

SmartLink Sample Test Guide

1. Introduction

Diagnosing from a Thousand Miles, Predicting the Future - Launch Super Remote Diagnosis.

Launch Super Remote Diagnosis is the latest remote diagnostic technology developed by Launch Tech, using the super remote diagnostic box to perform auto fault diagnosis and repair without being on-site. It is not only a new auto repair model in the era of mobile Internet, but also a forward-looking technology to reduce auto maintenance costs.

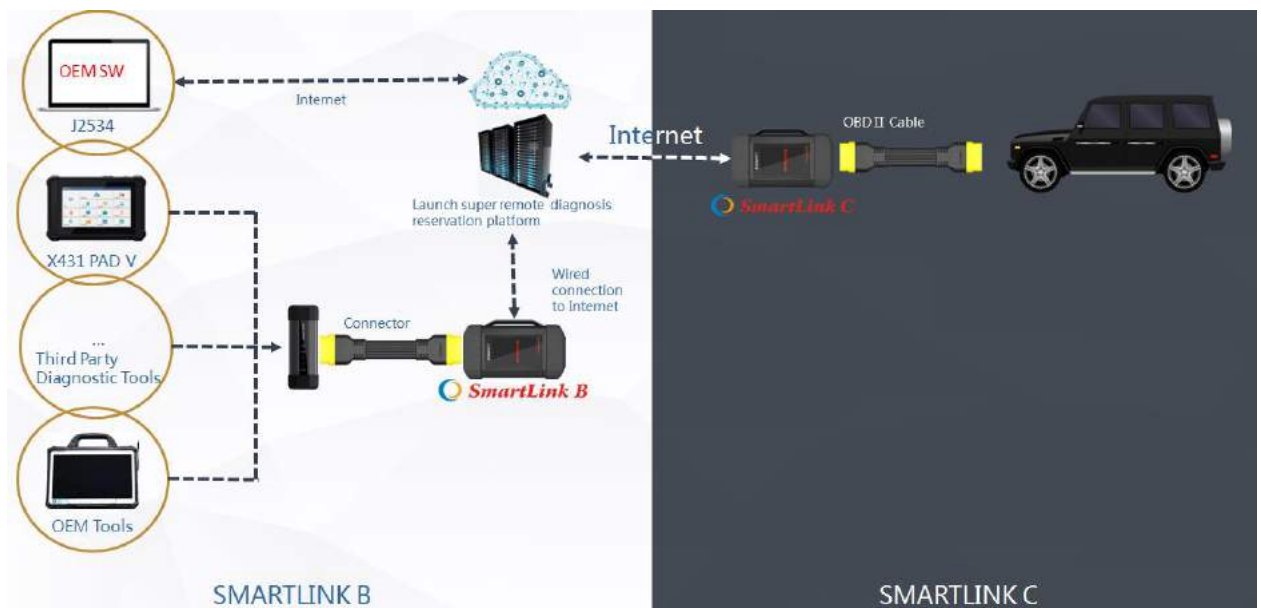
Launch super remote diagnosis consists of three parts: Smartlink C (client end), Smartlink B (business end) and Launch super remote diagnosis reservation platform.

Smartlink C (client end) is suitable for the DIYers, technicians or auto repair shops, who does not have sufficient skills and professional tools. They can accept remote assistance from a remote expert technician by connecting Smartlink C to the vehicle and network.

Smartlink B (business end) is suitable for these remote expert technicians who take advantage of their experience and tools and provide remote diagnostic services to Smartlink C (client end) users.

Launch Super Remote Diagnosis reservation platform is an online remote diagnostic service information platform for auto repair business-related enterprises and expert technicians. the Smartlink C users can publish their requests on the platform and seek remote diagnosis support, and the Smartlink B users can check the remote service requests on it and provide remote diagnostic services. It will form a closed loop where combines the demand and the service end.

