

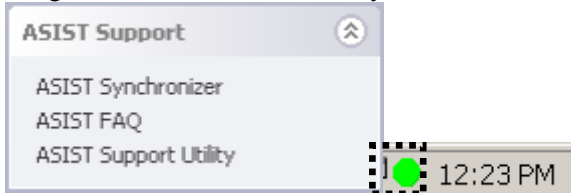
# ASIST Synchronizer

The *ASIST Synchronizer* connects to a server and refreshes your ASIST computer with new and updated technical service information.

This utility helps you to set-up your ASIST workstation for updates according to your network configuration and work environment. There are three category screens to help you set-up this utility: *Information, Settings/Details, and Proxy Settings.*

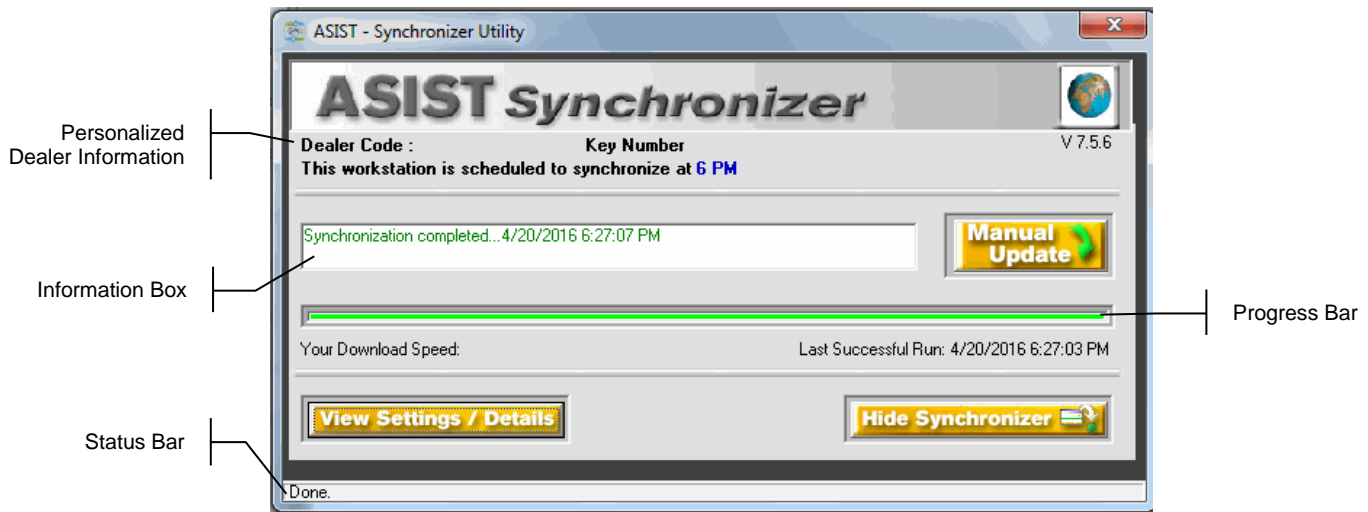
## Launching ASIST Synchronizer

1. ASIST Main Menu, expand ASIST Support, click ASIST Synchronizer and the application screen will open or, click the green circle located in the system Taskbar area and the Synchronizer Information screen will open.



## ASIST Synchronizer Information Screen

This screen provides general information associated to your personalized ASIST Synchronizer set-up.



INFORMATION SCREEN	DESCRIPTION
World Icon	The world icon will display only if user has internet connection. If there is not internet connection the icon will not appear.
Personalized Dealer Information	<p><u>Dealer Code:</u> Every ASIST workstation must have a valid dealer code assigned in order for the ASIST Synchronizer to work.</p> <p><u>Key Number:</u> Every ASIST workstation must have a unique ASIST Security Key Number assigned in order for the ASIST Synchronizer to work. In addition, the key number must also match the dealer code to which it was assigned to. If the dealer code and security key numbers to not match NNA’s system, the ASIST Synchronizer will not allow the workstation to update any data.</p> <p><u>Workstation Scheduled Time:</u> The times available to preset the ASIST Synchronizer to auto download are 6 PM to 8 AM – non business hours. If the download time is set to “OFF” the synchronizer will not update and the Information Screen will display a warning message “Automatic download scheduler is set to ‘OFF’. Auto-update will not occur”.</p>
Information Box	While the ASIST Synchronizer runs, the Information Box will display messages that apply to the activity of the ASIST Synchronizer. The general messages are ‘Downloading...’, ‘Applying...’, and “Synchronizer completed....”
Progress Bar	While the ASIST Synchronizer runs, the progress bar will display a green bar it is used to display downloading activity across the window while the application is running.

