

Offboard Diagnostic Information System Service (ODIS Service) Number: VOS-16-04

Subject: ODIS Service Installation Phase 2 – Software Installation Date: Mar. 21, 2016 & Configuration Instructions

Supersedes VOS-15-09 due to additional information.

Table of Contents

Section		Page
1.0	Introduction	<u>2</u>
1.1	General Information - Must Read!	<u>2</u>
1.2	Preparation Overview	<u>2</u>
1.3	Process Overview - Must Read!	<u>2</u>
2.0	Preparation	<u>3</u>
2.1	Diagnostic Device Hardware & Network Prerequisites	<u>3</u>
2.2	Software Download & Installation Prerequisites	<u>4</u>
2.3	Confirm Windows [®] Update Setting	<u>4</u>
3.0	Installation	<u>5</u>
3.1	Download & Install Application Data – "Single-Setup"	<u>5</u>
3.2	Import Security Certificate to Application	<u>12</u>
3.3	Diagnostic Data Download & Installation – "Post-Setup"	<u>15</u>
4.0	Post-Setup Configuration	<u>17</u>
4.1	Administration - General	<u>17</u>
4.2	Administration - Support	<u>19</u>
4.3	Administration - Connections	<u>20</u>
4.4	Additional Instructions	<u>22</u>
5.0	Online Updates	<u>23</u>

Notes:

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

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1.0 – Introduction

1.1 – General Information

This document describes the initial **download**, **installation and configuration of ODIS Service** diagnostic software on eligible diagnostic laptop and tablet devices. These instructions are specific to the preparation of <u>brand new diagnostic laptop and tablet devices</u>, i.e.: <u>devices where ODIS Service was</u> <u>NOT previously installed</u>.

Instructions for the initial installation of ODIS Service are broken down into two separately-titled instruction document "Phases": Installation Phase 1 and Installation Phase 2. The Phase 1 instructions (also posted on ServiceNet) must be completed before proceeding with these Phase 2 instructions.

Checkboxes are provided throughout this document to note fulfilled prerequisites and completed sections.

Notes:

- As of December 2015, the initial installation of ODIS Service software takes place via a Volkswagen AG Group Services web-server.
- Installation DVDs are no longer used. To prevent confusion, please locate and discard all previous installation version DVDs.

1.2 – Preparation Overview

The preparation guidelines:

- Ensure diagnostic device eligibility for ODIS Service installation and use.
- Ensure that the requisite license and certificate files were obtained and stored. (Phase 1 Instructions completed.)
- Address device physical, related Windows software and dealership network issues to ensure trouble-free downloads and installations.

1.3 – Process Overview

Software download, installation & configuration processes take place in the following stages:

- Download and install the latest application data from VWAG Group Services web-server
- □ Import certificate to application
- Download and install diagnostic database from web-server
- □ Configure ODIS Service installation
- □ Configure diagnostic interface (VAS 5054A or VAS 6154).*

*Instructions must be obtained from additional documents posted on ServiceNet.

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2.0 – Preparation

2.1 – Diagnostic Device Hardware & Network Prerequisites

□ Windows 7

Device must have a functional USB functions.

□ Type of diagnostic interface to be used is known, e.g.: VAS 5054A or VAS 6154.

- Network connection: Ethernet cable or WLAN. (Minimum recommended network download speeds:
 6 Mbps (single brand) or 8 Mbps (dual brand).)
- Antivirus software and network firewall temporarily disabled (where applicable).
- Device connected to A/C power adapter and booted to Windows desktop.
- Diagnostic tablets mounted in base station with USB mouse and keyboard connected.

2.2 – Software Download & Installation Prerequisites

	Prerequisites Checklist
✓	The following_Installation Phase 1 – Preparation, License & Security Certificate Process instruction steps are completed and outcomes obtained:
	Preparation:
	Diagnostic device assigned a "Device ID"
	Primary and backup "device folders" created for license and security certificate storage.
	License Process:
	License requested from eShop and license request approval email received
	License file downloaded from eShop to device folder on the diagnostic device desktop and device folder on backup USB flash drive
	Certificate Process:
	Certificate requested from eCRMS and certificate request approval email received
	Certificate file downloaded from eCRMS to device folder on the backup USB flash drive and copied to the device folder on the diagnostic device desktop
	Certificate imported to Windows [®]

ATTENTION!

