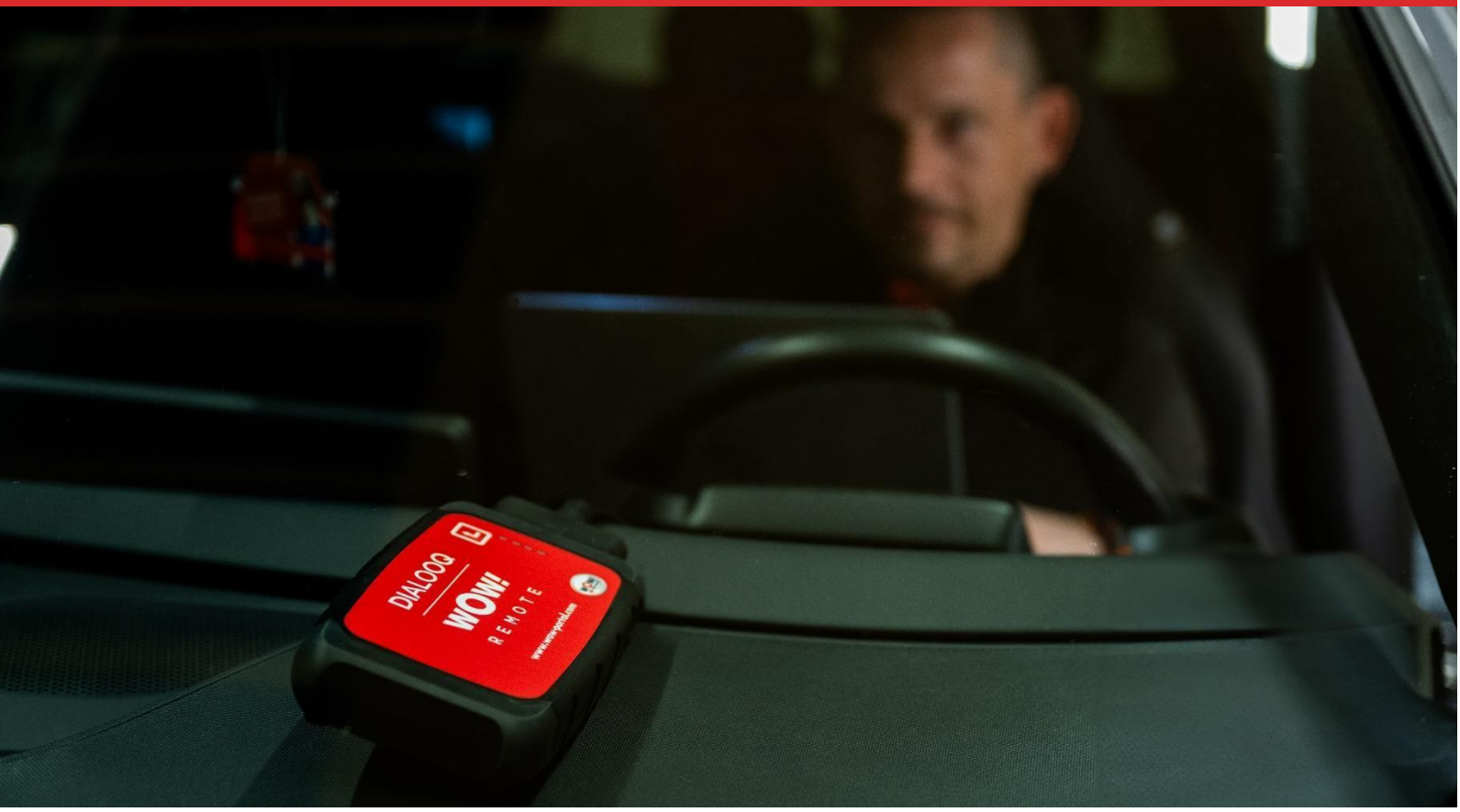
WOW! DIALOOQ Remote

Diagnostic interface for cars/vans



DIALOOQ Remote Diagnosis for cars/vans

(EN) Original operating

(EN) instructions Contents

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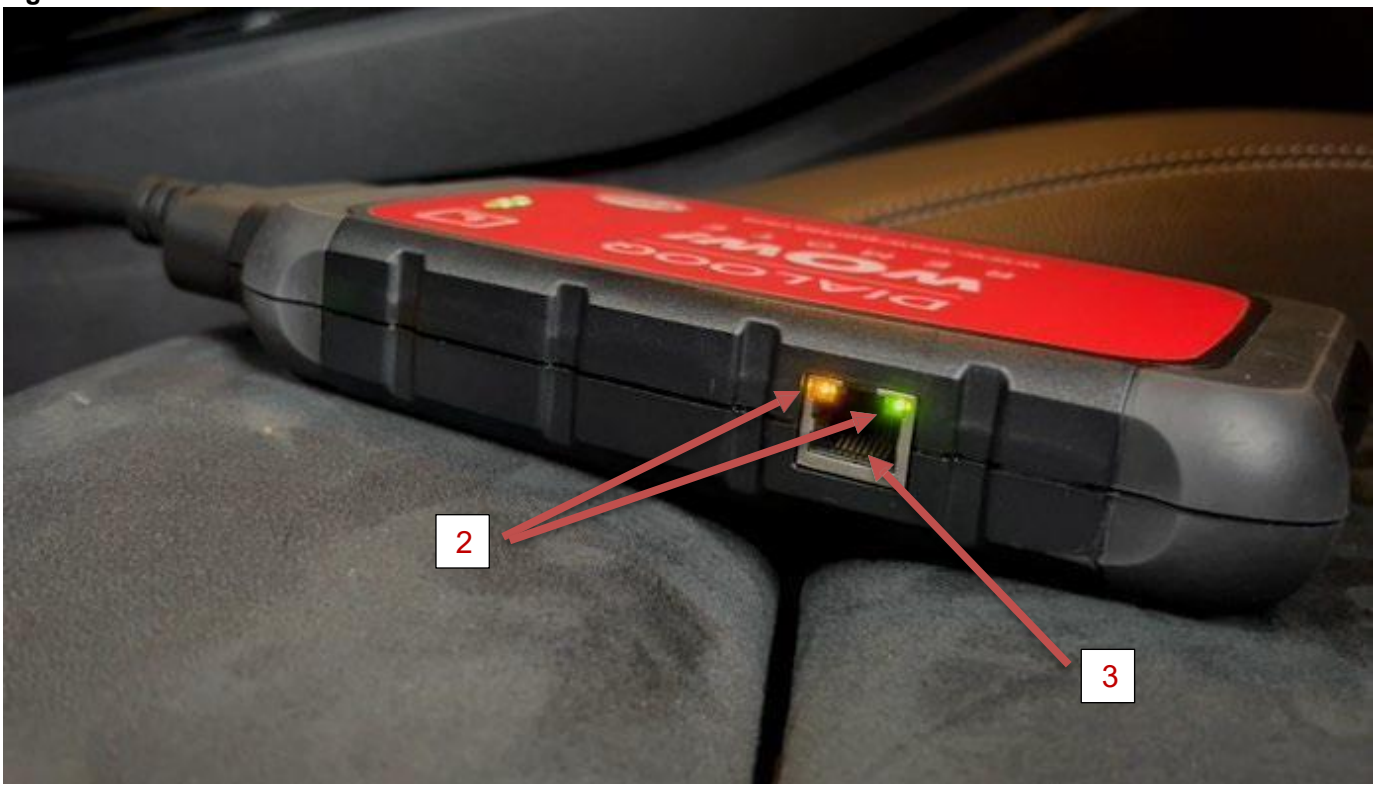
Figure 1

Figure 2



1. Device description

1.1 Overview – Figures 1 and 2

1. [16-pin OBD-II connector] (SAE J1962)
2. [Multi-colour LED status indicator], shows the status of the connection.
3. LAN connection

