SmartLink C **V2.0**

Remote Diagnosis Interface

User Manual

Contents

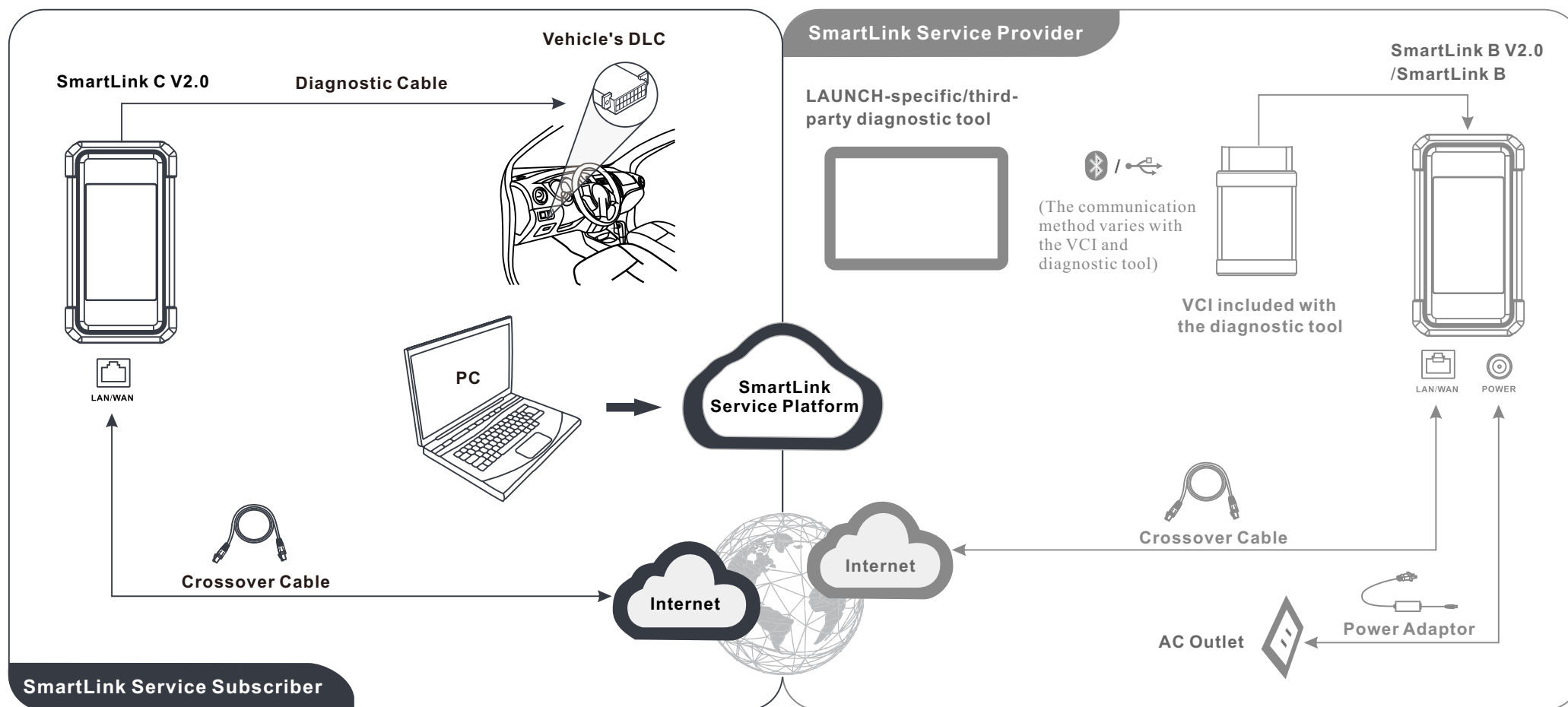The SmartLink Remote Diagnostics System is a newly developed powerful service system dedicated to remote vehicle diagnosis and service. In this system, SmartLink C user, as a SmartLink Service Subscriber, can submit remote repair orders to vehicle repair companies (SmartLink B, the SmartLink Service Provider) via SmartLink Service Platform (http://smartlink.x431.com). The SmartLink C applies to vehicles that comply with CAN/DoIP/CAN FD/J2534 diagnostic protocol standard.
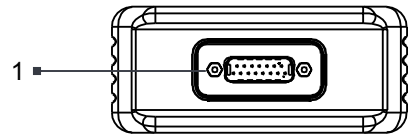
The SmartLink C system consists of the following two parts:

✓ **SmartLink Service Platform** -- For binding the SmartLink C dongles and posting the remote repair orders (*Note: Orders can be submitted only after the SmartLink C dongle is successfully bound).

✓ **SmartLink C Dongle** -- Connects with vehicle's Data Link Connector (DLC) to obtain vehicle information before submitting repair orders.

The working principle of the SmartLink C dongle is as follows:

Vehicle's DLC

SmartLink Service Provider

SmartLink C V2.0   **Diagnostic Cable**

SmartLink B V2.0 /SmartLink B

LAUNCH-specific/third-party diagnostic tool

(The communication method varies with the VCI and diagnostic tool)

VCI included with the diagnostic tool

LAN/WAN

LAN/WAN   POWER

PC

SmartLink Service Platform

Crossover Cable

Crossover Cable

Internet

Internet

Power Adaptor

AC Outlet

SmartLink Service Subscriber
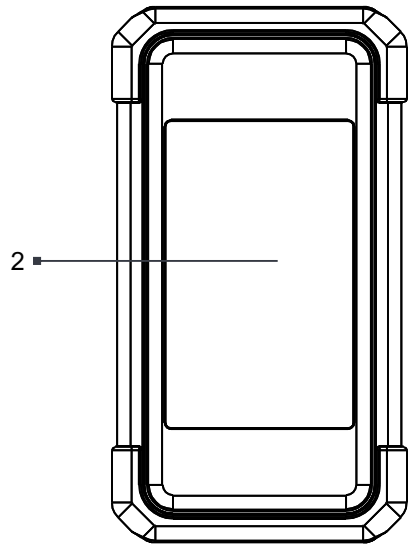
SmartLink C

1. Components & Controls

1. DB-15 Diagnostic Connector

Connect the diagnostic cable.

2. Single Touch Screen

3. DC-IN Port

Reserved power supply port. Generally, the SmartLink C V2.0 dongle obtains power through the vehicle's DLC (Data Link Connector) via the DB-15 diagnostic connector and can work normally. No external DC power supply is required.

*Warning: DO NOT connect the DB-15 diagnostic cable to vehicle's DLC port and the DC-IN port to an external power supply at the same time. Doing so may cause damage to the dongle.
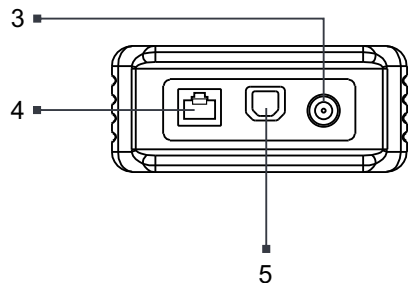
No responsibility can be assumed for any damage or loss caused as a result of not strictly following the above method.

4. LAN/WAN Port

Connect it to the modem via the crossover cable.

5. Data I/O Port

Connect the dongle to the diagnostic tablet to perform vehicle diagnosis when as a VCI device./Connect the dongle to the PC when as a J2534 PassThru device.

Technical Parameters

Working voltage: DC 9-36V
Power consumption：≤ 6W
Working temp.：0℃–50℃
Dimension: 200mmx110mmx47mm
Communication: wireless and wired

2. Packing List

The following accessory items are for reference only. For detailed items, please consult from local agency or check the packing list supplied with the device.

SmartLink C V2.0 Dongle
(For SmartLink Service Subscriber.)

Diagnostic Cable
(Connect the dongle to vehicle's OBD II DLC port.)

CAT-6 Crossover Cable
(Connects the dongle to the network modem.)

Data Cable
(Connects the dongle to the PC via the data cable when as a J2534 PassThru device.)

User Manual
(An instruction manual on how to use the dongle.)

*Disclaimer: Due to continuing improvements, actual product may differ slightly from the product described herein.

1. Register & Post Remote Diagnostics Orders

* Due to continuing development and improvements of the SmartLink Service Platform, the user interfaces and functions will be updated periodically. A full version of operation guideline on this platform will be available on the following website http://smartlink.x431.com. For more details, please refer to the online Operation Guideline.

1. Open a web browser on a tablet or computer, visit the SmartLink Service Platform website http://smartlink.x431.com, the following screen will appear. Click **Register now**.
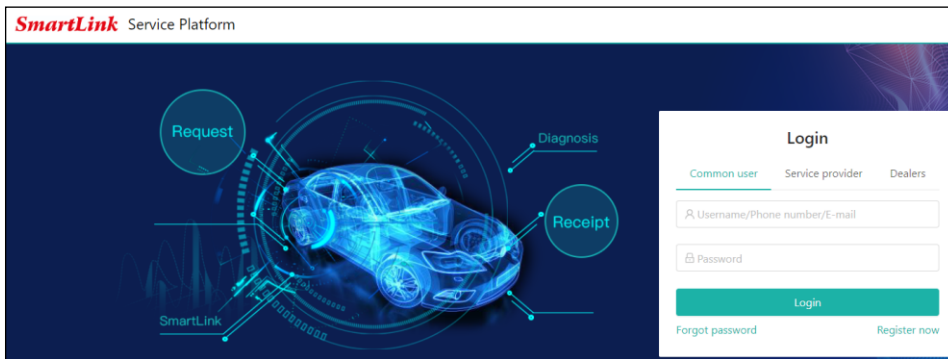
2. Choose the user type (Common user) and then click Next Step to go to step 3.
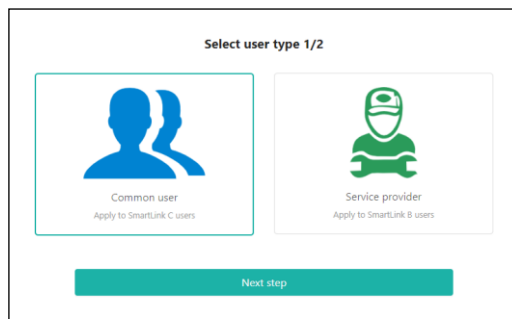

3. Enter all the required information (items with * must be filled). Select the "I agree" checkbox after reading "Link Platform Register Protocol", and then click **Register now**.

4. Input the product S/N (Serial Number) and Activation Code (where the Product S/N and Activation Code can be found from the Password Envelope). Click **OK** to enter the pin card number and password (user can purchase the pin card from the seller or local dealer). After finishing the registration, the system will automatically log in and navigate to the "My Post" page.


* The remote diagnosis can only be performed after the SmartLink C user has submitted the request, and this request has been accepted by the remote technician expert.

5. On the "My Post" page, click **Create an appointment**. Fill in the required information and then click **Submit**.
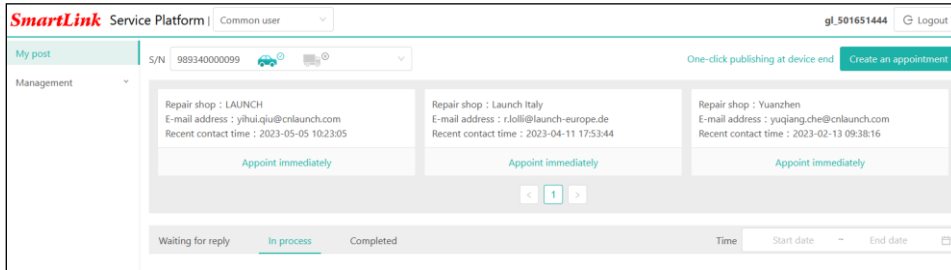
2. Start Diagnostics

