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IMPORTANT: Before operating or maintaining this unit, please read this manual carefully, paying extra attention to the safety warnings and precautions.

For Services and Support:



pro.autel.com

www.autel.com



1-855-288-3587 (North America)

+86 (0755) 8614-7779 (China)



support@autel.com

For technical assistance in all other markets, please refer to *Technical Support* in this manual.

Safety Information

For your own safety and the safety of others, and to prevent damage to the device and vehicles upon which it is used, it is important that the safety instructions presented throughout this manual be read and understood by all persons operating or coming into contact with the device.

There are various procedures, techniques, tools, and parts for servicing vehicles, as well as in the skill of the person doing the work. Because of the vast number of test applications and variations in the products that can be tested with this equipment, we cannot possibly anticipate or provide advice or safety messages to cover every circumstance. It is the automotive technician's responsibility to be knowledgeable of the system being tested. It is crucial to use proper service methods and test procedures. It is essential to perform tests in an appropriate and acceptable manner that does not endanger your safety, the safety of others in the work area, the device being used, or the vehicle being tested.

Before using the device, always refer to and follow the safety messages and applicable test procedures provided by the manufacturer of the vehicle or equipment being tested. Use the device only as described in this manual. Read, understand, and follow all safety messages and instructions in this manual.

Safety Messages

Safety messages are provided to help prevent personal injury and equipment damage. All safety messages are introduced by a signal word indicating the hazard level.



DANGER: Indicates an imminently hazardous situation which, if not avoided, will result in death or serious injury to the operator or to bystanders.



WARNING: Indicates a potentially hazardous situation which, if not avoided, could result in death or serious injury to the operator or to bystanders.

Safety Instructions

The safety messages herein cover situations Autel is aware of. Autel cannot know, evaluate or advise you as to all of the possible hazards. You must be certain that any condition or service procedure encountered does not jeopardize your personal safety.



DANGER: When an engine is operating, keep the service area WELL VENTILATED or attach a building exhaust removal system to the engine exhaust system. Engines produce carbon monoxide, an odorless, poisonous gas that causes slower reaction time and can lead to serious personal injury or loss of life.



Do Not Turn the Volume Up Too Loud When Using HeadphonesListening at high volumes that over-stimulate the ear for long periods of time may result in loss of hearing.



SAFETY WARNINGS:

- Always perform automotive testing in a safe environment.
- Wear safety eye protection that meets ANSI standards.
- Keep clothing, hair, hands, tools, test equipment, etc., away from all moving or hot engine parts.
- Operate the vehicle in a well-ventilated work area.
- Put the transmission in PARK (for automatic transmission) or NEUTRAL (for manual transmission) and make sure the parking brake is engaged.
- Put in front of the drive wheels and never leave the vehicle unattended while testing.
- Be extra cautious when working around the ignition coil, distributor cap, ignition wires and spark plugs. These components create hazardous voltages when the engine is running.
- Keep a fire extinguisher suitable for gasoline, chemical, and electrical fires nearby.
- Do not connect or disconnect any test equipment while the ignition is on or the engine is running.

- Keep the test equipment dry, clean, and free from oil, water, and grease. Use a mild detergent on a clean cloth to clean the outside of the equipment as necessary.
- Do not drive the vehicle and operate the test equipment at the same time. Any distraction may cause an accident.
- Refer to the service manual for the vehicle being serviced and adhere to all diagnostic procedures and precautions. Failure to do so may result in personal injury or damage to the test equipment.
- To avoid damaging the test equipment or generating false data, make sure the vehicle battery is fully charged and the connection to the vehicle DLC is clean and secure.
- Do not place the test equipment on the distributor of the vehicle.
 Strong electro-magnetic interference can damage the equipment.
- Do not place the device in a strong electromagnetic environment for strong electromagnetic interference may damage the device.

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1. Using This Manual

This manual contains device usage instructions.

Some illustrations shown in this manual may contain modules and optional equipment that are not included in your system. Contact your sales representative for availability of other modules and optional tools or accessories.

1.1 Conventions

The following conventions are used.

1.1.1 Bold Text

Bold text is used to highlight selectable items such as buttons and menu options.

Example:

Tap **OK**.

1.1.2 Notes

A **NOTE** provides helpful information such as additional explanations, tips, and comments.

1.1.3 Important

IMPORTANT indicates a situation which, if not avoided, may result in damage to the test equipment or vehicle.

