User Manual

D9HD Truck Scan

Version 6.8

Revise date 2022/11

Shenzhen Xtooltech Intelligent Co., LTD

Please read this user manual carefully before using the D9HD Truck Scanner, referred to as the “Truck scanner” throughout this document. When reading the manual, please pay attention to the words “Note” or “Caution”, and read them carefully for appropriate operation.

Operation Instructions

For safe operation, please follow the instructions below:

- Keep the device away from heat or fumes when in use.
- If the vehicle battery contains acid, please keep your hands and skin or fire sources away from the battery during testing.
- The exhaust gas of the vehicle contains harmful chemicals. Please ensure adequate ventilation.
- Do not touch the vehicle cooling system components or exhaust manifolds when the engine is running due to the high temperatures reached.
- Make sure the car is securely parked, Neutral is selected or the selector is at the P or N position to prevent the vehicle from moving when the engine starts.
- Make sure the (DLC) Diagnostic Link Connector is functioning properly before starting the test to avoid damage to the Diagnostic Computer.
- Do not switch off the power or unplug the connectors during testing. Doing so may damage the ECU (Electronic Control Unit) and/or the Diagnostic Computer.

Cautions!

- Avoid shaking, dropping or dismantling the truck scanner as it may damage the internal components.
- Use only your fingertips to touch the LCD screen. Hard or sharp objects may damage the truck scanner.
- Do not use excessive force;
- Do not expose the screen to strong sunlight for a long period.
- Please keep the truck scanner away from water and moisture.
- Store and use the truck scanner only within the temperature ranges identified in the Technical Specifications section.
- Keep the unit away from strong magnetic fields.

Aftersales-Services

XTOOL strives to provide best-in-class support!

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CONTENT

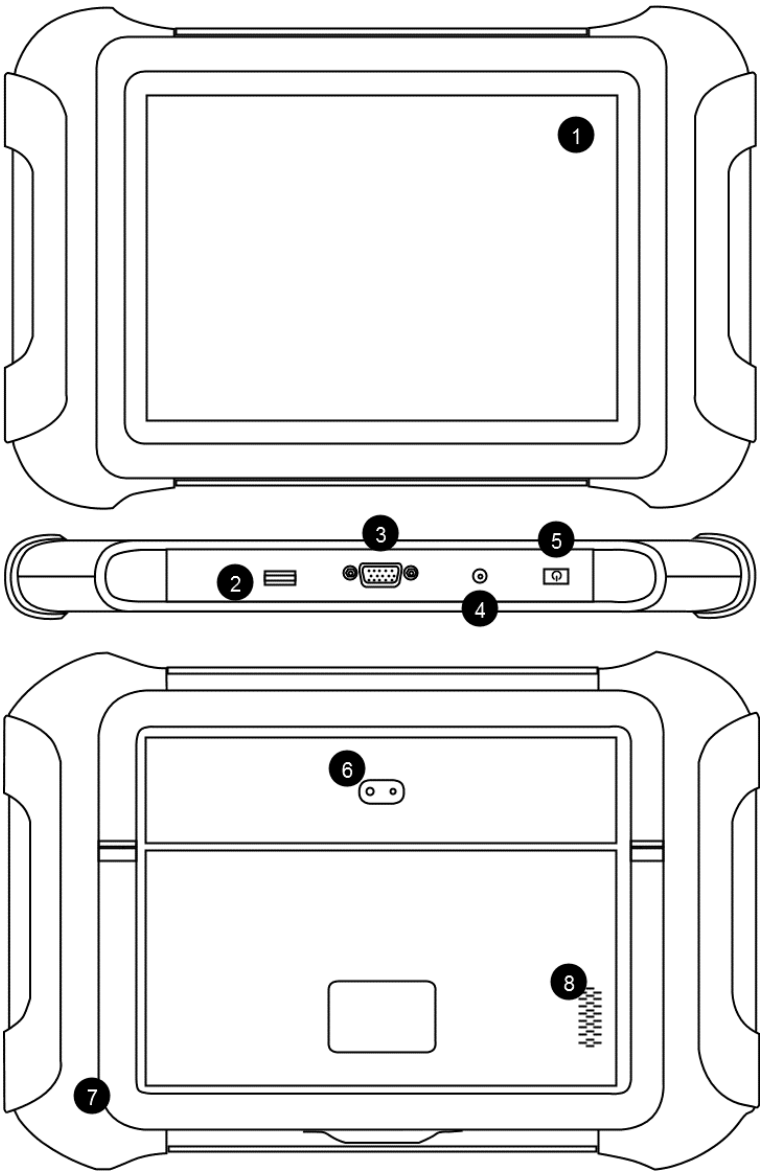
1. GENERAL INTRODUCTION

The XTOOL D9HD Truck Scanner (referred to as the “Truck scanner”) is an advanced scanning tool based on the Android operating system for diesel vehicles. It supports multiple languages and is suitable for different countries and regions. The advantage of this OBD-II (On-Board Diagnostics version 2) scanner is its comprehensive functions and its ability to quickly provide the user with more accurate diagnostic information.

D9HD Truck Scanner main units included:

- Tablet: P901
- Wireless Diagnostic Module: VCI (Vehicle communication interface) box

TABLET

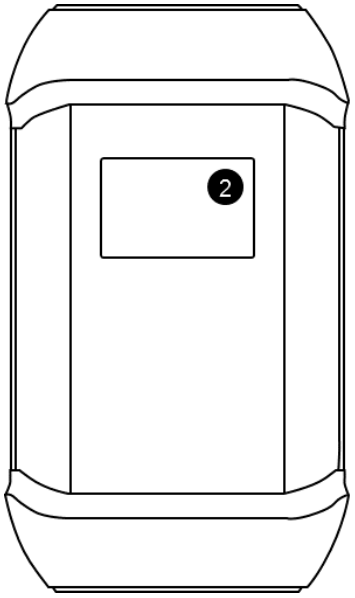


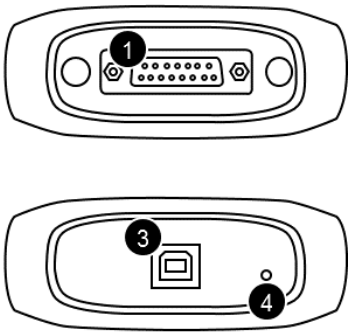
1. 9.7-inch touch screen

2. USB 3.0 Port
3. DB15 Port - Reserved, not available for vehicle communication
4. DC Power Input Port
5. Power Button – Long press to turn off/on the tablet, short press to enter sleeping mode

6. Rear Camera
7. Holder
8. Speaker

VCI BOX



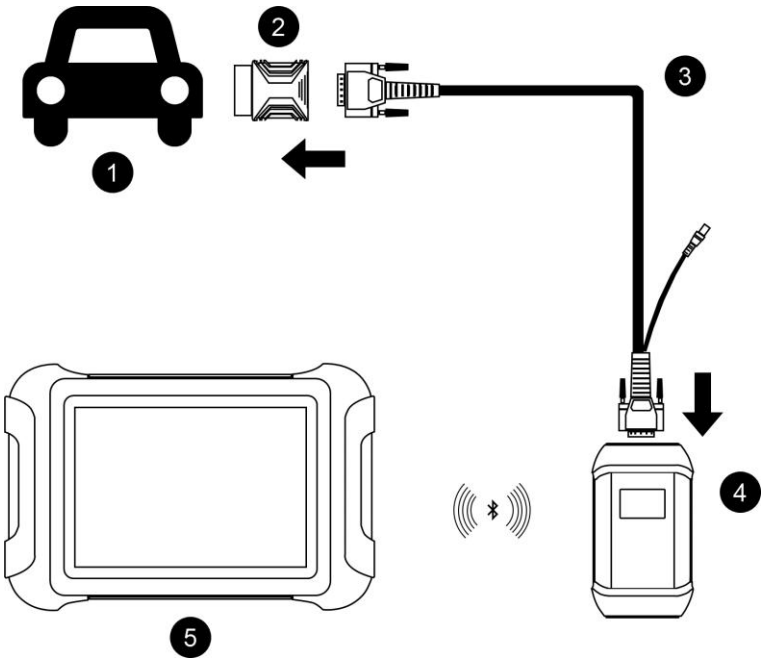


1. DB15 Port
2. Display with vehicle voltage
3. Type-B Port
4. Reset button - Long press to reset the VCI box

VEHICLE CONNECTION

BLUETOOTH CONNECTION

The Bluetooth connection method is shown in the figure below:



1. Vehicle
2. OBD adapter
3. Test cable (DB15 to DB15)
4. VCI box
5. Tablet

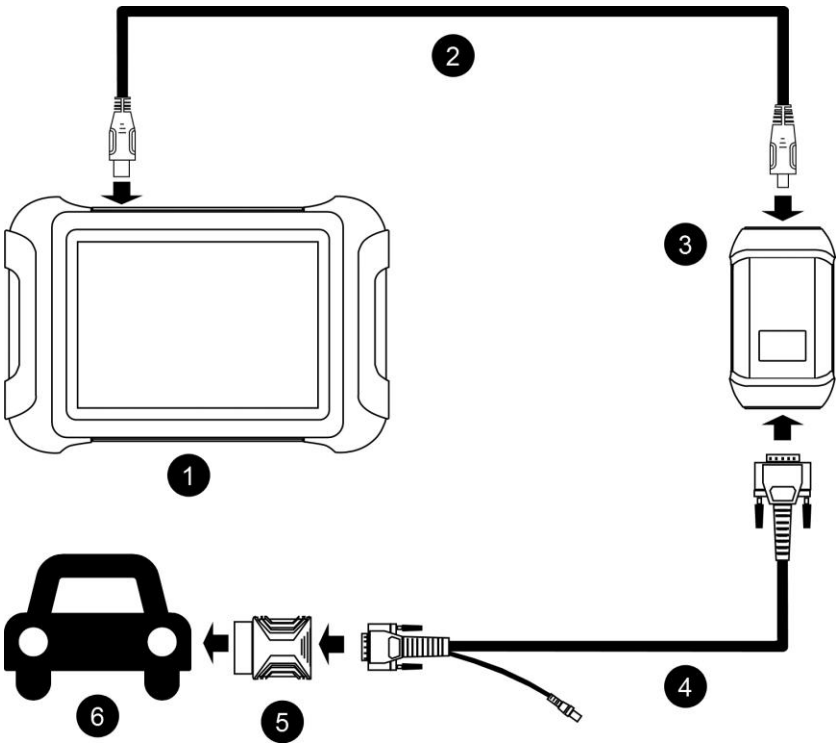
The truck scanner must be connected to the vehicle's OBD-II port so that the tablet can establish correct vehicle communication. Please perform the following steps:

1 Turn on the tablet
2 Connect VCI with Vehicle via main test cable and OBD adapter, make sure Bluetooth connection works fine
3 Switch on the ignition and tap on the Diagnostic application to start your diagnosis.

