

STARTEK INFO - USER MANUAL

Engineering Services System

Application- StarTek Info – User Manual

Version 4.0

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1. Introduction / Overview

1.1. Description of the Application

StarTek Info is an official Mercedes-Benz USA, LLC site for hosting service, technical repair documentation and parts information for Mercedes-Benz passenger cars and Vans.

The information available in this publication/video/website ("publication") is issued by Mercedes-Benz USA, LLC and Mercedes-Benz Vans USA, LLC to be used along with other service literature, special tools and equipment and parts specified by Mercedes-Benz AG in diagnosing and repairing Mercedes-Benz (MB) vehicles and is not intended to represent all available information pertaining to models referenced herein. Although, this information could also be useful for Mercedes-Benz vehicle owners and for independent repair facilities. StarTek Info is intended to be used by trained professionals who have worked on Mercedes-Benz vehicles, also who have access and experience in using the necessary tools and literature required to perform service and repair work accurately and safely.

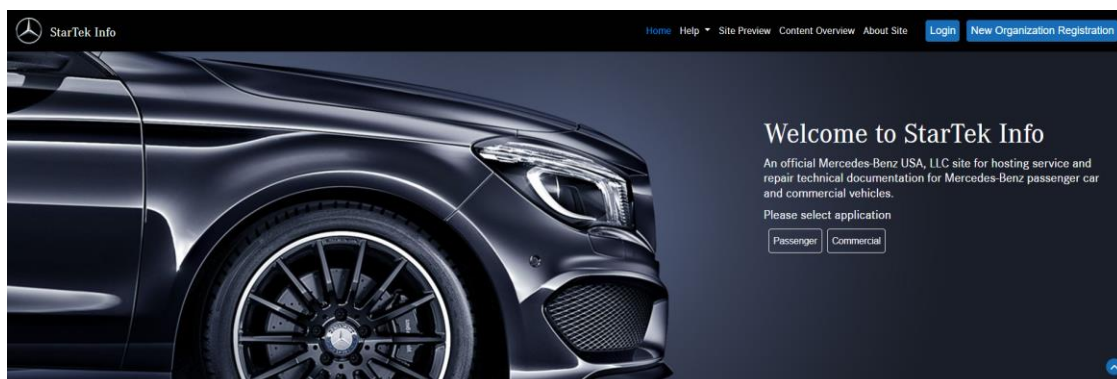
1.2. Application Login

When a user launches the StarTek Info website, it provides two options:

- **New Organization Registration:** This option is for an organization administrator to register his/her organization in Mercedes-Benz (MB) systems for the first time. This option creates new organization and a new user account for the registered user.
- **Login:** for a user who already has an MB account to be able to login to MB Systems. A user account having administration rights will be able to add additional user accounts for the organization, after logging in.

1.2.1. New Organization Registration

Step 1: Click on “New Organization Registration” on the top right of the screen.



Step 2: User will be redirected to UMAS (User Management After Sales) site for New User and Company Registration. Fill in the details, agree to terms & conditions, agree to privacy policy, and then click the Register button.

Create your account

Mercedes-Benz
UMAS

User Details

First Name*

Nashely

Last Name*

Email*

ashely@gmail.com

Retype Email*

ashely@gmail.com

Company details

Country*

United States of America

Organization Type*

Independent workshop (ISP)

Company name*

Nashely Inc.

Street and number*

70920 ber Rd

Zip post code*

32244

City*

Jacksonville

State Abbreviation*

FL

Tip: start right away with a fully set up account

☒

I confirm that all work on motor vehicles is carried out exclusively by technically qualified staff. The technical information is aimed at persons trained to the level of a qualified technician in the field of automotive repairs with good product knowledge and regular further training. This level of expertise is absolutely essential for carrying out work on the vehicles. If this expertise and this product knowledge is not in place, the performance of this work should be avoided and entrusted to a Mercedes-Benz or smart workshop.*

☒

I hereby confirm that the above-mentioned company is registered as a business enterprise and belongs to the authorized customer group of acquiring repair and maintenance information in accordance with EU 2018/858.*

By continuing, I understand and agree to Mercedes-Benz Aftersales Access [Terms of Use](#) and [Privacy Statement](#).

*Mandatory

Register

Registrant will receive the following message after system has accepted the registration details:

Create your account

Mercedes-Benz
UMAS

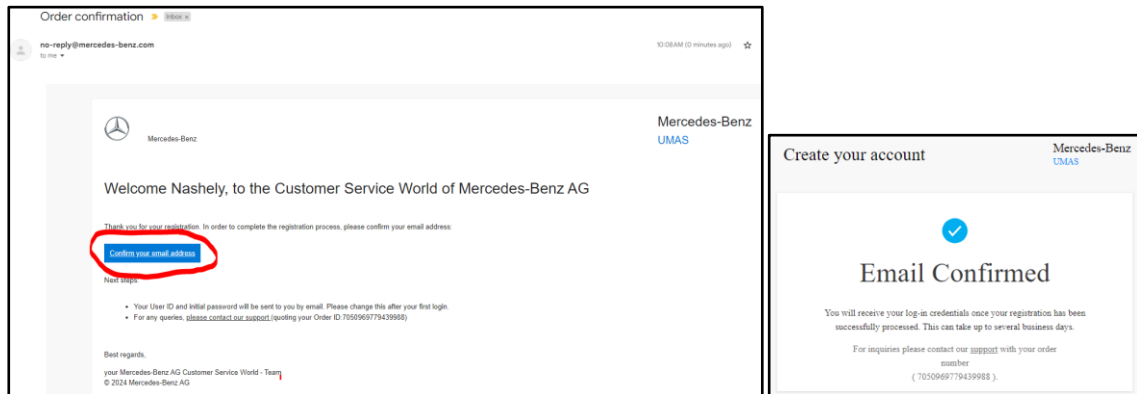
Next step: check email & confirm

Thank you for registering. Please click on the activation link sent to you by email. Not there yet? Check your spam folder.

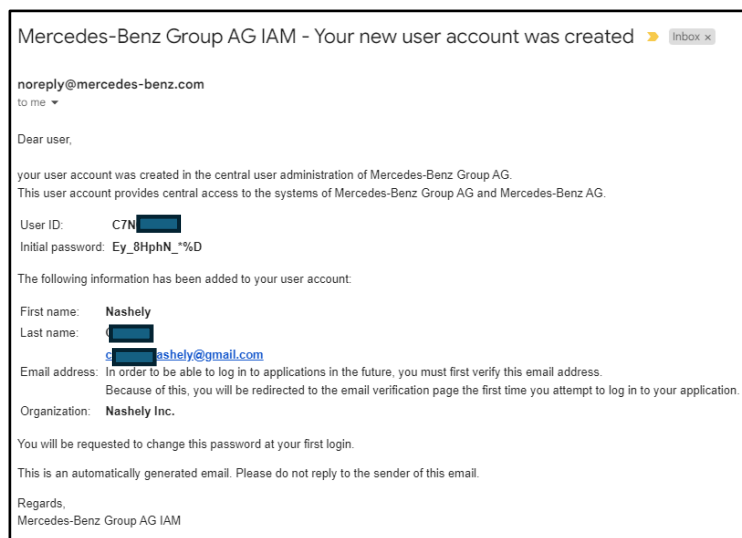
Your order number (7050969779439988) will also be emailed to you.

Back to homepage

Step3: User must confirm the email address by clicking on the link circled below. Confirmation message will appear on the screen.

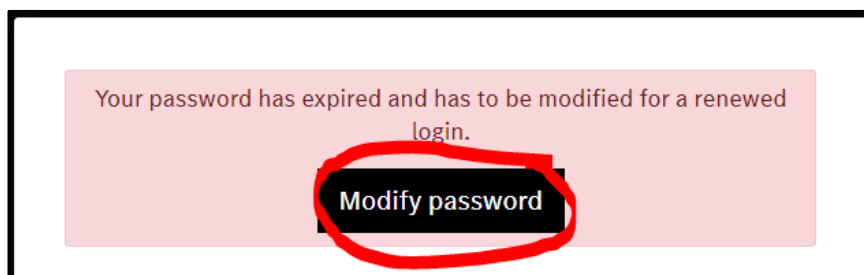


Step 4: User will receive an email containing his/her credentials with the titled subject line: “Mercedes-Benz Group AG IAM - Your new user account was created” as shown below.



Step 5: Visit <https://startekinfo.com> to log in with the credentials provided in the email.

Step 6: Click on the “Modify Password” icon after entering your credentials to change the password.



Step 7: Create a new password by carefully following all the rules and criteria listed on the page.

Password - Modify

Nashely Canales / User ID: C7N

You will be logged off in 4 minutes

Please enter a new password now.

Please observe the rules given under "Password composition" and "Further password rules".
Three of four requirements regarding the "Password composition" have to be fulfilled. Password requirements which have not been fulfilled are marked by ■.

Tips for a strong password:
Password sentence: Think of a sentence that is easy for you to remember, and create your password using the first letters of each word.
Based on the sample sentence "I prefer to ride my bike to the office at 6AM to stay fit!", this would be "Iprtrmbtttoe6Atsf!", for example.

New password:

Repeat the new password:

[Next >>](#)

Password is very strong

Password composition	Further password rules
1 upper-case letter as a minimum	10 characters as a minimum
1 lower-case letter as a minimum	64 characters as a maximum
1 digit as a minimum	No part of the user ID in the password
1 special character as a minimum	
~!#\$%&'()*+,-./:;<=>?@	
	Password was correctly repeated
	None of the last 12 passwords
	The password strength must be either strong or very strong
	Password does not contain any forbidden elements.

The following elements are not permitted in a password!
Do not use the following:

	Names of family members, friends and pets	"Maria" / "Peter"
	Company-specific words	"Mercedes", "Daimler", "Stuttgart"
	Date of birth	30111991
	Words from the dictionary	"car" / "apple"
	Keyboard patterns such as the buttons "asdf" or "qwerty", which are located next to each other.	"asdf" / "qwerty"
	Years or numerical strings such as "2023" or "1234".	"2023" / "1234"

Step 8: A confirmation message will appear on the screen. Click "Continue".

Password - Modify

Nashely Canales / User ID: C7N

Your password has been reset successfully.

You can now use the new password.

Please login with your new password, before you are redirected to your original target application.

[Continue](#)

Step 9: Log back in through <https://startekinfo.com> with the new password to confirm the email address.

Email verification

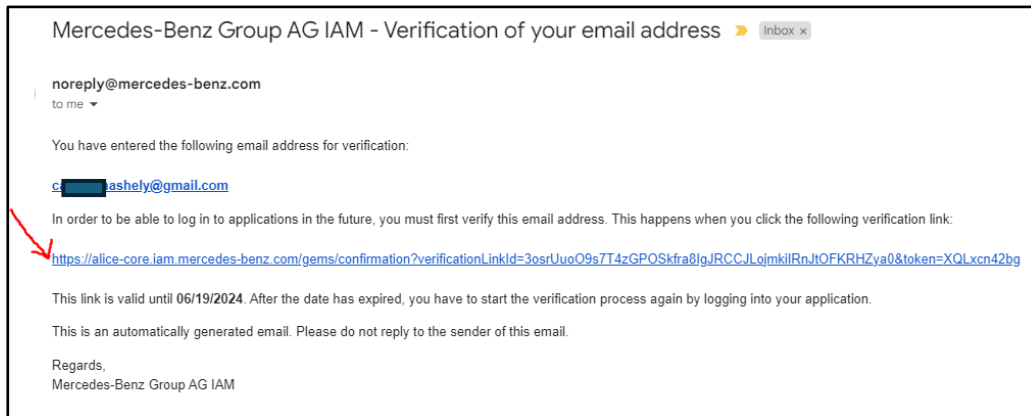
You need to verify your email address. Your current email address is shown below. Please check that this email address is correct. If this is not the case, you can change it here.

When you click on "Verify email address", you will receive an email with further instructions for verification, which you should follow. If you have changed the above email address, an additional email regarding this change will be sent to your old email address.

