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INFORMATION ON ADJUSTMENTS AND FORMS

1 Purpose of this document

This manual contains useful information regarding the ADJUSTMENTS and the unlock/recovery forms, as well as a series of indications on how to fill in the forms correctly.

2 Types of adjustments available in IDC5

Texa's IDC5 diagnostic software includes two types of Adjustments: open or special.

The first are "standard" adjustments (such as resetting the maintenance, resetting an electronic counter, entering the injector code when it is replaced, ...) and performing them does not require any special privilege. All that is needed is to accept the terms of agreement when installing the software (disclaimer).

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I ACCEPT I DO NOT ACCEPT

Terms of agreement acceptance screen

On the other hand, the second are "advanced" adjustments, which require higher technical knowledge and skills and may (if used improperly) create damage, dangerous situations or make the vehicle no longer compliant with the laws in force.

In order to carry out these adjustments, you must sign a specific contract, called SPECIAL CODE, and have an Internet connection for the tool.

The acceptance of the SPECIAL CODE contract allows unlocking the advanced functions, whereas the Internet connection is needed as the information related to the vehicle, the tool's serial number, the date and time at which the user performed the adjustment, are stored in a server that allows TEXA to know, at any time, which operations were carried out on a specific vehicle.

This type of adjustment can be recognised by an icon located beside the adjustment you wish to perform.



Special Adjustments icon

Some of these advanced adjustments (called "Advanced Special Adjustments") are reserved to OEMs only and disabled for all users. You can still perform them after making a specific request.

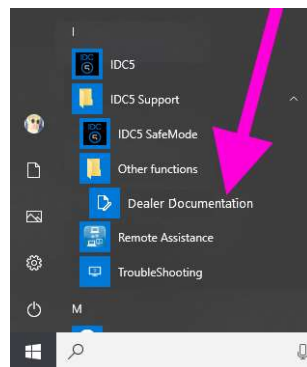
3 Special Adjustments

The SPECIAL CODE must be requested using a specific form, that must be filled out, stamped and signed by both the requesting workshop and the retailer, who will be considered "trustee" of the technical skills of the operator.

The form must be **sent by the retailer** to TEXA's reference sales office.

3.1 Notes on filling out the Special code form

The form is available in the "Dealer Documentation" folder accessible from the start menu (IDC5 support\Other Functions\Dealer Documentation).



Collegamento al modulo richiesta sblocco Regolazioni Speciali

The retailers can also download the updated version of these forms from the website ServiceCode, reserved for them.

Please note that the module must be completed in all its parts.

The form must be **sent by the retailer** to TEXA's reference sales office.

The tool's serial number can be found on the sticker on the communication interface.

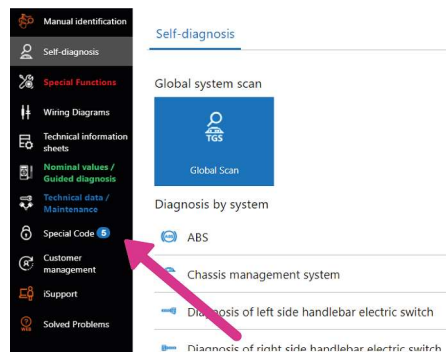


Communication interface serial number

4 Off-line Special Adjustments

In order to guarantee the tool's complete functionality even in particular situations in which an Internet connection is not available, Texa allows performing the Special Adjustments in a predefined number and time lapse.

There is a specific icon in the diagnostic software that indicates the number of adjustments remaining.



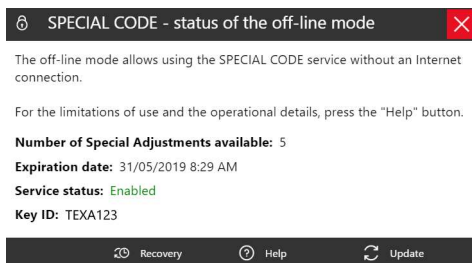
Off-line Special Adjustments summary screen button

Connect the diagnostic tool to the Internet to reset the counter.

4.1 Possible problems with the Off-line Special Adjustments

Due to particular situations (for example: reinstalling the software, replacing the communication interface, ...), the counter may not reset automatically **and no longer allow performing the Special Adjustments.**

The status of the service can be checked by clicking on the button itself. All the information that is useful for the SPECIAL CODE will appear in a window.



