



autologic

Mercedes Pass Through

Disclaimer – This information is provided as a guide only and subject to change by the vehicle manufacturer . Autologic cannot be held responsible for any errors regarding manufacturer information that leads to diagnosis or programming malfunctions. This document is regularly updated so please check for the latest version.

Introduction

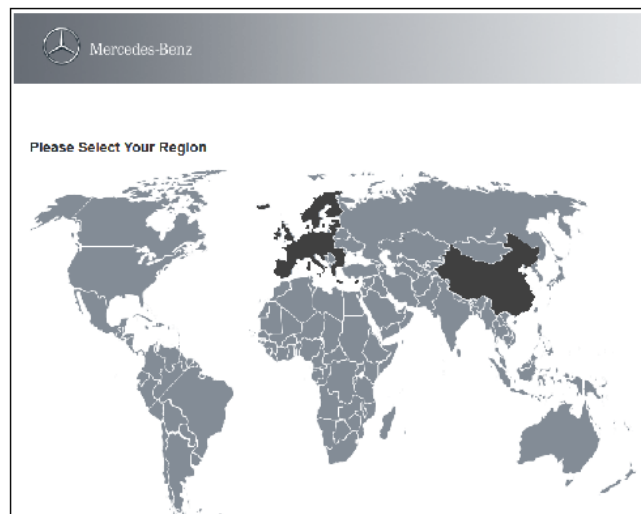
- “Xentry Pass Thru EU” and “Xentry Diagnostics EU” is the Mercedes-Benz brand’s diagnostics and repair solutions for the Independent Repairers carrying out servicing and repairs for euro 5 and 6 certified passenger cars and commercial vehicles.
- The Independent Repairer can obtain Time credits. One hour, one day, one month and one year options are available. A price distinction is made between MB passenger car/van and smart.
- The software is used to process coding, programing and enable dependent control modules for euro 5 and 6 certified passenger cars and commercial vehicles.
- Information on the differences between the two available solutions can be found on the manufacturers website and this must be taken into account before placing your initial order to suit your business requirements. This guide covers Xentry Pass-Thru EU.

TechInfo-Shop Registration

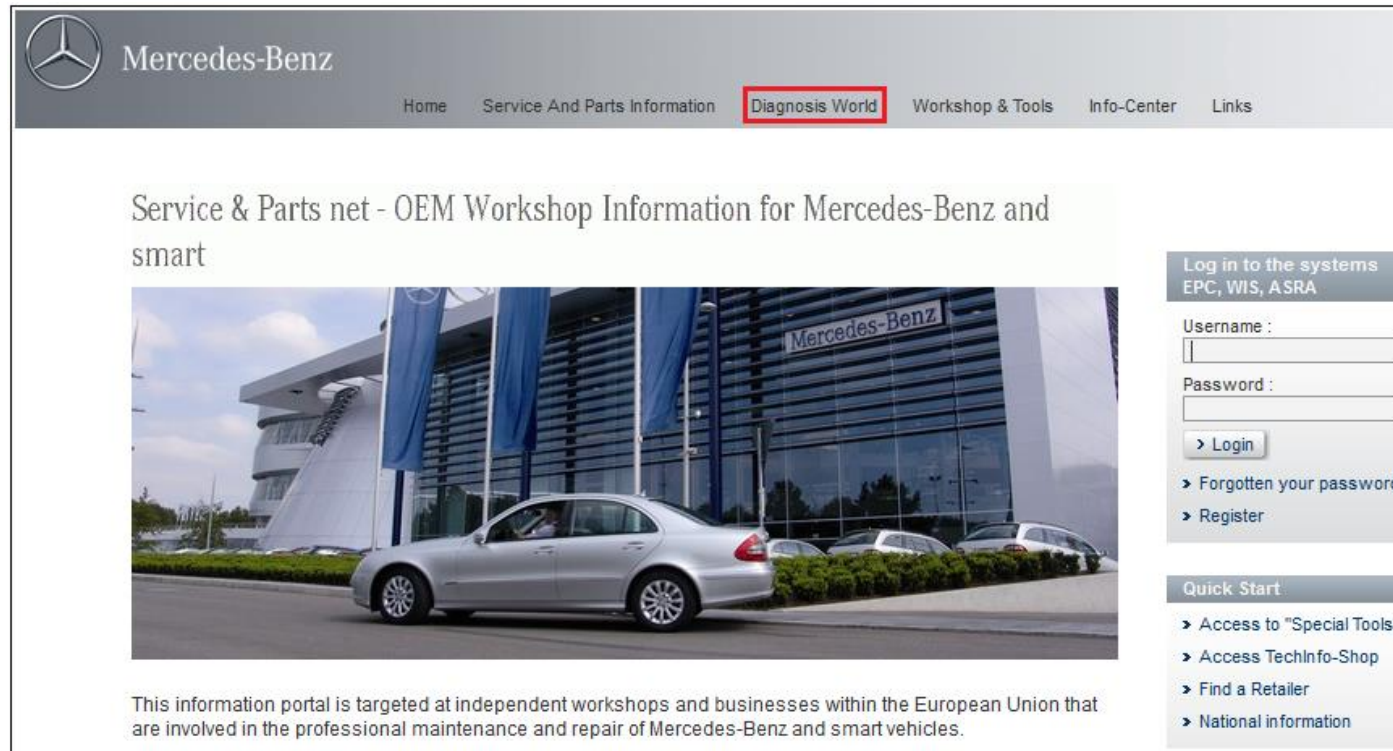
- A valid “TechInfo-Shop” account registration is required before you will be able to access any information and place your initial order for “Xentry Pass Thru EU” or “Xentry Diagnostics EU”
- To do this, open the following web address:

<http://service-parts.mercedes-benz.com/dcagportal/DCAGPortal/portal.action>

- To start the registration process, select your region



1. After selecting your region, you will then be directed to the “Service & Parts net” website. Here you must select the “Diagnosis World” tab



Mercedes-Benz

Home Service And Parts Information **Diagnosis World** Workshop & Tools Info-Center Links

Service & Parts net - OEM Workshop Information for Mercedes-Benz and smart

This information portal is targeted at independent workshops and businesses within the European Union that are involved in the professional maintenance and repair of Mercedes-Benz and smart vehicles.

Log in to the systems
EPC, WIS, ASRA

Username :

Password :

> Login

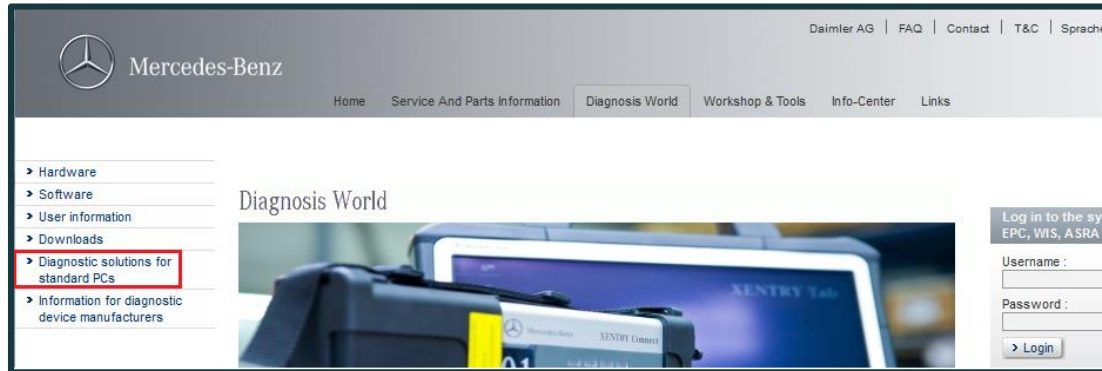
> Forgotten your password?

> Register

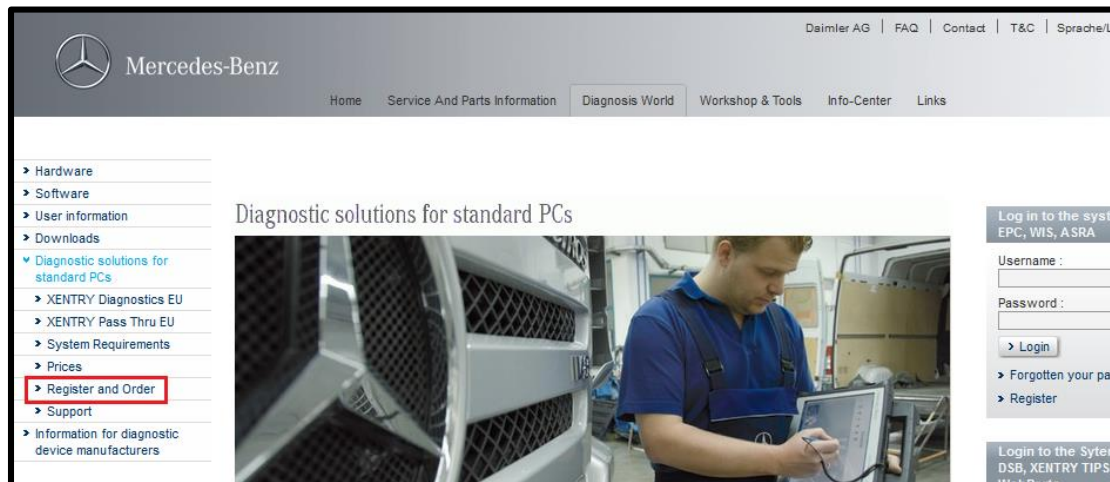
Quick Start

- > Access to "Special Tools"
- > Access TechInfo-Shop
- > Find a Retailer
- > National information

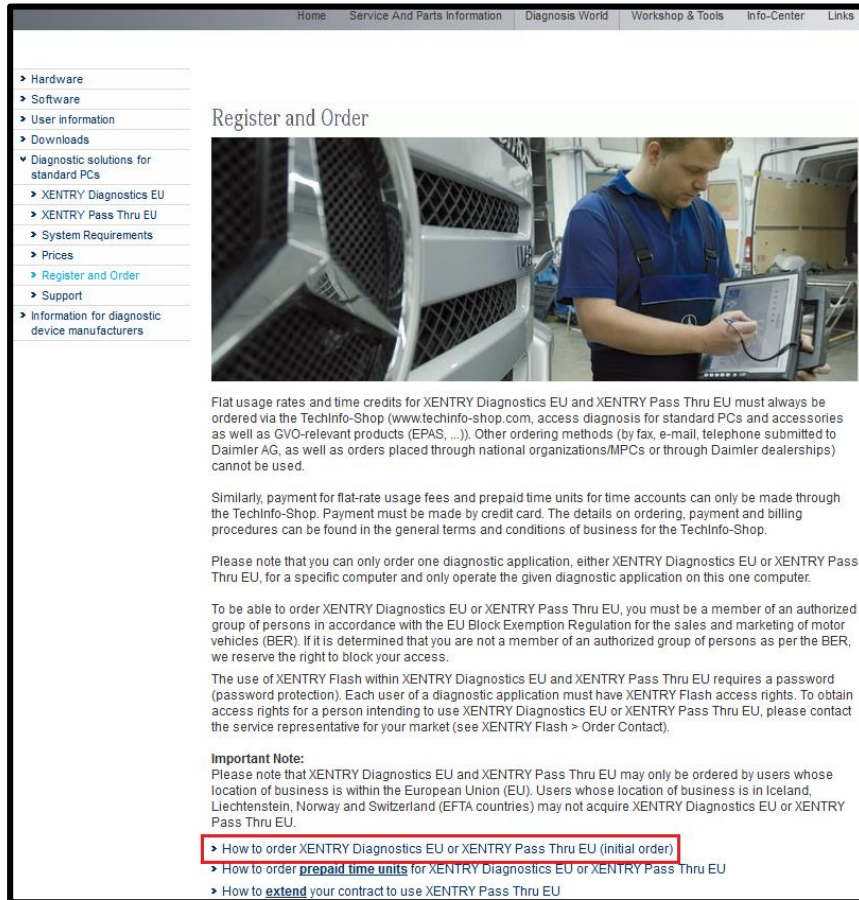
2. Select 'Diagnostic Solutions for standard PC's. There are various links with useful information from the manufacturer. These links give important information on the available packages, system requirements and prices.



