Alientech Manager Powergate3 Decoder

User Guide and Instruction manual

This User Guide has been specially designed to guide you through the functions of and provide you with basic information on how to install and use Alientech Manager, the software for configuring and customizing Powergate3 (3.5" screen – discontinued) and Powergate3+ (screen 4.3") User devices. This Guide also includes warnings and precautions for a safe and correct use of the Decoder tool.

We suggest you carefully read this User Guide before starting use Alientech Manager software and keep it always at hand.

Version	Release date	Release Notes	Ref. Page
2.0	05/06/2020	Complete revision of the User Guide	All

Please think about the environment before printing this document: save it to your computer.

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Warnings

Please note: installation and subsequent use of Alientech Manager software imply your acceptance of the license agreement and terms of use released with the software.

Important notices about the use of Powergate3

To avoid electrical shock, do not open the case when the tool is connected. Refer any required servicing of product to Alientech Srl only.

- The product and its accessories are suitable for professional use only.
- Powergate3 Decoder has been designed to customize and configure User devices: User devices allow the tuning of vehicles for competitions purposes or for use in racing circuits not open to the public.
- A User device, configured through Alientech Manager, allows accessing to operating engine parameters: the modification of these parameters may make the vehicle not in line with the requirements and standards of your country about power, speed, and emissions. It may also cause a different or greater wear and tear of mechanical, electrical, and electronic components of the vehicle and could void the warranty provided by the manufacturer/seller of the vehicle.

  Alientech srl, its subsidiaries, and affiliates make no warranties of any kind about any extra wear or deterioration of the engine or other electrical, electronic or mechanical parts of the vehicle or as to the compliance with exhaust emission standards and regulations required by the country where a vehicle tuned with a User device is used.

- User devices and accessories must be used only in compliance with guidelines and suggestions.
- User devices configured through Alientech Manager may enable modifying the functioning of the vehicle; therefore, the vehicle may have different reactions when compared to standard conditions specified by the manufacturer. The greatest attention must be paid when driving a vehicle which has its engine parameters modified.

Alientech srl suggests Alientech Manager owners provide their User customers with a detailed User Guide, including warnings, precautions, and instructions for a safe use of a User device.

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Important notices about the use of Alientech Manager

- The Internet connection costs for the use of the Software are at your expenses.
- Alientech Manager allows storing files, logos, images, and data in the directory where the executable file of the software is saved (that is, [C:\AlientechManager]), created on your computer during the installation of the software. It's highly recommended to make periodic backup copies of the entire contents of this folder to protect data and as a precaution against possible operational failures.

> Alientech srl does not provide a cloud service nor automatic data backup and/or recovery procedures and cannot be held liable for deletion or loss of files or data stored on your computer in case of failures or malfunctions.

Important notices about the contents in this Guide

- Alientech srl owns and administers some or all the rights to the images and other copyrighted content in this User Guide. Use of the images and other copyrighted content (including, but not limited to, copying, reproducing, modifying, translating, uploading on a network, displaying, transmitting, distributing, licensing, selling and publishing) except as used herein, is prohibited to the extend allowed by law.
- This User Guide will be updated with each release of Alientech Manager software, if new features are introduced.
- This User Guide and the screen images representing Alientech Manager software are subject to change without notice.
- The screen images used throughout this Guide may be fictitious or may differ from actual screen images.

About trademarks

- Alientech Manager, Powergate3, and Powergate3+ are either registered trademarks or trademarks of Alientech srl.
- Microsoft and Windows are either registered trademarks or trademarks of Microsoft Corporation in the United States and / or other countries.
- All other trademarks are the properties of their respective owners.

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CE - FC Regulatory information

- The marks are located on the rear side of the tool.
- The tool meets the essential requirements of Regulation No. 10 of the Economic Commission and therefore carries the CE mark.
- The tool complies with Part 15 of the FCC Rules (47 CFR) and therefore carries the FCC mark.
- The tool is in conformity with EC and FCC standards only if used with the supplied cable(s) and according to what specified in the instructions for use.

Glossary

Before you begin, you should become familiar with some technical terms used in this User's Guide.

Term	Explanation
ECU	*Electronic Control Unit.* Usually synonymous with engine control unit that manages the correct engine functioning.
ECM	*Electronic Control Module*. Allows the management of vehicle electrical parameters other than those of the engine. Sometimes associated with the Engine Control Module.
TCM	*Transmission Control Module*. Allows the management of the automatic transmission parameters.
LOG file	File that records chronologically all operations carried out by the tool when using the Software–for Decoder devices–or when communicating with the control unit–for User devices.
Original file	File containing data (including maps) for engine or automatic transmission management, stocked in the control unit.
Modified file	File created from the original file by making variations on engine /transmission management data; to be rewritten to the control unit.
Communication Protocol	Language of communication between the User device and the electronic control unit.
Virtual Reading	Procedure that allows, while decoding a file received from a User customer, obtaining the original file of the vehicle, when the control unit doesn't support reading through the diagnostic port.
Installer	Wizard tool that helps the owner of a User device to setup the User Management Software to be used for managing their device.
User Management Software	Software that the User customer will run on their computer to manage their device.

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Term	Explanation
Template	File containing graphics, languages, and vehicle list to customize your User devices.
Default	Any feature, setting, image or file proposed by Alientech Manager that can be customized but can't be changed, that is, will always be available in the software as a starting point for making customizations.
Custom	Any feature, setting, image or file customized by you, starting from a default feature, setting, image or file of Alientech Manager.
Preset	Any feature, setting, image or file set as primary on a User device.
License	Credit that allows the Decoder device to configure a User device.
Vehicle Enablement	Credit that allows the Decoder device to assign a vehicle type to a User device.
Decoder Device (Powergate3)	Tool that allows you to configure User devices through Alientech Manager.
User Device (Powergete3)	Tool that allows tuning the parameters of the electronic control unit of the vehicle to which it's associated, though the vehicle OBDII diagnostic port of the vehicle.

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Precautions

Before using the tool, carefully read the instructions provided in this User Guide and retain them for future reference.

Safety

This product has been designed with the highest concern for safety. However, any electrical device, if used improperly, has the potential for causing fire, electrical shock or personal injury. To help ensure accident-free operation, follow these guidelines:

- Observe all warnings, precautions, and instructions provided.
- Stop use and unplug the USB cable from the computer immediately if the device functions in an abnormal manner, produces unusual sounds, smells or becomes too hot to touch.
- Never disassemble the product or the accessories provided. Use the Decoder device according to the instructions in this User's Guide. No authorization for the analysis or modification of the product, or of its circuit configurations, or the analysis or modification of the Alientech Manager software, is provided. Disassembling will void the system warranty and may be dangerous.

Use and handling

- Do not use the tool near water.
- Use only original cables supplied by Alientech Srl. The use of non-original cables may void the tool warranty and preclude the possibility of receiving Technical Support.
- Do not use cables if not intact or if visibly damaged.
- Do not expose the product to high temperatures, high humidity or direct sunlight.
- Do not leave the product in a car with the windows closed (particularly in summer.)
- Do not expose the product or accessories to dust, smoke or steam.
- Do not allow water or liquids to get into the product or cable connectors.
- Do not drop the product, nor subject the device to strong physical shock.
- Do not put heavy objects on the product or cables.
- Do not touch nor insert foreign objects into the product connectors.
- Do not disassemble the tool or cables.
- Do not use the devices in a location exposed to static electricity or strong electrical interference.

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LCD Screen

- The LCD screen is made of glass and may crack if subjected to excessive force.
- Pixels that are not lit or are continuously lit may appear in certain locations on the LCD screen. The possible occurrence of such spots is a normal occurrence associated with LCD screens and is not a sign of a malfunction.
- Direct exposure to sunlight may damage the product's LCD screen.
- When using the product in a cold environment, you may notice shadows on the graphics or the screen may appear darker than usual. This is not a malfunction, and the screen will return to normal when the temperature goes up.

WEEE Directive

The product is marked in conformity with European Directive 2012/19/UE, Waste Electrical and Electronic Equipment (WEEE). By ensuring this product is disposed of correctly, you will help prevent potential negative consequences for the environment and human health. Recycling of products helps to conserve natural resources and protect the environment. This symbol on the product or on its packaging indicates that the product must not be disposed of with general household waste in the European territory but must be taken to an appropriate collection center for the recycling of electrical and electronic equipment. Disposal must be carried out in accordance with local regulations on waste disposal. For further information on the treatment, recovery and recycling of this product, contact a competent local authority, the collection service for household waste, Alientech S.r.l. or your local dealer. Illegal disposal of the product involves the application of administrative penalties provided for by current legislation.

Cleaning

- **Cleaning the exterior surface excluding the LCD screen:** Wipe gently with a soft cloth. Do not use solvents or other chemicals to clear the exterior surface of the device.
- **Cleaning the LCD screen:** Wipe gently with a soft cloth.
- **Cleaning the connectors:** Do not use the product if the connectors are not clean. Remove the dirt with a dry cloth.

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Package contents

The basic kit supplied with Powergate3+ Decoder includes:

☐ Powergate3+ Decoder tool

Picture 1: Powergate3+

☐ 1 micro-USB cable 081600USB1

Always keep the original packaging. In case of repair, the tool must be returned complete with all accessories.

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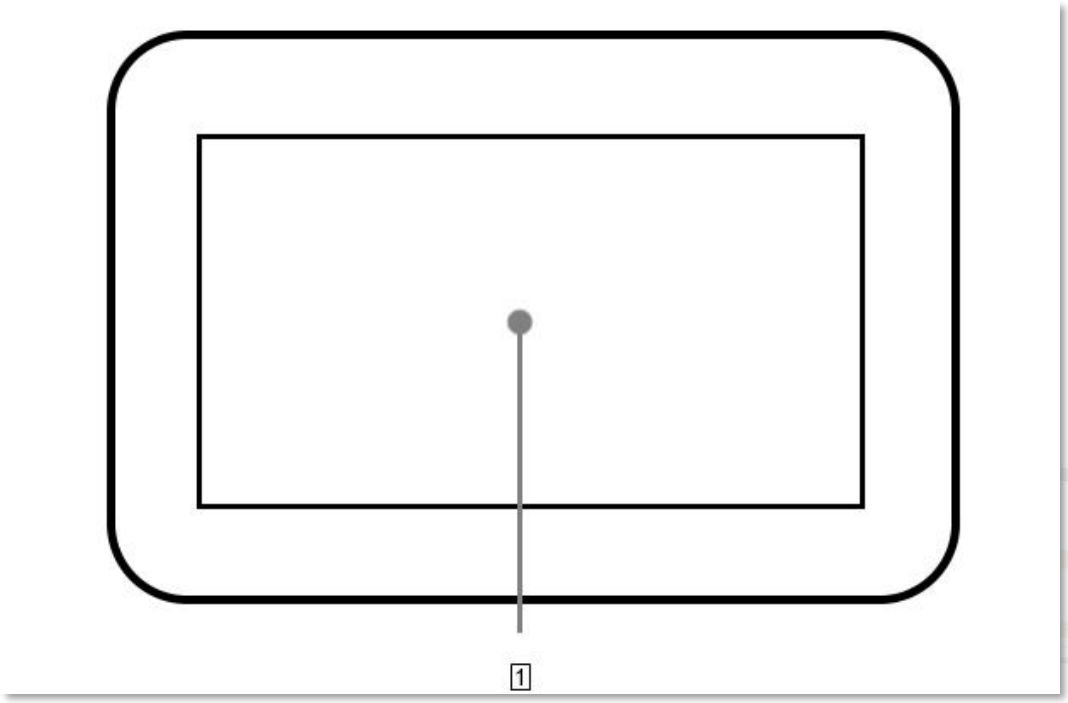
Parts name and functions

Front side of the tool

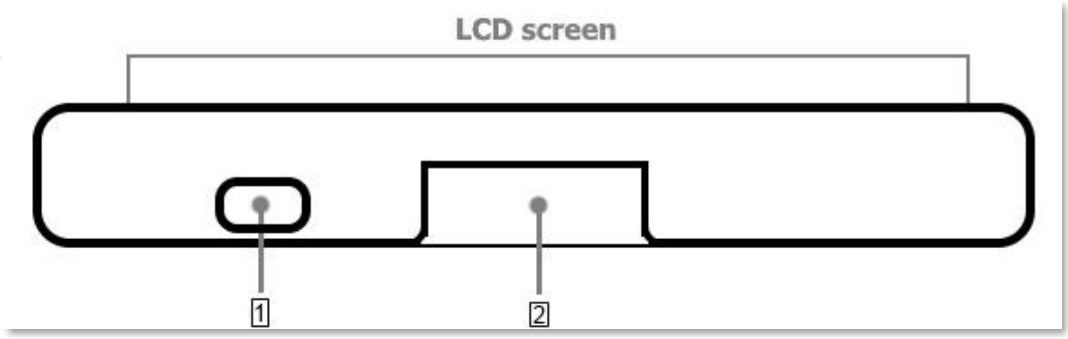


Picture 2: Front side of the tool

1 LCD screen

Touch screen to view the information about the tool.

Upper side of the tool



Picture 3: Upper side of the tool

1 Micro-USB port

To connect the tool to the computer.

2 Micro-Fit connector

To connect the communication cable supplied with the tool (not used by Decoder devices.)

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Basic operations

Downloading and installing Alientech Manager

To receive the Alientech Manager software, you need to fill the form on the download page of Alientech website, at https://www.alientech-tools.com/download/. The link for downloading the software will be sent to the email address indicated in the request.

> At the end of Alientech Manager installation, it's necessary to restart the computer: it's therefore advisable to close all applications before proceeding with the installation.

1. Save the *setupManager.exe* file–downloaded via the e-mail received–to your computer.
2. Plug in the Decoder device to your computer using the supplied USB cable.

DO NOT use USB hub to connect the tool: connect the supplied USB cable directly to the USB port of your computer.

3. Double click the *setupManager.exe* file to start Alientech Manager installation wizard.
4. Follow the instructions provided on screen by the installation wizard.

> When installing Alientech Manager, you may be required to install additional software, such as *Microsoft Visual C++ Redistributable*. If this request appears, follow the on-screen instructions to install any additional software. **If you don't install the additional software proposed, the software may not work properly.**

5. At the end of the installation, reboot the computer as required by the wizard.
6. After the computer restarts, run Alientech Manager by clicking the icon created on your desktop.
7. Wait for the software configuration procedure to complete: to do this, it's necessary to wait for the countdown to end and don't skip the updates, that is, don't press on the gray bar.

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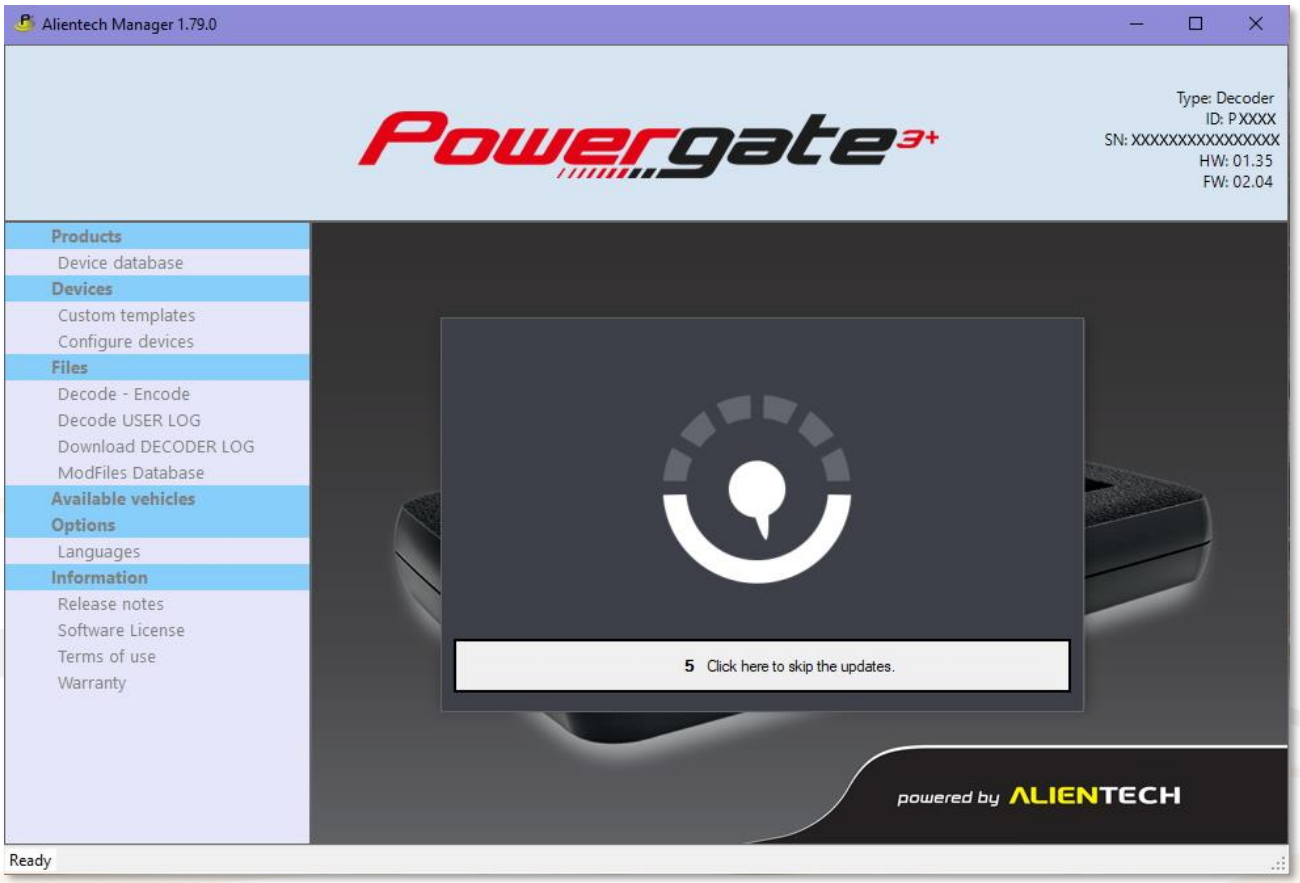

Picture 4: Update loading window

8. At the end of the software configuration procedure, a window with all release notes is displayed.

> Installation and configuration of Alientech Manager may take up to 30 minutes. During this process, don't disconnect the device from the USB connection nor close the software, even if it may appear to be inactive or unresponsive.

To use Alientech Manager software, the Decoder device must always be connected to your computer and your computer must have an active Internet connection.

Tool registration

The first time you install Alientech Manager, you will be required to register your data in the Alientech Dashboard to activate the Decoder tool and the online services provided by Alientech Srl.

Picture 5: Decoder device registration request

- If you already have an ALIEN_id, you can associate it with your tool: just login to the Alientech Dashboard with your credentials (e-mail and password.)
- If you don't have an ALIEN_id, you must register anew. **For more information on how to create an ALIEN_id, download the Alientech Dashboard User Guide from this link:** http://www.alientech.to/xnote/Alientech_Dashboard_User_Guide.pdf.

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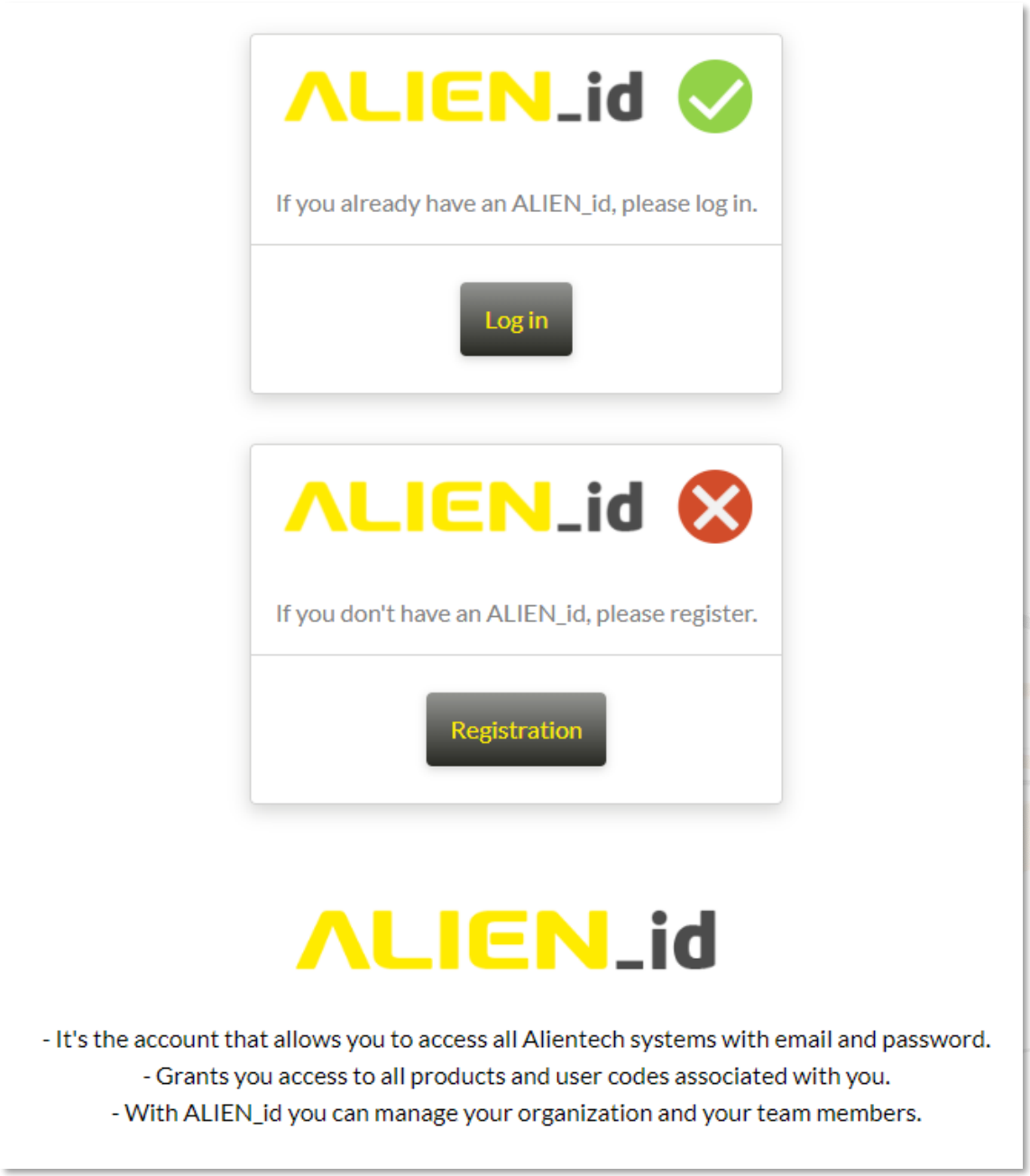

Picture 6: Decoder device registration window in Alientech Dashboard

At the end of the registration procedure, to use Alientech Manager you need to disconnect and reconnect the Decoder device to the computer or restart the software.

> **It's necessary to register your data to use Alientech Manager** and access the online services, such as the Technical Support Service though the Help Desk portal.

Refer to the *My Profile* section of the Alientech Dashboard if you need to change any data provided.

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Alientech Manager main window

Picture 7: Alientech Manager software startup window

At the top left you can find the version of Alientech Manager installed.
At the top right you can find information on the connected device: device type, ID, serial number, hardware and firmware version.
In the left part of the window there's the main menu of Alientech Manager, while in the box on the right you will see the windows containing the functions selected from the main menu.

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Alientech Manager features

Alientech Manager allows you to completely customize your User devices, so that you can create an endless variety of versions, depending on your market, your customers, and the vehicles covered:

- **Graphics**: You can customize screen background, menu icons, and navigation buttons of a User device with the images of your brand. You can customize one, more or all the images for your User devices, or choose to use Alientech Manager default images;
- **Language**: You can translate the menu items and communication messages of the User device in your own language, or choose to use Alientech Manager default languages;
- **Vehicle list**: You can provide your User devices with a custom vehicle list composed by one or more makes or even just a single model of vehicle, choosing from those supported by Alientech Manager, so that your customers can easily select the vehicle to which link their User device;
- **Modified files**: You can create and load on a User device bundles of modified files containing up to 5 different map files for each original file of a control unit, so that the User customer can immediately tune their vehicle in complete autonomy.

If you don't want to customize the graphics of your User devices, you can use one of the default templates available in Alientech Manager. In this case, you can still customize the Vehicle List, translate and set the language of use of the User device, and create customized packages of modified files.

If you don't want to provide your User devices with databases of modified files, you can manage the files of your User customers through Alientech Manager decoding and encoding functions.

Meaning of Alientech Manager icons

Searching for an Internet connection

Internet connection detected and working

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Internet connection not found or not working

Go back to the previous window

Alientech Manager main menu items

Products

Device Database: To view the list of all configured User devices associated with your Decoder.

Create User Installer: To create the installation file of the User Management Software, to be sent to your customers, who will use it to manager their User device.

Devices

Custom templates: To completely customize your User devices by setting: name of your User devices, graphics, language, and vehicle list.

Configure devices: To configure a new User device and install a custom template on it.

Files

Decode – Encode: To manage the files received from your User customers.

Decoder User LOG: To decode the LOG file received from your User customer and interpret this file, so as be able to provide the first assistance.

Download Decoder LOG: To download the LOG file with the last operations performed by Alientech Manager, so that you can send it to Alientech Technical Support Service in case you need assistance with Alientech Manager.

ModFiles Database: To create your databases of modified files, to be loaded on your User devices.

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Available Vehicles

Vehicle type: To view the list of all vehicles supported by Alientech Manager, divided according to the type of vehicle.

Vehicle types currently available in Alientech Manager:

- Cars
- Bikes
- Tractors

> You can see only the list of the vehicles belonging to the type(s) of vehicle enabled on your Decoder device.

Coming Soon: To view the list of the communication protocols that will be released soon, belonging to all the type of vehicles available for Alientech Manager.

Options

Language: To select the language of use of Alientech Manager, choosing it from one of the three languages currently available.

Information

Release notes: To view a summary page containing the chronological list of all Alientech Manager release notes, in descending order based on the publication date. A release note lists all the changes or improvements made, new features added, new protocols released, corrections of any errors, new communication messages introduced for User devices etc.

Software License, Terms of use, Warranty: By clicking either one of these links, you will be redirected to the page of Alientech website containing the selected document.

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Operating procedures

To make the best use of all the features of Alientech Manager, we suggest you enlarge the software window to the maximum size allowed by the screen of your computer.

When using Alientech Manager for the first time, we suggest you proceed as follows:

1. Create the installation file of the User Management Software;
2. Create at least one custom template;
3. Configure your User devices.

> If your Decoder device has multiple vehicle types enabled, you will be able to create custom templates and configure User devices for each type of vehicle owned. If, instead, only one type of vehicle is enabled, it will be possible to create custom templates and configure User devices only for the type enabled.

You can configure several User devices at a time and keep them in stock until they are sold or configure a User device whenever necessary.

> When delivering a User device to a customer, it's advisable to suggest him install the User Management Software, run it, and have the device completely updated before connecting it to the vehicle. In this way, your customers will have all the protocols updated to the latest available version.

Consulting the device database

You can refer to this section to view a table containing all the configured User devices associated with your Decoder tool.

1. Select *Device database* in Alientech Manager main menu;
2. Wait until Alientech Manager detects an active Internet connection;

> If the Internet connection isn't found or isn't working properly, solve the problem and click *Retry.*

3. Click *Continue* on the right lower part of the *Device database* window to access the list of your devices.

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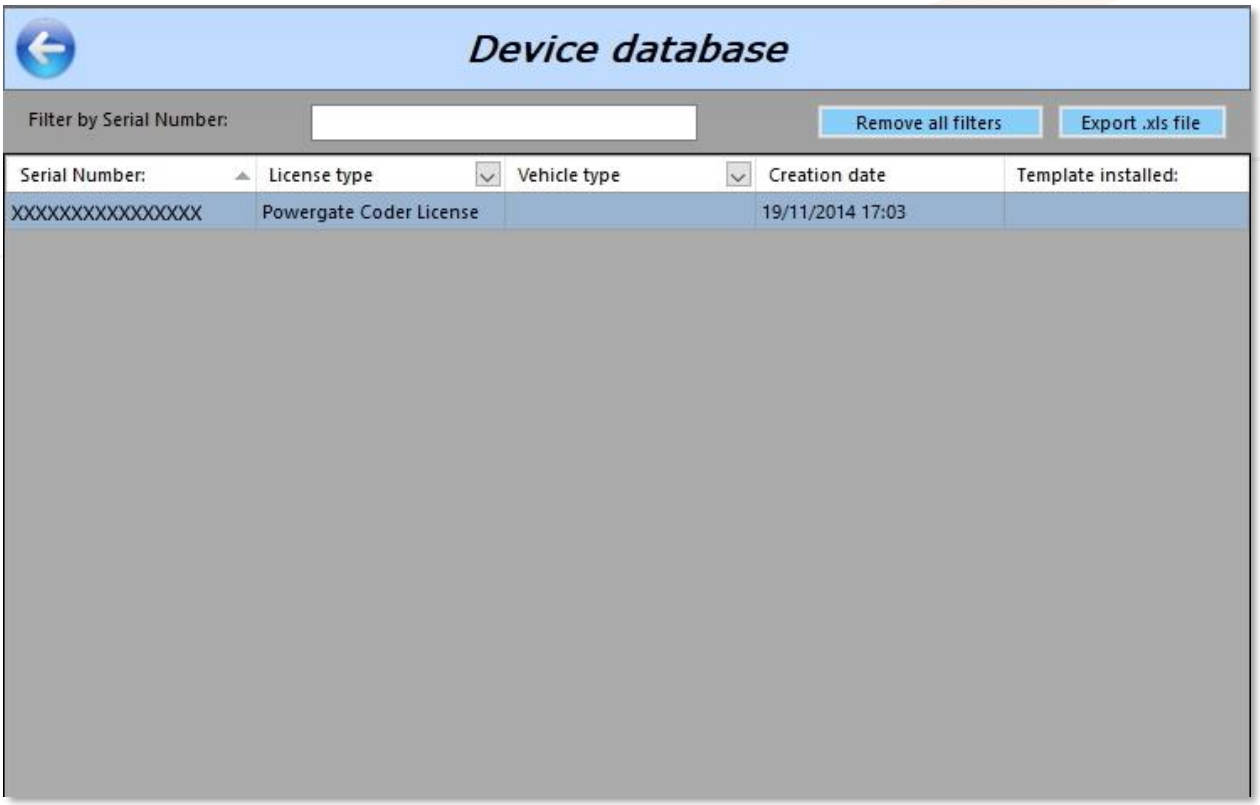
Picture 8: Access window to the *Device database* section – searching for an Internet connection

When using Alientech Manager for the first time, only the data of your Decoder tool is displayed, that is, serial number and activation date, as in the example in **Picture 9**:



Picture 9: *Device database* window – no User device configured

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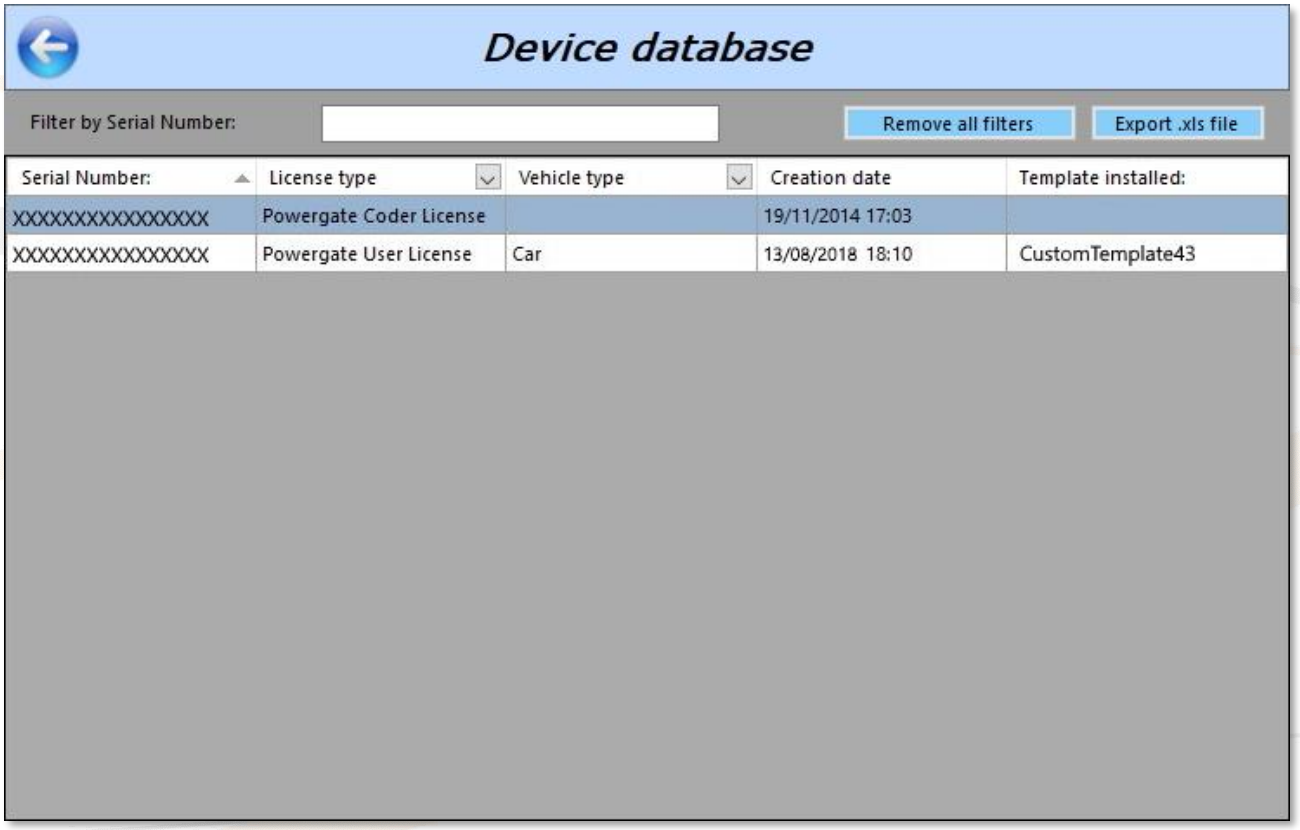
In the example in **Picture 10,** you can notice there's a correctly configured User device. For each User device are displayed:

- The serial number.
- The type of device corresponding to the serial number (that is, Decoder or User.)
- The category of vehicle assigned to the User device (that is, the type of vehicle with which the User customer will be able to associate the device, and which will be able to program.)
- The creation date of the User device.
- The name of the template loaded on the User device.



