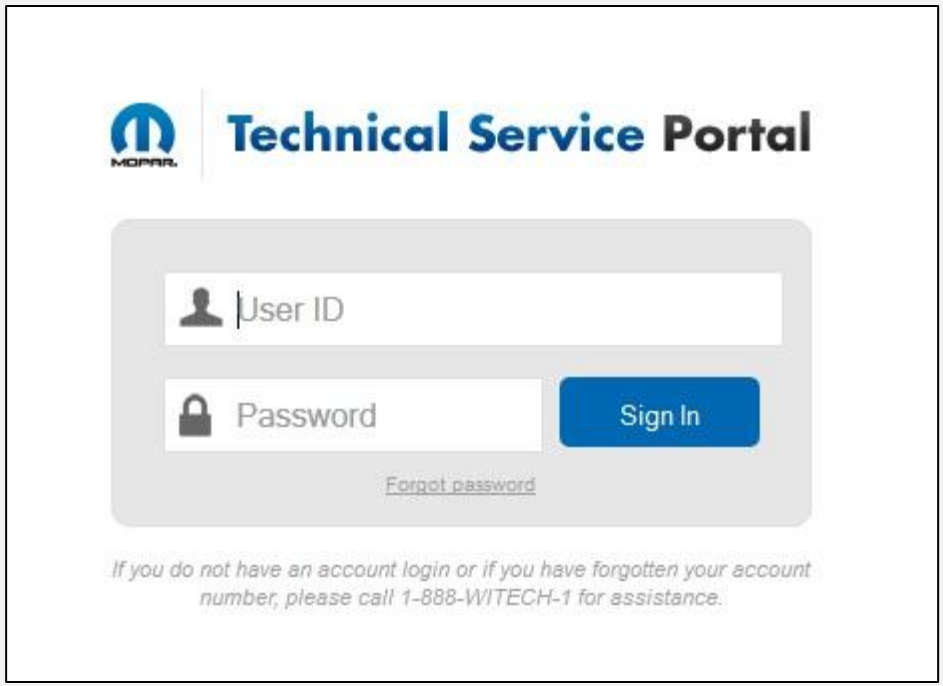
Keys to a Successful Hardware Installation for wiADVISOR

Prepare for the Scheduling Call

- Dealers will be completing information in the Technical Service Portal (TSP) to prepare for the Equipment Scheduling Call
  - Confirm Physical and Shipping Addresses are correct in TSP
  - Confirm that all wiTECH Assets in the TSP are correct
    - Wireless Access Gateway
    - VCI Pods & StarMOBILEs
  - Complete the Network and Environmental Analysis in the TSP; complete the Ping and Bandwidth Testing and provide results in TSP
  - Complete the Site Survey in the TSP
  - Upload all required photos and floor plan to the Portal
  - Review wiADVISOR KB article on Recommended tablets
  - Confirm the number of Service Advisors and those writing repair orders at your dealership in DealerCONNECT for use with wiADVISOR

Review the Technical Service Portal

- Login to the Mopar Technical Service Portal at www.witechsystem.com
- The User ID is your Dealer Code

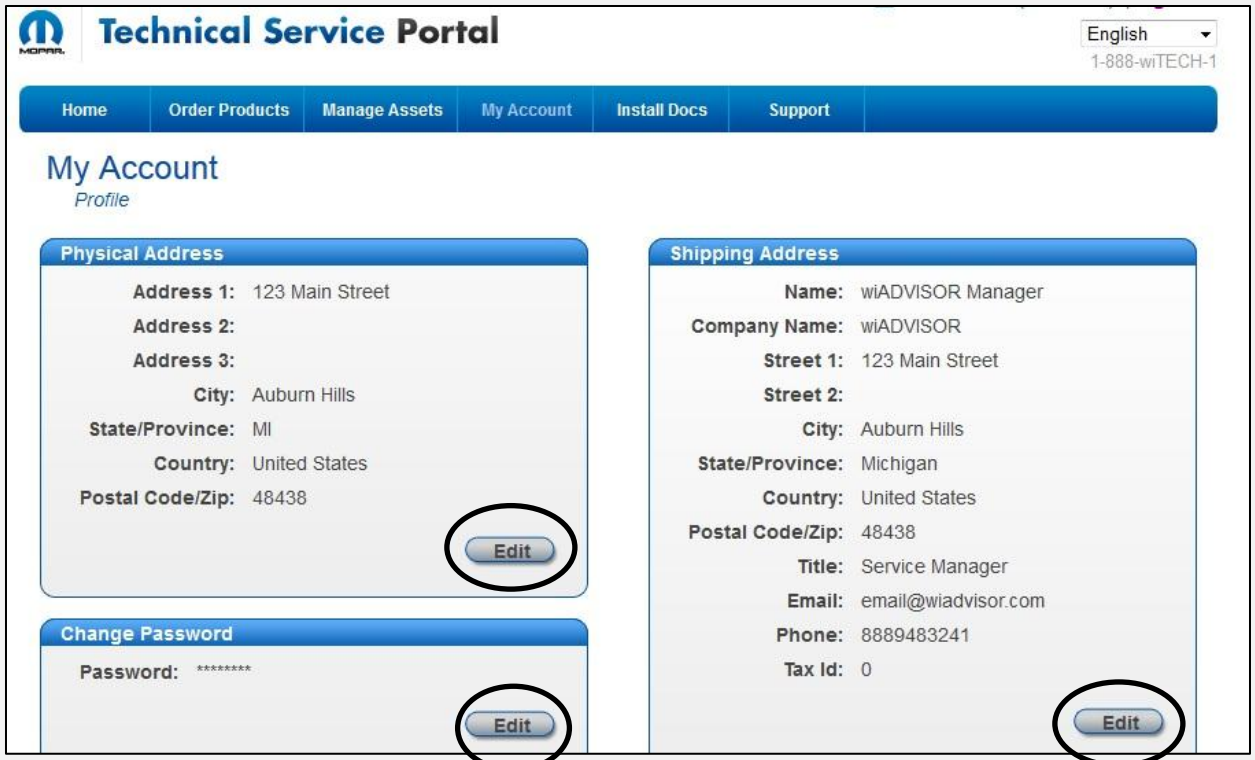


Review the Technical Service Portal

- **Navigate to *My Account* on the menu bar and select *Profile* from the drop-down menu**

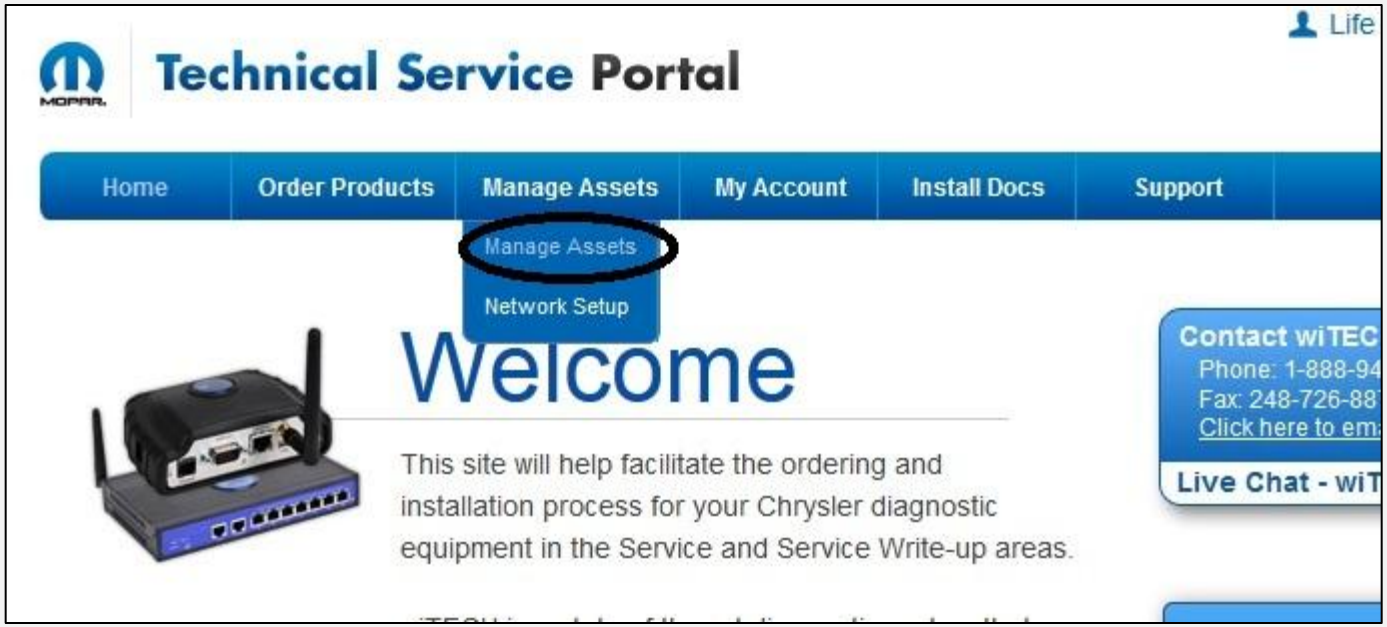
Review the Technical Service Portal

- **Review the *My Account* page and confirm the <u>Physical Address</u> and <u>Shipping Address</u> information is correct. Click <u>*Edit*</u> to make any changes.**



