8 Update

The scanner can be updated to keep you stay current with the latest development of diagnosis. This section illustrates how to register and update your scan tool.

▶ To update your scanner, please follow the three steps as below:

Step1:　Obtain an FOXWELL ID.
Step2:　Register the product with the product serial number.
Step3:　Update the product by the update application FoxAssist.

For step 1 and 2, you can also go to our site with the link below.
Step 1: http://www.foxwelltech.us/support-detail-216.html
Step 2: http://www.foxwelltech.us/support-detail-621.html

8.1 Create a Foxwell ID

8.1.1 Register through Website

If you are new to FOXWELL, please register on www.foxwelltech.us and create a FOXWELL ID first. If you have installed the update application FoxAssist, please refer to the registration guide on 8.1.2.

▶ 1. To register through website:
To create a Foxwell ID and register your scan tool
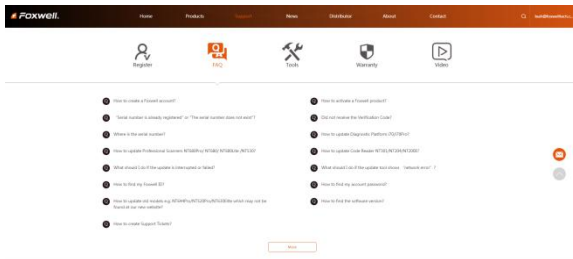a. Visit our site www.foxwelltech.us and then select **Support>Register.**

Figure 8-1 Sample Register Screen

b. Click **Register** link at the top right of the website or at the lower side of home page.

Figure 8-2 Sample Register Screen

2. Enter your own email address and click "Send code" to find the verification code in your mailbox. Create a unique password, confirm password and then click "Free registration" to complete. When your ID has been created, you are allowed to view all programs associated with your tool, download updates, edit your profile, submit feedback and join our community to share your ideas and your stories about our products. Note: Please always remember your FOXWELL ID and Password, as it's important for your to manage your product and updates.
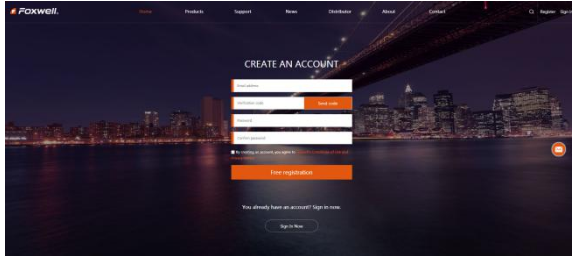

Figure 8-3 Sample Registration Form Filling Screen

IMPORTANT
User name is limited to Email address and please always find the Verification Code in your registered email.

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3. A **Registration success** message will appear if you registered successfully.

IMPORTANT
Please always remember your FOXWELL ID and Password as it's important for you to manager your product and updates.

---

4. The registration page will be bypassed, skipping to the log in page. Just input your FOXWELL ID and Password to sign in.
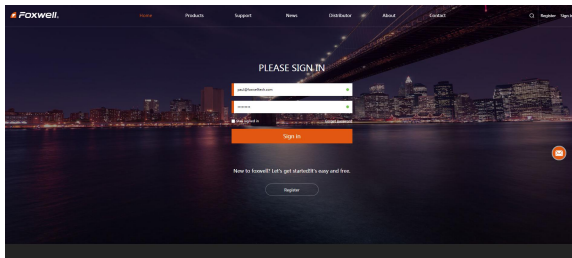

Figure 8-4 Sample Sign in Screen

5. When log in successfully, the **Member Center** will show as below. This platform enables you to review the registered products, register new products, modify personal information or reset the password.
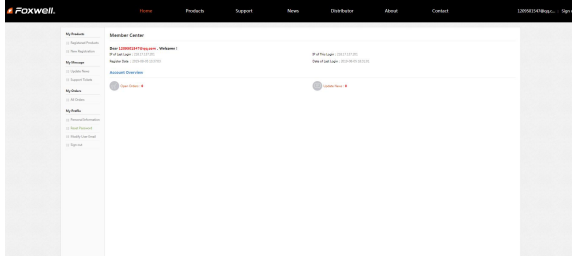
Figure 8-5 Sample Member Center Screen

