

### Product Description

Remote Expert is a cloud-based solution that enables Autel MaxiSys diagnostics tablet users to directly hire experienced remote module programmers with active OE subscriptions. The remote programmer uses the multi-server platform to connect directly to the vehicle in the technician's shop and update the module with the applicable software. Remote Expert currently supports more than 130 brands, including major makes in the US such as Mercedes-Benz, BMW, Audi, GM, etc.

### The equipment required by the remote expert and the operation guidelines for performing remote service are as follows.

1. Ethernet cable
2. MaxiFlash VCI/MaxiFlash VCI (updated with the latest firmware)
3. Remote Expert box
4. 12V power supply
5. OBD cable
6. Autel Tablets/OE/Third-party diagnostic equipment
7. The smartphone operating system requirements are iOS V11 and above or Android 7 and above.

#### 1 Download App/Register account

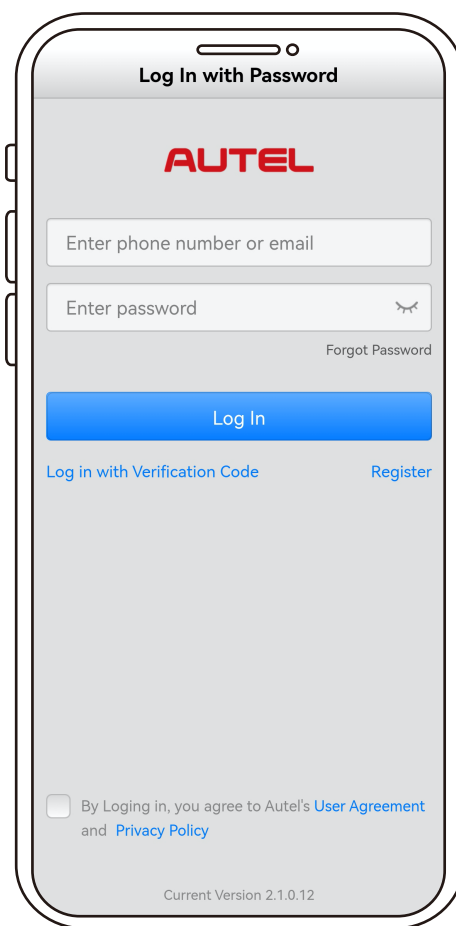
Search for Autel MaxiFix on Google Play or App Store or scan the QR Code to download the app. Create a new user account after the download is completed.



Download via Google Play

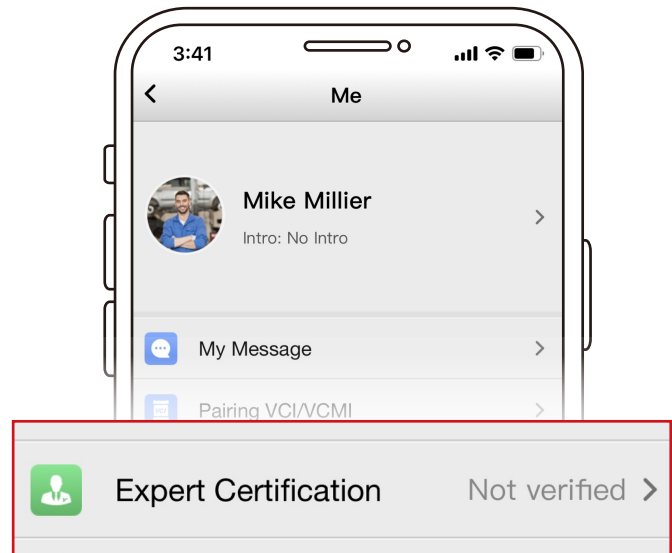


Download via App Store



### 2 Expert certification

Submit expert certification request in **Me>Expert Certification**.



### 3 Create/bind link a service provider

#### 3.1 For service provider representatives:

If you represent are a service provider representative, you need to create a service provider account and establish a collection account.

#### Create a service provider account

Select **Me>My Service Provider>Create Account** an enter the service provider information.

