VHC2
User Guide

Version 1.3

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Audatex
a Solera company

Revision History

Date	Version	Description	Author
30/06/16	v1.0	Initial Version	Dean Weller
11/07/16	v1.1	Log in Removed	Dean Weller
28/10/16	v1.2	AEG Integration	Dean Weller
06/02/17	v1.3	AEG integration SmartHub Update Process	Dean Weller

Contents

Contents

1. VHC2 Overview

1.1 Supplied Equipment
Your VHC2 unit is supplied with the following supporting equipment:

- Charging dock
- USB cable
- Mains Adapter
- VCI – Vehicle Communications Interface
- Ethernet Adapter

1.1.1 VCI – Vehicle Communications Interface
Your VCI (Vehicle Communications Interface) is linked to you VHC2 unit. The VCI is connected to the VHC2 using a Bluetooth connection giving you the ability to work from any part of the car, unrestricted by the length of traditional cabling.

The VCI plugs into the vehicles EOBD port.
(For further information on EOBD port locations see 4.2.2)

NOTE: The VCI will only work with its partnered VHC2 and not with any other unit. If you experience any issues with the VCI please contact the VHC2 support team, on 0118 923 5645.

2. Power and Charging

To turn on the VHC2 unit push and hold the Power Key located on the side of the unit. The VHC2 will power up and load the home screen.
To turn off the VHC2 unit, ensure you have closed all the current open applications and push and hold the Power Key. When required, select 'Power off' and then 'OK'.

NOTE: We advise that you always ensure that the unit is not in Standby mode, as the unit will still use battery life while in Standby. If the battery runs completely flat then the VHC2 unit will take a while to charge enough to allow normal use.

2.1   Charging the VHC2
The VHC2 is charged via a micro USB slot on the side of the unit.
For best charging results we recommend that you use the VHC2's docking station.

2.1.1 Quick charge
Charging the VHC2 unit using a wall socket or the docking station for 15 minutes will allow enough charge to complete one diagnostic check. If the unit is plugged into a PC to charge allow 30 minutes for enough charge to complete one diagnostic check.

2.1.2 Full charge
To fully charge the VHC2 allow up to 2 hours. To fully charge via a PC allow 5 hours.
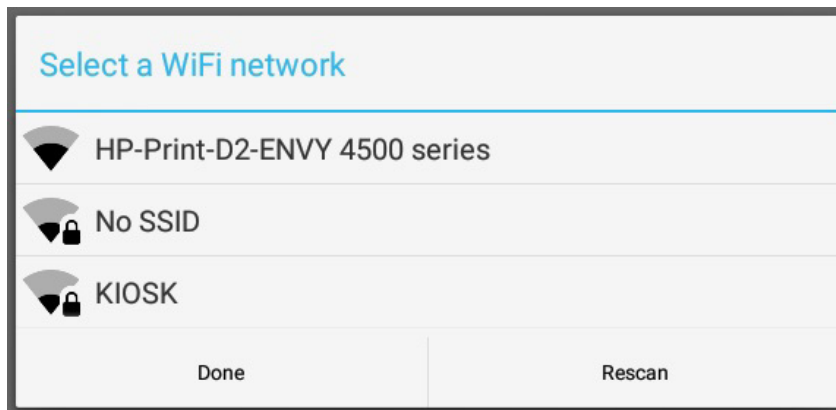
3. Connecting to a Network

3.1 Wireless Network

The VHC2 is compatible with a wireless network.
To set up a wireless connection:

1.   From the home screen of the VHC2 unit, click the red ▼ network connection icon

2.   When prompted select the Wi-Fi network that you would like to connect to

3.   If your network is password protected you will now be instructed to input the password

4.   Once the connection has been made you will be returned to the VHC2 home screen and the network connection icon will now be green. ✔

3.2 Wired (Ethernet) Network

The VHC2 is also compatible with a wired internet connection.

1.   To set up a wired connection: Connect the network adapter to the VHC2 unit (an Ethernet cable is supplied with the VHC2 unit)

2.   Connect your Ethernet cable into the adapter

3.   If your network is password protected you will now be instructed to input the password

4.   Once the connection has been made you will be returned to the VHC2 home screen and the network connection icon will now be green. ✔

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4. Using the VHC2

To access the Audatex VHC2 program you need to select the VHC2 ▣ logo from the tablet's Home Screen. Once selected you will be taken to the VHC2 Main Menu, the 'Dashboard'.

4.1 Navigating the Dashboard

From the Dashboard you can access the VHC2's core operations:

- Diagnostics
- My Reports
- AudaGarage
- HPI Check
- MOT Check
- Help & Support
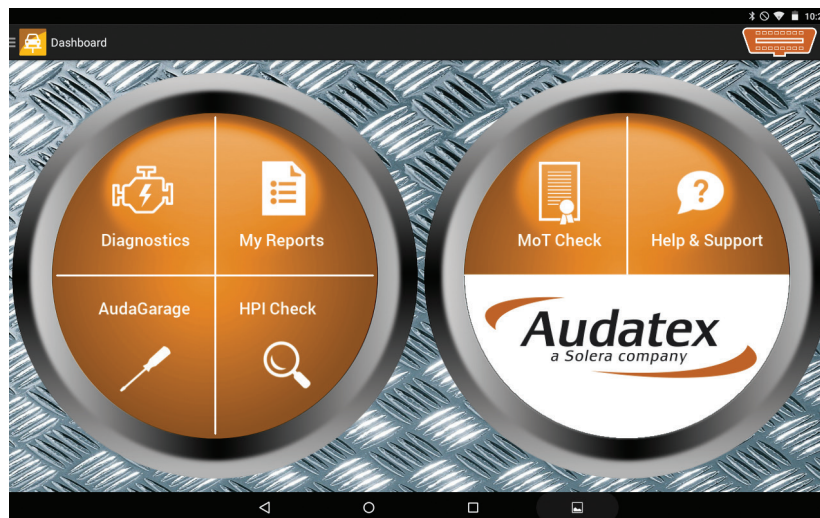
4.2 Diagnostics

Selecting the Diagnostics icon will allow you to carry out the following:

- Perform a vehicle scan
- Update the VHC2 unit
- Create reports
- Edit settings

4.2.1 Searching for the Vehicle

To carry out a Diagnostic scan on a vehicle you can automatically or manually search for the vehicle.
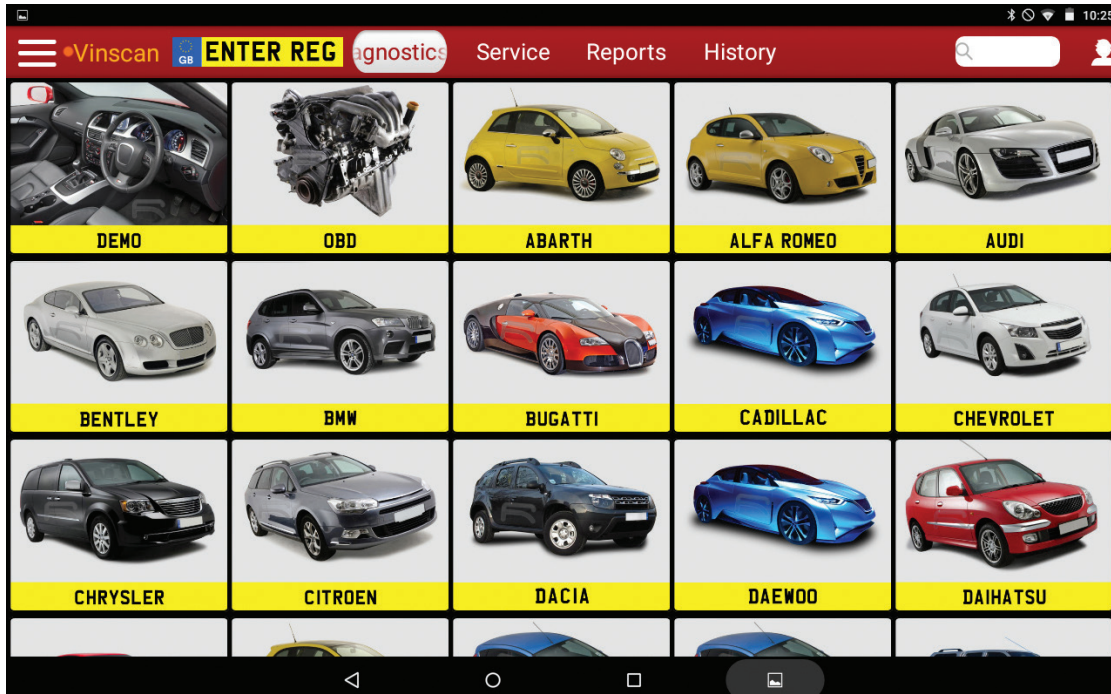
Automatic Vehicle Search:

VIN Search:
If the VCI unit is connected to the vehicle you will be able to select Vinscan (located at the top left of the screen). The VHC2 will scan the vehicle and automatically select the correct model.

REG Search:
By entering the vehicle's Registration details into the Number Plate, the VHC2 will automatically select the correct model.
(**Note** – You must be connected online for this function to work)

Manual Vehicle Search:
To manually select the vehicle you must first start by selecting the relevant Manufacturer and Model.

