

# TDN

*Tuner Guide*

## REVISION HISTORY

Date	Revisions
November 2021	Complete Rewrite of beta document
February 2022	Added information on using the TDN App. Updated Automated Tune Deployment and Supported Controllers.
April 2022	Updated list of Supported Controllers
May 2022	Updated list of Supported Controllers

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## ABOUT TDN

Tune Delivery Network (TDN) is a suite of applications that allows tuner files to be exchanged with the customer. The suite includes:

- A mobile app that allows customers to retrieve scan files from their vehicles, send them to you, and then apply your tuned files when they are completed.
- A website (portal) that is used by tuners to accept new customers, receive their scan files, keep the received files organized by customer and vehicle, and send completed files back to the customer.

This guide is for tuners using the TDN portal.

Information on using the TDN mobile app is also included in order to help tuners to support their customers who use it.

## USING THE TDN PORTAL

Use the TDN Portal to exchange tunes and other data with your customers, no matter how near or how far away those customers and their vehicles happen to be.

## GETTING STARTED

1. If you have not already done so, make sure you are an authorized tuner:
  - a. Create an account with [hptuners.com](http://hptuners.com). See *Creating An Account* (Page 5).
  - b. Contact HP Tuners to be added as an authorized tuner.
2. Create invite codes that customers can use to obtain your services. See *Creating Invite Codes For Your Customers* (Page 7).

## DAILY USE

Use the portal for the following tasks:

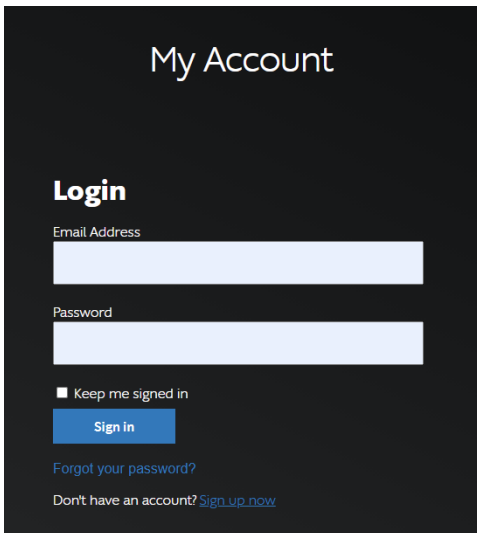
- *Adding and Removing Customers* (Page 11).
- *Receiving Customer Files* (Page 14).
- *Sending Tune Files to the Customer* (Page 17).

- *Specifying Channel Configuration for Customer Scans (Page 25).*

## CREATING AN ACCOUNT

If you do not already have an HP Tuners account, create one now:

1. Go to <https://tdn.hptuners.com>.
2. The My Account page appears. Click the **Sign up now** link at the bottom of the page.



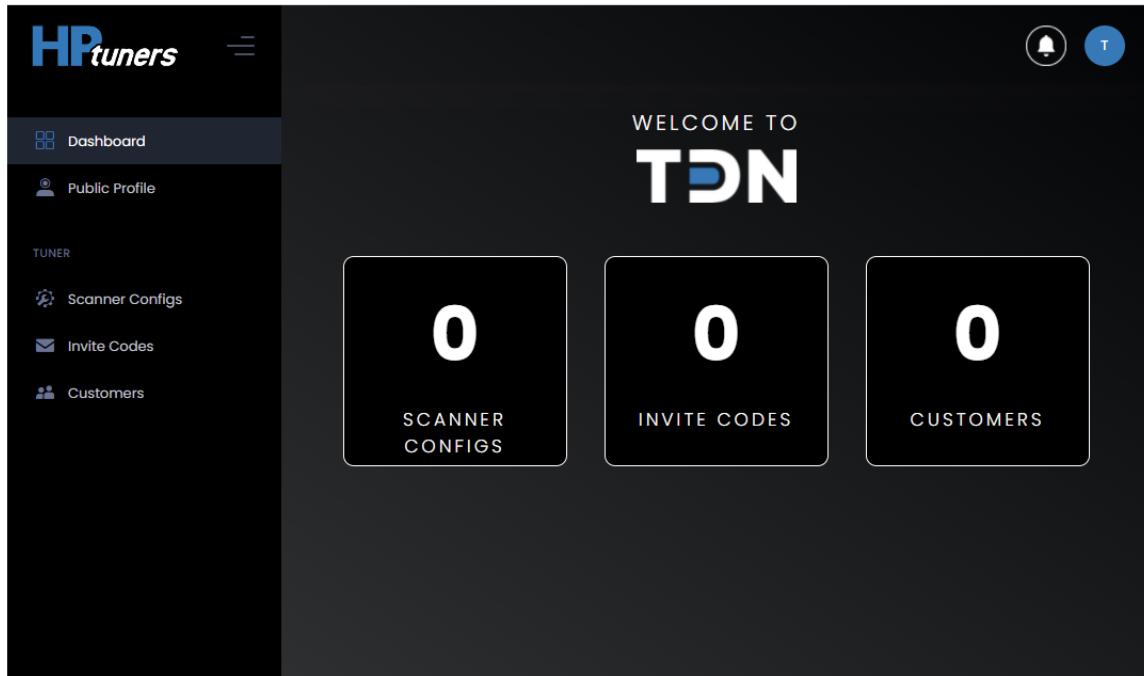
The screenshot shows a dark-themed 'My Account' page. At the top, the text 'My Account' is displayed. Below it, the 'Login' section contains two input fields: 'Email Address' and 'Password'. There is a checkbox labeled 'Keep me signed in' and a blue 'Sign in' button. At the bottom of the login section, there are two links: 'Forgot your password?' and 'Don't have an account? Sign up now'.

3. The My Account Sign Up Page appears. Enter your email address and click **Send Code**. A verification code will be sent to the email address entered.
4. Once you receive the code, enter the verification code in the space provided and fill out the remaining fields on the page.
5. Click **Create**.


Additionally, tuners who are first time users will need to contact HP Tuners to be added as an authorized tuner.

## INITIAL TDN LOGIN AND SETUP

1. Go to <https://tdn.hptuners.com>.
2. Enter your HP Tuners credentials and click Sign in. The TDN dashboard appears.



3. Select **Public Profile** from the sidebar menu.



**SIDEBAR ICON:** If the sidebar menu is hidden, click this icon in the upper-left corner of the page to display it.

4. On the Public Profile page, enter the contact info that you want to be displayed to customers.
5. Select **Submit**.

## CREATING INVITE CODES FOR YOUR CUSTOMERS

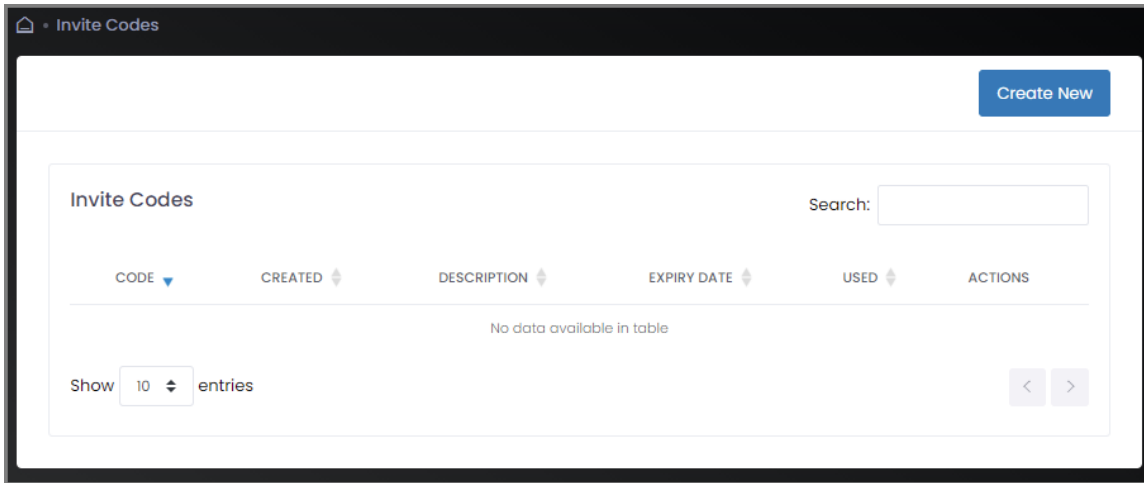
In order to become your customer, the person who wants your services needs to enter an invite code in the TDN smartphone app. Entering a code received from you associates the customer with your tuning business and directs all of the customer's scans to you. Requiring a code provides you a certain degree of control over who is allowed to send you tuning files.

You may wish to create several invite codes for different types of potential customer. For example, you might have:

- A code that you give to people you already know and trust and whose business you want to accept automatically.
- A code that you give to people that contacted you, but you don't really know them. Maybe you want to check them out a bit before you accept them or maybe you're worried that they'll share the code without your permission. Such customers can be screened rather than auto accepted.
- A published code that is used for promotional purposes. In addition to screening new customers who enter this kind of code, you may want to set an expiration date for the code and a maximum number of uses for the code to match the promotion being run.

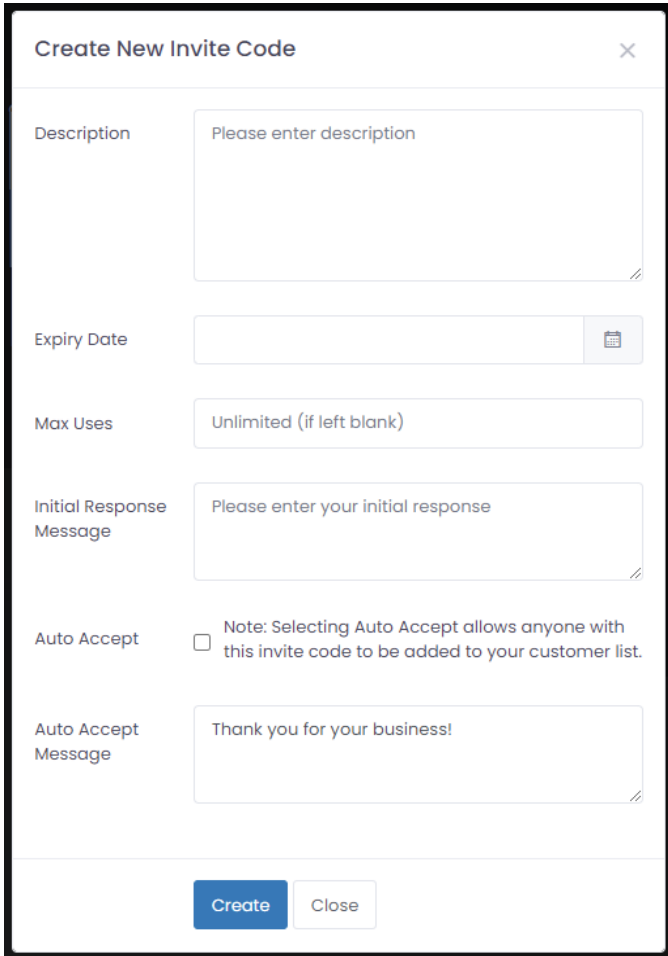
### CREATING A NEW INVITE CODE

1. Select **Invite Codes** from the sidebar menu. The Invite Codes page appears. Initially, the list of invite codes will be empty.



2. Click **Create New** to add an invite code.





**Create New Invite Code** [X]

Description: Please enter description

Expiry Date: [ ] [Calendar icon]

Max Uses: Unlimited (if left blank)

Initial Response Message: Please enter your initial response

Auto Accept:  Note: Selecting Auto Accept allows anyone with this invite code to be added to your customer list.

Auto Accept Message: Thank you for your business!

[Create] [Close]

3. Fill out the top three fields:

- **Description:** A descriptive name for this code. This is what you will see displayed in the invite code list.
- **Expiry Date:** The date (if any) after which the code may no longer be used. For example, if the code is used for promotional purposes, this date may correspond to the end of the promotion.
- **Max Uses:** The total number of times this code may be used.

4. If you wish to screen customers, enter the **Initial Response Message** that customers will be sent when their invite code is received. (This field may be left blank if you plan to auto accept customers. It will not be used for automatically accepted customers.)

If you DO NOT wish to screen customers, check the **Auto Accept** box.

5. Enter the **Auto Accept Message** that customers will be sent automatically when they are approved / accepted. This message is sent to all customers, whether they have been accepted automatically or manually.
6. Click **Create**.

### EDITING AND DELETING INVITE CODES

Invite codes that you have created will be listed in the Invite Codes screen. (Select **Invite Codes** from the sidebar menu.)

If your web browser window is large enough, each invite code will have the following two icons in the Actions column:



Select this icon to edit the invite code.



Select this icon to delete the invite code.



**HIDDEN ACTIONS:** If your web browser window is not very wide, you may not see the two icons above. Instead, there will be a blue plus sign to the left of the invite code. Select this icon to display the remaining options.

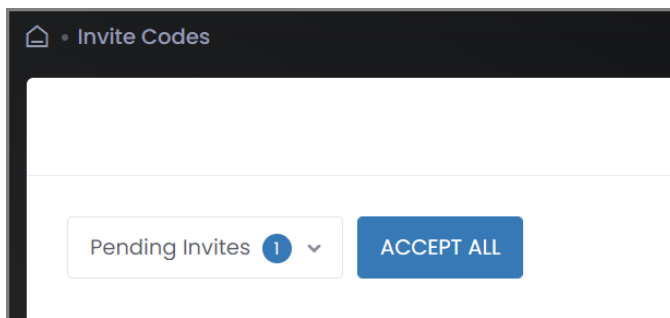
## ADDING AND REMOVING CUSTOMERS

### MANUALLY ACCEPTING CUSTOMER INVITES

If you have created one or more invite codes that do not auto accept customers, you will need to screen the received invites on the Invite Codes page.

You will receive a notification when there is a new invite. Additionally, the number of new invites will appear next to the words Invite Codes in the sidebar menu. Follow these steps to accept or reject new invites:

1. Select **Invite Codes** from the sidebar menu. The Invite Codes page appears. Controls for pending invites are in the upper-left corner of the page.



2. If you want to accept all the pending invites, click the **ACCEPT ALL** button.


Pending Invites						Search: <input type="text"/>
CODE	CREATED	NAME	EMAIL	REQUEST	ACTIONS	
XXXX-0000	2021-10-13	Tim	im.here@yahoo.com		<input checked="" type="checkbox"/> <input type="checkbox"/>	

Show  entries

< 1 >

If you would rather review the invites individually:

- a. Click **Pending Invites**. The list of all pending invites will appear below.
  - b. In the Actions column, approve or reject each invite by clicking the check mark (approve) or the **X** (reject).
3. Once approved, the new customer will be listed on the Customers page.

 **HIDDEN ACTIONS:** If your web browser window is not very wide, you may not see the icons in the Actions column. Instead, there will be a blue plus sign to the left of the invite code. Select this icon to display the remaining options.

