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## 3.9 About

The **About** function allows viewing of some important information such as serial number and software version number of the scanner.

1. From **Main Screen (See Figure 3.1)**, use the **Up/Down** scroll button and **Left/Right** scroll button to select **About** and press the **OK** button; wait for the **About** screen to appear.
2. View tool information on screen.



## 3.10 Vehicle Coverage

The 60694 Scanner is specially designed to work with all OBD II compliant vehicles, including those equipped with next-generation protocol -- Control Area Network (CAN). It is required by EPA that all 1996 and newer vehicles (cars and light trucks) sold in the United States must be OBD II compliant and this includes all Domestic, Asian and European vehicles.

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A small number of 1994 and 1995 model year gasoline vehicles are OBD II compliant. To verify if a 1994 or 1995 vehicle is OBD II compliant, check the Vehicle Emissions Control Information (VECI) Label which is located under the hood or by the radiator of most vehicles. If the vehicle is OBD II compliant, the label will designate "OBD II Certified". Additionally, Government regulations mandate that all OBD II compliant vehicles must have a "common" sixteen-pin Data Link Connector (DLC).

For your vehicle to be OBD II compliant it must have a 16-pin DLC (Data Link Connector) under the dash and the Vehicle Emission Control Information Label must state that the vehicle is OBD II compliant.

### **3.11 Product Troubleshooting**

This part describes problems that you may encounter while using the Scan Tool.

#### **Vehicle Linking Error**

A communication error occurs if the Scan Tool fails to communicate with the vehicle's ECU (Engine Control Unit). You need to do the following to identify the error:

1. Verify that the ignition is ON.
2. Check if the Scan Tool's OBD II connector is securely connected to the vehicle's DLC.
3. Verify that the vehicle is OBD II compliant.
4. Turn the ignition off and wait for about 10 seconds. Turn the ignition back to on and continue the testing.
5. Verify the control module is not defective.

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## Operating Error

If the Scan Tool freezes, an exception occurs or the vehicle's ECU (Engine Control Unit) is too slow to respond to requests. You need to do the following to reset the tool:

1. Reset the Scan Tool.
2. Turn the ignition off and wait for about 10 seconds. Turn the ignition back to on and continue the testing.

## Scan Tool doesn't power up

If the Scan Tool won't power up or operates incorrectly in any other way, you need to do the following to check up:

1. Check if the Scan Tool's OBD II connector is securely connected to the vehicle's DLC.
2. Check if the DLC pins are bent or broken. Clean the DLC pins if necessary.
3. Check vehicle battery to make sure it is still good with at least 8.0 volts.

## LED Lamps Not Working

If you turn on the Scan Tool and perform the I/M Readiness test but the LED lamps are not working, there may be several possible causes, including bad connection and ignition off. In this case, follow these steps to check the Scan Tool:

1. Make sure the OBD II cable is connected to the DLC securely.
2. Verify the ignition key is in the KOER position.
3. Run the **LED Test** in the **System Setup** menu. If the Scan Tool does not pass this test, there is a problem with the LED lamp.