

## Phoenix Remote Session Booking Guide

As of 8/2/24, the Remote Diagnostics feature has now been added to all Phoenix Max Devices.

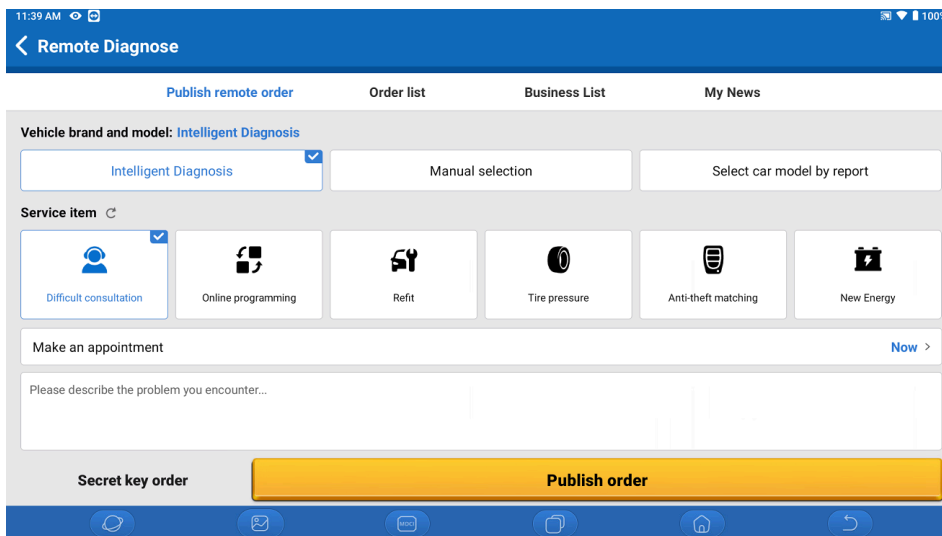
We currently have 2 agents and are onboarding more onto the system to improve the service availability.

All agents will be providing this service on a **prepayment basis only**. Please ensure you have spoken to your chosen agent prior to booking an appointment, discussed your requirement, vehicle details, cost and time of appointment.

**Failure to confirm all of this with an agent before booking an appointment will result in your appointment not being picked up.**

### Step 1.

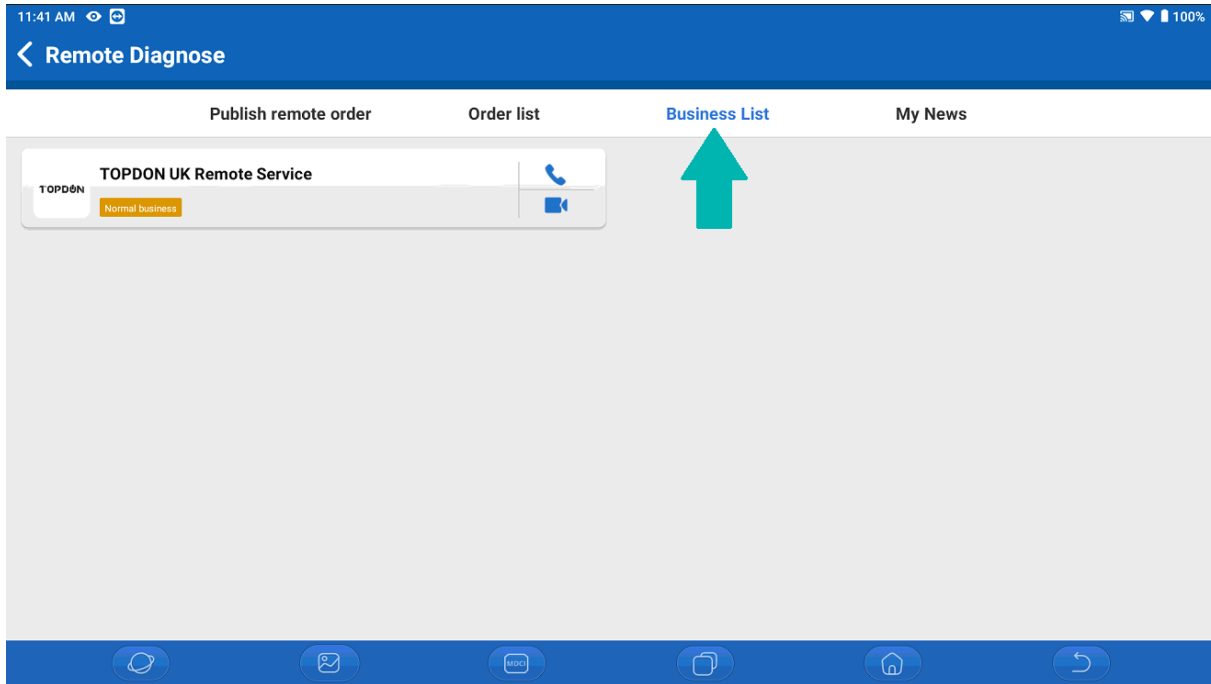
One the Main screen of the Max Software - select Remote Diagnosis.



