

SCANIA

Issue 2010:01 **en**

Scania Multi

Parts

User guide



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Introduction

Scania Multi is an aid to quickly and effectively find the right parts for a vehicle or an industrial or marine engine.

Searches in Multi are fastest if you can specify which vehicle or industrial and marine engine you wish to work with before starting a search. Information which is not relevant will then be omitted by Multi.

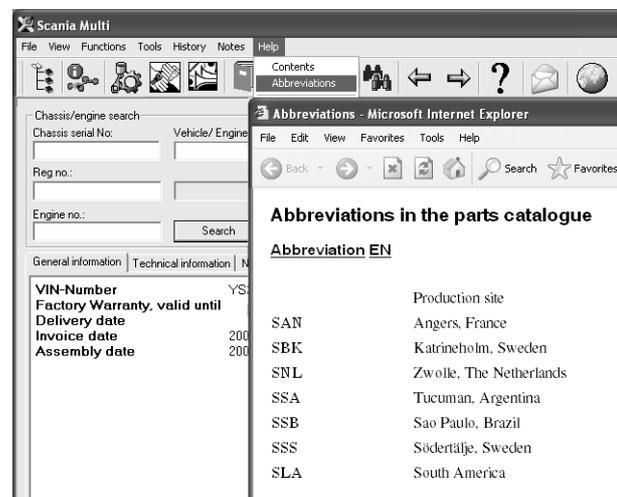
Multi may have a direct connection to the dealer system or can be used as a stand-alone system. This version of Multi incorporates the parts catalogue.

The user is assumed to have a basic knowledge of Windows and also be familiar with the way Scania service literature is structured.

Help in Multi

As a supplement to the User Manual the program incorporates a help file. The help file contains largely the same information as the user manual but provides more detail in some areas. You can find the help file under the question mark in the button bar or in **Help** and **Contents** on the menu bar.

- Select **Abbreviations** in the **Help** menu to display a list of abbreviations in the help file.



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User Guide

The User Guide accompanies the program as a PDF and can be accessed via the Help menu.

The User Guide is opened in and printed from Acrobat Reader.



Send report

General information about the function

If you find a fault or incorrect information in Multi, you can send a report. Click the **Send report** e-mail button on the button bar to open an e-mail message.

Note: In order to use the function, the computer must be connected to the internet and an e-mail sender must have been configured for the computer.



Contents of reports

The following contents are automatically added to the e-mail message:

- Information text about where it is being sent, including a link to SAIL, where the link to FRAS can be found.
- An attachment which consists of an image of the window displayed in Multi at the moment when you clicked on the e-mail button.

If you have configured Multi with a standard address for the recipient, the address is automatically added to the message.

You can edit the message just like a normal e-mail message.

Recipient of the report

The report is sent to the person or function that can pass the fault on to Scania's fault reporting system FRAS.

Configuration

More information on how to configure the function for MAPI and SMTP is found in the Configure Multi section of this guide.

Navigation in Scania Multi

Different features and tools in Multi are described here. They are located in the menu bar and toolbar at the top of the screen when you start Multi.

The names of the different buttons can be seen by moving the mouse pointer over them.

Multi sorts all information according to a component structure, the BTI structure. This has been developed for Scania's aftermarket information and contains twenty main groups with associated subgroups.

The purpose of the BTI structure is to facilitate searching for information in all aftermarket technical information.

More information about the BTI structure and its contents can be found in the help file accessed from the question mark (?) on the menu bar.



- | | | | |
|---|--------------------------------|----|---------------------------|
| 1 | <i>Navigator</i> | 9 | <i>Search</i> |
| 2 | <i>Vehicle/engine data</i> | 10 | <i>Search replacement</i> |
| 3 | <i>Parts</i> | 11 | <i>Back</i> |
| 4 | <i>Service Exchange System</i> | 12 | <i>Next</i> |
| 5 | <i>Accessories</i> | 13 | <i>Help</i> |
| 6 | <i>Selection list</i> | 14 | <i>Send report</i> |
| 7 | <i>Saved selection list</i> | 15 | <i>Links</i> |
| 8 | <i>Add to selection list</i> | | |

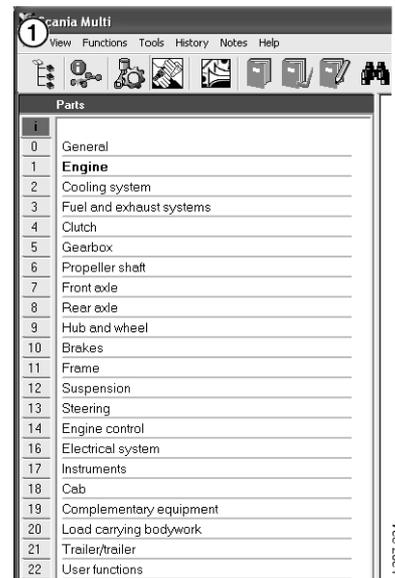
The Navigator

You can access the higher and lower levels of the BTI structure by means of the Navigator, which acts as a file manager. It is automatically displayed when a function which uses the BTI structure has been selected.

Click on a tab or the text of a main group to expand it. The active tab is highlighted in blue.

Note: The **View** menu (1) allows you to choose to view section codes for spares.

The information itself is retrieved when you click on the relevant heading, but not the headings of the subgroups which have no information of their own.



You can change the width of the Navigator by moving the right edge with the cursor and dragging it in.

Note: Information is filtered when you select a tab for one of the main groups. But only the selected main group will be filtered.

In most cases when the navigator is open it takes space from the information that is to be viewed. When you have selected a section: click the **Navigator icon** or press the **F2** key, and it will close and leave room for other information.

You can choose to hide the Navigator automatically after clicking on an information type from the **View** menu. You can choose to always view the small navigator tabs in the same way (only applies to parts).

You can also navigate directly from, for example, engine in a partial specification on a chassis number to engine in the parts catalogue.

Shortcut keys

Information in all editable fields can be reused. This means that you can use the shortcut key to highlight text and/or figures, copy, Ctrl+C, and paste, Ctrl+V, and press Enter, for example, to search.

Context menu

To assist you a context menu is displayed when you right click. The other options available in the context menu vary depending on the position of the mouse pointer and which program version you are using.

7	812519	M8x30	6	Flange screw	b141 708
8	1112819	1-pol	1	Temperature sensor	
9	1373792		1	Seal	
10	802993	4.3x8	1	Washer	
11	807409	M4	1	Hex	

Note
Print...
Preview...
Add to selection list

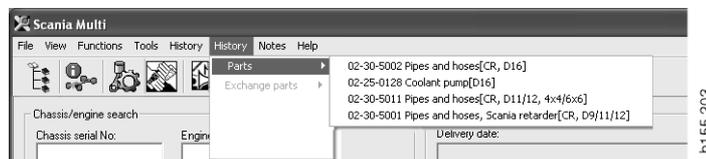
History

History on the menu bar offers a shortcut to previously accessed information.

When you move between different sections in Multi, the program saves the sections used. The last 20 sections used are saved under the relevant function.

Clicking on a section under History will take you straight back to the section again.

The stored history is deleted when you close Multi.

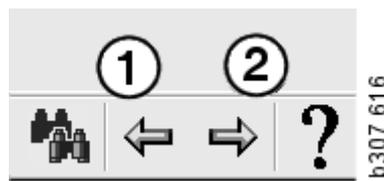


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History buttons

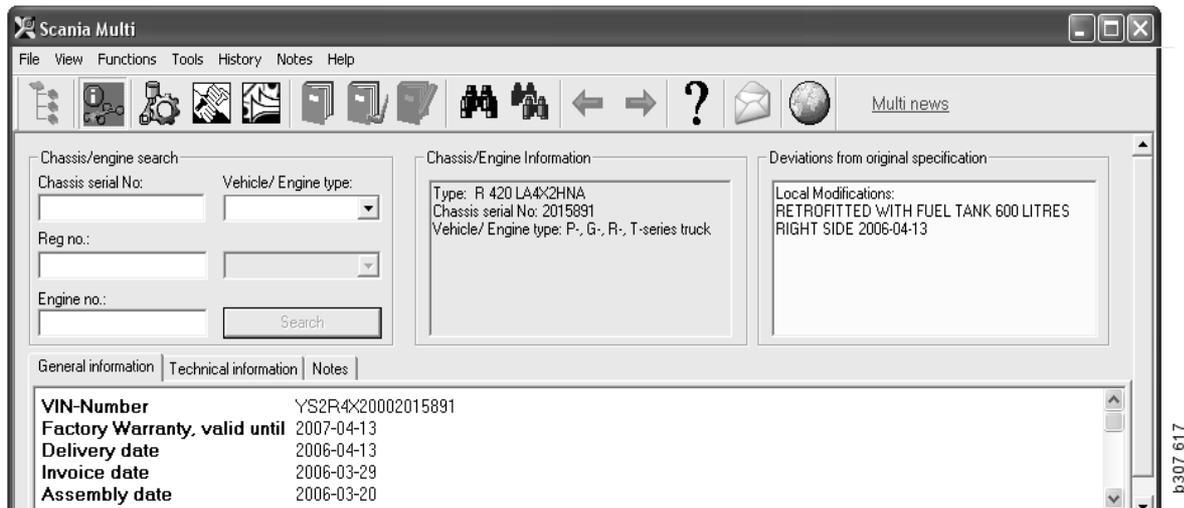
You can use the arrow buttons in the toolbar as an alternative to the **History** list. The left arrow (1) will take you one step back in the history each time you click it. The right arrow (2) will accordingly take you one step forward in the history.

