



# Altec Service Tool Installation Guide

[www.altec.com](http://www.altec.com)

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## Revision Sheet

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# INSTALLATION MANUAL

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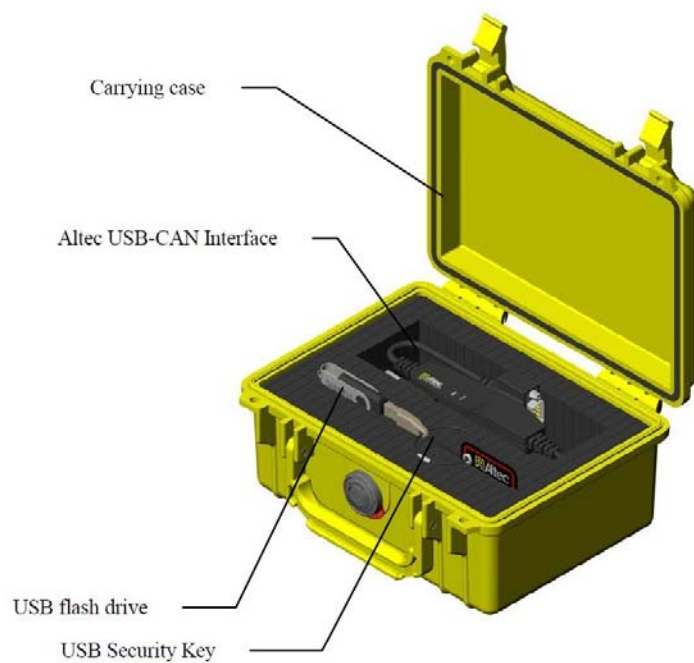
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## 1.0 GENERAL INFORMATION

### 1.1 Kit Contents

The Altec Service Tool Kit contains the following items

- (1) Altec USB-CAN Interface
- (1) USB Security Key
- (1) DB-9 to Altec diagnostic connector adapter
- (1) USB flash drive
- (1) Installation manual
- (1) Carrying case



## **1.2 System Requirements**

The Altec Service Tool Kit has the following system requirements:

- Pentium® III 667 MHz PC
- 256 MB of RAM
- Windows® XP SP2, Windows Vista, or Windows 7
- 2 or more free USB ports
- Administrative rights on the target PC

## 2.0 SOFTWARE INSTALLATION

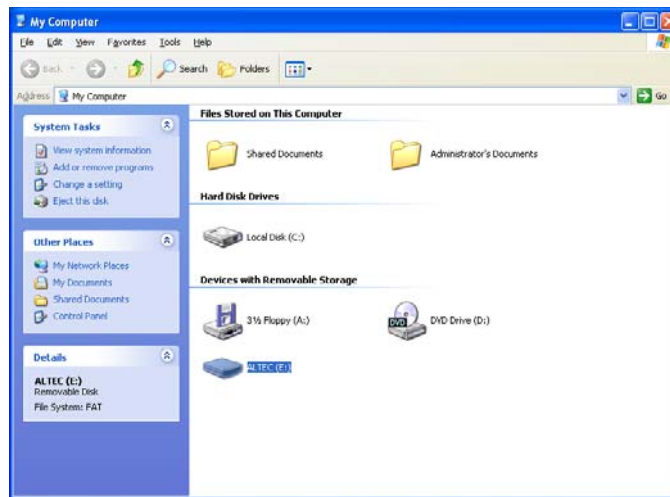
This section provides instructions on installing the Altec Service Tool software and USB-CAN interface device drivers. It is important to install the MotoService software first before installing the device drivers for proper operation.

Note: Do NOT connect the Altec USB-CAN Interface or the USB security key to the PC until prompted to do so by these instructions.

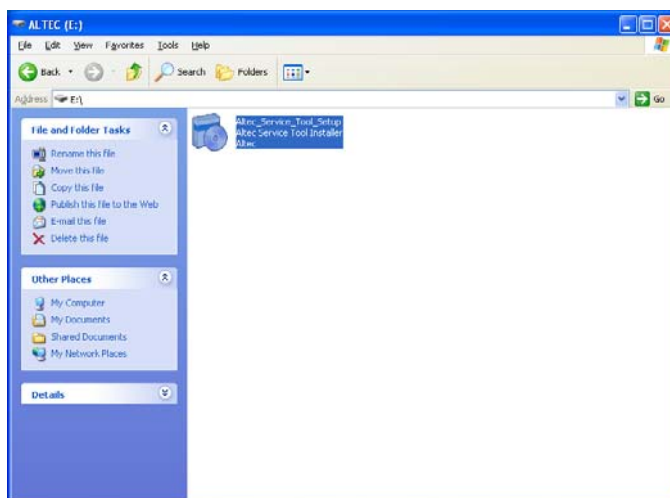
### 2.1 Altec Service Tool Installation

To install the Altec Service Tool software suite, perform the following steps:

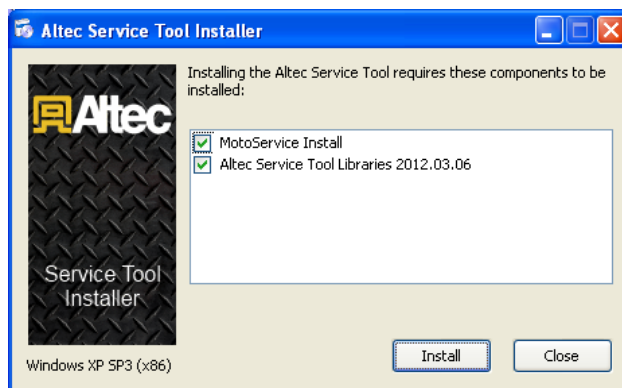
1. Insert the USB flash drive included with the Altec Service Tool Kit into one of the computer's USB port.
2. Click on the computer's "Start" button and choose either "My Computer" (Windows XP) or "Computer" (Windows Vista/7). Double-click on the drive labeled "ALTEC" as shown to view the files on the USB flash drive.



3. Double-click the “Altec\_Service\_Tool\_Setup” program to launch the installation program.

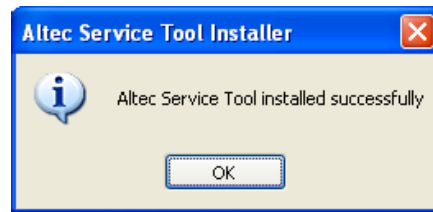


4. You should now see the installation wizard as shown. Leave all of the components selected and press the “Install” button to continue.





5. Wait for the installation to complete. A dialog will indicate that the installation has completed successfully. Click the “OK” button to complete the setup process.



6. Safely remove the USB Flash Drive from the computer.

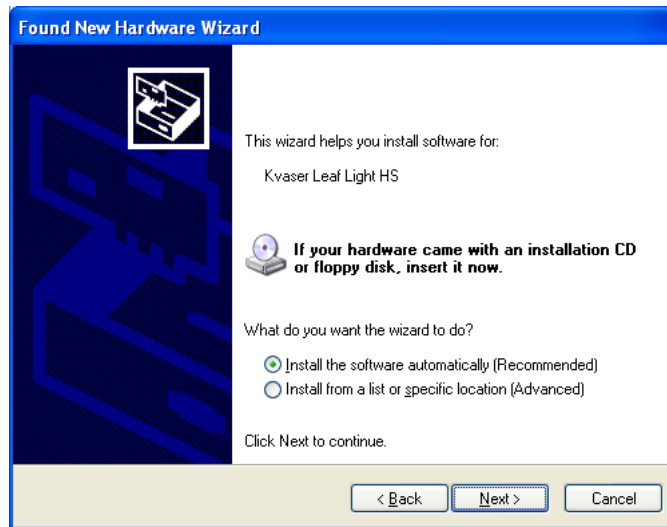
## 2.2 USB-CAN Interface drivers

To install the CAN-USB Interface drivers, you must first install the Altec Service Tool software. If you have not already done so, refer to [2.1 Altec Service Tool Installation](#). To install the USB-CAN Interface drivers, perform the following steps:

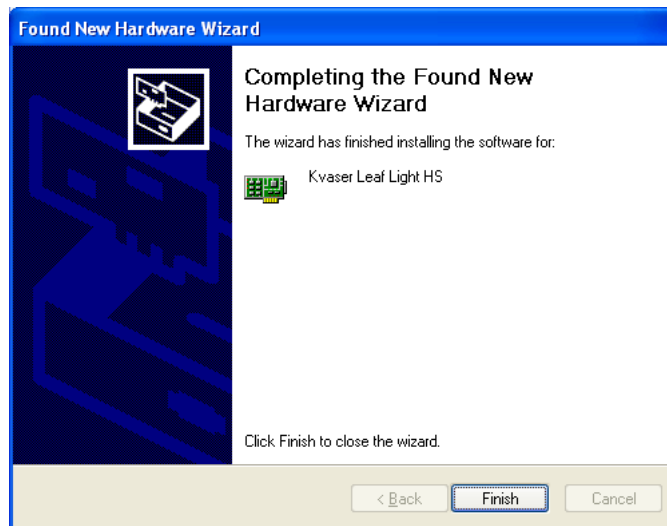
1. Connect the USB-CAN Interface hardware to an available USB port on the PC on which you have already installed the Altec Service Tool software. If you are using Windows Vista or Windows 7, the device drivers will install automatically and the process is finished. If you are using Windows XP, proceed to the next step.
2. It may take several seconds for Windows to detect the new hardware. Once the device is detected, you will be prompted to locate a device driver for the hardware by the “Found New Hardware Wizard”. Choose “No, not this time” and click the “Next” button to continue.



3. Choose “Install the software automatically (Recommended)” and click the “Next” button to continue



4. Click “Finish” to complete the driver installation



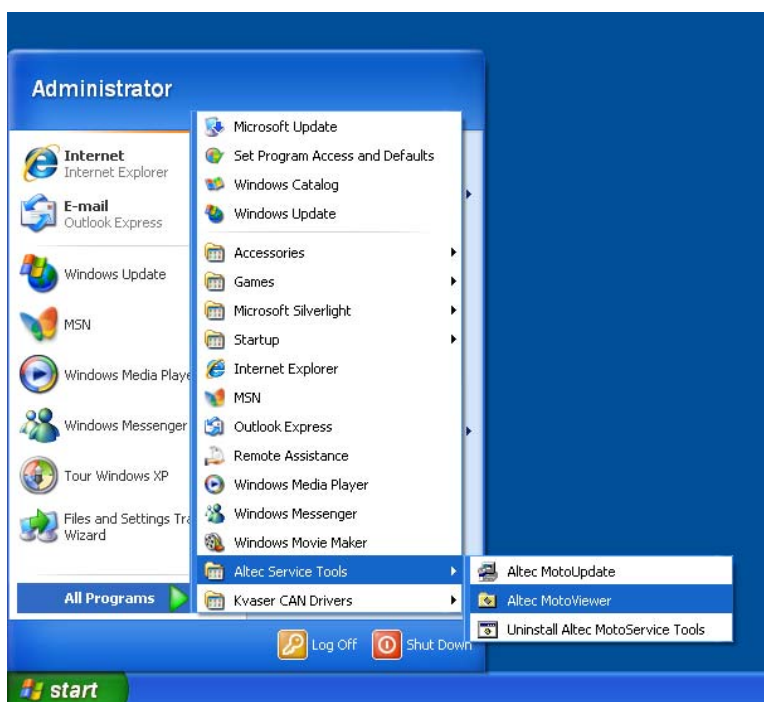
5. Verify that the “PWR” light on the USB-CAN Interface is on solid (not blinking). If the light is off or not blinking, see [6.4 “PWR” light on the USB-CAN interface is off](#) or [6.5 “PWR” light on the USB-CAN interface is blinking](#).

## 3.0 RUNNING MOTOVIEWER

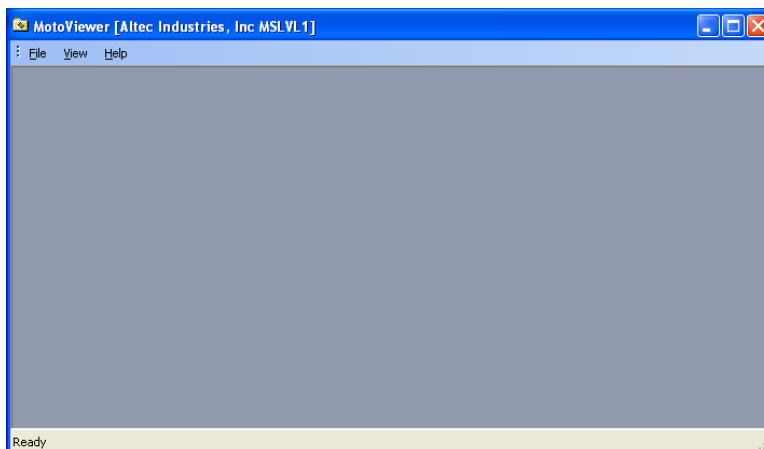
*This section provides instructions on running the MotoViewer tool*

### 3.1 Launching MotoViewer

1. Insert the USB Security Key provided with the Altec Service Tool Kit into one of the available USB ports on the computer.
2. If you have not already done so, perform the USB-CAN Interface driver installation steps in [2.2 USB-CAN Interface drivers](#). Plug the USB-CAN Interface into an available USB drive on the computer.
3. Click on the computer's "Start" button, choose "All Programs", and then choose the "Altec" program group. Click on the "Altec MotoViewer" icon to start MotoViewer.



