



SOLUS™ Frequently Asked Questions

The following frequently asked questions provide solutions to common problems. See the *SOLUS™ User's Manual* for detailed operating instructions.



IMPORTANT:

Your SOLUS™ unit will be damaged if the battery polarity is incorrect.

**To properly install batteries in the SOLUS™ unit:**

1. Refer to the diagram on the rear cover of the SOLUS™ unit for correct battery polarity.
2. Observing proper polarity, install the six AA batteries into the battery slot as described in the *SOLUS™ User's Manual*.

When I first turn on the SOLUS™ unit, why does it beep but nothing appears on-screen?

The master storage CF card that came with your SOLUS™ unit must be installed in CF Slot 1 in order for the unit to operate.



IMPORTANT:

Never remove the master storage CF card while the unit is turned on. Doing so will damage the software and prevent the SOLUS™ unit from operating properly.

Why won't my SOLUS™ unit turn off automatically in the amount of time set in Power Management?

You must manually set the SOLUS™ unit to **Standby** in order for it to turn off automatically. To prevent loss of important data, such as data movies and the latest vehicle identification, the SOLUS™ unit will not turn off automatically unless set to **Standby**.

What should I do if my printer is not responding?

It may take a minute or two before the printer receives the print request. If a few minutes go by and there is still no response, make sure the following conditions are met:

- The printer is receiving power and is turned on.
- The printer has paper.
- The infrared output on top of the SOLUS™ unit is pointed at the infrared input on the printer.
- The SOLUS™ unit is less than a few feet from the printer.

Can the SOLUS™ unit re-program a vehicle electronic control module?

No. However, a J2534-compliant pass-thru device, such as the Pass Thru Pro, can re-program an electronic control module (ECM). You can learn about the Pass Thru Pro on the web at <http://www.snapon.com/j2534>.

Can I use the same test adapters with the SOLUS™ unit that I already have for my MODIS™ unit or MT2500 Scanner™?

Yes.

Why do my batteries drain so quickly?

The internal AA batteries were not intended as the SOLUS™ unit's primary power source. The internal batteries were intended to maintain the time, date, and custom settings, as well as to power the unit during the vehicle identification process. During testing, the unit should receive power from a vehicle diagnostic connector or from an AC adapter.

What should I do if the unit doesn't respond as expected when I press the Power button?

There is an emergency reset button on the back of the unit under the left hand grip accessible through a pin hole. Pressing this button with a non-metallic item, such as a toothpick, will shut down and then restart the unit. If the emergency reset button fails to correct the problem, remove all sources of power for at least two minutes, then re-connect the power sources and press the Power button.