

asTech Duo Mobile Application User Guide

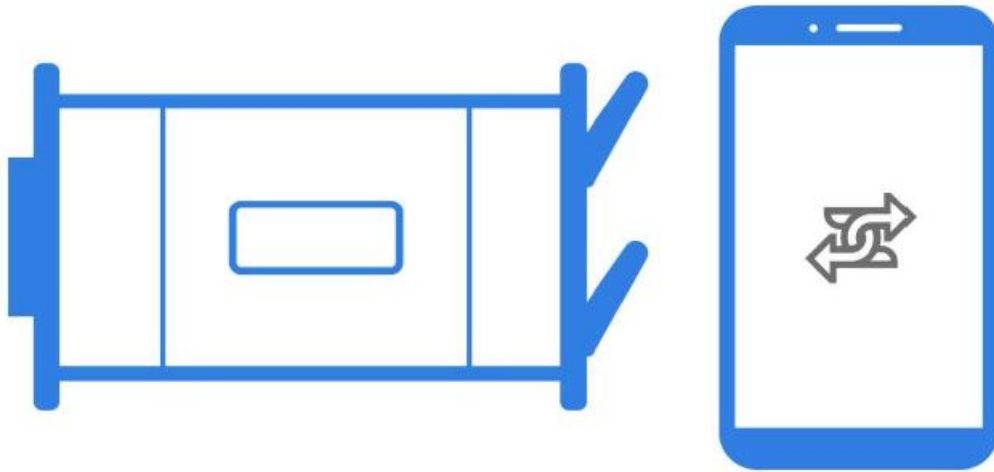
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asTech

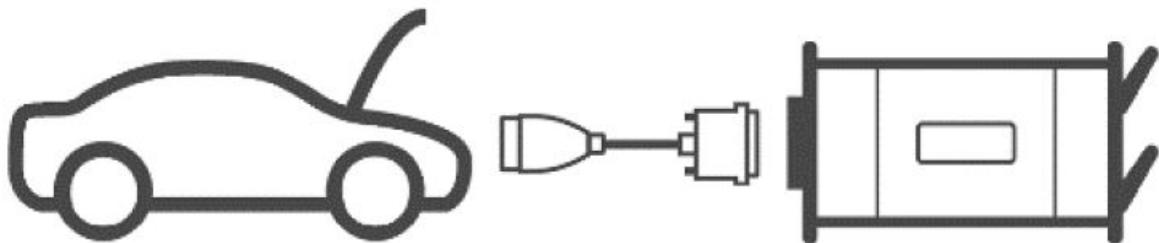
asTech Duo Mobile Application



Getting Started

IMPORTANT – Steps 1 and 2 must be completed prior to logging into the asTech Duo app.

1. Plug your as Tech device into a vehicle with key on, engine off, check Internet connection, and ensure the firmware is up to date. If necessary, refer to the as Tech Device Quick Start Guide (shipped with device) to connect it to the Internet. Refer to Confirm as Tech Device Firmware Version on page 18 of this document if needed.



2. Ensure that you have created a User Name and Password through asTech Connect. This User Name and Password will be for both asTech Connect and the as Tech Duo app. If you have not received an email invitation (search for an email containing the word “Connect” from noreply@[astech.com](mailto:noreply@astech.com)) to do so, or need to have it resent, contact Customer Service at 888-486-1166.



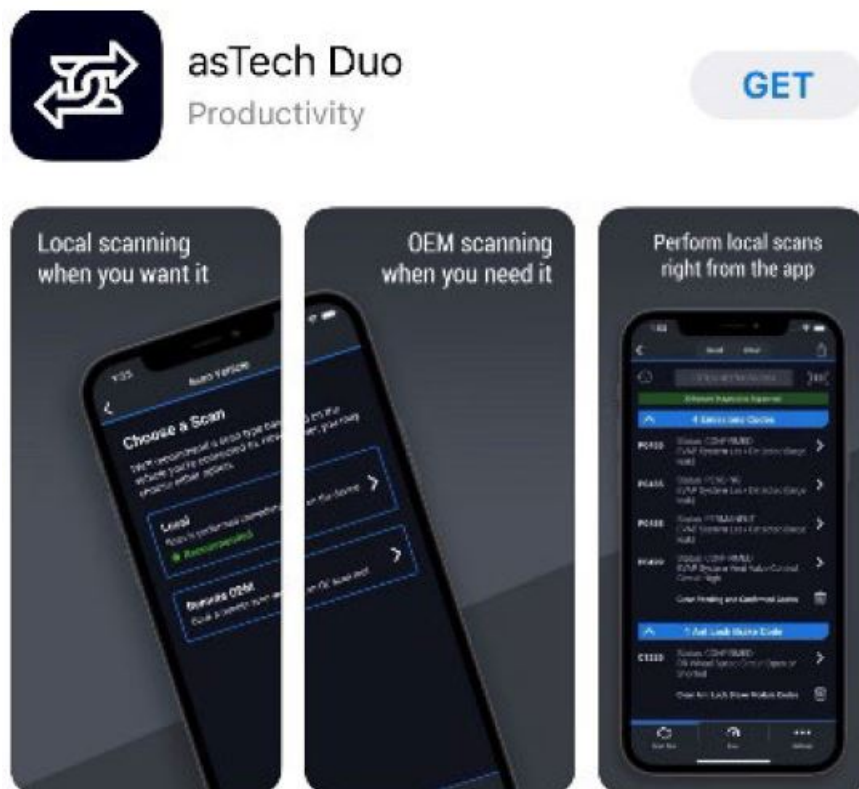
You have been invited to join the **asTech Development QA - Michigan** account on for asTech.

