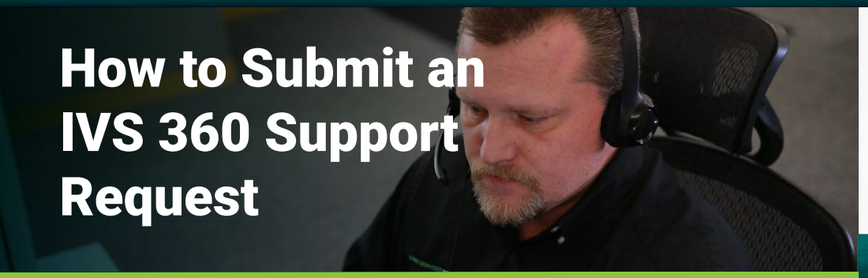
How to Submit an IVS 360 Support Request



1 Power on your CarDAQ-Pro

Connect the DLC cable to a vehicle's OBD port or the included AC outlet adapter. Once connected, press the power button.



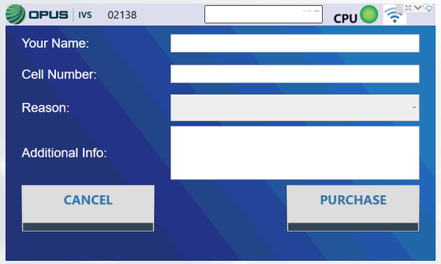
2 Tap the IVS360 Button on the Screen

to request a support session with a live Factory Trained Master Tech.



3 Submit Request

Complete the information requested on the screen.



An IVS360 technician will be calling you on the number entered.

A confirmation text will be sent to your phone indicating your request for support has been received.

OPUS | IVS™

CarDAQ-Pro™ Menu

J2534 Pass-thru

Functions as a CarDAQ-Plus 3 Pass-thru device when used with your PC and OEM subscription. Use the USB cable to connect your CarDAQ-Pro to your PC.

You do not need to power the device up.



Connect a windows PC to the internet and run the application setup found at: https://opusivs.com/support/product-downloads/

RAP Remote Assisted Programming

Your CarDAQ-Pro can be used to remotely program and calibrate vehicle modules. Contact our call center to schedule an appointment at 844-733-5274 (844 REFLASH). Per use fees apply to complete programming services.



IVS 360

Get expert assistance from make specific OEM Dealer Master Techs. Tap the IVS 360 button to submit a request.
Per use fees apply.



OE Scan

A printable vehicle scan report completed remotely by a factory trained technician using OEM software. Per use fees apply.



J2534 Pass-Thru

+ Remote Services Platform



CarDAQ-Pro™

Quick Start Guide

OPUS | IVS™

SKU - QSGuide-CARDAQPRO REV-B

BECOME AN EXPERT ONE BRAND AT A TIME

Let us do the rest for you



CarDAQ-Pro Activation

1 Customer Agreement Form

Use the QR code below on to complete the service agreement.

For support call
(877) 888-2534 (option 4)

j2534support@opusivs.com

Services Agreement

2 Optional Services

After the Optional Services Agreement form is submitted, you will receive an email with a link from Opus IVS.

A copy of the Optional Services Agreement, login credentials and a link to the Customer Portal will be sent to the email provided.

You may retrieve your print-out for OE Scans in the Customer Portal after this optional service has been performed.

Power Up and Go

3 Power Up

You do not need an account to use your CarDAQ-Pro as a J2534 Pass-thru device

Connect the DLC cable to the CarDAQ-Pro.

Power the device by connecting DLC cable to vehicle's OBD port or the included AC outlet adapter.

Press the power button.

Click on the Wi-Fi icon to set up your internet connection.

4 Device Login (for optional services)

Enter credentials to request services.

USERNAME is the e-mail address provided in the Services Agreement.

PASSWORD will be as created in the account creation step.