

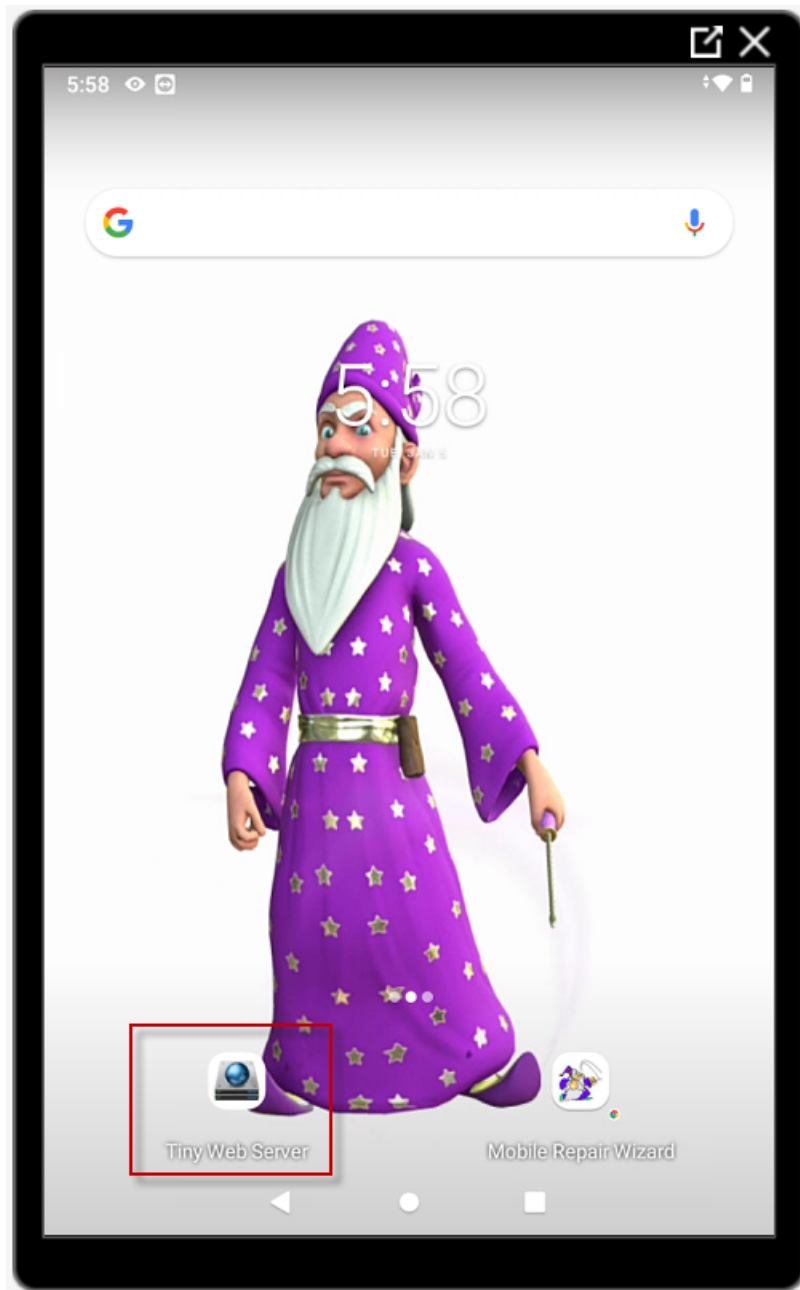
Using The Mobile Repair Wizard

NOTE: This document has been revised for the tablets equipped with the Android 10 operating system during setup and configuration. Several major changes have been made to the configuration:

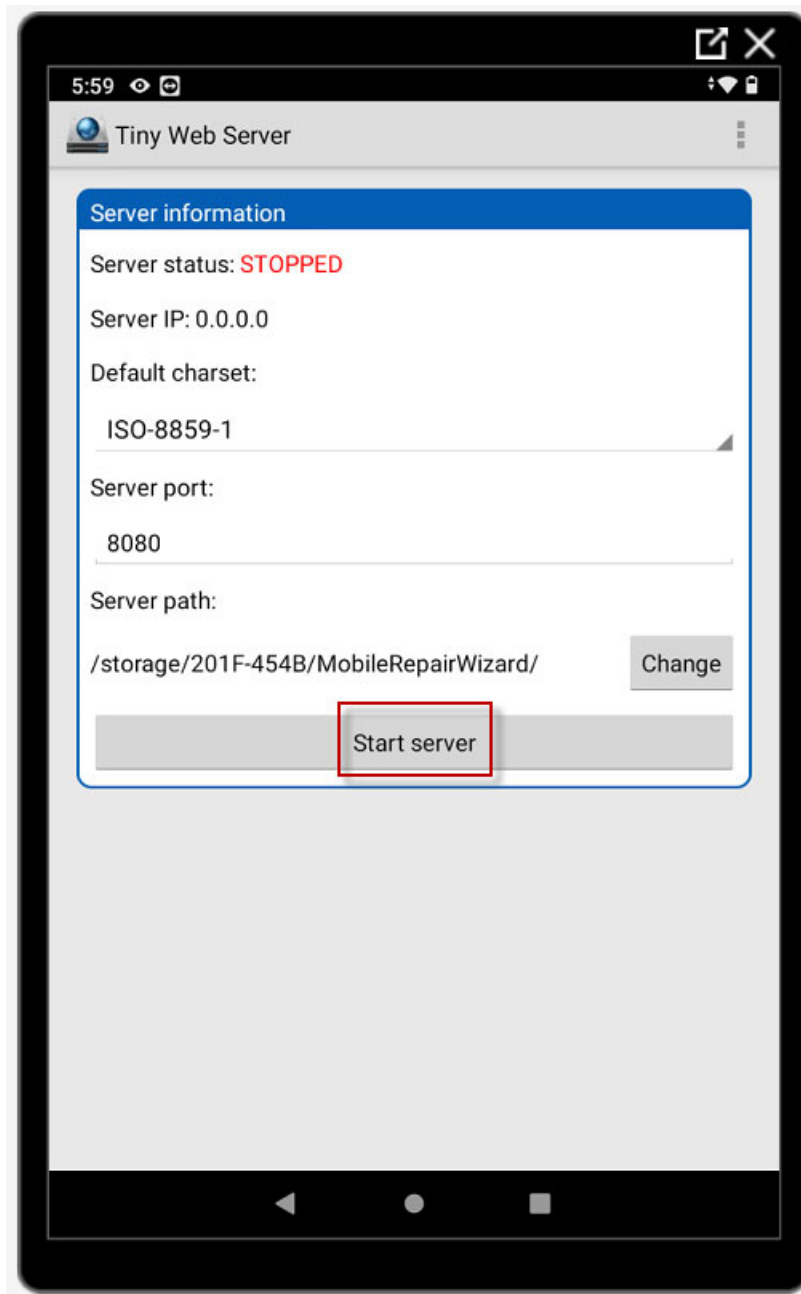
1. Running the Mobile Repair Wizard on “**Tiny Web Server**”. This allows the software to operate as a true website, similar to the Online Repair Wizard. It also means that it is no longer necessary to use a “long” press to view videos. Tiny Web Server must be started prior to using the Mobile Repair Wizard, which requires pressing the Tiny Web Server icon and then selecting “**Start Server**” on the big gray button at the bottom of the screen. The back arrow on the bottom of the tablet screen can be used to return to the Android Home Screen in order to start the Wizard.
2. Addition of a third-party software package called “**Andro Search**”. Since the built-in Keyword Search feature cannot be made to work under Android 10, if you select the Keyword Search button and have an active Internet connection, you will be redirected to the Online Repair Wizard website where the Keyword Search works normally because it executes on a Windows Server. Andro Search allows you to search the content stored locally on the tablet. Therefore, an Internet connection isn’t needed. Unfortunately, Andro Search is not part of the Wizard, so it must be selected manually from an icon on Android Home Screen #2. The contents of the Wizard are indexed by Andro Search during the setup of the tablet, so you only need to enter a search phrase to find PDF documents and HTML files on the SD card. Type the model name or abbreviated model number of the appliance followed by an asterisk (*) symbol to locate matching documents. It will also locate videos with the search term in their title.
3. The browser being used is now Google Chrome. The FlashFox Pro browser previously used will not execute under Android 10.
4. The tablet is a complete turn-key software solution. There is no configuration to the actual Wizard software that must be performed by the end-user. If you want to use the third-party MPH Parts Search and MPH Blue Book websites, a connection to a Wi-Fi signal must be created beforehand. This connection is done through the Android Settings Screen and the WLAN selection (further explained later in this document). You must also be setup with your own MPH subscription to log into the MPH websites, unless you are in the free access period during the first month after purchase of one of our products.

Section A – How To View Videos

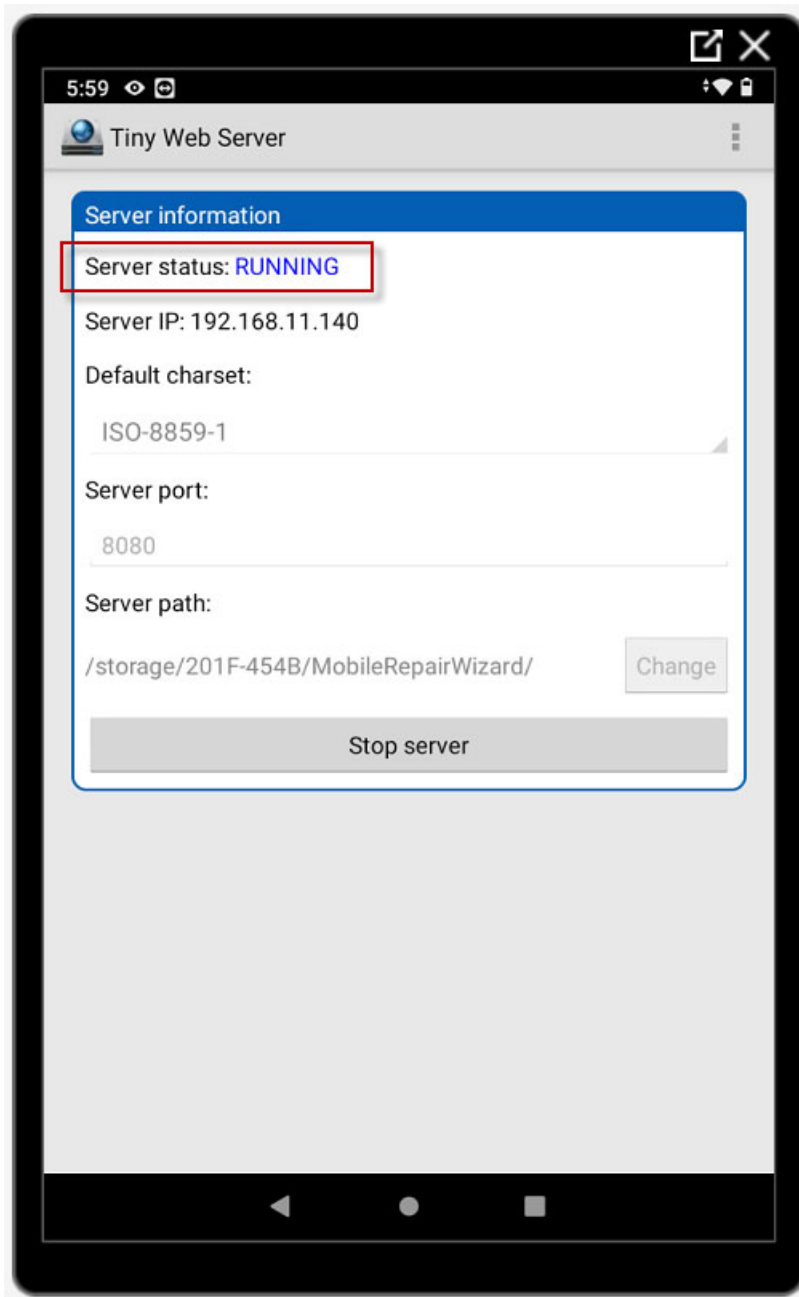
1. Start “Tiny Web Server” from the Android Home Screen icon.



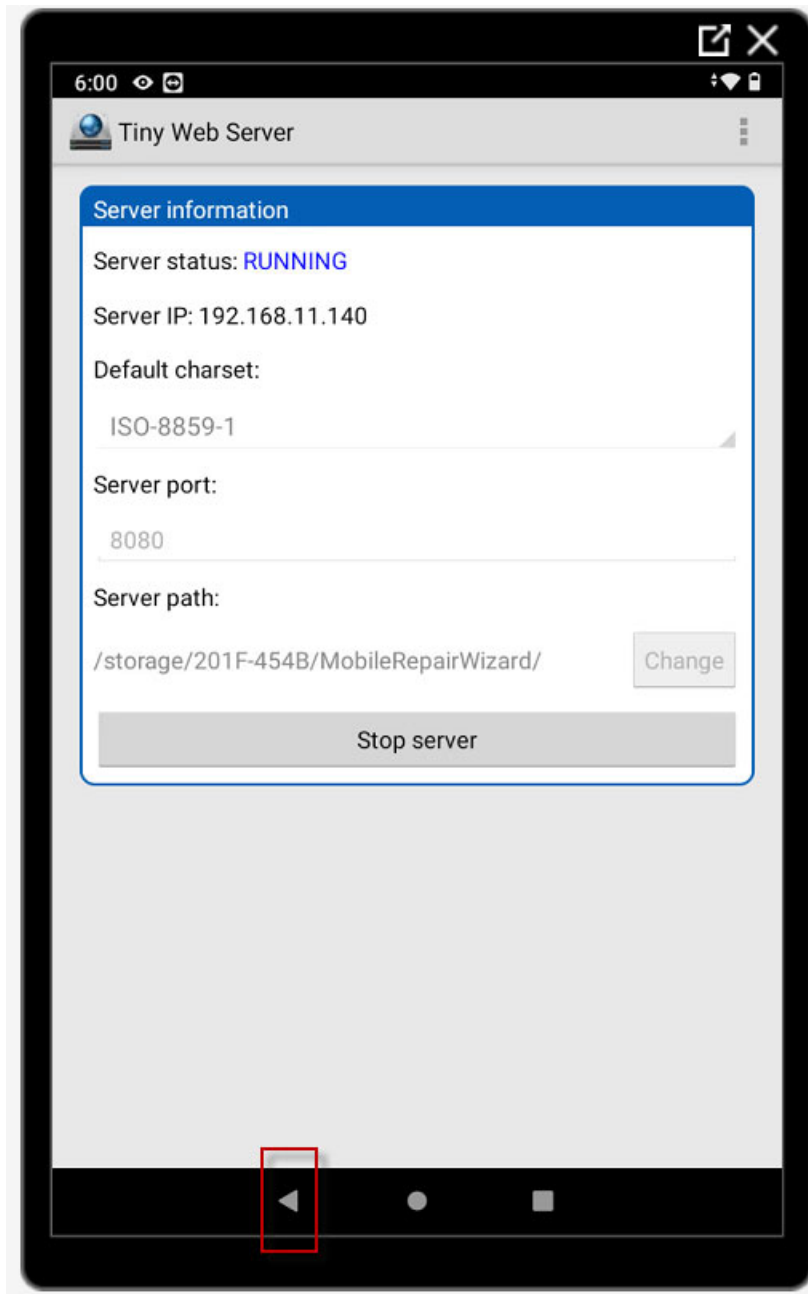
2. The server will most likely be stopped if you have just started the tablet. Press the “Start Server” button at the bottom of the Tiny Web Server screen.