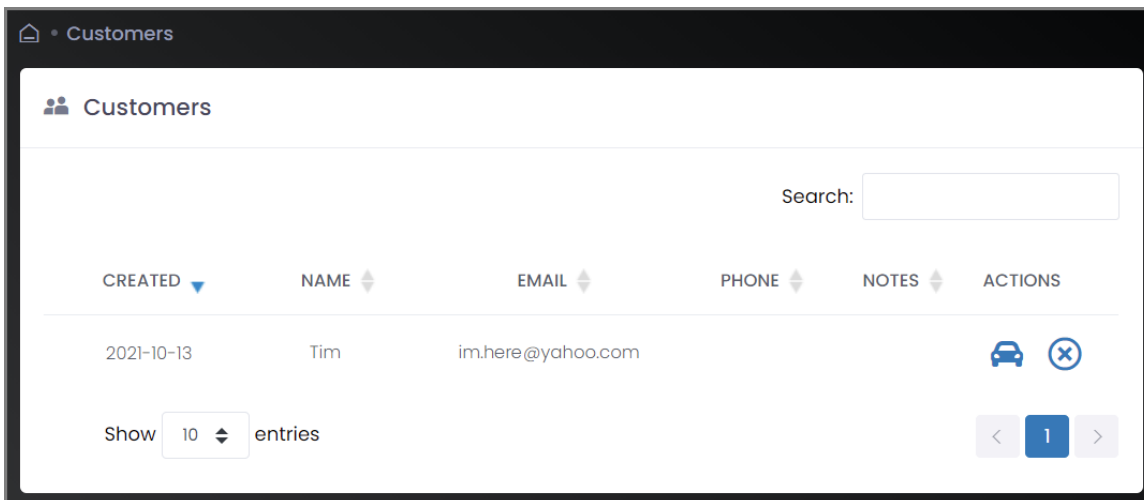
## REMOVING A CUSTOMER

If you are no longer doing business with a particular customer, you can remove that customer from the customer list.



**NOTE:** A customer in the list can return with additional business at any time. Once a customer is removed, however, they will not be allowed to use the Invite Code they signed up with previously. If you are OK with this customer returning, you will need to issue them a new code.

1. Select **Customers** from the sidebar menu. The Customers page appears.



2. In the Actions column, click the delete icon (circled X) next to the customer you wish to delete.

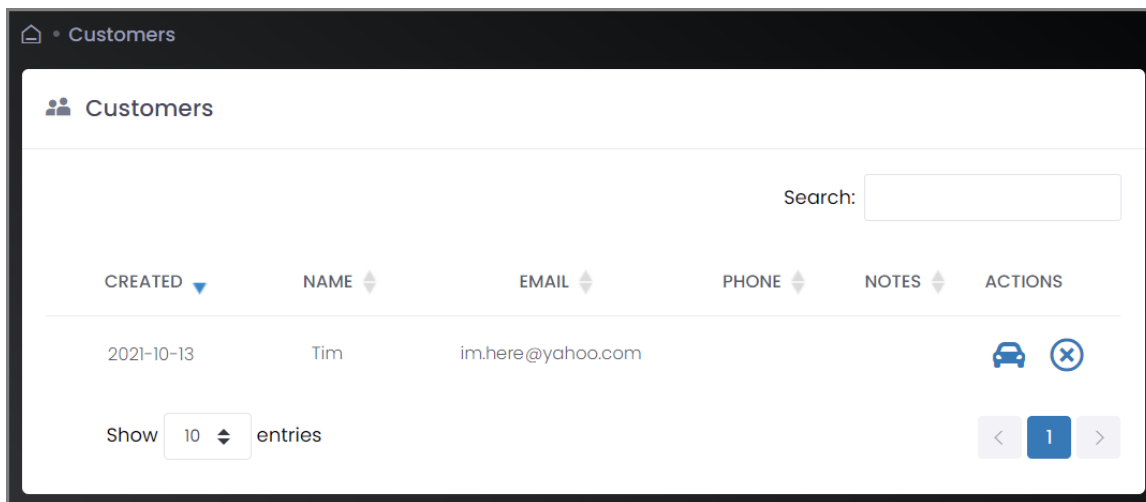


**HIDDEN ACTIONS:** If your web browser window is not very wide, you may not see the icons in the Actions column. Instead, there will be a blue plus sign to the left of the invite code. Select this icon to display the remaining options.

## RECEIVING CUSTOMER FILES

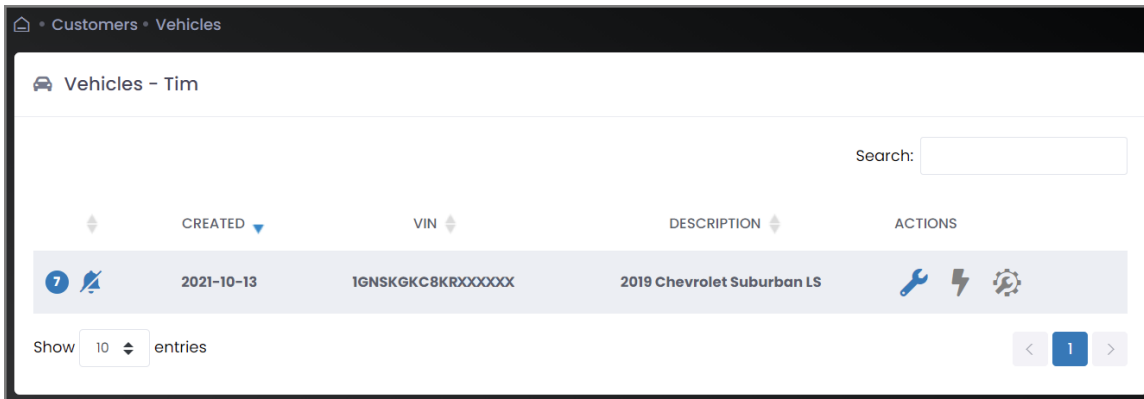
Once a customer has been accepted, that customer will be listed on the Customers page. Follow these steps to receive files from an accepted customer:

1. Select **Customers** from the sidebar menu. The Customers page appears.



2. In the Actions column, click the car icon next to the customer whose files you wish to retrieve. The customer’s vehicle page appears.

**HIDDEN ACTIONS:** If your web browser window is not very wide, you may not see the icons in the Actions column. Instead, there will be a blue plus sign on the left end of the table. Select this icon to display the remaining options.



Each row of the table on the Vehicles page represents one user vehicle.

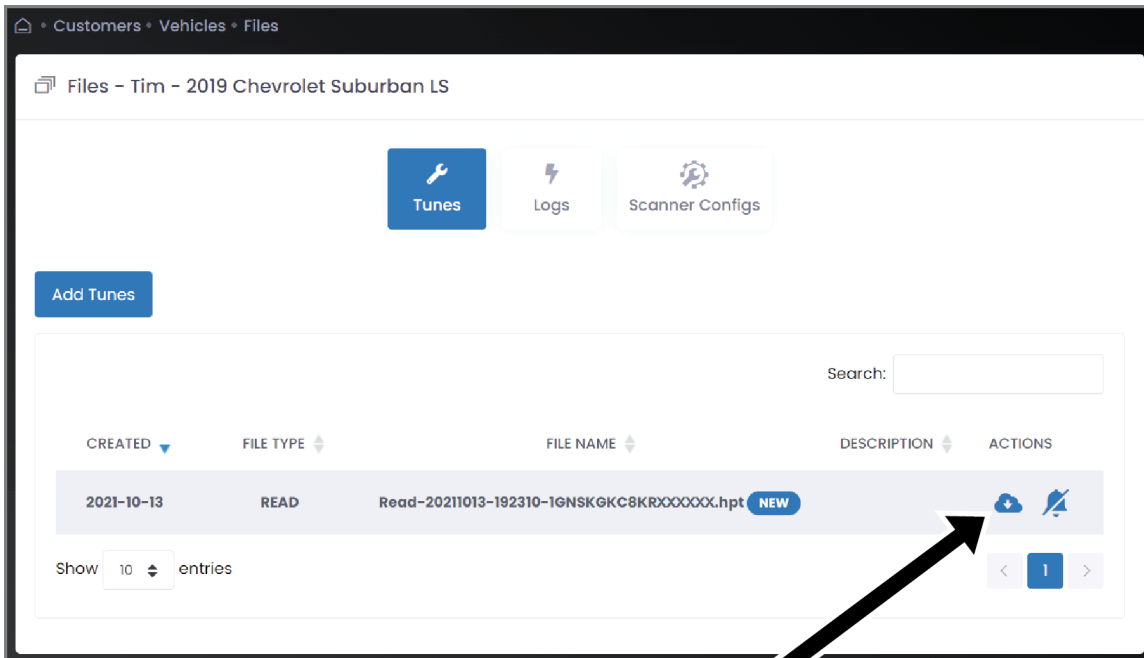
The icons in the ACTIONS column indicate the type of files available for each vehicle. (An icon is blue when files of that type are available.)

**Tune Files (HPT extension):** These files are added when the customer completes a read and sync. Customer tune files will have “Read-” in the filename.


**Data Logs (HPL extension):** These files are added when the customer uploads a log file using the TDN app.

**Scanner Config Files (XML extension):** The icon will be blue if you have assigned a channel configuration file to this vehicle. Select it to view and modify that assignment. See *Specifying Channel Configuration for Customer Scans* (Page 25).

3. Click on the icon for the type of file you wish to download. The list of files available for download appears.



4. Click the cloud icon next to the file you wish to download.

 **HIDDEN ACTIONS:** If your web browser window is not very wide, you may not see the icons in the Actions column. Instead, there will be a blue plus sign on the left end of the table. Select this icon to display the remaining options.



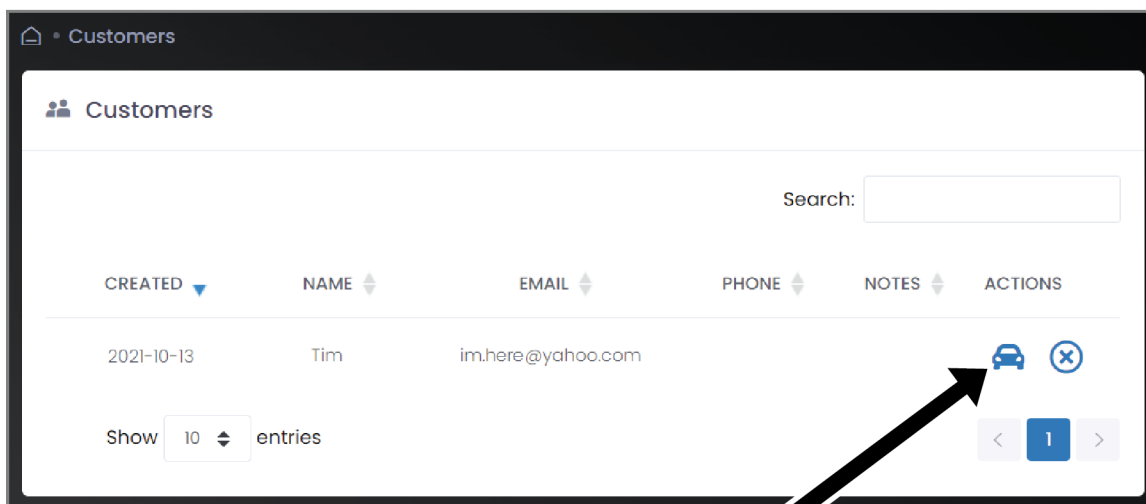
## SENDING TUNE FILES TO THE CUSTOMER

### ASSIGNING A TUNE TO A VEHICLE

When you have a modified tune file that you wish to send to the customer, the file can be uploaded to the customer’s vehicle files page.

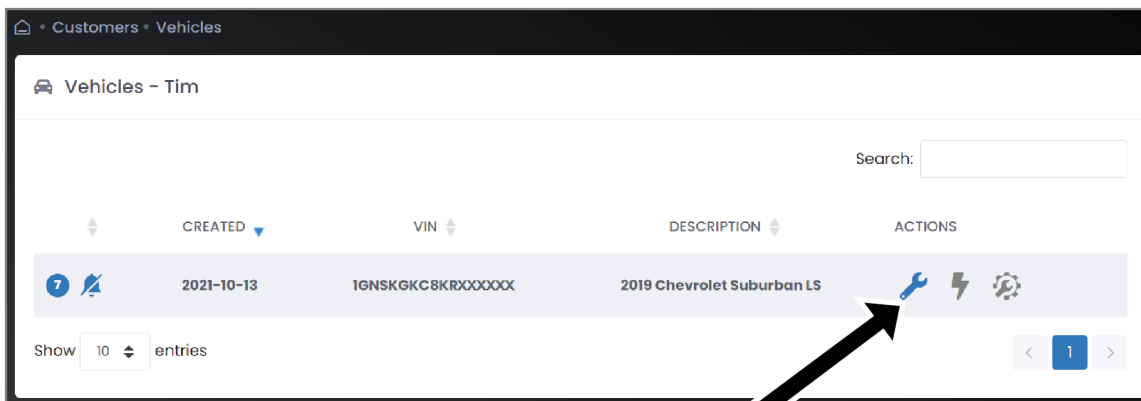
**!** **IMPORTANT:** make sure that the name of the file to be uploaded **DOES NOT** contain “Read-” or “-Read”. These are reserved for customer-provided tune reads. The TDN app will not write a tune named this way to the vehicle.

1. Select **Customers** from the sidebar menu. The Customers page appears.

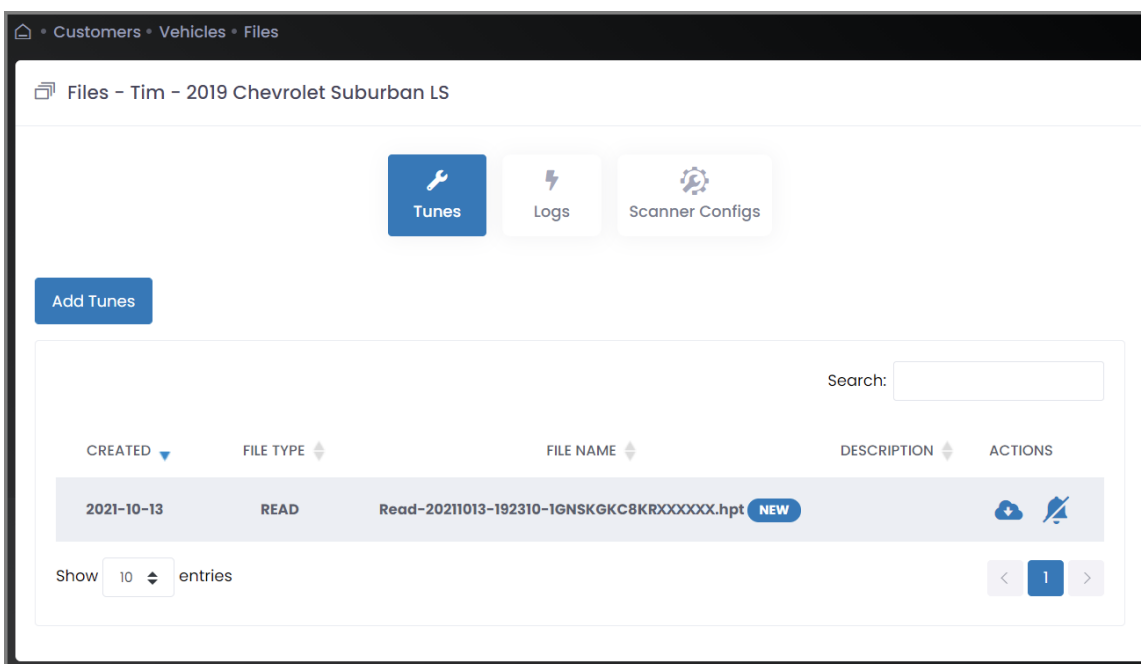


2. Click on the car icon next to the customer to which you are sending a tune. The customer’s vehicle page appears.

**+** **HIDDEN ACTIONS:** If your web browser window is not very wide, you may not see the icons in the Actions column. Instead, there will be a blue plus sign on the left end of the table. Select this icon to display the remaining options.