Picture 10: Device database window – configured User device

The *Device database* window works like a spreadsheet: you can sort in ascending/descending order the content of each column by clicking the column-title, and narrow or enlarge all columns. You can also filter the content of the *License type* and *Vehicle type* columns by clicking the symbol.

Use the *Filter by serial* function to search for a specific User device: type the serial number, or part of it, in the appropriate box and press <Enter> on your keyboard.

Click *Remove all filters* to clear any filters set and return to the full view of all configured User devices.

Click *Export .xls file* to save to your computer a .xls file containing the table of the configured User devices. If you have set a filter, only the data displayed in the *Device database* window will be saved.

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This function may be useful, for example, to organize an archive where you can associate the serial numbers of the configured User devices with the names of your customers.

Click to go back to the previous window.

How to generate the User Management Software Installer

In this section you can generate the Installer, that is, the installation file, of the User Management Software for User devices. You must send the installer to your customers by e-mail or other means of sending/sharing files.

Each User customer will have to install and use this User Management Software to:

- Update the User device with the latest version of the communication protocols installed on the device.
- Download from the User device the encoded file read from the vehicle, to be able to send it to its Decoder for the tuning.
- Load on the User device the encoded modified file received from its Decoder, to be able to write it to the vehicle.
- Load on the User device an update of the custom template, received from its Decoder.
- Download the LOG file from the User device, to be able to send it to its Decoder if in need of technical support.
- Load or update a database of modified files on the User device.

When delivering a User device to a customer, it's advisable to suggest him install the User Management Software, run it, and have the device completely updated before connecting it to the vehicle. In this way, your customers will have all the protocols updated to the latest available version.

To access this section, just click *Create User Installer* in Alientech Manager main menu.

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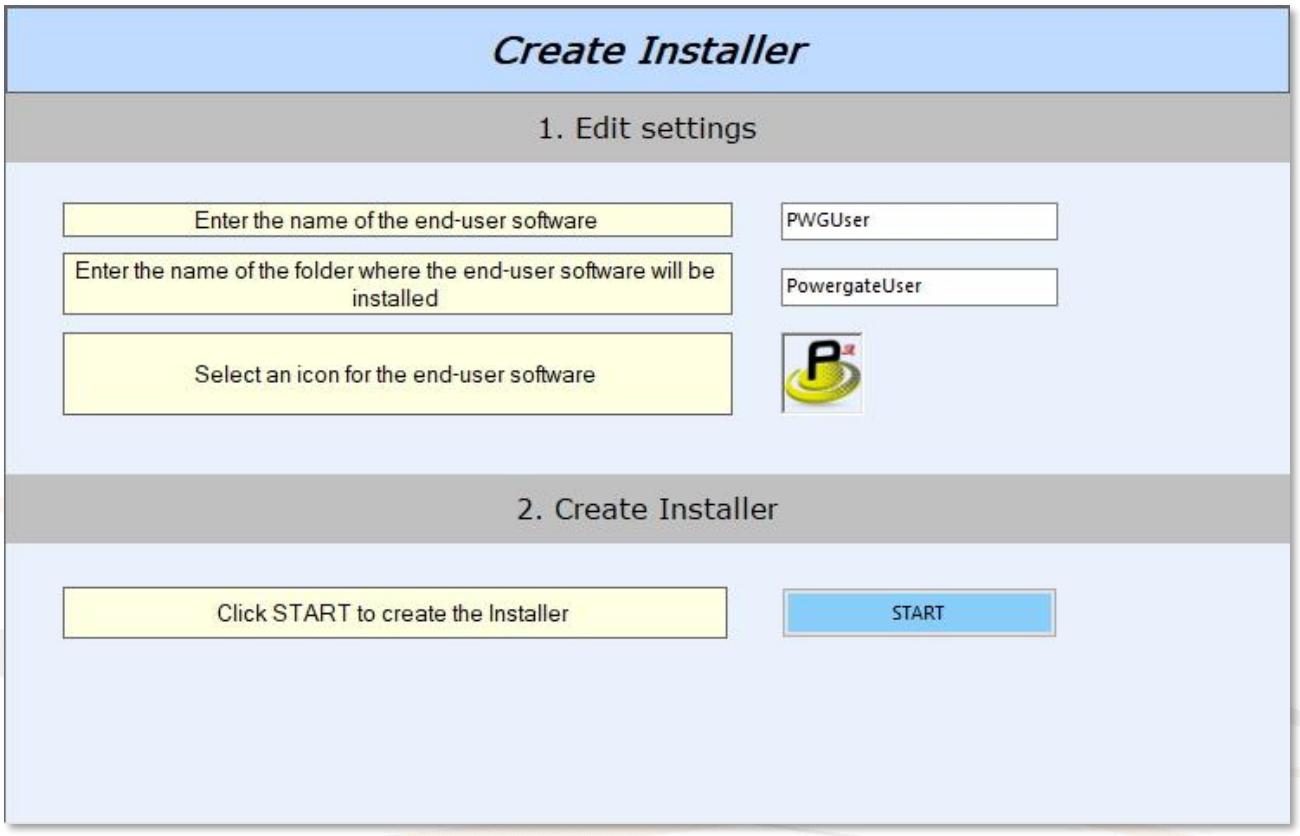

Picture 11: *Create Installer* window

Alientech Manager proposes a set of features to be used for the creation of the installation file of the User Management Software, indicated in the *1. Edit settings* frame of the *Create Installer* window.

You can keep the set of features proposed by Alientech Manager or change one, more or all the item in the *1. Edit settings* frame.

If you choose to keep the set of features proposed by Alientech Manager:

1. Click *Start* in the *2. Create Installer* frame to save the installation file to your computer;
2. Select a folder on your computer where to save the installation file, so that you can send it to your customers. The file will be saved as [SetupPWGUser.exe].

If you choose to customize these features:

We suggest you give the installer of the User Management Software the same name that will be used for your User devices, so that software, destination folder, and device will be called in the same way.

You can generate as many installers as you need, one for each name assigned to your User devices. If you decide to use a single name for all your User devices, just create one Installer and send it to all your customers.

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1. Delete the name of the User Management Software proposed by Alientech Manager and type the one you desire;
2. Delete the name of the destination folder proposed by Alientech Manager and type the one you desire. This folder will be created on the User customer's computer during the installation of the User Management Software, where the executable file of this software will be saved;

> The name of the folder where the User Management Software will be saved must be written without spaces.

3. Click the icon to select and load a different icon from the one proposed by Alientech Manager. This icon will be created on the User customer's computer desktop and will be used to start the User Management Software;

> The icon file must be in an .ico format, 48x48 px size suggested. You can change the size of the icon, but you must keep it square.

4. Click *Start* in the *2. Create Installer* frame to generate the installation file of the User Management Software;
5. Select a folder on your computer where to save the installation file, so that you can send it to your customers. The file will be saved as [Setup*customname*.exe].

Although it's possible to customize name and icon of the User device management software, the graphics of this software can't be changed. Furthermore, the User Management Software is available only in Italian, English, and German, regardless of the custom language associated with the template installed on the User device.

Customizing a Template

In this section you can completely customize your User devices by setting:

- Device name
- Graphics
- Language
- Vehicle List

To access this section, just click *Custom templates* in Alientech Manager main menu.

The *Custom templates* window is divided in two frames:

- *User profiles*, where you can find all the default templates proposed by Alientech Manager, from which you must start to create your first custom template.

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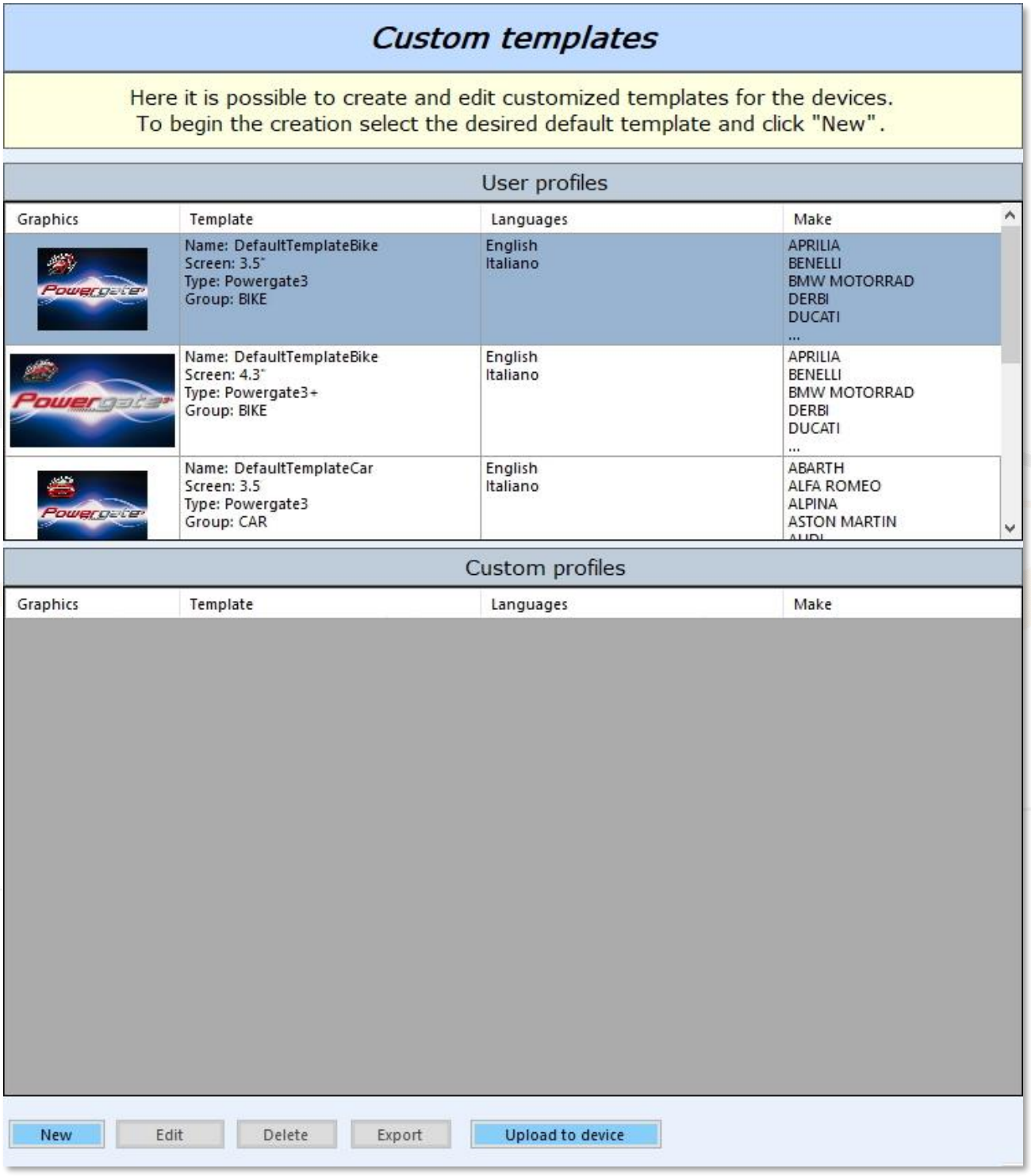
- *Custom profiles*, where you will find your custom templates, once created and saved, sorted alphabetically by name.



Picture 12: *Custom templates* window with no custom templates

When first using Alientech Manager, therefore, there are only default templates. For each type of vehicle enabled on the Decoder device in use are available two default templates: one for User devices with 3.5” screen (discontinued) and one for User devices with 4.3” screen.

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After creating a custom template, you can either modify it or use it as starting template to create a new similar one. Here are some examples of what you can do starting from a custom template:

- Updated the graphics of the selected template.
- Modify the translation of the language(s) of the selected template.
- Create a new custom template, using same graphics and language(s) of the selected template, but changing the Vehicle List with a new one.
- Create a new custom template, using same graphics and Vehicle List of the selected template, but adding a new translation.

For the purposes of this User Guide, in the next chapters we will explain how to create a custom template starting from one of Alientech Manager default templates.

To edit one of your custom templates or create a new template starting from one of your custom templates, simply follow the same procedure: for each step of the customization, the explanation of the options available in each frame will be provided.

The *Custom templates* window works like a spreadsheet: by clicking each column title–except for the *Graphics* column–you can sort the content in ascending/descending order, and narrow or enlarge every column.

For each template on the *Custom templates* window, either default ones or created by the user, are detailed:

- In the *Graphics* column, the preview of the screen background image set for the template and the icon selected for the Tuning function of the User device main menu;
- In the *Template* column, the name of the template, the screen size of the User device for which the template is suitable, the name of the User device and the type of vehicle for which the template is intended;
- In the *Language* column, the language(s) assigned to the template. An asterisk (*) next to a default language means that a custom language has been associated with the template;
- In the *Make* column, the makes of the vehicles included in the Vehicle List assigned to the template.

You can make as many custom templates as you need: there are endless possibility to customize your User device, as you can change one, more or all the features of a default template.

Before starting to customize a profile, we suggest you:

1. Choose a name for your User devices;
2. Choose a name for the customized template;
3. Prepare all the necessary images;
4. Decide which makes and models to assign to your Vehicle List.

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To customize a template with Alientech Manager, all images to be used must be accessible from your computer.

Options available in the Custom templates window

In the *Custom templates* window, the following options are available:

- **New:** To create a new custom template, starting from the default one proposed by Alientech Manager that you have selected.
- **Edit:** To update the selected custom template (for example, to modify the translation of a language with new communication messages introduced in Alientech Manager) or create a new custom template keeping, for example, images and translations of the selected custom template but changing the Vehicle List. This option is enabled only after you have created and saved at least one custom template.
- **Delete:** To delete the selected custom template (caution: this operation is irreversible!) This option is enabled only after you have created and saved at least one custom template.
- **Export:** To save to your computer the selected custom template, so that you can send it to customers which already have a User device, to update it through the User Management Software. This function is useful, for example, to send your customer the update of a custom template in which you have changed the graphics or have added the translation of new communication messages introduced to operate the device. This option is enabled only after you have created and saved at least one custom template.
- **Upload to device:** To save the selected template on a User device already configured, but not yet delivered to a customer: for example, to update a device still in your stock with new messages introduced, or change the template installed on the device with another one, provided the template is for the same vehicle type.

To use the *Edit*, *Delete,* and *Export* options, it's necessary to select the custom template you want to edit, delete or export.

How to customize a Template

1. In the *User profiles* frame, select the appropriate default template according to the type of vehicle you want to assign to the User device and the screen size of the User device for which the template is intended (for example, Cars for Powergate3+ with 4.3" screen;)
2. Click *New* on the bottom right to open the *Template* window, where you can manage the customization of the template and set graphics, language, and Vehicle List.

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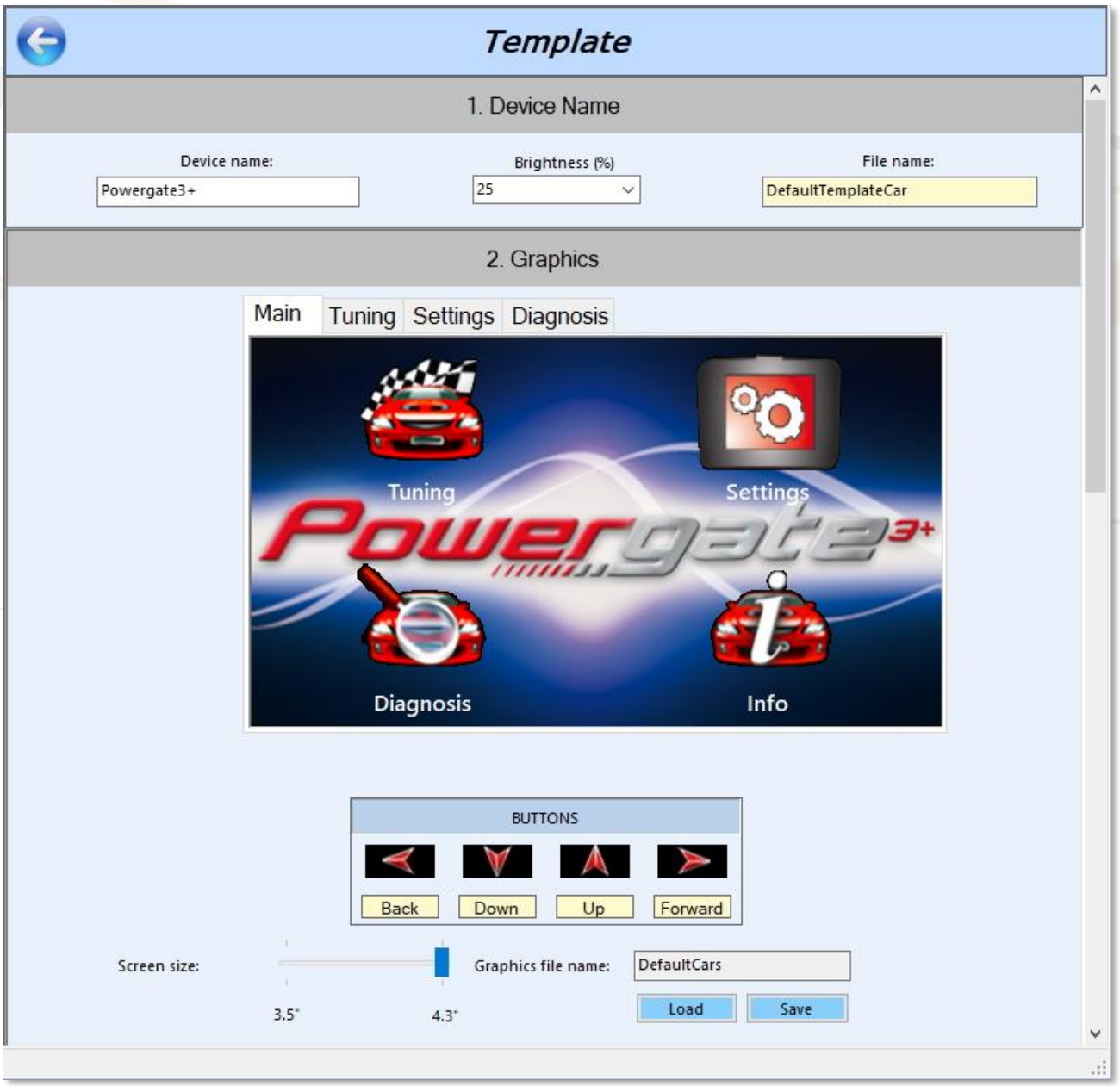
The *Template* window is divided in several frames:

1. Device name
2. Graphics
3. Languages
4. Vehicle List
5. Remarks
6. Save template

When customizing a profile, use the side scroll bar to view all the frames of the *Template* window.

We suggest you enlarge Alientech Manager window to the maximum size allowed by the screen of your computer.



Picture 13: *Template* window – *1. Device name* and *2. Graphics* frames

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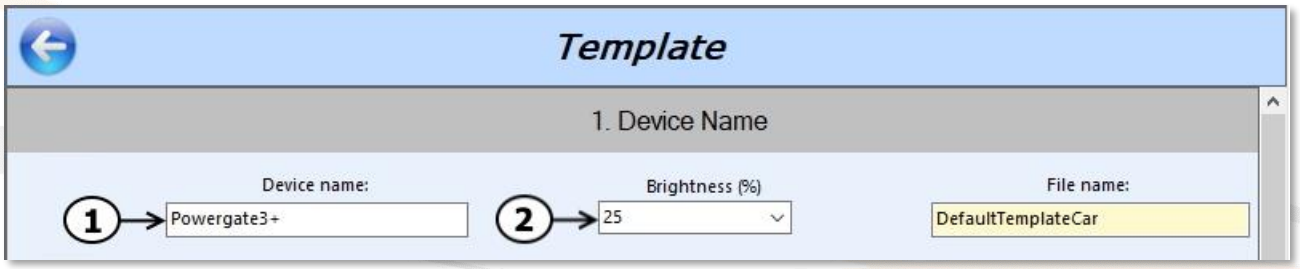
In the *Template* window, you can click the icon at the top left of the window whenever you want to go back to the *Custom templates* main window. If there are changes to the template, Alientech Manager will ask to save them. **All changes made to a custom template will be lost in you don't save the template!**

Device name

In the *1. Device name* frame, you can enter the information concerning the User device for the template being customized.



Picture 14: *Template* window – *Device name* frame

1. In the *Device name* box, delete the name proposed by Alientech Manager and type the one you want to assign to your User devices. This name will be used in the communication messages displayed on the User device screen.

We suggest assigning the device the same name adopted for the User Management Software, as proposed in the How to generate the User Management Software Installer chapter.

2. In the *Brightness (%)* drop-down menu, select the brightness percentage you want to preset for the User device screen. User customers can change this setting on their devices through the appropriate function in the *Settings* menu.

You can't edit the *File name* box: it's the name of the selected profile and is just for reference.

Graphics

In the *2. Graphics* frame, you can customize the images of screen background, menu icons and navigation buttons of the User device for the template being customized.

If you don't want to customize these images, skip this section of the User Guide and go to the following chapters dedicated to the customization of Language and Vehicle list.

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To customize a template with Alientech Manager, all images to be used must be accessible from your computer.

Options available in the Graphics frame

In the *2. Graphics* frame, the following options are available:

- **Load:** To see the list of Alientech Manager default image sets.
- **Save:** To save your image set and assign it to the template being customized. To be used only after uploading your images.

Size and format requirements for custom images

All the images must be in .bmp, .jpg, .jpeg or .png format.

Background image must have a 480x272px size for 4.3" screen and 320x240px for 3.5" screen (discontinued.)

Menu icons must have a 140x80px size for 4.3" screen and 96x72px for 3.5" screen (discontinued.)

Navigation buttons must have a 150x24px size for 4.3" screen and 38x30px for 3.5" screen (discontinued.)

If the selected image is larger than the required size, Alientech Manager opens a preview window where you can see the original image with the resized one alongside. Click *Resize* to confirm the selected image or *Cancel* to choose another one.

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Picture 15: Image resizing preview window

List of customizable images

Menus, their functions, and navigation buttons are in common to all vehicle types supported by Alientech Manager. Although some functions are present in several menus, you can use a different image for each menu.

Menu functions available for User devices:

- Tuning (Main menu)
- Settings (Main menu)
- Diagnosis (Main menu)
- Info (Main and Tuning menus)
- Back (Tuning, Settings, and Diagnosis menus)
- Reading (Tuning menu)
- Writing (Tuning menu)
- Calibration (Settings menu)
- Language (Settings menu)
- Brightness (Settings menu)
- Vehicle list (Diagnosis menu)
- EOBD (Diagnosis menu)
- Vehicle (Diagnosis menu)

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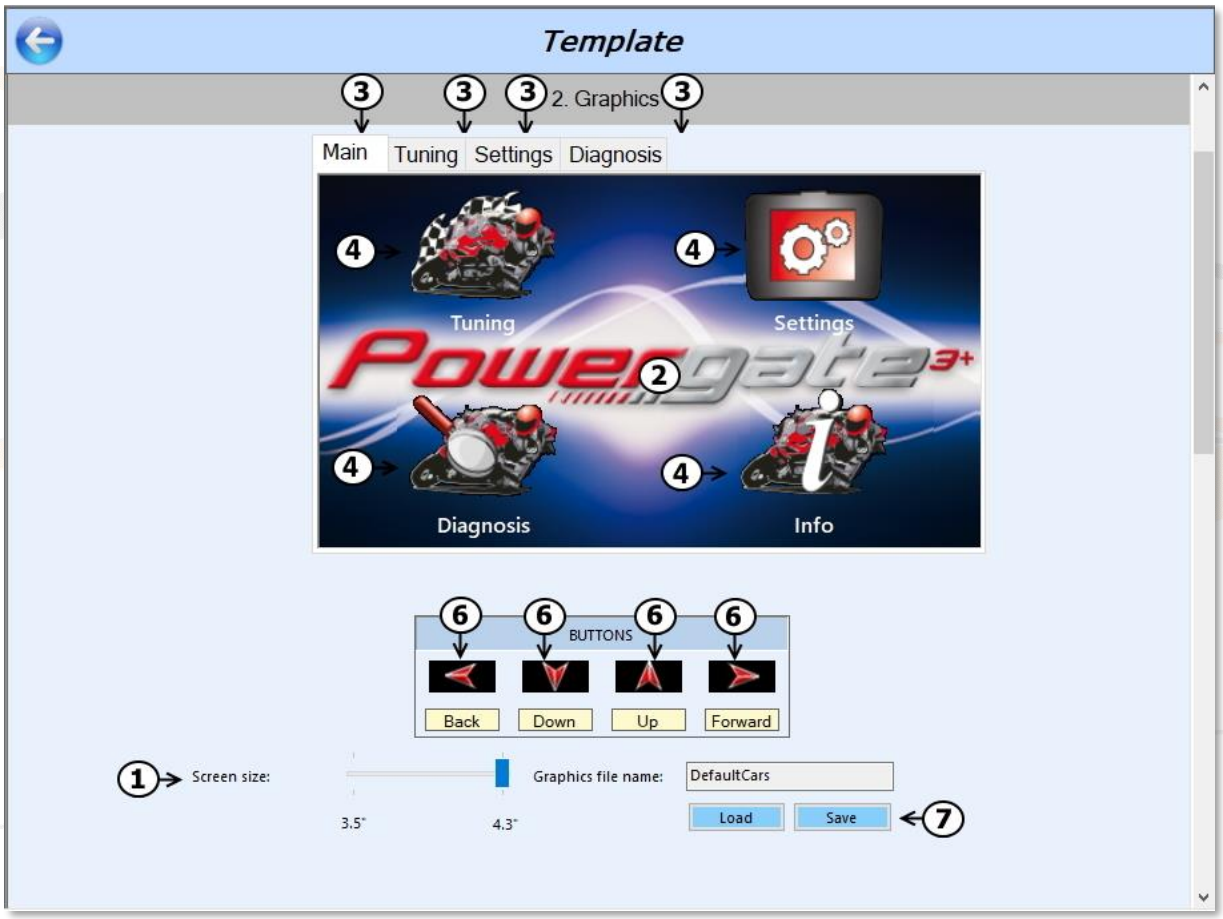
Navigation buttons available for User devices:

- Back
- Down
- Up
- Forward

How to customize the graphics



Picture 16: *Template* window – *Graphics* frame

1. Make sure the screen size of the selected default template matches the User device for which the custom template is intended and, if necessary, set the correct size (4.3” for new Powergate3+ devices, or 3.5” for old Powergate3 devices.)
2. Click the central image proposed by Alientech Manager to select and upload your background image: Alientech Manager will ask you to select the folder where your images are saved.

The background image is used as “wallpaper” of the User device screen; therefore, it remains unchanged regardless of the menu selected by the User.

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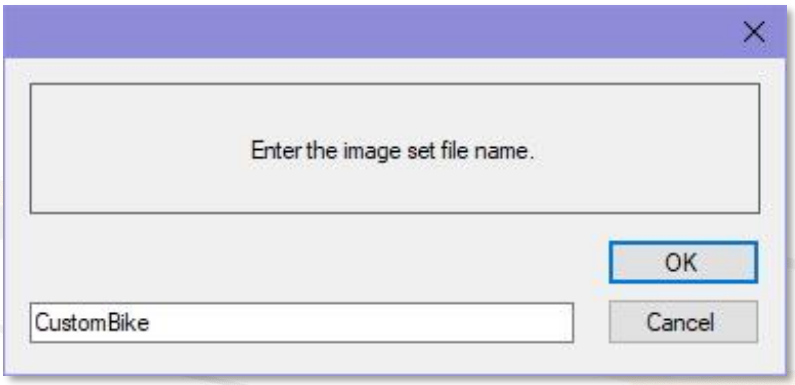
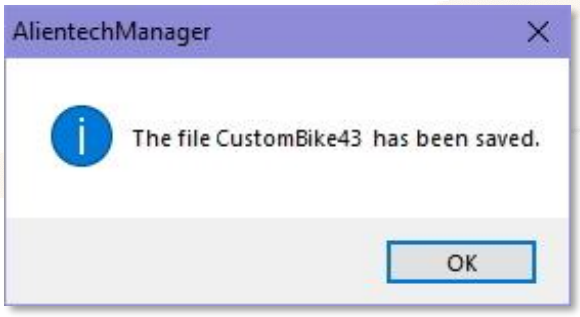
3. Select the menu tab of the User device you want to customize.
4. Click each menu icon proposed by Alientech Manager to select and upload your image.
5. Repeat step 3 and 4 for each menu tab and icon you want to customize.
6. Click each navigation button proposed by Alientech Manager to select and upload your image.
7. Click *Save* to save your custom image set.
8. Enter the name of your custom graphics in the dialog and click *OK* to associate it with the template.



Picture 17: Example of saving a custom *Graphics*

Alientech Manager will add to the entered name “43” to represent image sets created for User devices with 4.3” screen, or “35” to represent those created for old User devices with 3.5” screen.



Picture 18: Example of a custom *Graphics* saved

Once saved, the name of the custom image set will be displayed in the *Graphics file name* box.

If you don’t save your custom image set, Alientech Manager will ask you to save it when saving the custom template.

