How To Register Diagnostic Tools - wiTECH 1 (CHRYSLER SUPPLIER AND CORPORATE USERS ONLY)

872 Chris Ordner Fri, Apr 27, 2018 wiTECH 1 13494

This article applies to **internal Chrysler corporate users or suppliers** who have unregistered diagnostic tools such as wiTECH VCI Pod, StarMOBILE and microPOD. Upon using wiTECH with an unregistered tool, users will see a pop up message similar to “Warning!! The {your device-type} you are connecting to is not registered".

DESCRIPTION:

If you received a warning in wiTECH stating that your device is not registered, please follow the instructions below to register your dealership’s diagnostic tools. **Failure to register will result in wiTECH not being allowed to run with your diagnostic tools!**

PROCEDURE:

You should email the wiTECH Premium Support Help Desk at support@witechtools.com with your **entire list of diagnostic tools (wiTECH Pod, StarMOBILE, microPOD)** that you are responsible for. This will allow the registration of ALL of your diagnostic tools at once. The email should include the following, or there may be a delay in registering the devices:

EMAIL CONTENTS
Subject Line: "wiTECH Diagnostic Tool Registration"

Include in Body of Email:

- wiTECH Account Number
- Contact Name
- Contact Phone
- Diagnostic Tool Serial Numbers:
    - VCI Pod (WVP-xxxxx located on the bottom of the device)
    - StarMOBILE (Cxxxx-xxxxx located on the bottom of the system status screen or on the tool belt loop)
    - microPOD (WCP-xxxxx or WSP-xxxxx or WMP-xxxxx located on the back of the device along the barcode)

When the diagnostic tools have been registered, wiTECH users will no longer receive the pop-up warning about an unregistered diagnostic tool.

Please note: This process can take up to 48 hours to be completed.

Online URL: https://kb.fcawitech.com/article/how-to-register-diagnostic-tools-witech-1-chrysler-supplier-and-corporate-users-only-872.html