Using The Mobile Repair Wizard

Table Of Contents

Section A. How To View Videos

1. Start the Mobile Repair Wizard from the Android Home Screen.
2. Select the “Wizard Diagnostics Tool” from the Bookmarks screen.
3. Select the “Type Of Appliance” on the Wizard Home Screen.
4. Select “Uncle Harry’s Videos & Private Library”.
5. Select the “Brand Of Appliance”.
6. Select the “Type Of Appliance” (Front Loader, Top Loader).
7. Press and Hold the Desired Icon To View A Particular Video.
8. Select the “Open With HTML Viewer App” Option.
9. Tap the Large Arrow to Start Playback.
10. The Video Will Start Playing.
11. The Video Continues To Play.
12. 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.

Table Of Contents

Section B. Using The Keyword Search

1. Start The Mobile Repair Wizard from the Android Home screen.
2. Select the “Wizard Diagnostics Tool” from the Bookmarks screen.
3. Select The Keyword Search Button from the Wizard Home Page.
4. Enter A Model Number or Search Phrase.
5. Append An Asterisk (*) To The Search Phrase.
6. Press and Hold The Link To The Desired Search Result.
7. Select The Open With HTMLViewer App Option.
8. Tap The Large Arrow To Begin Playback.
9. The Video Will Begin Playing.
10. Press The Back Arrow To Stop Playback and Go To Previous Screen.
11. Press The Back Arrow Repeatedly To Return To the Wizard Home Screen.

Table Of Contents

Section C. How To View PDF Documents

1. Start The “Mobile Repair Wizard” from the Android Home Screen.
2. Select the “Wizard Diagnostics Tool” from the Bookmarks screen.
3. Select the “Type Of Appliance” on the Wizard Home Screen.
4. Select “Uncle Harry’s Videos & Private Library” on the next screen.
5. Select the folder matching the “Brand of the Appliance”.
6. Press and **Hold** the icon that most closely matches the appliance.
7. Choose the bottom option called “Open With An App”.
8. The PDF document will appear on screen. Swipe upward to advance through the pages of the document. Swipe downward to return to the first page.
9. Press the “Back Arrow” repeatedly to navigate backward through the screens until the Wizard Home Page or the Android Home Page becomes visible.

Table Of Contents

Section D. Troubleshooting Problems

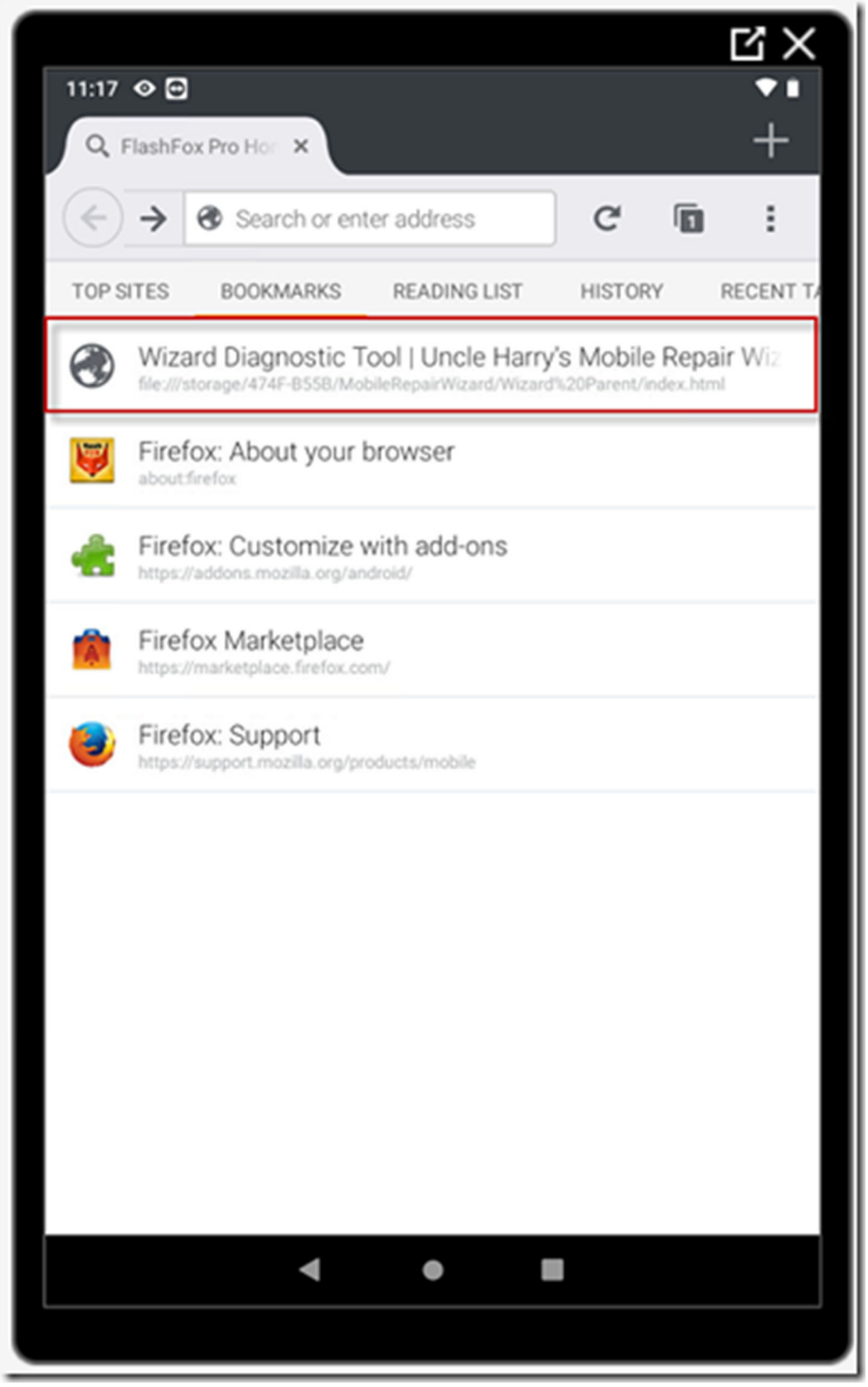
1. Navigating from Android Home Screen #2 to Android Home Screen #1.
2. Re-starting the Wizard.
3. How to close the Android “Apps Screen”.
4. FlashFox Pro Has Stopped.
5. Video Won’t Play Due To Insufficient Memory.
6. Request and Prepare for Remote Support.

Section A – How To View Videos

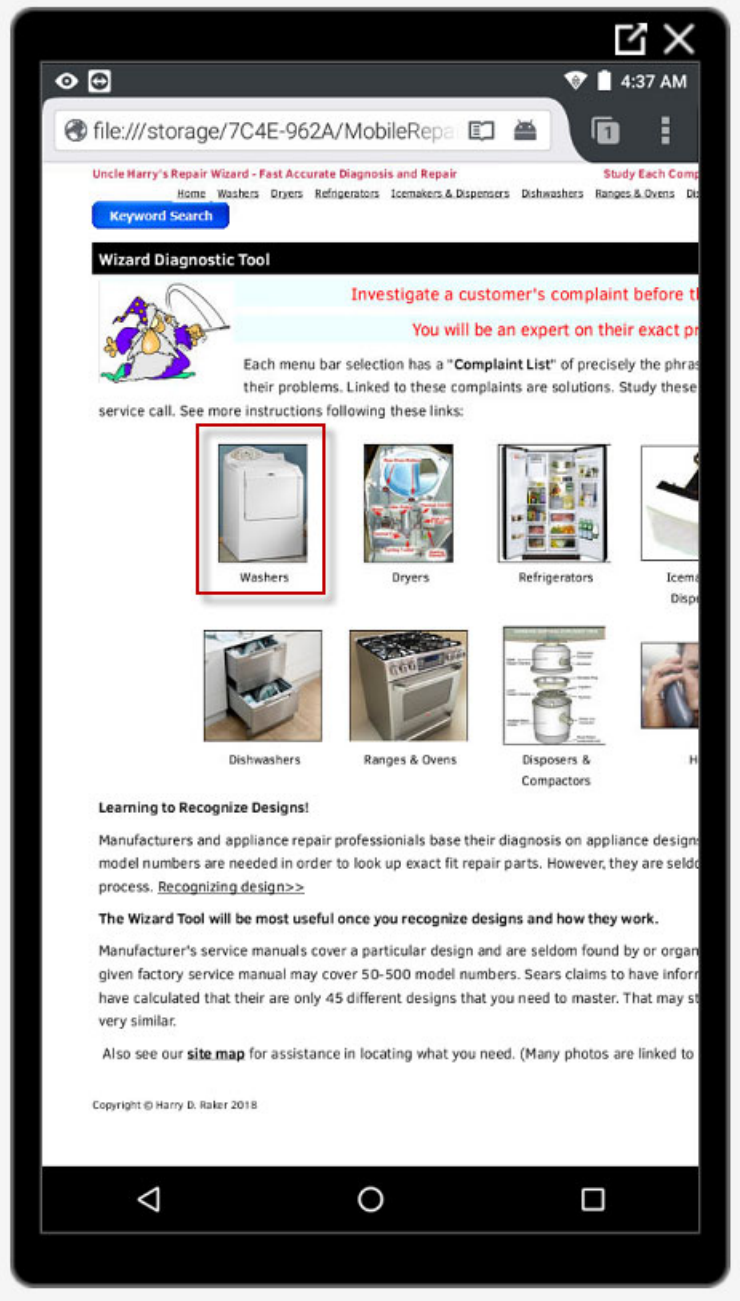
1. Starting the Mobile Repair Wizard from the Android Home Screen.

   Press the “FlashFox Pro” icon on the Android Home Screen.

2. Select the “Wizard Diagnostics Tool” from the Bookmarks screen.



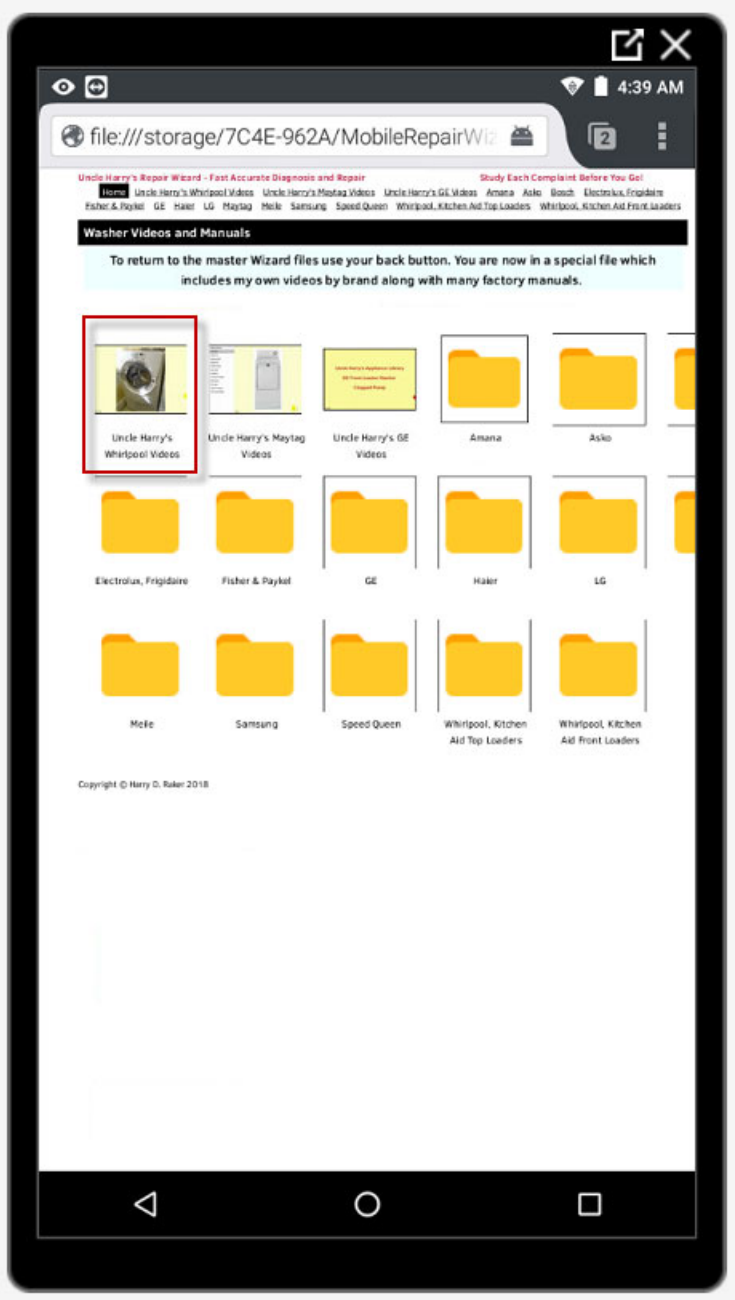
3. Select the “Type Of Appliance” on the Wizard Home Screen.



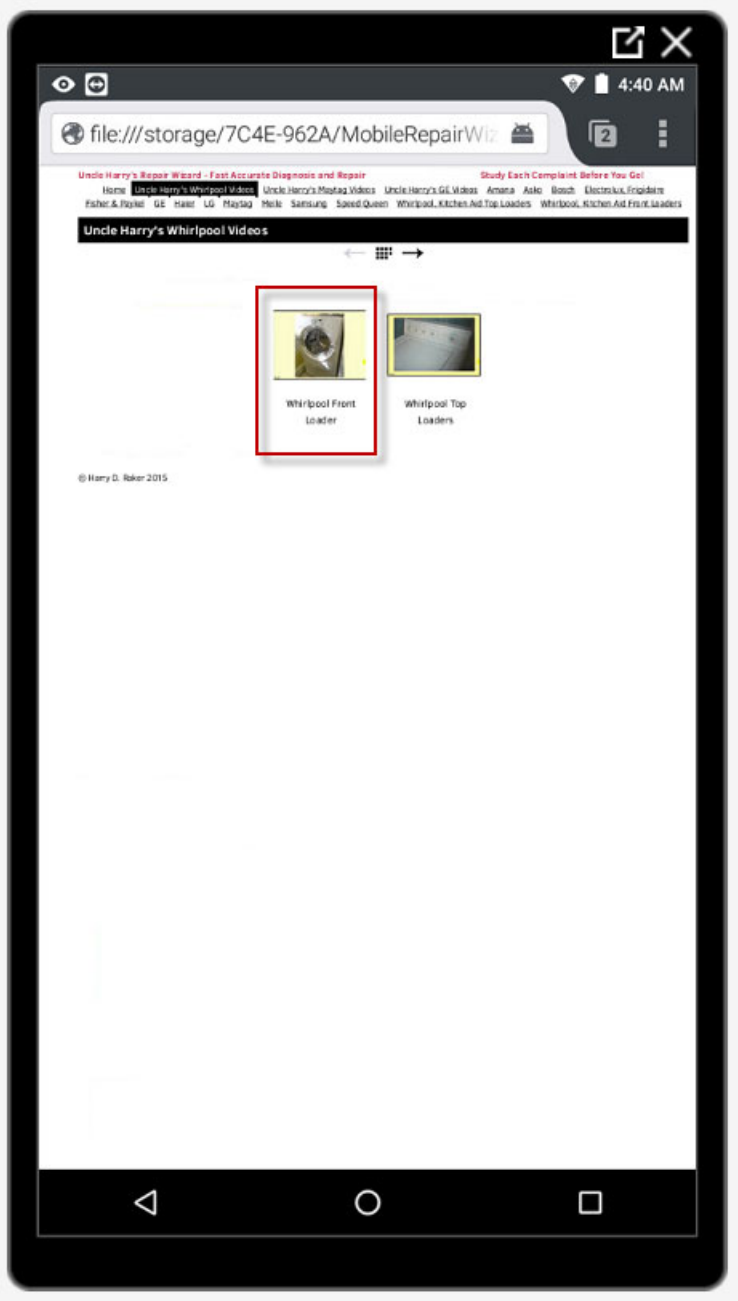
4. Select “Uncle Harry’s Videos & Private Library”.

