XENTRY Diagnosis Kit 3
User Guide

Daimler AG, GSP/OR

Valid from 03/2018

Mercedes-Benz

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1. New Features in XENTRY Diagnosis Kit 3

Simplified operating concept

The new diagnostic equipment concept consists as usual of two components, the XENTRY Diagnosis Pad and XENTRY Diagnosis VCI. The main new feature compared to XENTRY Kit 2 is that the diagnosis software and **all its applications have been moved onto the XENTRY Diagnosis Pad**. Remote connection via XENTRY Control is thus eliminated. XENTRY Diagnosis VCI comes in a considerably smaller and sturdy design. It now only acts as an interface to the vehicle with no PC core.

Easy IT integration

The connection between XENTRY Diagnosis Pad and VCI is independent of the workshop infrastructure. Only XENTRY Diagnosis Pad is integrated. Connection between XENTRY Diagnosis Pad and XENTRY Diagnosis VCI is via a direct WLAN connection. Switching between Service 24h and workshop mode is therefore omitted in the field.

Schematic diagram	Description
Access Point XENTRY Diagnosis Pad XENTRY Diagnosis VCI XENTRY Diagnosis Software	① ▪ XENTRY Diagnosis Pad is integrated into your workshop infrastructure (necessary for online services) ② ▪ Diagnosis software is installed on XENTRY Diagnosis Pad (two partitions available) ▪ No XENTRY Diagnosis VCI release update necessary ③ ▪ Connection between XENTRY Diagnosis Pad and XENTRY Diagnosis VCI is independent of the IT infrastructure ▪ Connection option via WiFi sticks or wired via USB cable ④ ▪ XENTRY Diagnosis VCI (multiplexer) in compact and sturdy design ▪ with no PC core, battery, fan or display ▪ One VCI for all model series with OBD cable and adapter cables for special use cases

Online update

Another new feature is online updating via the "XENTRY Update Service". It provides the option of downloading diagnosis updates via the Internet onto a network storage, the "Retail Data Storage" and from there to XENTRY Diagnosis Pad via the workshop network. "Zero-time update" ensures that diagnosis software updates are transferred and installed on XENTRY Diagnosis Pad in the background. During this time, you can continue to work as usual. As soon as the process is finished, you are notified that you can change to the new version. This changeover takes about 5 minutes, after which you can continue to work with your XENTRY Diagnosis Pad as usual. With "Release management", you have the option of switching between the current diagnosis software update and the predecessor update in a short time.

Besides diagnosis software updates, Regio flash data and Digital Owner's Manuals are also available "on demand" via the Retail Data Storage on XENTRY Diagnosis Pads. Consequently, this omits retrieval and search time for Regio DVDs as well as ordering expenses and delivery times for Digital Owner's Manuals.

Note: The option of offline updating via Blu-ray disc is still available.

New cable adapter concept

The cables for the vehicle diagnosis have also been re-designed. There is now only one OBD cable, plus several adapter cables that can be connected to the OBD cable for special use cases.

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2. Scope of Supply of XENTRY Diagnosis Kit 3

The scope of supply of your XENTRY Diagnosis Kit 3 comprises:
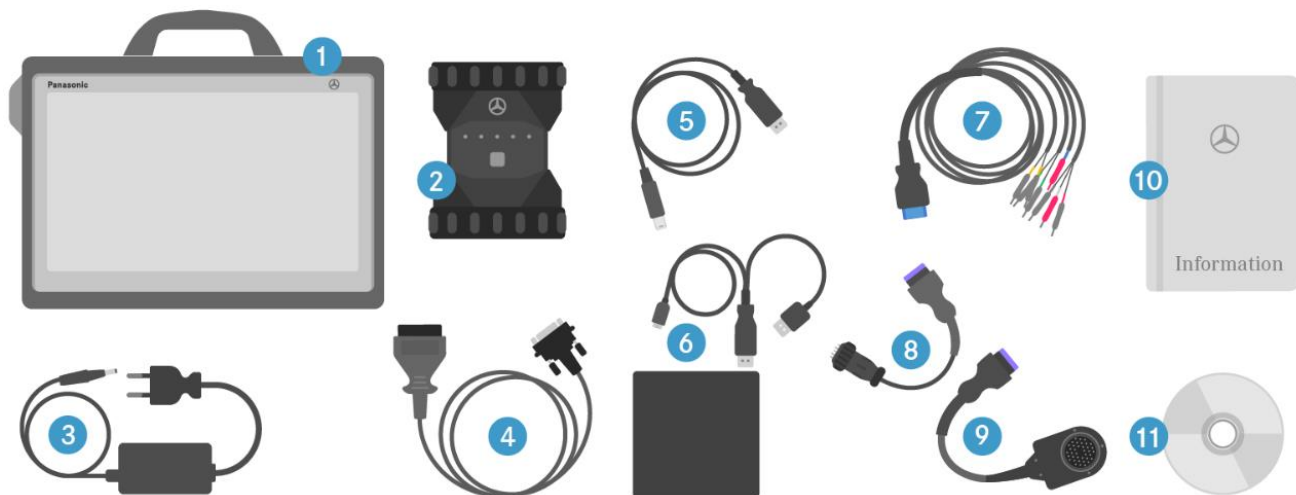
Figure 1: XENTRY Diagnosis Kit 3 scope of supply

1	XENTRY Diagnosis Pad	7	Cable adapter (8-pin)
2	XENTRY Diagnosis VCI	8	Cable adapter (14-pin)
3	Power supply unit incl. power supply plug	9	Cable adapter (38-pin)
4	OBD cable (16-pin)	10	User and safety information
5	USB cable (5 m)	11	Software update Blu-ray disc
6	Blu-ray drive incl. USB Y connecting cable		Optional: XENTRY Measurement Technology HMS 990 USB (64-bit)

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3. Initial Startup and Configuration

For initial startup of the XENTRY Diagnosis device, this must be configured. The "ConfigAssist" tool is automatically launched for this purpose when XENTRY Diagnosis Pad is switched on for the first time.

Figure 2: ConfigAssist icon

Start XENTRY Diagnosis Pad by pressing the button on the front of the device for approx. 5 seconds.

Figure 3: Picture of XENTRY Diagnosis Pad

On first-time use a short video is launched automatically with a brief and concise description of the main XENTRY Diagnosis Kit 3 functions and changes.

Click the "Configure" button.
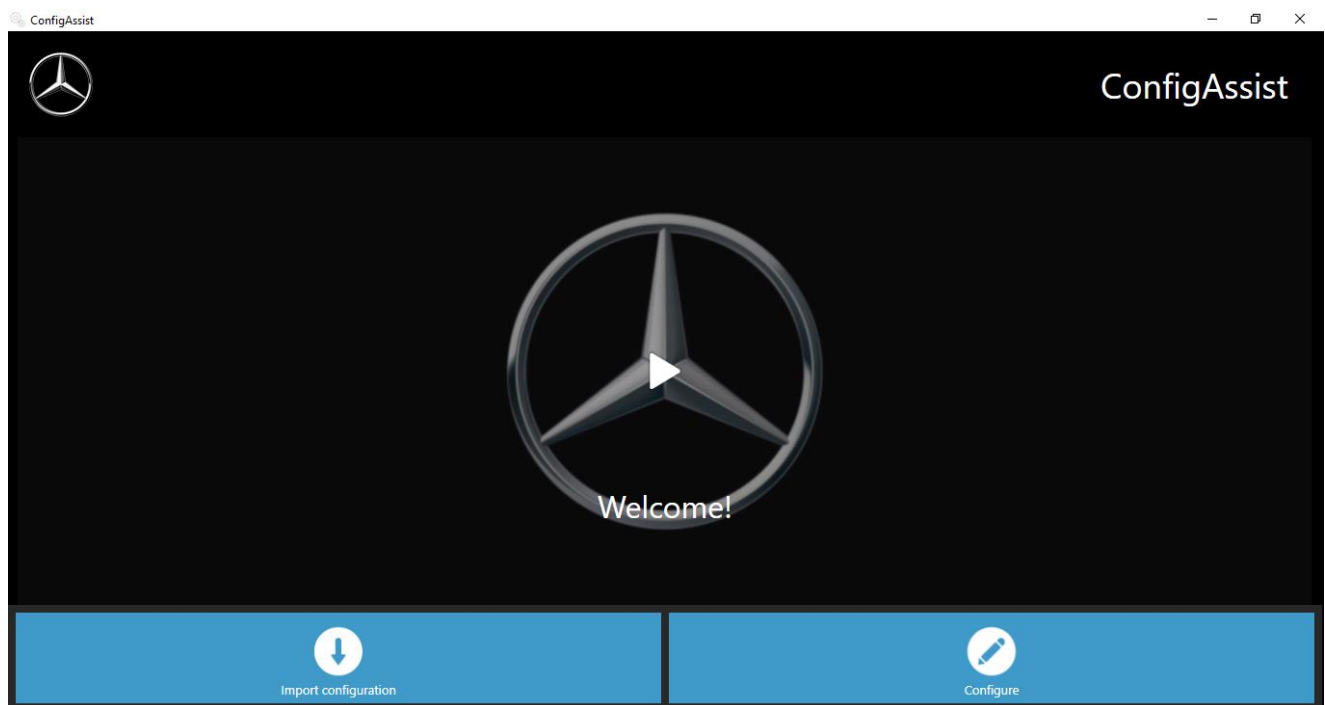
Figure 4: ConfigAssist start screen

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You then receive information on the scope of supply & accessories:

ConfigAssist

Information about scope of supply & accessories

1 XENTRY Diagnosis Pad
2 XENTRY Diagnostics VCI
3 Power supply unit incl. power supply plug
4 OBD cable (16-pin)
5 USB cable (5 m)
6 Blu-Ray drive incl. USB connecting cable
7 Cable adapter (8-pin)
8 Cable adapter (14-pin)
9 Cable adapter (38-pin)
10 User and safety information
11 Software update BD
Optional:
Measurement Technology HMS 990 USB (64 bit)

Available accessories

Figure 5: Information about the scope of supply & accessories

Click "Continue". Information about connections and buttons is displayed.

ConfigAssist

Information about connections & keys

You can find additional information by selecting a described element.

WiFi stick with protective cover
SD/XC card reader
Headphone connection
Microphone connection
USB 3.0
USB 2.0
Left side

Screen-lock | Screen alignment | Virtual keyboard | Application change | Settings | XENTRY Diagnostics | LED indicators | Power

Fan
LAN
USB 2.0
USB 2.0
Power supply plug
Right side

Figure 6: Connections and buttons

You get additional information by clicking on the symbols identified with ⓘ. These are described in more detail in Chapter 5.1.

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Information about new product features is displayed after clicking "Continue".

Figure 7: New product features of the XENTRY Diagnosis Kit 3

Click the icons for more information on the XENTRY Diagnosis Kit 3.

Clicking "Continue" takes you to the network configuration. You can configure the network manually or automatically. For the automatic network configuration, "standard" selection is already preset.

A description of manual network configuration can be found on page 12, and that of automatic network configuration on the following page.

3.1. Automatic Network Configuration

Automatic network configuration is the "standard" setting and is already preset. Select your desired WLAN in the "Available networks" field.
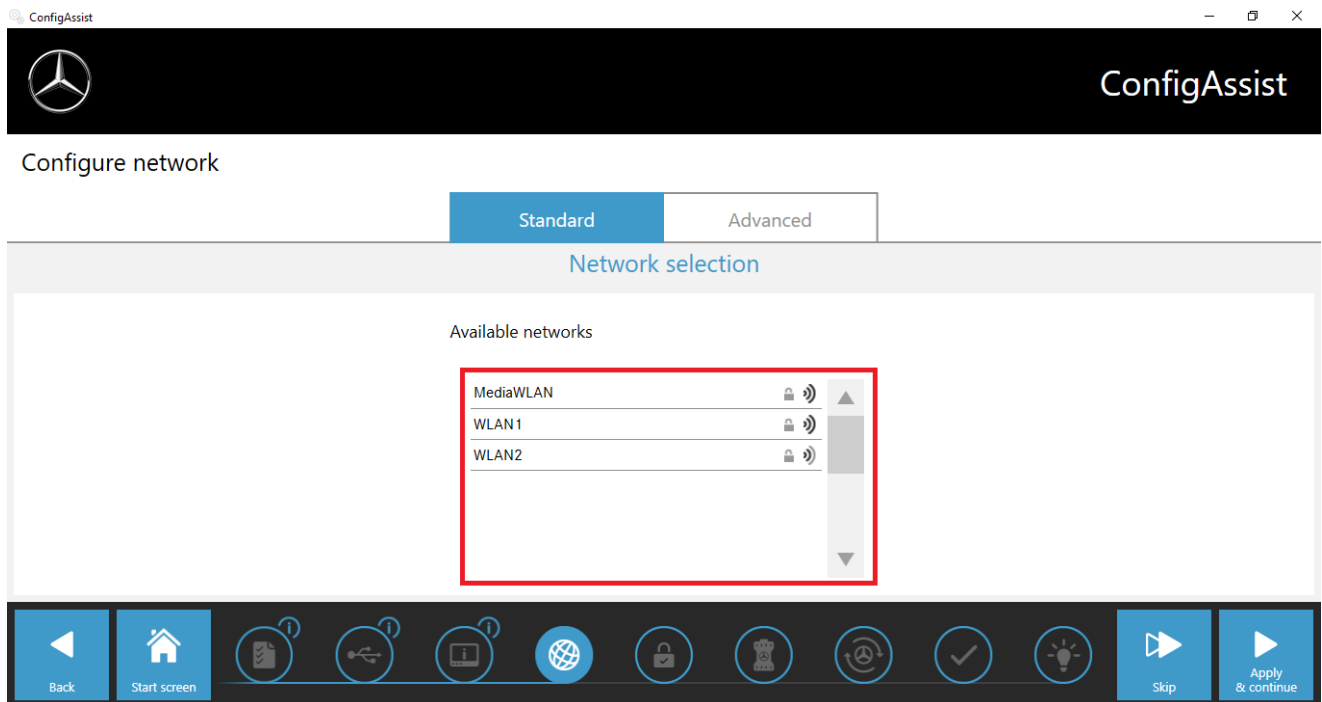

Figure 8: Network selection

Now enter your network key in the window that appears, and then click on "Connect".
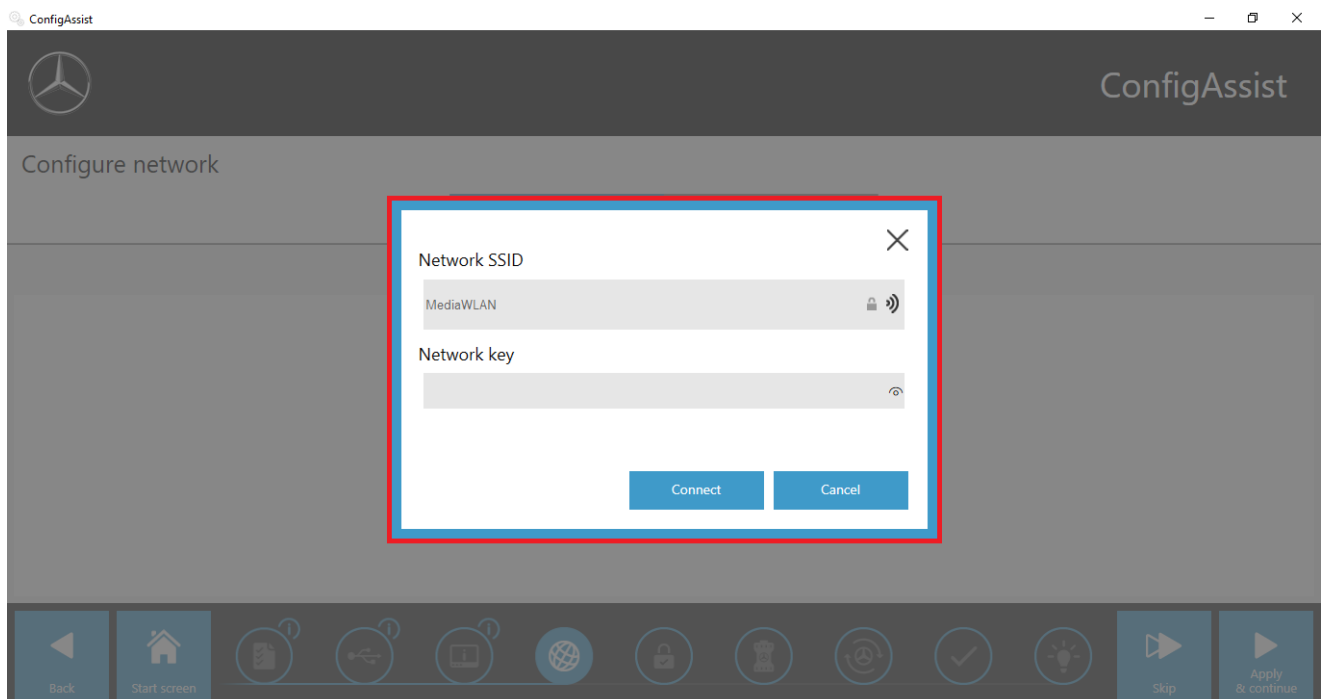
Figure 9: Input of network key

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In the "Available networks" list, the "connected" note appears next to the network you selected.
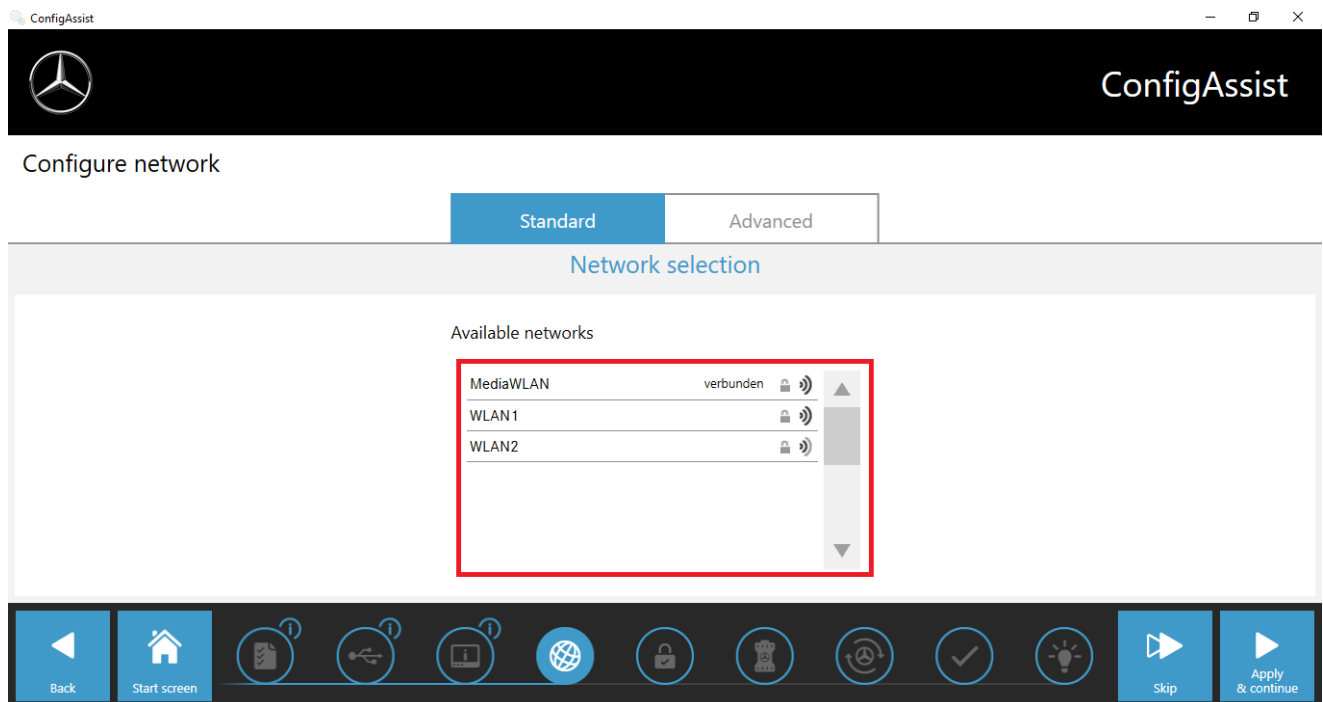
Figure 10: WLAN connected

Click "Apply & continue".

Internet connection is checked, and the StartKey is retrieved. As of now, the latter is already available on the online server when you receive the diagnosis system, and is retrieved there during installation, because it is ordered together with the XENTRY Diagnosis Kit 3.

After automatic network configuration, please proceed to Chapter 3.2.4.

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3.2. Manual Network Configuration

Besides configuring the network automatically via "standard" settings, you can also configure your network manually.

Please click on "Advanced" in the "Configure network" window.
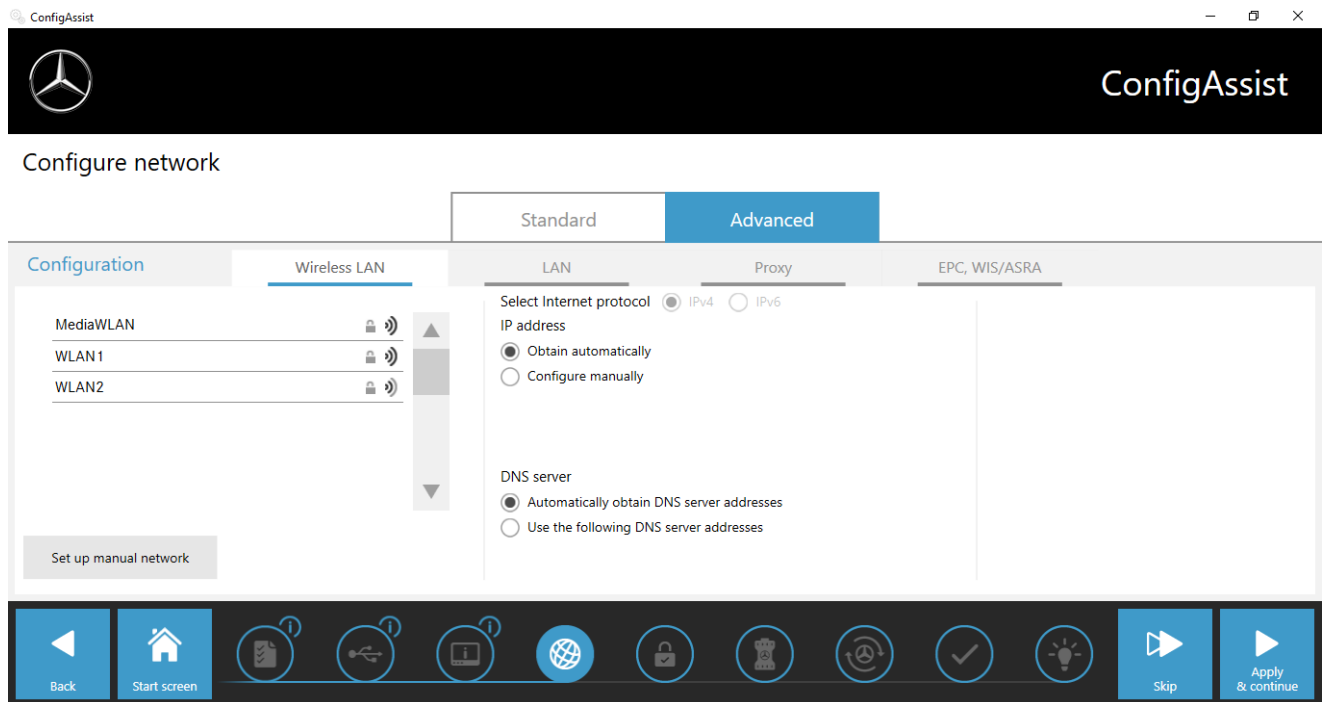
Figure 11: Advanced network selection

Here you can select whether the IP address of the XENTRY Diagnosis Pad is obtained automatically or should be configured manually. In addition, the DNS service addresses can be automatically obtained, or both the preferred and alternative DNS service can be specified.

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3.2.1.Wireless LAN

First select your network.

In the middle of the screen, you can manually configure the IP address and DNS server.
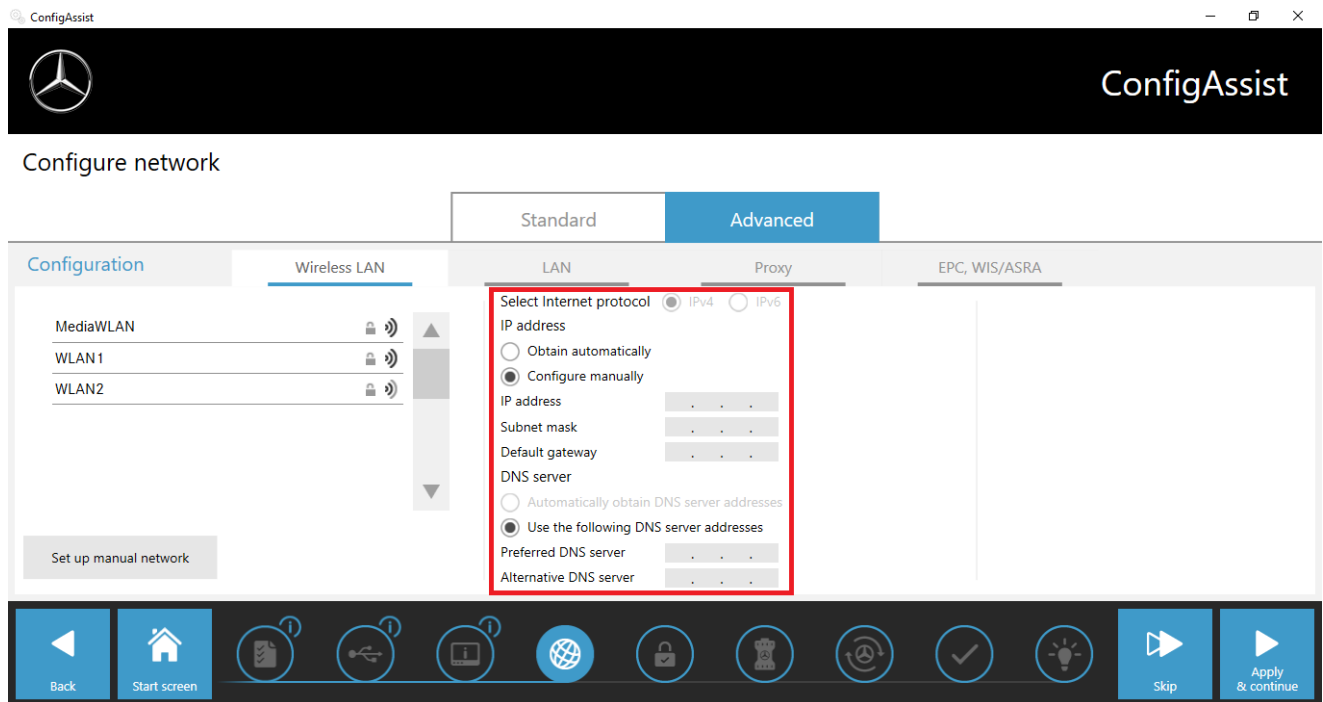
Figure 12: Manual WLAN configuration

If your workshop WLAN cannot be found in the list, you can enter it manually. Click on the "Set up manual network" button.

Figure 13: "Set up manual network" button

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When configuring your network manually, enter the name of the network and the network key in the given fields. Then select the security type, encoding type and key format.

Figure 14: Manual WLAN configuration

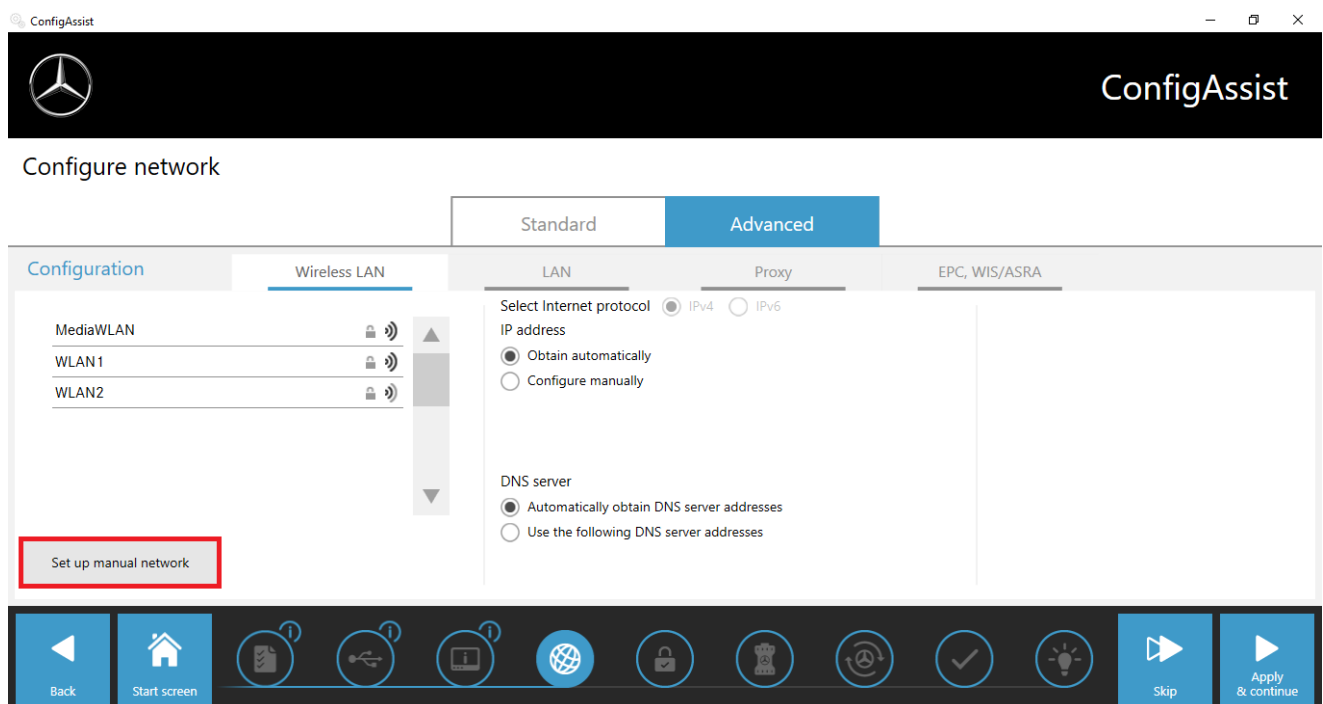You can obtain the IP address automatically or configure it manually. Select the applicable field on the right side.
You can also obtain the DNS server addresses automatically, or you can select a preferred and alternative DNS server.

Figure 15: Advanced manual WLAN configuration

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3.2.2.LAN

Alternatively, connection is also possible by means of a LAN cable.

Please connect your XENTRY Diagnosis Pad via LAN cable to your network, and select "LAN" in the network configuration. You can obtain the IP address of XENTRY Diagnosis Pad "automatically" or "Configure it manually".
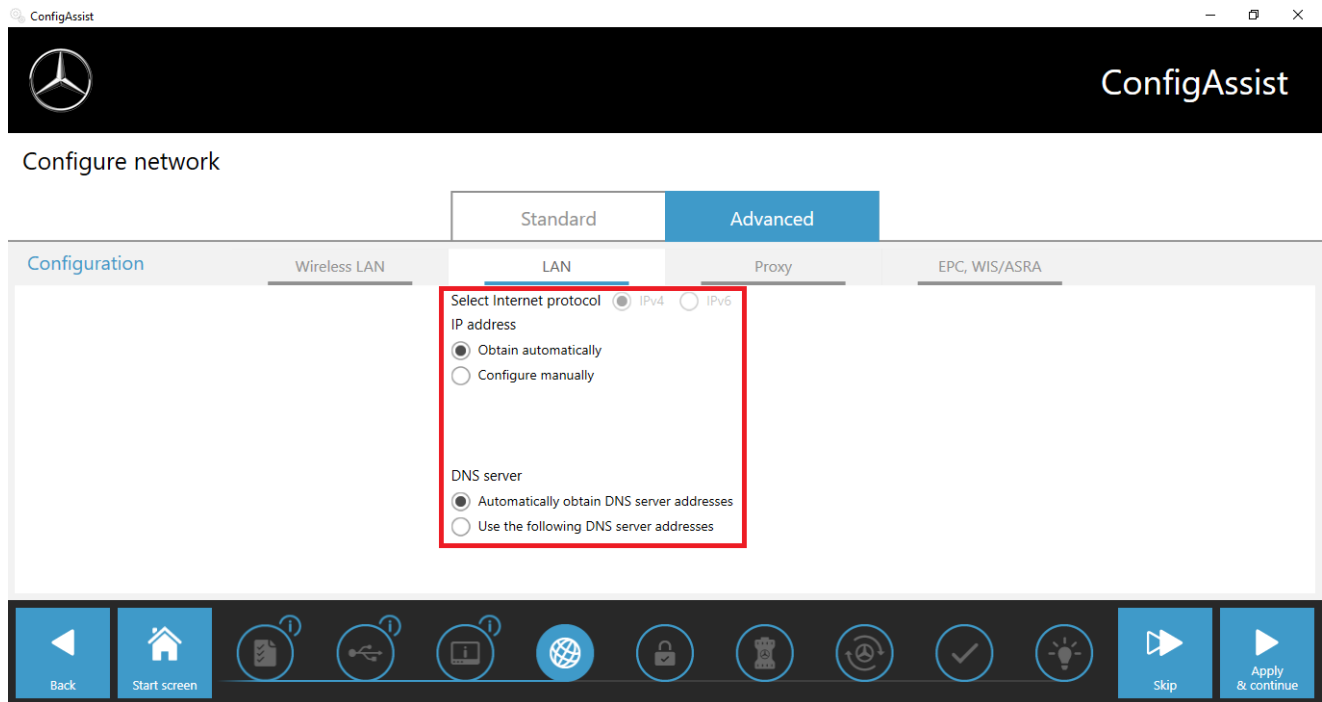
Figure 16: LAN settings

For the "Advanced configuration", provide a free IP address, subnet mask and the default gateway of your network. You can use the prefilled network questionnaire for this purpose. You can also obtain the DNS server address automatically or enter it manually.
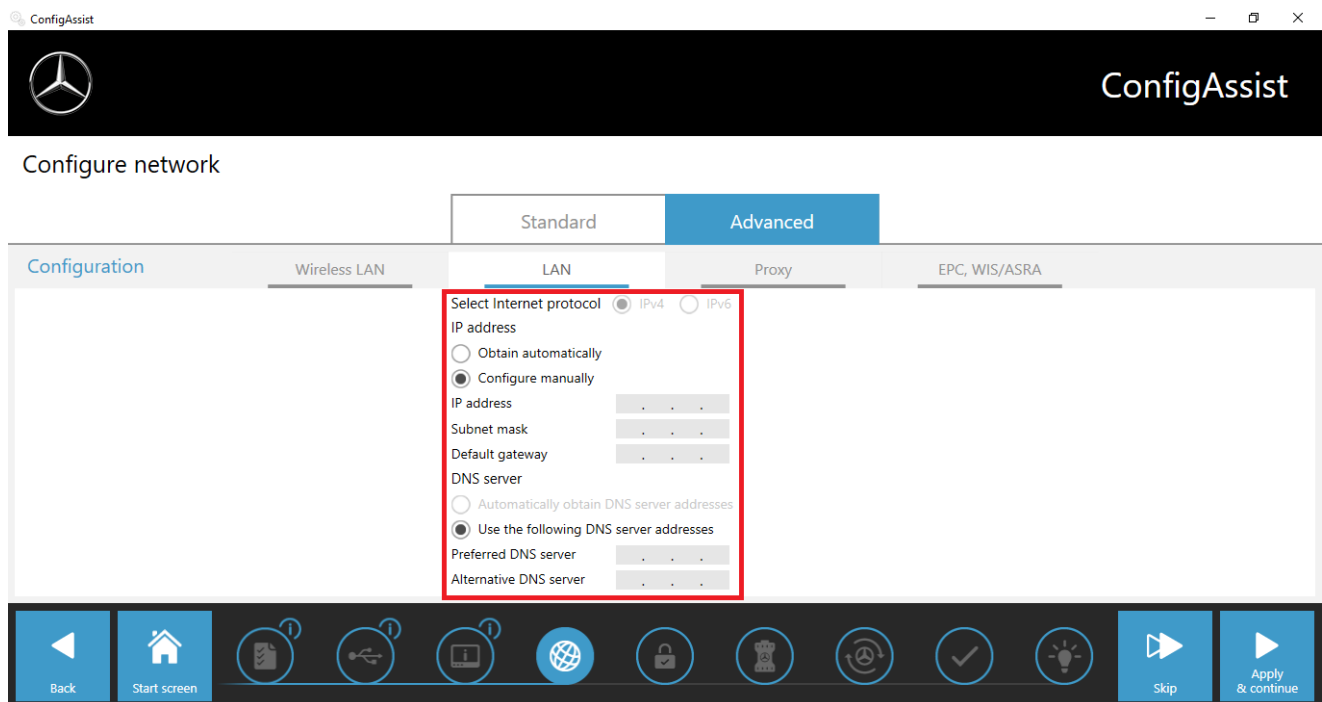
Figure 17: Advanced LAN settings

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3.2.3. Proxy Server Settings

You can detect the settings of the proxy server automatically or read them automatically via a script. If you use your own proxy server, enter the address, port, user and password. You can skip the proxy server for certain IP addresses; please enter this in the "Exceptions" field.

Figure 18: Advanced network settings

Once you have configured the network click on "Apply & continue".

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3.2.4. Configuring and using WIS/ASRA online

3.2.4.1   Changing the server selection for EPC, WIS/ASRA

Please note: The settings are already preselected for RetailFactory users and will be valid for the majority of users. This is the central server farm of Daimler AG for online operation of EPC and WIS/ASRA worldwide. Here, data updates take place in the background during operation.

Only select an alternative server if you are sure that this server is suitable and approved for use with your user account and system!

The steps described in this chapter are only relevant if you are not a RetailFactory user.

