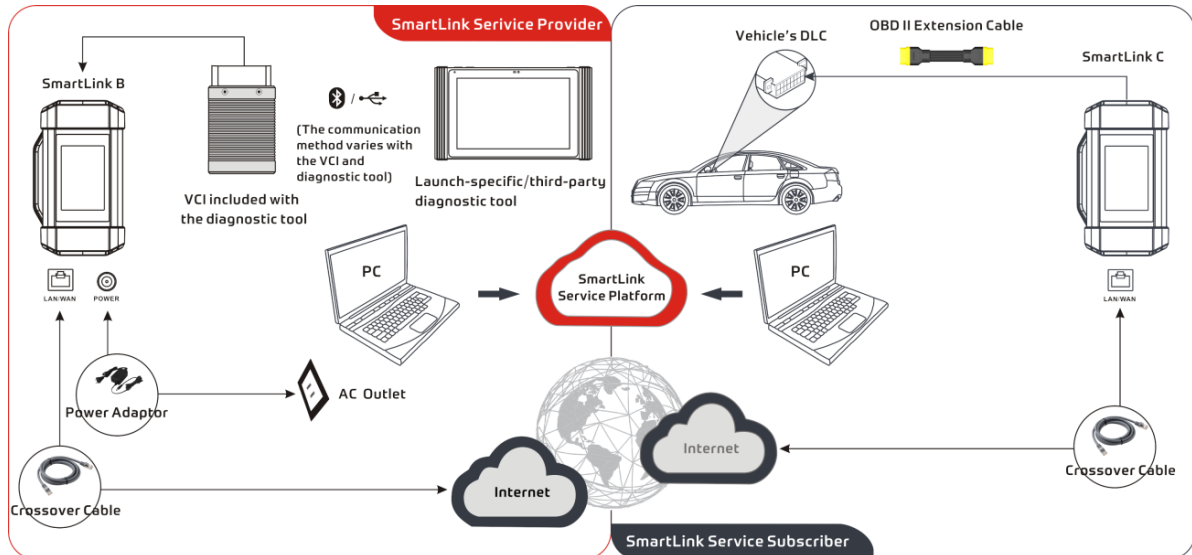


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# 1. SmartLink Service Platform

SmartLink Service Platform is a newly developed powerful service system dedicated to remote vehicle diagnosis and service.



It applies to the following three kinds of users:

- ✔ **SmartLink C users** – SmartLink Service Subscribers (Customers). When the user cannot fix a touch vehicle problem, he can post his doubts or concern on this platform to seek a trusted second opinion or additional expertise from remote SmartLink B (technician experts, carline specialists, or repair shops).
- ✔ **SmartLink B users** – SmartLink Service Providers (Business). The user can provide professional repair service to the SmartLink C users on this platform to greatly increase customer's retention and boost shop revenue. Moreover, if the user does not have time to puzzle through a touch vehicle problem, he also can seek for remote assistance from other master technicians or repair shops using a SmartLink C dongle that is bound to this SmartLink B user account.
- ✔ **Dealers** – SmartLink C & SmartLink B distributors and administrators. This platform enables them to effectively manage the SmartLink devices and improve productivity.

The dealer is authorized to allocate resources and renew subscription for all SmartLink B and SmartLink C devices bound to his account. If the SmartLink B has no time to accept a SmartLink C order or cannot fix the vehicle issue of the SmartLink C, the dealer is privileged to allocate the order to other SmartLink B users.

The SmartLink Service Platform can be visited via <http://smartlink.x431.com>.

## 2. Register/Login

### 2.1 SmartLink C/SmartLink B

The registration procedure of SmartLink C is same as that of the SmartLink B.

Open a web browser on a computer or tablet, visit <http://smartlink.x431.com>, the following screen will appear.

1

For initial use, the registration is the necessary first step to new users. On the **Users** tab, click **Register now**. Follow Steps 2~4 to proceed.

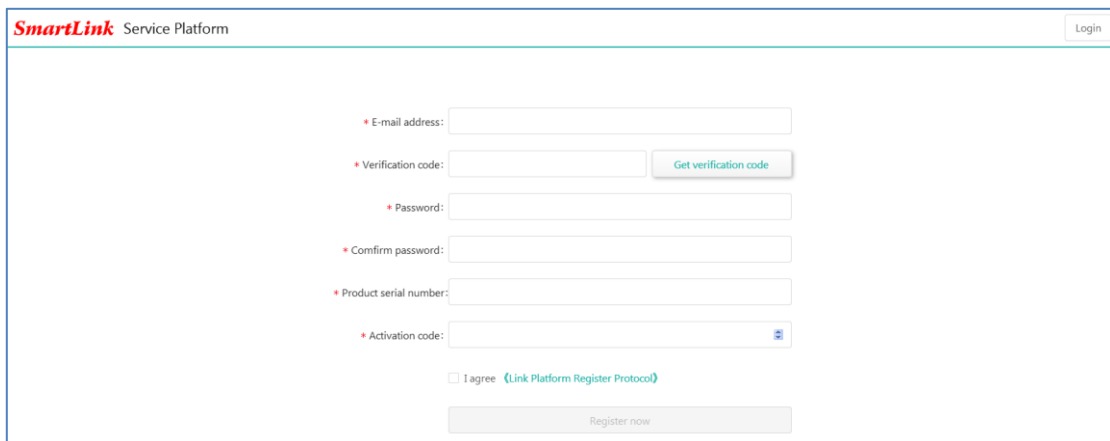


✔ If you have registered to be an existing user, input the user account and password and then click **Login** to login the system.

✔ If you forgot the password, click **Forgot password** to reset a new password.

2

Input all the required information (where Product Serial Number and Activation Code can be found in the Password Envelope). Select the “I agree” checkbox after reading “Link Platform Register Protocol”, and then click **Register now**.



Where Product S/N (Serial Number) and Activation Code can be found in the included **Password Envelope**.



3

In order to facilitate the effective communication between the two parties in the subsequent remote diagnostics process, please follow the on-screen prompts to create personal profile.

Optimize information

In order to facilitate the effective communication between the two parties in the subsequent remote diagnostic connection process, please continue to optimize the following information.

\* Nickname:

\* Country:

\* Language: Select one or more languages you are familiar with.

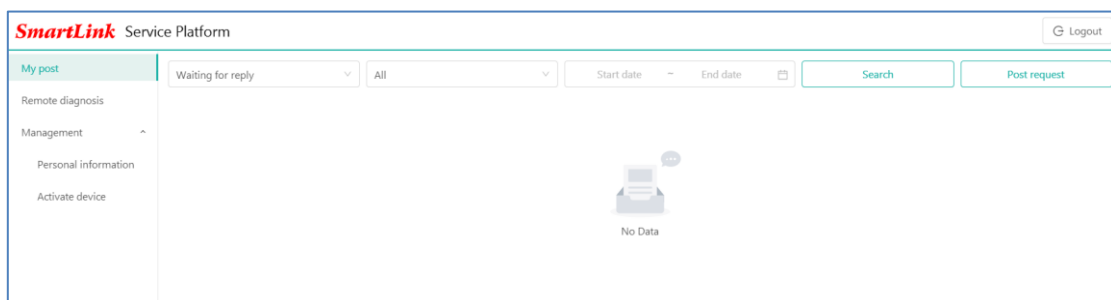
\* Company name:

\* Company address:

Submit

4

After finishing the registration, the system will automatically log in and navigate to the **My post** page. By default it appears blank if no requests are posted ever.