5. Select the “Brand Of Appliance”.

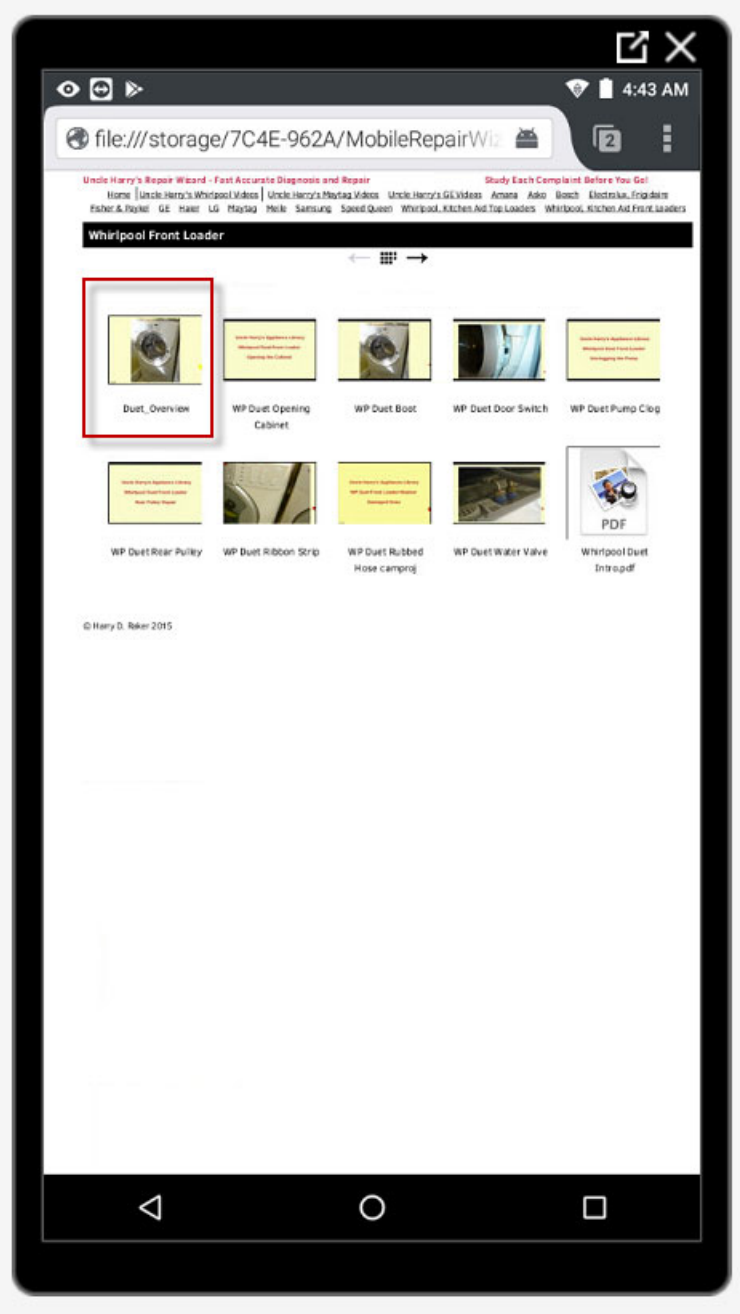
   This screenshot shows Whirlpool videos being selected.



6. Select The “Type Of Appliance” (Front Loader, Top Loader).

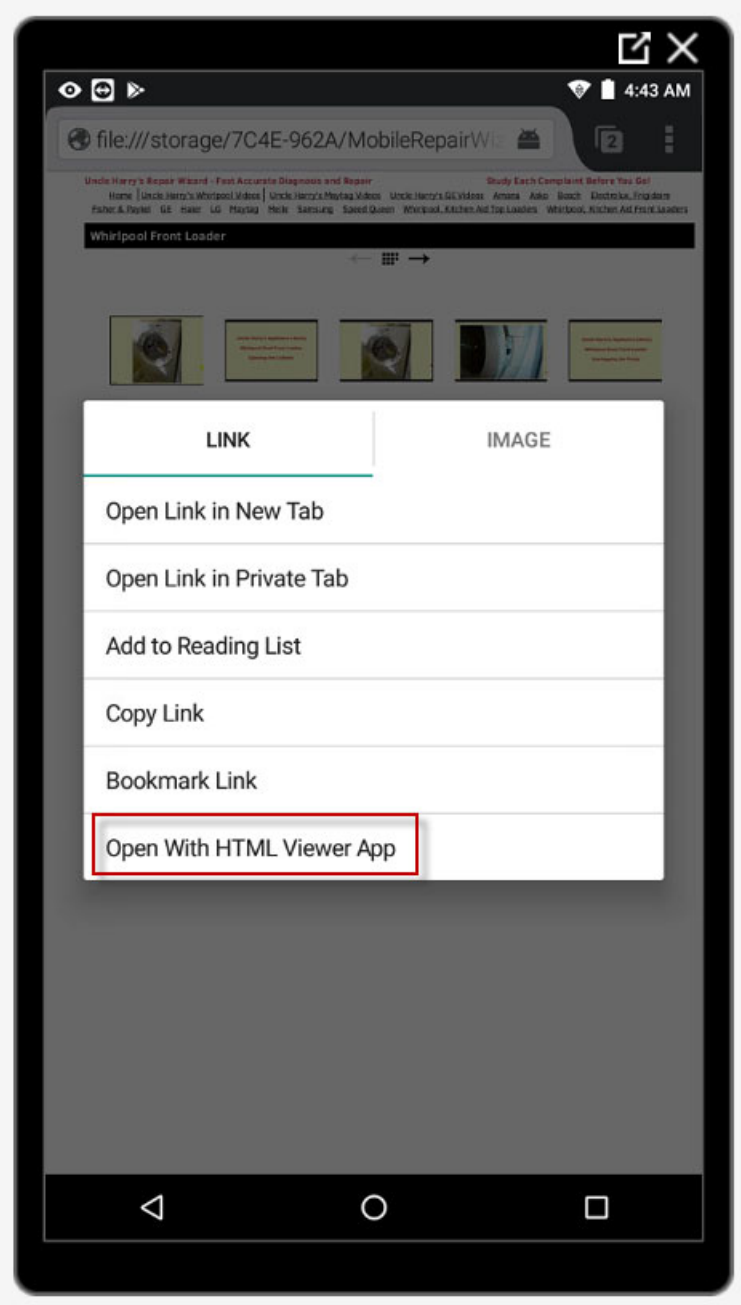


7. Press And **Hold** The Desired Icon To View A Particular Video.

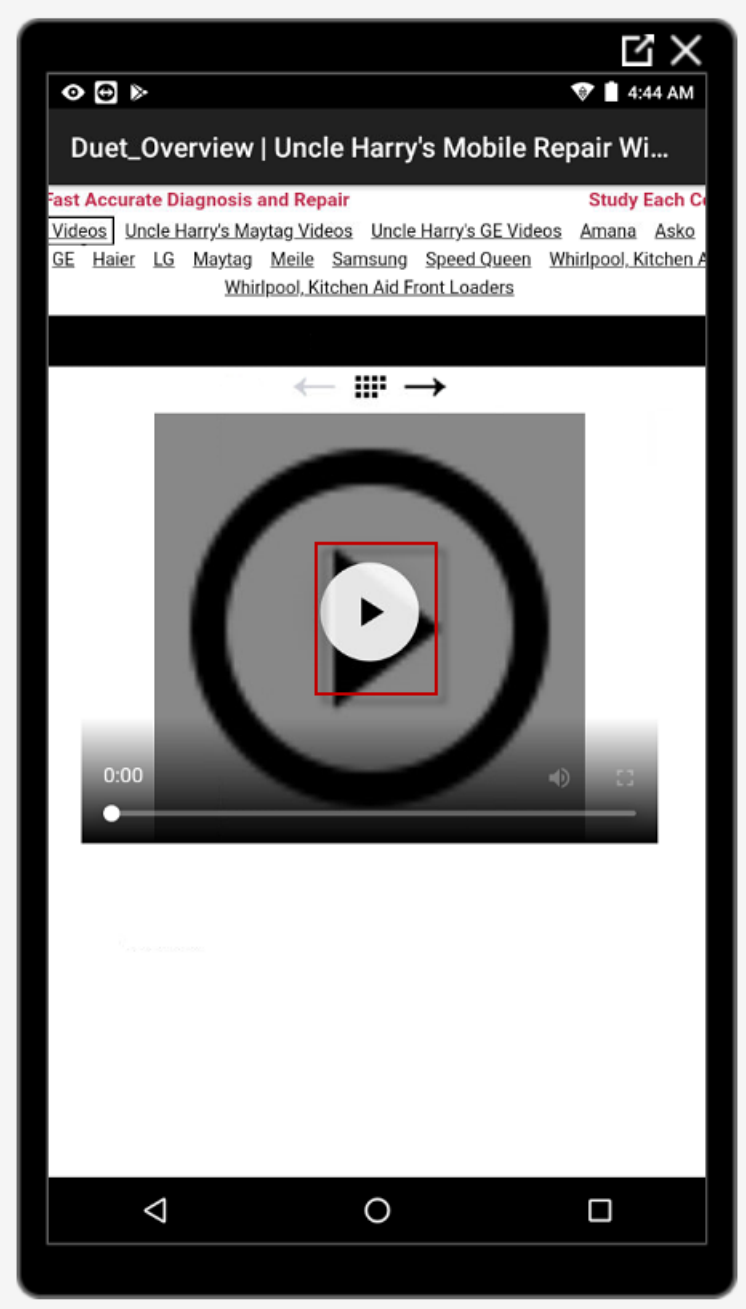


8. Select The “Open With HTML Viewer App” Option.

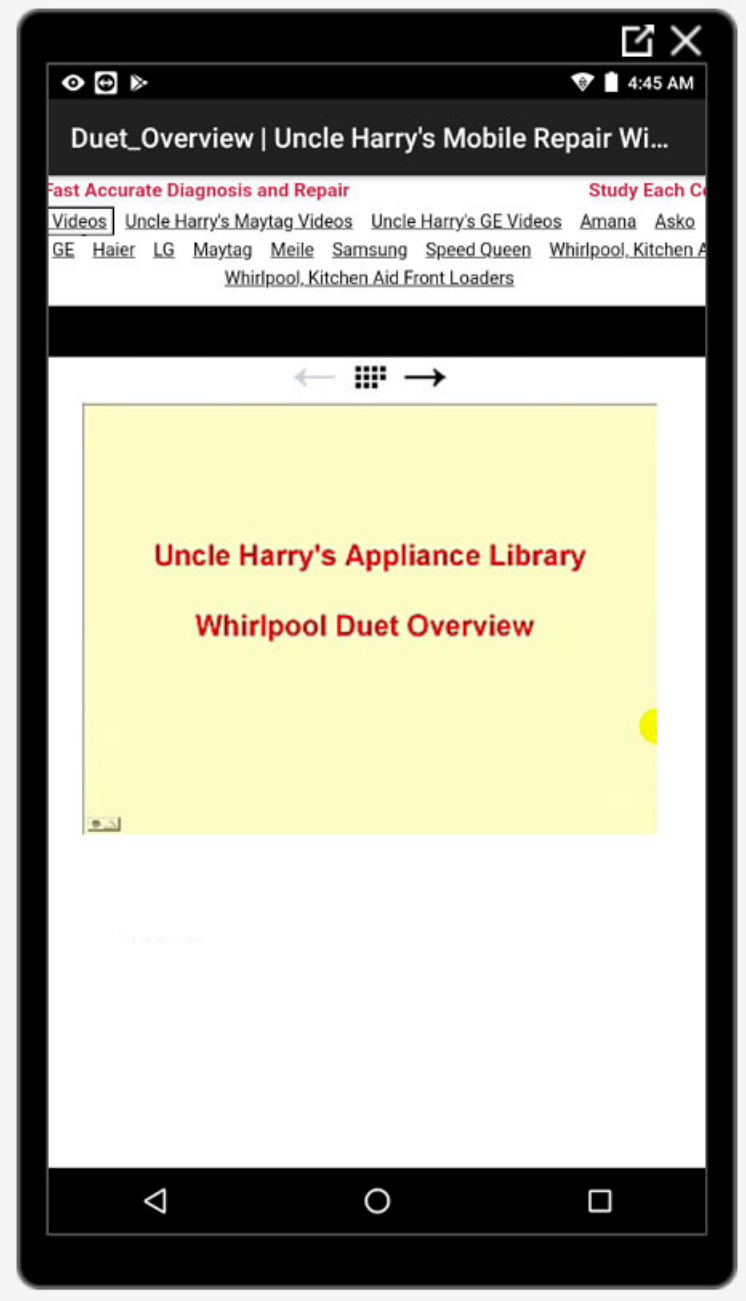
   When you use a “long” press on the icon or link for a video, a small menu will open on the screen. Select the bottom option called “Open With HTMLViewer App”.



9. Tap the “Large Arrow” To Start Playback.



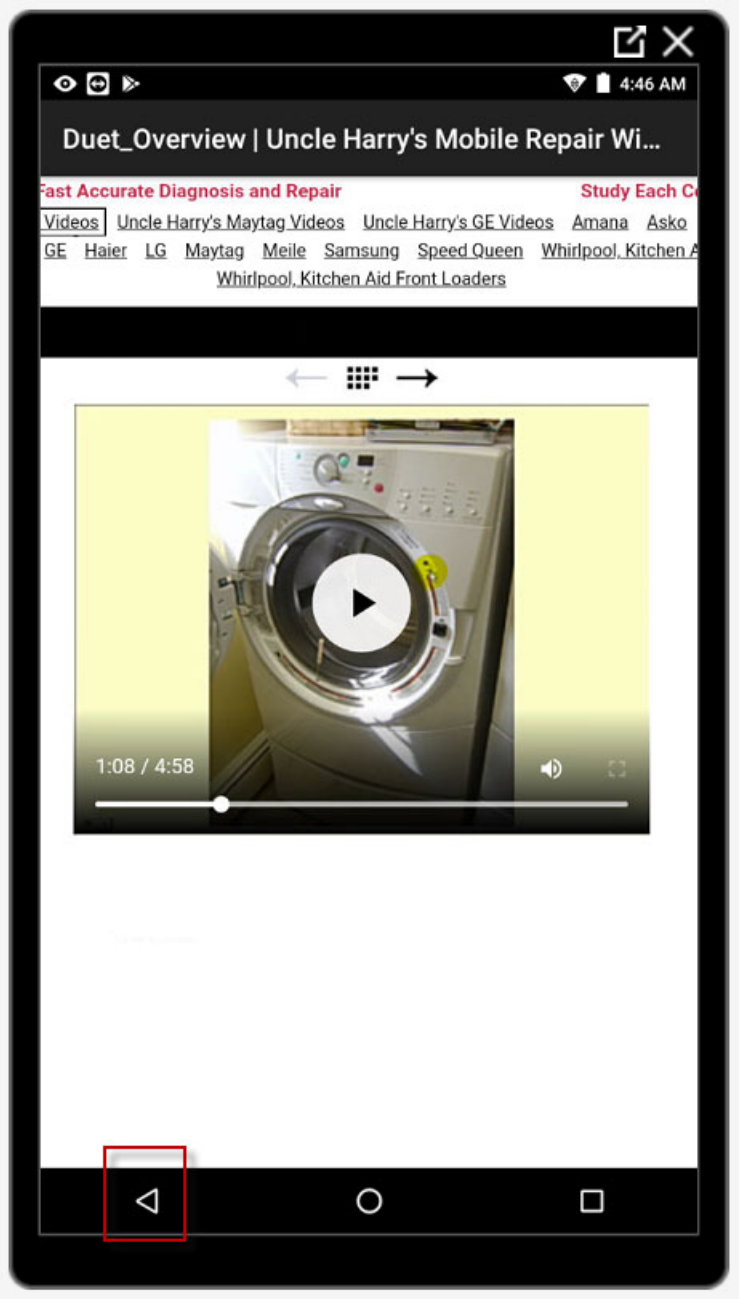
10. The Video Will Start Playing.



11. The Video Continues To Play.

12. 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.

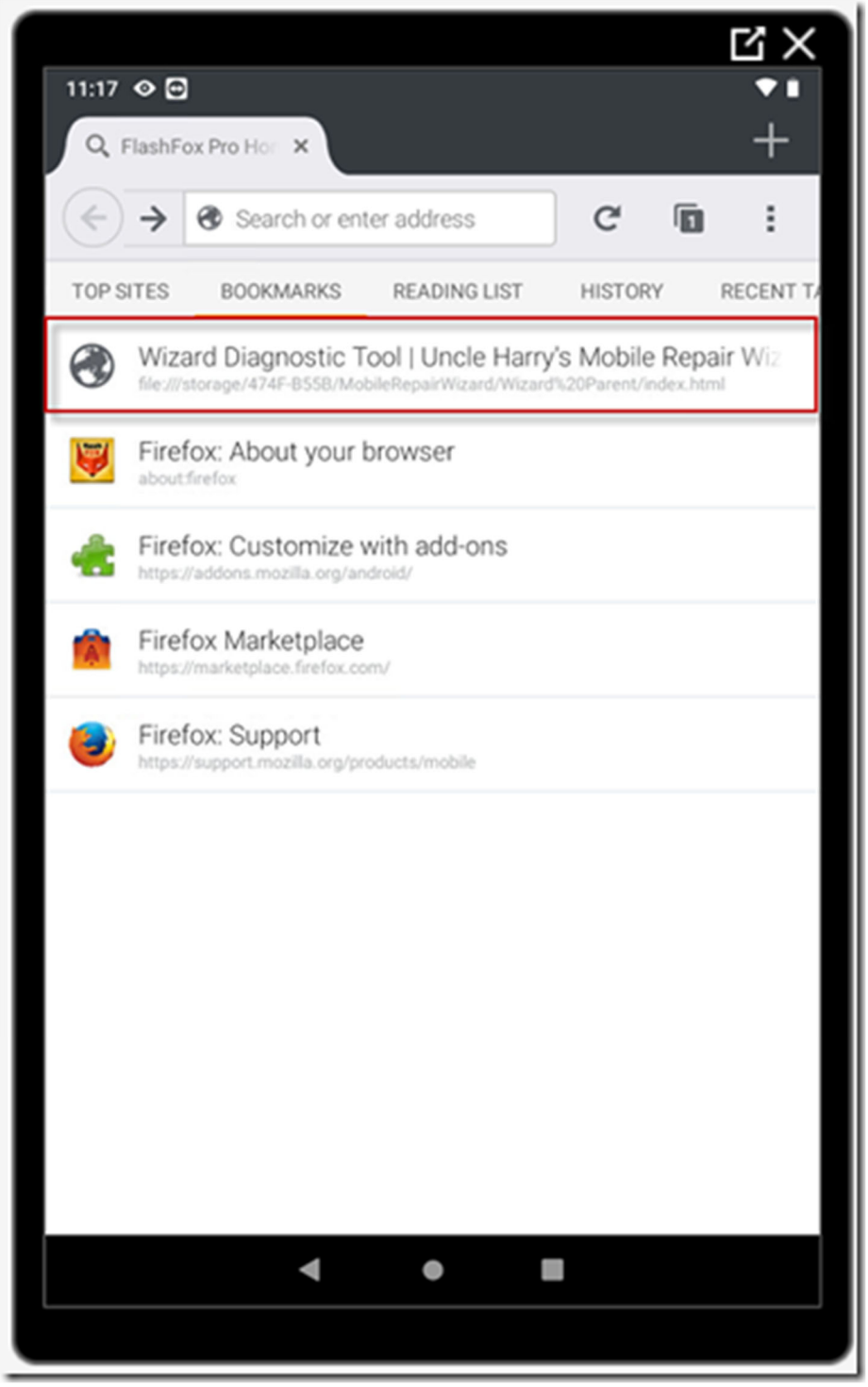


Section B – Using The Keyword Search

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

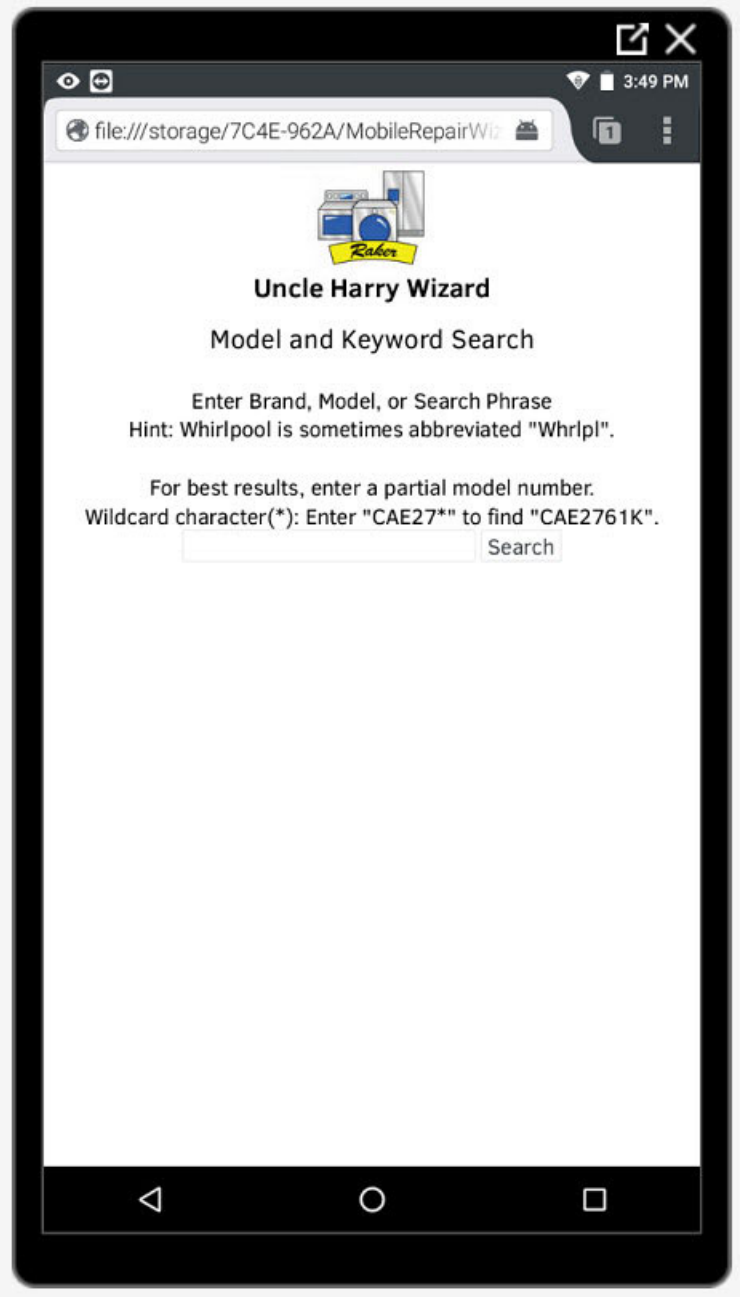
   Press the “FlashFox Pro” icon on the Android Home Screen.

2. Select the “Wizard Diagnostics Tool” from the Bookmarks screen.

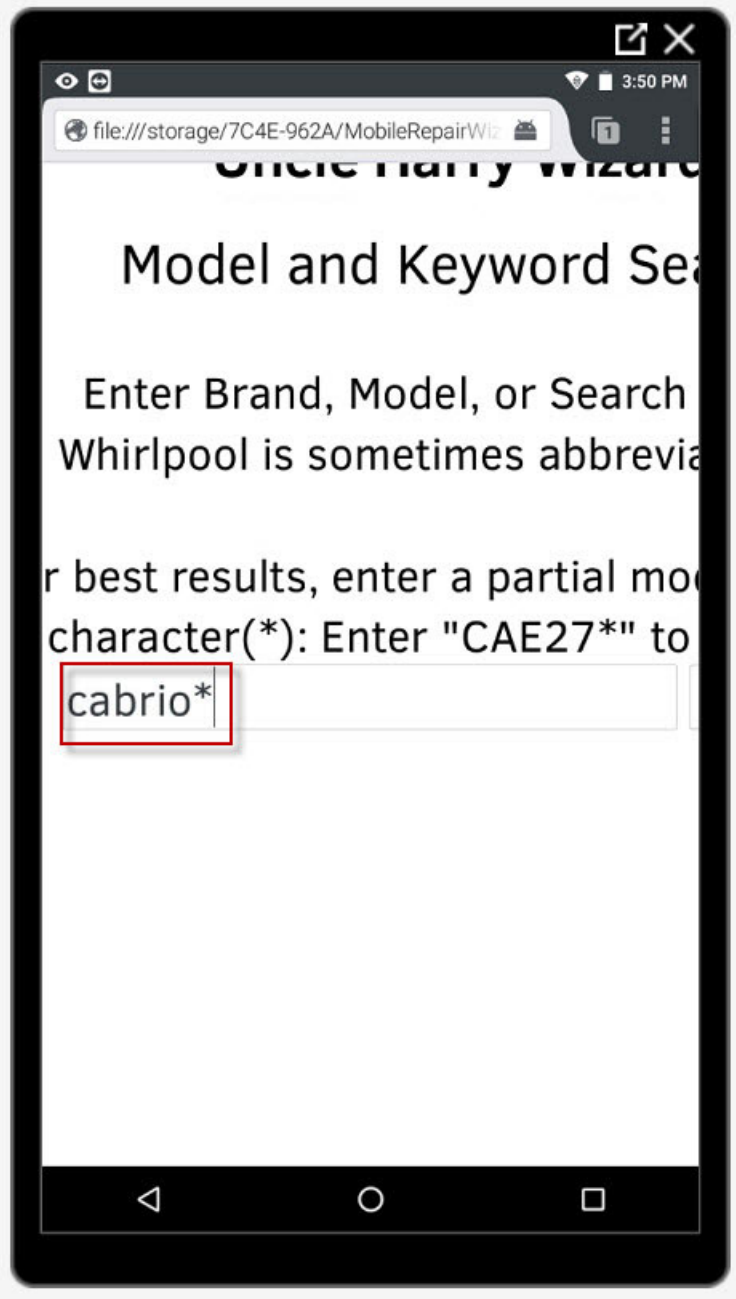


3. Select The “Keyword Search” Button on the Wizard Home Screen.

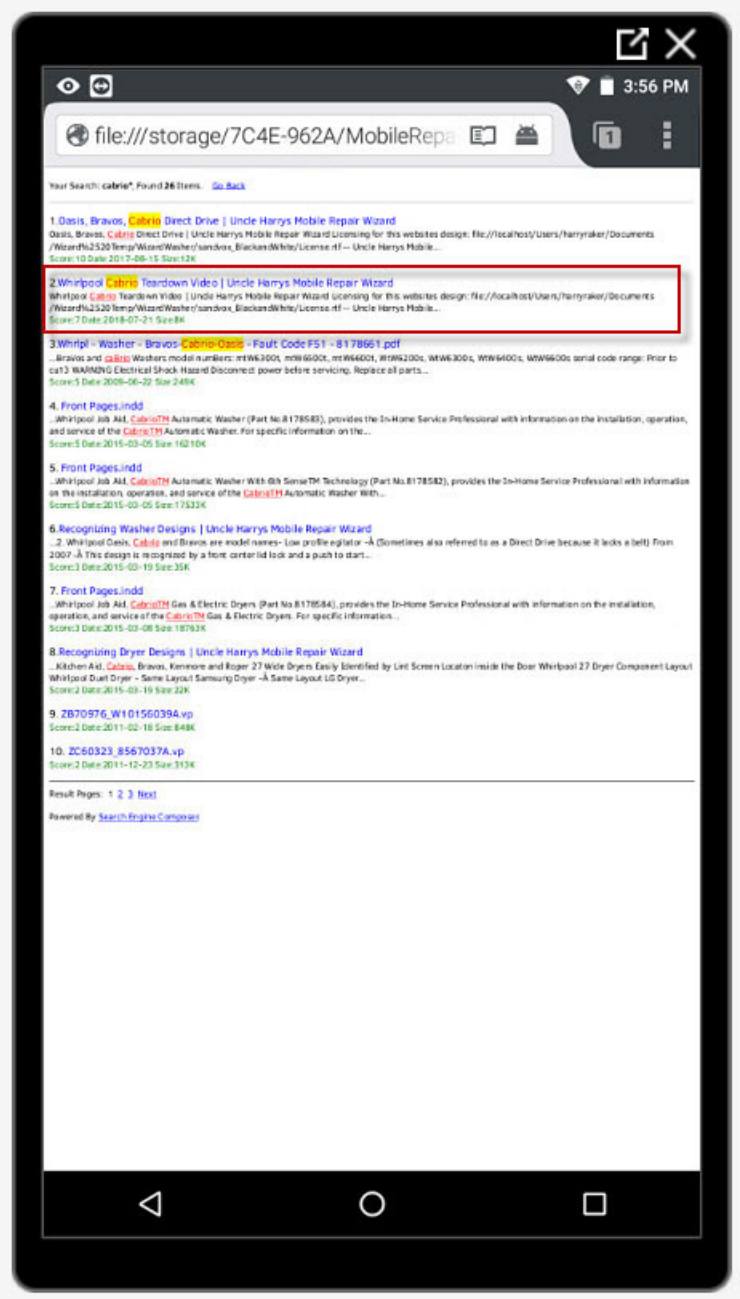
4. Enter A Model Number or Search Phrase.



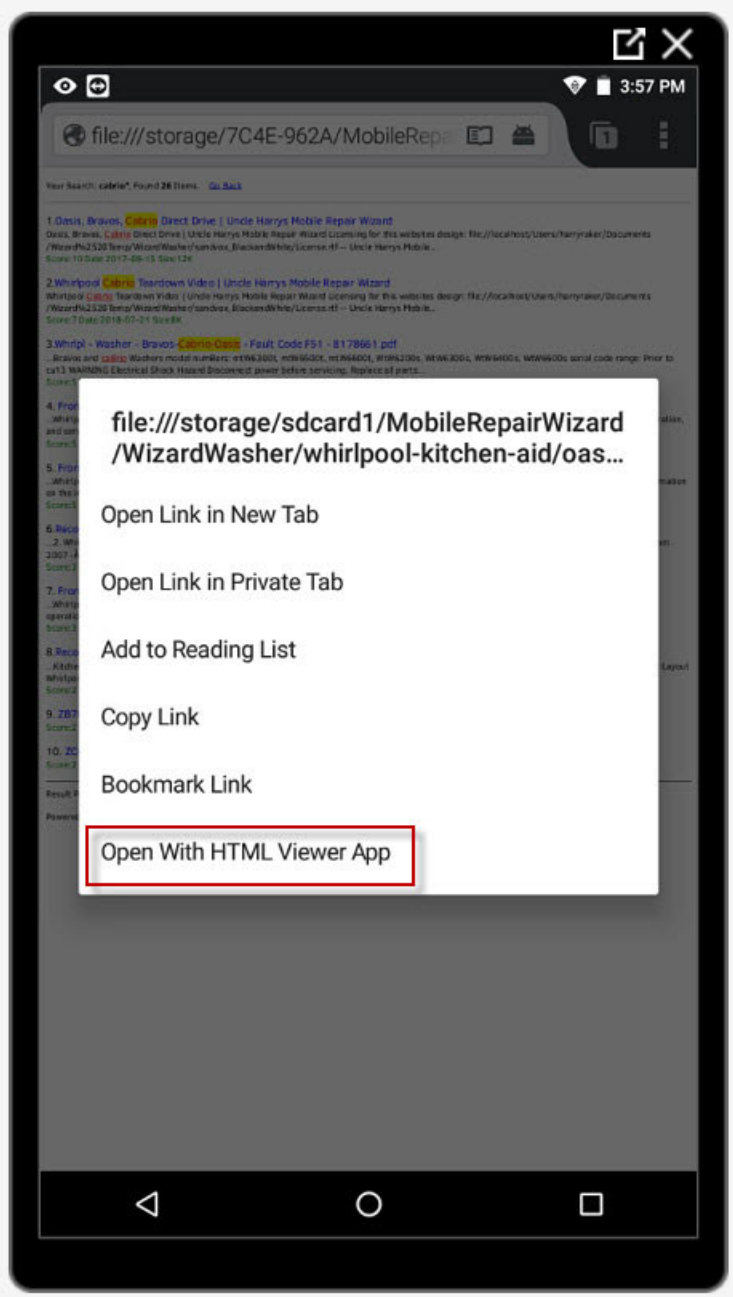
5. Append an Asterisk symbol to the Search Phrase.



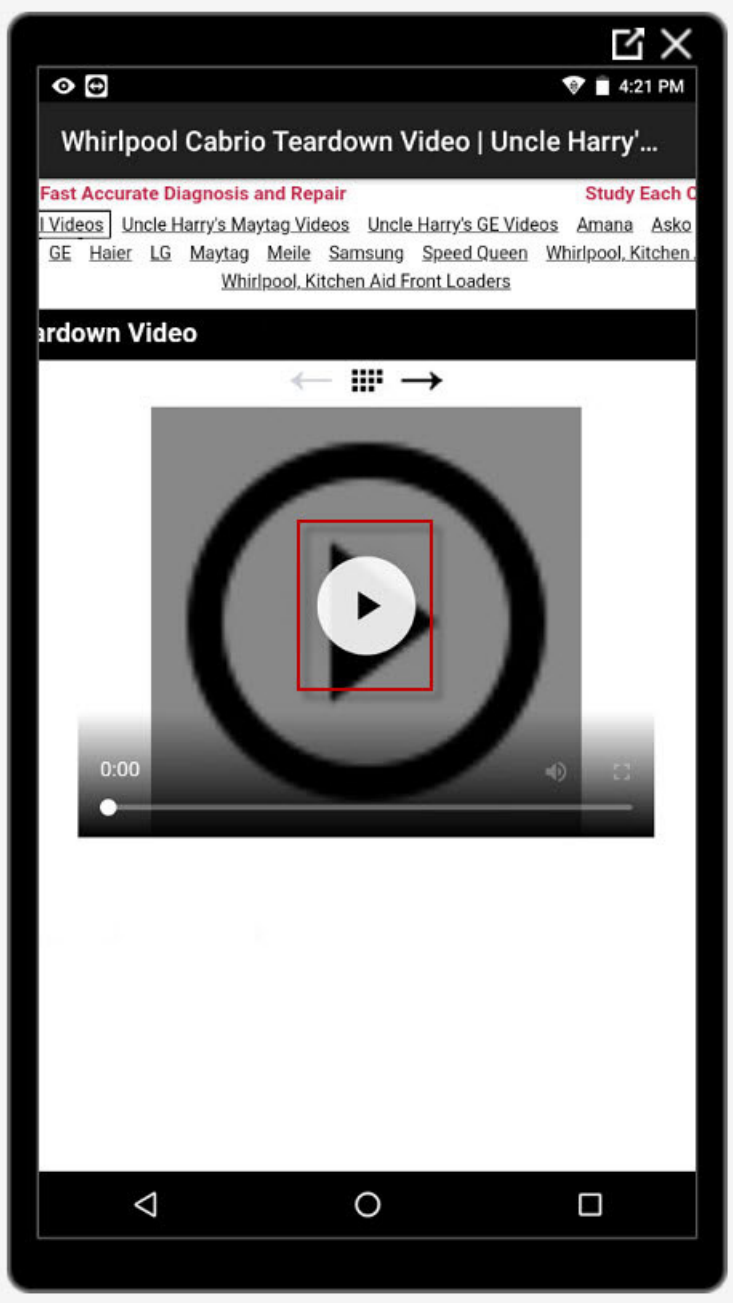
6. Press and **Hold** the Link to the Desired Search Result.



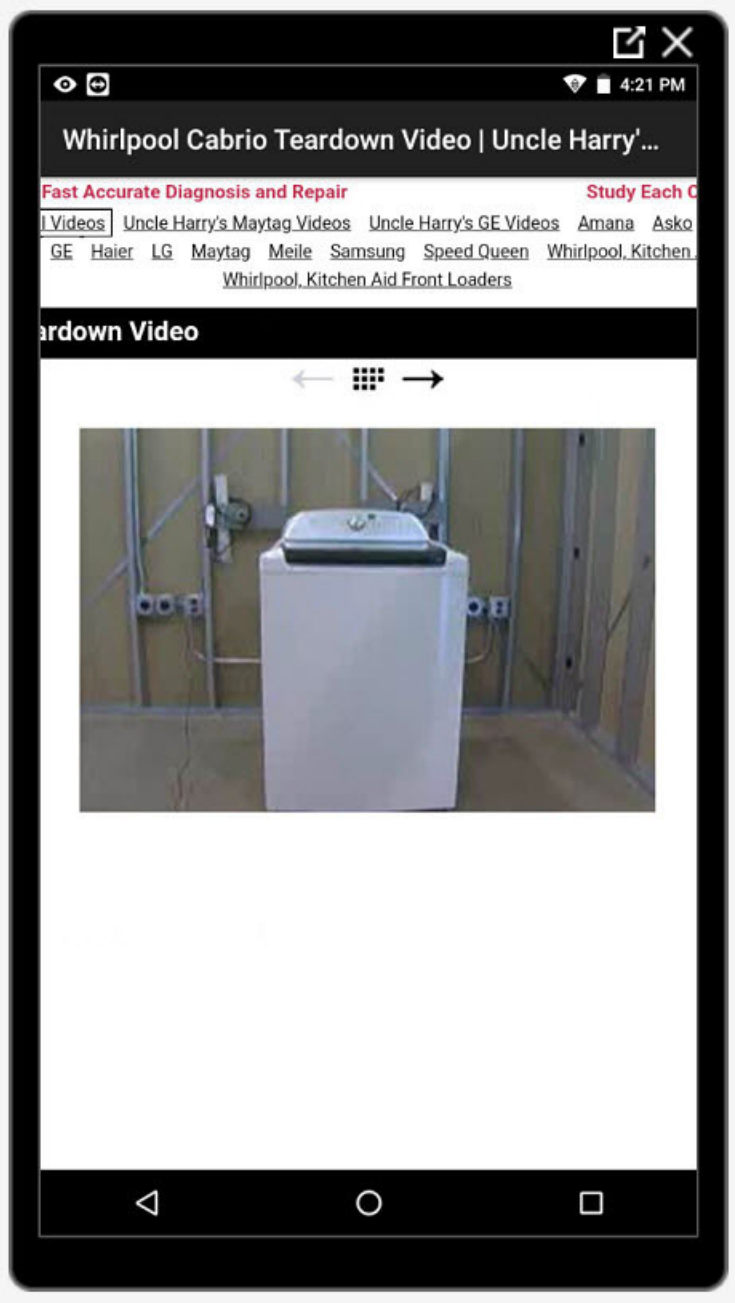
7. Select the “Open With HTML Viewer App” Option.



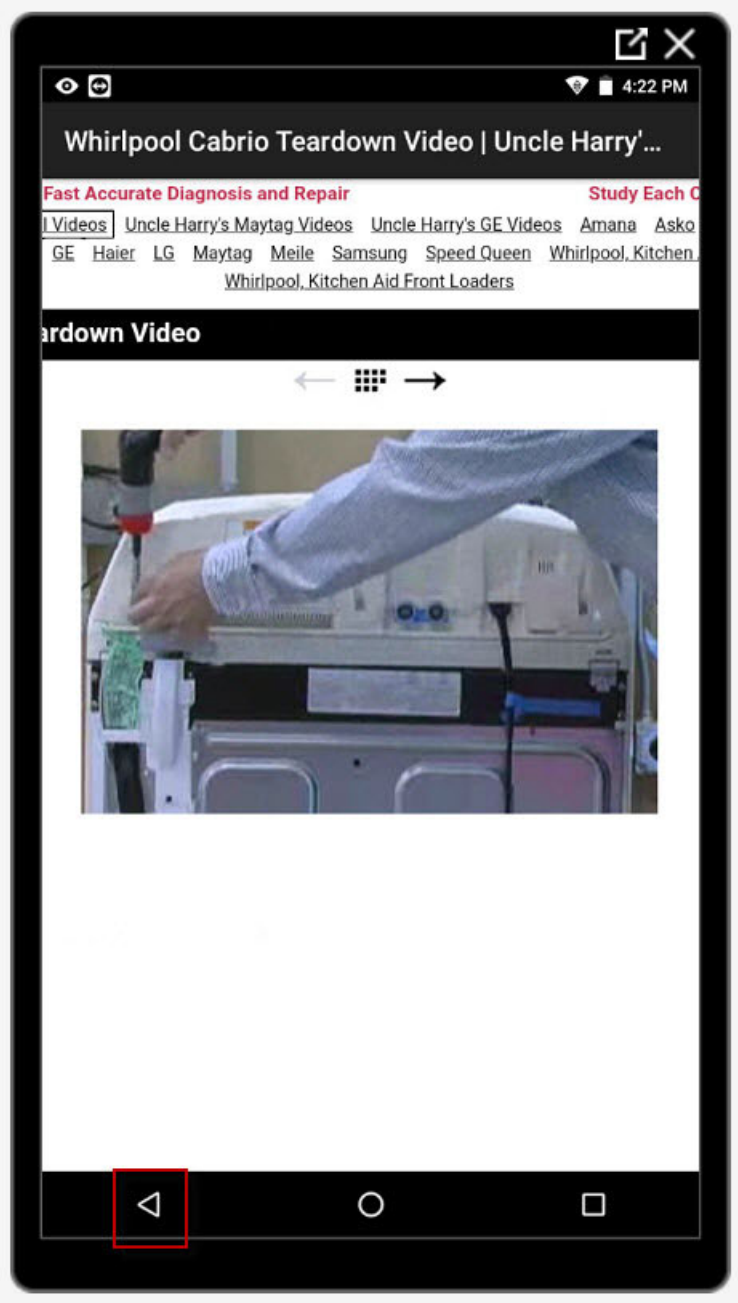
8. Tap The “Large Arrow” To Begin Playback.



