



Service Information Mercedes-Benz Trucks Portal Quick Guide

Quick guide for independent service provider and publisher
V.1.8

Mercedes-Benz
Trucks you can trust



Quick Guide - Service Information Mercedes-Benz Trucks Portal

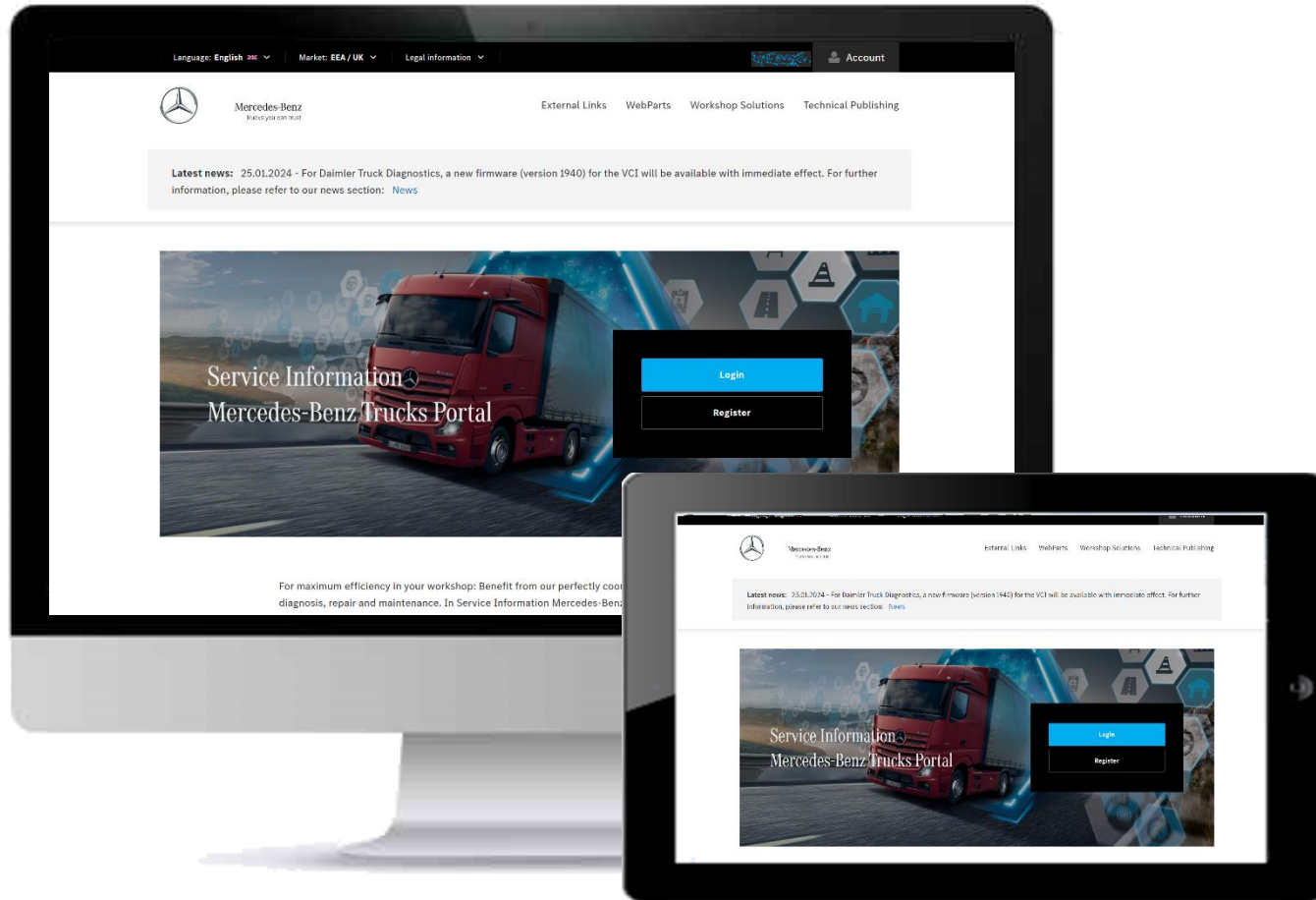
The website is subject to change and may differ from the illustrations in this quick guide. Reprint, translation or reproduction, including of extracts, is not permitted unless authorized in writing.

Issue date: 11/2024

Daimler Truck AG
TE/SCT-V
Fasanenweg 10
70771 Leinfelden-Echterdingen
Germany
www.daimler-truck.com

1. [The Landing Page](#)
2. [Website Header](#)
3. [Website Footer](#)
4. [Navigation](#)
5. [My Account](#)
6. [Shopping Cart](#)
7. [Parts](#)
8. [Workshop Solutions](#)
9. [Technical Publishing](#)
10. [External Links](#)
11. [Customer Support](#)

Quick Guide - Service Information Mercedes-Benz Trucks Portal



This Quick Guide is intended to support you in operating the Service Information Mercedes-Benz Trucks Portal.

service-info.mercedes-benz-trucks.com

For quick and easy understanding of the website, the main screens and functionalities are explained on the following pages.

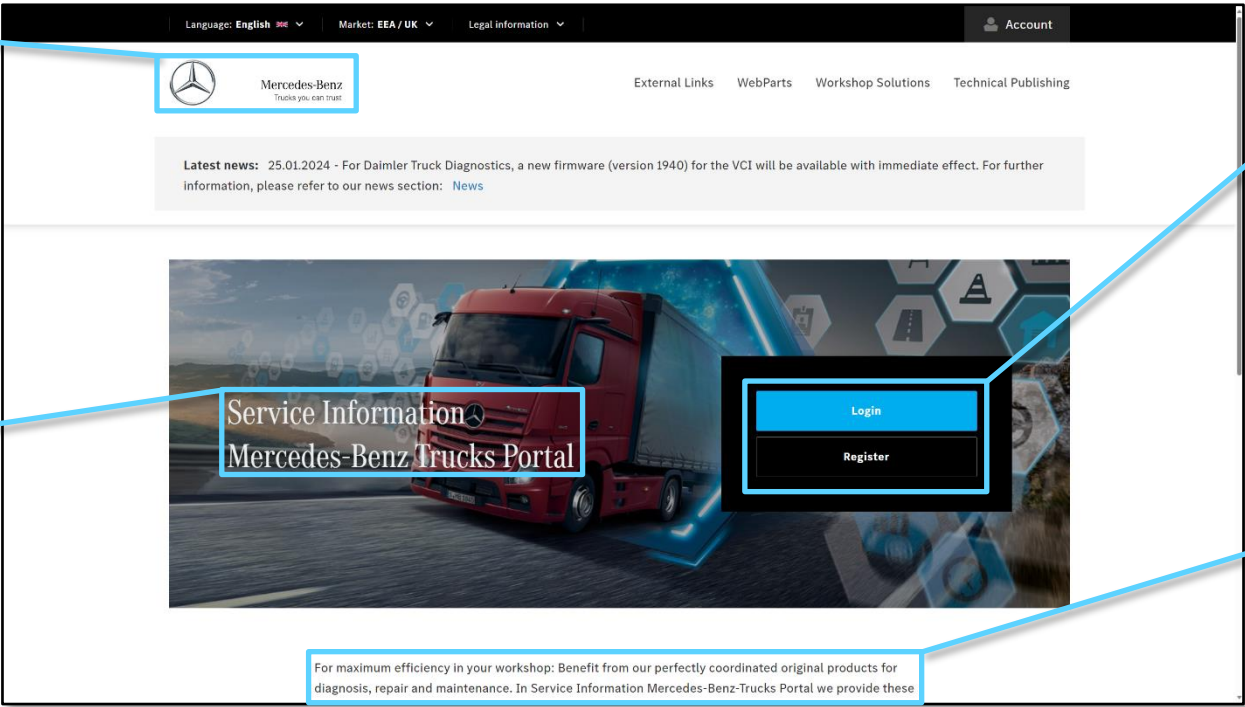
Each function is explained graphically and in writing and visualized on the respective screens using blue boxes (□).

1. The Landing Page – Public

The landing page is the initial screen that is shown when accessing the Service Information Mercedes-Benz Trucks Portal via service-info.mercedes-benz-trucks.com.

The Mercedes-Benz logo is the **home button** to navigate back to the **landing page** from any subpage

Name of the website



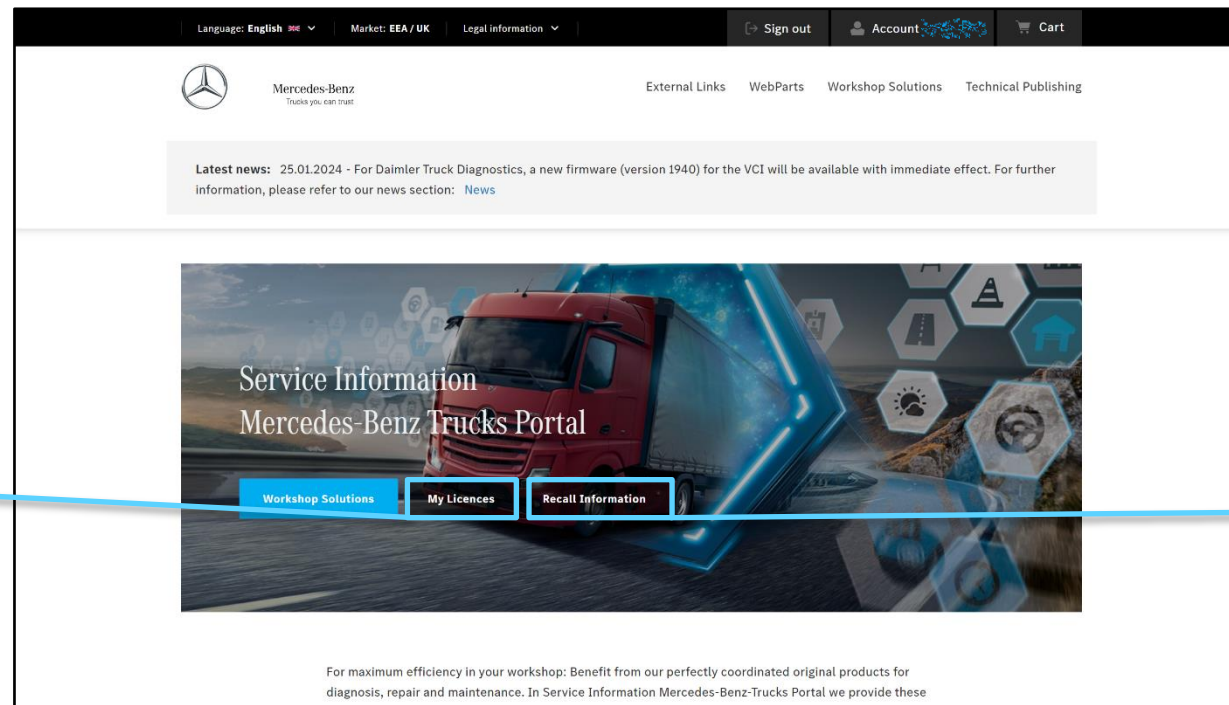
Users can **login or register** via the landing page **to purchase** the RMI and diagnosis **products**
→ [Details](#) (registration process)

Description of **product scope** and **user groups** of the Service Information Mercedes-Benz Trucks Portal

More information on the landing page is available on the next page

1. The Landing Page – Logged-in

The landing page is the initial screen that is shown when accessing the Service Information Mercedes-Benz Trucks Portal via service-info.mercedes-benz-trucks.com.



Logged-in users can access the My Licences subpage to view all **active and expired licenses**

→ [Details](#)

For all markets external websites that provide Daimler Truck relevant **vehicle recall information** can be accessed via the landing page

2. Header – Public

The website header is visible on every page of the Service Information Mercedes-Benz Trucks Portal and gives the user the possibility to choose a language and market as well as view legal information and account details.

The screenshot shows the header of the Service Information Mercedes-Benz Trucks Portal. The header is dark blue with white text. It includes a language selector (Language: English), a market selector (Market: EEA / UK), a legal information dropdown (Legal information), and an account link (Account). Below the header, the main content area features the Mercedes-Benz logo, a news section, and a large image of a red Mercedes-Benz truck. A login/register overlay is visible on the right side of the truck image.

Callouts from the image:

- Customize the website by **choosing your preferred language** from the list of available languages
- View the **market** which is assigned to your user profile in UMAS
- Access your **account information** including an overview of active time slices or credits
- Select any of the provided **legal documents** from the dropdown list

More information on the website header
is available on the next page

2. Header – Logged-in

The website header for logged-in users provides the possibility to directly access the shopping cart and see the User-ID.

The screenshot shows the Mercedes-Benz Trucks Portal interface. The header is dark blue with white text and icons. It includes a language selector (English), market selector (EEA / UK), legal information link, a sign out button, an account button with a user ID, and a shopping cart button showing 1 item. The main content area features the Mercedes-Benz logo, a latest news section, and a large banner for Service Information. Below the banner are buttons for Workshop Solutions, My Licences, and Recall Information. A footer section provides information about workshop efficiency.

