



AUTOLOGIC ASSIST & ASSISTPLUS

We help you go from fault to fix, fast.



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Autologic. We help you go from fault to fix, fast.

Autologic is a world leader in advanced aftermarket automotive diagnosis. We help you fix European cars, faster.

You and your technicians now need support that goes beyond a diagnostic tool. We help you get the job done and keep your customers satisfied.

We are the first company to recognise that you need more than just a tool to diagnose today's sophisticated European cars.

That's why we created **Autologic Assist**.

Assist is not just a support service. It's not just a tool. And, it's not just easy access to vehicle repair information.

It's all of these **combined** and so much more.

The challenge with premium European cars

European cars are now so full of complex technology that making an accurate diagnosis is becoming more difficult by the day.

This problem is especially true in the aftermarket, where OEM-like tools and skills are hard to come by. Premium brand European cars are almost certainly the most complex of all.

Our own research shows that up to 25% of all cars coming into workshops are problem cars with such complex faults, that fixing these cars rarely result in a profit and can be loss making.

Even worse, the extra time these problem cars spend in the workshop also creates bottlenecks and leads to many unhappy customers.

Every hour lost in diagnosis time per day, could be costing you £16,500 per year at industry-average billable rates.¹

Introducing Autologic Assist and AssistPlus

Autologic Assist is the first fully-integrated, cloud-based support system for fixing cars faster and more profitably. At the heart of Assist is our unrivalled Fault-to-Fix process.

Assist combines a comprehensive support service with an advanced diagnostics device, called AssistPlus, as well as seamless access to leading vehicle repair information databases. This service was developed in response to the increasing sophistication of modern European premium brand vehicles.

Assist increases workshop profitability and end customer satisfaction.

With Assist, Autologic provides a unique combination of technical insights and state-of-the-art technology.

It is like having a brand-specific Expert Technician in your workshop right when you need them – and not on your payroll.

For the first time, with Assist, you have a service that is connected directly to our dedicated Assist centres in the United States, United Kingdom, Australia and Germany, where brand-specific experts are ready to help you diagnose even the most complex issues.

Key features of Assist

- First of its kind 'Fault-to-Fix' integrated diagnosis service
- Service, diagnostics device and information in an integrated system
- AssistOnline tracking system for faults and fixes
- Integrated with our AssistCloud service so you can access your files on any device
- Access to more than 50 OEM-trained Assist Expert technicians with up-to-date, continuous professional development
- Full software support and vehicle updates
- Regular vehicle-related diagnostic upgrades
- Booking system for more involved tasks

With the Assist service at your fingertips, you benefit from our unique Autologic Fault-to-Fix process to ensure that you get the car fixed, on time and on budget.

How Autologic Assist and AssistPlus helps your business

- Diagnose and repair more vehicles daily
- Increase billable hours, revenue and cost control
- Enhance ability to service more complex cars

¹ This saving calculation is based on a £60 average hourly billing rate. So if you save £60 per day, this amounts to an annual saving of £16,500 per year based on a typical working week of 5.5 days.



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Autologic Assist Fault-to-Fix: Our expert diagnosis approach





Getting the most out of Assist and AssistPlus

Use our AssistPlus diagnostics device every day and call Assist when the going gets tough.

When it comes to routine diagnostics challenges, the AssistPlus diagnostics device gives you the capabilities you need to identify issues and repair most European cars in your workshops – fast and profitably.

For more complex issues and hard-to-fix cars, there really is no better combination of tool and expertise than AssistPlus and our Assist support system.

When should I call the Assist team?

<p>Level 1:</p> <p>Standard Diagnosis or Resets</p> <p>There is no need to call our Assist team. You can use the software on our AssistPlus device to diagnose the car's issues, conduct routine tests and service resets to help you get the customer's car back to them in the fastest possible time.</p>	<p>Level 2:</p> <p>Diagnosis Confirmation</p> <p>You may be confident that you have identified the issue with the customer's car, but you just want an additional level of reassurance before you undertake expensive repairs or order parts. By scheduling a call with the Assist team we can help you confirm your diagnosis before you undertake repairs.</p>	<p>Level 3:</p> <p>Problem Car</p> <p>We can walk you through the entire process. Some cars stubbornly refuse to be diagnosed despite being seen by multiple repair shops and generating many different fault codes. If you call us to talk about one of these 'problem cars', we will take you through our Assist Fault-to-Fix five-step process to work through the problems, fully supported by OE-trained Expert Technicians and connected via the AssistPlus device.</p>

- Autologic device
- Talk to Assist
- Order parts
- Autologic Assist
- Unsure of diagnosis
- Fix vehicle
- Connect device to car
- Confirm suspected diagnosis
- Bill your customers



