



Mastertech Diagnostic Software

Frequently Asked Questions

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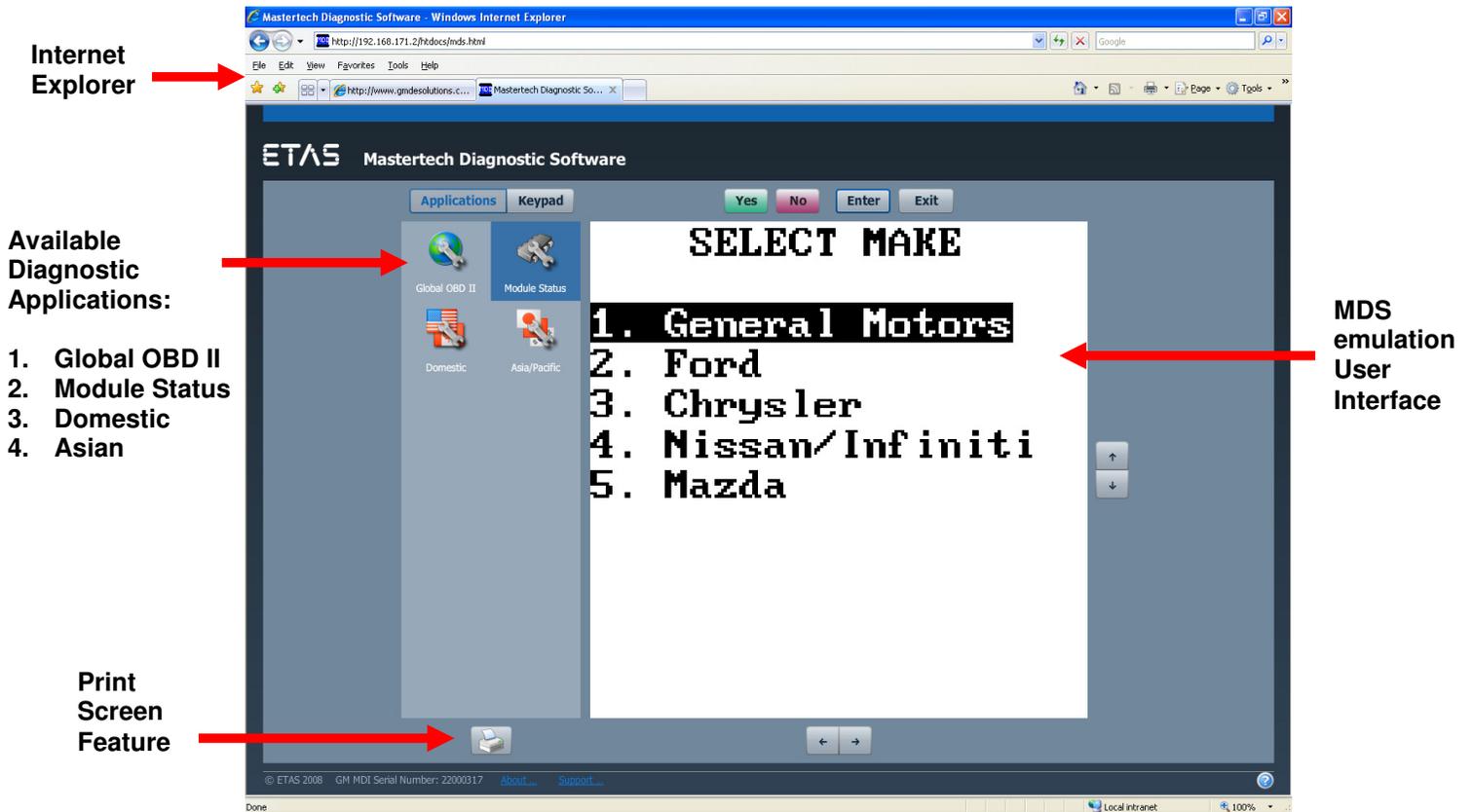
Table of Contents

MDS USER INTERFACE - OVERVIEW 2
HARDWARE AND O/S REQUIREMENTS..... 2
HARDWARE AND O/S REQUIREMENTS..... 3
LICENSING 3
MDI MANAGER..... 4
IP ADDRESSING..... 4
MDS SOFTWARE 5
VEHICLE DIAGNOSTICS..... 5
INTERNET BROWSER..... 8
TECH SUPPORT..... 9
MDS MENU DESCRIPTIONS..... 9

