OSS
ONLINE SUPPORT SERVICE
TECHNICAL SPECIFICATION

The new Boston OSS service is unique, a first in our industry. Designed to operate in conjunction with our SW900 computer software, OSS is a bolt-on internet service that provides several time saving features and immediate remote assistance direct to our customers computer from anywhere in the world. Put simply.. there is no other software on the UK market with the benefits and features that SW900 and OSS offer.

OSS contains the following features saving the user time and money, and provides our customers with unrivalled immediate service and support.

VRM Lookup (Vehicle Registration Mark)

A most valuable time-saving feature that retrieves from the internet all the required vehicle data by simply entering the vehicle registration number. When using the SW900 software to control multiple products, OSS really helps to save time. Just one VRM entry is all it takes to obtain the necessary vehicle data for each type of MoT test. SW900 will guide the user through the different parts of MoT tests one after the other, without the need to re-enter any more data. For example, performing the automated brake test and then an emissions test.

OFFICIAL - DATA ENTRY 1

TESTERS NAME:	BRAD
VEHICLE TYPE:	2 WHEEL DRIVE
TEST TYPE:	AUTOMATED / CLASS IV
VEHICLE REG.:	YEAR:
FIRST USED:	ON OR AFTER 1 SEPTEMBER 2002
VEHICLE MAKE:	
VEHICLE MODEL:	
MILEAGE:	

F2 CONTINUE

ESC EXIT   F1   F2

NOTIFICATION

Enter the VRM here

OFFICIAL - DATA ENTRY 1

TESTERS NAME:	BRAD
VEHICLE TYPE:	2 WHEEL DRIVE
TEST TYPE:	AUTOMATED / CLASS IV
VEHICLE REG:	2057 BNA YEAR: 2007
FIRST USED:	ON OR AFTER 1 SEPTEMBER 2002
VEHICLE MAKE:	BMW
VEHICLE MODEL:	335D SPORT
MILEAGE:	

F2 CONTINUE

ESC EXIT   F1   F2

NOTIFICATION

These fields are automatically completed by the software

Immediate Remote Assistance

Remote Assistance brings tomorrow's technology to progressive workshops - an invaluable tool that allows our service department to communicate directly with the customers PC. Once connected, Boston can remotely interrogate your equipment software and read live sensor data and voltages;   we can accurately diagnose problems from 'behind the scenes'. Faults can be quickly identified and resolved, and if a site visit is required, our engineers will have the correct parts for a first visit fix, saving you time and money.   Furthermore, if it's just a little training that's required, we can be hands on without even being on-site!

Automatic Software Updates

With OSS, software updates are automatically detected, downloaded and installed, with just one click on the mouse from the user to confirm.   As with all computerised products in any industry, bugs are found and fixed, improvements and changes are introduced. With Boston's OSS, your software will always be up-to-date so you can be sure you are using the latest version*.
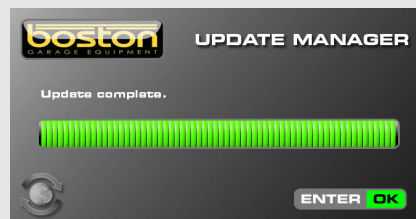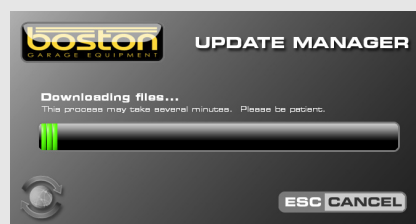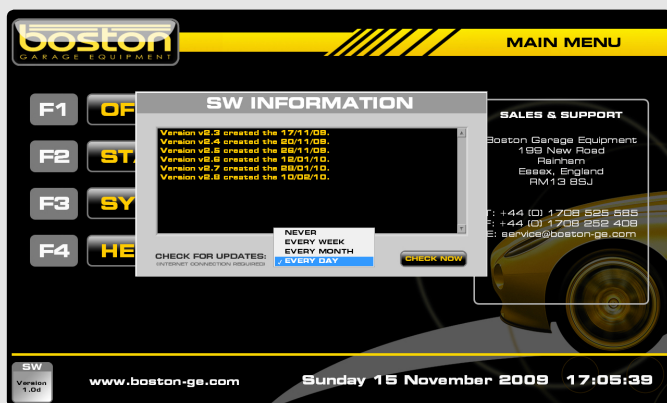
* VOSA emissions database and VOSA software modification updates excluded.

for any further information or advice,
please contact our sales team.
time is never an issue - customer service is.

0800 085 0620
www.boston-ge.com   sales@boston-ge.com

Send Help Request

Boston's *Help Request* function has been designed to streamline the process of getting help. No more looking for telephone numbers or spending time talking to wrong departments, the *Help Request* function simplifies the whole process so you can get on with your work.

On all workshop equipment, problems can arise. With Boston, simply select SEND HELP REQUEST from the main menu and type a short description of the problem. No need for email addresses or any other information, click SEND and a short message is automatically sent direct to our service department who will respond and contact the customer to resolve.

Technical Specifications

OSS is a low-cost subscription service and is available in two versions, **OSS Standard** and **OSS Premium.** Both versions require an active internet connection of 1MB or higher, however the VRM service also requires a STATIC IP address.

OSS Standard

- Remote Assistance
- Automatic Software Updates
- Send Help Requests

OSS Premium

- VRM Lookup
- Remote Assistance
- Automatic Software Updates
- Send Help Requests

Customer Requirements.-

OSS Standard

- Boston SW900 Software
- 1MB (or higher) Internet Connection
- DYNAMIC IP Address
- Wireless Router or hard wired RJ45 ethernet cable to the PC

OSS Premium

- Boston SW900 Software
- 1MB (or higher) Internet Connection
- STATIC IP Address (available from your ISP)
- Wireless Router or hard wired RJ45 ethernet cable to the PC

Please contact your local distributor for our low cost subscription charges

boston
GARAGE EQUIPMENT

for any further information or advice,
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www.boston-ge.com   sales@boston-ge.com