Software installation from the web-server is NOT possible without device-specific license and certificate files, and recorded hardware key!

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2.3 – Confirm Windows Update Setting

To ensure trouble-free ODIS Service software download and installation from the web-server, the diagnostic device **must not be downloading or installing Windows updates** <u>at the same time.</u>

To confirm the preferred Windows update setting as instructed in the diagnostic device's **Unpacking and Setup instructions**, proceed as follows:

- 1. Go to: Windows Start > Control Panel > Windows Update > Change Settings
- 2. In the **Important Updates** category, confirm that the update option: **Check for updates but let me choose whether to download and install them** is selected as illustrated below:
 - □ If this option **is** selected, select **Cancel**:
 - □ If this option **is not** selected, **select it now** from the dropdown, and then select **OK**:

🚱 🕞 🗢 🚰 « Windows Update → Change settings 🔹 🍫 Search Control Panel 👂
Choose how Windows can install updates
When your computer is online, Windows can automatically check for important updates and install them using these settings. When new updates are available, you can also install them before shutting down the computer.
How does automatic updating help me?
Important updates Check for updates but let me choose whether to download and install them
Install new updates: Every day v at 3:00 AM v
Recommended updates
Give me recommended updates the same way I receive important updates
Who can install updates
Allow all users to install updates on this computer
Note: Windows Update might update itself automatically first when checking for other updates. Read our privacy statement online.
OK Cancel

3. Close the remaining Control Panel Windows.

Note:

If it was necessary to change the update setting, **check if a Windows update is currently in process before installing ODIS Service.** If a Windows update **is** in process, allow it to finish and **only then** proceed with ODIS Service installation.



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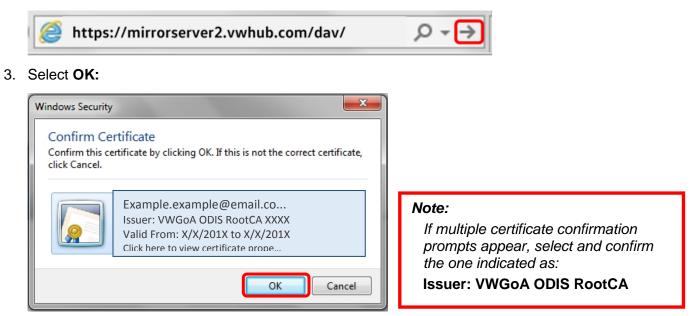


3.0 – Installation

3.1 – Download & Install Application Data – "Single Setup"

1. Open Internet Explorer

2. Type the following address in the browser's address bar, and then click the "Go to" arrow:



4. Navigate through the server Indexes in the following order:

Odis > Trade-Retail > software > installation

5. From the **installation** Index, double-click the OffboardDiagSetup-Service VWMCD 3 X X XXXXXX.exe file:



(cont.)

Page 5 of 23



6. Click the Save - dropdown selection arrow, and then select Save and Run:

Run Save Cancel	Do you want to run or save OffboardDiagSetup-Service_VWMCD_3_0_0exe (584 MB) from n	nirrorserve	r2.v\	whub.com? ×
Save as	Run	Save	•	Cancel
		Save	Т	E
Save and run		Save	as 🚽	
		Save	and	run

Note:

Selecting Save and run starts the installation process automatically after the download is complete.

7. No action needed:

66% of OffboardDiagSetup-Service_VWMCD_3_0_0-RC376N_P1_B31_7_1_28.exe downloaded 2 min		2 min 11	sec remaining ×
	Pause	Cancel	View downloads

- 8. When the download is complete, Close the browser session.
- 9. No action needed:



10. Confirm English (US) is selected, and then select OK:

🖧 Lang	uage selection		
ر آن	Please select a language:		
- <u></u>	English (US)		•
		ОК	Cancel

(cont.)