Acronyms

MDS Mastertech Diagnostic Software
MDI GM Multiple Diagnostic Interface

MDS USER INTERFACE - OVERVIEW

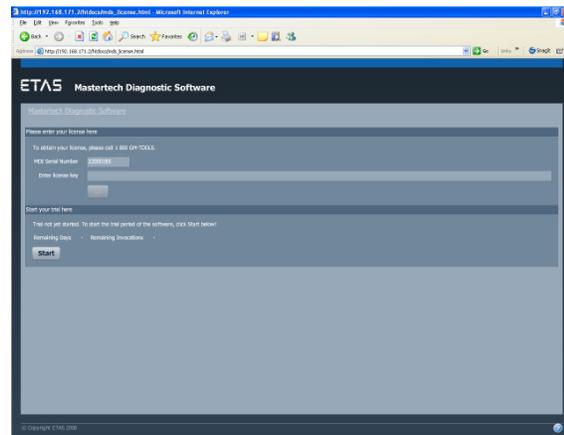


HARDWARE AND O/S REQUIREMENTS

- Q.** What are the PC requirements for running MDS?
- A.** The PC/Laptop hardware must support Adobe Flash and the operating system must have an Internet browser to display the MDS user interface (for example, Internet Explorer, Mozilla Firefox or Apple Safari). The hardware should also have a USB connector and wireless capability.

LICENSING

- Q.** How do I purchase a license?
- A.** Double-click on the MDI icon within the MDI Explorer view. The default web browser will launch and a licensing web page will appear with information on how to purchase a license. Call **1-800-GM-Tools** to purchase a license. Your MDI serial number is required to generate a license. Using your MDI serial number a license key will be generated and emailed to you. If no email is available, the license key can be provided over the phone.



- Q.** How does the Trial License work?
- A.** If you want to test drive the software before purchasing, you can request a trail license. Please call us

- Q.** Is the software locked to one computer or registered to a specific MDI?
- A.** The Mastertech Diagnostic Software is licensed to a specific MDI. It is NOT licensed to a PC. Once licensed, any PC with Adobe Flash and an Internet Browser (Internet Explorer, Mozilla Firefox) will run the Mastertech Diagnostic Software.

Mastertech Diagnostic Software: Frequently Asked Questions

- Q.** What happens to the MDS license if I recover or update the software on my MDI?
A. The license will remain on the MDI and is not changed.

MDI MANAGER

- Q.** Why is my MDI's icon not displayed in MDI Explorer when running MDI Manager?
A. If MDS is being run with that MDI, its icon is not displayed in MDI Explorer. Once the MDS browser is closed, the MDI Icon will re-appear in MDI Explorer. If the MDI's icon is still not displayed, try rebooting the MDI.
- Q.** What happens to MDS if I have to recover my MDI?
A. When you recover the MDI, the software on the MDI is reset to the factory default. After recovery is complete, you will need to update your MDI with the latest MDI software provided by GM (the procedure is described in your MDI User's Guide). After updating to the latest MDI software, re-install the MDS software.
- Q.** Do I need to have the MDI Manager software installed on every PC in order to run MDS?
A. No, you only need MDI Manager software installed on one PC in order program the MDI with the Mastertech Diagnostic Software.
- Q.** Does the MDI Support J2534 reprogramming for OEM's other than GM?
A. Yes, the MDI software supports GM, Ford, and Toyota J2534 reprogramming. Other manufactures will be added in future software releases.

IP ADDRESSING

- Q.** What IP address can I enter into the browser address bar to access MDS?
A. The IP address will vary depending on how your network is set up. The easiest way to access MDS is by double-clicking the MDI's icon in MDI Explorer, which will launch MDS in the default web browser on your PC.
- Q.** Why can't my web browser connect to MDS?
A. This could be due to several factors:
- The MDS, J2534 configuration application, and GDS software cannot run at the same time. Verify that the MDI is not being used by the GDS software or the J2534 configuration application.
 - The PC must have the latest version of Adobe Flash installed. Go to www.adobe.com and select "Get Adobe Flash Player" to download the latest Flash software.



