

Renewing a PrePaid Plan Diagnostic Tools with SMX® OS

This document provides instructions on how to renew a Prepaid Plan using ScanBay. Customers may be renewed within 90 days of the original plan's expiration date and the new plan won't take effect until the current plan has expired. These instructions apply **ONLY** to Snap-on diagnostic tools using an SMX operating system with Intelligent Diagnostics.

Make sure your customer is never without the vehicle data and features they need to get their job done quickly and accurately.

Note: As this instruction sheet is intended for multiple markets, these instructions may apply to other diagnostic tools not listed. All images and illustrations used in this document are intended as examples, and are for reference only.

IMPORTANT: The diagnostic tool must be powered by the AC power supply during these procedures.

Renewing a Data Plan

▶ Instructions:

1. Select **ScanBay** from your Chrome sales system (Figure-1).

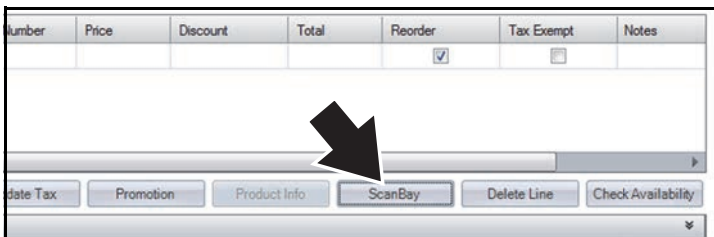


Figure-1

2. Select **"All Other Diagnostic Families/Products"**, then select **Next** (Figure-2).

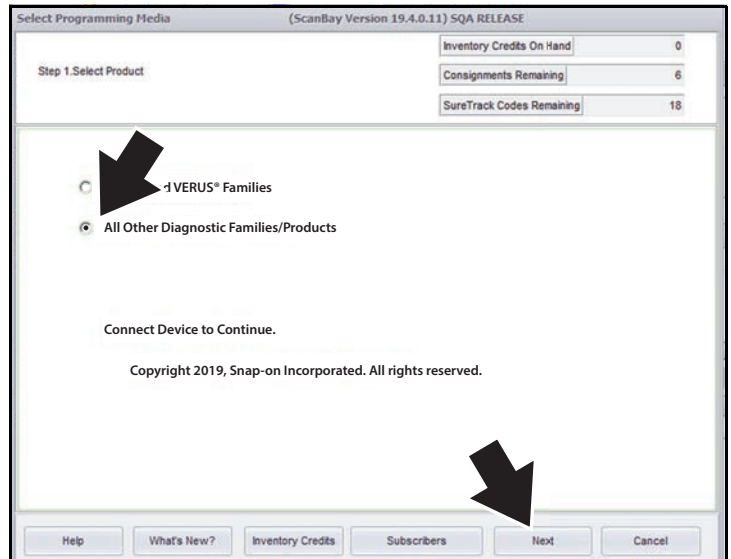


Figure-2

3. Boot up the customers diagnostic tool, then from the home screen select **Tools**, then **Connect-to-PC**.
4. Connect a USB cable between the tool and your Chrome laptop PC.
5. After your Chrome laptop scans the device and the onscreen "completed" message displays, select **Next** (Figure-3).

