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asTech All-In-One Diagnostics Tools User Guide

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asTech All-In-One Basic Troubleshooting

Use this guide to resolve various error messages and issues by performing basic troubleshooting steps.

Contents

Connecting to Wi-Fi and receiving updates

Follow the steps below to ensure your device can receive updates.

Confirm the tablet is connected to a stable network and Bluetooth is turned on, as it is required for software updates.

1. Connect to Wi-Fi by swiping down from the top of the screen and long pressing the icon.
2. If no networks show up despite being in range, ensure that the toggle switch to the right of the "Use Wi-Fi" text is turned on (it should be green, not grey).
3. Tap on the network you wish to connect to, enter the network info required, and tap "Connect."
4. Swipe down from the top of the screen to confirm Bluetooth is enabled. If the Bluetooth icon is green, Bluetooth is enabled. If it is grey, tap on the icon and Bluetooth should turn on.
5. If either Wi-Fi and/or Bluetooth will not turn back on, ensure that Airplane Mode is disabled by making sure the airplane icon is grey and not green.

Ensure that the correct process for connection is being followed and the VCI is connected to a network.

1. Plug the OBD-II port into the asTech Link.
2. Connect the asTech Link to the vehicle. Ensuring the car is in a key-OFF state, Engine OFF state.
3. Once the asTech Link powers ON, turn the vehicle to Key-ON, Engine-OFF.
4. Press Remote Diagnostic>WLAN>Connect on the asTech Link.
5. The asTech Link should automatically remember your network credentials and connect to Wi-Fi.
6. The asTech Link will connect to the asTech server and search for any updates.
7. Once two blue check marks are highlighted indicating Read VIN and Connect to Server, you are ready to scan using the All-In-One tablet.

"Server access failed" message

When connecting the VCI to a vehicle, it may display "Server access failed."

1. This message can typically be safely skipped over by tapping the "Skip" button at the top right or left corner of the VCI screen.

"Function inactive or expired" error message

Some VCIs may show this message upon trying to connect to a vehicle and will not go further. This is caused by the rare instance of the VCI not having been activated before being shipped.

1. Call asTech customer service at 888-486-1166 to get the VCI activated.

"Something went wrong" error message

The asTech Connect App can sometimes show this message upon trying to submit a scan. This is typically caused by something on the backend being misconfigured or stuck.

1. Wait 5-10 minutes and retry the submission. This allows time for any tools the device was previously paired to fully unpair.
2. If the issue persists, contact customer service at 888-486-1166.

"Serial number not registered" error message

The All-In-One App may display this message if there is a firewall issue preventing a connection to the All-In-One servers. This message may also appear if there has been an issue with device activation.

1. Please ensure that the following IP addresses are whitelisted in your network security settings:
   - a. 52.175.241.224
   - b. 192.9.131.209
   - c. 170.33.12.86
   - d. 146.235.239.118
2. If you have whitelisted the above IP addresses and you are still receiving this error message, please contact customer service at 888-486-1166.

VCI is not reading VIN/VIN is not showing up in Connect App

1. Retry the correct process for connecting the VCI to the vehicle.
2. Ensure the tablet and VCI are both connected to a stable network and that the tablet has Bluetooth turned on.
3. If unable to get the VIN to show up in either place, contact customer service at 888-486-1166.

Check for system updates for all All-In-One components

These updates should always be installed before attempting to submit scans with the All-In-One.

Install VCI updates

1. Power on VCI WITHOUT Ethernet plugged in by plugging into a car or with a separate power cable.
2. Tap on the gear icon at the top-right.

3. Depending on what software version the VCI is on, there may be a button that says, "Software update." Tap that button. If the software update button is not there, tap on "Version" instead, and then the update button.