Language: English Market: EEA / UK Legal information

Sign out Account Cart: 1

Mercedes-Benz Trucks you can trust

External Links WebParts Workshop Solutions Technical Publishing

Latest news: 25.01.2024 - For Daimler Truck Diagnostics, a new firmware (version 1940) for the VCI will be available with immediate effect. For further information, please refer to our news section: [News](#)

Service Information Mercedes-Benz Trucks Portal

Workshop Solutions My Licences Recall Information

For maximum efficiency in your workshop: Benefit from our perfectly coordinated original products for diagnosis, repair and maintenance. In Service Information Mercedes-Benz-Trucks Portal we provide these

With the “Sign out” button you have the possibility to **log out of your account**


The **shopping cart** can be accessed by logged-in users via the header from any subpage of the Service Information Mercedes-Benz Trucks Portal
→ [Details](#)

Access your **account information** including an overview of active time slices or credits. When logged-in your User-ID is shown in the header
→ [Details](#)

3. Footer – Overview

The website footer is visible on every subpage of the Service Information Mercedes-Benz Trucks Portal and gives the user the possibility to quickly access all subpages as well as set cookie preferences and view the copyright notice.

Quickly **access all subpages** of the Service Information Mercedes-Benz Trucks Portal by choosing from the main categories **Parts, Workshop Solutions and Others**



Mercedes-Benz
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RMI

XENTRY Truck Workshop Information System

XENTRY Truck Operation Time

XENTRY Truck Partsinfo

XENTRY Truck TIPS

Digital Service Booklet Truck

Periodical Technical Inspection (PTI)

Diagnostics

Daimler Truck Diagnostics Hardware

Daimler Truck Diagnostics PassThru

Remote Diagnosis App (XRD)

Special tools

Others

Contact us

Quick Guide Service Information Portal

FAQ Help

ISO Navigation

News

Contact the Service Information Mercedes-Benz Trucks Portal **customer support**

→ [Details](#)

Here you can access the standardized Navigation according to the **ISO 18541 standard**

→ [Details](#)

View **copyright notice**

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Provider / Copyright Notice

Mercedes-Benz

[Table of Content](#)

Quick Guide V.1.8 - Service Information Mercedes-Benz Trucks Portal

8

4. The Navigation – Standard-Navigation

The standard navigation is available throughout the entire Service Information Mercedes-Benz Trucks Portal. It gives an overview of the product scope and enables users to quickly access all available products and information.

„**External Links**“ include links to external websites like RMI EvoBus, Daimler Truck Genuine Parts, Truck Trainings etc.

→ [Details](#)

Via “WebParts” the **parts overview page** with a link to WebParts Truck can be accessed

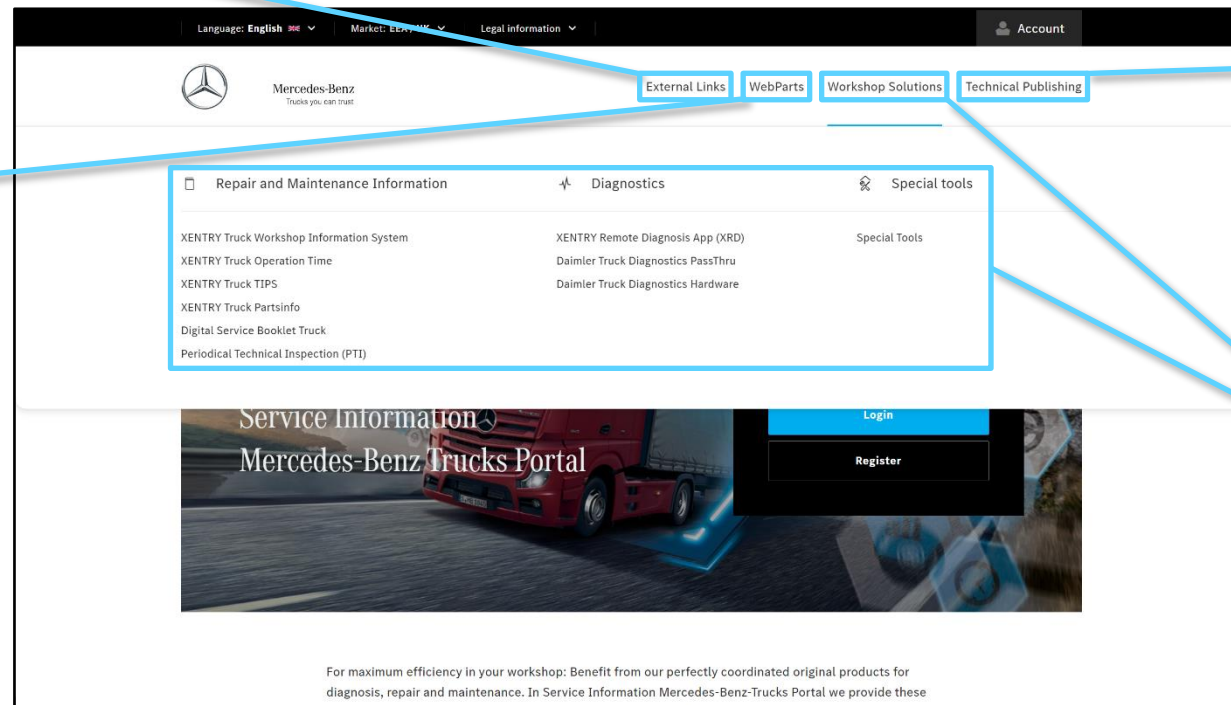
→ [Details](#)

An overview page with all relevant information for **technical publisher** can be accessed here

→ [Details](#)

The **full range of workshop solutions** becomes visible when hovering over the highlighted “Workshop Solutions” button

→ [Details](#)

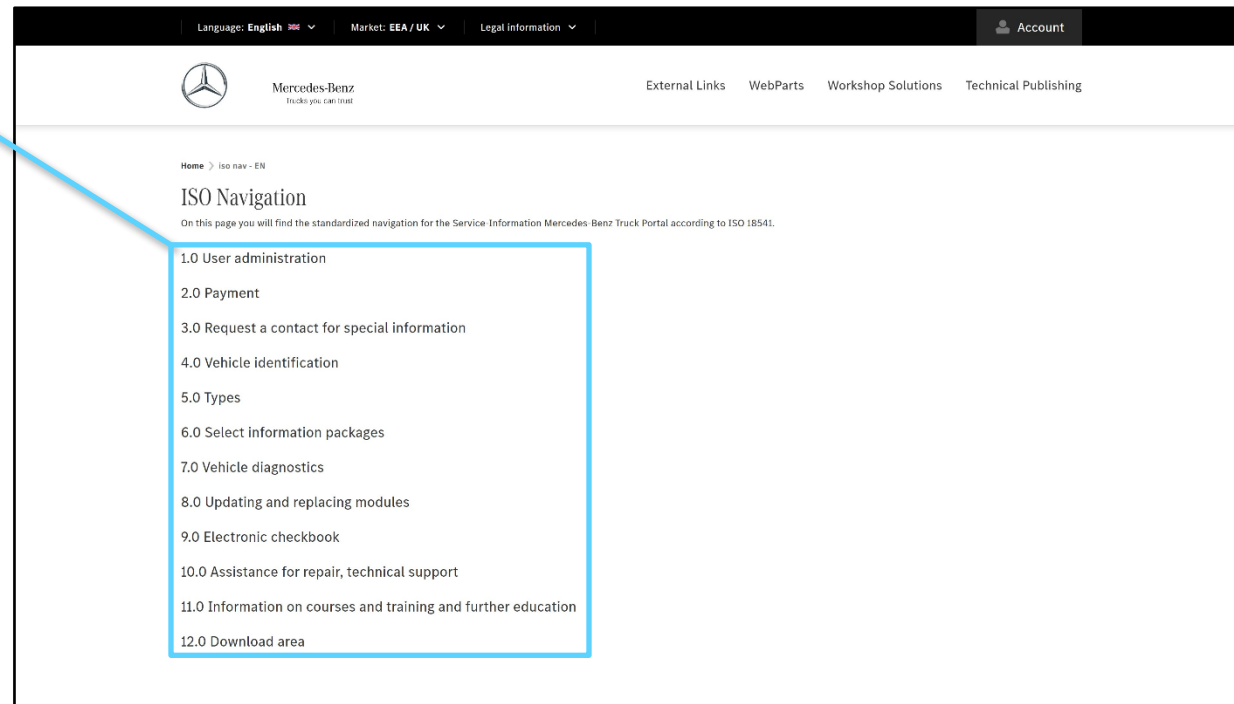


More information on the ISO-navigation is available on the next page

4. The Navigation – ISO-Navigation

In accordance with the ISO 18541 standard, the Service Information Mercedes-Benz Trucks portal offers all users a standardized navigation that can be accessed via the website footer.

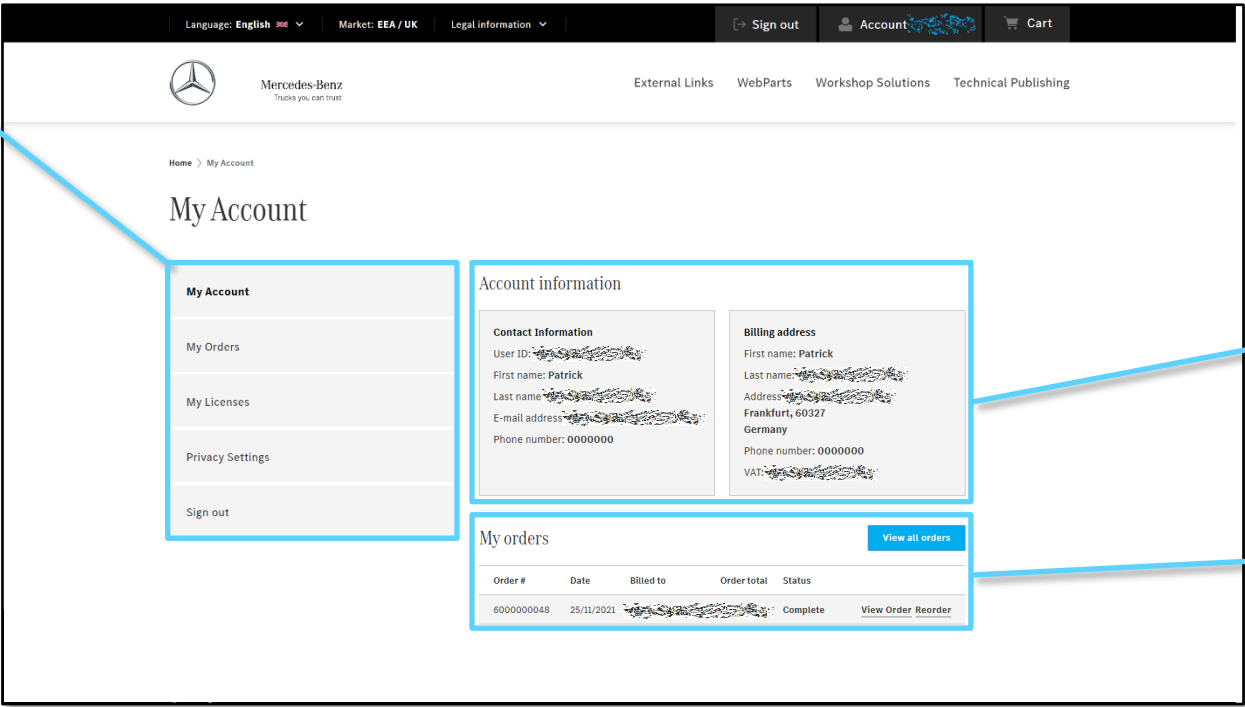
Here you will find all the chapter headings. Each can be **expanded** by simply clicking on it, revealing more **relevant information** and **subheadings**



5. My Account – Overview

Logged-in users can view the stored contact information and billing address as well as orders, licenses and privacy settings with the Service Information Mercedes-Benz Trucks Portal. To edit or delete account information users need to access UMAS via <https://xentry.daimlertruck.com/umas/registration/#/>.