⚠ Note: The vehicle's DLC is not always located under the dash; for the location of the DLC, please refer to the vehicle owner's manual. Some older vehicles are not compatible with the OBD Ⅱ-16 adapter, please make sure you're using the correct adapter.

WIRE CONNECTION

When using functions such as ECU programming & coding, please use the USB 3.0 to TYPE-B main cable to connect the tablet to the VCI box to prevent the failure of function execution due to unstable data transmission and thus any other damage.



1. Tablet
2. USB 3.0 to Type-B cable
3. VCI box
4. DB15 to DB15 Main Cable
5. OBD Adapter
6. Vehicle

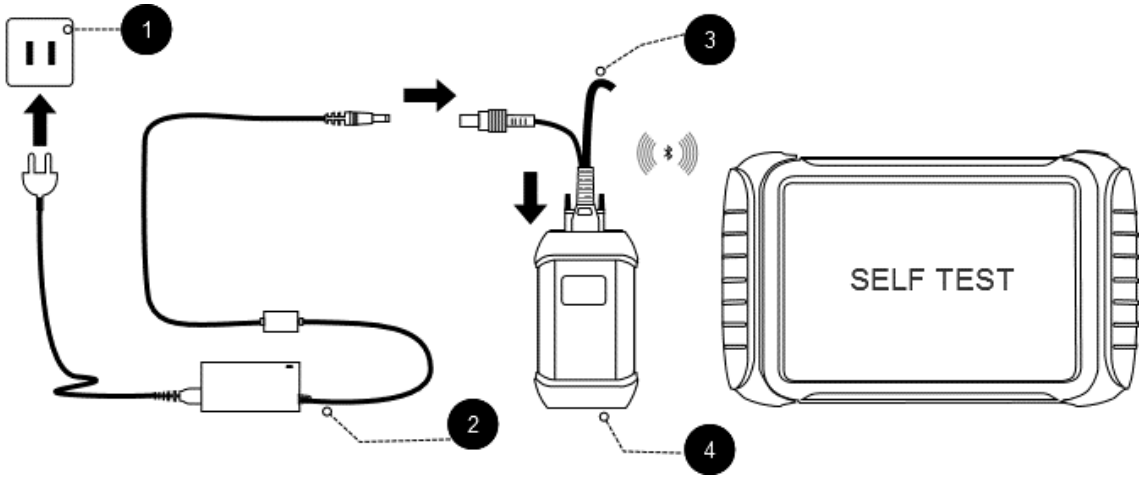
ⓘ For models with DoIP protocol communication, please be sure the device is connected to vehicle by wire.

FOR SELF-TEST

The self-test is mainly used to detect whether there is a fault in the internal hardware of the device. When performing the self-test function, please do not connect the VCI box or tablet directly to the vehicle, otherwise irreversible damage may be caused to your vehicle!

• Plug the power cord into the 12V DC port of the VCI box

• Enter the following path: **Main Menu>>Setting>>Self-test**, make sure the device is not connected to any vehicle, click OK to perform self-test function



1. **Power outlet**
2. **Charger cable**
3. **DB15 to DB15 test cable**
4. **VCI box**

- **Precautions for Diagnosis**

1. The voltage range on the car: +9~+36V DC;

2. When testing some special functions, the operator must operate according to the prompts and meet the test conditions. For some models [special functions], the conditions that need to be met are: engine water temperature 80 ℃~105 ℃, turn off headlights and air conditioners, keep the accelerator pedal in the released position, etc.;

3. The electronic control systems of different models are very complicated. If you encounter situations where it is impossible to test or a large amount of test data is abnormal, you can search for the ECU of the vehicle and select the menu for the model on the ECU nameplate;

4. If the vehicle type or electronic control system to be tested is not found in the diagnostic function, please upgrade the vehicle diagnostic software to the latest version using the Updates menu or consult the XTOOL technical service department;

5. Only wiring harnesses provided by XTOOL and designed for the truck scanner are permitted to be used with this truck scanner to avoid damage to the vehicle or the truck scanner;

6. When running a Diagnostics function, it is forbidden to shut down the truck scanner directly. You should cancel the task before returning to the main interface and then shutting down the truck scanner.

2. GETTING STARTED

CONNECTING POWER

The truck scanner may need to be charged before first use. Confirm the proper power adapter (either 120 VAC North American or 240 VAC European version) is attached to the AC/DC charger.

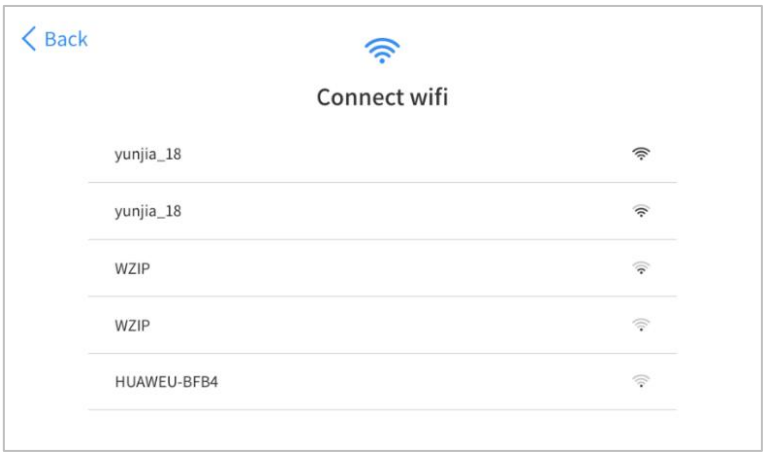
Plug the AC/DC charger into a wall outlet and charging this scan tool by the AC/DC power supply port.

Note: a fully discharged battery will take approximately **6** hours to fully charge. The truck scanner can be used while charging.

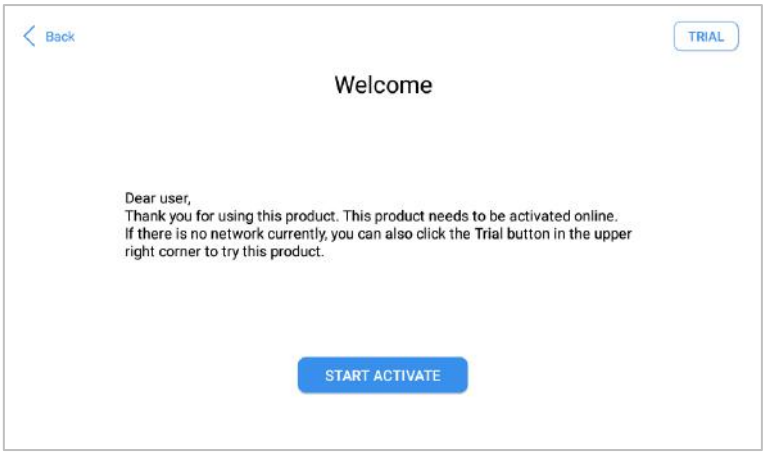
ACTIVATION

After first-time users press and hold the power button to turn on the system, the system will automatically enter the guided process and request the user to select the language for the operating system.

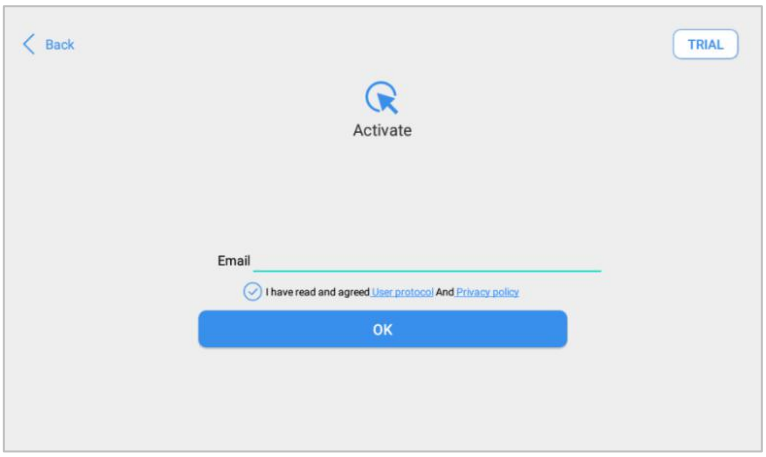
After setting the system language, click **Next** to enter the Wi-Fi connection page, as shown below:



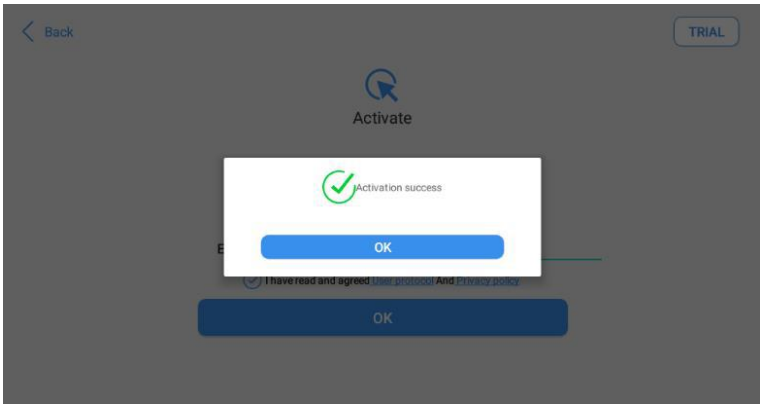
Select a network to connect to on the Wi-Fi connection page. You need to enter the Wi-Fi password to establish Wi-Fi connectivity and the activation page, as shown in the figure below. You can also click the "Trial" button in the upper right corner to try it out before activation. However, activation is highly recommended to take advance of any new online software updates.



Click **Start Activation** to enter the activation page, as shown below:



A pop-up window showing **Activation Success** indicates that you have completed the first boot setup, and **please input your email address as requested**



Click **OK** to enter the diagnostic system and start using the device.

3. DIAGNOSTIC

The diagnostic application can read ECU information, read and clear DTC (Diagnostic Trouble Codes) and check live data and freeze frame data. The Diagnostic application can access the ECU of various vehicle control systems, including the Engine, Transmission, Anti-lock Braking System (ABS), Airbag Safety Restraing System (SRS), Electronic Parking Brake system (EPB) and perform many types of maintenance services and .

BEGINNING DIAGNOSTIC TESTING

After the tablet device is properly connected to the vehicle, you could start the vehicle diagnosis. In diesel mode, the navigation bar has several groups as below:

- Vehicle brand
- Electronic Control System
- Engine Type

! Note: Click the arrow icon on the right to easily switch to petrol mode, and the vehicle will be display by the area for car make!

