



## Handheld tuner FAQ and instruction sheet

FAQ Please read FIRST

Additional resources can be found in our resources page of our website along with the product page for your specific product ordered

- **Do not update the bike unless told to specifically by BrenTuning Moto. We operate on a 90 day window to get new updates and apply to our database. We are constantly on top of this but brand new updates are often not found on our server and could require you to mail the ECU in for bench reading or waiting the 90 days for it to get loaded to the server.**
- In the case that your software version is not found in the handheld system you can send the ECU in for a one time bench read to extract the software. Most software versions are already accounted for but this is a possibility especially for out of US bikes. Sometimes updating at the dealer will get you to the proper software version which is accounted for but we can assess with the BrenTuning Moto staff on a case by case basis.
- Tuned files are typically returned to you within 48 hours M-F. Sometimes, pending workload, it can take longer.
- You can still ride the bike or drive the car while you are waiting for your tuned files.
- Modifications can be done before or after you send the stock ECU read. ECU Data is written directly to the computer and modification changes on the physical bike or car do not make any difference.
- If you ever bring the bike or car to the dealer, please revert the tune in the handheld tuner to the stock ECU map which should be labeled "factory". If you have any questions about this please ask our staff before doing anything! If the dealer were to do an update while the tuned file was in place there will be fees associated with resetting/replacing the existing unit.
- This device can only be used for the first owner and not to be transferred or sold to other owners (unless the motorcycle or car the handheld was attached to was sold, with proof of course). Some people will ask, why? The reason why is that many customers have sold these units at full retail value to others thinking it can just be plugged into another motorcycle and work. Unfortunately that is not the case. Each device has to be coded and tuned per VIN/Spec. Additionally we have had dozens of locked handhelds sold which puts the seller and buyer in a bad position. So going forward this is only to be used for the original purchaser and the original purchasers future motorcycles or cars.
- If the dealer does update your software and you need us to retune it (and the handheld has been placed back to stock before going to the dealer for update) you will need to pay a \$100 fee for a remap to cover the tuners time. If your handheld was not put back to original prior to update and needs to be reset, you will be responsible for a \$150 fee to dimsport in addition to the mapping update cost.
- Please thoroughly think through your modification list and map list. We will provide 2 maps in the FIRST go around of tuning ONLY. If you only want 1 map in the first go around, additional maps will be charged individually if you want to add one down the road. We will have a map add-on option on the website for added maps.
- Warranty on the device is 6 months from the date of purchase. This only covers defects in the device not abuse, neglect, water damage, etc. You must install within the first 14 days of receiving the device to activate support to identify possible manufacturer defects quickly, units unused for years will not be supported other than providing mapping for the original owner.
- These bikes at this point have a flash counter, a dealer seeing a flash counter in the single digits is no big deal, a dealer seeing a flash counter in the 20+ range will potentially raise red flags for them. Please be sensible with your map flashes. We are working on a solution and will update as needed.
- Do not ever erase the device, reset the device or do anything abruptly outside of this instruction set or dimsports provided instruction set without first contacting us via email and being instructed to do so. Many items can be fixed remotely but require time and patience. Please ONLY use email for support to avoid clogging up the phone system. Please plan ahead and do not work on the motorcycle outside of our business hours in case questions need to be answered. After hours questions will be answered the next business day.

- Do not ever change or rename the files that we send you.
- Please note, that once a tuned file is created and sent, there will be no returns or refunds accepted. Any troubleshooting will be handled accordingly.
- Advanced tech support is available for heavier questions/problems and is worked on as time allows, this is sometimes longer than our standard 48 hour window and is assessed on a case by case basis.

