

CONSULT 4 (C4) Frequently Asked Questions

1. First time login to C4. What should I know?

During first time use of a CONSULT PC and VI3, use the USB cable to connect the PC with the VI3. After login, C4 will attempt to connect to the VI3. If the red ball indicates "VI not detected", touch "Change VI" button to select proper VI3 serial #. Your username and VI3 serial # is now paired. Wireless VI3 connection may now be used during your next login session if you choose.

2. During "VI Connecting mode", red ball indicates "VI not detected" and displays VI3 serial # not connected to vehicle

Touch "Change VI" button to select proper VI3 serial #.

3. I am using a different VI3 with C4 than I previous used

Your C4 Username profile remembers the last VI3 serial # that you used. When using a different VI3, touch "Change VI" button to select proper VI3 serial # connect to the vehicle.

4. "Connecting to Vehicle" may take 20 seconds to complete, why?

During the "Connecting to Vehicle" stage, C4 is reading the vehicle specifications and sending the information to an overseas server. The server then confirms the vehicles specifications and prepares C4 communication with all the vehicle ECUs.

5. Is my internet speed important when using C4? YES

C4 is an internet-based software which connects to "cloud" servers overseas for transfer of data to the PC. C4 will not function properly if internet download speed is less than 4 Mbps. A minimum download speed of 25 Mbps is optimum for efficient C4 performance.

6. After login to C4, "Software updates" page appears.

A small application for C4 resides on hard drive of your PC. The application will be updated 4 times per year. When this screen appears click "Update" and then "OK" twice. Click "Yes" to restart the PC and complete the update.

7. Where is the C4 Operational Manual located?

Click on the Menu bar at the top right corner of the screen. Select "Help" from the menu and the manual will open.

8. How can I print the screen?

Click on the Menu bar at the top right corner of the screen. Select "Print".