

Information about **BMW**

BMW makes access to its After-sales Online System (AOS) for BMW and Mini vehicles available under the link aos.bmwgroup.com.

The following information is provided within AOS:



Ordering

- 1). Registration occurs on the portal cited above
- 2). Before use time credit must be purchased under the menu item Company -> Company account. Payment is made via credit card.
- 3). Before utilization, thereafter under the menu item Purchase ticket time credit of one hour, one week, or one year can be purchased. The time credit starts to elapse from the time of the request.

Programming

The BMW flash application has the proper name, ISTA/P.

Bosch does not release the use of its products with the BMW application ISTA/P.

Background:

Due to problems with the Internet connection (latency, DSL speed) between the BMW server and the workshop PC, defects on control units were determined that could not be rectified through a repetition of the control device Flash procedure with the Bosch KTS, or with the equipment of a BMW workshop. The control units must be replaced.

Diagnostics (ISTA Workshop System)

The BMW diagnostics application has the proper name ISTA.

For its vehicles, BMW makes the entire scope of diagnostics available, starting approximately from model year 2002 (E46).

In the ISTA Workshop System Portal the following programs must be downloaded and installed.

- ▶ Installation file ISTA Client
- ▶ Installation file OMS
- ▶ BMW PTT driver

The file, ICOM Firmware, is not required for Bosch KTS.

An ISTA manual is available for download.

Attention

When using the ISTA/P application, control units can be damaged. Bosch assumes no liability for the replacement of control units or other expenses that are incurred through the use.

Enquiry

If there are problems with the installation, registration or the download, the user can obtain support free of charge under the menu item Enquiry.

Support through BMW if there are problems with the vehicle diagnostics

For a fee, BMW makes support available to the workshop for problems with the vehicle diagnostics. After login, this support is found in the BMW portal under the menu item, Technical Help Desk.

Service History

In this area the workshop finds an overview of the previous workshop visits.

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Technical requirements

In order to use the Aftersales Online System (AOS) the following technical prerequisites from the BMW perspective must be fulfilled.

1. Network

- ▶ Internet access via DSL (no access via UMTS or satellite) with a band width of at least 2 Mbit/s. Bosch strongly recommends that you use 16 Mbit/s.
- ▶ with a latency under 100 ms, to the AOS server in Munich for AOS users in Europe
- ▶ It must be ensured that the IP address does not change during the session

2. Hardware

- ▶ At least 2 GB RAM
- ▶ CPU better than Pentium IV®, clock rate 2 GHz
- ▶ At least 80 GB free hard disk space
- ▶ A network connection to the Internet and
- ▶ A network card, if vehicle communication via ICOM is desired
- ▶ The VCI must not be activated via Bluetooth
- ▶ At least a 15" monitor, resolution 1024 x 768 pixels, 256 colours
- ▶ Keyboard and mouse

3. Operating system

To use the Aftersales Online System, you need one of the following operating systems

- ▶ Microsoft Windows 7 Professional © (32-BIT)
- ▶ Microsoft Windows 7 Professional © (64-BIT)

Moreover, the following must be installed:

- ▶ Java® Runtime Environment JRE 6 Update 31
- ▶ Microsoft .NET Framework from version 2.0, in addition .NET 2.0 Framework 2.0 Service Pack 2

4. Browser

AOS can only be optimally used with the browsers cited below:

- ▶ Internet Explorer © 9, 10
- ▶ Google Chrome © 25
- ▶ Firefox © 19. For Mozilla Firefox, in addition the following add-ons are required (<https://addons.mozilla.org/de/firefox/addon/1608>)

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