Quick navigation to access the subpages of My Account



Overview of the users **contact information and billing address** as stored in UMAS

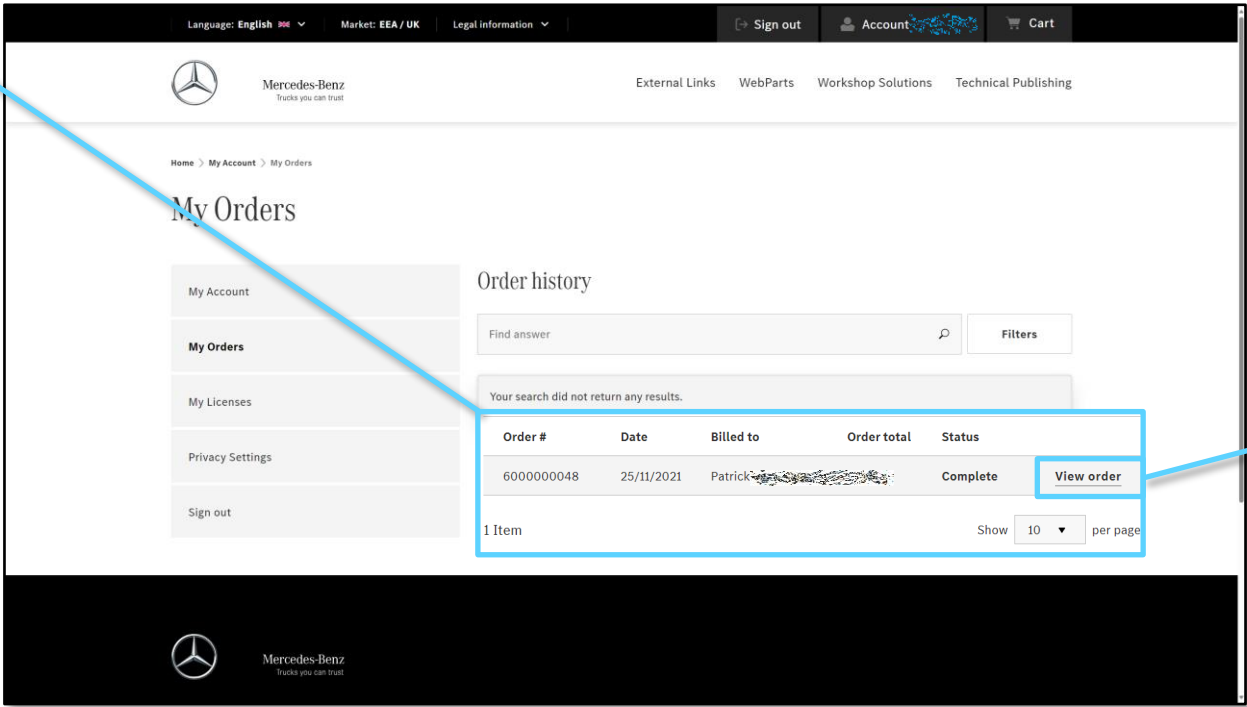
Preview of the **My Orders** subpage

More information on the account overview page is available on the next page

5. My Account – My Orders

Logged-in users can view the stored contact information and billing address as well as orders, licenses and privacy settings with the Service Information Mercedes-Benz Trucks Portal. To edit or delete account information users need to access UMAS via <https://xentry.daimlertruck.com/umas/registration/#/>.

Via My Orders users can keep track of **all active or completed orders** on the Service Information Mercedes-Benz Trucks Portal



The “View Order” button will redirect the user to find additional **product details and invoices** for the selected order

More information on the account overview page is available on the next page

5. My Account – My Orders – View Order

Logged-in users can view the stored contact information and billing address as well as orders, licenses and privacy settings with the Service Information Mercedes-Benz Trucks Portal. To edit or delete account information users need to access UMAS via <https://xentry.daimlertruck.com/umas/registration/#/>.

The “Items Ordered” tab shows **detailed order** and product **information** as well as details on the billing address and payment type

Order # 6000000048 - Complete

25 November 2021

Items Ordered

Invoices

Product Name	SKU	Price	Subtotal
Workshop Information System Duration: Hour	DTAGISPWIS-1h-000000006523112299		
Subtotal:			
Grand Total:			

Order information

Billing address

First name: Patrick
Last name:
Address:
Frankfurt, 60327
Germany
Phone number: 0000000
VAT:

Payment
Card Payment

Order # 6000000048 - Complete

25 November 2021

Items Ordered

Invoices

Invoice #6000000024

Download invoice PDF

Download all invoice PDFs

Product Name	SKU	Price	QTY	Subtotal
Workshop Information System Duration: Hour	DTAGISPWIS-1h-000000006523112299			
Subtotal:				
Grand Total:				

Order information

Billing address

First name: Patrick
Last name:
Address:
Frankfurt, 60327
Germany
Phone number: 0000000
VAT:

Payment
Card Payment

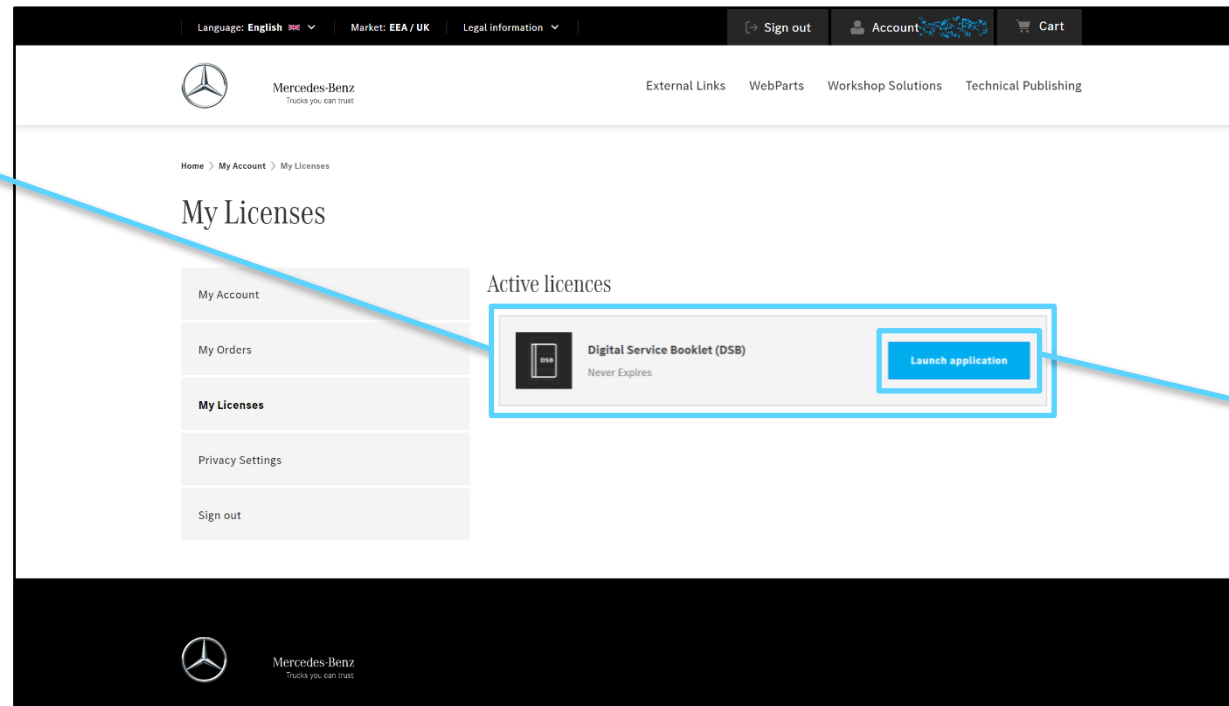
The “Invoices” tab provides **all invoice relevant information** including an option to download one or all invoice via PDF

More information on the account overview page is available on the next page


5. My Account – My Licenses

Logged-in users can view the stored contact information and billing address as well as orders, licenses and privacy settings with the Service Information Mercedes-Benz Trucks Portal. To edit or delete account information users need to access UMAS via <https://xentry.daimlertruck.com/umas/registration/#/>.

All active licenses (time slices) are visible under “My Account / My Licenses”. The user can see the exact software **expiration time and date of all active licenses**

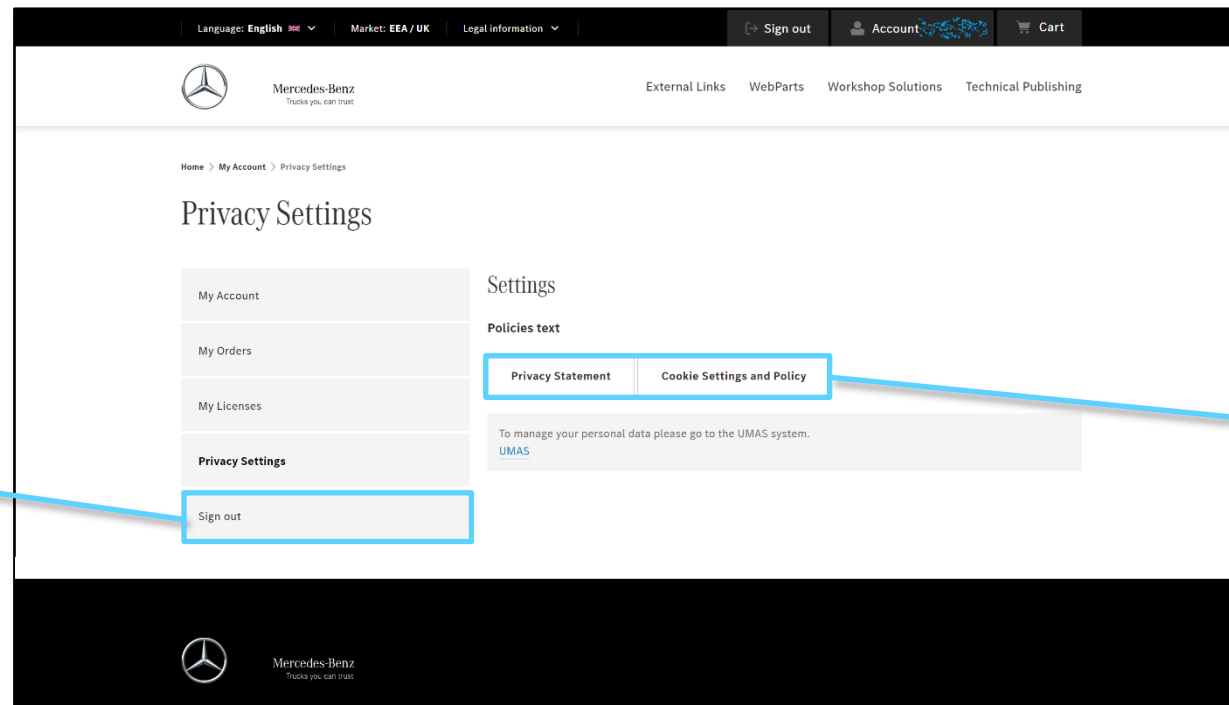


Via “Launch application” the respective **application** can **directly be opened in a new tab**

More information on the account overview page is available on the next page 

5. My Account – Privacy Settings

Logged-in users can view the stored contact information and billing address as well as orders, licenses and privacy settings with the Service Information Mercedes-Benz Trucks Portal. To edit or delete account information users need to access UMAS via <https://xentry.daimlertruck.com/umas/registration/#/>.



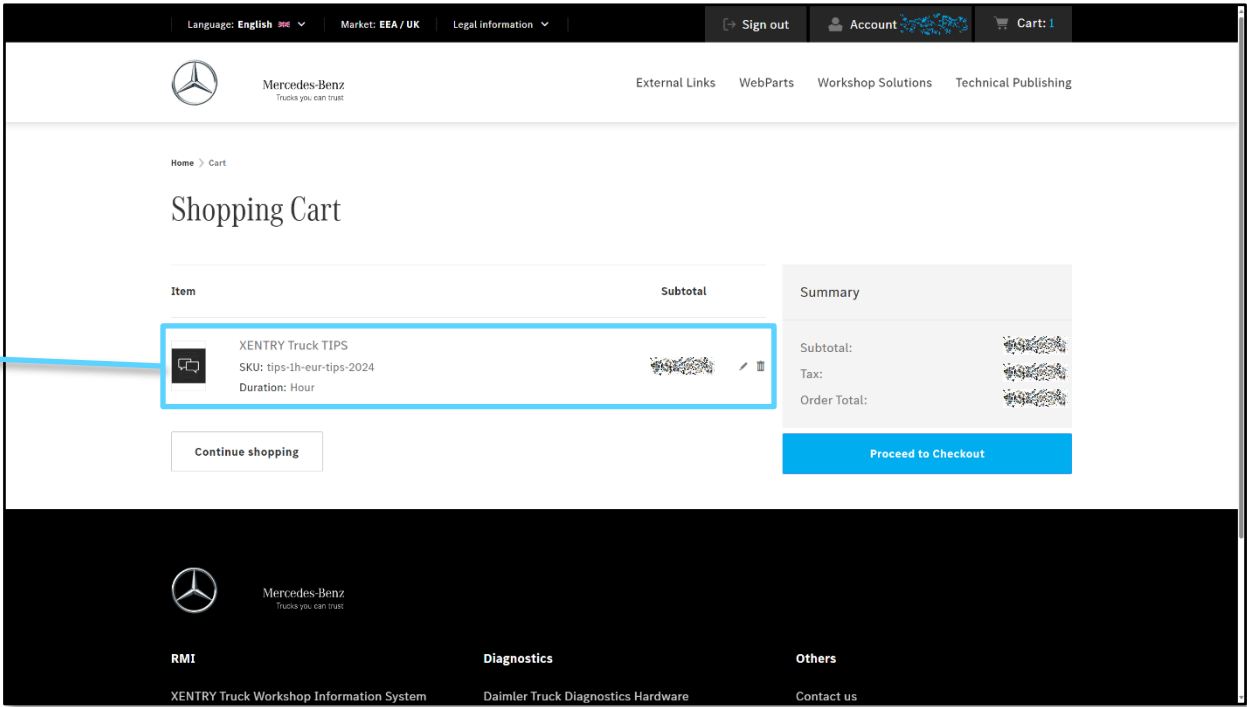
Log-out of the Service Information Mercedes-Benz Trucks Portal by using the “Sign out” button

In the privacy settings users can **customize cookie settings**, read data protection notes and the cookie policy

6. The Shopping Cart – Overview

Logged-in users can access the shopping cart using the website header to see a summary of all pre-selected items and proceed to checkout to place an order via the Service Information Mercedes-Benz Trucks Portal.