Please click on the link below to accept this request:

<https://app.uat.astech.com?page=register¶m=https://connect.uat.astech.com/api/v1/register/validation/0724a0e7-498d-4d3d-9af4-b58fcb3d80b/d2b3265f-caa3-4d60-9bc0-6ac07434b858/?token=5v8-4919da9ec63049f566ad>

If you feel you have received this in error or have any question please contact our

3. On your Android or IOS device, in the Settings menu, confirm that the device is connected to your shops Wi-Fi. Then go to the appropriate store, and search for “as Tech Duo” to find and install, or update, the app. You can skip this step if the latest version of the app is already installed on your device.



4. From the Settings menu on your device, go to Bluetooth and pair your as Tech device to your Android/IOS device. If needed, see the Appendix on page 19 for more detailed instructions on this step.

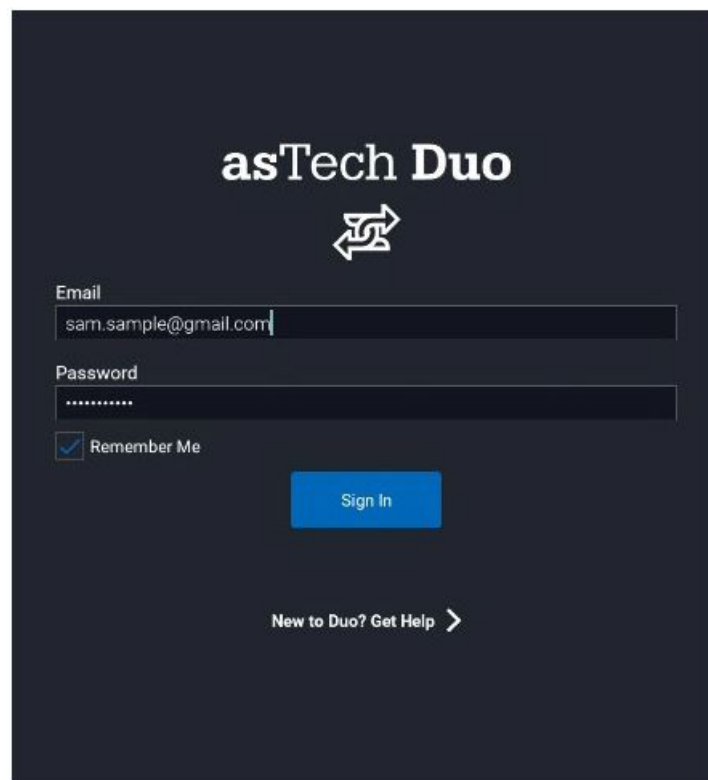


5. From the device home screen, tap the as Tech Duo icon to launch the app.



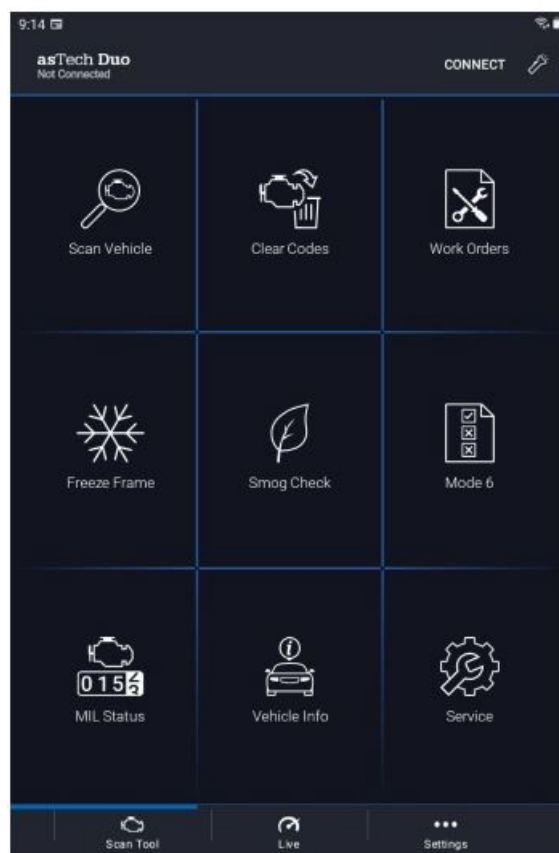
6. On the Login screen, type your user name and password created with as Tech Connect.

Note: Video tutorials are available by tapping New to Duo? Get Help >.



Scan Tool Screen

After launch, you will see the following screen. Here you will find buttons to launch all as Tech Duo's primary features.



Scan Vehicle

Perform a scan of vehicle.

Freeze Frame

Capture and view a snapshot of vehicle information.

MIL Status

Information pertaining to a Malfunction Indicator Light.

Clear Codes

Remove codes from the vehicle's systems.

Smog Check

Perform test of pollution control systems.

Vehicle Info

Full range of data from the onboard systems.

Work Orders

View existing Local and OEM reports/invoices.

Mode 6

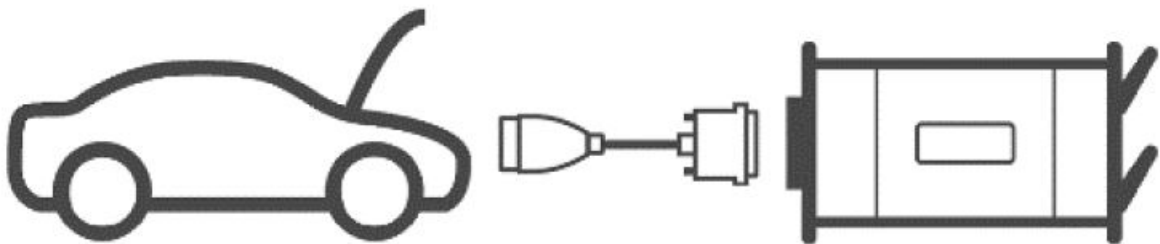
Advanced test results for on-board diagnostic systems.