## Step 2.

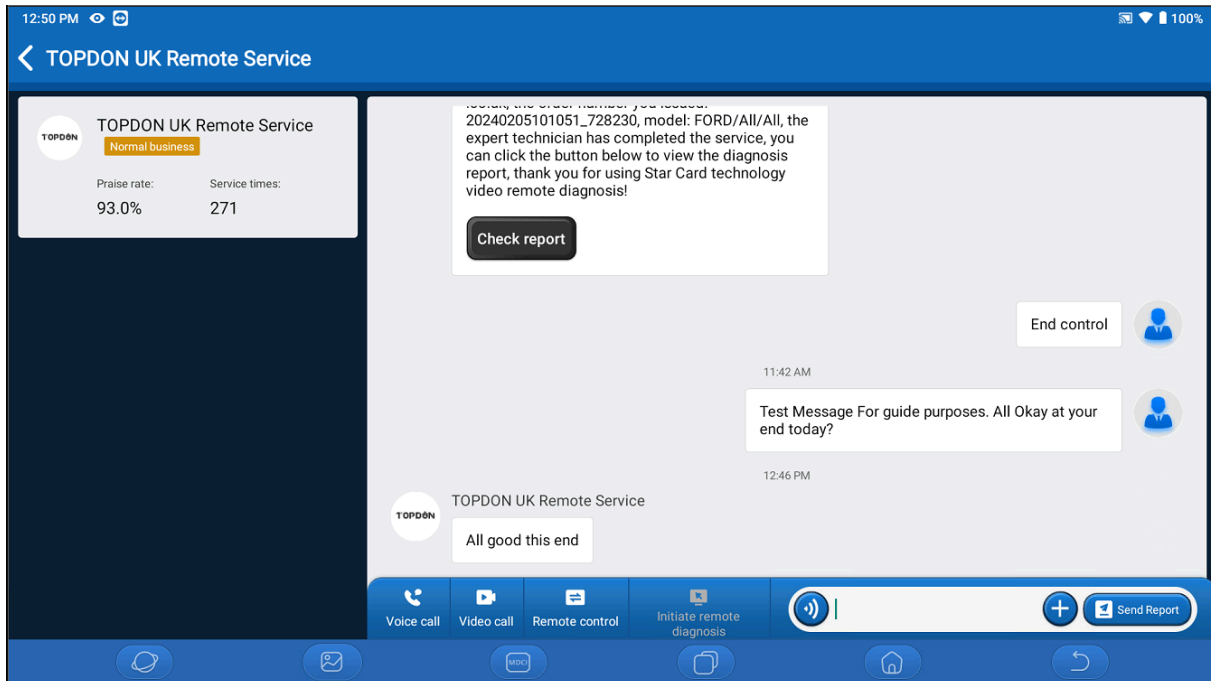
Select Business List in the top bar of the Remote Diagnosis Screen.

Then select the Agent you wish to speak to, this will open the communication between yourself and the agent.



## Step 3.

Use the chat window that opens with the agent, discuss your requirement with the agent to find out if this is a service they can provide, the cost of the job, and also their available time slots.



