

Update with FoxScanner

The scanner can be updated to keep you stay current with the latest development of diagnosis. This section illustrates how to register and update NT401, NT402, NT4021, NT415, NT500, NT610/NT611/NT612/NT613/NT614, NT620/NT621/NT622/NT623/NT624, NT630, and NT640/NT641/NT642/NT643/NT644.

▶ To update your scanner, please follow the three steps as below:

- Step1: Obtain an FOXWELL ID.
- Step2: Register the product with the product serial number and product password.
- Step3: Update the product by the update application FoxScanner.

To be able to use FoxScanner, PC or laptop must meet the following minimum requirements:

- Operation System: Win98/NT, Win ME, Win2000, Win XP, VISTA and Windows 7.
- CPU: Intel PIII or better
- RAM: 64MB or better
- Hard Disk Space: 30MB or better
- Display: 800*600 pixel, 16 byte true color display or better
- Internet Explorer 4.0 or newer

NOTE

Before registration and updating, please make sure your network works correctly.

If you have already had a Foxwell ID, just click the Sign in link at the top right of the website to log in. Alternatively, Visit our site www.foxwelltech.com and go the Product page. Find your product model and click it to view the product profile. Select **Download** tab to download the PC application file. Please refer to 8.1.2 for details.

1 Create a Foxwell ID

1.1 Register through Website

If you are new to FOXWELL, please register on www.foxwelltech.com and create a FOXWELL ID first. If you have installed the update application FoxScanner, please refer to the registration guide on 1.2.

▶ 1. To register through website:

To create a Foxwell ID and register your scan tool

a. Visit our site www.foxwelltech.com and then select **Support**>**Register**.

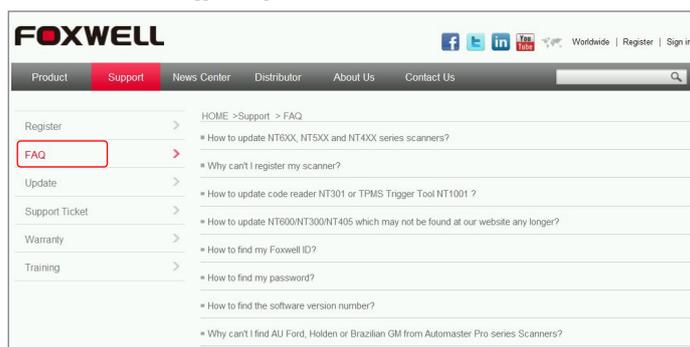


Figure 1-1 Sample Register Screen

b. Click **Register** link at the top right of the website or at the lower side of home page.

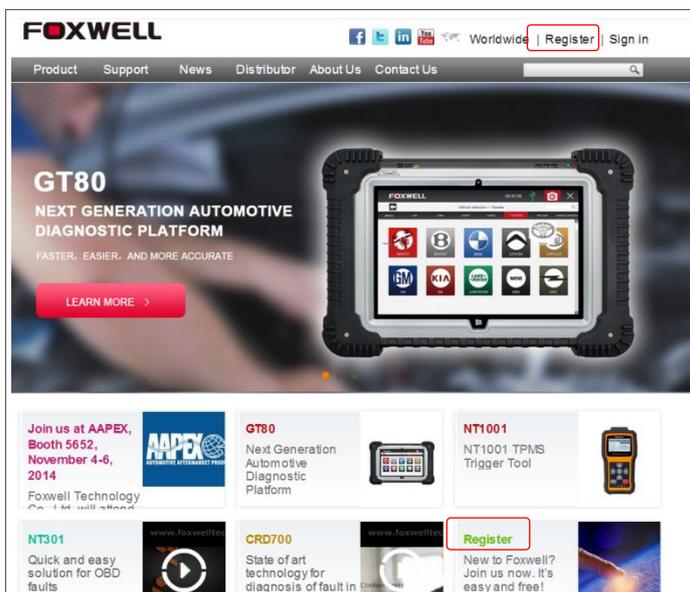


Figure 1-2 Sample Register Screen

2. Create a unique user ID and password, complete the following registration form and then click **Submit** to confirm. When your ID has been created, you are allowed to view all programs associated with your tool, download updates, edit your profile, submit feedback and join our community to share your ideas and your stories about our products. Note: Please always remember your **FOXWELL ID** and Password, as it's the important for you to manager your product and updates.