Service

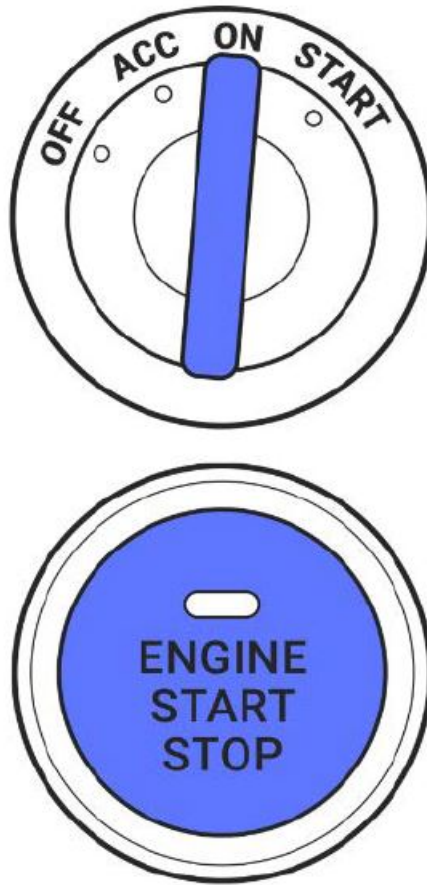
View service recommendations.

Performing a Local Scan

1. Connect the as Tech device to the vehicle to be scanned.



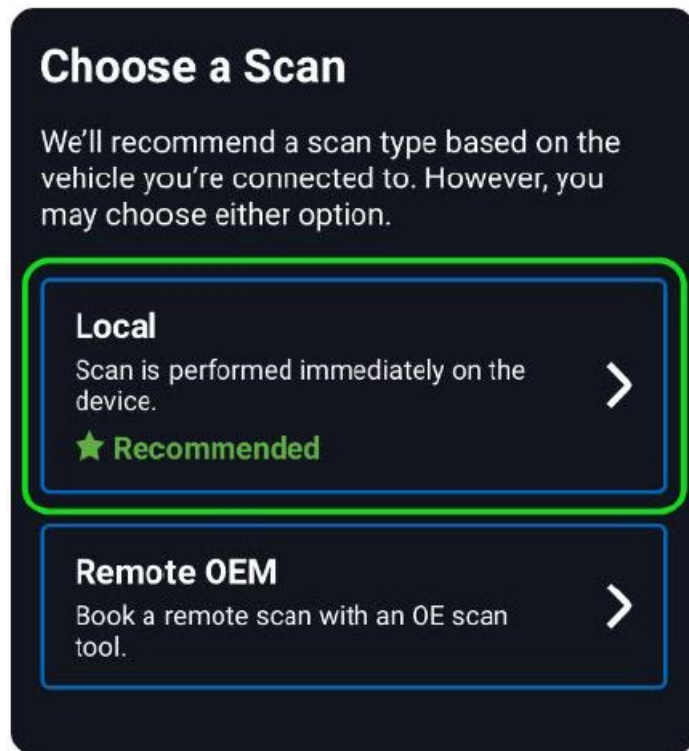
2. Set the vehicle ignition to "on". For keyed ignition, turn to the on position. For keyless ignition, follow the manufacturer's recommendation; typically press and hold the On button for 5-10 seconds or pressing it twice.



3. In the as Tech Duo app, from the Scan Tool screen, tap the Scan Vehicle button.

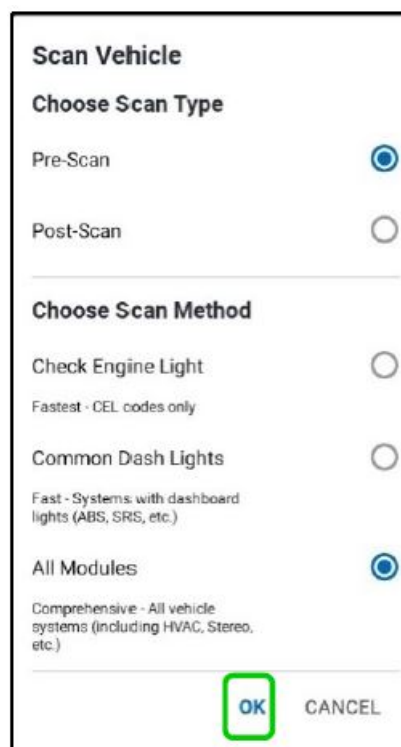


4. Select Local. Notice that the app will make a recommendation to you based on vehicle year/make/model and our database of potential issues.



5. Select the desired scan type and method, then tap OK.

Note: The “All Modules” scan is the most comprehensive and is usually recommended. Your scan will begin, and the screen will display a progress spinner letting you know it’s working.



6. When complete, the app will display the number of trouble codes found. Enter updated mileage information and your repair order number, then tap FINISH.

1 Code Found

Pro Tip: Tap the '>' button next to each trouble code to generate a Repair Report.

Please enter the odometer reading and RO# to continue.

Odometer
 mi mi km

Repair Order Number

FINISH

7. After inputting the mileage and work order number, you will be taken to the scan results screen. You can tap on any code to get additional information about the code.

Note: Refer to Clearing Individual Codes on page 13 of this guide for more information.

Enhanced Diagnostics Supported

1 Confirmed Trouble Code

P0198 Engine Oil Temperature Sensor 'A' Circuit High >

Clear Confirmed & Pending Trouble Codes

1 Pending Trouble Code

P0118 Engine Coolant Temperature Sensor 1 Circuit High >

Clear Confirmed & Pending Trouble Codes

1 Permanent Trouble Code

P0198 Engine Oil Temperature Sensor 'A' Circuit High >

More Info About Permanent Codes

8. After completing a local scan, a scan report and invoice will be emailed to you.


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Customer support
1-888-485-1166
customerservice@astech.com

asTech Express
Oct 26, 2021 11:48 AM

Pre-Scan

Customer Information

Root Four Imagination
 Root Four Imagination
 1027 Topsail Road
 Mount Pearl, Newfoundland and Labrador
 A1N 3J6
 Canada

Vehicle Information

Serial Number 1938419
Repair Order test123
Vehicle 2014 Lincoln MKZ
VIN 3LN6L2LU0ER803454
Odometer 12,345 mi

