

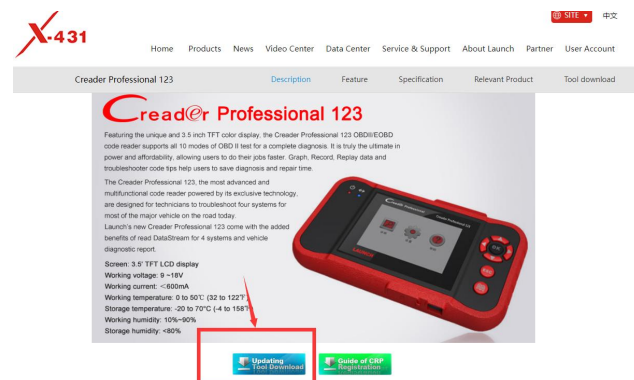
FAQS for LAUNCH CRP123 PLUS

Q:Where to download the LAUNCH CRP123 PLUS lib file?

A:This is the download link below:

https://eninfo.x431.com/prod_view.aspx?TypeId=68&Id=191

You can down load with below:



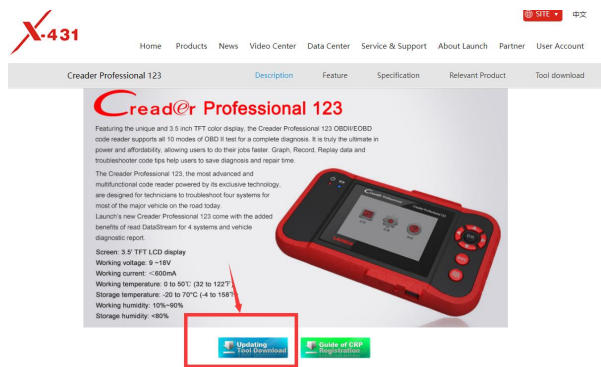
Q:How to Register & Update LAUNCH CRP123 PLUS?

A: Follow the steps described as below to proceed register and update:

1. If you need to upgrade or restore the machine, you need to copy the register password of the machine first, in the product "Help - tool information".

Tool Information	
Boot version:	V10.01
Displays program version:	V02.45
Disgnostic program version:	V02.45
Disgnostic library version:	V11.49
Serial Number:	966490029838
Register Code:	
ESC-Exit	

2. Go to <http://www.x431.com/CRP123 PLUS> and click update icon.



3. Take out the TF card of the machine after installing the client.



4. Put the TF card into the card reader and connect it to the computer.



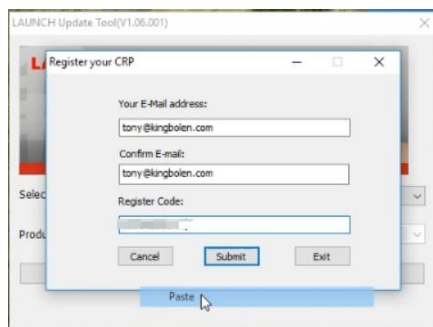
5. Then open the installed client, enter the product serial number

(located on the back of the tool) and select “Device upgrade”.

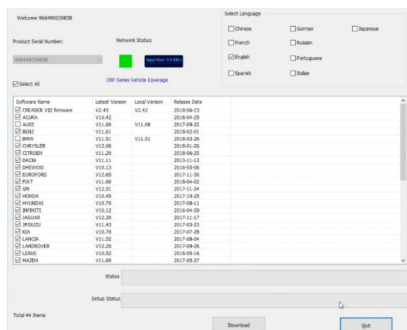


6. After the Serial Number is entered, click update and enter the following information. Click “Submit.”

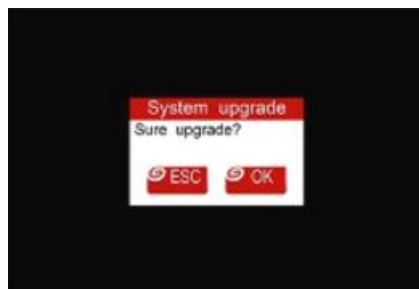
7.If you use it for the first time, the register interface will pop up. You need to fill in your email and the register password you copied before, and then submit it.



8.After submission, the upgrade screen is displayed. Select the software and language to be upgraded and click “Download” to start the upgrade.



9. After downloading, install the card back to the machine. When starting up, it will prompt you to upgrade.



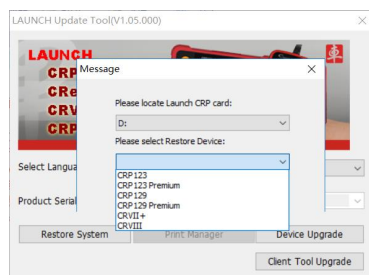
Q:What should I do if there are some problems with the product software, such as stalling, failure to start, or missing LIB files?

A:You need to restore the factory to solve these problems with the step below:

1. Open the installed client, select “Restore System”



2.Then select the corresponding product model CRP123 PLUS to start the restore.



3.After the restore, TF needs to be put back into the machine for initialization. After the initialization, the machine cannot be used.



5. After the initialization, TF should be put back on the computer to complete the “Device upgrade” process again before it can be used normally.

Q: Does CRP123 PLUS support the full system diagnostic?

A: YES,the launch CRP123 PLUS scanner automotriz gives you the ability to troubleshoot entire car systems including engion system, transmission system,body system, brake,chassis, powertrain, fuel, light system, etc. Built-in full OBDII special services including Read/Clear codes, Freeze frame, O2 Sensor, I/M Readiness, Smog Test, EVAP system, on board monitor test, Retrieve ECU Information, vehicle info etc.If you have any other questions, please feel free to contact the mail kingbolen05@hotmail.com.

Q: How many languages CRP123 PLUS support?

A: LAUNCH CRP123E PLUS supports 10 languages including English, French,Spanish, German, Russian, Japanese, Portuguese, Italian, Traditional Chinese, Polish. You can choose whatever language is best for you.If you have any other questions, please feel free to contact the mail kingbolen05@hotmail.com.

Q: What if LAUNCH CRP123 PLUS can't read ABS code?

A:Please send the order and product serial number and your car model and year or vin number to us. We can solve your problem to let you satisfied,please be reassured.If you have any other question, please email to kingbolen05@hotmail.com, thank you!

Q: What if the LAUNCH CRP123 PLUS screen is damaged or does not work properly?

A: Please send the picture or video to us. We can solve your problem to let you satisfied, please be reassured. If you have any other question, please email to kingbolen05@hotmail.com, thank you!

Q: Does LAUNCH CRP123 PLUS not support old car diagnosis?

A: LAUNCH CRP123 PLUS can support obd2 cars. If your car support obd2, then CRP123 PLUS should work for it. But it is better to send us the vin of the car to confirm if it is compatible. If you have any other question, please email to kingbolen05@hotmail.com, thank you!

Q: What if LAUNCH CRP123 PLUS is not compatible with your computer system?

A: Hello, I am sorry our CRP123 PLUS obd2 scanner only support android system and can not support Apple os system and also can not support windows 11 system temporarily. It can work on other windows system such as windows 7, windows 8 and windows 10 system. But the CRP123 PLUS keeps updating in the future. If you still have another question, please contact kingbolen05@hotmail.com. Thanks!

Q:What if I receive a used LAUNCH CRP123 PLUS?

A:Please send the product serial number and picture or video to us.We can solve your problem to let you satisfied,please be reassured. If you have any other question, please email to kingbolen05@hotmail.com.

Q:What if the lib file of LAUNCH CRP123 PLUS does not exist?

A: 1.The first step is to restore factory Settings;
2. If you still can't find the document, please contact kingbolen05@hotmail.com. We will resend it for you for free.

Q:System halts when reading data stream. What is the reason?

A: It may be caused by a slackened connector. Please turn off the CRP123 PLUS, firmly connect the connector, and switch on it again.

Q: Screen of main unit flashes at engine ignition start?

A:Caused by electromagnetic disturbing, and this is normal phenomenon.

Q:There is no response when communicating with on-board computer?

A: Please confirm the proper voltage of power supply and check if the throttle has been closed, the transmission is in the neutral position, and the water is in proper temperature.

Q: Why are there so many fault codes?

A: Usually, it's caused by poor connection or fault circuit grounding.

Q: Does LAUNCH CRP123 PLUS work on trucks?

A: I am sorry the LAUNCH CRP123 PLUS can not work on trucks. And it need to more advanced diagnostic tool to meet your need. If you need to recommend suitable products, please contact kingbolen05@hotmail.com.

Q: What's in the package?

A: Package included: 1*Launch CRP123 PLUS Main unit, 1*OBDII Cable & 1*Charging Cable, 1*TF card & 1*TF card reader, 1*User Manual & 1*Quick Start. If you have any other questions, please feel free to contact the mail kingbolen05@hotmail.com.

Q: Does LAUNCH CRP123 PLUS support bi-directional control?

A: I am sorry the LAUNCH CRP123 PLUS can not support bi-directional control. And it need to more advanced diagnostic tool to meet your need. If you need to recommend suitable products, please feel free to contact kingbolen05@hotmail.com.

Q: Is LAUNCH CRP123 PLUS scan tool an American model unit? Can I use it

outside America?

A:Yes, LAUNCH CRP123 PLUS is an American model unit and no IP limited. And if you encounter problems, you can contact the merchant kingbolen directly by mail kingbolen05@hotmail.com or access order to find us to contact us.

Q:Why didn't I get any reply from the American LAUNCH service?

A:As I learn, Launch Tech USA is an offline distributor of Launch in the USA, not a headquarter factory, they won't provide online after-sales service for Amazon distributor's products, but we can offer better technical support.If you have any other question, Please contact kingbolen05@hotmail.com anytime,we will definitely help you.Thanks!