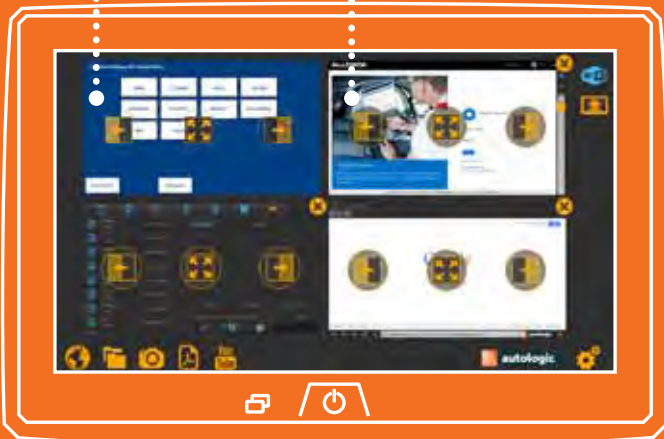
The all-new AssistPlus: Everything you need in one place, for the very first time.

AssistPlus is a new type of diagnostics platform built for more complex diagnostics work. It is the workshop companion you have been waiting for.

Autologic has been known and respected for its market-leading diagnostics devices since we started in 1999.

By launching our new Autologic AssistPlus device, we have created a game-changing diagnosis support system.

- Autologic's deep diagnostics run as an application, with access to your normal data services
- Rear camera for shared views of the car or component
- Access to other online resources, including OEM Pass Through sites



See AssistPlus datasheet and autologic.com for more in-depth product information.

AssistPlus: Key highlights

- **OEM-like diagnostic software.** Autologic's famously deep and easy to use software reflects the premium OEM-like diagnostic tools, and gives you immediate access to a wider range of car lines.
- **Talk to an Assist Expert while you work.** While you are running diagnostics, or checking a fix pathway online, our experts can guide you through a diagnostic process, check your conclusion or even help you set up and run a Pass Through process.
- **Integrated video camera.** Work with an online Assist technician in real-time to diagnose your issue, and use our new camera to share the view of the problem, or take pictures to add to a report log.
- **Built-in battery.** Now, all AssistPlus devices come with a long-life battery, so you do not have to worry about losing your diagnostics work when you disconnect from the car.
- **Better connectivity.** We have improved our wireless connectivity so that you can connect seamlessly to your own Wi-Fi networks.
- **Direct data transfer.** When you plug the AssistPlus device into the car, it automatically collects fault codes and VIN data and sends it directly into the Assist contact centre so it is readily available should you need to call for help.
- **Use multiple applications at once.** With our brand new, split-screen interface, you can now have multiple different application screens open at once. In split-screen mode, you can see the live diagnostics, access online data services and the web (via our custom browser) to watch a fix-video online. All this is on a single device and all helping to increase the speed to fix.

Autologic

Established in 1999 and with customers in over 120 countries, Autologic Diagnostics is changing the game in aftermarket diagnostics, by going beyond the diagnosis stage, and all the way through to fixing the car.

We provide a comprehensive diagnostics solution, built from the ground up to deal with the challenges of today's more complex European vehicles.

This solution, called Autologic Assist, is the industry's first fully-integrated diagnostics support system combining brand-specific Expert Technician expertise with state-of-the-art technology and access to online databases of third party vehicle information through the AssistPlus device.

With Assist, we help our customers find faults faster and more accurately, as well as repair more cars, faster with fewer mistakes and main dealer referrals.

We help you go from fault to fix, fast.



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What you get in your Annual Assist Support Service

Technical Support

- Symptom Assessment
- Fault Code Interpretation
- Log File Analysis
- Diagnostic Pathway
- Fix Pathway
- Fix Assurance

Guided Pass Through

- Remote Support Assistance
- Setup Assistance
- Online Wizard Access
- Pre/Post Programming Healthchecks

Pass Through Programming Support

- Guidance on J2534 and Euro 5 Pass Through Programming
- Programming Failure Diagnosis Support

Tool Support

- Onboarding and Device Usage Help
- Help with Integration/Camera/Cloud
- Guidance on Manufacturer-specific Procedures

Regular Diagnostic Software Releases

- Updates to Chassis Roadmap
- Updates to Variant Roadmap
- Updates to ECU Coverage Roadmap
- Software support and vehicle updates for the duration of Assist contract

The world's first diagnosis support system

An integrated approach to fixing cars faster.

With Autologic, you have the technology and professional expertise you need to succeed.

In combination, Assist and AssistPlus gives repair shops like yours the power to diagnose and fix even the most complex European cars. This overall diagnosis support system helps you turn more diagnoses into satisfied customers, profitable work, reduced errors – and it offers you a new business opportunity.

Unlike diagnostic tool providers, Autologic Assist is an integrated tool, expert service and information source. It is designed to meet the challenges faced by garages like yours every single day.