The screenshot shows a registration form with the following fields and instructions:

- *Foxwell ID:** Forwellsupport. Instruction: Please create a unique user name as your Foxwell ID. Your phone number or email address is recommended.
- *Password:** [Redacted]. Instruction: The password must include 6-16 numbers (0-9) and letters. Use upper and lower case letters (A-Z, a-z) or symbols (? ! @ #) if you want to make it more secure.
- *Confirm Password:** [Redacted].
- *First Name:** fowell
- Middle Name:** [Empty]
- *Last Name:** support
- *Email:** helen.ou@foxwelltech.com. Instruction: This email is used to retrieve your password in case you forgot it. Please make sure the email you entered works correctly.
- *Phone:** 86-755-26697229
- Company:** [Empty]
- Address 1:** [Empty]
- Address 2:** [Empty]
- City:** [Empty]
- State/Province:** [Empty]
- *Country:** china
- Zip Code:** [Empty]
- *Captcha:** 02V6 [Image: 02V6]. Instruction: Click image to refresh.

By creating an account, you agree to Foxwell's Conditions of Use and Privacy Notice.

Buttons: Submit, Reset

Figure 1-3 Sample Registration Form Filling Screen

IMPORTANT

Please always remember your FOXWELL ID and Password as it's important for you to manager your product and updates.

3. A **Submit OK** message will appear if you registered successfully and an email will be sent to your registered email address containing a link with which you can activate the Foxwell ID. Please log in your email and activate the account.

The screenshot shows the registration form with a success message dialog box overlaid. The dialog box contains the following text:

MESSAGE

You have created your Foxwell ID successfully, and you will be redirected to the login page.

Buttons: OK

The background form shows the following fields filled:

- *Last Name:** OU
- *Email:** hen.zou@FOXWELLTECH.COM
- *Phone:** 86
- *Country:** china
- *Captcha:** 6b62 [Image: 6b62]. Instruction: Click image to refresh.

Buttons: Submit, Reset

Figure 1-4 Sample Succeed Registration Screen

IMPORTANT

Before activating and confirming your email address by clicking the activation link in your email, your account will still be invalid and you are not be allowed to sign in.

4. The registration page will be bypassed, skipping to the log in page. Just input your **FOXWELL ID** and Password to sign in.

Figure 1-5 Sample Sign in Screen

5. When log in successfully, the **Member Center** will show as below. This platform enables you to review the registered products, register new products, modify personal information or reset the password.

No.	Product	Language	Register Date	Expire Date
1	NT614	EN	17:27:09 24/12/2014	17:27:09 24/06/2016
Available Updates: GM Ford OS-SOFTWARE LandRover Jaguar Acura Honda Hyundai OPEL Infiniti				
2	NT614	EN	18:20:37 24/12/2014	18:20:37 24/06/2016
Available Updates: GM Ford OS-SOFTWARE LandRover Jaguar Acura Honda Hyundai OPEL Infiniti				
3	NT500	EN	17:33:07 27/12/2014	17:33:07 27/06/2016
Available Updates:				

Figure 1-6 Sample Member Center Screen

6. If you forget your register ID or password, just click **Sign in** at the top right of the website, then click **Forgot your user ID and/or password?**. You are required to either input the serial number and register password or your registered email address. Then our system will send the user ID and a password reset link to your registered email address.

Figure 1-7 Sample User ID and/or Password Retrieve Screen

IMPORTANT

Before activating and confirming your email address by clicking the activation link in your email, your account will still be invalid and you are not be allowed to sign in.

7. Please log in your email and click the link to go to the following **Reset Password** page. Input your new password and submit it. Now you are able to log in with your ID and the new password. If you want to change the password, please sign in with your user name and password, then select **My Profile/Reset Password**.

Figure 1-8 Sample User ID and/or Password Retrieve Screen

NOTE

If the user name is different with the email you filled when registering, please input the registered email to find your password back, but not user name.