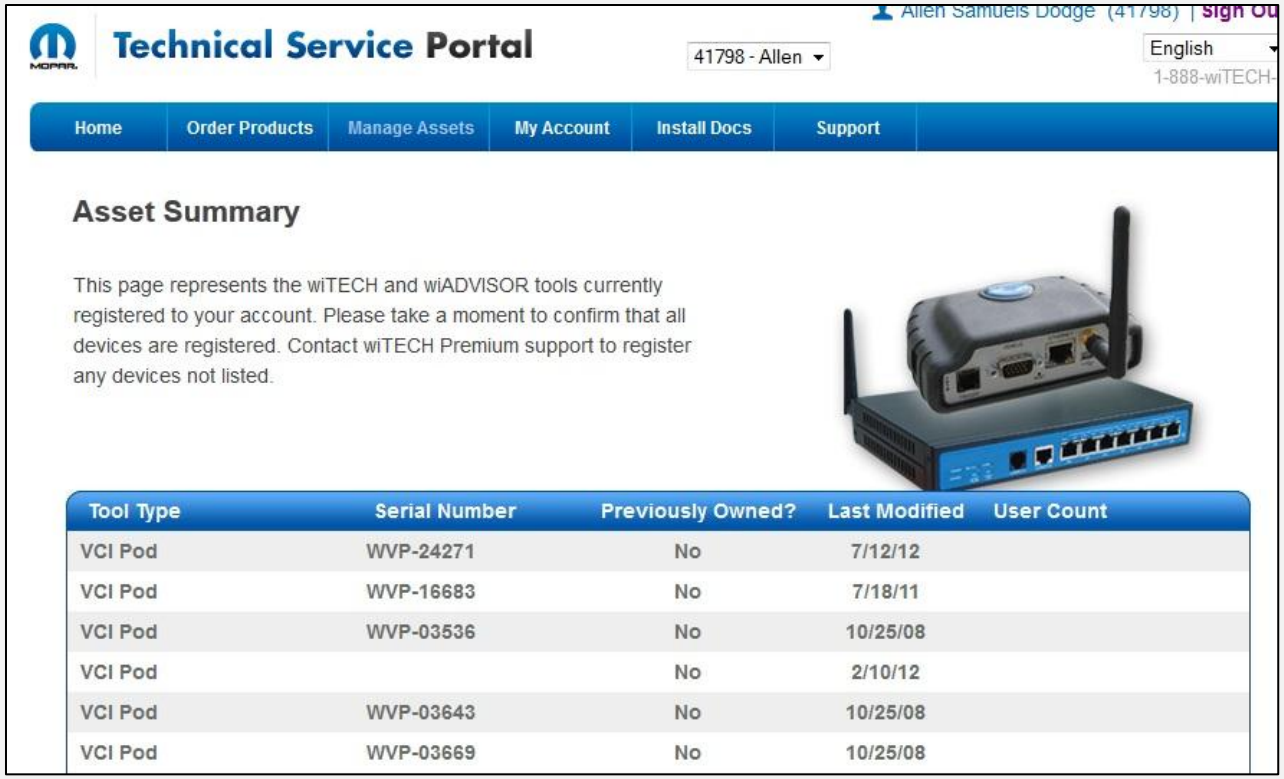
Review the Technical Service Portal

- <u>Review and confirm</u> that all wiTECH assets are correct in the TSP
- Navigate to *Manage Assets* on the menu bar and select *Manage Assets* from the drop-down menu



Review the Technical Service Portal

- **Review the *Asset Summary* page to ensure that all dealer <u>wiTECH assets</u> are accounted for**



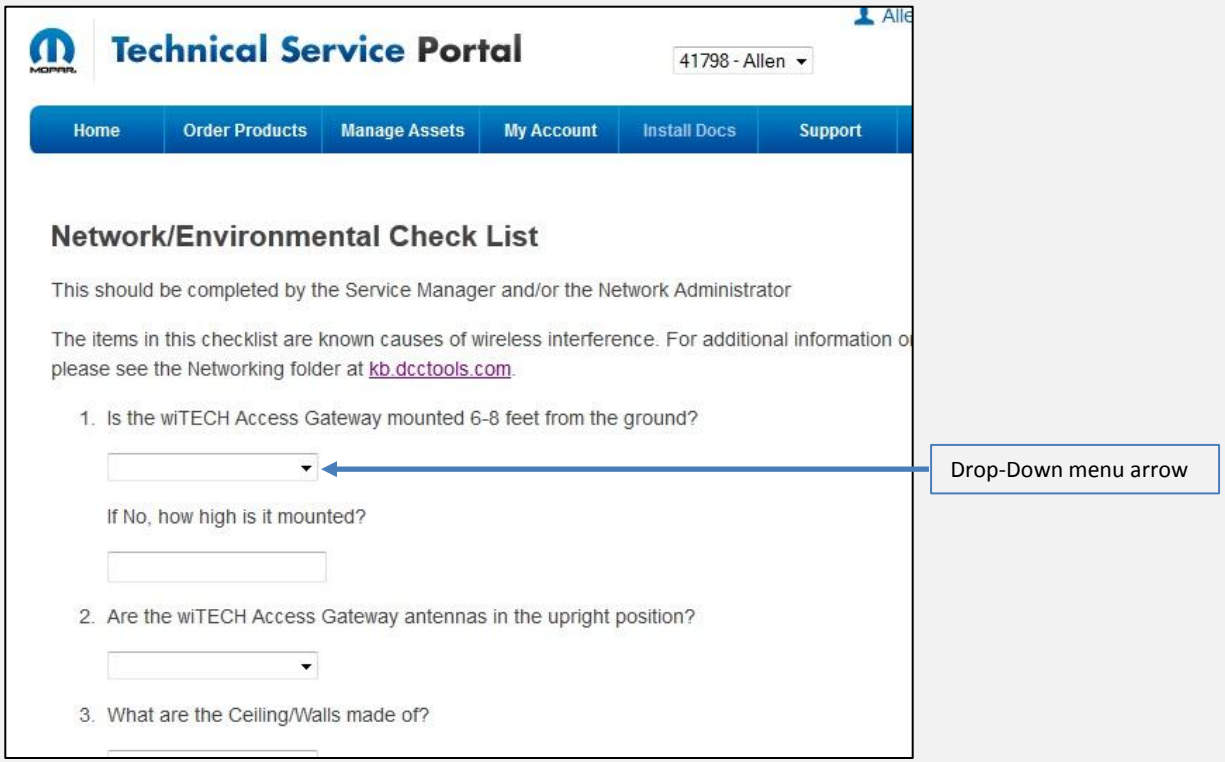
Tool Type	Serial Number	Previously Owned?	Last Modified	User Count
VCI Pod	WVP-24271	No	7/12/12	
VCI Pod	WVP-16683	No	7/18/11	
VCI Pod	WVP-03536	No	10/25/08	
VCI Pod		No	2/10/12	
VCI Pod	WVP-03643	No	10/25/08	
VCI Pod	WVP-03669	No	10/25/08	

Review the Technical Service Portal

- **Complete the Network and Environmental Analysis information in the TSP**
- **Navigate to *Install Docs* on the menu bar and select ***Environment Survey*** from the drop-down menu**

