iLAND

Advanced Diagnostics

by Atlantic British Ltd.

User Guide V1.0

Cautions

- **Please read this manual carefully before operating your device.**
- **Please keep this manual safe for future use.**
- **App updates may change the look or text of the iLAND app. The illustrations and instructions within this manual are for reference purposes only.**

Symbol Glossary

This action requires an internet connection on your device.

Operating Precautions

Regarding the diagnostic tool:

- Ensure that the battery health of your vehicle is enough to support any electrical demands while the engine is not running. If you are unsure, it is advisable to connect a battery charger while performing any lengthy operations. Refer to your vehicle's owner manual on charging the battery.
- Always turn the ignition switch **OFF** before connecting or disconnecting the diagnostic tool. Disconnecting the diagnostic tool during a voltage spike or surge could damage it.
- Do not place magnetic objects near the diagnostic tool.
- Do not leave the diagnostic tool loose in the vehicle when not in use. Store the diagnostic tool in its case in a safe place to avoid loss or damage.
- Keep the diagnostic tool clean and dry. If necessary, clean the outside casing with a static-free microfiber cloth suitable for electronics. NEVER use liquids, chemicals, or a laundered cloth to clean the diagnostic tool.

Regarding work safety:

⚠️ WARNING: The engine compartment contains electrical connections and hot or moving parts.

⚠️ WARNING: Keep yourself, test leads, clothing, and other objects clear of electrical connections and hot or moving parts.

⚠️ WARNING: Do not wear watches, rings, or loose clothing when working on a vehicle.

⚠️ WARNING: Do not place tools or equipment on fenders or other places in the engine compartment.

⚠️ WARNING: Barriers are recommended to help identify danger zones in testing areas. Contact with electrical connections and hot or moving parts can cause death or serious injury.

Product Introduction

The iLAND diagnostic app for North American Land Rover vehicles provides advanced, dealer-level wireless diagnostics powered from your own smartphone or mobile device.

With iLAND, you can easily leverage vehicle diagnostic capabilities with a swipe of your device. iLAND supports all Land Rover models from 1987 onwards, refer to the vehicle coverage matrix for more detail.

iLAND is compatible with iOS and Android mobile devices via the free iLAND app, available for download from the Apple App Store and Google Play Store.

Paired via Bluetooth® with the diagnostic tool, the iLAND app connects wirelessly to your Land Rover's diagnostic port and requires no batteries, providing seamless communication between the iLAND app on your mobile device and your Land Rover vehicle. The diagnostic tool is small enough to store in your glove box, offering anywhere, anytime functionality.

Features

- Supports all North American Land Rover models from 1987 to present
- Bluetooth® communication
- In-depth ECU-based functions by vehicle system
- Read and clear Diagnostic Trouble Codes (DTCs)
- Read and display live dynamic data
- Operate actuators where supported by the vehicle
- Reports
- Graphing
- Test results

Popular special functions
- Service interval reset
- Oil service counter reset
- Brake bleeding
- Tire pressure sensor replacement
- Engine and transmission adaption reset
- Air suspension calibration
- Key programming
- Many more special functions available

Kit Contents

- Diagnostic tool
- Quick Start Guide
- Activation code envelope
- Case

Diagnostic Tool Overview
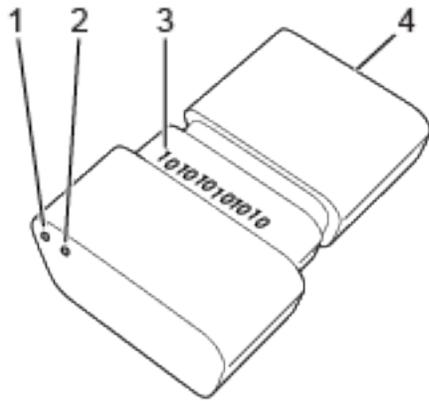
1. Red LED: Indicates communication between the iLAND app and the diagnostic tool
2. Blue LED: Indicates power to the diagnostic tool
3. Product serial number
4. OBD diagnostic connector

Diagnostic connector pin-out
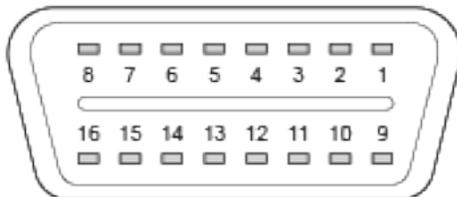
iLAND App: iOS versus Android

When using the iLAND diagnostic app, please note that there are some differences when using it on devices running iOS versus Android operating systems:

- Due to the way iOS is structured, the iOS version of the iLAND app requires a separate, free app (Auto Diag) to be installed. However, after initial setup, you should **ONLY** use the iLAND app. For step-by-step instructions on the setup of these apps, see "iLAND App Setup for iOS", page 7.
- Android devices DO NOT require the installation of Auto Diag. See "iLAND App Setup for Android", page 15 for step-by-step instructions.
- Pairing the diagnostic tool to your Android device via Bluetooth® can be done within the app. However, due to the way iOS is structured, pairing must be done via your iOS device's Settings app. The setup instructions in this manual will take you through the pairing process for both device types.
- While most menu options are similar, there are some instances where you will have slightly different options (e.g. buttons may have different phrasing). Wherever possible, these differences will be noted in this manual.
- The availability of vehicle models and diagnostic functions WILL NOT differ between the iOS and Android versions of the app. However, due to the update review process, software updates may not become available at the same time. To ensure your app is up to the latest version, see "App Software Updates", page 27.

Installing the Diagnostic Tool

> ⚠️ CAUTION: Always turn the ignition switch OFF before connecting or disconnecting the diagnostic tool.
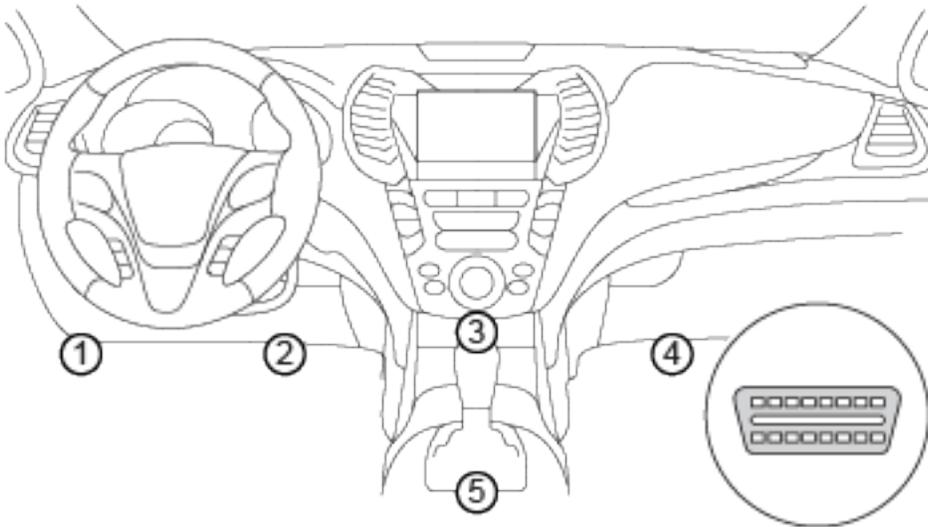
Locate your vehicle's diagnostic port. Depending upon the model of the vehicle, this port is normally located under the dashboard or near the center console. The above illustration notes the five possible locations of the diagnostic port.