3. In the Actions column, click the wrench icon next to the vehicle to be tuned. The tune files page appears.



4. Click the **Add Tunes** button.  
Additional fields appear below the button.

Choose Tune

Drop tune here or click to upload.

Scramble OS If Possible

Description

Notes

Add Reset

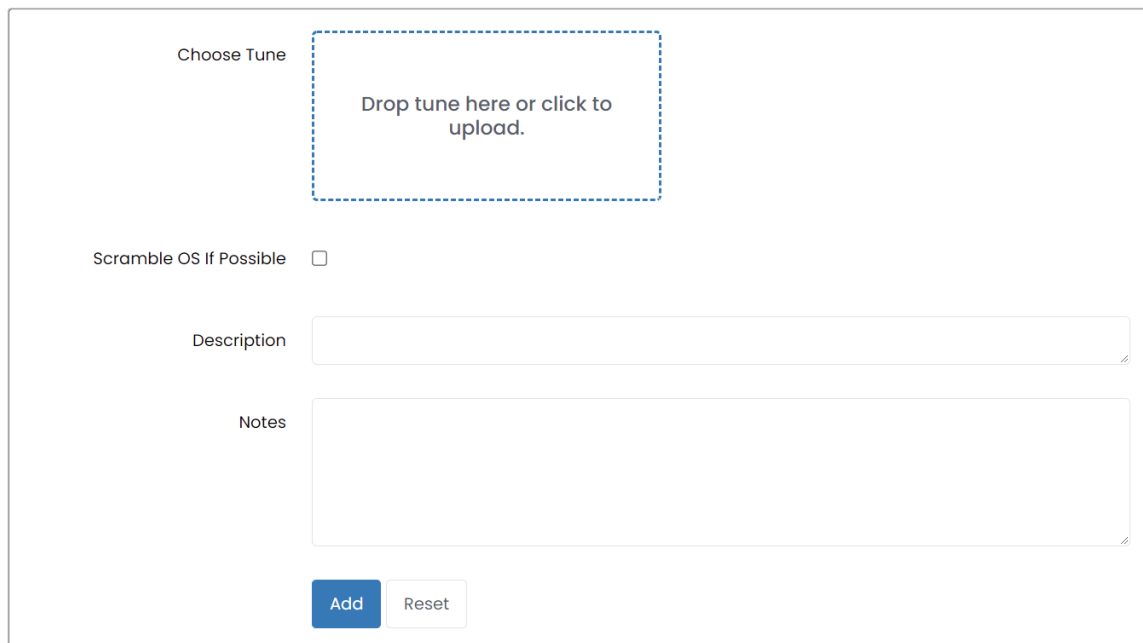
5. Select the file to be uploaded (do one of the following):
  - Drag the desired file onto the **Choose Tune** box.
  - Click the **Choose Tune** box and then browse for the desired file.
6. Some vehicles support scrambling the vehicle OS to protect against unauthorized reads. If you want to use this feature on a supported vehicle, check the **Scramble OS If Possible** box.
7. If desired, add a **Description** for this tune. This will be displayed in the list of tunes for the vehicle.
8. Click **Add**.

## AUTOMATED TUNE DEPLOYMENT

Tunes can be automatically deployed to customer vehicles when the customer uploads a vehicle read that matches the criteria specified for the tune.

This can be useful if you have a base tune that you apply to a group of similar vehicles. Additionally, this feature can be used to pre-deploy a tune that goes with an ECM or a kit that you are shipping to the customer.

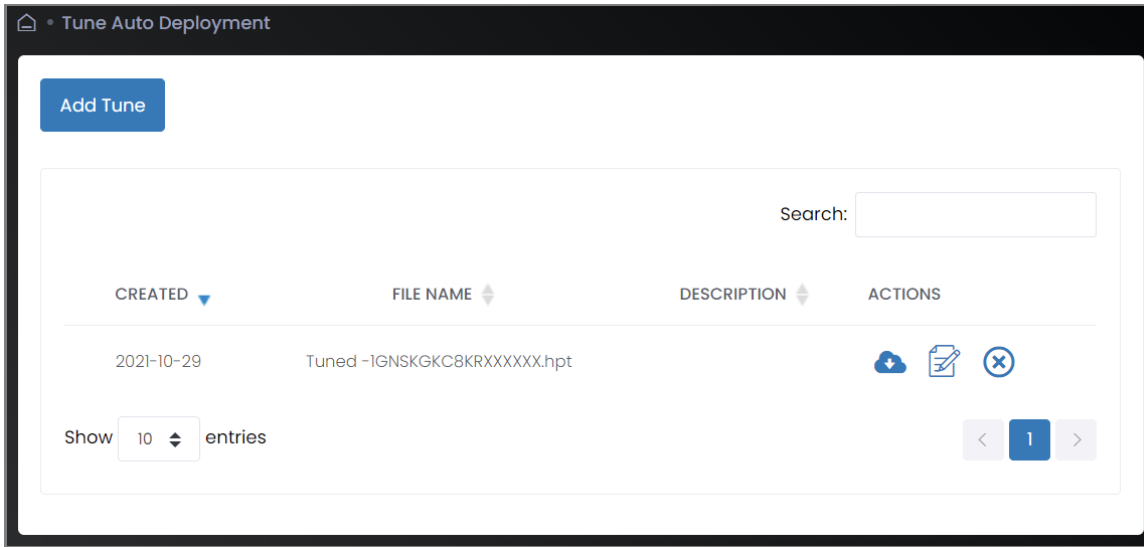
1. Select **Tune Deployment** from the sidebar menu. The Tune Auto Deployment page appears.
2. Click the **Add Tune** button. Additional fields appear below the button.



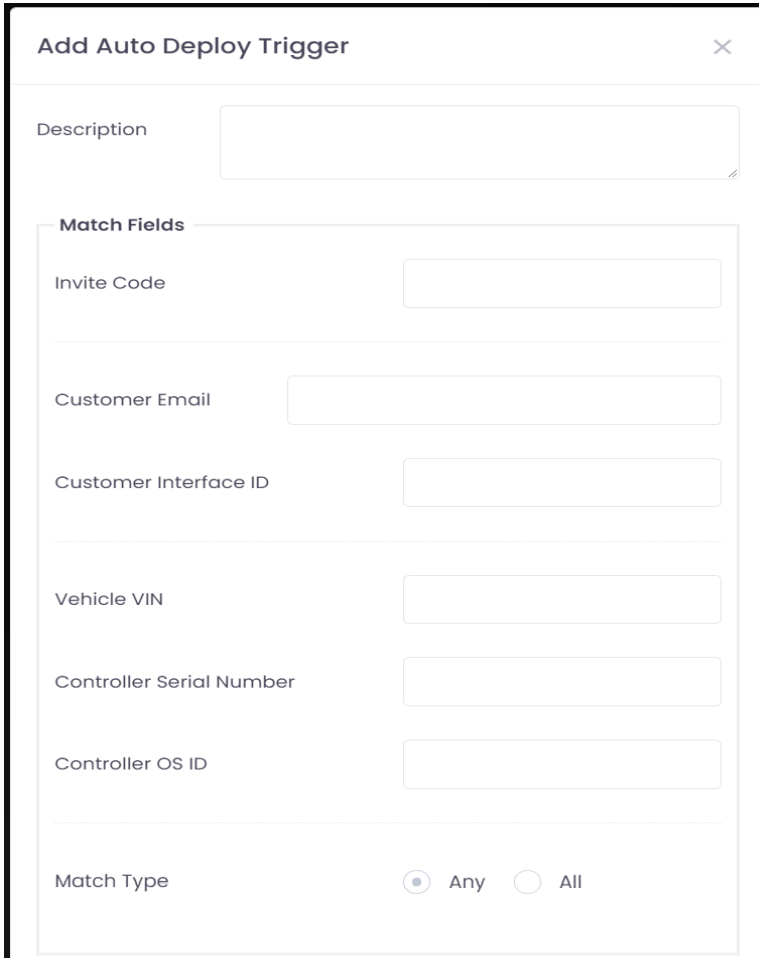
The screenshot shows a web form for adding a new tune. At the top left is the label "Choose Tune". To its right is a dashed blue rectangular box containing the text "Drop tune here or click to upload.". Below this is a checkbox labeled "Scramble OS If Possible" which is currently unchecked. Underneath the checkbox are two text input fields: "Description" and "Notes". At the bottom of the form are two buttons: a blue "Add" button and a white "Reset" button.

3. Select the file to be uploaded (do one of the following):
  - Drag the desired file onto the **Choose Tune** box.
  - Click the **Choose Tune** box and then browse for the desired file.
4. Some vehicles support scrambling the vehicle OS to protect against unauthorized reads. If you want to use this feature on supported vehicles, check the **Scramble OS If Possible** box.

5. If desired, add a **Description** for this tune. This will be displayed in the list of automatically deployed tunes.
6. Click **Add**. The tune should now be listed on the Tune Auto Deployment page.



7. Click the tune you just added. The list of triggers for the auto-deployment of this tune is displayed.
8. Click **Add Tune Auto Deploy Trigger**. A popup that allows trigger data to be added appears.



**Add Auto Deploy Trigger** [Close]

Description [Text Area]

**Match Fields**

Invite Code [Text Box]

Customer Email [Text Box]

Customer Interface ID [Text Box]

Vehicle VIN [Text Box]

Controller Serial Number [Text Box]

Controller OS ID [Text Box]

Match Type:  Any  All

9. If desired, enter **Description** for this trigger. This will be displayed in the list of triggers.

10. Populate the following fields with data that will be used to determine if the uploaded file is a match. Fields that will not be used in matching may be left blank:

- Invite Code
- Customer Email.
- Customer Interface ID.
- Vehicle VIN.
- Controller Serial Number.
- Controller OS ID.

11. Select the **Match Type** as follows:

- **Any** = Tune will be deployed if ANY populated field matches.
- **All** = Tune will be deployed if ALL populated fields match.

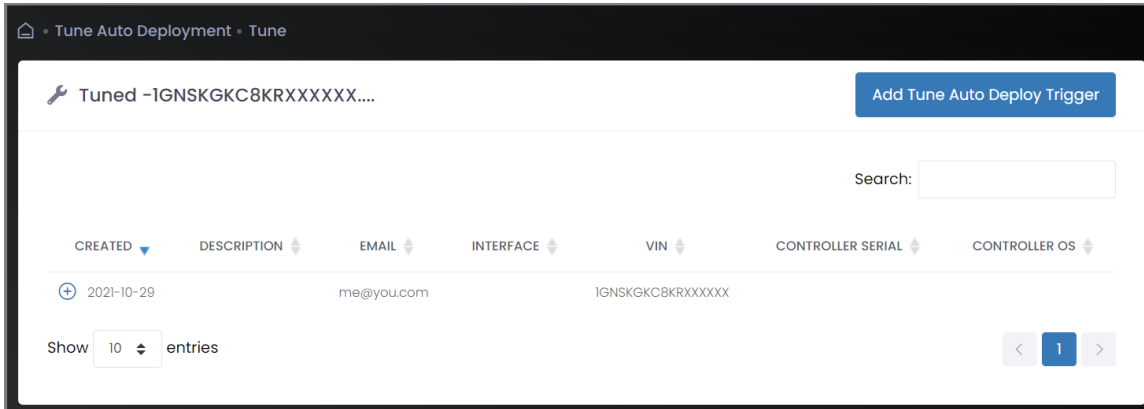
The screenshot shows a form titled "Limits" with the following fields:

- Expiry Date:** A text input field with a calendar icon on the right.
- Max Hits:** A text input field containing the text "Unlimited (if left blank)".

At the bottom of the form are two buttons: "Submit" (in blue) and "Close" (in white).

12. If you want to limit the number of times this tune can be automatically deployed, enter the limit in the **Max Hits** field.

13. Click **Submit**. The trigger will now be added to the list and any uploaded scan that matches this criteria will trigger deployment.




14. If you wish to add additional triggers to the list, repeat steps 8 to 13. Any matching trigger in the list will trigger deployment.



## SPECIFYING CHANNEL CONFIGURATION FOR CUSTOMER SCANS

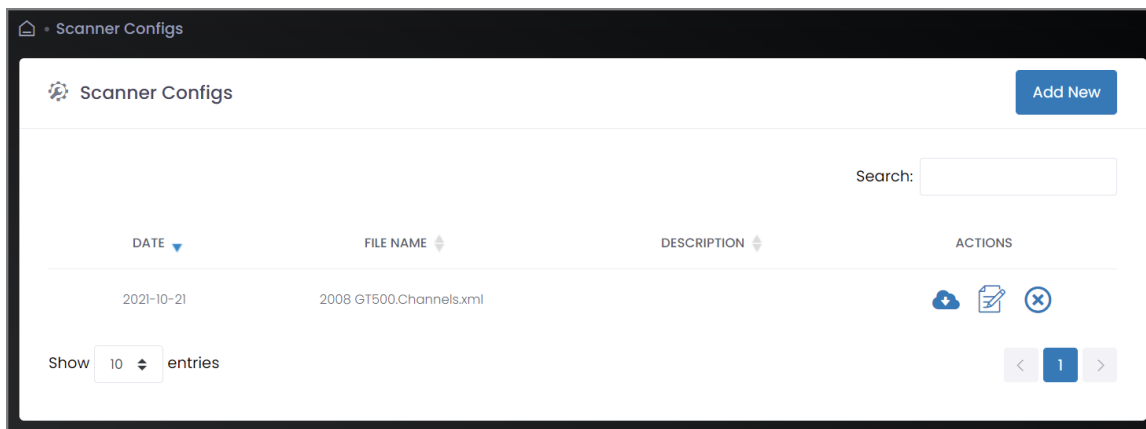
When the customer creates a data log file from their vehicle, a default channel configuration will be selected.

You can override the default channel configuration by assigning a channel configuration file from VCM Scanner to the customer’s vehicle. When the customer performs their next file sync, the latest config will be automatically selected for data logging.

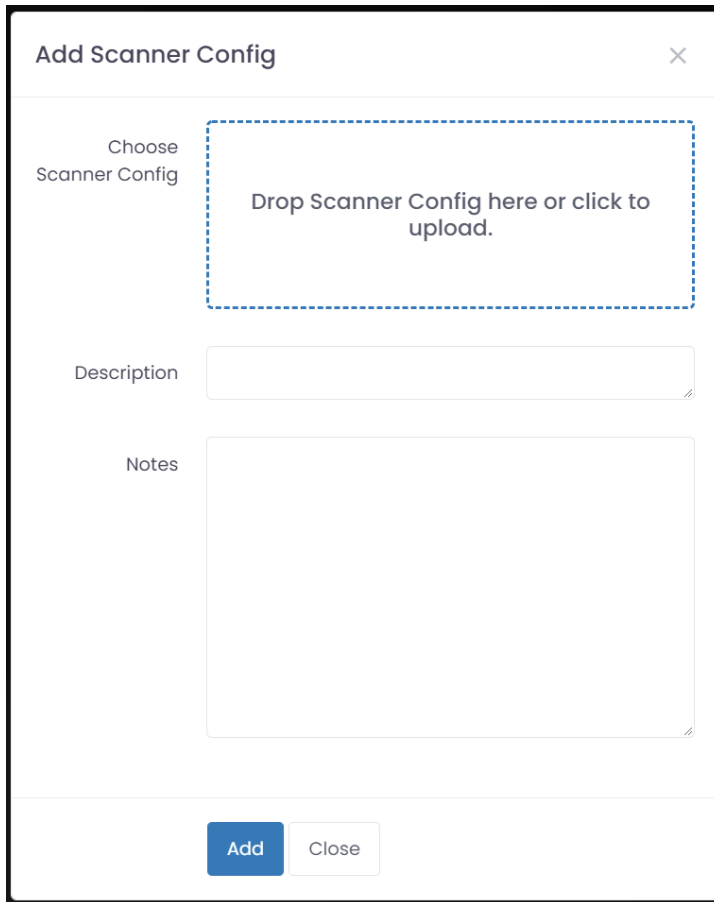
 **NOTE:** In the Log Files screen of the TDN app, customers can manually select or deselect scanner config files you have assigned to their vehicles. If you have assigned multiple scanner config files to a vehicle, this allows the customer to switch between them. It’s also possible for the customer to return to the default configuration by deselecting all files.