6. If you forget your password, just click **Sign in** at the top right of the website, then click **Forget password**, You are required to input your registered email address, verification code, new password and confirmed password, click **Reset password**.
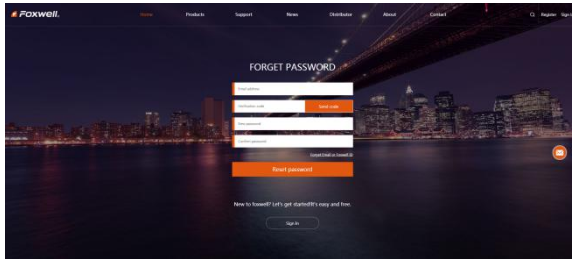

Figure 8-6 Sample User ID and/or Password Retrieve Screen

IMPORTANT
Before enter new password or confirm password, please enter the correct Verification Code in your registered email.

7. A **Password reset succeeded** message will appear if you rest password successfully. Now you are able to log in with your ID and the new password. If you want to change the password, please sign in with your user name and password, then select **My Profile/Reset Password**.
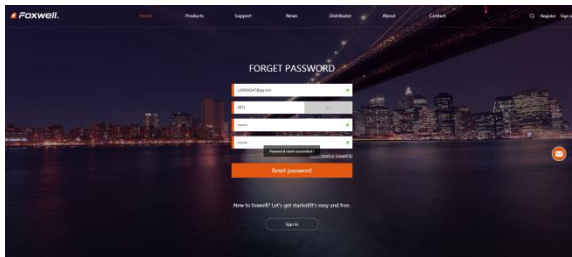

Figure 8-7 Sample Password Reset Succeeded Screen

8. If you forget your email or Foxwell ID, just click **Sign in** at the top right of the website, then click **Forgot password**, and click **Forget Email or Foxwell ID**. You are required to input your registered serial number.
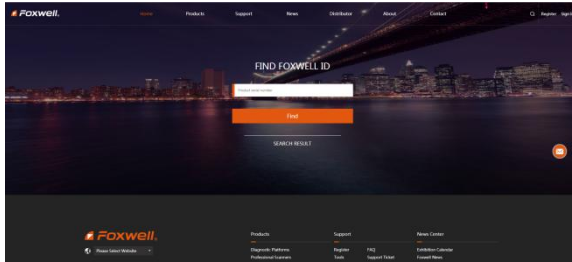
Figure 8-8 Sample Product Serial Number Required Screen

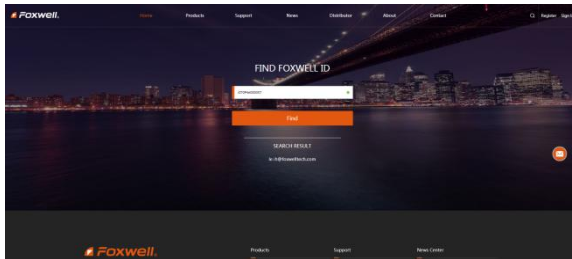9. Your Registered email or Foxwell ID will appear under **SEARCH RESULT**.

Figure 8-9 Sample FOXWELL Search Result Screen

8.1.2 Register with FoxAssist

You are also allowed to register and create a Foxwell ID with the update client FoxAssist.

▶ To register through website:

1. Visit our site www.foxwelltech.us and go the **Product** page. Find your product model and click it to view the product profile. Or Find the update tool under Tools in the **Support** page. Select **Download** tab to download the PC application file.
2. Unzip the application file. Follow instructions on computer screen to install the application and driver.
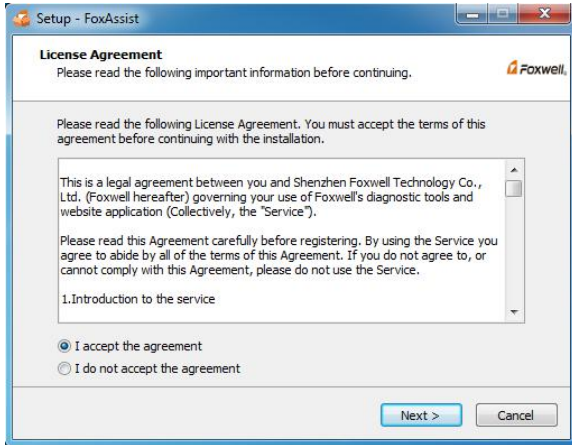
Figure 8-10 Sample FoxAssist Installation Screen