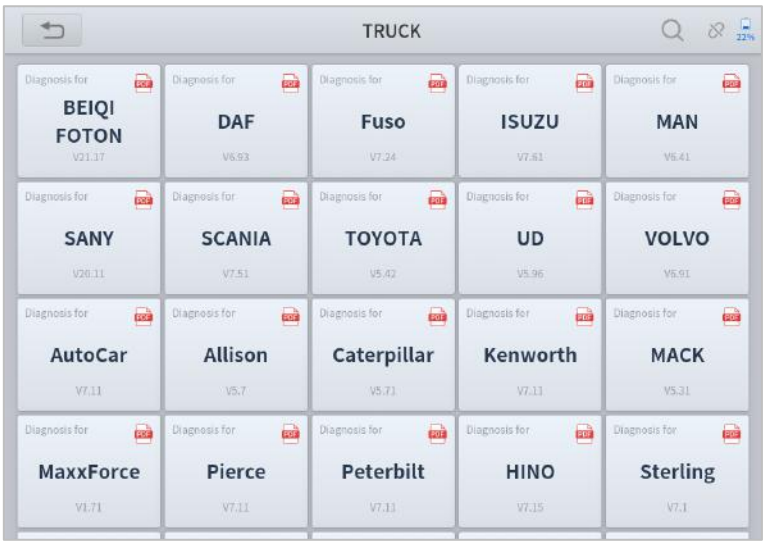
VEHICLE BRAND

- **Heavy Duty OBD**

This function can perform OBD detection on your truck, it supports looking up DTC definitions, automatic scanning of diesel/gasoline OBD, and also allows users to manually select a single protocol for detection

- **Truck**

Enter the ***TRUCK*** menu, you can find and select the diesel vehicle brands supported by this device for scanning and diagnosis.



- **Construction Machinery**

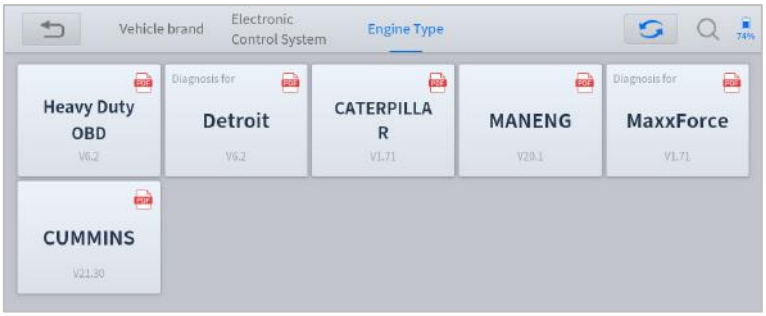
This device also supports the diagnosis of construction machinery of the following brands

ELECTRONIC CONTROL SYSTEM

This menu supports diagnosis according to different electronic control systems, including ABS system of WABCO, ECU system of CUMMINS, and Gearbox systems of Allison, ZF and Eaton.

ENGINE TYPE

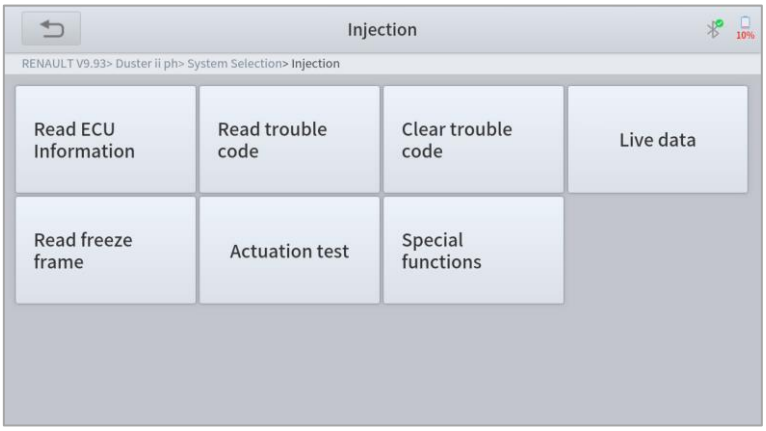
Under this menu, you can diagnose by selecting ECU type under different brands.



DIAGNOSIS FUNCTIONS

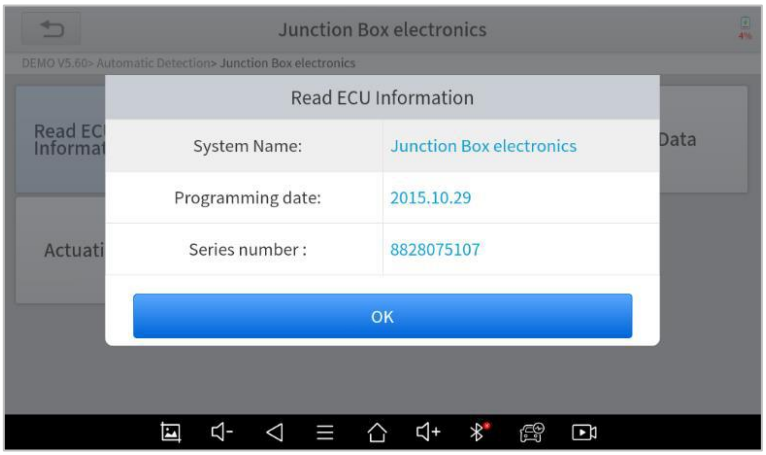
Diagnostics functions supported by the truck scanner are listed below:

- **Read ECU Information**
- **Read/Clear Trouble Code**
- **Read Live Data**
- **Freeze Frame**
- **Actuation Test (Bi-Directional Control)**
- **Special functions**

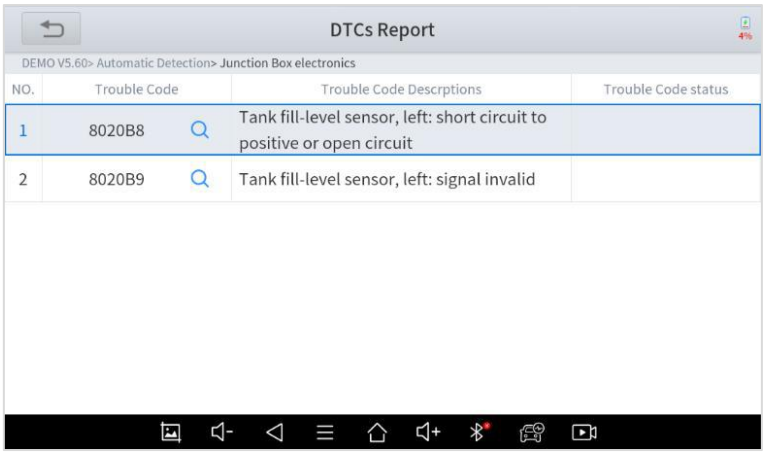


- **READ ECU INFORMATION**

This function is to read ECU version information and is the equivalent of "**System Identification**" or "**System Information"** in some electronic control systems. These equivalent terms all refer to reading ECU-related software and hardware versions, models and production date of diesel engines, part numbers, etc. This information is helpful when recording maintenance records and ordering new parts



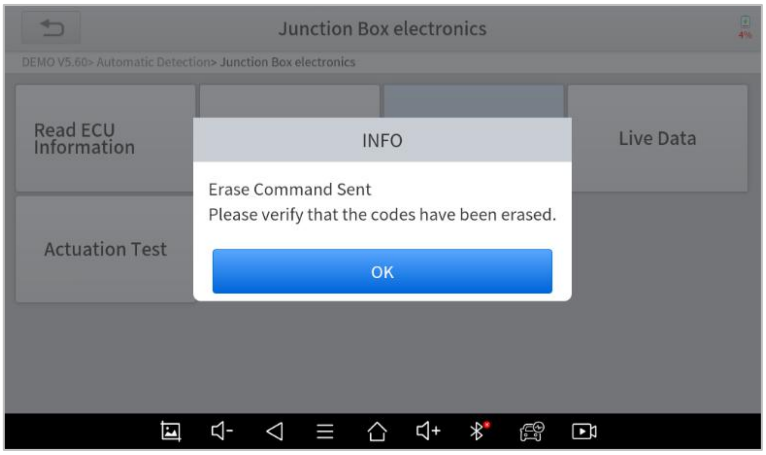
- **READ TROUBLE CODE**



In the process of diagnosis, if the device shows “System is OK” or “No Trouble Code”, it means there is no related trouble code stored in ECU or some troubles are not under the control of ECU. Most troubles are mechanical system troubles or executive circuit troubles. It is also possible that the signal of a sensor may be inaccurate but within limits, which can be examined using Live Data.

- **CLEAR TROUBLE CODE**

It allows for clearing current and historical trouble codes stored in the ECU memory, under the premise that all the troubles have been resolved.



Some troubles are immediately detected by the ECU with the key in the run position and without the engine running. Other troubles are not detected until very specific test conditions are met such as engine coolant temperature within a range, speed within a range for a duration of time, throttle percentage within a range, etc.

If the trouble codes are erased when the trouble remains unresolved, the trouble code will reappear in the ECU the next time the ECU performs the specific diagnostic test for that trouble.

If the trouble is resolved but there is a stored trouble code, sometimes the ECU will detect the resolution and clear the trouble code or more likely, classify it as “historical” trouble.

If the trouble is resolved and the user clears the trouble codes, the trouble history will be cleared.

If the user intends to have another colleague or mechanic investigate the problem, it is not recommended for the user to clear the trouble code since doing so may erase information helpful to others who may investigate the issue.

