

Dear Customer!

We would like to thank you for purchasing our product.

In the following, we would like to show you the configuration of remote maintenance, so that you and your workshop or the helper you have instructed on your device, your vehicle can successively carry out the desired vehicle diagnostics.

If you have any further questions or comments about the operation of the cable, please contact your dealer or GlobeGuard GmbH, who will be happy to help you troubleshoot.

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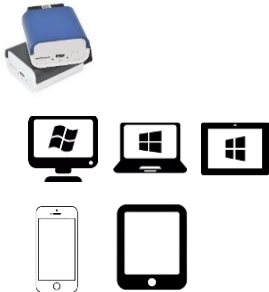
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What is needed to configure remote maintenance mode?

1. Devices:

- GlobeGuard Basic/Pro OBD Diagnostic Tool
- Windows PC, notebook or tablet
- Android or Apple iOS smartphone or tablet



2. Mobile app or software from the Windows DiagCenter:


- Mobile App "*Troodon OBD*" ([Android](#) / [Apple iOS](#))
- PC Center ([DiagCenter](#)) Settings
- PC Center ([DiagCenter](#)) – Starter7 (Diagnostic Program)





Configuration of remote maintenance mode on your GlobeGuard device on the vehicle

Your GlobeGuard device can be configured either via the mobile app "Troodon OBD" or with the DiagCenter app "Settings". The following describes both approaches:

Configuration of remote maintenance mode of your GlobeGuard device via mobile app

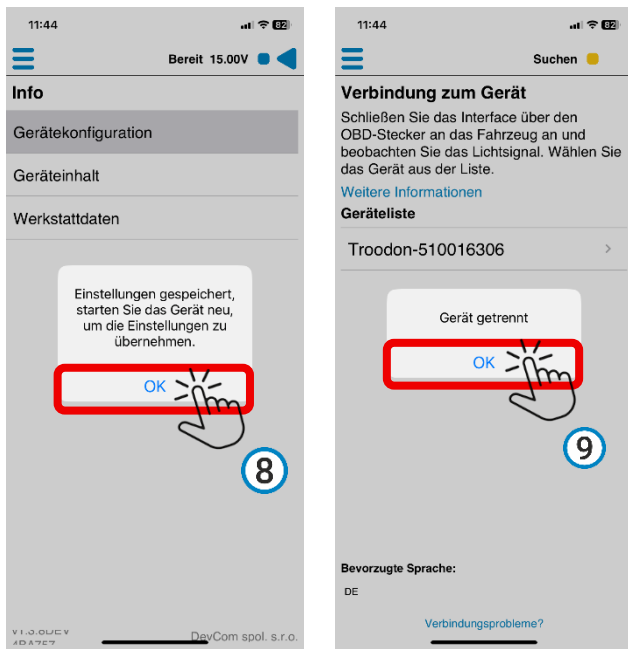
1. Open "Troodon OBD" smartphone or tablet app 

1.1 To configure remote maintenance mode on your GlobeGuard device on the vehicle, follow the steps shown in the figure  elov  m 1 to 10 on the following two pages:

The screenshots illustrate the following steps:

- Step 1:** The app's main screen shows a list of devices. The device "Troodon-510016306" is highlighted with a red box and a hand icon.
- Step 2:** The "Willkommen" screen prompts for vehicle type selection. "PKWs" is selected.
- Step 3:** A menu is shown with "Einstellungen" (Settings) highlighted.
- Step 4:** The "Info" screen is shown, with "Gerätekonfiguration" (Device configuration) highlighted.
- Step 5:** The "Verbindungskonfiguration" (Connection configuration) screen shows "BLE" selected as the connection method.
- Step 6:** A confirmation dialog appears with "Ferndiagnose" (Remote diagnosis) highlighted.
- Step 7:** The final confirmation screen shows the "Bestätigen" (Confirm) button highlighted.

Konfiguration Ferndiagnose-Modus_EN_V100.docx



1.2 Device restart

Unplug the device from the OBD connector and plug it back in (restart).