To discover more about Autologic Assist and AssistPlus, visit:

www.autologic.com



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Assist – Service Overview

Autologic Assist is a diagnostic support system that helps workshops fix more cars, faster and more profitably.

Assist combines a comprehensive support service with an advanced diagnostics device, called AssistPlus, as well as seamless access to other online diagnostic support tools and services. This service was developed in response to the increasing sophistication of modern European premium brand vehicles.

- First of its kind 'Fault-to-Fix' integrated diagnosis service
- Service, diagnostics device and information in an integrated system
- The AssistPlus device automatically collects car data and sends it to the Assist team, as soon as it is plugged in
- AssistOnline tracking system for faults and fixes
- Access to more than 50 OEM-trained Assist Expert technicians with up-to-date continuous professional development
- Full software support and vehicle updates
- Regular vehicle-related diagnostic upgrades
- Booking system for more involved tasks

When the going gets tough, call Assist

Assist is built from the ground-up to help independent workshops tackle the ever-increasing complexity of European premium brand vehicles. With its combination of expertise, technology and vehicle information sources, we are delivering a truly comprehensive diagnostics support system. For the first time, rather than being reliant on diagnostic tools, Assist customers will be fully supported by OEM-trained Assist Experts and information to help with the most complex problems.

The perfect complement to AssistPlus

Customers get the best Assist experience when they combine our service with our market-leading diagnostics device, AssistPlus. Unlike other diagnostic tool manufacturers, we have seamlessly integrated our device with our Assist service so that each is an extension of the other. This integration helps you fix more cars, faster, fully-supported by our experts and resources.

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Pass Through Programming Support

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Tool Support

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The expertise you need, when you need it

We recognise that as cars have become more complex, so expert OEM-like technician resources have become harder to find. However, Assist is like having manufacturer-specific experts at your disposal and not on your payroll. We are there to help you address gaps in your diagnostics skills and guide you in the rapid and accurate repair of even the most challenging vehicles. With our innovative, 'Fault-to-Fix' diagnostic approach we can help you diagnose and repair more cars, more profitably (see our Assist and AssistPlus brochure for more details or visit www.autologic.com for the latest information).

AssistOnline: Introducing self-service job management

With AssistPlus, you no longer need to call us to register your issue or problem. We have built AssistOnline, a self-service online logging and fault management system, to enable you to register and track your diagnostics issues directly on the AssistPlus device.

AssistReport: The evidence you need to charge your customers

Increasingly, workshops are charging customers for diagnostics, but they lack the hard evidence to justify the cost of more complex diagnoses. AssistReport provides the detailed report you need to ensure you can charge a customer for time spent using the Assist service. We'll send you a report every time we close one of your jobs. This enables you to pass on the costs of our service to your customers.

AssistRequest: Pre-booking for complex diagnostic tasks

For more complex and time-consuming tasks, we have introduced AssistRequest. This is a chargeable, pre-booking facility for the diagnosis of specific and complex issues. This service enables our customers to pre-book a time for diagnosis of a challenging car supported by an Assist Expert Technician. This helps the workshop predict its workload and plan its costs.

AssistTop-up: Additional support just when you need it

With the standard Assist support system, you get 12 hours of support (technical support to fix cars, as well as software and hardware support) per annum for the duration of your contract. While most of our customers don't use 12 hours of support every year, we use our expertise to guide our customers down the right path so on the odd occasion when they do need more support time, we have made it easy to get it and at an affordable price. With Assist Top-Ups, your technicians can buy extra support hours and we will invoice you for the extra time. Using AssistReport, you can ensure some, or all, of these costs are passed on to the customer.

Optional – Guided Pass Through

While many of the manufacturers we support have developed relatively straightforward methods of accessing their information systems, we understand that not every workshop employs J2534, Euro 5 and Pass Through experts. With our Guided Pass Through service, we can either talk you through the entire process or even – using remote tools – manage the entire task of connecting to manufacturer Pass Through systems, remotely. You will receive an AssistReport which you can use to pass on the diagnostics or repair costs to your customer.

Optional – Custom Development

Sometimes, workshop technicians come across problems that no one has encountered before, either on a reasonably new car, or with more complex features on older cars. In these instances, the solution may not yet exist and that could result in lost business for you. At Autologic, we are making our own expert software development resources available to our customers to create solutions to these more difficult vehicle problems. While these services are chargeable, they represent a good option for cars that are stubbornly resistant to repair and reduce the need for referring vehicles to main dealers.



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AssistPlus

AssistPlus is our flagship, cloud-connected diagnostics device that enhances and extends the Autologic Assist Fault-to-Fix diagnostics support system. AssistPlus devices give workshops everything they need to diagnose and repair cars quickly and profitably, using a combination of our proven diagnostics software and manufacturer Pass Through capabilities.

