

# NYVIP3 Common Issues and Troubleshooting

Ver. 20230814.1

## OBD Tool Issues

### General Information

**Note:** The wired IMClean tool does not include an AC power adapter.

The method that the tool is connected at the startup of the software is how it communicates until the next restart (ie. if the tool is connected with the USB cable when the software starts up, it will communicate through USB until it is unplugged, and the PC is restarted).

### OBD not communicating to vehicles after firmware update.

1. Verify the cable to the PC was attached during firmware update.
2. Restart the unit after firmware update. (Note: Unit may restart automatically).

### DLC Lockout

1. Ensure OBD tool is connected to a power source. (Either AC power cable, or AUX attachment to the vehicle).
2. Plug the tool into a vehicle.
3. Start the engine (engine must be running to communicate)
  - o From the main menu select:
  - o 1.) Vehicle Inspection Menu
  - o 4.) Clear DLC Connector Lockout.
4. Inspector log in using their badge and password.
5. It will show "Locked" in red.
6. Click on "Test".
7. Result will be displayed.
8. "Test successful, The OBD tool is functioning correctly, and any lockouts have been cleared" will be displayed and the locked status should change to "Clear". **This message may come up immediately or may take a few moments, so be patient!**
9. If "Test failed" message is displayed and you have a wireless unit, attempt to perform re-pairing steps below and re-perform "DLC Lockout" steps.
10. If issues persist, please open a Helpdesk ticket via the NYVIP3 website.

## Wireless OBD IMClean Tool

### Pairing Procedure

1. To pair the OBD IMClean tool with the inspection unit, connect all cables except for the data cable which connects to the 4-port USB hub. If the data cable is connected, remove it, and then perform a restart.
2. From the Main menu select 2. "Utilities" > 5. "Communications" > 6. "Setup Wireless OBD tool."
3. Select "Pair Bluetooth OBD Device" and follow the onscreen instructions.
4. If the pairing process fails, power down the OBD IMClean tool, restart the unit, and power on the OBD IMClean tool while the unit is starting up. Repeat steps 2 and 3 above.
5. If the pairing is successful, you will be prompted to restart the unit (Main Menu > Shutdown Functions > Restart Analyzer). Select "Yes".
6. From the Main Menu - Select 1. Vehicle Inspection Menu > 4. Clear DLC Connector Lockout. Enter your ID badge and password. Follow the on-screen instructions.  
(Note: The OBD IMClean tool must be connected to a power supply, either from the car adapter or from an AC power adapter if one was provided with the tool.)
7. If issues persist, please open a Helpdesk ticket via the NYVIP3 website.

### Wireless OBD Tool Not Communicating

1. Connect all cables to tool (including power), connect to PC, restart PC, connect DLC to Self-Test cable.
2. Restart PC
3. Go to Utilities > Calibrations > OBD Protocol Check > Click on "Test" > Click OK - does it pass?
  - a. No - Reseat DLC/self-check cables and try again.
  - b. Yes - Disconnect USB/serial cable between tool and PC, restart PC, pair tool, run OBD Protocol check again.
    - i. If issues persist, please open a Helpdesk ticket via the NYVIP3 website.

### Wireless OBD Tool loses power when tension is applied to the DLC cable on the tool side.

1. Open a Helpdesk ticket via the NYVIP3 website and it will be assigned to an FSR.

## Wired OBD IMClean Tool

### Pairing Procedure

1. Ensure the Data Cable is connected to the correct USB port on the 4-port USB hub. If the cable was not connected, perform a restart after connecting.
2. Ensure the 4-port USB hub is connected correctly to the PC and plugged into an outlet.
3. Check to ensure the green light next to the computer icon on the OBD tool is flashing and the green light next to the cable icon is flashing.
4. If there are no lights, remove all connections from the OBD tool except for the data cable. Move the USB to another port, let it sit idle for 2 minutes and check the lights again. Repeat as needed. (Note: it could take up 5 port changes.)
5. Reconnect all other cables. From the Main Menu select 2. Utilities > 4. Calibrations > 1. OBD Protocol check.
6. Follow the on-screen instructions. Note: the OBD IMClean tool must be connected to a power supply, either from the car adapter or from an AC power adapter if one was provided with the tool.
7. If issues persist, please open a Helpdesk ticket via the NYVIP3 website.

### Wired OBD Tool Not Communicating

1. Connect all cables to OBD IMClean tool, including the power cable, and the USB connection to PC. Restart PC and connect DLC to Self-Test cable while PC is booting back up.
2. Select Utilities > Calibrations > OBD Protocol Check. Click on "Test". Click "OK" - does it pass?
  - a. Yes - you are ready to start doing inspections.
  - b. No - Reseat DLC/self-check cables and repeat process.
    - i. If issues persist, please open a Helpdesk ticket via the NYVIP3 website.

## Barcode Scanner

### Scanner Programming QR Code



Barcode Scanner is dropping the first character of the VIN.

1. Re-program barcode scanner by scanning the QR Code above.

Wireless Barcode Scanner is not working and needs to be re-paired.

1. If this is your first time setting up the scanner, the battery may be dead and need to be placed in the base to charge before use. Approximately 20 mins of charging may be needed.
2. Scan the barcode on the back of base. Place scanner head in base and wait 10 seconds.
3. Remove scanner head and scan QR Code above, place scanner head back in base, wait 30 seconds.
4. Ensure the scanner head is securely placed in the base when not in use to avoid the battery going dead.

