

The Diagnostic Device

The Perfect Fix for Field Maintenance

When technicians are called to run field diagnostics, repairs, and maintenance they need reliable and versatile technology that can support them all day in any conditions.



Powered by the TOUGHBOOK 55 platform, **The Diagnostic Device** is the ideal external diagnostic companion to empower mobile technicians to minimise operational downtime by assessing and repairing automotive and mechanical equipment faster, first time.

Vehicle Diagnostics



On-road Vehicles



Off-road and
Utility Vehicles

Equipment Maintenance



Infrastructure



Heavy Machinery

Read on to discover how **The Diagnostic Device** can empower your field technicians.



Modular Design and Configuration

Technicians are called out to diagnose and repair a huge range of equipment on any given day. Each vehicle or machine they work on will likely have a different connectivity port to the one before, and multiple physical connections are often required to work simultaneously over the course of the repair.

The Diagnostic Device features a modular design that enables technicians to adapt to anything. With multiple connectivity ports and customisable expansion areas, they can connect to a wide range of legacy equipment and interfaces without the need to carry multiple devices.

- Modular, customisable design
- Adaptable connectivity and USB ports
- Two expansion slots for maximum flexibility
- Serial port and legacy port compatibility



Real-time Access to Data and Apps

Technicians need access to highly specialised information to successfully diagnose issues and complete a first-time fix. But with so much technical documentation spanning the vast range of equipment and machinery serviced in the field, real-time access to cloud applications and external systems is a fundamental requirement.

The Diagnostic Device helps technicians to swiftly pinpoint and resolve issues in the field by providing fast, reliable connectivity to digital documentation and historical service notes in the field. With advanced wireless LAN capabilities and optional 5G standalone module, diagnosis and repair is made faster by enabling every technician to draw upon the extensive knowledge of the wider workforce.

- 4G LTE or 5GSA with eSIM support
- GPS
- Intel® Wi-Fi 6 AX201 Wireless LAN
- Bluetooth® 5.3



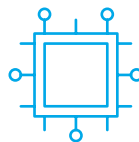


All-Day Work in Harsh Conditions

Whether attending a broken-down agricultural vehicle, a faulty lift, or malfunctioning tooling press, repair technicians face a variety of environmental challenges. Conducting outdoor diagnostic and repair work often brings wind, rain, or bright sunlight. Additionally, the loud noises, vibrations, dust and dirt of workshops place further strains on technology as technicians spend long hours moving from job to job and into remote locations.

The Diagnostic Device combines portability with rugged durability to offer rain, dust, vibration and extreme temperature resistance, along with a high-brightness, glove- and rain-enabled touchscreen and long-lasting battery, making diagnostics and repairs possible around the clock, in any weather.

- Ergonomic handle for portability
- IP53 water and dust, and 91cm drop resistance
- Up to 20 hours battery life (with HotSwap)
- 14" glove- and rain-enabled sunlight-viewable touchscreen

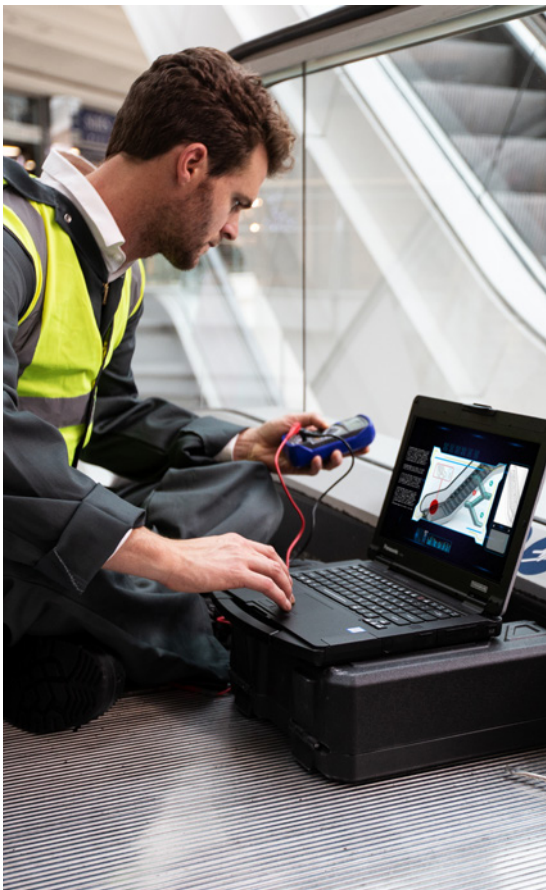


Powerful Processing

Diagnosing faults or running routine service inspections of complex heavy machinery or technological equipment often requires the use of multiple applications running concurrently. But measuring and analysing telemetry data, activity logs, and running simulations to troubleshoot complex systems is a computationally intensive practice that needs a lot of processing power.

The Diagnostic Device combines Windows 11 Pro with powerful Intel processors to give technicians and maintenance engineers the ability to get to the root cause of issues faster, achieve a higher first-time fix rate, and increase both theirs and the equipment's productivity.

- Windows 11 Pro
- Intel® vPro i5/i7 processors
- High-speed data transfers interfaces
- Secured-Core PC



The Perfect Fix for Field Diagnostics and Maintenance

Whether facing vehicle repairs in challenging outdoor conditions or the busy environment of an industrial site, The Diagnostic Device gives technicians and maintenance engineers the perfect external diagnostic tool to keep productivity moving.

By combining rugged yet user friendly design with ultimate adaptability, powerful processing, and reliable connectivity, The Diagnostic Device from TOUGHBOOK brings speed and efficiency to repairs and maintenance, and helps minimise downtime for critical vehicles and equipment.

Enhanced Experiences, Improved Efficiency

Field technicians at Motrac, a leading distributor of forklift trucks and floor cleaning machines in Belgium, operate in demanding environments. Since equipping the team with TOUGHBOOK 55 for diagnostics, repairs, and real-time reporting, they've experienced fewer errors, less avoidable travel, faster service, and a seamlessly connected workforce.

In Need of a Quick Fix?

Talk to our industry specialists to learn how The Diagnostic Device can seamlessly fit into your workflows and help your remote teams achieve higher fix-time fix rates and improve operational uptime.

