



Das Auto.

Service Information

Offboard Diagnostic Information System Service (ODIS Service)

Number: VOS-15-03

Subject: Dedicated Email Server Configuration

Date: Apr. 16, 2015

Supersedes VOS-14-33 with reminder information.

1.0 – Introduction

As of the publishing date of this document, we continue to receive feedback from dealerships that experience difficulty configuring the ODIS Service Email Outbox to their dealership-based email system. Be advised that if the email outbox configuration is not performed, it is not possible to send feedback emails.

This document describes a configuration to a dedicated Email Outbox server hosted by Volkswagen Group of America, Inc. This configuration precludes the need for determining and entering dealership-specific information. **Please share this information with all affected personnel.**

Please review the **ATTENTION!** information below and perform the procedures only if necessary.

2.0 – Procedure

ATTENTION!

The following procedure is optional, and **DOES NOT** supersede the Email Outbox Configuration instructions specified in the *ODIS Service Installation Phase 2 – Software Installation & Configuration Instructions*. Every effort should be made to determine the dealership-specific information required for a standard email outbox configuration.

Disregard these instructions if the Email Outbox configuration is already successfully performed and Support Button feedback emails can routinely be sent from the dealership without errors, i.e.: receipt confirmation emails are returned.

Notes:

- *Please read these instructions in their entirety before performing these procedures. If you do not understand these instructions, arrange to have a qualified person perform these procedures.*
- *Discard all printed copies of this document after use. Revised versions may be issued at any time. Always check ServiceNet for the latest version.*

2.1 – Configuration

Prerequisites:

- ☐ Diagnostic device plugged into to power adapter and booted to Windows[®] desktop.
- ☐ Diagnostic tablet: USB mouse and keyboard connected for easier input.
- ☐ The latest version of ODIS Service is installed along with all available updates.
- ☐ ODIS Service **Connections > Brand Settings > Connection types** setting is set to **Internet**.
- ☐ User has **username and password** for access to **vwhub**.

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1. Start ODIS Service and select the **Admin** operating mode.

2. Select the **Support** section:

3. In the **Contact Data** subcategory, check the **Contact data for feedback** details. Proceed as applicable:

- ☐ If details are correctly entered, skip to **Step 4** below.
- ☐ If changes to existing details are necessary, select **Resetting**, update the information and then select **Save/Yes**:
- ☐ If no contact details are entered, enter them now and then select **Save/Yes**:

Note:

The information saved above is auto-populated in the contact information fields in the feedback form. Please ensure that all information entered here is correct and up-to-date.

4. Select the **E-mail outgoing server** (Email outbox) subcategory:

5. Enter the following information in the specified fields (only):

- ☐ Mail server: **odismail.vw.com**
- ☐ Mail server port: **465**
- ☐ Mail server login: **Enter checkmark (✓)**
- ☐ Secure connection: **Enter checkmark (✓)**
- ☐ E-mail sender address: **Enter the same email address entered in the Contact Data subcategory**

When all information is entered, select **Save/Yes**:

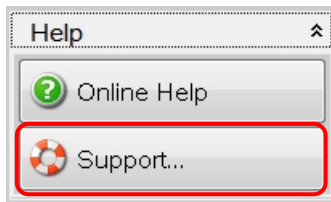


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2.2 – Sending Feedback via the VWGoA Mail Server

1. From the **Operating mode** category, select the **Help** subcategory
2. Select **Support**:



3. **Dual Dealers (only)**: Select the applicable **Manufacturer** from the dropdown menu:
 4. Place a cursor in the text entry field and type in the feedback description:
 5. Select the qualification details as applicable:
 - ☐ Error classification
 - ☐ Priority
 - ☐ Additional attachments
 - ☐ Insert current view
- When completed, select **Send**:

6. **Wait** while a connection to the VWGoA mail server is established (a delay is normal).
7. Enter the **username and password** as issued for **vwhub** access:
8. Select **Apply**:

9. Click **OK**: