



EZ-TECH® Introduction and Usage

Study Guide



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Course Introduction



THE INFORMATION PROVIDED WITHIN THIS COURSE IS FOR TRAINING PURPOSES ONLY. ALWAYS CONSULT THE LATEST SERVICE, DIAGNOSTIC, AND TOOL INFORMATION, LOCATED ON THE INTERNATIONAL® SERVICE PORTALSM, PRIOR TO PERFORMING SERVICE ON ENGINES, VEHICLES, AND EQUIPMENT.

Welcome

Welcome to the Navistar® training course: EZ-TECH® Introduction and Usage

This course is intended to introduce service personnel to EZ-TECH® devices, their key features and functions, and their primary software.

Objectives

Upon completion of this course, the viewer will be able to:

- Identify EZ-TECH® models and their key features
- Explain EZ-TECH® warranty and licenses
- Explain how to power up an EZ-TECH® and connect it to a vehicle
- Identify the specific operating system on any EZ-TECH® device
- Understand how to use EZ-TECH® to perform vehicle diagnostics
- Interpret status lights on an interface adapter and in software
- Explain the purpose of and when to use HeRo™ software
- Identify and navigate key features in Windows and other applications
- Identify when to run updates on EZ-TECH® devices

Notes

Module 1: EZ-TECH® Introduction

This course covers how to use an EZ-TECH® device to connect to a vehicle to perform service and diagnostics. It also reviews the key applications installed on the EZ-TECH®.

There are various EZ-TECH® models available. As shown here, the EZ-TECH® is available as a laptop or as a touchscreen device.

Some EZ-TECH® tablets have a docking station to increase functionality.

All EZ-TECH® models perform the same functions and support the same software.

All EZ-TECH® devices have standard Universal Serial Bus, or USB, ports, which are used to connect to an interface adapter and then to a vehicle. This connection allows service and diagnostics to be performed.

USB ports are also used to connect external devices such as a printer, data storage unit, or mouse.

EZ-TECH® devices have status lights to help monitor performance.

Typically, EZ-TECH® devices have a power status light indicating that the device is turned ON.

Notes

Most EZ-TECH® devices have a charging or battery indicator. This indicates that the device is plugged in and the internal battery is charging.

There is also an indicator identifying that the EZ-TECH® has a wireless connection to the local network or internet.

Some EZ-TECH® devices have an ON / OFF switch for the wireless connection. This is the first place to check if there is a problem connecting to the internet.

EZ-TECH® devices also have an Ethernet port to use if a wireless connection cannot be established.

The laptop models of EZ-TECH® have a touchpad that can be used instead of an external mouse to navigate in Windows and other applications.

EZ-TECH® devices come with software and hardware licenses and warranties.

Navistar® software installed on the EZ-TECH® is licensed and supported by Navistar® for 5-years from the date of purchase.

EZ-TECH® devices also come with a three-year hardware warranty from the Original Equipment Manufacturer, or OEM. If there are any hardware issues with an EZ-TECH®, contact the manufacturer.

Notes

Module 2: Introduction to Microsoft® Windows

Microsoft® Windows is the operating system on all EZ-TECH® devices. An operating system is software that manages the operation of a computer, the installed applications, and the connected hardware.

EZ-TECH® devices come with either Windows 7 or Windows 10 already installed. These two versions of windows are similar, but there are a few differences that will be covered later in this course.

To determine the installed version of Windows, refer to the Start button in the lower left corner of the screen:

- Windows 7 has a multi-colored icon
- Windows 10 has a white icon

The keyboard also contains a key with the Windows icon. This key is called the Windows or Start key.

Pressing the Windows key in Windows 7 will display the standard Windows Start menu.

Pressing the Windows key in Windows 10 displays a Navistar® customized Start screen. This version of the Start screen provides easy access to key software.

For both versions of Windows, pressing the Windows key also displays access to:

- Shut Down options
- Settings
- All the installed applications on the EZ-TECH®

Notes

Module 3: Vehicle Interface

Once the displayed, the EZ-TECH® can be used to connect to vehicles and perform service and diagnostic procedures.

The EZ-TECH® device can be used to service and diagnose vehicles from “bumper to bumper.” A proper connection is necessary when diagnosing any vehicle.

This module covers the basics for connecting an EZ-TECH® to a vehicle to perform service and diagnostic procedures.

Begin by powering on the EZ-TECH®. Depending on the model, this may mean pushing a button or sliding a switch. This should be done BEFORE connecting the interface adapter.

It is important to wait for the EZ-TECH® to complete the start-up process.

Wait for the Windows Desktop to display. If an hour-glass icon shows, wait for it to disappear. The hour-glass icon, or sometimes a spinning ball icon, indicates that Windows, or other software, is still processing and the user needs to wait.

Once the EZ-TECH® has powered on and Windows has fully loaded, connect the interface adapter.

Always connect the USB side of the interface adapter to the EZ-TECH® first; then, with the key in the ignition OFF position, connect the other end of the adapter to the vehicle's Data Link Connector, or DLC.

