



ROSS-TECH® HEX-V2®



QUICK START GUIDE

PLEASE READ BEFORE USE

PLEASE NOTE:

Only **after** the software installation should the interface be connected to your PC and vehicle via USB.

Furthermore, during a diagnosis on the vehicle, do not use a charging cable for your net-/ notebook. This can lead to the **destruction of your net-/ notebook and diagnosis interface**. We are not liable for any damages caused.

Additionally, according to the manufacturer, when beginning a diagnosis session, it is **necessary** to support the vehicle electrics with a **charging device** suited for the vehicle to avoid potentially emptying the battery!

1. FIRST INITIALIZATION

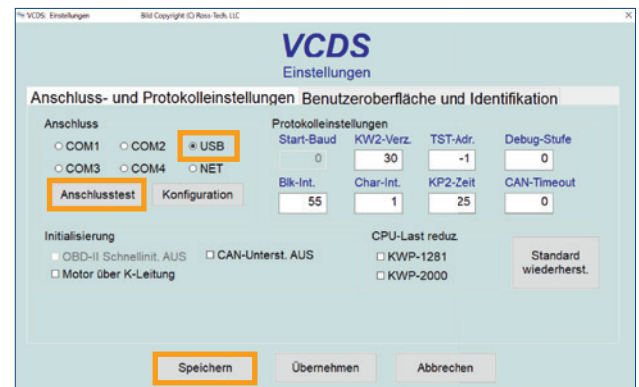
Use the provided USB stick for the initial installation or, **alternatively**, download the software from www.vcdspro.de.

Open VCDS after installation and connect your HEX-V2 **to the PC via USB cable**.

Then, open the **[Options]** in VCDS, choose the connection **[USB]** and execute the **[Test]**.

After the test is successfully over ("Port Status: **OK**"), click **[OK]** and **[Save]** afterwards.

Your interface can now be **registered**.

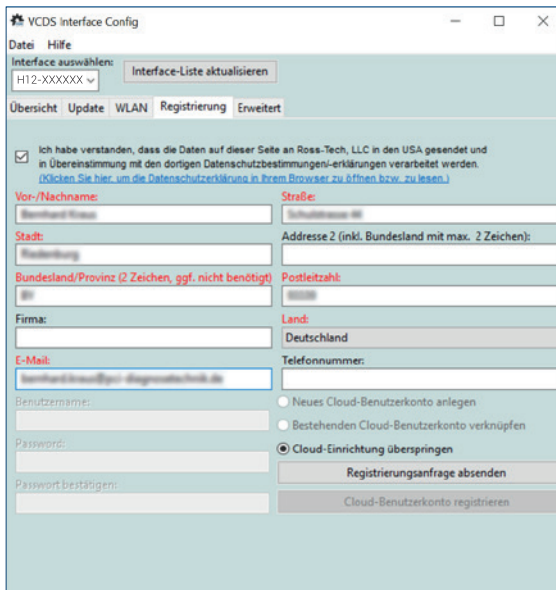


2. REGISTRATION

Register your HEX-V2 after the software installation by first accessing the **[Options]** and clicking the **[Config]** button. The interface will stay connected to the PC via the USB cable.

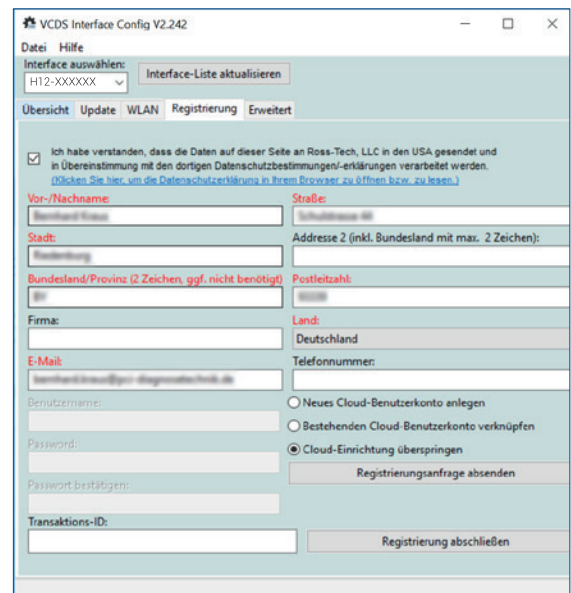
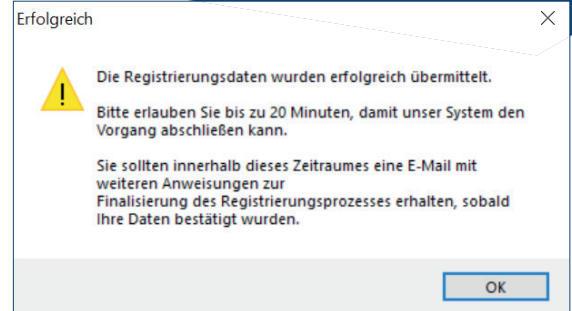
VCDS will now open the configuration program in which you first tick the box under the tab "Registration". You can then enter your customer data.

To **[Submit Registration Request]**, an internet connection is required. If successful, a pop-up window with the message about a confirmation e-mail will appear.



