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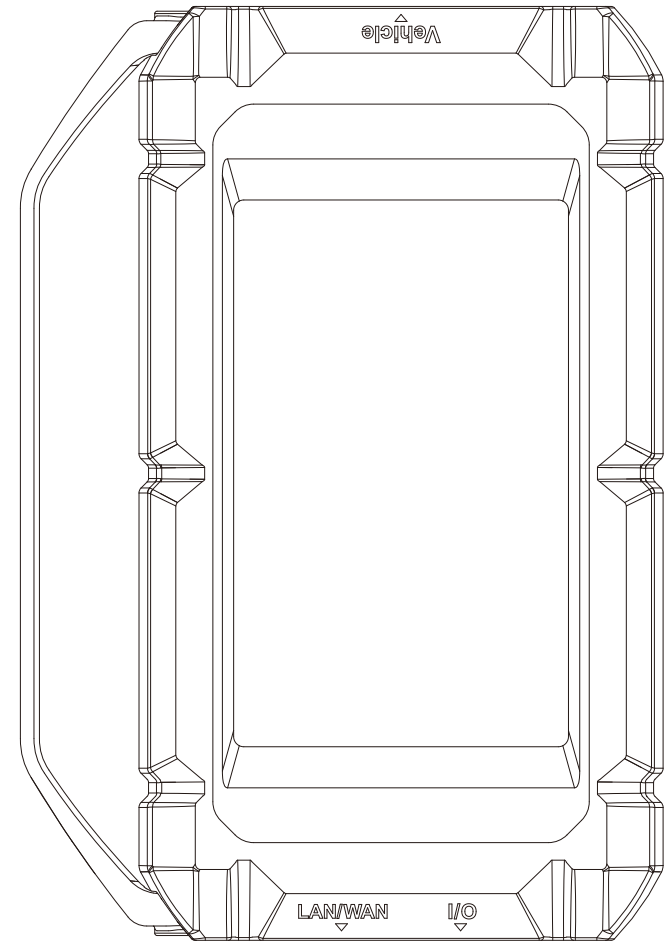


Smart Automotive Diagnostic System

Remote Diagnostic Service Box

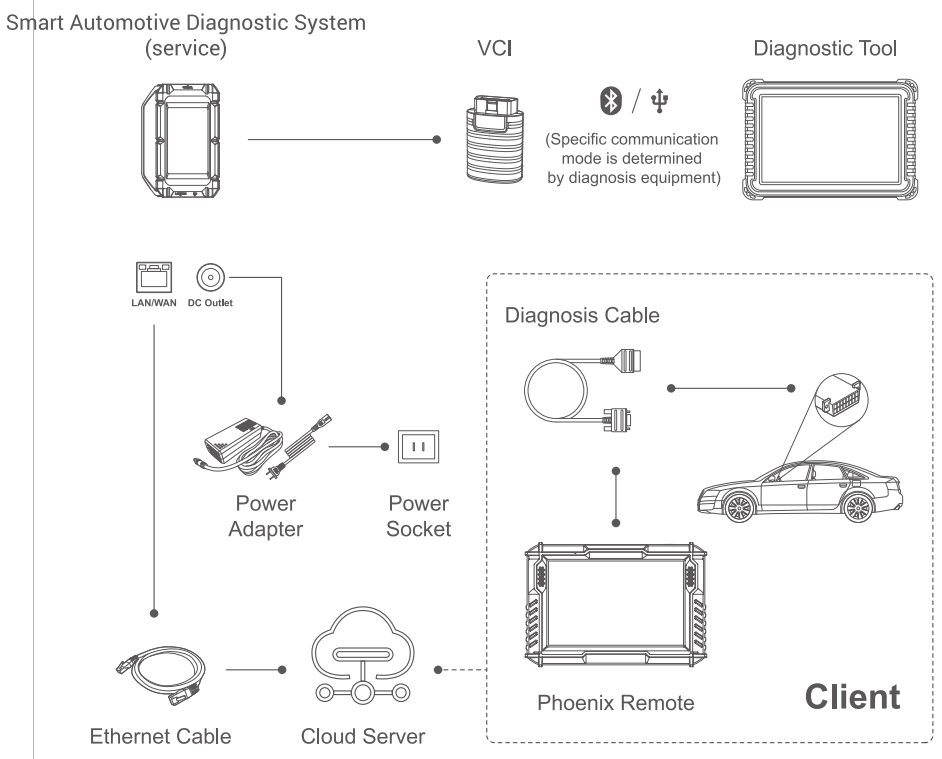
USER MANUAL

Contents

Product Introduction

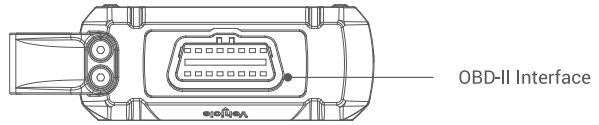
The Smart Automotive Diagnostic System is an online remote diagnostic service box developed by the TOPDON Tech for professional automobile maintenance assistance. With the help of the tool and internet, you can answer the diagnosis request from customers such as workshops, professional mechanics, or even gearheads to provide them the remote diagnostic service (paid service) through the tool you have in your hands and the tablet tool on their side.

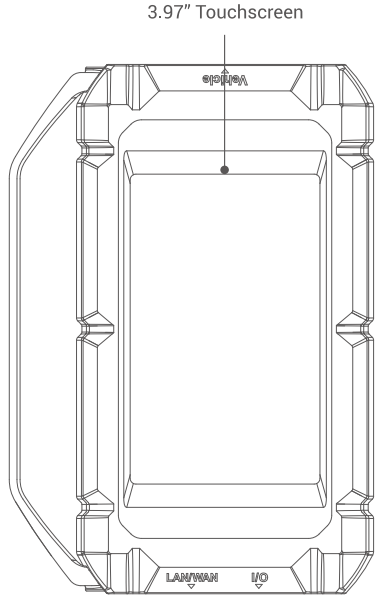
General Flow Chart of Remote Diagnosis

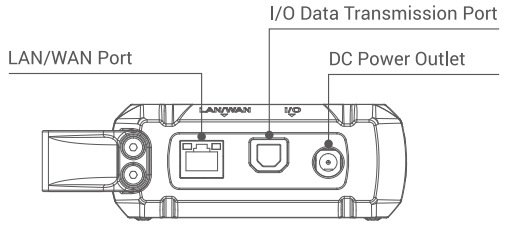


Product Configuration & Accessories

1. Product Overview



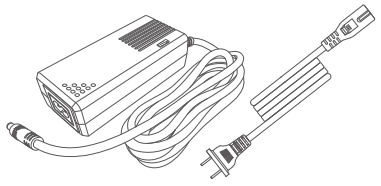
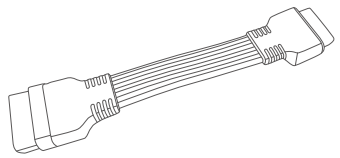
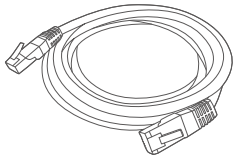
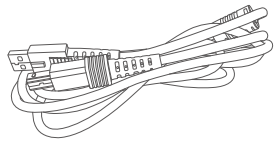




WARNING: IT IS STRICTLY PROHIBITED TO CONNECT THE Smart Automotive Diagnostic System TO THE VEHICLE'S DLC.

2. Accessories

The accessories that come with the product are generally the same, but the product configuration may varies depending on the specific market region. For further details, please visit our official site or contact our customer service team.

 Power Adapter	 OBDII Extension Cord
 Ethernet Cable	 Type A to Type B USB cable

Note: Figures above are only for reference, please refer to the actual product for detailed information.

How to Get Started?

1. Login & Registration on PC

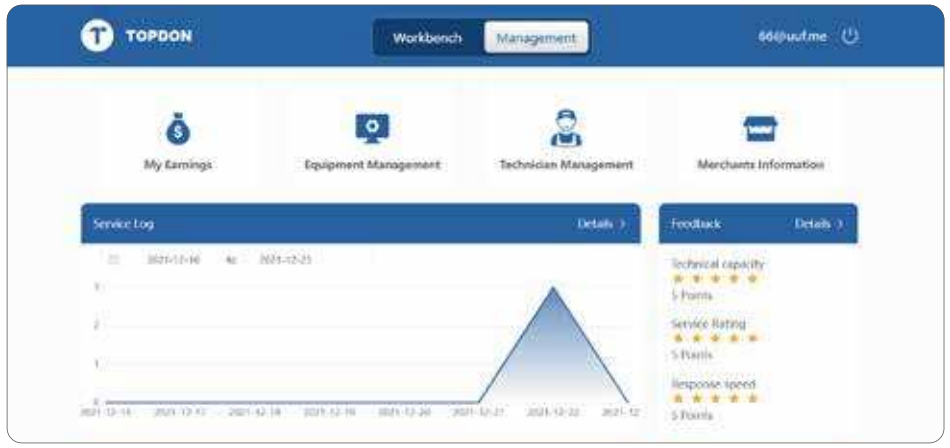
Please, follow the lead of the link https://decide.topdoninfo.com/ to reach the page as shown below:

2. Tool Binding & Activation

Register an account via email and activate it. Then go to the binding page shown as follow and input the 8-digit activation codes which are on the password card.

3. Merchants Management

Once the tool is bound, you will see the page shown as below which includes two main menus [Workbench] and [Customer Management]. The second menu will defaultly be showed first. Before providing the remote diagnostic service, please fill up the information needed in the [Merchants Information].



[My Earnings]
Show recent earning details of remote diagnosis, withdraw record, etc.

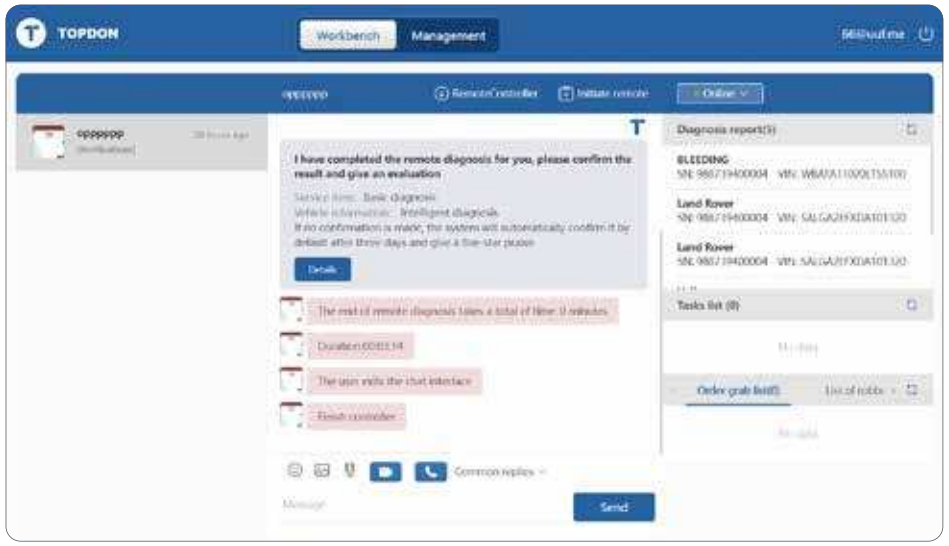
[Equipment Management]
Check, configure and unbind all connectors and TOPDON® Smart Automotive Diagnostic System owned by your account.

[Technician Management]
Manage the technicians registered under your account, or the owner of the remote service box.

[Merchants Information]
Edit the merchant's basic information such as merchant's name, address, phone number, etc.

4. Workbench

Click [Workbench] to enter the workbench management interface, where all items of remote diagnosis service functions are summarized.