Otherwise, the arrow buttons work in the same way as the History list.



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Vehicle/engine data



Searching by vehicle/engine data

An essential part of Multi is searching by vehicle/engine data. If a vehicle/engine is specified by a chassis or engine number, only information relevant to that particular vehicle/engine is displayed. Other information is filtered out. Use vehicle/engine data to reduce search times and reduce the risk of wrong selections in Multi.

The vehicle/engine data window opens automatically when you start Multi.

Filtering is most efficient and searching is easier if you enter the chassis number, engine number or registration number of the vehicle/engine when starting the search.

You can also specify the directory when you have entered Vehicle/Engine type.

If the number is not available, filtering of vehicle type is possible, for example 3 series bus, but the filtering will not be as efficient.

As a last choice, **All** can be used. The search will be completely unfiltered.

If Multi cannot find the chassis or engine number you entered, it could be that the particular vehicle/engine belongs to a region which has not been installed in the database. For more information refer to Classification of vehicle/engine data.

The vehicle/engine data will be available during a session until you select a different vehicle/engine or exit the program.

The vehicle/engine information in Multi has been taken from the CHIN database and shows vehicles as they were delivered from the factory plus any reported modifications.

The stored specific data covers trucks from the 3 series onwards, buses manufactured from October 1991 onwards and industrial and marine engines from 1996 onwards.

Classification of vehicle/ engine data

The amount of information related to specific vehicles/engines has increased. Because of this there is so much data that it has been divided into regions.

To install vehicle/engine data select which regions you wish to install. More information is available in the Installation instructions

The regions are divided into:

- Africa
- America
- Asia
- Australia and Oceania
- Europe
- Scania Engines

The help file in **Contents** in the **Help** menu contains information on the countries that make up a region. There are no countries in the Scania Engines region but all the industrial and marine engines.

Using the vehicle/engine window

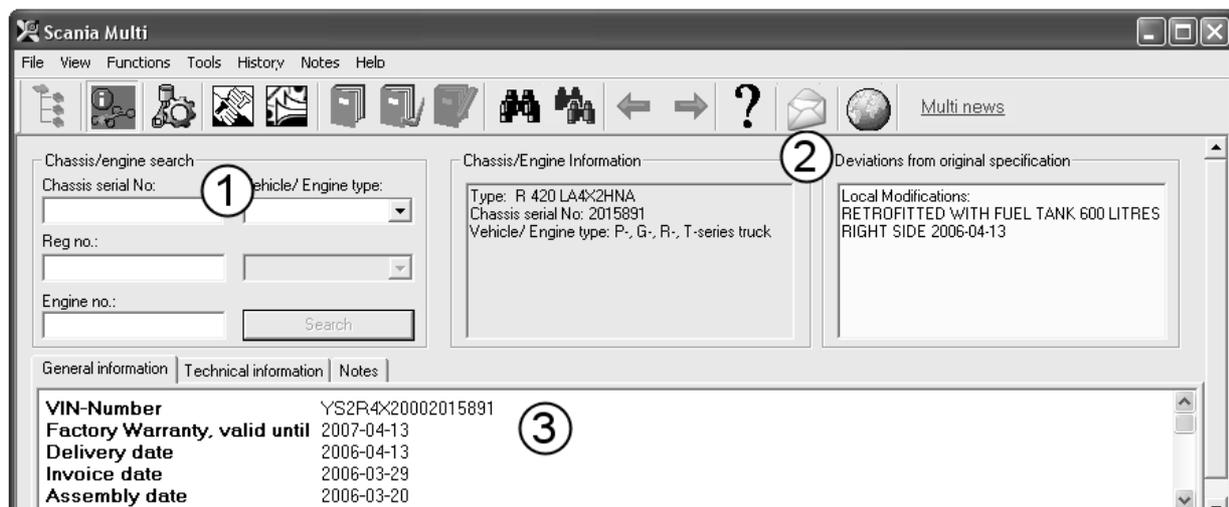
Click on the toolbar button or select the **Chassis/Engine data** command in the **Functions** menu.



Vehicle/engine data can be retrieved in different ways: via chassis number, registration number or engine number.

The chassis window is divided into three main sections:

- 1 **Chassis/engine search (1)**
- 2 **Chassis/engine information (2)**
- 3 **Vehicle/engine data (3).**



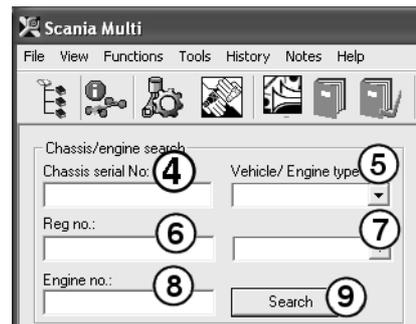
b307 618

Chassis/engine search

- 4 **Chassis serial number (4)**: Enter the chassis serial number.
- 5 **Vehicle/Engine type (5)**: Select type by clicking the arrow and selecting from the list.
- 6 **Registration number (6)**: If you are connected to the dealer system or if registration number data has been entered in the local register, you can enter the registration number of the vehicle and click **Search (9)**.
- 7 If you select Vehicle/Engine type, you can also specify the **folder (7)** for some of the options.
- 8 **Engine number (8)**: Enter the engine number of the vehicle/engine.
- 9 Click **Search (9)** and Multi will search for chassis data in the chassis database.

The information will be shown on the chassis data tabs.

Multi then retrieves the chassis number which is linked to the registration number. Then Multi will search for chassis data. If the chassis is in Multi, the relevant chassis data will be shown. For more information refer to Local chassis register.

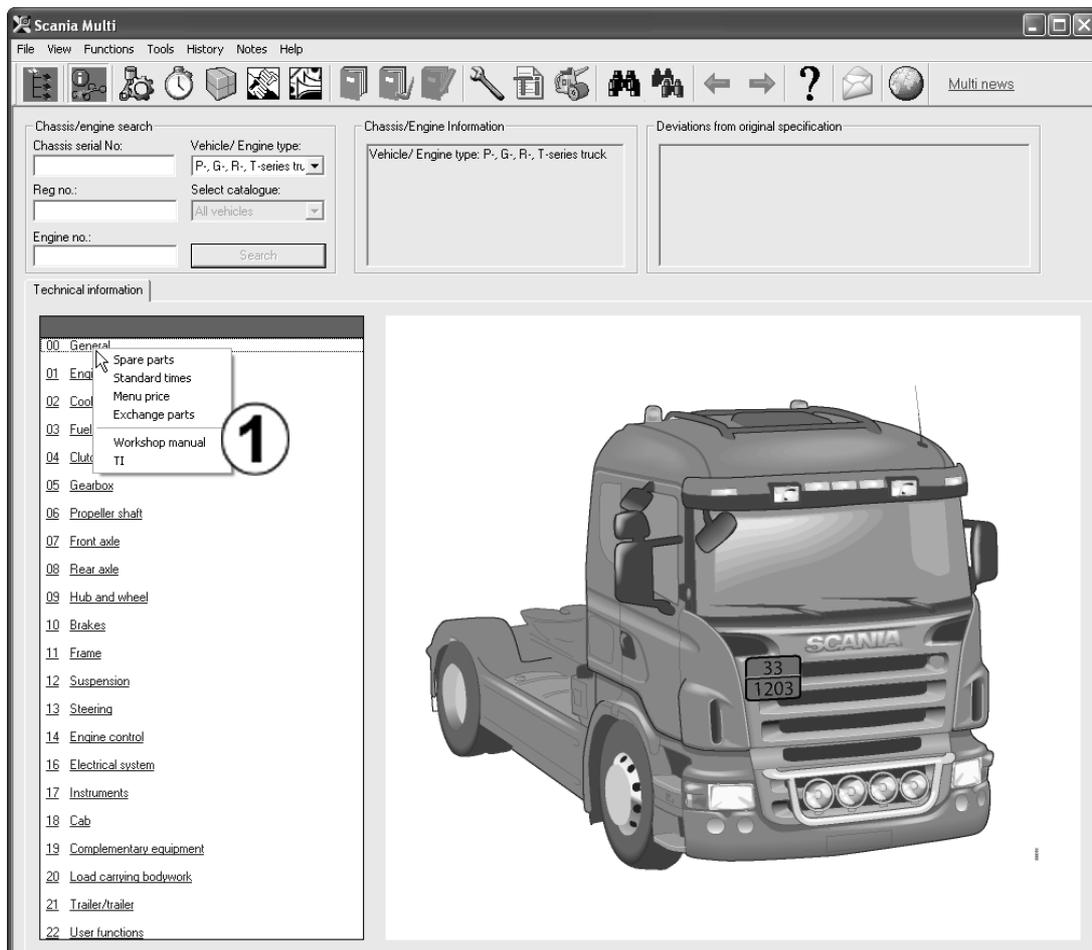


Quick navigation for the Vehicle/ Engine type option

When you search with this option, a window opens with the Navigator and a picture of the vehicle type or engine option concerned.

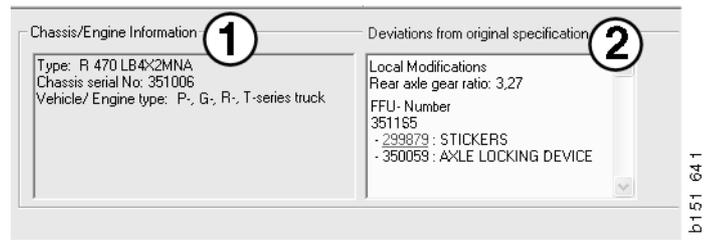
When you click on a section in the Navigator, a quick navigation menu (1) is displayed which takes you to the following information areas:

- Spare parts
- Standard times
- Menu price
- Exchange parts
- Workshop manual
- TI



Vehicle/engine information

- 1 **Chassis/Engine Information:** General information about the vehicle/engine is displayed on the left.
- 2 **Deviations:** The factory's computer system cannot handle deviations from the specification for older vehicles automatically. They are therefore displayed as a text string in the field on the right.



