

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 ZEUS Snap-on diagnostic tools 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 Prepaid Plan



Instructions:

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

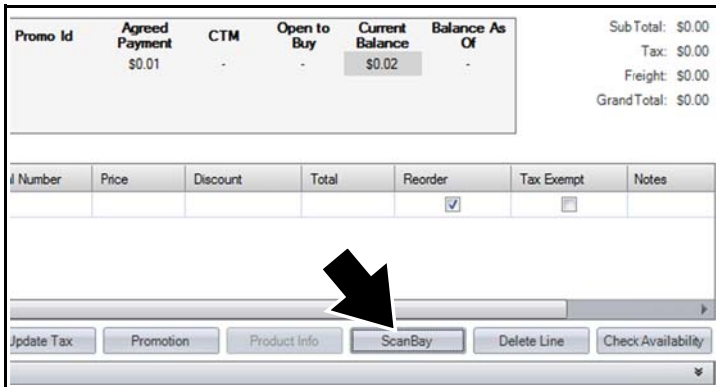


Figure-1

2. Select the applicable product or product family, then select **Next** (Figure-2).

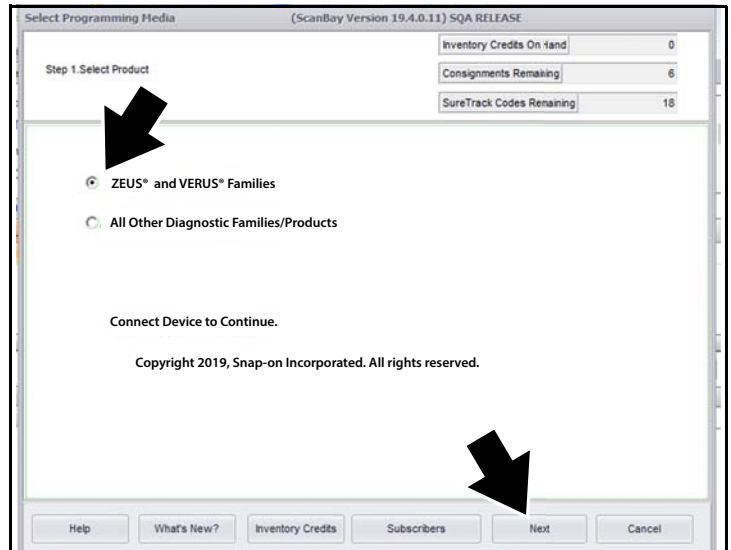


Figure-2

3. Boot up the customers diagnostic tool and open the diagnostic suite.
4. Insert your ScanBay USB (memory stick), then remove it after the USB stick scans the device and the onscreen "completed" message displays (Figure-3).
5. Insert the USB stick into your Chrome laptop PC, and then select **Next** to continue (Figure-3).

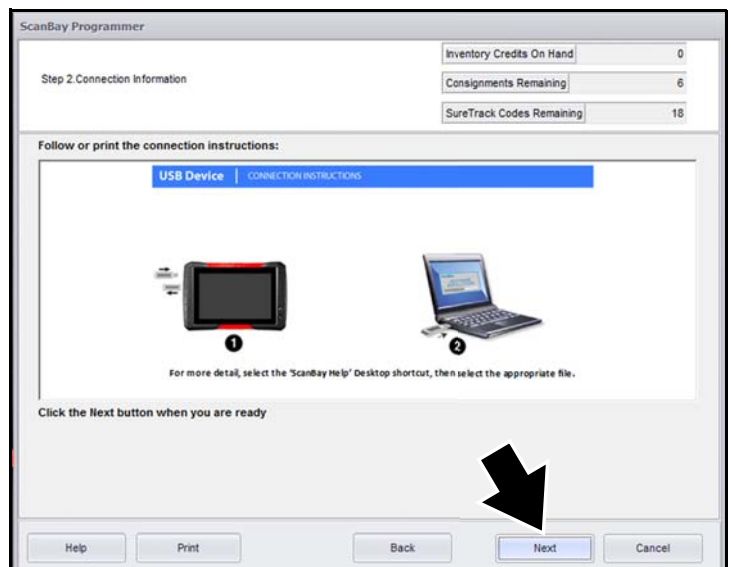


Figure-3

NOTE: If applicable, disregard step “3” in the onscreen image (Figure-3). There is no need to reinsert the USB stick into the diagnostic tool.