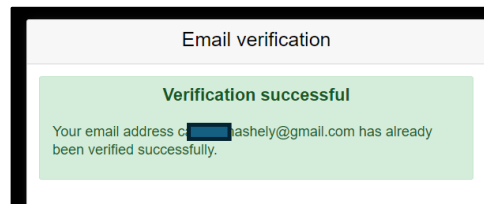
c7nashely@gmail.com

[Verify email address](#)

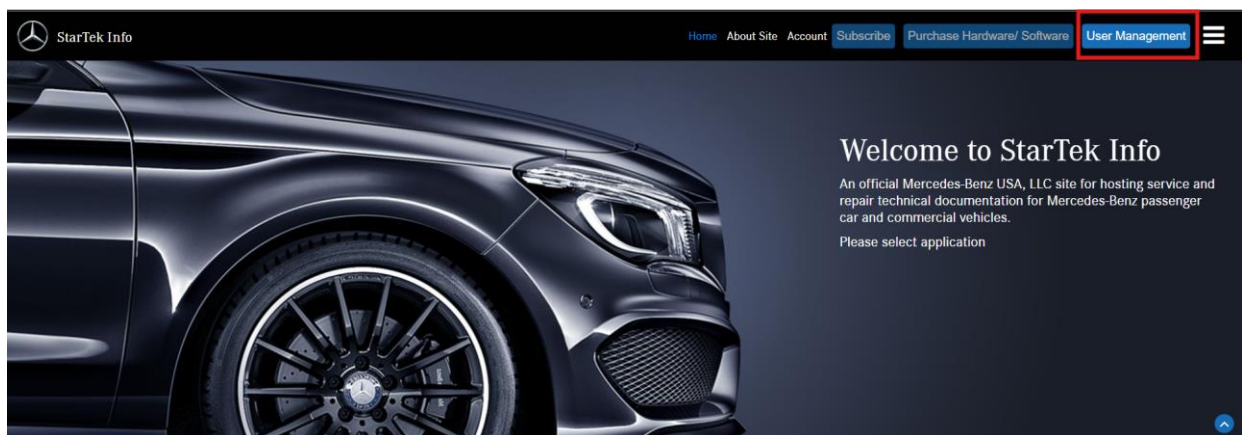
Step 10: Click on the link to complete the email verification status.



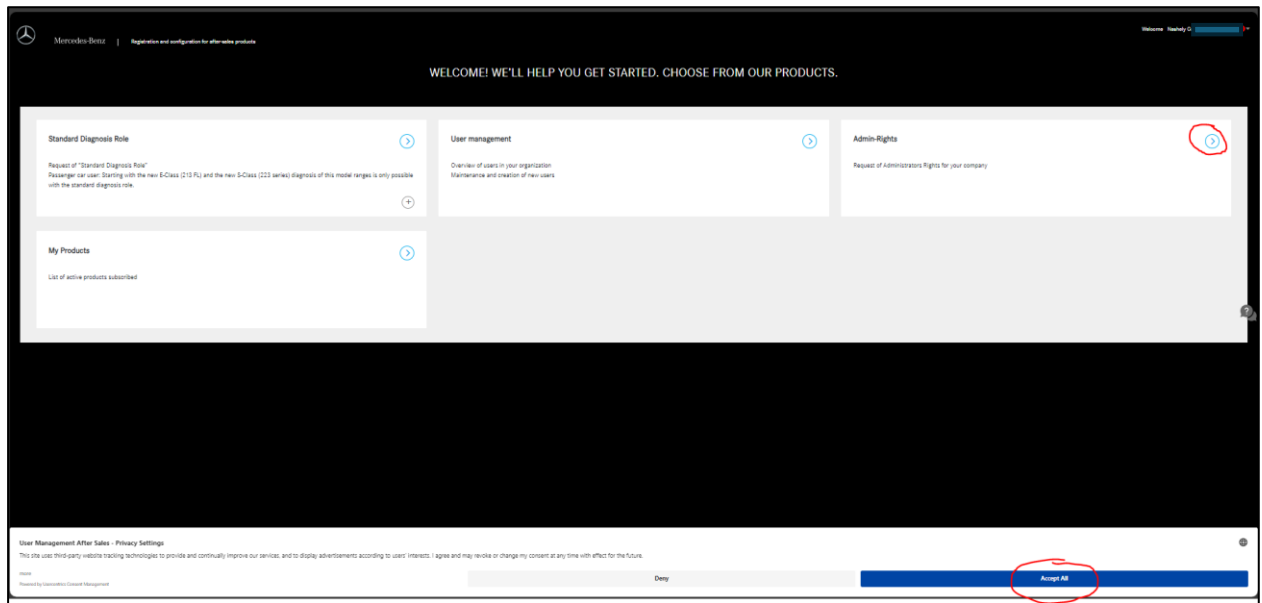
Step 11: This completes the email verification process.



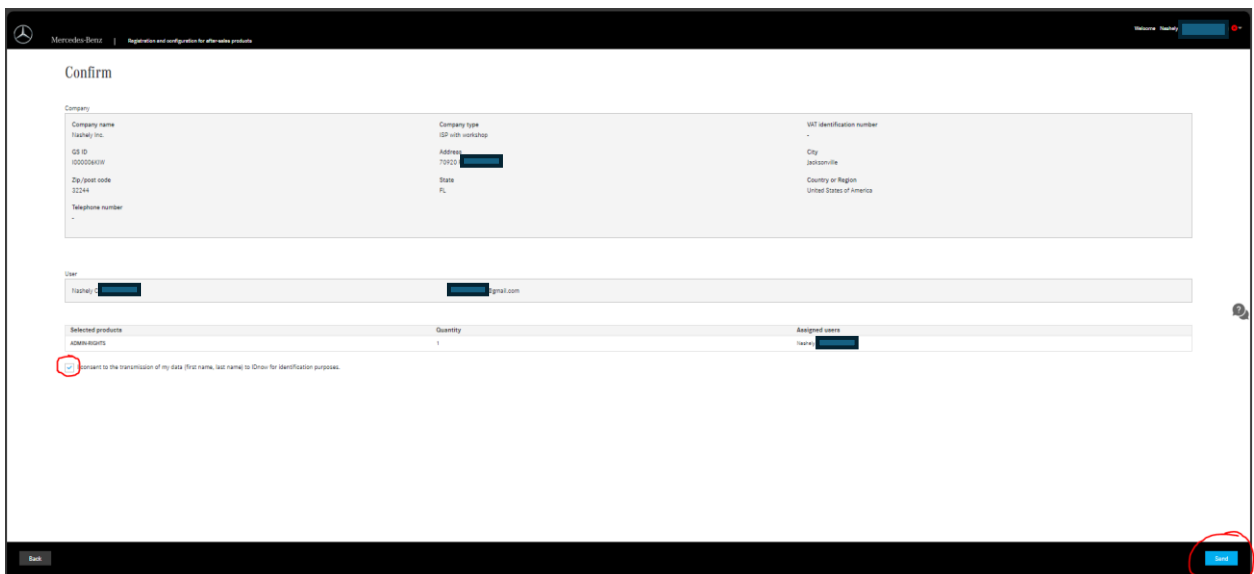
Step 12: User must then log back in through <https://startekinfo.com> to launch [UMAS](#) and complete the Admin Identification process.



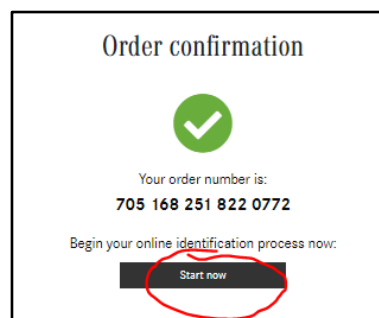
Step 13: Click on “Accept all” and then select the “Admin Rights” option.



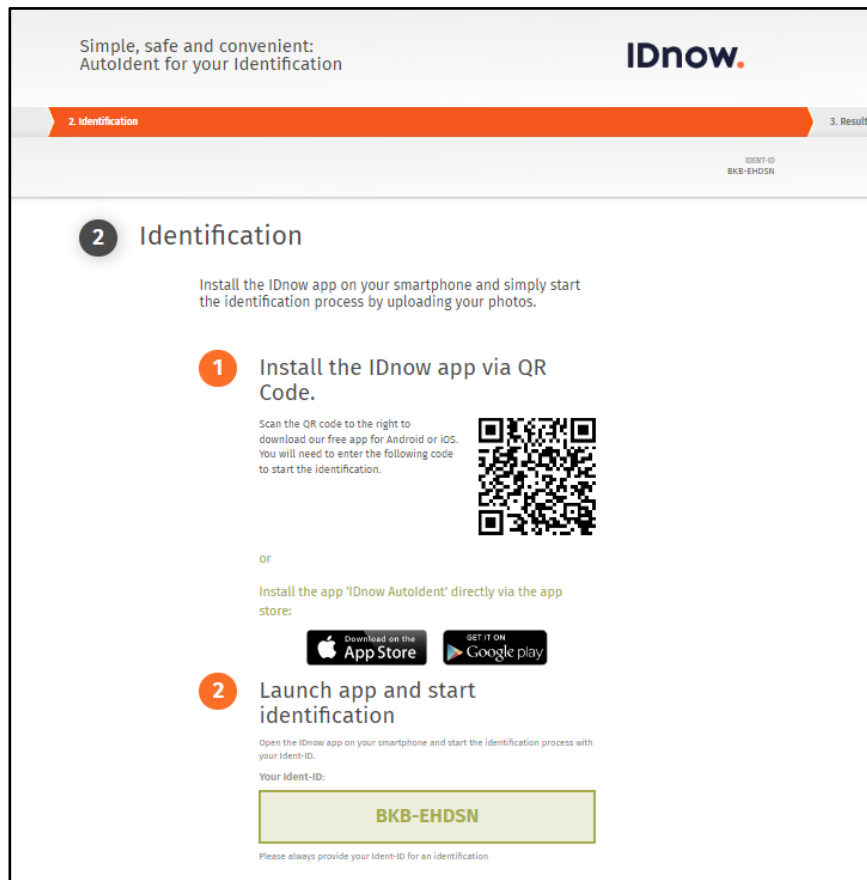
Step 14: Click in the consent box and then select “Next”.



Step 15: Click on “Start Now” to scan the QR code and start the ID-now process.

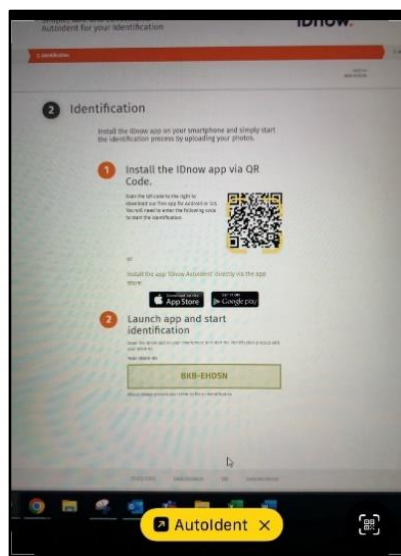


Step 16: The QR code can now be scanned with a smart phone that contains a two-factor authentication to unlock the phone. If this feature is not enabled on the phone, the user will be unable to complete the ID-Now process.

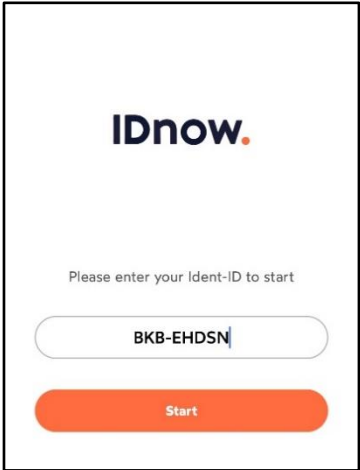


Step17: Follow the steps below to complete the ID-Now process from the phone.

