



StarMOBILE™ FAQ



General

Are documents available to help me set up networking for my StarMOBILE device?

Yes. The StarMOBILE Configuration Guide is available in the *Online Documentation* tab under *Service > Repair > StarSCAN and StarMOBILE Tools* on DealerCONNECT and the *Download Center* at www.dcctools.com. This document will provide a full explanation regarding how to enable and connect your StarMOBILE device to your dealership's network infrastructure.

What do the networking icons indicate on the StarMOBILE Desktop Client application?

The wired and wireless icons in the system tray of your StarMOBILE Desktop Client application reflect the network status of the StarMOBILE device only; they do not reflect the network status of your PC.

What happens when I run the "Test" connection feature of my network settings?

An attempt is made to connect to DealerCONNECT from your PC. This test does not reflect the connection that exists between your PC and the StarMOBILE device.

What should I do when I have problems with my StarMOBILE tool?

Review the "**Problems**" section of the *StarMOBILE Read-Me First* document that was shipped with your StarMOBILE kit. It provides references to support documentation that address common troubleshooting and operational issues, as well as listing phone numbers to the appropriate Technical Service Hotlines.

Why do I need a StarMOBILE? What are the differences between it and the Co-Pilot?

The StarMOBILE diagnostic system is the newest Chrysler Group diagnostic tool. It extends the functionality of the StarSCAN[®] diagnostic tool by providing the following additional capabilities:

Customer Data Recorder. The StarMOBILE system supplements the Co-Pilot as a customer flight recorder for Controller Area Network (CAN) vehicles. It has expanded event storage capability and is able to simultaneously record data elements across multiple ECUs, including body modules. During data recording, the StarMOBILE system will record readings selected by the technician when the tool is triggered in the vehicle by the customer.

Pass-Through Diagnostics

In this operation the StarMOBILE system operates in conjunction with a PC to allow scan tool functionality including: data displays, actuators, diagnostic routines, and vehicle flash functions. Unlike the Co-Pilot, which was designed strictly for use in the customer's vehicle, the StarMOBILE system can be put to work throughout the Service Department.



StarMOBILE FAQ

Are the vehicle cables for StarMOBILE and StarSCAN interchangeable?

Although both tools use HD-26 connectors (the end that plugs into the tool), you cannot use the StarMOBILE cable with the StarSCAN tool. The StarMOBILE cable was designed to be as small as possible for use in the customer's vehicle. Since the StarMOBILE power requirements are much less than the StarSCAN tool, we were able to reduce the size of the StarMOBILE cable. However, the StarSCAN cable (CH9404) may be used with the StarMOBILE system. Each tool has a unique cable that is distinguished by the color of the HD-26 connector and by the part number located on the tool end of the cable:

StarMOBILE Cable: CH9804, blue HD-26 connector

StarSCAN Cable: CH9404, black HD-26 connector

What are the different operating modes of the StarMOBILE device?

The StarMOBILE device operates in either of two modes: Flight Recorder mode or Pass-Through mode.

Flight Recorder Mode (A.K.A. - Data Recorder Mode): Use this mode when you want to use the device as a customer flight recorder. **Note:** When the device is in this mode the networking capabilities of the device are *disabled*.

Pass-Through Mode: This mode is selected when you want to use the device in conjunction with a PC as a diagnostic tool.

What are the different operating modes of the StarMOBILE Desktop Client application?

The StarMOBILE Desktop Client application is most commonly used in a 'Connected' mode with the StarMOBILE device is in Pass-Through mode, but it also may operate in Stand-Alone mode. Stand-Alone mode is useful for creating templates or viewing recordings while not connected to a device. Stand-Alone mode can also be used to download flash files or check to see if flash files apply to a particular vehicle ECU without having to be connected to the actual vehicle.

Where's the carrying case?

The carrying case was dropped from the kit by marketing decision since they are rarely used. A carrying case (CH9805) is available for separate purchase.

How do I change operating modes on the StarMOBILE device?