[My Message]
This section consists of 4 parts which are message bar, dialog box, message tool box, text input field. The message bar lists all your customers who request remote diagnosis assistance. If you want to initiate a remote service, choose a contact in the list and get started.

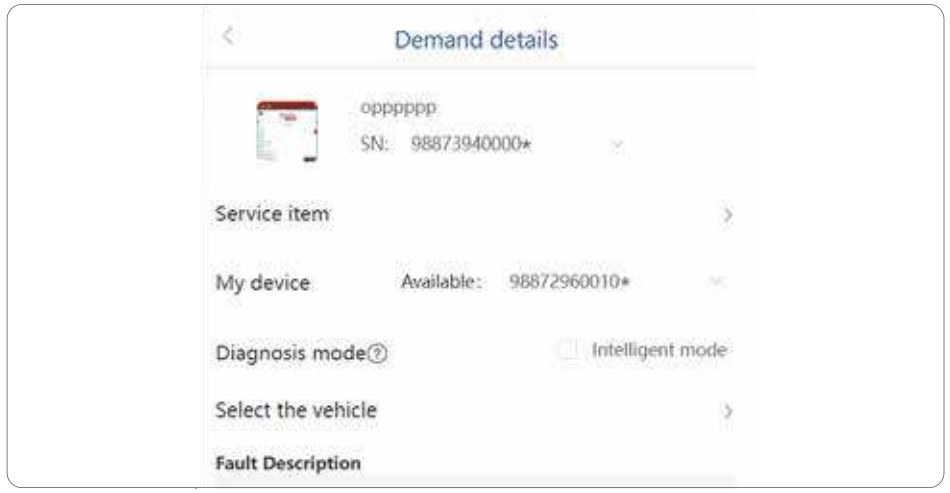
[Diagnosis Report]
Five reports are listed at most after selecting a service target, you can remotely acquire five latest diagnosis records held by the customer. (Generally the customer would make local diagnosis before seeking for assistance).

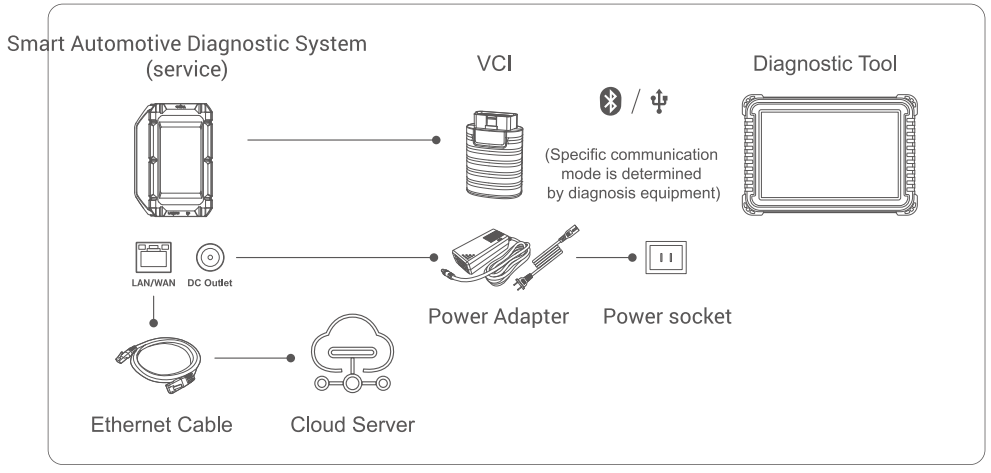
[Task List]
List out the information of remote diagnosis requests, including task name, vehicle model, diagnostic tool information, etc.

[Order grab list]
List out the latest orders. You can click to check the details of the order, choose appropriate service projects and initiate remote diagnosis service after confirming with your customer.