1)   Switch to the "EPC, WIS/ASRA" tab within the network configuration of ConfigAssist.
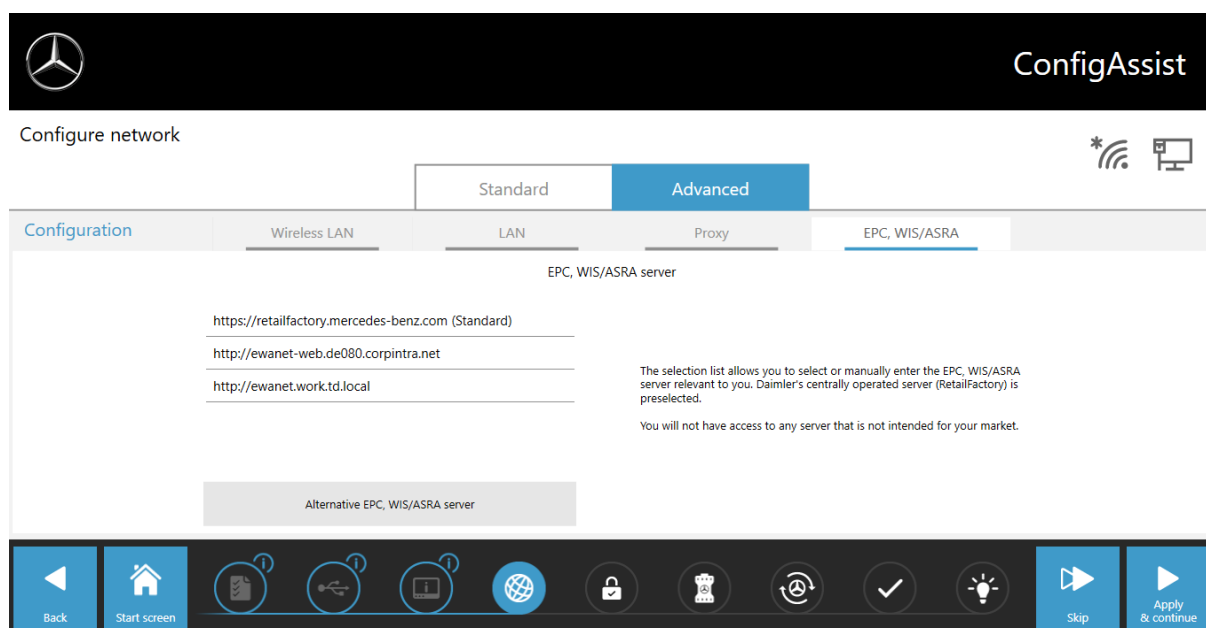
2)   Select the required EPC, WIS/ASRA server in the drop-down selection list.

⚠ Please note:
International customers outside the sales network or independent market participants according to EBER Directive 1400/2002 (independent garages etc. in EEA) use WIS/ASRA directly via their browser in the Service & Parts net Portal (http://service-parts.mercedes-benz.com). Network configuration in ConfigAssist therefore is not possible.

Server name	URL
EPC, WIS/ASRA RetailFactory (Daimler AG central server)	https://retailfactory.mercedes-benz.com:443
EPC, WIS/ASRA server - MBD company-owned sales and service outlets	http://ewanet-web.de080.corpintra.net:9000
EPC, WIS/ASRA server - Pappas Austria	http://ewanet.work.td.local:9000

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3) Click on the button "Alternative EPC, WIS/ASRA server" if your server environment is not specified in the selection list. Then enter the URL and port information into the menu and confirm.

4) Confirm the EPC, WIS/ASRA server configuration by clicking on "Apply & continue". Usage of WIS/ASRA Online via your server is now configured.

3.3. Completing Network Configuration

Checking all entered data may take a few moments, during which your StartKey is retrieved. As of now, the latter is already directly on the online server, and is retrieved there during installation, provided the StartKey has been ordered together with the XENTRY Diagnosis Kit 3.

You can now see your system number, hardware ID and validity of your StartKey on the following page.
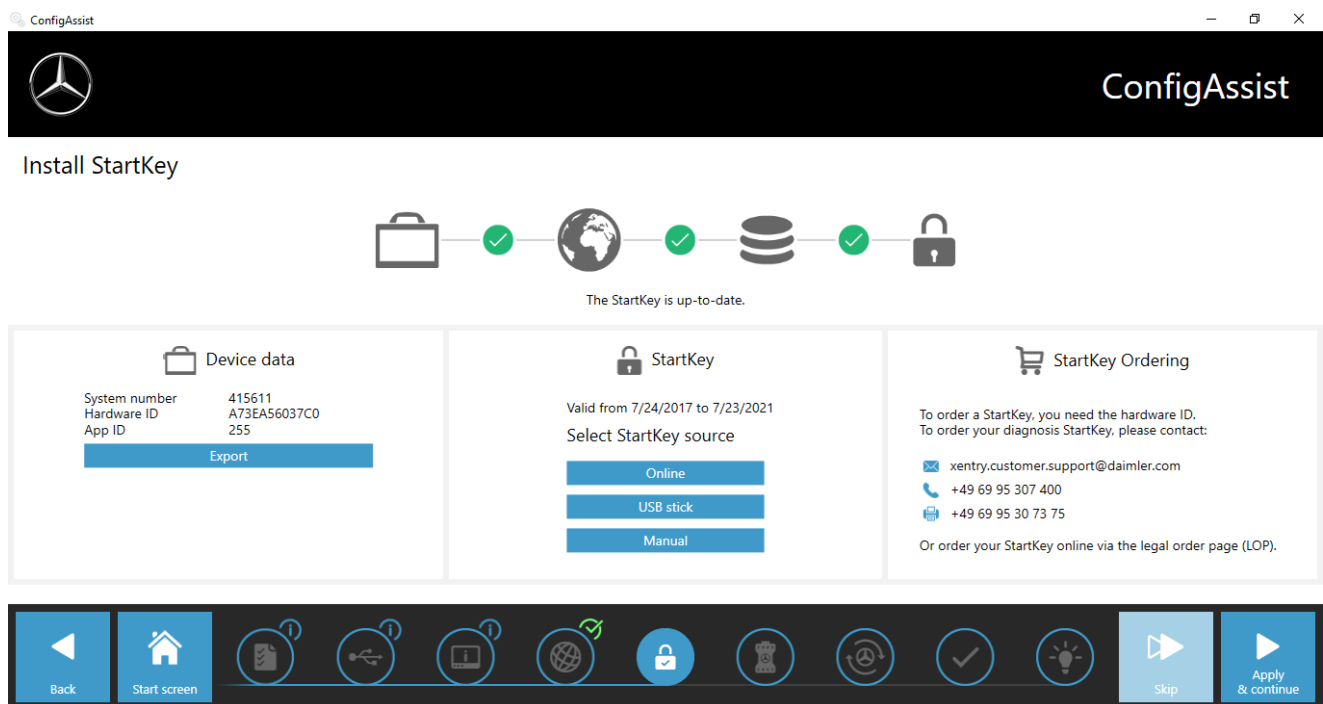
Figure 19: StartKey overview

If the StartKey was not automatically downloaded to your XENTRY Diagnosis Pad, you can do so by retrieving it "Online", loading it via a "USB stick" or by "Manual" entry. If you have no StartKey, please get in touch with your point of contact for ordering.

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To select an alternative StartKey source, please proceed as follows:

Online: Click "Online" to repeat the StartKey download process from the Internet.

USB stick: If the StartKey is on a USB stick, please select this option. If the StartKey cannot be loaded automatically from the USB stick, Explorer opens subsequently. Navigate to the StartKey in your USB stick.
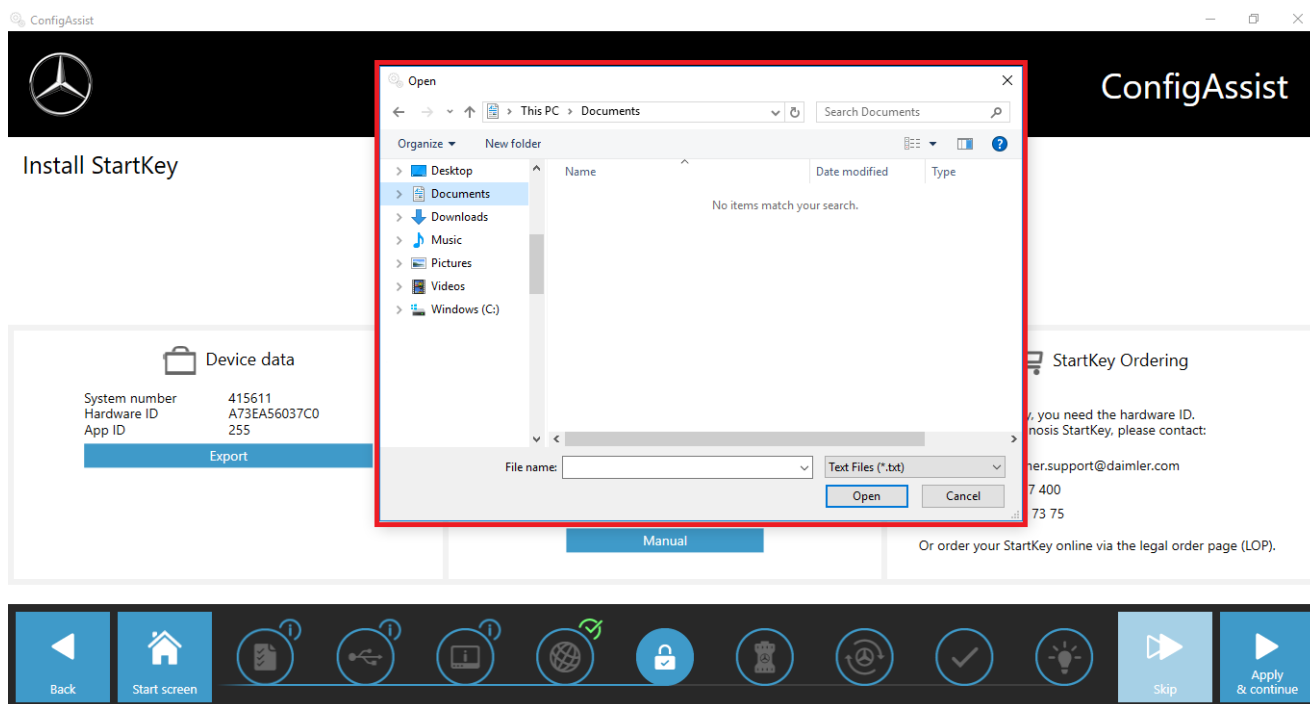
Figure 20: Installing the StartKey by USB stick

Manual: You can also enter the StartKey manually. Click on "Manual" and then enter the StartKey in the window that opens.
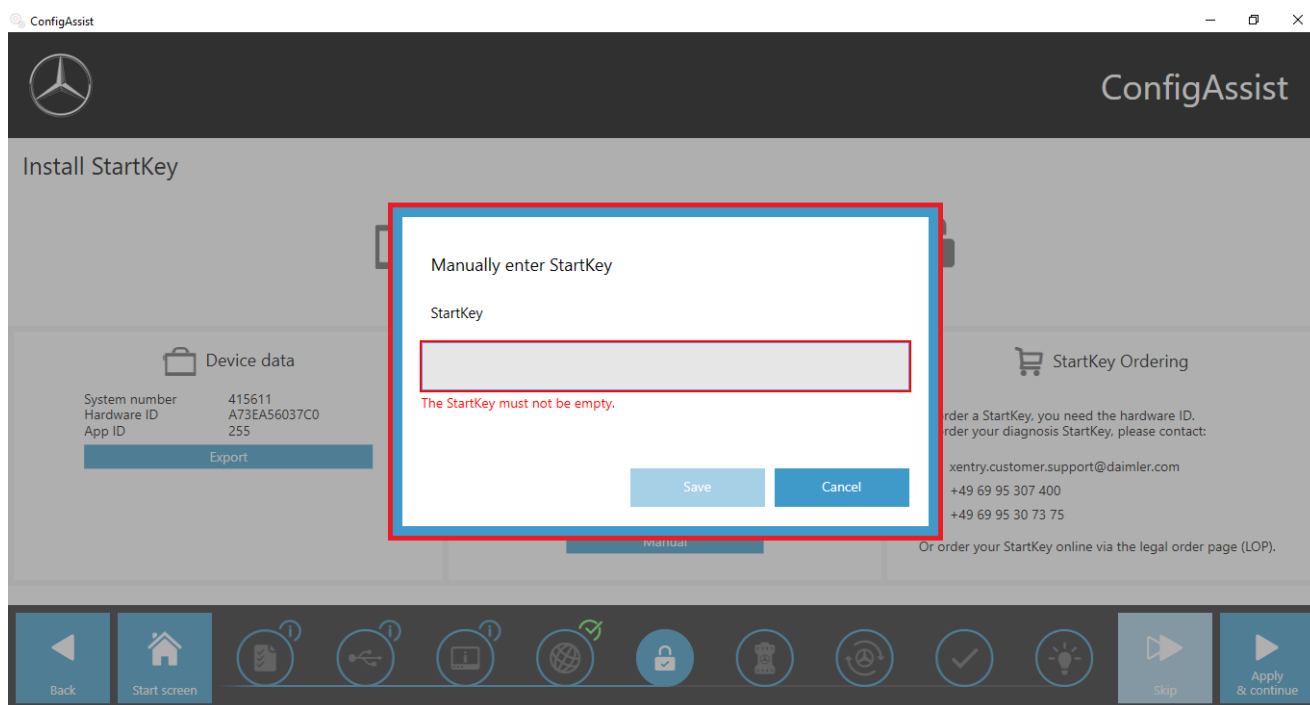
Figure 21: Entering StartKey manually

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3.4. XENTRY Diagnosis VCI Coupling

Connect the XENTRY Diagnosis VCI via the USB cable to the XENTRY Diagnosis Pad, wait for the acoustic signal of the XENTRY Diagnosis Pad and then click on "Couple VCI".
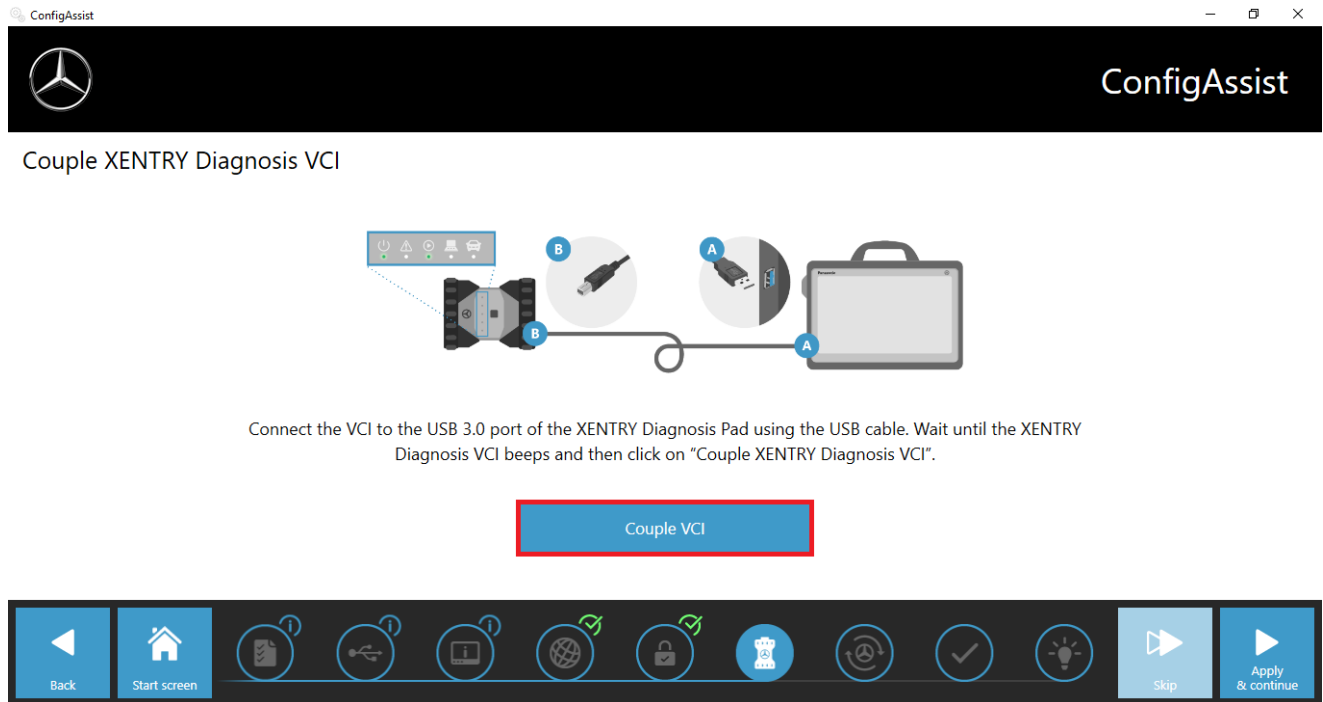
Figure 22: Coupling the XENTRY Diagnosis VCI

⚠ Please note that only exactly one VCI can be coupled with the XENTRY Diagnosis Pad at any one time. When coupling another VCI, the VCI manager will indicate that the current VCI configuration will be overwritten.
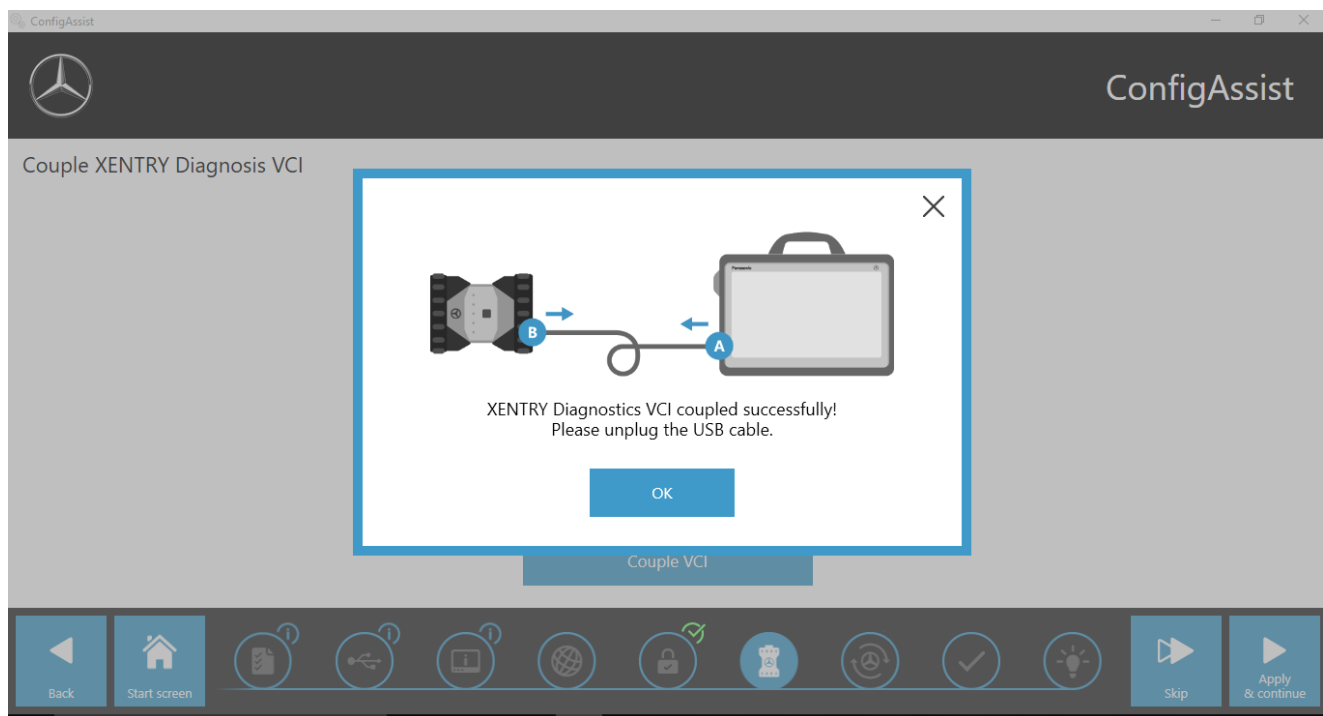
Figure 23: Coupling with XENTRY Diagnosis VCI successful

On the following screen, please click on "Apply & continue".

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Couple XENTRY Diagnosis VCI

Connect the XENTRY Diagnosis VCI to the USB 3.0 port of the XENTRY Diagnosis Pad using the USB cable. Wait until the XENTRY Diagnosis VCI beeps and then click on "Couple VCI".

Couple VCI

Figure 24: Completion of coupling to XENTRY Diagnosis VCI

3.5. Configuration of the XENTRY Update Service

In this window, you can make settings for online updating via the XENTRY Update Service.

The XENTRY Diagnosis Kit 3 offers you two ways of providing diagnosis updates, Regio DVDs and DiBA (Digital Owner's Manuals):

1. You can obtain the updates online via the XENTRY Update Service from Retail Data Storage (Chapter 3.5.1) or
2. offline via Blu-ray discs (Chapter 3.5.2).

3.5.1.Online Update via the XENTRY Update Service

If your workshop has Retail Data Storage, then you can obtain diagnosis updates, Regio DVDs and Digital Operator's Manuals (DiBA) online via the XENTRY Update Service on the Internet.

The "automatic" setting is recommended. This means the diagnosis updates are automatically downloaded to your XENTRY Diagnosis Pad as soon as they are available on the Retail Data Storage. The Regio DVDs and DiBA required in the diagnosis process are also downloaded online as required.

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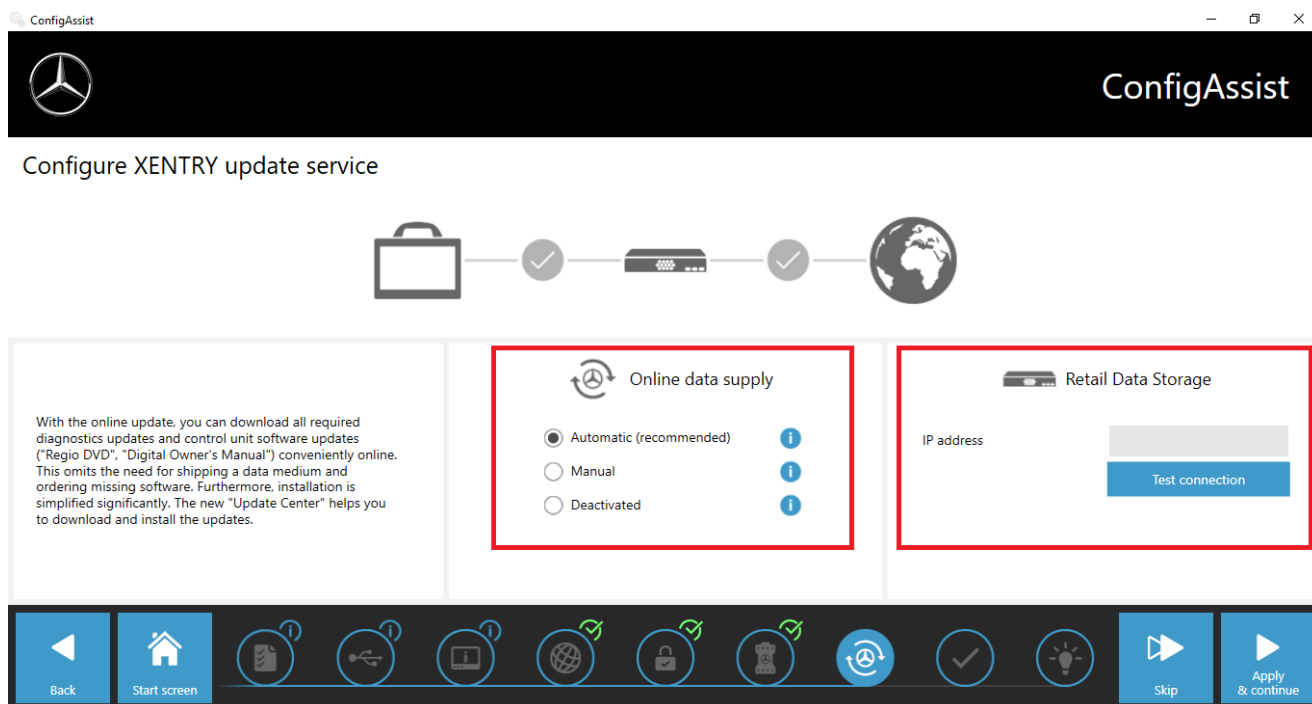
Figure 25: Automatic configuration of the XENTRY Update Service

Alternatively you have the option of downloading the data "manually". That means you can **manually** search for available **diagnosis updates** on the Retail Data Storage using the Update Center and download them to the XENTRY Diagnosis Pad. You will be notified when you can install the new update version. The **Regio DVDs and DiBA** required in the diagnosis process are **automatically** downloaded online.

To establish the connection to the Retail Data Storage unit, please enter the IP address that you have configured for the Retail Data Storage unit in the "IP address" field. Then click on the "Test connection" button; the correct connection will be confirmed with a green tick.
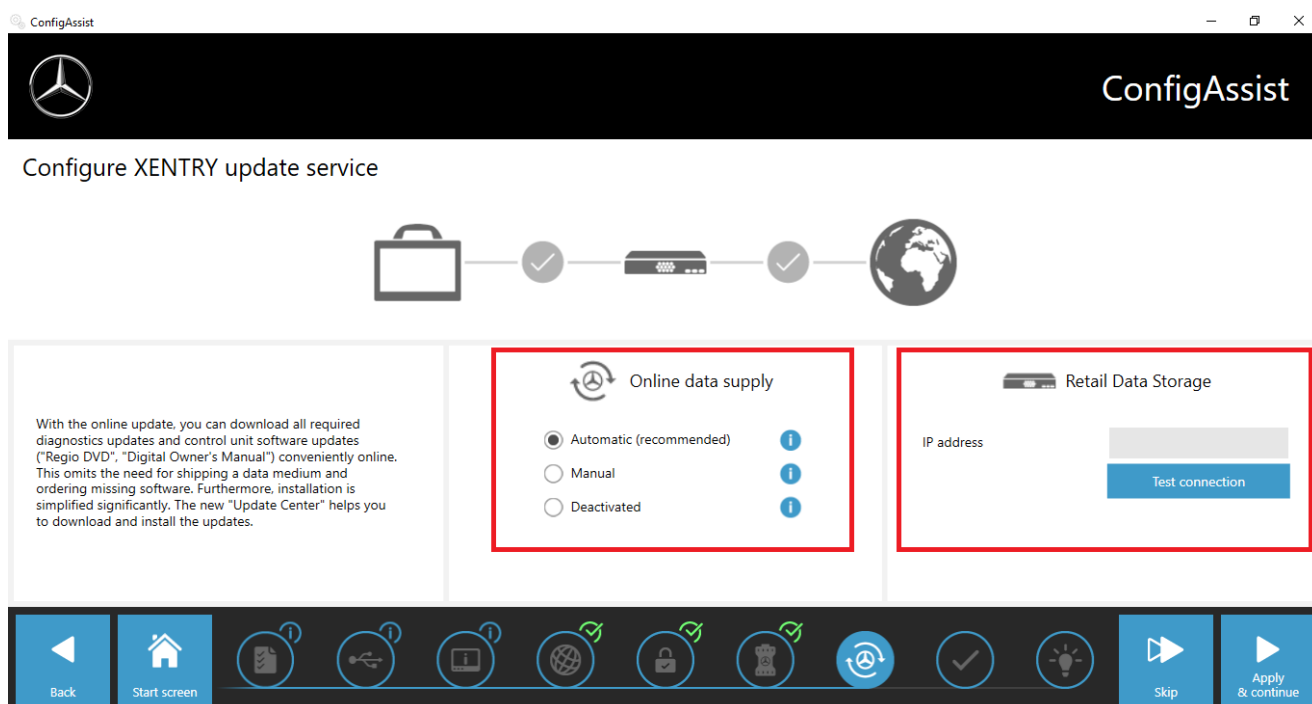
Figure 26: Manual configuration of the XENTRY Update Service

Now select the point "Apply & continue".

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3.5.2.Supply of Updates via Blu-ray Disc

If your workshop does not have Retail Data Storage, then you can install diagnosis and control unit software updates manually by Blu-ray disc. Please select "Deactivated" under "Online data supply".
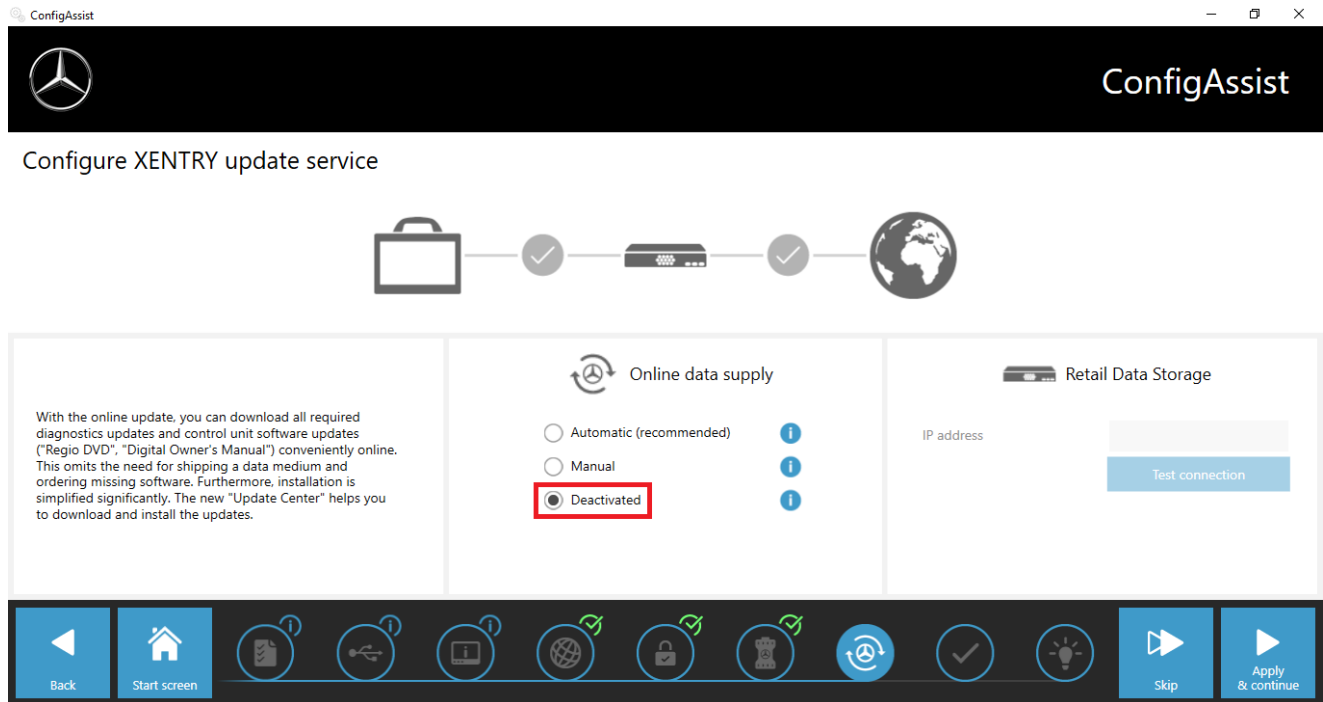
Figure 27: Configuring XENTRY Update Service

Click "Apply & continue".

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3.6. Finishing the Configuration

You now receive an overview of your system configuration.
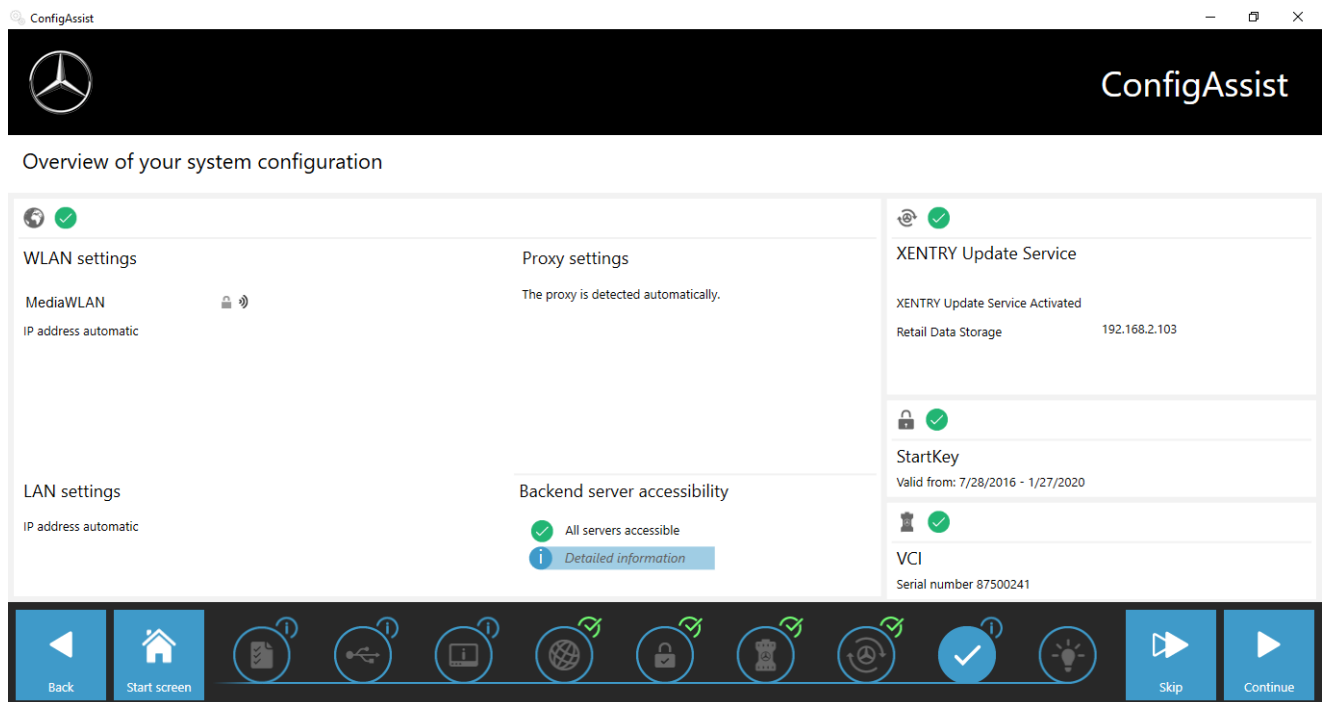
Figure 28: Overview of the system configuration

A green "tick symbol" next to the globe indicates a correct online connection. If the symbol is gray, no online connection is established. In this case, please check your network settings. You can also obtain information about your network settings, online updates, StartKey and coupled VCI.

Click "Continue". On the following page "Additional information", you are shown links which lead to helpful additional information.
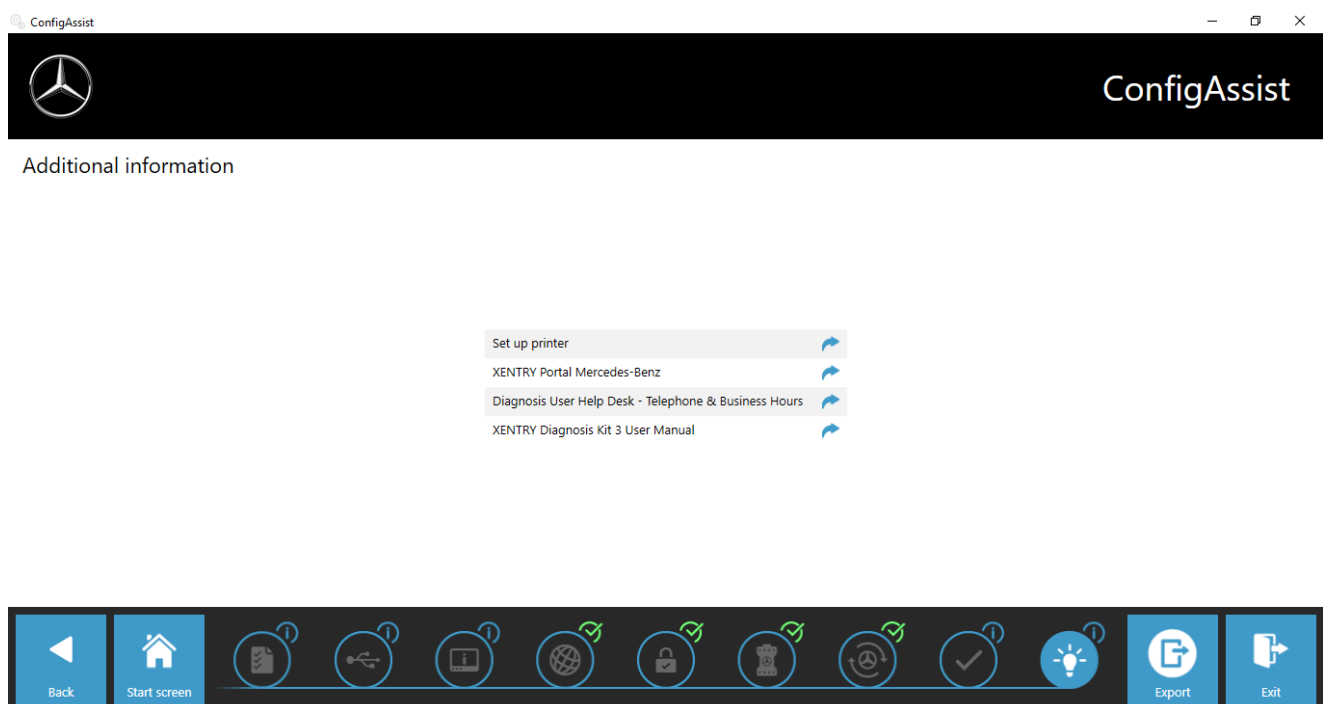
Figure 29: Additional information

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3.7.   Exporting the Configuration

You can save your configuration as an *.XML file to the XENTRY Diagnosis Pad hard disk via "Export". If you are using several XENTRY Diagnosis devices in your company, you have the option of installing the configuration on every XENTRY Diagnosis Pad by means of a USB stick or via the network.