To exit the platform, click the **Logout** button on the upper right corner of the screen.

## 2.2 Dealers

The dealers are the qualified distributors staffed with carline specialists with professional remote diagnostics service ability. The dealer's account is generated by LAUNCH HQ service personnel, which can be forwarded to the dealer by marketing sales. Compare with the SmartLink C/SmartLink B account, the dealer's account has more functions, such as pre-binding SmartLink devices, checking the remote diagnosis data of the registered SmartLink

B users and renewing subscription for all associated SmartLink C/SmartLink B devices. The dealer can obtain his user account via either of the following ways:

- a) If you have a SmartLink account, send it to our service personnel to upgrade it to a dealer account.
- b) If you have a registered account of LAUNCH X-431 scanner, send it to our service personnel to upgrade it to a dealer account.

Under the **Dealer** tab, input the assigned user account and password and click **Login**.



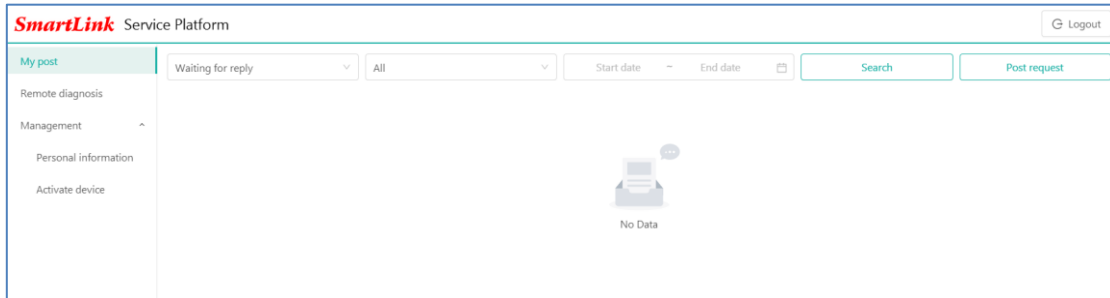
- ✔ If you forgot the password, click **Forgot password** to reset a new password.

### 3. Function Modules

The following function modules apply to all users registered on the SmartLink service platform.

#### 3.1 My Post

This option allows you to post new remote repair order and check all historical posted orders.



If the requests under the “My post” list are more than one page and difficult to locate, you can search it via the following search methods:

1). Request status: It mainly includes the following 3 states:

- ✔ **Wait for reply:** The request has been successfully posted, but no master technicians accept it.
- ✔ **In process:** The request has been accepted by a master technician. In this case, connect the SmartLink C device to the vehicle and network modem, and then contact the technician to start diagnostics.
- ✔ **Completed:** The request is finished or aborted.

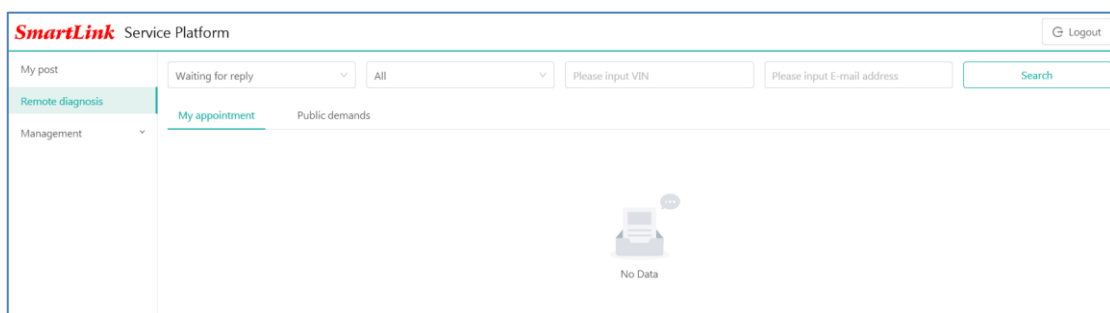
2). Device S/N.

3). Time interval of the post released.

#### 3.2 Remote Diagnosis

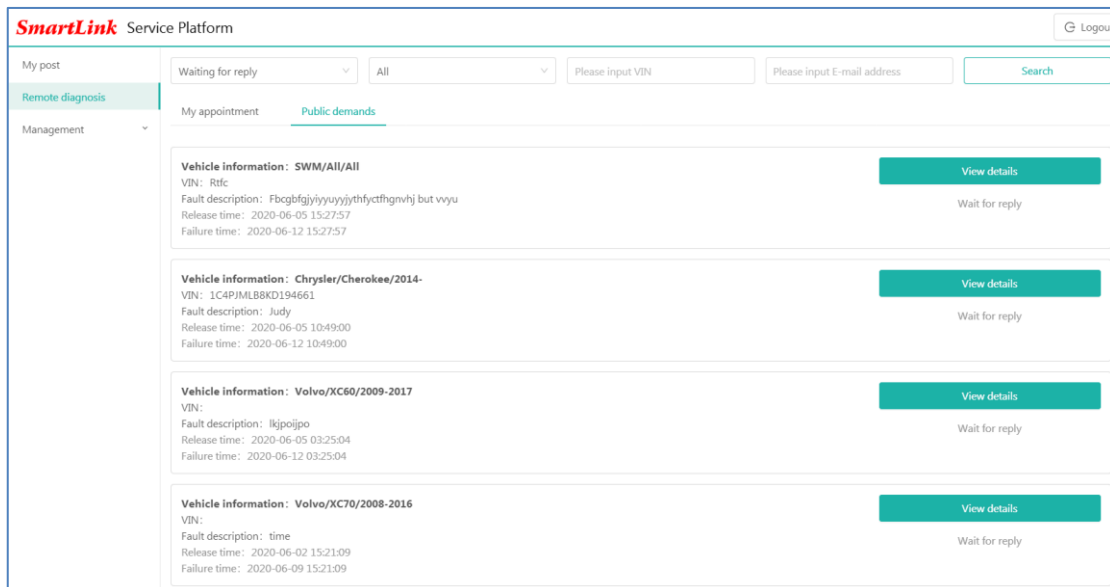
This function only applies to **SmartLink B** users. This option allows them to check remote diagnosis appointments and public demands. It mainly includes the following modules:

- ✔ **My appointment:** Lists all received remote diagnosis requests. Since you are appointed as the service technician, all requests listed under this tab are only open to you and other SmartLink B users cannot see it.



- ✔ **Public demands:** Lists all requests posted from the SmartLink C users, which are open to all registered SmartLink B users. SmartLink B users may choose whether to accept the request and provide the remote service to them.

If certain request was accepted by one SmartLink B user, it will not be accessible to other SmartLink B users.