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Page 6 of 23

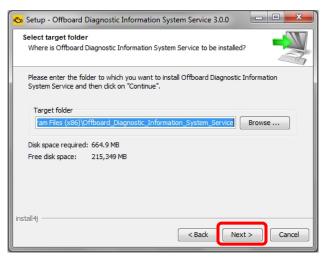
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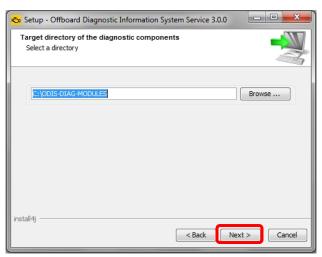
11. Select Next:



12. Select Next:



13. Select Next:



(cont.)

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Page 7 of 23



14. Click the Target platform dropdown selection arrow, select the diagnostic device model number or type that applies to the device, and then select Next:

🖏 Setup - Offboard Diagnostic Information Sy	stem Service 3.0.0
Target platform Selection of target platform	
Standard PC/notebook Standard PC/notebook VAS 6150A VAS 6150B	
VAS 6150C VAS6150x – additional VAS6150 derivative VAS 6160 VAS 6160A VAS6160x – additional VAS6160 derivative	Select this for <u>VAS 6150D</u> platform.
install4j	< Back Next > Cancel

15. Click the Diagnostic interface dropdown selection arrow, select the applicable diagnostic interface that will be used with the diagnostic device, and then select Next:

Diagnostic interface Selection of the diag	nostic interface to be activated		
Diagnostic interface	VAS 5054 VAS 5055 VAS 6154 PassThru		
install4j	< Bac	ck Next >	Cancel

Page 8 of 23

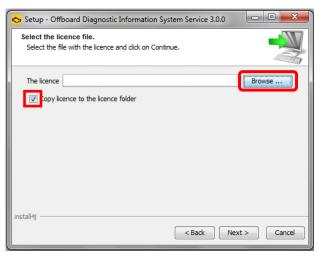
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16. Click Next:

» Setup - Offboard Diagnostic Information System Service 3.0.0	
Bluetooth interface Bluetooth device connection	
You have selected a Bluetooth-capable diagnostic interface.	
To use the VAS5054, Bluetooth pairing needs to be established. Please refer to the documentation for the radio head.	
<back next=""> Cancel</back>	

17. Ensure Copy license to the license folder is checked, and then click Browse...:



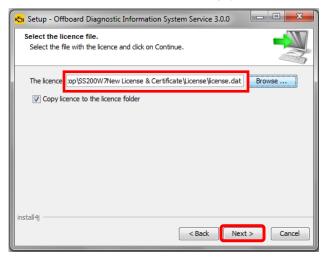
- 18. Open the device folder on the Windows desktop, and Open the "License" subfolder.
- 19. Select / highlight the license (.dat) file (DO NOT double-click), and then click Open:

Copen	
Desktop My Documents	
Computer Computer File name: Iccense.dat Open Retwork Files of type: All Files Cancel	<i>Note:</i> DO NOT <i>double-click</i> the license file in its saved location!

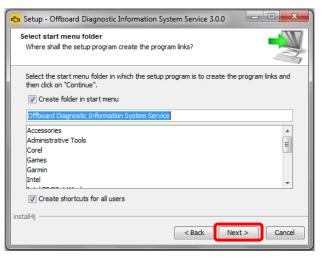
Page 9 of 23



20. Ensure the license file directory path appears in the installation window. Select Next:



21. No action needed. Select Next:



22. Wait while several different phases of the installation take place:

Installing		
Please wait while installed on your	Offboard Diagnostic Information System Se computer.	ervice is being
Unpacking files		
install4j		
		Cancel

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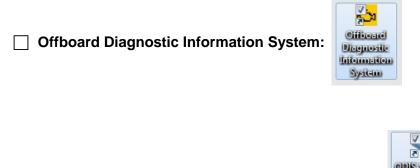
Page 10 of 23



23. Click Finish:



24. Confirm that the following icons appear on the Windows desktop:



ODIS Service Diagnostic Interface Configuration:



Note:

If the ODIS Service Diagnostic Configuration icon does not appear after the completion of single-setup, please contact VWGoA Diagnostic Tester Software Support (DTSS).

