2018

V-Flash Instruction Guide for Ksuite 3.0

Viezu Technologies Limited

www.viezu.com

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Contents

Included in the V-Flash Kit

Included within your V-Flash kit is as follows:

- V-FlashV2 Hardware. This hardware is used to connect to all vehicles and is the key part of your V-Flash kit.
- OBDII Cable. This cable is used to connect the V-FlashV2 hardware to the vehicle that you are tuning. OBDII ports can be located in different places but most are located in the driver's foot well or within the center console. For further assistance with OBDII location please contact technical@viezu.zendesk.com
- USB cable. This cable is used to connect the V-FlashV2 hardware to the computer and can be used in any USB port or your PC.
- Pass Through Cable (Thin blue cable). This cable is used to make connection to some ECU's directly to create a communication line. Please only use this cable when instructed by the Viezu Technical Team.

Installation and Updating

To install the Ksuite 3.0 software onto your PC please enter this link into your web browser:

https://viezu.com/software

Allow this link to download in full and then run the execution file.

The software may ask for your permission to run (this will depend on your computers security settings)[1]. Click the **Yes** button to proceed with the installation process.
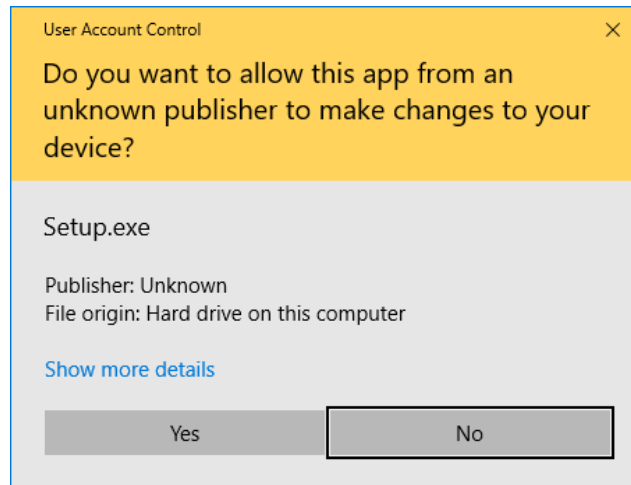
Windows Security prompt, press Yes to proceed with installation

The installation will begin automatically and the installation wizard will start.
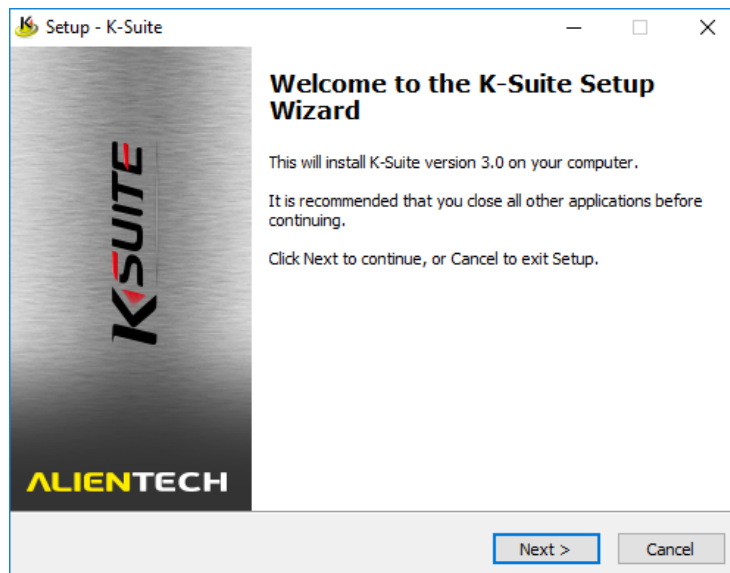
K-Suite 3.0 installation wizard, first window

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[1] The given image is from a Windows 10 system – other versions of Windows will be very similar, and will mention 'User Account Control'.

The license agreement is provided first in English and then in Italian.

The '*I accept the agreement'* toggle button and the **Next** button will be unavailable until you have scrolled to the very bottom of the License Agreement section.

After scrolling the bottom of the license agreement, select **Next** to proceed.
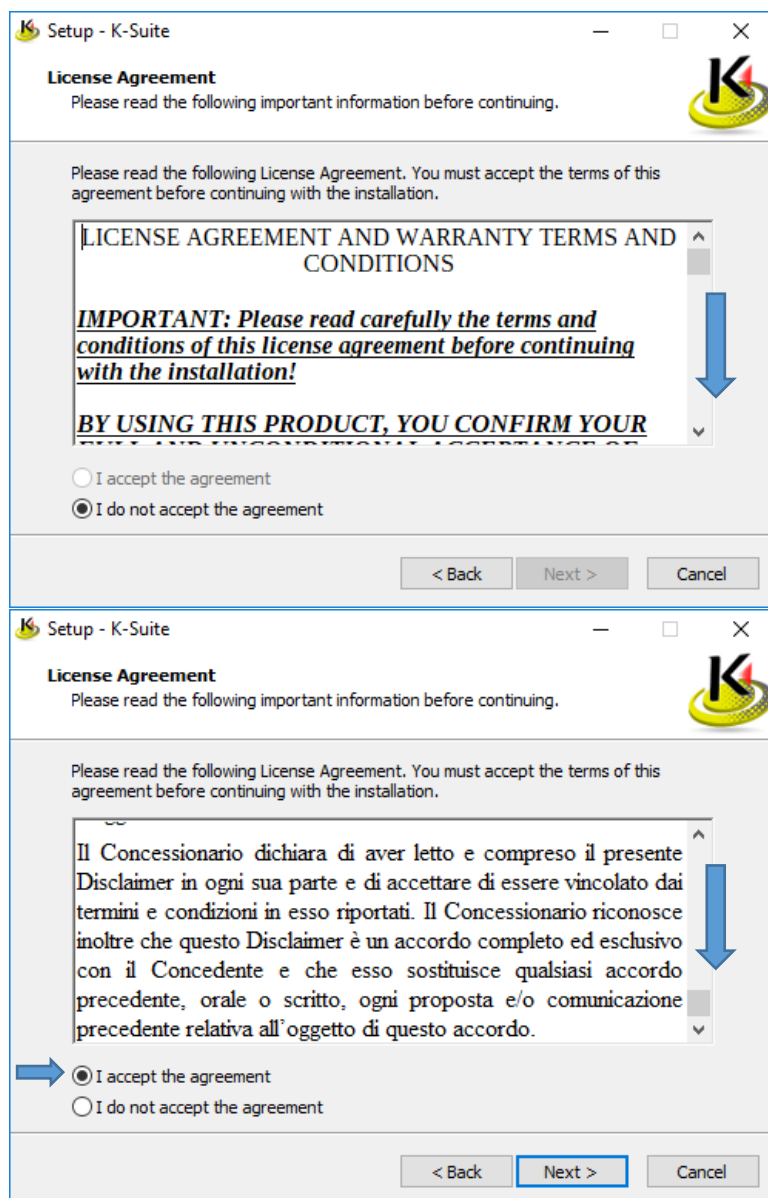
K-Suite 3.0 License Agreement window, before and after

The next window lists changes from the previous versions of K-Suite. Click **Next** to proceed.
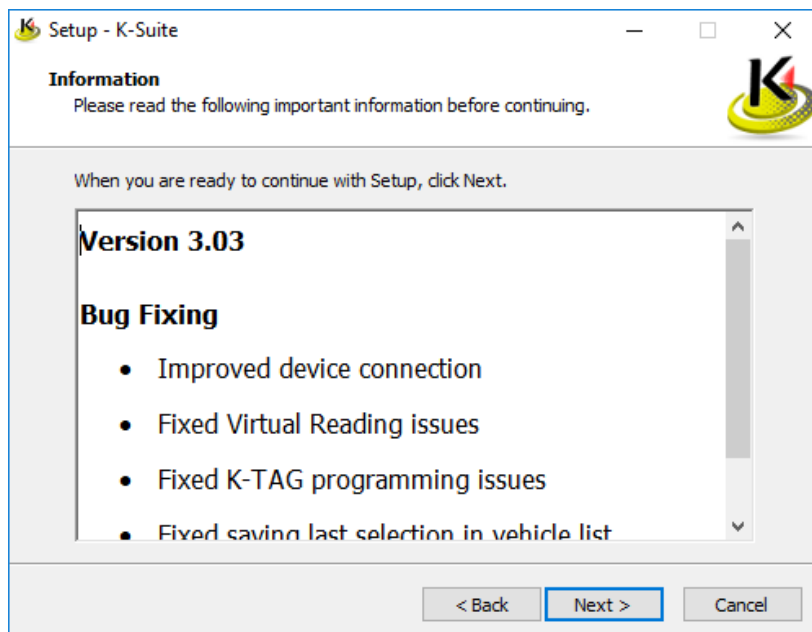
The next window lists your installation directory. Please use the default installation suggestion unless advised otherwise.

Click **Next** to proceed.
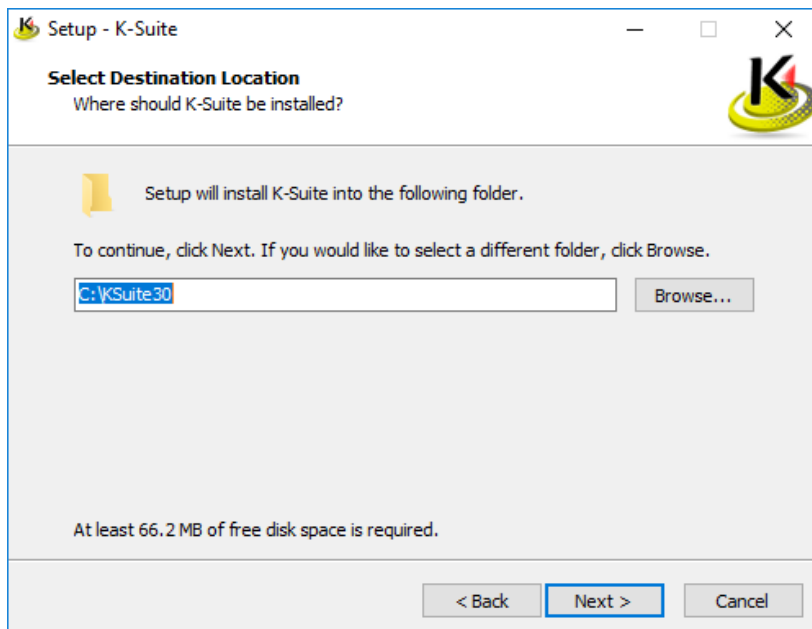
The next window is a confirmation for your install location. Select **Install** to proceed.
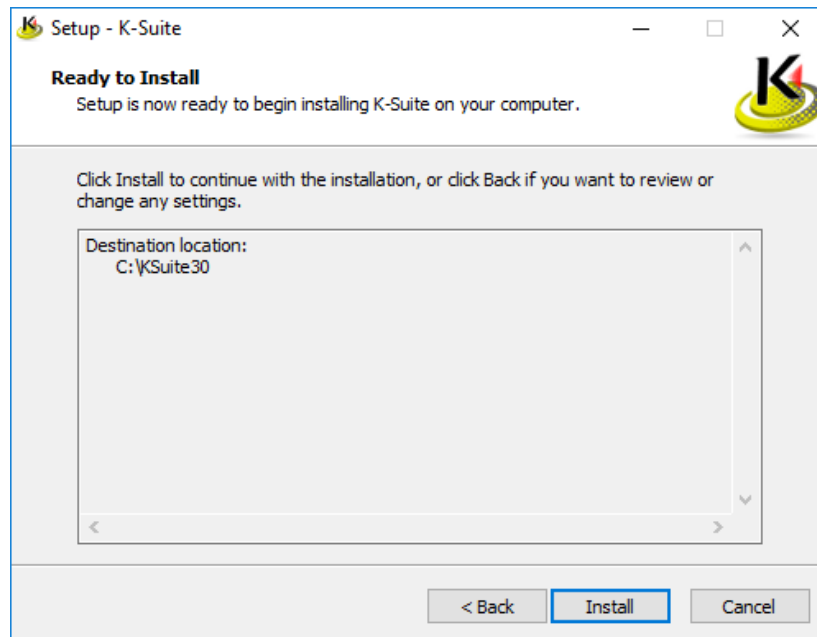
The installation wizard will now proceed to install the K-Suite 3.0 software onto your computer system.

This process is expected to take less than 5 minutes but usually around 30 seconds.
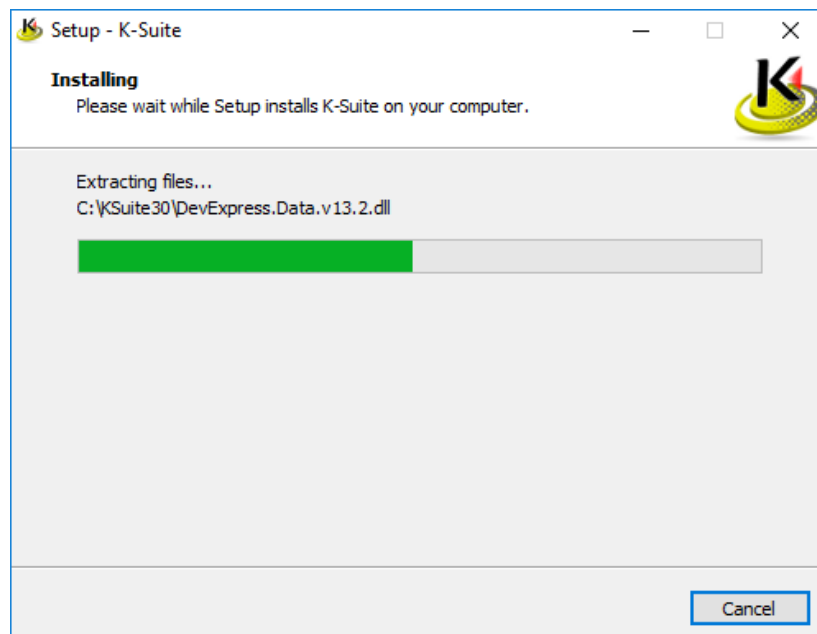
The installation wizard proceeds to install K-Suite 3.0

During the installation, the installer may pause and present the below window.

Select **Yes** to continue with the installation.
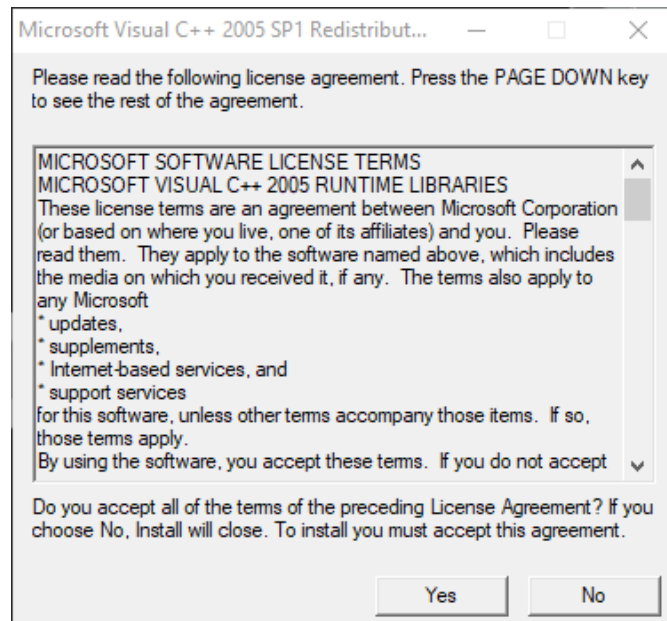
Once the installation process is completed, the installer will finish on the below window, confirming that the installation has completed and that K-Suite is ready to be run immediately.

