

Phoenix Remote

Diagnosis without boundaries



TOPDON[®]

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PHOENIX REMOTE

TOPDON®'s Phoenix Remote™ is an automotive diagnostic scanner with extensive coverage of over 200 passenger car and electric vehicles. Featuring Remote Diagnosis, this tool offers unprecedented insight and convenience. This functionality enables real-time communication between smart tools without space constraints and, leverages OE-level functions - making it a game-changing device for repair shops.

The Phoenix Remote provides comprehensive coverage with the latest protocols: CAN2.0, CAN FD, DoIP, J2534, D-PDU, and RP1210. It also offers a variety of advanced functions and crucial features, such as Cloud-Based Programming, Coding, and FCA Secure Gateway Access.

PHOENIX REMOTE SPECS

Display	LCD 10.1", 1280 x 800
CPU	4-Core Processor, 2.0 GHz
Operating System	Android 10.0
RAM Memory	4G
ROM Memory	128G
Rear Camera	13MP
Battery Capacity	12,000mAh
Operating Voltage	9-36V
Storage Temperature	-20°C~60°C (-4°F~140°F)
Working Temperature	0°C~50°C (32°F~122°F)
Product Dimensions	291 x 199 x 50mm (11.46 x 7.83 x 1.97")
Package Dimensions	563 x 412 x 184mm (22.16 x 16.22 x 7.24")
Multilingual Support	English, French, German, Spanish, Portuguese, Russian, Japanese, Italian, Chinese(Traditional), Hungarian, Dutch, Turkish, Polish

01

TOPDON

Dual Diagnosis For Limitless Capabilities

With Remote and Local/Intelligent Diagnostics, this cutting-edge car scanner gives you diagnostic capabilities without limits.

Remote

Local



USER



Data Transfer

TECHNICIAN



Post the Order



Data Transfer

Accept the Order and Provide Services

02

**Get The Job Done
At Any Time, From
Anywhere**

The Phoenix Remote supports voice & video calls to ensure real-time communication between customers and technicians.

Limitless Potential

Get Instant Support From TOPDON Professionals

This tool's technical support includes a remote service staff composed of TOPDON's professional technicians, available to offer instant assistance throughout remote diagnosis procedures.

Instant Support

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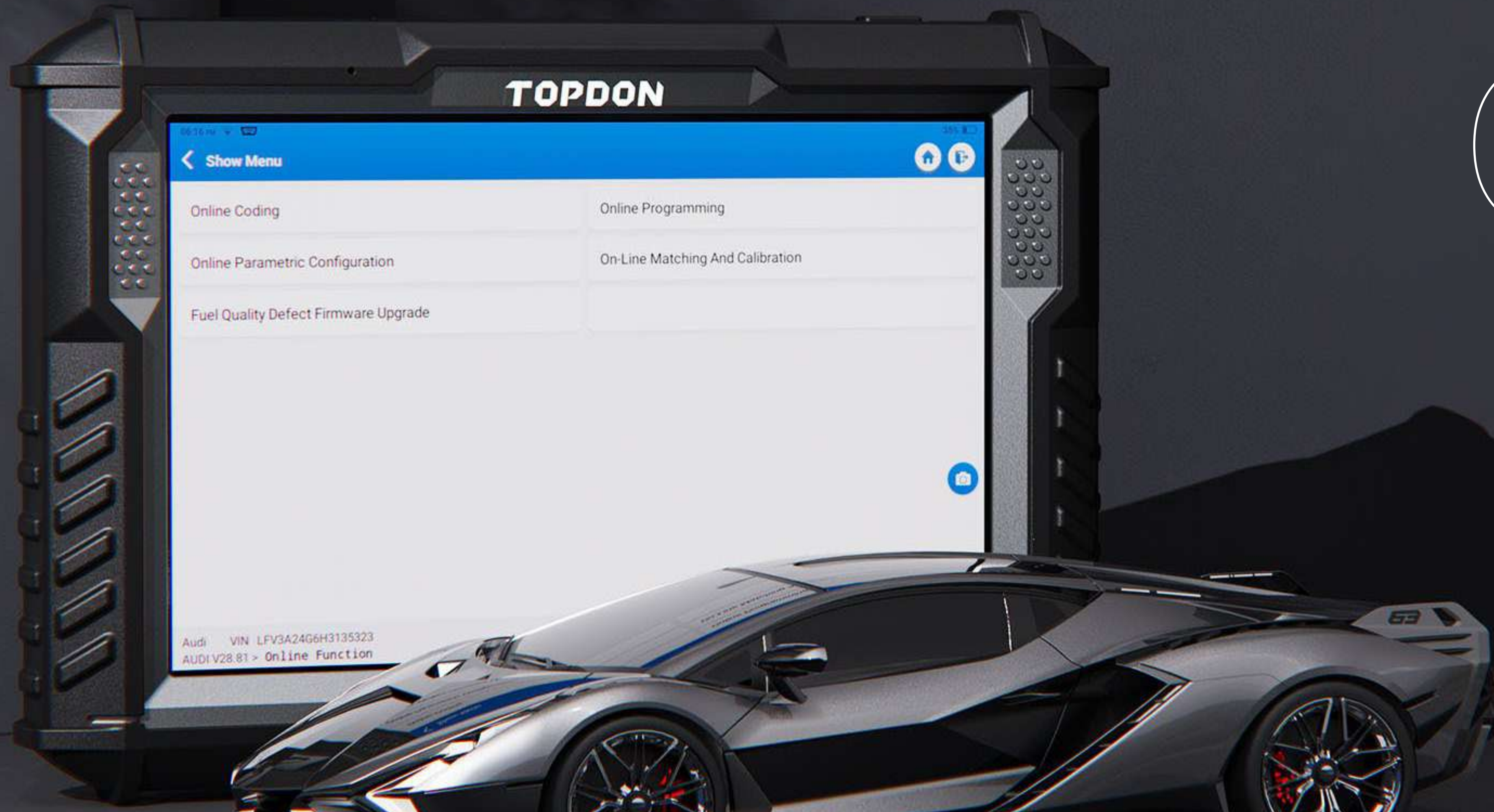


Access The Latest Protocols With The Remote

This diagnostic scanner includes all the protocol access you need to perform complex work on the newest vehicle models.