MDS SOFTWARE

- Q.** How often do I have to update the Mastertech Diagnostic Software (MDS)?
- A.** We have planned two to three updates per year. The updates will vary from different makes to different models. Not all applications get updated very release. The coverage is one to two years behind current vehicle production. All released updates will be posted on the GM Dealer Equipment website

- Q.** Does the Mastertech Diagnostic Software (MDS) work in both wired and wireless modes?

- A.** Yes, the MDS will work with USB, Ethernet cable and wireless. Wireless capability is 802.11b and 802.11g.

- Q.** Does MDS support the ability to capture, store and graph data?

- A.** See below:

Capture

MDS Supports screen capture. There is a print icon in the MDS user interface which allow for printing of any MDS screen display.

Storing Data

MDS supports storing data on the MDI in a snapshot format. You can play back the snapshot but currently there is no way if pulling the data file out of the MDI and into the PC.

Graphing Data

MDS does not currently support graphing. However, the feature is being considered for a future release.

VEHICLE DIAGNOSTICS

- Q.** Does the MDI hardware support all vehicle protocols?

- A.** The MDI hardware does not support the following vehicle protocols:
- 1.Chrysler vehicles with the CCD protocol (model year 2000 and older)
 2. Chrysler vehicles with the SCI "Config A" protocol on the Transmission pin (model year 2001 to 2004).

- Q.** What Vehicles does the MDS support?

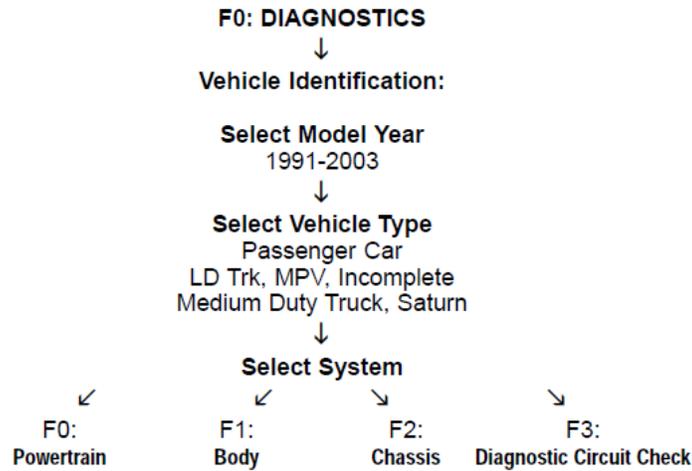
- A.** Each release of the MDS software increases the year make model coverage. Currently the MDS software is limited to vehicles sold in US and Canadian market. The model year coverage starts at 1996 and goes to current production. All diagnostics is done through the J1962 DLC 16 pin connector on the vehicle. See vehicle coverage chart for specific year make model coverage available on the GM Dealer Equipment website

Mastertech Diagnostic Software: Frequently Asked Questions

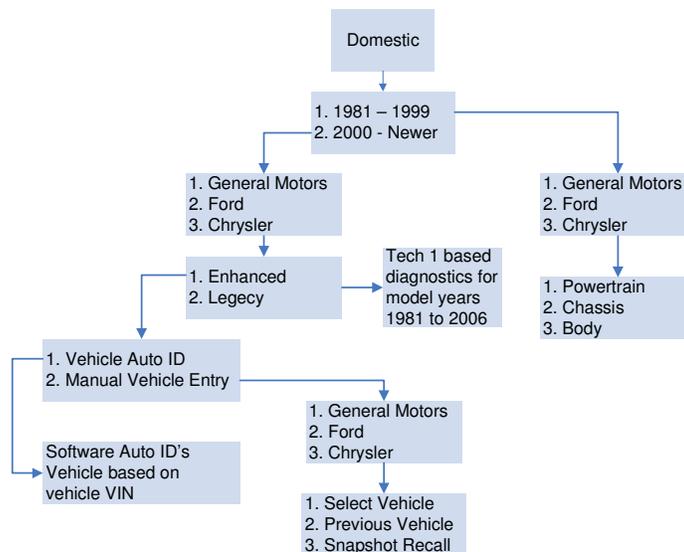
- Q.** What are the high level differences between the MDS and Tech 2
- A.** In general, Tech 2 is specific to GM vehicles. MDS covers “All Makes and All Models” vehicles including: GM, Ford, Chrysler, Toyota, Honda, Nissan and Mazda