CAUTION: If you click at the top left of the *Template* window before saving the template being customized (that is, before reaching the *6. Save profile* frame) you

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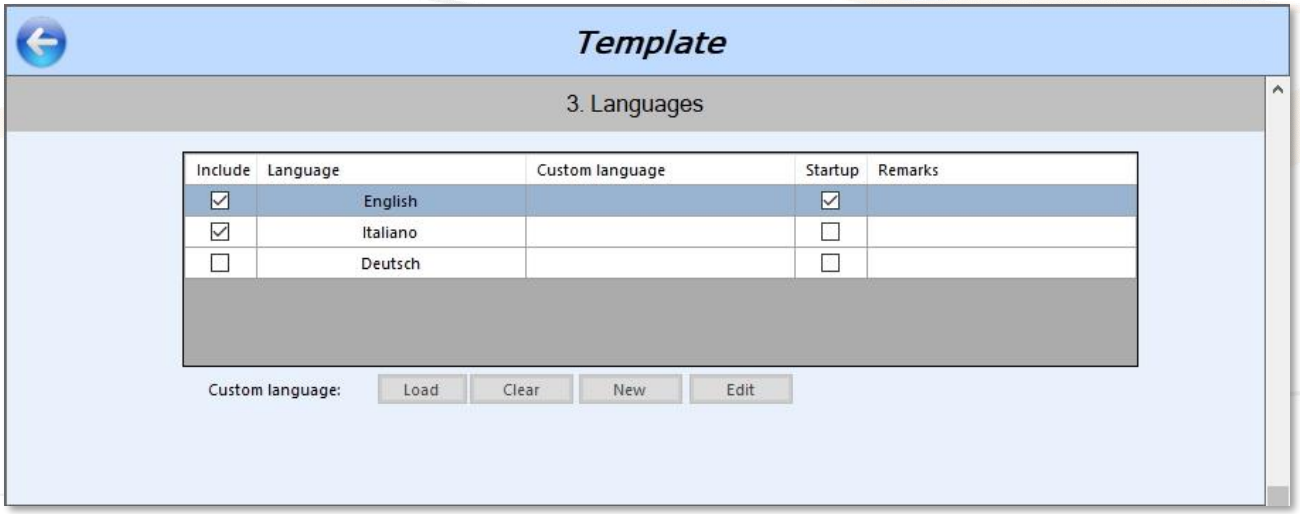
will return to the *Custom templates* window losing all changes made to the images even though the image set has been saved.

Language

In the *3. Languages* frame, you can set the language of the User devices for the template being customized, selecting it from the three default ones proposed by Alientech Manager or adding one or more translations into languages of your choice.

The owner of the User device will only display the language(s) assigned to the template.

> It's not possible to assign more than three languages to a template, whether they are Alientech Manager default languages or translations made by the Decoder user.



Picture 19: *Template* window – *Languages* frame

Options available in the Languages frame

In the *3. Languages* frame, the following options are available:

- **New:** To be used if there are no translated languages. To translate menu items and communication messages of the User device into a language of your choice.
- **Load:** To be used after making and saving at least one translation in a new language of your choice. To open a new dialog in which select a translation and associate it with a default language, so that you can assign this translation to the template or edit it through the *Edit* option. When using Alientech Manager for the first time, this dialog is empty.

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- **Clear:** To be used after saving the translation in a new language of your choice or having recalled it through the *Load* option. To remove the association of the translation from a default language.
- **Edit:** To be used after saving the translation in a new language of your choice or having recalled it through the *Load* option. To complete, modify, improve or correct the selected translation, for example in case of new communication messages introduced in Alientech Manager.

To enable the above-mentioned options, just select one of the three default languages proposed by Alientech Manager. These options will be valid only for the selected default language.

Introduction of new communication messages will be pointed out in the Release notes: it's therefore important to pay attention to the list displayed at the end of a software update to see if you need to revise the translation of a custom language.

If new communication messages are introduced, it's advisable to:

1. Select the custom template of which you need to modify the custom language by adding the translation of these new messages.
2. Update the translation and save the template.
3. Send the updated template to your User costumer(s), who will have to upload it on the device through the User Management Software. To send an updated template to your User customers, use the *Export* option of the *Custom templates* window, as explained in the Options available in the Custom templates window chapter.
4. Update the custom template on the User devices already configured but still in your stock. To update a template on devices still in stock, use the *Upload to device* option of the *Custom templates* window, as explained in the Options available in the Custom templates window chapter.

How to translate a language

You can translate menu items and communication messages of User devices in a language of your choice, starting from one of the three default languages proposed by Alientech Manager.

For the purposes of this User Guide, we will explain how to make a translation starting from the Italian language as an example.

1. Select the default language that you want to use as the reference language for your translation among the ones proposed by Alientech Manager.
2. Click *New* to open the *Custom language* window and view the list of all the texts to be translated.

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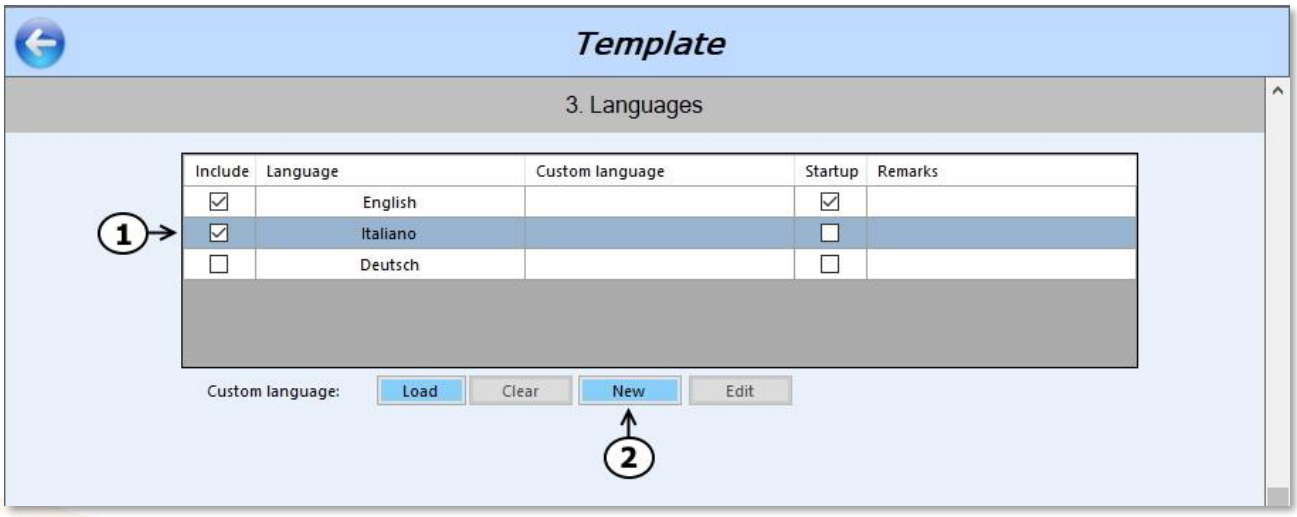
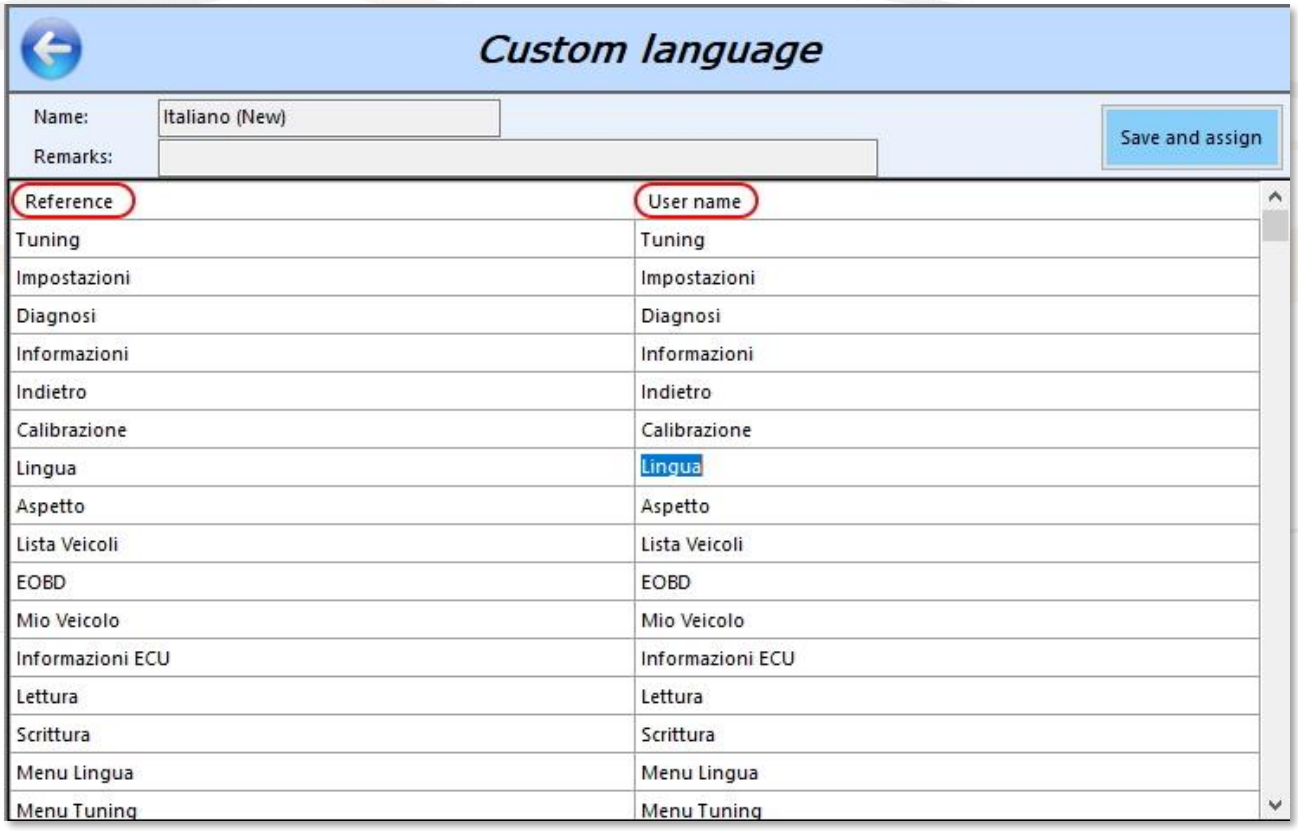


Picture 20: *Template* window – *Languages* frame, "Italiano" default language selected to be translated



Picture 21: *Custom language* window – list of messages to be translated

The *Reference* column, on the left of the *Custom language* window, contains the list of default Alientech Manager menu items and messages, to be used as a reference for your translation and, therefore, cannot be modified.

The *User name* column, on the right of the *Custom language* window, contains the menu items and messages to be translated into the language of your choice.

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You can sort in ascending/descending order the contents of the *Reference* and *User name* columns, as in a spreadsheet.

The *Name* box cannot be changed: it's the name of the selected language and serves only as a reference.

3. In the *User name* column, double click the cell to be translated to select it.
4. Delete the text proposed by Alientech Manager.
5. Enter your translation and press <Enter> on your keyboard to confirm. The cursor will automatically go to the next cell.

- When you select a communication message, therefore menu items and navigation and/or choice buttons excluded, you can see its preview so that you can check the translated messages will be displayed correctly on the User device screen.
- **&** represents the name of your User devices.
- **|** is used to start a new line.
- You need to keep the **&** symbol in the communication messages so they can be displayed correctly. Check the preview for its right position.
- Use the **|** symbol when needed, remembering not to leave empty spaces before or after (for example, start a new|line.)
- The size of the communication message display window on a User device is the same regardless of the screen size: the same translation is valid either for devices with a 3.5" screen (discontinued) and those with a 4.3" screen, so there is no need to duplicate translations.
- Don't use more than 9 lines for each communication message: messages longer than 9 lines won't be correctly displayed on the User device screen.

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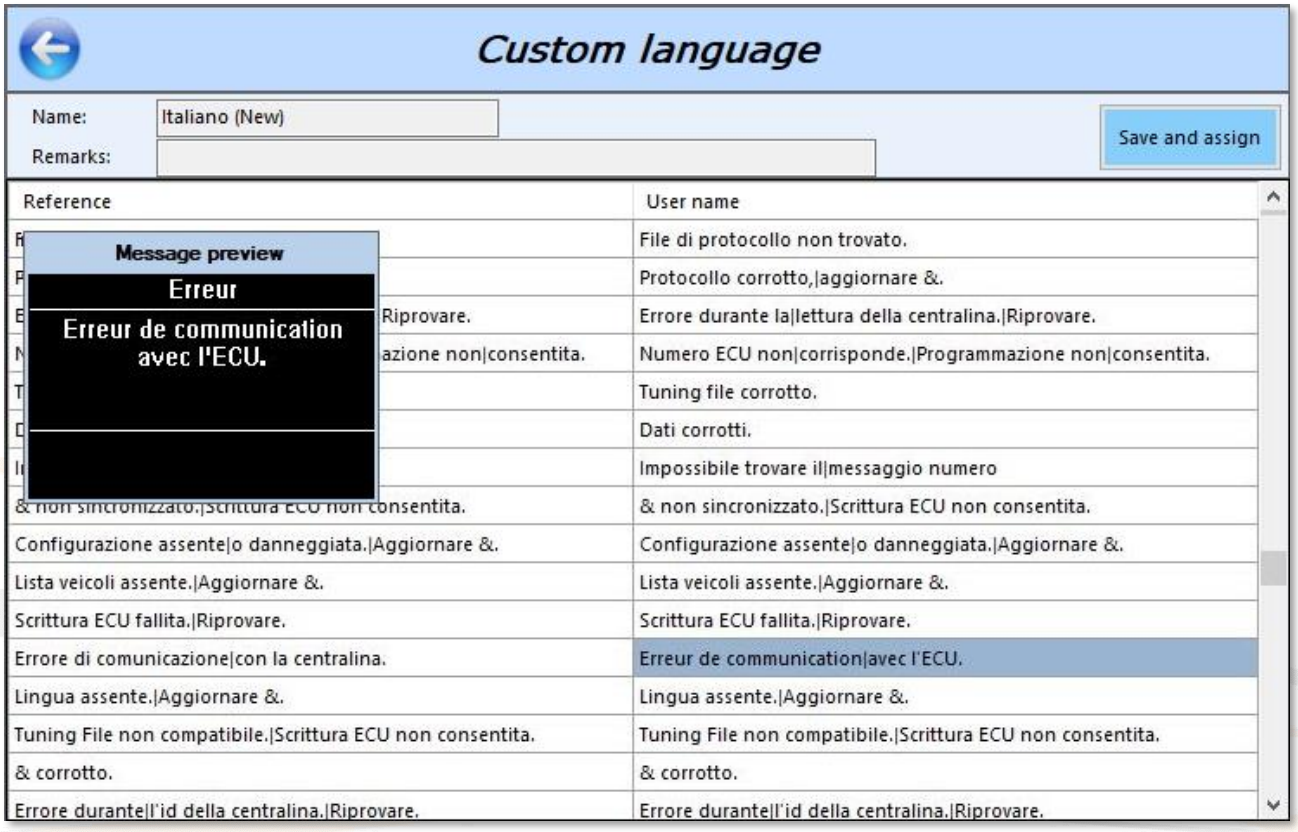
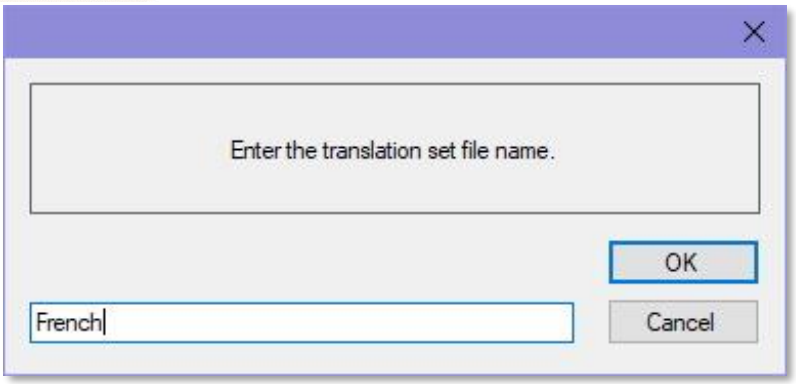


Picture 22: *Custom language* window – Example of a translated message preview

6. Repeat steps from 3 to 5 until all data are translated. Use the side scroll bar to view all the data.
7. After translating all messages, enter any notes on the language being translated in the *Remarks* box at the top left of the *Custom language* window.
8. Click *Save and assign* at the top right of the *Custom language* window.
9. Enter the name of the translated language in the dialog and click *OK* to save your translation.



Picture 23: Example of saving a translated *Language*

10. Click to go back to the *Template* window and continue with the customization.

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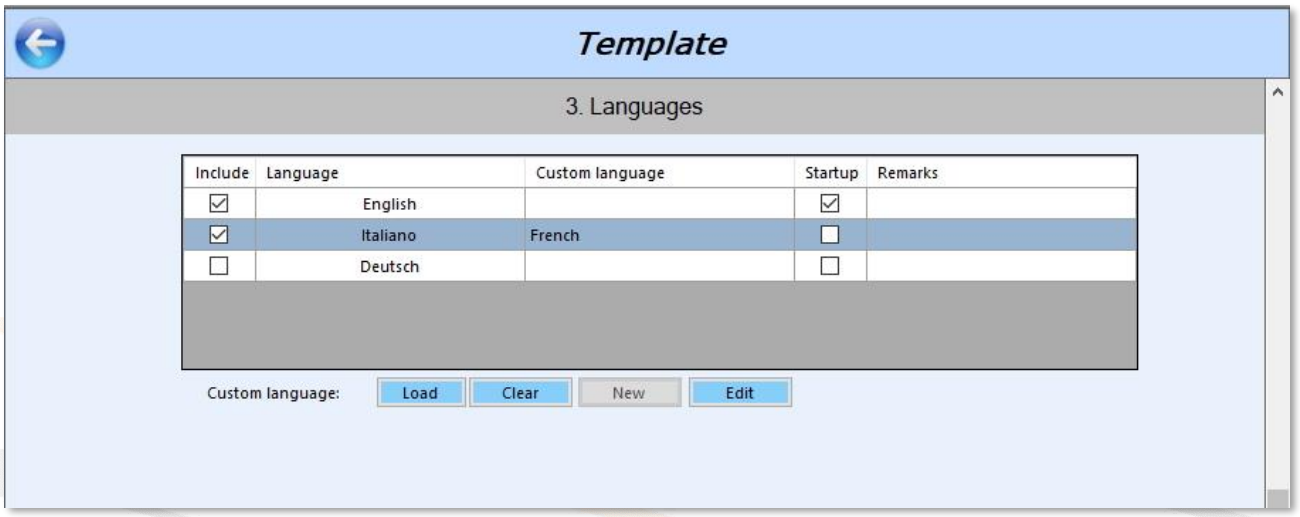
CAUTION: If you click before saving the translation with the *Save and assign* button, you will return to the *Template* window losing all changes made.



Picture 24: Language just translated and saved

The newly translated language will be displayed in the *Custom language* column next to the default language of Alientech Manager that was used to make the translation, as shown in the example in **Errore. L'origine riferimento non è stata trovata.**.

How to assign a language to your custom template

Alientech Manager proposes as default languages associated with the template English, always set as the main language of the User device, and Italian.

Below are some examples of how to manage the languages of the template being customized.

> If multiple languages are associated with a template, the User customer can change the preset language through the *Language* option in the *Settings* menu of his device.

Example of the association of a default language

To set the language in which menu items and communication messages of the User device will be displayed, selecting it from the default ones proposed by Alientech Manager:

1. Select or remove one or more default languages to include in your custom template, using the check mark in the *Include* column.
2. Set the preset language of your User device, that is, the one the device will display on first use, using the check mark in the *Startup* column.
3. Continue with the customization of the template.

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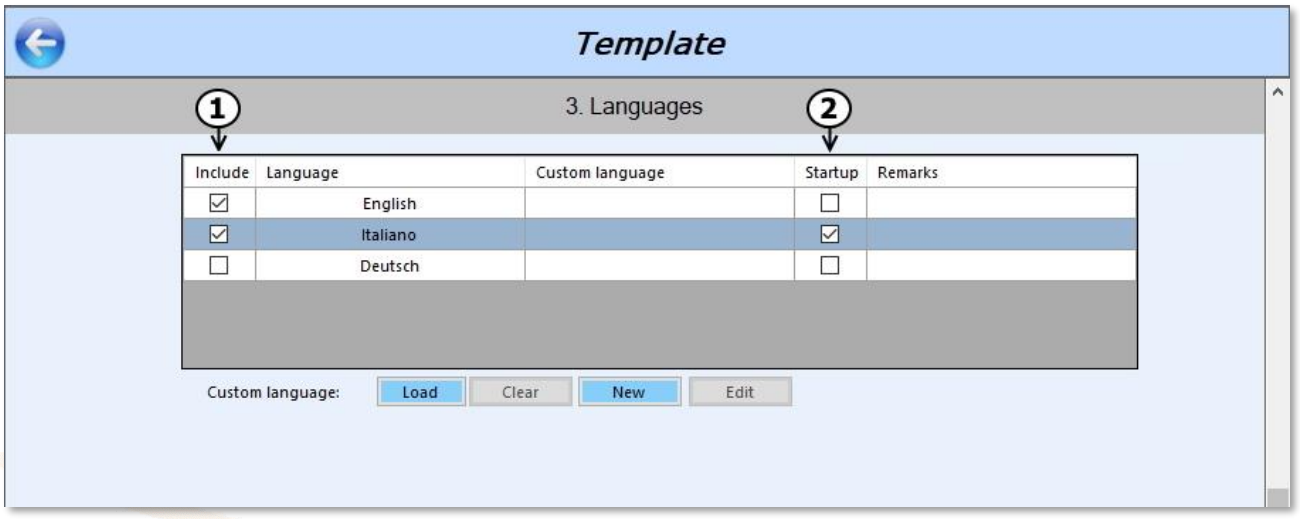


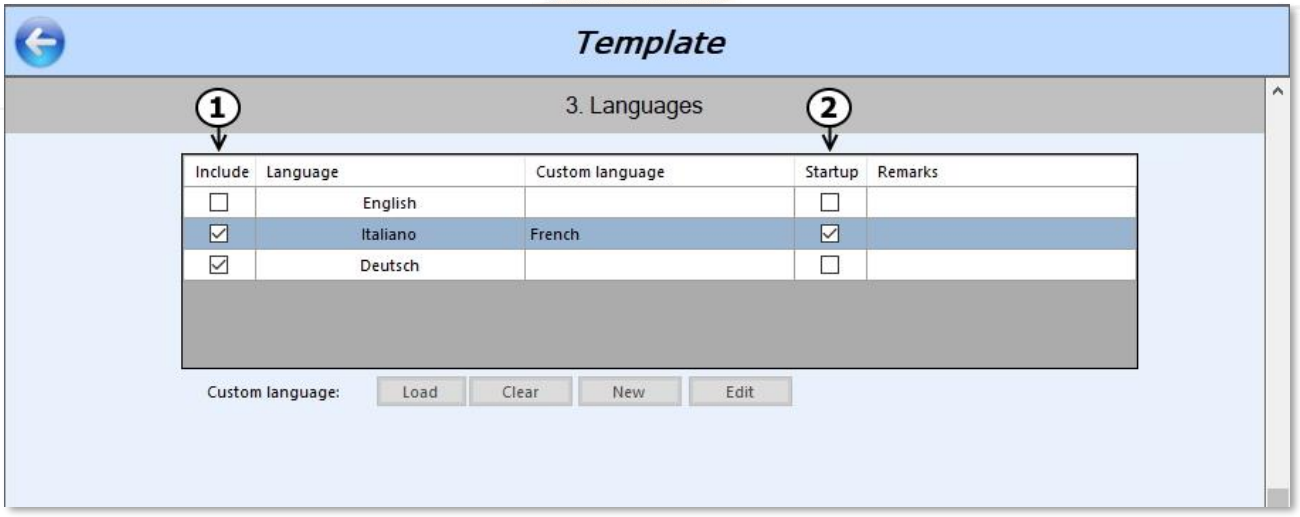
Picture 25: *Template* window – *Languages* frame, assigning a default language

In the example in **Picture 25**, Italian is selected as the preset language that the User customer will see on the first use of their device and English as the second language.

Example of the association of the newly translated language

To set the newly translated language as the primary language in which menu items and communication messages of the User device will be displayed:

1. Use the check mark in the *Startup* column next to your translation.
2. Use the check mark in the *Include* column to optionally add or remove a default language from the template being customized.
3. Continue with the customization of the template.



Picture 26: *Template* window – *Languages* frame, assigning the language just translated and a default language

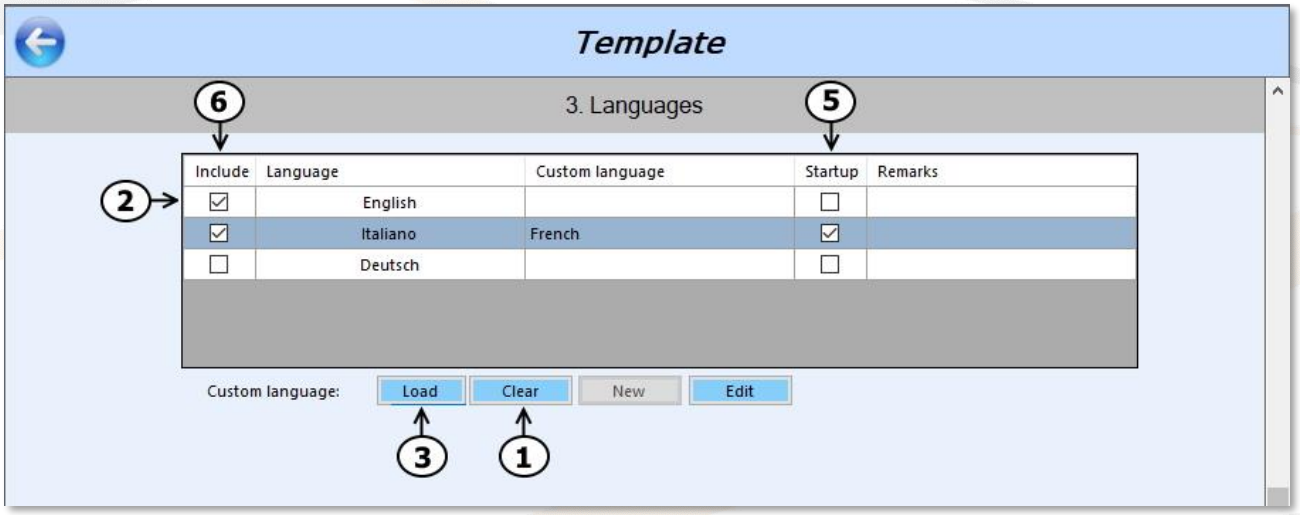
In the example in **Picture 26,** the new French translation has been selected as the preset language that the User customer will see on the first use of their device and German as the second language.

Example of the association of the newly translated language and the default language used for translating

Once you have translated the communication messages, this translation will automatically replace the default language you have used to make the translation: this means that this default language can't be associated with the template. If you want to assign to the custom template both this default language and the translation just made, you need to use the *Load* and *Clear* options as explained below.

For the purposes of this User Guide, to explain how to use the *Load* and *Clear* options, we will use a French translation made from Italian on the first use of Alientech Manager as an example.

To assign the newly realized translation and the default language used for the translation to the template being customized:



Picture 27: *Template* window – *Languages* frame with French translation just created

1. Click *Clear* to remove the association of the newly realized translation from the default language used for the translation (in the example, the French translation will be removed from the default Italian language.)
2. Select one of the other default languages proposed by Alientech Manager–which will not be possible to associate with the template being customized (in the example, the default English language has been selected.)
3. Click *Load*.
4. Select the desired translation in the dialog and click *OK* to confirm (in the example, the French translation has been selected.)
5. Set the default language of your User device, that is, the one the device will display on first use, using the check mark in the *Startup* column (in the example, the French translation has been set.)

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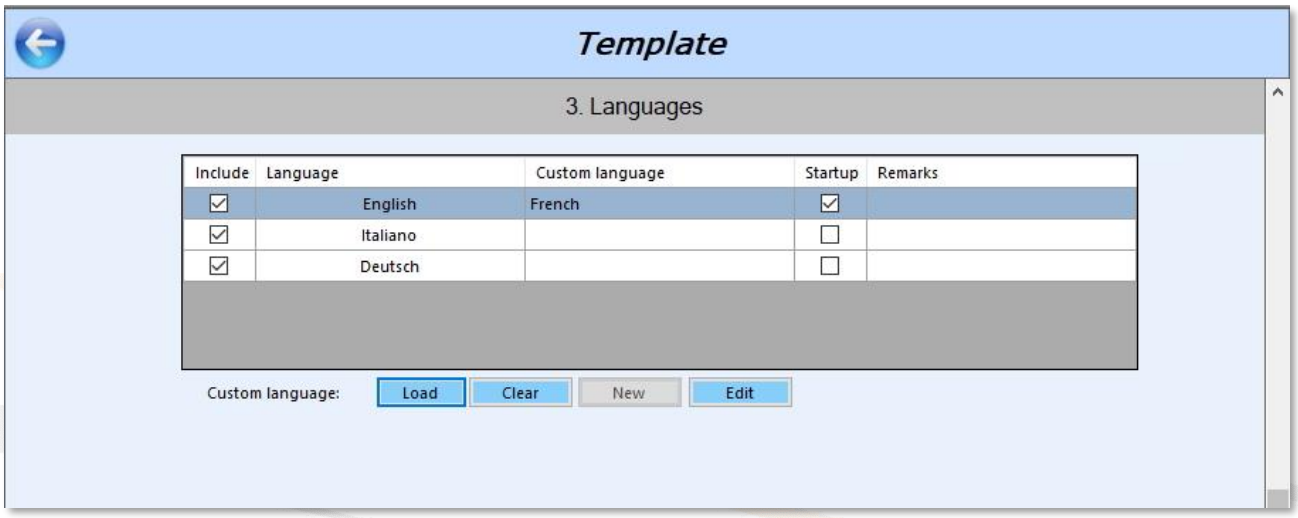
6. Use the check mark in the *Include* column to optionally add or remove a default language from the template being customized (in the example, the default German language has also been added.)
7. Continue with the customization of the template.



Picture 28: *Template* window –*Languages* frame, setting of translated language and default languages

In the example in **Picture 28,** the French translation has been selected as the default language that the User customer will see the first time the device is used and Italian (used as the reference language to create the translation) as the second language. German will also be available as an additional choice.

Example of the association of a language already translated

To assign a translation previously made to the profile being customized:

1. Select one of the default languages proposed by Alientech Manager, which will not be possible to associate with the template being customized.
2. Click *Load*.
3. Select the desired translation in the dialog and click *OK* to confirm.
4. Set the default language of your User device, that is, the one the device will display on first use, using the check mark in the *Startup* column.
5. Use the check mark in the *Include* column to optionally add or remove a default language from the template being customized.
6. Repeat steps from 1 to 3 if you wish to associate additional translated languages, up to a maximum of three customized languages per template.
7. Continue with the customization of the template.

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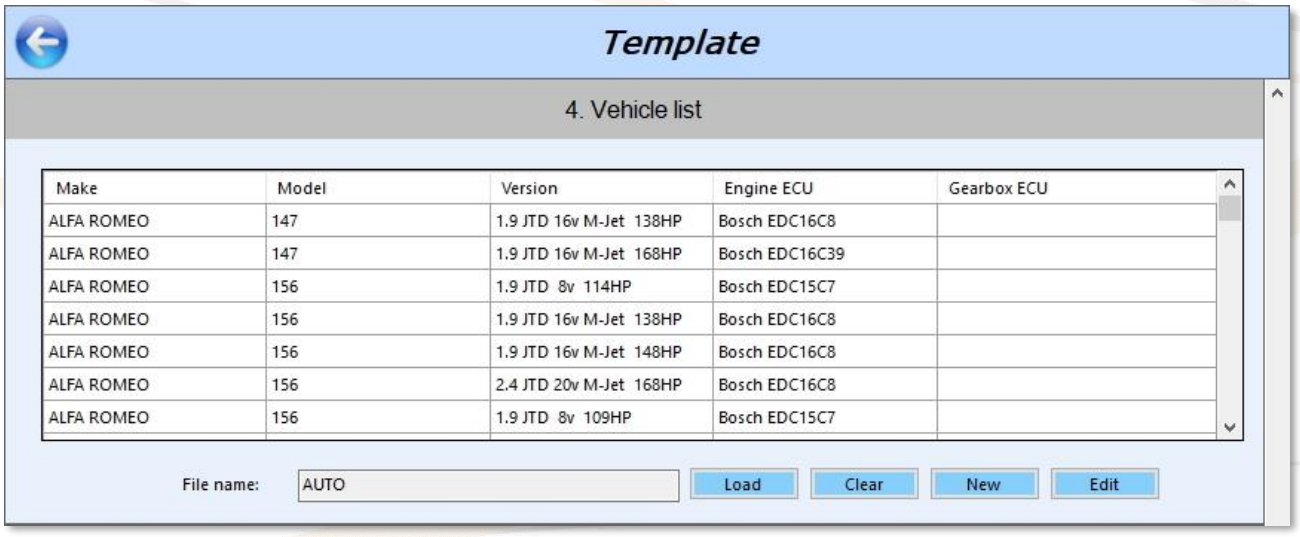
Vehicle list

In the *4. Vehicle list* frame, you can create a custom Vehicle List to assign to the template being customized, so that you can configure User devices with one or more vehicle of one or more makes.

