

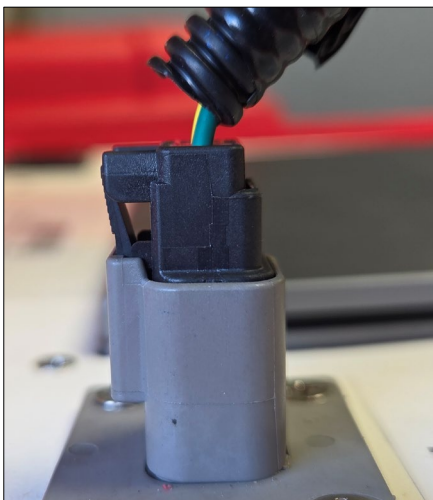
Tech in a Box – Failure to Load

Section 1: Initial Failure

Perform the following steps if a failure popup appears the first time you attempt to update the IMPAC screen or PDM.



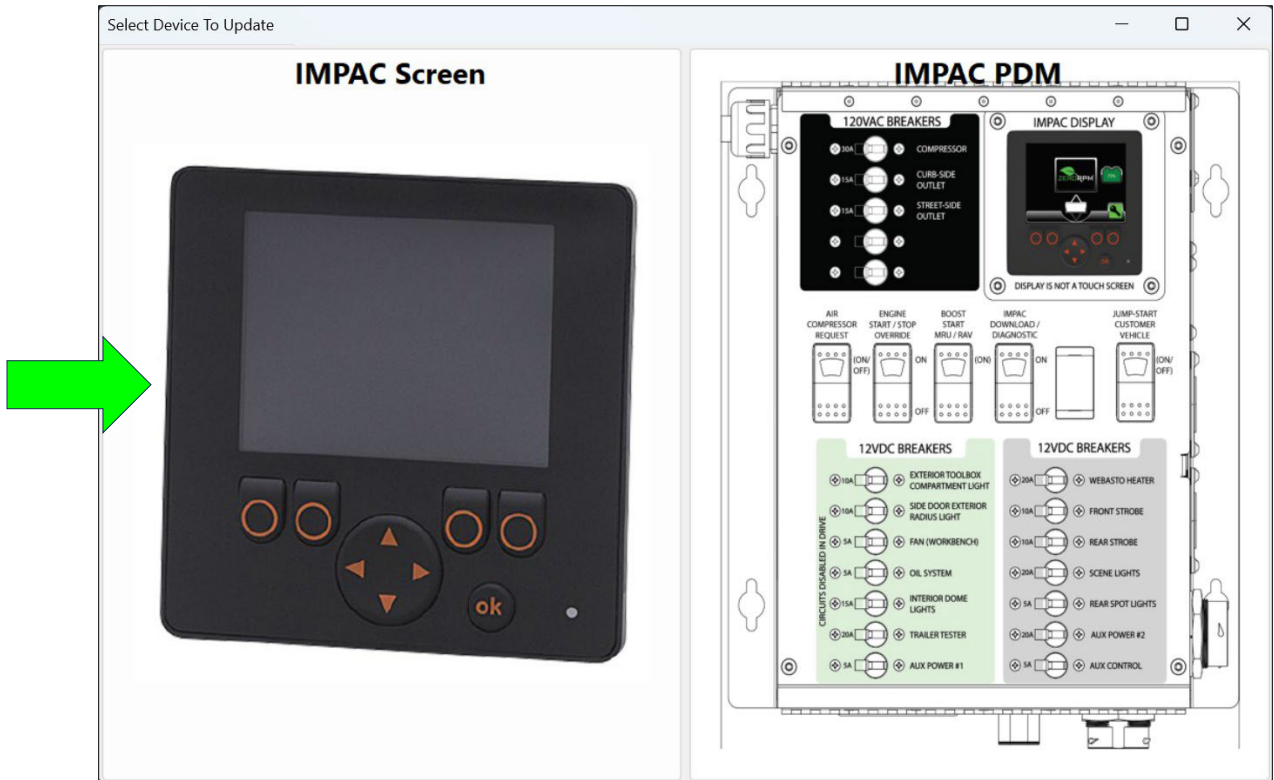
1. Close the popup, then close the Tech in a Box application.
2. Shut down the computer.
3. Disconnect the power cord from the Tech in a Box.
4. Ensure the 2-pin and 6-pin connectors from the Tech in a Box harness are properly seated, and the wires within the connectors are fully inserted.