4.2.1.1　Saving a Report

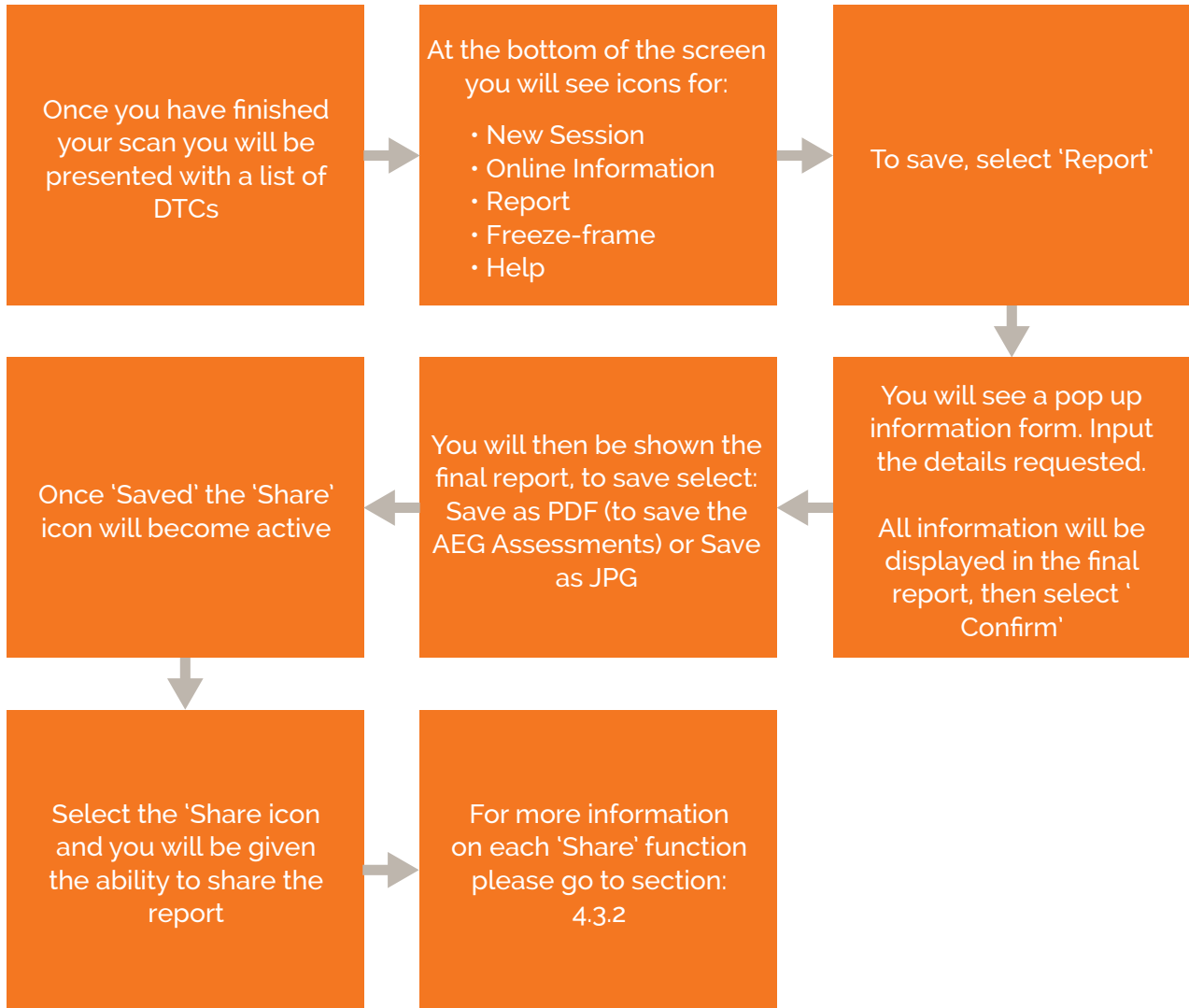Once you have finished your scan you will be presented with a list of DTCs

→

At the bottom of the screen you will see icons for:

· New Session
· Online Information
· Report
· Freeze-frame
· Help

→

To save, select 'Report'

↓

Once 'Saved' the 'Share' icon will become active

←

You will then be shown the final report, to save select: Save as PDF (to save the AEG Assessments) or Save as JPG

←

You will see a pop up information form. Input the details requested.

All information will be displayed in the final report, then select ' Confirm'

↓

Select the 'Share icon and you will be given the ability to share the report

→

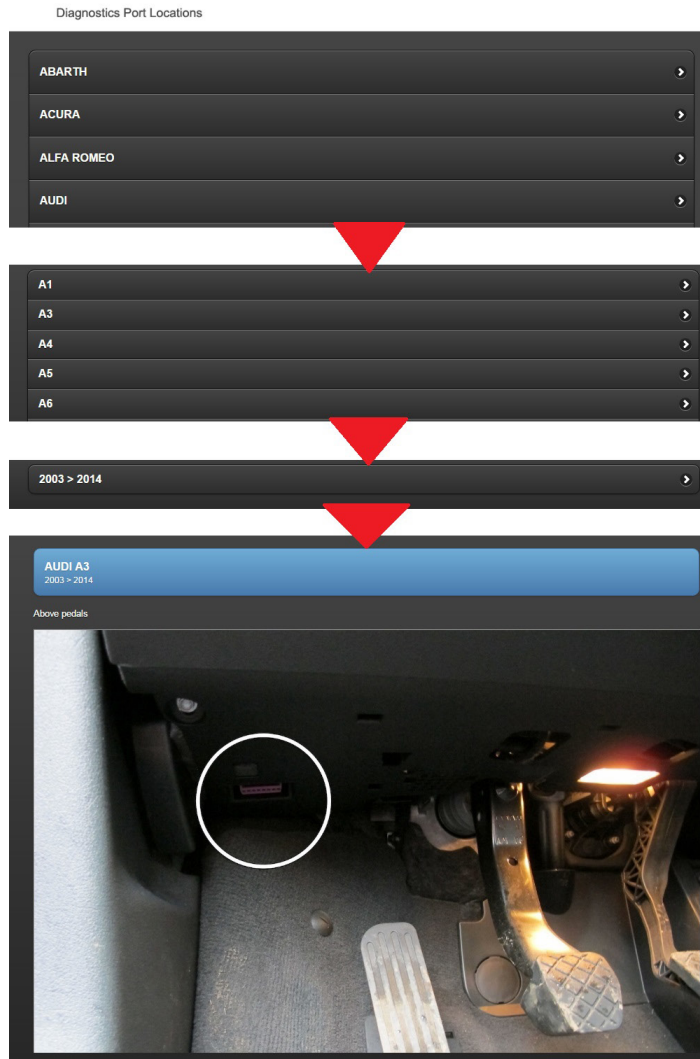For more information on each 'Share' function please go to section: 4.3.2

Once saved and shared, the report can be downloaded and either attached to the Audatex Assessment or printed.

