

## How to Reconnect Your Image Folder

Your Checkmate images may be stored in a mapped network drive. This drive can become disconnected. In this case, your images will not be able to be transferred from Partmate or accessed in Checkmate. In this case, you must “wake up” the mapped drive and/or reconnect it.

### ***Waking up an External Device***

Windows may “snooze” an external device (such as your image drive) after a period of inactivity. If that has occurred, you can instantly “wake” your image drive with either of 2 methods:

1. Click this link: <http://file:///P:/> or
2. Press the Windows key, type “p:” and press **Enter**.

If “waking” the external device does not reconnect your image drive, reconnect it following the steps below.

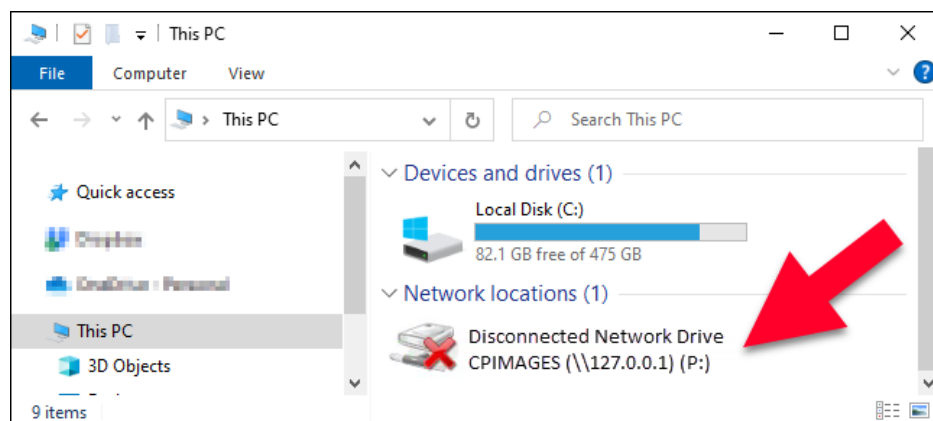
### ***Reconnecting Your Image Folder***

Follow these steps to determine if your drive is disconnected, and to reconnect it if necessary:

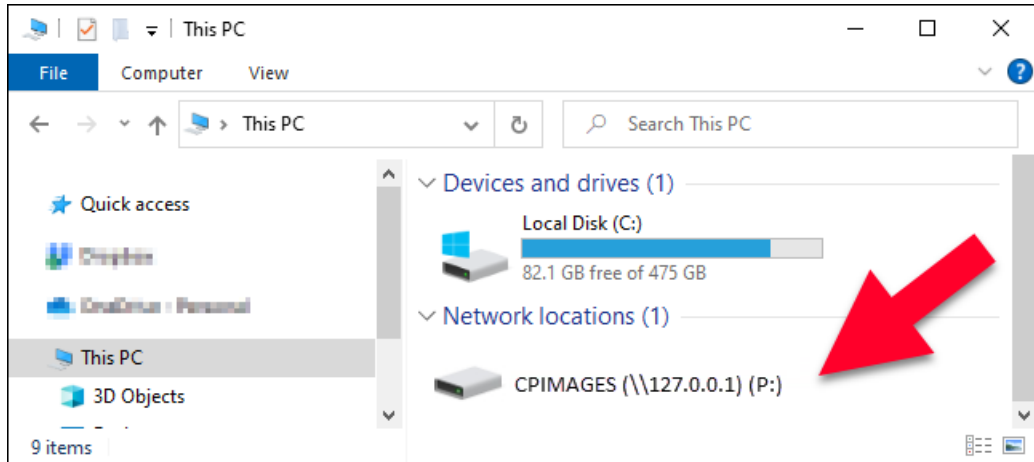
1. Open Windows Explorer. Depending on your operating system, you can open Windows Explorer with one of the following methods:
  - a. Double-click **My Computer** on your desktop
  - b. Double-click **Computer** on your desktop
  - c. Double-click **This PC** on your desktop
  - d. Click the folder icon on your taskbar at the bottom of the screen



2. Windows Explorer opens, and displays the drives in your system. Locate the **CPIMAGES (xxx.x.x) (P:)** drive. If there is a red X on the drive icon, this indicates that this drive is disconnected and must be reconnected. Continue with the next step.



3. Double-click on the **CPIMAGES** drive icon. The computer will attempt to automatically reconnect the mapped drive.
4. If you are prompted for a username and password, contact your Checkmate support rep. Click to select **Remember my credentials**, then click **OK**.
5. Windows Explorer opens the **CPIMAGES** drive folder, and you can see all of the files within it.
6. The **CPIMAGES** drive icon no longer has the red X, indicating that it is now connected.



# Getting Help

For more information about this product, including access to online training videos and documentation, visit [Products.Car-Part.com](http://Products.Car-Part.com) for our recycler resources.

Car-Part.com takes customer service seriously. We have a variety of support options available to help you if you have questions about our products or if you need help for any reason. Your questions are very important to us and we want your experience to be a positive one. Please contact us with any questions or concerns using any of the following methods.

## Phone Support

If you have a question not covered in this guide, Car-Part.com offers phone support. Please call 859-344-1925 with your questions.

## Online Support using Car-Part Messaging (iCPM)

Support technicians are available online using Car-Part Messaging (iCPM) support rooms. These technicians are available LIVE to help answer any questions you may have.

The support rooms are staffed Monday–Friday, 8:00AM–6:00 PM Eastern Time.

To enter an iCPM support room:

1. Double-click the **iCPM** icon on your desktop.



2. **Car-Part Messaging** opens.
3. Double-click the name of the **Support Room** from your bookmark list.
4. Type **HELP** and a brief explanation of your issue. A Car-Part.com support technician will answer and help with your issue.

## Training

If you have ongoing training needs, Car-Part.com has a team of product training specialists to help you learn how to use our products quickly. If you are interested in product training, please call our training department at 859-344-1925 and a trainer in your area will call to schedule training.

## Comments

We welcome your comments and suggestions concerning the content and organization of this guide as well as the accuracy and the usability of the instructions it contains. Email us at [documentation@car-part.com](mailto:documentation@car-part.com). We're listening!

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**This edition obsoletes all previous editions.**