3. If you are happy with the information, select 'Register and Order'.




4. Read the information and then select 'How to order XENTRY Diagnostics EU or XENTRY Pass Thru EU (initial order)'



Home Service And Parts Information Diagnosis World Workshop & Tools Info-Center Links

- Hardware
- Software
- User information
- Downloads
- Diagnostic solutions for standard PCs
 - XENTRY Diagnostics EU
 - XENTRY Pass Thru EU
 - System Requirements
 - Prices
 - Register and Order
 - Support
- Information for diagnostic device manufacturers

Register and Order



Flat usage rates and time credits for XENTRY Diagnostics EU and XENTRY Pass Thru EU must always be ordered via the TechInfo-Shop (www.techinfo-shop.com, access diagnosis for standard PCs and accessories as well as GVO-relevant products (EPAS, ...)). Other ordering methods (by fax, e-mail, telephone submitted to Daimler AG, as well as orders placed through national organizations/MPCs or through Daimler dealerships) cannot be used.

Similarly, payment for flat-rate usage fees and prepaid time units for time accounts can only be made through the TechInfo-Shop. Payment must be made by credit card. The details on ordering, payment and billing procedures can be found in the general terms and conditions of business for the TechInfo-Shop.

Please note that you can only order one diagnostic application, either XENTRY Diagnostics EU or XENTRY Pass Thru EU, for a specific computer and only operate the given diagnostic application on this one computer.

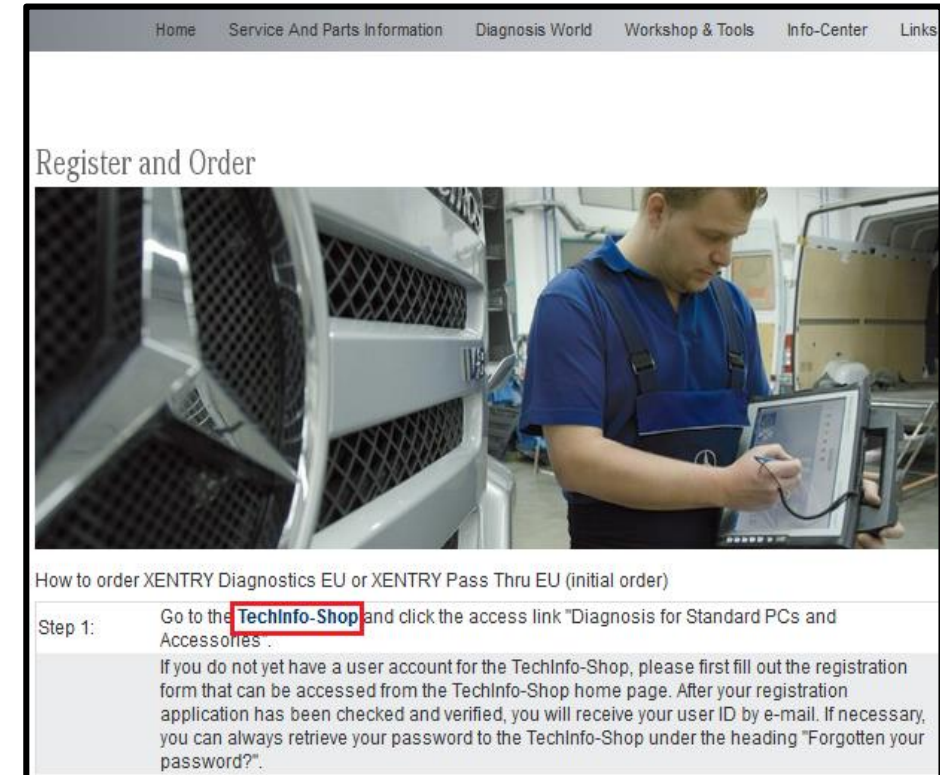
To be able to order XENTRY Diagnostics EU or XENTRY Pass Thru EU, you must be a member of an authorized group of persons in accordance with the EU Block Exemption Regulation for the sales and marketing of motor vehicles (BER). If it is determined that you are not a member of an authorized group of persons as per the BER, we reserve the right to block your access.

The use of XENTRY Flash within XENTRY Diagnostics EU and XENTRY Pass Thru EU requires a password (password protection). Each user of a diagnostic application must have XENTRY Flash access rights. To obtain access rights for a person intending to use XENTRY Diagnostics EU or XENTRY Pass Thru EU, please contact the service representative for your market (see XENTRY Flash > Order Contact).

Important Note:
Please note that XENTRY Diagnostics EU and XENTRY Pass Thru EU may only be ordered by users whose location of business is within the European Union (EU). Users whose location of business is in Iceland, Liechtenstein, Norway and Switzerland (EFTA countries) may not acquire XENTRY Diagnostics EU or XENTRY Pass Thru EU.


- How to order XENTRY Diagnostics EU or XENTRY Pass Thru EU (initial order)
- How to order prepaid time units for XENTRY Diagnostics EU or XENTRY Pass Thru EU
- How to extend your contract to use XENTRY Pass Thru EU

5. Select 'TechInfo-Shop'



Home Service And Parts Information Diagnosis World Workshop & Tools Info-Center Links

Register and Order

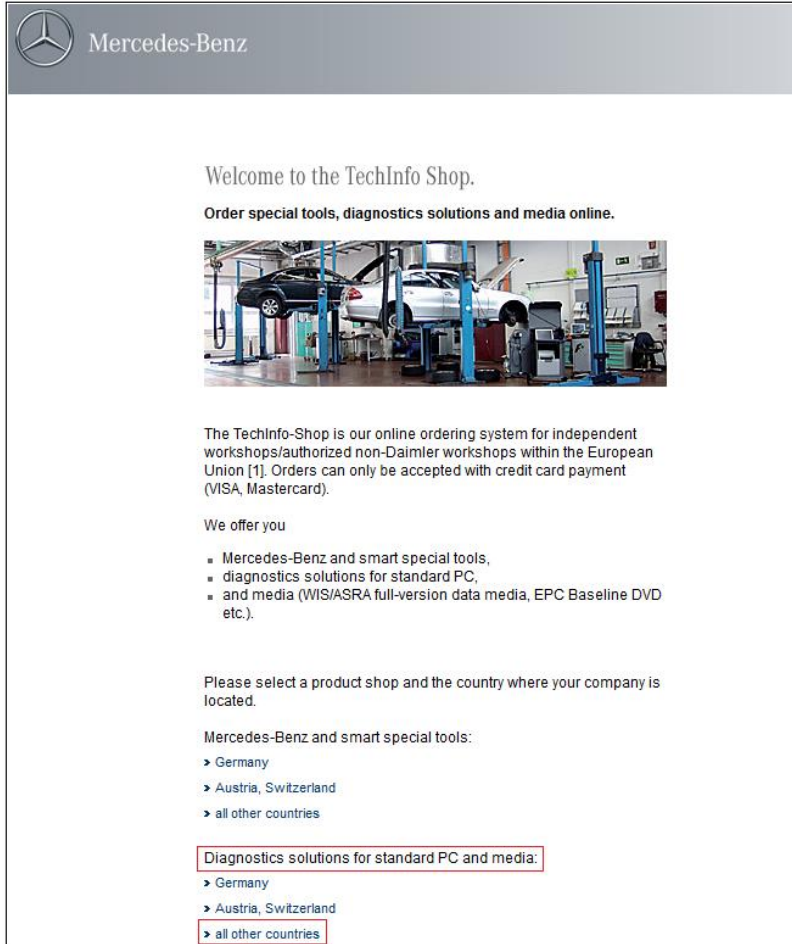


How to order XENTRY Diagnostics EU or XENTRY Pass Thru EU (initial order)

Step 1: Go to the **TechInfo-Shop** and click the access link "Diagnosis for Standard PCs and Accessories".

If you do not yet have a user account for the TechInfo-Shop, please first fill out the registration form that can be accessed from the TechInfo-Shop home page. After your registration application has been checked and verified, you will receive your user ID by e-mail. If necessary, you can always retrieve your password to the TechInfo-Shop under the heading "Forgotten your password?".


6. A new window will open confirming the TechInfo Shop web address. Select 'all other countries' for Diagnostic solutions for standard PC and media:



Mercedes-Benz

Welcome to the TechInfo Shop.

Order special tools, diagnostics solutions and media online.



The TechInfo-Shop is our online ordering system for independent workshops/authorized non-Daimler workshops within the European Union [1]. Orders can only be accepted with credit card payment (VISA, Mastercard).

We offer you

- Mercedes-Benz and smart special tools,
- diagnostics solutions for standard PC,
- and media (WIS/ASRA full-version data media, EPC Baseline DVD etc.).

Please select a product shop and the country where your company is located.

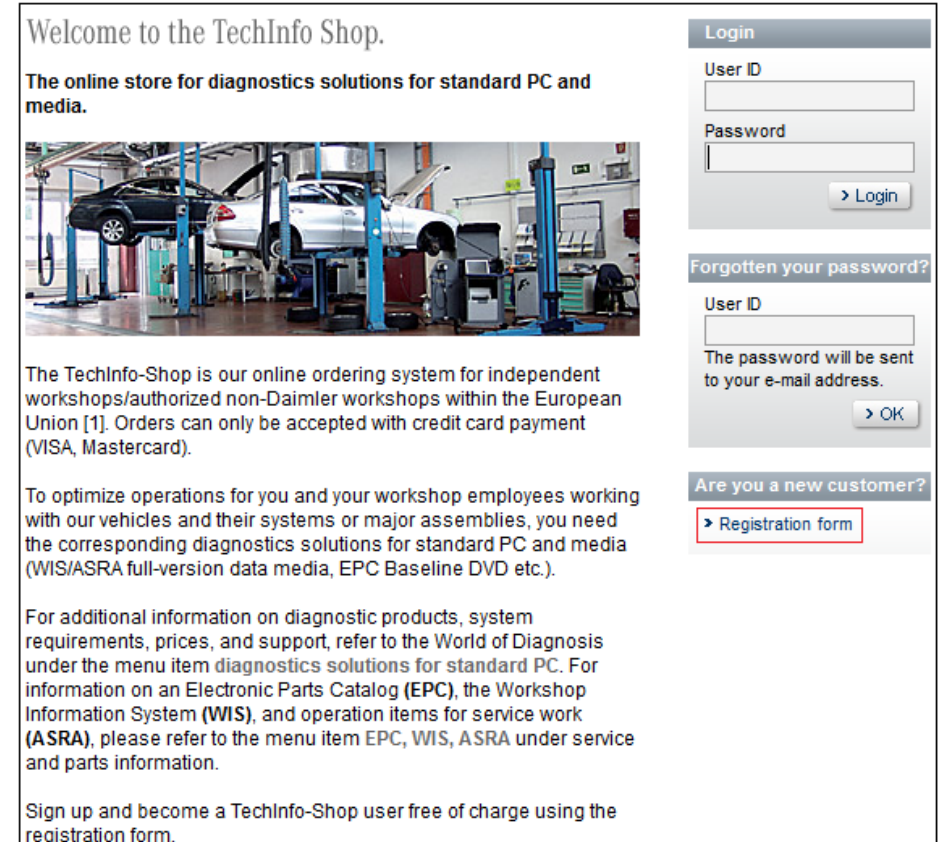
Mercedes-Benz and smart special tools:

- > Germany
- > Austria, Switzerland
- > all other countries

Diagnostics solutions for standard PC and media:


- > Germany
- > Austria, Switzerland
- > all other countries

7. Select 'Registration Form'



Welcome to the TechInfo Shop.

The online store for diagnostics solutions for standard PC and media.



The TechInfo-Shop is our online ordering system for independent workshops/authorized non-Daimler workshops within the European Union [1]. Orders can only be accepted with credit card payment (VISA, Mastercard).

To optimize operations for you and your workshop employees working with our vehicles and their systems or major assemblies, you need the corresponding diagnostics solutions for standard PC and media (WIS/ASRA full-version data media, EPC Baseline DVD etc.).

For additional information on diagnostic products, system requirements, prices, and support, refer to the World of Diagnosis under the menu item diagnostics solutions for standard PC. For information on an Electronic Parts Catalog (EPC), the Workshop Information System (WIS), and operation items for service work (ASRA), please refer to the menu item EPC, WIS, ASRA under service and parts information.

Sign up and become a TechInfo-Shop user free of charge using the registration form.

Login

User ID

Password

> Login

Forgotten your password?

User ID

The password will be sent to your e-mail address.

> OK

Are you a new customer?

> Registration form

8. Complete the form. (All fields marked with “*” are mandatory).
Below is an example with the required data filled in:

Registration.

Fields marked with a * are mandatory.

Orders can only be transacted per credit card payment (VISA, Mastercard).

Customer number (please type in if known)

Country code (3 digits)

Operation number (3 to 6 digits)

Company data

Country * UNITED KINGDOM

Company name * A.N. Example Company

Street, Number * example street, 123

ZIP code * ZZ3 1YY

Town * Example Hampstead

I belong to the following customer category: *

1.1) Brand-unaffiliated workshop

VAT identification number * GB 123 4567 89

Your personal data

Salutation * Mr.

First name * Anne

Last name * Other

Phone * 01865 123456

Fax

E-Mail * An.Otheremail@company.com

Department

> send

9. Select ‘Send’ after completing your details

10. An e-mail will be sent confirming a valid User ID and Password. Passwords are then requested via the 'forgotten your password?' box. Response times vary from 1 – 14 working days.

Login

User ID

Password

> Login

Forgotten your password?


User ID

The password will be sent to your e-mail address.


> OK

Are you a new customer?

> Guest account
> Registration form

 Mercedes-Benz

Welcome to the TechInfo Shop.
The online store for diagnostics solutions for standard PC and media.



The TechInfo-Shop is our online ordering system for independent workshops/authorized non-Daimler workshops within the European Union [1]. Orders can only be accepted with credit card payment (VISA, Mastercard).
To optimize operations for you and your workshop employees working with our vehicles and their systems or major assemblies, you need the corresponding diagnostics solutions for standard PC and media (WIS/ASRA full-version data media, EPC Baseline DVD etc).
For additional information on diagnostic products, system requirements, prices, and support, refer to the World of Diagnosis under the menu item diagnostics solutions for standard PC. For information on an Electronic Parts Catalog (EPC), the Workshop Information System (WIS), and operation items for service work (ASRA), please refer to the menu item EPC, WIS, ASRA under service and parts information.
Sign up and become a TechInfo-Shop user free of charge using the registration form.

Login

User ID
537*****

Password

> Login

Forgotten your password?

User ID

The password will be sent to your e-mail address.

> OK

Are you a new customer?

> Registration form

- Please keep a safe note of your “TechInfo-Shop” log in number as this will be required later

Laptop/PC System Requirements

For installation of Mercedes-Benz “Xentry Pass Thru EU” and “Xentry Diagnostics EU” the device you want to install the software on must meet the following system requirements:

- Windows-compatible PC or laptop with i5 hyper-threading or comparable model
- At least 4 GB main memory; 8 GB recommended
- At least 110 GB free disk space; SSD recommended (due to performance and mechanical stability).
Note: The minimum disc size recommended is 250GB, 110GB of that has to be free space.
- Internet Explorer 11 or higher
- USB interface for USB2LAN adapter, recommended: 4 slots
Internet connection: LAN/WLAN
- An ISDN or faster Internet connection
- Operating system: Windows 7/Windows 8 / 8.1 / 10 (64-bit)
- Blu-ray drive

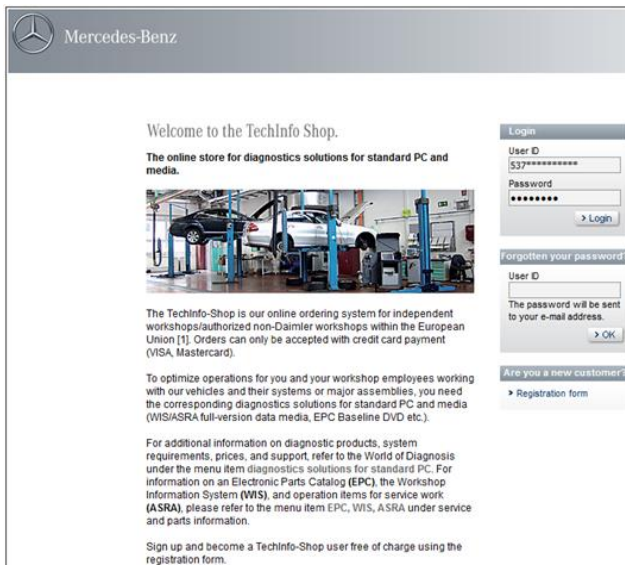
Please note:

- Microsoft discontinued its support for Windows XP SP3 on April 8, 2014.
- All updates since 03/2014 can only be installed and run with Windows 7/8/8.1./10 (64-bit)

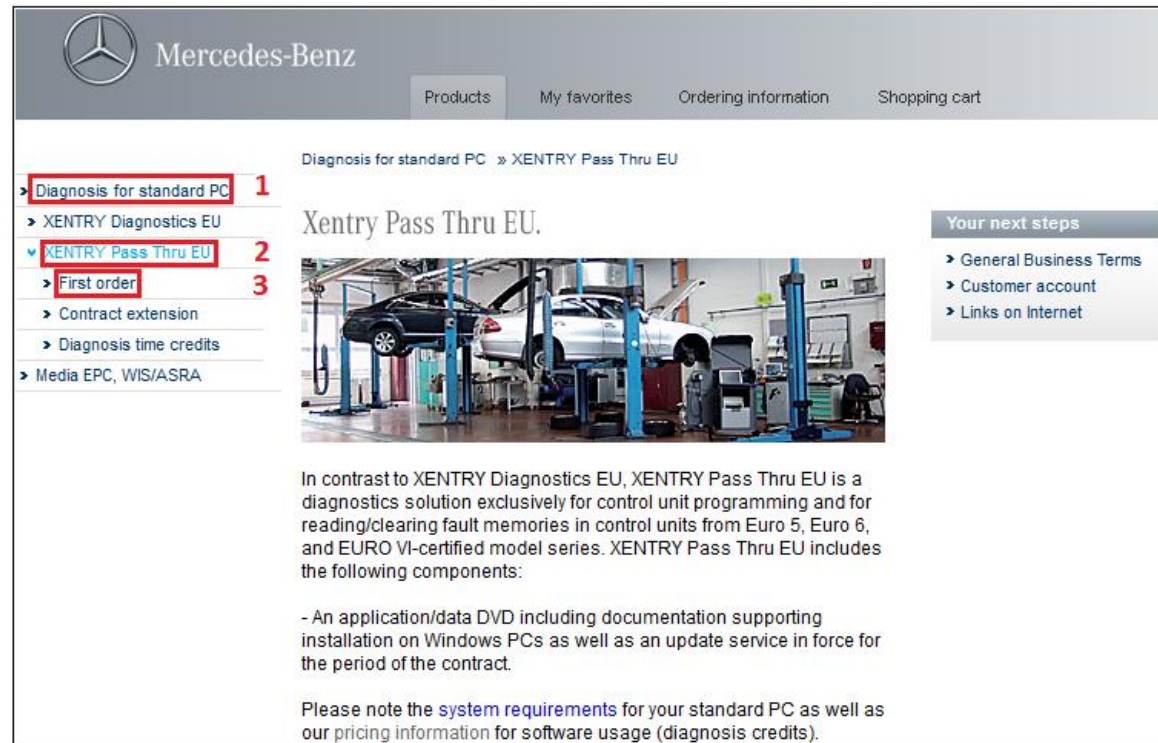
Purchasing “Xentry Pass Thru EU”

Please note: This next step should only be carried out on the Laptop that is to be used for Pass-Thru. For Xentry Diagnosis EU, select that option.

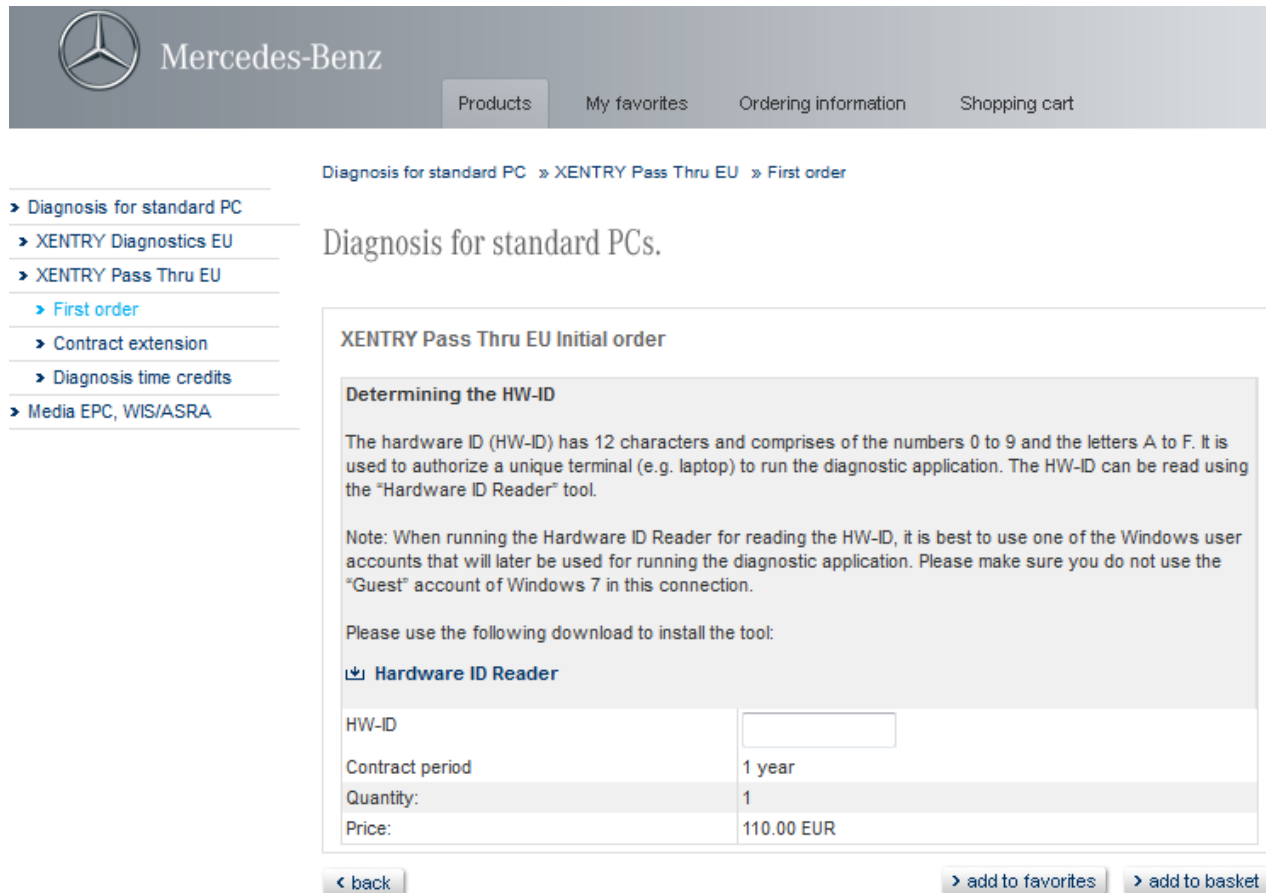
1. Log in to “TechInfo-Shop”



2. Select Diagnosis for Standard PC's, Xentry Pass Thru EU, First order.



3. You will now be required to determine your “Hardware ID”



Mercedes-Benz

Products My favorites Ordering information Shopping cart

Diagnosis for standard PC » XENTRY Pass Thru EU » First order

Diagnosis for standard PCs.

XENTRY Pass Thru EU Initial order

Determining the HW-ID

The hardware ID (HW-ID) has 12 characters and comprises of the numbers 0 to 9 and the letters A to F. It is used to authorize a unique terminal (e.g. laptop) to run the diagnostic application. The HW-ID can be read using the "Hardware ID Reader" tool.

Note: When running the Hardware ID Reader for reading the HW-ID, it is best to use one of the Windows user accounts that will later be used for running the diagnostic application. Please make sure you do not use the "Guest" account of Windows 7 in this connection.

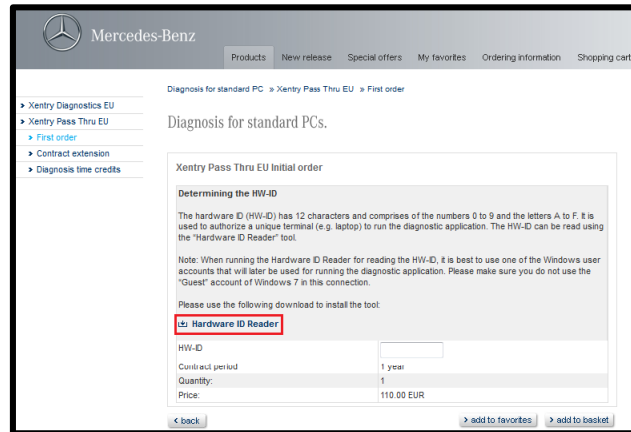
Please use the following download to install the tool:

[Hardware ID Reader](#)

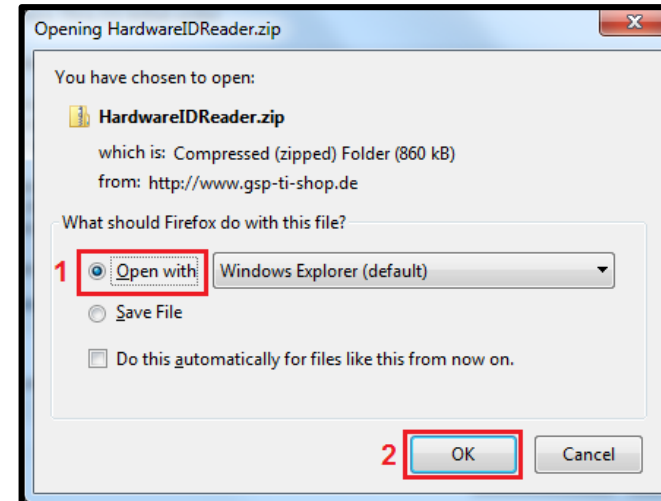
| | |
|-----------------|----------------------|
| HW-ID | <input type="text"/> |
| Contract period | 1 year |
| Quantity: | 1 |
| Price: | 110.00 EUR |

[< back](#) [> add to favorites](#) [> add to basket](#)

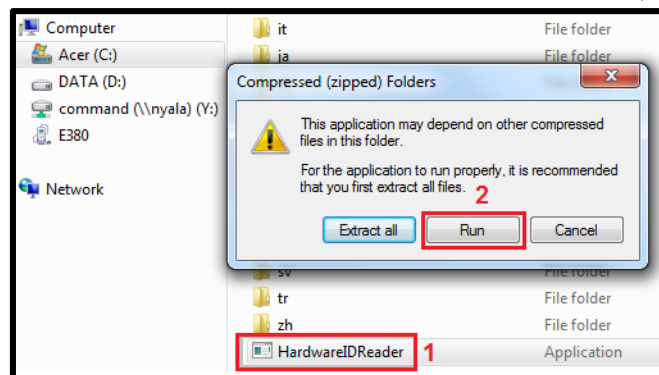
4. Select 'Hardware ID Reader'



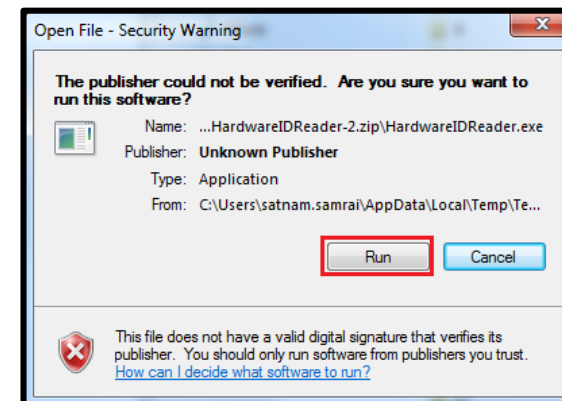
5. Select 1: 'open with' and then 2: 'OK'



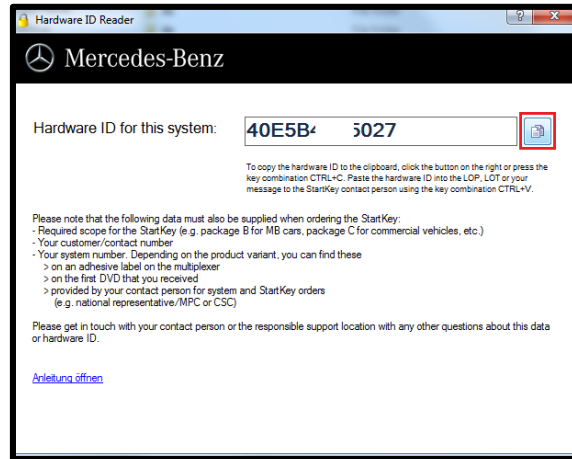
6. Select 1: 'Hardware ID Reader' and then 2: 'Run'



7. Select 'Run.' This will generate the software required and create a hardware ID

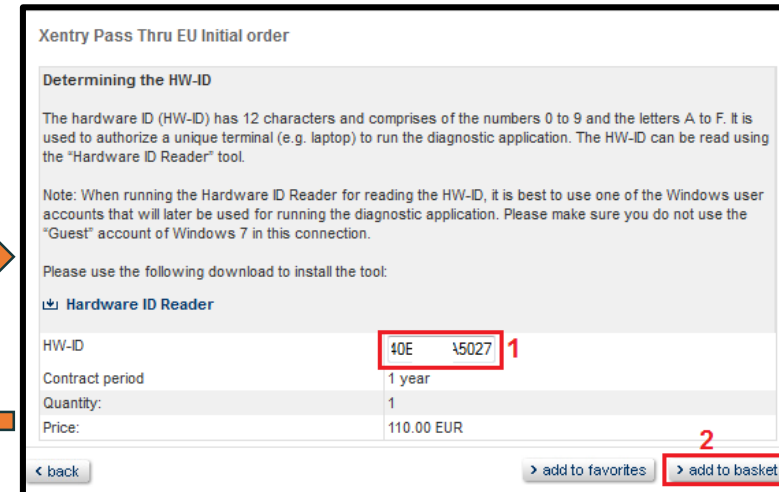


8. Copy “Hardware ID number”

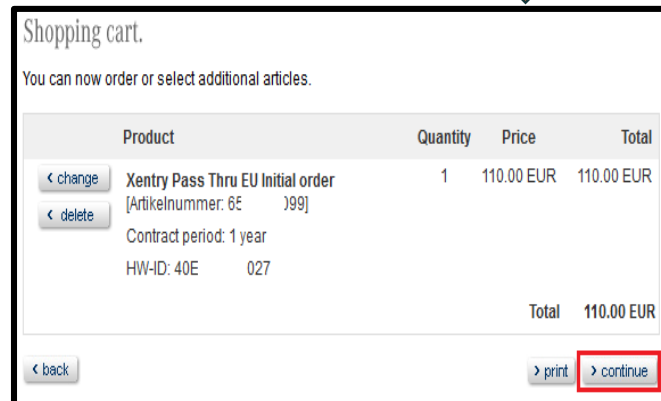


9. Paste into 1: ‘Hardware ID Number’

10. Click ‘Add to basket’



11. Select ‘Continue’



- **IMPORTANT.** Please make a note of the Hardware ID as this will be required for ordering a start key

12. Check all details are correct and select 'continue'
13. A valid credit card is required to complete purchase

Dealer address overview.