Plug the diagnostic tool into the diagnostic port. Once the diagnostic tool is connected successfully, the blue LED power indicator will light and you will hear an audible beep.

iLAND App Setup for iOS

1. Install the iLAND App

*NOTE: If using an iPad, search using **Phone Apps Only**.*

Search for and download **iLAND Diagnostics** from the Apple App Store.

2. User Registration

If you do not have an iLAND app account, you will need to create one. See "User Registration", page 21.

If you have an existing iLAND app account, sign in with your email address and password. See "Logging in to the App", page 28.

3. Model Selection

*NOTE: If you have **not** purchased iLAND Pro, you will only be able to activate one model for free. **The free selection cannot be changed once it is made.***

After your user account is registered, the iLAND app will open to the Home screen. Tap to select the vehicle model you wish to activate.

4. Activate the Diagnostic Tool

You will receive a prompt to activate the diagnostic tool. If you have not yet activated the diagnostic tool, press **Activate Now**. See for instructions.

If you wish to activate at a later time, press **Later** and continue to the next step.

5. Install Vehicle Software

NOTE: If you have purchased iLAND Pro, you will be able to download vehicle software for all models after initial setup of the app.

Follow the prompts to install the software for your selected model. You will be prompted to confirm your selection once it is made.

6. Install the Diagnostic Tool

Plug the diagnostic tool into the diagnostic port. See <u>"Installing the Diagnostic Tool", page 6</u>.

7. Pair the Diagnostic Tool

Open the Settings app on your device and select **Bluetooth**. When the diagnostic tool is plugged into a vehicle and receiving power, the serial number of the tool will be displayed under **OTHER DEVICES**. Press the serial number to pair the diagnostic tool to your device.

8. Install the Auto Diag App
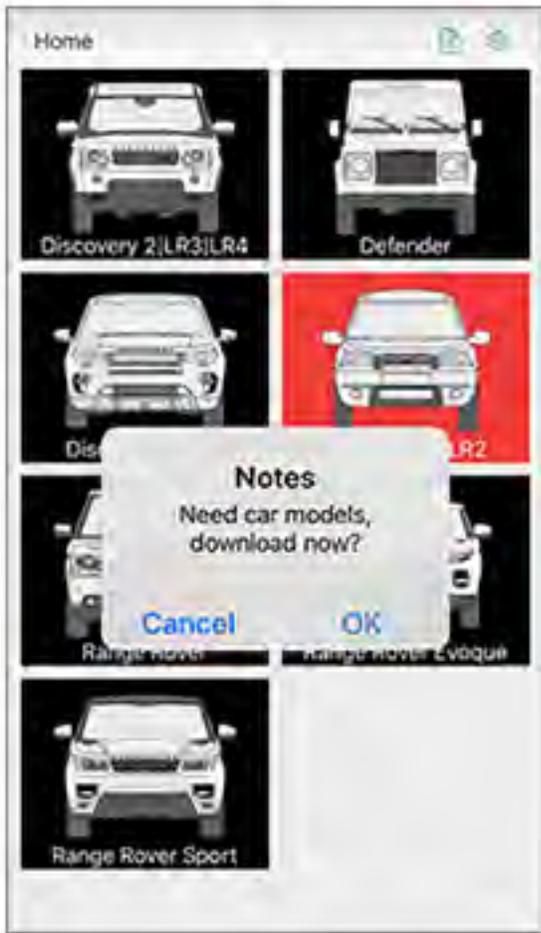
Open the iLAND app again. When selecting a model for the first time, you will be prompted to read some workshop warnings. Press **Confirm** after reading. When prompted to download models, press **OK**.

You will be brought to the download screen for the Auto Diag app in the App Store. Press **GET** to install the app.

9. Download Vehicle Software

After Auto Diag is installed, **return to the iLAND app** and select your model again.
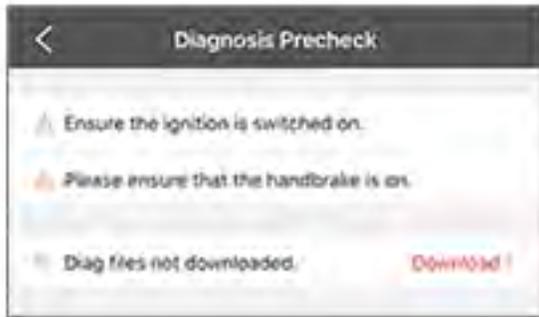
You will be brought to the Diagnosis Precheck screen in Auto Diag. Press **Download** to begin downloading the software for your selected vehicle.

10. Ready to Use
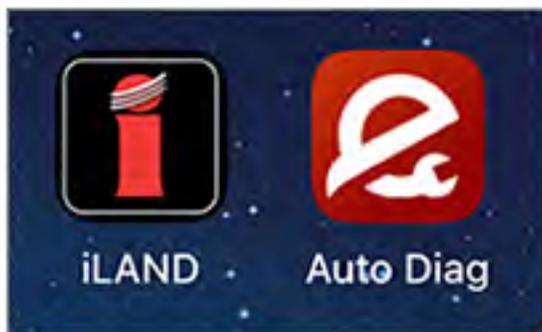
Once both apps are installed and set up is completed, **you will ONLY need to open the iLAND app going forward.**

Leave the Auto Diag app installed on your device, but do not open it.

Models which have been purchased and downloaded will be highlighted. iLAND Pro users can download additional model coverage by selecting additional models.

It is possible to add additional model coverage to the app by purchasing and activating software vouchers. See "Software Vouchers", page 35, or contact Atlantic British for more information. See "Contact Information", page 58.

iLAND App Setup for Android

1. Install the iLAND App

Search for and download **iLAND Diagnostics** from the Google Play Store.

2. User Registration

If you do not have an iLAND app account, you will need to create one. See "User Registration", page 21.

If you have an existing iLAND app account, sign in with your email address and password. See "Logging in to the App", page 28.

3. Activate the Diagnostic Tool

You will receive a prompt to activate the diagnostic tool. If you have not yet activated the diagnostic tool, press **Activate Now**. See [“Activating the Diagnostic Tool”, page 24](#) for instructions.

If you wish to activate at a later time, press **Later** and continue to the next step.

4. Model Selection

NOTE: If you have **not** purchased iLAND Pro, you will only be able to activate one model. **This selection cannot be changed once it is made.**

NOTE: If you have purchased iLAND Pro, you will be able to download vehicle software for all models after initial setup of the app.

Choose a model to activate. Follow the prompts to install the software for your selected model.

5. Install the Diagnostic Tool

Plug the diagnostic tool into the diagnostic port. See "Installing the Diagnostic Tool", page 6.

6. Search for the Diagnostic Tool

Select **Search Bluetooth** from the menu options at the bottom of the screen. The app will begin scanning for diagnostic tools in range.

7. Pair the Diagnostic Tool

*NOTE: In the prompt, it is not necessary to enter a pairing code or check the **Allow** box in order to pair your devices.*

When prompted, confirm that the serial number listed in the prompt matches the one on the diagnostic tool you wish to pair, then press **PAIR**.

