



# PartSmart® debuts Internet ARI Update Service for Redmax dealers

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ARI Update Service is an Internet-based updating service that allows you to utilize the powerful functionality of the PartSmart desktop version while receiving catalog updates electronically instead of waiting for and installing discs. This new feature is now available to Redmax authorized dealers.

## How can I take advantage of using the ARI Update Service in my dealership?

To take advantage of the ARI Update Service you must have PartSmart 8 installed locally on your computer; use Internet Explorer 6 or higher; and make sure that your Internet connection is always on.

## What if some of my computers do not connect to the Internet?

If you have some computers in your dealership that do not have an Internet connection, you will still want to request and receive discs to ensure that those computers will continue to provide you with the latest models, parts lists, illustrations, and literature. If you want to continue to receive a disc, please email us domestically at [customersupport@arinet.com](mailto:customersupport@arinet.com) or internationally at [techsupport@arinet.eu](mailto:techsupport@arinet.eu). Be sure to include your customer # in the subject line.

## How will I know when I have an update?

When you enable the ARI Update Service, you will be notified in the bottom right corner of your screen when new updates are available so you can download and install them at your convenience. You can configure how you want to receive updates. For example, you may want the ARI Update Service to automatically find and download updates in the background. You can also choose to automatically download the update, but then choose a specific date and time for when you want to install it.

## How often will I receive Redmax updates?

You will continue to receive updates via the Internet on a quarterly basis as long as you have a valid paid PartSmart subscription to the Redmax catalog.

## Who should I contact if I have more questions?

Contact our PartSmart Technical Support representatives domestically at [techsupport@arinet.com](mailto:techsupport@arinet.com) or 800-558-9044 or internationally at [techsupport@arinet.com.eu](mailto:techsupport@arinet.com.eu) or 31-71-524-8041 for more information on how you can take advantage of this new service.

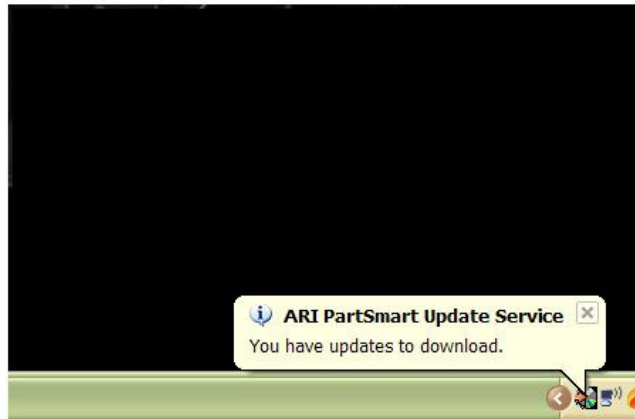
## When can I make my decision to use the Internet update service?

Unless we hear from you before the next update, you will receive future updates via the Internet. You can notify us anytime should you determine later that you want to go back to disc's or if you do not have Internet access on the machines you use for PartSmart. Please email us domestically at [customersupport@arinet.com](mailto:customersupport@arinet.com) or internationally at [techsupport@arinet.eu](mailto:techsupport@arinet.eu). Make sure to include your customer # in the subject line.

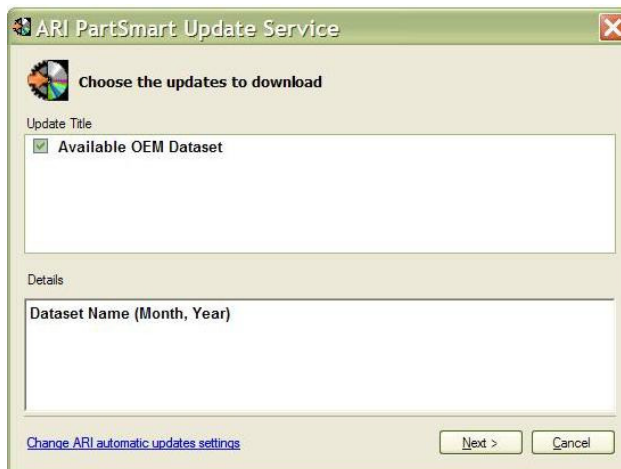
### How do I download an update?

The ARI Update Service checks for updates every 30 minutes. When you have an update to download, you will see an update indicator display on the bottom taskbar.

1. To download updates, click the PartSmart icon located in your taskbar.



2. Click the checkbox to select the manufacturer(s) you wish to install and click **Next** to initiate the download.



An indicator displays to indicate the download progress. The ARI Update Service is designed to allow you to download multiple datasets if more than one dataset is available. Please note that speed of the download varies based on your bandwidth capabilities.

3. To install updates, click the checkbox to select the manufacturer(s) you wish to install, and click **Next** to initiate the dataset installation. You can only install one dataset at a time. When you install the dataset, please keep the following information in mind.
  - Make sure all instances of PartSmart, including clients are closed during the installation of a new dataset.
  - The installation process will vary based on data size, so the time it takes you to install one dataset versus another dataset may also vary.
  - You will need to wait until the install is complete to take advantage of the new dataset. This also applies to any users accessing PartSmart through a shared drive.
4. When the installation of a new dataset is complete, click **Finish**. You can now restart PartSmart to verify the new dataset displays.