See below for high level menu differences between MDS and Tech 2 as it relates to GM vehicles. (**Note:** MDS is not a replacement for the Tech 2):

Tech 2 - Vehicle Selection



Mastertech Diagnostic Software - Vehicle Selection



Mastertech Diagnostic Software: Frequently Asked Questions

<u>Tech 2</u>		<u>Mastertech Diagnostic Software</u>
F0: Diagnostic Trouble Codes (DTCs)	>>>>>	1. DTCs
F1: Data Display	>>>>>	2. Snaplist
F2: Special Functions	>>>>>	3. OBD Controls
F3: Snapshot	>>>>>	4. Snapshot
F4: I/M System Information	>>>>>	OBD II (Main Menu Application)
F5: Module ID Information	>>>>>	8. Information
F6: Module Setup	>>>>>	3. OBD Control

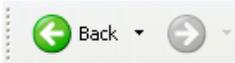
- Q.** Why doesn't the F1, F2, F3, and other function keys on my keyboard control the MDS?
- A.** The "F1" through "F9" options in MDS cannot be selected by using the function keys on the keyboard. Instead, they are accessed by selecting the number keys for example:
F1 = 1, F2 = 2, F3 = 3, etc...
- Q.** Why does the software allow selection of pre 1996 vehicles?
- A.** MDS currently only supports vehicles from 1996 to current. Pre 1996 vehicles that require specific OEM adapters are not supported in the MDS however, the software allows you to select the vehicles but no communication is supported as no OEM specific adapters and cables have been implemented for MDS.
- Q.** Why won't MDS communicate with the vehicle?
- A.** This problem could be due to several factors. Verify the following:
- The MDI is powered up and connected to the vehicle 16 pin data link connector
 - The vehicle battery is good
 - The ignition is in the "on" position
 - The vehicle is not listed in the "Disclaimer/About..." link at the bottom of the MDS web page
 - The vehicle is covered in the Vehicle Coverage Chart located online (see the answer to the question above).
- Q.** Why can't I communicate with MDS via RS232 for printing, ECU reprogramming / calibration file loading and graphing?
- A.** MDS does not support the Mastertech RS232 functions at this time.
- Q.** Why can't I use a Mastertech Instrumentation Probe with the MDS Troubleshooting function?
- A.** MDS does not support the Mastertech Instrumentation Probe functions at this time.

INTERNET BROWSER

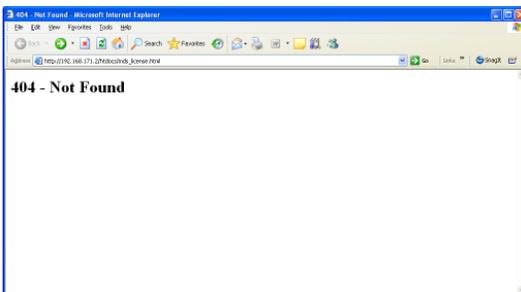
- Q.** What version of Adobe Flash is required in order to run MDS?
- A.** Your PC needs to have Flash Version 9.0.1 or later installed on your PC in order to run the MDS software. The MDS software will notify you if you need to update or install Flash on your PC. Flash version can be verified by selecting **Control Panel, Add/Remove Programs, Adobe Flash Player Active X** and **Adobe Flash Player Plugin** should be installed. Select **Support Information** to confirm the version you are running.
- Q.** Why does MDS display a blank screen in the web browser?
- A.** This could be due to several factors:
1. The PC clock may not be accurate. Verify the PC clock has the current date and time. The MDS license is based on the PC date and time.
 2. A newer version of Adobe Flash needs to be installed. Verify Adobe Flash is installed by checking Add/Remove Programs within the Windows Control Panel. The latest Adobe Flash can be downloaded free of charge at www.adobe.com for the specific browser you are running.



- Q.** I went to a different URL and when I returned to the MDS window, I cannot use the keyboard to navigate the display. How do I fix this?
- A.** Click within the MDS user interface to restore focus to the MDS browser. This will happen every time the focus is changed off the browser.
- Q.** Why do my browser's Back and Forward buttons not work with the MDS software?



