PRO-LINK® EDGE

EEHD959001

HARDWARE AND SOFTWARE USER'S MANUAL

PRO-LINK® Edge Hardware and Software User's Manual

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Chapter 1

Using this Manual

- *Manual Overview, page 2*
- *Conventions, page 3*

This chapter provides an overview of this manual's organization and the conventions used throughout.

NOTE:

Screen shots used throughout this manual are for illustrative purposes only. All data shown is fictitious in nature.

Manual Overview

This manual provides basic and detailed information to support you in using the PRO-LINK® Edge. This manual is composed of the following sections:

- *Table of Contents*—helps you to find the information you are looking for quickly and easily.
- *Chapter 1: Using this Manual*—provides an overview of this manual.
- Chapter 2: *Hardware and User Interface Overview—provides an overview of the* PRO-LINK® Edge hardware, including detailed product specifications. It also includes an overview of the PRO-LINK® Edge user interface and navigational features.
- *Chapter 3: Getting Started*—explains the process of connecting the PRO-LINK® Edge to a vehicle and scanning the vehicle for faults. It also includes an introduction to the various tabs on the Diagnostic Menu, as well as information on monitoring battery power.
- *Chapter 4: Using the Diagnostics Menu*—provides detailed instructions on using the Diagnostics Menu when the *PRO-LINK® Edge* is connected to a vehicle, including its various tabs and features.
- Chapter 5: *Using the Vehicle History Menu*—provides detailed instructions for using the Vehicle History Menu to manage reports.
- *Chapter 6: Using the Settings Menu*—provides detailed instructions for using the features of the *PRO-LINK® Edge* Settings Menu.
- Chapter 7: *Using the Applications Menu*—provides an overview of the Applications Menu. It also provides detailed instructions for registering applications and for installing updates.
- Chapter 8: *Using the Support Menu*—provides an overview of the Support Menu, including account information, tutorials, and troubleshooting information.
- *Chapter 9: Using Record and Playback*—provides information on using the Record and Playback utilities.
- *Chapter 10: Using PRO-LINK® Repair-Connect*—provides detailed instructions for using the features of PRO-LINK® Repair-Connect. A subscription to Repair-Connect is required.

Each chapter begins with an “at-a-glance” list of the chapter contents, along with corresponding page numbers.

Conventions

This section provides descriptions of the conventions used throughout this guide.

Special Messages

Note

NOTE provides an explanation, comment, or tip related to the subject matter that is being discussed.

Example:

NOTE:

Refer to the page number provided for each described component for further details.

Important

IMPORTANT indicates a situation which, if not avoided, may result in damage to the test equipment or vehicle.

Example:

IMPORTANT:

Keep all cables clear of moving or hot engine parts.

Caution

CAUTION indicates a potentially hazardous situation which, if not avoided, may result in moderate or minor injury to the operator or to bystanders.

Example:

CAUTION:

Do not use the unit to perform tests on household or industrial sources.

Warning

WARNING indicates a potentially hazardous situation which, if not avoided, could result in death or serious injury to the operator or bystanders.

Example:

WARNING:

Use appropriate hand protection when handling hot engine components.

Troubleshooting

Information intended to help you to address or anticipate potential issues are presented in the following manner:

If the "No ECMs detected" message is displayed, check to make sure that the PRO-LINK® Edge is connected to the vehicle and the key is in the on position.

Specialized Text

The following specially formatted text is used to help you to differentiate certain elements discussed within this manual:

- *Emphasis:* Used to draw your attention to particularly important information.
- **FEATURE**: Used to highlight the name of a specific feature.

  Example: "Use **COPY** to save the report to a USB memory stick."
- **Field/Line:** Used to highlight the name of a field or a line of text from a display.

  Example: "A check mark is placed in the check box next to the **Total Fuel Used** parameter."
- Menu Items: Used to highlight a series of menu selections.

  Example: "From the Main Menu select **Vehicle Scan ▸ HD Scan (Auto Scan) ▸ HDS J1708**."
- Screen titles: Used to highlight the title of a screen displayed.

  Example: "The **Manage Reports** screen is displayed."

Chapter 2

Hardware and User Interface Overview

- *Component Checklist, page 6*
- *Product Specifications, page 7*
- *Hardware Overview, page 9*
  - *Battery Service, page 13*
- *User Interface Overview, page 17*
  - *The Main Menu, page 17*
  - *Vehicle Scan, page 22*
  - *The Vehicle History Menu, page 25*
  - *The Settings Menu, page 26*
  - *The Applications Menu, page 27*
  - *The Support Menu, page 28*
  - *Navigational Features, page 29*
    - *Screen Icons, page 29*

This chapter provides an overview of the PRO-LINK® Edge hardware, including detailed product specifications. It also includes an overview of the user interface and navigational features.

NOTE:

Screen shots used throughout this manual are for illustrative purposes only. All data shown is fictitious in nature.

Component Checklist

The following components are included with your PRO-LINK® Edge Starter Kit. Be sure you have all the items before using the device:

- ✓ PRO-LINK® Edge Scan Tool
- ✓ 10.8 V Li-ion Battery
- ✓ AC/DC Adapter
- ✓ Data Cable
- ✓ 6-pin Deutsch Adapter
- ✓ 9-pin Deutsch Adapter (non-locking)
- ✓ 16-pin J1962 Adapter
- ✓ PRO-LINK® Edge HDS Start Kit Software
- ✓ PRO-LINK® Edge Carrying Case

NOTE:

The HDS Starter Kit Software is registered automatically when you start using your device. No product key is required. The trifold includes instructions for registering additional software titles and for registering the PRO-LINK® Edge.

NOTE:

You don't need to Register the **Installed Applications** to start using PRO-LINK® Edge. You have 10 free trials for each application. During the free trial period, you have access to both fault code information and vehicle data.

NOTE:

For access to Special Tests and Calibrations (or, if you run out of free trials), please contact your Snap-on franchisee to purchase a **Product Key** for any of the software application suites. Once you have the Product Key, touch **Applications** on the PRO-LINK® Edge Main Menu. Then touch **Installed Apps**. Touch **Register** to install the app of your choice.

Product Specifications

The PRO-LINK® Edge is configured with the following specifications:

Feature	Data
Physical Dimensions, inches (cm)	11 x 7.64 x 2.1 (27.94 x 19.405 x 5.334)
Weight (with standard battery), lb (KG)	3.10 (1.40)
Operating Temperature, Fahrenheit (Celsius)	14 to 122 °F (-10 to 50 °C)
Storage Temperature, Fahrenheit (Celsius)	-4 to +158 °F (-20 to +70 °C)
Screen Size, inches (cm)	10.1 (25.654); 1280x800 Daylight-readable Capacitive Touchscreen
Battery	Lithium-Ion, 10.8V, 3.2 Ah
AC Adapter	100/240 VAC 50/60 Hz 1.0 A Max
Vehicle Power Input	6 to 30 VDC, 4A Max, 24 W Max
Port Types	HDMI Mini, USB-A (5 V DC, 500mA), USB-Micro B, Micro SD Card, 3mm Audio Jack
Operating System	Windows® Embedded Compact 7
Storage	8 GB Solid State Drive
Processor	NXP iMX6 Dual Core
Vehicle Network Protocols Supported	• CAN / J1939 / ISO15765 – 250K, 500K • 1M b/s with Autobaud (3 channels) • J1708, • 1850 VPW • J1850 PWM • ISO9141 • KWP2000, ISO14230 • ALDL • ATEC • J2411 SW-CAN • FT-CAN

Feature	Data
Certifications	UL, cUL
Wireless Module Certifications	FCC/IC, CE. MIC
Battery Certifications	UL 2054, IEC 62133, 2nd Edition, UN 38.3
Warranty	1 Year
Repair Phone Number	(800) 311-5452, Option 3

Hardware Overview

This section introduces the PRO-LINK® Edge hardware, its ports, and connections.

Front View

Figure 2.1 *Front View of the PRO-LINK® Edge*

Top View

Figure 2.2 *Top View of the PRO-LINK® Edge*

Back View

Figure 2.3 *Back View of the PRO-LINK® Edge*

To remove the battery pack, you must first remove the screw that holds the battery pack in place.

WARNING:

The stand on the back of the PRO-LINK® Edge makes it possible to hang the device from the steering wheel. We recommend *strongly* that you refrain from doing this while the vehicle is in motion.

Monitoring Battery Power

The PRO-LINK® Edge obtains power from any of the following sources:

- Its own internal battery pack
- The vehicle (when in a connected state)
- AC/DC power adapter (when plugged into a power source)

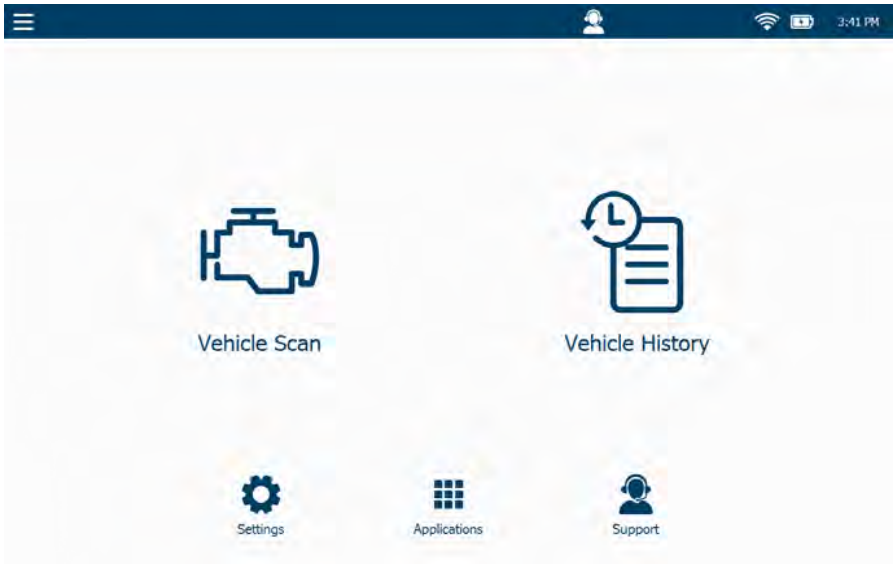


Figure 2.4 *Main Menu Showing the Battery Icon*

The Battery icon has two states:

When the device is either connected to a vehicle or plugged into a power a power source via the AC/DC power adapter.

When the device is fully charged and obtaining power from the battery pack.

Use the icon to monitor remaining battery power (as power diminishes the slider moves to the left.

Battery Service

Follow all safety guidelines when handling the battery pack.

WARNING:

Risk of electric shock. Electric shock can cause injury.

- 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 scan tool or battery pack to rain, snow, or wet conditions.
- Do not short circuit the battery terminals.

WARNING:

Risk of explosion. Explosion can cause death or serious injury.

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

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 batter pack:

- Do not short circuit battery pack terminals.
- Do not immerse the scan tool or battery pack in water, or allow water to enter the scan tool 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 a cool, dry, well-ventilated place with a 30 to 75 percent state of charge to prevent loss of characteristics.

To prolong the life of the battery, turn off the scan tool when not in use. The scan tool 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 holds a charge, contact your sales representative to order a new one.

IMPORTANT:

Replace the battery pack with a Snap-on replacement battery pack only.

To replace the battery pack:

1. Loosen the battery pack screw.
2. Carefully tilt the battery pack up from the bottom, and then remove it.

Figure 2.5 *Battery Pack Location*

3. In the opposite manner of removal, insert the new battery pack into position.
4. Then, tilt it down into place making sure it is fully seated.

NOTE:

Do not overtighten the battery pack screw.

5. Tighten the battery pack screw.

Disposing of the Battery Pack

Always dispose of the 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 recycling facility in accordance with local, national, and international regulations. For additional information contact:

- United States of America—Rechargeable Battery Recycling Corporation (RBRC) at http://www.rbrc.org or http://www.call2recycle.org. You may also call 1 (800) 822-8837 (USA).
- Canada—Rechargeable Battery Recycling Corporation (RBRC) at www.call2recycle.ca. You may also call 1 (888) 224-9764.
- United Kingdom—Electrical Waste Recycling Company at http://www.electricalwaste.com.

  Products bearing the WEEE logo are subject to European Union regulations.

NOTE:

Always dispose of material according to local regulations. Contact your sales representative for details.

User Interface Overview

This section provides an overview of the following menus and features:

- The Main Menu *(pg. 17)*
- Vehicle Scan *(pg. 22)*
- The Vehicle History Menu *(pg. 25)*
- The Settings Menu *(pg. 26)*
- The Applications Menu *(pg. 27)*
- The Support Menu *(pg. 28)*
- Navigational features *(pg. 29)*

The Main Menu

When you launch the PRO-LINK® Edge, the first thing you see, after the splash screen, is the Main Menu.

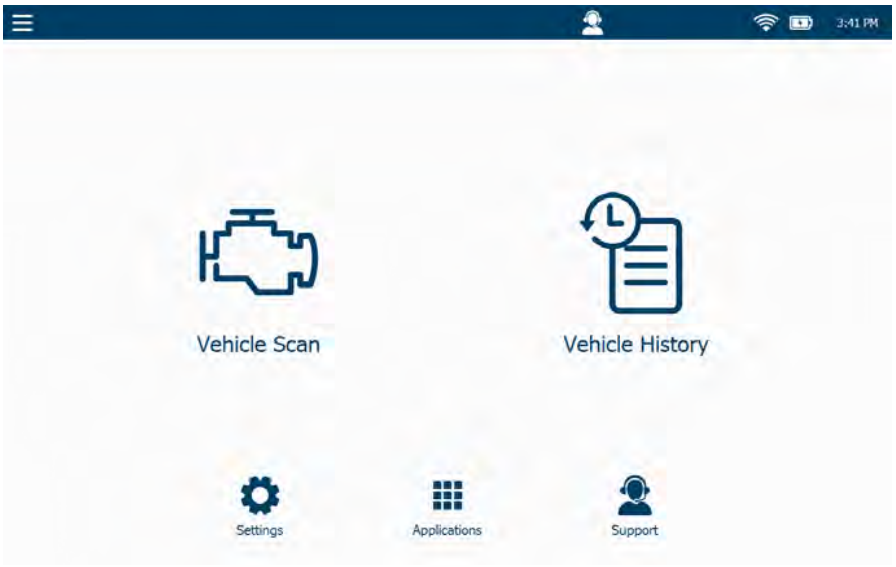
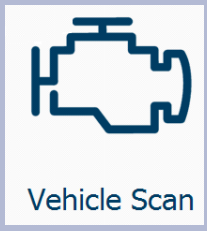


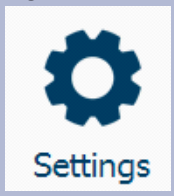
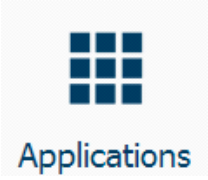
Figure 2.6 *Main Menu*

NOTE:

If you are connected to a vehicle, the only way to access the Main Menu is to select **End Session** from the drop-down menu on the Diagnostics Menu.

The following table introduces the items on the Main Menu:

Menu Item	What It Does
Vehicle Scan 	Presents two choices: • HD Scan--Automatically scans the vehicle and presents a list of ECMs detected during scanning (J1708 and J1939). • LMT--Starts the vehicle scanning process using the Light Medium Truck application. Note: For detailed information on the scanning process, refer to *Chapter 4: Using the Diagnostics Menu*, later in this manual.
Vehicle History 	Enables you to manage reports you created and saved on the device. You can do the following: • Delete and\ existing report • Move a report • Print a report • Preview a report You can also sort how reports are displayed: • Report Name (A-Z) • Report Name (Z-A) • Creation Date (Old-New) • Creation Date (New-Old)

Menu Item	What It Does
Settings 	Displays the following choices: • **Wireless**--network tools, including: --Connect to a wireless network --Add a wireless network --Change wireless settings --Check Wireless Status --Configure Proxy • **Printers**--tools to manage printers, including: --Add Printer --Print Test Page --Set as Default (set printer as default and set print default to Save as File) --Delete (i.e., delete a printer) --Change Settings (i.e., printer settings) • **Date/Time**--change system date, time, time zone, and auto adjust for daylight time • **Touchscreen**--Touchscreen calibration Note: For detailed information on the Admin Menu, refer to *Chapter 5: Using the Settings Menu*, later in this manual.
Applications 	Displays the following choices: • **Available Upgrades**--lists newly available upgrades • **Available Apps**--lists newly released apps • **Coming Soon**--lists new apps about to be released. When you select an app from the list, you can review specifications. • **Installed Apps**--lists the apps installed on your device. Once you select an app, you can: --Register an app (requires a product key) --See how many free trials are remaining --Install an update (if available) --Uninstall an app

Menu Item	What It Does
Support 	Displays the following choices: • **System**--system information, including: --Get Support --Device information --Network information --Remote Access On/Off --A list of Installed Applications • **Account**--account information, including: --Create Account (if the device is not currently registered) --Account Login --Reset Password • **Tutorials** • **Troubleshoot**--troubleshooting tools, including: --Scan Vehicle Logging --Manual Scan --User Interface Logging --Demo Scan --Bus Diagnostics

Menu Item	What It Does
Drop-down Menu	Located in the upper-left corner of the Main Menu, the drop-down menu displays the following choices: • **Units** (i.e., English vs. Metric) • **Play Recording**--play recording previously stored on the device • **Logout Repair-Connect**--logout of Repair-Connect (Repair-Connect requires a special subscription; see your Snap-on Franchisee) • **Support**--displays the Support Menu, discussed earlier in this table • **About**--displays the following information: --System Bundle Version --Total Physical Memory --Used Virtual Memory --PRO-LINK® Edge Copyright information

Vehicle Scan

When you select Vehicle Scan from the Main Menu, the following screen is displayed:

Figure 2.7 *Vehicle Scan Menu*

The following scanning options are available:

- **HD Scan** (Auto)—Scans the vehicle, presents a list of ECMs detected during scanning (J1708 and J1939), and enables you to select up to six (6) modules from the list.
- **LMT**—Begins the Light and Medium Truck scanning process.

NOTE:

A Manual Scan feature is also available. See “Manual Scan” in Chapter 8: *Using the Support Menu*, later in this manual.

NOTE:

For detailed information on scanning a vehicle, see Chapter 4: *Using the Diagnostics Menu*, later in this manual.

The Diagnostics Menu

When the scanning process is complete, the Diagnostics Menu is displayed:

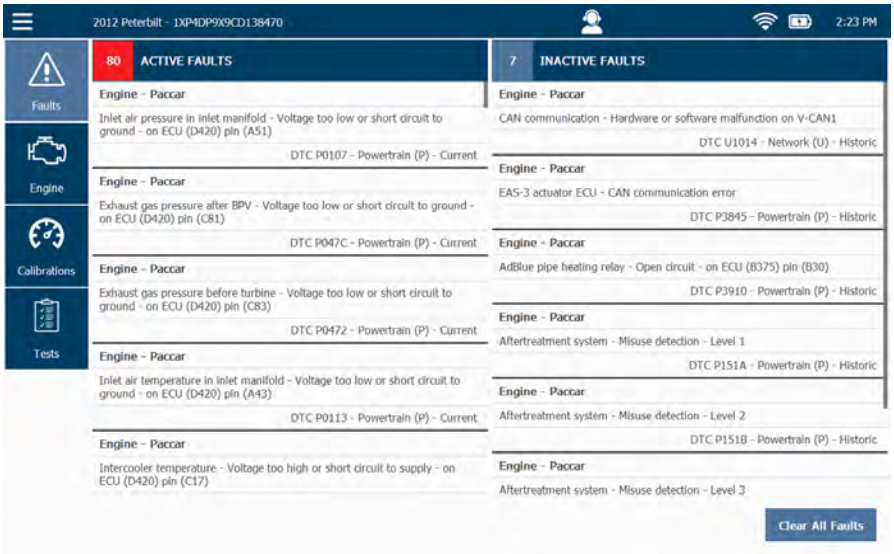


Figure 2.8 *Diagnostics Menu*

The Diagnostics Menu is composed of a number of tabs along the left side of the screen. You use these tabs to access different types of diagnostic information and features. The following tabs are displayed:

- Faults
- Events (available only with CAT® Engines with ACERT™ Technology and Caterpillar® Electronic Engines applications)
- Parameters (e.g., Engine)
- Calibrations
- Tests

If you have loaded more than one module, there will be multiple parameters tabs (e.g., Engine, Engine Retarder, etc.)

NOTE:

For detailed information on the Diagnostics Menu, refer to *Chapter 4: Using the Diagnostics Menu*, later in this manual.

Select **End Session** from the drop-down menu in the upper-left corner to return to the Main Menu.

The Drop-down Menu: Connected Status

When you are connected to a vehicle, the drop-down menu in the upper-left corner of the display provides menu items that are not available to you when you are not connected.

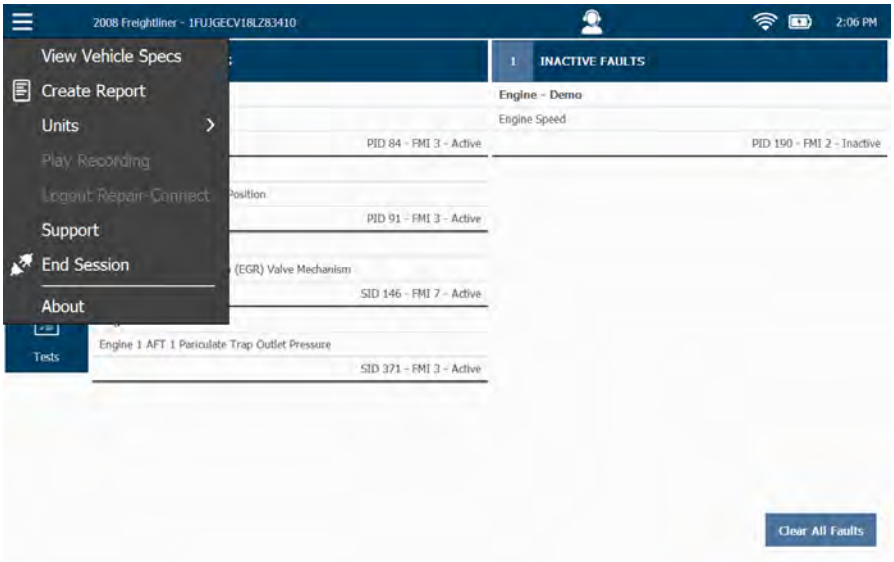


Figure 2.9 *Drop-Down Menu: Connected Status*

- View Vehicle Specs—Displays the Vehicle Specifications screen, which you can print if you have previously installed a printer. You can also save the information to a file, i.e., a PDF (either to the device, to an SD Card, or to a USB device).
- Create Report—Displays the **Print Selection** menu. Once you make your selections, you can print your customized report.
- Units—Enables you to select how you want to display units of measure (English vs. Metric); also available when not connected to a vehicle.
- Support—Displays the Support screen
- End Session—Ends the session, disconnects from the vehicle, and returns you to the **Main Menu** (Figure 2.6).
- About—Displays the PRO-LINK Edge information box; also available when not connected to a vehicle.

The Vehicle History Menu

When you select Vehicle History from the Main Menu, the Manage Reports screen is displayed.

NOTE:

For detailed information on the Vehicle History Menu, see Chapter 5: *Using the Vehicle History Menu*, later in this guide.

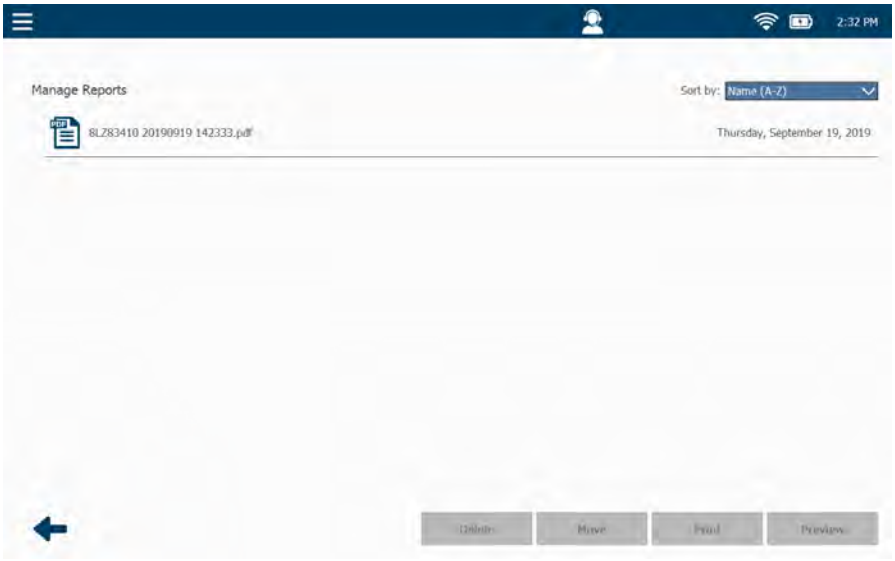


Figure 2.10 *Manage Reports Screen*

You use this screen to manage reports created and saved on the device, for example:

- Delete an existing report
- Move a report
- Print a report
- Preview a report

Use the **Back Arrow** at the bottom of the screen to return to the Main Menu.

The Settings Menu

You access the Settings Menu from the Main Menu (Figure 2.6).

NOTE:

For detailed information on the Settings Menu, refer to *Chapter 5: Using the Settings Menu*, later in this manual.

Menu selections are displayed on the left side of the screen:

- Wireless (the default display when Settings is selected from the Main Menu)
- Printers
- Date / Time
- Touchscreen

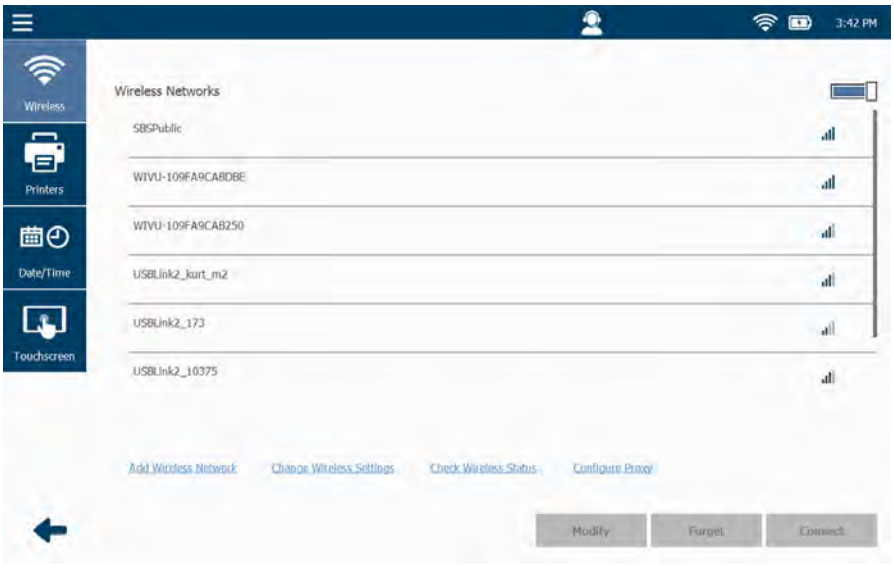


Figure 2.11 *Settings Menu*

Use the **Back Arrow** at the bottom of the screen to return to the Main Menu.

The Applications Menu

You access the Applications Menu from the Main Menu (Figure 2.6). Menu selections are displayed on the left side of the screen:

- Available Upgrades
- Available Apps
- Coming Soon
- Installed Apps

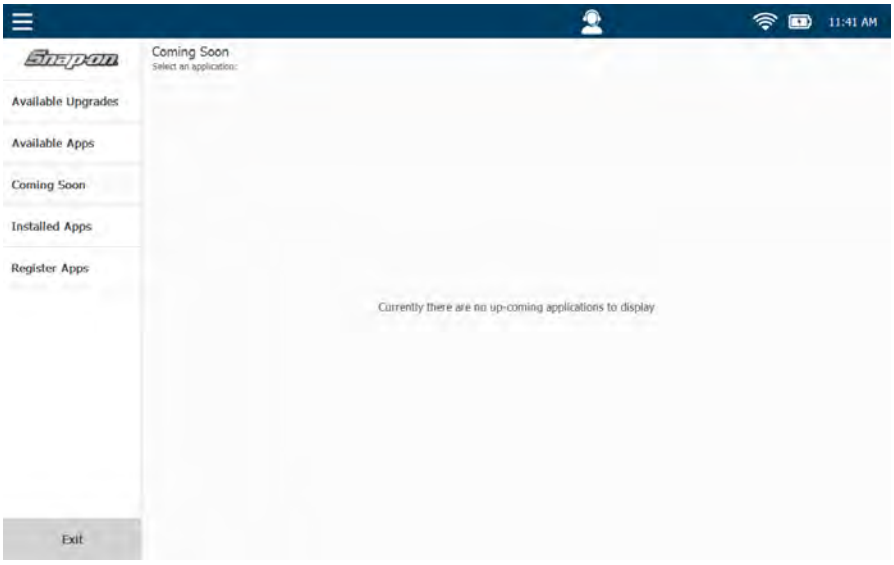


Figure 2.12 *Applications Menu*

Use the **Exit** button at the bottom of the screen to return to the Main Menu.

The Support Menu

You access the Support Menu from the Main Menu (Figure 2.6).

NOTE:

For detailed information on the Support Menu, refer to *Chapter 8: Using the Support Menu*, later in this manual.

Menu selections are displayed on the left side of the screen:

- System (the default display when System is selected from the Main Menu)
- Account
- Tutorials
- Troubleshoot

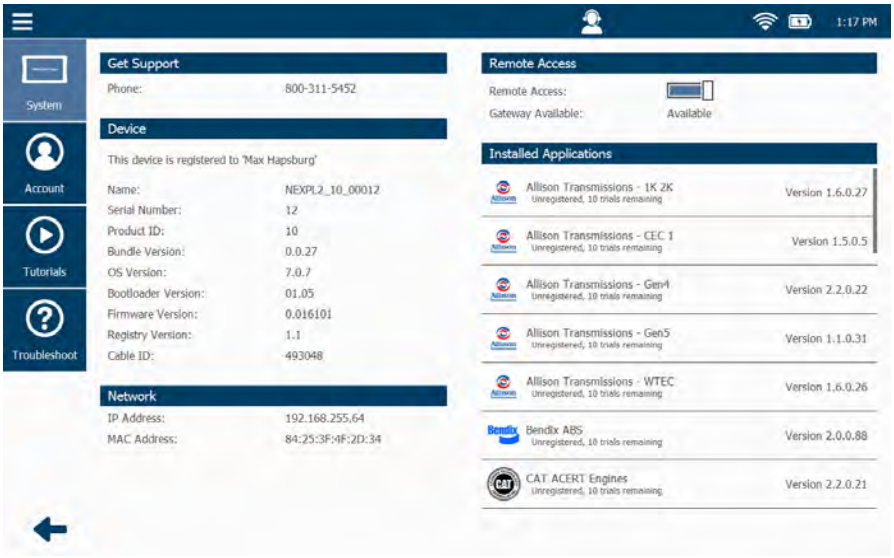


Figure 2.13 *Support Menu*

Use the **Back Arrow** at the bottom of the screen to return to the Main Menu.

Navigational Features

The PRO-LINK® Edge is designed for ease of use in on-road conditions, in the service bay, or in test situations. Depending on the circumstances of use, you can make selections, and move from one screen to the next, by touching the screen with your finger.

NOTE:

You can also attach a mouse to the USB type A port on the top of the device, and using the mouse to click on your selections.

On the touchscreen, you navigate, and make selections, by touching an item or an icon on the screen.

Screen Icons

The PRO-LINK® Edge user interface also employs screen icons. You touch the icon to activate the feature or to open a screen. The following table introduces the available icons.

Icon	What the Icon Does
Support	• Indicates that Remote Access is enabled • Takes you to the Support Menu • Located on the toolbar
Back Arrow	• Takes you back to a previous screen or menu • Located in the lower-left corner of the display
Updates Available	• Displays a list of available updates. • You can install the updates from this list. • Located on the toolbar when updates are available
Apps Registered	• Indicates the apps have been registered and displays a list • Located on the toolbar when apps have been successfully registered

Icon	What the Icon Does
SD Card Present	• Indicates that an SD card is present in the SD slot • Located on the toolbar when a micro SD card is inserted
USB Device Present	• Indicates that a USB device is in one of the USB ports. • Located on the toolbar when a USB device is inserted
Wireless Network	• Indicates wireless network strength • You can touch the icon to open the Wireless Networks screen. Touch the Back Arrow to close the screen. • When there is no wireless connection, the icon has an exclamation mark superimposed over the icon
Battery	Indicates the power source for the device. There are two states: • When the device is either connected to a vehicle or plugged into a power source. • When the device is fully charged and obtaining power from the battery pack. As power diminishes the slider moves to the left.

Chapter 3

Getting Started

- *Supplying Power to the PRO-LINK® Edge, page 32*
- *Connecting to a Vehicle, page 33*
- *Scanning a Vehicle, page 35*
  - *Heavy Duty Scan, page 36*
  - *Light and Medium Truck Scan, page 40*
- *Introduction to Tab Functions, page 43*
- *Viewing Vehicle Specifications, page 53*
- *Monitoring Battery Power, page 55*

This chapter explains how to connect the device to a vehicle. It also discusses the two ways to scan a vehicle, HD Scan and LMT. An introduction to the various tabs on the Diagnostics Menu is also provided.

NOTE:

Screen shots used throughout this manual are for illustrative purposes only. All data shown is fictitious in nature.

Supplying Power to the PRO-LINK® Edge

There are three ways to supply power to the PRO-LINK® Edge. You can use the:

- **On-board battery**—A 10.8 volt, 3.2 AH Li-ion battery is included with your device.

  The PRO-LINK® Edge on-board battery is recharged when:

  — The device is turned on and the AC/DC Power Adapter is being used

  — The device is turned off and plugged into the AC/DC Power Adapter

  — The device is plugged into the vehicle datalink connector

NOTE:

For more information on monitoring battery power, refer to *Monitoring Battery Power* on page 55 of this guide.

- **AC/DC power adapter**—If you do not wish to use the battery, or the battery power is low, you can use the AC/DC Power adapter to supply power to the device.

- **Vehicle itself**—In most vehicles, you can use the vehicle's datalink adapter to supply power to the PRO-LINK® Edge.

NOTE:

The device will automatically go into **Standby Mode** after 10 minutes. To exit Standby mode, tap the screen. After 1 hour of user inactivity, the PRO-LINK® Edge will power off.

To turn on the PRO-LINK® Edge, press and briefly hold the **On/Off** switch on the front of the device. To turn it off, hold down the On/Off switch for approximately four (4) seconds, or until the display goes blank.

Connecting to a Vehicle

Prior to using the PRO-LINK® Edge for diagnostics, you must connect to a vehicle using the power data cable and the appropriate adapter. **The vehicle should be in a key-on, engine-off state.**

To connect to a vehicle:

1. Make sure the vehicle ignition is in the **ON** position, however, the engine does not have to be running.
2. Connect the power data cable to the **Power/Data Port** on the top of the PRO-LINK® Edge.
3. Select the appropriate adapter for the vehicle to which to want to connect.

   Choices include the following:

   - 6-pin Deutsch adapter
   - 9-pin Deutsch adapter
   - 16-pin J1962 adapter
4. Connect one end of the adapter to the power and data cable.
5. Attach the other end of the adapter (e.g., the Deutsch connector end) to the vehicle's diagnostic connector.
6. Press and briefly hold the **On/Off** switch (located on the front of the device in the lower-right corner).

NOTE:

To power down the PRO-LINK® Edge, press and hold the On/Off switch.

When you power up the PRO-LINK® Edge, the following screen is displayed.

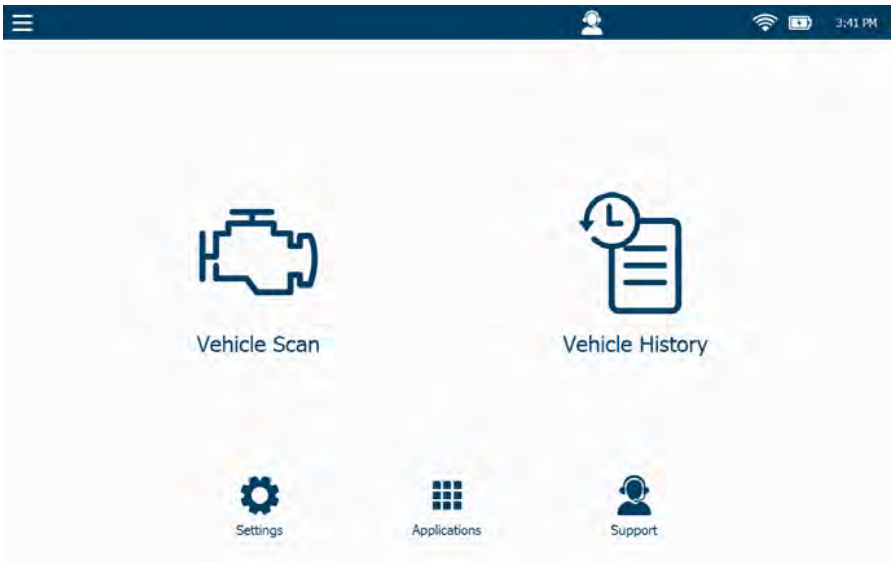


Figure 3.1 *Main Menu*

7 To begin scanning, move on to ***Scanning a Vehicle***, next in this manual.

Scanning a Vehicle

The following scanning options are available:

- **HD Scan** (Auto)—Scans the vehicle, presents a list of ECMs detected during scanning, and enables you to select up to six (6) modules from the list.
- **LMT**—Begins the Light and Medium Truck scanning process.

NOTE:

A Manual Scan option is also available. See “Manual Scan” in Chapter 8: *Using the Support Menu*, later in this manual.

To scan a vehicle:

1. Verify that the connections are tight and solid before scanning begins.
2. From the Main Menu (Figure 3.1), select **HD Scan**.

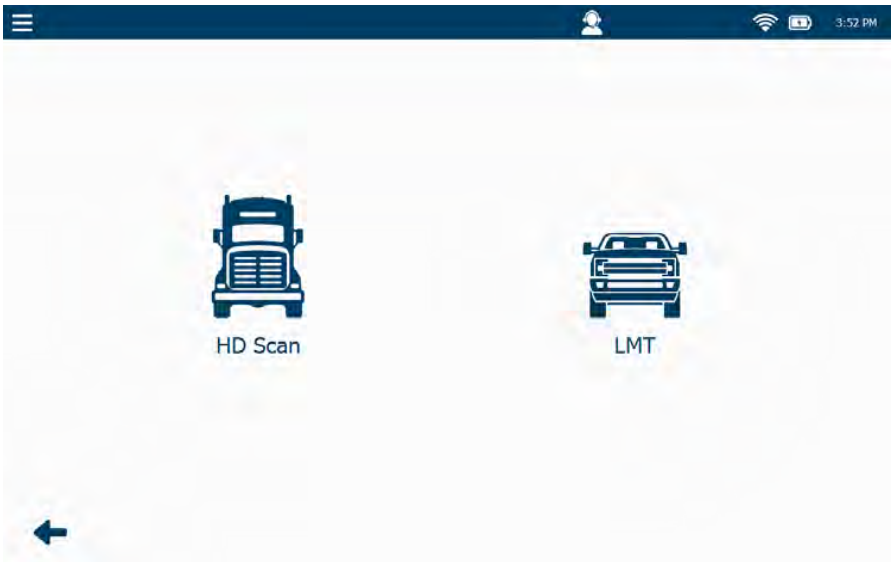


Figure 3.2 *Vehicle Scan Menu*

- HD Scan *(pg. 36)*
- LMT *(pg. 40)*

Heavy Duty Scan

If you selected HD Scan on the Vehicle Scan Menu (Figure 3.2), the device scans the vehicle to identify available modules.

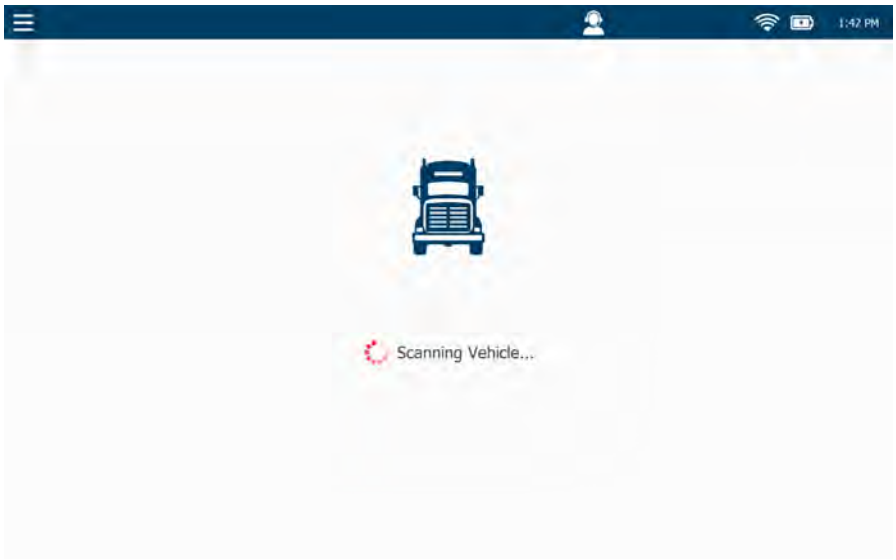


Figure 3.3 *Scanning Vehicle Screen*

3 Wait for a moment or two for the next screen to display.

The **Module Selection** screen is displayed.

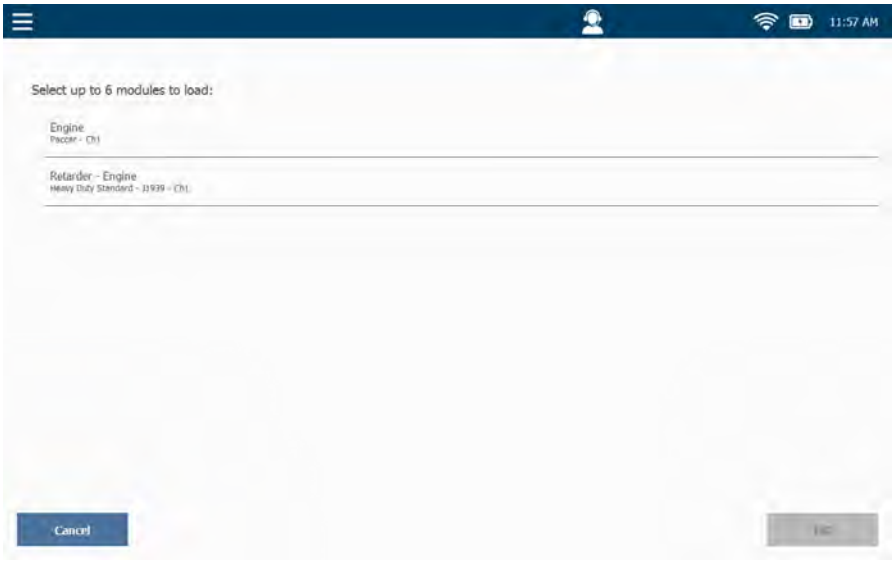


Figure 3.4 *Module Selection Screen*

NOTE:

The device displays the available modules (e.g., **Engine**) followed by the name of the software application that will be used to communicate with the module (e.g., **Paccar - Ch1**).

4 Depending on the size of the list, touch the screen and drag your finger to navigate down the list.

5 Touch the screen to make your selection (e.g., **Engine - Paccar - Ch1** and **Retarder - Engine - Heavy Duty Standard J1939 - Ch1**).

NOTE:

You can select up to six (6) modules from the list

Your selections are highlighted.

