



Volkswagen

Service Information

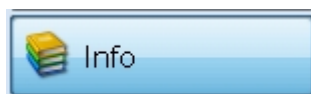
Offboard Diagnostic Information System Service (ODIS Service)

Number: VOS-16-25

Subject: Infomedia Support

Date: Nov. 7, 2016

When ODIS Service is configured as per the “Phase 2” installation instructions and an active vehicle diagnostic session is in progress, users can access various **ElsaPro** service & repair resource “**Infomedia**” via the **Info** operating mode:



Users are prompted to login for **Infomedia access** using their valid **vwhub user ID** and **password**.

However, if the following error message appears at login:



....or the user otherwise has problems with displaying Infomedia content, please contact the

IT Service Desk at: (866) 892-3375

Inform the consultant that you are unable to view documents in the **ODIS Service Infomedia** application.

Note:

The configuration of online applications outside of ODIS Service precludes VWGoA Diagnostic Systems Support (DSS) from supporting Infomedia issues.