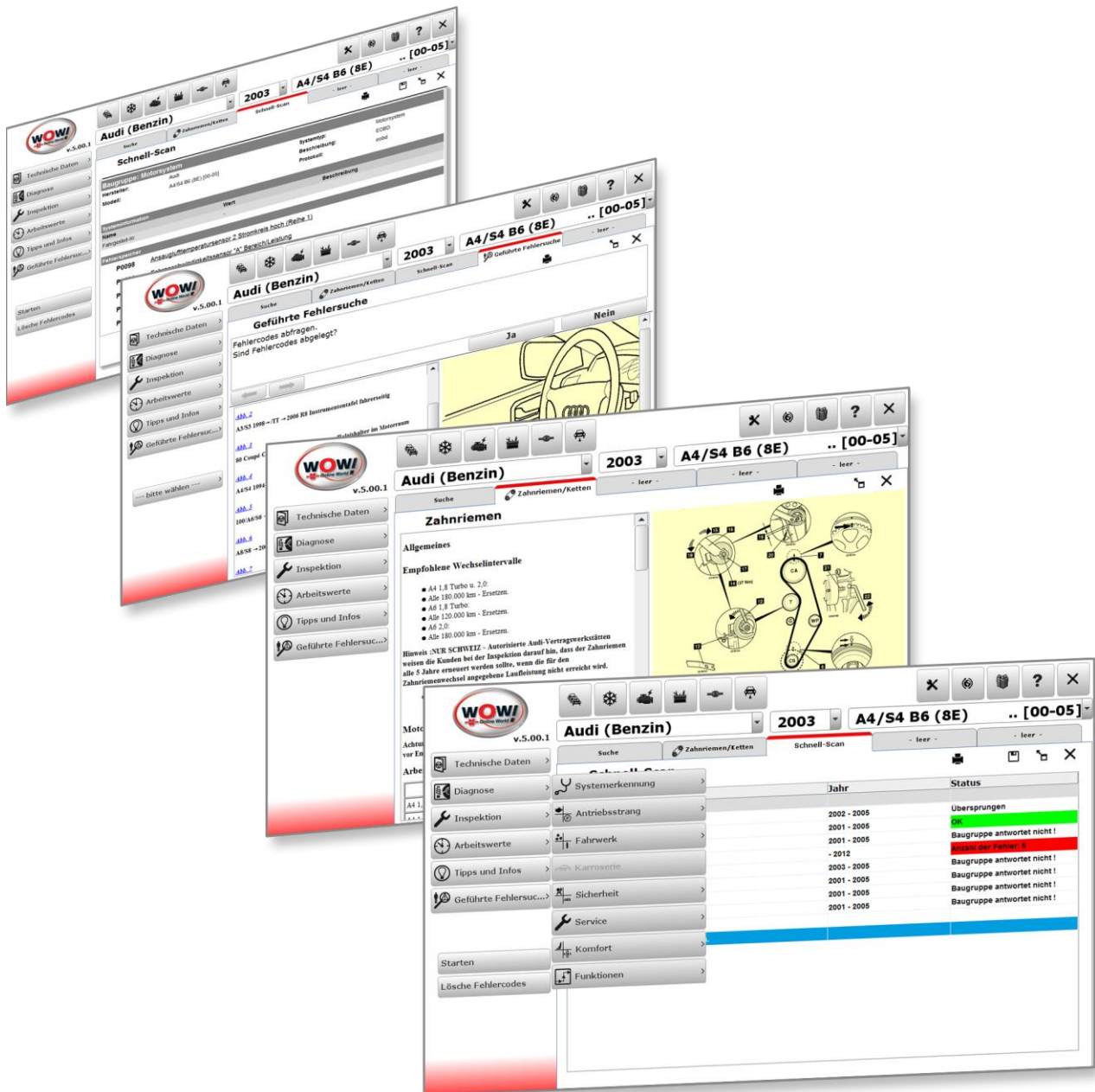# User manual

WOW! Software 5.0.0

1   Installing software

Insert the supplied DVD **"WOW! X.X.X"** in your computer's DVD drive. Installation starts automatically after a few seconds. If the Start window fails to appear, click on **Start > Run**. Enter **E:\install.exe** and click on **OK**. The letter **"E"** represents the letter denoting the DVD drive.
The individual steps are described in the installation program. Follow the instructions.
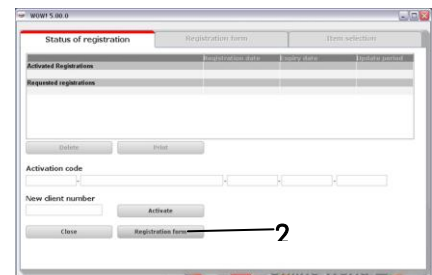The program starts automatically once the software has been fully installed.
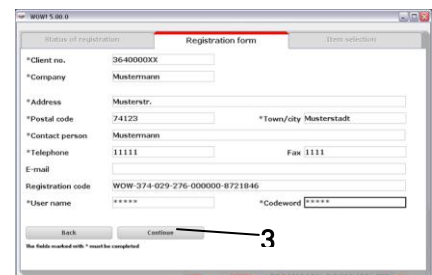
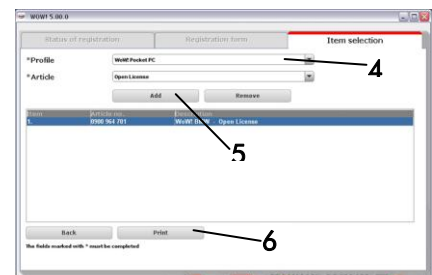## 1.1   Registering software

1. Click on **Registration** (1).

2. Click on **Registration form** (2).

3. Complete all the boxes marked with *****.
   You will find your client number, for example, on the delivery note.
   You have a free choice of user ID and password/codeword.
   Pay attention to upper- and lower-case letters.
   Click on **Continue** (3).

4. Select a **product** (4), and click **Add** (5).

5. **Print** out this form through (6) and contact their service provider to the registry.

6. Enter the registration code received (7) and your client number in the designated boxes. Click on **Activate** (8) in each case.
   Click on **Back** to go to the Login mask/screen.
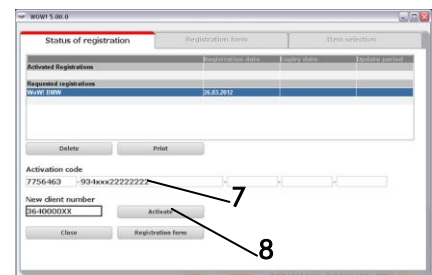
Installing software

7. Enter the user name and the password/codeword.
   Click on **Login**.

2 Settings

All the presettings for the software and for the connected hardware are made in the program settings. Update information and version information is also displayed here.

Open the program settings by means of the button (1) in the module selection bar. The settings are divided into the categories:

- **Program**
  Information and settings which relate to the basic software functions and general settings.
- **Devices**
  Connection and configuration settings of accessory devices such as Snooper or WGA.
- **Program functions**
  Settings of the registered program modules.
- **Interfaces**
  Settings for cross-program software such as ASA or TecDoc.
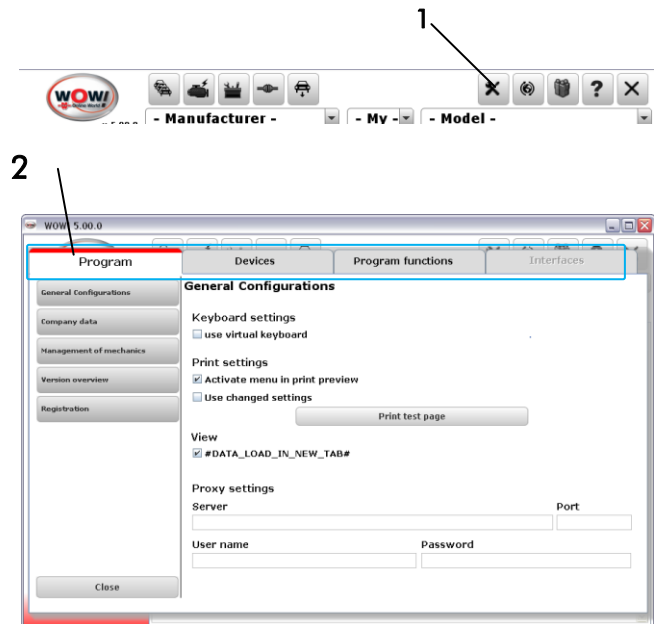
2.1 General settings

- **Keyboard settings**
  If you are using a computer with a touchscreen monitor a visual keyboard can be automatically displayed as soon as you click in an input box. Insert the check/tick symbol to activate this function.

- **Printer settings**
  The WOW! Applications use the operating system's standard printer setting.

- **Proxy settings**
  If your computer is integrated in an internal network, you may have to provide details of a proxy server to be able to establish an online connection. Contact your network administrator to configure the settings. Enter the data in the corresponding boxes.

- **Company data**
  You can enter or edit your company address and contact details here. This address also appears on every printout and the exhaust emissions test certificate. Client number and contact person cannot be changed – they are an integral part of the software registration!

NOTE: If you have made changes, you must confirm these with `Save`!

- **Management of mechanics**
  Here you can specify the names of the mechanics who work, for example, with the exhaust emission tester. The names entered here are suggested when the vehicle data for the exhaust emissions test are input and can thus be easily and quickly selected and accepted.
  To enter a new testing mechanic, click on `New`. Enter the name in the box that appears and confirm with `Save`. To change an already existing entry, click on that entry and confirm with `Edit`. Click on

the **Save** button to accept the settings.

- **Version overview**
  This section provides information on the current status of the individual software modules.
  You can read off which versions are installed on your PC. You can download the latest versions in each case by way of Online Update.