8. Ready to Use

Models which have been purchased and downloaded will be highlighted. iLAND Pro users can download additional model coverage by selecting additional models.

It is possible to add additional model coverage to the app by purchasing and activating software vouchers. See "Software Vouchers", page 35, or contact Atlantic British for more information. See "Contact Information", page 58.

User Registration

To create a user account for the iLAND app, perform the following steps:
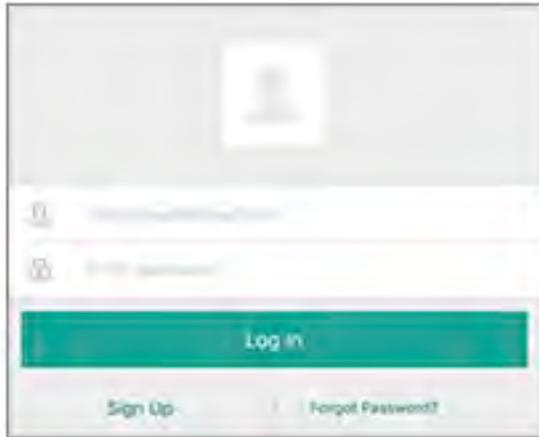
1. Open the iLAND App

Open the iLAND Diagnostics app and select **Sign Up**.

2. Enter Your Information

*NOTE: You **will not** be able to change the email address used once your account is created. Therefore, it is very important to enter a valid, accessible email address, and to make a note of the address you used. Any requested password retrievals will be sent to this address.*

Select your country from the list, then enter and re-enter your email address.

The Terms & Privacy Policy can be viewed by clicking the link. Ensure the box is checked after you have read and accepted the policy.

Click **Next** to continue.

3. Set Your Password
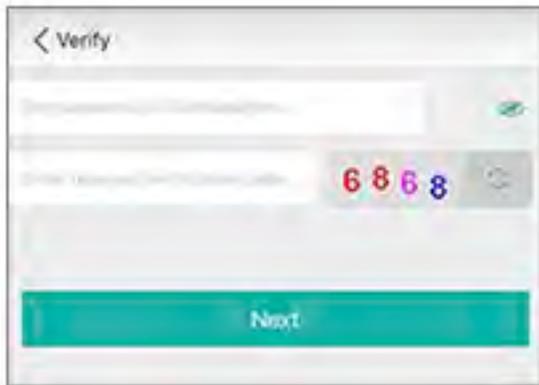
Enter a password of your choice into the noted field. Characters can be toggled to view or hide by clicking the eye icon. Passwords must be between 6-20 characters in length and can include symbols.

Enter the CAPTCHA code into the noted field. If you have trouble deciphering the current CAPTCHA image, it can be refreshed to a new image using the icon to the right.

Click **Next** to continue.

4. Complete Your Profile Information

NOTE: You will not be able to edit this information once your registration is completed.

Required fields: Enter your first and last name into the noted fields.

Optional fields: To add a profile picture, click the picture icon to either take a photo or choose an existing one stored on your device. If desired, you can also enter your postal or ZIP code into the noted field.

Click **Done** to complete your registration.

Activating the Diagnostic Tool

NOTE: If you have purchased more than one diagnostic tool, ensure that the Serial Number printed on the Activation Code envelope matches the Serial Number of the diagnostic tool you wish to activate for that user account.

*NOTE: Once the diagnostic tool has been activated on an account, **it will be registered to that account ONLY**; it cannot be assigned to or used with a different account in the future. Ensure that you have access to the email address of the account you are using to register the diagnostic tool.*

When prompted to activate the diagnostic tool, enter the requested information into the noted fields:

- **S/N:** Enter the diagnostic tool Serial Number, which is printed on the diagnostic tool itself. See "Diagnostic Tool Overview", page 4.
- **A/C:** Enter the Activation Code, which is in the sealed Activation Code envelope that comes with the kit. Open the envelope and remove the paper within. Carefully remove the perforated edges from the paper to open it and reveal the Activation Code printed inside.

Diagnostic Tool Firmware Updates

Connect the diagnostic tool to the vehicle's diagnostic port (see <u>"Installing the Diagnostic Tool", page 6</u>). Open the iLAND app and select your vehicle model, then follow the steps below for your device type.

Firmware updates on iOS

If the app detects that a firmware update is available for the diagnostic tool, the Diagnosis Precheck screen will open. An X icon will be shown before the diagnostic tool serial number when its detected firmware does not match the latest available version. Press **Upgrade Now** when you are ready to begin the firmware update.

Keep your device near the diagnostic tool and stay plugged into the vehicle until the update completes.

When the update is completed, a check icon will be shown before the diagnostic tool serial number, and its current firmware version will be listed after it.

Firmware updates on Android

If the app detects that a firmware update is available for the diagnostic tool, the update will begin automatically. Keep your device near the diagnostic tool and stay plugged into the vehicle until the update completes.

App Software Updates

When your device is online, the iLAND app will automatically check for software updates for the model(s) you have selected. If a software update is available, you will be prompted by the app to download and install it. Follow the prompts to complete this process and ensure your device maintains an internet connection throughout.

Logging in to the App

NOTE: It is recommended to keep the app logged in if you plan to use your device without an internet connection. If your device is restarted, the app will require you to log in again, which must be done while online.

To log in to the iLAND app with your account, perform the following steps:

1. Open the iLAND app.
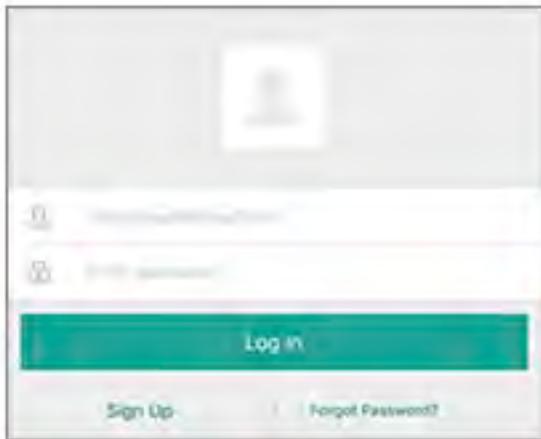
2. If you have not previously logged in to the app from your current device, you will see the above screen. Enter your email address and password into the noted fields.
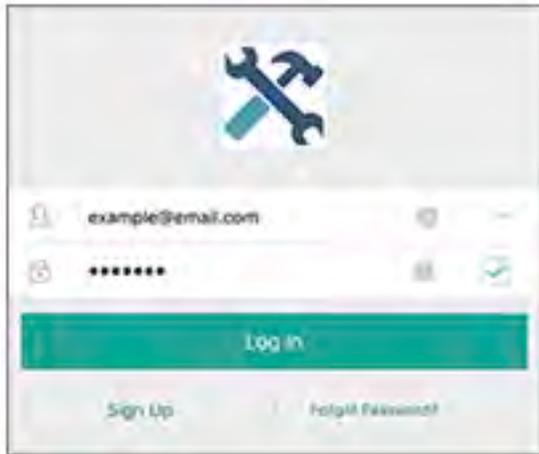
3. If you have previously logged in to the app from your current device, the last account used will have the email address auto-filled and its profile picture will be displayed. You can tap within the field to edit the existing entry, or use the arrow to the right to open a drop-down menu of previously-used email addresses.