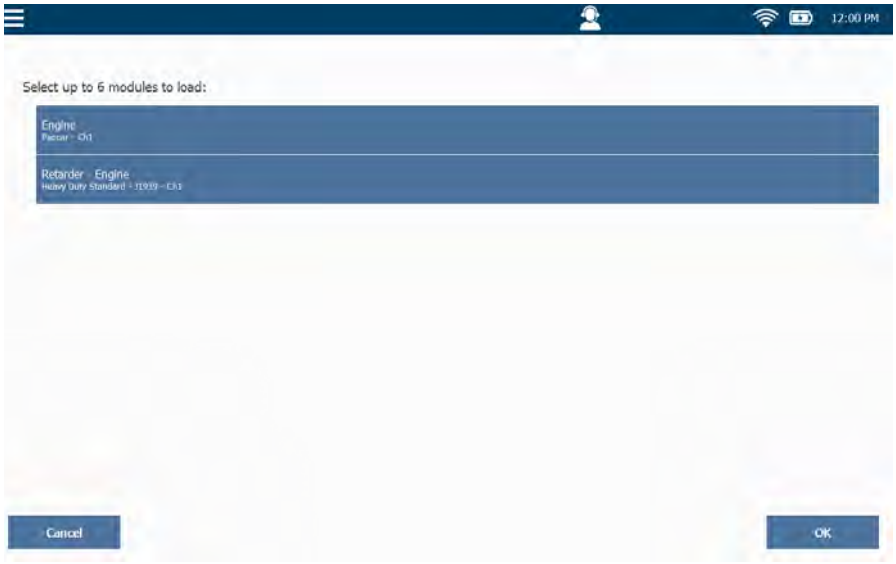


Figure 3.5 *Module Selection Screen with Item Highlighted*

6 Touch **OK**.

The PRO-LINK® Edge loads each of the selected modules.

The **Diagnostics Menu** is displayed.

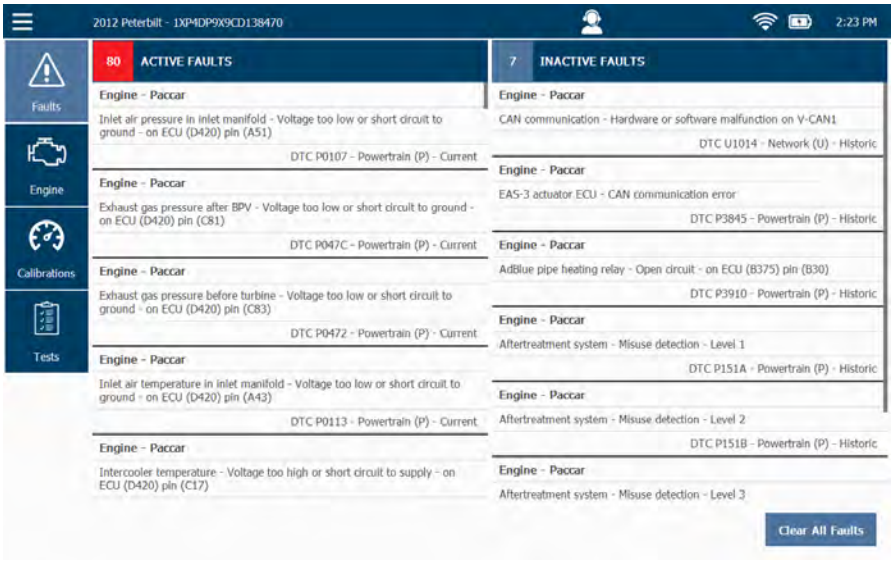


Figure 3.6 *Diagnostics Menu*

Light and Medium Truck Scan

When you select LMT from the Vehicle Scan Menu (Figure 3.2), the following screen is displayed.

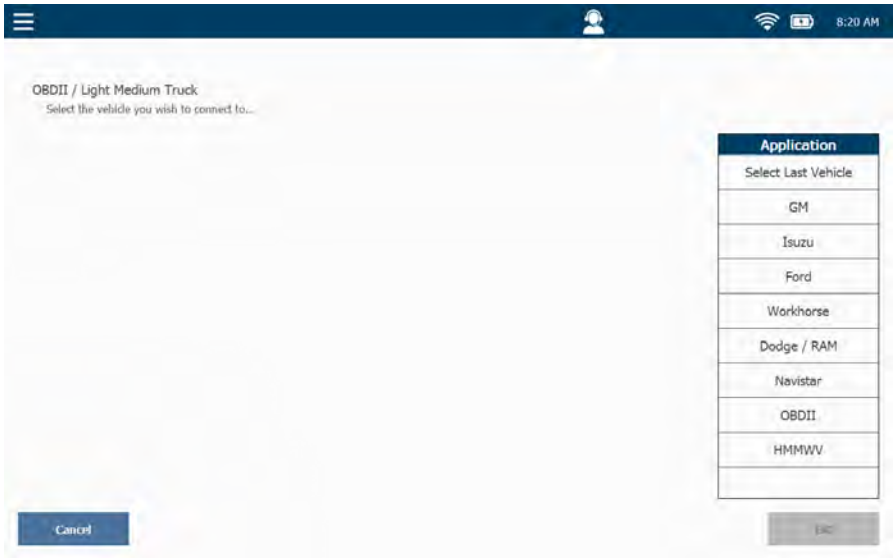


Figure 3.7 *OBD II/Light Medium Truck Screen*

1 Select the appropriate application for the truck you are connected to from the list on the right.

NOTE:

The **Select Last Vehicle** feature enables you to connect to the last vehicle you were connected to without having to make further selections.

The screen is refreshed and a list of model years is displayed on the right side of the display.

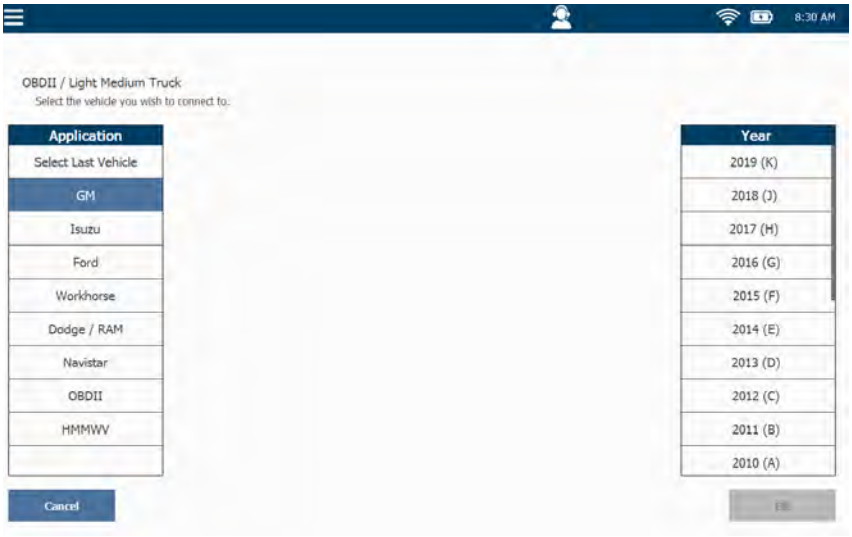


Figure 3.8 *Select the Model Year*

2 Select the appropriate model year from the list.

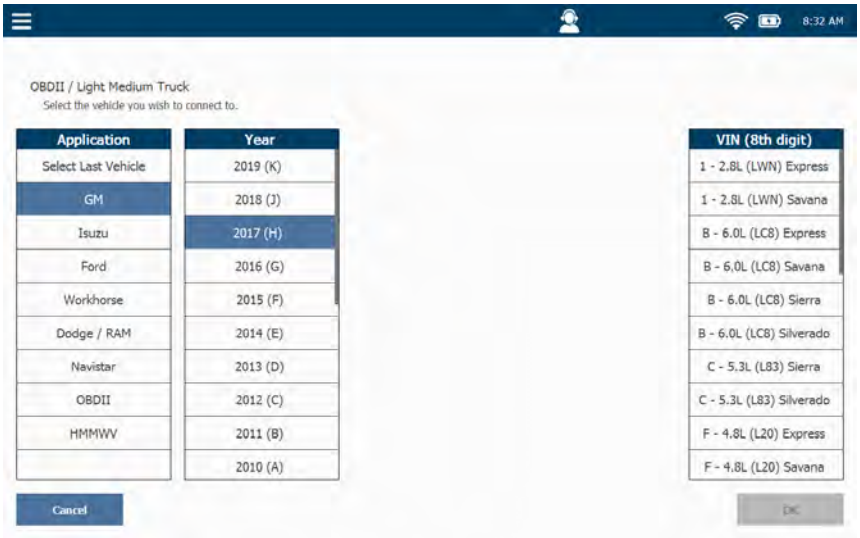


Figure 3.9 *Select the VIN*

3 Select the VIN from the list.

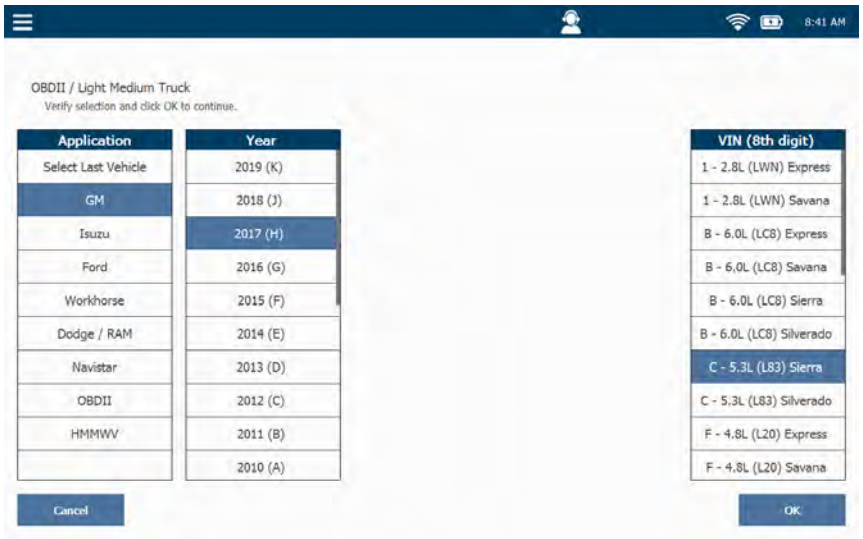


Figure 3.10 *All Three Selections Made*

4 Review your selections, and touch **OK**.

Figure 3.11 *Module Selection Screen*

5 Select up to six modules to load, and touch **OK**.

The Diagnostics Menu is displayed (Figure 3.12).

Introduction to Tab Functions

Once the PRO-LINK® Edge has scanned the vehicle for faults, the **Diagnostics Menu** is displayed (Figure 3.12). A number of menu-selection tabs are displayed on the left side of the screen.

- Faults *(pg. 43)*
- Parameters *(pg. 44)*
- Calibrations *(pg. 46)*
- Tests *(pg. 51)*

The following subsections briefly introduce each of the tabs of the Diagnostics Menu.

NOTE:

For detailed instructions on using each of the tabs on the Diagnostics Menu, see Chapter 4: *Using the Diagnostics Menu*, later in this manual.

The Faults Tab

The **Faults** tab displays the faults detected on the vehicle for all modules. The faults are separated into two lists, ACTIVE FAULTS and INACTIVE FAULTS.

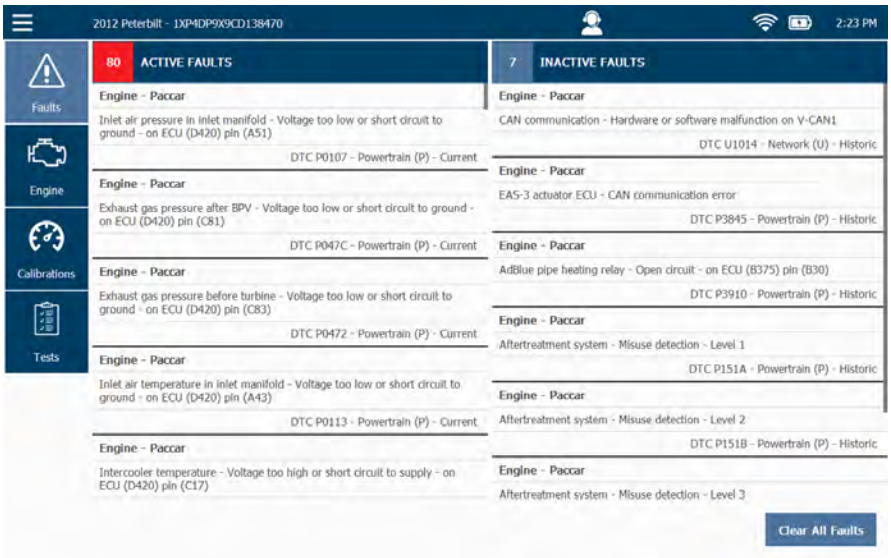


Figure 3.12 *Active and Inactive Fault Codes*

The Parameters Tab

The PRO-LINK® Edge creates a Parameters tab for each module loaded (e.g., **Engine** and **Engine Retarder**). Depending on the number of modules loaded, you may, or may not, have multiple parameters tabs displayed.

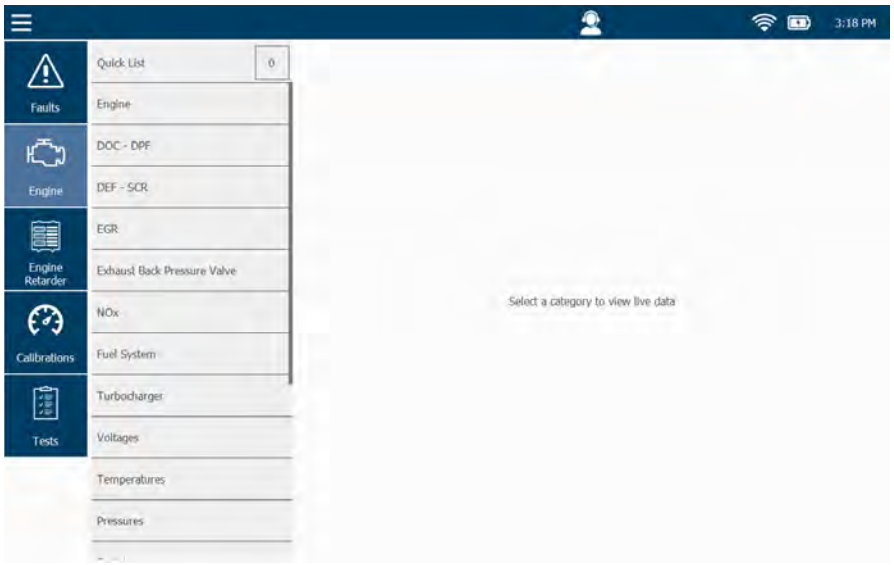


Figure 3.13 *Category Selection Screen*

The first time the Parameters tab is selected during your session the you are prompted to select a parameter category. The categories displayed depend upon the module and application.

Touch the list and drag your finger up to scroll through the list of categories. Touch the screen to select a category (e.g., **Pressures**), and display the parameters for that category.

The **Parameters** screen is displayed.

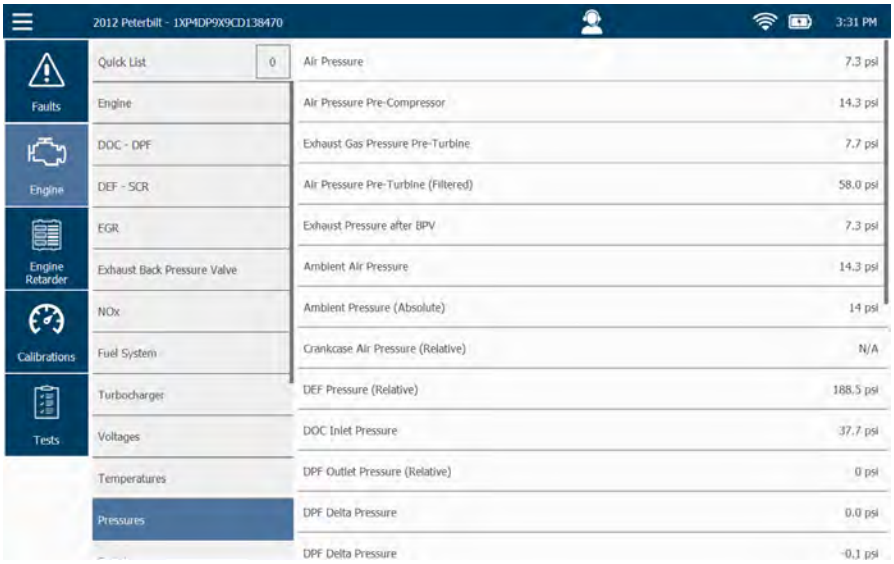


Figure 3.14 *Parameters Screen*

Use your finger to drag and scroll through all the items in the list.

NOTE:

Touch a parameter in the list to add it to your Quick List. For detailed information on creating a Quick List, refer to “Creating and Viewing a Quick List” in *Chapter 4: Using the Diagnostics Menu,* later in this manual.

The Calibrations Tab

The Calibrations tab lists the calibrations available for each module and displays the screens you need to calibrate those parameters. If a module does not contain any calibrations, a message is displayed.

NOTE:

For some parameters a password is required.

The first time the Calibrations tab is selected during a session, a message instructs you to select a module.

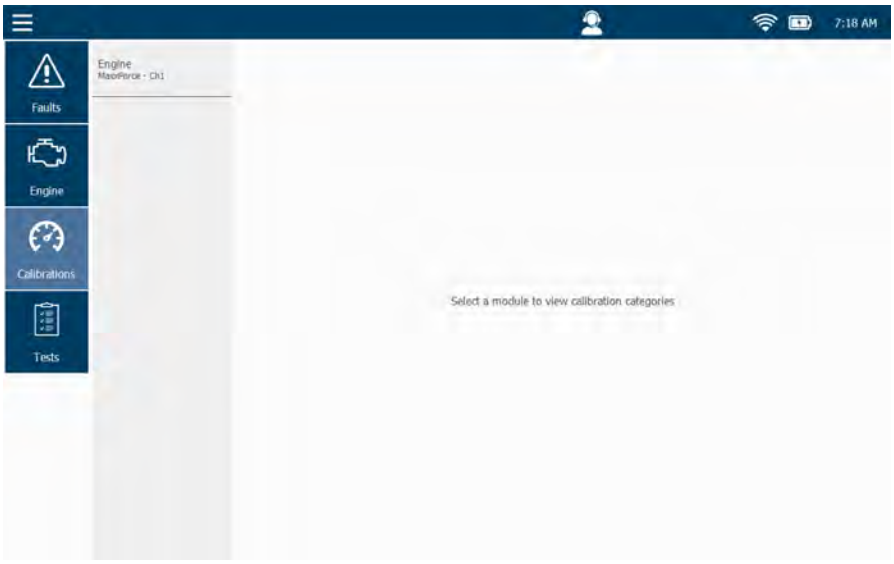


Figure 3.15 *Select a Module Screen*

Select a module (e.g., **Engine - MaxxForce - Ch1**).

A list of available categories is displayed.

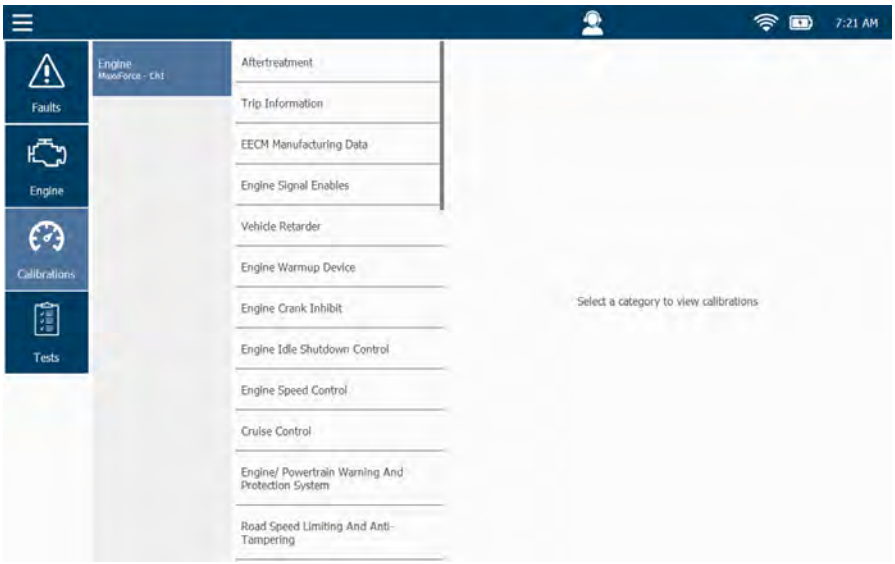


Figure 3.16 *List of Available Categories*

NOTE:

You can use your finger to drag and scroll through all the items in the list.

Touch the screen to make your selection (e.g., **Cruise Control**), and view calibrations for that category.

The **Cruise Control** screen is displayed.

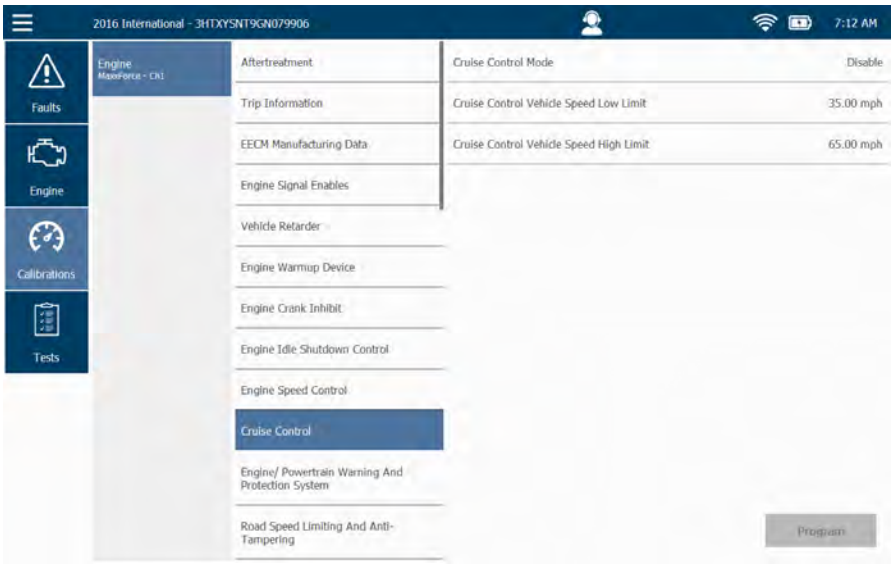


Figure 3.17 *Cruise Control Screen*

Touch the screen to select a calibration (e.g., **Cruise Control Vehicle Speed High Limit**).

The calibration screen is displayed.

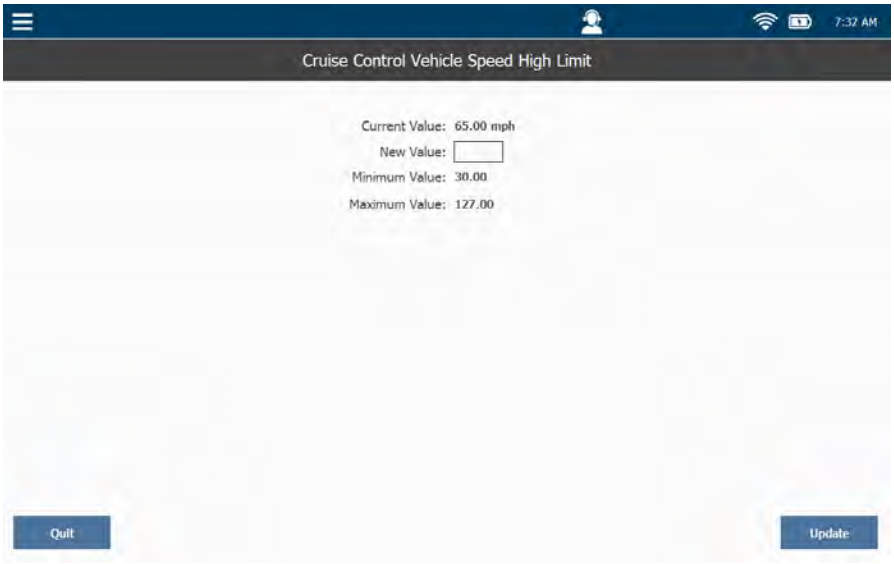


Figure 3.18 *Sample Calibrations Screen*

NOTE:

Note the Minimum and Maximum values displayed for your reference.

After you have entered the New Value, touch **Update**.

The Cruise Control Screen is updated with the value you entered.

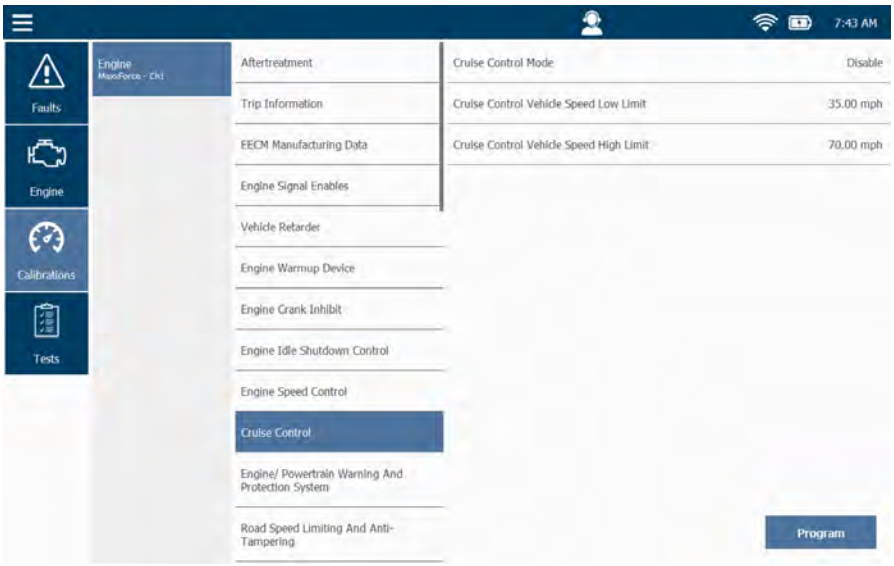


Figure 3.19 *Cruise Control Screen Updated with New Value*

Touch the **Program** button to finalize the calibration.

NOTE:

You may receive a series of messages directing you to cycle the ignition. Follow the prompts.

Once the new value is verified the Cruise Control screen is displayed again. At this point, you may select other datapoints to calibrate within the Cruise Control category, or select another category.

The Tests Tab

The **Tests** tab is used to perform special tests. Some of the tests you can run include the following:

- Histograms
- Injector actuation pressure tests
- Injector solenoid tests

A typical test enables you to perform a function or test to aid in the diagnostics of a vehicle or system. For example, the **Cylinder Cutout Test** enables you to turn on or turn off the cylinders in an engine to help diagnose problems with an individual cylinder or group of cylinders.

The PRO-LINK® Edge enables you to perform the special tests that have been programmed into the ECM by the original equipment manufacturer (OEM).

When you select the Tests tab, the Module Selection screen is displayed.

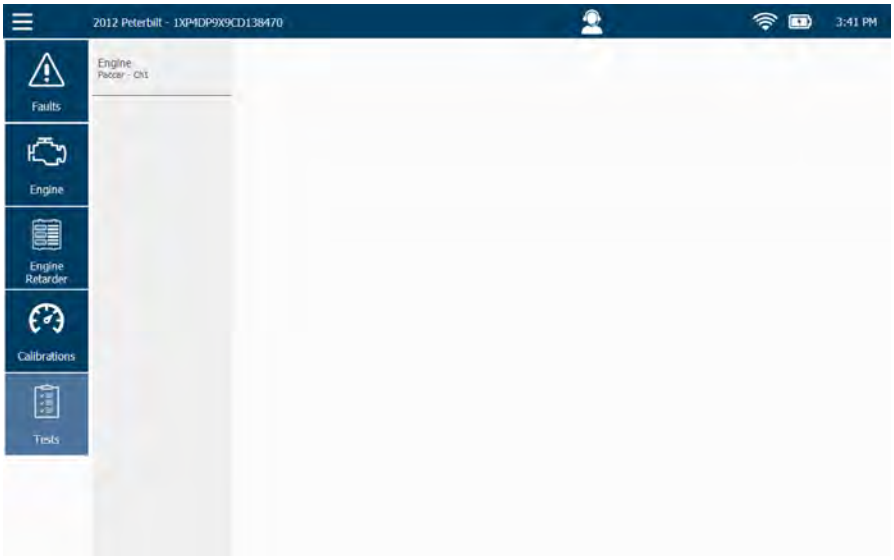


Figure 3.20 *Module Selection Screen*

Depending on the vehicle you are connected to, there may be multiple modules to choose from.

Once you select the module from the list on the left, a list of available tests for that module is displayed.

Figure 3.21 *Available Tests Screen*

Select a test from the list to display the screen for that test.

Then, follow the on-screen prompts to run the test.

Viewing Vehicle Specifications

The Vehicle Specs feature is accessed through the drop-down menu in the upper-left corner of the display when you are connected to a vehicle.

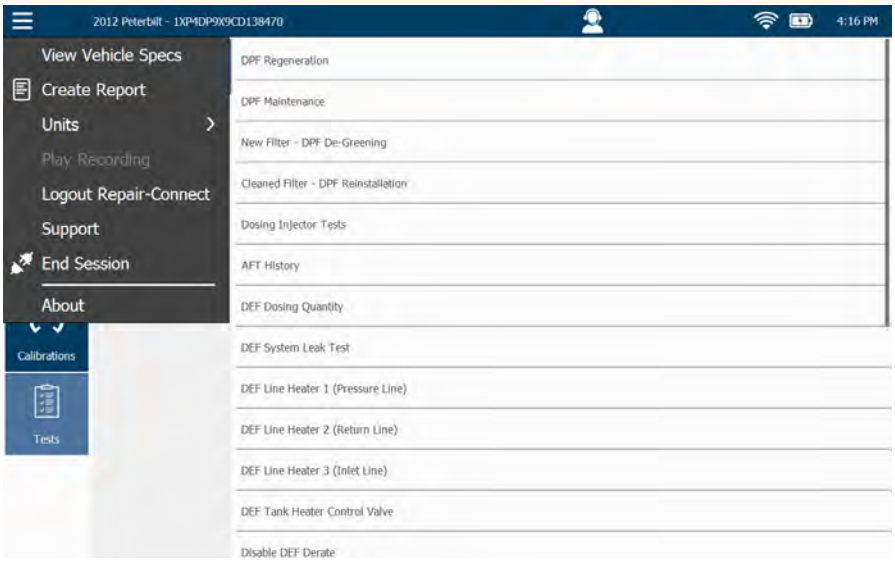


Figure 3.22 *Drop-down Menu Showing the View Vehicle Specs Menu Item*

When you touch the View Specs button, the following information is displayed for the vehicle to which you are connected:

- Module (e.g., Engine - Paccar - Ch1)
- Hardware Version
- Engine Name Extension
- Engine Name
- Dealer Code
- Daf Software Version
- Dealer Code Extension
- Software Build ID
- Vehicle Identification Number (VIN)
- Software ID

The **Vehicle Specifications** screen is displayed.

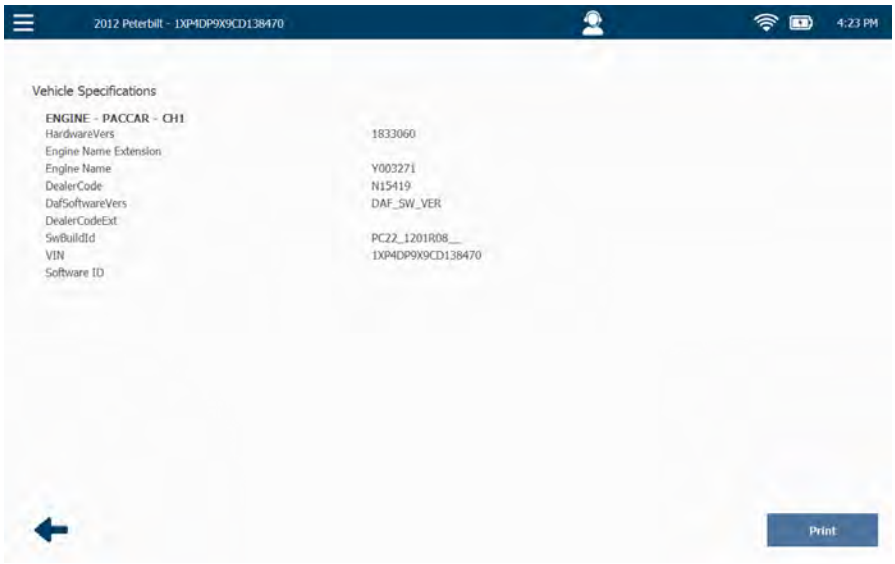


Figure 3.23 *Vehicle Specifications Screen*

Touch the **Print** button to save the information to a file, or to print directly to a printer if you are connected to a printer.

NOTE:

For information on setting up a printer, refer to “Managing Printers” in *Chapter 6: Using the Settings Menu,* later in this guide

When you have finished viewing the information, touch the **Back Arrow** at the bottom of the screen to go back to the list of Available Tests (Figure 3.21).

Monitoring Battery Power

The PRO-LINK® Edge obtains power from any of the following sources:

- Its own internal battery pack
- The vehicle (when connected to a vehicle)
- AC/DC power adapter (when plugged into a power source)

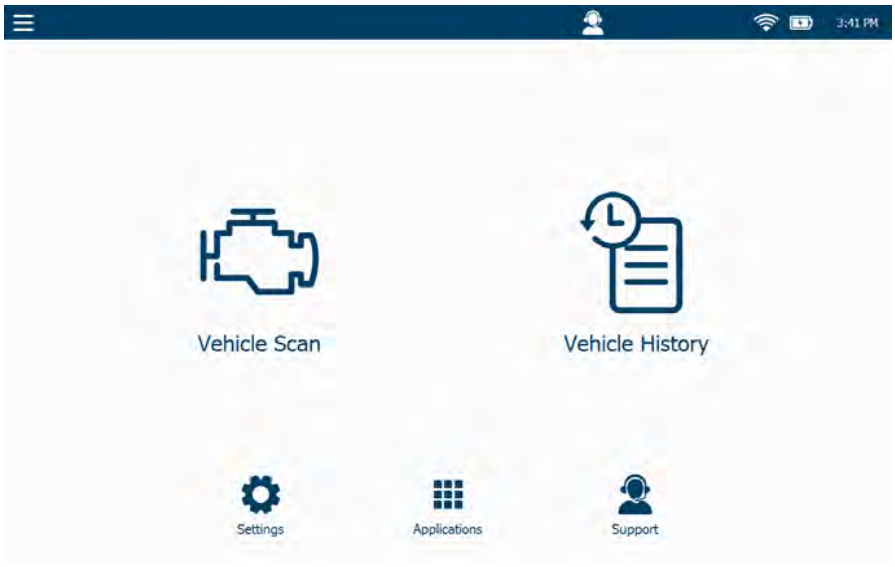


Figure 3.24 *Main Menu Showing the Battery Icon*

The Battery icon has two states:

When the device is either connected to a vehicle or plugged into a power a power source via the AC/DC power adapter.

When the device is fully charged and obtaining power from the battery pack.

NOTE:

You can use the icon to monitor battery strength. As power diminishes the slider moves to the left. When it looks like strength is down to about 25%, switch to another power source (e.g., the AC adapter).

Chapter 4

Using the Diagnostics Menu

- *The Diagnostics Menu, page 58*
  - *Faults, page 59*
    - *Clearing Inactive Faults, page 62*
  - *Parameters, page 63*
    - *Managing Quick Lists, page 65*
    - *Graphing Data, page 74*
  - *Calibrations, page 76*
    - *Calibrating a Datapoint, page 80*
  - *Tests, page 85*
- *Features Available from the Drop-Down Menu, page 94*
  - *Viewing Vehicle Specifications, page 94*
  - *Creating a Report, page 96*
  - *Changing Units of Measure, page 104*
  - *Play Recording, page 105*
  - *Logout Repair-Connect, page 107*
  - *Support, page 109*
  - *Ending Your Diagnostics Session, page 111*

This chapter provides detailed instructions on using the diagnostic features found on the Diagnostics Menu when PRO-LINK® Edge is connected to a vehicle.

NOTE:

Screen shots used throughout this manual are for illustrative purposes only. All data shown is fictitious in nature.

The Diagnostics Menu

Once the PRO-LINK® Edge has successfully scanned the vehicle for faults, the Diagnostics Menu is displayed.

NOTE:

For detailed information on connecting to a vehicle and the scanning process, refer to “Connecting to a Vehicle” and “Scanning a Vehicle” in *Chapter 3: Getting Started*, earlier in this manual.

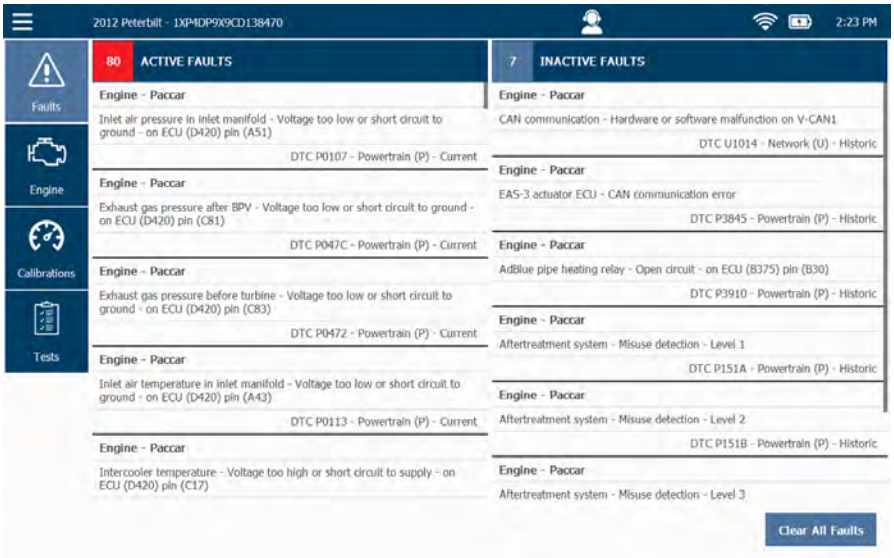


Figure 4.1 *Diagnostics Menu*

At this point, you are ready to start using the features available from the Diagnostics Menu. A number of menu-selections are displayed on the right side of the screen.

- Faults *(pg. 59)*
- Parameters *(pg. 63)*
- Calibrations *(pg. 76)*
- Tests *(pg. 85)*

Faults

The Faults screen is the default display on the Diagnostics Menu. Other selections are available on the left side of the display (e.g., Engine, Calibrations, Tests).

From the faults screen display you can:

- View active and inactive faults *(pg. 59)*
- View more information on a particular fault *(pg. 60)*
- Clear All Faults *(pg. 62)*

Viewing Active and Inactive Faults

Faults are displayed in two categories:

- ACTIVE FAULTS faults on the left side
- INACTIVE Faults on the right side

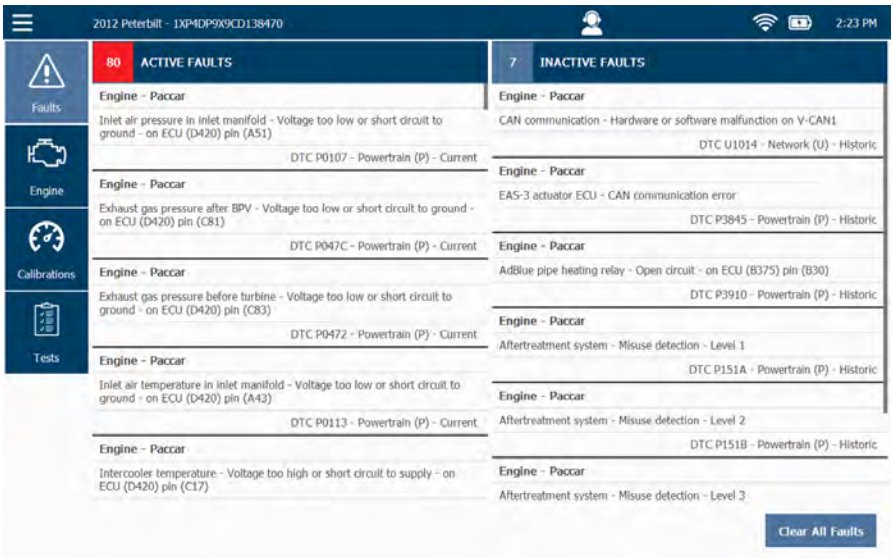


Figure 4.2 *Faults Screen*

Touch the screen to scroll through the two lists.

Each fault listed contains the following information for that fault:

Line Number	Contents
1	The name of the module where the fault was found (e.g., Engine 1 - Paccar)
2	Either the name of the parameter experiencing the fault, or a combination of the name and a description of the fault (e.g., Inlet air pressure in inlet manifold - Voltage too low or short circuit to ground - on ECU (D420) pin (A51).
3	SAE/DTC information about the fault (e.g., DTC P0101 - Powertrain (P) - Current)

Viewing More Info

You can view more information on a particular fault (e.g., Freeze Frame Data and PRO-LINK® Repair-Connect troubleshooting information) by touching the fault to display the More Info screen.

To view more information on a particular fault:

1. Touch the screen to select the fault for which you want to view more information (e.g., **Inlet air pressure in inlet manifold**).

The **More Info** screen is displayed with the Description pane activated.

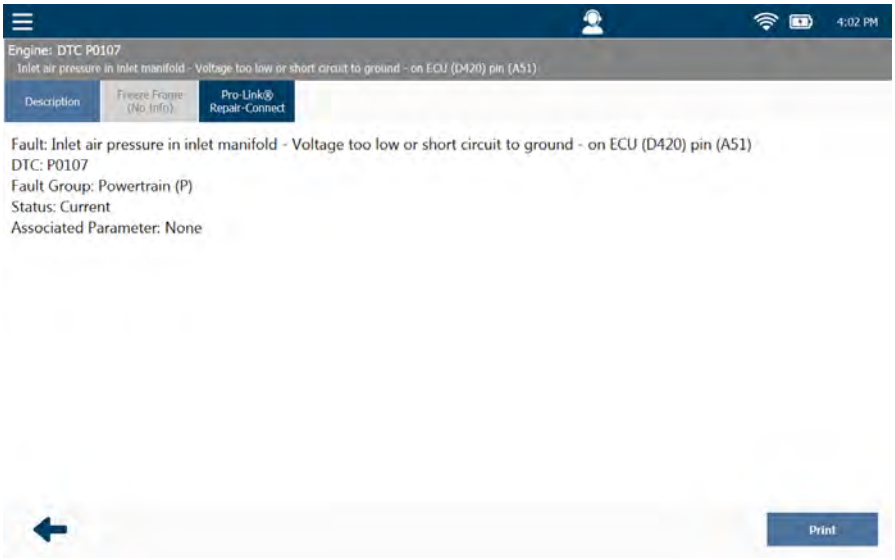


Figure 4.3 *More Info Screen*

2 Touch the **Freeze Frame** button at the top of the display to view freeze frame information (if available).

3 Touch the **Description** button to go back to the description pane.

NOTE:

If you have purchased a subscription to Repair-Connect, touch the **PRO-LINK® REPAIR-CONNECT** button at the top of the screen to display the Repair-Connect login screen. For detailed information on using Repair-Connect, refer to *Chapter 10: Using* PRO-LINK®*Repair-Connect*, later in this manual.

4 Touch the **Print** button to send the page to the printer.

5 Touch the **Back Arrow** tab to go back to the list of faults (Figure 4.2).

Clearing Inactive Faults

Inactive faults can be cleared by touching the Clear All Faults button at the bottom of the screen. Faults may not be cleared individually.

NOTE:

When you clear all faults, both ACTIVE and INACTIVE faults are cleared. Then the PRO-LINK® Edge re-scans the vehicle and re-lists the ACTIVE faults found during the re-scan.

