

## Technical Support Enquiries



**Technical Support enquiry should contain following information:**

1. DiagProg4 serial number,
2. DiagProg4 software version,
3. Program which has been used (full path eg. **AUDI\A4\{(8K0) 2007...\OBDII}**),
4. Manufacture year of vehicle (mm-yyyy),
5. HW/SW, ID+SW/SW, Software (module programming),
6. Attachments:
  - LOG file from DiagProg4 device,
  - Backup files from DiagProg4 device,
7. Description of the problem.

If you attach a screenshot of DiagProg4 programming it should contain relevant information marked below:

PROGRAM THAT WAS USED →



HW/SW, ID+SW/SW, Software ←

SOFTWARE VERSION ←

The screenshot shows a 'Write odometer' screen with a list of steps (Step 2 to Step 7b) and a 'Done' status. Below the steps, there is a section for hardware and software information: 'Description: 661', 'Cable: D3', 'HW: -', 'SW: -', 'ID: AFFF540????', 'SW: -', and 'Software: 80'. At the bottom right, the version '0.00-091' is displayed. Arrows point from the text labels to the corresponding information in the screenshot.

### Incorrect enquiry:



To obtain technical support online please email us on: [support@elprosys.com](mailto:support@elprosys.com) or [store@elprosys.com](mailto:store@elprosys.com)  
Competent hotline employee is often able to resolve the problem remotely.  
Technical support is offered from Monday to Friday (excluding holidays) from 8:00 am till 4:00 pm.