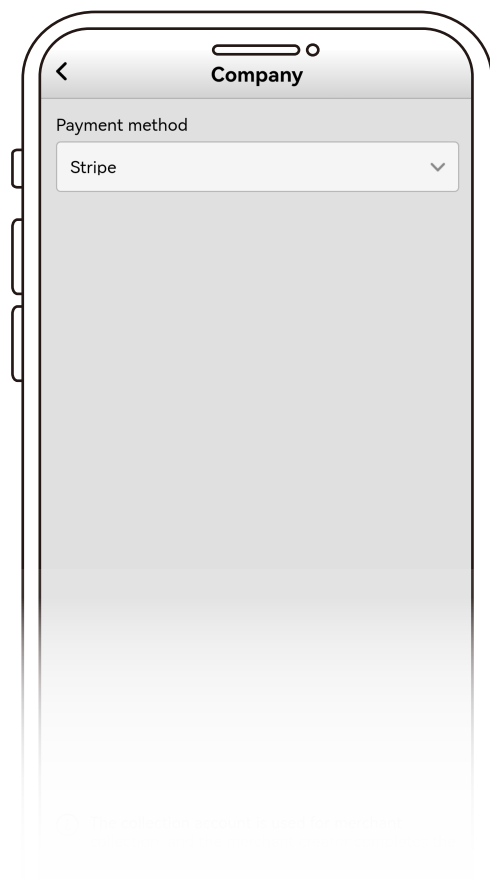
### Set up a collection account

When the new service provider account has been approved, you can set up a Stripe account in **Me> Collection Account**. Follow the instructions and enter the information.



### Note

If there are experts linked to your Service Provider ID, the Service Provider account creator needs to log in to <https://re-us.autel.com> and review the linking requests from experts. Experts can only accept orders after their link requests has been accepted.



Autel Remote Expert
Gu Kim

Order Center
User Management
My Service Provider
Collection Account

User Management / User Review

Keyword: 
Specialized make: 
Request time:

Status:

Search

Reset

Name	Email	Phone number	Specialized make	Expert or not	Request time	Status	Operate
JohanssonSca...		18812340122		No	2021-12-14 14:26:11	Pending	<div>Review</div>
LiTom	3134656477@qq.com	18319862587	Buick,Ford,Honda,Chevrolet	Yes	2021-10-25 19:57:24	Approved	<div>Details</div>

Total 2

1

10/page

**AUTEL** Autel Remote Expert Gu Kim

User Management / Review

**Expert Details**

Name: JohanssonScarlett Email: -- Phone number: 18812340122

Country/Region: -- Specialized make: --

OEM subscription receipt/programming tool - 1 :

Attachment: --

Expert or not: No Number of customer favorites: 0

**Review Information**

Review result: ☒ Approve ☐ Decline

Review opinion: Enter content

0/500

Cancel Submit

### 3.2 For employees of a service providers

You must confirm with the service provider representative that your company has created a service provider account and linked a collection account. Ask for the service provider ID from the person who created the service provider account. Select “Link A Service Provider”, enter the service provider ID and submit the linking request. You can start taking orders once your linking request has been reviewed and accepted by the service provider account creator.

< Bind One

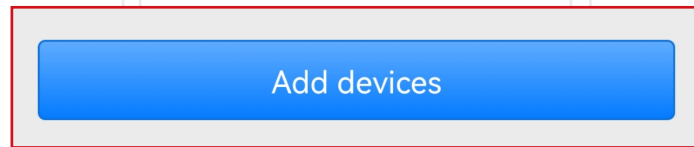
\* Service provider ID

Enter

Service provider name

### 4 Link VCI/VCMI

Click “Pairing VCI/VCMI”. Add devices to add your MaxiFlash VCI/MaxiFlash VCMI device.



#### Note

- 1、 You need to pair the VCI/VCMI device before using the Remote Expert service.
- 2、 If your device is powered on and connected to the network, but still cannot establish a remote connection, you can try to [add the device manually](#).

### 5 Update VCI/VCMI

Make sure that your MaxiFlash VCI/MaxiFlash VCMI is updated with the latest firmware before attempting remote programming. Perform any necessary updates to your VCI/VCMI via your Autel tablet or with the PC Suite software.

#### Updating VCI/VCMI with Maxi PC Suite:

Download the Maxi PC Suite software at <https://www.autel.com/download.jhtml> and install it on your PC. Connect your MaxiFlash VCI/MaxiFlash VCMI to the PC. Then follow the prompts to update your device.