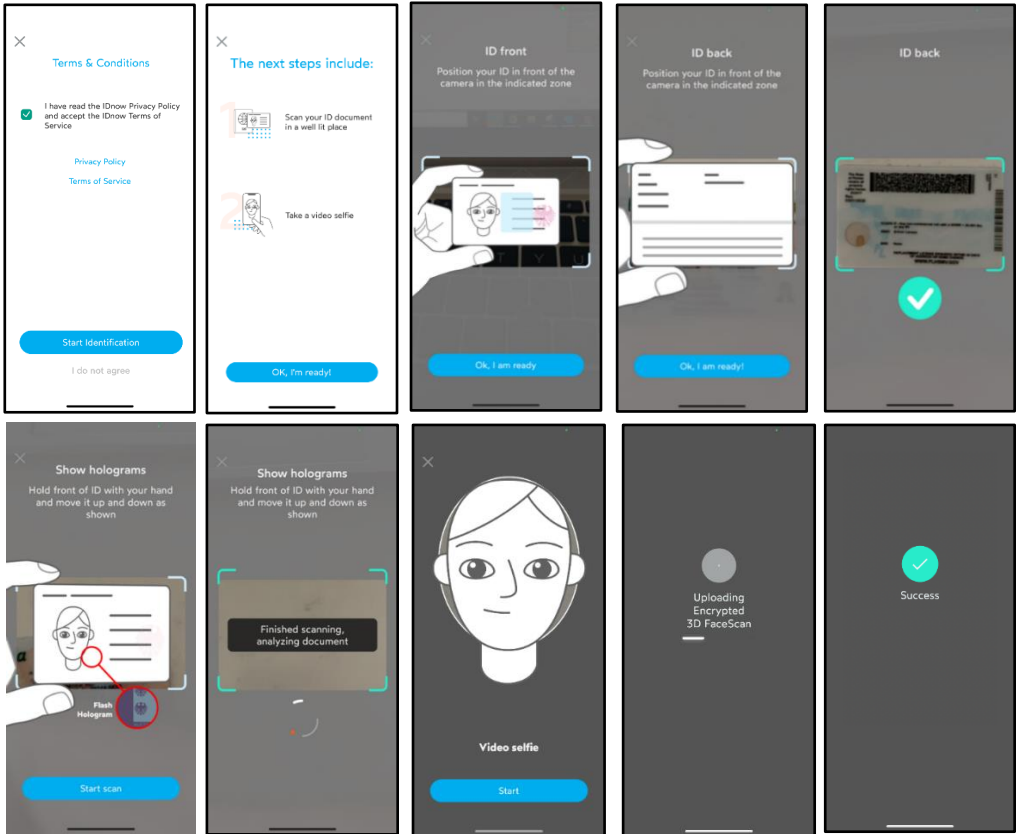
Step 18: Scan the QR code using your phone.



Step 19: Enter the ID on your phone screed, then press “Start”.



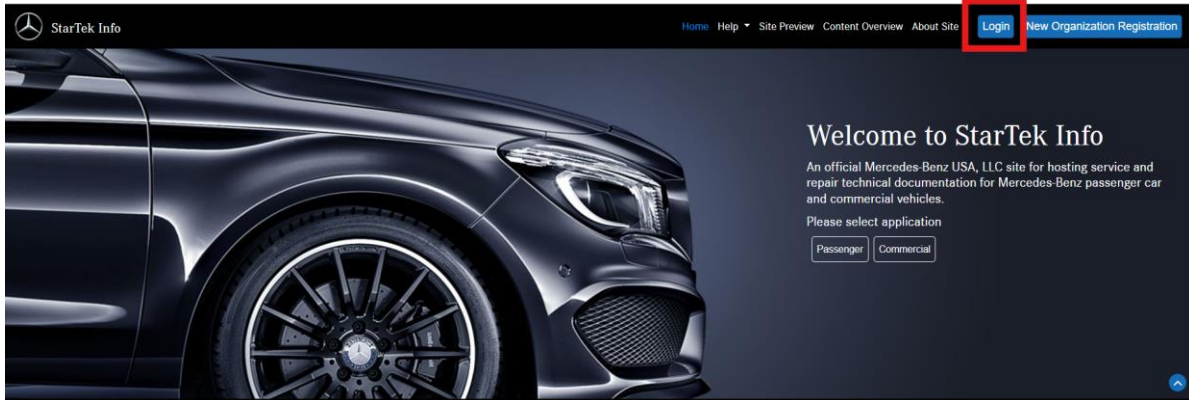
Step 20: Follow the steps below to complete the ID Now process on your phone.



1.2.2. Login

This functionality is used by exiting users to login to StarTek Info.

Step 1: Click “Login”



Step 2: User needs to enter credentials (Username & Password) to login to the portal.

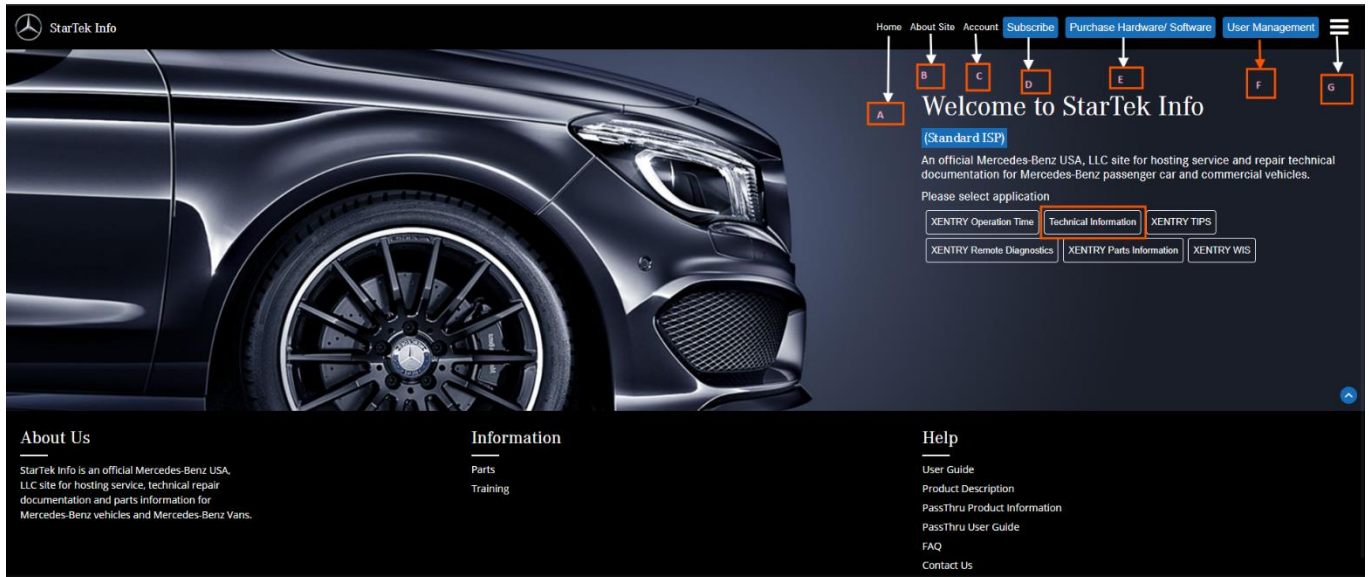


1.3. Application Access

The user can access the StarTek Info application through his/her C7 User Id.

2. Functionality Details

After a user logs into StarTek Info, the application's home page is presented as shown below.

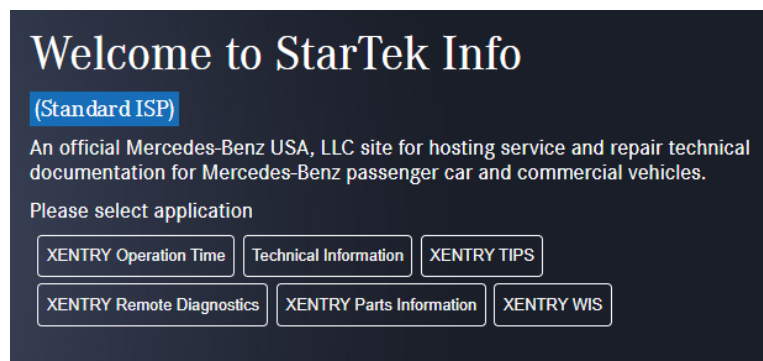


On all the pages of application, the header section is always visible, and it contains seven buttons/icons that allow users to navigate through StarTek Info:

- Home – clicking on this link will navigate you to application's main page. From the home page, you can launch any of your subscribed/authorized applications.
- About Site – this link provides user with information about this application.
- Account – opens a window where user can view a summary of all the subscriptions.
- Subscribe/Renew – this button allows user to subscribe for available products.
- Purchase Hardware/Software – this button provides a platform to purchase Xentry Diagnostic hardware or software.
- User management – this button allows an organization admin to add new users, delete an existing user, update user details, and remove authorized products. A non-admin user can update personal details.
- User Information (three bars) - this icon allows users to view their information and to log out of the application.

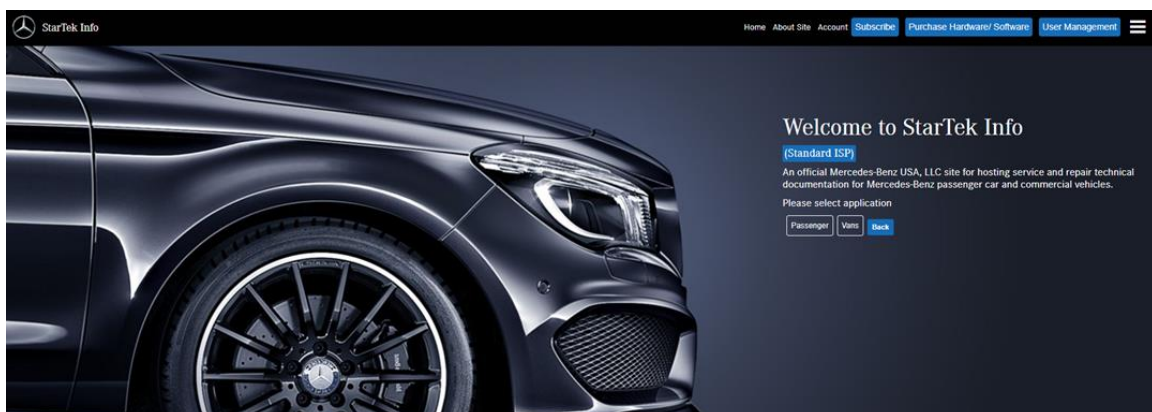
Once the user logs in to the portal, he/she will be presented with a Landing Page, where the user can select any of the available product links (Xentry Operation Time, Technical Information, Xentry WIS, Xentry TIPS, Xentry Remote Diagnostics and Xentry Parts Information) to access the relevant applications and documents from respective areas.