   In the password field, any characters entered will be automatically hidden for your security. Checking the box to the right will auto-fill your password each time you log in; press the box to deselect if you do not wish to use password auto-filling.

NOTE: The password auto-fill feature is tied to the app, not the account. Once selected or deselected, it will remain so for all accounts.

4. Press **Log In** to sign in to your selected account.

Navigating the App

Home screen

Home is the first screen that opens after you have logged into the app. From the Home screen, you can:

- Begin diagnosing a vehicle. See "Starting Diagnostics", page 38.
- Press the paper icon in the upper right to view saved reports. See "Running a Health Report", page 40.
- Press the gear icon in the upper right to open the Settings menu. See "App Settings", page 32.

Navigating menus

To return to the previous menu, press the arrow in the banner at the top of the screen. In the example shown, you would press **<** to return to the **Show Menu** screen.

In report-style screens, there is usually a **Back** button at the bottom that you can press to return to the previous screen.

*NOTE: Depending upon the current screen you are backing out of, you may be prompted to confirm the action by pressing **Yes**. You may also be prompted with a reminder to retrieve the diagnostic tool from the vehicle.*

App Settings

Enter Voucher Code Information
See "Activating a new voucher code", page 36.

Query Voucher Code info
See "Viewing a voucher code's status", page 37.

Voucher Code consumption record
See "Viewing existing voucher codes", page 36.

Change Password
To change the password to your account, press **Change Password**. Enter your old password in the designated field, then enter your new password in the designated fields and press **OK** to submit. You will receive a prompt if the password change is successful.

Replace Dongle
NOTE: This option is not functional at the time this guide was written.

About

This option displays the current software version of the iLAND app.

Units of Measurement

This feature can be used to switch between displaying Metric or English (Imperial) units within the iLAND app.

Log Out

Press this to log out of the iLAND app.

NOTE: It is recommended to keep the app logged in if you plan to use your device without an internet connection. If your device is restarted, the app will require you to log in again, which must be done while online.

Closing the App

When you exit an app on your mobile device, it usually continues to run on standby in the background. To completely close the app on your device, perform the following steps:

Closing on iOS devices:
1. View all the running apps on your device. How you do this depends on your device.
   - On newer devices without a Home button: From the Home screen, swipe up from the bottom of the screen and hold in the middle of the screen.
   - On older devices with a Home button: Double-press the Home button.
2. Swipe left or right to scroll to the app you want to close.
3. Swipe up on the preview to close the app.

Closing on Android devices:
1. View all the running apps on your device. How you do this depends on your device and the Android version it is running. If you are not sure how your device shows running apps, try the different methods that are available:
   - Swipe up from the bottom of the screen (but don't swipe too far up or the app drawer will open).
   - Tap the small square icon on the bottom of the screen.
   - Press the physical button on the bottom of your phone/tablet that looks like two overlapping rectangles. You might not see it light up until you press in that area next to the home button.
   - On Samsung Galaxy devices, press the **Recent Apps** button to the left of your home button.
2. If your apps are listed horizontally, swipe left/right to scroll through the apps, and swipe up on the app you want to close. For vertically listed apps, swipe up/down to scroll through the apps, then swipe the app left or right to immediately close it.

   On some Android devices, there is an exit button (X) on the top right of each app when in this view, which you can tap to close the app.

Software Vouchers

The iLAND diagnostic kit includes the activation of one model and one year of updates for that model within the iLAND app. This allows access to wireless diagnostics, system programming and management, and the latest app software updates as they become available.

After the update entitlement expires, you will not lose any existing features in the app; however, you will no longer receive software updates for that model.

Software vouchers can be purchased from Atlantic British to add additional models to the app, or to extend the activation period of a current model. See "Contact Information", page 58.

Free initial software
Your initial, free update entitlement included with the kit will expire after one year. Once expired, you will no longer receive software updates for your selected model.

*NOTE: Pressing **Continue** will not prevent you from entering additional voucher codes in the future.*
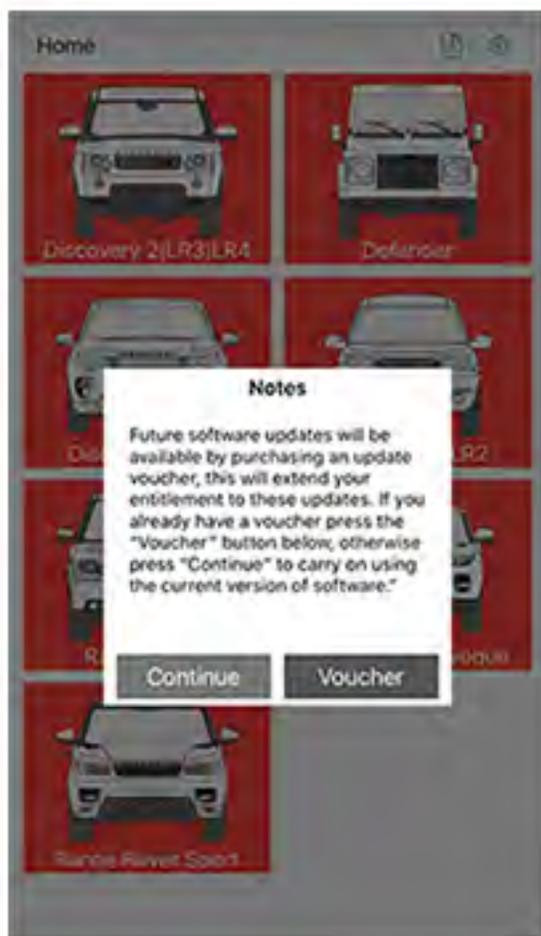
If a new software voucher is not purchased and activated in the iLAND app within one year, the app will prompt to enter a voucher code in order to continue receiving updates. Press **Voucher** to enter a new code, or press **Continue** if you do not wish to receive future updates at this time.

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Activating a new voucher code

To activate a new voucher code, go to **Settings > Enter Voucher Code Information**.
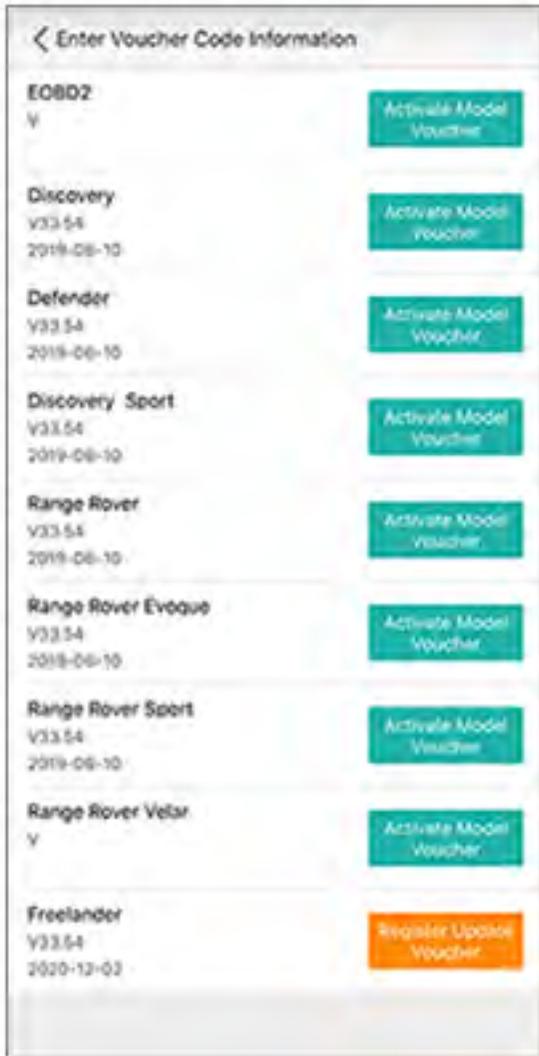
Press **Activate Model Voucher** next to the model you wish to activate. In the prompt, enter the 12-digit card number and 24-digit password provided to you with your purchase.

