

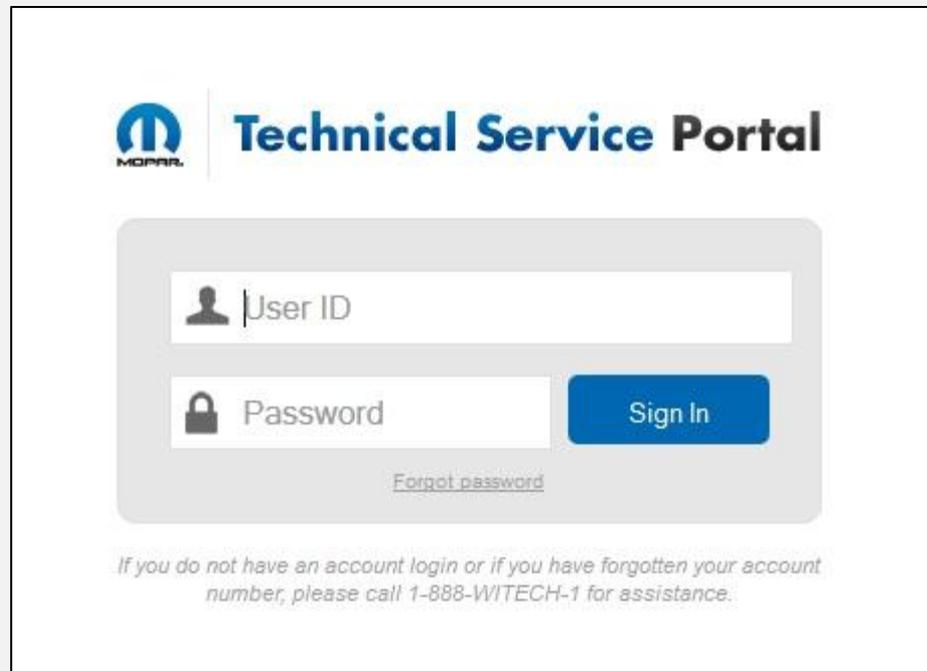
# Keys to a Successful Hardware Installation for wiADVISOR

# 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](http://www.witechsystem.com)
- The User ID is your Dealer Code



 **Technical Service Portal**

User ID

Password

[Forgot password](#)

*If you do not have an account login or if you have forgotten your account number, please call 1-888-WITECH-1 for assistance.*

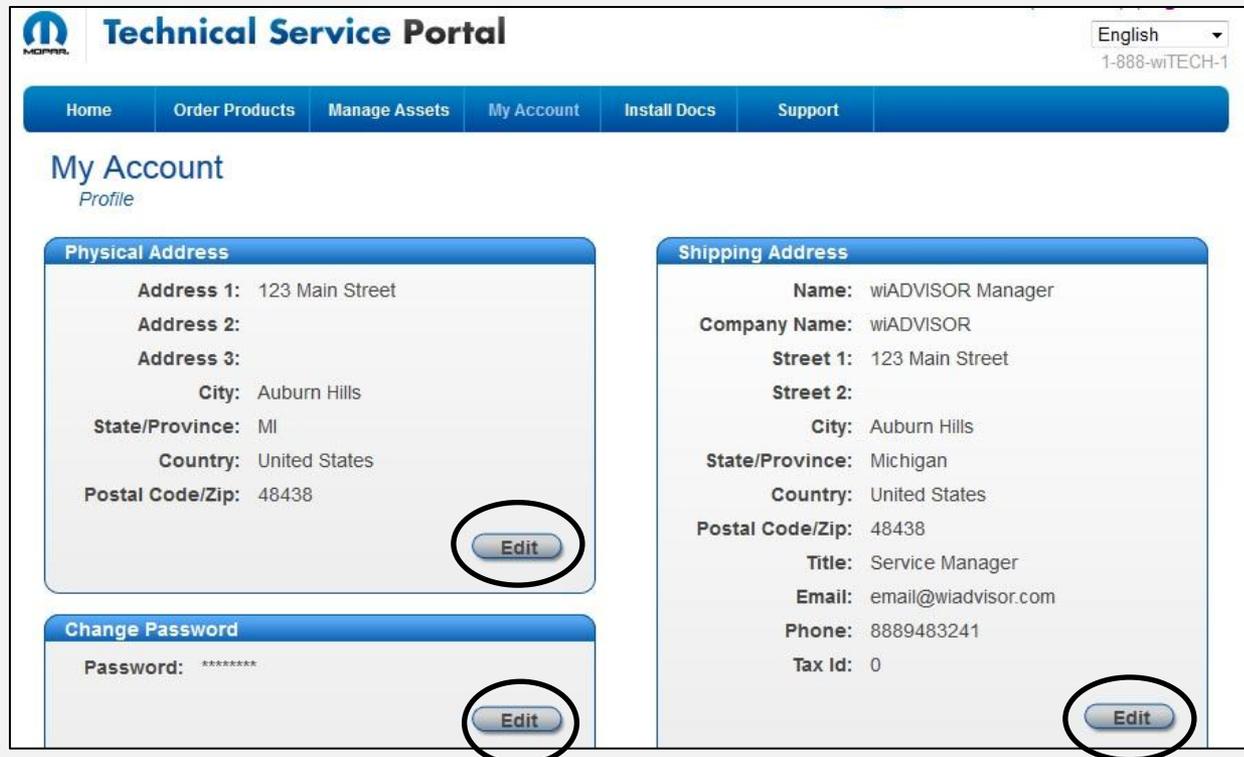
# Review the Technical Service Portal

- 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 Physical Address and Shipping Address information is correct. Click Edit to make any changes.



**Technical Service Portal** English 1-888-wiTECH-1

Home Order Products Manage Assets My Account Install Docs Support

### My Account

Profile

#### Physical Address

Address 1: 123 Main Street  
Address 2:  
Address 3:  
City: Auburn Hills  
State/Province: MI  
Country: United States  
Postal Code/Zip: 48438

[Edit](#)

#### Shipping Address

Name: wiADVISOR Manager  
Company Name: wiADVISOR  
Street 1: 123 Main Street  
Street 2:  
City: Auburn Hills  
State/Province: Michigan  
Country: United States  
Postal Code/Zip: 48438  
Title: Service Manager  
Email: email@wiadvisor.com  
Phone: 8889483241  
Tax Id: 0

[Edit](#)

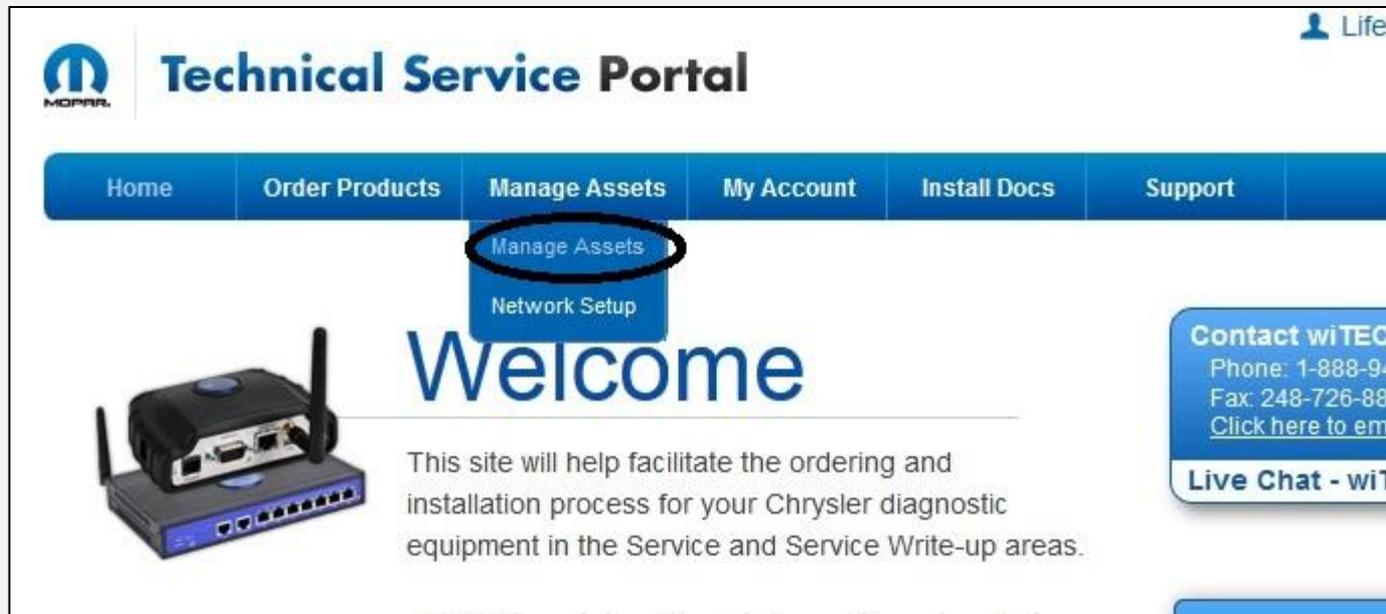
#### Change Password

Password: \*\*\*\*\*

[Edit](#)

# Review the Technical Service Portal

- Review and confirm 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 wiTECH assets are accounted for

**Technical Service Portal** | 41798 - Allen | English | 1-888-wiTECH

Home | Order Products | Manage Assets | My Account | Install Docs | Support

### Asset Summary

This page represents the wiTECH and wiADVISOR tools currently registered to your account. Please take a moment to confirm that all devices are registered. Contact wiTECH Premium support to register any devices not listed.

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	

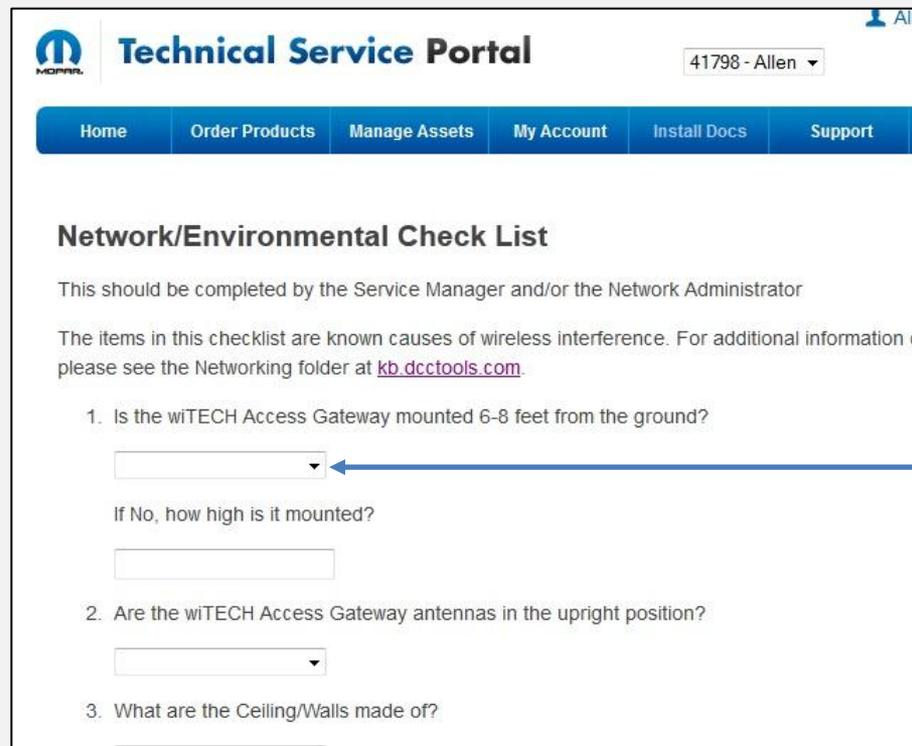
# Review the Technical Service Portal

- 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



**Technical Service Portal** 41798 - Allen

Home Order Products Manage Assets My Account Install Docs Support

### Network/Environmental Check List

This should be completed by the Service Manager and/or the Network Administrator

The items in this checklist are known causes of wireless interference. For additional information on please see the Networking folder at [kb.dcctools.com](http://kb.dcctools.com).

1. Is the wiTECH Access Gateway mounted 6-8 feet from the ground?
2. Are the wiTECH Access Gateway antennas in the upright position?
3. What are the Ceiling/Walls made of?

Drop-Down menu arrow

# Review the Technical Service Portal

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

**Bandwidth Test**

Please go to <http://speedtest.dcctools.com> and perform a Bandwidth test. Please provide your results below.

**Note:** This test should be performed with a PC that is on the wiTECH network.

1. Download

2. Upload

**Ping Test**

Please go to <http://pingtest.net> and click "Begin Test" to perform a Ping test. Please provide your results below.

**Note:** This test should be performed with a PC that is on the wiTECH network.

1. Packet Loss Percentage

2. Ping

Drop-Down menu arrow

# Review the Technical Service Portal

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

**Disclaimer**

It is the dealerships responsibility to maintain a stable network environment by understanding known causes of wireless interference and working to eliminate/reduce those causes.

Digital Signature

Digital Signature field



# 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** 41798 - Allen ▾

Home Order Products Manage Assets My Account Install Docs Support

### Site Survey

1. How many buildings do you have?

1. What is the configuration of the service area?

2. How many service bays within the service area?

3. What is the sq. ft. of the service area?  
 X

4. Do you have designated Quick Lube Bays?

3. Will you be using any additional areas outside of the Write-Up area (e.g. service drive)?

4. Is there existing wireless within the Service Write-Up area?

3. Are there any interior/exterior walls or barriers that may block the broadcasting of the wireless connection in the Service write-up area? Please provide description of walls or barriers (concrete, brick, drywall, etc.)

4. What is the distance between the mounted wITECH Access Gateway and the Write Up area (ft)?

**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

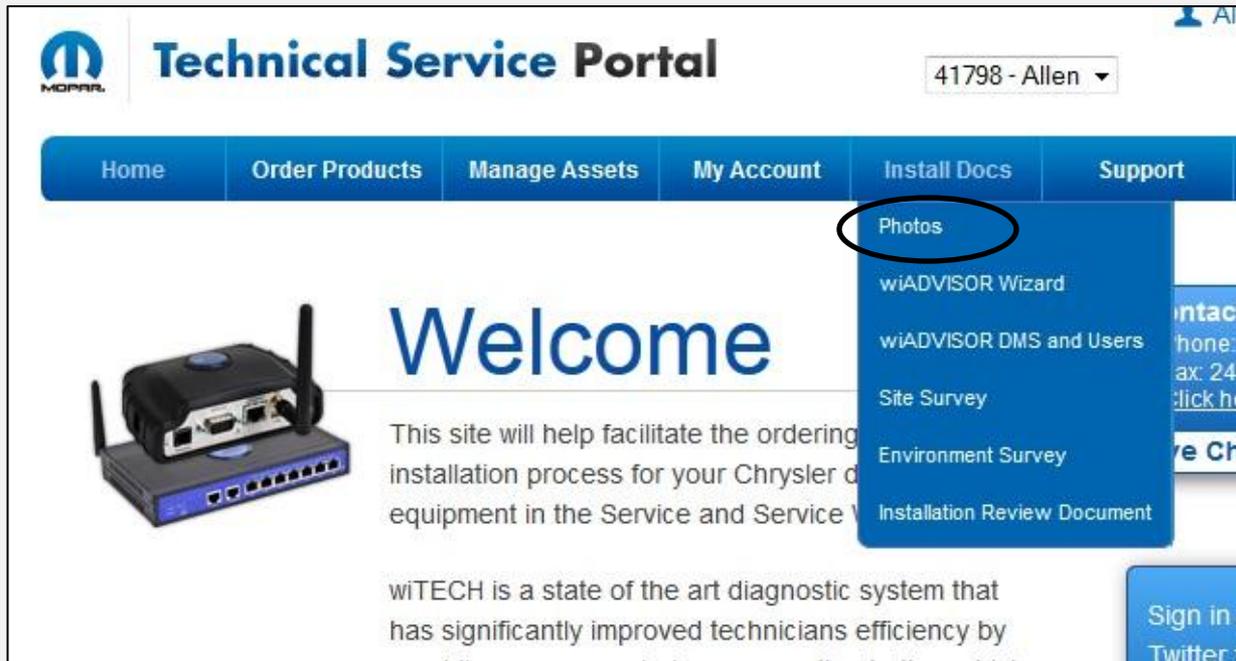


# Uploading Photos on the Technical Service Portal

- 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*



**Technical Service Portal** 41798 - Allen

Home Order Products Manage Assets My Account Install Docs Support

**My Account**  
Photos

**Instructions**

Please upload JPEG (.jpg) or GIF(.gif) images less than 2 megabytes each.

Location: Write Up Area #1

File:

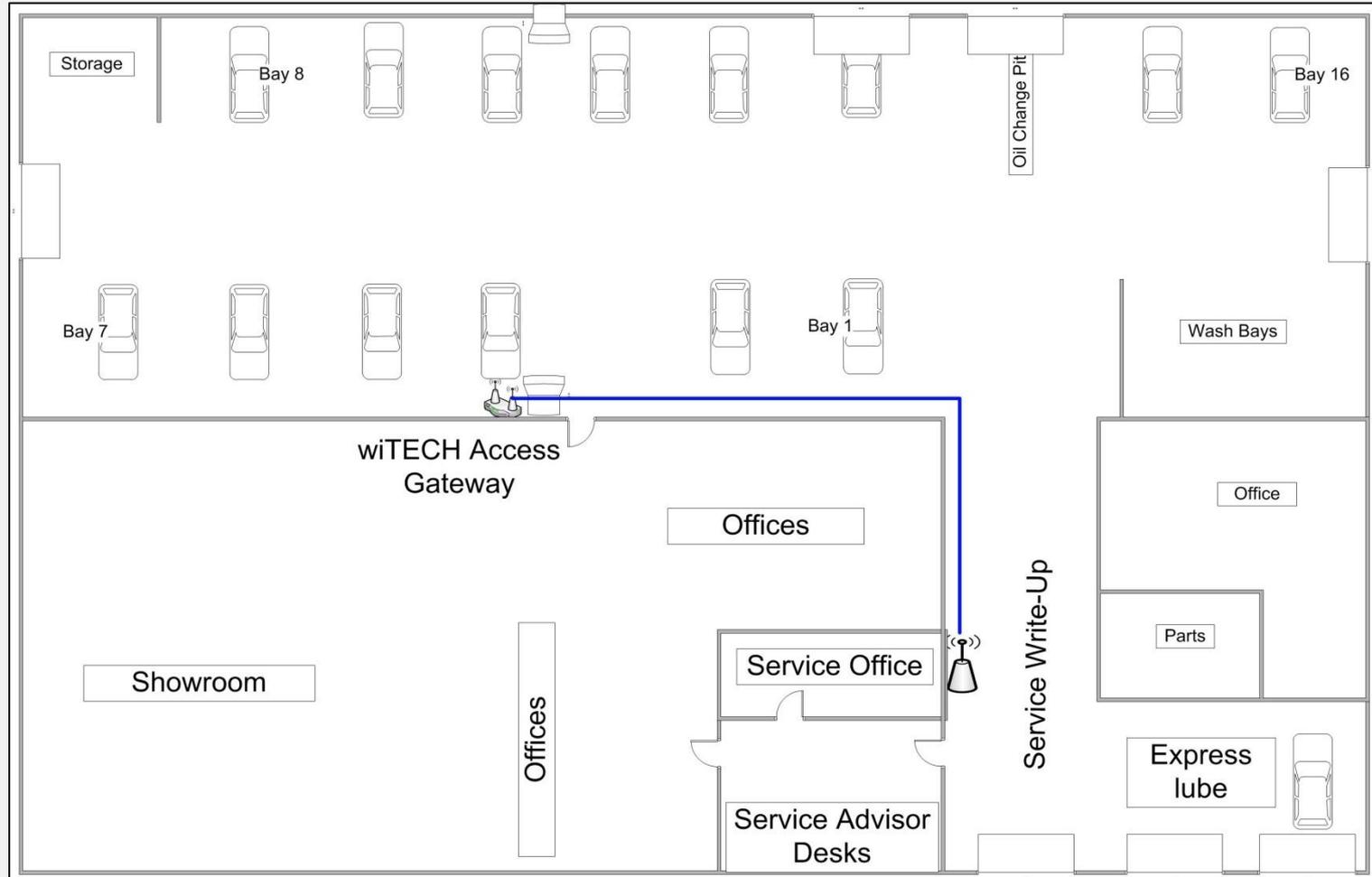
# Uploading Dealership Floor Plan on the Technical Service Portal

- 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

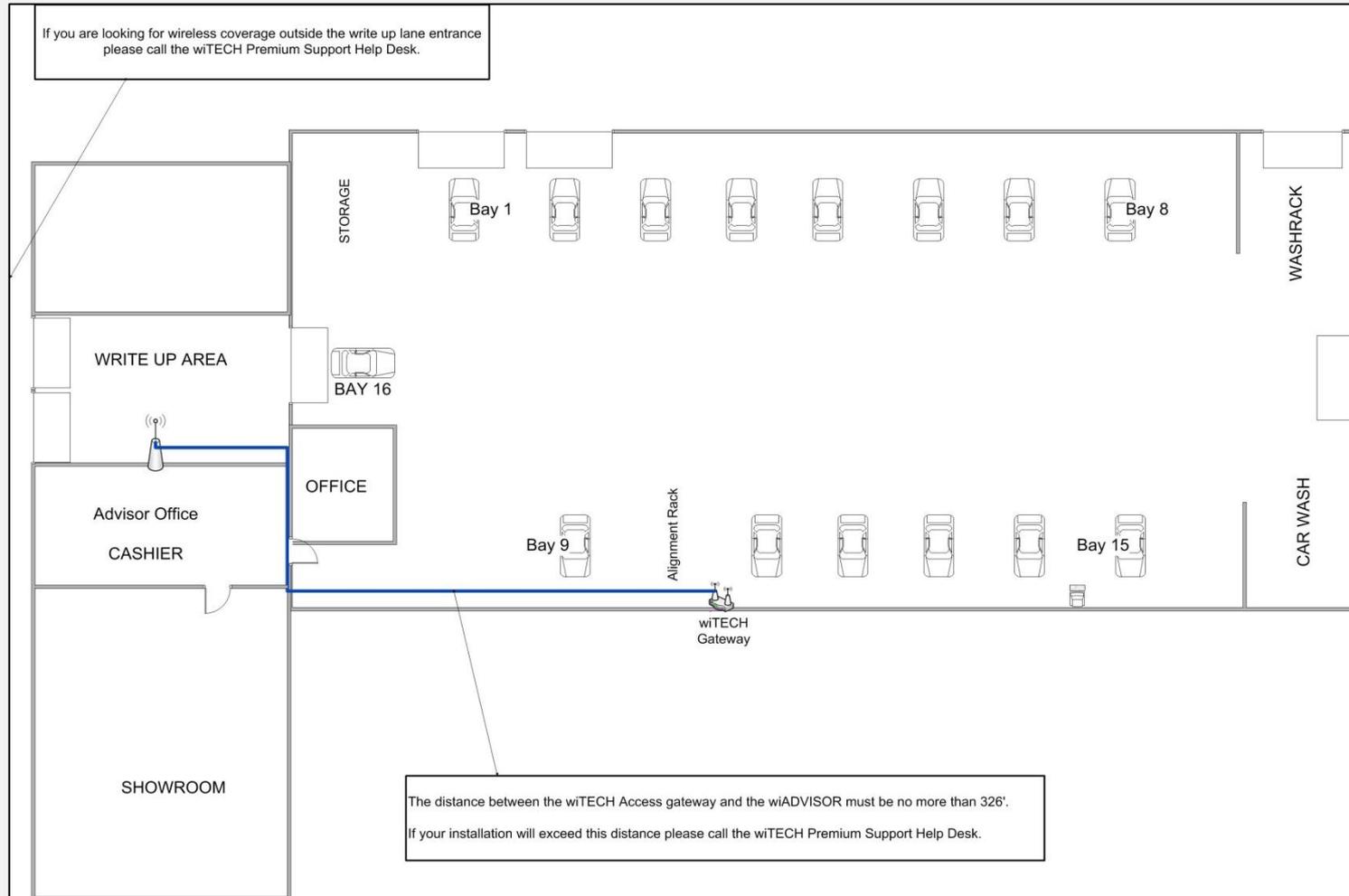
# Dealership Floor Plan Options

- 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](mailto:witechsupport@dcctools.com)