If the requests under the “Public demands” list are more than one page and difficult to locate, you can search it via the following search methods:

1). Request status: It mainly includes the following 3 states:

- ✔ **Wait for reply:** The request has not been accepted by others.
- ✔ **In process:** Indicates that you have accepted the request. In this case, connect the SmartLink B device, diagnostic tool and network modem, and then contact the SmartLink C user to start diagnostics.
- ✔ **Completed:** The request is finished or void.

- 2). Device S/N.
- 3). Vehicle VIN.
- 4). E-mail address.



### 3.3 Management

For SmartLink C/SmartLink B users, this function enables them to manage personal information and activate more SmartLink C/ SmartLink B devices.

For SmartLink dealers, this function enables them to manage personal information, activate and pre-bind SmartLink C/ SmartLink B devices and check data statistics.

#### 3.3.1 Activate device

This option allows you to bind more SmartLink devices to the current account.

If the SmartLink device supports passenger cars, the icon  with a tick will appear next to the device S/N. If the icon  displays, it indicates the commercial vehicles are supported.

By default the device remains valid for 12 months and becomes effective on the date of activation. Once the device expires, it will not be used until you renew the subscription for it.

#### 3.3.2 Renew Records

The module is designed to check all renewal records. It only applies to the dealers and those

SmartLink C/SmartLink B users who are not bound to the dealers.

**3.3.3 Personal information**

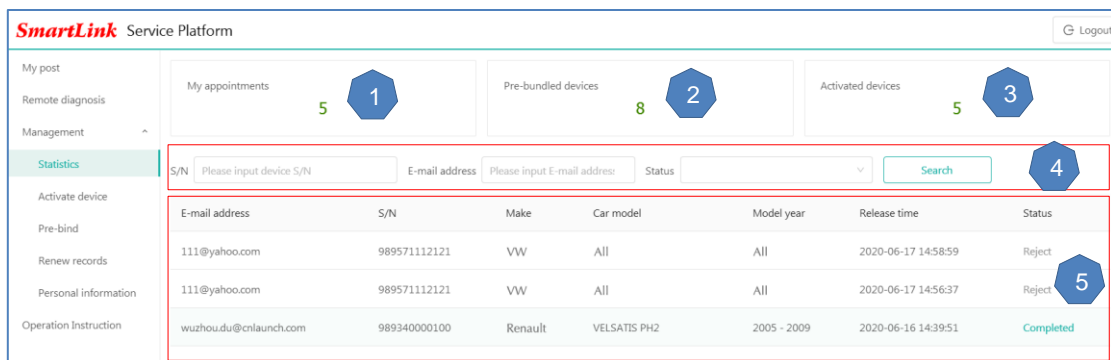
This option allows you to manage personal information. The information is created in process of registration.

Click **Edit** to revise it.

**3.3.4 Statistics (For Dealers)**

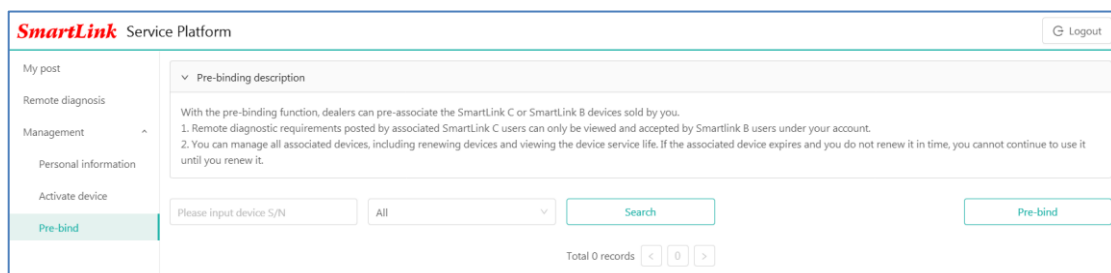
After successfully logging in the platform, the dealer will automatically enter the **Statistics** page at default.

1. **My appointments:** The total number of requests that are assigned to the SmartLink B devices bound to your account.
2. **Pre-bundled devices:** The total number of SmartLink devices that are already bound to your account.
3. **Activated devices:** The total number of the SmartLink devices that have been activated by you.
4. Search: Click **Search** to quickly get a statistical result via S/N, E-mail address or order status.
5. Order status: Lists all requests assigned to the SmartLink B users registered under the dealer’s account, and allows the dealer to check the process status.



**3.3.5 Pre-bind (For Dealers)**

This function allows dealers to pre-bind the SmartLink C or SmartLink B devices sold by them. After pre-binding, remote diagnosis requests posted by the bound SmartLink C users can only be viewed and accepted by SmartLink B under the dealer’s account. Moreover, the dealer can manage all associated SmartLink devices, including renewing subscription and viewing the device service life. If the bound device expires and you do not renew it in time, it will not work.







## 4. Remote Diagnostic Operations

### 4.1 Post a Remote Diagnosis Order (For SmartLink C)

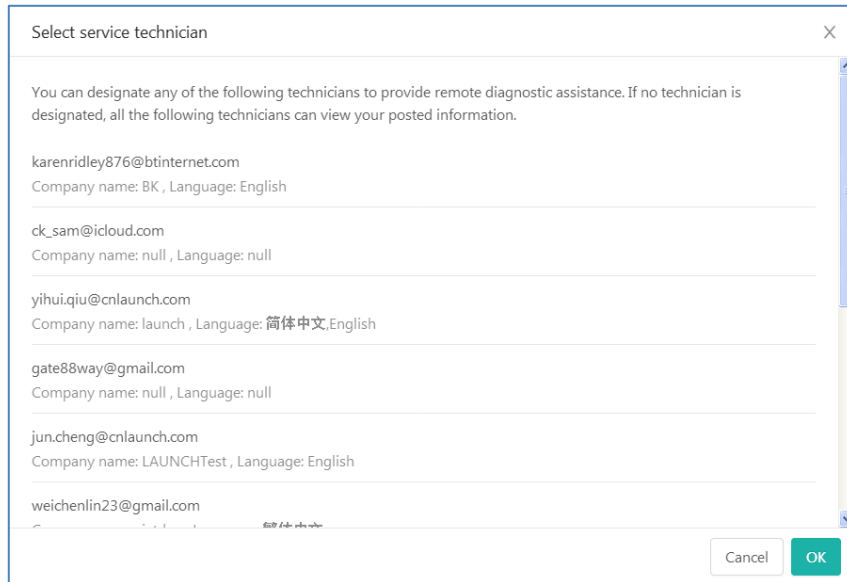
After logging in the system, click **Post Request** on the *My post* page, the following screen will appear:

The screenshot shows a web form for posting a remote diagnosis order. At the top, there is a progress bar with four steps: 1. In process (Post appointment), 2. Waiting (Waiting for technician to reply), 3. Waiting (Start remote), and 4. Waiting (Completed). Below the progress bar, the form is organized into sections: 'Device S/N:(Device used to connect the vehicle during remote diagnosis)' with a dropdown menu; 'Vehicle information' with a text input for VIN and several dropdown menus for Make, Car model, Model year, Displacement, Engine type, and Function; 'Please describe the vehicle trouble' with a large text area; 'Contact information' with three text inputs for E-mail address, Name, and Phone number; and 'Service technician' with a 'Select service technician' button. At the bottom left, there is a checkbox for 'I agree' and a link to 'Link Platform Register Protocol'.