Please note that the product links available to users vary by organization type and user type. By default, every organization is considered standard ISP, and its users can subscribe to any of the below applications:

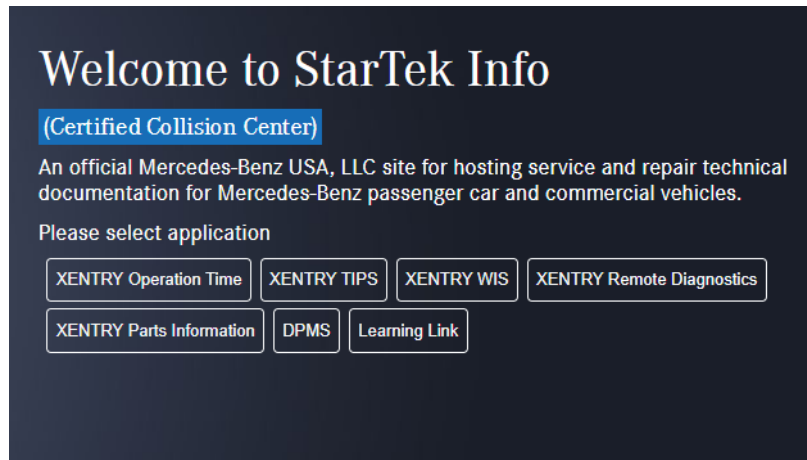


- Technical Information (paid subscription)
- XENTRY Operation Time (paid subscription)
- XENTRY WIS (paid subscription)
- XENTRY TIPS (paid subscription)
- XENTRY Parts Information (paid Subscription)
- XENTRY Remote Diagnostics (paid Subscription)

When users select Technical Information, there would be an option to either launch Passenger Cars section or Vans section:



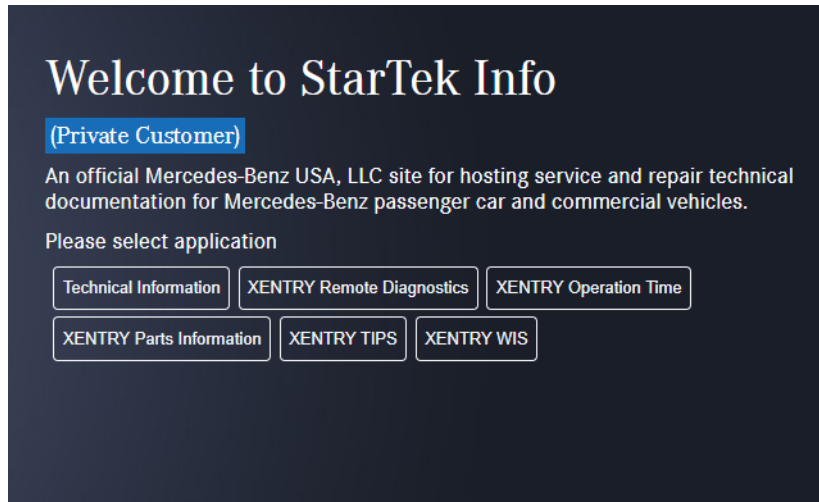
A certified collision center organization receives the following products:



- XENTRY WIS (first two subscriptions are complimentary, payment for additional ones)
- XENTRY Parts Information (first two subscriptions are complimentary, payment for additional ones)
- XENTRY Operation Time (first two subscriptions are complimentary, payment for additional ones)
- XENTRY Remote Diagnostics (first two subscriptions are complimentary, payment for additional ones)
- XENTRY TIPS (paid subscription)
- DPMS (Complimentary automatic subscription for Org Admins)
- Learning Link (Complimentary automatic subscription for Org Admins)
- TIPS (first two subscriptions are complimentary, payment for additional ones)

For an organization to be considered a “Certified Collision Center”, please contact MBUSA Collision Center Team.

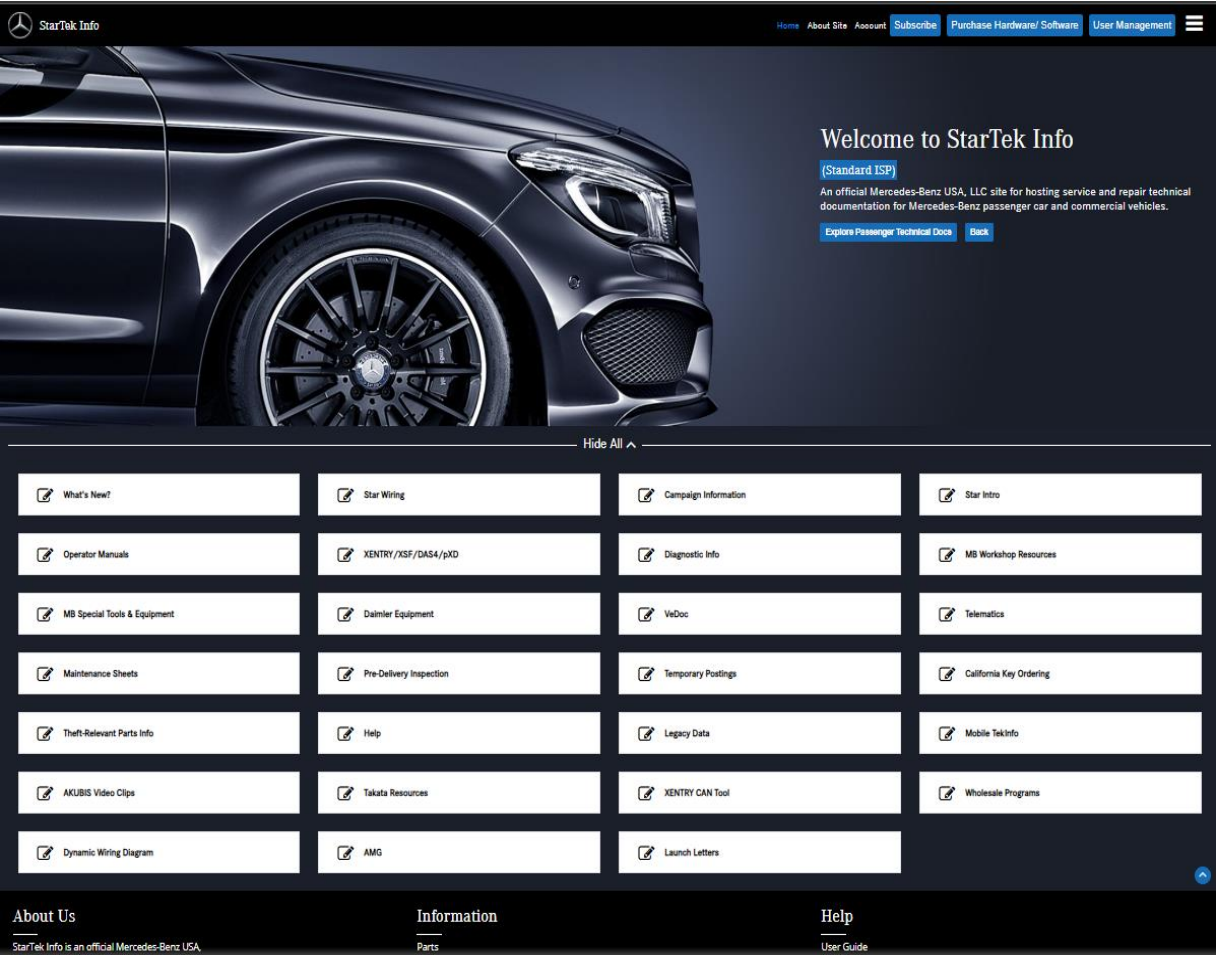
A Private Customer receives the following products:



- Technical Information (paid subscription)
- XENTRY Operation Time (paid subscription)
- XENTRY WIS (paid subscription)
- XENTRY TIPS (paid subscription)
- XENTRY Parts Information (paid Subscription)
- XENTRY Remote Diagnostics (paid Subscription)

2.1. Home (For Standard ISPs having paid subscription to Passenger Cars or Vans products)

This functionality allows the user to view the documents published in the system. It allows the user to view the documentation by using the category and subcategory for the publication.



When user clicks on the Category or subcategory, the search page for the same opens.

The screenshot shows a web interface for searching documents. On the left is a sidebar titled "Categories" with a list of items including "Star Bulletins test 11", "DT8 test", "Service Bulletins", "Service Campaigns", "Recall Campaigns", "Installation Bulletins", "XENTRY TIPS", "ejb", "Testing category", "testing343", "substar", "test 6", and several expandable sections like "What's New?", "Star Intro", "Operator Manuals test1", "Star Diagnosis/XENTRY", "Diagnostic Info", and "MB Workshop Resources". The main content area is titled "Star Bulletins test 11 > All SubCategories" and includes tabs for "Passenger", "Vans", "ASRA (PC + Vans)", and "ISPPi". Below these are tabs for "Search", "Advance Search", and "Document Criteria". A search instruction box states: "Search through selected category / subcategory. The search will look for matching entries in all fields. No entries (keywords) broadens the search. Click What's New? to the right for the latest postings. Advanced Search for more search options. Top menu explores most site categories. Refer to Quick Search and Advanced Search under Help for exceptions." The "Category / Subcategory" section has dropdowns for "Category" (set to "Star Bulletins test 11") and "Sub Category" (set to "All"). The "Search Criteria" section has three radio buttons: "Search By Chassis" (selected), "Search By Model", and "Search By VIN". Below are input fields for "Chassis", "Model Year" (dropdown set to "All"), and "Model" (dropdown set to "All"). At the bottom right are "RESET" and "SEARCH" buttons.

2.1.1. Search

After selecting the Category from “Home”, the user will be directed to the “Search” page, which allows the user to search for published documents based on predefined filters.

Here, the user can search for the existing documents by using Chassis, Model year, Group, or VIN filter.

This screenshot is a zoomed-in view of the search page, with a red rectangular box highlighting the "Quick Search By" section. This section contains four radio buttons: "Chassis" (selected), "Model", "Group", and "VIN". Below this, there are two input fields: "Chassis" and "Keywords". Under the "Keywords" field, there are three radio buttons: "any of the words" (selected), "all of the words", and "the exact phrase". At the bottom right of the highlighted area are "RESET" and "SEARCH" buttons. The background shows the same header and navigation elements as the previous screenshot.

Chassis- This can be the three-digit or full six-digit chassis number of a vehicle. When a chassis is used, a user can search all existing documents and files for that chassis.

Quick Search By

☒ Chassis

☐ Model

☐ Group

☐ VIN

Chassis

keywords

207

☒ any of the words

☐ all of the words

☐ the exact phrase

RESET

SEARCH

- 1) **Model** – User must select the Model Year and Model and optionally enter any keywords to search all documents and files for that model.

Quick Search By

☐ Chassis

☒ Model

☐ Group

☐ VIN

Model Year

Model

keywords

All

All

☒ any of the words

☐ all of the words

☐ the exact phrase

RESET

SEARCH

- 2) **Group** - When a Group is entered, a user can search all relevant documents and files for that group.

Quick Search By

☐ Chassis

☐ Model

☒ Group

☐ VIN

Group.SubGroup #

Chassis

keywords

01

☒ any of the words

☐ all of the words

☐ the exact phrase

Group Search can be combined with Chassis, by typing the chassis number above.

00 - Overall Vehicle

01 - Complete engine, crankcase ventilation, cylinder head, etc.

03 - Crank assembly

05 - Engine timing

06 - Fuel cell system

07 - Mixture formation

08 - Electrical drive, hybrid drive system

09 - Air intake, turbocharging

13 - Air compressor, belt drives

14 - Exhaust manifold, engine brake, emission control system

15 - Electrical system engine

18 - Engine lubrication, engine oil cooling

20 - Engine cooling system

RESET

SEARCH

- 3) **VIN** - When a VIN is entered, a user can search all existing documents and files for that VIN.

Quick Search By

☐ Chassis

☐ Model

☐ Group

☒ VIN

VIN

WCDPF0CD4KP055723

keywords

☒ any of the words

☐ all of the words

☐ the exact phrase

RESET

SEARCH

- 4) **Advance Search** - The advanced search functionality allows document search functionality based on multiple criteria including Category, Subcategory, Chassis, Model Year, Model, Group, Subgroup, Keywords, and Issue dates.

Search

Advance Search

Document Criteria

Search through selected category / subcategory. The search will look for matching entries in all fields. No entries (keywords) broadens the search. Click What's New? to the right for the latest postings. Advanced Search for more search options. Top menu explores most site categories. Refer to Quick Search and Advanced Search under Help for exceptions.

Category / Subcategory

Category

Star Bulletins

x

Sub Category

All

Search Criteria

☒ Search By Chassis

☐ Search By Model

☐ Search By VIN

Chassis

Model Year

All

Model

All

RESET

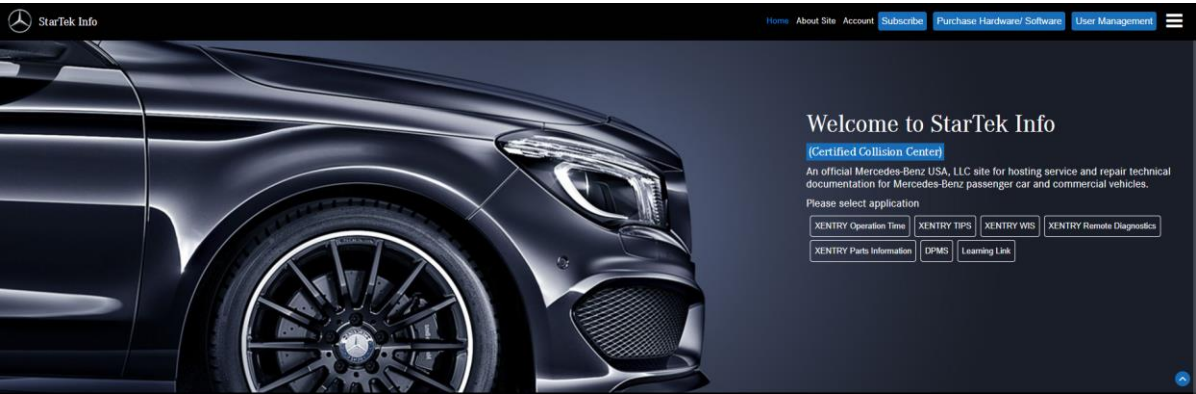
SEARCH

After performing the Search, the user will be presented with the list of matching documents, and the user can download the pdf by clicking the Document link.

