

Diagnosis PIN via the Internet

Since July 2005, we have provided PIN numbers via the Internet site. Having completed a system training course, you can use the licence letter you received during training to log onto the Internet and retrieve your PIN.

The 10,000th PIN was assigned by this Internet application after only 8 months. Many customers are happy with this system because they can obtain a new PIN at any time of the day or night.

Note: PIN numbers are used for changing parameters during diagnosis.

Even though the system is well established, there are still a number of questions that keep getting asked and we would like to take this opportunity to answer some queries by the means of this market information.



Why is the PIN not simply handed out during training?

The PIN depends on the following factors: the software used, the version, and the number assigned to that person. With respect to most training courses, it is possible for you to obtain PINs for more than one Diagnostic Software. Also, PIN numbers are only valid until you use a new version of the program; then you will need to obtain a new PIN via the Internet.

The PC at my workplace does not have an Internet connection. How do I get the PIN?

You can retrieve the PIN using any computer that is connected to the Internet, i.e. in the office, at home, or, failing that, even a computer in an Internet café. For the diagnostic program to function, the computer does not require an Internet connection.

Why does the Internet application not require the subscriber's login anymore?

Proof that the software was acquired by legal means is now provided by the software activation. All WABCO system diagnostic programs must now be activated within 9 days of downloading them.

I do not have a subscription but floppy disks. How do I get my PIN?

Use a photocopier to copy the label on the floppies and fax them to us. Do not forget to add the number of your licence letter and your phone or fax¹ number to the photocopy. We will then register the serial number of the floppy disks in your name and send you login data. This login, however, will only be valid for a short period of time. With this login you can then obtain the PIN via the Internet.

What do I do if the Internet application does not accept my input?

Next to each input field you will see a small question mark. Use this symbol to display more information about the data that is expected for this field. It is important that you enter your data without #, {} or blanks.

I have lost my my licence letter. How do obtain my PIN in this case?

For this purpose you need to provide identification, by means of a photocopy of your passport or course certificate for instance. We will then send the License letter details to you.

¹ Contact: Fax +49 511 921 55 44 or pin@wabco-auto.com

I did not receive a licence letter during my training. How do I obtain my PIN in this case?

Provided that we can verify your training by means of your user data and our records, we will issue your licence letter retrospectively. Contact us¹ and we will send you an application form.

A number of employees at our workplace received training. Can each person use his own PIN?

Yes, that is possible. It is possible to conveniently switch almost any program to a different user identification via Options/User Settings. Each employee then enters under his own ID.

Why does the Diagnostic Software not accept my PIN?

The PIN is only accepted in connection with the associated user code. When a PIN is incorrect (after entering the fourth digit the input field is cleared again), you must check which user code was used to install the software. You can obtain your personal user code via the Internet application. You can correct it in the Diagnostic Software via "Options", "Settings", "User Data".

Does the electronic system provide information on who set its parameters?

Yes, the ECU stores the user code of the user who sets the new parameters together with the new settings. For reasons of product liability, we must be able to trace who is responsible for functional changes in the system.

Is the licence letter valid for life?

In principle, this is true. However, the systems are continuously developing and the structure/functional range may change fundamentally as a result, so additional training may be required. In this event a new licence letter will be given for participating in such training.

Who owns the licence letter when the employee moves on to a different company?

The licence letter certifies the knowledge of the employee who was trained. Provided the new company also owns a software licence, the employee may continue to use his personal user code with the PIN. He will also and obtain PINs for future updates of the program by means of his licence letter.

If you have more questions please contact your WABCO Partner.

¹ Contact: Fax +49 511 921 55 44 or pin@wabco-auto.com