## UPLOADING A SCANNER CONFIGURATION FILE

1. Select **Scanner Configs** from the sidebar menu. The Scanner Configs page appears.



2. Click the **Add New** button. The Add Scanner Config page appears.



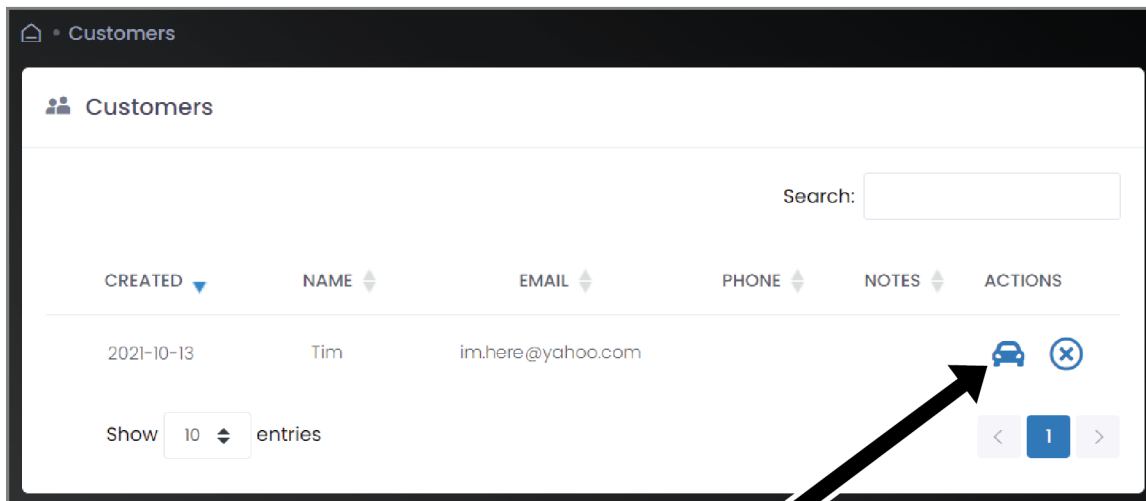
The screenshot shows a dialog box titled "Add Scanner Config" with a close button (X) in the top right corner. The dialog is divided into several sections:

- Choose Scanner Config:** A dashed blue box contains the text "Drop Scanner Config here or click to upload."
- Description:** A single-line text input field.
- Notes:** A multi-line text area.
- Buttons:** "Add" (blue) and "Close" (white) buttons are located at the bottom of the dialog.


3. Add the file by doing one of the following:
  - Drag the desired file onto the **Choose Scanner Config** box.
  - Click the **Choose Scanner Config** box and then browse for the desired file.
4. In the **Description** box, enter a descriptive name of the file.
5. Click **Add**.

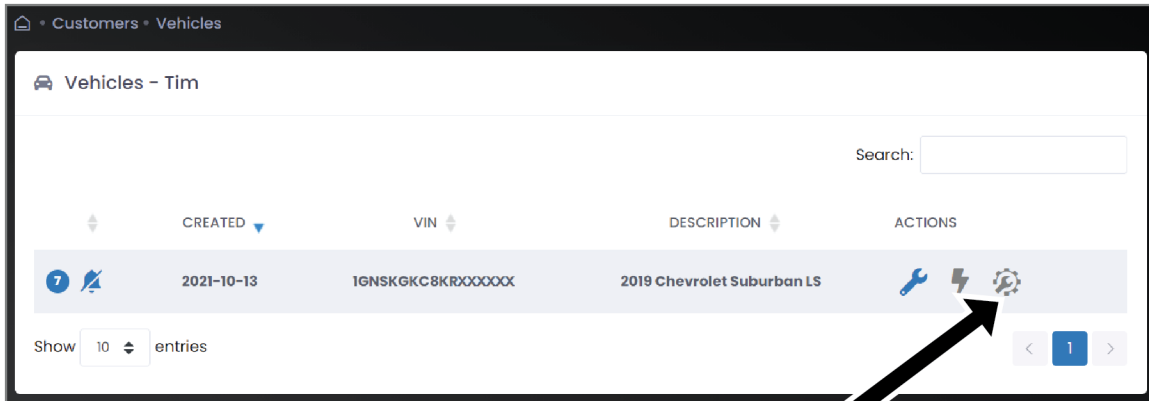
### ASSIGNING A SCANNER CONFIG FILE TO A CUSTOMER VEHICLE

1. Select **Customers** from sidebar menu. The Customers page appears.

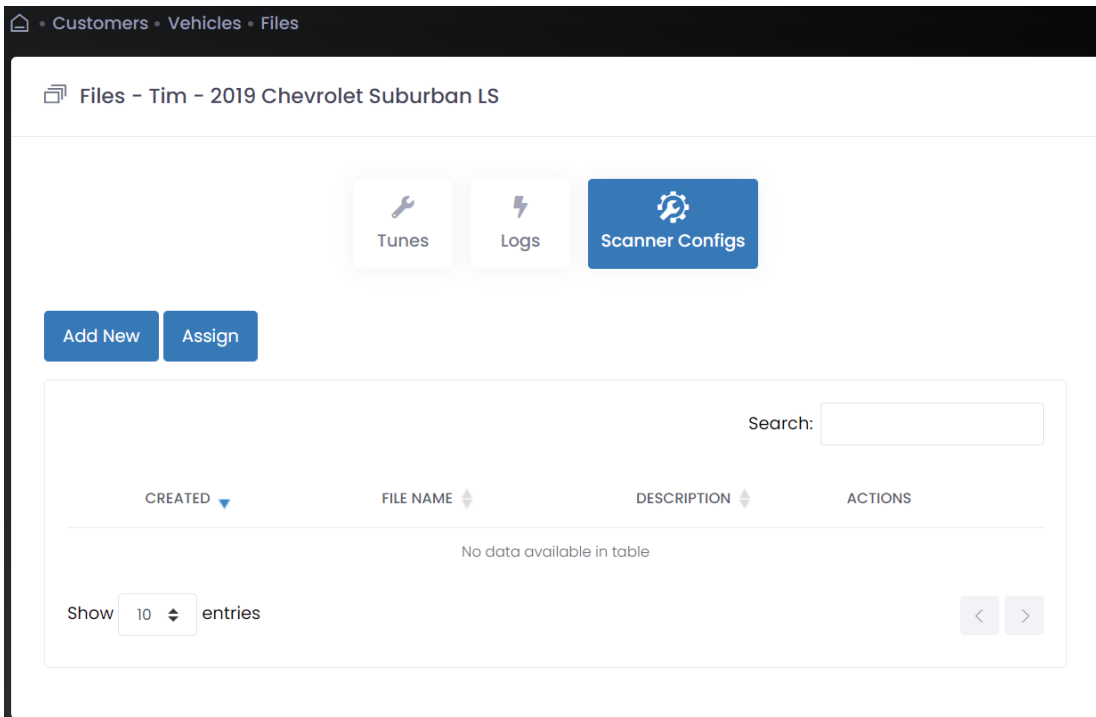


2. In the Actions column, click on the car icon next to the customer whose files you wish to retrieve. The customer’s vehicle page appears.

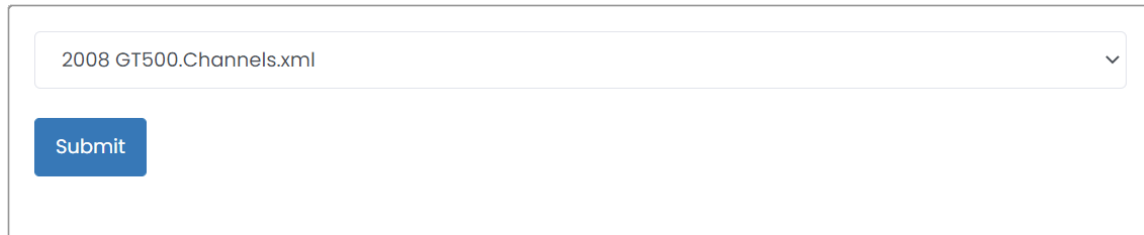
 **HIDDEN ACTIONS:** If your web browser window is not very wide, you may not see the icons in the Actions column. Instead, there will be a blue plus sign on the left end of the table. Select this icon to display the remaining options.



3. In the Actions column, click the scanner config icon for the vehicle to which you want to assign a scanner configuration. The Files page appears.



4. Click **Assign**. A dropdown menu that lists uploaded scanner config files appears below the button.



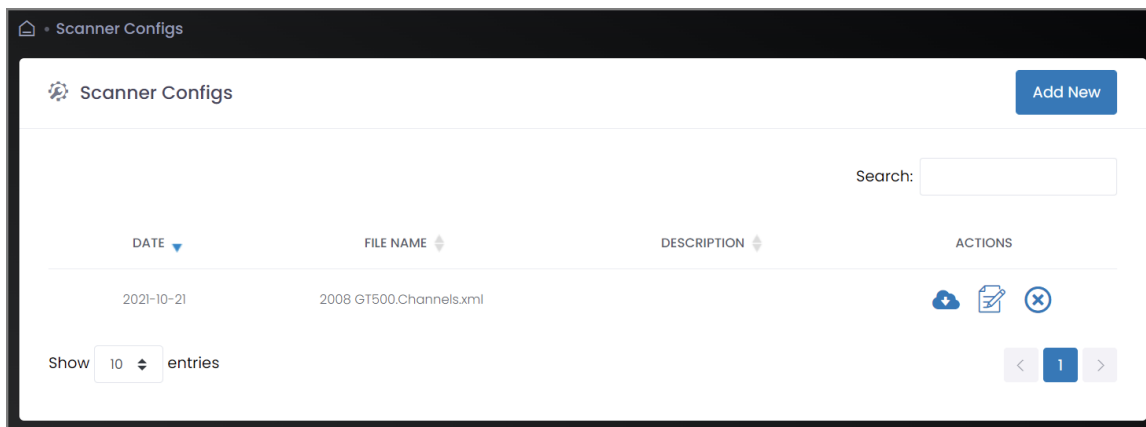
The screenshot shows a web form with a dropdown menu containing the text "2008 GT500.Channels.xml" and a small downward arrow on the right. Below the dropdown menu is a blue button with the text "Submit".

5. Select the file you want to assign to the customer vehicle.
6. Click **Submit**.

### EDITING AND REMOVING SCANNER CONFIG FILES

You can remove a scanner configuration file that you have uploaded or change its description and the notes that apply to it. Follow these steps:

1. Select **Scanner Configs** from the sidebar menu. The Scanner Configs page appears.




2. In the Actions column, click the icon for the desired task:



Select this icon to edit the description and notes for a scanner configuration file.



Select this icon to delete a scanner configuration file.

 **HIDDEN ACTIONS:** If your web browser window is not very wide, you may not see the icons in the Actions column. Instead, there will be a blue plus sign on the left end of the table. Select this icon to display the remaining options.

## SUPPORTING THE TDN APP

The tuner is the first line of support for their customers. Although customers may be able to accomplish many tasks without your help, they will likely need you to do the following:

- Provide an RTD or MPV2/2+ device.
- Load the device with credits.
- Provide an Invite Code to allow the customer to join your network.
- Provide consultation on whether their vehicle is supported by the TDN app. See *Supported Controllers* (Page 75) for details.
- Indicate what types of files (tune files, data logs) the customer needs to send you and when they need to send them.
- If you would like to see specific information in customer data logs, send the customer a channel configuration file created in VCM Scanner.

## TOPICS IN THE APP MANUAL

Although customers can view the manual for the TDN app by selecting **User Guide** in the Setup/Tools Menu, you may need to field questions on some of the topics covered. Topics include:

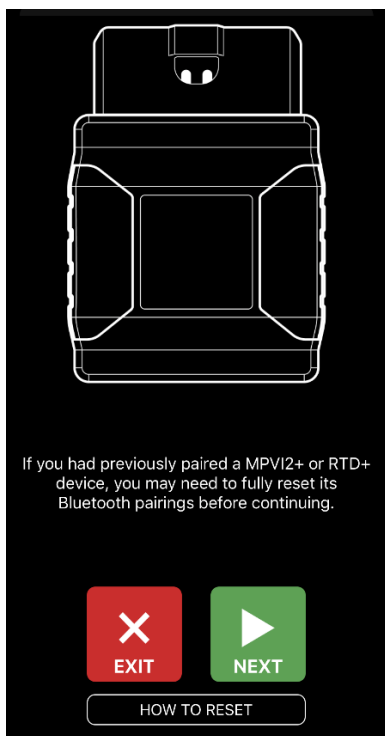
- *Initial Device Setup (iOS)* (Page 32)
- *Initial Device Setup (Android)* (Page 41)
- *User Interface* (Page 49)
- *Account Creation and Configuration* (Page 51)
- *Reading and Writing Tunes* (Page 54)
- *Data Logging* (Page 64)
- *Reading Diagnostic Trouble Codes* (Page 70)
- *The Setup / Tools Menu* (Page 72)
- *Sending a TDN App Info Log* (Page 80)

## INITIAL DEVICE SETUP (IOS)



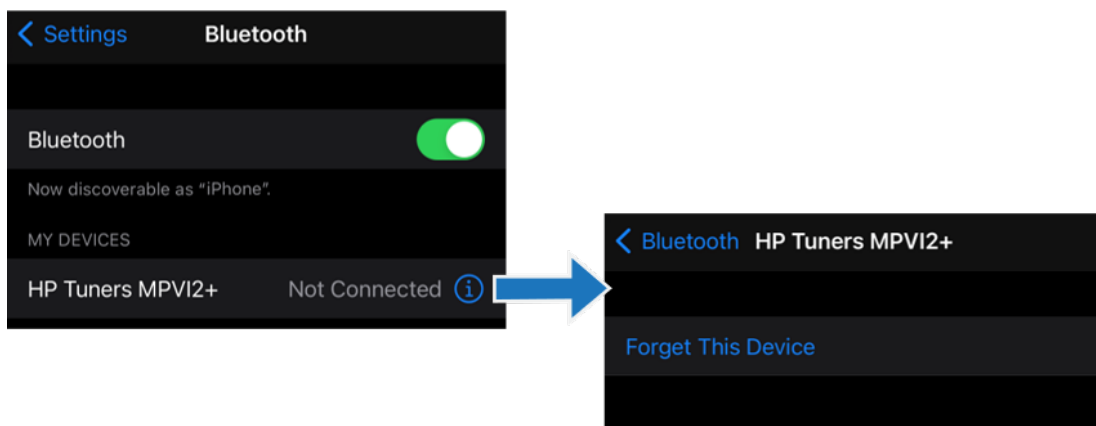
**NOTE:** The user does not need an HP Tuners account to complete the steps in this section, but an account is needed for most other tasks. Once device setup is complete, refer to *Account Creation and Configuration (Page 51)* for the required steps.