4. Plug in the Ethernet cable.

5. The VCI will tell you if it is up to date. If it is not, tap to install the update(s).

6. Repeat steps 1 and 2.

7. Plug the Ethernet cable in and quickly tap on UBOOT upgrade (otherwise the VCI will try to connect to the car).

8. If there is an update available, tap to install it. Otherwise, it will say that it is up to date.

Install tablet system updates

1. Tap on the "System Update" icon (this may be on the main screen, or in the App drawer accessed by swiping up from the bottom of the screen).

2. Tap the large "check version" button in the middle of the screen.

3. Follow any additional prompts to install updates or confirm the most recent version is already installed.

Install All-In-One App/module updates

1. Upon launching the All-In-One App on the tablet, tap the "Login" button at the top right.

2. Enter the serial number of the tablet as the username (e.g., 989346030160) and 123456 as the password.

3. Tap login. This will sign in to the All-In-One App ONLY (not the asTech App, which uses a different login).

4. Tap on the "Software Update" button at the bottom left. The App will check for any updates to scanning modules or to the App itself.

5. Once a list of available updates shows up, select the updates to install (typically all of them, by tapping "Select All" at the bottom), and tap "Update."
These updates can take a while to install depending on Internet speed due to their size and number but are necessary to ensure maximum compatibility with all OEMs

6. Once all available updates are installed, tap "Refresh" to re-check for updates to ensure there are no more. If it says "Upgradeable software (0)" at the top-left, the App is up to date.

Install asTech App updates

1. Navigate to the asTech App either by tapping its icon on the home screen or in the App drawer, or by opening the All-In-One App, tapping the large asTech button, and tapping "Yes."

2. Tap on the gear icon on the left side, labeled "Settings."

3. Tap on "Updates."

4. If trying to update the App opens the Google Play store, you will either have to:
   - 1. Sign in with a Google account to update (NOT RECOMMENDED).
   - ii. 2. Uninstall the current version of the asTech App and install the new version from . This will allow updates directly from the App without needing a Google account signed in.

5. If the updates occur within the App, they should download and install automatically after being started.

6. Once updates are installed, check the update status again to ensure the App is on the latest version.

Issues signing in to asTech App

The credentials to sign in to the asTech App on the tablet are the same as the ones used to sign into the App on a phone or computer (app.astech.com).

1. If credentials are not working, tap the "Forgot your password?" text above the password field.
2. Follow the prompts to send a password reset email and follow the instructions in the email to reset the account password.
3. Login with the new credentials.
4. If credentials are still not functioning, contact customer service at 888-486- 1166.

Certain OEMs are requesting additional sign-ins when performing local scans

performing local scans AutoAuth is a new system that is required for certain operations on certain OEMs. It is currently required for 2018 and newer Fiat/Chrysler vehicles with a secure gateway on the OBD-II port.

1. AutoAuth requires an account to be created, a subscription to be selected, and the asTech device to be registered with them to function.
2. After enrollment in AutoAuth Is completed, the credentials for AutoAuth can be used to sign into the secure gateway

asTech Remote Technician All-In-One Troubleshooting

Issues with the All-In-One tool

1. Attempt standard tool troubleshooting (restart, etc.)
2. If the issue is not fixed, submit a ticket to the IT service desk with all relevant information including full tool name, work order number, and a screenshot of the issue.

Issues pairing with a tool

1. Allow up to 2 minutes for new All-In-One work orders to get a tool and pair.
2. If the work order is not assigned a tool after several minutes, try the "Get New Tool" button to see if a tool can be pulled and paired.
3. If unable to get a tool, please contact Tech Services and submit an IT service desk ticket.

Shop-side connection issues

1. In the event of shop-side All-In-One connection issues, instruct the shop to perform troubleshooting steps listed above, such as confirming good Internet strength and that Bluetooth is on, and having them reconnect the VCI to the vehicle.

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Documents / Resources

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All-In-One Diagnostics Tools, All-In-One, Diagnostics Tools, Tools

References

- ⚛ **asTech**
- **User Manual**