Scan Overview

3 Emissions

- 1 Restraint Control Module (Airbag)
- 1 Tire Pressure Monitor
- 1 Transfer Case / 4x4 Control Module
- 1 Powertrain Control Module
- 1 Secondary Control Module (OBD / Battery / Ignition)
- ✓ All Wheel Drive Module

- 1 Heating Ventilation Air Conditioning
- 1 Battery Control Module
- 1 Anti-Lock Brake Module
- 1 Occupant Classification System Module
- 1 Transmission Control Module
- 1 Fuel Operated Heater Module
- ✓ Battery Charger Control Module

3 Emissions Codes

CODE	STATUS	DESCRIPTION
P0100	Confirmed	Mass or Volume Air Flow Sensor "A" Circuit
P0200	Pending	Injector Circuit/Open
P0300	Permanent	Random/Multiple Cylinder Misfire Detected

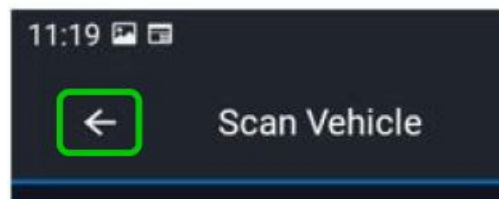
1 Heating Ventilation Air Conditioning Code

CODE	STATUS	DESCRIPTION
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Page 1 of 2

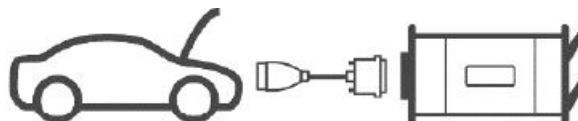
You have completed your Local scan. Tap the back arrow in the upper-right corner of the screen to return to the Duo Home Page.

Note: Do not use the back arrow in the Android Nav bar at the bottom of screen. That will take you to the last app that was used. ©as Tech 2022 V10

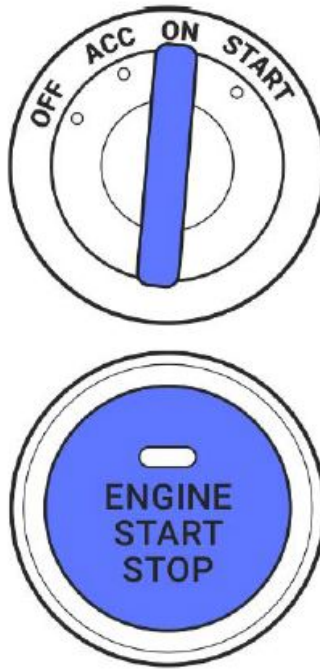


Performing an OEM Scan

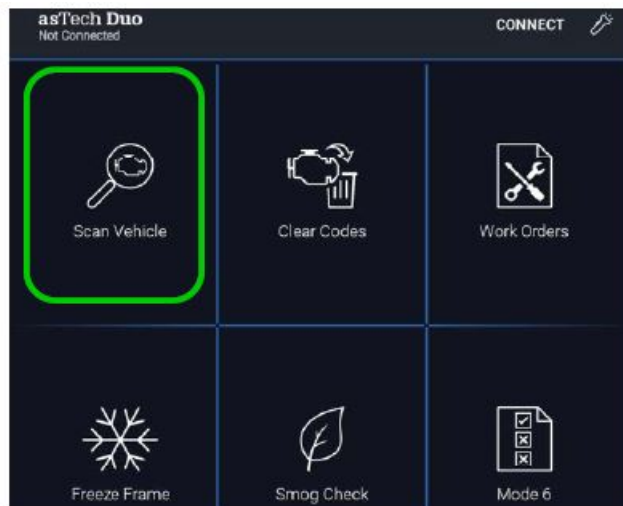
1. Connect the as Tech device to the vehicle to be scanned.



2. Set the vehicle ignition to "on". For keyed ignition, turn to the on position. For keyless ignition, follow the manufacturer's recommendation; typically press and hold the On button for 5-10 seconds or pressing it twice.

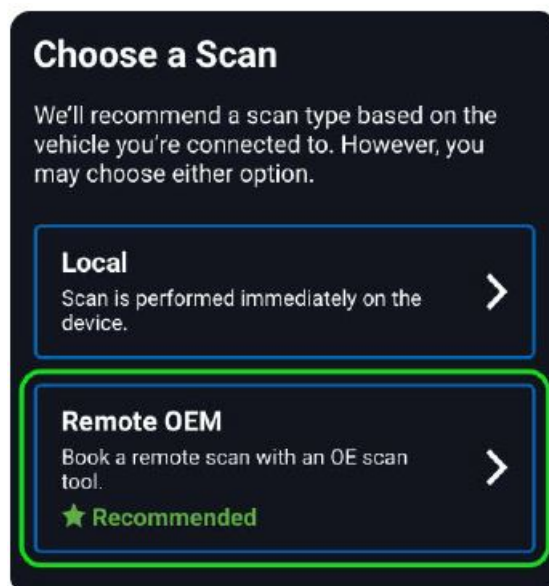


3. In the as Tech Duo app, from the Scan Tool screen, tap the Scan Vehicle button.



4. Select Remote OEM.

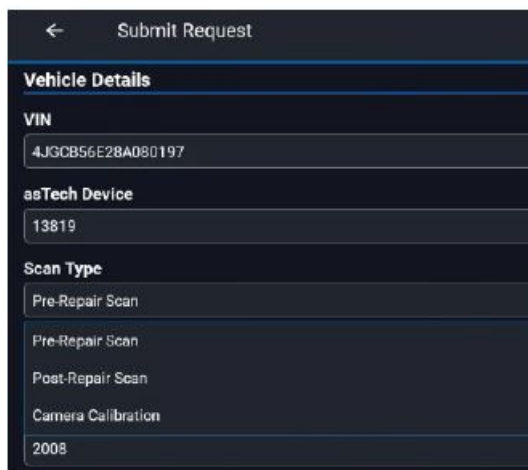
Notice that the app will make a recommendation to you based on vehicle year/make/model and our database of potential issues.