1. When you open the TDN app for the first time, the app will display a welcome page that asks you to read and accept our Website Privacy Policy.
  - a. Select **PRIVACY POLICY** to open the privacy policy document. When you are finished reading, click **Done** to return to the initial screen.
  - b. Tap **ACCEPT**.





2. The app will indicate that phones that have previously been paired with an MPVI2/2+ or RTD+ device may need to have their Bluetooth® pairings for this type of device reset.
3. Follow these steps to check for and delete old pairings:
  - a. Go to the phone's Settings app.
  - b. Select the **Bluetooth** section.



- c. If an MPVI2/2+ or RTD+ is listed as a paired device, tap the circled i icon and then select **Forget this Device**.

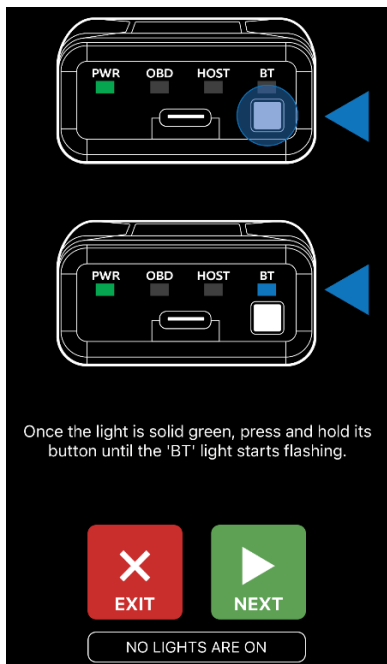
4. Tap **NEXT**. The app indicates that it is about to set up the MPVI2/2+ or RTD+.



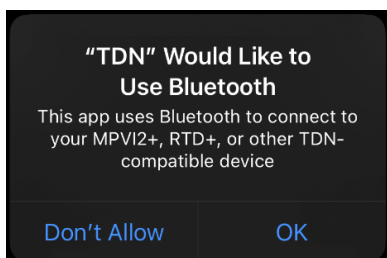
5. Tap **NEXT**.



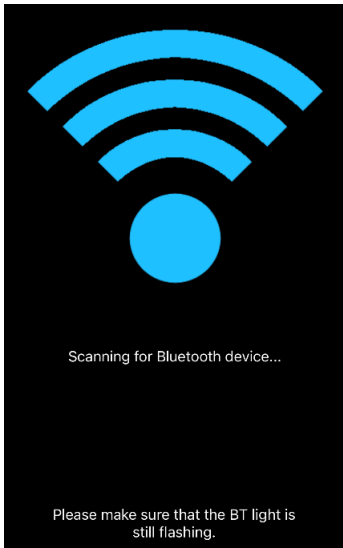
6. The TDN app prompts you to connect the MPVI2/2+ or RTD+ to the vehicle's OBD-II port and turn the vehicle's ignition on. Go ahead and do so. If you need help finding the port, tap **WHERE'S MY PORT?** to display a popup with information about where this port is located on most vehicles.
7. Tap **NEXT** and wait for the STAT (MPVI2+) or PWR (MPVI2) light on the front of the device to turn on.




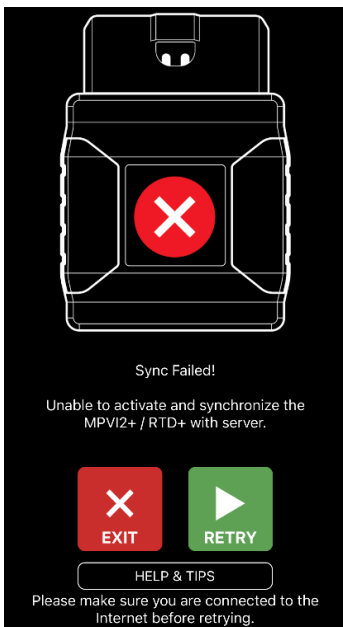
8. When STAT or PWR is on solid, hold down the button on the front of the device until the BT light starts flashing.
9. If the phone prompts you to confirm that the TDN app is allowed to access Bluetooth®, tap **OK** to grant access.



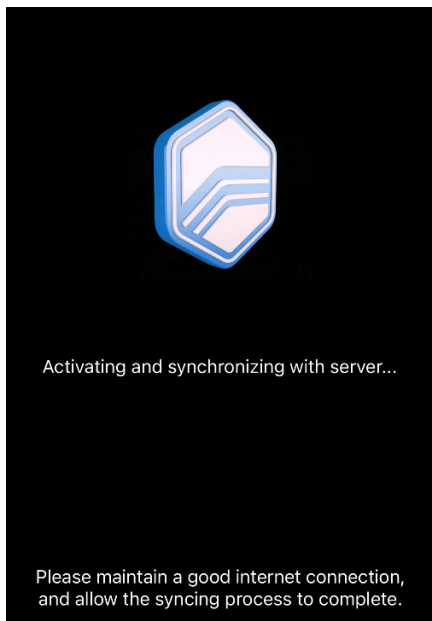
10. Tap **NEXT**. The app will begin scanning for compatible devices.



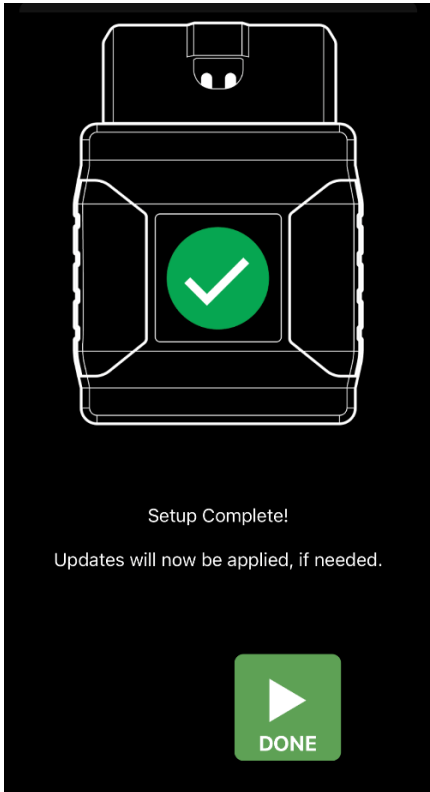
 **NOTE:** If a problem occurs while scanning for a device or synchronizing the device with the server, the app will display an error page like the one below. Tap **RETRY** to try again. If you continue to experience problems, tap the **HELP & TIPS** button for additional troubleshooting instructions.



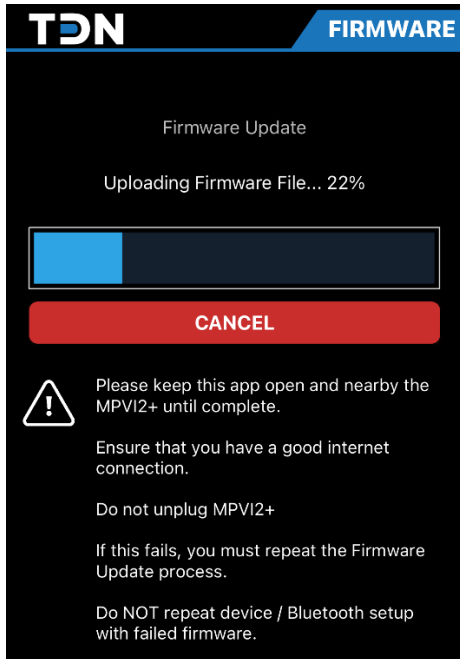
11. Once the app has detected the device, it will attempt to establish a Bluetooth pairing with the device. If the phone prompts you to pair with the device, be sure to confirm.
12. After successful pairing, the app will attempt to synchronize the device with the server.



13. When the sync process is finished, the app will indicate that setup is complete. Click **DONE** to exit the setup wizard.



14. If there are any firmware updates that need to be applied to the MPVI2/2+, they will be downloaded and applied now. Depending on the size of the updates, this may take several minutes. Be sure to keep the phone connected to the Internet and near the device until this process is complete.



When all firmware updates have been applied, the initial setup process is complete.

If the user does not yet have an HP Tuners account, proceed to *Account Creation and Configuration* (Page 51).

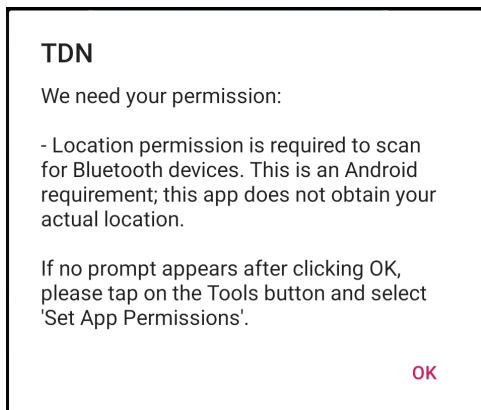


## INITIAL DEVICE SETUP (ANDROID)



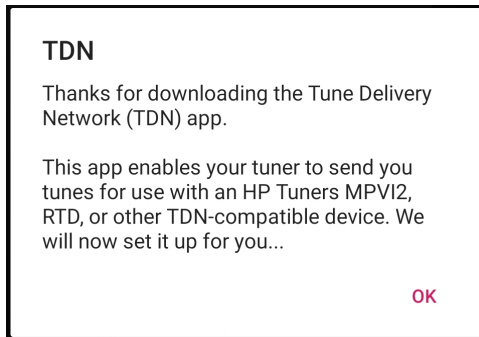
**NOTE:** The user does not need an HP Tuners account to complete the steps in this section, but an account is needed for most other tasks. Once device setup is complete, refer to *Account Creation and Configuration (Page 51)* for the required steps.

1. When you open the TDN app for the first time, the app will display a welcome page that asks you to read and accept our Website Privacy Policy.
  - a. Select **PRIVACY POLICY** to open the privacy policy document in a browser window.
  - b. When you are finished reading the privacy policy, return to the TDN App and then tap **ACCEPT**.
2. The app will prompt you for permission to access the phone's Bluetooth<sup>®</sup>. Tap **OK** to allow access.

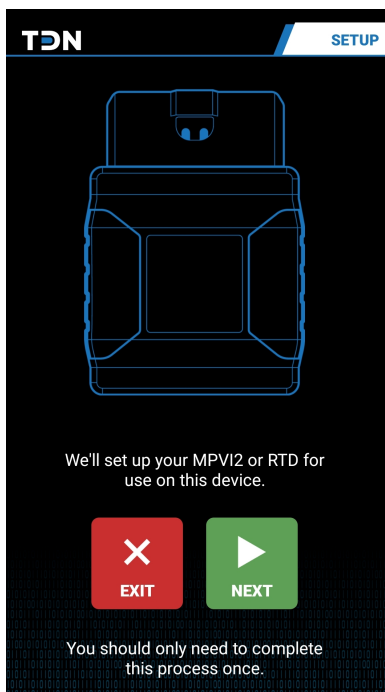


3. The phone may respond by prompting you to confirm that the TDN app is allowed to access Bluetooth<sup>®</sup>. Grant access if prompted.

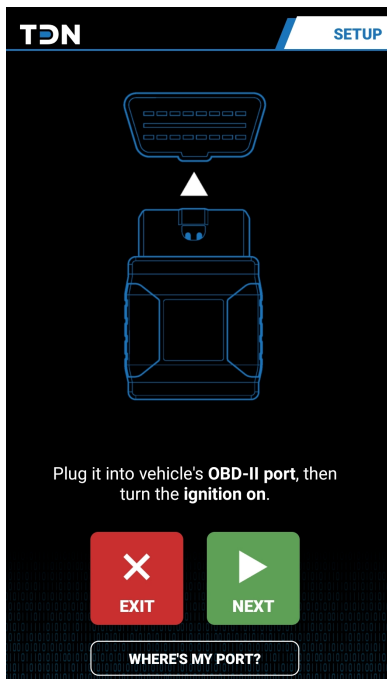
4. The app will inform you that it is going to begin configuring the MPVI2/2+ or RTD+.device. Tap **OK** to proceed.



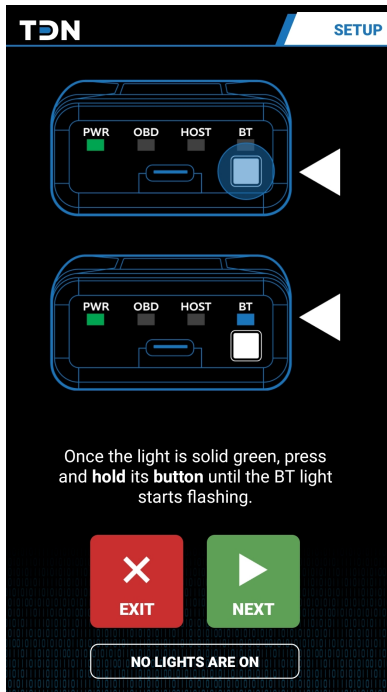
5. The app indicates that it is about to set up the MPVI2/2+ or RTD+.



6. Tap **NEXT**.

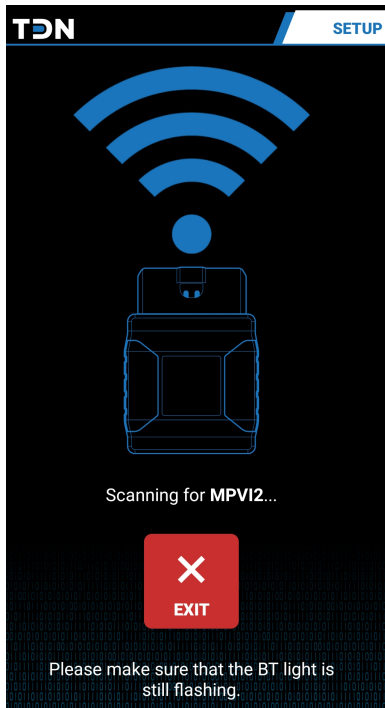



7. The TDN app prompts you to connect the MPVI2/2+ or RTD+ to the vehicle's OBD-II port and turn the vehicle's ignition on. Go ahead and do so. If you need help finding the port, tap **WHERE'S MY PORT?** to display a popup with information about where this port is located on most vehicles.
8. Tap **NEXT** and wait for the STAT (MPVI2+) or PWR (MPVI2) light on the front of the device to turn on.

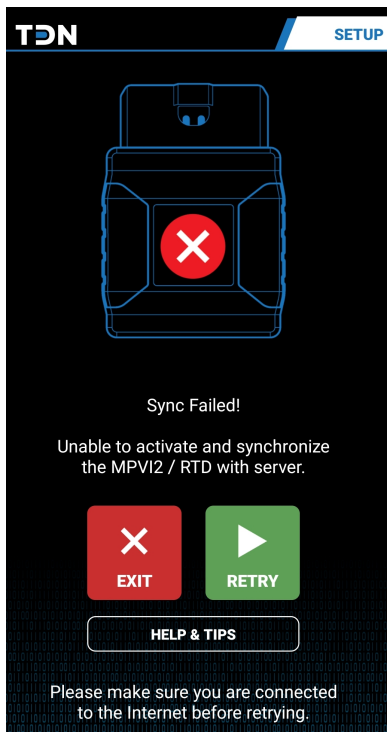


9. When STAT or PWR is on solid, hold down the button on the front of the device until the BT light starts flashing.

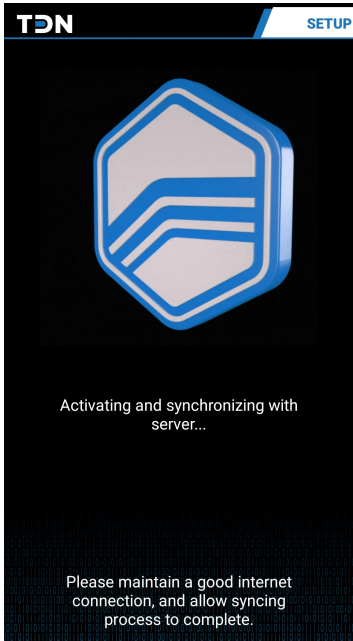
10. Tap **NEXT**. The app will begin scanning for compatible devices.



