Service Information

Volkswagen

wiTECH™ **Number: VWI-17-01**

Subject: wiTECH™– Software Download and Installation Instructions **Date: Sep. 21, 2017**

Supersedes VWI-15-03 due to a change of where the wiTECH software download file is located.

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.

While existing StarMOBILE handheld devices may still be used, a new mini-pod diagnostic head is available for purchase thru Snap-On.

2.0 - Preperation

- ☐ Check wiTECH software compatibility: Windows 7 and Windows 10.
- ☐ 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 **Save** the wiTECH V13.04.18 installation file from **ServiceNet > Vehicle Diagnostics> Routan wiTECH Diagnostic > Software**
- ☐ Download **Adobe AIR** from www.adobe.com if this is the first time wiTECH has been installed on this computer.

Note: If wiTECH was previously installed on this computer skip to Step 4.0 – Installing wiTECH

3.0 – Install Adobe AIR

1. Double click the **Adobe AIR** file downloaded to the desktop during the preparation steps for new devices (Section 2.0):

(cont.)

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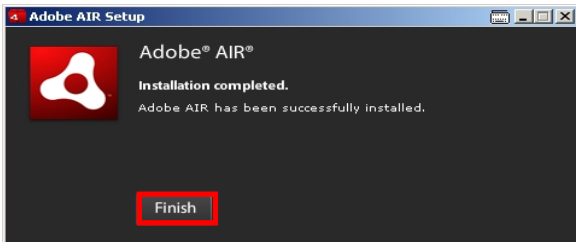
2. Click **I Agree:**

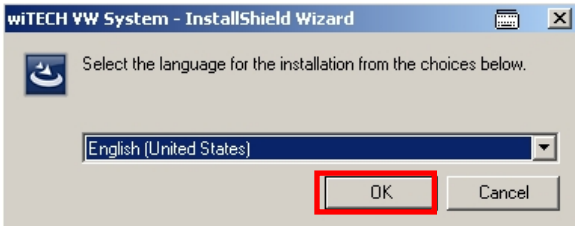
3. Click **Finish:**



4.0 – Installing wiTECH

1. Locate the the **wiTECH** installation file downloaded to the desktop during the preparation steps (Section 2.0):

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



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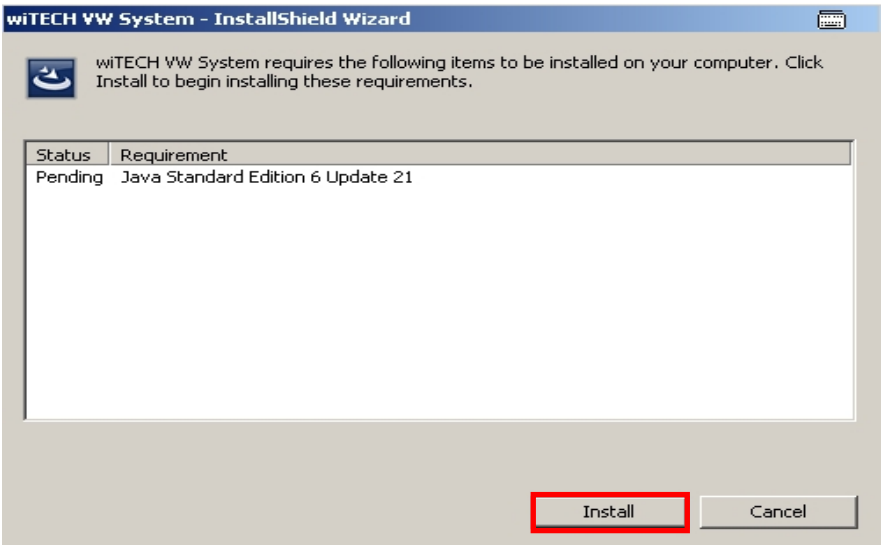
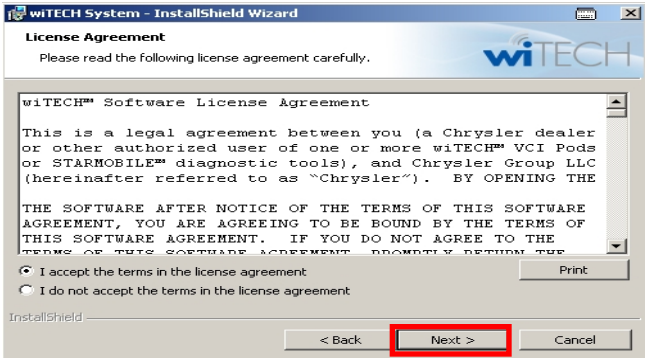
3. Click **Install:** Note that this step may not appear if Java 6 Update 21 or higher is already installed.