Fill in your personal information

*Foxwell ID	foxwell@gmail.com	Please create a unique user name as your Foxwell ID. Your phone number or email address is recommended.
*Password	*****	
*Confirm Password	*****	The password must include 6-16 numbers (0-9) and letters. Use upper and lower case letters (A-Z, a-z) or symbols (?-!@#) if you want to make it more secure.
*First Name	fox	
Middle Name		
*Last Name	support	
*Email	foxwell@foxwelltech.com	This email is used to retrieve your password in case you forgot it. Please make sure the email you entered works correctly.
*Phone	86-755-26697229	

Figure 1-9 The Foxwell ID differs from Email

1.2 Register with FoxScanner

You are also allowed to register and create a Foxwell ID with the update client FoxScanner.



To register through website:

1. Visit our site www.foxwelltech.com and go the **Product** page. Find your product model and click it to view the product profile. Select **Download** tab to download the PC application file.
2. Unzip the application file. Follow instructions on computer screen to install the application and driver.



Figure 1-10 Sample FoxScanner installation Screen

3. Double click the desktop icon  to launch the application.



Figure 1-11 Sample FoxScanner Main Screen

4. Click **Register** button, a **Register** window will pop up.

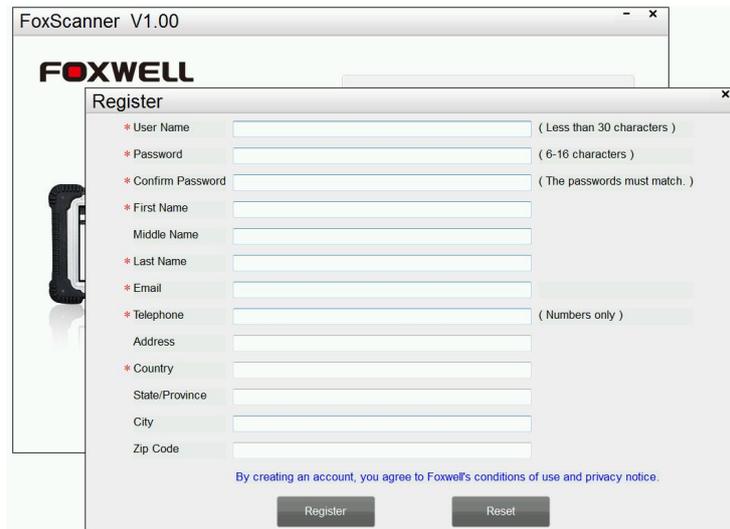


Figure 1-12 Sample Register Screen

5. Create an unique user ID and password, complete the following registration form and click **Register** to confirm.

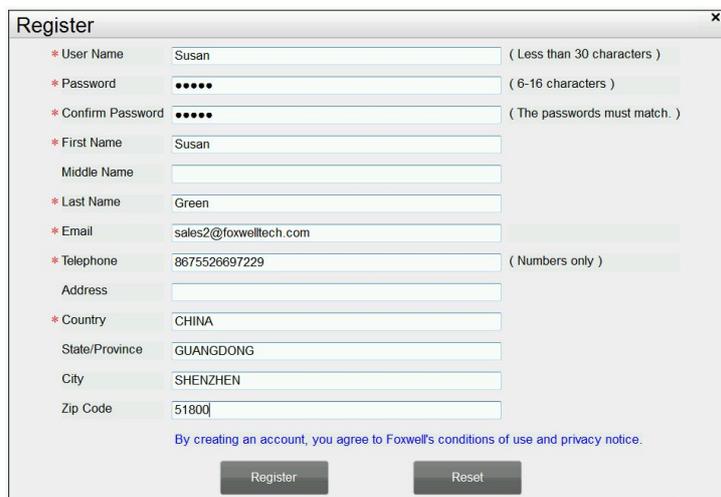


Figure 1-13 Sample Register Screen

6. A **Registration Done** message will appear if you registered successfully and an email will be sent to your registered email address containing a link with which you can activate the Foxwell ID. Please log in your email and activate the account.