INFORMATION SCREEN	DESCRIPTION
Status Bar	The status bar is located at the bottom of the window; it will display detailed messages that apply to the activity of the ASIST Synchronizer. The general messages are “Connecting...”, “Downloading...”, “Applying...” and “Done.”.
Your Download Speed	When your ASIST Synchronizer is running it will check your download speed and display it in kbps. The speed will vary depending on the amount of data being downloaded and your connection type (i.e. Cable Modem, DSL, LAN, Wireless or Satellite). Download speed may be higher or lower depending on network traffic.
Last Successful Run	This area will be blank after initial activation and installation. The actual date and time will be displayed only after the ASIST Synchronizer has downloaded and applied updated data successfully.
Manual Update	This button will trigger the ASIST Synchronizer to run and check for any new ASIST system updates. This button can be clicked at any time, but ASIST can not be used while the Synchronizer is running. NOTE: If the ASIST application is running the ASIST Synchronizer will exit the application and relaunch it after ASIST Synchronizer has completed.
View Settings / Details	This function will allow you to customize your ASIST Synchronizer settings. After clicking this button the Settings / Details screen will open.
Hide Synchronizer	Hide Synchronizer button will first validate the dealer code, security key #, and password, and then it will close and put itself back in the Taskbar. NOTE: If the system cannot validate the dealer’s log-in information an invalid message box will display.

## ASIST Synchronizer Settings / Details

This screen offers options that allow you to personalize your ASIST Synchronizer settings.

SETTINGS/DETAILS	DESCRIPTION
Dealer Code	The dealer code can be updated here.
ASIST Security Key Number	Every ASIST workstation must have a unique ASIST Security Key Number assigned in order for the ASIST Synchronizer to work. In addition, the key number must also match the dealer code to which it was assigned to. If the dealer code and security key numbers do not match NNA’s system, the ASIST Synchronizer will not allow the workstation to update any data.
Password	The password is set during ASIST installation and activation. The password can be found in an email that is sent to the email account that was given during activation. If you have misplaced your password and need it to reinstall, it can be requested from <a href="http://www.asistfaq.com">www.asistfaq.com</a> and an email will be sent to the email account that was given during