#### Autel Update Tools

[Open All](#)


**Name:** Maxi PC Suite  
**Model:** MaxiSys Elite,MaxiSys ...

[Download here](#)


**Name:** MaxiLinkII  
**Model:** AL319,AL419,AL519,A...

[Download here](#)


**Name:** MaxiScope  
**Model:** MP408

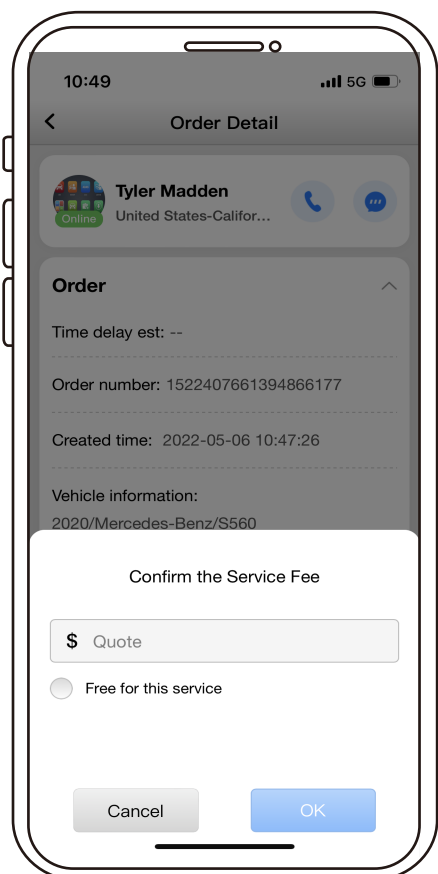
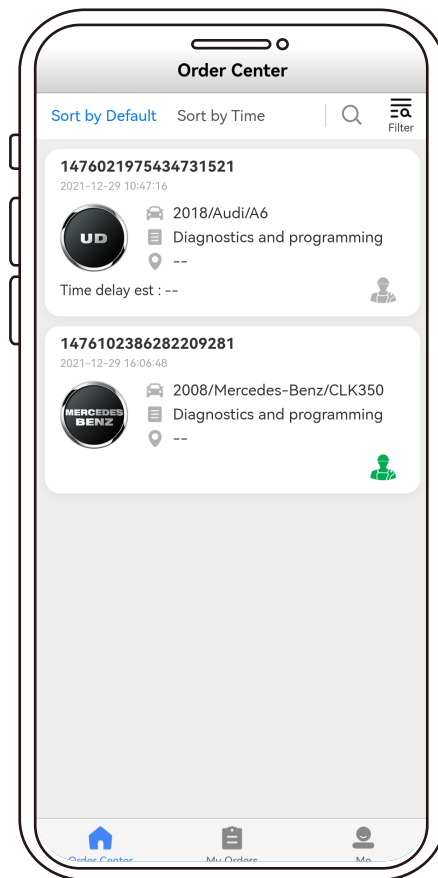
[Download here](#)


**Name:** Maxi PC Suite (MAC)  
**Model:** MaxiSys Elite,MaxiSys ...

[Download here](#)

### 6 View available orders at Order Center

Log in to the Remote Expert mobile app. Choose from the orders listed in the Order Center.