You can find this export function on the first and last page of ConfigAssist.
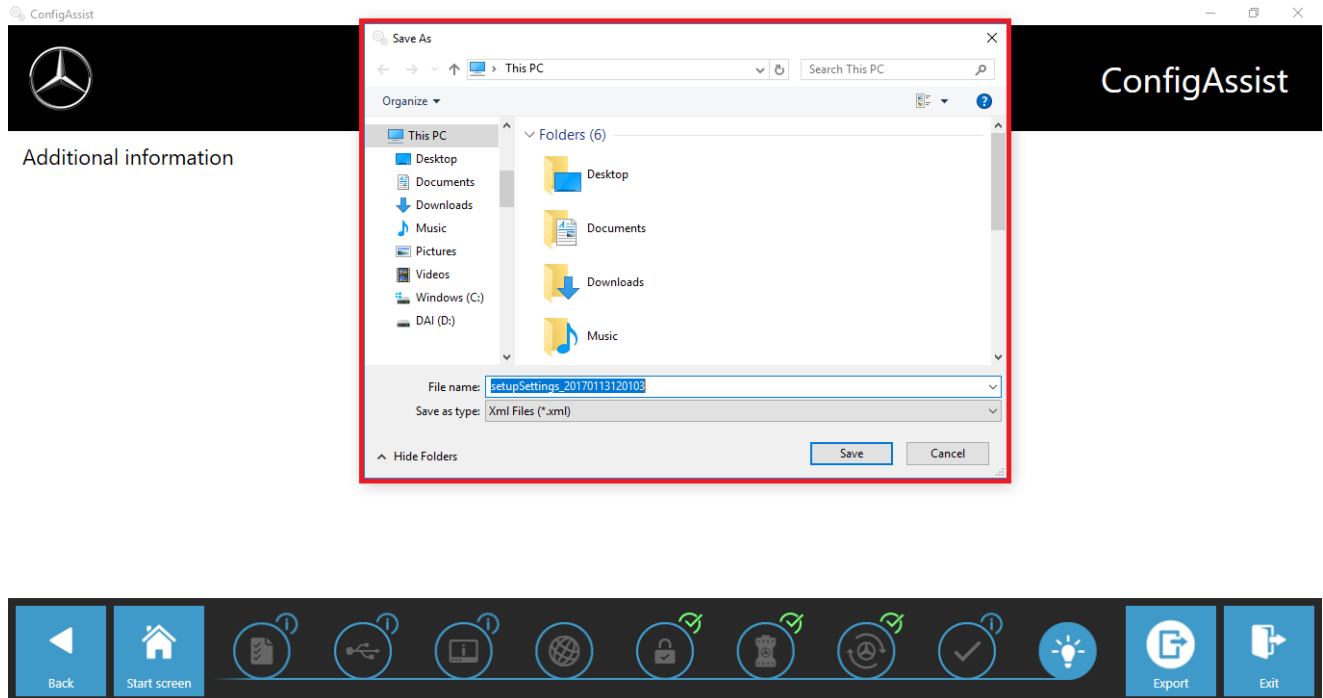
Figure 30: Exporting the configuration

You have successfully set up your XENTRY Diagnosis Pad.
Now close ConfigAssist by clicking "Exit". Confirm the next pop-up window with "Yes".
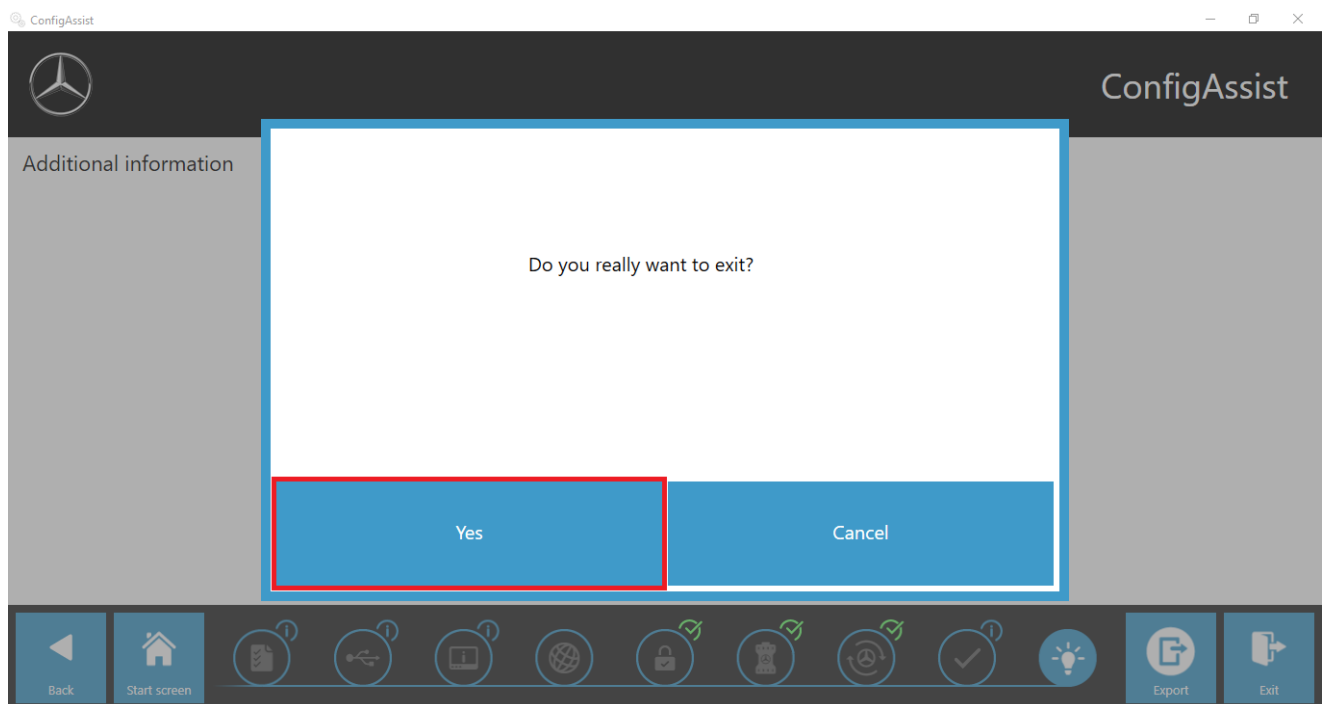
Figure 31: Closing ConfigAssist

3.8 Installing, updating and configuring WIS/ASRA offline/standalone

3.8.1. Installing/updating WIS/ASRA offline/standalone

If necessary, you have the option of installing WIS/ASRA on your XENTRY Diagnosis Pad.

To install and update the WIS/ASRA software (offline), the latest full version, including the latest update, must be ordered. The WIS/ASRA software can be installed on the XENTRY Diagnosis Pad using the Blu-ray drive.

1. Before installing WIS/ASRA offline/standalone, please order a StartKey for WIS/ASRA via the usual channels (LOP/LOT).

   ⚠️ Please note: Local installation of WIS/ASRA on the XENTRY Diagnosis Pad is only possible in justified, exceptional cases. When ordering the StartKey via LOT/LOP, a reason must therefore be provided.
   The hardware ID (HW ID) required for ordering is visible in ConfigAssist. The description for this can be found in Chapter 3.3 of this User Guide.

2. Switch on your XENTRY Diagnosis Pad.
3. Supply the XENTRY Diagnosis Pad with power using the power supply unit included.
4. Establish the connection of the Blu-ray drive with the Y-USB cable to the XENTRY Diagnosis Pad (use the top USB 3.0 port on the left side of the XENTRY Diagnosis Pad – marked blue – for one of the USB connectors, and insert the second USB connector in the USB port below).
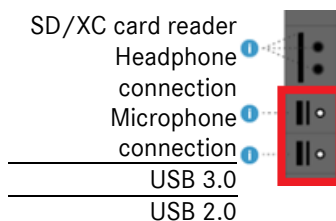
5. Insert the WIS/ASRA DVD into the Blu-ray drive.
6. Open the Update Center.
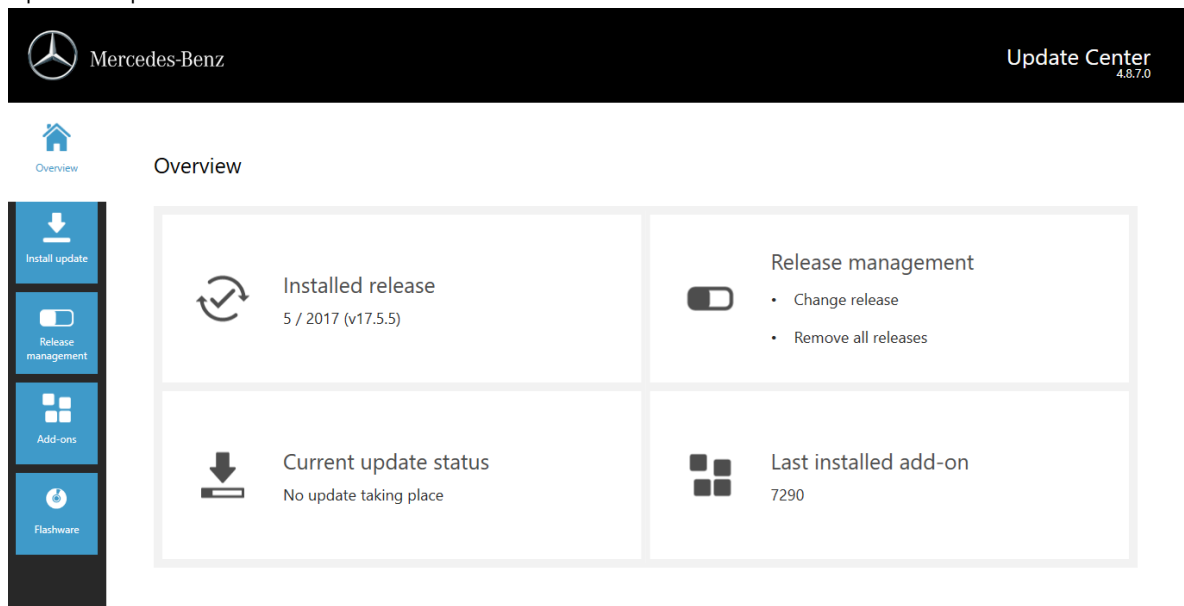
7. Click on "Add-ons" on the left-hand side of the navigation
8. Click on "USB AddOn Installation" and open the add-on file (.addon) at the top level of the WIS/ASRA DVD within the Explorer view. Installation of the add-on takes place.
9. Follow the instructions of the installation routine.

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10. The WIS Configuration Tool is brought up immediately after installation of WIS/ASRA offline.
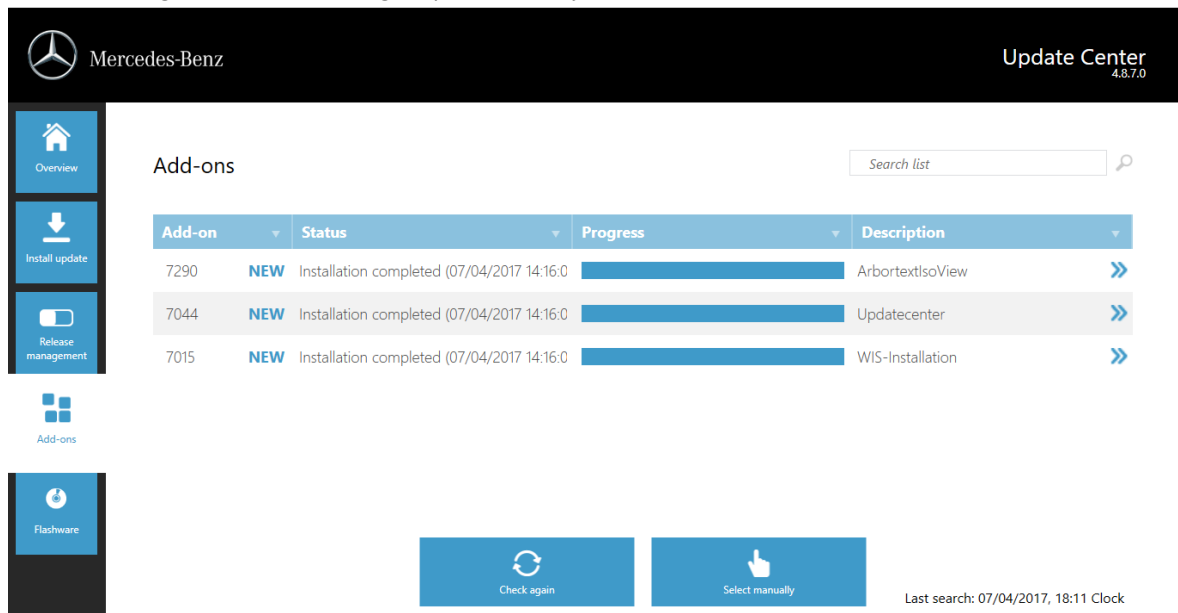
⚠ Please note:
Installation via DVD can take up to 45 minutes. Please do not attempt to cancel the installation process and wait until completion of the installation is confirmed.

WIS/ASRA DVD update
Proceed in the same way when updating and installing a new full version, including add-on installation. You will generally only need to install one DVD for updates. If the update is installed together with the latest full version, the installation process will be started with the update DVD.

3.8.2. Entering WIS/ASRA StartKey in WIS Configuration Tool

Please perform the following steps in sequence after initial installation of WIS/ASRA offline/standalone:

⚠ Please note:
In order to be able to install WIS/ASRA offline, you must have already received the StartKey as a text file (*.txt) via email. You can save this file to a USB stick and connect this USB stick to the XENTRY Diagnosis Pad at a later stage.

1. Open the WIS Configuration Tool (under the Mercedes-Benz menu item) within the start menu after receiving the StartKey.
2. Select the "StartKey" button on the left-hand side and then click on "USB Stick" to import the StartKey via the USB stick. Alternatively, manually enter the StartKey via the "Manual" button.

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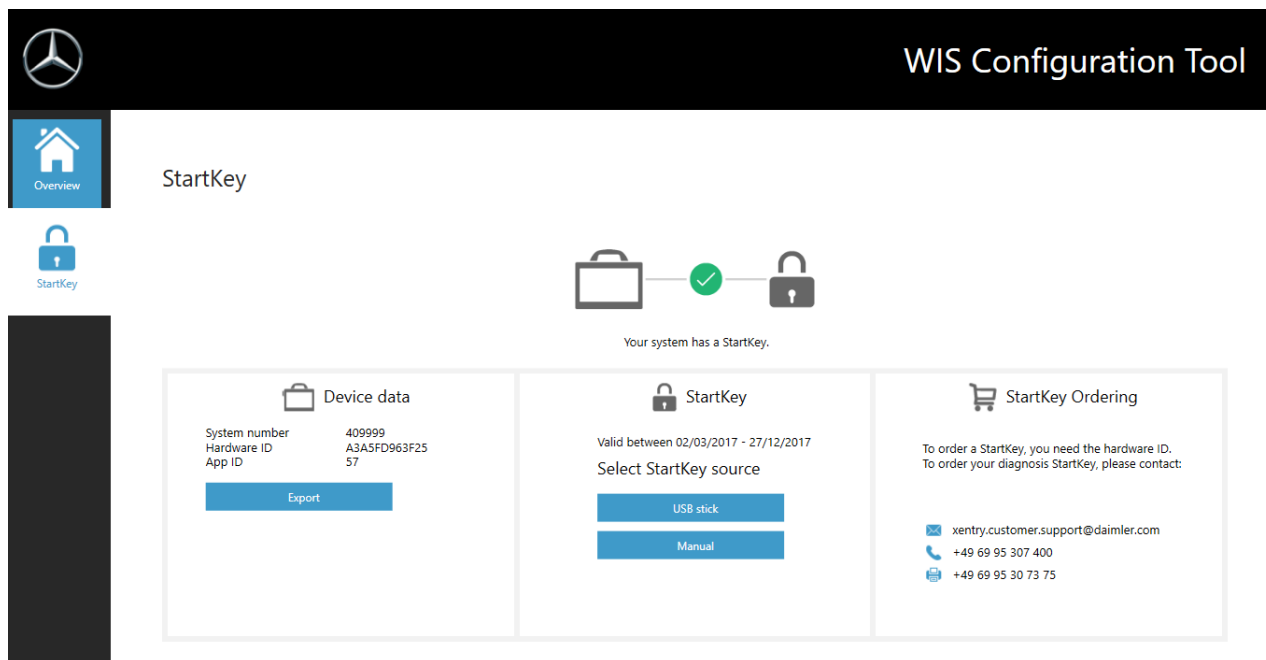
3. In the "Overview" menu item, click on WIS Offline as the preferred application. Following configuration, you can start WIS/ASRA offline via the icon on the desktop or via the XENTRY frame.
In this window, the validity of your WIS/ASRA StartKey will also be shown.

4. Next, click on "Save".

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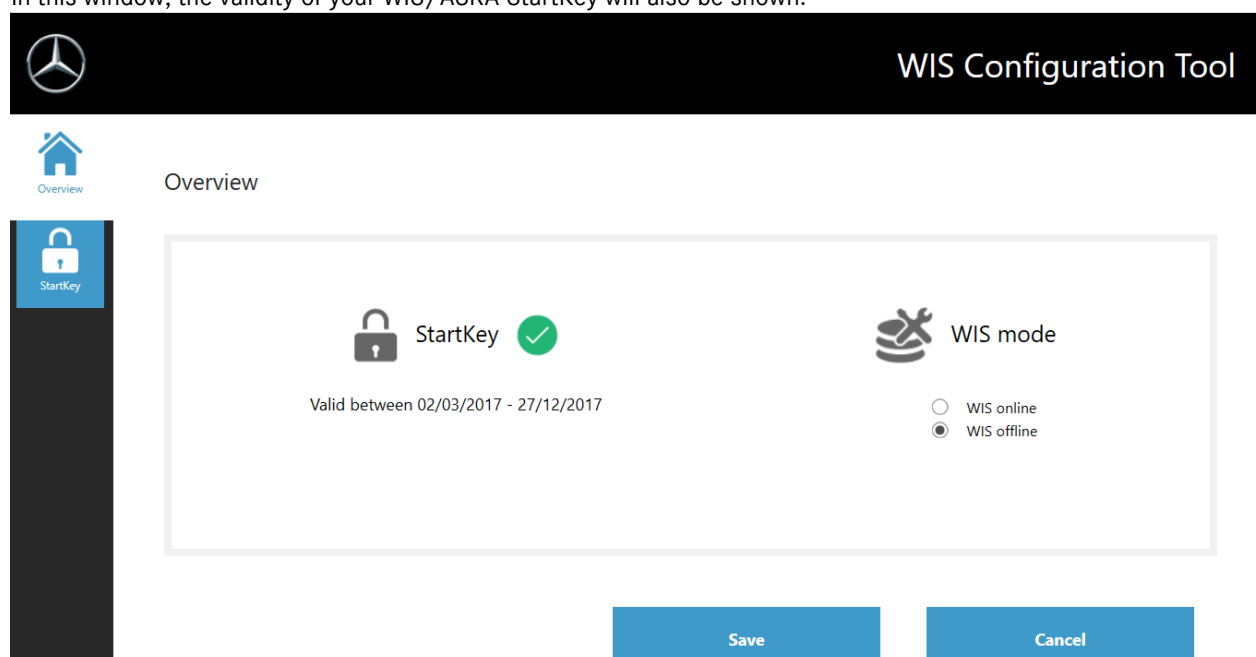
4. XENTRY Diagnosis Kit 3 Operation

4.1. System Start

Please proceed as follows to correctly launch the components of your XENTRY Diagnosis system:

1. Start XENTRY Diagnosis Pad by pressing the button on the front side of the device for approx. 5 seconds.

Figure 32: Picture of XENTRY Diagnosis Pad

2. Start XENTRY Diagnosis VCI by connecting it to a vehicle via the OBD (and possibly an adapter) cable.
3. When the VCI has booted, an acoustic signal is audible (after approx. 10 seconds).
4. Now launch the XENTRY Diagnosis software to begin a diagnosis session.

Note: Initial Startup and Configuration is described in Chapter 3 from page 7 onwards.

4.2. Connection Options

Connection to workshop network, XENTRY Diagnosis Pad and XENTRY Diagnosis VCI can be selected individually.

⚠ Please note that only the XENTRY Diagnosis Pad must be connected to the workshop network.

Connection variant 1: WLAN

Access Point　　　　　　　　XENTRY Diagnosis Pad　　　　XENTRY Diagnosis VCI

Figure 33: Connection variant 1: WLAN

Connection variant 2: WLAN and USB

Access Point　　　　　　　　XENTRY Diagnosis Pad　　　　XENTRY Diagnosis VCI

Figure 34: Connection variant 2: WLAN and USB

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Connection variant 3: LAN and WLAN

Access Point   XENTRY Diagnosis Pad   XENTRY Diagnosis VCI

Figure 35: Connection variant 3: LAN and WLAN

Connection variant 4: LAN and USB

Access Point   XENTRY Diagnosis Pad   XENTRY Diagnosis VCI
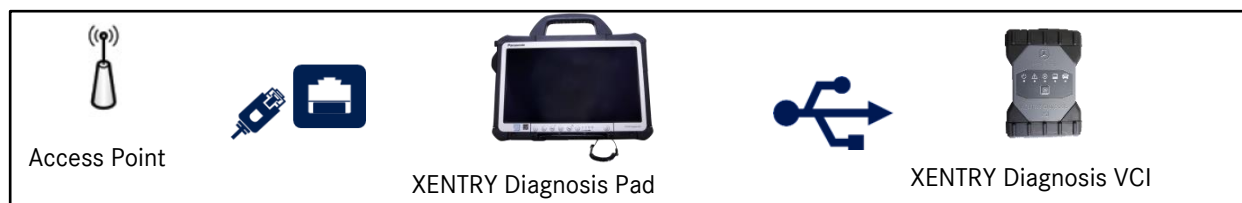
Figure 36: Connection variant 4: LAN and USB

⚠ Note: Switching from workshop to Service 24h mode is eliminated.

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4.3. Update Installation

Updates can be installed by two different means.

1.) Online update via Retail Data Storage. For more details please refer to Chapter 4.3.1
2.) Offline update via Blu-ray disc. For more details please refer to Chapter 4.3.2.

In both cases, the update installation version you prefer must be defined via ConfigAssist on initial startup. See also Chapter 3.5. You can check or adjust the configuration in the Update Center.

4.3.1.Online Update with Retail Data Storage

Updates are controlled via the Update Center. You can open it via the "Update Center" desktop icon on your XENTRY Diagnosis Pad:

Figure 37: Update Center icon

The overview of the Update Center shows you all relevant data at a glance. The diagnosis software update installed on XENTRY Diagnosis Pad is displayed in the left top field below "Installed release".
In the right top field, you can see whether a release changeover is available.

⚠️ Please note that a release changeover is only possible once two different release updates have been successfully installed on the XENTRY Diagnosis Pad.

The bottom left field shows whether an update is being downloaded or installed currently.
The last installed add-on is shown in the bottom right field.
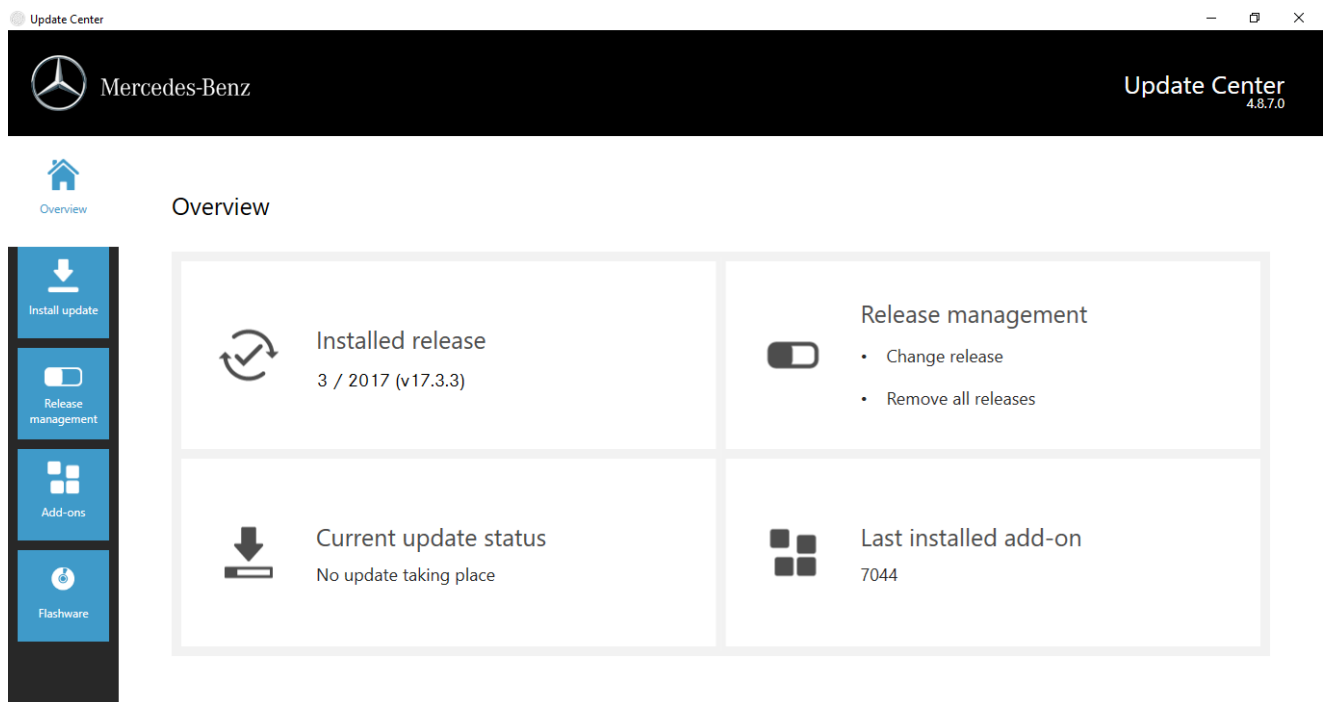
Figure 38: Update Center start screen

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Please proceed as follows to install an update:

1. Steps 1 to 4
   - Step 1: Search for update
   - Step 2: Select update
   - Step 3: Check the prerequisites
   - Step 4: Download update

   were executed automatically.

2. You can now install the new update via step 5
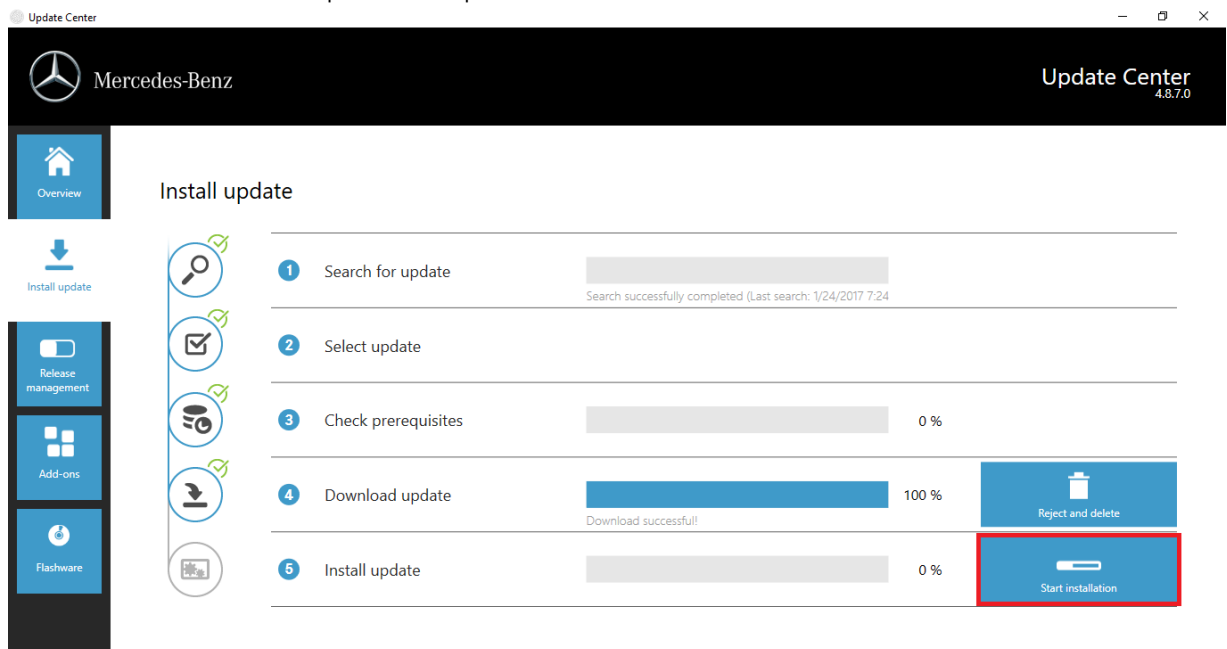
3. A message confirms that the update has been installed successfully. Close the message by clicking "OK"

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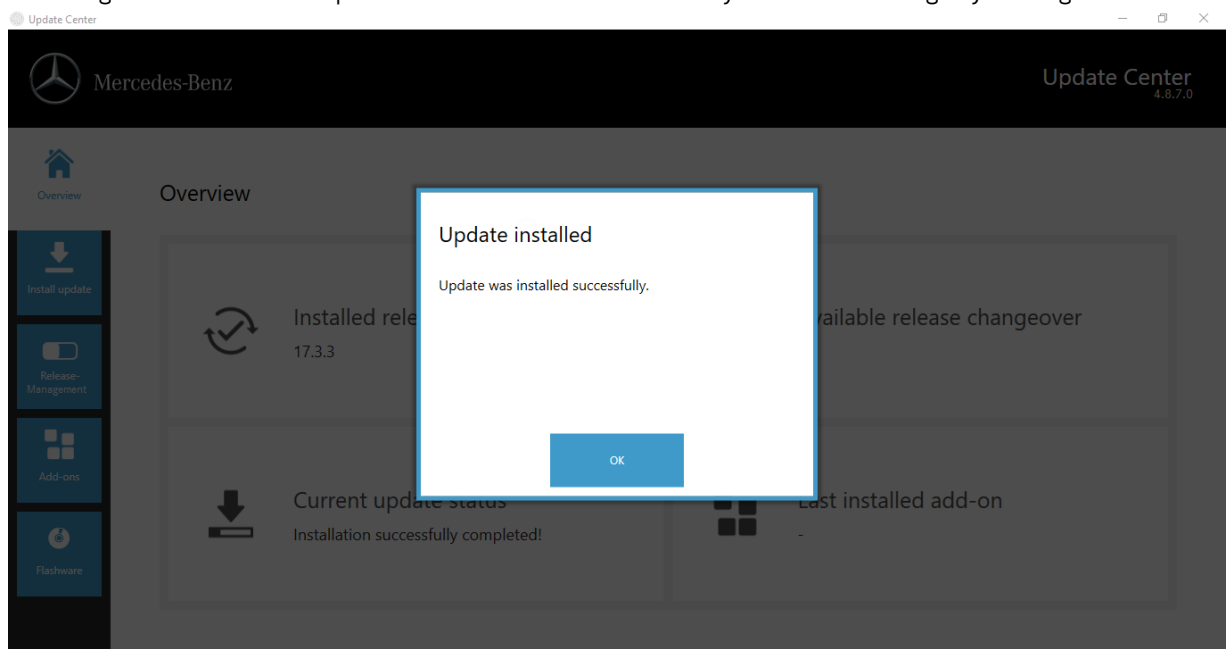
4. The overview shows you that you have installed the latest release

5. Close the Update Center

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4.3.2. Offline Update via Blu-ray Disc

Updates are controlled via the Update Center. You can open it via the "Update Center" icon on your XENTRY Diagnosis Pad:

Figure 39: Update Center icon

You are supplied with a Blu-ray disc (BD) for updating software, which you can load onto XENTRY Diagnosis Pad via the Blu-ray drive (included in scope of supply).

1. Switch on your XENTRY Diagnosis Pad
2. Supply the XENTRY Diagnosis Pad with power through the included power supply unit
3. Establish the connection of the Blu-ray drive with the Y-USB cable to the XENTRY Diagnosis Pad (use the top USB 3.0 port on the left side of the XENTRY Diagnosis Pad – marked blue – for one of the USB connectors, and insert the second USB connector in another USB port below).
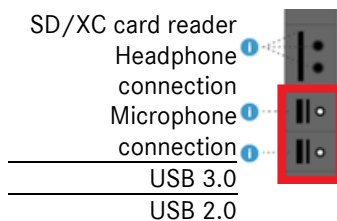
4. Now insert the XENTRY Diagnosis software Blu-ray disc in the Blu-ray drive
5. Open the Update Center
6. Click on "Install update" in the left navigation area

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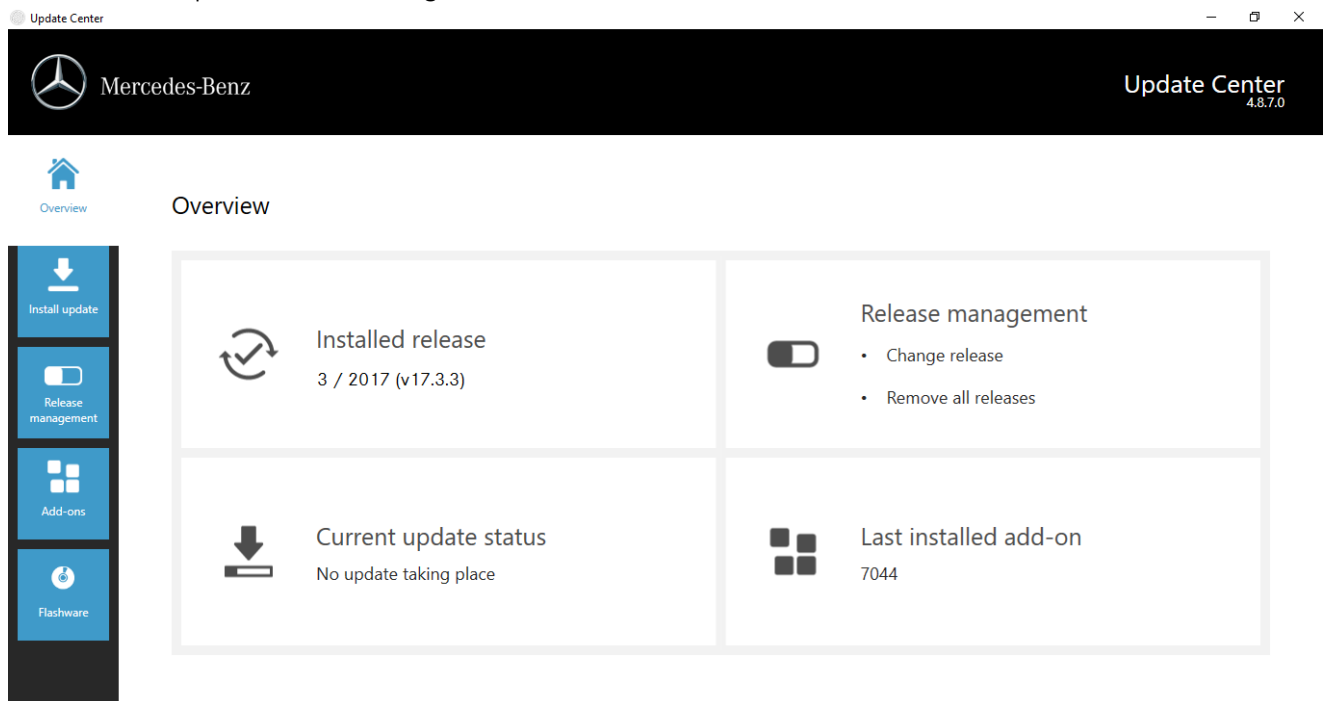
7. Installation of the update is mainly executed automatically.
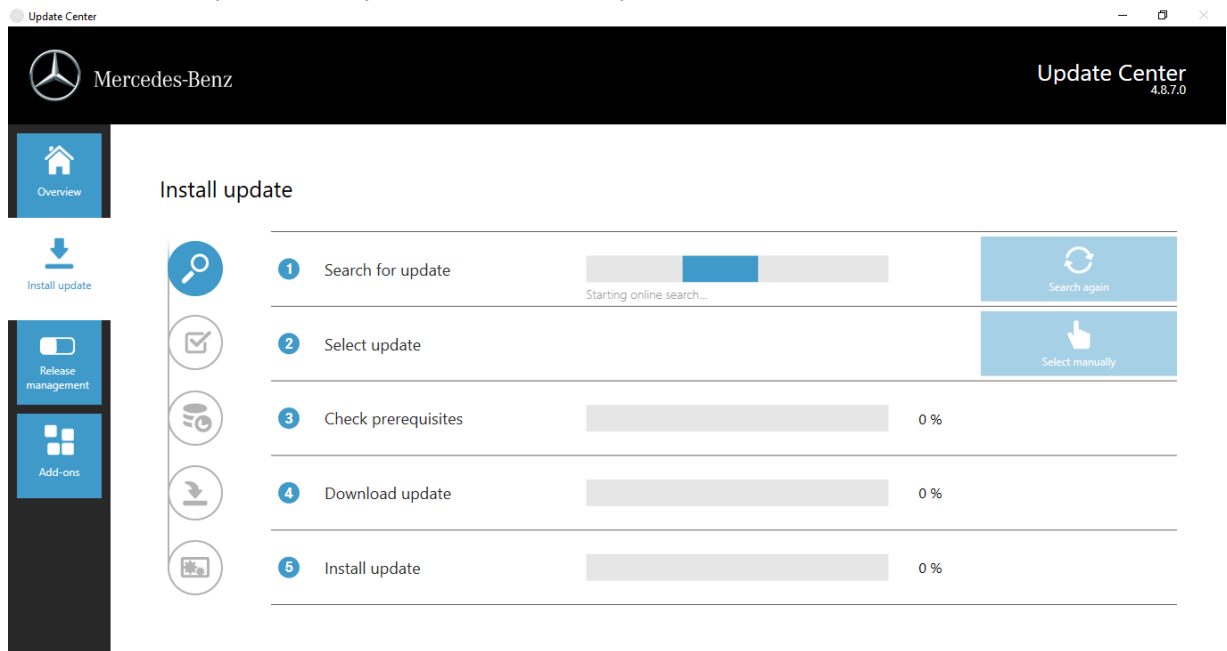
8. In step 4, the update is downloaded from the Blu-ray disc to the XENTRY Diagnosis Pad.
    Note: The process may take some time. While the update is being downloaded, you can execute other processes with the device and continue to work as usual.

