V2 USB FAQ

EFILive Support - 2020-08-12 - Comments (0) - FlashScan V2 Hardware Configuration

There are a number of potential reasons why FlashScan/AutoCal V2 will not connect via USB.

Common USB Issues

1. Ensure you are using the heavy gauge EFILive USB cable that shipping with your device.
2. Ensure you have downloaded and installed the latest version of EFILive's V8 software, available here.
3. The USB connector on your PC may be faulty, try using a different USB socket. If your PC has USB 3.0, attempt to connect using a USB 2.0 port.
4. The PC's USB system may be faulty, try using a different PC.

USB Testing

A USB Testing option is available in the EFILive Control Panel software. With FlashScan/AutoCal V2 connected to your PC, open EFILive V8 Scan and Tune software, select the **[EFILive V8 Control Panel]** button, and navigate to the **[F3: USB Testing]** tab.

To test the USB connection;

1. Select FlashScan or AutoCal and click **[Test]** for the connected device.
2. The USB connection is tested 10 times, unless the extended option is enabled. When the extended option is enabled, the USB connection test is performed 100 times.
3. The test results are displayed in the "Result:" field. If the test passed then "OK" is displayed, otherwise an error message is displayed to indicate why the test failed. (You can review the error message in the EFILive Error Codes.pdf document contained in your V8 Scan and Tune software installation).
4. You should expect to see approximately 1.0 to 1.2Mbps (million bits per second) transfer speed.

If a USB connection cannot be established, users should attempt the following Troubleshooting steps:

Install the latest drivers.

Follow the steps as outlined below to ensure the correct drivers are installed.

1. Disconnect **FlashScan/AutoCal V2** from your PC.

2. Start the **EFILive USB Manager** application located under the
   Start->Programs->EFILive->V8 program group.
3. Click on the **Uninstall USB Drivers** button.
4. Click on the **Install USB 2.12.26** button.

Users should attempt to install/uninstall drivers using the EFILive USB Manager. As a secondary option, users can also attempt to install/uninstall drivers using the native windows processes, documented XX

Check xHCI settings in the BIOS for USB 3.0.

eXtensible Host Controller Interface (xHCI) is a computer interface specification implemented with USB 3.0 that defines a register-level description of a host controller for Universal Serial Bus (USB), which is capable of interfacing with USB 1.x, 2.0, and 3.x compatible devices.

PC's that use USB 3.0 may find there is a clash between the FTDI drivers and the xHCI settings in the BIOS. Disabling the xHCI interface under the USB configuration tab can rectify USB connection issues.

Hardware Related USB Issues (Uncommon)

1. Inspect the USB-B socket on FlashScan V2/AutoCal.   If your device is not under warranty, and the device has cracked/broken solder joints, this can usually be fixed by reflowing the solder joints around the USB-B socket on the FlashScan circuit board. **If your device is still under warranty then you should return it to an authorized EFILive repairer for repairs. Opening the device and reflowing the solder yourself will void any warranty.**
2. Faulty USB chip on **FlashScan/AutoCal V2** - the USB sacrificial power chip may have been damaged. That chip will fry itself to protect the rest of the device and to protect your PC/laptop from high current/voltage originating from the vehicle connected via **FlashScan/AutoCal V2** to your laptop.
   Replacement of the USB chip should be carried out by an authorized EFILive repairer.

Related Content

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