

TECHNICAL SUPPORT WEB PAGE – USER MANUAL

Log-in Page

Enter your User Name and Password, and then click “Sign in” button.

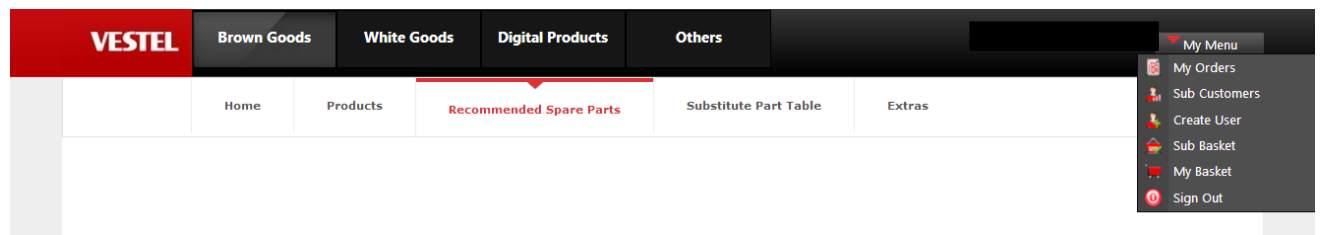
<https://www.vestelservice.com/VestelService/>

(If selected “Remember me” you do not need to write user name and password again in the next connection.)



The screenshot shows the login page for the Vestel Service Support system. On the left, there is a large image of a factory at night with the ZORLU logo below it. On the right, the page header includes the VESTEL logo and 'SERVICE SUPPORT PAGE'. Below this, there are input fields for 'UserName' (with a placeholder 'Username') and 'Password' (with a placeholder '*****'). A CAPTCHA image with the numbers '2 1 2 2' is displayed. Below the CAPTCHA is another empty input field. A red 'Sign in' button is located below the password field, and a 'Remember me' checkbox is to its right. At the bottom of the page, there is a footer with the ZORLU logo and the text '© Copyright Vestel A.S. 2013. All Rights Reserved. Powered by EGE BIS Information Systems.'

My Menu :



You can find “My Menu” section in the right side of the screen.

In this section, there are sub menus which are;

My Orders : You can see all the details of your whole spare part orders based on below status. **(Picture-1)**The spare part orders will be listed based on status you determine. **(Picture-2)**

Picture-1

Order Search	
Customer	MY OWN ORDERS
Date	1.7.2014 18.8.2014
Status	ALL
ID	
Search	

Picture-2

		Expand All	Collapse All	Export to Excel
Edit	Order ID	PO No	Web Order Date	Destination Address
+	000000056287	379783	08.11.2014	VESTEL FRANCE SAV PARC MEDICIS 47D AVENUE DES PEPINIERS 94260 FRESNES
+	000000055888	379769/ENGEL	07.22.2014	VESTEL FRANCE SAV PARC MEDICIS 47D AVENUE DES PEPINIERS 94260 FRESNES
+	000000055718	379752/MARDISE	07.15.2014	MARDISE - M. Jean-Luc CAMBOU - ZA BOIS CARRE - 97232 LE LAMENTIN
+	000000055709	379749/ORION	07.15.2014	VESTEL FRANCE SAV PARC MEDICIS 47D AVENUE DES PEPINIERS 94260 FRESNES
+	000000055521	379727/MARDISE	07.03.2014	MARDISE - M. Jean-Luc CAMBOU - ZA BOIS CARRE - 97232 LE LAMENTIN
+	000000055473	mail testi	07.02.2014	iptal

If click plus (+) button the details of the order will be appeared. You will have opportunity to see all current status of your orders such as; open, shipped, etc... (Picture-3)

Picture-3

		000000055580	078033200	07.07.2014					
+	Item No	PO No	Material Code	Description	Total Quantity	Sub-Situed Code	Invoice	Shipped Quantity	Open Quantity
+	000001	A053678	20542001	MDASY.17PW25-4-26-32*MB60	32			0	32
-	000002	A107252	20486766	CHS.ASSY.17MB35-1431211D121211112115	5		302883	2	3
	Item No	Material Code	Description		Quantity	Status			
	000002	20486766	CHS.ASSY.17MB35-1431211D121211112115		2	Shipped			
	000002	20486766	CHS.ASSY.17MB35-1431211D121211112115		3	Open			

Sub Customers : All your sub-accounts are listed in this menu and you can add additional model for your listed sub-accounts.

Create User : You can create new sub-account with the help of this menu. During creating sub account, the main account can determine their own profit percentage for their sub customer.

Sub Basket : The spare part orders of the sub-accounts are followed-up under this menu.

My Basket : During spare part ordering, all the spare parts that are added to the basket are existed. After the order is finalized basket will be empty again.