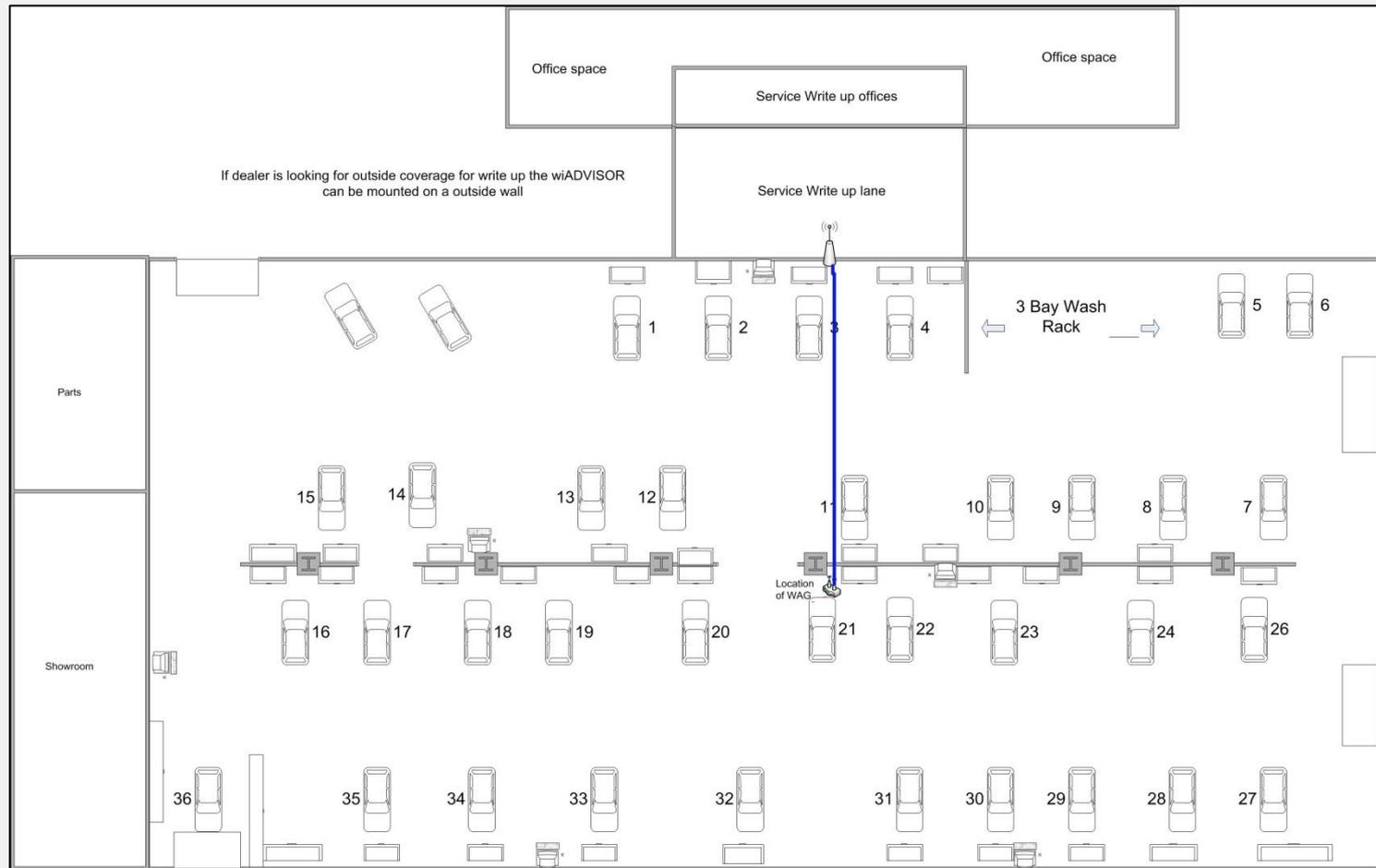
# Dealership Floor Plan Option 1



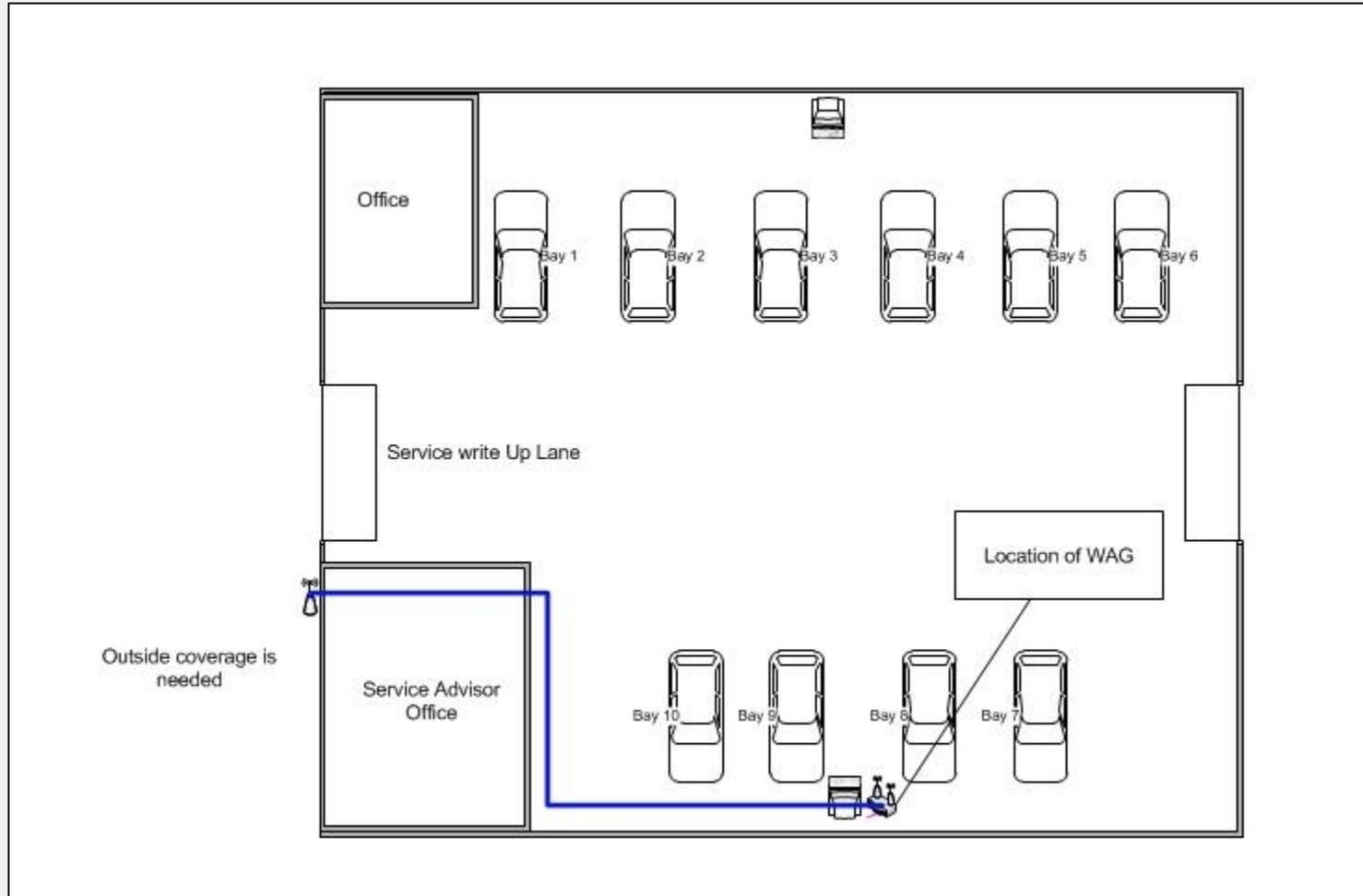
# Dealership Floor Plan Option 2



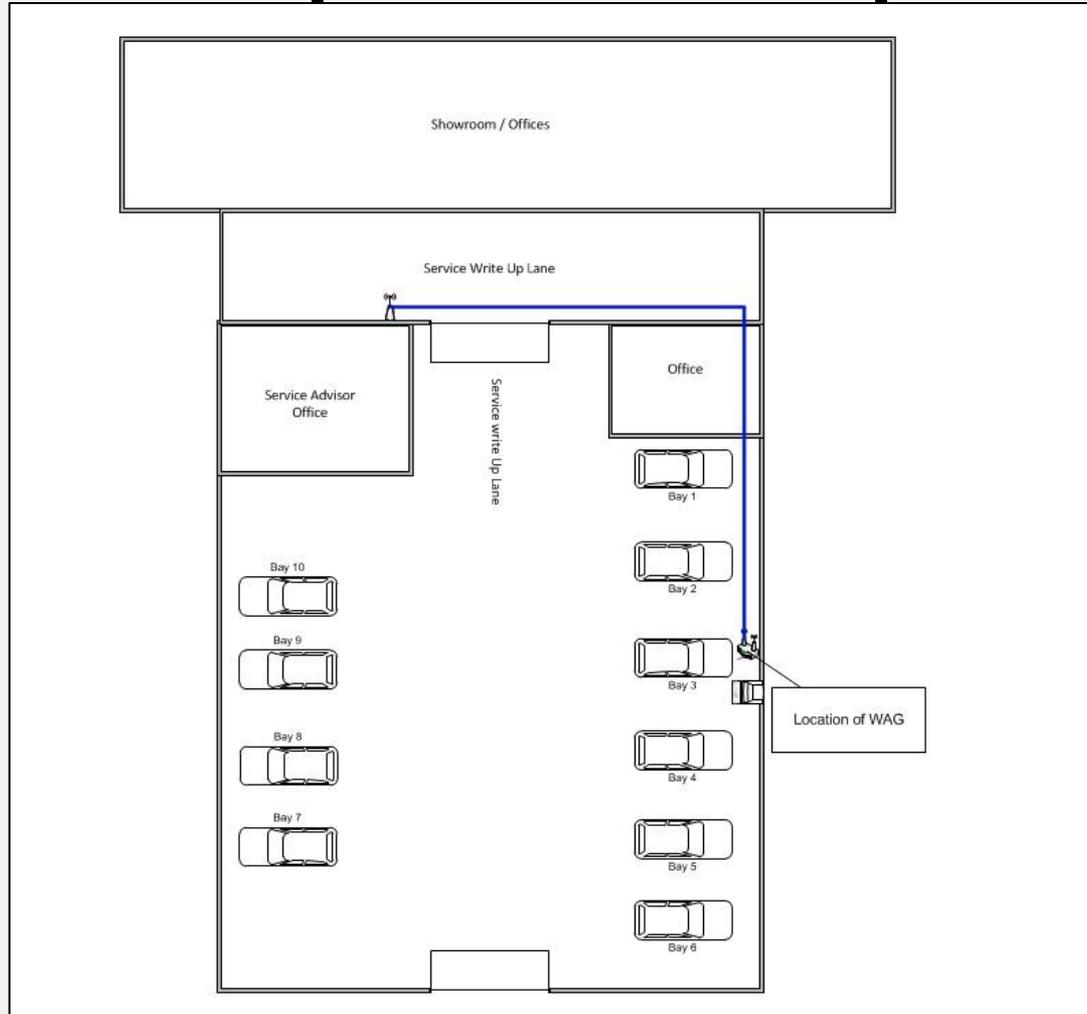
# Dealership Floor Plan Option 3



# Dealership Floor Plan Option 4



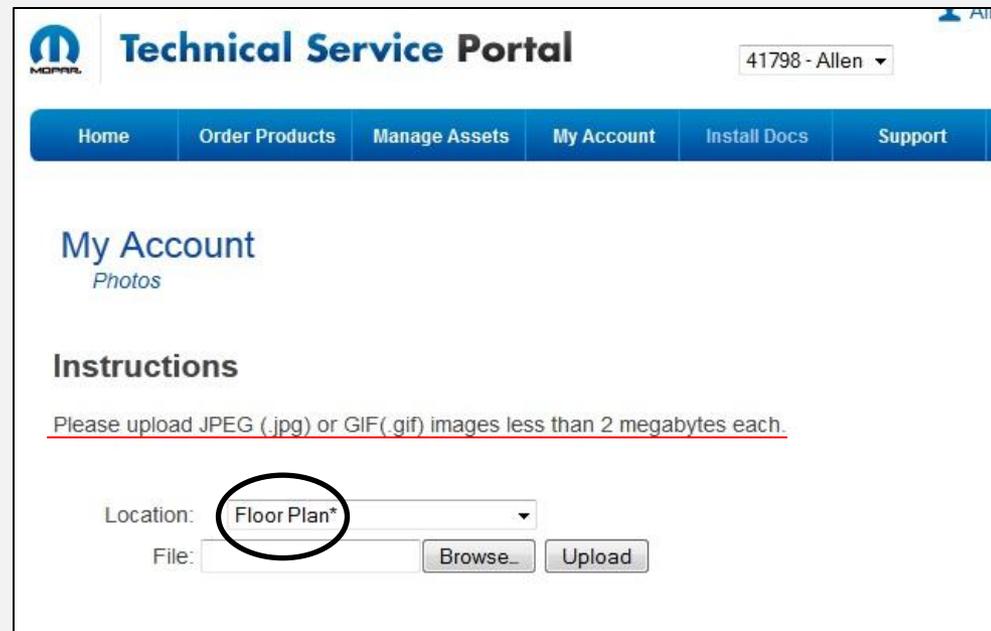
# Dealership Floor Plan Option 5



# 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



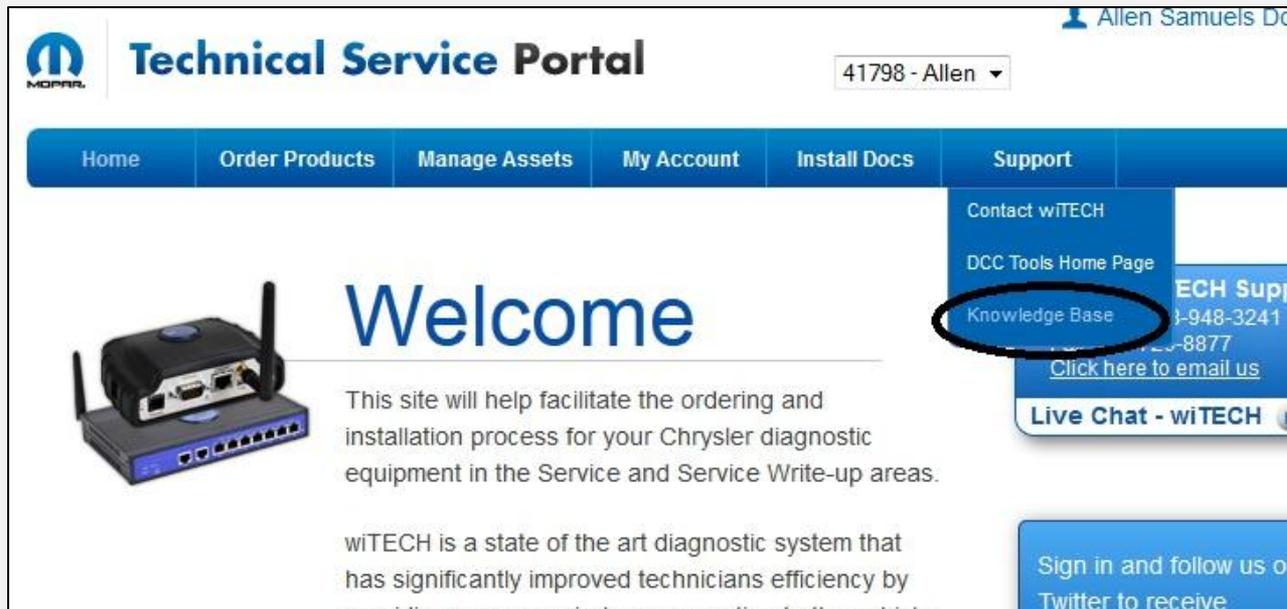
The screenshot displays the Technical Service Portal (TSP) interface. At the top, there is a navigation bar with the MOPAR logo, the title "Technical Service Portal", and a location dropdown menu set to "41798 - Allen". Below the navigation bar are several menu items: "Home", "Order Products", "Manage Assets", "My Account", "Install Docs", and "Support". The main content area is titled "My Account" and includes a "Photos" link. Underneath, there is an "Instructions" section with the text: "Please upload JPEG (.jpg) or GIF (.gif) images less than 2 megabytes each." Below the instructions, there is a "Location:" dropdown menu with "Floor Plan\*" selected and circled in red. To the right of the dropdown is a "File:" input field with "Browse..." and "Upload" buttons.

