



Volkswagen

Service Information

wiTECH™

Number: VWI-18-02

Subject: wiTECH V13.05.14 - Software Download and Installation Instructions Date: Oct. 24, 2018

Supersedes VWI-17-01 due to new software version release.

1.0 - Introduction

A new wiTECH Desktop Diagnostic Software installation version, **13.05.14** is available for download and installation.

This latest wiTECH Desktop Diagnostic Software is required to support the new Software Flash format and new mini-pod diagnostic head.

2.0 - Preparation

1. Power on the host computer and confirm operating system compatibility: Windows® 7 or Windows 10.
2. **Uninstall any previous wiTECH version from the host computer.** (Use standard Windows program removal methods).
3. Open **Internet Explorer** on the host computer.
4. Logon to **vwhub** and go to: **All Apps > Service > ServiceNet > Vehicle Diagnostics > Routan wiTECH Diagnostics > Software**
5. **Save the wiTECH V13.05.14 file to the desktop.**

Note:

*wiTECH software installation on the host computer requires **Adobe AIR**.*

- **If Adobe AIR is not installed:** Refer to the instructions in **Section 3.0 – Page 2** before proceeding.
- **If Adobe AIR is installed:** Skip to **Section 4.0 – Page 2**.



Service Information

3.0 – Install Adobe AIR

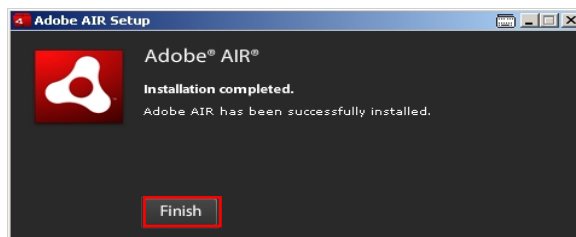
1. If Adobe AIR is not already installed, go to www.adobe.com and download **Adobe AIR** to the desktop.
2. Double click the **Adobe AIR** Installer icon:



3. Click **I Agree**:



4. Click **Finish**:

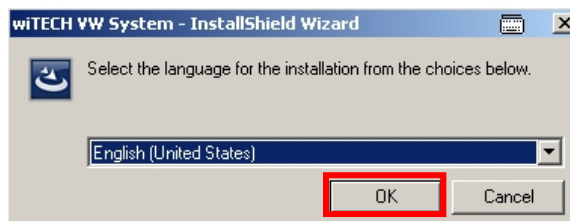


4.0 – Install wiTECH

1. Click the **wiTECH V13.05.14** file previously saved to the desktop . . . ensure **English** is selected, then select **OK**:



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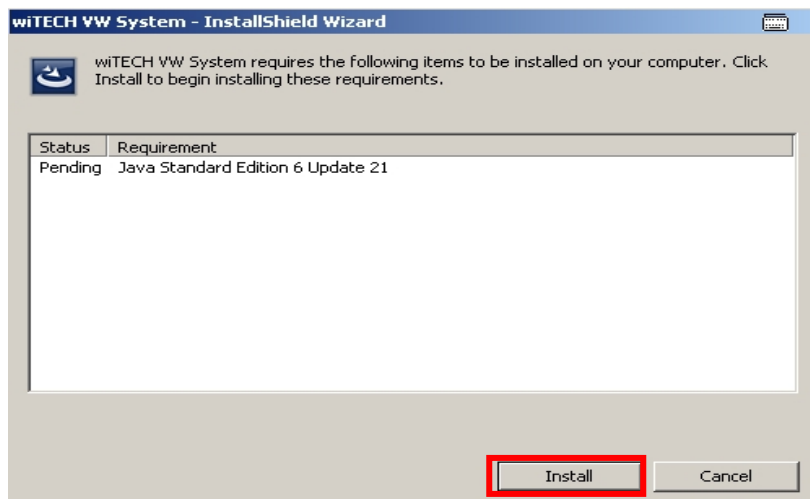


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Service Information

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

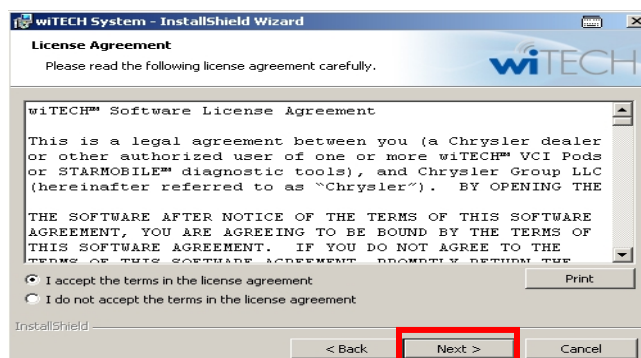


No user intervention is needed during the installation routine.

