Tap on the input field where needs to be altered or supplemented and enter updated information.
6. Tap **Done** to save the updated information or tap **Cancel** to exit without saving.

➢ **To delete a customer account**

1. Tap the **Shop Manager** application on the MaxiPRO Job Menu.
2. Select **Customer Manager** and select a customer account by tapping the corresponding name card. A Customer Information sheet displays.
3. Tap the **Edit** button on the top toolbar to start editing.
4. Tap the **Delete Customer Information** button. A confirmation message displays.
5. Tap **OK** to confirm the command and the account is deleted. Tap **Cancel** to cancel the request.

History Notes

Use the History Notes function to add audio and video records, text notes and photos for the associated customer account.

➢ **To access History Notes**

1. Tap the **Shop Manager** application on the MaxiPRO Job Menu.
2. Select **Customer Manager** or **Vehicle History**.
3. Select a customer account by tapping the corresponding name card. A Customer Information sheet displays (if **Customer Manager** is selected). Or select a vehicle history record item to open the Historical Test record sheet (if **Vehicle History** is selected).
4. Tap the **History Notes** button on the top bar. Now the History Notes screen displays.

1) Functional Buttons – navigates and makes various controls of the function.
2) Main Section – displays the note list on the left column and the detail information of the selected note on the right column.



Figure 6-4 ***Sample History Notes Screen***

Table 6-2 Function Buttons in History Notes

Button	Name	Description
	**Back**	Returns to the previous screen.
	**Delete**	Deletes the selected note.
	**Search**	Quickly locates the required note by entering the note title.
	**Cancel**	Cancels edit or file search.
	**Edit**	Tap this button to open an edit to edit notes.
	**Add Notes**	Adds new note in History Notes.
	**Add Photos**	Opens the image file for selection and adds the selected photos to History Notes.

Button	Name	Description
Save	**Save**	Saves notes.

➢ **To add a note in History Notes**

1. Access History Notes.
2. Tap the **Add Notes** button. An edit window displays.
3. Tap on the Title bar to input a note title.
4. Tap on the blank space below to edit a text note or remark.
5. Select a function button on the top to add files in any form you choose.
6. Tap **Save** to save the note; tap **Discard** or **Cancel** to exit without saving.

7 Data Manager

The **Data Manager** application is used to store, print, and review the saved files. Most operations are controlled through the toolbar.

Selecting the Data Manager application opens the file system menu. Different file types are sorted separately under different options, there are



Figure 7-1 ***Sample Data Manager Main Screen***

five types of information files to be viewed or played back.

Operations

Data Manager Operations are based on toolbar controls. Details are explained in the following sections.

Image Files

The Image section contains all captured screenshot images.



Figure 7-2 ***Sample Image Screen***

1. Toolbar Buttons – used to edit, print and delete the image files. See the following table for detailed information.
2. Main Section – displays the stored images.

Table 7-1 Toolbar Buttons in Image

Button	Name	Description
	**Back**	Returns to the previous screen.
	**Enter Edit**	Tap this button to display the editing toolbar. Print, delete or view image information.
	**Cancel**	Tap this button to close the editing toolbar or cancel file search.
	**Search**	Quickly locates the image file by entering the vehicle name, test path, file name or file info.
	**Info**	Tap this button to display the details.
	**Print**	Tap this button to print the selected image.
	**Delete**	Tap this button to delete the selected image.

➢ **To edit image information**

1. Select **Data Manager** application from the MaxiPRO Job Menu.
2. Select **Image** to access the image database.
3. Select an image to display in full screen.
4. Tap the screen to display the editing toolbar.
5. Tap the **Info** button to display image information.
6. Tap the **Edit** button on the top right corner of the window. The editing screen displays.
7. Edit the image information by entering the new file name and file information.
8. Tap **Done** to save the information and exit or tap **Cancel** to exit without saving.

NOTE

The printer driver program must be installed in order for the tablet's Wi-Fi printer capabilities can be used.

➢ **To install the printer driver program**

1. Please download the **Maxi PC Suite** from www.autel.com > Support & Updates > Firmware & Downloads > UPDATE CLIENT and install to your PC. The Maxi PC Suite consists of Autel Printer, MaxiSys Pinter and PC Suite.
2. Double click on **Setup.exe** item**.**
3. Select the installation language and the printer driver installation wizard will load momentarily.
4. Follow the wizard instructions on the screen and click **Next** to continue.
5. Click on **Install** and the printer driver program will be installed onto the computer.
6. Click on **Finish** to complete the installation procedure.

➢ **To delete selected images**

1. Select **Data Manager** application from the MaxiPRO Job Menu.
2. Select **Image** to access the JPG database.
3. Tap the **Enter Edit** button to display the editing toolbar.
4. Select the images that need to be deleted by tapping the thumbnail

images, the selected thumbnail displays a tick icon at the bottom right corner.

5. Tap the **Delete** button and then tap **Delete Selected**. The selected images will be deleted.

PDF Files

The PDF section stores and displays all saved data PDF files. Select a PDF file from the database to display.

The standard Adobe Reader application is used for file viewing and editing, please refer to the associated Adobe Reader manual for detailed instructions.

Review Data

The Review Data section allows playback of the recorded data frames of live data streams.

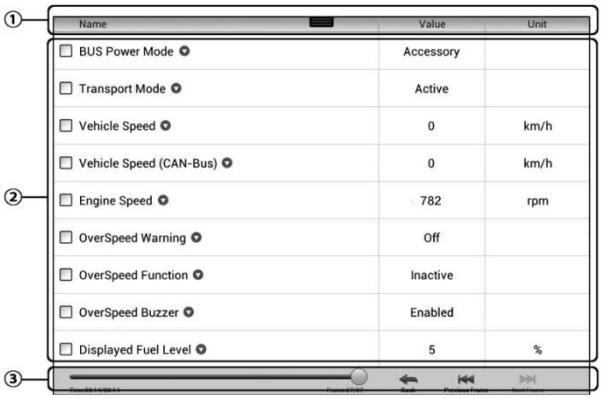


Figure 7-3 ***Sample Data Playback Screen***

On the Review Data main screen, select a record file to playback.