Sometimes an S-order number may be indicated. This number can be used as a reference when contacting the factory about any queries.

The FFU number is also displayed here when the vehicle is fitted with FFU equipment. A ZZC number is also displayed for a bus with customer-specific equipment.

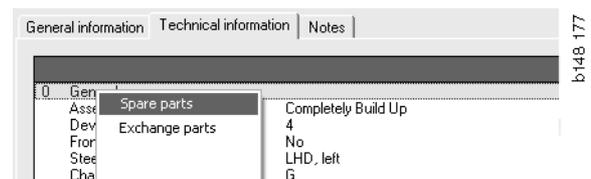
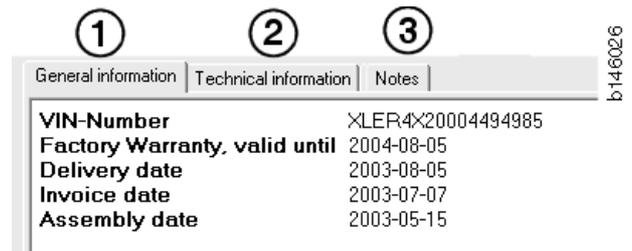
If the figures are displayed as a link, blue underlined figures, a PDF document containing more information is linked to the number. Also applies to ZZC numbers.

Vehicle/engine data field

The vehicle/engine data field changes when you have searched on the chassis or engine number. It is divided into three tabs:

- 1 **General information (1)**: This shows general information on the chassis or engine, e.g. delivery date.
- 2 **Technical information (2)**: The entire chassis specification is shown here. You cannot change this. At main group level you can navigate directly to the different types of information. Click on the main group and select the type of information in the context menu which is displayed.
- 3 **Notes (3)**: Click on the tab, the toolbar button, **Notes** in the context menu or select **Note** in the **Notes** menu to make a note.

A symbol at the top left corner of the window will indicate whether there are any notes for the current item.



Search in Multi

Search part

You can find information on a particular part by using different search terms.

Filtering is carried out by the chassis number or vehicle type entered into the chassis dialogue box. There will be no filtering if you have selected **All**.

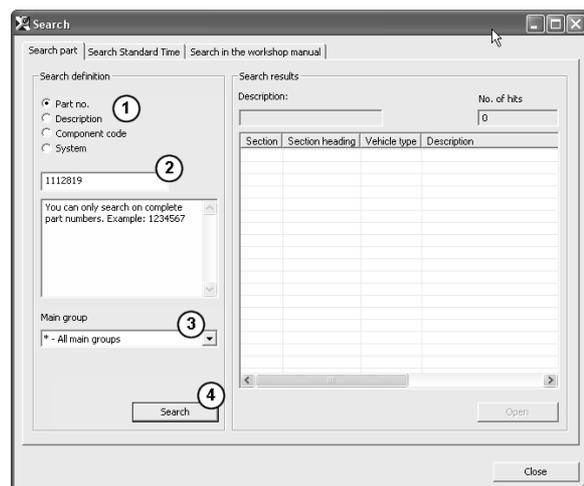
Note: Searching in all main groups, particularly by designation, takes a long time and cannot be interrupted.

Click **Search** on the toolbar or select the command **Search part** from the **Tools** menu.

- 1 Select **Search definition (1)**. You can choose between Part number, Description, Component code or System.

- 2 Enter the **number/designation (2)**.

You can combine an incomplete designation with the * character when performing a search. An asterisk can be used to replace one or more characters of any kind. The conditions that apply to the different search definitions are set out in the description in the text box.



3 Select the **group (3)** you want to search in.

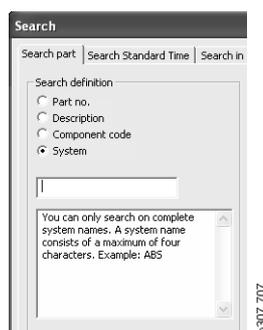
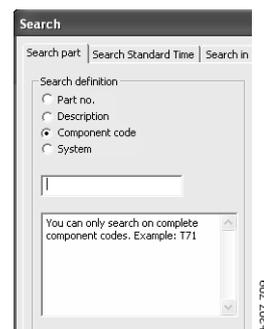
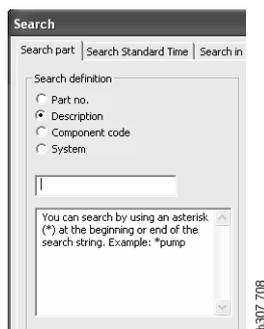
If you do not know which group the part belongs to you can ask Multi to search through all groups.

4 Click **Search (4)**.

The number of sections found containing the required designation is indicated in the **Rows** box on the right.

5 Highlight the section you wish to view and click **Open (5)** or double-click on the section to view it.

If Multi does not find what you are looking for, you will be asked if you would like to continue the search in the replacement list (if it has not been filtered out). If you obtain no hits in a search it may be due to what has been selected in the chassis window. If you selected **All**, the Search replacement dialogue should be displayed.



Search replacement

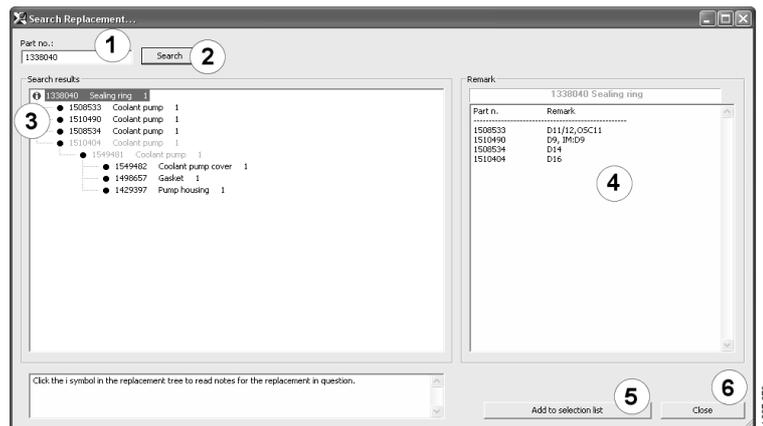
If a part number is shown in italics and greyed out and an icon is shown in the References column, a replacement is available. Click the **double binoculars** icon to display the Search replacement window.



You can also open the window by selecting **Search replacement** in the **Tools** menu or in the Search part dialogue.

A part may be replaced by one or more parts. The replacement may in turn be replaced by one or more new parts.

- 1 Enter the **part number** you are searching for (1).
- 2 Click **Search** (2).
- 3 If there is a note on the part, a symbol is displayed in front of the part (3).
- 4 Click on the symbol to display information about the part in the Notes window (4).



You can change the number of parts:

- 5 Click the current part to highlight it.
- 6 Click **Add to selection list (5)** to add the highlighted part to the selection list.
- 7 Click the selection list icon and highlight the part to be edited. Click **Edit (7)**. A new window opens.
- 8 Change the number of parts and then click **Add to selection list (8)** to update the selection list and the window will close.

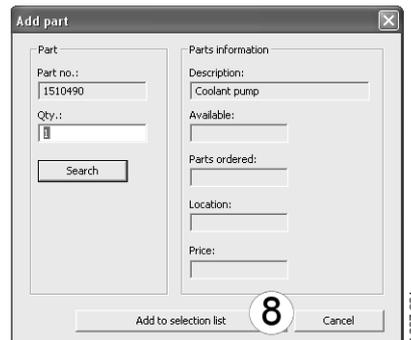
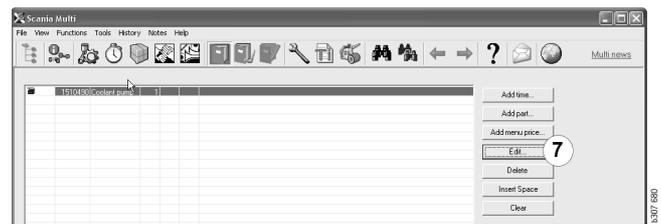


Image processing

Images are displayed in various ways in Multi. Some images are displayed directly in the Multi window and some directly using a viewer. For more information refer to Pictures in the viewer.

There are other images in PDF files which are viewed with Acrobat Reader.

Pos.	References	Part no.	A	Replaced part no.	Description	Additional info.	Note
1		1473254	1		Flywheel housin		
1	1793662	1473257	1		Flywheel housin		
	348380		8		+1 thread insert		
	809277		2		+1 Thread insert	M10x14.2	
2		1423446	2		Cover		
3		1433183	1		Seal		
4		814898	9		Hexagon screw	M12x100	
5		132248	9		Washer	13x20	
6		812543	10		Flange screw	M10x60	
7		812537	6		Flange screw	M10x30	
8		1725682	1	1528942	Cover		
9		1437280	1		+O-ring	144.5x3	
10		812537	2		Flange screw	M10x30	
11		18022	2		Cover		
12		812516	4		Flange screw	M8x20	
13		815147	12		Lock nut	M10	
14		367952	12		Spacer	L=17 mm	
15		800617	12		Stud	M10x70	
16		1515100	1		Timing gear plat		P/R/T 94
17		1530450	3		Stud		
18		803579	2		Pin	16x35	
19		1360986	6		Flange screw	M10x30	
20		1401737	1		Flange screw	M18x80	
21		1401738	1		Washer		
22		1480948	iq		Protective cap	ø17	
23		1480949	iq		Protective cap	ø5	
24		1448894	1		Plug		
25		812516	1		Flange screw	M8x20	
26		1423109	1		Plug		
27		804870	1		O-ring	16.3x2.4	
28		812989	1		Self-tapping scrn	M6x16	

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Pictures in the viewer

The pictures can be manipulated using the buttons in the button bar. These buttons allow you to:

- 1 **Print**. The printout shows the image as it is displayed on the screen.
- 2 **Restore to original**.
- 3 **Magnifier**. See the Magnifier section.
- 4 **Global View**. See the Global View section.