Single-Setup steps completed. Proceed to Section 3.2 – Page 12

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3.2 - Import Security Certificate to Application

Brand-specific diagnostic data is also downloaded from the VWAG Group Services web-server. To enable this, the security certificate obtained during installation Phase 1 must be imported to the ODIS Service application.

The diagnostic device's **hardware key must be entered as a password** during the certificate importation process.

1. Double-click the Offboard Diagnostic Information System icon:



2. Wait while the application starts:



3. Select Installing the client certificate:

Offboard Diagnostic Information System PostSetup			
PostSetup - Configuration data input			
https://mirrorserver2.vwhub.com/dav/			
Select local directory			
Installing the client certificate			
e your installation, the language-dependent components must be added.			
Cancel			

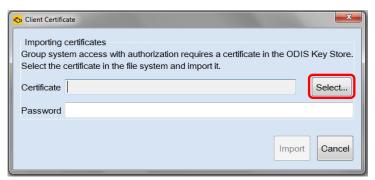
(cont.)

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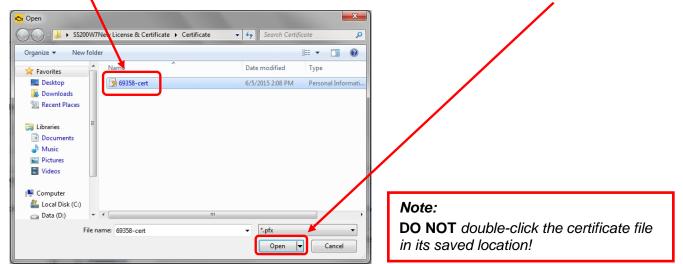
Page 12 of 23



4. Click **Select:**



- 4. From the device folder on the Windows desktop, Open the "Certificate" subfolder:
- 5. Select / highlight the certificate (.pfx) file (DO NOT double-click), and then click Open:



6. Ensure the certificate file directory path appears in the Certificate import window:

r <mark>to</mark> Clie	ent Certific	ate 🗾
Gro	oup syst	certificates em access with authorization requires a certificate in the ODIS Key Store. certificate in the file system and import it.
Cer	rtificate	C:\Users\VAS6150B\Desktop\SS200W7New License & (Select
Pas	ssword	
		Import

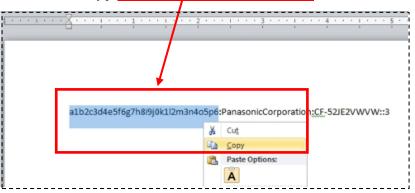
(cont.)

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Page 13 of 23



- 7. From the device folder on the Windows desktop, Open the "Hardware Key" text document:
- 8. Select and Copy the first 32 characters (only) of the hardware key. Example:



The characters are saved in Windows "clipboard" memory.

9. Paste the 32-characters copied above into the Password: entry field, and then select Import:

🖏 Client Cert	ificate 🛛 🖾
Group sy	g certificates stem access with authorization requires a certificate in the ODIS Key Store. e certificate in the file system and import it.
Certificat	e C:\Users\VAS6150B\Desktop\SS200W7NewLicense & Select
Passwor	d ••••••
	Import

8. Click OK:



The PostSetup - Configuration data input dialog reappears.

Security Certificate Importation steps completed. Proceed to Section 3.3 – Page 15

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3.3 – Diagnostic Database Download & Installation – "Post-Setup"

1. Click the Forward Arrow button:

Offboard Diagnostic Information System PostSetup						
PostSetup -	PostSetup - Configuration data input					
URL	https://mirrorserver2.vwhub.com/dav/					
	Select local directory					
User name						
Keyword						
	Installing the client certificate					
	e your installation, the language-dependent components must be added.					
	Cancel					

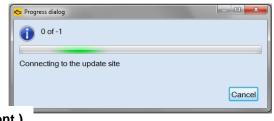
2. <u>If</u> additional user interface languages are desired, select them here. Heed the *Note:* below, and then click the Forward Arrow button:

Offboard Diagnostic Information System PostSetup	
PostSetup - Installed language selection	
Language	<u>^</u>
🔲 ceština (cs_CZ)	
🔲 dansk (da_DK)	
Deutsch (de_DE)	=
🔲 Ἑλληνικός (el_GR)	
English (GB) (en_GB)	
English (US) (en_US)	
Español (es_ES)	
🔲 suomea (fi_FI)	
🔲 français (fr_FR)	
🗏 hrvatski (hr_HR)	
🔲 magyar (hu_HU)	
🔲 Italiano (it_IT)	-
	Cancel

Note:

Selecting additional languages significantly increases the download and installation time!