- **Terms and conditions of use**
  Here you will find the terms and conditions of use for our software. Please read these carefully before working with the system.

2.2 Devices

Diagnosis box

Here you make the settings for the connection to the respective diagnostic tool. The connection can be established via a USB cable or wirelessly via Bluetooth. The diagnosis boxes come in different versions

| Diagnosis box	Description
• D-Box SP / D-Box S	Diagnosis box with USB
• D-Box SP BT / D-Box S BT	Diagnosis box with Bluetooth and USB
• Snooper	only with USB-Cable
• Snooper-BT	with Bluetooth and USB
• Snooper +	with Bluetooth and USB

Connection setting

Select your diagnosis box from the drop-down menu and click on **Find**. The procedure is described in more detail in the program. Please observe the instructions in the context menu.

> *NOTE:* In WIN Vista, WIN 7 the USB and Bluetooth drivers must be installed beforehand. See below.

Please note:

Always the USB connection and then the Bluetooth connection are configured. The USB drivers must also be installed when connecting via USB cable.

We recommend that you always configure both connection types.
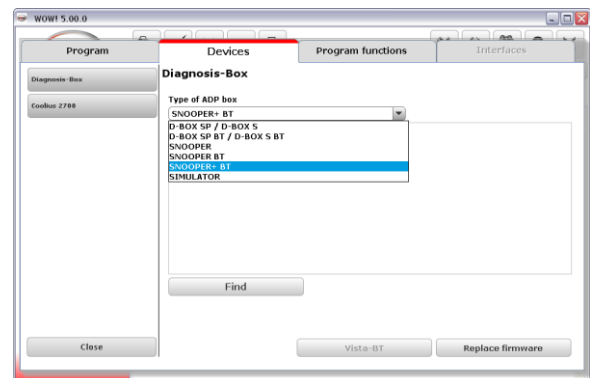
### Installing USB drivers - WIN Vista, WIN 7

1. Connect the diagnosis box to the PC. Windows attempts to install the drivers automatically, but cannot find the drivers.

2. Press **WIN+Pause** and then **Device Manager** to open it.

3. Right-click on **WOW! Snooper USB** and in the context menu on **Update drivers**.

4. Click on **"Search on the computer for driver software"**.

5. Search for the path **"D:\diag_ProgramFiles\wow\ac_diagnosis_module\drivers"**

6. Wait until **"The driver software has been successfully updated"** appears and then click on **Close**.

7. Repeat steps 3-6.

Setting up Bluetooth connection - WIN Vista, WIN 7

**1.** Click in the taskbar on the arrow (1), then on the **Bluetooth icon** (2) and **Add a Device** (3).
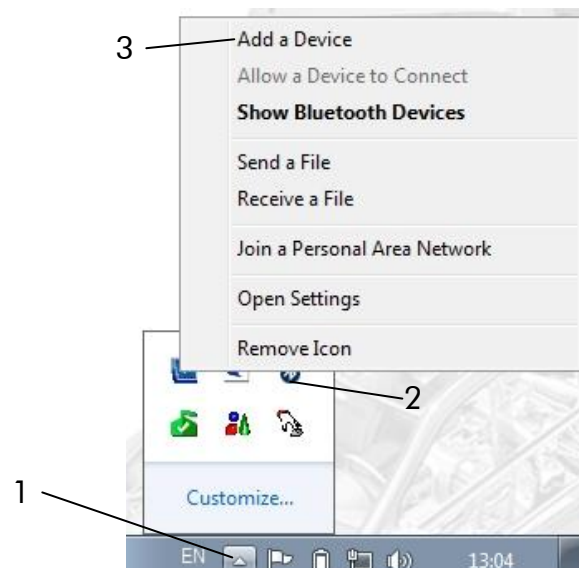
2. Select your diagnosis box (look for the serial. no.) and click on **Next**.

3. The device is installed.

Replace firmware

The firmware is the operating system of the D-Boxes which is required for control and functionality on the D-Boxes. As the diagnostic functions expand, new firmware is required from time to time. This is made available to you online or via a CD update and must then be transferred to the diagnostic tool.

1. This application is operator-prompted.
Please follow the instructions in the program.
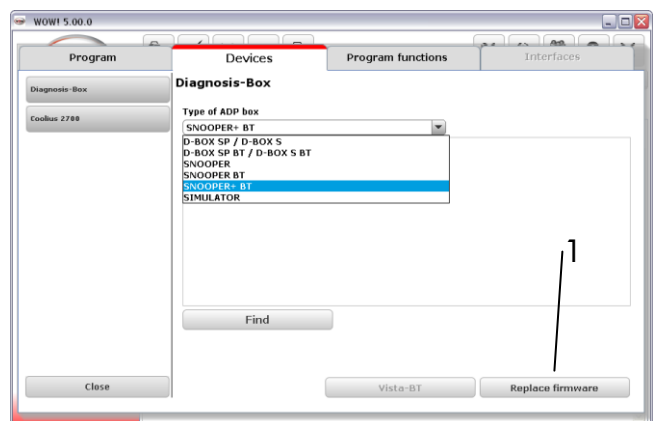
2.3 Program functions

Saving module

With the memory module you have the option of saving vehicle data and test verifications of exhaust emissions tests and fault diagnoses carried out. These can be called up again and printed out where necessary or accepted in Vehicle selection.

