wiTECH 2.0 Frequently Asked Questions

87 KB Administrator Fri, Jun 10, 2016 wiTECH 2.0 Overview 0 10236

wiTECH 2.0 Essential Program Questions

Is wiTECH 2.0 an Essential Tool?

Yes. Please refer to the program announcement letter that your dealership received in June 2014: Announcement Letter for Launch of wiTECH 2.0

Does wiTECH 2.0 replace the wiTECH Diagnostic Application (i.e., wiTECH "1.0")?

Yes, wiTECH 2.0 replaces wiTECH 1.0. Both systems will be supported for most MY 2016 vehicles, with the eventual sundown of the wiTECH 1.0 Diagnostic Application. This overlap period will ensure the dealership has a fully capable diagnostic tool at all times.

Can I continue to use wiTECH 1.0 even after wiTECH 2.0 has been installed?

Yes, wiTECH 1.0 and wiTECH 2.0 can be used by your dealership. For example, pilot dealerships use both systems simultaneously by having some microPods set up for use with wiTECH 2.0 and others set up to work with wiTECH 1.0.

Will wiTECH 2.0 use my current network equipment?

Yes. With the rollout of the wiTECH Diagnostic Extender program your dealership is now equipped with the necessary network hardware to operate wiTECH 2.0. As part of the wiTECH 2.0 installation process at your dealership the agent will configure one of your dealership's VCI devices to allow operation with the wiTECH 2.0 system. To configure your remaining devices, please refer to: How-to configure a microPod II

Why should I use wiTECH 2.0?

wiTECH 2.0 application is a new standard for vehicle diagnostics.. Upcoming vehicles require the use of wiTECH 2.0 due to changes in the vehicle electronics. Given the significant speed advantages of the wiTECH 2.0 system, it should be clear why you would want to use wiTECH 2.0.

Essential tools normally come with hardware. Why is this different for wiTECH 2.0?

The hardware components of wiTECH 2.0 were deployed in CY 2013 with the wiTECH Diagnostic Extender program. With that program, you received the necessary hardware to use wiTECH 2.0, including a single microPod device. We strongly recommend that you purchase adequate microPods for your technicians. There is no excuse, as microPods are the lowest cost OEM vehicle communications interface device available. A dealership can recover its purchase price almost immediately through additional service sales.

My dealership won't buy sufficient VCI devices or display devices. What should I do as a technician?

Some dealerships do not understand that diagnostic tools make the dealership money, increase service retention, improve customer satisfaction, and help retain technicians. Technical Service Operations has reduced the cost of ownership of diagnostic tools to approximately 1/10 the cost over the past ten years. The microPOD is now easily affordable by technicians and can quickly pay for itself by allowing you to not sit idle waiting for a microPOD to become available. The display devices for wiTECH 2.0 are very economical. For example, many technicians have found that wiTECH 2.0 operates well on their smartphone.

When will the wiTECH 1.0 Diagnostic Application be sunset?

The sundown plans include the following:

- Help desk call-in support for wiTECH 1.0 will be ending in the near future and at that point only email support will be provided for wiTECH 1.0.
- We will keep you notified of details for the wiTECH 1.0 sundown plans as we move forward.

Will wiTECH 1.0 still be usable after its retirement?

Technical Service Operations is unable to provide redundant support for the older technology.

Vehicle Communications Interface (VCI) Device Questions

Does WCP microPOD work with DRB III Emulator ?

Please be aware that WCP microPOD does not support some legacy protocols. We recommend that you purchase more recent versions of the microPod device to ensure full vehicle support.

Will the VCI Pod be supported with wiTECH 2.0 ?

No, the VCI Pod does not support all FCA US vehicles. microPOD has become the new standard for vehicle diagnostics and it has superseded the VCI Pod.

Will the StarMOBILE be supported with wiTECH 2.0 ?

No, the StarMOBILE device cannot be supported with wiTECH 2.0.

Can I use my VCI devices in wiTECH 2.0 using a USB connection?

The wiTECH 2.0 model is a network connected model where the VCI device communicates directly to back-end cloud servers. This is driven in part by diagnostic application security requirements. It is not feasible to operate the server software on a PC. Moving forward, it is critical that the service shop have

reliable network connectivity to permit vehicle diagnostics.

Network and Connectivity Questions

What if I don't have an internet connection or my location has unreliable connectivity? Can I still use wiTECH 2.0?

You can use a hotspot or other cellular technology to allow connection, but wiTECH 2.0 is an online-only model. For business use, wireless devices that provide backup cellular capability (e.g. Cradlepoint devices) prove to be effective in allowing the dealership to continue uninterrupted operations.

Can I perform road tests?

