

TOOLBOX™

Diagnostic Software

Frequently Asked Questions

What's new in TOOLBOX 12?

Fully updated Meritor WABCO TOOLBOX software provides PC diagnostics for the following:

TOOLBOX 11.5	TOOLBOX 12
SmartTrac™ Stability Control Systems	All Current TOOLBOX Features
Pneumatic ABS (Tractor & Trailer)	Additional Pneumatic ABS ECU (E8)
Hydraulic ABS	Electronic Braking System (EBS) ECU
Hydraulic Power Brake (HPB)	OnGuardACTIVE™
RSSplus™ for Trailer	500 kBaud Diagnostics
OnGuard™	Hydraulic ABS
OnLane™	Hydraulic Power Brake (HPB)
OptiRide™ Electronically Controlled Air Suspension	J1939 Bus Monitor

Why do I have to upgrade my TOOLBOX?

The upgrade to the new software level provides substantially more value added for the end user:

- All 500 kBaud diagnostics capabilities for the ABS E8 Stability Control System for fleets and dealers. This new software allows user to service new trucks which are built from end of 2015 onwards
- Aftermarket Programming capabilities for dealer and service stations
- OnGuardACTIVE diagnostics
- UPGRADES are NOT free of charge but a discounted upgrade fee will be offered during a two month promotional period

What is the difference between an UPDATE and an UPGRADE?

- UPDATES (11.1 to 11.5) include minor changes and software enhancement
- UPDATES are free of charge for end users
- UPGRADES are necessary for software changes and new functionality
- UPGRADES are NOT free of charge as they are a new product

How much will TOOLBOX cost me?

UPGRADE price per existing TOOLBOX 11 license.

- First 2 months: Special \$99 upgrade price
- After 2 months: \$129 upgrade fee

NEW LICENSE: Normal TOOLBOX 12 Pricing

# of new licenses	Discount	Price
List Price 1-9	0%	\$299
10-49	5%	\$284
50-99	10%	\$269
100-249	15%	\$255
250-499	25%	\$225
500-999	40%	\$179
1,000	66%	\$99

Is there a separate, less costly version of TOOLBOX available for Trailer use only?

No, not at this time.

If a customer accidentally pays for the upgrade version of TOOLBOX 12 at \$129.00 instead of the new version at regular pricing will they be able to get a refund?

The customer will have the original purchase price credited to their payment on a full version of TOOLBOX 12. The customer must call the Snap-On Customer Call Center at 248-293-8284 or 800-639-6774.

Does TOOLBOX 12 come on a CD-ROM?

Yes, there is a \$30 upcharge for the CD-ROM version for UPGRADES or NEW product registration keys.

How does a customer, who previously purchased TOOLBOX 11 via CD-ROM, request and receive an UPGRADE?

- Snap-on customer service department is contacted
- The customer care representative will then enable access to the CD-ROM catalogue in that account
- The customer is able to purchase a CD-ROM with TOOLBOX 12

How does a customer, who previously purchased TOOLBOX via a CD-ROM, know that an UPDATE or UPGRADE is available?

Through press releases or direct communication from Meritor WABCO's or Meritor's representatives.

Can a new customer still purchase a TOOLBOX 11.5 license after TOOLBOX 12 is released?

NO, TOOLBOX 12 will be the only software version on the Meritor WABCO e-commerce site.

What happens to my existing TOOLBOX 11 license after the upgrade?

When the user installs an UPGRADED version of TOOLBOX 12 on a laptop/desktop PC that contains TOOLBOX 11 already, the previous license for TOOLBOX 11 is superceded and not usable on other PCs.

The user will receive a warning message: "This will overwrite the existing TOOLBOX 11 version. Only TOOLBOX 12 will be available on this PC afterwards."

What can a customer do with unused registration keys that were purchased as TOOLBOX 11 licenses?