“Stock Status” column was added under My Basket menu. This coloum shows the estimated supply date of the spare parts which are in My Basket.

My Basket

MATERIAL	DESCRIPTION	PRICE	CURRENCY	DATE	Stock Status	<input type="checkbox"/> SELECT ALL
23148929	CHS.ASSY.17MB825-2L1211119212115152E6	15.44	EUR	8/22/2014 4:13:53 PM	5 days	<input type="checkbox"/>






Products :

Product Search, related model can be search based on any criteria such as model name, product description, product number, serial number, batch number, etc.

Home	Products	Recommended Spare Parts	Substitute Part Table	Extras
	Product Search	Softwares	Spare Parts	Technical Documents

17MB90*	Search
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Product Code	Product Description	DI Number	Model
10079284	17MB90 32912L V.UK DIGIHOME 32912SMARTTV	3485173	32912SMARTTV
10079332	17MB90 42127L FIN FINLUX 42S7080	3485194	42S7080
10079516	17MB90 32125L V.UK MURPHY MST0132001B	3485330	MST0132001B
10079517	17MB90 42125L V.UK MURPHY MST0142001B	3485331	MST0142001B
10080098	17MB90 47127L FIND. FINLUX 47S9080-T	3485753	47S9080-T

Order Date	Internal Order	PO Number	Production Order	Production Date	Compare
01/01/1900	0 		26905350	07/31/2012	<input type="checkbox"/>
06/18/2012	43251791 	4500013858-00010	26907663	08/07/2012	<input type="checkbox"/>
06/18/2012	43251791 	4500013858-00010	26907669	08/14/2012	<input type="checkbox"/>
06/18/2012	43251791 	4500013858-00010	26907670	08/14/2012	<input type="checkbox"/>
06/18/2012	43251791 	4500013858-00010	26907671	08/14/2012	<input type="checkbox"/>

Critical components listed in the popup menu under the “Document Icon” as below screen shot.

Order Date	Internal Order	PO Number	Production Order	Production Date	Compare
01/01/1900	0 		26905350	07/31/2012	<input type="checkbox"/>
06/18/2012	43251791 	4500013858-00010	26907663	08/07/2012	<input type="checkbox"/>

CriticComp.	Description	Percentage
∨ :: 26945238		
30073526	42" 16/9 ~:TFT 42FHD50SC ELED LG LC420EUN-SEM1	33%
23087810	17MB90 :CHS.ASSY.17MB90-M2B122111G14121242152	33%
23050186	17MB90 :MD.ASY.17PW07-42" (MB8X/9X)_2012	33%
20578915	17MB90 :CN.A.FFC 51P/500 0.5mmLVDS(42LDSDV1MB65	33%
∨ :: 26945239		
30073526	42" 16/9 ~:TFT 42FHD50SC ELED LG LC420EUN-SEM1	67%
23087810	17MB90 :CHS.ASSY.17MB90-M2B122111G14121242152	67%
23050186	17MB90 :MD.ASY.17PW07-42" (MB8X/9X)_2012	67%
20578915	17MB90 :CN.A.FFC 51P/500 0.5mmLVDS(42LDSDV1MB65	67%


When click Production order number, all component list shwon on the screen.

Order Date	Internal Order	PO Number	Production Order	Production Date	Compare
10/13/2016	43306706 	4500073447-00020	27720865	12/23/2016	<input type="checkbox"/>

From the component list page; below issues can be made in the below items.









- ✓ Spare Part ordering,
- ✓ Technical Document downloading,
- ✓ Downloading all component list to excel file,
- ✓ Create excel file of the RSP list,
- ✓ Expand all,
- ✓ Collapse all.

BTW : Meterail short descriptions exist in the Meterial Group column. It will be helpful during ordering and spare part checking process.

Order Date	Internal Order	PO Number	Production Order	Production Date
10/13/2016	43306706 	4500073447-00020	27720865	12/23/2016

[Expand All](#)
[Collapse All](#)
[Create Excel](#)
[Documents](#)
[RSP Excel](#)

"If you want to download all spare part codes to Excel file , firstly click "Expand All" link and then click "Create XLS" link. Any codes without check-box are not spare parts. You can not order them! Please remove those parts from Excel lists after downloading."

Open	Component	Description	Material Grup	Pos. Numbers	Price	Curr.	Order Now	Picture
	23247617	CNAS FFC51P/520 LVDS(55"QDSS3DU01(MB92	CABLE_LVDS		1.16	EUR		
	23267040	FC METAL 55300 UNB BMS W/FORM(BLK/P	PLASTIC PART		7.72	EUR		
	23314364	STAND_40310_LEFT(PVD KROM-BLK)PKG_(E	PLASTIC PART		6.66	EUR		

Softwares Menu, Softwares can be downloading though service web page based on TV model batch / serial number.