(For further information on Gmail and Dropbox, see section 6)

4.2.2 EOBD Port Locations

The location of the EOBD port can be found by selecting the EOBD icon at in the top of the VHC2 Dashboard. Enter the vehicle Manufacturer and Model and an image will show you the location of the port.

Diagnostics Port Locations

ABARTH	❯
ACURA	❯
ALFA ROMEO	❯
AUDI	❯

A1	❯
A3	❯
A4	❯
A5	❯
A6	❯

2003 > 2014	❯

AUDI A3
2003 > 2014

Above pedals

4.2.3 Service

The Service option allows you to carry out procedures on the most common occurring faults.
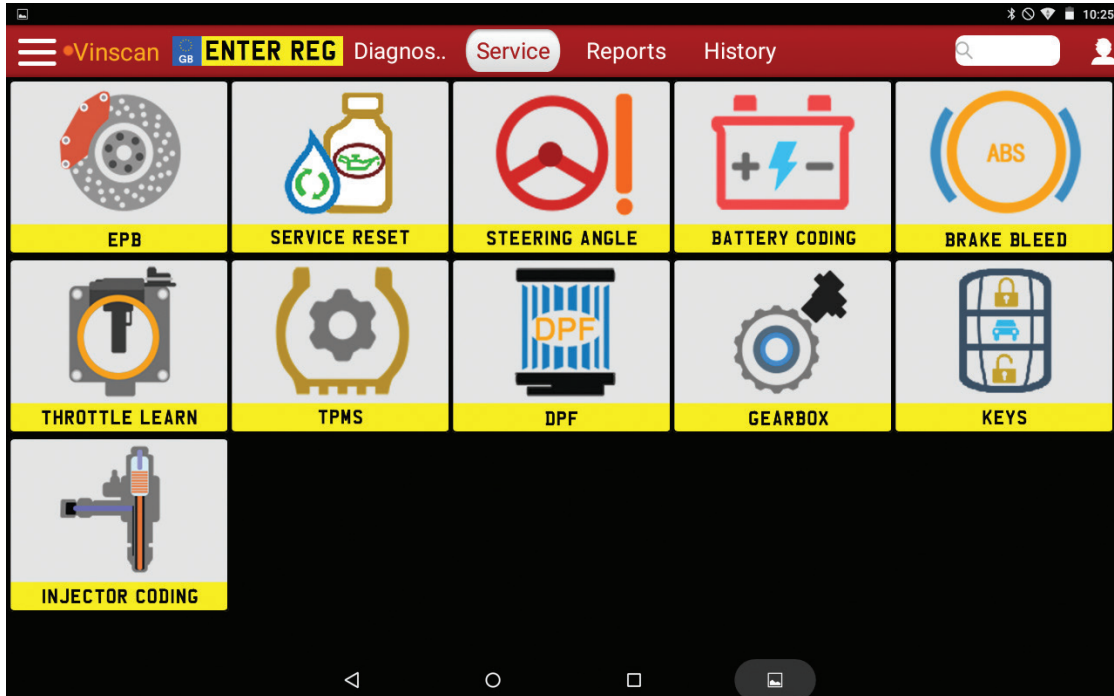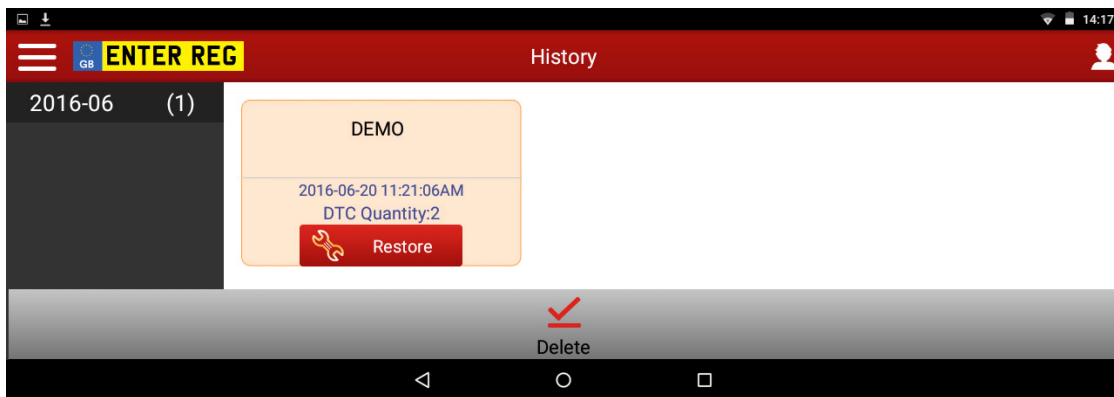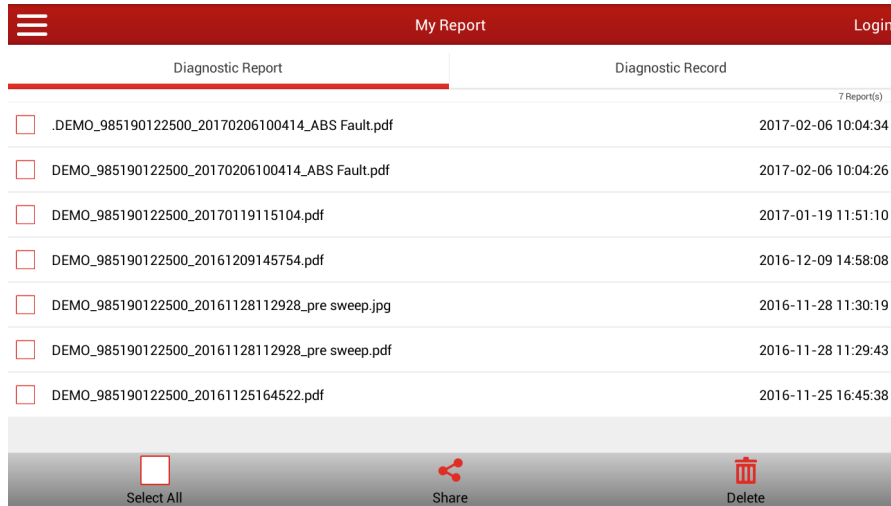

