

This guide is written for distributors, wholesalers, and technical support teams. Copy/paste friendly answers for end users.

Model	V310	Document Version	v1.0
Last Updated	2026-02-06		

Quick Start

Recommended connection sequence:

1. Park safely and apply parking brake
2. Turn ignition OFF
3. Connect V310 to vehicle 16-pin DLC using OBD cable (insert fully)
4. Turn ignition ON (dashboard ON). For most OBD2 tests keep engine OFF (KOEO)
5. Wait 10-60 seconds for protocol detection/linking
6. Select desired function (Read Codes, Live Data, etc.)

Note: If communication is unstable, starting the engine may help on some vehicles. Push-button start vehicles: press START without pressing brake pedal to turn ignition ON (engine OFF).

Quick Checklist (most issues are solved here)

- ✓ Vehicle is safely parked; parking brake engaged
- ✓ Scanner is firmly connected to vehicle's 16-pin OBD-II DLC
- ✓ Vehicle fuse for DLC is OK (not blown)
- ✓ DLC pins are clean, not bent or damaged
- ✓ Ignition is ON (dashboard ON)
- ✓ No other OBD device/app is connected simultaneously
- ✓ Display contrast adjusted for ambient light (Settings menu)
- ✓ Vehicle supports OBD-II / EOBD (region/model year dependent)

Important Notes

- Compatibility and available functions vary by vehicle make/model/year/region and ECU configuration
- OBD2 functions mainly cover emissions-related engine diagnostics
- Use only when vehicle is safely parked. Do not operate device while driving

Power & Display Issues

Q: The scanner does not power on / screen stays blank

- ✓ Confirm ignition is ON (dashboard ON). Some vehicles do not power OBD port in ACC mode
- ✓ Unplug and re-insert connector firmly (do not force)
- ✓ Check vehicle fuse related to OBD/12V accessory circuit
- ✓ Inspect DLC pins for bending, damage or contamination
- ✓ Test scanner on another known-good OBD2 vehicle to isolate vehicle vs. device

Q: The screen is hard to read

- ✓ Adjust Contrast in Settings (System Setup)
- ✓ Use a work light if port area is dark (reflective LCD relies on ambient light)
- ✓ If display is missing segments on multiple vehicles, treat as device issue

Linking / Communication Issues

Q: "Linking Error" / unable to communicate with ECU

- ✓ Use recommended sequence: ignition OFF → plug in → ignition ON (KOEO) → wait 10-60s → retry
- ✓ Make sure you are connected to 16-pin OBD2 port (not another connector)
- ✓ If aftermarket device is already on OBD port, remove it and retry (only one device/app at a time)
- ✓ Try with engine running if KOEO fails (vehicle dependent)
- ✓ Confirm vehicle supports OBD-II / EOBD (region and model year dependent)

Q: Communication drops or freezes during diagnosis

- ✓ Check for loose connection; avoid moving cable/connector during diagnosis
- ✓ Keep vehicle voltage stable (weak battery can cause resets)
- ✓ Turn ignition OFF, wait 10 seconds, then start new session

Reading & Clearing Codes

Q: Codes can be read but cannot be cleared

- ✓ Fix underlying fault first; codes may return immediately if problem remains
- ✓ Follow on-screen prompt for required ignition state (often ignition ON, engine OFF)
- ✓ Some monitors require drive cycle after repair for MIL to turn off

Q: MIL/Check Engine is ON but no codes are shown

- ✓ Check for Pending codes (if available)
- ✓ Cycle ignition OFF → ON and re-scan
- ✓ Warning may come from non-engine module; basic OBD2 tools may not access those modules

Live Data / Freeze Frame

Q: Live Data shows N/A or 0 for some items

- ✓ This is often normal if vehicle ECU does not support those PIDs
- ✓ Try with engine running for parameters that require engine to run (RPM, fuel trims, etc.)
- ✓ Verify tool is linked successfully before entering Data Stream

Q: Freeze Frame is not available

- ✓ Freeze Frame is usually stored only when DTC is set. If no stored codes, Freeze Frame may be empty
- ✓ Not all vehicles support Freeze Frame for all code types

DTC Lookup & Settings

Q: DTC Lookup cannot find a definition for a code

- ✓ Some manufacturer-specific codes may not exist in built-in library
- ✓ Verify code format (P/C/B/U + 4 characters)
- ✓ Use vehicle service manual or online database for manufacturer-specific details

Q: How to change language, units or contrast

- ✓ Go to System Setup/Settings
- ✓ Select Language / Units / Contrast, adjust with arrow keys, then confirm with OK
- ✓ Settings are retained after power off

Support Checklist (when contacting support)

Please collect the following information:

- | | |
|--|---|
| <input checked="" type="checkbox"/> Vehicle make / model / year / region | <input checked="" type="checkbox"/> DTCs (stored/pending) and Freeze Frame (if available) |
| <input checked="" type="checkbox"/> Ignition state during test (KOEO / engine running) | <input checked="" type="checkbox"/> Photos of vehicle DLC and device screen (if possible) |
| <input checked="" type="checkbox"/> Device model (V310) and version info shown in Help/About | <input checked="" type="checkbox"/> Symptoms and when issue started occurring |

Safety Reminders

- Always use when vehicle is safely parked. Never operate device while driving
- Do not force connector into vehicle DLC. Ensure proper alignment
- Do not disassemble or modify product. No user-serviceable parts inside
- If device will not be used for extended period, store in dry place at recommended temperature

Contact Information

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