



asTech Connect App User Guide

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asTech Connect App

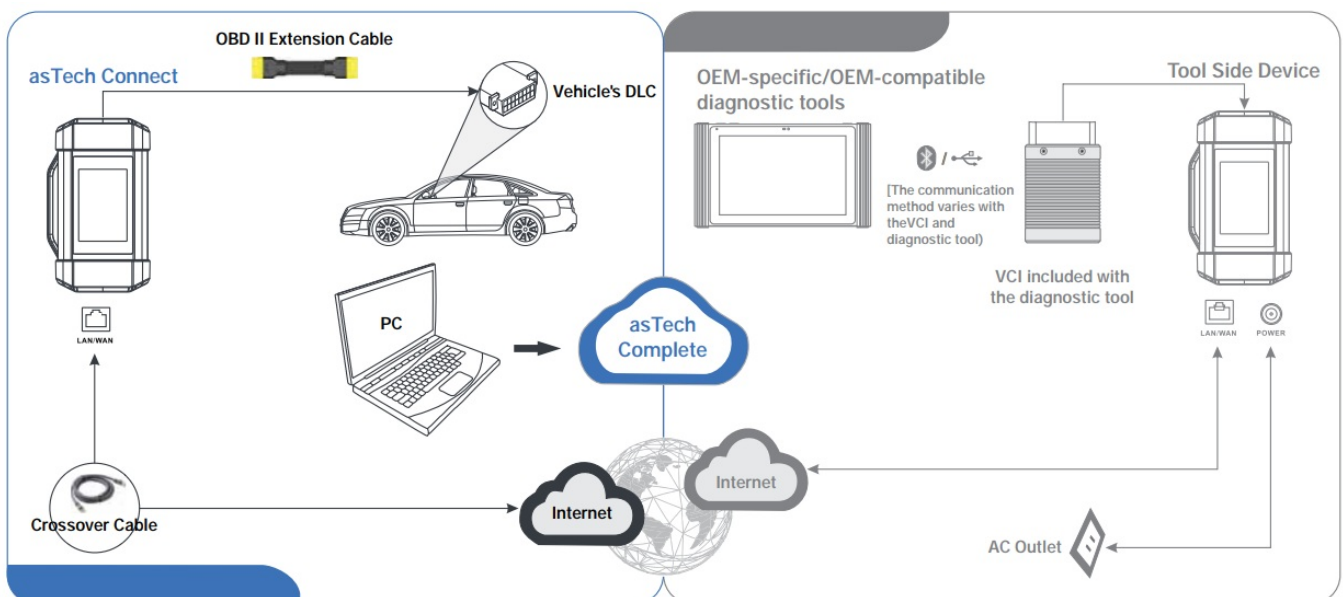


Working Principle

The asTech Connect System is a newly developed powerful service system dedicated to remote vehicle diagnosis and service. In this system, asTech Connect user, as an asTech Service Subscriber, can submit remote repair orders to vehicle repair companies (Tool side Device, the asTech Service Provider) via asTech Complete (<http://app.astech.com>). The asTech Connect applies to vehicles that comply with CAN/DoIP/CAN FD/J2534 diagnostic protocol standard. The asTech Connect system consists of the following two parts:

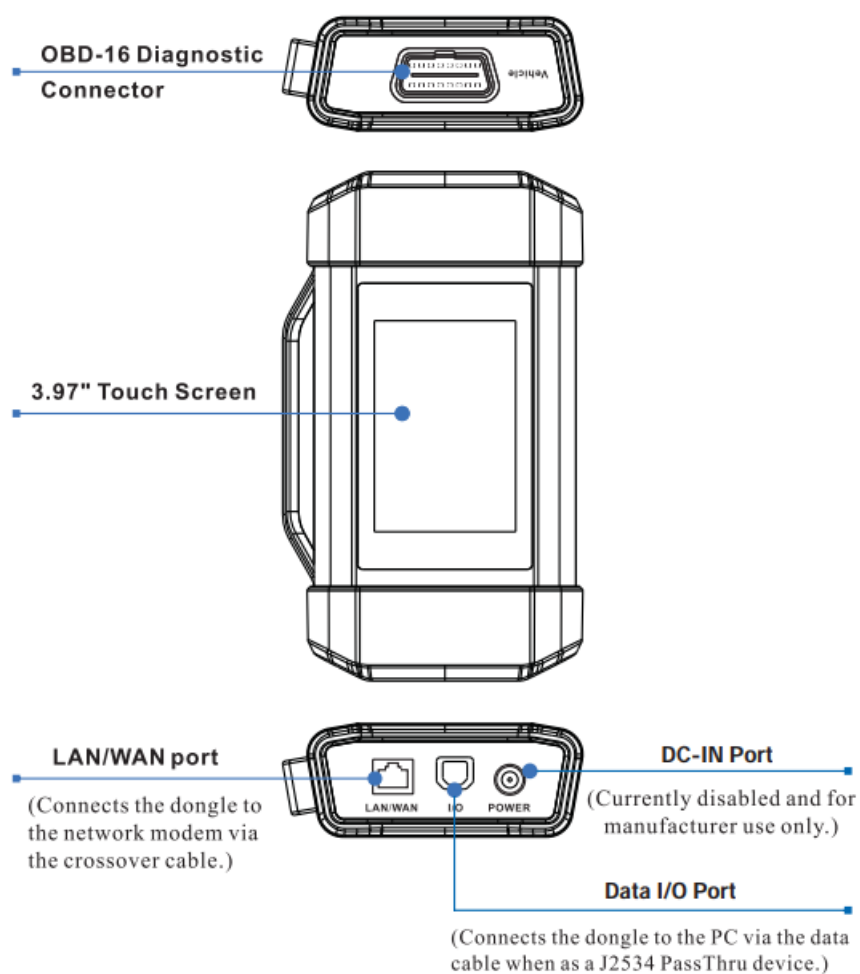
- **asTech Complete** — For binding the asTech Connect VCI's and posting the remote repair orders (*Note: Orders can be submitted only after the asTech Connect VCI is successfully bound).
- **asTech Connect Dongle** — Connects with vehicle's Data Link Connector (DLC) to obtain vehicle information before submitting repair orders.

The working principle of the asTech Connect VCI is as follows:



Controls & Accessories

Components & Controls



Warning: The asTech Connect VCI obtains power through the vehicle's DLC (DataLink Connector), and it is prohibited to connect to an external DC power supply. No responsibility can be assumed for any damage or loss caused as a result of not strictly following the above method.

Packing List

The following accessory items are for reference only. For detailed items, please consult from local agency or check the packing list supplied with the device.



asTech Connect VCI
(For asTech Complete Subscriber.)



OBD2 Extension Cable
(Connects the dongle to vehicle's DLC port.)



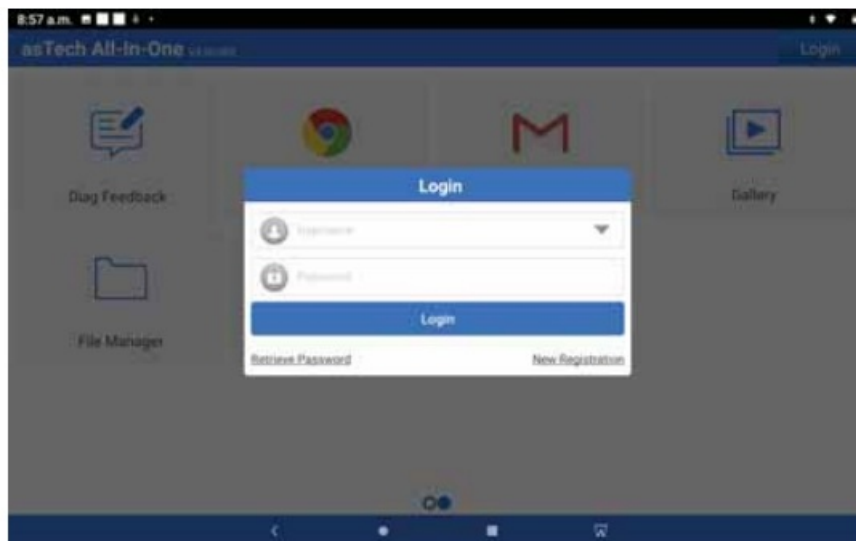
CAT-6 Crossover Cable
(Connects the dongle to the network modem.)



Data Cable
(Connects the dongle to the PC via the data cable when as a J2534 PassThru device.)

Disclaimer: Due to continuing improvements, actual product may differ slightly from the product described herein.

Operations



1. Open the asTech on a tablet and click "Login". When prompted for your credentials click New Registration.
2. Input all the required information. Select the "I agree" checkbox after reading our Service Agreement and Privacy Policy, and then click Register now.
3. After finishing the registration, the system will automatically log in and navigate to the "My Post" page.
Binding more astech Connect dongles To bind more devices to the current account, click Add a device in the upper right corner of the screen. Enter your Product Serial Number and Activation Code, and then click OK.
4. On the "My Post" page, click Post Request. Fill in the required information and then click Submit.

The remote diagnosis can only be performed after the asTech Connect user has submitted the request, and this request has been accepted by the remote technician expert.

FAQ & Appendix

1. What's the minimum requirement for network conditions?

The remote Smartlink operation requires a network broadband of 100 MB or above.

2. What does the word "Delay" displayed on the asTech Connect screen mean?

The Delay (network delay) indicates the quality of the current network. Different colors represent different delay status. There are three states of network delay:

- **Green:** Indicates the network is normal. It is recommended that the diagnosis operation be performed when the network delay is green. Otherwise, the communication with the vehicle may fail or incorrect system detection may occur.
- **Yellow:** Indicates the network is not stable. Please keep it stable.
- **Red:** Indicates the network delay is serious and not suitable for remote diagnosis or the network is disconnected.

3. Why is my network connection so poor?

If the displayed network is poor, there may be too many people using the network in the LAN {Local Area Network} at the same time and some users are downloading. It is recommended to use a stable network for remote diagnosis.

4. Why is there a sign in the upper right corner?

Some networks have firewall restrictions which leads to a longer delay of connection. You are most likely to see this sign while your system is in connection with networks managed by communities or companies. It is recommended to use the networks directly installed by telecommunication operators where there is no firewall restriction.

5. Some systems of certain old vehicles can not be tested.

The asTech Connect VCI supports CAN BUS and DoIP communication protocols, but some old vehicle uses K-Line communication protocol.

6. Is it necessary to re-ignite the car after the diagnostic system starts working?

For the sake of some vehicle's conditions, the re-ignition will provide you a more detailed analysis after OBD diagnosis.

7. Can I use asTech Connect to test heavy-duty vehicles?

Due to vehicle voltage limits, only a few heavy-duty vehicles are supported.

8. Can I charge the asTech Connect VCI through an external DC power supply?

No. The asTech Connect VCI obtains power only through a vehicle's OBD diagnostic socket. Getting power through an external DC power supply could result in system malfunction.

9. Does asTech Connect support Bluetooth communication?

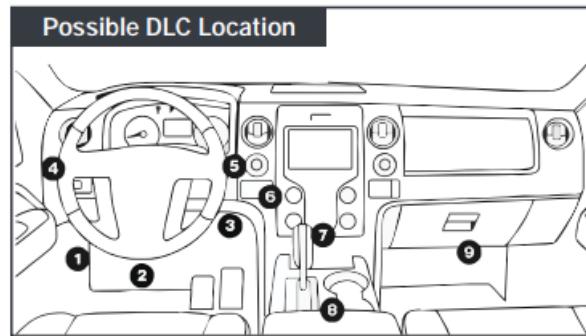
Not yet.

10. How to update asTech Connect system?

After the asTech Connect dongle is powered on and connected to the network, a message "Whether to upgrade now?" will be displayed if a new system version is detected. Tap Yes to start updating, wait until the upgrade is complete.

Appendix – DLC Location

The DLC (Data Link Connector) is typically a standard 16-pin connector where diagnostic code readers interface with the vehicle's on-board computer. The DLC is usually located 12 inches from the center of the instrument panel (dash), under or around the driver's side for most vehicles. If DLC is not located under dashboard, a label should be there telling location. For some Asian and European vehicles, the DLC is located behind the ashtray and the ashtray must be removed to access the connector. If the DLC cannot be found, refer to the vehicle's service manual for the location.



If you have any questions or comments on the operation of the product, please call your local dealer or send Email to our after-sale service email address: customerservice@astech.com.

FCC

This device complies with Part 15 of the FCC rules and Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications or change to this equipment. Such modifications or change could void the user's authority to operate the equipment. This radio transmitter (identify the device by certification number or model number if Category II) has been approved by Industry Canada to operate with the antenna types listed below with the maximum permissible gain indicated. Antenna types not included in this list, having a gain greater than the maximum gain indicated for that type, are strictly prohibited for use with this device. This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

The device has been evaluated to meet general RF exposure requirement. To maintain compliance with FCC's RF exposure guidelines, this equipment should be installed and operated with a minimum distance of 20cm between the radiator and your body

5G:


For 5805-5805 frequency band, Operations in the 5805-5805 band are restricted to indoor usage only.

5G:

Any emission is maintained within the band of operation under all conditions of normal operation. The max.

frequency stability is less than 20ppm.

Documents / Resources

	<p>asTech Connect App [pdf] User Guide ACCNT, 2A8NIACCNT, Connect, App, Connect App</p>
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References

-  [asTech](#)

Manuals+.