### 7 Expert grabs order and provides a quotation

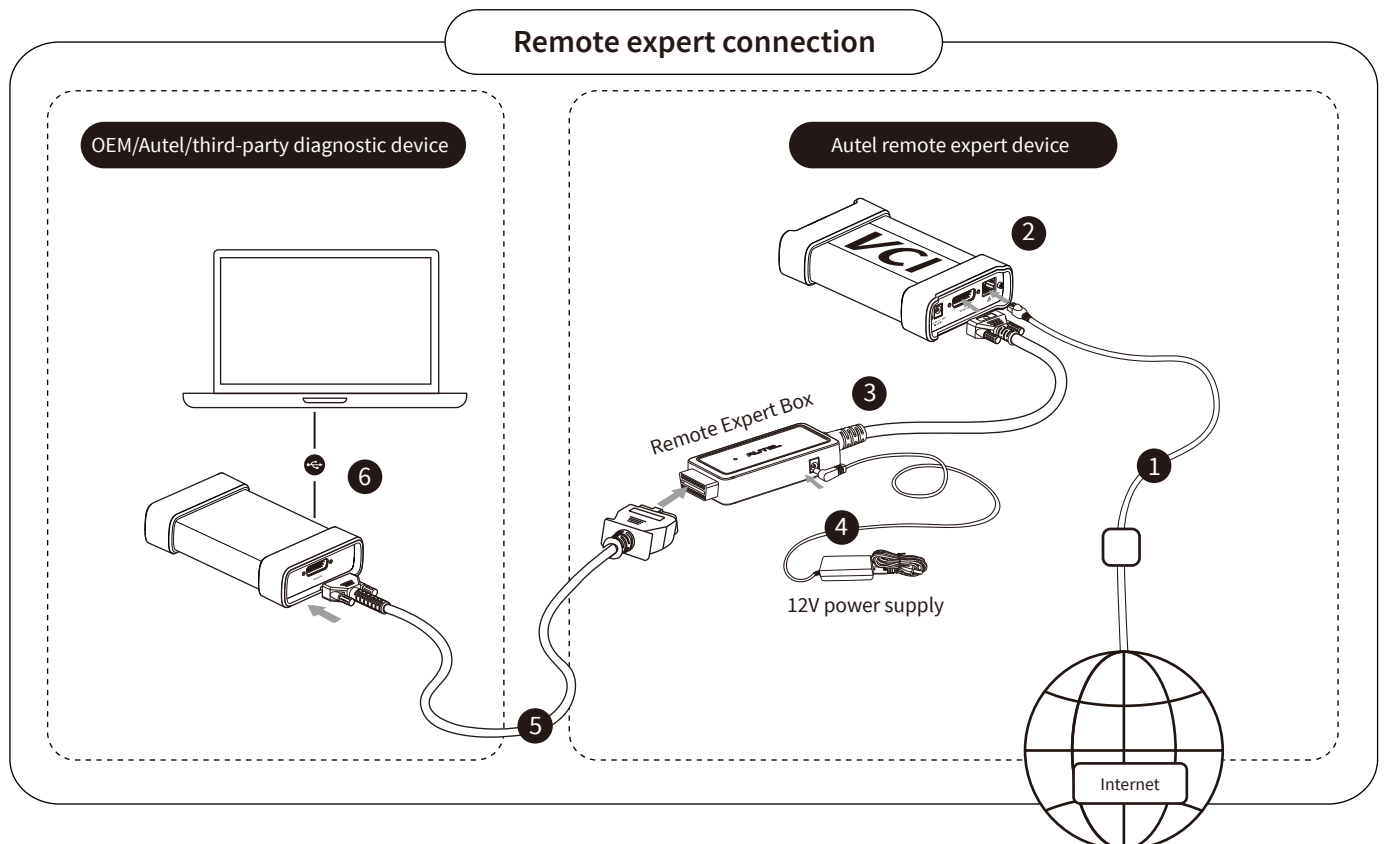
### 8 Required equipment for providing Remote Expert service

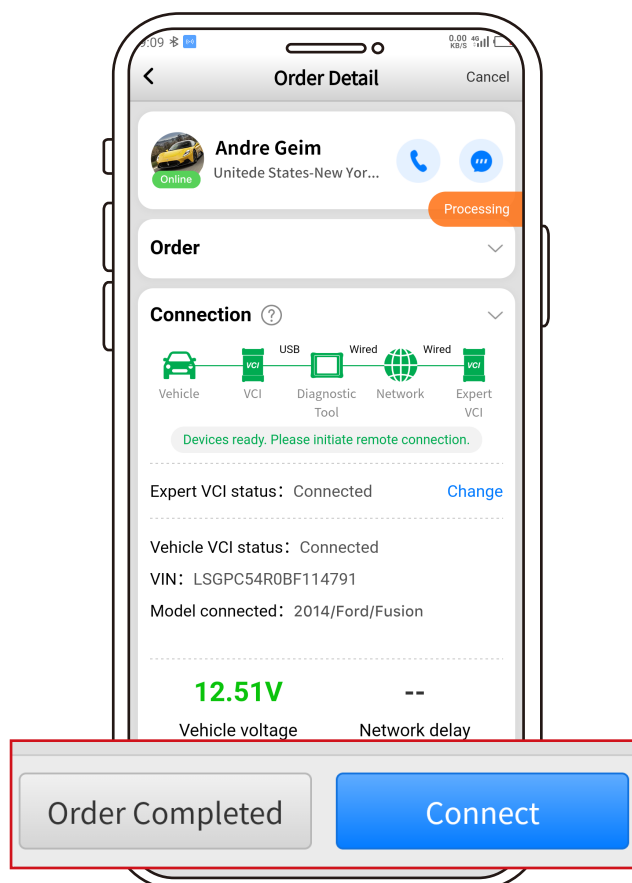
Refer to the following diagram to connect your programming device.

#### Note

Only when the order connection is successfully established can the Expert Box automatically power the OE equipment.

