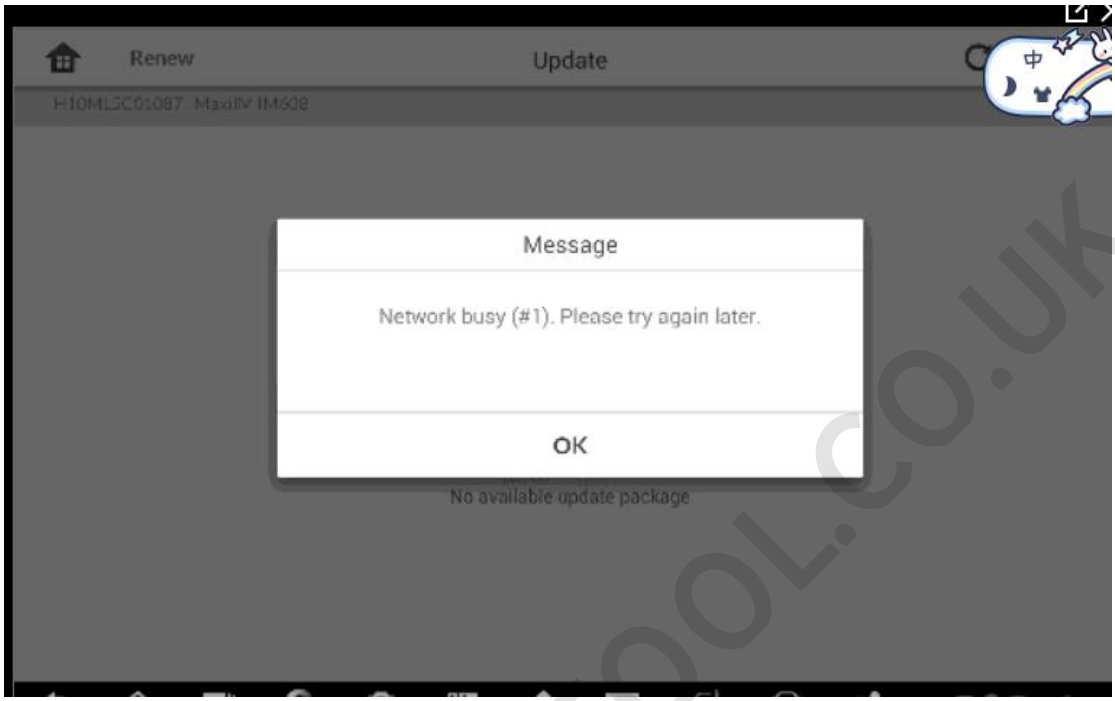
Some customer is having trouble connecting the device to Autel update server.

Show error as follows:



The reason why that happens is because customer network environment can’ t access Autel server, the DNS domain IP address is not allowing it to access autel server.

To fix this problem. You can do as follows:

Go to system settings:

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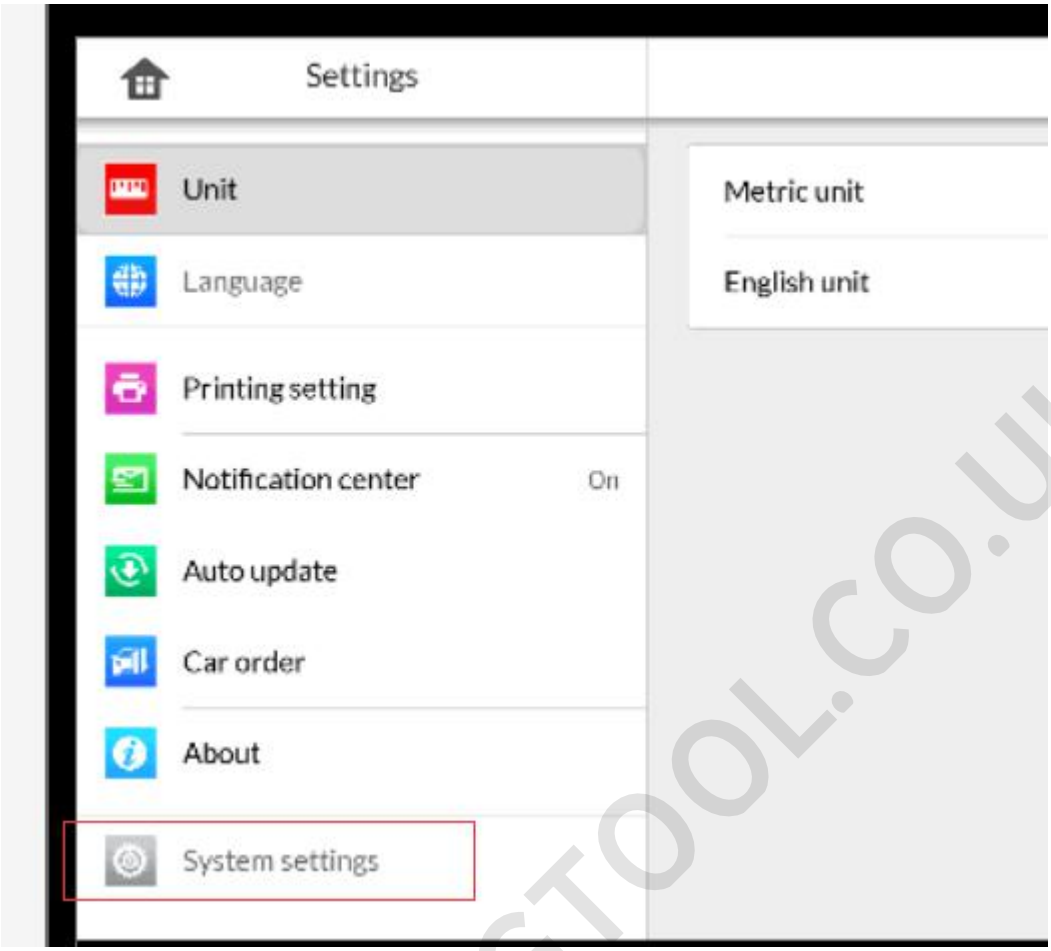
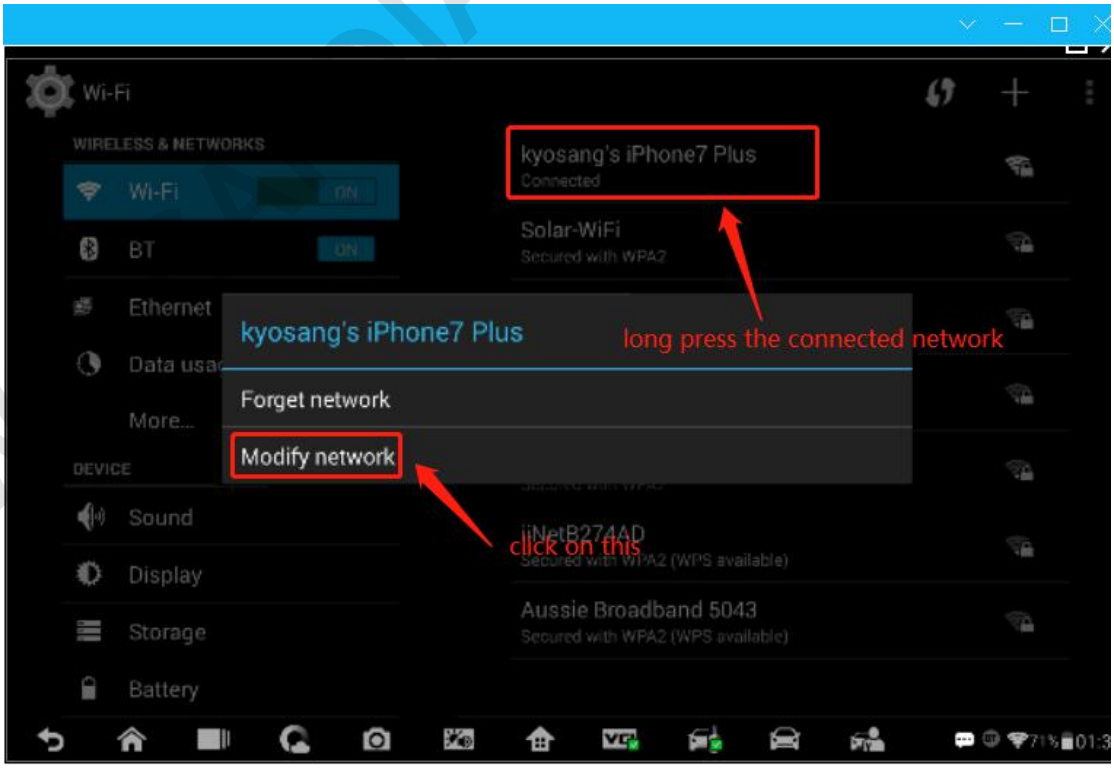