9. The Video Will Begin Playing.



10. Press The “Back Arrow” To Stop Playback and Go To The Previous Screen.



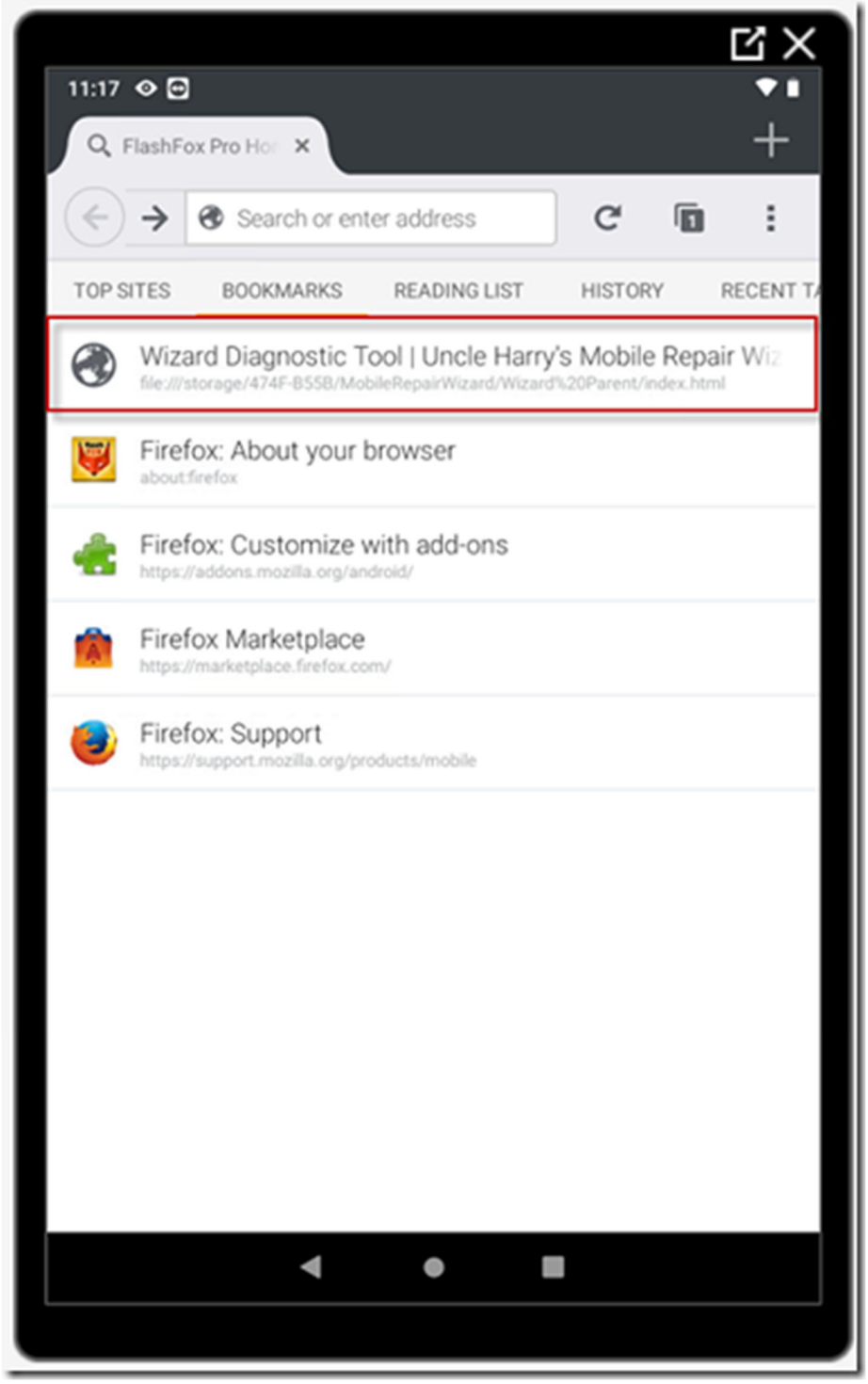
11. Press The “Back Arrow” Repeatedly To Return To The Wizard Home Screen. Alternatively, press the “Circle” icon to go straight to the Wizard Home Screen.

Section C – How To View PDF Documents

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

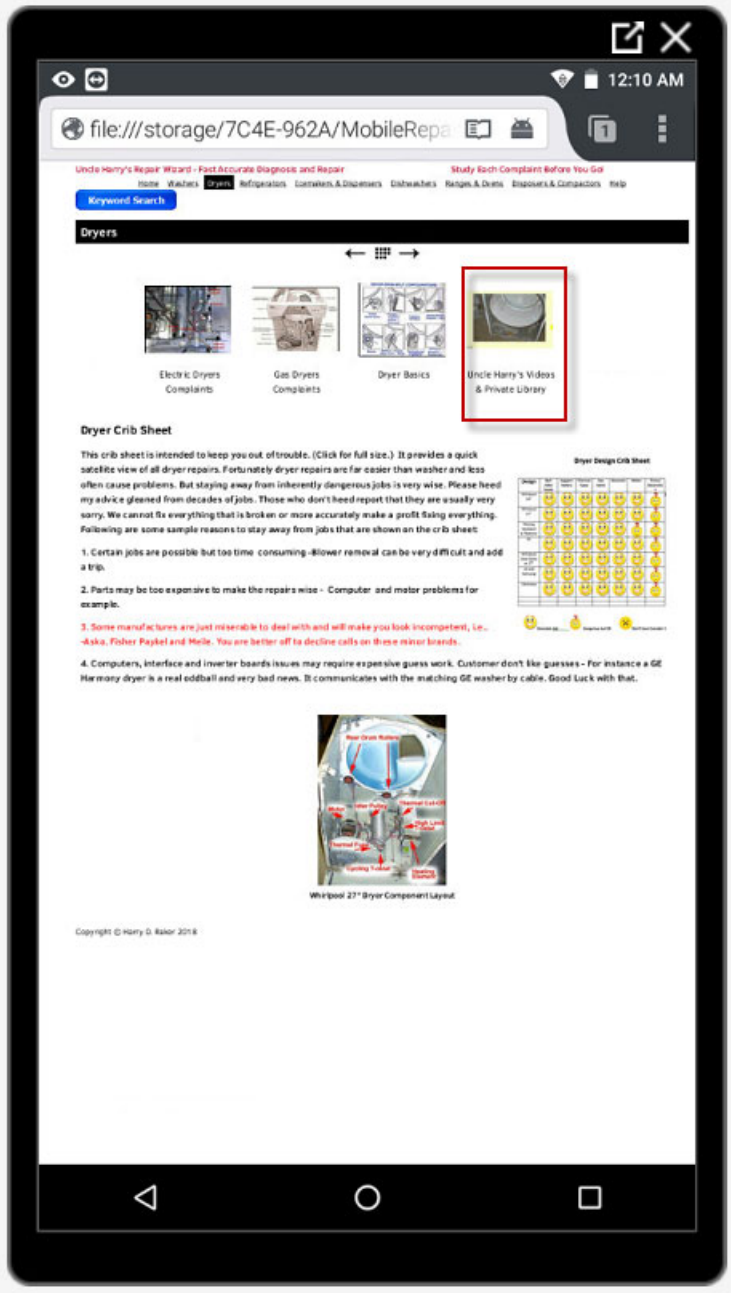
   Press the “FlashFox Pro” icon on the Android Home Screen.

2. Select the “Wizard Diagnostics Tool” on the Bookmarks Screen.

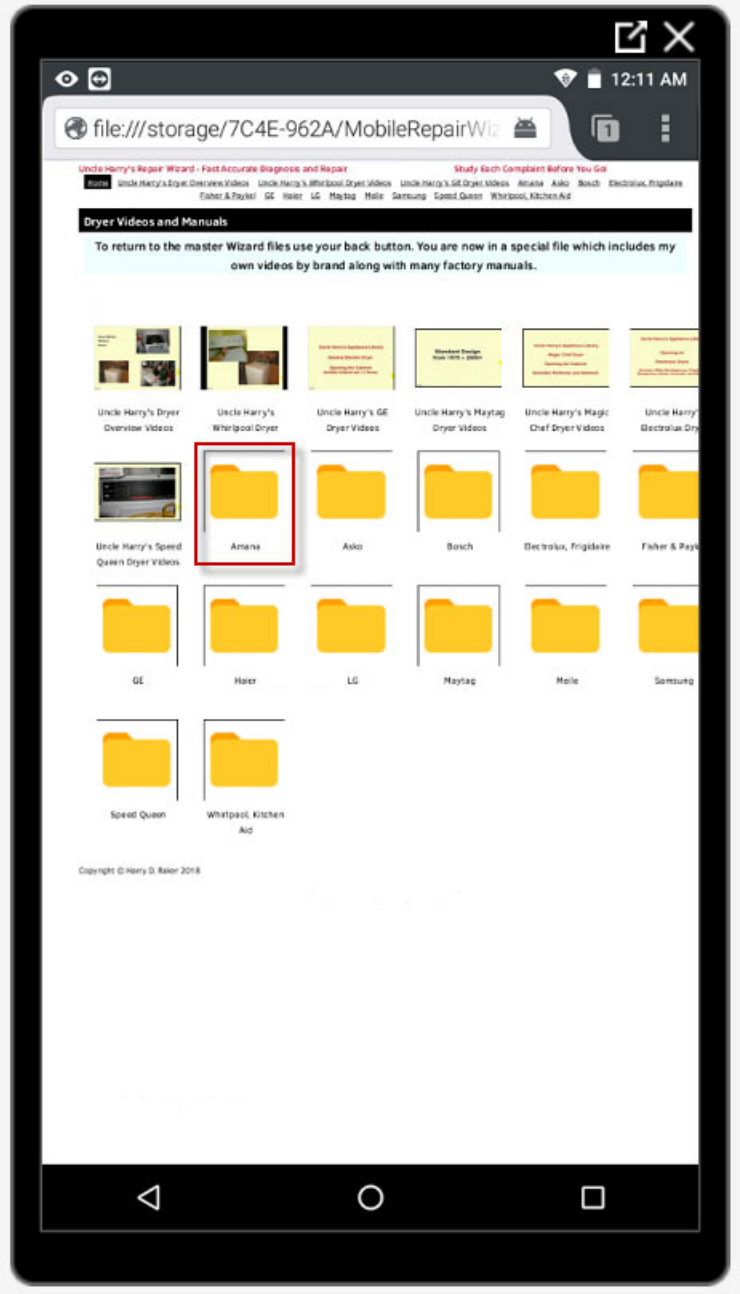


3. Select the “Type Of Appliance” on the Wizard Home Screen.

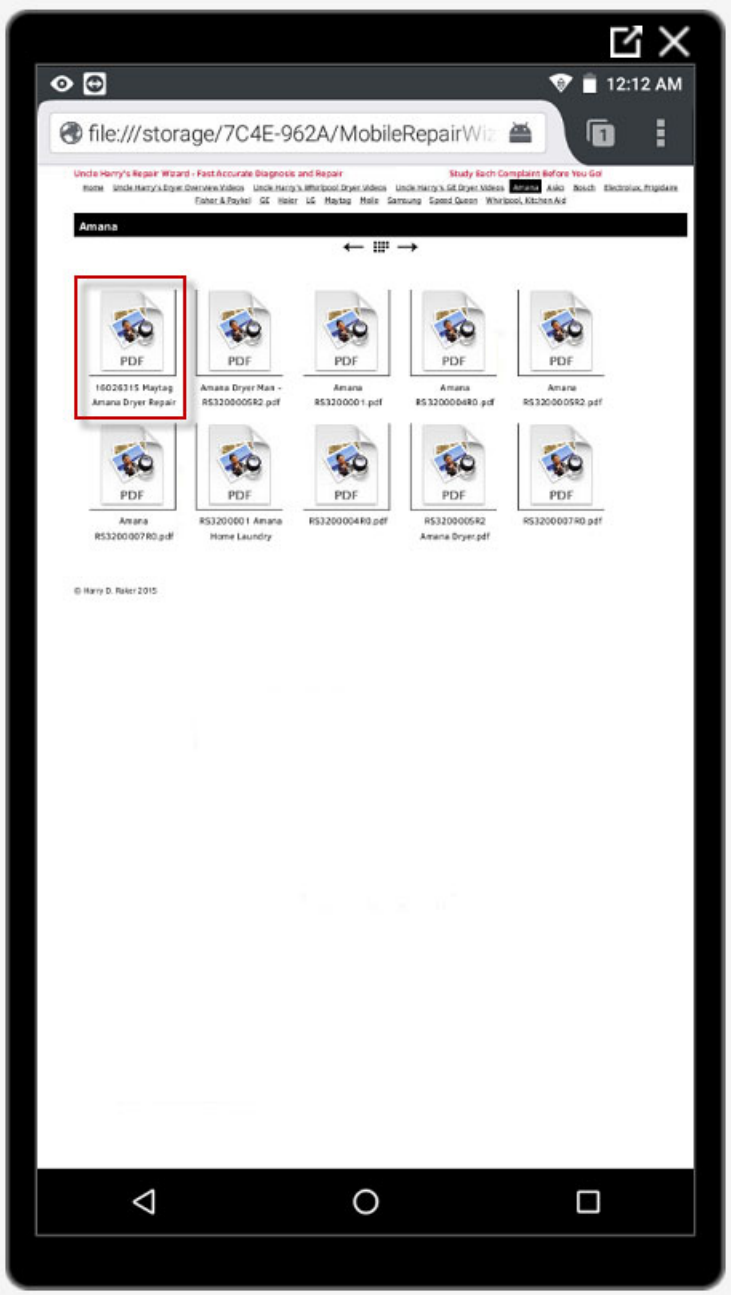
4. Select “Uncle Harry’s Videos & Private Library” on the next screen.



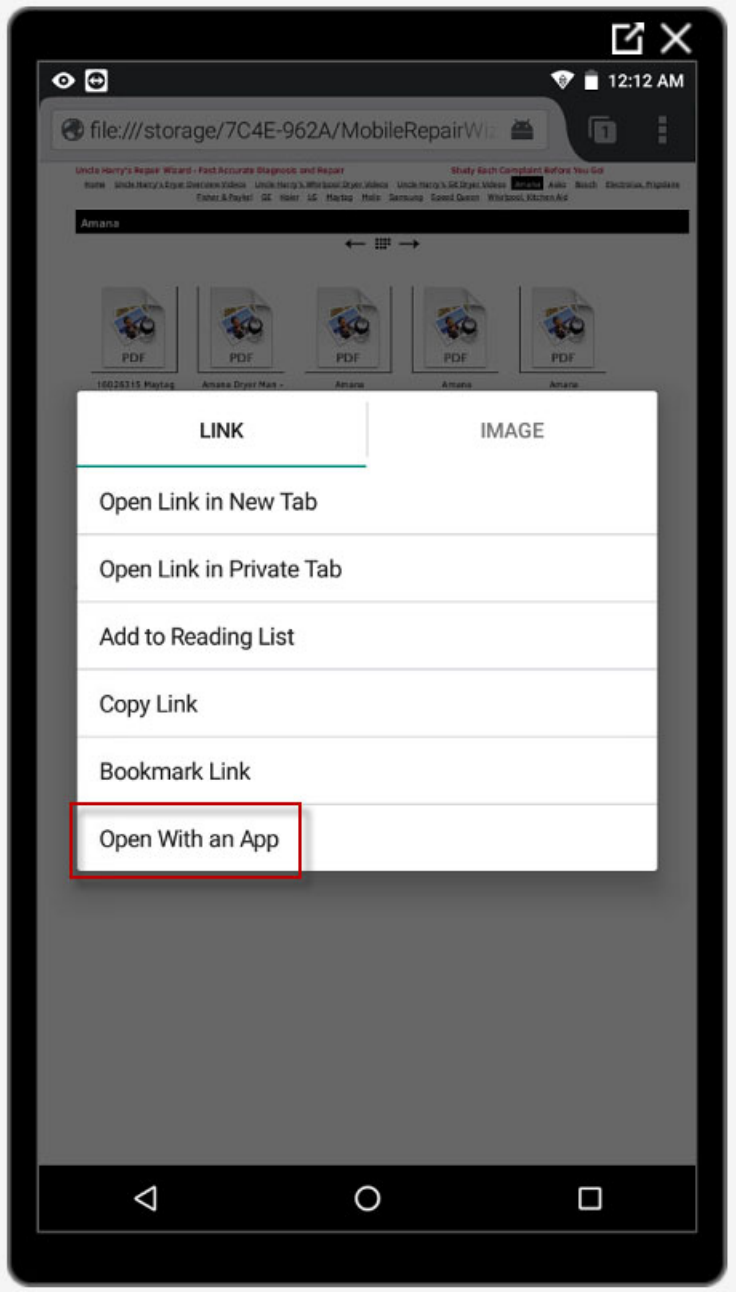
5. Select the folder matching the “Brand of the Appliance”.



6. Press and **Hold** the icon that most closely matches the appliance. The name of the document usually includes the model number.

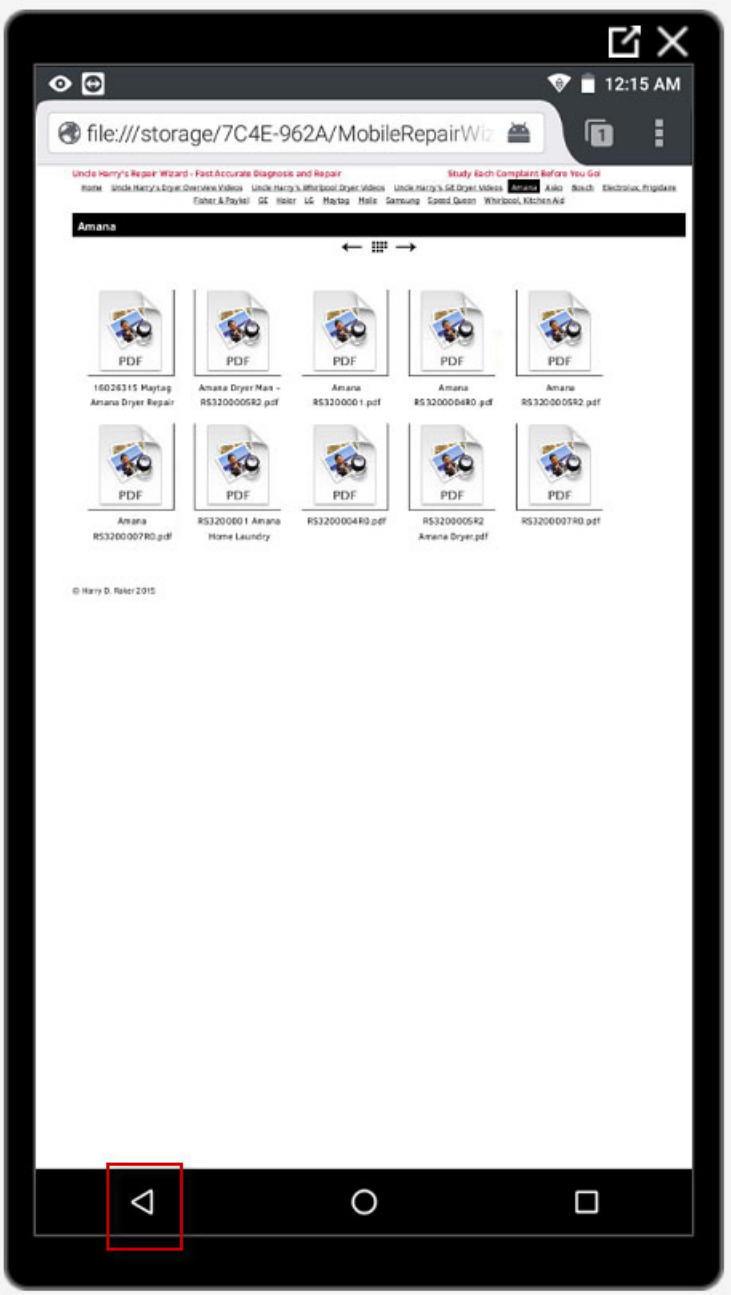


7. A small window will appear on screen. Choose the bottom option called “Open With An App”. Just give this selection a 1 or 2 second press.



8. The PDF document 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.

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



Section D. Troubleshooting Problems

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

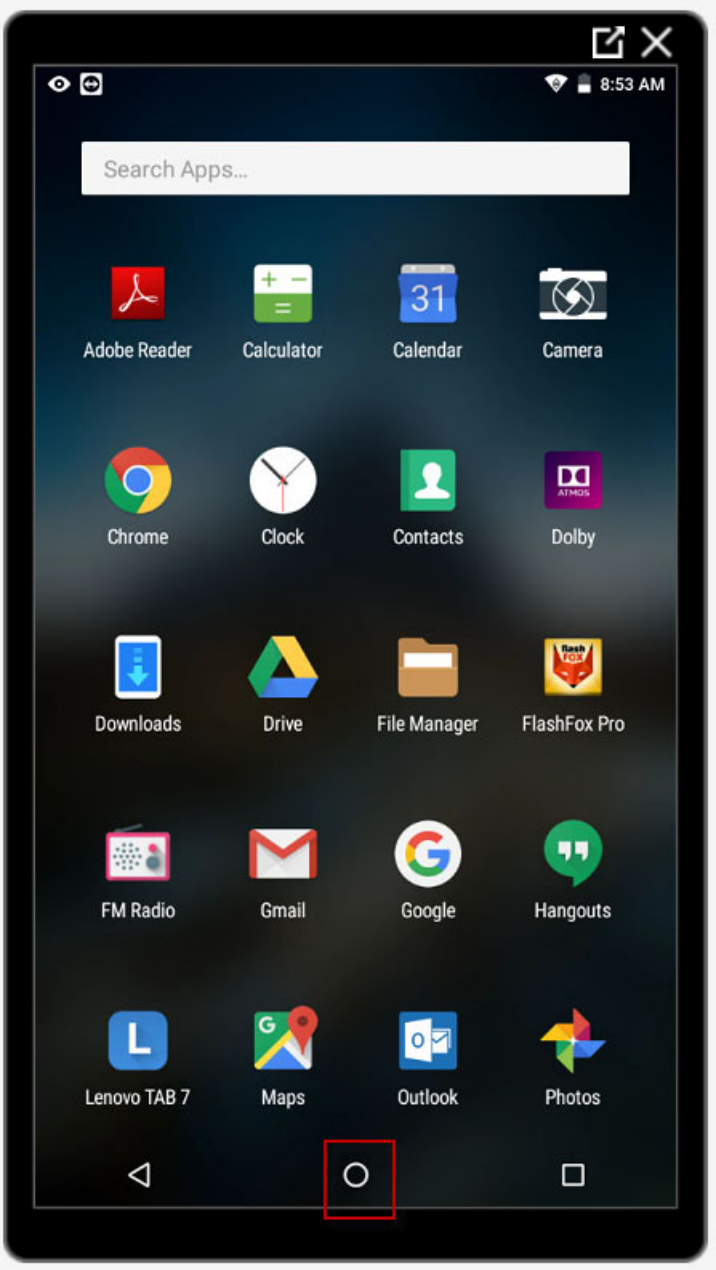
   The first type of problem isn't actually an error. You might see a screen with a bunch of icons on top of the Wizard image. This is the Android Home Screen #2. Merely swipe the screen from left to right to return to Android Home Screen #1.

2. Restarting the Wizard. After reaching Android Home Screen #1, press the “FlashFox Pro” icon to restart the Wizard. Then, select “Wizard Diagnostics Tool” from the Bookmarks screen.

3. How to Close The Android Apps Screen.

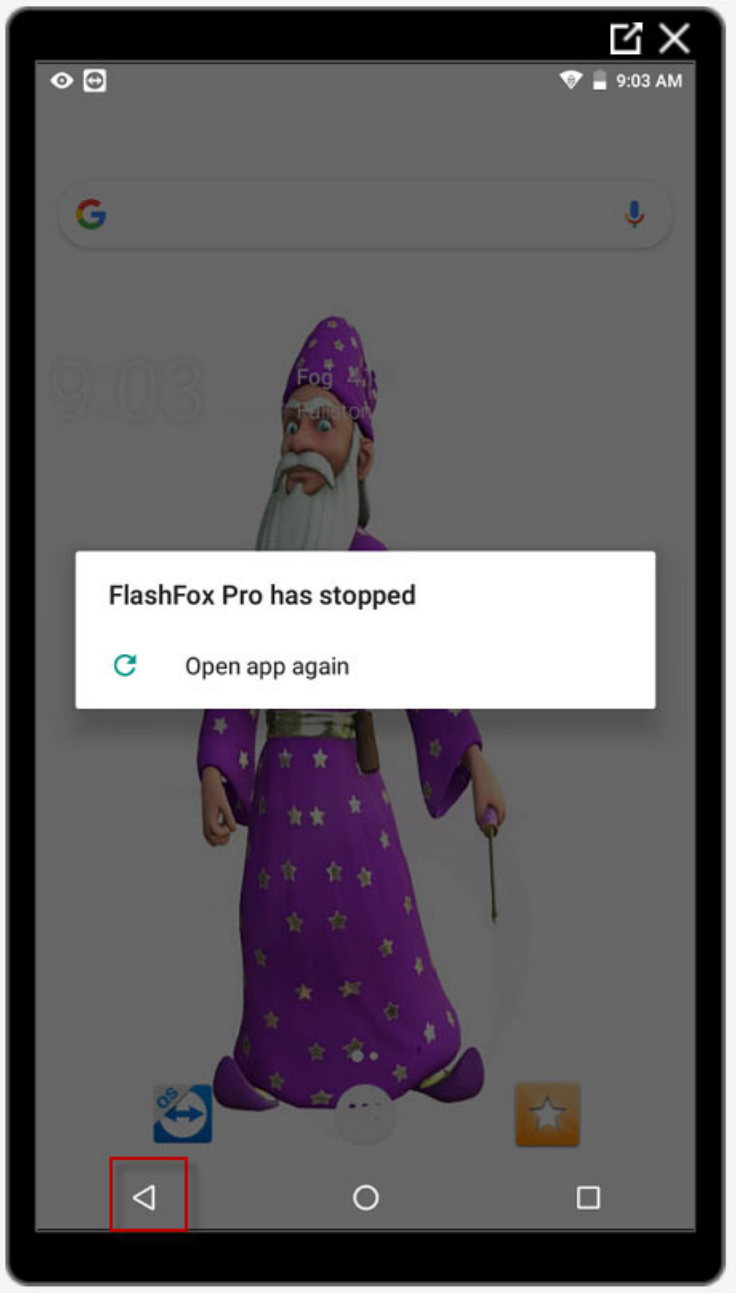
   Notice that all the applications are in alphabetical order. These are the applications that are installed on the tablet.

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



4. “FlashFox Pro Has Stopped” message appears. FlashFox Pro is a browser used to view the pages within the Wizard.

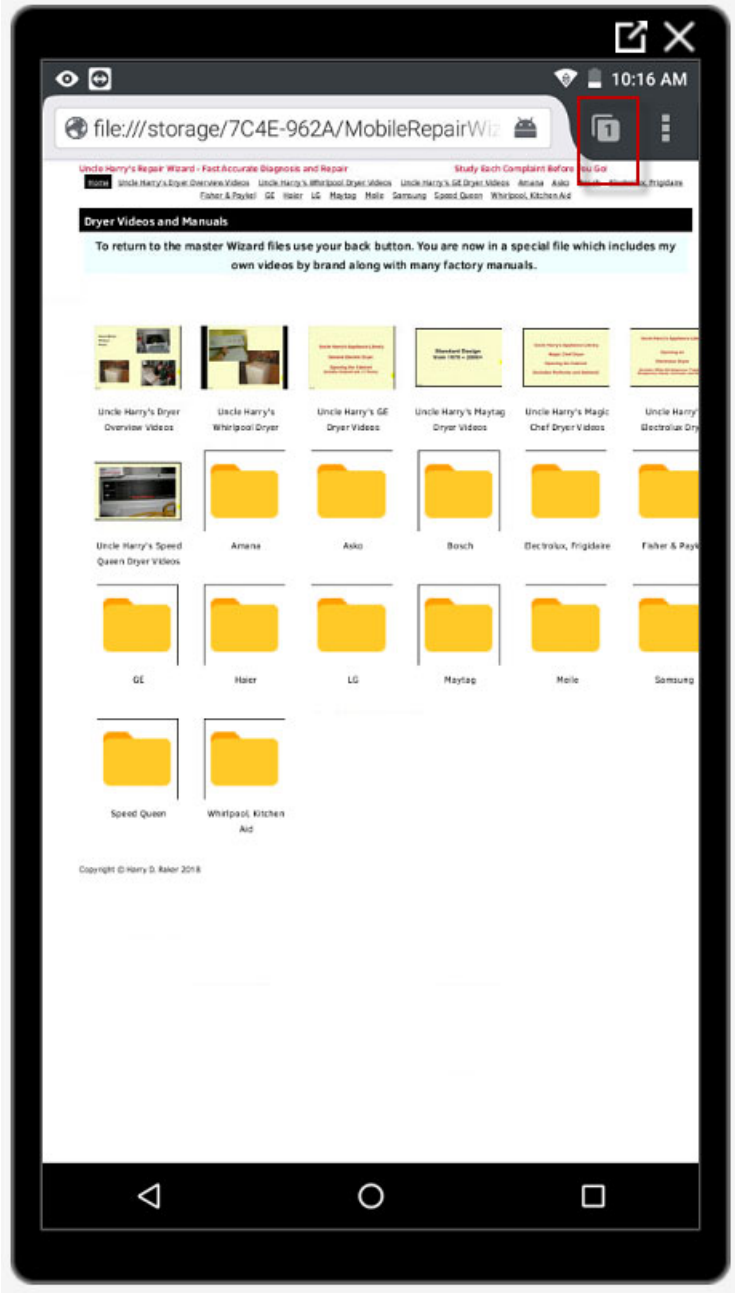
   This is caused by pressing the icon or link for the video for an insufficient time period. Press the Back Arrow to return to the Android Home Screen.



5. Video Won’t Play Due To Insufficient Memory.

   A video won’t play when you tap the Large Arrow on the first screen.