3. After starting the server, the status should show "Running".



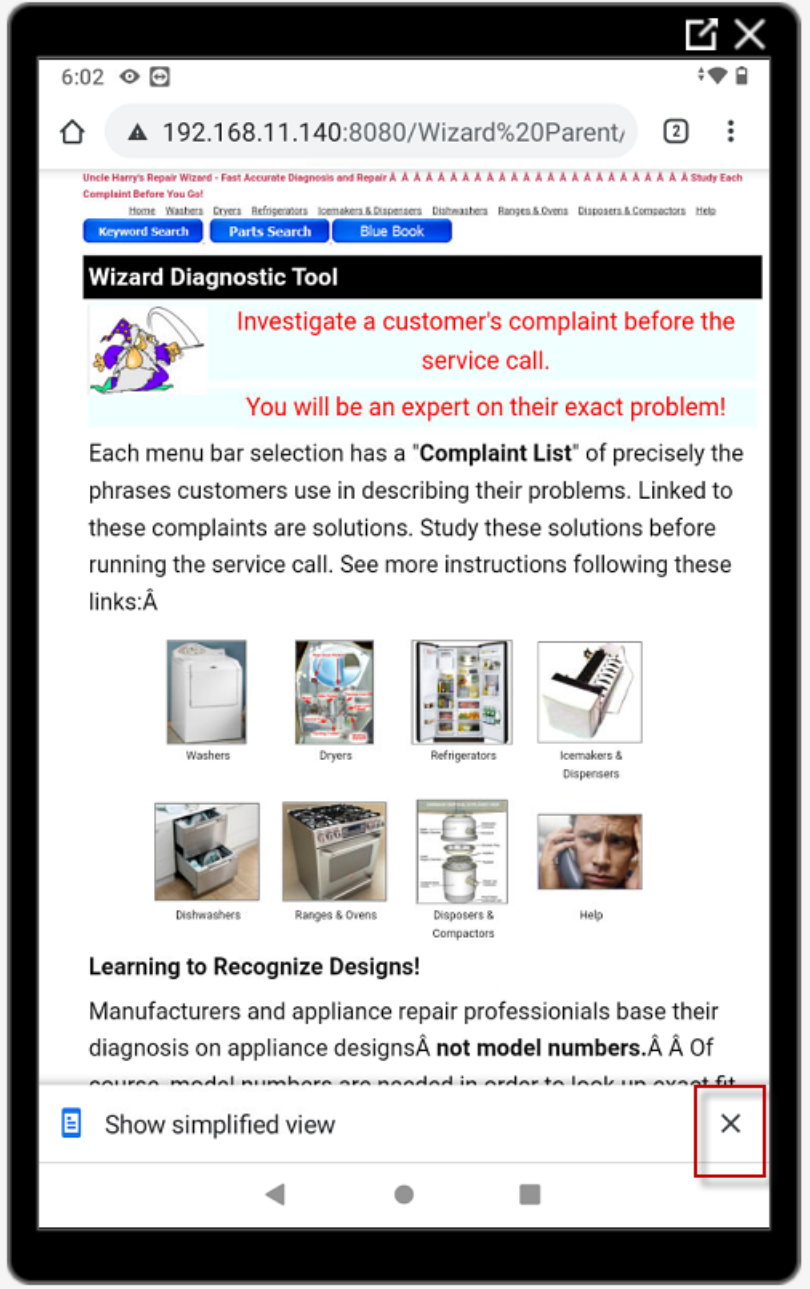
4. Press the Back Arrow at the bottom of the screen to return to the Android Home Screen.



5. Select the “Mobile Repair Wizard” icon on the Android Home Screen.



6. An overlay panel will appear at the bottom of the Wizard Home Screen asking if you want to show the "Simplified View". You will probably want to close the panel and use the "Standard View".



7. Notice that the Mobile Wizard is executing from an IP Address. This is the address supplied by the Tiny Web Server. The root of the website is the Mobile Repair Wizard folder on the SD card. When the Mobile Wizard is used offline, the IP address used by the Android Home Screen Wizard icon must be:

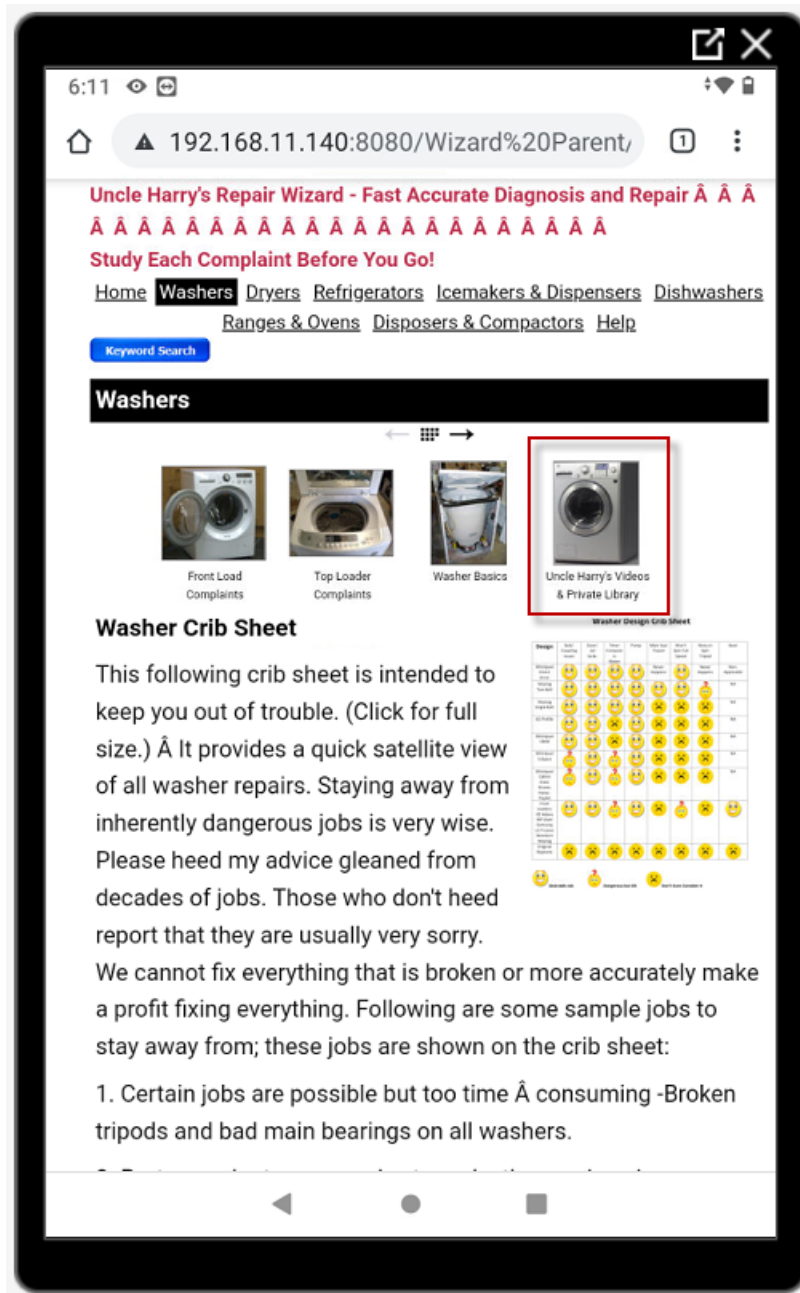
<http://localhost:8080/Wizard%20Parent/index.html>



8. Select the "Type Of Appliance" on the Wizard Home Screen. On this screen, "Washers" is being selected.

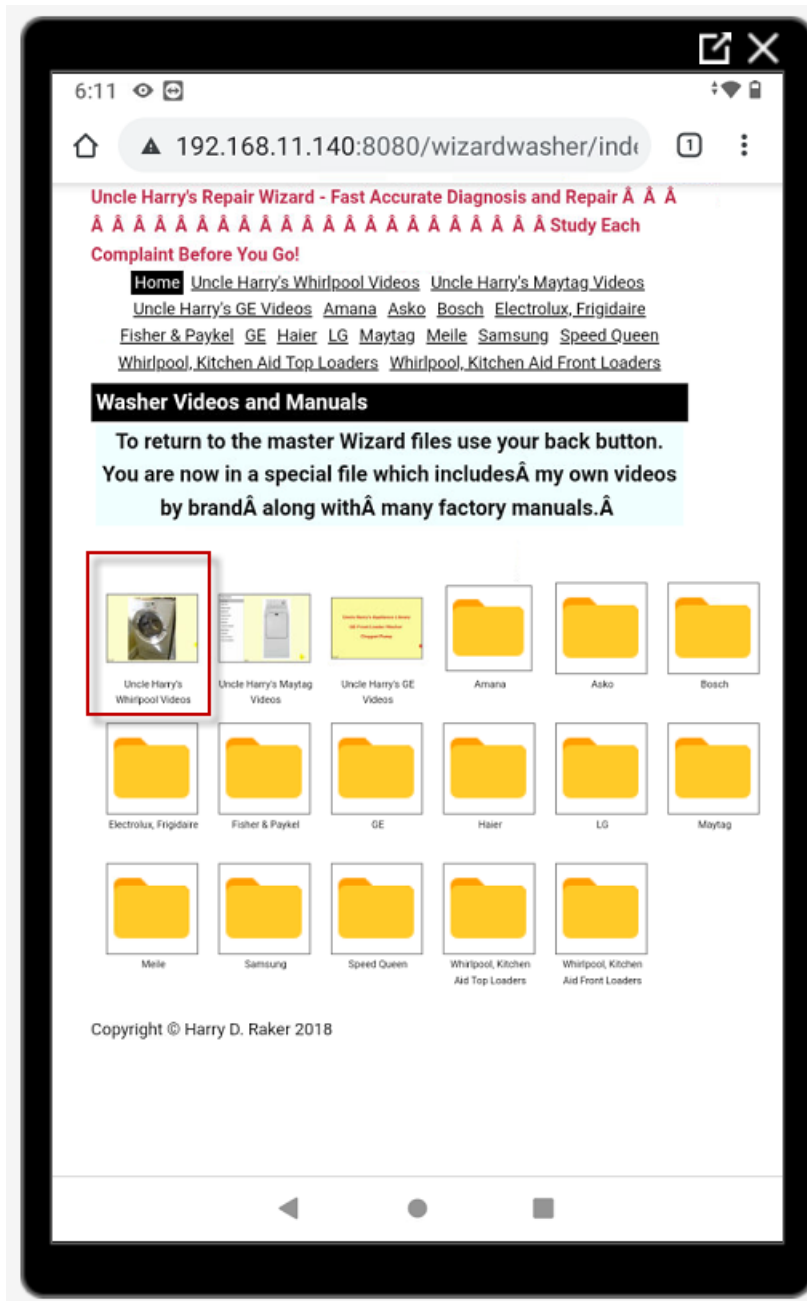


9. Select "Uncle Harry's Videos & Private Library".

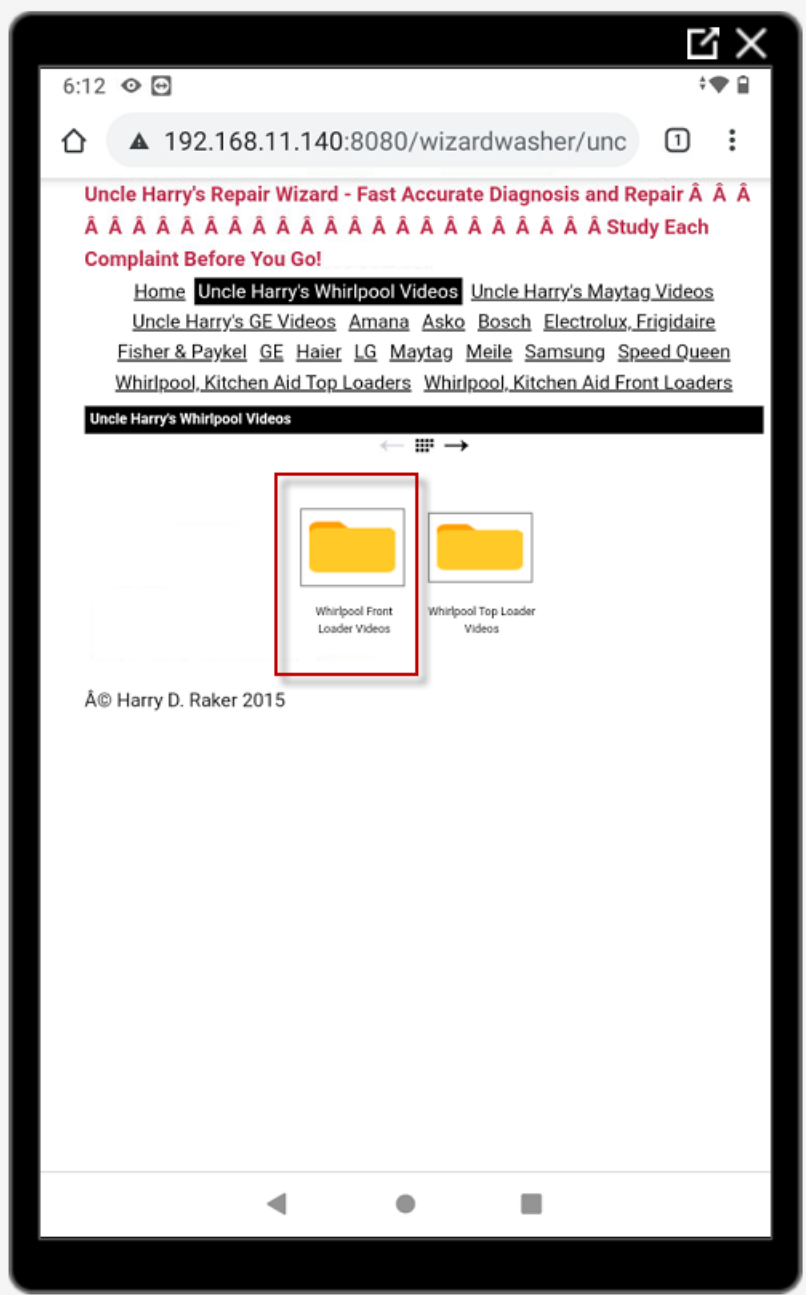


10. Select the "Brand Of Appliance".

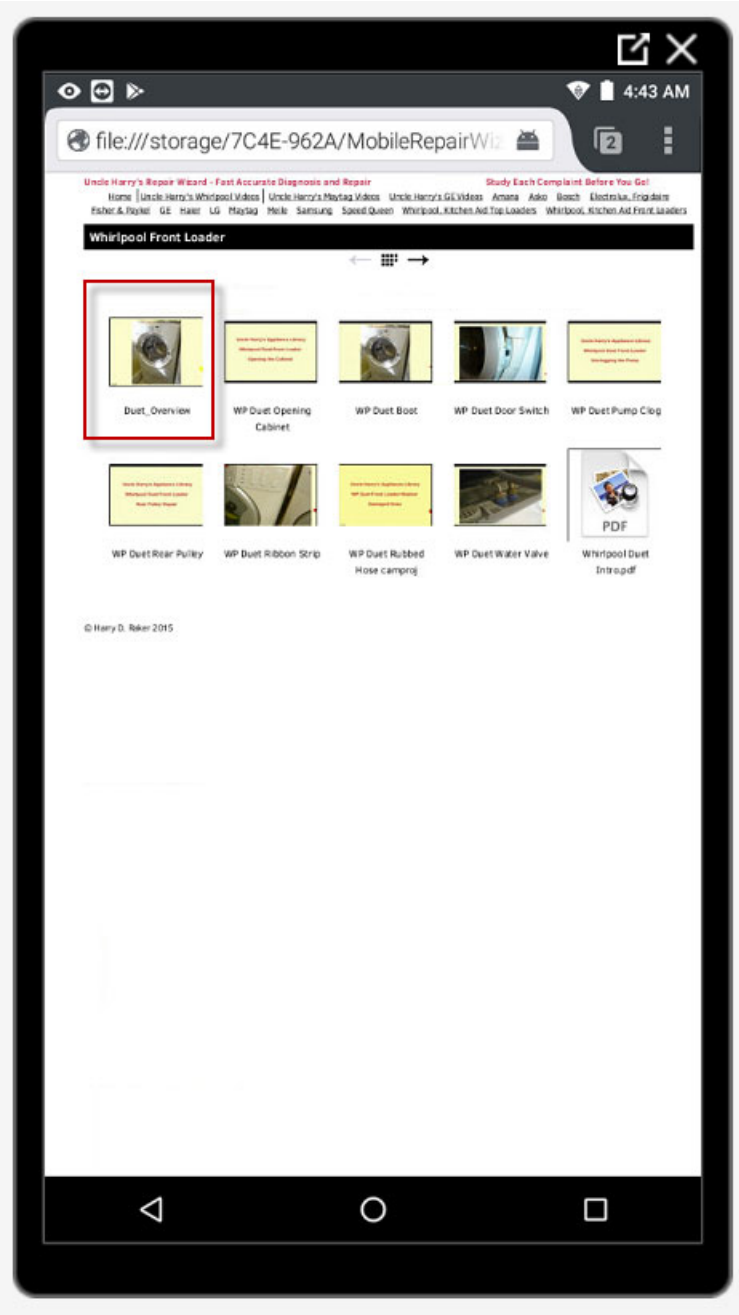
This screenshot shows Whirlpool videos being selected.



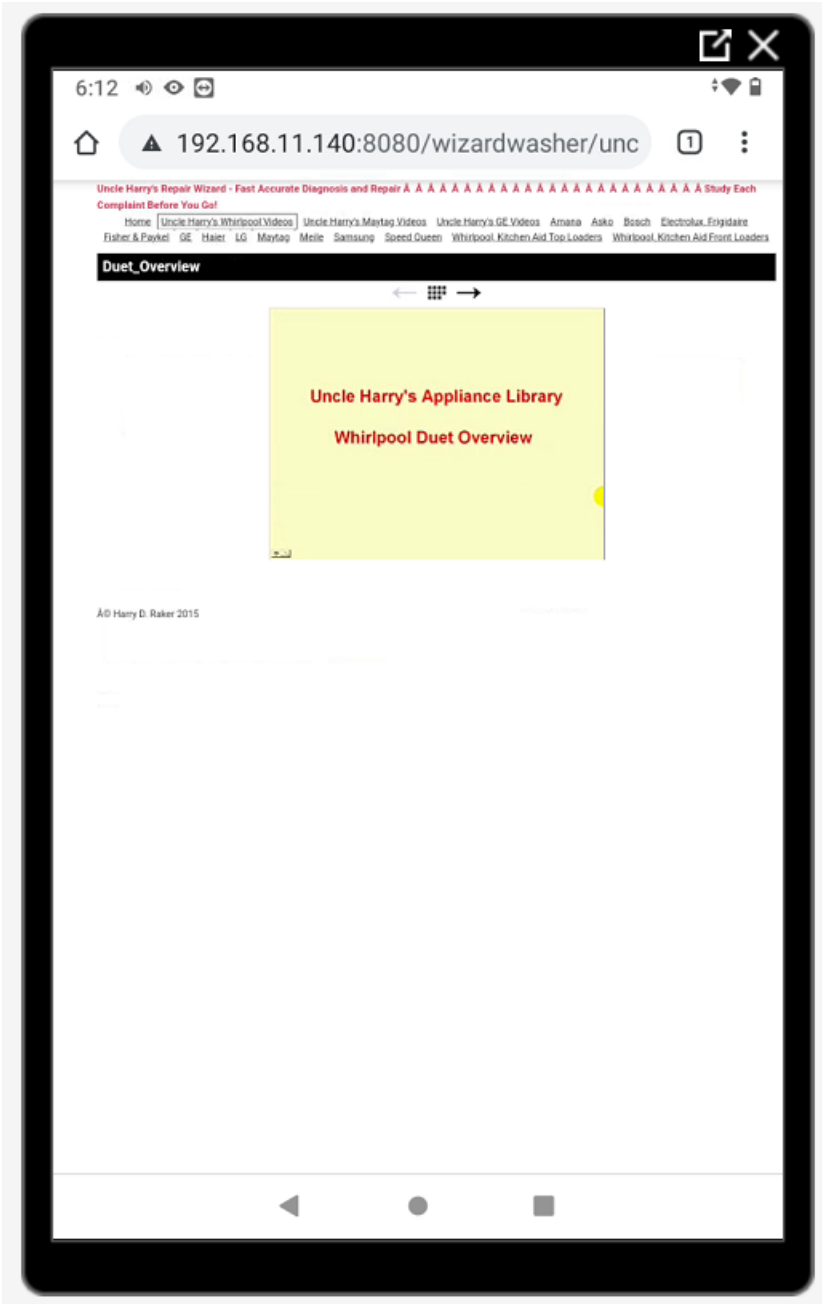
11. Select The "Type Of Appliance" (Front Loader, Top Loader).



12. Press the icon for the video you would like to play. In this screenshot, “Duet Overview” is being selected.



13. The video will begin to play in a small window.

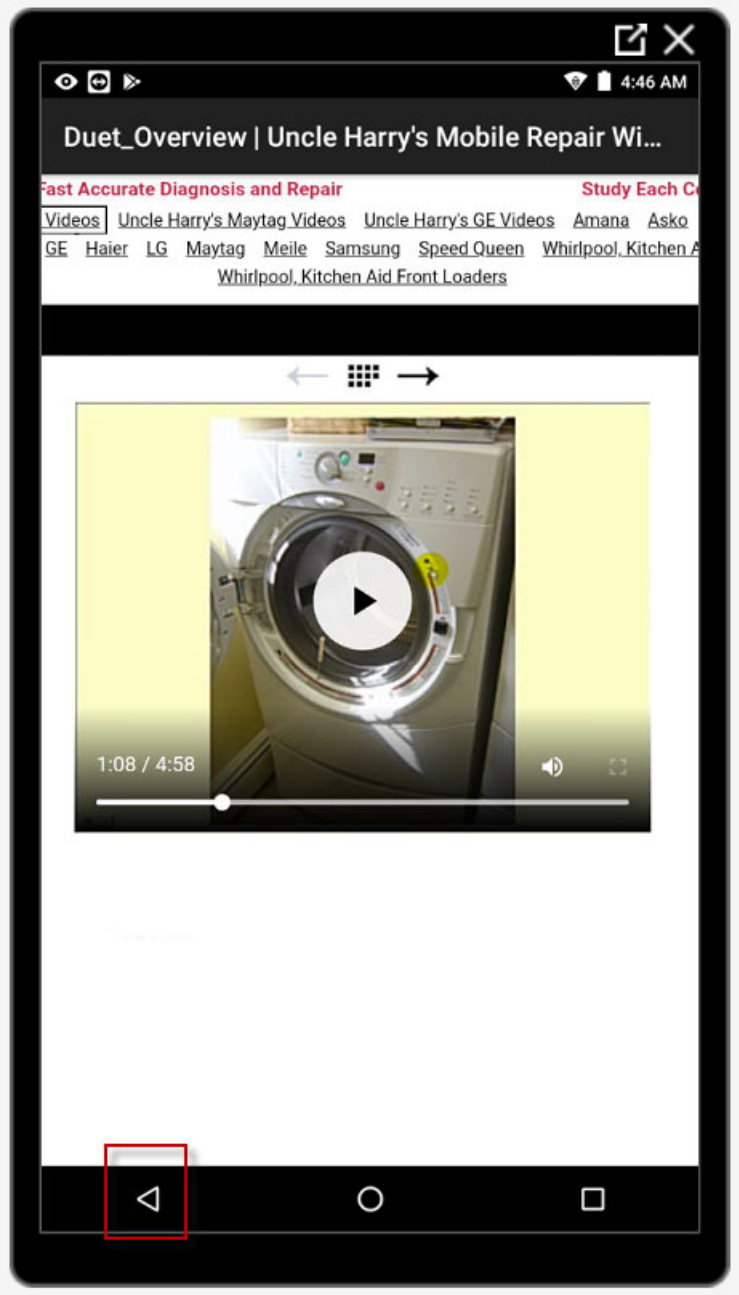


14. The window can be made larger by tapping it and then selecting the small square icon at the bottom of the window on the right (not shown). This will enlarge the window to full screen, making it easier to see the video.



15. Press the “Back Arrow” to stop the video. Press the “Back Arrow” repeatedly to navigate backward through the screens to the Wizard Home Screen.

Press the circle icon in the middle to return directly to the Android Home Screen.



Section B – Using The Keyword Search

1. Start The “Mobile Repair Wizard” from the Android Home Screen.

Note: This feature now depends on having an Internet connection. Make sure that Tiny Web Server is running (see Section A). You can also use the Andro Search app to search locally on the tablet, which doesn’t need an Internet connection.

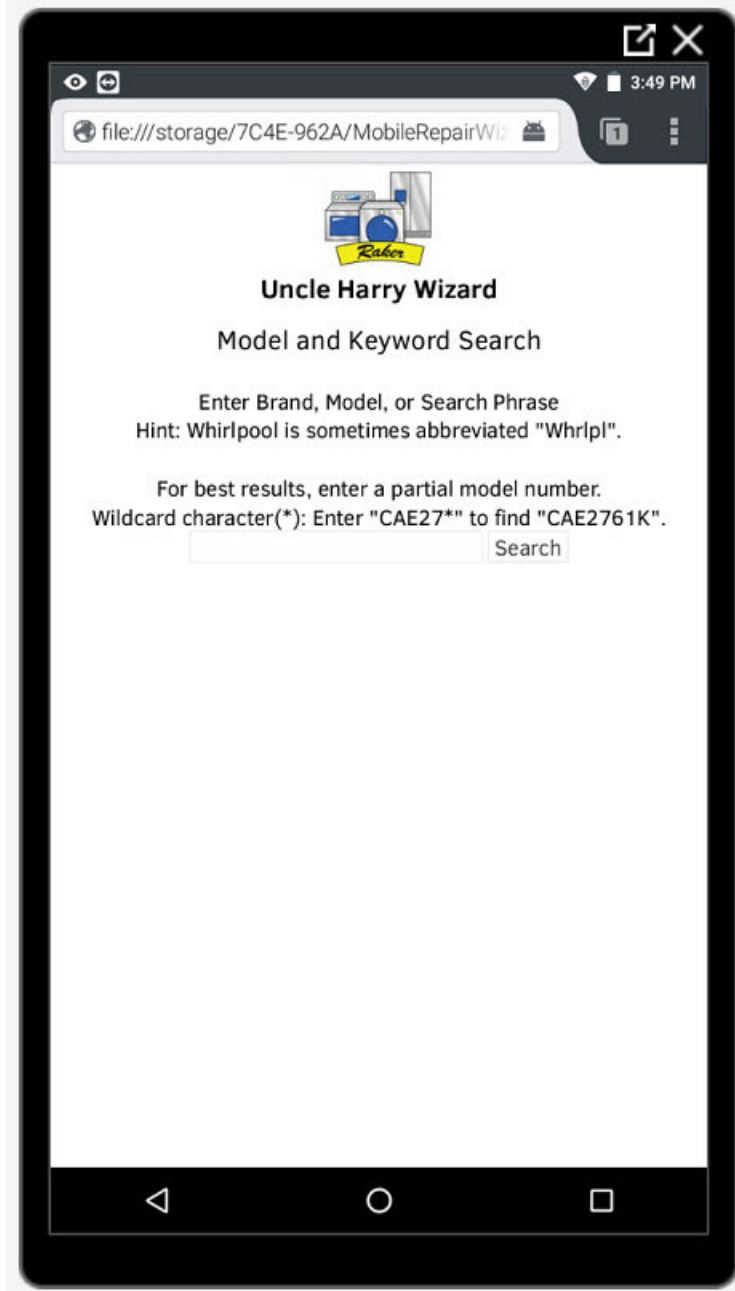
Press the “MobileRepairWizard” icon.



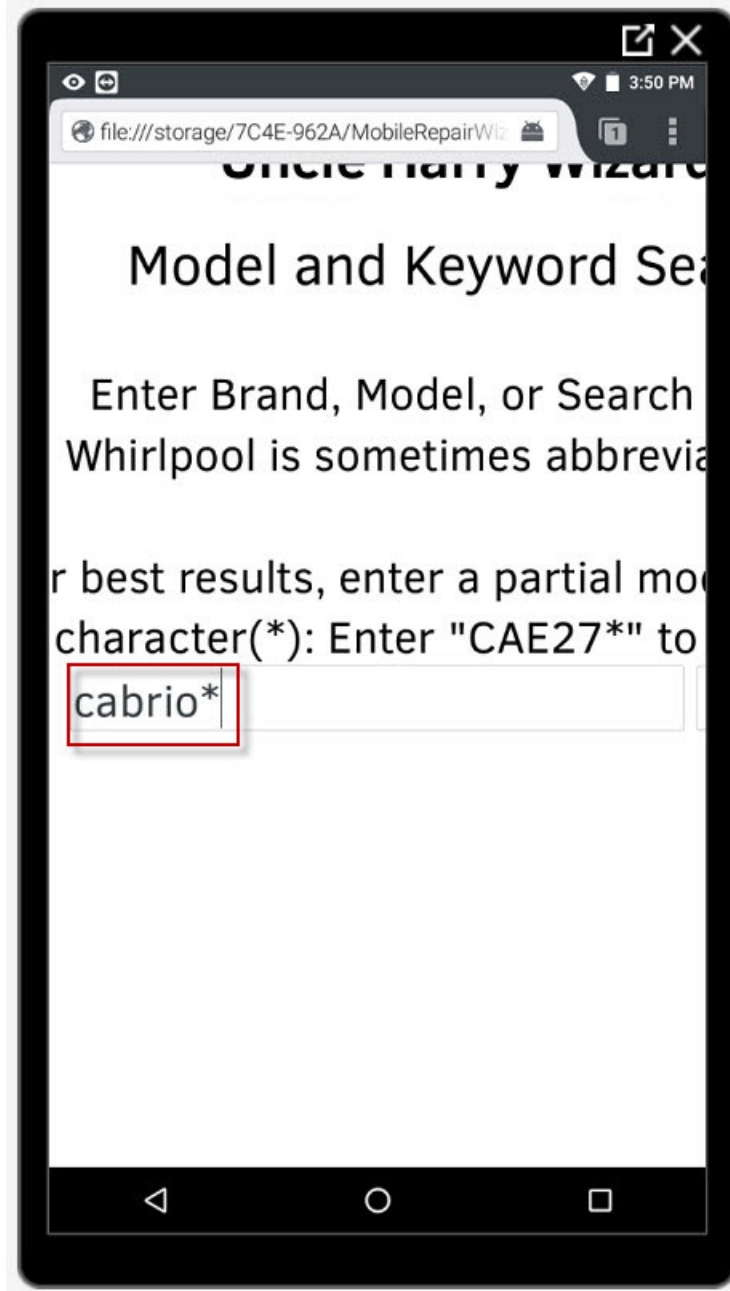
2. Select The “Keyword Search” Button on the Wizard Home Screen. Assuming you have a working Internet connection, you will be redirected to the Online Repair Wizard’s “Model and Keyword Search” screen.