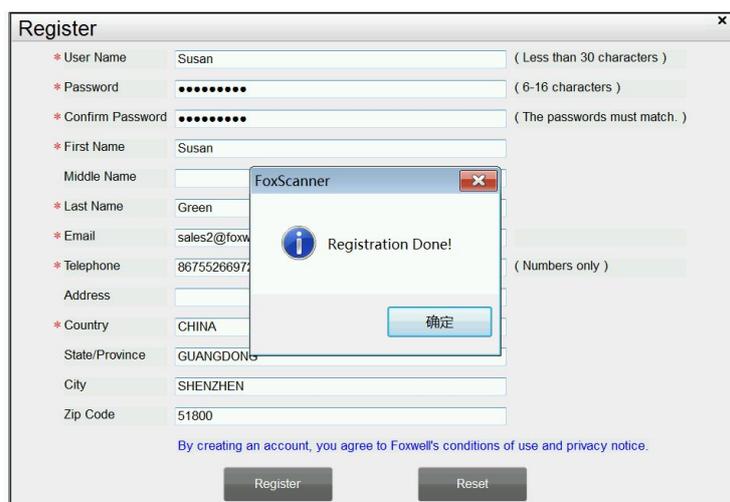


Figure 1-14 Sample Registration Done Screen

7. Click Ok . It skips to the log in page automatically. You can input your Foxwell ID and password to sign in.



Figure1-15 Sample Log in Screen

2 Register Your Scanner

To register a scanner , you can either register on www.foxwelltech.com or by the update PC application FoxScanner.

2.1 Register Thourgh Website

1. Open www.foxwelltech.com main page and click **Sign in**. Input your FOXWELL ID/registered email and password.

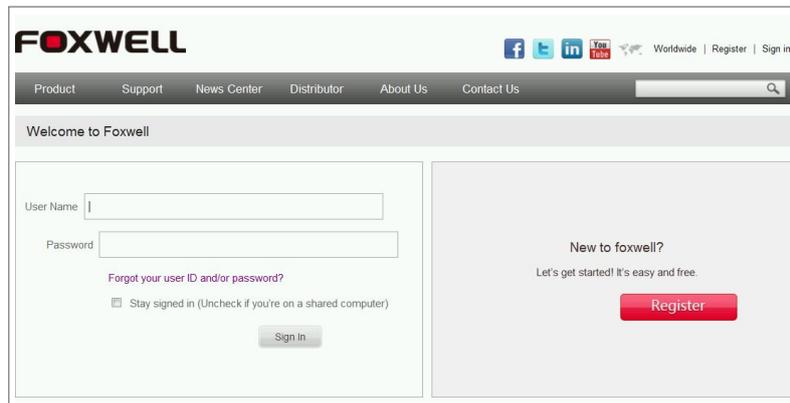


Figure 1-16 Sample Log in Screen

2. When log in successfully, the **Member Center** will show as below. This platform enables you to review the registered products, register new products, modify personal information or reset the password.

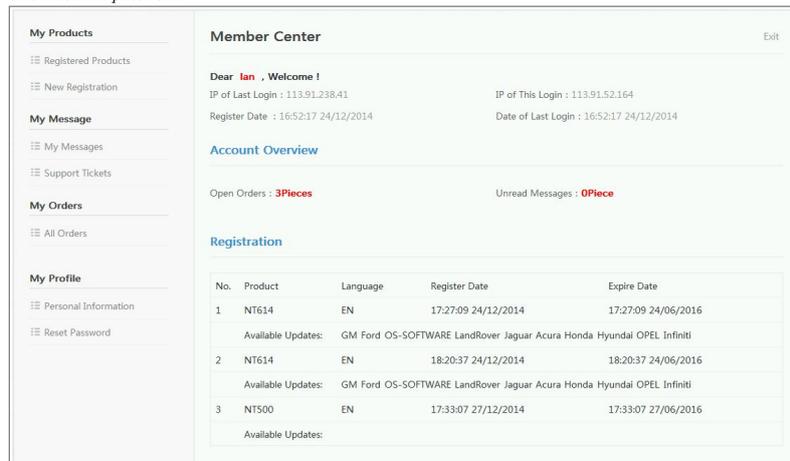


Figure 1-17 Sample Member Center Screen

3. To register a product, please click **My Products>New Registration**. Select the right part number, input serial number and password and click the **Submit** button to complete product registration. Please repeat the process if you have more products.