Notes



FOR BEST RESULTS, LEAVE THE IGNITION IN THE OFF POSITION WHILE ESTABLISHING A CONNECTION WITH DIAMOND LOGIC® BUILDER (DLB).

Once connected, cycle the ignition to the ON position.

When both ends of the interface adapter are connected, check the status lights on the adapter. If there is a problem, verify that each end is securely attached to its port.

Once there is a successful connection, launch the desired application. For example, open HeRo™ to run a health report on the vehicle.

In the application, use the drop-down menus to select the specific interface adapter being used. Selecting the wrong interface adapter may cause connection or diagnostic issues.

Depending on the application, the connection to the vehicle may start automatically or may need the user to initiate a connection.

Finally, if available, check the connection status icon in the software to verify there is a successful connection.

Most Navistar® software has a connection status icon in the lower right corner that looks like two plugs.

If one or both icons are black, a connection has not been established. Double check the connection, the position of the ignition key, and that the correct adapter was selected in the software.

Once both indicator lights are green, there is a working connection and the diagnostics can be performed.

Notes

Module 4: HeRo™ Introduction

One of the most frequently used applications on EZ-TECH® is Navistar® HeRo™ software. HeRo™ is the vehicle health report software that collects vehicle information, Diagnostic Troubles Codes, or DTCs, and other vital data points from the vehicle communication network and combines it into one report.

A vehicle health report must be generated and sent to Navistar® before conducting any warranty repairs. HeRo™ is the primary software to complete this requirement.



A POST-REPAIR HEALTH REPORT MAY BE REQUIRED. REFER TO THE MOST RECENT WARRANTY POLICY LETTER FOR HEALTH REPORT REQUIREMENTS.

The HeRo™ icon is located on both the Windows 7 and Windows 10 Desktops. It can also be found on the Windows 10 Start Menu.

To open and run HeRo™, double click on the HeRo™ icon.

To access HeRo™, users will need to enter their log-in credentials.

Next, select the interface adapter being used, and then click "Connect and Scan".

Finally, select whether the health report is being performed before, during, or after the repair service.

For more information, see the **HeRo™ Software User Guide** found on the **International® Service Portal™**.

Notes

Module 5: Navigating Windows

EZ-TECH® devices come with either the Windows 7 or Windows 10 operating system already installed. This module covers the use and navigation of these operating systems.

The primary screen in both Windows operating systems is called the Desktop. From the Desktop the user can access all other components of the computer.

The Desktop has several key features. First, each icon represents a different object or program on the EZ-TECH®.

Icons located on the Desktop are commonly used applications and tools. For example, the icon for the HeRo™ software can be seen here.

Located across the bottom of the Desktop is the Taskbar.

To open a program or file, double click on the desired icon. Open applications are visible on the Taskbar, and more than one application can be open at the same time.

Notes

The Taskbar in Windows 7 has three sections; the:

- Start button in the left corner
- Pinned icons and open application section
- Windows Notification section

The Windows 10 Taskbar has all the same sections as the Windows 7 Taskbar, but with a slightly different appearance.

The Windows 10 Taskbar may also have a Search field and a Task View icon.

The right corner of the Taskbar is the Windows Notification section.

Both Windows 7 and Windows 10 have the same default icons in this section. They are:

- Power
- Network
- Volume

The Power icon identifies whether the EZ-TECH® is plugged in or using the battery as a power source.

The Power icon also indicates the battery's current charge level.

The Network icon indicates if the EZ-TECH® has an active wired or wireless connection.

If the pointer is moved over the Network icon, the name of the connected network will be displayed.

The Volume icon indicates the volume level for the EZ-TECH®.

There are five icons on the Desktop for key Windows functions:

- Start
- File Explorer
- Internet Explorer
- Vehicle Diagnostics folder
- Recycle Bin

Notes

One of the most important icons on the Windows Desktop is the Start button.

The Start button is located on the left corner of the Taskbar in both Windows 7 and Windows 10.

From the Start button, users can access the Power options, sometimes referred to as shut-down options. Use these options to put the EZ-TECH® in sleep mode, to restart it, or to turn it off.

The Start button also gives access to Settings, such as the Control Panel. Settings are used to change how the EZ-TECH® functions.

Users can also access Find and Search features via the Start button.

If no Search field displays, press the Windows key and begin typing to conduct a search.

The Start button can also be used to open applications that don't have an icon on the Desktop and to find recently opened files.

Next is the File Explorer icon, which is the file management application within Windows. Click on this icon on the Taskbar to open File Explorer.

The left column of File Explorer lists main folders such as Documents and Pictures. Click on one of these folders to display its contents in the right column. Users can select files or folders they need from the right column.

In Windows 7, this feature is called Windows Explorer.

The third icon for a key Windows function is Internet Explorer. This is the Microsoft browser used to access the Internet. It is installed on all EZ-TECH® devices.

Notes

The **Vehicle Diagnostics** folder contains Legacy software and files for users to access as needed.

The final key icon on the Windows Desktop is the Recycle Bin, which is a temporary holding place for deleted files. When users delete files on an EZ-TECH®, the files are moved to the Recycle Bin where they can be recovered if deleted by accident.