How to carry out remote diagnosis

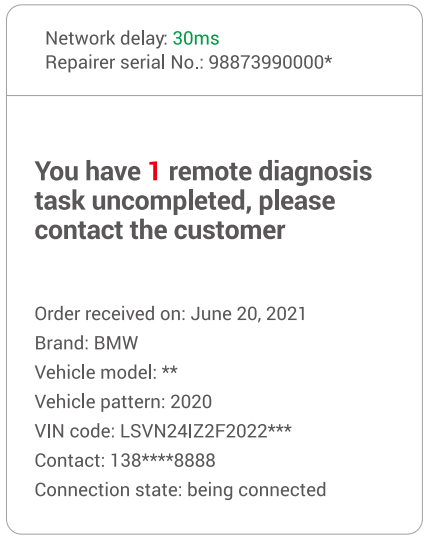
1. After the your customer initiate a remote diagnosis service order, and appoints you to provide the service, [My Message] prompts the new message, if no person is appointed, the message will be shown in the [Request] , check and pick it, and you can start and create an order after a preliminary communication with the customer.
2. Once the service projects is confirmed, click the button [Remote Diagnosis] to create an order in the popped interface as follows; the price is set as 0, then it is acceptable by default, and directly enter into remote service; when the price is greater than 0, a paym ent URL is generated.
3. The customer can follow the prompts to pay by credit card for remote diagnosis service. At the moment, you should set up all connections according to the following figure.



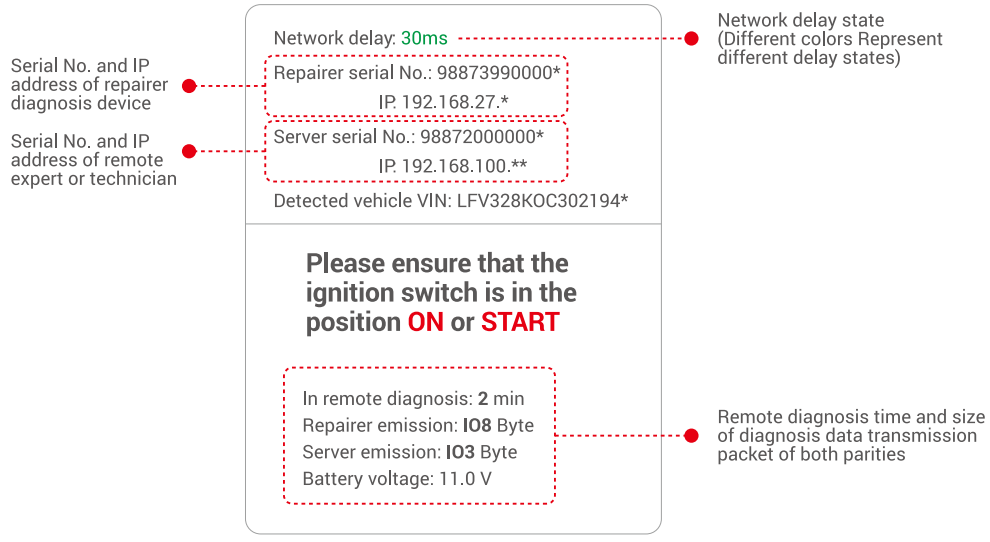


4. After the network is connected, the screen of the TOPDON® Smart Automotive Diagnostic System prompts [You have a remote diagnosis task uncompleted];

*One remote diagnosis service box can only accept one remote service project once at a time.
*Other remote service can be accepted only if the previous one is completed.



5. Contact your customer and guide him to connect the diagnostic tool to the vehicle and remind him turning the ignition switch to the [ON] or [START] position. In case of normal connection of both parties, the Smart Automotive Diagnostic System shows the following information.



6. At the moment, remote diagnosis can be started.The rest diagnosis procedures are the same with local diagnosis. Please refer to the user manual of the diagnosis tool for specific operation instruction.

   *During remote diagnosis, do not cut off vehicle connection and network connection.
   *During remote online programming, ensure that it is carried out in the network state of green.

7. When a fault code is found in remote diagnosis, solve the problem with your professional knowledge, or take your advantages to implement special functions such as matching and calibration, so as to complete a remote diagnosis task.