- |                    |                                |                                                     |
|--------------------|--------------------------------|-----------------------------------------------------|
| 1 Ethernet cable   | 2 MaxiFlash VCI/MaxiFlash VCMI | 3 Remote Expert box                                 |
| 4 12V power supply | 5 OBD cable                    | 6 AUTEL Tablets/OE/Third-party diagnostic equipment |

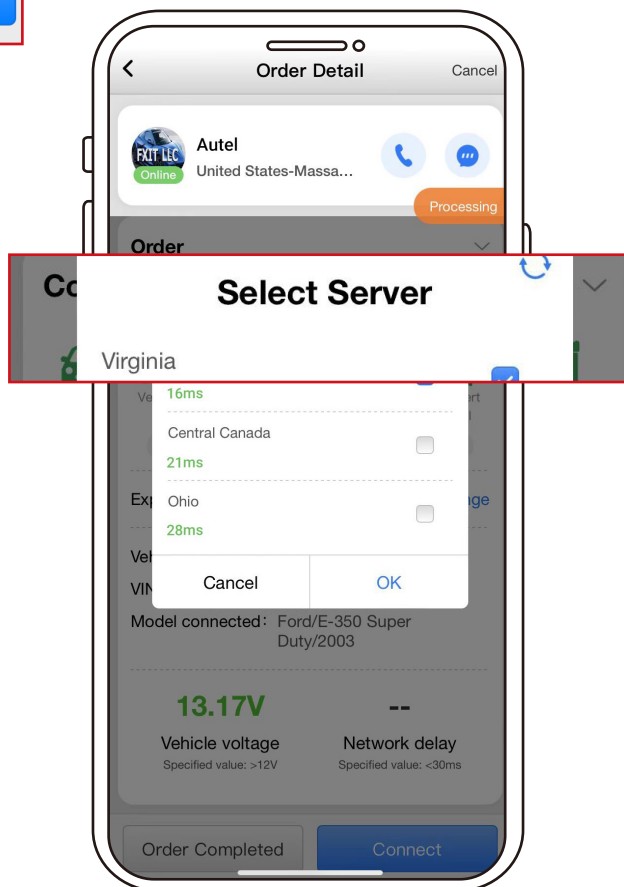




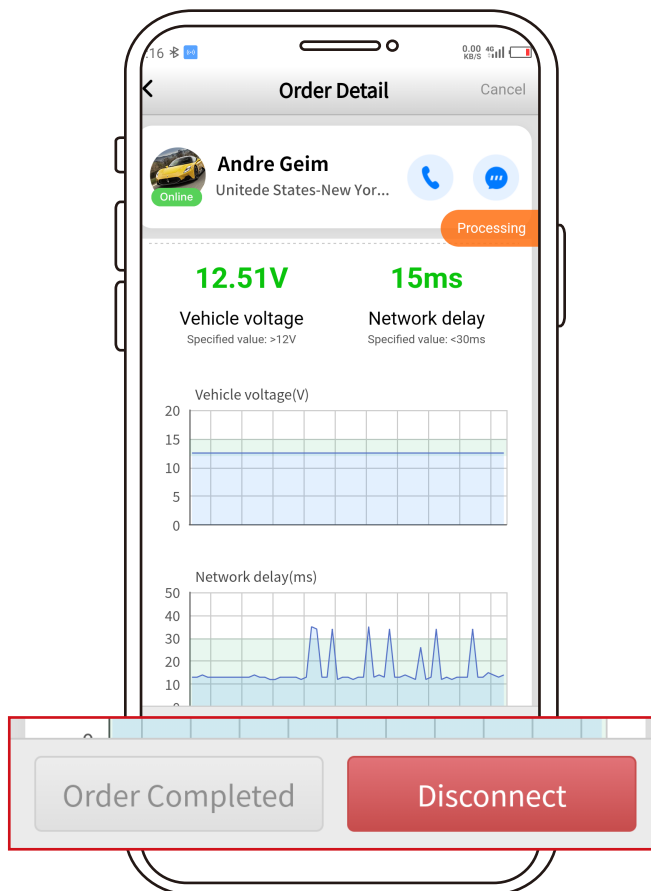
### 9 Initiate a connection to the server

Expert clicks “Connect” to initiate a remote connection.

### 10 Select a server







### 11 Expert performs remote service

The expert can start the remote service for the technician when the remote service equipment is connected and ready.

### 12 Completion of service

After programming, the expert clicks Disconnect, then Order Completed to finalize the service and end the remote service connection.

### 13 Remote Expert service is now complete.