Note: Please check the validity of your data.

| | |
|-----------------------|------------------------------|
| Company / Institution | Autologic Diagnostics Ltd. |
| Customer ID | 5: 211 |
| form of address | Mr. |
| First name | Tom |
| Name | |
| Street | Autologic House, London Road |
| Zip | OX33 1JH |
| Town | Wheatley |
| Country | GREAT BRITAIN |
| Telephone | +441865870050 |
| Fax | |
| eMail Address | .com |

[< back](#) [> continue](#)



Payment and delivery

Payment: Creditcard
Delivery: Direct delivery

Delivery no later than:
Orders for Xentry Diagnostics EU Starter Kit and Xentry Pass Thru (initial order) will be prepared and ready for shipment no later than two (2) weeks after receipt of an order. When orders for Xentry Diagnostics EU time credits and Xentry Pass Thru EU time credits are placed on Monday through Friday (except holidays) between 8:00 and 16:00 CET (standard or daylight savings time), the credits requested will be made available for use within one hour. Time credits ordered outside these normal business hours will be available by 9:00 CET on the next business day (Monday through Friday).

Daimler AG reserves the right to make design or technical modifications as well as changes to the scope of delivery during the delivery period to the extent that such changes are reasonable for the customer to accept.

Delivery of Star Diagnosis accessories occurs no later than two (2) weeks following receipt of order.

Terms of delivery:
In accordance with the General Terms and Conditions.

☒ I agree with the General Business Terms.

It is not possible to cancel an order online. This is because once you send your order, it is immediately placed in order processing.
To cancel an order please use contact form "Cancellation of an order".

[> send order](#)

14. Tick the 'I agree with the general business terms' box
15. Select 'send order'
16. An e-mail will be sent confirming the purchase

Note

The Xentry Pass Thru EU Blu-Ray disk will be sent to you via post.

Normal waiting time of disk arrival approx. **2-3 weeks.**

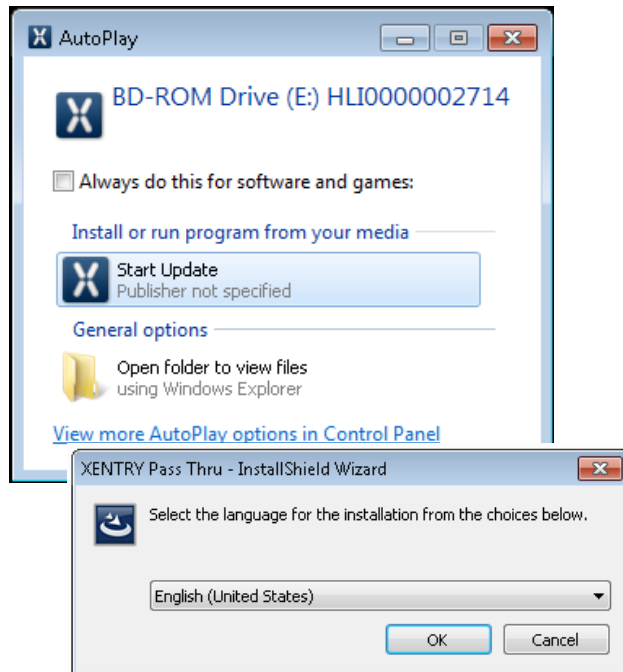
Xentry Pass Thru installation

1. You will have now received your Blu-Ray Disk from Mercedes-Benz, note on the paperwork supplied you will have a System / Contract number. This is a 6 digit number normally starting with a “2”

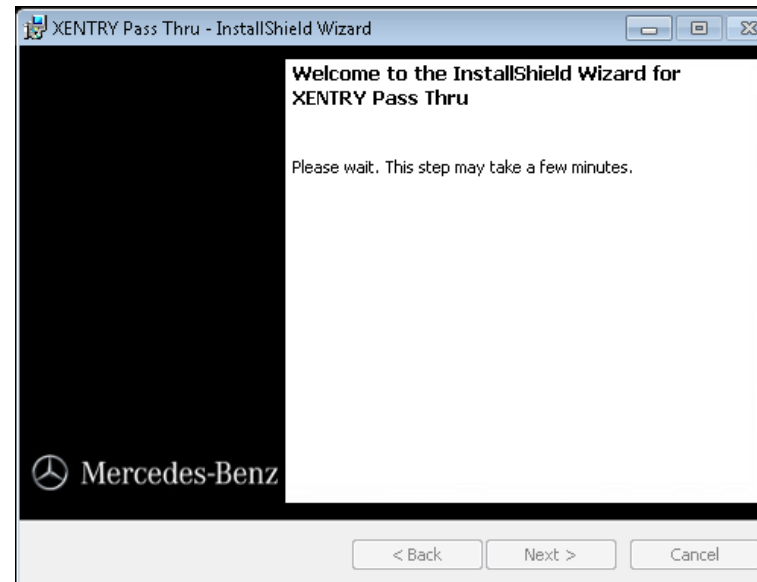


- **IMPORTANT.** Please keep a note of your system / contract 6 digit number as this is required to order a start key and to order time credits as required.

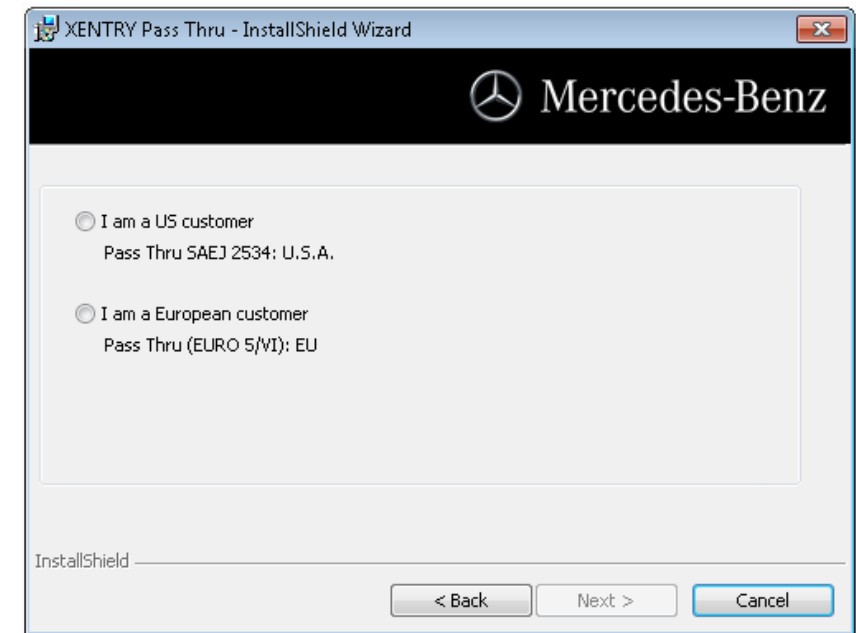
1. Insert Blu-Ray Disc into the Blu-Ray drive (compatible USB drive if laptop is not equipped.)



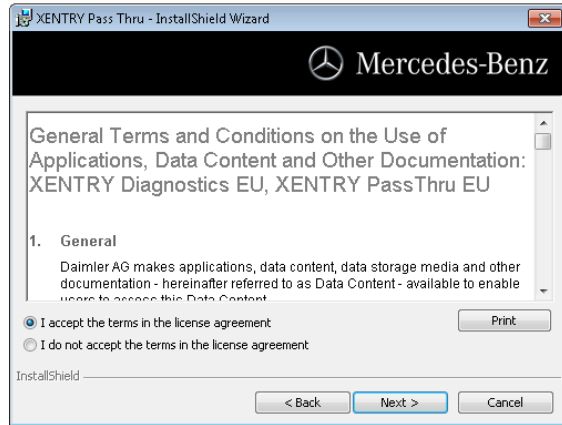
2. Automatic start up will start the procedure after a short while, the installation time depends on a fresh install or an update. The screen below will be shown for approx. 2 minutes depending on laptop configuration. Press “Next”



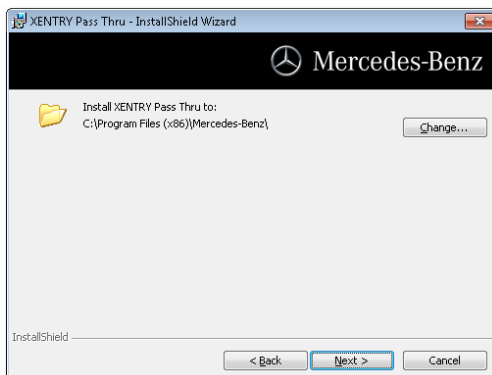
3. Select your geographical location – USA J2534 or European customer Pass Thru (Euro 5/VI): EU



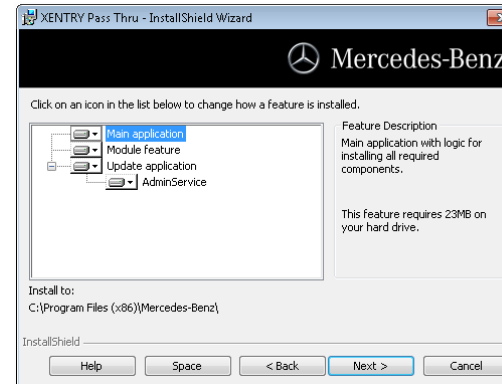
4. Accept the terms and conditions in the license agreement and select “Next”