To clear all inactive faults:

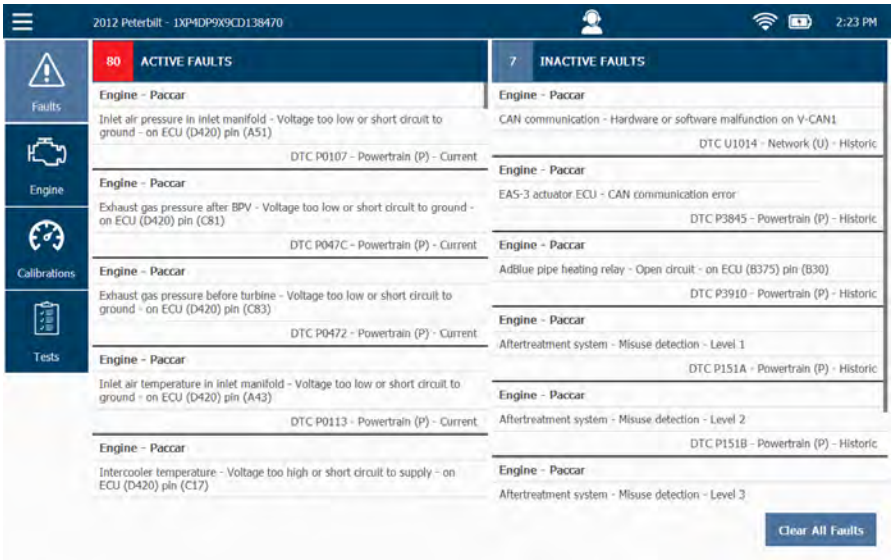


Figure 4.4 *Sample Faults Screen*

1 Touch **Clear All Faults**.

An “Are you sure you want to clear all faults?” question box is displayed.

2 To confirm your decision to clear all faults, touch **Yes**.

All faults are cleared, the vehicle is re-scanned, and any faults that are still active will be re-displayed.

Parameters

The Parameters screen is accessed by touching one of the Parameters tabs (e.g., Engine) on the left-side of the Diagnostics Menu.

NOTE:

The PRO-LINK® Edge creates a Parameters tab for each module (e.g., **Engine - Paccar - Ch1** and **Engine Retarder- HDS J1939 Ch1**) loaded during the scanning process.

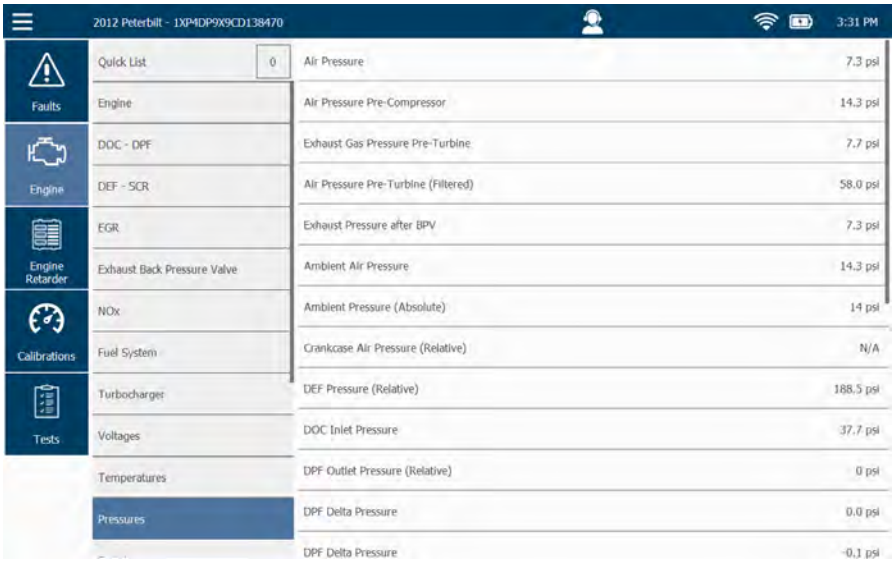


Figure 4.5 *Sample Parameters Screen*

From the Parameters tab you can:

- View parameters *(pg. 64)*
- Manage Quick Lists *(pg. 65)*
- Create and view a Quick List *(pg. 67)*
- Remove parameters from a Quick List *(pg. 71)*
- Graph data *(pg. 74)*

Viewing Parameters

To view parameters:

1 From the Diagnostics Menu (Figure 4.1), select the Parameters tab (e.g., **Engine**).

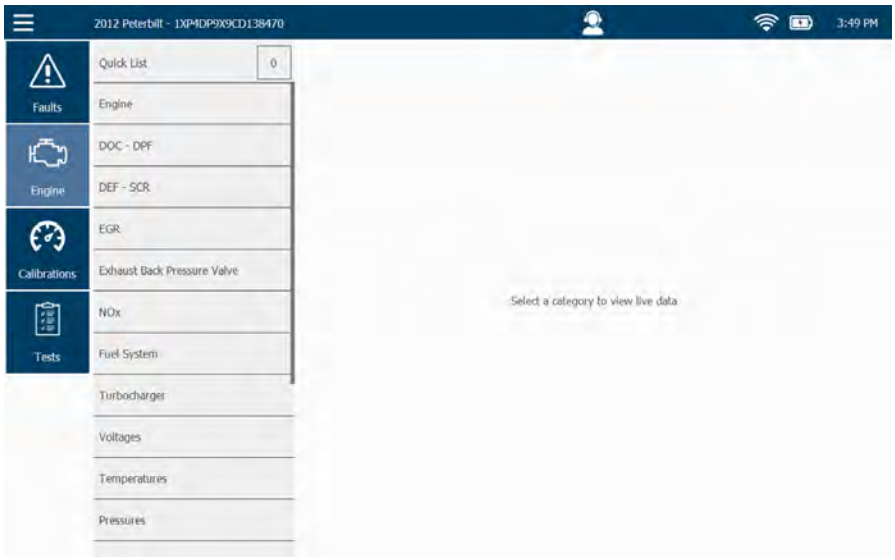


Figure 4.6 *Select a Category Screen*

NOTE:

Touch the screen, and drag your finger up to scroll down the list on the left.

2 Touch the name of the category for which you want to view live data (e.g., **Pressures**).

A list of parameters for the selected category is displayed.

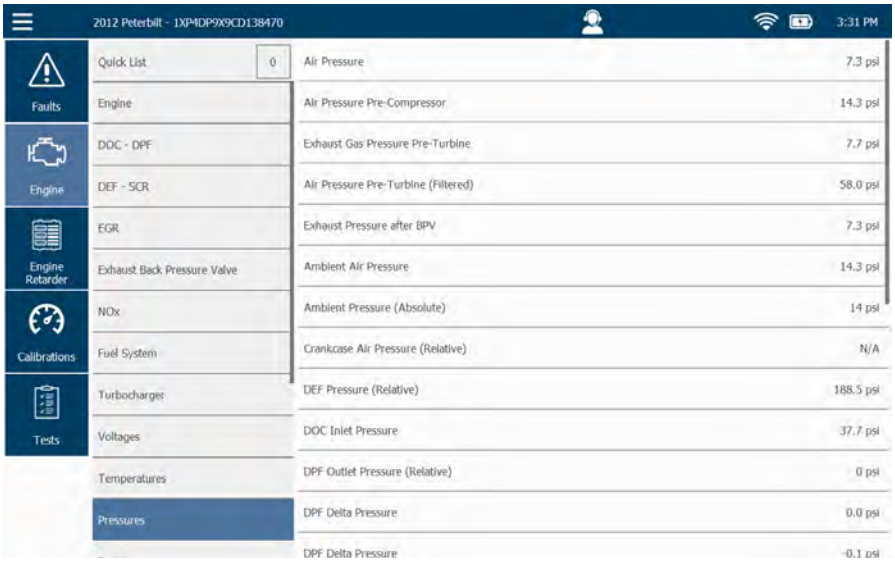


Figure 4.7 *List of Parameters*

All parameters available for the category you selected (e.g., Pressures) are displayed in the list to the right of the categories. Values, if available, are also displayed. Touch the screen, and drag your finger up to move down the list.

You can select another category from the list on the left, or create a Quick List.

Managing Quick Lists

You can create a Quick List to store parameters, and display them side by side, from either one or both of the following:

- Different categories (i.e., the categories on the left side of the display)
- Different modules (e.g., Engine, Engine Retarder, etc.)

There can be only one Quick List. You may, however, clear the Quick List and create a new one when you need to compare other parameters.

A sample quick list.

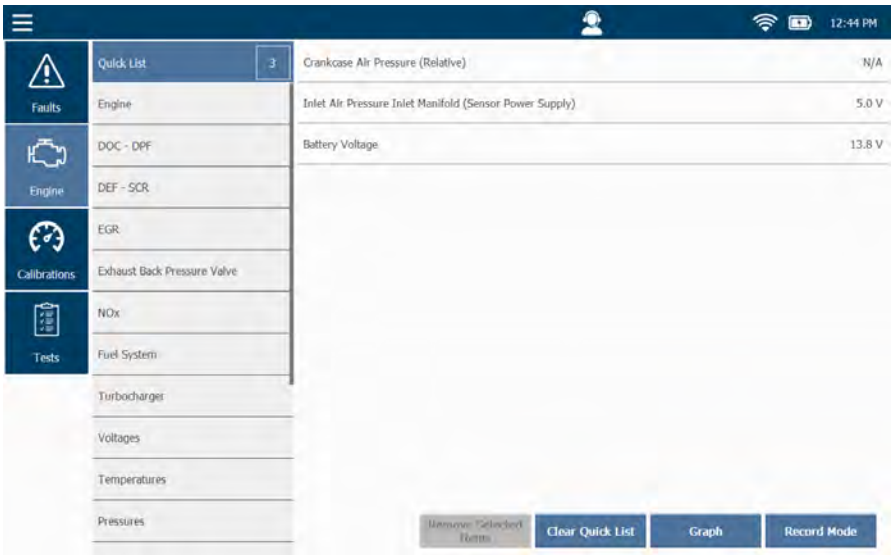


Figure 4.8 *Sample Quick List*

NOTE:

The Quick List is limited to ten (10) parameters

Creating and Viewing a Quick List

A Quick List is created by checking individual parameters from one or more categories in the list of parameters. If no parameters are yet in the Quick List, a screen explaining how to add parameters to the Quick List is displayed.

To create a Quick List:

1 Touch the **View Quick List** button at the top left of the screen.

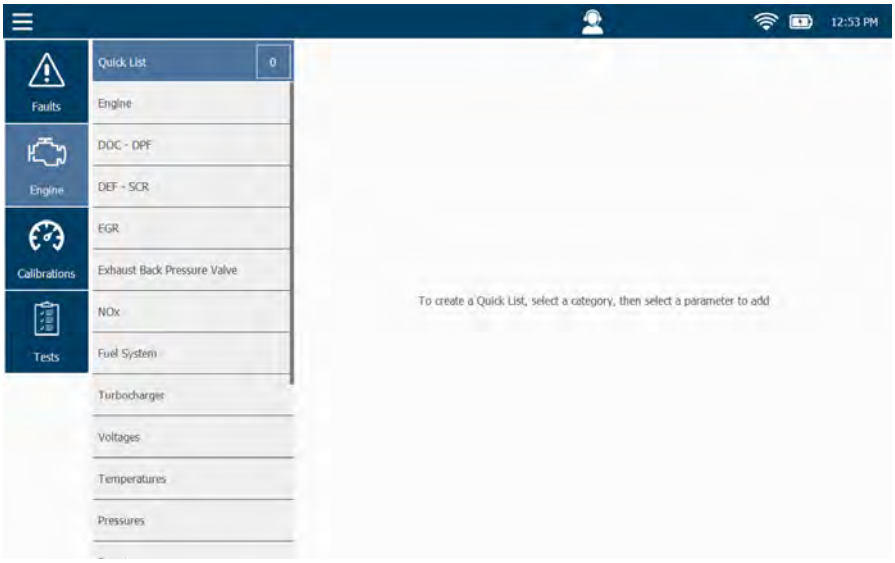


Figure 4.9 *Select a Category Screen*

2 Touch the screen to select a category (e.g., **Pressures**).

A list of parameters for the selected category is displayed.

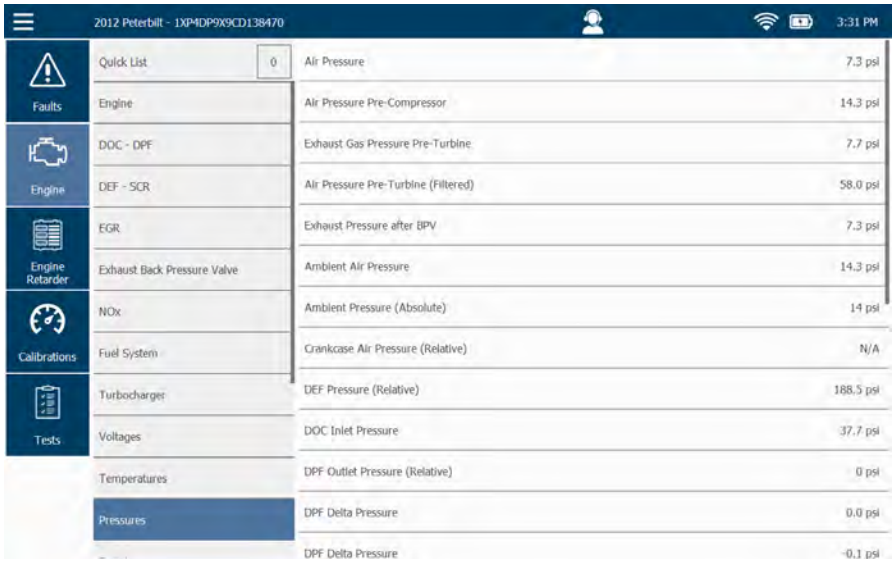


Figure 4.10 *Parameter List for Pressures*

NOTE:

Touch the screen, and drag your finger up to move down the list.

3 Touch the screen to select a parameter (e.g., **DEF Pressure**).

Your selection is highlighted.

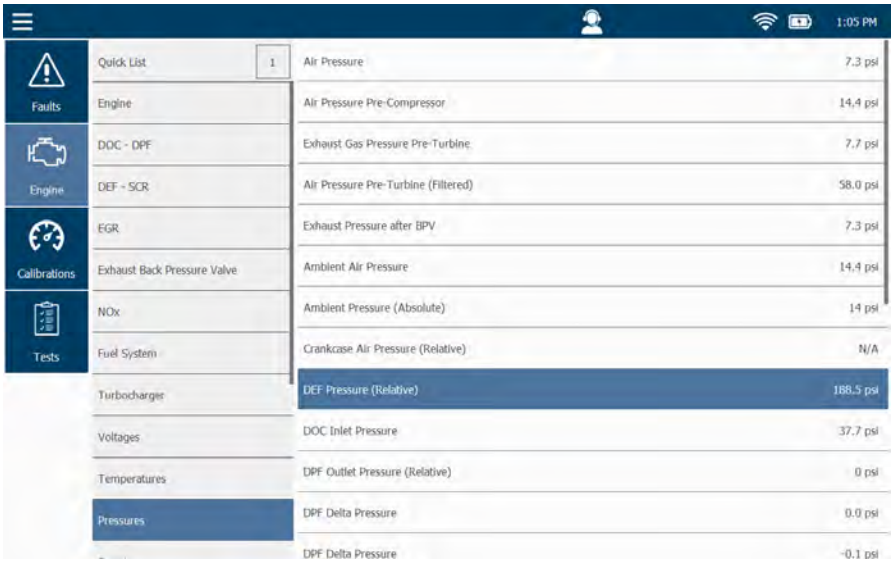


Figure 4.11 *Selection Highlighted and Added to the Quick List*

Note that there is now one (1) item in the Quick List box (located at the top-left portion of the screen).

4 Continue adding parameters to the list.

NOTE:

You may also select parameters from other categories (e.g., **Temperatures**) or from other modules, if present.

5 Once you are finished adding parameters to the list, touch **Quick List** at the top of the list of categories to view the Quick List you created.

The **Quick List** is displayed.

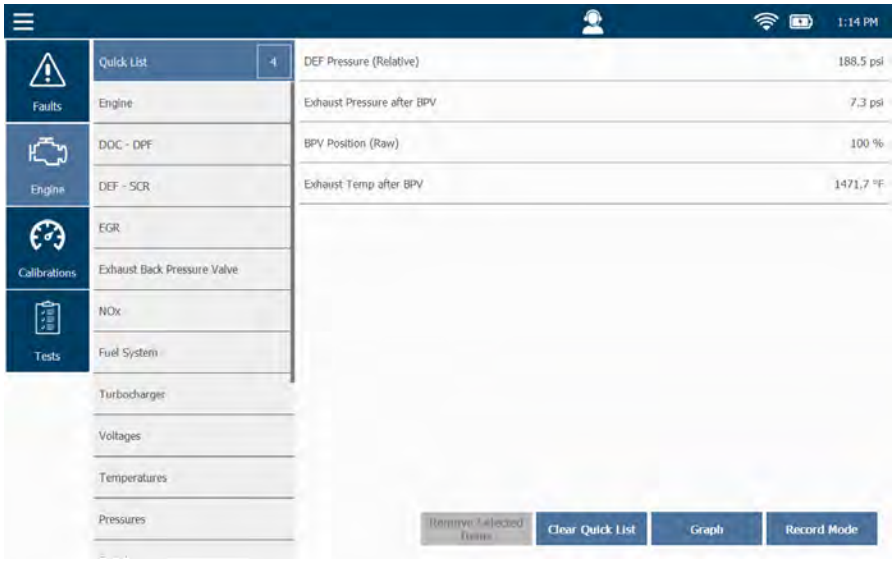


Figure 4.12 *Sample Quick List*

NOTE:

For information on using the Graph button to graph parameter data, see *Graphing Data* on page 74 of this chapter.

NOTE:

The **Record Mode** feature is discussed in *Chapter 9: Using Record and Playback*, later in this manual.

6 Move on to *Removing Parameters from the Quick List*, next.

Removing Parameters from the Quick List

You can remove parameters form the Quick List at any time.

To remove a parameter from the Quick List:

1 Touch **Quick List** at the top of the list of categories to display the current Quick List.

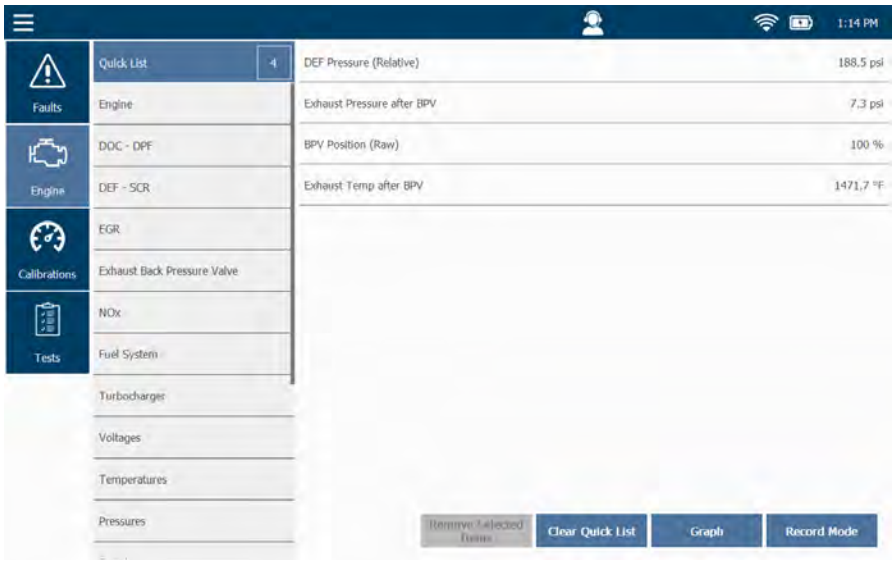


Figure 4.13 *Sample Quick List*

2 Touch the screen to select the parameter you want to remove from the list.

NOTE:

You can also remove all the parameters in the list by touching the Clear Quick List button at the bottom of the screen.

The selected parameter is highlighted.

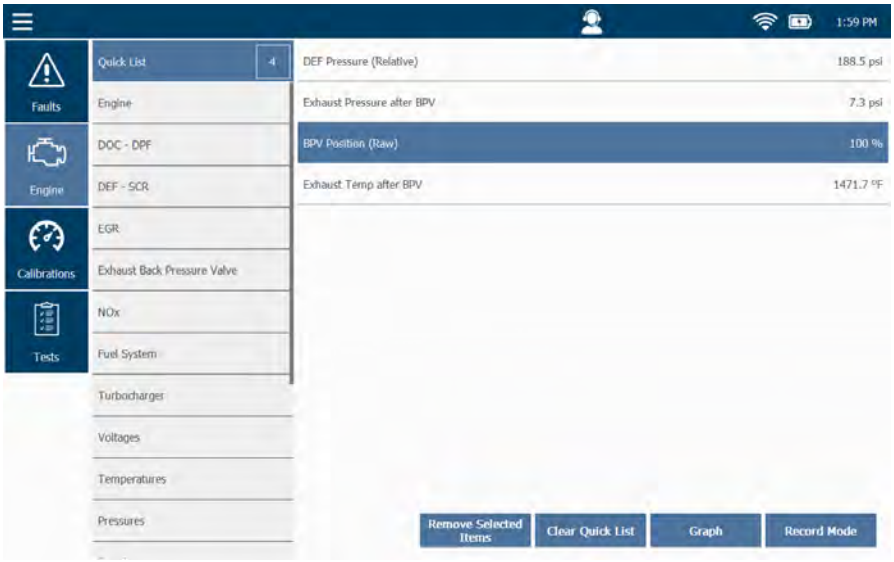


Figure 4.14 *Removing Parameters from the Quick List*

3 Touch the **Remove Selected Items** button.

The **Quick List** is updated.

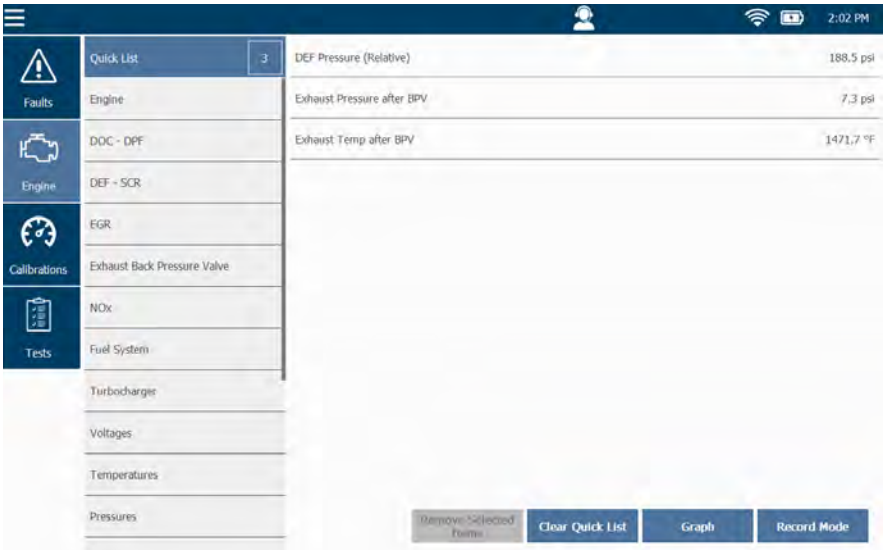


Figure 4.15 *Updated Quick List*

4 To remove all parameters form the Quick List, touch the **Clear Quick List** button.

The **Select a Category** screen is displayed again (Figure 4.9).

Graphing Data

You can view a visual representation (i.e., a graph) of the parameters in the Quick List by using the Graph button at the bottom of the screen (Figure 4.15). Only scalable parameters (i.e., parameters that have values that can vary over time) will be displayed, for example, temperatures.

NOTE:

For instructions on creating a Quick List, refer to *Creating and Viewing a Quick List* on page 67, earlier in this manual.

To view a real-time graph of the parameters in the Quick List:

1 Create a Quick List with several parameters to graph.

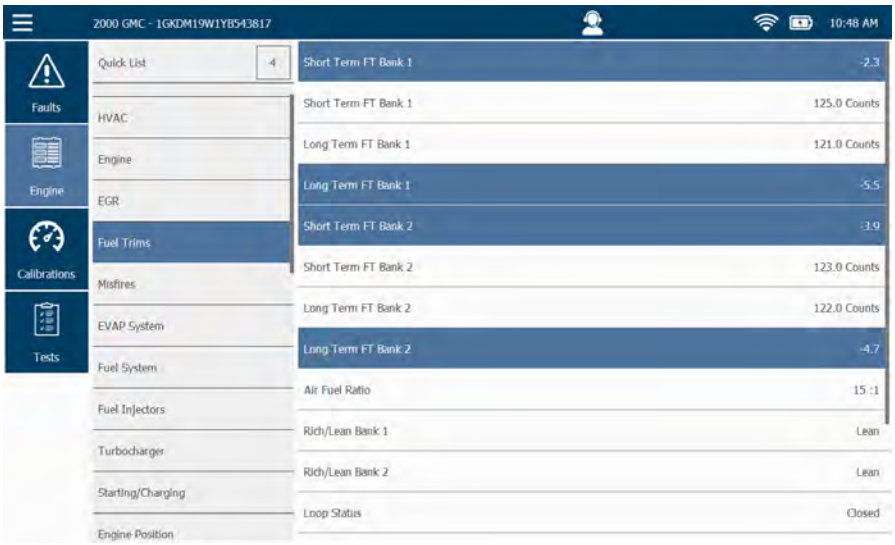


Figure 4.16 *Quick List Parameters Highlighted*

2 Touch **Quick List** at the top of the list of categories.

The Quick List is displayed.

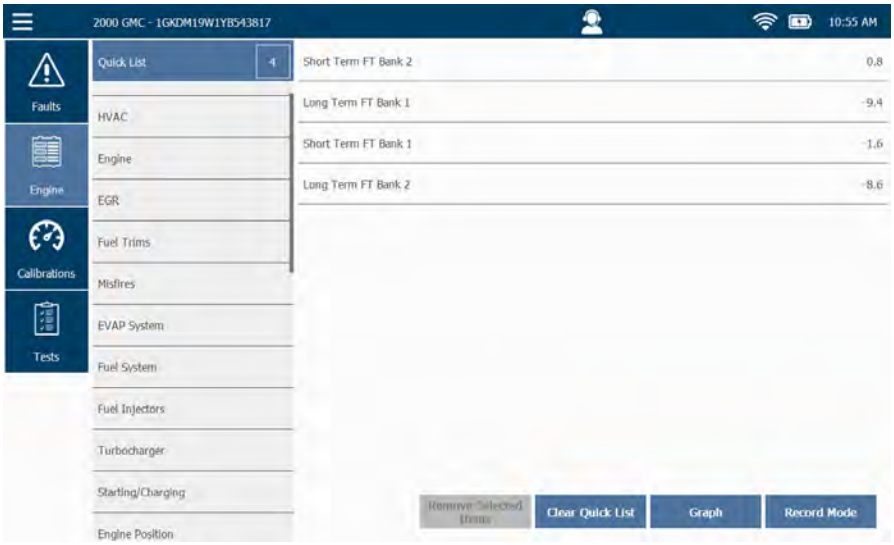


Figure 4.17 *Quick List*

3 Touch the **Graph** button.

Figure 4.18 *Sample Graph*

4 Touch the **Back Arrow** to return to the Quick List (Figure 4.17).

Calibrations

From the Calibrations menu, you can:

- Select a calibration category and view the associated datapoints *(pg. 77)*
- Calibrate a datapoint *(pg. 80)*

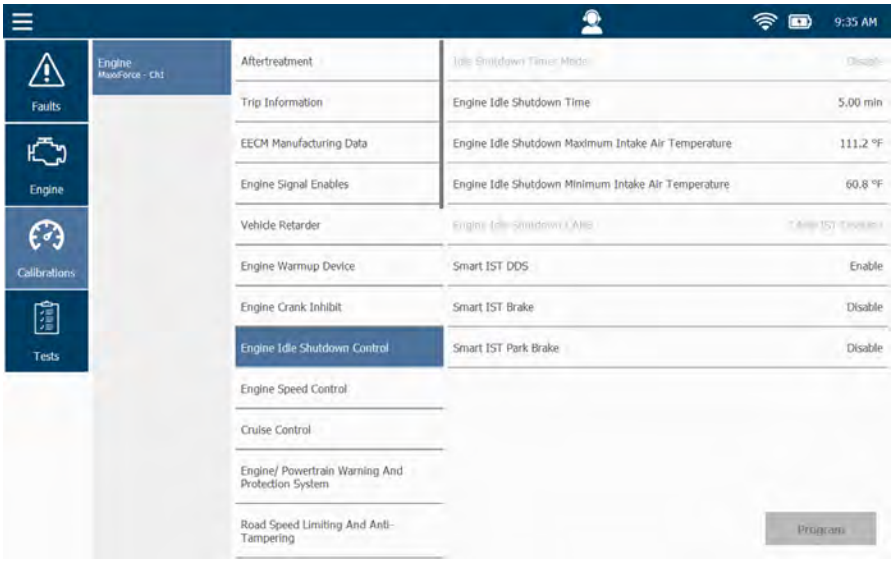


Figure 4.19 *Sample Calibrations Screen*

NOTE:

Calibrations are not available for all software applications. For example, Heavy Duty Standard (HDS) J1939, among others, does not support calibrations. The Calibrations tab will still display, but a “No Calibrations available message” is displayed when the tab is selected.

Select a Calibration Category

A calibration category is a collection of related calibrations. The first time you select the Calibrations tab during a session, the PRO-LINK® Edge prompts you to select a module, and then displays the available calibration categories for that module.

To select a calibration category and view the associated datapoints:

1 From the Diagnostics Menu (Figure 4.1), select the **Calibrations**.

If you have not yet used the Calibrations during your current session, the **Select a Module** screen is displayed.

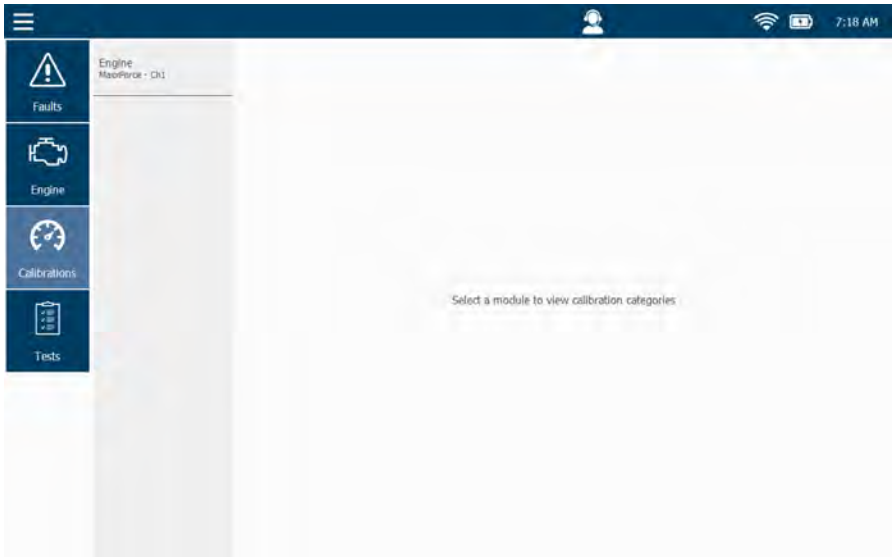


Figure 4.20 *Select a Module Screen*

2 Touch the screen to select the module you want (e.g., **Engine - MaxxForce - Ch1**).

NOTE:

Depending on the vehicle to which you are connected, there may be more than one module in the list on the left.

A list of available categories is displayed.

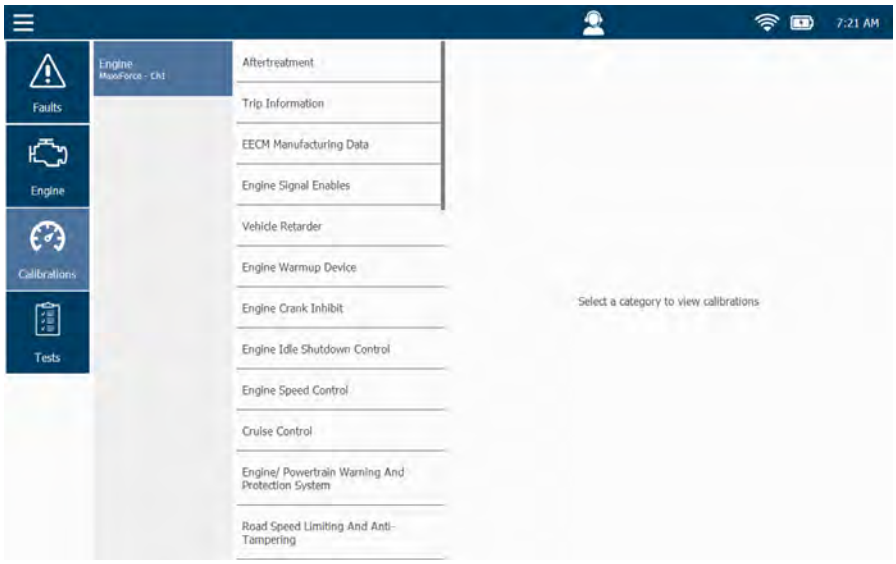


Figure 4.21 *List of Available Categories*

3 Use your finger to scroll down the list.

4 Touch the screen to select the category you want (e.g., **Engine Idle Shutdown Control**).

The PRO-LINK® Edge displays a list of the datapoints you can calibrate for the selected category (datapoints on the left and values on the right).

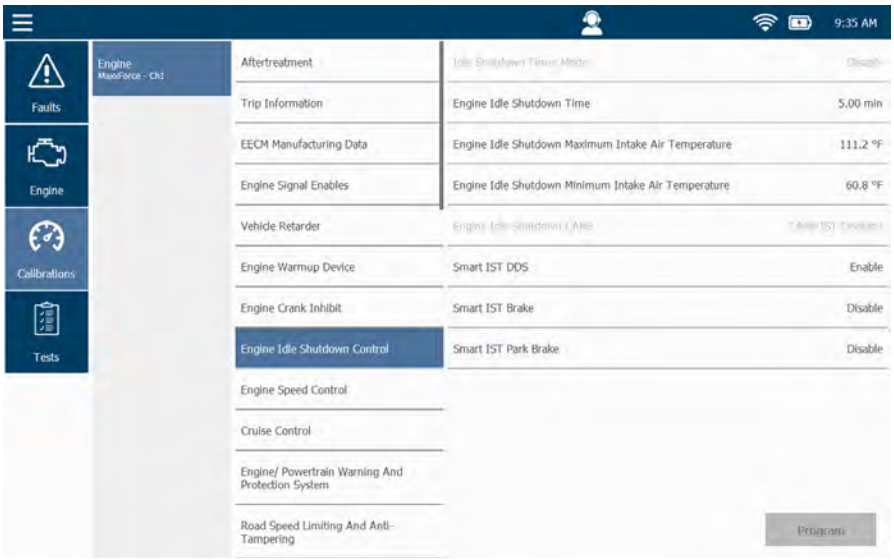


Figure 4.22 *List of Datapoints within a Category*

5 Move on to ***Calibrating a Datapoint***, next.

Calibrating a Datapoint

When you select a datapoint to calibrate the PRO-LINK® Edge immediately starts the calibration process for that datapoint.

NOTE:

Each calibration screen is unique to the type of module and the type of calibration being performed. In addition, some applications (e.g., CAT® ACERT™) do not include the Program button.

To calibrate a datapoint:

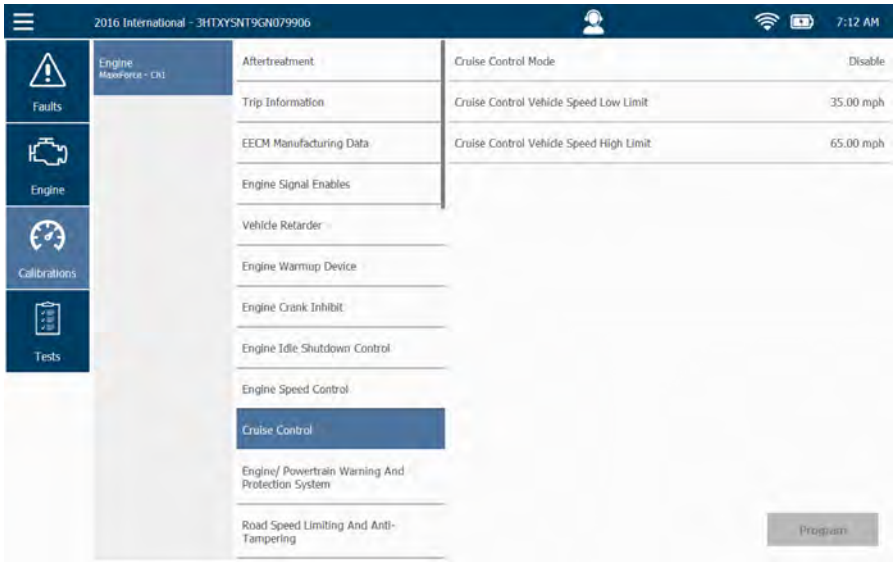


Figure 4.23 *List of Datapoints for the Cruise Control Category*

1 Touch the screen to select the datapoint you want to calibrate (e.g., **Cruise Control Vehicle Speed High Limit**).

NOTE:

Not all datapoints will be available for calibration (i.e., they are grayed out). Datapoints can be unavailable because the datapoint is read-only (i.e., non programmable), or, in some applications, due to password level protections.

The calibration screen for the datapoint you selected is displayed.

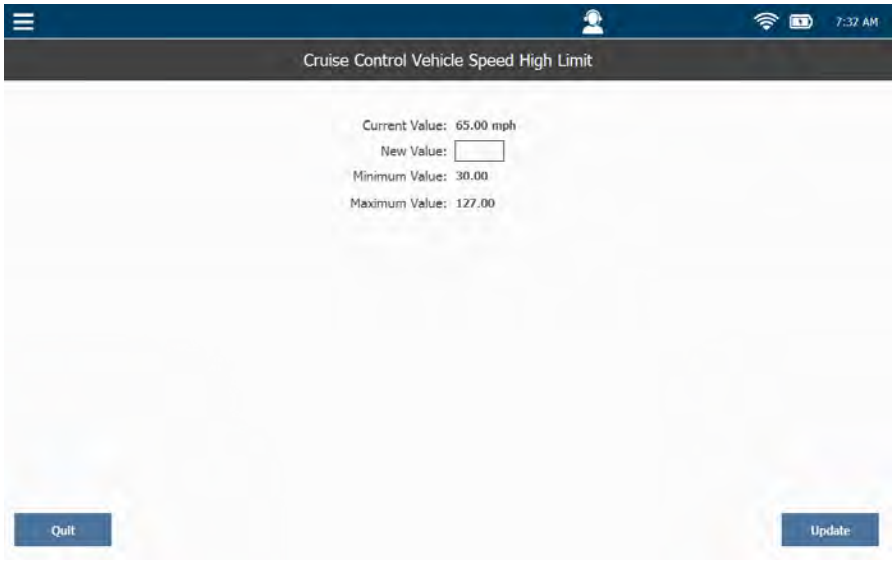


Figure 4.24 *Calibration Screen*

2 Touch within the **New Value** data entry field.

NOTE:

When a calibration is running, the CALS tab is locked. Touch the Quit button to exit the calibration.

The keyboard is displayed.

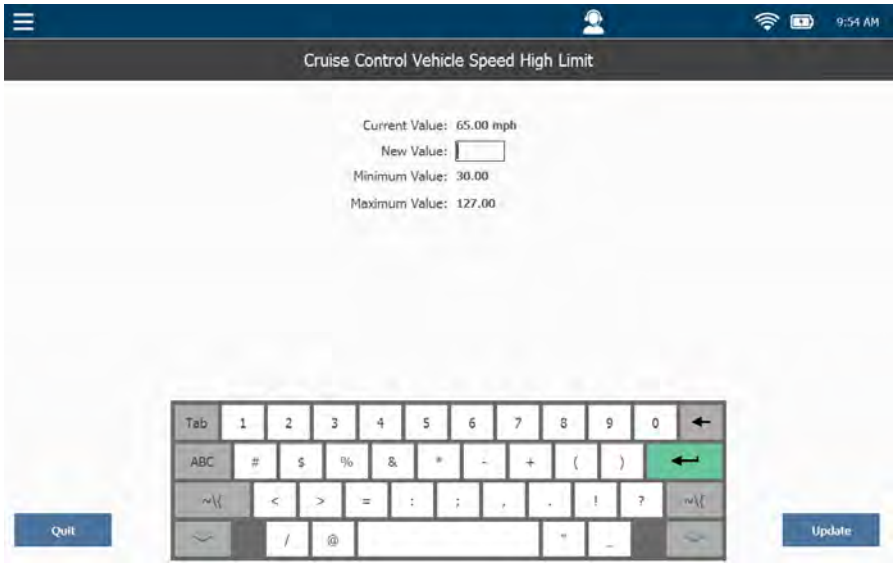


Figure 4.25 *Keyboard*

3 Use the keyboard to enter the new value (e.g., **70**).

4 Touch the **Update** button at the bottom of the screen.

The list of datapoints is displayed, showing the new value.

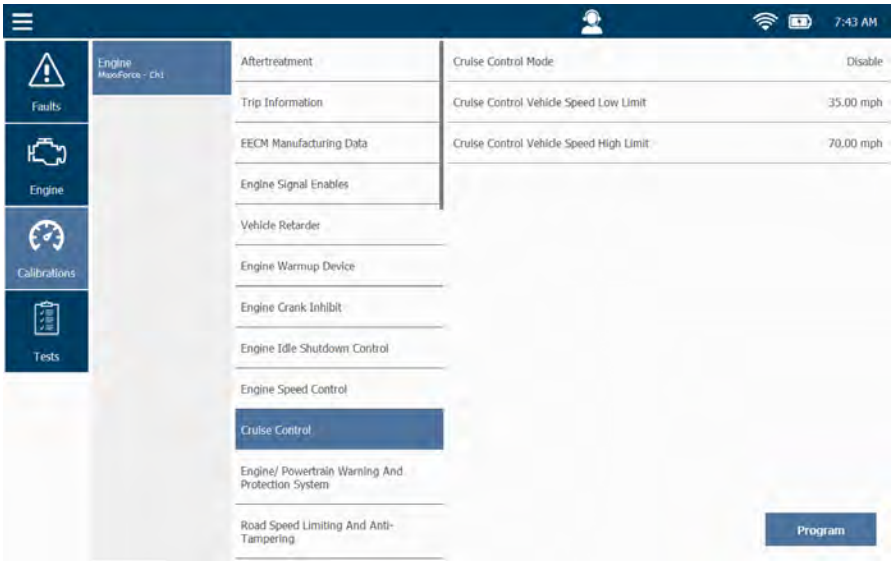


Figure 4.26 *List of Datapoints for the Cruise Control Category*

5 To complete the calibration, and accept the new value, touch the **Program** button.

If you choose *not* to program the calibration at this time, you can continue to make additional calibrations, and then program all of your calibrations at the same time. If you attempt to leave the CALS tab, a message is displayed reminding you that there are unprogrammed calibrations and warning you that they will be lost if you continue.

The Program feature is not universally used across all vehicle applications. Some tests will employ the Program feature, others will not.

NOTE:

In the event that you are prompted to enter a password or passwords, follow the prompts. The PRO-LINK® Edge in most cases will automatically enter the password, if required, for you.

If you touched **Program**, the final step in the calibration process begins.

6 When prompted, turn **OFF** the ignition.

7 When prompted, turn **ON** the ignition.

8 Wait while the calibration is verified.

The list of datapoints is displayed again.