To create your custom Vehicle List, you have to start from a list of vehicles supported by Alientech Manager. In the *4. Vehicle list* frame, there's a preview of the Vehicle List associated to the template being customized, containing all the vehicles supported by Alientech Manager only for the type of vehicles of the selected template, although the Decoder user can have multiple types of vehicle enabled.

> You can sort in ascending/descending order the contents of the *Engine ECU* and *Gearbox ECU* columns, as in a spreadsheet.



Picture 29: *Template* window – *Vehicle list* frame

In some vehicles, to fully benefit from the tuning of the engine control module (so-called ECM), it's also necessary to tune the automatic transmission module (so-called TCM).

To make this double programming, you need to correctly manage the customized Vehicle List associated with the template by selecting both the protocol for the management of the engine control module and that for the transmission module, as explained in the paragraphs below.

With a correct creation of the customized Vehicle List, the User customer will read his vehicle and the device will save a single file containing both ECM and TCM data. Afterwards, when the User customer will write his vehicle, the device will automatically write the modified file for the ECM and, subsequently, the one for the TCM.

The User customer will not be able to write only one of the two control units, thus avoiding mistakes and wrong programming.

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However, the Decoder user can choose whether to add the management of the transmission unit to the customized Vehicle List, at its own discretion.

Protocols to manage transmission units are available only for Cars.

Custom Vehicle Lists can be created:

- *Single make*, that is, with only one make of vehicles (for example, all BMWs), only one model (for example, all BMW 7-Series) or further refine your Vehicle List by selecting only one control unit model (for example , all BMW 7-Series equipped with Bosch MG1CS003 control unit) or even a single vehicle version (for example, only BMW 7-Series 730i 8AT with 255HP);
- *Multi-make*, that is, with multiple makes (for example, BMW and Mini). Even in this case it will be possible to refine the Vehicle List by selecting a single model, a single control unit or a single version for each desired make.

The User customer will only see the vehicles listed in the customized Vehicle List associated with the template installed on the device, even if further vehicles will be added to those supported by Alientech Manager.

Options available in the Vehicle List frame

In the *4. Vehicle List* frame, the following options are available:

- **New:** To create a custom Vehicle List, individually selecting makes and vehicles**.**
- **Load:** To be used after creating and saving at least one custom Vehicle List. To open a dialog in which select a custom Vehicle List and associate it with the template being customized or edit it through the *Edit* option. After selecting a custom Vehicle List, its preview is displayed in the *4. Vehicle List* frame. When using the software for the first time, this dialog only offers default Alientech Manager vehicle lists for the types of vehicles enabled.
- **Edit:** To be used after creating and saving at least one custom Vehicle List and having recalled it through the *Load* option. To complete, modify or correct the selected Vehicle List.
- **Clear:** To be used after creating and saving at least one custom Vehicle List. To remove the Vehicle List proposed by Alientech Manager from the selected template, to then create or associate another using the *New* or *Load* options.

Options available in the Vehicle selection window

In the *Vehicle selection* window, which opens after clicking *New* or *Edit* in the *4. Vehicle List* frame, the following options are available:

- **Add:** To add the selected vehicles to your custom Vehicle List.

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- **Remove:** To individually remove from your custom Vehicle List one or more vehicles included using the *Add* option**.**
- **Clear:** To remove all the entered vehicles from your custom Vehicle List. Option enabled only after adding at least one vehicle in the list.
- **Save:** To save your custom Vehicle List and associate it with the template being customized. Option enabled only after adding at least one vehicle in the list.
- **Vehicle list bypass:** To set the default vehicle to which the User device will automatically be linked: when connecting the device to the vehicle, the User customer will not have to go through the Vehicle List but will be able to immediately read the file in the control unit. Option enabled only after adding at least one vehicle in the list.
- **Do you want to manage both ECUs**: To add both the protocol of the engine control unit and that of the automatic transmission control unit of the selected vehicle in the Vehicle List.

How to create a custom Vehicle List

To create your custom Vehicle List for the template being customized:

1. Click *New* in the *4. Vehicle list* frame to open the *Vehicle selection* window, where you can select the vehicles to associate with your Vehicle List, choosing them among those proposed by Alientech Manager, according to the type of vehicles of the selected template to customize.

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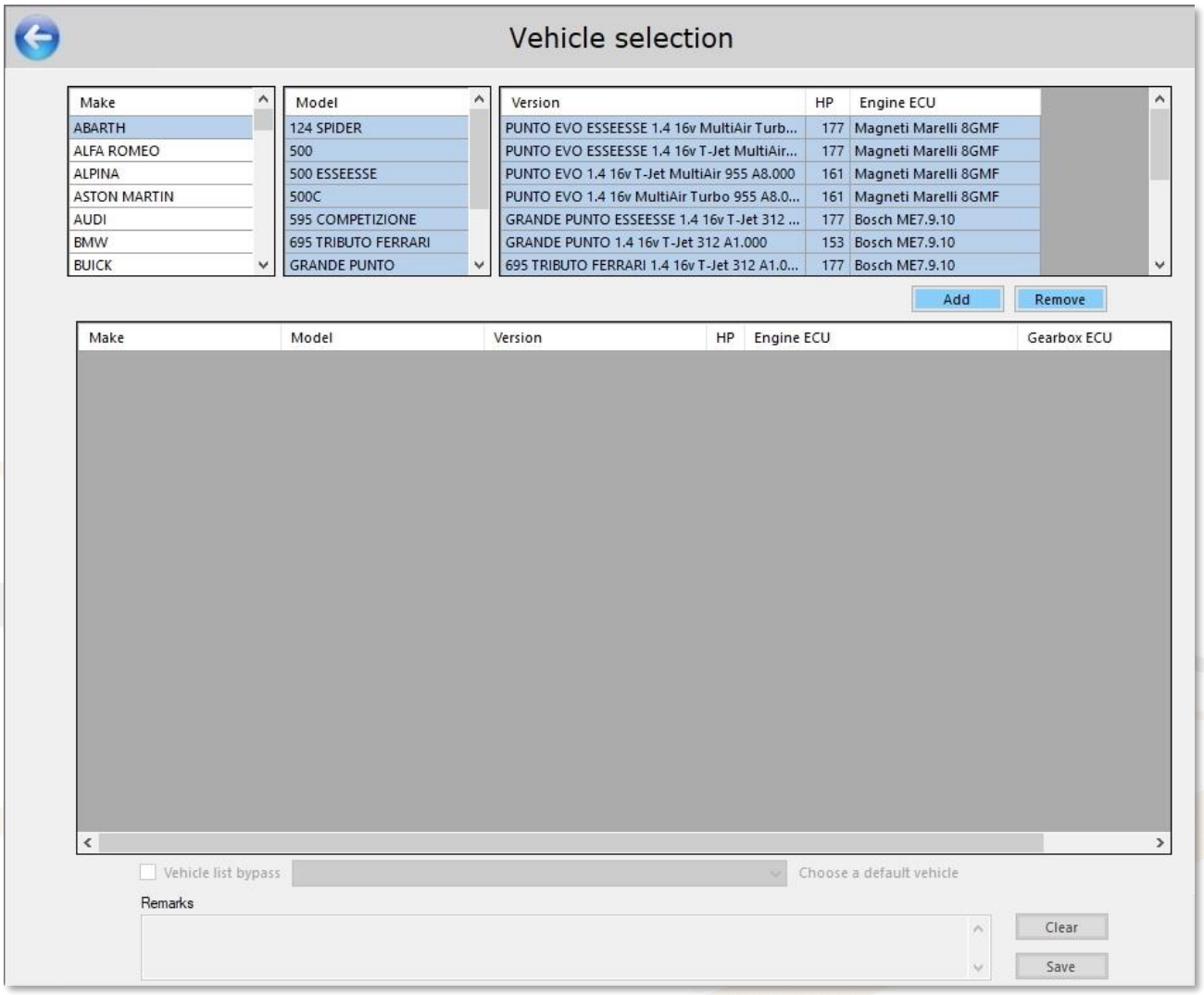

Picture 30: *Vehicle selection* window - no vehicle included

The *Vehicle selection* window is divided in two tables: the top one shows all the vehicles supported by Alientech Manager for the template being customized, while in the bottom one will be displayed those you selected to be included in your customized Vehicle List.

You can sort in ascending/descending order the contents of each table by clicking the column-titles, and narrow or enlarge all columns, as in a spreadsheet.

Use side and horizontal scroll bars to see all the data.

2. Select a make to be included in your Vehicle List among those proposed by Alientech Manager.
3. Select one or more models. To select more models, use Windows standard combinations of mouse and keyboard.
4. Select one or more versions. To select more versions, use Windows standard combinations of mouse and keyboard.

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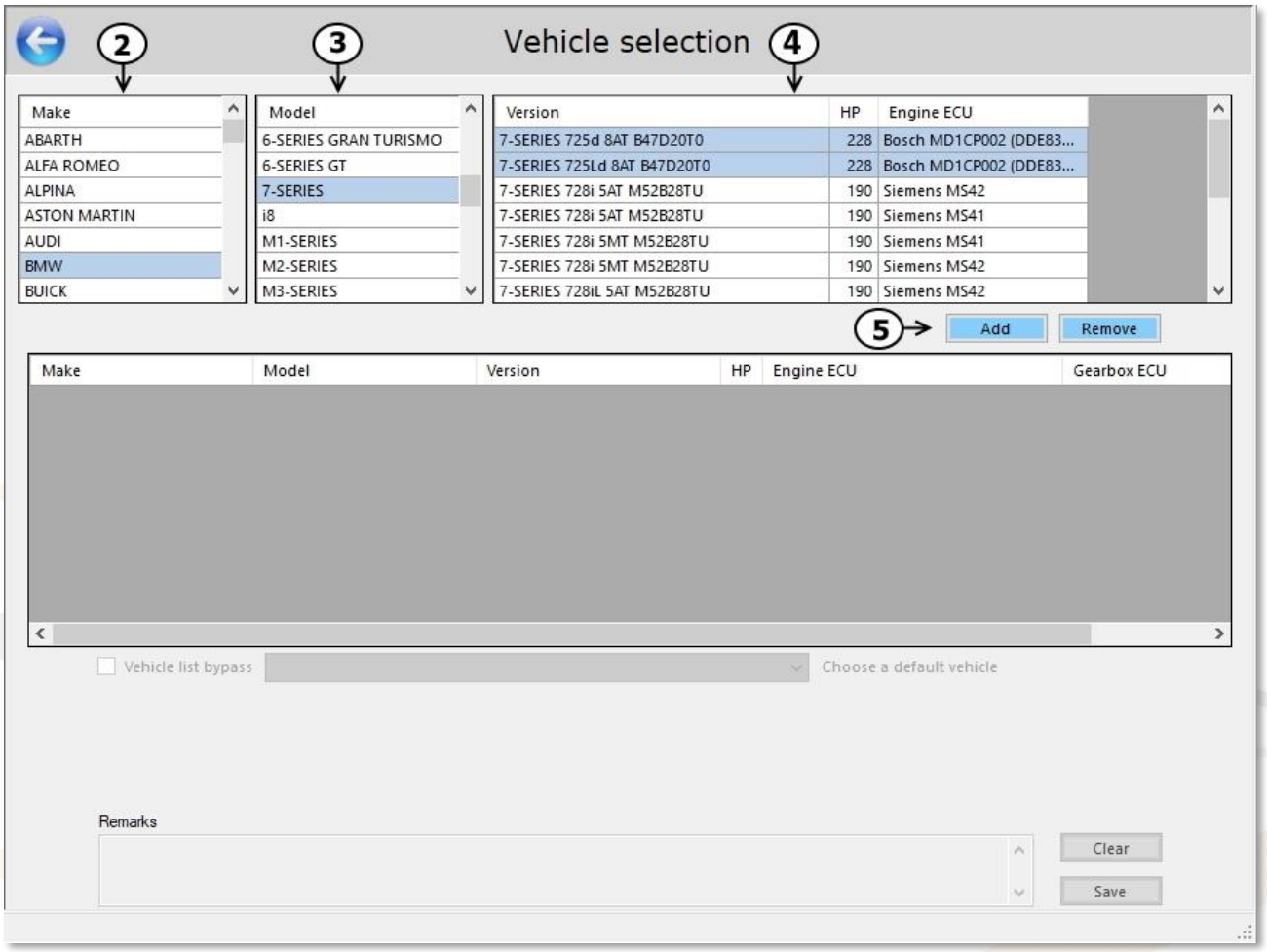

Picture 31: *Vehicle selection* window – example of selecting vehicles

5. Click *Add* to add the vehicle(s) selected to your custom Vehicle List.
6. If both the engine control unit and transmission control unit can be programmed for the selected vehicle and you want to manage both units, tick the "*Do you want to manage both units?*" box.

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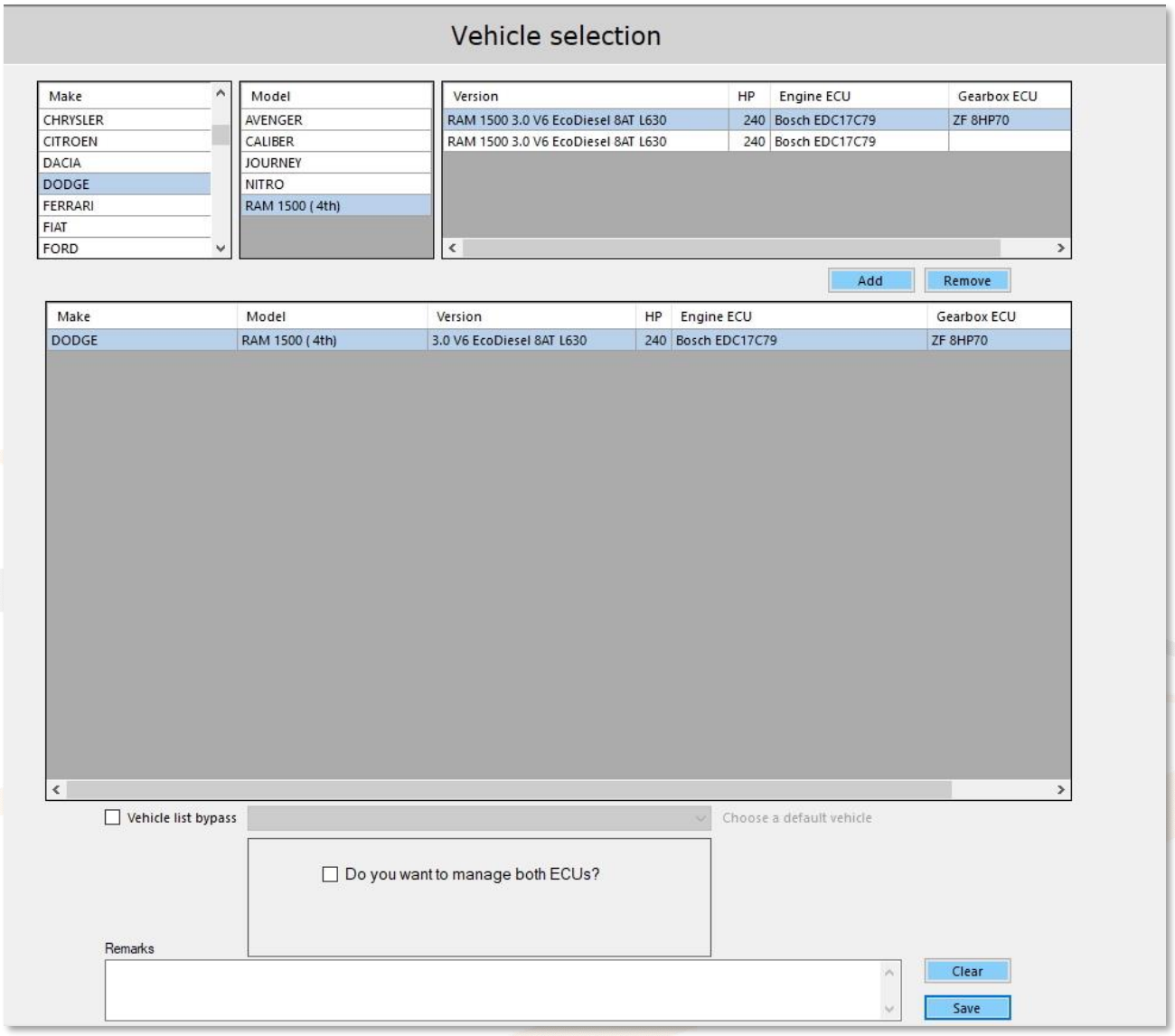

Picture 32: *Vehicle selection* window – example of a vehicle with engine control unit and transmission control unit

7. Repeat steps from 2 to 6 for each make, model and/or version you want to add in your Vehicle List.

After clicking *Add*, the *Vehicle list bypass* checkbox is enabled: through this option you can set the default vehicle to which the User device will automatically be linked. In this case, when connecting the device to the vehicle, the User customer will not have to go through the Vehicle List but can immediately read the file from the control unit.

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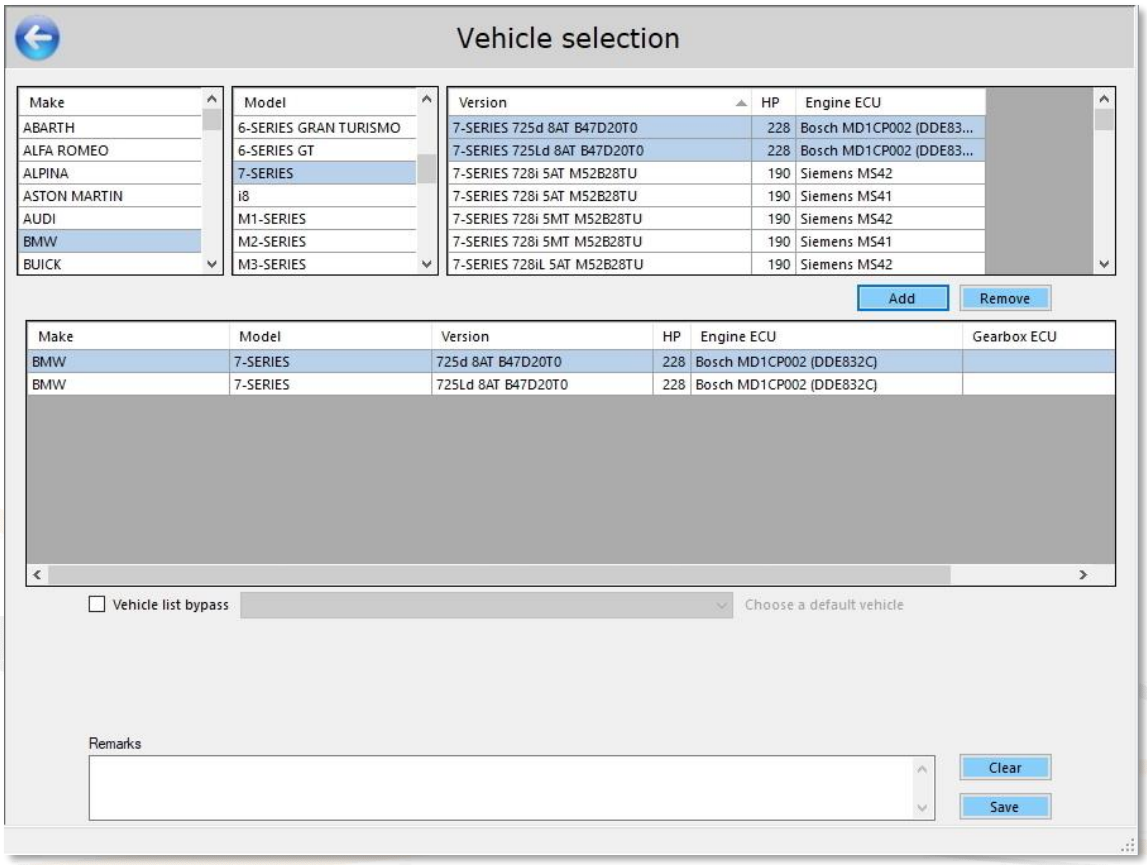
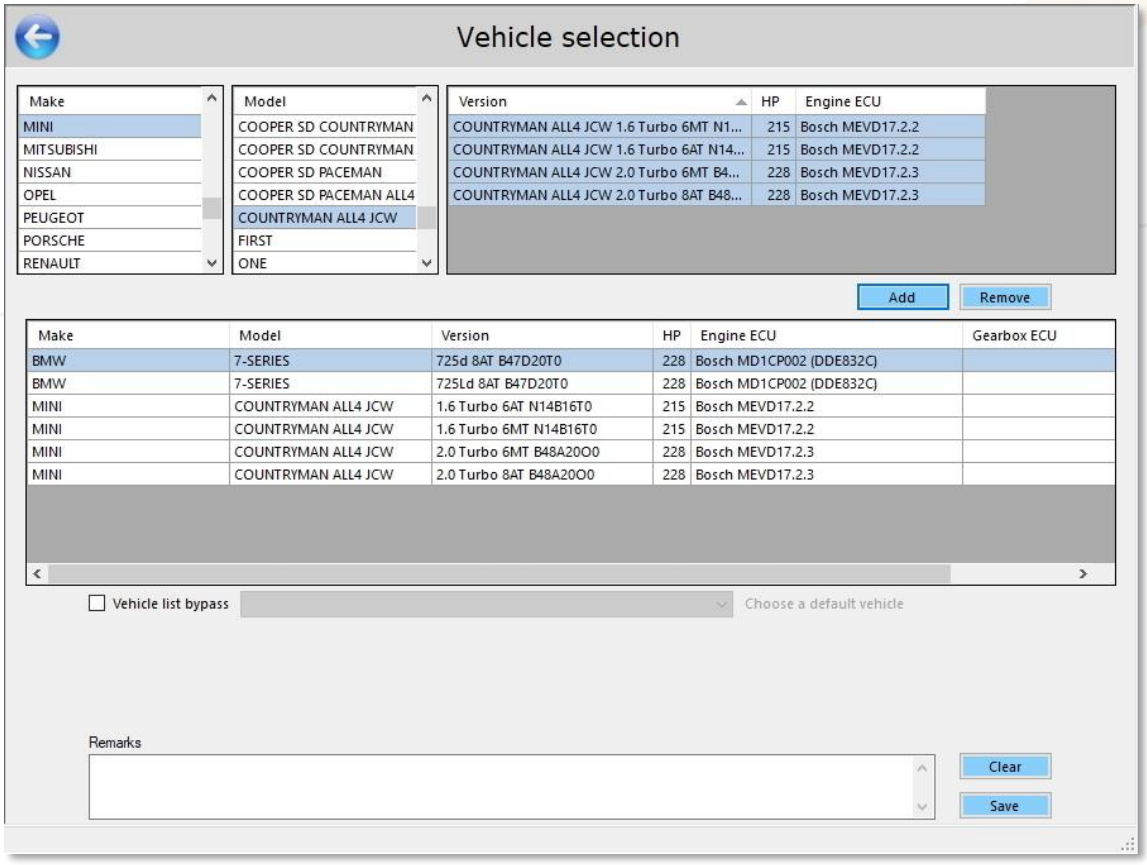


Picture 33: Example of *Vehicle selection* window with vehicles of only one make included



Picture 34: Example of *Vehicle selection* window with vehicles of multiple makes included

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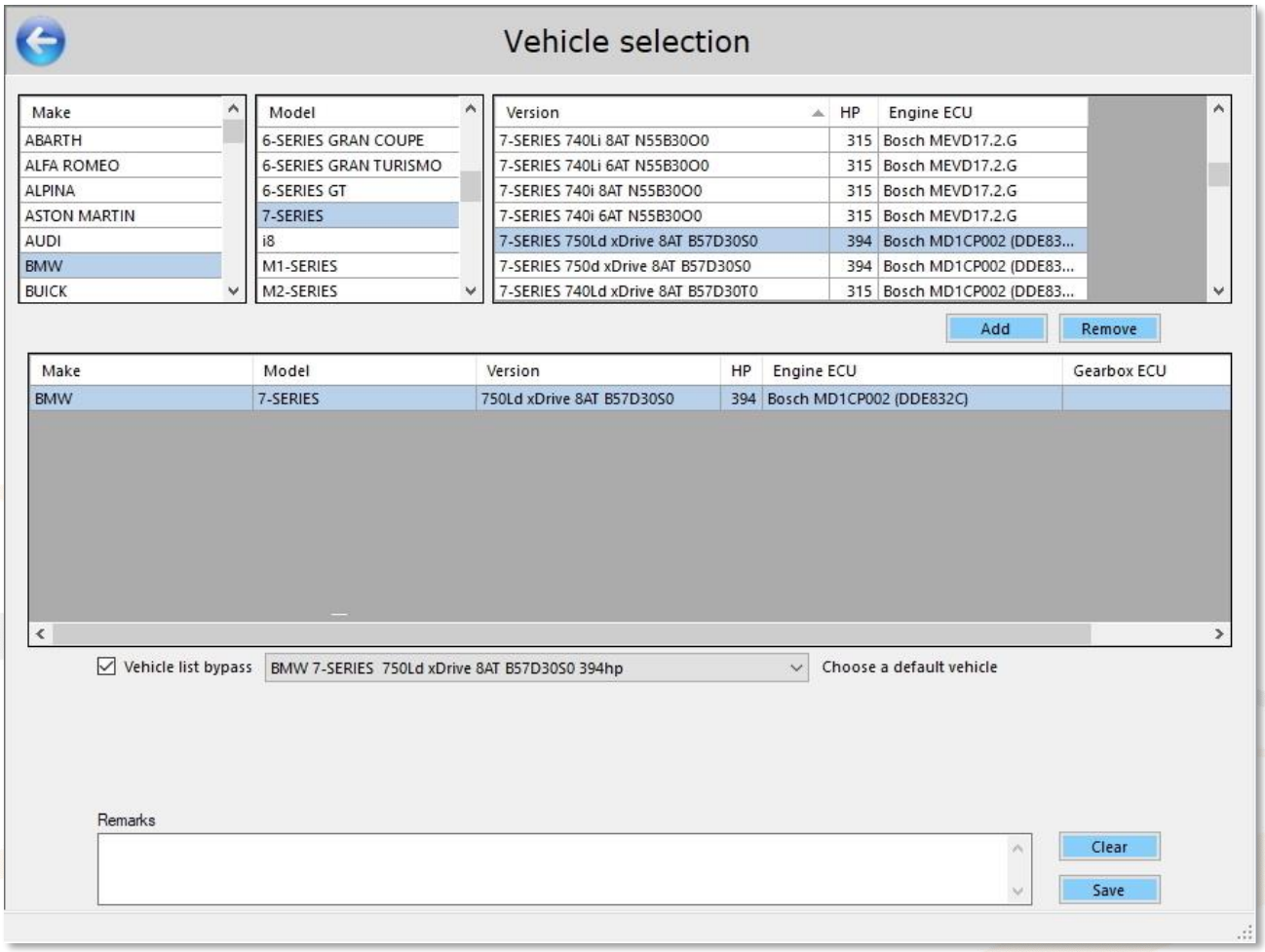
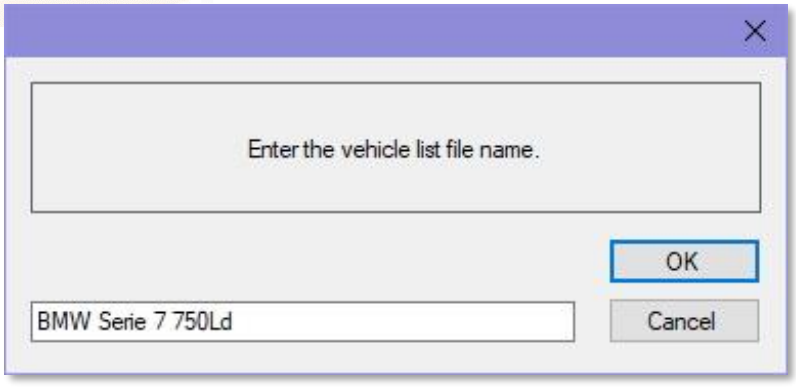


Picture 35: Example of *Vehicle selection* window with *Vehicle list bypass* option enabled and selected

8. Enter any notes on the custom Vehicle List in the *Remarks* box.
9. Click *Save* to save your custom Vehicle List.
10. Enter the name of the Vehicle List in the dialog and click *OK* to save it.



Picture 36: Example of saving a *Vehicle List*

11. Click to return to the *Template* window and continue with the customization.

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CAUTION: If you click before saving your Vehicle List with the *Save* option, you will return to the *Template* window losing all changes made.

How to associate a template with Vehicle List with TCM protocols

To correctly associate a custom template containing a Vehicle List with TCM protocols with a User device, it's important to know the status of said device, that is:

A. Device not configured yet.
B. Device already configured, which has never read/written any vehicle, that is, it's not linked to a vehicle.
C. Device already configured, which its last operation is a reading.
D. Device already configured, which its last operation is the writing of the original file.
E. Device already configured, which its last operation is the writing of a modified file.

Case A - Association with a User device not configured

In this case, you just need to proceed with the normal configuration of the User device, through the *Configure Devices* section in Alientech Manager main menu (see the How to configure User devices chapter).

Case B - Association with a configured User device that has not read any file yet

In this case, you just need to update the User device with the new template containing the customized Vehicle List with the TCM protocols. To update a User device, use the options available in the *Custom Templates* window as explained in the Options available in the Custom templates window chapter, that is:

- *Export* (if the configured User device has already been delivered to a customer),
  or
- *Upload to device* (if the configured User device is still in your stock.)

Case C - Association with a configured User device that has already read a file

In this case you need to follow these steps:

1. Send your User customer the template updated with the new Vehicle List: for this purpose, use the *Export* option *Custom Templates* window as explained in the Options available in the Custom templates window chapter.
2. Your User customer, before carrying out any operation, must erase the device through the User Management Software.
3. After erasing the device, the User customer can load the updated template to the device.
4. Now the User customer can read and/or write the vehicle.

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The above-mentioned steps are to be carried out, for example, even when the User customer has read the engine control unit and only later the Decoder user realizes that Alientech Manager supports the automatic transmission control unit of that vehicle.

Case D - Association with a configured User device that has written an Original file

In this case you need to follow the same steps of the previous paragraph, that is:

1. Send your User customer the template updated with the new Vehicle List: for this purpose, use the *Export* option *Custom Templates* window as explained in the Options available in the Custom templates window chapter.
2. Your User customer, before carrying out any operation, must erase the device through the User Management Software.
3. After erasing the device, the User customer can load the updated template to the device.
4. Now the User customer can read and/or write the vehicle.

