

# Co-Pilot Troubleshooting Steps

410 Chris Ordner Wed, May 10, 2017 [Co-Pilot](#) 1344

## DESCRIPTION

The following is a list of common troubleshooting steps that should be followed when diagnosing the Co-Pilot

## PROCEDURE

- Launch TechTOOLS
- 1. Make sure the cable has been properly connected to the Serial Port (COM1) of the PC as well as the Co-Pilot side.
- 2. Make sure COM port has been configured to use with Copilot in TechTOOLS Application.  
Note: This can be checked by selecting the Device Options menu.
- 3. Make sure the power cable to the Co-Pilot has been connected properly to the power supply and the power supply has been turned on.
- 4. Make sure there are no loose connections in all attached cabling (insure all connections are secure).
- 5. Check to see if both green and red lights are blinking continuously on the Co-Pilot.
- 6. Make sure the Co-Pilot software has been updated to the latest version.
  1. To check go to Device Options, select Device Update and select Co-Pilot from the list of tools. Check and see what the available version and current versions are. If different software should be updated.
- 7. If you have problem while creating recording in the Co-Pilot, make sure you use the right cable. Please refer to the Co-Pilot Cable Chart for cable requirements.

Note: The Co-Pilot Cable Chart can be accessed by going to the Templates Tab and clicking on the Co-Pilot Cable Chart button.

Online URL: <https://kb.l.fcaitech.com/article/co-pilot-troubleshooting-steps-410.html>