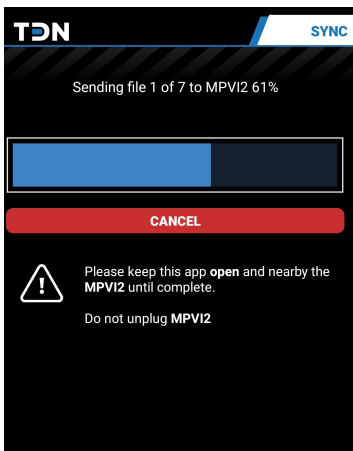
 **NOTE:** If a problem occurs while scanning for a device or synchronizing the device with the server, the app will display an error page like the one below. Tap **RETRY** to try again. If you continue to experience problems, tap the **HELP & TIPS** button for additional troubleshooting instructions.



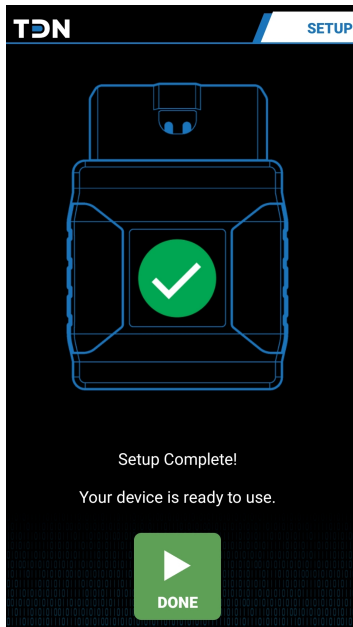
11. Once the app has detected the device, it will attempt to establish a Bluetooth® pairing with the device. If the phone prompts you to pair with the device, be sure to confirm.



12. After successful pairing, the app will attempt to synchronize the device with the server, which may include downloading and applying firmware and resource updates to the device. Depending on the size of the updates, this may take several minutes. Be sure to keep the phone connected to the Internet and near the device until this process is complete.



13. When the sync process is finished, the app will indicate that setup is complete. Click **DONE** to exit the setup wizard.



If the user does not yet have an HP Tuners account, proceed to *Account Creation and Configuration* (Page 51).

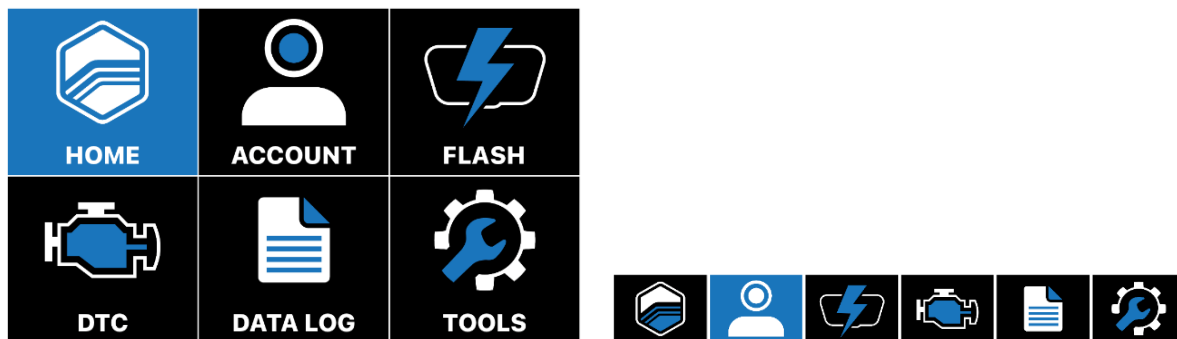


## USER INTERFACE

Once initial device setup is complete, the TDN home screen will be displayed. This is the initial screen that appears whenever you start the app.

## NAVIGATION BAR

The primary feature of the home screen is the navigation bar along the bottom of the display. A smaller version of the navbar can be found along the bottom of many of the other screens in the TDN app.



The individual buttons in the navbar have the following functions:



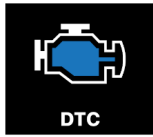
Returns to the home screen.



Displays the TDN Account Login screen. HP Tuners accounts can be created and modified on this screen. See *Account Creation and Configuration* (Page 51).



Displays the Tunes screen. From this screen, the user can read a car's current tune, send it to a tuner, and apply tuning files received from tuners. See *Reading and Writing Tunes* (Page 54).



Displays the DTC screen, which allows the user to read Diagnostic Trouble Codes (DTCs) from the vehicle. See *Reading Diagnostic Trouble Codes* (Page 70).



Displays the Data Log screen, which gathers live performance data from the vehicle. This data may be useful to a tuner in creating a new tune, or in validating a preliminary tune. See *Data Logging* (Page 64).



Displays the Setup / Tools Menu, which contains a handful of additional utilities and informational resources. See *The Setup / Tools Menu* (Page 72).

## ACCOUNT CREATION AND CONFIGURATION

### FILLING OUT THE ACCOUNT PROFILE

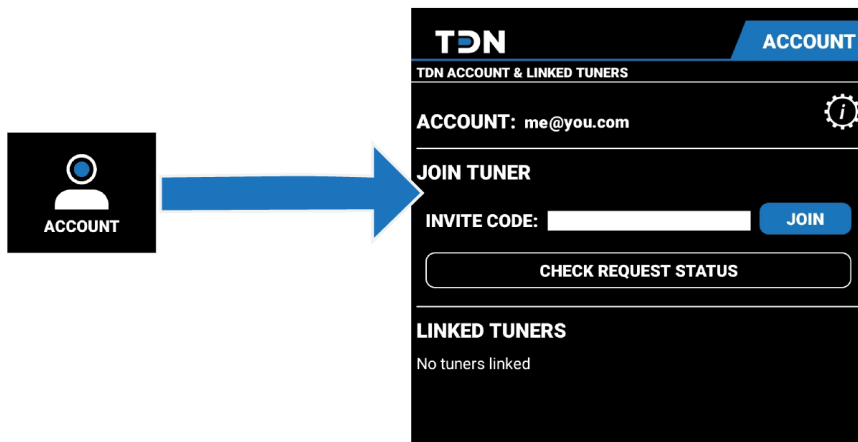
It's a good idea for customers to make sure that their account profiles have the information about themselves that they would like tuners to see.



**NOTE:** The information entered by the customer will be displayed on the Customers page of the TDN Portal.

The customer can follow these steps to configure the account profile:

1. If the Account screen is not already displayed, go there now by selecting the **ACCOUNT** button in the navigation bar.



2. Tap the gear icon in the upper-right corner of the screen. The Account Profile page appears.

**TDN** **PROFILE**

**TDN ACCOUNT PROFILE**

This is the profile that your linked tuners can see. If you are a tuner, then this is the public profile that customers can see.

Update your details below, then press 'Save Profile' at the bottom to submit your changes.

**NAME:**

**COMPANY:**

**E-MAIL:**

**PHONE:**

**MAILING ADDRESS:**

**WEBSITE:**

**ABOUT YOURSELF:**

**SAVE PROFILE**

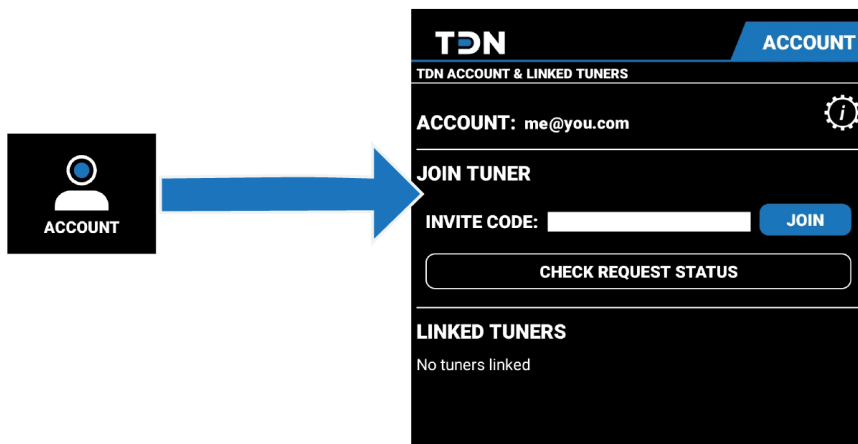
**LOGOUT**

3. Enter the contact information that should be displayed to tuners.
4. Tap **SAVE PROFILE**.

## JOINING A TUNER'S NETWORK

To submit files to a tuner, the customer will need to join the tuner's network. Follow these steps:

1. An invite code from the tuner is required. If the customer does not already have an invite code from the desired tuner, they should contact the tuner and ask for one.
2. If the Account screen is not already displayed, select the **ACCOUNT** button in the navigation bar.



3. Enter the **INVITE CODE** obtained from the tuner.
4. Tap **JOIN**.
5. If the tuner automatically accepts requests to join their network, the customer should receive a confirmation popup almost immediately. Otherwise, the customer will have to wait for the tuner to manually approve the request.
6. Once the tuner has accepted the customer request, they will appear in the list of Linked Tuners at the bottom of the Account screen.

## READING AND WRITING TUNES

### READING THE CAR'S CURRENT TUNE

Tuners typically will need a read of their customer's current tune to get started. Follow these steps to read the tuning data from the car:


1. Before you begin, ensure that:
  - The car has a fully charged battery.
  - The phone has a fully charged battery.
  - The phone has a good Internet connection and its Bluetooth has been switched on.
2. Tap the **FLASH** button in the navigation bar.



3. The Tunes screen appears. This screen will normally have a list of vehicles that you are working with. Until you perform your first read, the list will be empty. Tap the **READ VEHICLE** button near the bottom of the screen.



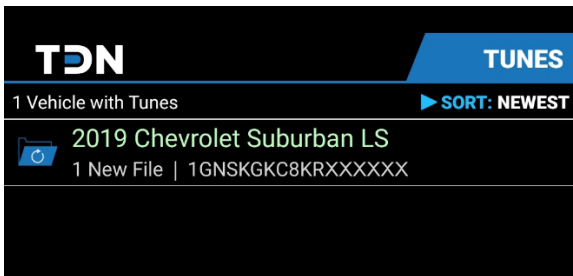
4. The app will prompt you to connect the MPVI2/2+ to the vehicle and turn the ignition to the on position (but do not start the engine). Do so now.
5. Tap **OK** to start the read process. The process is automated, but it will take several minutes, with actual time depending on the number of updates required for the MPVI2/2+ and the type of vehicle being scanned.



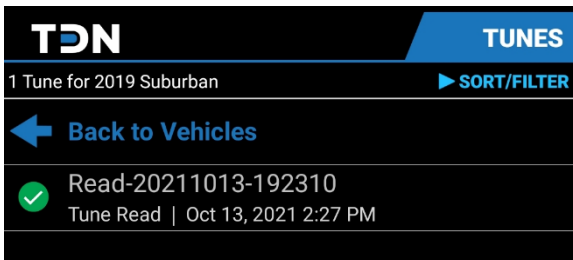
**CAUTION:** While the read is in process, do not start the vehicle's engine, turn the ignition off, or unplug the MPVI2/2+. Keep the phone close to the MPVI2/2+ and connected to the Internet.

The process has several steps:

- a. If updates to the MPVI2/2+ firmware and resource files are needed, the app will download them and apply them.
  - b. The tune data is read to the MPVI2/2+ memory.
  - c. The data is transferred to the phone.
  - d. The data is uploaded to the server.
6. The first time a vehicle is read, a file folder for the vehicle will be added to the list at the top of the Tunes screen.



7. Find the vehicle you just read in the list and tap its name to open its folder. This screen contains a list of all the reads you have performed on the vehicle.



8. Verify that a green check icon appears to the left of the scan you just performed.


If the scan is listed here, but the green check is missing, it means the scan was successful, but the upload to the server failed. Follow these steps to resend:

- a. Ensure that the phone has a good Internet connection.
- b. Tap the **SYNC FILES** button near the bottom of the screen.
- c. If the green check still does not appear, ensure that you are still logged into your account (go to the account screen and log in again) and then try to sync the files one more time.



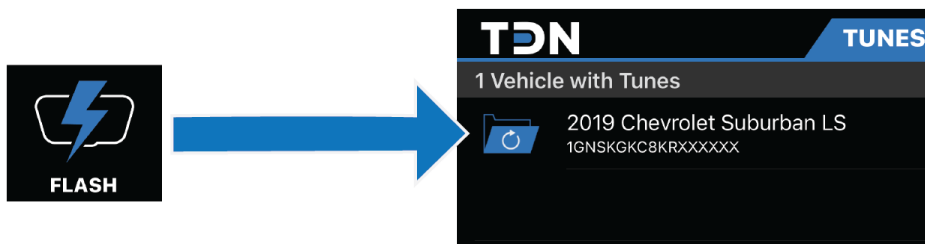
## APPLYING THE LATEST TUNE

When you send the customer a new tune file, the customer can use the TDN App to flash the tune to their vehicle:

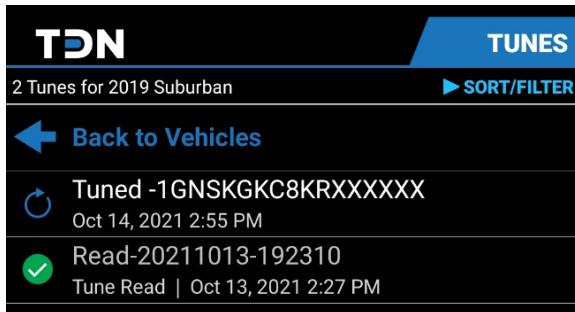
 **NOTE:** The TDN software is licensed per vehicle tuned. If an RTD or MPV2/2+ is flashing a particular vehicle for the first time, either the tuner or the customer must have purchased enough credits for that vehicle. Otherwise, the TDN App will not flash the vehicle. Many tuners will take care of this detail for their customers as part of their service. However, customers can also do this for themselves by at: [hptuners.com](https://hptuners.com) > **My Account** > **My Devices**.

Follow these steps to flash the new tune to a vehicle:

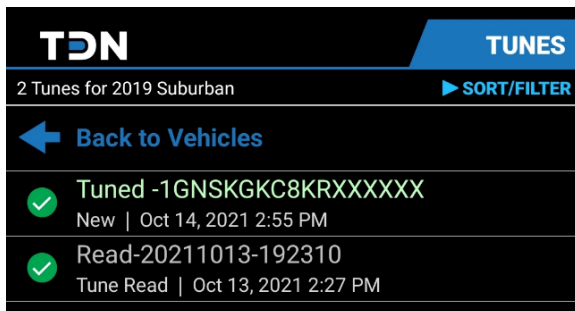
1. Before you begin, ensure that:
  - The car has a fully charged battery.
  - The phone running the app has a fully charged battery.
  - The phone has a good Internet connection and its Bluetooth has been switched on.
2. Tap the **FLASH** button in the navigation bar. The Tunes screen appears.