4. MotoViewer will now start. Verify that the title bar of the MotoViewer window does NOT say “MotoViewer [Unlicensed]”. If the title bar does say “MotoViewer [Unlicensed]”, see troubleshooting steps [6.6 MotoViewer is “Unlicensed”](#).



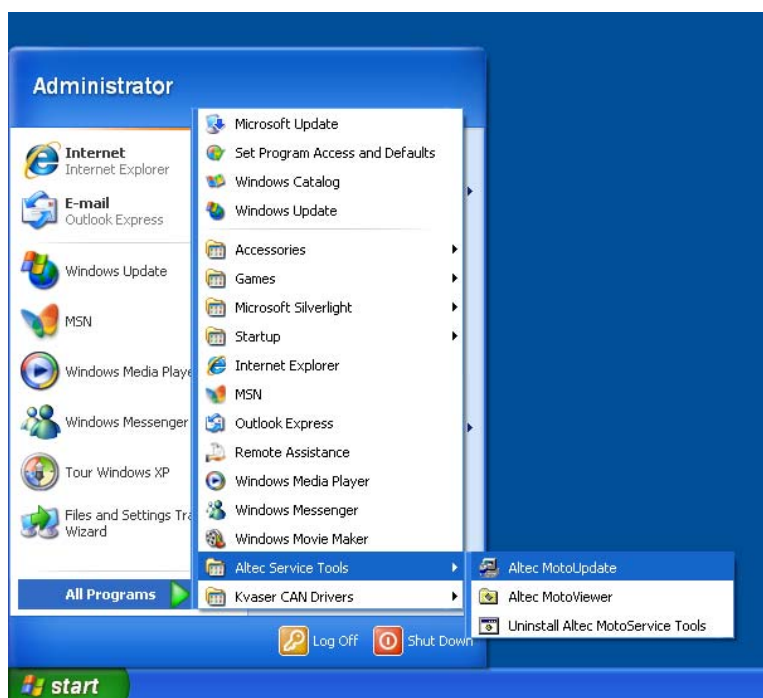
5. The MotoViewer program is now ready to use. Consult the unit manual for instructions on connecting to the unit.

## 4.0 RUNNING MOTOUPDATE

*This section provides instructions on running the MotoUpdate tool*

### 4.1 Launching MotoUpdate

1. Insert the USB Security Key provided with the Altec Service Tool Kit into one of the available USB ports on the computer.
2. If you have not already done so, perform the USB-CAN Interface driver installation steps in [2.2 USB-CAN Interface drivers](#). Plug the USB-CAN Interface into an available USB drive on the computer.
3. Click on the computer's "Start" button, choose "All Programs", and then choose the "Altec" program group. Click on the "Altec MotoUpdate" icon to start MotoUpdate.