3. Enter A Model Number or Search Phrase.



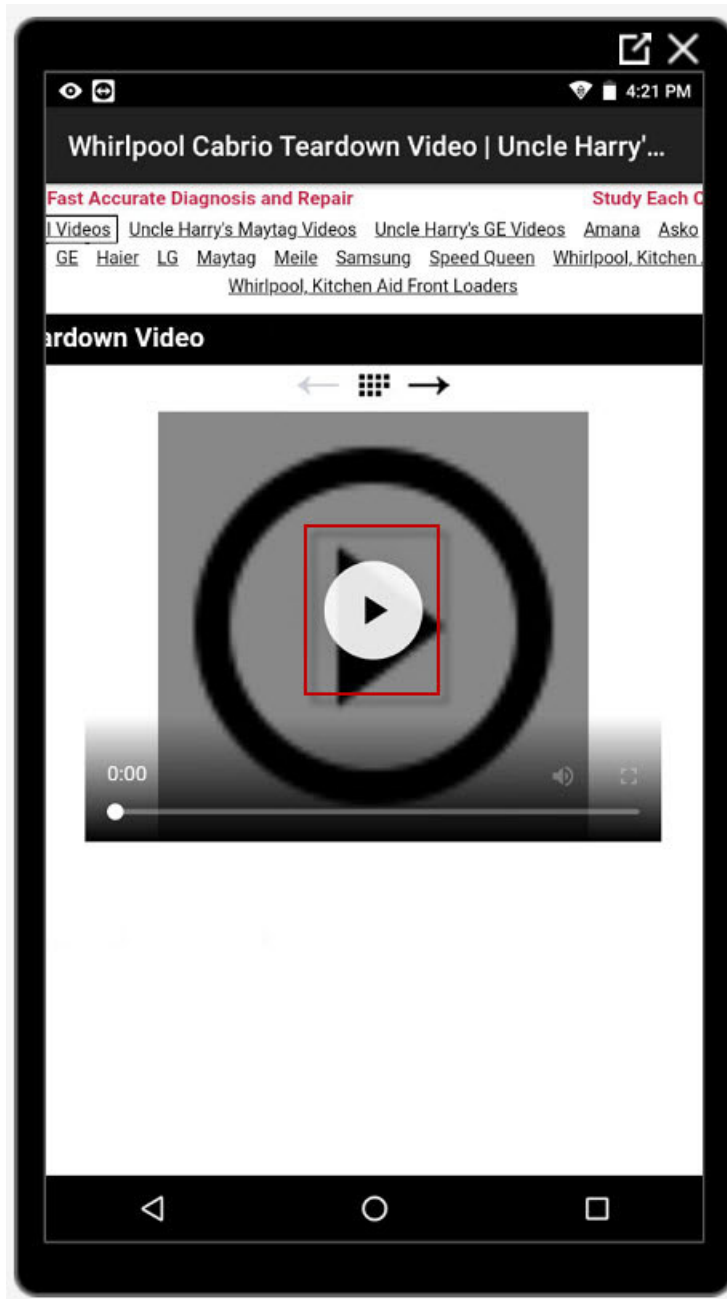
4. Append an Asterisk symbol to the Search Phrase.



5. Tap the link to the Desired Search Result.



6. Tap The “Large Arrow” To Begin Playback. Under Android 10, it is possible that the initial screen of the video will appear, but you may need to click a small arrow at the bottom of the video to start playback.



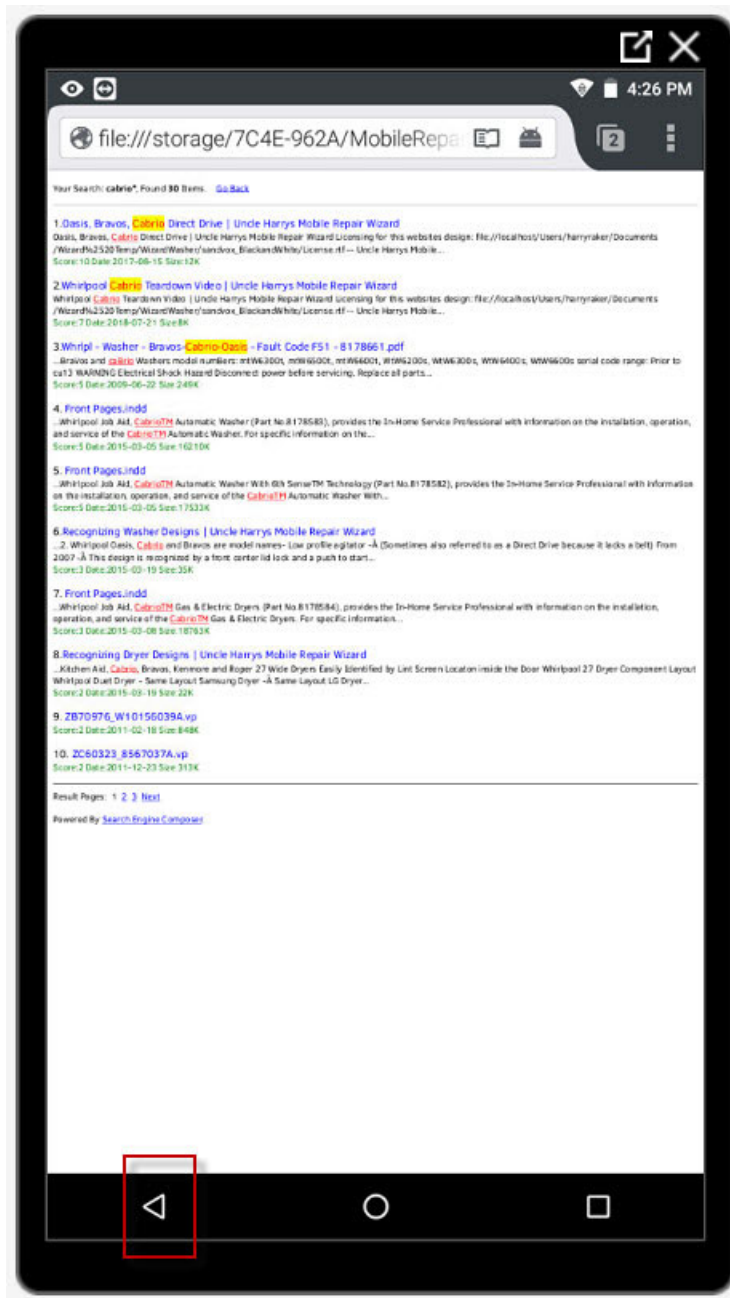
7. The video will begin playing.



8. Press The “Back Arrow” to stop playback and return to the previous screen.



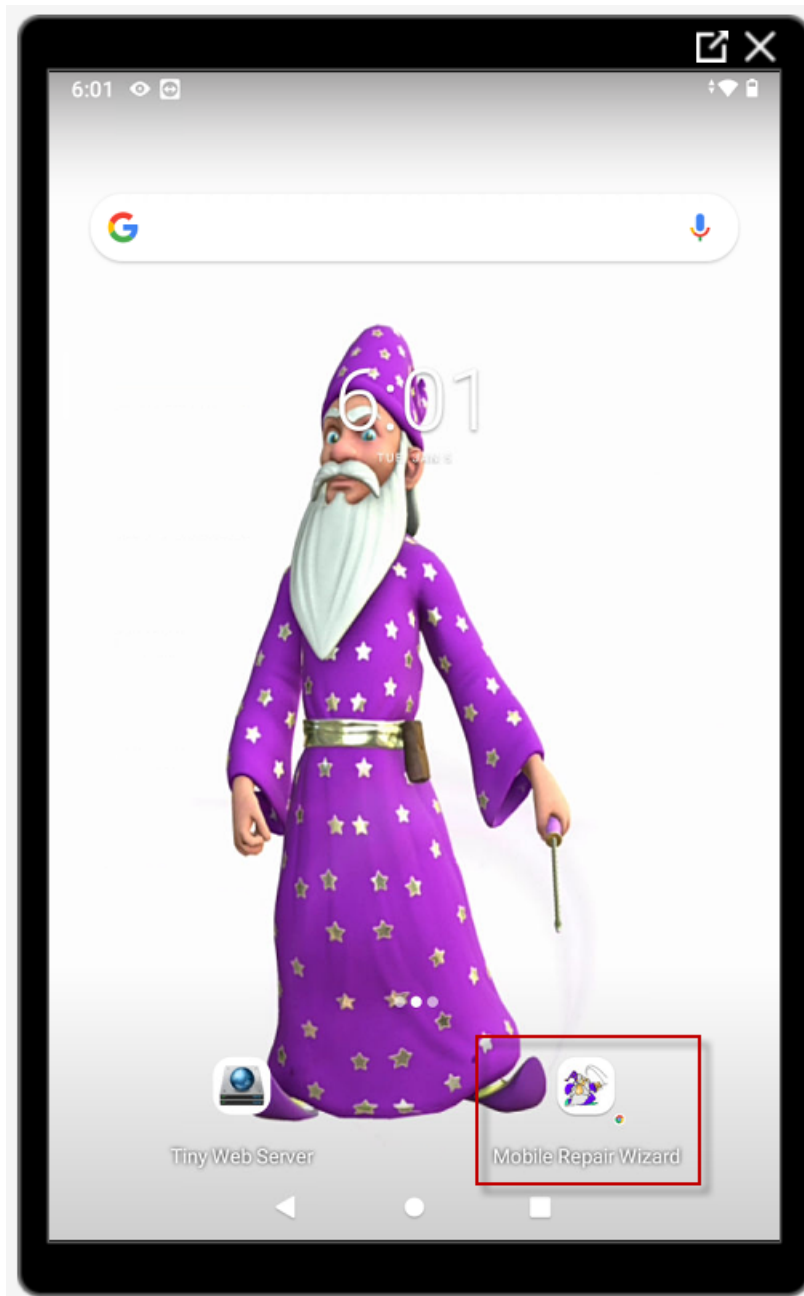
9. Press The “Back Arrow” repeatedly to return to the Wizard Home Screen.
Alternatively, press the “Circle” icon to go straight to the Wizard Home Screen.



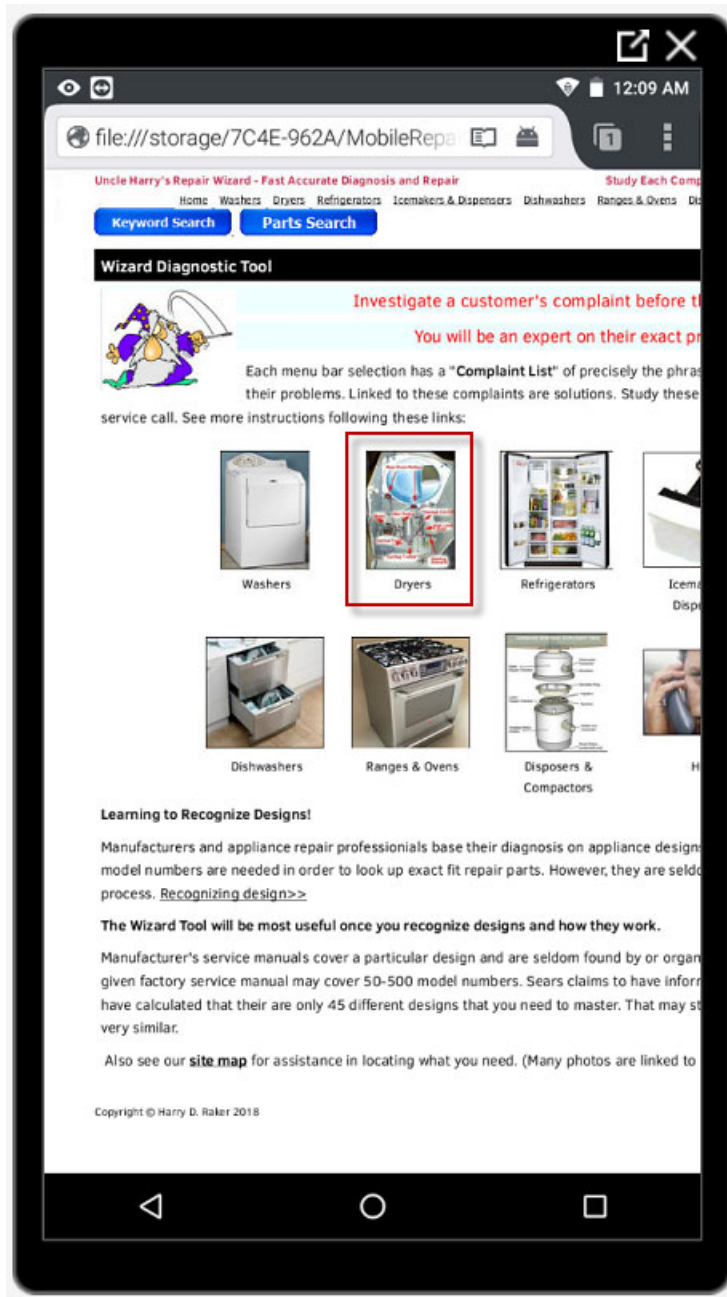
Section C – How To View PDF Documents

1. Start The “Mobile Repair Wizard” website from the Android Home Screen.

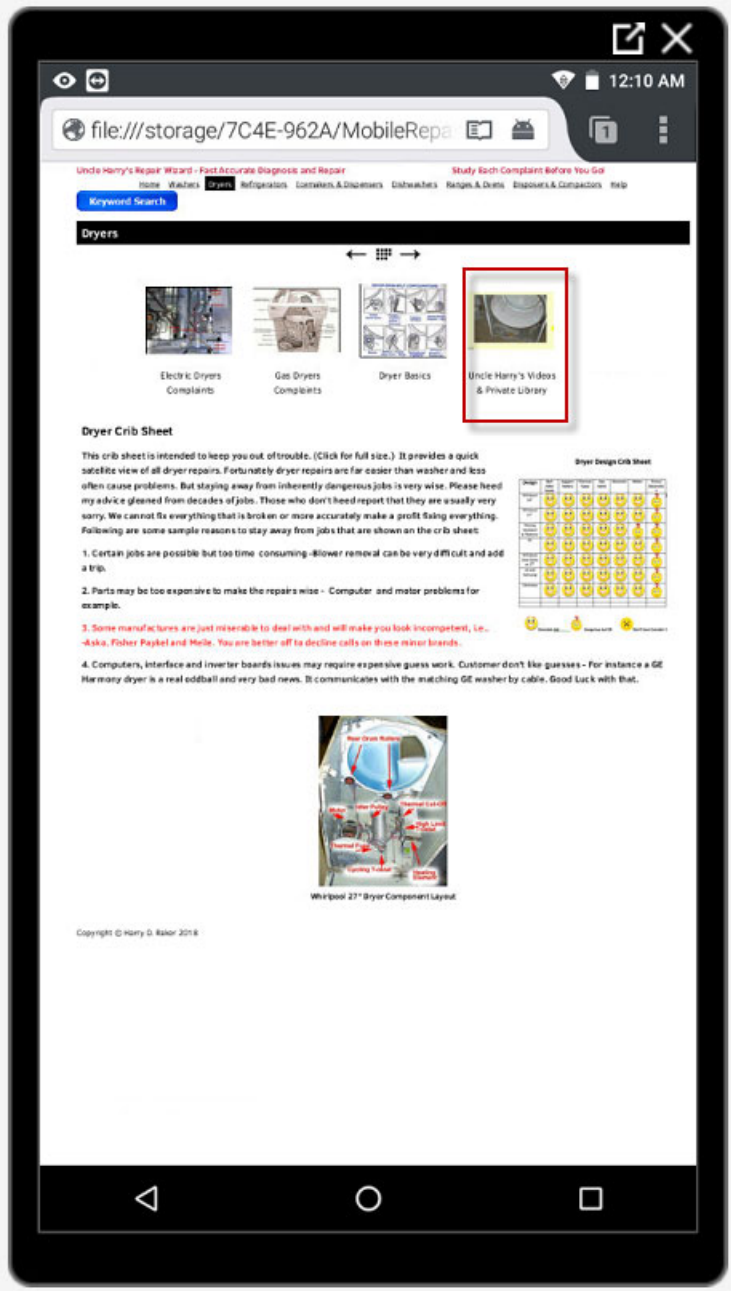
Make sure that “Tiny Web Server” is running first, then select the Small Wizard icon at the bottom right. See Section A to start Tiny Web Server.



