

BT Moto Flasher+ Tool Instructions

Welcome to the BT Moto Flasher+ Tool Instruction sheet. This sheet is designed to work in unison with our instructional YouTube videos which can be found at www.bt-moto.com/resources.

This is a multi-part process, but very easy and straight forward even with limited computer or motorcycle experience. The sections below will outline each step of the process. If you have any questions, please reach out to a support member directly via email sales@bt-moto.com.

****PLEASE NOTE THAT ANY DEALER UPDATE OF YOUR ECU IS SUBJECT TO A MINIMUM \$200 REMAP FEE. BE SURE TO PUT THE STOCK TUNE ON THE DEALER BEFORE ANY DEALER VISITS TO AVOID ADDITIONAL CHARGES. ASK YOUR DEALER TO AVOID ANY UPDATES WHENEVER POSSIBLE TO AVOID ADDITIONAL CHARGES.** QUICK REFERENCE - BACK TO STOCK VIA WORK - WRITING - ORIGINAL IN THE HANDHELD.**

****PLEASE NOTE THAT YOUR FIRST SERVICE MUST BE COMPLETED BEFORE ANY TUNING CAN START. IF YOU HAVE ALREADY READ YOUR ECU BEFORE SEEING THIS NOTE AND HAVE NOT YET SENT IN THE STOCK FILE, PLEASE SIMPLE CLICK RESET IN THE DEVICE. ONCE THE FIRST SERVICE HAS BEEN COMPLETED YOU CAN RE-READ THE BIKE AND UPLOAD THE NEW READ TO OUR WEBSITE.**

Sections listed below:

- 1) Downloading our software
- 2) Updating your Flasher+ device
- 3) Reading your motorcycle's ECU
- 4) Loading your stock tune to your Windows computer
- 5) Uploading the file to our website
- 6) Loading file(s) to your Flasher+
- 7) Loading file(s) to the motorcycle
- 8) Troubleshooting and FAQ
- 9) Additional help / Contact us

Section 1 - Downloading our software

The first step in getting yourself ready for ECU flashing with the BT Moto Flasher+ device is to download our software to your Windows based computer. This software is free and can be used on multiple computers, if needed. This software is required and used for file transfer to and from the BT Moto staff.

NOTE: Some customers have used Parallels (Bootcamp, etc) on Mac computers previously with success.

Before downloading the software to your computer, turn off all anti-virus/firewalls. Many of these (especially Windows Defender and McAfee anti-virus) will delete the drivers for the software, which will not allow the Flasher+ to communicate with the Flasher+ software.

After taking care of the anti-virus/firewalls, you will then go to BT-Moto.com/resources and locate the link for the BT Moto Flasher+ Software Download. Download the software on your computer and then follow the install prompts. Once installed, the software can be used at any time. A strong internet connection is required (cellular hotspots may have varying results or connectivity issues). Allow the software to update to the most current version.

Section 2 - Updating your Flasher+ Device

Updating your device is important to ensure the most current protocols and features are implemented to your Flasher+ device.

Plug your Flasher+ into your computer using the supplied USB cable. Open the Flasher+ software and on landing page you will see 4 tabs. Click the bottom one, "Update". There will be two check boxes that pop up. Check the one will allow you to update just the MyGenius (Flasher+) device.

Depending on the number of updates available and connection speed, this process may take 1 to 20 minutes.

Q: I cannot click the box to update the MyGenius (Flasher+) device?

A: Your anti-virus has deleted the drivers so the Flasher+ cannot communicate with your computer. Easiest way to tell if this is your issue is if the "Info" screen in our software is unable to be clicked. If it is unable to be clicked, the Flasher+ is not being recognized by your computer. You need to turn off anti-virus/firewalls and then update the downloaded software. After completion, you should be able to select the box to update just the MyGenius (Flasher+) device.

Q: I receive an error message during the update or the program has crashed?

A: Periodically the server will get large updates and during this time an update isn't allowed or is unstable. Just try again at a later time. Many times these errors can simply be clicked through without issue, so always try that first.

Section 3 - Reading the ECU

Reading the ECU is how you copy data from your motorcycle and save it to the Flasher+ device. This process is usually very quick, although some bikes can take 30+ minutes, depending on what bike it is. For example, older 2010-2014 Aprilia/BMW's, and even Triumphs, will be the longest as they do a full read of the ECU data.