9. Click on "Start installation"
    Note: Installation may take some time.

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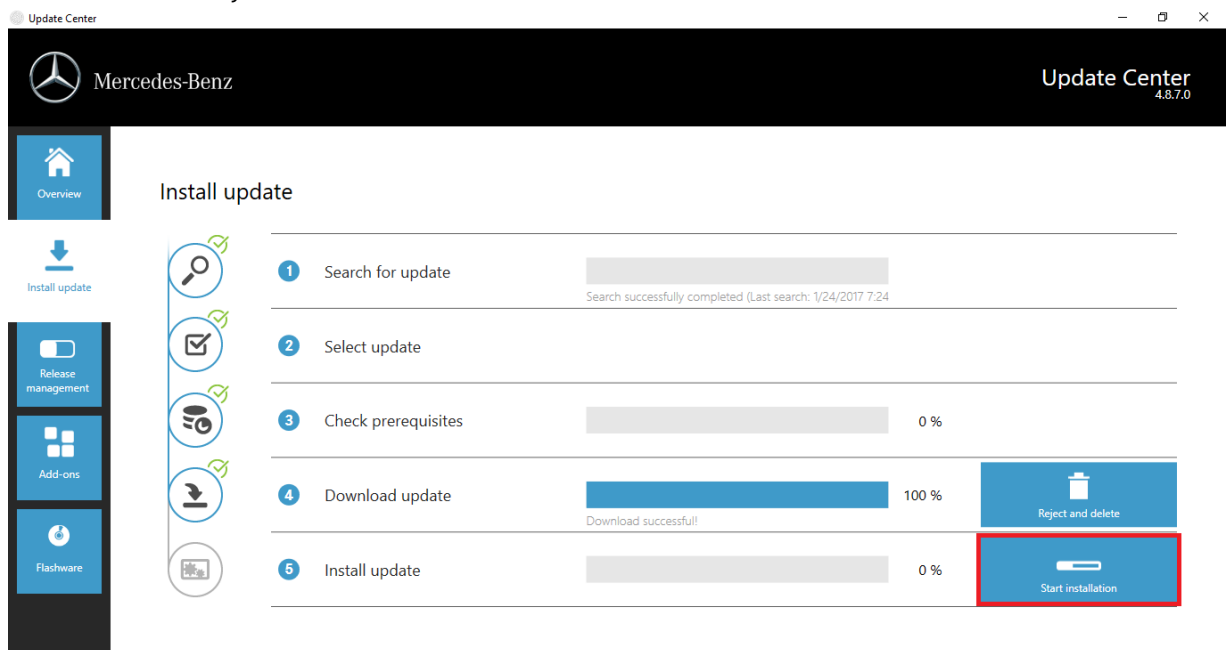
10. A message confirms that the update has been installed successfully.
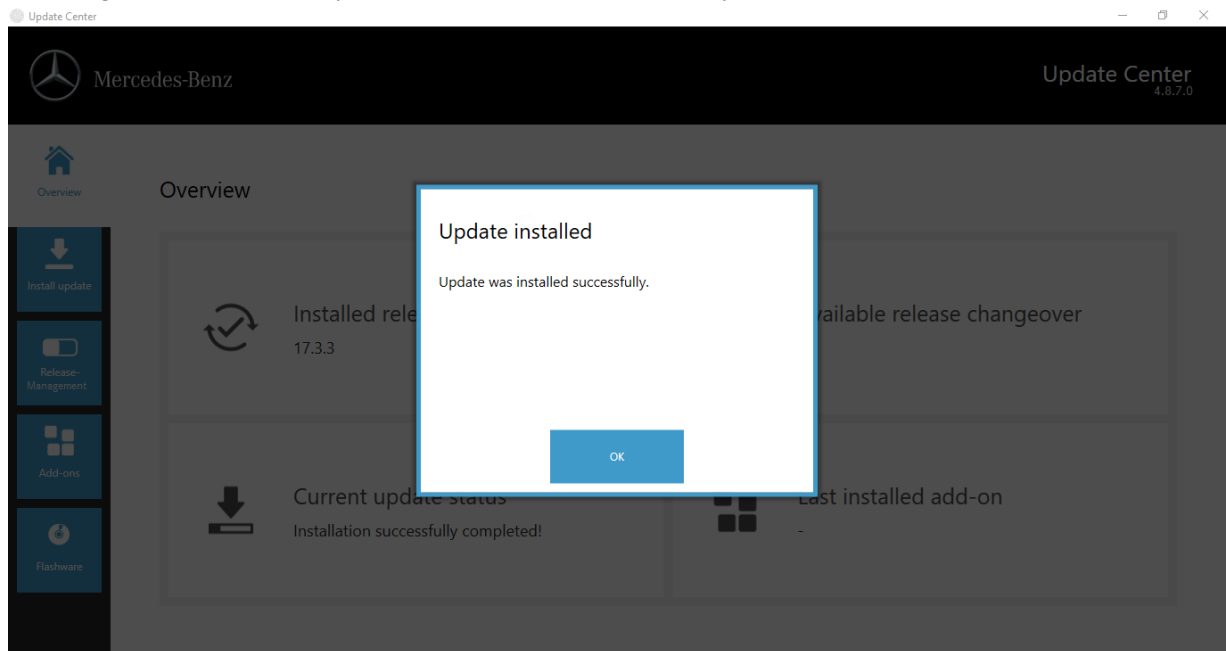
Close the message by clicking on "OK".

11. The overview shows you that you have installed the latest release.

12. Close the Update Center

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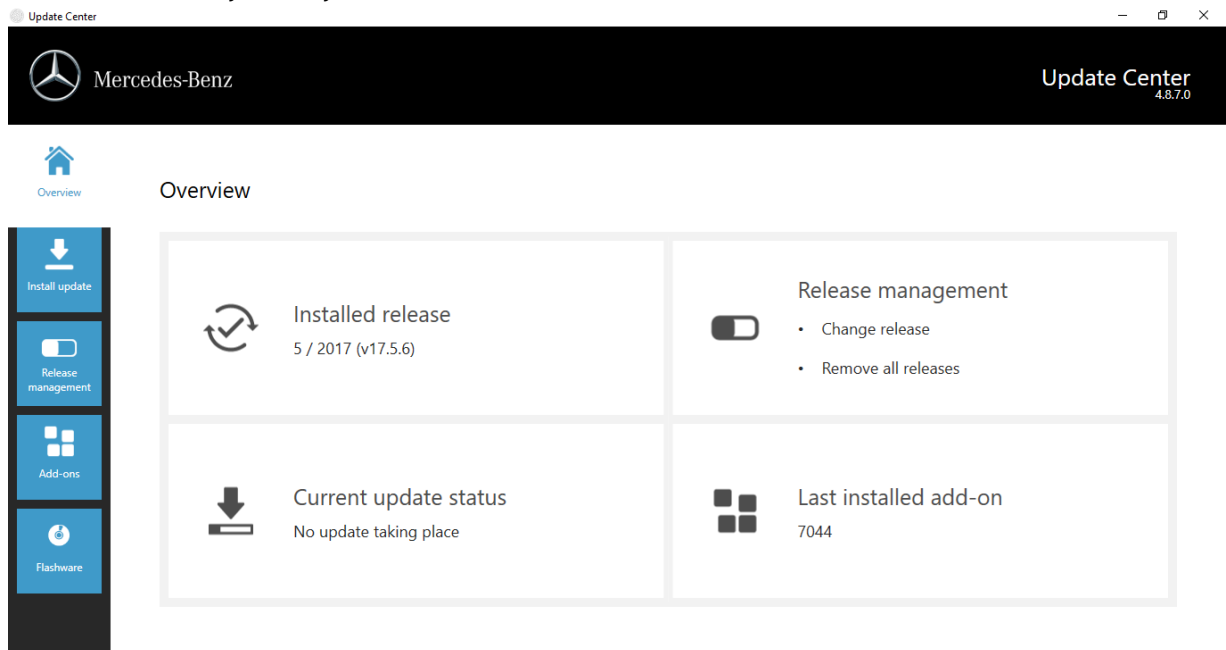
4.3.3.Release Management

Release management is embedded in the Update Center and offers services concerning installed releases.

The Update Center can be opened using the "Update Center" icon on your XENTRY Diagnosis Pad's desktop:

Figure 40: Update Center icon

There are two partitions on the XENTRY Diagnosis Pad hard drive.
If, in exceptional cases, it is necessary to switch back to the predecessor software update after installing an update, click on the "Release management" button in the left navigation area and then on the "Switch" button.
This does not usually take longer than five minutes.

⚠️ **Please note that switching between releases is only expected to be possible as of release 07/2018.**

You can also switch back to the current software update via this button.
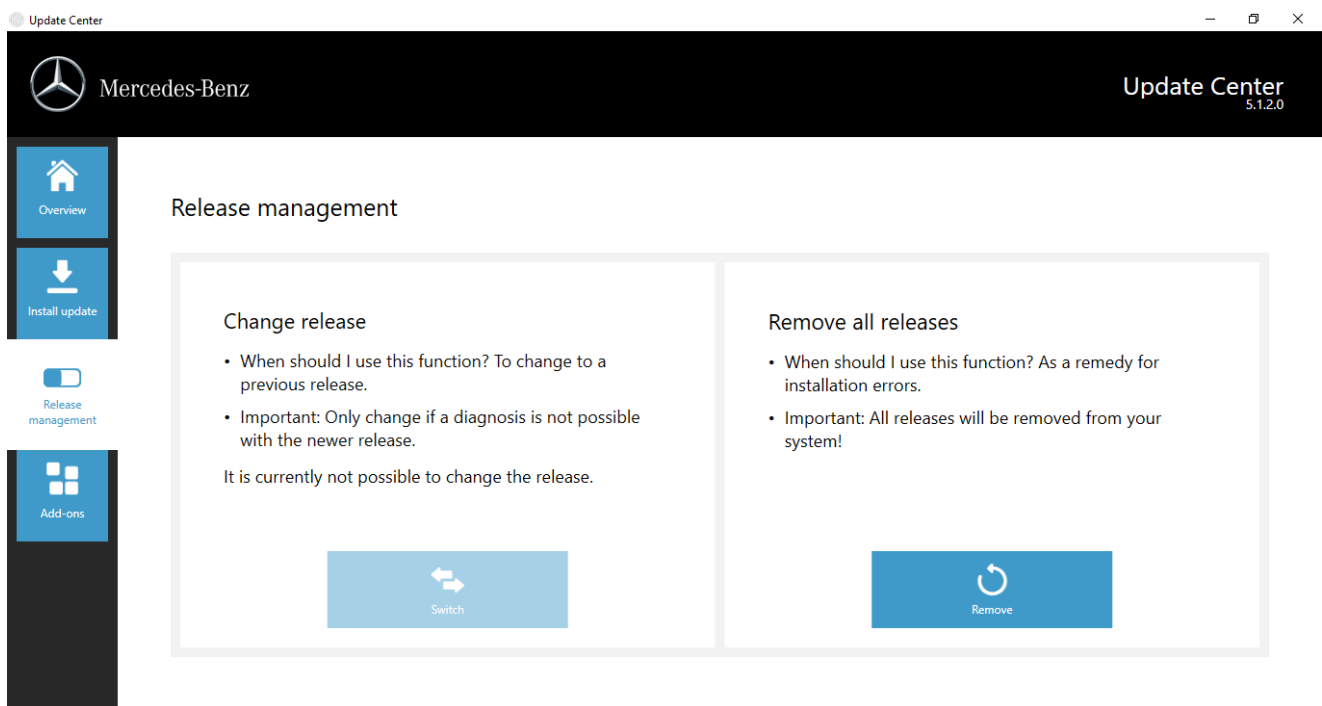
Figure 41: Release switching in the Update Center

⚠️Please note that release switching is only possible once two releases have been successfully installed.

Release management also offers the option of a "soft recovery". This means that only the releases currently installed on your XENTRY Diagnosis Pad are deleted. To do so, click on the "Remove" button.

⚠️ Please note that, after deleting all installed releases, you must first install a release again as per chapters 4.3.1 or 4.3.2.

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4.4. Add-ons

Add-ons are automatically installed on XENTRY Diagnosis Pad. This is controlled via the Update Center. Open the Update Center via the link on your desktop to check the current status of the installed add-ons.

Click on the "Add-ons" menu item to obtain an overview of the currently installed add-ons.
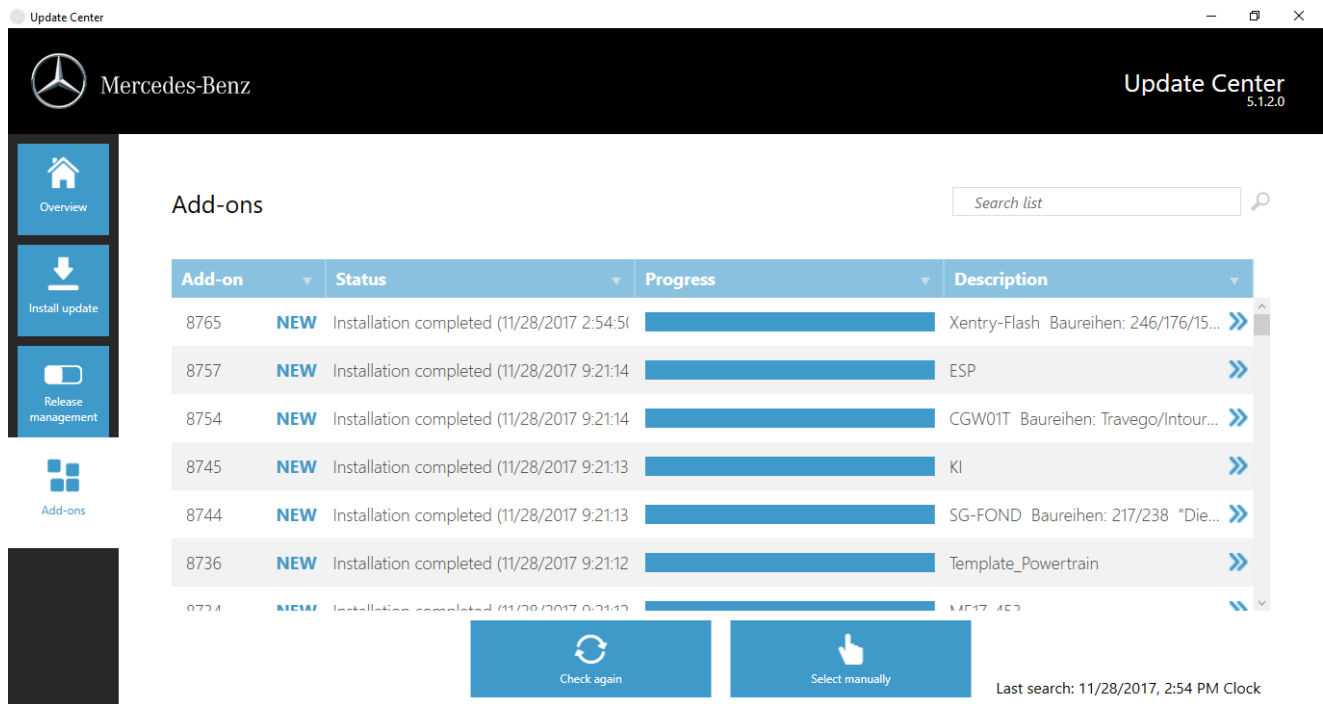
Figure 42: Installed add-ons

You can obtain more information on the Update Center in Chapter 7.2 on page 69.

In principle, the Update Center continuously checks for newly available add-ons. You can initiate this check via the "Check again" button.

If a Support employee e-mails you an add-on, you can copy it onto a USB stick and upload and install it yourself on the XENTRY Diagnosis Pad via "USB add-on installation".

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4.5. Printers and Printing

Any commercially available Windows 10-compatible printer may be installed on the XENTRY Diagnosis Pad. This applies to both USB and network printers. Printers certified for Windows 10 are preferred. Installation is no longer via special tools, but simply via the Windows menu.

Note: An admin password needs to be entered in case of non-certified printers. In this case, please contact the Diagnosis User Help Desk.

4.5.1. USB Printer Installation

To install a USB printer, proceed as follows:

1. Switch on the USB printer
2. Connect the USB printer to XENTRY Diagnosis Pad via a suitable USB cable
3. Please wait a few minutes
4. The USB printer is automatically installed by Microsoft Windows 10
5. The printer is now ready for use

Alternatively, you can install the printer as follows:

1. Open the control panel via the start menu.
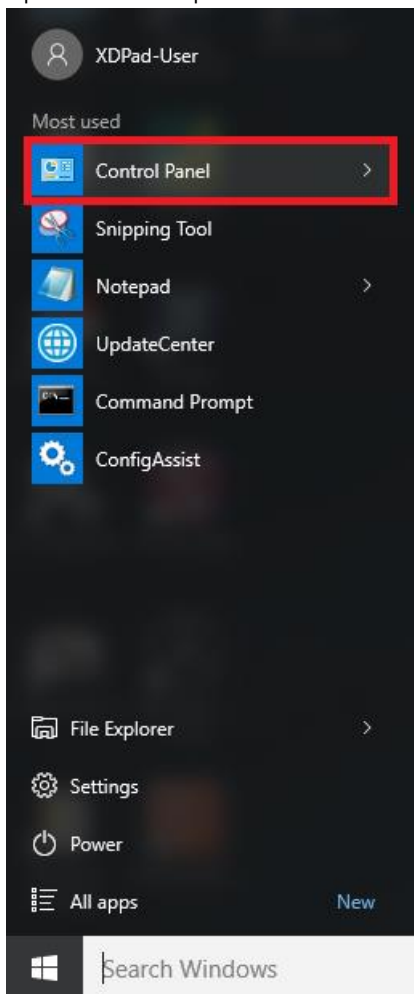
Figure 43: Opening the control panel

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2. Click "View devices and printers" in the "Hardware and Sound" area.
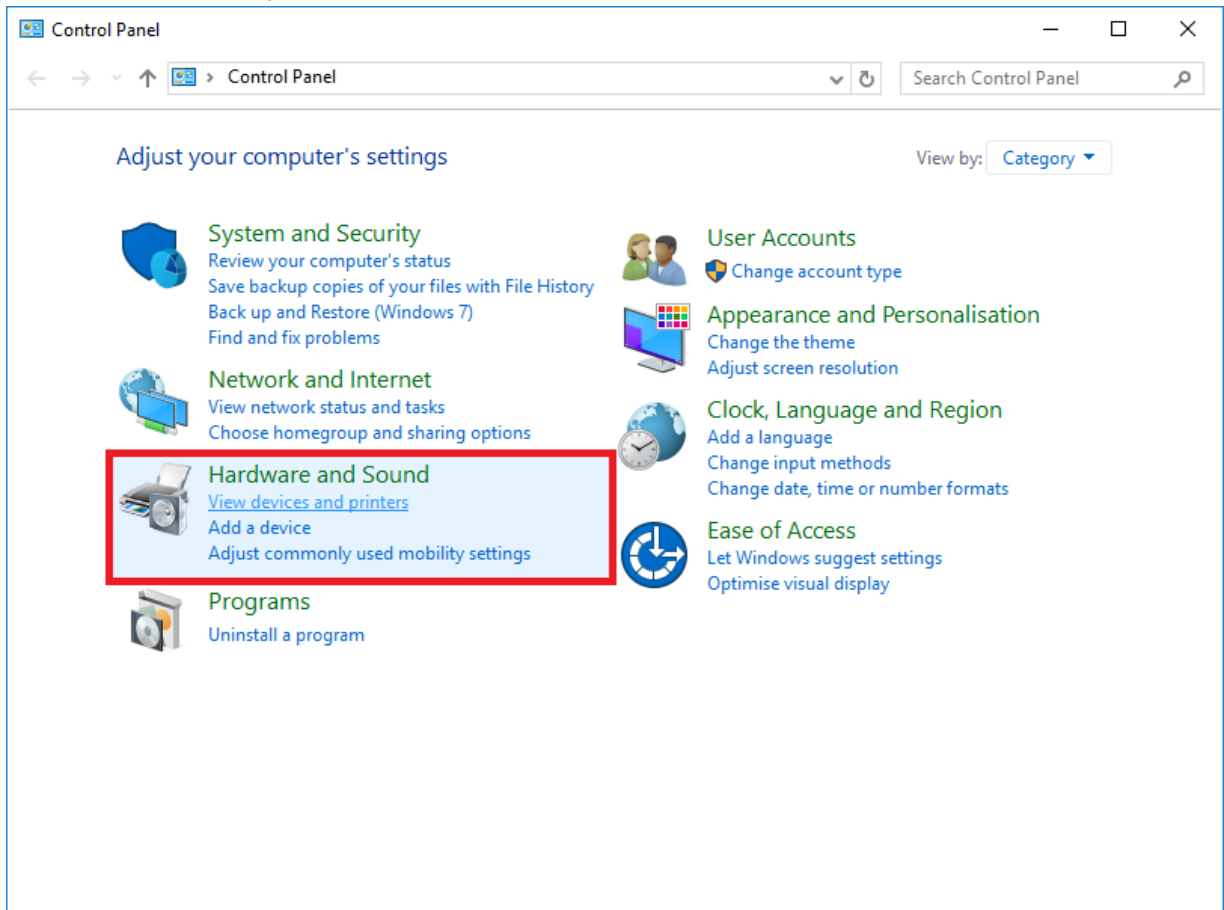
Figure 44: Hardware and Sound – View devices and printers

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3. The currently installed printers are displayed first of all:
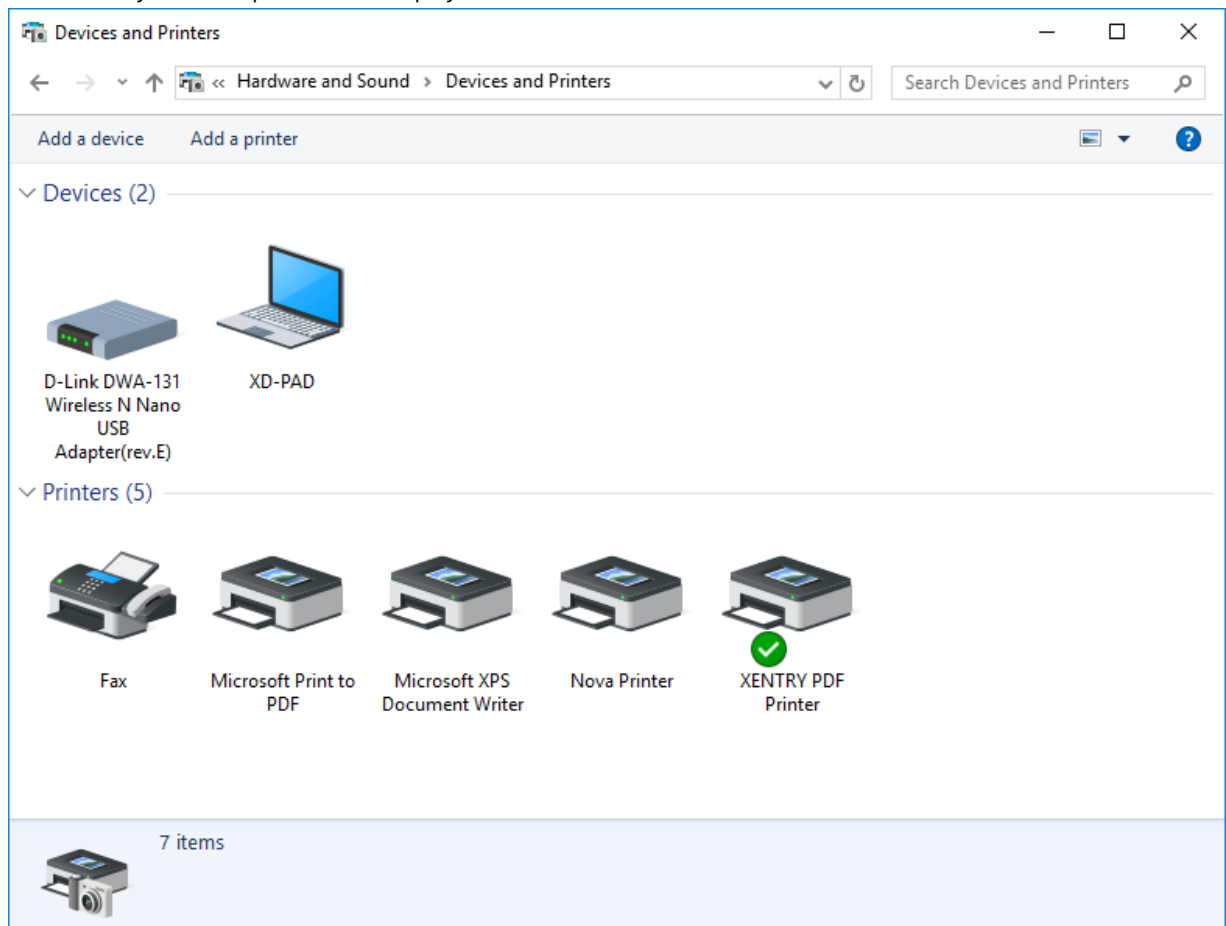
Figure 45: Currently installed printers

4. Now switch on the desired USB printer, and connect it to the XENTRY Diagnosis Pad with a suitable USB cable. The printer is initially displayed in the "Unspecified" area; the printer drivers are installed at the same time. This process may take a few minutes.
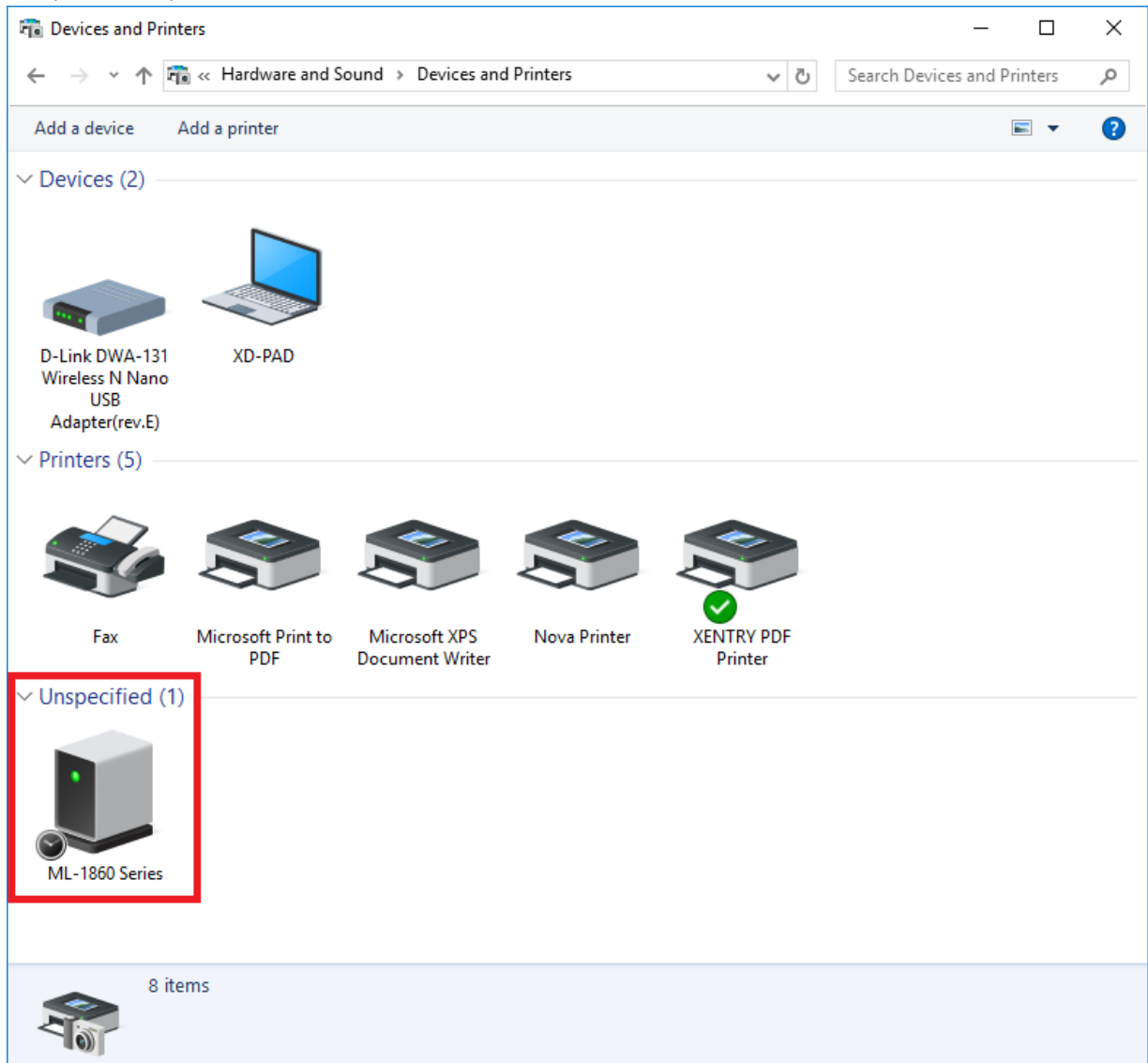
Figure 46: Printer recognized, installation in progress

5. Once successfully installed, the printer is displayed in the "Printers" area.
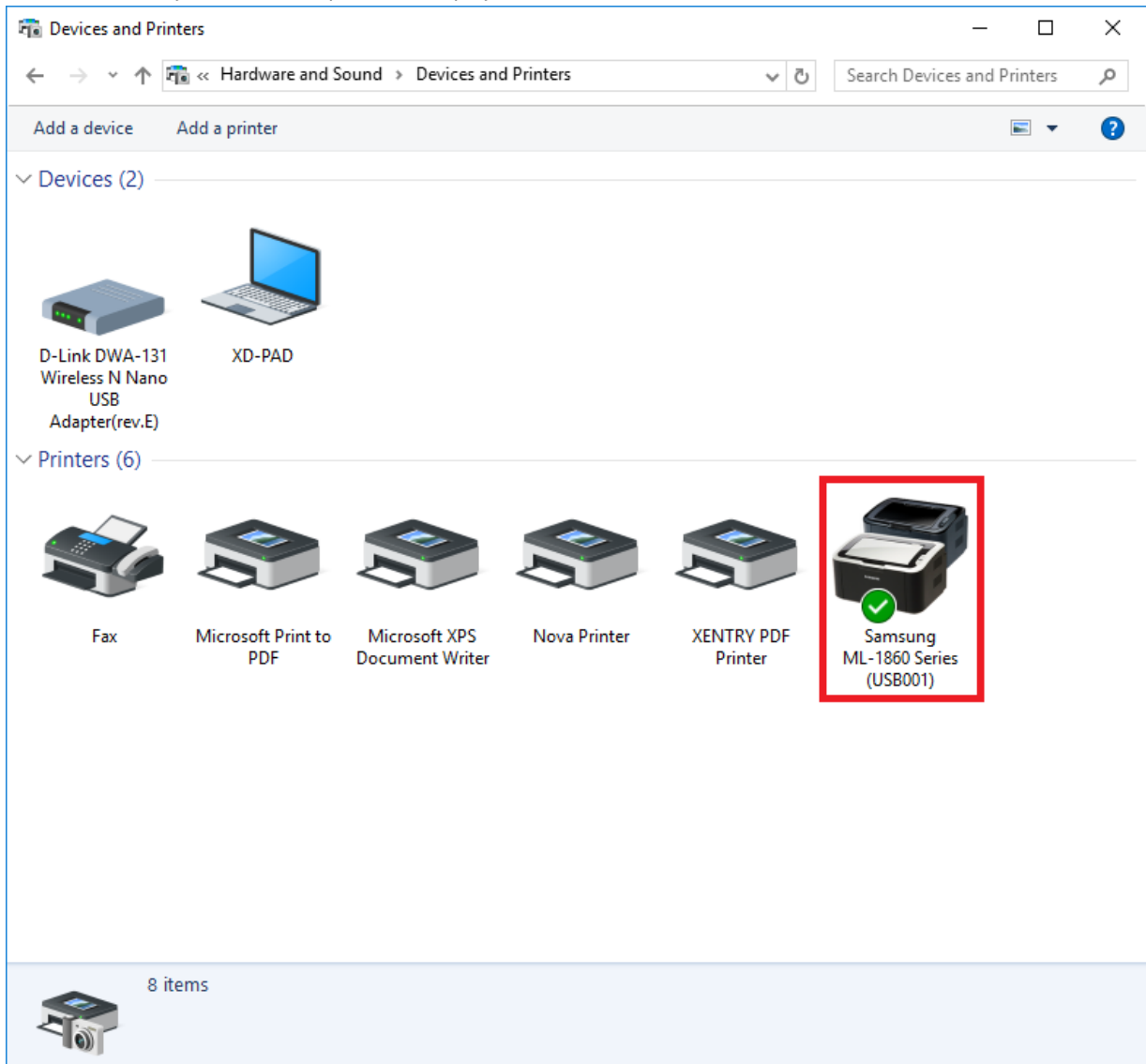
Figure 47: Printer installed

You have the option of creating PDF files in XENTRY Diagnosis Kit 3. A detailed description of the Diagnosis PDF printer is available in Chapter 7.4 on page 77. The storage location of the PDF files is described in Chapter 7.4.3 on page 80.

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4.5.2. Installation of a Network Printer

How to set up a network printer located in the same network as the XENTRY Diagnosis Pad is described below.
When installing a network printer that is not in the same network as the XENTRY Diagnosis Pad, you will be prompted
to enter an admin password during the installation process. In this case, please contact the Diagnosis User Help Desk.

1. Please switch on the network printer, and connect to the network in which the XENTRY Diagnosis Pad is located.
2. Open "Settings" via the start menu on the XENTRY Diagnosis Pad.

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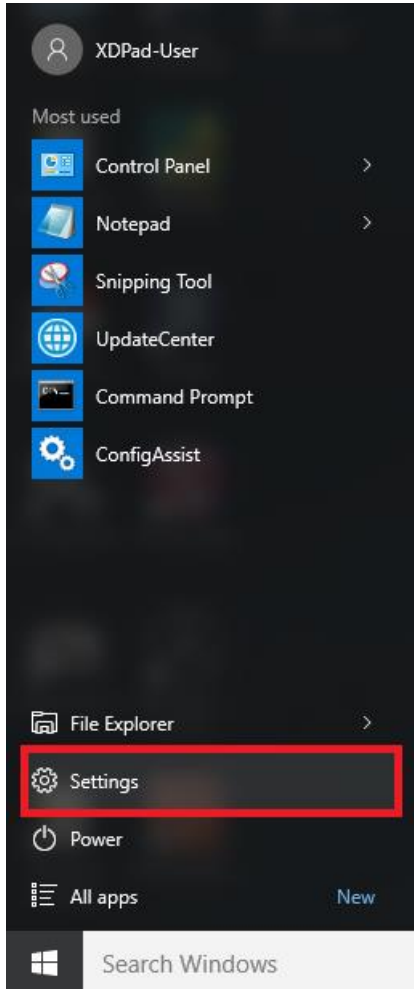
3. Select "Devices – Bluetooth, printers, mouse".

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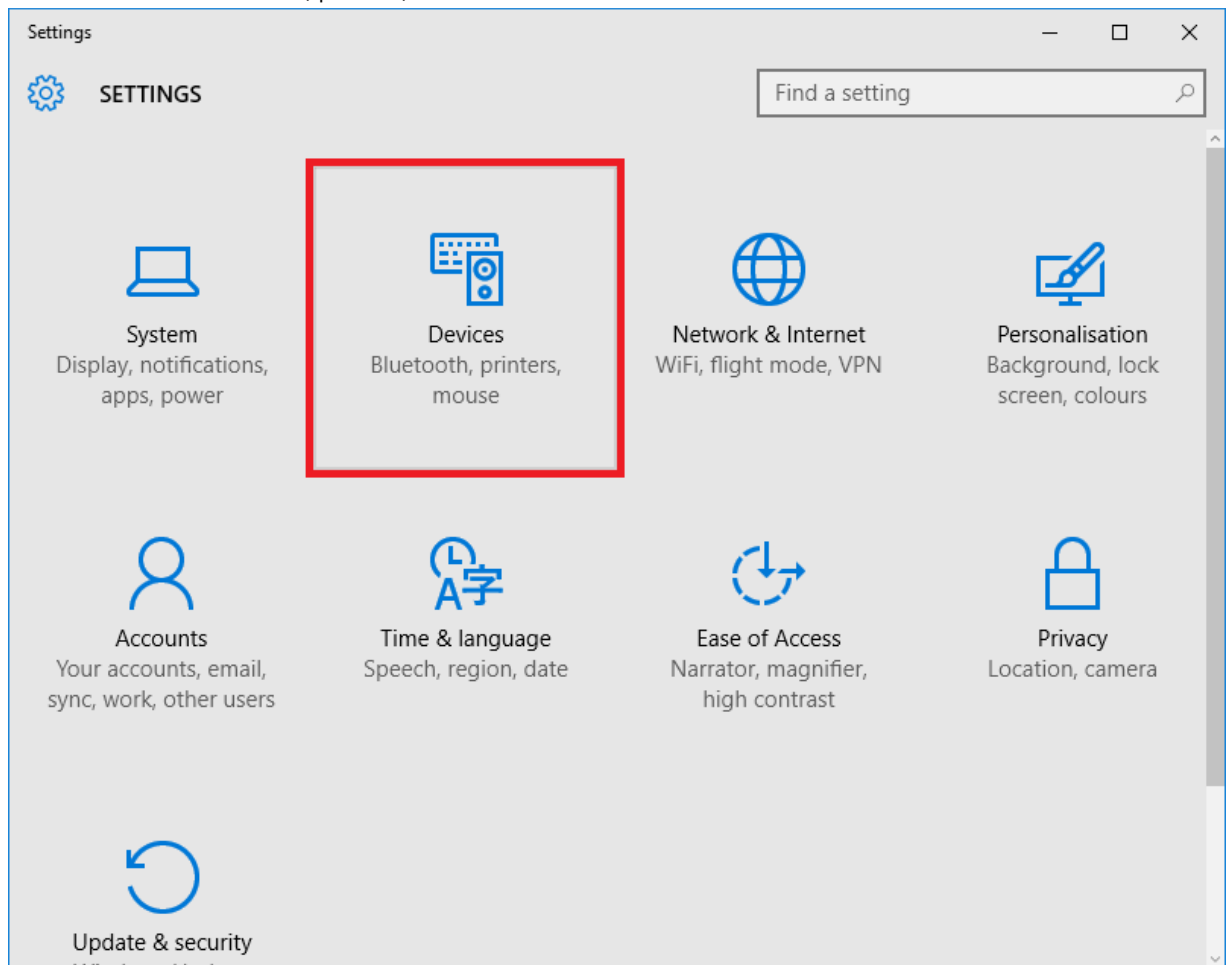
4. Click "Add a printer or scanner".

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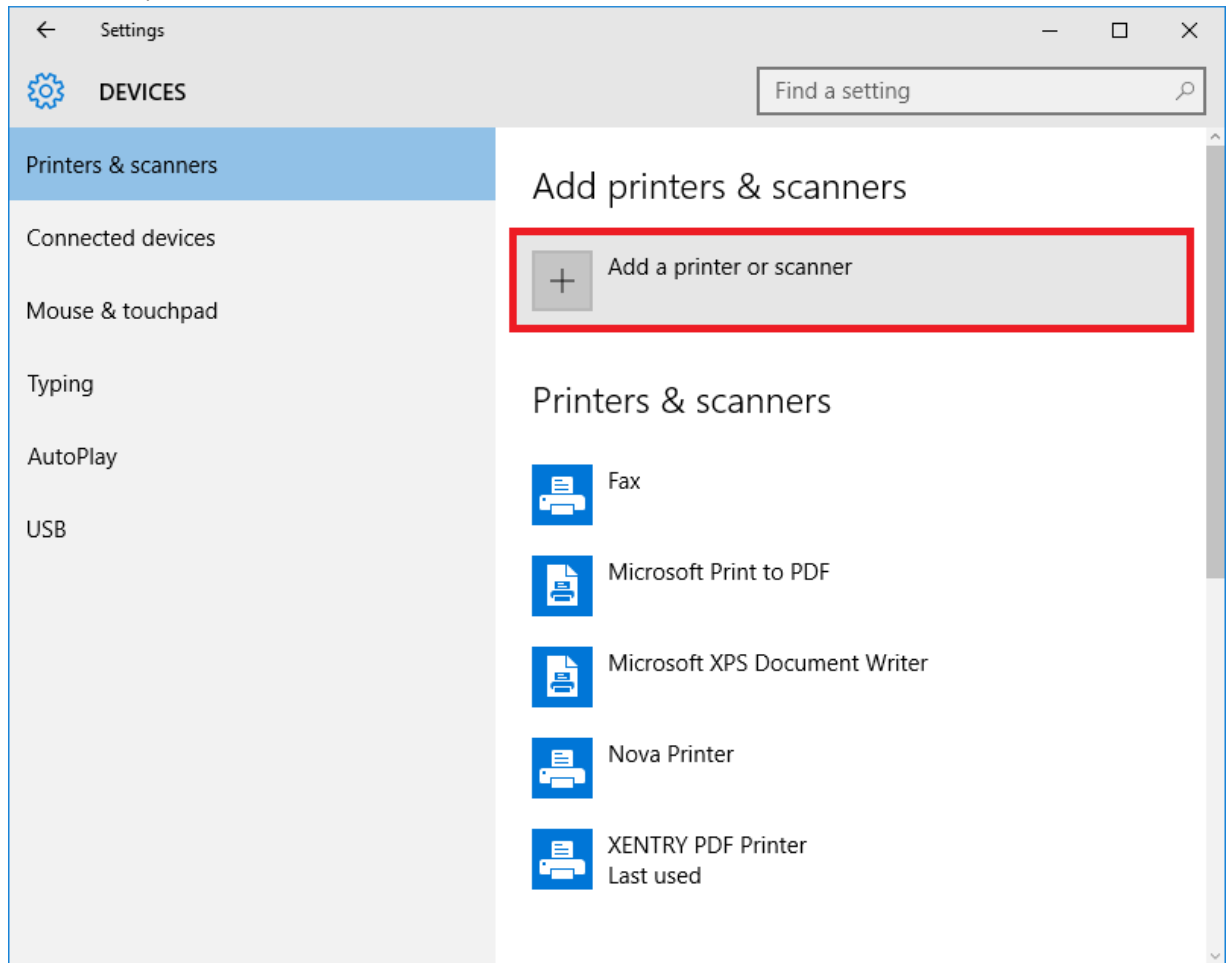
5. After a brief search, the network printer is displayed.