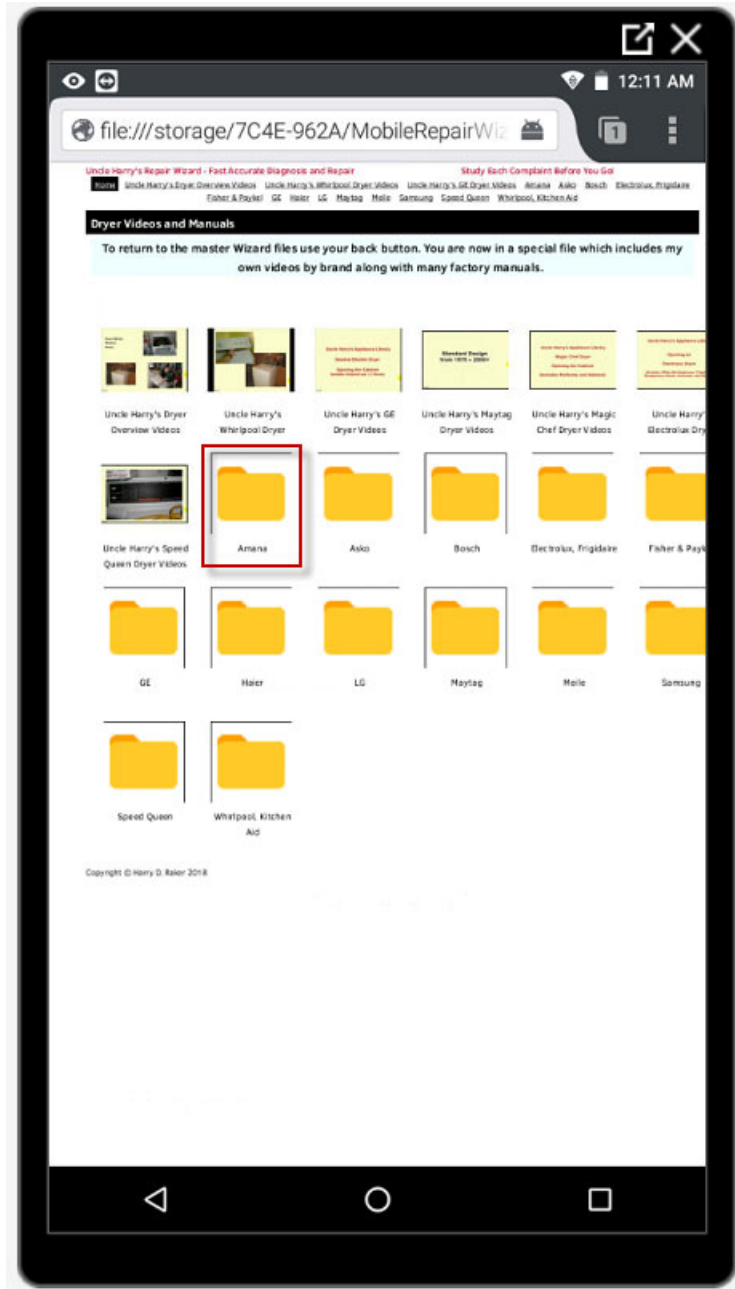
2. Select the "Appliance Type" on the Wizard Home Screen.



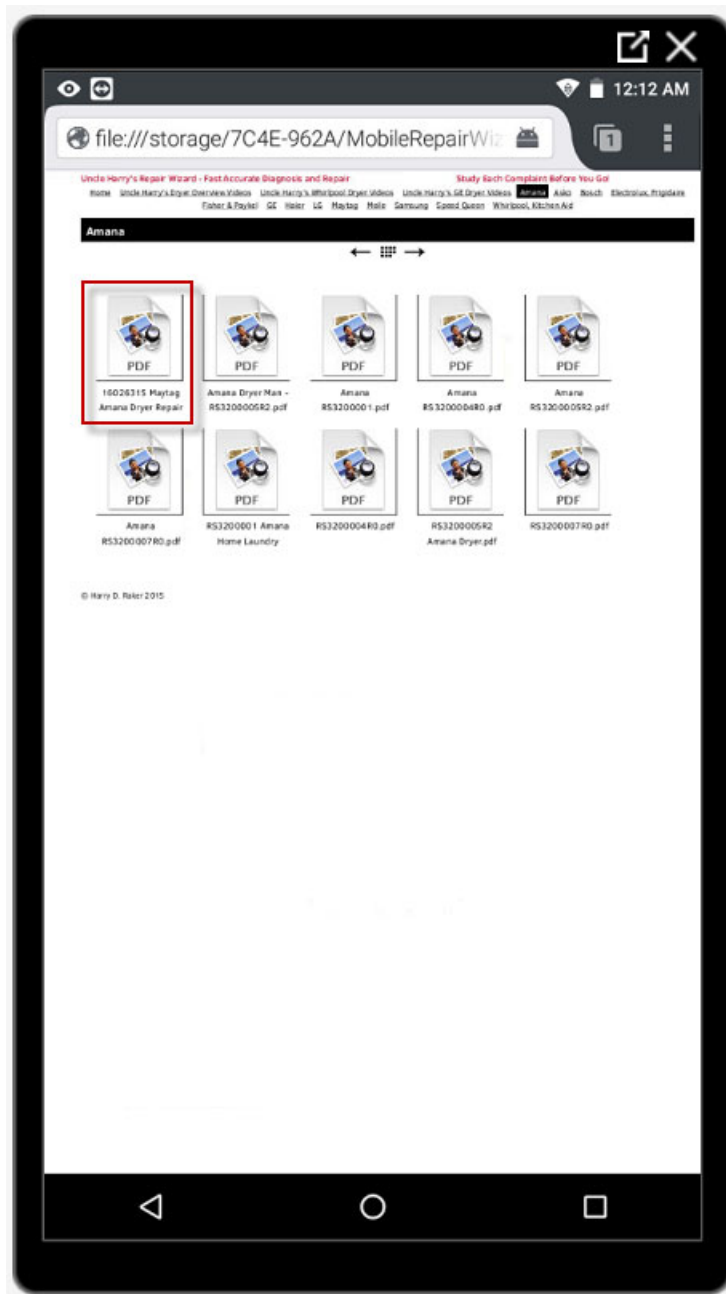
3. Select "Uncle Harry's Videos & Private Library" on the next screen.



4. Select the folder matching the “Brand of the Appliance”.



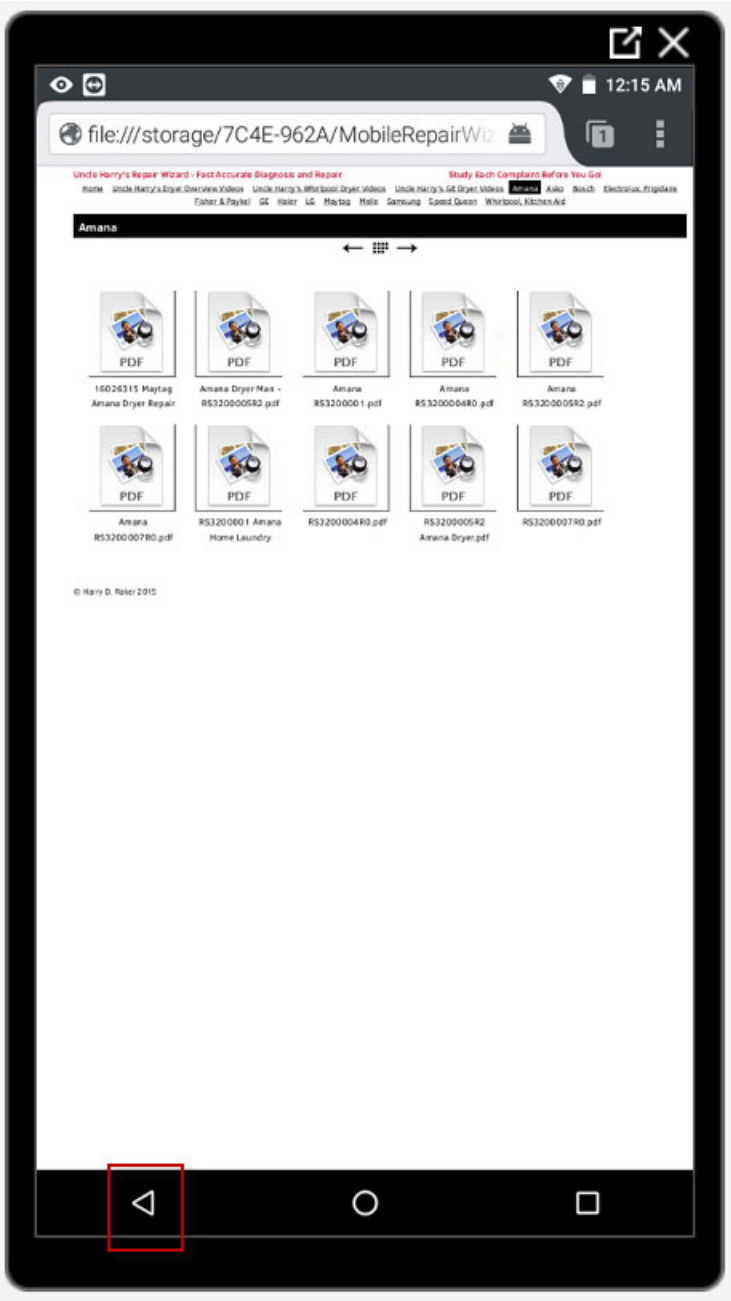
5. Tap the icon that most closely matches the appliance. The name of the document usually includes the model number.



- Adobe Reader will open the PDF document and it will appear on screen. Swipe the screen upward to advance through the pages of the document. Swipe the screen downward to return to the first page of the document.



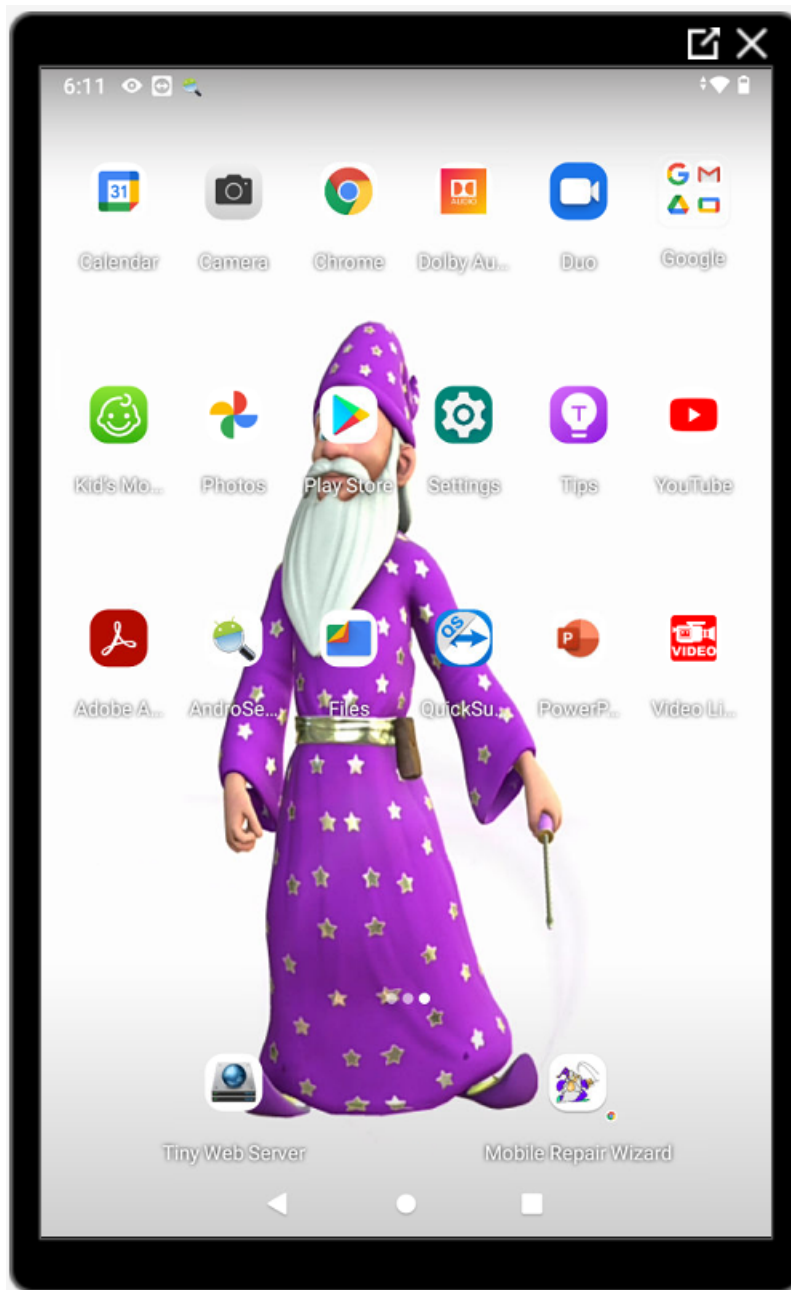
7. Press the “Back Arrow” repeatedly to navigate backward through the screens until the Wizard Home Screen or the Android Home Screen becomes visible.



Section D. Troubleshooting Problems

1. Navigating from Android Home Screen #2 to Android Home Screen #1.

The first type of problem isn't actually an error. You might see a screen with a bunch of icons on top of the Wizard image. This is Android Home Screen #2. Merely swipe the screen from left to right to return to Android Home Screen #1.



- Restarting the Wizard. After reaching Android Home Screen #1, press the “Mobile Repair Wizard” icon to restart the Wizard.

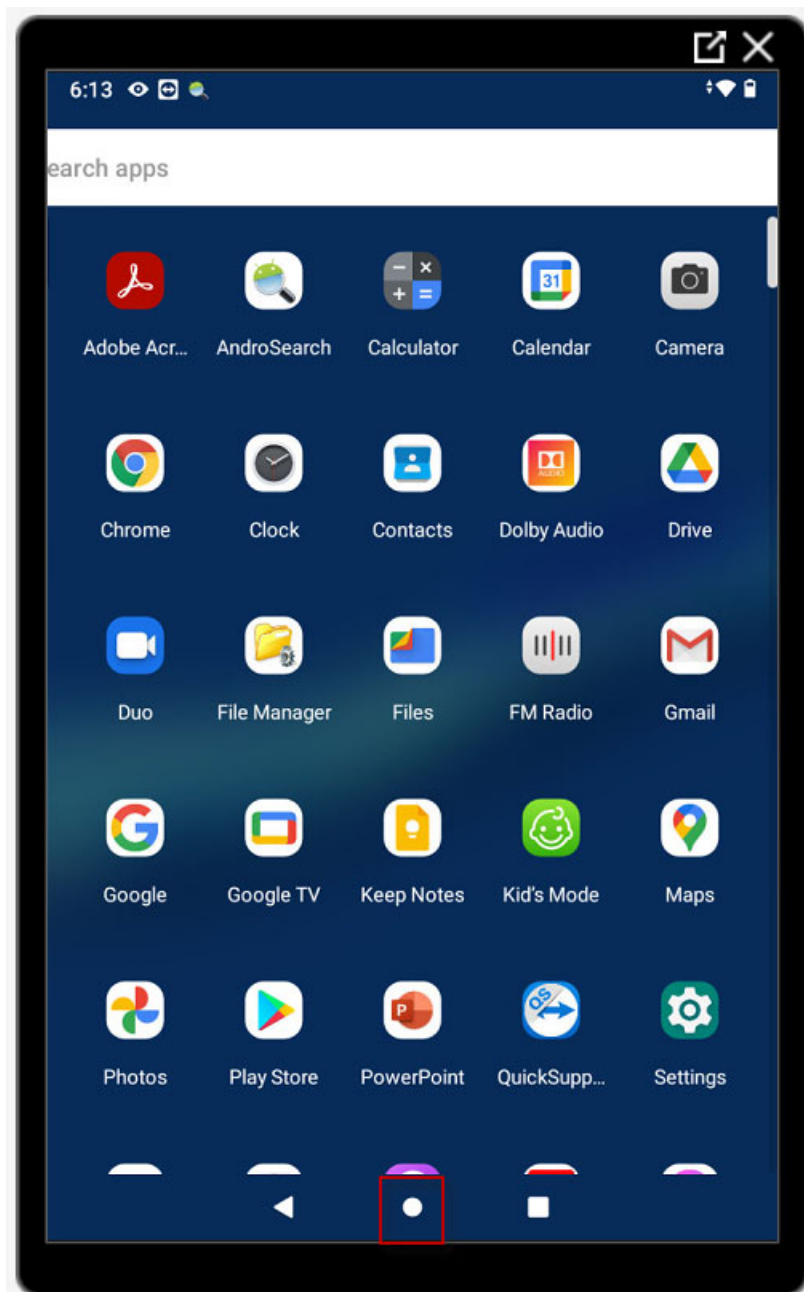


3. How to close the Android Apps Screen.

Note: The Apps Screen is reached by swiping upward on Android Home Screen #1.