3. Select **Next**:



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

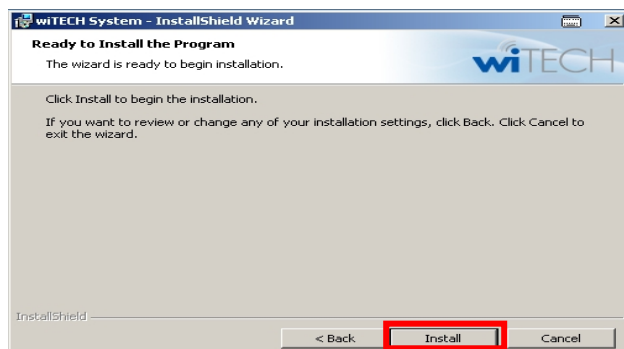


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Service Information

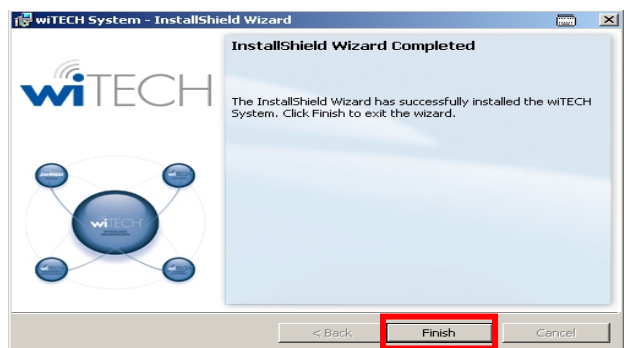
5. Select **Install**:



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



7. 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 host computer using an Ethernet Network cable as during normal operation.
2. **Double click the wiTECH icon** on the desktop to open the application:

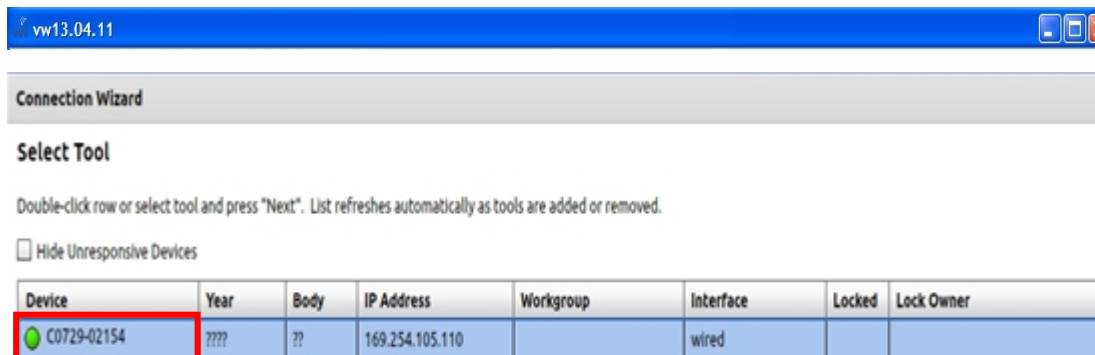


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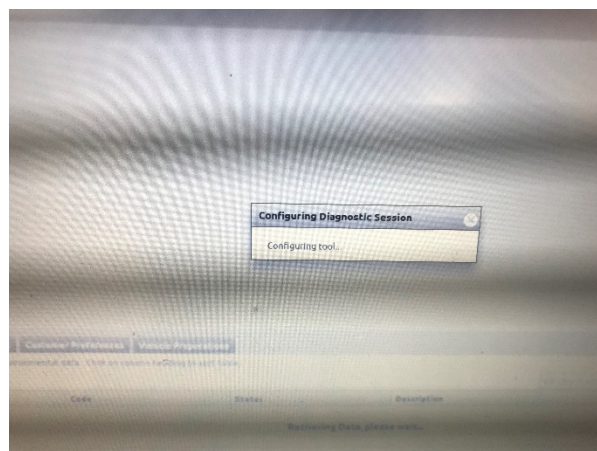
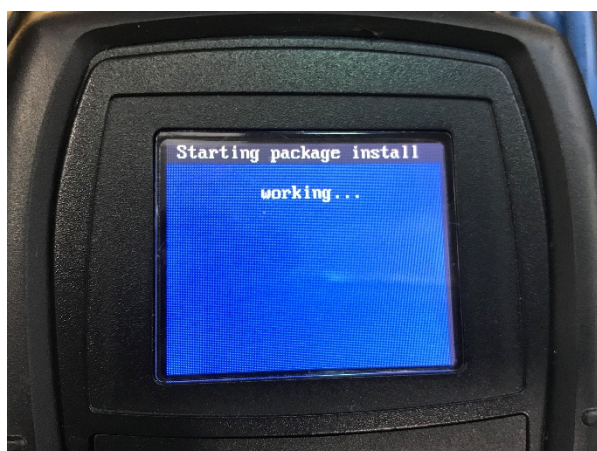


Service Information

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



4. Within a few seconds of connecting to the StarMOBILE Handheld device, an automatic installation procedure begins. No user intervention is required:



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