Press **Finish** to complete the installation process and start the K-Suite 3.0 program
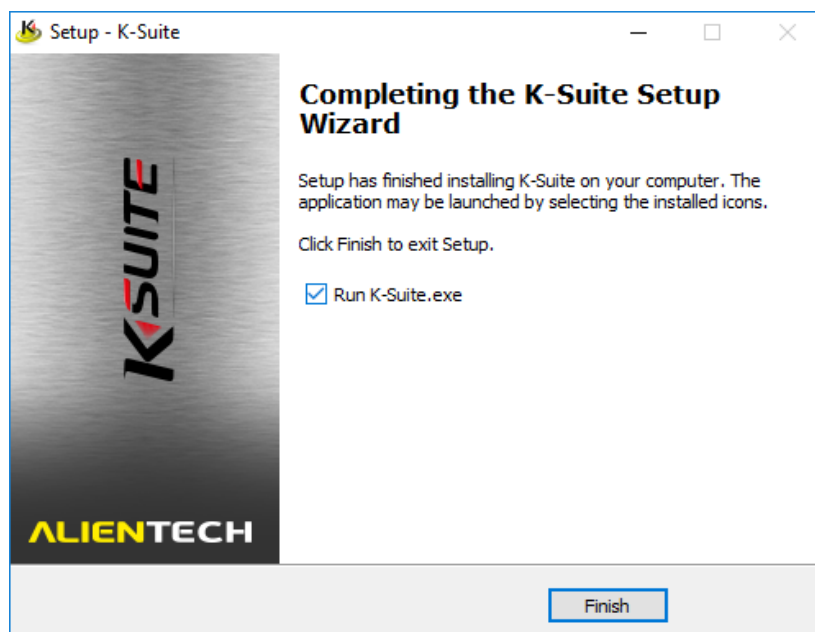
The final window of the K-Suite 3.0 installation wizard

Using K-Suite 3.0

After completing the installation, the K-Suite application may automatically begin launch as you close the installer.

> **!** **<u>Before opening K-Suite, it is advised that you have the V-Flash utility plugged into your computer system.</u>**

Opening K-Suite for the first time & Accepting automatic updates

If this is the first time you have opened K-Suite, or a newer version has become available, the K-Suite software will prompt you to update it shortly before it opens.

Issues during the reading and writing process can be caused by an out-of-date system and if Technical Support is required we will require an up to date system to help resolve the issue.

If you start an Online Update please allow the process to complete fully. The only time it will fail will be due to weak internet connection or a system failure. **<u>Please check both of these before you begin.</u>**

If the software asks you to update, Viezu Technology recommends that you always select the green check to install any available updates.

The updater prompt seen as the program starts. Always keep K-Suite updated to the latest version.

Clicking the green checkmark will proceed to update your software. Allow this process to complete.

The software will download the newer and latest version available, and install it automatically.
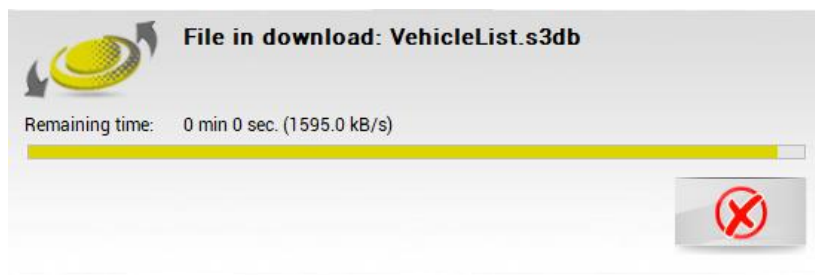
The software will now continue to open at the latest version available and begin to start up.

The animated K-Suite splash screen will indicate that the software is now loading.

The animated K-Suite splash screen

Getting to Know the System

There are several different options areas of the system we may require you to use. This section of the pack talks you through how to use and when you may be prompted to use them.

Navigating the K-Suite Software

The Version Information to the bottom left of the screen is there for your reference. The Technical Team may ask for it to ensure you are always updated.

*The main window of the K-Suite 3.0 software*

The options displayed on screen are as follows.

- **Vehicle List** will take you to a reference table for the properties and advised configuration when performing tune operations on the supported vehicles.
- **Protocol List** will take you to a reference table for information regarding the ECU present in a supported vehicle, such as the ECU brand, version, type, protocol number, and required accessories for tuning.
- **Settings** provides account management, language selection, Unit-of-measurement selection, software release and legal notes, and a manual update check feature.
- **Support** provides options for downloading logs, acquiring support, and downloading older versions of the K-Suite software.

Each of the available options are described further individually in the following sections of this document.

Vehicle List

The available vehicles selection gives the client all the vehicles available on the system. If any vehicles are greyed out, it means that they are not available on the system. If you are in any doubt about any of the available vehicles please contact the Technical Team who will be more than happy to assist.
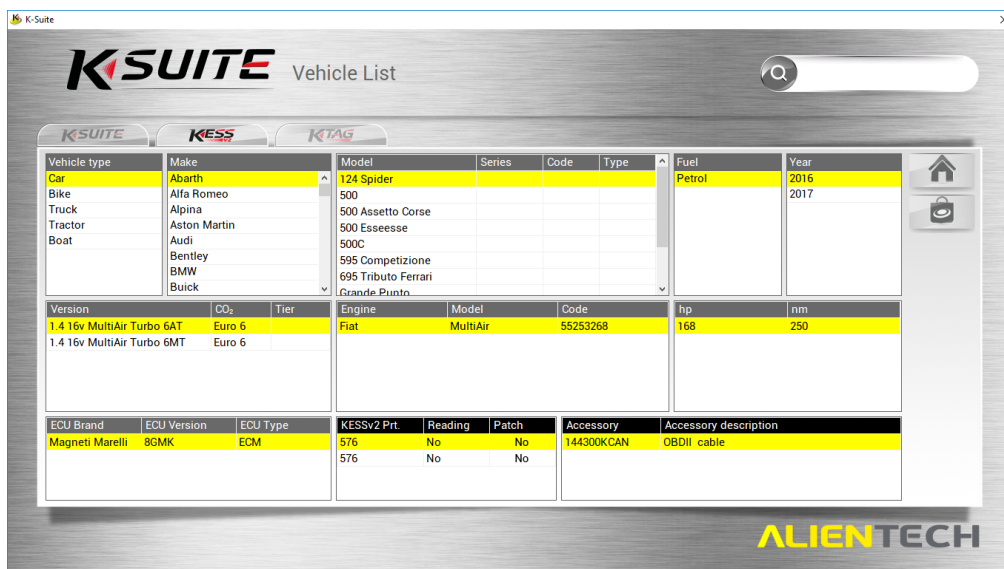
Clicking in the search field will switch to a tabbed list of the supported vehicles for KESS and K-Tag tools. Typing into the search field will search the supported vehicles and their properties, gradually filtering the output to be relevant to your search query. Selecting the Ksuite tab will show you everything support, so is useful tip if you just want to check quickly if its support and by which tool.
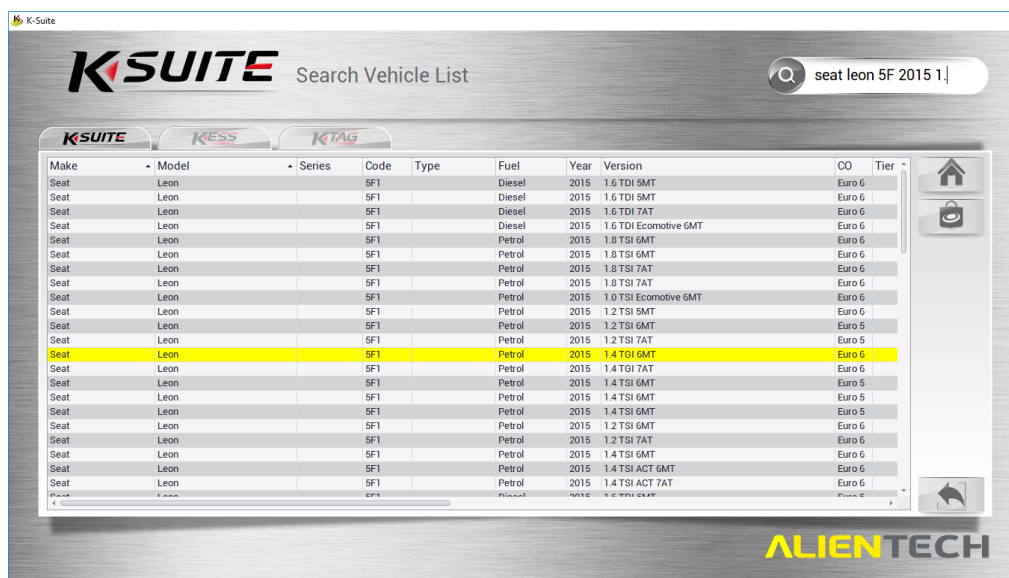
Depending on the tool you have, you can select the tab for your device to filter vehicles specific to it during your search.
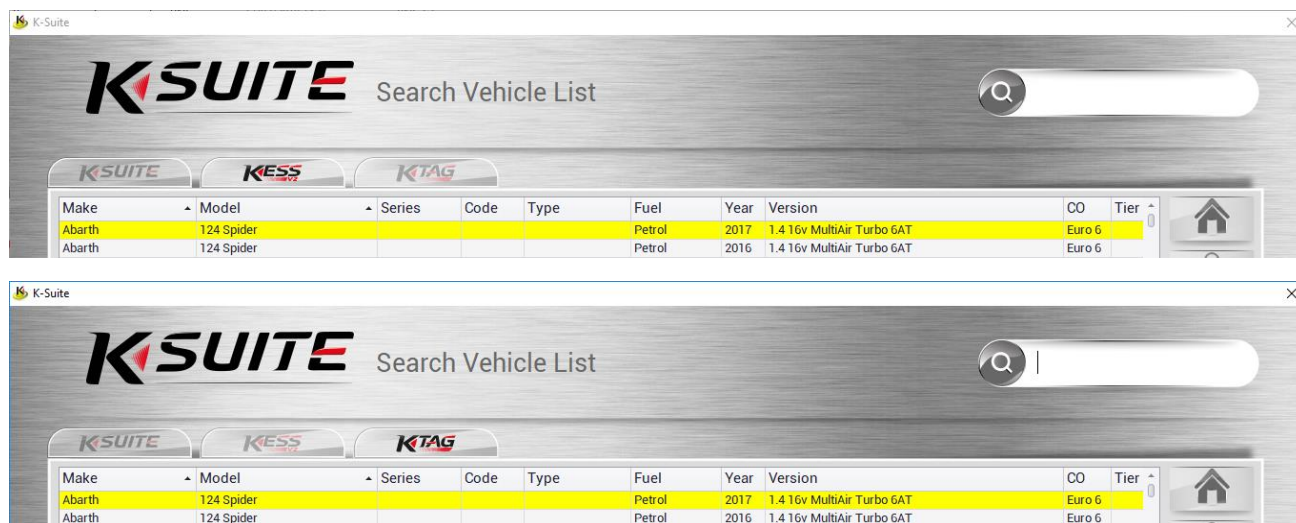
      The Home button will return you to the main window

Protocol List

The protocol option appears as below. This lists all available vehicles via their family and ECU type.
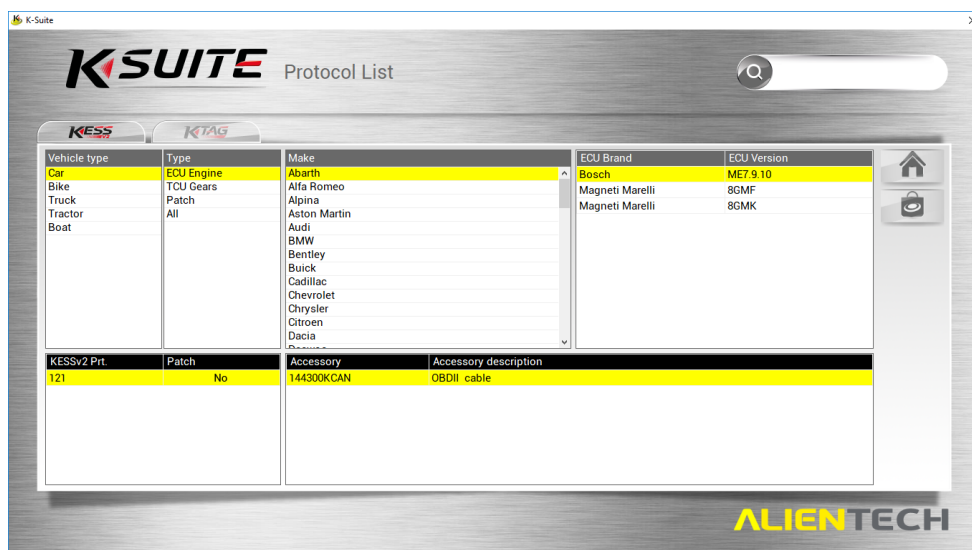
Clicking in the search field will switch to a tabbed list of the supported vehicles for KESS and K-Tag tools. Typing into the search field will search the supported vehicles and their ECU properties (Brand, Version, type and Protocol), gradually filtering the output to be relevant to your search query (Just like the vehicle list search).
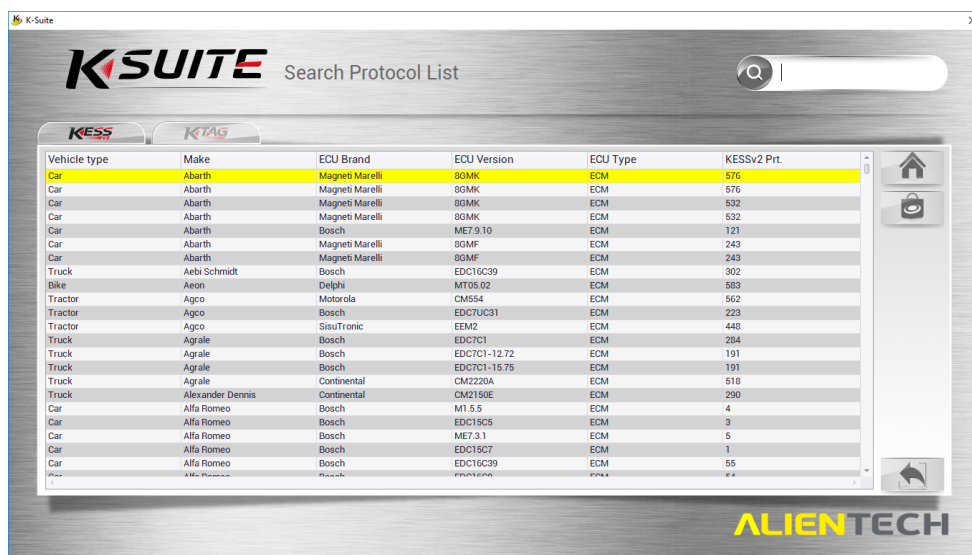
Depending on the tool you have, you can select the tab for your device to filter ECU information specific to your vehicle or tool during your search.
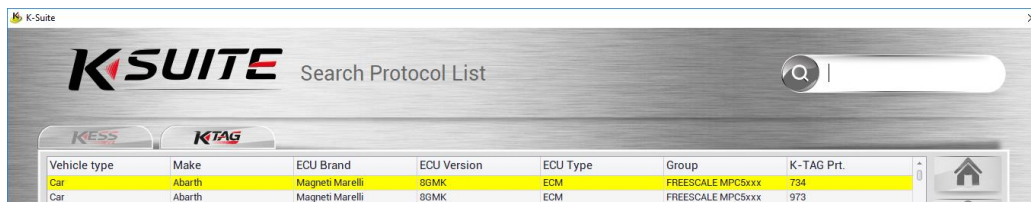
Settings

The Settings page allows you to view and modify aspects of the K-Suite program.