5. The New Service Request page will be displayed. Simply complete the form (just like our existing as Tech

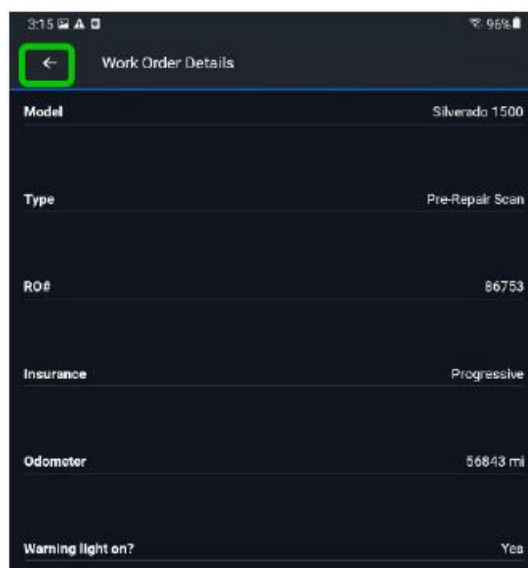
Connect portal) and tap Submit.

One of our specialized technicians will contact you when they receive your request and walk you through your OEM scan.

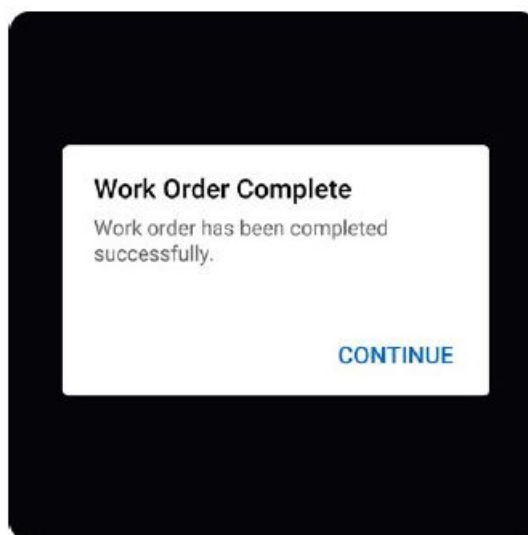


6. Once the Service Request has been submitted, the app will display the Work Order Details screen. Tap the back arrow in the upper-left corner of the screen to return to the app's Home Page. You may return to the Home page to conduct Local scans or submit another Remote OEM scan using other as Tech Devices.

Note: Do not use the back arrow in the Android Nav bar at the bottom of screen. That will take you to the last app that was used.

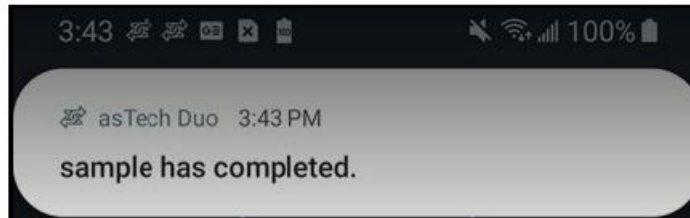


7. When the OEM Remote scan has been completed, the app will update to notify you. Tap Continue.



Note: If your device is unattended when the scan is completed, you can swipe down from the top of the device

to display notifications.



8. Your request details will be displayed. Tap Diagnostic Report to view the results of the OEM Remote scan, or View Invoice to see the summary of charges. A copy of the scan report and Retail Invoice will be emailed to you as well.

Year	2017
Make	Chevrolet
Model	Silverado
Insurance	Progressive
Odometer	56,843 mi
Warning light on?	Yes
Airbag deployed?	No
Is vehicle drivable?	Yes
Comments	
<div>Diagnostic ReportView Invoice</div>	

Your asTech Device during a Remote OEM scan

1. When you select Remote OEM scan from the Scan Vehicle screen, your as Tech device will reconfigure itself to connect to our remote servers and tools. You'll notice the CONNECTED light will turn off, and the screen on the as Tech device will search for your local network.



2. Next the as Tech device will obtain an IP address within your network.



3. Then the CONNECTED lamp will illuminate and the screen will display Connected & Waiting. Your asTech device is now connected to our remote servers. After you submit your Service Request, one of our Technicians will pair your vehicle with the appropriate OEM tool to perform the requested work.




Reports & Invoice

Once you have completed a scan, you will receive the report and retail invoice packaged into one email.

Scan report

For Remote OEM scans, the detailed report, and recommendations from one of our technicians will be sent to you.


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Customer Support
888.486.1166
customerservice@astech.com

POST-REPAIR SCAN

10/19/2021, 7:39 AM CST

asTech Master Tech: Tony Stark

Invoice: 9IN3756397

Customer Information

asTech Development QA
Attn: Smoke Tester
2600 Technology Dr
Plano, Texas 75074
(972)-555-5455

Vehicle Information

Work Order	5024868
Repair Order	129805
Vehicle	2020, Chevrolet Tahoe LS
VIN	1GN5CAKC6LR269091
Odometer	123 mi.
Insurance	GEICO

Additional Vehicle Information

Driveable	Yes	Shop	Light Front End Damage, Check
SRS Deployment	No	Notes	Engine Light on. Vehicle Fully
Point of Impact	Front,		Assembled, KOED Battery
			Supported.

Master Technician Notes

Vehicle is fully assembled. Battery supported. Key on, engine off. Warning lights illuminated: Check Engine. Vehicle has SRS deployment(s): None. Light damage on Front.

Service Details

asTech Trained Technician: Tony Stark | Certification ID: 123456

Performed a full vehicle scan Health Check with the GM GDS2 scan tool.
34 fault codes were reported in 12 modules.
Performed SRS verification test.
Shop will perform their own system verification test.
Performed a full Post-Repair scan clearing all fault codes, 0 fault codes returned at this time.


At the time of the scan, the National Highway Traffic Safety Administration website was unavailable and a recall search was unable to be performed.

Per GM ADAS calibration recommendations, if an ADAS feature is affected by the collision repair, GM may recommend calibration of affected components after repairs are complete. Please refer to GM document 5577683. These items may include Frontview Camera, Long Range Radar, Park Assist Sensor, Curb View Camera, Surround Vision Camera – Analog and Night Vision Camera.

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For Local scans, a report of all trouble codes identified in the scan will be sent to you.


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Customer support
1-888-486-1166
customerservice@astech.com

asTech Express

Oct 26, 2021 11:43 AM

Pre-Scan

Customer Information

Root Four Imagination
Root Four Imagination
1027 Topsail Road
Mount Pearl, Newfoundland and Labrador
A1N 3J6
Canada

Vehicle Information

Serial Number	1938419
Repair Order	test123
Vehicle	2014 Lincoln MKZ
VIN	3LN6L2LUER803454
Odometer	12,345 mi

Scan Overview

3 Emissions	1 Heating Ventilation Air Conditioning
1 Restraint Control Module (Airbag)	1 Battery Control Module
1 Tire Pressure Monitor	1 Anti-Lock Brake Module
1 Transfer Case / 4X4 Control Module	1 Occupant Classification System Module
1 Powertrain Control Module	1 Transmission Control Module
1 Secondary Control Module (OBD / Battery / Ignition)	1 Fuel Operated Heater Module
✓ All Wheel Drive Module	✓ Battery Charger Control Module

3 Emissions Codes

CODE	STATUS	DESCRIPTION
P0100	Confirmed	Mass or Volume Air Flow Sensor "A" Circuit
P0200	Pending	Injector Circuit/Open
P0300	Permanent	Random/Multiple Cylinder Misfire Detected

1 Heating Ventilation Air Conditioning Code

CODE	STATUS	DESCRIPTION
------	--------	-------------

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Page 1 of 3

Clear Codes Report

When clearing codes, either individually or all, a Clear Report will be emailed to you showing details of the codes cleared.



Driven by Reparity.

Customer support
1-888-886-1166
customerservice@astech.com

asTech Express

Nov 05, 2021 01:18 PM

Clear Report

Customer Information
Key Collision of Portsmouth
9 Post Road
Portsmouth, New Hampshire
03801
United States

Vehicle Information
Serial Number 7530
Repair Order 47975
Vehicle 2013 Buick Regal
VIN 3G64G5S1AC0488008
Odometer 163,278 mi

Scan Overview

✓ Body Control Module

✓ Parking Assist

✓ Power Steering Control Module

✓ Parking Brake

✓ Transmission Control Module

✓ Theft Deterrent / Keyless Entry

✓ Passenger Presence Module

✓ Instrument Cluster

✓ Climate

✓ Multi-Axis Acceleration Sensor Module

✓ Immobilizers

✓ Anti-Lock Brake System

✓ Engine Control Module

✓ Steering Wheel Angle Sensor

✓ Radio

✓ Airbag

✓ Telematics

✓ Front Seat Control

1 Body Control Module Code

Cleared Body Control Module

CODE	STATUS	DESCRIPTION
B1101	HISTORY	Check report for descriptions.

1 Multi-Axis Acceleration Sensor Module Code

Cleared Multi-Axis Acceleration Sensor Module

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Page 1 of 2

Retail Invoice

Your invoice will provide the year, make, model, and VIN of vehicle scanned, type of scan performed, and retail price.



Driven by Reparity.

Customer Support
888.886.1166
customerservice@astech.com

Invoice

Date: 10/19/2021
Date Completed: 10/19/2021, 7:39 AM CST

Invoice: SIN3756397

Bill To
asTech Development QA
Attn: Smoke Tester
2600 Technology Dr
Plano, Texas 75074
(972) 555-5455

Vehicle Information
Work Order 5024666
Repair Order 129865
Vehicle 2020, Chevrolet
Tahoe LS
VIN 1GN5CAK6LR269091
Insurance GEICO

Service Description

Post-Repair Scan	
OEM Diagnostic Support	
- Performed Code Clearing	
- Relearn Factory Settings	
Sales Tax	
Subtotal	
Total	

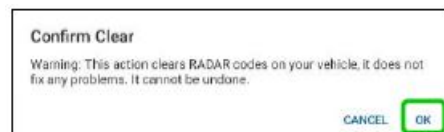
If you have any questions about this invoice, please contact customer support.

Clearing Individual Codes

1. With your completed Local Post-Scan displayed on the screen (and vehicle connected to the asTech device with Key On, Engine Off) tap the trash can icon next to the code you would like to clear.



2. The Confirm Clear dialog box will display. Tap OK to continue.



3. The screen will update to indicate codes are being cleared.

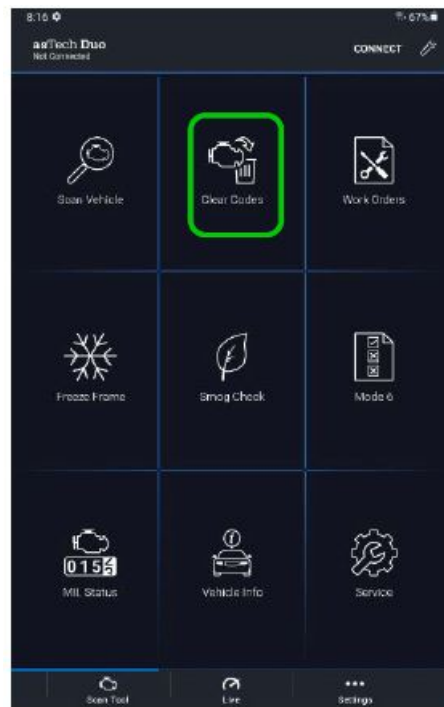


4. When the codes have been cleared, you will be returned to the Local Post-Scan report. Repeat these steps as desired to clear any other individual codes desired. A Clear Report document will be emailed to you.