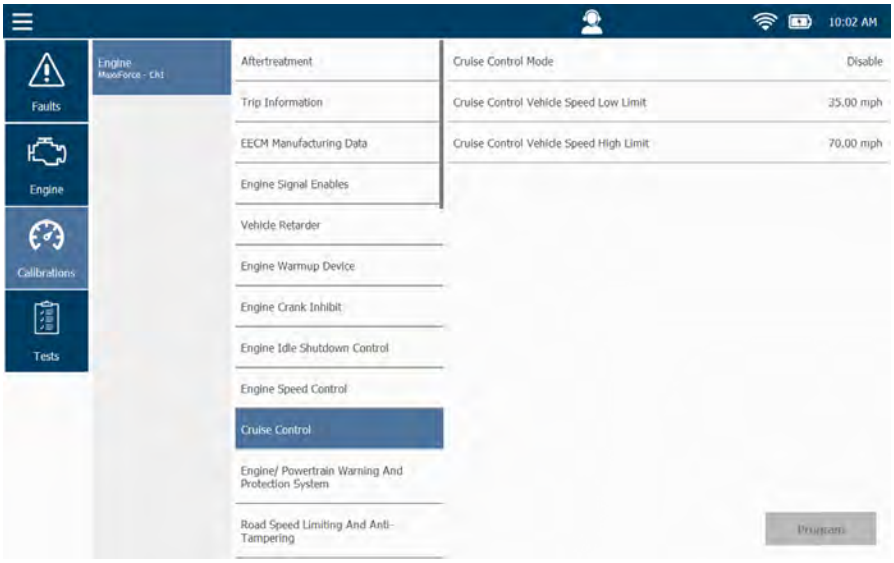


Figure 4.27 *List of Datapoints for the Cruise Control Category*

9 Continue to calibrate other datapoints, or select a different category from the list on the left.

Tests

The PRO-LINK® Edge provides a wide range of special tests. However, the availability of tests is dependent on both the vehicle to which the device is connected and the module loaded (e.g., engine, transmission, etc.). The first time you select the Tests tab during the current session, you are prompted to select a module. If the selected module does not have any special tests associated with it, a informational message is displayed.

NOTE:

Not all software applications support tests. For example, Heavy Duty Standard (HDS) J1939, among others, does not support tests. If tests are not available for a specific module, the module will not display in the list of modules.

In addition, the screen associated with each test is unique to that test. Most special tests include Info Text (e.g., detailed instructions on running that particular test, quick steps for multiple routines, and test tips).

NOTE:

Look for Info Text icon in the upper-right corner of the test screen. If you see the icon, Info text is available. Just touch the icon to display the information.

Finally, Some tests require the vehicle to be in a particular state (e.g., Engine Coolant Temperature greater than 140 °F). If this is the case for the test you select, the PRO-LINK® Edge will provide specific prerequisites that must be met before starting the test. Once you have met the prerequisites for the test, the screen for that test is displayed.

To run a test:

1 Start at the **Diagnostics Menu**.

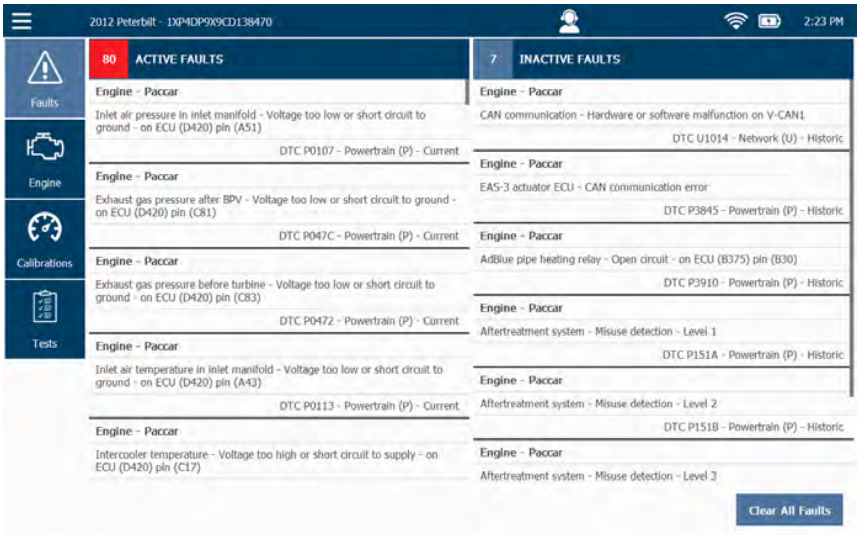


Figure 4.28 *Diagnostics Menu*

2 Select **Tests** from the list on the left.

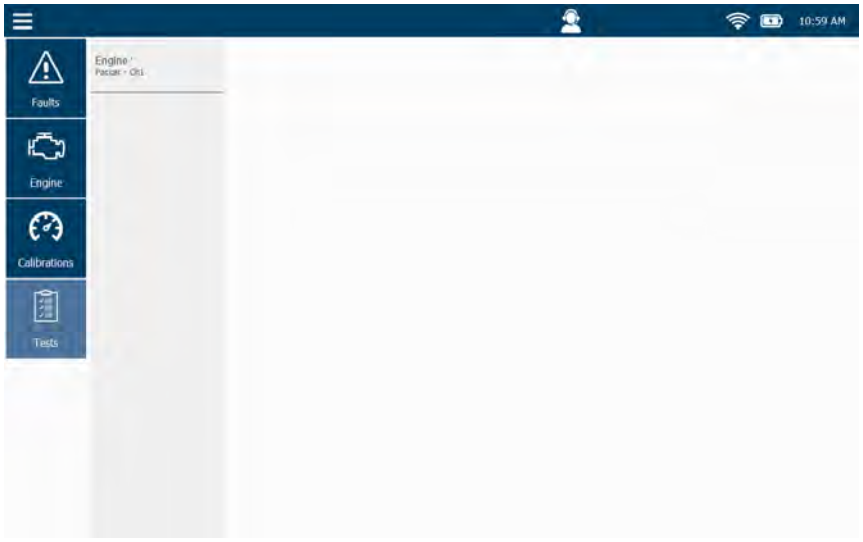


Figure 4.29 *To View Special Tests, Select a Module*

3 Select a module from the list on the left (e.g., **Engine - Paccar CH1**).

The **Caution** screen is displayed.

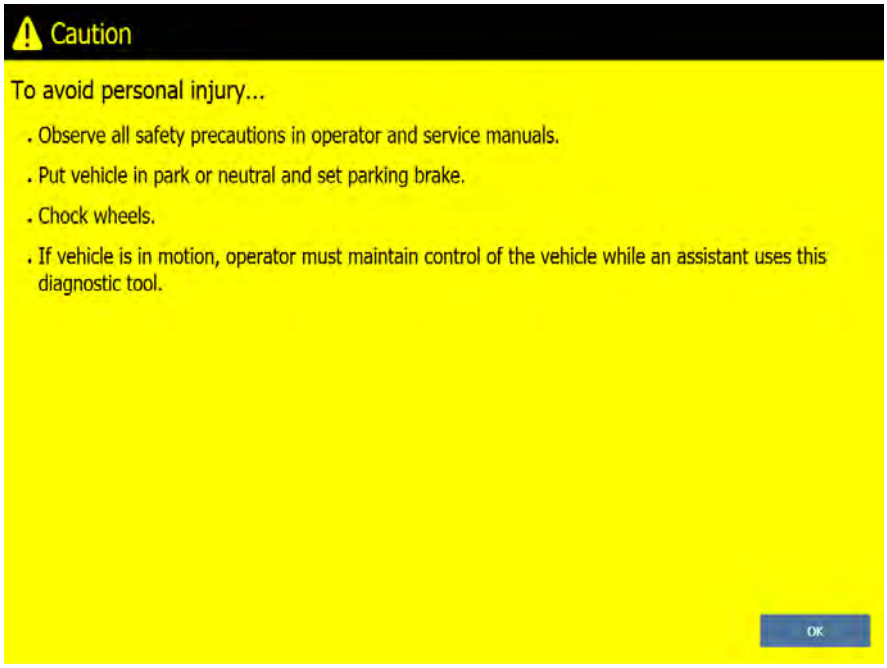


Figure 4.30 *Caution Screen*

4 Carefully read the on-screen instructions and follow them.

5 Touch **OK**.

A list of tests is displayed for the selected module.

Figure 4.31 *List of Available Tests*

6 Touch the screen to select a test from the list (e.g., **Injector Code Programming**).

A **Warning** screen is displayed.

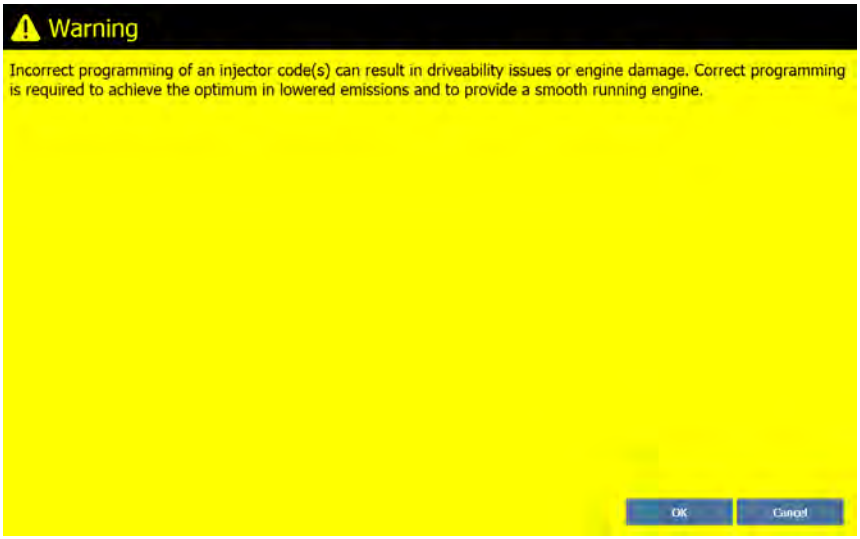


Figure 4.32 *Warning Screen*

7 Touch **OK** after reading the information provided.

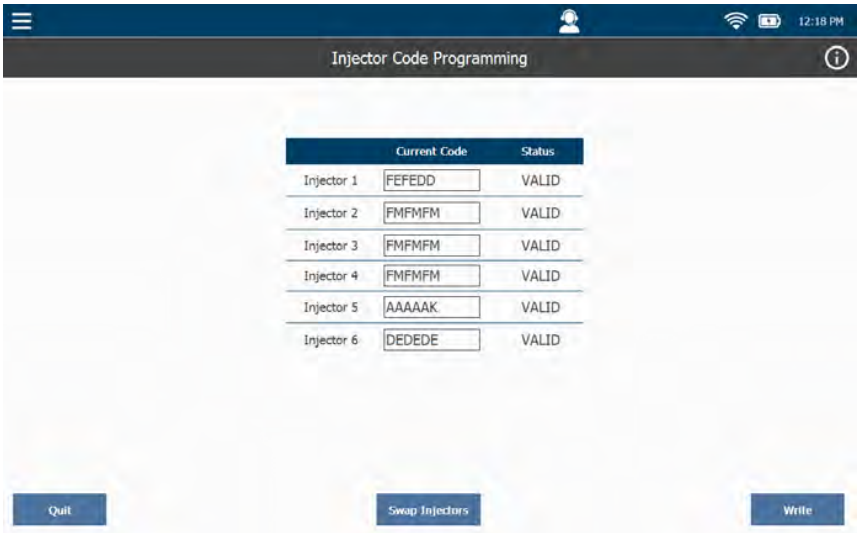


Figure 4.33 *Warning Screen*

8 Touch the **Info Text** icon in the upper-right corner.

The **Info Text** screen for Injector Code Programming is displayed.

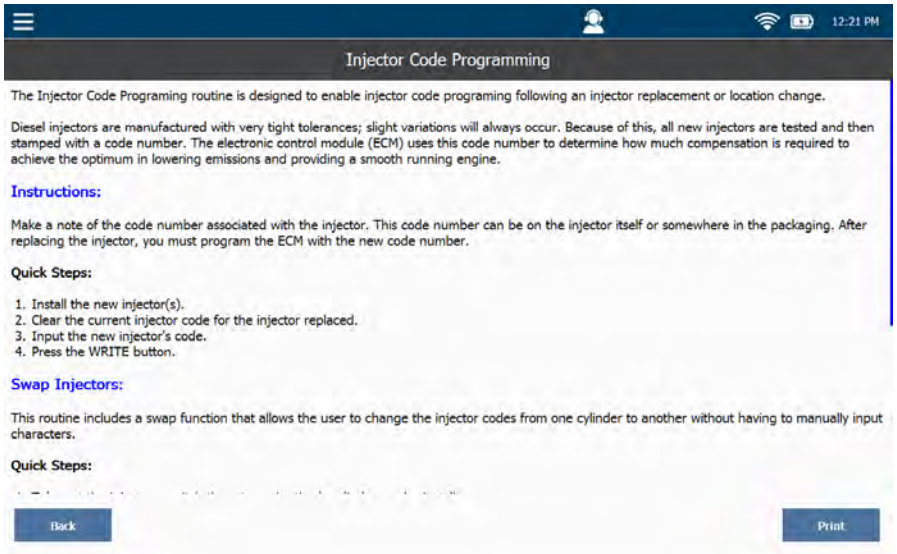


Figure 4.34 *Info Text Screen for Injector Code Programming*

9 Touch the screen, and drag your finger up to scroll down through the information.

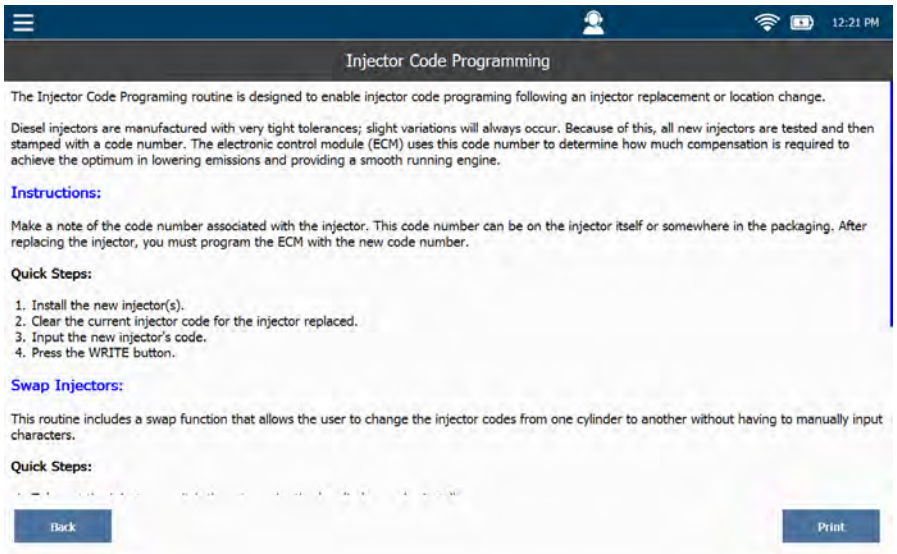


Figure 4.35 *Info Text for Injector Code Programming 2*

10 (optional) Touch **Print** to save the information to a file for later reference (or to print the file to a printer if you have one installed).

11 When you have finished reading the information, touch **Back** to return to the test screen.

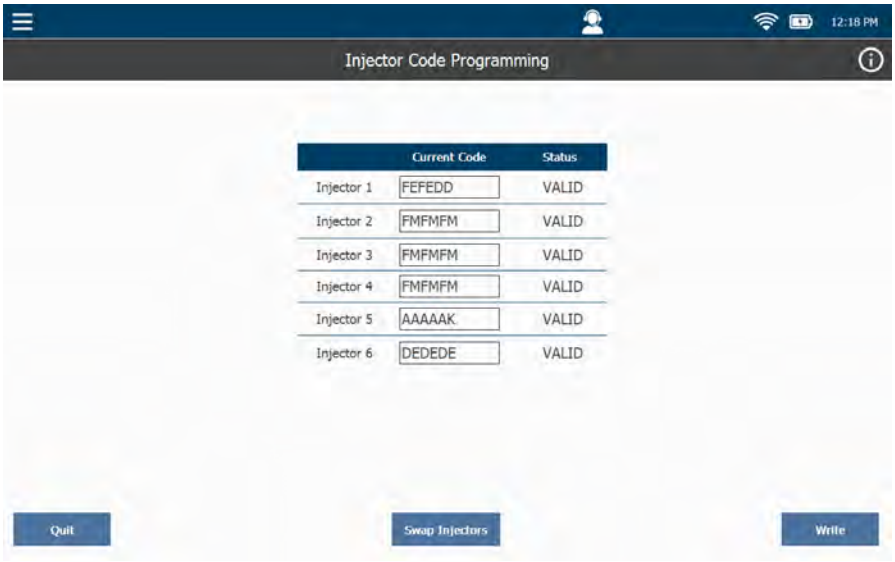


Figure 4.36 *Test Screen*

12 Touch **Swap Injectors**.

NOTE:

Most tests have a **Start** button, which you use to begin the test. The Swap Injectors button (see Figure 4.36) is specific to the Paccar Injector Code Programming test.

The **Swap Injector Codes** screen is displayed.

Figure 4.37 *Swap Injector Screen*

13 Touch within the first data entry box.

14 Use the keyboard to enter an injector number.

15 Repeat for the second data entry box.

16 Touch **OK**.

17 Touch **Write**.

A “Write Successful” message is displayed.

18 Touch the **Quit** button to end the test.

The list of available tests is displayed again.

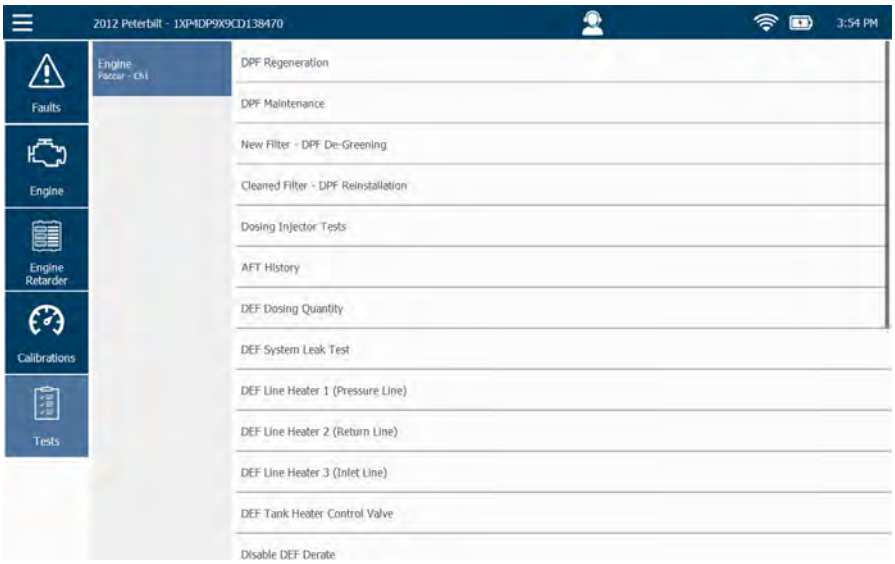


Figure 4.38 *List of AVailable Tests*

Features Available from the Drop-Down Menu

Several features are available from the drop-down menu at the top of the Diagnostics Menu.

- View Vehicle Specs *(pg. 94)*
- Create Report *(pg. 96)*
- Units *(pg. 104)*
- Play Recording *(pg. 105)*
- Logout Repair-Connect *(pg. 107)*
- Support *(pg. 109)*
- End Session *(pg. 111)*
- About *(pg. 114)*

Viewing Vehicle Specifications

To view vehicle specifications:

1 Touch the drop-down menu in the upper-left corner of the screen.

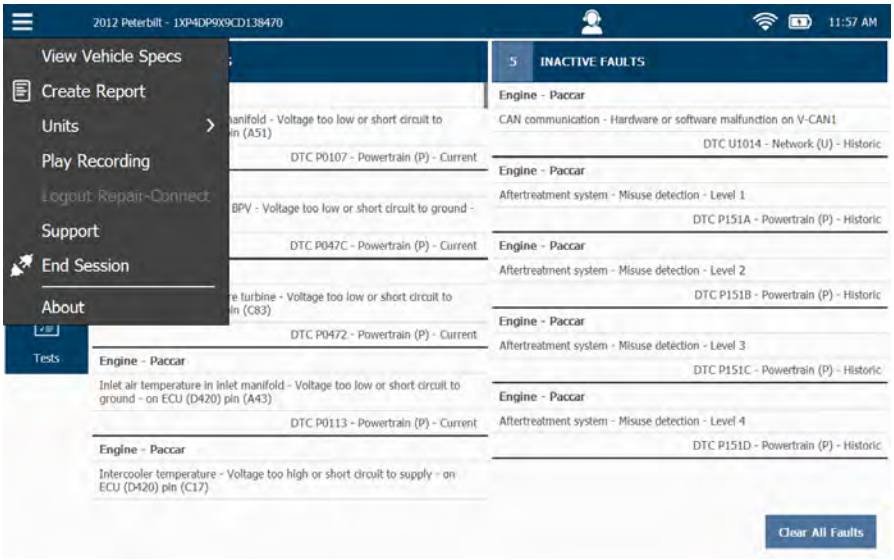


Figure 4.39 *Diagnostics Menu*

2 Select **View Vehicle Specs**.

The **Vehicle Specifications** screen is displayed.

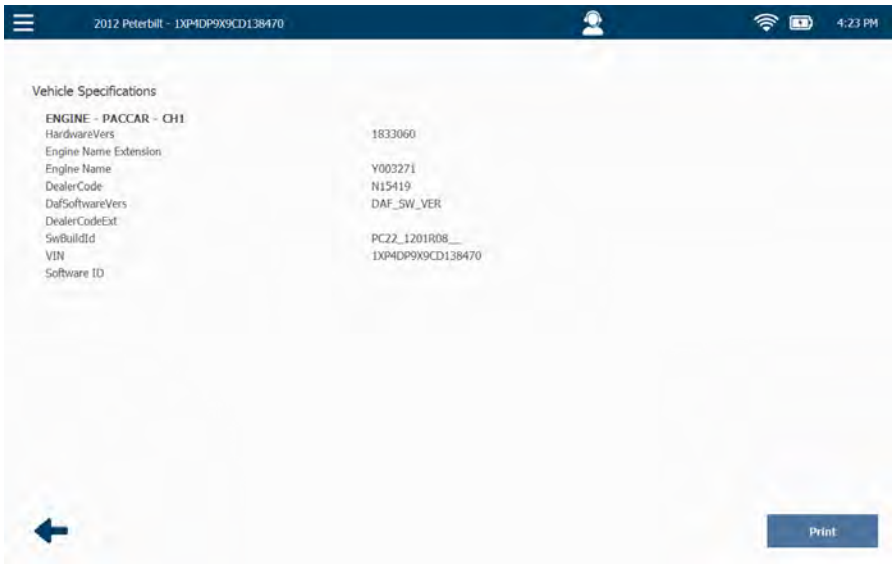


Figure 4.40 *Vehicle Specifications*

3 (optional) Once you have finished viewing the information, touch the **Print** button to send the information to a printer (or to save it to a file).

4 Touch the **Back Arrow** at the bottom of the screen to return to the Diagnostics Menu (Figure 4.39).

Creating a Report

To create a report:

1 Touch the drop-down menu in the upper-left corner of the screen.

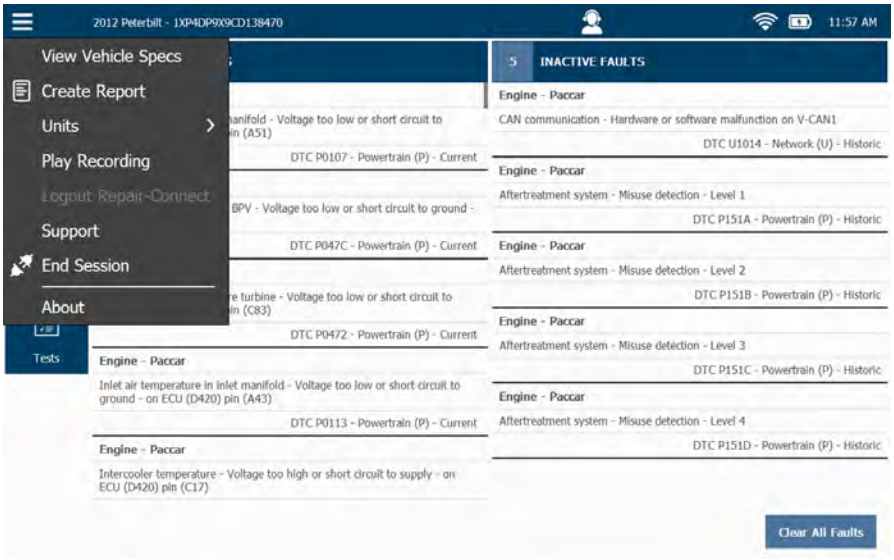


Figure 4.41 *Diagnostics Menu*

2 Select **Create Report**.

The **Information Selection** screen is displayed.

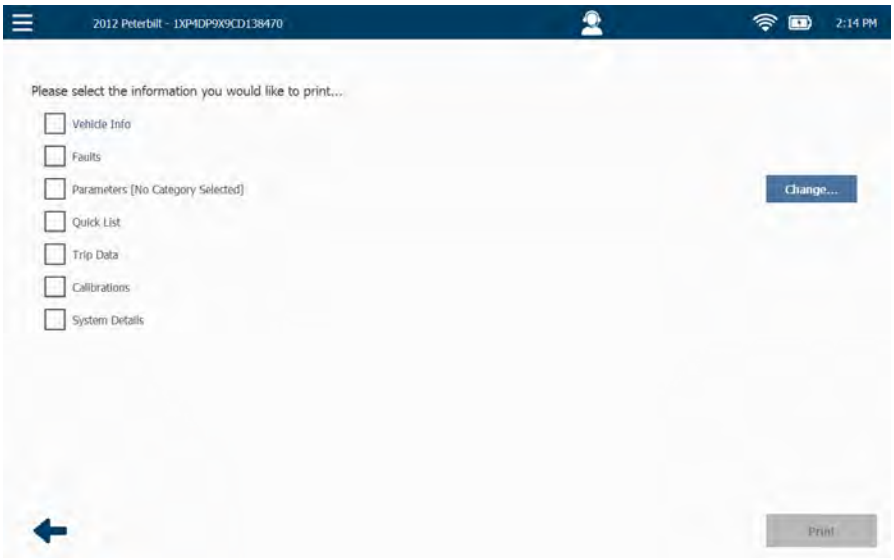


Figure 4.42 *Information Selection Screen*

3 Touch the screen to select the type of information you want to display on your report (e.g., **Vehicle Info, Faults, System Details**, etc.).

Check marks are displayed next to your selections.

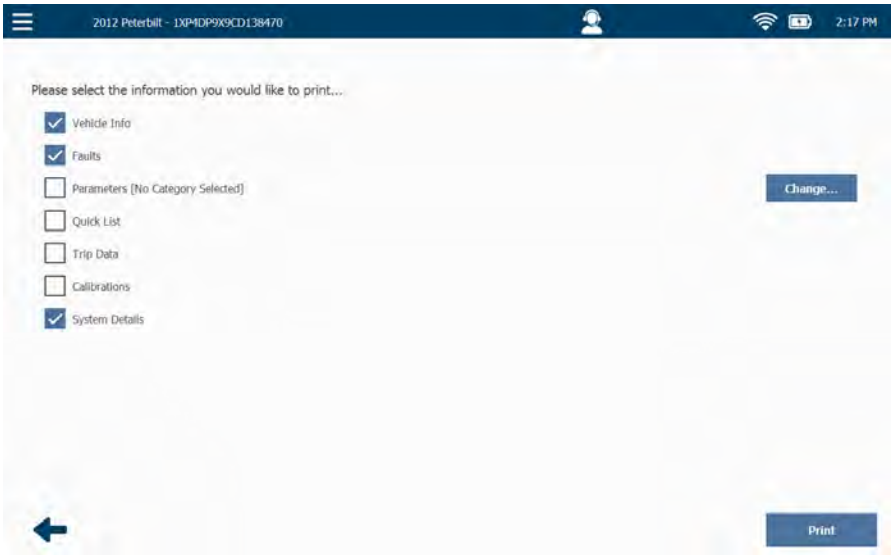


Figure 4.43 *Check Marks Indicate Selections Made*

4 (optional) Touch the **Change** button to select a different module or parameter category for the data you want to include.

For example, you want to include on your report specific parameters (e.g., **Engine - Paccar - Pressures**).

The following screen is displayed.

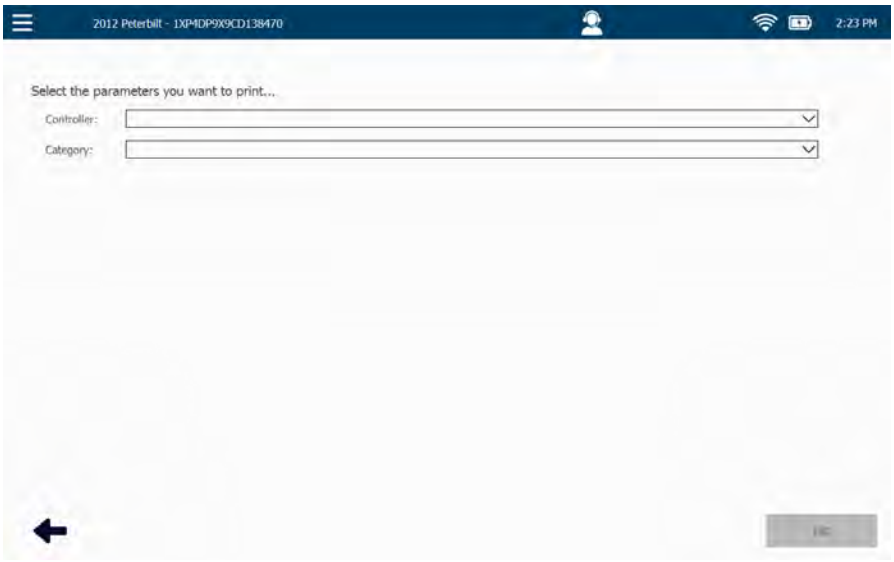


Figure 4.44 *Change Selection Screen*

5 Touch the **Category** drop-down to display a list of available parameter categories for the selected Controller.

6 Select a different parameter category from the list (e.g., **Pressures**).

7 Touch the **OK** button at the bottom of the screen.

The **Information Selection** screen is displayed again reflecting the change.

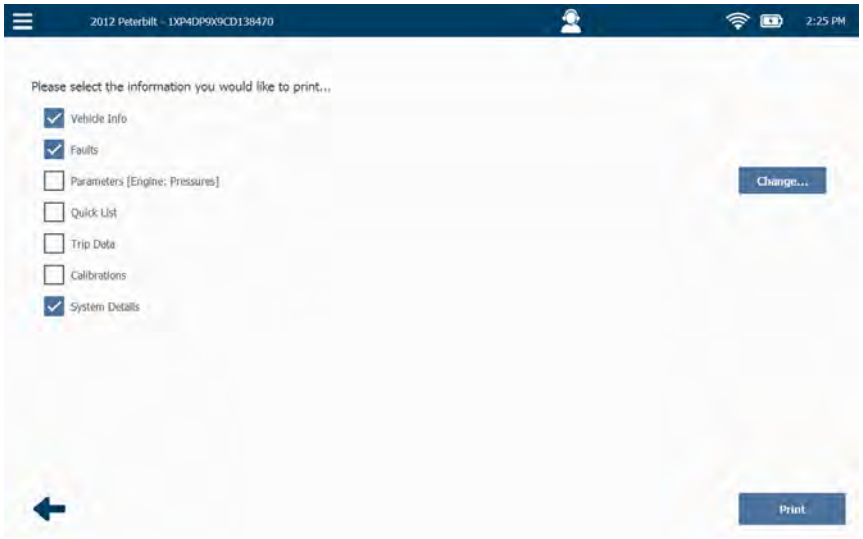


Figure 4.45 *Information Selection Screen*

8 Touch the screen to select the **Parameters** for the category you selected in Step 6 of this procedure.

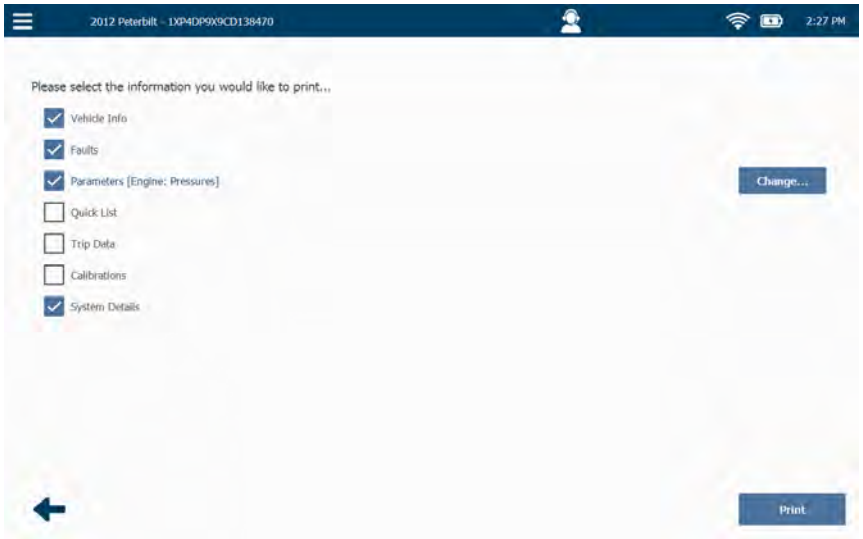


Figure 4.46 *Information Selection Screen Updated*

9 Touch the **Print** button.

The **Select Printer** screen is displayed.

Figure 4.47 *Select Printer Screen*

10 Touch **Next** to save the report to a file in portable document format (PDF) for later viewing or printing.

NOTE:

For information on managing your saved reports (including printing reports), see *Chapter 5: Using the Vehicle History Menu*, later in this manual.

NOTE:

For instructions on using the Add Printer button, see “Managing Printers” in *Chapter 6: Using the Settings Menu*, later in this manual.

The following screen is displayed.

Figure 4.48 *Select Destination Screen*

11 Touch the screen to indicate where you want the report saved (i.e., to the PRO-LINK® Edge, an SD card, or a USB drive).

12 Touch **Select**.

Figure 4.49 *Select Destination Screen*

The **Save As** screen is displayed.

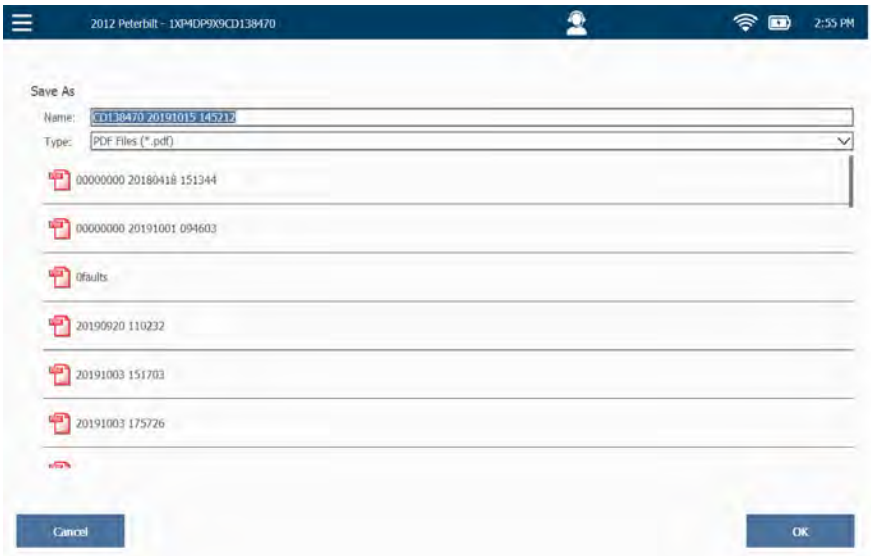


Figure 4.50 *Save As Screen*

13 Touch within the **Name** field if you wish to give the report a specific name (i.e., other than the numeric name automatically assigned by the device).

14 Use the keyboard to enter a new name for your report, for example, **Pressures Rpt Oct 16**.

15 Touch **OK**.

The report is generated and saved to the location you specified.

16 Touch **OK** again.

17 The **Information Selection** screen is displayed again (Figure 4.46).

18 Touch the **Back Arrow** to return to the Diagnostics Menu (Figure 4.41).

Changing Units of Measure

To change units of measure:

1 Touch the drop-down menu.

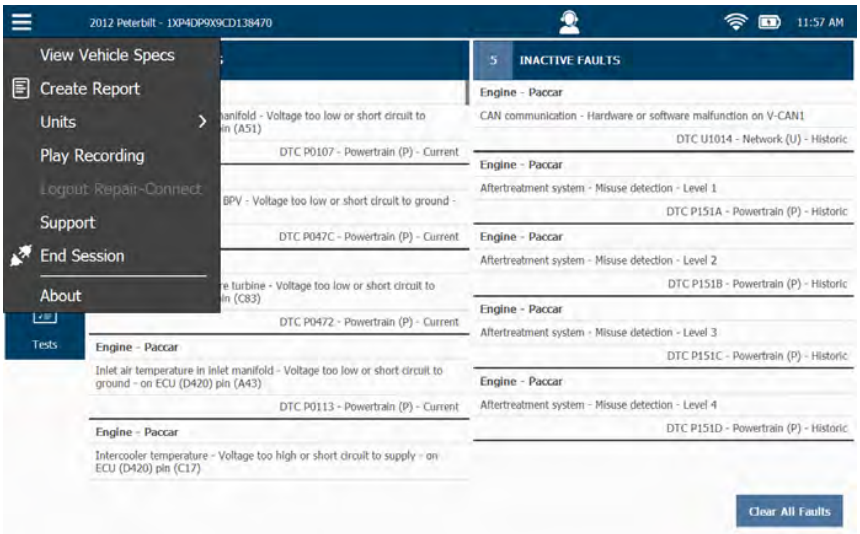


Figure 4.51 *Diagnostics Menu*

2 Select **Units**.

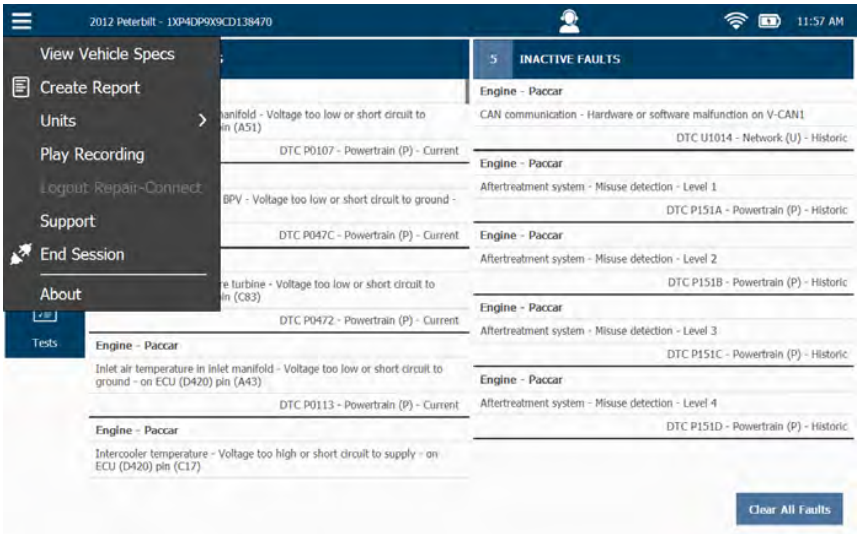


Figure 4.52 *Diagnostics Menu*

Two options are available:

- English (lbs., mph, °F)
- Metric (kg, kph, ° C)

3 Select the unit of measure you want PRO-LINK® Edge to use.

The menu closes, and the underlying Diagnostics Menu is displayed.

Play Recording

The Play Recording menu item is not available if you have not previously created a recording.

NOTE:

For more information on creating and playing a recording, see *Chapter 9: Using Record and Playback*, later in this manual.

To play a recording:

1 Touch drop-down menu available either from Main Menu or the Diagnostics Menu.

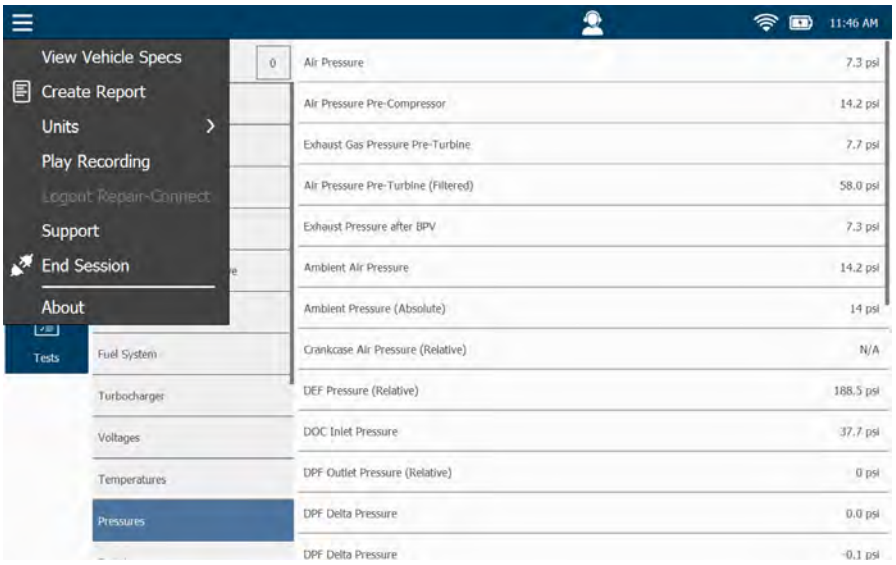


Figure 4.53 *Diagnostics Menu*

2 Touch **Play Recording**.

The playback screen is displayed.

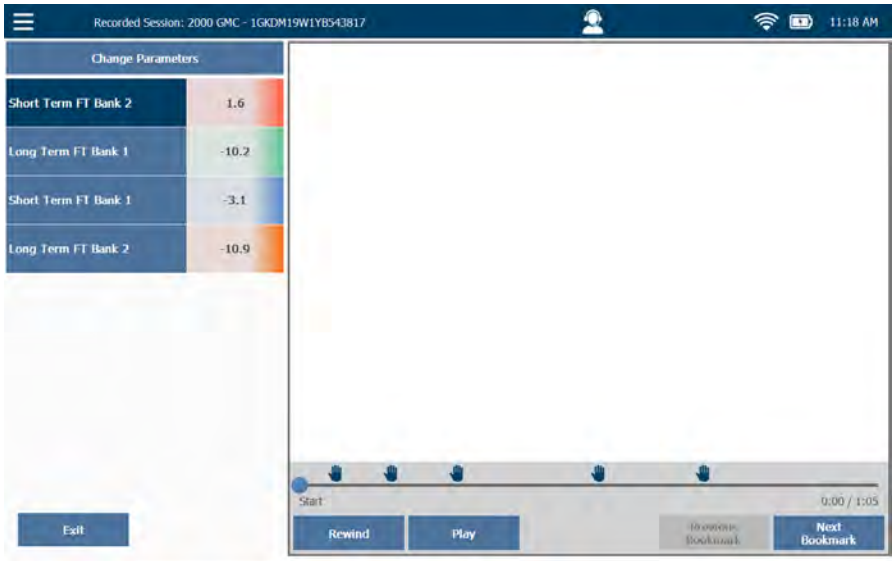


Figure 4.54 *Playback Screen*

3 Touch **Play** to begin the recording.

4 Touch **Exit** to return to the Diagnostics Menu (Figure 4.53).

Logout Repair-Connect

Once you have logged in to Repair-Connect, PRO-LINK® Edge remembers your login credentials so you don't have to enter them again. Then, you are automatically logged when you access detailed information for a fault during your active diagnostic session.This is why the Logout Repair-Connect feature is only available once you have logged into Repair-Connect for the current session.

NOTE:

For detailed information on using Repair-Connect, see *Chapter 10: Using PRO-LINK® Repair-Connect*, later in this manual.

