9.2 Launching Ask-a-Tech

Tap the **Ask-a-Tech** button on the Home screen to launch the website. Ask-a-Tech information is vehicle specific and a vehicle must be identified before the Home Page opens.

Expect one of the two following results when Ask-a-Tech is selected:

1. A confirmation message displays if the diagnostic platform recognizes an active vehicle:
   a. Select **OK** to continue with the identified vehicle.
   b. Select **Cancel** to identify a different vehicle.

Figure 9-1 *Sample confirmation message*

2. A vehicle identification sequence begins if there is no active vehicle. Follow the screen prompts to:
   a. Select the year
   b. Select the make
   c. Select the model

   Select **OK** when the confirmation message displays.

The Ask-a-Tech website launches once the vehicle identification is confirmed.

9.3 Ask-a-Tech Home Page

The Ask-a-Tech website opens to the home page (Figure 9-2). You are asked to register and login the first time you open Ask-a-Tech and select one of the interactive features. Follow the on-screen instructions to complete the registration and login.

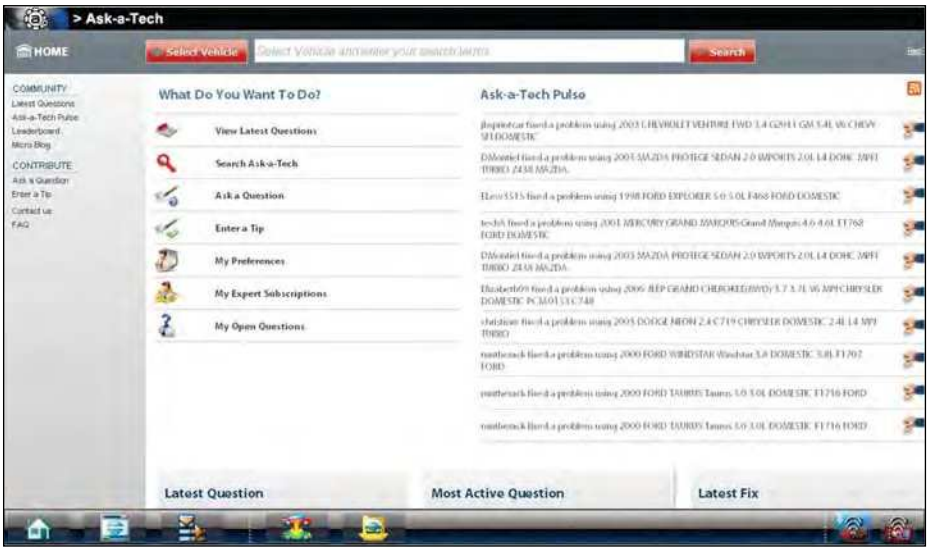


Figure 9-2 *Sample Ask-a-Tech page*

There are two main sections on the home page:

- Ask-a-Tech Pulse
- What Do You Want To Do?

9.3.1 Ask-a-Tech Pulse

The Ask-a-Tech Pulse is a capsule summary of recent activity. Selecting an item from the list opens the complete tip. An icon along the right-hand edge indicates the type of tip:

Icon	Name	Description
	Question	Indicates a question a member is asking of the group.
	Answer	Indicates an answer a member has posted in response to a question.
	Best Answer	Indicates what the community has determined to be the best answer to a question posted by a member.
	Fixed	Indicates there is a verified solution to a posted question.

Information on a tip page varies depending upon a number of factors; the type of tip, the complexity of the issue, and what is required to resolve the situation. Tip pages allow you to track the complete history of a tip, from the original question to the verified repair (Figure 9-3).

Figure 9-3 *Sample Ask-a-Tech tip page*

Hover over an acronym with a dashed underline in a Tip and a popup with the acronym definition opens as shown in the illustration above. Tip pages may also include hyperlinks that take you to test procedures and Fast-Track Troubleshooter references.

9.3.2 What Do You Want To Do?

This section gives you access to a number of options, including:

- Perform a Search
- View Latest Questions
- Ask a Question
- Enter a Tip

Other Home page options, such as My Preferences and My Expert Subscriptions, allow you to personalize the Ask-a-Tech experience. My Open Questions provides a quick way to check for responses to questions you have posted.

Vehicle identification is carried over from the diagnostic platform when you enter Ask-a-Tech and displays just below the search field. The Change Vehicle button to the left of the search field allows you to change the vehicle or modify its attributes. Selecting the Change Vehicle button opens a dialog box. Follow the on-screen instructions to change the vehicle.

IMPORTANT:
Changing the vehicle in Ask-a-Tech, or any other web-based application, modifies the vehicle identification on the website, but not on the diagnostic platform. Therefore, the original vehicle is still active when you return to the diagnostic platform.

Perform a Search

Enter an item in the search field near the top of the page and click Search, or enter a keyboard return, to initiate the search. The screen updates to show the search results (Figure 9-4).

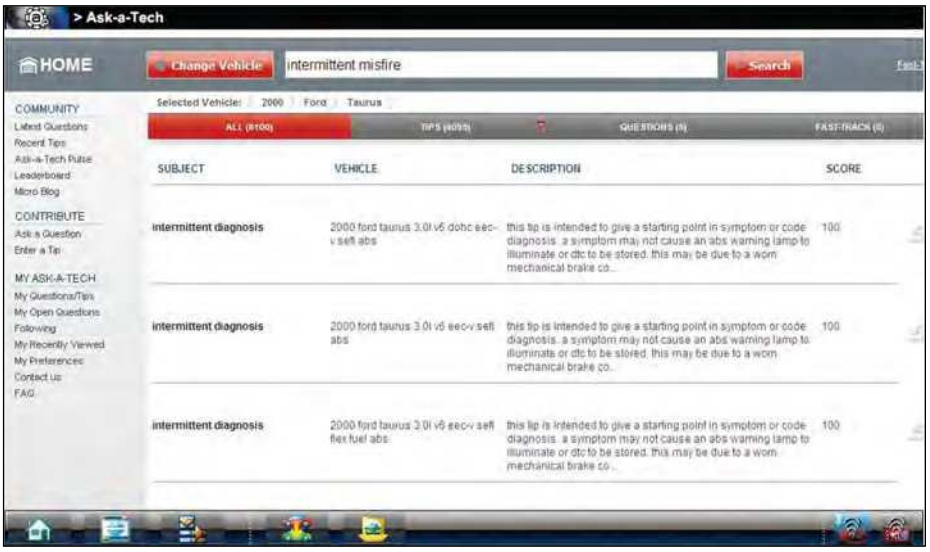


Figure 9-4 *Sample Ask-a-Tech search results*

Use the scroll bar at the right of the results to view the entire page. Use the “Showing page” bar at the bottom of the page to navigate between pages. To limit the number of results, be more specific in your search criteria. Select a tip from the search results to open it.

View Latest Questions

This option allows you to review the most recent questions members have posted to the group, selecting opens a list of recently posted questions (Figure 9-5).