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Zoom in and zoom out

To enlarge the image (zoom in), left-click in the image.

To shrink the image (zoom out), right-click in the image.

Manipulating windows

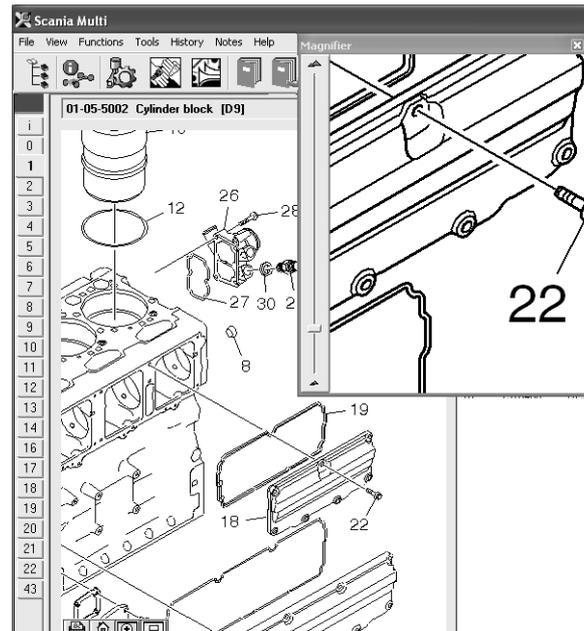
Change the size of window by dragging a corner with the mouse pointer.

Close windows by clicking on the cross in the top right corner.

Magnifier

Click the **Magnifier** button (3). A new window will appear enlarging the area you are pointing at with the mouse pointer in the large window. This will help when trying to trace a cable, for example.

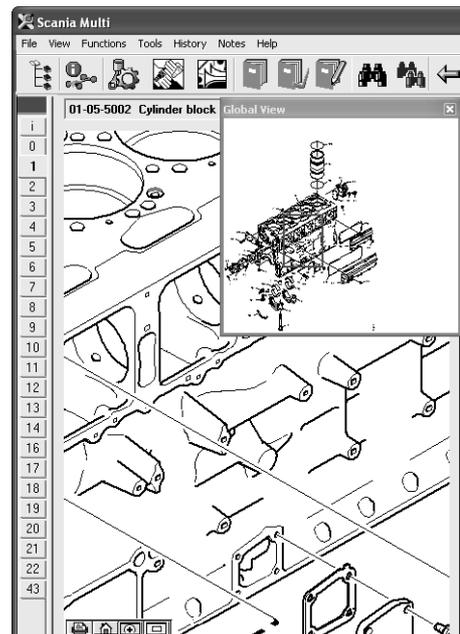
Change the magnification level by using the scale on the left in the magnification window.



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Global View

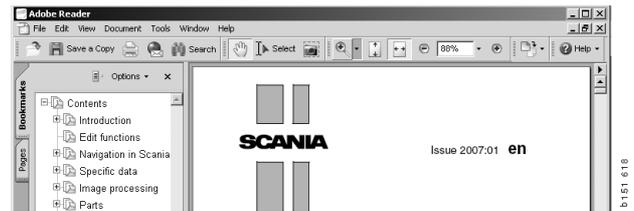
Click the **Global View** button (4). A window will now be displayed with a global view. The area shown in full screen is marked with a red rectangle. Move the red rectangle in the small window to navigate in the large window.



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Pictures in Acrobat Reader

Multi uses Acrobat Reader to display some information. In this program you can zoom into different parts of a picture for a better view. The appearance and location of the buttons may vary depending on the program version.



Adjust the size to the window

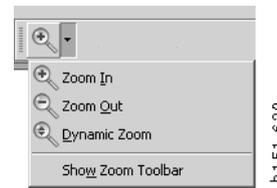
Adjust the size of the document to the window using these buttons. The left button adjusts the height of the document and the right one adjusts the width of the document.



Zoom in and zoom out

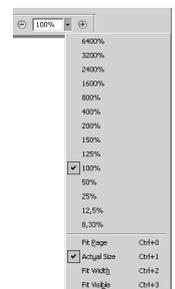
You can choose at what size to view the document.

- Select which tool you wish to use via the arrow button on the right of the zoom-in tool: zoom in, zoom out or dynamic zoom. If you select the alternative at the bottom, these buttons are shown on their own toolbar.



If you select dynamic zoom, the magnification is changed by clicking and dragging up and down in the picture.

- You can also enter the size with the plus and minus buttons. The size is shown in the box between the buttons.
- Select a size from the list that is displayed by clicking on the arrow.



Parts

General information on parts

Click on the toolbar button or select **Parts** in the **Functions** menu.



You can make a selection of parts to be ordered with or without access to vehicle/engine data. However, the search is faster using vehicle/engine data.

Find the required spare parts section using the navigator (see Navigating in Scania Multi). Help is provided in the form of a parts picture for the section you have selected.

When you hide the Navigator, both the parts picture and the parts list can be viewed.

The position, part number and description of the parts is displayed.

- If a dot is shown in front of the part, it is included in the part immediately above which has no dot.
- If a two dots are shown in front of the part, it is included in the part immediately above which has only one dot, etc.

You can obtain a printout of the picture or the picture and the parts list. For more information refer to Print.

Pos.	Part no.	A	Replaced part no.	Description
	1756770	1		Filter housing
1		1		•Housing
2	1756772	1		•Cover
3		2		••Screw
	1486634	1		•Filter
4		1		••Prefilter
5		1		••Filter
6	1516039	1		•Heat shield
7	1447124	4		•Screw
8	812519	3		Flange screw

b148 173

01-05-0739 Flywheel housing, timing gear plate [DC9 19/20/21]

Pos.	References	Part no.	A	Replaced part no.	Description	Additional info...	Note
1		1473254	1		Flywheel housin		
1	⚙️	1793662	1	1473257	Flywheel housin		
		348380	8		•Thread insert		
		809277	2		•Thread insert	M10x14.2	
2		1423446	2		Cover		
3		1433183	1		Seal		
4		814898	9		Hexagon screw M12x100		
5		132248	9		Washer	13x28	
6		812543	10		Flange screw	M10x60	
7		812537	6		Flange screw	M10x30	
8	⚙️	1725982	1	1528942	Cover		
9		1437280	1		•O-ring	144.5x3	
10		812537	2		Flange screw	M10x30	
11		16022	2		Cover		
12		812516	4		Flange screw	M8x20	
13		815147	12		Lock nut	M10	
14		367952	12		Spacer	L=17 mm	
15		800617	12		Stud	M10x70	
16		1515100	1		Timing gear plat		P/R/T 94
17		1530450	3		Stud		
18		803579	2		Pin	16x35	
19		1360986	6		Flange screw	M10x30	
20	⚙️	1401737	1		Flange screw	M18x80	
21	⚙️	1401738	1		Washer		
22		1480948	rq		Protective cap	ø17	
23		1480949	rq		Protective cap	ø5	
24	⚙️	1448894	1		Plug		
25		812516	1		Flange screw	M8x20	
26	⚙️	1429109	1		Plug		
27		804870	1		O-ring	16.3x2.4	
28		812989	1		Self-tapping scr	M6x16	

6307 626

Parts dialogue with Navigator

01-05-0739 Flywheel housing, timing gear plate [DC9 19/20/21]

Pos.	References	Part no.	A	Replaced part no.	Description	Additional info...	Note
1		1473254	1		Flywheel housin		
1	⚙️	1793662	1	1473257	Flywheel housin		
		348380	8		•Thread insert		
		809277	2		•Thread insert	M10x14.2	
2		1423446	2		Cover		
3		1433183	1		Seal		
4		814898	9		Hexagon screw M12x100		
5		132248	9		Washer	13x28	
6		812543	10		Flange screw	M10x60	
7		812537	6		Flange screw	M10x30	
8	⚙️	1725982	1	1528942	Cover		
9		1437280	1		•O-ring	144.5x3	
10		812537	2		Flange screw	M10x30	
11		16022	2		Cover		
12		812516	4		Flange screw	M8x20	
13		815147	12		Lock nut	M10	
14		367952	12		Spacer	L=17 mm	
15		800617	12		Stud	M10x70	
16		1515100	1		Timing gear plat		P/R/T 94
17		1530450	3		Stud		
18		803579	2		Pin	16x35	
19		1360986	6		Flange screw	M10x30	
20	⚙️	1401737	1		Flange screw	M18x80	
21	⚙️	1401738	1		Washer		
22		1480948	rq		Protective cap	ø17	
23		1480949	rq		Protective cap	ø5	
24	⚙️	1448894	1		Plug		
25		812516	1		Flange screw	M8x20	
26	⚙️	1429109	1		Plug		
27		804870	1		O-ring	16.3x2.4	
28		812989	1		Self-tapping scr	M6x16	

6307 627

Parts dialogue without Navigator

Different parts ranges

Multi can display two different ranges. One is applicable to Latin America and one to the rest of the world. You can change the settings for the range to be displayed in Multi Config. You only need to change the settings if Multi is installed in Latin America.