1. Turn off the vehicle ignition.

2. Use the included diagnostic cable to connect the dongle to the vehicle's DLC port.

* For more information of DLC location, please refer to the Appendix.
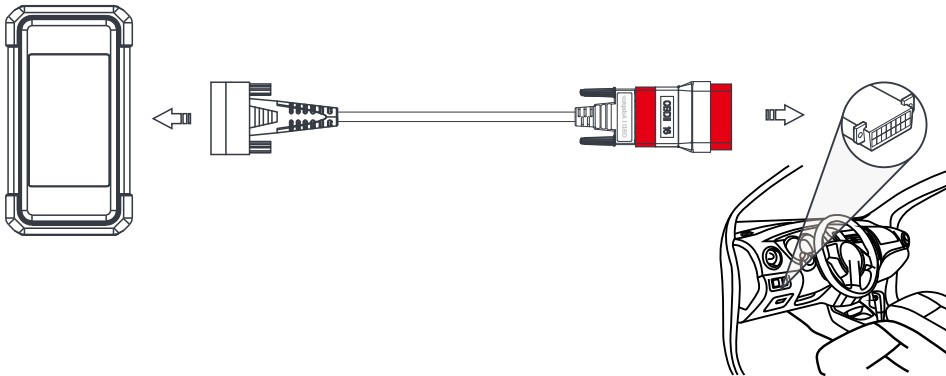
3. There are two kinds of methods available for the SmartLink C to connect the Internet.

   Method 1: Via crossover cable (strongly recommended)

   Plug one end of CAT-6 crossover cable into the LAN/WLAN port of SmartLink C V2.0 dongle, and the other end into the LAN port of network modem.

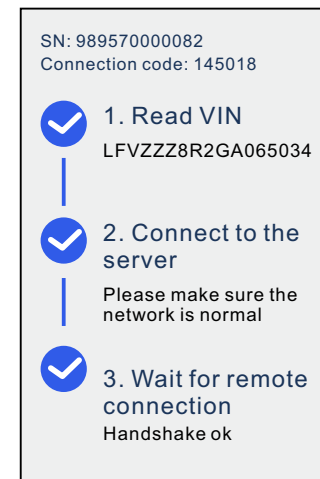* The network broadband of 100MB and above is required for this operation.

Method 2: Via WLAN

Tap ⚙ -> **WLAN**. Choose the target wireless network to proceed until **Connected** appears.
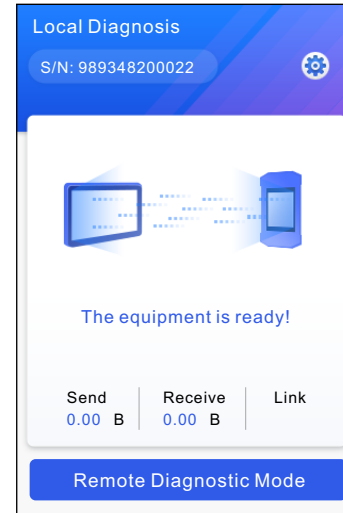
4. After a successful network connection, tap **Remote Diagnostic Mode**, the system will automatically generate a random connection code and read the vehicle VIN information, and then connect to the remote diagnosis server.

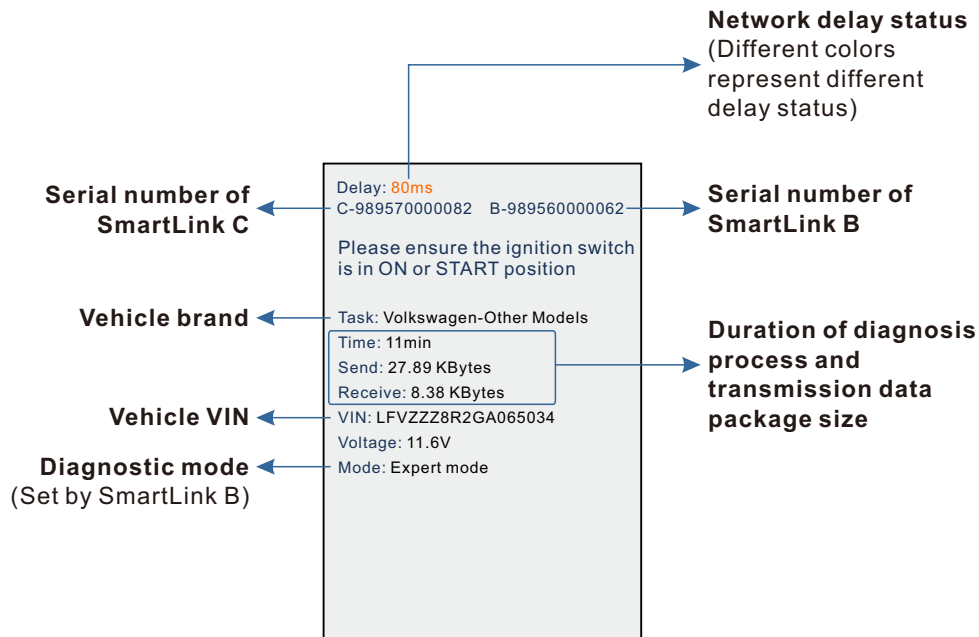* If the vehicle VIN decoding fails, it does not affect the remote diagnostic session.

