



Mitchell OnDemand5[®] Repair Computerized Repair Information System

User's Guide

Published by:

Mitchell1

The First Choice of Automotive Professionals

www.mitchell1.com

San Diego, California

5ODDOC02

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**MITCHELL REPAIR INFORMATION COMPANY, LLC COMPUTERIZED
REPAIR INFORMATION SYSTEM END USER LICENSE AGREEMENT**

This End User License Agreement (the Agreement) is entered into as of the Effective Date
(as defined on the signature page hereto) by and between Mitchell Repair Information
Company (MRIC), and:

Name: _____
Address: _____
City/State/Zip: _____
Phone: (___) _____

("End User"), with respect to the following facts:

A. End User desires delivery of a Mitchell Computerized Repair Information System (the System) consisting of textual works and computer programs recorded on one or more CD-ROM discs and which may include one or more floppy diskettes. Depending on which Mitchell System is selected, the System will permit End User access to service and repair procedures, specifications, schematics and illustrations for the repair of automobiles, light trucks and vans, or to use the System to estimate parts and labor cost of mechanical repairs as shown in Exhibit "A" under the conditions set forth in this Agreement.

NOW, THEREFORE, for valuable consideration, receipt of which is hereby acknowledged, the parties agree as follows:

1. Terms and Conditions *(check all that apply)*

Purchase The term of this Agreement shall commence upon the date of execution of this Agreement by Mitchell ("Effective Date") and shall remain in full force and effect for either twelve (12), twenty-four (24), thirty-six (36) or sixty (60) months. This Agreement may be renewed by End User for successive twelve (12) month terms at the end of the initial term and on each anniversary of the Effective Date thereafter, unless either End User or Mitchell have 1) agreed to renew for an extended term, the length and terms of which shall be in writing, signed by Mitchell and End User; or 2) declined to renew, by giving notice in writing to the other party at least thirty (30) days prior to the anniversary of the Effective Date. Termination of this agreement shall not terminate End User's obligations under Sections 2, 4, 5, 8, 9, 10 and 11.

Purchase Option Plan (POP) This Agreement is effective for an initial term of 12 months (during which time it is non-cancelable by End User), and includes payments for accessing Mitchell electronic data, in addition to a one time activation fee. Payments will not change during the initial term of this agreement. Mitchell will bill End User monthly, with payments due within 15 days of date of invoice. Mitchell reserves the right to periodically modify pricing after the initial 12-month term. After the initial 12-month term, this Agreement shall automatically renew on a month-to-month basis, unless End User cancels the Agreement in writing 30 days prior to cancellation date. After the initial 12-month term, customer may choose to buy out Agreement at the then-current buy-out price.

Continuous Value Plan (CVP) The Continuous Value Plan (CVP) by Mitchell Repair Information Company (MRIC) has been developed to give Mitchell electronic product customers easy, affordable monthly payments. The CVP allows End User to make payments for the initial purchase of Mitchell software and the first three years of updates over an identical time period, then automatically lowers the monthly payments for continuing subscription service. This Agreement is effective for an initial term of 36 months (during which time it is non-cancelable by End User), and includes payments for purchasing Mitchell electronic data updates and software, depending on which program is indicated. Payments will not change during the initial term of this agreement. Mitchell will bill CVP End User monthly, with payments due within thirty days of date of invoice.

2. License. Subject to the terms and conditions of this Agreement, MRIC grants to End User a nonexclusive and nontransferable license to use the System to access mechanical service and repair data and to perform parts and labor cost estimates for mechanical repairs. MRIC shall retain title at all times to the System, and End User shall have no rights therein except to use the system as set forth herein (End User may continue to use the System upon expiration of their System subscription, except as a result of an Agreement breach by End User). The System may be used solely (i) by End User, (ii) for the purpose of accessing mechanical service and repair data on the System, (iii) or estimating mechanical parts and labor costs on the System, and (iv) at the location(s) listed above and in connection with the computer equipment described below or in the Agreement attached hereto. End User shall not, without obtaining MRIC's prior written approval which may be withheld at MRIC's sole discretion, use the System at any location or in connection with any computer equipment except as specifically described herein or in the agreement attached hereto:

Computer Manufacturer: _____

Computer Model: _____

Floppy Disk Size Required: (Select one) _____ 3.5" _____ 5.25"

CD Drive Manufacturer & Model: _____

Hard Disk Capacity: _____ MB RAM: _____ KB/MB

Printer Manufacturer & Model: _____

3. Mitchell Computerized Repair Information System: End User may not sell, market or in any other manner distribute to any third party, or to any location, the System or any information contained in or derived from the System.

4. Network Users – Number of licensed network users:

Repair: _____	Manager: _____	Other _____
Estimator: _____	Manager Plus _____	Other _____

Network Users – Number of licensed network sites:

Repair: _____	Manager: _____	Other _____
Estimator: _____	Manager Plus _____	Other _____

a. License Grant – In addition to the rights set forth in Section 2 of the Agreement, Mitchell hereby grants to End User a non-exclusive, non-transferable right and license to use the System on a network for no more than the number of licensed users at the location listed above operating on the computer equipment described in the Agreement.

All other Terms and Conditions of the Agreement shall remain in full force and effect. In addition, End Users may not:

1. Copy the network system.
2. Download the System except for an End User's authorized use;
3. Allow data from the System to be made available to non-User's except in print form only as incidental samples used for illustrative or demonstrative purposes; and,
4. Provide services for a fee using the System without prior written agreement from Mitchell.

5. Maintenance of Equipment and Software. End User, and not MRIC, shall bear sole responsibility to obtain, maintain and operate, or cause to be obtained, maintained and operated at its own expense, all equipment and non-Mitchell software that may be used in conjunction with the System.

THE UNDERSIGNED AGREE TO THE TERMS AND CONDITIONS SET FORTH ABOVE AND ON THE REVERSE SIDE OF THIS PAGE.

equipment, types of system equipment, system programming languages and any other matters relating to the System and its use, without prior notice.

8. Updates. MRIC may update the System data (“Data Updates”) from time to time during the course of this Agreement and shall deliver any such Data Updates to End User approximately four times per year during the term of the license. Upon receipt of revised or replacement CD-ROM discs and/or floppy diskettes, End User agrees to destroy all previous discs, or return them to MRIC upon request. MRIC shall provide the Data Updates to End User at no additional cost to End User, except as otherwise set forth in paragraph 3.

9. Warranty. THE SYSTEM IS DELIVERED “AS IS” AND MITCHELL MAKES NO REPRESENTATIONS OR WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE WITH RESPECT TO THE SYSTEM OR THE DATA UPDATES, THE COMPUTER PROGRAM ALLOWING USE OF THE SYSTEM, OR ANY SERVICES PERFORMED BY ANY THIRD PARTY. End User acknowledges and agrees that (i) MRIC is not the manufacturer or distributor of any automotive repair parts referenced in the System, (ii) MRIC makes no representations or warranties with respect to the quality or availability of such parts or the accuracy of the prices of such parts and (iii) if End User utilizes any non-MRIC-supplied interface program to interface with the System, End User shall look solely to the vendor of such interface program with respect to any losses or damages caused by such interface program. MRIC is not responsible for obsolescence of the System and Data Updates and shall have no responsibility for suspended, outdated or uncorrected versions of the System and Data Updates.

10. Limitation of Liability. End User agrees that MRIC shall not be liable to End User for any direct, indirect, special, incidental or consequential damages, including but not limited to loss of anticipated profits, in connection with or arising out of the use of the System and Data Updates. End User’s sole remedy upon breach of this Agreement by MRIC shall be termination of the Agreement and refund of unearned portions of the End User Fee. End user agrees to indemnify MRIC and hold it harmless against all claims and damages, including without limitation, reasonable attorneys fees arising out of End User’s use of the System and the Data Updates, unless such claims or damages result from, or unless End User’s authorized use of the System has given rise to claims or damages based on the infringement of any copyright or other proprietary right of any third party.

11. Termination. Immediately upon the effective date of termination of this Agreement, End User shall cease using the System, shall return the System, Data Updates, and all MRIC documents and information pertaining thereto, and shall certify to MRIC in writing that the System and all MRIC documents and information pertaining thereto have been returned. The following actions shall constitute a breach of the Agreement and shall allow MRIC to terminate the Agreement: any use or dissemination of the System or Data

IN WITNESS WHEREOF, the parties hereto have executed this Agreement on the respective dates indicated below.

End User/Owner

By:

Title:

Printed Name:

Date

Address

Accepted by: MRIC Headquarters

By:

Title:

Printed Name:

Effective Date

Address: 14145 Danielson Rd., Poway, CA 92064

6. Confidentiality. End User acknowledges that the System comprises information which constitutes a trade secret of MRIC in which MRIC has a proprietary interest. End User therefore agrees that no portion of the information constituting the System may be disclosed to others, copied, reproduced, compiled or used for any purpose or purposes other than as specifically contemplated by this Agreement in paragraph "2" above. End User shall exercise its best efforts to protect the System and to prevent its dissemination to unauthorized persons. Furthermore, End User shall not assign, pledge, sublicense or permit any other use of the System without obtaining the prior written consent of MRIC, which consent may be withheld at the sole discretion of MRIC. End User shall immediately return to MRIC all system discs and other information together with all copies and derivatives thereof immediately upon the (i) receipt of replacement discs or information and a return request statement, or (ii) termination of this agreement.

7. MRIC System Modification. MRIC reserves the right to make changes in rules of operation, security measures, accessibility, procedures, types of terminal

Updates which is not expressly permitted herein; the appointment of a receiver to take possession of End User's assets or the institution of bankruptcy by or against End User, dissolution or discontinuance of business operations of End User; or, failure to make timely payment to MRIC of the End User Fee, including any renewal fee. Upon termination of this Agreement by MRIC for any such cause, End User shall not be entitled to any refund of the End User Fees.

12. General Provisions.

12.1 Entire Agreement. This Agreement sets forth the entire agreement and understanding between the parties as to the subject matter hereof and supersedes all prior discussions between them.

12.2 Attorneys' Fees. If any action or proceeding is brought in connection with this agreement, the prevailing party shall be entitled to its attorneys fees and other costs and expenses incurred in such action or proceeding, including any appeals or petitions therefore.

12.3 Assignment. End User may not assign its rights or delegate its duties hereunder without first securing the permission to do so from MRIC, which permission may be withheld at the sole discretion of MRIC. For purposes of this section, the End User shall be deemed to have assigned this Agreement if there is, in the aggregate, a change of ownership of 25% or more of End User or a merger or combination of End User with another entity of business, whether End User is the surviving entity or not. Any such attempted conveyance shall be void and shall constitute a default entitling MRIC to terminate this Agreement. MRIC may freely assign its rights hereunder without securing End User's permission to do so.

12.4 Choice of Law and Forum. This Agreement has been entered into under the Laws of the State of California and the parties hereto agree that it shall be interpreted and all disputes arising hereunder shall be resolved, in accordance with California law. All disputes arising hereunder shall be heard by a court of competent jurisdiction in the County of San Diego, State of California.

12.5 Waiver. Failure of either party hereto to enforce at any time any term of this Agreement shall not be a waiver of that party's right thereafter to enforce each and every term of this Agreement.

13. Internet Service Exclusions. Notwithstanding anything to the contrary stated herein, End User acknowledges and agrees that the ability to access the Services is subject to the availability of connection services to and within the Internet and that the Internet, by its nature, is not fault-tolerant and Mitchell shall not have any liability for any breach of any representation, warranty or covenant of this Agreement that arises out of or relates to the unavailability of the foregoing connection services and other network functions.

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Chapter 1

Introduction

Overview

Welcome to OnDemand5 Repair. OnDemand5 is a computerized system for the retrieval of repair and maintenance information. OnDemand5 provides access to Mitchell's world-class database of vehicle repair information and graphics.

Version 5 is a quantum leap in the evolution of the OnDemand product line. Leveraging off of a multi-million dollar reconfiguration of Mitchell's world-class repair database, OnDemand5 combines the best repair information with the best browser-based software technology available.

System Design

OnDemand5 is sold in two different modules or combined as a comprehensive service, repair, and estimating package:

- **OnDemand5 Repair** provides access to Repair Procedures, Maintenance Schedules, Technical Service Bulletins, and much more.
- **OnDemand5 Estimator** allows the quick creation of estimates using Mitchell's Parts and Labor Guide (MPLG)—a comprehensive database of labor times (extended at your shop's rate) and parts prices.

OnDemand5 Estimator can be purchased separately or in combination with **OnDemand5 Repair**. This user's guide covers OnDemand5 Repair only. Additional guides are available for *OnDemand5 Estimator* and *OnDemand5 Multi-User*, which describes product use in a network environment.

Features and Benefits

What is OnDemand5?

Mitchell 1 designed OnDemand5 to improve technician efficiency and help you cope with fast-paced industry changes. OnDemand5 can be used in many ways to help increase profits in your repair shop.

OnDemand5 is a Productive Tool for Service Advisors

Because it's easier to use than a manual, OnDemand5 can increase the productivity of service writers. When you diagnose the customer's vehicle, we encourage you to look up repair procedures, recalls, specifications, or technical service bulletins and make a note of them on a repair order before you start the work.

OnDemand5 can help your service writers diagnose and sell exactly what each vehicle needs. Looking up maintenance schedules can turn that oil change into a 30,000 mile service, which leads to bigger profits and more satisfied customers.

OnDemand5 is a Sales Closing Tool

Many complex repairs are difficult to explain to customers. Use OnDemand5 to show the customer what you will be doing to the car. Computerized data builds the customer's confidence in your diagnosis and helps convince the customer that the service you recommend is truly required to complete the job.

OnDemand5 is a Customer Satisfaction Tool

Everyone has customers who are understandably concerned about what is being done to their car. If you print out the repair procedures and include them with your repair order or invoice, customers will understand the planned repairs. We recommend printing an exploded view and circling the parts you must replace. It's a great help in guaranteeing satisfaction. Let your customers play with OnDemand5 and look up information on their own.

OnDemand5 is a Productive Tool for Technicians

Because technicians are the ones responsible for making the repairs, they'll be extremely pleased to have such a comprehensive information system. OnDemand5 will help them in tough situations. They can print out wiring and vacuum diagrams and highlight elusive circuits as they trace them throughout the vehicle. Flow charts are larger and easier to read than in the book editions. Specs are easy to locate. And many references link back and forth, saving time and making information easy to find.

OnDemand5 is a Continually Improving, Growing Product

Mitchell knows change is normal in the repair industry. And the pace of change just keeps accelerating. For this reason, we make continual software enhancements and revisions / corrections to our repair information. We expect improvements to come, and you should too. Our goal is to provide you with the most current, complete, and easy-to-use repair information system available.

OnDemand5 is a Long-Term Resource

Because OnDemand5 is comprehensive and regularly updated, you don't have to worry about incorrect, incomplete, or out-of-date manuals. You can count on OnDemand5 to continually provide the information you need to diagnose and repair vehicles right the first time. OnDemand5 increases in value as information updates are added, just as your business will increase in value as productivity and sales increase. Your investment costs pale in comparison with the long term benefits your shop will receive.

OnDemand5 complements other Mitchell products

Mitchell designed OnDemand5 to function as a stand-alone product or to be used as a companion to other Mitchell Version 5 products. Along with Mitchell's shop management software, OnDemand5 is an integral part of Mitchell's suite of repair shop management information systems.

Before You Begin

A 32-bit application, OnDemand5 works within the Microsoft Windows 98 Second Edition, Windows 2000[®], Windows ME, Windows NT[®] 4, and Windows XP[®] software environments. OnDemand5 is browser-based, requiring that you have Microsoft[®] Internet Explorer[®] (IE) version 6.0, or higher installed on your system. If you don't have a supported version of Internet Explorer installed, the installation program will automatically install it for you.

If you plan to simultaneously operate more than one Mitchell product, your system requirements may be different. Check the system requirements for all the products you plan to operate to make sure you meet the minimum system requirement for each.

Hardware and Software Requirements

Mitchell 1 recommends using business class Pentium computers. Although custom-built clone machines may run well, the majority of problems result from poorly engineered equipment. Mitchell 1 recommends using name brand

business computers from Dell®, Gateway®, Compaq®, and HP®. 3COM® or Intel® cards are required for networking. Systems intended for five (5) or more concurrent users should consider a dedicated Windows server. Most Windows networks should be configured with a DVD drive for OnDemand5 Repair data and a standard CD-ROM for Parts and Labor Estimator data. Although there are various processors available in the market place (e.g., Cyrix and AMD), Mitchell 1 highly recommends the Intel processors for product reliability. For applications requiring a modem, 3COM/US Robotics modems are the best choice. OnDemand5 includes optional training videos. Users wishing to view the videos will require a system configured with a sound card and speakers.

Operating Systems:

- Microsoft® Windows XP, Windows 2000 (SP2), Windows NT 4.0 (SP6), Windows ME, Windows 98 Second Edition.

Minimum System Requirements

- Microsoft® Windows XP, Windows 2000*, Windows NT 4.0*, Windows ME, Windows 98 (Second Edition)*
- Intel® Pentium III Business class Computer
- 64 Megabytes (MB) Random Access Memory (RAM)
- 3.5" 1.44 MB diskette drive
- CD-ROM Drive
- DVD-ROM Drive (Repair users only).
- 15" Super VGA color monitor 800x600 resolution
- 8 Gigabyte hard disk drive or greater
- Microsoft compatible Mouse
- 1 Parallel port
- 1 Serial Port
- 56k fax/modem
- Inkjet printer
- Iomega Zip Drive 100/250 MB (for Manager/ManagerPlus users only)
- UPS (Un-interruptible Power Supply for Manager/ManagerPlus users only)

Note: The minimum system requirements may not be compatible with future software releases.

Optimum System Requirements

- Windows XP, Windows 2000*
- Intel Pentium 4 Business class computer or better
- 256 Megabytes (MB) Random Access Memory (RAM)
- 3.5" 1.44 Mb diskette drive
- CD-ROM Drive
- DVD-ROM Drive
- Sound Card and speakers (For training videos)
- 17" super VGA color monitor 1024x780 Resolution
- 40 Gigabyte hard disk drive
- 2 Parallel printer ports (for multiple printers)
- 1 Serial port
- 56k fax/modem
- Laser or Inkjet printer
- Iomega 250 Zip Drive (for Manager/ManagerPlus data backups.)
- UPS (Un-interruptible Power Supply for Manager/ManagerPlus users)
- Internet connection (for Premier Club benefits)

Networking Requirements

- Windows XP, Windows 2000*, Windows NT 4.0*, Windows ME, Windows 98*
- Required Network Card and Protocol
- 3Com or Intel 10/100 Mb/sec Network Card
- TCP/IP network protocol

* **Note:** Windows 98 should be SE (Second Edition), Windows NT should be Version 4.0, Service Pack 6 (SP6), Windows 2000 should be Service Pack 2 (SP2)

Disclaimer:

The Mitchell 1 suite of products is compatible with LaserJet, Inkjet, or 24 Pin Dot Matrix printers. Please note that we cannot guarantee that every printer will work correctly with our software due to the large variety of printers available.

How to Use this Guide

The *OnDemand5 User's Guide* is designed to help you learn and work with the OnDemand5 system. General, as well as detailed, information is provided so that both new learners and experienced users will find it useful. This User's Guide is designed to be a supplement to OnDemand5's Online Help facility.

User's Guide Contents

This guide contains all of the information you need to install, start, learn, and work with the OnDemand5 system. The information is divided into the following chapters:

Chapter 1, "Introduction" provides an overview of the OnDemand5 product and the contents of this User's Guide.

Chapter 2, "Getting Started" provides step-by-step instructions on installing OnDemand5 on your PC and exploring the Home screen.

Chapter 3, "Setting Up Your System" describes how to perform system set-up functions, including defining your hardware configuration, customizing the screen display, and updating CDs/DVDs.

Chapter 4, "Repair Articles" tells you how to use OnDemand5 to look up repair information on specific years, makes, and models of vehicles. It also explains how to scroll through articles and figures, and print the information you choose.

Appendix A, "Troubleshooting" provides helpful information to aid you in solving problems that may arise and provides Internet addresses and telephone numbers to call for help.

Appendix B, "NAPA Standalone" describes the NAPA Standalone software application included with Repair-only installations of OnDemand5.

Online Help

The OnDemand5 program features extensive *Context Sensitive* Help. No matter which screen or dialog box you are working in, you can access specific Help information by pressing [F1]. Select any **Help** button from within OnDemand5

or select the **Help Topics** button on the help toolbar to open the Help Topics dialog box.

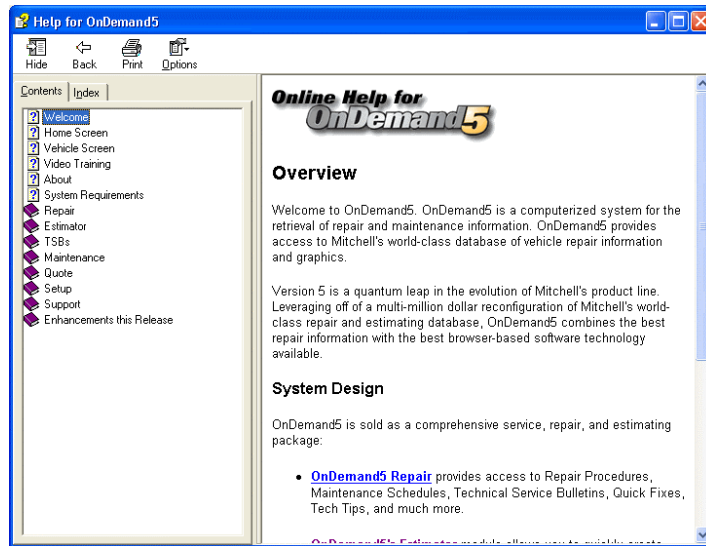


Figure 1 – Online Help

This dialog box includes the **Contents** panel which provides a table of contents, the **Index** panel which provides a keyword search, and a **Find** panel which can query the entire help file to provide a more extensive keyword search.

Within the various OnDemand5 screens, you can also click on the Help menu or icon to display the Help menu for the OnDemand5 program. This menu contains the following two items:

- **Contents** - displays the contents screen for OnDemand5 Help. OnDemand5 features a graphical contents screen for ease-of-use.
- **About OnDemand5** - Displays the About dialog box for OnDemand5. This dialog box features version identification as well as information about your available system resources.

Training Videos

The OnDemand5 program comes with a comprehensive set of multimedia (audio and video) demonstrations on how to use the program. These demonstrations are accessed from within online help [F1]. Pick **Video Training** from the **Help Topics** dialog box.

This opens a help screen with a listing of the videos.

Simply click on the “Play” button for any title to start the demonstration.

Note:

You must have a sound card and speakers to listen to the narrative that accompanies the demonstrations.

Summary

Now that you know the requirements for using the system, and are familiar with the structure and conventions of this User’s Guide, you are ready to install and start working with OnDemand5.



Chapter 2 Getting Started

Overview

This chapter explains how to install OnDemand5 Repair on your PC, how to register data DVDs, and how to start the program. The chapter also provides an overview of the OnDemand5 screens, icons, and menus.

Installation

OnDemand5 is loaded onto your computer using a standard windows setup program. This installation program copies files from the OnDemand5 Installation/Online Assistance CD and from the floppy (Key) diskette(s).

Note:

Once you have installed OnDemand5, you should put your installation floppy (Key) diskette(s) and CD away in a safe place. Even though the diskettes are copy-protected, they can be re-used with assistance from Mitchell 1's technical support department in the event of a serious software or hardware failure that might necessitate reinstallation.

Important Note:

OnDemand5 is not difficult to install if you *carefully* read and follow all of the on-screen instructions, referring to the detailed instructions in this document as necessary. It is *very important* that you set aside enough time to complete the installation. In addition to installing the OnDemand5 software, the setup program detects if you have a supported version of Internet Explorer (v.6x or newer) installed on your computer and installs it if not. If Internet Explorer needs to be installed it could add a significant amount of time (up to 45 minutes) to the total installation. Serious errors may result if installation is discontinued before completion.

Before beginning ensure that your CD/DVD-ROM drive, computer, and monitor cables are connected properly.

To install OnDemand5:

1. Insert your Installation CD in your CD/DVD-ROM drive.

If this is a first time installation, the setup program should begin to run automatically. You can skip to Step 4. If the setup program does not start automatically, continue with Step 2.

2. Select **Run** from the **Start** menu.

The Run dialog box displays.

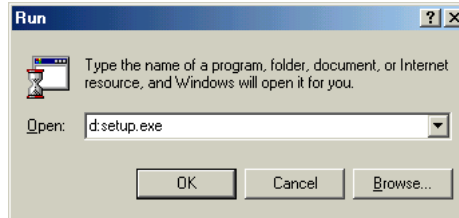


Figure 2 - Run

3. Type:

x:\setup.exe

(where x:\ is the letter of your CD-ROM drive.)

After a moments' processing, a dialog box displays warning you not to discontinue the installation for any reason once you have begun. **Important Note:** Aborting an unfinished installation, by any means other than the Cancel button, could cause serious problems to your system requiring technical assistance to correct.

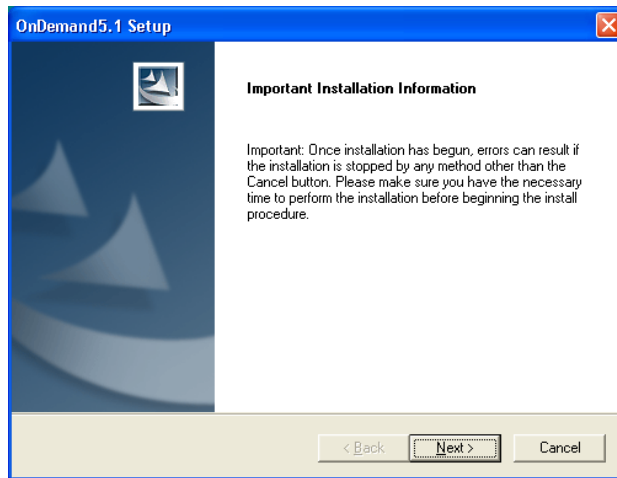


Figure 3 - Warning

4. Once you have read the warning, click **Next** to begin the installation. The Welcome dialog box displays.

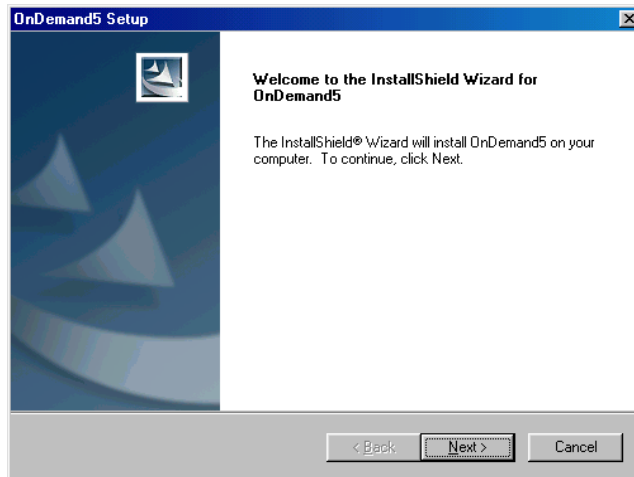


Figure 4 - Welcome

5. Click **Next** to continue.
The License Agreement displays.

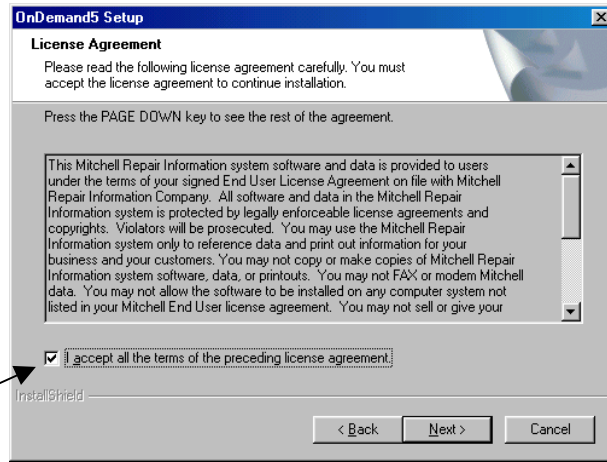


Figure 5 - License Agreement

6. **Carefully** read the agreement and click in the checkbox to indicate that you agree to the terms. Click **Next** to continue. If you cannot agree with the licensing terms, please contact Mitchell 1 to arrange a return.

The Company Information dialog box displays.

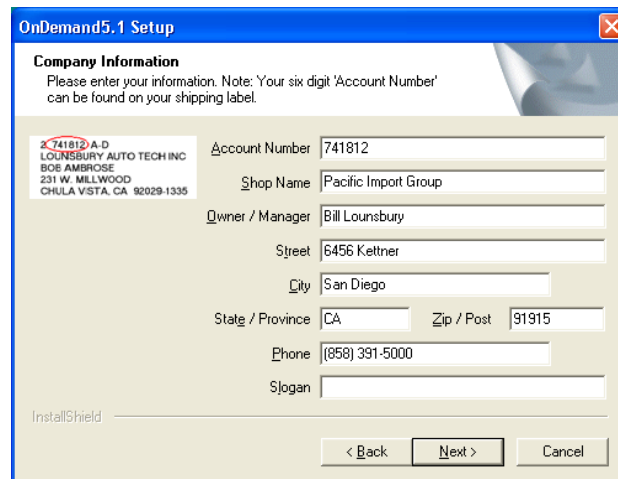


Figure 6 - Company Information

If you have previously installed OnDemand, or other Mitchell product(s), some, or all, of the information may be already entered in the fields.

7. Enter/Edit the **Account Number**. This can be found on the mailing label of the package in which this product was shipped. Ignore the leading number followed by a space. The next set of numbers is the six-digit account number.
8. Enter/Edit Shop Name and then the other administrative fields of the dialog box. This information appears on printed reports.
9. Click **Next** to continue.

The Choose Destination Location dialog box displays.

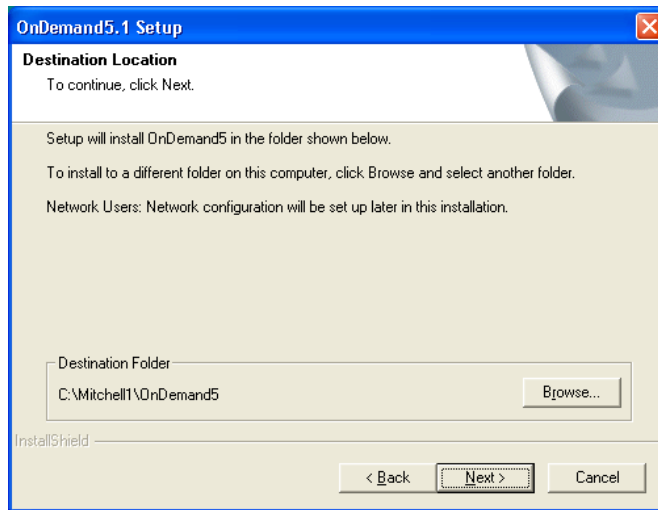


Figure 8 - Choose Destination Location

10. Click **Browse**, if necessary, to change the destination folder and click **Next** to continue.

Note:

The default Destination Location works fine for most users. Do *not* change this location unless you have a specific reason to do so.

The program files are copied to your computer.

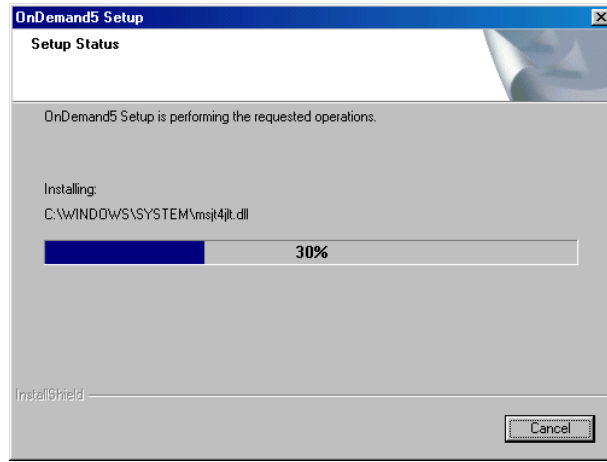


Figure 10 - Setup Status

After a few moments' processing, a dialog box informs you that the installation is complete.

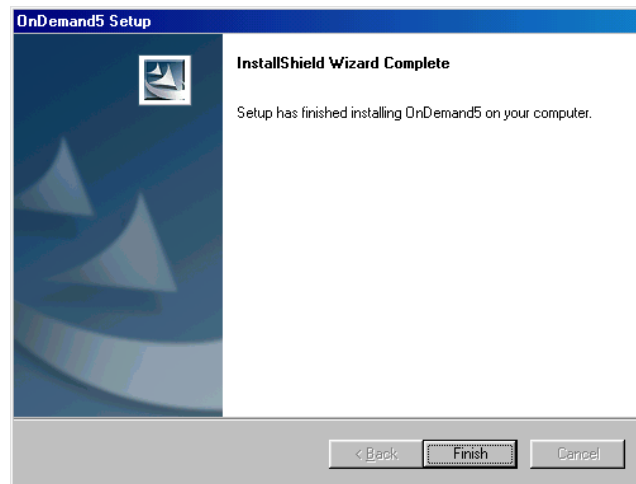


Figure 11 - Installation Complete

11. Click **Finish** to complete the installation.

The installation completes and OnDemand5 opens automatically.

The Add Product Wizard displays. This Wizard will guide you through the steps of adding data product(s) such as Repair (ODM) or Estimator (PLM) to your OnDemand5 installation.

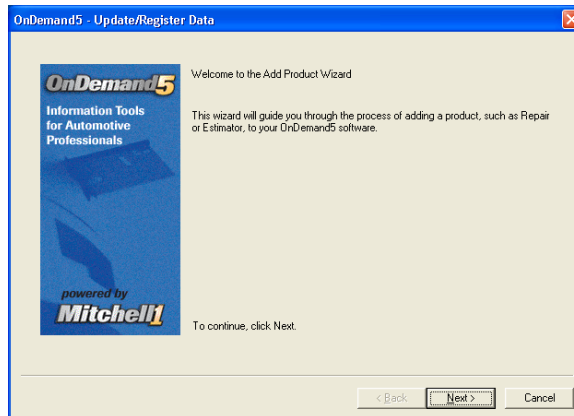


Figure 12 - Add Product

12. Read the information in the dialog box and click **Next** to continue.

The Update/Register Data dialog box explains, in detail, the process of adding a product to your software installation. **Please read these instructions carefully.**

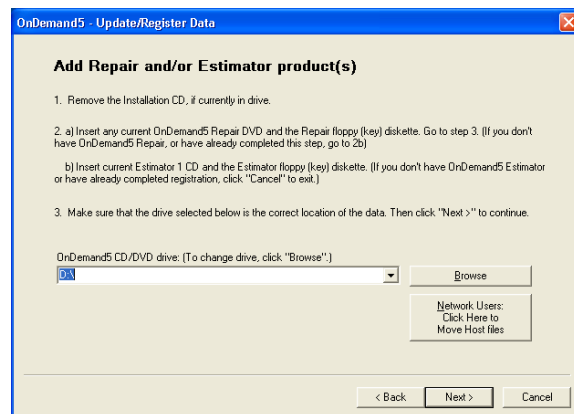


Figure 14 - Add Product

13. Insert either Repair DVD and the Repair Key (floppy) Diskette.

You may also change the path to your DVD drive. This will normally be your DVD drive as identified by the setup program, correct only if necessary.

14. Click **Next** to continue.

The License agreement for the product you are adding displays.

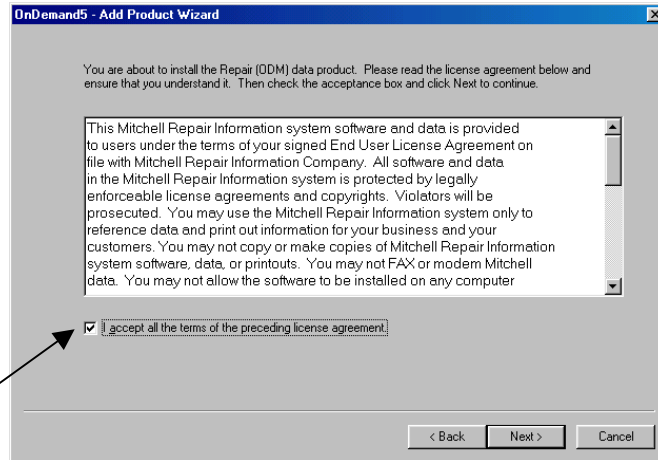


Figure 16 - License Agreement

15. Read the terms and click the checkbox indicating your acceptance of the terms. Click **Next** to continue.

The program indexes, and other program files will load to your computer. You are informed when Repair registration is complete and offered the opportunity to register Estimator, if applicable.

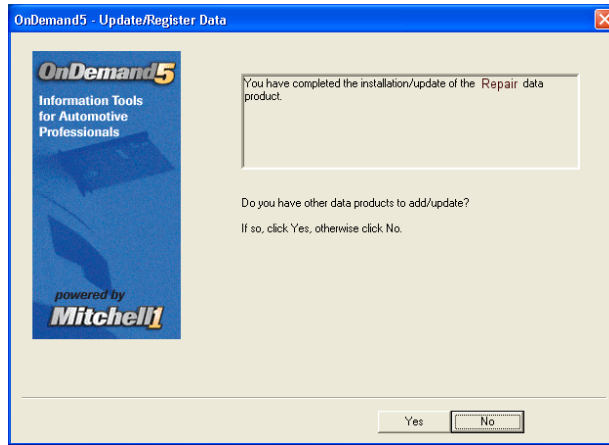


Figure 17 – Registration Complete

16. Click **Yes** if you own Estimator data as well as Repair. Follow the on-screen prompts to register Estimator. Refer to your *OnDemand5 Estimator* user's guide, if necessary, for detailed registration instructions.

OR

Click **No** to complete the setup and begin using OnDemand5.

Updating Your Software

To upgrade to a newer software version, insert the software update CD in the CD/DVD drive and follow the simple on-screen instructions. Any software package will be accompanied by an instruction booklet.

Important Note:

You must log in with Administrator privileges to install OnDemand5 software on Windows NT, Windows 2000, and Windows XP operating systems.

Before You Begin... It is recommended that you close all open programs on your PC.

To upgrade your software:

1. Insert the OnDemand5 installation CD in the CD/DVD drive. When the **Software Upgrade** dialog box comes up, click **OK**. It will automatically launch the **Setup** and **InstallShield Wizard** program.

If the **Setup** and **InstallShield Wizard** did not automatically display, select **Run** from the **Start** menu and type **x:\setup.exe**, where “**x**” represents the drive letter of your CD/DVD drive.
2. The **Welcome to the OnDemand5 UPDATE program** dialog box displays. Click **Next** to continue.
3. The **Maintenance Complete** dialog box displays after completing the OnDemand5 software update process. Click the **Finish** button.
4. Follow the instructions in **Updating your Data** (below) to update your data to the new software.

Updating Your Data

Every quarter, you receive new Data DVDs from Mitchell 1. This ensures that you will have the most up-to-date repair data. The Update Data selection from the OnDemand5 Home Screen allows you to easily update your OnDemand5 subscription with the most current information.

Note:

You can also update your data simply by inserting the new DVD, choosing Repair/Estimator and selecting a Year, Make, and Model.

To update your quarterly data:

1. Insert a Repair DVD in the appropriate drive in your computer and open OnDemand5.
2. Choose **Update Data** the Registration Wizard displays.
3. Click **Yes** to begin the data update. The drive for the data update should appear in the Data Product CD/DVD Path dialog box.
4. Click **Next**. The License Agreement displays.
5. Read the terms and click the checkbox indicating your acceptance of the terms. Click **Next** to continue.

Repeat the above steps to update/register Estimator, if owned.

Starting OnDemand5



OnDemand5

OnDemand5 is started by clicking on the **Mitchell OnDemand5** icon on your Windows desktop or by choosing **/Programs/Mitchell 1/OnDemand5** from the **Start** button.

Working in OnDemand5

Every working session in OnDemand5 begins in the Home screen. This is the screen that the system opens to when you start the program. You can also go to this screen from anywhere in the system by selecting the Home icon.



Figure 20 - Home Screen

The OnDemand5 Home screen contains the following options:

Option	Description
Repair/Estimator	Begins your lookup of Repair or Estimating information. Refer to Chapter 4, “Locating Repair Information” for details on working with Repair articles. Refer to the <i>OnDemand5 Estimator User’s Guide</i> for details on accessing estimating information to build quotes.
Management	Opens the Shop Management program, if installed.
Add Product	Opens the Add Product wizard, which allows you to add a software or data product.
Update Data	Click this button to update your repair and estimating data when you receive new CD/DVDs.
Setup	Displays the Setup menu. (Refer to Chapter 3, “Setup” for information on OnDemand5 setup.)
Help	Choose Contents to open the OnDemand5 Help file to the Contents topic. Choose About to view program and version information.
Links	Opens a selection of links to Mitchell Internet Technical Support, Product Information, and online ordering pages.
Exit	Exits OnDemand5.



You can return to the Home screen from anywhere in OnDemand5 by clicking on the Home icon.

Summary

If you followed all of the procedures in this chapter, you have successfully installed and registered OnDemand5 on your computer. You have also received an introduction to the selections available from the OnDemand5 home screen.



Chapter 3 System Setup

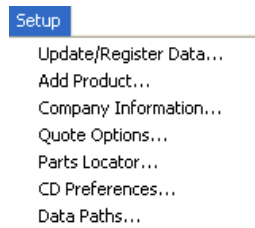
Overview

This chapter contains technical information on setting up some of the hardware and software for OnDemand5. The information in this chapter is primarily reference material to be used by the system administrator to set up hardware and/or troubleshoot problems.

OnDemand5 is a browser-based (Microsoft Internet Explorer 6.0, or higher) and Microsoft Windows 32-bit application. Its setup information, such as screen colors, monitor resolution, printer selection, and screen saver depend on the way you have set up Windows and Internet Explorer. Refer to your Microsoft documentation for information on how to set up Windows.

Mitchell recommends certain hardware and software that has been proven to work satisfactorily with OnDemand5. Naturally, limited support is offered for hardware and software configurations that are different than the recommendations. Refer to the hardware and software requirements section, beginning on page 3, for details.

Setup Menu



Default settings are loaded for you when you install OnDemand5. For most Repair-only users, these settings work fine and need not be changed. Estimator user's will want to set up their shop rates and defaults. These are covered in the *OnDemand5 Estimator User's Guide*. If you should need to make changes, however, the Setup Menu offers a number of options for adjusting the way that you work in OnDemand5.

The Setup menu is opened via the Setup button or the Setup selection from the menu bar.

The following selections are available:

Selection	Description
Update/Register Data	The Update/Register Data selection allows you to update your data in the event that you didn't perform the automatic data update while prompted during the installation process or by the Update Data selection in the Home page.
Add Product	Opens the Add Product dialog box in which you can add software products and register CD/DVDs.
Company Information	Opens the Company Information dialog into which you can enter/edit information about your shop.
Quote Options	Opens the Worksheet Options dialog box in which you can set a shop labor rate, and change other estimate default settings. (Refer to the <i>OnDemand5 Estimator User's Guide</i> for details).
Parts Locator	Opens Parts Locator setup. (Refer to the <i>OnDemand5 Estimator User's Guide</i> for details).
CD Preferences	Opens the CD Preferences dialog box, in which you can make changes to settings that control CD operations.
Data Paths	Opens the Data Paths dialog box in which you can set the path for your data (network users only).

Company Information

The Company Information dialog box allows you to enter or edit information about your business. This information appears on printed articles, figures, etc., and may be shared by other Mitchell applications. The dialog box is opened by selecting Company Information from the Setup menu.

The fields of the dialog box are pre-filled with information you entered during setup of OnDemand5, or possibly setup of another Mitchell product. Enter/edit in the appropriate fields using your **Tab** key to move from field to field. Select **OK** to save your changes and exit the dialog box.

Figure 21 - Company Information Setup

DVD/CD Preferences

While using OnDemand5, you may experience difficulty with the software being able to detect a DVD or CD in the drive. This may be caused by a problem with the Read Timing. The usual symptom is that OnDemand5 ejects the disc and requests a new one even though the proper disc is in the drive.

Note:

This situation may develop if your DVD or CD-ROM performance has deteriorated.

The two most common solutions to the problem are to change device drivers, if incorrect, or to modify your DVD or CD program parameters in the Device Preferences dialog box.

Device Drivers

If experiencing DVD/CD read problems, you should first check your device drivers. If outdated, incorrect, or simply not the optimum driver, they may be the source of the problem. Contact Mitchell 1 Technical Support or your DVD/CD-ROM dealer to correct the situation.

DVD CD Preferences Dialog Box

The DVD/CD Preferences dialog box provides options for modifying the way that OnDemand5 manages DVD/CDs as well as for modifying DVD/CD program parameters to allow for greater tolerance levels in reading DVD/CDs. If you are experiencing DVD/CD read problems, it is recommended that you change the Status Delay setting from one (1) to twenty (20) and the Maximum read delay setting from one (1) to ten (10). These modifications allow OnDemand5 to read the DVD/CD-ROM more easily and for longer periods. (Increasing these tolerances does not alter or cause a slow read on any disk drive.)

To change DVD/CD Preferences to allow for greater tolerance in reading DVD/CDs:

1. Select **DVD/CD Preferences** from the **Setup** menu.

The DVD/CD Preferences dialog box displays.

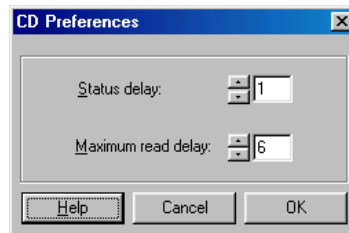


Figure 23 - CD Preferences

The CD/DVD Preferences dialog box contains the following fields:

Field	Description
Status Delay	When the DVD/CD-ROM checks for the correct disc it can wait a specified time and recheck. This delay is recorded in seconds and is put into use when OnDemand5 identifies an incorrect disc in the player. The default value is one (1) second.
Maximum read delay	Maximum read delay is the number of times the reader will attempt to read a disc. Between each attempt, the reader will pause the number of seconds that has been set in the Status Delay field. The default value is six (6) reads. The maximum read delay value is ten (10).

2. Change the Status Delay setting from one (1) to twenty (20).
3. Change the Maximum read delay setting from six (6) to 10 (10).

These new settings provide for a more robust CD operating environment that has been found to be effective in reducing CD read errors.

Data Paths

The Data Paths dialog box, accessed via the Data Paths menu selection, allows you to change the path in which OnDemand5 looks for the ODM (Repair) and PLM (Estimating Data).

Note:

Unless you changed the default settings during setup, you probably won't need to change this setting.

To change the Index Path:

1. Choose **Data Paths** from the **Setup** menu.

The Data Paths dialog box displays.

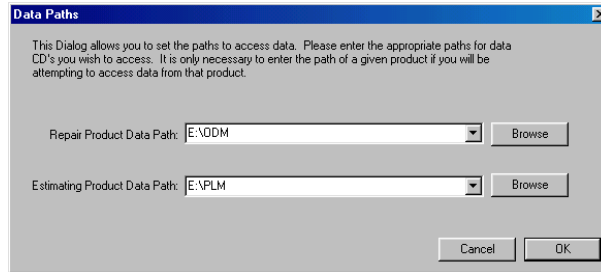


Figure 24 – Data Paths

2. Use the Browse button to select the correct path.

Summary

This chapter described setup information that you may need to reference to operate OnDemand5.



Chapter 4 Repair Articles

Overview

This chapter explains how to use OnDemand5 to look up repair information on specific makes, models, and years of vehicles. You can look up detailed repair procedures, technical service bulletins, and a number of different types of diagrams, including flow charts and exploded-view parts diagrams. This information generally comes to you in the form of an article, which can be viewed or printed, depending on your needs.

Before You Begin

Before you begin this chapter, you should already have OnDemand5 installed and running on your computer. If you have not already done so, you must complete the installation instructions in Chapter 2, Getting Started. You begin your search for repair information by choosing the **Repair/Estimator** button in the OnDemand5 opening screen. The Vehicle Screen displays.

Vehicle Screen

Vehicle selection in OnDemand5 is a snap. Just select a vehicle Year, Make, and Model from the pull-down choice lists and then choose a module (Repair, Estimator, TSB, Maintenance or Quote) to continue. Or, use the handy keyboard shortcuts (described below) to speed up vehicle selection.

Vehicle Selection Keyboard Shortcuts

Keyboard Shortcuts are available in the Vehicle screen. Just **Tab** to the desired selection in the choice list and press the key for the first letter (or number) of the desired selection. If a field has multiple entries, use the key to toggle through all matching selections until you come to the one you want. Then Tab to the next section.

For example, if you wanted to look up repair information on a 1999 Acura 3.5 RL, you could select the vehicle and Repair module using the following keystrokes:

- Year: “1” (Tab)
- Make: “A” (Tab)
- Model: “3” (2x then Tab)
- Product “R”

It takes a bit of getting used to but many users find the keyboard shortcuts to be quicker than using a mouse.

To pick the year, make, and model from the choice lists:

1. Select **Year**, **Make**, and **Model** from the choice lists.

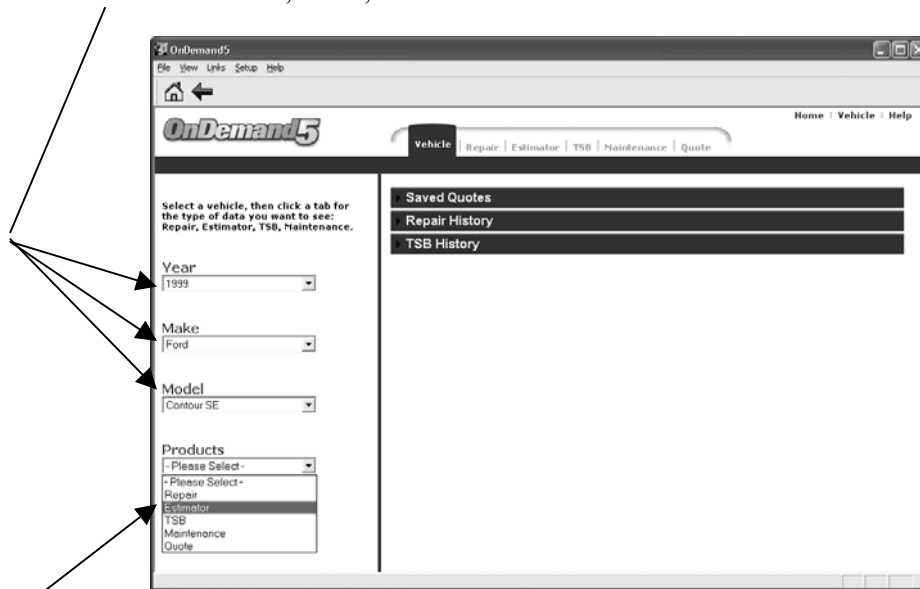


Figure 26 - Vehicle Selection

2. Pick a **Product** (Repair in this instance) from the screen headings area or the pull-down, to continue.

Choosing a Repair Title

Once you have selected a vehicle, choose the **Repair** tab to begin working with Repair information.

Initially, the Repair Panel displays in the Index view mode. This is the mode in which you choose the Category and Section, then the Article and the Heading (shortcut) for which you desire to view repair information.

To choose an Article Heading:

1. Pick a Category.
A listing of available sections displays below.
2. Choose a Section.
Available Titles for the selected Category/Section display.
3. Pick a Heading, Figure, or Table Shortcut in the Shortcuts area.

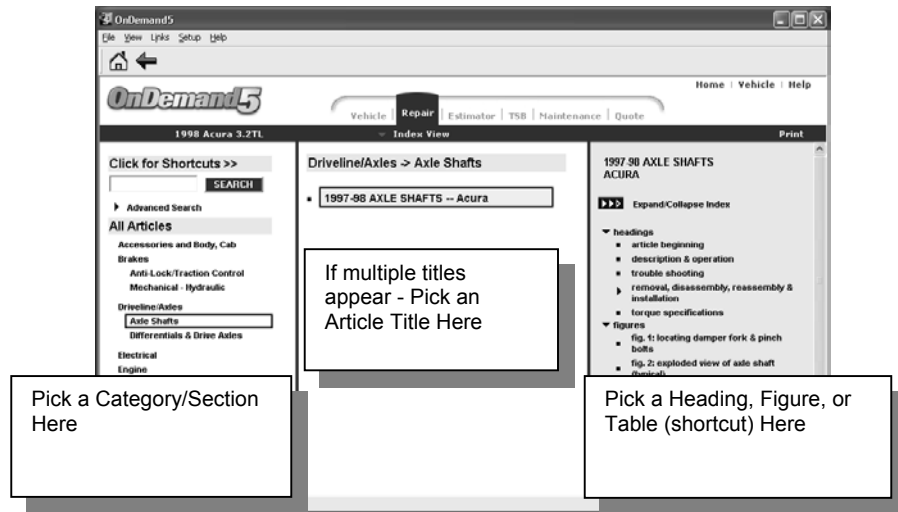


Figure 28 - Index View

Once you have selected a Heading, the display switches into the Article View with your selected Heading at the top of the display area. In this view you view the article headings, text, figure references, and hyperlinks (links to related repair information) in the main part of the window while retaining the ability to quickly navigate to other parts of the article via the shortcuts on the right.

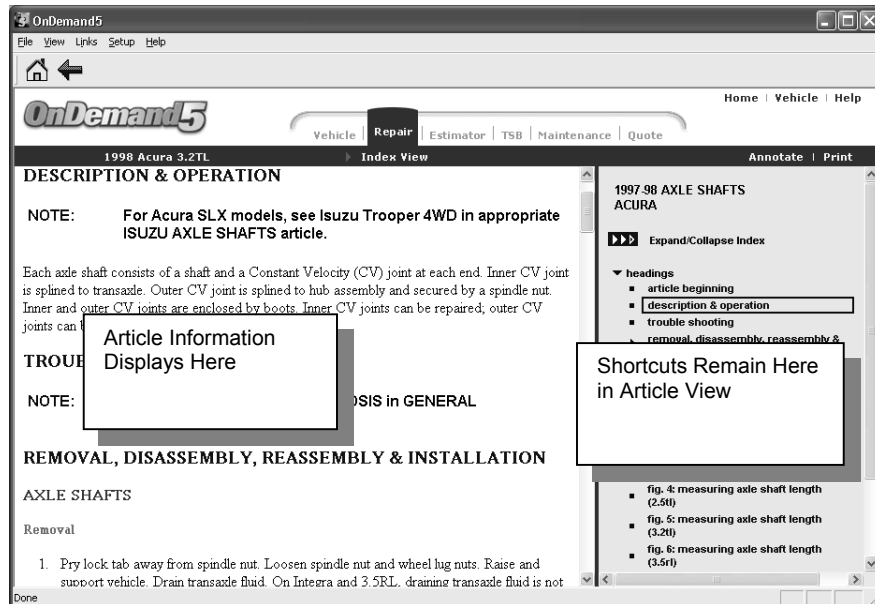


Figure 29 - Article View

Word or Phrase Search

OnDemand5 features a robust search capability that takes you right to the information you are looking for. Just type a word or phrase in the Search field, and pick from the articles that mention the word or phrase in a heading.

To initiate a basic word or phrase search:

Word Search:

1. Type a word in the Search box and click on the **Search** button.
2. The word search returns the exact match and selects the appropriate Category(ies)/Sub-Category(ies) and Article Title(s).
3. Select the desired Article Title to populate the Headings and/or Subheadings list.
4. Select the desired Heading and/or Subheading to display the requested word in an article.

Phrase Search:

1. Type your phrase in the Search box and click on the **Search** button.

2. The phrase search returns the exact match and selects the appropriate Category(ies)/Sub-Category(ies), Article Title(s) and Heading(s)/Subheading(s).
3. Select the desired Heading and/or Subheading to display the requested word in an article. The requested word is highlighted within the article.

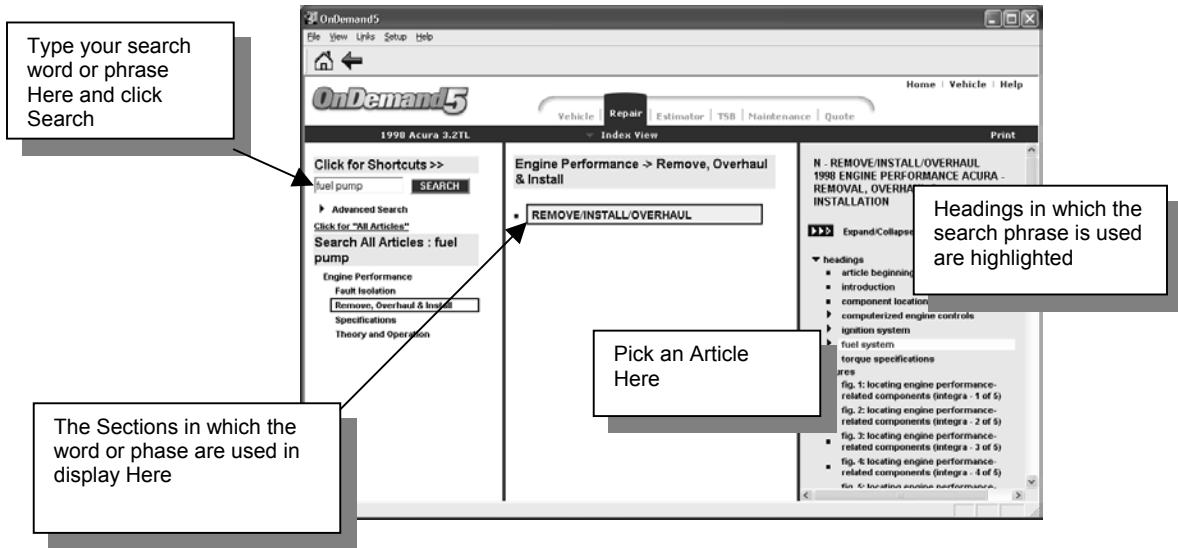


Figure 30 - Search Articles

Advanced Search for Repair

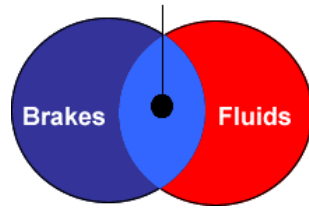
The Advanced Search feature expands the search from headings to all text in the body of the article. It also allows you to exercise greater control in your searches using logical operators. Advanced Search is opened by clicking the Advanced Search link under the Search box.

Logical Operators

In addition to searching all article text (not just headings), Advanced Search also uses logical operators. This means that you can craft more complicated searches to either increase, or narrow down, the "hits" to your search criteria. The most important operators are "and" and "or". Examples of each are shown below.

The "And" Operator

"Brakes and Fluids"



Let's say for example, you want to find all the articles that mention the words brakes and fluids. If you simply type "brakes fluid" in the Search box, you will likely get no hits as it is unlikely that any article heading includes the exact phrase "brakes fluid." Similarly, an advanced search on "brakes fluid" will not likely result in success as the two words will not likely appear as an exact phrase anywhere in the article text. You need to do an advanced search using the logical operator "and."

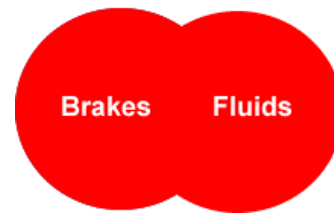
To conduct an advanced search using the "and" operator:

1. In the Index view of the Repair screen, click Advanced Search. The Advanced Search box displays.
2. Type "brakes and fluids" in the Search field.
3. Pick Category and Sub-Category Filters to reduce search time, if desired.
4. Click the Search button. All articles that mention Brakes and Fluids in the same article are displayed.

The "Or" Operator

Let's say for example, you want to find all the articles that mention the word "brakes" or the word "fluids". You need to do an advanced search using the logical operator "or."

"Brakes Or Fluids"



To conduct an advanced search using the "or" operator:

1. In the Index view of the Repair screen, click Advanced Search. The Advanced Search box displays.
2. Type "brakes or fluids" in the Search field.
3. Pick Category and Sub-Category Filters to reduce search time, if desired.
4. Click the Search button. All articles that mention Brakes or Fluids in the same article are displayed.

Wildcards

The use of wildcards allows you to conduct a search when you are unsure of the exact spelling of a word.

- "*" is the universal wildcard character. For example, the search term br* will return all words that start with "br" (brakes, bright, etc.)
- "?" is the single wildcard character. For example, the search term brake? will return all words that start with "brake" with one character after it (brakes, for example).

Article Screen

Once you have selected an article heading, OnDemand5 gets the article from the DVD. You can scroll and page up/down with either the keyboard or mouse, use the Headings, Figures, and Tables index headings to display a figure referenced in the article, or go to a heading or table. You can also click on a figure or hyperlink marker within the article text to display a figure or the linked article.



Scrolling Through an Article

Note the *vertical scroll bar* at the far right hand side of the Article display area. Most repair articles contain more text than you can see on the screen at one time. To see the text, you need to *scroll* through the document. Scrolling means moving text over the screen to bring the text that's currently above or below the window into view. You use the *scroll arrows* and *scroll box* located on the *vertical scroll bar* to move the document text through the window.

You can scroll the text on your screen by pressing the up or down scroll arrows, by clicking above or below the scroll box on the scroll bar, or by clicking and holding down your left mouse button while pointed at the scroll box and then moving the bar up or down. You can also use your **Up** and **Down** arrow keys and **Page Up** and **Page Down** keys.

Jumping to Other Articles

Many articles take advantage of OnDemand5's *hyperlinking* capability. Hyperlinking allows you to jump from one article to another at specific keyword points. If the current article has hyperlink capabilities, keywords are highlighted in green and underlined.

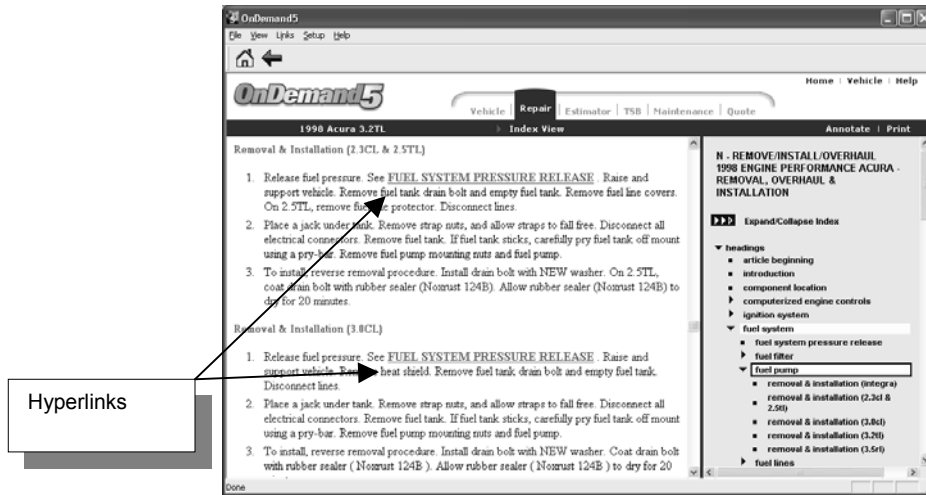


Figure 33 - Hyperlinks

If you are interested in seeing an article on the highlighted subject, simply move the mouse pointer to the highlighted passage and click. You are taken directly to the referenced heading in the article.

Figures

When you select a figure marker in the Article screen or choose a figure from the Figures List, the figure selected appears in its own window. Several new icons appear that allow you to manipulate the view of the figure.

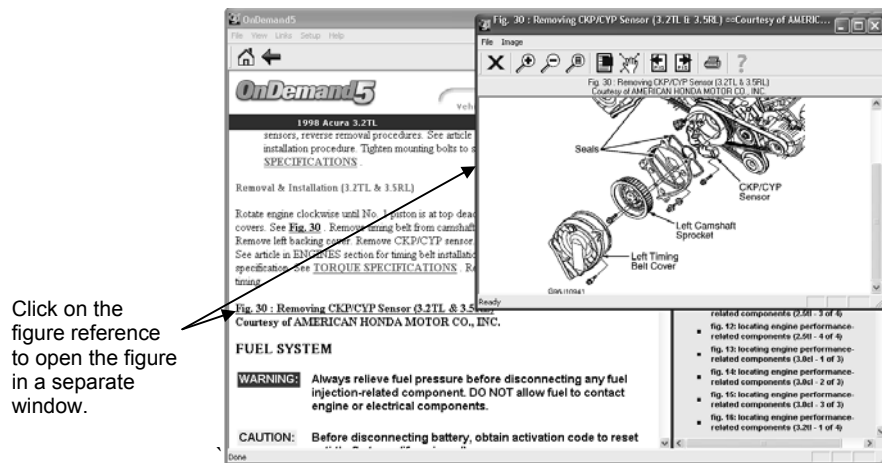






Figure 34 - Sample Figure


OnDemand5 features Mitchell's proprietary graphics viewing software. The OnDemand5 Graphics viewer is a customizable package of tools that control graphic sizing, zooming, panning, and image enhancement. The icons on the graphics toolbar are described below.

- 

The **Zoom In** icon expands the image so that it zooms in on the center of the image. Grayed if maximum zoom. Click the icon until maximum magnification.
- 

The **Zoom Out** icon shrinks the image so that it zooms out with the focus at the center of the image. Grayed if maximum zoom. Click the icon until minimum magnification.
- 

The **Actual Size** icon returns an image to its normal size.
- 

The **Pan Figure** icon toggles on/off the Pan Window which allows you to reposition the main figure window using panning technology.
- 

Select the **Grab Figure** icon to change your mouse pointer to a hand that allows you to move the figure around in the display. The Grab Figure pointer works in conjunction with your left mouse button; point the hand pointer anywhere in the figure, and holding down the left mouse button, re-position the figure. Release the mouse button when the figure is re-positioned as

desired.



The **Previous** icon displays the figure listed before the current figure.



The **Next** icon displays the figure listed after the current figure.



The **Exit** icon closes the figure window.

Also, OnDemand5 allows you to select an area of the figure to manipulate by dragging the cursor across the area.

To view an area of a figure:

1. Display the figure and place the mouse cursor at the upper left hand corner of the area you want to view.
2. Press and hold the left mouse button as you drag the mouse across the area you want to view.

A dashed box appears to mark the area as you drag the mouse.

3. Release the left mouse button when you have marked the area you want to view.

The area you highlighted now displays full screen.

Printing Figures

Click the **Print** icon in the figure window to print the current figure, or a range of figures in the current article.

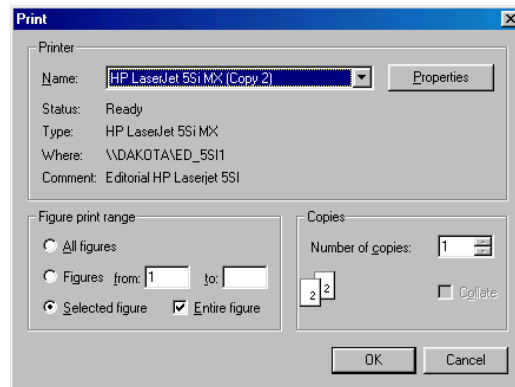


Figure 35 - Print (Figure)

The Print (Figure) dialog box contains the following options:

Option	Description
Printer	The printer you have set up in Windows as your default printer is initially displayed. Pick a different printer from the pull-down list, if desired.
Figure Print Range	Choose All figures to print all figures in the current article. Choose Figures and enter a range in the from and to fields to print a range of figures in the article. Choose Selected figure (default) to print only the figure that is selected. Click the Entire figure checkbox to print the entire figure. If the Entire figure checkbox is left unchecked, only that portion of the figure you have displayed will print. This is especially useful in zooming in on a portion of a figure for printing.
Copies	Specify the number of copies you'd like to print (default is 1).

Printing Articles



Most customers regularly have a need to print an article, a figure or figures, both the article and its figures, or some combination of article text and figures. The print icon opens a dialog box which allows access to the many available print options.

OnDemand5 allows you to print the entire article or a combination of article text and figures.

To print a complete article:

1. Select the **Print** option (far right, above the Shortcuts) while in the Article screen.

The **Print** dialog box appears.

2. Select the **Entire Article** option (should already be selected).

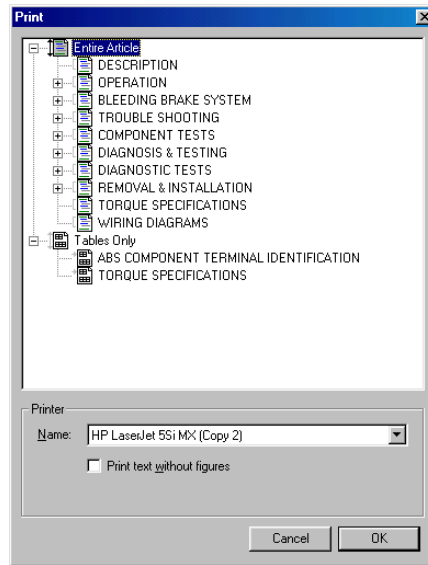


Figure 36 - Print Entire Article

3. (Optional) Your default Printer appears in the Printer dialog box. Change Printers, if desired.
4. Click the **Print text without figures** checkbox if you want to print only the article text.
5. Click **OK**.

The Article is sent to the printer.

To print a heading or headings:

1. Select the **Print** option (far right, above the Shortcuts) while in the Article screen.

The Print dialog box appears.

2. Click your mouse pointer on the heading you want to choose.

You can also select multiple headings if desired. To select a block of headings, click on the first heading in the block, and then holding down your **Shift** key, click on the last heading. The block is selected for printing.

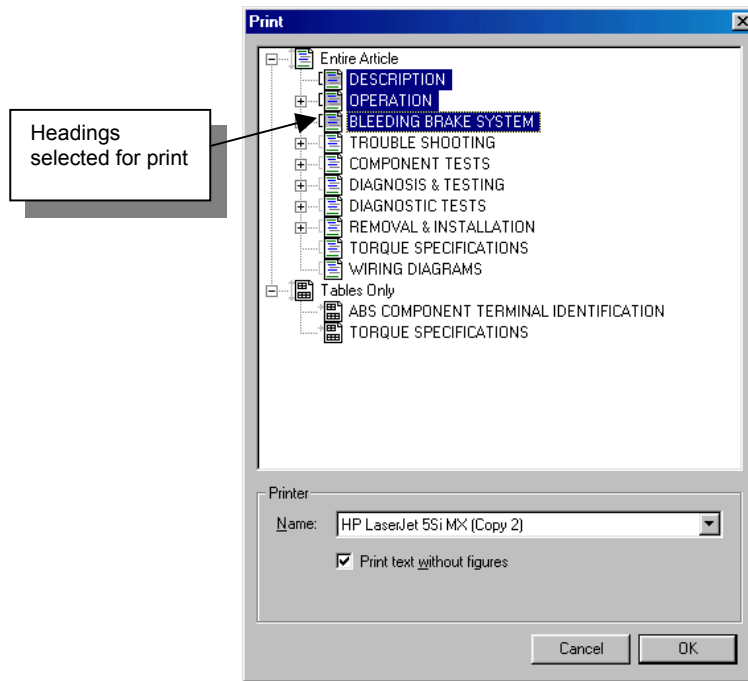


Figure 38 – Print Selected Headings

To select non-contiguous headings for printing, hold down your **Ctrl** key while you click on the headings you want to print.

Click the **Print Text Without Figures** check box if you desire only to print text and not figures.

3. (Optional) Your default Printer appears in the Printer dialog box. Change Printers, if desired.
4. Click **OK**. Your selection is sent to the printer.

Quick Printing (Ctrl+P)

Choose **Ctrl+P** to open the Print dialog box in any repair article. To print a block of article text, highlight the text passage and then click **Ctrl+P**. The Print dialog box displays. Choose Selection as your page range and then Print to print the selected passage.

Looking Up Technical Service Bulletins

Once you have selected a vehicle, choose the TSB tab to begin your search for TSBs in OnDemand5.

Initially, the display area is empty. You must specify which TSBs for which you want to view titles. For example, you may want to look up all TSBs for the vehicle or you may want to refine your selections with a filtered search.

Viewing All TSB Titles

Just click the All TSBs category to display all TSB titles for the selected vehicle. A listing of all the TSBs for the selected vehicle is provided.

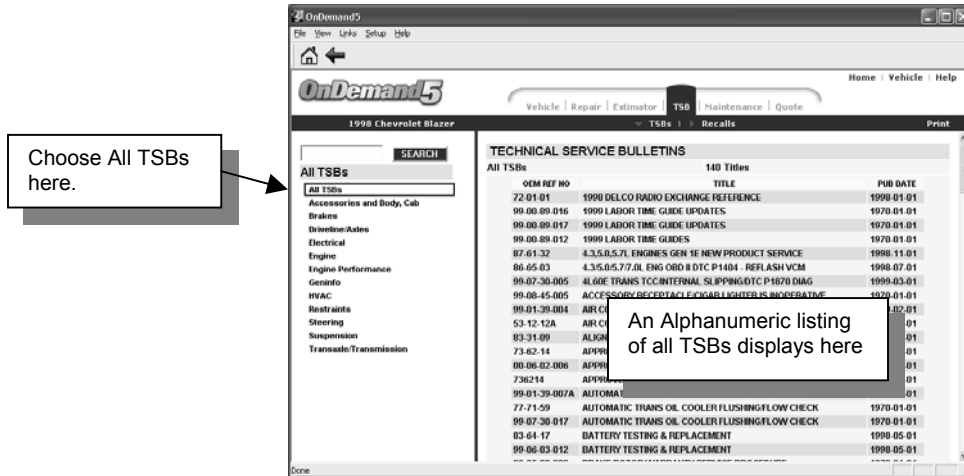


Figure 39 - View All TSBs

Then click on the TSB title you'd like to view. The TSB article displays in the viewing area of your browser window. TSB articles are displayed the same as other OnDemand5 repair articles and may include figures and hyperlinks to related articles.

Filtered TSB Search

Use a filtered search to refine your TSB search to a specific Category and then to a specific Component, Symptom, or Content Type.

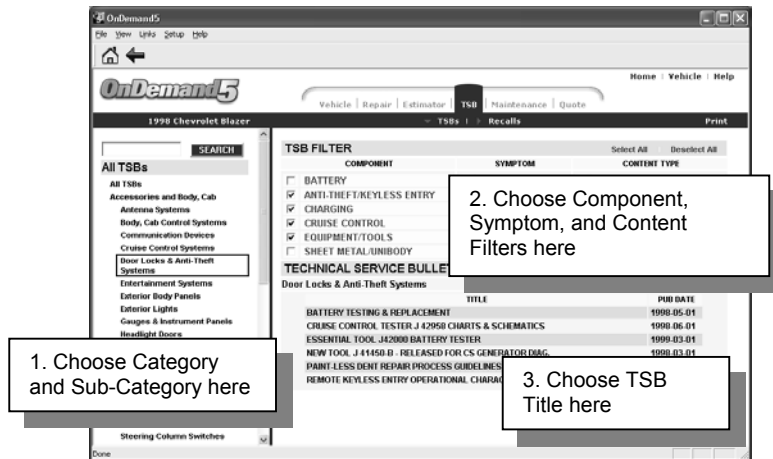


Figure 40 - Filtered TSB Search

First you choose a Category (*Accessories and Body, Cab*, in the example above), then choose a Sub-Category (for example, *Door Locks & Anti-Theft Systems*). Available Components, Symptoms, and Content filters for which TSBs are available display in the TSB Filters area. Pick the Filters for the types of TSBs you want to see. Choose **Select All** if you want to select all TSB filters.

Maintenance

Once you have selected a vehicle, you can choose the Maintenance tab to view scheduled services information. The Maintenance panel displays. Pick a service interval from the left side of the panel (displayed in Miles and Kilometers) and scheduled maintenance information is displayed.

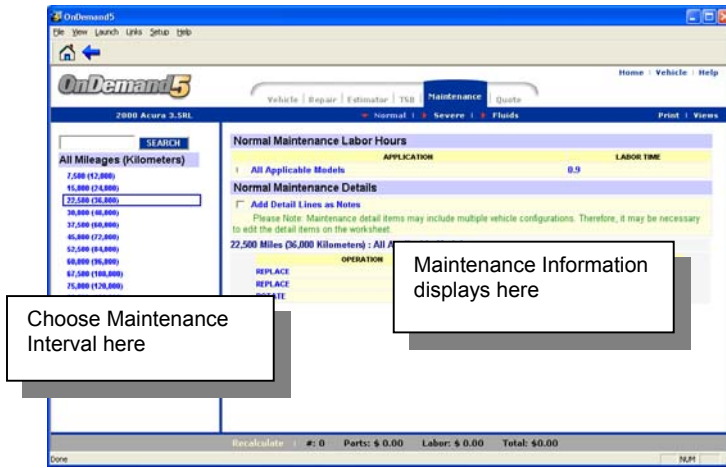


Figure 41 - Maintenance

Choose **Normal** for normal Maintenance information or **Severe** for Maintenance interval information under Severe conditions.



Choose **Add Detail Lines as Notes** to add the detail lines of the required Maintenance to your Estimating Worksheet.

Fluid Capacities

Fluid Capacity information can also be viewed from within the Maintenance section. Just choose **Fluids** and then choose the **Fluid Type** (for example, Engine Oil) from the Fluids list (far left).

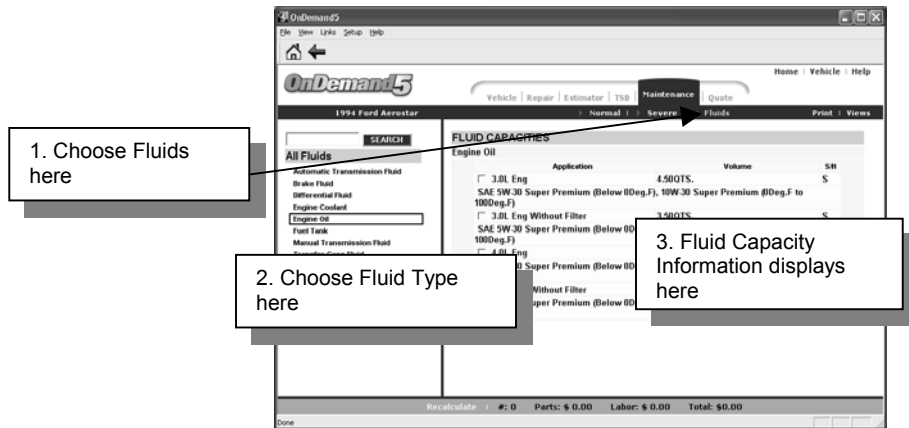
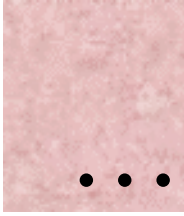


Figure 42 - Fluid Capacities

Fluid Capacity information is presented in the body of the display.

Summary

In this chapter you learned how to look up the repair information you need to do your job. You learned how to scroll through repair articles, zoom in and out of graphics, and print whatever portion of material you need.



Appendix A Troubleshooting

Phone Numbers/E-Mail Address

OnDemand5 Hardware and Software Technical Support	1-888-724-6742 techsupport@mitchell1.com
General Mitchell1 Information	1-888-724-6742 customersupport@mitchell1.com
Product Support (Vehicle Repair Information)	1-877-285-4310 1-877-285-4315 (fax) productsupport@mitchell1.com

Mitchell 1 on the Internet

One of the best sources for technical and general information is Mitchell's Web Site at:

<http://www.mitchell1.com>

Useful links to various places in Mitchell's website are provided in the Links button on the OnDemand5 Home page or from the Links menu selection. In addition to support information, you can look up your Sales Representative, find phone numbers, find ASE test information and order study guides, and order Mitchell Manuals and Electronic products.

Questions and Answers

What do I do if I have an equipment failure?

Check power cables, printer and monitor cables, and your electrical circuit breakers first. If that doesn't work, contact your supplier for assistance.