Special Adjustments summary screen

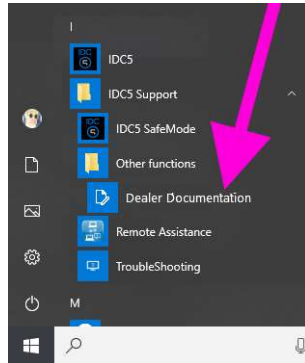
The possible service statuses are the following:

Service status	Description
Enabled	The Special Adjustments can be performed. The screen indicates the information on how many adjustments are still available and the expiration date.
Unknown	The tool has never been connected to the Internet. Activate an Internet connection.
Not enabled	The diagnostic tool was not enabled for the Special Adjustments. Contact your retailer to request their activation
Blocked	The Special Adjustments function is blocked and therefore not available. The causes may be multiple and a technical operator must intervene. Contact your retailer and fill in the specific " SPECIAL CODE recovery request" form

Button name	Function
Update	After connecting to the Internet, it allows updating the information on the service: the number of off-line Special Adjustments available, the expiration and the list of the adjustments.
Help	It allows viewing this guide
Recovery	ATTENTION: use only if indicated by the software or assistance: it can block the service.

4.2 Notes on how to fill in the SPECIAL CODE recovery request form.

The form is available in the “Dealer Documentation” folder accessible from the start menu (IDC5 support\Other Functions\Dealer Documentation).



Collegamento al modulo richiesta recovery Regolazioni Speciali off-line

The retailers can also download the updated version of these forms from the website ServiceCode, reserved for them.

Please note that the module must be completed in all its parts.

The form can be sent to Texa via a "Fault Report" iSupport ticket or through your retailer. Texa will carry out the tool's "recovery" and restore the adjustments in the shortest time possible.

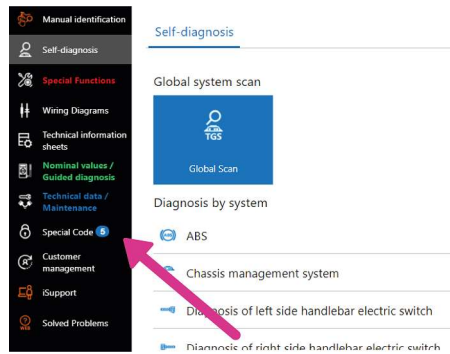
Texa reserves the right, in its sole discretion, not to realign the diagnostic tool.

The tool's serial number can be found on the sticker on the communication interface.

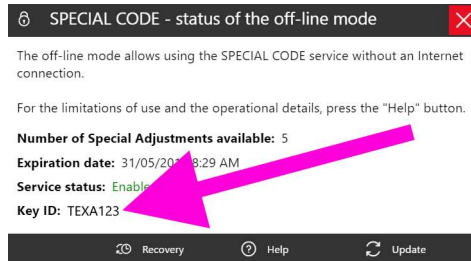


Communication interface serial number

The HASP key's number can be retrieved in the Special Adjustments summary screen.



Off-line Special Adjustments summary screen button (from outside the self-diagnosis)



HASP key number

5 Advanced Special Adjustments (OEM adjustments)

Texa's IDC5 diagnostic software can allow performing some special adjustments, normally addressed to OEMs only.

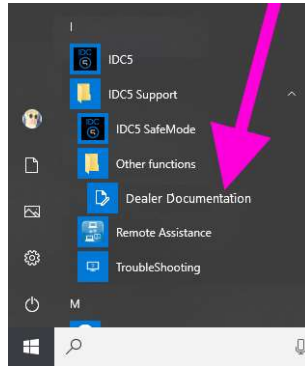
An improper use, by personnel not adequately trained or without the technical knowledge required, may lead to dangerous situations, including irreparably damaging the electronic control unit, causing mechanical damage to the vehicle or making the vehicle no longer compliant with the laws in force.

For this reason, these adjustments are normally disabled for all users.

However, you can request, under your complete responsibility, the temporary opening of one of these adjustments through a special request form which must be filled in, stamped, signed and sent to Texa through the "iSupport" assistance service.

5.1 Notes on how to fill in the request form for unlocking the Advanced Special Adjustments (OEM adjustments)

The form is available in the "Dealer Documentation" folder accessible from the start menu (IDC5 support\Other Functions\Dealer Documentation).



Collegamento al modulo richiesta sblocco Regolazioni Speciali Avanzate (regolazioni OEM)

The retailers can also download the updated version of these forms from the website ServiceCode, reserved for them.

Please note that the module must be completed in all its parts.

It must indicate the reason for the request and also be stamped and signed by both the requesting workshop and the retailer, who will be considered "trustee" of the technical skills of the operator.