SN: 989570000082
Connection code: 145018

✓ 1. Read VIN
LFVZZZ8R2GA065034

✓ 2. Connect to the server
Please make sure the network is normal

✓ 3. Wait for remote connection
Handshake ok

5. Turn the ignition on.

* After receiving the order, the SmartLink B V2.0/SmartLink B master technician will accept the order and contact you via phone or E-mail address. Please make sure that you can be reached via the contact information provided by you.

* If you select the designated service technician when posting your remote order, please notify him/her of the connection code. The service technician will use it to directly retrieve your order with the and check the details of your order .

6. After a successful connection between the SmartLink C V2.0 and SmartLink B V2.0/SmartLink B is established, the following message will be displayed on the SmartLink C V2.0 screen.

Network delay status (Different colors represent different delay status)

Serial number of SmartLink C

Serial number of SmartLink B

Delay: 80ms
C-989570000082   B-989560000062

Please ensure the ignition switch is in ON or START position

Vehicle brand

Task: Volkswagen-Other Models

Time: 11min
Send: 27.89 KBytes
Receive: 8.38 KBytes

Duration of diagnosis process and transmission data package size

Vehicle VIN

VIN: LFVZZZ8R2GA065034
Voltage: 11.6V

Diagnostic mode
(Set by SmartLink B)

Mode: Expert mode

* Please do not disconnect the vehicle or network connection during a remote diagnostic process.

* Please make sure that you are well connected with the internet when performing a remote online reprogramming process.

7. Unplug the crossover cable when a diagnostic session is completed.

System Settings

Tap ⚙ to enter the following system setting screen.

Version
Language
Firmware repair
WLAN
System update
UBOOT upgrade
Cancel

Version:
Checks the system version information.

Language:
Sets the preference system language.

Firmware repair:
Fixes the firmware of the dongle when it can not work properly. When performing this operation, please do not cut power or exit the interface.

WLAN:
Connects the dongle to wireless network. Wired network connection is recommended since it has more stable and solid signals than wireless network.

System update:
Updates the current system version to the latest version.

* This function requires a network connection.

UBOOT upgrade:
Updates the UBOOT loader program.

* This function requires a network connection.

SmartLink C

As a Local J2534 PassThru Device

Except that the SmartLink C V2.0 acts as a SmartLink dongle, it also can be used as a local J2534 PassThru device, working together with the PC installed with the OEM diagnostic software to perform the J2534 reprogramming. In this case, the PC needs to install with the LAUNCH's J2534 tool, which can be downloaded from www.cnlaunch.com.
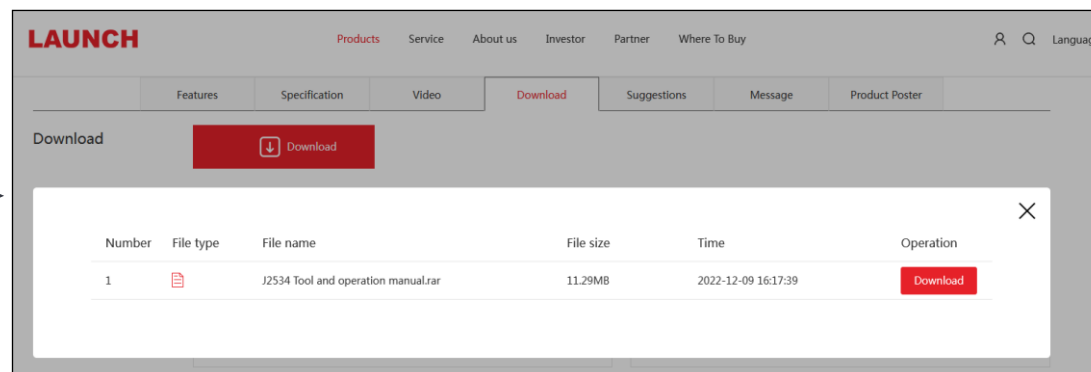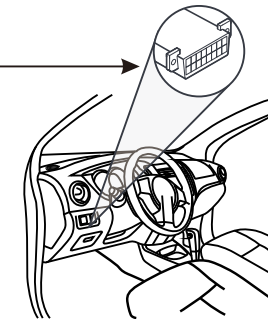
PC installed with OEM
diagnostic software
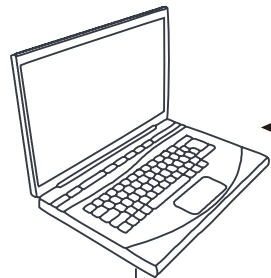
USB Cable
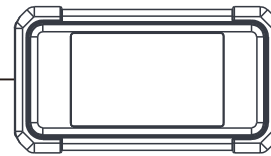
Vehicle's DLC