Then do as follows:



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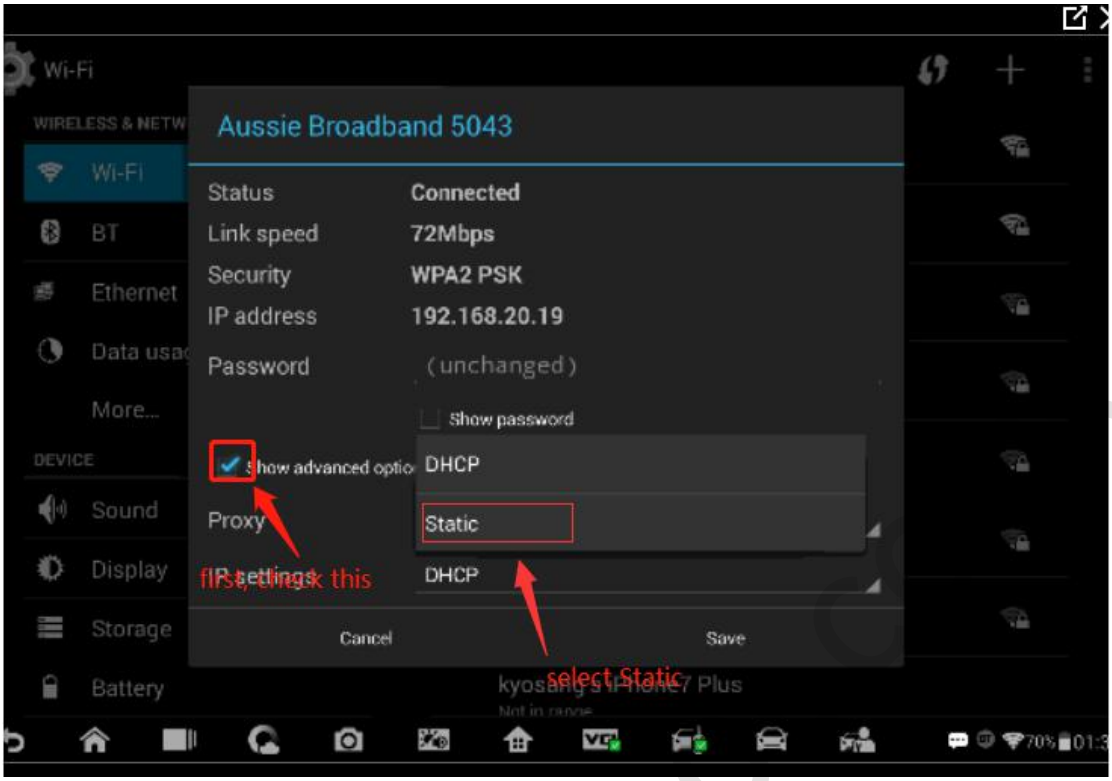