# 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

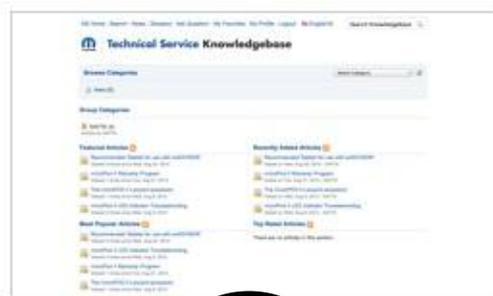


The screenshot shows the 'Technical Service Portal' interface. At the top, there is a navigation bar with the following items: Home, Order Products, Manage Assets, My Account, Install Docs, and Support. The 'Support' menu is expanded, showing a list of options: Contact wiTECH, DCC Tools Home Page, Knowledge Base (circled in red), ECH Supp, 948-3241, 8877, Click here to email us, Live Chat - wiTECH, and Sign in and follow us on Twitter to receive. The main content area features a 'Welcome' message and an image of a wireless router. The text below the router reads: 'This site will help facilitate the ordering and installation process for your Chrysler diagnostic equipment in the Service and Service Write-up areas. wiTECH is a state of the art diagnostic system that has significantly improved technicians efficiency by providing a secure wireless connection to the vehicle.'

# Prepare for the Scheduling Call – Review the wiADVISOR Knowledgebase

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

## Mopar Technical Service Knowledgebase

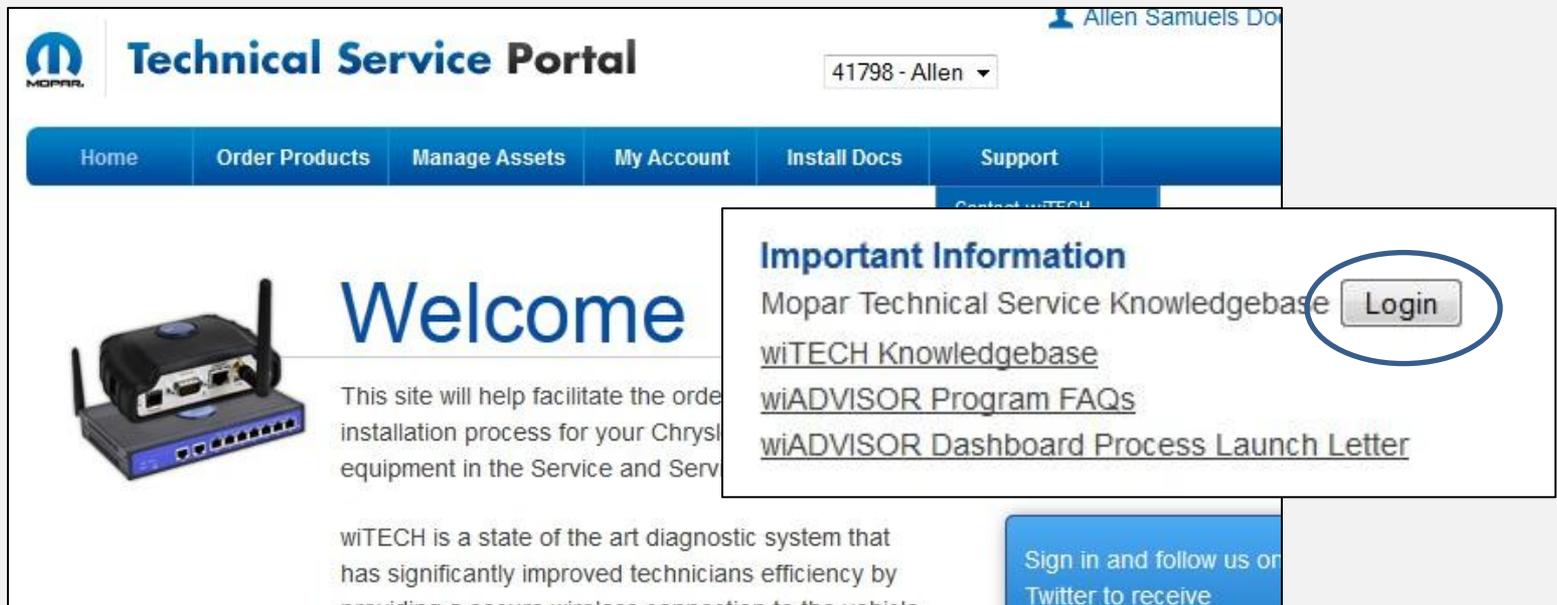


The new Mopar Technical Service Knowledgebase contains information relating to the wiADVISOR Dashboard program being launched by Chrysler to NAFTA dealers. This new Knowledgebase can only be accessed through the Mopar Technical Service Portal ([www.witechsystem.com](http://www.witechsystem.com)).

Login

# Prepare for the Scheduling Call – Review the wiADVISOR Knowledgebase

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



**Technical Service Portal** 41798 - Allen

Home Order Products Manage Assets My Account Install Docs Support

**Welcome**

This site will help facilitate the order installation process for your Chrysler equipment in the Service and Serv

wiTECH is a state of the art diagnostic system that has significantly improved technicians efficiency by providing a secure wireless connection to the vehicle

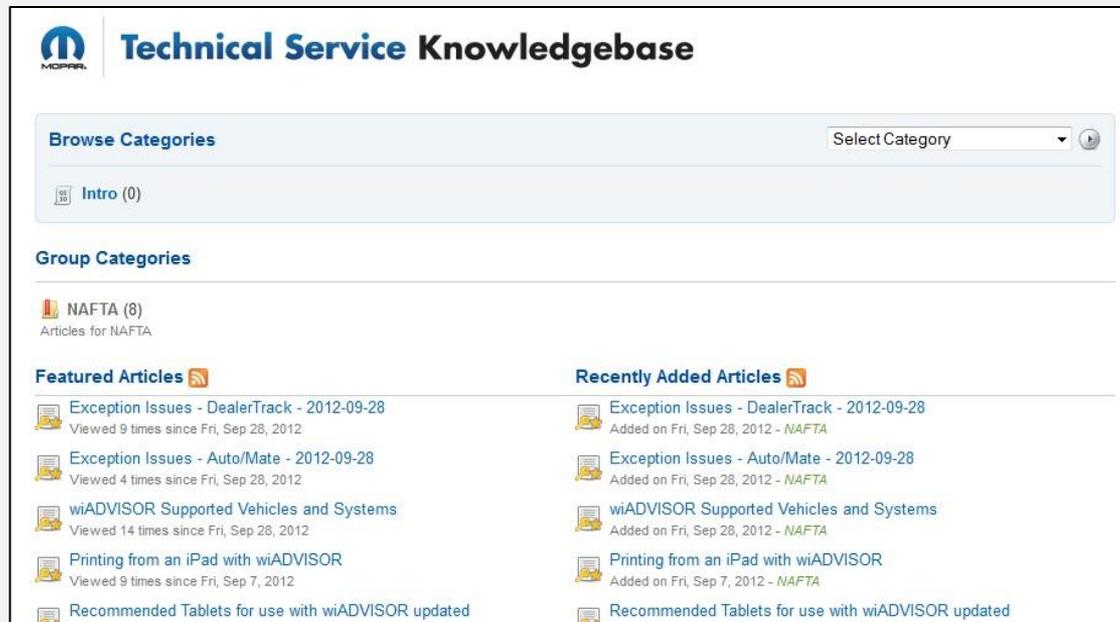
**Important Information**

- Mopar Technical Service Knowledgebase **Login**
- wiTECH Knowledgebase
- wiADVISOR Program FAQs
- wiADVISOR Dashboard Process Launch Letter