In order to find / download more than one SOFTWARE, please use “Batch Input” button. Max 10 batch number must be searched to not get time out error.

In case of SW does not available or latest SW requirement, new SW can be requested via related link. Requested SWs following up via “Open Request” button.

SW technical document found under the “Show Service Tool” button.

Home
Products
Recommended Spare Parts
Substitute Part Table
Extras

Product Search
Softwares
Spare Parts
Technical Documents

Batch Input

Search

Batch Input
Open Requests
Show Service Tools

Product No	Product Description	Production Order	Type	Document Name	Request SW	Upload Date
10081977	17MB90 55985L VG ITT LED 55F-3775	26938832		(ZIP)SW Setup Files_20130805		2013.08.05
		26938832	Updated	Request History	Request Software	

BTW : Softwares and image files of the 17MB120DS had been integrated in the service online portal. Softwares can be reached in the softare menu of the Digital Good section.

Product Search
Softwares
Spare Parts
Technical Documents

Batch Inp

Search

Batch Inp
Open Requests
Show Service Tools

IMPORTANT NOTICE

For your software downloads of MB100 products, the file named as "mb100_en.bin.gz" is a zipped folder and must be unzipped before updating TV. The file will be there as "mb100_en.bin" and regular procedure should be followed afterwards for update.

In case of updating without this unzipping operation, there may be software corruption. The corruption can be recovered by updating again with correct files.

Smartphone Software

Search

Spare Parts Menu, For spare part ordering process and search spare part step, this menu is used. It is possible, in order to search more than spare parts though “Batch Input” menu.

BTW : In case of click onto spare part code, models are listed belongs to the related spare part.

Product Search Softwares **Spare Parts** Technical Documents

23069363

Search

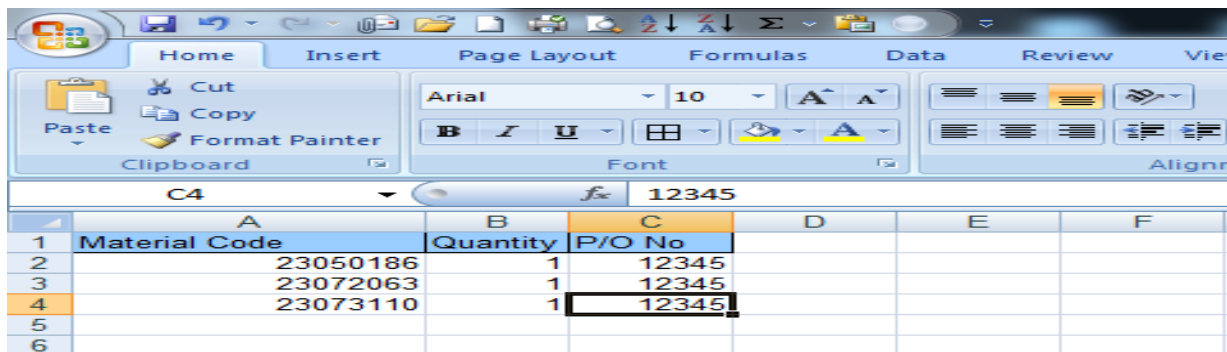
Batch Input
Download Sample Excel File

You can place "*" before and/or after your search criteria.

	Material	Description	Price	Currency	Order Now
	23069363	CHS.ASSY.17MB90-M2B122111G14121245152(NC	38.74	EUR	

In order to more spare part ordering process;

- ✓ Download excel file format,
- ✓ Enter spare part codes, quantities, P/O number,
- ✓ Save excel file,
- ✓ Upload though "Batch input" button.



Listed spare part(s) selected and added to Basket.

My Basket

MATERIAL	DESCRIPTION	PRICE	CURRENCY	DATE	Stock Status	<input type="checkbox"/> SELECT ALL
23148929	CHS.ASSY.17MB82S-2L12111192121115152E6	15.44	EUR	8/22/2014 4:13:53 PM		<input checked="" type="checkbox"/>
20559271	CHS.ASSY.17MB61-B2G4221A1714221112152	48.06	EUR	8/22/2014 11:44:37 AM		<input checked="" type="checkbox"/>

Delete

Add to Order

In order to complete spare part ordering steps;

- ✓ Goes to My Basket Menu,
- ✓ Select ordering spare parts,
- ✓ Fill quantities, P/O numbers, all related fields,

✓ Finalized ordering process.

BTW : For mainboard ordering, TV batch number required to fill text field. Because, mainboards are produced based on model / batch number / panel combination.

