

BT MOTO HANDHELD INSTRUCTIONS AND IMPORTANT INFORMATION

Please visit the resources page of our website for helpful install videos, links and multimedia, along with our troubleshooting guide. Many resources can also found on the specific product page that your product was purchased.

PLEASE DISABLE OR REMOVE YOUR ANTI-VIRUS BEFORE SOFTWARE INSTALL. ANTI-VIRUS SOFTWARE MAY RENDER OUR SOFTWARE INNOVABLE.

- *Do not update your bike unless told to by someone in our customer support staff. We operate on a 90 day window to get new software updates to apply to our growing database. Though we are constantly updating, 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 period for new software to get loaded to the database.*
- *Never reset your device unless instructed to by our staff. Applicable retuning fees may be applied for unnecessary device resets.*
- 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 vehicle.
- After unboxing and verifying contents, you will then follow the instructions in the box and download the MyGenius Client /Flasher + software from the web link provided on our website. Once you have the software installed on your Windows based computer (only Windows computers; software may work on Mac with Parallels or Bootcamp but not recommended) you will need to update the software. If you cannot find the actual software client after the .EXE file installs, go to your search bar and search "client" or "flasher" and it should populate. The software will be named different depending on which link you use but both are functionally identical. Once open, go to "update" at the top of the application and update the software. This may take a few minutes.
- After the software updates, plug your handheld tuning device into the computer, via provided USB cable, and update that as well using the same method (this time select "update device" instead of software). This process may take a couple minutes.
- 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 connector for a firm connection. Now take the handheld to your vehicle.
- Locating the diagnostic port (OBD) on the vehicle is fairly simple. 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 connector, please plug the female side into the connector and make sure it's properly seated and oriented correctly.
- After plugging in the connector, turn the key in the "on" position but not started (accessory mode). You will see your device power on. Click on "Work" by using the "Select" button on the handheld. Go through the list on the device by using the arrows until you find your car / motorcycle and the correct MODEL/HP version. If your vehicle is a first gen, click the first option/corresponding HP level/MODEL variant. If the vehicle is brand new click the furthest down on the list. The handheld is set to default to the correct ECU version, so even if you chose the wrong model, it will correct to the right one. If you have questions, contact us. Once you have located your car / motorcycle, select it and then allow it to download. 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. If you have a 2010-14 S1000RR or BMSK ECU BMW bike, the download will take 30+ minutes.

- After the stock file has been downloaded successfully remove the device from the vehicle and return to your computer. Open MyGenius Client / Flasher+ software suite. Download the data by clicking "Download" and save it to your computer somewhere that you can easily find it. By default, it will populate with the file name "MYGFILE.fpf". This file will be 7KB (small) in many cases. If "Download" on the software does is not clickable, please return the handheld back to the vehicle and you will need to ID the bike this time. If you need to ID your vehicle, plug the handheld in select "ID". Follow the prompts on the screen until complete. After this process "download" should be clickable. Not all vehicles will require you to ID them.
- Email your "MYGFILE.fpf" to the email provided to you. In reply you will receive a questionnaire to be filled out by you and returned.
- Once you reply to the questionnaire the information will be sent to the tuner to work on your modified files. Once the tuner has completed your files (within 2 business days of receiving) they will be emailed to you. You will need to download them and load them to the handheld via the "Upload" icon on your MyGenius Client / Flasher+ software suite (handheld needs to be connected for this to work). You will receive file(s) that read: MyGFileMod_000, and MyGFileMod_001, etc. depending on your bike and what you purchased. Do not worry about these files names as once they are loaded to your handheld they will populate with notes of what the file is. PLEASE DO NOT CHANGE THESE FILE NAMES.
- Once the provided files are loaded to the handheld device, plug the handheld back into your vehicle and upload the modified file you desire. During this process it is recommended to drive/ride your vehicle for (15) minutes prior to flashing and have your vehicle on a battery tender to avoid dropping voltage. Make sure the key is in the on position (accessory mode) but not started. To load the modified files to your vehicle you will click "Work"; the next page will show Original or Modified. Original is the 100% stock file that you read from the vehicle. You can go back to stock any time. Modified is going to have the modified files, which will be labeled accordingly. Please choose the modified file that you want to use and click select. Follow the prompts to load the file to your vehicle. In between reading the stock file and writing the modified file, some vehicles will prompt you to read coding data before being programmed. This can be done by going to the "Work" menu and selecting "Tool", followed by read coding data. The handheld now has the coding data stored. When it writes the modified file it will program the coding data at the end of writing process. This coding data will contain information like adaptations and more. The handheld will prompt during this process so just follow the on-screen directions.
- You're done! Your modified file is now loaded.
- For switching maps you will need to go to WORK -> WRITING -> MODIFIED on the handheld device. This will bring up your first modified map selections. To get to the other maps you will simply click the right arrow which will bring you to the next map. Clicking select will load the map that is showing on the handheld screen.
- To load the stock file into the bike you will go to WORK -> WRITING -> ORIGINAL. THIS OPTION WILL NOT BE AVAILABLE UNTIL A MODIFIED FILE IS LOADED IN FIRST
- To confirm which map is currently loaded to your vehicle open the MyGenius Client / Flasher+ software and click on the "Info" icon with the handheld plugged into your computer. On the bottom of the info screen in the MyGenius Client / Flasher+ software 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.
- **APRILIA USERS! IMPORTANT!** If you are loading an Aprilia file, after loading the modified file into the motorcycle you will need to go into the "Tool" menu and reset the Throttle TPS. After doing that you can clear any fault codes (DTC) that are present using the handheld. After completing this your bike will be ready to ride.
- **DUCATI USERS IMPORTANT!** Before reading your motorcycle, please send your representative an email with the serial number on the back of your device, there are many software updates and it is important for Ducati to be using the newest software. Your rep will instruct you on how to update, if needed.

