# Table of Contents

1. New Features in XENTRY Diagnosis Kit 3 ................................................................. 4

2. Scope of Supply of XENTRY Diagnosis Kit 3 .......................................................... 6

3. Initial Startup and Configuration .............................................................................. 7
   3.1. Automatic Network Configuration ....................................................................... 10
   3.2. Manual Network Configuration ......................................................................... 12
       3.2.1. Wireless LAN ............................................................................................... 13
       3.2.2. LAN .............................................................................................................. 15
       3.2.3. Proxy Server Settings .................................................................................. 16
       3.2.4. Configuring and using WIS/ASRA online ..................................................... 17
           3.2.4.1 Changing the server selection for EPC, WIS/ASRA ............................... 17
   3.3. Completing Network Configuration ..................................................................... 18
   3.4. XENTRY Diagnosis VCI Coupling ..................................................................... 20
   3.5. Configuration of the XENTRY Update Service .................................................... 21
       3.5.1. Online Update via the XENTRY Update Service ......................................... 21
       3.5.2. Supply of Updates via Blu-ray Disc .............................................................. 23
   3.6. Finishing the Configuration ................................................................................ 24
   3.7. Exporting the Configuration .............................................................................. 25
   3.8. Installing, updating and configuring WIS/ASRA offline/standalone .................. 26
       3.8.1. Installing/updating WIS/ASRA offline/standalone ..................................... 26
       3.8.2. Entering WIS/ASRA StartKey in WIS Configuration Tool ....................... 27

4. XENTRY Diagnosis Kit 3 Operation .......................................................................... 29
   4.1. System Start ........................................................................................................ 29
   4.2. Connection Options ............................................................................................ 29
   4.3. Update Installation ............................................................................................. 31
       4.3.1. Online Update with Retail Data Storage .................................................... 31
       4.3.2. Offline Update via Blu-ray Disc ................................................................... 34
   4.3.3. Release Management .................................................................................... 37
   4.4. Add-ons .............................................................................................................. 38
   4.5. Printers and Printing .......................................................................................... 39
       4.5.1. USB Printer Installation ............................................................................... 39
       4.5.2. Installation of a Network Printer ................................................................. 44
       4.5.3 Assistant for installing printer drivers ............................................................ 53
   4.6. Use of Control Unit Software Provided Online .................................................. 55
   4.7. AQT – Automatic Quick Test ............................................................................. 56
   4.8. Calling up WIS/ASRA online/offline ................................................................. 59
       4.8.1. Calling up WIS/ASRA from the XENTRY frame ......................................... 59
       4.8.2. Calling up WIS/ASRA from a diagnosis session ......................................... 59
       4.8.3. Calling up WIS/ASRA from XENTRY DAS ............................................... 59
4.8.4. Calling up WIS/ASRA online from a browser (Service & Parts net) ................................................................. 60
5. XENTRY Diagnosis Kit 3 Hardware Components ........................................................................................................... 61
   5.1. XENTRY Diagnosis Pad ............................................................................................................................................... 61
   5.1.1. XENTRY Diagnosis Pad Technical Performance Features ......................................................................................... 61
   5.1.2. Connections on XENTRY Diagnosis Pad .................................................................................................................. 62
   5.1.3. Buttons and Displays on the XENTRY Diagnosis Pad ............................................................................................... 62
   5.2. XENTRY Diagnosis VCI ............................................................................................................................................... 63
   5.2.1. XENTRY Diagnosis VCI Technical Performance Features ......................................................................................... 63
   5.2.2. Connections and Controls on XENTRY Diagnosis VCI ............................................................................................. 65
   5.2.3. Status display and control elements on the XENTRY Diagnosis VCI ................................................................. 66
6. Accessories ........................................................................................................................................................................ 67
   6.1. Optionally Available Accessories ............................................................................................................................ 67
   6.2. HMS 990 USB Measurement Technology ................................................................................................................ 68
   6.3. Injector Scanner (2D Hand-Held Scanner) .................................................................................................................. 68
   6.4. Diagnostic Unit for HV Batteries .............................................................................................................................. 68
   6.5. SBC Flash Box ............................................................................................................................................................. 68
7. Operating Tools ................................................................................................................................................................... 69
   7.1. ConfigAssist ................................................................................................................................................................. 69
   7.2. Update Center ............................................................................................................................................................ 69
   7.3. VCI Manager ............................................................................................................................................................. 70
       7.3.1. Call VCI ............................................................................................................................................................... 70
       7.3.2. XENTRY Diagnosis VCI Firmware Update .......................................................................................................... 71
       7.3.3. XENTRY Diagnosis VCI Recovery .................................................................................................................. 74
   7.4. Diagnosis PDF Printer ............................................................................................................................................... 77
       7.4.1. Individual Document .............................................................................................................................................. 78
       7.4.2. Collections ........................................................................................................................................................... 79
       7.4.3. PDF Document Storage Location ....................................................................................................................... 80
   7.5. Support Tool ............................................................................................................................................................ 81
   7.6. VCI Monitor ............................................................................................................................................................... 83
8. Service & Support ............................................................................................................................................................... 84
9. Windows 10 Licensing Policies ..................................................................................................................................... 88
10. WLAN Certifications .................................................................................................................................................... 96
11. FAQ - Frequently asked questions ................................................................................................................................ 103
12. Glossary .......................................................................................................................................................................... 109
13. List of Illustrations .......................................................................................................................................................... 111
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

<table>
<thead>
<tr>
<th>Schematic Diagram</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Diagram" /></td>
<td>1. XENTRY Diagnosis Pad is integrated into your workshop infrastructure (necessary for online services)</td>
</tr>
<tr>
<td></td>
<td>2. Diagnosis software is installed on XENTRY Diagnosis Pad (two partitions available)</td>
</tr>
<tr>
<td></td>
<td>3. Connection between XENTRY Diagnosis Pad and XENTRY Diagnosis VCI is independent of the IT infrastructure</td>
</tr>
<tr>
<td></td>
<td>4. XENTRY Diagnosis VCI (multiplexer) in compact and sturdy design</td>
</tr>
</tbody>
</table>

- 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.
2. Scope of Supply of XENTRY Diagnosis Kit 3

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

![XENTRY Diagnosis Kit 3 components]

- 1 XENTRY Diagnosis Pad
- 2 XENTRY Diagnosis 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 Y 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 Blu-ray disc

Optional: XENTRY Measurement Technology HMS 990 USB (64-bit)
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.

![ConfigAssist icon](image)

Figure 2: ConfigAssist icon

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

![Picture of XENTRY Diagnosis Pad](image)

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.

![ConfigAssist start screen](image)

Figure 4: ConfigAssist start screen
You then receive information on the scope of supply & accessories:

Figure 5: Information about the scope of supply & accessories

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

Figure 6: Connections and buttons

You get additional information by clicking on the symbols identified with 1. These are described in more detail in Chapter 5.1.
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
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.
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.

![Advanced network selection](image)

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.
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
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.

![ConfigAssist](image)

**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.

![ConfigAssist](image)

**Figure 15: Advanced manual WLAN configuration**
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".

![LAN settings](image)

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.

![Advanced LAN settings](image)

Figure 17: Advanced LAN settings
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.

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

Figure 18: Advanced network settings
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.

⚠️ 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.