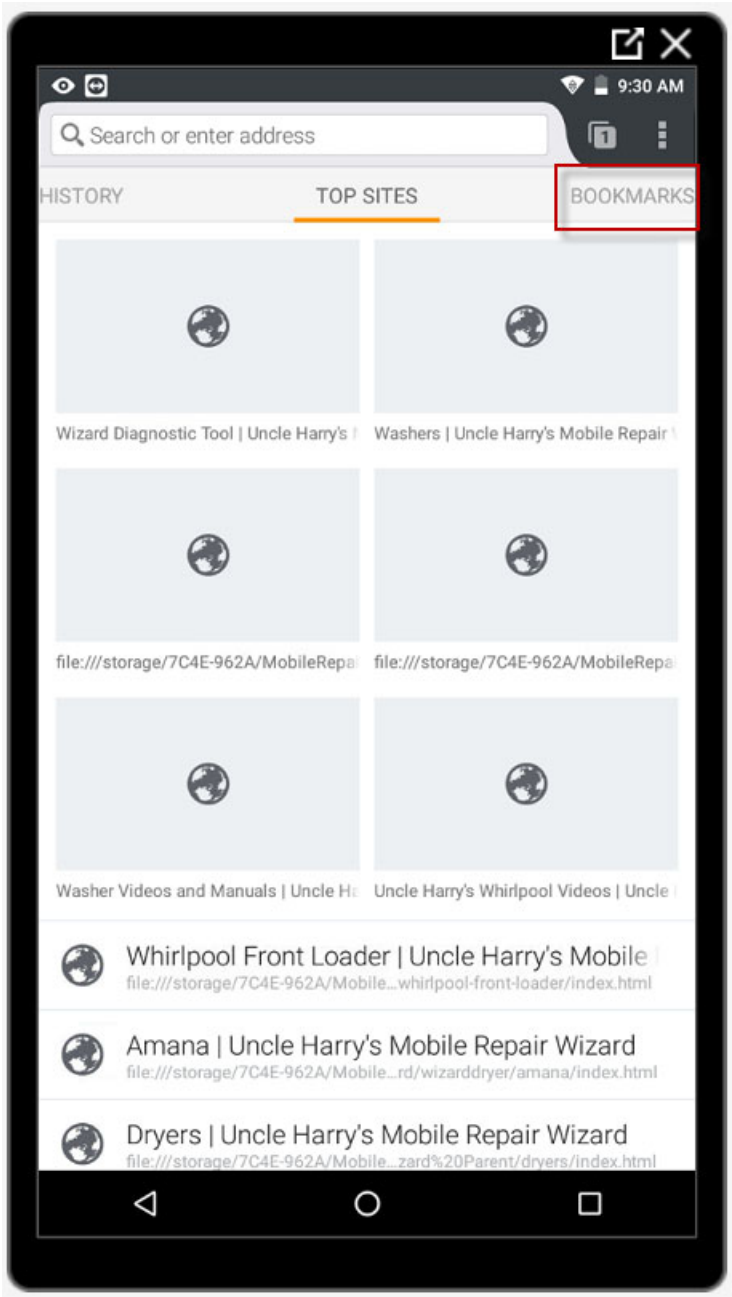
   Solution: Free up available memory. First, select the Bookmark icon.


10:16 AM
file:///storage/7C4E-962A/MobileRepairWiz
Uncle Harry's Repair Wizard - Fast Accurate Diagnosis and Repair
Study Each Complaint Before You Go!
Dryer Videos and Manuals
To return to the master Wizard files use your back button. You are now in a special file which includes my own videos by brand along with many factory manuals.
Uncle Harry's Dryer Overview Videos
Uncle Harry's Whirlpool Dryer
Uncle Harry's GE Dryer Videos
Uncle Harry's Maytag Dryer Videos
Uncle Harry's Magic Chef Dryer Videos
Uncle Harry's Speed Queen Dryer Videos
Amana
Asko
Bosch
Electrolux, Frigidaire
GE
Haier
LG
Maytag
Miele
Samsung
Speed Queen
Whirlpool, Kitchen Aid
Copyright © Harry D. Baker 2018

Next, select the Ellipsis symbol in the upper, right corner.

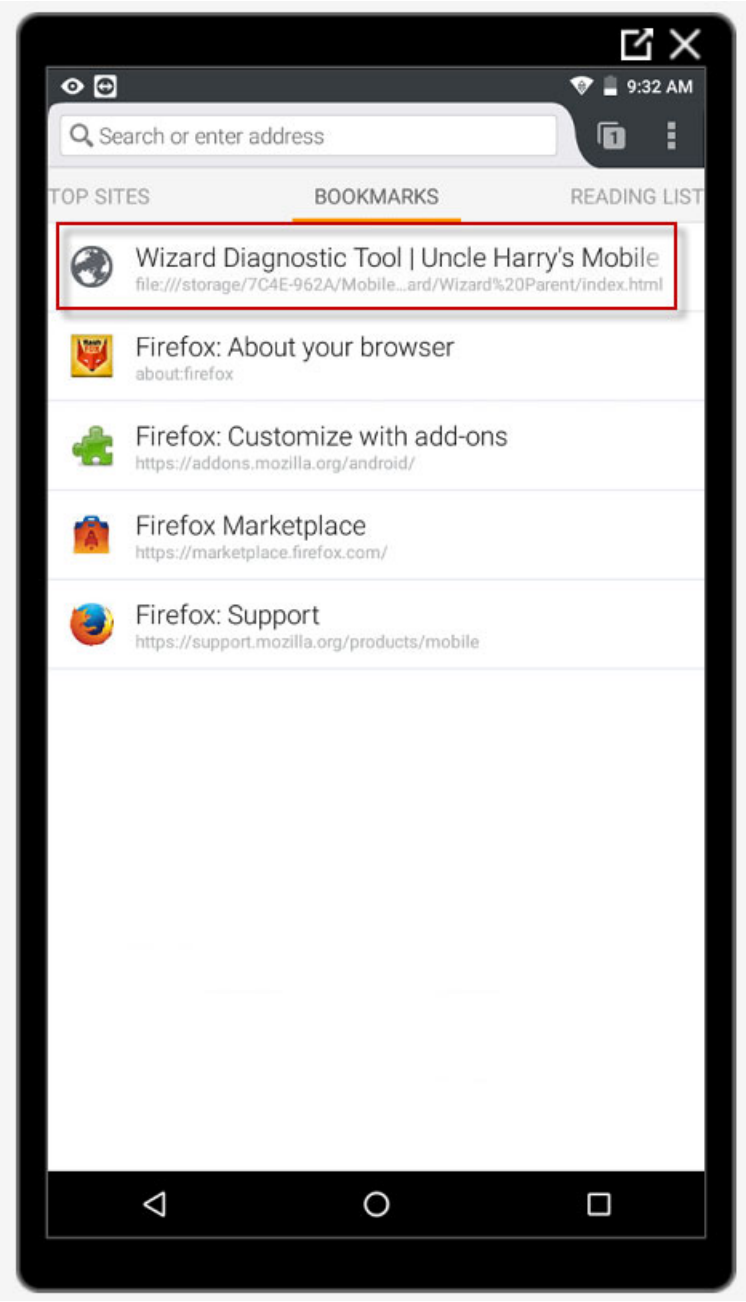
Then, select the “Close All Tabs” option.

Select the “Bookmarks” header.



Select the “Wizard Diagnostic Tool” bookmark.

You will return to the Wizard Home Page. Make the same selections again following the steps outlined in Sections A, B, and C of this document. Your selection should work this time because memory has been freed up.



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.

   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 program defaults, i.e. when you press and hold the link for a web page, FlashFox Pro is used to view the page. The "HTML Viewer" app should be the default for viewing a web page. FlashFox Pro is only used to make it easy to place an icon for the Wizard on the Android Home Screen, and to create bookmarks.

   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

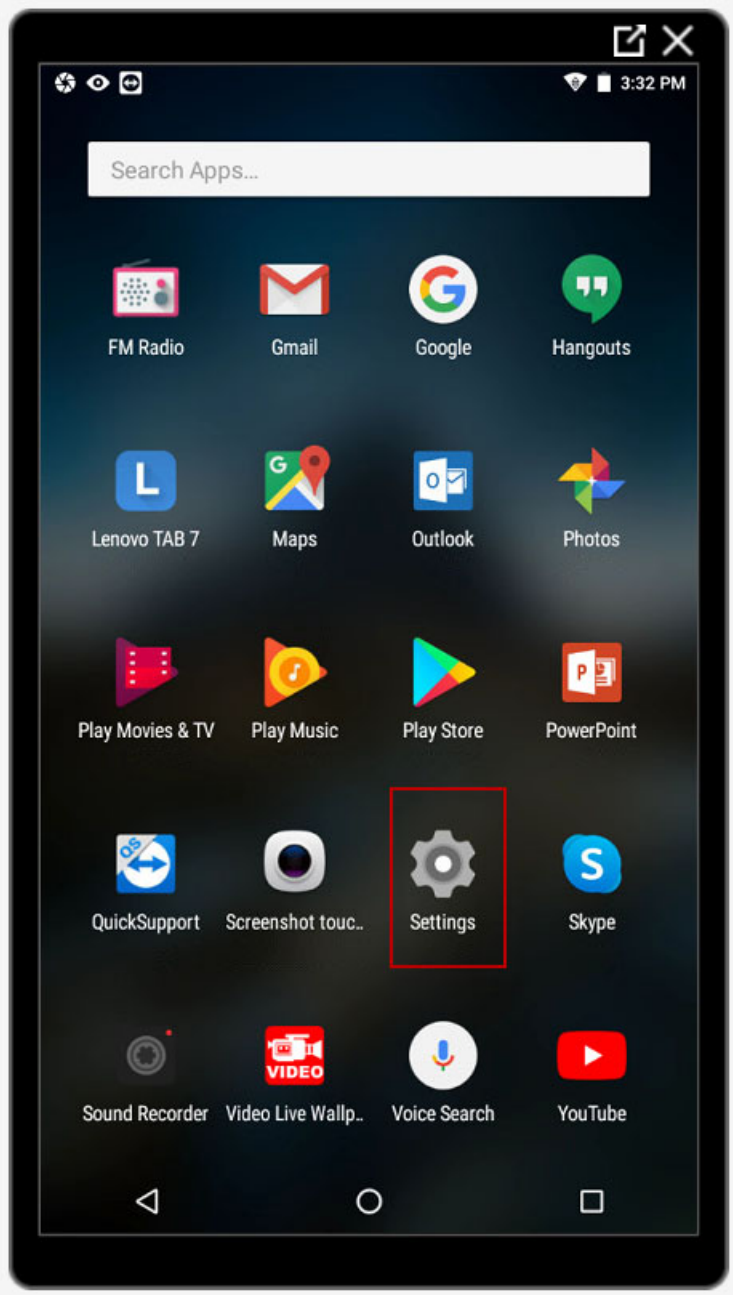
We can send you a link to our secure, online shopping cart system where payment can be made with a credit card, or payment can be made by check. Put the check in the package when you send the tablet for repair.

Connect Your Tablet To The Internet

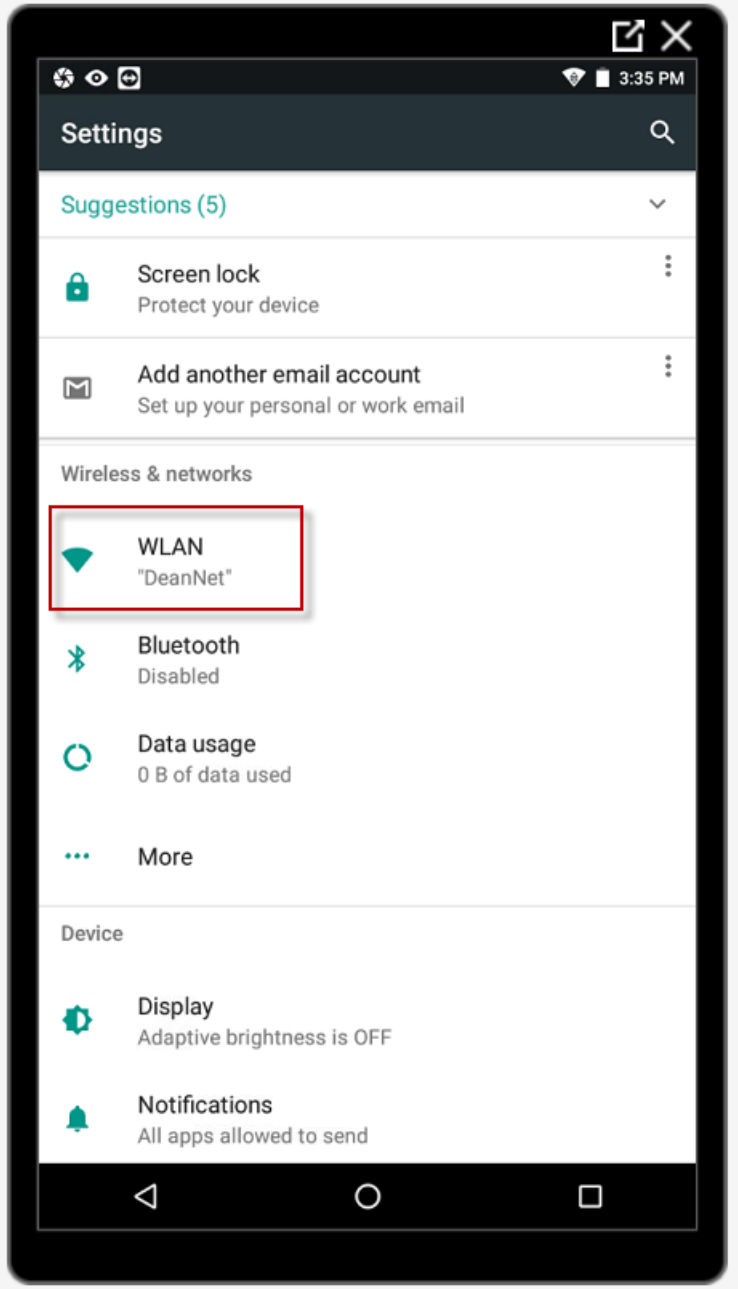
First you must make sure that your tablet is connected to the Internet via a Wi-Fi connection.

1. Select the “White Button” icon at the bottom of the Android Home Page which takes you to the Android “Installed Apps” page.