1.2 Device data

Designation:	**DIALOOQ Remote**
Item no.	W072 800 100
Display	Optical feedback via multi-colour LED for connection status
Interfaces / Connections	WLAN: IEEE 802.11 n - 2.4 GHZ (2412-2462 MHz) – HT20 mode Diagnostic connection: ISO 15031-3 (SAE J1962); 16-pin connector
Power	Power supply: Direct current (DC) 8–30 V Power consumption: maximum 300 mA
Operating temperature	+5°C to +40°C
Weight (with OBD diagnostic cable)	0.550 kg
Dimensions	190 x 100 x 30 mm (LxWxH)
Protection class IP	Meets IP30 requirements

1.3 Requirements

Note

- A stable Wi-Fi network (2.4 GHz) with a stable Wi-Fi signal at the workplace
- WOW! DIALOOQ remote diagnostic interface (VCI)
- Vehicle with OBD-II connection
- Voltage maintenance device connected to the vehicle (120A recommended)
- Display device (PC, smartphone or tablet) with internet connection
- Recommended browser: Google Chrome
- SERMA certificate

You have the option of working with various display devices. Desktop PC or notebook, tablet or smartphone.

1.4 Scope of delivery

WOW! DIALOOQ Remote Diagnosis (item no.: W072 800 100) consisting of:

Description
Case
VCI
OBD cable
Reset needle
Package insert DE / EN

2. For your safety

All texts marked with IMPORTANT indicate a hazard to the diagnostic device or the environment. The information and instructions provided here must therefore be observed.

Texts marked with NOTE contain important and useful information. It is recommended that you observe these texts.

This label indicates a potentially dangerous situation.

This symbol indicates dangerous electrical voltage/high voltage.

Before using the DIALOOQ Remote Diagnosis for the first time, read this operating manual and follow the instructions. Keep this operating manual for future reference or for subsequent owners.

The device must not be operated in wet or damp environments. Do not expose the device to rain.

2.1 Intended use

Before using the DIALOOQ Remote Diagnosis, the operating instructions must be read thoroughly and carefully.

The DIALOOQ Remote Diagnosis VCI serves as a communication interface between the wow.obd.help application and the vehicle to be diagnosed.

This device may only be used in conjunction with the wow.obd.help application. This device may only be used as intended. Any other use is prohibited and may result in damage to the device.
In addition, any warranty and guarantee claims shall lapse in the event of improper use. The user shall be liable for any damage caused by improper use.

All general regulations of trade supervisory authorities, professional associations and motor vehicle manufacturers, as well as all environmental protection requirements, laws, regulations and rules of conduct that a workshop must observe, apply.

2.2 Working on hybrid/electric vehicles

Caution! Hybrid/electric vehicles carry very high voltages.
The work may only be carried out by trained and authorised personnel.

3. Initial commissioning

3.1 WOW! Connect DIALOOQ Remote VCI to the Wi-Fi:

1. Connect the OBD cable included in the scope of delivery to the WOW! Remote Diagnosis VCI using the 10-Torx key provided.

2. Connect the 16-pin OBD connector of the WOW! Remote Diagnosis VCI to an OBD port on a vehicle. After a few seconds, the orange LED on the LAN port will light up steadily. The WOW! Remote Diagnosis VCI is now ready.

3. At the same time, the green LED on the LAN port will flash slowly (900 ms on/off). The WLAN module of the WOW! Remote Diagnosis VCI has started and can connect to a WLAN network.

Image 1

4. Open the Wi-Fi settings on your display device. The WOW! Remote Diagnosis VCI appears as **"Connector" + "the serial number of your VCI"** (example: Connector30691).
Establish the connection.

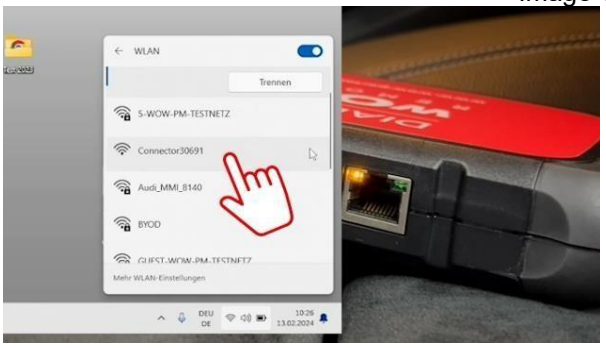


Image 2 Example PC

Note: Mobile data must be deactivated on mobile devices.

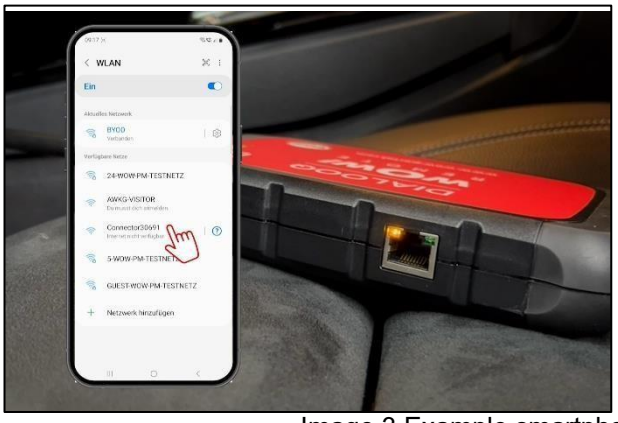


Image 3 Example smartphone

5. Enter the following link in the address bar of the browser on your display device:
connector.help
Note: Do not enter **http** or **https** in the browser.

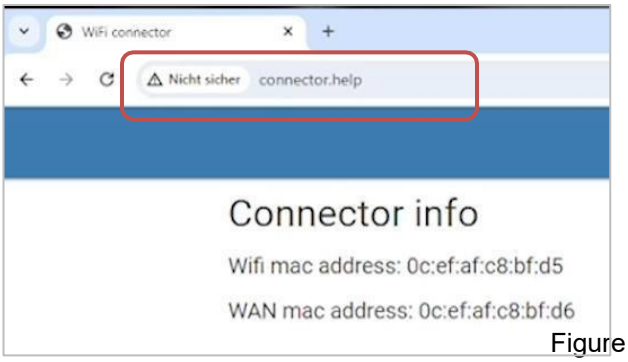


Figure 4

6. Connect the WOW! Remote Diagnosis VCI to your familiar Wi-Fi network. Enter the password for your Wi-Fi network to connect the WOW! Remote Diagnosis VCI.

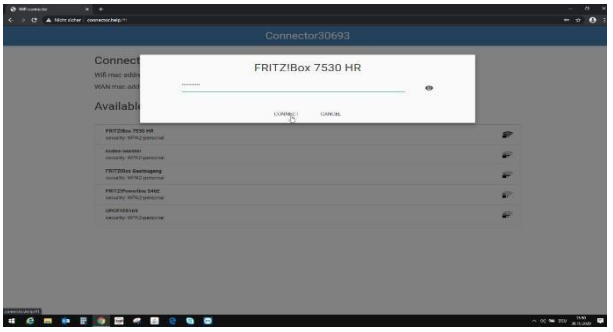


Figure 5

7. The green LED flashes rapidly (300 ms).
The WOW! Remote Diagnosis VCI attempts to connect to the selected Wi-Fi network.

8. The green LED flashes even faster (100 ms).
The WOW! Remote Diagnosis VCI has found the selected Wi-Fi network.

9. The green LED lights up continuously.
The WOW! Remote Diagnosis VCI has successfully connected to the WOW! Remote Server.

Image 6

3.2 Reset the WOW! DIALOOQ Remote VCI and connect it to a different Wi-Fi network:

If you want to use your WOW! DIALOOQ Remote VCI in a different Wi-Fi network, you must reset the WOW! DIALOOQ Remote VCI.

1. Connect the 16-pin OBD plug of the WOW! Remote Diagnosis VCI to an OBD port on a vehicle.

2. Use the reset needle provided or a paper clip and press the reset switch for approx. 2 seconds.
The orange LED will light up continuously and the green LED will flash slowly (900 ms).
The WOW! Remote Diagnosis VCI is now ready to connect to another Wi-Fi network. (See 3.1 Connecting the WOW! DIALOOQ Remote VCI to the Wi-Fi:)

3.3 Working with WOW! DIALOOQ Remote VCI

The WOW! Remote Diagnosis VCI must be connected to a vehicle. Communication is not possible without a vehicle.

1. Enter the link wow.obd.help in the browser of your display device.

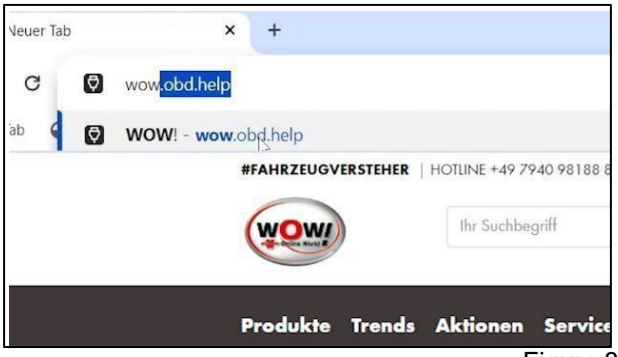


Figure 8

2. Use the login details you received by email to log in.

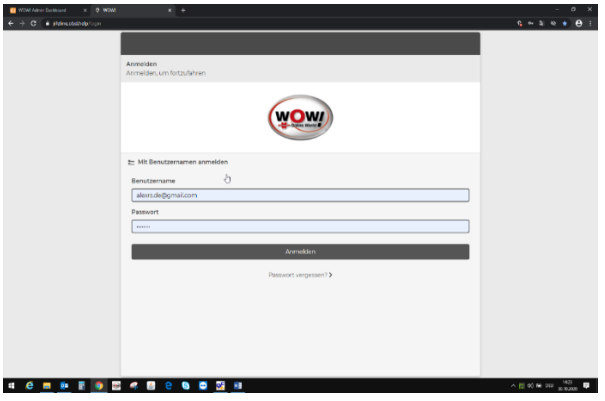


Figure 9

3. Select the serial number of your WOW! DIALOOQ Remote VCI (see type plate).

4. Then select the required options and services you want to run in the next windows. Follow the steps on the display of your display device.

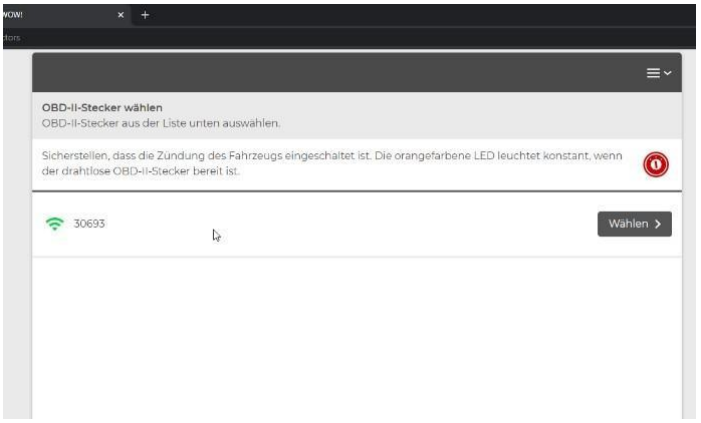


Image 10

5. Please note that the internet connection (1) and the voltage display (2) remain on throughout the entire remote service process. is stable throughout or within tolerance so that the desired service can be performed.

