

Introduction and step by step guide to Blackbox Solutions Technical Support Forums

This guide will explain, direct and help you navigate your way through the forum and show you how to use it.

The forum is open only to owners of our Vehicle server based systems and is permanently moderated by Blackbox Solutions staff and posts answered during office hours. However as the forums are open to a whole host of members, some of whom are professional mechanics and are willing to contribute, they will either have had or read similar problems to yours and often reply out of office hours. Taking the time to search and look around truly pays off, if you ask you will get an answer. Think of the forum as everyone popping around the table, giving friendly advice and if advice is wrong, don't forget there are others there to correct it. Not only is the forum full with rich advice and fresh ideas for your problems, the forum is also used by us to post the latest software / firmware, user guides and up to date news.

Step 1 Go to Blackbox solutions web site and click support

The screenshot shows the Blackbox Solutions Ltd website in a Mozilla Firefox browser. The website has a blue header with the company name and a navigation menu with links: Home, Products, Shop, Downloads, Support, and Distributors. The 'Support' link is highlighted with a red arrow. Below the navigation menu, there is a 'Welcome to the Blackbox Solutions website:' section with a description of the company's mission and a list of products. The 'Support' link is also highlighted with a red arrow. Below the 'Support' link, there is a 'Support Policy' section with a list of terms and conditions. The 'Support Policy' section is highlighted with a red arrow. Below the 'Support Policy' section, there is a 'Registration' section with a 'Sign In' button. The 'Registration' section is highlighted with a red arrow. Below the 'Registration' section, there is a 'Sign In' section with a 'Sign In' button. The 'Sign In' section is highlighted with a red arrow. The 'Sign In' section is highlighted with a red arrow.

Blackbox Solutions Ltd - Designers and manufacturers of the best vehicle diagnostic tools. - Mozilla Firefox

http://www.blackbox-solutions.com/

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http://www.blackbox-solutions.com/support/index.php

Blackbox Solutions Ltd - Support

Support Home
Support Policy
Registration
Sign In
EAS Kicker Support Site
Faultmate FCR Support Site

This area of our website has been specially created to support our registered customers. All of the content of this section has been custom scripted by our staff. To avoid frustration and misunderstanding, please familiarise yourself with what is required on your behalf in order for this area to be utilised correctly. This area (as well as the forums once you have logged in), require both **JavaScript** and **Cookies** to be enabled in your web browser in order to function correctly.

JavaScript is used to: a. Expand (SHOW) or collapse (HIDE) the content of the boxes on the remainder of this page by clicking on the [+] and [-] symbols and b. To validate the integrity of the information that you provide in any of the forms. This significantly reduces page loading times as we are aware that you may have a slow connection.

Cookies are used solely to remember the fact that you are signed in from page to page. If cookies are disabled, although you may provide the correct username and password combination, the next screen would not recognise you as signed in and thus will not contain the support options available to you.

Click [here](#) for definitions of JavaScript on the Web
Click [here](#) for definitions of Cookies on the Web

Note: Various antivirus and firewall software installations can disable both of these either optionally or by default.
Note: This box will disappear for as long as you are signed in. This is achieved with Cookies.

Support Policy [-]

There are several terms and conditions for receiving support from our company:

1. Blackbox Solutions staff provides registration and technical support for ROVACOM and FAULTMATE MV, SV and MSV1/2 products purchased from Blackbox Solutions only (or its appointed agents) and reserves the right to not answer any questions which are not related directly to these products.
2. Product support and forum access is provided to **registered** system owners only and only in respect of system type(s) purchased.
3. Blackbox Solutions Ltd provides product support and owner forum access at no charge unless explicitly specified.
4. Blackbox Solutions Ltd reserves the right to deny forum access and withhold product support where desired.
5. Support for our products includes answering questions about the products hardware and software, fixing bugs, and giving tips about the best ways to use the hardware and software only. We are not able to give support relating to products made by other companies such as Microsoft, Land Rover, Bosch, Lucas etc.
6. Support requests containing information which could help to isolate and reproduce a problem will be answered first.