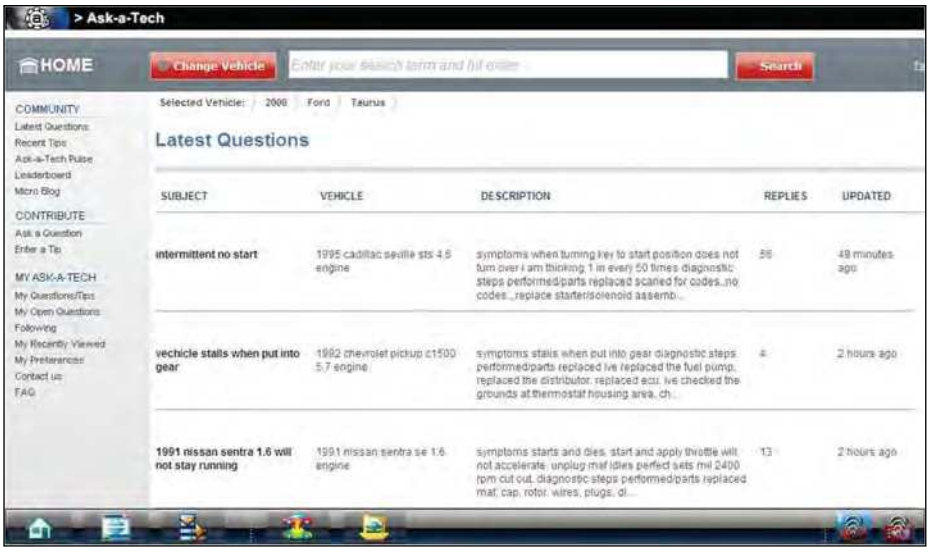


Figure 9-5 *Sample Ask-a-Tech Latest Questions*

Use the scroll bar to view the entire page and the “Showing page” bar at the bottom of the page to navigate between pages.

Selecting a question from the list opens the discussion and gives you the opportunity to join in and share your expertise.

Ask a Question

Use this option to solicit advice from the group when you run into a situation that seems to defy logic. The open forum is an opportunity to exchange ideas and experiences with other professional technicians. Selecting Ask a Question from the Home Page opens a form for posting a question to the community (Figure 9-6).

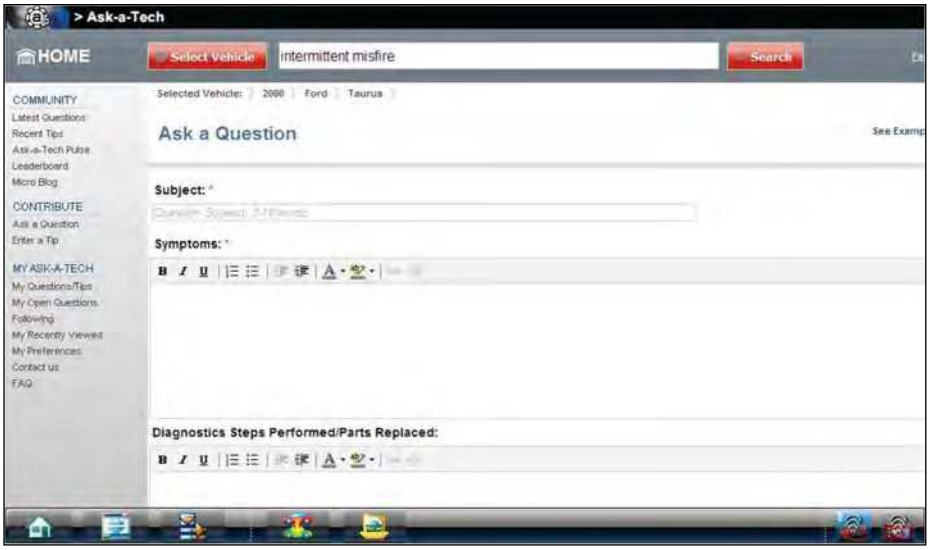


Figure 9-6 *Sample ask a question page*

There are five fields to be filled in on the question form:

- Subject
- Symptoms
- Diagnostic Steps Performed/Parts Replaced
- Your Question
- Attachments

Subject and Symptoms are required and Ask-a-Tech does not accept a question unless there is information these fields. The other fields are optional, but the more detail you provide the more timely and accurate the responses you receive will be. Be sure to include as much information as possible about the vehicle and the conditions. Attachments allows you to include screen captures, photos, or other supporting documents, selecting opens a window for locating and including files.

Select **Submit** at the bottom of the page to post your question for the community once the form is complete.

Enter a Tip

Use this option to share your experiences with other members by creating a Tip. Posting a Tip requires the use of Microsoft Silverlight, a supplemental software program. The first time you select Enter a Tip you are prompted to install Silverlight. Follow the on-screen instructions to download and install the software.

Refresh the screen after Silverlight is installed and the Enter a Tip form displays. There are four fields to be filled in on the Enter a Tip form:

- **Title**—enter a name for your Tip
- **Enter Tip Content**—enter the text and attachments to be included in your Tip
- **Subscribe for Notifications**—sends you an e-mail notice whenever a member comments on or edits your Tip.
- **Save Tip**—submits your Tip to Ask-a-Tech.

FAQ

The FAQ (frequently asked questions) option listed under Contribute in the left-hand panel of the Ask-a-Tech home page opens a document that details how to use Ask-a-Tech.

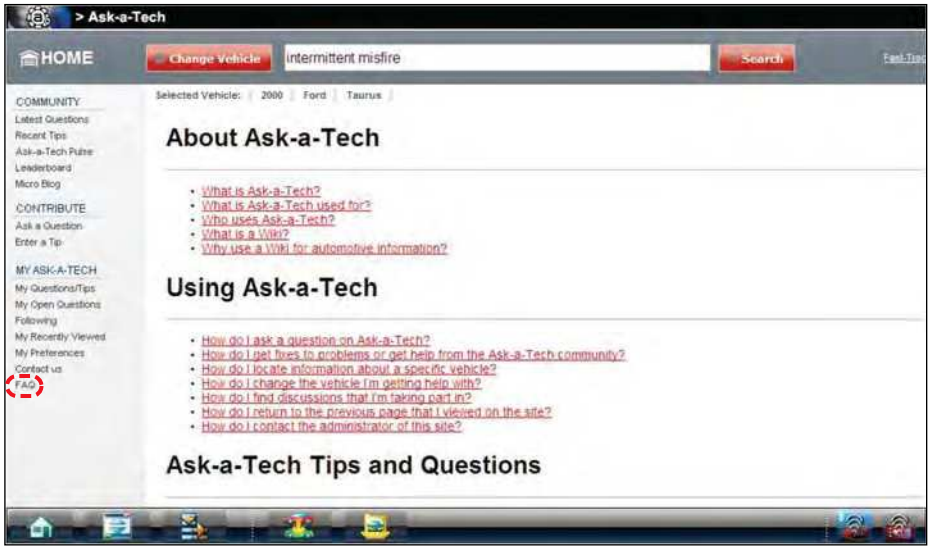


Figure 9-7 *Sample FAQ opening page*

Information is presented as a single continuous page document. Contents listed at the top by category, scroll to view all of the available options. Items shown in red with an underline are hyperlinks, and selecting them takes you to that point of the document.

Chapter 10 Information Operations

After using the Scanner, Component Test, and Scope Multimeter to diagnose and locate the source of a problem, select **Information** on the Home screen to link to resources that help you fix the problem and get the vehicle back in service (Figure 10-1).

Figure 10-1 *Sample Home screen Information button*

ShopKey5 software is available as an option for North America. An internet connection is required. When installed, simply tap the Repair information toolbar button to launch the ShopKey5 program. Refer to the on-line help within the ShopKey5 program for additional information.

Chapter 11 Vehicle History Operations

The Vehicle History refers to any work in progress, such as a repair order, estimate or invoice, that has customer, vehicle, and repair information for a vehicle in your shop. The Vehicle History is the starting point for using the Diagnostic Platform.