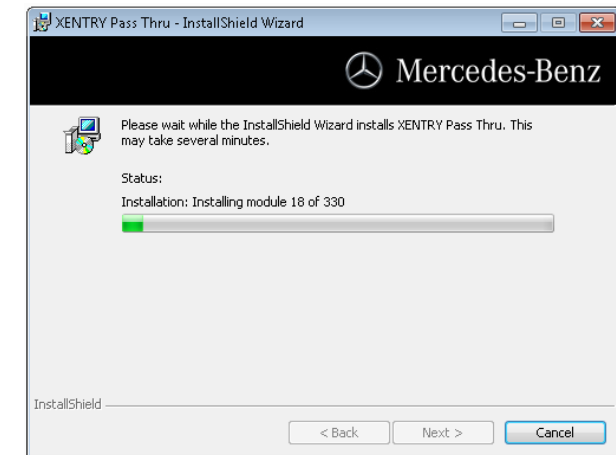
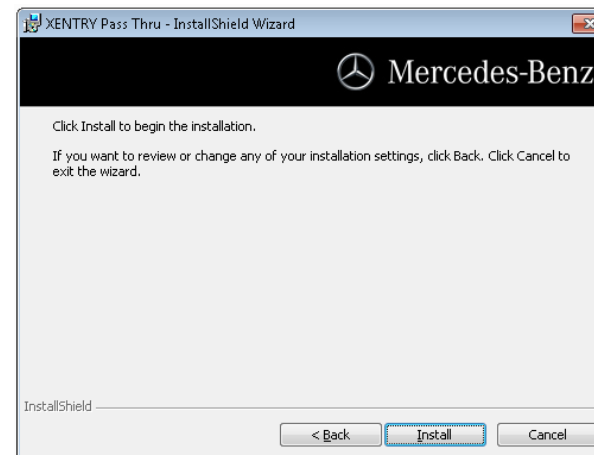
5. Confirm Folder location for installation of Xentry Pass Thru. Press “Next”



6. Press “Next” to Install all applications on the local hard drive.

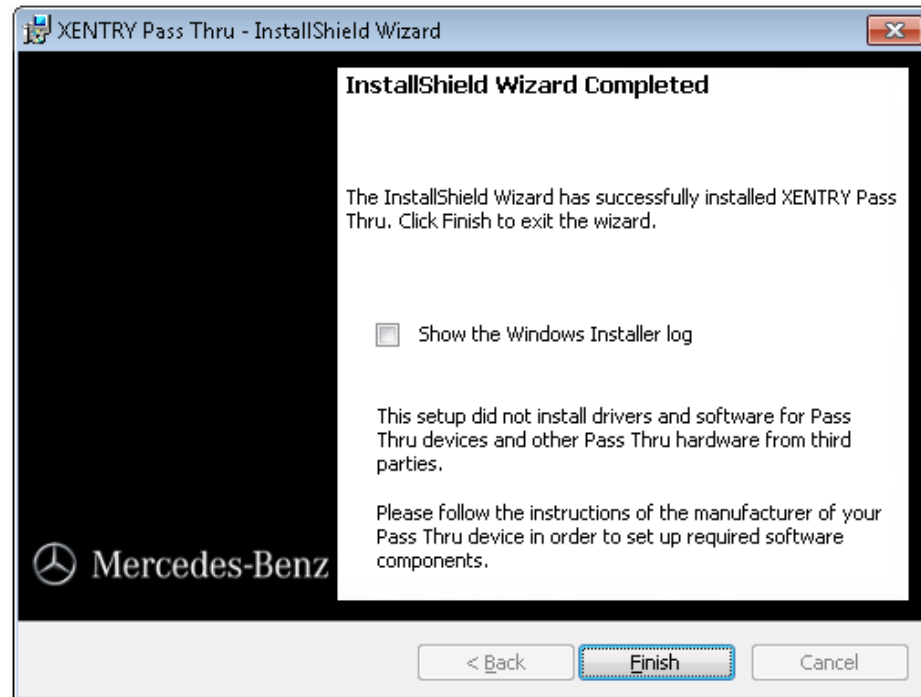


7. Finally, press “Install” to start full installation. This part can take approx. 4 hours to complete.

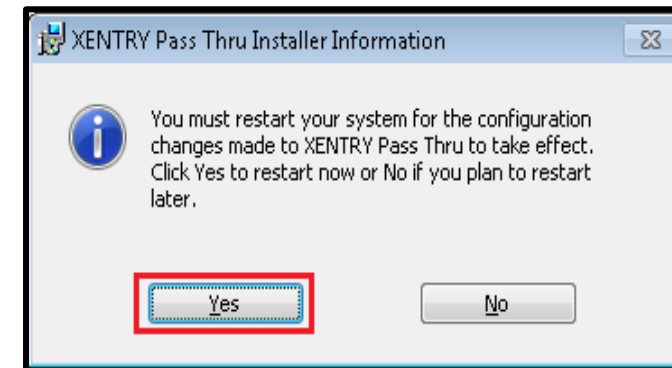


8. Select “Finish”

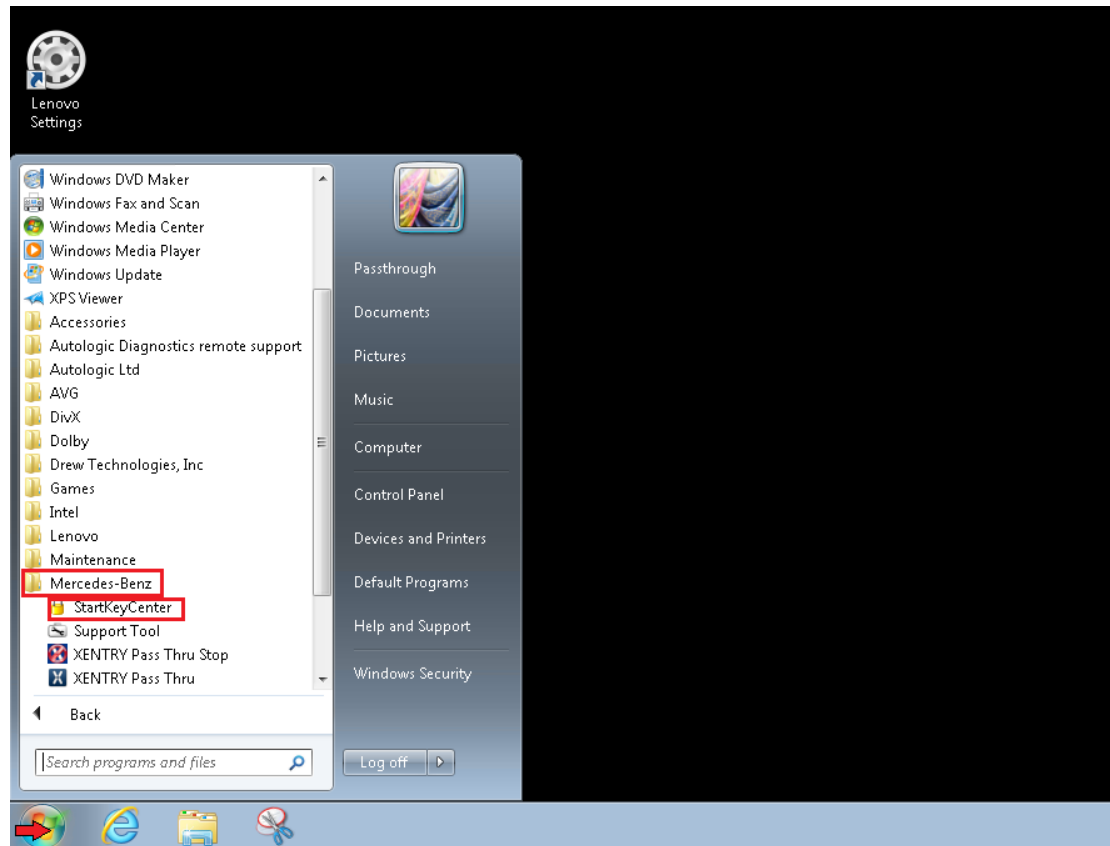
Note the instructions regarding the Pass Thru device drivers.



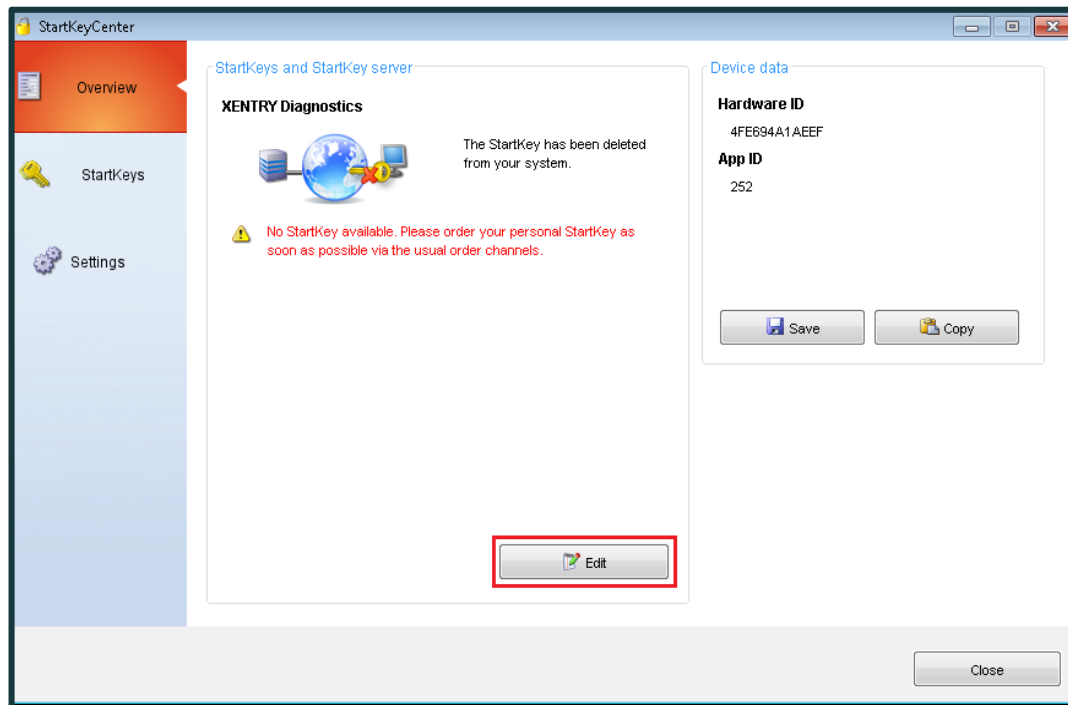
9. Select “Yes” to restart the system.



10. Once the system has restarted, open the Start menu, Locate the Mercedes-Benz folder and start the “Start Key Center” program



11. Enter your Start Key as requested, this should have been sent to you via email form or when you received the Blu-Ray Disc. Again, this is subject to country, but we have instances where no Start Key has been received.



