Service Information

Das Auto.

Workshop Equipment **Number: VSE-13-06**

Subject: wiTECH™ – New software for your StarMOBILE™ Handheld Device **Date: April 2, 2013**

1.0 - Introduction

We are pleased to announce that wiTECH™ Desktop Diagnostic Application software is replacing the StarMOBILE™ Desktop Application software.

The wiTECH™ application offers several enhancements and improvements over the StarMOBILE™ desktop software. To view a video of how to use this new software, search for course 800134 within VWWebsource.

Please note that you will continue to use the same StarMOBILE™ handheld device. Please follow the steps below to complete your installation and configure the device.

2.0 - Preparation

- Download Adobe AIR at http://adobe.com/downloads Click on the Adobe AIR icon and download the software to your computers Desktop. ***Note: Do NOT install at this point.***
- Download the wiTECH™ software at:
  http://akamai-public.dealerconnect.chrysler.com.edgesuite.net/VW/wiTECH/application/wiTECH_VW_Install_13.03.214.exe

  …and save to your computers Desktop. ***Note: Do NOT install at this point.***
- Remove the StarMOBILE™ icon from the Desktop by right clicking on the StarMOBILE™ icon and choosing delete. ***Note: If StarMOBILE ™is not installed on this computer, please skip this step.***

3.0 - Adobe AIR Installation Steps

1. On your desktop, double click the **Adobe AIR** file you downloaded during preparation:



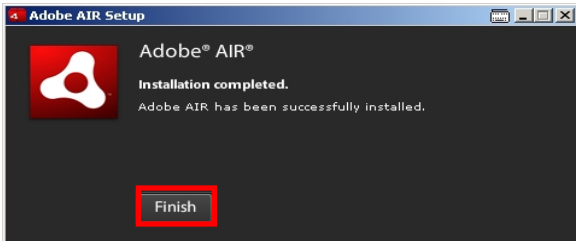
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2. Click **I Agree:**



3. Click **Finish:**

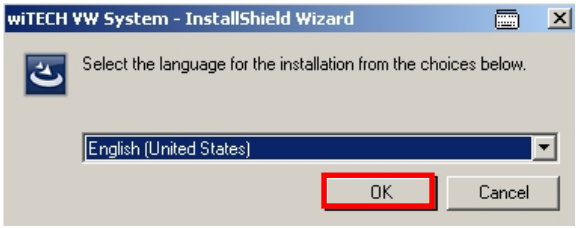


4.0 – wiTECH™ Installation

1. On your desktop, double click the **wiTECH™** file you downloaded during preparation:



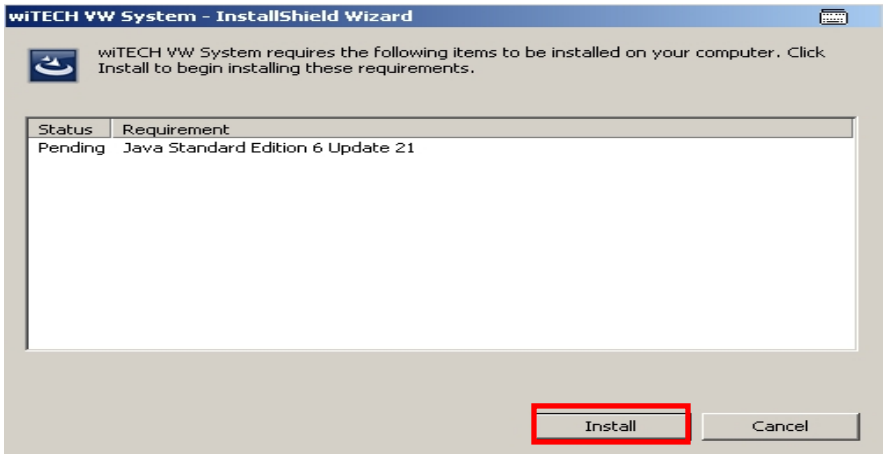
2. Select **English** and click **OK:**



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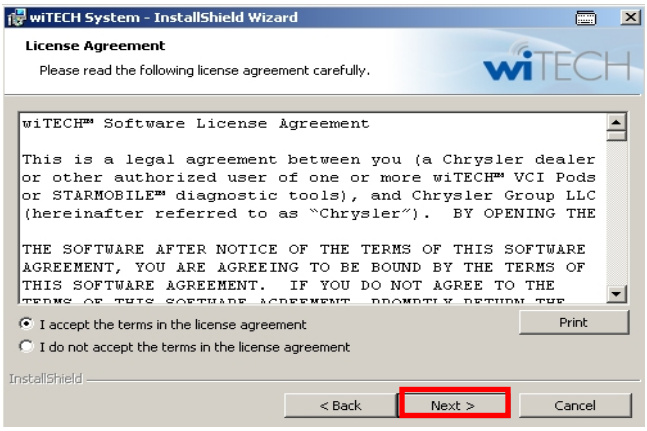
3. Click **Install**. ***Note: This step may NOT appear if you already have Java 6 Update 21 installed on your computer*:**