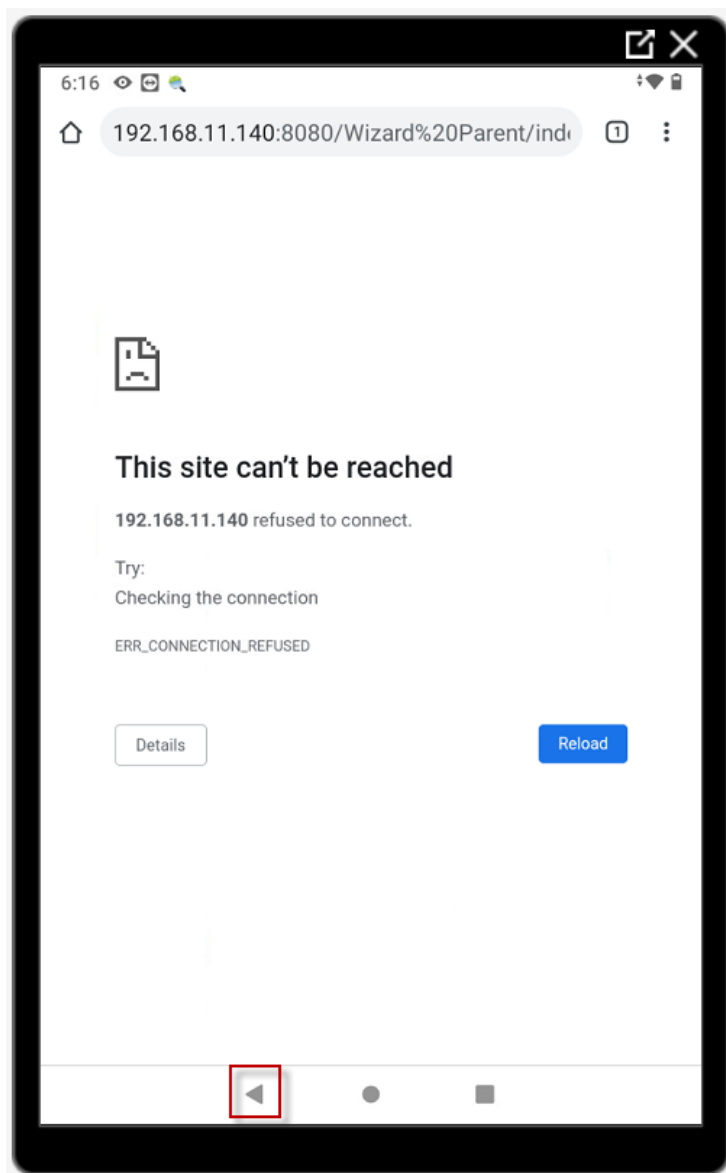
Notice that all the applications are in alphabetical order. These are the applications that are installed on the tablet.

Press the Circle icon at the bottom to return back to Android Home Screen #1.



4. Connection Error When Attempting To Start The Wizard.

An error will appear which looks like this:



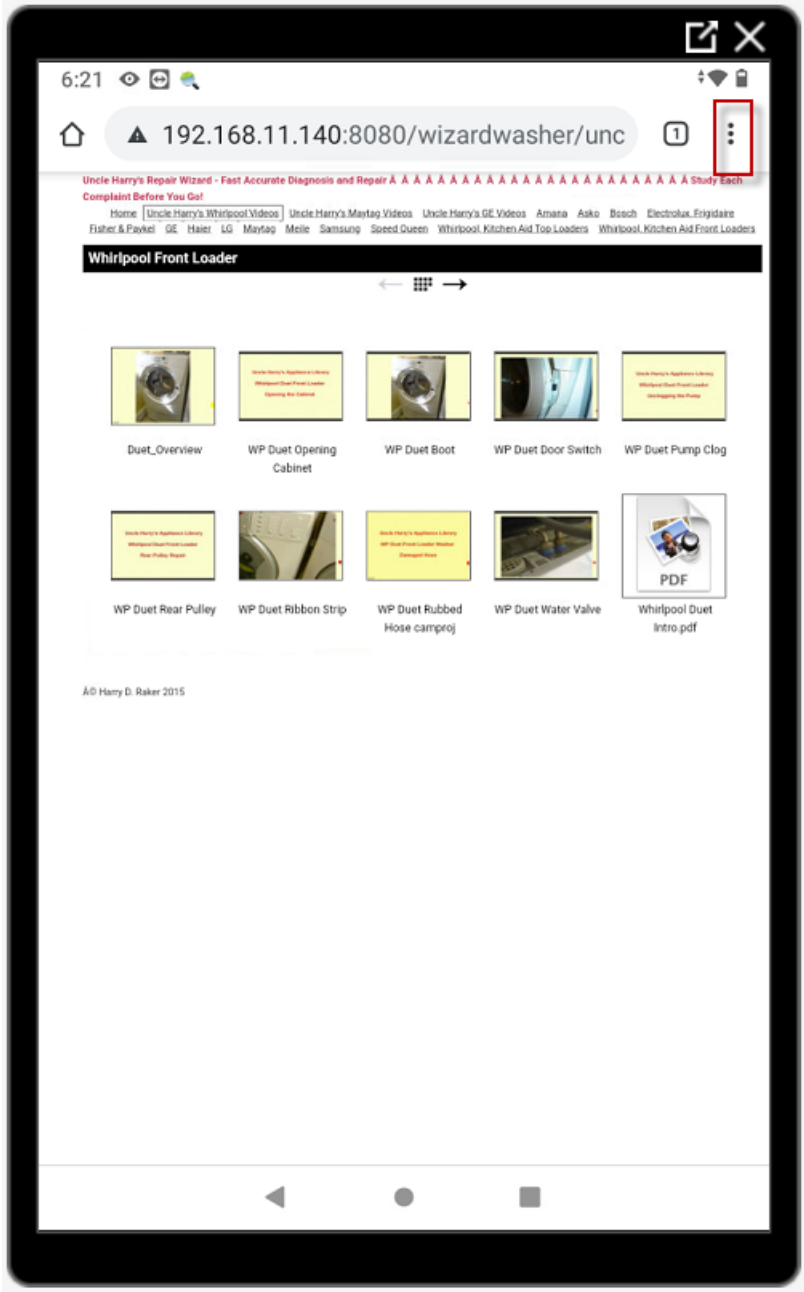
Solution: Press the Back Arrow to return to Android Home Screen #1, then select the "Tiny Web Server" icon. The server has probably stopped running. Start the server. See the screenshot in Section A Step 1 of this document. The Home icon (the circle) can also be pressed to return to Android Home Screen #1.

5. Video won't play when pressing the icon, or the tablet operates extremely slowly.

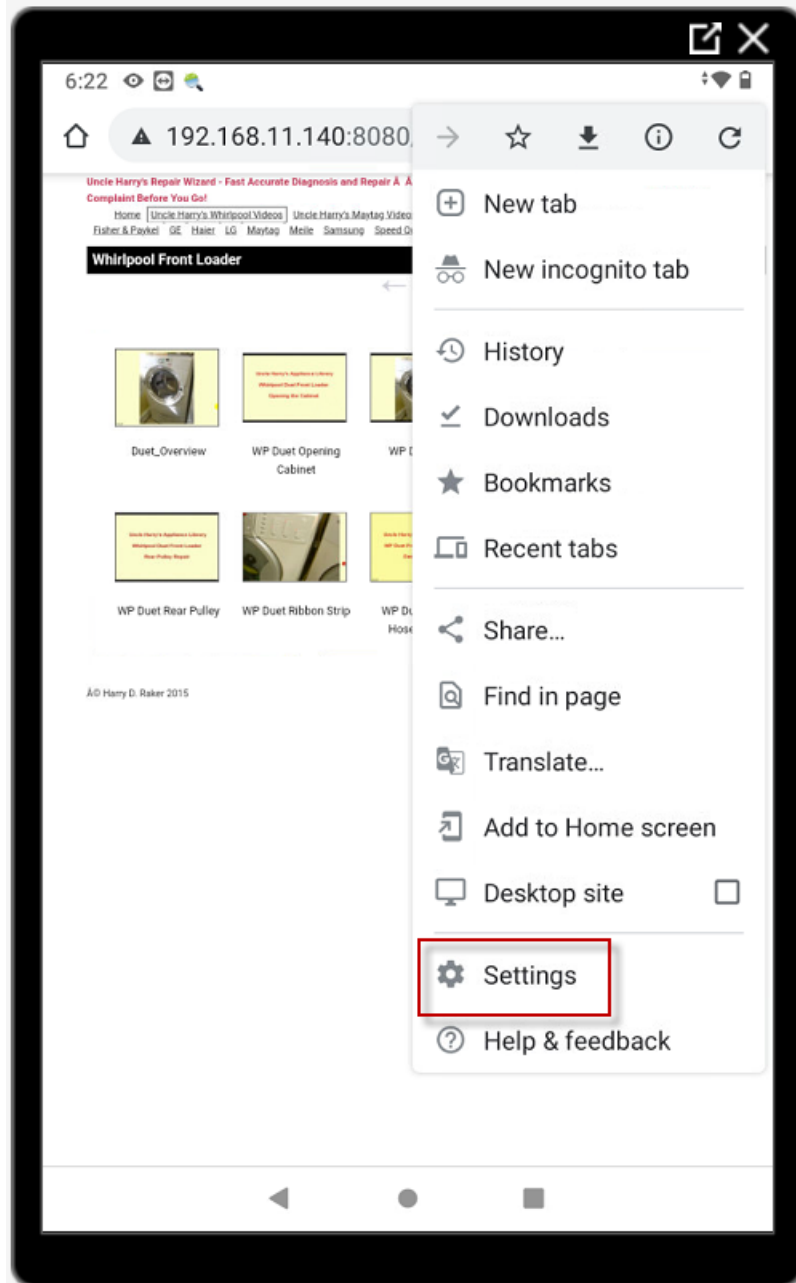
Try waiting 3-5 seconds and press the icon again. You may be ahead of the tablet.

Solution: Clear browser temporary files and/or re-start the tablet.

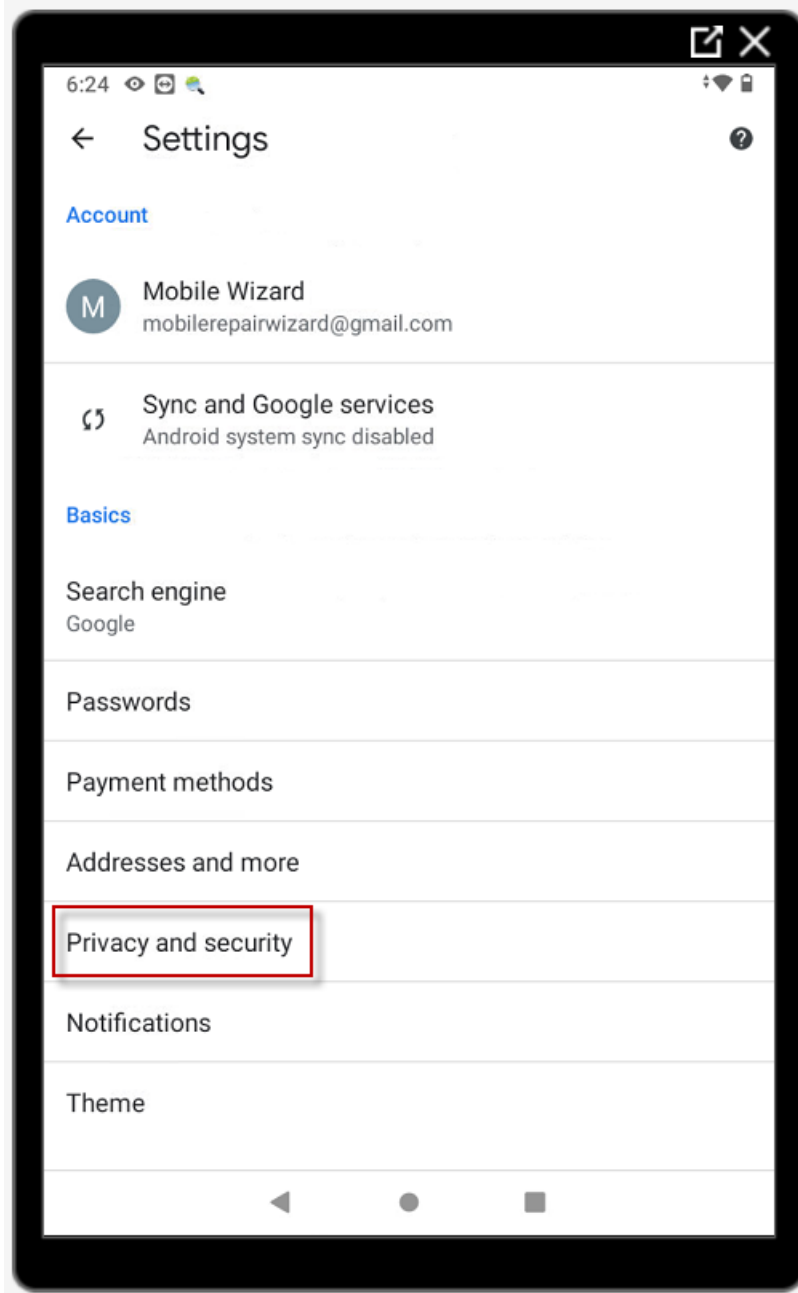
Step 1: Select the Ellipsis icon at the top, right corner of Google Chrome.