The parts that are not applicable to the range you selected are greyed out. They are not available from central warehouses at factory level. The part may, however, be available at regional or local warehouses.

Parts that are not applicable may be replaced. Their part numbers are then shown with the figures greyed out and in italics. In addition, an icon, binoculars, is shown in the References column.

Updating

The range is constantly being expanded and replacements introduced. In order for Multi to display current information, updates must be applied at regular intervals. Refer to Configure Multi for further information about communication with the dealer system.

Select parts

- To select parts, highlight one or more lines in the section list.

Highlight several lines by holding down the Ctrl key at the same time as clicking on the lines. When you highlight the part in the list, the number for the part in the illustration is highlighted.



- Add the parts to the selection list by clicking **Add to selection list** on the toolbar or select **Add to selection list** in the context menu which is displayed when you right click.

A list is displayed with the parts you selected.

- 1 Indicate the desired quantity by highlighting the line concerned and typing the **quantity (1)** on the keyboard.

Confirm with the **Enter** key.

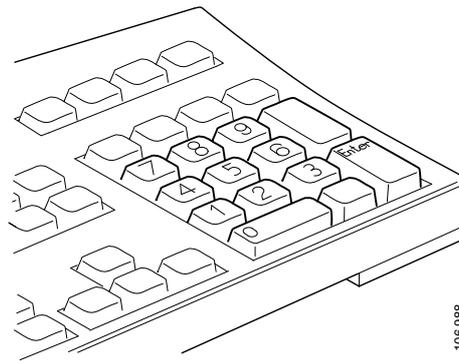
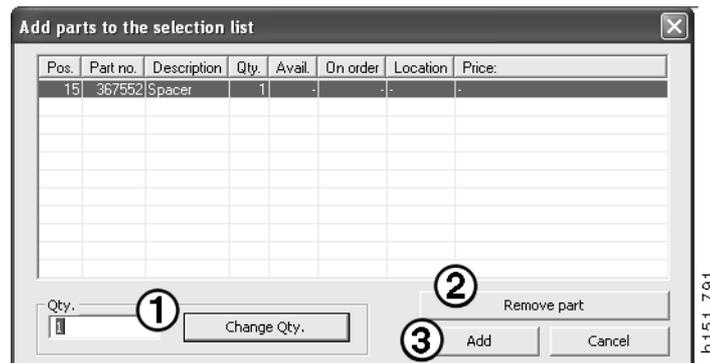
- 2 Highlight any lines you wish to remove and then click **Remove part (2)**.

Tip: In the Add parts to the selection list window, the quantity is set to 1 for all listed parts and the number one is highlighted in the **Quantity** box. Use the numeric keypad to enter the quantity you require and press **Enter** when each line is finished so that the next line is automatically highlighted.

- 3 After the last line **Add (3)** is highlighted. Press **Enter** again to add the parts to the selection list.

When you have picked out all the parts that are needed for a job order, you can print the selection list. For further information see Print.

If Multi is connected to the dealer system you can send the order there. In the window you can see the quantity of parts that the dealer has in stock and where they can be found in the stockroom. You can also see whether the dealer has ordered parts from the central warehouse, On order, and the price of the part.



106 988

b151 791

Select part from illustration

You can also highlight the number of the part you wish to select in the illustration.

- If you hold the mouse pointer over a number in the illustration, the part number and description will be displayed.
- If you click on the number, the part is highlighted in the list on the right of the illustration.
- You can now click on several numbers in the illustration to highlight several parts in the list at the same time.

You can also highlight parts in the list to activate the number in the illustration. To highlight several parts in the list at the same time, you must hold down the Ctrl key while clicking on the lines in the list.

- If you then right-click the context menu is displayed. You can then choose to add parts to the selection list.

In order to deselect one of the parts highlighted in illustration, click on the highlighted number you wish to deselect.

01-05-5100 Flywheel housing, timing gear plate [D9, D11, D12]

Series no.:
EN-6338166 SSS

Pos.	R...	Part no.	A	Repla...	Description	Additio...	Note
1		1473254	1	1539491	Flywheel housing		
		1448857	1		Flywheel housing		repl
		1776276	1		Flywheel housing		
2		1423446	2		Cover		
3		1433183	1		Seal		
4		814898	9		Hexagon screw	M12x100	
5		132248	9		Washer	13x28	
6		812543	12		Flange screw	M10x60	
7		812547	1		Flange screw	M10x80	
8		812537	6		Flange screw	M10x30	
9		1725582	1	1528942	Cover		
10		1437280	1		O-ring	144.5x3	
11		812537	2		Flange screw	M10x30	
12		16022	2		Cover		
13		812516	4		Flange screw	M8x20	
14		1515100	1		Timing gear plate		D9, D11, DC12
15		1515102	1		Timing gear plate		D112
16		1530450	3		Stud		
17		809579	2		Pin	16x35	
18		1360986	6		Flange screw	M10x30	
19		1401737	1		Flange screw	M18x80	
20		1401738	1		Washer		
21		1480948	1		Protective cap	ø17	D9, D12
22		1480949	1		Protective cap	ø5	D9, D12
23		1448894	1		Plug		
24		812516	1		Flange screw	M8x20	
25		1429109	1		Plug		
26		804870	1		O-ring	16.3x2.4	
27		812989	1		Self-tapping screw	M6x16	

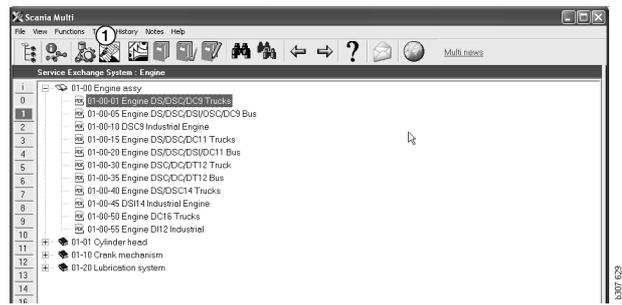
1307 628

Service Exchange System

You can use Multi to obtain information from the Scania Service Exchange System in PDF document form.

- 1 Click **Service Exchange System (1)** in the menu to display all available information for each group.

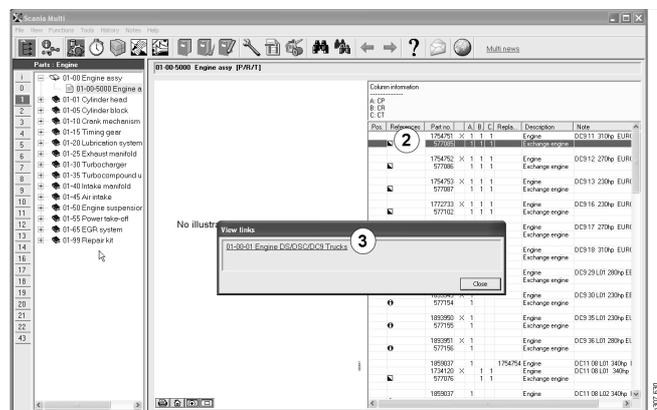
Click the section you wish to view to open the document in Acrobat Reader.



- 2 If a section is linked to it, the text **See Scania Service Exchange System (2)** is displayed as a link.

Click the link to display the section concerned.

- 3 Click the link in the **View links** window (3) to open the document in Acrobat Reader.



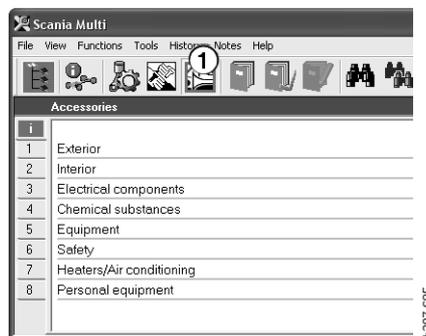
Accessories

If you want to know which accessories for vehicles and drivers are available, click the **Accessories (1)** button on the button bar. The button only operates for the vehicle types for which accessories are available.

When you click on a group of accessories, a window opens with information about the accessories that are available. This information consists of a product description and part number for ordering.

Accessories are grouped differently from other information in Multi.

The information is shown in the form of PDF files.



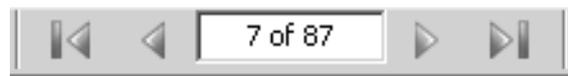
Information in Acrobat Reader

Some information in Multi is displayed in Acrobat Reader. It starts automatically, for example when you click on an information link.

Scroll

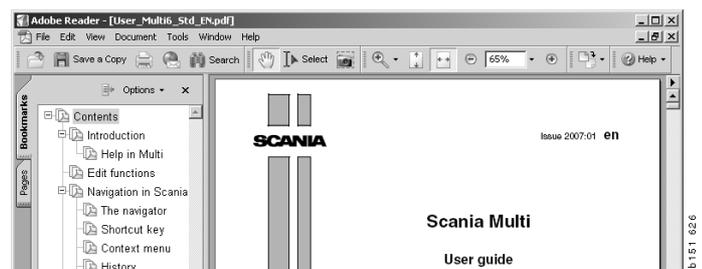
Scroll through the document by using the arrow buttons. Click to scroll forwards or backwards. Use the outermost buttons to scroll directly to the first or last page of the document.