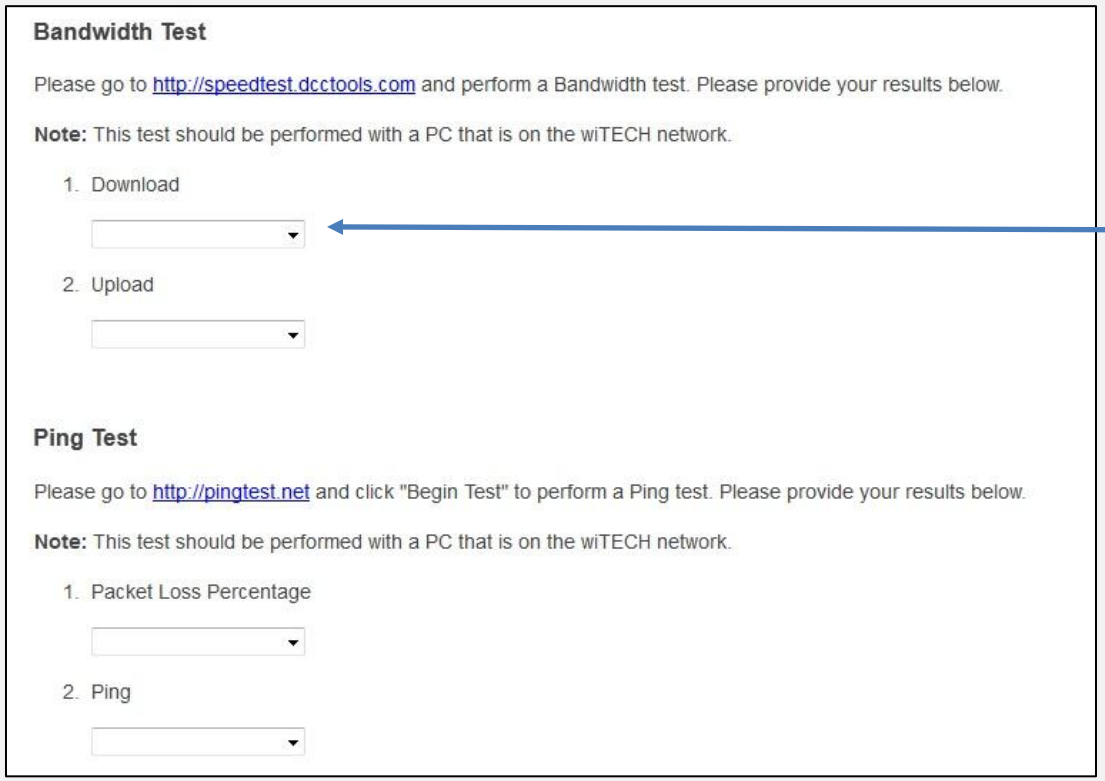
Review the Technical Service Portal

- **Select the appropriate answer from the drop-down menus for each question**



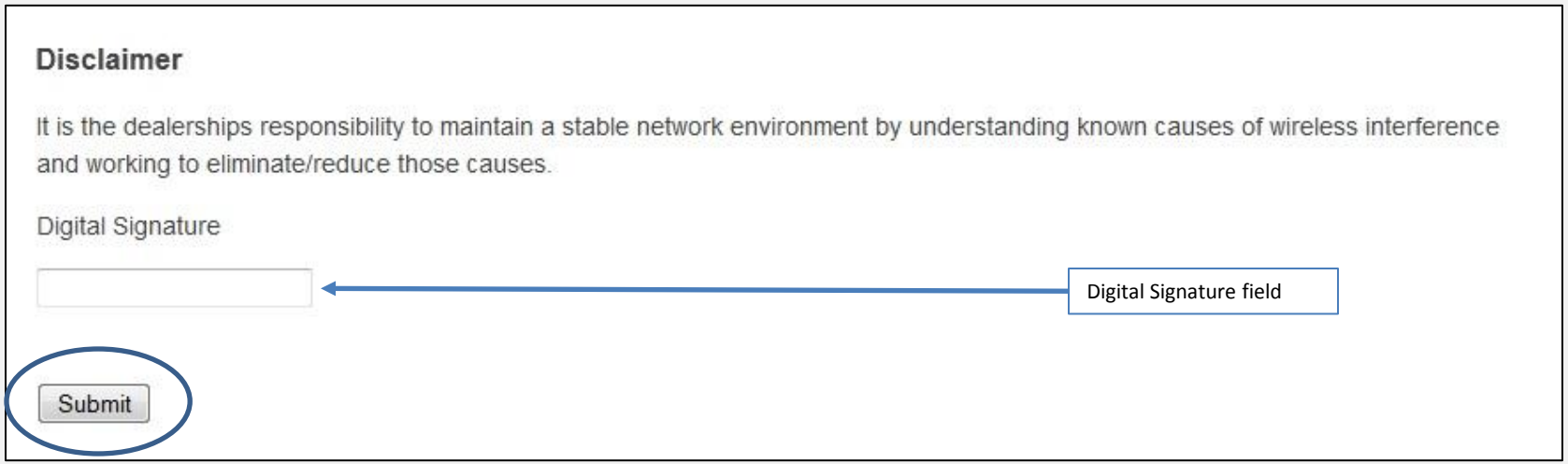
Review the Technical Service Portal

- **Complete the Ping and Bandwidth testing and provide your results in the TSP in the appropriate drop-down lists**



Review the Technical Service Portal

- **Once completed, provide your Digital Signature by typing your name in the appropriate field and click *Submit***

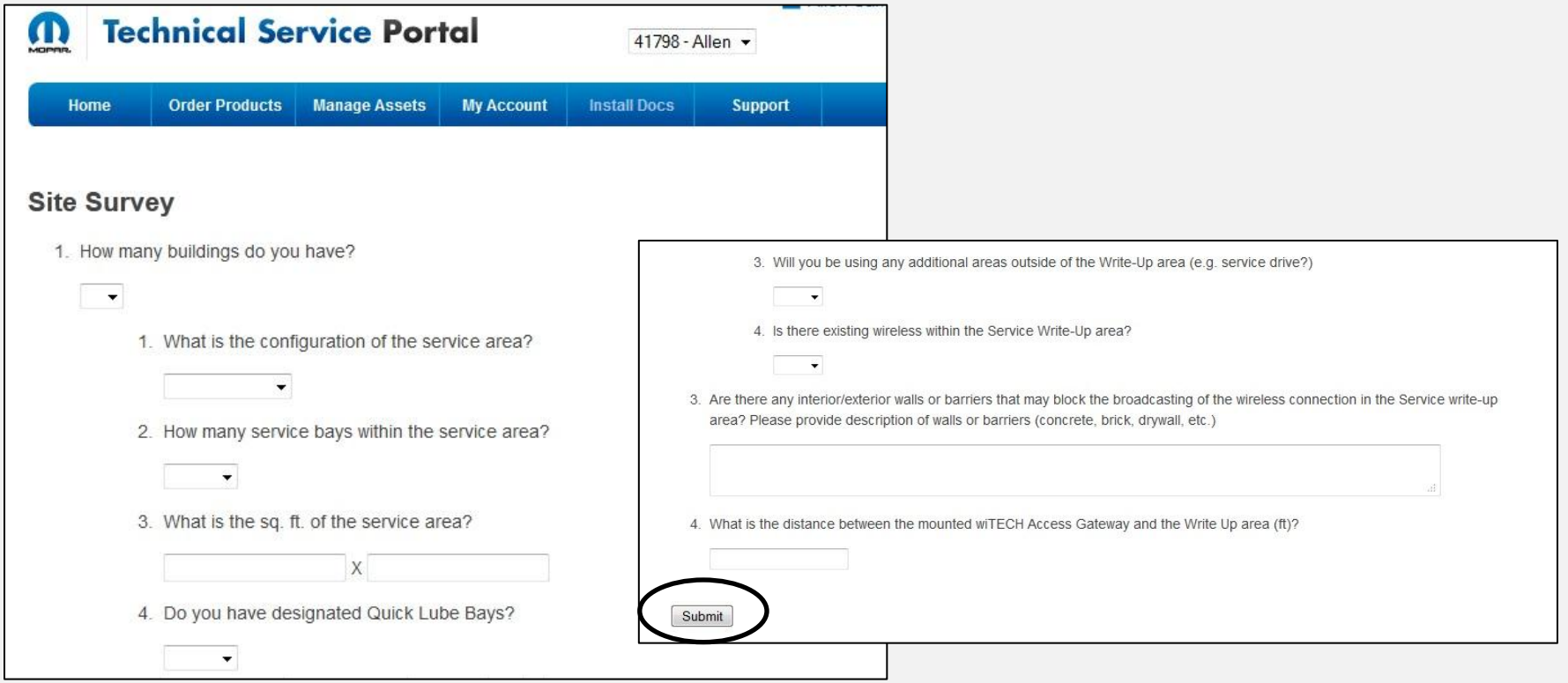


Review the Technical Service Portal

- **Complete the *Site Survey* in the TSP**
- **Navigate to *Install Docs* on the menu bar and select *Site Survey* from the drop-down menu**