- OEM-like diagnostics for multiple manufacturer brands
- View diagnostics information alongside technical data and websites
- On-board camera to send video to Assist Expert Technicians
- Live connection to Autologic Assist Expert Technicians when you need them to take remote control of the unit
- Online issue logging and management via AssistOnline
- Access to other online diagnostics support tools and services
- Powerful wireless networking and device configuration options

AssistPlus: Best in class diagnostics and J2534 and Euro 5 Pass Through

Built on our proven diagnostics software, AssistPlus offers many previously unseen features to the automotive aftermarket to deliver faster and more accurate diagnosis, accelerate repairs and enhance workshop profits.

AssistPlus delivers OEM-like diagnostics as well as industry-standard J2534 and Euro 5 Pass Through capability. We provide easy access to support services as well as simple viewing and sharing of vehicle information, including vehicle data, fault codes, live technical data, as well as pictures and video.

For the first time, AssistPlus combines our proven advanced technical capabilities with third-party information sources and live support from experienced Autologic Assist Expert technicians built directly into the device.

In addition to our market-leading core diagnostic functionality and support service, AssistPlus comes with a Pass Through device that is needed to connect to the OEM's own systems. All our customers need do is sign up for the relevant manufacturer's coding and programming service.



Brand new split-screen interface

AssistPlus gives users the latest high contrast, high resolution, touchscreen technology. To complement our improved screens, we have also completely re-designed the user interface. The new split-screen interface enables users to run two different applications at the same time. With our enhanced interface, users can also run diagnostics alongside this custom web browser, third-party information sources or view multimedia content via PDF and YouTube.

Direct link to Autologic Assist

AssistPlus is fully integrated with our Assist support service. This means that you have the support of more than 50 Assist Expert Technicians via email, phone or even a direct link via the AssistPlus device. With the power of our expert Assist support service and the AssistPlus integrated camera, we can see and guide you through even the most complex diagnostics issues.

AssistOnline: Diagnostics self-service

With AssistPlus, you no longer need to call us to register your issue or problem. We have built AssistOnline, a self-service online logging and fault management system that enables you to register and track your diagnostics issues. Now, you can diagnose a customer's car, register and track the issue – all directly on the AssistPlus diagnostics device.

Access to other online diagnostics support tools and services

As cars have become more complex and computerised, technicians have been forced to rely upon multiple information sources to diagnose and fix complex issues. AssistPlus brings together access to many of the most respected third-party information sources and we will add new ones as they become available. All you need is to have an account with an appropriate online diagnostics support service.



Technical Specifications

Hardware

Display	13.3", 1366 x 768, touch sensitive
Connectivity to vehicle	26 pin D-sub to OBDII - OBDII to legacy connectors
Wi-Fi	b/g/n
Ethernet	10/100 Mbps
USB	2 x USB A, 1 x USB B
Audio	Integrated speaker & microphone, audio jack in/out
Camera	5MP supports video
Battery	2 hours (approx.)
Power supply via adapter	12V DC supplied by either - 110/220V AC to 12V DC or OBD II cable from car

Software

Operating System	Microsoft Windows Embedded 8 Standard - 64 bit
Browser	Y
PDF Viewer	Y
File Manager	Y

Diagnostic Features

Graphing	Y
Live data	Y
Remote diagnostics	Y
Module coding	Y
Guided special functions	Y
Cloud based info system	Y
J2534 Pass Thru	Y - Requires external J2534 unit & PC

Physical characteristics

Operating Temperature	0°-45°C (32°-113°F)
Dimensions (W x H x D)	350 x 239 x 126mm (including handle)
Weight	1.4Kg
IP rating	IP42

Warranty

1 Year

Faster than previous Autologic devices

AssistPlus is up to four times faster than our previous device, which means you can do more diagnosis, more quickly.

Full vehicle history on device

Every time you test a vehicle with the AssistPlus device, we store all the results on device against its VIN. Should a car return to your workshop, you can quickly review all past tests and build on your previous diagnostics work.

All your files synced in the cloud

As well as storing all files directly on the device, we sync all the reports and media files to your AssistCloud account. With this service, you can access all your Autologic reports with any mobile device or PC.

Video and stills recording and playback

With its on-board 5-megapixel camera, you can take stills and record video directly on our device.

Built-in PDF viewer and YouTube player

Out of the box, AssistPlus comes with its own PDF and YouTube applications, so you can review documents and videos as you work.

Integrated battery

AssistPlus has its own long-life battery that means you do not have to shutdown and reboot the device when switching cars. You also no longer need worry about losing your work when you disconnect from the car.

Every cable you need

When you buy AssistPlus, we give you every cable you need to connect to all the vehicle manufacturers we support.



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