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Viewing existing voucher codes

To view the status of voucher codes used by your account, press **Settings > Voucher Code consumption record**.

NOTE: If your device is not online, this screen will show no data.

On the next screen, select the code you wish to view.

Once selected, you can view:

- Voucher Code type
- Activation time (date the code was activated)
- Renewal term (length of subscription)
- S/N (serial number of the diagnostic tool to which the code is linked)
- Status
- Expiry date before/after recharge

Viewing a voucher code's status

To view the status of a voucher code, press **Settings > Query Voucher Code info**. This will display the code's configuration, renewal term, status (e.g. used/unused), and date of activation (if applicable).

Starting Diagnostics

Once the iLAND app and diagnostic tool are activated, you may begin diagnosing vehicles under you current model activation(s).

1. Connect the diagnostic tool to the vehicle's diagnostic port (see "Installing the Diagnostic Tool", page 6).
2. Switch the vehicle's ignition **ON**.
3. Open the iLAND app and select your vehicle model.
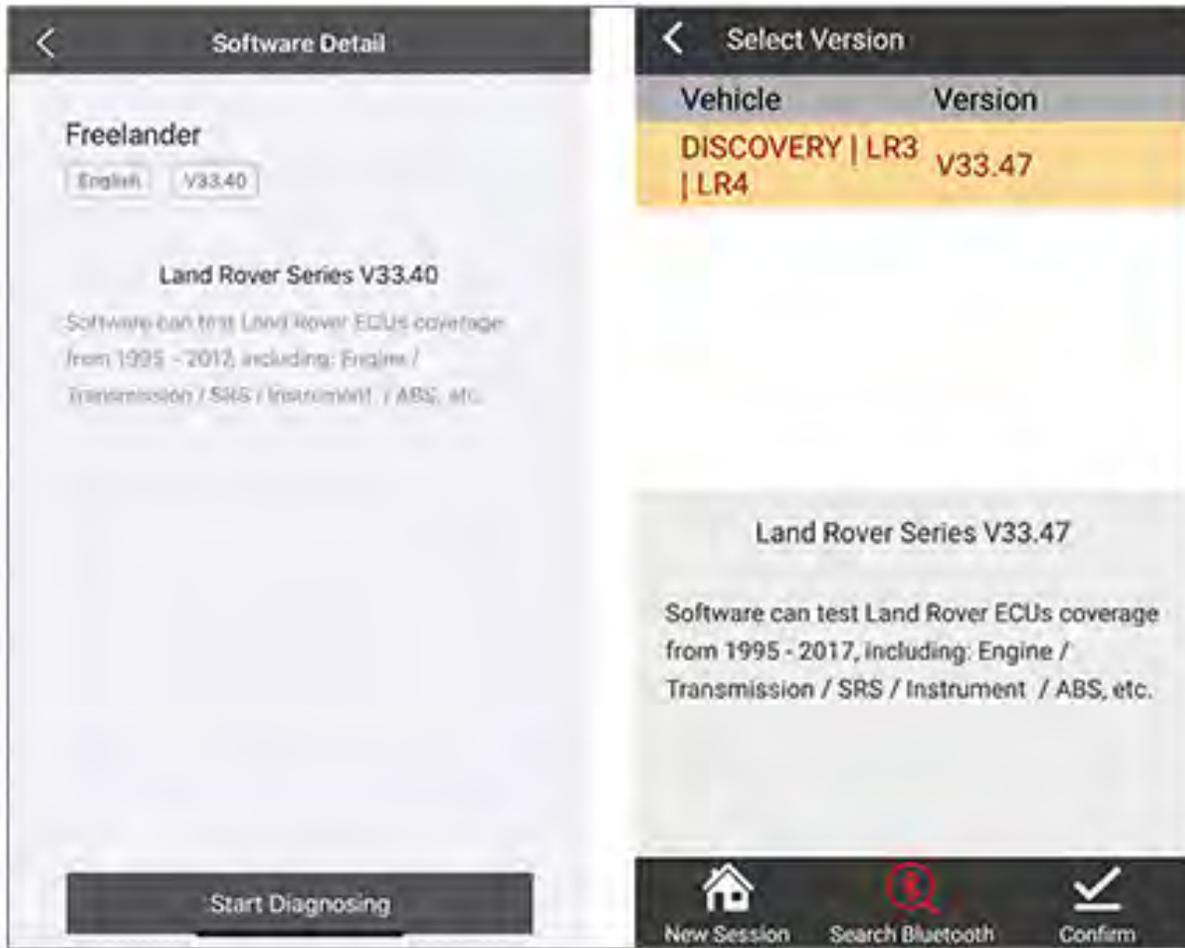
4. On iOS devices, press **Start Diagnosing**. On Android devices, press **Confirm**.

5. Select the model year of your vehicle.

6. Select the vehicle engine type.

7. The next menu will list all available diagnostics and system management functions for that model. These functions usually include:

- **Health Report:** Checks all vehicle systems and lists any existing fault codes. Report can be saved and shared. See "Running a Health Report", page 40.
- **System Selection:** Lists each system on the vehicle that can be diagnosed. Options include:
  - Reading and clearing fault codes (see "System Selection", page 43)
  - Viewing live data streams
  - Force outputs (if supported)
- **Special Function:** Varies by model and year. There are a wide variety of special functions, such as:
  - System tests
  - Calibration (e.g. sensors, modules)
  - Key programming (if supported)
  - System resets
- **Vehicle Information:** Displays information read from the vehicle, such as:
  - Vehicle Identification Number (VIN)
  - Transmission, fuel, and engine types
  - Fitted/installed options (e.g. tilt sensor, navigation system, power fold mirrors)
  - Enabled/disabled functions (e.g. speedlocking, regional daytime running lamps)

NOTE: When selecting specific systems and functions, the app will prompt you with instructions throughout each step of the process. Read and follow these steps carefully as instructed by the app, and heed any warnings or cautions.