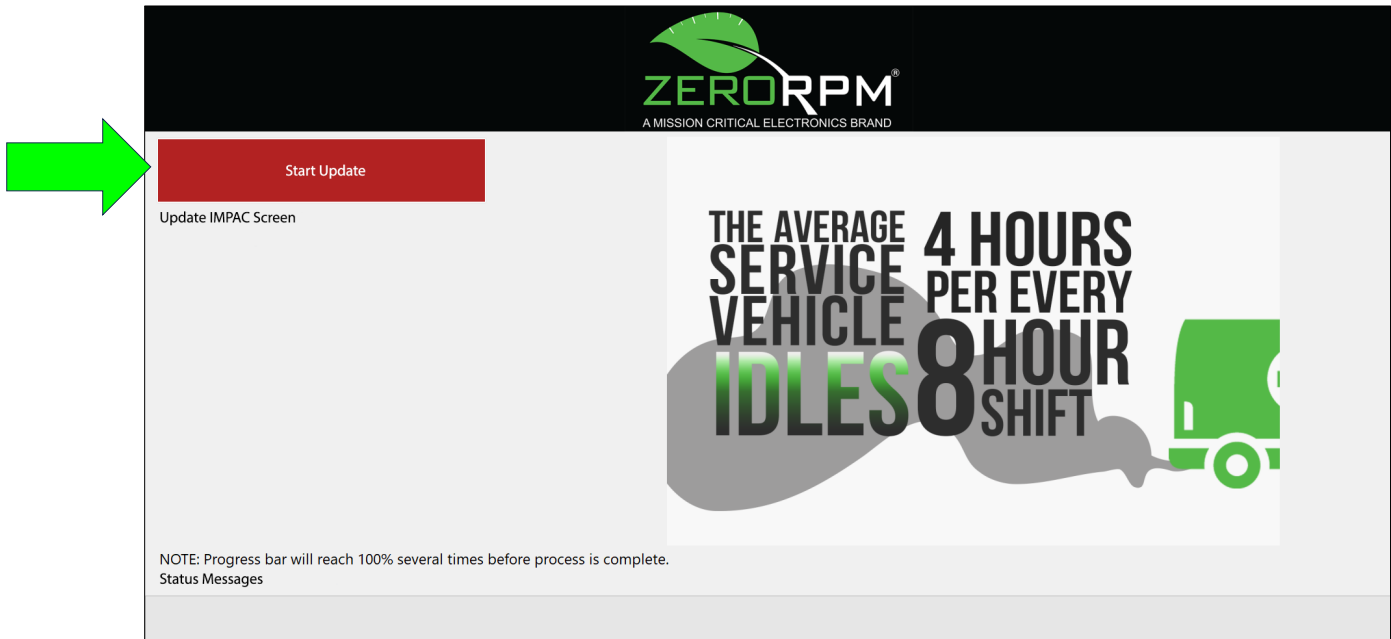
5. Reconnect the power cord to the Tech in a Box.
6. Turn the computer back on and wait for the application to start.
7. While on the device selection menu, click *IMPAC*.