The form must be sent to Texa via the iSupport technical support service (Technical Support or Fault Reports ticket).

Texa will make the indicated Advanced Special Adjustment available to the applicant in the shortest time possible and for a maximum of 24 hours.

Texa reserves the right, in its sole discretion, not to realign the diagnostic tool.

The tool's serial number can be found on the sticker on the communication interface.



Communication interface serial number

6 Possible problems during the Adjustments

Below is a list of the most common problems that may occur while performing the adjustments (all types):

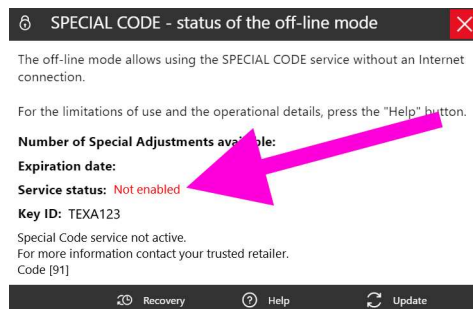
WARNING: for a proper use of the SPECIAL CODE service, we recommend keeping the Internet connection active and always use the HASP key on the same computer.

If the HASP key must be moved to another computer, we recommend activating the Internet connection and updating the status of the off-line Special Adjustments service to avoid blocking the service itself.

Warning message: **"SPECIAL CODE not enabled. For further information contact your retailer"**.

The diagnostic tool was not enabled for the Special Adjustments by the retailer. Contact your retailer.

Check the status of the service by clicking on the SPECIAL CODE button. The status and eventually an informational message will appear in a window.



Special Adjustments summary screen

If needed, contact your retailer for the SPECIAL CODE enabling request form.

Multihub communication interface

The Multihub communication interface allows the Wi-Fi connection, other than the USB and Bluetooth connection.

The Wi-Fi connection is possible both in "Station" and "Hotspot" mode.

The "Station" mode does not cause any limitation to the adjustments, whereas the "Hotspot" mode, using the Wi-Fi connection, disables the Internet connection for the entire duration of the diagnostic session (*).

As a consequence, in "Hotspot" mode, you will be limited to the number of Off-line Special Adjustments loaded before accessing diagnosis.

We recommend you manually update the Off-line Special Adjustments before launching the diagnosis or change the connection mode.

() Please note that in case of a PC connected via LAN to the router and with the Wi-Fi connected in Hotspot to the Multihub, the Internet connection is available instead.*

Warning message: "Function not supported".

The electronic control unit does not support the required function. The problem does not relate to the diagnostic tool.

This error is normally due to the fact that the IDC5 diagnostic software includes all the available functions for the selected vehicle, regardless of the type of equipment actually mounted on the vehicle being diagnosed.

Error message: "Impossible to retrieve the information on the Special Adjustments. Check the Internet connection and the proxy configuration if present in the internal network.".

The diagnostic tool is not connected to the Internet.

Check the status of your connection line.

Check for blocks due to hardware or software devices (firewalls, antivirus, ...).

Check the network configuration of the diagnostic tool.

Error message: "Access denied, check the authorisations for the Special Adjustments.".

You tried to perform an Advanced Special Adjustment (OEM adjustment) but you do not have the authorisation to perform it.

Request for the temporary unlock of the function for your tool, using the specific module.

Error message: "The Special Adjustments are finished or expired. Exit from diagnosis and press the "Update" button in the Special Adjustments summary screen.".

The maximum number of Special Adjustments has been reached or their period of validity has expired, since the tool was off-line when the adjustments were being used.

Exit from diagnosis and connect the tool to the Internet in order to synchronise the server and receive the new authorisations for performing the Special Adjustments.

Error message: "The key inserted is different from the one used previously on this computer. If you wish to proceed with this new key, make sure the Internet connection is enabled and press the "Update" button".

The HASP key has been moved from one computer to another one, but the Internet connection is not active in order to synchronise the information with the server.

Follow the indications to proceed.

Error message: "The key inserted was used previously on another computer. The key was not synchronised with the server. We recommend moving the key back to the previous computer and from the latter, update the "SPECIAL CODE" service". If this is not possible, press the "RECOVERY button".

The HASP key has been moved from one computer to another one. Restore the correct alignment between the HASP keys and diagnostic tools.

Note that the "RECOVERY" function will block the key.

Error message: "An internal error occurred. If the problem persists contact your retailer".

Generic error.

Contact the assistance service.