FAQ

Here you will find a small selection of frequently asked questions and their answers. In case you have a question that is not listed here and cannot even answered by yourself, please contact us and we will help you.

- How many Tuning-mappings are included in the RexXer EVO User?
The purchase price of the device includes 1 Tuning-mapping which is consistent with you bike configuration. It is possible to get more Tuning-mappings, in return of a service charge.

- What could be the matter if the display of the RexXer EVO User stays dark after connection with serial interface cable (OBD) on the vehicle (manual page 3)
Probably the alligator clips of the serial interface cable are connected incorrectly or one of the flat-plug fuse for the diagnostic connector (OBD) from your bike is defective.

- Is it allowed to connect the RexXer EVO User at the same time with the USB-cable to the computer/notebook and the serial interface cable to the vehicle? (manual page 10)
NO! Never connect the RexXer EVO User to your computer/notebook and to the vehicle at the same time! The device can be damaged by overvoltage.

- Is my RexXer EVO User always preloaded with a Tuning-mapping? (manual page 7 and 8)
No, the RexXer Evo User is mostly delivered "empty" because it's not always possible, according to vehicle model and ECU-type, to install the corresponding Tuning-mapping in advance.

- After flashing the Tuning-mapping will my Original-mapping definitely be deleted? (manual page 14)
No! After reading process the Original-mapping is stored in the device memory of the RexXer EVO User. While writing process the Original-mapping will be just overwritten with the Tuning-mapping.

- Is it possible to re-use the RexXer EVO User on another vehicle (after vehicle sale)? (manual page 20)
The RexXer EVO User will be delivered with 2 licenses included. After the Original-mapping is restored into the ECU of the accompanying vehicle (on which the device was used firstly) you can deleate the Rexxer for 1 time over the software.

- Can I use the RexXer EVO User even if all licenses are used? (manual page 20)
Yes, you can recharge the device with a new license (chargeable).

- What must be observed after an update of my RexXer EVO User? (manual page 14)
The RexXer EVO User gets "married" with the vehicle identification number (VIN) stored in the engine control unit (ECU). This enables the device to communicate with the ECU also after an Update with a Workshop tester or another programming device.

- Can the RexXer EVO User diagnostic functions be used concurrently on a different vehicle? (manual page 17)
Yes, if the serial interface cable of both vehicles is the same. Please note the compatibility of the possible diagnostic and service functions!

- What can I do if the display of the RexXer EVO User only reacts by high pressure? (manual page 9)
Connect the device to your vehicle and select the menu item "Tools". Now Choose "Calibration", here you can adjust the sensibility of the Touch display.