4.2.4 Reports

See My Reports 4.3

4.2.5 History

Within History you can view, restore or delete previous diagnostic scans. These reports are stored within the date range on the left side of the screen.

4.3   My Reports

My Reports will give you access to any Diagnostic Reports that you have saved.
From here you can share, print, read or delete a report.
Reports are also available from within the top menu bar in Diagnostics.

4.3.1 View a Report

To view a diagnostic report select the appropriate file from the list. The file name will
be what you entered when selecting to save the report.

4.3.2 Share a Report

Select the report/s that you wish to share by selecting the check box to the left of the
file name. You are able to select more than one report.
When you have selected the report/s that you wish to share, select 'Share' at the
bottom of the screen.

You now have the option to share the assessment.
        (For information on setting up a Gmail or Dropbox account - see section 6)

4.3.2.1 Sharing a report with AudaEnterpriseGold

With the correct credentials, a user is able to share a report directly into an
AudaEnterprise Gold assessment.

For the integration to work

- The VRM that you saved the report with must match an Assessment within your Audatex Company. (Upper Case, Lower Case and Spaces are ignored).

- This Assessment must have been in an active state within the past 60 days.

- You must have an internet connection.
  (If no internet connection is available when carrying out the diagnostic check then the report will be shared once a valid connection is made).

To sign up for AEG Integration please contact your Audatex Account Manager.

4.3.3 Delete a Report

Select the report/s that you wish to delete by pressing and holding down on the file name. You are able to select more than one report or select all.

Once you have selected the report/s that you wish to delete, select the Delete icon from the bottom of the screen.
NOTE: Once deleted, it is possible to retrieve the report by going to the History Menu - see section 4.2.5.

4.3.4 Setting up Company details

From the VHC2 Dashboard select the 'Diagnostics' icon

Select the ☰ 'Menu' icon, scroll down and select 'Settings'

Within settings select 'Print Information'

Here you can input the below to show on your VHC2 reports:
- Company logo
- Company name
- Address
- Contact details

Select 'Save' and the details will then appear on all future reports.

To edit any details just repeat the procedure

4.4 AudaGarage

AudaGarage is accessible directly from the unit where you can access accurate data for over 30 million vehicles.

AudaGarage functionality provides:

- Exploded technical drawings with diagrams of single use only fixings and torque settings
- Step-by-step procedures and fault diagnosis
- Service information
- Wiring diagrams, vehicle shut down procedures and fuse box locations
- Plus much, much, more

To sign up for AudaGarage please contact your Audatex Account Manager
(*NOTE* – *You must be connected to the internet for this function to work).*

4.5 HPI Check

By selecting the HPI Check icon you are able to check the data and history of a vehicle i.e. VIN, build date, engine size, fuel type, finance, theft and total loss information.
(**NOTE** – You must be connected to the internet for this function to work).

4.6 MOT Check

By selecting the MOT Check icon you are able to check the MOT history on a vehicle. The current and previous MOT data is then visible i.e. failures, mileage history and advisories
(**NOTE** – You must be connected to the internet for this function to work).

4.7 Help & Support

For any help using the device or assistance with diagnosing a vehicle you can select the Help & Support icon. This will load your Device ID along with the Audatex support contact details. You are also able to request a direct call back by entering your own contact details. The VHC2 support team will then contact you to assist.

