



VAS 6150A - VAS 6150B - VAS 6150C
VAS 6160 - VAS 6160A
VAS 5054A - VAS 6356



Diagnostic Device Hardware & Windows® FAQs

AHW-FAQ-15-01

1/8/2015

Notes:

- The following information applies **only** to the devices listed above. Use the **Quick Links** below to jump to FAQ info on the desired device or system.
- Device model numbers or references in **BOLD** text indicate information specific to that model only.
- **New** or **Revised** issues are marked accordingly.

Prerequisites:

- ☐ The diagnostic laptop or tablet device is plugged in to the power adapter and switched on.
- ☐ Device battery is fully charged and maintained.
- ☐ Device updated from Windows® XP to **Windows 7** using the VWGoA-supplied DVDs, or **Windows 7** is already installed on device purchased from the VWGoA Tool Program.
- ☐ Device fully boots to the Windows desktop.
- ☐ VAS 5054A Transmitter Head must be purchased from the VWGoA Tool program either as part of a diagnostic device kit or a separate purchase. **Cloned devices are not supported!**

Quick Links to Device / System Specific Contents:

[1.0 – VAS 5054A Transmitter Head](#)

[2.0 – VAS 6150A/B/C Diagnostic Laptops](#)

[3.0 – VAS 6160/A Diagnostic Tablets](#)

[4.0 – Windows and Network](#)

[5.0 – VAS 6356 Test Instrument Box](#)

1.0 – VAS 5054A Transmitter Head

New

Q. I received a replacement 5054A transmitter head. How do I configure it to the diagnostic device?

A. First delete the previous transmitter head's Bluetooth and EDIC configurations as follows:

1. From the Windows desktop, go to: **Windows Start > Devices and Printers**.
2. Right click the previous transmitter head listed and select **Remove device** from the dropdown.
3. From the Windows desktop, select **ODIS Service Diagnostic Interface Configuration**.
4. Select **Remove EDIC**.

Then configure the replacement 5054A as per *Service Information – Diagnostic Device Hardware & Windows* document title: *VAS 5054A Transmitter Head – Bluetooth & EDIC Configuration – ODIS Service Only*

(cont.)

New

Q. I've successfully configured the 5054A Bluetooth and EDIC software. I want to start a diagnostic session, but ODIS Service does not recognize the vehicle. What should I do?

A. First obtain a known good 5054A from another device and configure it as instructed. **The blue LED must flash when inserted in in the vehicle DLC.** If the second head enables communication with ODIS Service, it is likely that the original head is malfunctioning. In this case please retrieve the original purchase documentation and contact Diagnostic Tester Software Support (DTSS) at 888-896-1298 for further assistance.

If the known good head does not enable communication with ODIS Service, proceed as follows:

- From the ODIS Service **Operating Modes** menu go to **Extras > Diagnostic Interface.**
- At the **Current VCI** screen, confirm that the listed 5054A serial number matches that in use.
- Select **Details** and check the **D-PDU API software name** and **version** fields. If the field status text includes **"...unavailable"**, please retrieve the original purchase documentation and contact Diagnostic Tester Software Support (DTSS) at 888-896-1298 for further assistance.

New

Q. I'm told I need to "hardwire" the 5054A in order to perform SVM on a vehicle. How do I do that?

A. Obtain the 5054A previously configured to the diagnostic device via Bluetooth etc. and proceed as follows:

1. Ensure ODIS Service is **not** running.
2. Switch the diagnostic device wireless control switch to the **"OFF"** position.
3. Connect the 5054A to the USB cable and connect to the appropriate USB port on the diagnostic device.
4. Connect the 5054A to the vehicle DLC.
 - If the 5054A **was not** previously connected via USB, a brief driver installation will automatically take place (no user intervention required). When complete, launch ODIS Service and perform the SVM as instructed.
 - If the 5054A **was** previously connected via USB (driver already installed) launch ODIS Service and perform the SVM as instructed.
 - Disconnect the USB cable and **close ODIS Service** when completed.
 - To resume use of the 5054A via Bluetooth, reboot the diagnostic device and switch the diagnostic device wireless control switch back to the **"ON"** position.

New

Q. I've connected the 5054A to the vehicle DLC, but the blue LED does not flash and ODIS Service does not recognize the vehicle. I've got another 5054A with a broken connector housing. What should I do?

A. Please retrieve the original purchase documentation and contact Diagnostic Tester Software Support (DTSS) at 888-896-1298 for further assistance.

(cont.)