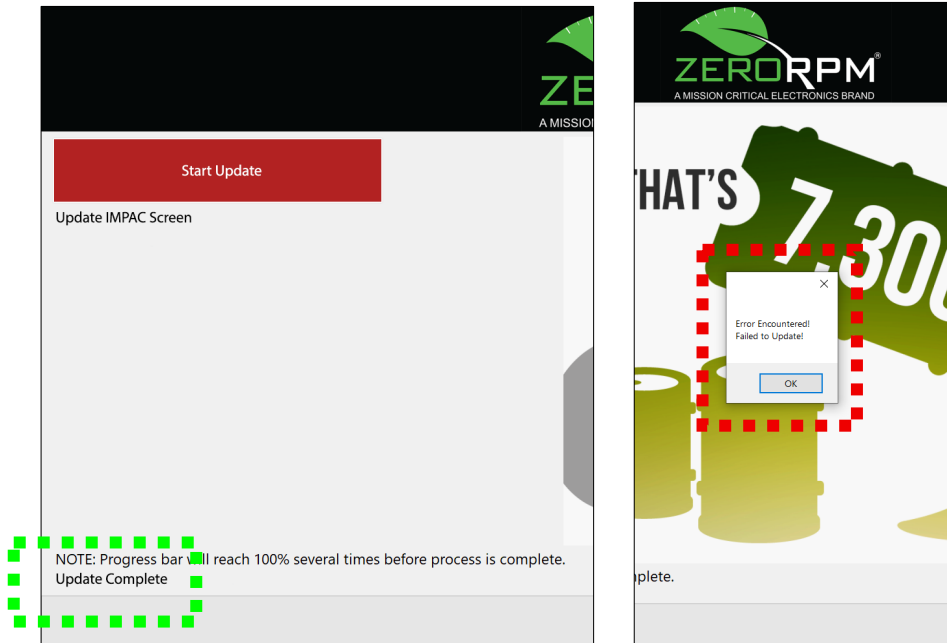
8. On the next menu, click *IMPAC Screen*.



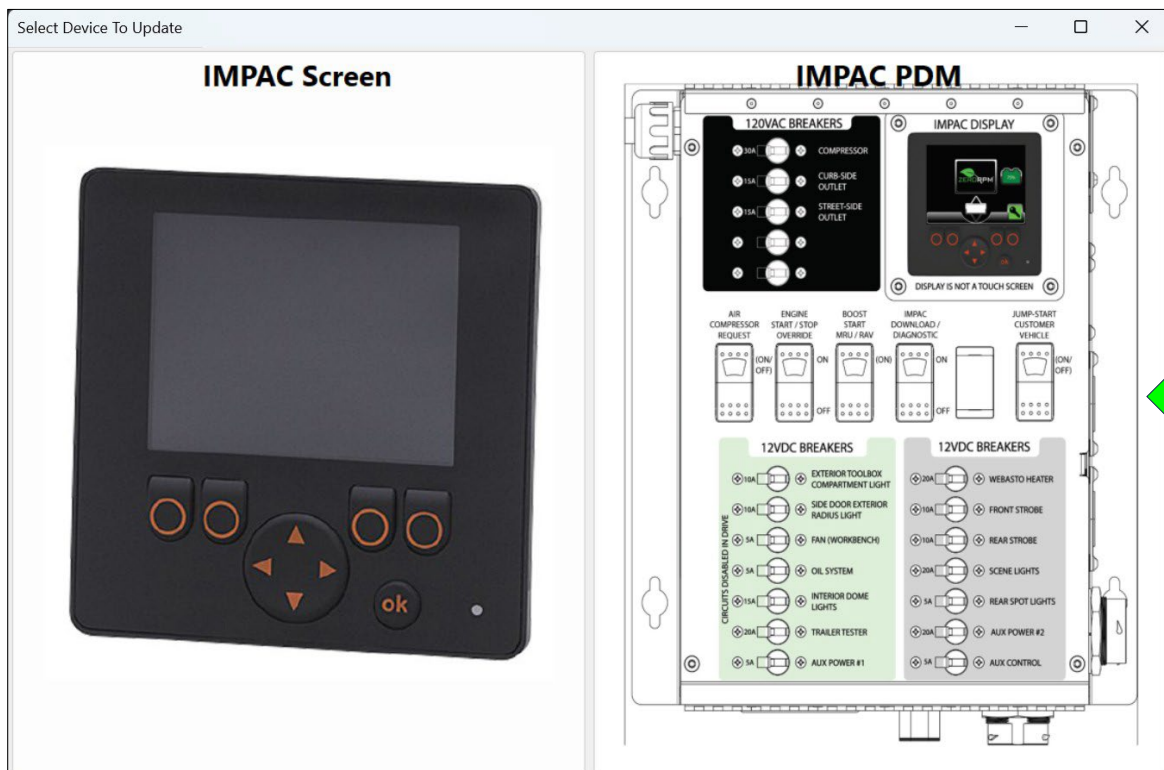
9. Click *Start Update*, then wait for the files to load. The process will take several minutes.