Review the Technical Service Portal

- **Complete the Site Survey as shown and click "Submit"**



Technical Service Portal (TSP)

- Confirm the number of Service Advisors at your dealership who will be using wiADVISOR in DealerCONNECT
- Service Advisor information is imported from DealerCONNECT into the TSP
- View all dealer personnel on the wiADVISOR DMS and Users page

Uploading Photos on the Technical Service Portal

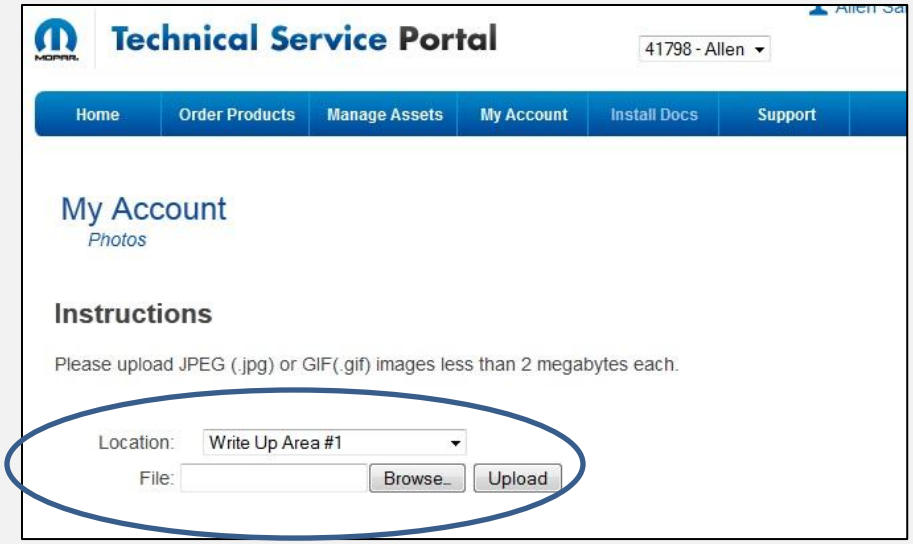
- To determine the correct mounting location of the wiADVISOR Access Point, dealers will need to provide photos of their Service Write Up area and the Service area
- Photos should include the location of the mounted wiTECH Access Gateway in the Service area
- Review the *Photos* page on TSP to determine all the photos that are required
- Save the pictures on a PC or laptop for easy uploading to the TSP

Uploading Photos on the Technical Service Portal

- **Navigate to *Install Docs* on the menu bar and select *Photos* from the drop-down menu**

Uploading Photos on the Technical Service Portal

- From the *Location* drop-down, select the appropriate photo to upload
- Click *Browse* and navigate to the location where the saved photos are stored on your PC or laptop
- Select the appropriate photo, click *Open*, then click *Upload*



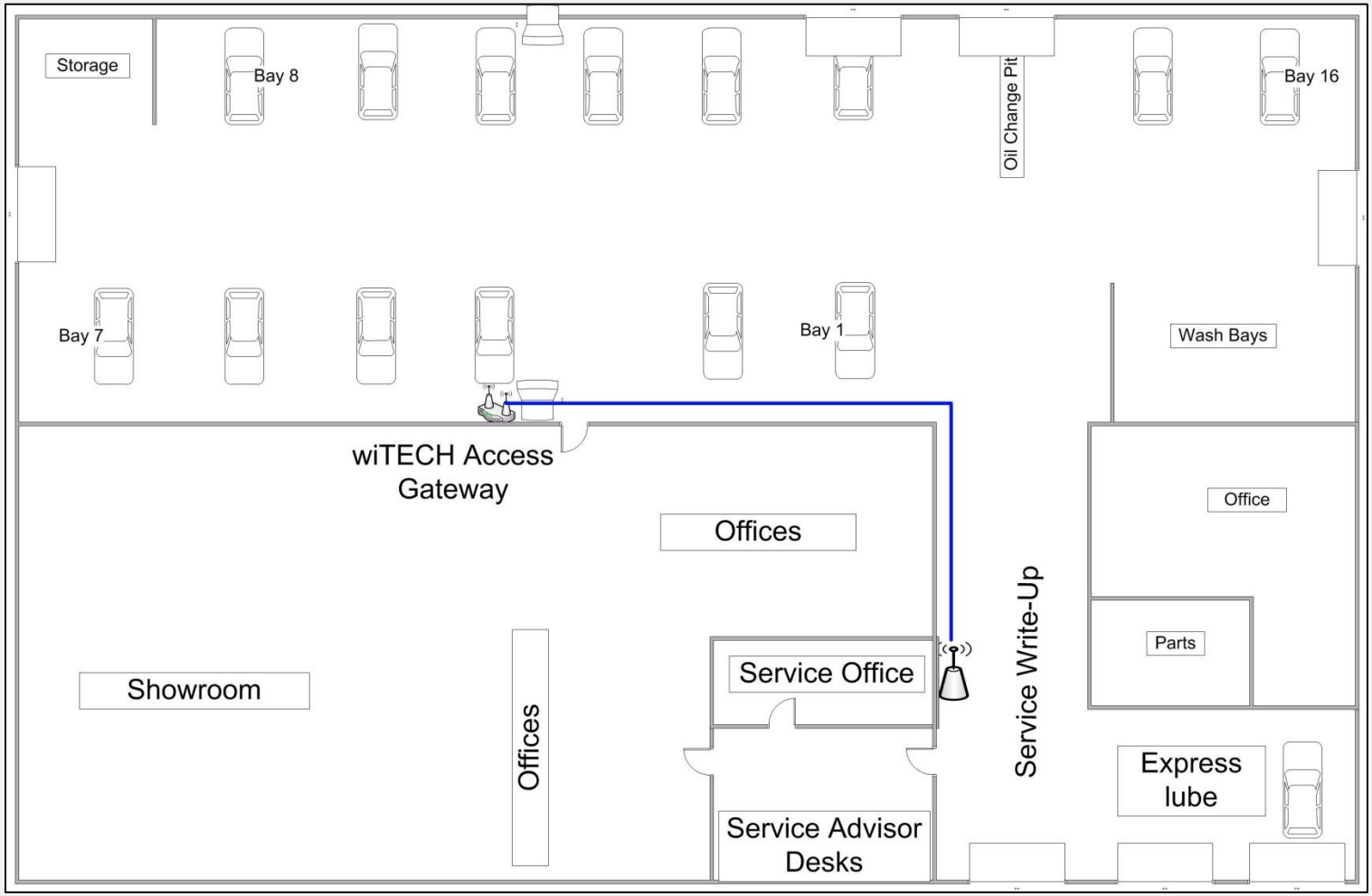
Uploading Dealership Floor Plan on the Technical Service Portal

- Dealers are required to submit a floor plan of their dealership
- The floor plan should identify the following:
  - Location of the Service area with number of service bays
  - Location of the mounted wiTECH Access Gateway
  - Location of the Service write up area in relation to the service/shop area
  - Identify any barriers/walls
  - Identify any outdoor coverage needs
  - Provide approximate dimensions (sq. ft.) of areas
- Scan and save the floor plan created OR
- Take a picture of the floor plan and save it as an image on PC or laptop