If the purchase was done after October 1, 2015:

- Customer calls Snap-on customer service and emails a list of unregistered TOOLBOX 11 product keys.
- Snap-on customer service deletes these keys from inventory and applies the value to new TOOLBOX 12 purchases
- The customer can then purchase TOOLBOX 12 registration keys after the launch of TOOLBOX 12

Can a customer use an existing unused TOOLBOX 11 license (registration key) to upgrade to TOOLBOX 12?

NO, but the customer can download TOOLBOX 11 from the ftp site <ftp://ftp.mwtoolbox.com/>, activate their registration key and purchase an upgrade to TOOLBOX 12.

Can a current Registration Key for TOOLBOX 11 be used for downloading TOOLBOX 12 directly?

NO.

How does a customer obtain a Registration Code?

Meritor WABCO's e-commerce web page at <https://meritorwabco.snapon.com/login.aspx>:

- Click on the download button
- Install the software and use registration key

Meritor ftp site on a server

Navigate to the ftp <ftp://ftp.mwtoolbox.com/> and complete the following steps:

- Enter User name and password (case sensitive) for the specific TOOLBOX version to be downloaded:
 - a) Username: TOOLBOX11 Password: TOOLBOX11OEM or
 - b) Username: TOOLBOX12, Password: TOOLBOX12OEM
- Download and Install TOOLBOX
- Use registration key to activate the TOOLBOX software

Will a TOOLBOX 11 Registration Key still be usable to download TOOLBOX 11 after TOOLBOX 12 is released?

YES. Previously purchased TOOLBOX 11 registration keys will not expire and are still valid if they have not been registered yet.

TOOLBOX 11 software must be downloaded via the Meritor ftp site <ftp://ftp.mwtoolbox.com/>

If a customer loses their registration key for TOOLBOX, how can he download TOOLBOX again?

- User can get their registration key for TOOLBOX software if the computer/TOOLBOX still functional
- User can log to their account on the e-commerce web page and get their download and registration key
- Contact Snap-On customer care and provide name, address, to receive previous registration key

Call Snap-On Customer Care Center at 1-800-639-6774 and choose option #3.

Can a customer with a valid TOOLBOX 11 license download TOOLBOX 11 from the e-commerce site?

YES. They have to be able to in case they switch PCs.

They are using their old TOOLBOX 11 registration key, which has not been upgraded to TOOLBOX 12.

If a customer UPGRADES to TOOLBOX 12, can they use their previous TOOLBOX 11 key on different computer?

NO, since only one license was purchased and the previous registration key is invalid.

Can a customer still perform an UPDATE from TOOLBOX 11.2 to 11.5 after the launch of TOOLBOX 12?

Yes, a customer with TOOLBOX 11 is prompted with the update message as soon as they are online.

Can a customer downgrade to TOOLBOX 11 at any time?

NO, once the customer upgraded to TOOLBOX 12, they cannot revert back.

How does a customer install TOOLBOX 12?

- The customer installs the new TOOLBOX 12 license on a PC that does not contain TOOLBOX 11.
 - TOOLBOX 12 will install and only the TOOLBOX 12 system will be available on that PC
- The customer installs the new TOOLBOX 12 license on a PC that contains TOOLBOX 11.
 - User will receive a warning message: "This will overwrite the existing TOOLBOX 11 version. Only TOOLBOX 12 will be available on the PC."

For more details Review **TOOLBOX Quick Start Guide** at <http://www.meritorwabco.com/literature/TOOLBOX-Software>

How often will TOOLBOX receive an UPDATE and when is the next UPGRADE planned?

Next UPGRADE will be announced when significant new features are implemented.

UPDATES will be announced as required.

Will each copy TOOLBOX 12 be capable of communicating with multiple vehicle brands?

Yes, as long as they are equipped with Meritor WABCO Vehicle Control System components communicating on Standard J1939, J1708, J1587 or PLC networks.

MERITOR WABCO

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