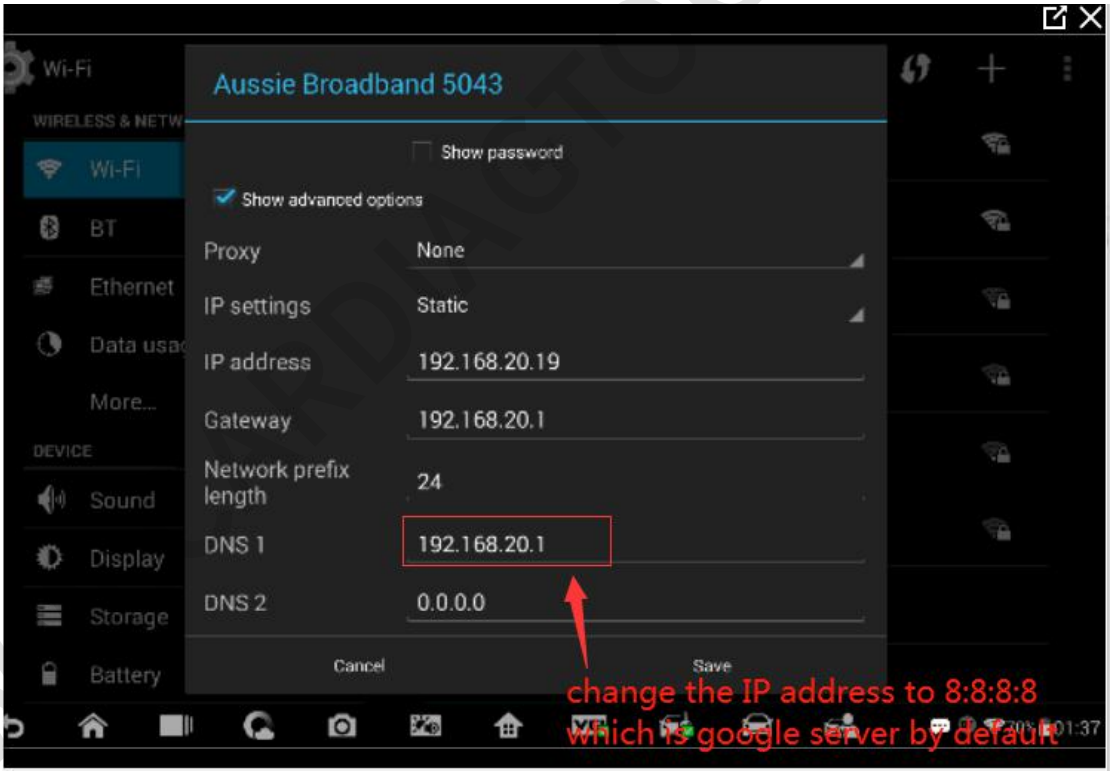
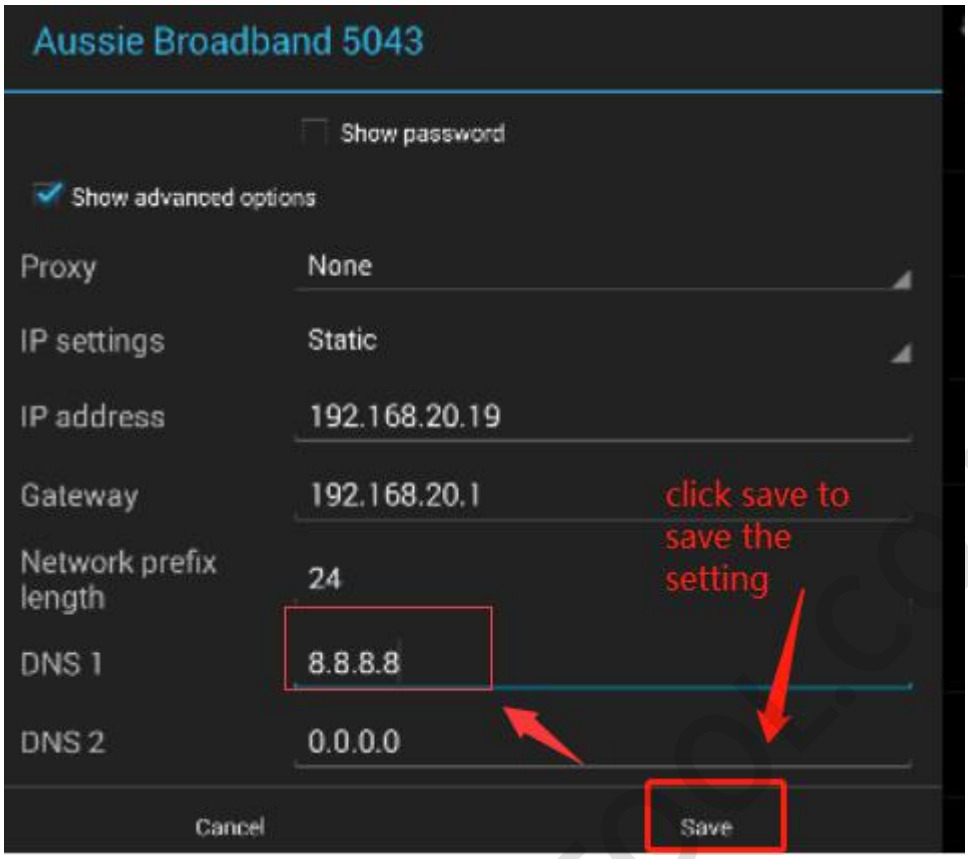

