1. Can I access the Google Play store on my Encore / Evolve?
   a. No, OTC diagnostic tools cannot access the Google Play store
2. What is the difference between the Encore and Evolve?
   a. You can compare the Encore, Evolve and competitive tools here: https://www.otctools.com/fix/?tool=evolve
3. Can I pair my Encore/Evolve with a TPR tool?
   a. Yes, both tools pair with the OTC 3834T. Both tools feature WiFi and Bluetooth.
4. How often are software updates available?
   a. Generally, software updates are available about once every quarter. If we have software patches or major upgrades, these may be more frequently or less often.
5. What is in a software update?
   a. Our updates include coverage and user interface enhancements. Most updates will include additional vehicle coverage, software patches and confirmed fixes. They'll also include more special tests like key fob relearn, brake and battery reset tests, ABS and Airbag tests and more.
6. How do I know if I have the latest software on my tool?
   a. To check your software version, select Settings from the home screen, then Software Update. If an update is available, your tool will automatically start downloading the update if you are connected to WiFi.
7. How do I install software updates?
   a. Once downloaded, your tool will ask if you want to install the update. Make sure your tool has at least 50% battery life AND is plugged in. Follow the on-screen prompts and your tool will install the updates
8. How long will it take to install a software update?
   a. Software updates can take up to 20 minutes to install. During this time your tool will not be operational, so we recommend doing updates at the end of the day or during a lunch break. Once the update is installed, the tool will re-boot with new coverage, tests and features.
9. What if an update is available but my subscription is expired?
   a. Check your email or your tool. You can renew your subscription on the tool or via the update emails we send. You can also renew your tool at https://encoresubscription.service-solutions.com/ or by calling 888.789.2602. You will need your tool's serial number to renew your subscription. The update will not install if your subscription is expired.
10. What does a software subscription cost for Encore?
    a. The Encore annual software subscription cost is $695 annually or $65 a month. Each update within that year is included with your subscription. Updates can be purchased on your tool, via phone or through your distributor. The software subscription renewal part number is 3893-LTW.
11. What does a software subscription cost for Evolve?

a. The Evolve annual software subscription cost is $795 annually. Each update within that year is included with your subscription. Updates can be purchased on your tool, via phone or through your distributor. The software subscription renewal part number is 3896-LTW.

12. How do I print from my Encore / Evolve?
   a. The Encore and Evolve can use Google Cloud to print wirelessly. See how here: https://www.youtube.com/watch?v=eZbJIBpRgCo
   b. To print without using Google Cloud printing, we recommend you email reports or files from your tool to your computer, format the document and print. To email files from your tool, you will need to set up your existing email account.

13. Will the Encore / Evolve scan OBD I vehicles?
   a. Yes, both tools include OBD I coverage. A separate adapter kit is available for multiple vehicles. The part number is 3895-100 and includes the below adapters. You will also need part number 3825-35 12V DC power cable to use OBD I cables with your Evolve. This is needed to provide power to the VCI to communicate with your Evolve. With the Encore, internal batteries will allow OBD I operation but for prolonged use we recommend using the 12V power supply to avoid draining your scan tool's battery.
   3825-59 Chrysler CCD cable
   3825-16 Ford ABS (older vehicles) cable
   3825-12 Ford EEC cable
   3825-28 BMW cable
   3825-25 38 pin Mercedes cable
   3825-93 Kia cable
   3825-24 Nissan cable
   3825-19 Mitsubishi/Chrysler cable
   3825-17 Toyota DLC 2 cable
   3825-18 Toyota DCL 1 cable

14. What other OBD1 cables are available for the Encore / Evolve?
   3825-09 GM 12-pin adapter
   3825-10 Chrysler OBD I adapter
   3825-11 ECS ABS (Mazda electronic control system) adapter
   3825-13 Geo-Isuzu adapter
   3825-14 MECS engine adapter
   3825-15 Universal 9-pin adapter
   3825-20 Nissan 1 adapter
   3825-21 Subaru OBD I 'Y' adapter
   3825-22 Mitsubishi / Hyundai adapter
   3825-23 Honda adapter
   3825-27 VW 4-pin adapter
   3825-29 HD 6-pin adapter

3825-30 HD 9-pin adapter
3825-31 8' extension cable (VCI to OBD II cable)
3825-34 Chrysler 3 adapter
3825-35 6' 12V power cable
3895-10 Nissan 2 adapter

15. How do I install an application on my Encore / Evolve?
    a. The OTC diagnostics platform runs as a native app on the Android system. Because of this, adding apps that were not on the tool from the factory may interfere with the diagnostics program. It is recommended to not add apps to either tool.
16. Why does the screen show an electrical plug and battery when I try to turn on my tool?
    a. Your tool is in power-saving mode and must be charged before using it to scan a vehicle. The tool maintains a slight charge in power-saving mode to keep all your settings intact when the battery is low, including screen brightness, date/time, vehicle history and more.
17. Why is my VCI not updating?
    a. To update your VCI, use the special VCI cable, included with your Evolve, to plug into the port on the Evolve labeled VCI. Then plug the AC charger directly into the VCI to begin updates. The VCI will not update when plugged into a vehicle.
18. Why do I get an "Authentication Failed" error when trying to connect to my Wi-Fi network?
    a. This error indicates you have entered an incorrect password for the network. Try entering your password again and select the 'Show password' box to view your password as you type.
19. Why can't I register my tool?
    a. If you are receiving an 'Internet sync required' message while trying to register your tool:
        i. Verify your WiFi connection is active and connected to the Internet
        ii. Ensure the tool has the correct date and time. You can change date and time in the settings section found in the top right drop-down menu
    b. If you see a 'WiFi is not enabled' message:
        i. Double-check that your WiFi is turned on and you are connected to the Internet. You can turn on WiFi, Bluetooth and more in the to right drop-down menu
    c. If the tool displays 'Oops, we cannot activate your warranty,' review and confirm that all entered information is correct and all fields are filled out. Some common issues that will prevent the tool from being registered are:
        i. Email address not entered or incorrect. Enter your full email address to proceed. This is required to provide you with important tool information and warranty service, if necessary.

      ii.   Phone number is more than 10 characters. Your phone number should not include the 1 in front of the area code and must be exactly 10 numbers

     iii. State / Province spelled incorrectly or the incorrect abbreviation is used. Confirm correct spelling or abbreviation to continue.

     iv. Country entered incorrectly. Enter either USA or Canada as your country to continue. The country may be spelled incorrectly or the incorrect abbreviation is used. Confirm correct spelling or abbreviation to continue.

     v.

     vi. Special characters are used. Special characters are only accepted in your email address. Remove all special characters other than the @ I your email address to continue.

     vii. If all of the above is correct and you still cannot register your tool, try a different WiFi network such as at home or in a restaurant or coffee shop. Some WiFi network security settings will prevent the Encore or Evolve from completing the registration process.

20. Can I project my screen onto a TV or external monitor?

    a. Yes, depending on the tool. The Evolve has an HDMI out port and can be plugged directly into an external TV or monitor. The Encore can be accessed remotely from a computer via the QuickSupport TeamViewer application. QuickSupport TeamViewer can be accessed by selecting the app menu on the right of the tool's home screen and then tapping on the QuickSupport icon. The tablet's screen can then be shown on a TV or monitor.