Handheld Tuner FAQ (Frequently Asked Questions)

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

- In the event your software version is not found in our file database 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 outside of US. Modified files are typically returned to you within (2) business days. Sometimes, pending workload or holidays, it can take longer.
- You can still ride the bike or drive your car while you are waiting for your modified 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 to how the file is loaded.
- 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 you'll do by selecting work - writing - original in the handheld. If you have any questions about this please ask our staff before doing anything! If the dealer were to do an update while the modified file is loaded, there will be a \$150 relicensing fee in addition to any applicable remap fee. You can avoid the relicensing fee by making sure the stock file is in your vehicle before any dealer visit.
- This device can only be used for the first owner and is not to be transferred or sold to other owners (unless the motorcycle or car the handheld was attached to was sold, with proof). Some people will ask, why? 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 modified per VIN/Spec. Additionally we have had dozens of locked handhelds sold which puts the seller and buyer in a bad position. This device is only to be used for the original purchaser and the original purchasers future motorcycles or cars.
- If the dealer does update your ECU and you need us to remap it (and the handheld has been placed back to stock before going to the dealer for update) you will need to pay a \$150 fee for a remap to cover the tuners time to remake the files. If your handheld was not put back to original prior to update and needs to be relicensed, you will be responsible for a \$150 fee in addition to the mapping update cost.
- Please thoroughly think through your modification list and map list. We will provide 1-2 maps in the FIRST go around of tuning ONLY
- Warranty on the device is 6 months from the date of purchase. This warranty 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 modified 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.

Flasher+ Troubleshooting Guide

Though we are tuning highly sophisticated ECU's with a remote device that while works well, sometimes an error can occur that needs walking through and support from our 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 resolve.

The first step to this is to not get upset if there is an error. If you are a person who routinely finds themselves stressed out, worried or concerned, modifying the ECU of your vehicle may not be for you. If you fall into this criteria and still want to modify, 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 our tech support team via our sales email. Using the same email thread you have been already 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.

The third step and resolution will depend on the scenario. Some scenarios / errors listed below can result in a quick fix. A remote login session via teamviewer to your computer may also resolve your issue. This is all case by case. 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, the handheld tuner side, or 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 a file to the handheld there is a mismatch somewhere along the file. Usually the file didn't download correctly 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 you're still getting this error please let us know and we will repackage the modified files and send them back to you. This is typically a quick and easy fix.
- **Warning Wrong Checksum** - this will happen when loading the modified file into the vehicle. This is usually a small change that needs to be figured out on our side, typically a same day fix pending on our work load.
- **File Incompatible with ECU** - this will happen when loading the modified file into the vehicle. Usually it'll be loading in the wrong file on your side, if you have verified that the proper file is being loaded, please let us know and we can verify 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 correctly. If the software is mismatched on your ECU and our file, we will need to start the file process from the start again.
- **File is already present on the device** - this means the handheld device already contains the file you're trying to load. This usually happens if you have modified files on your handheld and receive new files to load. If this is the case you will need to load the original file on to the vehicle and then erase the file that is duplicated. Plug your handheld to your computer and open the MyGenius Client / Flasher+ software. When open go to "Info". When in the info screen look at the dropdown that has the files loaded to the handheld and delete the duplicate file. If it says file 002 is already present, go into info then delete mod file 002 and then your new file will load correctly.
- **Error Trying To Use Handheld Software** - If you have the handheld plugged into the computer and the upload, download or info are not highlighted or able to be clicked, your anti virus deleted the drivers. You will need to uninstall the program completely and then turn off or delete your anti-virus. Re-download the software from our website. Keep your anti-virus/firewall off throughout the entire tuning process until you have a confirmed your vehicle has been flashed properly.

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

Mail-In ECU Instructions

Additional resources can be found in our resources page of our website along with the product page for your specific product ordered, this includes "how to" videos.

IMPORTANT!! DO NOT mail your ECU to us unless told to by our staff. If you've purchased a mail-in ECU option, we will contact you with instructions within (2) business days.

- To purchase our ECU tuning option, please visit our website or email our sales staff.
- Once purchased please allow up to (2) business days for our staff to contact you. You will be emailed our "ECU Mail-In Product Order Form".
- Fill out the "ECU Mail-In Product Form" and mail this with your ECU to the provided address on the "ECU Mail-In Product Form".
- Be sure to be careful when removing the ECU from your vehicle. Parts of this are extremely delicate and cannot be damaged.
- After removing your ECU your vehicle will not be operable until you get the ECU back and installed to your vehicle.
- When packing your ECU be sure to make sure it is not lose in the box. It should be snug with plenty of packing material around the ECU to ensure if the package is dropped in shipment, it will minimize damage to your ECU.
- Shipping costs to our business are covered by the customer. Shipping costs from our shop to the customer are covered by us (ground shipping is standard, if you would like faster shipping please email us).
- We recommend you insure your package as the ECU is expensive and has the possibility of getting lost or damaged in transit to our business.
- Once your ECU arrives at our business please allow (2) business days for turnaround before we ship your ECU back to you.
- When we have completed your ECU tuning, we will send you tracking to the email you provided.

PLEASE NOTE THE FOLLOWING:

- If you take your vehicle to the dealer and the dealer completes a software update, your tuning will be erased from the ECU. If this occurs we will need the ECU back to reinstall our tuning upgrades.
- If you notice any issues with your vehicle that only started after you installed your ECU, please email us for support.
- Keep in mind any revisions to our ECU tuning require us to have the ECU in-house. We cannot remotely tune your ECU.