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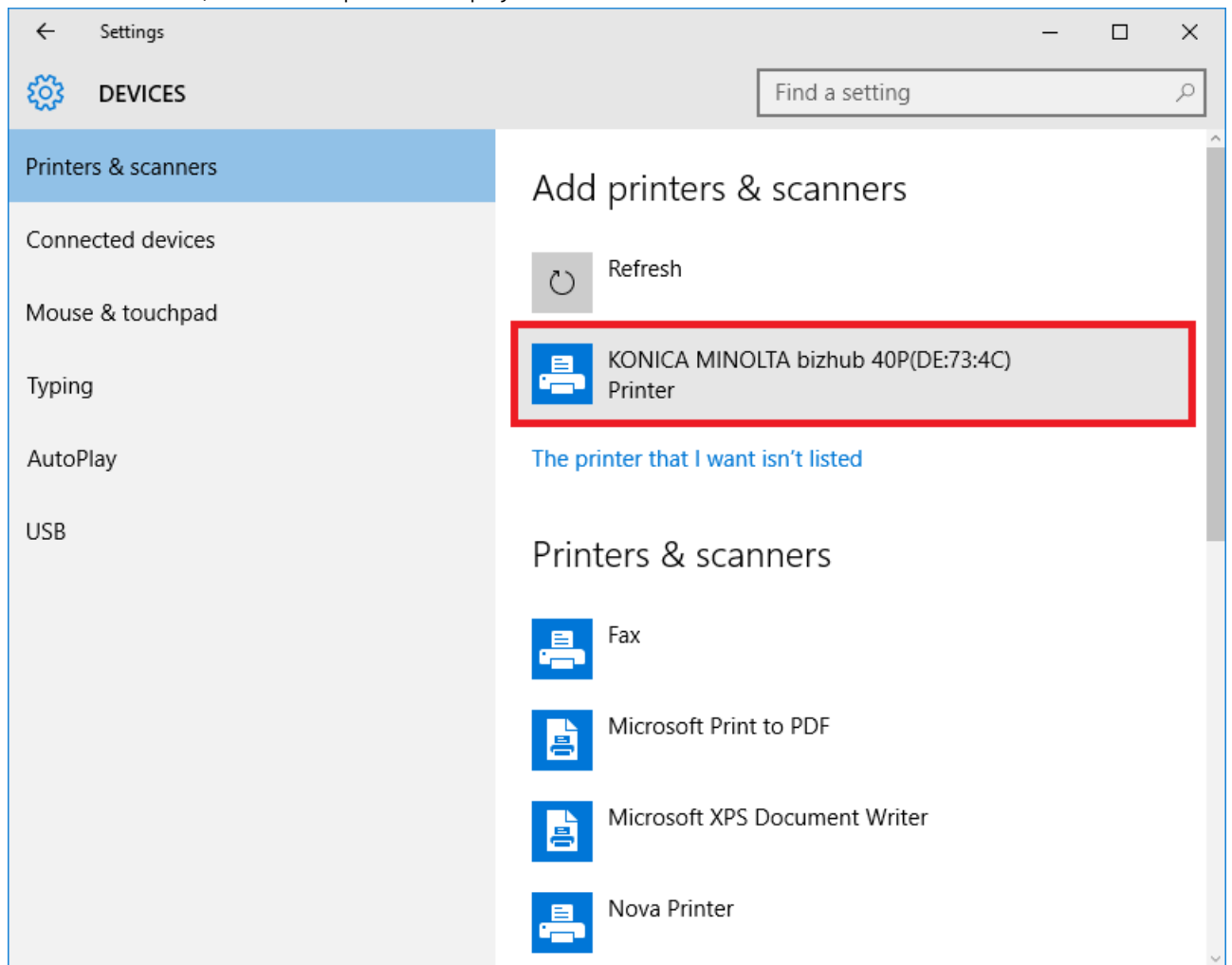
6. Mark the printer for installation, and then select "Add device".

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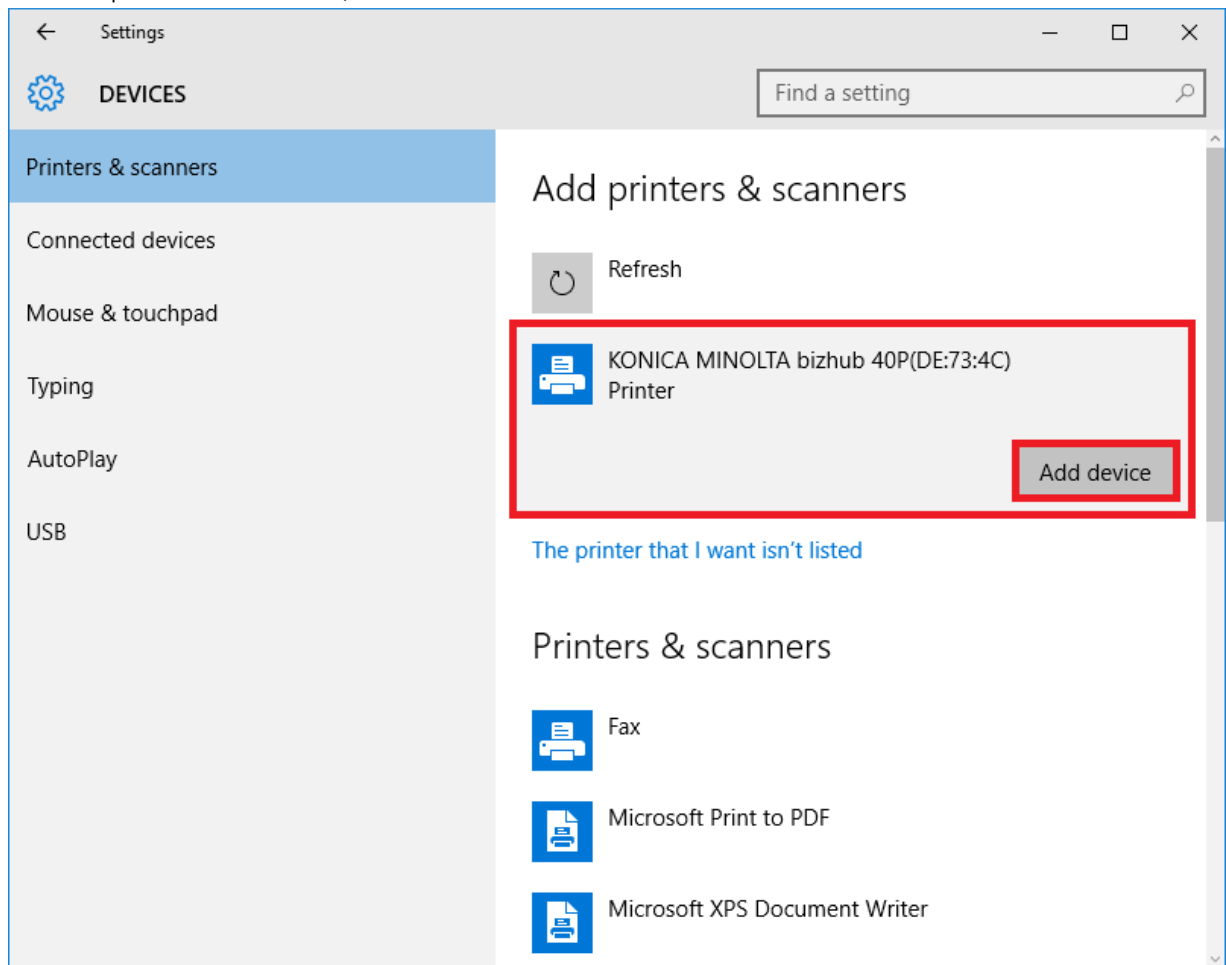
7. The printer drivers are now automatically retrieved and installed.

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8. The printer is now ready.

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9. If desired, you can run a check via the control panel. To do so, click the "Control panel" button in the start menu.

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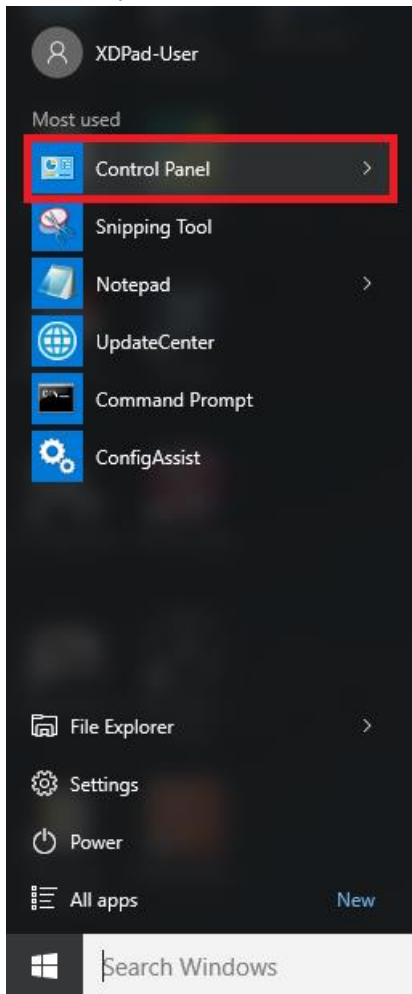
10. All installed printers are displayed via the "Hardware and Sound – View devices and printers" menu item.
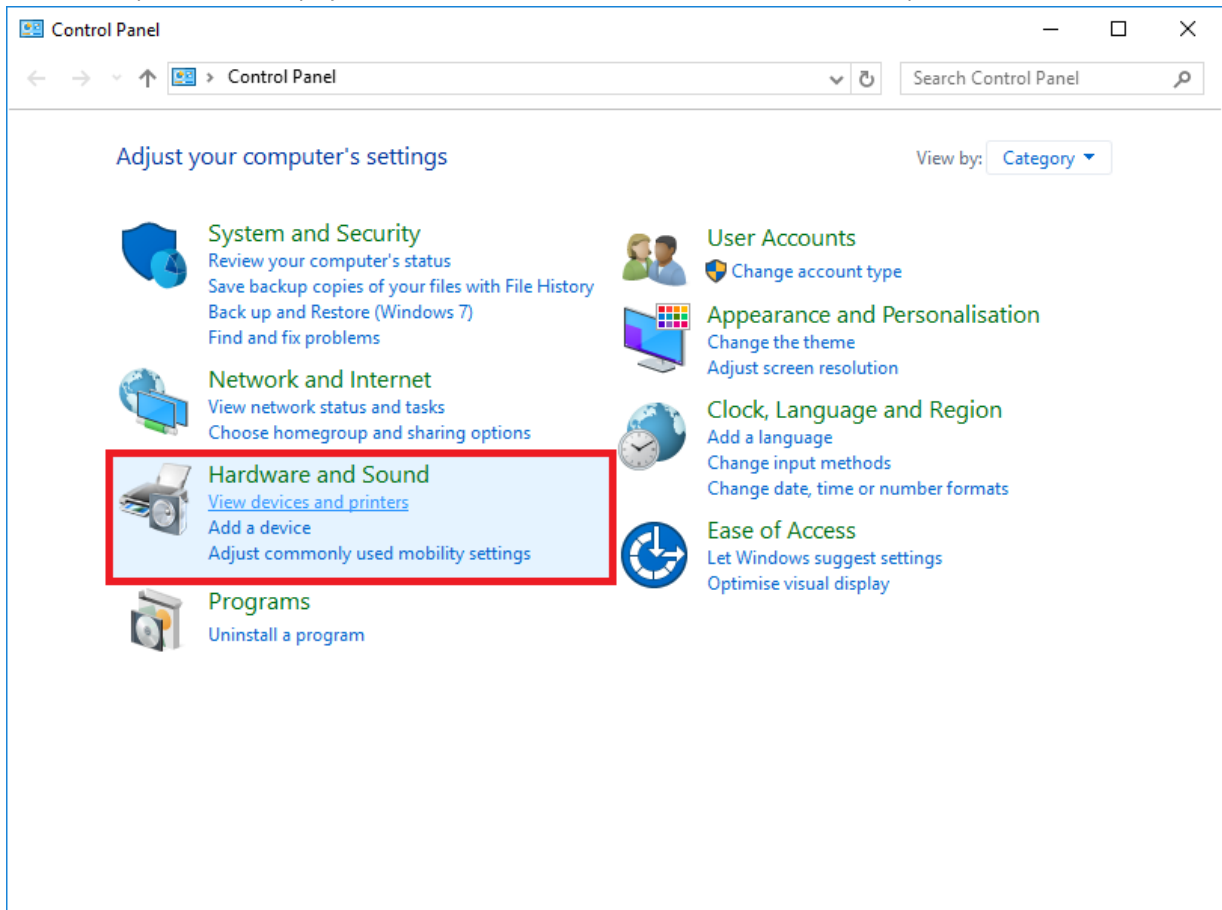
11. The installed printer is displayed in the "Printers" area.

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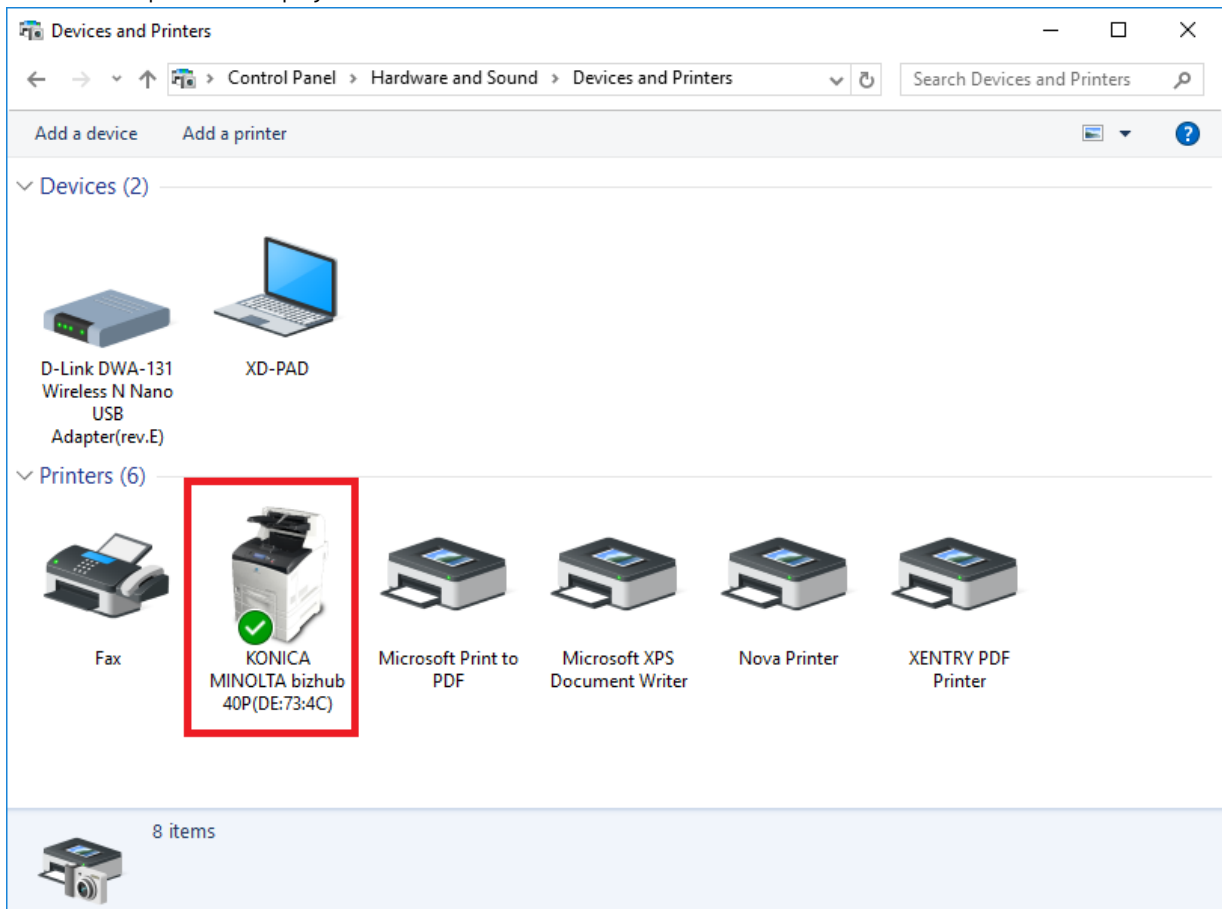
4.5.3 Assistant for installing printer drivers

If you are prompted to enter an admin password during printer installation, you have two options:

- Contact the CAC to enter the admin password. The contact details of the CAC can be found in the Support Tool.
- Install the printer driver via the "Printer Driver Installer" desktop shortcut. The procedure to do so is described below:

1. Open the Printer Driver Installer via the desktop shortcut on your XENTRY Diagnosis Pad.
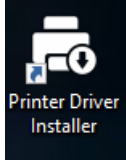
2. The installation screen opens:
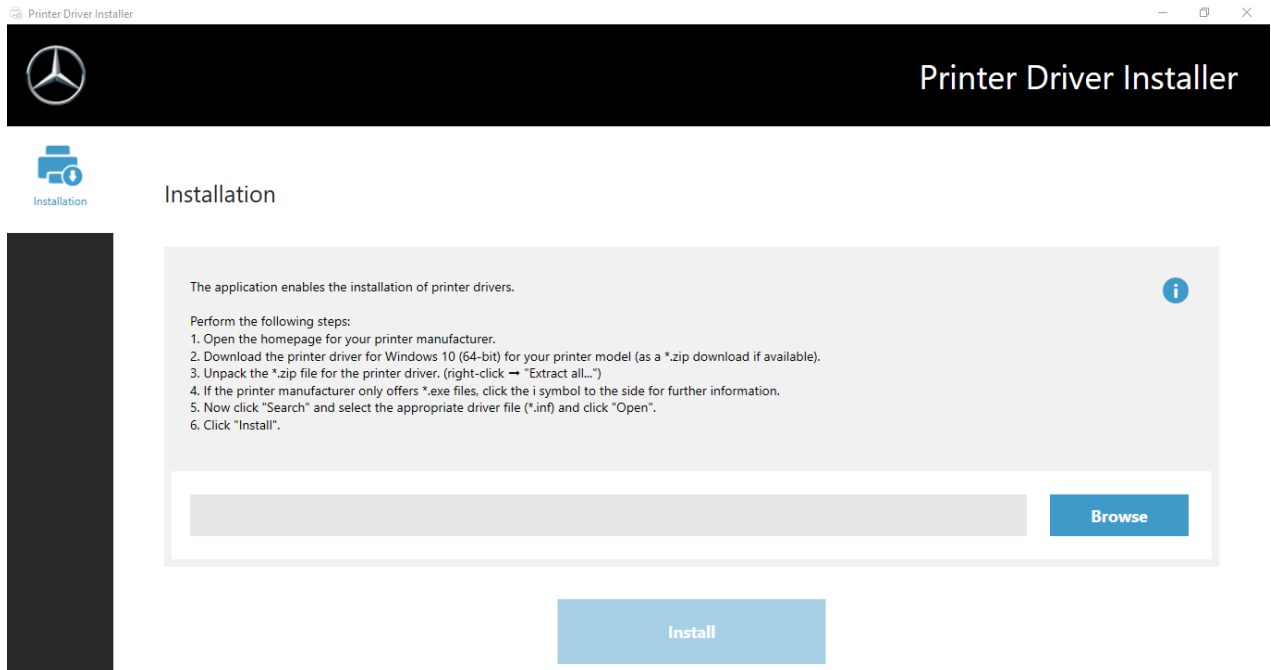
Here you have the option to load and install the printer driver directly on the XENTRY Diagnosis Pad.

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Please note that the Printer Driver Installer currently only handles *.INF files.
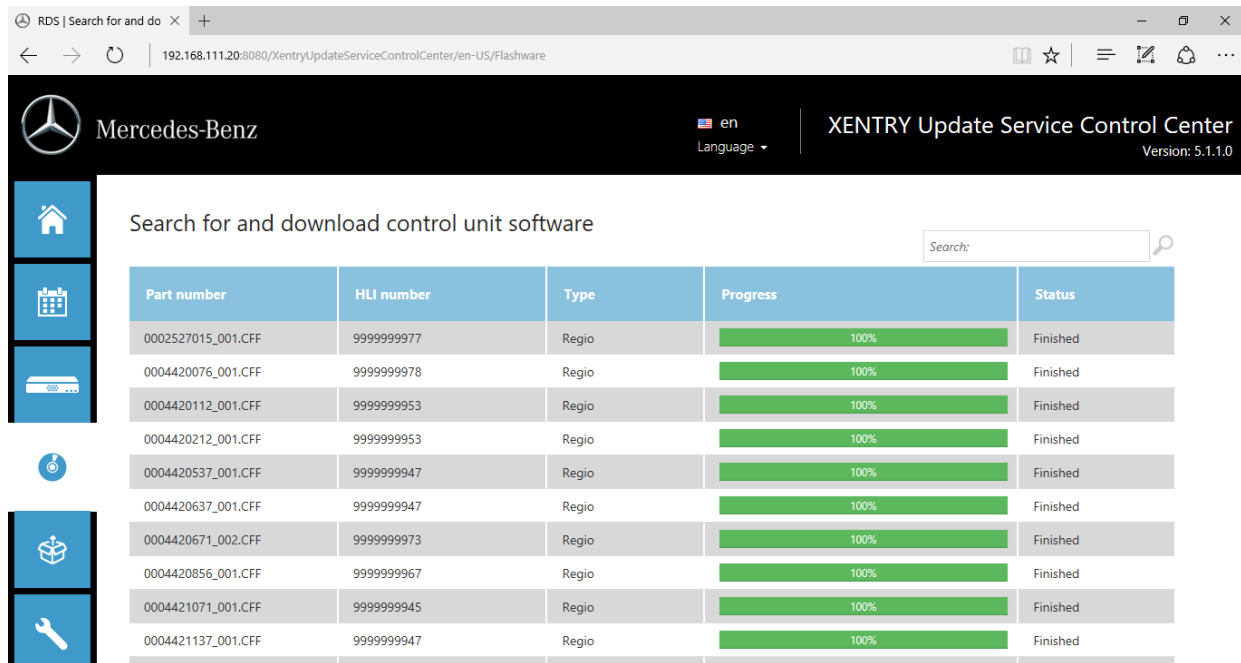
If your printer driver is only available as an *.EXE file, please click on the ⓘ button on the right-hand side to clarify the further procedure:

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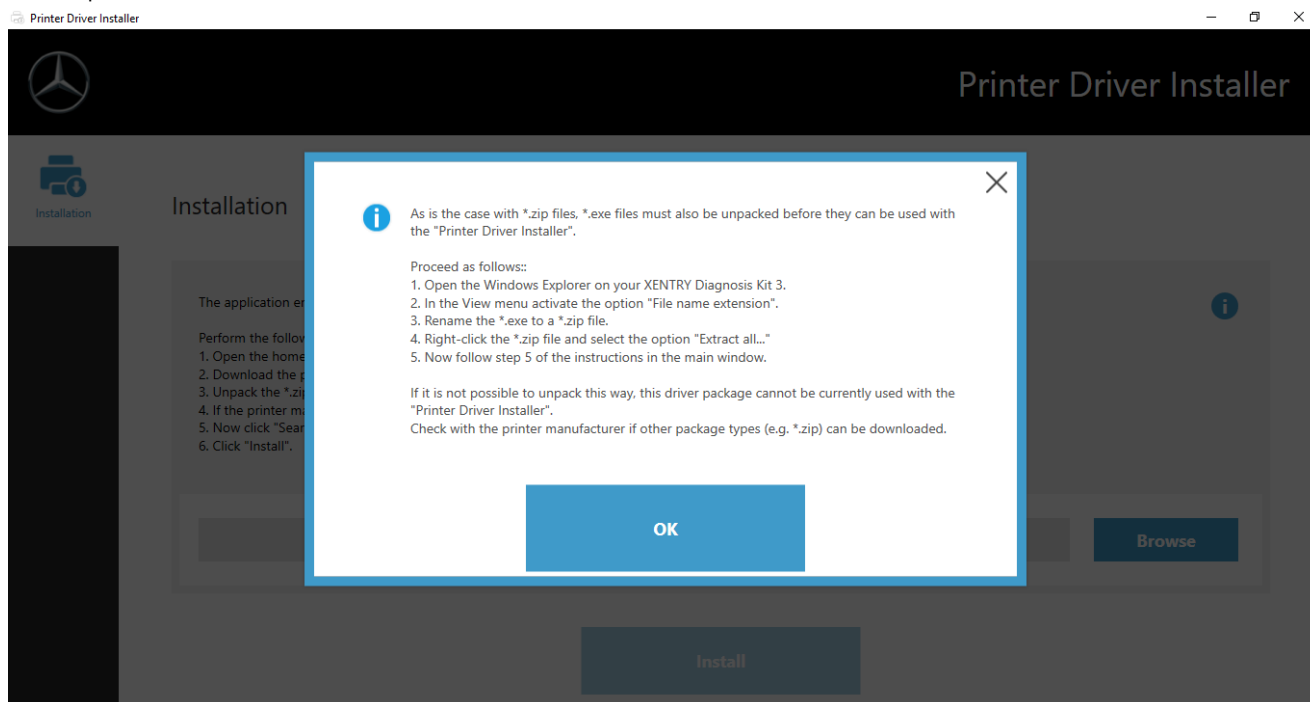
4.6. Use of Control Unit Software Provided Online

If you use Retail Data Storage (Chapter 4.3.1) in your company, you can perform control unit initial startup processes online (without DVDs or Blu-ray discs), as the control unit software is now available via the Retail Data Storage.

The available control unit software can be viewed in the XENTRY Update Service Control Center.

Figure 48: Available Regio DVD

For more information, please see the user guide "XENTRY Update Service - Commissioning the Retail Data Storage".

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4.7.   AQT – Automatic Quick Test

In order to perform an automatic quick test (AQT) in service reception, the XENTRY Diagnosis Pad must be integrated into your company's service reception network and connected to the Internet.
Please ensure when working in service reception that XENTRY Diagnosis VCI and XENTRY Diagnosis Pad are directly adjacent so that the connection between the hardware components can be maintained via WLAN. Alternatively, hardware components can be connected via USB cable.

In addition, you must have XENTRY Portal access. For more information, go to the XENTRY portal under Home – Maintenance & Repair – Diagnosis – Diagnosis in service reception.

You can activate AQT mode if at least the software update 12/2016 and all available add-ons are installed on your

XENTRY Diagnosis Pad. Open the "XENTRY AQT"   link on your XENTRY Diagnosis Pad desktop.

Figure 49: XENTRY AQT icon

You will be prompted once to sign on with your user name and password:
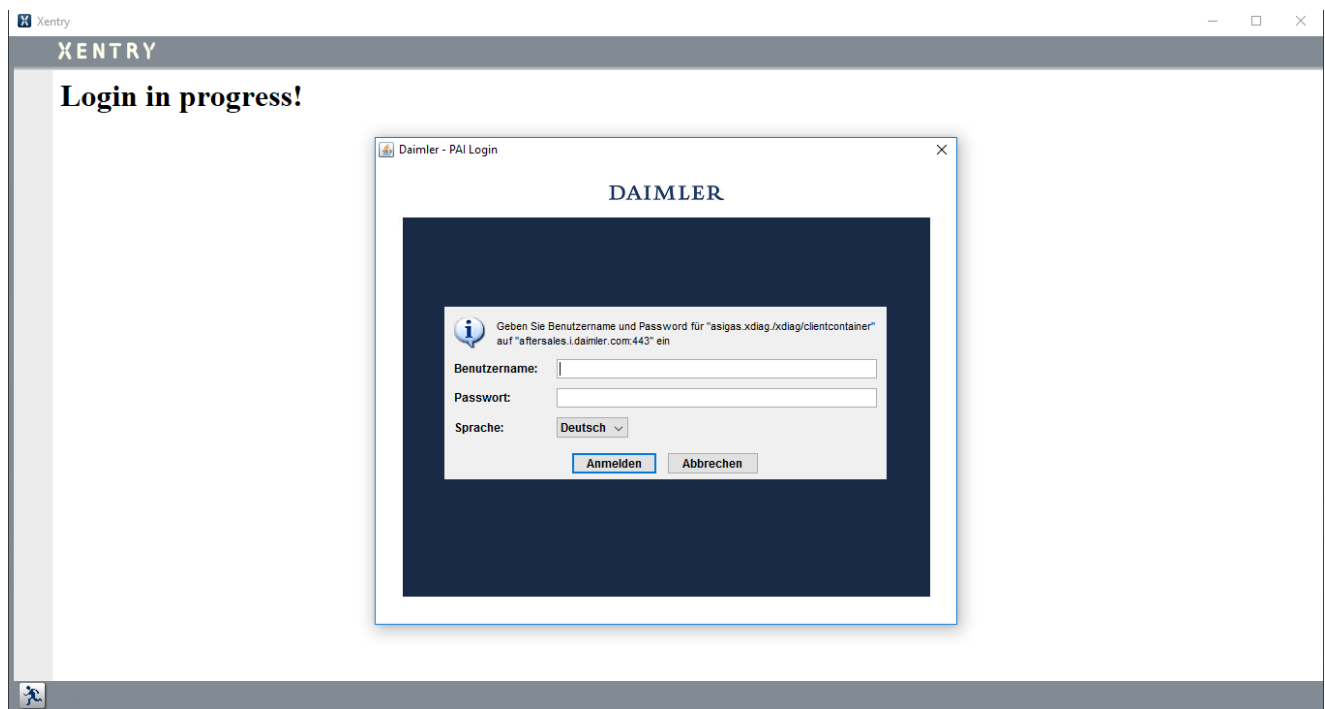
Figure 50: XENTRY AQT login

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You will then be prompted once to select your dealer (operation) number:
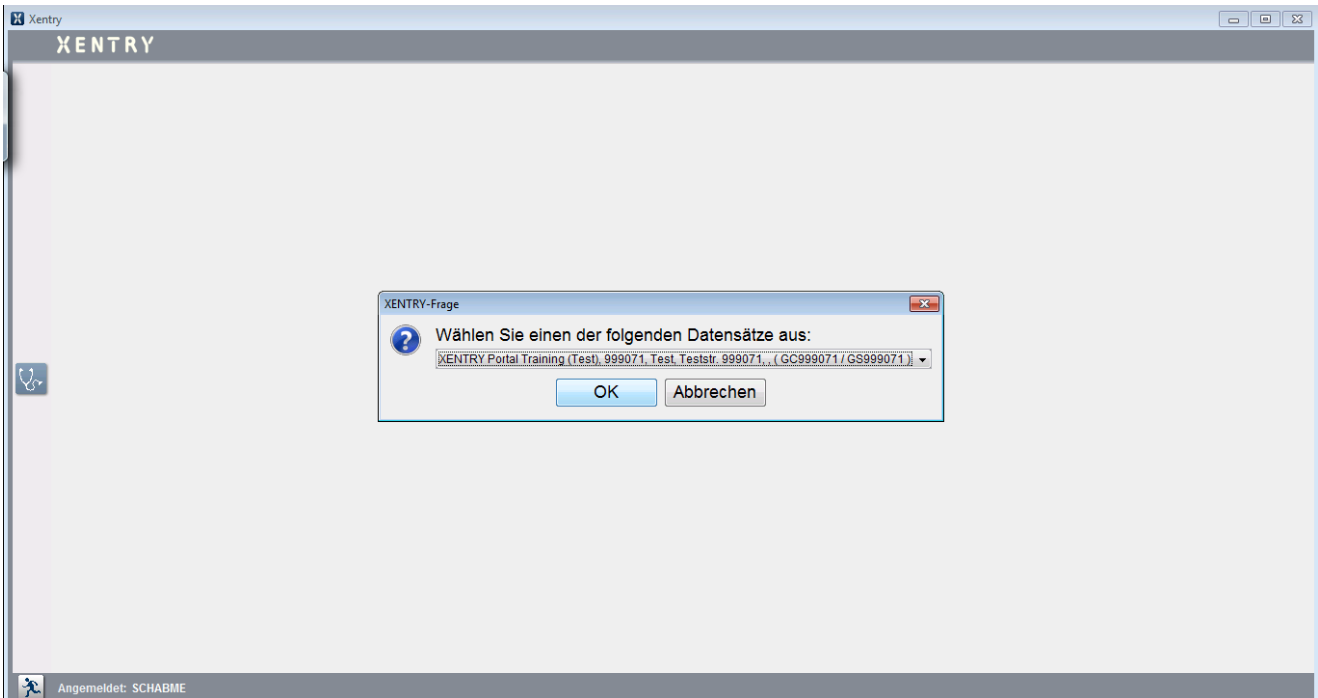
Figure 51: One-off selection of the dealer number

XENTRY AQT closes briefly and automatically restarts.
XENTRY Diagnosis VCI is now ready to perform the AQT.

Figure 52: XENTRY AQT home screen

Proceed as follows:

1. Switch the vehicle ignition on (important!)
2. Connect XENTRY Diagnosis VCI to the OBD socket on the vehicle
3. The quick test starts; you can follow its progress on the XENTRY Diagnosis Pad:

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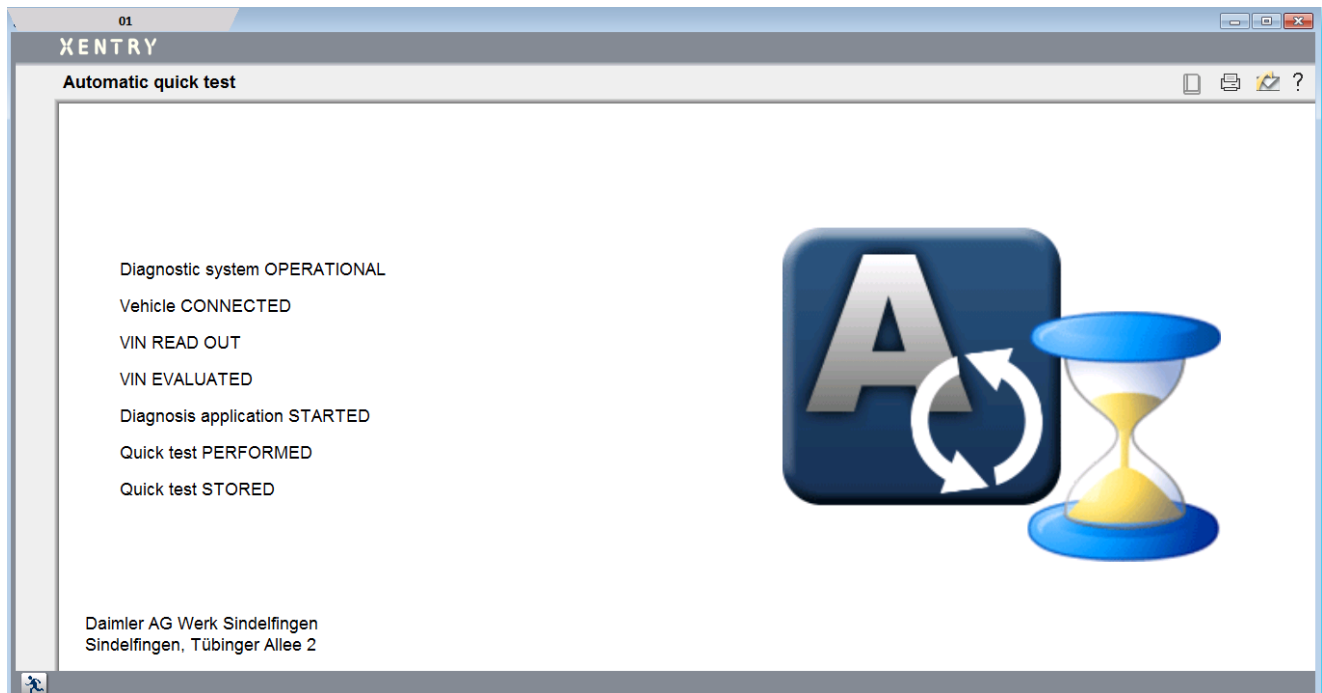
Figure 53: XENTRY AQT run

4. The quick test is completed in a few minutes (depending on model series and vehicle equipment), and the results are automatically transmitted via the network to the XENTRY Portal (the status display for the quick test can be read from the XENTRY Diagnosis Pad)
5. In response to the prompt "Pull OBD plug" on the XENTRY Diagnosis Pad display, disconnect the device from the vehicle.
6. The quick test is now available on the XENTRY Portal.

You can now use the XENTRY Diagnosis VCI on the next vehicle.

You can close AQT mode again after the last automatic quick test. To do so, close the "XENTRY AQT" program on the XENTRY Diagnosis Pad.