To log out of Repair-Connect:

1 Touch drop-down menu located in the upper-left corner of the display.

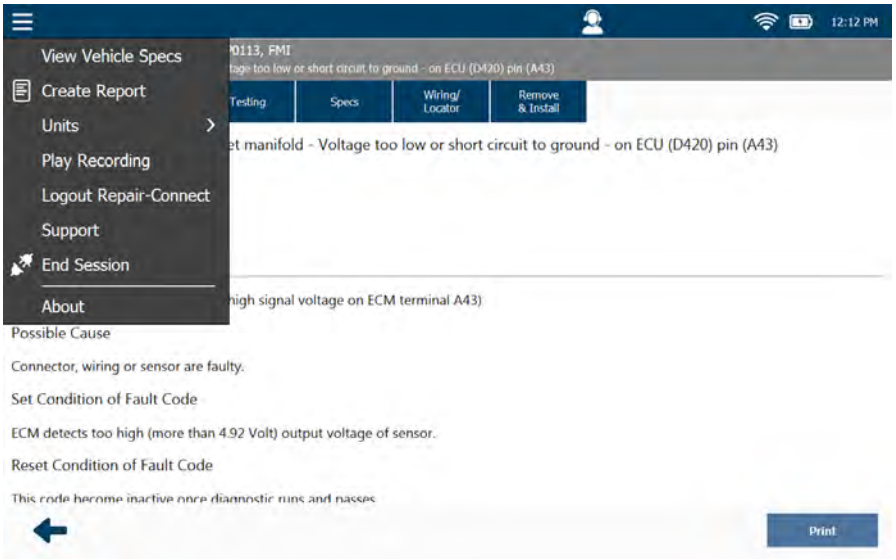


Figure 4.55 *Drop-down Menu Showing Logout Repair-Connect*

2 Touch **Logout Repair-Connect**.

A "Logging out of PRO-LINK® Repair-Connect" message is displayed.

You are returned to your diagnostic session, but are no longer logged in to Repair-Connect.

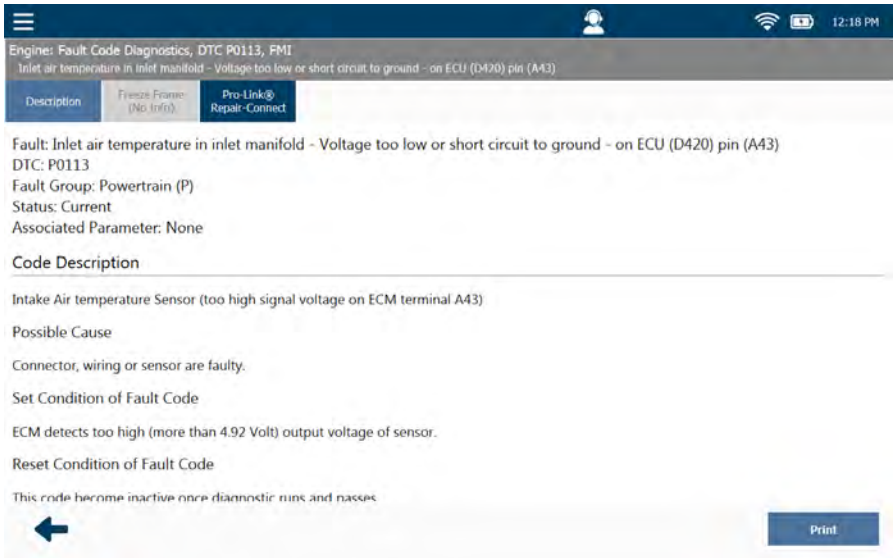


Figure 4.56 *Fault More Info Screen while Logged Out of Repair-Connect*

NOTE:

To log back in, touch the PRO-LINK® Repair-Connect button at the top of the display (see Figure 4.56).

Support

You can access the Support Menu while connected to a vehicle by using the drop-down menu in the upper-left corner of the display. In addition, you can access the Support Menu by touching the Support icon located in the toolbar at the top of the display.

NOTE:

For detailed information on using the features of the Support Menu, see *Chapter 8: Using the Support Menu*, later in this manual.

To access the Support Menu while connected to a vehicle:

1 Touch the drop-down menu in the upper-left corner of the screen.

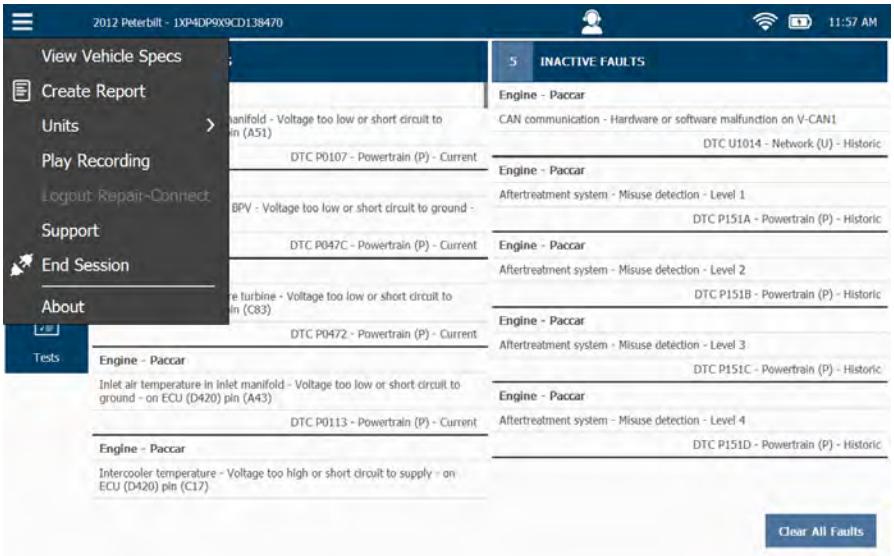


Figure 4.57 *Diagnostics Menu*

2 Select **Support**.

The **Support Menu** is displayed.

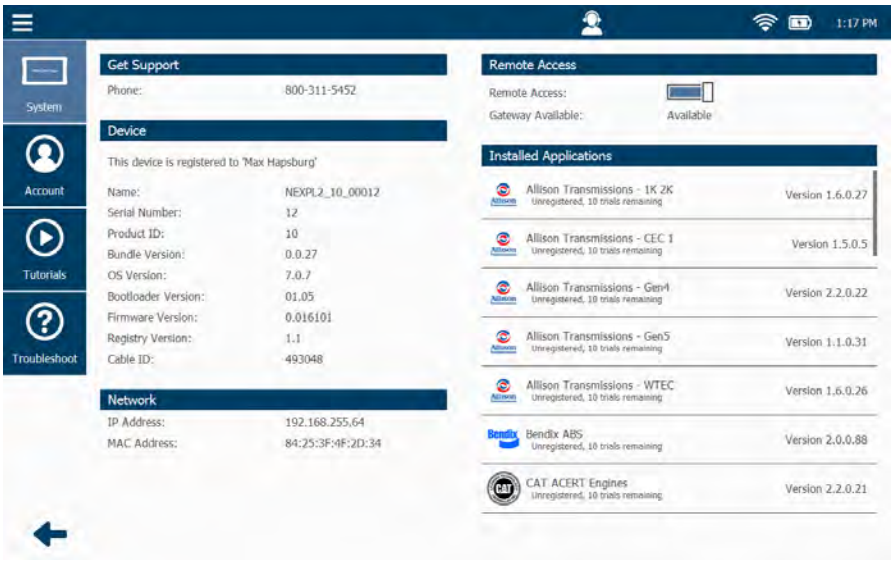


Figure 4.58 *Support Menu*

3 Touch the **Back Arrow** to return to the Diagnostics Menu (Figure 4.57).

Ending Your Diagnostics Session

To end your diagnostics session and disconnect from the vehicle, you use the drop-down menu in the upper-left corner of the screen.

To end your diagnostics session:

1 Touch the drop-down menu.

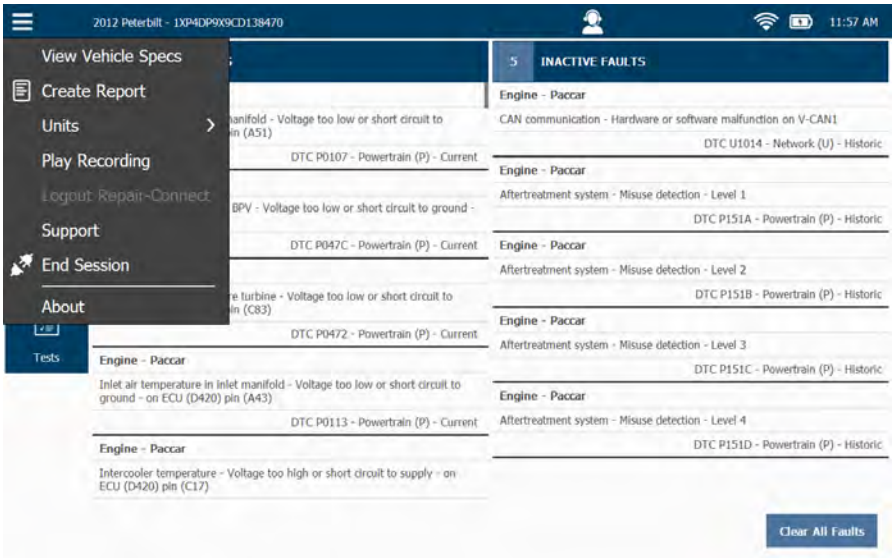


Figure 4.59 *Diagnostics Menu*

2 Select **End Session**.

The **Vehicle Scan Menu** is displayed.

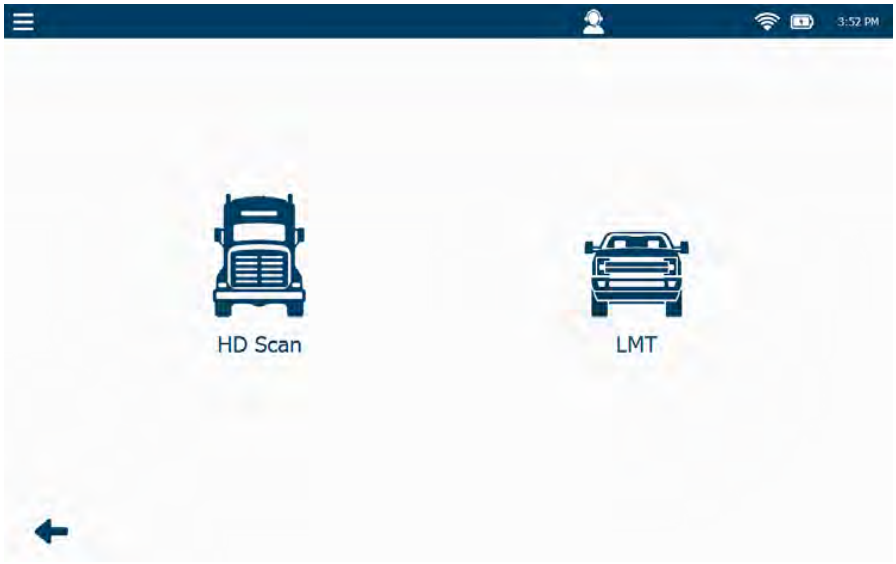


Figure 4.60 *Vehicle Scan Menu*

3 Touch the **Back Arrow**.

The **Main Menu** is displayed.

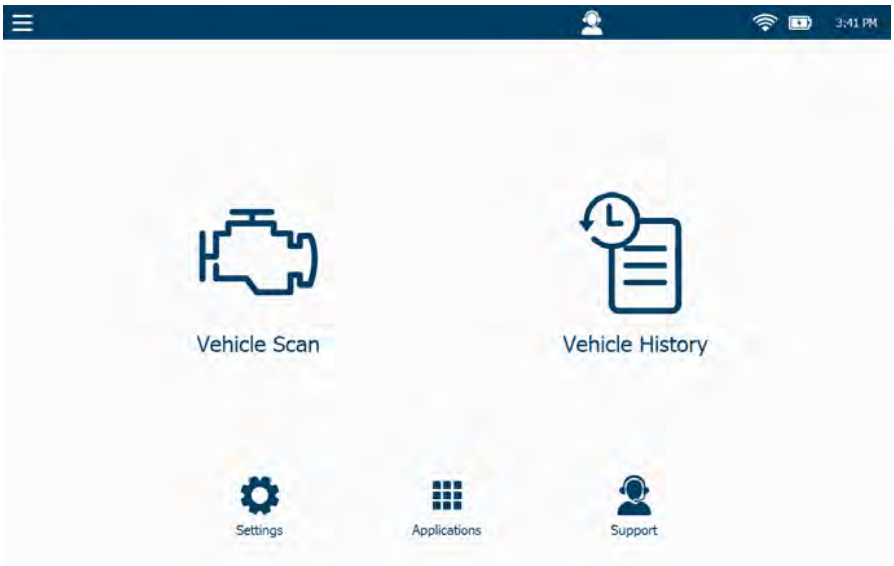


Figure 4.61 *Main Menu*

From this menu you can:

—Scan another vehicle, and start another diagnostic session (see “Scanning a Vehicle” in *Chapter 3: Getting Started*, of this manual).

—View Vehicle History

—Navigate to the Settings menu (see Chapter 6)

—Navigate to the Applications menu (see Chapter 7)

—Navigate to the Support menu (see Chapter 8)

—Power down the PRO-LINK® Edge

NOTE:

To power down the PRO-LINK® Edge, press and hold the power button on the front of the tool.

About PRO-LINK® Edge

To view information about PRO-LINK® Edge:

1 Touch the drop-down menu at the top of the screen.

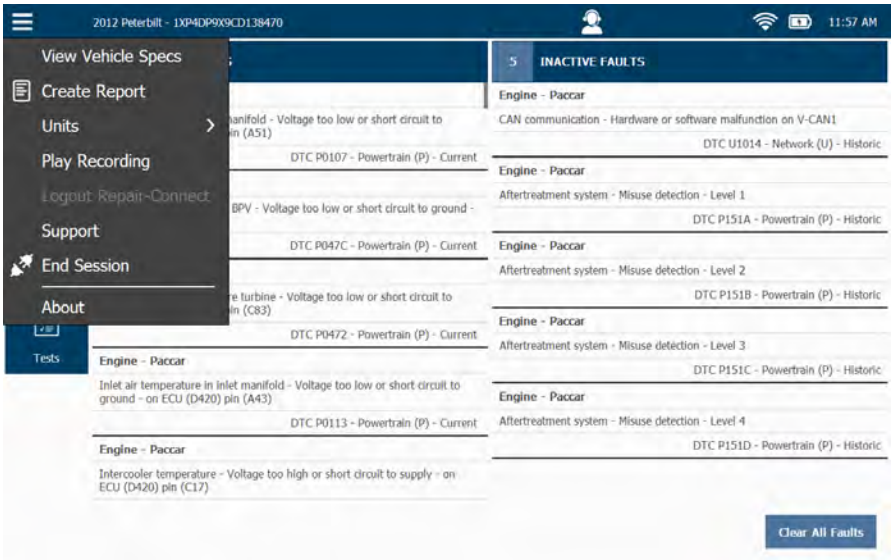


Figure 4.62 *Diagnostics Menu: Drop-down Menu Selected*

2 Select **About**.

The **About** information box is displayed.

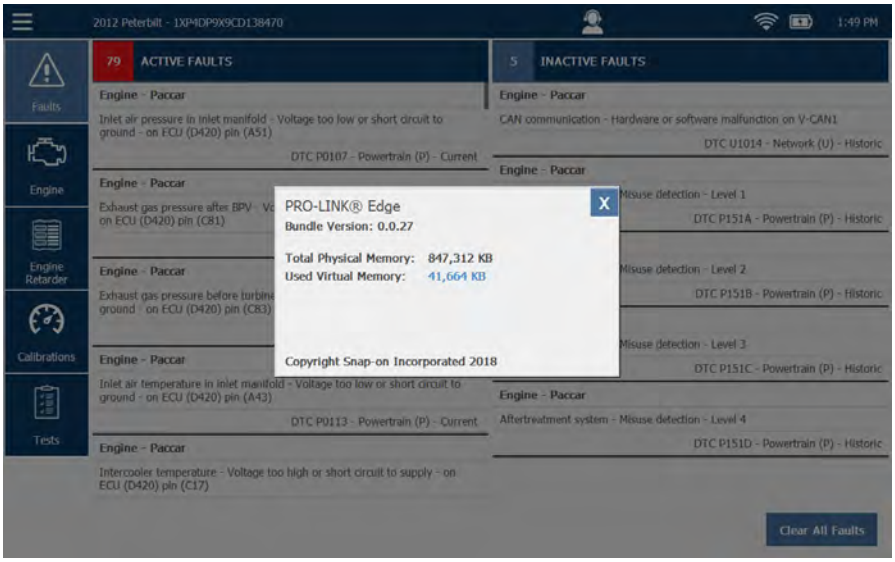


Figure 4.63 *About Information Box*

3 Touch the **Close Button** in the upper-right corner of the box.

The information box closes, and the underlying Diagnostics Menu is displayed.

Chapter 5

Using the Vehicle History Menu

- *Managing Saved Reports, page 118*
- *Deleting a Report, page 120*
- *Moving a Report, page 121*
- *Printing a Report, page 122*
- *Previewing a Report, page 125*

This chapter provides detailed instructions for using the Vehicle History Menu to manage reports.

NOTE:

Screen shots used throughout this manual are for illustrative purposes only. All data shown is fictitious in nature.

Managing Saved Reports

You access the Vehicle History, which displays the Manage Reports screen, from the Main Menu.

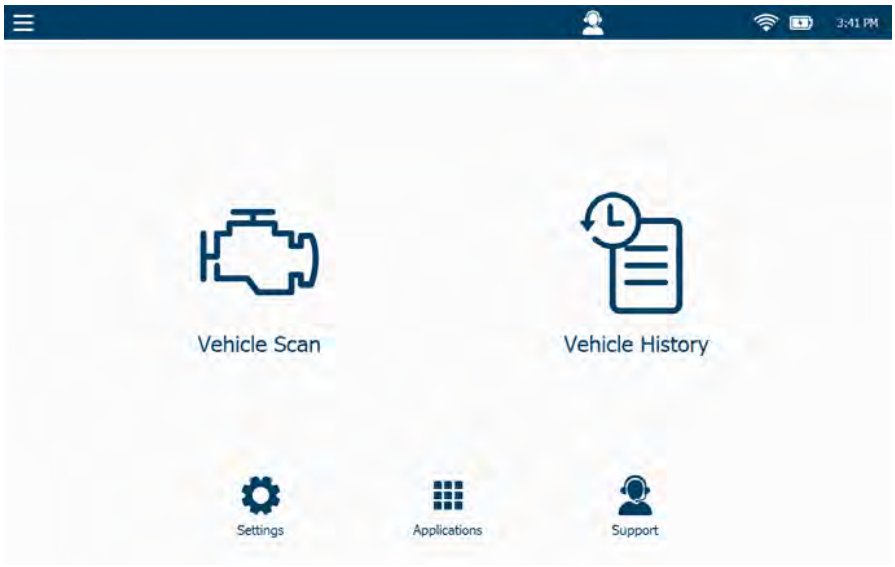


Figure 5.1 *Main Menu*

NOTE:

For an overview of the options available on the Main Menu, see “The Main Menu,” in *Chapter 2: Hardware and User Interface Overview*, earlier in this Manual.

From the Manage Reports screen you can do the following:

- Delete reports *(pg. 120)*
- Move reports *(pg. 121)*
- Print reports (if you are connected to a printer) *(pg. 122)*
- Preview reports *(pg. 125)*

To manage your saved reports:

1 Select **Vehicle History** from the Main Menu (Figure 5.1).

The Manage Reports screen is displayed.

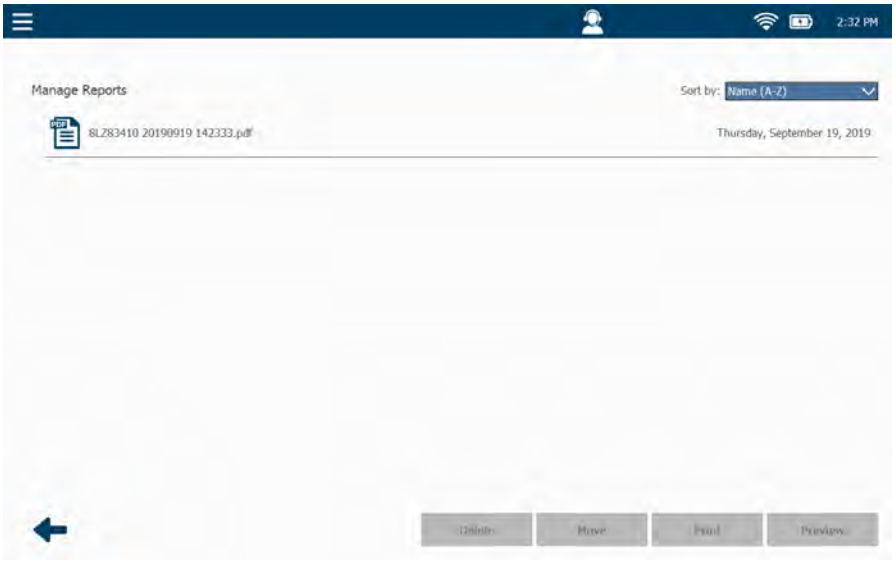


Figure 5.2 *Manage Reports Screen*

You can change the order in which your reports are displayed in the list by touching the Sort by drop-down menu and selection an option.

You can sort by:

- Name (A-Z)
- Name (Z-A)
- Creation Date (Old-New)
- Creation Date (New-Old)

This feature can be useful if you have a long list of reports saved to your device and you want to find a particular report quickly (e.g., a report you saved earlier in the day).

Deleting a Report

To delete a report:

1 Touch the screen to select the report you want to delete.

Your selection is highlighted.

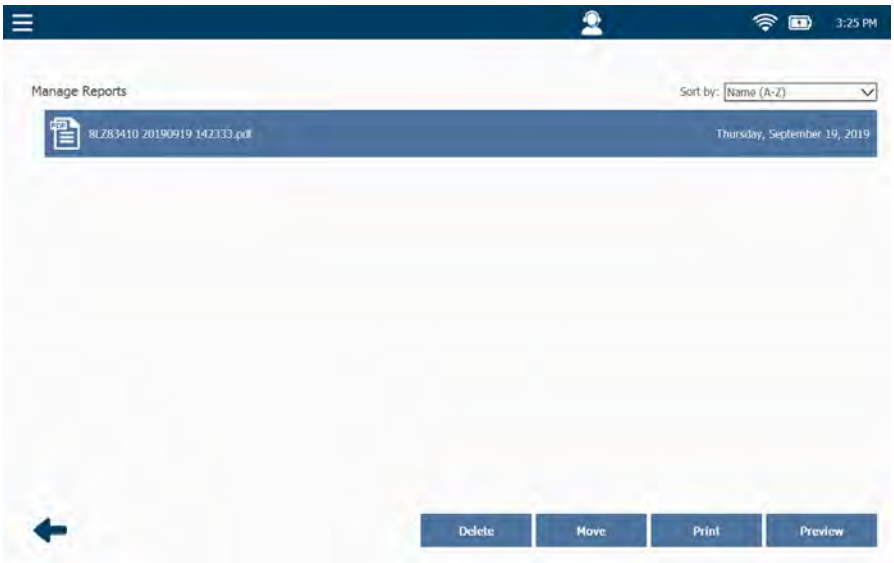


Figure 5.3 *Selection Highlighted*

2 Touch the **Delete** button.

An **Are you sure?** message is displayed.

3 Touch **Yes**.

The report is deleted from the list.

Moving a Report

You can move a report saved to your PRO-LINK® Edge to a storage device (e.g., a USB memory stick or a secure digital (SD) memory card).

To move a report to a storage device:

1 Touch the screen to select the report or reports you want to move.

Your selection is highlighted.

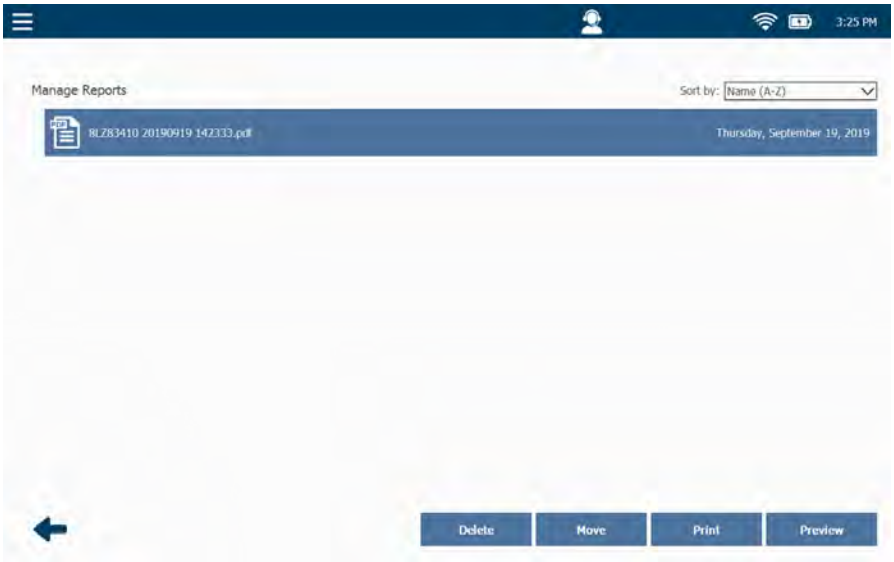


Figure 5.4 *Selection Highlighted*

2 Insert your storage device (e.g., a USB memory stick) into the appropriate port on the top of your PRO-LINK® Edge.

The **Move** button is activated.

3 Touch **Move**.

The **Select Destination** screen is displayed.

Figure 5.5 *Select Destination Screen*

You can choose between **SD Card** and **USB Drive**, depending on the type of storage device you have.

4 Touch the **Select** button to accept the default (i.e., USB Drive).

The report you selected is moved from your PRO-LINK® Edge to your USB memory stick, and you are returned to the **Manage Reports** screen (Figure 5.2).

Printing a Report

The following procedure assumes that you have previously setup a printer and that you are appropriately connected to that printer.

NOTE:

For detailed information on configuring your PRO-LINK® Edge to print to a printer, refer to “Managing Printers” in Chapter 6: *Using the Settings Menu*, later in this manual.

To print a report:

1 Touch the screen to select the report you want to print.

Your selection is highlighted.

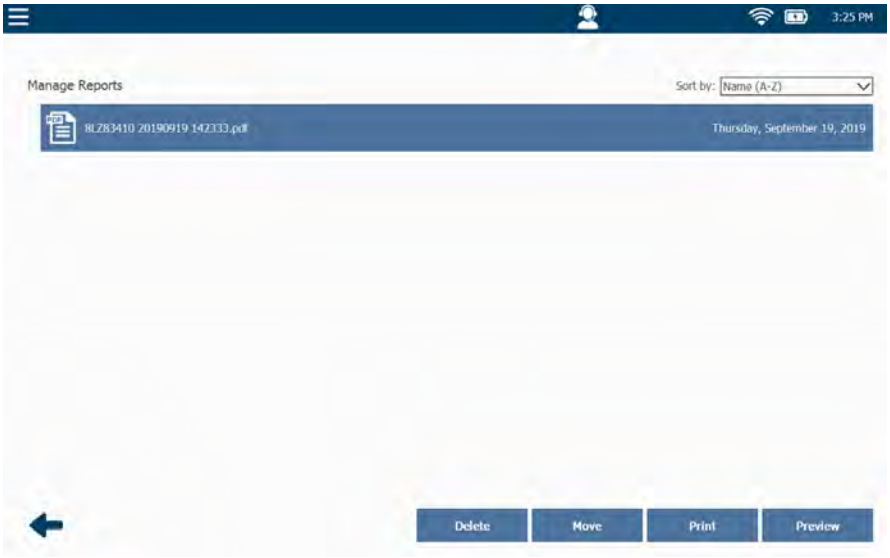


Figure 5.6 *Selection Highlighted*

2 Touch the **Print** button.

The **Select Printer** screen is displayed.

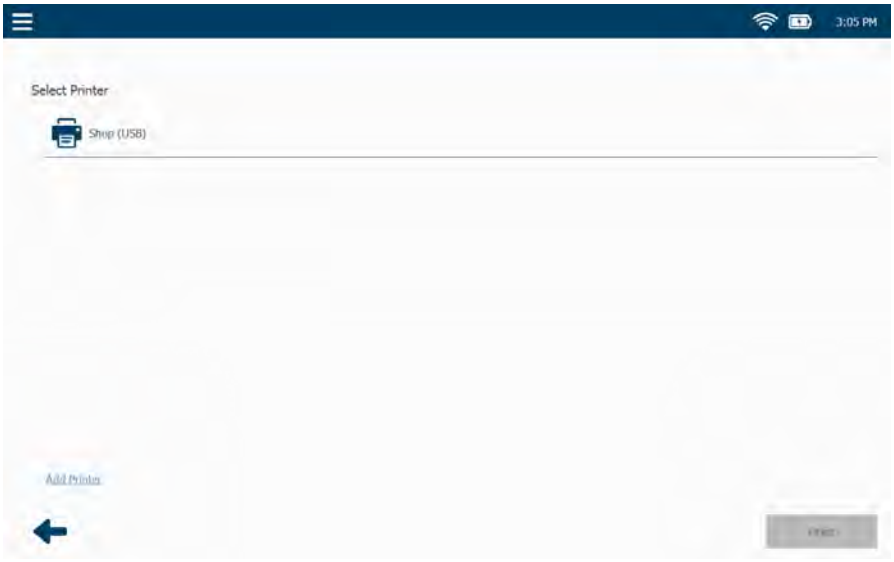


Figure 5.7 *Select Printer Screen*

3 Select a printer from the list of available printers.

NOTE:

You can also add a printer to the list of available printers by touching **Add Printer**. Supply the required information (e.g., printer name) and touch the **Add** button.

4 Touch **Print**.

Previewing a Report

You can preview a report to confirm that it's the report you want.

To preview a report:

1 Touch the screen to select the report you want to preview.

Your selection is highlighted.

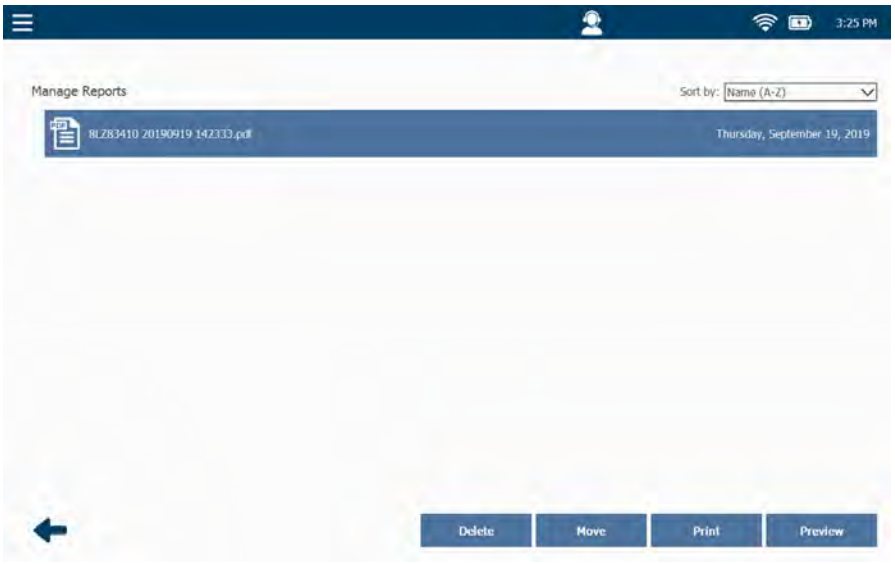


Figure 5.8 *Selection Highlighted*

2 Touch **Preview**.

The preview is displayed.

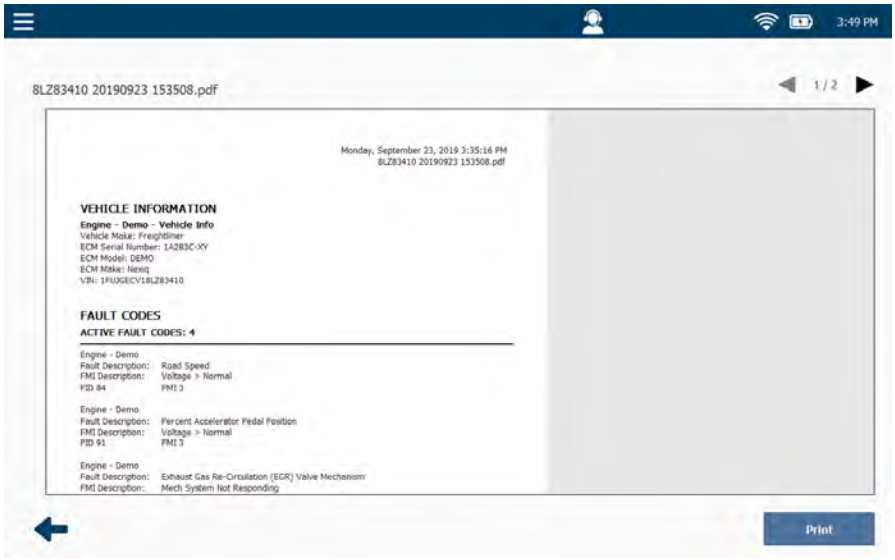


Figure 5.9 *Report Preview*

You can move from page to page by using the directional arrows at the top of the display.

3 When you have finished viewing the information, do one of the following:

- Touch **Print** to send the report to a printer using the Select Printer screen (Figure 5.7).
- Touch the **Back Arrow** at the bottom of the screen return to the Manage Reports screen (Figure 5.2).

4 Touch the **Back Arrow** again to return to the Main Menu (Figure 5.1).

Chapter 6

Using the Settings Menu

- *The Settings Menu, page 128*
  - *Managing Wireless Networks, page 130*
    - *Connecting to a Network, page 130*
    - *Adding a Wireless Network, page 132*
    - *Changing Wireless Settings, page 134*
    - *Check Wireless Status, page 137*
    - *Configure Proxy, page 138*
  - *Managing Printers, page 141*
    - *Adding a Printer and Printing a Test Page, page 142*
    - *Set as Default, page 145*
    - *Delete, page 145*
    - *Change Settings, page 145*
  - *Setting the Date and Time, page 146*
  - *Calibrating the Touchscreen, page 148*

This chapter provides detailed instructions for using the PRO-LINK® Edge Settings Menu.

NOTE:

Screen shots used throughout this manual are for illustrative purposes only. All data shown is fictitious in nature.

The Settings Menu

The procedures in this chapter assume the following:

- The PRO-LINK® Edge is not connected to a vehicle.
- You are performing the procedures as a system administrator in a non-shop setting.

The Settings Menu is accessed from the **Main Menu**.

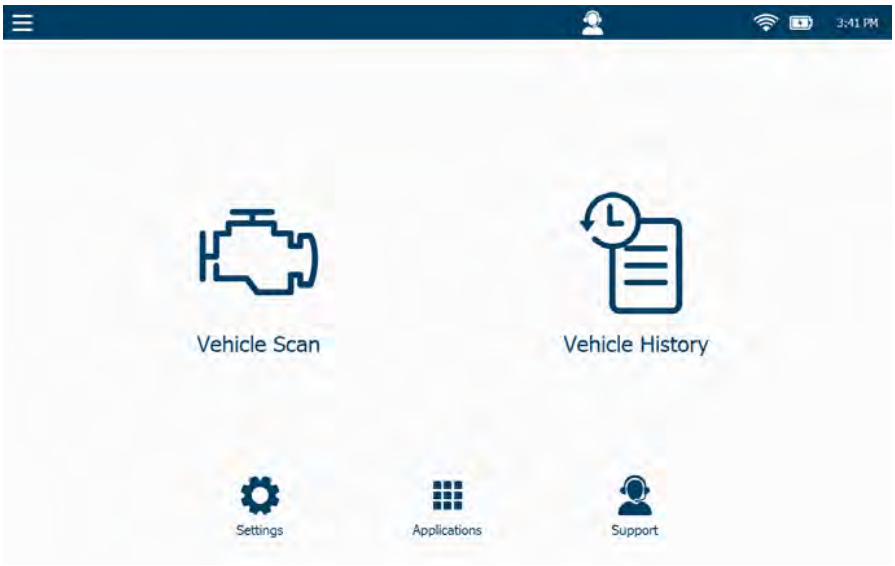


Figure 6.1 *Main Menu*

NOTE:

For an overview of the options available on the Main Menu, see “The Main Menu,” in *Chapter 2: Hardware and User Interface Overview*, earlier in this Manual.

1 Touch **Settings** at the bottom of the menu.

The **Settings Menu** is displayed.

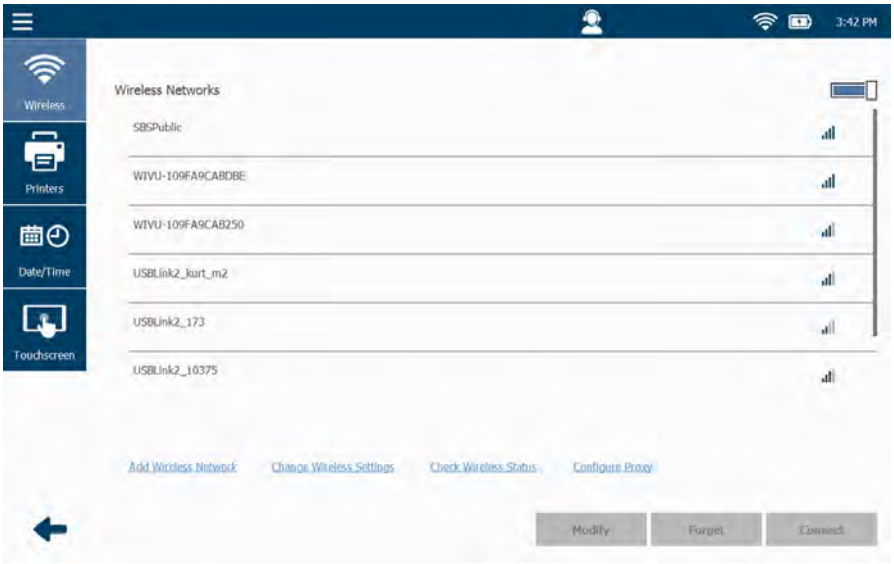


Figure 6.2 *Settings Menu*

You use the Settings Menu to perform the following administrative tasks:

- Manage Wireless Networks *(pg. 130)*
- Manage Printers *(pg. 141)*
- Set the Date and Time *(pg. 146)*
- Configure the Touchscreen *(pg. 148)*

NOTE:

Touch the **Back Arrow** at the bottom of the screen to return to the Main Menu (Figure 6.1).

Managing Wireless Networks

The following options are available:

- Wireless Networks - Connecting to a Network *(pg. 130)*
- Add Wireless Network *(pg. 132)*
- Change Wireless Settings *(pg. 134)*
- Check Wireless Status *(pg. 137)*
- Configure Proxy *(pg. 138)*

Connecting to a Network

When you select Settings from the Main Menu, a list of available networks is displayed.

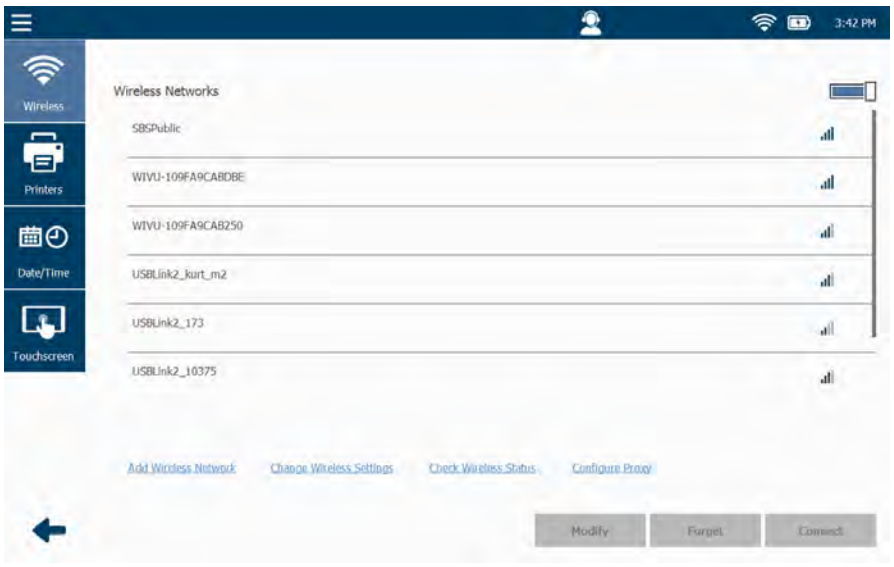


Figure 6.3 *Wireless Networks*

NOTE:

You can use the slider in the upper-right corner of the screen to turn WiFi off. Touch the slider again to turn WiFi back on (and to display a list of available networks).

To connect to a wireless network:

1 Touch the screen to highlight the network in the list you wish to connect to (e.g., SBSPublic).

NOTE:

If the network you want to connect to does not appear in the list, you can add it. Touch the **Add Wireless Network** link near the bottom of the screen and follow the prompts.

2 Touch the **Connect** button.

The Add Wireless Network screen is displayed.

3 Touch **Connect** after entering the required information (e.g., a password if required.

The screen is refreshed and the status is updated to “Connected.”

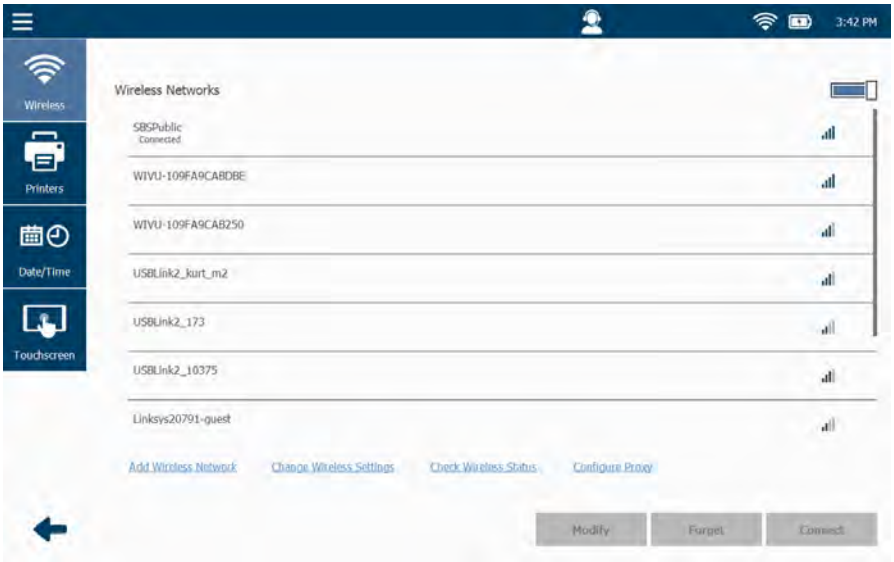


Figure 6.4 *Wireless Status: Connected*

NOTE:

To modify network settings, select the network and touch the **Modify** button. To disconnect from the wireless network to which you are currently connected, select the network and touch the **Forget** button.

Adding a Wireless Network

If the network you want to connect to does not appear in the list displayed on the Wireless Networks screen (see Figure 6.3), you can add it.

NOTE:

It is recommended that you employ the assistance of the designated IT person or network administrator at your location prior to adding a wireless network. There is required information that you will need to gather prior to proceeding.

To add a wireless network:

1 Touch **Add Wireless Network** at the bottom of the Wireless Networks screen (see Figure 6.3).

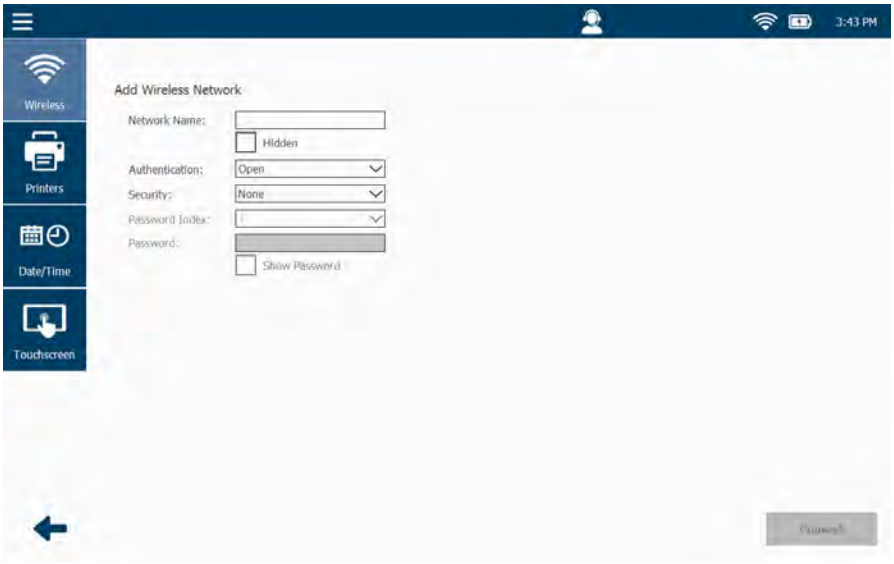


Figure 6.5 *Add Wireless Network*

2 Fill in the following fields:

—Network Name

Check the Hidden check box to hide the network name.