1.1.4 Hyperlinks

Hyperlinks or links that take you to other related articles, procedures, and illustrations are available in electronic documents. Blue italic colored text indicates a selectable hyperlink.

1.1.5 Procedures

An arrow icon indicates a procedure.

> To power down the tool

- 1. Press and hold the **Power** button.
- 2. Tap Power off.
- 3. Tap **OK**. The tool will turn off in a few seconds.

2. General Introduction

The MaxilM KM100 is a professional intelligent key tool that integrates such functions as universal key generation, transponder reading/cloning, and IMMO learning in a compact and easy-to-use design. Equipped with the MaxiVCI V200 vehicle communication interface device, this professional key tool easily offers you one-stop service from universal key generation to key learning. It is undoubtedly an ideal choice for professional locksmiths.

2.1 MaxilM KM100

2.1.1 Product Overview

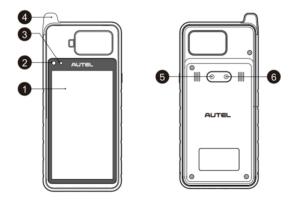


Figure 2-1 KM100 Front/Back View

- 5.5-inch Touchscreen
- 2. Ambient Light Sensor detects ambient brightness
- Status LED
- 4. Low Frequency Detection Collector collects low frequency data
- Rear Camera

6. Camera Flash

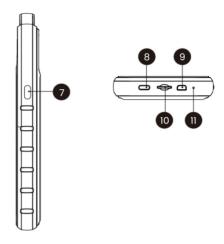


Figure 2-2 KM100 Side/Bottom View

- 7. Power/Lock Button press and hold to turn on/off the tool, or tap to lock the screen
- 8. Type-C USB Port (also an OTG port)
- 9. SD Card Slot
- 10. Mini USB Port
- 11. Microphone

2.1.2 Power Sources

The key tool can receive power from the following sources:

- Internal battery pack
- AC/DC power supply

IMPORTANT

Do not charge the battery when the temperature is below 0 °C (32 °F) or above 45 °C (113 °F).

Internal Battery Pack

The tool can be powered by the internal rechargeable battery.

AC/DC Power Supply — Using the Power Adapter

The tool can be powered from an electrical outlet using the AC/DC power adapter. The AC/DC power supply also charges the internal battery pack.

2.1.3 Technical Specifications

Item	Description	
Display	5.5-inch touchscreen with 1280 x 720P resolution	
Operation System	Android™ 9.0	
Processor	Rockchip PX30 4 x ARM Cortex-A35 (1.5 GHz)	
Memory	2 GB RAM + 64 GB Flash	
	• Wi-Fi	
Connectivity	Bluetooth	
	• USB 2.0, Type-C	
Sensor	Ambient light sensor	
Audio Output	Веер	
Internal Battery	3.85 V/4950 mAh lithium-polymer battery	
Power Input	5 V/2 A	
Operating Temp.	0 to 50 °C (32 to 122 °F)	
Storage Temp.	-10 to 60 °C (14 to 140 °F)	
Dimension (L x W x H)	200 x 89 x 22 mm	
Weight	352.7 g (0.78 lb.)	

2.2 MaxiVCI V200 — Vehicle Communication Interface

2.2.1 Product Overview

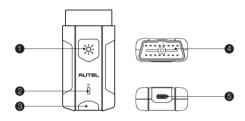


Figure 2-3 MaxiVCI V200 Views

- 1. Flashlight Button
- 2. Power LED
- 3. Vehicle/Connection LED
- 4. Vehicle Data Connector (16-pin)
- 5. USB Port

Table 2-1 VCI LED Description

LED	Color	Description
	Yellow	The VCI is powered on and performing self-check.
Power LED	Green	The VCI is ready for use.
	Flashing Red	The firmware is upgrading.
Vehicle/	Green	Solid Green: The VCI is connected via USB cable. Flashing Green: The VCI is communicating via USB cable.
Connection LED	Blue	Solid Blue: The VCI is connected via Bluetooth. Flashing Blue: The VCI is communicating via Bluetooth.

2.2.2 Power Sources

The MaxiVCI V200 can receive power from the following sources:

- Vehicle power
- AC/DC power supply

Vehicle Power

The VCI device operates on 12 or 24 V vehicle power, which receives power via the vehicle data connection port. The device powers on whenever it is connected to an OBDII/EOBD compliant data link connector (DLC).