After filled required fields your will be finalized and you will receive web order confirmation e-mail with referance number.

Material	Description	Quantity	P/O No	Price	Cur.	Total Price	Production Order / Product Code
23148929	CHS.ASSY.17MB82S-2L1211119212115152E6	1		15.44	EUR	15.44	<input type="text"/> Help
20559271	CHS.ASSY.17MB61-B2G4221A1714221112152	1		48.06	EUR	48.06	<input type="text"/> Help

Calculate Total Price EUR

P/O Number
Responsible Name&Surname
Responsible E-mail
Destination Address
Final Destination
Comment

The ordered Spare Parts should be dispatched within max 30 days after the parts have been packed and customer have been informed by spare part responsible person. If the Spare Parts would not be dispatched within 30 days, the spare part order would be cancelled, the cost of the parts will be invoiced to the customer and parts would be used for other requirements eventhough the proforma invoice have been paid.

Technical Documets, All the technical documents can be found under this menu to be search based on Production code / model.

Recommended Spare Part :

After model approval before mass production completed, defined recomended spare par list available in the menu. Recomendated (critical) spar parts can be check and ordered

After mass production finalized based on model, related model which will be disappeared under this menu. So you will be able to reach whole spare part list with their unit prices.

Home	Products	Recommended Spare Parts	Substitute Part Table	Extras
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Create XLS

10093749 17MB82S 42272DLB TECHNICAL LED4012DFHDB

Material	Description	Price	Currency	Select
50290524	CARTON BOX TECHNICAL LED4012DFHDB	0.00		<input type="checkbox"/>
23205866	BC.40260DLB 95&V1&B&CLS WO/CMJOFB(I V2	7.04	EUR	<input type="checkbox"/>
23214405	MD.ASY.17IPS71R4-39-40-42"DLB_82_B_R_330	0.00		<input type="checkbox"/>
23180788	CN.A.FFC 51P/500 0.5mmLVDS(40VESUNDS-N01	1.40	EUR	<input type="checkbox"/>

Material	Description	Price	Currency	Select
99003802	TFT / PDP CHASSIS (Main Board)	0.00		<input type="checkbox"/>
99003806	TFT / PDP PANEL	551.03	EUR	<input type="checkbox"/>

Substitute Part Table Menu :

Substitute part codes followed uo uder this menu. It is possible to export list into excel sheet.

Home	Products	Support	Recommended Spare Parts	Substitute Part Table	Extras	Check Serial Numbers
				Export to Excel		
Material	Material Description	Substituted	Substituted Description	Quantity		
20002298	ON/OFF SW ASSY.10/18/19 FTZ !!!	20190610	ON/OFF SW ASSY.19Y FTZ (JVC)(ROHS)	1		
20003498	IC 24C08 0583231000210010	30031140	IC EEPROM 24C08 8Kbx8 DIP8 RoHS	1		
20003605	PIN (CONTROL PANEL DOOR) (I)	40026951	PIN CONTROL PANEL DOOR) (I)	1		
20003742	BUTTON FUNCTION 3716 (I)	40005807	BUTTON FUNCTION 3716 (I)	1		
20003936	LOGO UNIVERSUM (W/P-GRAY/H.ST) !!	40009938	LOGO UNIVERSUM(W/P-SILVER BRUSH/HST)ROHS	1		
20026123	IC 24C16 0034451(AK26)	30014717	IC EEPROM 24C16 16Kbx8 DIP8 Vcc:3.3VRoHS	1		
20035682	R/C 330 NOBRAND (S)	20035681	R/C 330 VESTEL (S)IPTAL	1		
20036857	R/C 1940 KENDO (GRAY/S)	20203874	R/C SMALL 1940 KENDO (GRAY/S)EKO2GRAY(I)	1		
20037193	BUTTON FUNCTION.3710 M.GOLD-022 7642 (P)	40045955	BUTTON FUNCTION.3710 M.GOLD-022 7642 (P)	1		
20049736	IC 24C08 F86T151000200110	30012311	IC 24C08 WP 3.3V	1		
20057752	BUTTON FUNCTION 5571M (ME.GOLD-7642/P)	40047531	BUTTON FUNCTION 5571M (ME.GOLD-7642/P)	1		
20058258	R/C DVB UK-750 SEG (S)	20074517	R/C DVB UK-750 VESTEL (S)	1		
20058385	R/C 1040 SEG PREMIUM (GRAY/S)	20164269	R/C SMALL 1243 SEG (GRAY/S)	1		

Extras :

You can reach Technical and related documents in this field.

Home	Products	Recommended Spare Parts	Substitute Part Table	Extras
				<ul style="list-style-type: none"> OLD Change Bulletin OLD Circuit Diagram Service Tools Circuit Diagrams