



ODIS Service Installation on Commercial Laptop FAQs

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IMPORTANT!

For details on the conditional installation of ODIS Service on commercial laptops, please refer to *Service Information – ODIS Service* document title: [Installation on Commercial Laptops](#)

New or **Revised** issues are marked accordingly.

New

Q. I just purchased a new laptop with Windows® 10 for personal use. Can I install ODIS Service on it?

A. For optimum performance and durability, ODIS Service must be installed on semi-rugged or ruggedized **Windows® 7** laptops meeting the minimum hardware and performance specifications stated in the Service Information document referenced above. Devices must also be free from personal computing software.

New

Q. Why can I not install ODIS Service on my tablet, netbook or smartphone?

A. Volkswagen AG (VWAG) authors and tests ODIS Service installation, use, touch screen and Bluetooth® functions exclusively on VAS 6160X diagnostic tablet devices. As a result, the installation and optimal performance of ODIS Service on alternative mobile computing platforms using a touch screen interface cannot be warranted.

New

Q. Why was the eShop - ODIS Service license request for my commercial laptop denied?

A. Likely because:

1. The request was made **before** the [Commercial Laptop Registration Form](#) was submitted.
2. The submitted registration form was **illegible**.
3. Required **information was missing** from the registration form.

Note:

Completed registration forms must be received and processed by AoA before corresponding eShop – ODIS Service license requests are considered for approval. As a result, please allow a full business day / 24 hours for license request approvals.

New

Q. Why does AoA DTSS not support ODIS Service on commercial laptops, and likewise, why does VWAG not process ODIS Service feedback submissions from such installations?

A. VWAG's global Importer Support and feedback resolution processes are based on their authoring and testing of ODIS Service software exclusively on VAS 6150X and 6160X device platforms with Windows 7. Due to variables in chipsets, hardware, connectivity and many other factors, it is not feasible for VWAG to author and test ODIS Service on every commercially available computing platform, and support them accordingly.

New

Q. My commercial laptop does not have built-in Windows Bluetooth capabilities. Can I use a USB Bluetooth adapter for wireless communication with my VAS 5054A?

A. AoA DTSS tests revealed that VAS 5054A configuration via a USB Bluetooth adapter may or may not be possible. In cases where it was possible, poor overall wireless performance was noted.

If the laptop does not have built-in Bluetooth capabilities we recommend configuring the VAS 5054A for use with a USB cable.

New

Q. Can I use a J2534 Pass-through device instead of a VAS 5054A on my commercial laptop installation?

A. Yes. Be sure to choose the J2534 Pass-through selection during the ODIS Service installation routine, and confirm it appears as the default connection method after ODIS Service is installed > Extras > Diagnostic Interface.

Always contact the J2534 device manufacturer for support (installation, drivers etc.).

Note:

Be aware that the use of most pass-through devices will result in the "Key On/Off" symbol (that appears at the top of the ODIS Service user interface) to remain displayed as "Key Off", even when the vehicle ignition is turned on.