Clearing All Codes

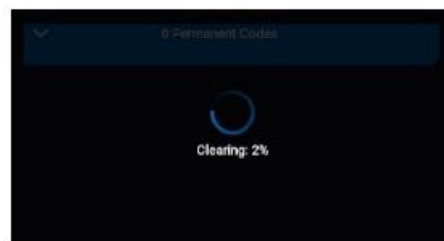
1. With your vehicle connected to the as Tech device and the Key On, Engine Off; tap the Clear Codes button on the app Home screen.



2. The Clear Trouble Codes dialog box will display. Tap the desired option to select codes you wish to clear.



3. The screen will update to indicate codes are being cleared.



4. Once the codes have been cleared, the Summary dialog box will display. Enter the vehicle's current odometer reading and your Repair Order Number in the provided spaces. Then tap Finish. A document titled Clear Report will be emailed to you. Refer to the example shown on page 12.

11 Codes Found

Pro Tip: Tap the '>' button next to each trouble code to generate a Repair Report.

Please enter the odometer reading and RO# to continue.

Odometer

123 mi

mi

km

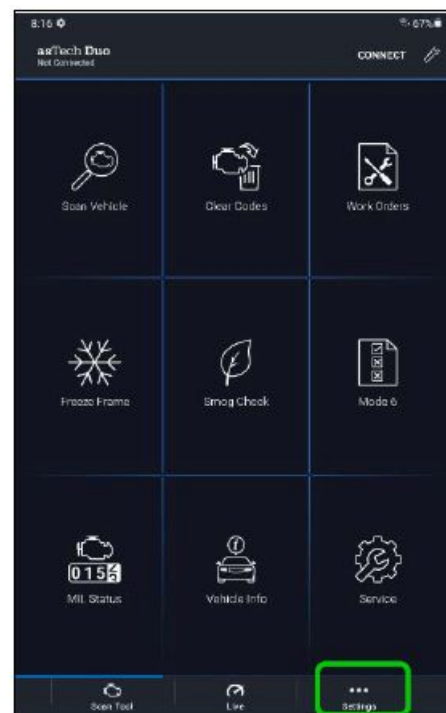
Repair Order Number

Enter RO#

FINISH

Changing Your as Tech Device Wi-Fi settings

1. With your vehicle connected to the as Tech device and the Key On, Engine Off; tap the Settings button on the app's bottom navigation bar.



2. From the Settings page, tap Configure Wi-Fi.

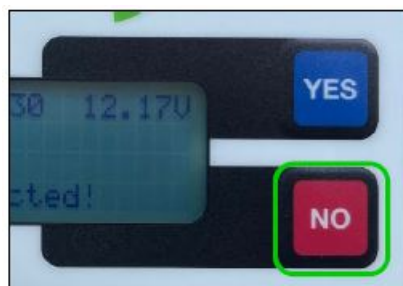


3. On the Configure Wi-Fi page, type the name your Wi-Fi network, the password and select desired Security Type. Tap the Write Settings button to push these settings to your as Tech device.

 A screenshot of the 'Configure Wi-Fi' page. It includes a back arrow and the title 'Configure Wi-Fi'. Below the title is instructional text: 'To configure what Wi-Fi network your asTech device will connect to, fill in the Wi-Fi credentials and then write them to the device.' followed by a note: 'Note: This device must be connected to the asTech via Bluetooth in order the write the settings.' The form contains fields for 'Network Name', 'Password' (with a visibility toggle), and 'Security Type' (a dropdown menu currently showing 'WPA2'). There is an 'Advanced Options' section with an upward arrow and a 'Save Inputs' checkbox. At the bottom, a 'Write Settings' button is highlighted with a green rectangular border.

Confirm as Tech Device Firmware Version

1. Your as Tech device must have firmware version 2.01 (or higher) to pair with your Duo device via Bluetooth. To determine current firmware version, and with the device attached to a vehicle; press and release the red NO button three time in rapid succession.



2. The as Tech device screen will display configuration information. The firmware version number is shown in the upper right-hand corner of the screen.



3. If your device does not have version 2.01 or higher of the firmware; contact Customer Service at 888-486-1166. An update will be pushed to your device. Once the update is pushed to your device, it will automatically update when next plugged into a vehicle and powered on.



Activating Duo on the as Tech Device

This only needs to be performed once as you will be using the Duo app for performing Local and submitting Remote OEM scans.

1. Your as Tech device with firmware version 2.01 (or higher) can switch between communicating with the asTech Duo or being used in the standard mode to submit Remote OEM scans via as Tech Connect. Pressing the yellow WPS button 8 times in rapid succession will switch the device between modes.



2. If you are activating Duo mode, the screen will display as Tech Duo Enabled future use momentarily and then display Waiting for App.... Once connected to your Duo, the screen will display Connected!

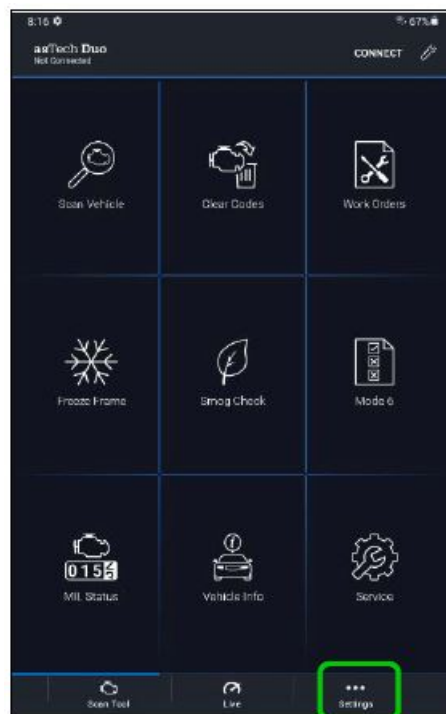


3. If you are activating the standard mode, the screen will display as Tech Duo Disabled future use. momentarily and then Connected & Waiting once logged in.

