



Workshop | **Toolbox**

FAQs

Frequently Asked Questions / Tips and Tricks:

Q: My ASIST submission does not show in my Timeline for MACK/Volvo vehicles.

A: With the currently release, please click on the Timeline widget **before** submitting to ASIST. This will ensure that the check-in is added to the timeline.

Second ——— [Send to ASIST](#)

Trip report

PDF report

Timeline Click in this widget first

MAR 2024 **Today** 15/03/2024

- DTC readout**
15/03/2024 6
- Check-in**
12/03/2024
- DTC readout**
12/03/2024 1
- Check-in**
11/03/2024
- DTC readout**
11/03/2024 3
- DTC readout**
11/03/2024 3



Workshop | **Toolbox**

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Q: How do I change my settings?

A: By clicking on the 'Settings' icon you can change various settings:

The screenshot shows the 'User/Display Name' settings screen. At the top, there is a navigation bar with icons for chat, a grid, and settings (the settings icon is highlighted). To the right of the settings icon is the text 'Partner Name/Location' and a circular profile picture placeholder. Below the navigation bar, the screen has a dark grey sidebar on the left. The main content area is titled 'User/Display Name' with a close button (X) on the right. The settings are listed as follows:

- Theme: Volvo Trucks (dropdown menu)
- Default language: English (US) (dropdown menu)
- Secondary language: English (US) (text field)
- Date: 20/03/2024 (dropdown menu)
- Time: 13:00 (dropdown menu)
- Vehicle identifier: VIN (dropdown menu)
- Units: Imperial (U.S.) (dropdown menu)
- Operation number: 10 digits (dropdown menu)
- ASIST: (text field with a right arrow icon)

On this screen, you can also enter your ASIST credentials by clicking on ASIST field.



Workshop | **Toolbox**

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From here, click on the '+' icon:

ASIST ×

OTHER DATABASES

| | |
|------------|----------------|
| DECISIVMCK | ... |
| Volvo AMT | ... |
| | + |

And enter the correct information and 'save':

Create new database ×

Name of database site

ASIST username

Password

Cancel Save



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Q: How do I select my vendor adapter (non-VOCOM)?

A: When the vendor driver has been installed, you will see the manufacturer added to the list of available adapters. Click on the drop-down arrow and select the connected adapter.

Communication unit


Select a communication unit

 Refresh

VOCOM II

Vocom2-7106443

 Available

 46 dB • excellent



Knorr-Bremse



NEXIQ Technologies USB-Link 2



Noregon Systems Inc., DLA+ 2.0 Adapter



Noregon Systems Inc., DLA+ 2.0 Wireless Adapter



DG Technologies DPA 5 Multi Application



Noregon Systems LLC, DLA+ 3.0 Adapter



DG Technologies DPA XL



NEXIQ Technologies USB-Link 3

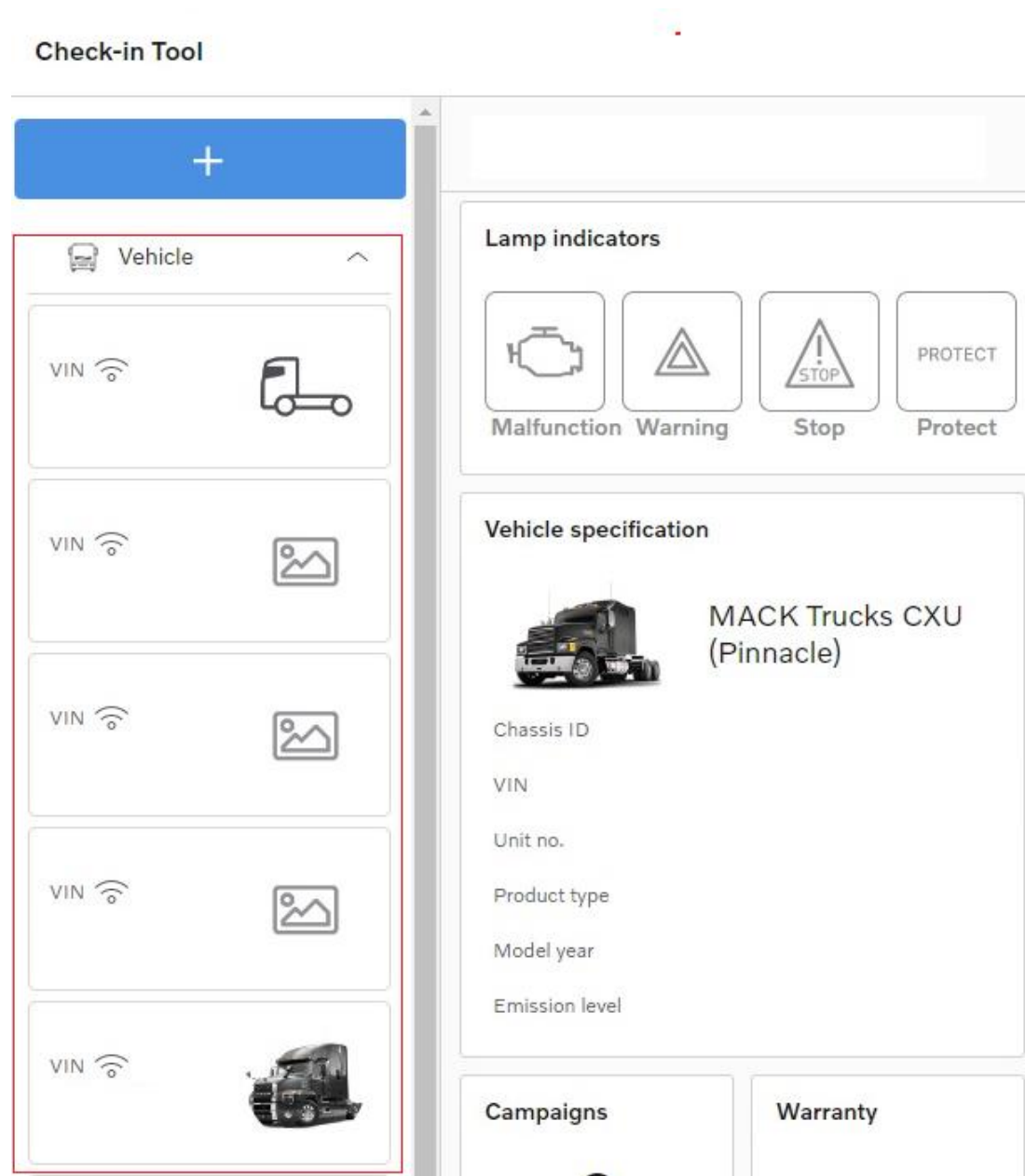




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Q: Why do I not see the vehicles I have connected to on the left side of the screen?





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FAQs

A: Check your “Scale and layout” by right-clicking on a blank area of your desktop and selecting “Display Properties”. Try to lower your percentage.

Scale and layout

Change the size of text, apps, and other items

Q: Why do I see a control module listed twice?

| | |
|-----------------------|---|
| Telematics GateWay | ▼ |
| Engine Control Module | ▼ |
| Engine Control Module | ▼ |

A: Some modules report on multiple data links. The information read from the J1939 datalink may be blank in this case.

Q: Why are some control module fields blank?

A: Some propriety information/systems will not be displayed in the Check-In Tool application.

| | |
|-------------------------------|---|
| Lane Departure Warning System | ▼ |
| | ▼ |
| | ▼ |