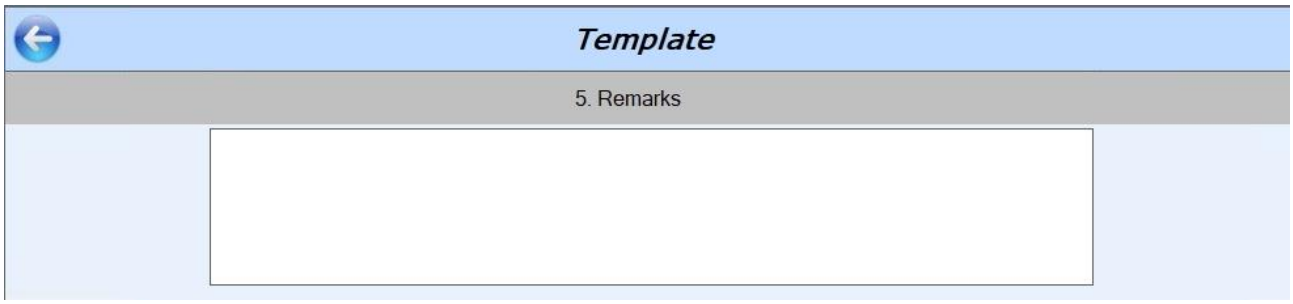
Case E - Association with a configured User device that has written a Modified file

In this case you need to follow these steps:

1. Send your User customer the template updated with the new Vehicle List: for this purpose, use the *Export* option *Custom Templates* window as explained in the Options available in the Custom templates window chapter.
2. Your User customer, before carrying out any operation, must rewrite the original file to the vehicle.
3. After rewriting the original file on the vehicle, the User customer must erase the device through the User Management Software.
4. After erasing the device, the User customer can load the updated template to the device.
5. Now the User customer can read and/or write the vehicle.

Remarks

In the *5. Remarks* frame, you can enter any notes pertaining to the template being customized.



Picture 37: *Template* window – *Remarks* frame

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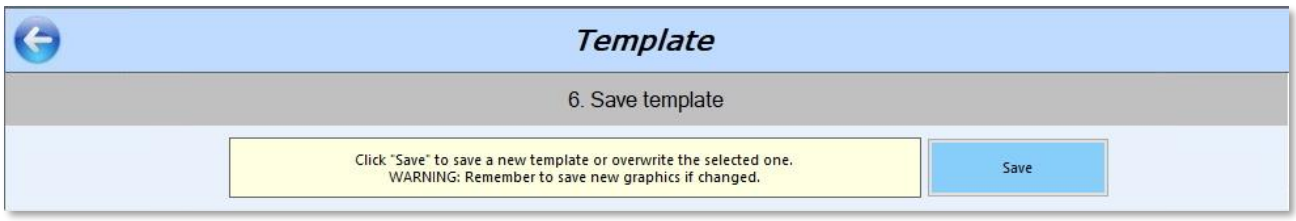
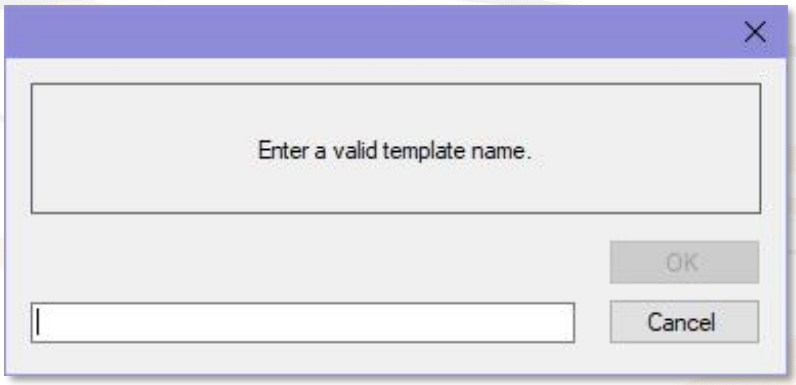
Saving the template

1. Click *Save* in the *6. Save template* frame after making all the desired customizations.



Picture 38: *Template* window – *Salve template* frame

2. Enter the name of your custom template in the dialog and click *OK* to save it. We suggest using a name that easily identifies the template.



Picture 39: Saving a *Custom template*

Alientech Manager will add to the entered name “43” to represent templates created for User devices with 4.3” screen, or “35” to represent templates created for old User devices with 3.5” screen.

If you started from a custom template to create a new one, when saving the new template make sure to choose a different name: if you don’t type a different name in the dialog, the original custom template will be overwritten and it will not be possible to recover it in any way.

Once created and saved, custom templates will be listed in the *Custom Profiles* frame of the summary *Custom Templates* window, sorted alphabetically by name.

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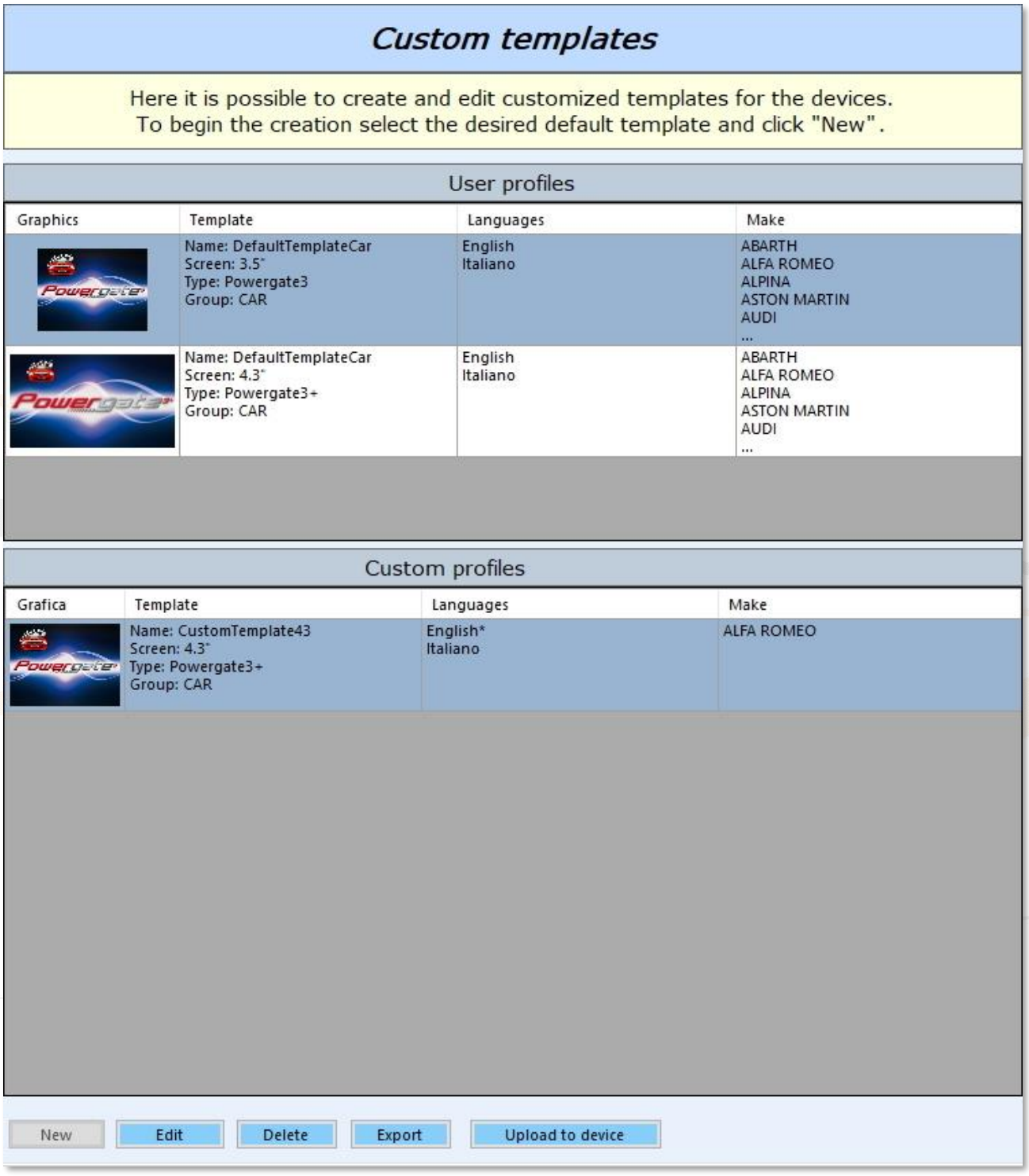

Picture 40: *Custom templates* summary window with a custom template

In the example in **Picture 40,** in the *Custom profiles* frame you can see a custom template created for 4.3" screens, Car as vehicle type, a translated language (asterisk next to English), and Vehicle List for Alfa Romeo.

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How to configure User devices

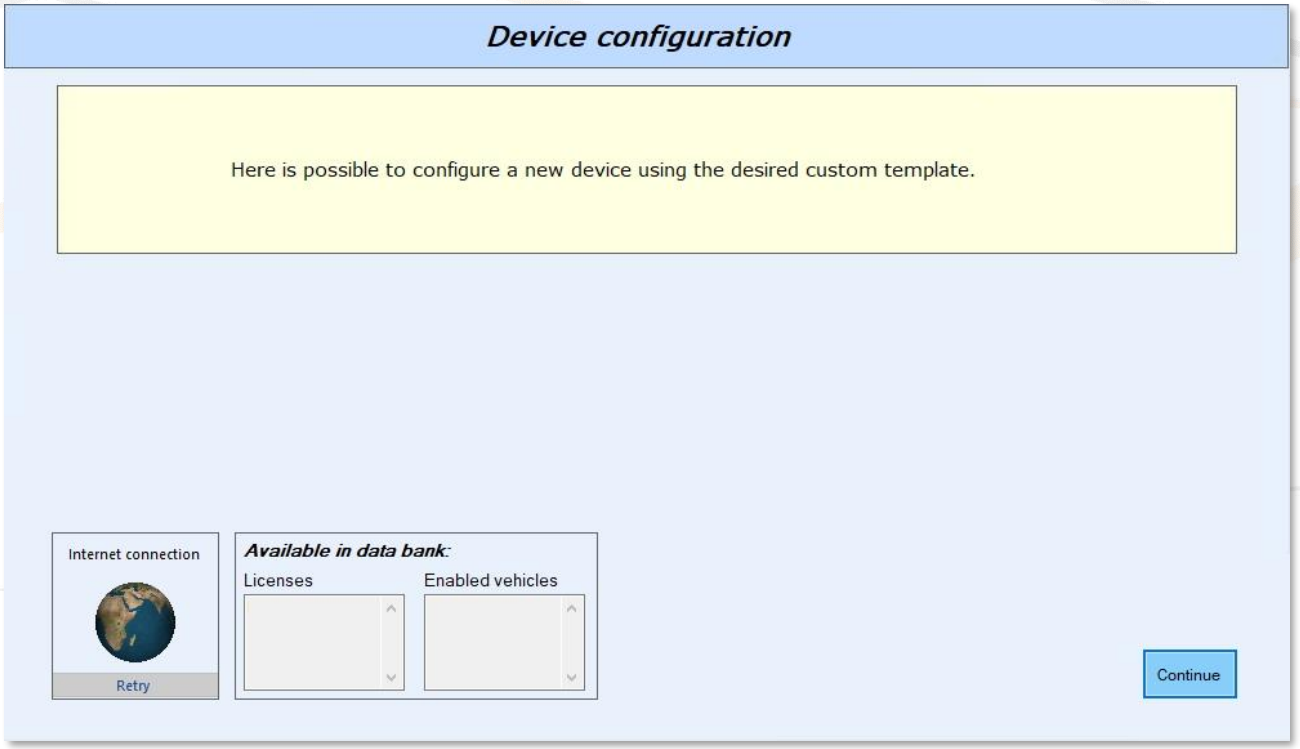
In this section you can configure one or more User devices, installing a custom template to a device.

When configuring a User device:

- **DO NOT** unplug the USB cable between devices and computer until the procedures are complete.
- **DO NOT** turn the computer off.

> If, for any reason, there is a data loss or a communication error occurs, we suggest you close the software, start Alientech Manager again and try again.

1. Select *Configure devices* in Alientech Manager main menu.
2. Wait until Alientech Manager detects an active Internet connection:



Picture 41: Access window to the *Device configuration* section – searching for an Internet connection

> If the Internet connection isn't found or isn't working properly, solve the problem and click *Retry.*

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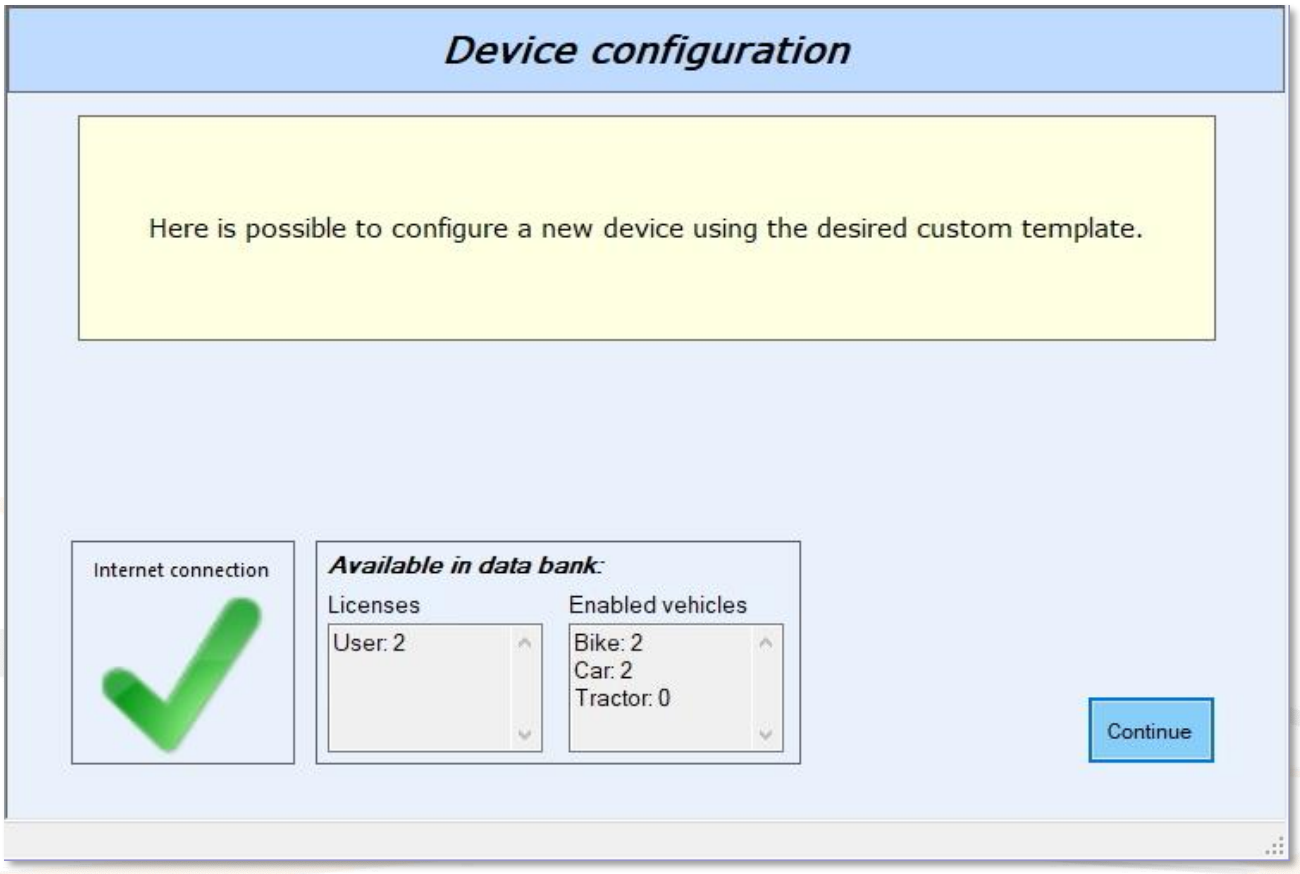

Picture 42: Access window to the *Device configuration* section – Internet connection detected

The *Available in data bank* frame contains the number of Licenses owned by the Decoder in use (that is, the number of User devices that can be configured) and the number of Vehicle Enablement (that is, what type of vehicle you can assign to a User device, based on the type of vehicle enabled.)

In the example in **Picture 42,** the Decoder has at disposal:

- Two Licenses, to be used to configure two User devices.
- Two Vehicle Enablements for Car and two Vehicles Enablements for Bike, to associate the above-mentioned User devices to a type of vehicles. In this case, the Decoder can choose to configure both User devices–for which he has the licenses– for Car, or both for Bike, or even configure one for Car and one for Bike.
- No Vehicle Enablement for Tractor. In this case, the Decoder can't configure User devices for Tractors.

For each User device to configure, you need at least one license and one enablement.

3. Click *Continue* in the lower right part of the window to access the User device configuration window.

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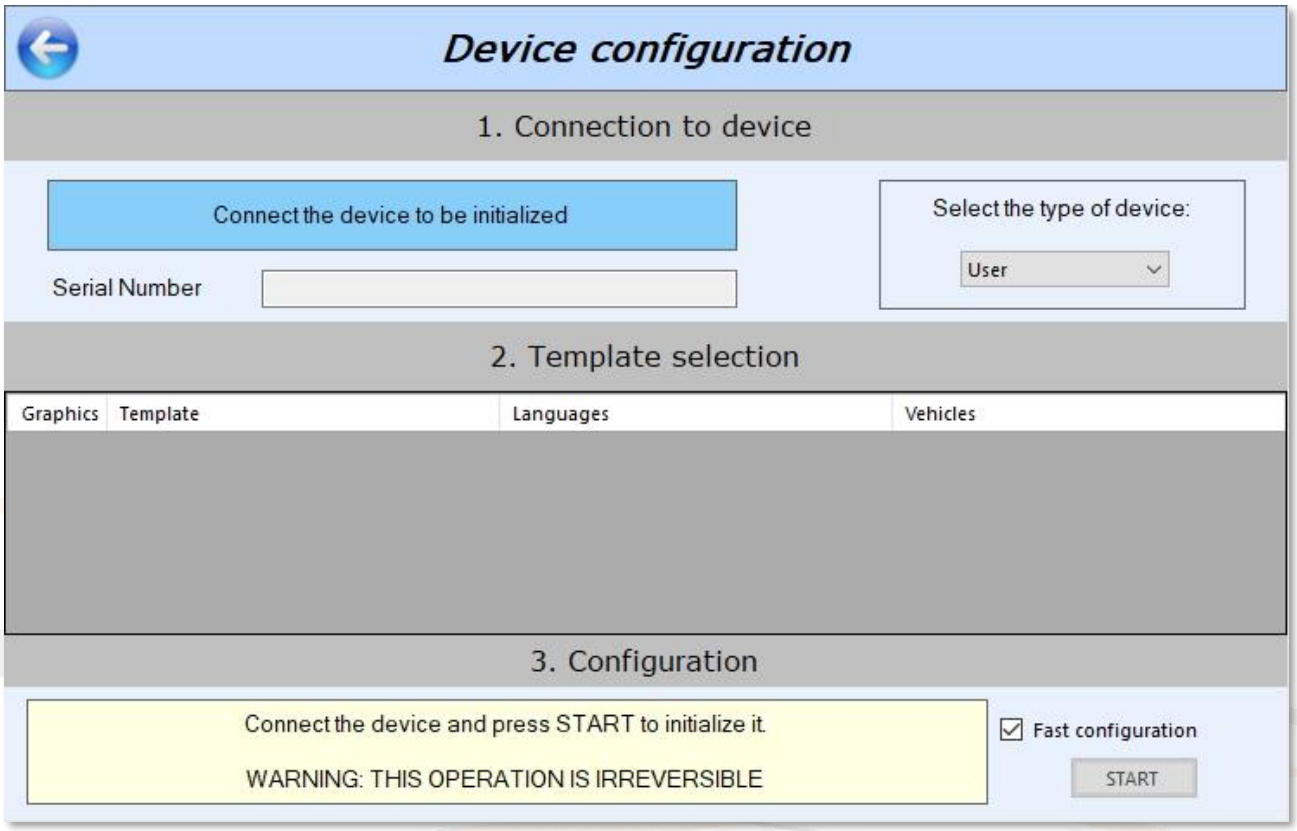

Picture 43: *Device configuration* window without User device connected

The *Device configuration* window is divided in three frames:

1. *Connection to device,* where the serial number of the User device connected (to be configured) is displayed.
2. *Template selection,* where you can select the template to be installed on the User device connected.
3. *Configuration*, where you can start the configuration procedure.

Alientech Manager proposes templates according to the type of User device connected, that is, only those for a 4.3” screen or for a 3.5” screen.

To configure a User device:

1. Connect the User device to be configured through its USB cable. Remember to keep your Decoder device plugged to your computer.
2. Wait until Alientech Manager detects the serial number of the User device.

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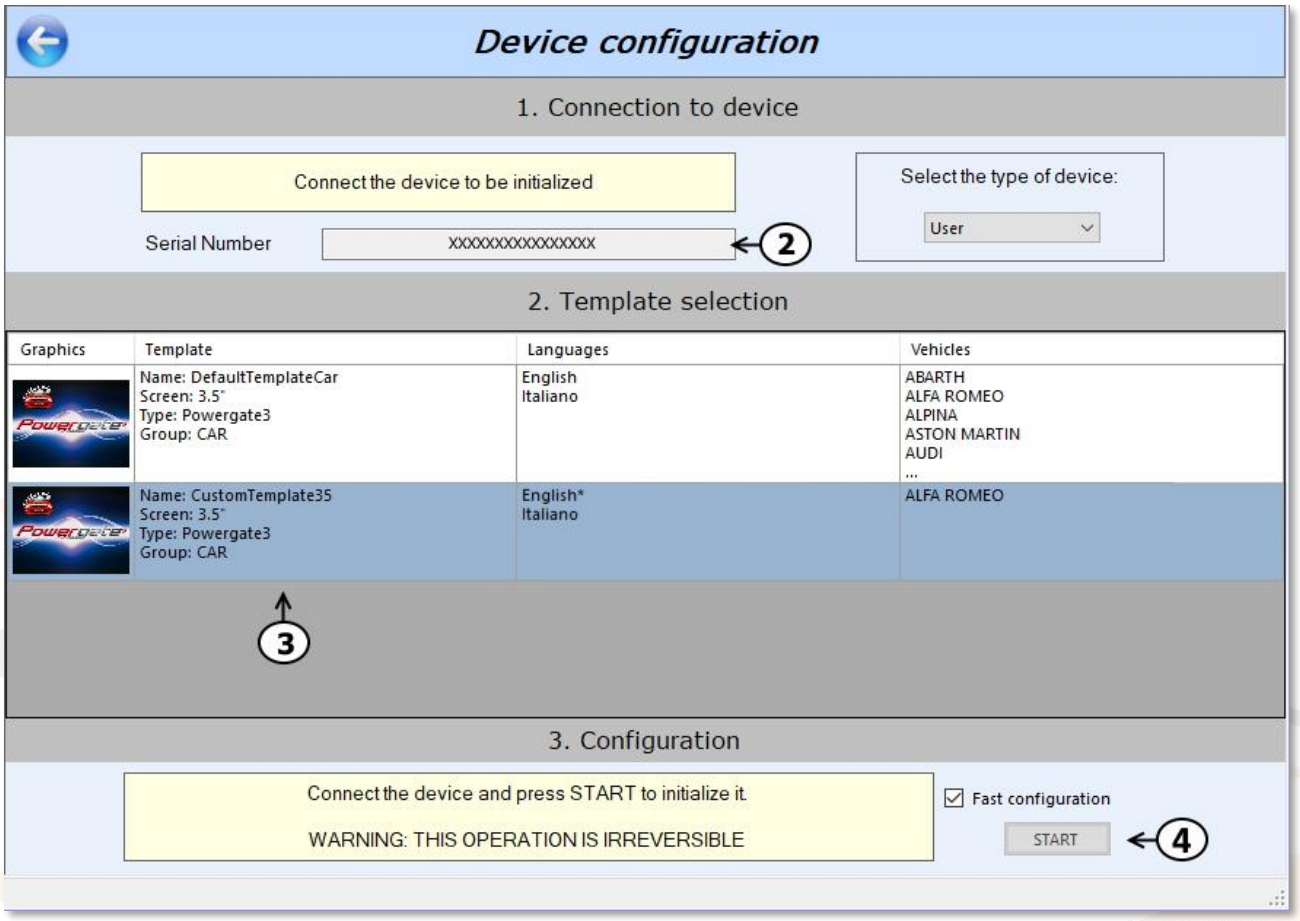

Picture 44: *Device configuration* window with a User device connected

3. Select the custom template you want to install on the User Device. The selected template will be highlighted in light blue.
4. Click *Start* to configure the User device. Leave the mark in the "Fast configuration" box.
5. Wait for the operation to complete, then unplug the User device from your computer.

> The duration of the operation may vary based on the template to load on the User device. When configuring a User device:
>
> - **DO NOT** unplug the USB cable between devices and computer**.**
> - **DO NOT** turn the computer off.

6. Repeat steps from 1 to 5 as many times as needed, depending on the number of User devices to be configured and the number of licenses and vehicle enablements owned.
7. At the end of the configuration operations, click to return to the previous window.

CAUTION: after installing a custom template on a User device, it's not possible do undo this operation, that is, it's not possible to change the type of template installed on the device.

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- **If the User device is still in stock, you can overwrite the configured template with a new one only if suitable for the same vehicle type.**
- **If the User device has already been delivered to the customer, it will only be possible to update the installed template (for example, with the translation of new communication messages).**

Decoding / Encoding files for User devices

In this section you can manage the files of User devices configured with your Decoder, adding or removing modified files from the encoded file received from your User customer.

You can manage only the files of User devices created through your Decoder device, it's not possible to decode files of User devices associated with other Decoders.

To access this section, just click *Decode - Encode* in Alientech Manager main menu and then click *Continue*.

The *Decode - Encode* window is divided in three frames:

1. *Tuning file selection*, to decode the file received from you User customer and display the info therein contained.
2. *Tuning file editing*, to manage the file received from your User customer: save the read file or add one or more modified files.
3. *Tuning file creation*, to encode the file to be sent to your User customer.

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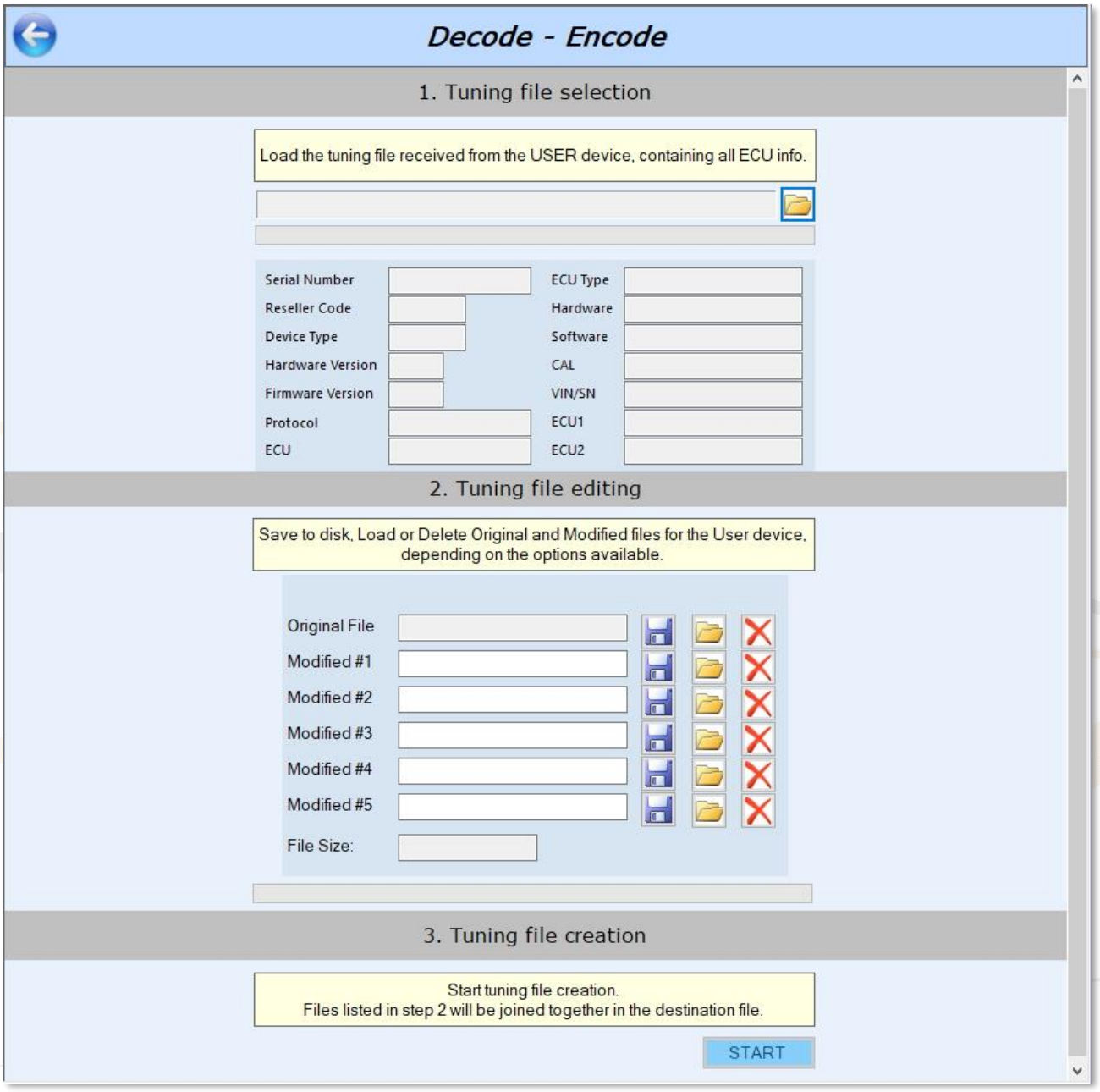

Picture 45: *Decode / Encode* window

To decode files received from your User customers and then recoded them:

1. In the *1. Tuning file selection* frame, click to select the encoded file received from your User customer.
2. Wait until Alientech Manager has decoded the file.
   If the file has been decoded correctly, the identification data of the ECU are displayed in the fields below.

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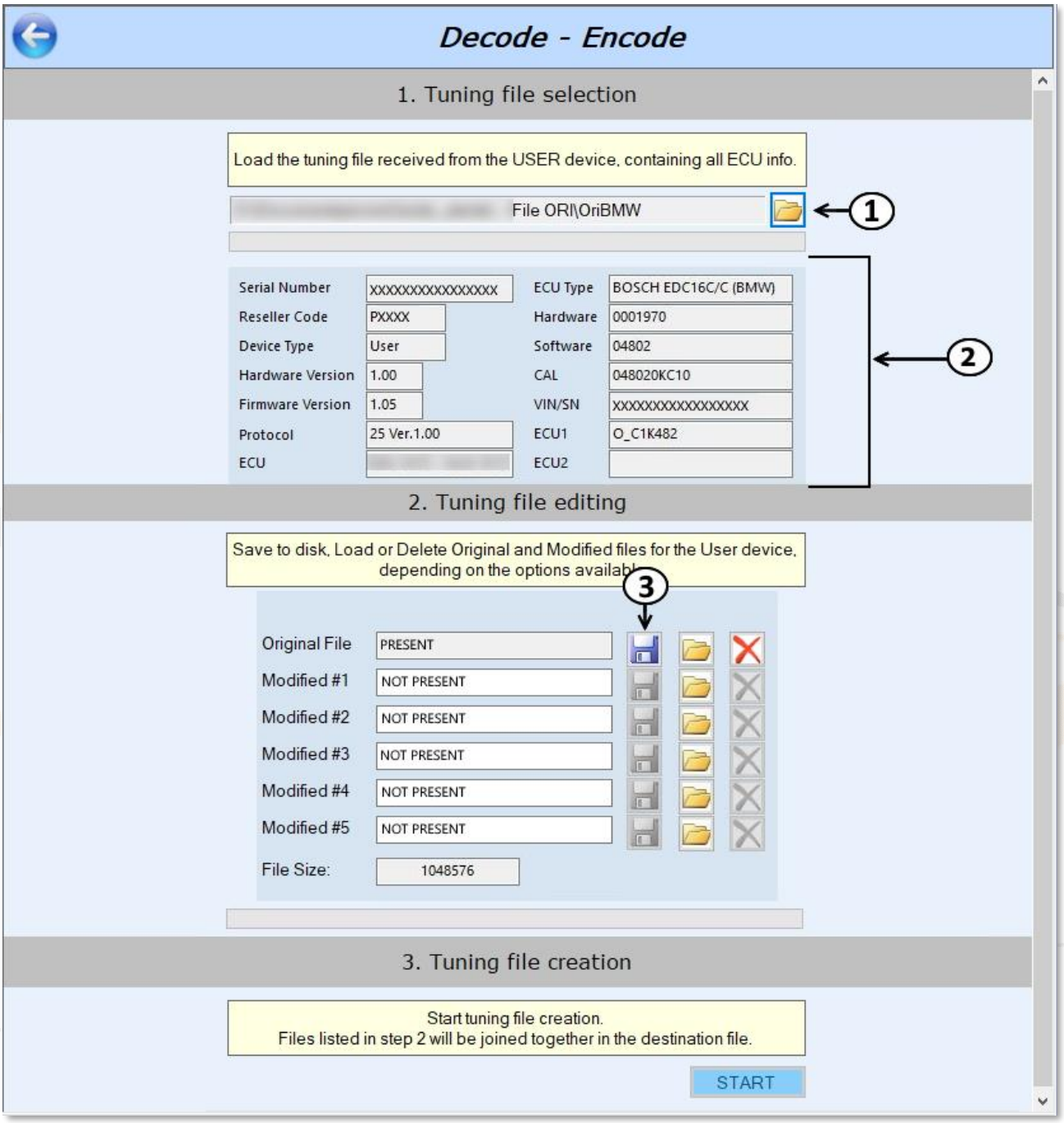

Picture 46: *Decode / Encode* window, decoded file containing only the read file

3. In the *2. Tuning file selection* frame, click to save the decoded original file, selecting destination folder and file name, so that you can edit it through a tuning software.