## **My Genius Dimsport Handheld Usage**

**Please visit the resources page of our website for any helpful install videos, links and multimedia along with our troubleshooting guide. Many resources are also found on the specific product page that you purchased from.**

- 1) Once receiving your device confirm that all the contents are included, there should be a handheld tuning device, instruction sheet for where to download software and 2 cables, one for USB to the computer and one for connection to your car or motorcycle.
- 2) After unboxing your items and verifying contents, you will then want to follow the instructions in the box and download the MyGenius Client software from the web link provided. Once you have the software installed on your windows computer (only available on windows computers) you will need to allow it to update and process any updates. If you cannot find the actual software client after the EXE file processes, go to your search bar and search “client” and it should pop right up.
- 3) After the software itself updates fully you can now plug your handheld tuning device into the computer and allow that to process all updates as well. This process can take a little while and will inform you once complete.
- 4) Now you will want to remove the handheld device from the computer and disconnect the USB Cable from your device. You will then plug into the larger connector into the handheld tuning device and thread in the connectors for a full connection, you will then want to make your way to your motorcycle or car.
- 5) Locating the OBD 2 (on board diagnostic) connector on the vehicle or motorcycle is fairly straight forward. Most are located under the tail section (passenger seat) or under the drivers seat of the motorcycle, some bikes will be near the engine as well. On a car it is typically at the drivers side left kick panel. Once you locate the OBD 2 connector, please plug the female side into the connector and make sure it is properly seated.
- 6) After plugging in the OBD 2 connector, you will want to put the key in the “on” position but not started, basically full accessory mode, you will see your device power on. From there you will click on the “work” button and use the “enter” button to select that. You will then thumb through the options list using the arrows on the device until you find your car / motorcycle and the correct ECU/HP version. If your vehicle is a first gen, click the first option/corresponding HP level/ECU variant. If yours is brand new click the furthest down on the list. Any questions on this please ask. Once you have located your car / motorcycle you’ll want to select it and then allow it to download the stock tune. If there are 2 of your motorcycle in there pick the one with the correct ECU (listed at the end of the scroll). During this process it is recommended to have your car or motorcycle on a battery tender to avoid dropping voltage. This process can vary in length from seconds to an hour or more depending on which ECU version it is and if it is a virtual ID or full ECU Download.
- 7) After the stock tune has been downloaded successfully you will want to remove the device from the car and head back to your computer and open MyGeniusClient. You will want to download the data from the handheld device and save it to your computer somewhere that you can find it, ideally on the desktop. It will populate a MYGFILE.fpf.
- 8) After downloading and saving the stock file to your computer you will need to email the file to [sales@brentuning.com](mailto:sales@brentuning.com). Clicking the paperclip / attach button in your email bar, this will pop up your file viewer, select the file which you just saved and attach that to the email. If you can’t find the file you can search for it in the search bar of the file viewer. Send it off and wait for a reply back from the sales team who will provide you with a list of questions on your car / motorcycle. Please be as descriptive as possible when answering these questions and provide a list of what services you have paid for. Using the same email thread from start to finish is required to keep everything in one place. This is not done over the phone, as file service is an email server based system. Questions can be asked via email as we have a full time support team to answer these questions M-F 10-5 EST.

