



AUTEL Remote Expert Cloud-Based Solution User Guide

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AUTEL Remote Expert Cloud-Based Solution



Product Description

Remote Expert is a cloud-based solution that enables Autel MaxiSys diagnostics tablet users to directly hire experienced remote module programmers with active OE subscriptions. The remote programmer uses the multi-server platform to connect directly to the vehicle in the technician's shop and update the module with the applicable software. Remote Expert currently supports more than 130 brands, including major makes such as Mercedes-Benz, BMW, Audi, GM, etc.

1. Follow the step-by-step operating instructions provided by your Autel diagnostic tablet to complete the connection between the tablet, the network, and the MaxiFlash VCI/MaxiFlash VCMI. Connect the MaxiFlash VCI/MaxiFlash VCMI to the vehicle diagnostics port, which is usually located under the dashboard on the driver's side.
2. Technicians can initiate diagnostics and repair requests through the Remote Expert function on the tablet.

The equipment required by the technician and the operation guidelines for requesting remote service are as follows:

1. OBD cable
2. MaxiFlash VCI/MaxiFlash VCMI (updated with the latest firmware)
3. USB cable
4. MaxiSys Ultra/MS919/MS909
5. USB to Ethernet Adapter (Sold separately)
6. Ethernet cable
7. An active Autel subscription
8. The latest version of Remote Expert app and OS management program

Advisory

The Remote Programming feature requires a stable connection between the diagnostic tablet and the automobile. Wireless connections to the Tablets may be subject to periodic instability, which can lead to programming failures. As such, we **STRONGLY ADVISE** technicians to connect their tablets directly to their router devices using a wired Ethernet connection. Failure to do so may result in damage to your vehicle.

1. Update for MaxiSys Ultra/MS919/MS909 Tablets

Click “Update” and follow the prompts to update your tablet. When complete, the Remote Expert icon will appear on your screen.