Use the round arrow buttons on the right to scroll forwards or backwards in the history.



You can also scroll using the **Scroll forwards (Page down)** and **Scroll backwards (Page up)** keys on the keyboard.

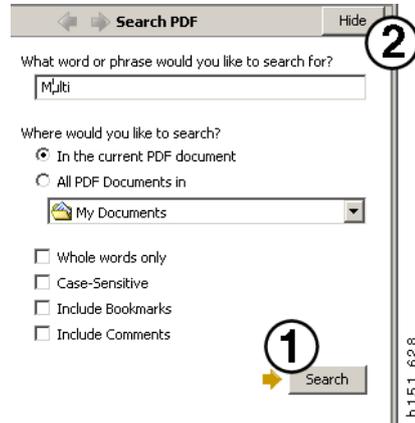
In service booklets with bookmarks you can move between the different chapters by clicking on the different headings.



Search text

When a document is open in Acrobat Reader, you can do a search in the text. Click **Search** on the toolbar.

- 1 Enter the word you are looking for in the field and click **Search** (1).
- 2 To hide the search box, click **Hide** (2).



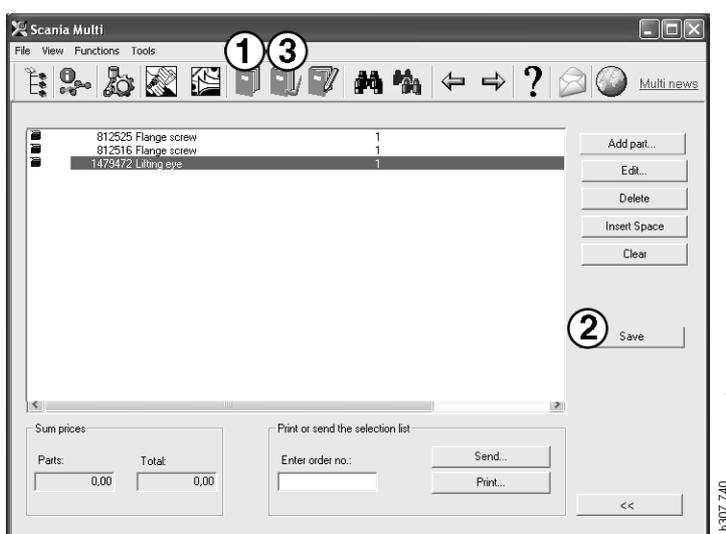
Selection list

The parts you have selected from different sections remain in the Selection list. You can save selection lists for 100 vehicles/engines.



- 1 You can view the selection list by clicking **Selection list (1)** or by selecting the **Selection list** command under **Functions** in the toolbar.
- 2 Save your selection lists with **Save (2)**.
- 3 To see the selection lists you have already saved, click **Saved selection lists (3)** on the toolbar.

Note: Use the buttons on the right or the context menu which is displayed when you right click to manage the selection lists.



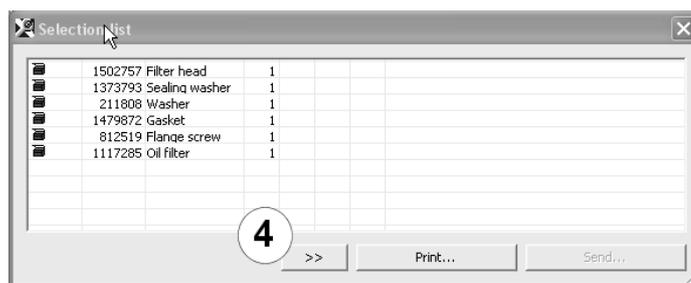
Overview list

You can have an overview list from the selection list open while you are working, for example, with the parts catalogue. You can then see which parts are in your selection list all the time.

Click the << button at the bottom right of the selection list window. The overview list is then displayed.

The size of the overview list window can be changed by dragging the lower right corner of the window.

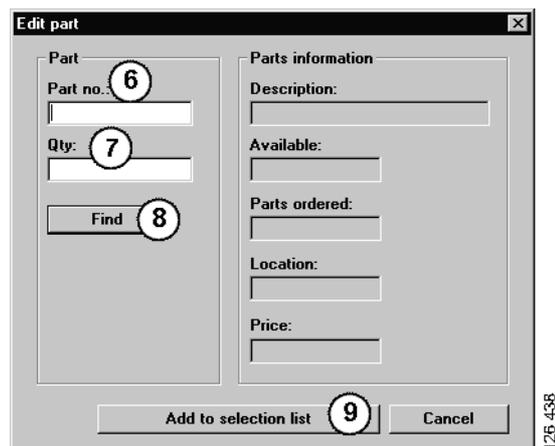
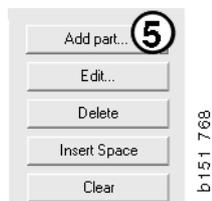
- 4 Click the >> button (4) in the overview list to return to the selection list. You can deal with the parts as normal there (refer to Selection list).



Add

Parts

- 5 If you know the number of the part you wish to add, click **Add part...(5)**.
- 6 Enter the **Part No (6)**.
- 7 Enter the **Quantity (7)**.
- 8 Click **Search (8)** to display the description. If Multi is connected to the dealer system, the availability, location and price will also be displayed.
- 9 To select the part, click **Add to selection list (9)**.

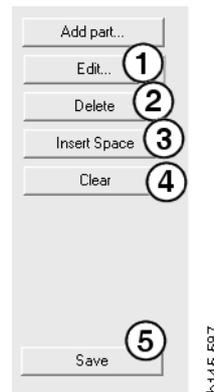


Edit

- 1 To change the quantity, highlight the part and click **Edit (1)**. Enter the new quantity and click **Add to selection list**.

Delete

- 2 Delete selected parts from the selection list by highlighting them in the list and clicking **Delete (2)**.



Add a blank line

- 3 To add a blank line, click **Insert space (3)**. The line will be added after the current line.

Move lines by left clicking and holding the line, dragging the line where you want it and releasing the button.

Clear

- 4 To clear the entire selection list, click **Clear (4)**.

Save

- 5 Save the selection list with **Save (5)** when you have finished.

Saved selection lists

When you click **Saved selection lists**, a list of the saved selection lists is displayed. The selection lists are chassis number dependent.

- 1 To see the contents of a selection list, highlight it and click **View list (1)**. Or you can double click on the selection list you want to open.

Selection lists that you save will be left even when you clear Multi or change the specific number of your search.

- 2 To delete selection lists that have been saved, highlight the line with the selection list you want to delete and click **Delete (2)**.



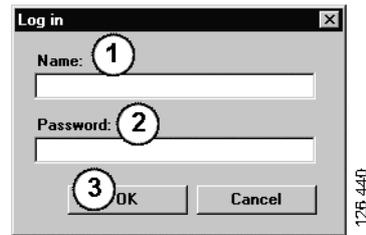
Send order

To send the contents of the selection list to the dealer system, enter the order number previously obtained from the dealer system and click the **Send** button.

If you installed Multi with a password for communication with the dealer system, a dialogue will now appear where you must enter the password.

- 1 Enter your **Name** (1).
- 2 Enter the **Password** (2).
- 3 Click **OK** (3) to send the order.

Note: This is only possible if Multi is connected to the dealer system. If it is not, the Send button is greyed out and cannot be activated.



Notes

In the Navigator

You can enter your own notes in the Navigator at all levels from subgroup and below. The notes are saved in the local database on the hard drive. You can copy them via a floppy disk, USB memory stick or server to the hard drives of other Multi users. For more information refer to Export and Import.

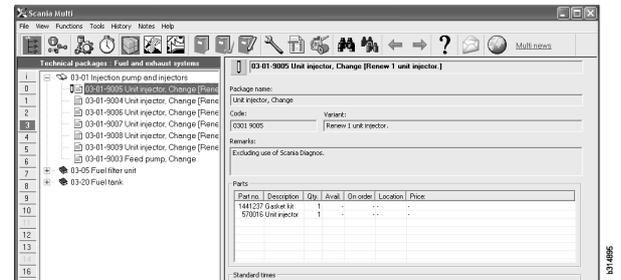
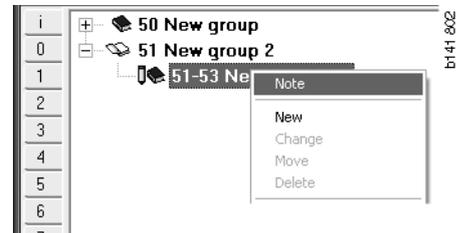
To generate a new note or to open one created previously:

- Select **Note** in the **Notes** menu.

You can also select **Note** in the context menu which is displayed when you right click.

Notes can be added to all types of information. A pen shown in the Navigator indicates that there is a note for the section (see upper illustration).

The same pen is also used as a symbol in the sections Standard times and Menu pricing (see lower illustration). Click on the symbol to display the notes.



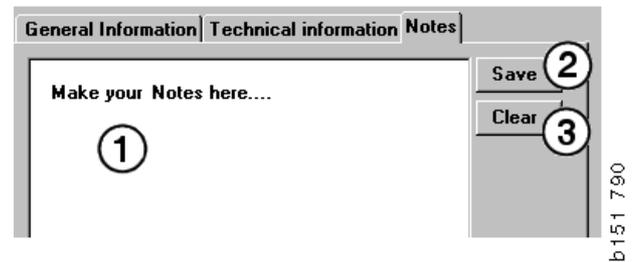
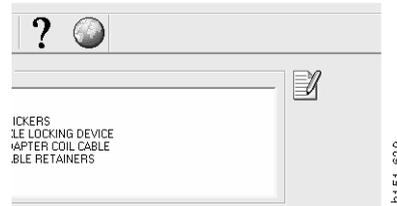
In the vehicle/engine window

You can write a note in the Vehicle/Engine window when you have entered a chassis or engine number. Notes are specific to a specific vehicle/engine. A symbol in the vehicle/engine search box at the top left corner of the window will indicate if there are any notes for a vehicle/engine.