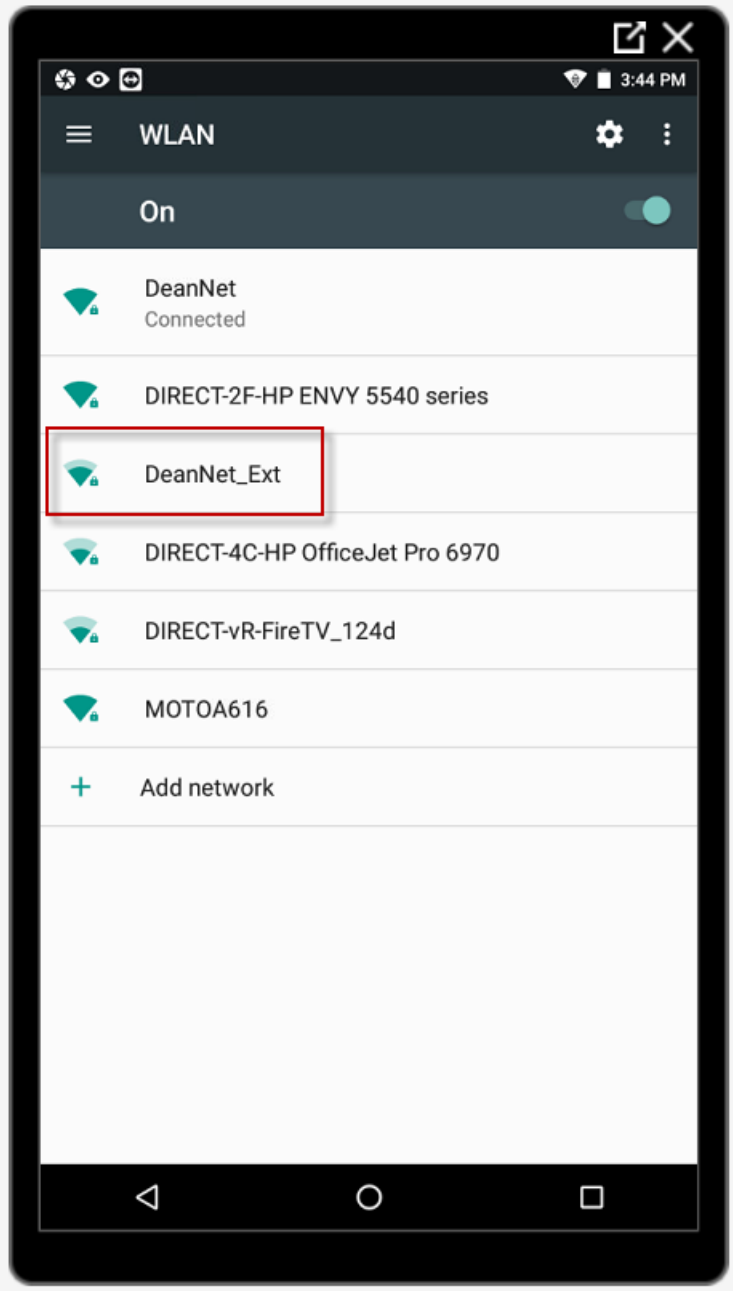
2. Scroll down to the “Settings” icon and select it.



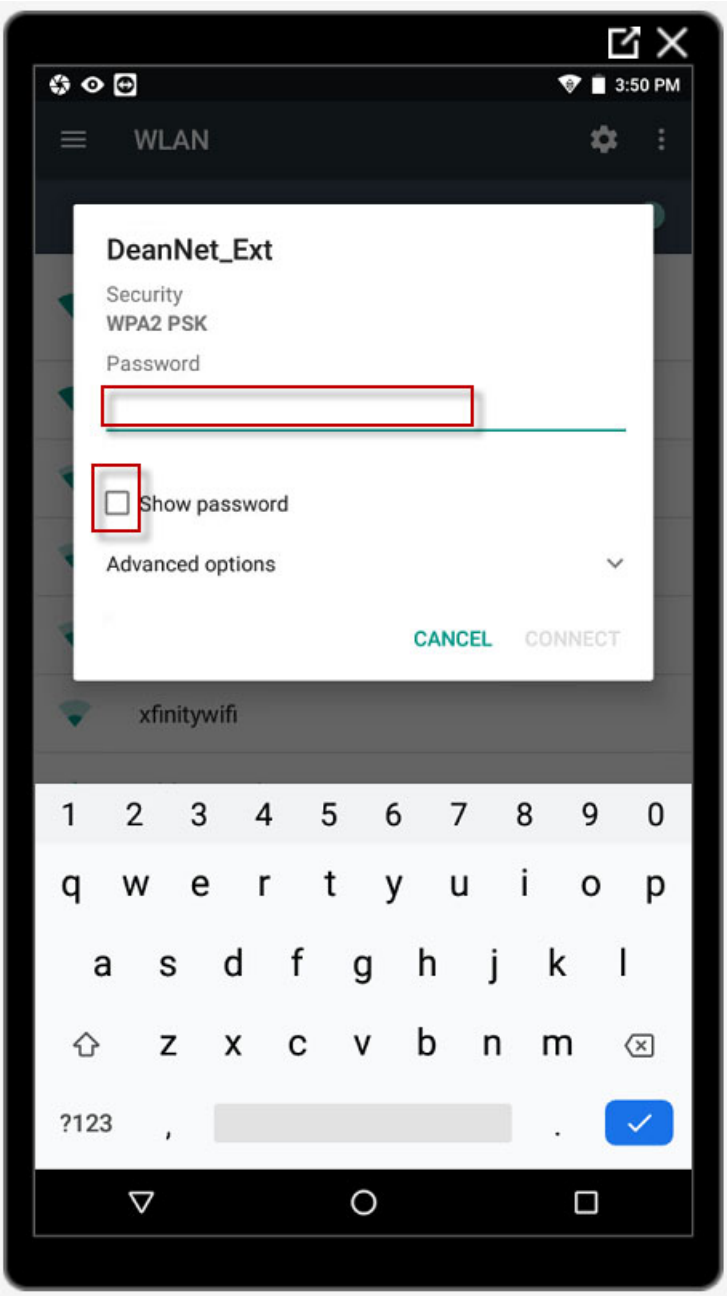
3. The “Settings” screen will display. The “WLAN” setting must show the Station ID of the wireless network to which the tablet is connected. If the Station ID is shown, you’re most likely already connected. Otherwise, see the next step.



4. 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.

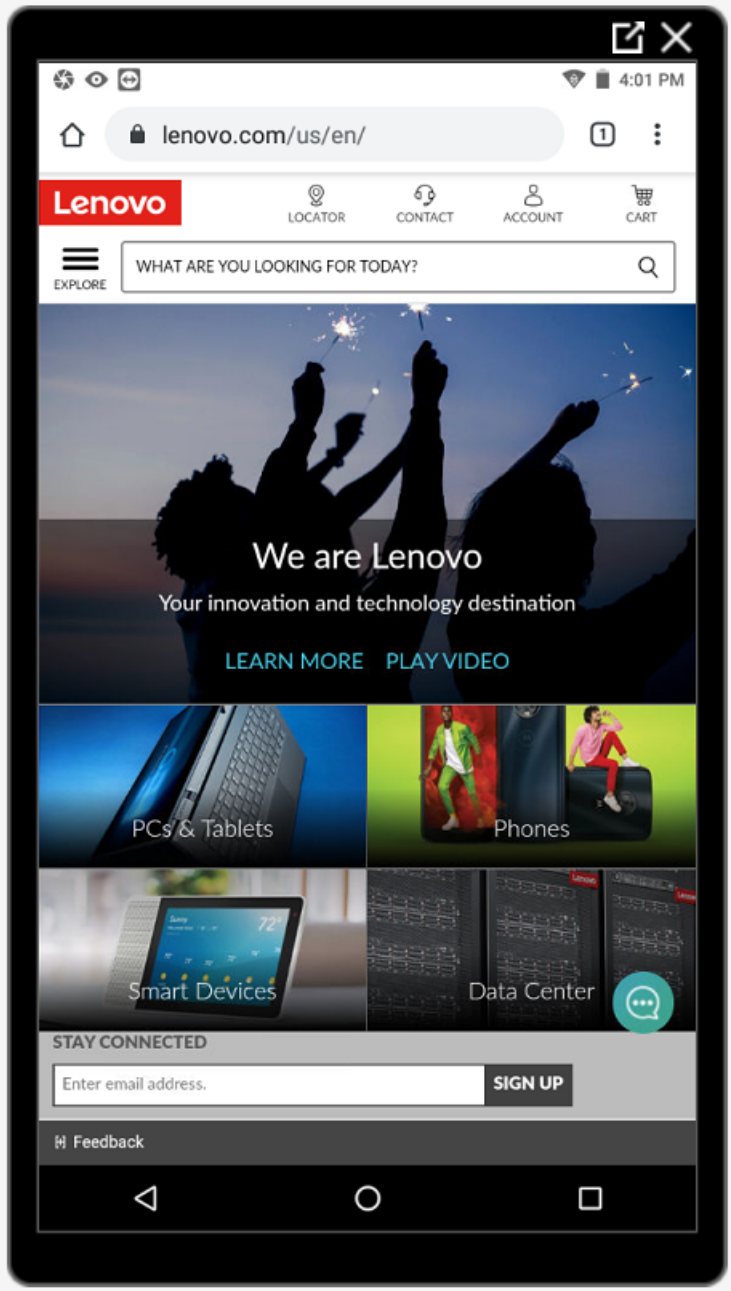


5. Tap the Station ID of the Wi-Fi signal to which you would like to connect. Enter the security password for the router. Usually, the password is on the bottom of the router. If not, you may be able to search the Internet for the default password for your brand of router. Check the “Show password” box 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.



6. Use the “Back Arrow” below the screen to navigate backward and exit the Settings screens. You should be able to view the “Installed Apps” screen.

   Scroll upward and press the icon for “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.

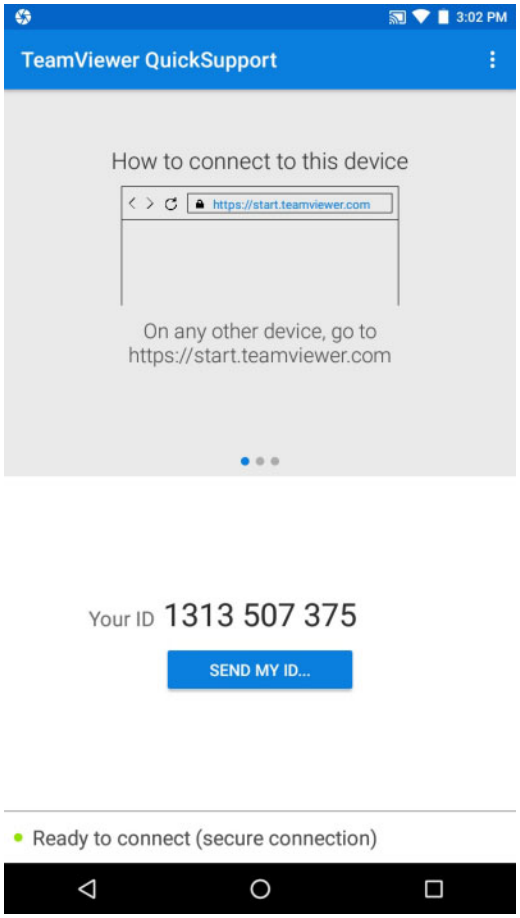


Setting Up Your Tablet For Remote Support

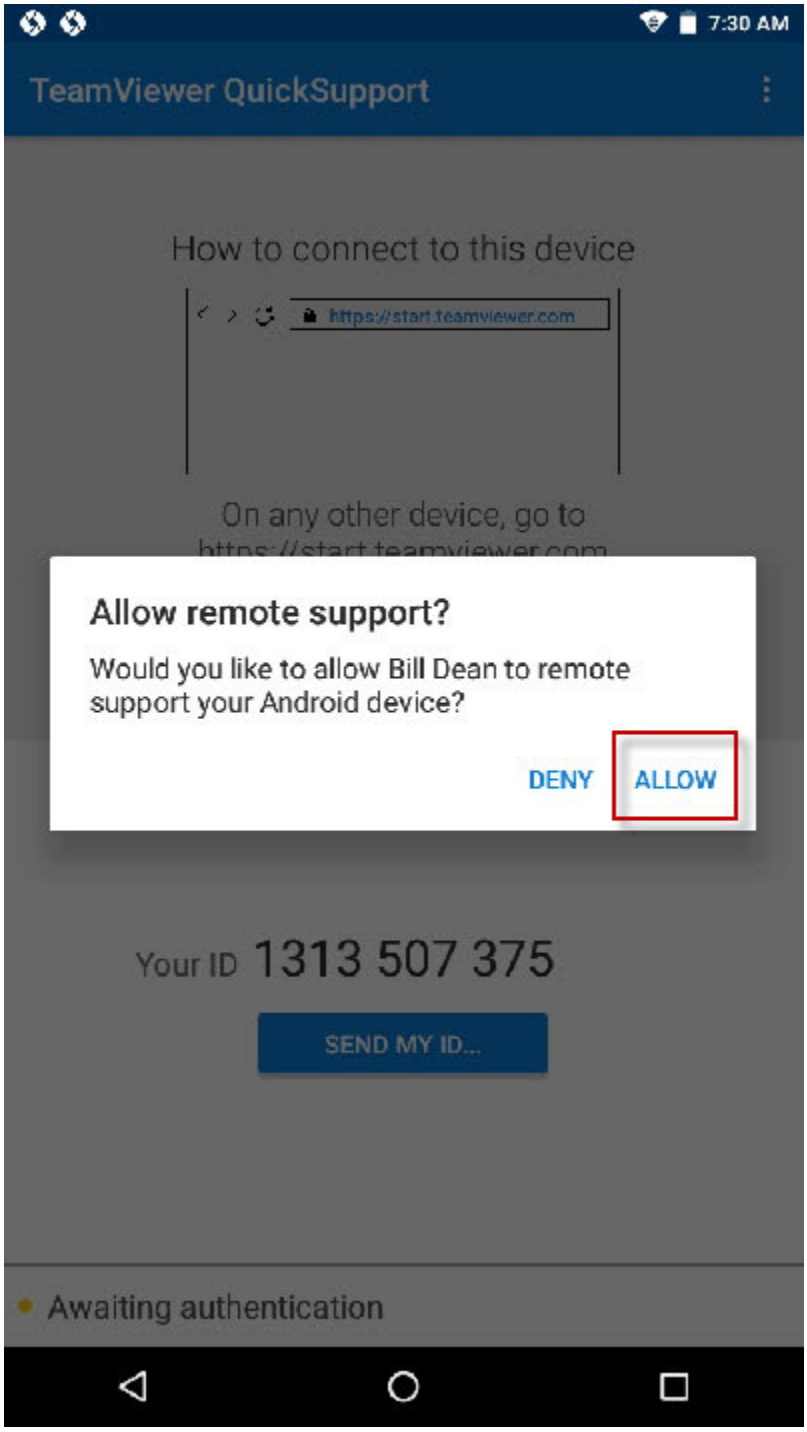
A third-party application called “QuickSupport” is used to allow remote connection to your tablet through the Internet. Your tablet must first be connected to the Internet through a Wi-Fi connection. QuickSupport is made by a company called TeamViewer.

1. Start QuickSupport, which is the blue and white icon at the bottom of the Android Home Page near the Wizard icon.

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



2. 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