2. Log in to Remote Expert

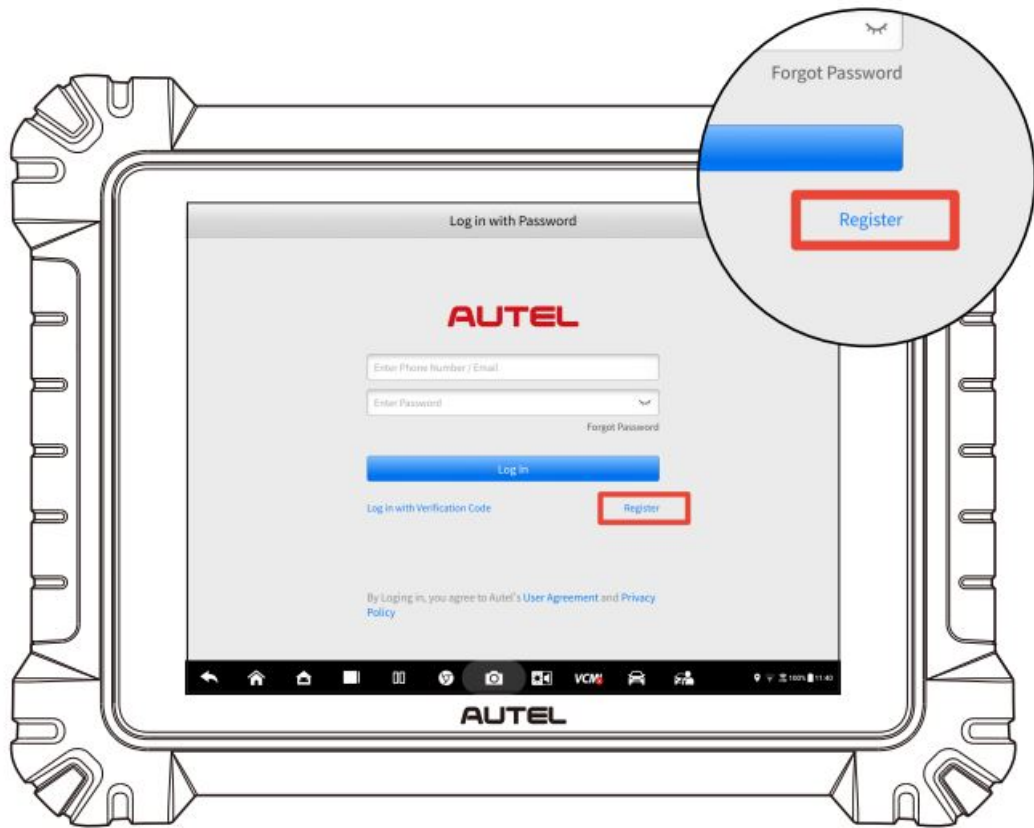
- If you already have an Autel ID

Log in to the remote expert app with your Autel

ID account and password, and then link your mobile phone number to the app.

- If you don't have an Autel ID

Click “Register”, and register a new account with your email address or mobile phone number. Then follow the directions below.



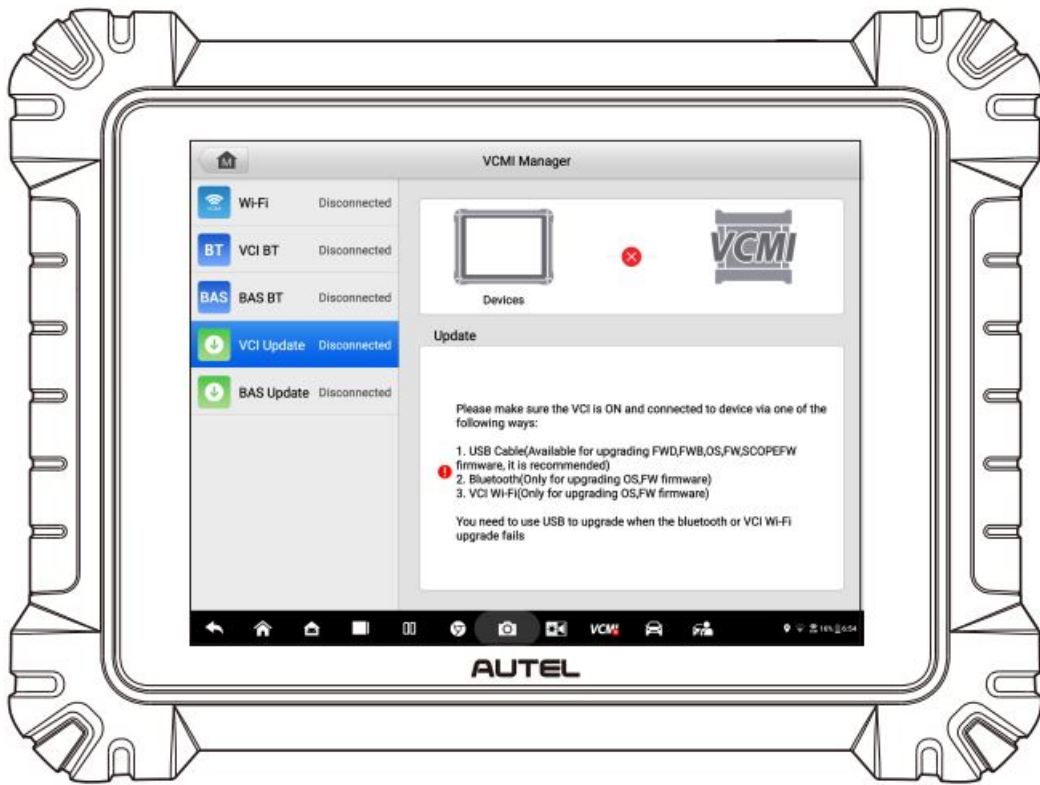
3. Update the VCI/VCMI

- **Note**

Make sure that your Autel VCI/VCMI is updated to the latest version before attempting remote programming. The Autel Remote Expert feature will only work on tablets with a valid software subscription.

