

This guide is written for B2B OEM/ODM partners and support teams. You may copy/paste answers to end users.

Model	V520	Document Version	v1.0
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✔ Quick Checklist (most issues are solved here)

- ✔ The scanner is firmly connected to the vehicle OBD-II port (16-pin DLC).
- ✔ Wait 10-60 seconds after connecting for the vehicle to respond.
- ✔ For Cloud Print, re-run the item (DTC / data stream / freeze frame) before generating the QR code.
- ✔ Ignition is ON (dashboard lights ON). If communication is unstable, try with the engine running.
- ✔ Use the correct menu (OBD/EOBD) for code reading/clearing.

📱 Problem: The scanner does not power on or the screen stays blank

- The scanner is powered by the vehicle. Confirm the OBD port has power and the connector is fully seated.
- Turn ignition ON (KOE0). ACC mode may not power the diagnostic circuit on some vehicles.
- Check the vehicle fuse related to the diagnostic port / 12 V accessory circuit.
- Test the scanner on another known OBD-II/EOBD vehicle to isolate vehicle vs. device.

🔊 Problem: "Linking Error", "Unable to communicate", or frequent connection failures

- Recommended sequence: ignition OFF → connect → ignition ON (dashboard ON) → wait → start diagnosis.
- Try with the engine running if KOEO does not work on your vehicle.
- Re-seat the connector and avoid moving the cable during communication.
- Some early or market-specific ECUs may not fully support standard OBD-II communication.

🔍 Problem: No codes shown

- This can be normal if there are no stored engine/emissions faults.
- If the MIL is ON but no codes appear, restart the session and run Read Codes again.

📄 Problem: Codes cannot be cleared or clearing fails

- Follow the on-screen confirmation. If clearing fails, stop the engine and try again with ignition ON (powered on).
- If a fault condition still exists, the code may return after clearing.
- Some codes require a drive cycle or specific conditions to clear.

⚙️ Problem: I/M Readiness shows INC or tests are not available

- INC means the monitor has not completed since DTCs were cleared; complete the required drive cycle for your vehicle.
- Some functions (Mode 6, O2 sensor test, Mode 8) are vehicle-dependent and may show N/A or no support.

🔄 Problem: QR code cannot be generated or shows no data

- Open the relevant menu (DTC / Data Stream / Freeze Frame) and run the test first.
- Press OK again to generate the QR code after data is displayed.
- If the printed item has no data, re-detect it in the OBD/EOBD menu before printing.

❓ Information to Collect for Technical Support

- ✔ Vehicle make/model/year/engine type and region.
- ✔ Function used (Read Codes / Clear Codes / Data Stream / Mode 6 / etc.).
- ✔ Exact error message on the screen.
- ✔ Ignition state used (KOE0 or engine running).
- ✔ Any DTC codes displayed (photo is recommended).

🛑 Safety Reminder

- 🛑 Operate diagnostics only when the vehicle is safely parked.
- 🛑 Do not expose to heat, moisture, or direct sunlight.
- 🛑 Do not operate the tool while driving.
- 🛑 Do not disassemble, modify, or repair the product.