AC/DC Power Supply — Using Power Adapter

The VCI device can be powered from an electrical outlet using the AC/DC power adapter.

2.2.3 Technical Specifications

Item	Description
Communications	BLE + EDR
	Type-C USB
Wireless Frequency	2.4 GHz
Input Voltage Range	8 V to 30 V DC
Supply Current	150 mA @ 12 V DC
Operating Temp.	0 to 50 °C (32 to 122 °F)
Storage Temp.	-20 to 60 °C (-4 to 140 °F)
Dimensions (L x W x H)	89.89 x 46.78 x 21 mm
Weight	70.7 g (0.156 lb.)
Built-in Battery	3.7 V Lithium Battery
Light	White LED

3. Getting Started

Ensure the key tool is sufficiently charged or is connected to a power outlet.

⊘NOTE

The images and illustrations depicted in this manual may differ from the ones in your tool.

3.1 Powering Up

Press and hold the **Power/Lock** button on the right side of the tool to power up. The system will boot up and display the Job Menu.



Figure 3-1 KM100 Job Menu

- 1. Status Bar
- 2. Application Buttons
- 3. Page Indicator

3.1.1 Application Buttons

Descriptions of the application buttons are displayed below (Table 3-1).

Table 3-1 Applications

Button	Name	Description
(1)	Special Functions	Accesses the Special Functions menu. See Special Functions.
®	Settings	Allows you to set the MaxiIM system settings, and to view the general information of the tool. See Settings.
	Updates	Checks for the latest update available for the MaxilM system, and performs updating procedures. See <i>Updates</i> .

Button	Name	Description
	Data Manager	Accesses the organization system for
		saved data files.
		See Data Manager.
	Remote Desktop	Configures your unit to receive
R		remote support using the
1		TeamViewer application program.
		See Remote Desktop.
		Accesses technical tutorials and
	Academy	training articles about the device or
	Academy	vehicle diagnostic techniques.
		See <i>Academy</i> .
	MaxiTools	Accesses multiple useful tools such
		as quick link and log collection.

3.1.2 Page Indicator and System Status Bar

Descriptions of icons on the status bar and page indicator are displayed below (Table 3-2).

Table 3-2 Page Indicator and System Status Bar Icons

Icon	Name	Description
• •	Page Indicator	Indicates the position of the current page when multiple pages are available. The user swipes the screen left or right to view the previous or next page.
==	Voltage	Indicates the current voltage value.
vå	VCI Connection	A Green check mark at the top right corner indicates the VCI device is connected, while a red x indicates there is no connection.

3.1.3 System Status Icons

By swiping down, a Shortcuts Panel will appear, allowing you to adjust various system settings of the tool. The operations of each button on the panel are described in the table below (Table 3-3).

Table 3-3 System Status Icons

Icon	Name	Description	
*	Bluetooth	Enables/disables Bluetooth.	
()	Wi-Fi	Enables/disables Wi-Fi.	
Ī	Flashlight	Turns on/off the flashlight.	
×.	Screenshot	Takes a screenshot of the current screen.	
	Automatic Brightness	Automatically adjusts the brightness.	
-	Logger	Accesses the Log Collection screen.	
· ;	Restart	Restarts the tool.	
0	Camera	Opens the camera.	
VCI	VCI Manager	Launches the VCI Manager screen.	
Screen Brightness Slider — Slide to manually adjust the screen			
brightness.			
		()	
Volume	Volume Slider — Slide to manually adjust the volume.		

3.2 Powering Down

All vehicle communications must be terminated before powering down the tool. A warning message appears if you attempt to shut down the tool while the VCI unit is communicating with the vehicle. Forcing a power-down while communicating may lead to ECM problems on some vehicles. Exit the diagnostic function before powering down.

To power down the tool

- 1 Press and hold the **Power** button.
- 2. Tap Power off.
- 3. Tap **OK**. The tool will turn off in a few seconds.

3.2.1 Reboot System

In case of a system crash, press and hold the **Power** button to power down the tool and restart it

To reboot the tool

- 1. Press and hold the **Power** button.
- 2. Tap Restart.
- 3. Tap **OK**. The tool will power off and restart.

3.3 Confirm Vehicle Information

On the vehicle information screen, choose the region first. The KM100 currently supports North American and European regions. (More regions will be available soon.) Then you must fill in the vehicle information. There are two ways to fill in the information:

- Manual input
- AutoVIN

Manual Input

After choosing the manufacturer region, select your vehicle make, model, and year on the screen. Make sure that the information entered is correct.