1. Drop-down Toolbar – tap the button at the top center of the screen to open the Drop-down Toolbar.
2. Main Section – displays the recorded data frames.

3. Navigation Toolbar – allows you to manipulate data playback.

Use the Navigation Toolbar buttons to playback the record data from frame to frame.

Tap **Back** to exit data playback.

Apps Uninstall

This section manages the firmware applications installed on the MaxiCheck Diagnostics System. Select this section to open a management screen, on which you all the available vehicle diagnostic application can be reviewed.

Tap on the vehicle manufacturer icon that you wish to delete. The selected icon will display a blue check at the upper right corner. Tap the **Delete** button on the top bar to delete the firmware from the system database.

Data Logging

The Data Logging section allows you to launch Support platform directly to view all records of all sent or unsent (saved) data loggings on the diagnostic system. For more details, please refer to *Data Logging* on page 85.

8 Settings

Tap the **Settings** button to adjust the default setting and view information about the MaxiCheck system. There are seven options available for the MaxiCheck system settings:

- **Unit**
- **Language**
- **Printing Setting**
- **Firmware Upgrade**
- **Notification Center**
- **Auto Update**
- **System Settings**
- **About**

This section describes the procedures to adjust the device's system settings.

Unit

This option allows you to adjust the measurement unit for the diagnostic system.

➢ **To adjust the unit setting**

1. Tap the **Settings** application on the MaxiPRO Job Menu.
2. Tap the **Unit** option on the left column.
3. Select the appropriate measurement unit, Metric or English. A tick icon will display to the right of the selected unit.
4. Tap the **Home** button on the top left corner to return to the MaxiPRO Job Menu. Or select another setting option for system setup.



Figure 8-1 ***Sample Unit Setting Screen***

Language

This option allows you to adjust the display language for the MaxiPRO system.

➢ **To adjust the language setting**

1. Tap the **Settings** application on the MaxiPRO Job Menu.
2. Tap the **Language** option on the left column.



Figure 8-2 ***Sample Language Setting Screen***

3. Select the appropriate language. A check will display to the right of the selected language.
4. Tap the **Home** button on the top left corner to return to the

MaxiCheck Job Menu, or tap another setting to adjust.

Printing Setting

Configure this option to enable the tablet to print through a specified Wi-Fi network connection.

➢ **To setup the printer connection**

1. Tap the **Settings** application on the MaxiPRO Job Menu.
2. Tap the **Printing Setting** option on the left column.
3. Tap the **Print via Network** item to activate the printing function, which enables the device to send files to the printer through the networked PC via Wi-Fi connection.
4. Tap the **Home** button on the top left corner to return to the

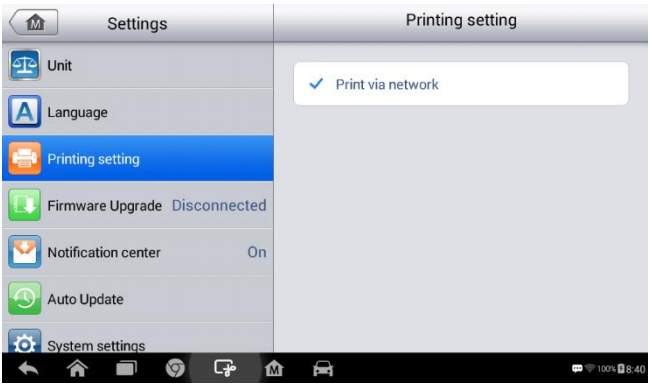


Figure 8-3 ***Sample Printing Setting Screen***

MaxiPRO Job Menu, or tap another setting to adjust.

Printing via APP

MP808 provides the most convenient printing method, printing via APP.

To realize this function, please make sure a Wi-Fi printer is available and then purchase a Wi-Fi printer APP and install it onto your Display Tablet.

By a simple click on the Print button of a saved file on the Display Tablet, the file will be printed automatically.

Printing via PC

If the Wi-Fi printer is not available, you can also use your PC to print the data on the Display Tablet. Follow the instructions below to realize this function.

➢ **To install the printer driver program to a computer**

1. Download the **Maxi PC Suite** from www.autel.com and install to your PC.
2. Double click on **Setup.exe** item**.**
3. Select the installation language and the wizard will load momentarily.
4. Follow the instructions on the screen and click **Next** to continue.
5. Click on **Install** and the printer driver program will be installed onto the computer.
6. Click on **Finish** to complete the whole installation procedure.

NOTE

The MaxiSys Printer runs automatically after the installation. The computer, printer and the tablet must be connected to the same network.

➢ **To perform printing through the computer**

1. Run the **MaxiSys Printer** program on the computer.
2. Click **Test Print** to make sure the printer is working successfully.
3. Tap the **Print** button on the toolbar. A temporary document will be created and sent to the computer for printing and the received document automatically when the **Auto Print** option is selected.
4. Tap the **Print** button on the toolbar of the Display Tablet. A test will be sent to the computer.
   - ✧ If the **Auto Print** option in the MaxiSys Printer is selected, the MaxiSys Printer will print the received document automatically.
   - ✧ If the **Auto Print** option is not selected, click **Open PDF File** button to view all the temporary files. Select the file(s) to print and click **Print**.

Firmware Upgrade

This option allows you to update the firmware of the scan tool. Connect the scan tablet with the vehicle through DLC or use the mini USB cable for power supply. Follow the on-screen instructions to complete the operation.

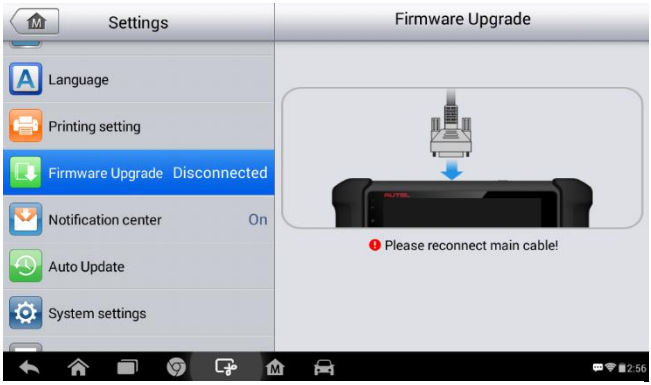


Figure 8-4 ***Sample Firmware Screen***

Internet connection is necessary for this operation.

Notification Center

This option allows you to turn the Notification Center function on or off. The Notification Center function configures the MaxiCheck tablet to receive regular on-line messages from the server for system update notifications or other service information via the Internet. It is highly recommended to keep this function ON all the time, to ensure notifications of updates are received. Internet access is required for receiving on-line messages.

➢ **To enable the Notification Center function**

1. Tap the **Settings** application on the MaxiPRO Job Menu.
2. Tap the **Notification Center** option on the left column.
3. Tap the **ON/OFF** button to enable or disable the Notifications function. If the function is enabled the button turns blue, or if disabled the button turns gray.

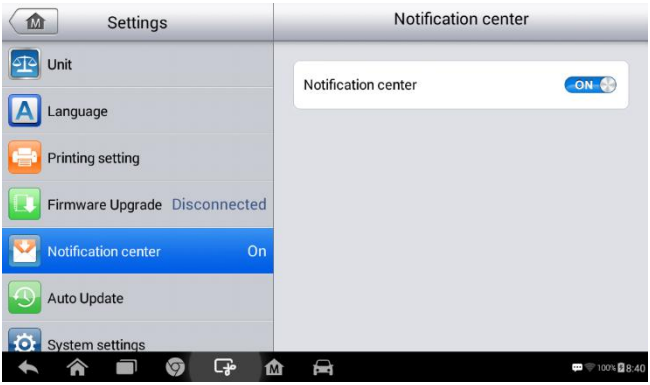


Figure 8-5 ***Sample Notification Screen***

4. Tap the **Home** button on the top left corner to return to the MaxiCheck Job Menu or choose another setting to adjust.

When the Notification Center function is turned on, and new messages are received by the MaxiCheck device, a notification message displays on the MaxiCheck Job Menu. Press on the message bar and drag it down, and the received messages are shown in the list. Swipe up or down to view if the message list populates additional screen.

Tap a specific message to launch the corresponding application. For example, tap on an Update notification message and the Update application will launch.

Auto Update

The Auto Update allows the tool to automatically update the OS, the MaxiCheck system, and the Vehicle coverage software. Each can be configured to update automatically at specified times. Tap the **ON/OFF** button and set the desired automatic update time.

➢ **To set auto system or vehicle update**

1. Tap the **Settings** application on the MaxiPRO Job Menu.

2. Tap the **Auto Update** option on the left column. The three auto

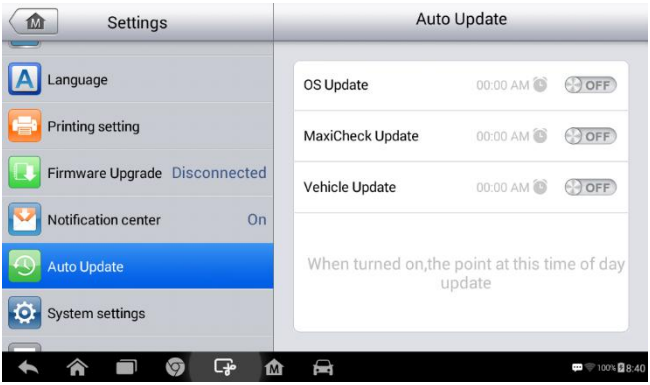


Figure 8-6 ***Sample Auto Update Screen***

update items display on the right.

3. Select the update type to schedule. Toggle the button to ON.

4. To set download time, use the **+** and **–** button or tap on the numbers and the manual input screen will display. Tap **Done** to

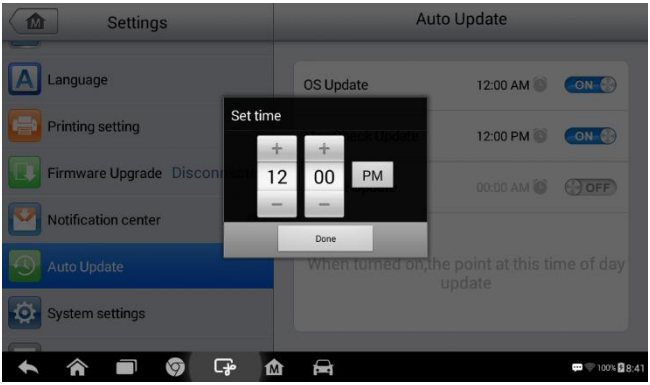


Figure 8-7 ***Sample Set Time Screen***

complete the time setting.

NOTE

The tool must be connected to the Internet at the time download is scheduled.

System Settings

Access the Android system setting interface to adjust background system settings including wireless and network settings, sound and display screen settings and system security settings.