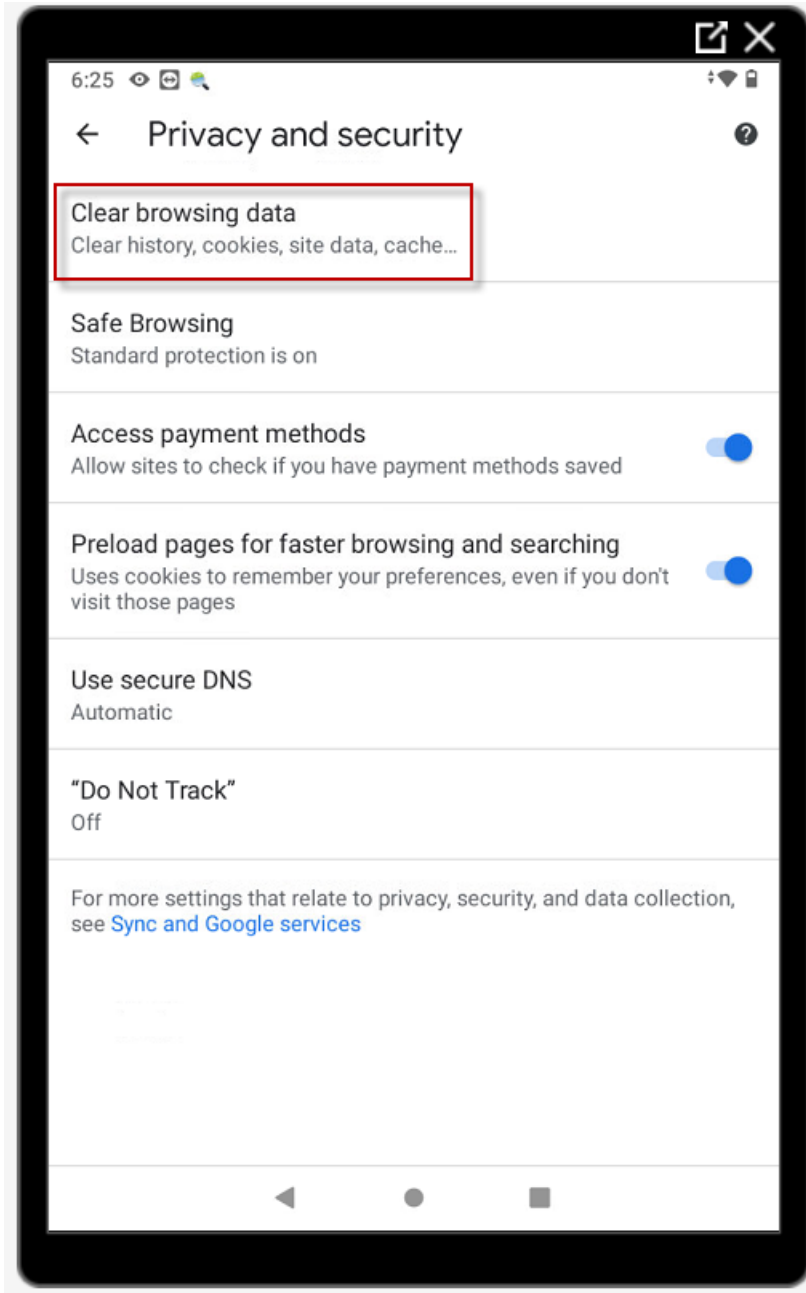
Step 2: Select the "Settings" option.



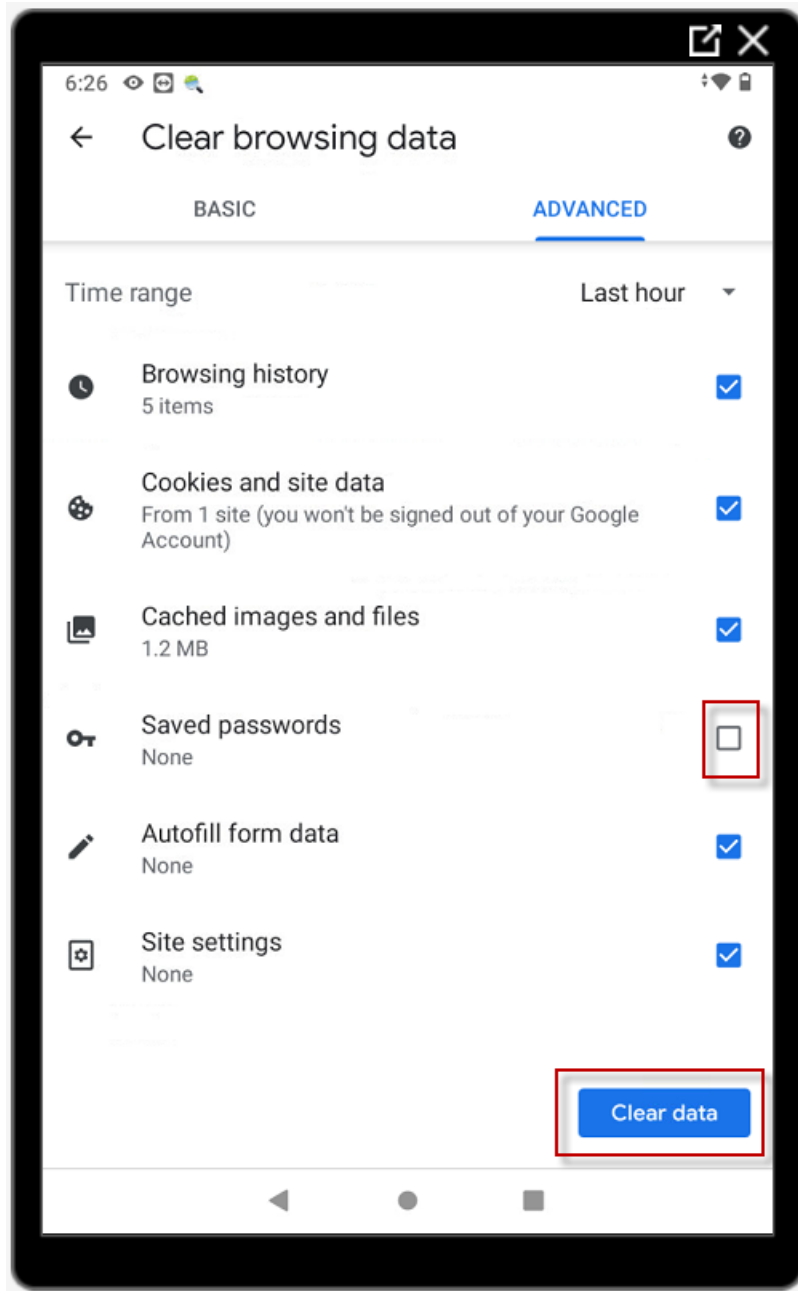
Step 3: Select the “Privacy and Security” sub-option.



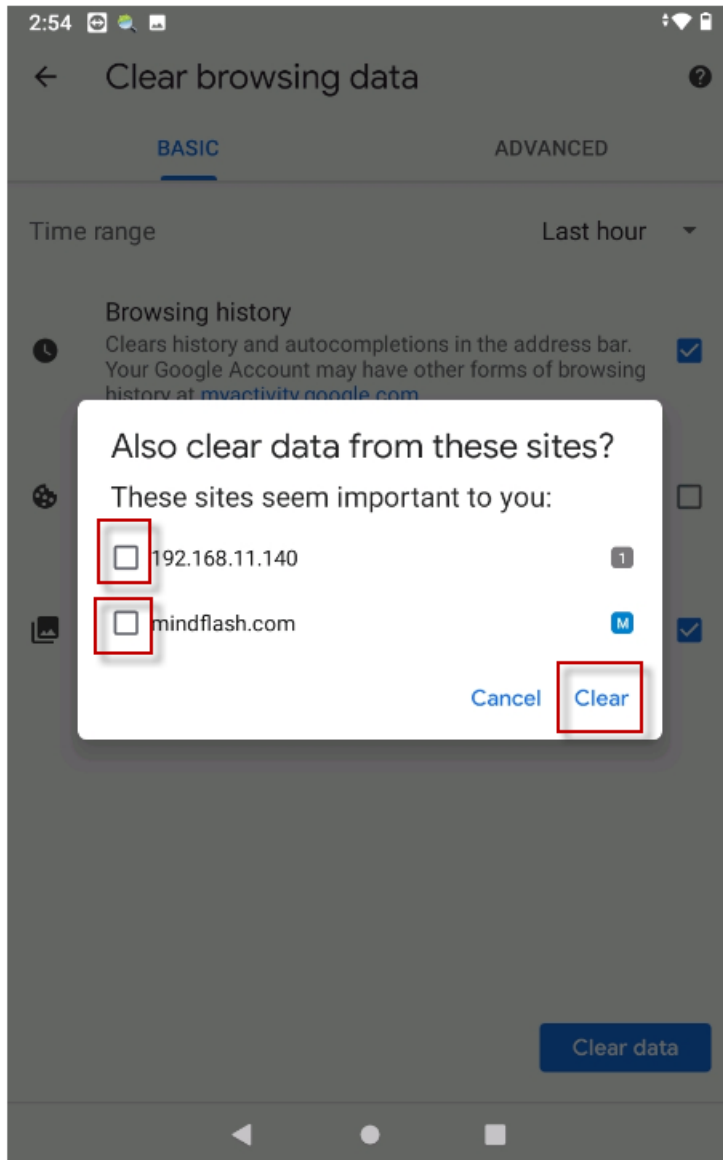
Step 4: Select "Clear Browsing Data".



Step 5: Make sure “Saved Passwords” is unchecked. Then, press the “Clear Data” button.



Step 6: Make sure important websites are unaffected by the clearing process. Then, select the “Clear” button. The temporary files will be cleared.



After the clearing process has finished, press the Circle icon at the bottom to return to the Android Home Screen. Re-start the Wizard.

6. Request and Prepare for Remote Support -

Remote Support can be requested by sending an email to:

webmaster@rakerappliancerepair.com

or calling 410-592-8206 (Please leave your name & phone number on voicemail).

You can also leave a support request on the Contact Page of the website at:

<https://rakerappliancerepair.com/ContactUs/ContactUs.aspx>

Make sure to include your Contact Details such as:

- a. The name used to purchase your course or tablet.
- b. The email address used to purchase your course or tablet.
- c. Your current phone number.
- d. Your QuickSupport ID number (see below).
- d. A date/time when you can have the tablet connected to the Internet and can be available to accept the incoming connection. Tell us if you're ready immediately.

Remote Support may be necessary if you have accidentally changed the software settings on the tablet. Please be aware that Google Chrome is now used to display the screens of the Mobile Repair Wizard.

At the current time, we do not charge for Remote Support. If your tablet needs a content update, the charge is \$99.00 plus shipping to the following address:

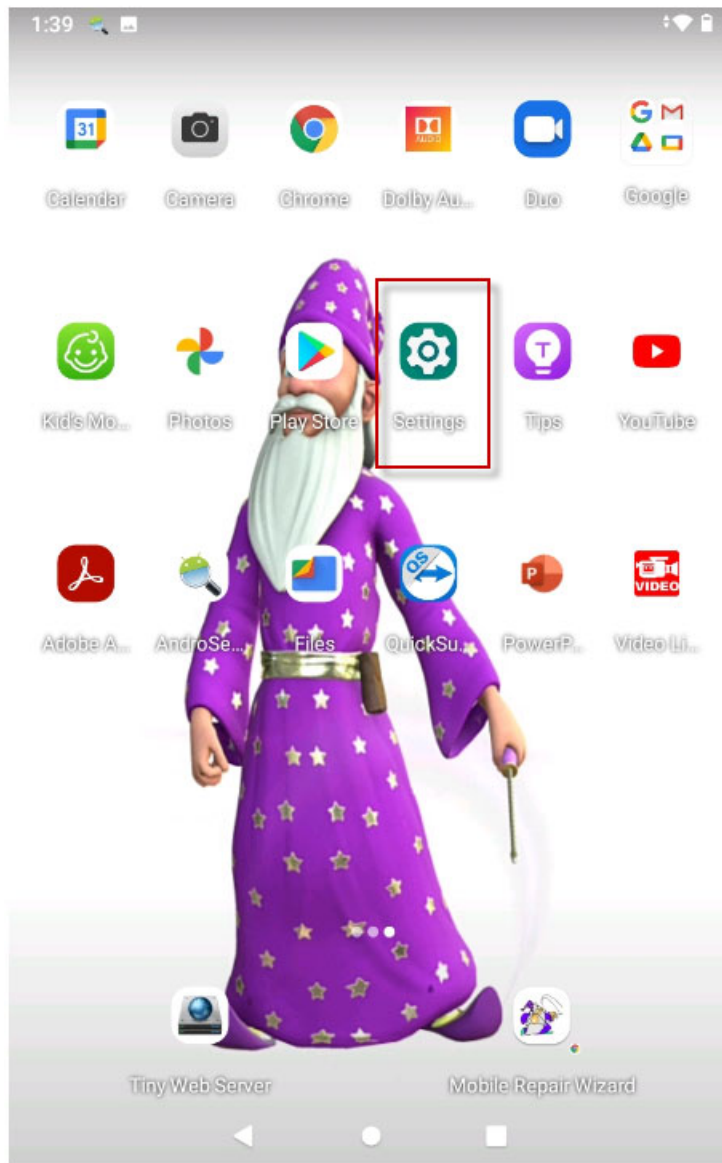
Dean Computer Services
6018 Fork Woods Rd.
Baldwin, MD 21013-9307

We can send you a link to our secure, online shopping cart system where payment can be made with a credit card, or payment can be made by check. Put the check in the package when you send the tablet for repair.

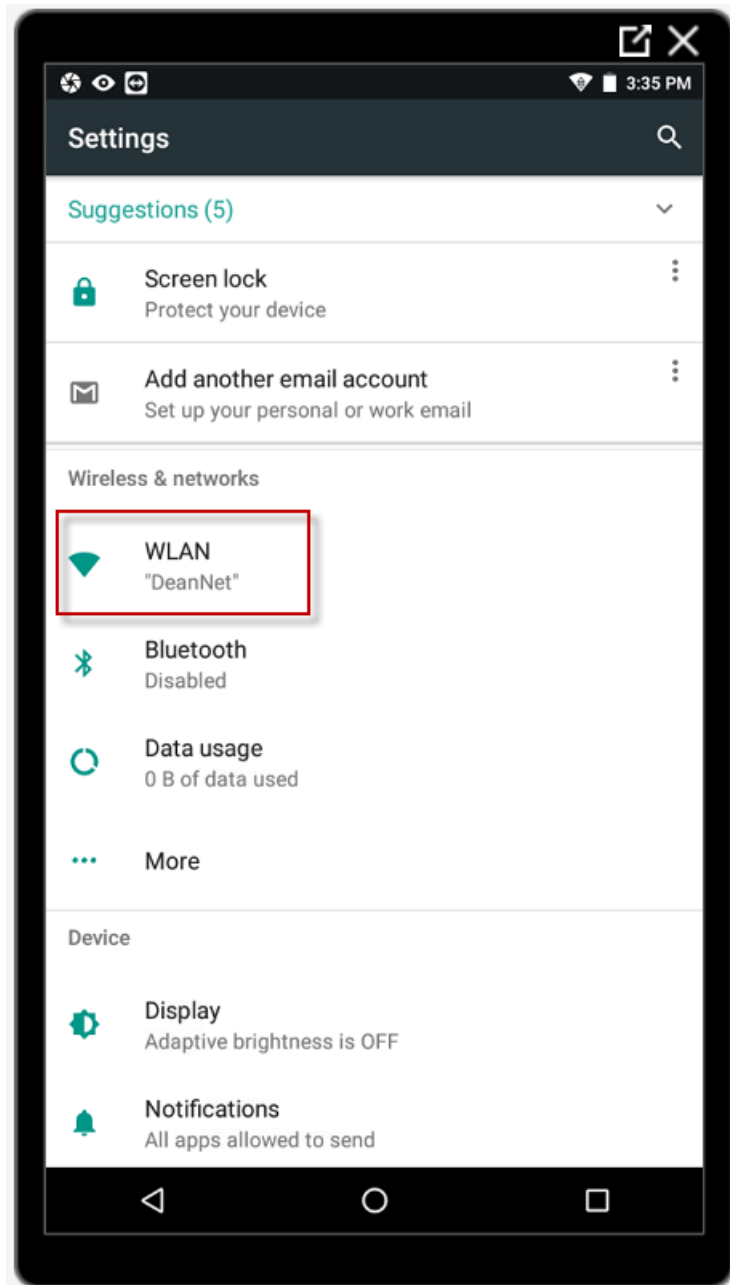
Connect Your Tablet To The Internet

First you must make sure that your tablet is connected to the Internet via a Wi-Fi connection.