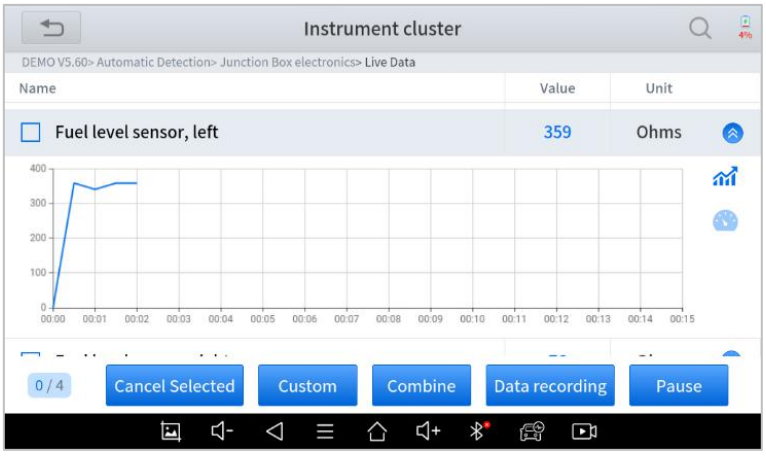
DTC Status	Descriptions	Suggestions

Current /Present	Current DTC's are trouble codes that are stored in the ECU when both continuous and non-continuous (2 trip) monitors fail. Current DTC's command the MIL On the instant they are stored in the ECU.	Current DTC's can be cleared using the Clear DTC's function of the Scantool, or when the ECU monitor (2 trip monitor) has ran and completed 40 consecutive trips without a fault.
History/Stored	History DTC's are trouble codes stored in the ECU when continuous and non-continuous monitors (2nd trip) fail. History DTC's set in conjunction with Current DTC's and are not cleared by the ECU monitor. History DTC's can only be cleared using the Clear DTC function of the Scantool.	History DTC's set in conjunction with Current DTC's and are not cleared by the ECU monitor. History DTC's can only be cleared using the Clear DTC function of the Scantool.
Pending	Pending codes are codes that prep themselves when they determine a fault that engine cycle. They are basically a preliminary investigation for your engine. To simplify, a random malfunction can occur during the current drive cycle but only happen for a split second. This will cause the malfunction to throw a "pending code".	Typically pending codes are not to severe but you shouldn't ignore them either, it can be cleared using the Clear DTC's function of the Scantool
Permanent	Permanent DTC's are trouble codes that are stored in the ECU when continuous and non-continuous monitors fail. Permanent DTC's are set in conjunction with Current and History DTC's.	Permanent DTC's cannot be cleared using the Clear DTC's function on the Scantool. Instead, Permanent DTC's are cleared when the ECU monitor completes and passes three consecutive trips.
For Volkswagen		
Active/static	Active/Static means that the fault is happening at the moment and can/should be take care of.	The fault cannot be cleared directly by using the Clear DTC's function of the diagnostic tool and the internal fault of the car must be eliminated manually
Passive/sporadic	It is a fault that has occurred in the past and can be cleared by Scantool, and user should to check if the DTC will appear again.	/

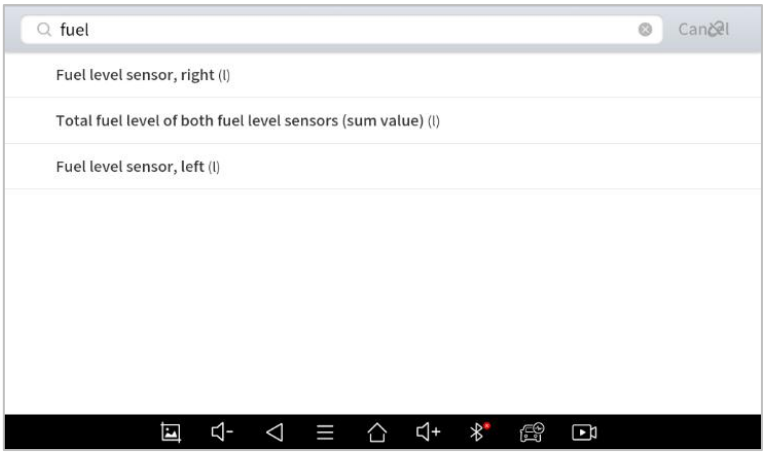
- **READ LIVE DATA**

Real-time information about various sensors is called "Live Data". Live Data includes **parameter identifications (PIDs)** of the running engine such as oil pressure, temperature, engine speed, fuel oil temperature, coolant temperature, intake air temperature, etc. Based on these parameters, we can predict directly where the problem lies, which helps to narrow the scope of maintenance. For some vehicles, during their actual operation, the problems such as performance characteristics or sensitivity reduction, can be evaluated using live data.

!Note: The speed may vary depending on the speed of data sent from the vehicle and the number of data parameters being shown.

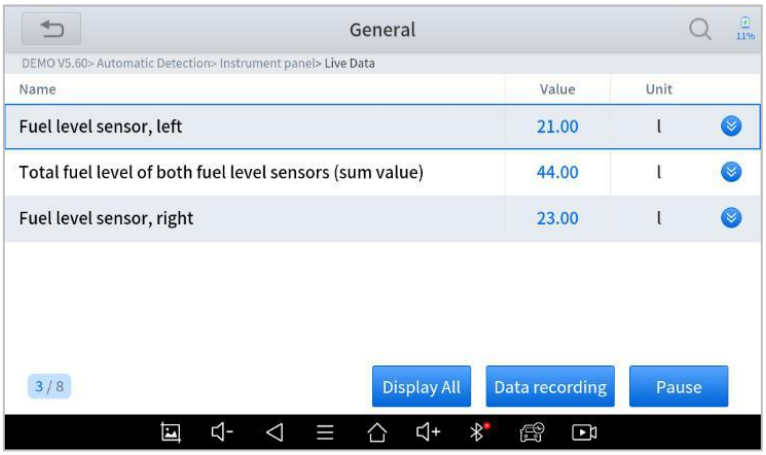


Click the magnifying glass on the top right, you can search for related PIDs based on keywords



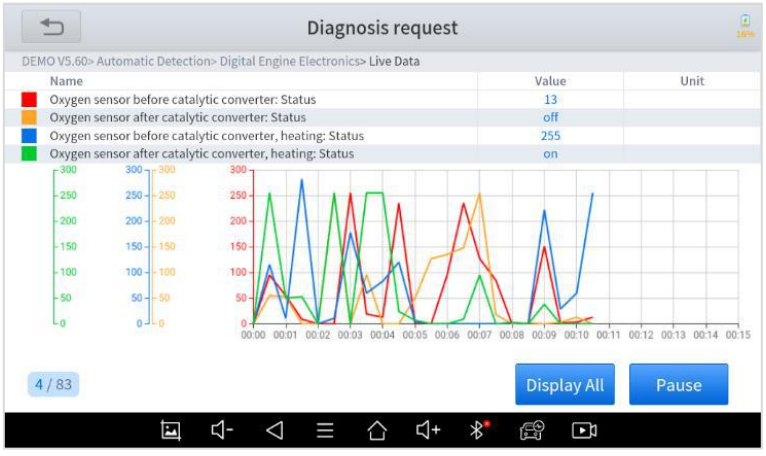
- **Custom**

- The truck scanner includes support to select and show multiple PIDs. Click ***Display All*** to display all PIDs. This enables you to see relationships between data parameters.



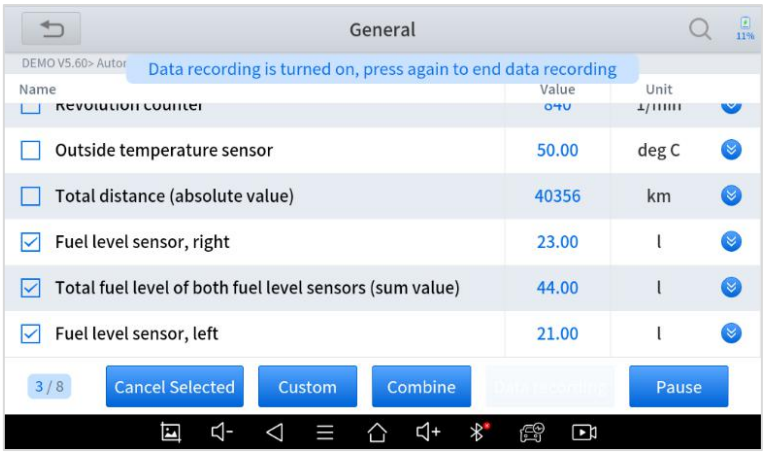
- **Combine**

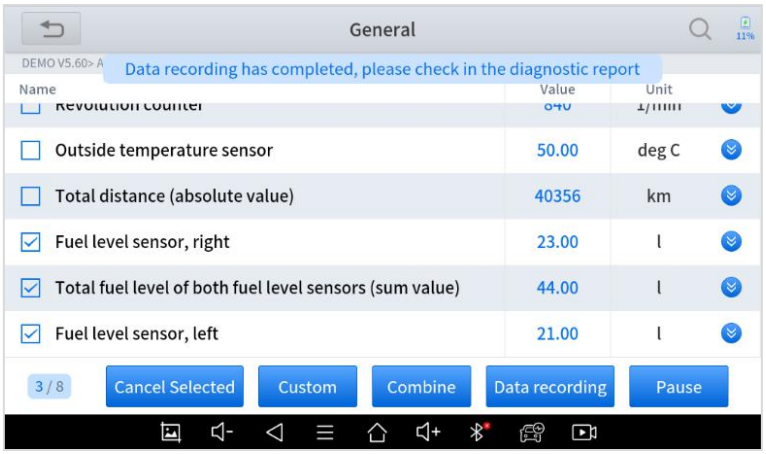
The truck scanner includes support to select multiple PIDs and click ***Combine*** to combine different graphs into one chart.



- **Data recording**

The truck scanner supports recording the current data values in the form of text. You can view the recorded files in ***Reports->Data Replay.***





- **Pause**

Click this button to pause the recording timeline. It freezes the data display, for closer examination and review.

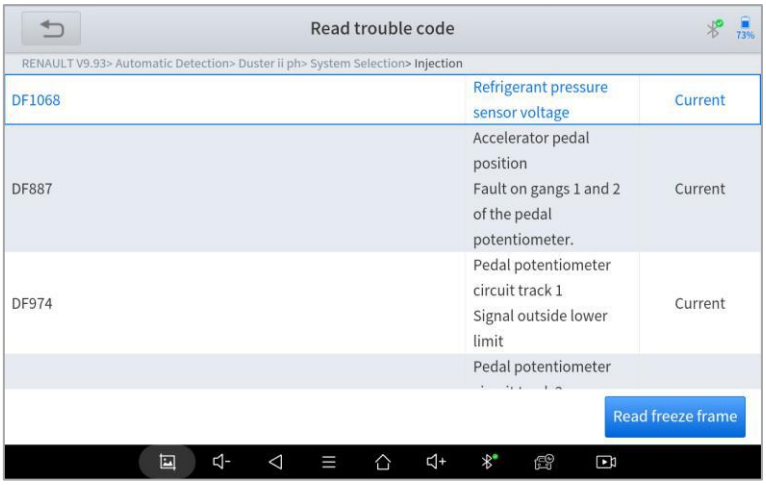
- **FREEZE FRAME**

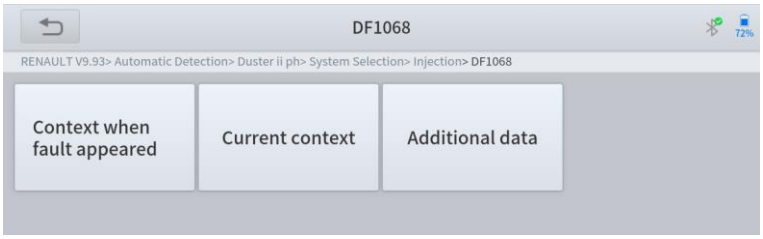
When the signal of the sensor is abnormal, the ECU will save the data at that moment of failure to form a freeze-frame. It is usually used to analyze the reasons that may lead to component(?) failures.