8. Once the reomote diagnosis service is done, do remember to click completed for corresponding tasks in the [Workbench].

FAQ

1. **Are there network requirements for remote diagnosis?**
   Yes, the remote diagnosis system requires a bandwidth of 100M or greater, the faster, the better.

2. **What is the meaning of network delay displayed on the Smart Automotive Diagnostic System during remote diagnosis?**
   Network delay represents the current network state, and it includes the following states:
   Green: indicating normal network, ensure that online programming is carried out under green state.
   Yellow: indicating unstable network, please keep stable, and it is inappropriate for operations such as matching and calibration.
   Red: indicating poor network, and it is inappropriate for remote diagnosis.

3. **Why does it show poor network?**
   There are reasons for poor network, maybe because the local network is crowded, someone is downloading something, and it suggests that a stable network be adopted for remote diagnosis.

4. **Does original diagnosis tools or third party diagnosis tools cooperate with the Smart Automotive Diagnostic System tools for remote diagnosis?**
   Yes, Smart Automotive Diagnostic System supports most third party diagnosis tools.

5. **Why can't the electric control system of some old vehicles be diagnosed?**
   This product only supports CANBUS or DoIp communication vehicles, some old models use K line communication, and thus connection errors may be caused.

6. **Can a heavy truck be diagnosed?**
   Due to the difference of 24V power supply, this product only supports a part of heavy vehicles, so it suggests that a heavy vehicle should not be connected.

7. **Whether the Smart Automotive Diagnostic System can get power from the vehicle OBD port?**

No, the Smart Automotive Diagnostic System can only be powered by adapter, it is forbidden to get power

from the vehicle DLC, and the company bears no liability for damage or economic loss caused by failure of following the agreement.

8. **Can the server be connected with multiple diagnosis requests?**
   To ensure uniqueness of the remote diagnosis service tool, the server can only serve one customer each time.

9. **Why does the request disappear automatically?**
   Every request has have a time limit, and then disappear over due.

10. **How to upgrade the Smart Automotive Diagnostic System system?**
    When the equipment is powered and networked, and a new software version is detected, the screen prompts to upgrade, and click [Yes] to start upgrading. Please do remember to upgrade timely so as to get the best service.

FCC Requirement

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

This device complies with Part 15 of the FCC Rules. 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.

Note: 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.

FCC WARNING

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. End user must follow the specififi c operating instructions for satisfying RF exposure compliance. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

The mobile device is designed to meet the requirements for exposure to radio waves

established by the Federal Communications Commission (USA). These requirements set a SAR limit of 1.6 W/kg averaged over one gram of tissue. The highest SAR value reported under this standard during product certififi cation for use when properly worn on the body is 0.48 W/kg.

For body operation, this device has been tested and meets FCC RF exposure guidelines

when used with any accessory that contains no metal and that positions a minimum of

15mm from the body. Use of other accessories may not ensure compliance with FCC RF

exposure guidelines.

Operation in the band 5150–5250 MHz is only for indoor use to reduce the potential for harmful interference to co-channel mobile satellite systems.

IC Requirement

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:

(1) This device may not cause interference.

(2)This device must accept any interference, including interference that may cause undesired operation of the device.

L'émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :

1)L'appareil ne doit pas produire de brouillage;

2)L'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

IC WARNING

Cet équipement est conforme aux limites d'exposition aux rayonnements ISED établies pour un environnement non contrôlé. L'utilisateur fifi nal doit suivre les instructions spécififi ques pour satisfaire les normes. Cet émetteur ne doit pas être co-implanté ou fonctionner en conjonction avec toute autre antenne ou transmetteur.

Le dispositif portatif est conçu pour répondre aux exigences d'exposition aux ondes radio établie par ledéveloppement énergétique DURABLE. Ces exigences un SAR limite de 1,6 W/kg en moyenne pour un gramme de tissu. La valeur SAR la 0.48W/kg plus élevée

signalée en vertu de cette norme lors de la certififi cation de produit à utiliser lorsqu'il est correctement porté sur le corps.