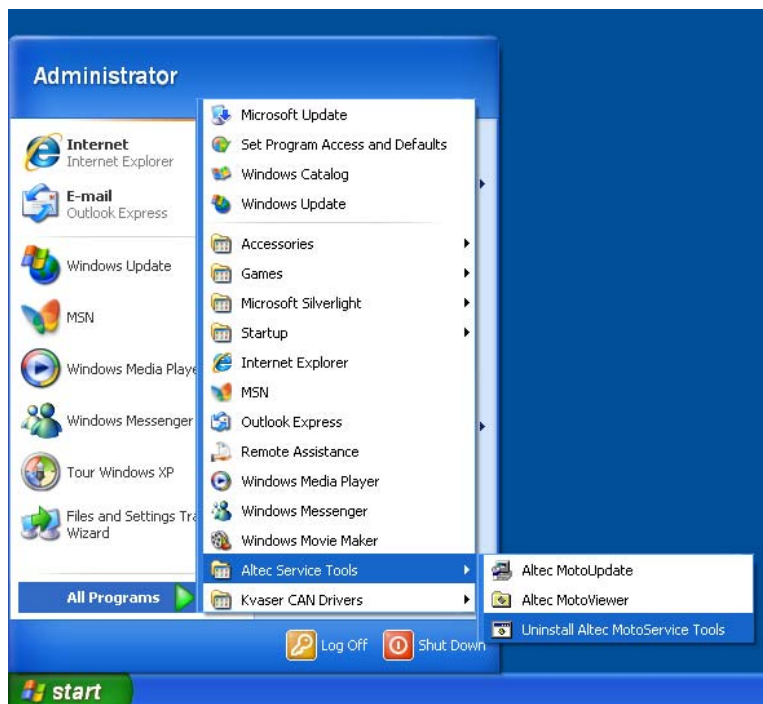


## 5.0 UNINSTALLING SOFTWARE

This section provides instructions on uninstalling the Altec MotoService tools

### 5.1 Uninstalling

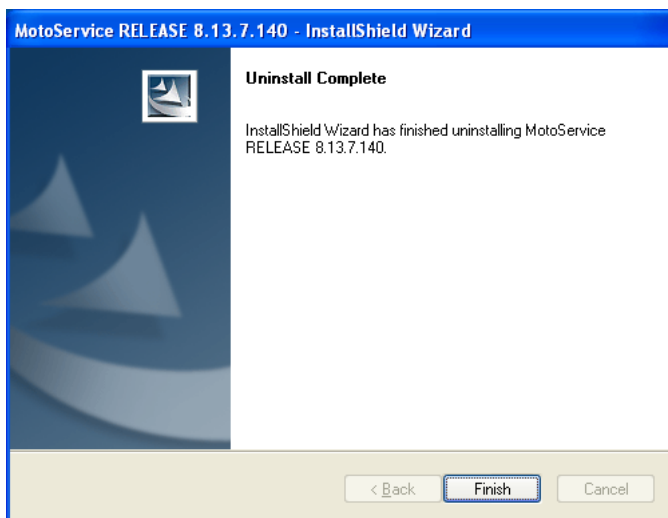
1. To uninstall the Altec Service Tool, click on the computer's "Start" button, choose "All Programs", and then choose the "Altec" program group. Click on the "Uninstall Altec MotoService Tools" icon to start the uninstaller.



2. Click "Yes" to completely remove the MotoService tools.



3. Click "Finish" to complete the uninstall process





## 6.0 TROUBLESHOOTING

This section provides troubleshooting steps for common problems

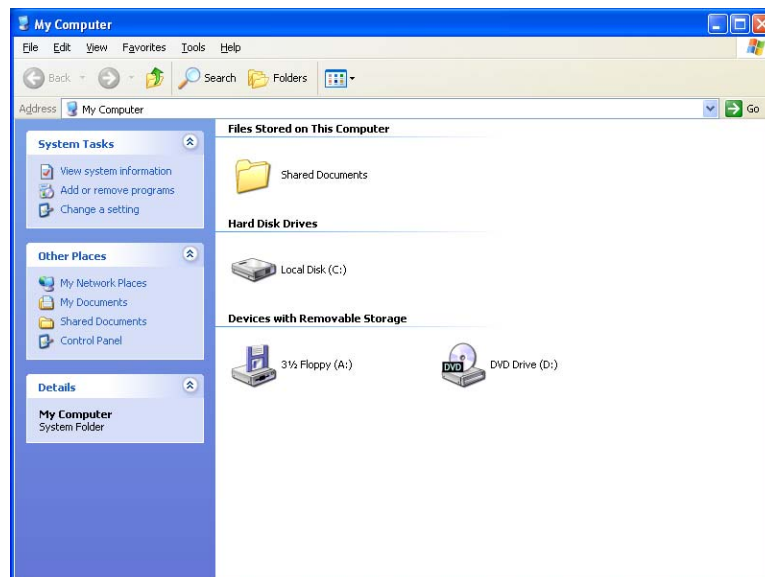
### 6.1 General troubleshooting hints

If you do not find a specific troubleshooting section that matches the problem you are having, please try the following general troubleshooting hints:

- Verify that your computer has the latest service packs and updates. Consult your operating system's documentation for instructions on how to do this.
- Close all other programs and temporarily disable anti-virus software during installation
- Reboot the PC and attempt the installation again.