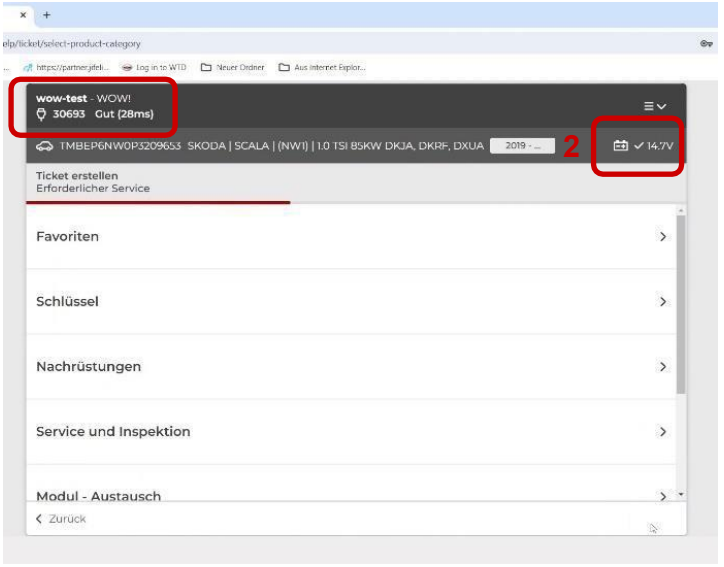


Figure 11

6. Under "Menu" you will find additional functions and settings

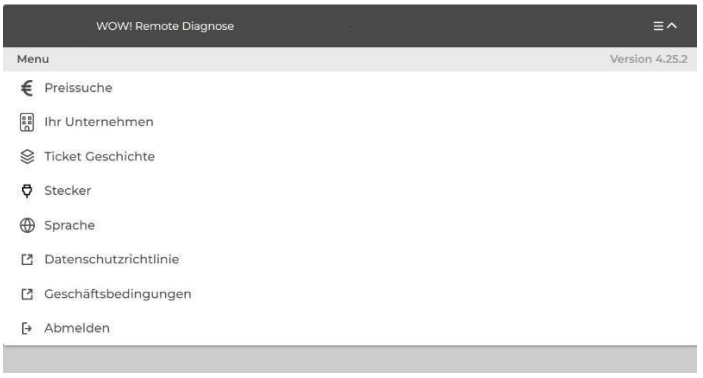


Figure 12

4. Description of LED status

Valid from 01/04/2026

LED colours	Status Indicator lights	Description
Orange	Steady	The VCI is ready for operation.
Orange	Flashing	The firmware is being checked.
Green	Flashing slowly (900 ms)	The Wi-Fi module is ready for network connection.
Green	Flashing quickly (300 ms)	The VCI is attempting to connect to the desired WLAN network.
Green	Flashing very quickly (100 ms)	The desired Wi-Fi network has been found and a connection has been established.
Green	steady	The VCI is connected to the remote server.
Green	Flashing	Switched on
Green	continuous	Ticket closed
Purple	Continuous	Ticket in progress
Red	Continuous	Ticket cancelled
Blue	continuous	Updating
Orange	Flashing	Action required

Note: Please do not disconnect the device from the vehicle until the entire process is complete. (The LEDs above the VCI will be lit green.)

5. General information

5.1 Warranty

This diagnostic system must be handled with appropriate care, even though it has been designed for use in workshop conditions (impact, shock, vibration, dust). We offer a warranty for this diagnostic interface in accordance with the statutory/country-specific provisions from the date of purchase (proof of purchase required in the form of an invoice or delivery note). Any damage incurred will be remedied by replacement or repair.
Damage resulting from improper handling is excluded from the warranty. Complaints can only be accepted if the diagnostic device is handed over to a WOW! authorised service centre without having been dismantled.

We reserve the right to make technical changes. We accept no liability for printing errors. Please note our terms and conditions on our website: https://www.wow-portal.com/gtc

5.2 Contact and support

If you have any further questions about the product or need help with installation, our technical hotline staff will be happy to assist you. You can find the contact details for dealers and service partners in your country on our website: http://www.wow-portal.com/contact

5.3 Environmental information

Power tools, accessories and packaging should be recycled in an environmentally friendly manner.

For EU countries:

Do not dispose of the power tool in household waste!

In accordance with the European Directive on Waste Electrical and Electronic Equipment and its implementation in national law, power tools that are no longer usable must be collected separately and recycled in an environmentally friendly manner.

Rechargeable batteries/batteries:

Do not dispose of batteries in household waste, fire or water. Batteries should be collected, recycled or disposed of in an environmentally friendly manner.

For EU countries only:
Dispose of rechargeable batteries and batteries in an environmentally friendly manner

In accordance with the European Directive on batteries and accumulators and waste batteries and accumulators, defective or used batteries must be recycled. Do not dispose of batteries as unsorted municipal waste. As a consumer, you are legally obliged to return defective or used rechargeable batteries and batteries to a waste battery collection point. In the United Kingdom, defective or used rechargeable batteries and batteries can be returned to WOW! for recycling free of charge.