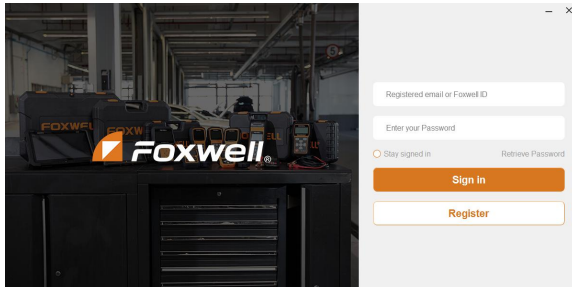3. Double click the desktop icon to launch the application.

Figure 8-11 Sample FoxAssist Main Screen

4. Click **Register** button, a **Register** window will pop up. Enter your own email address and click "Send code" to find the verification code in your mailbox . Create a unique password, confirm password and then click **"Free registration"** to complete.
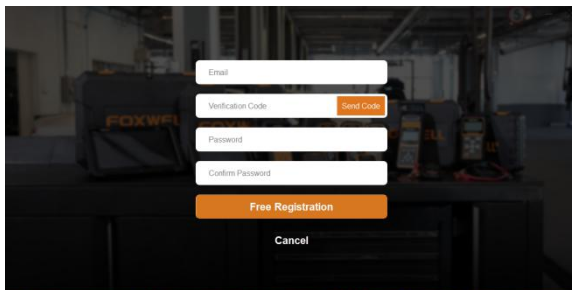

Figure 8-12 Sample Register Screen

5. A **Registered account is successful** message will appear if you registered successfully.
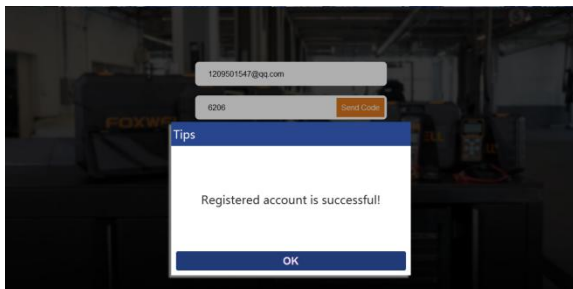

Figure 8-13 Sample Registration Success Screen

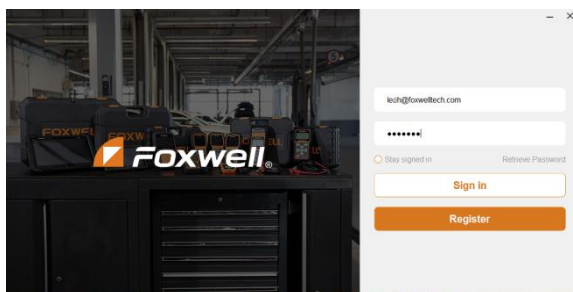6. Click OK. It skips to the login page automatically. You can input your FOXWELL ID and Password to sign in.

Figure 8-14 Sample Sign in Screen

8.2 Register Your Scanner

To register a scanner , you can either register on www.foxwelltech.us or by the update PC application FoxAssist.

8.2.1 Register Through Website

1. Open www.foxwelltech.us main page and click **Sign in**. Input your FOXWELL ID/registered email and password.

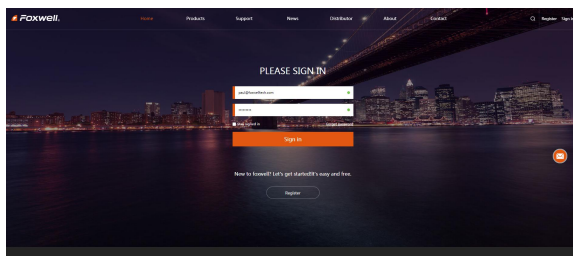2. When log in successfully, the **Member Center** will show as below. This platform enables you to review the registered products, register new products, modify personal information or reset the password.
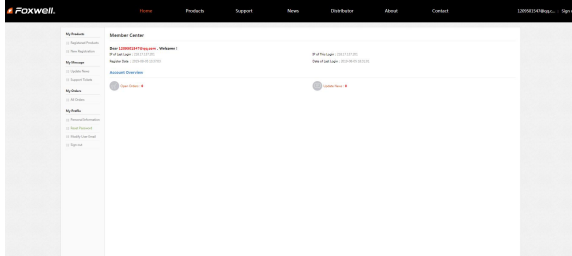