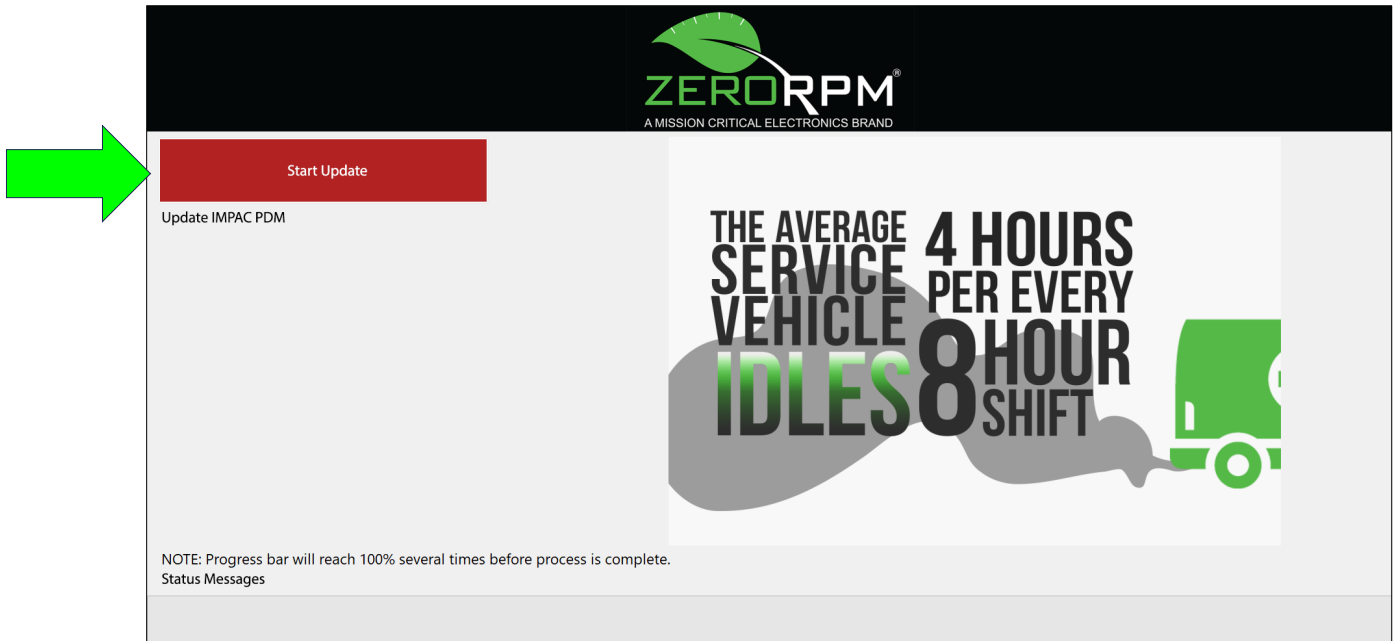
10. If an “Update Complete” message appears, continue performing the steps in Section 1. If a failure popup appears, skip to Section 2.