- 9) Once you reply to their question set, the stock file and your information will be sent to the tuner to work on your tuned files. Once the tuner has completed your files they will be emailed back to you and you will need to load them into the handheld via the upload button one by one using your computer and the provided software client. You will receive files that read: MyGFileMod\_000, and MyGFileMod\_001. Two files are generated; additional can be purchased off our webstore. Do not worry about the names as once they are in your handheld they will populate with notes of what the file is. Also, please do not change the file names at all.
- 10) Once all the provided files are loaded to the handheld device, you will then plug the handheld back into your car / motorcycle and upload the tuned file you desire. During this process it is recommended to have your car / motorcycle on a battery tender to avoid dropping voltage. Make sure the key is in the on position but not started. To load the tuned files you will want to click Work, the next page will show Original or Modified - original is the 100% stock file that you read from the bike which you can go back to any time, modified is going to hold your tuned files which will be labeled accordingly. Please choose your tuned file that you want to use and click select and follow the prompts to get them to load. In between reading the stock tuned and writing the modified file, some cars / motorcycles will prompt you to read coding data before being programmed. This can be done by going to the "Work" menu and then "Tool" and then followed by read coding data. The handheld now has the coding data stored so when it writes the modified file it will program the coding data at the end of writing the modified file. This coding data will contain information like adaptations and more. The handheld will prompt you what to do during this process so just follow the prompts.
- 11) We have video and instruction links available on our website which will help you better understand the product. You can find these in the resources section of our website along with in the product page itself for the specific product you purchased.
- 12) For map switching you will need to go to WORK -> WRITING -> MODIFIED. This will bring up your first tuned map. To get to your other maps you will simply click the right arrow which will bring you to the next page. Clicking select will load the map that is showing on the screen.
- 13) To load the stock file into the bike you will go to WORK -> WRITING -> ORIGINAL.
- 14) To confirm which map you are on you can open MyGenius Client and click on the info screen with the handheld plugged into your computer. On the bottom of the info screen in MyGenius Client it'll say last written file, if it says ORI that means factory original, if it says mod file, that means you have loaded that corresponding mod file.
- 15) If you are loading an Aprilia file, after loading the tuned file into the bike you will need to go into tools and reset the throttle TPS. After doing that you can clear any fault codes (DTC) that are present. You will be good to go after that.

### **Dyno feedback and testing**

While we love helping people, due to a recent influx in improper data collection, we will no longer be accepting 3rd party dyno graphs as testing protocol.

On non-wideband based bikes, fueling is based off extensive development with specific parts, fuel and environment that we have tested. Mapping is based off what we have seen work best. These OTS (off the shelf) maps are built with a margin of safety for failing fuel pump, low fuel quality, improperly setup bikes and more. These maps will err on the side of caution and run rich vs lean to keep the bike happy and healthy. If you find that the bike is too rich for your wants / needs, you can add a piggyback fuel controller to adjust it or use any of the 3 options listed below to get it sorted properly. The ideal AFR range in mid to high RPM is between 12.6 and 13.2 AFR. AFR should always be recorded at the midpipe. Our maps are based on this targeted AFR and should fall within that spec, but different environments and vehicle variance can cause this to go outside of that range. The adjustment to proper spec is not included in the package price as it is extensive back and forth with the customer to get setup correctly. Aligning AFR can get you the extra 1-2% gain for those looking for max-effort setups. 98% of our customers use our OTS maps without added adjustment.

The amount of improper data received is very high and causes customers to think that something is wrong with their bike when in reality everything is fine. We receive improper AFR readings, no AFR readings, no RPM readings, sideways graphs on crumpled dyno sheets, testing from different days, different bikes, different dynos and more. We cannot help with remote graph assessment any longer as it leaves both the shop and customer frustrated.

While we spend countless hours on our ECU Calibrations with testers and customers all over the world. There are many variables that we cannot account for without seeing the bike first hand. If your bike is not 100% perfect post-tuning, it may need sorting which is available on your side or in house on ours.

### **We will only review data in 3 different forms at this point:**

**Option 1)** Bring your motorcycle to our shop for full dyno assessment and sorting. This will be an added fee above and beyond the cost of the handheld and will be assessed on a case by case basis. This will require technician time, tuner time, dyno work and of course any parts needed.

**Option 2)** Bring to one of our dealers and have them sort the bike out for you.

**Option 3)** If the bike needs AFR adjustment, we can do this remotely, we recommend installing an AEM or Zeitronix wideband gauge and video recording a 5TH/6TH gear wide open throttle run. You will need to video the wideband AFR gauge and the gauge cluster on the bike.

We do not remotely tune with a non-dealers dyno. Our recommended option for correction is option 3 which is the most helpful in a real world street scenario. Many dynos and operators do not accurately simulate load and airflow like a motorcycle on the street. We find bikes that run a little rich on the dyno lean out on the street and run perfectly. Bikes that are tuned optimally (13.0 on the dyno) will often run lean on the street and go slower. In most cases, most dyno results are improper for the street. This is why we recommend option 3 above and beyond any of the others.