AutoVIN

To use the AutoVIN function, you must establish vehicle communication first.

To establish vehicle communication

- 1. Connect the VCI to the vehicle's OBD Data Link Connector (DLC).
- Tap the VCI icon on the top-right corner (or in the Shortcut Panel)
 to enter the VCI Manager menu. The device will automatically
 enable Bluetooth and start searching for available pairing units.
 The device name will appear on this menu as "Maxi" suffixed with
 a serial number.
- 3. Check the serial number on your VCI label and select the desired device for pairing.
- 4. When paired successfully, the connection status reads "Paired" and the vehicle/connection LED will light solid blue.
- The vehicle information will be automatically identified when vehicle communication is established. Confirm the vehicle information. Tap the corresponding field to manually input the correct parameters, if needed.



Figure 3-2Vehicle Information Screen 1

4 Settings

Settings allows you to adjust default settings and view information about the tool system.

- Market
- Feedback
- VCI Manager
- System Settings
- Unit
- About

4.1 Market

This option allows you to select the region of work: Europe or North America.

4.2 Feedback

This option allows you to report any problems that you encounter while using the tool. Enter your phone number or email address and a subject and describe your problem. You can attach a photo from your album, take a photo or record a video to add to your report.

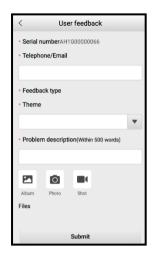


Figure 4-1 User Feedback Screen

4.3 VCI Manager

This application pairs the tool with the MaxiVCI V200, checks the communication status, and updates the VCI firmware.

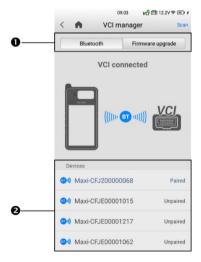


Figure 4-2 VCI Manager Screen

1. Connection Mode

There are two connection modes available for selection. The connection state displays.

- Bluetooth when paired to a wireless device, the connection state reads, "Paired." Otherwise, it reads, "Unpaired."
- Firmware Upgrade updates the V200 with the latest version of firmware via the Internet.

Bluetooth Listing

The list section displays the serial numbers for all the V200 devices available for pairing. Tap a VCI device to start pairing. The Bluetooth status icon in the center of the screen indicates the Bluetooth signal strength.

4.3.1 Bluetooth Connection

The MaxiVCI V200 needs to be connected to the vehicle, so that it is powered during the synchronization procedure. Turn the vehicle's ignition to the ON position. Ensure the tool has sufficient battery life or is connected to an external power supply.

> To pair the MaxiVCI V200 with the tool

- Power on the tool.
- 2. Insert the 16-pin vehicle data connector of the MaxiVCI V200 into the vehicle's DLC.
- 3. Tap the **Settings** application on the MaxilM Job Menu on the tool, and select **VCI Manager**.
- 4. Tap **Scan** on the upper-right corner of the screen. The device will automatically search for available V200 units.
- 5. The device name may display as "Maxi", suffixed with a serial number. Select the appropriate device for pairing.
- When paired successfully, the connection status will read, "Paired."
- Once paired, the VCI button on the upper-right corner of the screen will display a green check mark and the Connection LED on the MaxiVCI V200 will light solid blue. This signifies

that the tool is connected to the MaxiVCI V200 and is ready to perform vehicle diagnosis.

- 8. Tap the paired device again to disconnect it.
- Tap the **Home** icon on the top-left to return to the MaxiIM Job Menu

A MaxiVCI V200 can be paired to only one tool at a time, and once it is paired, the device will not be discoverable to other devices.

4.3.2 Firmware Upgrade

Before upgrading the V200 firmware, ensure your Internet connection is stable. The V200 supports both Bluetooth and USB communications.



Figure 4-3 Firmware Upgrade Screen

Upgrade via Bluetooth

> To upgrade the MaxiVCI V200 firmware via Bluetooth

- Connect the V200 to the vehicle or charge it with an adapter before pairing it with the tool via Bluetooth.
- 2. On the MaxilM Job Menu, tap Settings > VCI Manager, and

- select the **Bluetooth** from the connection mode list. Pair the tool with the V200 by tapping the device serial number on the screen.
- When pairing is successful, the connection status will read, "Paired."
- 4. The current version of the VCI firmware will be displayed. Tap Check for firmware updates to check if an update is available. If an update is available, tap Get the new version to upgrade the firmware or tap Cancel to exit the upgrade.