➢ **To enable the App Switcher function**

1. Tap the **Settings** application on the MaxiPRO Job Menu.
2. Tap the **System settings** option on the left column.

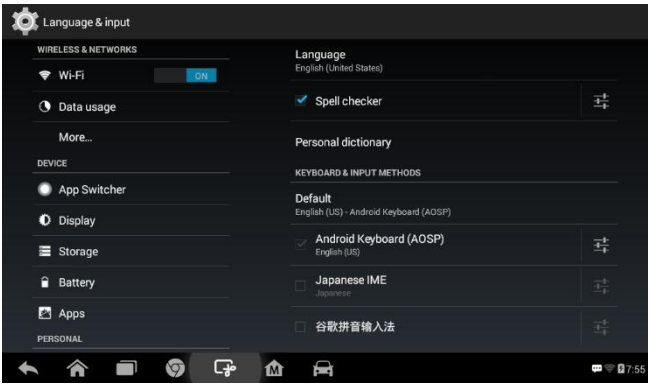


Figure 8-8 ***Sample System Settings Screen***

3. Tap the **App Switcher** option on the left column.
4. Check the box beside “Always show the App Switcher” on the right side of the screen, then the App Switcher icon will display.

Short pressing the App Switcher icon opens a control panel:

- Tap a specific app shortcut button to access selected application screen.
- Long press a specific app shortcut button to display the app menu. The shortcut can be altered here.
- Press and drag the App Switcher icon to alter the icon position on the screen.

Refer to Android documentation for additional information about Android system settings.

About

About displays information regarding the MaxiCheck diagnostic device including the product name, version, hardware, and serial number.

➢ **To check the MaxiPRO product information in About**

1. Tap the **Settings** application on the MaxiPRO Job Menu.
2. Tap the **About** option on the left column. The product information screen displays on the right.
3. Tap the **Home** button on the top left corner to return to the MaxiPRO Job Menu, or select another setting to adjust.



Figure 8-9 ***Sample About Screen***

9 Update

The Update application allows you to download the latest released software. The updates can improve the MaxiPRO applications' capabilities, typically by adding new tests, new models, or enhanced applications.

The tablet automatically searches for available updates for the of the MaxiPRO software when it is connected to the internet. Any updates that are found can be downloaded and installed on the device. This section describes installing an update to the MaxiPRO System. If the Notifications Center is enabled in the Settings application, a notification message will display when an update is available. (See *Notification Center* page 74 for

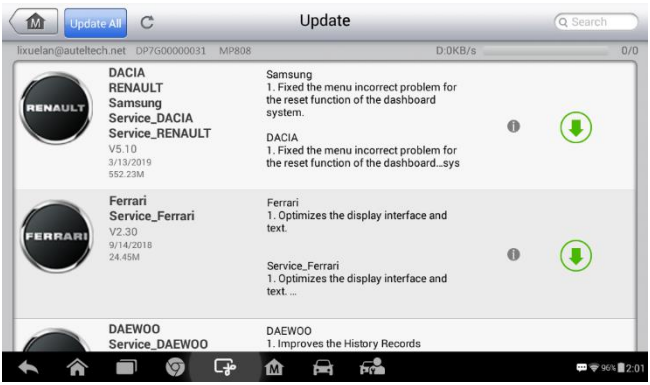


Figure 9-1 ***Sample Update Screen***

details).

1. Navigation and Controls
   - Home Button – returns to the MaxiPRO Job Menu.
   - Update All – downloads all available updates.
   - Search Bar – search specific update item by inputting the file name, for example: a vehicle make.
2. Status Bar
   - Left Side – displays the MaxiPRO device model information and

serial number.

- Right Side – displays an update progress bar indicating the completion status.

3. Main Section
   - Left Column – displays vehicle icons and update software version information; tap the **About** button to display a function list in PDF form with details about the software.
   - Middle Column – displays a synopsis of the changes to the software. Tap ⓘ button to open an information screen to view more details. Tap outside the information screen to close it.
   - Right Column – controls software update. According to the status of the software download, a different titled button displays.
     a) Tap **Update** to update the selected item.
     b) Tap **Pause** to suspend the software update.
     c) Tap **Continue** to resume updating the software.

➢ **To update the software**

1. Make sure the Display Tablet is connected to a power source with stable access to the internet.
2. Tap the **Update** application button from the MaxiPRO Job Menu; or tap the update notification message when received; or tap the **Update** icon on Vehicle Menu in Diagnostics application. The Update application screen displays.
3. Check all available updates:
   - If you decide to update all the items, tap the **Update All** button.
   - If you only want to update one or some of the item(s), tap the **Update** button on the right column of the specific item(s).
4. Tap the **Pause** button to suspend the update. Tap **Continue** to resume the update. The update will resume from the break point at which it was paused.
5. The firmware will be installed automatically once its download has completed. The previous version will be replaced.

10 Support

This application launches the Support platform which synchronizes Autel's on-line service base station with the Display Tablet. In order to synchronize the device to your on-line account, you need to register the product through the Internet when you use it for the first time. The Support application is connected to Autel's service channel and on-line communities which provides the quickest way for problem solutions, allowing you to submit complaints or sent help requests to obtain direct services and supports.

Product Registration

In order to get access to the Support platform and obtain update and other services from Autel, you are required to register the MaxiPRO Diagnostic Device the first time you use it.

➢ **To register the diagnostic device**

1. Visit the website: http://pro.autel.com on a personal computer.
2. On the Sign In page, input your account ID and password.
3. If you are a new Autel product user and do not have an account yet, click the **Create Autel ID** button on the left side.
4. Enter the required information in the input fields, read through Autel's Terms and Conditions and check **Agree**, and then click **Create Autel ID** to continue.
5. A confirmation email will be sent to the registered email address. Validate your account by clicking on the link provided. A product registration screen displays.
6. The device's serial number and password are located on the About screen under Settings on the tablet.
7. Select the product model of your device, enter the product serial number and password on the Product Registration screen, and click **Submit** to complete the registration.