3. Wait while the connection is established:



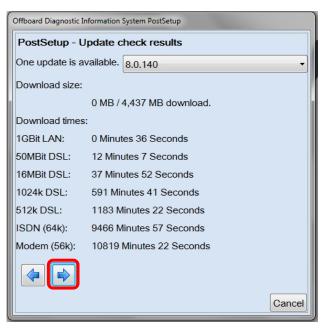
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(cont.)

Page 15 of 23



4. Click the Forward Arrow button:



Note:

The diagnostic data version information illustrated here **is an example only!** Versions are updated regularly.

5. <u>Wait</u> while the diagnostic data download and installation takes place:



Notes:

- The **Progress dialog** window may appear to stall or lock at times during this process. This is normal. **Please be patient!**
- Download times depend on single brand or dual brand data (dual = longer), the dealership network download speed and network traffic (slower Mbps + busy = longer).
- 6. Read and close the Release Notes window.
- 7. Read the Warnings/notes information, scroll down and click OK.

The ODIS Service main window appears.

The VW brand design is displayed by default.

Postsetup – Diagnostic Data Installation steps completed. Proceed to Section 4.0 – Page 17

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4.0 – Post-Setup Configuration

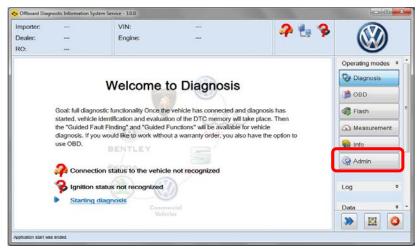
Prior to placing the diagnostic device into service, a number of configuration steps are required.

Configurations take place via the Admin operating mode. Settings can be changed at any time.

4.1 – Administration - General

The following subsections describe configurations using the **Admin > General** operating mode.

1. From the ODIS Service main screen, select Admin:



The **General** category tab appears first by default. Available function / configuration subcategories are listed in the left-hand display menu of each tabbed category.

4.1.1 – Brand Design

The brand logo and user interface colors are configured with the Brand design function.

1. Select **Brand design** and choose the desired brand theme from the dropdown menu. Click **Save / Yes:**

General Save locations Suppo	ort Connections Measurement Certificate Measuring technology action
Brand Design	Details about Brand Design
Language	Brand Design
Update	Selection Neutral
System Logging	
System Environment	
License Information	
Global Configuration	
GFF Process	
Dealer Data	
	Resetting Discard Save
	Resetting Discard Save

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Page 17 of 23



4.1.2 – Language

The language displayed by the user interface is configured with the Language function.

If additional languages were chosen during post-setup, the languages are selectable here.

1. <u>Only if languages other than English (US) were added</u>, select Language, and then choose the desired language from the dropdown menu. Click Save / Yes:

General Save locations Suppor	rt Connections	Measurement	Certificate	Measuring technology action			
Brand Design	Details about L	anguage					
Language	Language set	ting					
Update	Language	English (US)					•
System Logging							
System Environment							
License Information							
Global Configuration							
GFF Process							
Dealer Data							
					Resetting	Discard	Save
[]						Л	

4.1.3 – Update

The schedule for automatic updates is configured with the Update function.

- 1. Select **Update**, and then review the available update schedule settings:
- 2. Configure the update cycle and time appropriate for your facility: Click Save / Yes:

General	Save locations	Support	Connections	Measurement	Certificate	Measuring technology action			
Brand D	Design		Details about U	Jpdate					
Langua	ge	ſ	Download						^
Update			Loading in the	e background	V				
System	Logging		Temporary de	ownload directe	C:\Pro	ogram Files (x86)\Offboard_Dia	agnostic_Information_Sys	stem_Service\preinstal	Select
	Environment Information		Time of update	e					=
Global	Configuration		Test moment		Occupies Cycles Cycl	clical (after x days for each) \odot	On specific weekdays		
GFF Pro	ocess		Cyclical updat	e					
Dealer [Data								
			Cycle (in day	s, 1-7)	1				_
		Í	Weekdays for	update					
		-	•						•
								Resetting Discard	Save

Note:

For detailed instructions and additional information refer to Service Information – ODIS Service document title: Online Update Guide

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Page 18 of 23



4.1.4 – Dealer Data

If desired, configure the name of the dealership to appear in diagnostic logs.

1. Select Dealer data: Enter the name of the dealership in the Facility ID entry field: Click Save /Yes:

General Save locations Su	Opport Connections Measurement Certificate Measuring technology action
Brand Design	Details about Dealer Data
Language	Dealer Data
Update	Facility ID My Hometown Dealer
System Logging	
System Environment	
License Information	
Global Configuration	
GFF Process	Note:
Dealer Data	Do not exceed 100 characters including spaces.
	Exceeding the character allowance may cause
	GFF log transmissions to fail!
	Resetting Discard Save

4.2 – Administration - Support

The following subsections describe configurations using the **Admin > Support** operating mode.

4.2.1 – Contact Data

Contact information must be saved for Support Button requests.

- 1. From the **Admin** operating mode main screen, select the **Support** tab: The **Contact data** subsection is displayed first by default:
- 2. Fill in all contact details, including a valid email address: Click Save / Yes:

General Save locations Suppor	rt Connections Measure	ment Certificate Measuring technology action				
Contact Data	Details about Contact Data					
E-mail outgoing server	Contact data for feedba	ck				
Hardware and software	First name	John				
	Last name	Smith				
	E-mail address(*)	myemail@myemail.com				
	Telephone number(*)	1234567890				
		Resetting Discard Save				

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Page 19 of 23



4.2.2 - Email Outgoing Server

Dealership network connection parameters must be configured before using the Support Button.

1. Select E-mail outgoing server: Enter information as applicable and specific to your dealership network. Click Save / Yes:

Contact Data	Details about E-mail outgoing server						
E mail outgoing server							
Hardware and software	Use the standard e-mail client of the ope	raing system:					
	Connection parameters						
	Connection Mat						
	Mail server	000000000					
	Mail server port	25					
	Mail server login						
	Usornamo						
	Password usage	only for the next feedback transmission					
	Secure connection						
	E-mail sender address	000.000					

Notes:

- For detailed instructions refer to Service Information ODIS Service document title: ODIS Service Email Outbox Configuration Guide
- If dealership specifics are not available, refer to Service Information ODIS Service document title: Dedicated Email Server Configuration

4.3 – Administration - Connections

The following subsections describe configurations using the Admin > Connections operating mode.

4.3.1 – Brand Settings Data

The connection to VWAG Group Services (to transmit GFF logs, etc.) is configured via Brand settings.

1. From the **Admin** operating mode main screen, select the **Connections** tab. The **Brand settings** subsection is displayed first by default:

Brand Settings	Details about Bran	-
Group system: Logon	Brand to configure	e
Group System: GFF	Selection	Audi
Group System: ElsaPro		
Group System: Carport	Connection types	
Group System: DISS	for Audi	CPN
Group System: eShop	for Volkswagen	CPN
Mirror Server 2		
		Resetting Discard

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Page 20 of 23



2. Change the Connection type in the dropdown menu(s) from CPN to Internet: Click Save / Yes:

General Save locations Supp	on Connections Measurement Certificate Measuring technology action
Brand Settings	Details about Brand Settings
Group system: Logon	Brand to configure
Group System: GFF	Selection Volkswagen
Group System: ElsaPro	
Group System: Carport	Connection types
Group System: DISS	for Audi Internet
Group System: eShop	for Volkswagen Internet
Mirror Server 2	
	ANT! e to change the connection type <u>from CPN to Internet</u> sult in the inability to download online updates!
	Resetting Discard Save

4.3.2 – Group System – ElsaPro (Infomedia)

Access to ElsaPro etc. ("Infomedia") is configured via Group system: ElsaPro.