Changing Display Modes

If you are having difficulty seeing the screen in the Duo app, try changing the display mode to Light or Dark.

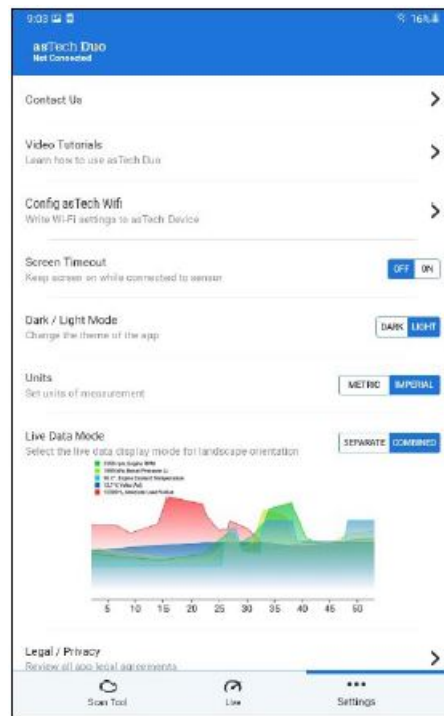
1. From any screen in the as Tech Duo app, tap Settings in the lower right-hand corner of the display.



2. On the Settings screen , tap the desired option for Dark/Light mode.



3. The selected mode will display.



Frequently Asked Questions

I can't log into the Duo app on my device.

You must create an asTech Connect login to log into the asTech Duo. If you have not received an email invitation from asTech to do so, or if your invitation has expired, contact our Customer Service team at 888-486-1166 to have one sent.

I am locked out of my Duo account.

Go to <https://app.astech.com> and click the Forgot Password link. This will reset your password. Once your password is reset you will be able to log in.

My Duo device is not “seeing” my asTech device via Bluetooth.

After ensuring your as Tech device is plugged into a vehicle with Key On, Engine Off, confirm the display shows Waiting on App.... If it does not refer to Switching Modes of the asTech Device on page 19 to confirm your device is in the Duo mode. Otherwise, refer to Confirm asTech Device Firmware Version on page 18 to confirm your asTech device has the correct firmware version installed.

My asTech Device say “connected and waiting” instead of “waiting on app”

Refer to Switching Modes of the asTech Device on page 19 to confirm your device is in the Duo mode.

How do I update my asTech Duo App?

Visit the Google Play Store on your Duo device and search for “asTech Duo”. The store will show if you have the latest version and allow you to update if a newer version is available.

How do I access the Google Play store?

Tap the Play Store icon on your Duo device. You may need to create a Google account in order to download and

install apps and updates. Otherwise, login using your Google account (not asTech Duo) user name and password.

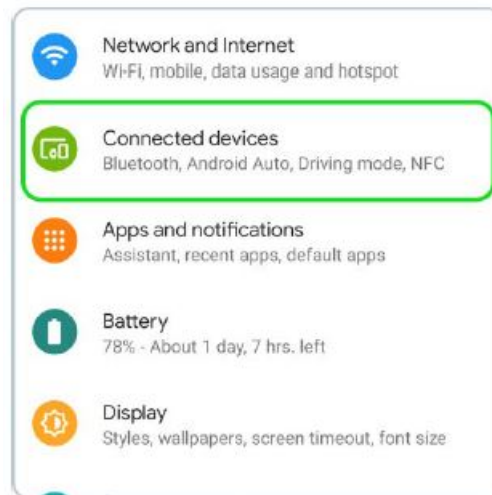
Appendix

Bluetooth Pairing Procedure

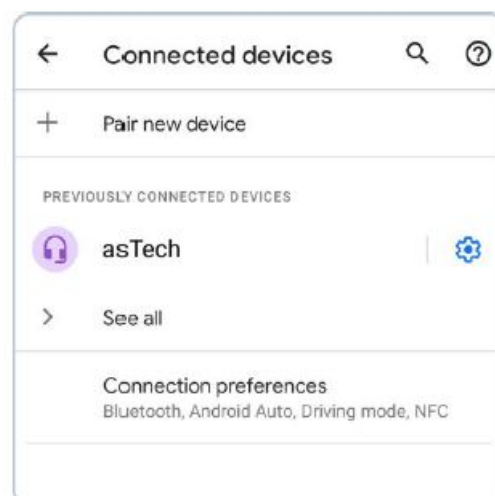
1. Find the Settings app on your Android/IOS device and open it. Android device screen shots are shown here, yours may vary slightly.



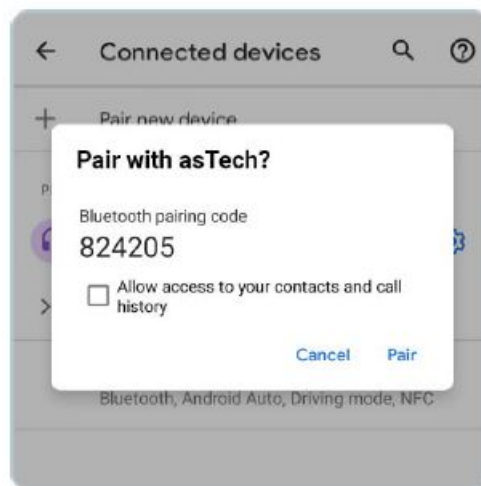
2. Find the Bluetooth option from within the Settings menu. Bluetooth options are usually found under “Connections”, “Connected Devices” or something similar.



3. Once on the Bluetooth screen, tap your asTech device to pair to the device. If you do not see your asTech device listed, you can search for it by tapping “find device”, “pair new device”, or something similar. Once the device appears in the list, tap it to pair.



4. When prompted, tap “OK” or “pair” to confirm the pairing.



5. After successfully pairing to Bluetooth, the as Tech screen will show “Connected”, and the Connected Light will be illuminated green.



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Documents / Resources

	<p>asTech Duo Mobile Application [pdf] User Guide Duo Mobile Application, Mobile Application, Application</p>
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References

- [asTech](#)