SETTINGS/DETAILS	DESCRIPTION
	activation.
Connection Type	At this time the function is used for reference only.
Proxy Settings	Proxy Settings button will open up a connection configuration screen. If you are using Microsoft ISA server for network security that requires a user id and password to connect to the Internet, you may need to go into Proxy Settings.
Download Preference	<p>This function determines the type and amount of technical data that will be applied to your system. Currently, the default is both, Nissan &amp; Infiniti. This means that you will receive and be able to view all Service Manuals, Owner's Manuals, and bulletins for both divisions.</p> <p>If your system is set to Nissan or Infiniti only, your system will receive Service Manuals, Owners Manual's and bulletins that apply only to the set division. Also, you will no longer be able to toggle and view data from the other division.</p> <p>You can switch your download preference from Nissan &amp; Infiniti to Nissan only or Infiniti only, but you will no longer receive and view data for the other division. This setting CANNOT be reversed once you accept the change. If you need to change back to both; Nissan &amp; Infiniti you will be required to re-install the latest version of ASIST with a USB drive. Please e-mail your request to <a href="mailto:asist@nissan-usa.com">asist@nissan-usa.com</a>. A USB Installation drive fee will apply.</p> <p><b>NOTE:</b> All system and application updates will be applied no matter what your download preference is.</p> <p>Q: Why change the download preference?  A: If you only service Infiniti or Nissan models and you never reference materials from the other division you may change the download preference to reflect your division only. The applied data downloaded will only be your division which will reduce the amount of space required on your hard drive, and the amount of time that the ASIST Synchronizer will run.</p>
Workstation Scheduled Time	The times available to preset the ASIST Synchronizer to auto download are 6 PM to 8 AM. If the download time is set to "OFF" the synchronizer will not update and the Information Screen will display a warning message "Automatic download scheduler is set to 'OFF'. Auto-update will not occur".
Synchronizer Status	This window will provide detailed ASIST Synchronizer information.
Machine Number	ASIST support staff can validate that the machine number matches the Nissan ASIST system. If the machine number does not match, another workstation may already be using the same ASIST Security Key No. A new Security Key may be provided, or ASIST support staff can reset machine number in the Nissan ASIST system.
Cancel	This button will not accept any changes applied to the Synchronizer Configuration screen and close screen and return back to the main Synchronizer screen.
Okay	This button will first validate the dealer login information and then it will close the Settings / Details screen. NOTE: If the system cannot validate the dealer's log-in information a message box will display (see Login Information Section).
ASIST Support Center	To be used only under the direction of ASIST Support.
Notify ASIST Support	This button is only active if your ASIST Synchronizer has experienced an error. If it is active and you need to notify ASIST support, you can click this button and an email will be sent to <a href="mailto:asist@nissan-usa.com">asist@nissan-usa.com</a> with you dealer information. After receipt of email, ASIST support will try and fix the error without user support, and within a few days Synchronizer will run without errors. If ASIST support cannot run an auto fix, user will be contacted.

**CAUTION:** ASIST User ID and password is good for 1 computer only. If you would like to set up another computer you will need to register again using a different security key.

### ***Proxy Settings for HTTP Connections***

If you are using Microsoft ISA server for network security that requires user id and password to get onto the Internet, you may need to use Proxy Server Settings. For Proxy and Port information, you will need to contact your network administrator.

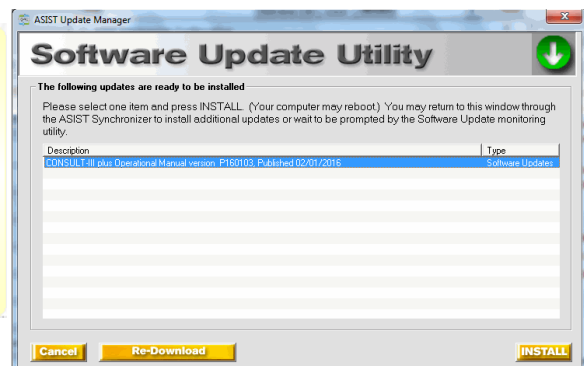
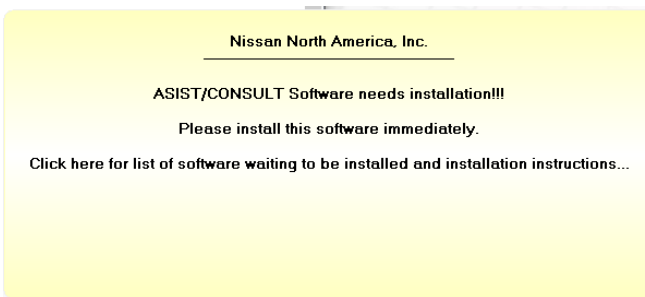


- Enter Proxy
- Enter Port
- Enter Username
- Enter Password
- Select Cancel or Okay to accept.

### Software Update Utility

The button will be enabled when user action is required to execute and run software or utilities required on ASIST / CONSULT units.

- Software Update Utility will only be enabled on ASIST / CONSULT workstations.
- ASIST / CONSULT workstations will display a pop-up message if a new software package is available.
- User will be notified with a Pop-up message notifying new software is available and requires installation.
- If release package has been set to clean up, and user needs to reinstall, utility has a feature to re-download the package.