Running a Health Report

A Health Report lists your vehicle's basic information and diagnostic test results in a concise, easy-to-read format. Saving and sharing Health Report files can be useful as a reference for yourself or a customer.
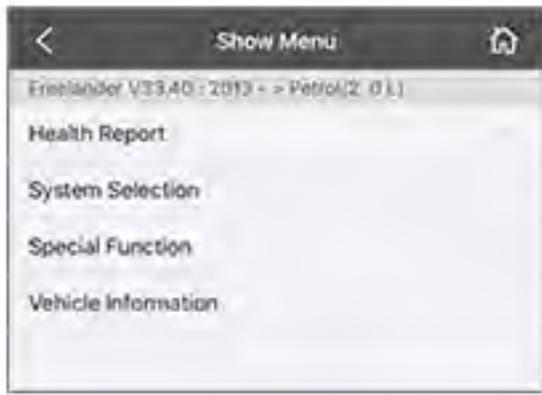
1. After starting diagnostics (see "Starting Diagnostics", page 38), select **Health Report**.

Health Report	
System Name	State
Processing In Progress	17%
IPC (instrument cluster control module)	Scanning...
ECM (Engine Control Module)	Ok
TCM (Transmission control module)	Ok
ABS (Anti-lock Braking System)	Ok
SRS (Supplemental Inflatable Restraint System)	Ok

Back   Pause

2. The diagnostic tool will begin scanning all available systems and report its findings in the app. The progress of the scan will be displayed at the top of the list. Press **Pause** to pause the scan at any time, or **Back** to cancel and return to the previous menu.

Health Report	
System Name	**State**
sensor module)	
ATCM (All terrain control module)	Ok
OCS (Restraints occupant classification system module)	Ok
PAM (Parking assist control module)	Ok
PBM (Parking brake control module)	Ok
RDCM (Rear differential control module)	Ok
DDM (Driver's door module)	Ok
FCDIM (Front control/display interface module(high level display front))	Ok
FCIMB (Front controls interface module B(front audio control panel))	Ok
HVAC (Heating ventilation and air conditioning control module)	Ok
RFA (Keyless vehicle module)	Ok
PDM (Passenger's door module)	Ok
AAM (Audio amplifier module)	Fault1
ACM (Audio front control module)	Ok
SRM (Satellite audio unit module)	Ok
Back Clear DTC DTC Report	

3. The progress will disappear from the list once the scan is completed. All scanned system names will be listed, along with the scan results of each. Detected Diagnostic Trouble Codes (DTCs) or "faults" will be highlighted in red text. From here, you can:

- Press a listed fault to view the DTC information.
- Press **Clear DTC** to clear any inactive DTCs across all ECUs.

    NOTE: You will be prompted to confirm this action before DTCs are cleared.

    NOTE: DTCs will not clear permanently from a system until the issue is repaired or otherwise resolved within the vehicle.

- Press **DTC Report** to create a report file. Additional information (e.g. owner name, license number) can be optionally added to customize reports. These reports can be saved and shared in PDF format via the available communication options on your device (e.g. email, messaging, file sharing, wireless printer).

    NOTE: An internet connection is required to share reports.

System Selection

Using the System Selection option allows (when available) for you to read and clear Diagnostic Trouble Codes (DTCs), as well as read a live data stream from a selected system on the vehicle.
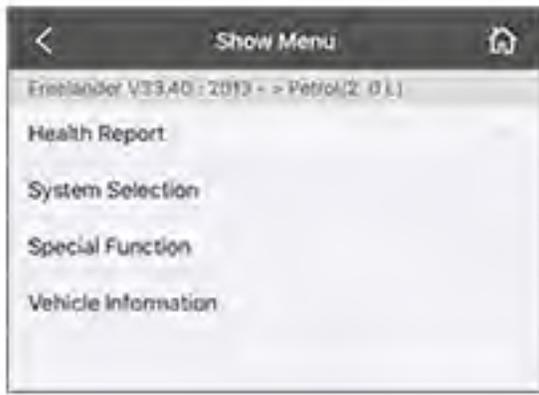
1. After starting diagnostics (see "Starting Diagnostics", page 38), select **System Selection**.

2. Press to select the system to be scanned.
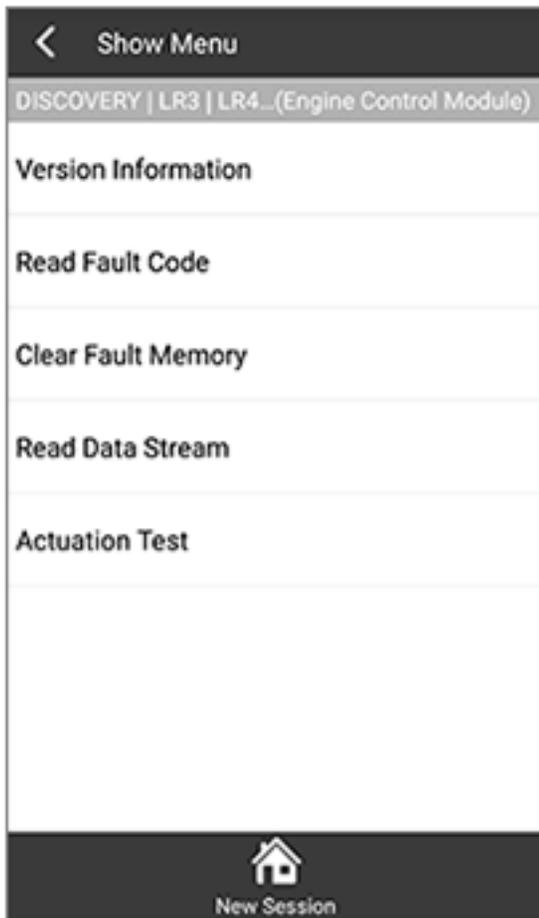
3. The available options for the selected system will be displayed.

Reading fault codes

1. From the main menu of the selected system, press **Read Fault Code**.

2. The selected system will be scanned, and any stored fault codes will be displayed, along with their DTC designation and current state.

Clearing fault codes

1. From the main menu of the selected system, press **Clear Fault Memory** to clear any **inactive** fault codes from the selected system's Electronic Control Unit (ECU).

NOTE: Fault codes with an "active" or "intermittent" status cannot be cleared until the underlying issue with the vehicle is resolved and the ECU has updated the code's status to "inactive".
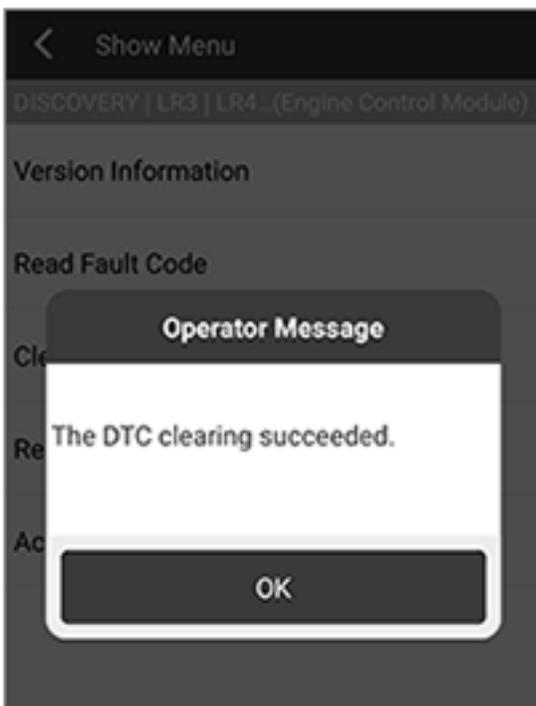
2. You will receive a prompt once the process has completed. Press **OK** to continue.

