

Service Information

Workshop Equipment

Number: VSE-14-05

Subject: wiTECH™ – Software Installation Instructions

Date: March 24, 2014

Supersedes VSE-13-14 to introduce the latest wiTECH software version 13.4.11. This update is required to utilize a new Software Flash format and a new mini-pod diagnostic head.

1.0 - Introduction

This latest wiTECH Desktop Diagnostic Software is required to support a new Software Flash format and the new mini-pod diagnostic head. The current wiTECH software version 13.4.7 will no longer be supported after May 1st, 2014.

Please note you can continue to use the same StarMOBILE handheld device but that a new mini-pod diagnostic head is available for purchase thru Snap-On. Please follow the steps below to complete your installation and configure the device.

2.0 - Preparation

- ❑ wiTECH software is compatible with Windows XP®, Windows 7® and Windows 8®

Power on the StarMOBILE handheld device.

Connect the StarMOBILE Handheld device to your network or directly hardwire to your computer using an Ethernet Network cable as you would during normal operation.

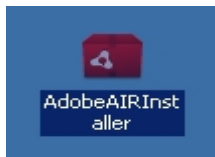
Download and install Adobe AIR at <http://adobe.com/downloads> **Note: If you have previously installed wiTECH on your computer, you can skip this preparation step and proceed to Step 4.0.**

Download and Save the wiTECH V 13.04.11 installation file using the below link to the Desktop of the device where you're installing the software.

http://akamai-public.dealerconnect.chrysler.com.edgesuite.net/VW/wiTECH/application/wiTECH_VW_Install_vw13.04.11.exe

3.0 - Adobe AIR Installation Steps

1. On your desktop, double click the **Adobe AIR** file you downloaded during the 2.0 Preparation:



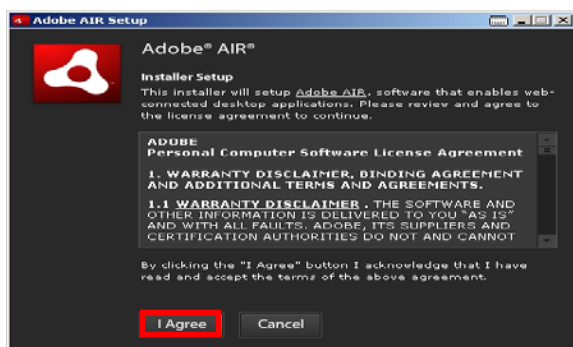
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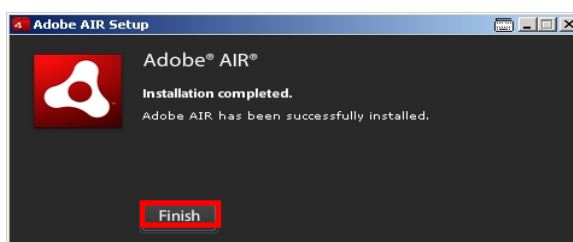
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2. Click I Agree:

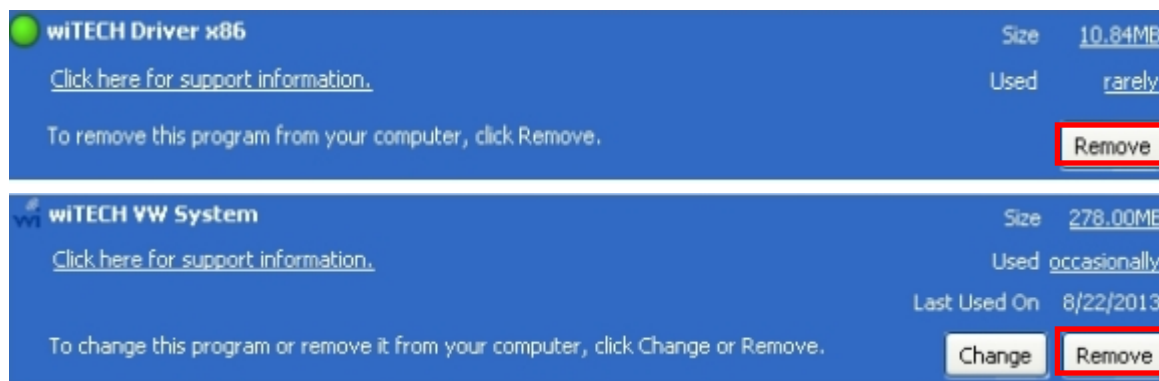


3. Click Finish:



4.0 – wiTECH Installation

1. If you previously installed wiTECH, please remove the wiTECH Driver X86 or X64 and the wiTECH VW Systems from Windows Control Panel > Add/Remove Programs



2. On the desktop, double click the **wiTECH** installation file you downloaded during the 2.0 Preparation:



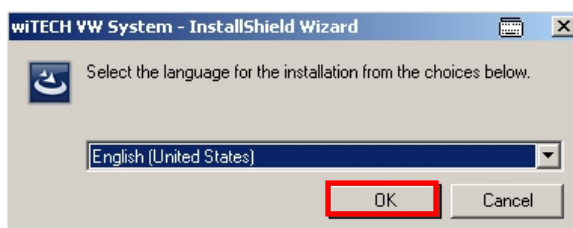
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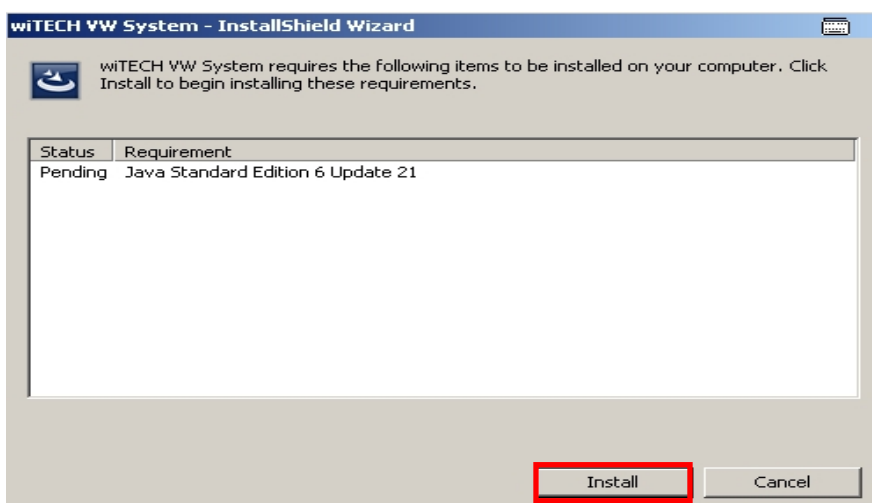
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3. Select **English** and click **OK**:



4. Click **Install**. **Note: This step may NOT appear if you already have Java 6 Update 21 or higher installed on your computer:** If it does, click **Install** to proceed with the installation. A series of windows may appear, but there is no action required by you.