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4.8. Calling up WIS/ASRA online/offline

4.8.1. Calling up WIS/ASRA from the XENTRY frame

It is possible to open WIS/ASRA from within the XENTRY frame. You will need to log in to WIS/ASRA Online using your EMEA user ID and the corresponding password via single-sign-on. You will then be able to use WIS/ASRA as normal, including without a defined vehicle context. There is no difference between calling up WIS/ASRA online or offline.
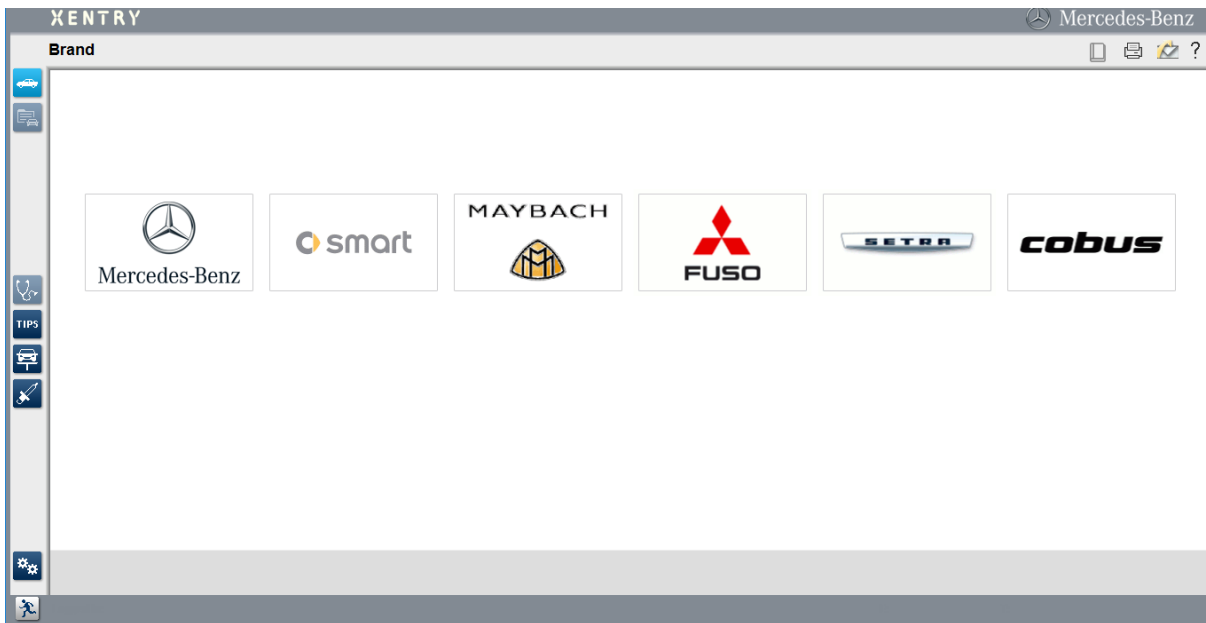
Figure 54: Direct callup of WIS/ASRA from the XENTRY frame

⚠️ Please note: As soon as a vehicle context has been specified in XENTRY (vehicle data visible in the XENTRY footer), this will be passed on when calling up WIS/ASRA (offline and online). WIS/ASRA then sets up this vehicle data as its search context.

⚠️ Please note: WIS/ASRA does not need to be closed after it is called up from the XENTRY Diagnosis software. Leave the WIS/ASRA window open in the background and then return to diagnosis.

When calling up WIS/ASRA again, you will thus not need to reload the window. However, every time the screen is called up, new parameters are sent to WIS/ASRA which means that any searches left open in WIS/ASRA or results pages will be "overwritten" when re-accessing the page from the XENTRY Diagnosis software.

4.8.2. Calling up WIS/ASRA from a diagnosis session

In addition to calling up WIS/ASRA from the XENTRY frame, which involves transferring the vehicle context to WIS/ASRA, it is also possible to call up WIS/ASRA from various control unit or function views within a diagnosis session.

4.8.3. Calling up WIS/ASRA from XENTRY DAS

The WIS/ASRA access options available in XENTRY DAS depend on the data set. There are thus links to WIS/ASRA or WIS documents from the XENTRY DAS Help or from the control unit menu. These links can be identified by the "Finger" symbol.

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4.8.4. Calling up WIS/ASRA online from a browser (Service & Parts net)

The EPC, WIS/ASRA server in Service & Parts net for customers outside the sales network or independent market participants in accordance with EBER Directive 1400/2002 (independent garages etc. in EEA) cannot be started directly from the XENTRY frame, a diagnosis session or XENTRY DAS. A single sign-on is also not possible. It therefore is not listed within the "Network configuration" of the EPC, WIS/ASRA server of ConfigAssist.

You should therefore call up http://service-parts.mercedes-benz.com in the Microsoft Edge web browser and log on to the portal page and EPC, WIS/ASRA with your access details.
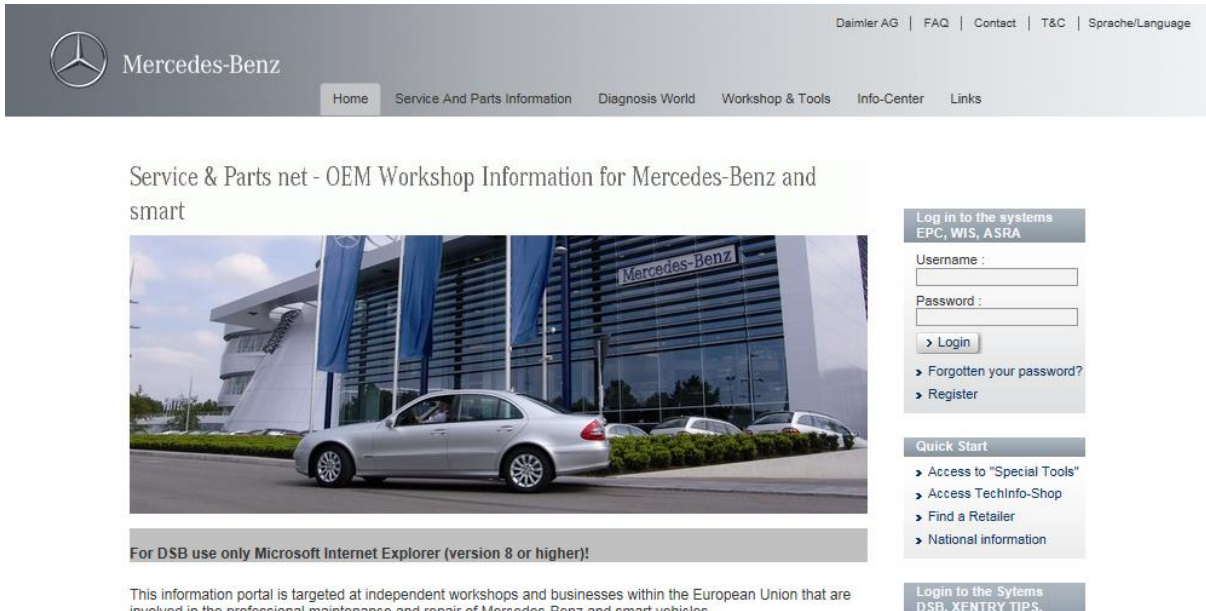
Figure 55: Service & Parts net

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5. XENTRY Diagnosis Kit 3 Hardware Components

5.1. XENTRY Diagnosis Pad

5.1.1. XENTRY Diagnosis Pad Technical Performance Features

Figure 56: XENTRY Diagnosis Pad view

- Hard drive: 512 GB SSD
- Memory: 8 GB DDR3 1600 RAM
- Processor: Intel ® Core ™ i5
- Operating system: Windows 10 64-bit Professional
- Dimensions: Approx. 350 mm x 244 mm x 46 mm (as XENTRY Tab | Tab 2)
- Weight: Approx. 2,590 g
- Convenient operation via:
    o   Infinitely adjustable stand
    o   Touch screen
    o   Good display readability

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5.1.2. Connections on XENTRY Diagnosis Pad

WiFi stick with protective cover

Fan

SD/XC card reader
headphone connection
microphone

LAN connection

USB 2.0 connections

USB 3.0 connection

USB 2.0 connections

Power
plug

Figure 57: XENTRY Diagnosis Pad connections

5.1.3. Buttons and Displays on the XENTRY Diagnosis Pad

The XENTRY Diagnosis Pad has the following buttons and displays:

a	Lock screen	e	Open Panasonic PC Settings Utility Self-diagnosis (hold down during booting)
b	Change screen orientation	f	Open XENTRY Diagnosis software
c	- Show virtual keyboard - Check battery status (hold down if device is off)	g	LED status indicators for battery, WLAN, hard disk operation, SD card use
d	Switch between running applications	h	Here you can switch on the XENTRY Diagnosis Pad

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5.2. XENTRY Diagnosis VCI

5.2.1. XENTRY Diagnosis VCI Technical Performance Features

Figure 58: XENTRY Diagnosis VCI

- Material: polycarbonate with rubber caps
- No battery
- No display
- Connection of VCI to Pad via WLAN, via WLAN USB sticks, no available WLAN infrastructure required
- VCI possesses a freely assignable function button, which has no function at present
- VCI does not require any power unit for external power supply
- VCI switches off automatically if it is not connected to a vehicle or an OBD/USB cable. It switches on automatically when the power supply is restored.

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Property	Value/range
Host interface	
Wired	High speed USB 2.0
Wireless WiFi USB stick	802.11b/g/n
Processor system	
Microprocessor	Intel MX6 Solo
Clock rate	800 MHz
RAM	512 MB DDR3 RAM
ROM	512 MB Flash
Mass storage (opt.)	USB memory stick
User interface	
LEDs	5 status LEDs
Signal tone beeper	Acoustic signal tone
Power supply	
From the vehicle battery via the diagnosis connection cable or via a connected USB cable. Important: Diagnostic socket of the vehicle must be secured with a fuse of maximum 6 A/32 V.	OBD: 8 to 28 VDC; 750 mA USB: 5 VDC; 700 mA
Mechanical properties	
Dimensions	168 x 115 x 45 mm
Weight	0.41 kg
Operating temperature	-20°C – +60°C
Storage temperature	-40°C – +80°C
Humidity at 25°C	30% – 95%
Maximum operating height	4,000 m
Protection class when diagnosis connection cable not plugged in	IP 30
Protection class when diagnosis connection cable screw-fitted to IEC60529	IP 54; category 2
Degree of soiling	2
Diagnosis connection cable	
J1962 (ISO 15031-3)	26-pin; rating 28 V; CAT O
VCI certifications	
EU	CE
USA	FC
South Korea	KC MSIP-REM-BO2-XENTRY-VCI
Russia	EAC
Australia	
Ukraine	

Table 1: Technical data of XENTRY Diagnosis VCI

Application area

XENTRY Diagnosis VCI is designed for indoor use only.

- Degree of soiling 2, keep area around XENTRY Diagnosis VCI clean
- Avoid condensation, do not expose XENTRY Diagnosis VCI to rain or dampness

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5.2.2.Connections and Controls on XENTRY Diagnosis VCI

Following are the connections and controls on the XENTRY Diagnosis VCI:

USB port
(memory stick)

Port for diagnosis
connection cable

LEDs

Control
button

USB port

WLAN
adapter

Ethernet
connection

Port for diagnosis
connection cable

USB port
(memory stick)

USB port

WLAN
adapter

Ethernet
connection

Figure 59: Connection XENTRY Diagnosis VCI

5.2.3. Status display and control elements on the XENTRY Diagnosis VCI

Figure 60: Status display and control elements on XENTRY Diagnosis VCI

Status displays

	Operating indicator, LED green	Operating indica
	Fault indicator, LED red	Fault indicator, L
	LED red/green/orange	LED red/green/o
	Connection indicator VCI ↔ Pad, LED flashing in green	Connection indic LED flashing in g
	Connection indicator VCI ↔ Vehicle, LED flashing in green	Connection indic LED flashing in g

Figure 61: VCI status displays

Control

Figure 62: VCI control button

There is a control button on the XENTRY Diagnosis VCI. This function key is used for special use cases in the XENTRY CAN-Tool.

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6. Accessories

6.1. Optionally Available Accessories

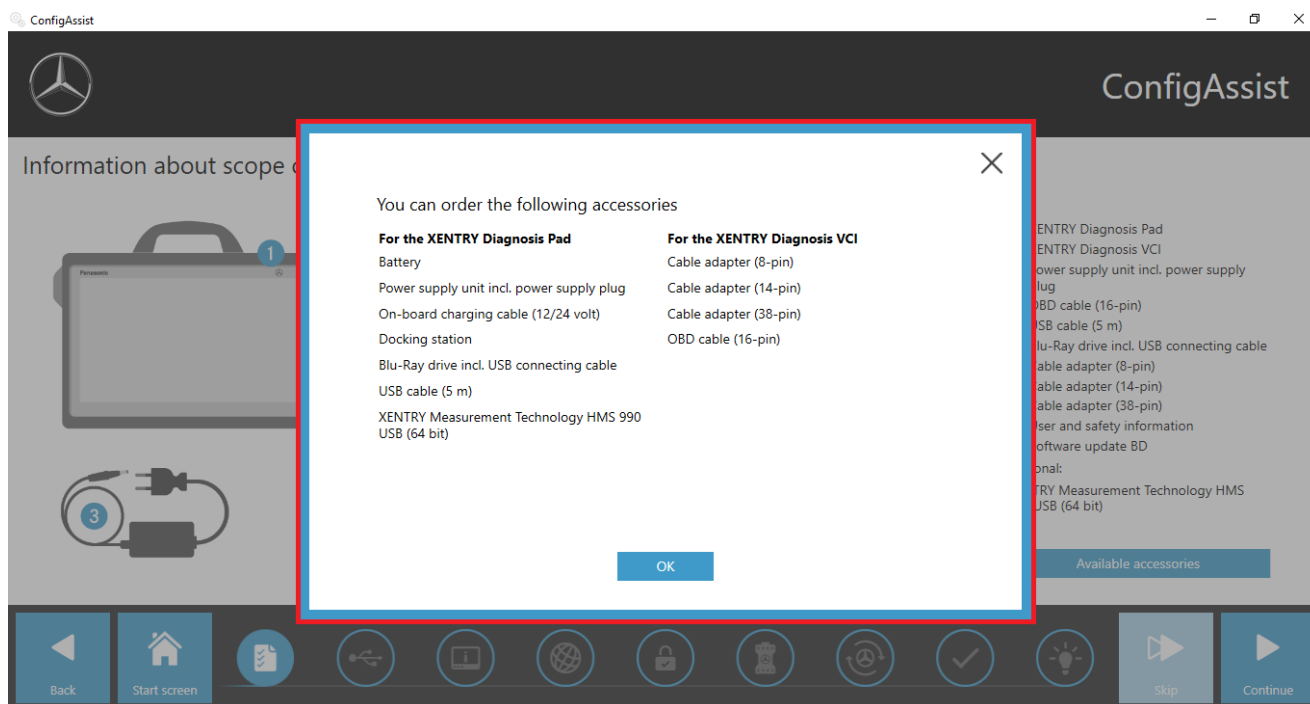Optionally available accessories are displayed during the configuration process.

Figure 63: Optionally available accessories

Measurement Technology HMS 990 USB (64-bit)		
XENTRY Diagnosis Pad	**XENTRY Diagnosis VCI**	
XENTRY Diagnosis Pad battery	OBD cable (16-pin)	1.699.200.366
Power supply unit incl. power supply plug	Cable adapter (8-pin)	1.684.463.991
On-board charging cable (12/24 V)	Cable adapter (14-pin)	1.684.463.994
Docking station	Cable adapter (38-pin)	1.684.463.995
Blu-ray drive incl. USB connecting cable	Cable for control unit programming pulse converter (Mitsubishi Canter)	1.684.463.993
Ethernet cable		
USB cable	EvoBus download cable	1.684.463.992

The docking station offers additional connections such as USB connections and an option for connecting a screen or projector.

Figure 64: XENTRY Diagnosis Pad with docking station

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6.2.   HMS 990 USB Measurement Technology

More information on Measurement Technology HMS 990 USB is available in the user manual for Measurement Technology HMS 990 USB.

6.3.   Injector Scanner (2D Hand-Held Scanner)

The injector scanner (2D hand-held scanner) is connected to the XENTRY Diagnosis Pad through a USB port. The software is installed automatically, and can be used after restarting the XENTRY Diagnosis Pad.

6.4.   Diagnostic Unit for HV Batteries

The diagnostic unit is connected to the XENTRY Diagnosis Pad via the OBD cable. The HV battery test sequence is run via XENTRY Diagnosis software.

6.5.   SBC Flash Box

The SBC flash box is connected to the XENTRY Diagnosis Pad using an RS232 USB adapter. The SBC flash box has not been changed, which means that it can also be used as usual with XENTRY Tab 2.

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7. Operating Tools

7.1. ConfigAssist

The ConfigAssist now guides you through the configuration and initial startup of your new diagnostic unit. You can find the exact procedure for the configuration in Chapter 3 on page 7.

ConfigAssist offers the following functions:

1. Introduction to the hardware
2. Network configuration
3. Coupling of XENTRY Diagnosis Pad and VCI
4. Loading the StartKey
5. Configuration of online updates
6. Additional information

7.2. Update Center

The Update Center is used for installing new software updates, switching between installed releases (release management), add-on installation and administration.

The overview in the Update Center shows the currently installed release, an available release changeover, current update status and the most recently installed add-on.
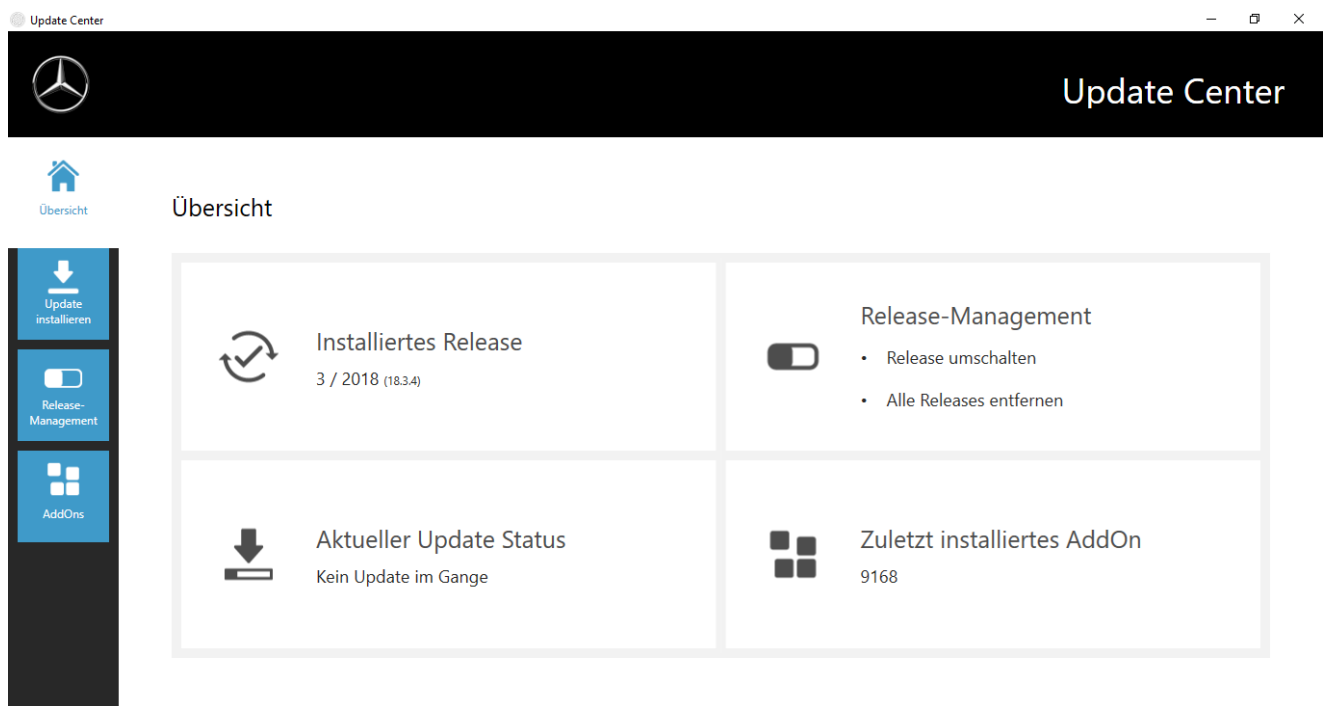
Figure 65: Update Center overview

For update installation, refer to Chapter 4.3.
For release changeover, refer to Chapter 4.3.3.

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7.3. VCI Manager

The VCI Manager is used for the recovery and firmware update of XENTRY Diagnosis VCI. The overview below "General" shows the connection status between XENTRY Diagnosis Pad and XENTRY Diagnosis VCI.

Figure 66: VCI Manager icon

You can find the description of how to couple the XENTRY Diagnosis Pad and VCI in Chapter 3.4 on page 20.

7.3.1. Call VCI

You can use the "Call VCI" function to check the connection between XENTRY Diagnosis Pad and VCI or simply to determine which VCI is connected to the XENTRY Diagnosis Pad.

⚠ Please note that this function is only available if you have already coupled XENTRY Diagnosis Pad and VCI. You can find the description of how to couple the XENTRY Diagnosis Pad and VCI in Chapter 3.4.

To call the VCI, open the VCI Manager via the link on the desktop of your XENTRY Diagnosis Pad. The currently coupled XENTRY Diagnosis VCI is displayed on the start page "General". The "Call VCI" button can be found there. Click this button, the coupled VCI will beep.

⚠ Please note: The VCI does not have own power supply. This means that the VCI can only be called if it is connected to a power source. This can be by means of an OBD cable to a vehicle or via a USB cable to the XENTRY Diagnosis Pad.

Figure 67: Call VCI

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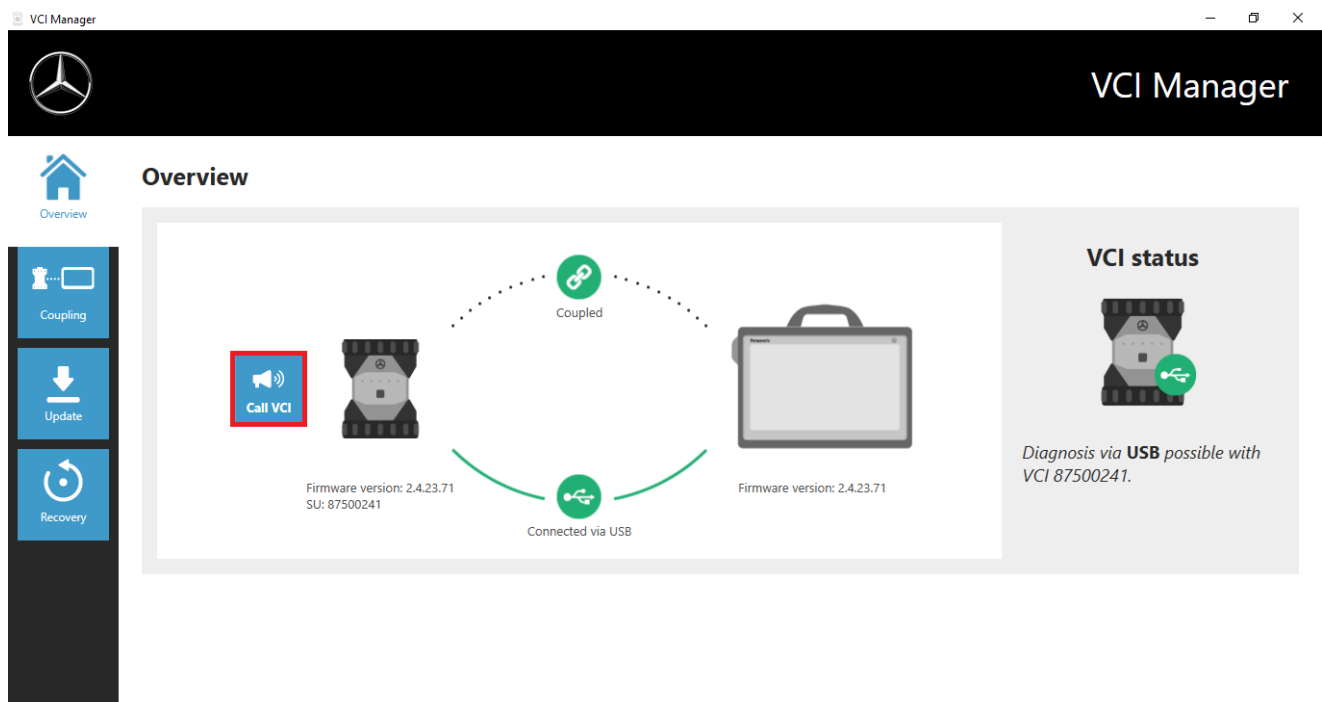## 7.3.2.XENTRY Diagnosis VCI Firmware Update

Firmware update of the XENTRY Diagnosis VCI may be required after updating the XENTRY Diagnosis Pad.
This is displayed to you via a pop-up message. Firmware status information is also displayed in the VCI Manager:

Click the "Update" menu item in the VCI Manager. Click on the "Start update" button.
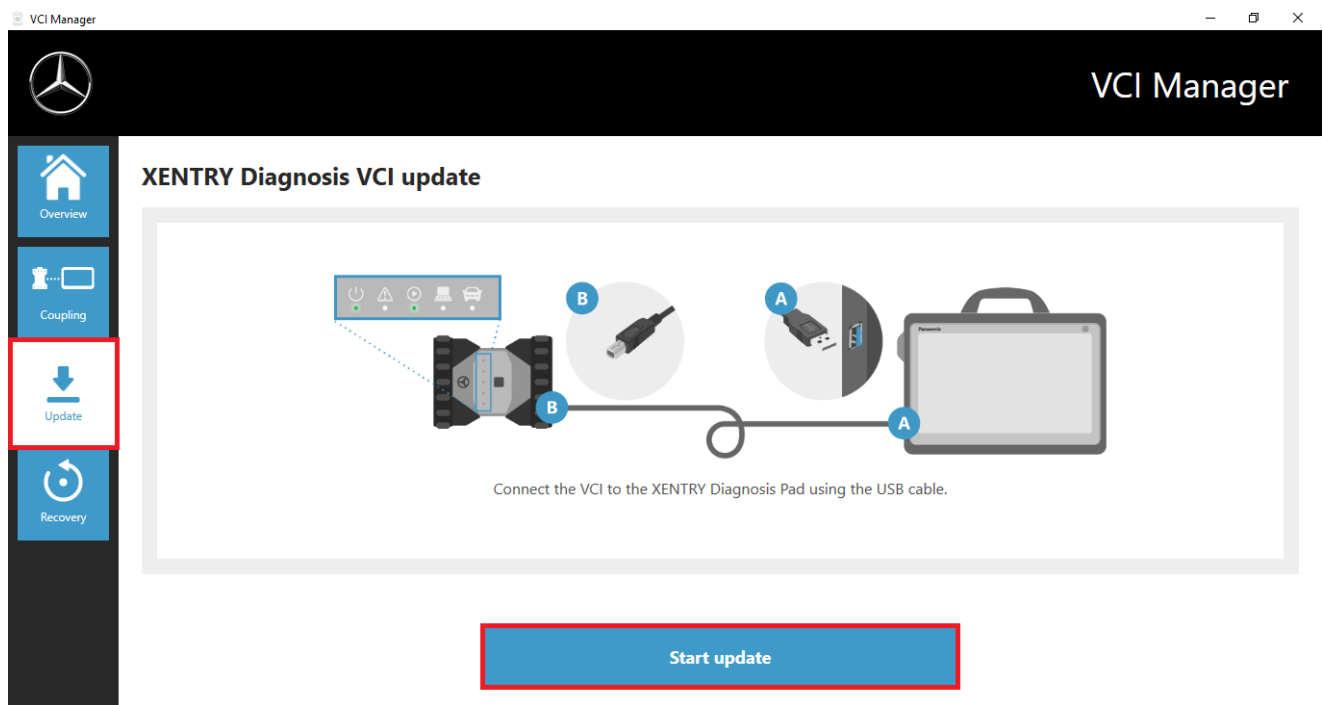
Figure 68: VCI Manager: Update

When executing the update, please ensure that the USB connection between XENTRY Diagnosis Pad and VCI
is not interrupted.
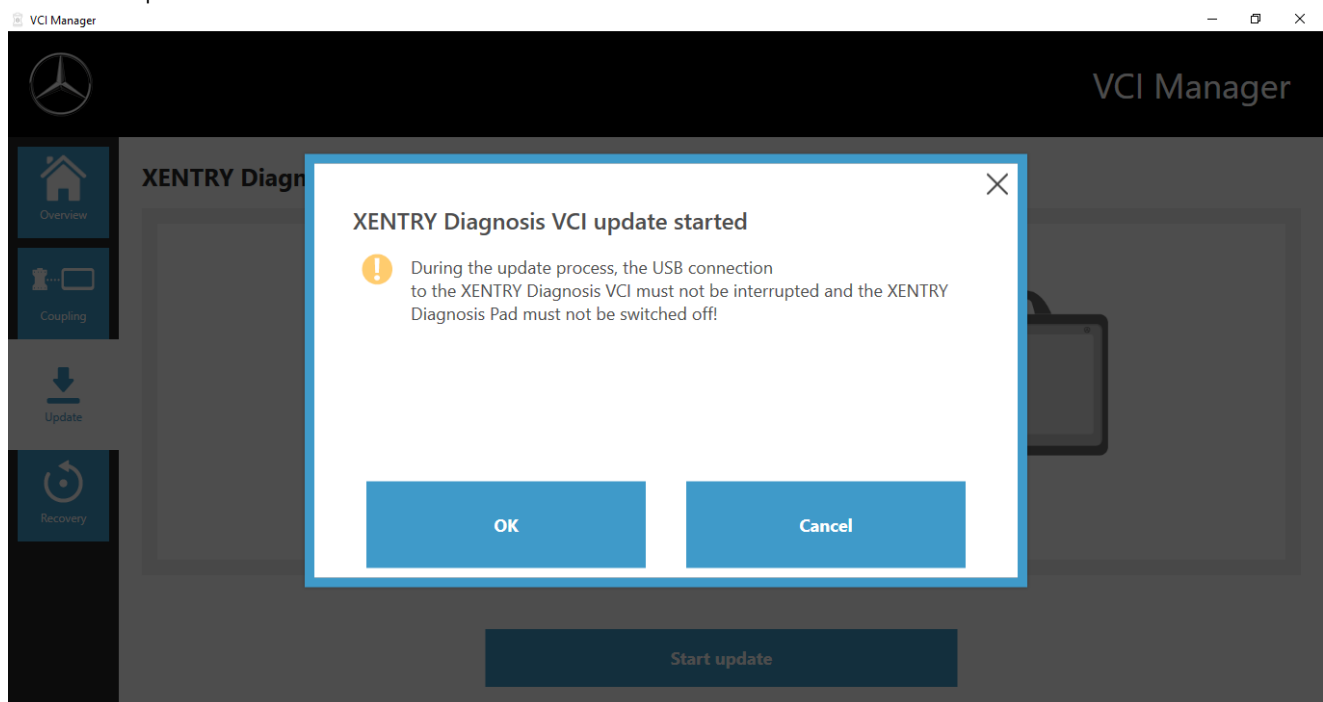
Figure 69: Update of XENTRY Diagnosis VCI started

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A further note is provided after clicking on "OK":

Figure 70: Update of the USB-connected VCI

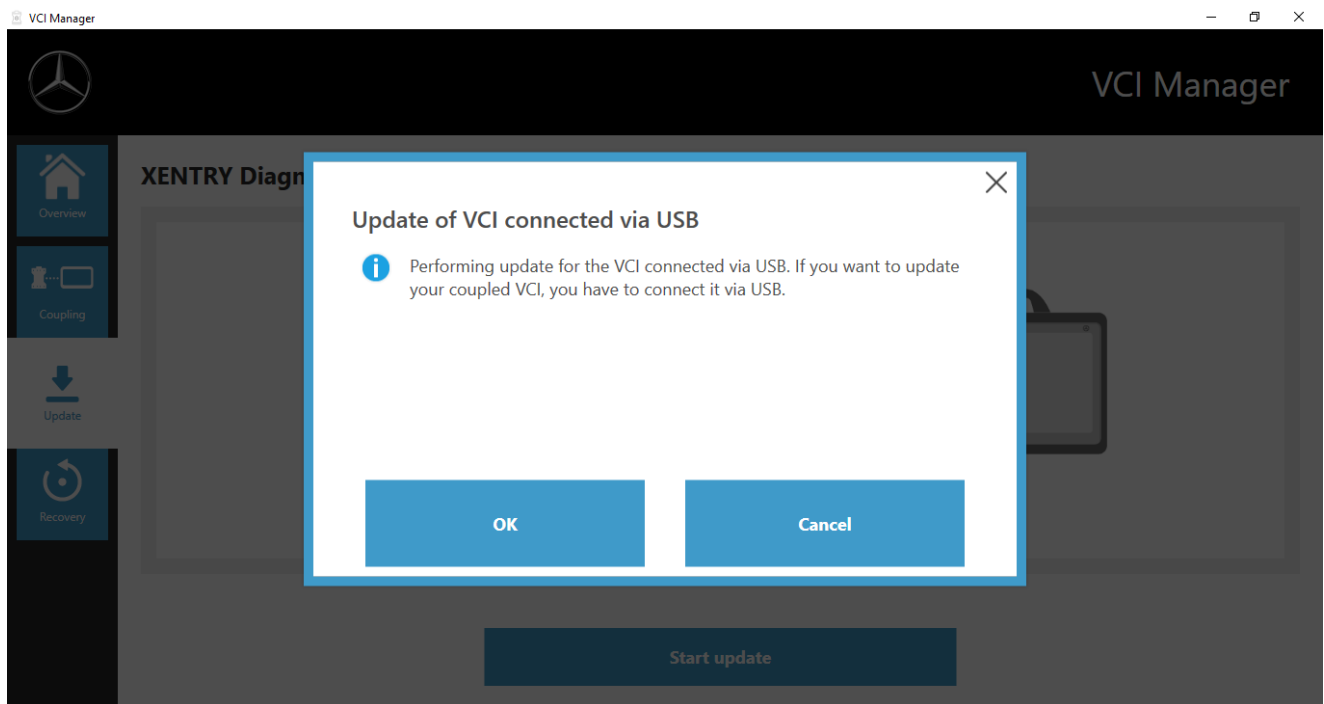Confirm by clicking on "OK". The firmware update of the XENTRY Diagnosis VCI will now start.
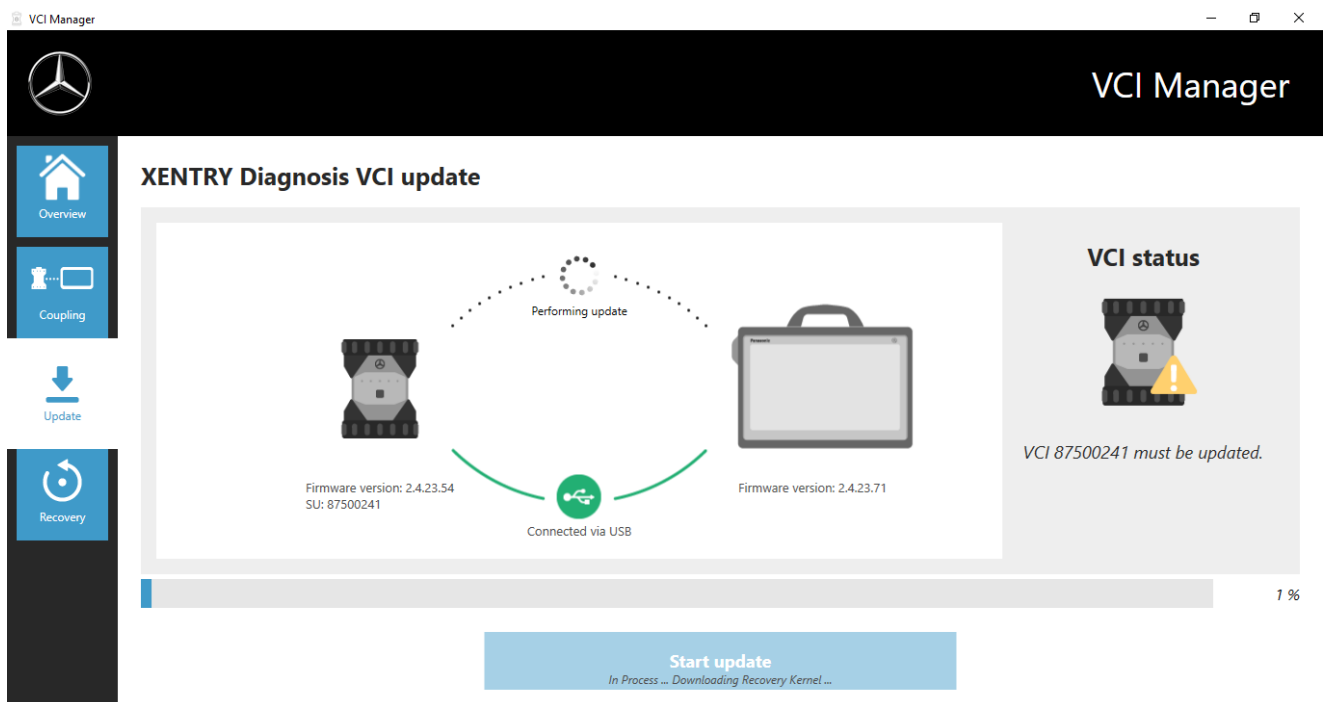
Figure 71: Firmware update in progress

You receive a message after executing the firmware update.
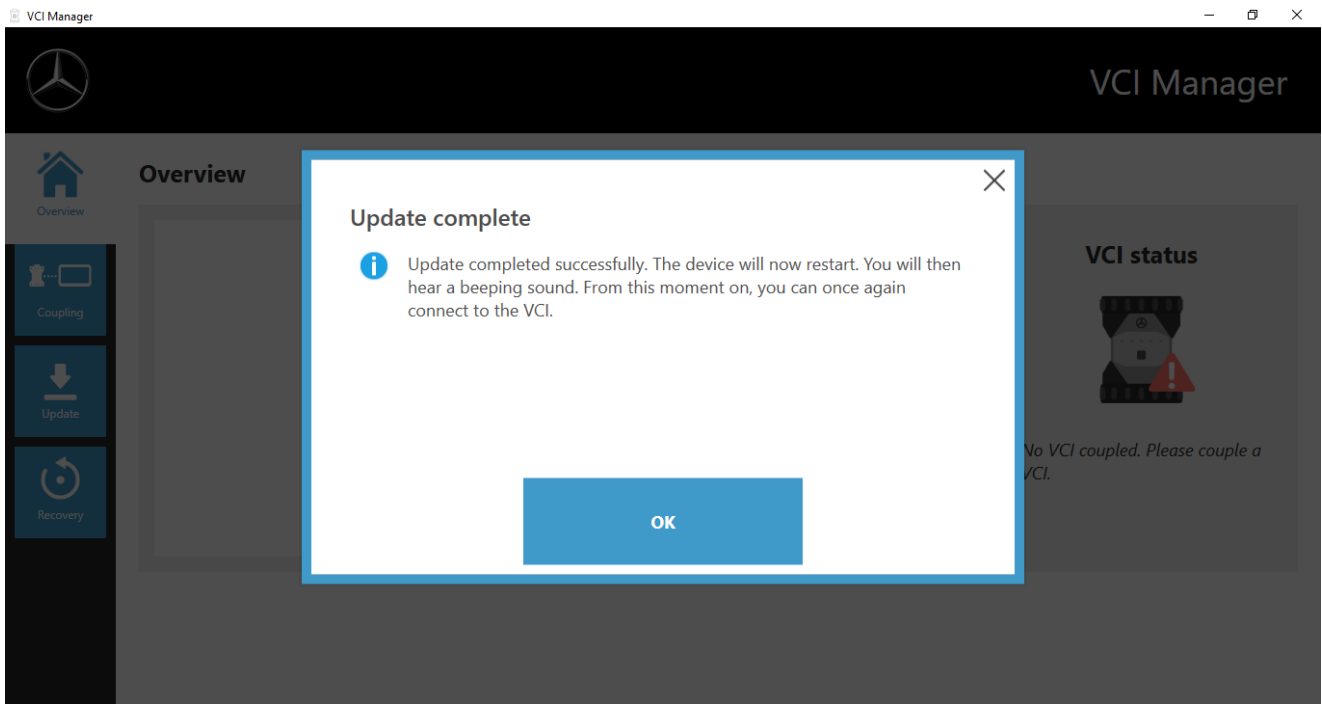
Figure 72: Firmware update completed

Click on "OK". Coupling between the XENTRY Diagnosis Pad and VCI is confirmed in the next window. You can continue to work with XENTRY Diagnosis Kit 3 as usual.
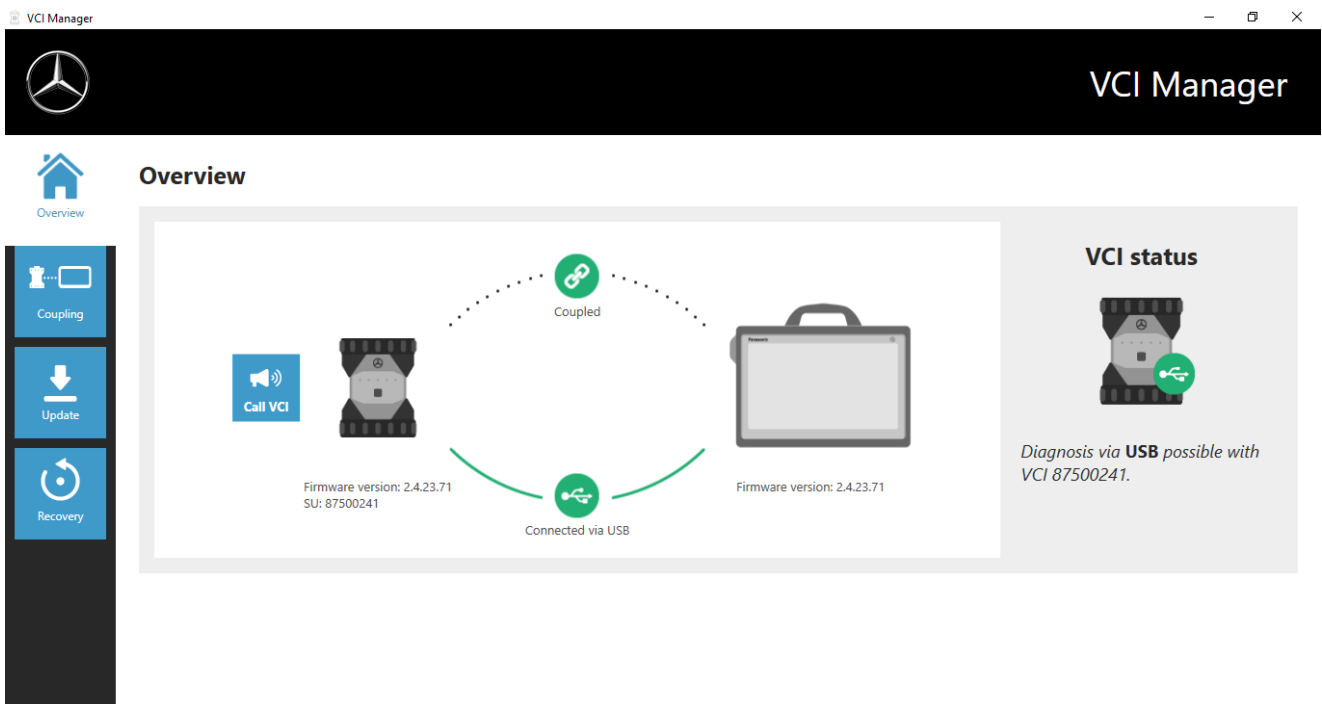
Figure 73: Confirmation after the firmware update

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7.3.3. XENTRY Diagnosis VCI Recovery

⚠️ Important: **Please perform recovery only when explicitly requested to do so by the Diagnosis User Help Desk!**

This function is used to adapt the XENTRY Diagnosis VCI firmware version to that of the XENTRY Diagnosis Pad.
This function of the release changeover is described in Chapter 4.3.3.

Recovery is only necessary if you have switched the release on the XENTRY Diagnosis Pad to the preceding version and, where applicable, need to reduce the firmware version on the XENTRY Diagnosis VCI.

To start recovery, click on the "Recovery" button in the VCI Manager. Connect the XENTRY Diagnosis VCI to the XENTRY Diagnosis Pad via USB cable.
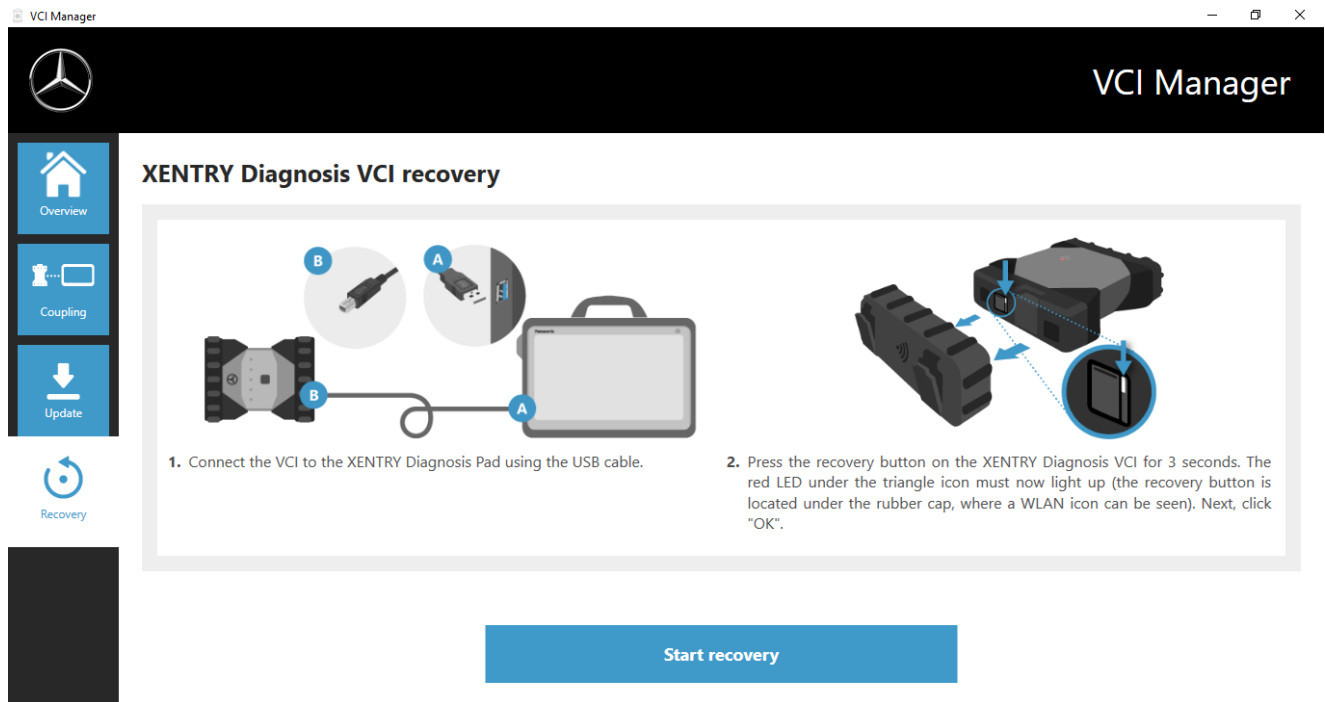
Figure 74: Recovery of the XENTRY Diagnosis VCI

For this, the XENTRY Diagnosis VCI must be in recovery mode. To do so, remove the rubber cover with printed WLAN symbol from XENTRY Diagnosis VCI and press the recovery button for 3 seconds. The red LED below the triangle symbol must now light up. Next, click on "OK".

Now click on the "Start recovery" button.

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⚠ Please ensure that the connection between XENTRY Diagnosis Pad and XENTRY Diagnosis VCI is not interrupted during recovery.
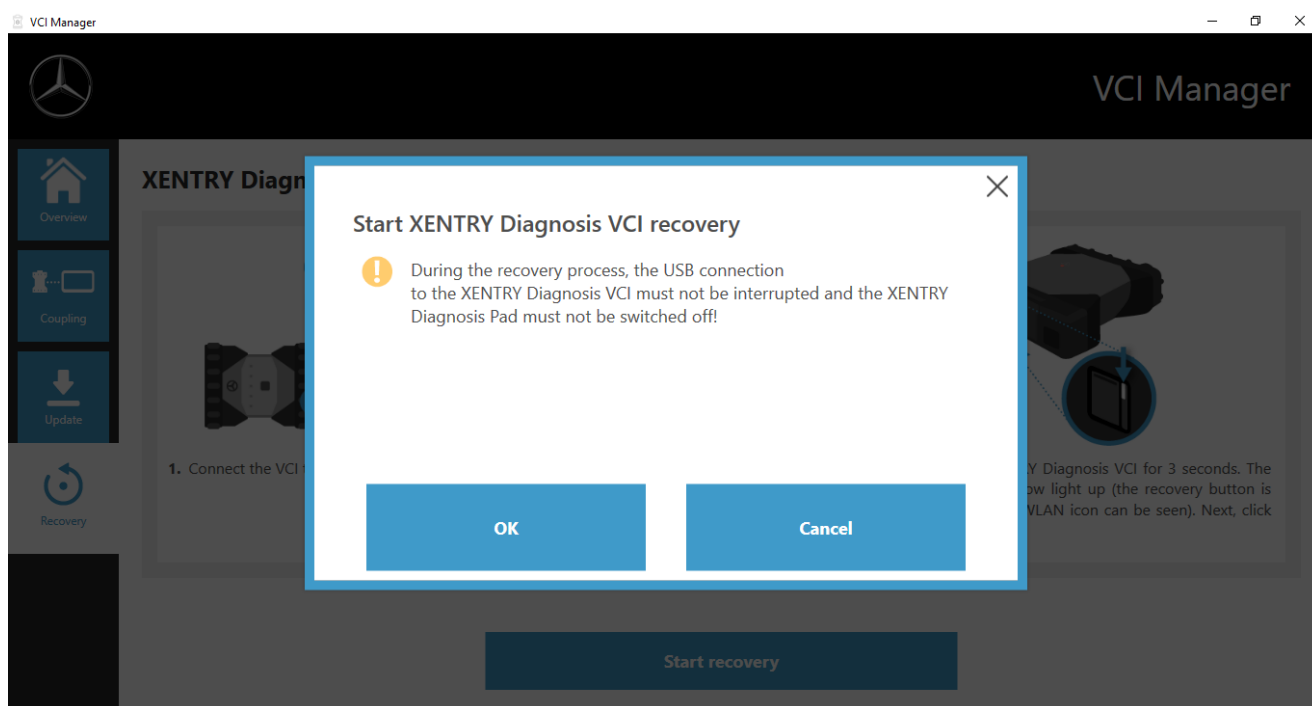
Figure 75: VCI recovery, information

Figure 76: Recovery is being executed

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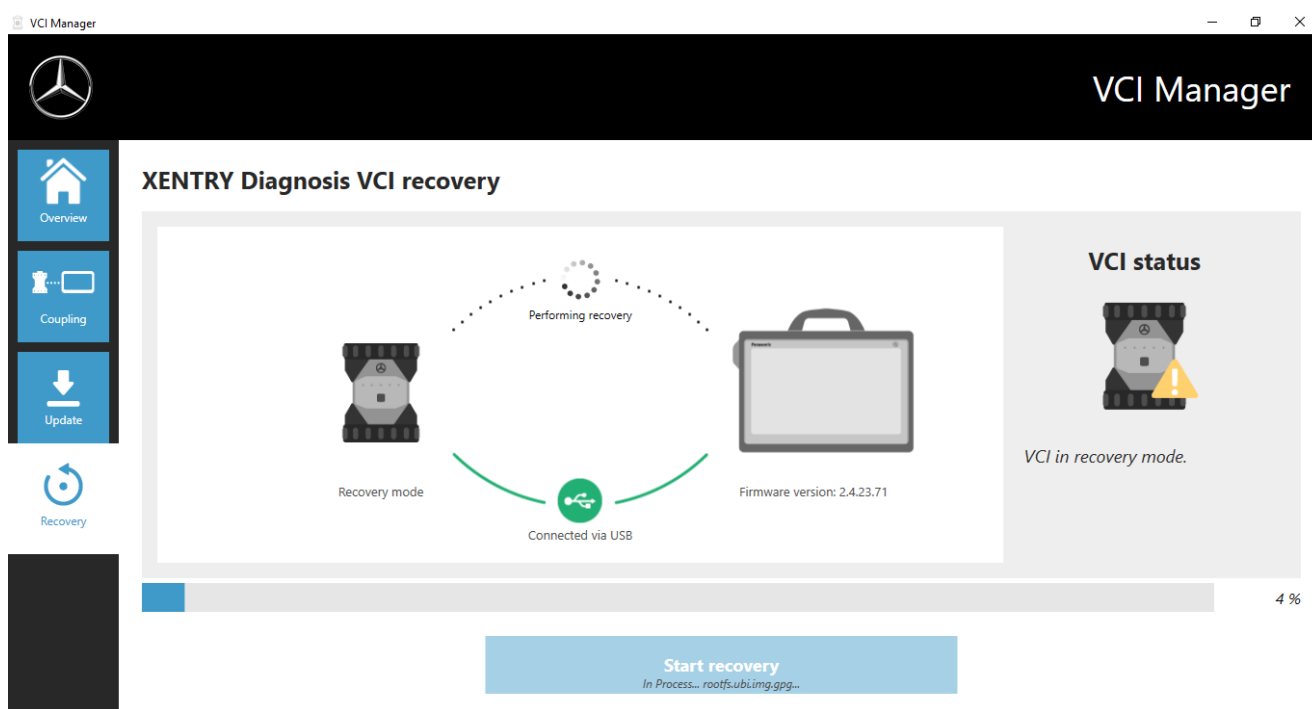
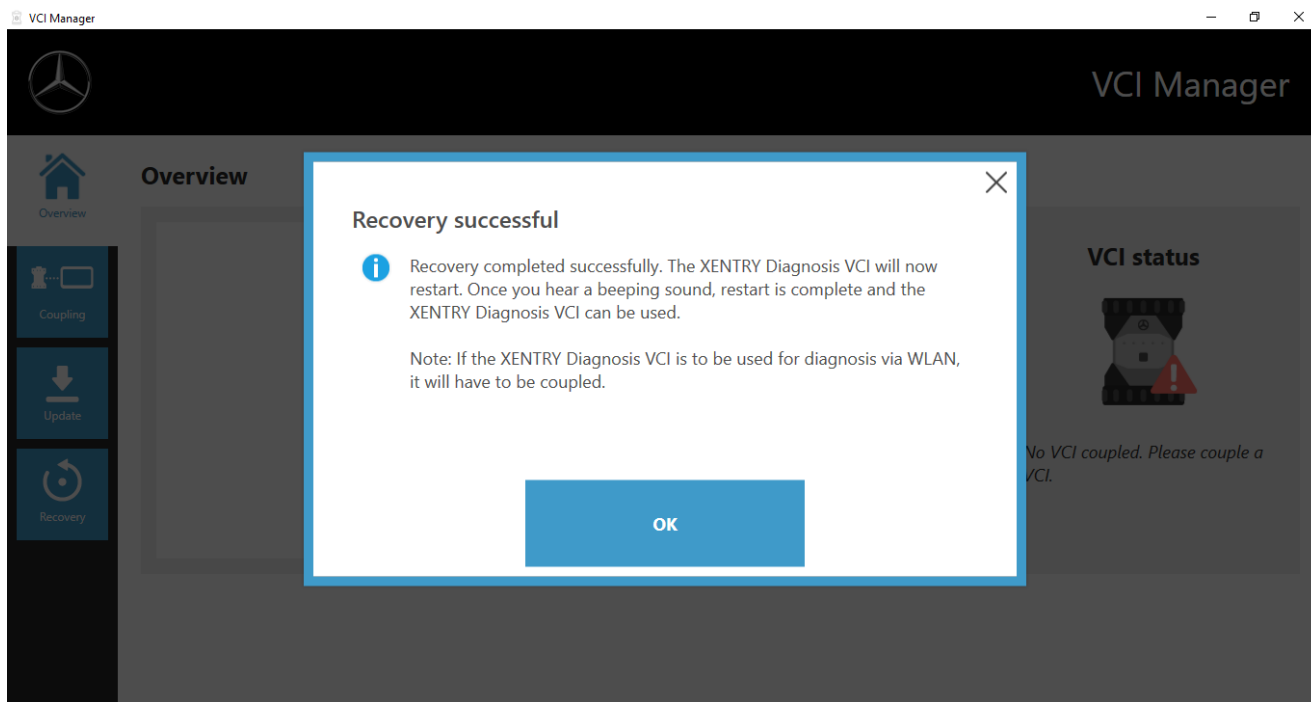You receive an appropriate message after successful recovery.

Figure 77: XENTRY Diagnosis VCI recovery successfully completed

7.4. Diagnosis PDF Printer

The Diagnosis PDF Printer provides a convenient option for creating PDF files.
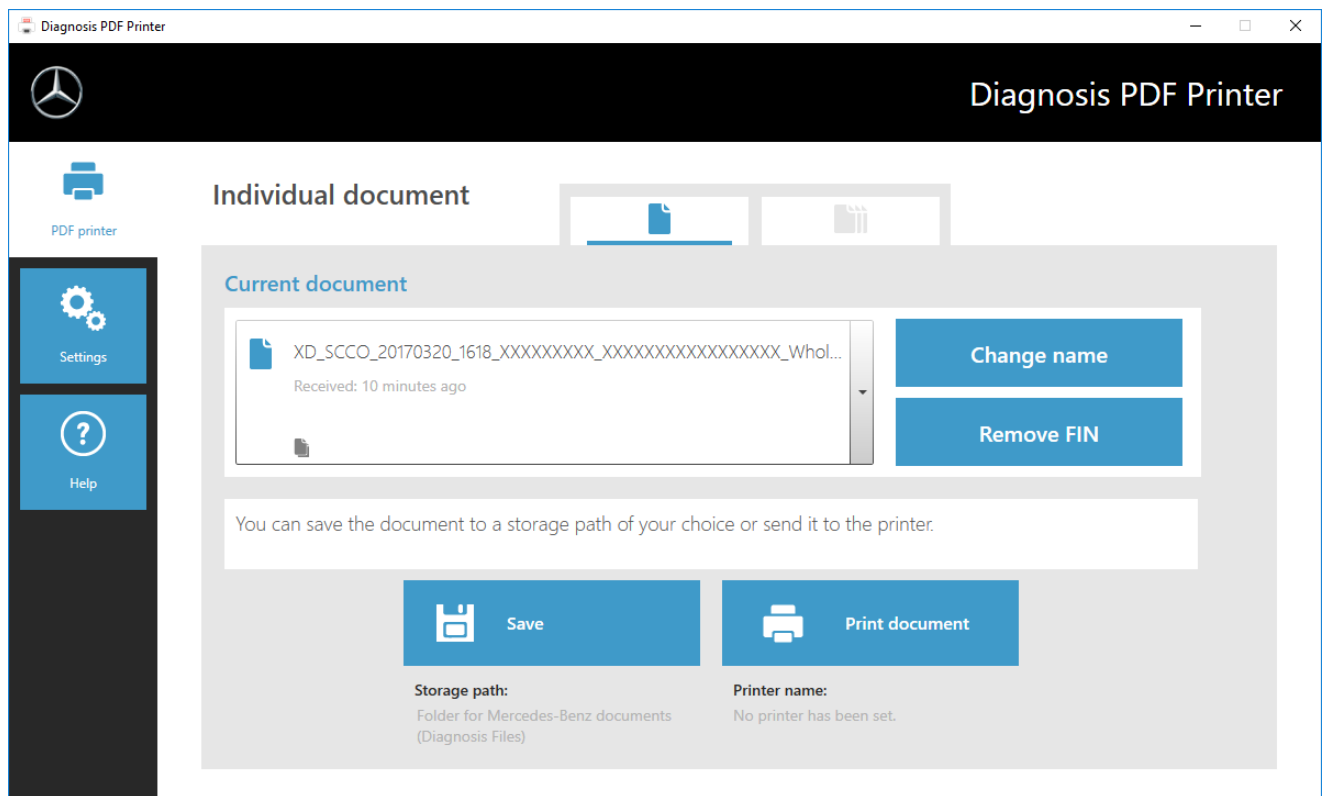
Figure 78: Diagnosis PDF Printer start screen

7.4.1.Individual Document

To create a PDF file from a single document, for example, print directly from the XENTRY Diagnosis software and select the "Diagnosis PDF Printer" as the printer. The printed page is then displayed directly on the Diagnosis PDF Printer interface.
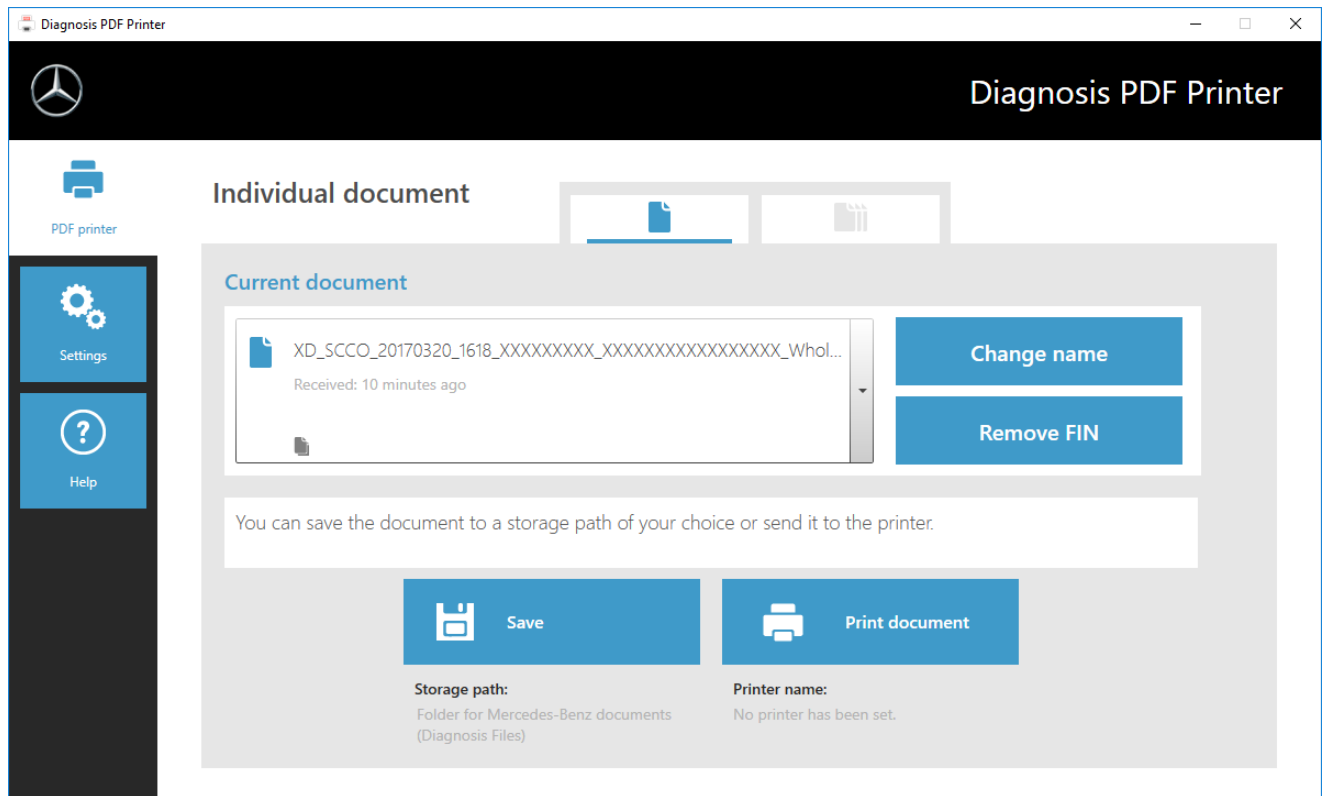
You can now save the page in the Diagnosis PDF Printer as a PDF file or send it directly to a printer for printout on paper. Saving documents as PDF files is particularly recommended for use in the field. All printed PDF files are buffered in the Diagnosis PDF Printer.

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7.4.2.Collections

Different printed PDF files (e.g. from different programs) can be merged into one collection.

Print several documents with the Diagnosis PDF Printer. These documents are then automatically displayed in the Diagnosis PDF Printer.
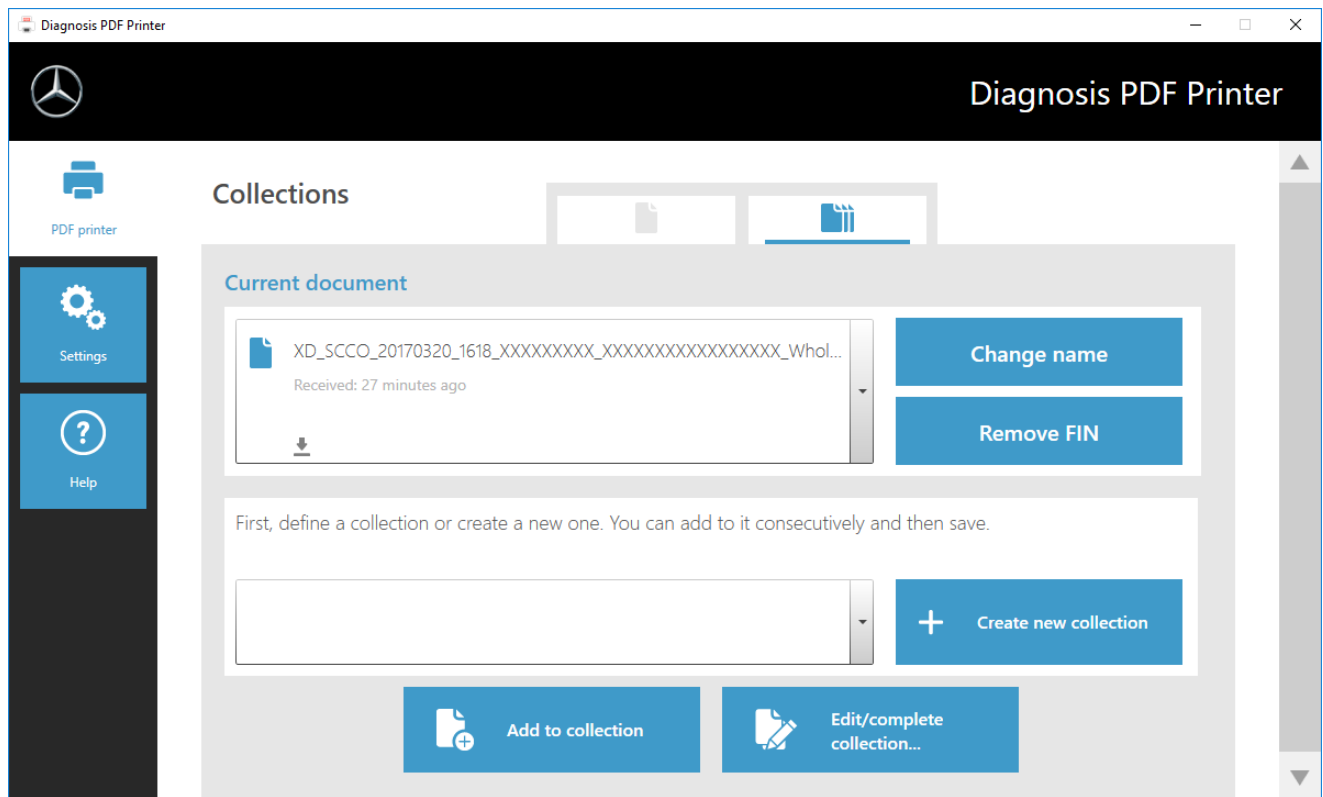
Figure 79: Diagnosis PDF Printer collection

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7.4.3.PDF Document Storage Location

Generated PDF documents can be found in the "Diagnosis Files" library. You can find the link on the desktop of your XENTRY Diagnosis Pad.

Figure 80: Library icon "Diagnosis Files"

The "Diagnosis Files" library looks like this:
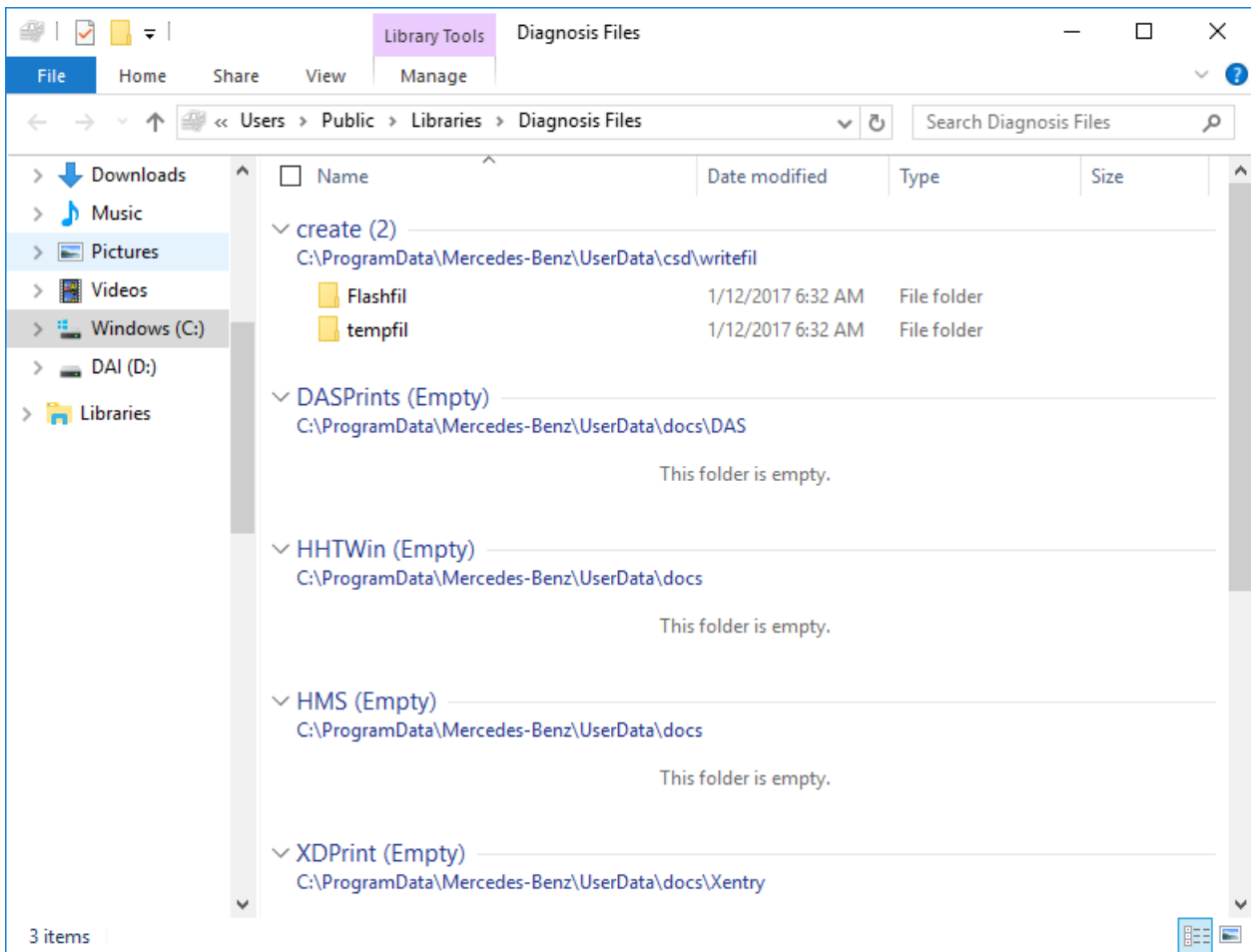
Figure 81: Diagnosis Files library

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7.5.   Support Tool

You can open the Support Tool via the link on the desktop:

On launching the Support Tool, the "Support packages" tab is already selected. This page takes you through the creation of support packages in four steps.
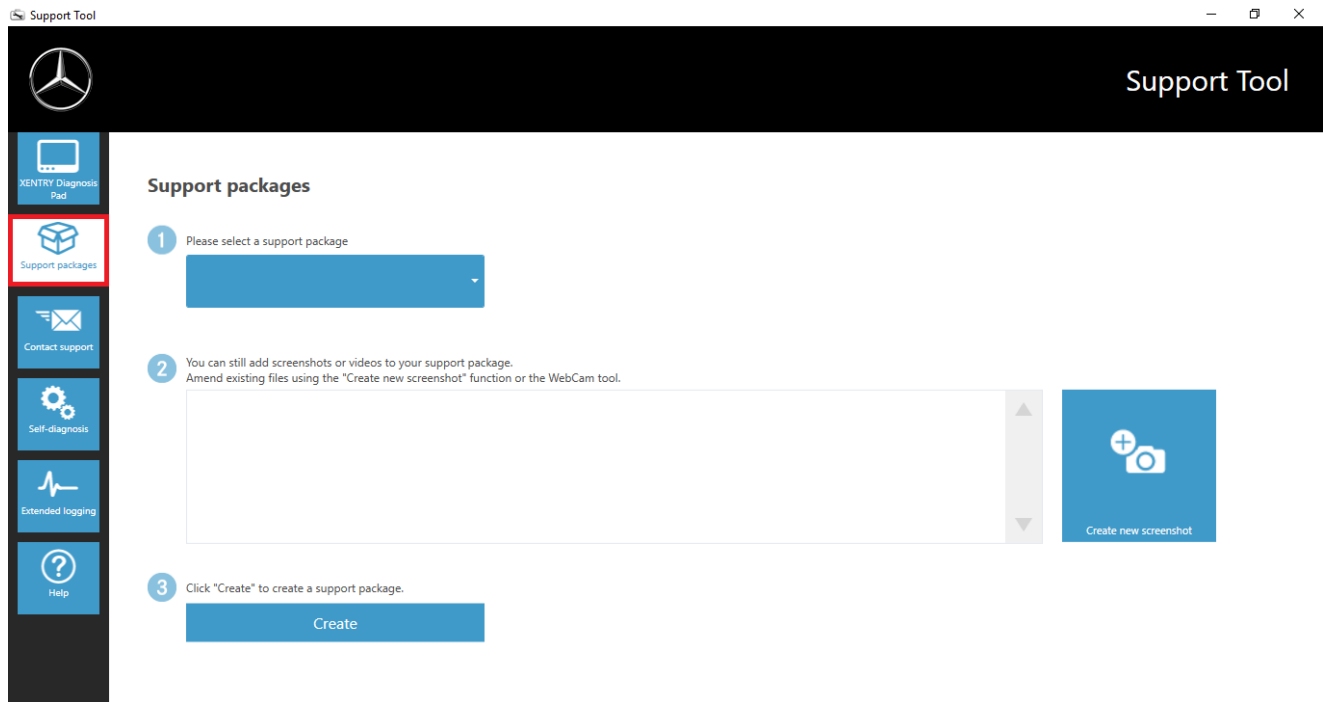
Figure 82: Creating support packages

- Go to the "XENTRY Diagnosis Pad" menu item for system information
- The checklists and contact details for the Diagnosis User Help Desk (UHD) are listed in the third "Contact Support" menu item. You can select the data relevant to you via drop-down per country.
- The status of back-end server availability is listed under the "Self-diagnosis" menu item
- The Diagnosis User Help Desk may ask you to change the "Extended logging"; this is selected here
- You can find links to the online offer, help documents, instructions and release notes under "Information", the bottom menu item in the navigation bar.

Generated support packages can be found in the "Support Files" library. You can find the link on the desktop of your XENTRY Diagnosis Pad.
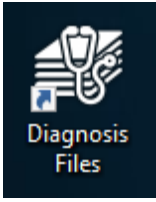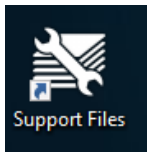

Figure 83: "Support Files" library icon

Figure 84: "Support Files" library

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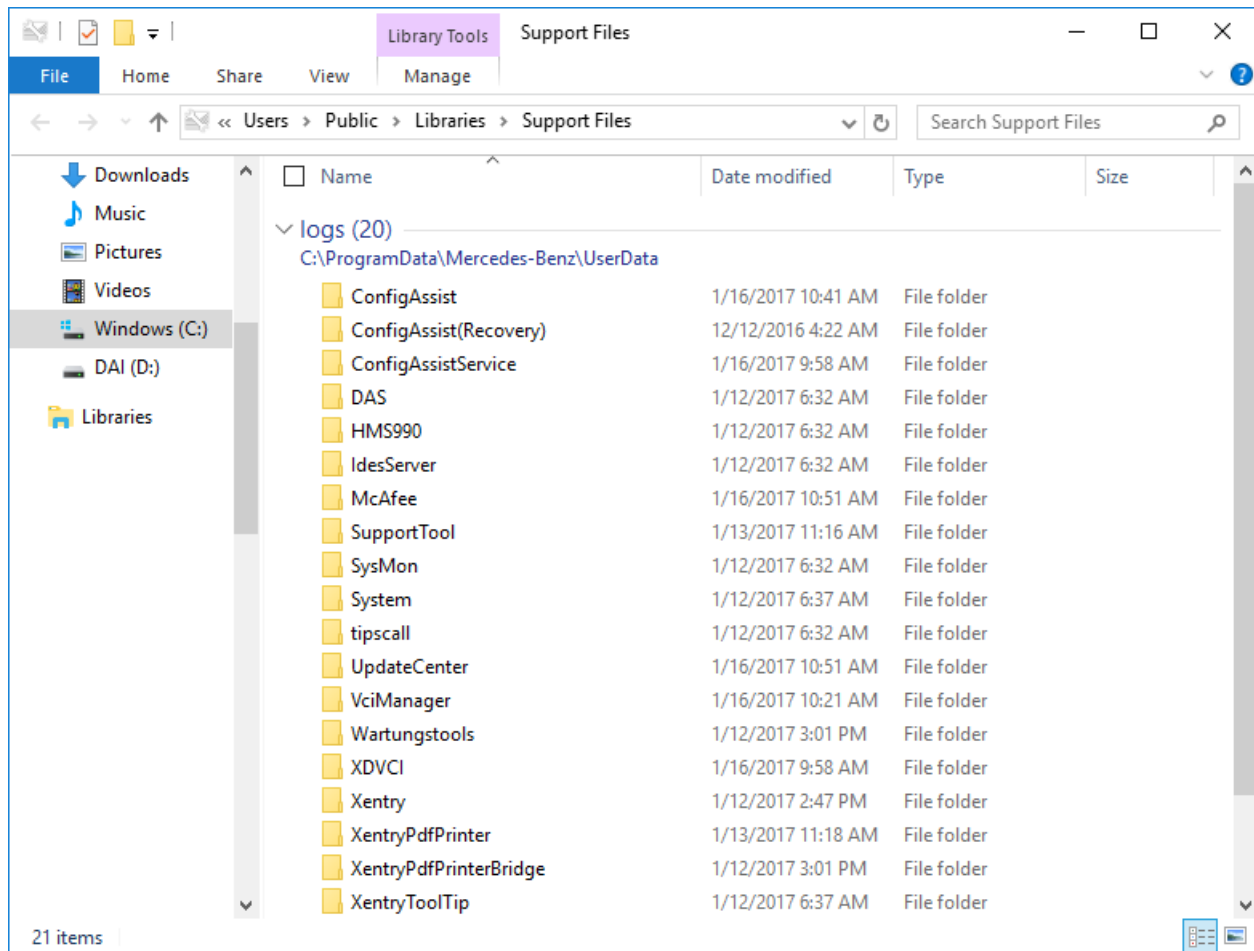
7.6. VCI Monitor

The VCI Monitor shows the connection quality between XENTRY Diagnosis Pad and XENTRY Diagnosis VCI.