The live data items supported by vehicles of different brands are not the same, so the freeze frames displayed when diagnosing vehicles of different brands may also be different. Some vehicles may not have the option of a freeze-frame which means that the model does not support this function.

Take **Renault Duster ii ph** as an example. After selecting the system to enter the lower freeze frame menu, the device will list all the fault codes under the system.

Users can click on a fault code, such as **DF1068** to view the freeze frame recorded by the car when the fault code occurs, including context when the fault appeared, and current context and additional data.

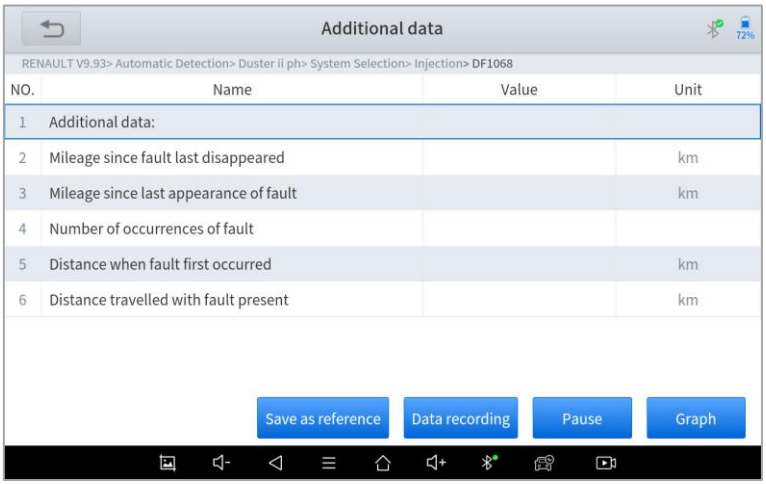




Context when fault appeared: record the live data when fault appeared to help the user to know the vehicle status. **Some vehicles don't support this function; users will get a prompt when they click the menu.*

Current context: Displays the current live data stream associated with the DTC

Additional data: record other data related to the fault



- **ACTUATION TEST (BI-DIRECTIONAL CONTROL)**

Actuation test, also known as bidirectional control, is a generic term used to describe sending and receiving information between one device and another. This function is used mainly to judge whether these actuating components of the engine are working properly.

The vehicle engineers responsible for designing computer control systems programmed them so a truck scanner could request information or command a module to perform specific tests and functions. Some manufacturers refer to bidirectional

controls as functional tests, actuator tests, inspection tests, system tests or the like. Reinitialization and reprogramming also can be included in the list of bidirectional controls.

This function allows the device to send information to and receive information from, vehicle control modules. For example, in the case of OBD II generic information Mode 1 (which relates to data parameters), the truck scanner user initiates a request for information from the powertrain control module (PCM), and the PCM responds by sending the information back to the truck scanner for display. Most enhanced truck scanners also can actuate relays, injectors and coils, perform system tests, etc. Users could check the individual part to see what is working properly by actuation test.

- **SPECIAL FUNCTIONS**

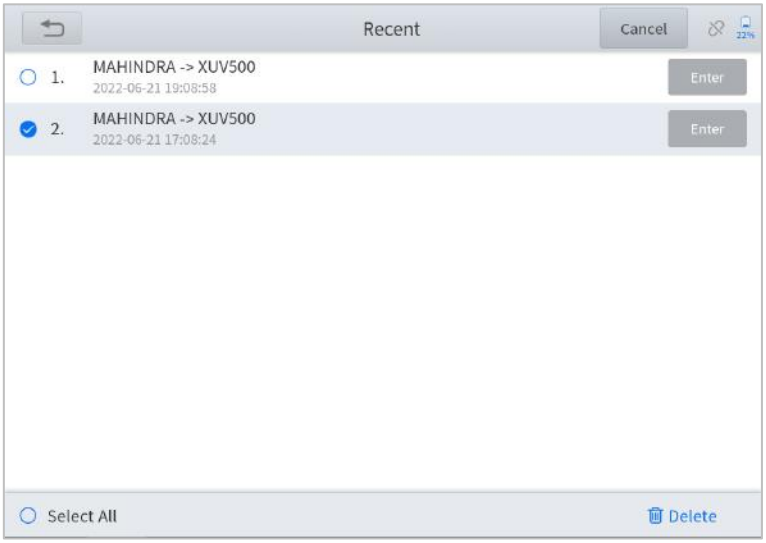
Usually, special functions provide various reset or re-learning functions menus for most vehicle systems. You can easily and quickly solve some faults through special functions for your car. After some functions are successfully executed, fault codes will be generated, which need to be cleared manually after the car is running for a little while which could include a single start of the engine or multiple warm up cycles.

And under each system, you can view the special features supported by that system. Different models and systems often have different special functions. Even for the same system of the same model, the years and ECU type may lead to different special functions supported.

4. RECENT

You could find the recent records of diagnostic history, and by clicking ***Enter***, you can quickly re-diagnose the vehicle through the last path.

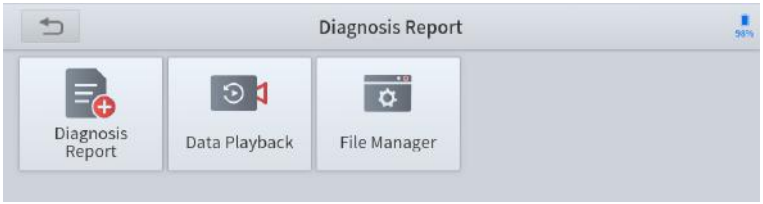
By clicking the edit button in the upper right corner, specific records can be selected and deleted.



5. REPORT

Diagnostic Report is used for viewing and printing the saved files, such as Live Data, Trouble codes or pictures generated in the process of diagnosis. Users also can view a record of which cars have been previously tested. It includes 3 parts:

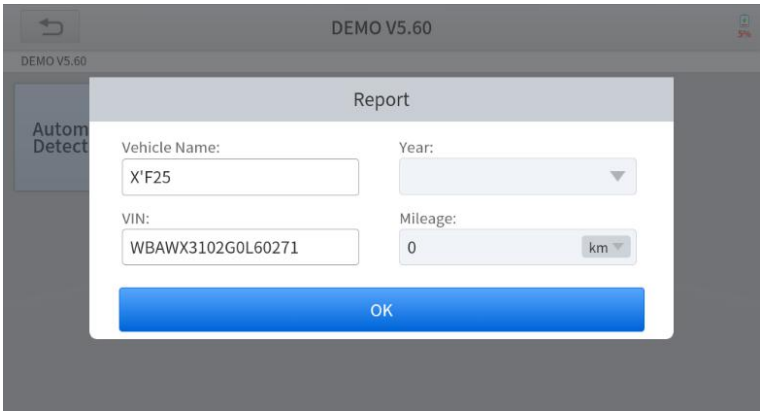
- **Diagnosis Report**
- **Data Playback**
- **File Manager**



REPORT

This feature provides a history of diagnostic reports, where you can view and delete the vehicle's diagnostic reports according to your needs.

When you finish the diagnostics progress and exit the diagnostic application specific to this vehicle, you will get a prompt of report regeneration.



When you open the report, located in the header of the table is the workshop information you filled in advance in the system setup, then the information of the vehicle, as shown below:

Note: The vehicle information is allowed to edit by clicking the pen icon on the right side of the picture shown above.

You also can click "**Print PDF Report**" at the bottom right corner to output the pdf report. If you need to close the report tap on the button **"Exit"**.

Please follow the below steps to print your report▼

Step 1: Install an APP that can connect to your target printer. Add the printer and input the IP address of the printer in the APP, or you can contact the XTOOL support team (*support1@xtooltech/ support2@xtooltech.com*) for help.

⚠ The Scan tool doesn't provide the printer driver software, please install a third part App on the tablet if you need the print your Diagnostic report.

Step 2: On the Android main menu, go to Settings -> Printing-> Turn printer on.

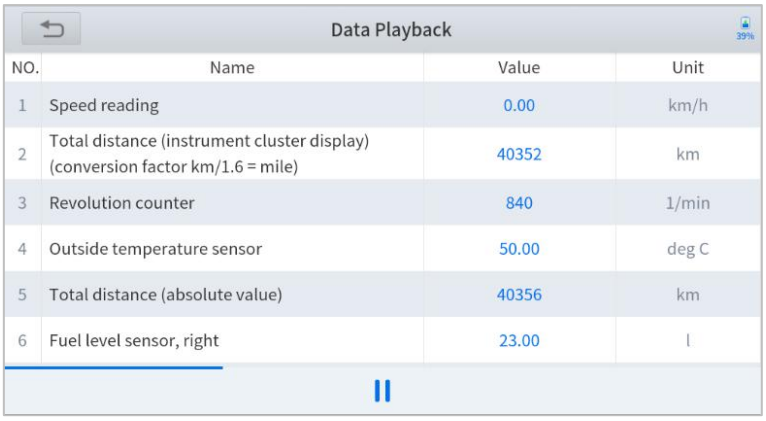
Step 3: Report-> Choose report-> Print PDF Report-> Print

Step 4: Click the top-left corner of the screen and choose the printer previously added. Then click the button on the right to print.

REPLAY

This function allows you to replay the living data recorded during the Diagnostic process.

Before replaying the living data, please make sure you have recorded the live data during the Diagnostic



FILE MANAGER

This function allows you to check and delete files on the device. Please use this function under the guidance of professionals. Ordinary users are not recommended to use it by themselves, as it may cause the removal of software or malfunctioning of the truck scanner.

6. SETTINGS

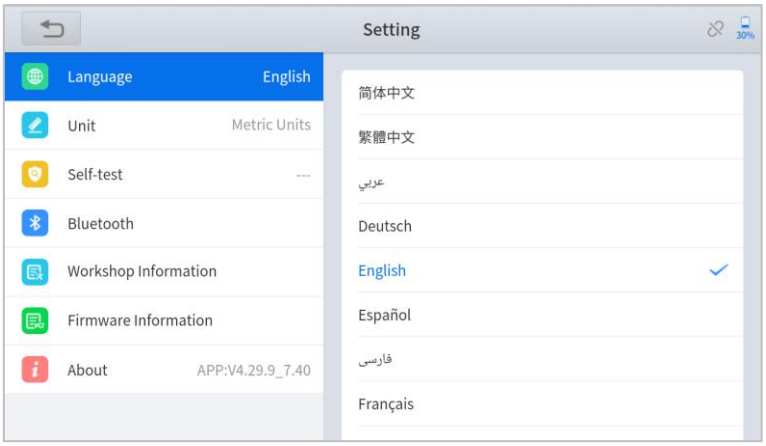
Click the Settings button to adjust the default settings and view information about the Truck scanner. There are five options available in the system settings:

- **Language**
- **Unit**
- **My Workshop Info**
- **Bluetooth**
- **Self-test**
- **Firmware Information**
- **About**

LANGUAGE

The languages supported by this device are listed in **Settings**. In areas outside the English area, the default language is English and the local official language. Users can switch between English and local official languages on the device by themselves.