The screenshot shows the 'VCDS Interface Config V2.242' window. The 'Registration' tab is active. A checkbox is checked, indicating agreement with the terms. The form contains the following fields:

- Interface auswählen:** H12-XXXXXX
- Vor-/Nachname:** Bernhard Kraus
- Straße:** Schulstrasse 48
- Stadt:** Bielefeld
- Adresse 2 (inkl. Bundesland mit max. 2 Zeichen):**
- Bundesland/Provinz (2 Zeichen, ggf. nicht benötigt):** BI
- Postleitzahl:**
- Firma:**
- Land:** Deutschland
- E-Mail:** bernhard.kraus@ross-technik.de
- Telefonnummer:**
- Benutzername:**
- Neues Cloud-Benutzerkonto anlegen** (radio button)
- Bestehenden Cloud-Benutzerkonto verknüpfen** (radio button)
- Cloud-Einrichtung überspringen** (radio button, selected)
- Registrierungsanfrage absenden** (button)
- Cloud-Benutzerkonto registrieren** (button)



This screenshot is identical to the previous one, but the 'Registrierungsanfrage absenden' button is highlighted in a darker shade, indicating it is the next step in the process.

After receiving an e-mail with your transaction-ID within 3 business days, you can enter it and **[Finalize Registration]**.

During the registration and the following changes, always make sure that "Skip cloud setup" is selected as this function is only possible in connection with a Ross-Tech® HEX-NET®.

3. CONNECTING THE INTERFACE

Connect your HEX-V2 with the **OBD2-port of the vehicle**. The interface will stay connected to the PC via the USB cable. When connected correctly, two LEDs will flash green.

Following this, open the **[Options]** in VCDS, select the **[USB]** port and execute the **[Test]**.

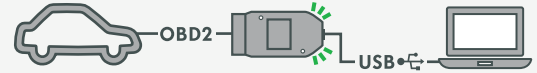
After a successful test ("Port Status: OK"), click **[OK]** and then **[Save]**.

VCDS is now operational.



LED STATUS DISPLAY

The HEX-V2 has two LEDs; their visualizations give a quick summary of certain statuses.



Green shows that the interface is connected to the vehicle as well as the PC via USB cable and is operational.



Blue shows that the interface is connected to the PC via USB cable but is not connected to the vehicle.



Yellow shows that the interface is connected to the vehicle but is not connected to the PC via USB cable.



Red shows that an error with the connection to the vehicle has occurred (usually a problem with the K-Line).

Flashing Red/Green LEDs indicate an active communication and data transfer..

When Booting, **one LED will flash Green for 2 seconds, the other is off.**

VCDS SOFTWARE



The VCDS diagnosis software is constantly updated and is available for you as a free download on our website www.vcdspro.de. Alternatively, you can also update the software through the automatic update function in VCDS.

SYSTEM PREREQUISITES

- **Internal memory:** At least 2 GB
- **Hard drive space:** At least 1 GB
- **Port:** USB (1.0, 2.0 or 3.0) Type A
- **Screen resolution:** At least 800 x 600
- **Operating system:** Current Microsoft Windows operating system
- **Operating systems / versions that are not supported:**
 - Microsoft Windows XP and Vista
 - Microsoft Windows CE, RT and 10 S
 - Other operating systems, like GNU/Linux or Apple macOS
- **Processors that are not supported:**
 - Single-core Atom processors
 - ARM / ARM64 processors
- **We strongly discourage the use of virtual machines like VirtualPC, Parallels Desktop, VirtualBox or VMware**

OUR SERVICE FOR YOU

HOTLINE, FORUM AND WIKI

VCDS is a precision tool which offers numerous varying functions. With basic computer knowledge and utilization of diagnosis and repair information of the manufacturer for the respective models, you are able to perform all necessary steps for service.

For service and repair, the manufacturer documents are your guarantee for service according to manufacturer specifications. Besides the documents that are available for a fee, multiple sources of information, which are introduced on the following sites, have been established.

Through the VCDS hotline, the following services are available free of charge:

- Consultation on which product to choose
- Assistance in case of problems with installation
- Analysis of hardware problems on your diagnosis interface
- Question about the handling of VCDS

Assistance via telephone for vehicle related repairs and problems is also offered. This is undertaken with a support ticket, available for a fee. Further information can be found on www.vcdspro.de.

You can reach the VCDS hotline under

+49 9442 905603





In the **German VCDS forum** you can not only exchange yourself with VCDS staff but also with colleagues who might have solved similar problems before. Additionally, you are authorized to enter yourself on the VCDS user map. This way you are not on your own.

To participate in this free forum as a customer, you must enter the **license number** of your VCDS diagnosis system in your profile. After activation, which takes about 1 to 3 business days, you will receive the following benefits:

- Access to our German VCDS wiki
- 2 possible entries on the VCDS user map
- Up- and download of pictures and attachments
- Setting a header image on your customer profile
- Unlimited conversations per day



FORUM.VCDSPRO.DE



WIKI.VCDSPRO.DE



After you are registered in the VCDS forum and your status has been set to customer, you will also have access to the **German VCDS wiki** which is constantly expanded and updated. An additional login with your login data from the forum is necessary.

Through the main page you can reach the separate categories in which, not only information about brands and models, but also specific instructions and retrofitting tutorials as well as diverse error memory entries can be found.

All entries regarding error codes describe general symptoms and causes but also offer solutions. Furthermore, specific and possibly even brand-/production specific advice which is often based on our / our customers experiences is also available.

Known errors are also partly noted which are further elaborated upon through the vehicle manufacturer as part of the technical product information. You can access these documents through the erWin portals of the respective vehicle manufacturer.



DISTRIBUTED THROUGH