Review items in the shopping basket including product name, time slice and prices



More information on the shopping cart is available on the next page

6. The Shopping Cart – Checkout

Logged-in users can access the shopping cart using the website header to see a summary of all pre-selected items and proceed to checkout to place an order via the Service Information Mercedes-Benz Trucks Portal.

Review billing address. Any changes of the stored addresses need to be done in UMAS

Enter credit card details to complete payment

Checkout

Billing address

Patrick [REDACTED]
[REDACTED]
Frankfurt, 60327
Germany
0000000

To add/edit or delete your addresses, you need to do that through the UMAS system.
[Click here](#) to access your address book.

Payment method

Card Payment

AMERICAN EXPRESS DISCOVER JCB Mastercard VISA

Enter your card details:
1234 1234 1234 1234
MM / YY CVC

Summary

1 Item in Cart [REDACTED]

Repair Cases (TIPS)

Duration: Week

Cart Subtotal: [REDACTED]

Order Total: [REDACTED]

Place Order

Mercedes-Benz

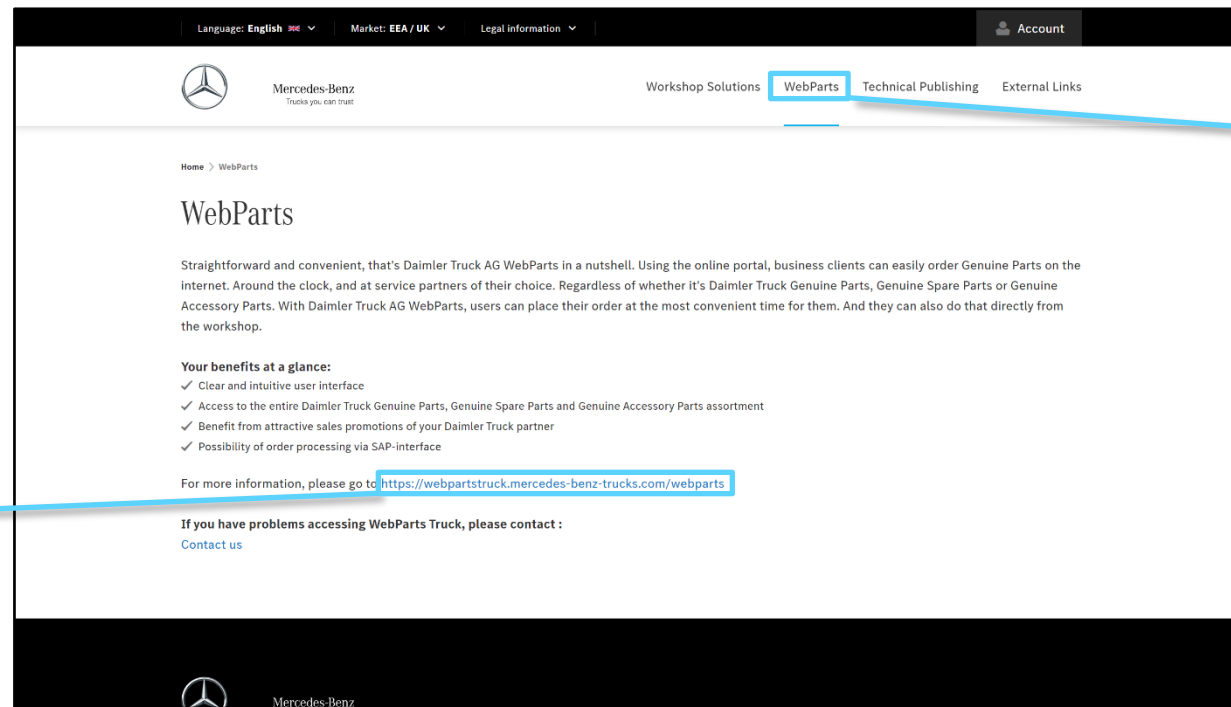
[Table of Content](#)

Quick Guide V.1.8 - Service Information Mercedes-Benz Trucks Portal

17

7. Parts – Overview

Daimler Truck Genuine Parts, Spare Parts and Genuine Accessory can be purchased online around the clock and at the service partner of your choice via WebParts Truck: <https://webpartstruck.mercedes-benz-trucks.com/webparts>.

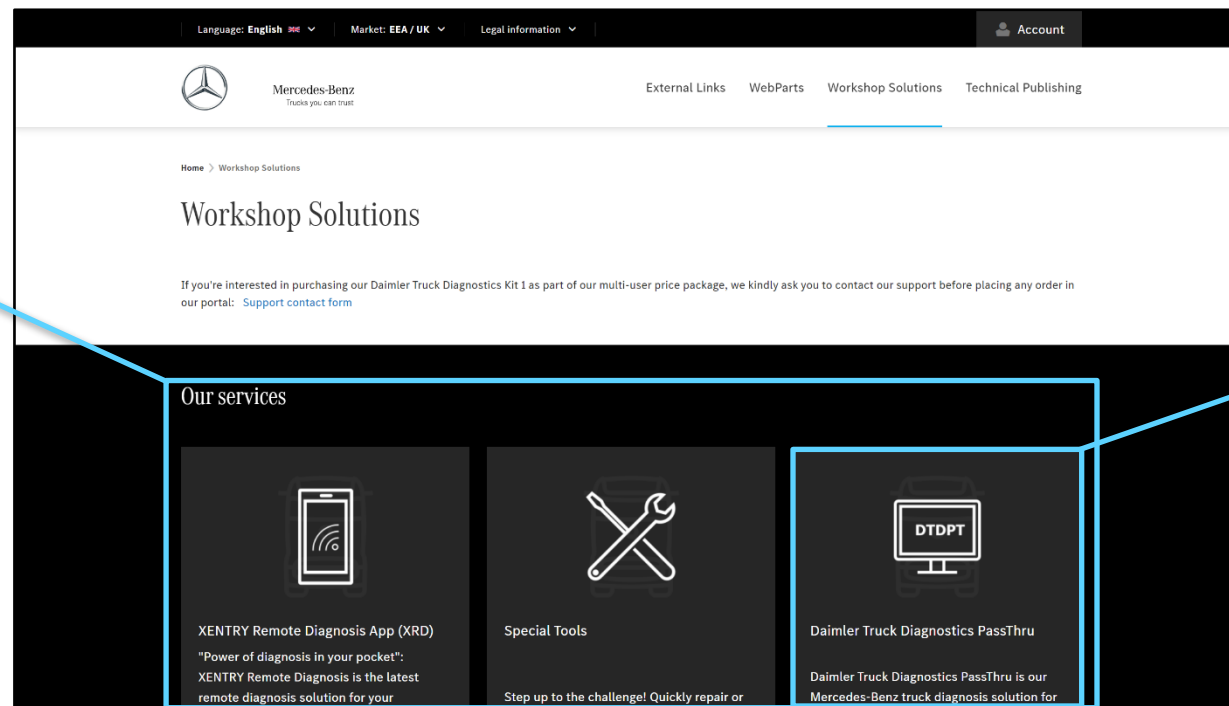


Access **WebParts Truck** using this link to order Daimler Truck **Genuine Parts, Spare Parts, Genuine Accessory Parts** online

The **WebParts overview page** can be accessed via the standard navigation

8. Workshop Solutions – Overview

The Workshop Solutions landing page is an overview page for all RMI and diagnostics software products available on the Service Information Mercedes-Benz Trucks Portal.



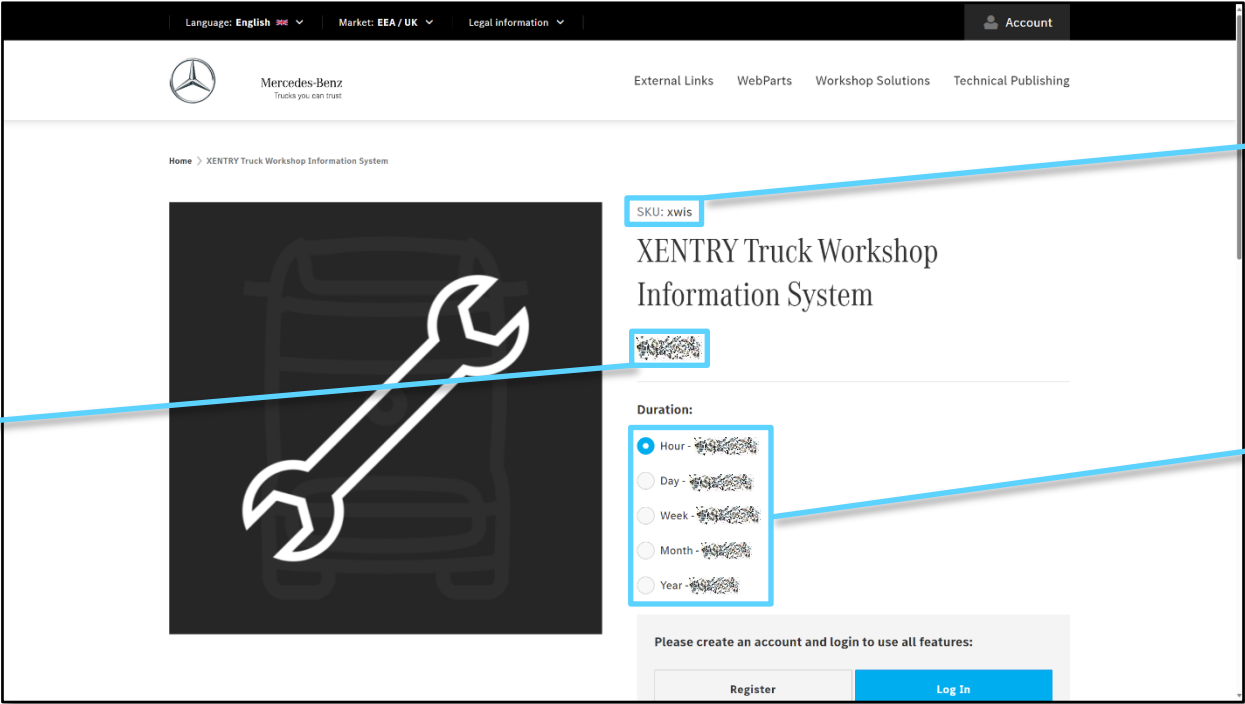
All **workshop solutions** are displayed here, each in a **tile** with a **brief description**

Clicking on a tile takes you to the **product page** for that workshop solution and provides **detailed information** and **purchase options**

8.1. Workshop Solutions – XENTRY Truck Workshop Information System (XWIS) – Overview

The product overview page summarizes all relevant information for the XENTRY Truck Workshop Information System (XWIS), including available time slices, prices, product information, system requirements, and training documentation.

The highlighted price is per **default** set to the **hourly price** until another time slice is selected



Product ID of the selected XWIS time slice

This is an **overview** of the **available time slices** and **prices** in your market. You can **select** your chosen time slice by **clicking the respective radio** button. Logged-in users can add it to their shopping basket

More information on the XWIS product overview page is available on the next page

8.1. Workshop Solutions – XWIS – Description

The product overview page summarizes all relevant information for the XENTRY Truck Workshop Information System (XWIS), including available time slices, prices, product information, system requirements, and training documentation.

Short description of XWIS
including a summary of the key benefits for you and the customers

Learn more about XWIS by choosing one of the tabs
Details, System requirements or Product Information

About product

Optimized functions in a modern design.
Always up-to-date: The central Workshop Information System (WIS) will be even more efficient and user-friendly as XENTRY WIS (the successor to WIS).
XENTRY WIS provides you and your service employees with all important data related to all workshop orders:
Regardless of whether technical descriptions, work instructions and important information – XENTRY WIS is the place to go for the precise completion of maintenance or repair services.