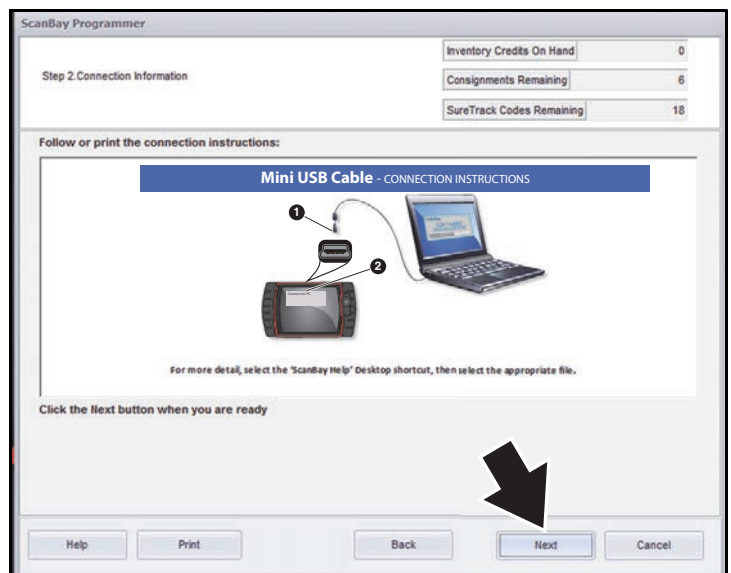


Figure-3

6. Select **Next** to see the qualifying software (Figure-4).

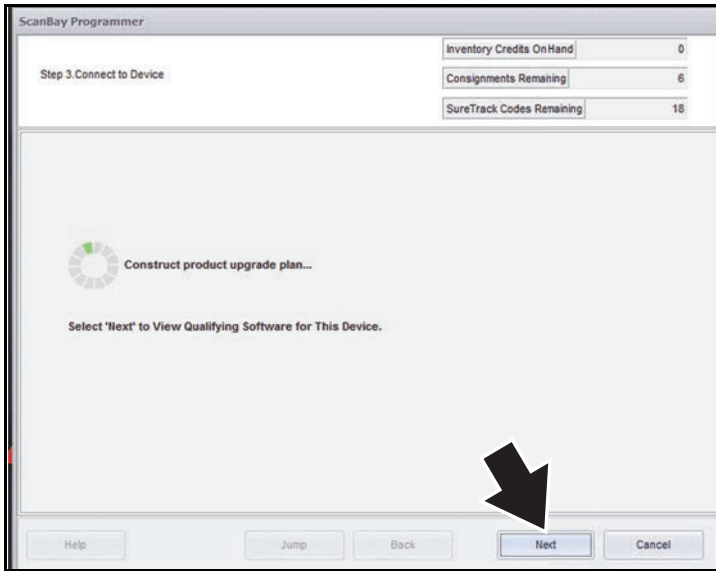


Figure-4

7. Select **“Activate or Upgrade Customer Unit”**, then select **Next** (Figure-5).

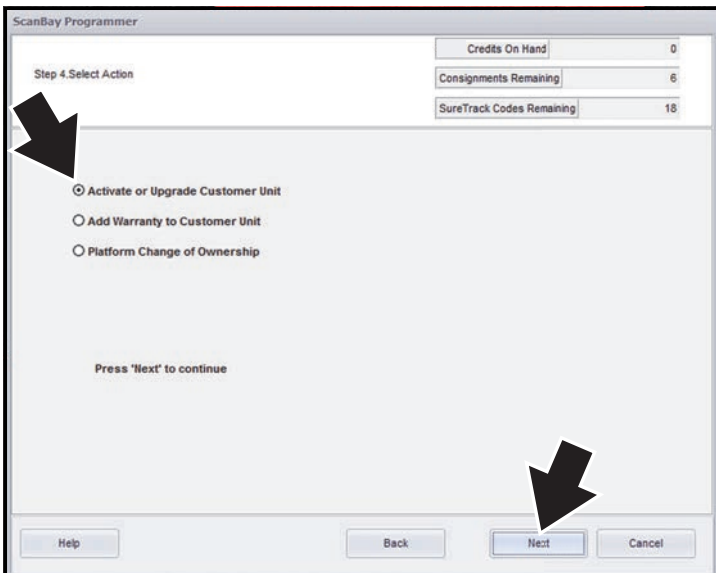


Figure-5

8. Select **“Renew Prepaid Plan”** (Figure-6).

9. Change the pricing if needed in the entry box (Figure-6), then select **Next**.

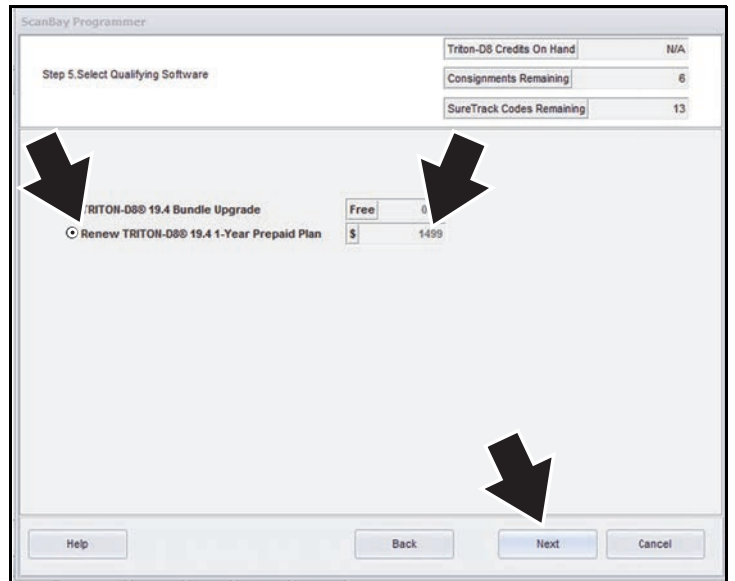


Figure-6

10. Review and confirm the upgrade, then select **Next** (Figure-7).