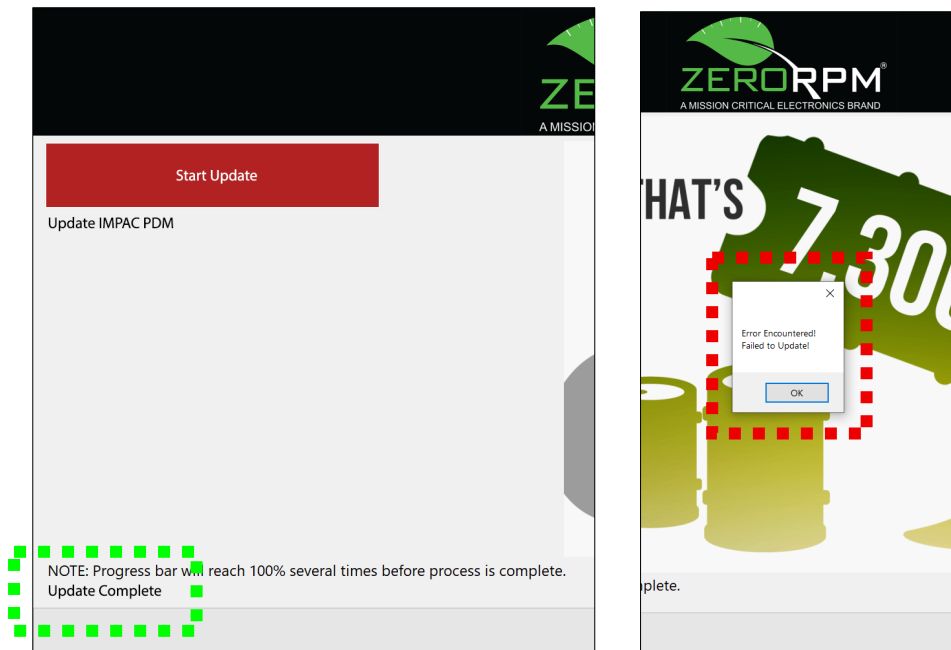
11. Close the window.
12. While on the device selection menu, click *IMPAC PDM*.



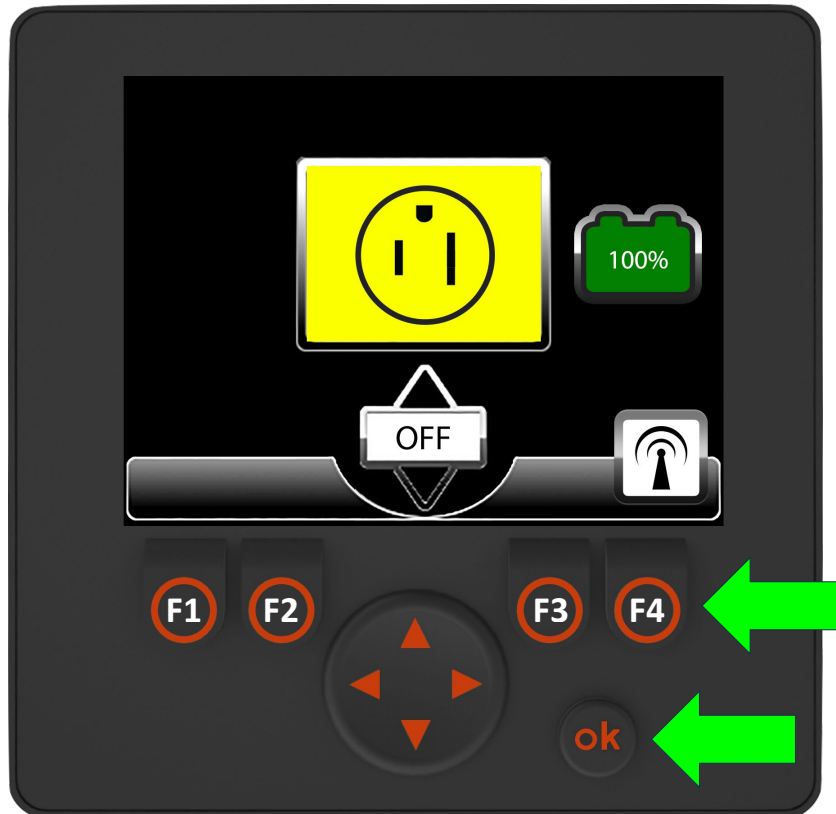
13. Click *Start Update*, then wait for the files to load. The process will take several minutes.