Its MDCL includes CAN2.0, CAN FD, DoIP, J2534, D-PDU, and RP1210 protocols, covering passenger and commercial cars, as well as semi-trucks.

Multiple Protocols



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Cloud-Based Programming For 13 Brands!

Offering intelligent, fast, and convenient program file identification, the Phoenix Remote allows you to perform online ECU programming for Audi, BMW, Jaguar, Land Rover, Mercedes-Benz, Nissan, SEAT, Skoda, Subaru, and Volkswagen vehicle models.

Programming

06



ANALYZING DATA



2 NEW UPDATES

Access To Advanced Functions

Perform other vehicle modifications by accessing advanced functions with the Phoenix Remote.

This core scanner lets you unlock special vehicle features. Applicable to Audi, BMW, Ford, Mercedes-Benz, Toyota, Volkswagen, and many brands.

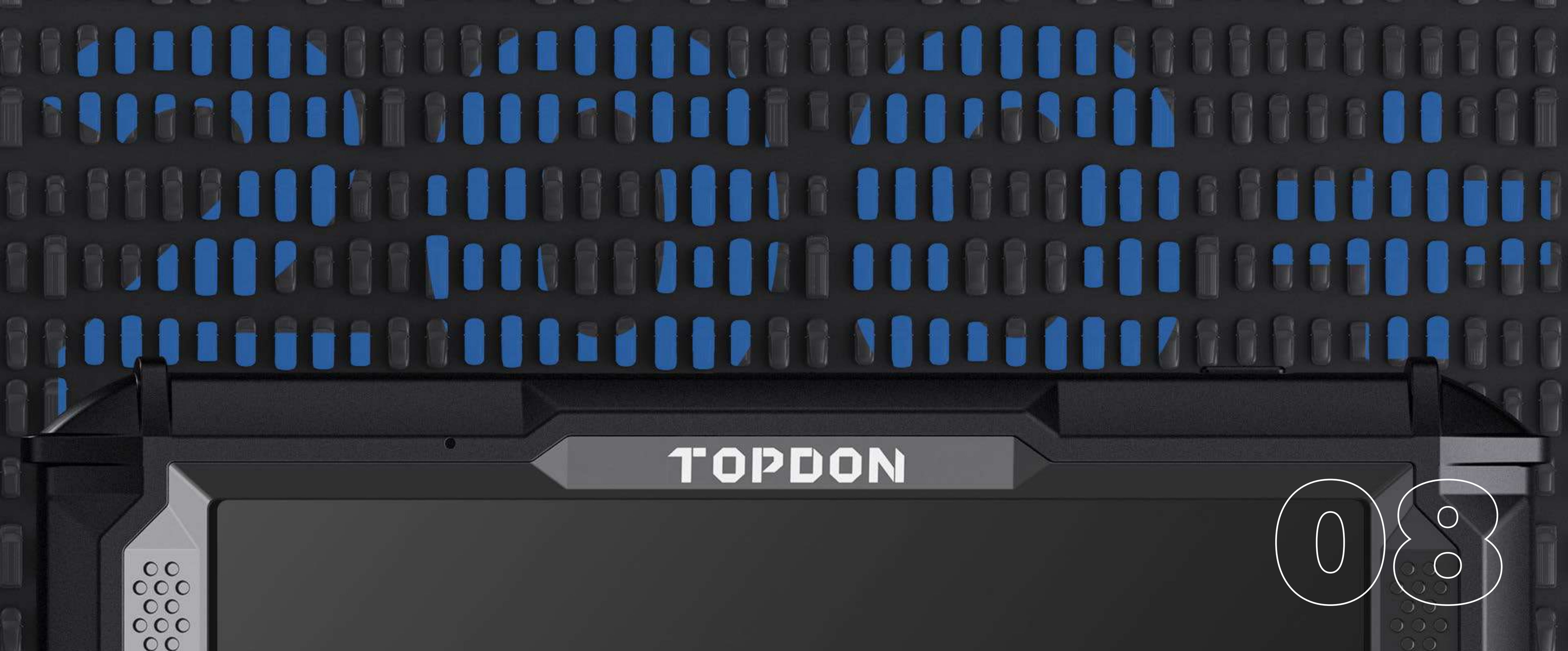
More Functions

Electric Cars

This tool operates on a growing list of electric and alternative energy cars, allowing users to match growing revenue opportunities, and work on even more vehicle makes.

New Opportunities





**Covers 200+
Vehicle
Models**

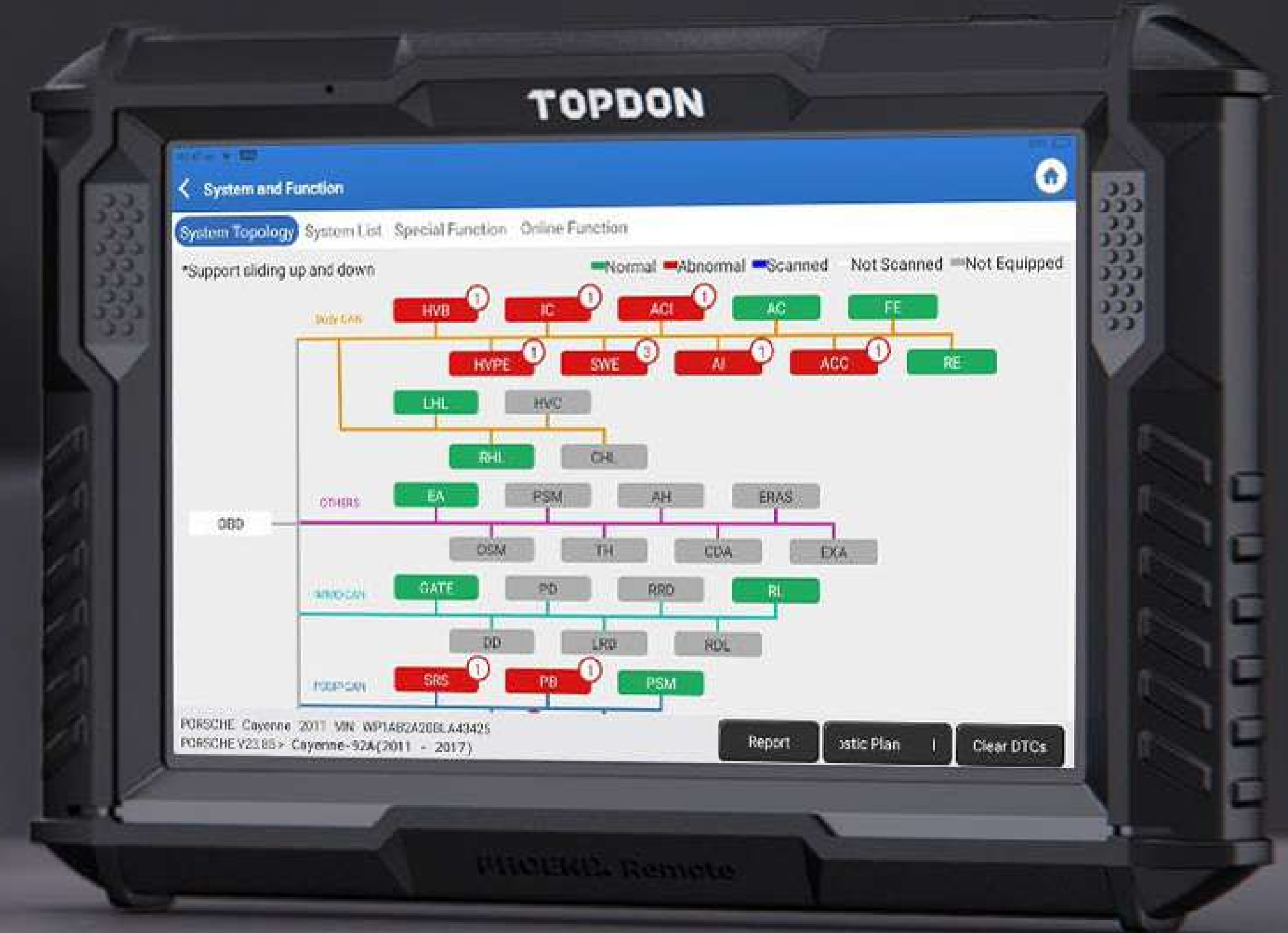
The Phoenix Remote boasts a comprehensive database with over 200 vehicle models, offering unmatched coverage to end users.

Board Coverage

Topology Mapping

Topology Mapping gives users the best layout of a vehicle's structural components to easily identify faults and track communication issues.

09



Diagnostic Overview

FCA Secure Gateway Access

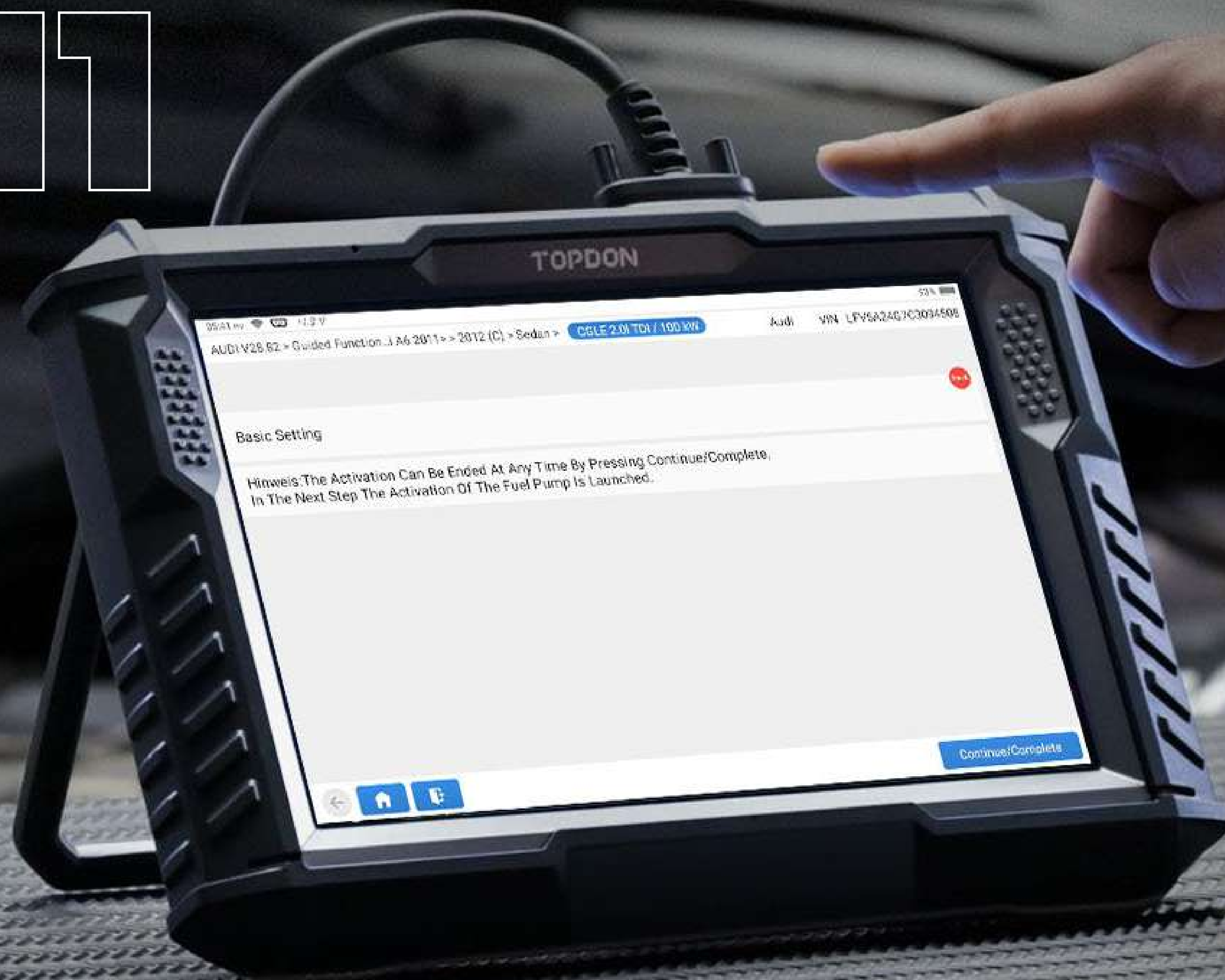
The Remote supports FCA Secure Gateway Access, letting you adjust protected functions on the most modern makes.