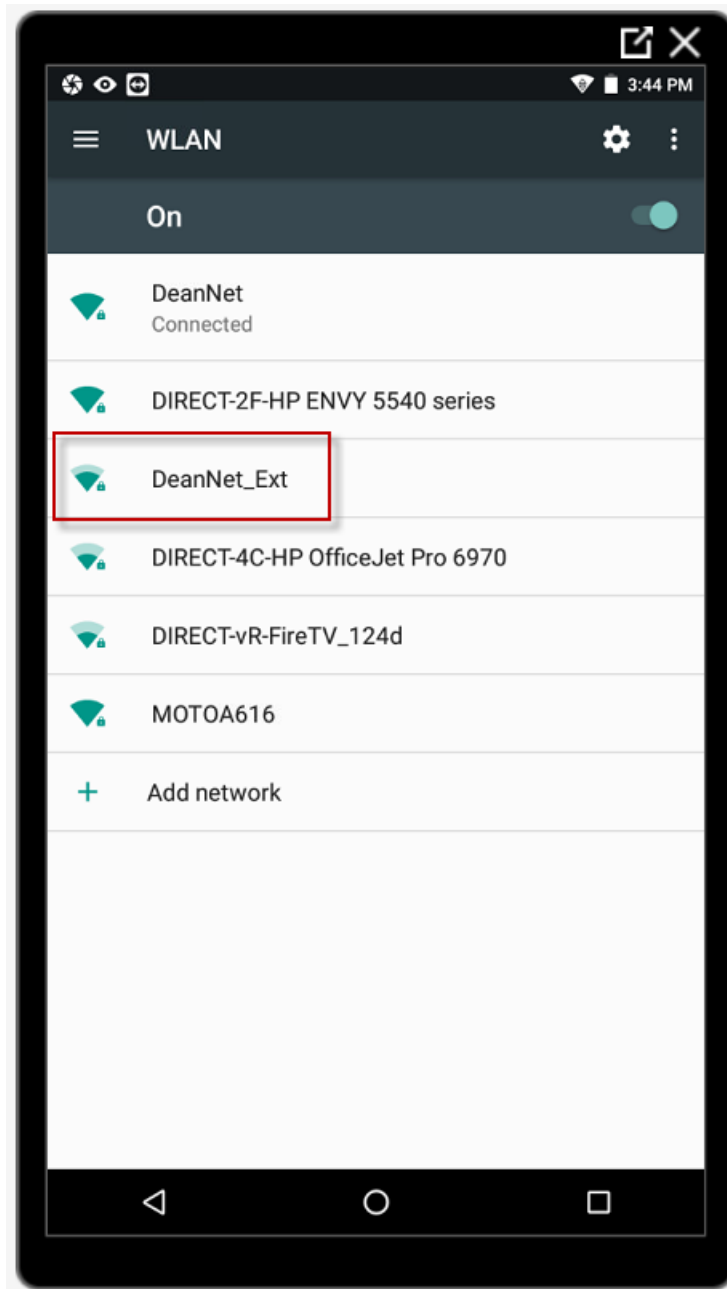
1. Select the “Settings” icon from Android Home Screen #2. This screen can be reached by swiping from right-to-left if on Android Home Screen #1.



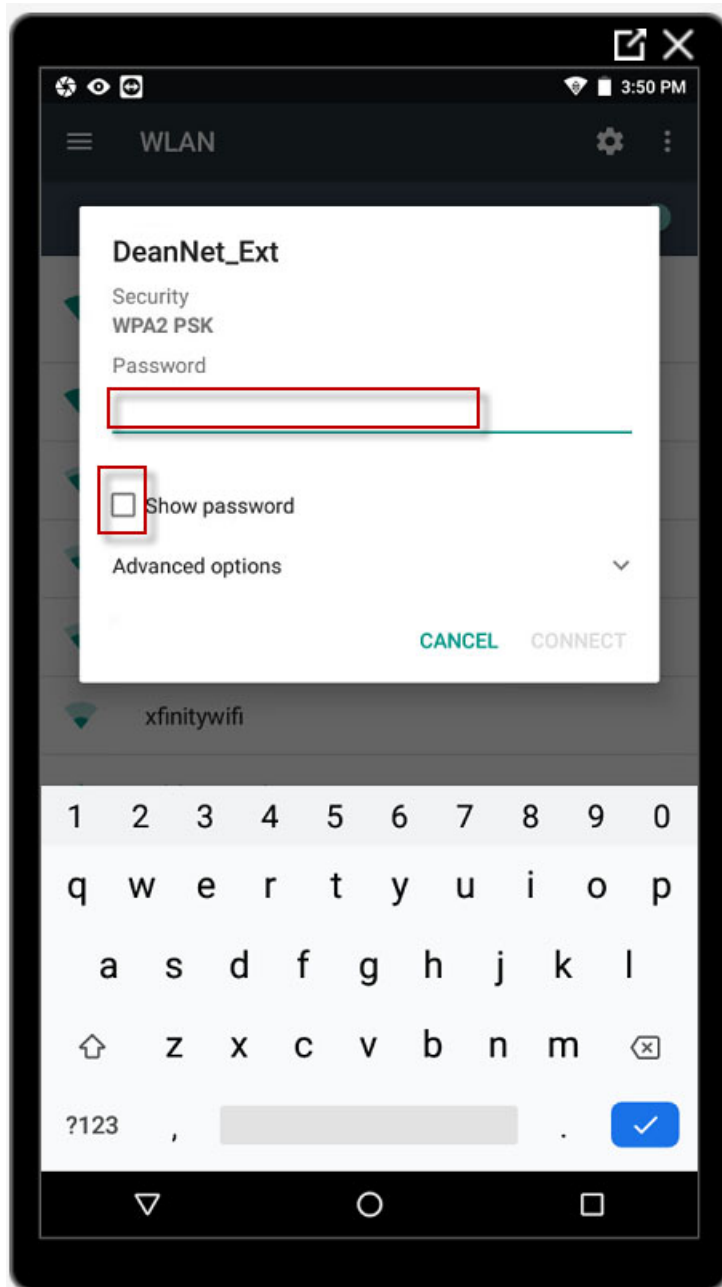
2. The “Settings” screen will display. The “WLAN” setting must show the Station ID of the wireless network to which the tablet is connected. If the Station ID is shown, you’re most likely already connected. The Station ID of your wireless network will be different than shown below. Otherwise, see the next step.



3. If the Station ID doesn't show, you're not currently connected and you will need to determine the password for your Wi-Fi router, or the password used to connect to a public Wi-Fi in a location such as Starbucks. Press the "WLAN" icon to see the list of available Wi-Fi signals.

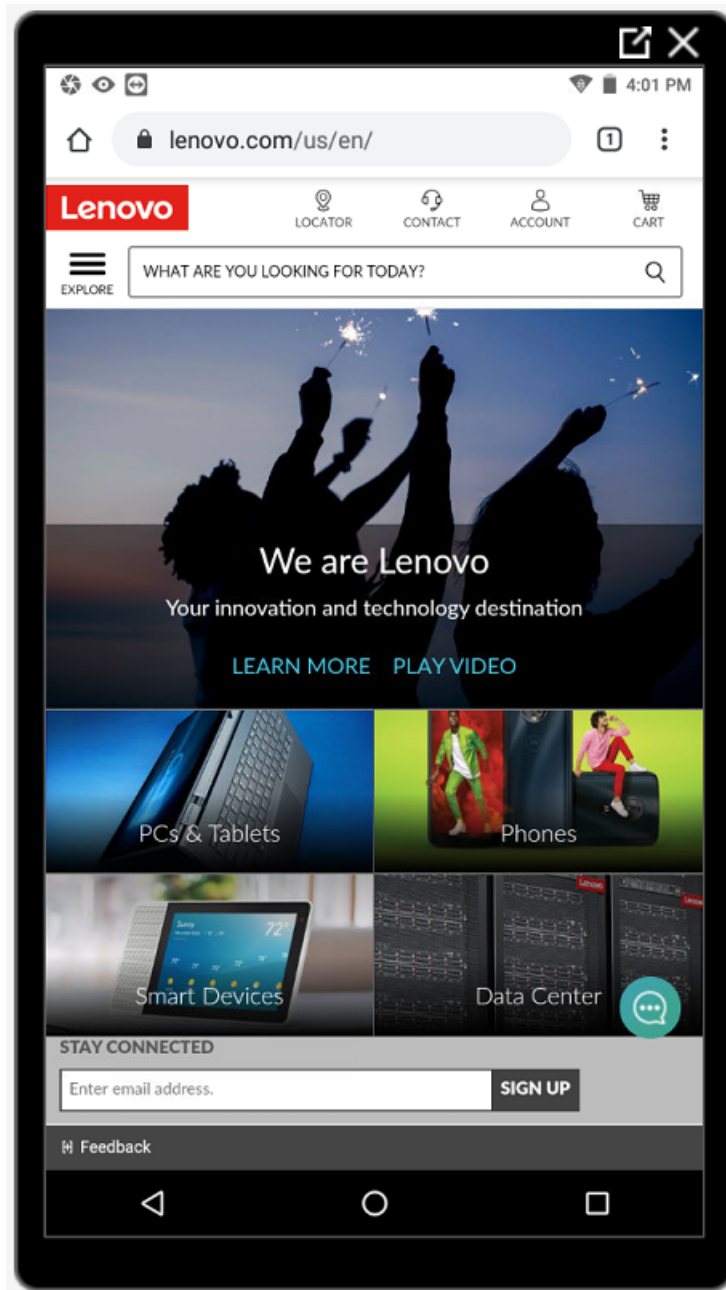


4. Tap the Station ID of the Wi-Fi signal to which you would like to connect. Enter the security password for the router. Usually, the password is on the bottom of the router. If not, you may be able to search the Internet for the default password for your brand of router. Check the “Show password” box to view the password while typing, and then uncheck it before pressing “Connect”. If you have the correct security protocol and password, the Station ID should show “Connected” as in the step 4 screenshot above.



5. Use the “Back Arrow” below the screen to navigate backward and exit the Settings screen. You should be able to view Android Home Screen #2.

Press the icon for “Google Chrome”. The default web page will display, such as the Lenovo.com page shown below. You should also be able to browse to a different website, such as “Google.com”. You are now ready for the next step, i.e. starting the QuickSupport app.

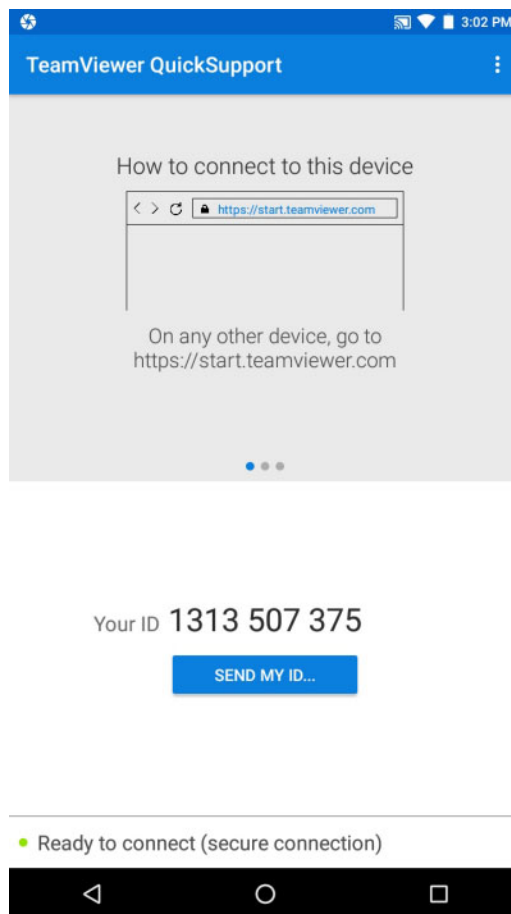


Setting Up Your Tablet For Remote Support

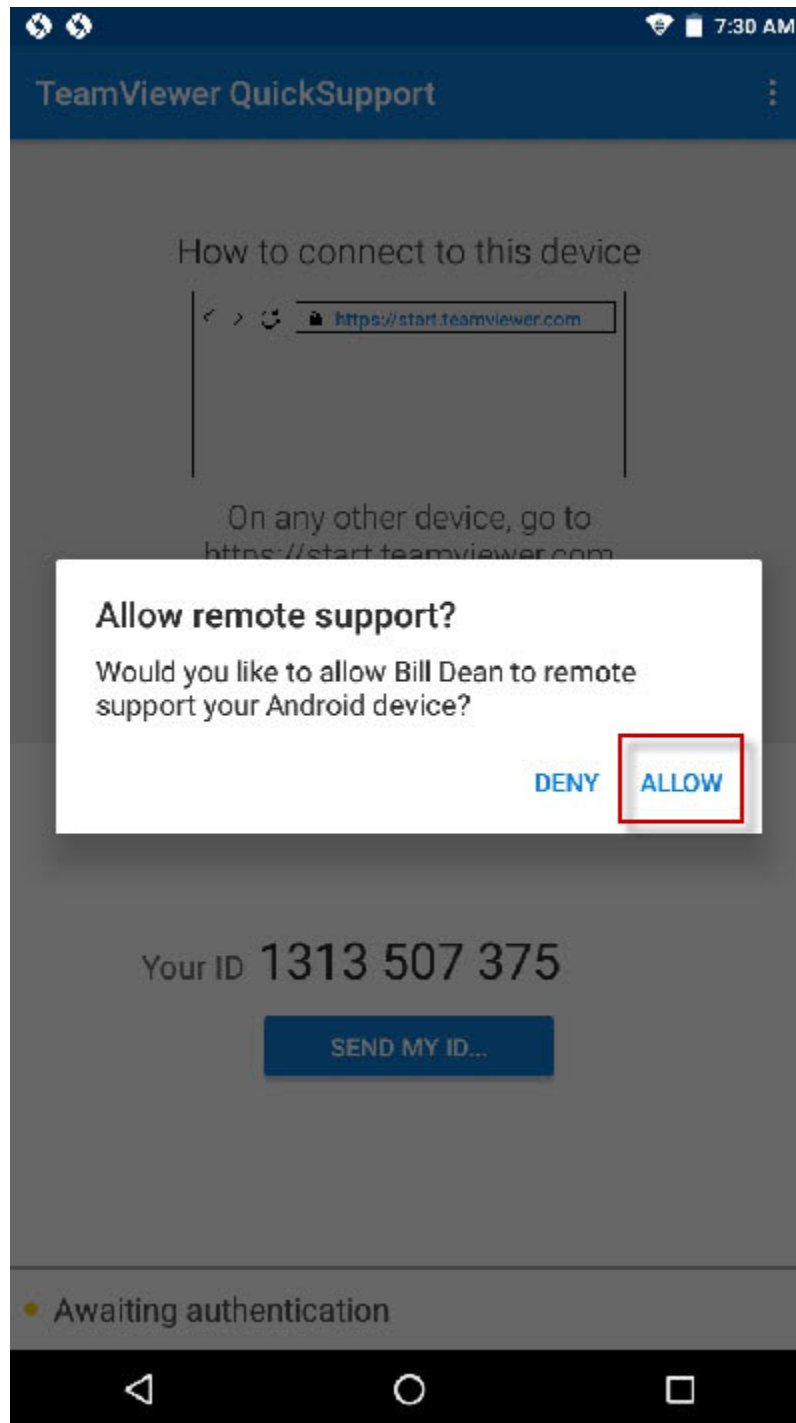
A third-party application called “QuickSupport” is used to allow remote connection to your tablet through the Internet. Your tablet must first be connected to the Internet through a Wi-Fi connection. QuickSupport is made by a company called TeamViewer.

1. Start QuickSupport, which is the blue and white icon located on Android Home Screen #2 in the third row of icons.

The QuickSupport ID screen will display a unique 9 or 10 digit number for your tablet. Include this number when you contact support.



- When Technical Support attempts to connect to your tablet, a message will pop up on the screen stating, "Allow remote support?". Press the "Allow" option to permit technical support to connect and remotely control your tablet. Also, Technical Support will usually call you on the telephone so that you can describe the problem you are having with the tablet.



When the remote diagnosis session is complete, either close the QuickSupport app or restart the tablet. Occasionally, the tablet will not react normally if a connection to the Internet is still in progress. By rebooting the tablet, the remote diagnosis connection will be cancelled. If another remote diagnosis session needs to be initiated, you will need to accept the incoming connection again.

END OF DOCUMENT