

FAQ: CONSULT laptop Windows XP transition to Windows 7

Q: What version of Windows is CONSULT III plus diagnostic software compatible with?

A: CONSULT III plus software is compatible with Windows XP and Windows 7, 64 bit.

Q: What version of Windows is CONSULT III diagnostic software compatible with?

A: CONSULT III software is only supported on a Windows XP OS.

Q: Can my CONSULT Panasonic Toughbook be upgraded from Windows XP to Windows 7?

A: The MK4 and MK5 models can be upgraded. Please see the table below to determine which model you have. If you attempt to upgrade a laptop listed as 'not upgradable', the CONSULT III plus software and some other applications will not function properly.

Q: Can a CONSULT Panasonic Toughbook be upgraded from Windows XP to Windows 8?

A: No it cannot. The CONSULT III plus diagnostic software is not yet compatible with Windows 8.

Q: How do I recover my MK4 or MK5 after upgrading to Windows 7?

A: The Windows 7 upgrade DVD is your new recovery disc set and should be stored in the event you need to perform a system recovery sometime in the future.

Q: If my Panasonic Toughbook must be replaced, can I purchase a new laptop from a local vendor?

A: All new laptops must be purchased directly from Tech-Mate. To place an order, dial 800-662-2001. CONSULT software will only operate on a Nissan Panasonic Toughbook.

Q: If my Panasonic Toughbook must be replaced, can I purchase just a new laptop from Tech-Mate or do I have to purchase a full CONSULT diagnostic kit?

A: You can purchase just a replacement Panasonic Toughbook from Tech-Mate.

Q: If I replace only the CONSULT laptop, do I need to replace the security card?

A: The Panasonic Toughbook CF-19 requires the IC type (looks like a credit card) security card.



Q: If my Panasonic Toughbook can be upgraded, what is needed to complete this upgrade?

A: You will need to purchase our upgrade package. Go to <https://www.asistfaq.com/ASISTFAQ/WIN7Upgrade.aspx> then complete and submit the online request form. The upgrade package contains a DVD set with the Windows 7 upgrade and will configure it to support CONSULT III plus diagnostic software. The package will also contain an ASIST™ USB for installation of ASIST™. The upgrade DVD is your new recovery disc and should be stored in the event you need to perform a system recovery sometime in the future. The ASIST™ USB will need to be returned to avoid an additional charge.

Q: Where can I find detailed upgrade procedures for Panasonic MK4, MK5 and Toshiba CONSULT laptops?

A: These can be found at www.asistfaq.com

Q: If I choose not to upgrade my CF-18 or CF-19, MK 2 and 3, and it fails, can it be repaired and ASIST™ reinstalled?

A: No. Panasonic has discontinued repair parts and Nissan will no longer process ASIST™ reinstallation requests on these models.

Q: I have a Toshiba R840 CONSULT laptop. Can I upgrade it to Windows 7?

A: Toshiba has a built-in product recovery that will return it to a Windows 7 64-bit OS system. Please refer to the Toshiba Windows 7 upgrade instructions at www.asistfaq.com for details.

Q: I have a Toshiba R840 CONSULT laptop and will be returning it to its' original Windows 7 configuration. How do I reinstall ASIST?

A: After return of your Toshiba to Windows 7 64-bit OS of your CONSULT laptop, go to <https://www.asistfaq.com/ASISTFAQ/WIN7Upgrade.aspx> then complete and submit the online request form. An ASIST™ installation package will be sent to the requester's attention. The package will consist of an ASIST™ USB and installation instructions for installation of ASIST™ and all applicable CONSULT software. Fulfillment timing will be determined by the availability of inventory.

Q: I have a docking station and/or CONSULT cart. Will the new Panasonic MK6 operate on my old docking station?

A: If you purchased your docking station and/or cart prior to December, 2009, the docking station is not compatible with Panasonic Toughbook models MK4, MK5 and MK6. (See table below to determine the model of your Toughbook).

Sample label, your number may be different.



Compare this number on your laptop with the serial numbers in the table.

Model Series	Serial Number	Certified CONSULT Workstation	Current Windows Version	<u>*Can Migrate to Windows 7</u>
CF-18	CF-18JHU80EW	Panasonic Toughbook, USA	Windows XP	No
CF-18	CF-18JHU80PW-ENG	Panasonic Toughbook, Canadian	Windows XP	No
CF-19 MK 2	CF-19HH101NW	Panasonic Toughbook, USA	Windows XP	No
CF-19 MK 2	CF-19EH101TW	Panasonic Toughbook, Canadian	Windows XP	No
CF-19 MK 3	CF-19MH101NW	Panasonic Toughbook, USA	Windows XP	No
CF-19 MK 3	CF-19MH101NW	Panasonic Toughbook, Canadian	Windows XP	No
<u>CF-19 MK 4</u>	<u>CF-19TH101QW</u>	Panasonic Toughbook	Windows XP	<u>Yes</u>
<u>CF-19 MK 5</u>	<u>CF-19XH101QW</u>	Panasonic Toughbook	Windows XP	<u>Yes</u>
<u>CF-19 MK 6</u>	<u>CF-193H101FW</u>	Panasonic Toughbook	Windows 7-64bit	<u>No need</u>
<u>Toshiba TECRA R840</u>	<u>PT42GU-062032S1</u>	Toshiba TECRA R840	Windows XP	<u>Yes</u>