Getac

Getac Diagnostic Assistant
USER GUIDE

Version: R03
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Introduction

Getac Diagnostic Assistant is one-click health check software for end users to exam Getac device's key components condition (Windows 10).

You can also update the latest BIOS, EC, utility & drivers though this utility.

NOTE: Your Company IT department might manage BIOS setting or drivers, please contact them before installing.

Getac Diagnostic Assistant also provides service suggestion when detected issues.

User can share diagnostic report to Getac before applying service request. Service center will pre-allocated parts and engineers for you.

Get Started

Download

Getac Diagnostic Assistant is available on Getac website, and we will keep updating this software.
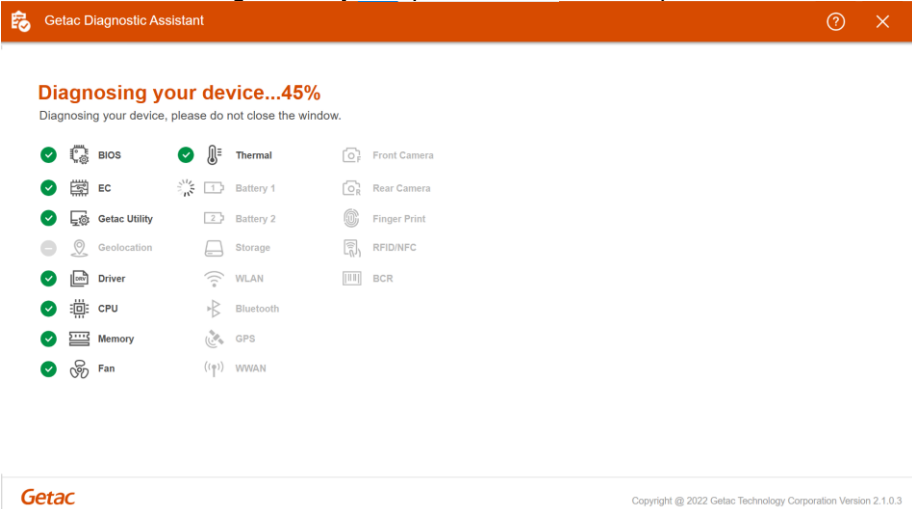
https://www.getac.com/intl/help-support/getac-diagnostic-assistant/

A. Download and unzip file, double click on

Getac DiagnosticAssistant.exe to launch software

Utility will automatically show the version of BIOS, EC, Getac Utility, OS information, Geolocation and Operation.
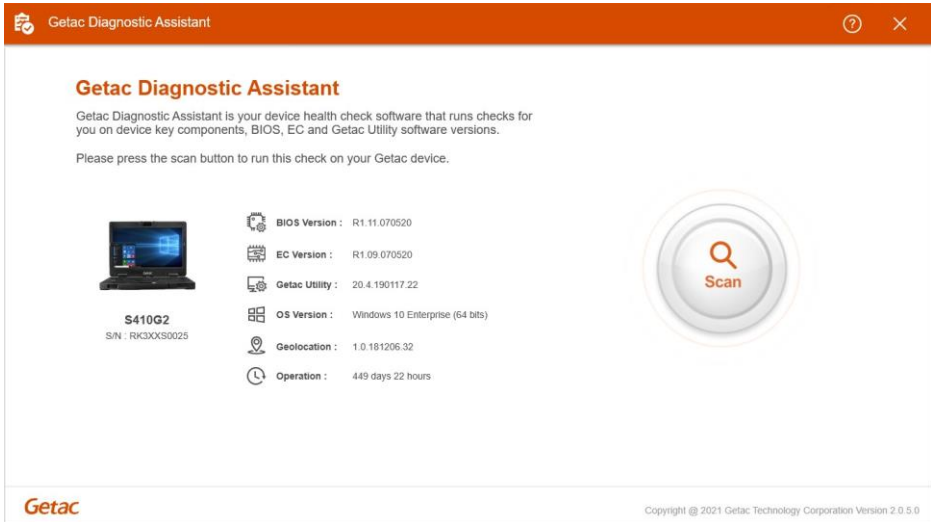
Click "Scan" to diagnose key components status and updates.

B. **Please check for any warning and message.**

There is some information, in the right side window.
Such as your device condition, battery health, and temperature.
Whether the BIOS, EC BIOS and drivers need to be updated.

Kindly contact your local dealer if your battery is not in good condition or need to get extra storage space.

C. **You can scan it again while press "Scan again" button.**

For other hardware issues, please apply service request via
https://www.getac.com/, click top menu "Help & Support".

or https://support.getac.com/

System Requirements

Getac Diagnostic Assistant only works on Getac device with Windows 10 or above.

Available Model:
A140G1~G2

B300G6~G7

B360

EX80

F110G3~G6

K120G1~G2

RX10G1~G2

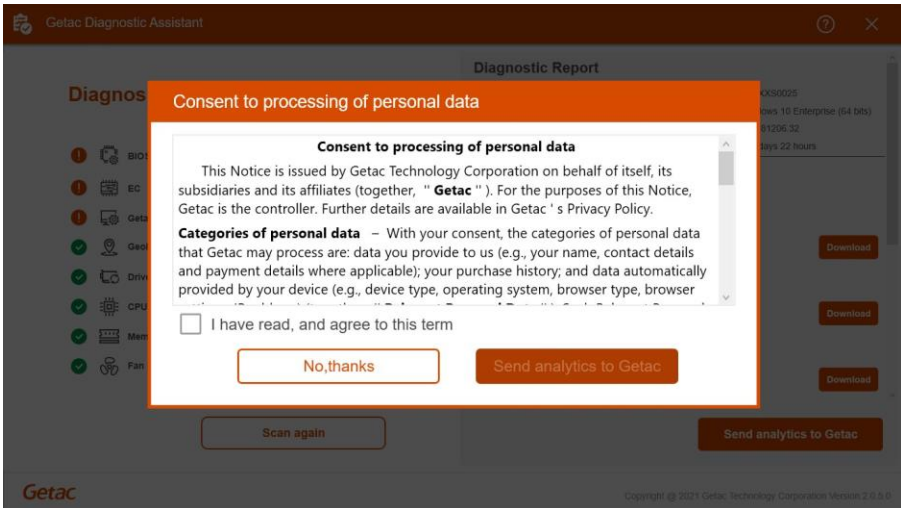S410G1~G4

T800G2

UX10G1~G2

V110G3~G6

X500G2~G3

X600

Upload Diagnostic Report

It is recommended sharing diagnostic report with Getac to expedite service workflow when applying service request.

Contact Getac

If you have any questions please contact us via email:
GetacSupport_Global@getac.com

Or visit our web site

https://www.getac.com