Quick Reference User’s Guide

Your Vehicle's Health in the palm of your hand!

- Instantly diagnoses 1996 & newer vehicles - foreign & domestic
- Catches hidden engine problems before they become expensive repairs
- Saves on automotive bills by confirming your mechanic's estimate
- Identify simple problems you can fix yourself
- Uncover important safety recalls and technical service bulletins
- Determine if your vehicle will pass its emissions test
- Use it before a long road trip or when shopping for a used car
- and much more...

Your car’s wellness program
Congratulations

In the palm of your hand is a powerful tool that delivers the information and peace of mind you've always wanted for diagnosing and maintaining your vehicle(s). When combined with the CarMD website (www.CarMD.com), you can:

- Instantly diagnoses 1996 & newer vehicles - foreign & domestic
- Catches hidden engine problems before they become expensive repairs
- Saves on automotive bills by confirming your mechanic's estimate
- Identify simple problems you can fix yourself
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**Vehicles Covered**

CarMD is designed to work on all 1996 and newer vehicles (cars, light trucks, SUVs and mini-vans) sold in North America that are OBD2 compliant. This includes domestic, Asian and European imports.

Note: CarMD will work on some 1994 and 1995 vehicles. Check the Vehicle Emissions Control Information Label found under the hood or by the radiator for "OBD2 Certified."

**System Requirements**

The following are the recommended minimum operating system requirements:

**PC:** Microsoft Windows® XP, Windows® Vista (32/64 bit editions), Windows® 7 (32/64 bit editions)

**MAC:** Requires Intel or PowerPC (G3, G4 or G5) processor running Mac OS X v. 10.4.4 or later (including Snow Leopard)

**ALL:** 256 MB of RAM, 100 MB free disk space, Internet Connection, CD/DVD ROM Drive, USB Port (preferably Version 2.0)
**Safety Measures**

There is no need to open the hood or start the vehicle when using this product. However, always observe the following safety precautions when performing work on your vehicle:

- Operate your vehicle in a well-ventilated area
- Before starting, make sure the parking brake is engaged and put the transmission in Park (automatic) or Neutral (manual)
- Avoid contact with hot engine parts
- Read your vehicle's service manual and follow its safety precautions
Here's a quick look at the controls and indicators on the CarMD tester.

1. **DLC Connector** - Connects to vehicle's Data Link Connector (DLC) to retrieve diagnostic information from vehicle computer.
2. **On/Off Button** - Turns CarMD Tester "On" or "Off" (for off-vehicle review only).
3. **Scroll Button** - Scrolls LCD display to view Diagnostic Trouble Codes when more than one is present.
4. **LEDs** - Green, yellow and red give quick indication that vehicle's computer controlled engine systems are not running normally.
5. **LCD Display** - Displays test results, CarMD functions and Emissions Monitor status information (see www.CarMD.com for display function details).
6. **USB Connector** - Connects to your PC or Mac using the included USB cable. This is how data is transferred from the tool to CarMD's diagnostic website.
Easy to Use

1 Find Your CarMD Connection
A 16-pin Data Link Connector (DLC) is universal on all 1996 and newer OBD2 certified vehicles. It is usually located under the dashboard on the driver's side, but may be in another location as shown.

Note: On some Asian and European vehicles, the DLC is located behind the ashtray. If you have questions about where to find your vehicle's connector location, please consult the website.

First time user? You'll need to write down your vehicle's VIN# to run a report at www.CarMD.com. (VIN# is usually listed on vehicle registration card and printed on the driver's side dash - viewable through the windshield)

2 Connect Your CarMD Tester and Turn the Ignition to "ON"
Do not start the engine. The ignition must be turned to ON within 10 seconds from the time CarMD is connected to avoid an error message. When properly connected, it will beep twice to indicate a "good power" connection.

3 Listen for the "Beep"
CarMD will automatically link to the vehicle's computer to retrieve diagnostic information. It will beep four times to indicate successful data retrieval. Please be aware that it may take up to 60 seconds to complete the test.
Log on to www.CarMD.com for Your Complete Diagnosis and Cure

Once you've loaded the CarMD software from the enclosed CD onto your PC or Mac, simply auto-link your tester by plugging to an open USB port with the included cable and log on to the CarMD website to view your test results.

Can't get to a computer? Call the CarMD ASE Certified Techs at 888.MyCarMD (888.692.2763).*

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Decoding the LED Colors

Once the CarMD tester has successfully completed testing the vehicle, it will display a red, yellow or green LED to provide a quick and basic indication of the existence and severity of any problems.