## Sticker Printer

### Installation

1. Lift the outer cover using the two black tabs on the side of the printer.
2. Press the two orange tabs on the front of the print head. Slide the sensor all the way to the left, if there is a removeable black plastic stopper in the sensor track on either side, remove it, then slide the sensor back to the correct position until the right edge aligns with the red arrow in the center of the feeder.
  - a. Note: If the black plastic stoppers are NOT removeable, the sensor should already be in the correct position already and no adjustments need to be performed.
3. Insert sticker stock as shown in the Installation Manual included with the unit. (Starting on page 51).
4. From the Main Menu, select 2. Utility Menu. > 3. Configuration. > 4. Certificate printer.

5. If there are multiple copies of the Honeywell PC42t in the Installed printers list, double click the top copy in the list. Select "Yes" when asked "Are you sure you want to change default printer?"
6. Select "OK" when the restart message appears. The unit will restart.
7. Open a Helpdesk ticket via the NYVIP3 website and it will be assigned to an FSR.

### Sticker Printer Calibration

1. Turn sticker printer off.
2. Open cover and then open print head using the red tabs.
3. Remove stickers (if applicable, remove black plastic blocker from media alignment sensor track).
4. Ensure sensor is in the proper position.
5. Install sticker stock, adjust guides, close print head and cover.
6. Press and hold red button.
7. Turn the printer on (keep button held down until stickers begin to eject, this could take up to 15 seconds).
8. Release button and wait (approximately 5-12 stickers will eject during this process). When stickers stop feeding, the calibration is complete.
9. Press and release red button and verify only 1 sticker ejects.
  - o Yes – Good to go.
  - o No – Try again.
10. The stickers that were ejected during the calibration process need to be voided and put aside for the DMV. (Page 53, step J-R. in the installation manual).

### Feeding more than one sticker

1. Press and release the red button. How many stickers feed out?
  - o 1 sticker – All set.
  - o 2 stickers - Are the stickers stuck together?
    - a. Yes – Remove the sticker stock from the printer and then place the sticker book behind the printer, feed stickers back through the rear of the printer and align and closer the printer and try again.
    - b. No - Re-calibrate the sticker printer using the steps above.
  - o 3 or more - Calibrate the sticker printer.

### Printing Blank

1. Check that the ribbon is installed and feeding correctly. You may need to remove ribbon and refer to the instructions to re-install properly. (Page 10 in the Installation Manual.)
2. Press and release the red button to ensure only 1 sticker ejects. If more than 1 ejects, perform calibration steps above.

### Printing a "Line"/Tearing/Burning/Melting ribbon

1. Check ribbon installation for binding or if the ribbon is overlapping itself. Run unit with sticker stock and ribbon installed, top cover open, observe ribbon advancement.
  - o Remove supply side red spindle and install supply without spindle and try again.

### Sticker Print Quality

1. Ensure the print and ribbon mechanism is closed securely.
2. If the print quality on the sticker is poor or unreadable. Check ribbon and change if necessary.

## VIR Printer

### VIR Printer is not communicating.

1. Check printer toner for tape, remove if found.
2. Ensure the data cable is plugged into the correct port on back of the printer. There are 3 types of connections. The top is USB, the middle is for the data cable and the bottom is for ethernet connections. Connect to the data cable location.
3. Ensure the data cable is plugged into the correct USB port of the 4-port USB Hub. The correct port is the second one labeled #6.
4. Ensure the 4-port USB is connected to the PC using the data cable color coded Blue.
5. From the Main Menu select 2. Utility menu. > 3. Configuration. > 3. VIR printer.
6. Make sure "Automatically Detect Printer" is not checked.
7. If there are multiple copies listed in the installed printers list, double click the copy that reads "(Copy 1)". Select "Yes." when asked "Are you sure you want to change default printer?"
8. Select "OK" when the restart message appears. The unit will restart.
9. If the issues persist, open a Helpdesk ticket via the NYVIP3 website and it will be assigned to an FSR.

### Printer is offline during initial setup.

1. Refer to steps above for "VIR Printer is offline."

### Printer offline after initial setup.

1. Does the printer appear in the white box under the printer selection screen?
  - o Yes – Ensure printer is not asleep, select correct printer (Correct printer may be listed as (Copy 1)), restart PC.
  - o No – On printer control panel, press Right arrow 5 times to setting, click OK, go to general, click OK, go down to Enable Device USB, click OK, select Enabled and click OK, return arrow back to beginning, wait 5 minutes, restart PC.

Printer online while in sleep mode but offline while in use

1. Check the toner level. Below 10% will cause this issue. Replace toner to resolve the problem.

## RPM Tool (Level 3 and 4 units only)

Dropping communication during inspection

1. Confirm the tool settings are correct for the vehicle/tool configuration.
  - o Select the proper RPM collection method, engine cylinders, and engine stroke.
  - o Does the temperature appear on the computer screen during opacity inspection?
    - a. No – Open ticket via NYVIP3 website.
    - b. Yes - proceed with the inspection.
2. Using battery connections?
  - o Yes, connect the positive to the battery and negative to the engine block and try again.
  - o No - Verify cables are connected properly if issues still persist, open via NYVIP3 website.

## What do I do with my old equipment?

The equipment belongs to you and can be disposed of (recycled) or reused elsewhere as you like. However, other than the storage cabinet, NYVIP2 equipment CANNOT be used in connection with the NYVIP3 program. The current (CVIS) NYVIP2 electronic components contain hazardous elements and compounds, including lead, mercury, and cadmium, which can be toxic if released into the environment. Electronic waste CANNOT be thrown out in your garbage. Electronic waste is often hazardous waste. When it is properly recycled, most electronic waste is exempt from hazardous waste regulation. Regulations for handling of electronic waste are available from your local government and can be found at:

<http://www.dec.ny.gov/chemical/8788.html>.