- **How to update VCI/VCMI via an Autel Tablet**

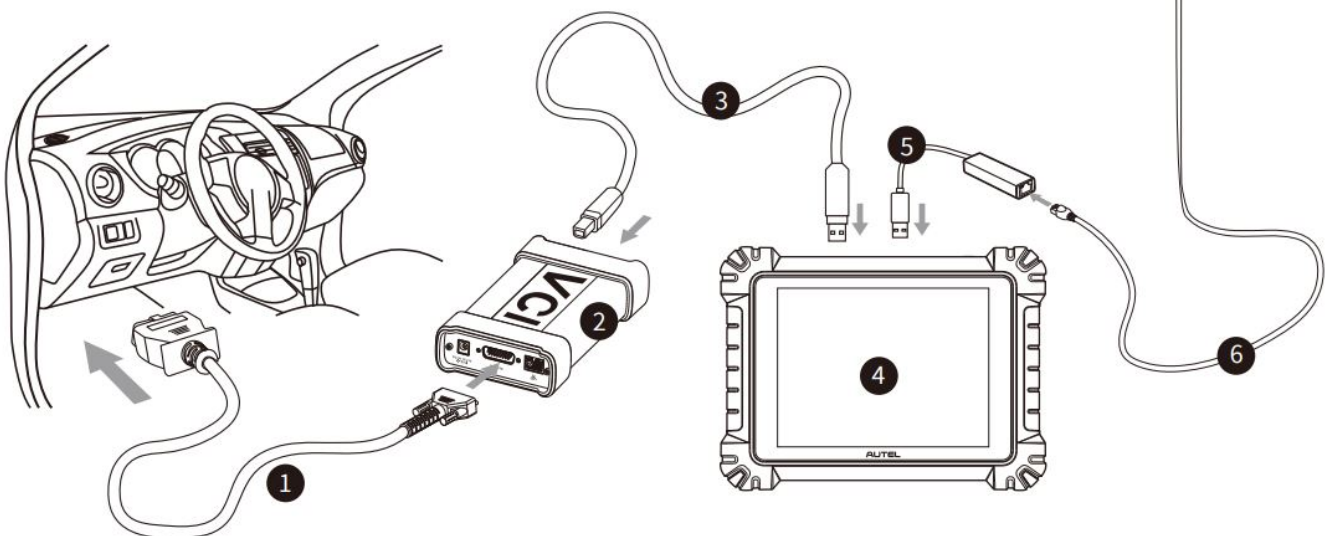
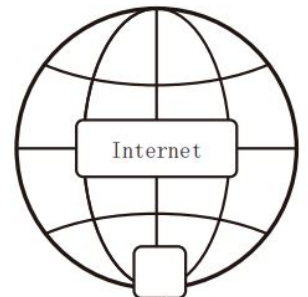
Locate the VCMI Manager on your MaxiSys Ultra/MS919/MS909 series tablet. Connect the VCI/VCMI to the Autel tablet with a USB cable, and select "VCI Update" to update.



Connect the Autel diagnostic equipment and vehicle

Make sure that the ignition is turned on before connecting the device. Connect the device as shown in the illustration below. (A USB to Ethernet adapter is required to connect the diagnostic tablet and the Ethernet cable.)

- | | |
|---------------------------|--------------------------------|
| 1 OBD cable | 2 MaxiFlash VCI/MaxiFlash VCMi |
| 3 USB cable | 4 MaxiSys Ultra/MS919/MS909 |
| 5 USB to Ethernet adapter | 6 Ethernet cable |