2. Networking Architecture



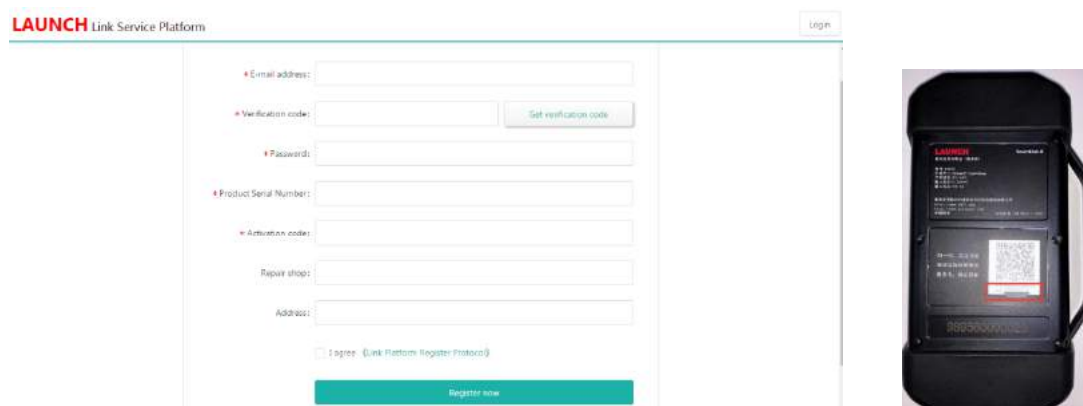
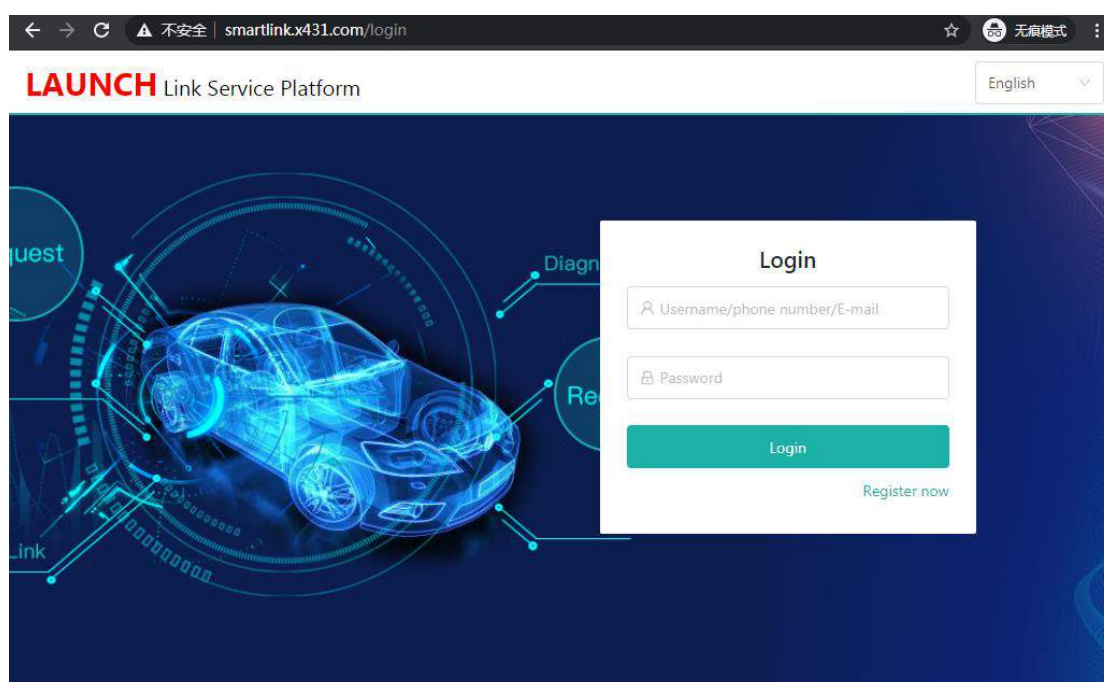
3. Smartlink C user guide

The main steps are:



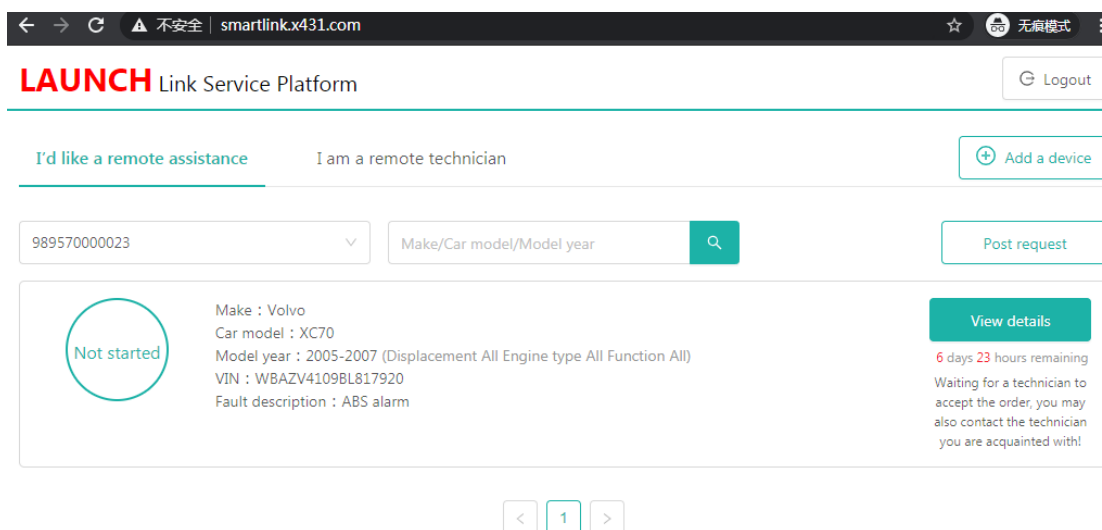
In order to ensure the connection performance, we recommend 100M network bandwidth with upload/download speed no less than 10mbps.

1): Register on " Launch Super Remote Diagnosis reservation platform " by link "<http://smartlink.x431.com/login>".

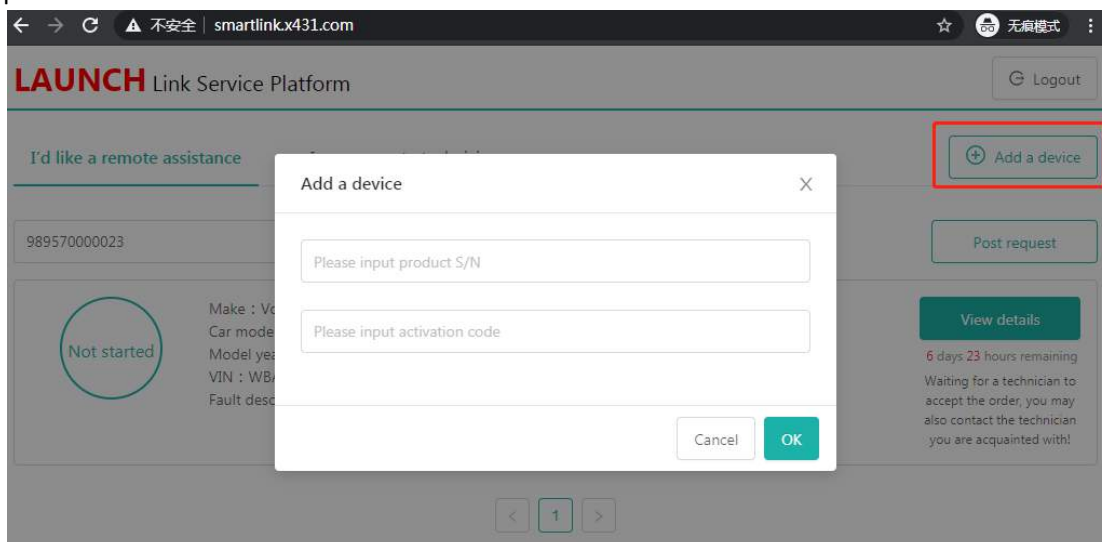


Input your email address and click "Get verification code", platform will send the verification code to your email box. "Product Serial Number" and "Activation code" are pasted as "S/N" and "A/C" on the rear side of Smartlink C device.

2): If you registered successfully, you can log in to the platform:



If you have more Smartlink devices, you can click "Add a device" on this page, and then input product serial number and activation code:



3): Now, you can post requests by click "Post request":

LAUNCH

Device S/N

Please select the device serial number

Vehicle information

Please input VIN

Make Car model Model year

Displacement Engine type Function

Contact information

Please input phone number Please input E-mail address Please input your name

Please describe the vehicle trouble

I agree [《Link Platform Register Protocol》](#)

Submit

4): After you post a request, you have to wait until a professional technician accepts your request. Your contact information will be forward to them for future communication. And the request status will change to "In Process":

LAUNCH Link Service Platform

Logout

I'd like a remote assistance I am a remote technician Add a device

98957000023 Make/Car model/Model year

Post request

In process	Make : YW Car model : All Model year : All (Displacement All Engine type All Function All) VIN : WBAZV41098L817922 Fault description : Engine alarm	View details 6 days 23 hours remaining Please ensure your phone is reachable
Completed	Make : Volvo Car model : XC70 Model year : 2005-2007 (Displacement All Engine type All Function All) VIN : WBAZV41098L817920 Fault description : ABS alarm	View details

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5): When you and the technician schedule the remote time, you have to connect Smartlink C to your vehicle and follow his/her instruction, such as ignition on/off, etc.

6): After the technician fixes your vehicle, you can post your review on the platform:

I'd like a remote assistance

I am a remote technician

Add a device

98957000023

Completed	Make : VW Car model : All Model year : All (Displacement All Engine type All Function All) VIN : WBAZV4109BL817922 Fault description : Engine alarm	<input type="button" value="View details"/> <input type="button" value="Review"/>
Completed	Make : Volvo Car model : XC70 Model year : 2005-2007 (Displacement All Engine type All Function All) VIN : WBAZV4109BL817920 Fault description : ABS alarm	<input type="button" value="View details"/>