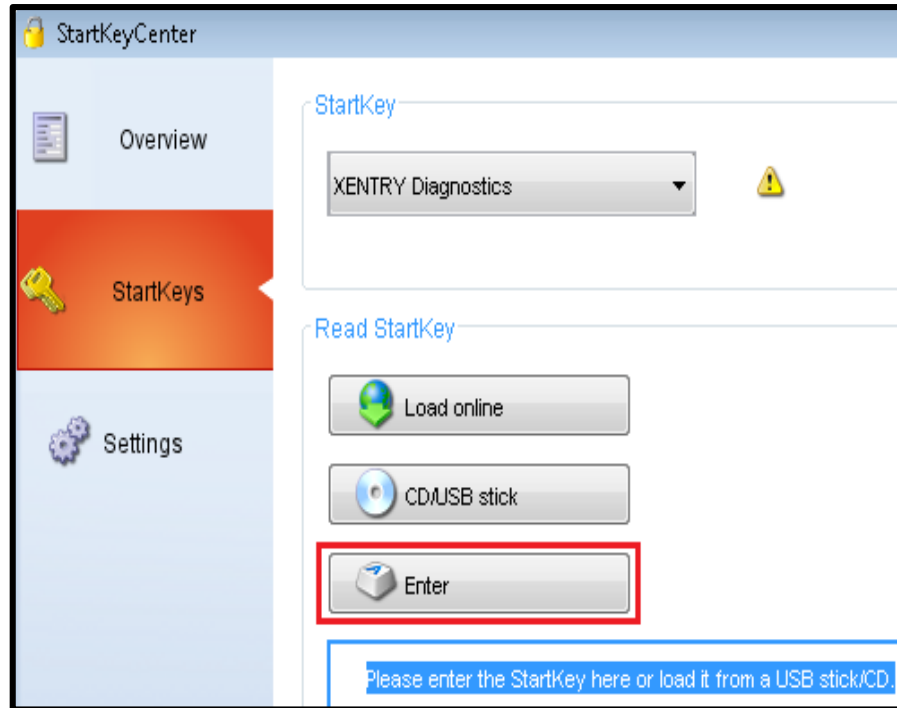
Note:

If no Start Key available, this can be requested via your country contact. For example, UK:
xentry.customer.support@daimler.com

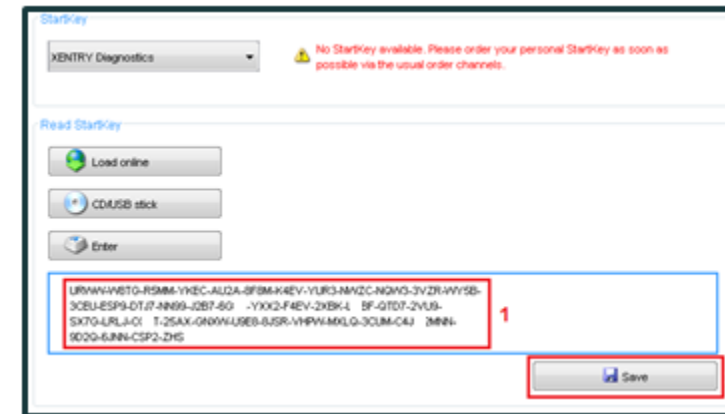
You will need to supply 4 pieces of information:

1. **User ID** – this is your “Tech-Info Shop” ID and normally starts with a **537** for UK customers
2. **App ID** – this is found in your Start Key Centre ‘overview’ and in the top right hand corner you will see the ‘App ID’ normally 252 but always check
3. **Hardware ID** – Again, this is found in your Start Key Centre ‘overview’ and in the top right hand corner you will see the Hardware ID
4. **System or contract number** – normally 6 digits and starts with 2##### this will be located on the Mercedes dongle if Xentry diagnostics was purchased , or in the package/envelope that the Pass-thru disc were delivered in

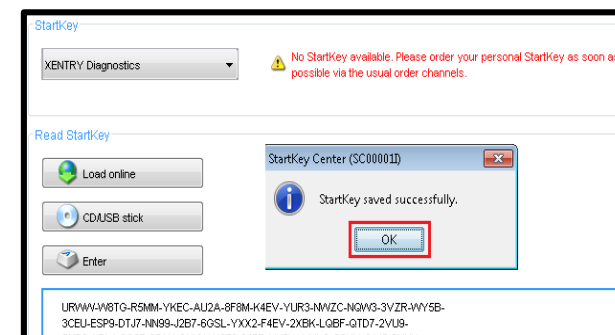
12. “Enter” to load the your received key.



13. Copy and Paste the Start Key from your email and press “Save to continue

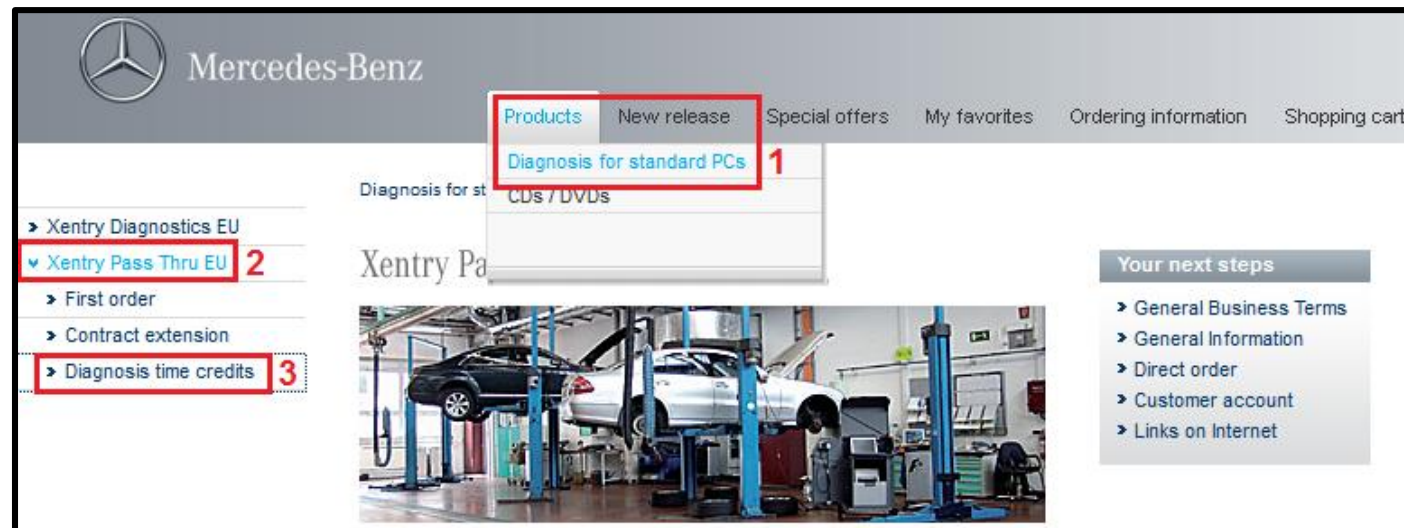


14. Select ‘OK’

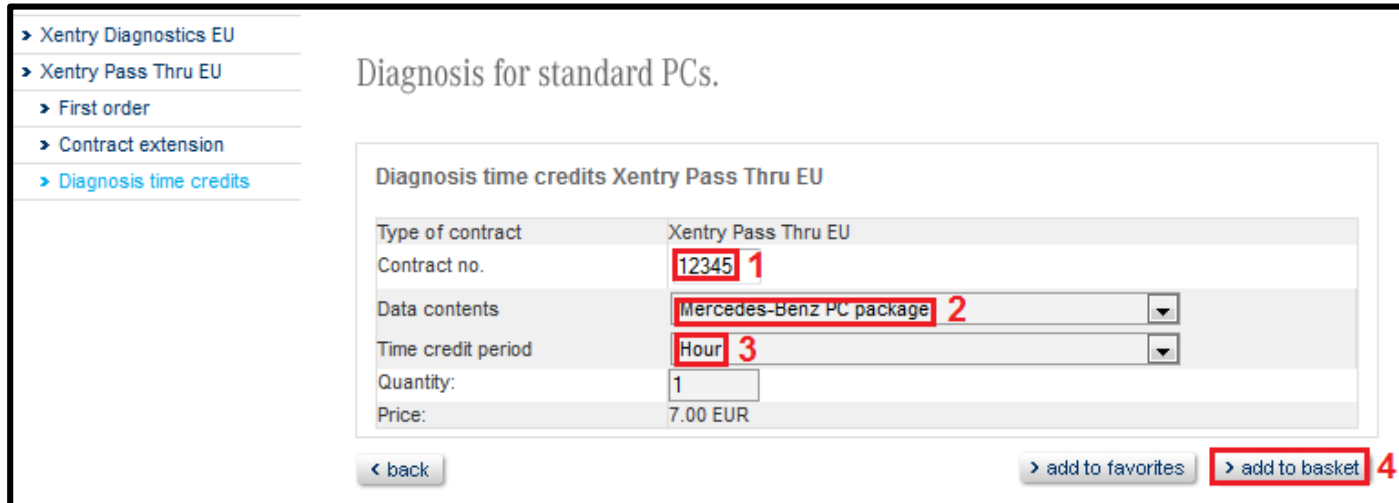


Ordering time credits for Xentry Pass Through EU

1. Log in here: <http://www.techinfo-shop.com/>
2. Enter User ID and Password
3. Select 1: 'products, Diagnosis for standard PCs'
4. Now select 2: 'Xentry Passthru EU'
5. Now select 3: 'Diagnosis time credits'



6. Enter 1: 'Contract no.' (This is sent after the licence process is completed, in e-mail this is referred to as Server/System: 210XXX)
7. Select 2: 'Data contents' (brand) required
8. Now select 3: 'Time credit period'
9. Now select 4: 'Add to basket'



The screenshot shows a web interface for 'Xentry Pass Thru EU'. On the left is a navigation menu with links: '> Xentry Diagnostics EU', '> Xentry Pass Thru EU', '> First order', '> Contract extension', and '> Diagnosis time credits'. The main heading is 'Diagnosis for standard PCs.'. Below this is a section titled 'Diagnosis time credits Xentry Pass Thru EU' containing a table with the following details:

| | |
|--------------------|----------------------------|
| Type of contract | Xentry Pass Thru EU |
| Contract no. | 12345 1 |
| Data contents | Mercedes-Benz PC package 2 |
| Time credit period | Hour 3 |
| Quantity: | 1 |
| Price: | 7.00 EUR |

At the bottom of the form are three buttons: '< back', '> add to favorites', and '> add to basket 4'. The 'add to basket' button is highlighted with a red box.

10. Follow the online instructions
Note: A valid credit card is required to complete purchase
11. Tick the 'general business terms' box

Prices

The value of any remaining portions of prepaid time units in your account that have not been fully used or any prepaid time units that have not yet started to be used cannot be refunded upon expiration of the applicable contract.