Direct Access



10

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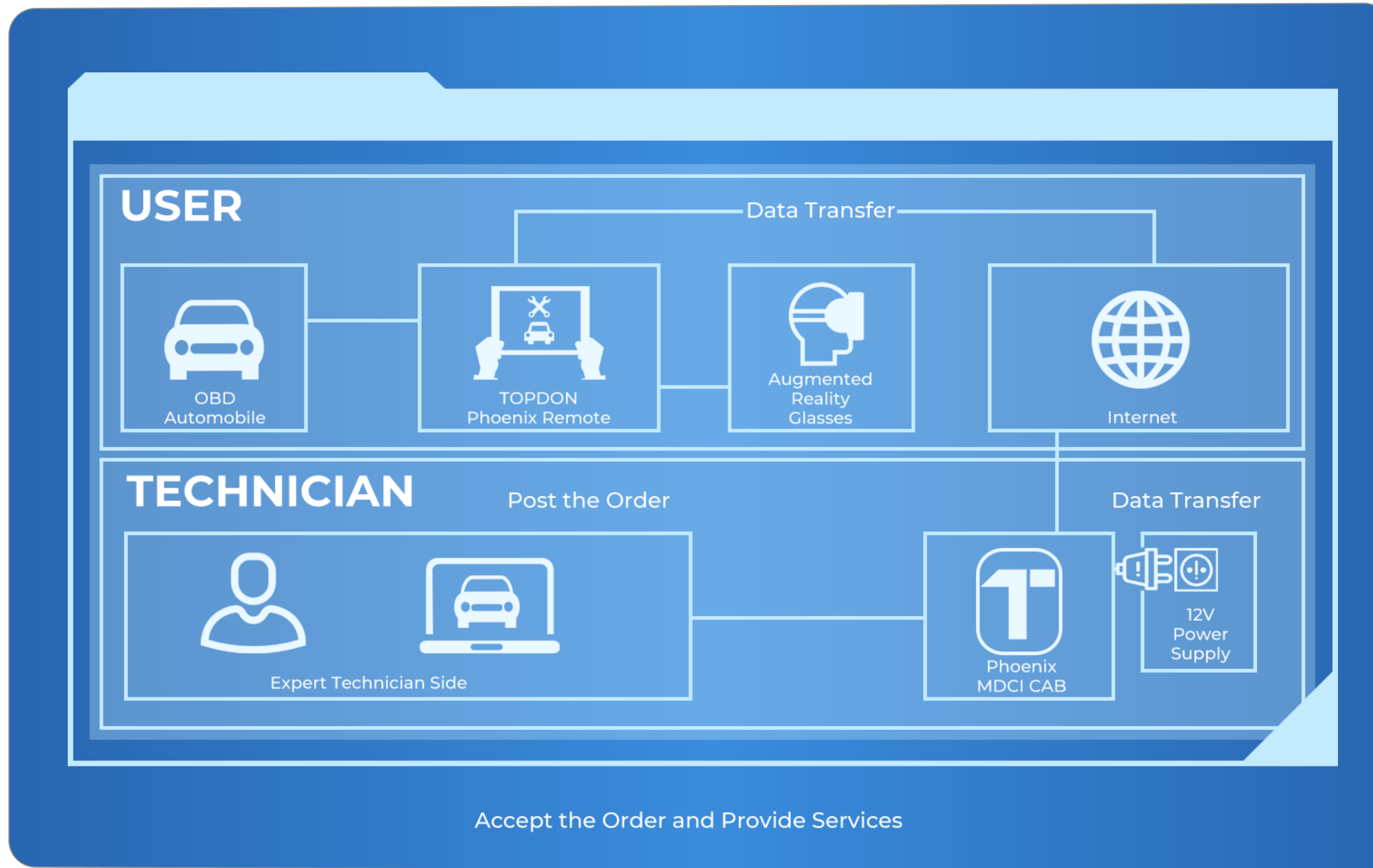


VAG (Volkswagen Audi Group) Coverage

The VAG Guided Procedures include intuitive step-by-step directions for Volkswagen, Audi, Skoda and SEAT vehicles.

Guided Functions

REMOTE DIAGNOSIS



Remote Diagnosis Workflow

Step 1

Scan and diagnose the vehicle.

Step 2

Schedule an appointment or link to TOPDON certified experts online for remote diagnosis.

Step 3

Conduct the meeting with the TOPDON technical expert.

Step 4

Our experts receive orders and provide services, and TOPDON will guarantee the quality of the entire service process.

Step 5

Problem solved, pay for the service through TOPDON's secure payment platform.

OFFER PROFIT-GENERATING SERVICES TODAY

ADAS Calibrations

The powerful ADAS Add-On can help customers without ADAS equipment to run dynamic ADAS calibrations. Users with ADAS equipment can also run static calibration of vehicles.

Module/ECU Commissioning

Real-time technical support helps you efficiently complete the initialization of different modules, run adaptive functions, match functions, and other special functions for successful implementations.

Vehicle Programming & Coding

Powerful ECU programming and coding functions help users solve most vehicle troubles caused by ECU replacements, data loss, and software version bugs.

Pre & Post Repair Reports

Generate professional diagnostic reports that give clarity before and after repairing vehicles to technicians, customers, and insurance companies.

Key Programming

Expert key programming with online guidance assists you in adding keys, deleting keys, disabling keys, running full loss functions, and other functions to provide a complete anti-theft, fault detection program.

Diagnostics & Secure Gateway Access

The security gateway's diagnostic encryption offers code reading, code clearing, reads data streams, and matches advanced functions such as programming and coding.

PHOENIX REMOTE LOCAL DIAGNOSIS FUNCTIONS: At A Glance

The Phoenix Remote offers Full System Diagnostics for over 200 Vehicle Makes

Essential Functions

- ECU Lookups
- Read Fault Codes
- Clear Fault Codes
- Read Data Streams
- Actuation Testing

Special Features

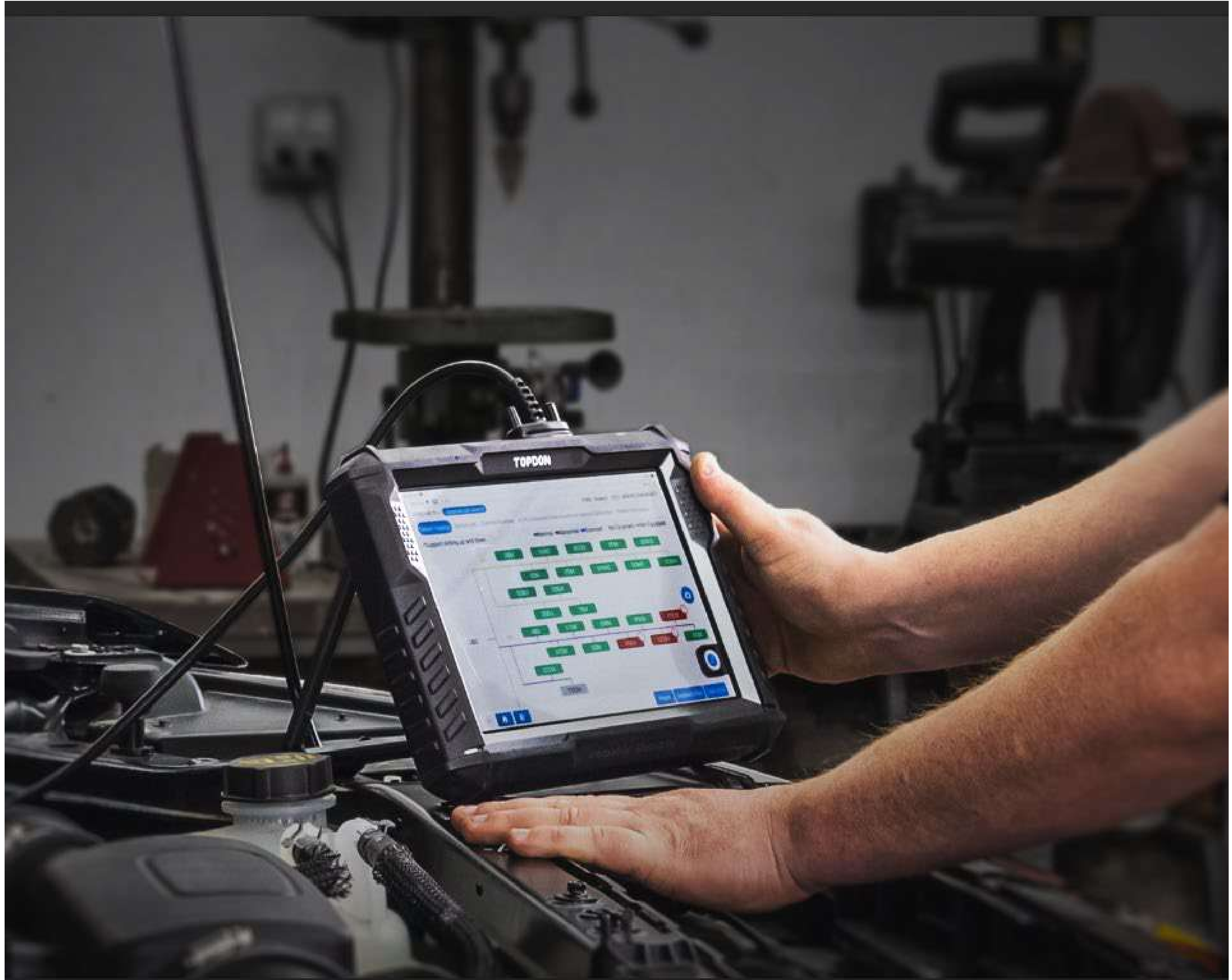
- Cloud-Based Programming
- Online Coding
- 34 Maintenance Services
- VAG Guided Function
- And More

Expanded Functions

- ADAS Compatibility
- Battery Tester Compatibility

Others

- FCA Secure Gateway Access
- Topology Mapping
- Auto Vin
- 10 OBD Functions
- Auto Scan
- Feedback
- Remote Assistance
- One-Tap Upgrades
- Save and Share Reports, Print Reports Via PC



ESSENTIAL FUNCTIONS

ECU Lookup

Read Fault Codes

Clear Fault Codes

Read Data Streams

Actuation Tests

SPECIAL FEATURES

Cloud-Based Programming

Online Coding

34 Maintenance Services

VAG Guided Function

And More

CLOUD-BASED PROGRAMMING

Models supporting cloud-based programming

BRANDS

YEAR

AUDI

Until 2021

BMW

Until Feb. 2021

Hyundai

Until 2018(Certain Modes Supported)

Jaguar/Land Rover

Until 2017

Mercedes-Benz

Until 2020

Nissan

Until 2020

Porsche

Until 2020

Renault

Until 2021 (Certain Modes Supported)