To recover a file deleted by mistake, double click on the Recycle Bin to open it.

Find the required file and right click on it. From the drop-down menu, select "Restore" and the file will be returned to its original location on the drive.

Programs that run on Windows 7 and Windows 10 have a standard look or design.

Each application has a Title bar across the top of its window.

The three buttons on the right side of the Title bar are always the same. From left to right, the Title bar buttons are:

- Minimize
- Resize
- Close

In Windows 7, the three buttons may be shaded differently than the Title bar, but the Close button is always red on the active window.

In Windows 10, these buttons are the same color as the Title bar, but the Close icon turns red only when the cursor moves over it.

The Minimize button does not close an application but moves it off the Desktop. When minimized, an application or file's icon displays in the Taskbar.

Notes

To return an application to the Desktop, click on the application's icon in the Taskbar. The application will reopen as it was when it was last used.

The middle button is the Resize button, which is used to toggle the size of the application window.

Clicking on the Resize button will either maximize the application window OR reduce the window to a smaller size.

If two boxes display on the Resize button, as shown here, then the application is at full or maximized size. Clicking on the two boxes will reduce the size of the application window.

Now that the window is reduced to a smaller size, there is only one box displayed on the Resize button.

Clicking on that box will toggle the window back to the full, maximum size.

The last button is the Close button. Clicking on the button with the X closes the application.

Notes

Occasionally, users may need to deal with Windows administrative tasks. For example, if software freezes or a user needs the Task Manager. This section of the course introduces the User Access Control feature, Administrative Rights, and system freezes.

User Access Control is a security feature built into Windows operating systems to protect unauthorized changes from being made. On EZ-TECH® devices, the default for User Access Control in Windows 7 is OFF. User Access Control default is ON with EZ-TECH® devices running Windows 10.

Some activities in Windows require Administrative Rights. This also is a built-in security feature to prevent non-authorized changes from being made. For example, installing new software or changing some settings can require Administrative Rights.

If a user needs Administrative Rights, open an EZ-TECH® Group Case file. This will grant the user 24 hours of Administrator Rights on that EZ-TECH®.

Remember, Administrative Rights only last for 24 hours. If necessary, open another EZ-TECH® Group Case file for additional time.

During normal operation the EZ-TECH® may lock or freeze up. If this happens, press the Control, Alt, and Delete keys simultaneously on the keyboard to open the Windows Security screen.

From that screen, select 'Task Manager'.

Use Task Manager to force quit or end an application that is causing the computer to freeze.

Windows 10 users need to enter the password **eztechuser** to access the Task Manager settings.

Notes

Module 6: Updating the EZ-TECH®

It is the user's responsibility to make sure the EZ-TECH® is up to date. If updates are not installed, there can be problems with running Windows or Navistar® software. These problems can lead to inaccurate data and security breaches.

There are three types of updates users need to install on a consistent basis. They are Microsoft Windows updates, Navistar® software updates, and updates from the EZ-TECH® Download Center.

Microsoft® Windows updates must be installed every month. These "Security & Quality Rollup" updates are often security related and must not be ignored.

Once the Windows updates become available, a pop-up window or "bubble" automatically displays in the lower right corner of the EZ-TECH® screen. As soon as possible, click on the pop-up and follow the instructions to install these updates.

Users are also responsible for using the EZ-TECH® Updates Reporting Tool to update Navistar® software and other critical updates. Neglecting these updates can lead to inaccurate diagnostic data and other issues.

Run the EZ-TECH® Updates Reporting Tool ONCE A WEEK.

There are no automatic reminders that display on the EZ-TECH® to prompt users to run the tool.

The user is responsible for running the update tool each week.

Notes

To run the EZ-TECH® Updates Reporting Tool, double click on its icon, which is located on both Windows 7 and Windows 10 Desktops. The icon is also on the Windows 10 EZ-TECH® Start menu.

The EZ-TECH® Updates Reporting Tool is comprehensive and begins by running a self-check. This self-check determines if the Tool itself needs updating. If the Tool needs to be updated, simply follow the instructions on the screen.

Next, the EZ-TECH® Updates Reporting Tool checks if there are any critical updates needed on the EZ-TECH®. The Tool checks for vital updates and lists them all in one report. Links for each update are included in the report.

To install an update, click on the link in the report and follow the instructions.

Update all items listed by the EZ-TECH® Updates Reporting Tool. These updates are needed to ensure the EZ-TECH® correctly runs diagnostics on vehicles.

The third type of updates users need to install are located in the EZ-TECH® Download Center.

The EZ-TECH® Download Center is accessed from the International Service Portal™ and contains links to update all Navistar® and third-party software. This includes all software available to download, such as OEM updates to drivers, and other diagnostic software.

The only updates not available on the EZ-TECH® Download Center are Microsoft updates, which can only be accessed from Microsoft websites.

To access the EZ-TECH® Download Center, go to the International Service Portal™ Home screen, select Service Reference, and then select EZ-TECH® Reference.

From there, users have access to the EZ-TECH® Download Center.

Notes

Conclusion

This concludes the Navistar® training course: Updating the EZ-TECH®

Thank you for your participation.

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