Issue Date	Category	Sub Category	Document	Description	Links
06-24-2020	Star Bulletins	Recall Campaigns	TEST  755kb	-	-
06-20-2020	Star Bulletins	LI (Warranty Use Only)	LI72.10-P-052041_Ver.1LI 0bytes	Door lock does not lock Validity: R172 up to VIN end no.: ...F005059	Related Warranty Info -
06-17-2020	Star Bulletins	DTB	sample test document45  429kb	-	-
06-15-2020	Star Bulletins	Recall Campaigns	sample test document4567 89909090  203MB	-	-
06-15-2020	Star Bulletins	Recall Campaigns	sample test document4567 89909090  0bytes	-	-
06-15-2020	Star Bulletins	Recall Campaigns	sample test document4567 89909090  965kb	-	-
06-09-2020	Star Bulletins	Recall Campaigns	testing  182kb	-	-
06-09-2020	Star Bulletins	Recall Campaigns	publish doc  182kb	-	-
06-03-2020	Star Bulletins	Recall Campaigns	StarTek LI NA Case supersede  846kb	-	-
Showing 1 to 10 of total 4267 records					
⏮ ⏪ 1 2 3 4 5 ⏩ ⏭ 10 ⌵					

2.2. Home (For Certified Collision Centers)

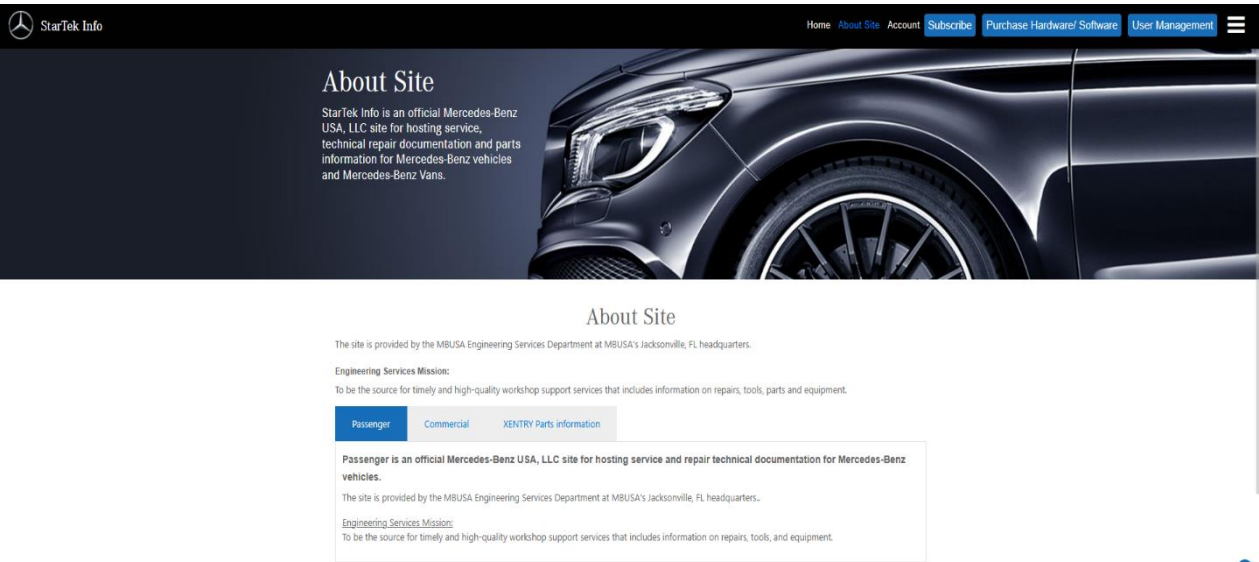
Certified Collision Centers would see the following home page and would be able to launch any of the enabled/subscribed products.



Please note that all the launched applications run outside StarTek Info, but you would be automatically signed into those applications. Please refer to individual application user guides to learn about how to use them.

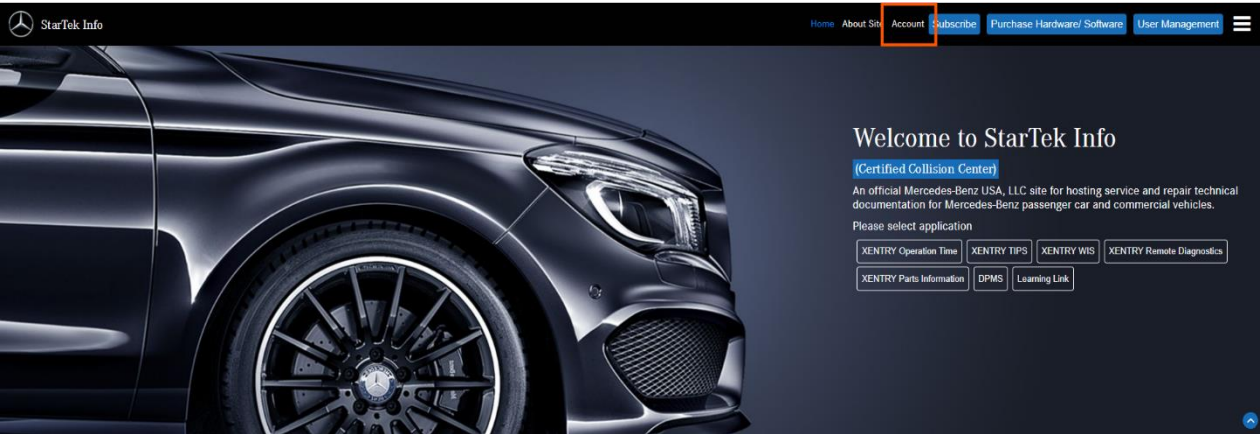
2.3. About Site

Clicking on “About Site”, user will be able to see all the relevant information about the application.



2.4. Account

The “Account” button is used to display all the details of user’s subscriptions and their present status.



After clicking on “**Account**” button, user can see the list of all the subscription along with their complete details.

StarTek Info

HomeAbout SiteAccountSubscribePurchase Hardware/ SoftwareUser Management

Account: Your Information

Name:Henry

Company NameHK Org 1

Phone:845

Email:henry@hail.com

Organization's Complimentary Subscriptions

Synch Up Now

User ID	Organization Type	Product
CTN	Certified Collision Center	XENTRY Operation Time
CTN	Certified Collision Center	XENTRY Parts Information
CTN	Certified Collision Center	XENTRY WIS
CTN	Certified Collision Center	XENTRY Remote Diagnostics
CTR	Certified Collision Center	XENTRY Operation Time

Showing 1 to 5 of 5 entries

<

1

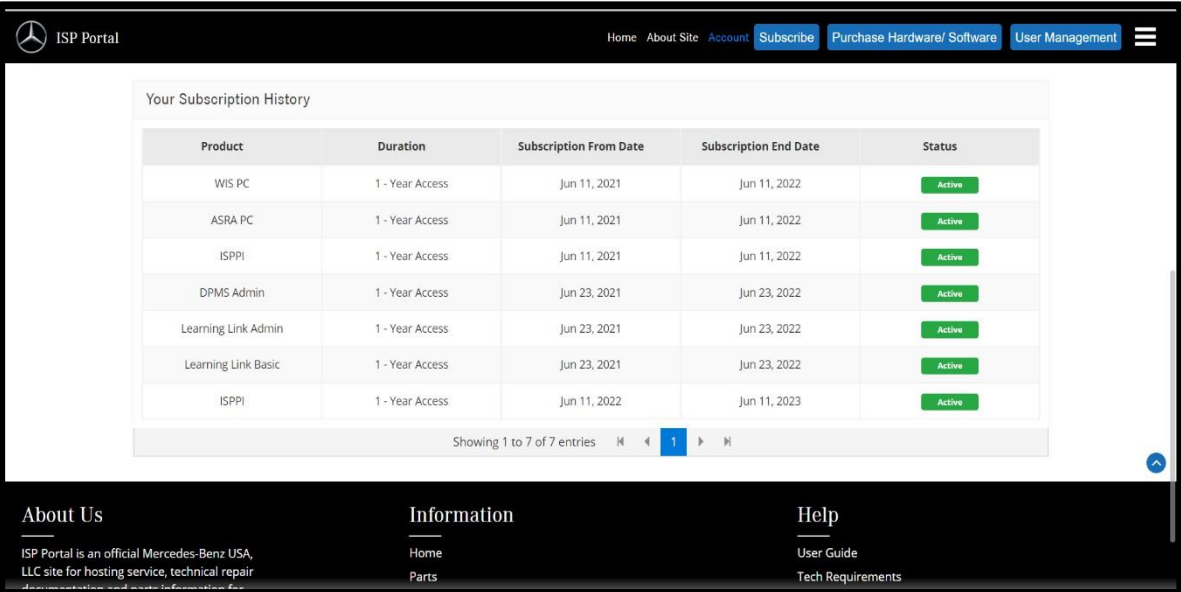
>

Your Subscription History

Product	Duration	Subscription From Date	Subscription End Date	Status
Technical Information	1 - Week Access	Apr 17, 2025	Apr 24, 2025	Active

This option displays your Account Information, Organization's Complimentary Subscriptions and Your Subscription History. There are some complimentary subscriptions given to some users and after that, users must pay for further subscriptions. According to the Organization Type, the Product list of complimentary products is shown.

In the Subscription History section, all subscriptions of the user are shown. All the details like Duration, Subscription Start Date, Subscription End Date and Status are shown for each subscribed product. The "Active" status in the green box shows that the subscription is still active, and the subscription period has not ended. The products whose subscription has ended, are shown as "Expired" in red box.



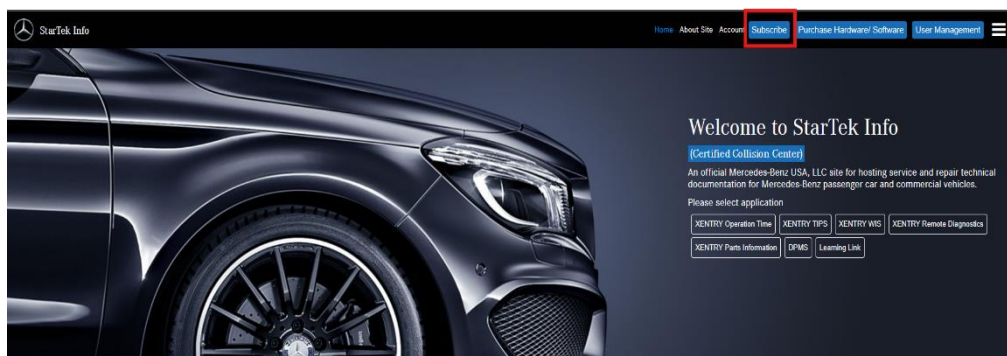
Product	Duration	Subscription From Date	Subscription End Date	Status
WIS PC	1 - Year Access	Jun 11, 2021	Jun 11, 2022	Active
ASRA PC	1 - Year Access	Jun 11, 2021	Jun 11, 2022	Active
ISPPI	1 - Year Access	Jun 11, 2021	Jun 11, 2022	Active
DPMS Admin	1 - Year Access	Jun 23, 2021	Jun 23, 2022	Active
Learning Link Admin	1 - Year Access	Jun 23, 2021	Jun 23, 2022	Active
Learning Link Basic	1 - Year Access	Jun 23, 2021	Jun 23, 2022	Active
ISPPI	1 - Year Access	Jun 11, 2022	Jun 11, 2023	Active

Showing 1 to 7 of 7 entries

2.5. Subscribe/Renew

User will be able to extend/renew the subscription process which each customer goes through when continuing their subscription into the next billing cycle. It also helps to start a new subscription.

