

Team Tips

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Published for Polaris Dealerships, Distributors, and Service Technicians

Polaris Mobile Digital Wrench Serial Number Requirement

Polaris has released Team Tip G-16-10-01 to inform dealers that Polaris Mobile Digital Wrench (PMDW) version 3.28 or later requires dealers to enter a valid 10-digit Digital Wrench serial number to operate the app. The serial number requirement has been added to improve visibility to app downloads and usage.

Once the app has been updated, users will be prompted to enter a valid 10-digit Digital Wrench serial number (PC based version) as well as basic dealership information.

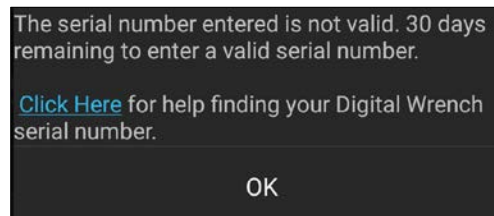
NOTE

Mobile devices using Polaris Mobile Digital Wrench are **NOT** counted towards the 3 allowable devices which may be registered to a single Digital Wrench serial number. An unlimited number of mobile devices may use a single Digital Wrench serial number.



The screenshot shows the PMDW app interface. At the top, it says 'PMDW'. Below that, it prompts the user to 'Enter Your 10-digit Digital Wrench Serial Number' with a text input field labeled 'Serial Number'. Below this, it prompts for 'Enter Your Dealer Information' with three text input fields labeled 'Dealer Name', 'Dealer Number', and 'Dealer Email'.

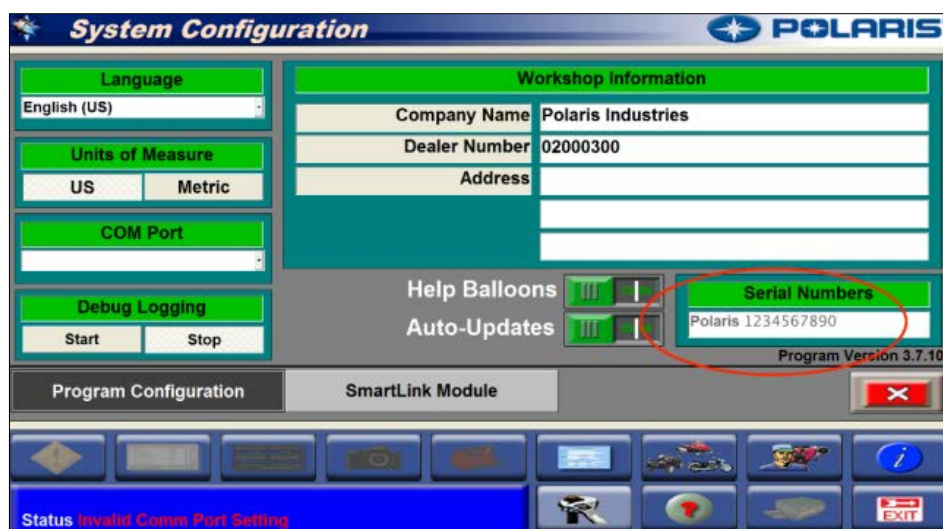
If an invalid 10-digit Digital Wrench serial number is entered the following information will appear on the screen. Select "Click Here" for help finding your Digital Wrench serial number.



The screenshot shows an error message: 'The serial number entered is not valid. 30 days remaining to enter a valid serial number.' Below the message is a blue link that says 'Click Here for help finding your Digital Wrench serial number.' At the bottom is an 'OK' button.

To locate your 10-digit Digital Wrench serial number follow the steps below:

1. Access the computer used for Digital Wrench.
2. Open Digital Wrench.
3. Select 
4. Record the serial number displayed in the lower right hand corner of the screen for use with PMDW



The screenshot shows the 'System Configuration' window. It has a green header with the Polaris logo. On the left, there are several green buttons: 'Language' (set to English (US)), 'Units of Measure' (US and Metric), 'COM Port', 'Debug Logging' (Start and Stop), and 'Help Balloons'. On the right, there is a 'Workshop Information' section with fields for 'Company Name' (Polaris Industries), 'Dealer Number' (02000300), and 'Address'. Below this, there is a 'Serial Numbers' section with a text field containing 'Polaris 1234567890'. At the bottom, there is a 'Program Configuration' section with a 'SmartLink Module' button and a red 'X' button. The status bar at the bottom says 'Status Invalid Comm Port Setting'.

For additional information log onto the dealer website and select the "Service and Warranty" drop down, then select "News, Forms, and Links", then select "Polaris Mobile Digital Wrench User's Guide V2.0".