<table>
<thead>
<tr>
<th>Color</th>
<th>What It Means</th>
<th>Emissions Test</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Red X</strong></td>
<td>Current problem that has caused your &quot;Check Engine&quot; light to turn on. Service is required. Login to <a href="http://www.CarMD.com">www.CarMD.com</a> for a detailed diagnostic report.</td>
<td><strong>FAIL</strong></td>
</tr>
<tr>
<td><strong>Yellow ?</strong></td>
<td>Pending problem or your vehicle's diagnostic monitors have not run all of their tests (may recently have had service or computer codes cleared). Proceed with caution or see qualified repair professional.</td>
<td>Pending Code - <strong>PASS</strong></td>
</tr>
<tr>
<td><strong>Green ✔</strong></td>
<td>Everything is OK with your vehicle's computer system; no codes.</td>
<td><strong>PASS</strong></td>
</tr>
</tbody>
</table>

Visit www.CarMD.com for more details, including how to read the LEDs for your used car buying experience.

*Additional charges may apply.*
As a CarMD owner, you gain access to an extensive online database that gives you the vehicle diagnostic information that - until now - only your mechanic had. Our many years of automotive tool expertise partnered with your Internet access allow you to enjoy the confidence and peace of mind that comes by knowing you're in control of the life of your vehicle. By combining the CarMD tool with our website, you now have the power to:

- Find out why your "Check Engine" light is on
- Diagnose what's wrong with your vehicle
- Find the cure to the problem that includes estimated repair costs - parts & labor
- Learn ways to keep your car healthy and save you money
- Check a used car before buying or selling
- Identify problems before taking a road trip
- Find out if your vehicle will pass an emissions (smog) inspection
- Check for your vehicle's Safety Recalls and Technical Service Bulletins*
- Watch special "How To" videos
- And much more

*Additional charges may apply
Using CarMD is easy. The handheld tester, software and website have been designed to make your interactive experience simple and trouble free.

**Installing on a Windows®PC**

1. Insert the CarMD software CD in your computer’s CD-ROM drive. The CarMD software CD will "auto launch" the installation program.
2. Select the *Watch Demo Video* button to watch a short video presentation. The video will walk you through CarMD’s tester features and functions, as well as software installation.
3. To install the software, select *Install CarMD Software* from the menu to begin installation. The installation wizard will prompt you through the installation process.
4. Once the software is installed and running on your PC, it is important to set up your account for the first time by connecting the CarMD tester with the included USB cable to your PC.

**Installing on an Apple®Mac**

1. Insert the CarMD software CD in your computer’s CD-ROM drive and double click on the MAC folder to view its contents.
2. Double click on the CarMD_MAC icon to start the installation routine.
3. Select the *Watch Demo Video* button to watch a short video presentation. The video will walk you through CarMD’s tester features and functions, as well as software installation.
4. To install the software, select Install CarMD Software from the menu to begin installation. The installation wizard will prompt you through the installation process.
5. Once the software is installed and running on your Mac, it is important to set up your account for the first time by connecting the CarMD tester with the included USB cable to your Mac.
Creating a New CarMD Account

When you access the CarMD website using the CarMD Tester, the Registration/Login page displays. If you are accessing the CarMD website for the first time, create your CarMD Account as follows:

**Note:** If you have already created a CarMD Account, you can login to your account from the Registration/Login page.

1. Turn on your PC and make sure you are connected to the Internet before continuing.
2. Select an open USB port to your computer and connect the male end of the included cable to your computer. Please note that the connector only fits one way.
3. Connect the other end of the cable to the handheld tester. The CarMD software will launch automatically.
4. Follow the on-screen prompts. You will be automatically connected to the registration page within the CarMD.com website.
5. Click the **Register Now** button.
   - The Create a New Account form displays.
6. Enter the following information in the Create a New Account form. All fields are required.
   - Enter your name in the **First Name** and **Last Name** text boxes.
   - Enter your address in the **Address 1**, **Address 2** and **City**, **Postal Code** and **Country** text boxes; select your state from the **State** drop-down menu.
• Enter your email address in the **Email Address** text box.

**Note:** Only *one* CarMD account can be registered for any given email address.

• Enter a personal password in the **Password** and **Re-Enter Password** text boxes. *Be sure* to enter the password in *exactly* the same way in both text boxes.

**Note:** Your password can be a *maximum* of 18 characters long. You may use both alphabetic and numeric characters in your password.

• Enter your telephone number in the **Phone Number** text box.

7. When all information has been entered, click the **Save** button to complete your registration.

• If your registration *is not successful*, an error message shows at the top of the Create a New Account form. Re-enter your personal information as needed, then press the **Save** button.

• If your registration *is successful*, the Add Vehicle screen displays.

**Note:** You can edit your personal information at *any time* by clicking the **My Profile** button in the CarMD Toolbar. You can change your personal password at *any time* by clicking the **Change Password** button in the CarMD Toolbar.

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**Logging In to Your CarMD Account**

When you access the CarMD website using the CarMD Tester, the Registration/Login page displays. If you have an active CarMD account, you can log into CarMD from the Registration/Login page.

**Note:** If you have not created a CarMD Account, you can create an account from the Registration/Login page.
1. Enter your email address in the **Email Address** text box.
2. Enter your personal password in the **Password** text box.
3. Click the **Login** button to log into CarMD.
   - If you *have not* added any vehicles to your account, the Add Vehicle screen displays.
   - If you *have* added vehicles to your account, the Select Vehicle screen displays.

### Adding a Vehicle to Your Account

Once you have successfully created your CarMD account, the Add Vehicle screen displays. You may add *up to three* vehicles to your account.

**Note:** You will need to know your vehicle's VIN number in order to add the vehicle to add the vehicle to your account.

1. Enter the Vehicle Information Number (VIN) for your vehicle in the **VIN** text box.
2. Select the transmission type for your vehicle from the **Transmission** drop-down menu.
3. Click the **Next ->** button.
   - The Confirm Vehicle screen displays. The Confirm Vehicle screen provides a general description of your vehicle based on the VIN entered.
4. Review the information displayed to verify it reflects the correct vehicle (the vehicle from which diagnostic codes were retrieved).
   - Enter a "nickname" for the vehicle in the **Vehicle Nickname** text box. (By default, the vehicle nickname is "My vehicle year/make/model").

5. If the vehicle description on the Confirm Vehicle screen is *not accurate*, click the **No, this is not my vehicle** button, then click the **I'd like to try again** button on the Error screen displayed to return to the Add Vehicle screen. Alternately, you may click the **Have a Tech Contact Me** button for assistance from CarMD Technical Services.

6. If the vehicle description on the Confirm Vehicle screen is *accurate*, click the **Yes, this is my vehicle** button.
   - The Diagnostic Report screen displays.
Selecting an Existing Vehicle

Once you have added one or more vehicle's to your CarMD account, the Select Vehicle screen displays when you access CarMD using the CarMD Tester. To choose an existing vehicle, select the radio button next to the desired vehicle, then click the Continue button; the Diagnostic Report screen for the selected vehicle displays.

To add a new vehicle, click the Add New Vehicle button; the Add Vehicle screen displays. Add the new vehicle as described above.

Want to Know More?

Check out the enclosed CD for more information, including a demo video, instructions on how to install your CarMD software and more. Or visit www.CarMD.com for Q&A, helpful hints and more.

www.CarMD.com
Technical Support

We're here to help. If you have questions about the operation of your CarMD tester, please refer to the product support and Q&A sections of the www.CarMD.com website. For additional questions, please contact our ASE Certified technical support team by:

**Phone:** 888.MyCarMD (U.S.) from 6 a.m. - 6 p.m. (Pacific Time) Monday - Saturday
**Email:** support@CarMD.com

Don't Forget Your Regular Check-Ups

The CarMD tool and website are meant to provide a basic overview of probable causes related to electronic and emissions related systems in your vehicle. This product should be used as a supplement to - not a replacement for - a regular automotive maintenance program. This should include: basic mechanical upkeep such as regularly checking your tire pressure, oil and fluids, brakes and other maintenance services recommended by your vehicle's manufacturer.
Troubleshooting

- If you see "low battery" indicator on the CarMD tester display: replace the two AAA batteries.
- If you hear 8 to 10 beeps instead of 4 beeps and see an "Error" message on the tester's screen: make sure the ignition is "On"; check the CarMD connection to the vehicle's DLC; turn the ignition off, wait 5 seconds, turn the ignition back on.
- If you have an automotive emergency: pull to the side of the road and call for roadside assistance.
- Please check the included Help File or website for additional troubleshooting tips.

Limited Warranty Information

PLEASE LOG IN AND REGISTER YOUR PRODUCT TO ACTIVATE YOUR WARRANTY PERIOD.

CarMD.com Corporation ("CarMD") warrants only to the original Purchaser of this product either directly from CarMD.com or from a CarMD-authorized reseller or distributor, that this product will be free from defects in material and workmanship under normal use and service. CarMD reserves the right, before having any obligation under this limited warranty, to inspect the damaged CarMD product. In order to recover under this limited warranty, Purchaser must make claim to CarMD within 60 days of occurrence, and must present acceptable proof of original ownership (such as original receipt, on-line registration, or other documentation CarMD deems acceptable) for the product. CarMD, at its option, shall repair or replace the defective unit covered by this warranty. CarMD at its discretion can use either new or refurbished parts for the exact model under warranty. All replacement parts, whether new or re-manufactured, assume as their warranty period for only the remaining time of the warranty. Please retain the dated sales receipt as evidence of the original purchaser's date of purchase. You will need it for any warranty service. Your warranty period is valid under the expressed or implied terms when you originally purchased your CarMD product - see website for details. All mentioned warranties are non-transferable. Non-tangible CarMD products (that is, paid subscriptions or services) are not covered under this warranty.

For complete warranty duration, terms, and conditions, please visit: http://www.CarMD.com

Questions?
We stand behind our product. If for any reason you are not satisfied with your CarMD product, please contact our customer service department. For questions about returns, please visit our return policy online at www.CarMD.com.

888.MyCarMD (888.692.2763)
CarMD.com