Subaru

Until 2020

VW/SKODA/SEAT

Until 2021

ONLINE CODING

Online Coding Available on the Following Vehicle Makes

Audi	BMW
Jaguar	Land Rover
Mercedes-Benz	Nissan
Porsche	Renault
SEAT	Skoda
Subaru	Volkswagen



34 MAINTENANCE SERVICES



Oil Reset (53 brands)

EPB Reset (41 brands)

DPF (39 brands)

IMMOBILIZER (45 brands)

Suspension Reset (11 brands)

AFS Headlamp Reset (9 brands)

Gear Learning (3 brands)

Throttle Adaptation (37 brands)

ADBLUE Reset (8 brands)

EGR Reset (7 brands)

NOx Sensor Reset (8 brands)

Seats Calibration (18 brands)

Reset AIRBAG (4 brands)

TYPE Reset (5 brands)

Power Balance (9 brands)

AC System Relearn (10 brands)

STOP/START (5 brands)

SAS Reset (44 brands)

BMS Reset (31 brands)

ABS Bleeding (34 brands)

Sunroof Reset (4 brands)

Gearbox Reset (8 brands)

Injector Coding (41 brands)

TPMS Reset (38 brands)

A/F Reset (5 brands)

Coolant Bleed (5 brands)

Language Change (7 brands)

Odometer Calibration (9 brands)

Motor Angle Calibration (5 brands)

Transport Mode (13 brands)

Windows Calibration (15 brands)

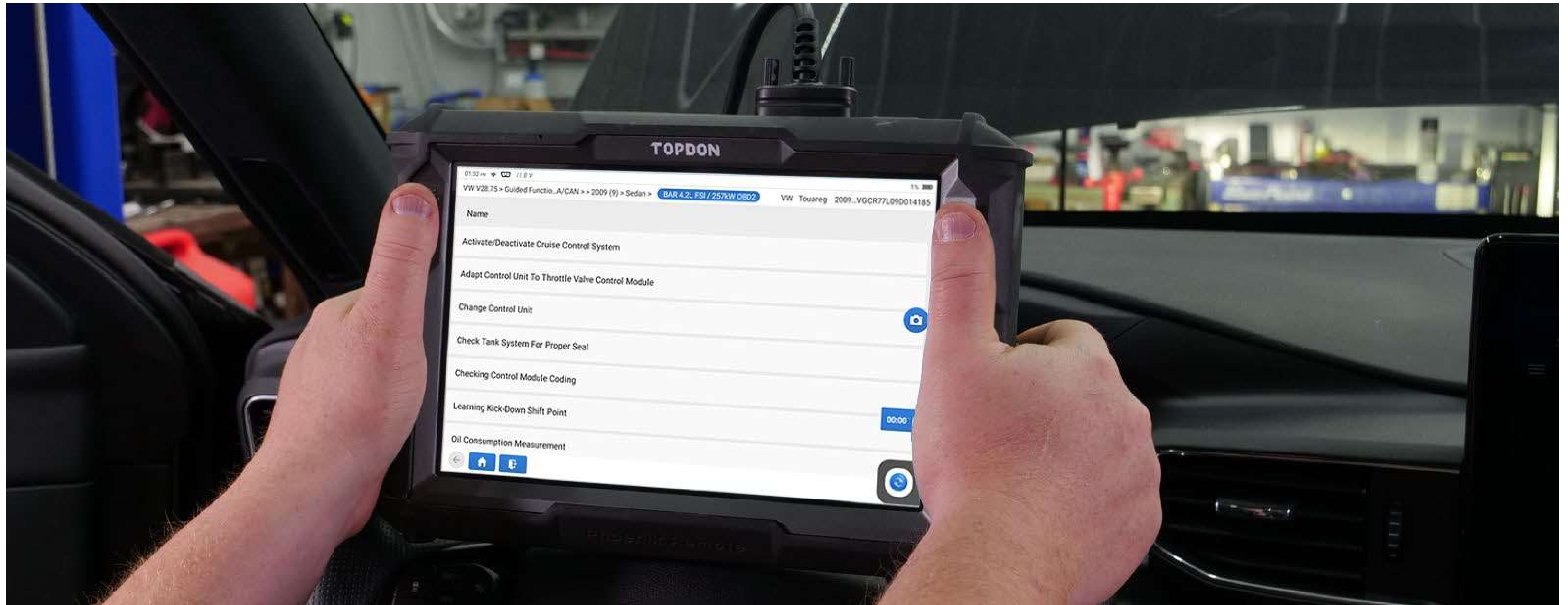
Gas Particulate Filter Regeneration (14 brands)

High Voltage Battery Diagnostics (7 brands)