If you need to switch to other languages, please contact XTOOL technical support at ***supporting@XTOOLtech.com*** to unbind the current language configuration and rebind it to the desired language configuration. After the configuration is successfully changed, you can switch the target language.



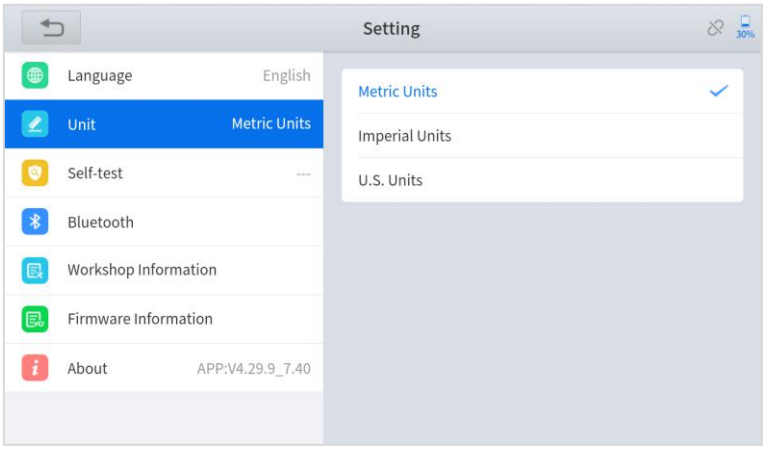
⚠ This will only change the language of the APP. If you want to change the system language, please go to Android Settings.

■ **How to change the language of your software?**

- **Step1:** Contact your dealer or XTOOL Support and leave a message about the language you need and the S/N of your device. A technician will modify the language configuration for you in the background. Wait for a response from the technician indicating Step 1 is complete.
- **Step2: Settings**->**Language**->Choose language
- **Step3: OS Settings**->**Language & input**->Choose Language
- **Step4:** Back to **Updates** to pull all packages again

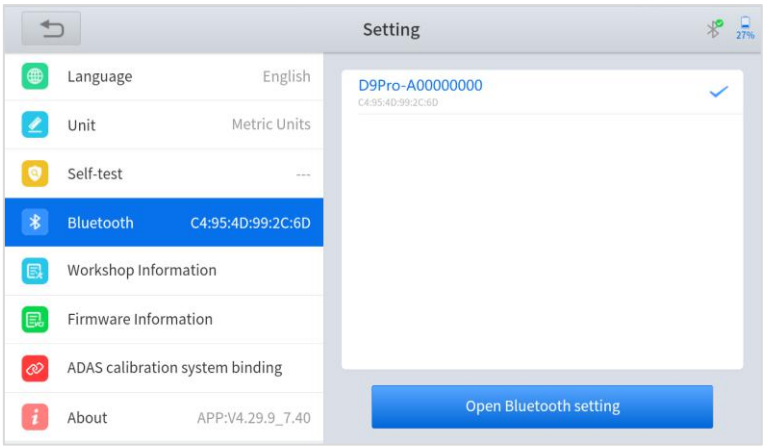
UNITS

You can switch the units used by the system. Truck scanner provides you with **Metric, Imperial**, and **US units**. You can directly click on the unit you need. After the switch is successful, a blue checkmark will be displayed behind the unit's name.



BLUETOOTH

Check your VCI box Bluetooth name here and pair it

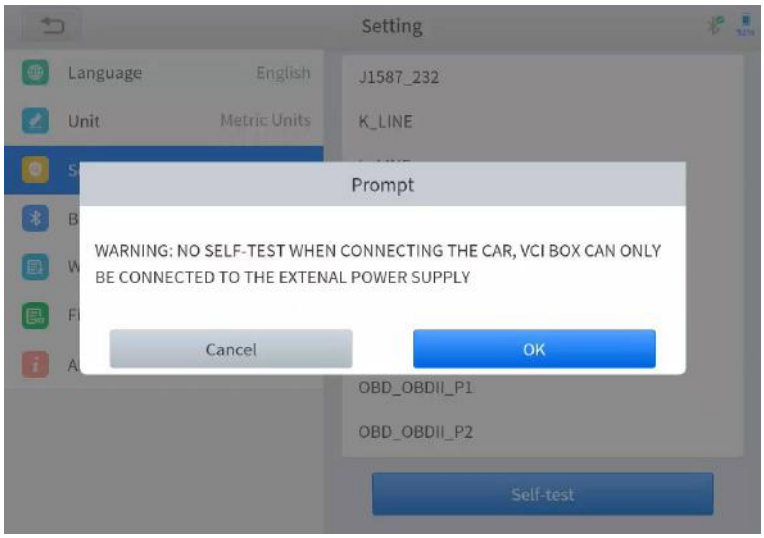


SELF-TEST

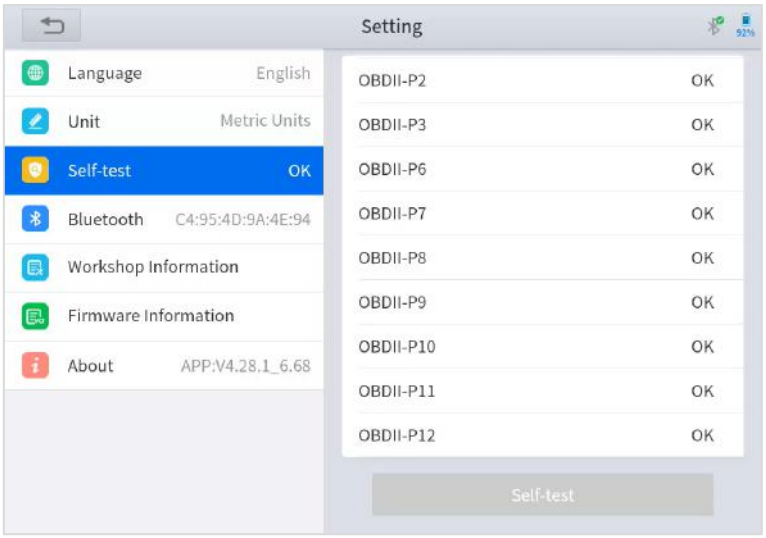
Please use this function to determine if the device is in good working status before diagnosing. When in use, the VCI box needs to be powered on.

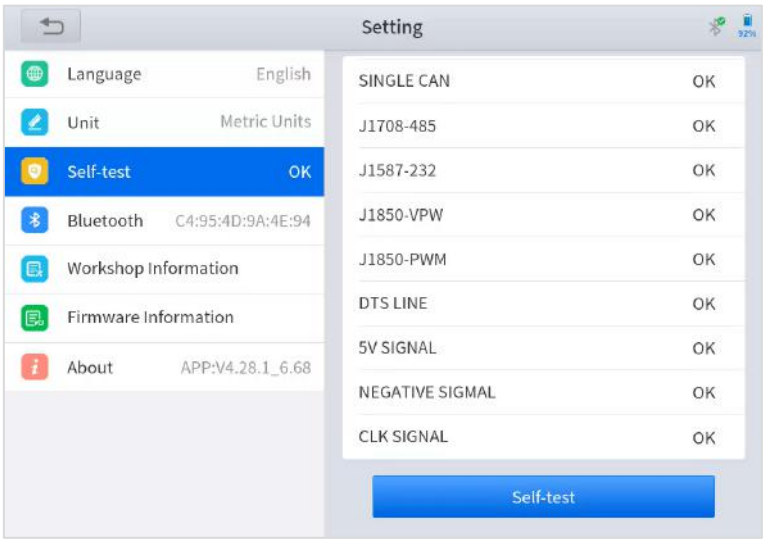
⚠ PRECAUTIONS FOR USE

- ***Please use an external power supply to VCI box, and it is forbidden to connect the car during the self-test, otherwise it may cause serious damage or failure of the car;***



After making sure that you have not connected the device to the car, please click ***OK*** to start the self-test procedure.

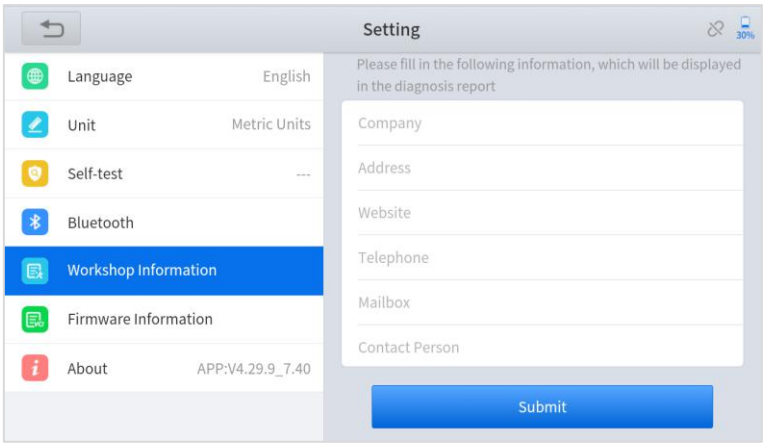




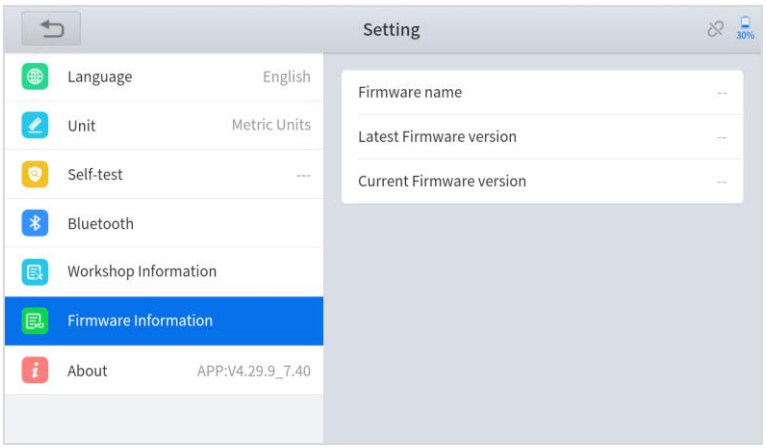
The self-test procedure will check the communication status of each line and display it in the list as below. If the communication status of a certain line is ***NG***, it may affect the models based on those lines. ***If the self-test fails, please do not diagnose the car with the faulty line.***

MY WORKSHOP INFO

Click on **My Workshop Information**, you can input your workshop information here. As shown in the figure below, you need to fill in the valid information in the corresponding column and click "**SUBMIT**". Then it will show your workshop information in the report when you generate a diagnostic report, including your company name, address, website, telephone, and mailbox.