4. Click **Next:**



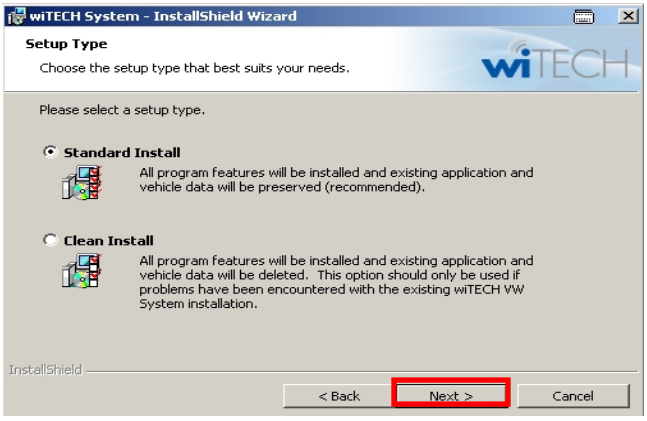
5. Accept the license terms and click **Next:**



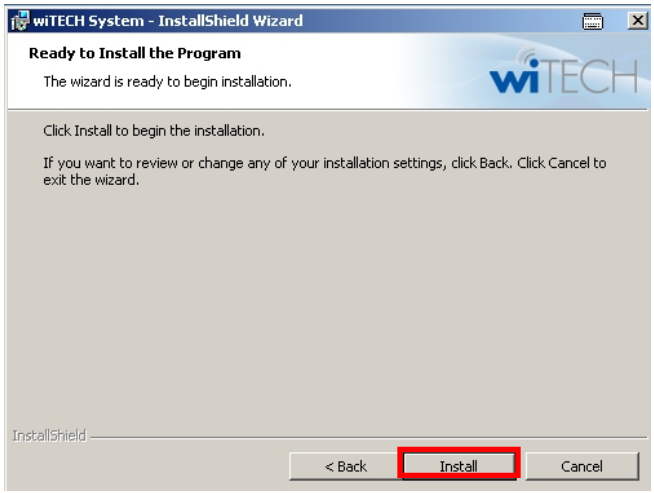
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6. Ensure the **Standard Install** is selected and click **Next:**



7. Click **Install:**



8. Click **Finish:**



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The first time you open the wiTECH™ software with the StarMOBILE™ handheld connected, the firmware will be automatically downloaded:



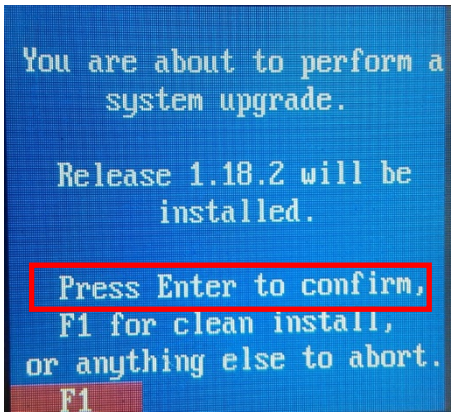
Once the download is complete, this confirmation box will appear.

9. Click **Close** to begin the update on the StarMOBILE™ handheld device:



On **the StarMOBILE™ device**, you will be prompted to install the upgrade.

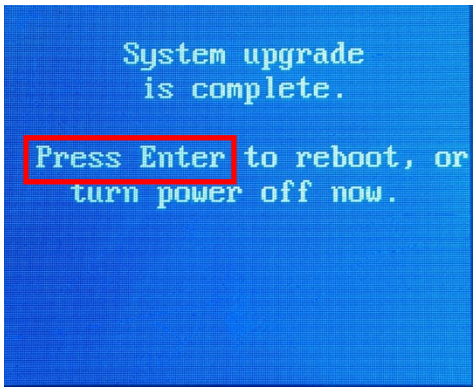
10. Press **Enter** on **the StarMOBILE™ handheld device** to begin:



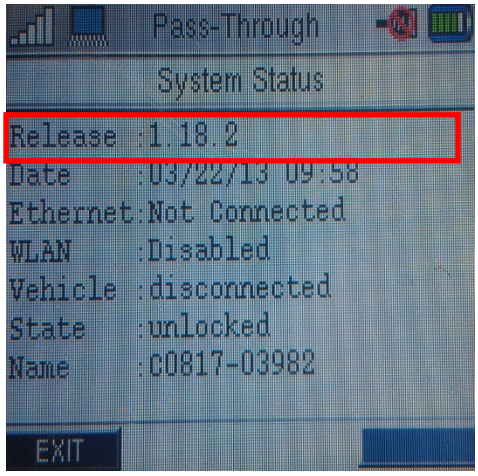
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11. When complete, press **Enter** to reboot **the StarMOBILE™ device**:



Once the StarMOBILE™ device reboots, you will see the latest firmware release at the top of the screen, which is **1.18.2:**



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