You can select by way of the selection window whether or how the data of the exhaust emissions tests are saved.

**The following settings can be performed:**

- Memory module off:
  No data are saved.

- Save vehicle with client data:
  After each exhaust emissions test, you are prompted to assign the test record to a client or to create a new client. The record is rejected if no details are given.

- Save vehicle without client data:
  Only the record with the vehicle data is saved.

Service reception

Database for products and additional services

Products and services which can be selected in the service reception process are already stored in the database. You can adapt the prices quoted for the individual additional services to your own prices.

To do so, highlight the data record you would like to edit and then enter your own price. Click on **Save** to accept the data record.
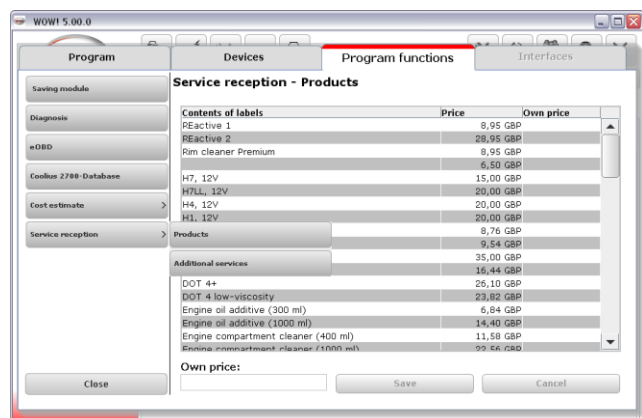
Inspection

The content of the printout of the service schedules can be adapted in the Inspection area.

Interval:

Changeover from kilometres to miles.

Service schedule adaptation

- Working times of the service items with printouts
  YES = The working times are displayed in the service schedule.

- Always display customer data
  The customer data - if available - are displayed on the printout.

Diagnosis

Program settings connected with vehicle diagnosis.

- **Vehicle data – Always display**
  When the test record is being printed, a dialogue window is displayed in which you can enter the vehicle data.

- **Only print scanned systems**
  The system scan queries which systems are installed in the vehicle. If this setting is checked/ticked, only those systems which have also been read out and have responded appear in the printout.

- **Expert mode**

> **IMPORTANT!** This diagnostic mode is only recommended for trained persons since it is necessary to select the diagnosis record exactly in order to obtain meaningful results. We recommend that you use this mode only in cooperation with the Technical Hotline.

  To avoid damage in the control unit (caused by incorrect activation), the Coding and Adjustment functions are not accessible in Expert mode.
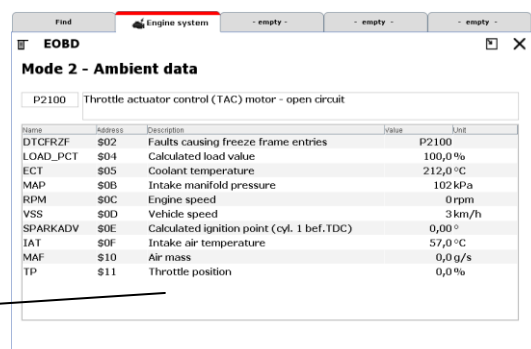
- Several records may be available for the vehicle. Several vehicle variations will appear in the list in this case. Please select the applicable vehicle/record by clicking on the relevant line.
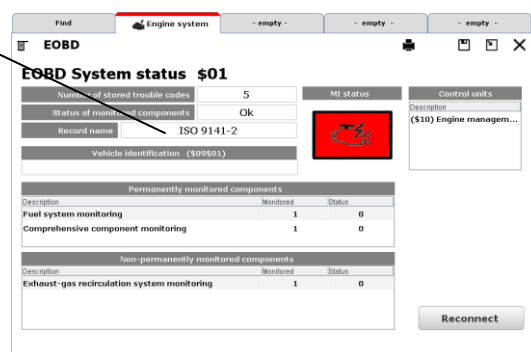
EOBD

Program settings connected with EOBD vehicle diagnosis.

- **View**
  Changeover between Mode and Normal views.

Mode view

Normal view

- **Vehicle data – Always display**
  When the test record is being printed, a dialogue window is displayed in which you can enter the vehicle data.

Cost estimate

Currency management

With the Currency management option you store other national currencies for your cost estimates and invoices.

1. To create a currency, click on the **New** button and then enter the values in the corresponding boxes. Accept the new currency in the list with the **Save** button.