Figure 8-16 Sample Member Center Screen

3. To register a product, please click **My Products>New Registration**. Input correct serial number and click the **Submit** button to complete product registration. Please repeat the process if you have more products.
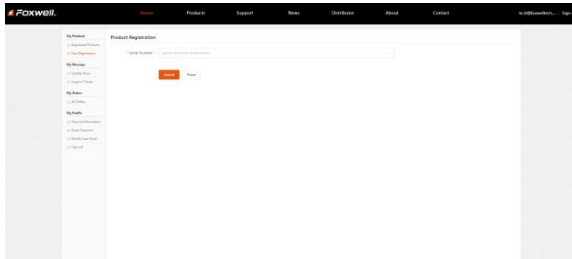

Figure 8-17 Sample New Product Registration Screen

NOTE
To check the serial number of a device, please boot it up, and select **Setting>About**. The serial number is right on the **About** page. You can also find the serial number on the back of main unit or Warranty Card.

8.2.2 Register With FoxAssist

▶ To register with FoxAssist:
1. Launch the PC application FoxAssist. Sign in with your Foxwell ID/ registered email and password.
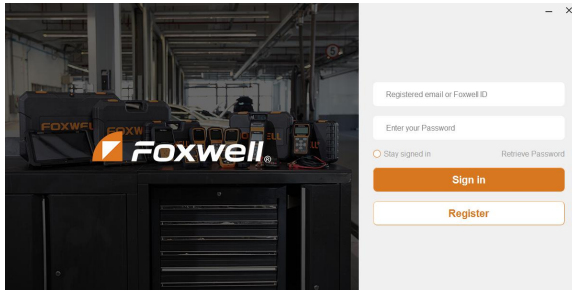
Figure 8-18 Sample Sign in Screen

2. Select **Activate** and input serial number to complete product registration. If you have multiple scanners to be registered, please enter all serial numbers you wish to activate. Or you can also connect the scanner with your PC via USB cable, choose the Update icon and press the Enter Key on the scanner, then your serial number will be automatically acquired by the FoxAssist and please click Activate to complete.
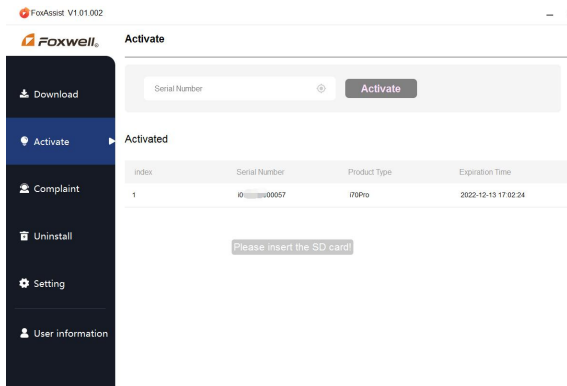

Figure 8-19 Sample New Product Activate Screen

8.3 Update the Scanner

To update scanner, you need the following tools:

- The scan tool
- PC application FoxAssist
- PC or laptop with USB ports
- Internet service

To be able to use update tool, PC or laptop must meet the following minimum requirements:

- Operation System: Windows 7, Windows 8 and Windows 10.
- CPU: Intel PⅢ or better
- RAM: 64MB or better
- Hard Disk Space: 30MB or better
- Display: 800*600 pixel, 16 byte true color display or better
- Internet Explorer 4.0 or newer

NOTE

Before updating, please make sure your network works correctly.

Before updating, please make sure you have already created a Foxwell ID.

▶ To update your scanner:

1. Double click the desktop icon to launch the application.
2. Connect the scanner with your PC via USB cable.
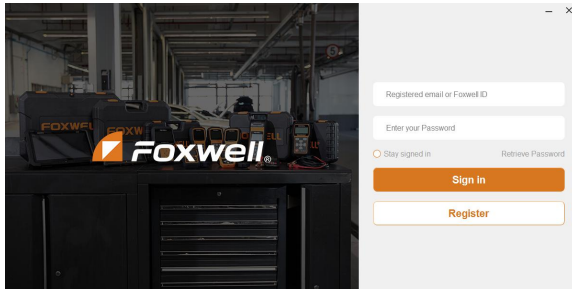3. Log in with your Foxwell ID and password.