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

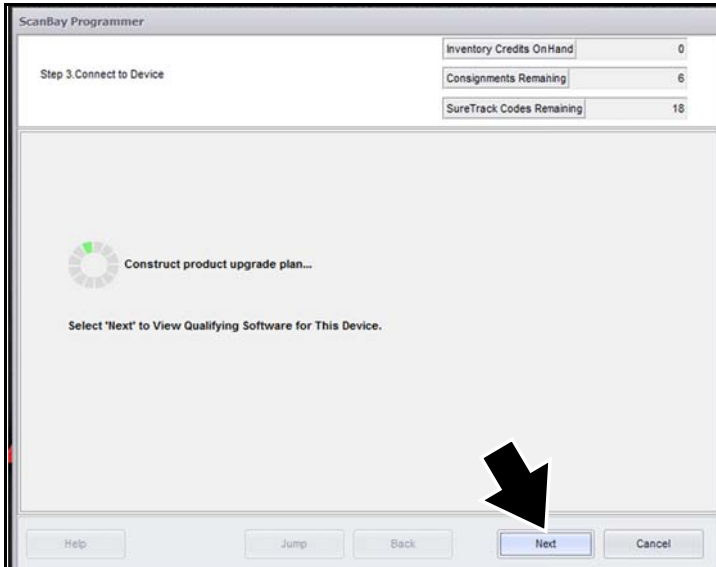


Figure-4

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

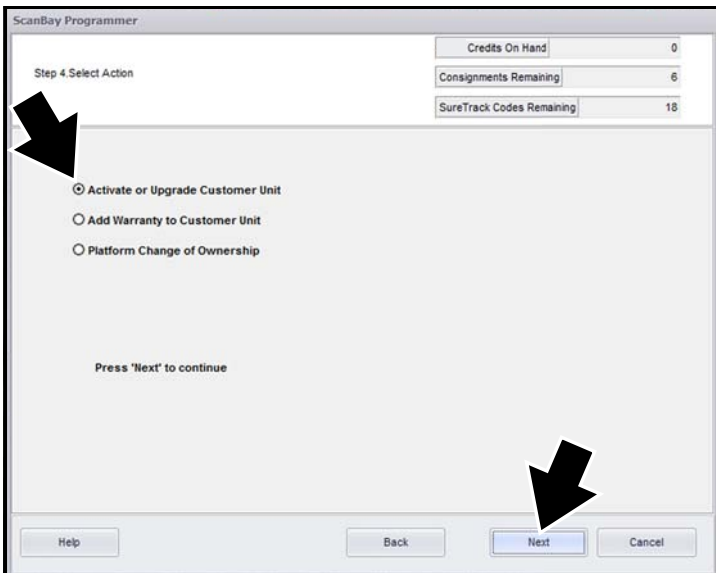


Figure-5

8. Select “**Renew Prepaid Plan**” (Figure-6).
9. Change the pricing if needed in the entry box (Figure-6), then select **Next**.

