

**Q: I have just received my clip, what should I start from?**

**A:** At first you have to register and activate your XTC 2 Clip.

Please refer to [Register / Activate / Upgrade \(Step-By-Step Manual\)](#)

If you have misspelled your email or didn't get the activation code, please email [info@xtc2.net](mailto:info@xtc2.net) or reach out to support team at Skype: **xtc2clip**

**Q: I'm getting "CLIP NOT FOUND" message.**

**A:** First, check that your XTC 2 Clip is detected by Windows OS as a USB disk. Open this disk and make sure **smart\_io.crd** file exists. Then make sure that the smart-card is inserted correctly, please refer to [Register / Activate / Upgrade \(Step-By-Step Manual\)](#)

**Q: My clip is registered and activated, what should I do next?**

**A:** Now you need software to work with your clip, please download latest [XTC2-Clip Tool](#).

Then, please read the [Manual](#) - it contains basic knowledge you need to service HTC mobile phones.

**Q: Basic operation**

**A:** At first you have to understand that basically there are 2 ways to work with HTC mobile phones : **direct mode** and so-called **SD (offline) mode**

In direct mode clip should be connect to the phone, and phone should be connected to the PC. Then you can use direct commands from **XTC 2 Clip Tool** software.

For more information please refer to the [Manual](#)

**Q: How do I connect clip to the phone?**

**A:** Usually, XTC 2 Clip must be connected to the SD slot of your phone, instead of the micro SD card.

Have a look on the example of how to connect XTC 2 Clip to HTC M9 mobile phone:

- Eject the micro SD card holder from the phone:



- Connect flex cable to the holder:

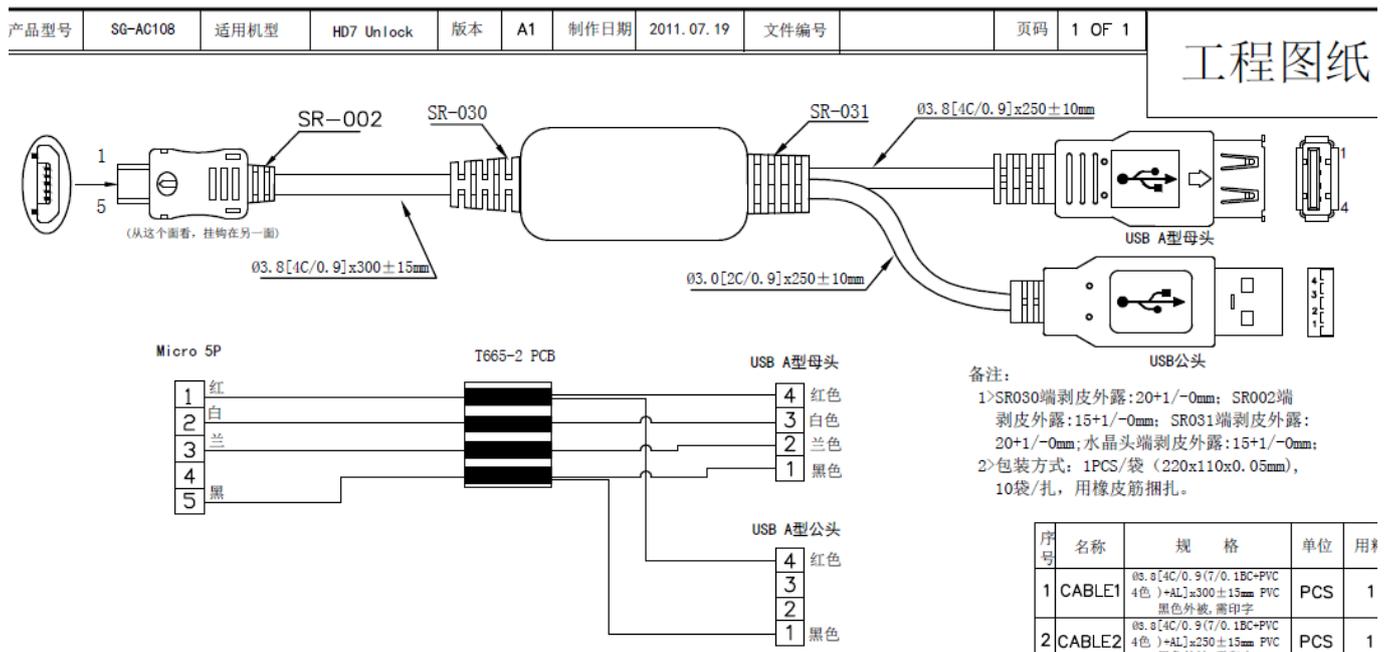


- Insert flex cable, being inside the holder, into the phone:



Some phone models have no SD slot. In this case you must use **Y cable**, which is **NOT** included with XTC 2 Clip set. Most of the customers should have it already, if you don't - you can build your own, or click [here](#) if you wish to buy one.

Please have a look at the schematics of Y cable:



## Video and photo guides from GSM Forum:

- [SD \(offline\) mode: How to Unlock / S-OFF / etc.](#)
- [SD \(offline\) mode: HTC M7 – S-OFF and Super CID](#)
- [SD \(offline\) mode: HTC Desire C – CID change](#)
- [SD \(offline\) mode: HTC One X – successful S-OFF and CID change](#)
- [SD \(offline\) mode: HTC One M8 – S-OFF, Super CID](#)
- [SD \(offline\) mode: HTC One S - S-OFF + Super CID + IMEI Repair](#)
- [SD \(offline\) mode: HTC One X and HTC PYRAMID - Unlock](#)
- [Direct mode: HTC Explorer \(Pico\) – S-OFF & Super CID](#)
- [Direct mode: HTC Desire C – S-OFF](#)
- [Direct mode: HTC One Sv K2 UL – S-OFF, Super CID downgrade](#)
- [Direct mode: HTC Desire 601c CP3DCG – S-OFF, CID change](#)
- [Direct mode: HTC M7 WLW \(HTC One M7 Verizon\) – S-OFF](#)

... and even more you can find at [Success Stories Thread](#)

### Q: How do I download flash files?

A: XTC 2 Clip download server has been launched in October 2015.

## Possible XTC 2 Clip problems

**Q: I have formatted my XTC 2 Clip, or my file system is corrupted, what do I do?**

A: Please follow "Factory Repair" procedure presented [here](#)

Complete the following steps:

- 1) Download the [Win32 Disk Imager](#)
- 2) Download file system image from [here](#)
- 3) Run Win32 Disk Imager
- 4) In the "Image file" select downloaded "image2015.img" file
- 5) Connect XTC 2 Clip into the micro SD reader
- 6) Select the correct disk drive in the "Device" drop-down menu
- 7) Press "Write" and wait for the operation to complete. It may take 1 or 2 minutes
- 8) Reconnect XTC 2 Clip

Done. Please re-create the files you need (e.g. .sf .txt, etc.) and you may start using the XTC 2 Clip as usual.

**Q: My flex cable is damaged, how do I replace it?**

**A:** You have 3 spare flex with your XTC 2 Clip.

Have a look at the photo below, it shows how to replace the flex cable on your XTC 2 Clip:



**Q: I'm getting "Check keycard failed" in SD (offline) mode, what do I do?**

**A:** Please answer these questions:

**1. Is your XTC 2 Clip registered?**

If not, you must register it using [XTC 2 Clip Client](#)

**2. Is your XTC 2 Clip updated and has the latest firmware?**

If not, you must update it using [XTC 2 Clip Client](#)

**3. If your phone is registered and updated, try to repair file system as described on previous page, question "my file system is corrupted, what do I do?"**