For direct contact please call the Service Desk on 0118 923 5645.
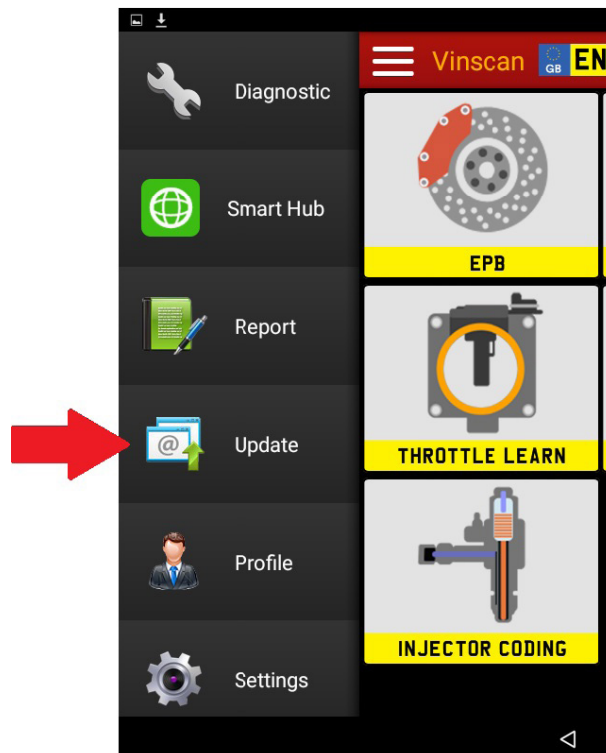
5. Updating your VHC2

5.1   Vehicle Data Updates

Vehicle Data Updates will be sent to the VHC2 whenever they become available therefore they can appear at any time. If you try and connect to a vehicle where the data is out of date it becomes compulsory that you update the VHC2 prior to carrying out the diagnostics. To save time you are able to update each Manufacturer separately and are therefore able to only update the Manufacturers that you require.

*NOTE: You must have an internet connection to update the device. Updates can take from 10-15 minutes, this is dependent on the speed of your internet connection and the size of the update being downloaded.*

1. To carry out an update you must enter the Diagnostics option from the main menu

2. By selecting the 3 bars at the top left of the screen an additional menu will appear and an option to 'Update' will be shown

3. You will be shown all the available updates, select the update you wish to carry out by selecting the tick box next to the description
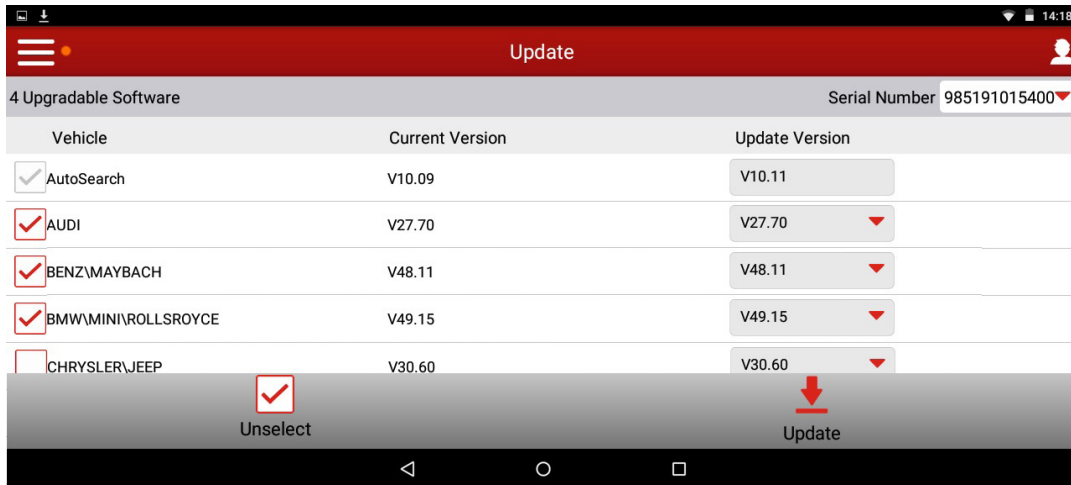
4. Selection of the Update icon at the bottom of the screen will begin the download
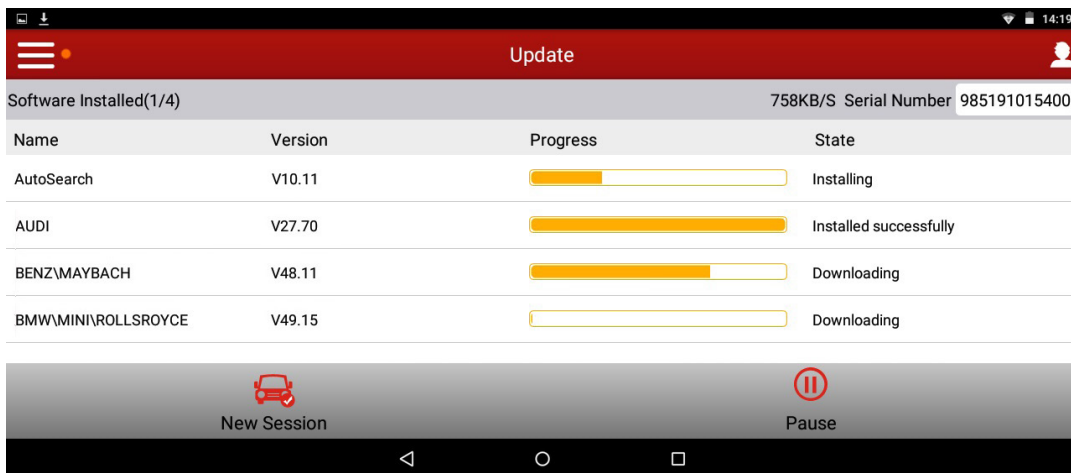
5.2   VHC2 Software Updates

Software Updates will be sent to the VHC2 whenever they become available therefore they can appear at any time. These updates will include functionality upgrades, new features and bug fixes.