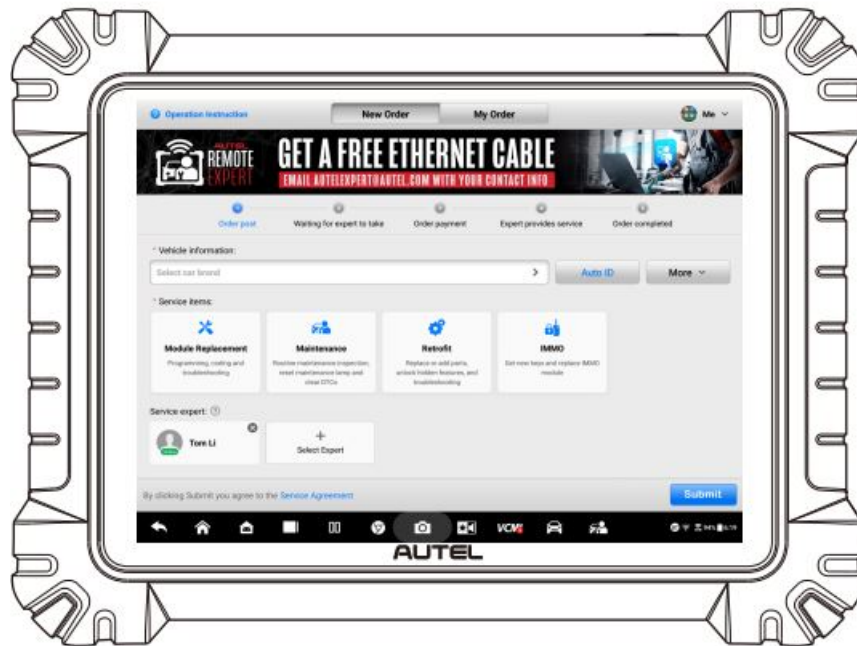


Submit an order request

Create an order

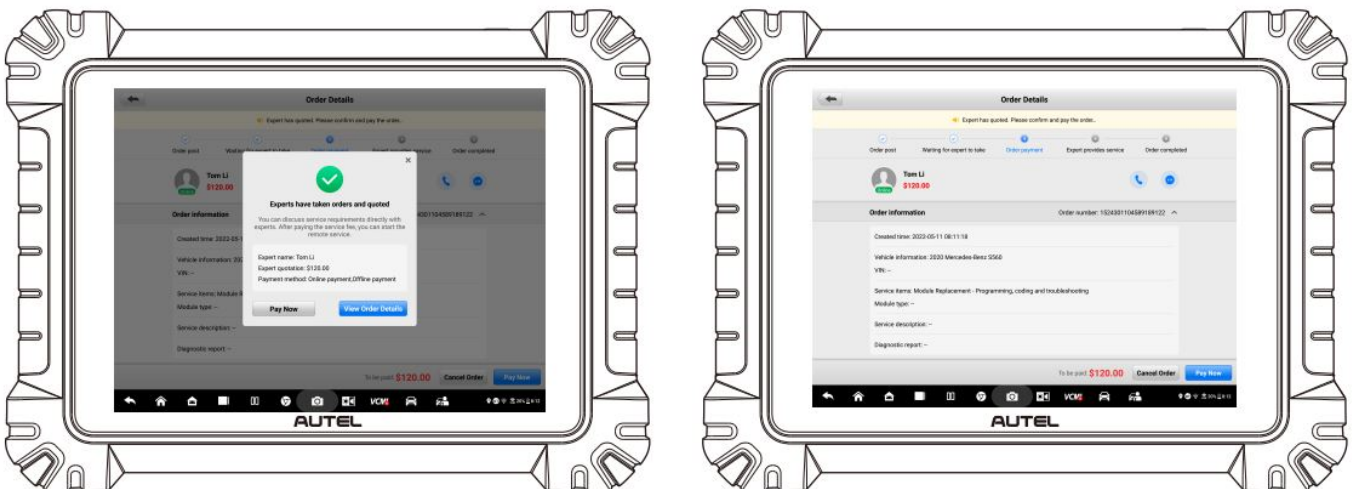
You can obtain the vehicle VIN in 3 ways:

1. Auto read
2. Manual input
3. Import a diagnostic report



Confirm quotation

If there is an expert providing you quotations, click “Pay Now” to confirm quotation.