2. To edit a currency, highlight it in the list and then click on the **Edit** button.

3. If you have highlighted a currency and click on the `Calculation principle` button, this currency becomes the standard currency (default for the cost estimate). This is used to convert all other currencies with the stored factor.
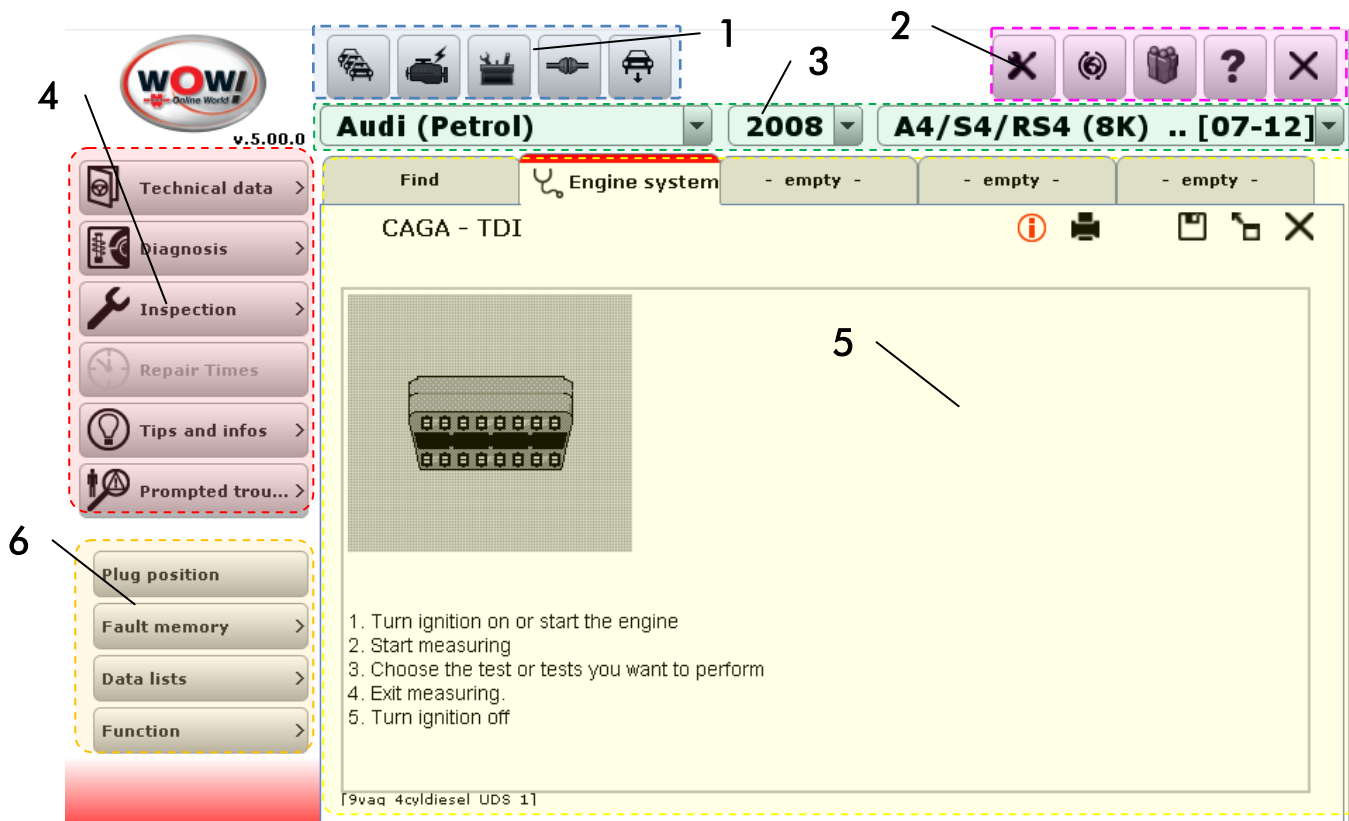
Cost estimate settings

Here you define your hourly cost rate and the applicable value-added tax. Both settings are accepted in your cost estimate.

1. If you have defined other currencies with Currency management and select these here, the hourly rates are converted with the stored factor.

2. You can select at "Expenditure basis" whether the working time is to be displayed in hours or in flat rate units (FRUs).

3. To create a new hourly rate, click on the `New` button and then enter the values in the corresponding boxes. Accept the new hourly rate in the list with the `Save` button.

4. To change an hourly rate, highlight it in the list and then click on the `Edit` button. Make your changes in the entry boxes and close these with `Save`.

5. Remove the highlighted hourly rate from the list with the `Delete` button.

6. Make the highlighted hourly rate the default value with the `Standard rate` button.

> *NOTE:* When drawing up a cost estimate, you can also select a different hourly rate for each item.
>
> *NOTE:* Changes which were not confirmed with Save will be lost.