If liquid leaks from a rechargeable battery or battery, ensure that it does not come into contact with your skin or eyes! If contact does occur, rinse the affected area with water and consult a doctor!

If batteries are not recycled properly but disposed of in an uncontrolled manner, there is a risk that hazardous substances will enter the groundwater and thus the food chain, poisoning flora and fauna.
By returning used and defective batteries, you are making an important contribution to the recycling of materials and the protection of our environment.

Specifications for Jifeline Connector - Model R10

Automotive Remote Diagnostics Communication Device

General Specifications

Property	Value / Range
Country of Origin	The Netherlands, European Union
Approvals	CE, RoHS, ETSI, ISED, FCC part 15 compliance
Wi-Fi radio	IEEE 802.11n - 2.4GHz (2412-2462MHz) - HT20 mode

Electrical Specifications

Property	Value / Range
Input voltage	DC 8V - 30V
Input current	max 300mA

Mechanical properties

Property	Value / Range
Dimensions (L x W x H)	190 x 100 x 30 mm
Weight (with OBD diagnostics lead)	550 g
Operating temperature	5 °C - 40 °C
Relative humidity	90% (at 25 °C)
Protection class	IP 30

Certification and registration

Description	Number	Approval date
FCCID	2 AZLW-OBD-CON-V10	18 June 2021
ISED	27205- OBDCONV10	15 July 2021
UL Listed	E519325	***To be announced***

Complies with Directives, Regulations and Industry Standards

Reference	Description
2014/53/EU	Radio Equipment Directive (RED)
EN 62368-1:2020+A11:2020	Audio/Video, Information and Communication Technology Equipment - Part 1: Safety Requirements - Edition 3.0 - Issue Date 1 March 2020
EN 300 328 V2.2.2:2019	Data transmission systems operating in the 2.4 GHz band / Harmonised Standard for access to radio spectrum - Version 2.2.2 - Issue Date 2019/07
EN 62479:2010	Human exposure to electromagnetic fields (10 MHz to 300 GHz) - Edition 1.0 - Issue Date 1 October 2010
EN 301 489-17 V3.2.4:2019	Electromagnetic Compatibility (EMC) standard for radio equipment and services; Part 17: Specific conditions for Broadband Data Transmission Systems; Harmonised Standard for Electromagnetic Compatibility - Version 3.2.4 - Issue Date 2019/07
EN 61000-4-2:2009	Testing and measurement techniques - Electrostatic discharge immunity test - Edition 2.0 Issue Date 01/05/2009
EN 61000-4-3:2020	Testing and measurement techniques - Radiated, radio frequency, electromagnetic field immunity test - Edition 4.0 - Issue Date 1 November 2020
2014/30/EU + ICS 33.100.10	Electromagnetic Compatibility Directive (EMC)
CISPR 11:2015+A1:2016+A2:2019 Consolidated Version	Industrial, scientific and medical equipment - Radio-frequency disturbance characteristics - Limits and methods of measurement - Edition 6.2 - Issue Date 18 January 2019
CISPR 32:2015+A1:2019 Consolidated Version	Electromagnetic compatibility of multimedia equipment - Emission requirements - Edition 2.1 - Issue Date 1 October 2019
IEC 61000-4-4:2012	Electromagnetic compatibility (EMC) - Part 4-4: Testing and measurement techniques - Electrical fast transient/burst immunity test - Edition 3.0 - Issue Date 30/04/2012
IEC 61000-4-6:2013	Electromagnetic compatibility (EMC) - Part 4-6: Testing and measurement techniques - Immunity to conducted disturbances, induced by radio-frequency fields - Edition 4.0 - Issue Date 23/10/2013
2011/65/EU + 2015/863/EU	Restriction of Hazardous Substances (RoHS)
IEC 63000:2016	Technical documentation for the assessment of electrical and electronic products with respect to the restriction of hazardous substances - Edition 1.0 - Issue Date 1 December 2019
2002/96/EC + 2012/19/EU	Waste Electrical and Electronic Equipment (WEEE)
EN 50419:2006	Marking of electrical and electronic equipment in accordance with Article 11(2) of Directive 2002/96/EC (WEEE)

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