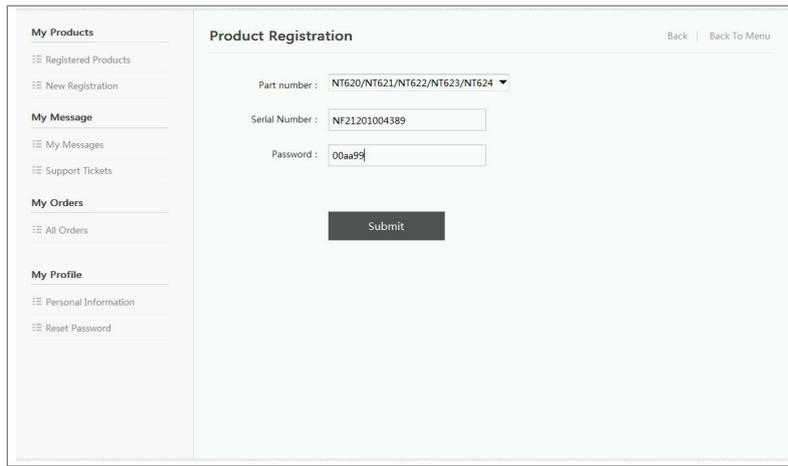


Figure 8-18 Sample New Product Registration Screen

NOTE

To check the serial number and password of a device, please boot up it, and select **SETUP>ABOUT**. The serial number and password is right on the **ABOUT** page.

2.2 Register With FoxScanner



To register with FoxScanner:

1. Launch the PC application FoxScanner. Log in with your Foxwell ID/ registered email and password.



Figure 1-19 Sample Log In Screen

2. Please select **Register Products** to register it. Select the right part number, input serial number and password to complete product registration. If you have multiple scanners to be registered, please enter all serial numbers you wish to register and then click **Submit** to register them together.

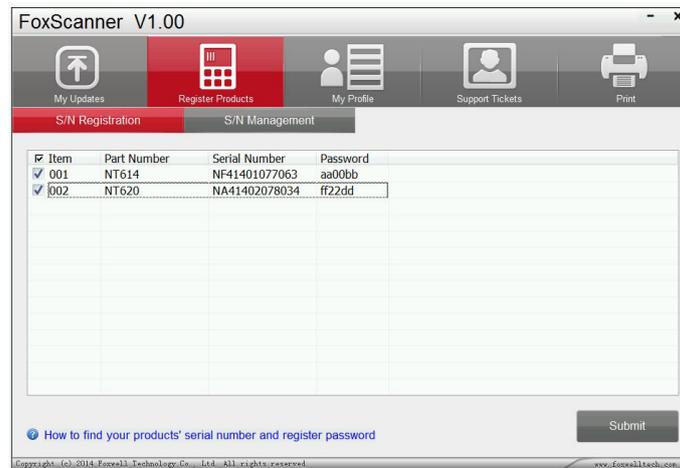


Figure 1-20 Sample New Product Registration Screen

3 Update the Scanner

To update scanner NT401,NT402,NT4021, NT415, NT500,NT610/NT611/NT612/NT613/NT614, NT620/NT621/NT622/NT623/NT624, NT630, NT640/NT641/NT642/NT643/NT644, you need the following tools:

- the scan tool
- PC application FoxScanner
- PC or laptop with USB ports/SD port and Internet explorer
- Internet service
- SD card reader (unnecessary if there is SD port in your PC)

To be able to use update tool, PC or laptop must meet the following minimum requirements:

- Operation System: Win98/NT, Win ME, Win2000, Win XP, VISTA and Windows 7.
- CPU: Intel PIII or better
- RAM: 64MB or better
- Hard Disk Space: 30MB or better
- Display: 800*600 pixel, 16 byte true color display or better
- Internet Explorer 4.0 or newer

NOTE

Before updating, please make sure your network works correctly.

Before updating, please make sure you have already created a Foxwell ID.



To update your scanner:

1. There are two ways to download the update PC application.

a. Visit our site www.foxwelltech.com and go the **Product** page. Find your product model and click it to view the product profile. Select **Download** tab to download the PC application file.

b. Log in at www.foxwelltech.com, go to the **Registered Product** page. Click **Software Details**. You will find the link right on the top of the softwares.

Software	Version	Release Date	Language	Status	Action
ABARTH	V6.00	18/09/2014	EN	Updateable	Upgrade Log
ACURA	V5.20	19/12/2014	EN	Updateable	Upgrade Log
ALFA	V6.00	18/09/2014	EN	Updateable	Upgrade Log
AUDI	V5.20	06/08/2014	EN	Updateable	Upgrade Log
BENTLEY	V5.20	06/08/2014	EN	Updateable	Upgrade Log
BENZ	V6.00	06/08/2014	EN	Updateable	Upgrade Log
BMW	V6.10	04/01/2015	EN	Updateable	Upgrade Log
BUGATTI	V5.20	06/08/2014	EN	Updateable	Upgrade Log
CHRYSLER	V5.20	06/08/2014	EN	Updateable	Upgrade Log

Figure 1-21 Sample FoxScanner Download Screen

2. Unzip the application file. Follow instructions on computer screen to install the application and driver.



Figure 1-22 Sample FoxScanner installation Screen

3. Double click the desktop icon  to launch the application.

4. Remove the SD card from the scanner, put it into the card reader and plug the reader into the computer. Or just plug it into the SD port if there is SD port in your computer.

5. Log in with your Foxwell ID and password.



Figure 1-23 Sample Sign in FoxScanner Screen

6. Click **My Updates**-> **Available Updates** and all updates applicable to your scanner display.

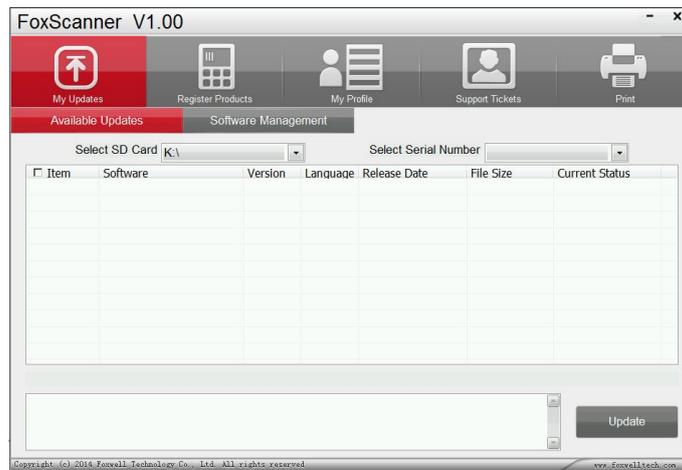


Figure 1-24 Sample My Update Screen

7. In case you formatted your SD card or want to install the updates in an empty memory card, select the right serial number. Please make sure the serial number you selected matches the device you are going to update.

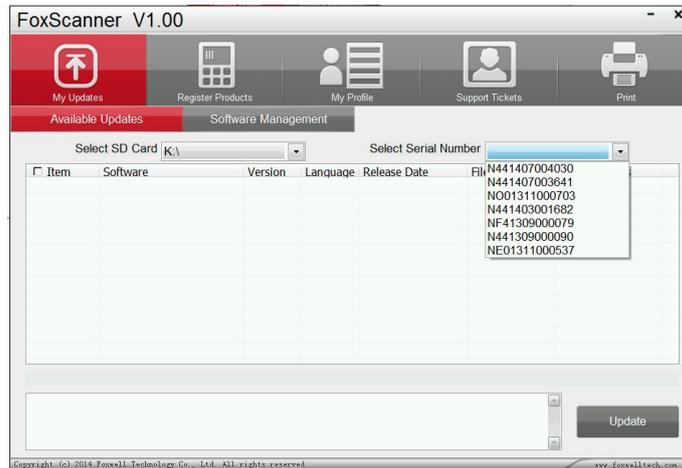


Figure 1-25 Sample My Update Screen

8. Click the check box(es) in front of the software(s) you wish to update and then click the **Update** button to download.

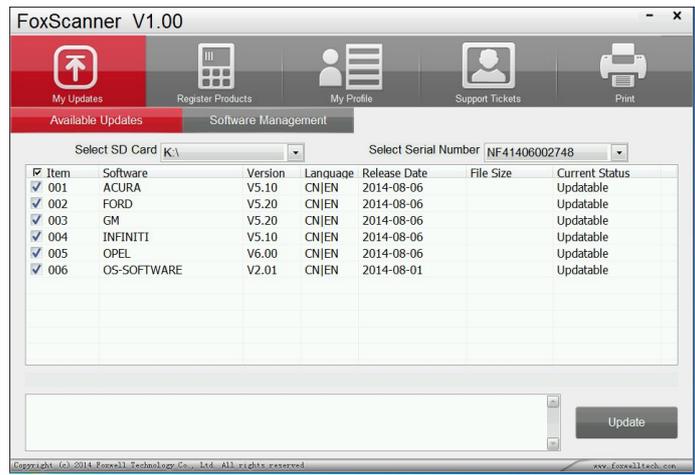


Figure 1-26 Sample Update Check Screen

9. When **Update** button is clicked, it begins to download. And you can check the **Current Status**. If the **Current Status** shows **Downloading**, please do not close the update application.

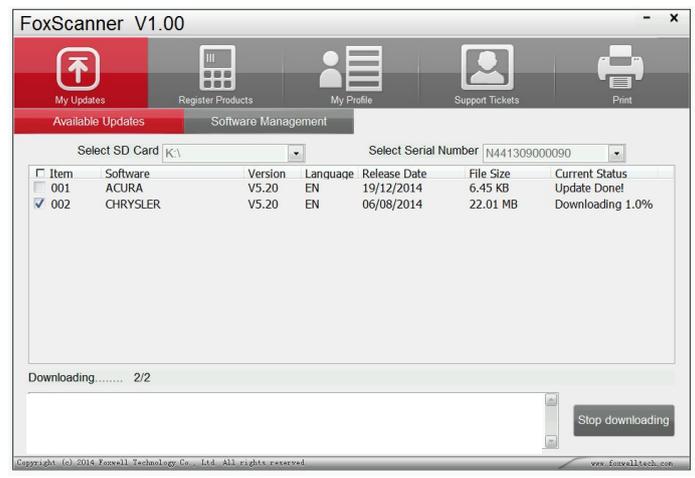


Figure 1-27 Sample Updating Screen

10. When all the items are updated, an "Update Done!" message displays and the **Available Update** items will be blank.

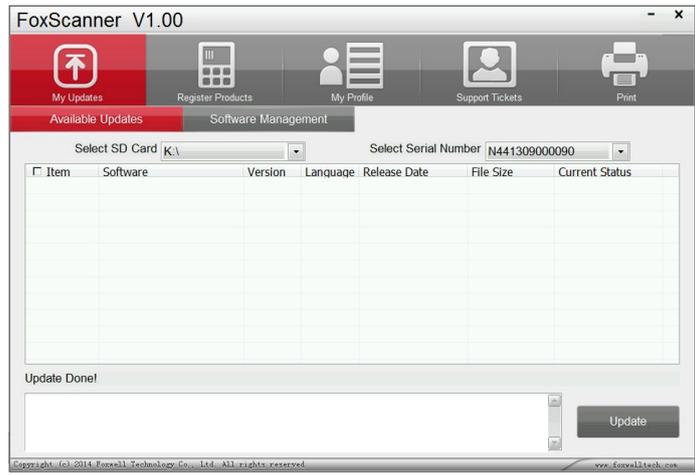


Figure 1-28 Sample Update Completed Screen

11. Please click **Software Management** to review all the updated software.

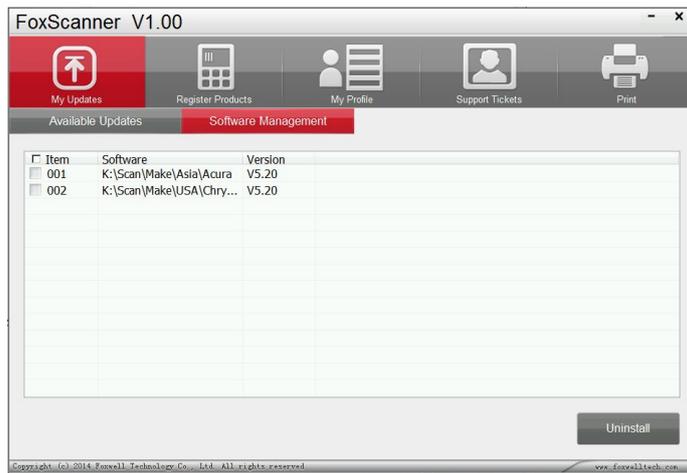


Figure 1-29 Sample Software Management Screen

NOTE

If "Update Failed" dialog comes up, it indicates that the software updates failed. Please check the network connection or SD card. If the problem still exists, please contact support@foxwelltech.com or your local dealer for assistance.