Who benefits from XENTRY WIS?
Simply everyone: Service receptionists, diagnostic technicians, mechanics, W&G managers, IT employees – and our customers!

What are the benefits for you?

- ✓ Find the information you need more quickly
- ✓ Simplified use thanks to a modernized design
- ✓ More precise information search and time saving thanks to a clever connection to XENTRY TIS
- ✓ Rapid familiarization thanks to known WIS/XOT operating concept

What are the benefits for our customers?

- ✓ Quicker information and shorter waiting times

Details

System requirements

Product Information

What's new in XENTRY WIS?

- ✓ Mobile device application: Easy search process on your tablet
- ✓ Integration in XENTRY Portal: Uniform design and simplified application
- ✓ JAVA/OWS clients are no longer required
- ✓ Search for workshop information, integrated in the XENTRY Portal
- ✓ Integration into existing data exchange processes for linked data exchange

More information on the XWIS product overview page is available on the next page

Mercedes-Benz

[Table of Content](#)

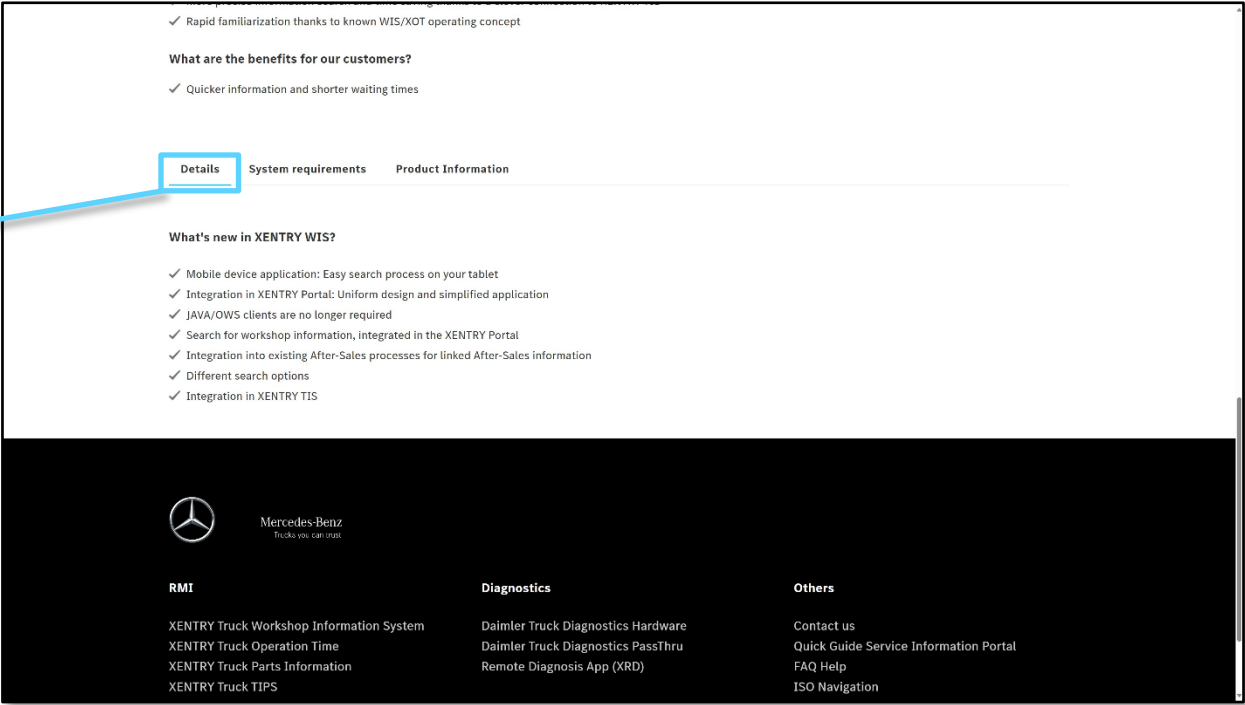
Quick Guide V.1.8 - Service Information Mercedes-Benz Trucks Portal

21

8.1. Workshop Solutions – XWIS – Details

The product overview page summarizes all relevant information for the XENTRY Truck Workshop Information System (XWIS), including available time slices, prices, product information, system requirements, and training documentation.

The **Details** tab information on what is **new** in XWIS

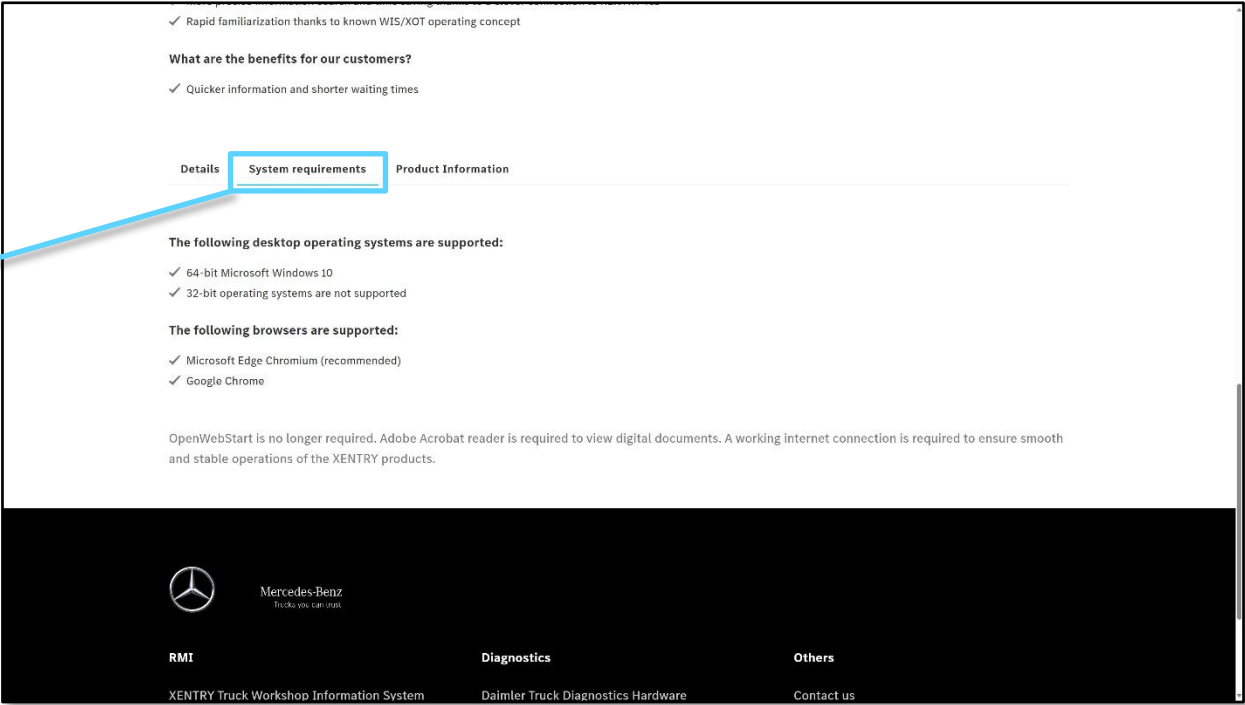


More information on the XWIS product overview page is available on the next page

8.1. Workshop Solutions – XWIS – System Requirements

The product overview page summarizes all relevant information for the XENTRY Truck Workshop Information System (XWIS), including available time slices, prices, product information, system requirements, and training documentation.

The **System Requirements** summarize **hardware and software requirements** to install and operate XWIS

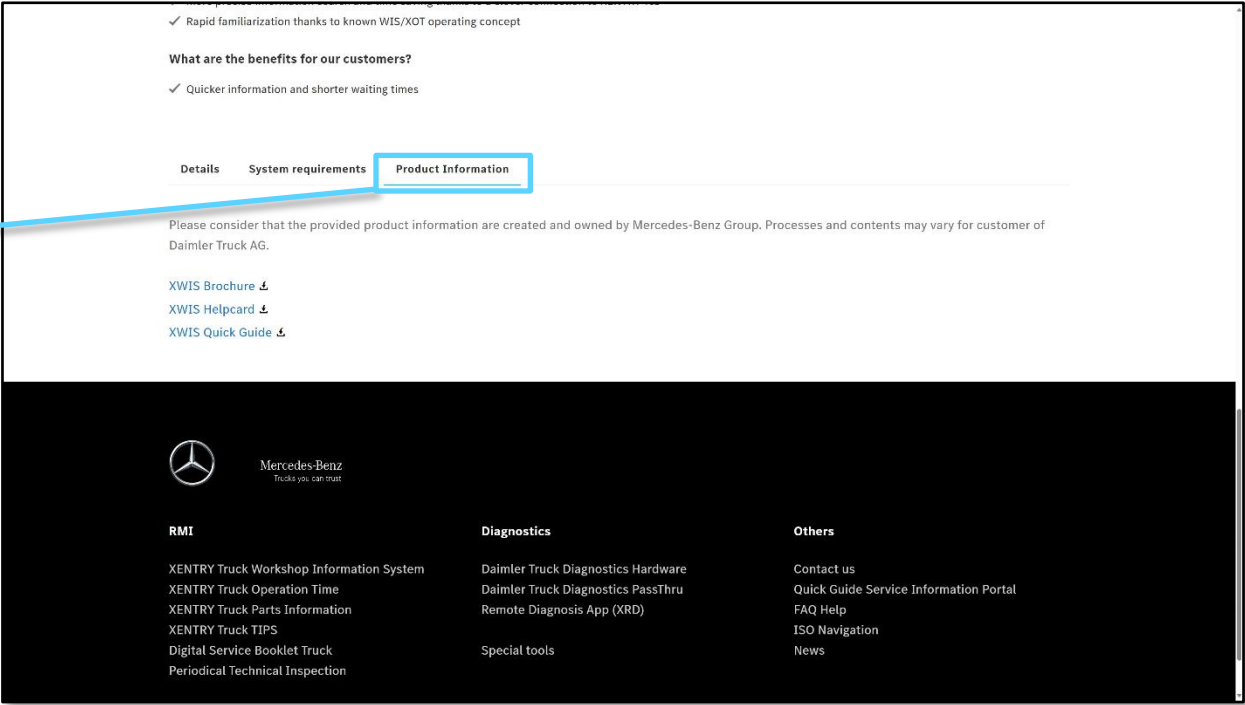


More information on the XWIS product overview page is available on the next page

8.1. Workshop Solutions – XWIS – Product Information

The product overview page summarizes all relevant information for the XENTRY Truck Workshop Information System (XWIS), including available time slices, prices, product information, system requirements, and training documentation.

The tab **Product Information** shows all available **training documents & quick guides for XWIS** including a quick guide and product brochure



8.2. Workshop Solutions – XENTRY Truck Operation Time (XOT) – Overview

The product overview page summarizes all relevant information for the XENTRY Truck Operation Time (XOT), including available time slices, prices, product information, system requirements, and training documentation.

The highlighted price is per **default** set to the **hourly price** until another time slice is selected

Language: English Market: EEA / UK Legal Information Account

Mercedes-Benz Trucks you can trust External Links WebParts Workshop Solutions Technical Publishing

Home > XENTRY Truck Operation Time

SKU: xot

XENTRY Truck Operation Time

Duration:

- ☒ Hour -
- ☐ Day -
- ☐ Week -
- ☐ Month -
- ☐ Year -

Please create an account and login to use all features:

Register Log In

Product ID of the selected XOT time slice

This is an **overview** of the **available time slices** and **prices** in your market. You can **select** your chosen time slice by **clicking the respective radio** button. Logged-in users can add it to their shopping basket

8.3. Workshop Solutions – XENTRY Truck Parts Information (PI) – Public

The product overview page summarizes all relevant information for the XENTRY Truck Parts Information (PI), including available time slices, prices, product information, system requirements, and training documentation.