Support Screen Layout

The Support application screen is navigated with four simple buttons on the top navigation bar, operation of each is described below in turn from left to right:

- Home Button – returns to the MaxiPRO Job Menu.
- Back – press to return to the previous screen.
- Forward – press to advance one screen at a time until the last screen visited is displayed.
- Refresh – reload and update the screen.



Figure 10-1 ***Sample Support Application Screen***

The main section of the Support screen is divided into two sections. The narrow column on the left is the main menu; select a heading from the main menu to its corresponding functions on the right.

My Account

The My Account screen displays the comprehensive information of the user and the product including the user, device, update and service information, synchronized with the registered account.

Personal Info

The User Info and Device Info are both included under the Personal Info section.

- User Info – displays detailed information of your registered on-line Autel account, such as your Autel ID, Name, Address and other contact information.
- Device Info – displays the registered product information, including the Serial Number, Registration Date, Expire Date, and Warranty Period.

Update Info

The Update Info section displays a detailed record of the product's software update history, including the product serial number, software version or name, and the update time.

Service Info

The Service Info section displays a detailed record of the device's service history information. The device's service history include completed service repairs and software re-installations will be recorded and synchronized with the associated account.

User Complaint

The User Complaint screen allows you to initiate a complaint case, as well view historical complaint records.

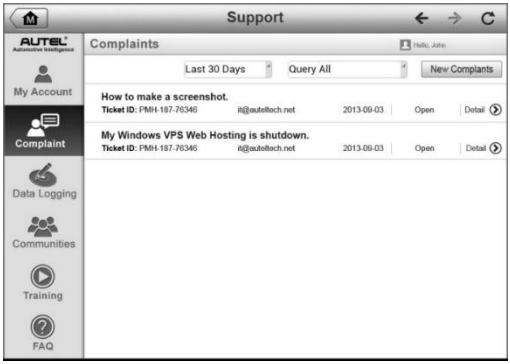


Figure 10- 2 ***Sample Complaint Screen***

The User Complaint screen consists of two parts.

1. Option Bar

- Period Filter – displays only the complaint records within the defined period.
- Status Filter – displays the corresponding complaint records according to the selected case status.
- New Complaint Button – starts a new complaint case.

2. Complaint List

The complaint list normally displays all the complaint records of all time and all status by default. The summary information for each complaint item includes the Subject Name, Ticket ID, User's Account ID, Date, and the Case Status.

There are four kinds of the case status:

- Open – indicates the complaint case has been started but not processed yet
- Suspended – indicates the complaint case is being processed
- Waiting Customer Reply – indicates the complaint has been replied by the service personnel, and requires feedback from the customer
- Closed – indicates the complaint case has been processed, solved, and ended.

To view the detailed complaint session, tap the ⓢ button on the right side of the case item.

➢ **To establish a new complaint session**

1. Register the product online.
2. Tap the **Support** application on the MaxiPRO Job Menu. The device information is automatically synchronized with the online account.
3. Tap **Complaint** on the Main Menu.
4. Tap the **New Complaint** button at the upper right corner. A selection menu with a category of service channels displays.
5. Select your target service channel and click **Next** to continue. A standard complaint form displays, on which you are allowed to enter detailed information, such as personal information, vehicle information, and device information. PDFs and image files can also be attached to the form.

6. In order to settle the complaint more efficiently, it is recommended to fill out the complaint form as detailed as possible.
7. Select the required processing time on the last section according to the urgency of the case.
8. Tap **Submit** to send the completed form to Autel's online service center, or tap **Reset** to refill it. The submitted complaints will be processed and responded to by customer service personnel.

➢ **To make a reply in a complaint session**

1. Register the product online.
2. Tap the **Support** application on the MaxiPRO Job Menu. The device information is automatically synchronized with the online account.
3. Tap **Complaint** on the Main Menu.
4. Select an existing complaint case item on the record list by tapping the ⊙ button on its right side. The screen displays the complaint session details.
5. To replay, tap the **Post Reply** button on the upper right side.
6. Input the content in the input field, and if necessary, upload an attaching file.
7. Tap **Submit** to post the reply.
8. Tap the **States** selection drop-down menu to reset a case state.
9. Tap the **Update** button to commit the newest update.

Data Logging

The Data Logging section keeps records of all sent or unsent (saved) data logs on the diagnostic system. The support personnel receive and process the submitted reports through the Support platform. Support personnel will reply to the submitted issue and corresponding Data Log session within 48 hours.



Figure 10-3 ***Sample Data Logging Screen***

➢ **To make a reply in a Data Logging session**

1. Tap on the **Sent** tag to view a list of submitted data logs.
2. Select a specific item to view the latest update of the submitted issue.
3. Tap on the input field at the bottom of the screen and enter the texts. Tap the Audio button to record a voice message, tap the camera button to take a picture.
4. Tap **Send** to send your message to the technical center.

Communities

The Communities section launches and synchronizes with the Technical Forums on Autel's official website www.autel.com, The Communities forum allows for discussion of technical issues, the sharing of information or tips with other members in Autel's online support communities.

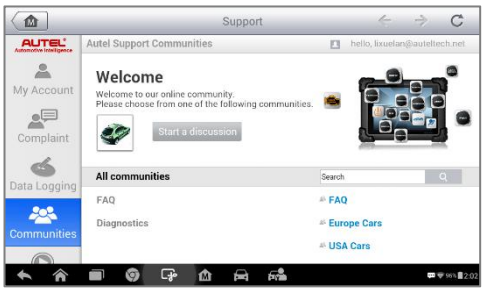


Figure 10-4 ***Sample Communities Home Screen***

➢ **To start a discussion**

1. Tap **Start a discussion** on the Communities Home screen. A list of the major forums is displayed.
2. Select a desired community according to the subject you are interested in.
3. Enter your topic and the discussion content in the appropriate input field.
4. Select a category or edit tags for the discussed post. This will help other members with similar interest to find your post.
5. Tap **OK** to submit the post.