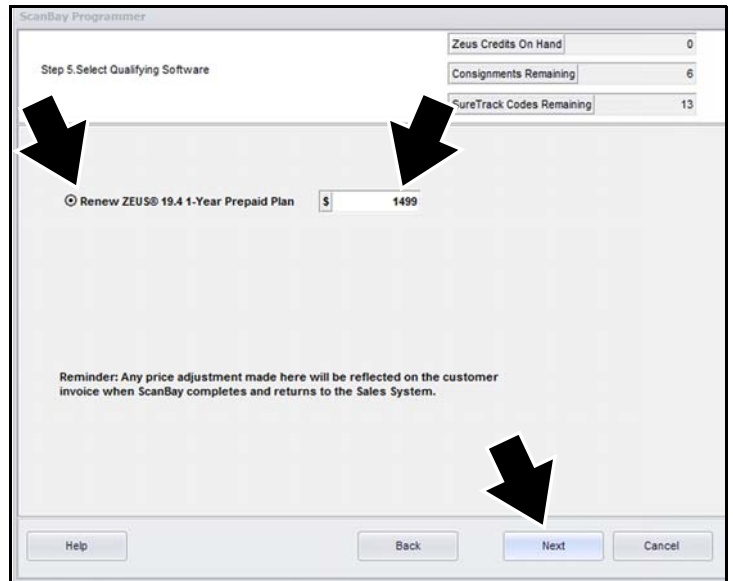


Figure-6

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

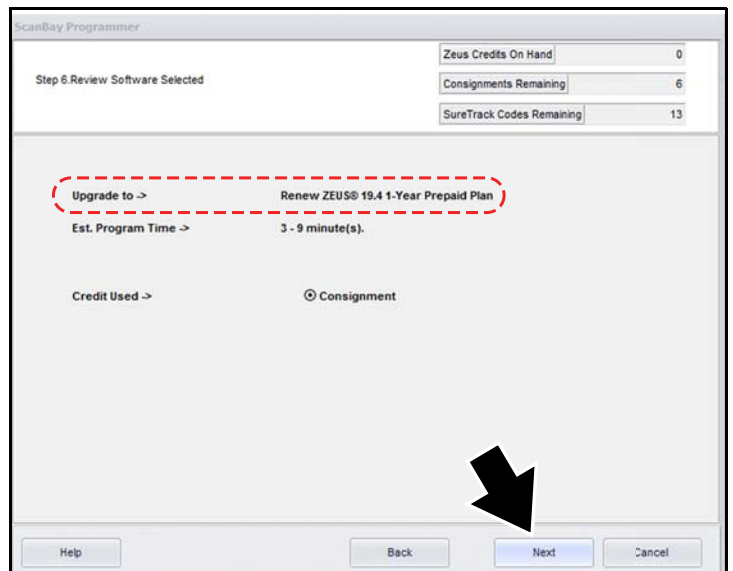


Figure-7

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

ScanBay Programmer

Step 7: Review Price

| | |
|---------------------------|----|
| Zeus Credits On Hand | 0 |
| Consignments Remaining | 6 |
| SureTrack Codes Remaining | 13 |

Upgrade to -> Renew ZEUS® 19.4 1-Year Prepaid Plan

Est. Program Time -> 3 - 9 minute(s)

Credit Used -> Consignment

Customer Price -> \$ 1499.00

SureTrack® and SureTrack Community is included with current upgrade

Help Back Next Cancel

Figure-8

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

ScanBay Programmer

Step 9: Complete!

| | |
|---------------------------|----|
| Credits On Hand | 0 |
| Consignments Remaining | 6 |
| SureTrack Codes Remaining | 18 |

Process Completed. Select "Finish" to return to Sales System.

REMINDER: Print "What's New" to show customers their coverage value!

Help What's New? Back Next Finish

Figure-10

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

ScanBay Programmer

Step 8: Review Customer Info

| | |
|---------------------------|----|
| Credits On Hand | 0 |
| Consignments Remaining | 6 |
| SureTrack Codes Remaining | 18 |

Please review the customer information below as it will be used for Software Product Registration, and Future Diagnostics Platform Installation Reports for you, the Franchisee.

Customer:

| | |
|-------------------------------|----------------------|
| * First Name: ScanBay | * City: Lincolnshire |
| * Last Name: BravoThree | * Zip Code: 60069 |
| * Address 1: 420 Barclay Blvd | Email: |
| Address 2: | * Phone: 1111111111 |
| Address 3: | (* - Required Field) |

Help View Privacy Policy Back Next Cancel

Figure-9