In most cases the read file will be very small (7KB or so) and the process is very fast. You are only identifying your ECU version. This means your bike is still perfectly rideable after this step is completed. We are only collecting what's in there. In general the longer it takes to read, the larger the file will be (MB not KB).

NOTE: Do not go to the dealership or workshop to update the electronics in between the time you read the bike out, and the time you ask for a tuned file. If your bike is updated after the software read, our tuning file may not work with your motorcycle. If you have a dealer visit planned shortly, do not read the bike out. If you have accidentally read the bike out before reading this message, you can simply click reset in the device itself. Once the bike goes for service you will need to re-read it like the first time.

- 1) Connect your bike to a battery charger or tender to ensure proper voltage during the read process. Running the bike for 15 minute ride prior will ensure proper voltage as well. Bikes that sit are more prone to a weak battery. Motorcycles have smaller, weaker batteries than cars, so don't put yourself in a low voltage situation.
- 2) Locate the OBD (on-board diagnostic) port of your motorcycle, usually this will be under the drivers or passenger seat. In some cases they will be tucked away, other times they will be plugged into a cover. Consult your owner's manual if you are unable to find the OBD port.

Some bikes will have multiple ports. Locate the one that matches to the cable you were provided.

- 3) Once the OBD port is located, plug your Flasher+ tool in. If there is a red power lead coming off the cable we provided, connect that to the positive battery terminal.
- 4) Key the motorcycle on, but don't start it. By "keying on" we mean put the ignition into the furthest "on" position before starting the motorcycle. Make sure your motorcycle is in neutral. If the bike is keyless, press the on button until the furthest point without actually starting the motorcycle. Some bikes like the Triumphs have multiple accessory modes. You should see the dash power on and check lights on. **Please note:** Triumphs will need the kickstand up and run switch in the "run" position.
- 5) In the Flasher+ tool click "Work", then select your motorcycle brand and the model of your motorcycle. If there are multiples of your motorcycle on the list, the newest generation will be the furthest down on the list. Correspond your choice with which generation (and year) motorcycle you have. If you happen to select the incorrect motorcycle, the Flasher+ will error and you'll have to go back and select the correct motorcycle. Understand the tool is only looking for an ECU, not a make and model. If the Flasher+ doesn't see the correct ECU in the bike you are plugged in to, it will tell you so. **NO DAMAGE WILL OCCUR TO YOUR BIKE BY SELECTING THE WRONG MOTORCYCLE.** If you have any questions, feel free to reach out to a support member to guide you sales@bt-moto.com.
- 6) **NOTE:** If the Flasher+ asks you about READING CODIFICATION on a BMW, go to "Work", then select the "Tools" menu, and then select READ CODIFICATION. Once this process is done you can go back to reading the motorcycle ECU. This is a secondary BMW only process on new bikes to read additional data.
- 7) Follow the on/off key prompts and click OK on the Flasher+ as requested until it says completed. During this process it's important to let the fuel pump of the bike prime (noise you hear while keying on for a couple seconds) before selecting "OK". This ensures your motorcycles ECU is ready for the next step. Allowing delays between key on and key off ensures proper voltage to the bike.
- 8) After the key on and off prompts, the Flasher+ will complete and take you back to the main menu. If your main menu doesn't say "Work" at the top, it means it either says "ID" or "READ". This will also need to be completed.

BMW's will usually bring you to an IDENTIFICATION page. Select ID/IDENTIFY and let that process complete, it should say completed at the end. After completion, the Flasher+ will return to the main menu with "Work" being the top selection. You can now disconnect the Flasher+.

Additional note: If the Flasher+ says "**0X3712 Wrong Selection**": Make sure the connector is fully seated in the OBD port and the bike is keyed. Also ensure the right model is being selected.

Section 4 - Loading your stock file to your Windows computer

Now that you have read/ID'd your ECU, you need to pull that data from your Flasher+ device and put it on your computer so you can send it to our staff. With our software open on your computer, plug the Flasher+ into the USB port. Click "Download from my genius" and save the file to your desktop so it is easily found.