FIRMWARE INFORMATION

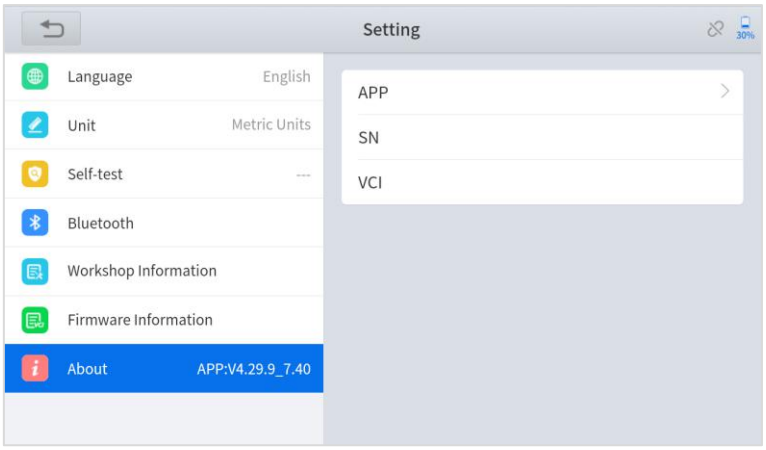


You can view the firmware information here, including the firmware name, the latest firmware version and the currently used firmware version.

The Diagnostic tablet supports automatic firmware update, please make sure that the device is connected to the network when you enter the diagnostic software and the firmware will be automatically updated to the latest version.

ABOUT

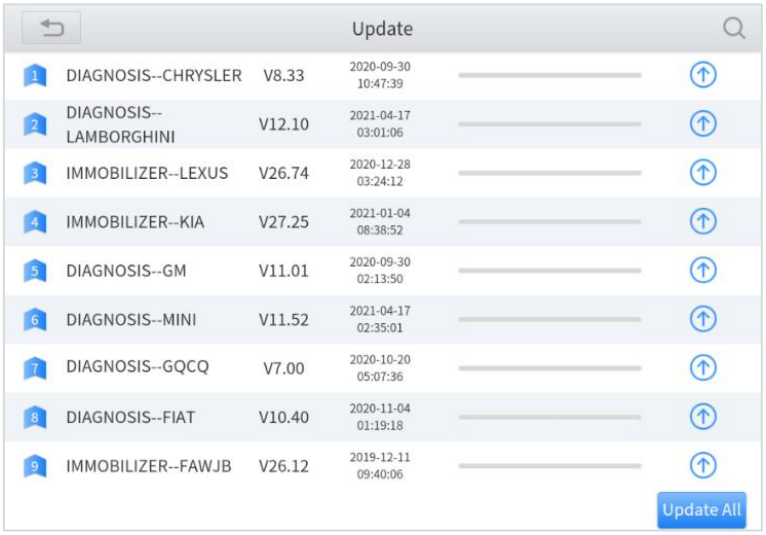
Tap on **ABOUT**, you can check the serial number and APP version on here.



7. UPDATE & FACTORY RESET

UPDATE

After activating the device, please **update** the software modules identified in the "**Updates**" screen. The device will identify all currently available software packages, and you can download them as needed. ALL software updates directly via the Internet. To access the update application, open the Diagnostic application and click Updates to enter the screen shown below:



⚠ ***After contacting your XTOOL Support to change the language configuration, you need to download all the software packages on the device again.***

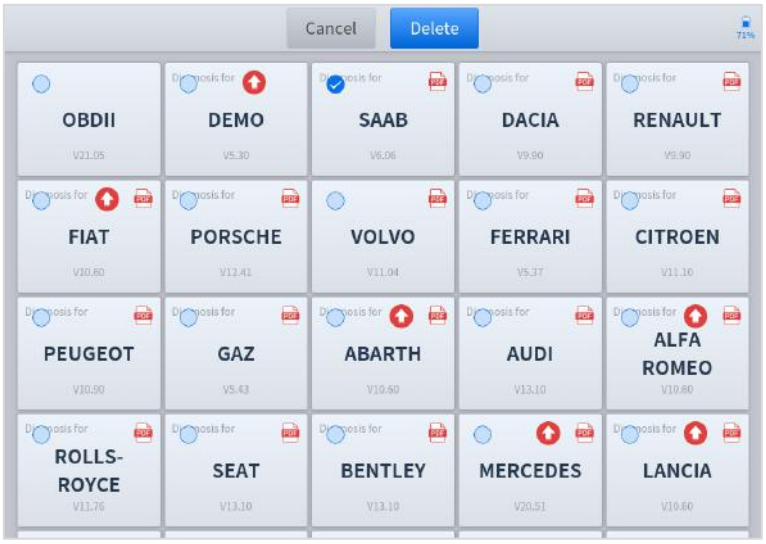
Cautions

When the subscription expires, the software has installed on your device itself still is available, but all updates will be invalid. If you delete specific software due to the personal operation, XTOOL is not responsible for supporting the restoration of the software when the subscription expires.

To renew your subscription, please contact your local dealer, or contact XTOOL technical support team directly.

DELETE SOFTWARE

Long-press the unwanted software until it has been selected, then click the **Delete** button shown on the upper part of the screen. And you can select and delete multiple software at once.



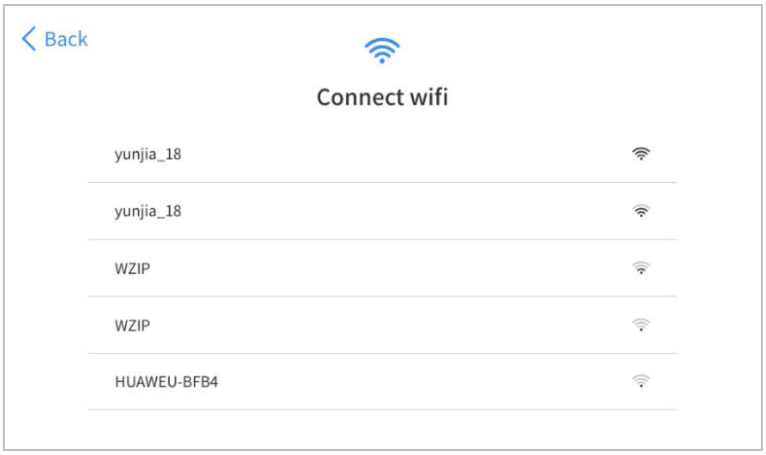
FACTORY RESET

When you choose to restore factory settings in the Android OS system, the device will automatically erase any custom settings and data, restart and then enter the factory reset mode.

A factory reset is triggered by clicking the Settings mode from the main home page, and then clicking on “Backup & reset”. Follow onscreen prompts to initiate the factory reset process.

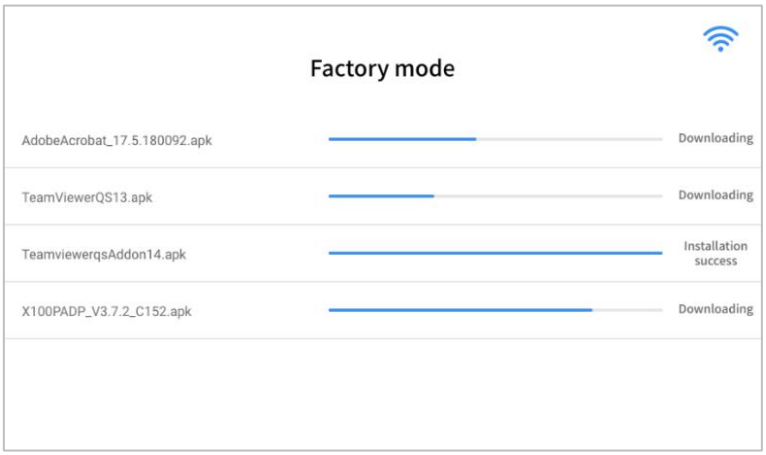
Once the truck scanner resets to factory default settings it will start up and then you can select the language in the following interface.

After selecting the system language, click **Next** to enter the Wi-Fi connection page, as shown below:



Select a network to connect to on the Wi-Fi connection page. You will need to enter the Wi-Fi password to establish Wi-Fi connectivity.

After successfully connecting to an Internet network connection, the truck scanner will jump to **Factory mode** to download the software:



This download process can take several minutes, largely determined by the speed of your Internet connection. Do not power off the truck scanner or walk out of range of the Wi-Fi connection during this period.

Once the software has been downloaded, the tablet will automatically reboot and request the system language selection again.

Since restoring the factory settings will erase the user information on your device, you need to enter the email again to activate your device.

8. FAQ

Q1: FAILED TO GENERATE DIAGNOSTIC REPORT

1. Currently only the following diagnostic functions trigger a diagnostic report: read ECU information, read code and clear code, live data, and freeze frame. Other functions such as immobilization and maintenance services will not generate a diagnostic report.
2. After entering the Diagnostic menu, you need to perform one specific function before the system can generate a Diagnostic report.
3. After the Diagnostic test is completed, you need to go back to the previous menu step by step to generate the Diagnostic report successfully. If the APP is killed directly, the report cannot be triggered.
4. If the report still cannot be generated after troubleshooting according to the above prompts, please try to exit the APP, enter the system settings, and then choose to clear the APP cache, following the below path: ***Android System Setting>>Apps>>Diagnosis>>Clear Cache***

Q2: HOW TO PRINT A DIAGNOSTIC REPORT

The XTOOL device is compatible with third-party print drivers. You can download the printer driver you need in the browser that comes with the tablet to install it, and then set your printer in the OS settings. After the configuration is completed, you can print **Reports**.

Q3: FAILED TO EXTRACT FILES

Since the XTOOL tablet is equipped with an Android system, you have to confirm the system type of receiver.

For Android: supports transferring files via Bluetooth, USB cable, etc.;

For IOS: only supports transferring files through a wired connection (Bluetooth connection is not available).

Q4: MAILBOX SUPPORTED

The Diagnostic tablet supports various mailboxes, including Hotmail, outlook, yahoo and Gmail, etc. When you set up an email client, please make sure that the email client configuration address you entered is correct.

Due to the adjustment of Google's security policy, from May 31, 2022, the Android system of this device will no longer support users logging into their Gmail accounts in the mail client.

To use the Gmail mailbox service, please log in to the web version of Gmail in the browser or use the app password for email after turning on Google's two-step verification.

For specific steps, please contact: ***XTOOLonline@outlook.com***

Q5: HOW TO MAKE AN APPOINTMENT FOR REMOTE SUPPORT

Please contact your dealer, or send an email to our technical support centre. (Email address: support1@xtooltech.com). Our technical support team will confirm the time of remote support with you.

Q6: HOW TO GENERATE AND UPLOAD DIAGNOSTIC LOG FILES

The tablet will automatically generate and store diagnostic logs. When the device is connected to the Internet, it will automatically upload all the stored diagnostic logs to the backend system.