What do I do if there is a software problem?

First try to duplicate the problem, noting what it was that caused an error, and what error message (if any) displayed on the screen. Then visit our Technical Support Website at <http://www.mitchellsupport.com>. The Frequently Asked Questions (FAQ) section of the site provides answers to the questions most commonly asked by our customers. If you can't find what you need, use the convenient online forms to ask your question. A qualified support representative will answer your question in less than 24 hours (and often within a couple of hours) during normal business hours.

If you still need information, call Technical Support at **1-888-724-6742**. Please be sure to have your computer next to the phone, and have your account number ready. We will ask you to describe the problem, the error message, how it happened, and whether you could duplicate it. We will try to get you going again as soon as possible.

What do I do when repair information is incorrect?

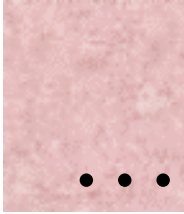
Use one of our convenient online forms at <http://www.mitchellsupport.com> or e-mail us at productsupport@mitchell1.com. If you don't have online access, call Mitchell OnDemand5 Product Support **1-877-285-4310**

What do I do if I lose or damage a DVD or CD?

Send us an e-mail (customersupport@mitchell1.com) or call us at **1-888-724-6742**. If you are a current subscriber, we can send out a replacement disc for a minimal charge. Be careful with the discs. Our licensing agreement restricts you from giving away the old discs or programs to anyone.

What if I cannot get the disc out of the CD-ROM/DVD ROM player?

Check the power to the CD-player, then press the eject button. The power must be on for the disc to eject.



Appendix B NAPA Standalone

Introduction

The NAPA Standalone interface allows you to access parts and price information and order parts electronically from NAPA. The Catalog may be accessed as a standalone application by Repair-only users or as an add-on to OnDemand5 Estimator for combined users. This Appendix details the process of using the Catalog as a standalone application. Please refer to Appendix B in the *OnDemand5 Estimator User's Guide* for instructions on using the NAPA catalog with Estimator.

Building a NAPA Parts List

The NAPA Parts Catalog application allows you to access parts and price information to build a parts list for a selected vehicle.

To build a NAPA Parts List:



1. Click on the NAPA Parts Ordering System icon on your desktop to open the Napa Vehicle Selection dialog box.
2. Choose Vehicle Year, Make, and Model from the list.

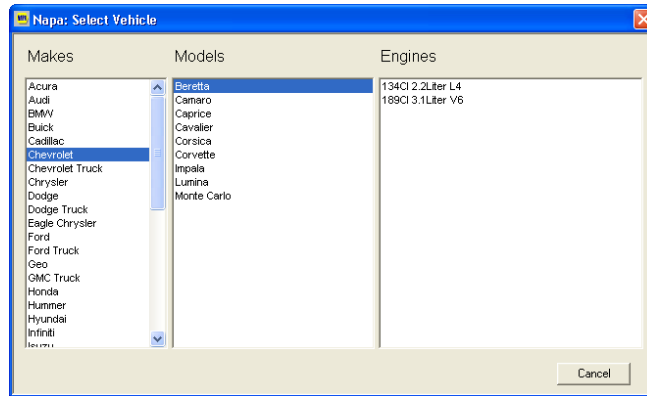


Figure 43 – Napa: Select Vehicle

The Parts Catalog screen displays.

4. Choose the Category and Section of Part types in the index on the left side of the screen.
Available parts display in the body of the screen to the right.
5. Choose parts by clicking on the selection box next to the part number.
As you choose parts, they are added to the parts list (bottom part of screen).
6. Continue adding parts to your list, as desired.

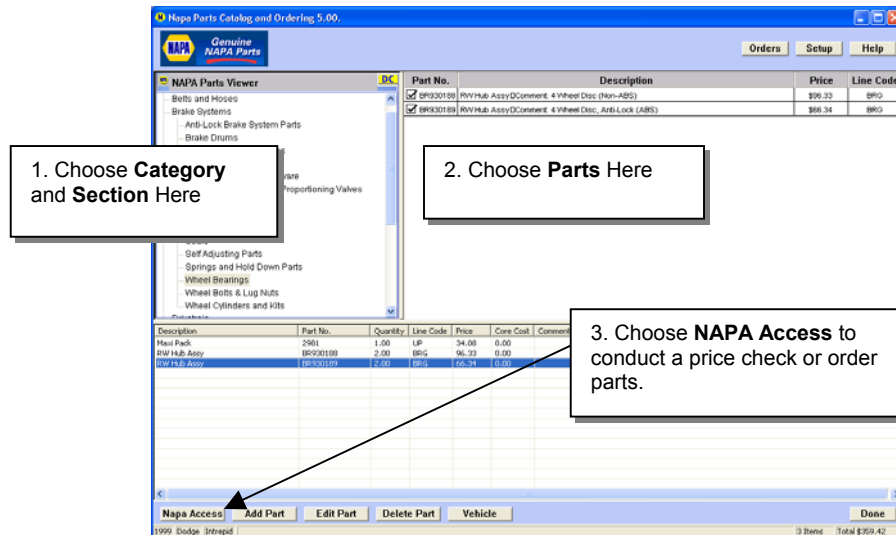


Figure 44 – Napa Parts Catalog

Adding or Editing NAPA Parts

The Add/Edit NAPA Part dialog box allows you to add a NAPA Part to your parts list or change the quantity or add comments to the NAPA Part Line Item. The Add and Edit Part dialog boxes are identical except that all the fields are editable in the Add part dialog box whereas only Quantity and Comments are editable in the Edit Part dialog box for parts selected from the NAPA catalog.

To add a NAPA Part:

1. In the NAPA Parts Viewer, click the **Add Part** button.
The Add Part dialog box displays.
2. Complete the Description, Part No., Line Code, and Quantity fields.
3. (Optional) Enter comments in the comments fields, if necessary. (**Note:** Comments may be information for your use or to send to the NAPA distributor along with the part order.)

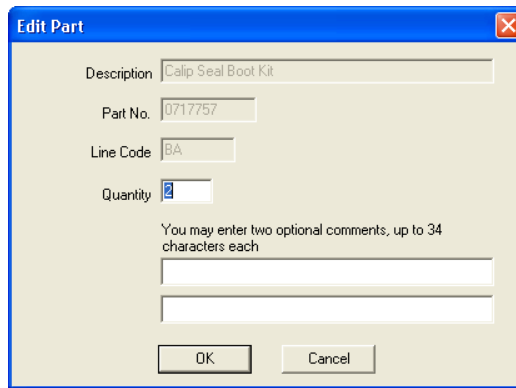


Figure 45 – Edit Part

To edit a NAPA Part on your Worksheet:

1. Click on a Part line item in your Parts Order Worksheet.
2. Click **Edit Part**.

The Edit Part dialog box displays.

3. Change the part quantity and/or add comments. (**Note:** If the part was selected from the NAPA Catalog, quantity and comments will be the only editable fields. If you manually added the part, any of the fields can be edited.)

NAPA Parts Ordering

Once you have the ability to access NAPA parts information, the next logical step is to communicate electronically with your local NAPA store to receive price and availability. Then you will have the ability to order parts. Before you can do this it is necessary to perform some system setup.

Parts Ordering Setup

System setup requires that you have an online ordering account set up with NAPA. To open an account, call your local NAPA distributor.

Note:

You must have an account with NAPA and a working modem with a live phone line connection to communicate electronically with NAPA.

To setup NAPA Communications:

1. In the Parts Catalog and Ordering screen, choose **Setup**.
The Napa Stores Dialog box lists configured NAPA stores.

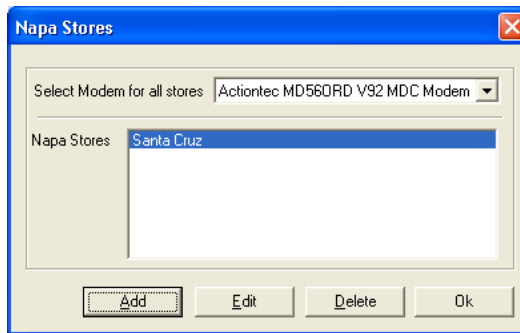


Figure 46 – NAPA Stores

Initially, this dialog box is empty. The NAPA Stores list is populated as distributors are added.

2. Choose **Add** to add a new store.
Fill in the fields with information provided by your NAPA distributor. If you haven't already done so, you will need to call your local NAPA distributor to open an account.

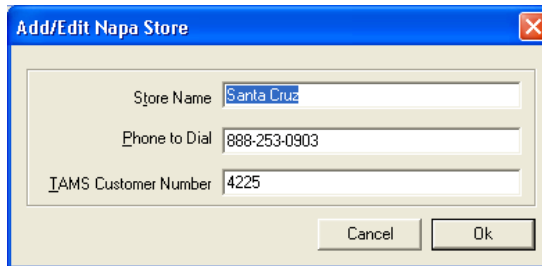


Figure 47 – Add/Edit NAPA Store

3. Once the fields have been filled, click **OK**.
You are returned to the NAPA Stores dialog box, with the distributor added to the list.

4. Choose your modem from the Select Modem for all stores pull-down list.
5. Click **OK**.

You are now ready to communicate electronically with your local NAPA distributor.

Conducting a Price/Availability Check

Once you have the ability to access NAPA parts information via CD-ROM, the next logical step is to communicate electronically with your local NAPA store to receive price and availability information.

To conduct a Price/Availability check:

1. In the NAPA Parts Catalog and Ordering screen with parts selected, click the **NAPA Access** button.

The NAPA Parts Ordering dialog box displays the NAPA part information.

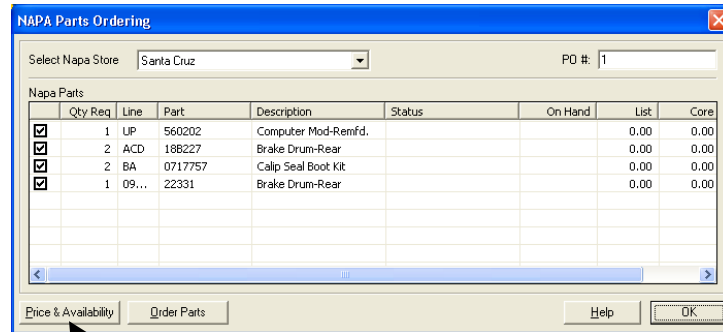


Figure 48 – NAPA Parts Ordering

2. Click the **Price & Availability** button.

A connection is established with your NAPA distributor and you are logged into the TRACS system.

The part On Hand and List price information is added to the NAPA Parts Ordering dialog box.

3. Click **OK** to close the dialog box.

Ordering Parts

Once you have completed a price and availability check and received customer approval for the repair, the next step is to place a parts order to NAPA.

To order parts from NAPA:

1. In the Napa Parts Catalog and Ordering screen with parts selected, click the **NAPA Access** button.

The NAPA Parts Ordering dialog box displays the NAPA part information.

2. Click the **Order Parts** button.

A connection is established with your NAPA distributor and you are logged into the TRACS system.

The Part On Hand and List Price information is added to the NAPA Parts Ordering dialog box.

Overall, the parts ordering process is very similar to the price check process. The obvious difference is that NAPA has now received an order from your shop for the parts. Another difference is that a record of the parts order has been created for you.



3. Click **OK** to close the dialog box.
4. The NAPA Purchase Order icon on your computer desktop allows you to access records of your NAPA orders. Click the icon to open a folder containing your NAPA Orders.
5. Click your order to display a text record of the order information.

A text record of your order is displayed in your default Windows text processing program (normally Notepad).

Summary

This appendix detailed the process of accessing parts information and placing electronic parts orders with NAPA.



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