- ✔ In the **Device S/N** column choose the desired SmartLink C Serial Number from the pull-down list if multiple SmartLink C devices are bound to the current account. After the device S/N is selected, the system will automatically identify what kinds of the vehicles are supported on this device.  
If the SmartLink C device supports passenger cars, the icon  with a tick will appear next to the device S/N. If the icon  displays, it indicates the heavy-duty vehicles are supported.
- ✔ In the **Vehicle information** column, enter the VIN manually and choose the right Make, Car model, Model year, Displacement, Engine type and Function. If the desired one is not listed in the pull-down menu when choosing the vehicle information, please select **All** or **Others**.  
\*Note: In general, vehicle identification numbers are standardized - all contain 17 characters. VIN characters may be capital letters A through Z and numbers 1 through 0 ; however, the letters I, O and Q are never used in order to avoid mistakes of misreading. No signs or spaces are allowed in the VIN.
- ✔ In the **Problem Description** input box, it is highly recommended to describe the vehicle failure as accurate as possible because it is very helpful for the SmartLink B users to have a general understanding of the vehicle status.
- ✔ In the **Contact information** column, input the valid phone number, E-mail address and name so that you can be reached by the remote SmartLink B in the shortest time.
- ✔ In the **Select Technician** column, click **Select service technician**, a list of master

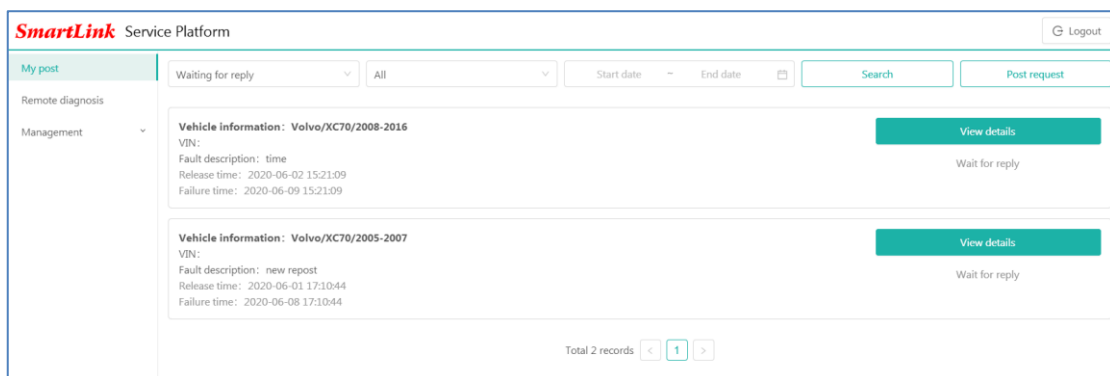
technicians will pop up on the screen.

You can designate any of the listed technicians to provide remote diagnostic service. If a technician is chosen, your post will appear in his **My Appointment** list. If no technicians are designated, your posted information will appear in the **Public demands** tab and all the SmartLink B users can retrieve and view it.



- If the SmartLink C device is bound to a dealer’s account, the above **Select Service Technician** list will only display those SmartLink B users who are also bound to this account.
  - If the SmartLink C is not bound to a dealer, the above **Select Service Technician** list will display all SmartLink B users.
- ☑ Click **Link Platform Register Protocol** to read it carefully. After reading it, select the **I agree** checkbox.

After filling all required information, click **Submit**. The following screen will appear:



After posting, click **View details** to check the order information and process status.

\*Notes:

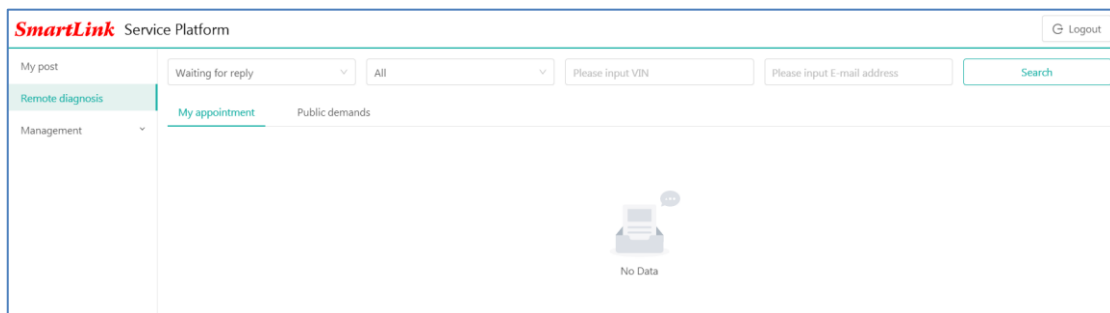
- The remote diagnosis can only be performed after the SmartLink C user has submitted the request, and this request has been accepted by the remote technician expert.
- The posted request will be automatically cancelled if no SmartLink B technicians accept it within 7 days.

### 4.2 Post a Remote Diagnosis Order (For SmartLink B)

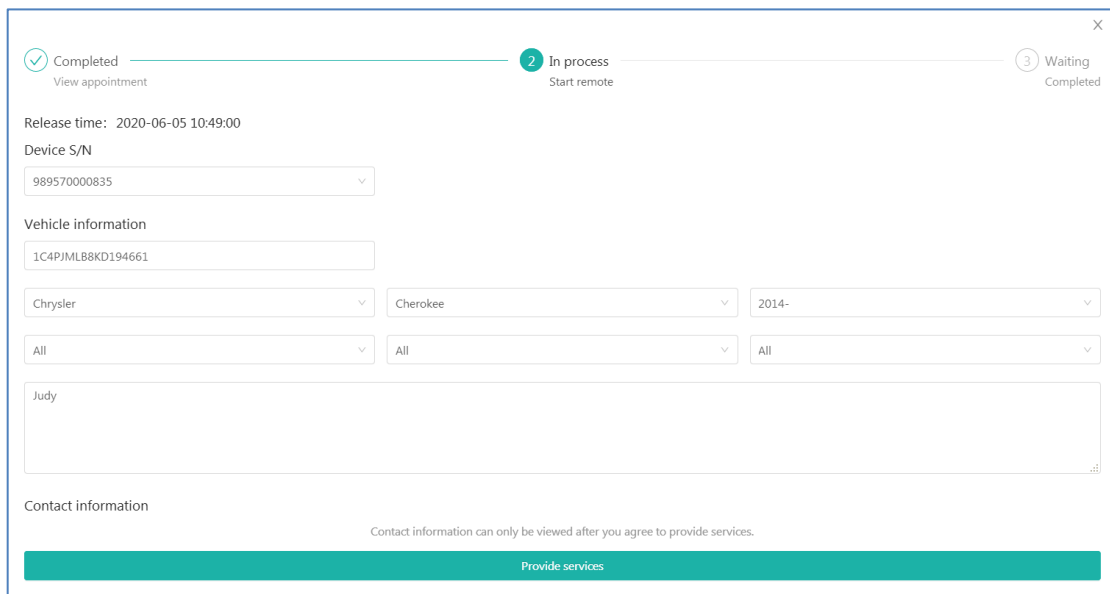
If a master technician does not have time to puzzle through a touch vehicle problem or are fresh to some carlines, he can seek a trusted second opinion or additional expertise from other remote technician experts or repair shops (SmartLink B). In this case, it is mandatory that he must have a SmartLink C dongle bound to his account. Refer to Chapter 4.1 for detailed operations.