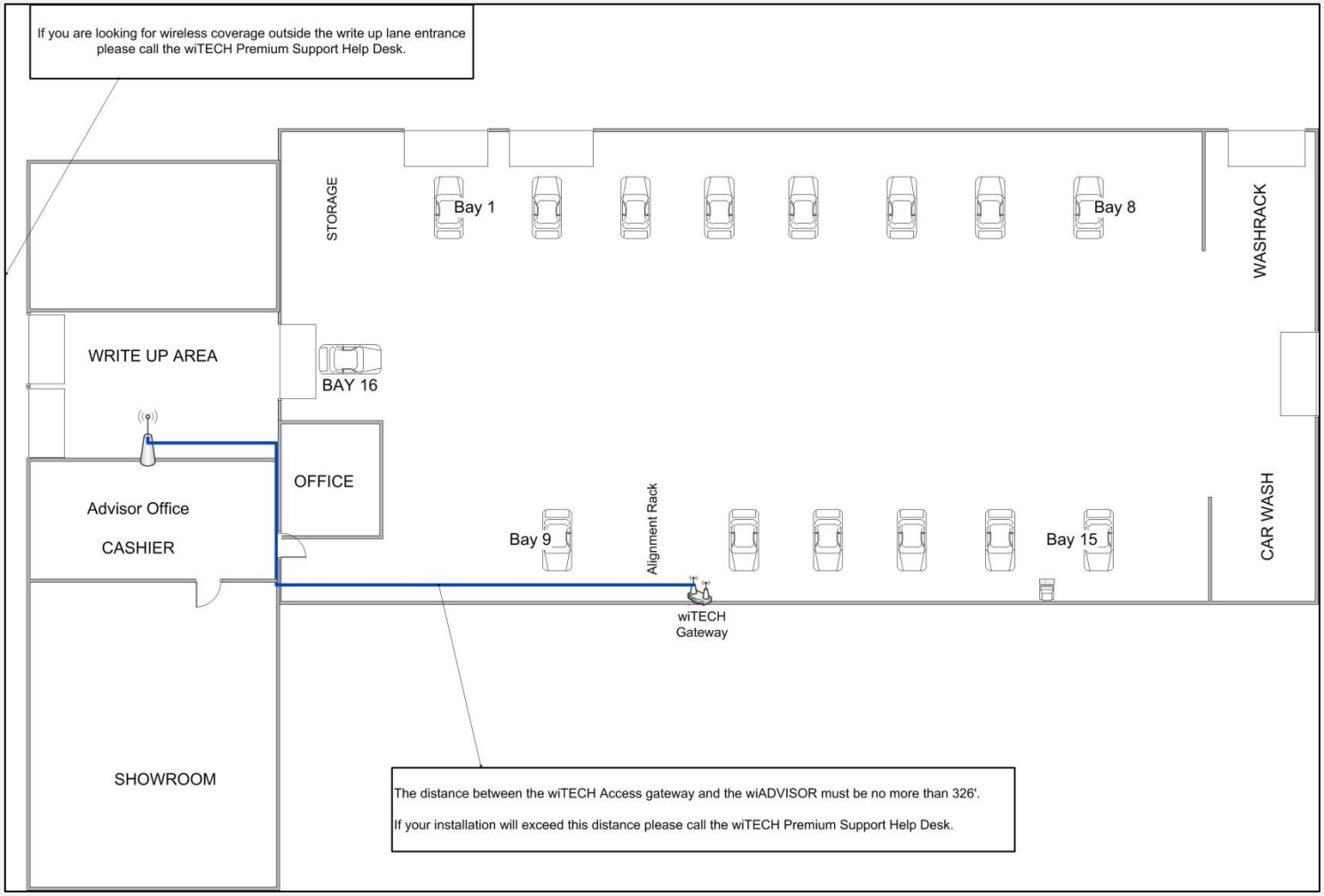
Dealership Floor Plan Options

- There are several common types of floor plans that many CJDR dealers have
- Choose one of the following as the basis for creating your dealership floor plan
- Please note that the distance between the wiTECH Access Gateway and the wiADVISOR Access Point must be no more than 328 feet
- If you require wireless coverage outside the write-up lane, please contact wiTECH Premium Support Help Desk for further assistance
- 1-888-wiTECH-1 or email witechsupport@dcctools.com

