

## *X431 Tool Frequently Asked Questions*

**Q: Do I need to download software?**

A: Launch is continually updating their software. The software that arrives with a new tool will be outdated.

**Q: Where do I go to register and download the latest software?**

A: Go to <http://www.x431.com>. There will be two choices Alternative Site and Main Site. You can enter either site.

**Q: How do I register and download all the new software?**

A: If you purchased the unit from an Authorized Distributor a download manual should be in the box. A download manual can be obtained from your Authorized Distributor or by calling 877-LAUNCH9 or emailing us at [support@launchtechusa.com](mailto:support@launchtechusa.com) You will need your serial number.

**Q: What is a registration password?**

A: You need the private and confidential envelope that comes with your tool. Tear the perforated edges off to open for your register password. Your serial number begins with "98..."

**Q: I notice there are three different serial numbers, which one is the right one?**

A: Use the Smartbox serial number which is the last number on the back of your tool. Every component of the X431 has its own serial number: the top (first) is the printer, the middle (second) is the main unit, and the bottom (third) is the Smartbox.

**Q: When I try to register the unit I get a message that says "incorrect dealer code" what do I do?**

A: Be sure the dealer code you have entered is capitalized.

**Q: When I try to register my unit I get a message "unit not sold" what do I do?**

A: Please call 877-LAUNCH9 or email [support@launchtechusa.com](mailto:support@launchtechusa.com). You will need your serial number.

**Q: I turned on my tool, how do I diagnose a vehicle?**

A: Click on the Start button in the lower left corner of the screen, then GAG then GD Scan.

**Q: I get the message "Please insert card to run program", but it already is installed, what should I do?**

A: You may need to update the software. If you already have, there may have been an error. Double check that you are downloading System Data (Tool-Infinite Data) and Display, as well as your vehicle software. Call 877-LAUNCH9 for Technical Support.

**Q: I get a message "Disaccording Software..." what do I do?**

A: Launch software is serialized so that it only works with the correct hardware (Smartbox) serial number. This message means that the software has detected a discrepancy in software. Go to the Download Center and make sure the correct serial number is showing on the download page. If the serial number is correct, check that you are downloading the latest version Display. You will need to format your CF card if you update this program. Last, it is possible that there are changes being done to the website, so try downloading from an alternate server (Alternative Site, Main Site).

**Q: The touch screen does not work, what do I do?**

A: Restart the tool. When the message appears instructing you to press the Hotkey (located by the power button), do so, and complete calibration by following the on screen instructions.

**Q: When I try to calibrate the screen the calibration dot does not respond to the stylus, what do I do?**

A: It takes 3 seconds of holding the stylus onto the calibration dot for the screen to successfully capture the information it needs. You may need to try calibration without the CF card installed. If the screen responds, your problem is in the CF card.

**Q: The printer sounds like it is working but paper does not feed, what do I do?**

A: The printer feed roll lock is not set. Open the printers cover and make sure the printer feed tab is in the lock position.

**Q: The printer paper feeds but it is blank, what do I do?**

A: The tool uses thermal paper that only prints on the one side. Try turning the paper the other way.

**Q: Every time I turn on my X431 it asks me for my contact information, what do I do?**

A: This will cease once you have entered in your information. If you would like to edit the information you have already inputted, select Start, User, and the keyboard option is a button the on the bottom.

**Q: The connector called for by the tool does not work, what do I do?**

A: Make sure you have the latest software required and are selecting the correct models for that vehicle.

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