3   User interface overview

1. Directly Module selection	The main software functions, such as e.g. Service reception or A/C diagnosis, are called up here.
2. Program functions	Includes all functions to manage and adjust the software.
3. Vehicle selection	You can determine the required vehicle in successive steps by means of vehicle selection. Manufacturer, Type, Displacement, Model year. This continues to narrow down the selection. In the Find tab you can also search for a vehicle by way of an entered text.
4. Function selection or overview area	This area provides you with an overview of the possible diagnosis types or the available content and technical data. Click on a button to expand these and display the contained content.
5. Register or Info area	The selected contents or functions are opened in up to five registers. If all the registers are being used, you will be prompted when opening a new function to close a register first. The different registers enable you to carry out several jobs simultaneously and thereby to work faster. **Example:** When you are performing a service reception, you can perform a service scan in parallel in the next register. You can always switch between the registers.
6. Action area	Here you will find the buttons for starting actions. **Example:** Start or stop the service scan

4   Buttons and their functions

Module bar

Terminate

Terminate program. All unsaved data are lost.

Saving module

The WOW! software database. Here you can retrieve all the data you have saved in the course of your work.

Vehicles selection

Select new vehicle.

Settings

All the settings relating to the WOW! software are made here.

Online update

Starts the software update function.

Service reception

Selects the service reception functions.

Help

Manual, Remote Control, bug report

WÜKO

Link to the Würth Online-Shop

Tools

Additional functions and small help features to WOW! software

EOBD

Without vehicle selection directly to EOBD-Diagnosis

Feature selection

Technical data

Diagnosis

Inspection

Buttons and their functions

	Repair Times
	Tips und info
	Prompted Troubleshooting

Register / Information area

Terminate

Close register.

Print

Print displayed content.

Save

Save performed action.

Enlarge view

The register is increased in size to the full screen and module selection is removed from display.

Reduce view

The register is reduced in size and module selection is displayed.

Control buttons

The control buttons are called up here in the enlarged view.

Virtual keyboard

If a touchscreen monitor is used, the screen keyboard can be displayed here.

Find

During vehicle selection via text search the search process is started and the vehicle is accepted.
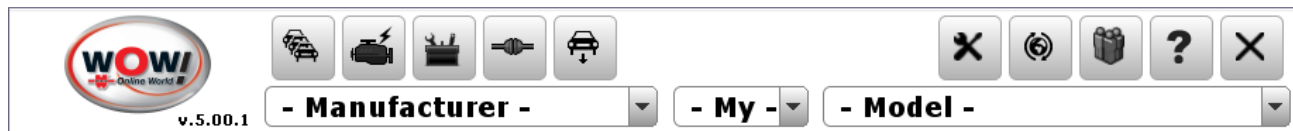
Additional Information

Here you obtain detailed information and extended technical data on the relevant topic opened.

5 Vehicle Selection

The redesigned Vehicle Selection is divided into two areas, Classic vehicle selection and Interactive search.

Classic vehicle selection

Function:

Select the required vehicle via the drop-down menus as usual by manufacturer, model year and model. Enter the first letter to navigate quickly to the required manufacturer or model.

Then from the displayed list select the required engine version and click on the arrow to the right of it.
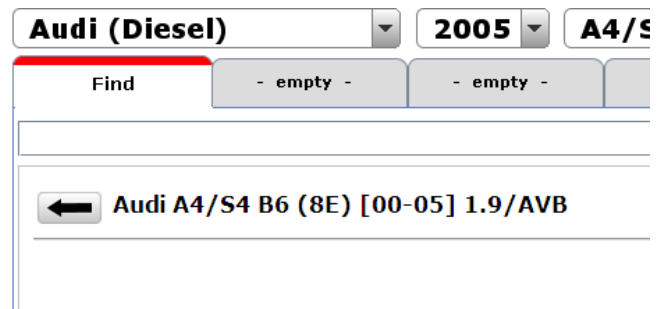
The selected vehicle is displayed.

Interactive search

The new Interactive search functions along similar lines to the search functions on Internet search sites. Suggestions for the entered text are displayed here.

Vehicle Selection

Function:

Enter in the search box the order as for a classic search, starting with the manufacturer text.
Click on a search result in the list or navigate downwards with the arrow key to adopt it in the search box. Then enter a space (1).

Find	- empty -	- empty -

merc

⏚ Mercedes Benz (Petrol)
⏚ Mercedes Benz (Diesel)
🚗 Mercury Marquis ('67) [67-82] (Ford (Petrol))
🚗 Mercury/Monarch ('74) [74-80] (Ford (Petrol))

The search list now displays the available models for this manufacturer.

Now enter the model designation or navigate with the arrow key.

Then enter a space (2) after the model designation.

Find	- empty -	- empty -

Mercedes Benz (Diesel)

🚗 /8 (114) [67-76]
🚗 /8 (115) [67-76]
🚗 100 Box (631) [88-95]
🚗 190 (201) [82-93]
🚗 407-409 (611) [95-06]
🚗 408-410 (611) [95-06]
🚗 A-Class (168) [97-04]
🚗 A-Class (169) [04-12]
🚗 B-Class (245) [05-11]
🚗 C-Class (202) [93-00]

1

In order then for example to search for the service schedules, enter an "s".