➢ **To join and reply to a discussion post**

1. Select a forum group either by product or feature on the Communities Home screen. A list of the latest posts is displayed.
2. Select a specific category on the Categories menu to better pinpoint the topics you are most interested in.
3. Tap the ⊛ button on the right side of the topic item to view the discussion. The posts displays.
4. Browse through all the posts by sliding the screen up and down. Tap **Go to original post** to return to the first post.
5. Tap **Reply** to reply to a specific post, or tap **Reply to original post** to join and continue the whole discussion.
6. Enter your comment in the input field and tap **OK** to submit your post.

User Profile

The User Profile section allows you to set an Avatar, check your member status and review your posts to the communities.

Tap the Avatar image on the Communities screen to open the User Profile.



Figure 10- 5 ***Sample User Profile Screen***

- Profile – displays the user's personal information and member status. The **Related links** allow you to check the Top Users (ranked according to their points and levels) in the communities, as well as to find out about other online users.
- Avatar – allows you to select an image to set as an Avatar to be displayed in the communities.
- Stuff – displays a list of all your posts in the various forums.

Training Channels

The Training section provides quick links to Autel's online video accounts. Select a video channel by the language to see all the available online tutorial videos.

FAQ Database

The FAQ section provides comprehensive answers to the most frequently asked questions about member accounts and online subscription purchases.

- Account – displays questions and answers about the use of Autel's online user account.
- Shopping & Payment – displays questions and answers about online subscription purchase, payment methods or procedures.

11 Academy

Autel provides tutorials and technical bulletins written by top-notch technicians and product experts. Please view the materials on the tablet or view additional technical articles on the online forum by clicking on the links provided.

12 Remote Desk

The Remote Desk application launches the TeamViewer Quick Support program, a simple, fast and secure remote control interface. Use this application to receive ad-hoc remote support from Autel's support technicians by allowing them to control your MaxiPRO tablet on their PC via the TeamViewer software.

Make sure the Display Tablet is connected to the Internet before launching



Figure 12-1 ***Sample Remote Desk Screen***

the Remote Desk application.

➢ **To receive remote support from a partner**

1. Power on the tablet.
2. Tap the **Remote Desk** application on the MaxiPRO Job Menu. The TeamViewer screen displays and the device ID is generated and shown.
3. Your partner must install the Remote Control software to his/her computer by downloading the TeamViewer full version program online (http://www.teamviewer.com), and then start the software on his/her computer at the same time, in order to provide support and take control of the Display Tablet remotely.

4. Provide your ID to the partner and wait for him/her to send you a remote control request.
5. A popup will display asking for your confirmation to allow remote control on your device.
6. Tap **Allow** to accept or tap **Deny** to reject.

Refer to the associated TeamViewer documents for additional information.

13 Quick Link

The Quick Link application provides access to Autel's official website and to other popular automotive service websites. These sites are invaluable resources of automotive information and repair data and include forums, video training and expert consultations.

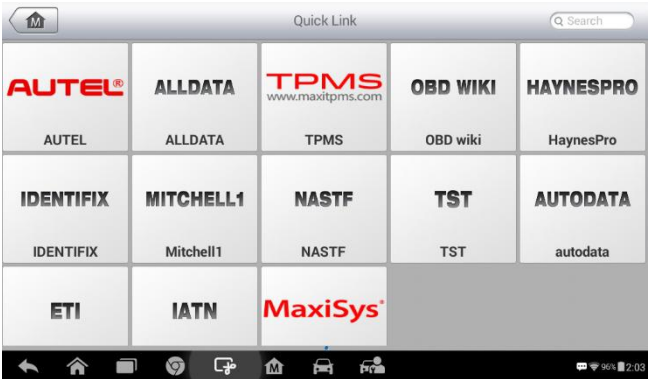


Figure 13- 1 ***Sample Quick Link Screen***

➢ **To open a quick link**

1. Tap the **Quick Link** application on the MaxiPRO Job Menu. The Quick Link application screen displays.
2. Select a website thumbnail from the main section. The Chrome browser is launched and the selected website is opened.
3. Now you can start exploring the website!

14 Function Viewer

The Function Viewer allows you to search supported functions. There are two ways to search, by vehicle or by function.

➢ **To search by the vehicle**

1. Tap the **Function Viewer** application on the MaxiPRO Job Menu. The Function Viewer application screen displays.
2. Tap the tool name on the top left to drop down the tool list, tap the one you want to search.

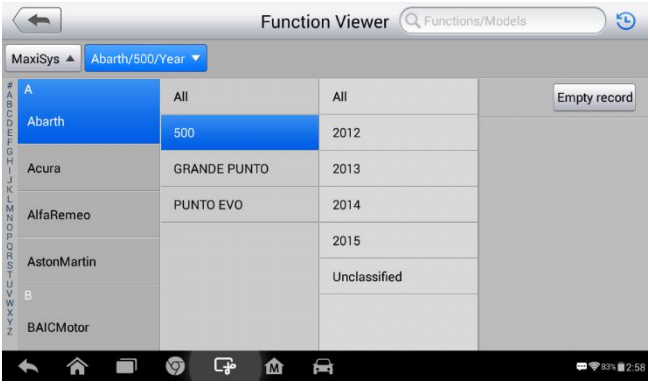


Figure 14-1 ***Sample Function Viewer Screen 1***

3. Tap the vehicle brand, model, and year you want to search.
4. All the functions supported by the selected tool for the selected vehicle displays within three columns: function, sub function and version.