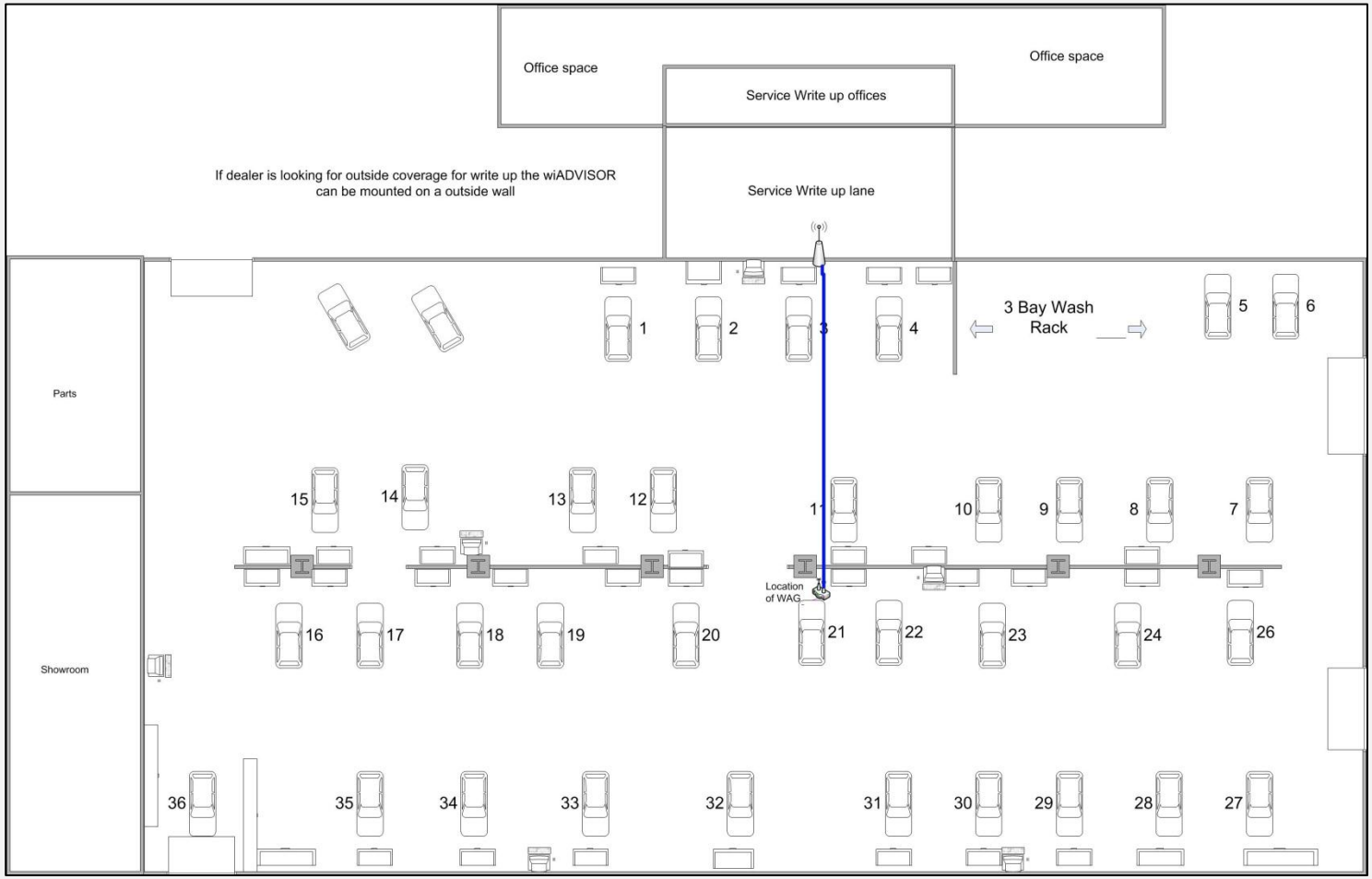
Dealership Floor Plan Option 1



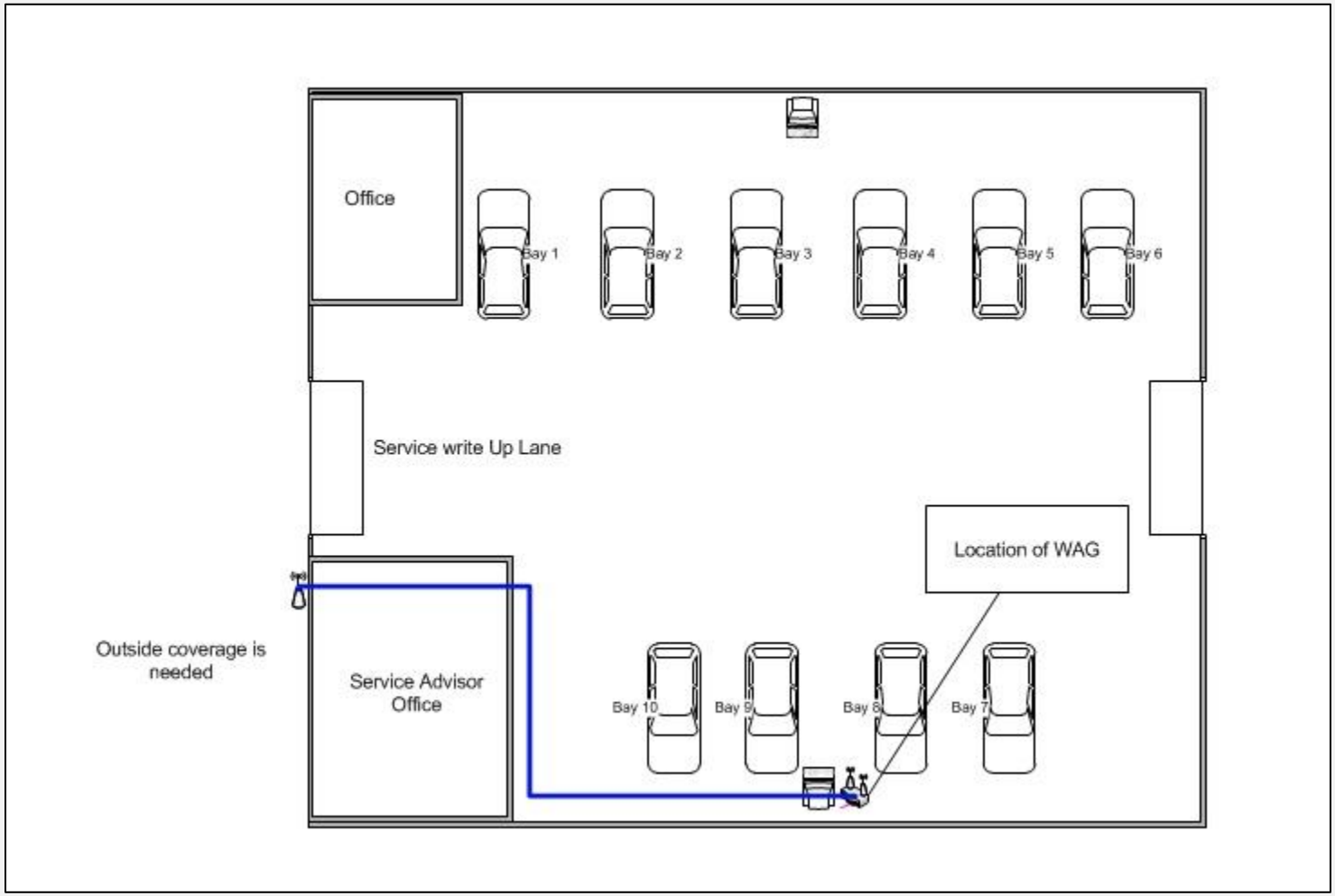
Dealership Floor Plan Option 2



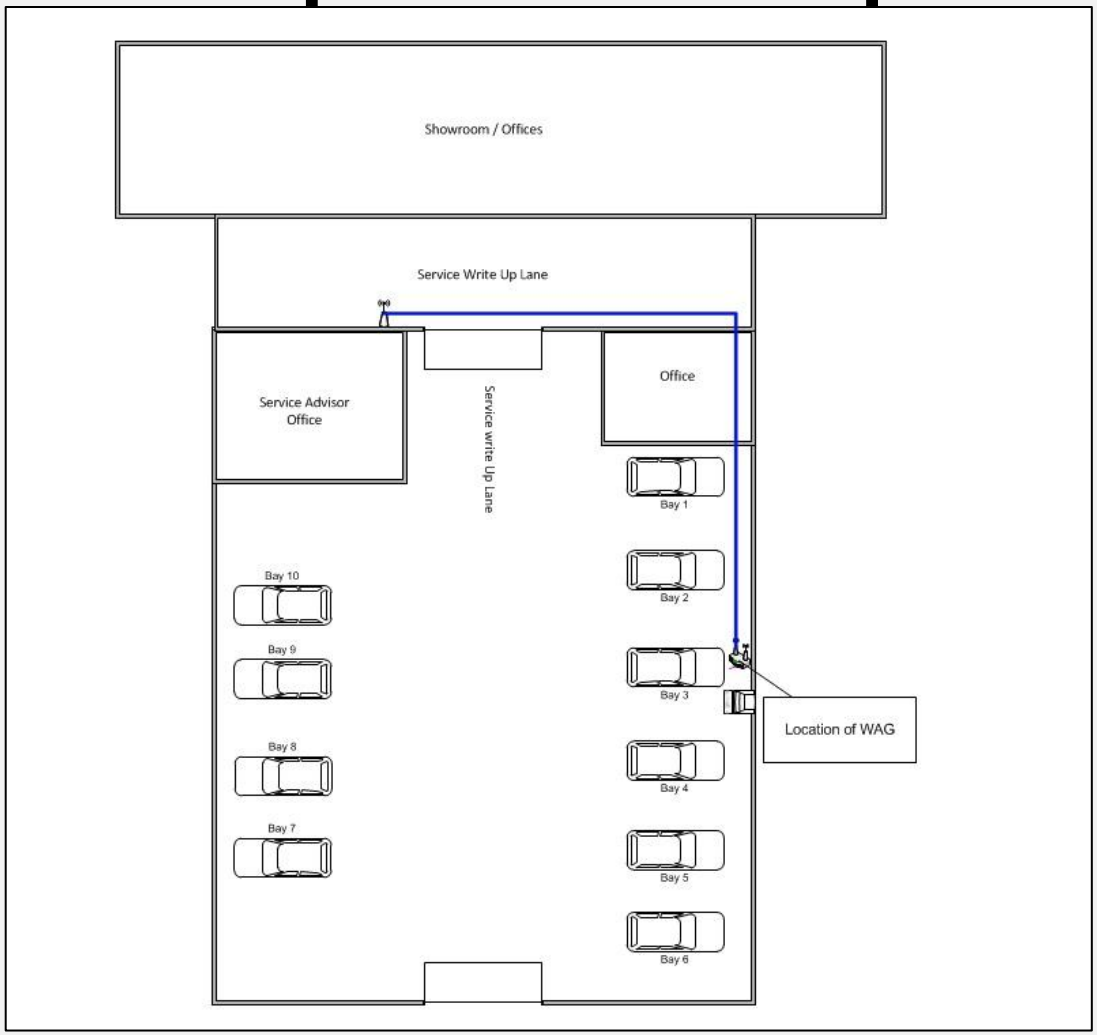
Dealership Floor Plan Option 3



Dealership Floor Plan Option 4

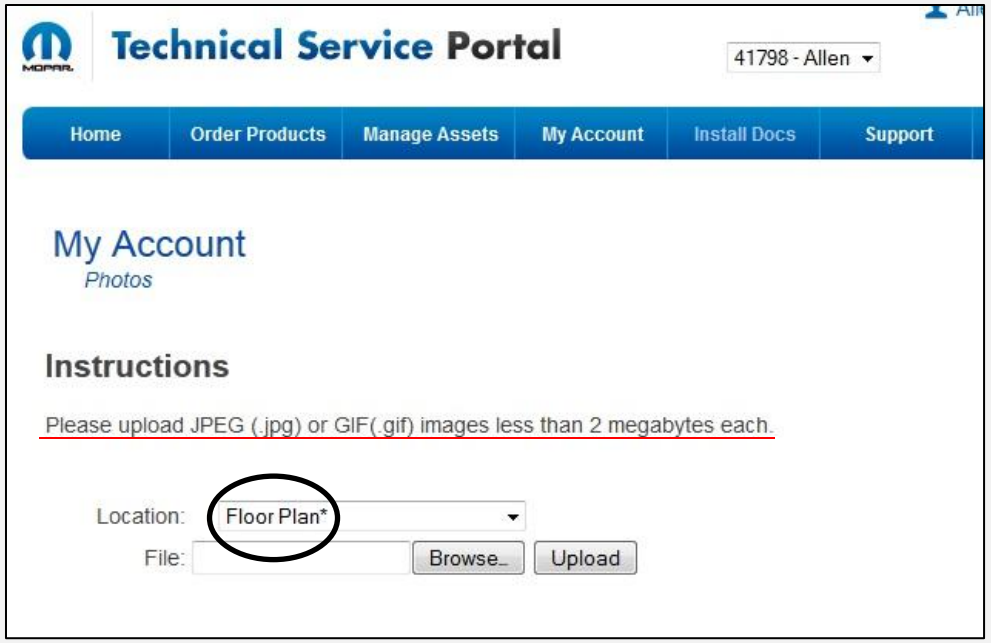


Dealership Floor Plan Option 5



Technical Service Portal (TSP) Uploading Dealership Floor Plan

- Upload your saved floor plan to the TSP
- From the *Location* drop-down, select Floor Plan* to upload your saved floor plan file/image

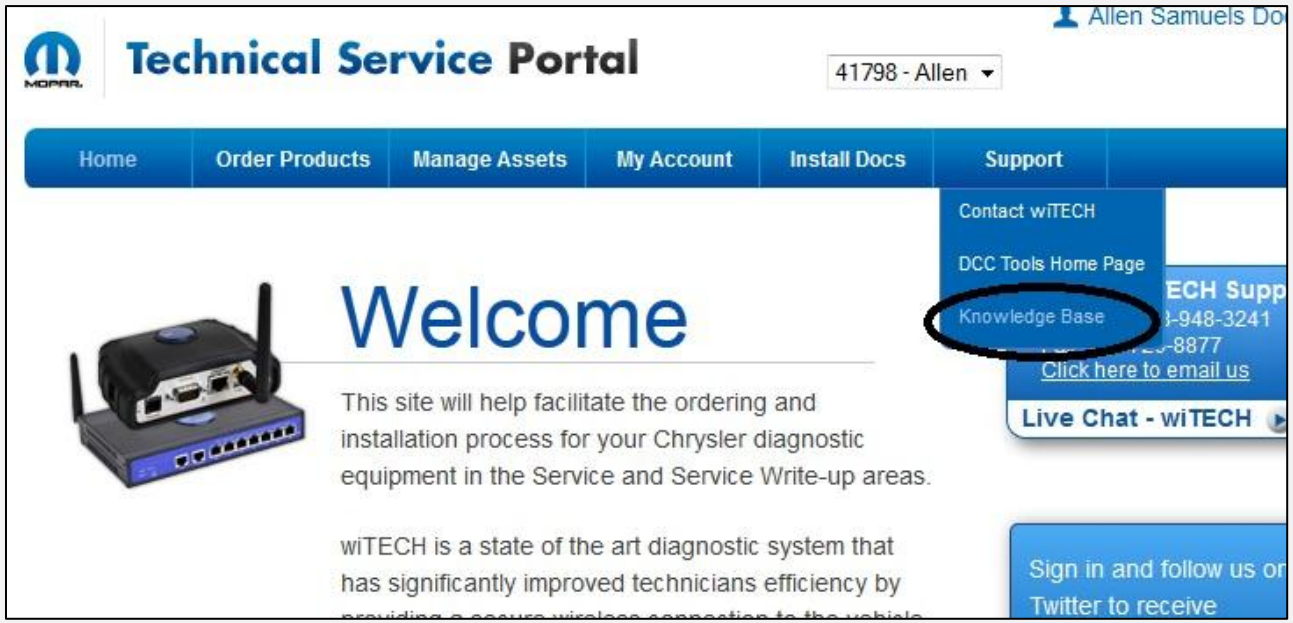


Installation of CAT5e Cable in Service Write Up Area for wiADVISOR

- A CAT5e cable must be run from the wiTECH Access Gateway to the recommended mounting location of the wiADVISOR Access Point