Yes. wiTECH 2.0 is an online model, so you will need to connect your microPod device and tablet to a mobile hotspot or cellular modem. If your tablet or phone has a built in hotspot, then you can just connect your microPod to your mobile device (please review the article: Configuring microPOD II for Mobile Hotspot). This configuration makes for a simple on road experience. We strongly suggest that you take a partner on drivability rides to operate the mobile device to ensure you are not distracted during your testing. As with the wiTECH 1.0 system, an internet connection is not required when the VCI device is in flight recorder mode.

What hotspot does wiTECH 2.0 support?

We have used a variety of devices ranging from smartphones, cellular modems like MiFi, and USB cellular dongles. It is important that you define a profile with the networking specifics in your microPod configuration pages. Once defined, use the network management configuration page to select that profile in order to connect to your hotspot. Remember to switch profiles back to your dealership profile when you are back in the shop. If you choose to use your personal cellphone, remember that you may be charged for the data transfer by your carrier. Please review the article: Configuring microPOD II for Mobile Hotspot

Why didn't wiTECH 2.0 fix my networking issues?

Almost all networking problems, outside of hardware device failures, are the result of WiFi or wired infrastructure issues in the dealership. It is important that the dealership have full WiFi coverage in the service shop by installing sufficient access points. We support more than 10,000 dealerships worldwide using TCP/IP networking protocols. We know that networking requires appropriate technical talent be available to the dealership. It is important that the dealership understand this as well. Within the NAFTA market we have found that network complaints almost exclusively result from simple, solvable concerns covered by knowledge base articles. Please refer to the *Networking* section of the knowledge base for articles that will help your IT department resolve the majority of issues.

Doesn't the wiTECH Help Desk fly in resources to resolve network issues?

Yes. But this is a very expensive option for the dealership and we recommend hiring competent staff directly or use an IT consulting group to configure your network devices and help resolve networking problems.

wiTECH 2.0 System Requirements

What browsers does wiTECH 2.0 support?

We officially support the same browsers as the FCA ICT department supports for DealerCONNECT: Internet Explorer versions 11 as well as Safari version 7 and 8. Please note that Apple no longer supports Safari on the Windows OS. We cannot test all browser implementations on all computers, tablets, and smartphones so you are free to experiment and determine if your favorite browser is supported for your use.

What display devices does wiTECH 2.0 operate on?

wiTECH 2.0 is device agnostic, meaning we do not require a specific PC, tablet, or smartphone since the application is web browser based. It is being used on a wide variety of PCs, tablets, and smartphones today. It will also operate on the device you use for wiTECH 1.0. We do not guarantee proper operation on all devices as testing all possibilities today is not feasible. We do recommend that you use reliable, safe equipment, appropriate for use in service shop environment.

Will the wiTECH Help Desk configure my devices?

During installation of the wiTECH 2.0 system, the agent will guide you through the Pod configuration steps. If you have any questions about how to repeat this process for each of your Pods refer to this KB article to help guide you: How-to configure a microPod II. There are sufficient resources available in your area to provide technical support for IT questions or problems. Alternatively, you will find most technical answers within the various knowledge bases provided by the wiTECH team.

Features that are Under Development or Will Remain Unsupported

The wiTECH 1.0 Diagnostic Application provides a link to VIP; will this feature be supported in wiTECH 2.0?

No. Due to privacy concerns with customer personal data, this feature will not be supported in wiTECH 2.0. Please use the DealerCONNECT portal to access this functionality.

What vehicles are supported in wiTECH 2.0? Does it have the same vehicle support as the wiTECH 1.0 Diagnostic Application?

Currently, wiTECH 2.0 does not fully support multi-protocol bus vehicles, though full support will be

added shortly. For now, use your wiTECH 1.0 system to service the multi-protocol vehicles. For a full list of supported vehicles, confer the *Vehicle Support* section included in each issue of the release notes. Specific vehicles not presently supported are also discussed in this KB article: Legacy Vehicles Not Fully Supported with wiTECH 2.0

Miscellaneous Questions

Why is the system labeled "Beta"? Does this mean we should not use it?

The wiTECH 2.0 system has been under rigorous validation and testing for more than a year. We have completed Alpha testing at our pilot dealerships who graciously provided their time and effort to ensure a reliable product. We will be in Beta stage throughout the rollout. If you do encounter problems, we ask that you use the feedback pages in the application to let us know and we will work to correct the issue. Although it is the exception, in some cases our pilot dealerships have been able to complete diagnosis that would not have been possible with wiTECH 1.0.

How do I update the system?

wiTECH 2.0 is a web application that does not require any larg file downloads and installs. You will receive device update notifications directly through the system.

Are pods on eBay cheaper?

Be very careful purchasing VCI devices from sites such as eBay or Alibaba. In some instances these devices have turned out to be clones. If a VCI device is a clone, we will be unable to support the device with the wiTECH systems.

Online URL: https://kb.a.fcawitech.com/article/witech-2-0-frequently-asked-questions-87.html