Wi-Fi
Aussie Broadband 5043
Status
Connected
Link speed
72Mbps
Security
WPA2 PSK
IP address
192.168.20.19
Password
(unchanged)
Show password
Show advanced optio
DHCP
Proxy
Static
IP settings
DHCP
Cancel
Save
first, check this
select Static
Wi-Fi
BT
Ethernet
Data usa
More...
DEVICE
Sound
Display
Storage
Battery


Wi-Fi
Aussie Broadband 5043
Show password
Show advanced options
Proxy
None
IP settings
Static
IP address
192.168.20.19
Gateway
192.168.20.1
Network prefix length
24
DNS 1
192.168.20.1
DNS 2
0.0.0.0
Cancel
Save
change the IP address to 8:8:8:8
which is google server by default
Wi-Fi
BT
Ethernet
Data usa
More...
DEVICE
Sound
Display
Storage
Battery



After that, you will see the device connect to the Autel update server normally and you can download the update normally now.

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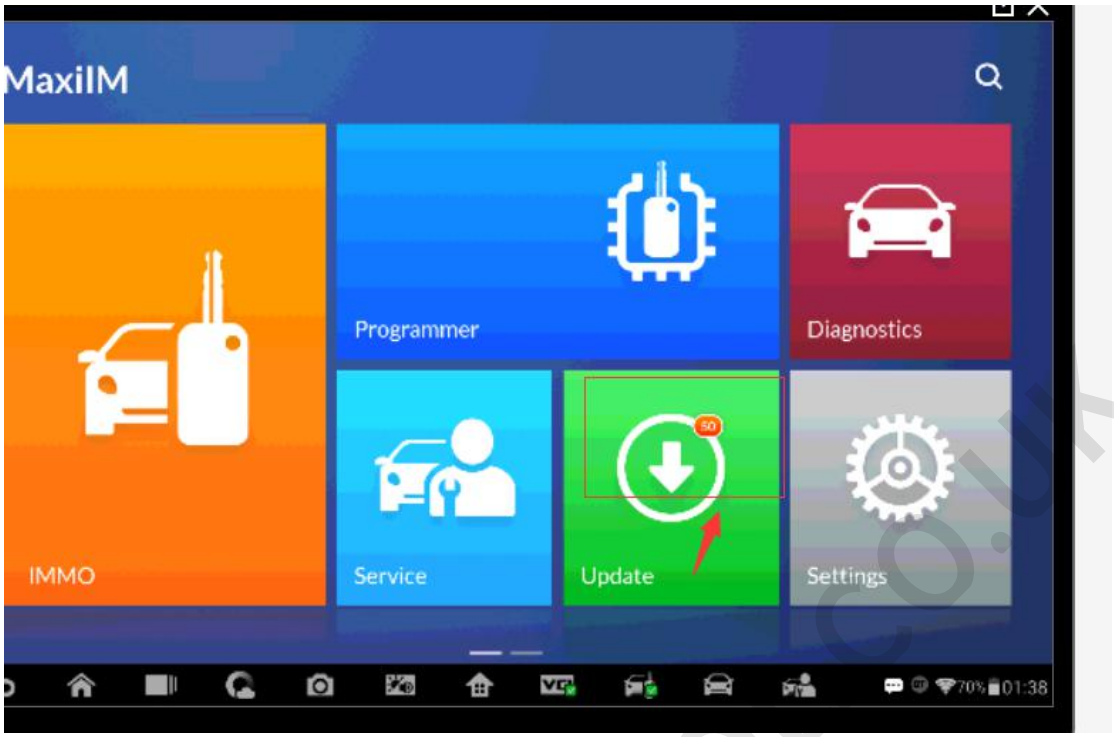

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