Q: I cannot click “Download from My Genius, it’s greyed out”.

A: Go back to the bike and Identify or read it, once complete you can plug the Flasher+ back to the computer and it should be clickable. **IF IT ISN’T CLICKABLE, it’s possible you missed the ID/READ part, you’ll need to go back to the bike and ID/Read it.**

Section 5 - Uploading your stock file to our website

Now that you have saved the stock file to your computer, you need to send that file to us. Go to **www.BT-Moto.com**, and click the “upload files” tab at the top of the page. You’ll need to be logged in to do this. Creating an account allows a plethora of extra bike information and features. If you need help logging in or creating an account, you can email our sales support staff who can get you setup.

Once logged into your profile, you will select the “My Files” tab located at the top of your user dashboard. Once selected, you will be prompted to select or input your BT Moto order number*. Once the order number is selected you can then upload the FPF file (file provided by the Flasher+) via dragging and dropping or by selecting it from your prompted explorer menu. Click next after the file uploads and will be taken to our questionnaire about your motorcycle.

After completing the questionnaire, Simply click “next” and it’ll send off to our staff. Expect a tuned file back within 1-2 business days, Monday-Friday.

***Please note:** If you have ordered from a 3rd party or dealer of ours, their order number will not work. You will need to select the “alternate login” option on the site and follow the prompts required. BT Moto staff will need to review and approve the account before you can transfer files. You will receive notification via email once this is complete. Once the account has been reviewed you can send in your mod file. This process may take 1-2 business days.

Section 6 - Loading tune file(s) to your Flasher+

Once our engineers have reviewed your stock file and questionnaire, they will work on the modified file to send back. We will reach out via email for any additional clarification (if needed). Once the file(s) are complete, you will be notified via email. From there you can simply log into our website again and the tune file(s) will show in the “My Files” section. Simply download the file(s) and save to your desktop to be loaded to the Flasher+.

To load the tune file into the Flasher+, open our Flasher+ software and click “upload to my genius”. Locate the file you just downloaded and saved to your computer, select it, and follow the prompts. The file extension on the tuned file(s) should be .MYG at the end. If you were sent multiple files you will need to repeat this step for each file. You cannot load multiple files into the Flasher+ at the same time.

Please note: You do not need to manually load the original stock file into the device, it is already saved in the device and does not need to be loaded manually. Once you load the tuned file into the motorcycle, the original file will show.

Section 7 - Loading tune file(s) to the motorcycle

Once you have loaded the tuned file(s) to the Flasher+, you are now ready to bring bring the Flasher+ to your motorcycle.

First start by letting the bike idle for 10-15 minutes to ensure the battery is charged. After that locate the OBD port again and plug the Flasher+ into it. Make sure the device powers up and connections are solid. Key on the motorcycle and plug the bike into a battery charger as well to ensure good battery voltage.

On the Flasher+, click “Work” – “Writing” - and then using the right/left arrows, you can select the mod file you wish to use (if there are multiple). Select the mod file you desire. Follow the prompts on the screen, it'll cycle you through key on/off procedures and random messages and errors may appear on the dash, this is completely normal. Once the process is complete select OK on the Flasher+. This will take you back to the main menu. You are now finished and free to unplug the Flasher+ from the motorcycle.

Ducati/BMW/Honda/Yamaha/Suzuki/Kawasaki: Clear any codes after flashing under Work - Tools and clear codes/DTC.

Aprilia: It may or may not prompt you to do a throttle/TPS reset after flashing. If it does not automatically do that, you can do so under Work - Tools and Reset/Recalibrate Throttle/TPS. Some newer bikes may receive an SCU code. This code will need to be reset in 30 seconds at an Aprilia dealer. This error will not affect the ridability of the motorcycle.

You can now start your tuned motorcycle. Let the bike idle and get to temperature, and then take it out for a cruise and enjoy! Adaptation of the throttle, shifter, and fueling can take some mileage to see peak benefit. Always use the best fuel possible at your location.

Please note: If there are any errors during the writing process, please make note of when it happened during the process (beginning, middle, end), and pictures of any error messages during that time to be sent to our support staff.

