sprinter bulletin

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SUBJECT: MY-All, Models All

Introduction of WIS Service Media

WIS Service Media is the multimedia on-line knowledge archive for workshop information and **can only be started from within WIS.**

- Videos (with subtitles) and animations provide assistance for diagnosis, repair, maintenance and service.

- Introduction into Service manuals and system/function descriptions are available in electronic form on WIS Service Media in addition to the dispatch brochures.

WIS Service Media has replaced SDmedia from WIS/ASRA and is available to all users with a WIS/ASRA server installation and an Internet connection. For local WIS/ASRA installations (WIS standalones) the requirements for access to WIS Service Media are not given. For access to the WIS Service Media through Star Diagnosis and XENTRY Kit, on-line access is also required through a WIS/ASRA server installation, and the diagnosis software update 03-04/2014 and later.

Important information on SDmedia on Star Diagnosis Systems

- With Star Diagnosis software release 05/2014, SD Media was deleted from all Star Diagnosis installations.
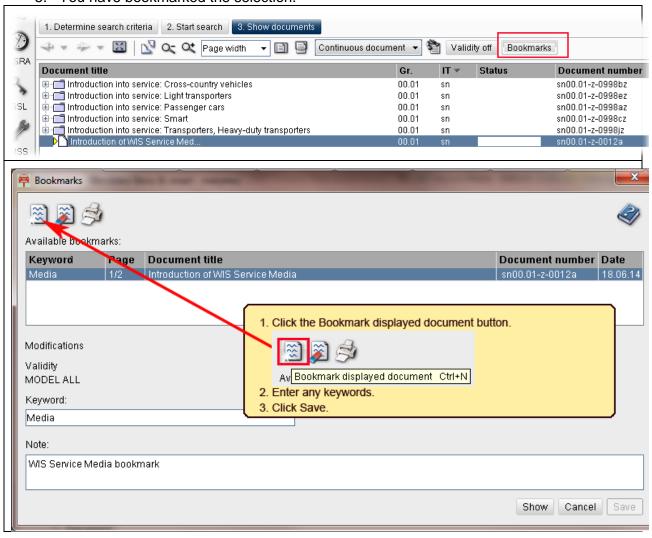
Launching WIS Service Media

- WIS Service Media can **only be started from within WIS** and you can use the second English link in WIS document: SN00.01-Z-0012A.
- Typing the link in a browser address bar will result in an error message.
- There is a time limit for calling up WIS Service Media and once expired, you will have to restart by reusing the same link above.
- You cannot save as a favorite since it has a time limit. If you try to reenter from your favorites, you will also get an error message.

This bulletin has been created and maintained in accordance with MBUSA-SLP S423QH001, Document and Data Control, and MBUSA-SLP S424HH001, Control of Quality Records.

Bookmark Method in WIS

You can bookmark the document carrying the link using the method illustrated below.

1. Click the Bookmarks button after finding the document.
2. Click the Bookmark displayed document button on the next screen that opens.
3. Enter any keywords and notes as desired.
4. Click Save.
5. You have bookmarked the selection.

Navigation Options

- Via **"Model Series"** – defined by cateogries, sales designations, or model series.

- Via **"Symptoms/Topics"** – using a keyword such as noise, engine, maintenance booklet, etc.

Introduction into Service Manuals in the WIS Service Media

The Introduction into Service Manuals are also available along with the previously mentioned navigation options, in their own tab categorized by model series.

Full text search in WIS Service Media

WIS Service Media also provides a full text search option for searching through all the contents using keywords.

Technical Requirements of the Version Available as of this Bulletin

Operating System

- Microsoft Windows XP SP1 and higher (32/64 bit)
- Microsoft Windows 7/8 (standard installation) (32/64 bit)

Internet Browser:

- Microsoft Internet Explorer V8 and higher
- In Versions 8 and 9: 32 bit

Plug-ins for Media Display - Video

- Windows Media Player V9 and higher
- with audio codec 9.2 and higher
- with audio codec 9.0 and higher

PDF files:

- Adobe Reader V8 and higher

Animations and Flash files:

- Adobe Flash Player V7 and higher

Audio:

- Audio environment for MP3 files
- Recommended: Windows Media Player V9 and higher

Internet Connection:

The WIS user's terminal must have an adequate Internet connection.

In order to play the sound in videos or animations, an external speaker or headphones must be connected if you do not have built-in loudspeakers.