## Step 4.

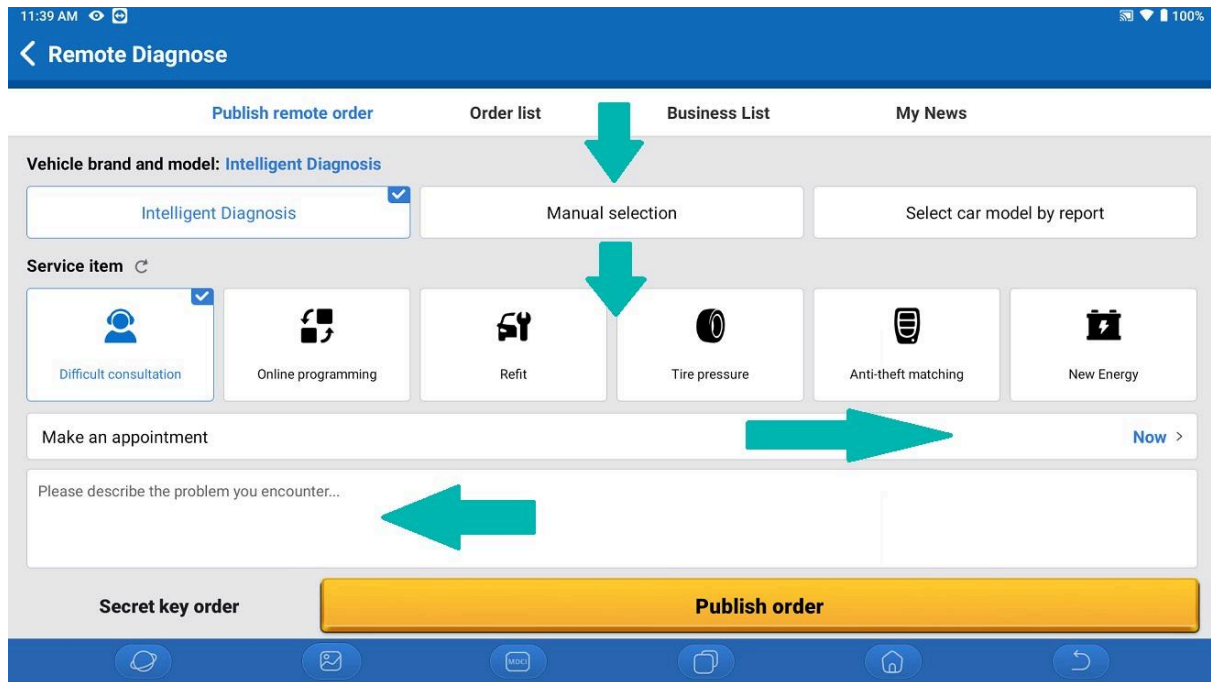
Once you have discussed the requirement with the agent, a time and costs have been agreed. It is now time to book your appointment on the tool and pay the invoice sent to you for prepayment.

You can use either Intelligent Diagnosis, or Manual selection, or even select by report.