No user intervention is needed during the installation routine.

4. Click **Next:**

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



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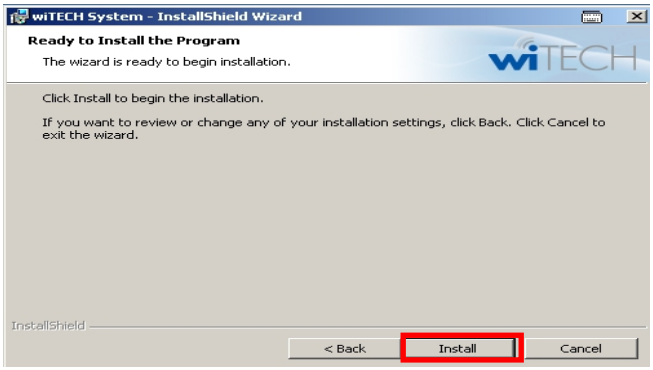
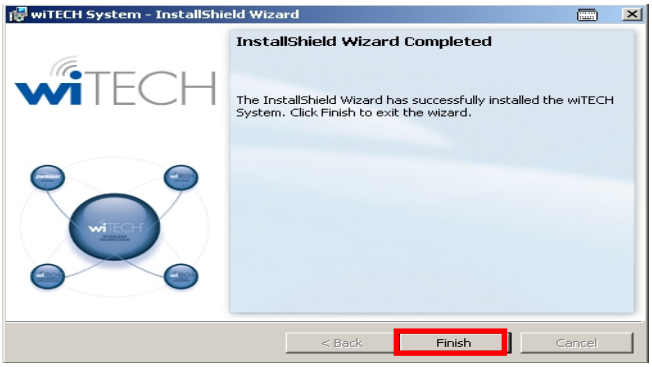
6. Select **Install:**



7. **If** a Windows Security Alert appears after initiating the installation, select **Unblock:**

8. Click **Finish:**



5.0 – Opening wiTECH for the first time

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

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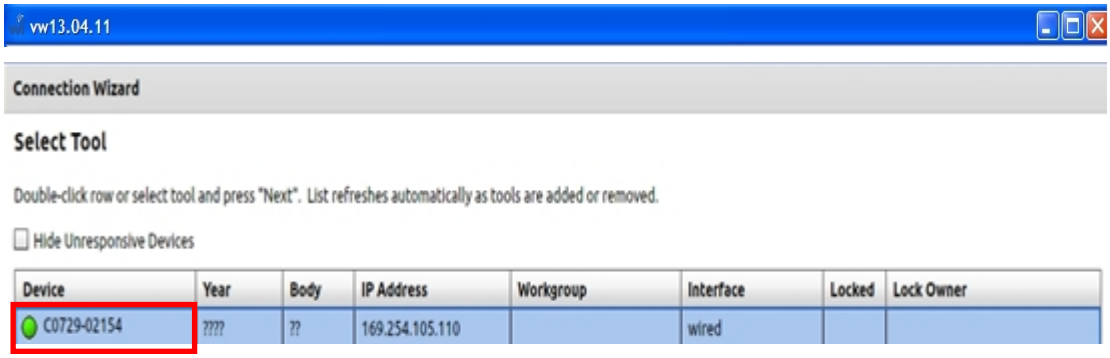
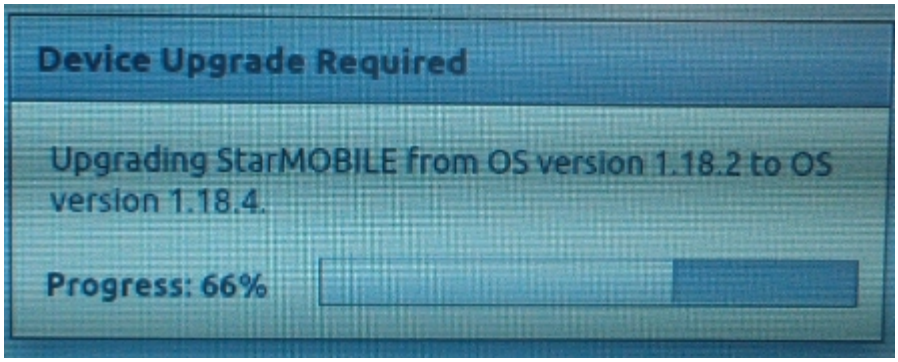
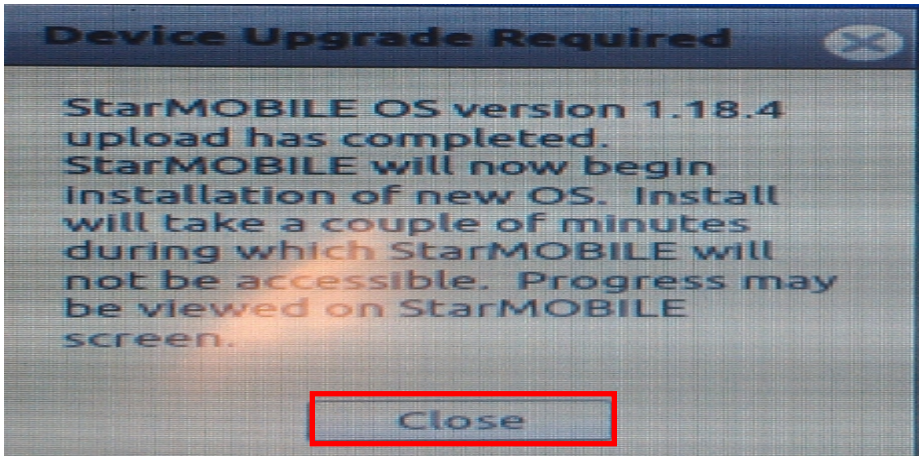
3. When the Connection Wizard opens, **double-click** on your device:



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 release version. Confirm this by looking at the Release version on the StarMOBILE Handheld device.**



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



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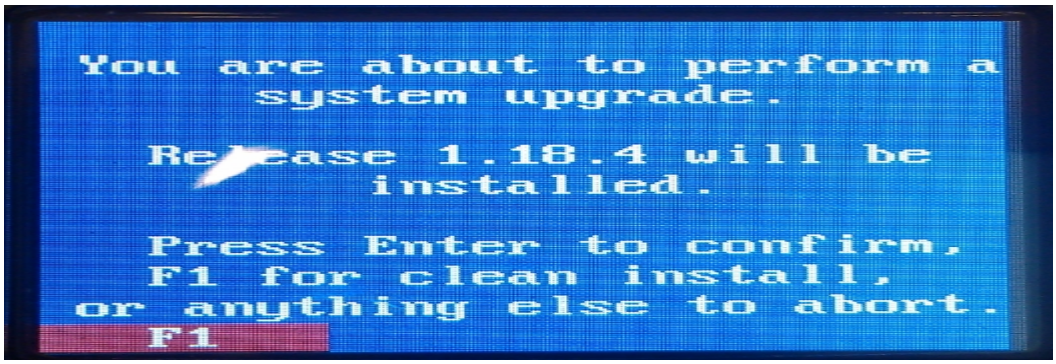
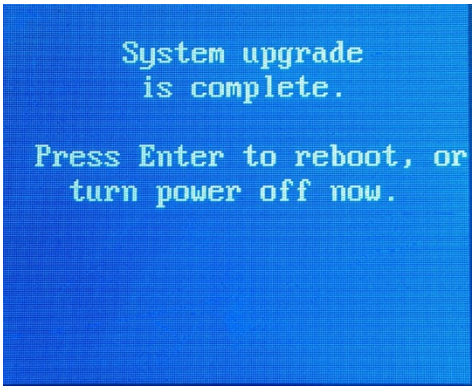
6. On **the StarMOBILE device**, press the **Enter** key to begin:

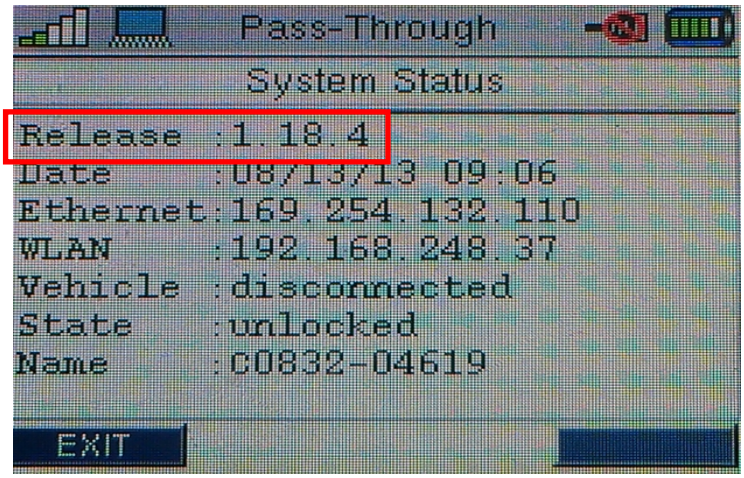


An update routine is displayed on the StarMOBILE Handheld device. No user input is required during this time.

7. When complete, press the **Enter** key to reboot **the StarMOBILE device**:



8. When the StarMOBILE device reboots, the latest firmware release is displayed at the top of the screen (currently **1.18.4):**



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