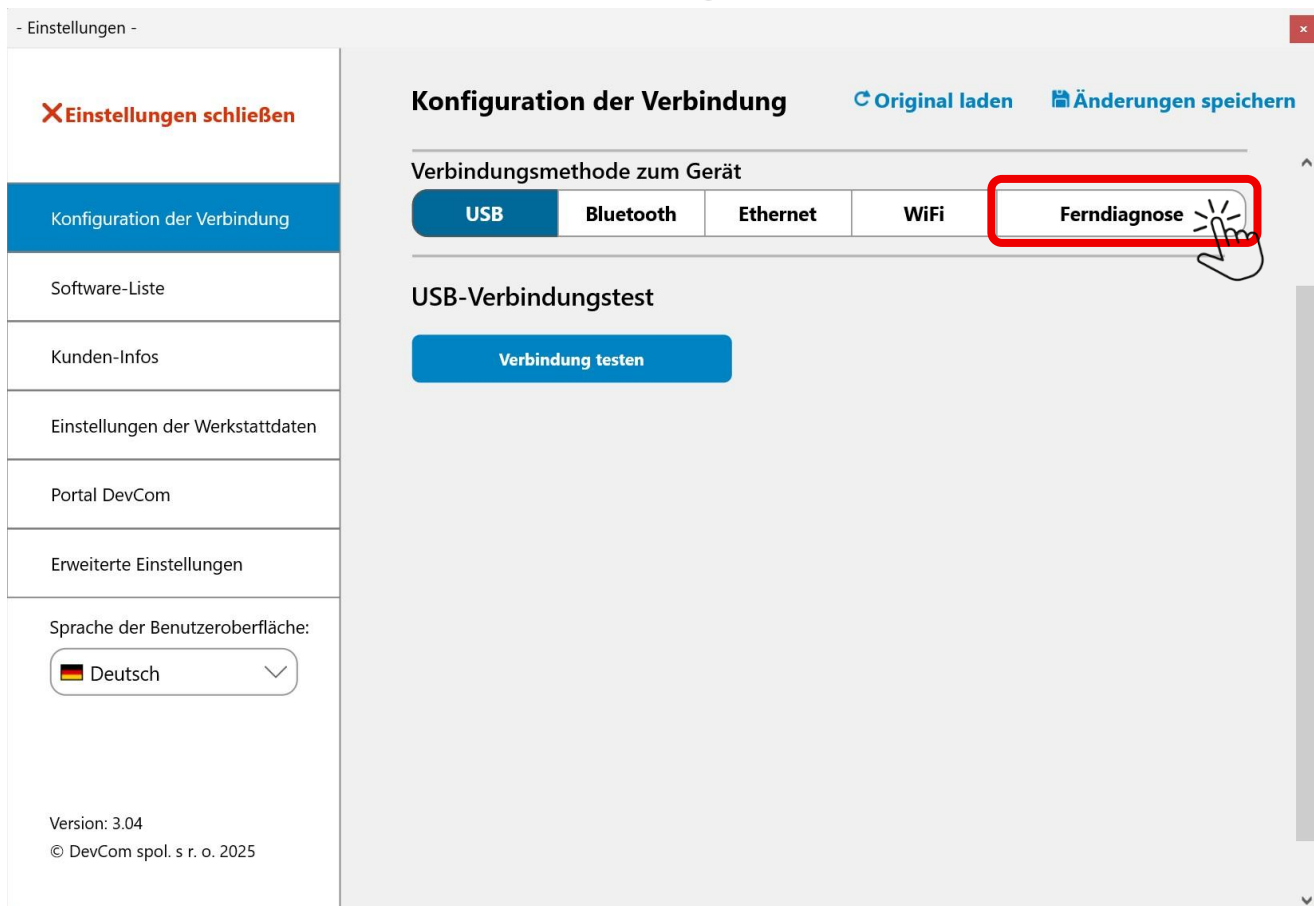
After rebooting, the device automatically connects to your mobile hotspot and the Remote Diagnostics Server.

The configuration of the device's remote maintenance mode is now completed on the vehicle side.

Configuration of remote maintenance mode of your GlobeGuard device via DiagCenter Settings

1. Connect the device to a Windows PC, notebook or tablet via USB cable and open PC Center (DiagCenter)
2. Open Settings

Open the Settings app by clicking the icon



In the settings, click on the "Remote Diagnostics" tab

3. Connect to a remote device

3.1 Make sure that the switch under **Settings for Remote Diagnostics** is deactivated **1** in the left position!

The screenshot shows the 'Konfiguration der Verbindung' page. On the left sidebar, 'Einstellungen schließen' is at the top, followed by 'Konfiguration der Verbindung' (selected), 'Software-Liste', 'Kunden-Infos', 'Einstellungen der Werkstattdaten', 'Portal DevCom', and 'Erweiterte Einstellungen'. Below this is a language selector set to 'Deutsch' and version information: 'Version: 3.04 © DevCom spol. s r. o. 2025'. The main content area is titled 'Konfiguration der Verbindung' and includes 'Original laden' and 'Änderungen speichern' links. Under 'Grundlegende Informationen', the connection status is 'OK' and device info includes MQTT IP (192.168.12.1) and name (TS02-510016306). The 'Verbindungsmethode zum Gerät' section has buttons for USB, Bluetooth, Ethernet, WiFi, and 'Ferndiagnose' (selected). The 'Einstellungen für die Ferndiagnose' section contains: 1. A toggle switch 'Verbinden mit einem entfernten Gerät' which is turned off. 2. A text input field 'Name des Netzwerks, mit dem eine Verbindung hergestellt werden soll (SSID)' containing 'Troodon-510016306'. 3. A password input field containing dots. 4. A blue button 'Änderungen am Gerät speichern'.

3.2 Enter SSID

Overwrite the "**Troodon Serial Number**" **SSID stored in the device** with your **SSID** in the input field "(SSID)". **2**

Basically, any wireless internet network, WiFi or your smartphone's mobile hotspot available to you can be used.

When using your Mobile Hotspot, the SSID is usually the name of your smartphone.



Please note that with the iPhone, the iPhone name is also the SSID of the Personal Hotspot, i.e. the SSID of your iPhone. Like the hotspot password, this must not contain any special characters or spaces. If this is still the case, the iPhone name can be changed as described in Appendix A1.

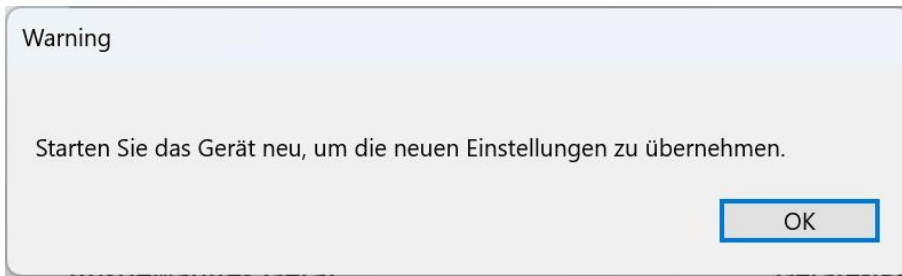
3.3 Enter Hotspot Password

Overwrite the password "" stored in the device at ●●●●●●●● the factory with the valid hotspot password in the "**Password**" input field. **3**

3.4 Save settings to the device

Save the settings to the device by pressing the "**Save changes to the device**" button **4**

By confirming the dialog below, your new settings will be permanently stored in the device and will remain in the device until they are overwritten again.



3.4 Device restart

Unplug the device from the OBD connector and plug it back in (restart).