- The wiADVISOR Access Point must be successfully mounted and cabled within your Service Write Up Area
- For detailed cabling and mounting instructions, go to the Mopar Technical Service Knowledgebase, and review the article, “Mounting Instructions for wiADVISOR”

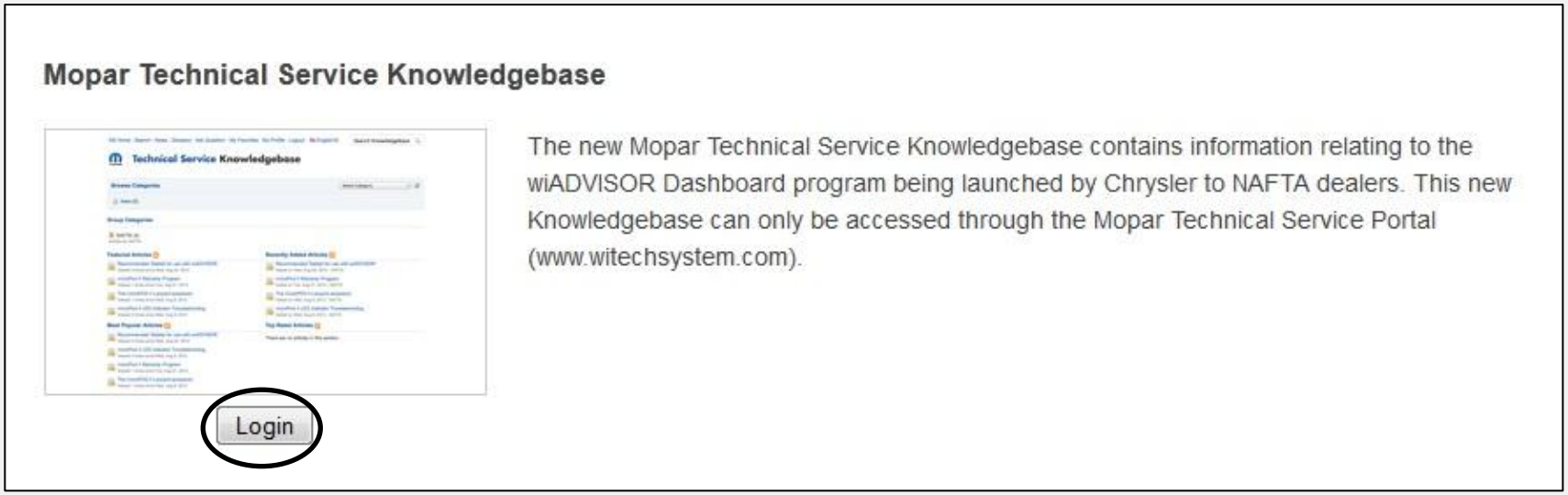
Prepare for the Scheduling Call – Review the wiADVISOR Knowledgebase

- **Navigate to *Support* on the menu bar, then select *Knowledge Base* from the drop-down menu**



Prepare for the Scheduling Call – Review the wiADVISOR Knowledgebase

- **On the *Knowledgebases* page, scroll down to the Mopar Technical Service Knowledgebase and click *Login***