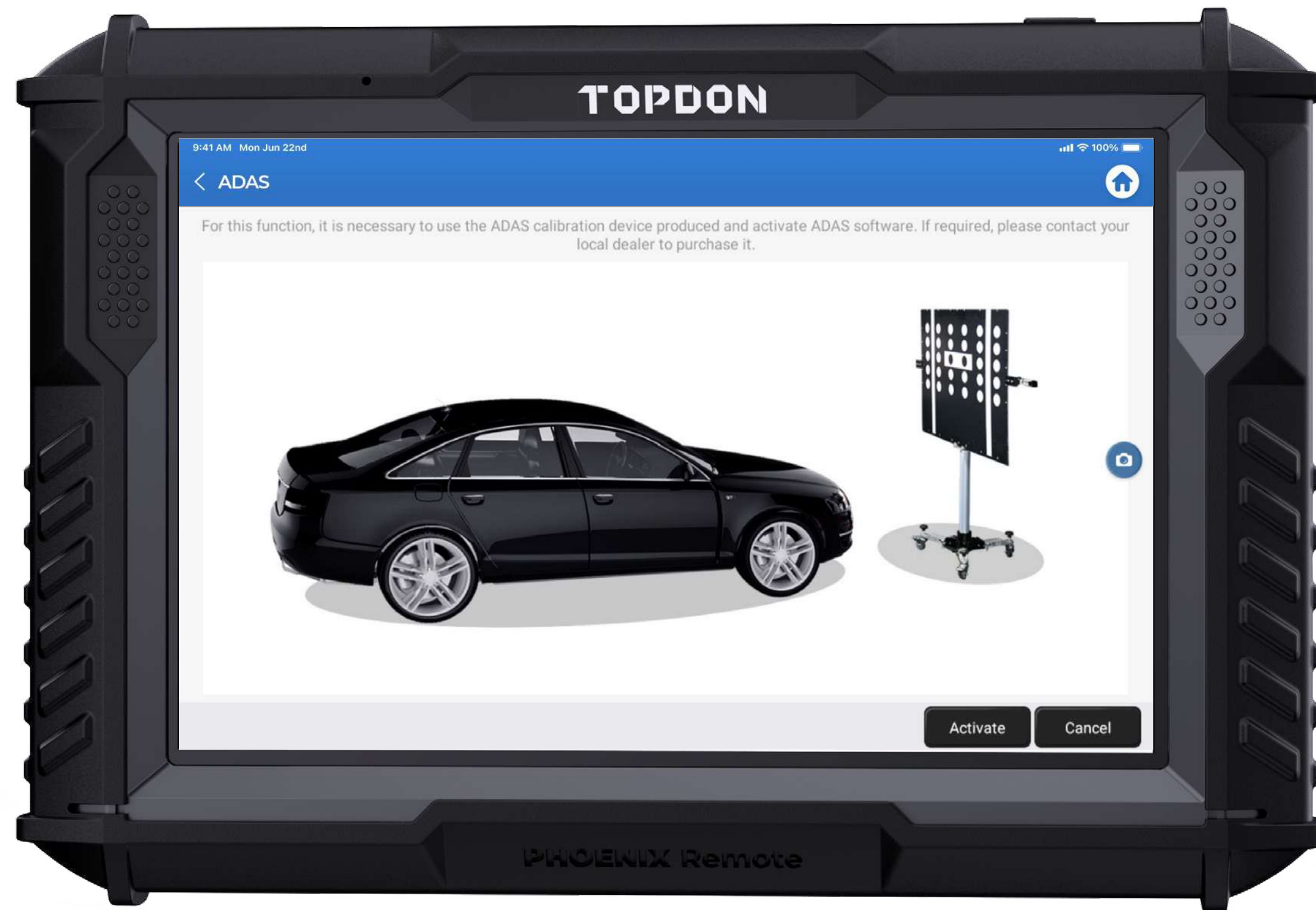
Intelligent Cruise Control System

VAG GUIDED FUNCTION

Guided procedures and functions streamline the repair process. Follow the prompts for easy and convenient operation, suitable for VW, Audi, Skoda and SEAT vehicles.



EXPANDED FUNCTIONS



Compatible with the Phoenix ADAS Mobile

Combined with the TOPDON's New Calibration System, the Phoenix Remote is capable of calibrating advanced driver-assistance systems, such as ACC, AEB, LDW, LKA, NVS, RCW, BSD, and more.

You can use the wide array of targets to bring new capabilities and more revenue to your shop.



Compatible with the BTMobile ProS

Turn the Phoenix Remote Into a Battery Tester! This scanner is compatible with the BTMobile ProS, allowing you to view all battery info and perform battery, cranking, and charging tests.

OTHER FUNCTIONS

1. OBD Functions

Supports 10 OBD Modes.

2. Auto VIN

The Phoenix Smart automatically uses the right diagnostic software after identifying the vehicle through its VIN.

3. Auto Scan

Automatically Scan All the On-Board Systems.

4. Tool Feedback

Tool Feedback can provide better after-sales service to customers.

5. One-Tap Upgrades

Updating is easy and convenient.

Connect to WIFI. After selecting, tap “Update” to upgrade all software with one tap.

6. Save and Share Reports

7. FCA Secure Gateway Access

8. Topology Mapping

WHAT'S IN THE BOX?

TOPDON®

- Phoenix Remote
- User Manual
- Power Adaptor
- Battery Clamps
- Cigarette Lighter Cable
- OBD II Extension Cable
- OBD I Adapter BOX Transfer Line
- Type-C to USB Cable
- Ethernet Cable
- Fuse x 4 (φ 5*20mm)
- Fuse x 2 (φ 6*30mm)
- B-20 BMW
- CR-6 Chrysler
- FT-3 Fiat
- G/V-12 GM/VAZ
- HA-3 Honda
- BZ-38 Mercedes-Benz
- M/H-12+16 Mitsubishi/Hyundai
- NN-14+16 Nissan
- TA-17 Toyota
- TA-22 Toyota
- Packing List
- Password Letter



