

Title	Troubleshooting Vehicle Communication Interface (VCI) Connector Errors on Innova 7111 Scan Tool						
Tool #	7111	Creator	David G.	Created/Update Date		T/N #	23-7111-003
Description: If your Innova 7111 Scan Tool encounters issues related to the Vehicle Communication Interface (VCI) connector, this guide provides troubleshooting steps to resolve the problems.							

Possible Issues:

If your Innova 7111 Scan Tool experiences any of the following issues, follow the troubleshooting steps provided:

- 1.The tablet is stuck in a rebooting cycle after crashing.
- 2.The tablet displays a "VCI not detected" error message.
- 3.Glitches occur on the home screen's OBD2 Diagnostics/ OEM Diagnostic/ Workshop selection tabs after firmware/software update.
- 4.The OBD2 Diagnostics/ OEM Diagnostics/ Workshop selection tabs are grayed out when the VCI is connected.
- 5.Incorrect Date and Time on the tablet, requiring adjustment.
- 6.Note: Ensure your tablet's battery is above 50% before attempting updates.



Troubleshooting Steps:

Step 1: Disconnect from DLC

1.If connected to the Data Link Connector (DLC) of the vehicle, disconnect the tool from the DLC.

Step 2: Remove VCI from Tablet

1.Gently push upwards from the bottom of the VCI connector to release it from the tablet.

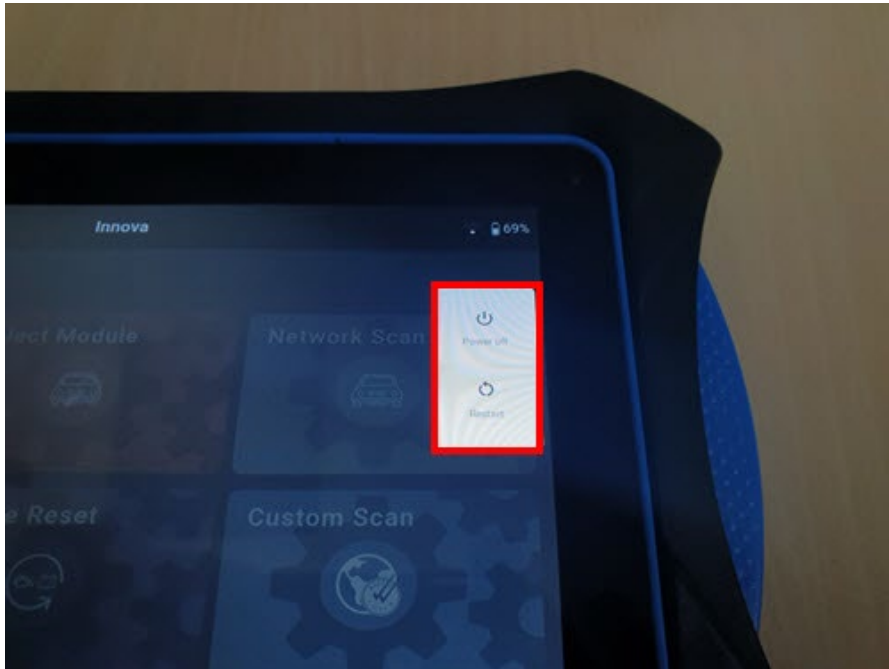


Step 3: Turn Off the Tablet

1. Hold the power button for about 3 seconds to turn off the tablet.

2. On the displayed options (Power Off and Restart), tap the Power Off button.

3. The tablet is powered down when the screen goes dark.





Step 4: Check VCI's Connector and Pogo Pins

1. Dirty connectors might cause VCI detection and connection issues.

2. Clean connectors and pogo pins using alcohol wipes or a wire brush to remove dirt and grime.



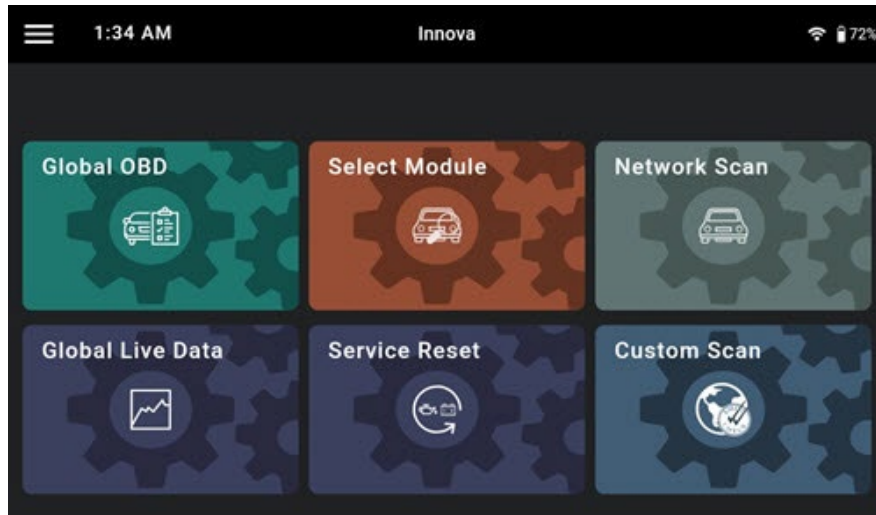
Step 5: Reconnect and Power On the Tablet

1. Reattach the VCI connector by sliding it into the tablet until you hear a click (full engagement).

2. Power on the tablet by pressing and holding the power button for about 3 seconds.

3. The screen will display the INNOVA® logo with a "Loading..." message as the tablet powers up.

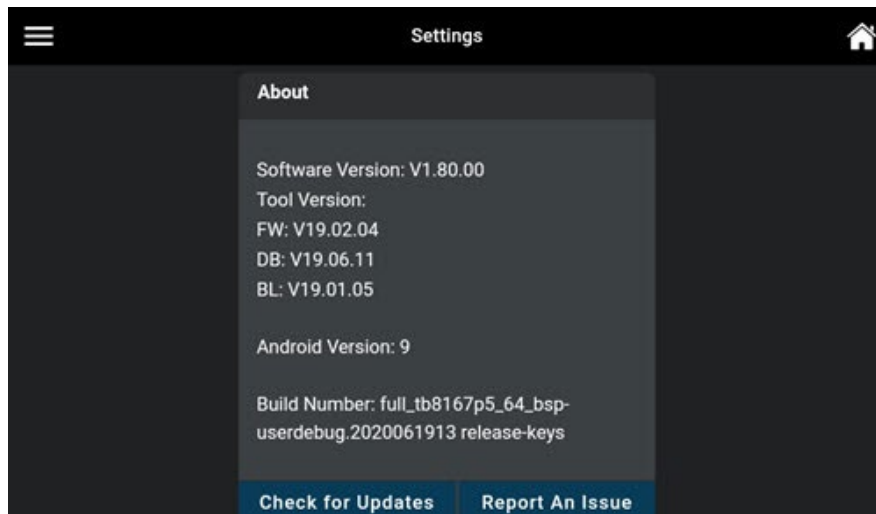




Step 6: Successful Connection Confirmation

1. A successful VCI connection is indicated by the tablet's Home screen displaying without glitches or error messages.

2. You can also verify the connection by checking the tablet's VCI information under the Settings page.



By following these steps, you can troubleshoot and resolve VCI connector-related issues on your Innova 7111 Scan Tool. If you encounter further problems or need additional assistance, don't hesitate to reach out to us. We're here to ensure your diagnostic experience remains smooth and efficient.