



## **ACTIVATE CVIS**

1

Follow these steps to activate the main components of the system each day.

#### Welcome and Job Boards

- □ Turn on the welcome board and the job board.
- □ Log in to the computers that control each of the boards.
- □ Use the applicable user name and password.

#### Service Advisor Tablet

- □ Tap the Kia CVIS icon on the tablet.
- □ Log in using the applicable user name and password.
- □ On the CVIS start screen, tap **Job Manager**.
- □ The Jobs Today screen will be displayed.

#### **Customer Survey Tablet**

- □ Tap the Kia CVIS icon on the tablet.
- □ Log in using the applicable user name and password.
- □ On the CVIS start screen, tap **Take Survey**.
- □ The first page of the customer survey will be displayed.
- Record the applicable login details in the CVIS Login Summary table in this guide.

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## **DEACTIVATE CVIS**

Follow these steps to deactivate the main components of the system each day.

#### **Device Storage**

- □ Turn off the welcome and job boards.
- □ Log out of all tablets used for CVIS.
- □ Return all tablets to their charging station.
- □ Store all tablets in a safe and secure location.
- □ All hardware is the responsibility of the dealership.

## **TROUBLESHOOTING TIPS**

Refer to these troubleshooting tips to assist operating the job boards and tablets.

#### Welcome / Job Board

Issue: The welcome or job board is not working properly.

To reset the computer that controls the welcome or job board:

- □ Access and use the computer and keyboard.
- □ Press **F5** on the keyboard to refresh the computer.
- □ If required, re-enter the applicable user name and password.
- □ On the CVIS start screen, tap **Job Manager**.
- Tap the Settings and icon and select Job Boards.
- □ Click the welcome or job board.
- □ Click the URL at the top of the screen.







#### Service Advisor or Survey Tablet

Issue: The Service Advisor or survey tablet is not responding.

To reset and log into the tablet:

- □ If the tablet is kept in a kiosk stand, remove the tablet from the stand.
- □ Press and hold the **Sleep/Wake** button on the tablet.
- □ Hold the button down for 3-4 seconds and slide or tap the power off icon.
- □ Wait for the tablet to completely shut down.
- □ Press and hold the **Sleep/Wake** button to turn the tablet back on.
- □ Log in using the applicable user name and password.
- □ Tap the Kia CVIS icon on the tablet.
- □ On the CVIS start screen, tap **Job Manager** or **Take Survey**.



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### **CVIS LOGIN SUMMARY**

Record the login details for quick and easy access to CVIS applications.

Service Advisor Computer/Tablet User name: Password:	<page-header></page-header>
Welcome Board	Wetcome to KIA CVIS Deservering Wetcome to KIA CVIS Deservering Provide States Provide Stat
User name:	Welcome to KIA Demonstration Dealer Your vehicle is booked in today for Carry out 135,000km Scheduled Service as per handbook.
Password:	Vehicle registration 512JFT
Job Board	Weeder Laurong - Week Status, - Hoge Lofe,         0: 20" Thereining, Marcin 10: 201512-05 DV           Weeder Laurong - Week Status, - Hoge Lofe,         0: 20" Thereining, Marcin 10: 201512-05 DV           Weeder Laurong - Week Status, - Hoge Lofe,         0: 20" Thereining, Marcin 10: 201512-05 DV           Cattering - Week Status, - Hoge Lofe,         0: 20" Thereining, Marcin 10: 201512-05 DV
User name:	Xuan Bhimindar         BKO27V         Ini Yelenshizup         4000 PM           Modellar Onequit Pagamett         ISXRVV         Vandask Bielang for Plack up         345 PM v           Loug Fuminghom         ISSS22         Ini Yelenshizup         330 PM v           Datesils Meebang         CSG77         Regularis Authonisation         300 PM v           Man G Park         AZ462V         Ini Yenshizup         200 PM
Password:	Other Konnedy     932FT     IN Weith Status     100 PM       20 Woo     653RTY     Window Reads for Plack up     100 PM V       M Warren Wattingstein     AG0212     Registers Authorisation     1139 AM V       Exercise on your next service online at www.themsetala.com.av     Image: Comparison of the service online at www.themsetala.com.av
Customer Survey Tablet	
User name:	Pages trybuilds by younderforg a direct questionnaire a
Password: * Please ignore this row if your implementation of CVIS does not use the Customer Survey feature.	Start Francis Sportski 21 miljt

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