- Click on the button in the toolbar or the Notes tab.

You can also select **Note** in the **Notes** menu or select **Note** in the context menu which is displayed when you right click.

- 1 Enter the note directly on the white field (1) of the tab.
- 2 Click **Save** (2) to save the note.
- 3 Click **Clear** (3) to delete it.



Print

Preview

If you select **Preview** in the **File** menu or **Preview** in the context menu, Multi will create a PDF file which is displayed on the screen. You can, for example, save or print the PDF file or attach it to an e-mail.

Parts

In general, if printing of parts is requested from main group level, the information for all lower-level sections will be printed. If printing is requested from section level, only the open section will be printed.

- Click **Print** in the **File** menu.

You can choose between printing a complete parts list with picture or the picture alone.

Selection list

It may be a good idea to print the Selection list as an addition to invoices to make it easier for customers to understand what they are being billed for. The list can also be printed in the language which is most appropriate for the customer.

Click **Print** or select **Print** in the **File** menu.

- 1 Enter the **Name** (1).
- 2 Enter the **Order No** (2).
- 3 Enter any **Remarks** (3).
- 4 You can also select the **Language** (4) to be used in the list.
- 5 Choose whether the orientation should be portrait or landscape (5).
- 6 Click **Print** (6).

The screenshot shows a 'Print Information' dialog box with the following fields and controls:

- Name:** A text input field with a circled '1' next to it.
- Order no.:** A text input field with a circled '2' next to it.
- Remarks:** A large text area with a circled '3' next to it.
- Language:** A dropdown menu currently showing 'English' with a circled '4' next to it.
- Orientation:** A section with two radio buttons: 'Portrait' and 'Landscape'. The 'Landscape' option is selected and has a circled '5' next to it.
- Buttons:** 'Continue' and 'Cancel' buttons at the bottom right. The 'Continue' button has a circled '6' next to it.

On the right side of the dialog box, there is a vertical text string: b1 511 829

Connection to dealer system

A workshop utilises Multi to its best advantage when the system is connected to the local dealer system. You can connect via an interface, API (Application Program Interface). Information from the customer and parts registers can be used by Multi and Multi can send information to the dealer system.

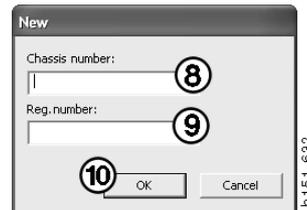
The most efficient way of using Multi is to start with a given vehicle/engine specification. You can use this to filter out information which does not apply to that particular vehicle/engine. The key to obtaining a specification is the chassis or engine number. These numbers may sometimes be difficult to obtain as the customer quite simply does not know them.

In Multi you can therefore obtain the specification from the registration number. This is sent to the dealer register via the API. The register responds with the chassis number obtained from the customer register. This depends on the information being present in the local system.

Refer to Configure Multi for further information about communication with the dealer system.

Add new chassis

- Click **New registration (2)**, see illustration on previous page.
- Enter its **Chassis number (8)**.
- Enter its **Registration number (9)**
- Click **OK (10)**.



The chassis is now registered in your local register.

Note: Check that the chassis or registration number you wish to add is not already listed in the register.

Delete chassis

- Highlight the chassis number you want to delete in the list.
- Click **Delete (3)**.

The dialogue box displays the chassis you highlighted in the list.

- Click **Yes** to confirm.

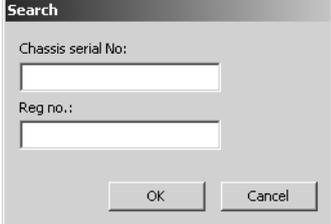
Selection

If your register is very extensive it may be difficult to find what you are looking for in it. You can use Selection to filter the chassis out of the list.

- Click **View all chassis (1)**, see illustration on previous page.
- Specify the first digits of the chassis number and/or the first digits/letters of the registration number.

You can also enter the chassis number and registration number.

- Click **OK** and the program will filter out the chassis that do not match your criteria.



The image shows a 'Search' dialog box with two input fields: 'Chassis serial No:' and 'Reg no.:'. Below the fields are 'OK' and 'Cancel' buttons. A vertical text 'b1151 827' is on the right side of the dialog.

Save

You can save your register as a text file in order to print it. You can make a selection to save a limited number of chassis.

- Click **Save.. (6)**, see illustration on first page of this section.
- Select the folder you want to save your file in and enter a name.
- Click **Save** to finish.

Export and import

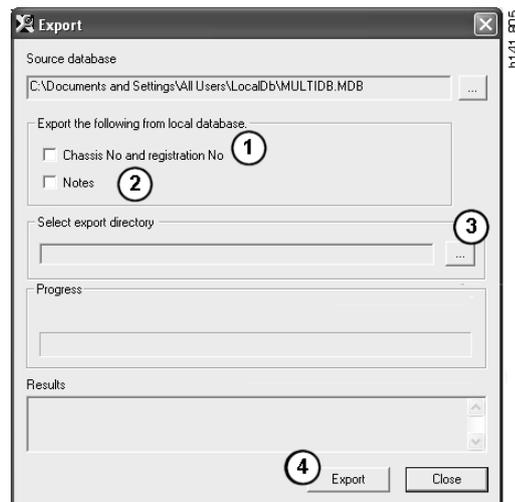
You can export the local database by copying it to a floppy disk, USB memory stick or to a server on a network. Then you can import the database to other Multi computers.

Export

Click **Export** in the **File** menu. In the Export dialogue you can then select those parts of the database you want to copy.

You can choose:

- 1 **Chassis number and registration number (1).**
- 2 **Notes (2)**
- 3 Which directory to export the database to (3).
- 4 Click **Export (4)** when you have made your selection.



Import

Click **Import** in the **File** menu.

In the Import dialogue, first select where on the hard drive the database is to be saved. Multi suggests C:\Multi\ldbexp.dat.

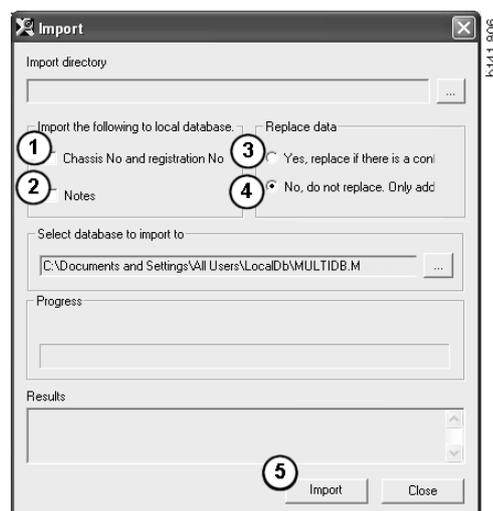
Indicate, by clicking in the boxes, which parts of the database you want to import. Only those parts of the database represented in the export file are displayed in the dialogue.

You can choose:

- 1 **Chassis number and registration number (1).**
- 2 **Notes (2)**
- 3 Whether you wish to overwrite, **replace, (3)** the old database
- 4 Or whether it should be **added (4).**

If you replace the old database, the entire contents of those parts of the database you selected for updating will be deleted.

- 5 Click **Import (5)** when you have made your selection.



Configure Multi

General

Multi saves information on settings such as language options, database directories and communication settings in the file Multi.ini. This is located in the Multi directory, usually C:\Program files\Multi. When you have installed Multi, the settings can be changed in Multi Config, which was installed at the same time as Multi. Here you can change the settings you chose during installation without having to reinstall Multi.

All options are displayed in Multi Config regardless of whether you installed Multi Parts, Multi Service or Multi. But you can only choose the options which are applicable to the version of Multi you installed.

Note: Close Multi before starting Multi Config, otherwise you cannot make any changes.

Paths to Multidata

When you have started Multi Config, the paths to Multidata and Local databases are displayed. The path to Multi.ini is displayed at the top. Settings in Multi.ini are changed via Multi Config.

- 1 To use an ini file other than the one suggested, click **Select (1)** and look for the ini file you want to use.

The type of database to be used is preselected: Access or SQL server.

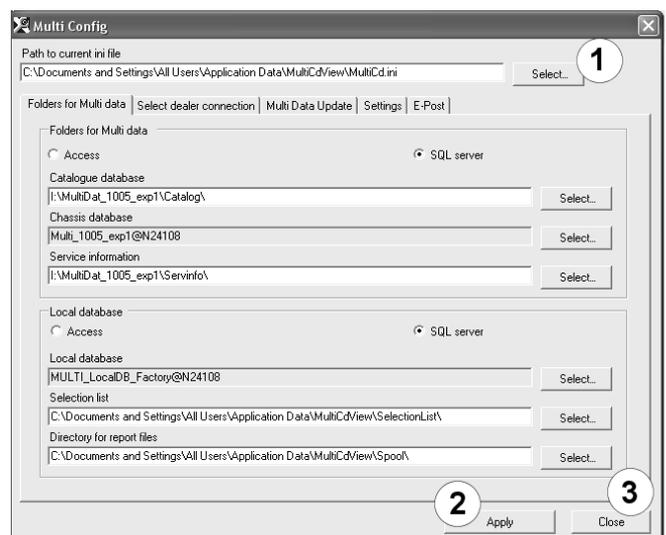
Multi handles two types of data: Catalogue, Chassis, Service data and Local data. Multi uses four different folders to find data: **Catalogue database**, **Chassis database**, **Service information** and **Local database**.