3. Tap the vehicle to which the tune is to be applied. The list of tuning files for the selected vehicle appears.

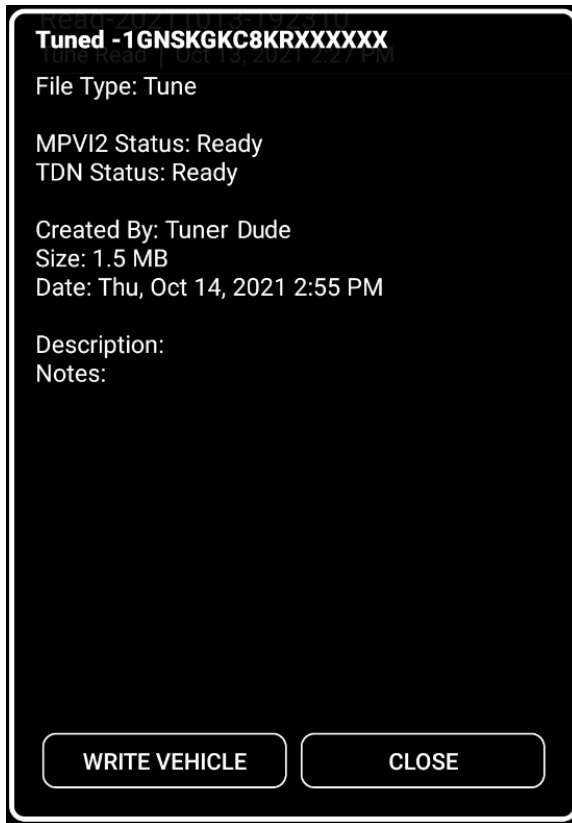


- When a tuner send their customer a new tune file, it should automatically appear in the list. If it isn't here, or if it doesn't have a green check next to it, click the **SYNC FILES** button near the bottom of the screen to retrieve the latest files.

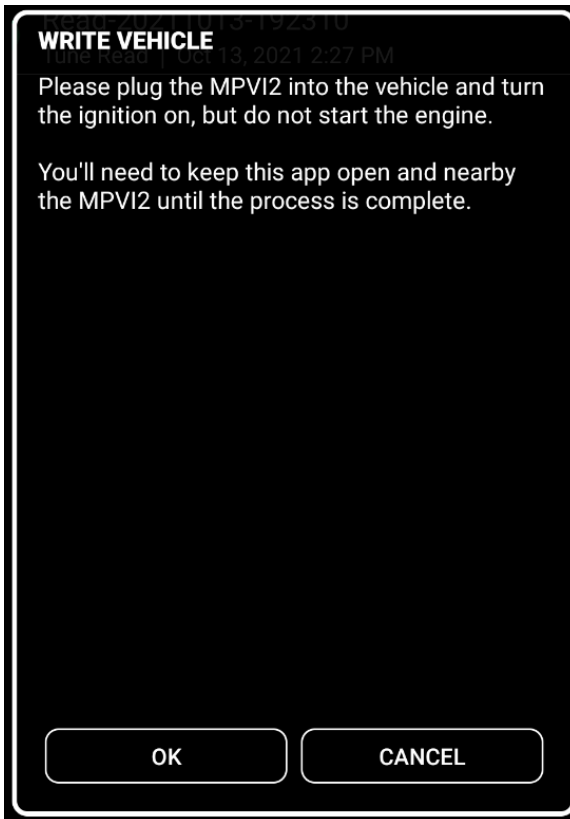


- Tap the tune file to be applied to the vehicle. A popup that includes information about the selected file appears.


**NOTE:** A tune file that has just been read from the vehicle will have a name that starts with "Read-". Files with this name can't be flashed back to the vehicle. Once the file has been successfully transmitted to the TDN server, the name will be changed to begin with "Restore-". Files named this way can be flashed if it is necessary to restore the vehicle to the tune contained in that read.



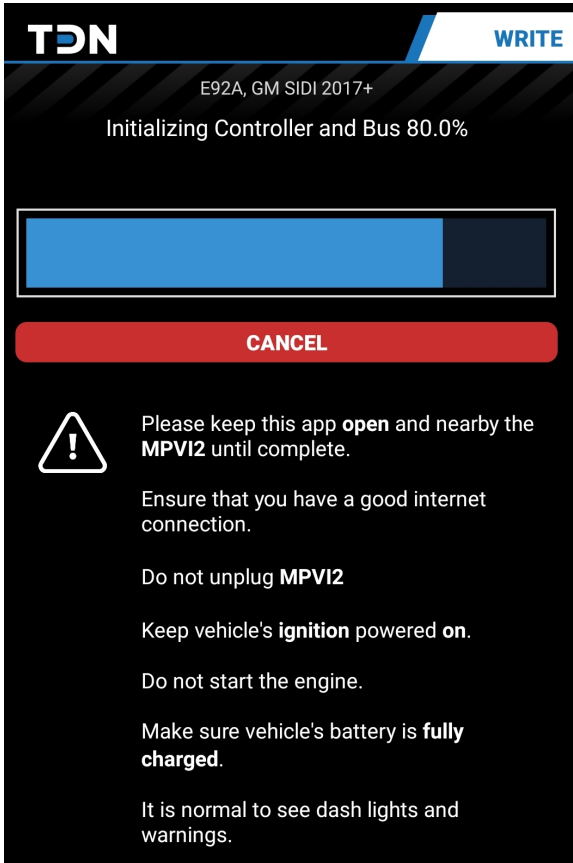
6. Tap **WRITE VEHICLE**.
7. A second popup appears. It prompts the user to connect the MPVI2/2+ to the vehicle and turn the ignition to the on position (but not start the engine). The user should do so now.



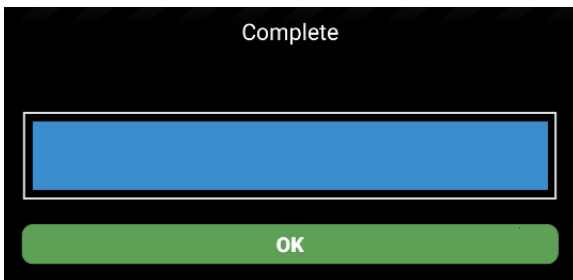
8. Click **OK** to start the write process. The process is automated, but it may take several minutes, depending on the number of updates required for the MPVI2/2+ and the type of vehicle being flashed.



**CAUTION:** While the flash is in process, do not start the vehicle's engine, turn the ignition off, or unplug the MPVI2/2+. Keep your phone close to the MPVI2/2+ and connected to the Internet.



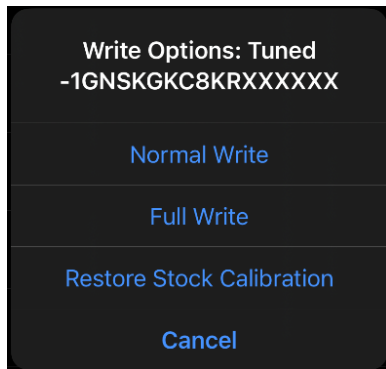
9. When the write process is finished, a Complete screen is displayed.




10. Click **OK**.

### ADVANCED WRITE OPTIONS

Tapping and holding a tune file received from a tuner will display a short menu. The menu allows the customer to select the type of write that the app will do.





**CAUTION:** The options other than “Normal Write” in this menu trigger types of file writes that are not recommended except in certain cases in which they are required for troubleshooting. Customers should use only as directed by their tuner or by HP Tuners Customer Support.

The options in this menu include:

#### NORMAL WRITE

This is the default type of write that occurs when a tune file is flashed. If supported by the controller, this writes calibration data only. (However, some controllers only support a full write. For those controllers, this option performs a full write).

#### FULL WRITE

In addition to writing calibration data, this flashes the controller’s operating system.

### **RESTORE STOCK CALIBRATION**

If supported, this option retrieves the stock tuning data from the vehicle manufacturer and applies the stock tune.

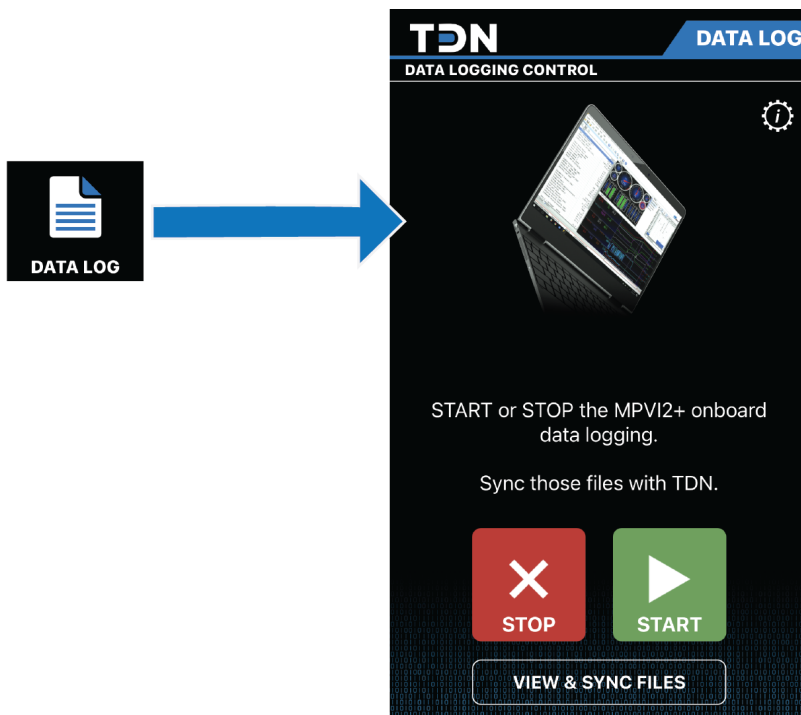
Although the option is displayed for all vehicles, it is only supported by a small number of vehicles. If not supported, this option does nothing.

## DATA LOGGING

If you need a customer to generate a log file that can be viewed in VCM scanner, this can be accomplished on the Data Log screen, which can be reached by tapping the **DATA LOG** button.

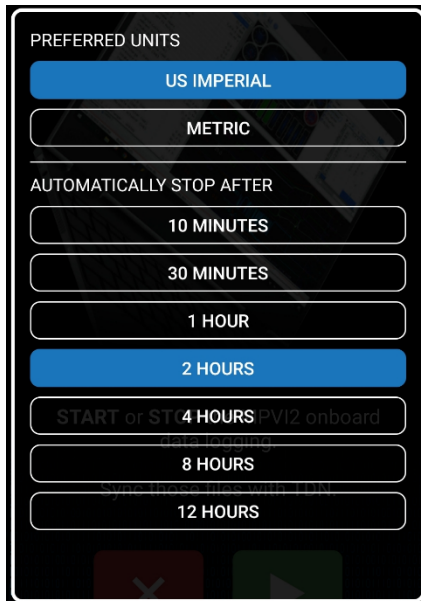
### GENERATING A DATA LOG

1. Tap the **Data Log** button on the navigation bar. The Data Logging Control screen appears.



2. Tap the settings icon (gear in the upper-right corner). A popup containing settings for the data logging function appears.

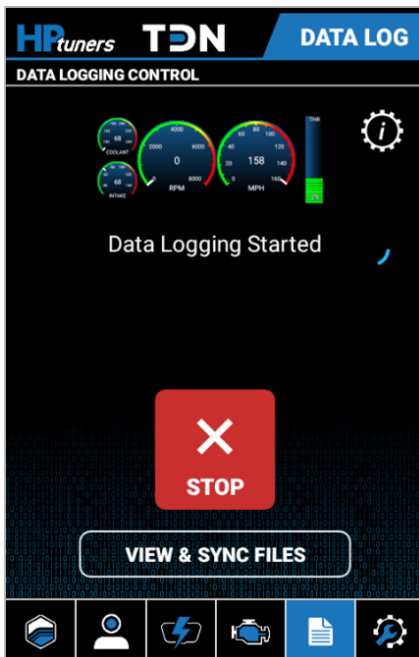




3. Choose an appropriate time limit for this logging session. If the tuner prefers English or metric units, that can also be specified here.
4. Connect the MPVI2/2+ to the vehicle and start the ignition.
5. Tap the **START** button to begin the session. The user should pay attention to the status displayed. There is a delay before logging actually starts.
6. Once logging starts, a screen with gauges is displayed, allowing the user to monitor the vehicle's data in real time. The screen can be displayed in either portrait view or landscape view.



7. Drive the car (or put it on a dyno) to reflect as broad a range of engine performance data as possible.

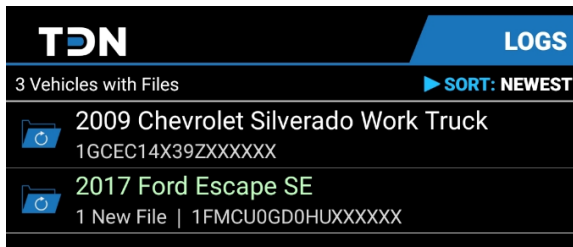


8. When enough data has been gathered, end the session by doing one of the following:
  - Tap the **STOP** button.
  - Wait until the time selected earlier is reached.

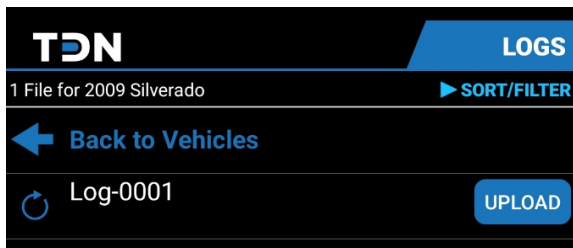
## SENDING LOG FILES TO A TUNER

Since there may be many log files on an MPVI2/2+, some of them may not be useful to the tuner. For this reason, log files are not automatically sent to the tuner. Follow these steps to send a log file:

1. Tap the **DATA LOG** button on the navigation bar. The Data Logging Control screen appears.
2. Tap the **VIEW & SYNC FILES** button. A list of vehicles that have log files stored on this MPVI2/2+ appears.



3. Select the vehicle whose log data you want to send. A list of log files available for the selected vehicle appears.



4. Click the **UPLOAD** button next to the log file you wish to send.

### **DELETING UNWANTED LOG FILES**

The TDN app can accumulate log files that the customer doesn't want. They may have been generated by incomplete or aborted logging sessions or might simply be no longer needed. To delete these files:

1. Swipe left on a file to be deleted.
2. Tap **Delete** to confirm.

### **ADDING A DESCRIPTION TO A LOG FILE**

If desired, the customer can add a description to a log file by doing the following:

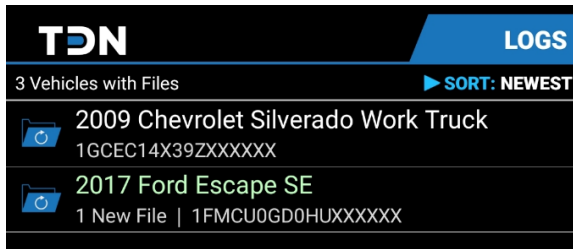
1. Tap the log file to which a description is to be added.
2. Tap **EDIT**.
3. Enter the description.
4. Tap **OK**.