The highlighted price is per **default** set to the **hourly price** until another time slice is selected

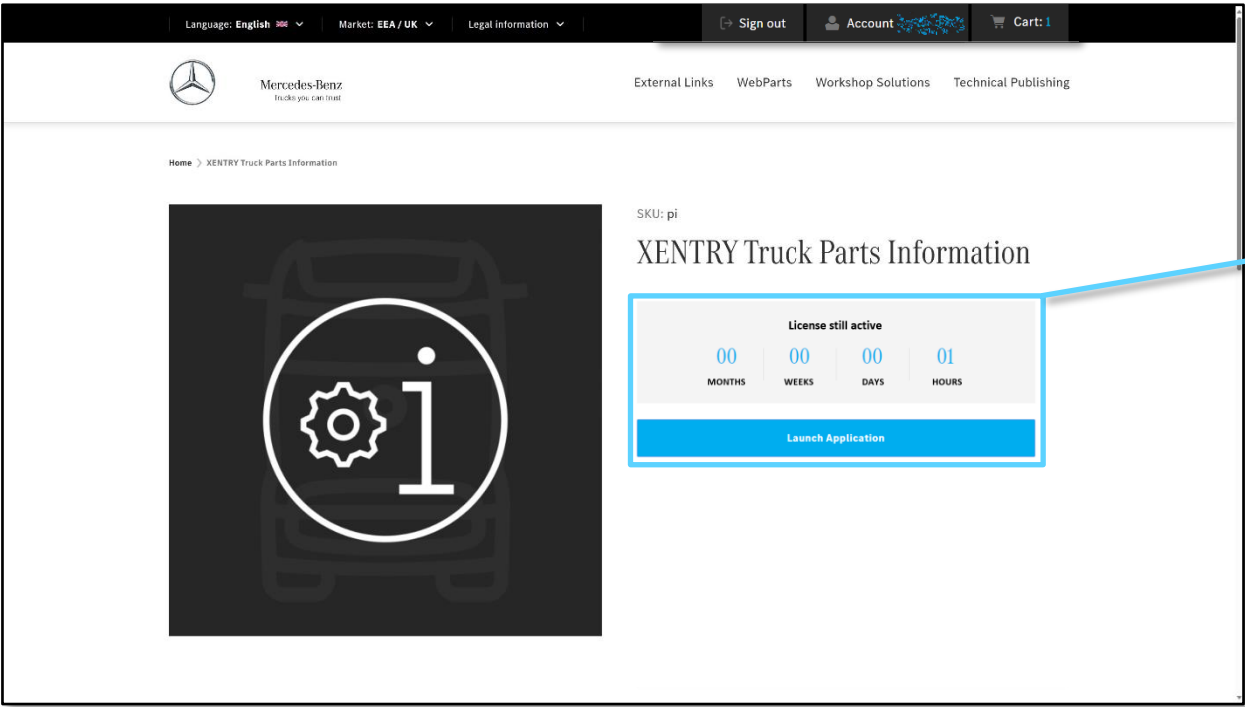
Product ID of the selected PI time slice

This is an **overview** of the **available time slices** and **prices** in your market. You can **select** your chosen time slice by **clicking the respective radio** button. Logged-in users can add it to their shopping basket

More information on the PI overview page is available on the next page

8.3. Workshop Solutions – XENTRY Truck Parts Information (PI) – Active License

The product overview page summarizes all relevant information for the XENTRY Truck Parts Information (PI), including available time slices, prices, product information, system requirements, and training documentation.



After purchasing a time slice, logged-in users can see the **remaining time** for which the **license is still active** on the product overview page

8.4. Workshop Solutions – XENTRY Truck TIPS – Overview

The product overview page summarizes all relevant information for the XENTRY Truck TIPS, including available time slices, prices, product information, system requirements, and training documentation.

The highlighted price is per **default** set to the **hourly price** until another time slice is selected

Language: English Market: EEA / UK Legal Information Account

Mercedes-Benz Trucks you can trust

External Links WebParts Workshop Solutions Technical Publishing

Home > XENTRY Truck TIPS

SKU: tips

XENTRY Truck TIPS

Duration:

- ☒ Hour
- ☐ Day
- ☐ Week
- ☐ Month
- ☐ Year

Please create an account and login to use all features:

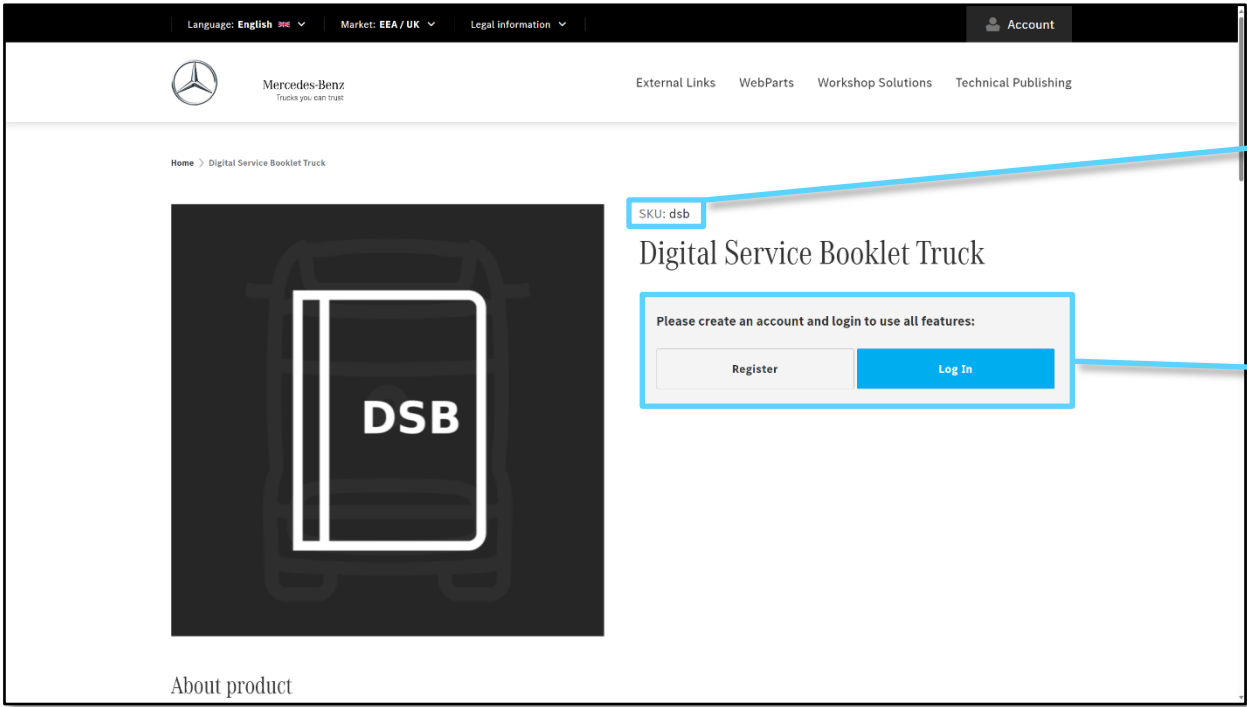
Register Log In

Product ID of the selected TIPS time slice

This is an **overview** of the **available time slices** and **prices** in your market. You can **select** your chosen time slice by **clicking the respective radio** button. Logged-in users can add it to their shopping basket

8.5. Workshop Solutions – Digital Service Booklet Truck (DSB) – Overview

The product overview page summarizes all relevant information for the Digital Service Booklet Truck (DSB), including available time slices, prices, product information, system requirements, and training documentation.



Product ID of the Digital Service Booklet Truck (DSB)

The Digital Service Booklet Truck can be **accessed directly after login/registration** without the need to purchase time credits

More information on the DSB is available on the next page

8.5. Workshop Solutions – Digital Service Booklet Truck (DSB) – Data Correction Request

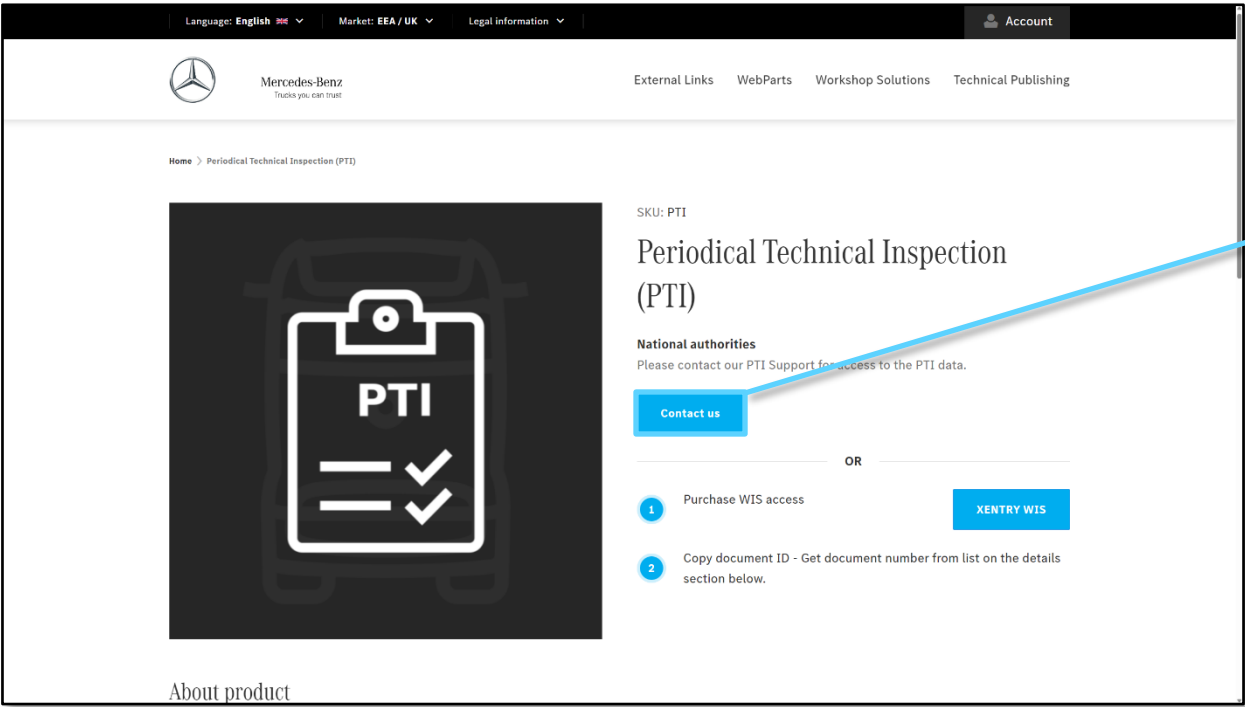
The product overview page summarizes all relevant information for the Digital Service Booklet Truck (DSB), including available time slices, prices, product information, system requirements, and training documentation.

Data Correction request can be submitted via the Support E-Mail-Address of the respective country

Support data correction requests: Please address any data correction requests for the Digital Service Booklet (DSB) to the support e-mail address for your respective country:	
Andorra	spain_dsb_cosn@daimler.com
Austria	dsb_austria@daimlertruck.com
Belgium	Info_DSB_TrucksBeLux@daimlertruck.com
Corsica	dsbfrance@mercedes-benz.com
Czech Republic	xentry.podpora@daimlertruck.com
Denmark	info-dsb-dk@mercedes-benz.com
Estonia	service@veho.ee
France	dsbfrance@mercedes-benz.com
Germany	https://dialoge.mercedes-benz.de/dsb/
Gibraltar	spain_dsb_cosn@daimler.com
Greece	DSBgr@daimler.com
Guadeloupe	dsbfrance@mercedes-benz.com
Hungary	info-dsb-hu@mercedes-benz.com
Italy	info-dsb@mercedes-benz.com
Liechtenstein	info_ch@daimlertruck.com
Luxembourg	Info_DSB_TrucksBeLux@daimlertruck.com

8.6. Workshop Solutions – Periodic Technical Inspection (PTI) - Overview

The product overview page provides all necessary details of Periodic Technical Inspection (PTI) document IDs and the corresponding Mercedes-Benz Trucks model series. Additionally, national authorities can directly contact the PTI support for access to the PTI data.



More information on the PTI product overview page is available on the next page

8.6. Workshop Solutions – Periodic Technical Inspection (PTI) - Details

The product overview page provides all necessary details of Periodic Technical Inspection (PTI) document IDs and the corresponding Mercedes-Benz Trucks model series. Additionally, national authorities can directly contact the PTI support for access to the PTI data.


List of PTI document IDs corresponding to each Mercedes-Benz Trucks model series

Details

How to access the PTI data

The following overview contains a list of WIS document IDs corresponding to each model series. If you have a WIS time slot (access to the workshop information system), you can select and copy the WIS document ID below to view or download all related inspection documents contained in the WIS.