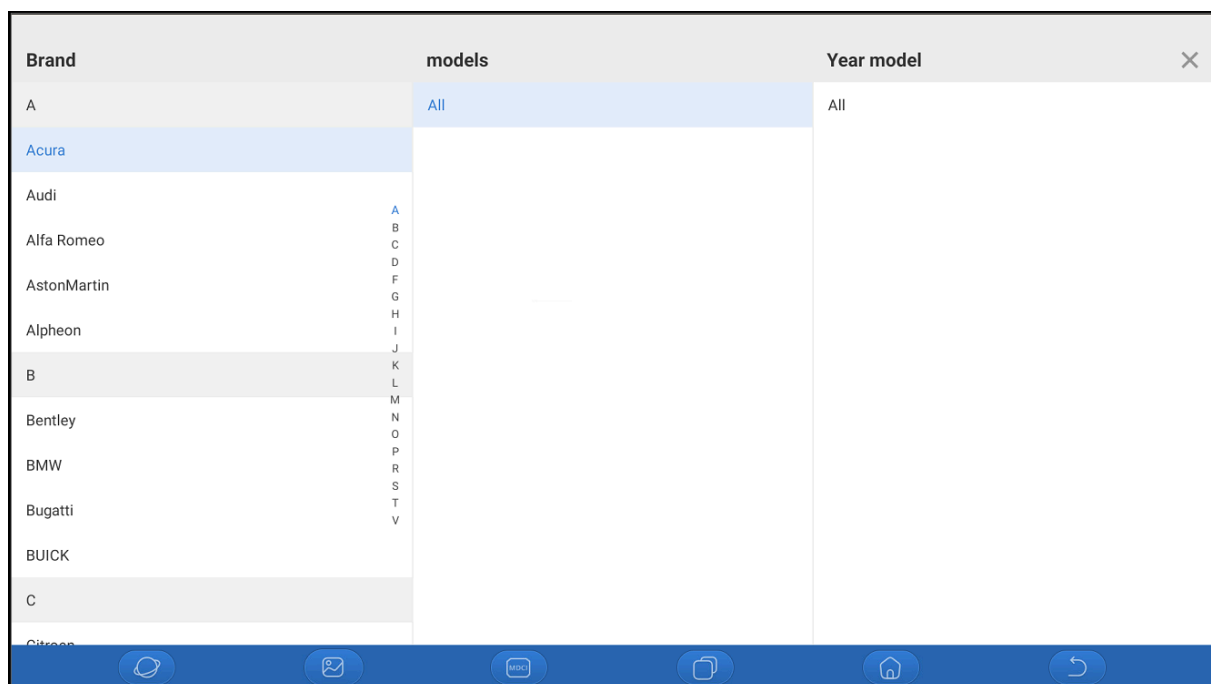
The one we suggest using is "Manual Selection"

Then select the service, time and enter a description of the job.

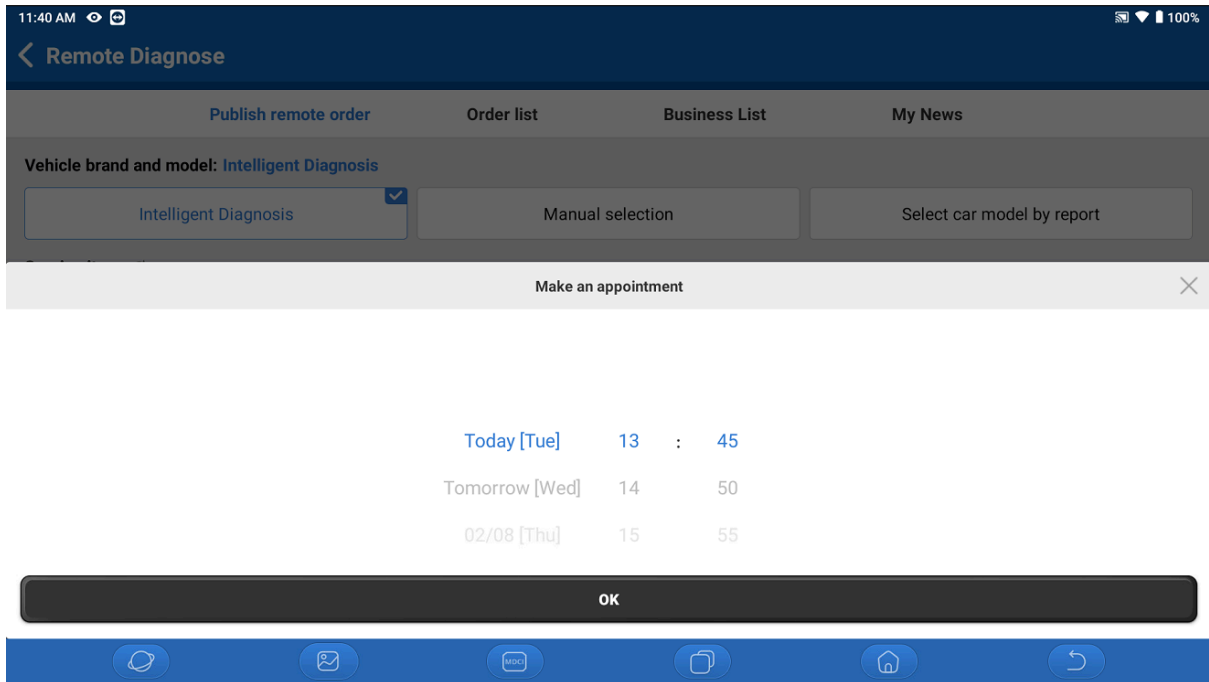
Please ensure within this description, any crucial details are entered here. (Vehicle Reg, Requirement, Part Numbers is necessary.)