Upgrade via USB

To upgrade the MaxiVCI V200 firmware via USB

- 1. Connect the V200 to the tool using a USB-C cable.
- 2. On the MaxilM Job Menu, tap **Settings** > **VCI Manager** and select the **Firmware Upgrade** from the connection mode list.
- 3. The current version of the VCI firmware will be displayed. Tap Check for firmware updates to check if an update is available. If an update is available, tap Get the new version to upgrade the firmware or tap Cancel to exit the upgrade.

4.4 System Settings

This function provides you with direct access to the System Settings screen, where you can adjust various system settings for the tool, including wireless and network settings, and various device settings such as sound, display, and language settings.

4.5 Units

This option allows you to set the units of measurement system for the diagnostic system.

> To set the units of measurement system

- 1. Tap the **Settings** application on the MaxilM Job Menu.
- 2. Tap Units.

- Select the desired units of measurement system (Metric or Imperial). A check mark will display to the right of your active selection.
- Tap the **Home** button on the top-left corner to return to the MaxilM Job Menu.

4.6 About

The About screen displays information pertaining to the KM100 tool, including the password, system version, hardware version, and serial number.

5 . Updates

The Updates screen allows you to download the latest software. These updates can improve the MaxilM KM100, typically by adding new tests, new models, or enhanced applications to the database.

The tool automatically searches for available updates for all of the MaxilM software when it is connected to the Internet. Any updates that are found can be downloaded and installed on the device. This section describes installing an update to the MaxilM System.

1. Navigation and Controls

- Back Button returns to the MaxilM Job Menu.
- Update All downloads all available updates.
- Search Bar searches for specific update items by name or word.

Main Section

- Left Column displays manufacturer buttons. Tap the vehicle brand of your selection to open an information screen to view more details.
- Middle Column displays available software updates and a brief introduction about the new changes to the software operation or capabilities.
- Right Column displays an update button, which also works as an update progress bar indicating the completion status in percentage when downloading the software selected.

> To update the software

- Make sure the tool is connected to a power source with stable access to the Internet
- Tap **Update** on the MaxilM Job Menu, or tap the update notification message when received one. The Update application screen displays.
- 3. Check all available updates:
 - If you decide to update all the items of the software, tap the button on the upper-right corner to have all the downloadable items in updating status. This will also update all the items at once if not tap the button again to suspend or resume the updating process.
 - If you only want to update one or some of the item(s), tap the
 Acquire button on the right column of the specific item(s). Tap
 the button again to suspend or resume the updating process.
- 4. When the updating process is completed, the software will be installed automatically. The previous version will be replaced.

6 Data Manager

The Data Manager application allows you to store, print, and review the saved files, manage the workshop information, customer information records and keep test vehicle history records.

Selecting the Data Manager application opens the file system menu. There are six main functions available.



6-1 Data Manager Screen

6.1 Test Records

This function stores test vehicle history records, in terms of universal , transponder function, and related information from previous tests. All information is displayed in summarized details. Tap on a function icon to resume the previous operation.

6.2 Workshop Information

The Workshop Information screen allows you to enter, edit, and save detailed workshop information, such as shop name, address, phone number, and other remarks, which, when printing vehicle diagnostic reports and other associated test file, will display as the header of the printed documents.



6-3 Workshop Information Screen

> To edit the Workshop Information sheet

- 1. Tap the **Data Manager** application on the MaxilM Job Menu.
- 2. Select Workshop Information.
- 3. Tap on each field to input information.
- 4. Tap **Done** to save the updated workshop information record, or tap **Cancel** to exit without saving.

6.3 Image

The Image section is a database containing all your captured screenshots.



6-4 Image Screen

To edit/delete image(s)

- 1. Select Data Manager from the MaxilM Job Menu.
- 2. Select **Image** to access the image database.
- 3. Tap **Edit** on the top-right corner of the screen. The editing screen will appear.
- 4. Select the images you want to edit.
- Tap Delete to delete the selected images or delete all images. Tap Print to print the selected images or send the selected images to an email.

6.4 PDF

The PDF section stores and displays all your PDF (portable document format) files. After entering the PDF database, select a PDF file to view the stored information.