Section 8 - Troubleshooting and Quick Reference FAQ

Quick Reference FAQ

- In the event that your ECU version is not in our server database, you may need to mail your ECU in one time. We will cover return shipping, you will need to get the ECU to us, however.
- The motorcycle can be ridden after you have read it out and are waiting on the modified file.
- The stock tune should be placed on the motorcycle before any dealer visit. If the dealer does not update the ECU version, you can simply go back to the previous modified file. If the dealer does update the ECU version, it'll be **\$200 to reset the device** and create a new modified file from scratch.
- If you do not put the stock tune on before the dealer, it'll add an additional **\$200 relicensing fee** to unmarry the now locked Flasher+.
- Please refer to our full Device Reset FAQ here: https://brentun.s3.amazonaws.com/profile_bren/1668159386014-Device-reset-FAQ-and-how-to-PDF.pdf
- You can go back to stock any time via Work - Writing - Original.
- Please thoroughly think through your modification list before sending in your file and questionnaire. We include 2 maps total with the original purchase, at the first file transfer only. Additional files start at \$150 per file. Our customer files stay on hand with us for 30 days to make changes then it requires a new upgrade order to make changes. We do not store old tune files.
- The device can only be used on one motorcycle at a time. If you have a friend who needs tuning as well, they will need their own device. If you have a second motorcycle, you will need a second device. We do offer return customer discounts and often have open box units available so reach out to our staff and ask!

- To confirm which file is loaded to the motorcycle, you can plug the Flasher+ into your computer, open our software, click "Info" in our software. At the bottom it'll tell you the last file written into the ECU. ORI = Stock original, if it says mod file, you can correspond that to the mod file notes. If there are multiple files you can view the description of each by clicking the drop down and then reviewing the notes for each (this information is all on the "Info" page of our software on your computer).
- Device warranty is six months from the date of purchase and covers manufacturer defects only.
- A full list of FAQ's and more can be found at www.bt-moto.com/resources

Troubleshooting

We are tuning highly sophisticated ECU's with a remote device and while that works well, although rare, sometimes an error can occur that needs walking through and support from our staff; and sometimes even the Flasher+ manufacturer themselves through our channels.

While support is great on both sides, due to an extensive customer database and finite staffing, there are times that solutions can take some time to resolve.

The first step is to stay calm if there is an error. If you are a person who routinely finds themselves stressed out, worried or concerned, modifying the ECU of your motorcycle may not be for you. Consider bringing it to one of our dealers which you can find here: <https://bt-moto.com/partners>.

The second step is to double check your work and make sure there isn't something you may have missed in the process. If you received an error on either the computer or the Flasher+ itself, please take a picture of it, this will help us better understand what part of the process you are in. Once you have exhausted your options please contact our support team directly. If you have an open line of communication, please use that same email thread or chat box. This will help our staff better serve you quicker and more efficiently. Please always reference your name, order number and use the same email address for all communication with the BT Moto staff. Providing a detailed list of the issues you are having and pictures will help us pinpoint a swift resolution.

It is possible that we will need a remote login session via teamviewer (download for free from teamviewer.com) to your computer. This would be scheduled with our staff for a M-F, 9-4PM EST meeting.

Please do not start working on your bike at 4PM on a Friday for a 7AM Saturday track session, as you will fall out of our window of support.

If you have trouble with a modified file, please **DO NOT** post on facebook, groups, forums etc. This will often times cause the customer unneeded stress and headache. Please contact the BT Moto staff who will work with you directly on a resolution. We reserve the right to refuse service to anyone berating our company online over this.

Extensive troubleshooting guide by us is here:

https://brentun.s3.amazonaws.com/profile_bren/1679431548359-Motorcycle%20troubleshooting%20and%20best%20practices%20guide%203-17-23.pdf

Section 9 - Additional help / contact us

If at any time during the process you need help or have questions, feel free to reach out to our staff. Troubleshooting is done exclusively via email as many times pictures or file transfers are needed. Our direct email is **sales@bt-moto.com**.

If you have an active email thread or chat dialog, please use that same means of communication. Replying to the same thread is super helpful. Always reference customer name, order number and use the same email address for all communication. Please do not use multiple threads for communication as things can easily get lost or made worse.
www.BT-Moto.com/contact