If the encoded file received from your User customer, in addition to the original file, already contains modified files, these will be listed in the *2. Tuning file selection* frame.

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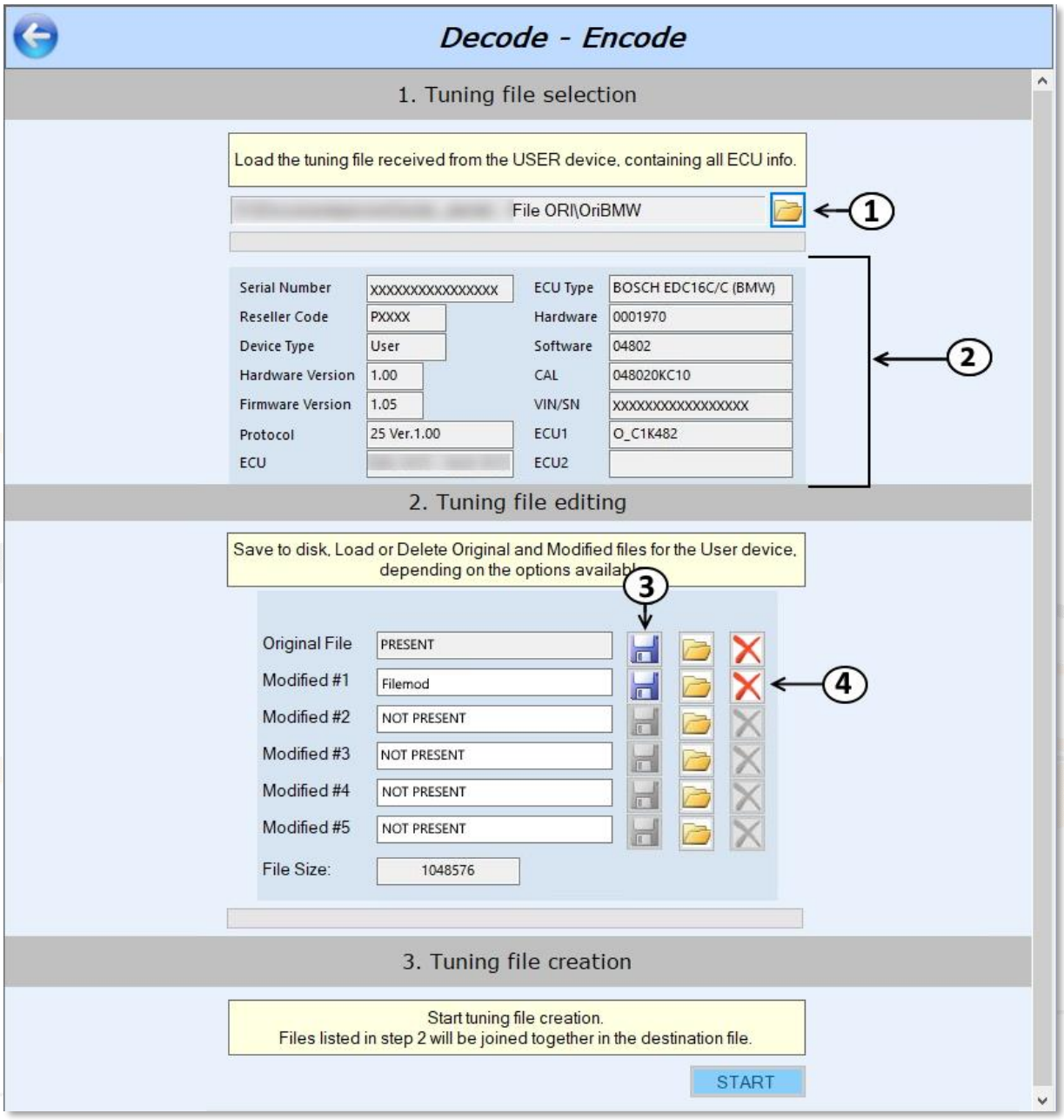

Picture 47: *Decode / Encode* window, decoded file containing the read file and a modified file

4. Add one or more modified files by clicking in the *2. Tuning file selection* frame. If you want to remove a modified file already added, click .

You can add up to 5 modified files for each original file received from your User customer.

5. Click *Start* to encode the file to be sent to your User customer by e-mail or other means of sending/sharing files. Your customer will have to save this file on his device through the User Management Software.

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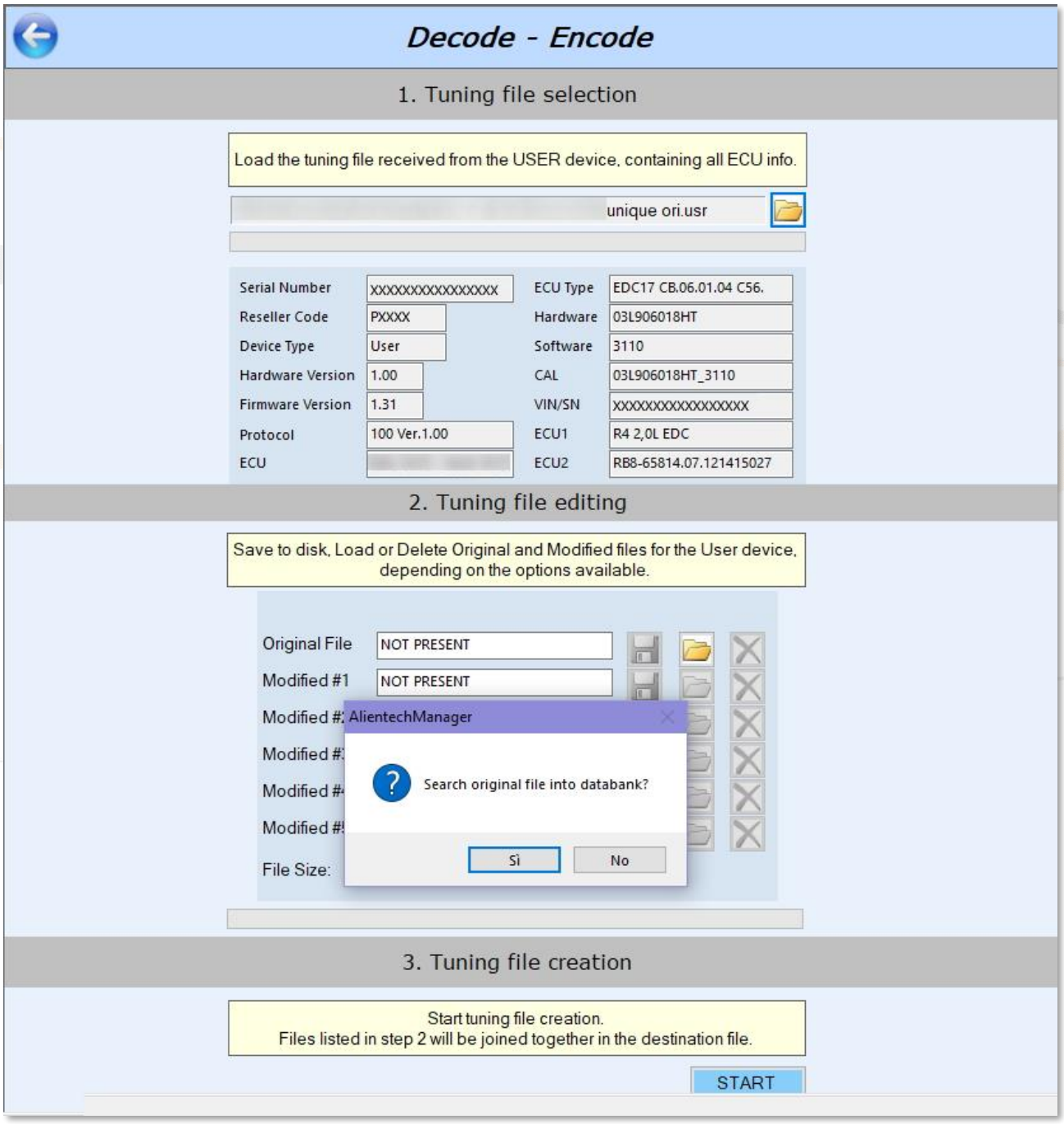
Decoding of a file with Virtual Reading

If the encoded file received from your User customer is pertaining to an ECU that cannot be read through the diagnostic post, when decoding this file Alientech Manager will propose you to search for the original file in the Virtual Reading archives of Alientech Data Bank. You will be able to save this file to the same folder of the encoded file.



Picture 48: *Decode / Encode* window, decoded file with Virtual Reading – original file search request

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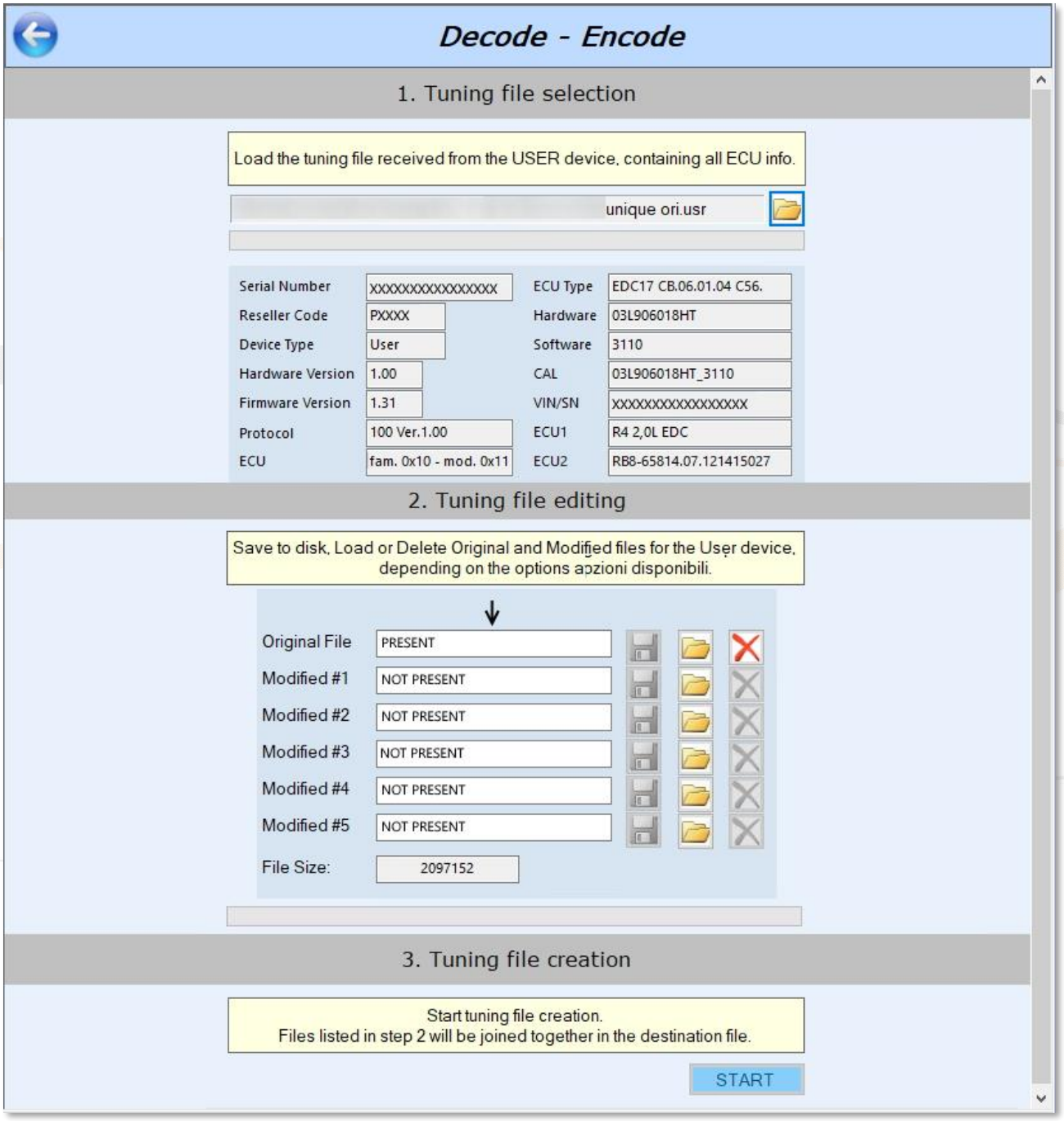
In the example in **Picture 48**, the decoded file belongs to an ECU that doesn't support reading through the diagnostic port: in the *1. Tuning file selection* frame, the ECU data are displayed, in the *2. Tuning file editing* section there is no original file, and the message proposing to search for the original file in the archives of the Virtual Reading service in Alientech Data Bank is displayed.



Picture 49: *Decode / Encode* window, decoded file with Virtual Reading – original file downloaded

In the example in **Picture 49**, the original file has been correctly downloaded and saved to the computer in use. After editing this file through a tuning software, you can procced as explained in step 4 and 5 of the Decoding / Encoding files for User devices chapter.

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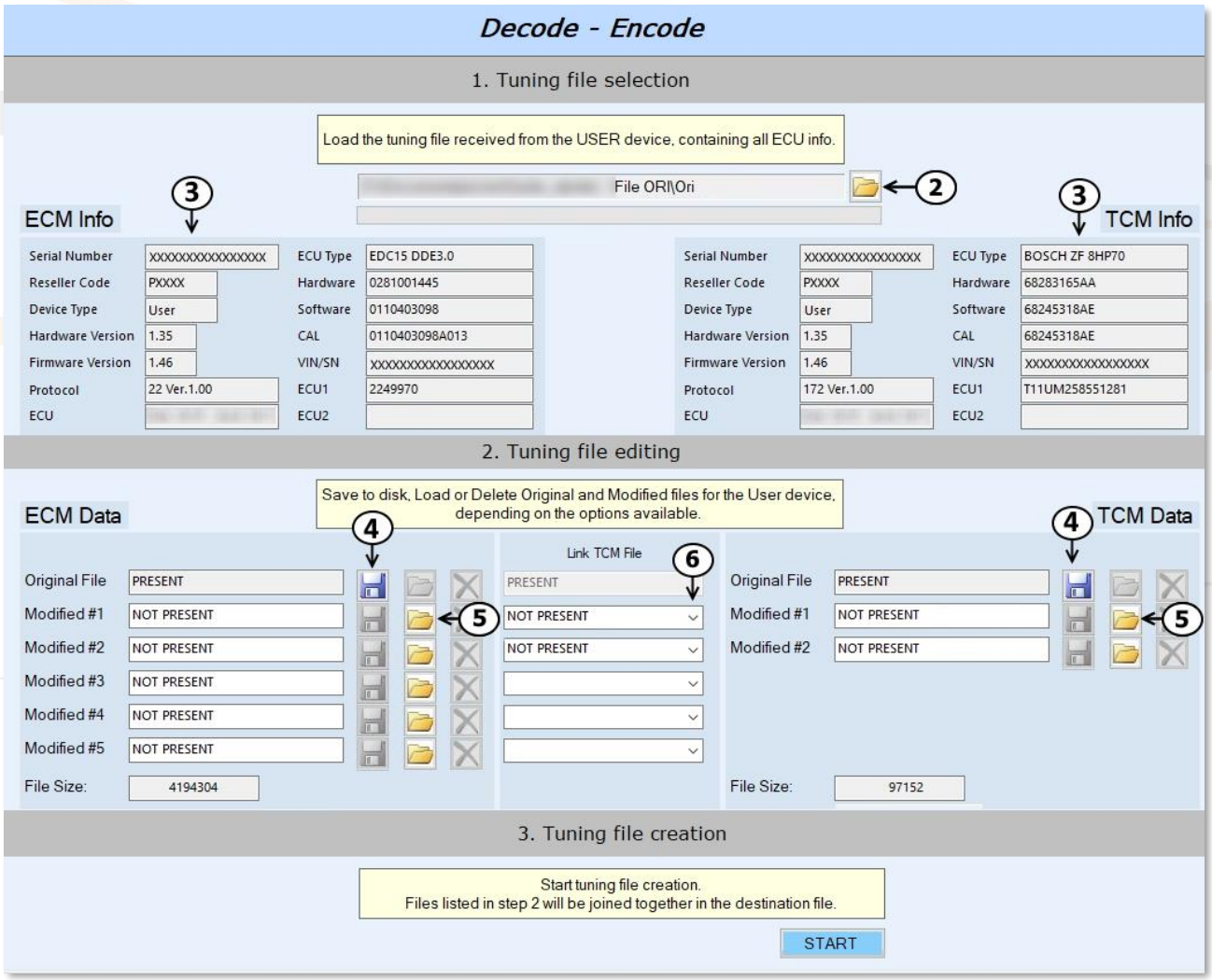
Decoding of a file containing engine and transmission management data

To decode a file containing both data of the engine control unit and transmission control unit:

1. Click *Decode - Encode* in Alientech Manager main menu and then click *Continue*.
2. In the *1. Tuning file selection* frame, click to select the encoded file received from your User customer.
3. Wait until Alientech Manager has decoded the file.
   If the file has been decoded correctly, the identification data of the engine control unit (so-called ECM) are displayed on the left, while those of the automatic transmission management unit (so-called TCM) are displayed on the right.



Picture 50: *Decode / Encode* window, decoded file with ECM and TCM

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4. In the *2. Tuning file selection* frame, click to save the decoded original file of each control unit, available in the *ECM Data* (left) and *TCM Data* (right) sections, selecting destination folder and file names, so that you can edit them through a tuning software.

> If the encoded file received from your User customer, in addition to the original file, already contains modified files, these will be listed in the *2. Tuning file selection* frame.

5. Add one or more modified files for each control unit by clicking in the *ECM Data* and *TCM Data* sections of the *2. Tuning file selection* frame. If you want to remove a modified file already added, click .

> - You can load up to 5 modified files for the ECM original file and up to 2 modified files for the TCM original file.
> - You can associate one of the two TCM modified files to each ECM modified file, as shown in the example in **Picture 51**.

6. In the *Link TCM file* box (in the middle), use the drop-down menus next to each modified file of the ECM to associate a modified file of the TCM.
7. Click *Start* to encode the file to be sent to your User customer by e-mail or other means of sending/sharing files. Your customer will have to save this file on his device through the User Management Software.

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Picture 51: Example of *Decode/Encode* window: decoded file containing original and modified files for ECM and TCM

Decoding of a User LOG file

In this section you can decode the LOG file received from your User customers, so as to provide them with first support.

To access this section, just click *Decode User LOG* in Alientech Manager main menu.

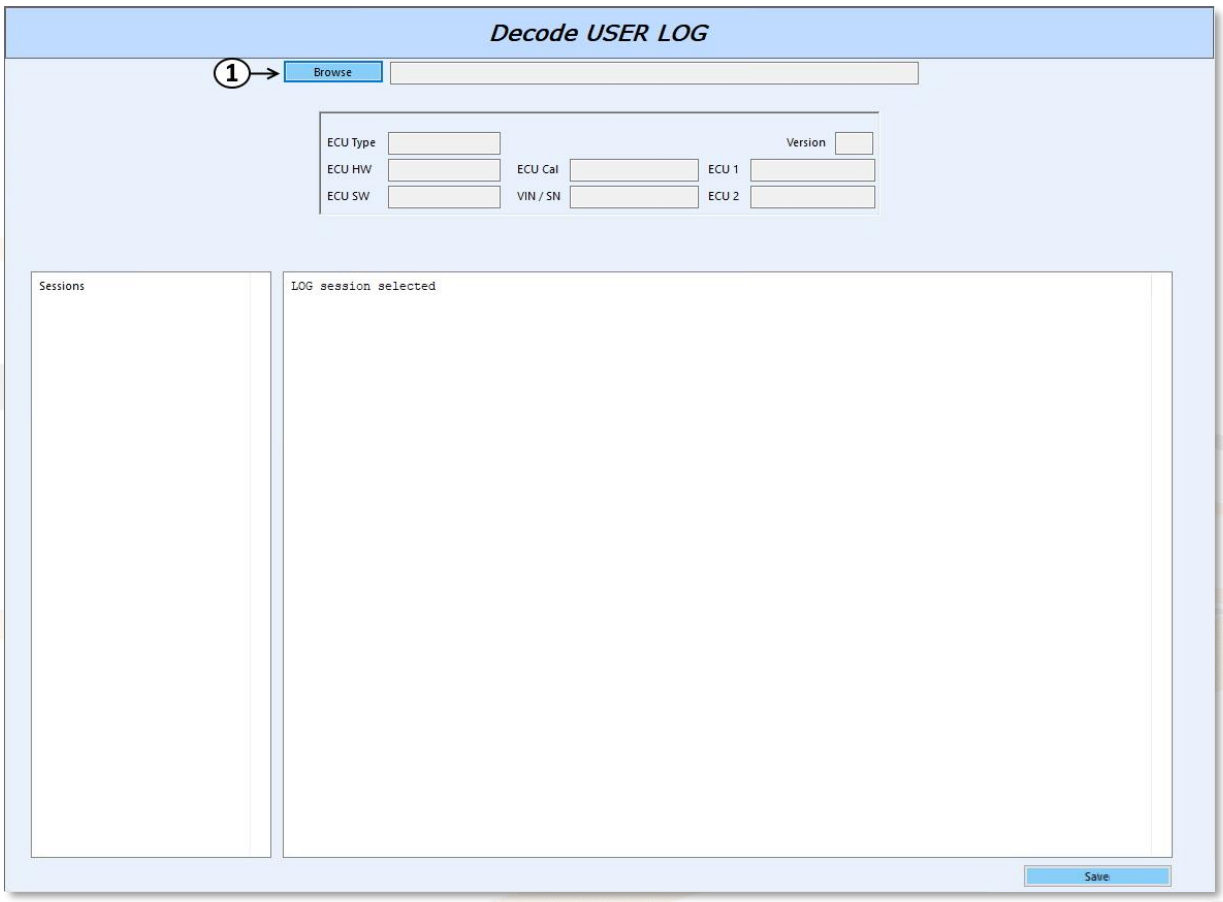
The *Decode User LOG* window is divided in three frames:

- The customer's vehicle data are displayed in the upper frame in the middle of the window.
- The sessions of use of the User device are displayed in the *Sessions* frame on the left. Each session groups together the operations performed by the device during the period of connection either to the vehicle (via ODBII cable) or the customer's computer User (via USB cable): each session then begins when a cable is connected to the device and ends when said cable is disconnected.

- In the *LOG session selected* frame, on the right, all the operations performed by the User device during the selected session are displayed.

To decode a LOG file received from your User customer:

1. Click *Browse* and select the LOG file received from your User customer.



Picture 52: *Decode User LOG* window

2. Wait until Alientech Manager has decoded the LOG file.
   If the file has been decoded correctly, the identification data of the vehicle associated to the User device are displayed in the fields below.
3. In the *Sessions* box, in the left part of the window, select the session that gave problems to your User customer. In the *LOG session selected* box, in the right part of the window, all the operations performed by the User device during the selected session are displayed.

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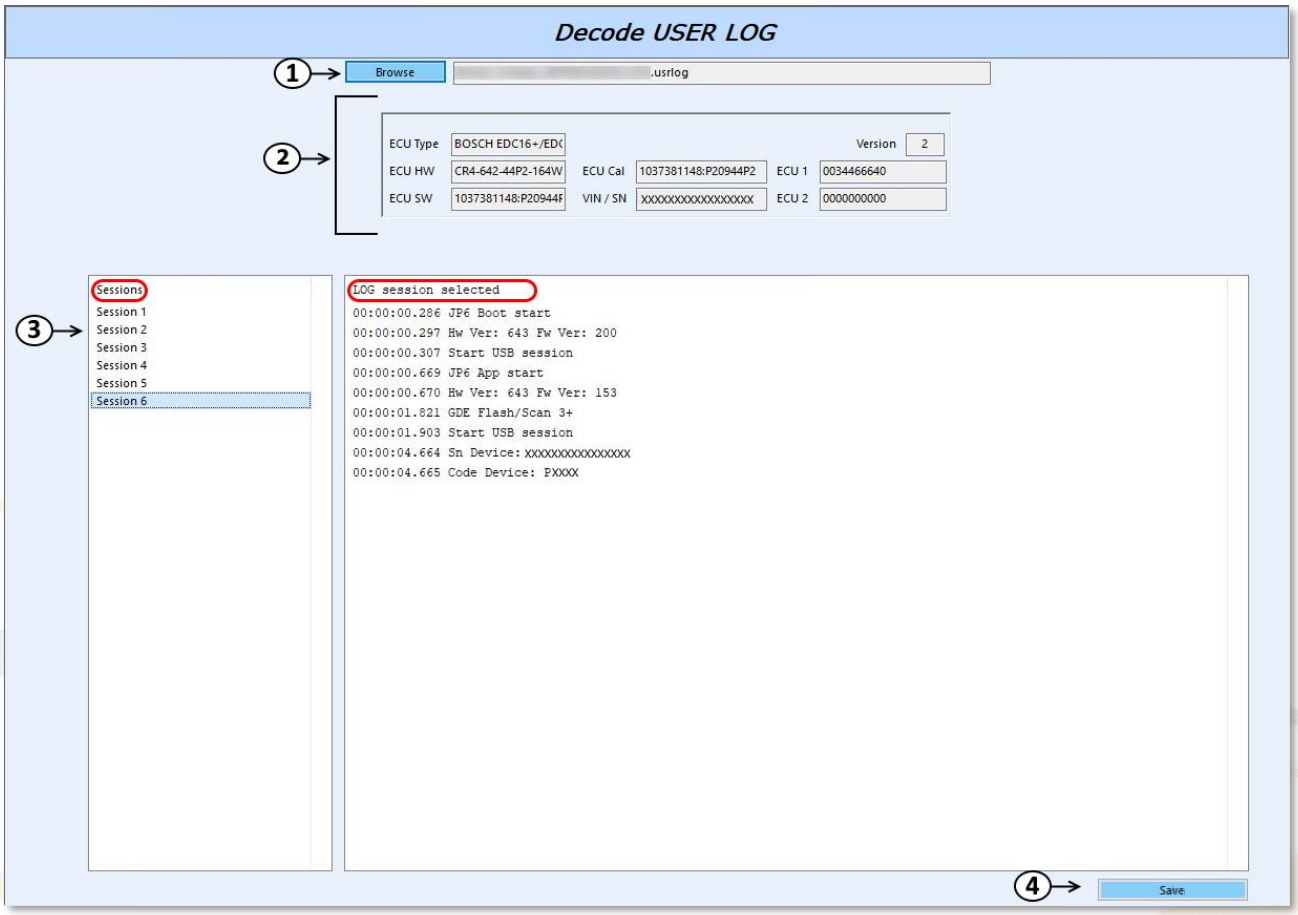

Picture 53: Decode User LOG *window* with decoded LOG file

4. Click *Save* if you want to save the LOG file in unencoded .txt format to your computer, selecting destination folder and the file name. In this case, the entire LOG file will be saved and not the only session displayed.

Download Decoder LOG

In this section you can save the LOG file of your Decoder device to the computer in use, so that you can send it to Alientech Technical Support:

1. Select *Download Decoder LOG* in Alientech Manager main menu.
2. Click *Start* and wait for the LOG file to be created.
3. Save the LOG file to your computer, selecting destination folder and file name.

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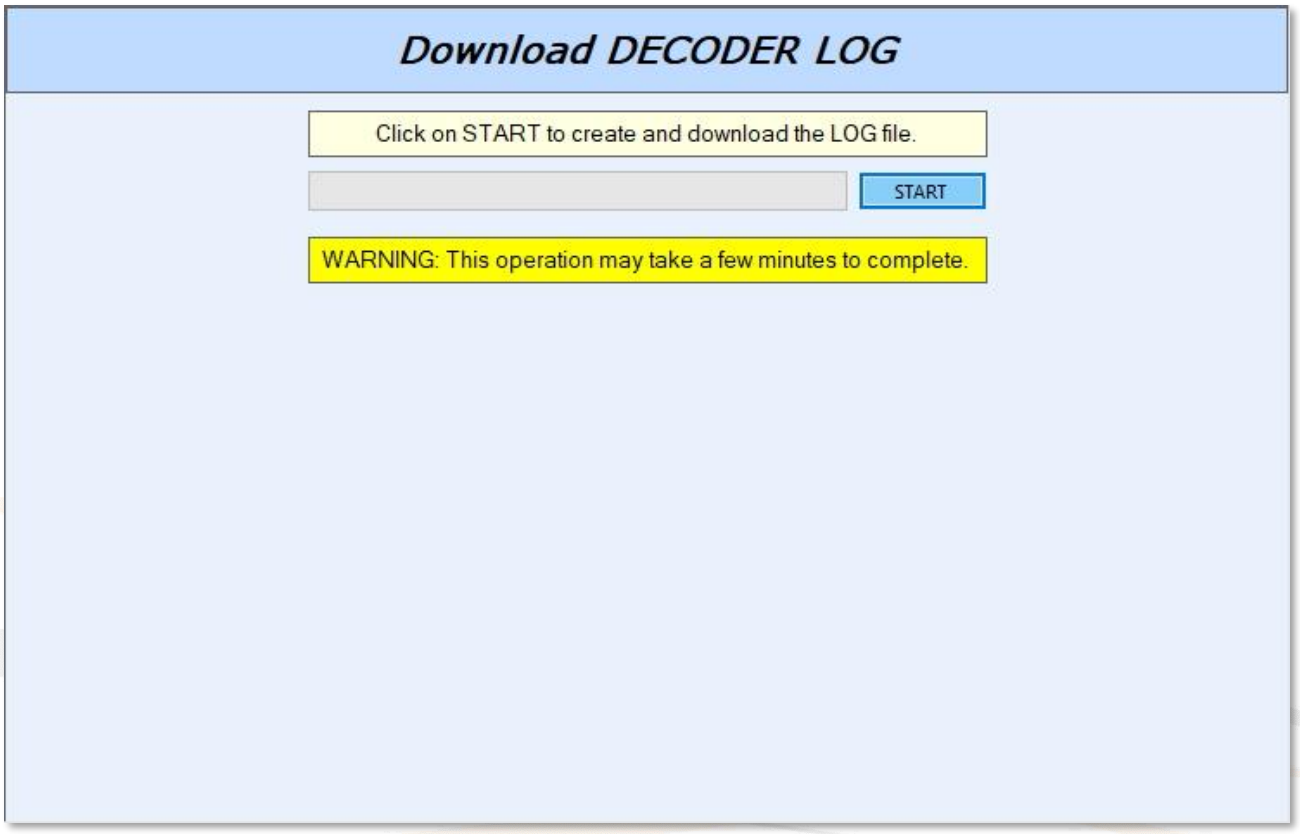

Picture 54: *Download Decoder LOG* window

Management of modified file databases

In this section you can create databases, that is packages, of modified files to preload on your User devices: in each database you can load one or more original files of the selected control unit and add up to a maximum of 5 modified files for each file original loaded. In this way, after linking the device to the vehicle, the User customer has several tunings at his disposal, from which they can choose the one that best suits their needs and immediately write the vehicle.