This section uses the standard Adobe Reader application for file viewing and editing. Refer to the associated Adobe Reader manual for more detailed instructions.

6.5 Uninstall Apps

This section allows you to manage the firmware applications installed on the MaxilM System. Selecting this section opens a managing screen, on which you can check all the available vehicle diagnostic applications.

Select the vehicle firmware you want to delete by tapping on the car brand icon, the selected item will display a blue check mark on the upper-right corner. Tap the **Delete** button on the top bar to delete the firmware from the system database.

6.6 Data Logging

The Data Logging screen keeps records of all **Feedback** (submitted), **No feedback** (saved) and **History** (up to the latest 20 test records) data on the diagnostic system. Autel support personnel will receive and process the submitted reports through the Support platform, and will send back problem solutions to the corresponding Data Logging session, on which you are also allowed to have a direct conversation with the support personnel.



6-5 Data Logging Screen

> To make a reply in a Data Logging session

- 1. Tap **Feedback** to view a list of submitted data logs.
- 2. Select a specific item to view the latest update of the processing progress.
- 3. Tap the text field at the bottom of the screen and enter text, or tap the **Audio** button to record a voice message or the **Camera** button to take a picture.
- 4. Tap **Send** to deliver your message to the technical center.

7 • Remote Desktop

The Remote Desk application launches the TeamViewer QuickSupport program, which is a simple, fast and secure remote control screen. You can use the application to receive ad-hoc remote support from Autel's support center, colleagues, or friends, by allowing them to control your MaxiIM tool on their PC via the TeamViewer software.

If you think of a TeamViewer connection as a phone call, the TeamViewer ID would be the phone number under which all TeamViewer Clients can be reached separately. Computers and mobile devices that run TeamViewer are identified by a globally unique ID. The first time the Remote Desktop application is launched, this ID is generated automatically based on the hardware characteristics and will not change later on.

Make sure the tool is connected to the Internet before launching the Remote Desktop application, so that the tool is accessible to receive remote support from a third party.



7-1 Remote Desktop Screen

> To receive remote support from a partner

- Power on the tool.
- Tap the Remote Desktop application on the MaxilM Job Menu. The TeamViewer QuickSupport screen displays and the device ID is generated and shown.
- 3. The technician must install the Remote Control software to their PC by downloading the TeamViewer full version program online (see http://www.teamviewer.com), and then launch the software.
- 4. Provide your ID to the technician, and wait for them to send you a remote control request.
- A pop-up dialog box displays to ask for your confirmation to allow remote control on your device.
- 6. Tap Allow to accept, or tap Deny to reject.

Refer to the associated TeamViewer documents for additional information.

8 Tool Registration

To update the software on your tool, the tool must be registered. The installation of the latest firmware and vehicle software is vital to the successful operation of the KM100. Register the tool prior to using. Register directly on the tool or via Internet on a mobile device or computer.

To register the tool

- 1. Visit the website http://pro.autel.com.
- 2. If you have an Autel account, sign in with your account ID and password.
- 3. If you are a new member to Autel, click the **Register** button to create your Autel ID.
- 4. Enter the required personal information in the input fields.
- Enter your email address, then click Request. You will receive an email from Autel with your verification code. Open the email and copy the code into the proper input box.
- Set a password for your account, and enter the password again to confirm. Read the Autel User Service Agreement and Autel Privacy Policy, then check the box to accept the terms. After all the information is entered, click Register. A Product Registration screen will appear.
- Your product serial number and password are required to complete your registration. To find your serial number and password on the tool: go to Settings > About.
- Enter your tool's serial number and password on the Product Registration screen. Enter the CAPTCHA code and click **Submit** to complete your registration procedure.

9. Academy

The Academy provides access to various onboard instructional videos and manuals produced by top-notch technicians and product experts, covering information on main functions. Please access the videos or articles saved on the tool by tapping the images with hyperlinks displayed under this application.



9-1 Academy Screen

10. Maintenance and Service

10.1 Maintenance Instructions

The following shows how to maintain your devices, together with precautions to take.