### 4.3 Accept a Remote Diagnosis Order (For SmartLink B)

After logging in the system, click **My appointment** on the **Remote Diagnosis** page to check whether SmartLink C users are asking you for remote diagnosis service. Or click **Public demands** to proactively accept more orders posted by SmartLink C users.



Click **View details** of certain order to check more details, deciding whether to accept this order by viewing the carline and fault description.



If you are able to get the vehicle issue fixed, click **Provide service** to accept this order. Choose the desired SmartLink B device from the pop-up device list and contact the SmartLink C customer in private to start diagnosis.

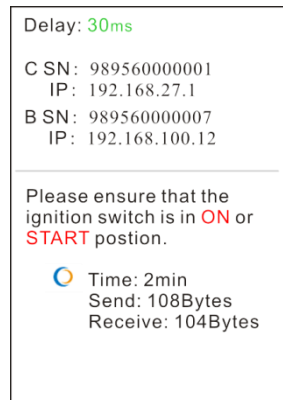
\* Note: Each SmartLink B device can only accept one remote diagnostic operation at one time.

### 4.4 Start Diagnostics (For SmartLink C)

Before starting a remote diagnosis, please refer to the User Manual of the SmartLink C to prepare the following things:

- 1) Connect the SmartLink C, vehicle and network modem.
- 2) Switch the SmartLink C to Remote Diagnostics mode.

After a successful connection between the SmartLink C and SmartLink B is established, the following message will be displayed on the SmartLink B screen.



Follow the on-screen instructions on the diagnostic tool to perform the remote diagnosis session.

\* Notes:

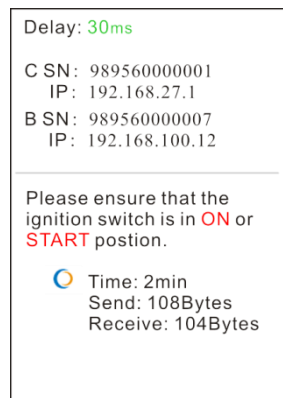
- Please do not interrupt the vehicle and network connection during a remote diagnostic process.
- Please make sure that you are well connected with the Internet when performing a remote online programming operation.

#### 4.5 Start Diagnostics (For SmartLink B)

Before starting a remote diagnosis, please refer to the User Manual of the SmartLink B to prepare the following things:

- 1) Connect the SmartLink B to the VCI, AC outlet and network modem.
- 2) Set up the communication method between the VCI and the diagnostic tool.
- 3) Switch the SmartLink C to Remote Diagnostics mode.

After a successful connection between the SmartLink C and SmartLink B is established, the following message will be displayed on the SmartLink B screen.



Follow the on-screen instructions on the diagnostic tool to perform the remote diagnosis session.

\*Notes:

- Please do not interrupt the vehicle and network connection during a remote diagnostic process.
- Please make sure that you are well connected with the Internet when performing a remote online programming operation.
- You cannot accept a new order when you still have an unprocessed order.

For “In process” requests, if the remote diagnosis has been completed, click **View details**, the following screen will appear.

Completed View appointment

Completed Start remote

In process Completed

Release time: 2020-05-18 15:36:34

Device S/N

989570000030

Vehicle information

Please input VIN

Volvo XC70 2005-2007

All All All

sdfasd

Contact information

Please input E-mail address Please input your name 15014050975

Service records

Cancel service Completed

Click **Completed**, fill in the diagnostic comment and conclusion to finish this order.

If the order cannot be fixed, click **Cancel service** to cancel it.

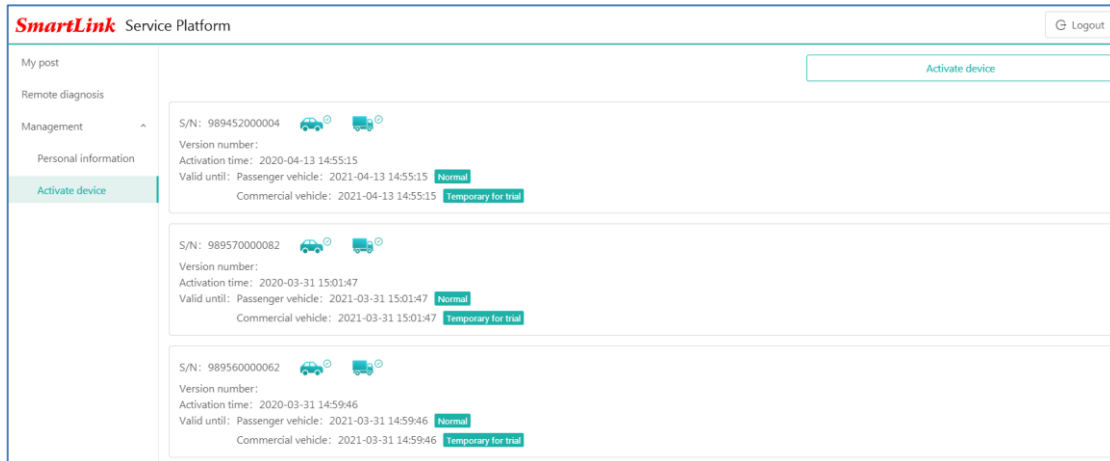
\* Notes:

- For each remote diagnosis service, the SmartLink B user can perform remote operation for many times within 2 days after accepting the request. After 2 days, this request will be closed and the communication between the SmartLink B and the SmartLink C devices will fail.
- After clicking **Completed**, it indicates the order has been finished and the communication between the SmartLink B and the SmartLink C devices will interrupt. To re-diagnose the vehicle, another new remote diagnosis request (order) will be required.

## 5. Activate Device

This option allows you to bind more SmartLink devices to the current account.

A. If the SmartLink C/SmartLink B device is pre-bound to the dealer, the following screen will appear:



Click **Activate device**, the following screen will appear:

The 'Activate device' dialog box contains the following text and fields:

Activate device [X]

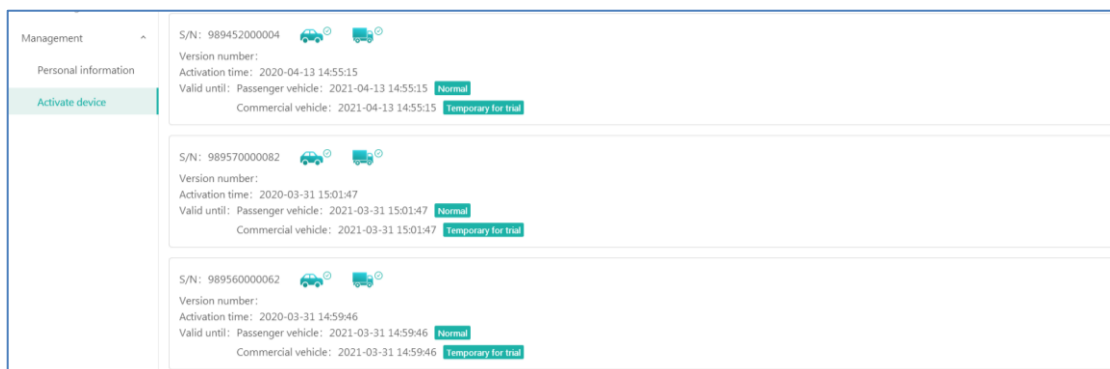
The device S/N and verification code are on the quick start label in the packaging box.



