

RTD Tuning Guide



RTD Edition

Your RTD, and Performing General Tuning Tasks

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Included in the RTD

Included within your RTD kit is as follows:

- RTD Hardware. This hardware is used to connect to all vehicles and is the key part of your RTD kit.
- OBDII Plug. This Plug is used to connect the RTD 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 desk@viezu.com
- USB cable. This cable is used to connect the RTD hardware to the computer and can be used in any USB port or your PC.

Installation and Updating

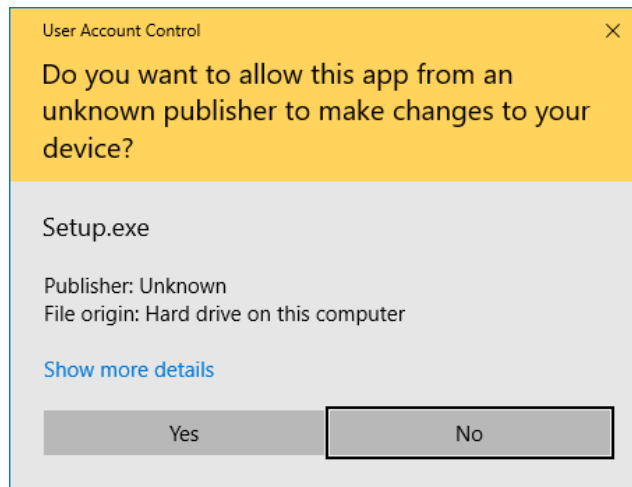
To install the RTD software onto your PC please enter this link into your web browser:

<https://viezu.com/software>

Then click on the Download Link under RTD

Allow this link to download in full, please note a zipped folder will download so you will need to right click it and unzip the folder 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. Please follow the on screen instructions, if you need any support with the installation please contact desk@viezu.com

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

Using RTD

- ! **Before opening RTD, it is advised that you have the RTD utility plugged into your computer system using the cable provided in the kit.**

Opening RTD for the first time

When the device is connected to the computer and the RTD software is open you will need to resync the device. Found under the “HELP” tab at the top and then “RE-SYNC” It will allow the device to update.

Before Tuning

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

- You always need an internet connection to use the RTD 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.
- **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.

Beginning the tuning procedure

When the device is connected to the computer and the RTD software is open you will need to resync the device. Found under the "HELP" tab at the top and then "RE-SYNC"

Please connect the OBD Plug to the Vehicles OBD Port

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

Reading a Vehicle

Please turn the ignition on at this point, but please do not start the car. On the RTD software there is a MENU option at the top of the screen called **"FLASH"**

When you click on this another box called **"READ VEHICLE"** will appear. Please press this.

Then press **READ** on the next screen.

You will likely have two options appear after this. The topmost half of the box is to do with the engine.

We need the lower half of the box for the transmission or TCM

You will have to press the dropdown box and select your vehicles gearbox. ZF8X JLR either v6 or v8 will be listed.

Then under that select read entire.

Then proceed to read.

Once it is completed it will ask you to save the file to your computer.

Sending and a Receiving modified files to Viezu

Emailing the File

When emailing the file to us, keep the subject title as simple as possible, "Vehicle License Plate" is a general suggestion. Please provide the Make, Model, Engine Size and year of the vehicle.

Receiving the File

Once the modified file has been created for you, you will receive the file back via email.

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 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.

To write the modified file back to the vehicle you will need to select the vehicle in 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.

Only this time you press “**WRITE**” and again select only the gearbox and select “**WRITE**” on the drop down.

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

Allow this process to complete uninterrupted.

Once the operation is completed

You will be returned to the operation select window. The write operation has now completed.

Technical Support

Viezu Technical Team Contact Details

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

desk@viezu.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

The contact number for these hours is **+44 (0) 1789 774444**