We hope that understanding of the above policy will make our cooperation easy and useful.

Registration [+]

Sign In [-]

You are not currently signed in to our support system.
If you have registered, please use the form below to sign in.

Username: Password:

Step 2 Enter
your User name
and Password
and Sign in

All users should start by reading the Board Guidelines for Do's & Don'ts ethics of the forums

To read posts or create a new one, scroll down and find the most appropriate section, then within that section, the most appropriate sub section and click on the title to open a list of related topics.

This Section is for Vehicle Explorer

This section is for Lead Support

This section is for system specific topics with Help file descriptions for every ECU covered in your vehicle

Navigating the Forum main page

The screenshot shows the forum's main page with a sidebar on the left and a main content area. Red arrows point from text boxes to specific sections:

- An arrow points from the top left text box to the "Board Guidelines" link in the top navigation bar.
- An arrow points from the top right text box to the "Search" button in the top navigation bar.
- An arrow points from the middle left text box to the "Vehicle Explorer" section in the sidebar.
- An arrow points from the middle left text box to the "Lead Support" section in the sidebar.
- An arrow points from the middle left text box to the "Vehicle System Support" section in the sidebar.
- An arrow points from the middle right text box to the "Vehicle Explorer" section in the main content area.
- An arrow points from the bottom right text box to the "Accessories Support" section in the sidebar.

The sidebar contains the following sections:

- Microforums
- Vehicle Explorer
- Hardware Support
- Lead Support
- Accessories Support
- Vehicle System Support
- Board Statistics

The main content area displays a list of topics with columns for "Forum", "Topics", "Replies", and "Last Post Info".

To browse topics fast, use the Forum Search Engine

This section is for your Vehicle Server

This section is for Accessories Support

Topic List

For convenience there are links to the systems existing help files

If you do not find an existing topic that is relevant, you can start a new topic by clicking here

Read the titles of the topics to see if any relate to your own problem. Click on the title to open any topic and read all the posts in it

Blackbox Solutions Ltd Forums -> WABCO SLABS - Mozilla Firefox

Blackbox Solutions Ltd Forums -> Vehicle System Support -> ABS/TRACTION CONTROL -> WABCO SLABS

Code: SM016

ABS/ETC (ANTI-LOCK BRAKING/TRACTION CONTROL)

Help File(s) INDEX SM016

2 Pages 1 2

Mark this forum as read - Subscribe to this forum

Topic Title	Replies	Topic Starter	Views	Last Action
Licence Message Information	2	marissa	32	11th February 2011 - 08:00 AM Last post by: Alex
Brake Bleed	1	disco	31	31st January 2011 - 09:01 AM Last post by: Ronnie
Vse013 Error Message When Setting Slabs	1	lylmiid	33	26th January 2011 - 02:50 PM Last post by: Ronnie
The Slabs Fault Code	2	Pankiller	86	31st December 2010 - 02:57 AM Last post by: Pankiller
Slabs Wabco Shuttle Valve Error	2	armaltes	64	22nd October 2010 - 09:06 AM Last post by: riker
Abs Pump Not Working	1	PAUL	36	24th September 2010 - 08:03 AM Last post by: emarf
Moved: A C.E Fault	--	Marc	--	09th May 2010 - 08:02 AM Last post by: Marc
New Hub And Sensor Worse Than The Original	2	armaltes	131	16th March 2010 - 09:35 PM Last post by: armaltes
@2nd Hand Slabs For Fitted?	2	ChrisC	87	13th February 2010 - 12:19 PM Last post by: casper988
Slabs Stop Diag	2	disco	57	27th January 2010 - 04:38 AM Last post by: emarf
Slabs For Replacement	4	stn	117	13th August 2009 - 02:47 PM Last post by: stn
D2 & Fitting A Coil Kit	1	adams	80	09th February 2009 - 08:06 PM Last post by: armaltes
Disco II - Slabs Settings	1	Clint	110	15th May 2008 - 09:21 PM Last post by: Clint
Re-programme Slab Disable/enable Abs/etc	2	Rab	123	14th April 2008 - 08:56 AM Last post by: Rab
When Bleeding Disco 2 Brakes...	4	Derek	176	18th January 2008 - 07:18 AM Last post by: Derek

Return to contents

http://www.blackbox-solutions.com/forums/index.php?showtopic=5027

STICKY posts (posted by staff) often contain information that may resolve a known problem

If it is Hardware you can Click to buy the product

Blackbox Solutions Ltd Forums -> RED 14CUX / CLASSIC AIR SUSPENSION LEAD - Mozilla Firefox

Blackbox Solutions Ltd Forums -> RE...

Blackbox Solutions Ltd

Visit Homepage Board Guidelines

Help Search Members Calendar Downloads

Logged in as: jasond (Log Out)

My Controls: View New Posts My Assistant & New Messages

Blackbox Solutions Ltd Forums -> Leads Support -> RED 14CUX / CLASSIC AIR SUSPENSION LEAD

RED 14CUX / CLASSIC AIR SUSPENSION LEAD

Code: LD003 LD014LD024 LD029

Mark this forum as read - Subscribe to this forum

Topic Title	Replies	Topic Starter	Views	Last Action
Sticky: @ Wiring Diagram	2	Ronnie	96	4th May 2009 - 09:33 AM Last post by: Ronnie
Cable Pinouts	2	colber	109	29th September 2010 - 11:01 AM Last post by: Ronnie
14cux Wiring	1	S8537	48	16th September 2009 - 07:15 AM Last post by: Ronnie
Which Pins	6	S8537	96	26th August 2009 - 09:46 PM Last post by: S8537

Enter Keywords Search forum

Close Topics With Selected

New Replies Poll (New) No New Replies Poll (No New) Hot Topic (New) Locked Topic Hot Topic (No New) Moved Topic

[-- RED 14CUX / CLASSIC AIR SUSPENSION LEAD Go

Order: Last Post 2-A Show All Topics: All Go

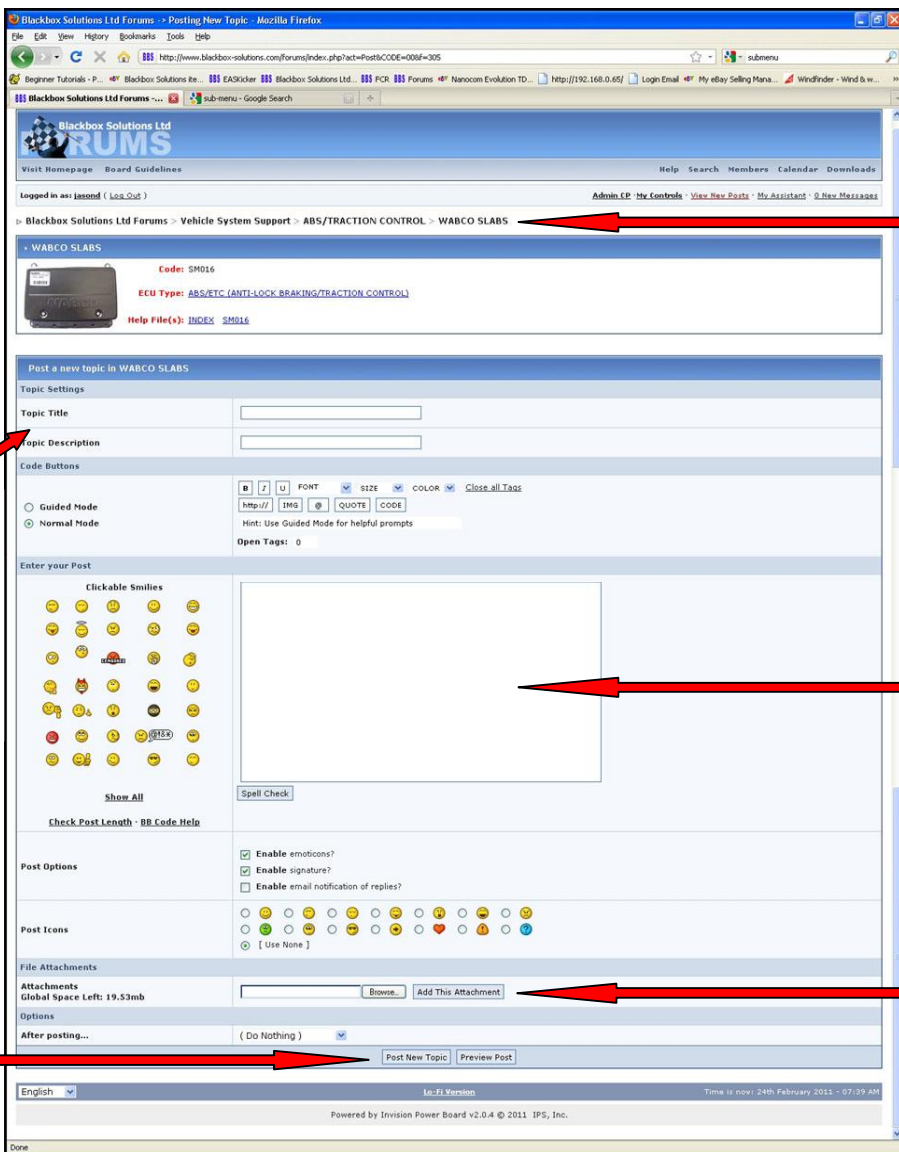
Show All Invisible Topics Show All Topics With Invisible Posts Besontheprice Forum Prune / Mass Move

English In.Fi Version Time is now: 18th February 2011 - 12:44 PM

Powered by Invasion Power Board v2.0.4 © 2011 IPS, Inc.

Clicking on a Topic will open a submenu to the Posts

Starting a new topic



The screenshot shows the 'Post a new topic' form in the 'WABCO SLABS' forum section. Red arrows point to various fields with explanatory text:

- Topic title should relate to the problem or suggestion. Description should describe in more detail** (points to the Topic Title field)
- Example:**
Title: Bleeding Discovery 2 Brakes
Description: What is the correct procedure?
- This section is to add a description in full, explaining a problem, asking a question or suggesting something** (points to the large text area for the post content)
- Add attachment if you wish, e.g. Photo or snap shot** (points to the 'Add This Attachment' button)
- Finally submit the post** (points to the 'Post New Topic' button)
- Your New Topic will be listed within the Topic list that you are currently viewing, if this is not the right section, exit & enter the correct Topic** (points to the forum breadcrumb trail)

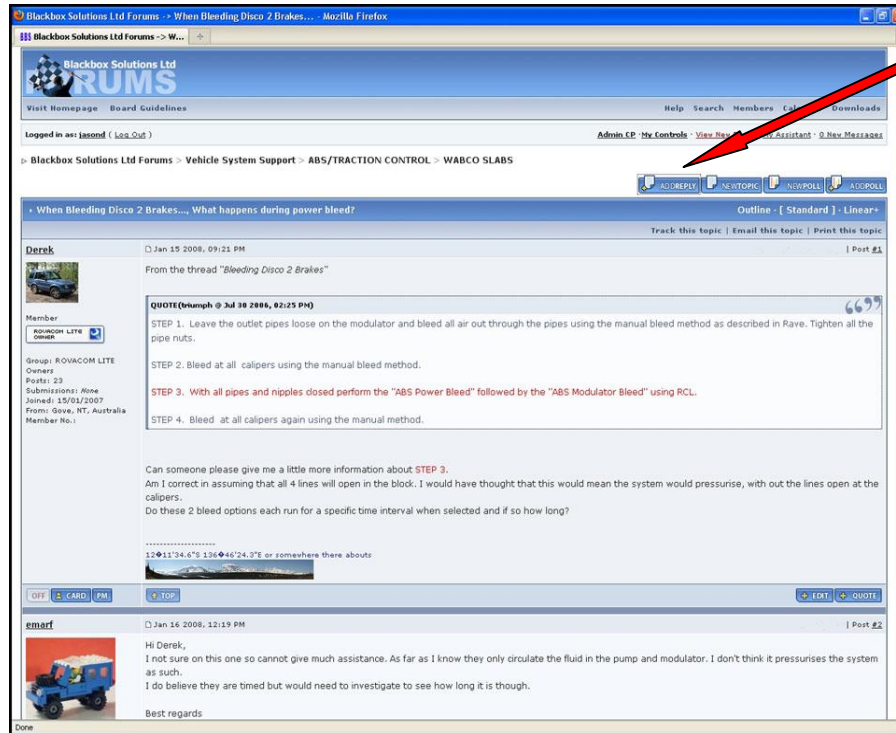
The form includes fields for Topic Title, Topic Description, Code Buttons, Post Options (Guided/Normal Mode), Clickable Smilies, File Attachments, and a 'Post New Topic' button.