Figure 8-20 Sample Sign in FoxAssist Screen

4. You are lead to **Download** tap after you sign in, please choose the Update icon and press the Enter Key on the scanner, then all updates applicable to your scanner display.
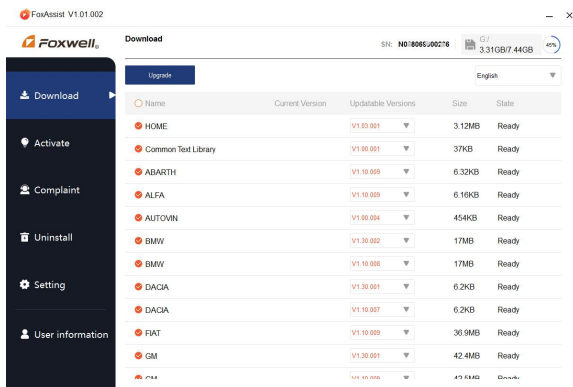

Figure 8-21 Sample Download Screen

5. Click the check box(es) in front of the software(s) you wish to update and then click the **Upgrade** button on the top of the software(s) to download.
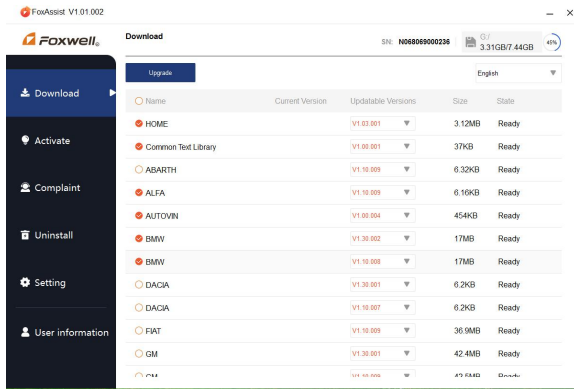
Figure 8-22 Sample Upgrade Check Screen

6. When **Upgrade** button is clicked, it begins to download. And you can check the **Current Status.** If the Current Status shows Downloading, please do not close the update application.
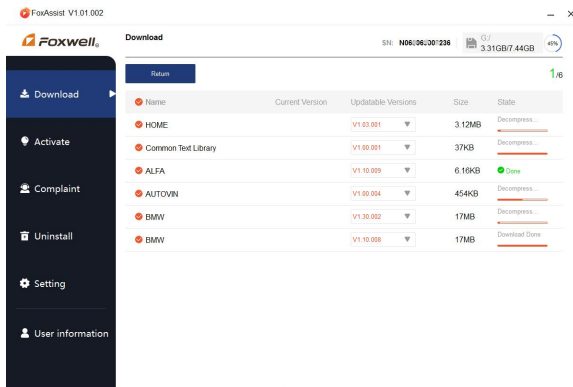

Figure 8-23 Sample Updating Screen

7. When all the items are updated, an **"All software downloads are successfully installed!"** message displays. Please click OK to confirm.
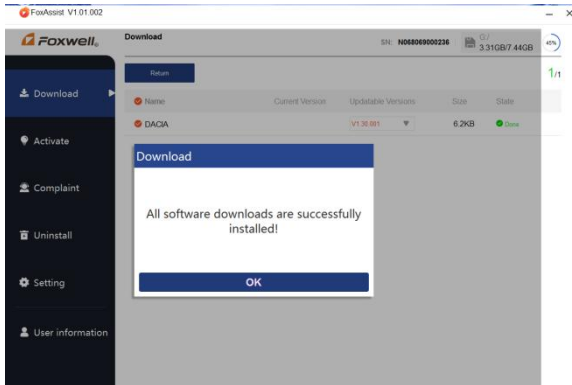
Figure 8-24 Sample Update Completed Screen

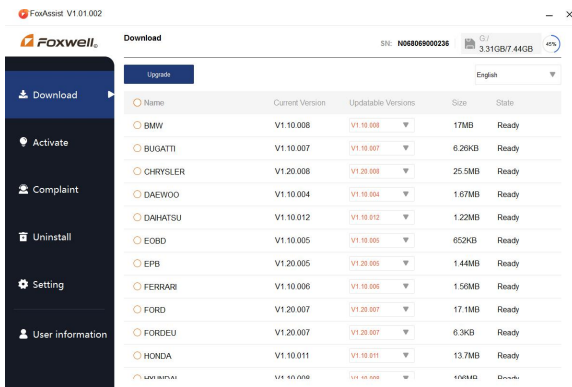8. Please click **Return** to review all the software status.