- Use a soft cloth and alcohol or a mild window cleaner to clean the tool's touchscreen.
- Do not use any abrasive cleansers, detergent or automotive chemicals on the tool.
- Only use the device in dry conditions within normal operating temperatures.
- Dry your hands before using the tool. The touchscreen may not work if the touchscreen is moist, or if you tap the touchscreen with wet hands.
- Do not store the devices in humid, dusty dirty areas.
- Before and after use, check the housing, wiring, and connectors for dirt and damage.
- After each use, wipe the device housing, wiring, and connectors clean with a damp cloth.
- Do not attempt to disassemble your tool or VCI unit.
- Take care not to drop the device or allow anything heavy to drop on the device.
- Use only authorized battery chargers and accessories. Any malfunction or damage caused by the use of unauthorized battery charger and accessories will void the limited product warranty.
- Ensure that the battery charger does not come in contact with conductive objects.
- Do not operate the tool next to anything such as a microwave oven, cordless phone and some medical or scientific instruments that might interfere with or prevent signal interference.

10.2 Troubleshooting Checklist

- A. When the tool does not work properly:
 - Make sure the tool has been registered online.
 - Make sure the system software and diagnostic application software are properly updated.
 - Make sure the tool is connected to the Internet.
 - Check all cables, connections, and indicators to see if the signal is being received.
- B. When battery life is shorter than usual:
 - This may happen when you are in an area with low signal strength.
 - Turn off your device when not in use.
- C. When unable to power on the tool:
 - Make sure the tool is connected to a power source or has sufficient battery.
- D. When unable to charge the tool:
 - Your charger maybe out of order. Contact your nearest dealer.
 - You may be attempting to use the device in an overly hot/cold temperature. Use the tool in an environment within normal operating temperatures.
 - Your device may have not been properly connected to the charger.
 Check the connector.

⊘ NOTE

If your problems persist, please contact Autel's technical support or your local distributor.

10.3 About Battery Usage

Your tool is powered by a built-in Lithium-ion Polymer battery. The Lithium-ion Polymer battery can recharge while some charge remains without reducing your tool's autonomy due to the "battery memory effect" inherent in this type of battery technology.

⚠ DANGER

- The built-in Lithium-ion Polymer battery is factory replaceable only; incorrect replacement or tampering with the battery pack may cause an explosion.
- Do not use a damaged battery charger.
- Do not disassemble or open crush, bend or deform, puncture or shred.
- Do not modify or remanufacture, attempt to insert foreign objects into the battery, expose to fire, explosion or other hazard.
- Make sure to only use the supplied charger and USB cables. Using an unapproved charger or unapproved USB cable might not working correctly or might damage the tool or VCI.
- Only use the supplied charging device that has been qualified for use with the device. Use of an unqualified battery or charger may present a risk of fire, explosion, leakage or other hazard.
- Avoid dropping the tool. If the tool is dropped, especially on a hard surface, and the user suspects damage, take it to a service center for inspection.
- Working closer to the Wi-Fi router improves the working battery life of the tool as less battery power is consumed to make connection.
- The battery recharging time varies depending on the remaining battery capacity.
- Battery life inevitably shortens over time.
- Since overcharging may shorten battery life, unplug tool and charger from power outlet when tool is sufficiently charged.
- Leaving the tool in hot or cold places, especially inside a vehicle in summer or winter, may reduce the battery's capacity and longevity.
 Always keep the battery within normal temperatures.

10.4 Service Procedures

This section introduces information for technical support, repair service, and application for replacement or optional parts.

10.4.1 Technical Support

If you have any question or problem on the operation of the product, please contact us (see the following contact info) or your local distributor.

Autel China Headquarters

- Phone: +86 (0755) 8614-7779 (Monday-Friday, 9AM-6PM Beijing Time)
- Email: <u>support@autel.com</u>
- Address: Floor 2, Caihong Keji Building, 36 Hi-tech North Six Road, Songpingshan Community, Xili Sub-district, Nanshan District, Shenzhen City, China
- Web: <u>www.autel.com</u>

Autel North America

- Phone: 1-855-288-3587 (Monday-Friday, 9AM-6PM Eastern Time)
- Email: <u>ussupport@autel.com</u>
- Address: 36 Harbor Park Drive, Port Washington, New York, USA 11050
- Web: www.autel.com/us

Autel Europe

- Phone: +49(0)89 540299608 (Monday-Friday, 9AM-6PM Berlin Time)
- Email: <u>support.eu@autel.com</u>
- Address: Landsberger Str. 408, 81241 München, Germany
- Web: <u>www.autel.eu</u>

Autel APAC

Japan:

- Phone: +81-045-548-6282
- Email: <u>support.jp@autel.com</u>
- Address: 6th Floor, Ari-nadoribiru 3-7-7, Shinyokohama, Kohoku-ku, Yokohama-shi, Kanagawa-ken, 222-0033 Japan
- Web: <u>www.autel.com/jp</u>

Australia:

• Email: <u>ausupport@autel.com</u>

Address: Unit 5, 25 Veronica Street, Capalaba

Autel IMEA

Phone: +971 585 002709 (in UAE)

• Email: imea-support@autel.com

 Address: 906-17, Preatoni Tower (Cluster L), Jumeirah Lakes Tower, DMCC. Dubai. UAE

• Web: www.autel.com

Autel Latin America

Mexico:

• Phone: +52 33 1001 7880 (Spanish in Mexico)

• Email: <u>latsupport@autel.com</u>

 Address: Avenida Americas 1905, 6B, Colonia Aldrete, Guadalajara, Jalisco, Mexico

Brazil:

• Email: <u>brsupport@autel.com</u>

 Address: Avenida José de Souza Campos n° 900, sala 32 Nova Campinas Campinas – SP, Brazil

Web: www.autel.com/br

10.4.2 Repair Service

If it becomes necessary to return your device for repair, please download the repair service form from <u>www.autel.com</u>, and fill it in. The following information must be included:

- Contact name
- Return address
- Telephone number
- Product name

- Complete description of the problem
- Proof-of-purchase for warranty repairs
- Preferred method of payment for non-warranty repairs

⊘NOTE

For non-warranty repairs, payment can be made with Visa, Master Card, or with approved credit terms.

Send the device to your local agent, or to the below address:

Floor 2, Caihong Keji Building, 36 Hi-tech North Six Road, Songpingshan Community, Xili Sub-district, Nanshan District, Shenzhen City, China

10.4.3 Other Services

You can purchase the optional accessories directly from Autel's authorized tool suppliers, and/or your local distributor or agent.

Your purchase order should include the following information:

- Contact information
- Product or part name
- Item description
- Purchase quantity

10. Compliance Information

FCC Compliance

This device complies with Part 15 of the FCC rules and Industry Canada's license-exempt RSSs. 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.

Cet appareil est conforme aux CNR exempts de licence d'Industrie Canada. Son fonctionnement est soumis aux deux conditions suivantes:

- 1. Ce dispositif ne peut causer des interferences; et
- Ce dispositif doit accepter toute interférence, y compris les interférences qui peuvent causer un mauvais fonctionnement de l'appareil.

MARNING

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 generates uses and can 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 receiver.
- -- Connect the equipment into 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.

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

SAR

The radiated output power of this device is below the FCC radio frequency exposure limits. Nevertheless, the device should be used in such a manner that the potential for human contact is minimized during normal operation.

The exposure standard for wireless devices employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by the FCC is 1.6 W/Kg. Tests for SAR are conducted using standard operating positions accepted by the FCC with the device transmitting at its highest certified power level in all tested frequency bands.

Although the SAR is determined at the highest certified power level, the actual SAR level of the device while operating can be well below the maximum value. This is because the device is designed to operate at multiple power levels so as to use only the power required to reach the network. To avoid the possibility of exceeding the FCC radio frequency exposure limits, human proximity to antenna should be minimized.

RF WARNING STATEMENT

The device has been evaluated to meet general RF exposure requirement. The device can be used in portable exposure condition without restriction.

The term "IC" before the radio certification number only signifies that IC technical specifications were met.

CE COMPLIANCE

This product is declared to conform to the essential requirements of the following Directives and carries the CE mark accordingly:

RED Directive 2014/53/EU

12. Warranty

12.1 Limited One-Year Warranty

Autel Intelligent Technology Corp., Ltd. (the Company) warrants to the original retail purchaser of this tool, that should this product or any part thereof during normal consumer usage and conditions, be proven defective in material or workmanship that results in product failure within one (1) year period 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).

\bigcirc NOTE

If the warranty period is inconsistent with local laws and regulations, please comply with the relevant local laws and regulations.

The Company shall not be liable for any incidental or consequential damages arising from the use, misuse, or mounting of the device. Some states do not allow limitation on how long an implied warranty lasts, so the above limitations may not apply to you.

This warranty does not apply to:

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

IMPORTANT

All contents of the product may be deleted during the process of repair. You should create a back-up copy of any contents of your product before delivering the product for warranty service.