MODEL	Phoenix Elite	Phoenix Smart	Phoenix Max	Phoenix Remote
SPECIFICATIONS				
HAREWARE				
CPU	MT6761 Core 4, 2.0GHZ	MT6761 Core 4, 2.0GHZ	MT8788, Core 8 , 2.0GHZ	MT6761 Core 4, 2.0GHZ
RAM	4G	4G	8G	4G
ROM	64G	128G	256G	128G
Battery Capacity	12600mAh	12600mAh	18600mAh	12000mAh
Android Version	Android 10.0	Android 10.0	Android 9.0	Android 10.0
Screen Size	10.1 inch	10.1 inch	13.3 inch	10.1 inch
Screen Resolution	1280×800	1280×800	1920x1200	1280×800
Wi-Fi	2.4 GHz	2.4 GHz	2.4 & 5 GHz	2.4 GHz
Camera	Rear8.0 mp	Rear8.0 mp	Rear13 mp	Rear13 mp
Weight	1.567 kg (3.45 lb)	1.567 kg (3.45 lb)	3.18kg (7 lb)	1.760 kg (3.88 lb)
SOFTWARE				
Cloud-Based Programming	6 Brands (Audi, Benz, VW, BMW, SKODA, SEAT)	13 Brands (Benz, BMW, Audi, VW, SKODA, SEAT, Porsche, Jaguar, Land Rover, Nissan, Subaru, Renault, Hyundai)	13 Brands (Benz, BMW, Audi, VW, SKODA, SEAT, Porsche, Jaguar, Land Rover, Nissan, Subaru, Renault, Hyundai)	13 Brands (Benz, BMW, Audi, VW, SKODA, SEAT, Porsche, Jaguar, Land Rover, Nissan, Subaru, Renault, Hyundai)
Remote Diagnostic	✘	✘	✘	✔
Remote Desktop	✔	✔	✔	✔
Communication	VCI/Bluetooth	VCI/Bluetooth	VCI/Bluetooth	Line
ADAS Compatibility	✔	✔	✔	✔
Compatible Add-on Tools	Battery Tester	Battery Tester	Battery Tester, Oscilloscope	Battery Tester
FCA Secure Gateway	FCA Official Account Subs Fee	FCA Official Account Subs Fee	FCA Official Account Subs Fee	FCA Official Account Subs Fee
Auto VIN	✔	✔	✔	✔
Full-System Diagnostic	✔	✔	✔	✔
Daily Maintenance Functions (Only the Commonly Used Special Functions, such as: EPB OLS, BMS, DPF, SAS, TPMS, etc.)	34	34	34	34
Diagnostic Topology Display	✔	✔	✔	✔
Diagnostic Protocols: D-PDU/J2534/RP1210	✘	✔	✔	✔
Bus Protocols: DoIP/CAN FD	Only CAN FD Supported	✔	✔	✔
Heavy Duty (Optional)	✘	✔	✔	✔
Software Languages	15 Languages English, German, Spanish, French, Italian, Japanese, Portuguese, Russian, Polish, Turkish, Dutch, Hungarian, Chinese (Traditional), Korean, Finnish	15 Languages English, German, Spanish, French, Italian, Japanese, Portuguese, Russian, Polish, Turkish, Dutch, Hungarian, Chinese (Traditional), Korean, Finnish	21 Languages English, German, Spanish, French, Italian, Japanese, Portuguese, Russian, Polish, Turkish, Dutch, Hungarian, Chinese (Traditional), Korean, Greek, Slovak, Romanian, Arabic, Croatian, Slovenian, Finnish	13 Languages English, German, Spanish, French, Italian, Japanese, Portuguese, Russian, Polish, Turkish, Dutch, Hungarian, Chinese (Traditional)

FAQs

Q Can I use charging cables other than the one TOPDON sent me to charge the Phoenix Remote?

A

- No, please charge with the supplied charger. TOPDON is not responsible for any damage or economic loss caused by the use of adapters not provided by TOPDON.

Q How can you extend the device's battery life?

A

- Turn off the screen when the equipment is not used. Shorten the screen standby time, and reduce the screen's brightness.

Q Why can't the unit power on after charging?

A

- **Possible cause:**
The equipment was in standby for a long time and the battery is discharged.
- **Solution:**
Use the standard adapter to charge for more than half an hour, then try to startup the device.
- **Adapter problem:**
Replace the adapter, after charging for half an hour, press and hold the power button for more than 15 seconds to force the power on.



Q Why can't the product be registered?

- A**
- **Possible cause:**
The equipment is not connected with the network.
 - **Solution:**
Make sure that the equipment is connected with the network normally.
 - **Notes that your email has already been registered:**
Use a different email to register your device, or try to log in with the username registered with your email (If you forgot the username you can retrieve it by email).
 - **The email didn't receive the verification code during registration:**
Check if the email is correct and get the verification code again.



Q Why can't I login?

- A**
- **Possible cause:**
The equipment is not connected to a network.
 - **Solution:**
Make sure that the equipment is properly connected with the network.
 - **The username or password is incorrect:**
Make sure the username and password input is correct; Contact the TOPDON customer service or regional sales team to find your username and password.
 - **Server problems:**
The server is being maintained, please again try later.



Q Why can't the product be activated?

- A**
- **Possible cause:**
The equipment is not connected with the network.
 - **Solution:**
First, make sure that the equipment is connected with the network normally. If it is not, try the following solutions.
 - **Check the Serial number and activation code input:**
Make sure the serial number and activation code input is correct. The serial number consists of 12 digits, and the activation code consists of 8 digits.
 - **Make sure the Activation Code is valid:**
Contact TOPDON tech support services for support.
 - **The device prompts that the setting is omitted:**
Contact TOPDON after-sales service for support.



Q Software Upgrade Failure?

- A**
- **Possible cause:**
The equipment is not connected with the network.
 - **Solution:**
Make sure that the equipment is connected with the network normally.
 - **Server problems:**
If the server is being maintained, our engineers are repairing issues within the server, please try later.



Q The diagnosis cable is not powered on when connected to the vehicle?

- A**
- **Possible cause:**
The diagnosis line is not fully plugged in.
 - **Solution:**
Try unplugging and replugging the diagnosis line. If problems persist, check the following points.
 - **Vehicle diagnosis seat lines are not in good contact:**
Please check whether the diagnosis pin is normal.
 - **The battery of the vehicle itself is underpowered:**
Please replace the accumulator or battery.



Q Are there non-standard OBDII adapters in the box?

A ▪ Yes.

Q What if there is a communication error with the vehicle's ECU?

A ▪ Please confirm the following:

Whether the ignition switch is ON.

Send your vehicle's year, make, model, and VIN data to us via the "Feedback" feature for timely technical assistance. If problems persist, check the following: Whether the system is available in the vehicle. Whether the cable is correctly connected. Whether the ignition switch is ON.



Q Diagnostic Software Errors.

A ▪ Please proceed as follows:

Tap a "Feedback" line to send specific problems to TOPDON for technical support.

Tap the vehicle software icon, and hold it to uninstall the corresponding software, and then enter the upgrade center to download and install a newer version.



CONTACT US FOR MORE DETAILS

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