

# VIDA NEWS

VEHICLE INFORMATION AND DIAGNOSTICS FOR AFTERSALES

NEWSLETTER FROM VCNA

## DiCE Tool FAQ and Helpful Hints

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Through our 18 month pilot program, we have come away with some helpful hints, best practices and possible frequently asked questions.

Feel free to send in your own suggestions and thoughts through the TIE reporting system.

Here are a few of them:

- **When multiple DiCE units are being used in the shop, it is possible that DiCE could communicate with a cart other than one you are working at. Be sure to remove the bluetooth dongle or shut down VIDA in the cart that was last used. This will break the connection between the DiCE tool and the last cart used.**
- **When sending in TIE cases, you may be asked to provide the hardware and firmware versions of your DiCE Unit. The information about your DiCE unit is found using the DiCE Diagnostic function installed on your VIDA client. Refer to Special Tool Bulletin 161 for details.**
- When installing the bluetooth adapter into the Toughbook computers, be sure to use either the supplied 9513006, or the 9513007 cable, available from SPX. Using the cable will ensure a good USB connection. The adapter is too large to fit properly into the USB port on the Toughbooks.
- To preserve the serial number on the DiCE tool, place a piece of clear tape over serial number decal on the front and back of the tool. During most workshop conditions, this number can rub off.
- When more than one DiCE tool is purchased, some retailers have found it easier to color code match a specific DiCE tool to a particular VIDA client. \* Note – More than one DiCE tool can still be configured to each VIDA Client.
- To speed up the initial communications between DiCE and the vehicle we have found it helps to wait approximately 2-3 seconds before turning on the ignition.
- The Warranty for DiCE is 2 years from the in service date. This start date is viewed from the DiCE Diagnostic Application. Reference Special Tool Bulletin 161.

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- If purchasing an additional DiCE tool for your workshop, not all the components sent in the launch kit are required. The only necessary items needed are:
  - 9513000 DiCE Tool
  - 9513002 USB Cable for Car Communications
  - 9513005 Bluetooth Unit
  - 9513006 USB Cable (Bluetooth to VIDA Client)
- Be sure to connect a battery charger to the vehicle as before. DiCE is powered through the OBD connector, not via the USB connection on the VIDA client.
- To more easily test the DiCE unit, try adding the DiCE Diagnostic Application icon to your Desktop.
- The DiCE tool can be powered during testing using the 9513004 power cable or while it is connected to the vehicle.
- Download speed comparisons between the VCT2000 and DiCE are found in STB 160.