【Normal situation】

Steps:
1, While in the main menu screen, connect the programmer.
2, Click Programmer to enter (can display the menu normally).
3, Click on Version information (can read version information normally).

【Abnormal situation】

Steps:
1, While in the main menu screen, connect the programmer.
2, Click on Programmer software to enter (Error reported that the programmer is **disconnected** but Xp400pro display **green** light)
3, Try the Xp400Pro to connect the PC software. And XP400pro should be **worked with PC software**.
   PC software download from below link and check whether it works.
   https://pro.autel.com/myAccount.html?userType=1
4, If same as step1~Step 3, need to contact dealer for repair.