\* S/N:

\* Activation code:

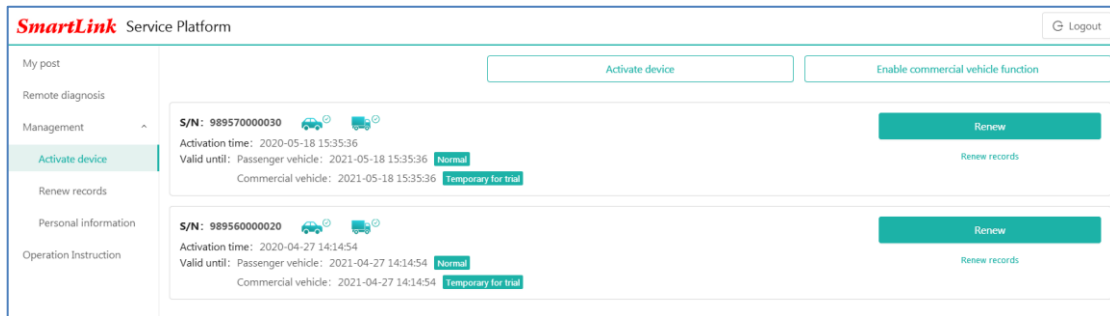
Buttons: Cancel, OK

After inputting, click **OK** to bind it to the current account. After binding the device, the following screen will appear:

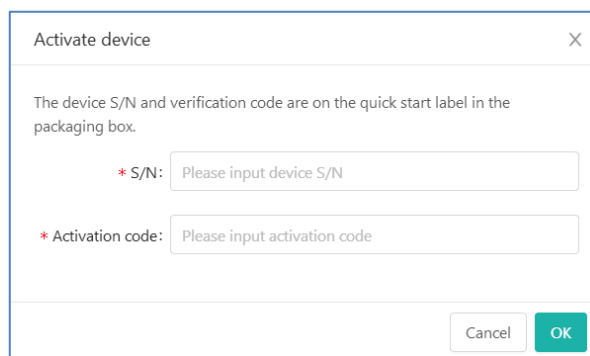


If the SmartLink device supports passenger cars, the icon  with a tick will appear next to the device S/N. If the icon  displays, it indicates the heavy-duty vehicles are supported. By default the device remains valid for 12 months and becomes effective on the date of activation. Once the device expires, it will not be used until you renew the subscription for it.

B. If the SmartLink C/SmartLink B device is not bound to the dealer, the following screen will appear.



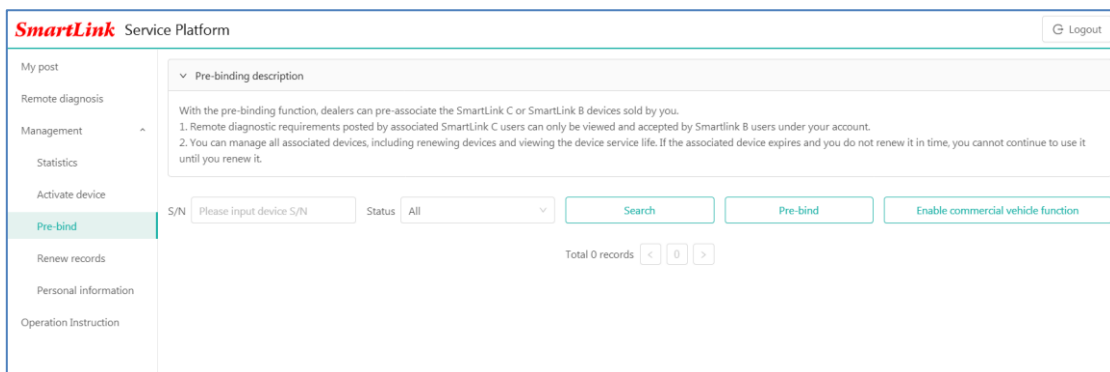
Click **Activate device**, the following screen will appear:



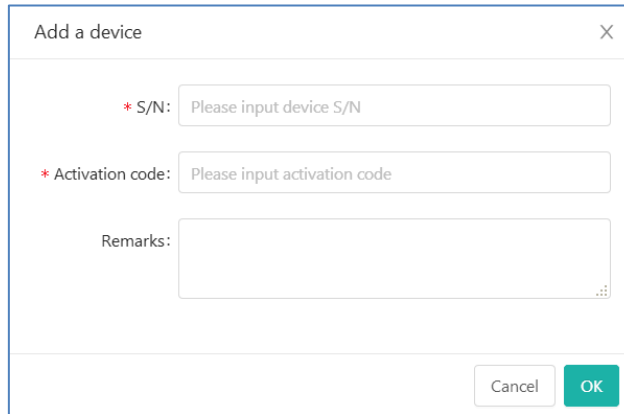
After inputting, click **OK** to bind it to the current account.

## 6. Pre-bind SmartLink Devices (For Dealers)

This function allows dealers to pre-bind the SmartLink C or SmartLink B devices sold by them. After pre-binding, remote diagnosis requests posted by the bound SmartLink C users can only be viewed and accepted by SmartLink B under the dealer’s account. Moreover, the dealer can manage all associated SmartLink devices, including renewing subscription and viewing the device service life. If the bound device expires and you do not renew it in time, it will not work.



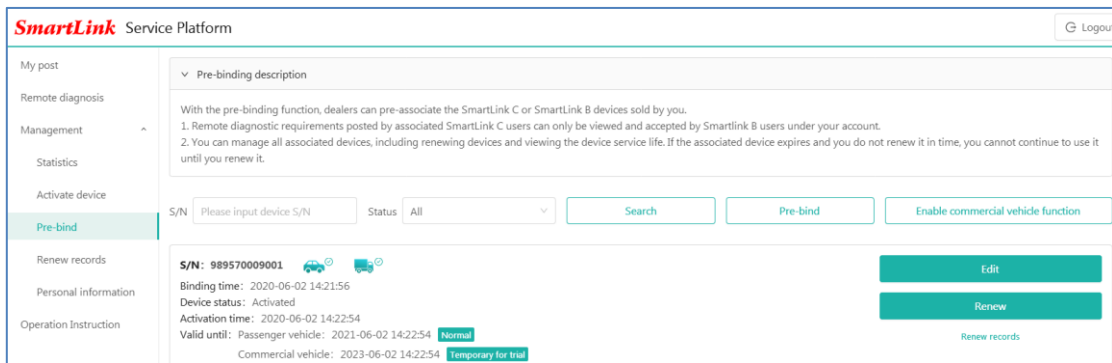
Click **Pre-bind**, the following screen will appear:



The 'Add a device' dialog box contains the following fields:

- \* S/N: Please input device S/N
- \* Activation code: Please input activation code
- Remarks: (text area)
- Buttons: Cancel, OK

Input the Product S/N (Serial Number) and Activation Code (can be found in the included **Password Envelope**), and add some descriptive notes in the **Remarks** text box, click **OK** to bind it to the current account.