### **SELECTING SCANNER CONFIGURATION FILES**

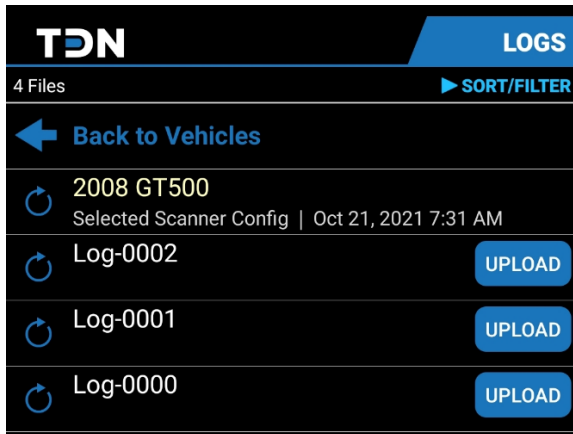
The TDN app is capable of gathering a broad range of data during the data logging process. The tuner may choose to specify exactly which data is being gathered by assigning a scanner configuration file to the vehicle.

The most recent file assigned to the vehicle by a tuner will automatically be applied the next time the user launches a data logging session. However, the user can deselect the file to return to the default configuration or select an older file that the tuner had sent previously. Follow these steps:

1. Tap the **DATA LOG** button on the navigation bar. The Data Logging Control screen appears.
2. Tap the **VIEW & SYNC FILES** button. A list of vehicles that have log files stored on this MPVI2/2+ appears.



3. Select the vehicle for which you want to select a scanner configuration file. A list of log files available for the selected vehicle appears. Scanner configuration files will be labeled "Scanner Config".

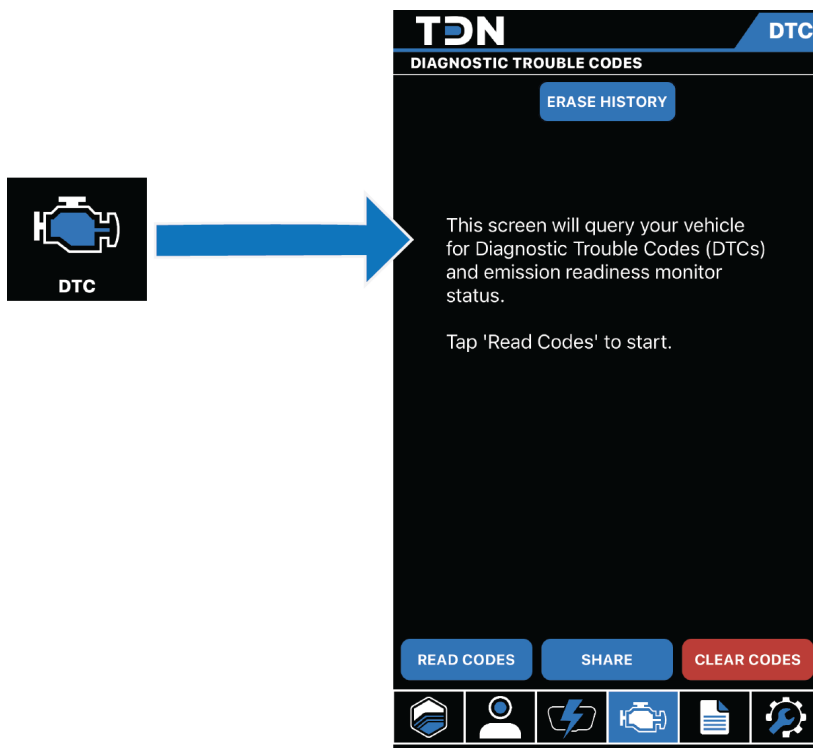


4. If a scanner configuration sent by the tuner is NOT listed here, tap the **SYNC FILES** button at the bottom of the page to update the list.
5. By default, the most recent scanner configuration file received will be selected. However, the user can manually change which file is selected:
  - To deselect a scanner configuration file, tap on the currently-selected file and then tap **DESELECT**.
  - To select a different scanner configuration file, tap on the desired file and then tap **SELECT**.

## READING DIAGNOSTIC TROUBLE CODES

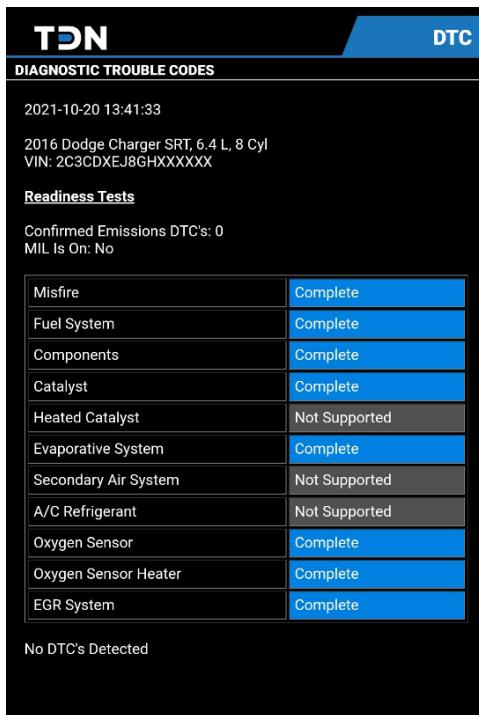
TDN can query vehicles for Diagnostic Trouble Codes (DTCs) and emissions readiness monitor statuses. Follow these steps:

1. Tap the **DTC** button on the navigation bar. The DTC screen appears.



2. Connect an MPVI2/2+ to the vehicle and start the ignition.

3. Tap the **READ CODES** button. The TDN app will begin scanning for DTC codes. When finished, it will display a report like the one shown below.



4. If you want to share this report, tap the **SHARE** button at the bottom of the screen and then select the person, email account, or other resource with which you wish to share it.

## THE SETUP / TOOLS MENU

The Setup / Tools Menu contains a number of additional utilities and informational resources.



**NOTE:** Most of the tools listed in this menu are for troubleshooting potential issues with the MPVI2/2+. In most cases, you should never need them.

To display this menu, tap the **TOOLS** button on the navigation bar.



Items in this menu include:

### **USER GUIDE**

Opens this user guide.

### **MPVI2/2+FIRST TIME SETUP**

Reruns the initial setup covered in the beginning of this manual. May be useful if you are having trouble connecting to the device with Bluetooth.

### **RESYNC MPVI2/2+ CREDITS**

If additional credits are purchased for this MPVI2/2+, the device will eventually learn about the purchase through an autosync process. If you need to use the credits immediately, however, the autosync might not have occurred yet. Select this option to have the device check for newly purchased credits.

### **GATHER INFO LOG FOR TECH SUPPORT**

If you contact HP Tuners Customer Support, we may ask for an Info Log. Select this option to create one. The MPVI2/2+ must be connected to the vehicle and the vehicle ignition must be on to gather this information.



### **UPDATE MPVI2/2+ FIRMWARE**

Downloads and applies the latest version of the firmware appropriate for the vehicle with which you last used your MPVI2/2+.

### **SWITCH MPVI2/2+ FIRMWARE**

The MPVI2/2+ has limited memory available. Each time you change vehicles, it must load firmware appropriate to the new vehicle. If you are changing vehicles, manually switching firmware before a read or write operation may save a little time during the actual read or write.

### **UPDATE MPVI2/2+ BLUETOOTH FIRMWARE**

This option pushes the latest Bluetooth<sup>®</sup> firmware onto the MPVI2/2+. It may be useful if you are having issues establishing or maintaining a connection to the device.

### **SET BLUETOOTH LE MODE**

(Android phones only.) A small number of older Android phones may have trouble maintaining a connection using the default mode. If you are using such a phone and are experiencing trouble maintaining a Bluetooth<sup>®</sup> connection to your MPVI2/2+, selecting this option may help.

### **SET APP PERMISSIONS**

Opens the phone's permission settings for the TDN app. This is a quick way to enable or disable the app's ability to use the phone's Bluetooth<sup>®</sup> capability.

### **RESET FILE SYNC DATA**

Causes the app to forget what files have been synced with the tuner. Typically, the app will relearn which files have already been sent the next time it performs a sync. Some files may be resent, though.

**ERASE FILES ON MPVI2/2+**

Erases all the files on the MPVI2/2+. This may be useful in extreme cases where files have become corrupted or are not being erased correctly. Tune files received from a tuner will typically be redownloaded the next time a sync occurs. But some items, such as data logs, may be lost.

**ABOUT THIS APP**

Opens a popup containing a little information about the TDN app.

**PRIVACY POLICY**

Displays the HP Tuners privacy policy.

## SUPPORTED CONTROLLERS

When advising customers on whether or not they can use the TDN app for a particular vehicle, be aware that the Supported Vehicles List on the hptuners.com website is for the VCM Suite. The TDN app supports only a subset of these vehicles.

As of this manual's publication date, the app supports vehicles with the following controllers:

### GM

#### ECM

- GM E38
- GM E40
- GM E41 (L5P) - Diesel
- GM E67
- GM E67A\*
- GM E78
- GM E78A
- GM P59
- GM E86 - Diesel
- GM E86A - Diesel
- GM E90
- GM E92
- GM E92A
- GM E98 - Diesel
- GM E98A\*
- GM E99 (C7 ZR1)
- GM P01

\* Support for these controllers is in a beta state. We expect them to work, but can't guarantee it at the time of this writing. Feedback from field testing would be appreciated.

#### TCM

- GM T42
- GM T43
- GM T87
- GM T87A
- GM A40 - Diesel
- GM A40b - Diesel
- GM A50 - Diesel

**FSCM/CCM**

- GM C304
- GM C304A
- GM FSCM A
- GM FSCM B
- GM FSCM C
- GM FSCM D
- GM FSCM E
- GM FSCM F
- GM FSCM G
- GM S53\*

\* Support for these controllers is in a beta state. We expect them to work, but can't guarantee it at the time of this writing. Feedback from field testing would be appreciated.

**FORD**

**ECM**

- Ford Tricore 277
- Ford Tricore 298
- Ford Tricore 298 B
- Ford Tricore 1791
- Ford Tricore 1791B 3M\*
- Ford Tricore 1797
- Ford Tricore 1797 EDC17 - Diesel
- Ford Tricore 1797A EDC17 - Diesel
- Ford Tricore 1797B EDC17 - Diesel
- Ford Tricore 1793 EDC17 - Diesel
- Ford Tricore 1793A EDC17 - Diesel
- Ford Copperhead 2048K
- Ford ESYS 2048K
- Ford Oak 448K - Diesel\*
- Ford Oak 1024K
- Ford Oak 1536K
- Ford Oak 2048K
- Ford MED17.0.1
- Ford MED17.0.7\*

\* Support for these controllers is in a beta state. We expect them to work, but can't guarantee it at the time of this writing. Feedback from field testing would be appreciated.

### TCM

- Ford Tricore 277 B TCM
- Ford Tricore 277 D TCM
- Ford Tricore 277 DSL TCM - Diesel
- Ford Tricore 1766 TCM - Diesel
- Ford TR C75 (GT500)
- Ford Oak 448K TCM - Diesel\*
- Ford Oak 512K TCM - Diesel
- Ford Oak 2048K TCM - Diesel

\* Support for these controllers is in a beta state. We expect them to work, but can't guarantee it at the time of this writing. Feedback from field testing would be appreciated.

### FSCM/CCM

- Ford FICM 60 DSL - Diesel

### FCA

#### ECM

- Dodge GPEC2
- Dodge GPEC2, 15
- Dodge GPEC2A, 15
- Dodge GPEC2A, 18
- Dodge NGC4A
- Dodge CM849 - Diesel
- Dodge CM2100 - Diesel
- Dodge CM2200 - Diesel
- Dodge EDC 17C69 - Diesel\*
- Dodge EDC 17C79 - Diesel

\* Support for these controllers is in a beta state. We expect them to work, but can't guarantee it at the time of this writing. Feedback from field testing would be appreciated.

### TCM

- EGS52
- EGS53
- Dodge ZF8HP
- Dodge ZF8HP2

## VAG

### ECM

- VAG MED17.1.1 TC1797
- VAG SIMOS18.6 (also covers 18.1)

### TCM

- VAG DQ2500D9\*
- VAG ZF8 HP\*

\* Support for these controllers is in a beta state. We expect them to work, but can't guarantee it at the time of this writing. Feedback from field testing would be appreciated.

## PORSCHE

### ECM

- Porsche MED17.1.11 TC1797

## MERCEDES

### ECM

- Mercedes MED40AMG
- Mercedes MED177\*

\* Support for these controllers is in a beta state. We expect them to work, but can't guarantee it at the time of this writing. Feedback from field testing would be appreciated.

## **POWERSPORTS (CANAM/SEADOO)**

### **ECM**

- BRP ME17.8.5
- BRP ME17.8.5 B
- Polaris ME17.9.74
- Polaris M17.8.7
- Polaris MG1CA007

## CUSTOMER SUPPORT

Always start by making sure you are using the most up-to-date drivers and software. Additional support can be found through the following resources:

### HP TUNERS SUPPORT TICKETS



If at any point you experience issues, please create a support ticket:

[support.hptuners.com/hc/en-us/requests/new](https://support.hptuners.com/hc/en-us/requests/new)



**NOTE:** When troubleshooting issues with a customer device or with the TDN app, be sure to also send us an Info Log from the app whenever a support ticket is submitted. See *[Sending a TDN App Info Log \(Page 80\)](#)* for instructions. The Info Log contains vital information that will help us in resolving your problem.

### HP TUNERS KNOWLEDGE BASE



Explore our knowledge base articles at:

[support.hptuners.com](https://support.hptuners.com)

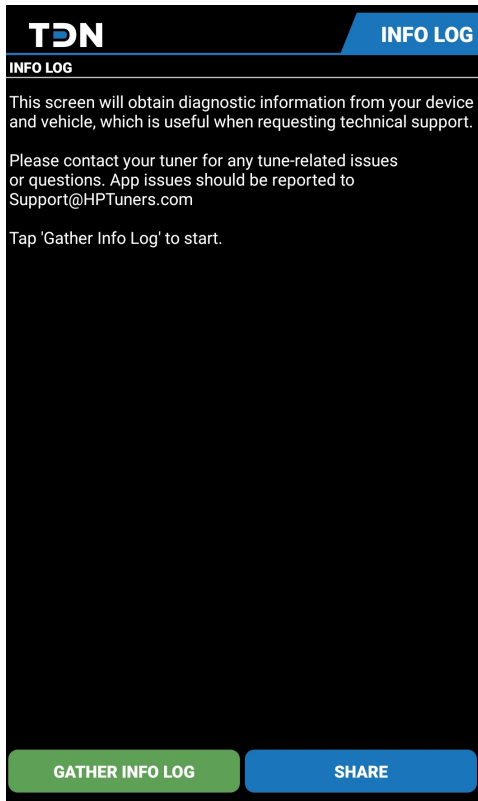
### SENDING A TDN APP INFO LOG

To send an TDN App Info Log to our support staff, the customer will need to do the following (this procedure is included in the App help system / manual):

1. Turn the vehicle key to the on position.
2. Connect the MPVI2/2+ to the vehicle.
3. Tap the **TOOLS** icon to open the Setup / Tools Menu.



4. Select **Gather Info Log for Tech Support**. Info Log Screen appears.



5. Tap the **GATHER INFO LOG** button. The app will begin gathering the Info Log.
6. When the app has finished gathering the Info Log, tap **SHARE** to email the log to customer support.