The Scanner and Component Test software get vehicle information from the Vehicle History, and can only start after a Vehicle History is opened.

11.1 Screen Layout

There are two main parts to the Vehicle History screen:

1— Vehicle History Toolbar—lets you manage the vehicle data

2— Main Body—lists all open Vehicle History records

Figure 11-1 *Sample Vehicle History screen*

11.1.1 Vehicle History Main Body

The main body of the screen lists all of the available Vehicle History items. By default, items are shown in the order in which they are entered. However, you can resort them by any of the categories shown as column headings. You can also resize the individual columns.

To sort Vehicle History items:

1. Tap a category heading.

   The listed items resort according to the selected category. A triangle appears alongside the name of the column that was used for the sort.
2. Select the triangle in the heading to reverse the sort order.

To resize a Vehicle History column:

1. Touch the line separating two columns.

   A line with arrowheads appears to show the column is ready for resizing.
2. Drag the line left or right to increase or decrease the column width.

11.1.2 Vehicle History Toolbar

The table below gives brief descriptions of the control buttons on the toolbar:

Table 11-1 *Toolbar buttons*

Name	Button	Description
Back		Returns to the previously viewed screen.
Activate		Loads the highlighted vehicle history
View		Opens the worksheet for the currently highlighted vehicle history
Delete		Erases the currently highlighted vehicle history
Search		Opens a window that allows you to locate a particular vehicle history
Show All		Available only after a search, use to return to a complete Vehicle History list
Settings		Opens a window that allows you to configure which fields display on main Vehicle History screen

Activate

Use this button to load an existing vehicle history when servicing a vehicle that you have previously worked on. The Diagnostic Platform uses the identification characteristics stored in the vehicle history to load the correct database, so there is no need to identify the test vehicle.

To activate a vehicle:

1. Locate and highlight the desired Vehicle History in the main body of the screen.
2. Tap **Activate** on the Vehicle History toolbar.

   The Activate button in removed from the toolbar once a vehicle has been selected.
3. Tap the **Home** button on the Toolbar.

   The Home screen displays with the activated vehicle shown on the toolbar.
4. Select any module button on the Home screen to begin testing.

View

Use this selection to open edit, add notes, and print the work sheet for an existing Vehicle History.

To modify an existing Vehicle History:

1. Highlight the Vehicle History be opened in the main body of the screen.
2. Tap **View** on the Vehicle History toolbar.

   The worksheet for the selected vehicle opens, and there are now Back and Save & Close buttons available on the toolbar.

Figure 11-2 *Sample vehicle history worksheet*

NOTE:
The virtual keyboard automatically opens the first time you touch within one of the data fields.

3. Use the virtual keyboard to enter information in the data fields.
4. Tap **Save & Close** on the toolbar to save the changes you made and return to the Vehicle History screen.

   Use the **Back** button on the toolbar to return to the Vehicle History screen without saving the changes you made.

Delete

Use the Delete button to remove unwanted items from the Vehicle History list. Simply highlight the item to remove, then select Delete.

Search and Show All

Selecting Search opens a dialog box that allows you to search Vehicle History items by category (Figure 11-3).

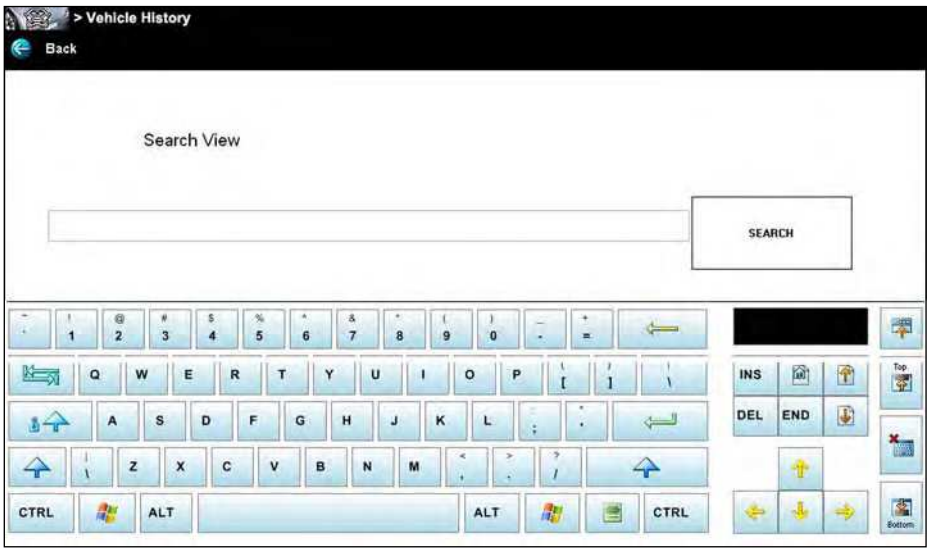


Figure 11-3 *Sample Search dialog box*

To search:

1. Tap **Search** on the Vehicle History toolbar to open the search window.
2. A dropdown menu allows you to select the field to search:
   - Year
   - Make
   - Model
   - Color
   - Customer
   - License
   - State
   - Technician
3. Use the virtual keyboard to enter search criteria into the text field.
4. Select **Search** to start the search.

   The display returns to the Vehicle History screen with only the records fitting the search criteria showing.
5. Tap **Show All** on the toolbar to restore the complete Vehicle History list.

Settings

Use Settings to determine which categories of information display in the main body of the Vehicle History screen. Selecting the Settings button opens a dialog box.

To change Settings:

1. Tap **Settings** on the Vehicle History toolbar to open the dialog box.

Figure 11-4 *Sample Settings dialog box.*

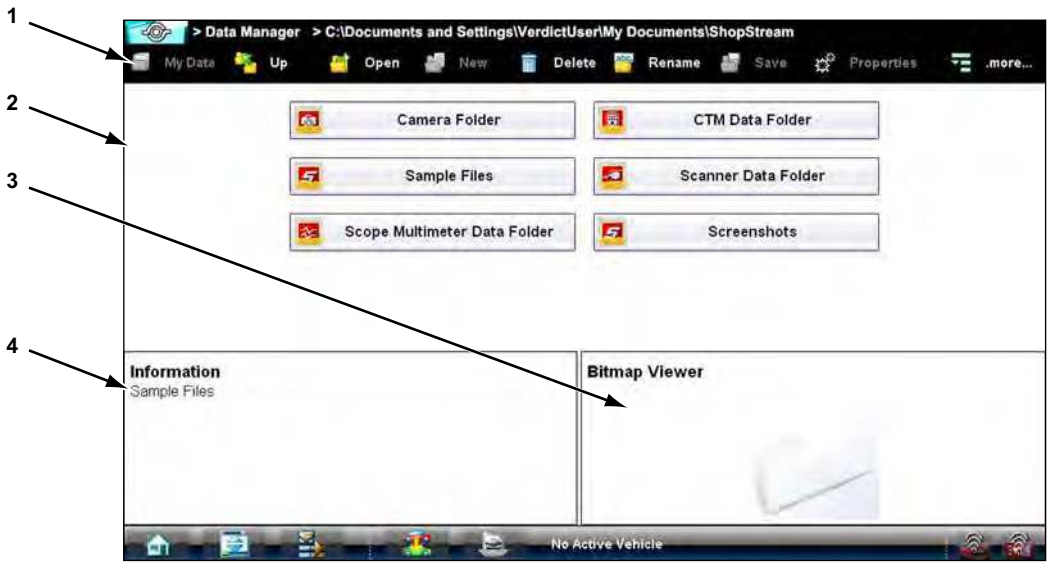
2. Tap to highlight the categories that you do not want to display on the main screen, remember:
   - Items that are highlighted do not display
   - Items that are not highlighted display
3. Select **OK** on the toolbar to implement the changes, select **Cancel** to disregard the changes. The dialog box closes and the screen updates.

Chapter 12 Data Manager Operations

The Data Manager module is used to store, sort, and review saved files. Most operations are controlled through the toolbar.

12.1 Screen Layout

Select Data Manager on the Module toolbar to open the file system. Use the toolbar at the top of the screen to navigate through the data. The folders panel below the toolbar displays the contents of the Windows “My Documents” folder, which is the Data Manager main screen. The information panel on the lower-left portion of the screen shows a summary of the saved file when available, and the preview panel on the lower right displays an image if the selected file is a graphic.



1— Data Manager Toolbar
2— Folders Panel
3— Preview Panel
4— Information Panel

Figure 12-1 *Sample Data Manager main screen*

The main screen includes folders for saved files from the various modules:

- Camera Folder—contains photographs taken with the built-in camera.
- CTM Data Folder—contains files saved while working in the Component Test module.
- Sample Files—contains an assortment of example saved data files.
- Scanner Data Folder—contains files saved while working in the Scan Module.
- Scope Multimeter Data Folder—contains files saved while working with the Scope Multimeter.
- Screenshots—contains images saved by pressing the “S” button.

12.2 Navigation

Use the toolbar buttons as shown in the table below to navigate through the Data Manager:

Table 12-1 *Data Manager toolbar buttons*

Name	Button	Description
My Data	My Data	Returns to the Data Manager main screen.
Up	Up	Moves the items displayed in the folders panel up one level in the file structure.
Open	Open	Opens the highlighted folder or file.
New	New	Creates a new folder.
Delete	Delete	Moves the highlighted file or folder to the recycling bin.
Rename	Rename	Opens a dialog box and the virtual keyboard for renaming the selected file or folder.
Save	Save	Saves the selected file.
Properties	Properties	Opens a dialog box and the virtual keyboard for renaming the selected file or folder.
More	.more...	Opens a menu of additional options.

12.3 Operations

Data Manager operations based on toolbar selections are explained in the following sections.

12.3.1 My Data

The My Data button is a shortcut that quickly returns you to the main Data Manager screen. Tap the button at any time to instantly return. Note the location of the page being viewed is shown near the top of the screen just above the toolbar.

12.3.2 Up

This button moves the items shown in the folders panel of the screen up in the file structure one level at a time. For example; one tap of the Up button when viewing the contents of the Scanner Data Folder returns you to the main screen. A second tap would display the contents of the “My Documents” folder.

12.3.3 Open

The Open button is only active (displays in color) when an item in the folders panel is highlighted.

To open a folder:

1. Highlight the file to open in the folders panel.
2. Tap the **Open** button to load the highlighted file.

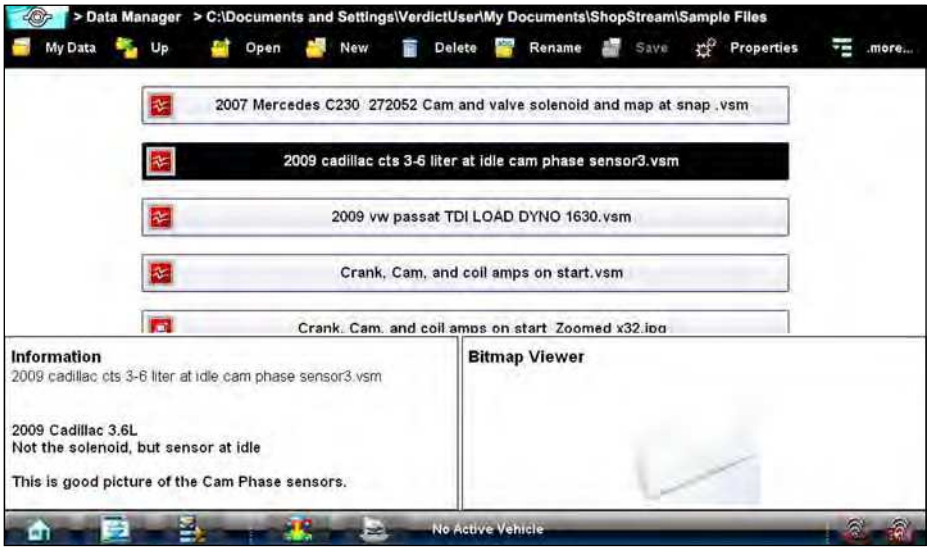


Figure 12-2 *Sample open folder showing information*

The screen advances and the contents of the open folder are shown in the folders panel. Highlight an item in the folders panel and the information or preview displays, if available, in the lower portion of the screen (Figure 12-2).

3. To exit the current folder:
   - Tap **My Data** on the toolbar to return to the main Data Manager screen.
   - Tap **More** > **Up** on the toolbar to return to the previous page.

12.3.4 New

The New button allows you to create a new folder. This option is only available when the button displays in color.

To create a new folder:

1. Tap the **New** button on the toolbar.
   The New Folder Name dialog box opens (Figure 12-3).
2. Touch the entry field on the dialog box to open the virtual keyboard.
3. Type a name for the new folder using the virtual keyboard.
4. Tap the **OK** button to create the new folder and return to the previous page. The Cancel button returns you to the previous page without creating a new folder.

Figure 12-3 *Sample New Folder name dialog box*

12.3.5 Delete

The Delete button moves folders or items within folders to the Recycling bin. A confirmation displays when a file is selected for deletion. Select **Yes** to delete the file or **No** to cancel.

To delete an item:

1. Touch to highlight the item or folder to be deleted.
2. Tap the Delete button on the toolbar.
   A confirmation message displays (Figure 12-4).

Figure 12-4 *Sample delete confirmation message*

3. Tap **Yes** to delete the selected item and return to the previous page. The No button returns you to the previous page without deleting the selected item.

12.3.6 Rename

The Rename button allows you to change the name of a folder or items within a folder.

To rename an item:

1. Highlight the item or folder to be renamed.
2. Tap the **Rename** button on the toolbar.
   The New Name dialog box opens (Figure 12-3).

Figure 12-5 *Sample new name dialog box*

3. Touch the entry field on the dialog box to open the virtual keyboard.
4. Type the new name into the entry field using the virtual keyboard.
5. Tap the **OK** button to change the name and return to the previous page. The Cancel button returns you to the previous page without changing the name.

12.3.7 Save

The Save button is not implemented at this time.

12.3.8 Properties

The Properties button function allows you to change the name and assign identifying attributes to saved Scope Multimeter files. Operation is similar to renaming a file as discussed above, except there are additional fields for entering descriptive information.

To assign properties to an item:

1. Highlight the item or folder.
2. Tap the **Properties** button on the toolbar.
   The Properties dialog box and the virtual keyboard open (Figure 12-3).

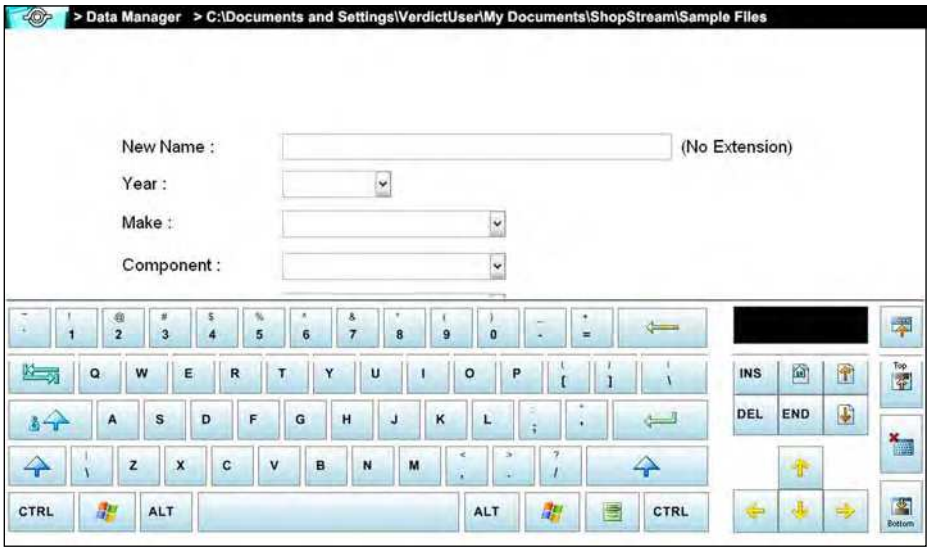


Figure 12-6 *Sample Properties dialog box without the virtual keyboard*

3. Type a new name into the field using the virtual keyboard if you want to rename the file.
4. Use either the virtual keyboard or the dropdown menus to fill in the Year, Make, Component, and Condition fields.
5. Tap the **OK** button to change the name and return to the previous page. The Cancel button returns you to the previous page without changing the name.

12.3.9 More

Selecting the More button opens a dropdown menu with two options:

- Shortcut—creates a shortcut to the highlighted item on the Data Manager main screen. A confirmation message displays when this option is selected.
- Email—opens a new e-mail message with the selected file attached. The display device must have an active e-mail account to use this feature.

12.4 Saved File Structure

The Diagnostic Suite automatically creates folders to manage saved files. Whenever 60 files are saved into any of the Data Manager menu option folders, a new folder is created. Folders may contain files for a day, week, month, or a year. An Older folder, when available, goes to the next higher level in the files structure menu (Figure 12-7).

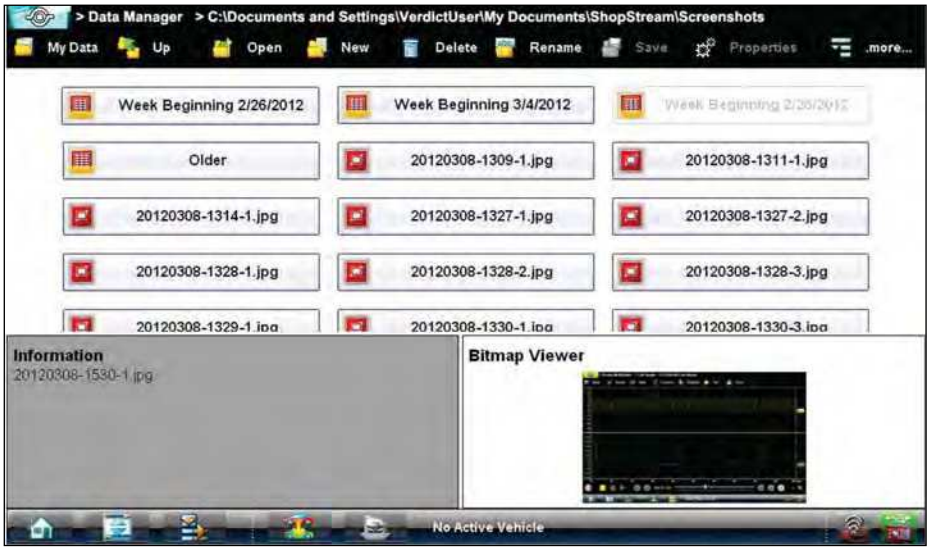


Figure 12-7 *Sample saved file folder structure*

Chapter 13 Help Operations

Selecting Help from the Home screen opens this manual in a dedicated screen viewer. Navigate through the file either by gesture scrolling on the touch screen, or with the scroll bar along the right edge of the viewing screen. A left-to-right scroll bar appears at the bottom of the screen when magnification is increased.

All listings in the Contents and Index are active links. Tap an entry with the stylus to go directly to that point of the document. Additional links within the text, shown in blue-colored type, also take you to the referenced section of the manual.

13.1 Using the Help Toolbar

A simple toolbar at the top of the screen is used to adjust screen magnification and to exit Help:

Table 13-1 *Help toolbar buttons*

Name	Button	Description
Back	Back	Closes the help file and returns you to the previously viewed screen.
Zoom +	Zoom+	Incrementally increases the screen magnification.
Zoom –	Zoom-	Incrementally decreases the screen magnification.
Reset	Reset	Restores the default screen magnification.
Previous Page	Previous Page	Moves back one page in the document.
Page Counter	11/128	Shows the current page over the total number if pages in the document.
Next Page	Next Page	Moves forward one page in the document.
More	.more...	Opens a menu of the additional options shown below.
Hide TOC	Hide TOC	Closes the contents and search column so the document fills the screen.
Show TOC	Show TOC	Opens the contents and search column if they have been hidden.
Exit	Exit	Closes the help file, and any other open modules, and returns you to the Home screen.

Chapter 14 System Settings Operations

Selecting System Settings from the Home screen opens a menu with two options:

- Paired Devices
- Shop Information

Paired Devices allows you to check the status of and to pair wireless devices, such as the Scan Module, to the Display Device. Shop Information allows you to create and edit a personalized header that is included on printed documents.

14.1 Paired Devices

The Scan Module communicates with the Display Device with a wireless connection so that data is readily available while working anywhere on the vehicle. In order to do this, the modules need to be paired, or synchronized, the first time they are used together. Detailed information about paired modules can be found by selecting System Settings from the Home screen.

To check paired module details:

1. Tap the **System Settings** button on the Home screen.
2. Tap the **Paired Devices** option on the menu.
   The paired devices screen opens (Figure 14-1).

Figure 14-1 *Sample Paired Devices screen*

The Paired Devices screen lists all of the modules paired to the Display Device, and also indicates whether or not there is an active communications link between the units.

The Hardware Status indicators in the lower-right corner of the Home screen provides a quick reference of which modules have been paired to the Display Device (Table 14-1):

Table 14-1 *Hardware Status indicators*

Module	Not Paired	Paired
Scanner		
Scope Multimeter		

14.1.1 Pairing the Scan Module

The Scan Module needs to be either connected to a vehicle or connected to a powered USB port so that it is powered up during the pairing procedure. Make sure the Display Device has a charged battery or is connected to an AC power supply.

To pair the Scan Module with the Display Device:

1. Power on the Display Device.
2. Connect the 25-pin end of the data cable to the Scan Module data cable port.
3. Connect the 16-pin end of the data cable to a live vehicle data link connector (DLC).
   The green vehicle power LED should be illuminated.
4. Tap the **System Settings** button on the Home screen of the Display Device.
5. Select **Paired Devices** from the menu.
6. From the Paired Devices screen select **Add** from the toolbar.
7. When prompted select **OK** from the toolbar.
   The Display Device searches for compatible wireless devices, then displays the results. The Scan Module is listed as “VERDICT S3-” plus a partial serial number (Figure 14-2).