Select the maintenance schedules and confirm with **ENTER**.

Find	- empty -	- empty -	-

Mercedes Benz (Diesel) A-Class (169) [04-12] s

⚙ 5 & 6 speed transmission
🔧 [AC system]
🔧 [Airbag electronics (SRS)]
🔧 [Engine system]
🔧 [Lighting system]
　[Service reset]
　[Service Schedules]
🔧 [Service]

2

The selection "Service Schedules" is displayed.

Click on the arrow pointing to the right (3) to open the selected service schedule in a new data tab.

To carry on searching, switch back to the data tab **Find** and enter the search text.

Find	- empty -	- empty -	- empty -	- empty -

⬅ Mercedes Benz (Diesel) A-Class (169) [04-12] Service Schedules

	Service Schedules		
	MY 2008MY -2008	- 2.0 litre	➡
		- 640.940, 640.941, 640.942	
	Service Schedules		
	MY 2009-	- 2.0 litre	➡
		- 640.940, 640.941, 640.942	

3

8 Fault reporting

To improve and progress the WOW! Software for you, we have a tool to recording and documentation of errors. These documentations will transfer to our Support team, with the next on-line update.

1. If a problem arises during diagnosis or when working with the software, click on the [?] button in the program functions.

2. In the context menu select **Fault reporting** and start logging with **start logging (Alt+L)**

📝 NOTE: Observe the key combinations of the buttons, since the buttons cannot be accessed in the diagnosis sequence.

   Logging runs invisibly in the background

3. If you like to add a comment or a Screen Shot with comment, choose the relevant key combination. (Alt+C or Alt+S)

4. With a Screen Shot you click on **new arrow** (1) and pull this then at the point in the picture you would like to describe. Add then your comment and click on **OK**.
   The log files are transmitted during the next online update.
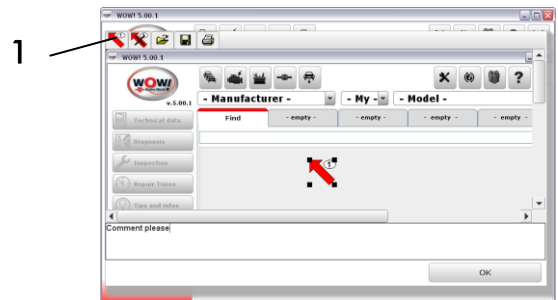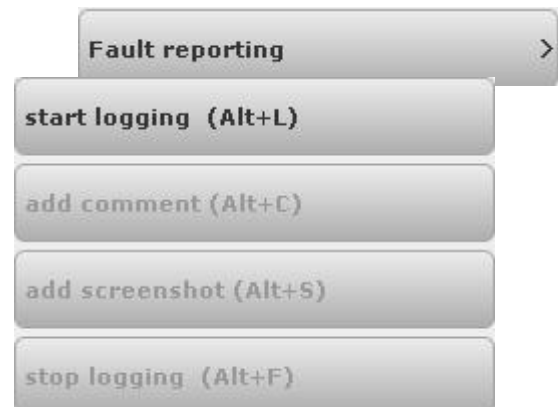
9   Using the Flight Recorder in the Snooper+

Background:

- Data recording while driving for supported values

- Selection from all available data lists

- Setting of trigger points while driving in order to find events in the recording again

- Evaluation on a PC, storage of the recorded values in the memory module
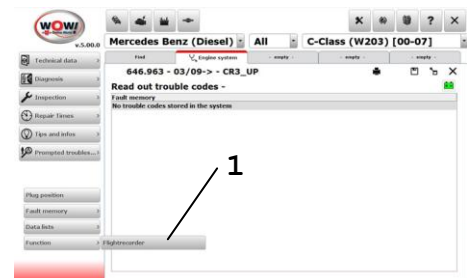
Battery indication in the WOW program:

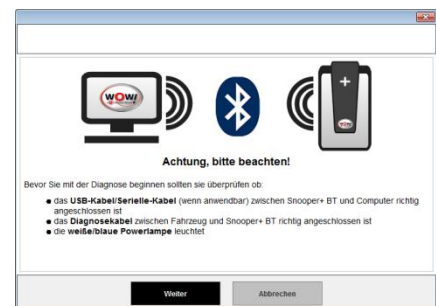|			
🔴	Red	Voltage not sufficient	< 10.5 V
🟠	Orange	Undervoltage	10.5 V to 11.5 V
🟢	Green	Voltage OK	11.5 V to 15.0 V
⬜	Clear	Not connected	No voltage can be measured

VCI = Vehicle Communication Interface

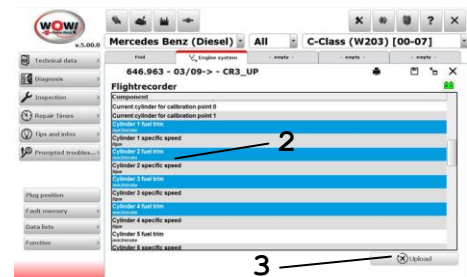## 9.1   Selecting and transferring values

1. Select the system to be tested.
   Click on `Flightrecorder (1)`.

2. *Follow the notes and instructions in the program.*

3. Select the required values by clicking (2).
   (The control unit data rate varies, depending on the number of selected values).