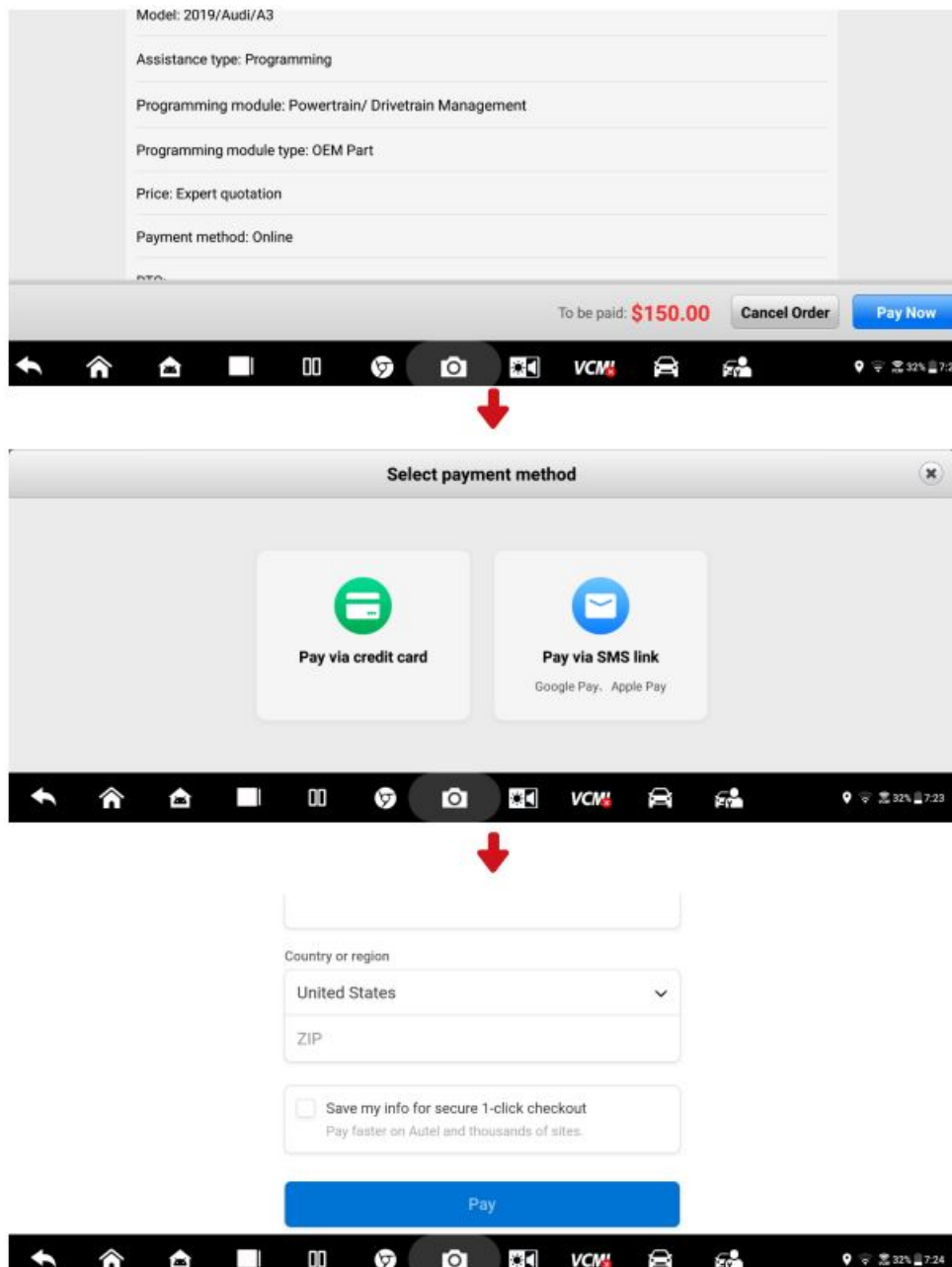
Payment

- Offline payment

You can arrange with the expert to pay them for their services offline.

- Online payment

Click “Pay Now”. Then choose payment option (pay via credit card or pay via SMS link (Google Pay, Apple Pay, etc.) Follow the prompts to fill in the information and complete the payment (the following example uses a credit card as a payment).



Expert performs remote service



Advisory

We highly recommend using a battery supply / maintainer for this step. Low voltage can result in damaged modules on the vehicle.

Technician confirms the completion of order

When the expert completes the order, the technician needs to click “Agree” on the tablet pop-up window to confirm the completion of the order.



End of service

When the service is completed, you can find the corresponding order in your Order History. Click “Ratings” to

evaluate the expert service, and click “Issue a receipt” to issue a receipt.



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Documents / Resources

	<p>AUTEL Remote Expert Cloud-Based Solution [pdf] User Guide Remote Expert Cloud-Based Solution, Remote Expert, Cloud-Based Solution</p>
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Manuals+.