Service review



Please write a review about this service

Positive
Very useful, like

Neutral
Helpful, to be improved

Negative
Useless, dislike

Review reasons

Good service attitude

Professional

Timely response

Problem solved in short time

Service ability to be improved

Problem processing time too long

Poor service attitude

Delayed response

Problem solved in long time

Please leave your opinion

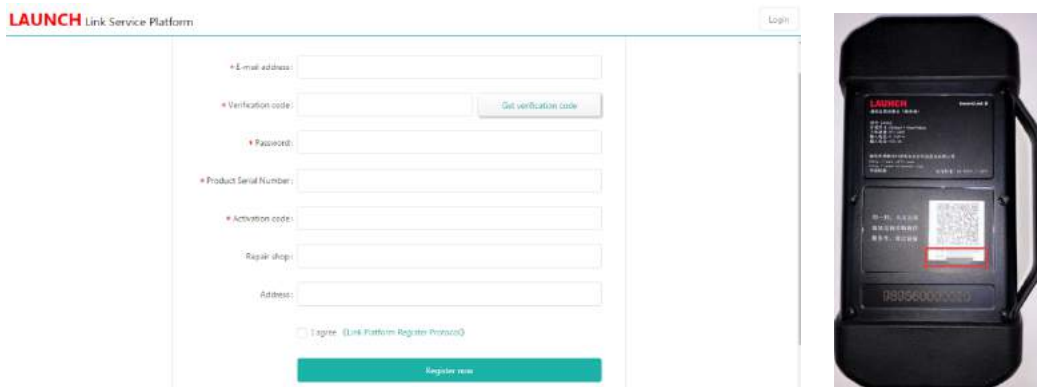
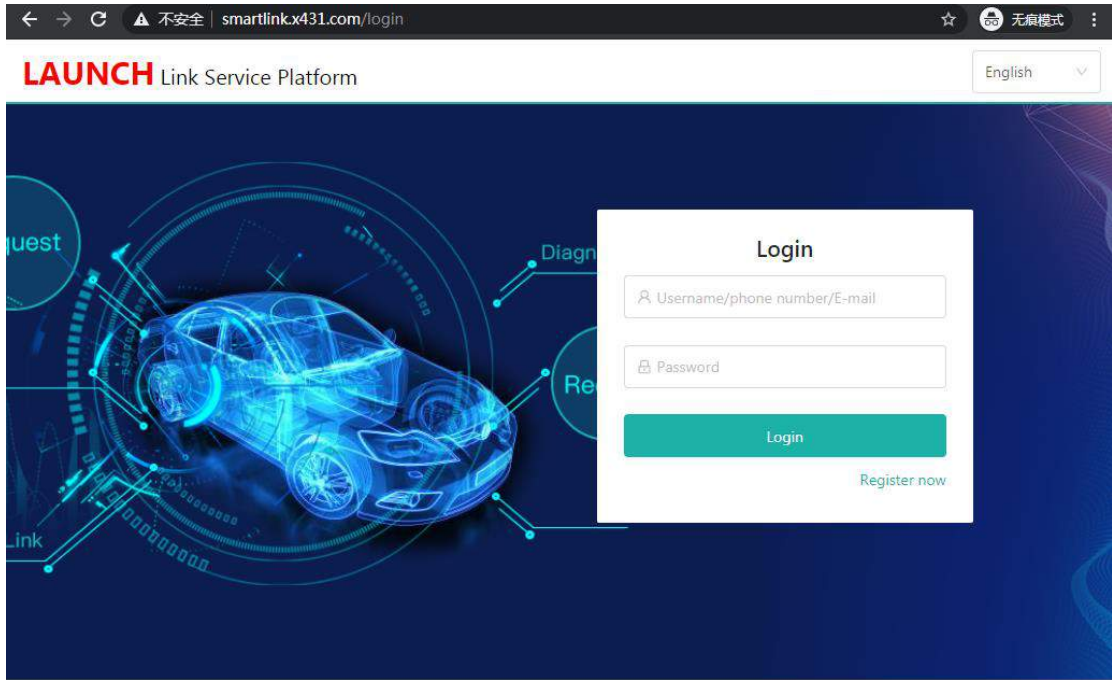
4. Smartlink B user guide

The main steps are:



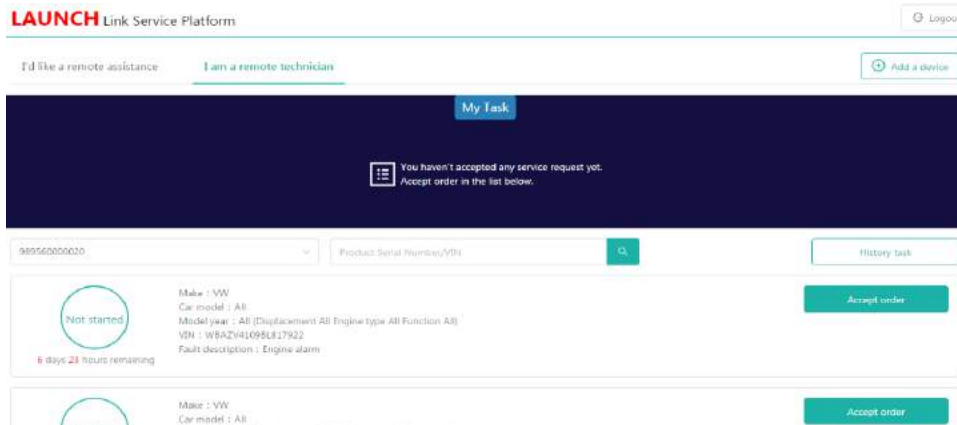
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1): Register on "Launch Super Remote Diagnosis reservation platform" by link" <http://smartlink.x431.com/login> .