<table>
<thead>
<tr>
<th>Server name</th>
<th>URL</th>
</tr>
</thead>
<tbody>
<tr>
<td>EPC, WIS/ASRA RetailFactory (Daimler AG central server)</td>
<td><a href="https://retailfactory.mercedes-benz.com:443">https://retailfactory.mercedes-benz.com:443</a></td>
</tr>
<tr>
<td>EPC, WIS/ASRA server - MBD company-owned sales and service outlets</td>
<td><a href="http://ewanet-web.de080.corpintra.net:9000">http://ewanet-web.de080.corpintra.net:9000</a></td>
</tr>
<tr>
<td>EPC, WIS/ASRA server – Pappas Austria</td>
<td><a href="http://ewanet.work.td.local:9000">http://ewanet.work.td.local:9000</a></td>
</tr>
</tbody>
</table>
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.
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](image)

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](image)
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".

![XENTRY Diagnosis VCI Coupling Diagram](image)

Connect the 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 XENTRY Diagnosis 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.

![XENTRY Diagnosis VCI Successful Coupling](image)

Figure 23: Coupling with XENTRY Diagnosis VCI successful

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

Now select the point "Apply & continue".
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".

![Configuring XENTRY Update Service](image)

Click "Apply & continue".
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
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.

![Update Center](image)

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.
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.
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”.

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](image)

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**

![Figure 33: Connection variant 1: WLAN](image)

**Connection variant 2: WLAN and USB**

![Figure 34: Connection variant 2: WLAN and USB](image)
Connection variant 3: LAN and WLAN

![Connection variant 3: LAN and WLAN](image)

Figure 35: Connection variant 3: LAN and WLAN

Connection variant 4: LAN and USB

![Connection variant 4: LAN and USB](image)

Figure 36: Connection variant 4: LAN and USB

⚠️ Note: Switching from workshop to Service 24h mode is eliminated.
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
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"
4. The overview shows you that you have installed the latest release

5. Close the Update Center
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:

![Update Center icon](image)

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).

![USB connections diagram](image)

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

![Update Center interface](image)
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.
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
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:

![Update Center icon](image)

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:

![Release switching in the Update Center](image)

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.
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.

![Update Center](image)

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".
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.
2. Click "View devices and printers" in the "Hardware and Sound" area.

![Control Panel](image)

Figure 44: Hardware and Sound - View devices and printers
3. The currently installed printers are displayed first of all:

![Devices and Printers](image)

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.

![Printers](image)

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.
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.
3. Select "Devices – Bluetooth, printers, mouse".
4. Click "Add a printer or scanner".

![Add printers & scanners]

- Fax
- Microsoft Print to PDF
- Microsoft XPS Document Writer
- Nova Printer
- XENTRY PDF Printer
- Last used
5. After a brief search, the network printer is displayed.
6. Mark the printer for installation, and then select "Add device".
7. The printer drivers are now automatically retrieved and installed.
8. The printer is now ready.
9. If desired, you can run a check via the control panel. To do so, click the "Control panel" button in the start menu.
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.
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:

   ![Printer Driver Installer](image)

   Here you have the option to load and install the printer driver directly on the XENTRY Diagnosis Pad.
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:
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.

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

You will be prompted once to sign on with your user name and password:

Figure 49: XENTRY AQT icon

Figure 50: XENTRY AQT login
You will then be prompted once to select your dealer (operation) number:

![One-off selection of the dealer number](image)

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.

![XENTRY AQT home screen](image)

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:
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.
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.
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
5. XENTRY Diagnosis Kit 3 Hardware Components

5.1. XENTRY Diagnosis Pad

5.1.1. XENTRY Diagnosis Pad Technical Performance Features

- 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:
  - Infinitely adjustable stand
  - Touch screen
  - Good display readability
5.1.2. Connections on XENTRY Diagnosis Pad

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:

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

5.2.1. XENTRY Diagnosis VCI Technical Performance Features

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

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
5.2.2. Connections and Controls on XENTRY Diagnosis VCI

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

Figure 59: Connection XENTRY Diagnosis VCI
5.2.3. Status display and control elements on the XENTRY Diagnosis VCI

![Status display and control elements on XENTRY Diagnosis VCI](image)

**Status displays**

<table>
<thead>
<tr>
<th>Operating indicator, LED green</th>
<th>Fault indicator, LED red</th>
</tr>
</thead>
<tbody>
<tr>
<td>LED red/green/orange</td>
<td>Connection indicator VCI ↔ Pad, LED flashing in green</td>
</tr>
<tr>
<td>Connection indicator VCI ↔ Vehicle, LED flashing in green</td>
<td></td>
</tr>
</tbody>
</table>

![VCI status displays](image)

**Control**

![VCI control button](image)

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

6.1. Optionally Available Accessories

Optionally available accessories are displayed during the configuration process.

![Optionally available accessories](image)

**Figure 63: Optionally available accessories**

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

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

![Docking station](image)

**Figure 64: XENTRY Diagnosis Pad with docking station**
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.
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.
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.

![VCI Manager icon](image)

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.

![VCI Manager](image)

Figure 67: Call VCI
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
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.

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.
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.

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 "OK".

Now click on the "Start recovery" button.
⚠️ 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
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.
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
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
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
### 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:

<table>
<thead>
<tr>
<th>Icon</th>
<th>Status/cause</th>
<th>Description</th>
<th>Remedy</th>
</tr>
</thead>
</table>
| ![VCI not coupled](image) | VCI not coupled | • VCI is not connected via USB  
• VCI is not visible via WLAN | • Couple the VCI |
| ![VCI not accessible (via WLAN)](image) | VCI not accessible (via WLAN) | • VCI is not connected via USB  
• VCI is not visible via WLAN | • Supply power to the VCI |
| !["Coupling lost"](image) | "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](image) | VCI firmware older than PC software | • Firmware of the VCI outdated | • Update the VCI via the VCI Manager |
| ![PC software older than VCI firmware](image) | 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](image) | VCI in recovery | • VCI connected via USB  
• VCI in recovery mode | • Carry out recovery in the VCI Manager |
| ![VCI in use](image) | VCI in use | • VCI in use by (another) application | |
| ![VCI in use via WLAN](image) | VCI in use via WLAN | • VCI in use via WLAN by (another) application | |
| ![VCI accessible via USB](image) | VCI accessible via USB | • VCI is connected via USB cable | |
| ![VCI accessible via WLAN](image) | VCI accessible via WLAN | • VCI accessible via WLAN  
• WLAN connection quality visible via bar graph | |
| ![WLAN adapter nonfunctional](image) | 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](image) | VCI in use via cable connection | • VCI in use by (another) application | |
| ![Flight mode](image) | Flight mode | • The WiFi stick is deactivated | • Deactivate flight mode  
• Activate the WiFi stick |

Table 2: VCI Monitor status
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.
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
Figure 87: Overview of all messages for a ticket
9. Windows 10 Licensing Policies

MICROSOFT SOFTWARE LICENSE TERMS

WINDOWS OPERATING SYSTEM

IF YOU LIVE IN (OR IF YOUR PRINCIPAL PLACE OF BUSINESS IS IN) THE UNITED STATES, PLEASE READ THE BINDING ARBITRATION CLAUSE AND CLASS ACTION WAIVER IN SECTION 10. IT AFFECTS HOW DISPUTES ARE RESOLVED.

Thank you for choosing Microsoft!

Depending on how you obtained the Windows software, this is a license agreement between (i) you and the device manufacturer or software installer that distributes the software with your device; or (ii) you and Microsoft Corporation (or, based on where you live or if a business where your principal place of business is located, one of its affiliates) if you acquired the software from a retailer. Microsoft is the device manufacturer for devices produced by Microsoft or one of its affiliates, and Microsoft is the retailer if you acquired the software directly from Microsoft.

This agreement describes your rights and the conditions upon which you may use the Windows software. You should review the entire agreement, including any supplemental license terms that accompany the software and any linked terms, because all of the terms are important and together create this agreement that applies to you. You can review linked terms by pasting the (aka.ms/) link into a browser window.

By accepting this agreement or using the software, you agree to all of these terms. If you do not accept and comply with these terms, you may not use the software or its features. You may contact the device manufacturer or installer, or your retailer if you purchased the software directly, to determine its return policy and return the software or device for a refund or credit under that policy. You must comply with those policies, which might require you to return the software with the entire device on which the software is installed for a refund or credit.

1. Overview.
   a. Applicability. This agreement applies to the Windows software that is preinstalled on your device, or acquired from a retailer and installed by you, the media on which you received the software (if any), any fonts, icons, images or sound files included with the software, and also any Microsoft updates, upgrades, supplements or services for the software, unless other terms come with them. It also applies to Windows apps developed by Microsoft that provide functionality such as contacts, music, photos and news that are included with and are a part of Windows. If this agreement contains terms regarding a feature or service not available on your device, then those terms do not apply.
   b. Additional terms. Additional Microsoft and third party terms may apply to your use of certain features, services and apps, depending on your device’s capabilities, how it is configured, and how you use it. Please be sure to read them.
      i. Some Windows apps provide an access point to, or rely on, online services, and the use of those services is sometimes governed by separate terms and privacy policies, such as the Microsoft Services Agreement at (aka.ms/msa). You can view these terms and policies by looking at the service terms of use or the app’s settings, as applicable. The services may not be available in all regions.
      ii. Microsoft, the manufacturer or installer may include additional apps, which will be subject to separate license terms.
      iii. The software includes Adobe Flash Player that is licensed under terms from Adobe Systems Incorporated at (aka.ms/adobeflash). Adobe and Flash are either registered trademarks or trademarks of Adobe Systems Incorporated in the United States and/or other countries.
iv. The software may include third party programs that are licensed to you under this agreement, or under their own terms. License terms, notices and acknowledgments, if any, for the third party programs can be viewed at (aka.ms/thirdpartynotices).

To the extent included with Windows, Word, Excel, PowerPoint and OneNote are licensed for your personal, non-commercial use, unless you have commercial use rights under a separate agreement.

2. Installation and Use Rights.
   
a. License. The software is licensed, not sold. Under this agreement, we grant you the right to install and run one instance of the software on your device (the licensed device), for use by one person at a time, so long as you comply with all the terms of this agreement. Updating or upgrading from non-genuine software with software from Microsoft or authorized sources does not make your original version or the updated/upgraded version genuine, and in that situation, you do not have a license to use the software.

b. Device. In this agreement, "device" means a hardware system (whether physical or virtual) with an internal storage device capable of running the software. A hardware partition or blade is considered to be a device.

c. Restrictions. The manufacturer or installer and Microsoft reserve all rights (such as rights under intellectual property laws) not expressly granted in this agreement. For example, this license does not give you any right to, and you may not:
   
   i. use or virtualize features of the software separately;
   
   ii. publish, copy (other than the permitted backup copy), rent, lease, or lend the software;
   
   iii. transfer the software (except as permitted by this agreement);
   
   iv. work around any technical restrictions or limitations in the software;
   
   v. use the software as server software, for commercial hosting, make the software available for simultaneous use by multiple users over a network, install the software on a server and allow users to access it remotely, or install the software on a device for use only by remote users;
   
   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
   
   vii. when using Internet-based features you may not use those features in any way that could interfere with anyone else's use of them, or to try to gain access to or use any service, data, account, or network, in an unauthorized manner.

d. Multi use scenarios.
   
   i. Multiple versions. If when acquiring the software you were provided with multiple versions (such as 32-bit and 64-bit versions), you may install and activate only one of those versions at a time.
   
   ii. Multiple or pooled connections. Hardware or software you use to multiplex or pool connections, or reduce the number of devices or users that access or use the software, does not reduce the number of licenses you need. You may only use such hardware or software if you have a license for each instance of the software you are using.
   
   iii. Device connections. You may allow up to 20 other devices to access the software installed on the licensed device for the purpose of using the following software features: File services, print services, Internet information services, and Internet connection sharing and telephony services on the licensed device. You may allow any number of devices to access the software on the licensed device to synchronize data between devices. This section does not mean, however, that you have the right to install the software, or use the primary function of the software (other than the features listed in this section), on any of these other devices.
   
   iv. Use in a virtualized environment. This license allows you to install only one instance of the software for use on one device, whether that device is physical or virtual. If you want to use the software on more than one virtual device, you must obtain a separate license for each instance.
v. Remote access. No more than once every 90 days, you may designate a single user who physically uses the licensed device as the licensed user. The licensed user may access the licensed device from another device using remote access technologies. Other users, at different times, may access the licensed device from another device using remote access technologies, but only on devices separately licensed to run the same or higher edition of this software.

vi. Remote assistance. You may use remote assistance technologies to share an active session without obtaining any additional licenses for the software. Remote assistance allows one user to connect directly to another user's computer, usually to correct problems.

e. Backup copy. You may make a single copy of the software for backup purposes, and may also use that backup copy to transfer the software if it was acquired as stand-alone software, as described in Section 4 below.

3. Privacy. Your privacy is important to us. Information on privacy and the Microsoft Privacy Statement can be found at (aka.ms/privacy).

4. Transfer. The provisions of this section do not apply if you acquired the software as a consumer in Germany or in any of the countries listed on this site (aka.ms/transfer), in which case any transfer of the software to a third party, and the right to use it, must comply with applicable law.

a. Software preinstalled on device. If you acquired the software preinstalled on a device (and also if you upgraded from software preinstalled on a device), you may transfer the license to use the software directly to another user, only with the licensed device. The transfer must include the software and, if provided with the device, an authentic Windows label including the product key. Before any permitted transfer, the other party must agree that this agreement applies to the transfer and use of the software.

b. Stand-alone software. If you acquired the software as stand-alone software (and also if you upgraded from software you acquired as stand-alone software), you may transfer the software to another device that belongs to you. You may also transfer the software to a device owned by someone else if (i) you are the first licensed user of the software and (ii) the new user agrees to the terms of this agreement. You may use the backup copy we allow you to make or the media that the software came on to transfer the software. Every time you transfer the software to a new device, you must remove the software from the prior device. You may not transfer the software to share licenses between devices.

5. Authorized Software and Activation. You are authorized to use this software only if you are properly licensed and the software has been properly activated with a genuine product key or by other authorized method. When you connect to the Internet while using the software, the software will automatically contact Microsoft or its affiliate to confirm the software is genuine and the license is associated with the licensed device. You can also activate the software manually by Internet or telephone. In either case, transmission of certain information will occur, and Internet, telephone and SMS service charges may apply. During activation (or reactivation that may be triggered by changes to your device's components), the software may determine that the installed instance of the software is counterfeit, improperly licensed or includes unauthorized changes. If activation fails the software will attempt to repair itself by replacing any tampered Microsoft software with genuine Microsoft software. You may also receive reminders to obtain a proper license for the software. You may not bypass or circumvent activation. To help determine if your software is genuine and whether you are properly licensed, see (aka.ms/genuine). Certain updates, support, and other services might only be offered to users of genuine Microsoft software.

6. Updates. The software periodically checks for system and app updates, and downloads and installs them for you. You may obtain updates only from Microsoft or authorized sources, and Microsoft may need to update your system to provide you with those updates. By accepting this agreement, you agree to receive these types of automatic updates without any additional notice.
7. **Downgrade Rights.** If you acquired a device from a manufacturer or installer with a Professional version of Windows preinstalled on it, you may use either a Windows 8.1 Pro or Windows 7 Professional version, but only for so long as Microsoft provides support for that earlier version as set forth in (aka.ms/windowslifecycle). This agreement applies to your use of the earlier versions. If the earlier version includes different components, any terms for those components in the agreement that comes with the earlier version apply to your use of such components. Neither the manufacturer or installer, nor Microsoft, is obligated to supply earlier versions to you. You must obtain the earlier version separately, for which you may be charged a fee. At any time, you may replace an earlier version with the version you originally acquired.

8. **Geographic and Export Restrictions.** If your software is restricted for use in a particular geographic region, then you may activate the software only in that region. You must also comply with all domestic and international export laws and regulations that apply to the software, which include restrictions on destinations, end users, and end use. For further information on geographic and export restrictions, visit (aka.ms/georestrict) and (aka.ms/exporting).

9. **Support and Refund Procedures.**
   a. For software preinstalled on a device. For the software generally, contact the device manufacturer or installer for support options. Refer to the support number provided with the software. For updates and supplements obtained directly from Microsoft, Microsoft may provide limited support services for properly licensed software as described at (aka.ms/mssupport). If you are seeking a refund, contact the manufacturer or installer to determine its refund policies. You must comply with that policy, which might require you to return the software with the entire device on which the software is installed for a refund.
   b. For software acquired from a retailer. Microsoft provides limited support services for properly licensed software as described at (aka.ms/mssupport). If you purchased the software from a retailer and are seeking a refund, and you cannot obtain one where you acquired the software, contact Microsoft for information about Microsoft's refund policies. See (aka.ms/msoffices).

10. **Binding Arbitration and Class Action Waiver if You Live in (or, if a Business, Your Principal Place of Business is in) the United States.**
    We hope we never have a dispute, but if we do, you and we agree to try for 60 days to resolve it informally. If we can’t, you and we agree to binding individual arbitration before the American Arbitration Association ("AAA") under the Federal Arbitration Act ("FAA"), and not to sue in court in front of a judge or jury. Instead, a neutral arbitrator will decide and the arbitrator’s decision will be final except for a limited right of appeal under the FAA. Class action lawsuits, class-wide arbitrations, private attorney-general actions, and any other proceeding where someone acts in a representative capacity aren’t allowed. Nor is combining individual proceedings without the consent of all parties. "We", "our" and "us" includes Microsoft, the device manufacturer, and software installer.

    a. Disputes covered—everything except IP. The term "dispute" is as broad as it can be. It includes any claim or controversy between you and the manufacturer or installer, or you and Microsoft, concerning the software, its price, or this agreement, under any legal theory including contract, warranty, tort, statute, or regulation, except disputes relating to the enforcement or validity of your, your licensors’, our, or our licensors’ intellectual property rights.
    b. Mail a Notice of Dispute first. If you have a dispute and our customer service representatives can’t resolve it, send a Notice of Dispute by U.S. Mail to the manufacturer or installer, ATTN: LEGAL DEPARTMENT. If your dispute is with Microsoft, mail it to Microsoft Corporation, ATTN: LCA ARBITRATION, One Microsoft Way, Redmond, WA 98052-6399, USA. Tell us your name, address, how to contact you, what the problem is, and what you want. A form is available at (aka.ms/disputeform). We’ll do the same if we have a dispute with you. After 60 days, you or we may start an arbitration if the dispute is unresolved.
    c. Small claims court option. Instead of mailing a Notice of Dispute, and if you meet the court’s requirements, you may sue us in small claims court in your county of residence (or, if a business, your principal place of business) or our principal place of business – King County, Washington.
USA if your dispute is with Microsoft. We hope you'll mail a Notice of Dispute and give us 60 days
to try to work it out, but you don't have to before going to small claims court.

d. Arbitration procedure. The AAA will conduct any arbitration under its Commercial Arbitration Rules
(or if you are an individual and use the software for personal or household use, or if the value
of the dispute is $75,000 USD or less whether or not you are an individual or how you use the software,
its Consumer Arbitration Rules). For more information, see (aka.ms/adr) or call 1-800-778-7879.
To start an arbitration, submit the form available at (aka.ms/arbitration) to the AAA; mail a copy
to the manufacturer or installer (or to Microsoft if your dispute is with Microsoft). In a dispute involving
$25,000 USD or less, any hearing will be telephonic unless the arbitrator finds good cause to hold
an in-person hearing instead. Any in-person hearing will take place in your county of residence
(or, if a business, your principal place of business) or our principal place of business – King County,
Washington, USA if your dispute is with Microsoft. You choose. The arbitrator may award the same
damages to you individually as a court could. The arbitrator may award declaratory or injunctive relief
only to you individually to satisfy your individual claim.

e. Arbitration fees and payments.
   i. Disputes involving $75,000 USD or less. The manufacturer or installer (or Microsoft if your
dispute is with Microsoft) will promptly reimburse your filing fees and pay the AAA’s and
arbitrator’s fees and expenses. If you reject our last written settlement offer made before
the arbitrator was appointed, your dispute goes all the way to an arbitrator’s decision (called
an "award"), and the arbitrator awards you more than this last written offer, the manufacturer
or installer (or Microsoft if your dispute is with Microsoft) will: (1) pay the greater of the award
or $1,000 USD; (2) pay your reasonable attorney’s fees, if any; and (3) reimburse any expenses
(including expert witness fees and costs) that your attorney reasonably accrues for
investigating, preparing, and pursuing your claim in arbitration. The arbitrator will determine
the amounts unless you and we agree on them.
   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.

g. Severability. If the class action waiver is found to be illegal or unenforceable as to all or some parts
of a dispute, those parts won’t be arbitrated but will proceed in court, with the rest proceeding
in arbitration. If any other provision of Section 10 is found to be illegal or unenforceable, that provision
will be severed but the rest of Section 10 still applies.

h. Conflict with AAA rules. This agreement governs if it conflicts with the AAA’s Commercial Arbitration
Rules or Consumer Arbitration Rules.

i. Microsoft as party or third-party beneficiary. If Microsoft is the device manufacturer or if you acquired
the software from a retailer, Microsoft is a party to this agreement. Otherwise, Microsoft is not a party
but is a third-party beneficiary of your agreement with the manufacturer or installer to resolve disputes
through informal negotiation and arbitration.

11. Governing Law. The laws of the state or country where you live (or, if a business, where your principal place
of business is located) govern all claims and disputes concerning the software, its price, or this agreement,
including breach of contract claims and claims under state consumer protection laws, unfair competition laws,
IMPLIED WARRANTY LAWS, for unjust enrichment, and in tort, regardless of conflict of law principles, except that
the FAA governs all provisions relating to arbitration.
12. Consumer Rights, Regional Variations. This agreement describes certain legal rights. You may have other rights, including consumer rights, under the laws of your state or country/region. You may also have rights with respect to the party from which you acquired the software. This agreement does not change those other rights if the laws of your state or country do not permit it to do so. For example, if you acquired the software in one of the below regions, or mandatory country law applies, then the following provisions apply to you:

a. Australia. References to "limited warranty" are references to the express warranty provided by Microsoft or the manufacturer or installer. This warranty is given in addition to other rights and remedies you may have under law, including your rights and remedies in accordance with the statutory guarantees under the Australian Consumer Law.

In this section, "goods" refers to the software for which Microsoft or the manufacturer or installer provides the express warranty. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

b. Canada. You may stop receiving updates on your device by turning off Internet access. If and when you re-connect to the Internet, the software will resume checking for and installing updates.

c. European Union. The academic use restriction in Section 13.d(i) below does not apply in the jurisdictions listed on this site: (aka.ms/academicuse).

d. Germany and Austria.
   i. Warranty. The properly licensed software will perform substantially as described in any Microsoft materials that accompany the software. However, the manufacturer or installer, and Microsoft, give no contractual guarantee in relation to the licensed software.
   ii. Limitation of liability. In case of intentional conduct, gross negligence, claims based on the Product Liability Act, as well as in case of death or personal or physical injury, the manufacturer or installer, or Microsoft is liable according to the statutory law. Subject to the preceding sentence, the manufacturer or installer, or Microsoft will only be liable for slight negligence if the manufacturer or installer, or Microsoft is in breach of such material contractual obligations, the fulfillment of which facilitate the due performance of this agreement, the breach of which would endanger the purpose of this agreement and the compliance with which a party may constantly trust in (so-called "cardinal obligations"). In other cases of slight negligence, the manufacturer or installer, or Microsoft will not be liable.

e. Other regions. See (aka.ms/variations) for a current list of regional variations.


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.

b. H.264/AVC and MPEG-4 visual standards and VC-1 video standards. The software may include H.264/MPEG-4 AVC and/or VC-1 decoding technology. MPEG LA, L.L.C. requires this notice:

   THIS PRODUCT IS LICENSED UNDER THE AVC, THE VC-1, AND THE MPEG-4 PART 2 VISUAL PATENT PORTFOLIO LICENSES FOR THE PERSONAL AND NON-COMMERCIAL USE OF A CONSUMER TO (i) ENCODE VIDEO IN COMPLIANCE WITH THE ABOVE STANDARDS ("VIDEO STANDARDS") AND/OR (ii) DECODE AVC, VC-1, AND MPEG-4 PART 2 VIDEO THAT WAS ENCODED BY A CONSUMER ENGAGED IN A PERSONAL AND NON-COMMERCIAL ACTIVITY AND/OR WAS OBTAINED FROM A VIDEO PROVIDER LICENSED TO PROVIDE SUCH VIDEO. NO LICENSE IS GRANTED OR SHALL BE IMPLIED FOR ANY OTHER USE. ADDITIONAL INFORMATION MAY BE OBTAINED FROM MPEG LA, L.L.C. SEE (AKA.MS/MPEGLA).
c. Malware protection. Microsoft cares about protecting your device from malware. The software will turn on malware protection if other protection is not installed or has expired. To do so, other antimalware software will be disabled or may have to be removed.
d. Limited rights versions. If the software version you acquired is marked or otherwise intended for a specific or limited use, then you may only use it as specified. You may not use such versions of the software for commercial, non-profit, or revenue-generating activities.
   i. Academic. For academic use, you must be a student, faculty or staff of an educational institution at the time of purchase.
   ii. Evaluation. For evaluation (or test or demonstration) use, you may not sell the software, use it in a live operating environment, or use it after the evaluation period. Notwithstanding anything to the contrary in this agreement, evaluation software is provided "AS IS".
   iii. NFR. You may not sell software marked as "NFR" (Not for Resale).

14. Entire Agreement. This agreement (together with the printed paper license terms or other terms accompanying any software supplements, updates, and services that are provided by the manufacturer or installer, or Microsoft, and that you use), and the terms contained in web links listed in this agreement, are the entire agreement for the software and any such supplements, updates, and services (unless the manufacturer or installer, or Microsoft provides other terms with such supplements, updates, or services). You can review this agreement after your software is running by going to (aka.ms/useterms) or going to Settings - System - About within the software. You can also review the terms at any of the links in this agreement by typing the URLs into a browser address bar, and you agree to do so. You agree that you will read the terms before using the software or services, including any linked terms. You understand that by using the software and services, you ratify this agreement and the linked terms. There are also informational links in this agreement. The links containing notices and binding terms are:
   - Microsoft Services Agreement (aka.ms/msa)
   - Adobe Flash Player License Terms (aka.ms/adobeflash)

******************************************************************************

LIMITED WARRANTY

The device manufacturer or installer warrants that properly licensed software will perform substantially as described in any Microsoft materials that accompany the software. If you obtain updates or supplements directly from Microsoft during the 90-day term of this limited warranty, Microsoft provides this limited warranty for them. This limited warranty does not cover problems that you cause, that arise when you fail to follow instructions, or that are caused by events beyond the reasonable control of the manufacturer or installer, or Microsoft. The limited warranty starts when the first user acquires the software and lasts for 90 days. Any supplements, updates, or replacement software that you may receive from the manufacturer or installer, or Microsoft during that 90-day period are also covered, but only for the remainder of that 90-day period or for 30 days, whichever is longer. Transferring the software will not extend the limited warranty.

The manufacturer or installer, and Microsoft give no other express warranties, guarantees, or conditions. The manufacturer or installer, and Microsoft exclude all implied warranties and conditions, including those of merchantability, fitness for a particular purpose, and non-infringement. If your local law does not allow the exclusion of implied warranties, then any implied warranties, guarantees, or conditions last only during the term of the limited warranty, and are limited as much as your local law allows. If your local law requires a longer limited warranty term, despite this agreement, then that longer term will apply, but you can recover only the remedies this agreement allows.
If the manufacturer or installer, or Microsoft breaches its limited warranty, it will, at its election, either: (i) repair or replace the software at no charge, or (ii) accept return of the software (or at its election the device on which the software was preinstalled) for a refund of the amount paid, if any. The manufacturer or installer (or Microsoft if you acquired them directly from Microsoft), may also repair or replace supplements, updates, and replacement software or provide a refund of the amount you paid for them, if any. These are your only remedies for breach of warranty. This limited warranty gives you specific legal rights, and you may also have other rights which vary from state to state or country to country.

Except for any repair, replacement, or refund the manufacturer or installer, or Microsoft may provide, you may not under this limited warranty, under any other part of this agreement, or under any theory recover any damages or other remedy, including lost profits or direct, consequential, special, indirect, or incidental damages. The damage exclusions and remedy limitations in this agreement apply even if repair, replacement or a refund does not fully compensate you for any losses, if the manufacturer or installer, or Microsoft knew or should have known about the possibility of the damages, or if the remedy fails of its essential purpose. Some states and countries do not allow the exclusion or limitation of incidental, consequential, or other damages, so those limitations or exclusions may not apply to you. If your local law allows you to recover damages from the manufacturer or installer, or Microsoft, even though this agreement does not, you cannot recover more than you paid for the software (or up to $50 USD if you acquired the software for no charge).

WARRANTY PROCEDURES

For service or refund, you must provide your proof of purchase and comply with Microsoft’s return policies. These may require you to uninstall the software and return it to Microsoft, or to return the software with the entire Microsoft brand device on which the software is installed; the Certificate of Authenticity (COA) label including the product key (if provided with your device) must remain affixed.

Contact the manufacturer or installer at the address or toll-free telephone number provided with your device to find out how to obtain warranty service for the software. If Microsoft is your device manufacturer or if you acquired the software from a retailer, contact Microsoft at:

1. United States and Canada. For warranty service or information about how to obtain a refund for software acquired in the United States or Canada, contact Microsoft via telephone at (800) MICROSOFT; via mail at Microsoft Customer Service and Support, One Microsoft Way, Redmond, WA 98052-6399, USA; or visit (aka.ms/nareturns).
2. Europe, Middle East, and Africa. If you acquired the software in Europe, the Middle East, or Africa, contact either Microsoft Ireland Operations Limited, Customer Care Centre, Atrium Building Block B, Carmenhall Road, Sandyford Industrial Estate, Dublin 18, Ireland, or the Microsoft affiliate serving your country (see aka.ms/msoffices).
3. Australia. If you acquired the software in Australia, contact Microsoft to make a claim at 13 20 58; or Microsoft Pty Ltd, 1 Epping Road, North Ryde NSW 2113 Australia.
4. Other countries. If you acquired the software in another country, contact the Microsoft affiliate serving your country (aka.ms/msoffices).
## 10. WLAN Certifications

<table>
<thead>
<tr>
<th>Country</th>
<th>XENTRY Diagnosis VCI</th>
<th>XENTRY Diagnosis Pad</th>
</tr>
</thead>
<tbody>
<tr>
<td>Afghanistan</td>
<td>Not certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Aland Islands</td>
<td>Not certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Albania</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Algeria</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Amer. Oceania</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Amer. Virgin Islands</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Andorra</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Angola</td>
<td>Not certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Antigua/Barbuda</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Argentina</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Armenia</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Aruba</td>
<td>Not certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Australia</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Australian Oceania</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Austria</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Azerbaijan</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Azores</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Bahamas</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Bahrain</td>
<td>Not certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Bangladesh</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Barbados</td>
<td>Not certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Belarus</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Belgium</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Belize</td>
<td>Not certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Benin</td>
<td>Not certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Bermuda</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Bhutan</td>
<td>Not certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Bolivia</td>
<td>Not certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Bonaire</td>
<td>Not certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Bosnia-Herzegovina</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Botswana</td>
<td>Not certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Brazil</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Brit. Ind. Ocean Territory</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Brit. Virgin Islands</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Brunei</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Bulgaria</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Burkina Faso</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Burundi</td>
<td>Not certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Country</td>
<td>XENTRY Diagnosis VCI</td>
<td>XENTRY Diagnosis Pad</td>
</tr>
<tr>
<td>-----------------------------</td>
<td>----------------------</td>
<td>----------------------</td>
</tr>
<tr>
<td>Cambodia</td>
<td>Not certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Cameroon</td>
<td>Not certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Canada</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Canary Islands</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Cape Verde</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Cayman Islands</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Central African Republic</td>
<td>Not certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Ceuta/Melilla</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Chad</td>
<td>Not certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Chile</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>China, PR</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Colombia</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Comoros</td>
<td>Not certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Congo</td>
<td>Not certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Costa Rica</td>
<td>Not certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Croatia</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Cuba</td>
<td>Not certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Cyprus</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Czech Republic</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Dem. Republic of Congo</td>
<td>Not certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Denmark</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Djibouti</td>
<td>Not certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Dominica</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Dominican Republic</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Ecuador</td>
<td>Not certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Egypt</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>El Salvador</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Equatorial Guinea</td>
<td>Not certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Eritrea</td>
<td>Not certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Estonia</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Ethiopia</td>
<td>Not certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Falkland Islands</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Faroe Islands</td>
<td>Not certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Fiji</td>
<td>Not certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Finland</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>France</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>French Guiana</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>French Polynesia</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Gabon</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Gambia</td>
<td>Not certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Country</td>
<td>XENTRY Diagnosis VCI</td>
<td>XENTRY Diagnosis Pad</td>
</tr>
<tr>
<td>-------------------------</td>
<td>----------------------</td>
<td>----------------------</td>
</tr>
<tr>
<td>Georgia</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Germany</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Ghana</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Gibraltar</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Great Britain</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Greece</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Greenland</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Grenada</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Guadeloupe</td>
<td>Not certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Guatemala</td>
<td>Not certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Guernsey</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Guinea-Bissau</td>
<td>Not certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Guyana Rep.</td>
<td>Not certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Haiti</td>
<td>Not certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Honduras</td>
<td>Not certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Hong Kong</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Hungary</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Iceland</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>India</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Indonesia</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Iran</td>
<td>Not certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Iraq</td>
<td>Not certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Ireland</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Isle of Man</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Israel</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Italy</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Ivory Coast</td>
<td>Not certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Jamaica</td>
<td>Not certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Japan</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Jersey</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Jordan</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Kazakhstan</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Kenya</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Kiribati</td>
<td>Not certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Korea PDR (North)</td>
<td>Not certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Korea Rep. (South)</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Kuwait</td>
<td>Not certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Kyrgyzstan</td>
<td>Not certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Laos</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Latvia</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Country</td>
<td>XENTRY Diagnosis VCI</td>
<td>XENTRY Diagnosis Pad</td>
</tr>
<tr>
<td>------------------</td>
<td>----------------------</td>
<td>----------------------</td>
</tr>
<tr>
<td>Lebanon</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Lesotho</td>
<td>Not certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Liberia</td>
<td>Not certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Libya</td>
<td>Not certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Liechtenstein</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Lithuania</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Luxembourg</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Macao</td>
<td>Not certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Macedonia</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Madagascar</td>
<td>Not certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Madeira</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Malawi</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Malaysia</td>
<td>Not certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Maldives</td>
<td>Not certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Mali</td>
<td>Not certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Malta</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Marshall Islands</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Martinique</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Mauritania</td>
<td>Not certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Mauritius</td>
<td>Not certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Mayotte</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Mexico</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Micronesia</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Moldavia</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Mongolia</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Montenegro</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Morocco</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Mozambique</td>
<td>Not certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Myanmar (Burma)</td>
<td>Not certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Namibia</td>
<td>Not certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Nauru</td>
<td>Not certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Nepal</td>
<td>Not certified</td>
<td>Certified</td>
</tr>
<tr>
<td>New Caledonia</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>New Zealand</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>New Zealand Oceania</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Nicaragua</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Niger</td>
<td>Not certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Nigeria</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>NL Antilles - Curacao</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>NL Antilles - St. Maarten</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Country</td>
<td>XENTRY Diagnosis VCI</td>
<td>XENTRY Diagnosis Pad</td>
</tr>
<tr>
<td>---------------------------</td>
<td>----------------------</td>
<td>----------------------</td>
</tr>
<tr>
<td>Northern Cyprus</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Norway</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Oman</td>
<td>Not certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Pakistan</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Palestinian territories</td>
<td>Not certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Panama</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Papua New Guinea</td>
<td>Not certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Paraguay</td>
<td>Not certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Peru</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Philippines</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Pitcairn Islands</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Poland</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Portugal</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Puerto Rico</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Qatar</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Republic of Guinea</td>
<td>Not certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Réunion</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Romania</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Russia</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Rwanda</td>
<td>Not certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Sahara</td>
<td>Not certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Saint Barthelemy</td>
<td>Not certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Saint Martin (French part)</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Samoa</td>
<td>Not certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Sao Tome/Principe</td>
<td>Not certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Saudi Arabia</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Senegal</td>
<td>Not certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Serbia</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Seychelles</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Sierra Leone</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Singapore</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Sint Maarten</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Slovak Republic</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Slovenia</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Solomon Islands</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Somalia</td>
<td>Not certified</td>
<td>Certified</td>
</tr>
<tr>
<td>South Africa</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>South Sudan</td>
<td>Not certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Spain</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Sri Lanka</td>
<td>Not certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Country</td>
<td>XENTRY Diagnosis VCI</td>
<td>XENTRY Diagnosis Pad</td>
</tr>
<tr>
<td>---------------------</td>
<td>----------------------</td>
<td>----------------------</td>
</tr>
<tr>
<td>St. Helena</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>St. Lucia</td>
<td>Not certified</td>
<td>Certified</td>
</tr>
<tr>
<td>St. Pierre</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>St. Vincent</td>
<td>Not certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Sudan</td>
<td>Not certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Suriname</td>
<td>Not certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Swaziland</td>
<td>Not certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Sweden</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Switzerland</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Syria</td>
<td>Not certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Taiwan</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Tajikistan</td>
<td>Not certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Tanzania</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Thailand</td>
<td>Not certified</td>
<td>Certified</td>
</tr>
<tr>
<td>The Netherlands</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Timor Leste</td>
<td>Not certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Togo</td>
<td>Not certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Tonga</td>
<td>Not certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Trinidad/Tobago</td>
<td>Not certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Tunisia</td>
<td>Not certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Turkey</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Turkmenistan</td>
<td>Not certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Turks/Caicos Islands</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Tuvalu</td>
<td>Not certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Uganda</td>
<td>Not certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Ukraine</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>United Arab Emirates</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Uruguay</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>USA</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Uzbekistan</td>
<td>Not certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Vanuatu</td>
<td>Not certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Vatican</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Venezuela</td>
<td>Not certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Vietnam</td>
<td>Not certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Wallis/Futuna</td>
<td>Not certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Yemen</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Zambia</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Zimbabwe</td>
<td>Not certified</td>
<td>Certified</td>
</tr>
</tbody>
</table>

Table 3: WLAN certifications
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".
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.
Service operation

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".
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.
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.

<table>
<thead>
<tr>
<th>Anzahl</th>
<th>Download</th>
<th>Upload</th>
<th>Latenz</th>
<th>Leistungstyp</th>
</tr>
</thead>
<tbody>
<tr>
<td>20</td>
<td>16 Mbit/s</td>
<td>0,75 Mbit/s</td>
<td>60 ms</td>
<td>16 Mbit/s ADSL</td>
</tr>
<tr>
<td>50</td>
<td>16 Mbit/s</td>
<td>0,75 Mbit/s</td>
<td>60 ms</td>
<td>16 Mbit/s ADSL</td>
</tr>
<tr>
<td>100</td>
<td>16 Mbit/s</td>
<td>0,75 Mbit/s</td>
<td>60 ms</td>
<td>16 Mbit/s ADSL</td>
</tr>
<tr>
<td>200</td>
<td>24 Mbit/s</td>
<td>1,25 Mbit/s</td>
<td>60 ms</td>
<td>24 Mbit/s ADSL</td>
</tr>
<tr>
<td>400</td>
<td>32 Mbit/s</td>
<td>1,5 Mbit/s</td>
<td>60 ms</td>
<td>32 Mbit/s ADSL</td>
</tr>
</tbody>
</table>

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 the 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 must be performed, either during initial startup via the ConfigAssist or later on in the VCI Manager.
- **Cable connection:** via the supplied USB cable.

28.) **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.

29.) **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.

30.) **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.

31.) **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.
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
## Glossary

<table>
<thead>
<tr>
<th>Term</th>
<th>Description</th>
<th>Section</th>
</tr>
</thead>
<tbody>
<tr>
<td>Add-ons</td>
<td>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.</td>
<td>4.4</td>
</tr>
<tr>
<td>AQT</td>
<td>Automatic quick test</td>
<td>4.7</td>
</tr>
<tr>
<td>ASRA</td>
<td>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.</td>
<td>4.8</td>
</tr>
<tr>
<td>ConfigAssist</td>
<td>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.</td>
<td>3</td>
</tr>
<tr>
<td>Coupling/couple</td>
<td>A 1:1 connection is established between VCI and the Pad via WLAN. This process is known as &quot;coupling&quot;.</td>
<td>3.4</td>
</tr>
<tr>
<td>Diagnosis PDF Printer</td>
<td>PDF printer for user-friendly creation of PDF documents</td>
<td>7.4</td>
</tr>
<tr>
<td>Diagnosis software updates</td>
<td>Diagnosis software updates are controlled via the Update Center. They may be performed online with Retail Data Storage or offline via Blu-ray disc.</td>
<td>4.3</td>
</tr>
<tr>
<td>DiBA</td>
<td>Digital Owner’s Manuals are required for control unit startup/flash. When using Retail Data Storage, you can check the availability of DiBAs via the Update Center.</td>
<td>4.6</td>
</tr>
<tr>
<td>EPC</td>
<td>Electronic Parts Catalog. The parts identification system for replacement parts, paints/service products, accessories and special tools of the Mercedes-Benz and smart brands.</td>
<td>4.8</td>
</tr>
<tr>
<td>Firmware update</td>
<td>Occasionally, the XENTRY Diagnosis VCI firmware has to be updated after a diagnosis software update.</td>
<td>7.3.2</td>
</tr>
<tr>
<td>Initial control unit startup</td>
<td>Control unit startup means the control unit programming of a vehicle using XENTRY Diagnosis software.</td>
<td></td>
</tr>
<tr>
<td>OBD</td>
<td>On Board Diagnosis</td>
<td>2</td>
</tr>
<tr>
<td>Regio DVD</td>
<td>Regio DVDs are required for control unit startup/flash. When using Retail Data Storage, you can check the availability of DiBAs via the Update Center.</td>
<td>4.6</td>
</tr>
<tr>
<td>Retail Data Storage</td>
<td>Network storage for buffering diagnosis updates in XENTRY Update Service.</td>
<td>4.3.1</td>
</tr>
<tr>
<td>StartKey</td>
<td>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.</td>
<td>3.2.4</td>
</tr>
<tr>
<td>Support Tool</td>
<td>Tool with information on the support case</td>
<td>7.5</td>
</tr>
<tr>
<td>Update Center</td>
<td>The Update Center is used for installing new software updates, switching between releases (release management), add-on installation and administration.</td>
<td>7.2</td>
</tr>
<tr>
<td>VCI Manager</td>
<td>The VCI Manager enables XENTRY Diagnosis Pad &amp; XENTRY Diagnosis VCI coupling.</td>
<td>7.3</td>
</tr>
<tr>
<td>WiFi stick</td>
<td>WLAN stick used to establish a WLAN connection between XENTRY Diagnosis VCI and XENTRY Diagnosis Pad.</td>
<td></td>
</tr>
<tr>
<td>WIS</td>
<td>Workshop information system. Contains detailed information and working instructions for repair and maintenance work for the Mercedes-Benz, Maybach and smart brands.</td>
<td>4.8</td>
</tr>
<tr>
<td>XENTRY Diagnosis Kit 3</td>
<td>Product bundle: XENTRY Diagnosis Pad &amp; XENTRY Diagnosis VCI</td>
<td></td>
</tr>
<tr>
<td><strong>XENTRY</strong></td>
<td><strong>Diagnosis Pad</strong></td>
<td>A workshop-suited PC on which the diagnosis software is installed</td>
</tr>
<tr>
<td>-------------</td>
<td>------------------</td>
<td>-----------------------------------------------------------------</td>
</tr>
<tr>
<td><strong>XENTRY</strong></td>
<td><strong>Diagnosis VCI</strong></td>
<td>The multiplexer or Vehicle Communication Interface (VCI) that forms</td>
</tr>
<tr>
<td></td>
<td></td>
<td>the interface from the vehicle to the XENTRY Diagnosis Pad and</td>
</tr>
<tr>
<td></td>
<td></td>
<td>&quot;translates&quot; data from the vehicle so that it can be used by the software</td>
</tr>
<tr>
<td><strong>XENTRY</strong></td>
<td><strong>Update Service</strong></td>
<td>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.</td>
</tr>
</tbody>
</table>