—Authentication (select from the drop-down menu)

—Security (i.e., select the type of security that safeguards the network from the drop-down menu)

—Password Index (if appropriate)

—Password

—Check the Show Password check box if you want to display the password, otherwise leave it empty.

3 Tap **Connect**.

The **Wireless Networks** screen is displayed (Figure 6.3).

Changing Wireless Settings

You use the Configure Wireless Adapter screen if you want to change what type of IP address your PRO-LINK® Edge will have:

- Dynamic IP address (automatically selected and variable)
- Static IP address (you assign an address that does not change)

NOTE:

For a dynamic IP address, you don't need to change the settings; the default is **Automatically**. However, you can change the DNS settings in either automatic or manual mode.

To assign a static IP address:

1 Select **Change Wireless Settings** from the Network Settings screen (Figure 6.3).

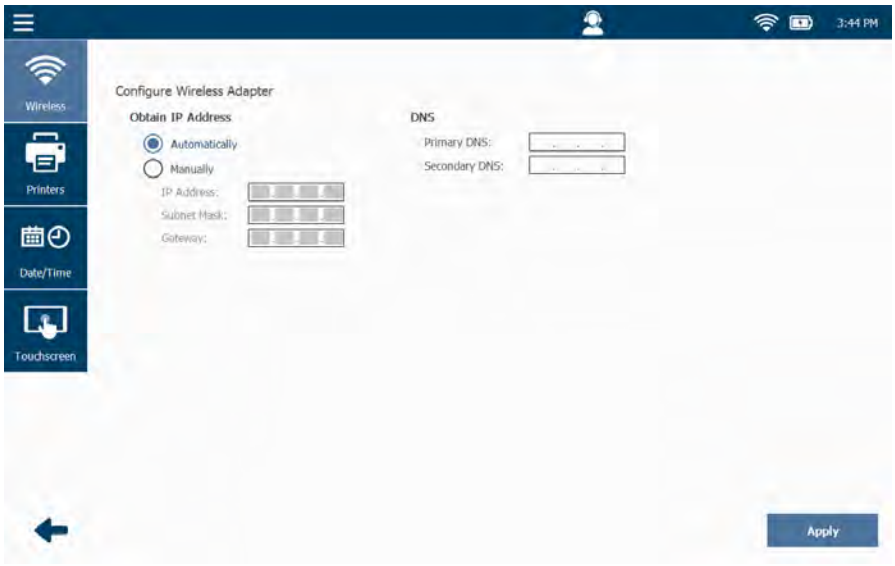


Figure 6.6 *Configure Wireless Adapter*

2 Select **Manually**.

NOTE:

You will need to obtain this information (i.e., IP Address, Subnet Mask) from the designated IT person or network administrator for your location. You may also need to enter Gateway and DNS information.

3 Touch within the **IP Address** data entry field.

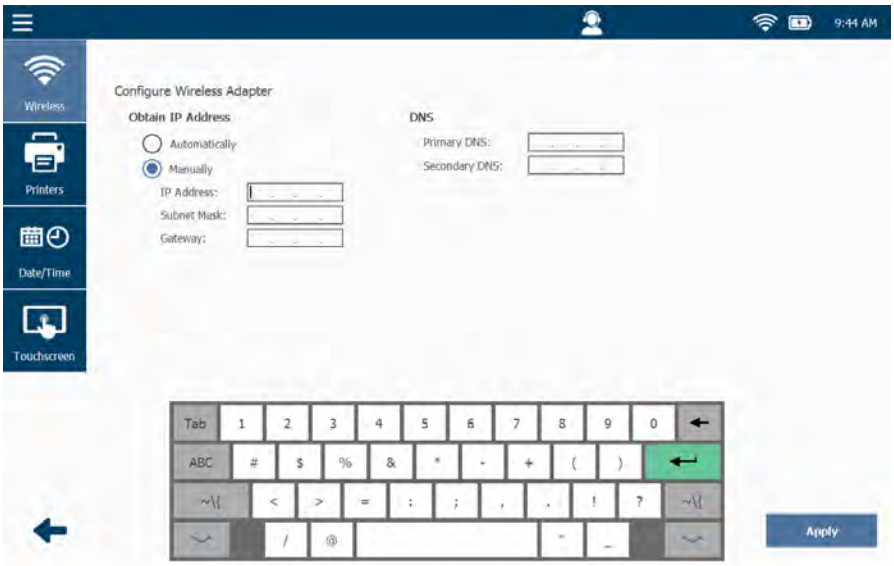


Figure 6.7 *Screen with Keyboard*

4 Use the keyboard to enter the information.

5 Touch within the **Subnet Mask** data entry field, and enter the information.

6 Touch within the **Gateway** data entry field, and enter the information.

7 Touch within the **DNS Server** data entry field, and enter the information.

8 Touch **Apply**.

The **Wireless Networks** screen is displayed.

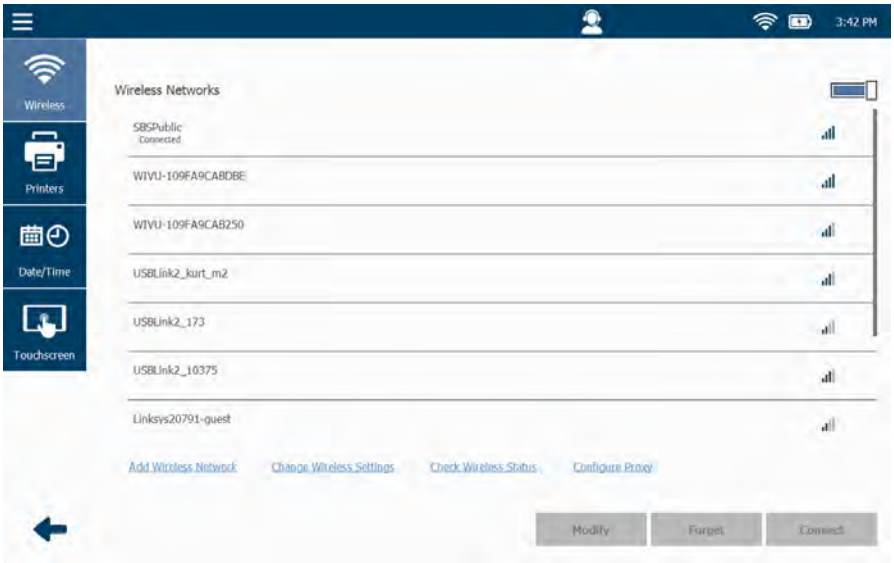


Figure 6.8 *Wireless Networks*

Check Wireless Status

You use the Network Adapter Status screen to view information about your wireless network settings. The following information is displayed:

- Address Type
- IP Address
- Subnet Mask
- Default Gateway
- DNS
- MAC Address
- SSID
- Connection Status

To view information about your network settings:

1 Select **Check Wireless Status** from the Wireless Networks screen (Figure 6.8).

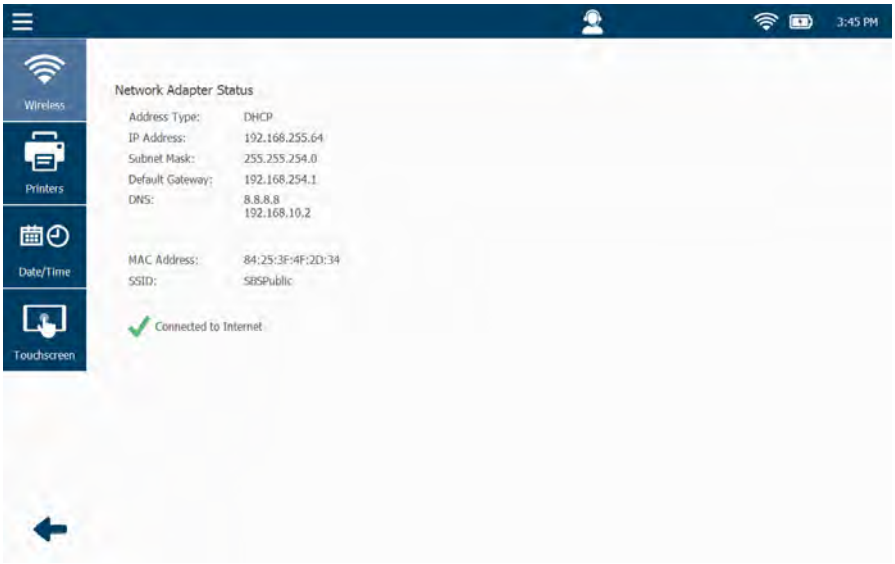


Figure 6.9 *Network Adapter Status Screen*

2 Touch the **Back Arrow** at the bottom of the screen to return to the Wireless Networks screen (Figure 6.8).

Configure Proxy

If your local network is configured using a proxy server, you will need to enter information to tell PRO-LINK® Edge how to communicate with it.

NOTE:

If your local network is *not configured* using a proxy server, you do not need to enter these settings.

It may be preferable to have the designated IT person or network administrator for your location perform this task for you. There is required information that you will need prior to proceeding.

To enter proxy settings:

1. Select **Configure Proxy** from the Wireless Networks screen (Figure 6.8).

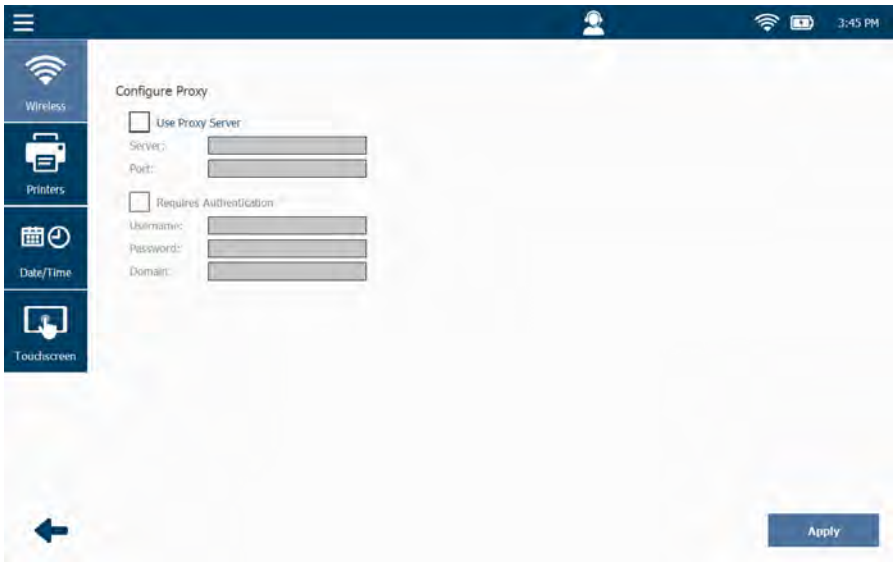


Figure 6.10 *Configure Proxy*

2. Touch the **Use Proxy Server** check box to activate it (a check mark is displayed in the box).
3. Touch within the **Server** data entry box.

The keyboard is displayed.

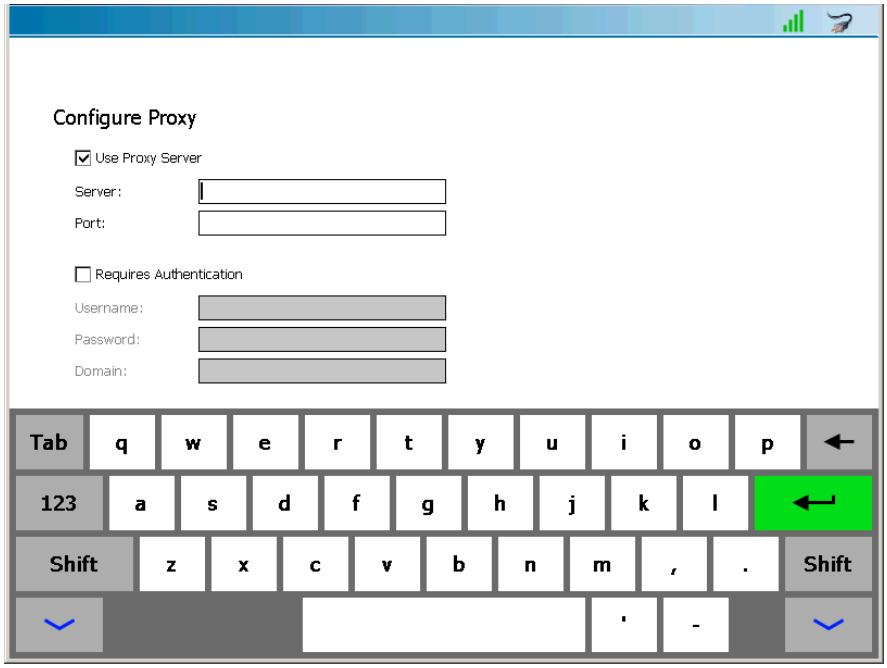


Figure 6.11 *Keyboard*

4 Use the keyboard to enter the server name.

5 Touch within the **Port** data entry field, and enter the information.

6 Touch the **Requires Authentication** check box to activate it if your proxy server requires a password.

7 Touch within the following data entry fields to enter the appropriate information:
—Username
—Password
—Domain

8 Touch **Apply**.

The **Settings Menu** is displayed.

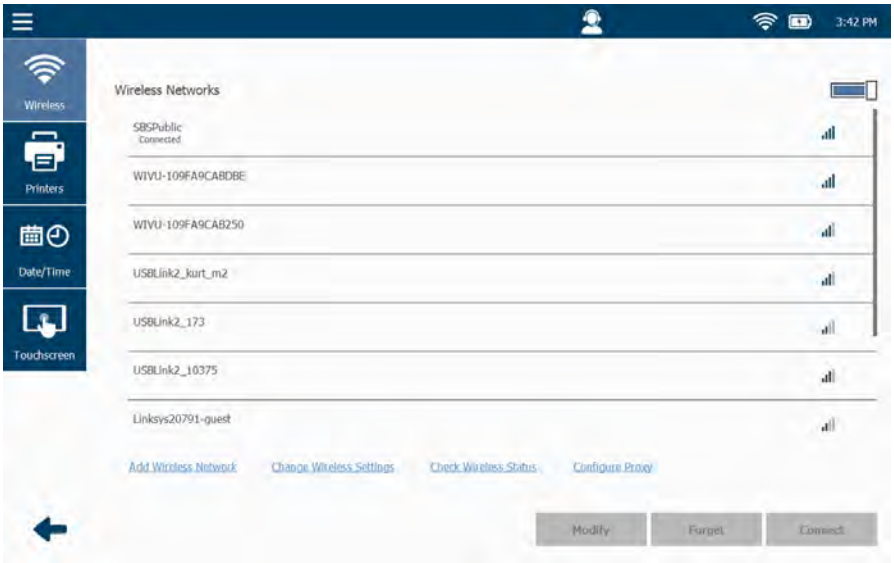


Figure 6.12 *Settings Menu*

Managing Printers

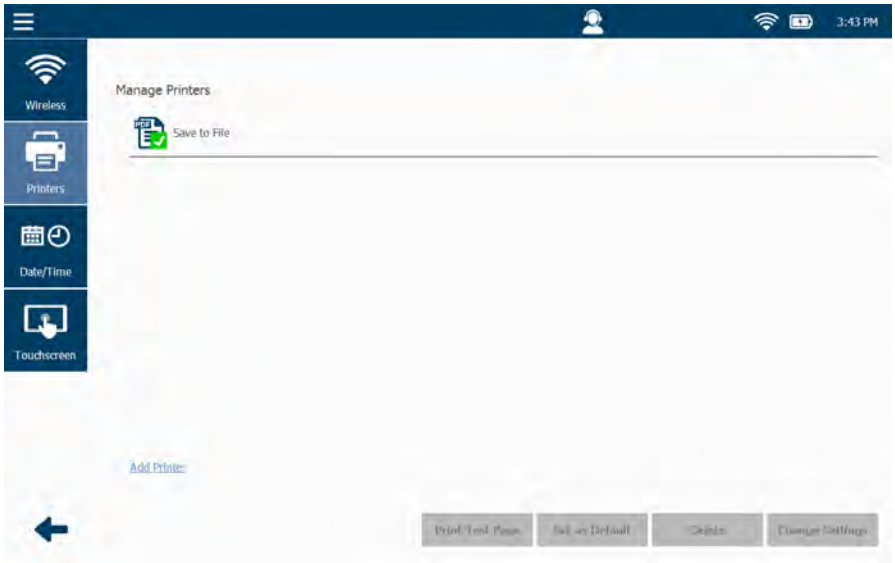


Figure 6.13 *Manage Printers Screen*

You use the Manage Printers screen to do the following:

- Add Printer and Print a Test Page *(pg. 142)*
- Set as Default *(pg. 145)*

  Use this to set your default printer. It also enables you to set your print default to either print the information to a printer or to save it to a file (e.g.,a PDF).
- Delete *(pg. 145)*
- Change Settings *(pg. 145)*

NOTE:

You can add multiple printers.

Adding a Printer and Printing a Test Page

Prior to starting this procedure, you may need to gather the following information:

- Network path for the printer you want to print to
- Network security information, if required:
  - — Username
  - — Password
  - — Domain

To add a printer so that you can print to it:

1 Select **Printers** from the Settings Menu (Figure 6.12).

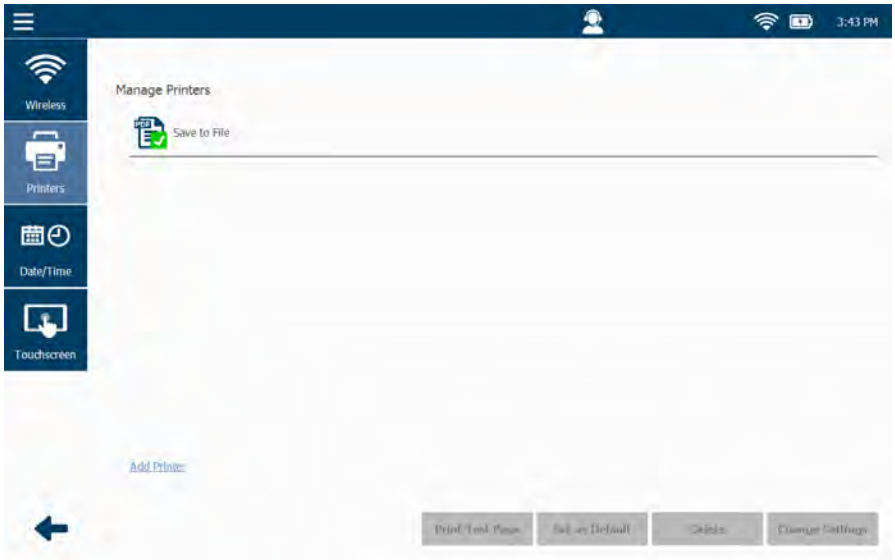


Figure 6.14 *Manage Printers Screen*

2 Touch the **Add Printer** link.

The **Add Printer** screen is displayed.

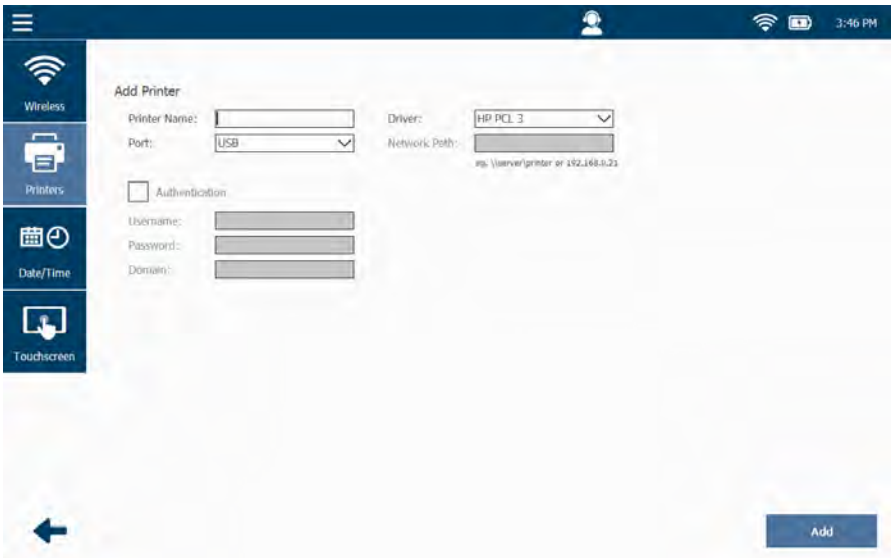


Figure 6.15 *Add Printer Screen*

3 Touch within the **Printer Name** data entry box.

The keyboard is displayed.

4 Use the keyboard to give the printer name (e.g., **example printer**).

5 Select **Network** from the Port drop-down list.

Select USB if you plan to connect to the printer by means of a USB cable.

6 From the Driver drop-down list, select the driver that most closely matches the type of printer you have (e.g., **HP PCL 3/PCL 3 GUI**).

7 Use the keyboard to enter the Network Path (e.g., **192.168.123.123**).

8 Touch the **Authentication** check box to activate it (if your network server requires a password).

9 Touch within the following data entry fields to enter the appropriate information:

—Username

—Password

—Domain

10 Touch **Add**.

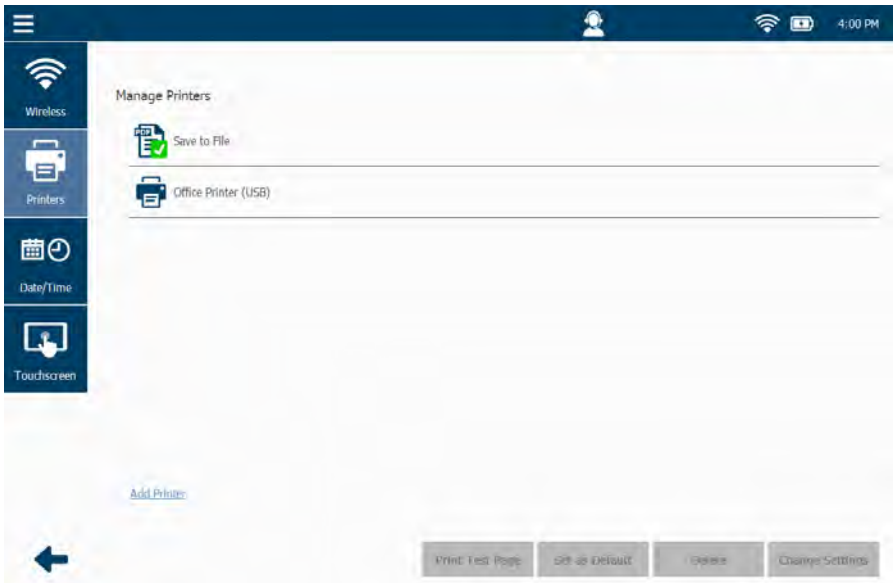


Figure 6.16 *Manage Printers Screen with Printer Added*

11 Touch the screen to highlight the printer you just added.

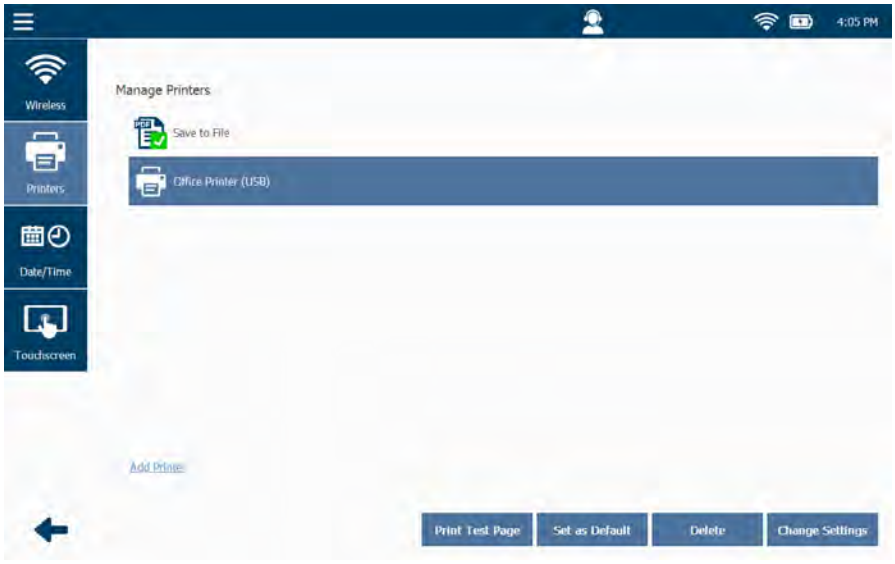


Figure 6.17 *Printer Highlighted*

12 Touch **Print Test Page** to make sure you can print to the printer.

13 Touch **OK**.

NOTE:

If you could not connect to the printer, touch **Change Settings** and check the information you entered on the Add Printer screen (Figure 6.15). Make any necessary changes, and then try printing a test page again.

Set as Default

Use the Set as Default button to set your default printer, or to set your print default to Save as File (e.g., a PDF).

To set a printer as your default printer:

1 Highlight the printer you added (see Figure 6.17).

2 Touch **Set as Default** to make this printer your default printer.

NOTE:

You can also select Save to File and then set that option as the default.

Delete

Use the Delete button to delete a printer. For example, you no longer wish to use that printer.

To delete a printer:

1 Highlight the printer you wish to delete (see Figure 6.17).

2 Touch **Delete**.

Change Settings

Use the Change Settings button to make any changes to the printer settings you entered on the Add Printer screen (see Figure 6.15). For example, you were unable to print a test page.

To change printer settings:

1 Highlight the printer you added (see Figure 6.17).

2 Touch **Change Settings**.

3 Make any necessary changes.

4 Touch **Update**.

5 Touch **Print Test Page** again to see if you can print to the printer.

Setting the Date and Time

From time to time, you may need to adjust the settings for your particular time zone and for daylight savings.

To adjust the date and time settings:

1 Start at the **Settings Menu**.

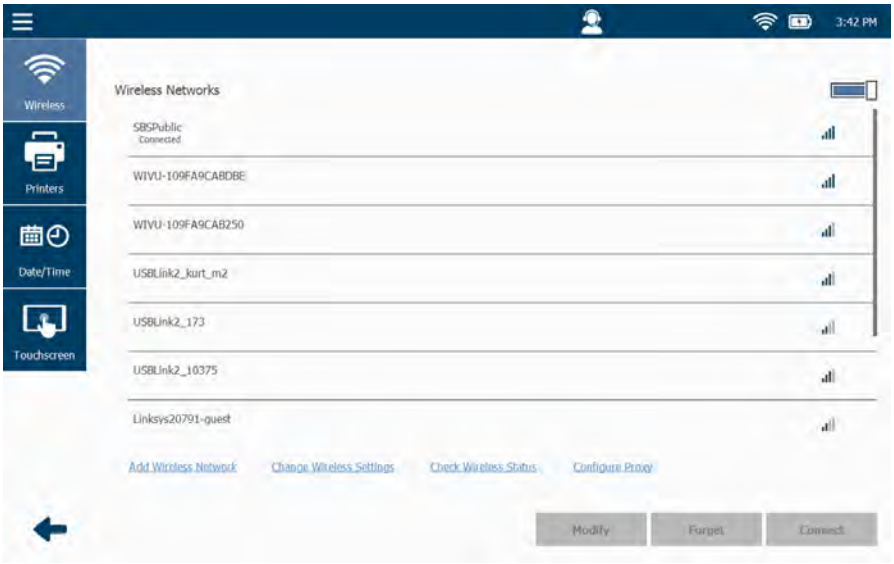


Figure 6.18 *Settings Menu*

2 Select **Date/Time**.

The **Set Date /Time** screen is displayed showing the current device settings.

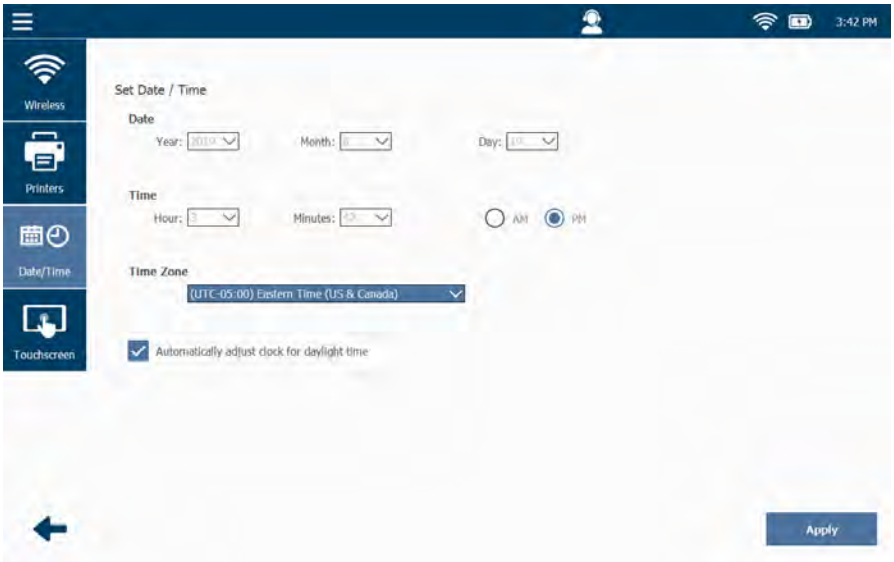


Figure 6.19 *Set Date / Time Screen*

NOTE:

The date and time for the device is automatically reset each time the device connects to the Internet.

3 Use the drop-down box to select the appropriate **Time Zone** for your location.

4 If you want to adjust the clock for daylight savings time, place a check mark in the **Automatically adjust clock for daylight time** check box; otherwise leave it blank.

5 Touch **Apply**.

Calibrating the Touchscreen

Occasionally, you may need to calibrate the touchscreen for optimal performance (e.g., if touching the screen does not result in the expected action).

To calibrate the touchscreen:

1 Select **Touchscreen** from the Settings Menu (Figure 6.19).

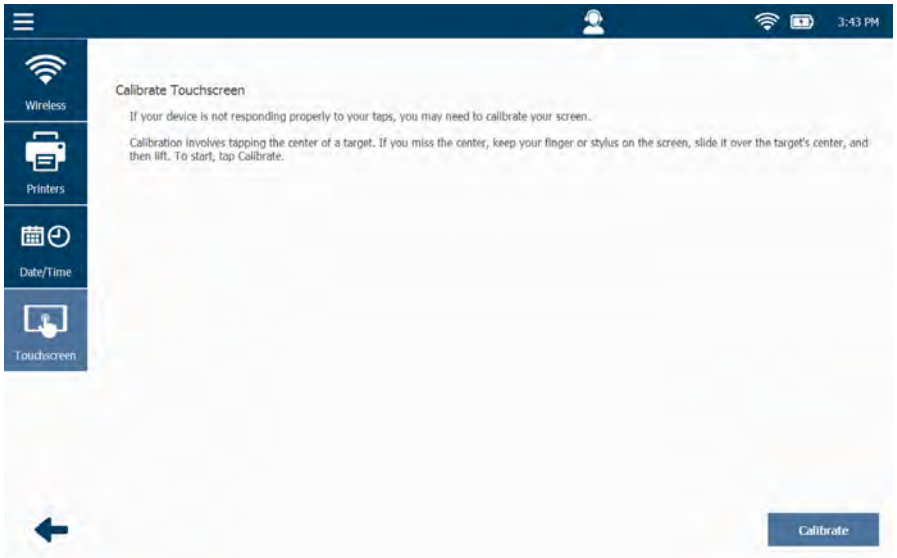


Figure 6.20 *Calibrate Touchscreen*

2 Touch **Calibrate** to start.

3 Carefully tap the center of the cross hairs at the center of the target.

4 Repeat as the target moves around the screen until the target no longer displays.

The following screen is displayed.

Figure 6.21 *Final Calibration Screen*

5 Touch anywhere on the screen to save the calibration.

Chapter 7

Using the Applications Menu

- *Introduction to the Applications Menu, page 152*
  - *Available Upgrades, page 153*
  - *Available Apps, page 154*
  - *Coming Soon, page 154*
  - *Installed Apps, page 155*
- *Register Apps, page 157*

This chapter provides detailed instructions for using the Applications Menu.

NOTE:

Screen shots used throughout this manual are for illustrative purposes only. All data shown is fictitious in nature.

Introduction to the Applications Menu

The Applications Menu is accessed from the Main Menu.

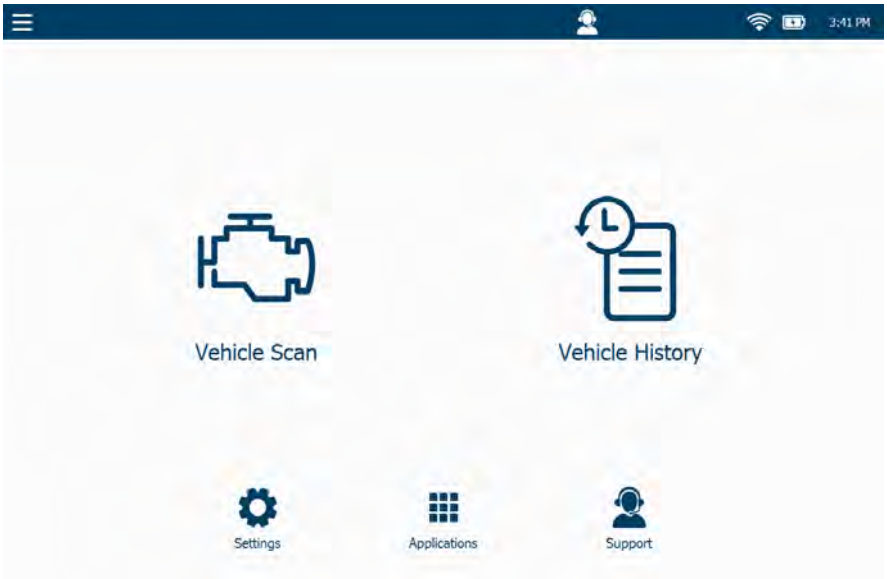


Figure 7.1 *Main Menu*

NOTE:

For an overview of the options available on the Main Menu, see “The Main Menu,” in *Chapter 2: Hardware and User Interface Overview*, earlier in this Manual.

The Applications Menu displays the following choices:

- Available Upgrades *(pg. 153)*
- Available Apps *(pg. 154)*
- Coming Soon *(pg. 154)*
- Installed Apps *(pg. 155)*
- Register Apps *(pg. 157)*

Available Upgrades

When you select Applications from the Main Menu, the default display is the Available Upgrades screen. Other Applications Menu selections are available on the left side of the display.

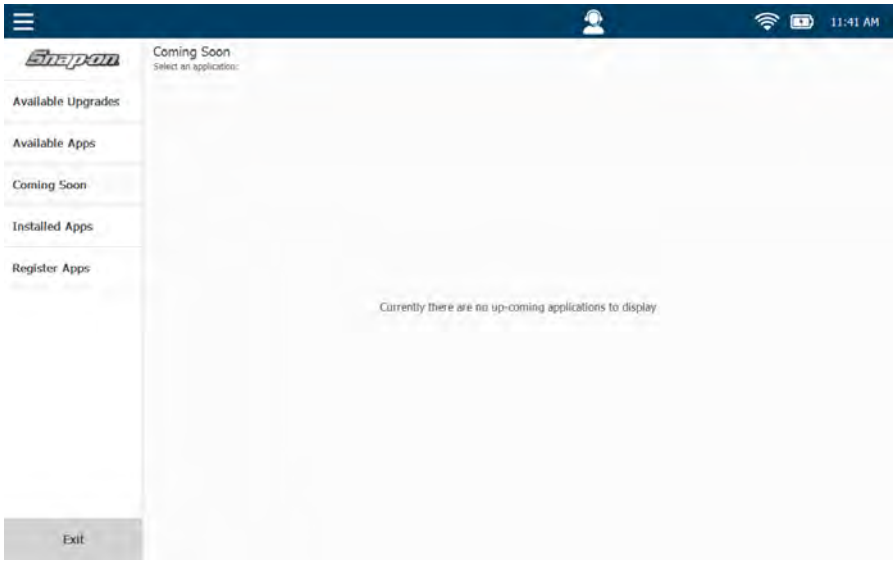


Figure 7.2 *Applications Menu Showing the Default System Displayed*

As software upgrades are available for installation on the device, they are included in this list. Select the title, and touch Install

Touch **Exit** at the bottom of the screen to return to the Main Menu (Figure 7.1).

Available Apps

A list of applications available for installation is displayed. Select the title, and touch Install.

Coming Soon

A list of software applications soon to be released is displayed. Specifications, including special tests and vehicle coverage are included in the description.

Installed Apps

When you select Installed Apps a list of all the applications installed on the device is displayed.

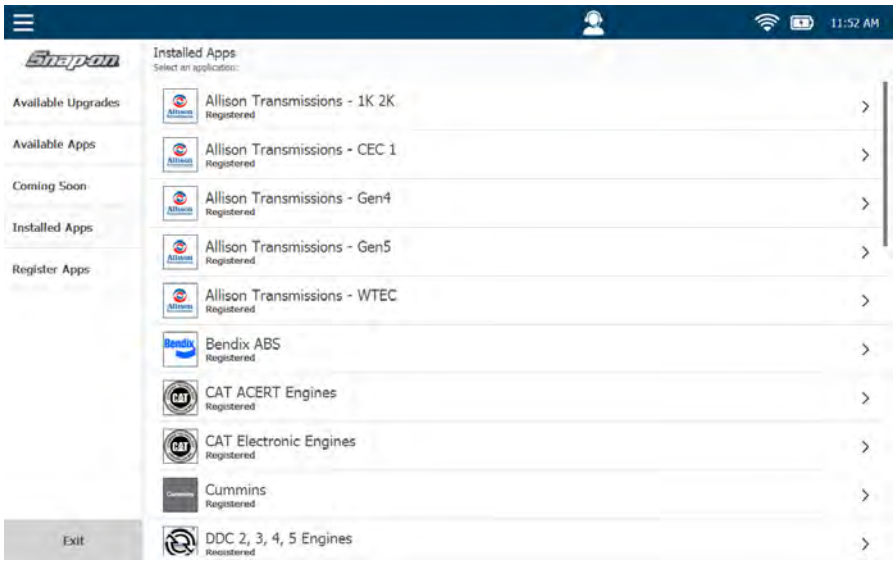


Figure 7.3 *Installed Apps Screen*

The registration status for each application is displayed. An indication of the number of available trials is also displayed (if the application is not registered).

NOTE:

A list of applications installed on the device is also displayed on the Support Menu. See Chapter 8: *Support,* later in this manual.

When you select a title from the list, an Installed Application Detail screen is displayed (see Figure 7.4) with detailed information about the selected application. You can also use the Installed Application Detail screen to do the following:

- Register an application (if not already registered)
- Install an update (if an update is available)
- Uninstall the application (not recommended)

To select an application and view detailed information about it:

1 Touch a title on the list to select it (e.g., **CAT ACERT Engines**).

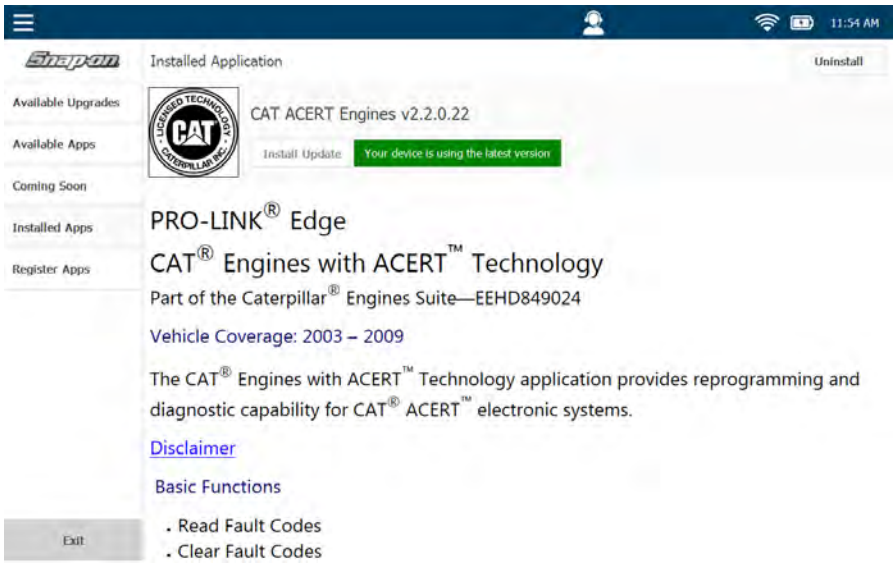


Figure 7.4 *Installed Application Detail Screen*

2 Touch the screen, and drag your finger up to scroll down the information.

The **Install Update** button at the top of the display is active when an update is available. Touch the button to install.

NOTE:

Both software and system updates (e.g., system bundles) are available whenever you see the Update Available icon in the toolbar at the top of your screen. Touch the icon and an Update Screen is displayed. Touch the Install Now button to install all of the updates in the list.

If, however, you choose to install a single title from the list, use the Installed Application Detail screen for that title (e.g., Figure 7.4).

To uninstall an application, touch the **Uninstall** button at the top of display (see Figure 7.4). However, uninstalling an application is not recommended.

Register Apps

The Register Apps button enables you to register a software title for which you already have a Product Key. Product keys are printed on stickers, and are located inside the CD case/trifold that you received when you purchased the application.

NOTE:

If you no longer have the CD case/trifold for the application you wish to register, contact the Snap-on dealer from whom you purchased the application.

NOTE:

Prior to registering an application, you must first create an account. In addition, you must have previously registered your device. For information on creating a user account see *Chapter 8: Using the Support Menu*.

To register an application using the Register Application screen:

1 Touch the **Register Apps** button on the Applications Menu.

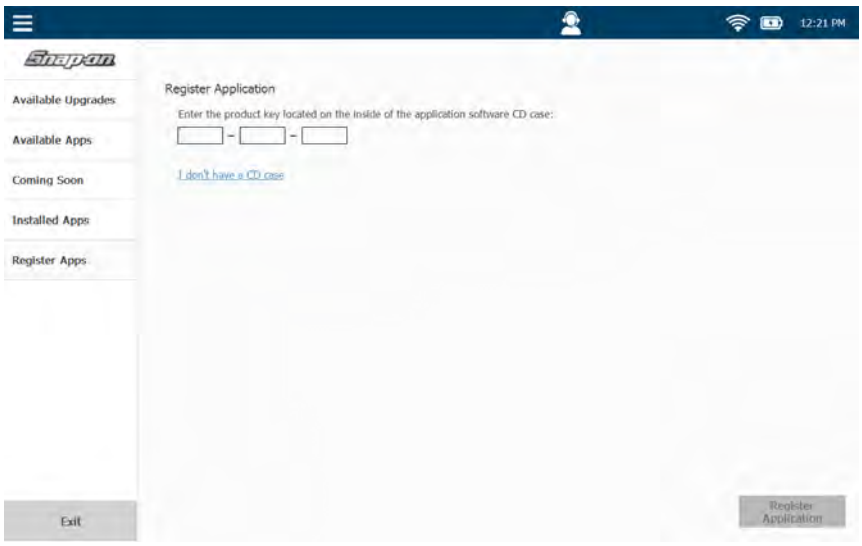


Figure 7.5 *Register Application Screen*

2 Touch within the first of the Product Key data entry boxes, and use the keyboard to enter the product key for the application you wish to register.