> All files included in a database of modified files are encoded, therefore these databases can be managed only by the Decoder device that created them.

You can upload databases of modified file only on User devices already configured by the Decoder in use, whether in stock or already delivered to a customer.

Please remember that you can upload a database of modified files on a User device already delivered to a customer only if:

a) The new database sent to the User customer is an update of the one present on the device when purchased (for example, if additional original files of the control unit–with pertaining modified files–have been added or if the customer needs modified files with different parameters than those originally provided;)
or

b) The User device, when delivered, wasn't provided with any preloaded database of modified files and the customer has not read the file yet, that is, the device has still to be linked to a vehicle.

If the User device wasn't provided with a preloaded database of modified files and the customer has already linked the device to a vehicle and thus read the file of the control unit, the User customer must download this file from the device through the User Management Software and send it to their Decoder, who must manage this file as explained in the Decoding / Encoding files for User devices chapter.

Even when the database of modified files on the User device doesn't contain the original file of the customer's vehicle, the User customer must download the file read from the device through the User Management Software and send it to their Decoder. The Decoder must decode this file as explained in the Decoding / Encoding files for User devices chapter, add the original file and the pertaining modified ones to the database of modified files, and send it back to the User customer, as long as the vehicle belongs to the same Database ID.

To correctly manage databases of modified files it's important to know that:

- Each control unit uses a specific communication protocol, even if the same communication protocol could be used by several control units.
- In this section, all vehicles supported by Alientech Manager are grouped by make and communication protocol.
- Each communication protocol has been assigned a predefined unique code called *Database ID*. This predefined unique code, used to identify a database of modified files, consists of three letters and three numbers: the letters identify the selected make, while the digits correspond to the number of the selected protocol, preceded by zero if below one hundred.
- For each *Database ID*, the vehicles supported by the selected protocol, that is, all the vehicles using this communication protocol, are displayed in the *Create new Database* frame. For each vehicle make, model, description, engine, power expressed in HP, model and version of the control unit are listed.
- You can create only one database of modified files for each *Database ID* available for the selected type of vehicle.
- You can create more databases for the same vehicle model, depending on the version of the vehicle and, therefore, of the control unit mounted on it, if corresponding to different *Database ID*s.
- For each database of modified files you want to create, you need at least one original file for the control unit corresponding to the selected *Database ID*, to which you can add up to 5 modified files.
- We suggest you add as many original files into the database as possible for the type of control unit corresponding to the selected *Database ID*, so that the User customer has more chances to find the original file of his vehicle and can immediately write the vehicle after reading.

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- It's not possible to add an encoded original file received from a User device into the database: first you need to decode it as explained in the Decoding / Encoding files for User devices chapter.

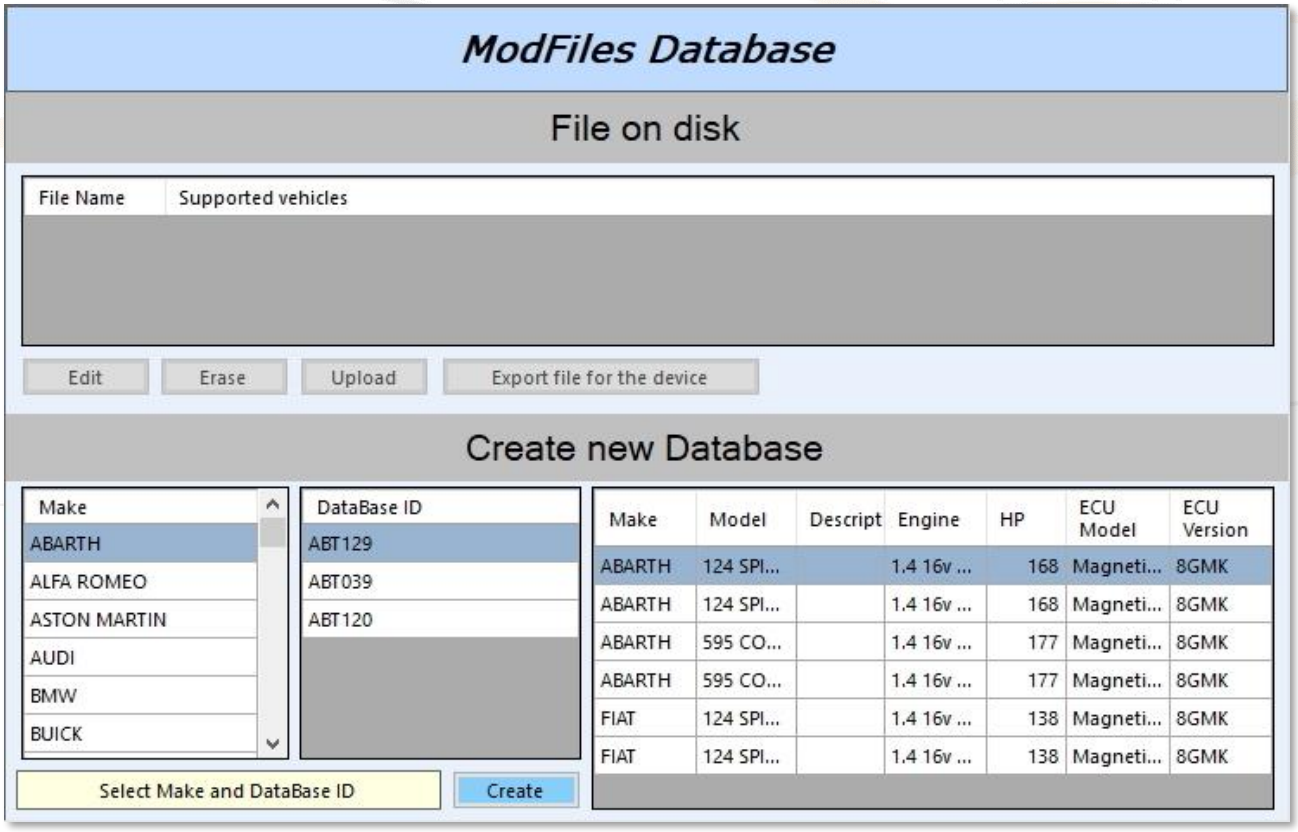
Databases of modified files can be created only for Cars and Bikes: currently, databases for Tractors can't be managed by Alientech Manager.

To access this section, just click *ModFiles Database* in Alientech Manager main menu.

The *ModFiles Database* window is divided in two frames:

- *File on disk*, where all your databases of modified files, once created and saved, will be displayed sorted alphabetically by name.
- *Create new database*, where all vehicles supported by Alientech Manager, depending on the type of vehicles selected, are displayed, organized by make and communication protocol.

Therefore, when using Alientech Manager for the first time, the *File on disk* frame is empty.



Picture 55: *ModFiles Database* window – no modified file database present

For each personal database of modified files in the *Files on disk* frame, will be detailed:

- In the *File name* column, the name of the database, corresponding to the *Database ID* selected for creating your database;

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- In the *Supported vehicles* column, make, model, and version of the vehicle and brand and model of the control unit of all vehicles supported by the protocol matching the *Database ID* selected for creating your database.

The *File on disk* frame works like a spreadsheet: by positioning on the title of each column you can sort its contents in an increasing/decreasing order, even though it's not possible to narrow or enlarge these columns. However, when positioning the cursor on the *Supported vehicles* cell relating to the desired database ID, the complete list is displayed.

The *Create new database* frame also works like a spreadsheet: in this case, in addition to sorting the content of each column in an increasing / decreasing order, you can narrow or enlarge them.

Before starting the creation of a database of modified files we suggest to:

1. Gather as many original files as possible for the desired control unit;
2. Prepare up to a maximum of 5 modified files for each original file available.

Options available in the ModFiles Database window

In the *ModFiles database* window, the following options are available:

- **Create:** To create a database of modified files selecting a *Database ID* and adding your files.
- **Edit:** Enabled only after creating and saving at least one database of modified files. To update a database (for example, to add new original files and pertaining modified files or remove the modified files of an original one to add others.)
- **Erase:** Enabled only after creating and saving at least one database of modified files. To delete the selected database (caution: this operation is irreversible!)
- **Upload:** Enabled only after creating and saving at least one database of modified files. To save the selected database on a User device already configured but not delivered to a customer yet.
- **Export file for the device:** Enabled only after creating and saving at least one database of modified files. To save the selected database to your computer and then send it to customers already in possession of a User device, so they can upload it to their devices through the User Management Software.

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Options available in the ModFiles Database creation window

In the *ModFiles database creation* window, the following options are available:

- **New:** Enabled only after entering at least one original file. To insert a new line in the database in which add another original file with its modified files.
- **Delete:** To delete the data from the database (caution: this operation is irreversible!) When positioning on a modified file, it will be removed. When positioning on an original file, the entire line and all the files contained in it will be deleted, that is, both the original file and all its modified files.
- **Export:** To save the selected original file to your computer. This option may be useful, for example, when the original file of the database has been accidentally deleted from your computer.
- **Save:** Enabled only after entering at least one original file with one or more modified files. To save the selected database in Alientech Manager.

How to create a database of modified files

1. In the *Create new database* frame of the *ModFiles database* window, if your Decoder device has more than one vehicle type enabled, use the *Vehicles* drop-down menu in the right part of the window to select the vehicle type for the which you want to create a database of modified files.

If your Decoder device only has one type of vehicles enable, the *Vehicles* drop-down menu is missing, and you can skip to the instructions provided in step 2 of this list.

2. Select the make of the vehicle for which you want to create a database of modified files. Use the side scroll bar to view all the makes supported by Alientech Manager until you find the one you want.
3. Select the right *Database ID,* according to the desired protocol, by checking vehicle and control unit data in the table on the right.
4. Click *Create* to access the creation window for database of modified files.

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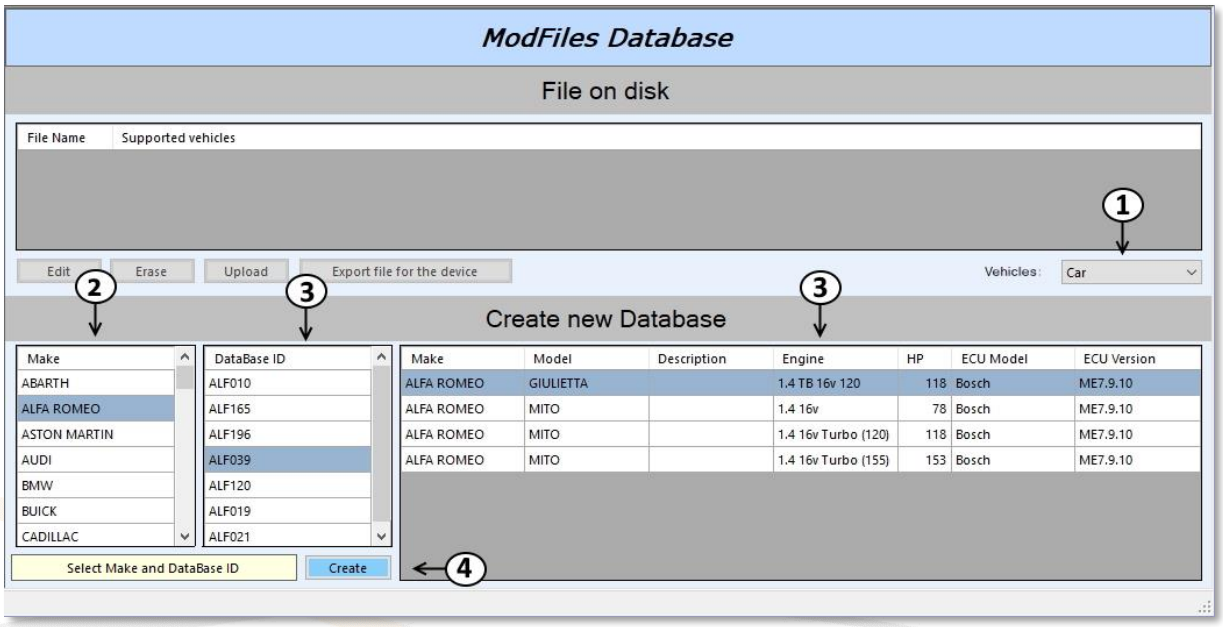
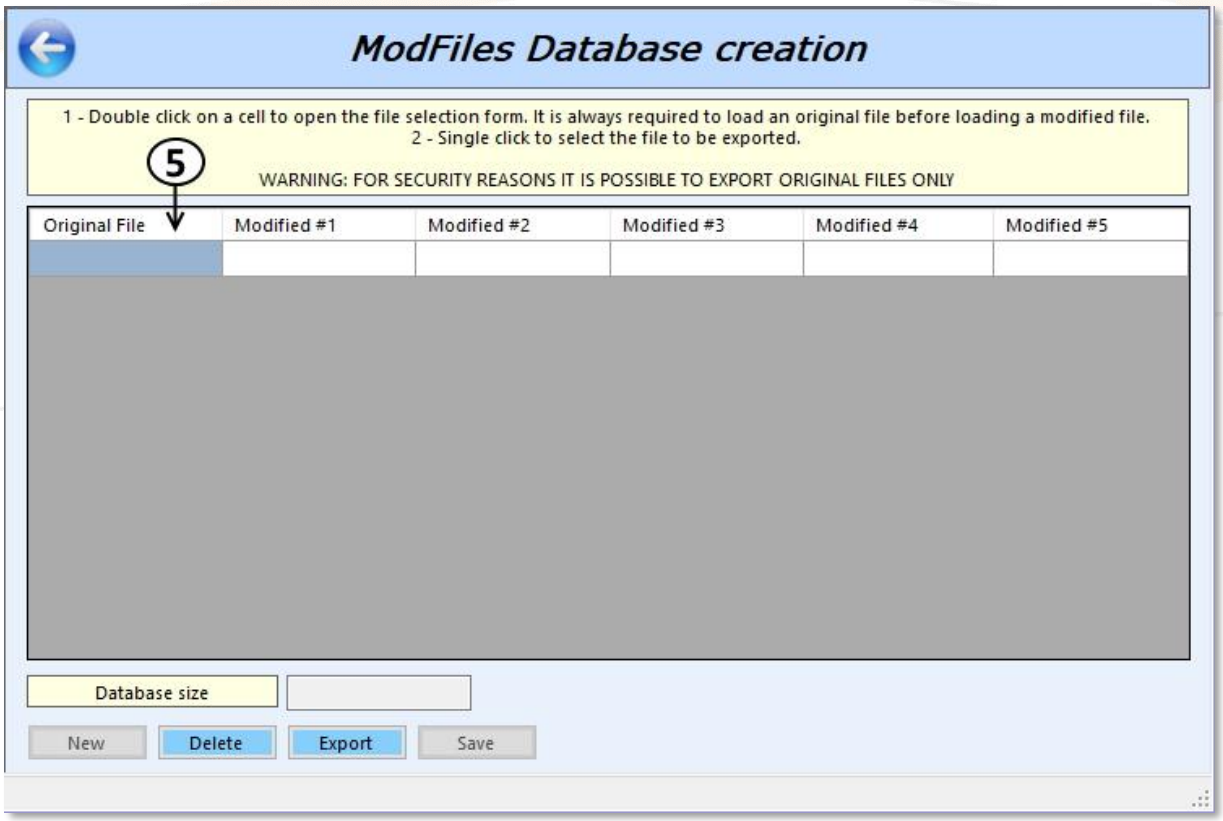


Picture 56: *ModFiles Database* window – protocol selection

5. In the *ModFiles database creation* window, double click the original file cell, highlighted in light blue, and select the original file to add in the database on your computer.



Picture 57: *ModFiles Database creation* window with no file included

6. Double click the first available cell on the right and select the modified file created for the original file uploaded as per step 5 of this list.

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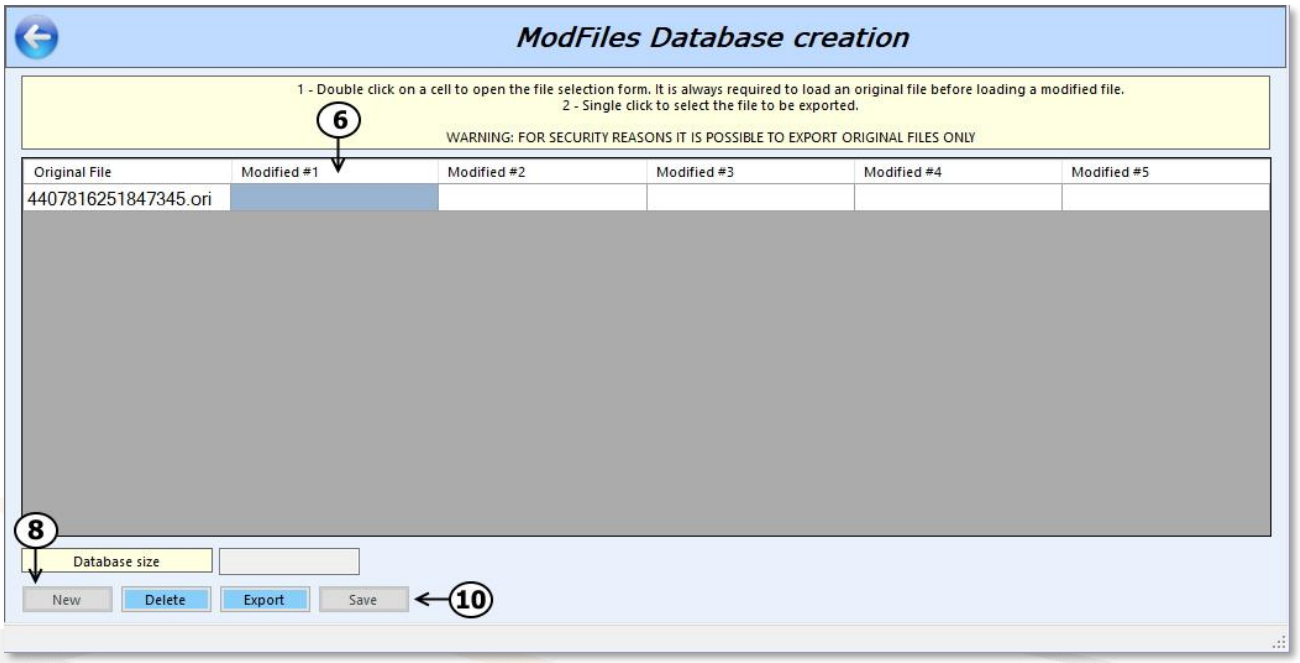

Picture 58*: ModFiles Database creation* window with an original file loaded

7. Repeat step 6 for each modified file you wish to associate with the original file, up to a maximum of 5.
8. Click *New* to insert a new where you can add any new original file.
9. Repeat steps from 5 to 8 for each original and modified files you want to add to the database.
10. Click *Save* and wait for the message confirming the creation of the database of modified files.

The newly created database of modified files will have the same name as the *Database ID* selected in point 3 of this list.

Click to return to the *ModFiles Database* window and create a new database of modified files, repeating steps from 1 to 10 of this list, or manage the database for your User devices as explained in the How to manage databases of modified files chapter.

In the *ModFiles database creation* window, you can click at the top left of the window at any time to return to the main *ModFiles Database* window. In case of changes made to the database, Alientech Manager will ask to save them. **Any changes made to the database will be lost if not saved.**

Once created and saved, databases of modified files will be listed in the *File on disk* frame of the main *ModFiles Database* window, sorted alphabetically by Database ID.

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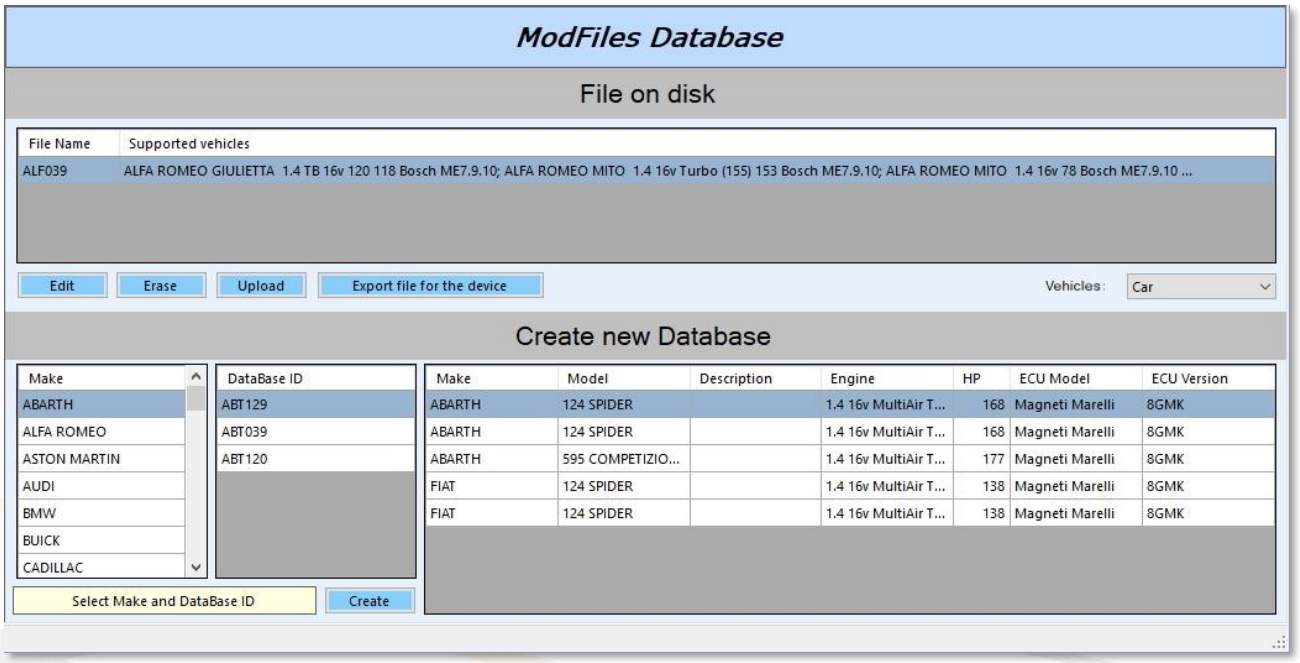

Picture 59: *ModFiles database* window - modified file database created for Alfa Romeo (Database ID: ALF039)

How to manage databases of modified files

Before uploading a database of modified files to a User device it's important to remember that:

- You can upload a database of modified files only on already configured User devices.
- You can upload a database of modified files only on User devices configured by your Decoder device.
- It's advisable to make sure the database of modified files that you wish to upload to a User device corresponds to the Vehicle List associated with the custom template loaded on the device (for example, if the User device has been configured with a custom template dedicated to Alfa Romeo vehicles, make sure not to upload to the device a database of modified files created for another make.)
- You can upload a database of modified files either on configured User devices still in stock or those already delivered to customers.
- You can't upload a database of modified files on User devices that have already read the vehicle to which they have been linked, if when they were delivered to the customer these devices did not have a database of modified files. However, it's possible to update a database of modified files already present on the customer's User device.

How to manage Database of modified file for User devices already delivered

To send your User customers a database of modified files:

1. Select the database of modified files you want to send your User customer in the *File on disk* frame of the *ModFiles Database* window.
2. Click *Export file for the device.*

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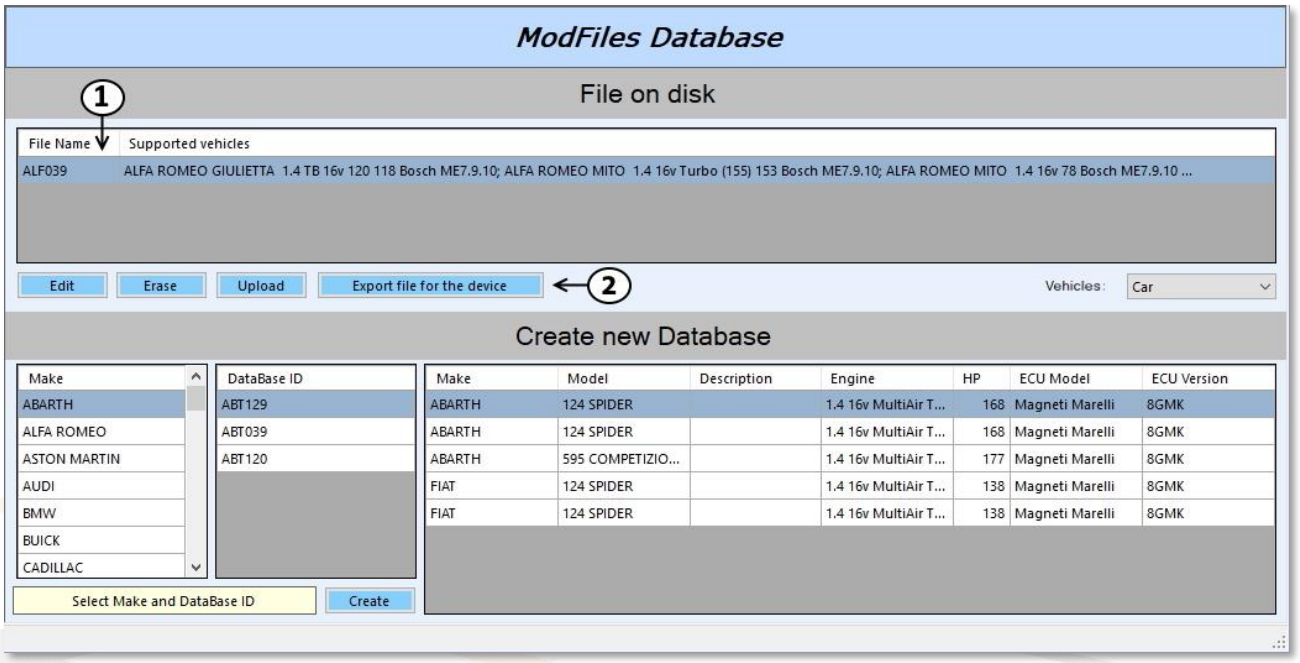

Picture 60: *ModFiles database* window – exporting a modified files database

3. Save the database to your computer, selecting destination folder and file name. The file will be saved in compressed .pck format.
4. Send this file to your User customer, who will have to upload it to their device through the User Management Software.

> Please remember that User customers will only be able to upload this database to their devices if:
>
> - This is an update of the database loaded on the User device at the time of purchase (for example, if new original files are added for the vehicle, with pertaining modified files.)
> - The User device at the time of purchase didn't have a database of modified files, but the customer hasn't yet linked the device to a vehicle, that is, the device hasn't read the control unit file.

How to manage Databases of modified files for User devices still in stock

To upload a database of modified files on a User device still in stock, just click *Upload* in the *File on disk* frame of the *ModFiles Database* window.

The *Upload files* window will open, divided in two frames:

- *File on disk*, in which the list of all the databases of modified files created by the Decoder device is displayed.
- *File on device*, in which the database(s) of modified files that may be loaded on the User device that will be connected to the computer will be displayed.

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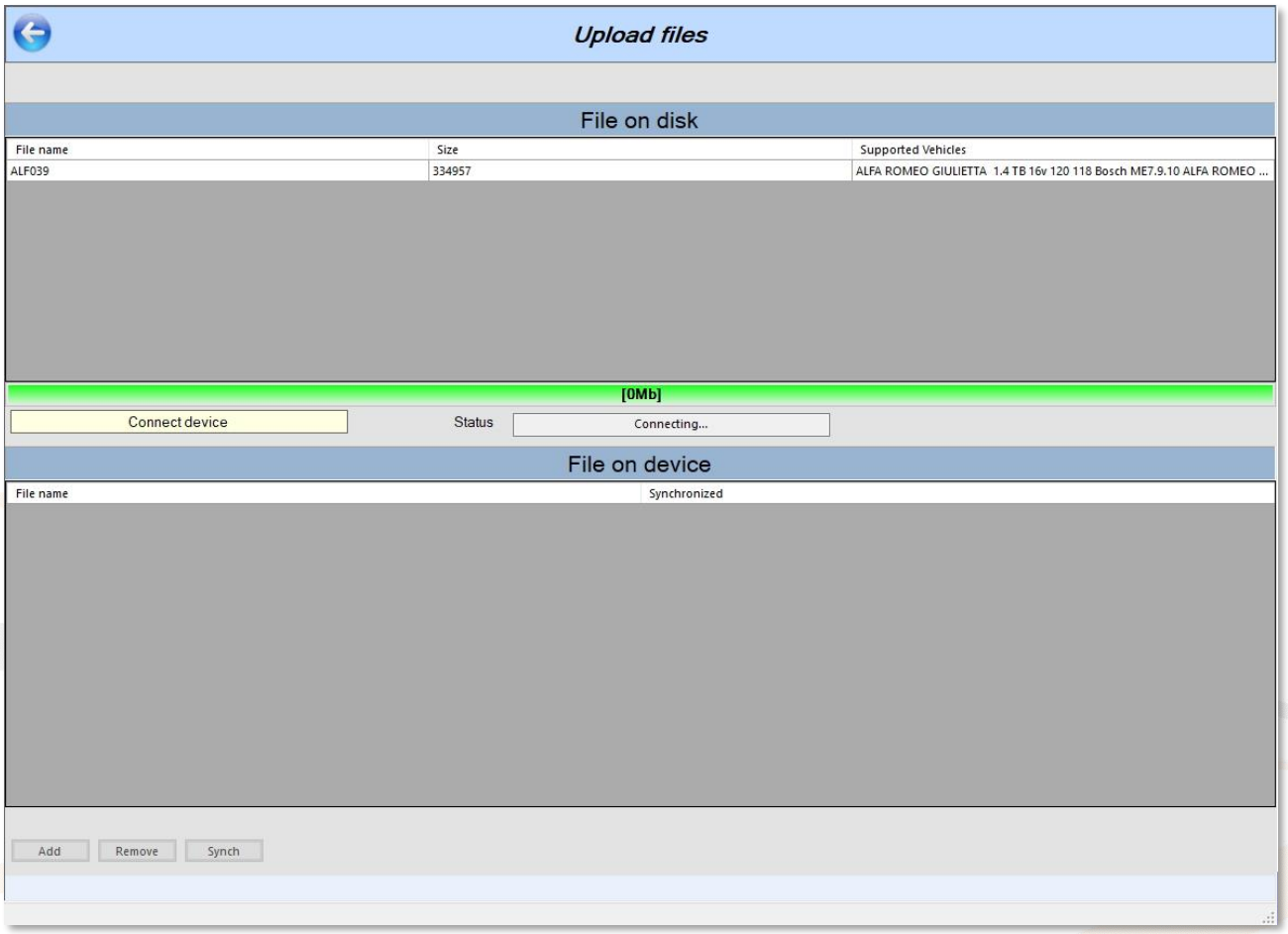


Picture 61: *Upload files* to a User device window

Options available in the Upload files window

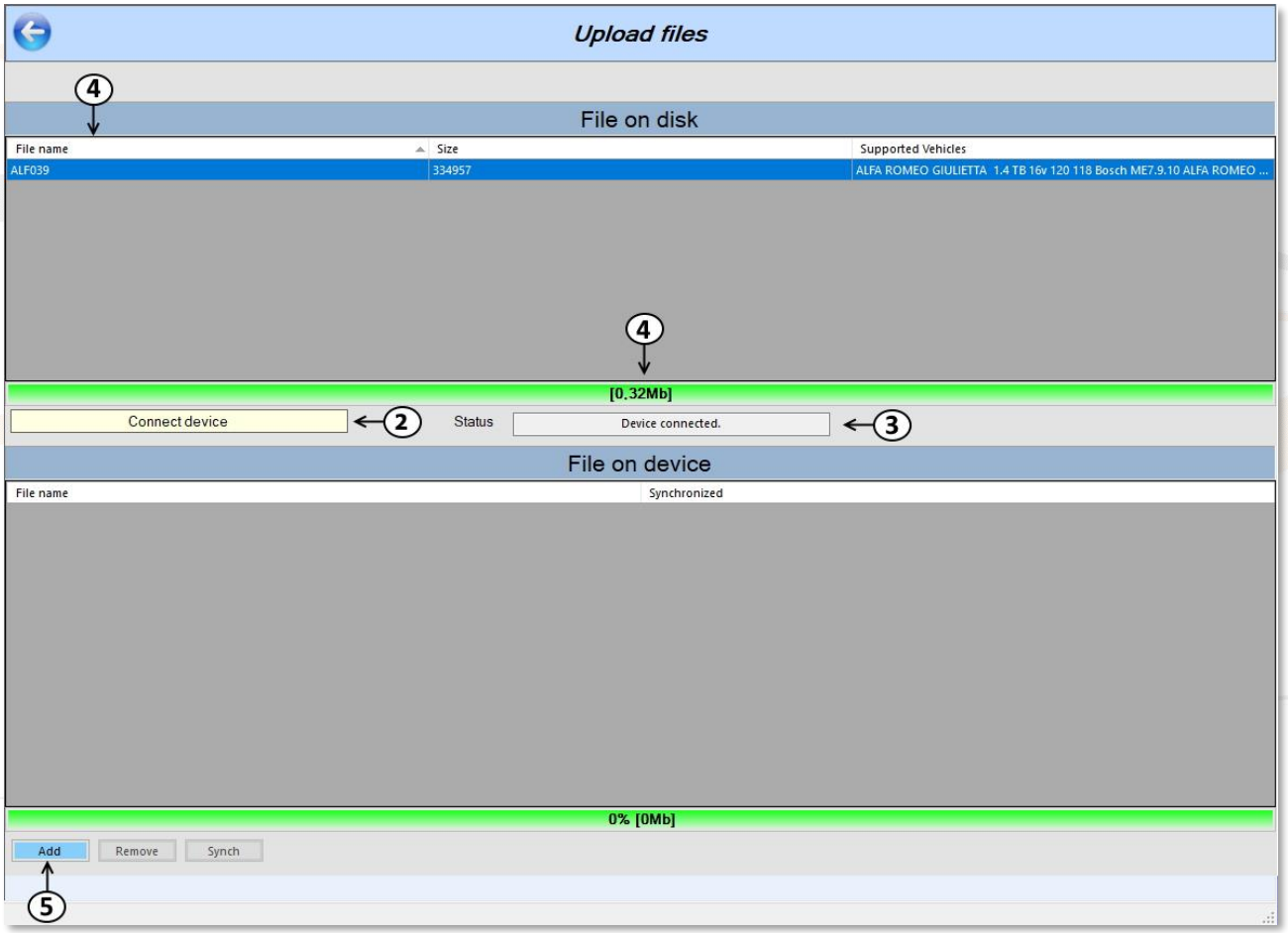
In the *Upload files* window, the following options are available:

- **Add:** To upload a database of modified files to a User device. Enabled only after connecting a configured User device to the computer in use.
- **Remove:** To remove a database of modified files from the User device connected (caution: this operation is irreversible!) Enabled only if the connected User device has at least one database of modified files inside. Operation to be performed when, for example, you need to replace a database of modified files with another one having a different Database ID.
- **Synch:** To update a database of modified files already loaded on a User device. Only databases with the same Database ID can be updated.