Viewing live data streams
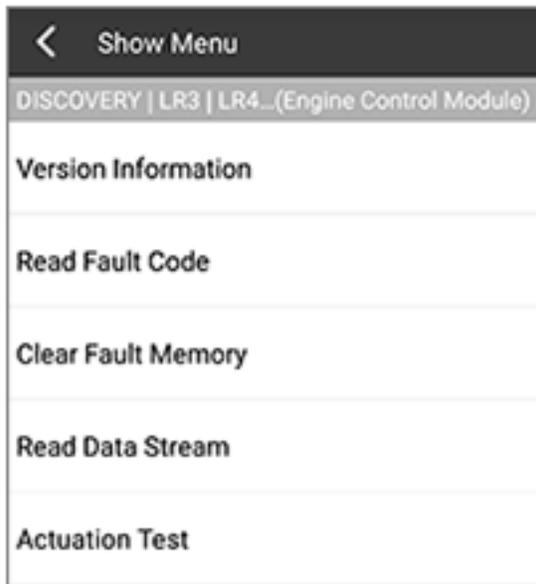
1. From the main menu of the selected system, press **Read Data Stream**.

2. Press to check the boxes of each data stream you wish to view, then press **Confirm**.

3. On the Value screen, any selected data stream types will be displayed in a table format, along with its current real-time value and unit of measurement. If your total selections create multiple data pages, you can press the arrow icons near the bottom to move between pages.

   If desired, press **Graph** to switch to a graph view of the selected data stream.

NOTE: Units of measurement can be switched between Metric and Imperial in the app settings. See "Units of Measurement", page 33.
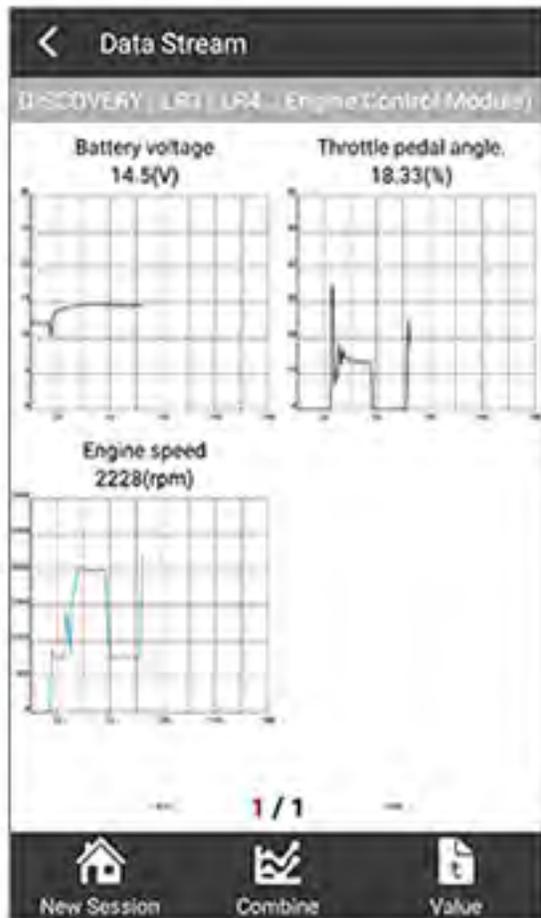
4. On the Graph screen, any selected data stream types will be displayed in graph format, along with its current real-time value and unit of measurement displayed above each graph. If your total selections create multiple data pages, you can press the arrow icons near the bottom to move between pages.

   Press **Combine** to merge your selections into one chart. The values will be color-coded and listed beneath the combined chart.

   If desired, press **Value** to return to the Value view of the selected data stream.

Special Functions

NOTE: Some special function features may disable or damage your vehicle if not performed properly. ***Atlantic British strongly advises against performing any special function operations on a vehicle without proper knowledge, training, or equipment.*** *Read and follow all instructions and warnings carefully throughout the process.*

Some vehicle repairs, replacements, or services can require programming of the affected system's Electronic Control Unit (ECU) to keep its programming in line with any adjustments to the vehicle. Some examples include:

- Resetting the oil service counter after an oil change
- Programming a new key to work with the vehicle
- Replacing a tire pressure monitoring sensor in the wheel

Atlantic British has a number of how-to videos for common special function features available on their website: www.roverparts.com
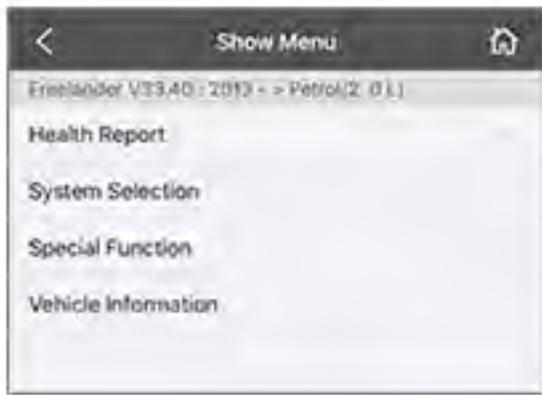
1. After starting diagnostics (see), select **Special Function**.

NOTE: Availability of the listed function is dependent upon the model and year. A listed function may not necessarily be supported; you will be prompted if this is the case.

2. In the next menu, special functions are contained under functional sub-headings. For example, key programming is usually listed under Alarms/Security or a similar sub-heading. Menus can vary from model to model and year to year.

Different procedures within the app will have different screens, instructions, warnings, and prompts. **Always read and follow all text carefully before proceeding within the app.**

Troubleshooting

Logging Into the App

CHECK	YES	NO
Does your device have an internet connection?	Open the iLAND app and continue	Connect your device to the internet.
Have you created an account?	Continue	Follow the directions for your device to set up your account: iOS: page 7 Android: page 15
Can you successfully log in using the account details that you have created?	Continue	See "FAQ: Logging in", page 56 for a list of possible issues and resolutions.
Is the Home page with the list of vehicles displayed?	Login successful	If prompted to activate the diagnostic tool, enter the serial number and activation code provided in the Activation Code envelope.

Communicating with the Vehicle

STEP	ACTION	CHECK	YES	NO	NOTE
1	Log out of the iLAND app. See "App Settings", page 32.				
2	Close the iLAND app. See "Closing the App", page 34.				On iOS devices, close the AUTO DIAG app as well if it is running.
3	Unplug the diagnostic tool from the vehicle, then plug it back in.	Is the diagnostic tool's LED on?		Check whether there is power to the vehicle's diagnostic port. If there is not 12V power across pins 16 and 5, then rectify the vehicle. *NOTE: If other diagnostic tools (that are known to work) do not power on when plugged into the same diagnostic port, then the issue is with the vehicle.*	
4		Is your device's Bluetooth® enabled?	Continue	Open the **Settings** app on your device and enable Bluetooth®.	