Step 1: Click on the "Subscribe" button after logging into the account.



Step 2: After pressing “Subscribe” button, one must agree to the disclaimer having all the terms and conditions along with Refund Policy by clicking on “I Agree” button.

Note - If one clicks on “I Disagree”, user would not be able to do new subscription.

The screenshot shows a web interface for a subscription service. At the top, there is a navigation bar with the 'StarTek Info' logo and links for 'Home', 'About Site', 'Account', 'Subscribe', 'Purchase Hardware/ Software', and 'User Management'. The main content area is titled 'Subscribe - Step 1 of 3' and contains a disclaimer and refund policy. The disclaimer states that the information is issued by Mercedes-Benz USA, LLC for use in conjunction with other service literature, special tools and equipment specified by Mercedes-Benz in diagnosing and repairing Mercedes-Benz vehicles. It also includes a warning about the use of proper tools and equipment, and a statement that Mercedes-Benz USA, LLC assumes no liability for injury, damage or loss due to the use or misuse of this information. The refund policy states that the site contains service and repair information covering Mercedes-Benz vehicles model year 1994 and higher, and that no refund claims concerning vehicles older than 1994 will be honored. At the bottom of the form, there are two buttons: 'I Disagree' and 'I Agree'.

StarTek Info

Home About Site Account **Subscribe** Purchase Hardware/ Software User Management

Subscribe - Step 1 of 3

Please Read and Agree to the Following Disclaimer.

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This site contains service and repair information covering Mercedes-Benz vehicles model year 1994 and higher. Certain content for models prior to model year 1994 is contained in the Workshop Information System (WIS). No refund claims concerning vehicles older than 1994 will be honored. Confirmed outages of any site components which last for an unreasonable amount of time will be refunded by extending the subscription for that amount of time for valid subscribers during an outage.

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I Disagree **I Agree**

Step 3: After agreeing to the Disclaimer, the user needs to select the products for subscription. For Certified Collision Centers, users do not need to pay for complimentary products. For the rest of the products other than complimentary products, one must pay the subscription amount via credit card.

Subscribe - Step 2 of 3

Please Complete the Following Information. All fields with * are mandatory.

Your Subscription Selection

XENTRY Operation Time

☐ 1 - Week Access

☐ 1 - Month Access

☐ 1 - Year Access

Technical Information

☐ 1 - Week Access

☐ 1 - Month Access

☐ 1 - Year Access

XENTRY TIPS

☐ 1 - Week Access

☐ 1 - Month Access

☐ 1 - Year Access

XENTRY Remote Diagnostics

☐ 1 - Week Access

☐ 1 - Month Access

☐ 1 - Year Access

XENTRY Parts Information

☐ 1 - Year Access

XENTRY Parts Information

☐ 1 - Year Access

XENTRY WIS

☐ 1 - Week Access

☐ 1 - Month Access

☐ 1 - Year Access

Cancel

Continue

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Click on “Continue” to continue the subscription process otherwise click “Cancel” to go back to the previous page.

Step 4: If a user selects a product, which is complimentary, the user will be redirected to the confirmation page. One must check the information provided like Email, Name, Subscription details etc. After checking, click on “SUBSCRIBE” button to subscribe.

Subscribe - Step 3 of 3

Please Confirm Your Information. When you press the Subscribe button below you will be issued a User Name and your credit card will be charged the appropriate subscription fee.

Subscription XENTRY 1 - Year Access WIS:

Name:Mr. [REDACTED]

Address Line 1:India

Zip Code:30203

Phone Day:9 [REDACTED]

Email:ta [REDACTED]

Payment Info:VISA **** 1111

Company Name:Nagarro

Address Line 2:India

Country:United States of America

Phone Evening:-

Fax:-

Expiration Date:12/2025

CANCEL

SUBSCRIBE

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If a user selects a paid subscription product, the user will be redirected to the payment page.

StarTek Info

[Home](#) [About Site](#) [Account](#) [Subscribe](#) [Purchase Hardware/Software](#) [User Management](#)

Subscribe - Step 2 of 3

Please Complete the Following Information. All fields with * are mandatory.

Your Billing Information ☒ Auto Populate

(Note: PO boxes are not accepted as a billing address)

Prefix*Mr. [REDACTED]

First Name* [REDACTED]

Middle Initial [REDACTED]

Last Name* [REDACTED]

Company Name [REDACTED]

Address Line 1* [REDACTED]

Address Line 2 [REDACTED]

City* [REDACTED]

State*Please select...

Zip Code* [REDACTED]

Country*United States of America

Phone (Day)* [REDACTED]

Phone (Evening) [REDACTED]

Fax [REDACTED]

Street Address* [REDACTED]

Email Address* [REDACTED]

Your Payment Information

We Accept

We Use

Card Number* [REDACTED]

Expiration Date*MM/YY [REDACTED]

CVV* [REDACTED]

Cancel

Continue

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Version 4.0

Release Date: July 17, 2025

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User needs to fill in the required personal details and payment details. Then click on “Continue” to process the payment.

Step 5: After successful payment processing, the page below shows that the user has successfully subscribed to the service.

Thank You - Subscription is Complete.

Please Print this Page for Your Records

Payment Services
by VeriSign

VeriSign has routed, processed and secured your payment information.
[More information about VeriSign](#)

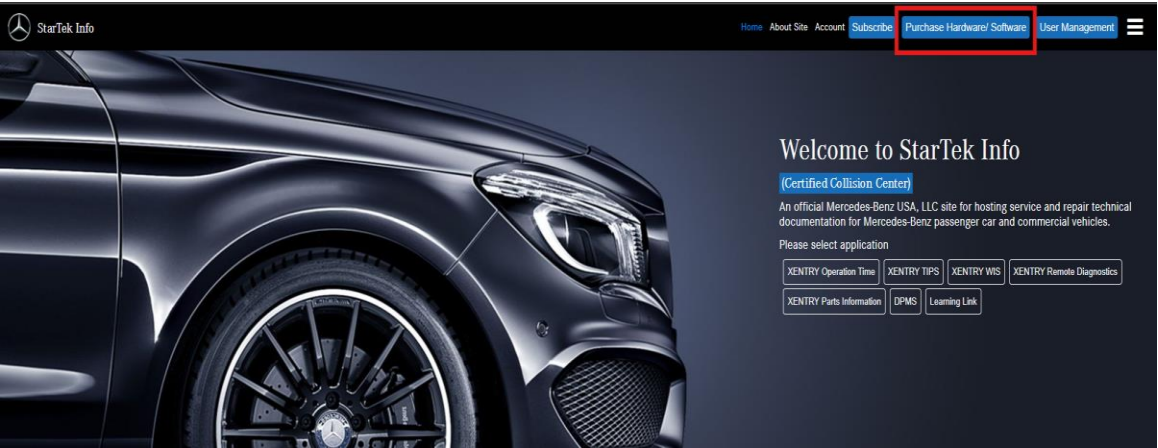
This information has also been emailed to the supplied email address. Please click [Enter Site](#) at the below to enter the site.

Subscription	Begins	Ends
Passenger	09-29-2020	10-30-2020
Subscription	Begins	Ends
ISPPi	09-22-2020	09-22-2021
User ID	Name:	Company Name:
COX00805	Mr. Testuser COX00805	XYZ
Address:	Zip Code:	Country:
75, 3rd Ave	10003	United States of America
Phone (day):	Phone (evening):	Fax:
1234567890	-	-
Email:		
no-reply@daimler.com		
Payment Info:	Expiration Date:	
VISA **** 1111	10/2020	

2.6. Purchase hardware/Software

“Purchase hardware/Software” provides a shortcut to users for buying Xentry Diagnosis machines and related software.

Step 1: Click on “Purchase hardware/Software” button.



Step 2: User needs to select one of the radio buttons from the pop-up & click “Continue”.

Purchase Hardware/Software - Step 1 of 6

Please select Hardware/Software,and click continue to proceed

	Part Number	Diagnosis System / Accessories	Price
☐	6511919599	XENTRY Diagnosis 4 Scope (Requires XENTRY Kit 4 or XENTRY Kit 3)	\$ 9,424.80
☐	6511975076	XENTRY DIAGNOSIS KIT 4 SCOPE with 42 month software subscription	\$ 42,998.48
☐	6511970076	XENTRY DIAGNOSIS KIT 4 with 42 month software subscription	\$ 33,697.16
☐	HLI0000002961	XENTRY Diagnosis Kit 3/4 software with 42 month subscription	\$ 17,549.00
☐	6513102876	J2534 PassThru Software (includes one year software subscription)	\$ 5,014.00
☐	6511251799	6511251799 - XENTRY Diagnosis cable for veh. (16-p/OBDII)	\$ 155.11
☐	6511253999	6511253999 - XENTRY Diagnosis adapter cable (38-pin)	\$ 251.33
☐	6511972099	6511972099 - XENTRY Diagnosis Pad 2 Docking Station	\$ 550.00
☐	6511972199	6511972199 - XENTRY Diagnosis Pad 2 Power Supply Unit	\$ 256.20
☐	6511972499	6511972499 - XENTRY Diagnosis Pad 2 Charging Cable 12V/24V	\$ 240.85
☐	6511250899	6511250899 - XENTRY Diagnosis adapter cable (8-pin/ CAN)	\$ 250.95
☐	6511972699	6511972699 - XENTRY Diagnosis Pad 2 Pen	\$ 40.00
☐	6511250799	6511250799 - USB cable (5 m)	\$ 155.55

CANCEL

CONTINUE

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Step 3: Next, the user must enter the System Number if prompted and click on Continue button to proceed further.

Purchase Hardware/Software - Step 1 of 6

Please carefully read and review our terms and conditions change

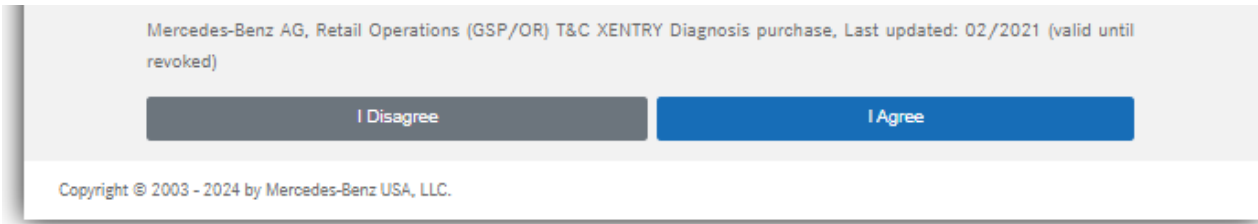
	Part Number	Diagnosis System / Accessories	Price
☒	6511919599	XENTRY Diagnosis 4 Scope (Requires XENTRY Kit 4 or XENTRY Kit 3)	\$ 9,424.80
☐	6511975076	XENTRY DIAGNOSIS KIT 4 SCOPE with 42 month software subscription	\$ 42,998.48
☐	6511970076	XENTRY DIAGNOSIS KIT 4 with 42 month software subscription	\$ 33,697.16
☐	HLI0000002961	XENTRY Diagnosis Kit 3/4 software with 42 month subscription	\$ 17,549.00
☐	6513102876	J2534 PassThru Software (includes one year software subscription)	\$ 5,014.00
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☐	6511253999	6511253999 - XENTRY Diagnosis adapter cable (38-pin)	\$ 251.33
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☐	6511972199	6511972199 - XENTRY Diagnosis Pad 2 Power Supply Unit	\$ 256.20
☐	6511972499	6511972499 - XENTRY Diagnosis Pad 2 Charging Cable 12V/24V	\$ 240.85
☐	6511250899	6511250899 - XENTRY Diagnosis adapter cable (8-pin/ CAN)	\$ 250.95
☐	6511972699	6511972699 - XENTRY Diagnosis Pad 2 Pen	\$ 40.00
☐	6511250799	6511250799 - USB cable (5 m)	\$ 155.55

System Number*

CANCEL

CONTINUE

Step 4: User must review all terms and conditions and click on the “I Agree” button to accept each one.



Step 5: User needs to fill the following information and click on “Continue”. Ensure the address on the form corresponds with the credit card’s billing address.