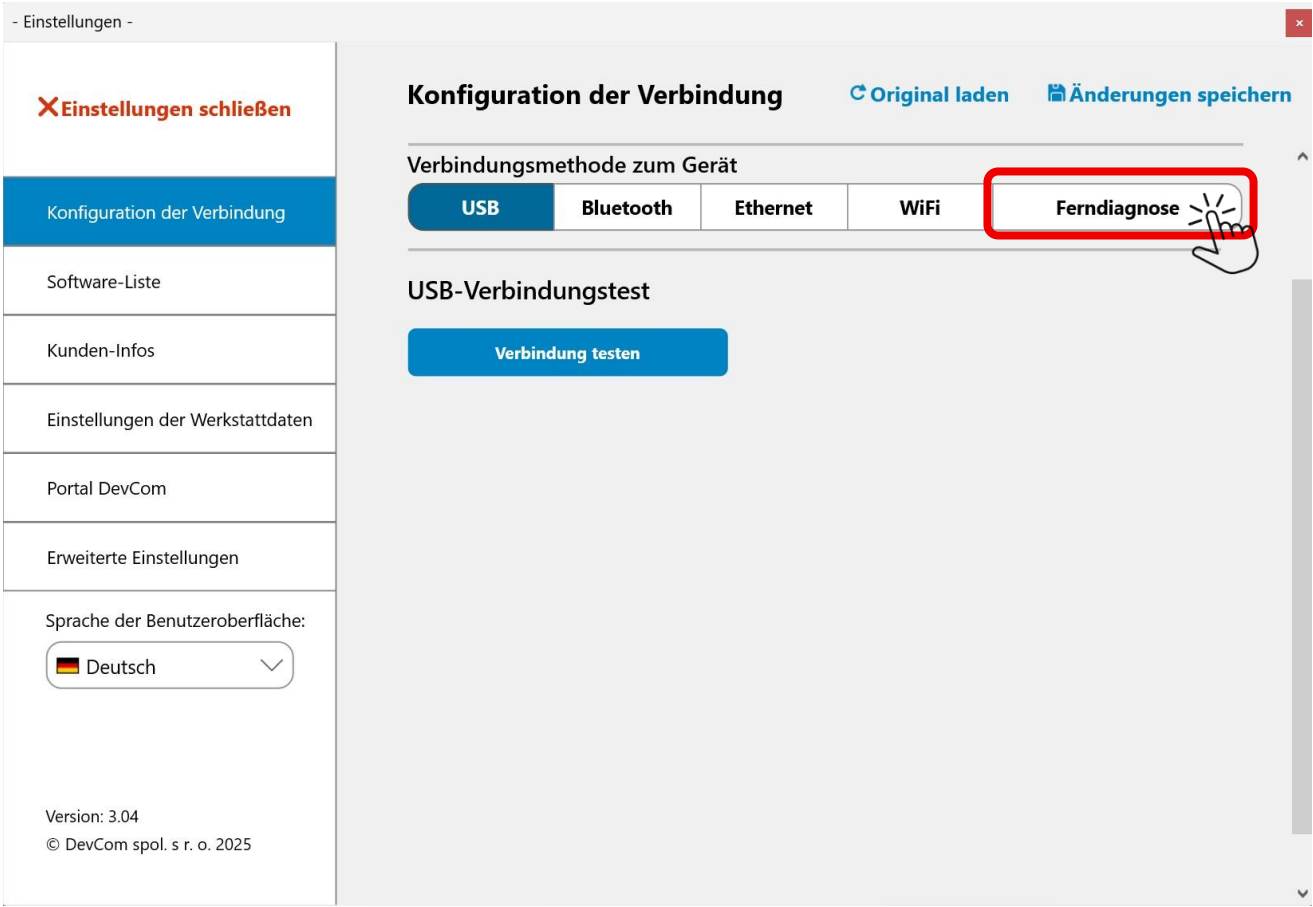
After rebooting, the device automatically connects to your mobile hotspot and the Remote Diagnostics Server.

The configuration of the device's remote maintenance mode is now completed on the vehicle side.

Configuration of remote maintenance mode Diagnostic software of remote maintenance

1. Open Settings

Open the Settings app by clicking the icon



Konfiguration Ferndiagnose-Modus_EN_V100.docx

In the settings, click on the "Remote Diagnostics" tab

2. Connect to a remote device

2.1 Make sure that the switch under **Remote Diagnostics Settings** is activated / in the right position!


2.2 . Check/change settings according to the image below. 1

The screenshot shows the 'Konfiguration der Verbindung' settings page. On the left is a sidebar with navigation options like 'Einstellungen schließen', 'Konfiguration der Verbindung', 'Software-Liste', etc. The main content area is titled 'Konfiguration der Verbindung' and includes 'Original laden' and 'Änderungen speichern' buttons. Under 'Grundlegende Informationen', it shows 'Status der Verbindung' as 'Verbindung OK' and 'Geräteinformation' with MQTT IP and device name. The 'Verbindungsmethode zum Gerät' section has tabs for USB, Bluetooth, Ethernet, WiFi, and Ferndiagnose. The 'Einstellungen für die Ferndiagnose' section contains:

- 1. A checked checkbox 'Verbinden mit einem entfernten Gerät'.
- 2. A 'Benutzername' input field containing 'obdhead:richard'.
- 3. A 'Passwort' input field with masked characters.
- 4. A 'Geräte-S/N' input field containing 'TS02-510016306'.


