

Important Read before Use



Q: Fail to communicate with the vehicle while diagnosing?

- A:**
1. Confirm the ignition is on, or the engine is running.
 2. Confirm the OBD2 diagnostic cable (ArtiDiag500/ArtiDiag600/ArtiDiag700/ArtiDiag800), or the VCI dongle (ArtiDiag800 BT/ Phoenix Plus) is correctly connected to the DLC port.
 3. Confirm the pins in the OBD2 diagnostic connector (ArtiDiag500/ArtiDiag600/ArtiDiag700/ArtiDiag800), or in the VCI dongle (ArtiDiag800 BT/Phoenix Plus) are intact.
 4. Confirm the DLC port is in good condition.
 5. Confirm the diagnostic software has been updated to the latest version.
 6. Connect the scanner to another vehicle.
 7. Contact us via support@topdon.com for 24/7 service if the problem remains.

Q: AutoVIN doesn't work?

- A:**
1. Confirm the ignition is on.
 2. Confirm the OBD2 diagnostic cable (ArtiDiag500/ArtiDiag600/ArtiDiag700/ArtiDiag800), or the VCI dongle (ArtiDiag800 BT/ Phoenix Plus) is correctly connected to the DLC port.
 3. The "Automatic detection on connect" option in "Settings" needs to be "ON".
 4. Manually input VIN data. (The AutoVIN technology may not support some specific vehicle models.)
 5. Make sure Internet connection is stable for ArtiDiag500/ArtiDiag600/ArtiDiag700/ArtiDiag800/ArtiDiag800 BT/Phoenix Plus. Some VIN data may need access to the remote server to get decoded.
 6. Contact us via support@topdon.com for 24/7 service if the problem remains or use "Feedback" module to send us your vehicle's make, model, and year for timely technical assistance.

Q: The scanner's screen doesn't light up when connecting to the vehicle DLC port?

- A:**
1. Better to fully charge the scanner with built-in battery before use.
 2. Confirm the vehicle OBDII fuse isn't broken, and the DLC port is in good condition. Connect the scanner to another vehicle.
- Contact us via support@topdon.com for 24/7 service if the problem remains.

Q: Fail to run one specific system's diagnostics.

- A:**
1. Confirm the vehicle does have installed that specific system.
 2. Confirm the system functions normally, and the circuit is in good condition.
 3. Confirm the system fuse isn't broken.
 4. Confirm the pins in the OBD2 diagnostic connector (ArtiDiag500/ArtiDiag600/ArtiDiag700/ArtiDiag800), or in the VCI dongle (ArtiDiag800 BT/Phoenix Plus) are intact.
 5. Confirm the DLC port is in good condition.
 5. Confirm the diagnostic software has been updated to the latest version.
 7. Identify the malfunction first if related DTCs (Diagnostic Trouble Codes) have been detected while running other systems' diagnostics.
 8. Check if another scanner can diagnose the system.
 9. Contact us via support@topdon.com for 24/7 service if the problem remains. Or use the "Feedback" module to send us your vehicle's make, model, and year for timely technical assistance.

Q: Fail to run any vehicle system's diagnostics

- A:**
1. Confirm you have selected the correct vehicle make, model, and year while manually diagnosing.
 2. Confirm the pins in the OBD2 diagnostic connector (ArtiDiag500/ArtiDiag600/ArtiDiag700/ArtiDiag800), or in the VCI dongle (ArtiDiag800 BT/Phoenix Plus) are intact.
 3. Confirm the DLC port is in good condition.
 4. Confirm the diagnostic software has been updated to the latest version.
 5. Connect the scanner to another vehicle.
 6. Contact us via support@topdon.com for 24/7 service if the problem remains. Or use the "Feedback" module to send us your vehicle's make, model, and year for timely technical assistance.

Q: The Oil Reset function doesn't work, or even exist.

- A:**
1. Confirm the ignition switch is in the "ON" position, and the engine isn't running.
 2. Confirm the diagnostic software has been updated to the latest version.
 3. Confirm you have selected the correct vehicle make, model, and year.
 4. Try to perform manual Oil Reset in some supported vehicle models.
 5. Take care to follow the pop-up guidance carefully during the whole procedure.
 6. It may require Internet connection while performing the Oil Reset in some new Porsche models. Some vehicle's Oil Reset option may not be available in the scanner's "Maintenance & Reset" module. Try "Local Diagnose" and manually select the vehicle's make, model, and year, to find the option in the corresponding diagnostic software.
 7. Contact us via support@topdon.com for 24/7 service if the problem remains. Or use "Feedback" module to send us your vehicle's make, model, and year for timely technical assistance.

Q: The scanner doesn't support my language / How to switch the language.

- A:** TOPDON scanners feature a multilingual menu normally covering 9 languages: English, Spanish, French, German, Italian, Russian, Portuguese, Japanese, and Korean.
- Follow the steps as follows for a successful language switch:
- Select the language you need in the "setting" module of the diagnostic software.
- Download and install the manufacture software pack in selected language in "Upgrade" module.
- *The second step is the necessary procedure, or the diagnostic menu will still display in English as default.
- *You can delete the unneeded manufacture software pack in case of insufficient on-board memory.