Purchase Hardware/Software - Step 4 of 6

Please Complete the Following Information

☒ Auto Populate

Prefix	First Name*	Middle Initial	Last Name*
Mr.	Testuser		user

Company Name*	Address Line 1*	Address Line 2
xyz	xyz	1 E 2nd st, New York

City*	State*
New York	NEW YORK

Zip Code*	Country*
10002	United States of America

Phone*	Fax
1234567890	
(Numbers only Please)	(Numbers only Please)

Email*

no-reply@daimler.com

CANCEL CONTINUE

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Step 6: Enter card details for payment to proceed further.

Purchase Hardware/Software - Step 4 of 5

Please Complete the Following Information. All fields with * are mandatory

We Accept		We Use	
-----------	--	--------	--

Price of the Product: \$36859.23 Sales Tax: \$5279.10

Total Amount: \$40132.93

Card Number *	Expiration Date *	CVV *
4111111111111111	10/2020	123

CANCEL CONTINUE

Step 7: Click on “Continue” button to proceed further.

Purchase Hardware/Software - Step 5 of 5

Please Confirm Your Information. When you press the Continue button below your credit card will be charged the appropriate amount.

Name:	undefined Testuser COX00805	Company Name:	xyz
Address:	1 E 2nd St, New York	Zip Code:	10003
Country:	United States of America	Phone:	1234567890
Fax:	-	Email:	no-reply@daimler.com
Ordered Hardware/Software:	J2534 PassThru Software (includes one year software subscription)	Price of the Product:	\$3922.53
Sale Tax:	\$348.32	Billing Price of the Product:	\$4270.85
Payment Info:	VISA ****1111	Expiration Date:	11/2020

CANCEL

CONTINUE

Step 8: “Thank you – Purchasing Hardware/Software is Complete” StarTek Info will display summary of purchase, which will be mailed to the provided email ID as well.

Thank You - Purchasing Hardware/Software is Complete.

Please Print this Page for Your Records

Payment Services by VeriSign

VeriSign has routed, processed and secured your payment information.
[More information about VeriSign](#)

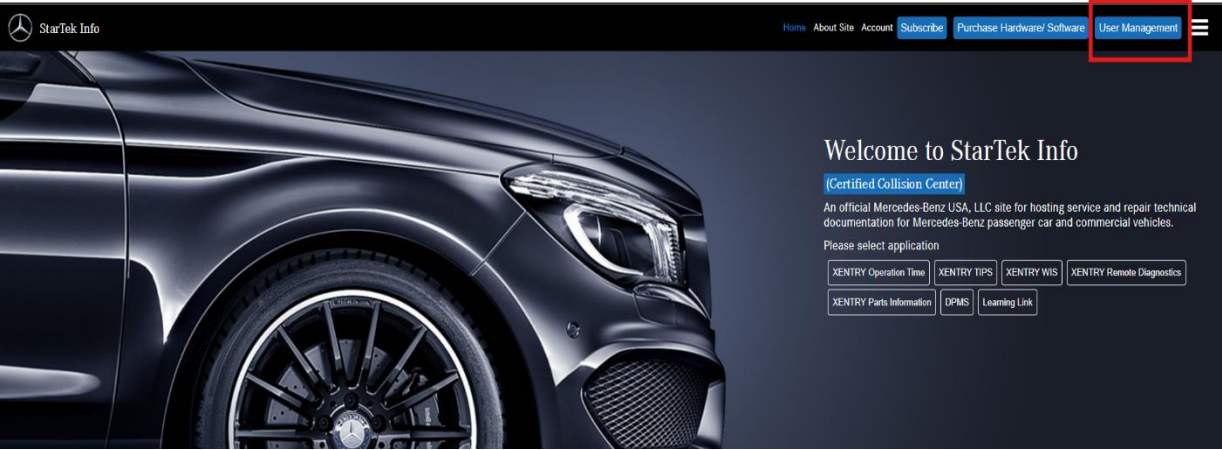
This information has also been emailed to the supplied email address. Please click **Enter Site** at the below to enter the site.

Order Number:	10001237	Purchased Hardware/Software:	J2534 PassThru Software (i
Sale Tax:	\$348.32	Billing Price of the Product:	\$4270.85
Name:	undefined Testuser COX00	Company Name:	xyz
Address:	1 E 2nd St, New York	Zip Code:	10003
Country:	United States of America	Phone:	1234567890
Fax:	-	Email:	no-reply@daimler.com
Purchased Hardware/Software:	J2534 PassThru Software (includes one year software subscription)	Price of the Product:	\$3922.53
Payment Info:	VISA ****1111	Expiration Date:	11/2020
Payment Reference Number:	A90C0DAB5892		

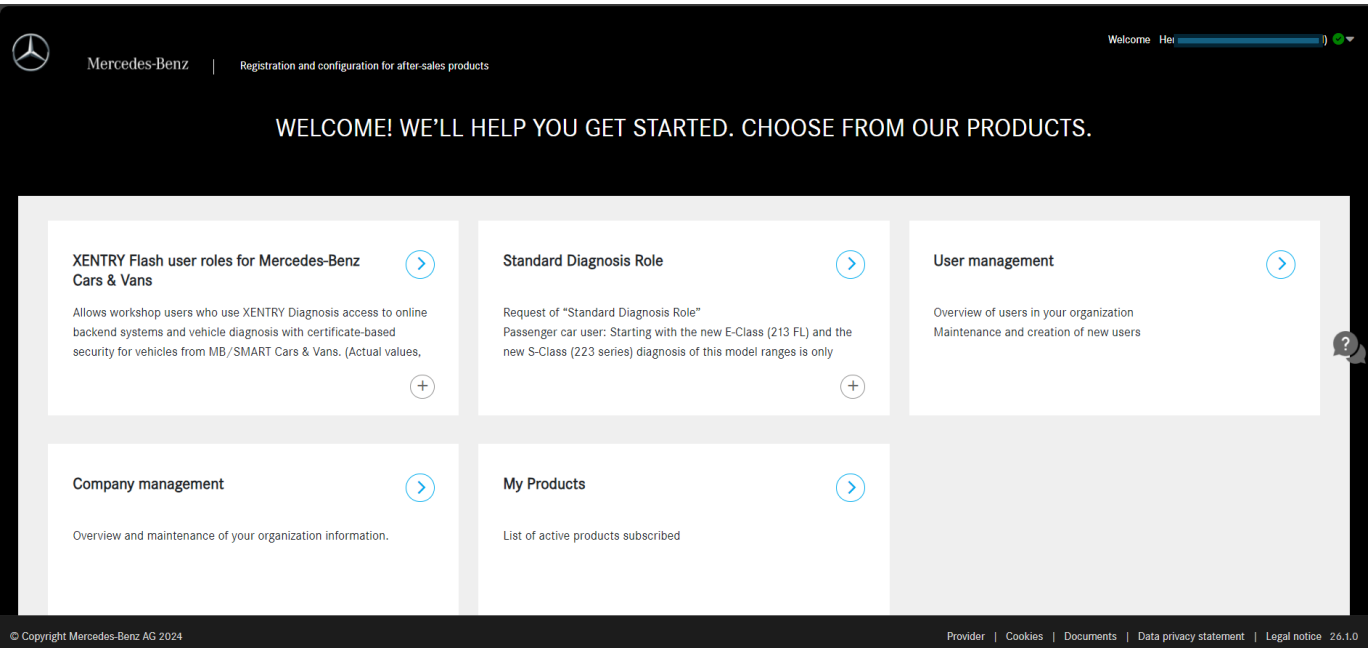
Please call MBDiagnosis at(1-800-367-6372) or email mbdiagnosis@mbusa.com to track the status of your order.

2.7. User Management

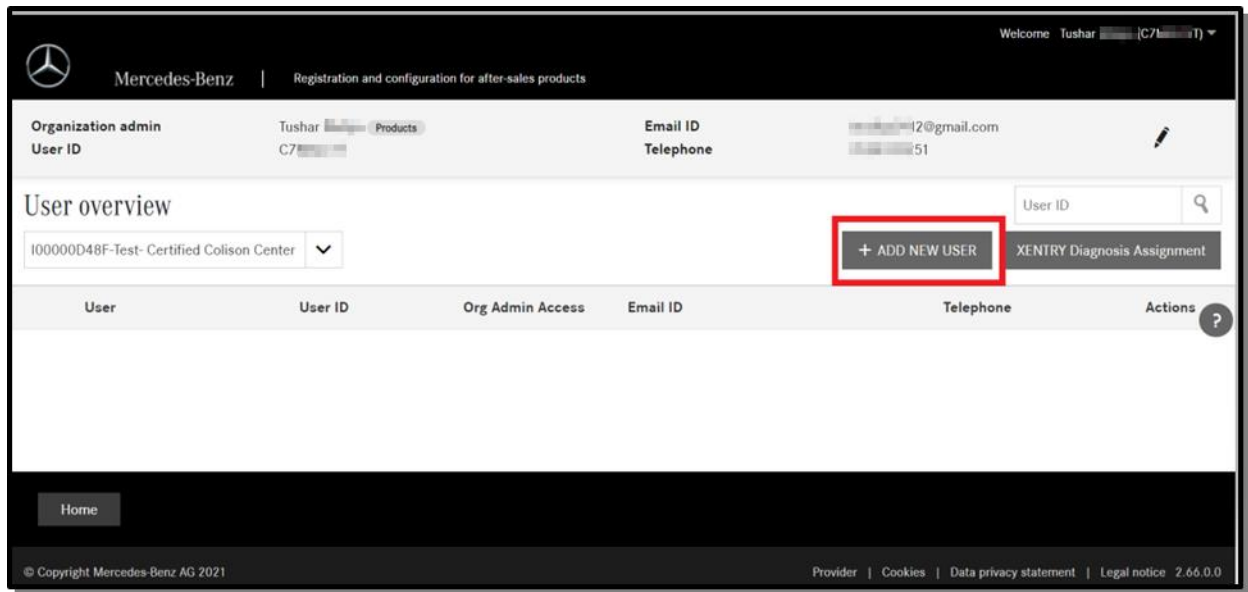
“User Management” button provides a way for organization admins to add a new user, delete a user, update user details, and remove authorized products from a user.



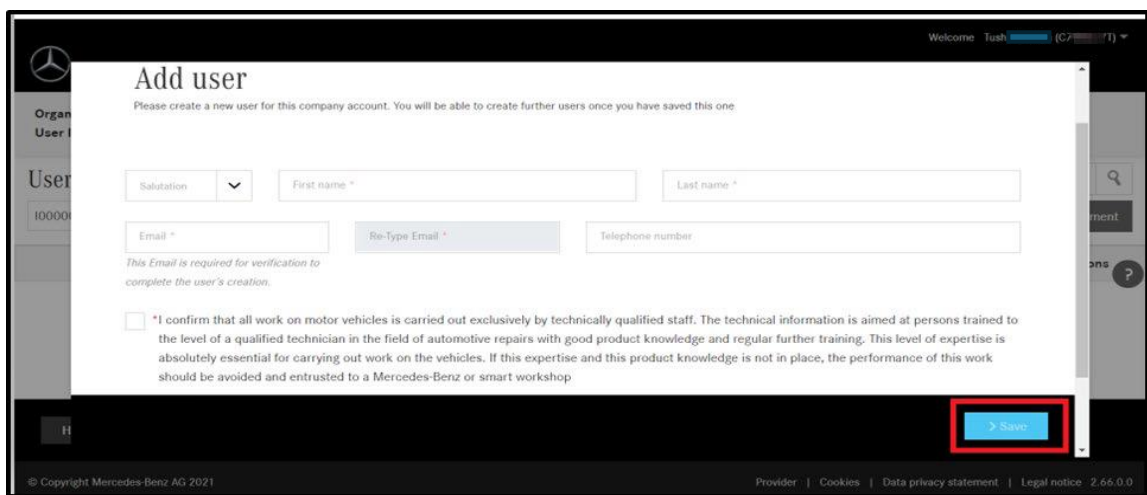
Step 1: Click on “User Management” to add, update or delete a user.