STEP	ACTION	CHECK	YES	NO	NOTE
5		Is the diagnostic tool's serial number in the list of paired or available Bluetooth® devices on your device?	Continue	See "FAQ: Pairing the diagnostic tool", page 57 for a list of possible issues and resolutions.	
6		Does the diagnostic tool show as "connected" in the list of paired Bluetooth® devices on your device?	Continue	See "FAQ: Pairing the diagnostic tool", page 57 for a list of possible issues and resolutions.	
7	Start the iLAND app.	Did the app open successfully?	Continue	See "FAQ: Starting the app", page 57 for a list of possible issues and resolutions.	
8	Log into the iLAND app.		Continue	See "FAQ: Logging in", page 56 for a list of possible issues and resolutions.	
9	From the home page, select your vehicle.				
10	Diagnosis Pre Check box is displayed.	Are all available diagnostic files downloaded?	Continue	Press **Download**.	After files are downloaded, re-check Step 6.
11		Did you receive a prompt to update the diagnostic tool's firmware?	Follow the prompts to download and update firmware.	Continue	
12	Select **Continue**.				
13	Select the Vehicle Type.	Can you successfully select your vehicle type and display the first vehicle menu, which shows the available model year options?	Continue	Models which have been purchased and downloaded will be highlighted. iLAND Pro users can download additional model coverage by clicking the arrow on a vehicle model.	

STEP	ACTION	CHECK	YES	NO	NOTE
14	If the vehicle is model year 2006 or newer, select **System Selection**, then select **ABS** or **Engine Management Controller**.				
15	Ensure the vehicle's ignition is **ON**.				The ignition may time out on older vehicles.
16	Select **Read DTCs**.	Did DTCs read successfully?	System is functioning correctly.	1. Is there another diagnostic tool available to check the same system? 2. Is there a similar model year vehicle available to check against?	1. If no alternatives are available, you can retry by starting from Step 1. 2. If another vehicle is available, then return to the Vehicle Type menu and start from Step 10 after plugging the diagnostic tool into the second vehicle. A successful read on a second, similar vehicle usually indicates an issue with the first vehicle.

Frequently Asked Questions

The following section offers troubleshooting tips on certain questions or issues that you may have while using your device.

FAQ: Setup

Where is the serial number of the diagnostic tool?

The 12-digit serial number is printed on the diagnostic tool itself (see "Diagnostic Tool Overview", page 4). It is also printed on the paper inside the Activation Code envelope, which is included in the kit case.

Where is the Activation Code for the diagnostic tool?

The 8-digit Activation Code is in the sealed Activation Code envelope that comes with the kit. Open the envelope and remove the paper within. Carefully remove the perforated edges from the paper to open it and reveal the Activation Code printed inside.

I received a prompt that says my diagnostic tool is already activated.

The diagnostic tool can only be activated once, on one user account only. Once it is tied to that user account, it is not required to activate it again.

If you install the iLAND app on a different device, log in to the app with the account tied to the diagnostic tool you wish to use. If prompted to activate the diagnostic tool during initial setup, select **Later** (iOS) or **Cancel** (Android) to continue.

Ensure that you are not attempting to activate the diagnostic tool a second time using a different email address.

If you continue to receive this prompt, and you are certain that you have not previously activated your diagnostic tool, contact Atlantic British for assistance. See "Contact Information", page 58.

Do I have to create a new user account if I install the iLAND app on a different device?

No, you do not. After installing the iLAND app on a new device, you can log in with your existing user account.

Do I have to activate the diagnostic tool again if I install the iLAND app on a different device?

No, you do not. Log in to the iLAND app with the account tied to the diagnostic tool you wish to use. If prompted to activate the diagnostic tool during initial setup, select **Later** (iOS) or **Cancel** (Android) to continue.

FAQ: Logging in

I receive the message "Network error" when I try to log in.

This message will appear if your device is not online. Check your device's internet connection.

I receive the message "User Does Not Exist" when I try to log in.

*NOTE: Once the diagnostic tool has been activated on an account, **it will be registered to that account ONLY**; it cannot be assigned to or used with a different account in the future. Ensure that you have access to the email address of the account you are using to register the diagnostic tool.*

If you have not yet created a user account with the email address you entered, you will receive this message. See "User Registration", page 21 for instructions on creating a new account.

If you have already created a user account, but still receive this message:

- Ensure that the email address being entered is the one you used to set up your account.
- Check that you typed the email address correctly.

  *NOTE: The email address field is **not** case sensitive.*

- Ensure that there are no spaces before or after the email address.
- If you used a copy/paste or auto-select feature, try typing the email address manually instead.

I receive the prompt "Login failed" when I try to log in.

*NOTE: The password field **is** case sensitive.*

- Ensure that you typed your password correctly.
- If you used a copy/paste or auto-select feature, try typing the password manually instead.

If you cannot remember your password, use the **Forgot Password** link on the Log In page to reset your password. You will need access to the email address used with your account in order to complete the password resetting process.

FAQ: Starting the app

(iOS users) I only see an icon labeled "DEMO" when I open the app.

You have opened the Auto Diag app. Close Auto Diag and iLAND (see "Closing on iOS devices:", page 34), then open the iLAND app **ONLY**.

The "Loading" message does not clear, and I cannot continue.

- Ensure that your device has a good internet connection, whether via WiFi or cellular data. If one connection is weak, try closing the app, switching to a different connection, and opening the app again (e.g. if WiFi is weak, switch to cellular data in your device's settings). See "Closing the App", page 34.
- Ensure that your user account is not logged in on multiple devices. Log off of any other active devices, close the iLAND app on all devices, and then open the app on your chosen device.
- If the above situations do not apply to you, then delete and reinstall the iLAND app on your device, following the correct procedure from the Apple App Store (iOS) or Google Play Store (Android).

FAQ: Pairing the diagnostic tool

My diagnostic tool's serial number is not listed in my device's Bluetooth® Settings under "Available Devices".

or

My diagnostic tool will not connect, even though it shows as paired in my device's Bluetooth® Settings

Check for the following conditions:

- Ensure that the diagnostic tool is connected to the vehicle and has power. See "Installing the Diagnostic Tool", page 6.
- If the diagnostic tool is paired to any other devices in the vicinity, turn off Bluetooth® on that device, or turn the device off.
- If any other aftermarket Bluetooth® devices are fitted to the vehicle, power them off.
- Disconnect or power off any other connected Bluetooth® devices in the list.

After checking the above, allow your device to continue searching for available Bluetooth® devices.

If the search is still not bringing up your diagnostic tool's serial number after several minutes, try powering your device off and back on, then disconnect and reconnect the diagnostic tool before opening your Settings app.

Contact Information

Atlantic British

USA East Coast

> 6 Enterprise Avenue
> Clifton Park, NY 12065
> Toll Free: (800) 533-2210
> Direct*: (518) 664-6169
> Fax*: (518) 664-6641
> * add "00 (1)" for international

Phone hours: Mon-Thu 8am-7pm (Fri 6pm) EST

Website: www.roverparts.com

Technical support email: iland-app@atlanticbritish.com

British Pacific

USA West Coast

> 4109 Guardian Street
> Simi Valley, CA 93063
> Toll Free: (800) 554-4133
> Direct: (661) 362-0592