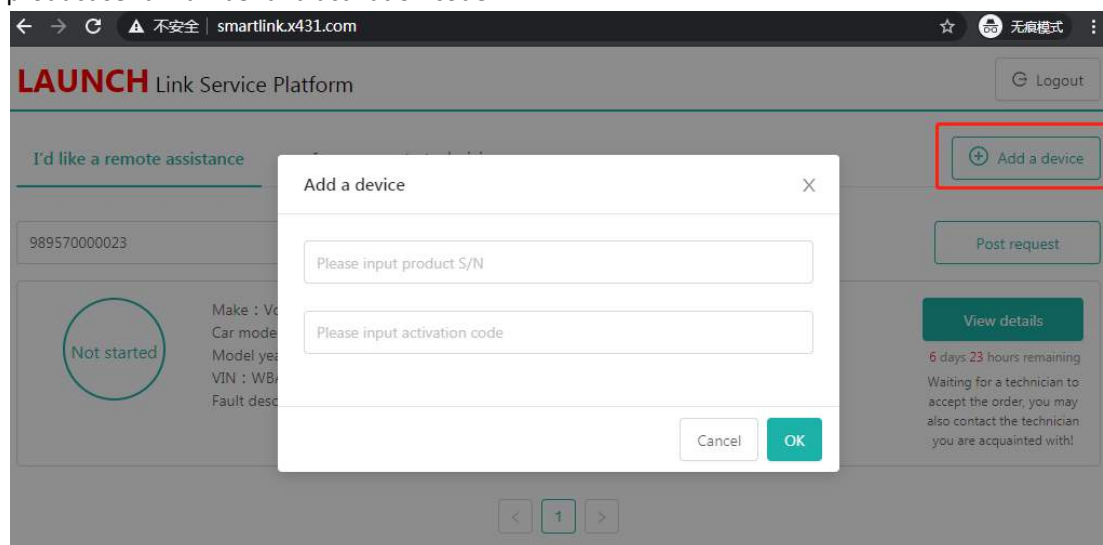


Input your email address and click "Get verification code", platform will send the verification code to your email box. "Product Serial Number" and "Activation code" are pasted as "S/N" and "A/C" on the rear side of Smartlink C device.

2): If you registered successfully, you can log in to the platform:



If you have more Smartlink devices, you can click "Add a device" on this page, and then input product serial number and activation code:



3): Now, you will find many requests on the platform. You can check the request details and accept one that you can fix. Such as:



Remote Diagnosis Mode:

SmartlinkB_XXXXXX: it means you will use Smartlink B to take remote the client vehicle.


J2534 Remote diagnosis: it means you have installed OEM software and Launch Tech J2534 driver on your PC. You will take remote by J2534 protocol.

4): After you accept a request, you will get client contact information. You have to contact the client and guide them to fix the issue.

I'd like a remote assistance

I am a remote technician

Add a device



In process

1 days 23 hours remaining


Make: VW
 Car model: All
 Model year: All (Displacement All Engine type All Function All)
 VIN : WBAZV4109BL817922

Name: tester123
 E-mail address: test128983918@test.com
 Phone number: 13790876978

My Task

Completed
Give up

98956000020
Product Serial Number/VIN
Q
History task



Not started

5 days 23 hours remaining

Make : VW
 Car model : All
 Model year : All (Displacement All Engine type All Function All)
 VIN : duhfiosufdho
 Fault description : kuggyhiggh

Accept order

5): If you fix the vehicle issue, please click "Completed". Or you may click "Give up" if you can't solve it.

6): You can check diagnostic history by click "History task" on the main page.

History task X

Serial number	VIN	Make	Car model	Model year	Date	Service Item	Status	Operation
98957000063	duhfiosufdho	VW	All	All	2019-12-21	All	Give up	View
98957000023	WBAZV4109BL817922	VW	All	All	2019-12-21	All	Completed	View
98957000023	WBAZV4109BL817920	Volvo	XC70	2005-2007	2019-12-20	All	Completed	View

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