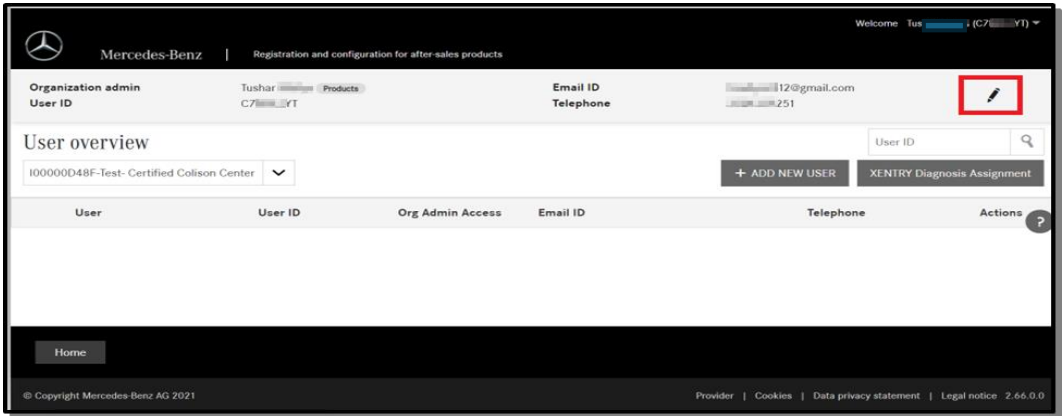
Step 2: Adding a new user: Click on “ADD NEW USER” to add a new user.



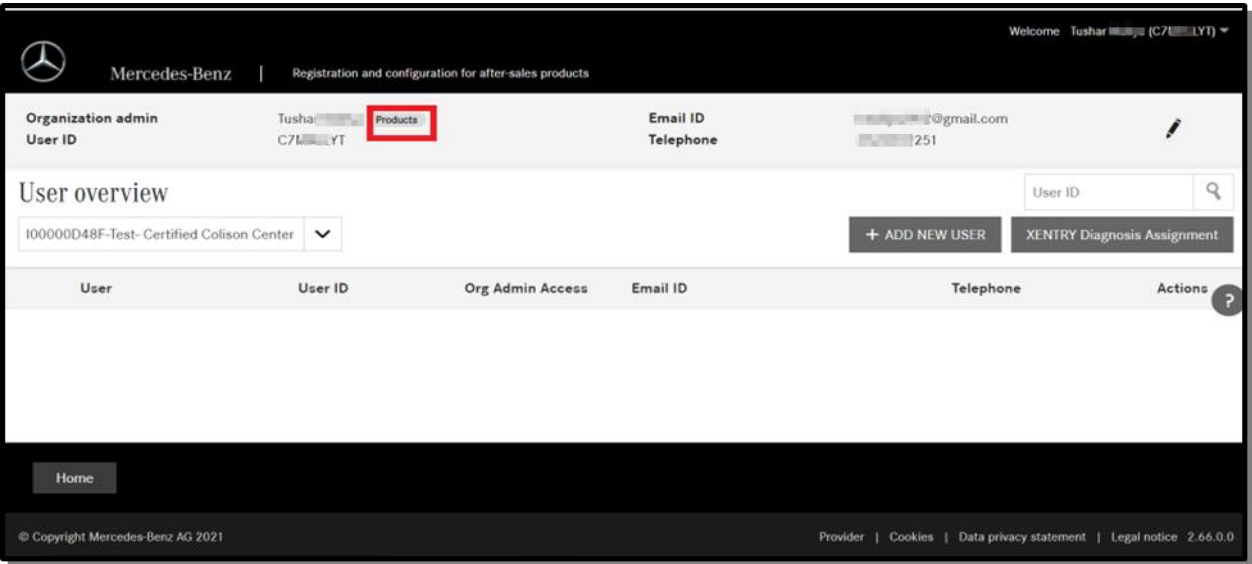
After clicking on “ADD NEW USER”, user needs to fill the details like full name, email id and phone number. Then click on “Save” button to save the details of new user.



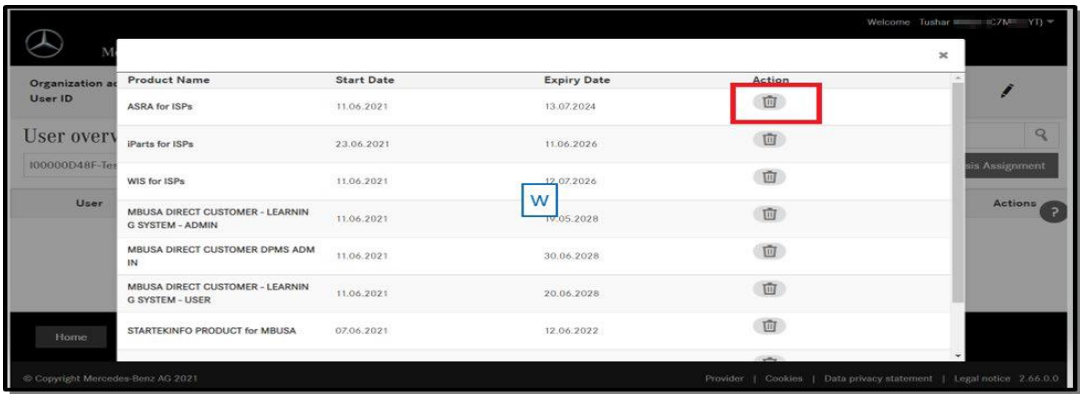
Step 3: Updating user details: Click on “Edit” to update the details of logged in user.



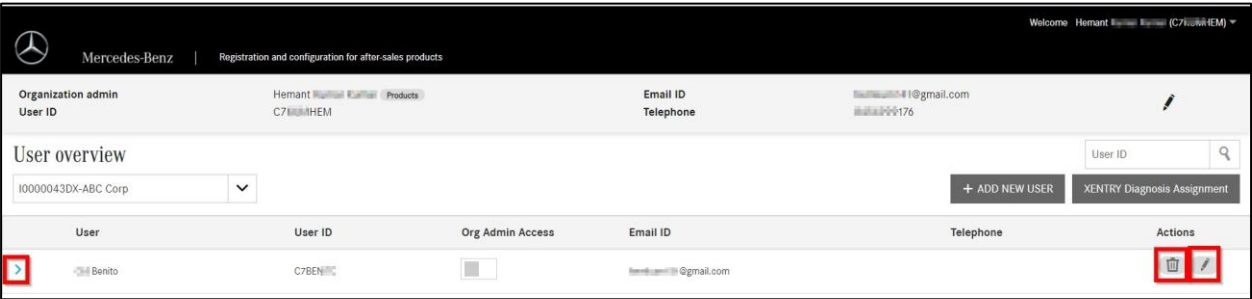
Step 4: Removing a product: Click on “Products” to remove access for one of your own authorized products.



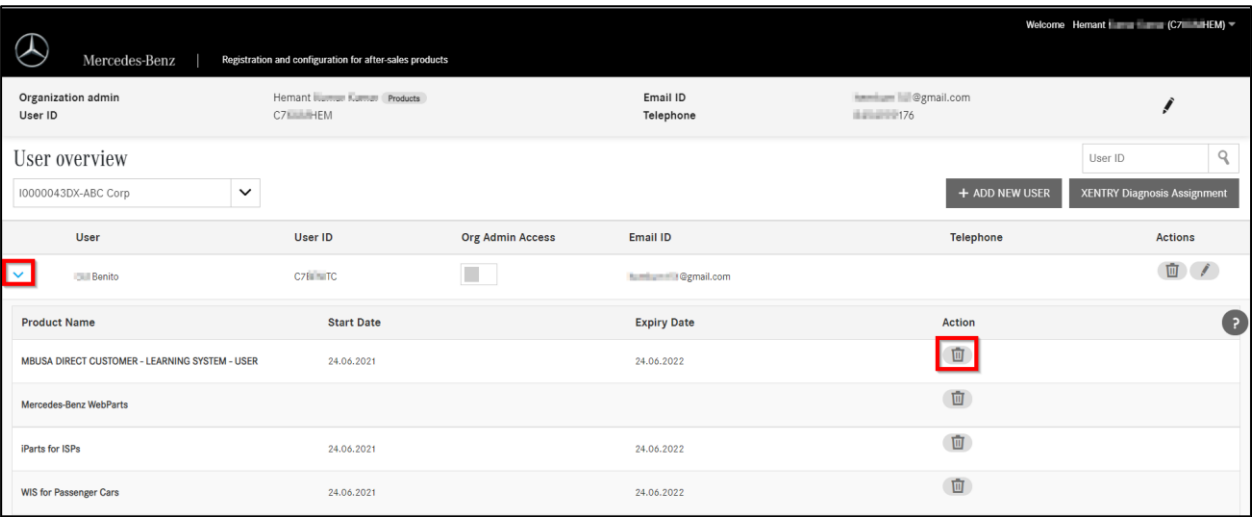
After clicking on this button, it displays the list of all the products along with their start date and expiry date. User can remove a product by clicking on the “Delete” icon.



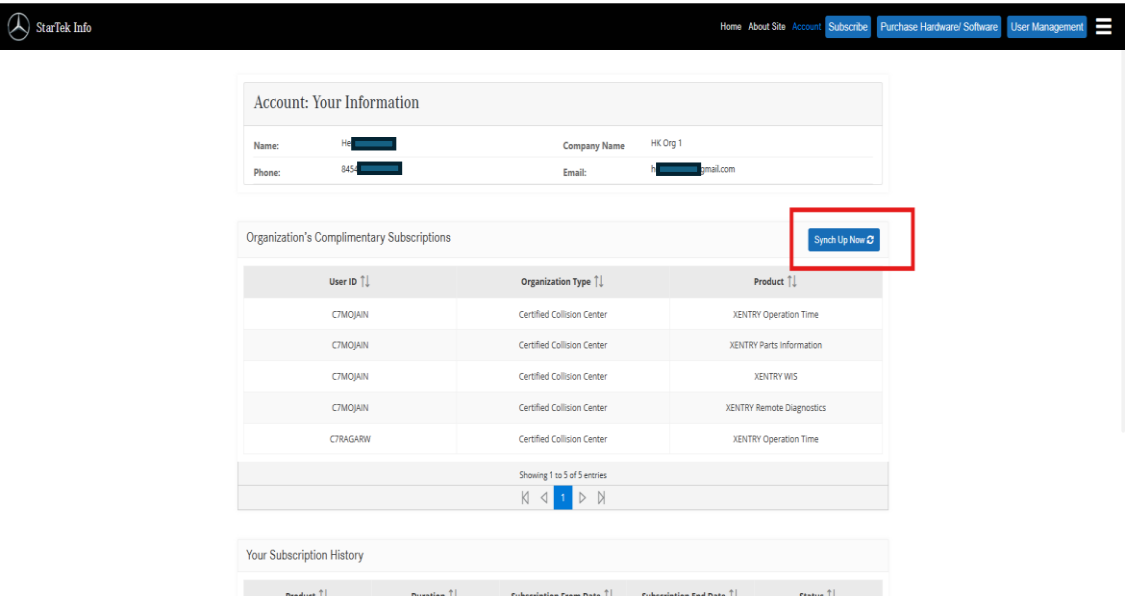
Step 5: An Org admin can click on expand icon against one of the organization’s users to view the products authorized for that user. Admin can click the delete icon against one of users to delete the user from organization. Admin can also click the Edit/pencil icon to update details of the user.



Step 6: Admin can remove a product assigned to one of the organization’s users by clicking the Delete icon:



Step 7: If an admin removes a product through the User Management function, and the product is offered on a limited complimentary subscriptions basis (for example two complimentary WIS subscriptions allowed for certified collision center organization) - it would be necessary for admin to go back to the Account page and synch up the subscriptions, in order for the removed product to not count against the organization’s complimentary subscription limit. The “Synch Up Now” button in the “Accounts” section allows performing this synch up.



This will update the product’s remaining complimentary subscriptions for the organization, and the next user who subscribes to this product will receive it complimentary.

2.8. User Information

“User Information” bars on the top right side of the screen let the user view name, phone, and email address on the account. It also provides users with the option to log out of the application.