SETTINGS/DETAILS	DESCRIPTION
List of Item(s) to Install	Information and instructions about the package is listed here. In order to install, item must be selected. Note: Some packages may be required to be installed in a particular order, please insure you read any instructions listed.
Re-Download	If the package is encountering any installation issues or receiving error messages when trying to install, clicking this button will re-download and replace the package on the workstation and you can try the install package again.
Install	After selecting a package listed in the listed items window, click the “Install” button, and follow the package installation instructions. After successful installation the listed item will be removed from list.
Cancel	Clicking the “Cancel” button will close this window and return you back to the ASIST Synchronizer screen.

## ***Sent to TECH LINE***

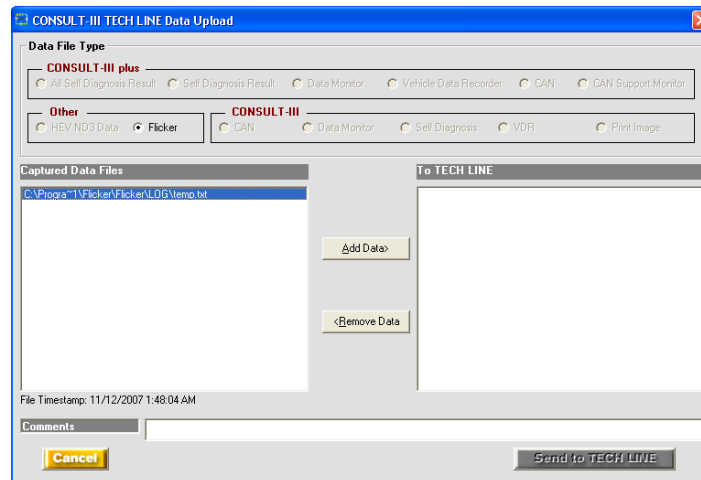
ASIST CONSULT TECH LINE data upload is a feature that allows technicians to quickly upload vehicle data on the user's CONSULT workstation and email the data to NNA TECH LINE. This feature is only available on latest CONSULT units only.

ASIST CONSULT TECH LINE data upload is a feature that helps NNA TECH LINE better serve technicians by quickly locating vehicle captured data on users workstation and able to email data to NNA TECH LINE.

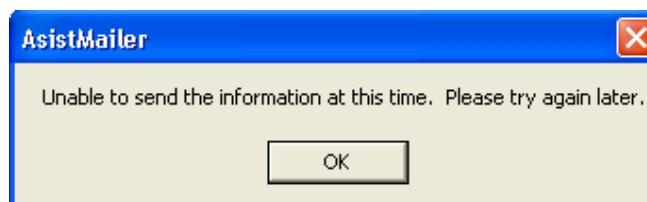
System allows user to select captured CONSULT and other data files located on users workstation and email to NNA TECH LINE, techline@nissan-usa.com

## ***Using the TECH LINE Data Upload utility***

- Feature is located under the ASIST Synchronizer data update utility
- User must open ASIST Synchronizer utility, select View Settings / Details, and Send to TECH LINE

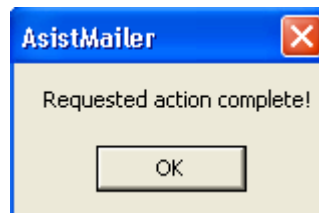


- User must select captured data file(s) and select Add Data in order to send to TECH LINE
- If the file is empty user will receive an error that information cannot be sent
- If unable to send data user will receive an error that information cannot be sent

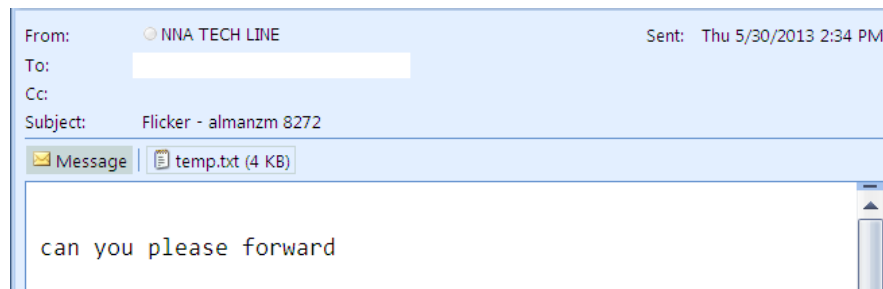


- Following is a list of categories and file data the system identifies:
  - CONSULT-III plus Data
    - § All Self Diagnosis Result
    - § Self-Diagnosis Result
    - § Data Monitor
    - § Vehicle Data Recorder
    - § CAN
    - § CAN Support Monitor
  - Other Data
    - § HEV ND3 Data