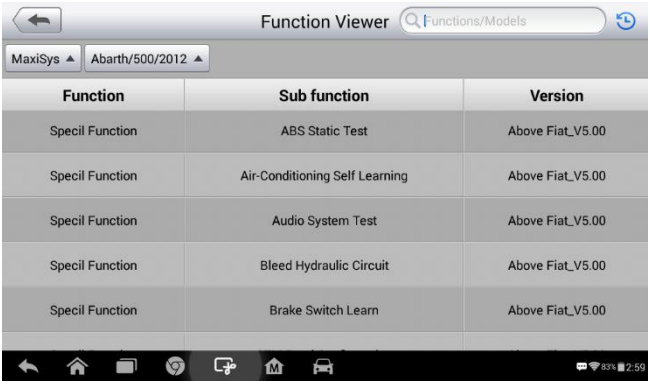


Figure 14- 2 ***Sample Function Viewer Screen 2***

➢ **To search by the functions**

1. Tap the **Function Viewer** application on the MaxiPRO Job Menu. The Function Viewer application screen displays.
2. Tap the tool name on the top left to drop down the tool list, tap the one you want to search.
3. Type in the function you want to search to the top right search column. All the vehicles with this function will be listed with 8 columns, the Brand, Model, Year, System, Sub system, Function, Sub function, and Version.

NOTE

Fuzzy search is supported, type in part of the function you want to search for.

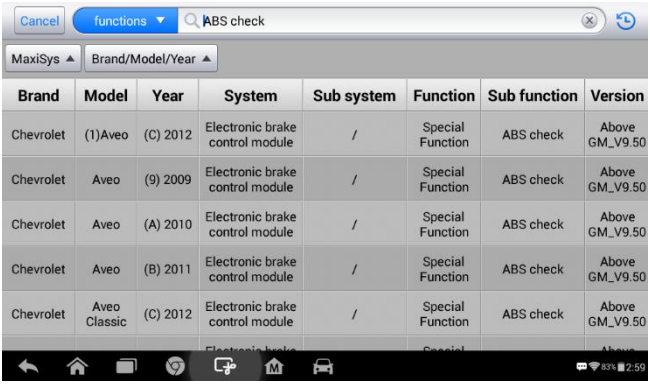


Figure 14- 3 ***Sample Function Viewer Screen 3***

15 Maintenance and Service

Maintenance Instructions

The following shows how to maintain your devices, together with precautions to take.

- Use a soft cloth and alcohol or a mild window cleaner to clean the touch screen on the tablet.
- Do not use any abrasive cleansers, detergent, or automotive chemicals to the tablet.
- Only use the device in dry conditions within normal operating temperatures.
- Dry your hands before using the tablet. The touch screen of the tablet may not work if the touch screen is moist, or if you tap the touch screen with wet hands.
- Do not store the devices in humid, dusty or dirty areas.
- Before and after use, check the housing, wiring, and connectors for dirt and damage.
- At the end of each work day, wipe the device housing, wiring, and connectors clean with a damp cloth.
- Do not attempt to disassemble your tablet.
- Take care not to drop the device or allow anything heavy to drop on the device.
- Use only authorized battery chargers and accessories. Any malfunction or damage caused by the use of unauthorized battery charger and accessories will void the limited product warranty.
- Ensure that the battery charger does not come in contact with conductive objects.
- Do not operate the tablet next to anything such as a microwave oven, cordless phone and some medical or scientific instruments that might interfere with or prevent signal interference.

Troubleshooting Checklist

A. When the Display Tablet does not work properly:
   - Make sure the tablet has been registered online.
   - Make sure the system software and diagnostic application software are properly updated.
   - Make sure the tablet is connected to the Internet.
   - Check all cables, connections, and indicators to see if the signal is being received.

B. When battery life is shorter than usual:
   - This may happen when you are in an area with low signal strength. Turn off your device when not in use.

C. When you cannot turn on the tablet:
   - Make sure the tablet is connected to a power source or the battery is charged.

D. When you are unable to charge the tablet:
   - Your charger maybe out of order. Contact your nearest dealer.
   - You may be attempting to use the device in an overly hot/cold temperature. Try changing the charging environment.
   - Your device may have not been connected to the charger properly. Check the connector.

NOTE

If your problems persist, please contact Autel's technical support personnel or your local selling agent.

About Battery Usage

Your tablet is powered by a built-in Lithium-ion Polymer battery. This means that, unlike other forms of battery technology, you can recharge your battery while some charge remains without reducing your tablet's autonomy due to the "battery memory effect" inherent in those technologies.

⚠ DANGER

The built-in Lithium-ion Polymer battery is factory replaceable only; incorrect replacement or tampering with the battery pack may cause an explosion. Do not use a damaged battery charger.

- Do not disassemble or open crush, bend or deform, puncture or shred.
- Do not modify or remanufacture, attempt to insert foreign objects into the battery, expose to fire, explosion or other hazard.
- Make sure to use the charger and USB cables only that come together in the package. If you use the other charger and USB cables, you might incur malfunction or failure of the device.
- Only use the charging device that has been qualified with device per the standard. Use of an unqualified battery or charger may present a risk of fire, explosion, leakage, or other hazard.
- Avoid dropping the tablet. If the tablet is dropped, especially on a hard surface, and the user suspects damage, take it to a service center for inspection.
- The closer you are to your network's base station, the longer your tablet usage time because less battery power is consumed for the connection.
- The battery recharging time varies depending on the remaining battery capacity.
- Battery life inevitably shortens over time.
- Since over charging may shorten battery life, remove the tablet from its charger once it is fully charged. Unplug the charger, once charging is complete.
- Leaving the tablet in hot or cold places, especially inside a car in summer or winter, may reduce the capacity and life of the battery. Always keep the battery within normal temperatures.

Service Procedures

This section introduces information for technical support, repair service, and application for replacement or optional parts.