5. Click **Next**:



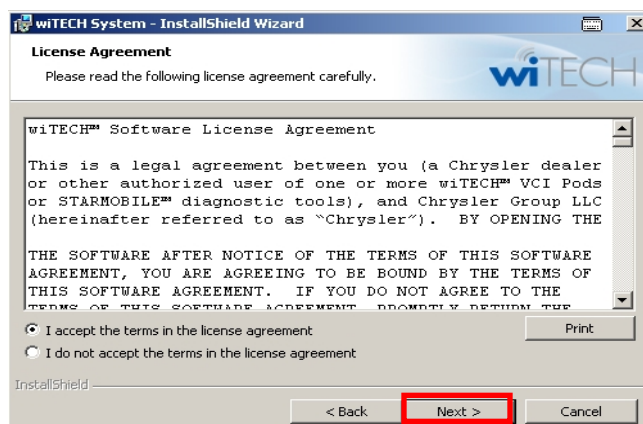
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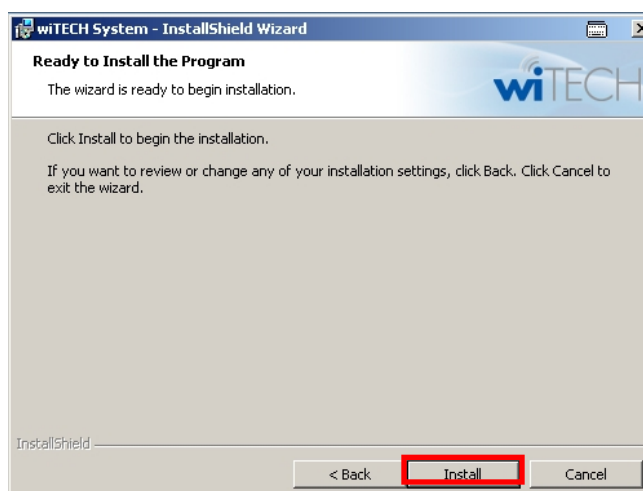
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6. Accept the license terms and click **Next**:



7. Click **Install**:



8. You may receive this Windows Security Alert after clicking Install. If so, click **Unblock**:





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9. Click **Finish**:

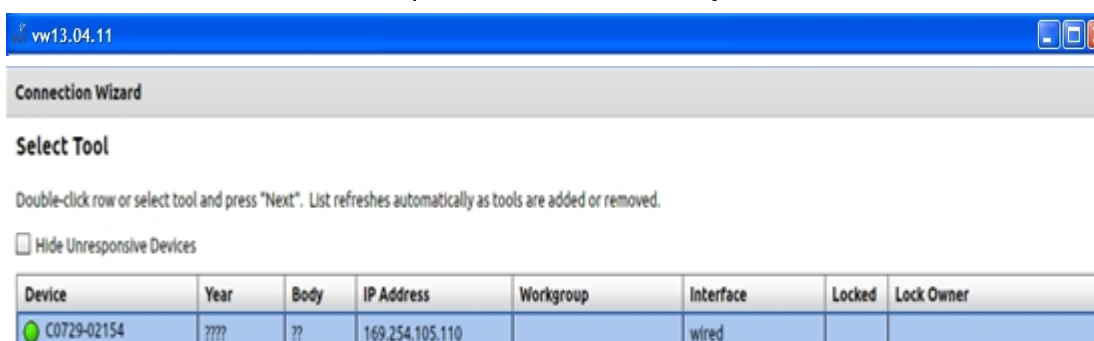


5.0 – Opening wiTECH for the first time

1. **Connect the StarMOBILE Handheld device to your network** or directly hardwire to your computer using an Ethernet Network cable as you would during normal operation.
2. **Double click** the wiTECH icon on your Desktop to open the application:



3. When the Connection Wizard opens, **double-click** on your device:



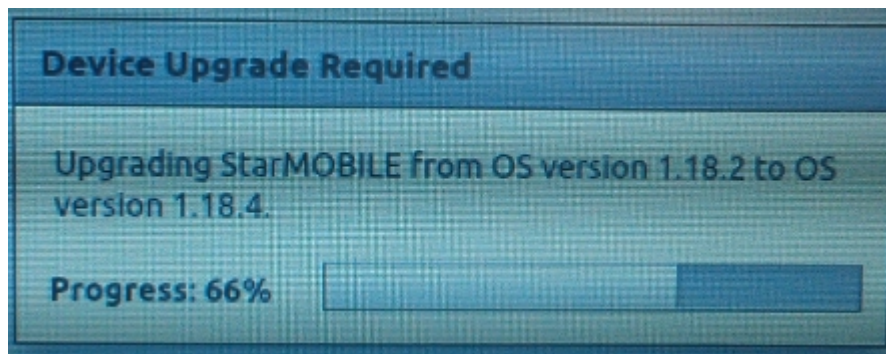
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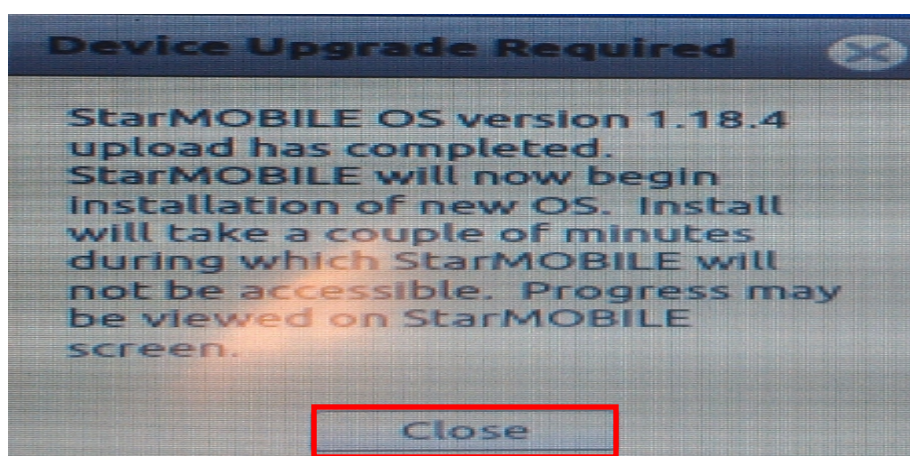
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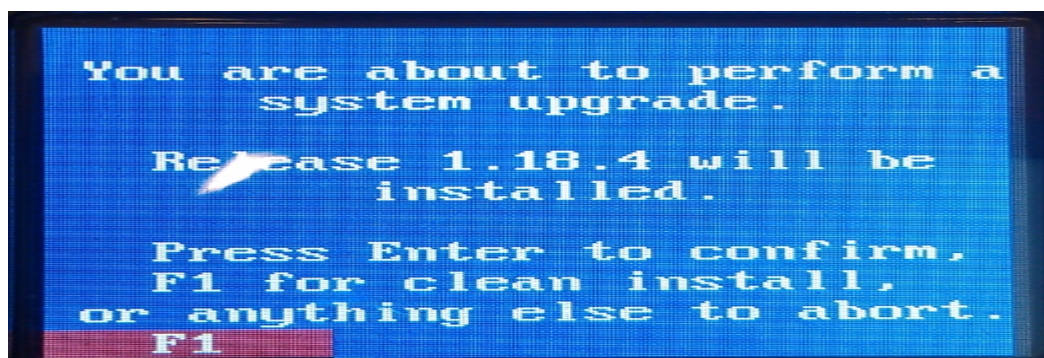
4. Within a few seconds of connecting to the StarMOBILE Handheld device, the automatic download of firmware 1.18.4 will begin, if your device is not already at this level. **Note: You can confirm this by looking at the Release version on the StarMOBILE Handheld device.**



5. Once the download is complete, a confirmation box will appear. Click **Close** to begin the update on the StarMOBILE handheld device:



6. On the **StarMOBILE device**, press **Enter** on the StarMOBILE Handheld device to begin:



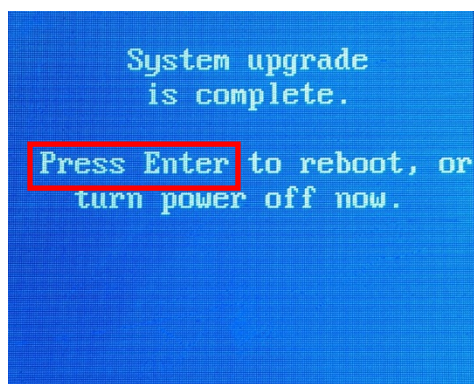
Note: You will see a series of updates occurring on the StarMOBILE Handheld device. There is no input required by you during this update.



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- 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 **1.18.4**:

