

# MAHLE

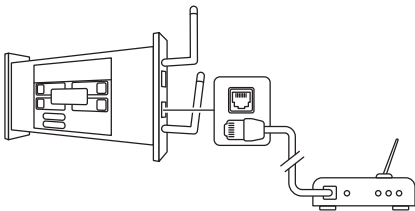


## RemotePRO Quick Start Guide

## Meet the following initial conditions:

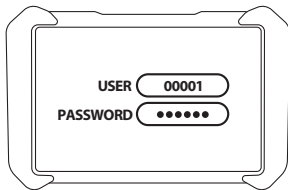
- Internet connection with minimum 10 Mbps upload/download speed
- Ethernet port for RemotePRO's connection to the Internet
- Vehicle battery charge maintainer (min 70 Amp). Not supplied
- Valid email address in the "Settings | Personal | Account" menu of the diagnostic application
- Valid diagnosis license and sufficient credit from MAHLE Coins in the "Settings | System | License" menu of the diagnostic application
- Diagnostic terminal with active Internet connection
- Disconnect any diagnostic VCI from the OBD socket

1. Connect the LAN network cable (supplied) to the VCI RemotePRO and the Ethernet port equipped with Internet access. Please see the user manual for Wi-Fi configuration

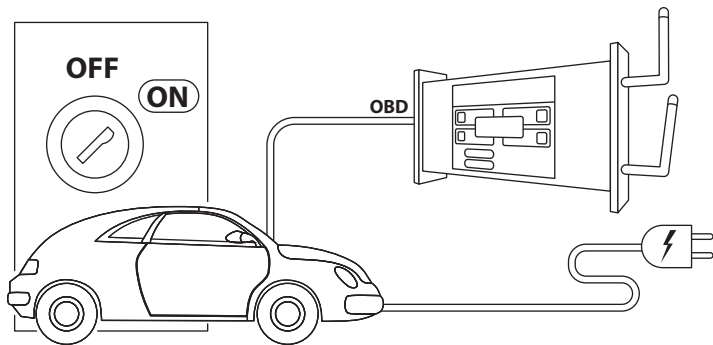


2. Login to the device.

For the first installation only, enter the SN# (User name) and KEY (Password) printed on the back of the RemotePRO in the "Settings | Personal | RemotePRO Account" section of the diagnostic application



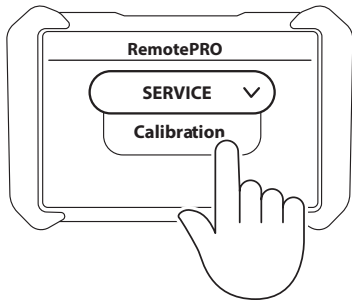
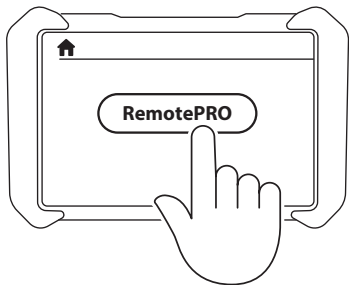
3. With ignition key in the OFF position, connect the battery maintainer to the vehicle and start it. Next, turn the ignition key to the ON position and connect RemotePRO's OBD cable to the vehicle. RemotePRO is now started and a remote service request can be sent.



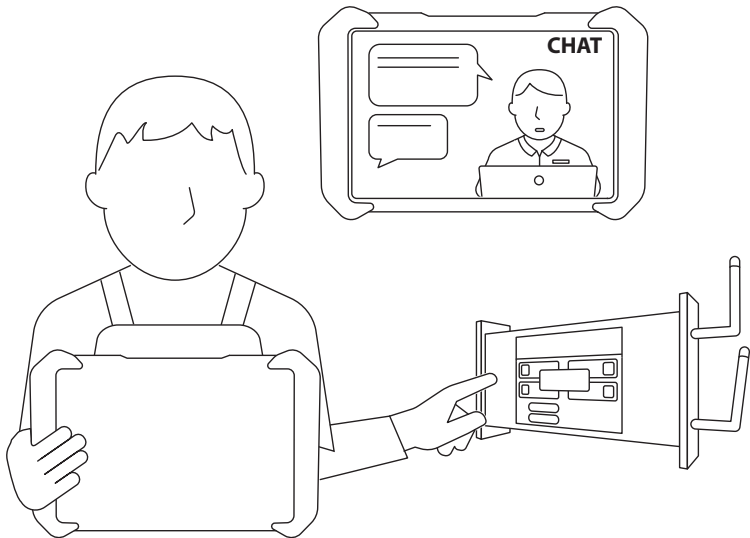
#### 4. Accessing the remote service.

From the terminal homepage or the pop-up bar of the diagnostic application, click on the RemotePRO icon. Wait for the request management portal to open.

From the RemotePRO portal, select the "Pending" tab and then the desired vehicle. Select the type of remote service desired and fill out the fields on the "Service Request" page. Press Send to confirm.



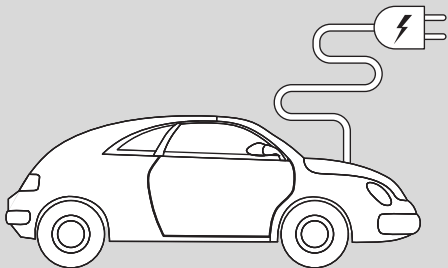
5. A chat is initiated on the device, and within moments a remote service operator makes contact to provide instructions and proceed with the requested action.



6. When finished, the technician sends a Report of the intervention to the email address associated to the device.



In case of complex procedures, be sure to keep the vehicle charged through the battery maintainer.



This card is a “Quick Start Guide” and is not meant to substitute for an instruction manual. For additional information or more detailed instructions, please refer to the user manual using the provided QR Code.



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