Figure 8-25 Sample Software Management Screen

NOTE

If "Update Failed" dialog comes up, it indicates that the software updates failed. Please check the network connection. If the problem still exists, please contact support@foxwelltech.com or your local dealer for assistance.

9. Should you have any questions regarding the product, please click **Complaint**, fill in all required information and click **Submit** to send us your issue.
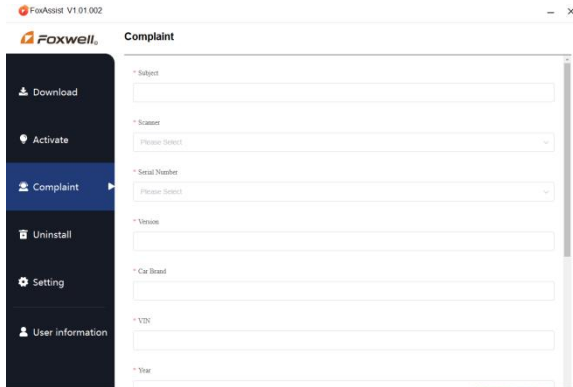
Figure 8-26 Sample Complaint Screen

10. To uninstall a software or all software, select them on the **Uninstall** tab and click the **Uninstall** button. And the uninstalled items can be found in the **Uninstall** screen.
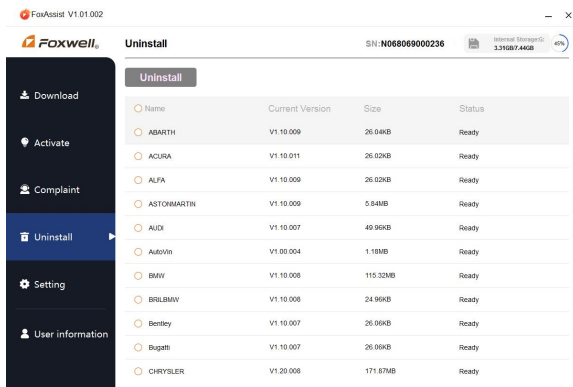

Figure 8-27 Sample Software Uninstallation Screen

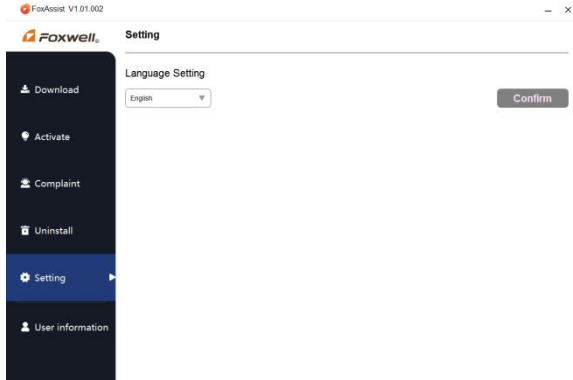11. Please click **Setting** to change the update tool language.

Figure 8-28 Sample FoxAssist Setting Screen

12. Please click **User Information** to view your personal information. To modify your personal information, just click the **Edit** and type in the message box and click **Confirm**. To help us provide better sales, please make sure that the telephone, email and country are correctly entered.
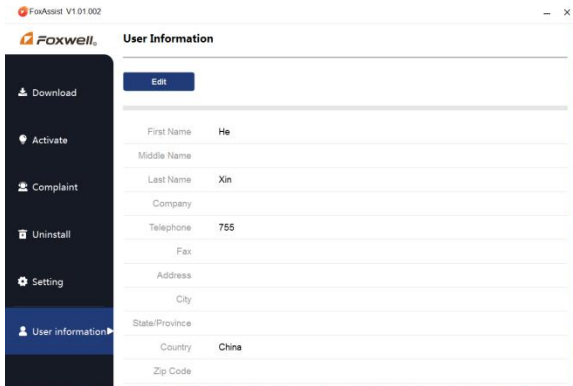

Figure 8-29 Sample User Information Screen