CANTCU – Remote Session Prerequisites

NOTE!
The remote session involves remote flashing of software.

Even though our success rate is 100% at the moment of writing these instructions, there are always certain risks involved in software updating/flashing. That being said, flashing is done on your own risk, CANformance Engineering cannot be held liable for any damage resulted from software update failing.

1. Download and Install the latest **CANTCU Configurator** PC Software (download link in wiki)

2. Open **CANTCU Configurator** PC Software and make sure you have a working connection between the PC and CANTCU. CANTCU needs to be powered with 12V power from the connector (it doesn't work solely on USB power). If there's a firmware update notification (either PC software or controller firmware), please update to latest version before continuing.
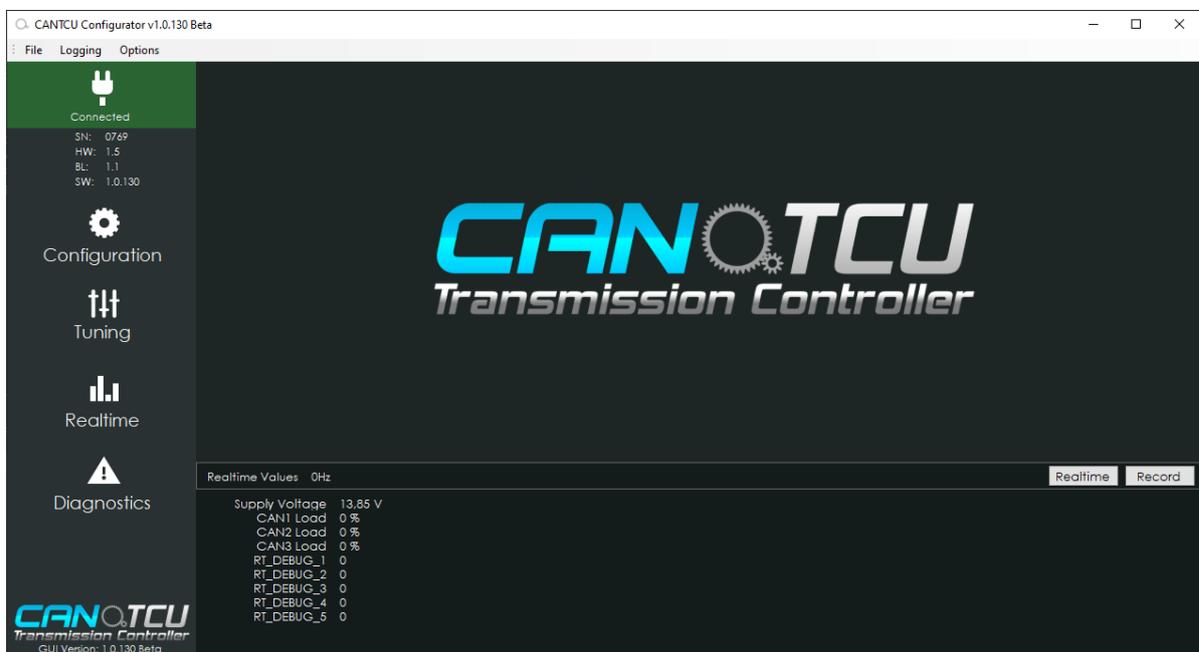
3. Make sure you have everything between transmission/CANTCU/ECU wired up correctly. You can verify this by checking that you see **CAN-bus Load** in CANTCU Configurator Realtime Values. To check, do the following:

   A. In **Configuration**-menu, activate the correct **Transmission Protocol** and **Car/ECU Protocol**
   B. **Update** configuration (press **Update**-button)
   C. Restart CANTCU (Options -> Restart CANTCU)
   D. Verify **CAN-bus Load** on CAN-buses:
      - All F-Series: **CAN1 & CAN2**
      - DCT E-Series: **CAN1**
      - ECU: **CAN3**
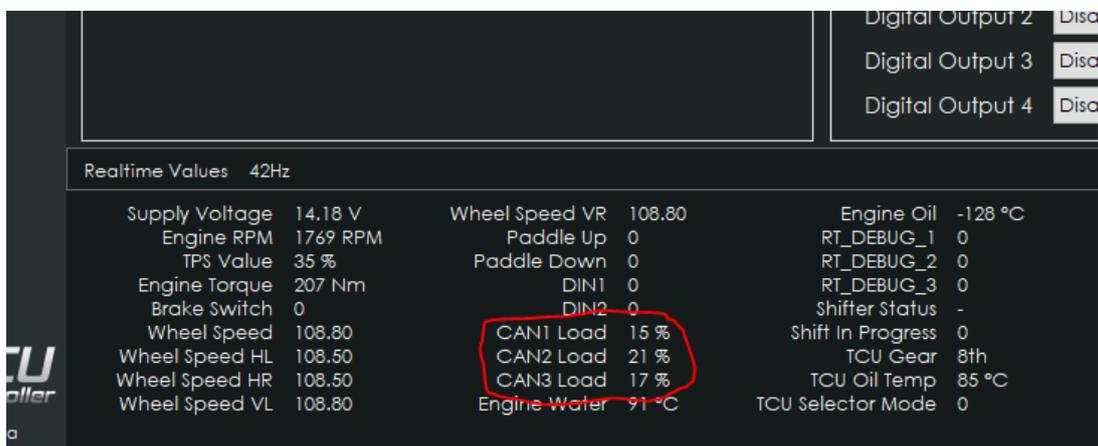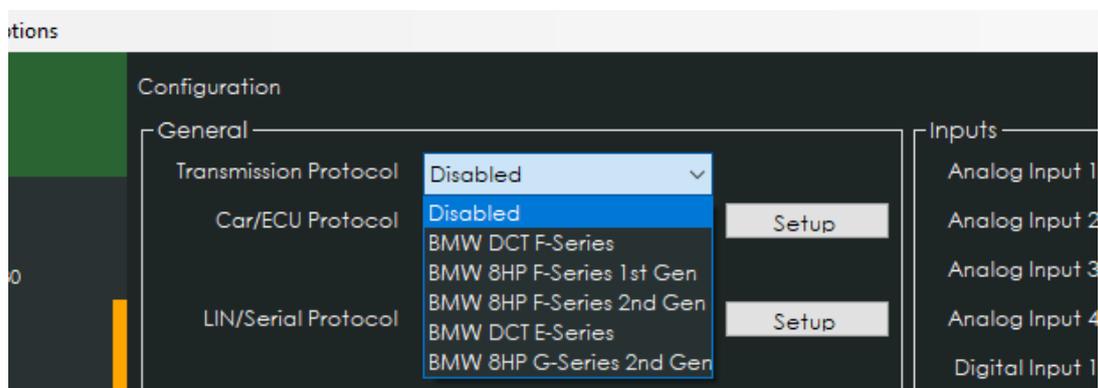
If **CAN1/CAN2 load** shows zero, verify all connections on the CAN-bus and power supply/WUP to the transmission.
If **CAN3 load** shows zero, the ECU is not communicating correctly.

4. In the "Diagnostics" tab, you should be able to read fault codes/information/adaptations*. Get a readout at minimum from the "Information" section and take a screenshot or write down the information (VIN and software versions).

*not all transmissions have all diagnostics available
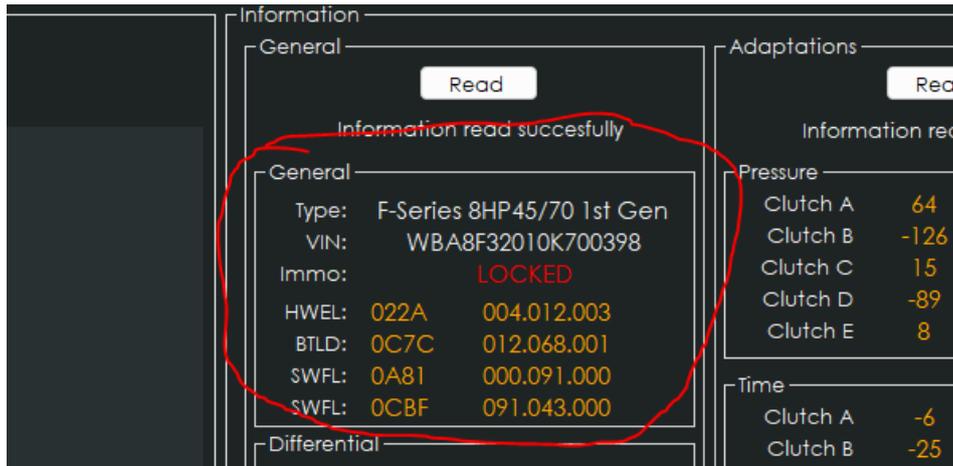
5. Download and install TeamViewer on your computer, it will be used for the remote session.

6. Send an email to us at support@canformance.net to schedule a remote session. Please provide the following information in the email:

- Transmission information gathered in step 3 (VIN and software versions)
- Exact transmission type (e.g. F-Series DCT M4)
- CANTCU Serial Number
- Car information:
  - Model & ECU used
  - Gasoline/Diesel
  - Differential Ratio
  - Rear tire size (e.g. 255/40/18)

With the supplied information, we will make the necessary preparations to have everything go as smoothly as possible during the remote session.

7. Before starting the remote session, please go through the checklist below:

- ✓ Make sure laptop is connected to a charger
- ✓ Stable internet connection (LAN is preferred over WiFi)
- ✓ Charger connected to car (Flashing process requires over 12.5V)
- ✓ Disconnect any shifter and/or OBD-cable from CAN1 if present (we only want to have CANTCU and the transmission present on the bus while flashing)
- ✓ Verify with CANTCU configurator that you have communication with the transmission (steps 2/3)