### 6.2 USB Flash Drive does not appear among computer's drives

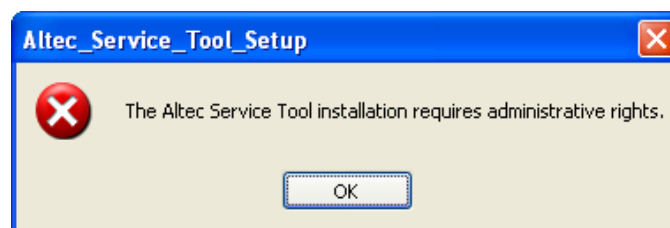
If you do not see a drive labeled "ALTEC" in the "Computer" or "My Computer" folder in step 2 of [2.1 Altec Service Tool Installation](#), perform the following troubleshooting steps:



1. Verify that the USB Flash Drive that was included in the Altec MotoService Tool Kit is plugged into one of the computer's USB ports
2. If the drive still does not appear, unplug the USB Flash Drive and plug it into a different USB port
3. If the drive still does not appear, consult your system administrator for help verifying that the USB ports on the computer are working properly.

### 6.3 Installation requires administrative rights

If you attempt to run the Altec MotoService installer program while logged into the computer as a user that does not have Administrative rights, you may receive the following message.



To resolve this problem, log off of the current Windows session and log on to Windows as a user that has administrative rights. Then follow the steps for installing the Altec MotoService tools again (see [SOFTWARE INSTALLATION](#))

#### **6.4 “PWR” light on the USB-CAN interface is off**

If the “PWR” light on the USB-CAN Interface is off (not blinking) after connecting the device and installing the device drivers, perform the following troubleshooting steps:

1. Verify that the USB-CAN Interface that was included in the Altec MotoService Tool Kit is plugged into one of the computer’s USB ports.
2. If the “PWR” light still does not turn on, unplug the USB-CAN Interface and plug it into a different USB port.
3. If the “PWR” light still does not turn on, consult your system administrator for help verifying that the USB ports on the computer are working properly.

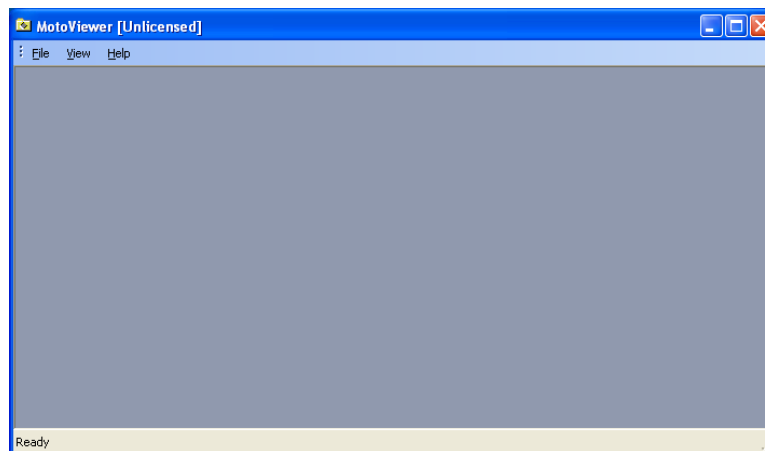
#### **6.5 “PWR” light on the USB-CAN interface is blinking**

If the “PWR” light on the USB-CAN Interface is blinking after connecting the device and installing the device drivers, this usually indicates that the USB port to which the device is connected is not providing enough power for the device to operate properly. To resolve this issue, perform the following troubleshooting steps:

1. Verify that the USB-CAN Interface that was included in the Altec MotoService Tool Kit is plugged directly into one of the computer’s USB ports and not into a USB hub or extension cable.
2. If the “PWR” light is still blinking, unplug the USB-CAN Interface and plug it into a different USB port on the computer.
3. If the “PWR” light is still blinking, consult your system administrator for help verifying that the USB ports on the computer are working properly.

#### **6.6 MotoViewer is “Unlicensed”**

If you run the Altec MotoViewer utility and the title bar of the MotoViewer window says “MotoViewer [Unlicensed]”, perform the following troubleshooting steps:



1. Verify that the USB Security Key that was included in the Altec MotoService Tool Kit is plugged into one of the computer’s USB ports
2. If the title bar still says “MotoViewer [Unlicensed]”, unplug the USB Security Key and plug it into a different USB port
3. If the title bar still says “MotoViewer [Unlicensed]”, consult your system administrator for help verifying that the USB ports on the computer are working properly.