The following statuses are displayed by the "VCI Monitor" tool:

Icon	Status/cause	Description	Remedy
	VCI not coupled	▪ VCI not coupled	▪ Couple the VCI
	VCI not accessible (via WLAN)	▪ VCI is not connected via USB ▪ VCI is not visible via WLAN	▪ Supply power to the VCI
	"Coupling lost"	▪ VCI is not connected via USB ▪ VCI visible via WLAN ▪ Coupling missing	▪ Connect the VCI via a USB cable ▪ Couple the VCI via the VCI Manager
	VCI firmware older than PC software	▪ Firmware of the VCI outdated	▪ Update the VCI via the VCI Manager
	PC software older than VCI firmware	▪ VCI is not connected via USB ▪ VCI visible via WLAN ▪ PC software outdated	▪ Downgrade the VCI firmware by carrying out the "Update" in the VCI Manager
	VCI in recovery	▪ VCI connected via USB ▪ VCI in recovery mode	▪ Carry out recovery in the VCI Manager
	VCI in use	▪ VCI in use by (another) application	
	VCI in use via WLAN	▪ VCI in use via WLAN by (another) application	
	VCI accessible via USB	▪ VCI is connected via USB cable	
	VCI accessible via WLAN	▪ VCI accessible via WLAN ▪ WLAN connection quality visible via bar graph	
	WLAN adapter nonfunctional	▪ No communication possible between VCI and Pad via WLAN	▪ Reset WLAN adapter via "Reset WLAN adapter" window or right click the status display and then click "Reset WiFi stick..."
	VCI in use via cable connection	▪ VCI in use by (another) application	
	Flight mode	▪ The WiFi stick is deactivated	▪ Deactivate flight mode ▪ Activate the WiFi stick

Table 2: VCI Monitor status

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8. Service & Support

To create an XSF ticket, open the XENTRY Diagnosis software and click the envelope symbol in the top right area.
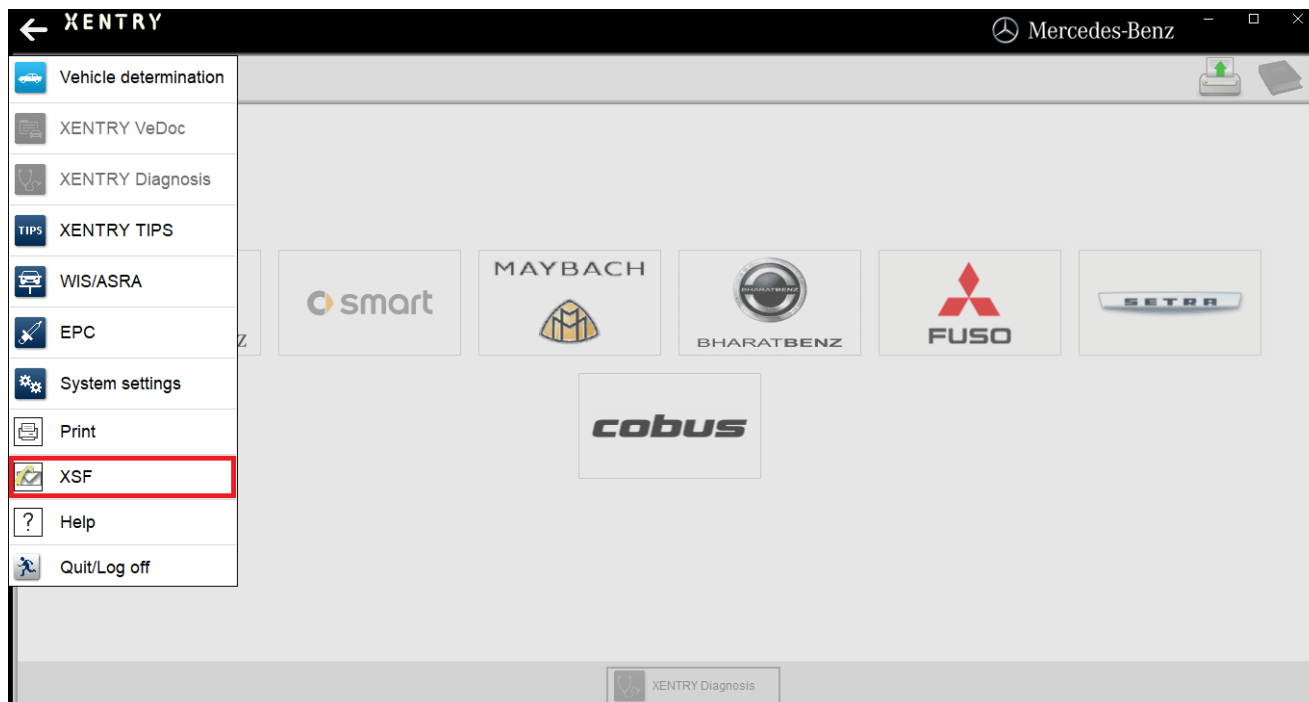
Figure 85: Opening XSF

On pressing the envelope, the input window of the XSF (XENTRY Support & Feedback) ticket system opens. Your personal data and some diagnostic data (system number, FIN, update status, add-on status) are already provided there automatically.

Your advantages:

- You save time! Some data are accepted directly while the ticket is being created; as a result, you don't have to keep waiting on the telephone and you immediately get a ticket number.
- Reduce your processing time! By using the checklists (can be retrieved via the support tool on the XENTRY Diagnosis Pad desktop), make sure that all required documents are available to the UHD right from the beginning. Troubleshooting can start directly.
- Stay on the ball! You can always track the status of the ticket in XSF.
- Keep track! Send and document the correspondence with the message function.
- Filter rules are preventing large attachments from being sent by E-mail? Attach up to 5 files (even zip folders) with a size up to 10 MB directly to the ticket.

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Details of the procedure after clicking the letter symbol

1. Log in with your web password and confirm the dealer number.
2. A: Specify your basic data for the UHD.
3. B: Narrow down the problem step-by-step as far as possible with the help of the selection fields. Then describe the problem.
4. C: Attach your support packages as a file attachment. Then click on "Create ticket". → Ticket data are sent to the UHD.

Details on the ticket status query and message function
Status query in the ticket overview

Figure 86: Status query in the ticket overview

Meaning of different statuses:

- Assigned: Ticket was assigned to an agent
- Work in progress: Ticket is being processed
- Pending: UHD is waiting for details from the workshop
- Rejected: Ticket was invalid (e.g. incorrect system number) and was rejected/cannot be processed
- Closed: Solution available or no reply from the workshop after 48 hours

Messages function on the ticket input screen

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Figure 87: Overview of all messages for a ticket

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9. Windows 10 Licensing Policies

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WINDOWS OPERATING SYSTEM

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      vi. reverse engineer, decompile, or disassemble the software, or attempt to do so, except and only to the extent that the foregoing restriction is permitted by applicable law or by licensing terms governing the use of open-source components that may be included with the software; and
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        ii.   Disputes involving more than $75,000 USD. The AAA rules will govern payment of filing fees and the AAA's and arbitrator's fees and expenses.

        iii.   Disputes involving any amount. If you start an arbitration we won't seek our AAA or arbitrator's fees and expenses, or your filing fees we reimbursed, unless the arbitrator finds the arbitration frivolous or brought for an improper purpose. If we start an arbitration we will pay all filing, AAA, and arbitrator's fees and expenses. We won't seek our attorney's fees or expenses from you in any arbitration. Fees and expenses are not counted in determining how much a dispute involves.

    f.   Must file within one year. You and we must file in small claims court or arbitration any claim or dispute (except intellectual property disputes — see Section 10.a.) within one year from when it first could be filed. Otherwise, it's permanently barred.

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  a. Networks, data and Internet usage. Some features of the software and services accessed through the software may require your device to access the Internet. Your access and usage (including charges) may be subject to the terms of your cellular or Internet provider agreement. Certain features of the software may help you access the Internet more efficiently, but the software's usage calculations may be different from your service provider's measurements. You are always responsible for (i) understanding and complying with the terms of your own plans and agreements, and (ii) any issues arising from using or accessing networks, including public/open networks. You may use the software to connect to networks, and to share access information about those networks, only if you have permission to do so.

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- Microsoft Services Agreement (aka.ms/msa)
- Adobe Flash Player License Terms (aka.ms/adobeflash)

* *

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10. WLAN Certifications

Country	XENTRY Diagnosis VCI	XENTRY Diagnosis Pad
Afghanistan	Not certified	Certified
Aland Islands	Not certified	Certified
Albania	Certified	Certified
Algeria	Certified	Certified
Amer. Oceania	Certified	Certified
Amer. Virgin Islands	Certified	Certified
Andorra	Certified	Certified
Angola	Not certified	Certified
Antigua/Barbuda	Certified	Certified
Argentina	Certified	Certified
Armenia	Certified	Certified
Aruba	Not certified	Certified
Australia	Certified	Certified
Australian Oceania	Certified	Certified
Austria	Certified	Certified
Azerbaijan	Certified	Certified
Azores	Certified	Certified
Bahamas	Certified	Certified
Bahrain	Not certified	Certified
Bangladesh	Certified	Certified
Barbados	Not certified	Certified
Belarus	Certified	Certified
Belgium	Certified	Certified
Belize	Not certified	Certified
Benin	Not certified	Certified
Bermuda	Certified	Certified
Bhutan	Not certified	Certified
Bolivia	Not certified	Certified
Bonaire	Not certified	Certified
Bosnia-Herzegovina	Certified	Certified
Botswana	Not certified	Certified
Brazil	Certified	Certified
Brit. Ind. Ocean Territory	Certified	Certified
Brit. Virgin Islands	Certified	Certified
Brunei	Certified	Certified
Bulgaria	Certified	Certified
Burkina Faso	Certified	Certified
Burundi	Not certified	Certified

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Country	XENTRY Diagnosis VCI	XENTRY Diagnosis Pad
Cambodia	Not certified	Certified
Cameroon	Not certified	Certified
Canada	Certified	Certified
Canary Islands	Certified	Certified
Cape Verde	Certified	Certified
Cayman Islands	Certified	Certified
Central African Republic	Not certified	Certified
Ceuta/Melilla	Certified	Certified
Chad	Not certified	Certified
Chile	Certified	Certified
China, PR	Certified	Certified
Colombia	Certified	Certified
Comoros	Not certified	Certified
Congo	Not certified	Certified
Costa Rica	Not certified	Certified
Croatia	Certified	Certified
Cuba	Not certified	Certified
Cyprus	Certified	Certified
Czech Republic	Certified	Certified
Dem. Republic of Congo	Not certified	Certified
Denmark	Certified	Certified
Djibouti	Not certified	Certified
Dominica	Certified	Certified
Dominican Republic	Certified	Certified
Ecuador	Not certified	Certified
Egypt	Certified	Certified
El Salvador	Certified	Certified
Equatorial Guinea	Not certified	Certified
Eritrea	Not certified	Certified
Estonia	Certified	Certified
Ethiopia	Not certified	Certified
Falkland Islands	Certified	Certified
Faroe Islands	Not certified	Certified
Fiji	Not certified	Certified
Finland	Certified	Certified
France	Certified	Certified
French Guiana	Certified	Certified
French Polynesia	Certified	Certified
Gabon	Certified	Certified
Gambia	Not certified	Certified

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Country	XENTRY Diagnosis VCI	XENTRY Diagnosis Pad
Georgia	Certified	Certified
Germany	Certified	Certified
Ghana	Certified	Certified
Gibraltar	Certified	Certified
Great Britain	Certified	Certified
Greece	Certified	Certified
Greenland	Certified	Certified
Grenada	Certified	Certified
Guadeloupe	Not certified	Certified
Guatemala	Not certified	Certified
Guernsey	Certified	Certified
Guinea-Bissau	Not certified	Certified
Guyana Rep.	Not certified	Certified
Haiti	Not certified	Certified
Honduras	Not certified	Certified
Hong Kong	Certified	Certified
Hungary	Certified	Certified
Iceland	Certified	Certified
India	Certified	Certified
Indonesia	Certified	Certified
Iran	Not certified	Certified
Iraq	Not certified	Certified
Ireland	Certified	Certified
Isle of Man	Certified	Certified
Israel	Certified	Certified
Italy	Certified	Certified
Ivory Coast	Not certified	Certified
Jamaica	Not certified	Certified
Japan	Certified	Certified
Jersey	Certified	Certified
Jordan	Certified	Certified
Kazakhstan	Certified	Certified
Kenya	Certified	Certified
Kiribati	Not certified	Certified
Korea PDR (North)	Not certified	Certified
Korea Rep. (South)	Certified	Certified
Kuwait	Not certified	Certified
Kyrgyzstan	Not certified	Certified
Laos	Certified	Certified
Latvia	Certified	Certified

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Country	XENTRY Diagnosis VCI	XENTRY Diagnosis Pad
Lebanon	Certified	Certified
Lesotho	Not certified	Certified
Liberia	Not certified	Certified
Libya	Not certified	Certified
Liechtenstein	Certified	Certified
Lithuania	Certified	Certified
Luxembourg	Certified	Certified
Macao	Not certified	Certified
Macedonia	Certified	Certified
Madagascar	Not certified	Certified
Madeira	Certified	Certified
Malawi	Certified	Certified
Malaysia	Not certified	Certified
Maldives	Not certified	Certified
Mali	Not certified	Certified
Malta	Certified	Certified
Marshall Islands	Certified	Certified
Martinique	Certified	Certified
Mauritania	Not certified	Certified
Mauritius	Not certified	Certified
Mayotte	Certified	Certified
Mexico	Certified	Certified
Micronesia	Certified	Certified
Moldavia	Certified	Certified
Mongolia	Certified	Certified
Montenegro	Certified	Certified
Morocco	Certified	Certified
Mozambique	Not certified	Certified
Myanmar (Burma)	Not certified	Certified
Namibia	Not certified	Certified
Nauru	Not certified	Certified
Nepal	Not certified	Certified
New Caledonia	Certified	Certified
New Zealand	Certified	Certified
New Zealand Oceania	Certified	Certified
Nicaragua	Certified	Certified
Niger	Not certified	Certified
Nigeria	Certified	Certified
NL Antilles - Curacao	Certified	Certified
NL Antilles - St. Maarten	Certified	Certified

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Country	XENTRY Diagnosis VCI	XENTRY Diagnosis Pad
Northern Cyprus	Certified	Certified
Norway	Certified	Certified
Oman	Not certified	Certified
Pakistan	Certified	Certified
Palestinian territories	Not certified	Certified
Panama	Certified	Certified
Papua New Guinea	Not certified	Certified
Paraguay	Not certified	Certified
Peru	Certified	Certified
Philippines	Certified	Certified
Pitcairn Islands	Certified	Certified
Poland	Certified	Certified
Portugal	Certified	Certified
Puerto Rico	Certified	Certified
Qatar	Certified	Certified
Republic of Guinea	Not certified	Certified
Réunion	Certified	Certified
Romania	Certified	Certified
Russia	Certified	Certified
Rwanda	Not certified	Certified
Sahara	Not certified	Certified
Saint Barthelemy	Not certified	Certified
Saint Martin (French part)	Certified	Certified
Samoa	Not certified	Certified
Sao Tome/Principe	Not certified	Certified
Saudi Arabia	Certified	Certified
Senegal	Not certified	Certified
Serbia	Certified	Certified
Seychelles	Certified	Certified
Sierra Leone	Certified	Certified
Singapore	Certified	Certified
Sint Maarten	Certified	Certified
Slovak Republic	Certified	Certified
Slovenia	Certified	Certified
Solomon Islands	Certified	Certified
Somalia	Not certified	Certified
South Africa	Certified	Certified
South Sudan	Not certified	Certified
Spain	Certified	Certified
Sri Lanka	Not certified	Certified

Country	XENTRY Diagnosis VCI	XENTRY Diagnosis Pad
St. Helena	Certified	Certified
St. Lucia	Not certified	Certified
St. Pierre	Certified	Certified
St. Vincent	Not certified	Certified
Sudan	Not certified	Certified
Suriname	Not certified	Certified
Swaziland	Not certified	Certified
Sweden	Certified	Certified
Switzerland	Certified	Certified
Syria	Not certified	Certified
Taiwan	Certified	Certified
Tajikistan	Not certified	Certified
Tanzania	Certified	Certified
Thailand	Not certified	Certified
The Netherlands	Certified	Certified
Timor Leste	Not certified	Certified
Togo	Not certified	Certified
Tonga	Not certified	Certified
Trinidad/Tobago	Not certified	Certified
Tunisia	Not certified	Certified
Turkey	Certified	Certified
Turkmenistan	Not certified	Certified
Turks/Caicos Islands	Certified	Certified
Tuvalu	Not certified	Certified
Uganda	Not certified	Certified
Ukraine	Certified	Certified
United Arab Emirates	Certified	Certified
Uruguay	Certified	Certified
USA	Certified	Certified
Uzbekistan	Not certified	Certified
Vanuatu	Not certified	Certified
Vatican	Certified	Certified
Venezuela	Not certified	Certified
Vietnam	Not certified	Certified
Wallis/Futuna	Not certified	Certified
Yemen	Certified	Certified
Zambia	Certified	Certified
Zimbabwe	Not certified	Certified

Table 3: WLAN certifications

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11. FAQ - Frequently asked questions

Ordering

1.) **Where can I order the new products?**
Please apply to your country representative for details of the ordering process in your country.

2.) **Where can I order Retail Data Storage to use the new update concept?**
Please apply to your country representative for details of the ordering process in your country.

3.) **What is included in the initial scope of delivery of the XENTRY Diagnosis Kit 3?**
The initial scope of delivery includes:
XENTRY Diagnosis Pad with power supply unit including mains plug, XENTRY Diagnosis VCI, USB cable (5 m),
OBD cable (16-pin), adapter cables (8-/14-/38-pin), Blu-ray drive including USB connecting cable,
user information and safety instructions, update disc (BD) with current data release.
Note: Cables are replaced by adapter solutions (except OBD cable).

New features of the device concept

4.) **What is fundamentally new in the XENTRY Diagnosis Kit 3?**
XENTRY Diagnosis Kit 3 offers you an innovative diagnosis solution with new features, for efficient support during vehicle diagnosis right from startup, during operation and including software updates. Fundamental changes include:
- Easy initial startup within approx. 15 min
- The XENTRY Diagnosis software and the diagnosis applications run on the XENTRY Diagnosis Pad (remote operation via XENTRY Control no longer provided)
- Improved IT integration since only XENTRY Diagnosis Pad is integrated into your workshop network for using online services.
- Switchover to Service24h mode is no longer required for field work.
- WLAN connection between XENTRY Diagnosis Pad and XENTRY Diagnosis VCI is via WLAN USB sticks completely independent of your workshop IT infrastructure.
- Performance optimization at system start and generation of quick tests
- Innovative update concept: XENTRY Update Service offers the option of providing you online diagnosis software updates, control unit software and Digital Owner's Manuals. Manual intervention, ordering processes and the associated waiting times are thus omitted. Updates are installed on the XENTRY Diagnosis Pad in the background, so there is no downtime. Changeover to the most recent version takes max. 5 minutes. Regio DVDs and Digital Owner's Manuals are directly available, and can be loaded "on demand".
- New concept of the cables for vehicle diagnosis: There are adapter cables for special use cases; these can be connected to the OBD cable. (Note: The previous cables are no longer compatible)
- User-friendly operation thanks to optimized operating tools and Windows 10

5.) **What is the new update concept like for diagnosis software updates?**
With the XENTRY Update Service, diagnosis software updates are made available online "over the air" on a local storage system (Retail Data Storage) in the workshop and distributed via your workshop network to the XENTRY Diagnosis Pad. The update concept for diagnosis software updates (five times a year) applies only to the new diagnostic equipment generation XENTRY Diagnosis Kit 3.
"Zero-time update": With the help of the zero-time update the new diagnosis software update is transferred from Retail Data Storage in the background to your XENTRY Diagnosis Pad and installed on the second partition. This reduces the downtimes during the update process, and when downloading the update, you can continue to use your hardware without restrictions. Switching to the new release (installed on the second partition) takes max. 5 minutes.
Updating with Blu-ray discs is still an option, with which you also benefit from the "zero-time update".

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6.) **What are the changes between XENTRY Tab/Tab 2 and XENTRY Diagnosis Pad?**
Although XENTRY Diagnosis Pad looks like XENTRY Tab/Tab 2, it differs in the following aspects:
- It offers a larger 8 GB main memory, an SSD hard disc (512 GB memory), Intel® Core ™ i5 processor, Windows 10 (64-bit Professional) operating system, and a firmly screwed protective cover for the WiFi stick.
- The XENTRY Diagnosis software and the diagnosis applications run on the XENTRY Diagnosis Pad; remote operation via XENTRY Control is omitted.

7.) **What are the changes between XENTRY Connect and XENTRY Diagnosis VCI?**
Like XENTRY Connect, XENTRY Diagnosis VCI serves as an interface to the vehicle, where it is attached to the OBD connection.
Unlike XENTRY Connect, XENTRY Diagnosis VCI has no PC core, battery, fan or display. The XENTRY Diagnosis software and the diagnosis applications are executed on the XENTRY Diagnosis Pad.
XENTRY Diagnosis VCI can only be controlled by a XENTRY Diagnosis Pad to which it has been connected via WLAN. A connection between the Pad and VCI is also possible using a USB cable. So connecting to several multiplexers, which could be done with XENTRY Kit|Kit 2, is no longer possible.
An OBD cable is used to connect the vehicle and VCI. Additional adapter cables, which can be connected to the OBD cable, are required as accessories for special use cases.

8.) **How has the operator guidance changed?**
The XENTRY Diagnosis software and the diagnosis applications are executed on the XENTRY Diagnosis Pad. Remote operation via XENTRY Control is omitted. In the future, only the XENTRY Diagnosis Pad will have to be provided with software updates. Occasionally however, the XENTRY Diagnosis VCI firmware needs to be updated after a diagnosis software update.
Only XENTRY Diagnosis Pad is integrated into the workshop network. Switching to Service24h mode is dispensed with, so switchover times due to the change from workshop to Service24h mode in the field are eliminated.
Operation of XENTRY Diagnosis VCI is not possible via a standard PC.
There is a 1:1 connection between XENTRY Diagnosis VCI and XENTRY Diagnosis Pad.
As part of the operator guidance, there are changes in the operating tools (see "Are there new operating tools?")

9.) **Are there new operating tools?**
The new device concept offers optimized operator guidance and user-friendliness. The operating tools offer you a standardized user interface, optimized for operation via touch screen.
The following operating tools are new:
- ConfigAssist: Guides you through all configuration steps for your new diagnostic equipment.
- Update Center: Used for installing new releases, switching to a new release and add-on installation. Overview in the Update Center shows the currently installed release, an available release changeover, current update status and the most recently installed add-on.
- VCI Manager: Used for recovery and VCI firmware updating. The overview below "General" shows the connection status between XENTRY Diagnosis Pad and XENTRY Diagnosis VCI.
- VCI Connection: Shows the connection quality between XENTRY Diagnosis Pad and XENTRY Diagnosis VCI.

10.) **Why is XENTRY Control no longer available?**
XENTRY Diagnosis software and diagnosis applications have been moved from XENTRY Connect to XENTRY Diagnosis Pad. The VCI no longer has a PC core. Remote operation via XENTRY Control is thus eliminated.

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11.) **What conditions need to be met by the workshop before it can use XENTRY Diagnosis Kit 3 and the new XENTRY Update Service concept?**
Please refer to the Connectivity Guide Retail, Chapters 4.9 and 4.10.

12.) **How is the XENTRY Diagnosis Kit 3 diagnosis software updated?**
As the XENTRY diagnosis software has been moved to the diagnosis computer, the "XENTRY Diagnosis Pad", only the **XENTRY Diagnosis Pad has to be supplied with diagnosis software updates** in the future.
Besides the familiar **Blu-ray disc update**, there is an alternative, innovative update option for XENTRY Diagnosis Kit 3:
With the **XENTRY Update Service**, updates are provided online "over the air" via a local network storage system (Retail Data Storage) in the workshop and distributed via the workshop network to the XENTRY Diagnosis Pad.
"Zero-time update": With the help of a zero-time update, the new diagnosis software is transferred from Retail Data Storage in the background to your XENTRY Diagnosis Pad and installed on the second partition.
This reduces the downtimes during the update process, and when downloading the update, you can continue to use your hardware without restrictions. Switching to the new release (installed on the second partition) takes max. 5 minutes.

Apart from occasional **firmware updates on the XENTRY Diagnosis VCI**, no other diagnosis updates are necessary. They are transferred from XENTRY Diagnosis Pad to XENTRY Diagnosis VCI. The VCI Manager notifies you when an update is necessary. You can also perform the firmware update in this tool.

13.) **Can I operate XENTRY Diagnosis VCI with a standard PC?**
No, the XENTRY Diagnosis VCI can no longer be operated with a standard PC as opposed to the previous diagnostic equipment concept. The new hardware components can only be ordered as a kit (comprising XENTRY Diagnosis VCI + XENTRY Diagnosis Pad).

14.) **How does the switchover between workshop and Service24h mode take place?**
Switchover between workshop and Service24h mode is no longer required.

15.) **Can I use the new XENTRY Diagnosis Pad for my XENTRY Connect?**
No, the XENTRY Diagnosis Pad cannot be used for connection with XENTRY Connect.

16.) **How are StartKeys ordered for XENTRY Diagnosis Kit 3?**
The StartKey is directly included in the order.
During initial startup via ConfigAssist, the StartKey is automatically retrieved from the server.
If the StartKey was not included in the hardware order, the familiar standard process applies. Please contact your responsible MPC/general distributor if you have any questions.
Note: The "StartKey Center" no longer exists. Refer to ConfigAssist for your information on the StartKey.

17.) **How is VCI recovery carried out?**
Recovery is carried out via the VCI Manager operating tool. Only perform XENTRY Diagnosis VCI recovery in case of a fault, if you are requested to do so **by the Diagnosis User Help Desk**.
To start recovery, click on the "Recovery" button in the VCI Manager. Connect the XENTRY Diagnosis VCI to the XENTRY Diagnosis Pad via USB cable, and follow the instructions that appear after clicking on "Start Recovery".

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18.) **How do I install a printer?**
Printers are installed via the XENTRY Diagnosis Pad using the known Windows settings. Any commercially available Windows 10-compatible printer can be installed. When installing printers, make sure that they use a current Windows 10 printer driver. Only printers compatible with Windows 10 are supported.

19.) **Can the Measurement Technology also be used for XENTRY Diagnosis Kit 3?**
Yes, XENTRY Measurement Technology HMS 990 USB (64-bit) can be used for XENTRY Diagnosis Kit 3.
Note: The 64-bit version of the Measurement Technology (supplied since 02/2016 from series number 27000 onwards) is required.

20.) **Can the current periphery (SBC flash box, chip card reader, MoTelDis, injector scanner, measurement technology, diagnosis unit for HV batteries) be combined with the new system?**
Chip card reader and MoTelDis are no longer supported.
A replacement process is available for the chip card reader. The XENTRY Diagnosis software prompts you to enter a password, which you receive from the Diagnosis User Help Desk.
All other peripheral devices (SBC flash box, injector scanner & XENTRY Measurement Technology HMS 990 USB 64-bit version and diagnosis unit for HV batteries) can continue to be used.
Note: The 64-bit version of the measurement technology (supplied since 02/2016 from series number 27000 onwards) is required.

21.) **Are there any changes with regard to EPC, WIS/ASRA due to XENTRY Diagnosis Kit 3 introduction?**
No, there are no changes. However please note that EPC, WIS/ASRA are now only available via the RetailFactory.
If you do not yet have the relevant access to RetailFactory applications, please apply for it from your EPC, WIS/ASRA contact or via EPC, WIS/ASRA first-level support in your market.
If access to the RetailFactory central installation is not possible or excluded, applications can be ordered as stand-alones (i.e. offline incl. update supply via DVD) in exceptional cases. However, you may only place an order if you can state a justifiable reason.
The operation of EPC, WIS/ASRA and the transfer of vehicle diagnostic data will remain unchanged.

22.) **I cannot find XENTRY Control, what can I do?**
XENTRY Control is no longer required. XENTRY Diagnosis software and diagnosis applications run on the XENTRY Diagnosis Pad; remote operation via XENTRY Control is thus omitted.

Update

23.) **What update variants are planned for XENTRY Diagnosis Kit 3?**
There are two update variants: Besides the familiar Blu-ray disc update, there is an alternative, innovative update option for XENTRY Diagnosis Kit 3:
With the XENTRY Update Service, updates are provided online "over the air" on a local network storage system (Retail Data Storage) in the workshop and distributed via the workshop network to the XENTRY Diagnosis Pad. The update concept for diagnosis software updates (five times a year) applies only to the new diagnostic equipment generation XENTRY Diagnosis Kit 3.
"Zero-time update": With the help of the zero-time update the new diagnosis software update is transferred from Retail Data Storage in the background to your XENTRY Diagnosis Pad and installed on the second partition. This reduces the downtimes during the update process, and when downloading the update, you can continue to use your hardware without restrictions. Switching to the new release (installed on the second partition) takes max. 5 minutes.
You also enjoy the benefit of the "zero-time update" when updating via Blu-ray disc.

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24.) **What conditions/Internet connection bandwidth requirements need to be met for the new XENTRY Update Service?**

In order to be able to download the diagnostic data, an Internet bandwidth of at least 6 Mbit/s should be available. We generally recommend the bandwidths and latency times from the Connectivity Guide Retail, Chapter 4.10.

Anzahl	Download	Upload	Latenz	Leistungstyp
20	16 Mbit/s	0,75 Mbit/s	60 ms	16 Mbit/s ADSL
50	16 Mbit/s	0,75 Mbit/s	60 ms	16 Mbit/s ADSL
100	16 Mbit/s	0,75 Mbit/s	60 ms	16 Mbit/s ADSL
200	24 Mbit/s	1,25 Mbit/s	60 ms	24 Mbit/s ADSL
400	32 Mbit/s	1,5 Mbit/s	60 ms	32 Mbit/s ADSL

We recommend at least AC standard with 1.3 Gbit/s for the IT infrastructure (WLAN).

25.) **I have a poor Internet connection; does this mean I cannot use the XENTRY Update Service?**

It is possible to download with the XENTRY Update Service and a lower bandwidth, but it will take considerably longer. In order to be able to download the diagnostic data, we recommend a bandwidth of at least 6 Mbit/s.

26.) **Must I update the XENTRY Diagnosis Pad and XENTRY Diagnosis VCI?**

Due to the architecture change, only **XENTRY Diagnosis Pad** has to be supplied with diagnosis software updates in the future, as the XENTRY Diagnosis software and diagnosis applications run on the pad.
Apart from **occasional firmware updates on the XENTRY Diagnosis VCI**, of which you are notified as required by the "VCI Manager" on the system, no other updates are required for diagnosis.

Network

27.) **How can I connect XENTRY Diagnosis Pad to XENTRY Diagnosis VCI?**

There are two options:
WLAN connection: A direct WLAN connection can be established via the integrated WiFi sticks. Coupling
28.) must be performed, either during initial startup via the ConfigAssist or later on in the VCI Manager.
Cable connection: via the supplied USB cable.

29.) **Which WLAN encryption types must I use in the workshop for XENTRY Diagnosis Kit 3?**

XENTRY Diagnosis Kit 3 supports security types WPA2 (recommended) or WPA.

30.) **The WLAN module is not certified for my country; am I unable to use this option for XENTRY Diagnosis Kit 3?**

If no WLAN certification is available, you have two options:
1) You work via a cable by connecting XENTRY Diagnosis Pad and XENTRY Diagnosis VCI with the supplied USB cable.
2) Your country requests chargeable post-certification via CSC.

31.) **Is there an overview of countries certified for WLAN operation?**

A detailed overview of the countries in which the WLAN module of XENTRY Diagnosis Kit 3 is certified is available in Chapter 10.

32.) **Can I operate my XENTRY Kits and XENTRY Diagnosis Kit 3 together in the workshop/in the same WLAN?**

Yes, old and new diagnostic equipment generations can be operated together in the workshop and in the same WLAN IT infrastructure.

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Initial startup

33.) How does the initial startup of XENTRY Diagnosis Kit 3 take place?

Initial startup is performed via the ConfigAssist and is very user-friendly. Initial startup is completed within around 15 mins. ConfigAssist guides you through the entire configuration of your new diagnostic equipment.

EPC, WIS/ASRA

34.) What is the difference between the offline and online operation of EPC and WIS/ASRA?

- EPC and WIS/ASRA are offered in two operating scenarios.
- In online operation, the EPC, WIS/ASRA server is operated by Daimler AG, a national organization or an Application Service Provider (ASP). For example, the RetailFactory is provided by Daimler IT Retail GmbH on behalf of Daimler AG
- In offline operation, the applications are locally deployed on-site on a client or a local server in the workshop

35.) How do I switch from offline operation to online operation?

Switching from offline to online operation is possible at any time. Prior notice is not required. Switching does not trigger double-billing for access authorization.

Proceed as follows:

- Ordering central access authorization:
  - The order is placed with your sales organization
  - When you access the RetailFactory, you will find the information in the Info area of the portal: http://retailfactory.mercedes-benz.com
- Canceling local access authorization:
  Send an email to xentry.customer.support@daimler.com . Please specify your dealer number and the StartKey number (or your LAN ID) in the email

36.) How do I order EPC and WIS/ASRA?

- For contractual partners/authorized dealers (AVSP) in Germany, direct orders from the RetailFactory can be made by calling +49-(0)1805-392 638 (currently €0.14 from the German landline network) or via email to ewanet-betrieb@daimler.com
  The order is made using the currently valid order form. This form must be filled out completely and signed, and sent to the address given on the order form
- Authorized vendors and service partners (AVSPs) outside Germany should address orders to their national organization (MPC/GD) or to their First Level Support. The contact details of the respective First Level Support are provided on the RetailFactory portal: (https://retailfactory.mercedes-benz.com) under "Contact > First Level Support"
- All independent market participants within the European Economic Area (customers outside the sales network according to the EBER) can acquire online access for EPC and WIS/ASRA via the Internet portal "Service & Parts net" (http://service-parts.mercedes-benz.com)
- Interested persons within the company can request access to EPC and WIS/ASRA via the homepage on the intranet at: http://ewaintern.destr.corpintra.net/
- German company-owned sales and service outlets can request access for EPC, WIS/ASRA from the CUHD of the MBVD at CUHD_support_mbvd@daimler.com or by calling +49 (0)711 17 31333

Automatic quick test

37.) What conditions need to be met when carrying out an automatic quick test?

Your XENTRY Diagnosis Pad must have software update 03/2017 installed at a minimum, including all available add-ons. The AQT mode may then be activated.

To do this, open the "XENTRY Diagnosis AQT" link on your XENTRY Diagnosis Pad desktop.

38.) How long does an automatic quick test take?

A few minutes

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12. Glossary

Term	Description	Section
Add-ons	▪ Add-ons are automatically loaded on your XENTRY Diagnosis Pad, and update your system. The prerequisite is that XENTRY Diagnosis Pad is connected to the Internet. ▪ Please note that all add-ons should always be installed on XENTRY Diagnosis Pad	4.4
AQT	▪ Automatic quick test	4.7
ASRA	▪ Operation texts, standard texts, flat rates and work units ▪ The data determined with ASRA form the basis for producing precise estimates, work orders, invoices and warranty claims	4.8
ConfigAssist	▪ Helps to set up the diagnosis system step-by-step right from connecting the cables through setting up the network to importing the StartKey. ▪ Is called up automatically during initial startup, and can be called up again if required.	3
Coupling/ couple	▪ A 1:1 connection is established between VCI and the Pad via WLAN. This process is known as "coupling".	3.4
Diagnosis PDF Printer	▪ PDF printer for user-friendly creation of PDF documents	7.4
Diagnosis software updates	▪ Diagnosis software updates are controlled via the Update Center. They may be performed online with Retail Data Storage or offline via Blu-ray disc	4.3
DiBA	▪ Digital Owner's Manuals are required for control unit startup/flashing. When using Retail Data Storage, you can check the availability of DiBAs via the Update Center	4.6
EPC	▪ Electronic Parts Catalog ▪ The parts identification system for replacement parts, paints/service products, accessories and special tools of the Mercedes-Benz and smart brands	4.8
Firmware update	▪ Occasionally, the XENTRY Diagnosis VCI firmware has to be updated after a diagnosis software update.	7.3.2
Initial control unit startup	▪ Control unit startup means the control unit programming of a vehicle using XENTRY Diagnosis software	
OBD	▪ On Board Diagnosis	2
Regio DVD	▪ Regio DVDs are required for control unit startup/flashing. When using Retail Data Storage, you can check the availability of DiBAs via the Update Center	4.6
Retail Data Storage	▪ Network storage for buffering diagnosis updates in XENTRY Update Service	4.3.1
StartKey	▪ Use of diagnosis applications is not possible without the StartKey. It defines your rights of use. It is ordered along with the XENTRY Diagnosis system	3.2.4
Support Tool	▪ Tool with information on the support case	7.5
Update Center	▪ The Update Center is used for installing new software updates, switching between releases (release management), add-on installation and administration	7.2
VCI Manager	▪ The VCI Manager enables XENTRY Diagnosis Pad & XENTRY Diagnosis VCI coupling	7.3
WiFi stick	▪ WLAN stick used to establish a WLAN connection between XENTRY Diagnosis VCI and XENTRY Diagnosis Pad	
WIS	▪ Workshop information system ▪ Contains detailed information and working instructions for repair and maintenance work for the Mercedes-Benz, Maybach and smart brands	4.8
XENTRY Diagnosis Kit 3	▪ Product bundle: XENTRY Diagnosis Pad & XENTRY Diagnosis VCI	

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XENTRY Diagnosis Pad	▪ A workshop-suited PC on which the diagnosis software is installed	5.1
XENTRY Diagnosis VCI	▪ The multiplexer or Vehicle Communication Interface (VCI) that forms the interface from the vehicle to the XENTRY Diagnosis Pad and "translates" data from the vehicle so that it can be used by the software	5.2
XENTRY Update Service	▪ XENTRY Update Service is the option of loading updates onto the XENTRY Diagnosis Pad via the Internet. Blu-ray discs are no longer required; however, they can continue to be used as an alternative.	4.3.1

Table 4: Glossary

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13. List of Illustrations

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