Sign in and follow us on Twitter to receive

# 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”



The screenshot shows the 'Technical Service Knowledgebase' interface. At the top left is the MOPAR logo. The main heading is 'Technical Service Knowledgebase'. Below this is a 'Browse Categories' section with a search bar and a dropdown menu labeled 'Select Category'. Underneath, there is a category 'Intro (0)'. The 'Group Categories' section shows 'NAFTA (8) Articles for NAFTA'. The 'Featured Articles' section lists four articles: 'Exception Issues - DealerTrack - 2012-09-28' (viewed 9 times), 'Exception Issues - Auto/Mate - 2012-09-28' (viewed 4 times), 'wiADVISOR Supported Vehicles and Systems' (viewed 14 times), and 'Printing from an iPad with wiADVISOR' (viewed 9 times). The 'Recommended Tablets for use with wiADVISOR updated' article is also listed. The 'Recently Added Articles' section lists the same four articles, with their addition dates and categories (NAFTA).

# 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

**Technical Service Portal** | Allen Samuels Dodge (41798) | [Sign Out](#)

41798 - Allen | English | 1-888-wiTECH

Home | Order Products | Manage Assets | My Account | Install Docs | Support

### Asset Summary

This page represents the wiTECH and wiADVISOR tools currently registered to your account. Please take a moment to confirm that all devices are registered. Contact wiTECH Premium support to register any devices not listed.

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	

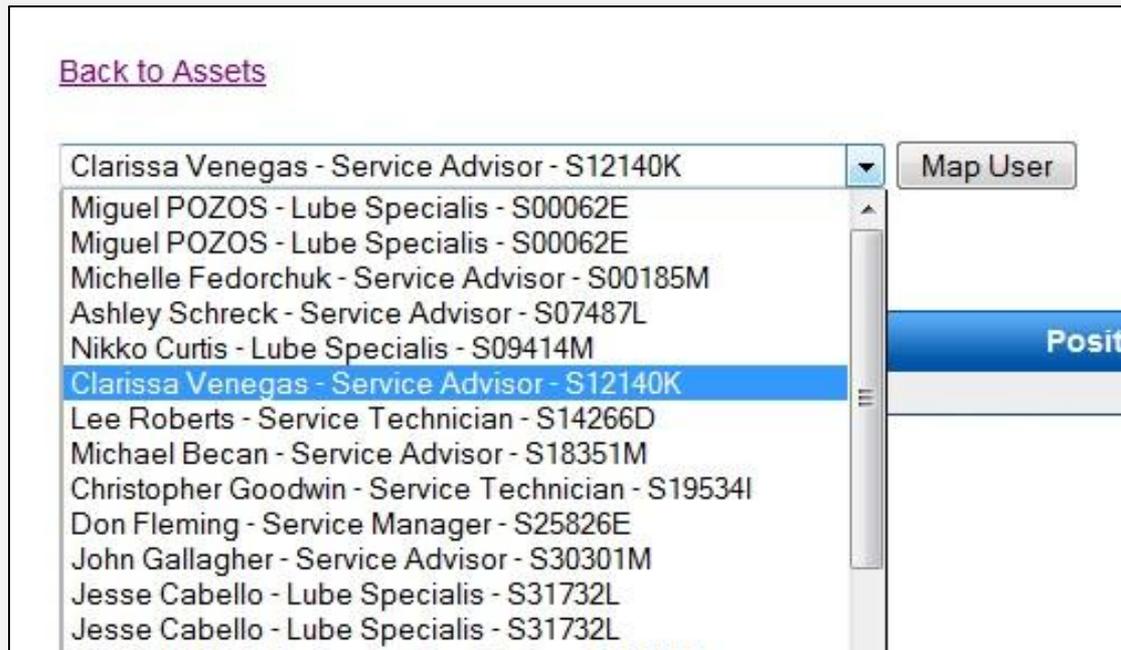
# Association of microPods in Technical Service Portal

- 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!	<a href="#">Edit Users</a>
microPODII	WCP-01039	No	9/6/12	No Users!	<a href="#">Edit Users</a>
microPODII	WCP-01034	No	9/6/12	1	<a href="#">Edit Users</a>
microPODII	WCP-01058	No	9/6/12	1	<a href="#">Edit Users</a>
microPODII	WCP-01040	No	9/6/12	No Users!	<a href="#">Edit Users</a>
microPODII	WCP-01035	No	9/6/12	No Users!	<a href="#">Edit Users</a>
microPODII	WCP-01026	No	9/6/12	1	<a href="#">Edit Users</a>
microPODII	WCP-01050	No	9/6/12	1	<a href="#">Edit Users</a>
microPODII	WCP-01029	No	9/6/12	1	<a href="#">Edit Users</a>
microPODII	WCP-01037	No	9/6/12	1	<a href="#">Edit Users</a>
microPODII	WCP-01030	No	9/6/12	1	<a href="#">Edit Users</a>
microPODII	WCP-01038	No	9/6/12	1	<a href="#">Edit Users</a>
microPODII	WCP-01031	No	9/6/12	No Users!	<a href="#">Edit Users</a>

# Association of microPods in Technical Service Portal

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



[Back to Assets](#)

Clarissa Venegas - Service Advisor - S12140K	Map User
Miguel POZOS - Lube Specialis - S00062E	
Miguel POZOS - Lube Specialis - S00062E	
Michelle Fedorchuk - Service Advisor - S00185M	
Ashley Schreck - Service Advisor - S07487L	
Nikko Curtis - Lube Specialis - S09414M	
<b>Clarissa Venegas - Service Advisor - S12140K</b>	
Lee Roberts - Service Technician - S14266D	
Michael Becan - Service Advisor - S18351M	
Christopher Goodwin - Service Technician - S19534I	
Don Fleming - Service Manager - S25826E	
John Gallagher - Service Advisor - S30301M	
Jesse Cabello - Lube Specialis - S31732L	
Jesse Cabello - Lube Specialis - S31732L	

# Association of microPods in Technical Service Portal

- The associated Service Advisor will then appear as a **“Mapped User”**

[Back to Assets](#)

Miguel POZOS - Lube Specialis - S00062E

## Mapped Users

SID	Name	Position	
S12140K	Clarissa Venegas	Service Advisor	<input type="button" value="Delete"/>

# 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