Figure 14-2 *Sample Scan Module selection*

8. Tap to select the Scan Module from the search results list.

   A search in progress message displays during the pairing procedure (Figure 14-3), the Paired Devices screen (Figure 14-1) displays once the procedure completes.

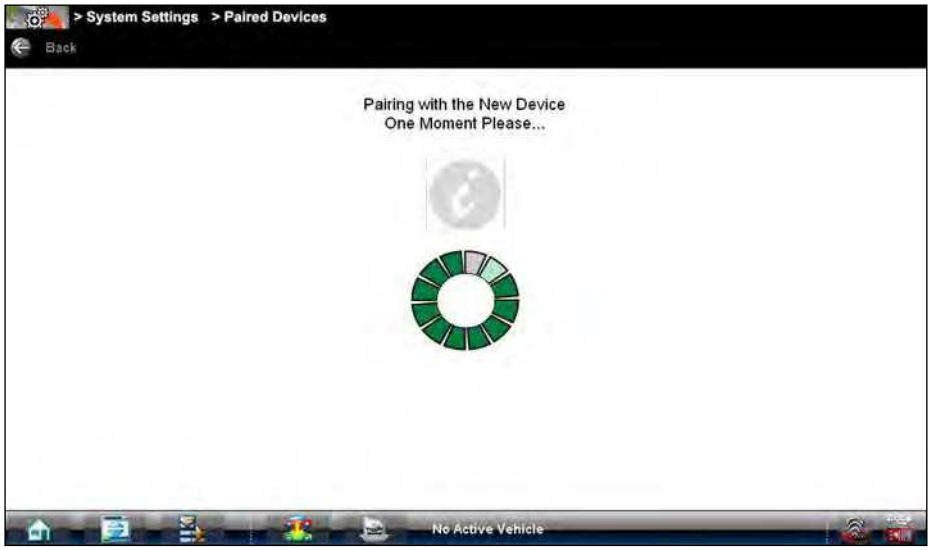


Figure 14-3 *Sample pairing in progress message*

9. Tap the **Home** button on the Toolbar to return to the Home screen.
10. Disconnect the data cable from the vehicle.

The Scan Module and Display devices are now paired for wireless communication and should automatically recognize each other when both are powered up.

14.2 Shop Information

This option allows you to add personalized shop information that can be included on printed data files. Selecting opens a form that can be filled in using the virtual keyboard. Select OK when the form is complete and the information is saved.

To add Shop Information:

1. From the Home screen select **System Settings**.
2. From the System Settings menu select **Shop Information**.

   The Shop Information dialog box opens (Figure 14-4).

Figure 14-4 *Sample Shop Information dialog box*

3. Tap within any of the information fields and the virtual keyboard opens.
4. Use the virtual keyboard to fill in the Shop Information form.

   As an alternative, you can connect a USB keyboard to a USB port on the Display Device and use it to enter information into the form.

NOTE:
The screen does not scroll. Use the Top and Bottom buttons on the right side of the virtual keyboard relocate the keyboard on the screen so that you can complete the form (Figure 14-5).

Figure 14-5 *Virtual keyboard Top and Bottom buttons*

5. Close the virtual keyboard and review the information once all the fields have been filled in.
6. Select **OK** from the toolbar to save the Shop Information, or **Cancel** to close the Shop Information dialog box without saving.

   The Shop Information screen closes and the screen returns to the System Settings menu.

Chapter 15 Maintenance

This section covers how to care for your Diagnostic Platform components.

15.1 Display Device

Perform the following services on your Display Device on a routine basis to keep it in top condition.

15.1.1 Cleaning the Touch Screen

The touch screen can be cleaned with a soft cloth and alcohol or a mild window cleaner.

IMPORTANT:
Do not use any abrasive cleansers or automotive chemicals on the touch screen.

15.1.2 Calibrating the Touch Screen

The touch screen can be calibrated for accuracy using the PenMount (PM) utility of the unit.

To calibrate the touch screen:

1. From the Windows toolbar select **Start** > **PenMount Control Panel**.

Figure 15-1 *Launching the calibration program*

2. In the PM Control Panel; highlight **PenMount 6000 RS232** and select **Configure**.
3. Select one of two calibration options:

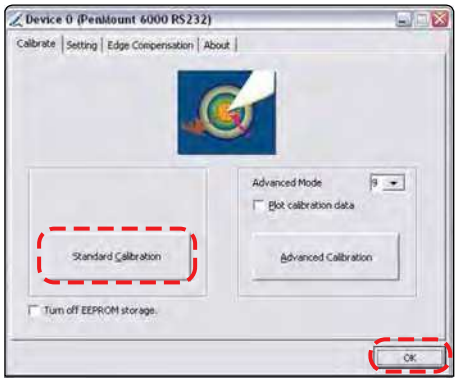


Figure 15-2 *Selecting a calibration option*

- **Standard**—uses 5 points on the screen to quickly bring the unit into calibration. Use the stylus to calibrate the screen.
- **Advanced**—uses 9, 16, or 25 points on the screen to accurately bring the unit into calibration. Use the dropdown menu to select the number of points, a stylus is required to calibrate the screen.

4. Touch and hold the center of each red box that displays in sequence.

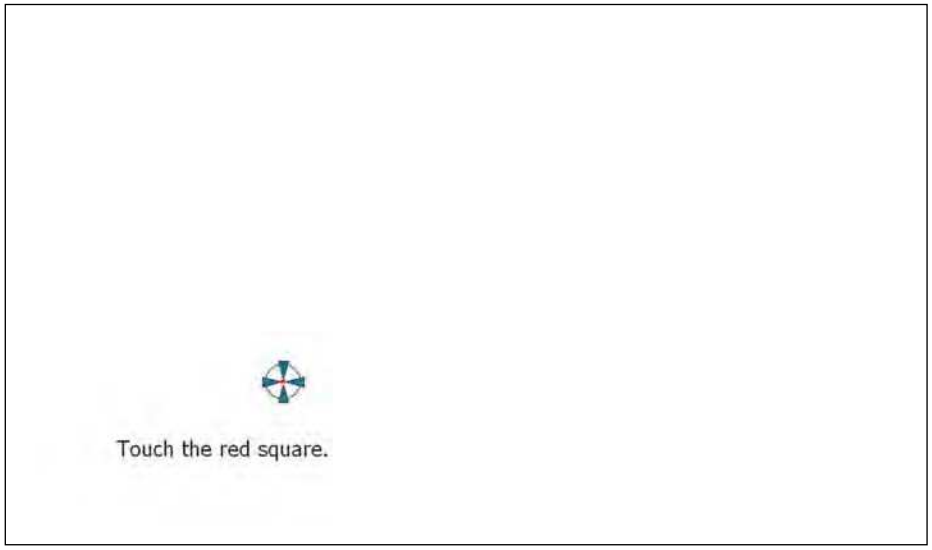


Figure 15-3 *Sample calibration target*

5. Select **OK** to close the dialog boxes once the calibration is complete.

Extended Desktop Touch Screen Calibration

Special consideration must be given to calibrating the touch screen when the Extended Desktop feature of theD7 Display Device is used with an external monitor and the optional docking cradle. If the standard calibration method does not restore touch screen accuracy to a unit with extended desktop, use one of the procedures that follow.

To calibrate the touch screen without the unit installed in docking cradle:

1. From the Windows toolbar select **Start** > **Control Panel** > **Display**.
   The Display Properties dialog box opens.
2. From the dialog box select **Settings** > **Advanced**.
   The Default Monitor and Intel Driver dialog box opens.
3. From the dialog box select the **Display Config** tab.
4. From the Display Config tab, select LVDS (clone) CRT from the Display Configuration dropdown menu (Figure 15-4).

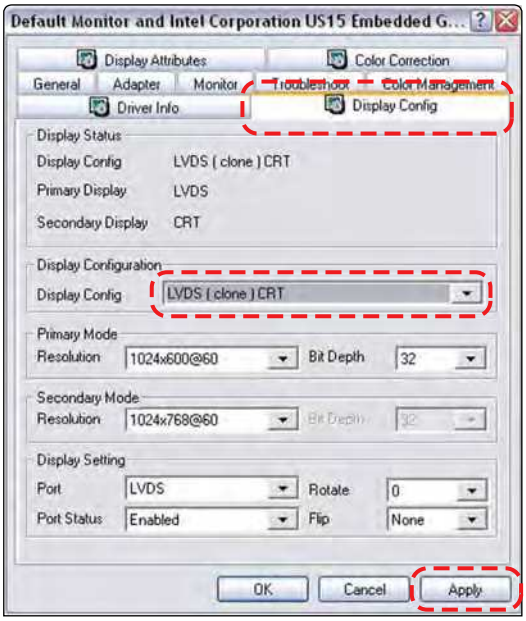


Figure 15-4 *Sample Display Config tab*

5. Select Apply.
6. Close the dialog boxes and the Control Panel window.
7. Calibrate the touch screen using the standard procedure.

NOTE:
This method disables the extended desktop. The same calibration issue arises if the extended desktop is used again.

To calibrate the touch screen with the unit installed in docking cradle:

1. With the Display Device installed in the docking cradle, connect a USB keyboard and an external monitor.

IMPORTANT:
The Intel Graphics Display Config should be set to "**LVDS (extended) CRT**", refer to the procedure above to verify or reset the configuration.

2. From the Windows toolbar select **Start** > **PenMount Control Panel** to open the dialog box.
3. From the dialog box, select the **Multiple Monitors** tab.

4. With the **Multiple Monitor Support** box checked, select the **Map Touch Screens** button (Figure 15-5).

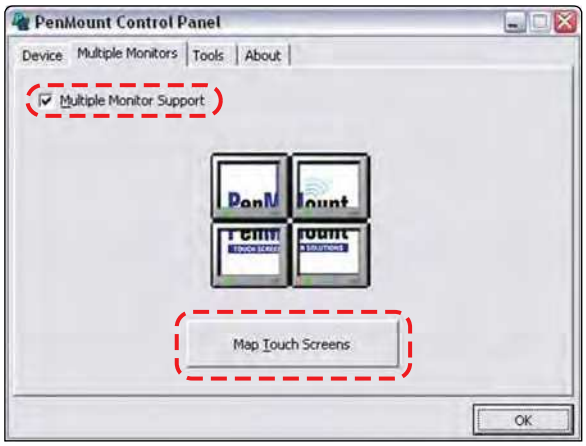


Figure 15-5 *Sample Multiple Monitors tab*

5. Follow the screen prompts and touch the screen of the D7 Display Device as requested.
6. Type "**S**" on the USB keyboard to skip for extended display as requested.
7. Select **OK** from the Multiple Monitors tab to close the PenMount Control Panel dialog box.
8. Calibrate the touch screen using the standard procedure.

15.1.3 Cleaning and Inspecting the Display Device

When using the Display Device, make sure to do the following:

- Check the housing, wiring, and connectors for dirt and damage before and after each use.
- At the end of each work day, wipe the Display Device housing, wiring, and connectors clean with a damp cloth.

IMPORTANT:
Do not use any abrasive cleansers or automotive chemicals on the Display Device.

15.1.4 Battery Service

Follow all safety guidelines when handling the battery pack.

WARNING

Risk of electric shock.

- **Prior to recycling the battery pack, protect exposed terminals with heavy insulating tape to prevent shorting.**
- **Disconnect all test leads and turn diagnostic tools off before removing the battery pack.**
- **Do not attempt to disassemble the battery or remove any component projecting from or protecting the battery terminals.**
- **Do not expose the unit or battery pack to rain, snow, or wet conditions.**
- **Do not short circuit the battery terminals.**

Electric shock can cause injury.

WARNING

Risk of explosion.

- **The Lithium battery is factory replaceable only, incorrect replacement or tampering with the battery pack may cause an explosion.**

Explosion can cause death or serious injury.

Battery Safety Guidelines

IMPORTANT:
The battery pack contains no user serviceable components. Tampering with the battery pack terminals or housing will void the product warranty.

Keep the following in mind when using and handling the battery pack:

- Do not short circuit battery pack terminals.
- Do not immerse the Display Device or battery pack in water, or allow water to enter the unit or battery pack.
- Do not crush, disassemble, or tamper with the battery pack.
- Do not heat the battery pack to over 100°C (212°F), or dispose of it in a fire.
- Do not expose the battery pack to excessive physical shock or vibration.
- Keep the battery pack out of reach of children.
- Do not use a battery pack that appears to have suffered abuse or damage.
- Charge the battery pack in the appropriate charger only.
- Do not use a battery charger that has been modified or damaged.
- Use the battery pack for the specified product only.
- Store the battery pack in a cool, dry, well ventilated area.

NOTE:
The battery pack should be used within a short period of time (about 30 days) after charging to prevent loss of capacity due to self-discharging.

If long-term storage of the battery pack is necessary, it should be stored in a in cool, dry, well ventilated place with a 30 to 75 percent state of charge to prevent loss of characteristics.

To prolong the life of your battery, power off the unit or place it into hibernation mode when not in use. The display Device has a built in charger that recharges the battery on demand whenever it is connected to a power source.

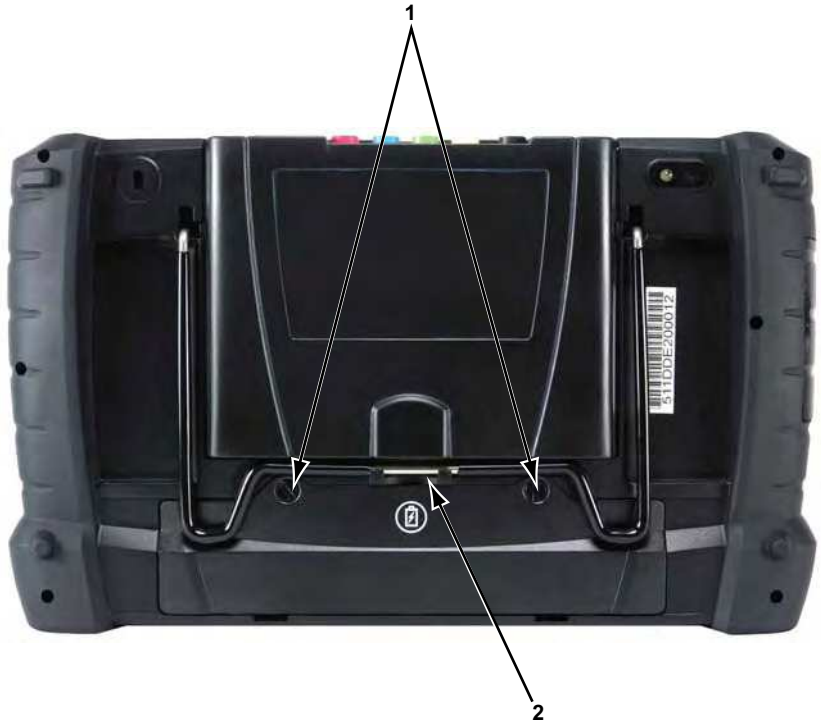
Replacing the Battery Pack

If the battery pack no longer hold a charge, contact your sales representative to order a new one.