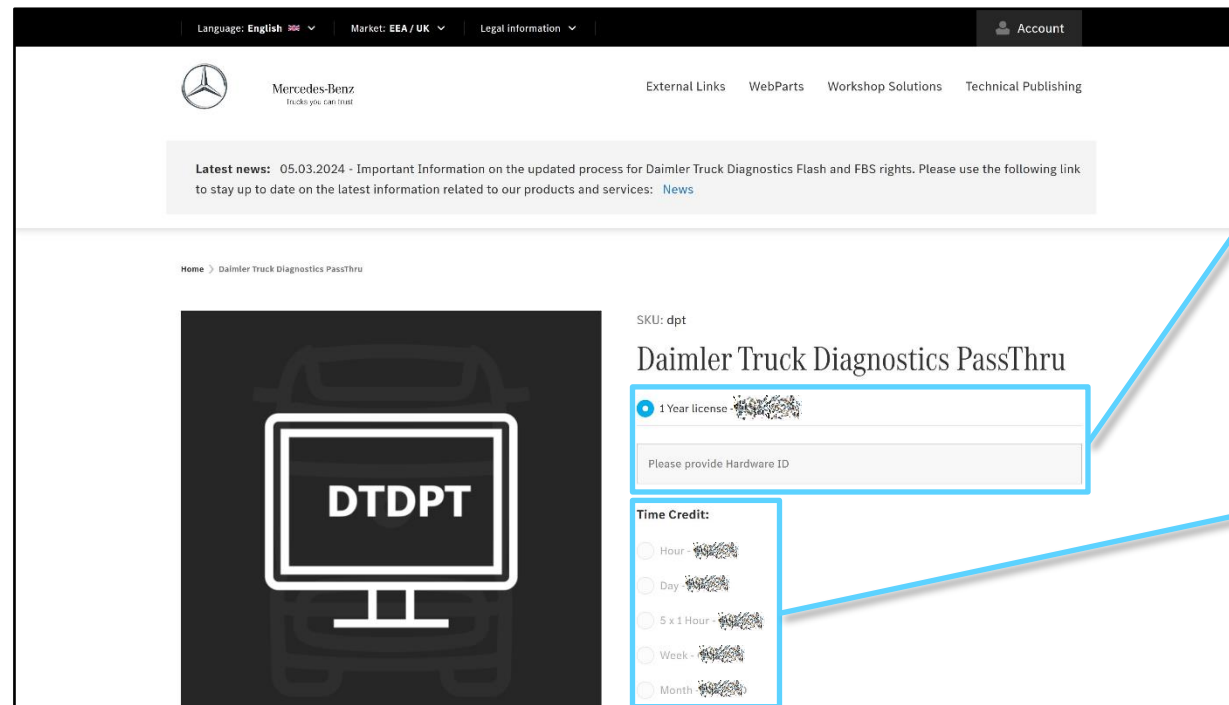
Model series	WIS-document number
Actros 963 with Code V2B (Actros model generation 5) & Actros 963 with Code V2F (Actros model generation 5 with S/M Cab)	AD00.00-W-0001F
Arocs 964 with Code V2J (model generation 5) & Arocs 946 with Code V3L	AD00.00-W-0001FA
Actros 963 with Code V2A (Actros model generation 1) except code V2B	AD00.00-W-0001H
Actros 964 with Code V3K (Actros model generation 1) except Code V2J	AD00.00-W-0001HA
Atego 967	AD00.00-W-0001NA
Econic 956	AD00.00-W-0001NE
Unimog 405	AD00.00-G-0001UG
Unimog 437	AD00.00-G-0001UH



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8.7. Workshop Solutions – Daimler Truck Diagnostics PassThru (DTDPT) - Overview

The product overview page summarizes all relevant information for the Daimler Truck Diagnostics PassThru (DTDPT), including available time credits, prices, product information, system requirements, and training documentation.



Daimler Truck Diagnostics PassThru user must apply for the **Daimler Truck Standard Diagnostics Role** or the **Daimler Truck Diagnostics Flash Role** via UMAS, download and install the **basic setup** file and purchase the **one-year license** before purchasing time credits

This is an **overview** of the **available time slices** and **prices** in your market. You can **select** your chosen time slice by **clicking the respective radio** button. Logged-in users can add it to their shopping basket

More information on the DTDPT product overview page is available on the next page

8.7. Workshop Solutions – Daimler Truck Diagnostics PassThru (DTDPT) - Details

The product overview page summarizes all relevant information for the Daimler Truck Diagnostics PassThru (DTDPT), including available time credits, prices, product information, system requirements, and training documentation.

If you want to use the **former XENTRY Flash user**, you can request for the **Flash Role** via **UMAS**

- ✓ Daimler Truck Diagnostics Standard Diagnostics Role (for diagnosis users without flash authorization, in example for reading fault memories)
- ✓ Daimler Truck Diagnostics Flash Role (corresponds to the former XENTRY Flash user)

Please use one of the following options:

Daimler Truck Diagnostics Standard Diagnostics Role:

Every diagnosis user must independently request the Standard Diagnosis rights via [UMAS](#) and run through the one-off identification process. It may also be necessary for the market-specific ISP support to create the user in ALICE if they do not yet have a user ID.

Daimler Truck Diagnostics Flash Role

- ✓ User already has Flash rights: Every Flash user must independently go through the one-off identification process at [UMAS](#)
- ✓ User does not have Flash rights: User must request Daimler Truck Diagnostics Flash Role through the market-specific channel and go through the one-off identification process at [UMAS](#)

Once your role was assigned, you have to download the basic setup of DTDPT to generate the hardware ID. This can be downloaded via: [DTDPT_Complete_Basis.zip](#)

To purchase the one-year license, we will need to verify that your company is working in the automotive sector. This check-up will be performed manually and can take up to several weeks.

The processing time when purchasing the time credits can exceed one day. We recommend that you buy time credits in advance to avoid waiting times.

Time credit options will be available once Daimler Truck AG service activate your yearly license shortly after the purchase. If you already have an active DTDPT license, you don't need to purchase a new license. You can directly buy time credits using the hardware ID of your setup.

Did you already know that...?

The validity of time credits begins to expire at the start of use.

A credit unit retains its validity following the end of the diagnosis session or after having changed vehicles until it has expired. Time credit purchased in error or that is no longer required cannot be returned or refunded. Any time credit that has not been used or activated once the contract has expired cannot be refunded. However, credit is transferred if you extend the contract.

If you **don't have flash authorization**, please use the **standard** diagnostic role that you will need to request permissions via **UMAS**

Download link for DTDPT basic setup (necessary to generate the hardware ID)

8.8. Workshop Solutions – XENTRY Remote Diagnosis App (XRD) - Overview

The product overview page summarizes all relevant information for the XENTRY Remote Diagnosis App (XRD), including available time slices, prices, product information, system requirements, and training documentation.

The highlighted price is per **default** set to the **hourly price** until another time slice is selected

SKU: xrd

XENTRY Remote Diagnosis App

Duration:

- ☒ Hour - [price]
- ☐ Day - [price]
- ☐ Week - [price]
- ☐ Month - [price]
- ☐ Year - [price]

Please create an account and login to use all features:

Register Log In

Product ID of the selected XRD time slice

This is an **overview** of the **available time slices** and **prices** in your market. You can **select** your chosen time slice by **clicking the respective radio** button. Logged-in users can add it to their shopping basket

More information on the XRD product overview page is available on the next page

8.8. Workshop Solutions – XENTRY Remote Diagnosis App (XRD) - Details

The product overview page summarizes all relevant information for the XENTRY Remote Diagnosis App (XRD), including available time slices, prices, product information, system requirements, and training documentation.

QR-Code to download the XENTRY Remote Diagnosis App (XRD)

About product

"Power of diagnosis in your pocket": XENTRY Remote Diagnosis is the latest remote diagnosis solution for your workshop. Specially developed as a progressive web app for use on any mobile device (optimized for iOS and Android operating systems).

Your benefits at a glance:

Smart working
Our application transfers your workshop into the world of mobile devices, offering you the accessibility and flexibility of smartphones for your workshop.

Quick start
It's easier than ever before to get to work. If you have a mobile device, you're ready to go, getting started with diagnosis or searching for vehicle information.

More service
Preparing and scheduling for workshop visits gets easier, with the accessibility of data and information beforehand and during visits. This offers potentially quicker and more service at the same time.

How to Use XRD:

1. To download the App simply scan this QR Code.
2. Launch XENTRY Remote Diagnosis on your mobile device and add the app to your home screen so that you can access it conveniently at any time. Please note that this step may vary depending on your operating.
3. Purchase time credits.
4. Start the App on the device, login and get started.

Details

System requirements

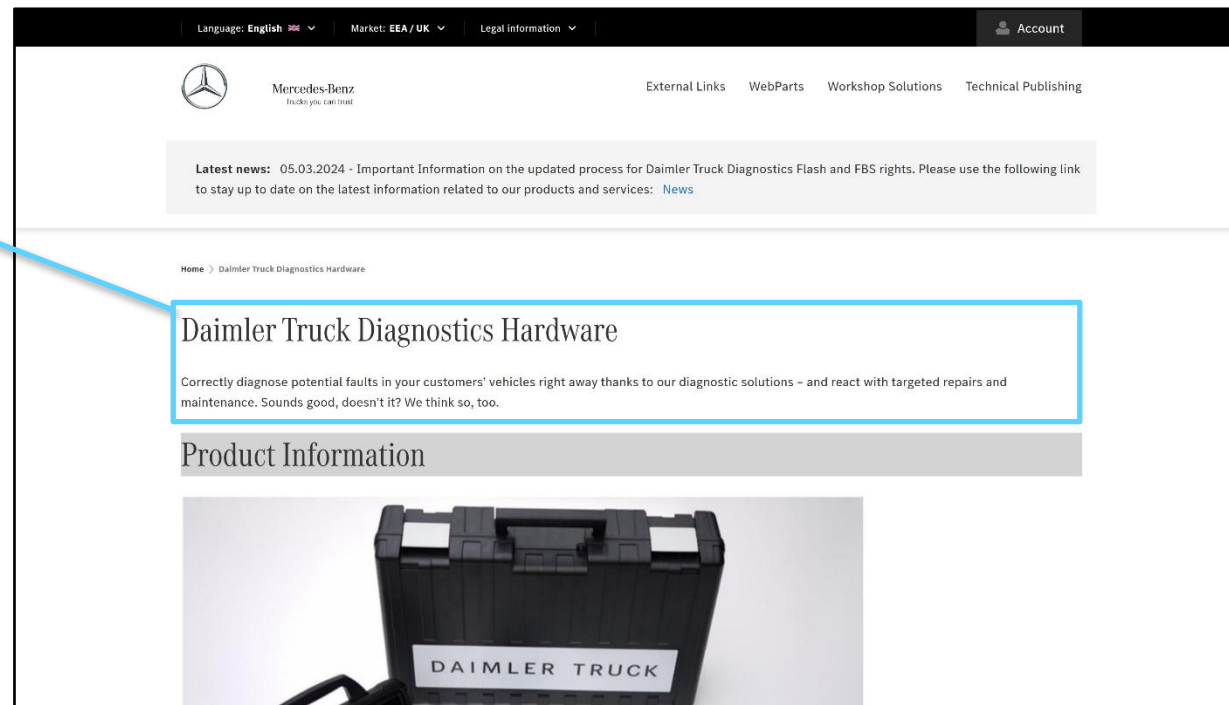
Product Information


Please note that the listed functions are only possible for Mercedes-Benz vehicles with telematics capability and subsidiaries of Daimler Trucks AG. The scope of functions of XENTRY Remote Diagnosis differs depending on vehicle model.

8.9. Workshop Solutions – Daimler Truck Diagnostics Hardware - Overview

The Daimler Truck Diagnostics Hardware overview page provides the user with product and purchasing details. Daimler Truck Diagnostics Hardware can be ordered via different purchasing channels depending on the market.

Here you will find a brief description of and **information about Daimler Truck Diagnostics Hardware**



More information on the Diagnostics Hardware product overview page is available on the next page 


8.9. Workshop Solutions – Daimler Truck Diagnostics Hardware – Product Details

The Daimler Truck Diagnostics Hardware overview page provides the user with product and purchasing details. Daimler Truck Diagnostics Hardware can be ordered via different purchasing channels depending on the market.

Here you can find a **description** about the **Daimler Truck Diagnostics Kit** by clicking on “**read more...**”

Clicking on “**order here**” will take you **directly** to the **order section**

Product Information



1. Daimler Truck Diagnostics Kit

The Daimler Truck Diagnostics Kit I consists of two hardware components that can be quickly and easily integrated into your IT landscape:
[read more...](#)
[order here](#)

2. Daimler Truck Accessories

Additional options are available with uniquely developed accessories for Daimler Truck Diagnostics VCI and Daimler Truck Diagnostics Pad 1.
[read more...](#)
[order here](#)

Here you can find a **description** about the **Daimler Truck Accessories** by clicking on “**read more...**”

More information on the Diagnostics Hardware product overview page is available on the next page

8.9. Workshop Solutions – Daimler Truck Diagnostics Hardware – User Roles and Rights

The Daimler Truck Diagnostics Hardware overview page provides the user with product and purchasing details. Daimler Truck Diagnostics Hardware can be ordered via different purchasing channels depending on the market.

To use the Daimler Truck Diagnostics software, you must apply for **additional diagnostic user rights**. There are **two types** of roles

If you want to use the **former XENTRY Flash user**, you can request for the **Flash Role** via **UMAS**

[read more...](#)
[order here](#)

2. Daimler Truck Accessories

Additional options are available with uniquely developed accessories for Daimler Truck Diagnostics VCI and Daimler Truck Diagnostics Pad 1.