2.0 – VAS 6150A/B/C Diagnostic Laptops

New

Q. I sometimes get a “device is low on memory” message on a **VAS 6150A** laptop after it was updated from Windows XP to Windows 7. What should I do?

A. Check if the **paging file size** was increased during the Windows 7 installation on the **VAS 6150A**. Refer to *Service Information – Diagnostic Device Hardware & Windows* document: *VAS Diagnostic Devices – Windows 7 Installation Instructions*. Go to **Section 6.1.4 (Page 14)**.

If the paging file size has already been increased and the issue persists, please contact Diagnostic Tester Software Support (DTSS) at 888-896-1298 for further assistance.

New

Q. Someone dropped a laptop and broke the lid hinge. Another laptop in the shop has a malfunctioning CD/DVD drive and maybe a bad hard drive. What are my options?

A. Please retrieve the original purchase documentation and contact Diagnostic Tester Software Support (DTSS) at 888-896-1298. A consultant will coordinate the appropriate repair process.

3.0 – VAS 6160/A Diagnostic Tablets

New

Q. After updating a VAS 6160 from Windows XP to Windows 7, its performance does not meet our expectations for the new operating system. Please advise us.

A. In some cases the Windows 7 installation may not have been optimized. We have provided a utility that ensures proper installation. For details on its use, please refer to *Service Information – Diagnostic Device Hardware & Windows* document: *VAS 6160 Diagnostic Tablet Performance Enhancement*

New

Q. The touch screen display on one tablet is streaked and discolored. The touch screen calibration on another tablet is way off and can't be corrected with the built-in utility. What are my options?

A. Please retrieve the original purchase documentation and contact Diagnostic Tester Software Support (DTSS) at 888-896-1298. A consultant will coordinate the appropriate repair process.

(cont.)

4.0 – Windows and Network

New

Q. I need to perform a Windows 7 recovery on my diagnostic device. Do I use the VWGoA-supplied update DVD to do this?

A. No. Windows 7 recovery takes place from a partition on the device hard drive. For details refer to the **device-specific Windows 7 Recovery** instructions in the *Diagnostic Device Hardware & Windows - Service Information* section in ServiceNet.

New

Q. My device's overall performance during diagnostic sessions seems to be diminishing gradually over time. How can I minimize lockups and speed things up?

A. The installed ODIS Service diagnostic software is tested and configured specifically for the device's proprietary Windows 7 operating system. **As a result, VAS diagnostic devices must only be used to perform vehicle diagnostics and maintenance.** The installation and use of personal software or use of the device for Internet browsing may result in unwanted programs starting and partially running in the background. This can adversely affect the device memory and performance.

General computing device safeguards and maintenance should always be considered. Examples:

- Install anti-virus and/or anti-malware software.
- Ensure that all Windows 7 security and vulnerability updates are downloaded and installed when prompted.
- Check and disable unwanted programs that run during startup.
- Perform the Windows CHKDSK and DEFRAG utilities on a regular basis.

Ask your dealership Systems Administrator or IT Professional for advice with the safeguard and maintenance items mentioned above. Where applicable, ensure the device is used in accordance with any dealership IT policies that may be in effect.

5.0 – VAS 6356 Test Instrument Box

New

Q. I just received a new 6356 and noticed that it does not come with any software installation CDs. How do I configure it to my diagnostic device?

A. Separate installation CDs are not required because the VAS 6356 software installation was included during the ODIS Service application installation. The only additional steps needed before using the test box is a brief software and network configuration. For details refer to *Service Information – Diagnostic Device Hardware & Windows* document: **VAS 6356 Test Instrument Box – Software Configuration – ODIS Service Only**

(cont.)

New

Q. A ODS0010E error (stating that the 6356 is not connected) appears when I select “Measurement” in ODIS Service. My 6356 is connected via the USB cable and it is powered up. What’s up?

A. The initial software or network configuration may not have taken place correctly. Proceed as follows:

1. From the Windows desktop, go to: **Windows Start > Devices and Printers.**
2. Confirm that the VAS 6356 appears in the “Devices ()” list.
 - If the device **does not** appear, check the USB cable connections. If necessary, repeat the initial software configuration. Refer to *Service Information – Diagnostic Device Hardware & Windows* document: *VAS 6356 Test Instrument Box – Software Configuration – ODIS Service Only.*
 - If the device **does** appear, repeat the network configuration steps and perform a function test. Refer to *Service Information – Diagnostic Device Hardware & Windows* document: *VAS 6356 Test Instrument Box – Software Configuration – ODIS Service Only.* Go to **Sections 2.2.2 (Page 4) and Section 2.3 (Page 5).**