3 Touch **Register Application**, and follow the prompts.

Chapter 8

Using the Support Menu

- *Introduction to the Support Menu, page 160*
  - *System, page 161*
    - *Device Registration and Device Information, page 162*
    - *Enabling Remote Access, page 165*
  - *Updating Your Account Information, page 166*
    - *Creating a New Account, page 167*
  - *Tutorials, page 170*
  - *Troubleshoot, page 171*
    - *Scan Vehicle Logging, page 172*
    - *Manual Scan, page 172*
    - *User Interface Logging, page 175*
    - *Demo Scan, page 175*
    - *Bus Diagnostics, page 176*

This chapter provides detailed instructions for using the features of the Support Menu.

NOTE:

Screen shots used throughout this manual are for illustrative purposes only. All data shown is fictitious in nature.

Introduction to the Support Menu

The Support Menu is accessed from the Main Menu.

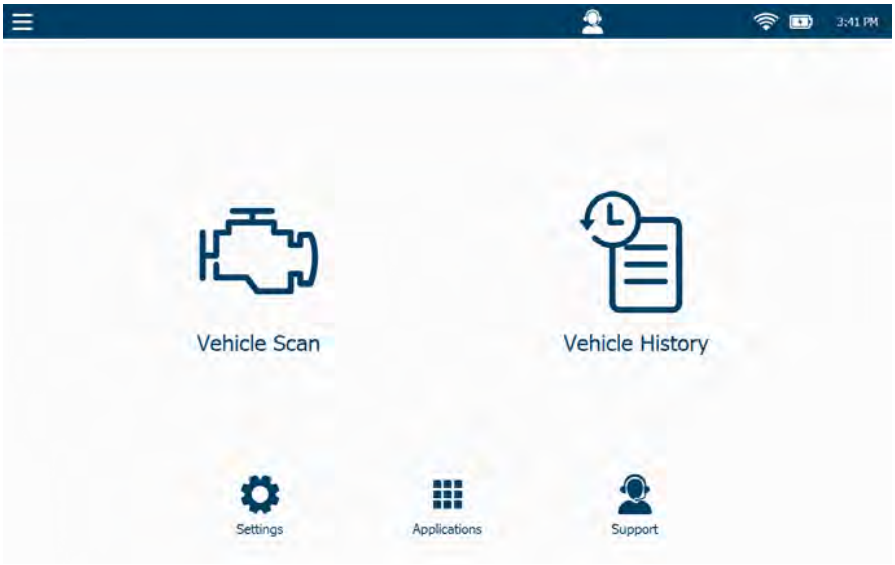


Figure 8.1 *Main Menu*

NOTE:

For an overview of the options available on the Main Menu, see “The Main Menu,” in *Chapter 2: Hardware and User Interface Overview*, earlier in this Manual.

The menu displays the following choices:

- System *(pg. 161)*
- Account *(pg. 166)*
- Tutorials *(pg. 170)*
- Troubleshoot *(pg. 171)*

System

When you select Support from the Main Menu, the default display is the System screen. Other Support Menu selections are available on the left side of the display.

Figure 8.2 *Support Menu Showing the Default System Screen*

The System screen is divided into five sections:

- **Get Support** *(pg. 162)*
- **Device** information, including registration status*(pg. 162)*
- **Network** information *(pg. 164)*
- **Remote Access** (Enabled/Disabled) *(pg. 165)*
- A list of **Installed Applications** *(pg. 165)*

Touch the **Back Arrow** at the bottom of the screen to return to the Main Menu (Figure 8.1).

Get Support

In the upper-left portion of the screen a Support telephone number is displayed (see Figure 8.2).

You can reach Technical Support by calling (800) 311-5452, or you can send an e-mail to the following address:

hdsupport@snapon.com

Device Registration and Device Information

The following information is displayed in the Device portion of the screen:

- Device Registration Status (including a **Register Device** button if the device is not yet registered)
- Name (i.e., the device name)
- Serial Number
- Product ID
- Bundle Version
- Operating System (OS) Version
- Bootloader Version
- Firmware Version
- Registry Version
- Cable ID

To register your device:

1. Touch the **Register Device** button in the Device portion of the screen (see (Figure 8.2).

The **Login** screen is displayed.

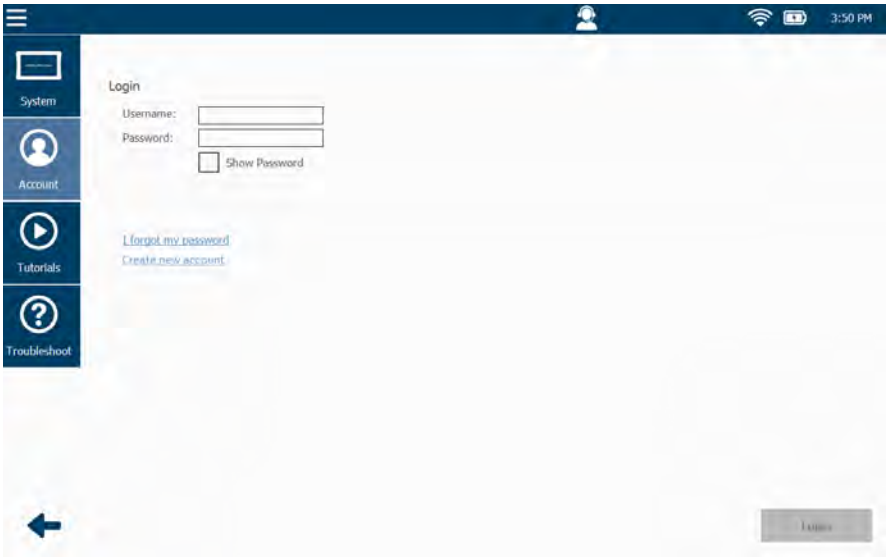


Figure 8.3 *Login Screen*

NOTE:

If you *do not* have an existing account with a Username and Password, click on the **Create new account** link, and follow the prompts to create an account. See *Creating a New Account*, later in this chapter.

2 Touch within the **Username** field.

3 Use the keyboard to enter your username.

4 Touch within the **Password** field, and enter your password.

NOTE:

You can touch the **Show Password** check box to display the password you entered.

5 (optional) If you cannot remember your password, touch **I Forgot My Password** and follow the prompts to reset your password.

6 Touch the **Login** button in the lower-right corner of the display.

A **Login Successful** message is displayed.

7 Touch **Yes** to register the device to the account you entered.

Figure 8.4 *Device Successfully Registered*

8 Touch **OK** to confirm.

The **Support Menu** is displayed (Figure 8.2).

Network

The following information is displayed in the Network portion of the screen (see Figure 8.2):

- IP Address
- MAC Address

Enabling Remote Access

The Remote Access feature enables Technical Support to connect to your PRO-LINK® Edge remotely to assist you in resolving support issues.

To contact Technical Support, call (800) 311-5452, or you can send an e-mail to the following address: hdsupport@snapon.com

NOTE:

To use this feature, you must have Internet connectivity.

To enable Remote Access:

1. Touch the **Remote Access** slider located in the upper-right corner of the display (see Figure 8.2).

   The slider moves to the right and changes from grey to blue, indicating that Remote Access is enabled. Your Technical Support representative can now connect to your device to assist in resolving your support issue.

Installed Applications

The Installed Applications portion of the screen displays a list of applications installed on the device (see Figure 8.2). Touch the screen to scroll through the list. A note indicating the registration status of each application is included in the list (for example **Unregistered, 10 trials remaining**).

NOTE:

To register an application, navigate to the Applications Menu (see Chapter 7, earlier in this manual). Then, touch **Installed Applications**.

Updating Your Account Information

When you select Account from the Support Menu (Figure 8.2), the Account Login screen is displayed. From here you can access and update your account information (e.g., username, company name, address, etc.).

NOTE:

The device must be registered to access the Account Login screen.

To update your user account information:

1 Touch the **Account** tab located on the left side of the display.

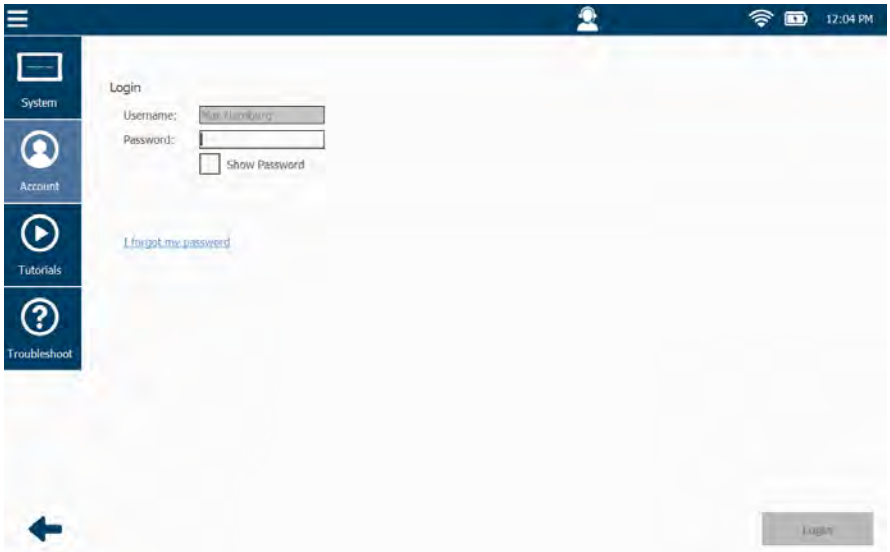


Figure 8.5 *Login Screen*

2 Touch within the **Username** field.

3 Use the pop-up keyboard to enter your **Username**.

4 Touch within the **Password** field, and enter your password.

NOTE:

You can touch the **Show Password** check box to display the password you entered.

5 Touch the **Login** button.

The information is authenticated, and the **Update User Account** screen is displayed.

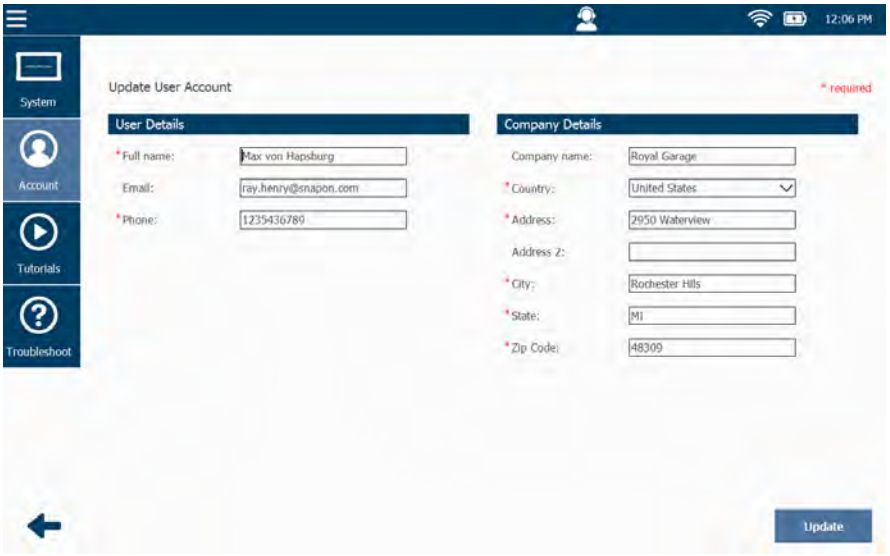


Figure 8.6 *Update User Account Screen*

6 Review the information displayed, and make any necessary changes.

7 Touch **Update**.

A “User account updated successfully” message is displayed.

8 Touch **OK**.

The **Login** screen is displayed (Figure 8.5).

Creating a New Account

If you don’t already have an account with a username and password, you can create one using the Account screen.

To create a new account:

1 Select **Account** from the menu on the left side of the Support Menu.

The **Login** screen is displayed.

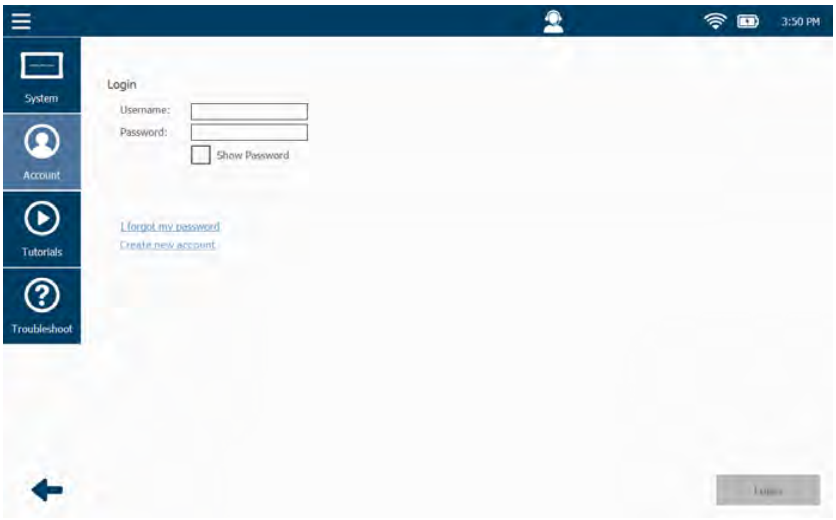


Figure 8.7 *Login Screen*

2 Touch **Create new account**.

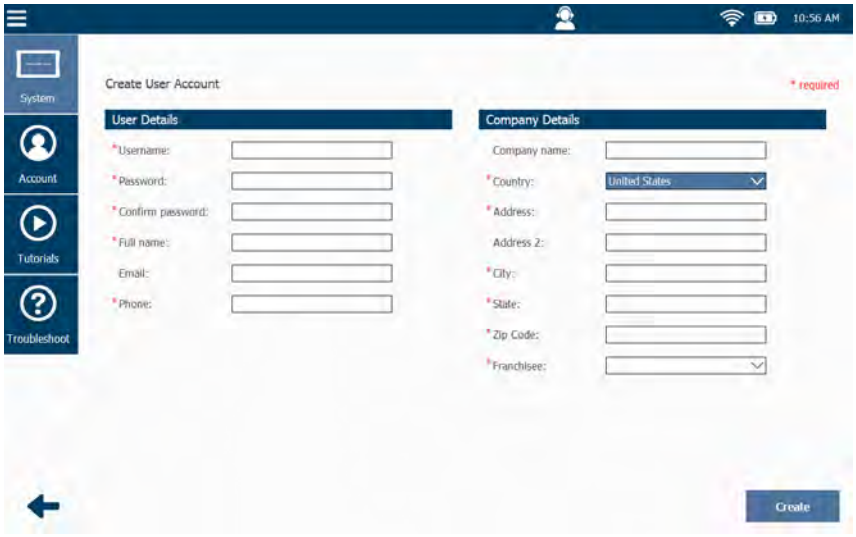


Figure 8.8 *Create User Account Screen*

NOTE:

Required fields are indicated with a red asterisk.

3 Touch within each field, and use the keyboard displayed to enter the information.

NOTE:

Passwords must be at least six (6) characters in length.

If you select United States or Canada in the Country field, the Franchisee field is displayed at the bottom of the list of Company Details. Select the appropriate franchisee name from the list, or scroll down to the bottom of the list and select **Other**.

4 Review the information to ensure that it is accurate.

5 Touch **Create.**

The new account is created, and a “Are you sure you want to register this device to this account?” is displayed.

6 Touch **Yes**.

Figure 8.9 *Device Successfully Registered*

7 Touch **OK**.

The **Login** screen is displayed (Figure 8.7).

Tutorials

When you select Tutorials from the Support Menu (Figure 8.2), the Tutorial Videos screen is displayed.

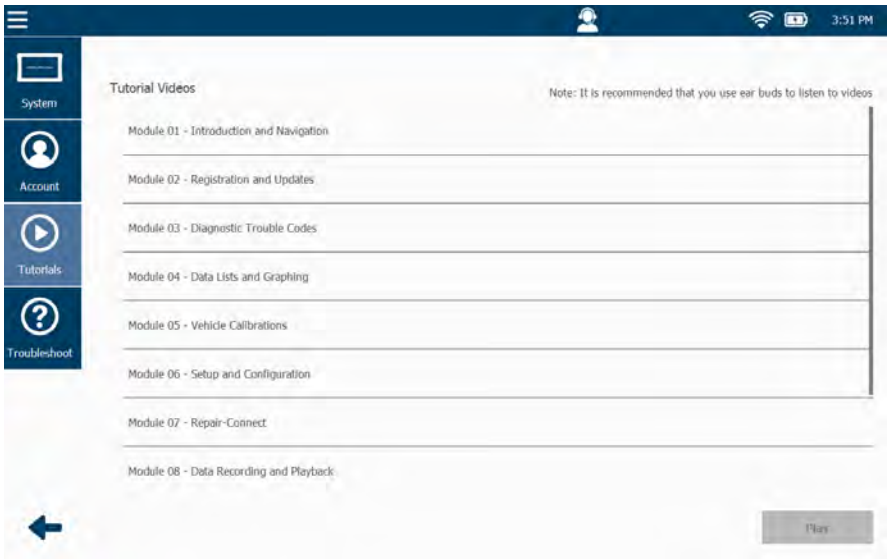


Figure 8.10 *Tutorial Videos Screen*

To play a video:

1. Touch the screen to select a title.
2. Touch **Play**.

   During the video, you can pause. You can also adjust the volume level for the audio. Headphones or ear buds are recommended.
3. Touch the **Back Arrow** to return to the Tutorial Videos screen (Figure 8.10).

Troubleshoot

When you select Troubleshoot from the Support Menu (Figure 8.2), the following menu is displayed.

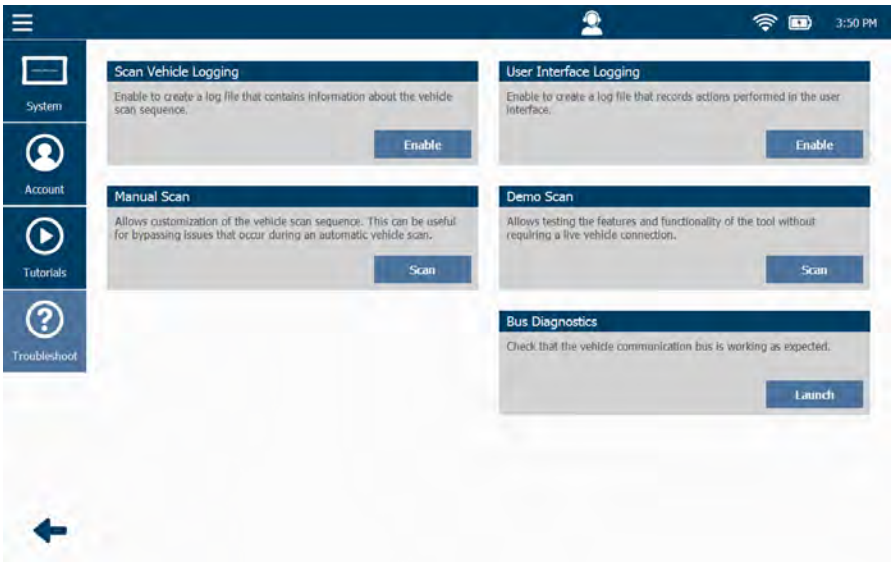


Figure 8.11 *Troubleshoot Menu*

From this menu, the following options are available:

- Scan Vehicle Logging *(pg. 172)*
- Manual Scan *(pg. 172)*
- User Interface Logging *(pg. 175)*
- Demo Scan *(pg. 175)*
- Bus Diagnostics *(pg. 176)*

NOTE:

Touch the **Back Arrow** to return to the Main Menu (Figure 8.1).

Scan Vehicle Logging

The Scan Vehicle Logging utility is used by Snap-on Technical Support to assist in solving vehicle connection issues. The log is not visible to the user. However, it provides connection information useful to the Technical Support team when solving connection issues.

NOTE:

Do not enable this utility unless directed to do so by a Technical Support specialist.

Manual Scan

Manual Scan is used in instances where you want to load an application that was *not presented* for selection during HD Scan (e.g., Heavy Duty Standard J1708). Manual Scan is also used by Technical Support in resolving customer support issues. Manual Scan can also be useful for bypassing issues that may occur during an automatic vehicle scan.

NOTE:

Prior to initiating a manual vehicle scan, the vehicle should be in a key-on, engine-off state. For detailed information on connecting the device to a vehicle, see *Connecting to a Vehicle* in Chapter 3 of this manual.

To initiate the Manual Scan feature:

1 Touch the **Scan** button (see Figure 8.11).

The following screen is displayed once initial scanning is complete.

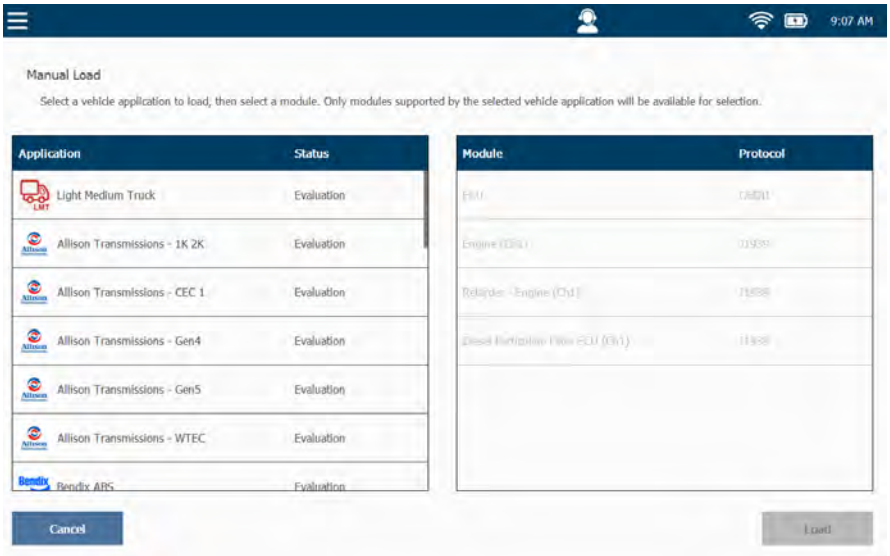


Figure 8.12 *Manual Scan Module Selection Screen*

Direct your attention to the Application list on the left side of the display.

2 Touch the screen and drag your finger up to scroll down the list until you find the application you want to load (e.g., **OBDII**).

Your selection is highlighted.

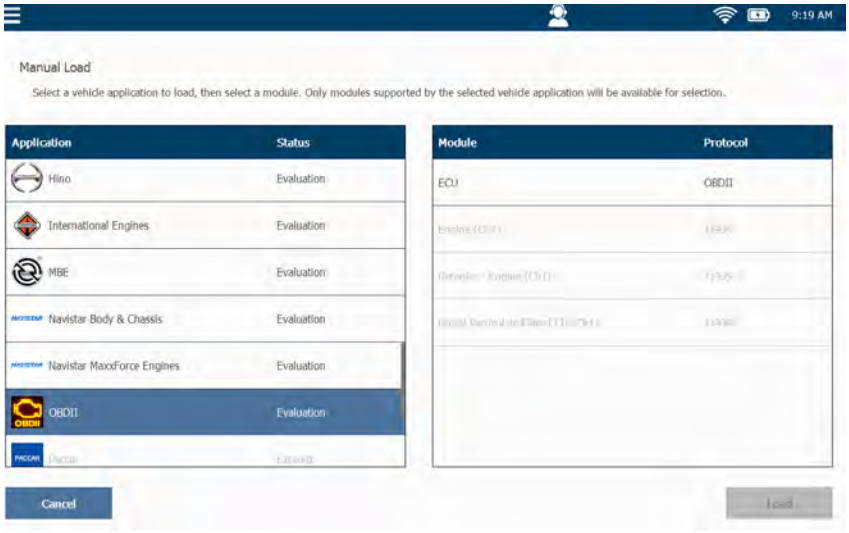


Figure 8.13 *OBDII Selected*

3 Select the available module from the list on the right (e.g., **ECU - OBDII**).

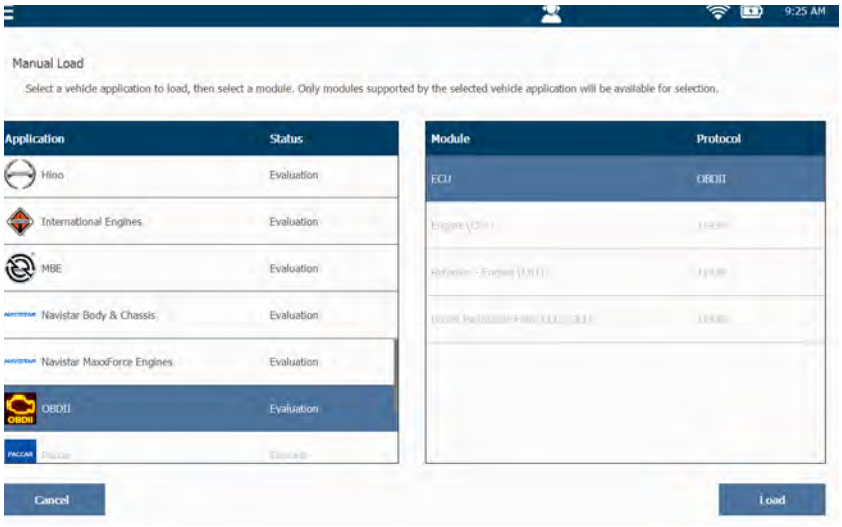


Figure 8.14 *ECU Selected*

4 Touch **Load**.

Your selection is loaded, and the **Diagnostics Menu** is displayed.

User Interface Logging

The User Interface Logging utility is used by Snap-on Technical Support to create a log file to assist in resolving issues encountered during an active vehicle session. The log is not visible to the user. However, it provides information useful to the Technical Support team when solving issues.

NOTE:

Do not enable this utility unless directed to do so by a Technical Support specialist.

Demo Scan

Demo Scan enables testing the features and functionality of the PRO-LINK® Edge in Demo Mode.

Touch the **Scan** button to initiate.

Select **End Session** from the drop-down menu in the upper-left corner of the screen to terminate Demo Mode and to return to the Troubleshoot Menu (Figure 8.11).

Bus Diagnostics

Launching Bus Diagnostics checks that the vehicle communication bus is working as expected.

NOTE:

Do not enable this utility unless directed to do so by a Technical Support specialist.

To launch Bus Diagnostics:

1 Touch the **Launch** button to initiate.

The **Bus Diagnostics** screen is displayed.

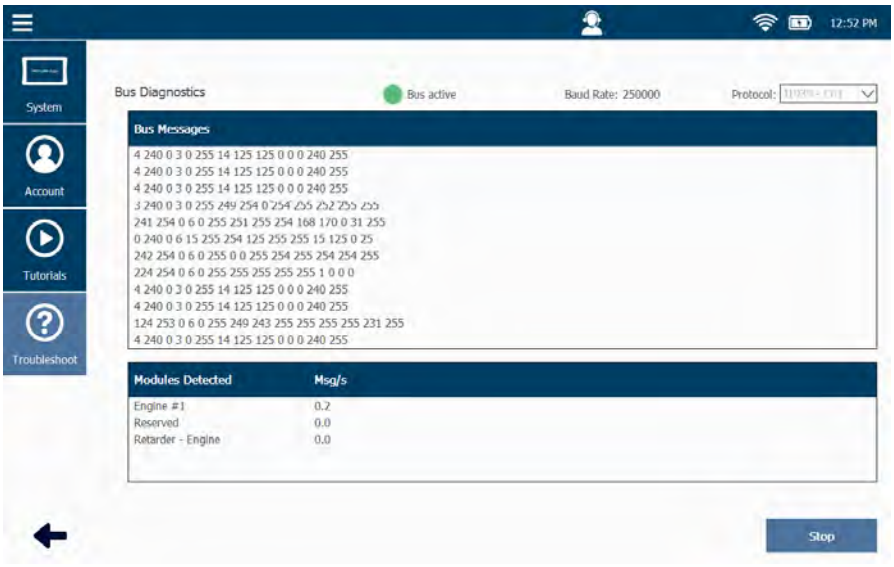


Figure 8.15 *Bus Diagnostics Screen*

2 Select the appropriate **Protocol** from the drop-down menu in the upper-right corner of the screen.

3 Touch **Start**.

4 Touch **Stop** to end the session.

5 Touch the **Back Arrow** to return to the Troubleshoot Menu (Figure 8.11).

Chapter 9

Using Record and Playback

- *Utilities Overview, page 178*
  - *Record, page 178*
  - *Playback, page 185*

This chapter provides information on using the Record and Playback utilities.

NOTE:

Screen shots used throughout this manual are for illustrative purposes only. All data shown is fictitious in nature.

Utilities Overview

The PRO-LINK® Edge has a number of utilities that can be useful when used in conjunction with Quick Lists (for comparing parameters from different parameter categories or different modules). They include:

- Record *(pg. 178)*
- Playback *(pg. 185)*

NOTE:

For information on creating reports, setting up a printer, or printing a report, refer to the following topics in this manual:

—“Creating a Report” in *Chapter 4: Using the Diagnostics Menu.*

—“Managing Printers” in *Chapter 6: Using the Settings Menu*.

—”Printing a Report” in Chapter 5: *Using the Vehicle History Menu*.

Record

You can record live vehicle data manually for playback at a later time. When you record off the PRO-LINK® Edge, you are creating a file containing parameter information taken from a live connection—a recording taken on a particular date and for a particular vehicle identification number (VIN).

The Record Mode button is accessed from the Quick List screen, and you must add parameters to the Quick List to make the Record Mode button available.You can save *only one* recording file at a time. If you begin a new recording and a previous recording still exists, the PRO-LINK® Edge asks you if you want to record *over* the previously saved recording file.

The Record Utility can assist you in diagnosing vehicles with intermittent problems, as you can quickly refer back to the recording to help diagnose problems

To launch the Record utility:

1. Create a Quick List including parameters of interest.
2. Start on the **PARAMETERS** tab:

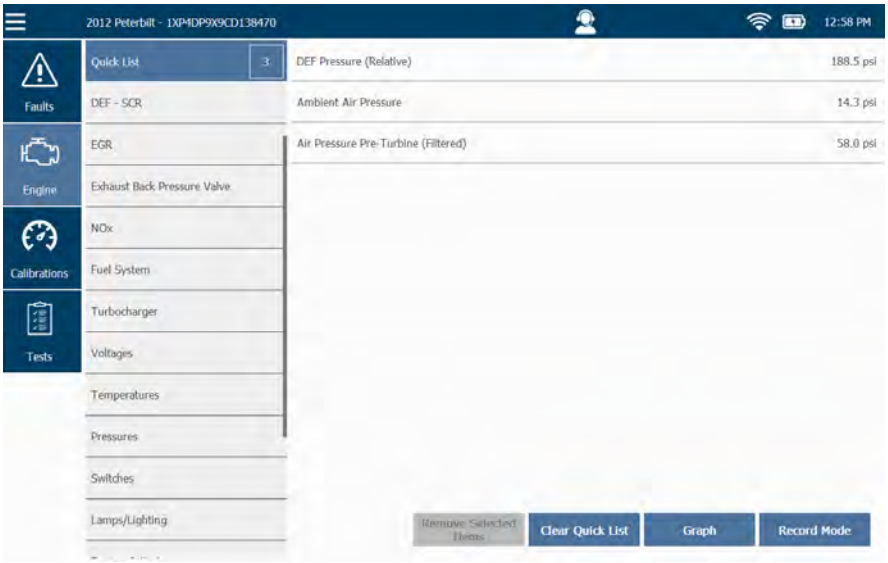


Figure 9.1 *Quick List*

3. Touch the **Record Mode** button to create a recording.

The **Record** screen is displayed.

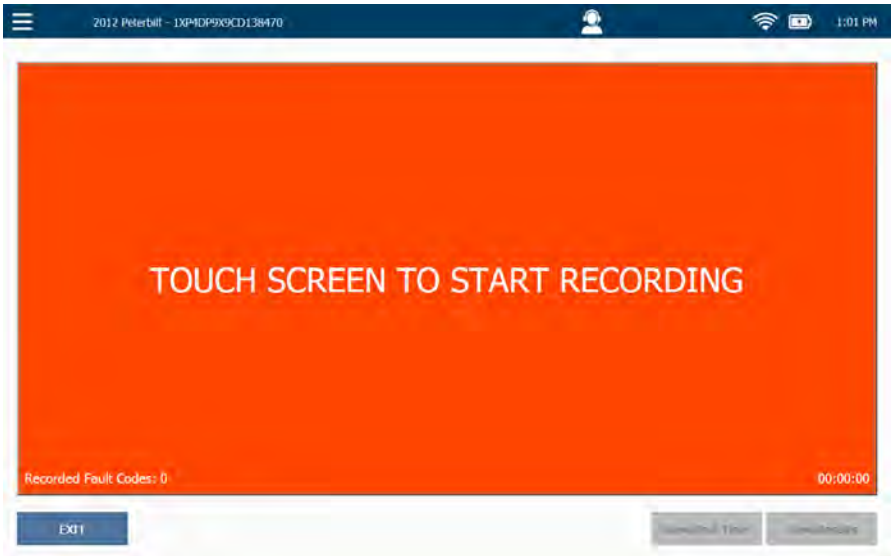


Figure 9.2 *Record Screen*

4 Touch the screen to start recording.

If a previous recording file exists, the following screen is displayed.

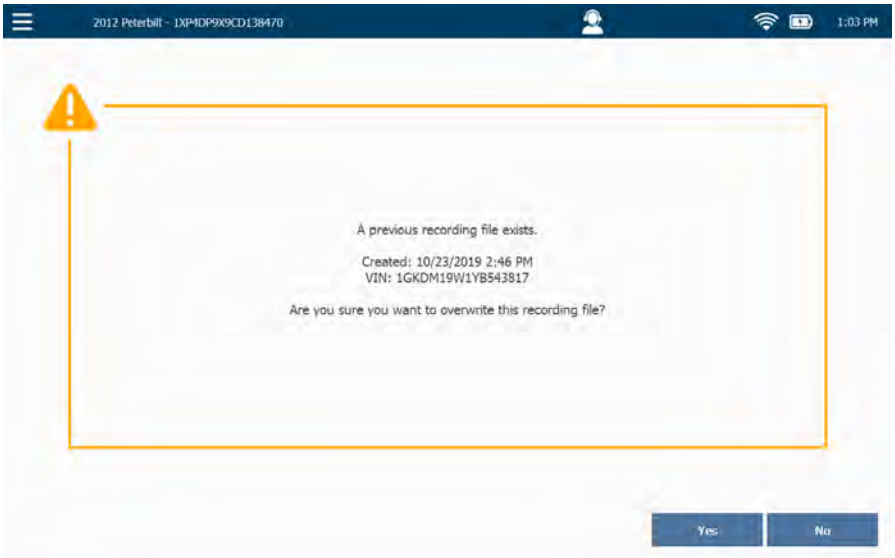


Figure 9.3 *Overwrite Existing File Question*

5 Touch **Yes** to overwrite the previous recording and start a new one.

The red screen message changes to “Touch Screen to Take Bookmark.”

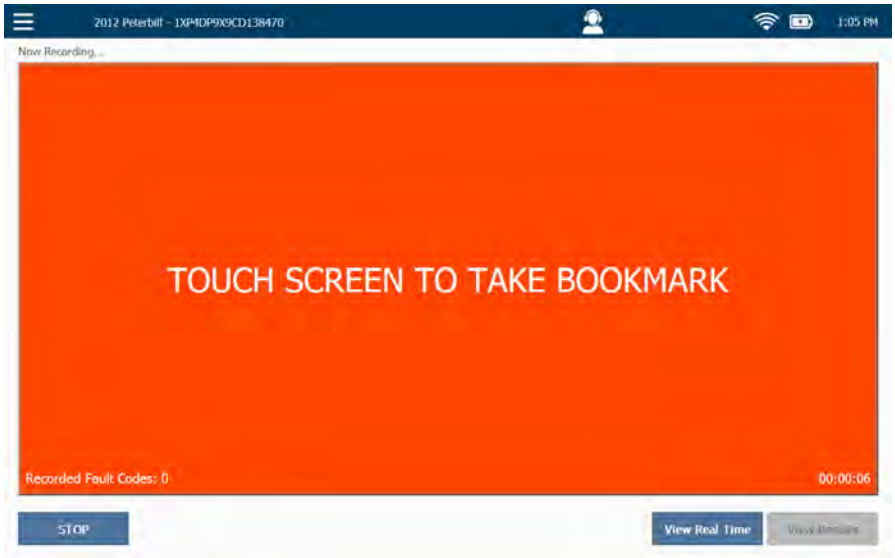


Figure 9.4 *Now Recording Screen*

NOTE:

A bookmark is a “place holder” in the recording file where you will be able to jump to while in Playback. The message “Bookmark Taken” is displayed briefly as a bookmark is created.

For information on the Playback utility, refer to *Playback* on page 185 of this chapter.

6 Touch one of the three buttons at the bottom of the screen (see the table on the next page for a description of what each of the buttons does).

These buttons are on the **Now Recording** screen (Figure 9.4).

Button	What it does
STOP	• Ends a recording (you need to confirm that you want the recording to end). • Returns you to the Record screen (Figure 9.2). • Changes to EXIT once you stop the recording; the EXIT button takes you back to the list of parameters (Figure 9.1).
View Real Time	• **Warning:** Not recommended if you are operating the vehicle. • Enables you to view a graph of the selected parameters while the recording file as it is being recorded. You can take a bookmark in Real Time. A number of buttons are available: • **Change Parameters**—takes you to the Select a Category screen. This gives you the ability to change both the category of parameters and/or the parameters you want to view. You can also create a Quick List and view playback for only the parameters on the list. Touch **View Results** to return to return to the Real Time view. **Note:** All parameters are being recorded even though they are not currently viewed. • Back Arrow—takes you back to the Record Mode screen (the recording is still in progress).
View Results	• Enables you to review in Playback Mode the recording you created. • You must confirm that you want to stop the recording prior to viewing results. A number of buttons are available: • **Rewind**—enables you to rewind to the start of the recording. • **Play**—starts the recording. Changes to the **Pause** button once the playback begins. • **Previous Bookmark** and **Next Bookmark**—enable you to jump from one bookmark to the next. • **EXIT**—takes you back to the Record screen (Figure 9.2).

7 Touch **STOP** to stop recording.

Figure 9.5 *Are you sure? Message*

8 Touch **Yes** to confirm that you want to stop recording.

The **Record** screen is displayed (Figure 9.2).

9 Touch **EXIT** to return to the Quick List (Figure 9.1).

Playback

Playback can be accessed in three ways:

- By selecting **Play Recording** from the drop-down menu on the Main menu. The Play Recording menu item will not be available if you have not first created a recording.
- By selecting **Play Recording** from the drop-down menu on the Diagnostics Menu.
- By touching the **View Results** button on the Record screen (Figure 9.2).

The recording file plays back at a rate which simulates the rate at which it originally came from the vehicle bus.

To play back an existing recording:

1 Start at the **Main Menu**.

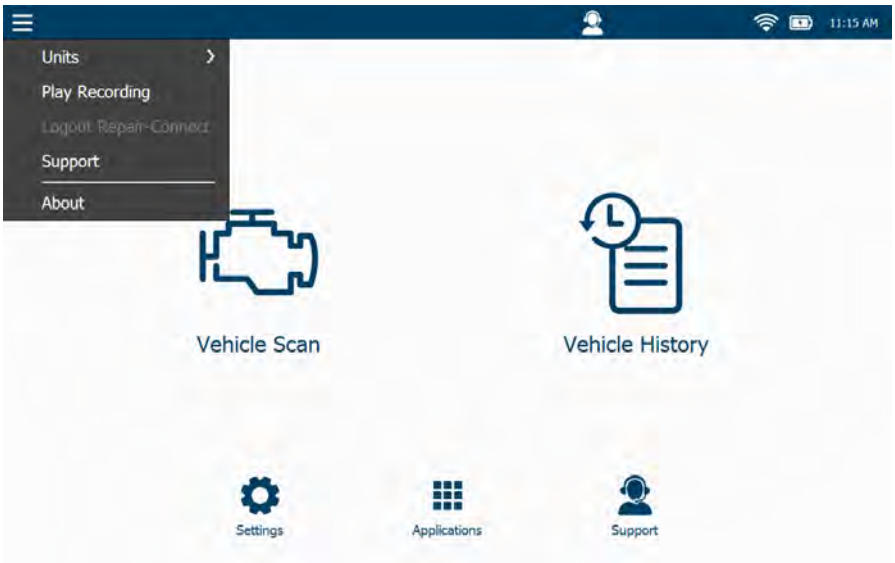


Figure 9.6 *Main Menu Showing the Drop-down Menu*

2 Select **Play Recording**.

The **Playback** screen is displayed.

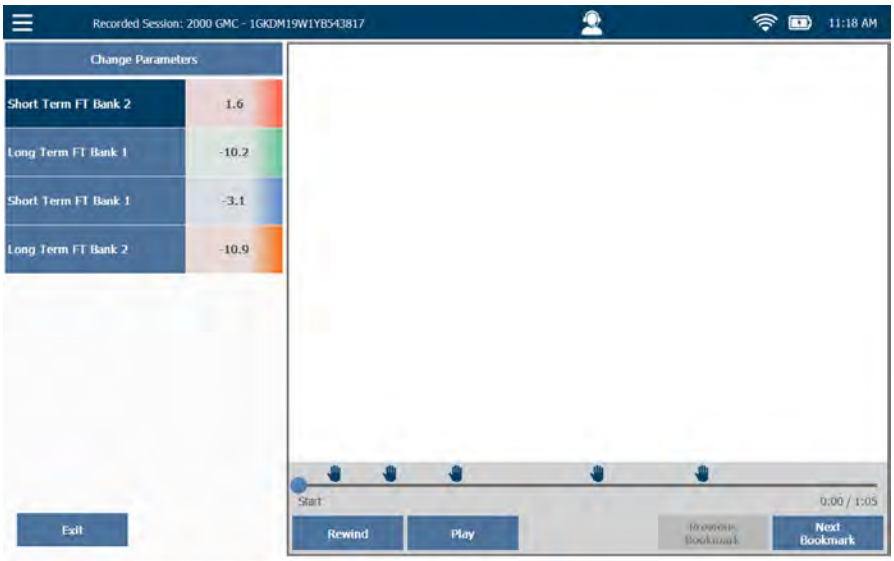


Figure 9.7 *Playback Screen*

The PRO-LINK® Edge keeps you current on the progress of the playback session. You use the following buttons to:

- **Change Parameters**—go to the Select a Category screen.

  This gives you the ability to change both the category of parameters and/or the parameters you want to view. You can also create a Quick List and view playback for only the parameters on the Quick List.

  Touch **View Results** to return to the Playback screen (Figure 9.7).

- **Exit**—go back to the Main Menu (Figure 9.6).
- **Rewind**—rewind to the start of the recording.
- **Play**—start the recording; changes to the **Pause** button once the playback begins.
- **Previous Bookmark**—jump back to the previous bookmark.

NOTE:

Bookmarks are indicated by the hand icon (see Figure 9.7).

- **Next Bookmark**—jump forward to the next bookmark.

3 Touch **Play**.

The recording begins.

Figure 9.8 *Playback Screen*

4 When you are finished playing the recording, touch **Exit** to go back to the Main Menu (Figure 9.6).

Chapter 10

Using PRO-LINK® Repair-Connect

- *PRO-LINK® Repair-Connect Overview, page 189*
- *Logging In, page 190*
- *The Description Tab, page 194*
- *The Testing Tab, page 196*
- *The Specs Tab, page 198*
- *The Wiring/Locator Tab, page 201*
- *The Remove & Install Tab, page 205*

This chapter provides detailed instructions on using PRO-LINK® Repair-Connect to access troubleshooting information related to faults found during scanning. A subscription to PRO-LINK® Repair-Connect is required. Please contact your Snap-on dealer for details or to purchase a subscription.

NOTE:

Screen shots used throughout this manual are for illustrative purposes only. All data shown is fictitious in nature.

PRO-LINK® Repair-Connect Overview

PRO-LINK® Repair-Connect anticipates the detailed information required to fix the vehicle and retrieves it in seconds. Service times are shortened because you don't have to manually look up repair information to complete the service correctly.

