



Troubleshooting Jifeline App

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JIFELINE

Tips & Tricks

- Having more than one Jifeline developed app can cause conflicts, remove any unused apps.
- Before you start using Jifeline, make sure that the Jifeline app on your tablet is closed (shut down)
- First plug the Jifeline interface in the OBD of the car, after that connect the interface to your Android device

Mobile app

Fault codes

6. USB reconnect exception
7. No internet exception
8. Ports blocked exception
9. Server down exception
10. No network exception

Code 6 (USB reconnect exception)

Description

App is not able to make a connection to the Jifeline interface.

Step 1

Is the OBD plug correctly inserted into the OBD port in the vehicle?

Is the vehicle delivering enough voltage to the Jifeline interface?

(low battery voltage can cause issues)

Please unplug all plugs (OBD and Device) and wait for minimal 10 seconds.

Shut down the Jifeline app by using the shut down button.

Replug all and wait until the app comes us.

Step 2

Replug the Android device from the Jifeline. Leave the Jifeline in the OBD of the car and check if the upper led lightens green and the lower led blinkers:



JIFELINE

Hardware version 5:



Hardware version 6:



If the leds lighten correctly it could be a wrong Android device, which may not have the correct OTG support. Please try another device.

Step 3

Unplug all, and only plug the Jifeline to the OBD of the car.
Please check the led lights:

1 led is constantly flashing, others are not flashing at all:

The Jifeline has a critical failure and should be sent back to Jifeline.

1 led blinks slowly (without interruption)

The interface is in bootloader mode, make sure the Jifeline interface is connected to the car and to the Android device (with internet connection) to flash the Jifeline interface.

It should start re-flashing its firmware automatically.

1 led blinks 3 times slowly, followed with a small interruption.

The Jifeline interface has crashed, contact Jifeline.

1 led constantly and other leds are blinking

The Jifeline interface functions correctly.



JIFELINE

Code 7 / (no internet exception)

Description: There is no connection with the internet.

Step 1

Try opening another website (for example: google.com).

If you are able to load the other page, please try again once to make sure there was no hiccup in the internet connection.

If you have no success, check if the required ports are open.

The required ports are :

- 80
- 443
- 46329
- 10001

Step 2

Try another network connection (WiFi / 4G(hotspot)).

Step 3

Contact Jifeline.

Code 8 (Ports blocked exception)

Description: Ports are blocked at the client side.

Step 1

Check if the following ports are open:

- 80
- 443
- 46329
- 10001

If the Jifeline interface has worked before: Check if the Android device is still on the same network (WiFi / 4G) .



JIFELINE

Code 9 (Server down exception)

Description: Server not available (could be a bad internet connection).

Step 1

Please unplug all plugs (OBD and Device) and wait for a minimal 10 seconds.
Shut down the Jifeline app by using the shut down button.
Replug all and wait until the app comes up.

Step 2

Check if you can go to the following address on your Android device:

<http://mobile.jifeline.com>

The following must be visible:



If you get above message please try to use another WiFi connection or make a hotspot.

Step 3

Contact Jifeline

Code 10 (no network exception)

Description: There is no connection with the internet.

Step 1

Try opening another website (for example: google.com).
If you are able to load the other page, please try again once to make sure there was no hiccup in the internet connection.

If you have no success, check if the required ports are open.

The required ports are :

- 80
- 443
- 46329
- 10001



JIFELINE

Step 2

Try another network connection (WiFi / 4G(hotspot)).

Step 3

Contact Jifeline.

Mobile app web interface

Code 101 (websocket server offline)

Description:

This error notification appears when the app can't establish a websocket connection, if this occurs contact Jifeline.

White screen

Description: The files can't be loaded from our server, this could be due to a slow connection or an error on our server.

Step 1

Check if the Android device is running updates, this problem is usually caused by a slow connection.

Step 2

Try loading google.com, if this loads normally retry opening jifeline.

Step 3

If this fails, contact jifeline.