Software Update Flow Chart



How to make online registration



FAQ

How to get verification code via email box?

- 1. Download and install IFIX Series Update Client to PC.
- 2. Connect the main unit to PC via USB cable and run IFIX Series Update Client. The AUTEK disc icon will be pop-out on PC.
- 3. Input valid email box and click the green button "Get Verification Code"
- 4. Input the verification code and click Next.
- 5. Fill in user details and download diagnostic software online accordingly.

How can I get the serial number?

- The serial number cannot be read out under the USB connection mode.
- 1. Read the serial number directly from the back side of the machine or
- 2. Connect the main unit PC in order to read out the serial number.
- Note: The serial number will be null if the main unit is not connected to PC via USB cable

Why no latest version displayed after download?

The car model on the update list will not be displayed once it is updated to the latest version.

Why cannot Install the Autek IFIX Series Update Client correctly?

After installing the Autek IFIX Series Update Client software, the system won't accept the serial number for the auto scanner. Note: You need to connect the auto scanner to PC with the USB cable before software download.

How to do if the screen displaying Incomplete parameter (MCUID)?

The information "Incomplete parameter (MCUID)" will be displayed during the software update. Please check the following settings:

- 1. Have you connected to PC with USB?
- 2. Have you installed anti-virus wall?

Note: We strongly recommend you to close the anti-virus software during the update.

Why the auto scanner doesn't power up?

- If the auto scanner won't power up or operates incorrectly in any other way, follow the steps below to check the connections:
- 1. Check if the connector is securely connected to the vehicle's DLC
- 2. Check if the DLC pins bent or broken. Clean the DLC pins if necessary.

Why the vehicle linking error?

A communication error occurs if the auto scanner fails to communicate with the vehicle's ECU, follow the steps below to check the connections:

- 1. Verify that the ignition is ON.
- 2. Check if the cables or connector are securely connected to the vehicle's DLC.
- 3. Turn the ignition off and wait for about 10 seconds and turn the ignition back to ON and continue the testing.
- 4. Verify the control module is not defective