Q7: HOW TO SWITCH LANGUAGE

1. Contact your dealer and leave a message about the language you need and the S/N of your device. The technician will modify the language configuration for you in the backend system.

2. **Settings**->**Language**->Choose language

3. Back to **Updates** to update all the software again

Q8: FAILED TO DIAGNOSE VEHICLE

1. Contact your dealer to confirm whether the vehicle model is supported by the truck scanner.

2. Check whether the vehicle is properly connected (e.g. whether the ignition is ON, and the Diagnostic of some vehicles need to turn on the engine), If your tablet is equipped with a VCI (Vehicle Communication Interface) box, please check the status of the VCI box indicator.

3. Confirm whether you have entered the correct Diagnostic menu.

4. Confirm whether the **AUTO-SCAN** function can assist you to enter the correct Diagnostic menu.

5. Check whether the software is the latest version. If not, please update to the latest version and retest.

Q9: FAILED TO ACTIVATE OR REGISTER

- For 'Activation Failed'

This error is generally caused by network instability. Please switch to a more stable network and try to activate it again.

- For 'Registration Failed'

Generally, this error is caused by a connection timeout. Please check whether you have blocked the outgoing network traffic to non-US regions like China. We recommend that you unblock and try to register again.

Q10: FAILED TO TURN ON WHEN CHARGING

In the charging state, you need to first press the power button to light up the screen (showing the charging status). Then press and hold the power button for 4-5 seconds until the boot animation is shown on the screen.

Q11: FAILED TO OPEN THE DIAGNOSTIC APP

The tablet has to connect to the network every 30 days, otherwise, the Diagnostic app will be locked and disabled until the device is connected to the network. After connecting to the network, the APP will be available again. If the device is still unavailable, please contact XTOOL technical support team for help.

Q12: CAN'T RECEIVE THE EMAIL AFTER SHARING THE DIAGNOSTIC REPORT

If your device says "Sent successfully" after you have shared the diagnostic report but your email does not receive it, this is due to your email service provider blocking our outgoing emails in the background.

Please whitelist the following email address: ***feedback@XTOOLtech.com***

9. WARRANTY & SERVICES

Shenzhen XTOOLtech Intelligent Co., LTD.(the Company) warrants to the original retail purchaser of this XTOOL device that should this product or any part thereof during normal usage and under normal conditions be proven defective in material

or workmanship that results in product failure within **ONE YEAR** from the date of purchase, such defect(s) will be repaired, or replaced (with new or rebuilt parts) with Proof of Purchase, at the Company's option, without charge for parts or labor directly related to the defect(s).

The Company shall not be liable for any incidental or consequential damages arising from the use, misuse, or mounting of the device.

This warranty does not apply to:

1) Products subjected to abnormal use or conditions, accident, mishandling, neglect, unauthorized alteration, misuse, improper installation/repair, or, improper storage;
2) Products whose mechanical serial number or electronic serial number has been removed, altered, or defaced;
3) Damage from exposure to excessive temperature or extreme environmental conditions;
4) Damage resulting from connection to, or use of any accessory or other product not approved or authorized by the Company;
5) Defects in appearance, cosmetic, decorative, or structural items such as framing and non-operating parts;
6) Products damaged from external causes such as fire, dirt, sand, battery leakage, blown fuse, theft, or improper usage of any electrical source.

10. REMOTE ASSISTANCE

Tap on "**Remote**" to start the TeamViewer quick support program, which is a simple, fast, and secure remote-control screen. You can use this application to enable someone else to use their computer running TeamViewer software to control your tablet over the Internet. This feature is frequently used by XTOOL's technical support centre when remotely helping customers with technical support.

Computers and mobile devices running TeamViewer are identified by a globally unique ID. When the remote application is started for the first time, the ID will be automatically generated according to the hardware characteristics and will not be changed in the future. This TeamViewer ID can individually access all TeamViewer clients.

Before launching the remote desktop application, make sure that the tablet is connected to the Internet so that you can access the tablet to receive remote support from a third party. If you encounter problems and are not able to solve them, you could open this application and ask for remote assistance.

To obtain remote support from your partners or XTOOL AfterSalesService Center: support1@xtooltech.com | support2@xtooltech.com

1. Turn on the power of the tablet.

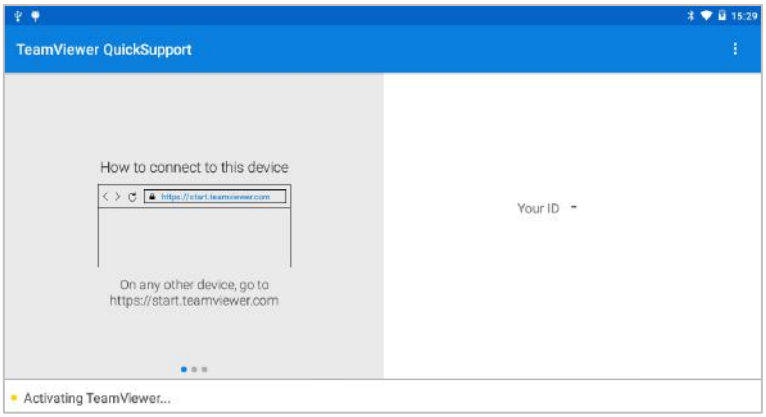
2. Click **Remote** in the Diagnostic application. The TeamViewer screen is displayed, and the device ID will be generated.

3. Your partner must install the remote-control software on their computer by downloading the full version of the TeamViewer program (http://www.teamviewer.com) online, and then start the software on their computer at the same time, to provide support and remote control of the tablet.

4. Provide your ID to the partner or XTOOL technician, and then wait for them to send you a remote-control request.

5. A pop-up window will be displayed, asking you to permit the remote-control program to control your device.

6. Click Allow to accept, or click Reject to reject.


15:29
TeamViewer QuickSupport
How to connect to this device
On any other device, go to
https://start.teamviewer.com
Your ID -
Activating TeamViewer...

11. APPENDIX

BUTTON DESCRIPTION

FUNCTION BUTTONS

The following table briefly describes each function button

Item	Description
	Auto Scan: Quickly access the vehicle's computer system and begin automatically diagnosing any issues.
	Diagnosis: Manually scan various computer modules.
	Special Functions for diagnostics
	View Vehicle diagnostic reports
	Remote Control: This function allows someone to remotely view the tablet screen and also issue commands to the tablet over the Internet. This function is helpful when consulting with a colleague about a particular set of truck scanner readings.
	Updates: Once the truck scanner is connected to a Wi-Fi Internet connection, any available software updates are identified on this icon. Users can upgrade the available software with one click
	Settings: Users can set the language, units, repair shop information and can view information about this software
	Extended Functions: Users can view more extended functions and can use this function to bring up a web browser to aid the user when researching various trouble codes.

NAVIGATION BUTTONS

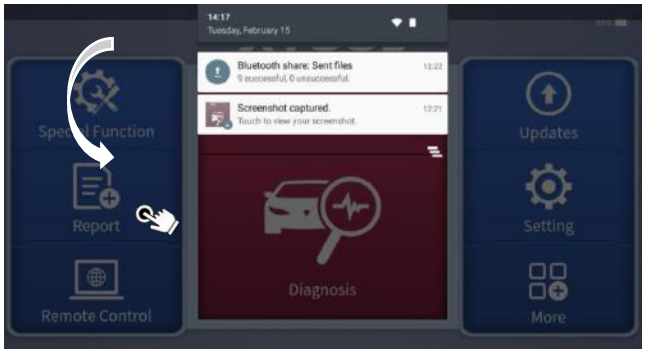
The navigation bar buttons are located at the bottom of the screen, as described in the table below:

Items	Descriptions
	Press for screenshot
	Decrease volume
	Increase volume
	Back to the previous interface
	Shows recently used applications
	Back to the main interface of the Android system
	Showing the Bluetooth states

		Diagnostic Application: Click this button to display the diagnostic vehicle interface
		Press for screen recording

NOTIFICATION BAR

Slide down to open the notification bar. Then tap the Notification bar that newly appeared. Users can adjust the brightness of the screen when they need it, and you can also connect to Wi-Fi and enable Airplane mode.



COMPLIANCE INFORMATION

FCC COMPLIANCE

FCC ID: 2AW3IP901

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1) This device may not cause harmful interference
2) This device must accept any interference received, including interference that may cause undesired operation.

Warning

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Note

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment can generate, use and radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Specific Absorption Rate (SAR) information

This device meets the government's requirements for exposure to radio waves. The guidelines are based on standards that were developed by independent scientific organizations through periodic and thorough evaluations of scientific studies. The standards include a substantial safety margin designed to assure the safety of all persons regardless of age or health. FCC RF Exposure Information and Statement the SAR limit of the USA (FCC) is 1.6 W/kg averaged over one gram of tissue. Device types: This device has also been tested against this SAR limit. This device was tested for typical body-worn operations with the back of the tablet kept 0mm from the body. To maintain compliance with FCC RF exposure requirements, use accessories that maintain an 0mm separation distance between the user's body and the back of the tablet. The use of belt clips, holsters and similar accessories should not contain metallic components in its assembly. The use of accessories that do not satisfy these requirements may not comply with FCC RF exposure requirements, and should be avoided.

CE

Declaration of conformity

Herby, Shenzhen XTOOLtech Intelligent Co., Ltd declares that this Car Diagnostics Tablet,
P901 is in compliance with the essential requirements and other relevant provisions of Directive 2014/53/EU. In accordance with Ar ticle 10(2) and Article 10(10), this product allowed to be used in all EU member states.

UKCA

Herby, Shenzhen XTOOLtech Intelligent Co., Ltd declares that this Car Diagnostics Tablet,
P901 satisfies all the technical regulations applicable to the product within the scope of UK Radio Equipment Regulations (SI 2017/ 1206); UK Electrical Equipment (Safety) Regulations (SI 2016/1101); and UK Electromagnetic Compatibility Regulations (SI 2016/1 091) and declare that the same application has not been lodged with any other UK Approved Body.

SHENZHEN XTOOLTECH INTELLIGENT CO., LTD

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EMAIL: MARKETING@XTOOLTECH.COM

FAX: 0755-83461644

WEBSITE: WWW.XTOOLTECH.COM

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This manual is designed for the usage of the D9HD Truck Scanner and provides operating instructions and product descriptions for users of this truck scanner.

Use the device only as described in this manual. XTOOL is not responsible for any consequences of violating the laws and regulations caused by using the product or its data information.

XTOOL shall not be liable for any incidental or consequential damages or for any economic consequential damages arising from the accidents of individual users and third parties, misuse or abuse of the device, unauthorized change or repair of the device or the failure made by the user not to use the product according to the manual.

All information, specifications and illustrations in this manual are based on the latest configurations and functions available at the time of printing. XTOOL reserves the right to make changes at any time without notice.