However, if the contract is renewed, any remaining partially used and wholly unused prepaid time units may be transferred over and can continue to be used under the renewed agreement.

| Prices for XENTRY Diagnostics EU | | | | |
|---|-----------------|--------------------------|------------|------------|
| Flat-rate usage fee (1 year) (incl. starter kit) | 610,00 € / year | | | |
| | | MB passenger cars / vans | CV / vans | smart |
| | 1 hour | 10,00 € | 10,00 € | 6,00 € |
| Prepaid time units | 1 day | 43,00 € | 43,00 € | 24,00 € |
| | 1 month | 370,00 € | 370,00 € | 210,00 € |
| | 1 year | 2.514,00 € | 2.514,00 € | 1.438,00 € |
| Prices for XENTRY Pass Thru EU | | | | |
| Flat-rate usage fee (1 year) | 110,00 € / year | | | |
| | | MB passenger cars / vans | CV / vans | smart |
| | 1 hour | 6,00 € | 6,00 € | 4,50 € |
| Prepaid time units | 1 day | 32,00 € | 32,00 € | 17,00 € |
| | 1 month | 275,00 € | 275,00 € | 141,00 € |
| | 1 year | 1.904,00 € | 1.904,00 € | 967,00 € |

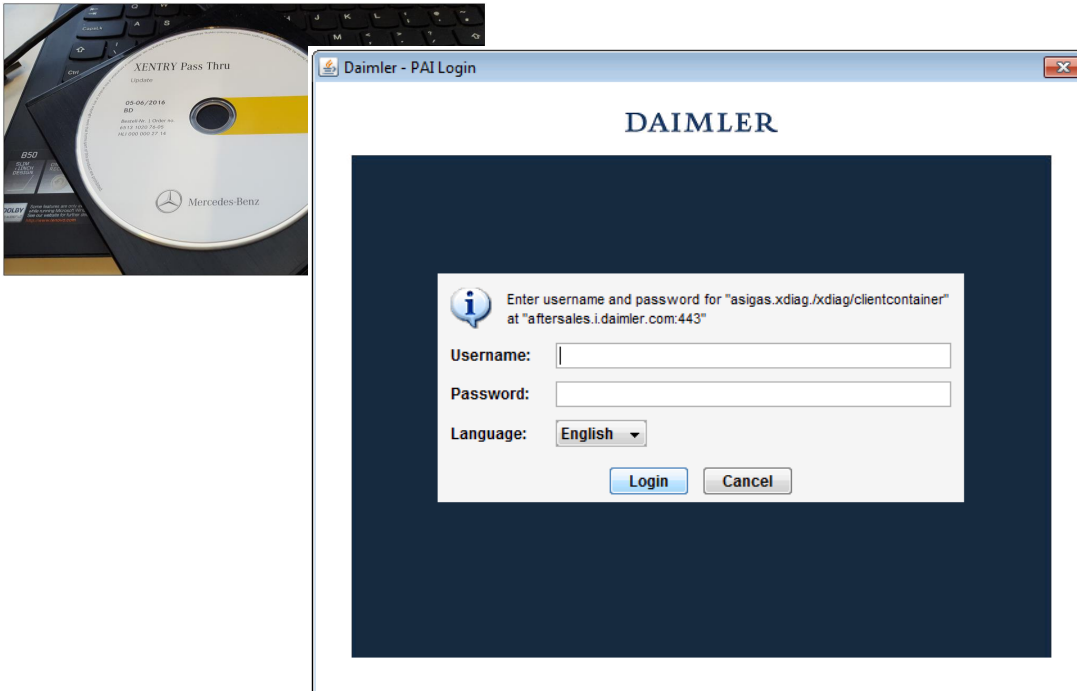
* Check website for latest prices

Xentry Flash Rights Application

1. You will have now fully installed your Xentry Pass Thru and can carry out basic operations.

For full Pass Thru functionality (to carry out Flash programming / SCN coding for installing / updating control units) you need to be registered with Mercedes-Benz to grant “Xentry Flash” Rights.

This registration application will be known as your “C5” number (For United Kingdom)



- **IMPORTANT.**

Registration for Flash rights is country specific and this guide is for United Kingdom only at present.

It has been noted that some countries the application has to be made via an official Mercedes-Benz Dealership and that a “C5” number may change to a “C8” number (The number is country specific)

Autologic can not assist with this, as it is solely an individual application to Mercedes. Any information for Flash rights, you must contact you country specific Mercedes-Benz Contact.

1. The registration application known as your “C5” number (For United Kingdom) is allocated by Mercedes-Benz and is requested by filling in an application form and sending this to Mercedes-Benz UK support.
2. Contact must be made in person to download the relevant “Xentry Flash” user rights form.



<http://service-parts.mercedes-benz.com/dcagportal/DCAGPortal/menu.action?pageId=30547&market=Europe>



XENTRY Flash



Brief description

With guided online procedures, XENTRY Flash supports you in starting up and programming ("flashing") the control unit, with SCN/CVN encoding, as well as with the input of equipment codes for retrofitting and conversions.

You can use XENTRY Flash on Mercedes-Benz cars (Mercedes-Benz Cars, smart, Maybach, SLR) and Mercedes-Benz vans. For trucks, we offer an online process for the parameterization of control units, which accelerates data availability in the workshop after the after control unit replacement.

Added value for users

The processes are fully integrated into the diagnostic software (XENTRY Diagnostics, XENTRY DAS). Overall, fewer manual interventions are required by the mechanic:

- **Automatic SCN encoding and VeDoc redocumentation**
After control unit programming, SCN encoding runs automatically (if permitted by the control unit), as does redocumentation in the Vehicle Documentation System VeDoc. All changes to the vehicle and the control unit software are updated on the VeDoc vehicle data card.
- **Single sign-on process (Single-Sign-On)**
After users have signed in to an After-Sales application (e.g. XENTRY Flash, WIS net etc.) once, they no longer have to sign on for the central online systems. However, for security reasons, the user is signed out from the online systems after one hour of inactivity.

Log in to the systems
EPC, WIS, A SRA

Username :

Password :

[Forgot your password?](#)

[Register](#)

Quick Start

- ▶ Access to "Special Tools"
- ▶ Access TechInfo-Shop
- ▶ Find a Retailer
- ▶ National information

Business-related questions diagnosis for Star Diagnosis / XENTRY Connect / XENTRY Kit | Kit 2 / Standard PC

For all business-related matters (such as orders, order processing, prepaid time units, specific processes for Xentry Diagnostics EU / Xentry Pass Thru EU, StartKeys, deliveries, shipment/return shipment, invoices, payment methods, repairs, and warranty cases/claims), please contact the Customer Support Center (KBC).

The KBC handles support queries during the following normal business hours: Mon. - Fri. 08:00 - 18:00 (CET).

Notice:
The KBC can accept queries submitted in German or English.

Please note that fields identified with an * are compulsory.

Your Personal Details

*Title:

*First Name:

*Last Name:

*Company Name:

*No. Street:

*Town:

*ZIP Code:

*Country:

*E-mail Address:

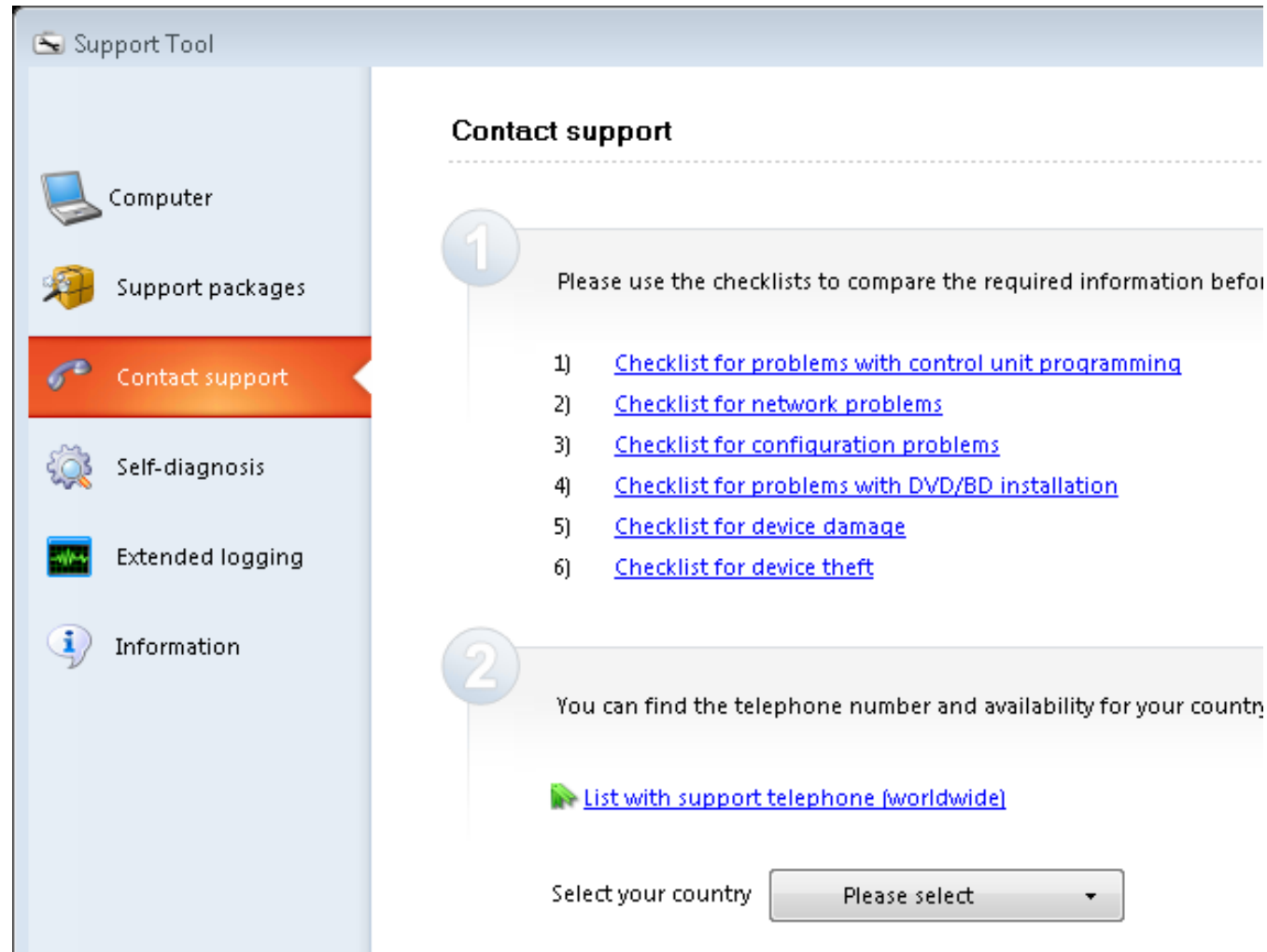
*Confirm e-mail address:

*Telephone Number:

*Subject:

*Your message:

3. Further information and country contact, this information can all be found in the “Support Tool” application.



Thank you for using this Autologic Pass-Thru guide.

We hope that you found it useful.

If you have any further issues, please contact our Pass-Thru Support Team.