Download page of PC-client J2534 PC tool

(This picture is only for reference and subject to change due to continuing improvements of official website.)

1. **What's the minimum requirement for network conditions?**

A network broadband of 100 MB or above is strongly recommended for the remote SmartLink operation.

2. What does "Delay" displayed on the SmartLink C V2.0 screen mean?

The Delay (network delay) indicates the state of the network communication, which can be regarded as a reference since different vehicles require different delays. Different colors represent different delay status. There are three states of network delay:

- ✓ **Green**: Indicates a shorter network delay. In this case, it has a higher success rate of remote communication.
- ✓ **Yellow**: Indicates a medium network delay. In this case, it has a medium success rate of remote communication.
- ✓ **Red**: Indicates a longer network delay. In this case, it has a lower success rate of remote communication and remote ECU reprogramming operations are not suggested.

3. My network delay is so long.

Please check the following possible reasons:

1. The greater distance between the SmartLink B2.0/SmartLink B and SmartLink C V2.0 dongle causes a longer network delay.
2. There are too many network communication nodes that the data communication passes by, which may cause a longer network delay.
3. Check if the network is poor and data communication speed is slow.

4. Some systems of certain old vehicles can not be tested.

The SmartLink C V2.0 dongle supports CAN2.0/CANFD/DoIP communication protocols, but some old vehicle uses K-Line communication protocol.

5. Is it necessary to re-ignite the car after the diagnostic system starts working?

For the sake of some vehicle's conditions, the re-ignition will provide you a more detailed analysis after OBD diagnosis.
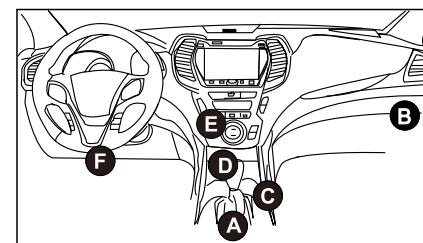
6. **Can I use SmartLink B to perform remote diagnostics on SmartLink C V2.0?**
Yes.

Appendix - DLC Location

For passenger cars, the DLC is usually located 12 inches away from the center of the instrument panel, under or around the driver's side for most vehicles.

For some vehicles with special designs, the DLC may vary. Refer to the following figure for possible DLC location.

A. Opel, Volkswagen, Audi
B. Honda
C. Volkswagen
D. Opel, Volkswagen, Citroen
E. Changan
F. Hyundai, Daewoo, Kia, Honda, Toyota, Nissan, Mitsubishi, Renault, Opel, BMW, Mercedes-Benz, Mazda, Volkswagen, Audi, GM, Chrysler, Peugeot, Regal, Beijing Jeep, Citroen and most prevailing models

For commercial vehicles, the DLC is generally located in driver's cab.
If the DLC cannot be found, refer to the vehicle's service manual for the location.

If you have any questions or comments on the operation of the product, please contact the seller or send Email to our after-sale service email address: overseas.service@cnlaunch.com.

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封底

封面

http://smartlink.x431.com

SmartLink C V2.0
Remote Diagnosis Interface

User Manual

210mm

297mm

制作要求：

文件大小：*A4*纸张大小，*80g*铜版纸

装订方式：骑马钉

印刷方式：黑白印刷