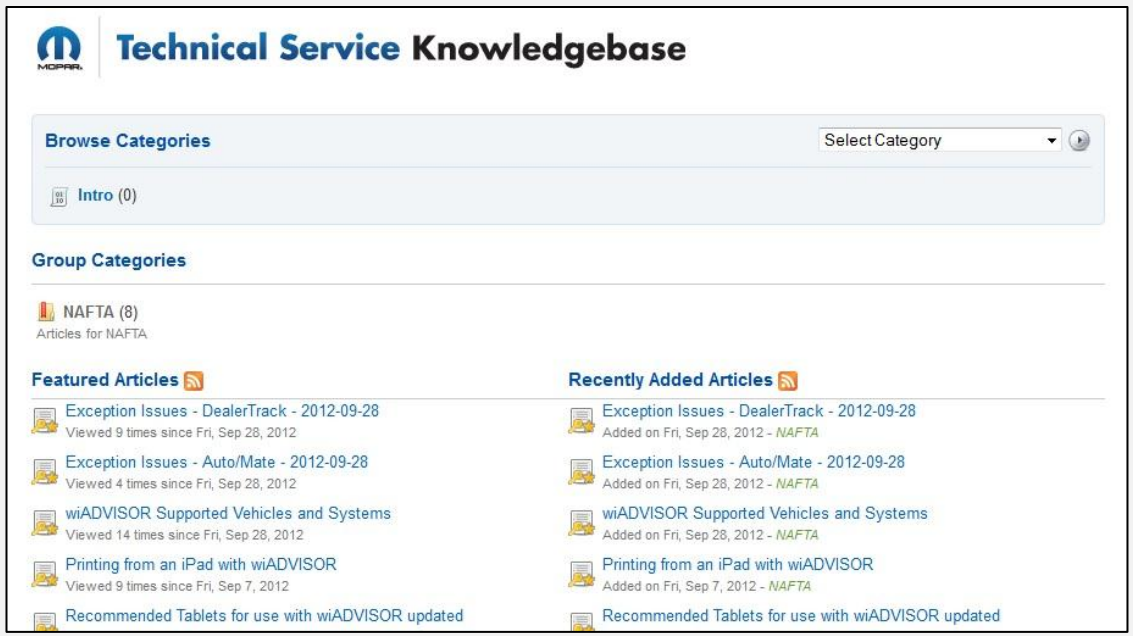


Prepare for the Scheduling Call – Review the wiADVISOR Knowledgebase

- **Alternatively, scroll down the *Welcome* page to <u>Important Information</u> and then click *Login* for the Mopar Technical Service Knowledgebase**

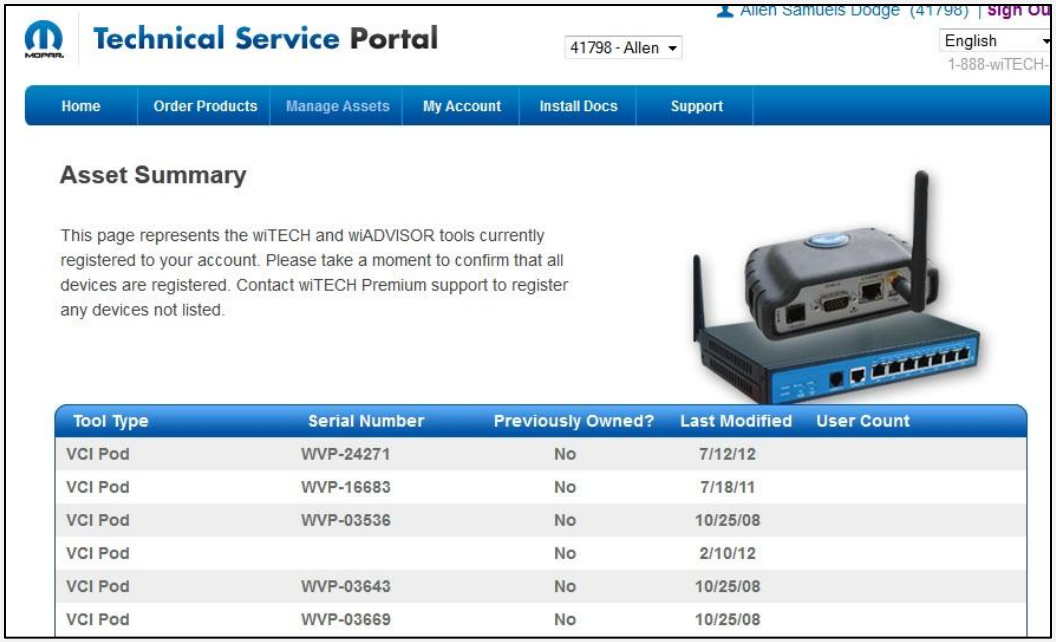
Prepare for the Scheduling Call – Review the wiADVISOR Knowledgebase

- Click on the article, "Recommended Tablets for use with wiADVISOR"
- Also review "Printing from an iPad with wiADVISOR"



Association of microPods in Technical Service Portal

- **Once microPods are shipped to your dealer, they will be shown on the Asset Summary page of the TSP**



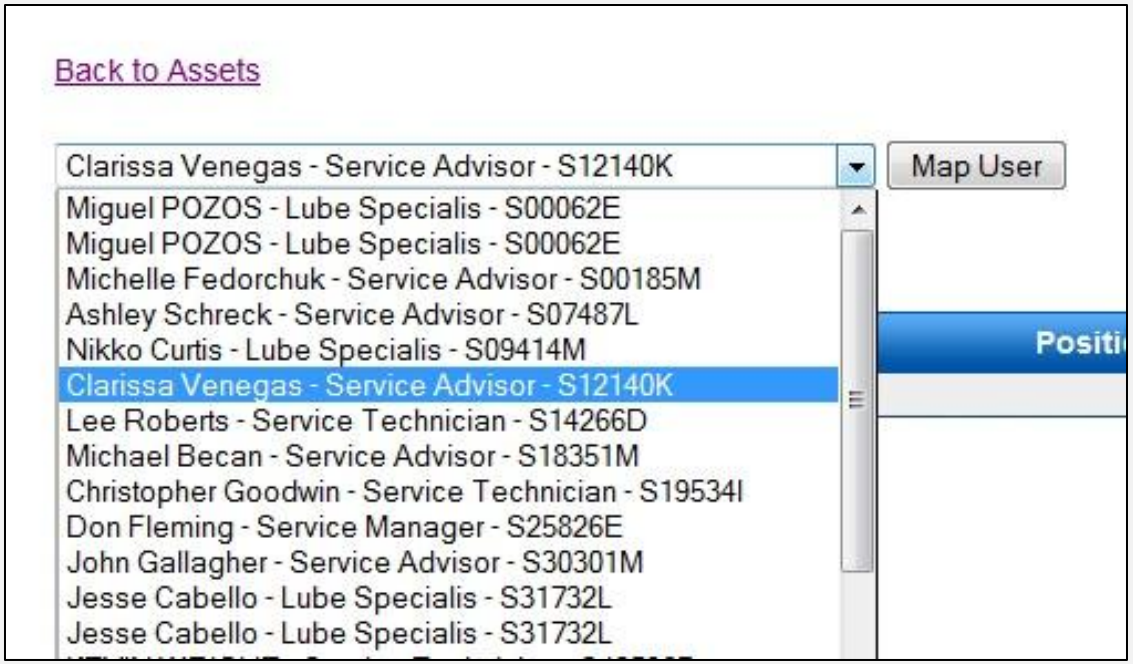
Association of microPods in Technical Service Portal

- To associate a Service Advisor with a microPod, click on ***Edit Users*** on the appropriate line showing the microPod Serial # you are associating
- If ***No Users*** is shown, that microPod still needs to be associated
- If a number is shown, it indicates how many Service Advisors are associated to that particular microPod

microPODII	WCP-01009	No	9/6/12	No Users!	Edit Users
microPODII	WCP-01039	No	9/6/12	No Users!	Edit Users
microPODII	WCP-01034	No	9/6/12	1	Edit Users
microPODII	WCP-01058	No	9/6/12	1	Edit Users
microPODII	WCP-01040	No	9/6/12	No Users!	Edit Users
microPODII	WCP-01035	No	9/6/12	No Users!	Edit Users
microPODII	WCP-01026	No	9/6/12	1	Edit Users
microPODII	WCP-01050	No	9/6/12	1	Edit Users
microPODII	WCP-01029	No	9/6/12	1	Edit Users
microPODII	WCP-01037	No	9/6/12	1	Edit Users
microPODII	WCP-01030	No	9/6/12	1	Edit Users
microPODII	WCP-01038	No	9/6/12	1	Edit Users
microPODII	WCP-01031	No	9/6/12	No Users!	Edit Users

Association of microPods in Technical Service Portal

- **Locate the correct Service Advisor from the drop-down menu**
- **Click on *Map User***



Association of microPods in Technical Service Portal

- The associated Service Advisor will then appear as a "Mapped User"

Other Action Items prior to Install

1) Purchase recommended tablets; review KB article “Recommended Tablets for use with wiADVISOR”
2) Set-up accounts on tablets (from IT Dept.)
3) Obtain log-in credentials for DealerCONNECT to log into wiADVISOR