4. Select `Übertragen (3)`.

5. Before the data are transferred, a check is conducted to ascertain whether the control unit supports the data list values,
   the Snooper+ must be connected to the selected vehicle.
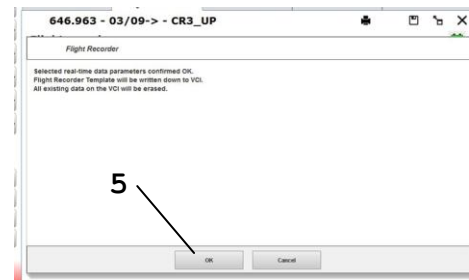   If the data transfer fails, check the correct functioning of the data in the data list view.
   Follow the instructions in the program (4)

6. Now transfer the values to the Snooper+ (5)

7. The Snooper+ has been successfully configured for recording. You can now start data recording.


9.2 Data recording

1. Start the vehicle

2. Pressing the **REC** button (3 seconds) starts the Flight Recorder. The display colour of the multicolour LED changes to Yellow and a sequence of sounds can be heard.

   Recording starts and the display turns into a sequence light. Briefly press the **REC** button to set a marking/highlighting (trigger point) in the data recording.


   Press the **REC** button for a longer time (3 seconds) to terminate the recording.

9.3 Loading recording data

1. Open the Flight Recorder

   The Snooper+ must be connected to the power supply and to the PC (USB or BT)

2. **Load** (1) the recorded data

3. Highlight the Flight Recorder session (2)

4. Click on **Anzeigen** (3) to open the data

5. Always the first two values are preselected; these can be extended and changed (4).

6. Click on the colour coding (5) to open a menu for colour selection.
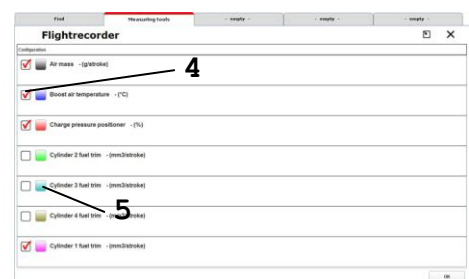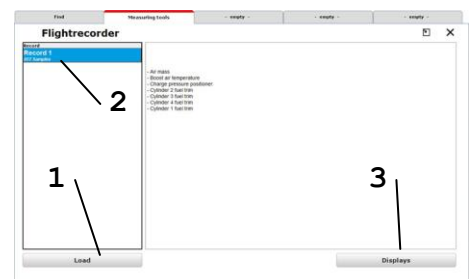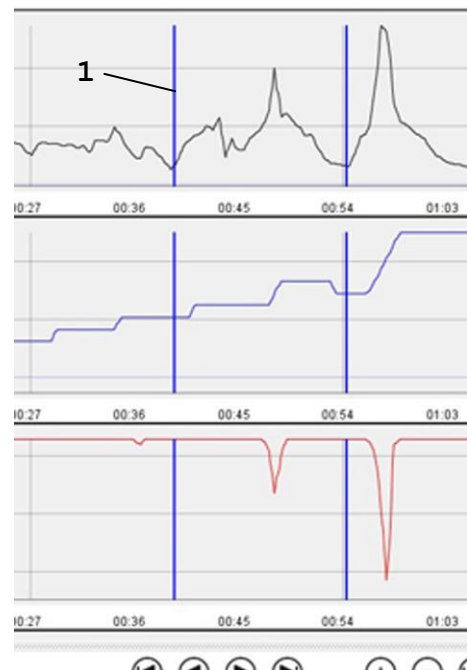
9.4   Evaluating data

1. The values can be individually displayed on top of each other, next to each other or in a system of coordinates. The selection is made via the symbols (1)

2. The control symbols (2) (Enlarge, Reduce, Jump, etc.) are intuitively comprehensible and supported by context menus.

3. The control symbols in the bottom left corner of the window serve to:

   - save the recording in the customer memory module 💾

   - display the data descriptions ℹ️

   - reselect the selected values

Trigger points

As already mentioned, during data recording you can set markings/ highlightings in the form of trigger points in the data. In this way you create the "blue" vertical marking lines in the data display (1). These markings are set simultaneously in all the data lists so as to ensure that the event moment in all the data is comprehensible and retraceable.

Click once with the left mouse button to create a vertical "red" line in the graphical representation. The created "event horizon" can be moved and reflects the current measured values. The event horizon is simultaneously displayed in all the graphs, regardless of which form of data representation has been selected. This ensures that the data are comparable.

Click once with the right mouse button in the graphical representation to make the line disappear again.