



SmartCard (SMC) FAQ

Q: *What advantages will the SMC give me?*

A: A simple easy to use low cost option to access security codes.

This device will allow you to generate a proper access code without having to use the Internet.

Q: *Will SMC be available for Classic Tcode & MVP users?*

A: Sorry, SMC will only be available for PRO units

Q: *What vehicles and software's will the SMC cover?*

A: All vehicles and all software will use it except those below.

Q: *What coded vehicles will the SMC not cover?*

A: Mazda Can (incode/outcode), Chrysler Skim Type 2 on MVP Pro and Nissan Prox 2007 that requires the step of disconnecting your machine from the vehicle.

Q: *If I choose to use the SMC option, will I need to use it on all programming jobs?*

A: Yes, except for those listed in the previous question. However since it is so quick and easy to use we hope you'll find it's an advantage over the old web system.

Q: *What if I own more than one PRO machine can I use just one SMC?*

A: No. Your SMC Card/s is unique to each machine and can only be used on the machine it was ordered for. This is done this way to protect you and our software from Piracy.

Q: Will SMC give pin codes for cars like Chrysler or Mazda?

A: No. It is only used to access our challenge response codes.

Q: How many times can I use my SMC cards?

A: Each card can be used a maximum of 5000 times. After 500 uses the card will need to be re-charged via the Advanced Diagnostics website. Each card has a total of 10 recharges within the 5000 use limit.

Q: What happens when I reach 5000 uses?

A: You must then purchase a new card.

Q: How many cards do I receive with the initial SMC package (ADA105)?

A: Two and depending on volume of use it maybe wise to purchase extra cards for emergency use.

Q: If I have two cards does that mean I would have 1000 uses before recharging and 10,000 uses before replacing?

A: Yes.

Q: What if my SMC Card does not work on a specific job or all our cards are lost or stolen?

A: Our field test on the SMC has been very successful. In the case that your SMC device does not work properly you should check or replace the battery in the SMC Calculator or try your backup card. If this doesn't solve the problem then you can access codes through our website. Keep in mind that if you choose to access codes by website it will void all active cards programmed to your machine and you will need to order new cards. The old cards will no longer work once the web option is used so use it only as a last resort!

Q: Is there a limit to how many cards each machine can have?

A: No., You can have as many back-up cards and calculators as you wish to order for any one PRO machine.

Q: Can we order an extra calculator so we can have one in the shop and one in the field?

A: Yes. You can do that and we encourage you to have backups in case one is lost or damaged. the calculator itself is generic and will work with any machines card.

Q: *Whom do I contact if the SMC is not working properly?*

A: Contact our Tech Support at 650-351-8270. However be advised they will NOT be able to run codes ONLY your SMC or the web backup system can be used for your unit.

Q: *How do I order the SMC items?*

A: You would place your order through your local or commonly used distributor. Please note that the SMC Cards will not be a stocking item. Each card must be programmed to a specific machine i.e. like tokens are to the MVP. The initial estimated lead time for SMC orders would be 4 weeks. We hope to shorten this time down as we go but right now it's best to figure it will be 4 weeks from the time a card is ordered before it will be with the customer.

Q: *Once I switch over to SMC can we go back to the old web access and or switch back and forth?*

A: No, Sorry the system will not allow this, you can use the emergency web system as back up but remember it is only a last resort for lost or stolen cards if you do not have a spare card to use. Once you use the back-up web you will need to order new cards!

For more details and information on the Smartcard option,
please contact our sales office at **650-876-2020**
or visit our website at www.adusa.us.