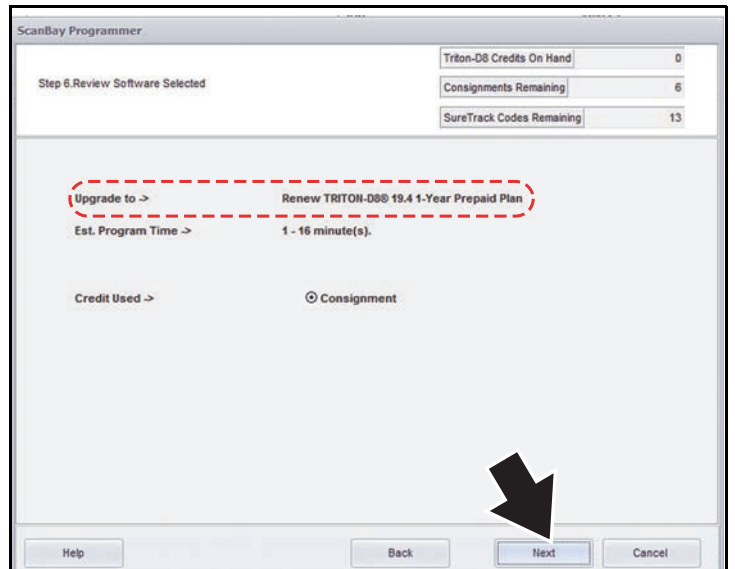


Figure-7

11. Review and confirm the details of the Prepaid Plan Renewal, then select **Next** (Figure-8).

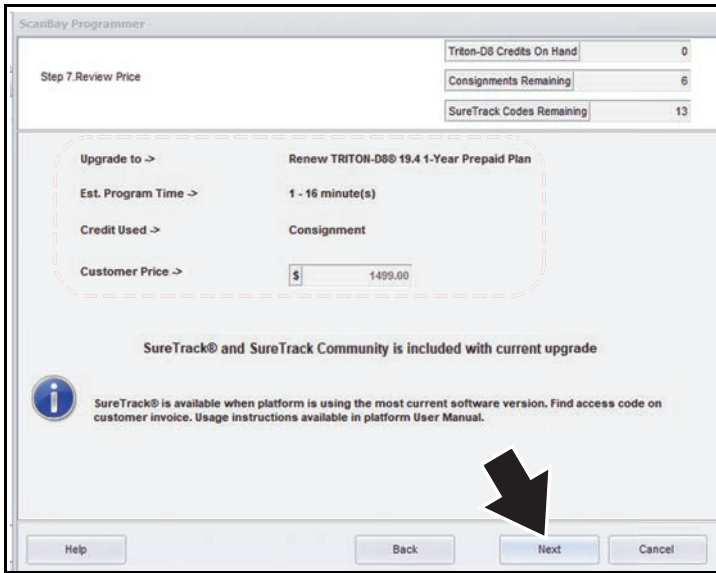


Figure-8

13. The Prepaid Plan Renewal process is complete. Select **Finish** to exit and return to Chrome (Figure-10).

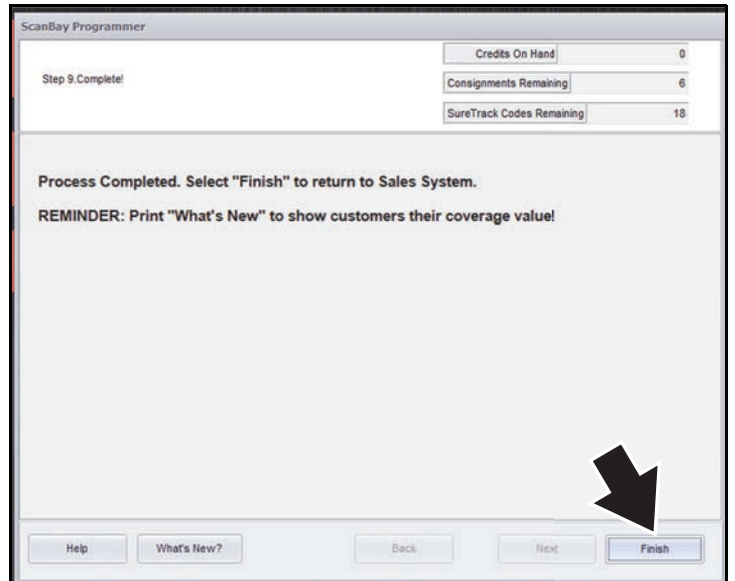


Figure-10

12. Review and confirm the customers information, then select **Next** (Figure-9).

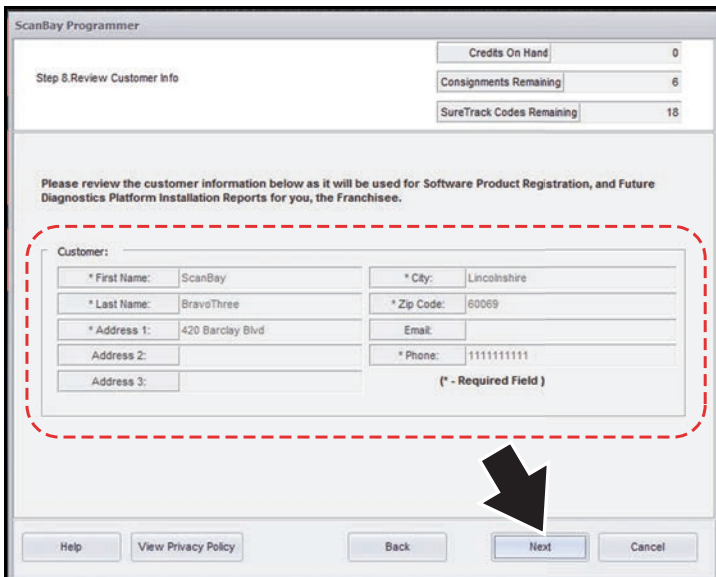


Figure-9