Use the keypad to navigate the system menu and then press the ENTER key or appropriate function button when the desired option is highlighted. See the **Keypad Controls Quick Reference Card** for a full explanation of the hardware controls.



Reference:

1. Context sensitive system menu
2. Function Buttons
3. Navigation Keys

Where do files get saved when I perform operations using the Desktop Client (e.g., creating a scan report)? Do they get saved to my PC or the StarMOBILE device?

All files that are created while using the Desktop Client are saved to the PC. Data recordings are created and stored on the StarMOBILE device itself until you select **View Recordings**, at which time they will be moved to the PC.

Why does my StarMOBILE device stay charged for only a few days when powered off?

The StarMOBILE customer data recorder feature requires a small portion of its circuitry to remain powered to monitor vehicle signals even when the StarMOBILE is powered off. A fully charged StarMOBILE will function for up to two hours when powered up, and up to 5-7 days when powered down. Your StarMOBILE device will charge its internal battery when connected to an external power source even when the device itself is powered down. To maintain the charge on your StarMOBILE device when not in use, connect it to the StarMOBILE A/C power adapter (P/N CH9802).

Does my StarMOBILE battery charge when it is connected to a vehicle?

Yes, assuming adequate vehicle battery voltage is available.

Can I use my StarSCAN battery charger on the StarMOBILE? Vice-versa?

You can use the StarSCAN battery charger on your StarMOBILE device, but the StarMOBILE charger should not be used with the StarSCAN tool.

Where can I find additional help?

DealerCONNECT and www.dcctools.com provides support documentation as well as an ever-increasing number of animated Macromedia Flash How-To tutorials, illustrating many of the common diagnostic operations that you may perform with the StarMOBILE system.

Networking

How do I setup my StarMOBILE on the network?

Refer to the *StarMOBILE Configuration Guide* available in the *Online Documentation* tab under *Service > Repair > StarSCAN and StarMOBILE Tools* on DealerCONNECT and at the *Download Center* at www.dcctools.com. This document provides a full explanation regarding how to enable and connect your StarMOBILE device to your dealership's network infrastructure.

Who should configure my StarMOBILE device for networking?

We strongly recommend that your Network System Coordinator configure your StarMOBILE device for networking due to the inherent complexity of establishing a secure networking environment. Note: DealerCONNECT Hotline personnel may require access to your Network System Coordinator in order to troubleshoot StarMOBILE networking problems.

Who can I call if I have problems configuring my StarMOBILE device for networking?

Help with your networking problems can be obtained through the DealerCONNECT Hotline. Note: DealerCONNECT Hotline personnel may require access to your Network System Coordinator in order to troubleshoot StarMOBILE networking problems.

Does the StarMOBILE device support Ad-Hoc wireless networking?

Ad-hoc wireless networking has been tested but it is not officially supported due to problems with the Microsoft Windows implementation. Because of the potential usefulness of Ad-Hoc networking, we have made Ad-Hoc networking available as an unsupported feature. You are, however, left to your own resources to get Ad-Hoc networking working in your environment.

Vehicle Flash

Can I flash an ECU with the StarMOBILE?

Yes. Flashing an ECU involves the same steps that you took when flashing an ECU from the StarSCAN.

Tool / Software Upgrade

How do I upgrade the StarMOBILE device? How do I upgrade the StarMOBILE Desktop Client application?

Refer to the *StarMOBILE™ Software Installation and Upgrade Guide* for complete discussions regarding all of your upgrade questions.

When updating from the Support CD what should I do if my USB memory device is full?

After 6.04 the download wizard checks the available space on your selected USB memory device. If the total size of files selected to download is greater than the space available on your USB memory device, you will be provided with options to either manually delete files or delete all files residing on the USB device. Warning, deleting files is an irrecoverable operation; please make sure that the files to be deleted are no longer needed. The 'Delete All' option will completely remove all files on the selected USB memory device; if you use this device to store other files or have past flash updates that you may still need, do not use this option.

Prior to 6.04 if you receive the disc full warning, please stop the Support CD wizard. The files will need to be deleted manually from the USB memory device using windows explorer.