Note: The Service information folder is not available in Multi Parts.

By changing the paths to these folders, Multi can retrieve data from different places, such as from the hard drive or a network server.

Click **Select** for the path you wish to change. Then find the path you wish to use and click **OK**.

- 2 Click **Apply (2)** when you have made the changes.
- 3 Click **Close (3)** to close Multi Config.



Connection to dealer system

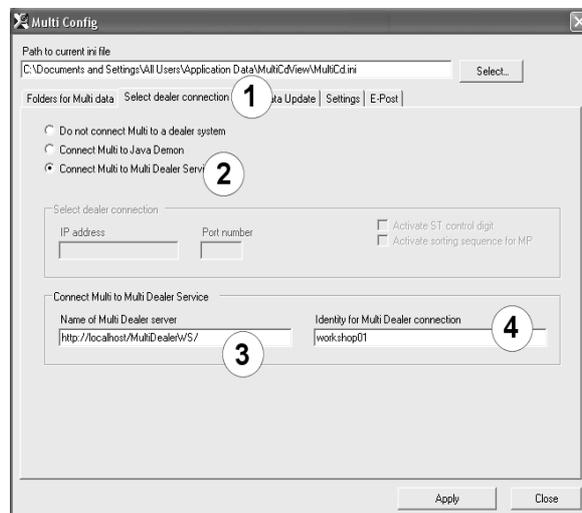
IMPORTANT! If your dealer system was connected in an earlier version of Multi, you must also enter the settings for this version of Multi.

- 1 Select the tab **Select dealer connection (1)** to enter the settings to be used to communicate with the dealer system.
- 2 In order to connect to the dealer system, tick the box **Connect Multi to Multi Dealer Service (2)**.

In order to connect to the Multi Dealer Server, contact the person responsible for Multi at Scania.

- 3 Enter the name of the dealer system server **(3)** and the name of the connection **(4)**. The data in the figure is an example.

It is extremely important that you enter the right server name and right connection name. Contact the network manager if you are not sure which data should be used for the dealer system in question.



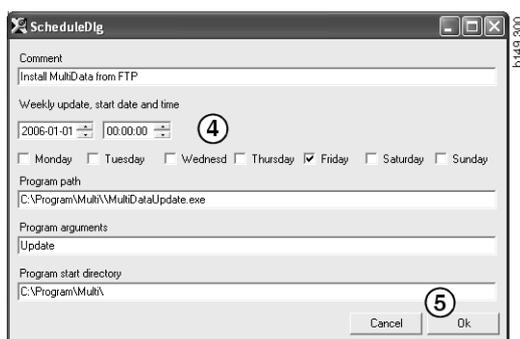
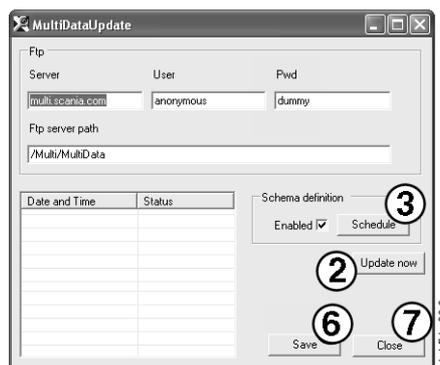
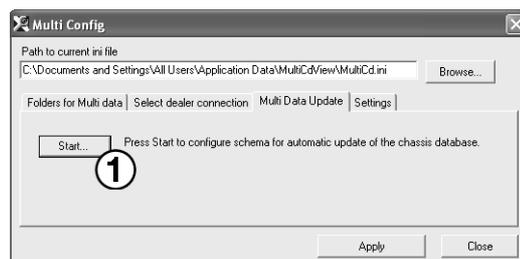
Updating

Here you can adjust the settings for updating both the chassis database and information relating to the range and replacements. You can perform immediate updates and subsequent scheduled updates.

- 1 Click **Start** (1).

Note: In order to perform an update, the computer on which Multi is installed must have an Internet connection and it must always be turned on.

- 2 Click **Update now** (2) to retrieve the latest information immediately.
- 3 If you wish to schedule updates, proceed as follows: Tick the box marked **Enabled** and click the **Schedule** button (3).
- 4 Enter the date, time and day of the week (4) that you wish the updates to be carried out.
- 5 Click **OK** (5) to close the window.
- 6 Click **Save** (6) to save your settings.
- 7 Click **Close** (7) to exit the update option.



Settings

Select the Settings tab to enter:

- 1 The **Language (1)** Multi should display and use to retrieve the correct data from the database. The language setting does not affect Local DB.

The workshop manual is only available in the language which was installed from the DVD.

- 2 **Standard times setting (2)**. Choose whether to use Standard times or PU/TU. Multi Edit is required for this.

If you select PU/TU, a field with TU and PU is displayed instead of standard times in the different dialogues relating to Standard times, Menu prices and Selection list.

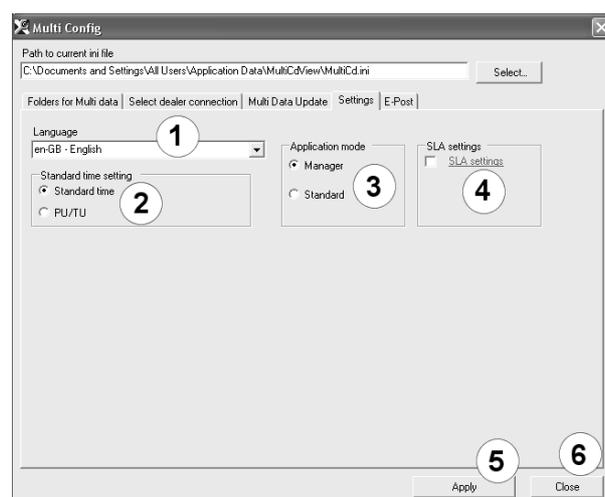
Enter a value for PU in Multi Edit.

- 3 **Application mode (3)**. You select whether Multi should be used in Manager or Standard mode. This only applies when you have installed Multi Standard and Edit.
- 4 **SLA settings (4)**. If you tick the box, Multi displays the spare parts range that is available on the Latin American market. Click on SLA settings to display a PDF document with more information.

Note: The Standard time setting does not apply to Multi Parts and Multi Service.

Multi saves local information in a local database which can be read by all Multi users. But you must select Multi Edit, which is intended for a small number of Multi users, mainly at importer level.

- 5 Click **Apply (5)** to activate the options and settings you have selected.
- 6 Click **Close (6)** to close Multi Config.

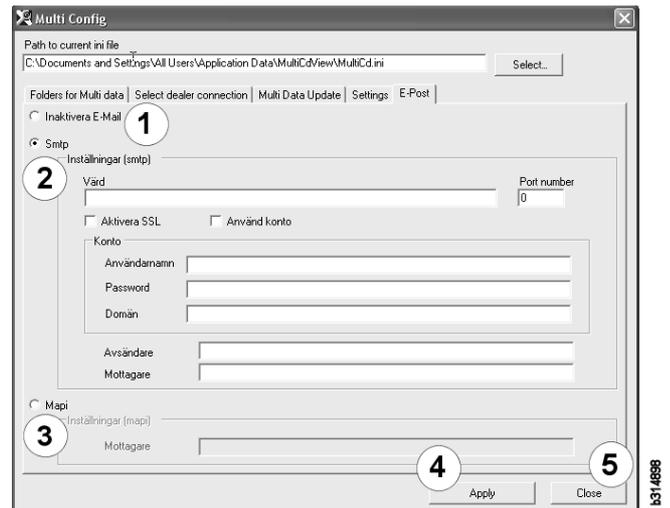


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E-mail address

Details required for the e-mail function are entered here.

- 1 If the e-mail function should be deactivated, click at **1**.
- 2 If you use SMTP e-mail protocol, click at **2**. You must then enter a number of system details along with the address to which e-mail messages should be sent.
- 3 If you use MAPI e-mail protocol, click at **3** and enter the address to which e-mail messages should be sent.
- 4 Click **Apply (4)** to activate the options and settings you have selected.
- 5 Click **Close (5)** to close Multi Config.

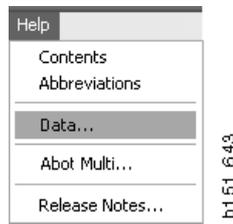


Troubleshooting

If you encounter problems with the program when using Multi, data is provided about the program. The data is needed when troubleshooting Multi.

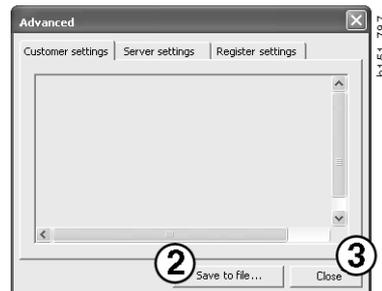
- 1 Select **Data..** (1) in the **Help** menu.

Click the **Advanced** button at the bottom left of the window that is displayed.



The following applies to all tabs:

- 2 Click **Save to file..** (2) to save the information as a text file. You can then print the file or attach it to an e-mail message.
- 3 Click **Close** (3) to exit.



Information about your computer settings is displayed under the Customer settings tab.



Information about your computer's settings with other servers is displayed under the Server settings tab.



Information about your computer's different registry settings is displayed under the Register settings tab.

