

SUBMIT IVS360 SUPPORT REQUEST

1. POWER ON YOUR RAPASSIST

- Connect the DLC cable to the RapAssist device
- Power the RapAssist device by connecting DLC cable to vehicles OBD port or the included AC outlet adapter.
- The device will automatically boot up to the main screen



2. IVS 360 - REMOTE DIAGNOSTIC SUPPORT

- Select **IVS360** to request a support session with a live repair specialist
- IVS 360 can be used for assistance in diagnosing vehicle systems or any other repair related questions



3. IVS 360 - SUBMIT REQUEST

- Complete the necessary information fields to submit your support request
- An IVS 360 technician will be calling you on the number entered
- Double check for accuracy and make sure the line is available to receive your call.
- A confirmation text message will be sent indicating your request for support has been received.



4. POWER DOWN DEVICE

- Click Settings, then Power Off/Shut Down
- Following proper shutdown prevents Windows OS corruption

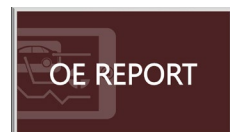


RAPASSIST MENU

OE REPORT



Select to request a printable vehicle scan report completed remotely by a factory trained technician using OEM software.



RAP REMOTE ASSISTED PROGRAMMING

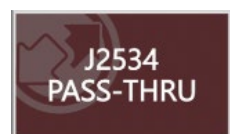


RapAssist can be used to remotely program and calibrate vehicle modules. Contact our call center to schedule an appointment at **844-914-1900**.



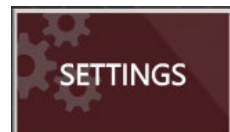
J2534 PASS-THRU

Functions as a stand-alone J2534 pass-thru device when used with your PC and OE purchased subscription. Use the included USB cable to connect your ProAssist device to your PC.



SETTINGS

Wi-Fi: Confirm available Wi-Fi connections
Logout: Current user log out and log in
Volume: Select speaker volume
Update: Allows user to check for software updates
Power Off/Shutdown: Use to shut down device



RAP ASSIST

REMOTE SUPPORT & PROGRAMMING DEVICE



QUICK-START GUIDE

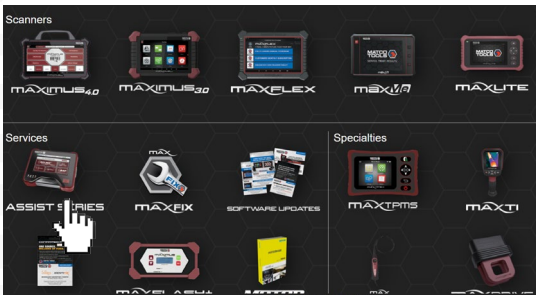


DEVICE ACTIVATION

1. LOGIN OR REGISTER FOR AN ACCOUNT

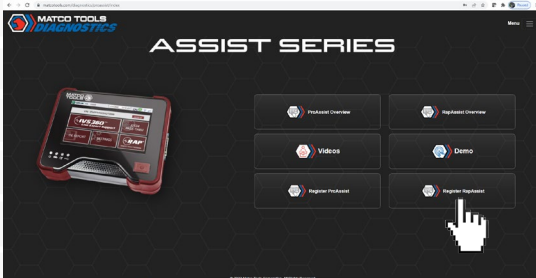
On your computer navigate to www.matcodiagnostics.com
Login or register for an account

2. CLICK ON THE ASSIST SERIES ICON



3. REGISTER YOUR RAPASSIST

Click on Register RAPASSIST.



4. ACTIVATE YOUR RAPASSIST

Enter the entire 5 digit serial number, activation code, and postal code. Click on Activate.

Enter serial number.

Enter activation code.

Enter postal code.

CUSTOMER AGREEMENT

5. RAPASSIST CUSTOMER AGREEMENT

After clicking "Activate" you will be directed to the OPUS customer agreement selection page.

Click the Agreement type you would like to enroll in for IVS360 support services:

- No Contract- Pay Per Use
- 12 Month Contract- Unlimited Support

6. ENTER YOUR INFO

Enter your billing address and credit card information.

7. DEVICE INFO

Your device info will be pre-populated. CLICK and HOLD mouse button, or use touchscreen, to enter your signature. Then press SUBMIT.

ACCOUNT VERIFICATION

8. COMPLETE YOUR REGISTRATION FOR RAPASSIST

A confirmation email is automatically sent to the email address entered in the agreement. Click on green COMPLETE YOUR REGISTRATION button within message to create user password.

9. POWER ON AND SETUP INTERNET CONNECTION

- Connect the DLC cable to the RapAssist device
- Power the RapAssist device by connecting DLC cable to vehicles OBD port or the included AC outlet adapter.
- The device will automatically boot up to the login screen.
- Click on the Wi-Fi icon in the upper right hand corner to manage Internet Connection setup.



10. LOGIN TO BEGIN USE

- Enter access credentials on login screen to begin using your RAPASSIST device.
- USERNAME will be the email address entered in the agreement.
- PASSWORD will be what was created above in step 9.



NEED SUPPORT?

Reach us by phone or email:
(844) 914-1900 / RapAssist@opusivs.com