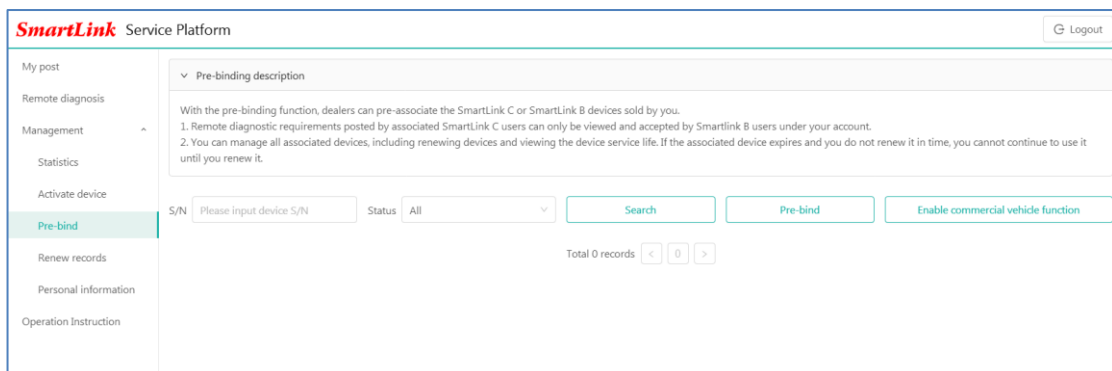


The screenshot shows the 'Pre-bind' page in the SmartLink Service Platform. It includes a sidebar with navigation options like 'My post', 'Remote diagnosis', 'Management', 'Statistics', 'Activate device', 'Pre-bind', 'Renew records', 'Personal information', and 'Operation Instruction'. The main content area shows a 'Pre-binding description' and a table of device records. The table has columns for S/N, Status, and actions like Search, Pre-bind, and Enable commercial vehicle function. A specific device record is shown with details: S/N: 989570009001, Binding time: 2020-06-02 14:21:56, Device status: Activated, Activation time: 2020-06-02 14:22:54, Valid until: Passenger vehicle: 2021-06-02 14:22:54 (Normal), Commercial vehicle: 2023-06-02 14:22:54 (Temporary for trial). Buttons for Edit, Renew, and Renew records are visible.

## 7. Activate Commercial Vehicle Function

### 7.1 For Dealers

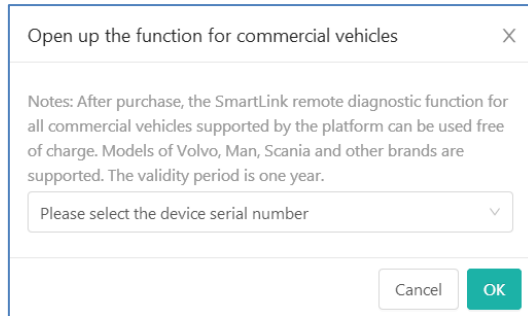
If certain SmartLink C/SmartLink B device only supporting passenger cars is bound to the dealer, the dealer can extend it to cover the commercial vehicles. After purchase, the remote diagnostic function for all commercial vehicles supported by the platform can be used free of charge. The valid period of the subscription is one year.



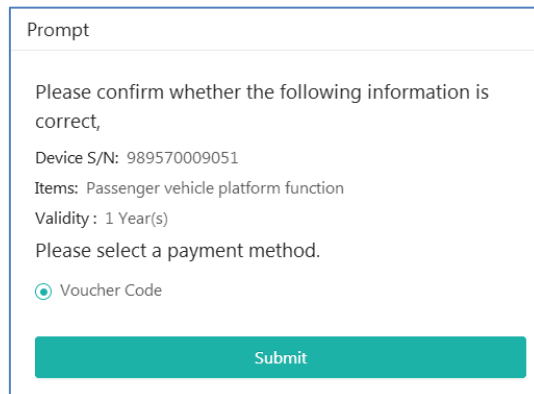
This screenshot is identical to the previous one, but highlights the 'Enable commercial vehicle function' button in the table of device records.

On the **Pre-bind** page, click **Enable commercial vehicle function**, the following screen will appear:





Choose the desired device S/N from the pull-down menu, and click **OK**.

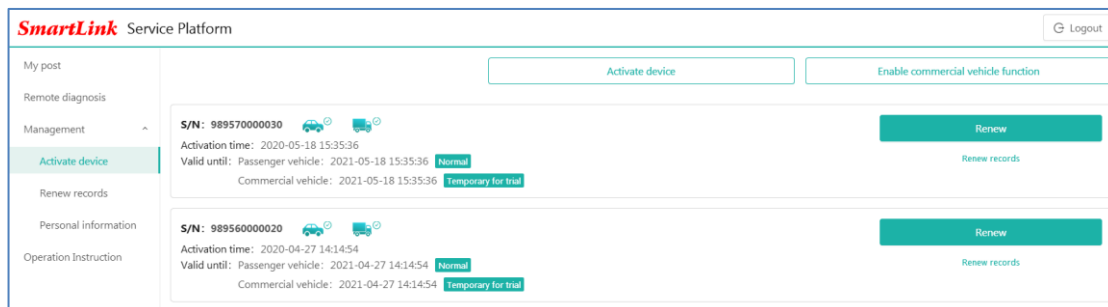


Double check if the order information is correct or not. If yes, click **Submit**. Input the Voucher Code (a 12-digit number starting with 98902) and Password (a 24-digit number), and click **Pay** to activate the function.

\*Note: For SmartLink dealers, please get the Voucher Code and Password from the marketing sales.

### 7.2 For SmartLink C/SmartLink B Users

If the SmartLink C/SmartLink B device is not bound to the dealer, activating the commercial vehicle function needs to be done by the SmartLink C/SmartLink B user. After purchase, the remote diagnostic function for all commercial vehicles supported by the platform can be used free of charge. The valid period of the subscription is one year.



On the **Activate device** page, click **Enable commercial vehicle function**, the following screen will appear:

Open up the function for commercial vehicles X

Notes: After purchase, the SmartLink remote diagnostic function for all commercial vehicles supported by the platform can be used free of charge. Models of Volvo, Man, Scania and other brands are supported. The validity period is one year.

Please select the device serial number v

Cancel OK

Choose the desired device S/N from the pull-down menu, and click **OK**.

Prompt

Please confirm whether the following information is correct,

Device S/N: 989570009051  
 Items: Passenger vehicle platform function  
 Validity: 1 Year(s)

Please select a payment method.