- 1. Select the Group system: ElsaPro subcategory:
- 2. Enter information in the fields indicated below as applicable to your market and dealer. When all information is entered, click **Save / Yes:**
 - Brand (1 character): Enter the numeral 0
 - Country (3 characters): Enter USA or CAN
 - Dealer ID (5 characters): Enter the last 5 characters of the dealer number

Group system Group system Group system	: GFF	URL for vehicle history	https://odisinfomedia.vwhub.com/Retail/RepairHistory/Show			
		URL for vehicle history	https://adicinfamedia.wwb.ub.com/Ratail/RanairListon/Show			
Group system	- Elee Dre		https://odisiniomedia.vwhub.com/Retail/RepairHistory/Show			
	ElsaPio	URL for actions	https://odisinfomedia.vwhub.com/Retail/VehicleRecall/Show https://odisinfomedia.vwhub.com/services https://odisinfomedia.vwhub.com/Retail/TPI/Show https://odisinfomedia.vwhub.com/Retail/RM/Show			
Group system	Group system: Carport Group system: DISS	URL for order data				
Group system		URL for Technical Service Bulletins				
		URL for repair manuals				
Group system: eShop	URL for wiring diagrams	https://odisinfomedia.vwhub.com/Retail/WD/Show				
Mirror Server	2	Brand (1 character)	0			
		Country (3 characters)	USA			
		Dealer ID (5 characters)	03999			

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Page 21 of 23



If your facility is a dual-brand dealership:

- 3. Select the **Brand Settings** subcategory, select **the alternate brand** from the brand configuration menu and then click **Save / Yes.**
- 4. Repeat the Group system Steps 1 and 2 for the alternate brand.

4.3.3 – Mirror Server 2

Please confirm the Mirror Server 2 URL specified for the US /CDN market:

- 1. Select Mirror Server 2:
- 2. Confirm the Mirror Server URL appears as: https://mirrorserver2.vwhub.com/dav/

General	Save locations	Support	Connections	Measuremer	t Certificate	Measuring technology a	ction	 /		
Brand S	Settings		Details about N	Airror Server 2						
Group s	system: Logon		Access data							
Group S	System: GFF		Mirror Server	URL	https://mirrors	server2.vwhub.com/dav/				_
Group S	System: ElsaPro		Mirror Server	user	-					
Group S	System: Carport		Mirror Server	password						
Group S	System: DISS		Timeout							
Group S	System: eShop									
Mirror S	erver 2		Timeout [s]	1	20					
								Resetting	Discard	Save

Post-Setup Configuration steps completed. Proceed to Section 4.4 below.

4.4 – Additional Instructions

The additional configurations etc. listed below **must be performed** as applicable before placing the diagnostic device into service. All instructions documents are posted on ServiceNet.

Perform the VAS 5054A Diagnostic Interface Bluetooth & EDIC Configuration:

Refer to Service Information – Diagnostic Device Hardware & Windows document title:

VAS 5054A Diagnostic Interface – Bluetooth & EDIC Configuration

Perform the VAS 5054A Diagnostic Interface USB Configuration:

Refer to Service Information – Diagnostic Device Hardware & Windows document title:

VAS 5054A Diagnostic Interface – USB Configuration

(cont.)



Where applicable, perform the VAS 6154 Diagnostic Interface Configuration:

Refer to Service Information – Diagnostic Device Hardware & Windows document title: VAS 6154 Diagnostic Interface – Startup Guide

Where applicable, connect and configure a VAS 6356 Test Instruments Box:

Refer to Service Information – Diagnostic Device Hardware & Windows document title:

VAS 6356 Test Instruments Box – Software Configuration

5.0 – Online Updates

Dealerships are responsible for ensuring all diagnostic devices used on vehicles covered by new vehicle warranty are updated with the latest ODIS Service application and diagnostic data.

The initial installation of application and diagnostic data from the web-server was current as of the date of its release. However, revised and additional application and diagnostic data may have been released afterwards via online updates.

All available online updates must be downloaded and installed when they are released.

For details on online update setup and functions, refer to **Service Information - ODIS Service** document title: **Online Update Guide.**

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