Table 4: Glossary
13. List of Illustrations

Figure 1: XENTRY Diagnosis Kit 3 scope of supply ................................................................. 6
Figure 2: ConfigAssist icon ........................................................................................................ 7
Figure 3: Picture of XENTRY Diagnosis Pad ............................................................................ 7
Figure 4: ConfigAssist start screen .......................................................................................... 7
Figure 5: Information about the scope of supply & accessories ............................................. 8
Figure 6: Connections and buttons ........................................................................................ 8
Figure 7: New product features of the XENTRY Diagnosis Kit 3 ............................................. 9
Figure 8: Network selection .................................................................................................... 10
Figure 9: Input of network key ............................................................................................... 10
Figure 10: WLAN connected .................................................................................................. 11
Figure 11: Advanced network selection .................................................................................. 12
Figure 12: Manual WLAN configuration ................................................................................ 13
Figure 13: "Set up manual network" button .......................................................................... 13
Figure 14: Manual WLAN configuration ................................................................................ 14
Figure 15: Advanced manual WLAN configuration ............................................................... 14
Figure 16: LAN settings ......................................................................................................... 15
Figure 17: Advanced LAN settings ......................................................................................... 15
Figure 18: Advanced network settings ................................................................................... 16
Figure 19: StartKey overview ............................................................................................... 18
Figure 20: Installing the StartKey by USB stick ................................................................. 18
Figure 21: Entering StartKey manually .................................................................................. 19
Figure 22: Coupling the XENTRY Diagnosis VCI ................................................................. 20
Figure 23: Coupling with XENTRY Diagnosis VCI successful ............................................... 20
Figure 24: Completion of coupling to XENTRY Diagnosis VCI ........................................... 21
Figure 25: Automatic configuration of the XENTRY Update Service .................................... 22
Figure 26: Manual configuration of the XENTRY Update Service ....................................... 22
Figure 27: Configuring XENTRY Update Service ................................................................. 23
Figure 28: Overview of the system configuration .................................................................. 24
Figure 29: Additional information .......................................................................................... 24
Figure 30: Exporting the configuration .................................................................................. 25
Figure 31: Closing ConfigAssist ............................................................................................ 25
Figure 32: Picture of XENTRY Diagnosis Pad ................................................................. 29
Figure 33: Connection variant 1: WLAN .............................................................................. 29
Figure 34: Connection variant 2: WLAN and USB ............................................................... 29
Figure 35: Connection variant 3: LAN and WLAN ................................................................. 30
Figure 36: Connection variant 4: LAN and USB .................................................................... 30
Figure 37: Update Center icon ............................................................................................. 31
Figure 38: Update Center start screen ................................................................................... 31
Figure 39: Update Center icon ............................................................................................. 34
Figure 40: Update Center icon ............................................................................................. 37
Figure 41: Release switching in the Update Center .............................................................. 37
Figure 42: Installed add-ons .................................................................................................. 38
Figure 43: Opening the control panel .................................................................................... 39
Figure 44: Hardware and Sound - View devices and printers .............................................. 40
Figure 45: Currently installed printers .................................................................................. 41
Figure 46: Printer recognized, installation in progress .......................................................... 42
Figure 47: Printer installed .................................................................................................... 43
Figure 48: Available Regio DVD ............................................................................................ 55
Figure 49: XENTRY AQT icon ............................................................................................... 56
Figure 50: XENTRY AQT login .............................................................................................. 56
Figure 51: One-off selection of the dealer number ............................................................... 57
Figure 52: XENTRY AQT home screen .................................................................................. 57
Table 4: Glossary

Table 2: VCI Monitor status

Figure 87: Overview of all messages for a ticket

Figure 85: Opening XSF

Figure 84: "Support Files" library icon

Figure 83: "Support Files" library

Figure 82: Creating support packages

Figure 81: Diagnosis Files library

Figure 80: Library icon "Diagnosis Files"

Figure 79: Diagnosis PDF Printer collection

Figure 78: Diagnosis PDF Printer start screen

Figure 77: XENTRY Diagnosis VCI recovery successfully completed

Figure 76: Recovery is being executed

Figure 75: VCI recovery, information

Figure 74: Recovery of the XENTRY Diagnosis VCI

Figure 73: Confirmation after the firmware update

Figure 72: Firmware update completed

Figure 71: Firmware update in progress

Figure 70: Update of the USB-connected VCI

Figure 69: Update of XENTRY Diagnosis VCI started

Figure 68: VCI Manager: Update

Figure 67: Call VCI

Figure 66: VCI Manager icon

Figure 65: Update Center overview

Figure 64: XENTRY Diagnosis Pad with docking station

Figure 63: Optionally available accessories

Figure 62: VCI control button

Figure 61: VCI status displays

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

Figure 59: Connection XENTRY Diagnosis VCI

Figure 58: XENTRY Diagnosis VCI

Figure 57: XENTRY Diagnosis Pad connections

Figure 56: XENTRY Diagnosis Pad view

Figure 55: Service & Parts net

Figure 54: Direct callup of WIS/ASRA from the XENTRY frame

Figure 53: XENTRY Diagnosis VCI run

Figure 52: Diagnosis Files library

Figure 51: "Support Files" library

Figure 50: System settings

Figure 49: XENTRY AQT run

Figure 48: Connection XENTRY Diagnosis VCI

Figure 47: Diagnostics of the XENTRY Diagnosis VCI

Figure 46: "Support Files" library icon

Figure 45: "Support Files" library

Figure 44: System settings

Figure 43: XENTRY Diagnosis VCI run

Figure 42: Connection XENTRY Diagnosis VCI