IMPORTANT:
Replace the battery pack with original Snap-on replacement parts only.

To replace the battery pack:

1. Loosen the two captive screws the secure the battery pack to the back of the unit.
2. Insert a fingernail into the recess at the mid point of the top of the battery pack, then gently raise the battery pack up to release the electrical connector.



1— Captive Screws

2— Lifting Recess

Figure 15-6 *Display Device battery pack replacement*

3. Lift the battery pack clear of the unit.
4. Fit the three tabs on the bottom of the new battery pack into the slots, then rotate the assembly into position.
5. Make sure the battery pack is fully seated.
6. Tighten the two captive screws.

Disposing of the Battery Pack

Always dispose of a lithium-ion battery pack according to local regulations, which vary for different countries and regions. The battery pack, while non-hazardous waste, does contain recyclable materials. If shipping is required, ship the battery pack to a recyling facility in accordance with local, national, and international regulations. For additional information contact:

- North America—Rechargeable Battery Recycling Corporation (RBRC) at http://www.rbrc.org or http://www.call2recycle.org, or call 1(800) 822-8837 (USA)
- United Kingdom—Electrical Waste Recycling Company at http://www.electricalwaste.com

Products bearing the WEEE logo (Figure 15-7) are subject to European Union regulations.

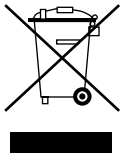


Figure 15-7 *sample WEEE logo*

NOTE:
Always dispose of materials according to local regulations.

Contact your sales representative for details.

Battery Pack Calibration

The internal battery pack contains a micro controller that monitors the battery pack characteristics and maintains an internal “fuel gauge”. The internal fuel gauge may lose some accuracy after many cycles of partial discharge and charge. Should this happen, the fuel gauge can be calibrated with the following procedure:

To calibrate the battery pack fuel gauge:

1. Fully charge the battery pack.
2. Fully discharge the battery pack at a steady rate.

IMPORTANT:
The battery must be completely discharged! Operate the diagnostic tool until it shuts down by itself due to a lack of power. Continue operating the tool when the “low battery” warning displays, do not begin charging until after the tool has automatically shut down.

3. Fully charge the battery pack.

NOTE:
It is not recommended to perform the calibration procedure more than once within 30 days.

15.1.5 Operating System Restore

Snap-on System Restore is a hard disk drive recovery program that allows you recover the hard disk drive files in the event of a failure. Running the program replaces all of the C drive data with the original factory data. Be aware, all new or modified files on the C drive will be lost.

The directional arrow buttons on the Display Device are used to navigate when performing a system restore. Use the Enter button to make selections.

To restore the operating system

1. Power on the Display Device.
2. Wait for the “Press Up Arrow to run Snap-on System Restore” message to display, then Press the **Up Arrow** button.

   A progress indicator displays while the program loads.
3. Select **OK** from the confirmation message.

A progress indicator displays while the files are being restored.

4. Select **OK** from the confirmation message.

   The Display Device shuts down, then reboots and the system recovery portion of the operation begins. Follow any on-screen prompts.

   The Display Device shuts down and reboots a second time. When the Home screen displays, the procedure is complete and the Display Device is ready for use.

15.2 Scan Module

This section covers how to care for your Scan Module.

15.2.1 Cleaning and Inspecting the Scan Module

When using the Scan Module, make sure to do the following:

- Check the housing, wiring, and connectors for dirt and damage before and after each use.
- At the end of each work day, wipe the housing, wiring, and connectors clean with a slightly damp cloth.

IMPORTANT:
Do not use any abrasive cleansers or automotive chemicals on the Scan Module.

15.2.2 Replacing the Protective Handgrip

The soft protective handgrip that covers the outer edges of the Scan Module is easily replaced should it become worn or damaged. Contact your sales representative for replacement parts.

To replace the protective handgrip:

1. Disconnect the data cable, and any other cables, if attached to the Scan Module.
2. From the bottom of the Scan Module, gently lift up and out on one side of the handgrip to free it from Scanner housing.
3. Repeat step 2 to loosen the other side of the handgrip.
4. Lift the handgrip off of the Scan Module housing.

NOTE:
The handgrip tapers toward the front of the Scan Module housing. Make sure the replacement handgrip is correctly oriented before attempting to install it.

5. Fit the new handgrip over the top, data cable end, of the Scan Module housing.
6. With your fingers, work the new handgrip onto the Scan Module housing from top to bottom. Make sure the tabs on the handgrip fit into the grooves on the housing.

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Federal Communication Commission Interference Statement

15.105 Class B digital device

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

-Reorient or relocate the the receiving antenna.

-Increase the separation between the equipment and receiver.

-Connent the equipment into an outlet on a circuit different from that to which the receiver is connented.

-Consult the dealer or an experienced radio / TV technician for help.

FCC 15.21

FCC caution : Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

FCC RF Radiation Exposure Statement:

1. This Transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.
2. This equipment complies with FCC RF radiation exposure limits set forth for an uncontrolled environment for body –worn configuration in direct contact to the phantom.

RF Exposure Information (SAR)

This device is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission of the United States, Industry Canada of Canada.

During SAR testing, this device was set to transmit at its highest certified power level in all tested frequency bands, and placed in positions that simulate RF exposure in usage against the head with no separation, and near the body. Although the SAR is determined at the highest certified power level, the actual SAR level of the device while operating can be well below the maximum value. This is because the phone is designed to operate at multiple power levels so as to use only the power required to reach the network. In general, the closer you are to a wireless base station antenna, the lower the power output.

The exposure standard for wireless devices employing a unit of measurement is known as the Specific Absorption Rate, or SAR. The SAR limit set by the FCC is 1.6W/kg, and 1.6W/kg by Industry Canada.

This device is complied with SAR for general population /uncontrolled exposure limits in ANSI/IEEE C95.1-1992 and Canada RSS 102, and had been tested in accordance with the measurement methods and procedures specified in OET Bulletin 65 Supplement C, and Canada RSS 102. This device has been tested, and meets the FCC, IC RF exposure guidelines when tested with the device directly contacted to the body.

The FCC has granted an Equipment Authorization for this model phone with all reported SAR levels evaluated as in compliance with the FCC RF exposure guidelines. SAR information on this model phone is on file with the FCC and can be found under the Display Grant section of www.fcc.gov/oet/ea/fccid after searching on FCC ID: STO-EEHD301NEW

For this device, the highest reported SAR value for usage near the body is 1.068W/kg.

While there may be differences between the SAR levels of various phones and at various positions, they all meet the government requirements.

SAR compliance for body-worn operation is based on a separation distance. Carry this device away from your body to ensure RF exposure level compliant or lower to the reported level. To support body-worn operation, choose the belt clips or holsters, which do not contain metallic components.

RF exposure compliance with any body-worn accessory, which contains metal, was not tested and certified, and use such body-worn accessory should be avoided.