- § Flicker Data
- CONSULT-III Data
  - § CAN
  - § Data Monitor
  - § Self-Diagnosis
  - § VDR
  - § Print Image
- Upon selection of the file to send the file timestamp will automatically display: Date and time
- User is able to add a comment in the Comment field before sending to TECH LINE
- User can select file from Captured Data Files window and include it to be sent using the Add Data button
- User can select file from the To TECH LINE window and remove it using the Remove Data button
- User will be able to cancel process and close screen by selecting “Cancel” button
- On data upload screen the button “Send to TECH LINE” will be enabled when there is data in the To TECH LINE window
- Upon selection of the “Send to TECH LINE” button and is successful, user will receive a success message

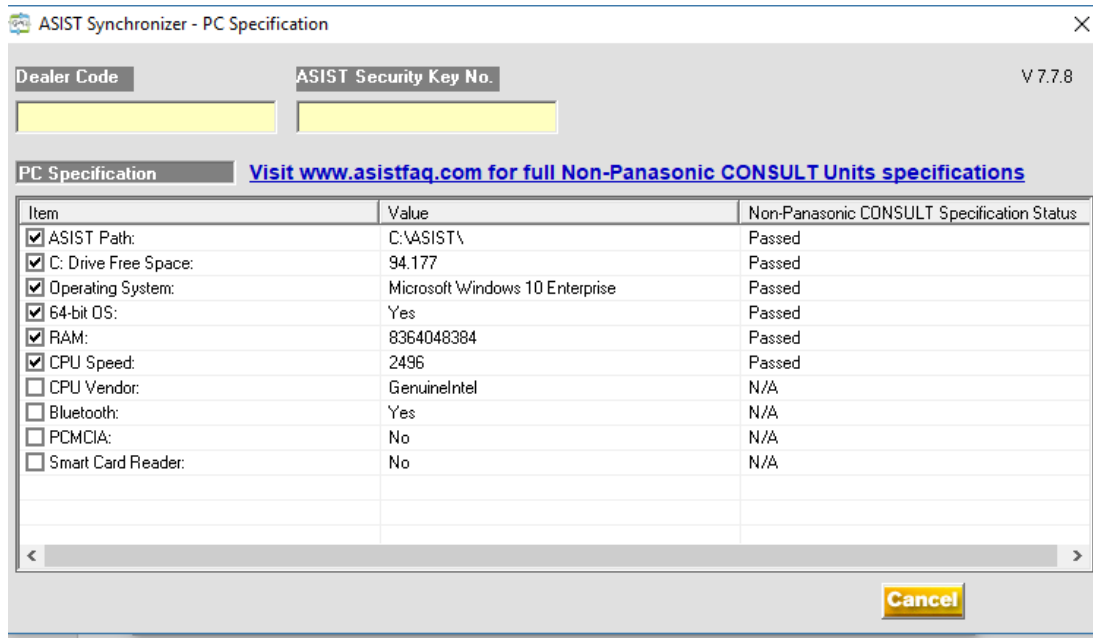


- Upon successful data sent to NNA TECH LINE an email is sent to the following address, techline@nissan-usa.com
- The following information is in the email (see following example)
  - From
  - To
  - Subject: Name of Category & Dealer # and Key ID
    - § Flicker – 5555 5645
  - Body Text: Includes the comment information
  - Includes attached file(s)



***OTS Spec Check***

OTS Spec Check is used to check if the existing Non-Panasonic ASIST unit passes the specification requirements for CONSULT Off-The-Shelf Computer Specs. For additional information go to, [www.asistfaq.com](http://www.asistfaq.com) for information on [Non-Panasonic CONSULT Units](#)