- A.** The Back and Forward buttons cannot control the MDS software. If either button is selected, the following error will be displayed:



To return to MDS, close the browser and re-start MDS by double-clicking on the MDI icon in the MDI Explorer. Suggest running MDS in a tab within the browser and open new tabs for other URL locations.

TECH SUPPORT

- Q.** If I need help with MDS, who do I contact?
- A.** The MDS technical support phone number is **1-800-321-4889 Ext. 41**. You will need your MDS License number when calling technical support.

- Q.** Is there a way for me to provide feedback for product improvement?
- A.** Yes, fill out the MDS Product Feedback form located on the MDS CD and mail, email, or fax to:

MDS MENU DESCRIPTIONS

MODE	SUB MODE	DESCRIPTION
DTCs	General Motors: Current History Freeze Frame Clear DTCs Review DTCs	The DTC mode retrieves Diagnostic Trouble Codes (DTCs) from the ECUs. General Motors Scantest systems support Current and History DTC read and display. DTCs can also be cleared from the ECU or reviewed on the tester for post vehicle diagnostics. Freeze frame mode displays a single frame of data captured by the ECU during a fault event.
	Ford Motor Company: continuous On- Demand Wiper/Washer Clear DTCs Review DTCs	The DTC mode retrieves Diagnostic Trouble Codes (DTCs) from the ECUs. Ford Motor Company Scantest systems support the following quick tests; Continuous, On-Demand, Wiper/Washer On-Demand. DTCs can also be cleared from the ECU or reviewed on the tester for post-vehicle diagnostics.

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	Chrysler: Stored Active Clear DTCs Review DTCs	The DTC mode retrieves Diagnostic Trouble Codes (DTCs) from the ECUs. Chrysler Scantest systems support stored and Active DTC read and display. DTCs can also be cleared from the ECU or reviewed on the tester for post-vehicle diagnostics.
SnapList	General Motors: System Config Data Inputs Outputs Security ...more	The SnapList mode monitors available diagnostic data parameters from the various system ECUs. A specific predefined list of diagnostic data parameters may be available
	Ford Motor Company:	The SnapList mode monitors available diagnostic data parameters from the various system ECUs. These parameters can be used to quickly analyze operation of critical inputs and outputs from the system ECUs Diagnostic data parameters may be captured using the Snapshot function without leaving the SnapList mode.
	Chrysler: Data Input Output ...more	The SnapList mode monitors available diagnostic data parameters from various system ECU's. A specific pre defined list of diagnostic data parameters may be available on certain systems. These parameters can be used to quickly analyze operation of critical inputs and outputs from the system ECUs Diagnostic data parameters may be captured using the Snapshot function without leaving the SnapList mode.
OBD Controls	General Motors	The OBD Controls mode provides special functions which can allow control, reset, or synchronization of certain components or values within a system ECU.
	Ford Motor Company	
	Chrysler	
Information	General Motors: ECU Info Vehicle Info	The Information mode provides quick access to data about the system under test. Part number, serial number, and software identification are some of the identifying parameters that can be accessed using this mode.
	Ford Motor Company: ECU Info Vehicle Info	The Information mode provides quick access to data about the system under test. Part number, serial number, configuration, and software identification are some of the identifying parameters that can be accessed using this mode.
	Chrysler: ECU Info ECU Config System Config VIN Info Vehicle Info	The Information mode provides quick access to data about the system under test, Part number, serial number, configuration, and software identification are some of the identifying parameters that can be accessed using this mode.

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SnapList Setup	Trigger Type Trigger Point Units	The SnapList Setup mode supports the user functions that are available while performing a SnapList view. Trigger type enables Any DTC, User DTC, and Manual Triggers for snaplist capture. Trigger Point provides a graphical interface where a user can adjust trigger point settings to their preference. Units enables the user to set the diagnostic data parameter units for viewing during a SnapList session and capturing in a snapshot.
Snapshot Recall	Select Snapshot File	The Snapshot Recall mode provides a means for replaying user stored snapshot data files. Snapshots can be replayed at a later time while not connected to the vehicle.