 A 'Verbindung testen' button is at the bottom right.

2.2.1 Enter Username

Overwrite the  username "obdhead:richard" that is stored in the device at the factory with your **username** in the "username" input field. 2

If the username does not already exist at the factory, or if the user name is not already available. If you have not yet received a username when purchasing the "**Remote Maintenance**" service, please contact your dealer or GlobeGuard Support.

2.2.2 Enter Password

Overwrite the  password "" stored in the device at the factory ●●●●●●●● with your assigned **password** in the "Password" input field. 3

If the password is not already available at the factory, or If you have not yet received a password when purchasing the "**Remote Maintenance**" service, please contact your dealer or GlobeGuard Support.

2.2.3 Enter the device serial number (S/N) of the device to be serviced remotely

Overwrite the  device serial number (S/N) "TS02-510016306" stored in the device at the factory with your assigned **device serial number** in the "Device S/N" input field. 4

The device serial number is applied to the sticker of the GlobeGuard OBD connector.



Please enter this in the input field "**Device S/N**".

2.3 Open the Settings app again and test the connection



2.3.1 Connection Test Requirements

2.3.1.1 On the remotely waiting vehicle

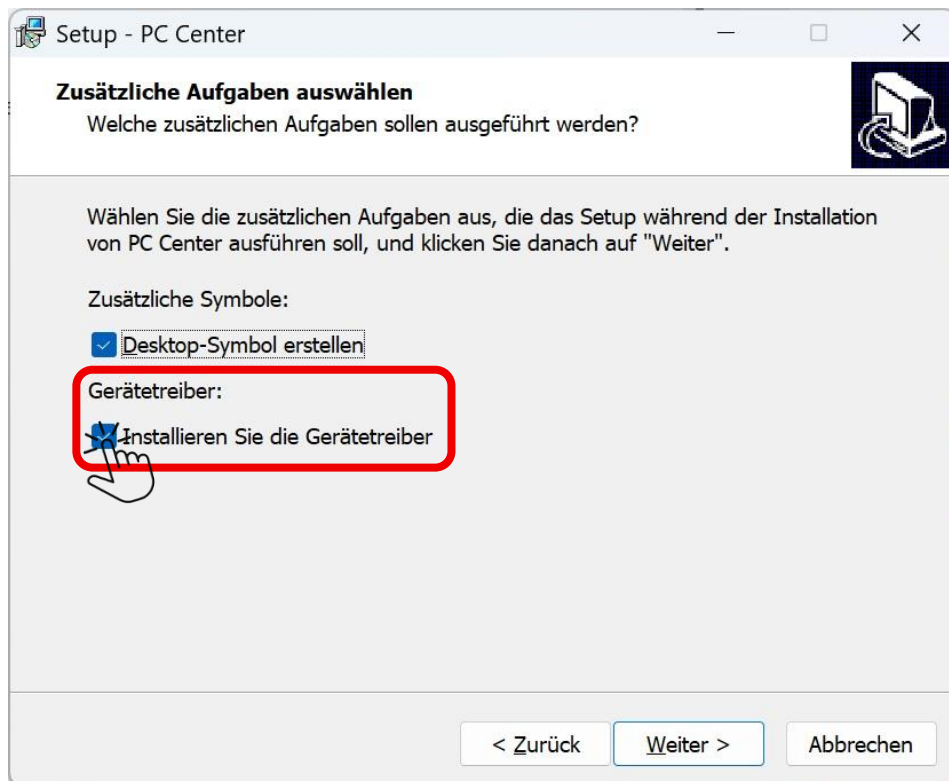
- GlobeGuard OBD device is plugged into the OBD connector of the vehicle to be serviced remotely (driver)
- GlobeGuard OBD device is connected to a functional internet network (e.g. via mobile hotspot from smartphone, WiFi, ...)
- The "**Remote Maintenance**" service is purchased, valid and active

2.3.1.2 On the Windows PC, notebook, or tablet of the remote maintainer (workshop, service, ...)

- Windows PC, notebook or tablet is connected to a functional Internet network (e.g. via mobile hotspot from smartphone, WiFi, LAN, ...)
- PC Center ([DiagCenter](#)) is installed on the Windows PC, notebook or tablet and is functionalThe PC Center ([DiagCenter](#)) can be downloaded free of charge from the following link and installed as often as desired on several devices: <https://globeguard.ch/download/368/?tmstv=1754669735>
- Settings "**Configuration of Remote Maintenance Mode Diagnostic Software of the Remote Waiter**" are executed correctly.



When installing the PC Center, it is essential to select the option "**Install device driver**" and restart the device after installation!



3

2.3.2 Test Connection

Click the "Test connection" button to test

5

the connection via remote maintenance.

If the connection is successful, the Maintenance configuration is successfully completed.

In PC Center, launch the **Starter** app to



run the diagnostic tool. The diagnostic work on the vehicle can now begin.

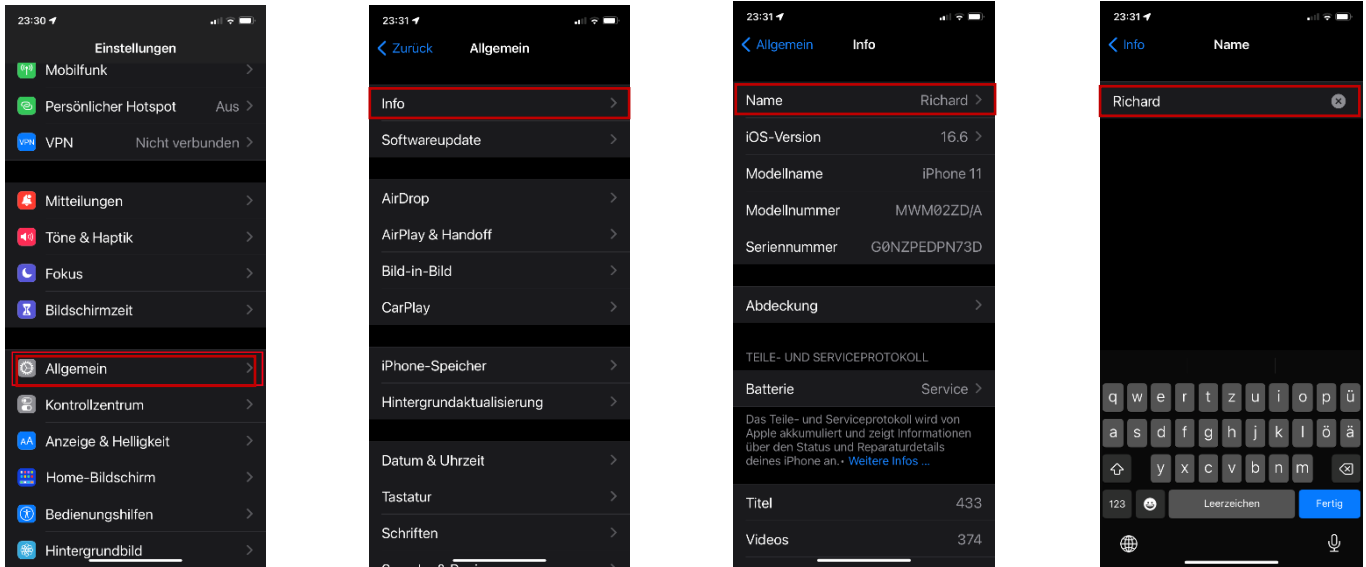
Appendix A: How to Check or Change iPhone Name

Configure A1 Hotspot on iPhone

A1.1 Checking iPhone Name

The iPhone name is also the SSID of the Personal Hotspot. Like the hotspot password, this must not contain any special characters or spaces. If this is still the case, the iPhone name can be changed as follows:

Settings -> General -> Info -> "Name" (change or overwrite name)

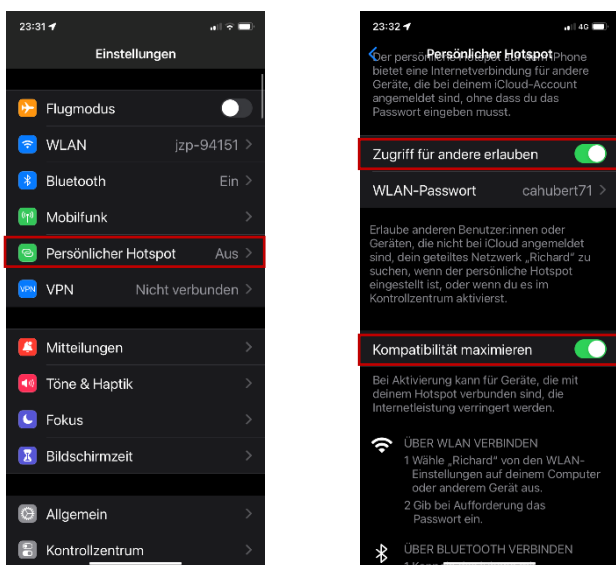


Set A2 iPhone Hotspot to 2.4GHz

A2.1 Check if the 2.4 GHz hotspot band is configured

The GlobeGuard OBD interface uses the 2.4 GHz WiFi band. iPhones of the new generation have the 5 GHz hotspot band preset by default. Therefore, make sure that the 2.4 GHz hotspot band is set in your iPhone. To do this, proceed as follows:

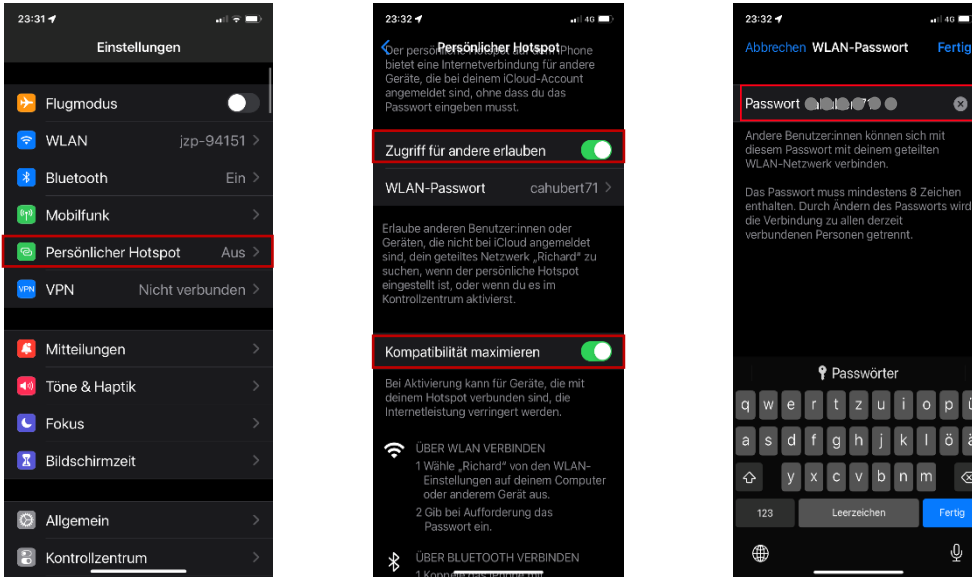
Settings -> Personal Hotspot -> Turn on "Maximize Compatibility"



A2.2 Verify that the hotspot password does not contain any special characters or spaces

The GlobeGuard OBD interface requires that the iPhone hotspot password does not contain any special characters or spaces. This can be checked or changed as follows:

Settings -> Personal Hotspot -> "Wi-Fi Password" (Change or Overwrite Password)



Additional information

Technical support

If you have any technical issues with your product, need more information or advice, please visit www.globeguard.ch first (in German and English).

If you do not find the information you are looking for here, please contact your dealer or our technical support or.

End User/Owner