## **BrenTuning Moto Flasher+ Troubleshooting Guide**

We are tuning highly sophisticated ECU's with a remote device that while works very very well, sometimes can have an error that needs walking through and support from the BrenTuning Moto staff and sometimes even the handheld manufacturer themselves through our channels. While support is great on both sides, due to an extensive customer database and limited staffing, there are times that solutions can take some time to sort out.

The first step to this is to not get yourself worked up if there is an error. If you are a person who routinely finds themselves stressed out, worried or concerned, modifying the ECU of your car or motorcycle is not a good idea. If you fall into this criteria and still want to modify it, we recommend bringing it to a professional who can help you with installation.

The second step is to read through both the MyGenius instruction sheet and our own instruction sheet to make sure a step was not missed. If you have done everything to your knowledge you can then reach out to the BrenTuning Moto tech support team via email: [sales@brentuningmoto.com](mailto:sales@brentuningmoto.com) using the same email thread you have been communicating with for swift and concise communication. If you received an error on either the computer or the handheld itself, please take a picture of it and email it to your tech support team for best and quickest results.

The third step and resolution will depend on the scenario, some scenarios / errors will be listed below which can result in a quick fix on your side, a remote log in session via teamviewer to your computer and the handheld device or a longer process between BrenTuning and the handheld manufacturer. We can give you an idea on resolution time for this at point of contact.

### **Errors you may see:**

There are many different errors and it's important to note if it is on the computer side or the handheld tuner side loading the file into the bike. When informing your tech support agent, please make sure to send a picture of the error you received. Please do not start working on your bike at 4PM on a Friday for a 7AM Saturday track session as you will fall out of our window of support.

- Invalid FPF (most common) - this will happen on the computer side, when loading in the file to the handheld there is a mismatch somewhere along the line. Usually it's that the file didn't download completely on your side, the file size should be 2.5mb or more. Please verify the file size on the computer is the same size you see in your email. If this is correct and still getting the error please let us know and we will repackage the tuned files and send them back to you most of the time. This is typically a quick and easy fix.
- Warning Wrong Checksum - this will happen when loading the tuned file into the car/motorcycle. This is usually a small change that needs to be figured out on our side, typically a same day fix pending work load.

- File Incompatible with ECU - this will happen when loading the tuned file into the car/motorcycle. Usually it'll be loading in the wrong file on your side, if you have ensured that the proper file is being loaded, please let us know and we can go over on our side. It is very important that you read your ECU version after any dealer visits, not before. If you read your bike at 7AM monday and the dealer updates the ECU at 10AM Monday, the software version you read at 7AM may not match your 10AM software version and will not allow files to write in correctly and require us to re-do from scratch.
- File is already present on the device - if this is the case you will need to load the original file on the vehicle and then erase the file that is getting crossed up by matching the numbers up. If it says file 002 is already present, go into info then delete mod file 002 and then your new file will load in.

### **Teamviewer log in info:**

Teamviewer is a program that allows us to remotely log into your computer. This will allow us to make sure that all procedures are being done correctly and allow us to quickly and swiftly make changes / updates to your tune / handheld etc. To allow for this you'll need to download teamviewer on your computer from their website. We will need the ID and Password so that we can remotely control your computer. If we are doing a remote log in session, please make sure all tuning suites are on this computer, email is logged in and available and apps/maps are labeled and easy to find so we can maximize our time together. Download teamviewer here: [www.teamviewer.com](http://www.teamviewer.com) , we will not talk on the phone for this process, it will be 100% communicated through the computer text.

**At no point RESET or ERASE your unit without full instructions from BrenTuning team as this makes the unit uninstalled and loses all data. We can help with resetting the device if needed.**