Technical Support

If you have any question or problem on the operation of the product, please contact us (see the following contact info) or your local distributor.

AUTEL CHINA HQ

- Phone: 0086-755-8614 7779
- Website: www.autel.com
- Email: support@autel.com
- Address: 6th-10th floor, Building B1, Zhiyuan, Xueyuan Road, Xili, Nanshan, Shenzhen, 518055, China

AUTEL NORTH AMERICA

- Phone: 855-AUTEL-US (855-288-3587) Monday-Friday 9am-6pm EST
- Website: www.autel.com
- Email: ussupport@autel.com
- Address: Suite 200, 175 Central Avenue, Farmingdale, New York, USA. 11735

AUTEL EUROPE

- Phone: 0049 (0) 61032000522
- Website: www.autel.eu
- Email: sales.eu@autel.com/support.eu@autel.com
- Address: Robert-Bosch-Strasse 25, 63225, Langen, Germany

AUTEL SOUTH AMERICA

- Phone: (+507) 308-7566
- Website: www.autel.com/es
- Email: sales.latin@autel.com/latsupport@autel.com
- Address: Office 103, Building 3845, International Business Park, Veracruz, Panamá Pacífico, Panamá

AUTEL AUSTRALIA

- Phone: 03 9480 2978 / +61 476293327

- Website: www.autel.com.au
- Email: sales@autel.com.au
- Address: 155 Islington Street, Melbourne, Collingwood, VIC

Repair Service

If it becomes necessary to return your device for repair, please download the repair service form from www.autel.com and fill it in. The following information must be included:

- Contact name
- Return address
- Telephone number
- Product name
- Complete description of the problem
- Proof-of-purchase for warranty repairs
- Preferred method of payment for non-warranty repairs

NOTE
For non-warranty repairs, payment can be made with Visa, Master Card, or with approved credit terms.

Send the device to your local agent or to the below address:

8th Floor, Building B1, Zhiyuan, Xueyuan Road, Xili, Nanshan, Shenzhen, 518055, China

Other Services

You can purchase the optional accessories directly from Autel's authorized tool suppliers, and/or your local distributor or agent.

Your purchase order should include the following information:

- Contact information
- Product or part name
- Item description
- Purchase quantity

16 Compliance Information

FCC Compliance **FCC ID: WQ8-1610MX808**

This device complies with Part 15 of the FCC rules and Industry Canada's license-exempt RSSs. Operation is subject to the following two conditions:

1. This device may not cause harmful interference.
2. This device must accept any interference received, including interference that may cause undesired operation.

Cet appareil est conforme aux CNR exempts de licence d'Industrie Canada. Son fonctionnement est soumis aux deux conditions suivantes:

1. Ce dispositif ne peut causer des interferences; et
2. Ce dispositif doit accepter toute interférence, y compris les interférences qui peuvent causer un mauvais fonctionnement de l'appareil.

⚠ WARNING

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

NOTE

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

-- Reorient or relocate the receiving antenna.

-- Increase the separation between the equipment and receiver.

-- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

-- Consult the dealer or an experienced radio/TV technician for help.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

SAR

The radiated output power of this device is below the FCC radio frequency exposure limits. Nevertheless, the device should be used in such a manner that the potential for human contact is minimized during normal operation.

The exposure standard for wireless devices employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by the FCC is 1.6 W/Kg. Tests for SAR are conducted using standard operating positions accepted by the FCC with the device transmitting at its highest certified power level in all tested frequency bands.

Although the SAR is determined at the highest certified power level, the actual SAR level of the device while operating can be well below the maximum value. This is because the device is designed to operate at multiple power levels so as to use only the power required to reach the network. To avoid the possibility of exceeding the FCC radio frequency exposure limits, human proximity to antenna should be minimized.

RF WARNING STATEMENT

The device has been evaluated to meet general RF exposure requirement. The device can be used in portable exposure condition without restriction.

The term "IC" before the radio certification number only signifies that IC technical specifications were met.

RoHS COMPLIANCE

This device is declared to be in compliance with the European RoHS Directive 2011/65/EU.

CE COMPLIANCE

This product is declared to conform to the essential requirements of the following Directives and carries the CE mark accordingly:

EMC Directive 2014/30/EU
R&TTE Directive 1999/5/EC
Low Voltage Directive 2014/35/EU

17 Warranty

Limited One Year Warranty

Autel Intelligent Technology Corp., Ltd. (the Company) warrants to the original retail purchaser of this MaxiPRO Diagnostic Device, that should this product or any part thereof during normal consumer usage and conditions, be proven defective in material or workmanship that results in product failure within one (1) year period from the date of purchase, such defect(s) will be repaired, or replaced (with new or rebuilt parts) with Proof of Purchase, at the Company's option, without charge for parts or labor directly related to the defect(s).

The Company shall not be liable for any incidental or consequential damages arising from the use, misuse, or mounting of the device. Some states do not allow limitation on how long an implied warranty lasts, so the above limitations may not apply to you.

This warranty does not apply to:

a) Products subjected to abnormal use or conditions, accident, mishandling, neglect, unauthorized alteration, misuse, improper installation or repair or improper storage;

b) Products whose mechanical serial number or electronic serial number has been removed, altered or defaced;

c) Damage from exposure to excessive temperatures or extreme environmental conditions;

d) Damage resulting from connection to, or use of any accessory or other product not approved or authorized by the Company;

e) Defects in appearance, cosmetic, decorative or structural items such as framing and non-operative parts.

f) Products damaged from external causes such as fire, dirt, sand, battery leakage, blown fuse, theft or improper usage of any electrical source.

IMPORTANT

All contents of the product may be deleted during the process of repair. You should create a back-up copy of any contents of your product before delivering the product for warranty service.