When writing a Topic there is no need to address it to anyone in particular, the posts will be visible for all members and staff to view.

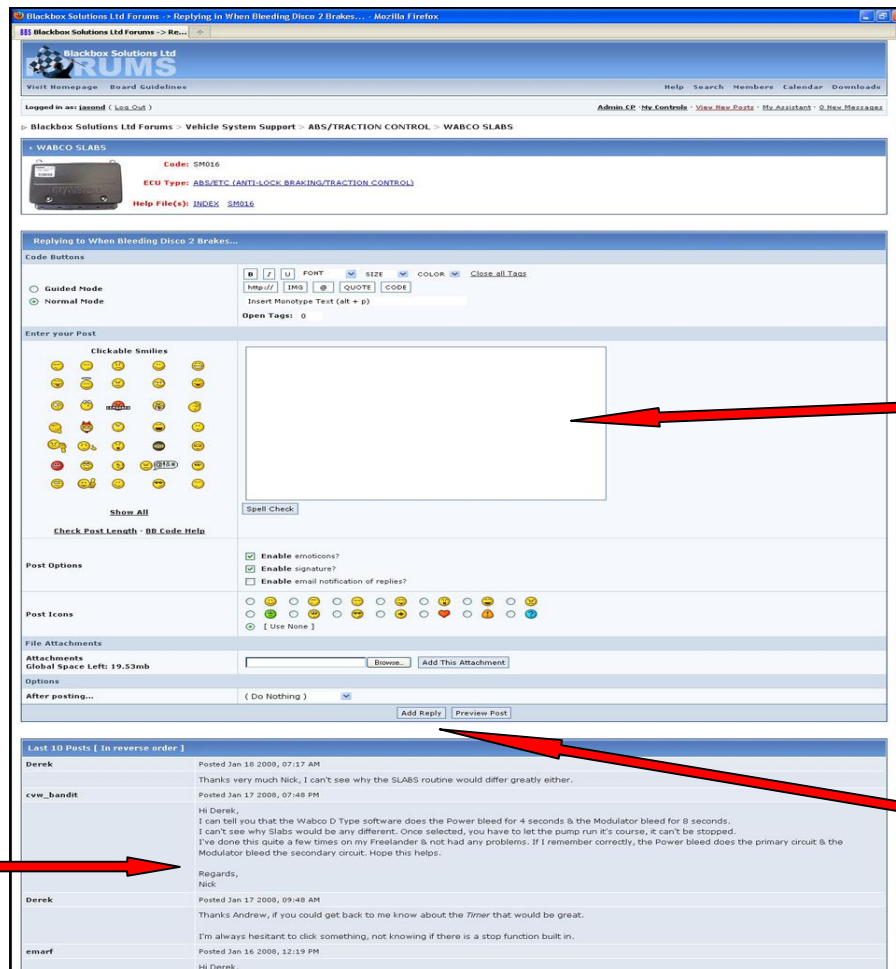
For more understanding on how to post in a new topic, look at examples from other members

Replying to a Post

Feel free to Post replies to others in need, your knowledge & experiences could help.



Click here to reply to a Post.



Write your reply here

Finally add your reply

In this section you can read the last 10 replies