12. To uninstall a software or all software select them and click the **Uninstall** button. And the uninstalled items can be found in the **Updates** screen.

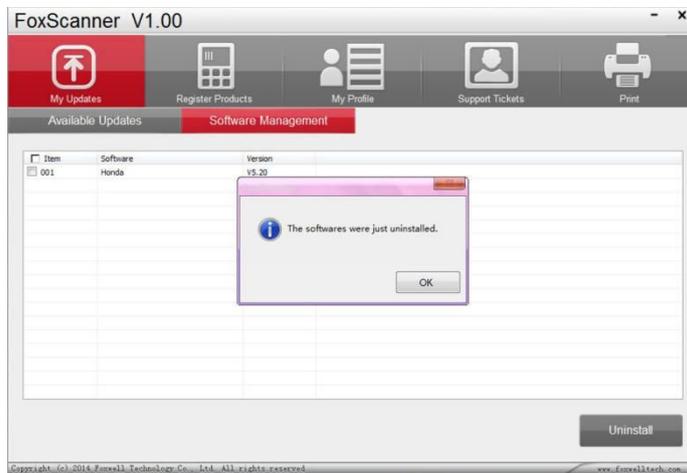


Figure 1-30 Sample Software Uninstallation Screen

13. Please click **My Profile** to view your personal information. To modify your personal information, just type in the message box and click **Submit**. To help us provide better sales, please make sure that the telephone, email and country are correctly entered.



Figure 1-31 Sample Software Uninstallation Screen

14. Should you have any questions regarding the product ,please click **Support Tickets**, fill in all required information and click **Submit** to send us your issue.



Figure 1-32 Sample Support Ticket Screen

4 Print Test Results

▶ Vehicle test results stored in the SD card can be printed through computer.

To print test results through computer:

1. Insert the SD card into the computer.
2. Launch the FoxScanner, click **Print** to view all the stored test results.

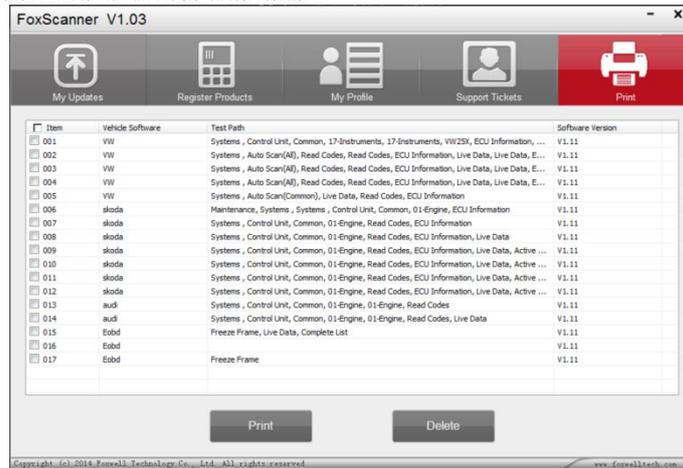


Figure 1-33 Sample Test Results Print

3. Click the check(s) in front of each line and click **Print**.

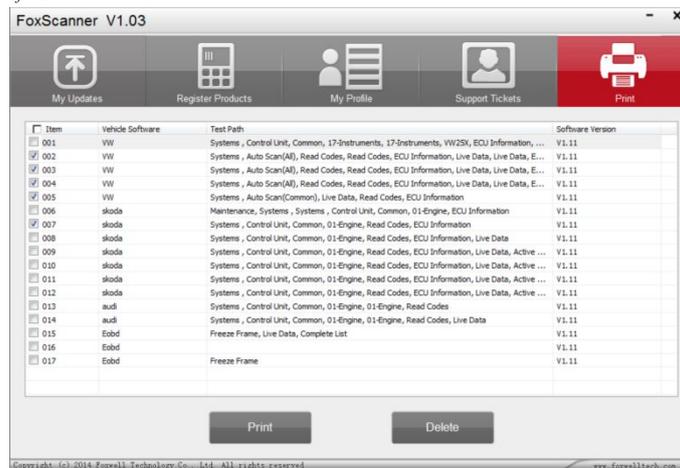


Figure 1-34 Sample Test Results Print Print