How to upload a database on a User device still in stock

To upload a database of modified files on a User device already configured but not delivered yet to a customer:

1. Click *Upload* in the *File on disk* frame of the *ModFiles Database* window to access the *Upload file* window.
2. Connect the User device on which you wish to update a database of modified files through its USB cable. Remember to keep your Decoder device plugged to your computer.
3. Wait until Alientech Manager detects the User device and check if there are already databases of modified files on the device.
4. Select one or more databases in the *File on disk* section. To select more databases, use Windows standard combinations of mouse and keyboard.
   The green line in the middle of the window will show the total size of the files to be uploaded to the User device.



Picture 62: *Upload files* window with a ModFiles database selected and User device connected

5. Click *Add* and wait for the operation to complete, then unplug the User device.

> The duration of the operation may vary based on the size of the database(s) to upload to the User device. When uploading a database:
>
> - **DO NOT** unplug the USB cable between devices and computer**.**
> - **DO NOT** turn the computer off.

6. When finished, click to return to the previous window.

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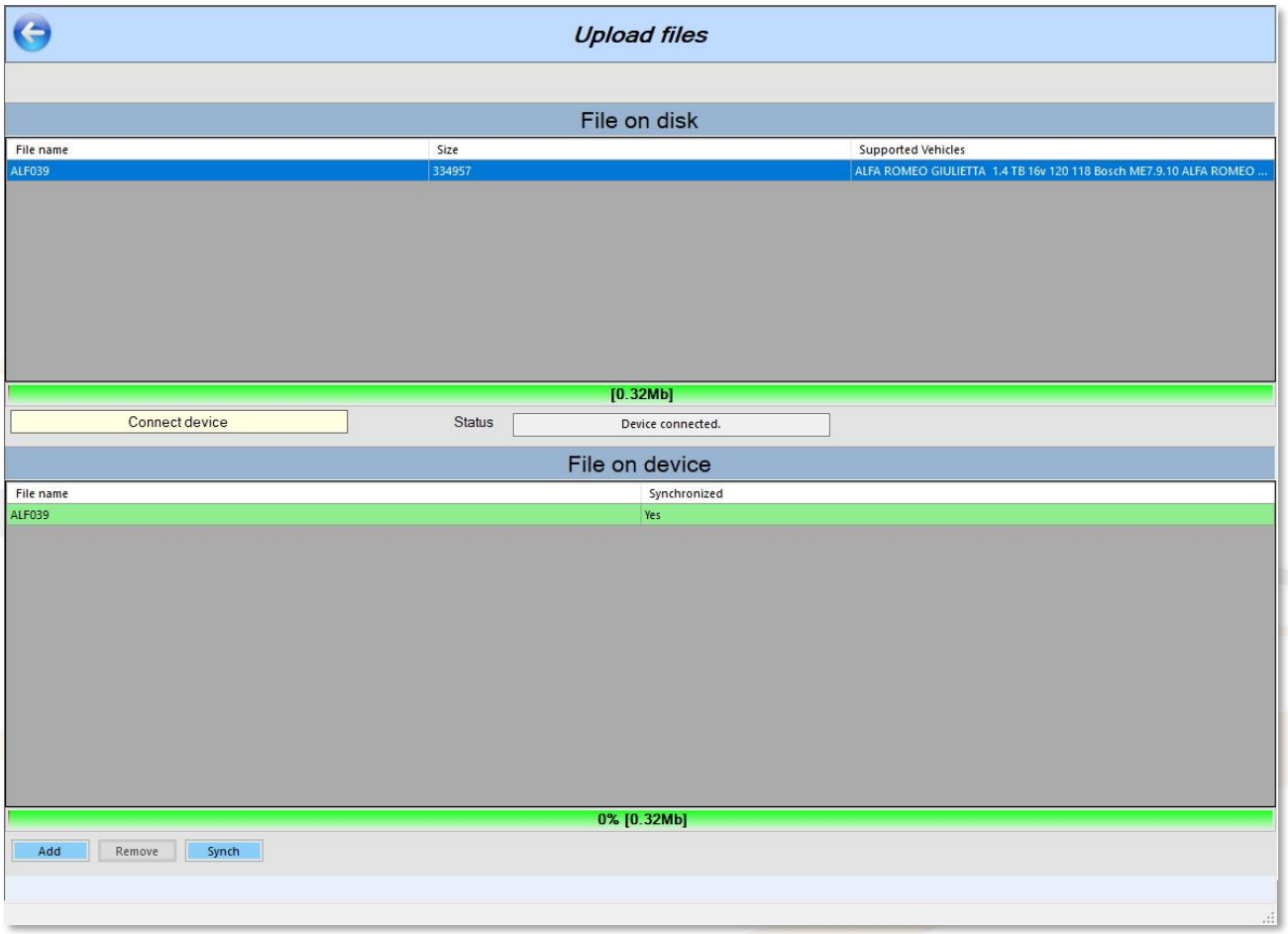
7. Repeat steps from 1 to 6 as many times as needed, depending on the number of User devices on which you want to upload one or more databases of modified files.



Picture 63: *Upload files* window with a ModFiles database loaded to a User device

In the example in **Picture 63**, the database of modified files has been correctly uploaded to the User device, as can be noticed from the same Database ID listed in the *File name* columns of the *File on disk* and *File on device* frames, and from the same size indicated in the green horizontal lines of these frames.

How to update a database of modified files on a User device still in stock

To update a database of modified file on a User device configured but not delivered yet to a customer:

1. Click *Upload* in the *File on disk* frame of the *ModFiles Database* window to access the *Upload file* window.
2. Connect the User device on which you wish to update one or more databases of modified files through its USB cable. Remember to keep your Decoder device plugged to your computer.

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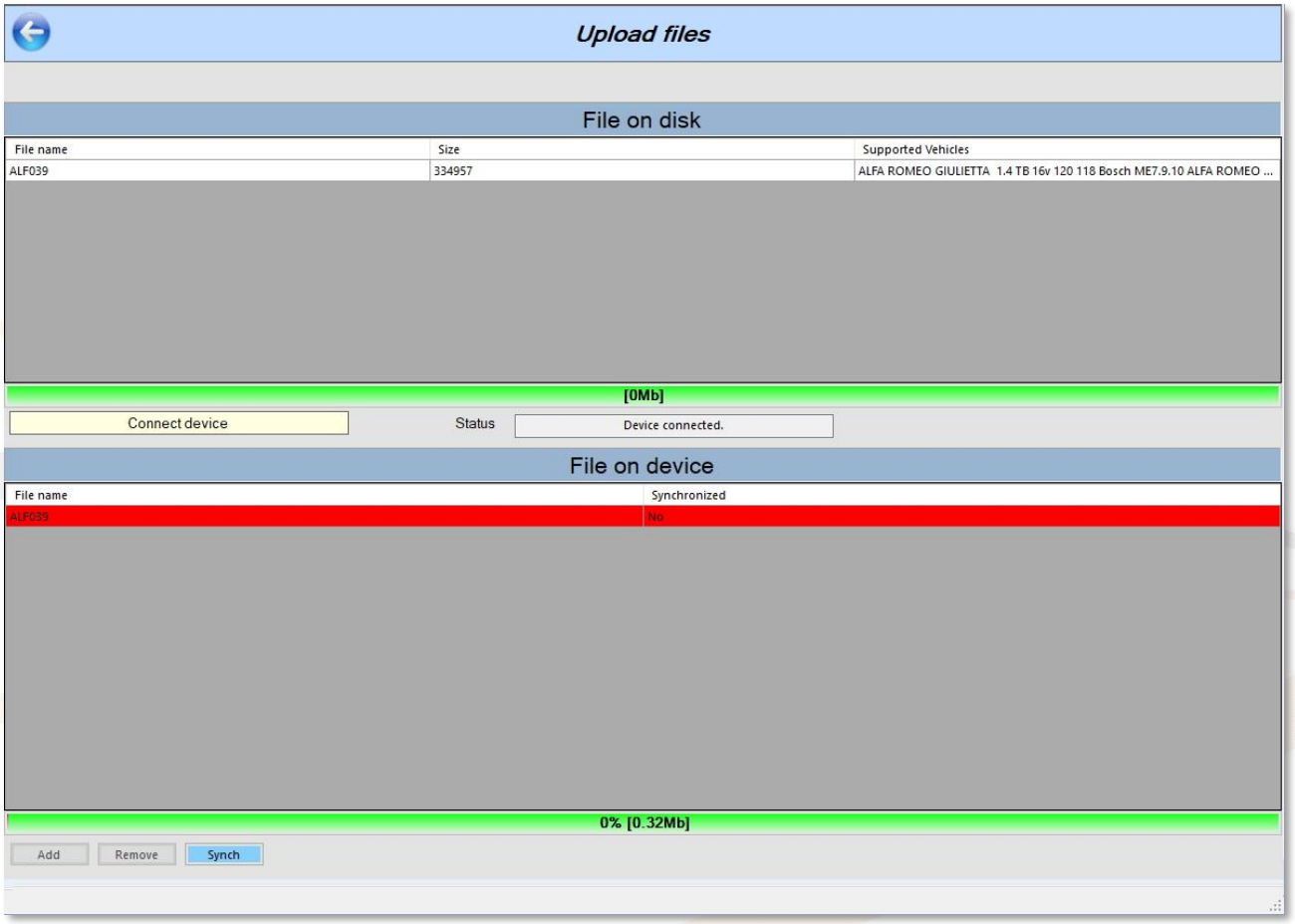
3. Wait until Alientech Manager detects the User device and check if there are outdated databases of modified files on the device. Any unsynchronized databases will be highlighted in red.



Picture 64: *Upload files* window with a ModFiles database on the User device not up to date

In the example in **Picture 64**, the database of modified files on the User device is different from the one saved on the computer in use, as can be seen from the red line highlighting the database in the *File on device* frame.

4. Click *Synch.* Any database on the connected User device, the contents of which differ from the databases on the *File on disk* frame will be overwritten with the updated database data.

The duration of the operation may vary based on the size of the database(s) to update to the User device. When updating a database:

- **DO NOT** unplug the USB cable between devices and computer**.**
- **DO NOT** turn the computer off.

5. Unplug the User device from the computer and click to return to the previous window.
6. Repeat steps from 1 to 5 as many times as needed, depending on the number of User devices on which you need to update databases of modified files.

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Available vehicles

In this section you can see the list of all the vehicles supported by User devices, divided by enabled vehicle types, and the list of the protocols that will be released soon.

Vehicles supported by Alientech Manager

To view the list of supported vehicles, simply select the appropriate vehicle category in Alientech Manager main menu, according to the types of vehicle enabled on your Decoder device.

The table containing all vehicles supported by Alientech Manager works like a spreadsheet: you can sort in ascending/descending order the content of each column by clicking the column-title, narrow or enlarge all columns, and filter their contents.

When placing the cursor on the symbol of a narrowed column, its title is displayed, as shown in the example in **Picture 65**.

Make	Model	Ven ion	Engine	Type	Fuel	HP	ECU brand	ECU type	Gea	Gea	Pr
ABARTH	124 SPIDER		1.4 16v MultiAir...	55253268	Petrol	168	Magneti Marelli	8GMK			169
ABARTH	124 SPIDER		1.4 16v MultiAir...	55253268	Petrol	168	Magneti Marelli	8GMK			169
ABARTH	500		1.4 16v T-Jet	312 A1.000	Petrol	133	Bosch	ME7.9.10			039
ABARTH	500 ESSEESSE		1.4 16v T-Jet	312 A1.000	Petrol	158	Bosch	ME7.9.10			039
ABARTH	500C		1.4 16v T-Jet	312 A1.000	Petrol	138	Bosch	ME7.9.10			039
ABARTH	595 COMPETIZI...		1.4 16v MultiAir...		Petrol	177	Magneti Marelli	8GMK			129
ABARTH	695 TRIBUTO FE...		1.4 16v T-Jet	312 A1.000	Petrol	177	Bosch	ME7.9.10			039
ABARTH	GRANDE PUNTO		1.4 16v T-Jet	312 A1.000	Petrol	153	Bosch	ME7.9.10			039
ABARTH	GRANDE PUNT...		1.4 16v T-Jet	312 A1.000	Petrol	177	Bosch	ME7.9.10			039
ABARTH	PUNTO EVO		1.4 16v T-Jet M...	955 A8.000	Petrol	161	Magneti Marelli	8GMF			120
ABARTH	PUNTO EVO ESS...		1.4 16v T-Jet M...	955 A8.000	Petrol	177	Magneti Marelli	8GMF			120
ALFA ROMEO	147		1.9 JTD 16v M-Jet		Diesel	148	Bosch	EDC16C39			010
ALFA ROMEO	147		1.9 JTD 8v		Diesel	99	Bosch	EDC15C7			165
ALFA ROMEO	147		1.9 JTD 8v		Diesel	114	Bosch	EDC15C7			165
ALFA ROMEO	147		1.9 JTD 8v M-Jet		Diesel	118	Bosch	EDC16C39			010
ALFA ROMEO	147		1.9 JTD 16v M-Jet		Diesel	138	Bosch	EDC16C8			010
ALFA ROMEO	147		1.9 JTD 16v M-Jet		Diesel	168	Bosch	EDC16C39			010

Picture 65: List of *Supported Vehicles* – vehicle type selected: *Cars*

Click *Remove all filters* to clear any filters set and return to the full view of all supported vehicles for the type of vehicle selected.

Click *Export .xls file* to save to your computer a .xls file containing the table of all data displayed. If you have set a filter, only the data displayed in the window will be saved.

Coming Soon protocols

To view the complete list of all protocols that will be released soon, simply select *Coming Soon* in Alientech Manager main menu.

Use the side scroll bar to view the complete list.

If you want to enable a Coming Soon family, for example to make tests, you must send a request to the Technical Support Service through the Help Desk portal. The Technical Support Service will evaluate whether the family can be enabled: **the activation of the Family depends on its development status and it's at the incontestable discretion of Alientech Srl.**

Available Families for test

Family	Description
201	FCA EDC17C49
202	MERCEDES BOSCH EDC17C43 - EDC17C66 - EDC17CP46
204	BMW BOSCH EDC17XXXX G SERIES
206	MERCEDES BOSCH MED17.7.1
208	BMW BOSCH MED17 G SERIES M&S
209	MINI BOSCH MEV17.2.2 - MEVD17.2.2
213	VAG BOSCH MED17.1.27 CANOPEN
214	FORD CONTINENTAL EMS2511
215	FORD BOSCH MED17.0.7
217	BMW MOTORRAD BOSCH BMS-MP ME17.2.4 CAN
219	FCA CONTINENTAL GPEC3
221	TOYOTA DENSO 8966X-0KXXX D76F019XXX
222	LAND ROVER BOSCH EDC17CP55
223	VAG CONTINENTAL SIMOS8.4

Picture 66: List of *Coming Soon Protocols*

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Technical support

Troubleshooting

Before contacting the Technical Support Service, if you have trouble in operating Alientech Manager, read this section and follow the recommended procedures.

Alientech Manager	Solution
Alientech Manager software doesn't start	➢ Make sure your antivirus doesn't detect the Software as a threat and, if necessary, add Alientech Manager to the exceptions. ➢ Make sure your firewall doesn't block the Software execution. ➢ Check the user permissions of your computer and be sure to run the software as an administrator. If the problem persists, contact the Technical Support Service through the Help Desk portal.
Alientech Manager software doesn't recognize the Decoder device	➢ Make sure you have connected a Decoder device and unplug any User devices from your computer. ➢ Check that the screen of the Decoder device is turned on. ➢ Check that the Decoder device is correctly connected to your computer with the supplied USB cable and that the USB port of your computer is not damaged. ➢ Make sure the USB cable is not damaged and, if possible, try with another USB cable. **Use only the USB cable supplied with the tool basic kit to connect the tool to your computer. Use of extension cables or other USB cables isn't recommended. If you need to use a USB cable other than the one supplied in the basic kit, make sure that the cable is shielded. USB cables not supplied by Alientech Srl may cause problems.** **DO NOT use USB hub, but connect the USB cable directly to the USB port of your computer** If the problem persists, contact the Technical Support Service through the Help Desk portal.

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Alientech Manager	Solution
Alientech Manager software doesn't recognize the User device	➢ Check that the screen of the User device is turned on. ➢ Check that the User device is correctly connected to your computer with the supplied USB cable and that the USB port of your computer is not damaged. ➢ Make sure the USB cable is not damaged and, if possible, try with another USB cable. **Use only the USB cable supplied with the tool basic kit to connect the tool to your computer. Use of extension cables or other USB cables isn't recommended. If you need to use a USB cable other than the one supplied in the basic kit, make sure that the cable is shielded. USB cables not supplied by Alientech Srl may cause problems.** **DO NOT use USB hub, but connect the USB cable directly to the USB port of your computer** If the problem persists, contact the Technical Support Service through the Help Desk portal.
"File system error 0x55" message while searching for an update of Alientech Manager	➢ Close Alientech Manager. ➢ Delete all temporary files in the [C:\AlientechManager\Update] folder of your computer. ➢ Start again Alientech Manager.
"Device configuration failed" error message while configuring a User device	➢ Close Alientech Manager. ➢ Run Alientech Manager and download all updates proposed by the software, without pressing on the gray bar (that is, waiting for the countdown to run out). ➢ Configure the device as explained in the How to configure User devices chapter, removing the mark from the "Fast configuration" box.
"Err invalid File" message when decoding a file	➢ Check that the User device has been configured by your Decoder device, searching the serial number of the User device as explained in the Consulting the device database chapter. If your Decoder device has not configured the User device, you can't manage its files.
"Cktrl – C:\AlientechManager\DLL*.DLL" message when decoding/encoding a file	➢ Reinstall the Microsoft libraries: download the "vcredist_x86.exe" file from the following link and run it: http://www.alientech.to/xnote/sw/console/vcredist_x86.exe If the problem persists, use another computer.

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User device	Solution
"Device corrupted" error message when connecting the User device to a vehicle	➢ The User customer must update again their device using the same computer originally used for the update, without pressing on the gray bar (that is, waiting for the countdown to run out). If it's not possible to use the computer originally used for the update, contact the Technical Support Service through the Help Desk portal.
"Contact your dealer in order to use this Family" message when trying to read an original file	➢ This message is displayed when the protocol has never been tested on a vehicle. Before proceeding with reading/writing with a User device, it is necessary to make a complete backup of the ECU with K-TAG.
Unable to write a file to the vehicle	➢ If the User customer can't communicate with the vehicle's control unit, it's necessary to check: 1. If the customer is using the right cable/connections. 2. That the ignition of the vehicle has been turned on correctly. ➢ If the answer is yes to both questions, the problem may be due to: • The User device is damaged and no longer able to communicate. If possible, connect another device to the vehicle with the same cable used by the device that has communication problems, to check whether there is communication with the ECU; • The communication cable with the vehicle is damaged and doesn't allow communication. Use another cable of the same kind to verify that the problem is not the cable; • There's a problem on the diagnostic connector of the vehicle. Try to diagnose the vehicle with an official diagnostic tester to verify that the problem is not on the vehicle diagnostic port.

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User device	Solution
"IDS_COM_ERROR" or "Generic_error" messages when connecting the User device to the computer	Check the FW version of the User device: ➢ If lower than version 2.02, contact the Technical Support Service through the Help Desk portal. ➢ If the customer's device is already updated to version 2.02, the User customer must: 1. Connect the User device to the same computer used to make the update to version 2.02; 2. Run the User Management Software; 3. Download all updates proposed by the software, without pressing on the gray bar (that is, waiting for the countdown to run out). If it's not possible to use the computer originally used for the update, contact the Technical Support Service through the Help Desk portal.
"Err invalid File" message when loading a file on the User device	➢ Check that the file sent to the User customer has been encoded by the same Decoder that configured the User device. ➢ Make sure that the User customer has not read again the original file of the control unit after having already transmitted the file of the first reading for the tuning. If the customer has redone the reading, it's necessary to: 1. Download the original file currently on the User device and have it sent by e-mail. 2. Decode this new file: only the original file will be available. 3. Load one or more modified files edited from the new original file received. 4. Encode the file and send it to the User costumer so that can be uploaded on the device and written to the vehicle.

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User device	Solution
"The Device connected is not a USER" error message when connecting the User device to the computer	➢ If on the screen of the User device only X's are displayed next to the word "Cd.:", the User device has not been configured before being delivered to the customer: the only solution is have the device sent back and then configure it as explained in the How to configure User devices chapter.

Updates

Alientech Manager software automatically search for and download available updates when launched.

Updates may concern:

- Alientech Manager software. For example, introduction of new settings, changes to existing features, correction of any errors, implementation of security procedures, etc.
- Vehicles Available for Alientech Manager. For example, introduction of new vehicles and new control units supported.
- Default Templates. For example, new communication messages introduced, new menus, new graphics, new vehicles supported, etc.
- Protocols available for User devices. For example, updates/implementations of existing protocols, introduction of new protocols etc.

Notice

When updating Alientech Manager:

- **DO NOT** unplug the USB cable between device and computer**.**
- **DO NOT** close the software, even if it may appear to be inactive or unresponsive.
- **DO NOT** turn the computer off**.**

Time taken to download updates may vary depending on your Internet connection, traffic on Alientech's servers, and the update released and may take up to 30 minutes.

When installing an Alientech Manager update, you may be required to install additional software, such as *Microsoft Visual C++ Redistributable*. **If this request appears, you can ignore it by clicking on "Close" and proceed with the update.**

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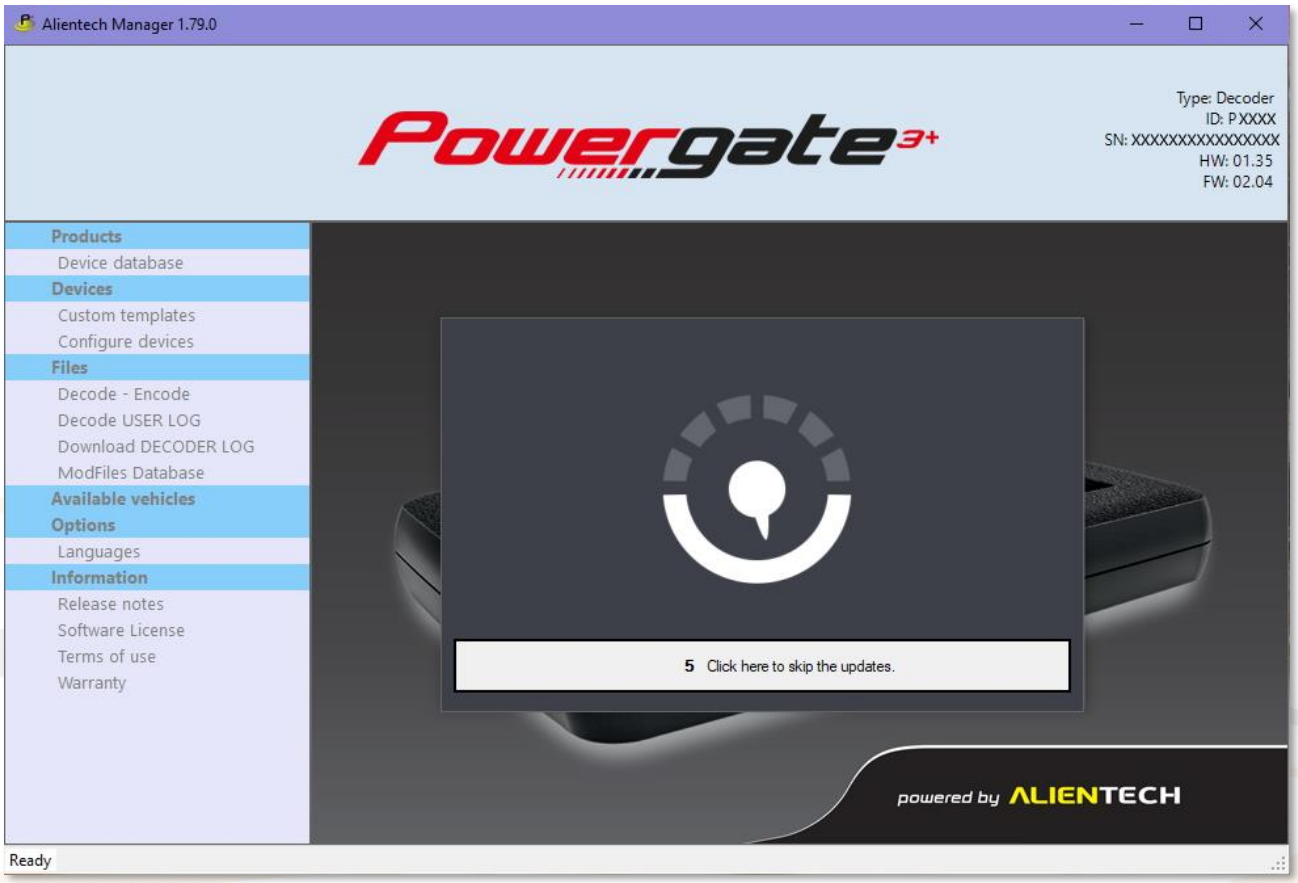

Picture 67: Tool updates loading window

At the end of the software update, Alientech Manager checks for any updates to the Decoder device. You can postpone the update of the Decoder device at a later time: click on the gray bar before the countdown runs out.

If you decide not to update the Decoder device:

- Any updates of already released protocols will not be downloaded.
- New protocols released will not be downloaded.
- Communication messages for User devices will not be updated.
- Vehicle Lists of default templates will not be updated.

It's important to keep device and software updated to the latest version, to guarantee the safety of operations and make full use of Alientech Manager features. It's therefore advisable to update the Decoder tool whenever an update of Alientech Manager is installed.

Technical Support Service

Alientech srl provides its customers with a Technical Support Service through the Help Desk portal.

Alientech Technical Support Service is available according to the country in which the service is supplied.

France and Francophone countries

SAS Alientech France
Contact language: French
Official website: https://databank.alientech.to/ticket/
Working hours: From Monday to Friday, from 9:00AM to 12:00PM CET and from 2:00PM to 7:00PM CET

Spain and Spanish speaking countries

Alientech Iberica SLU
Contact language: Spanish
Official website: https://databank.alientech.to/ticket/
Working hours: From Monday to Friday, from 10:00AM to 2:00PM CET and from 3:00PM to 7:00PM CET

Italy - Rest of the world

Alientech S.r.l.
Contact language: Italian, English
Official website: https://databank.alientech.to/ticket/
Working hours: From Monday to Friday, from 8:30AM to 12:30PM CET and from 2:00PM to 6:00PM CET

For more information on how to submit a technical support request, refer to the specific user guide accessible from the "User Guides" section of the Alientech Dashboard.

Repair or replacement of a product with RMA

In case of malfunction, damage or breakage of the Product, **always** contact the Technical Support Service through the Help Desk portal. A Technical Support Service operator will ask you questions to better diagnose the problem occurred and, if necessary, will give you the authorization to return the tool by providing you with the RMA form (Return Merchandise Authorization), together with the information needed for shipping the tool to be repaired.

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You must thoroughly fill in the RMA form and always include it in the package with the tool. Remember that the tool must be returned complete with all its accessories.

Alientech srl reserves the right not to accept, inspect and/or repair tools received without RMA form filled in all its sections.

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Further information

Useful links

To get more information on security, software, and services offered by Alientech, you can refer to the following resources:

For information on	What to do
Alientech Dashboard user guide	Download it from this link: http://www.alientech.to/xnote/Dashboard_Alientech_Guida_Utente.pdf
Help Desk Portal user guide	See the "User Guides" section of Alientech Dashboard
Alientech Manager software license	See the webpage: https://www.alientech-tools.com/legal/
Terms of use of Alientech Manager and Decoder Device	See the webpage: https://www.alientech-tools.com/legal/
Hardware Warranty	See the webpage: https://www.alientech-tools.com/legal/
Technical support service Terms and Conditions	See the webpage: https://www.alientech-tools.com/legal/
RMA service Terms and Conditions	See the webpage: https://www.alientech-tools.com/legal/
Privacy Policy	See the webpage: https://www.alientech-tools.com/legal/
Latest news about Alientech's world	See the website: https://www.alientech-news.com
Alientech Academy	See the webpage: https://www.alientech-tools.com/formazione/
Alientech's authorized dealers	See the webpage: https://www.alientech-tools.com/dealers/

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Specifications

Interface	USB 2.0 connector
Compatible operating systems	32-bit or 64-bit editions of Windows 10, Windows 8, and Windows 7
Minimum System Requirements	RAM: 1 gigabyte (GB) for 32-bit OS or 2 GB for 64-bit OS
	Processor: 1 gigahertz (GHz) or faster
	Hard disk space: 200 MB
	2 USB ports
	Active Internet connection
Powergate3 external dimensions	Approx. cm. 12,5 x 8,5 x 2
Powergate3 weight	Approx. g. 137
Powergate3+ External dimensions	Approx. cm. 13 x 8,7 x 1,7
Powergate3+ weight	Approx. g. 160

Alientech Srl doesn't guarantee the correct functioning of the software on operating systems that aren't indicated in the table above.

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