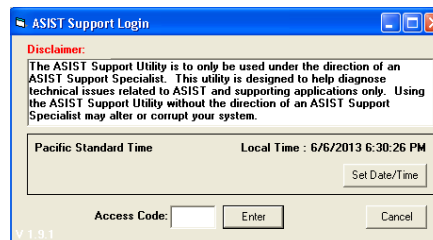


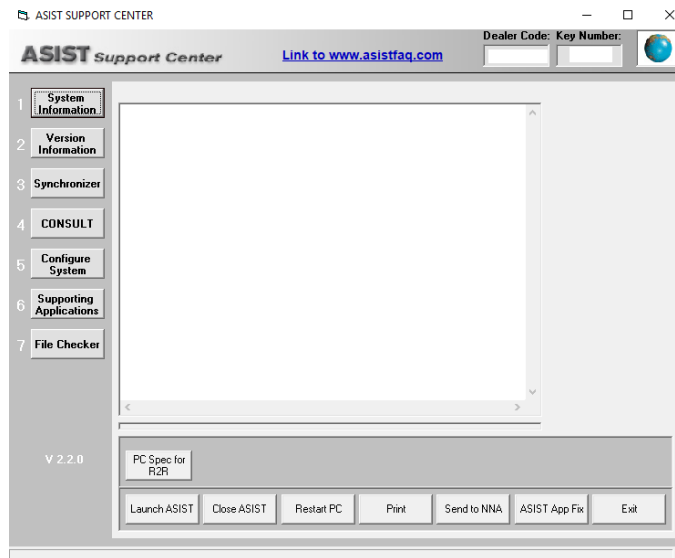
## ASIST Support Center Utility

The support utility designed to help diagnose and fix technical issues related to ASIST & CONSULT and their supporting applications. ASIST Support Center used under the direction of ASIST Help Support.

### Launching the ASIST Support Center Utility

1. Under ASIST Main Menu, expand ASIST Support, click ASIST Support Utility and the application screen will open.
  - o When clicking the ASIST Support Center Utility the application will launch, enter Access Code (provided by ASIST Help Support staff)





- ASIST Support Center includes the following categories:

### ***Main Numbered Buttons***

- § **1. System Information:** Displays the workstations required configuration information for ASIST, the computer's hardware information, and installed applications.
- § **2. Version Information:** Displays ASIST application's version information. The applications included are: MDAC, Internet Explorer, Quick Time, CONSULT, Flash, ASIST Mailer, ASIST, ASIST Update, and Acrobat.
- § **3. Synchronizer:** Fixes and displays the ASIST installation and application information required for the ASIST Synchronizer to work properly. The included information is: Application's installation location, last synchronizer date, last data release date, synchronizer errors, database presence, ASIST Synchronizer and ASIST Update application version and date, is Microsoft XP Service Pack 2 installed, hard drive space, if user has registry and file read/write permission.
- § **4. CONSULT:** Fixes and displays CONSULT-II network and set-up information. It also includes CONSULT image file properties, and the MDAC version.
- § **5. Configure System:** Fixes and displays ASIST set-up application installations.
- § **6. Supporting Applications:** Displays and fixes supporting ASIST set-up application installations.
- § **7. File Checker:** Displays and diagnoses missing files used in ASIST
- § **PC Spec for R2R:** This is used to identify if the workstation will pass CONSULT-III plus certification and be able to use CONSULT-III plus software.

### ***General Static Buttons***

- § **Launch ASIST:** This button will load and launch the ASIST application.
- § **Close ASIST:** This button will close the ASIST application if it is running.
- § **Restart PC:** This button will reboot your computer. NOTE: Please close all open application(s) before rebooting.
- § **Print:** This button will print anything displayed in the information window.
- § **Send to NNA:** This button will email anything displayed in the information window to [asist@nissan-usa.com](mailto:asist@nissan-usa.com)
- § **ASIST App Fix:** This button will update all the ASIST application files. This is used if the ASIST application files were corrupted or missing.
- § **Exit:** This button will exit the ASIST Support Center application.