14. If an "Update Complete" message appears, continue performing the steps in Section 1. If a failure popup appears, skip to Section 2.



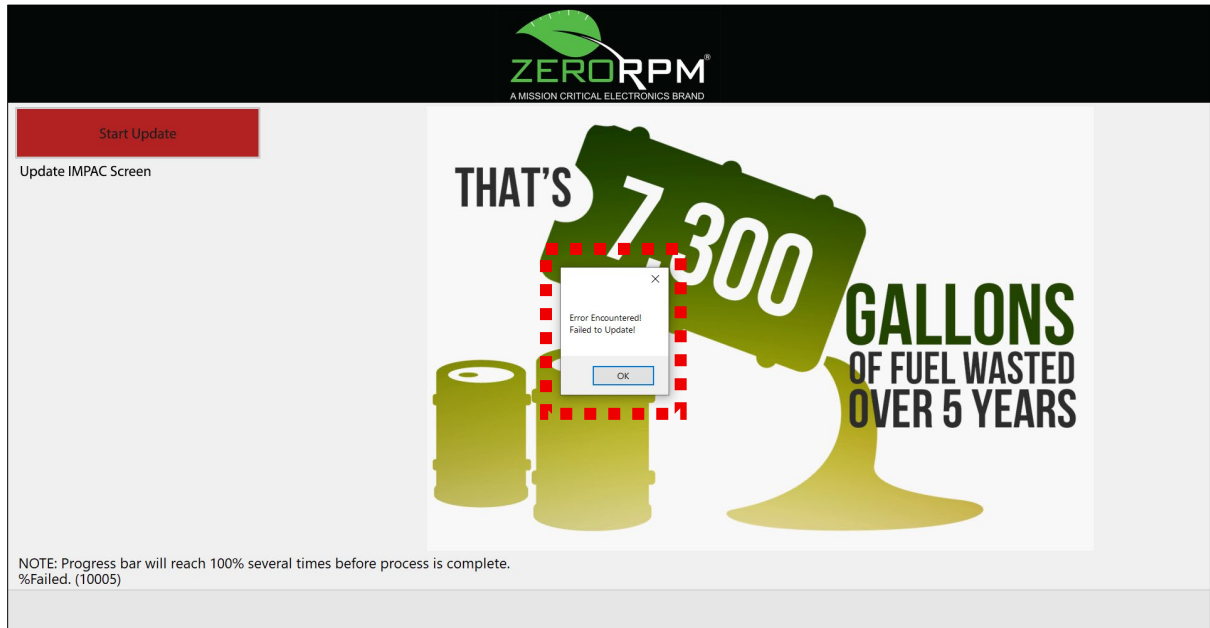
15. Hold the F4 and OK buttons on the IMPAC operator display for approximately five seconds to force a CAN remote broadcast. An antenna icon will appear and will blink while the CAN remote attempts to establish a network connection, and will turn solid once the connection is established. Wait for the icon to disappear before proceeding.



16. Close the Technician in a Box application.
17. Shut down the computer.
18. Disconnect the Technician in a Box harness.
19. Disconnect the power cord.

Section 2: Continued Failure

Perform the following steps if a failure popup appears the second time you attempt to update the IMPAC screen or PDM.



1. Contact ZeroRPM Tech Support by phone at 1-844-937-6776 or by email at support@zerorpm.com. ZeroRPM will provide a wifi hotspot.
2. Once you receive the hotspot, open the TeamViewer application on the Tech in a Box desktop.



3. Provide ZeroRPM the session code and password shown by TeamViewer. This will allow ZeroRPM to access the system remotely.