PRO-LINK® Repair-Connect provides access to diagnostic trouble code (DTC) - related service information, including the following:

- Trouble code descriptions
- Related wiring diagrams
- Component connector views
- Electrical component locator
- Testing procedures
- Removal and installation procedures
- DTC-related specifications

A subscription to PRO-LINK® Repair-Connect is required. Please contact your Snap-on dealer for details or to purchase a subscription.

The remainder of this chapter covers the following:

- Logging In *(pg. 190)*
- The Description Tab *(pg. 194)*
- The Testing Tab *(pg. 196)*
- The Specs Tab *(pg. 198)*
- The Wiring/Locator Tab *(pg. 201)*
- The Remove & Install Tab *(pg. 205)*

Logging In

You access PRO-LINK® Repair-Connect from the FAULTS tab on the Diagnostics Menu. Once you have logged in, the PRO-LINK® Edge remembers your login information so you don't have to enter it again.

NOTE:

If you already have a subscription to Mitchell 1 REPAIR-CONNECT.net®, you can use your existing Username and Password to log in to PRO-LINK® Repair-Connect.

To log in:

1 Start from the Diagnostics Menu.

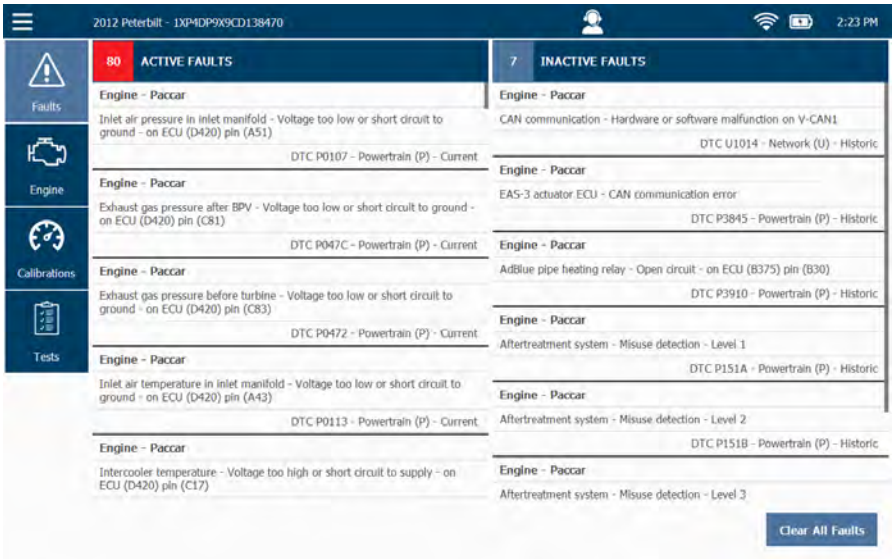


Figure 10.1 *Diagnostics Menu*

2 To view more information on a particular fault, touch the screen to select the fault you want to view (e.g., **Inlet air pressure in inlet manifold**).

NOTE:

To log out, use the drop-down menu in the upper-left corner of the screen and select Logout Repair Connect.

The **More Info** screen is displayed.

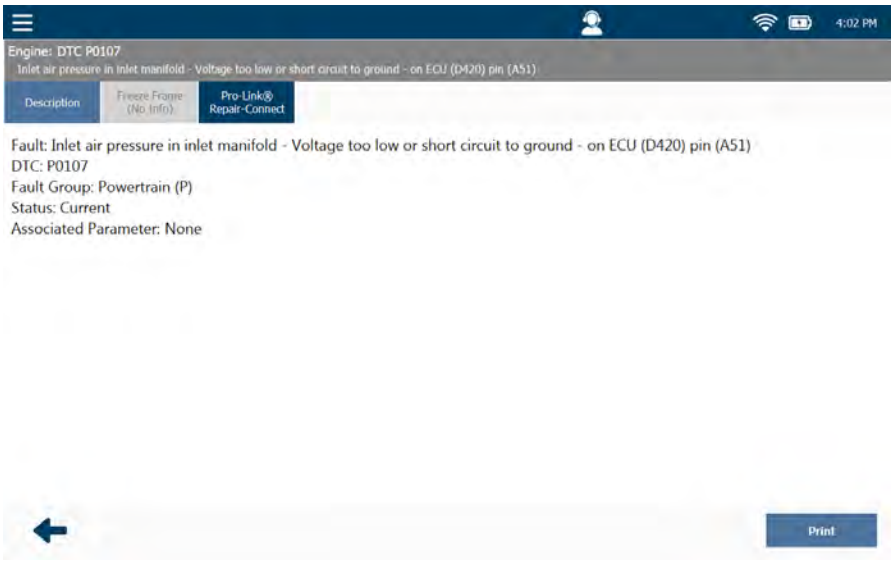


Figure 10.2 *More Info Screen*

3 Touch the **Repair-Connect** button at the top of the screen.

NOTE:

To return to the list of faults, touch the **Back Arrow**.

The **Login** screen is displayed.

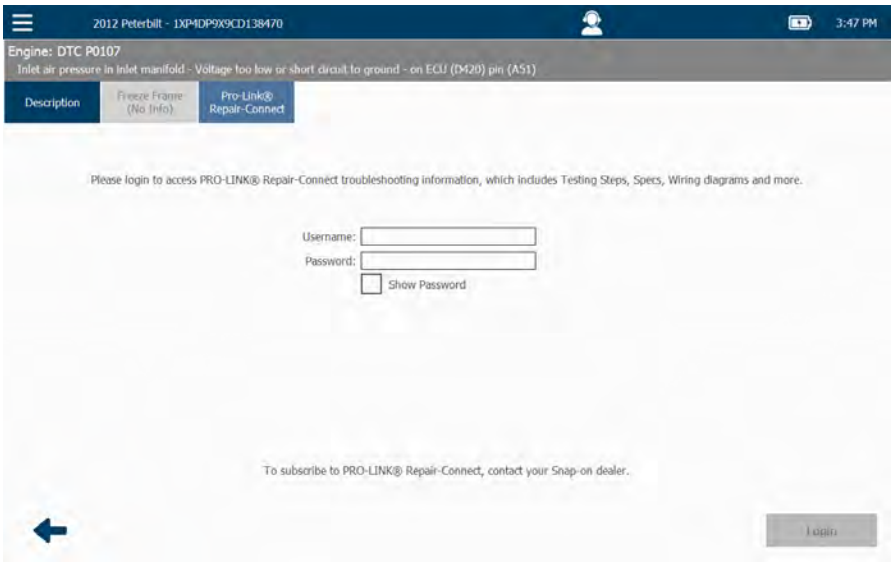


Figure 10.3 *Repair-Connect Login Screen*

4 Touch within the **Username** data entry field.

5 Use the keyboard to enter your **Username**.

6 Touch within the **Password** data entry field, and enter your Password.

NOTE:

If you already have a subscription to Mitchell 1 REPAIR-CONNECT.net®, you can use your existing Username and Password to log in to PRO-LINK® Repair-Connect.

7 (optional) Touch the **Show Password** box to activate it (if you want to display your password in the data entry box so that you can read it).

8 Touch **Login**.

Your information is validated, and Repair-Connect loads the troubleshooting and repair information.

In the event that Repair-Connect cannot automatically determine the VIN, a “Could not decode VIN” screen is displayed.

9 Obtain the VIN off the vehicle.

10 Touch within the **VIN** data entry field.

11 Use the keyboard to enter the correct VIN.

12 Touch the **Go** button at the bottom of the screen to submit the VIN.

NOTE:

If for some reason you don't have the VIN, you can use the **Please enter the VIN or Vehicle Information** drop-down menu to select Vehicle Year, Vehicle Make, Vehicle Module, and Engine. When you have made your selections, touch the Go button to perform a manual vehicle lookup.

Once your login credentials are verified, the **More Info** screen is displayed with a number of Repair-Connect tabs displayed at the top of the screen.

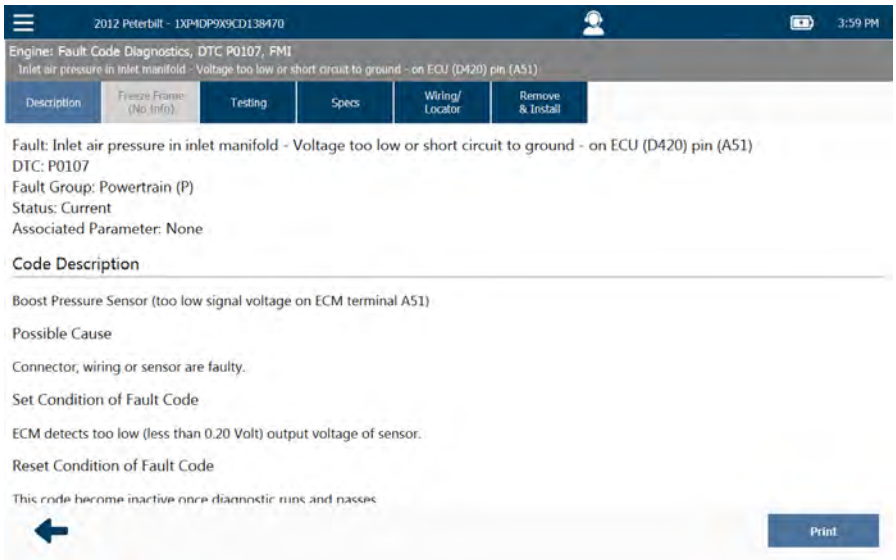


Figure 10.4 *More Info Screen with Repair-Connect Tabs*

The Description tab is the active tab.

The Description Tab

To use the Description tab:

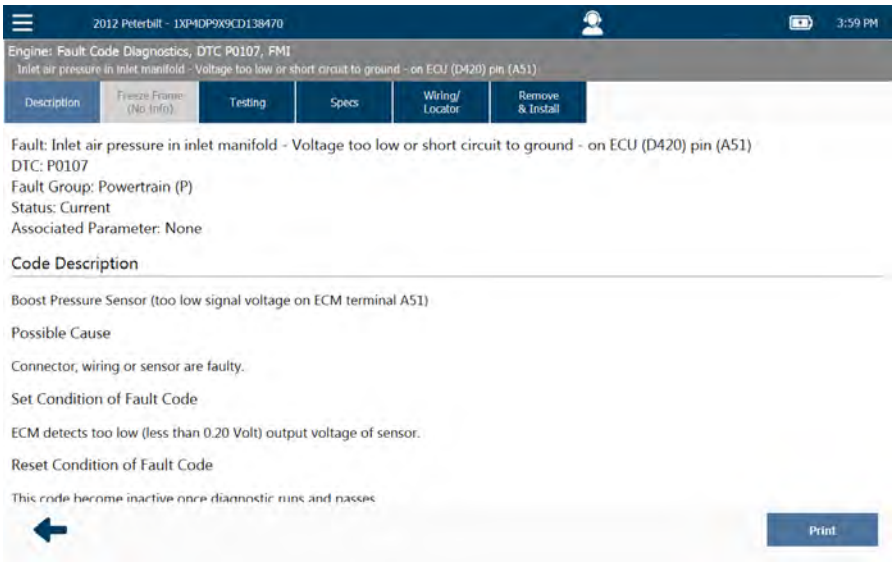


Figure 10.5 *More Info Screen with Repair-Connect Tabs*

Note that the code description has been expanded, providing additional information on the selected fault code.

NOTE:

To access Freeze Frame information, if available, touch the blue Freeze Frame tab.

1 Touch the screen and drag your finger up to move down in the page of information.

Additional information is revealed.

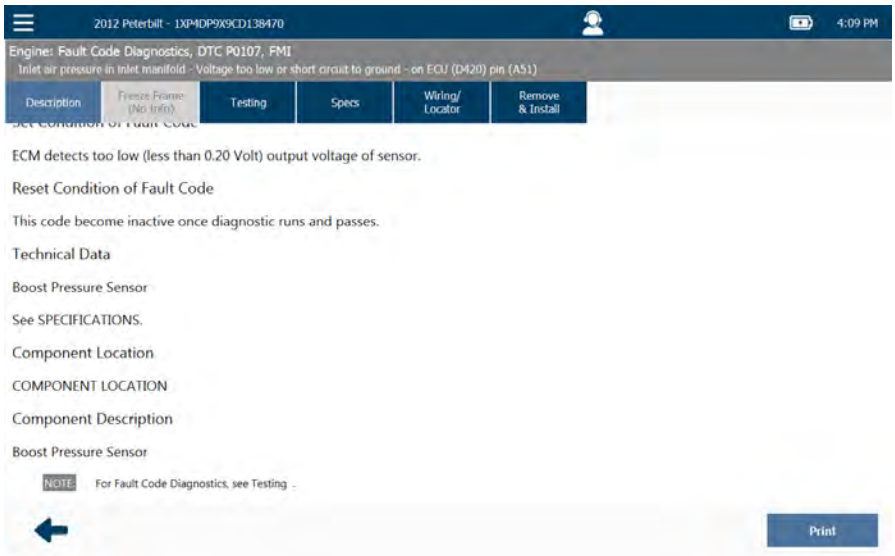


Figure 10.6 *Result of Moving Down the Page*

2 Continue scrolling down the page until you find the required information.

3 When you have finished reviewing the information, you can:

—Touch the **Print** button to send the information to a printer.

—Touch the **Back Arrow** to go back to the list of faults (Figure 10.1), and select a different fault to view Repair-Connect information for that fault.

—Select a different tab at the top of the screen (e.g., **Testing**) to view testing information for the same, currently selected fault.

The Testing Tab

To use the Testing tab:

1 Touch the **Testing** tab to view testing information specific to the currently selected fault.

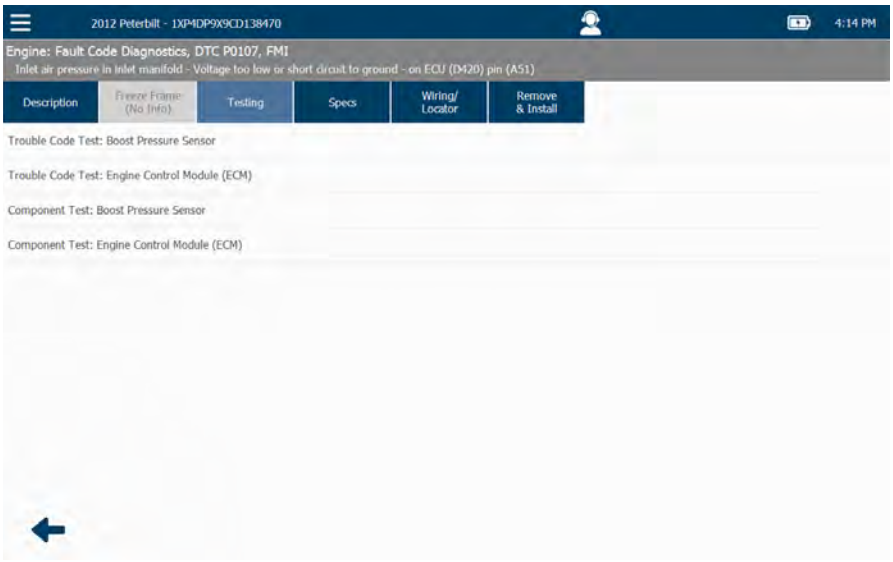


Figure 10.7 *Testing Tab Activated*

2 Touch the screen to select the test you want to view (e.g., **Trouble Code Test: Boost Pressure Sensor**).

The information for the selected test is displayed.

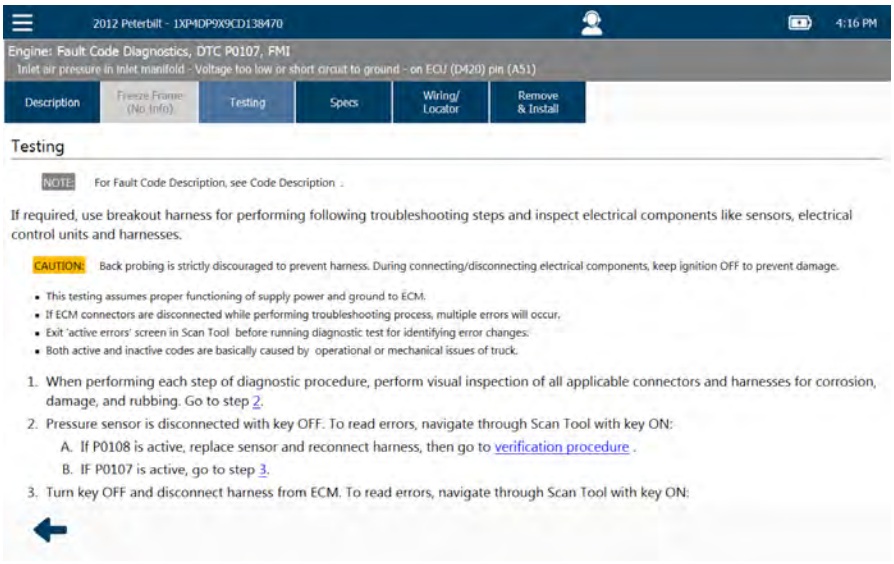


Figure 10.8 *Information for a Specific Test*

3 Touch the screen and drag your finger up to move down the page.

NOTE:

Some screens have internal hyperlinks. Touching the hyper-link jumps you down the page to the specific information.

4 When you have finished viewing the information for this test, you can:

—Touch the **Back Arrow** to go back to the list of tests (Figure 10.7).

—Touch the **Back Arrow** twice to go back to the list of faults (Figure 10.1).

—Select another tab at the top of the screen (e.g., **Specs**) to view more information about the currently selected fault.

The Specs Tab

To use the Specs tab:

1 Touch the Back Arrow to go back to the list of faults (i.e., the Diagnostics Menu).

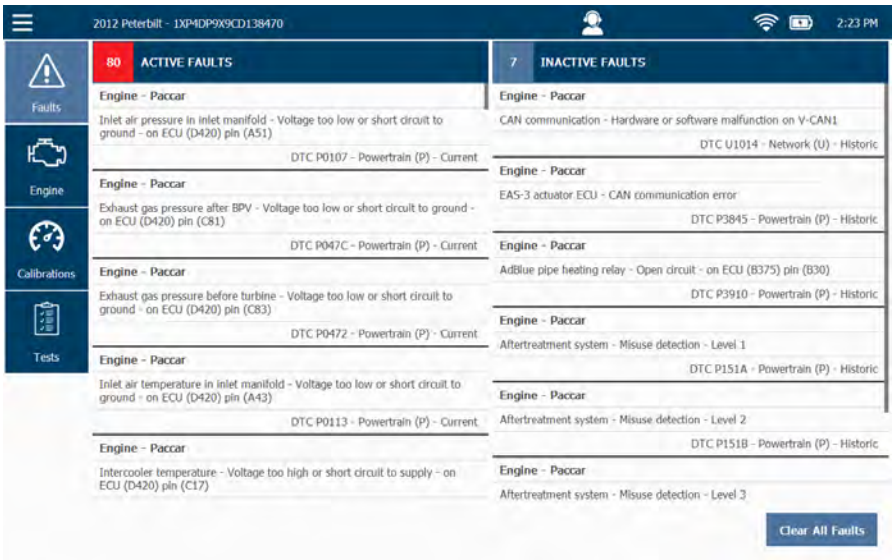


Figure 10.9 *Diagnostics Menu*

2 Touch the screen and use your finger to scroll though the list of faults.

3 Select a different fault (e.g., **BPV initialization - Malfunction**).

The **Description** tab is activated for the selected fault.

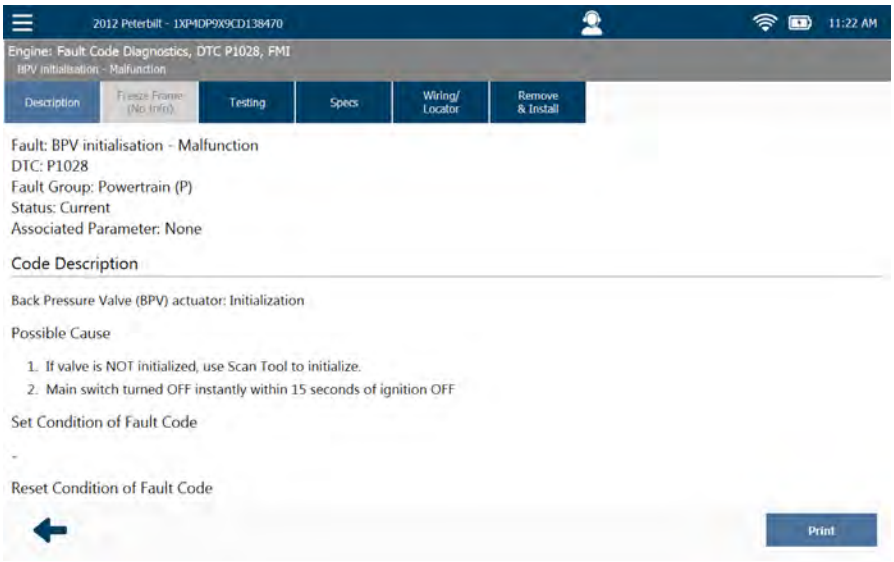


Figure 10.10 *Description Tab Activated*

4 Touch the **Specs** tab to view specifications for the selected fault.

The **Specs** tab is activated.

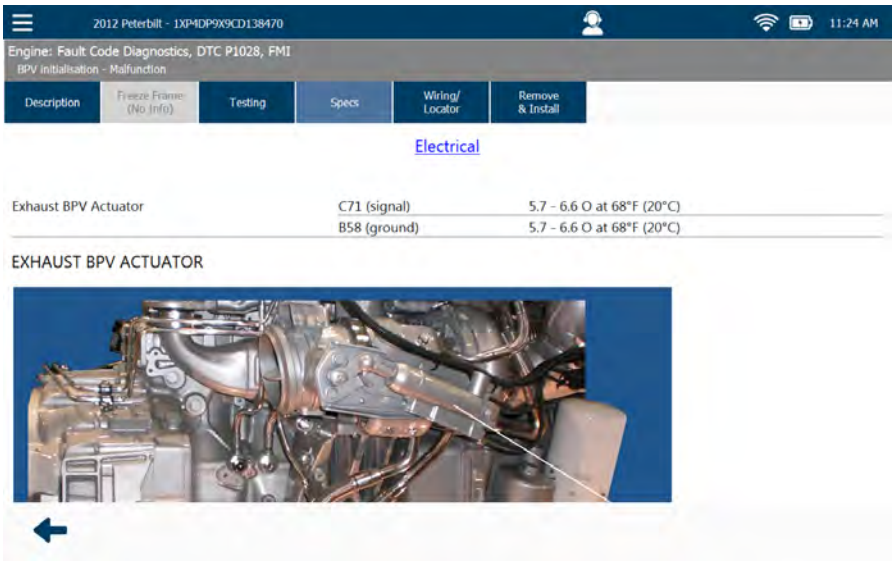


Figure 10.11 *Specs Tab Activated*

5 When you have finished viewing the information, you can:

—Touch the **Back Arrow** to go back to the list of faults (Figure 10.1).

—Select another Repair-Connect tab to view more information about the currently selected fault.

The Wiring/Locator Tab

The Wiring/Locator tab can be useful if you want to see a wiring diagram or a diagram/photograph showing the location of the component in question (e.g., a sensor or a connector).

To use the Wiring/Locator tab:

1. Touch the **Wiring/Locator** tab to view specifications related to the currently selected fault.

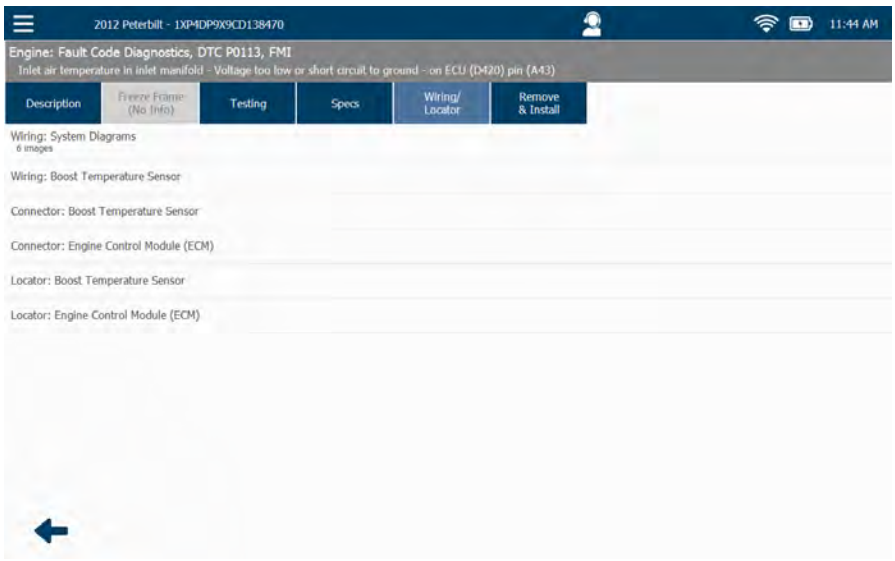


Figure 10.12 *Wiring/Locator Tab Activated*

2. Touch the screen to select one of the wiring diagrams from the list (e.g., **Wiring: BOOST TEMPERATURE SENSOR**).

The selected wiring diagram is displayed.

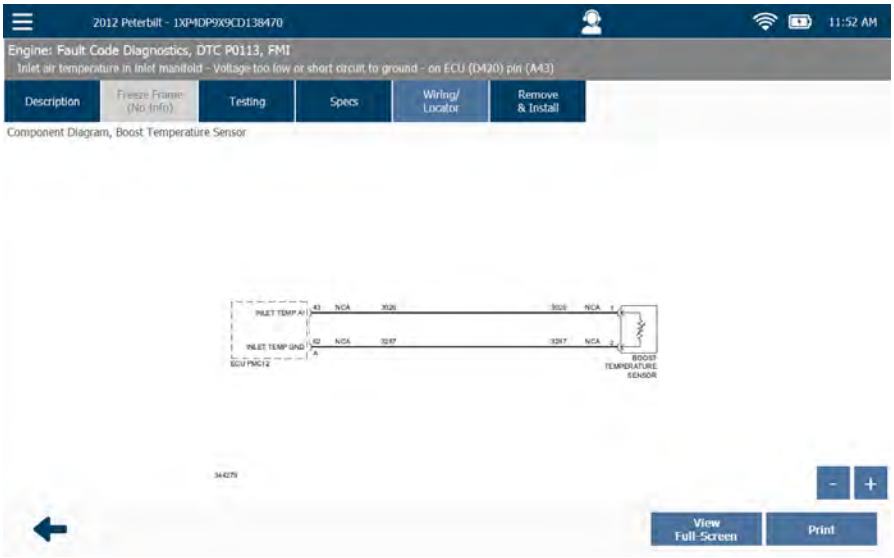


Figure 10.13 *Wiring Diagram*

3 Use the **plus (+)** and **minus (-)** sign buttons to zoom in and out.

NOTE:

You can also use the **View Full-Screen** button to enlarge the image.

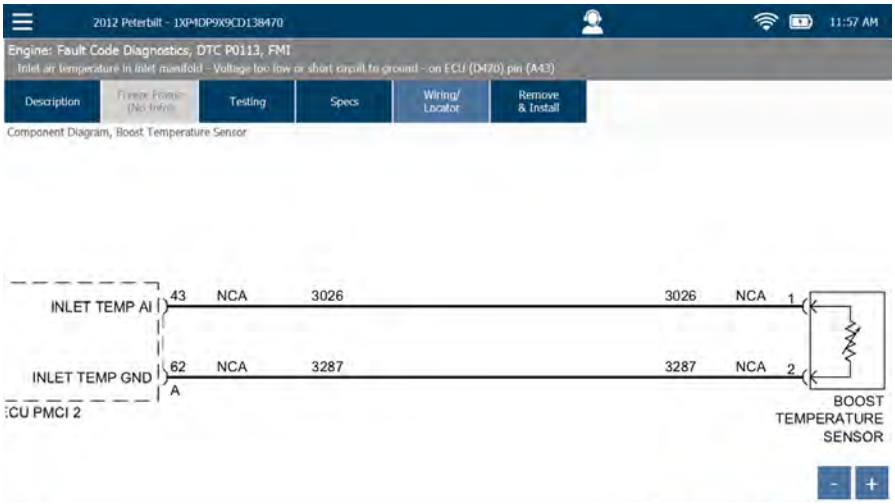


Figure 10.14 *Zoomed Image*

NOTE:

It can be helpful (especially with large and complex wiring diagrams) to position the image in the center of the screen prior to printing it as only the current screen view will print. To do so, touch the screen and drag your finger to position the image.

4 (optional) Touch **Print** to send the current screen view to the printer.

5 Use the **Back Arrow** to return to the list of wiring diagrams.

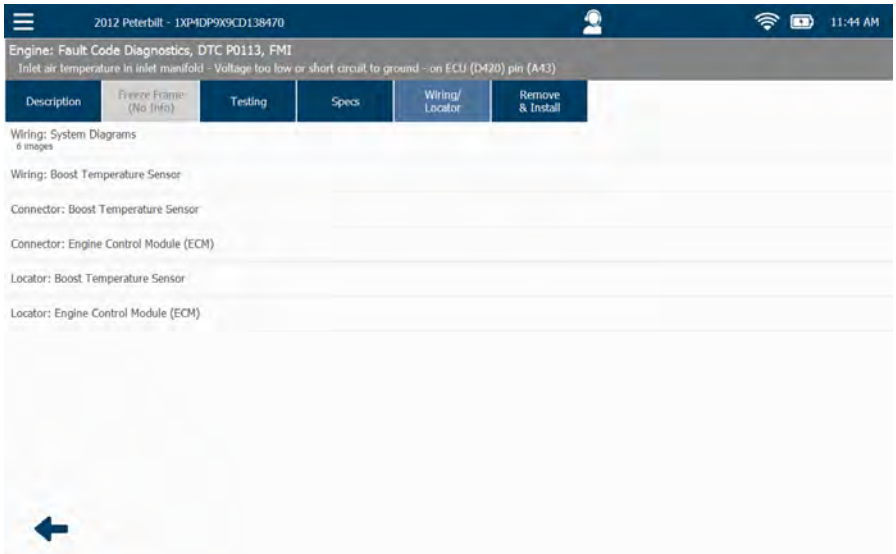


Figure 10.15 *List of Wiring Diagrams*

6 Touch the screen to select **Locator: Boost Temperature Sensor** to view a diagram/photograph of the sensor.

The diagram/photograph is displayed.

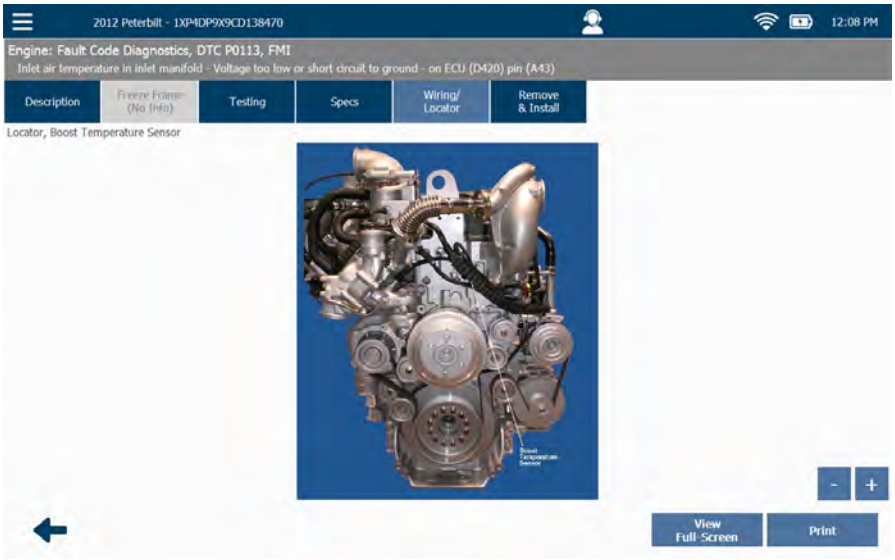


Figure 10.16 *Locator Diagram/Photograph*

7 Use the **plus (+)** and **minus (-)** sign buttons to zoom in and out.

NOTE:

You can also use the **View Full-Screen** button to enlarge the image.

8 (optional) Touch **Print** to send the current screen view to a printer.

9 At this point you can:

—Use the **Back Arrow** to return to the list of wiring diagrams (Figure 10.15).

—Touch the **Back Arrow** twice to go back to the list of faults (Figure 10.1).

—Select another Repair-Connect tab to view more information about the currently selected fault.

The Remove & Install Tab

The Remove & Install tab provides access to removal and installation procedures.

To use the Remove & Install tab:

1 Touch the **Remove & Install** tab to view specifications related to the currently selected fault.

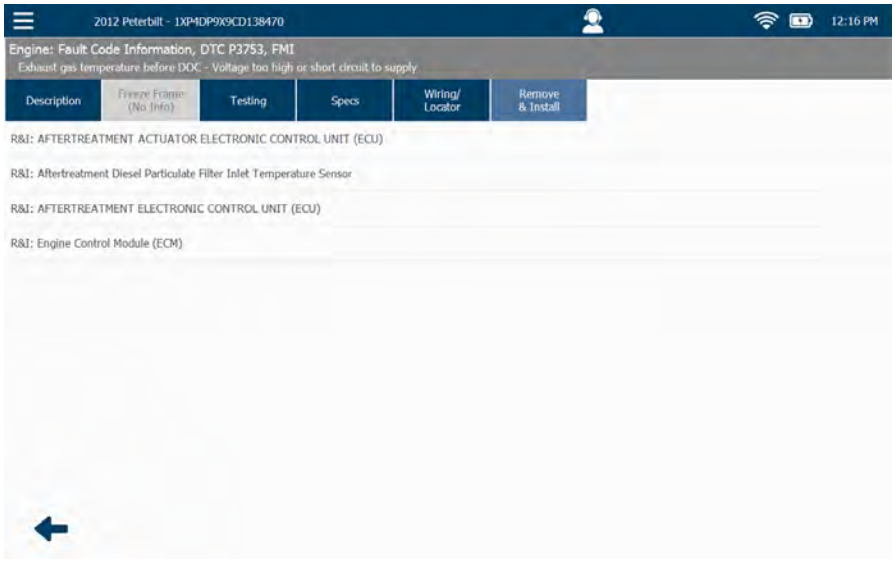


Figure 10.17 *Remove & Install Tab Activated*

2 Touch the screen to select **R&I: Aftertreatment Diesel Particulate Filter Inlet Temperature Sensor**.

The removal and installation instructions are displayed.

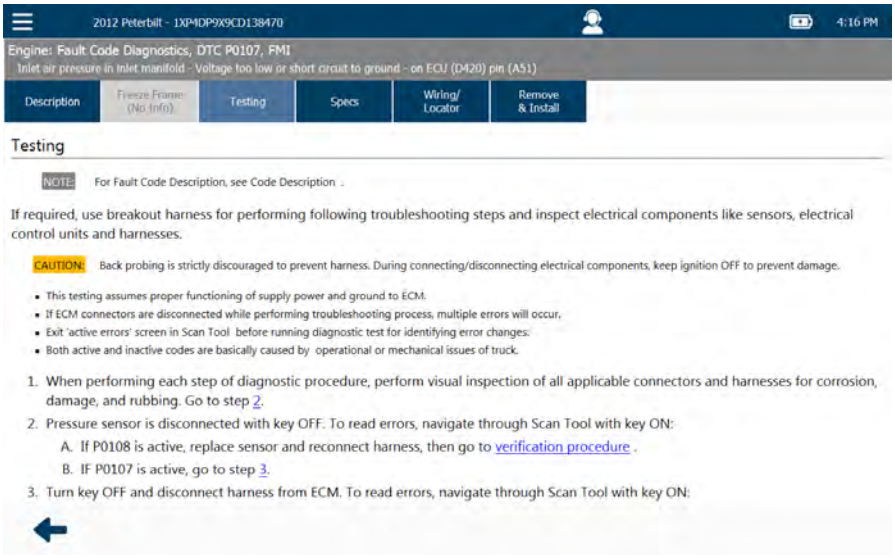


Figure 10.18 *Sample Removal Instructions*

3 Touch and drag your finger up to move down the instruction.

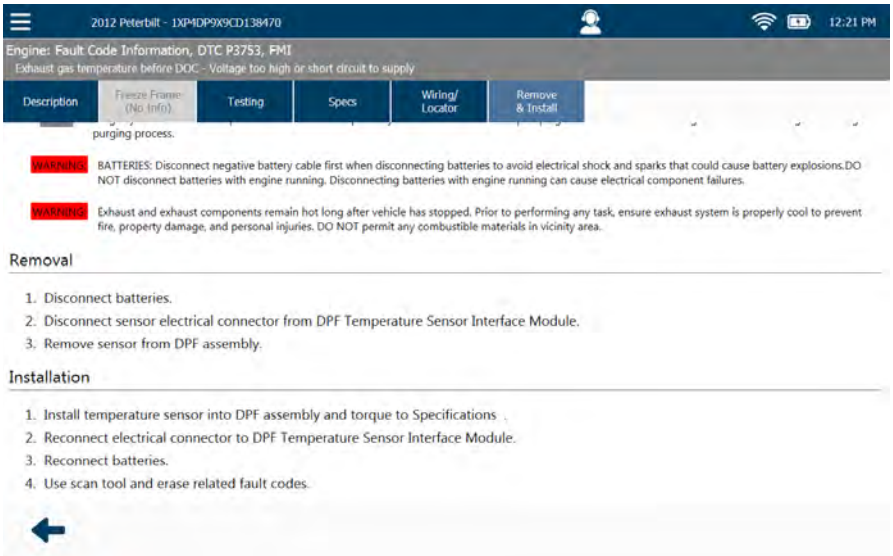


Figure 10.19 *Sample Additional Information*

4 Use the **Back Arrow** to go back to the list of instructions (Figure 10.17).

5 At this point you can:

—Touch the **Back Arrow** tab to go back to the list of faults (Figure 10.1).

—Select another Repair-Connect tab to view more information about the currently selected fault.

Appendix A

Warranty & Service

- *Exclusive Warranty, page 2*
- *Exclusive Remedy, page 3*
- *Troubleshooting, page 4*
- *Scheduling a Repair, page 5*
- *Return of Goods Policy, page 7*

This document provides warranty and service information.

Exclusive Warranty

Software applications and hardware are warranted for a period of one (1) year from the date of purchase to be free of defects in materials and workmanship, and to be merchantable and fit for its intended purpose.

NOTE:

Date of purchase is defined as **the date the product is purchased by the end-user**. This is not to be confused with the date the product is purchased by the distributor.

All OEM PC software applications, cables, adapters, and connectors are warranted for a 90-day period.

All warranties are null and void if, after shipment, the product is altered or modified for any reason by anyone other than Snap-on, or is mis-used or abused. No warranty, express or implied, lasts beyond one (1) year from the date of purchase. There are no oral warranties of any kind.

NOTE:

To obtain warranty service, return products to a Snap-on franchisee or representative.

Exclusive Remedy

The sole remedy for breach of warranty or any other obligation (including and arising out of statute or regulation, strict liability, negligence or the law of torts) is repair or replacement of defective parts by Snap-on or, at the option of Snap-on, refund of the purchase price. This is the exclusive remedy. ALL LIABILITY OF SNAP-ON FOR CONSEQUENTIAL OR OTHER DAMAGES IS EXCLUDED AND DISCLAIMED. In no event shall the Buyer be entitled to damages for lost profits, down time, attorney fees, or business, economic, or commercial loss or damage of any kind. Action on any claim must be commenced within one (1) year after the cause of action has accrued.

Troubleshooting

For technical assistance (i.e., troubleshooting), please call **(800) 311-5452**, and enter **option 3**. This will transfer your call to the Service and Repair department where a technician will assist you in resolving the issue you are experiencing.

If there is an issue that cannot be handled during the phone conversation, you will be directed to Service and Repair website (i.e., service.nexiq.com) to schedule a repair.

See ***Scheduling a Repair***, next in this appendix.

Scheduling a Repair

Repairs and/or service are obtained by returning the product (shipping charges prepaid), along with proof of purchase. During the warranty period, Snap-on will, at its option, repair or replace the product that proves to be defective or, refund the purchase price.

In the case where repeat service is required, the second instance of service must occur within 90 days of the first repair or service. During this 90-day period, the product is under a service warranty.

To schedule a repair, please visit the following website: service.nexiq.com

NOTE:

You are responsible for shipping and handling charges on non-warranty repairs and non-warranty rework. With all warranty repairs, Snap-on is responsible for the shipping costs of the return to customer.

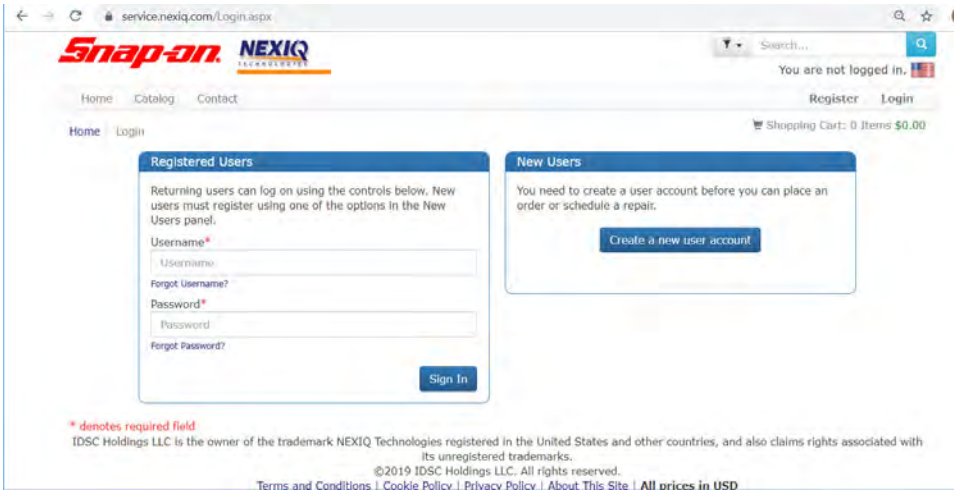


Figure A.1 *Service Website*

If you are not already a registered user, create a new account.

NOTE:

If you are *not* located in the United States, click on the flag in the upper-right corner, and the select the flag that corresponds to the country in which you are located.

To create a new account:

1. Click on **Create a new user account**.
2. Complete the **User Registration** form.
3. Click **Register**.
4. Scroll down the list of product to find the product for which you wish to schedule a repair.
5. Click on the **Schedule this repair** button for your product, and follow the prompts.

   After you have entered your payment information and completed your transaction, please print out the form displayed (i.e., the NP-xxx-xxxxxx form).

Return Instructions

1. Print out the NP-xxx-xxxxxx form.

   You can use the printer icon at the top left of the display.
2. Package the equipment listed on the form, ensuring there is enough padding to prevent damage while in transit.
3. Place the page you printed inside the package on the top.
4. Send the package to:

   Snap-on
   2950 Waterview
   Rochester Hills, MI 48309
   Attention: Service and Repair

   ☎ Toll Free: **(800) 311-5452**

   E-mail: hdsupport@snapon.com

NOTE:

We encourage you to insure and track your package as we are only responsible for it once we receive it. We cannot be liable for any loss or damage that occurs while in transit to our facility.

Return of Goods Policy

Thank you for your Snap-on purchase. Please inspect your order for accuracy and for damage during the shipping process. If you did not receive your entire order or your order has not arrived in excellent condition, please contact Customer Service at **(800) 311-5452,** within 30 working days of receipt.

NOTE:

You may also contact your Snap-on dealer for assistance with return of goods.

If Snap-on receives the request for return AFTER 30 DAYS, a 15 percent restocking fee will be issued. Upon inspection and approval of the returned products, credit will be issued. Any damaged or missing parts will be deducted from the final credit total. NO RETURNS ARE ACCEPTED WITHOUT AN RGA (RETURN GOODS AUTHORIZATION) NUMBER. Customers are responsible for return shipping charges.