For access to the latest update then the VHC2 must have a minimum of 50% battery life and be connected to the internet.

To update the VHC2 software follow the steps below, this will ensure your unit is up to date with the latest changes.

1. To carry out an update you must enter the Help & Support option from the main menu.

2. By selecting 'Update SmartHub' on the right of the screen the unit will begin the software download. An 'Updating...' icon will appear for up to 10 seconds.

3. Once the icon has disappeared select the at the bottom of the screen. You will be returned to the VHC2 home page.

4. Within 30 seconds a new icon will appear . Selecting this icon will open the update page.
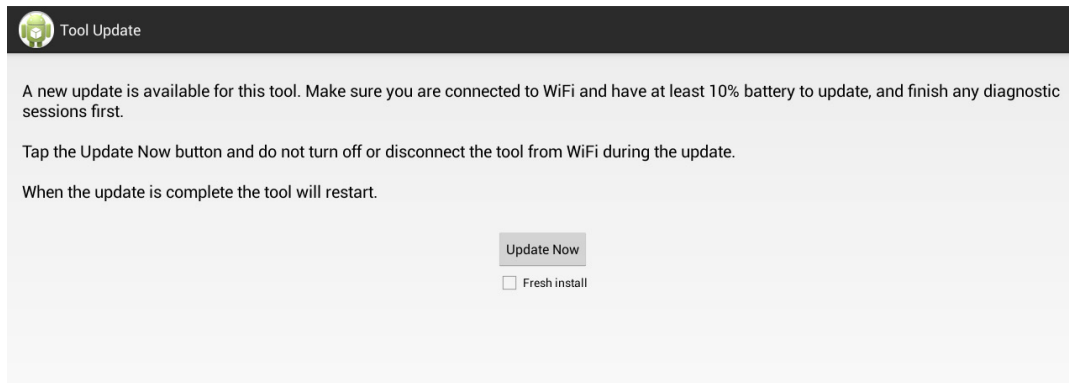
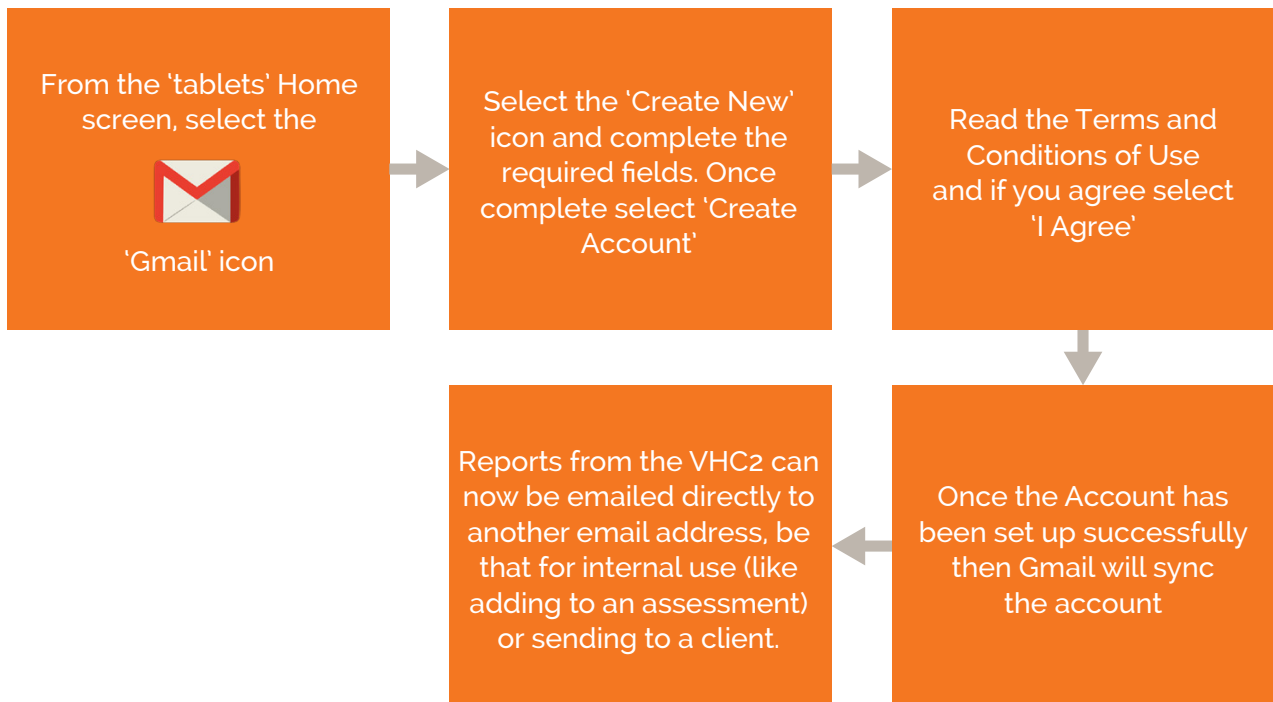**Do not select the 'Fresh Install' check-box unless requested by Audatex.**

5. Select 'Update Now'. The VHC2 will start the update. On completion the VHC2 will reboot and the update will be complete.