[read more...](#)
[order here](#)

Role and Rights Requirements

Important information:
To be able to use Daimler Truck Diagnostics software, you need to apply for additional diagnosis user rights. A distinction is made between two types of user rights:

- ✓ Daimler Truck Diagnostics Standard Diagnostics Role (for diagnosis users without flash authorization, in example for reading fault memories)
- ✓ Daimler Truck Diagnostics Flash Role (corresponds to the former XENTRY Flash user)

Please use one of the following options:

Daimler Truck Diagnostics Standard Diagnostics Role:
Every diagnosis user must independently request the Standard Diagnosis rights via [UMAS](#) and run through the one-off identification process. It may also be necessary for the market-specific ISP support to create the user in ALICE if they do not yet have a user ID.

Daimler Truck Diagnostics Flash Role

- ✓ User already has Flash rights: Every Flash user must independently go through the one-off identification process at [UMAS](#)
- ✓ User does not have Flash rights: User must request Daimler Truck Diagnostics Flash Role through the market-specific channel and go through the one-off identification process at [UMAS](#)

If you **don't have flash authorization**, please use the **standard** diagnostic role that you will need to request permissions via **UMAS**

More information on the Diagnostics Hardware product overview page is available on the next page

8.9. Workshop Solutions – Daimler Truck Diagnostics Hardware – Ordering

The Daimler Truck Diagnostics Hardware overview page provides the user with product and purchasing details. Daimler Truck Diagnostics Hardware can be ordered via different purchasing channels depending on the market.

For the **German Market**, please follow those instruction to order your Daimler Truck Diagnostics Hardware via the **Daimler Truck Diagnostics Shop**

Order Here:

Germany:

Within the German market users may order diagnostics hardware directly via Daimler Truck Diagnostics Shop.

<https://daimlertruck-diagnostics.arvato-digital.com>

User must request access to Daimler Truck Diagnostics Shop separately using the following link:

<https://xentry.daimlertruck.com/umas/login/dtdshop-orderoverview>

Once your access request has been approved, you will be able to log in with your UMAS login credentials.

European Economic Area / United Kingdom:

Users from all other European countries, including the UK, are encouraged to reach out to their local TOC or GD representative directly. Alternatively, you may use our support services to be connected with the appropriate contact person.

commercialadmin.pool-id@daimlertruck.com

All other **EU Markets** and **UK** can order it through their **local TOC or GD** representative



Important Information on SERMI Legislation and Process

Please note: An additional role requirement in relation to SERMI becomes effective for 3rd Parties (ISP) within the RMI Regulation as of 1st October 2023. The country-specific start dates will vary as not all Member States have an accredited Conformity Assessment Body (CAB) available in time.


8.10. Workshop Solutions – Special Tools – Overview

The Special Tools overview page includes basic product information and user benefits as well as an order form to contact our service partner for special tools order handling.

Get an **overview** about your benefits

Language: English  Market: EEA / UK Legal information 

[Sign out](#) [Account](#) [Cart: 1](#)

 Mercedes-Benz Trucks you can trust

[External Links](#) [WebParts](#) [Workshop Solutions](#) [Technical Publishing](#)

[Home](#) > [Special Tools](#)

Special tools

Step up to the challenge! Quickly repair or service a Mercedes-Benz Truck with our efficient special tools.


Your benefits at a glance:

Offer your customers the best service and stand out from the competition.

- ✓ High-quality, fast repairs of all Mercedes-Benz Truck model series
- ✓ Innovative, simple solutions for even the most challenging repairs
- ✓ Safe and focused repairs
- ✓ Cost savings thanks to multiple use of the special tools for different vehicle models
- ✓ Effective reduction of the customer complaint rate

For seamless ordering of your special tools or further questions, please fill out the form below:

User ID *	First name
Last name	E-mail address *
Phone number *	Organization ID

More information on the Special Tools overview page is available on the next page 

8.10. Workshop Solutions – Special Tools – Ordering

The Special Tools overview page includes basic product information and user benefits as well as an order form to contact our service partner for special tools order handling.

Order form for special tools
(only available for logged-in users)

Basic information overview of all available special tools via our service partner

Additional product information on special tools is available via Parts Information or XENTRY Workshop Information System

For seamless ordering of your special tools or further questions, please fill out the form below:

User ID *	First name
Last name	E-mail address *
Phone number *	Organization ID
Country * Select the country	
Please enter here your Special Tools Order or Question *	

Submit

All available special tools can be found in the PDF-document below (number and names):
[Special tools list PDF](#)

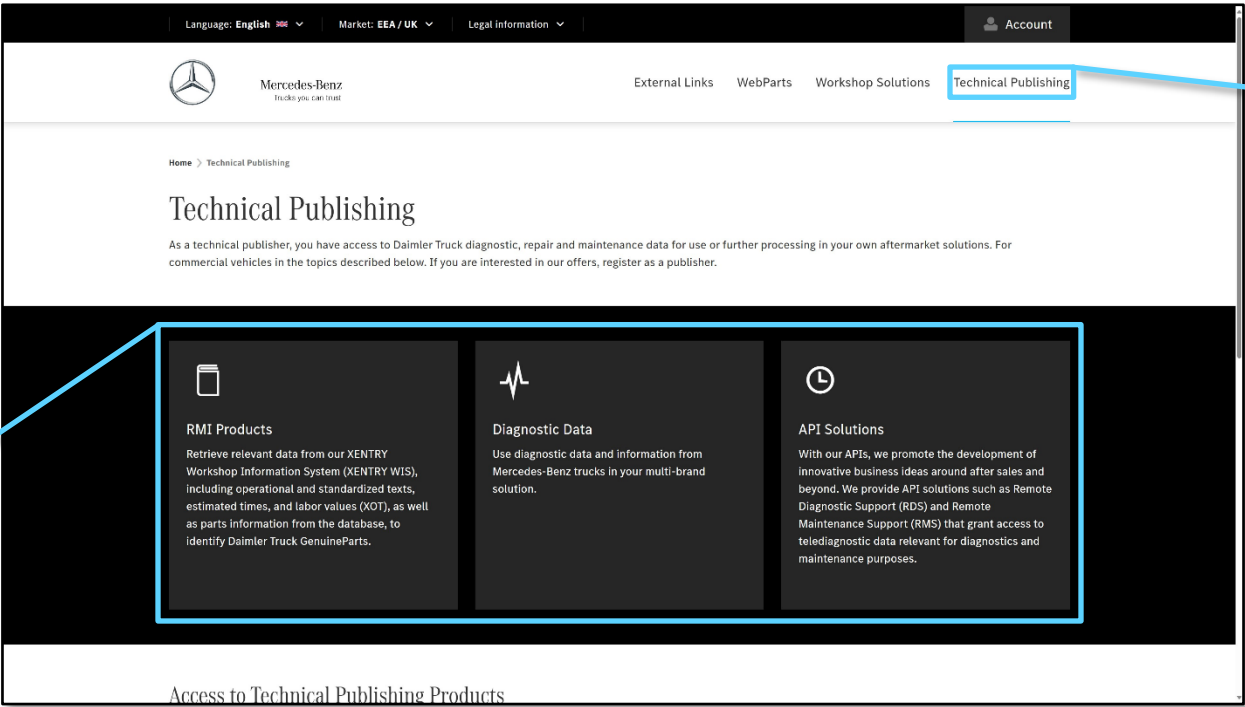
Good to know:

How to find the right special tools

Product information for special tools is available in the XENTRY Truck Parts Information section under "Workshop equipment" or in the "XENTRY Truck Workshop Information System" (XENTRY Truck WIS) as part of the maintenance and repair documents. The part numbers for workshop equipment are composed as follows: W nnn 589 nn nn nn, W nnn 588 nn nn nn or W nnn 586 nn nn nn

9. Technical Publishing – Overview

All relevant information for technical publisher is available on the Technical Publishing landing page including access to diagnostic as well as repair and maintenance data via the described access channels.



These **tiles** provide an **overview** of the **scope** of Technical Publishing

The **Technical Publishing overview page** can be accessed via the standard navigation

More information on the Technical Publishing overview page is available on the next page

9. Technical Publishing – Access

All relevant information for technical publisher is available on the Technical Publishing landing page including access to diagnostic as well as repair and maintenance data via the described access channels.

To gain **access to technical publisher products**, users must register via UMAS and select the company type “Publisher”

After the registration users will be contacted by the Daimler Truck representatives to discuss contract and data access details

RMI Products
Retrieve relevant data from our XENTRY Truck Workshop Information System (XENTRY Truck WIS), including operational and standardized texts, estimated times, and labor values (XOT), as well as parts information from the database, to identify Daimler Truck GenuineParts.

Diagnostic Data
Use diagnostic data and information from Mercedes-Benz trucks in your multi-brand solution.


API Solutions
With our APIs, we promote the development of innovative business ideas around after sales and beyond. We provide API solutions such as Remote Diagnostic Support (RDS) and Remote Maintenance Support (RMS) that grant access to telediagnostic data relevant for diagnostics and maintenance purposes.

Access to Technical Publishing Products

To gain access to the various technical publishing products, you must create an account and get verified.

Customers not registered in UMAS
The verification process can be started via UMAS (select company type “Publisher”):
<https://xentry.daimlertruck.com/umas/registration/>

Customers registered in UMAS without publisher role
If you already have an UMAS account, you can apply for the company type “Publisher” via the UMAS support on the UMAS website.
The duration of the verification process may vary depending on the applicant. You will receive an email on the status of your validation and possible contract negotiation.

 Mercedes-Benz
Trucks you can trust

10. External Links – Overview

Further links to external websites are collected on the overview page External Links.

Title, short description and link to **relevant external websites** such as EvoBus, Daimler Truck Genuine Parts, Trainings and more

External Links

RMI EvoBus:
RMI for the Daimler Truck owned subsidiary EvoBus can be accessed via
<https://www.omniplus.com/de/support/service-informationen>

Daimler Truck Genuine Parts:
Daimler Truck Genuine Parts, Genuine Spare Parts or Genuine Accessory Parts can be accessed via
<https://webpartstruck.mercedes-benz-trucks.com/webparts>

Mercedes-Benz Trucks Workshop Trainings:
The new Mercedes-Benz Truck and Bus learning system for workshop trainings can be accessed via
<https://learningsystem.mercedes-benz-trucks.com>
To receive access rights for the truck training portal, please send an email with your USER ID to trucktraining-organisation@daimlertruck.com

RMI FUSO:
RMI for the Daimler Truck owned subsidiary FUSO can be accessed via
<https://fusoascent2.mitsubishi-fuso.com/>

Daimler Truck Diagnostics Shop:
Within the German market users may order diagnostics hardware directly via Daimler Truck Diagnostics Shop at
<https://daimlertruck-diagnostics.arvato-digital.com>
User must request access to Daimler Truck Diagnostics Shop separately using the following link:
<https://xentry.daimlertruck.com/umas/login/dtdshop-orderoverview>

Users from all other European countries, including the UK, are encouraged to reach out to their local TOC or GD representative directly. Alternatively, you may use our support services to be connected with the appropriate contact person at:
commercialadmin.pool-id@daimlertruck.com

UMAS:
To register your operation and also request and manage authorizations visit
<https://xentry.daimlertruck.com/umas/login>

11. Customer Support – Overview

The Contact Us subpage can be accessed via the footer of the Service Information Mercedes-Benz Trucks Portal and gives users the possibility to contact the first-level customer support. Questions regarding the software products need to be addressed to the respective product support teams.

Here are the **contact details** for each **category or system**. Please contact the specific case directly via the link or email displayed here

Language: EnglishMarket: EEA / UKLegal InformationAccount

Mercedes-BenzTrucks you can trust

Workshop SolutionsWebPartsTechnical PublishingExternal Links

Home > Contact us

Contact us

Here you find direct support contacts:

Login issues https://service-info.mercedes-benz-trucks.com/	Please use contact form below.
Daimler Truck Diagnostics Technical Support	https://retailsupport.daimlertruck.com/aftersales
Daimler Truck Diagnostics Hardware Commercial Questions	https://retailsupport.daimlertruck.com/aftersales
Mercedes-Benz Trucks Workshop Trainings	trucktraining-organisation@daimlertruck.com
RMI for EvoBus Support	https://www.omniplus.com/de/kontakt/
RMI for Fuso Support	fusoascent-helpdesk@daimlertruck.com
RMI Application Content Support	Please use the Feedback button inside the application

For all other questions, please use the following contact form:

Inquiry type *

Select the inquiry type

More information on Customer Support overview page is available on the next page

11. Customer Support – Other Questions Form

The Contact Us subpage can be accessed via the footer of the Service Information Mercedes-Benz Trucks Portal and gives users the possibility to contact the first-level customer support. Questions regarding the software products need to be addressed to the respective product support teams.

Only if you **can not assign your request to the given categories, use this Online support form.** For all other questions contact first-level customer support

Click **“Submit”** to send your support request

RMI Application Content Support

Please use the XSF Feedback button inside the application

For all other questions, please use the following contact form:

Inquiry type *
Select the inquiry type

User ID

First name *

Last name *

E-mail address *

Phone number

Organization ID

Country *

Inquiry *

Attachments / screenshots
Please select files to upload

Browse

Submit