> **!** **There are sections of the options window that you should avoid modifying unless under the specific instruction of Viezu Technical Support**
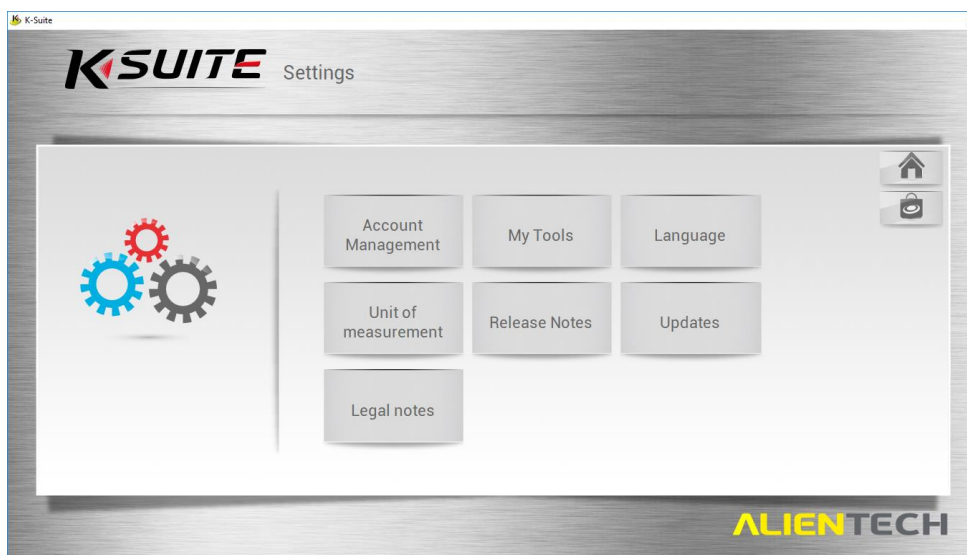
Account Management

The account management section lists account and subscription information.

If the account management option is greyed out, ensure that your device is connected to your computer system.

My Tools

The My Tools section lists device version, serial number and customer code. It will also list a summary of the supported protocols by vehicle and a subscription status summary.

Language

The language section provides a selection of 6 languages.
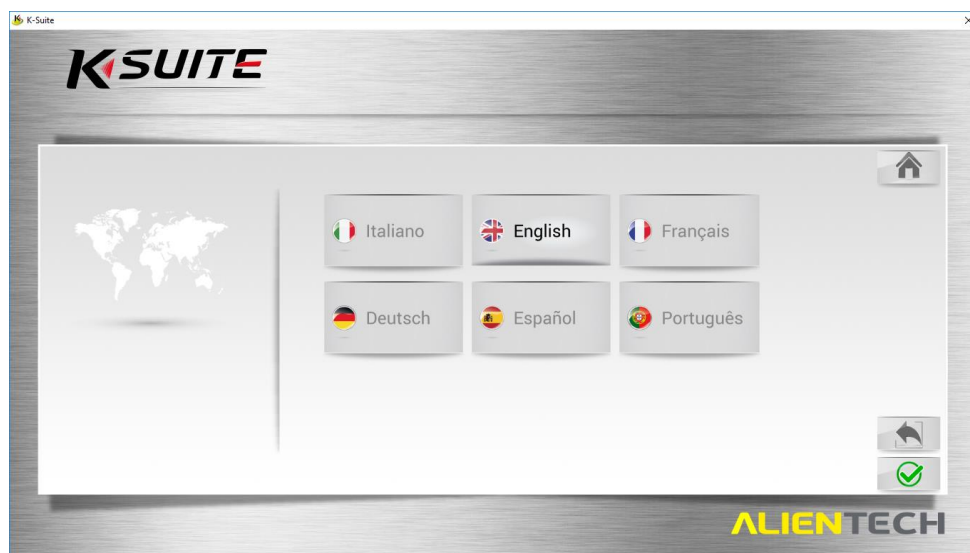
Unit of Measurement

The Unit of Measurement section provides switches for the measurement types given in the software.

The enabled units of measurement is entirely down to personal preference. You may prefer to enable and/or disable provided units relevant to your geographic location.
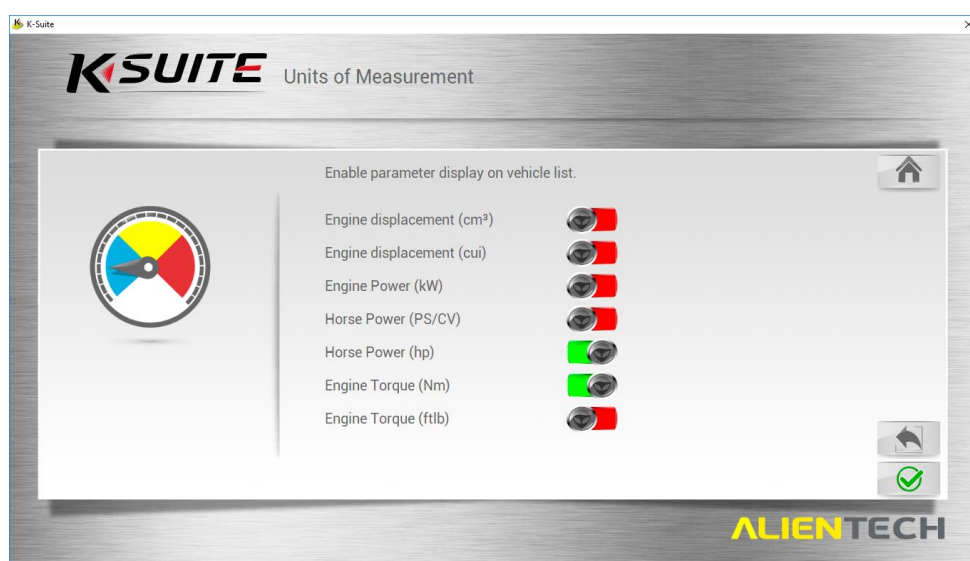
Release Notes

The Release notes page will not something needed, but you can view it if you would like.

Updates

The Updates section provides a button to manually check for available updates which will attempt to update the software if an update is available.
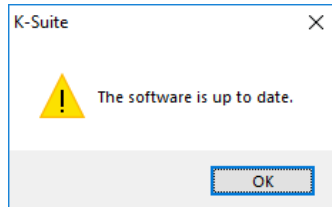
The manual update button will return this message box if no update is available.

Viezu always recommends that you are running the latest version of the K-Suite 3.0 software. The manual update feature can assist with this.

Legal Notes

The Legal notes section will provide Licence and Privacy Agreement summaries for your information.

Support

The support window for the K-Suite software is a means to contact Alientech.

This window is particularly useful for Master dealers, but for clients dealers should contact Viezu for support.
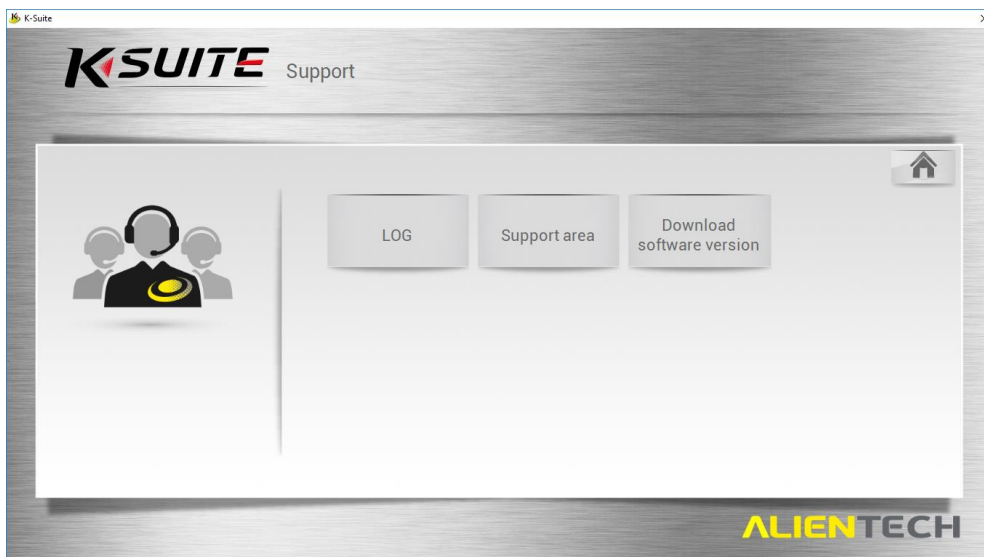
LOG

Accessing the logs of the KESS/KTAG device is an essential part troubleshooting if there is an issue with the reading or writing. For this reason, it is important that you know how to access the log files stored on the device.

Clicking on the LOG button in the Support window will begin the logs
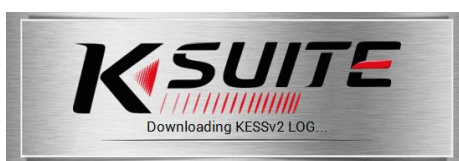
The K-Suite software accesses your attached device for its logs.

- **Download Last LOG** Button - Collects the most recent log from the device and provides a save window for a .KLG log file.
- **Download All LOG** Button - Collects all available logs from the device and provides a save window for a .KLG log file[2].

Viezu Technologies are very likely to request log files for a recent Read/Write operation in conjunction with the ID and Read files.

This is to assist us in any support tickets that you may submit.

Support Area

The support area options are intended for master dealers primarily.

If you should require support, we ask that you contact Viezu Technologies using **technical@viezu.zendesk.com** or any of the methods described in the last section of the document.

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[2] The KESS device may not support a download of all logs.

KESS Button

Should your KESS device be connected properly via USB and be detected, the KESS button on the main widow will have a red outline highlight.

To begin any operations via OBD on the ECU of a vehicle, **clicking the red-highlighted KESS button will bring you to the below window.**
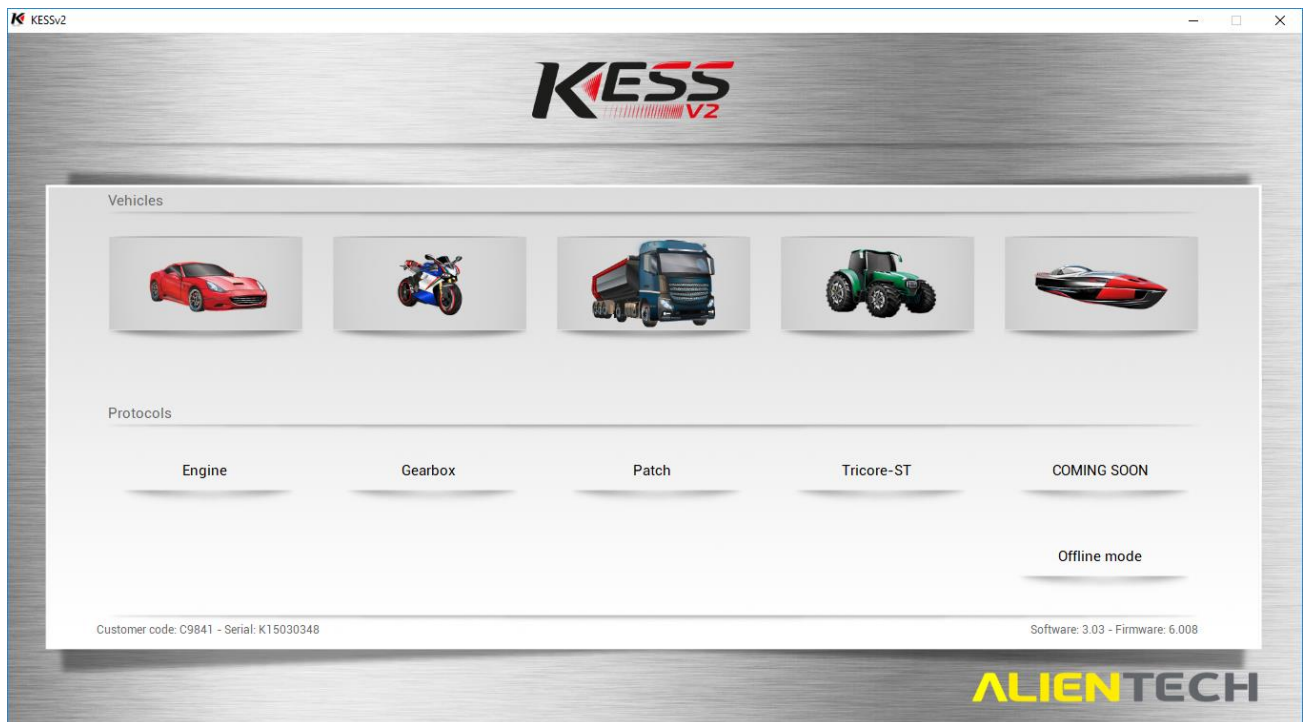
The KESS Button on the main window is the first step in selecting your vehicle and proceeding into the tuning process.

    !   **<u>No action is taken on the ECU even after your vehicle is selected.</u>**

For more information on starting the vehicle selection and tuning process, see the later section: *Before Tuning*

Before Tuning

Before you begin the tuning process there are things that you will need to check.

- You will need to have a steady state battery charger connected to the vehicle before you begin communicating with the vehicle, something that is putting out at least 12V/25amps is sufficient.
- You always need an internet connection to use the K-Suite software.
- You will need to ensure your computers charge is good or that you are connected to a power source.
- Any Bluetooth, Parrot or Aftermarket stereos may affect communication dependent on how they are wired in, please ensure that all of these are turned off or disconnected. Any phones that may be connected to In Car Bluetooth will need to be disconnected.
- Ensure heaters, stereos and any interior/exterior lights are switched off as they can drain battery power from the vehicle whilst you are communicating.
- When you are communicating to the vehicle do not open any windows, doors, bonnet or boot as this can disrupt the communication to the ECU also.
- If the vehicle is a manual, ensure it is in neutral, if it is an Automatic; ensure the vehicle is in PARK. Not doing this could lose vital information for gearing.
- **Do not** add any unsafe keyboard symbols such as **_ - , ( )** or any other such punctuation into the file name as this can corrupt the file. Keep the file names as text and numbers - nothing more.
- Some vehicles, for example Audi RS4's and R8's have two ECUS', one master and one slave. You will be prompted if this is the case on screen before you read the ECU. Always remember to read the MASTER first and SLAVE second, save both with different names, **by adding the word MASTER OR SLAVE to the end of the file name will work** and to email both reads to us for modifications.
- Some vehicle will require you to read injector codes after reading the file. If this is the case you will also have the selection of TOOL in the programming screen as shown. Select tool, then READ INJ CODES. This guide explains how to code the injectors when programming.

Beginning the tuning procedure

To begin the tuning procedure, from the main K-suite window, click on the KESS button to proceed to a Vehicle Selection window. Select the vehicle type from the 5 options available to proceed to a Vehicle Selection List.[3]
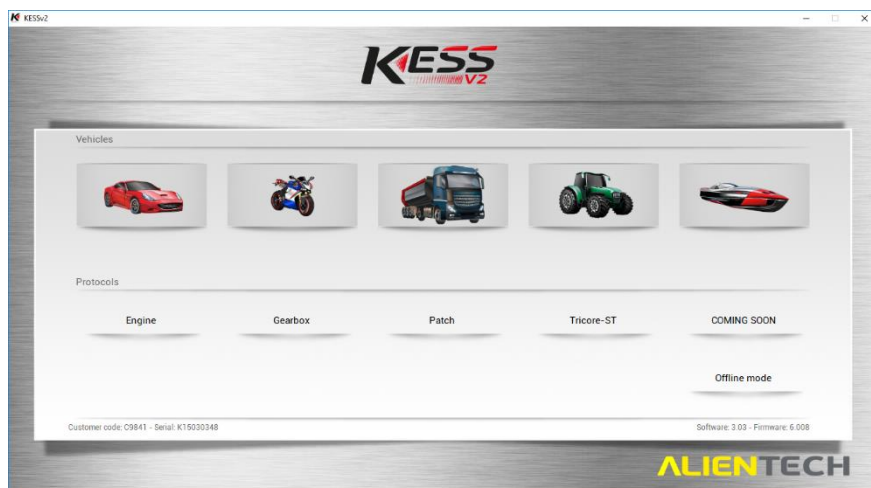
Selecting a Vehicle

The vehicle selection screen operates the same way to the Vehicle List from the main window, but allows you to proceed towards tuning operations (ID, Read, Write, etc) based on a vehicle selection you make.

The Green/Red light under "Enabled" indicates the state of your K-suite license. This shows if your current license has this protocol enabled. We recommend that you keep the tool in license.

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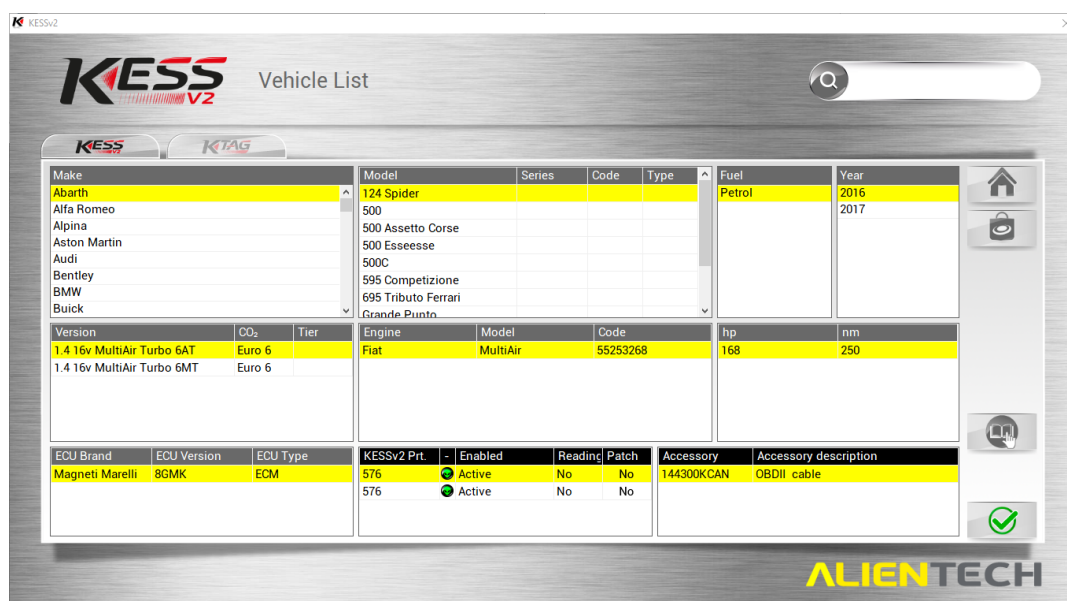
[3] The KESS/KTAG button presents you with a Vehicle Selection window that *looks* identical to the Vehicle List window from the main form, but the windows are actually different.

For example purposes, the vehicle on which the screenshots provided are based is a

Seat Leon (1M1) Petrol 2000 1.8 T 6MT

Typically, for a selected vehicle only one ECU will be available (The lower-left selection pane). K-Suite will select the first available by default, but you may have to select another.

For the Units of Measurement, more or fewer values may be listed for you based on the settings given under the *Main Window -> Settings -> Unit of Measurement* (See a previous subsection: *Unit of Measurement* for more information)

Use the selection panes to highlight every applicable detail for your vehicle, and then press the green checkmark button in the bottom-right to begin.
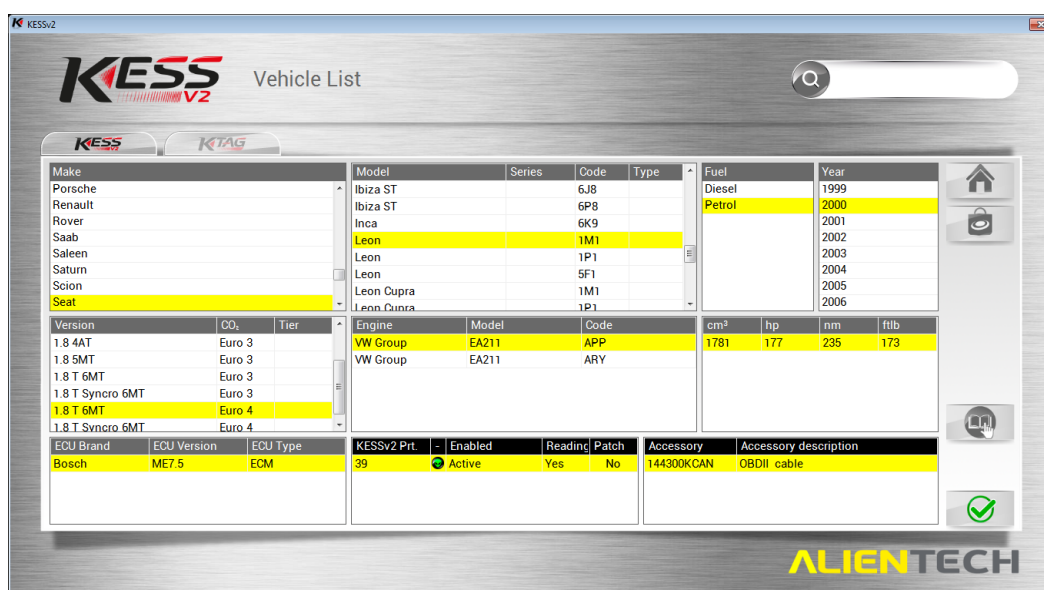
Additionally available is a vehicle **tuning manual lookup** for your selected vehicle, accessible by clicking on the open-book image positioned above the green checkmark. This will open a window containing a manual specific to the vehicle you have selected. In the manual, special considerations and the required cable type will be listed.

You should always read the manual prior to tuning as it can contain critical important information for the tuning process.
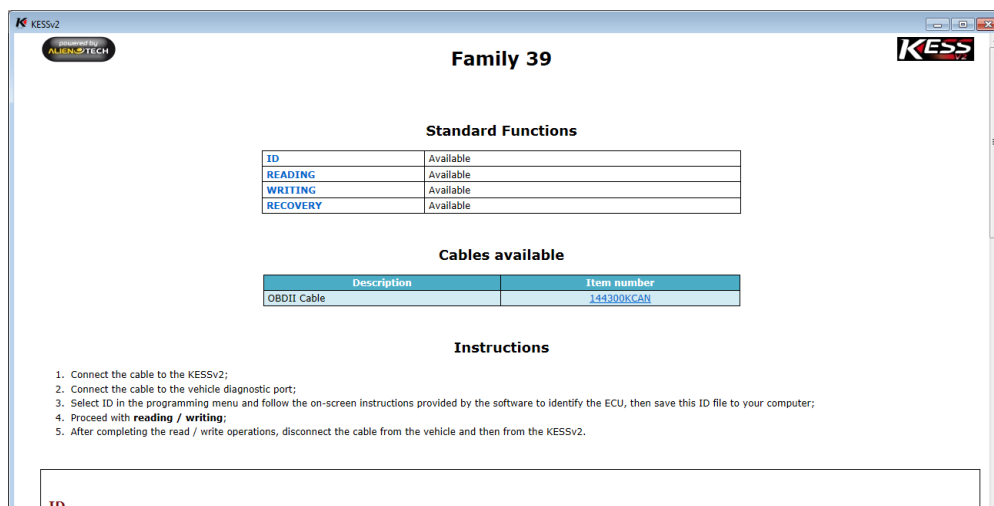
After selecting a vehicle and confirming your selection with the green checkmark on the Vehicle List screen, you are presented with a small list of operations.
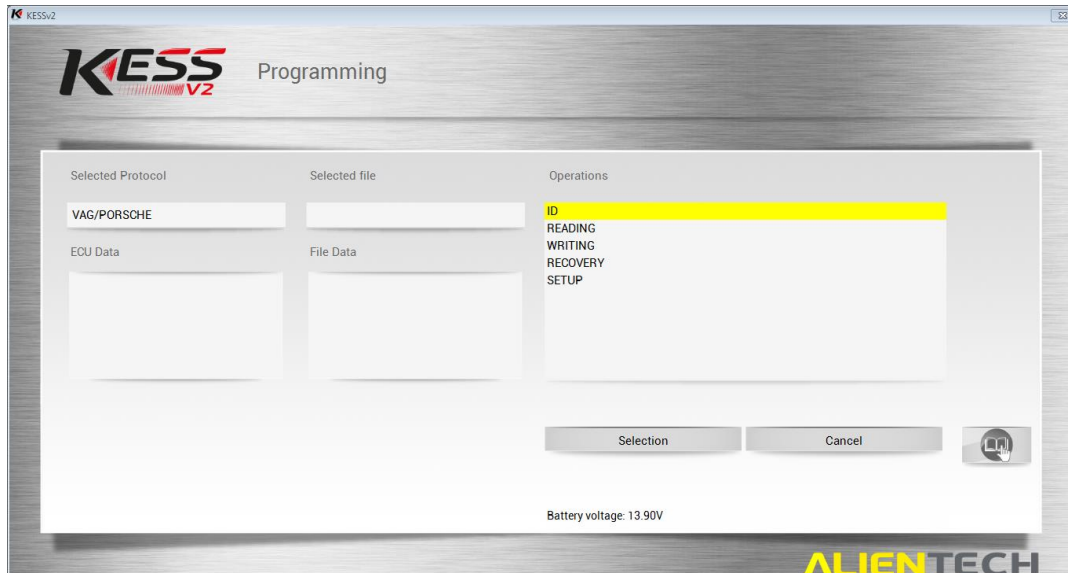
- **ID** – Performs an ID operation on the ECU. The ID shows the current software version. If reading is not available, Viezu will need a copy of the ID file.
- **READING** – Performs a read of the ECU, providing a file that Viezu Technologies will need during the mapping process. Some vehicles will not have a read option please see the above point.
- **WRITING** – Performs a write operation for a given ECU map file (Usually a stock/original or a tuned map)
- **RECOVERY** – Performs a recovery operation on a given ECU. DO NOT perform this operation unless under the advice of Viezu Technical supports.
- **SETUP** – The setup operation is for modifying the speed and method of connection to the vehicle. Viezu recommends that you **do not** use this operation unless instructed to do so by Viezu Technical.
- **TOOLS** – If available, will have multiple different functions for example Injector Reads and Delete Errors. **See KESS specific vehicle manuals for more information.**

For each vehicle, a different selection may be present. For example, some vehicles may not allow READING of their ECU.

If you are unsure which option to select, contact Viezu Technical support (See final section of this document for contact details).

! **A battery stabiliser is an absolute requirement when performing any of the given operations on a vehicle.**

ID-ing a Vehicle

A first step when tuning a vehicle is to perform and ID operation. The ID is used to identify the ECU present in the vehicle, and the properties surrounding it. All this information will be very useful in the tuning and/or mapping process, and so the K-Suite application will provide you with an ID file.

<p align="center">*</p>

After selecting ID from the previously given window for selection of operations, clicking the *Selection* button will proceed into the ID process, with the first window given below. Some vehicles will not have a read option – **if reading is not available, please just send us the ID file.**

!   **A battery stabiliser is an absolute requirement when performing an ID of a vehicle.**

The first window is a warning that your battery stabiliser must be connected. You can confirm that your stabiliser is working as the given *Battery Voltage* (Lower-middle of the window) will fluctuate just below 14V (± 1V). The recommended absolute minimum voltage is 12.4V.

A healthy voltage will sit **above 12.5V but below 14V**.
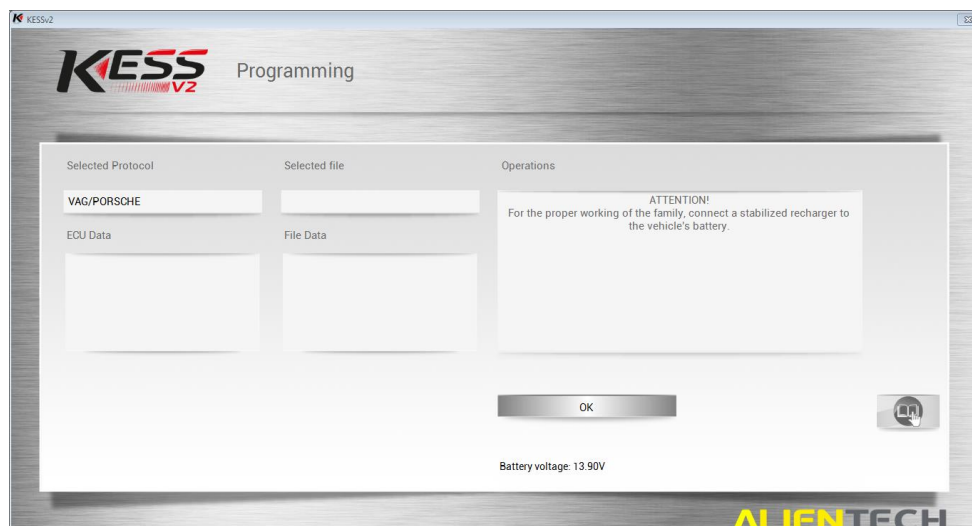
Throughout the ID procedure, you will be prompted to turn the ignition on and off. This is to ensure communication between the device and ECU is stable before any actions are taken.

Continue in the ID process, turning the ignition on or off as instructed. Click the **OK** button after you have modified the ignition.
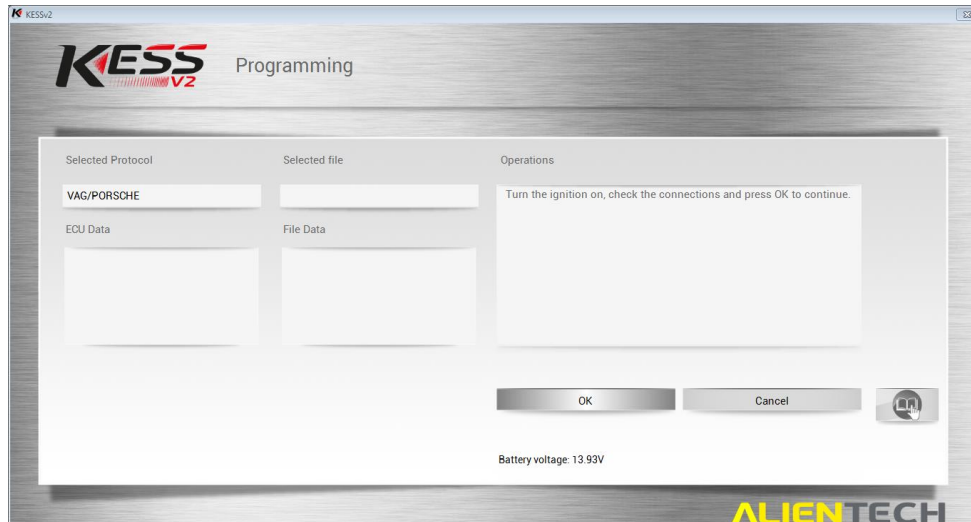
The ID operation will now execute. The KESS device will communicate with the ECU to establish a working connection and to read some basic information about it. This process may take several minutes to complete.
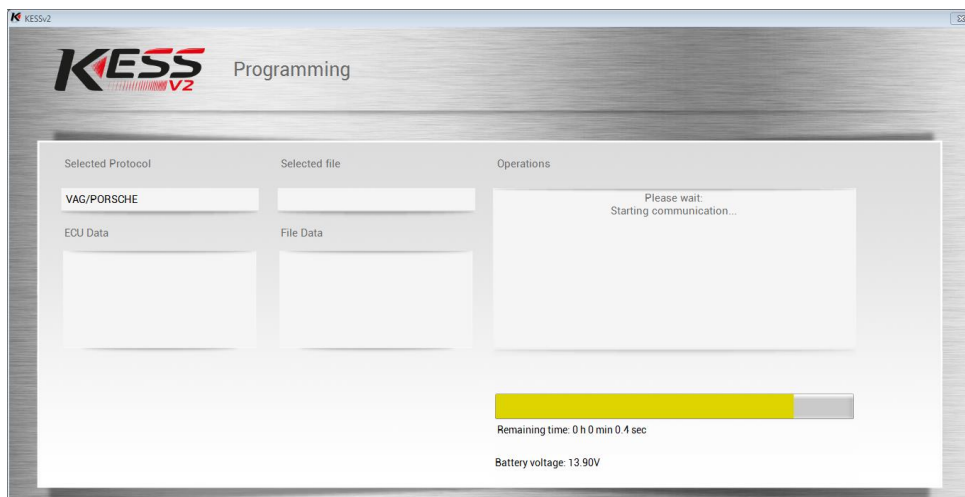
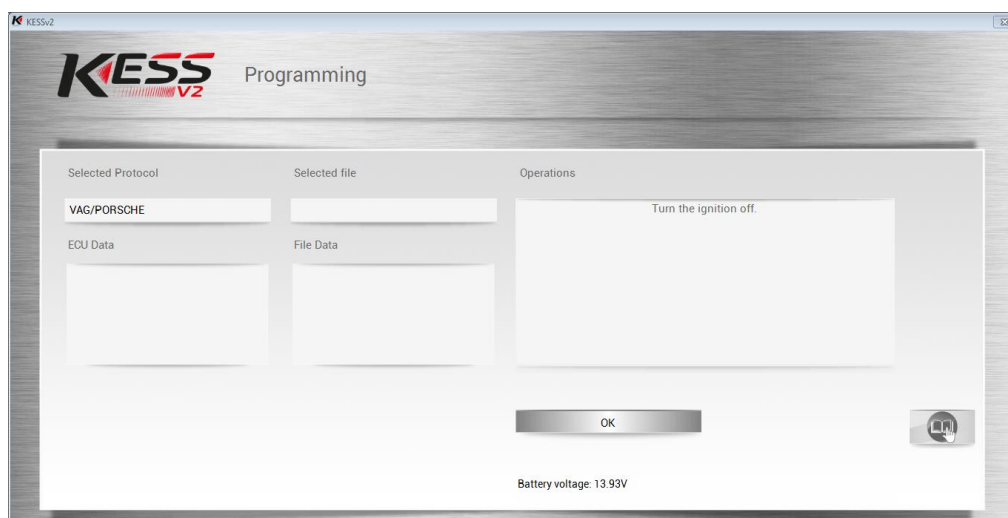As the ID operation completes, you may be prompted to modify the ignition to on/off several more times.

Proceed as instructed on-screen and confirm with the **OK** button.

The final screen of the ID process provides a brief summary of the operation, listing some of the information received from the ECU.

This ID information is very important to the tuning/mapping task, and you will be asked to save the ID information to an ID File upon clicking the **OK** button.
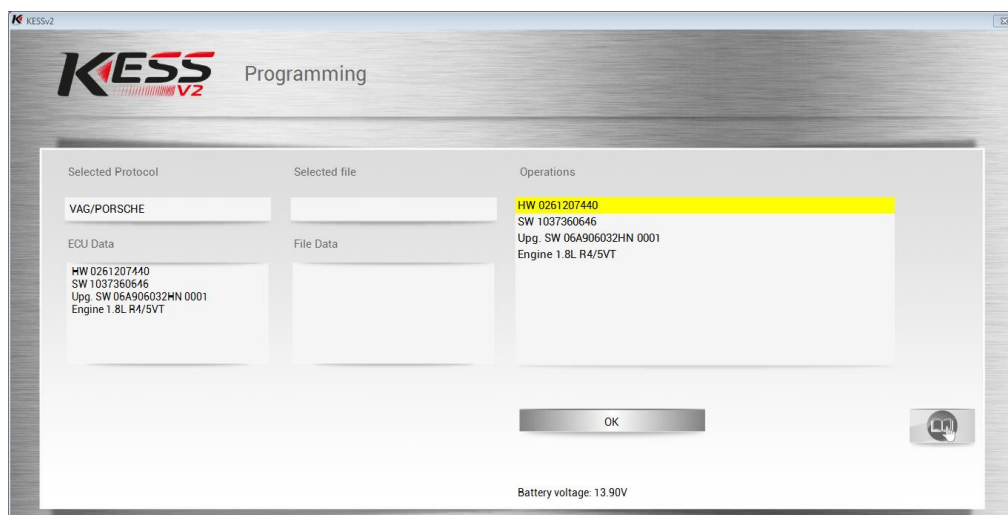
Save your ID file in a sensible place with a sensible name.

We recommend that you save the file with a name containing the <u>licence plate number of the vehicle</u> followed by the letters 'ID'.

Save as: **[*Licence_Plate*] ID**
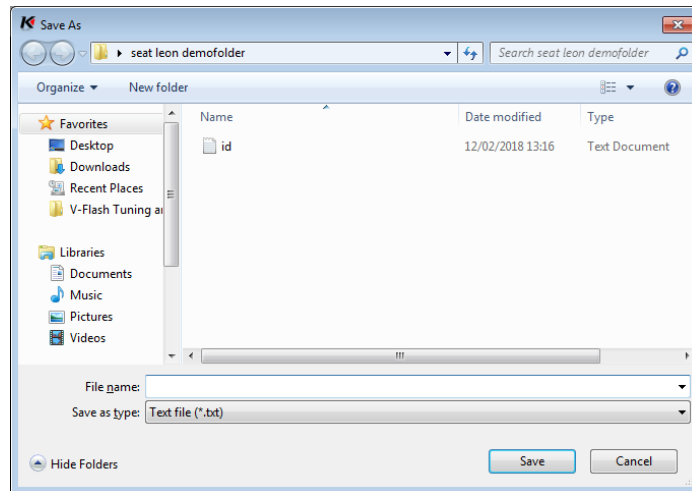
The ID procedure is now complete, and you will have saved your ID file in a sensible place. Viezu Technologies will request this file during the mapping procedure, alongside the read file you will collect from the READING operation covered in the next section.

Reading a Vehicle

The Read operation procedure is similar to the ID operation procedure in several respects

- You will be asked to modify the ignition (Place it on or off) several times throughout the procedure
- You will be asked to wait as the file is read, and a growing orange bar will be displayed
- You will be asked to save a Read file at the end

*

Accessing the Reading operation can be done by selecting the READING option in the window given after the vehicle selection window (The exact same way we access the ID operation).

> **!** **A battery stabiliser is an absolute requirement when performing a READING operation on a vehicle.**
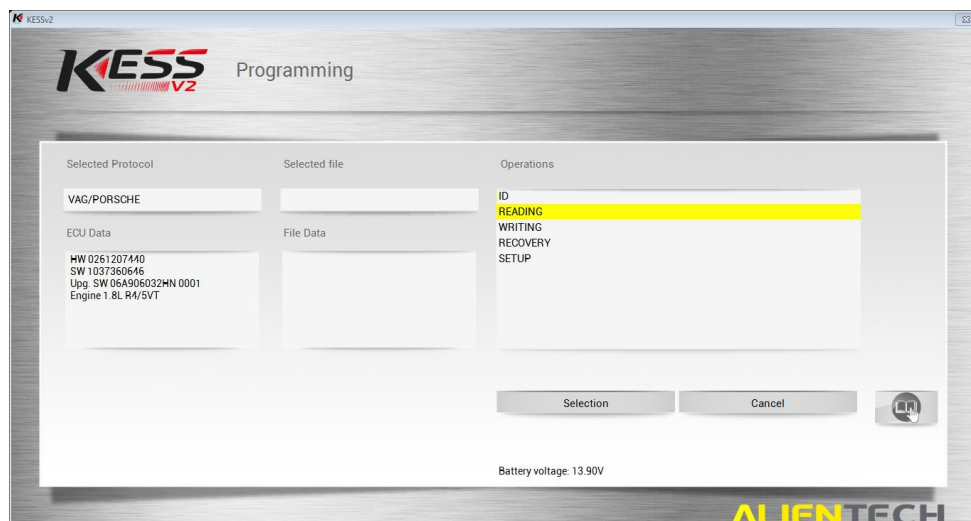
After selecting READING, continue into the procedure by clicking the **Selection** button.

As mentioned, you will be required to turn the ignition of the vehicle to an on or off position several times, as with the ID operation.

Do as instructed, and continue into the procedure by clicking the **OK** button.
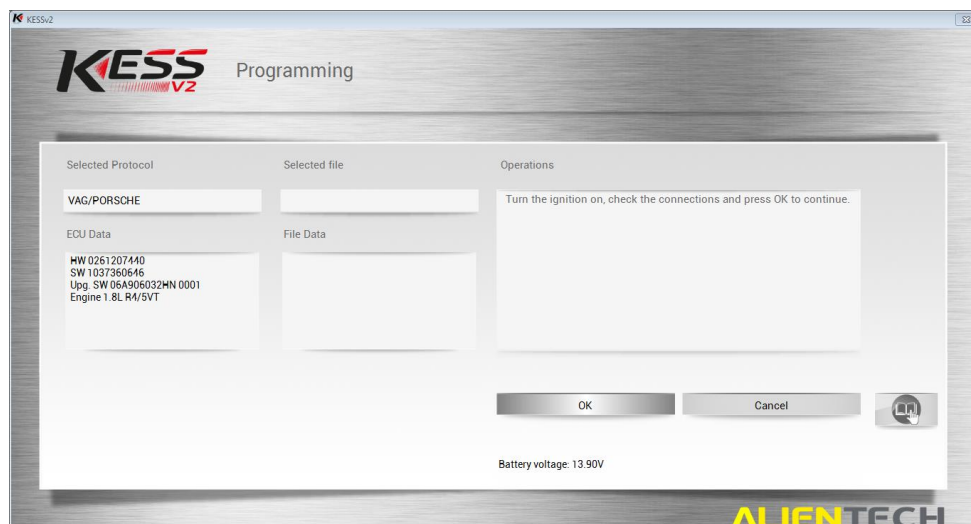
The read operation begins with a communications test in the form of a general ID operation. For this reason, it is sometimes possible to forge the ID operation and instead continue directly to a read, but this will not yield an ID file.
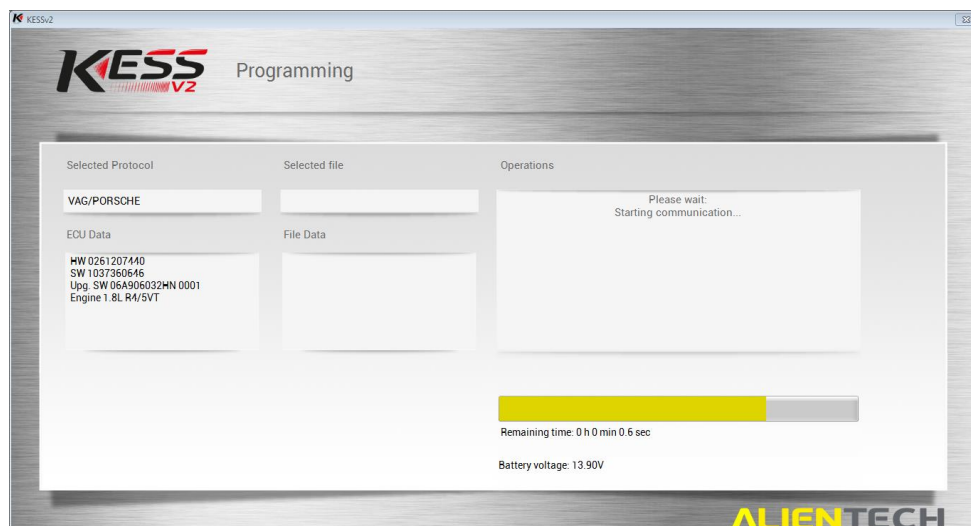
Upon completion of the reading procedure, a summary ECU information screen (The same information as that provided by the read) is provided, and then you will be prompted to save the read file.
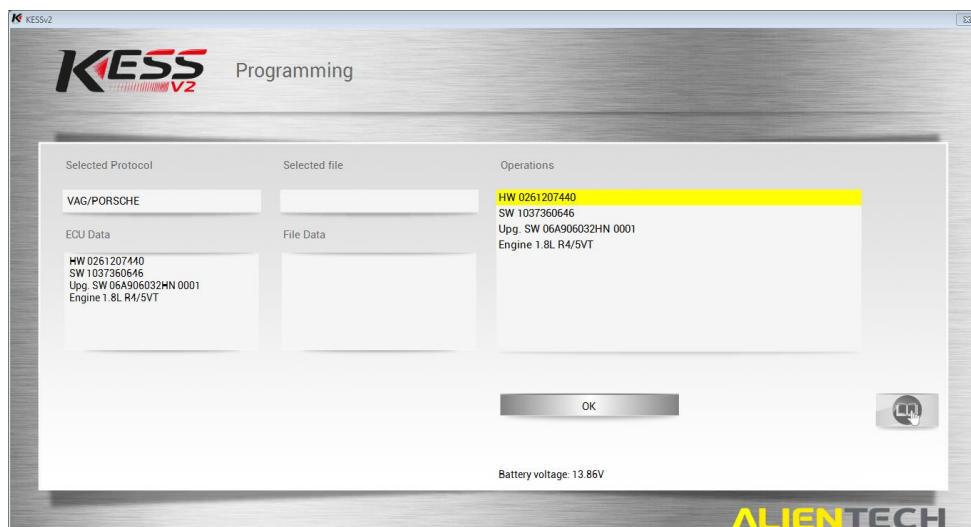
From here, click **OK** to continue with the reading procedure.
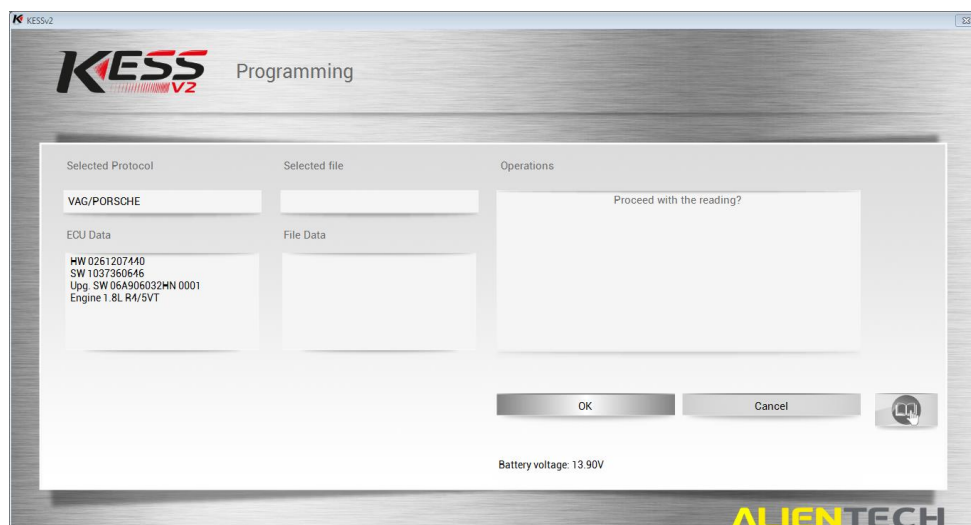
Eventually, the read operation will begin.

This process will take on average around 20 minutes. The period will depend entirely on the vehicle, its age, the health of the ECU, and more potential factors.

> **!** **It is critically important that this process be allowed to complete uninterrupted and with a stabilised power supply.**
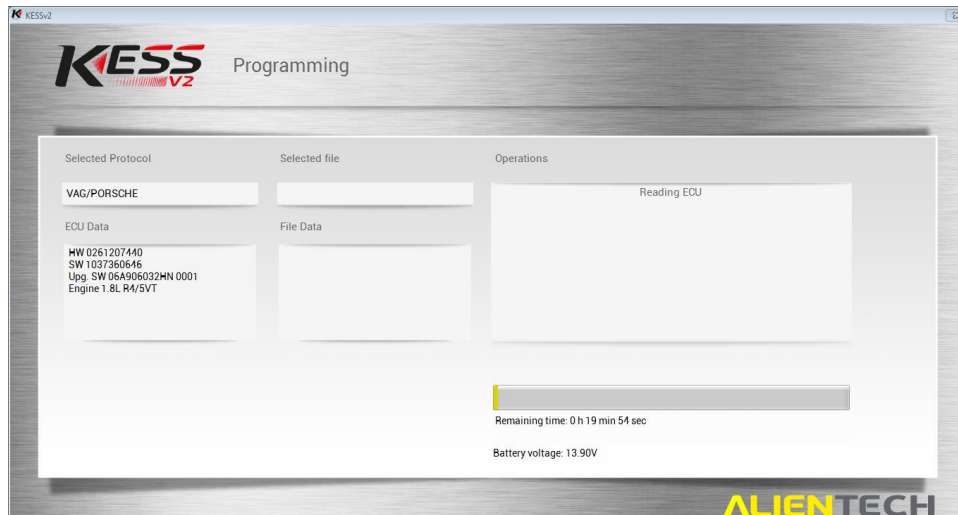
A prompt to Erase Errors may be given towards the end of the read procedure.

Remnant Fault Codes may be present on the ECU, and this option is a sort of housecleaning task. Click the **OK** option and continue with the removal of left-over fault codes.
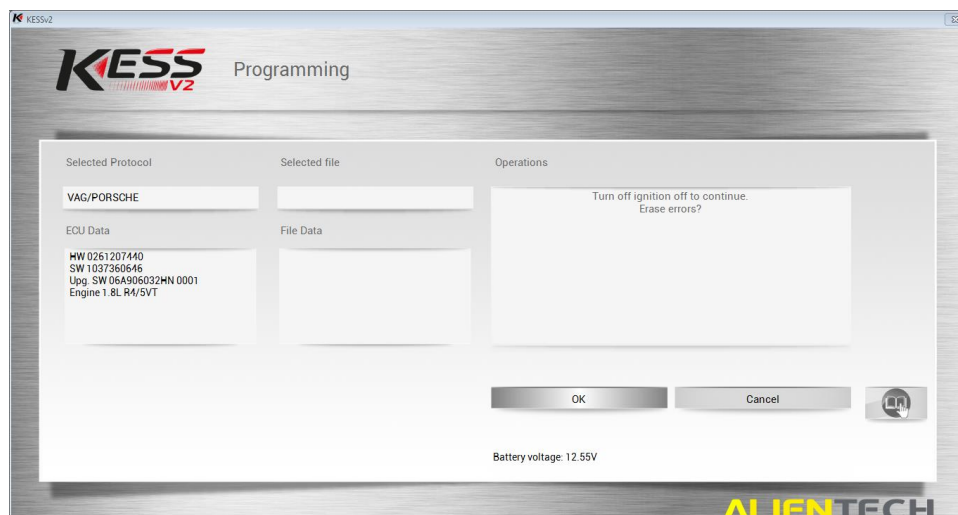
Sending and a Receiving modified files to Viezu

There is two ways to send and receive files.

One way is to use our automated 24 hour pay as you go service at http://www.viezu-client-files.com/

This service allows you to submit and pay for your file online. **Please note as this is a pay as you go service you can't use any keys that you have pre-brought on your account.**

Alternatively, you can email the file to us and use credits that you have on your account.

Emailing the File

When emailing the file to us, keep the subject title as simple as possible, "Vehicle License Plate" is a general suggestion. Include the file submission form in your email

Without these details we will not provide the modified file for you. We take all of the above into consideration when creating the modified file. For example, an engine with a bigger/hybrid Turbo may be able to run more Boost Pressure whereas an engine with high mileage would be given less to take into account wear and tear on the engines components.   In this email we also ask that you include any additional information. For example:

<div align="center">

Vehicle is used to tow a caravan

Client wants performance and/or economy

Client has a flat spot around a certain RPM

</div>

All of this information helps us to achieve the best possible modifications for your client. Once all the relevant information has been received the modified file will be produced. The Service Level Time is 60 minutes on receiving the original read.

Receiving the File

Once the modified file has been created for your client, you will receive the file back via email. The file name will be as you saved it,

For example; "AB01 2CD VPERF" This is the modified file you will need to save to your computer, do not change the name of the file when saving.

Save the file to a location you have set aside for your Tuning Work and do not alter the File Type when saving. Once saved in the appropriate place, you have received the file and you are ready to write back to the vehicle.

Writing a Vehicle

Before you begin the writing process, there are a few things that you will need to ensure are done correctly.

- Ensure there is a good steady state battery charger on the vehicle before connecting to the vehicle, writing to the ECU draws voltage from the battery and vehicle dependent can run the voltage very low. Should the battery level drop to a low enough level, usually below 11volts, you can cause damage to the ECU, which at worst case can leave you with an immobilized vehicle. If you are ever unsure please contact the Viezu Technical Team.
- Ensure that there are no stereos or heaters, heated seats, lights (including interior and exterior) are turned on. Make sure they are off before you start communicating.
- Ensure that any phones connected to a Bluetooth system are disconnected as communication between them can cause an issue when writing.
- **Do not** open any doors, bonnet, boot, windows or remove any sensors from the engine when you are communicating. Doing anything of this nature could damage the ECU.
- If the vehicle is a manual, ensure it is in neutral, if it is an Automatic; ensure the vehicle is in PARK. Not doing this could lose vital information for gearing – unless instructed by the Ksuite manual to do otherwise.
- Some vehicles, for example Audi RS4's and R8's have two ECUS', one master and one slave. You will be prompted if this is the case on screen before you write to the ECU. Always remember to write the MASTER first and SLAVE second. **DO NOT** START THE VEHICLE UNTIL YOU HAVE PROGRAMMED BOTH ECUs – please see the Ksuite manual for more information.

In order to write the modified file back to the vehicle you will need to select the vehicle in exactly the same way that you did for reading. You will also need to remember to select the exact same vehicle and engine type that you did when you took the read. Not selecting the correct vehicle could cause an issue in the programming process.

> **!**　**If you are ever unsure, do not proceed and contact the Viezu Technical Team.**

After the KESS Vehicle Selection screen, you are prompted to select an operation. Proceed as with the ID and READING operations described previously by selecting **WRITING** then clicking **Selection**.

To hand (On your computer system), you may need:

1. The modified map file   (Mod file – The modified (mapped) file)
2. An original read file   (Original, or stock read – An original read of the vehicle)
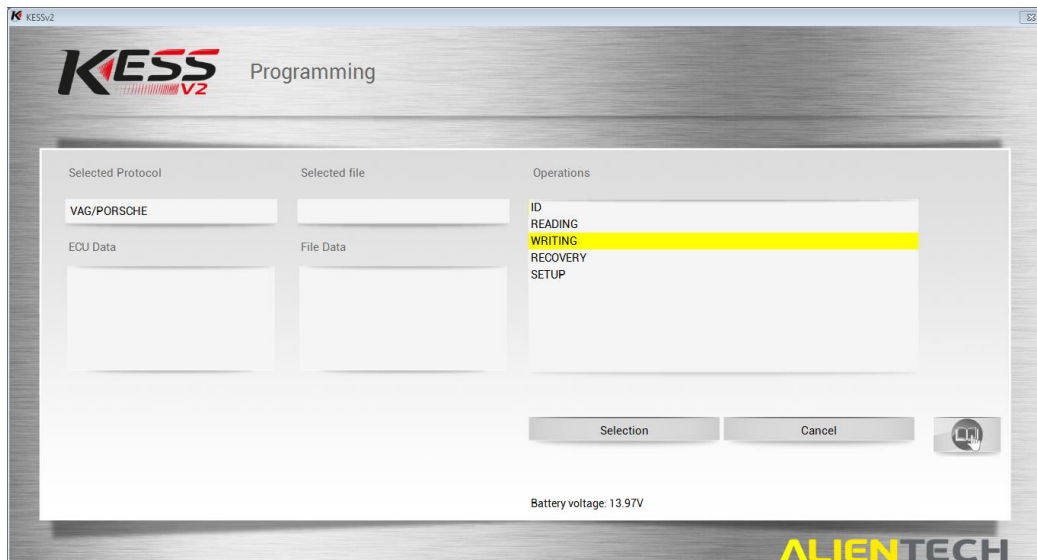
Before you are given any information regarding the writing process, you are prompted to select a file.

This is the selection of the *MODIFIED* map file. Select a modified map (mod file) in the file selection window[4] and click **Open**.


---
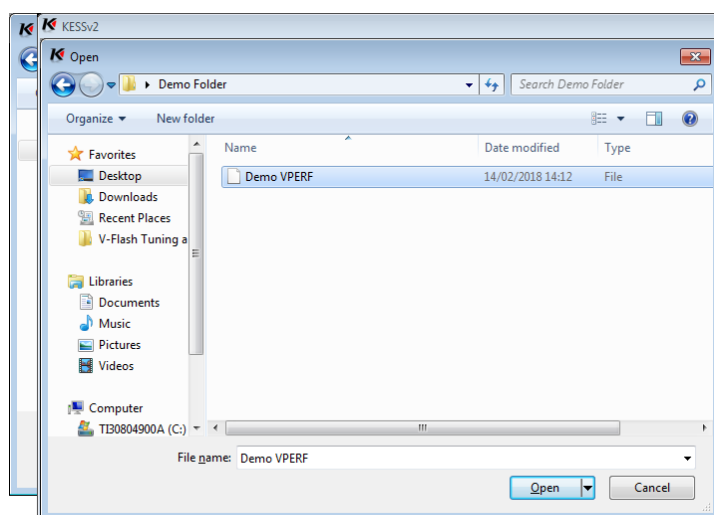
[4] The modified file will usually be named with the license plate number, the tuning type (e.g. VPERF, VBLUE, VBLEND)

After selecting your mod file, the application may prompt you to supply an original file (An original read of the vehicle, sourced by a KESS READ operation). If you are asked by Ksuite to do this then follow these steps:

A file selection window will prompt you to select the original file.
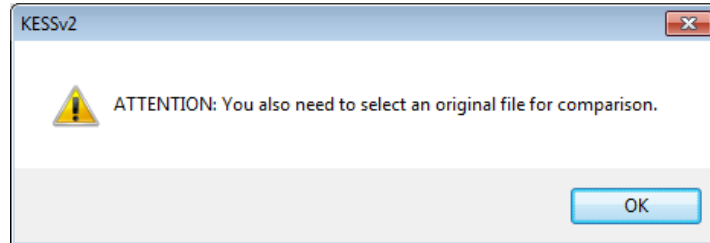
Select the original file and proceed by clicking **Open**[5].

---
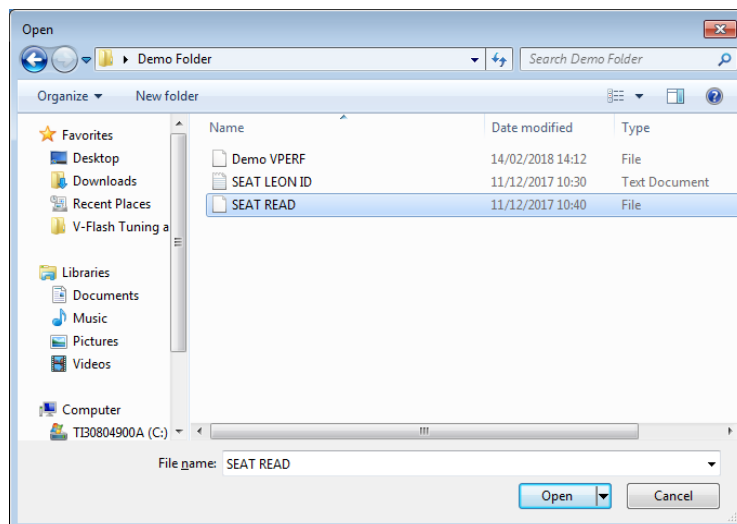
[5] In this example, the original read file sourced from the READING operation described previously.

In the next stages, you will be asked to confirm that you have a battery stabiliser attached to your power source, and to cycle the ignition (On and Off) several times.

> **!** **A battery stabiliser is an absolute requirement when performing a WRITING operation on a vehicle.**
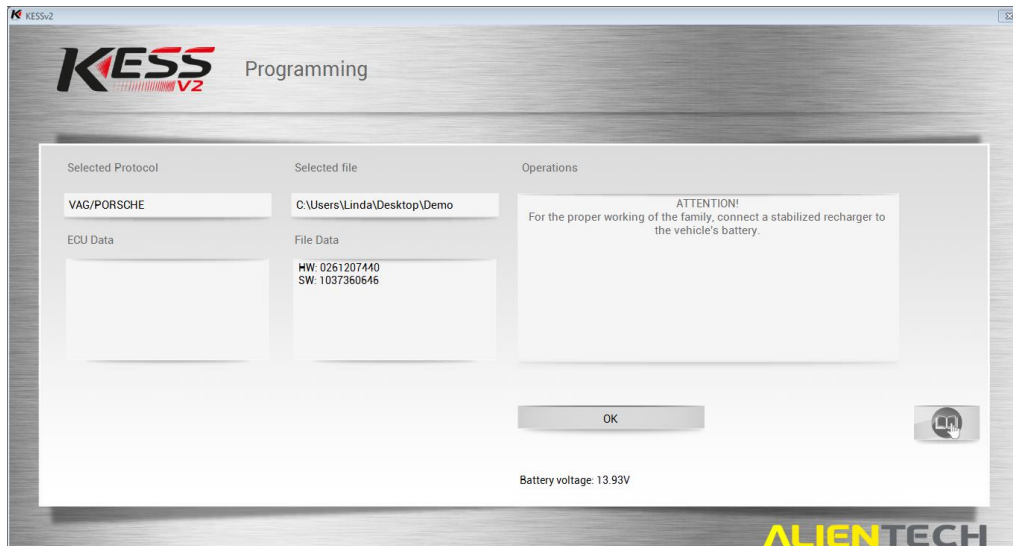
After following the tasks detailed on screen, the KESS device will begin with an ID operation to confirm that the selected files are suitable.
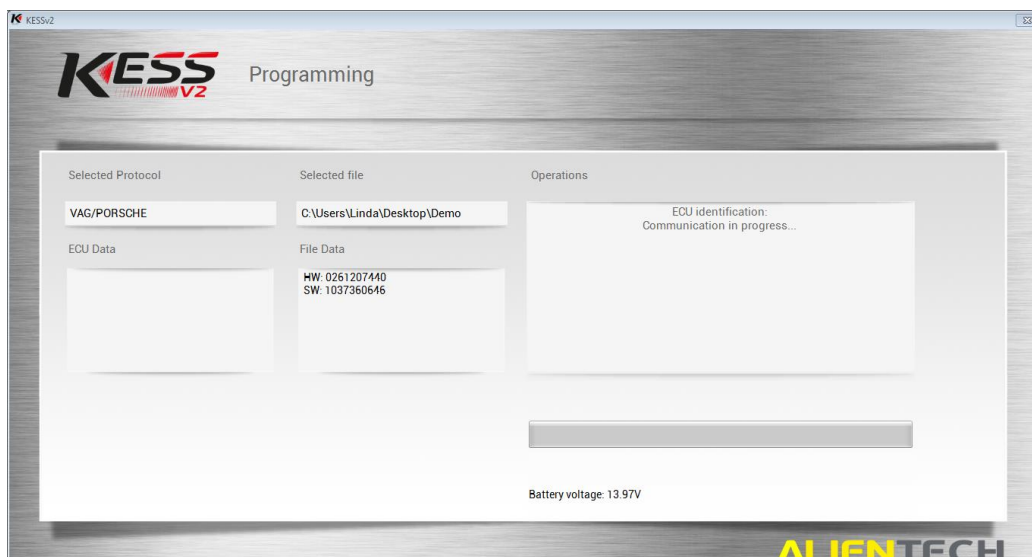
The output of the ID operation is then presented for your reference. Click **OK** to continue.

The proceeding screens are the final confirmations before the Write operation executes.
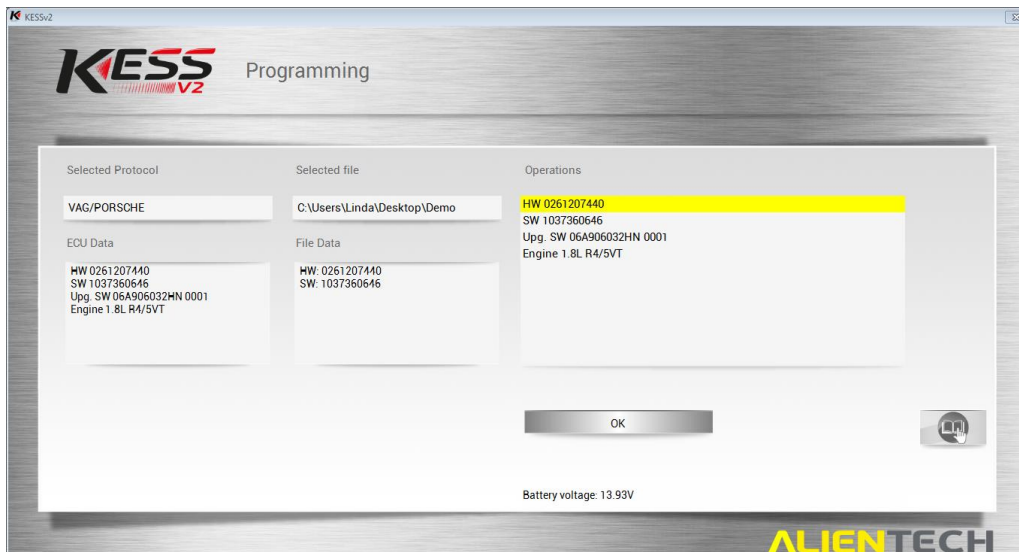
- **!** **Please double-check that your battery stabiliser is connected and functioning. A battery stabiliser is an absolute requirement for the WRITING operation.**

- **!** **Ensure that the power supply to your computer system is plugged in (Not running from battery). A computer failure during the writing process may cause the vehicle not to start. NEVER trust how long a laptop battery says its has left.**

Click **OK** to continue with the writing operation when you are ready to proceed.
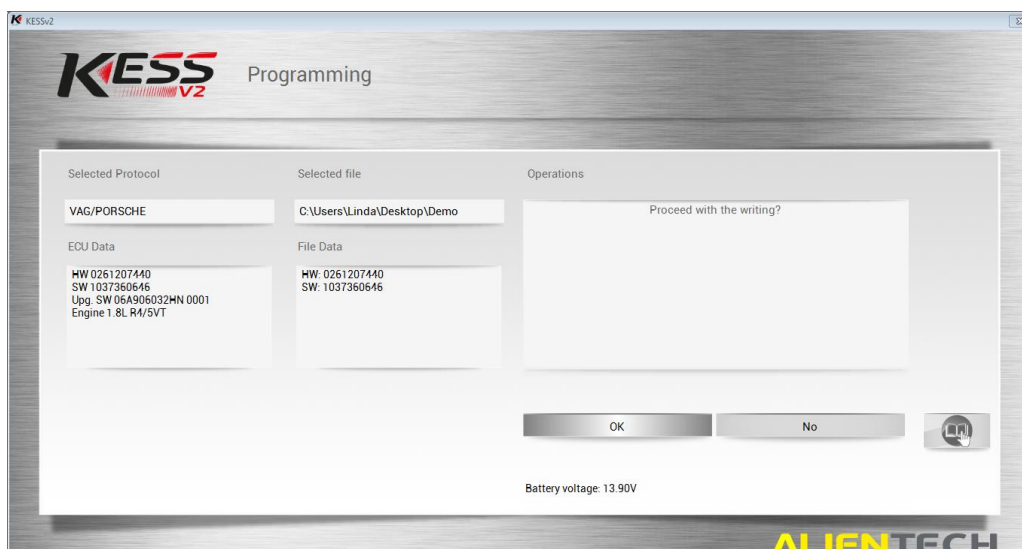
A final prompt will ask you to compare the HW values listed on the left half of the screen. If the values match, the ECU and the designated file to be written (Mod file) are compatible.

Click **OK** to proceed.
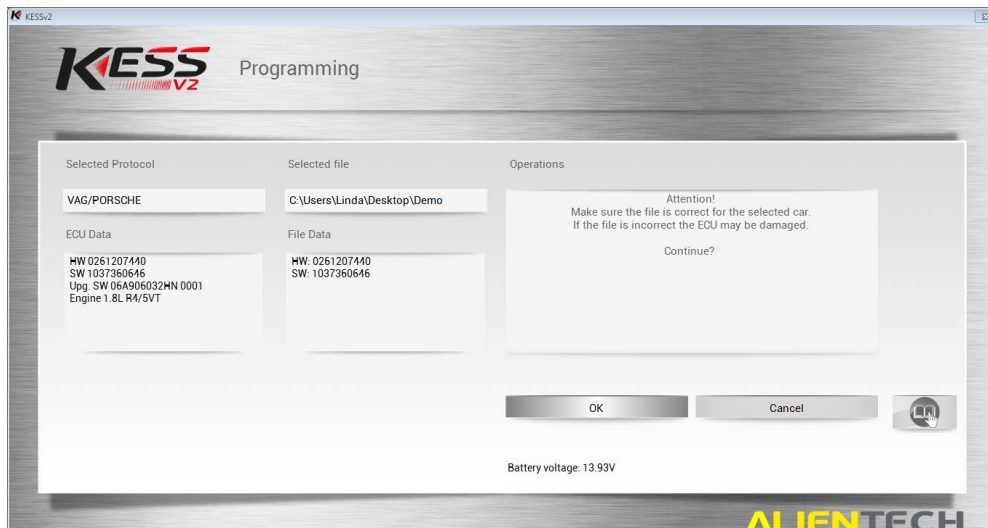
The writing operation will now execute. This process could take several minutes to an hour[6].
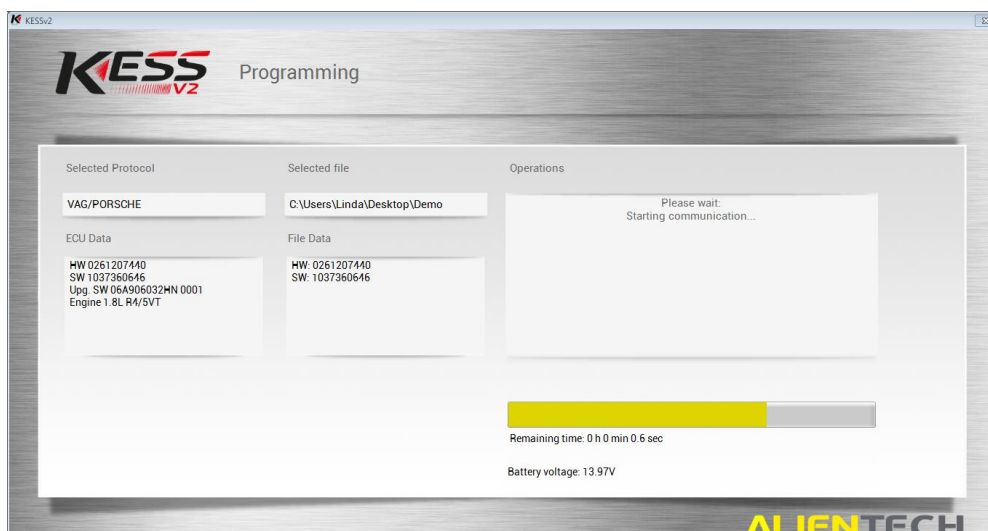
Allow this process to complete uninterrupted.
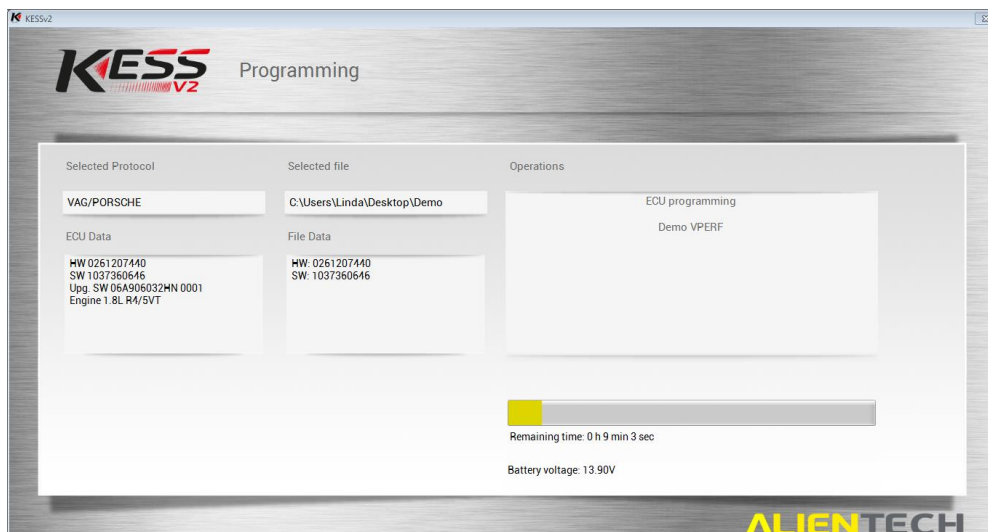
Once the operation is completed, you may be prompted with the option to 'Erase Errors'.

Remnant Fault Codes may be present on the ECU, and this option is a sort of housecleaning task. Click the
OK option and continue with the removal of left-over fault codes.
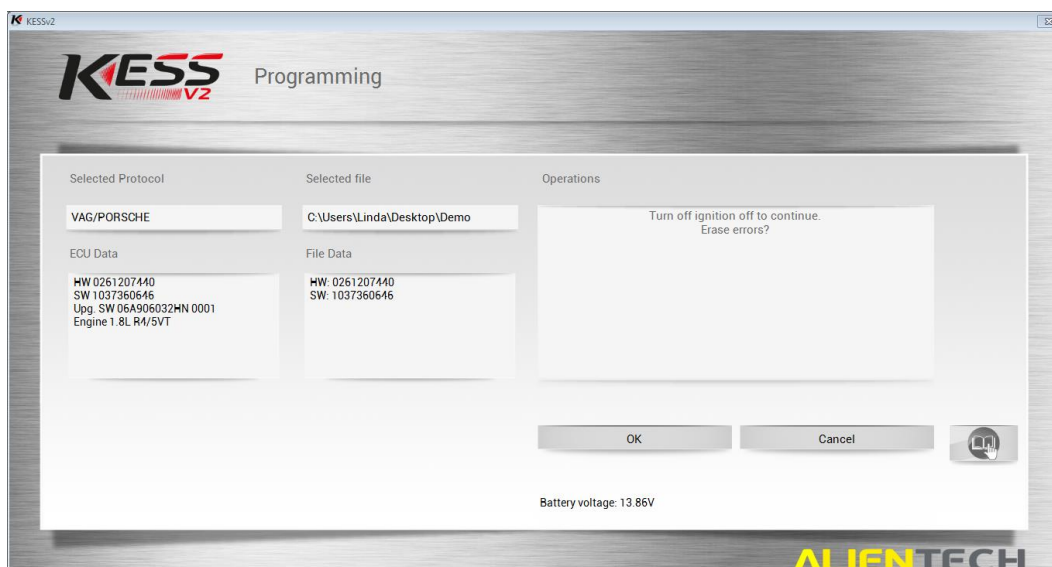
The writing operation is almost complete, and some final tasks to ensure the safety of the ECU and to collect logging files must be performed.

Proceed as instructed on screen if required to cycle the ignition, and click **OK** when ready.
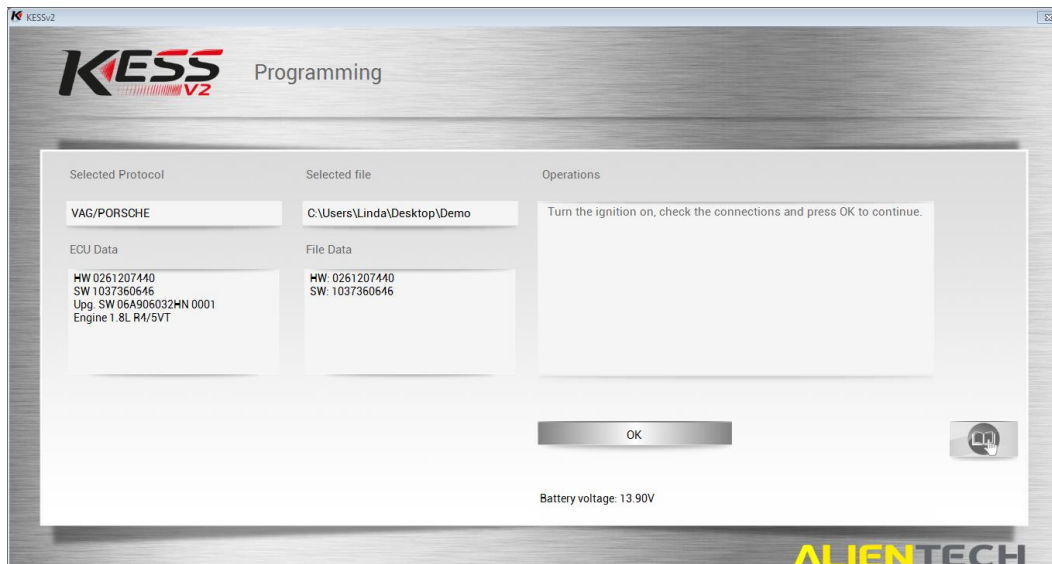
A final communication task is performed to ensure the ECU file provided was written successfully. This will take a couple of seconds.
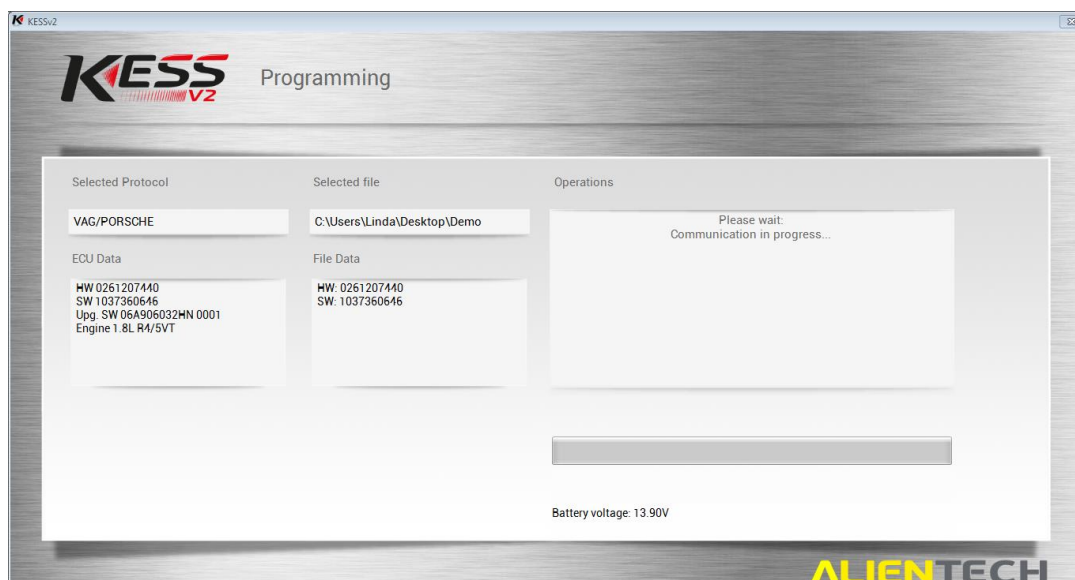
A confirmation message confirms that you have completed the writing operation.

Do not stop here! Please click **OK** to update a log file.
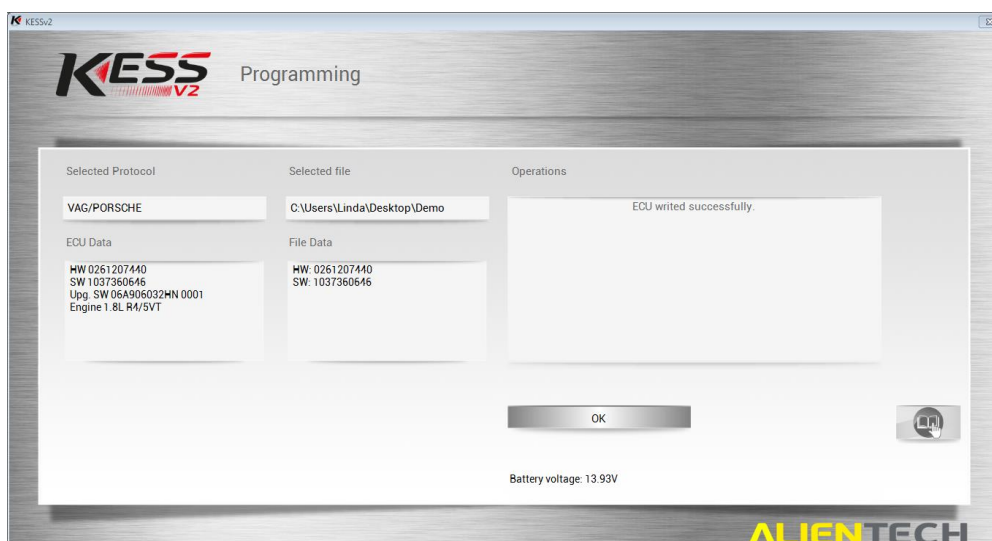
Viezu Technical support will require the logs stored from your device should any issues arise with the resultant written file.

For accessing these log files, please refer to *Main Window > Support > LOG*, or refer to the LOG section in this document.
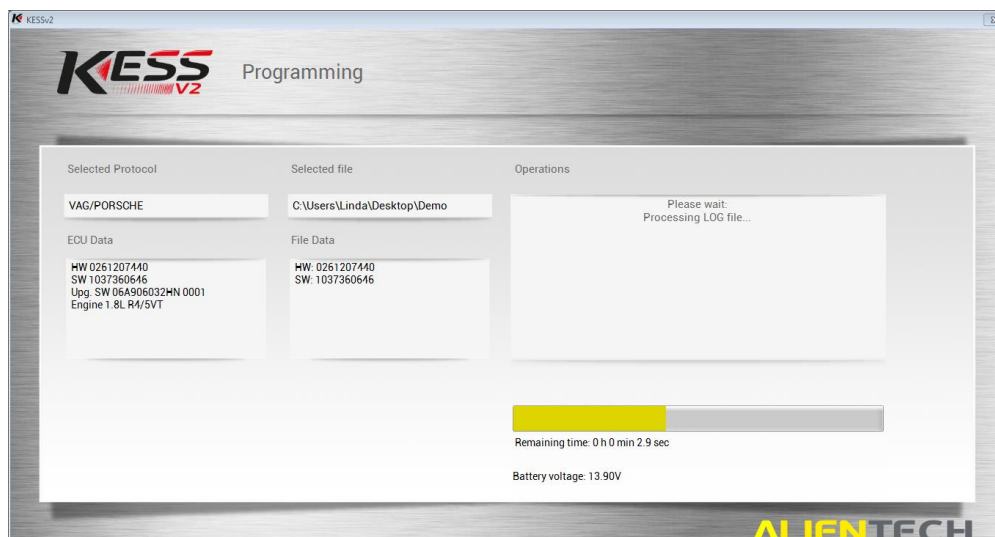
You will be returned to the operation select window. The write operation has now completed.

Programming Injector Codes

Some vehicles, as discussed at the beginning of this guide, require you to read and code fuel injectors.

You will need to see the Ksuite manual to see if you do need to read injector read.

before reading the ORI file you will need to then select the Tool option on ID/READING/WRITING/RECOVERY screen.

You will then have the option to read Injectors, please click this, and then the unit will read the injectors. Please follow the onscreen instructions for further details.

After writing the modified file back to the vehicle you will need to then select the Tool option on this home screen.

You will then have the option to Codify Injectors, please click this, and then select the read of the injectors you took before writing and then open.

The V-Flash will then perform a short task and inform you once it has completed.

For further information on this subject, please contact **technical@viezu.zendesk.com** .

*

Programming injector codes is accessed in the same way as the ID, READING and WRITING operations.

After **clicking the red-outlined KESS button** (And a KLINE/CAN selection if present), select *TOOL* from the operations list and click **Selection**.
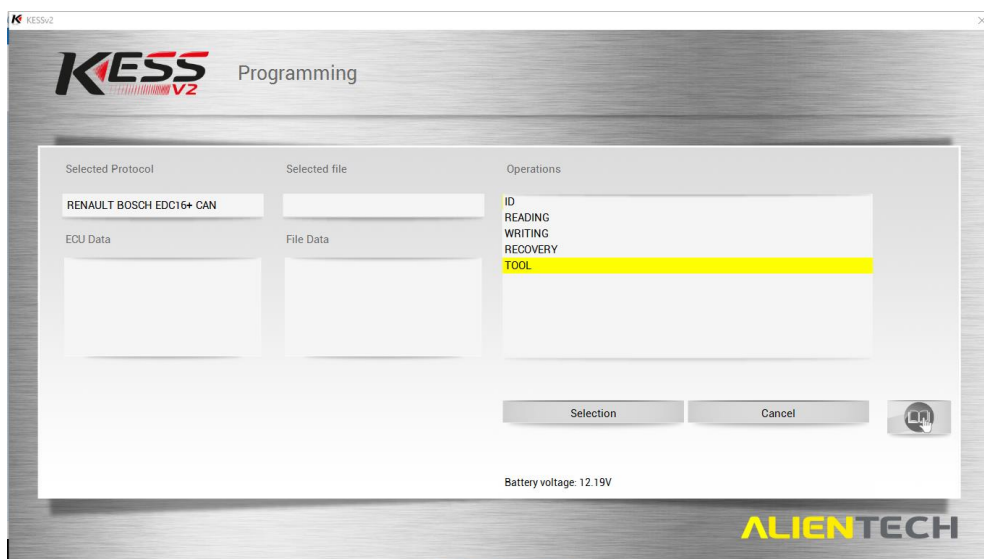
The available tools allow you to read and write the injector codes, and to perform a manual erasure of errors (As is automatically suggested at the end of the read/write operations).
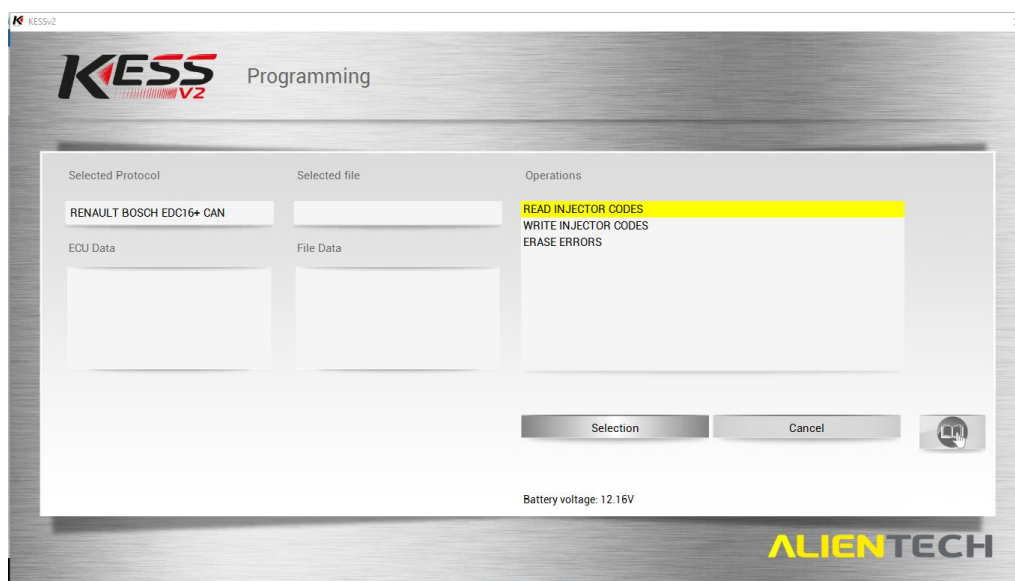
Select the operation you are looking for and follow the instructions on screen, as you have done with ID, READING and WRITING operations.

Recovering a Vehicle

Recovery mode is only to be used when instructed to by a member of the Viezu Technical Team.

Recovery is only required when battery power has been dropped too low to communicate, incorrect use of the system, incorrect car selection, incorrect communication line, CAN or Kline, or interruption in communication.

> **!** **Do not use the recovery function unless advised to by a Viezu Technician beforehand.**

Troubleshooting & Frequently Asked Questions

Frequently Asked Questions

The vehicle does not have read option. Why is this?

Some vehicles do not have the function to read the full file from the ECU so we take an ID and create the modified file from the hardware and software numbers by matching it to an original using these numbers. Please note that only a small percentage will work with an ID only. Always take a full read wherever possible for the technical team to provide your modified file.

The vehicle shows the message. "Wrong Security Code." Why is this?

This error message when ID-ing or Reading means there is a corruption between the V-Flash system and the ECU connection. It can mean that the vehicle has been tuned before by another tuner, which means the client will have to have it put back to original by them first, or that the Bluetooth, Parrot or Stereo is causing interference. Please contact **technical@viezu.zendesk.com** with the log files from your V-Flash for further assistance.

The vehicle shows the message: "Error whilst transferring data in reading." Why is this?

This error message when ID-ing or Reading means there is a corruption between the V-Flash system and the ECU connection. It can mean that the vehicle has been tuned before by another tuner, which means the client will have to have it put back to original by them first, or that the Bluetooth, Parrot or Stereo is causing interference. Please contact **technical@viezu.zendesk.com** with the log files from your V-Flash for further assistance.

The vehicle shows the message: "Wake Up Error." Why is this?

This error message when ID-ing or Reading means there is a corruption between the V-Flash system and the ECU connection. It can mean that the vehicle has been tuned before by another tuner, which means the client will have to have it put back to original by them first, or that the Bluetooth, Parrot or Stereo is causing interference. It can however also mean that you do not have enough battery charge on the vehicle, please check this before contacting **technical@viezu.zendesk.com** with the log files from your V-Flash for further assistance.

The vehicle is a push button start, how do I achieve ignition two?

If you are communicating with a touch button vehicle, you will need to have the key in the ignition, (or if it is a keyless card, the card will need to be in the vehicle). Press and release the button once press and release again but do not hold as this will start the vehicle. All the lights should appear on the dashboard and you should hear an acoustic sound from the dashboard, this is ignition two.

The software shows Invalid Protocol, use a different one. Why is this?

The V-Flash software will know when you are using an incorrect protocol and prompt you to use the correct number. You will then need to select this protocol number and communicate with the ECU this way.

The software shows a MASTER and a SLAVE option, why is this?

Some vehicles, for example Audi RS4's and R8's have two ECUS', one master and one slave. You will be prompted if this is the case on screen before you communicate to the ECU. Always remember to read the MASTER first and SLAVE second, save both with different names, by adding the word MASTER OR SLAVE to the end of the file name will work and to email both reads to us for modifications. Always remember to write the MASTER first and SLAVE second. DO NOT START THE VEHICLE UNTIL YOU HAVE PROGRAMMED BOTH ECUs.

Why do I need a battery stabilizer?

The unstable nature of a car battery especially as the ignition is turned on and off presents a potential danger to the transmission of data between the KESS/KTAG tool and the ECU. Should the power fluctuate too intensely, the transmission of data over the cable may fail, partially transmit, or transmit corrupted data. This is the most common cause of failure during IDs, Reads and Writes. A stabiliser is used to guarantee a constant value for the voltage supplied by the power source. **DO NOT USE JUMP LEADS WHEN READING OR WRITING A VEHICLE.**

I can't find a Vauxhall on the vehicle list… where is it?

The majority of Vauxhall vehicles will be listed under Opel.

Definitions (Glossary)

- **ECU** – It can vary from different Bosch, Siemens, to Motronic ECUs. It is not necessary for you to know this before tuning the vehicle however it is something that is worth making a note of for future reference.
- **ORI file** – An original file. An initial and unmodified read of a vehicle's ECU, sourced via the read operation of a KESS/KTAG or through Viezu technical support.
- **Family** –The family of the ECU you are going to tune. All ECU types are associated by a Family Number. We will ask for this number if you experience any problems when reading or writing.
- **"ID-Only" / "Virtual Read"** - The ECU will not permit a read operation via OBD. Supplying Viezu Technical with an ID will assist us in sourcing an original (a stock read from Alientech server).
- **Protocol** – A communications protocol identifying number. Every ECU has a protocol number, and there is a large range of numbers available
- **KLINE/CAN** – The KLINE communications standard is an older means of communication between the KESS/KTAG devices and an ECU. CAN is newer and more common. When given the option, the correction selection must be made for a vehicle.

Viezu Technical Team Contact Details

Emails are answered during both onsite and out of hour's operation times. Contact email addresses are:

technical@viezu.zendesk.com

When contacting a team member directly please always cc the Technical Email Address. The Technical Email Address is copied to all members of the Technical Team; this will ensure your email is also seen in out of hour's service and picked up as soon as it is received.

Our operation hours are as follows (all times are UK)

For file service:

Monday - 07.00am to 21.00pm

Tuesday - 07.00am to 21.00pm

Wednesday - 07.00am to 21.00pm

Thursday - 07.00am to 21.00pm

Friday – 07.00am to 21.00pm

Saturday - 07.00am to 18.00pm

Sunday - 07.00am to 14.00pm

During these hours our Service Level Times are **1 hour** from the receipt of the original file. The contact number for these hours is **+44 (0) 1789 774444**