6. Supporting Guides

6.1   Gmail

6.1.1 Setting up a Gmail Account:

To set up an account with Gmail:

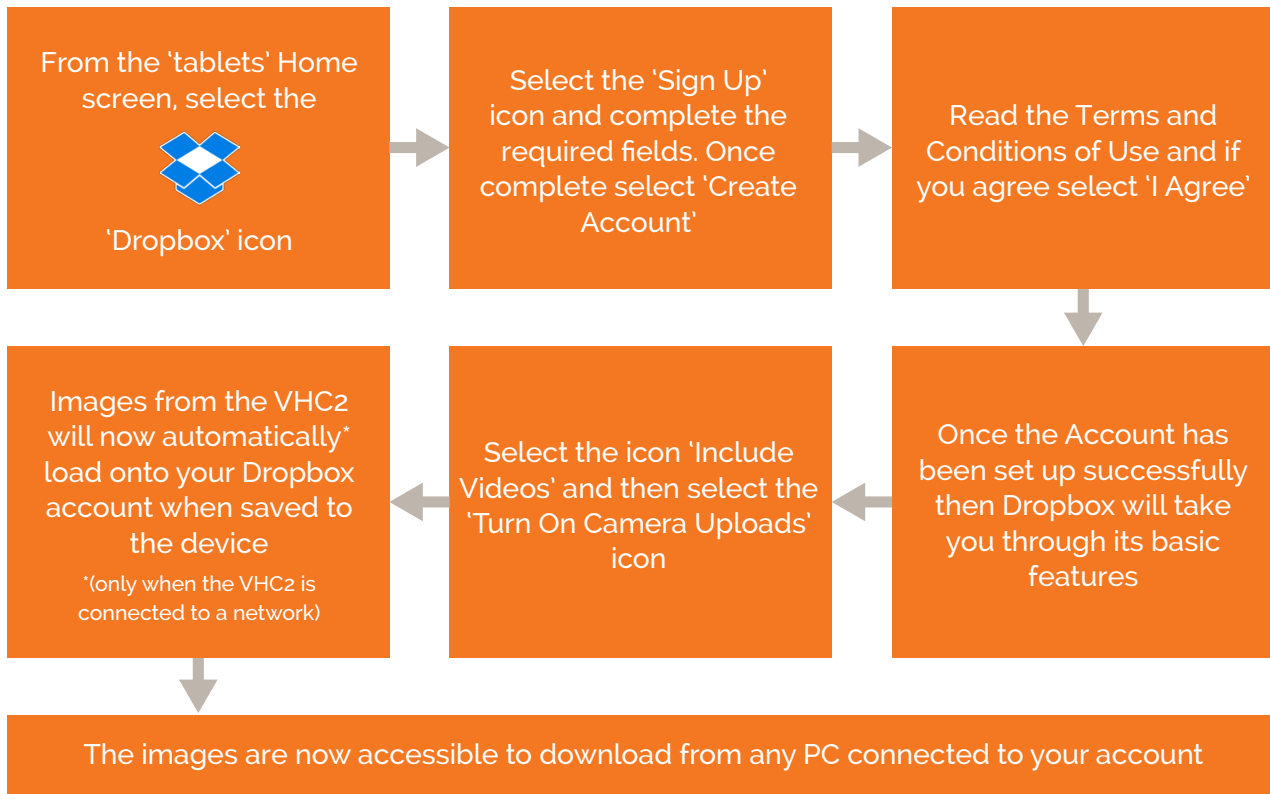|		
From the 'tablets' Home screen, select the **[Gmail icon]** 'Gmail' icon	Select the 'Create New' icon and complete the required fields. Once complete select 'Create Account'	Read the Terms and Conditions of Use and if you agree select 'I Agree'
Reports from the VHC2 can now be emailed directly to another email address, be that for internal use (like adding to an assessment) or sending to a client.		Once the Account has been set up successfully then Gmail will sync the account

6.1.2 Sharing via Gmail

1. In the compose window, touch Attach⬤

2. Choose from your most recent photos, take a photo or touch 'Open file browser' to view all your photos

3. Your photo will be added in-line

4. To send as an attachment, touch the photo and choose 'Send as attachment'.

6.2 Dropbox

6.2.1 Setting up a Dropbox Account:
To set up an account with Dropbox:

From the 'tablets' Home screen, select the

'Dropbox' icon

Select the 'Sign Up' icon and complete the required fields. Once complete select 'Create Account'

Read the Terms and Conditions of Use and if you agree select 'I Agree'

Once the Account has been set up successfully then Dropbox will take you through its basic features

Select the icon 'Include Videos' and then select the 'Turn On Camera Uploads' icon

Images from the VHC2 will now automatically* load onto your Dropbox account when saved to the device
*(only when the VHC2 is connected to a network)

The images are now accessible to download from any PC connected to your account

6.2.2 Sharing on Dropbox

1. Install the Dropbox app on your device (https://www.dropbox.com/downloading)

2. When installing, you will be prompted to either sign in or create a new account. Sign in to your Dropbox account

3. Sign in to your account after installing the Dropbox desktop application

4. Once Dropbox is installed on your computer, you will notice a new Dropbox folder on your hard drive and an icon on your toolbar. Add files to your Dropbox folder and Dropbox will sync them with your account online. You can also now access these files when you sign in to Dropbox.com

5. Once you have installed the application and signed in on your other devices, your files will appear in the Dropbox folders of those devices too.