## Manual Selection Screen Below



## Time Selection

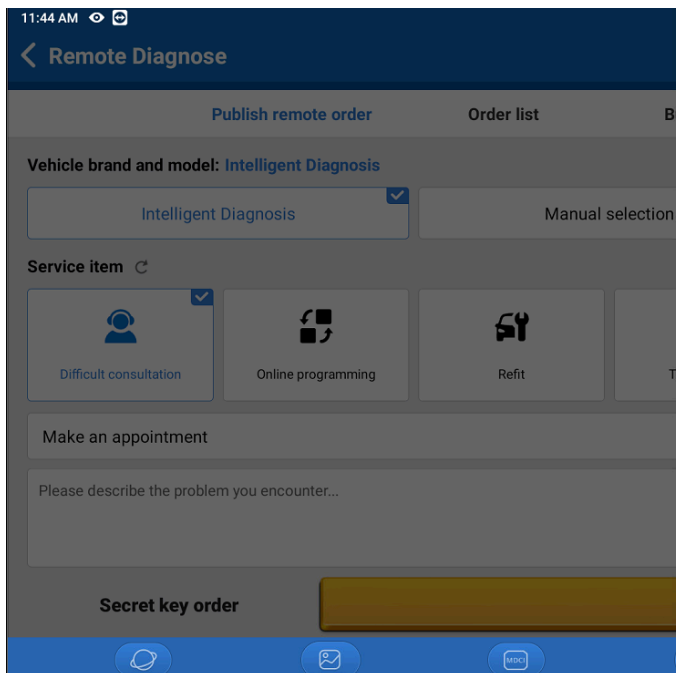


### Step 5.

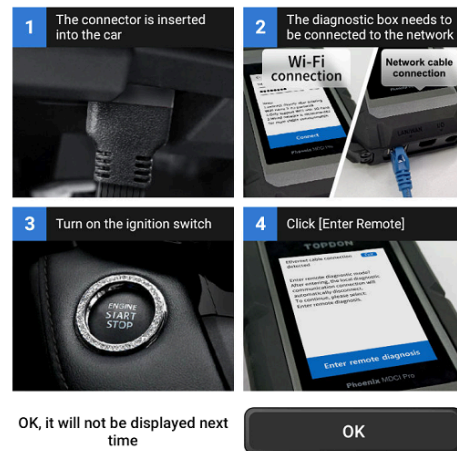
Once you have filled out this screen, You will see the following screen. This is the process to follow when you are entering your appointment.

Please only use the remote services when you are connected via **Ethernet cable to the MDCI directly to a router**, and the **MDCI connected to the tablet VIA USB**

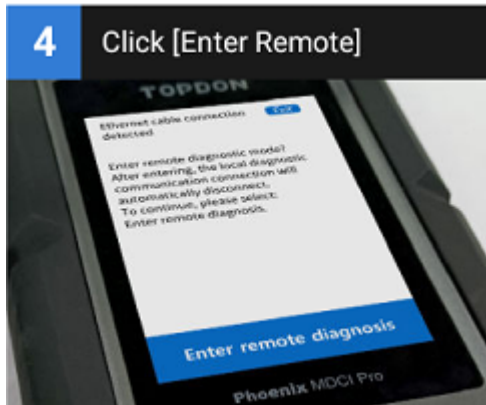
**If you are using a Phoenix Remote device, Turn off Wifi, connect Ethernet to the top of tablet, then turn on Ethernet port**



### Device connection operation process



Once the agent is attempting connection to your device, you will see this. Click “Enter Remote Diagnosis”



### Step 6.

The Remote agent is now connected to your device and can communicate with the vehicle from their end. Please ensure you stay with the device during the appointment as the Agent will most likely require you to turn the ignition on/off, or answer questions/perform actions during the appointment.

**Please Keep this guide as a reference.**