Voucher Code

Submit

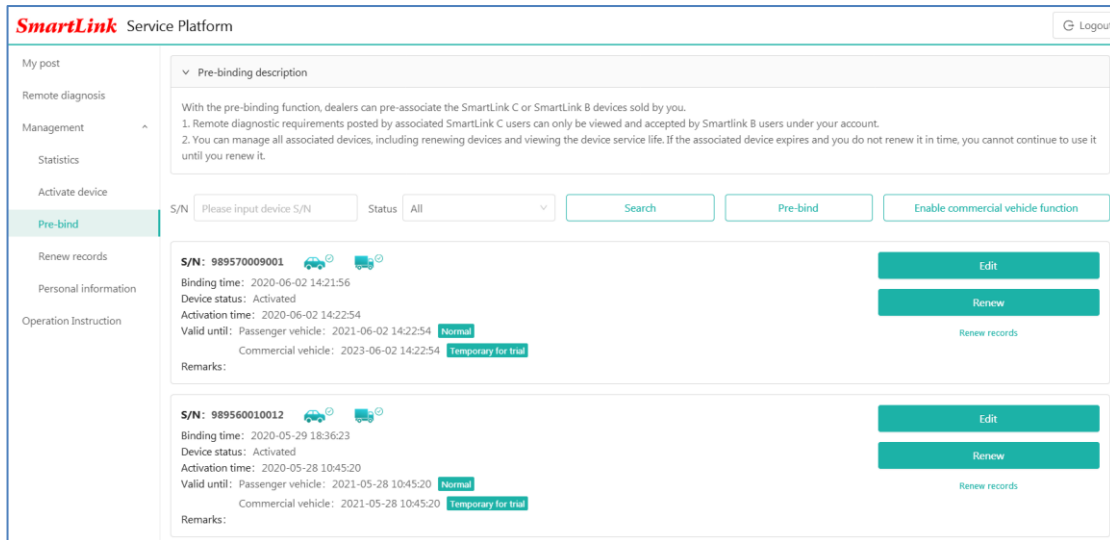
Double check if the order information is correct or not. If yes, click **Submit**. Input the Voucher Code (a 12-digit number starting with 98902) and Password (a 24-digit number), and click **Pay** to activate the function.

\*Note: For SmartLink C/SmartLink B users, please get the Voucher Code and Password from the dealer.

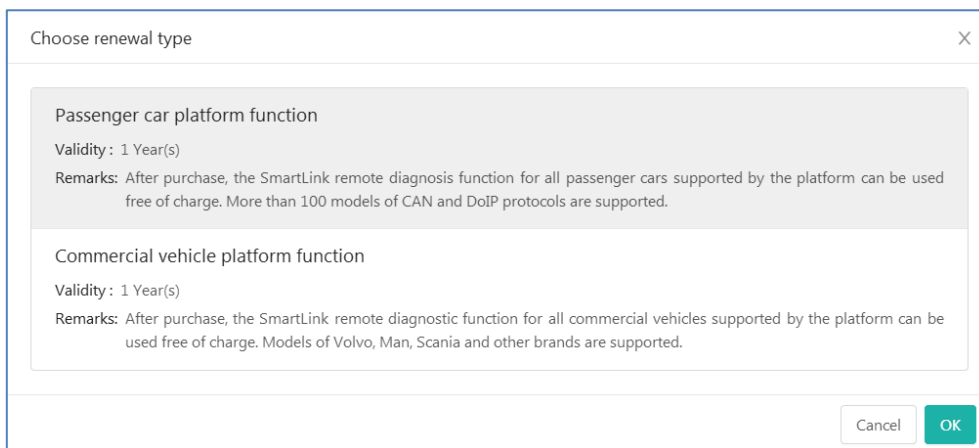
## 8. Renew Subscription

### 8.1 For Dealers

If the SmartLink C/SmartLink B device is pre-bound to the dealer, the subscription renewal only can be done by the dealer. The bound SmartLink C/SmartLink B user is not allowed to do such operations.



On the **Pre-bind** page, click **Renew**, the following screen will appear:



Choose the desired renewal type and click **OK**, the following screen will appear:

Prompt

Please confirm whether the following information is correct,

Device S/N: 989570009051

Items: Passenger vehicle platform function

Validity : 1 Year(s)

Please select a payment method.

Voucher Code

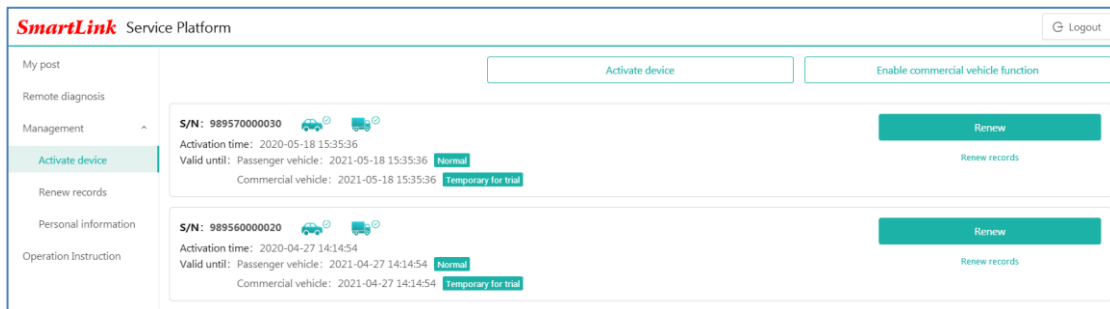
**Submit**

Double check if the order information is correct or not. If yes, click **Submit**. Input the Voucher Code (a 12-digit number starting with 98902) and Password (a 24-digit number), and click **Pay** to activate the function.

\*Note: For SmartLink dealers, please get the Voucher Code and Password from the marketing sales.

### 8.2 For SmartLink C/SmartLink B Users

If the SmartLink C/SmartLink B device is not bound to the dealer, the subscription renewal needs to be done by the SmartLink C/SmartLink B user.



On the **Activate device** page, click **Renew**, the following screen will appear:

Choose renewal type X

Passenger car platform function

Validity: 1 Year(s)

Remarks: After purchase, the SmartLink remote diagnosis function for all passenger cars supported by the platform can be used free of charge. More than 100 models of CAN and DoIP protocols are supported.

Commercial vehicle platform function

Validity: 1 Year(s)

Remarks: After purchase, the SmartLink remote diagnostic function for all commercial vehicles supported by the platform can be used free of charge. Models of Volvo, Man, Scania and other brands are supported.

Choose the desired renewal type and click **OK**, the following screen will appear:

Prompt

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Please confirm whether the following information is correct,

Device S/N: 989570009051

Items: Passenger vehicle platform function

Validity : 1 Year(s)

Please select a payment method.

Voucher Code

Credit Card

Debit Card

Bank Transfer

Other

Double check if the order information is correct or not. If yes, click **Submit**. Input the Voucher Code (a 12-digit number starting with 98902) and Password (a 24-digit number), and click **Pay** to activate the function.

\*Note: For SmartLink C/SmartLink B users, please get the Voucher Code and Password from the dealer.